



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 22/07

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	3 March 2022
SUBJECT OF THE REPORT	Performance report for quarter 3
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the second quarter covering the period 1 October to 31 December 2021. The report outlines performance against the key lines of enquiry against the Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology. As Members would expect there are number of aspects of the Service’s work in prevention and protection that have been impacted by the national pandemic. Where needed we have delivered using alternative methods to good effect. All statutory responsibilities are still being fulfilled and emergency response arrangements remain strong. There are no significant issues arising from this report.
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.
BUDGET IMPLICATIONS	None for the purposes of this report
RECOMMENDATION	Members are asked to scrutinise and comment upon performance of the Service period, 1 October to 31 December 2021.

BACKGROUND PAPERS	<a href="https://dwfrs.dashboard.cammsgroup.co.uk/#/">https://dwfrs.dashboard.cammsgroup.co.uk/#/</a>
APPENDICES	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 3, 2021-2022 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?

Availability and attendance of wholetime appliances across Wiltshire remains good and in line with the corporate target.

While the availability of on-call appliances is improving, key actions being taken to bring further improvement include a robust on-call contract review, prioritised recruitment, and training plans for key stations to improve establishment, succession planning and development of staff. This work runs parallel with our targeted 'Have a Go days' where we actively recruit in areas of need. We continue to listen and support our staff to maximise our on-call retention.

The Service is developing a station risk profile document to support stations better understanding of the demands, risks, and challenges at a local level. This will enable them to set in place interventions of each risk which will feed into a station action plan. Development of the profiles is on track and will bring about benefits in Response, Prevention and Protection.

A new initiative to train firefighters in fire safety is progressing well. This will allow the fire safety team to focus their expertise on higher risk properties across Wiltshire.

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

Increasing partnership referrals remains a key focus for the Safe & Well Team, particularly from hospitals and health care organisations. Our work in this area has meant across Wiltshire partner referrals have increased, community referrals have increased, and more Safe & Well visits are being completed than last year. We continue to seek and develop new partnerships and monitor returns to ensure the focus is on vulnerable people in Wiltshire.

Over the past year our prevention teams have adapted to new ways of working to deliver our key safety messages such as the virtual Safe Drive Stay Alive and fire safety lessons in schools. Social media is used to maintain engagement with the wider public promoting key safety messages. Stations continue to support promoting key safety messages.

The Service has completed an evaluation of our prevention activities to measure the impact they are having on preventing fires and other risks. Results indicate that our intervention across a range of subjects brings about positive lifestyle change for the increased safety of Wiltshire. Alongside this is the value for money framework which provides evidence of the Service, partner, and wider societal savings from our prevention interventions.

Our integrated approach to firesetting behaviour centred on key risk groups and areas has proven successful and we remain one of the lowest for deliberate fires in England.

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

The Service has been working hard to inspect all buildings within the Building Risk Review programme and is pleased to confirm that this work is now complete. This is a positive position and gives us the assurance that we understand our risk profile with regards to high-risk buildings; our activity now turns to managing remediation work as well as responding to new and emerging information on risks within some of these buildings.

In parallel to the ongoing Building Risk Review programme, our fire safety audit programme will focus on links between incident data and high-risk premises which will be completed over the next two years, interspersed with thematic audits raised through national or local incidents.

From April 2020, a new strategy was implemented for automatic fire alarms (AFAs) at commercial premises only whereby we will no longer attend between the hours of 8am and 6pm. The Wiltshire Group have attended 174 AFAs in non-domestic properties this quarter, this is a reduction of 12.6% on the same quarter in 2019-20. Looking at all associated mobilisations for the quarter this gives a cashable saving of £12,025 on our on-call costs and returns 28 hours to wholetime crews.

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

The Service continues to be effective in evaluating and improving operational performance. Following an incident, where necessary, a structured debrief report captures any learning to share across the organisation, and where appropriate is taken to a cross-departmental group for consideration of any further action required.

Alongside this the Service continues to align with national guidance and oversee any further work necessary to strengthen its compliance against these standards.

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

The Service continues to work closely with Local Resilience Forums to capture community risks. The Service is no longer in major incident status for the coronavirus pandemic, but we continue to adhere to sensible infection, protection and control arrangements for the safety of public and staff. The Service continues to play a key role in Strategic Coordinating and Tactical Coordinating Groups when required to manage our response to national and localised risks.

Service exercise governance continues to be strengthened via a programme of exercising, including at our highest risk Control of Major Accident Hazards (COMAH) sites. The development of specific tactical response plans continues for these COMAH sites to ensure clear guidance in the event of an incident at one of these sites.

### **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 4 performance report for 2021-2022 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 8 June 2022.
- 3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).

March 2022