



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

**Minutes of the Wiltshire Local Performance and Scrutiny Committee held at 10:00am on 30 November 2023 at the Training & Development Centre, Hopton Industrial Estate, London Road, Devizes.**

Members present:

Cllr Pip Ridout (Chair)  
Cllr Bob Jones  
Cllr Paul Oatway  
Cllr Kelvin Nash

Officer attendance:

Assistant Chief Fire Officer (ACFO) - Director of Community Safety, Andy Cole  
Area Manager (AM), Darren Langdown  
Democratic Services Officer, David Shaw  
Communications Administrator, Jackie Greene

**23/20 Welcome**

23/20.1 The Chair opened the meeting and welcomed Members and officers.

**23/21 Apologies**

23/21.1 Apologies were received from Cllr Daniel Cave

**23/22 Code of Conduct, Declarations of Interest and Notifications of Any Other Business**

23/22.1 The Chair asked the meeting for any disclosures of pecuniary interests under the Localism Act. There were no disclosures.

**23/23 Public Questions**

23/23.1 There were no members of the public present and no public questions had been received.

**23/23.2 RESOLVED: Members noted that there were no public questions**

**23/24 Review and approve minutes of the Wiltshire Local Performance and Scrutiny Committee (LPS) meeting on 31 August 2023**

23/24.1 The Chair asked Members to review and approve the minutes from the last meeting.

**23/24.2 RESOLVED: That the minutes be confirmed without amendment and be signed by the Chair as a correct record.**

**23/25 Watch Manager Mark Hillier**

23/25.1 Assistant Chief Fire Officer (ACFO) - Director of Community Safety, Andy Cole paid tribute to Watch Manager Mark Hillier who had passed away following a road traffic collision in Pewsey on 16 October 2023. Thanks were forwarded to Cllr Paul Oatway for the help that he had provided during the funeral arrangements and Cllr Oatway responded that the funeral had been undertaken very professionally.

**23/26 Action Progress Report**

23/26.1 Area Manager (AM), Darren Langdown provided an update to the Committee on the following actions:

23/26.2 Action 365 that information on on-call availability at Wiltshire stations and trends be reported to future meetings of the Committee. This action was considered under the item post, Performance monitoring and briefing for quarter 2. It was noted that this action had been implemented and it was agreed that the action was completed.

23/26.3 Action 366 that the officers report to the next Committee meeting on methods to identify those most at risk, including possible users of foodbanks and providing Safe and Well information to users of canal boats. AM Langdown reported that Prevention team officers used local knowledge and referrals from partner agencies to identify those most at risk and also from follow-up actions following incidents. ACFO Cole added that socioeconomic software was also used to identify those living at distance from a station presenting as a higher risk and these cases were recorded on a risk matrix. Cllr Kelvin Nash commented that pre-Christmas events to support those in need in Devizes had some 150 attendees and it would be a good for a representative from the Prevention team to attend. It was concluded that action 366 was on-going so that it could be monitored and that it would be covered in the performance monitoring and briefing quarterly report within the prevention section.

**23/26.4 RESOLVED: Members noted that action number 365 was complete and that action number 366 was on-going.**

**23/27 Performance monitoring and briefing quarter 2**

23/27.1 AM Langdown presented to Members the performance monitoring and briefing for quarter 2, which covered the three priority areas overseen by this Committee.

23/27.2 **Priority 1** Help you to make safer and healthier choices  
**Priority 2** Protect you and the environment from harm, and  
**Priority 3** Be there when you need us.

A link to the presentation can be found [here](#).

23/27.3 **Priority 1 - Help you to make safer and healthier choices.**

23/27.4 By way of introduction, AM Langdown provided detail on the restructuring of the Service into three groups. Group Manager (GM) Stuart Gillion was the manager of an area including Bournemouth, Christchurch and Poole, which extended to the Salisbury, Amesbury and Ludgershall area. ACFO Cole added that an objective of the restructuring was in response to the Independent Review to increase the visibility of managers. The reporting lines of the Local Performance and Scrutiny Committees was unaltered. The restructure would result in a standardised approach to investigation, audits, Sytle reporting and introducing improvements. It would also allow for small issues to be resolved at station level. In reply to questions from the Chair, ACFO Cole explained the boundaries of the restructure in relation to police areas and the role of the Group Managers and Station Managers and their resultant workloads.

23/27.5 AM Langdown highlighted the value of partnership working, including the Wiltshire Community Safety Partnership, the Safeguarding Vulnerable People Partnership, the Prevent Board, the Clear, Hold, Build Partnership the Local Resilience Forums. Mention was made of the station risk profiles which considered service demands for each station to assist in priorities in prevention and improvement. The profiles were being updated with the latest census figures, which would assist in targeting recruitment.

23/27.6 In reply to Members' questions, the officers confirmed that attendance at the Local Resilience Forums would not be affected by the restructuring of the group's geographical boundaries and that the staffing of the Ramsbury station was being given specific consideration.

23/27.7 AM Langdown reported that the availability of on-call appliances was 55.3% and that operational competence of staff was good and in line with corporate targets. Low risk safety inspections were being completed by wholtime crews and the Fire Safety team was inspecting high risk properties. This process was being assisted by questionnaires on 'quick screens' which provided shared access to information on fire safety audits and showed which business safety checks were required to be completed.

- 23/27.8 AM Langdown referred to the new Watch Manager data system which gave an interface named 'how's the team doing' which provided information on availability and data on monthly trends. In reply to a question from Cllr Bob Jones it was explained that the information could be broken down into day and night figures, with further granular figures being available. In considering appliance availability there were many factors to take into consideration which affected performance and the senior managers worked with the stations to support and improve their availability figures.
- 23/27.9 AM Langdown drew attention to the social media activity which was aligned to the National Fire Chiefs Council campaigns, for example regarding chimney safety, cooking safely, smoke alarm purchasing, home fire safety and use of air fryers. The Service had also worked with the Royal National Lifeboat Institute on water safety. Cllr Nash enquired about the possible cybersecurity risks raised by linking to external websites and the officers stated that they would explore if there were any issues arising with the Corporate Communications and Engagement team.
- 23/27.10 Details were provided on the number of education inputs in quarter 2 (1267 children and young people); and that there were eight firesetter referrals in the quarter from partners. The Road Safety Team had undertaken five 'Survive the Drive' courses with the Ministry of Defence, attend by 532 personnel. Members requested that they be informed of training events that might be of relevance and interest to them.
- 23/27.11 There were 368 safe and well visits carried out in quarter 2, which was a decrease of 33% on the same quarter in the previous year. There were also 562 partner referrals in the quarter, which was a 43% increase on the on the same quarter in the previous year.
- 23/27.12 **Priority 2 - Protect you and the environment from harm**
- 23/27.13 Wholetime operational crews had carried out 211 business fire safety checks in the quarter relating to risk based low level fire safety activity. There had been three prohibition notices and two enforcement notices served in the quarter and there had been no prosecutions.
- 23/27.14 AM Langdown reported the automatic fire alarms strategy at non-domestic premises across the Wiltshire Group area. For 174 automatic fire alarm calls in the quarter, cashable savings of £2,827 had been delivered for on-call attendance and saved 14 hours for wholetime. The call challenge would be extended to 24 hours (from 8:00am to 6:00pm at present) to further reduce unwanted automatic fire alarm calls and provide savings. In reply to a question from Cllr Nash, the officers confirmed that repeat calls from automatic alarms were referred to the Prevention team for investigation.

- 23/27.15 **Priority 3 - Be there when you need us**
- 23/27.16 The average response times were 11.57 minutes for sleeping risk first pump, 13.05 minutes for other buildings first pump and 14.10 minutes for road traffic collisions first pump. Occupational competencies all exceeded 90% against a target of 80%.
- 23/27.17 The appliance availability was 99.6% for wholetime and 55.3% for on-call. AM Langdown continued that there were a number of initiatives to improve on-call availability. These included a review of on-call staff current contract availability; succession planning to maintain availability and support recruitment; targeted recruitment campaigns and an on-call steering group to review the on-call model.
- 23/27.18 There had been no potential fire deaths in the quarter 2 period, with two remaining with the potential for fire deaths that were awaiting a Coroner's verdict.
- 23/27.19 **Demand Summary**
- 23/27.20 The Key Performance Indicators for the quarter were explained to the Committee. Attendance was for 435 automatic fire alarms which result in a false alarm; 41 accidental dwelling fires; 49 deliberate fires (primary and secondary); nine fire related injuries (requiring hospital treatment) and 793 special service incidents attended.
- 23/27.21 The Chair thanked the AM Langdown for the presentation.
- 23/27.22 RESOLVED: Members scrutinised and noted the performance for quarter 2.**
- 23/28 Matters raised by Members (agreed with Chair)**
- 23/28.1 There were no matters raised by Members.
- 23/29 Date of next meeting**
- 23/29.1 The Chair confirmed the date of the next Wiltshire Local Performance and Scrutiny Committee meeting as 29 February 2024 at 10:00am.

The meeting closed at 11:25

Signed: \_\_\_\_\_