



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**

Item 25/17

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	28 August 2025
SUBJECT OF THE REPORT	Performance report for quarter 1
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the first quarter covering the period 1 April to 30 June 2025. The report outlines performance against the key lines of enquiry against His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology.
RISK ASSESSMENT	There are no significant risks arising from this report. Performance remains good with no significant issues to raise with Members.
COMMUNITY IMPACT ASSESSMENT	Performance remains good and there are no significant adverse community issues arising from this report.
ENVIRONMENTAL IMPACT ASSESSMENT	None for the purposes of this report.
BUDGET IMPLICATIONS	None for the purposes of this report.
RECOMMENDATION	Members are asked to scrutinise and comment upon performance of the Service period, 1 April to 30 June 2025.
BACKGROUND PAPERS	https://dwfrs.dashboard.cammsgroup.co.uk/#/
APPENDIX	None

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1. Introduction

- 1.1 As Members are aware, the Service's performance is reviewed against the strategic priorities set out in the Community Safety Plan. This Committee oversees the performance against Priorities 1, 2 and 3 - *making safer and healthier choices, protecting you and the environment from harm and being there when you need us*, with the Local Performance and Scrutiny Committees scrutinising service delivery performance at a local level.
- 1.2 Part of this innovative approach to reporting and scrutiny has been to anchor reporting to specific Key Lines of Enquiry (KLOEs). Each of the strategic priorities is supported by a set of KLOEs.
- 1.3 The Service revised its KLOEs with effect from 1 April 2021 to align to the methodology within the three pillars of HMICFRS's methodology: Effectiveness, Efficiency and People.
- 1.4 This alignment is designed to provide evidence of the Service's performance against the methodology and to allow Members to monitor and scrutinise the Service's performance to ensure it continues to achieve the overall HMICFRS rating of 'good'.
- 1.5 A baseline assessment for each KLOE has been undertaken against the HMICFRS methodology and 'good' rating. The evidence collected for each has been assessed against three levels – requires improvement, good, or outstanding to determine the overall level of performance and where improvement actions are required.
- 1.6 This report sets out the performance for quarter 1, 2025-2026 and will be supported by the attendance of key Officers at the meeting to answer any specific points Members may wish to raise.

2. Quarterly performance summary

- 2.1 KLOE 1: How well do we understand the risk of fire and other emergencies?

The Service's Strategic Assessment of Risk (SAR) ensures our plans are evidence-based and responsive to change, using PESTELO analysis and wide-ranging data to shape priorities in our Community Safety Plan. The 2023–2025 SAR, developed with partners and alongside local strategies, aligns our work to shared priorities and community needs.

We contribute to key partnerships including the Strategic Road Safety Partnership, CONTEST Board, Safeguarding Adults Board, Community Safety Partnership, and Local Resilience Forum, while station risk profiles guide targeted local risk reduction. Maintaining on-call and wholetime appliance availability remains a key priority, underpinned by ongoing contract reviews, succession planning, and targeted recruitment. We also maintain close oversight of response

standards, operational competence, and the breadth of activities delivered by crews — including Safe & Well visits, Business Fire Safety Checks, and other prevention initiatives.

2.2 KLOE 2: How effective are we at preventing fires and other risks?

Our prevention and education work continues to align with National Fire Chiefs Council (NFCC) quarterly safety themes, delivering targeted safety messages through social media, community engagement, and educational programmes. These initiatives include structured lessons in schools, early years engagement, and interactive sessions within community settings, ensuring people of all ages receive relevant and practical safety advice. Seasonal and cultural events are also used to promote timely safety messages, helping to address emerging risks and encourage safer behaviours.

We deliver targeted road safety education for young drivers and passengers, support national and local campaigns, and work closely with partners to address key risk areas on the roads. Our Positive Fire Behaviour Programme provides early intervention for children and young people engaging in unsafe behaviours around fire, supporting wider safeguarding objectives and preventing escalation into deliberate fire setting or anti-social behaviour.

Accidental dwelling fires are continuously monitored, with trends identified and addressed through targeted Safe & Well visits, specialist smoke detection and carbon monoxide detector installations, arson prevention measures, and safety advice tailored to seasonal needs. We also continue to strengthen partnership arrangements and referral processes, ensuring vulnerable individuals receive effective and timely support while enabling resources to be focused where they have the greatest impact.

2.3 KLOE 3: How effective are we at protecting the public through the regulation of fire safety?

The Service continues to prioritise risk-based inspections and intelligence-led interventions to reduce fire risk and improve safety across business premises. Our Risk-Based Inspection Programme (RBIP) focuses on high-risk premises, informed by national methodologies and local data, while also incorporating wider interventions such as Business Fire Safety Checks, seminars, and targeted safety campaigns.

Fire safety enforcement follows the principles of Better Regulation, offering advice and support where appropriate but escalating to formal action when significant breaches or repeated non-compliance are identified. National learning, legislative updates, and complex cases, such as high-rise residential buildings, are integrated into our inspection and enforcement activity to ensure an up-to-date and consistent approach.

Partnership working remains key, with intelligence sharing and joint visits taking place alongside regulators, local authorities, and other agencies to target higher-risk premises effectively. Engagement with the Building Safety Regulator and multi-disciplinary teams supports delivery of the Building Safety Act and associated regulations, ensuring improved building data, remediation of risks, and alignment with national safety priorities.

We also focus on business engagement, providing advice and support through the Primary Authority Scheme, sector-based seminars, and enhanced online educational content. These activities support businesses in achieving compliance, promote consistent safety standards, and strengthen relationships across a wide range of industries.

2.4 KLOE 4: How effective are we at responding to fires and other emergencies?

The Service reviews all incidents with potential fire fatalities in collaboration with the Coroner, holding fatal fire conferences and response meetings to identify learning and improve interventions for vulnerable individuals.

Operational learning is captured through a dedicated Operational Effectiveness Database (OED), which records improvements, equipment issues, debrief outcomes, and national learning. This system ensures actions are monitored, learning is shared across the Service, and crews are supported with refresher training and updates.

Work is underway to upgrade the Operational Effectiveness Database OED system to improve functionality and support continued operational learning and performance improvement.

2.5 KLOE 5: How well prepared are we to respond to major and multi-agency incidents?

The Service maintains robust risk management and resilience arrangements aligned to national and local risk registers, ensuring preparedness for current and emerging threats. Regular horizon scanning, national risk assessments, and partner consultation inform annual planning to strengthen resilience and business continuity.

Preparedness is further enhanced through participation in multi-agency exercises, use of dedicated incident coordination facilities, and access to up-to-date risk information for all high-risk sites.

Joint Emergency Services Interoperability Programme (JESIP) training continues alongside multi-agency exercises and regular partner meetings, ensuring effective incident response and shared learning. Lessons identified are captured and shared nationally through the Joint Organisational Learning system, supporting continuous improvement across emergency services.

3. Summary and key points

- 3.1 The use of KLOEs is an innovative approach to reporting performance. This approach provides a structured means for Members to receive performance information within a wider context.
- 3.2 There are no new significant issues to raise with Members at this time and good progress is being made.
- 3.3 The quarter 2 performance report for 2025-2026 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 27 November 2025.
- 3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).