



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 25/07

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	27 February 2025
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 third quarter covering the period 1 October to 31 December 2024. 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 October to 31 December 2024.
BACKGROUND PAPERS	<a href="https://dwfrs.dashboard.cammsgroup.co.uk/#/">https://dwfrs.dashboard.cammsgroup.co.uk/#/</a>
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 3, 2024-2025 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 undertakes a Strategic Assessment of Risk to ensure that decision-making and planning remains current and reflective of the landscape within which we operate. The most recent Strategic Assessment of Risk 2023-25 was published on the Service's website in April 2023

In this quarter, on-call appliance availability was at 56%, with optimal availability at 62.9%. Wholtime appliance availability was at 97.50%.

Operational competence of staff is currently good and in line with our targets.

Action plans are in place for staff who have failed courses, and the officers monitor expiry dates to ensure staff remain competent.

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

A programme of activity aligned to both the National Fire Chiefs Council (NFCC) Fire Safety Campaign calendar, and local campaigns, is carried out by both the Prevention team and Operational crews.

During this quarter 514 Safe & Well Visits have been completed. This is a decrease of 40 visits on this time last year, which was 554.

Thirty-five Safeguarding referrals were raised by staff.

Our key prevention safety messages were shared across various social media platforms, and we reached the following number of people:

- Facebook: Posts Reached 331,518 users. Engagement with 43,983 users.
- Instagram: Posts viewed by 27,609 users
- Next Door: Posts were seen by 153,616 users. The most popular prevention post on Next Door was an air fryer incident and appropriate safety messaging. On Facebook this was viewed by 121,926 users.

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

The Service is required to identify a range of premises which it considers to be high risk in the event of fire. These form the core of our Risk Based Inspection Programme (RBIP), which is a three-year pro-active audit schedule with premises selected based on a range of factors.

Operational crews at wholetime stations are trained to complete lower-level fire safety activity known as Business Fire Safety Checks, 166 have been completed across the Service area this quarter.

The enforcement of fire safety standards is based on the principles of "Better Regulation / Better Business for All" and a supportive stance towards business where this is proportionate, appropriate, and reasonable. Where informal action, advice or education is considered suitable, we will adopt this approach through our interactions with business owners and by means of informal Fire Safety Matters (FSM) letters (of which a total of 137 such informal notices were issued across the Service during the quarter). Of the FSM letters issued following audits, 30 were assessed as requiring a revisit to check compliance and 129 did not require a follow up visit.

The Service uses and shares intelligence with a range of partner agencies including Building Control, Local Authorities, Housing providers, Food Standards,

Care Quality Commission, Ofsted, Trading Standards and Border Agency to jointly visit premises that present a high risk.

#### 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. The Service has a bespoke Operational Effectiveness Database (OED)

Across the group, His Majesty's Coroner has, to date, confirmed two fire deaths in 2024-25. There remain two incidents with the potential for further fire deaths that are awaiting a Coroner's verdict.

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

The Service is an active member with the two Local Resilience Forums within our Service area. This includes their training and exercise groups. Involvement with these group helps to ensure that the Service plays an active part in the multi-agency exercises, including those at major incident level.

To strengthen our preparedness, the service has completed 10 cross-border exercises, five further multi-pump exercises and a National Resilience exercise.

Over this quarter the Service has been involved with more multi-agency exercises (four across the service), these always include Joint Emergency Services Interoperability Principles to ensure a coherent and co-ordinated response. The service is also planning further Marauding Terrorist Attack training and exercises for quarter four to further embed Joint Operating Procedures 3 (JOPS 3). These are significant multi-agency exercises with implications for critical national infrastructure.

As part of the multi-agency working, the Service has strengthened the facilities for major incident coordination, with establishment of a Strategic Holding Area and a Major Incident Co-ordination Centre (MICC). The MICC has been exercised this quarter to ensure it functions for other agencies. This will be used by the Service and our partners during major incidents and helps to ensure successful co-ordination of resources and requirements at incidents.

### 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 meeting of the Authority held on 14 June 2023 agreed that a meeting of the LPS will not take place in May, but the quarter 4 performance for 2024-2025 will be made available to Members. The quarter 1 performance report for 2025-2026 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 28 August 2025.
- 3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).