



DORSET & WILTSHIRE
FIRE AND RESCUE

Annual Report 2018/19



PASSIONATE ABOUT
CHANGING & SAVING LIVES

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Cllr Rebecca Knox,
Chair of the Dorset
& Wiltshire Fire and
Rescue Authority



Ben Ansell,
Chief Fire Officer

Last year was once again very busy, with new and emerging challenges. We attended 14,497 incidents where people needed our urgent assistance including helping to deal with the Salisbury and Amesbury nerve agent attacks. Whilst we are best known for our emergency response capability, we do a lot of work to prevent fires and accidents from happening in the first place. To help ensure that commercial and public buildings are legally compliant and safe, we work closely with owners or developers. Last year we engaged with hundreds of local businesses and responded to more than 1,500 building control applications as well as undertaking almost 1,200 fire safety audits, including working with those responsible for high-rise buildings following the Grenfell Tower fire.

We also work hard to engage with people likely to have a fire, helping them to reduce their risk by offering advice as well as fitting free smoke alarms. Last year we completed almost 12,000 Safe and Well

visits in higher risk homes. Whilst doing this, we also help them to improve their general wellbeing by providing advice and signposting them to where they can find support with any additional needs they may have. For example, during our Safe and Well visits we check for the person's ability to stay warm; their risk of falling in the home and we also offer crime prevention support. This helps to reduce the pressures and costs for our partners in the longer term.

We continue to work with young people to help to keep them safe and encourage them to make informed life choices. Last year 40,359 children attended safety education talks and we also ran a significant number of programmes for younger people. The aim of these programmes is to allow them to make better choices to keep them safe or reduce anti-social behaviour such as arson. To help make our roads safer, we also delivered road safety education to nearly 18,000 people from across Dorset and Wiltshire.

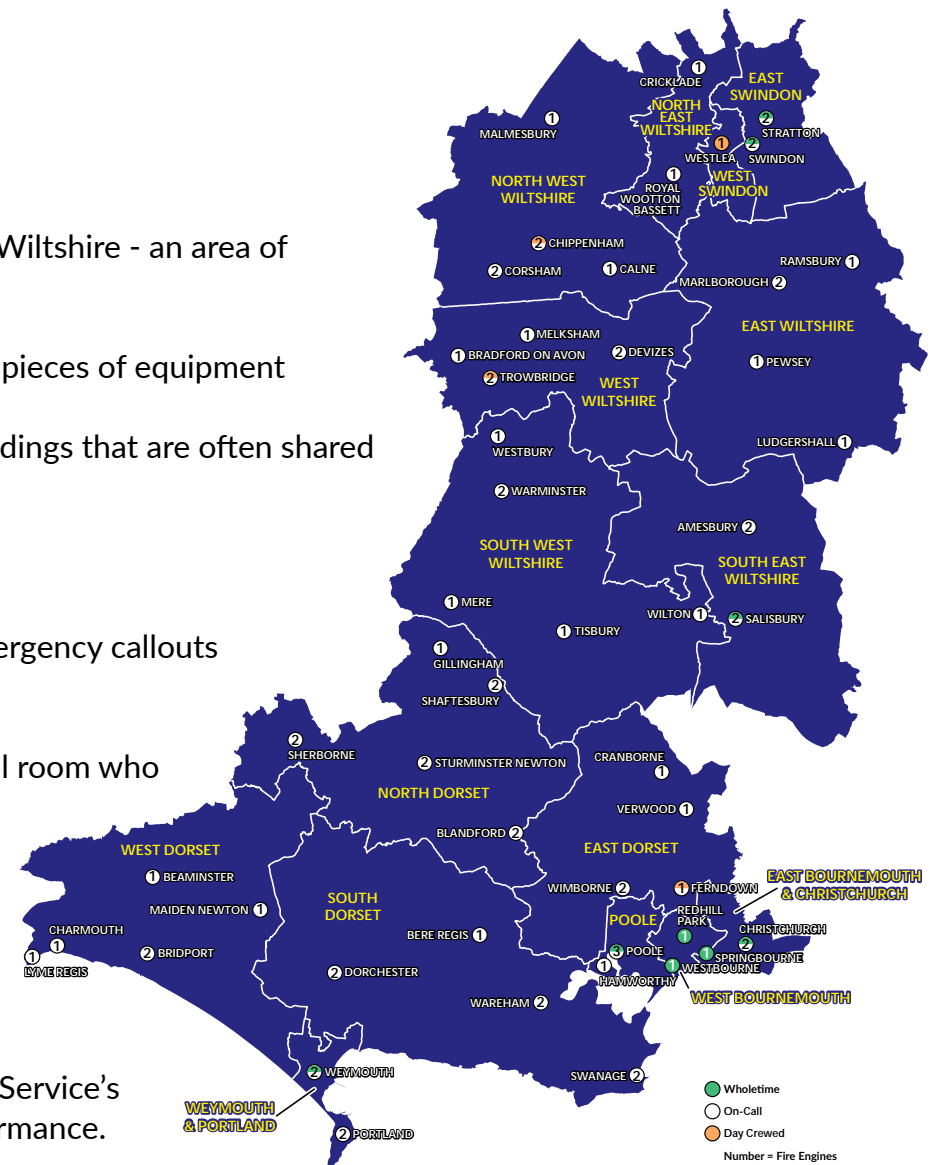
Last year, inspectors from Her Majesty's Inspectorate for Constabulary and Fire & Rescue Services looked closely at our Service and gave us a 'Good' rating in all key aspects of our delivery. The great news is that they said that "The residents of Dorset and Wiltshire can be confident that they are receiving a quality service".

Finally, whilst this Annual Report gives you a flavour of what has happened last year, if you want to know more about our plans please see our Community Safety Plan 2018-22 which is available on our website or contact us to discuss anything you may want to know more about. We hope you enjoy reading this Annual Report.

ABOUT US

Your fire and rescue service

- Serves over 1.49 million people
- covers Bournemouth, Christchurch & Poole (BCP), Dorset, Swindon and Wiltshire - an area of around 2,500 square miles
- uses 74 fire engines and a number of specialist vehicles and over 50,000 pieces of equipment
- operates from 50 community fire stations and a number of other key buildings that are often shared with our partners, and
- delivers the service through a fantastic team of:
 - Around 600 on-call firefighters who make themselves available for emergency callouts depending on their other commitments
 - around 400 wholetime firefighters, including those based in our control room who answer 999 emergency calls, 24 hours a day, 365 days of the year
 - around 300 corporate staff who help to provide our essential front-line services to both residents and local businesses
 - around 90 volunteers who support us at community events, and
 - 18 elected members of the fire and rescue authority, who oversee the Service's finances, consider new policy initiatives and monitor operational performance.





As your fire and rescue service we are always looking to improve what we do and how we do it. We have a great workforce that works tirelessly to help make Dorset and Wiltshire a healthier and safer place to visit and work. Our current Community Safety Plan sets out our future ambitions for the Service over the coming years. The plan sets our priorities and what we intend to focus on including a number of targets.

Our 'One Team' approach of delivering our services is based on a set of values and behaviours that encourages a positive working environment for all.

R Responsibility

E Equality

S Support

P Professionalism

E Excellence

C Communication

T Transformation



ABOUT US

When you think of fire and rescue, you probably think of our emergency response service. However, this is only one part of what we do. To help us focus our thinking and resources, we have five priorities aimed at improving the safety and quality of life for everyone who lives in or visits the beautiful counties of Dorset and Wiltshire.

This Annual Report gives you an overview of our performance over the past year against our priorities.

Our priorities



Making safer and healthier choices

This is about educating people to the dangers around them and preventing risky behaviour.



Protecting you and the environment from harm

This is our legal obligation to keep buildings and businesses safe for people to use.



Being there when you need us

Our emergency service responds quickly to people who are in danger or distress.



Making every penny count

It is important we are well managed and that we spend our budget wisely, and maximise what we do with it.



Supporting and developing our people

Making sure our people are at the centre of everything we do; are well-led and have the right approach, knowledge and skills, is crucial to the success of our Service.



MAKING SAFER AND HEALTHIER CHOICES



This is about educating people to the dangers around them and preventing risky behaviour.

Education

Our education programmes aim to create safe and healthy communities by teaching children and young people to keep themselves and others safe and well. This includes:



- Learning to be 'fire safe' at home and in their communities by developing their fire safety knowledge
- understanding the consequences of antisocial behaviour such as deliberate fire setting
- road safety awareness
- water safety to reduce deaths and injuries from flooding and other water related incidents, and
- developing skills to make positive choices to lead and maintain a safe and healthy lifestyle.

Last year we delivered safety education talks in schools, children's groups and bespoke educational sessions to over 40,000 children.

We also deliver education messages to adults within our communities including how to stay safe during summer BBQ season, highlighting the importance of chimney sweeping in autumn, and around Diwali, the Hindu festival of lights.





MAKING SAFER AND HEALTHIER CHOICES



Youth intervention

Our youth intervention programmes continue to be very well received. We delivered 22 youth courses including Fire Cadets, Safer People and Responsible Communities (SPARC) and Salamander last year with over 250 attendees, all helping to deliver positive outcomes for the young people and adults who attended. Those attending these courses are able to gain qualifications such as; The Prince's Trust Employability, Teamwork and Community Skills

Qualification, Business and Technology Education Council (BTEC) Level 2 Award in Fire Services in the Community, Emergency First Aid at Work, Assessment Qualification Alliance (AQA) Award in Fire Services Training and the National Fire Cadet Level 1 Award. We also received 63 referrals to the Firesetters scheme which resulted in 127 interventions or visits and delivered four weeks of Junior Good Citizen events to 2,842 children.



MAKING SAFER AND HEALTHIER CHOICES



Home visits



We undertook 11,654 Safe and Well visits at the homes of higher risk vulnerable people. Our visits provide advice and information not only on how to reduce the risk from fire, but also how people can improve their overall health and well-being. By doing this, we are seeking to provide support for those experiencing frailty, or have issues with keeping warm, or those who may risk falling in the home, or people suffering from mental health issues, and we also offer crime prevention advice. By working with partners in public health, local authorities, social services and the police, our approach helps to reduce the demands on these services and, as a result, saves money.

One of the partners we work with is the SafeWise charity who provide realistic learning experiences to equip visitors with the skills, knowledge and confidence to live active, healthy and safer lives in stronger communities. At their two SafeWise centres in Bournemouth and Weymouth, visitors practice skills for life and safety in a real-life but controlled environment. Our funding and support during 2018-19 helped them welcome 6,915 educational visitors to their learning centres and promote key messages via approximately 41,500 individual visits.

We take our approach to safeguarding vulnerable adults and children very seriously with 24/7 arrangements in place to manage safeguarding referrals. All personnel with safeguarding responsibilities received additional training appropriate to their role and to support the UK's counter terrorism strategy.





MAKING SAFER AND HEALTHIER CHOICES

Road safety



Attending road traffic collision incidents remains a substantial part of the work we do. Working in partnership with police, we aim to reduce the number of road traffic collisions with prevention activity. Over the past 12 months, we have provided targeted education programmes to 5,896 people including Safe Drive Stay Alive, Survive the Drive (a programme specifically for military personnel who are statistically at greater risk of being involved in a road traffic collision), Biker Down, and Safe Pass (a cycle safety initiative). As the number of vehicles on the roads in Dorset and Wiltshire continues to increase this will remain a key area of focus for us.



MAKING SAFER AND HEALTHIER CHOICES



This work leads to:

- Increased awareness and a reduction in the risks of accidental and preventable fires in the home
- more young people aware of the devastating effects road traffic collisions can have on families and communities
- less anti-social behaviour and arson, reducing demand on emergency response
- more young people reaching their potential through working with families, children and young adults
- more protection and support for vulnerable people so they can live fulfilling, independent lives, and
- less hospital admissions for vulnerable people.

Moving forward our focus will be:

- To continue to develop new opportunities to strengthen our work across the public sector, with voluntary agencies, the military and blue light services. This is to make sure we are maximising the positive impact we have on communities and individuals and that we are contributing towards wider health outcomes
- to continually evaluate our interventions to allow us to demonstrate the impact they have in keeping people safe and healthy
- to develop an evaluation framework that can be applied to prevention interventions and wider collaboration activities across the Service, and
- to continue to develop our collaborative partnership work with charities such as the British Red Cross and with the NHS in areas such as hospital discharge teams which we see as a priority to help us target those at greatest risk from fire.



PROTECTING YOU AND THE ENVIRONMENT FROM HARM

This is our legal obligation to keep buildings and businesses safe for people to use.



1,141
positive engagements
with businesses



392
licensing
applications

Our fire safety protection activities continued to identify high-risk premises; gathering and reviewing information on the risks at key premises to help ensure that crews are prepared for emergency incidents, should they occur. The highest risk sites have site specific risk information produced which is available for crews on mobile data terminals when they attend incidents. This information is regularly updated by crews to ensure it is accurate and relevant. Following the Grenfell Tower fire in June 2017 we have been monitoring the subsequent Public Inquiry to capture emerging issues. From a wider perspective, we have considered the Independent Review of Building Regulations and Fire Safety, led by Dame Judith Hackitt and are well placed in terms of the recommendations.



PROTECTING YOU AND THE ENVIRONMENT FROM HARM



Fire safety

Our fire safety team undertook 1,198 fire safety audits and responded to 1,580 building regulations consultations as part of our statutory duties in 2018-19. We continue to offer support to a wide range of businesses on fire safety issues with partners such as Trading Standards, Environmental Health and Building Control, which helps us to design safety within the fabric

and use of buildings within the Service area. As well as looking at buildings, we continue to work hard to reduce risks such as those posed by waste fires. These fires continue to be of concern nationally and, following several such fires across the Service area, we are working with the Environment Agency to agree a joint approach to mitigating the risk of such fires occurring.





PROTECTING YOU AND THE ENVIRONMENT FROM HARM

Fire safety complaints



During 2018-19 we dealt with 466 fire safety complaints from the public, concerned about the buildings they use. We follow the Government's Better Regulation Framework and will take robust action, including prosecution where this is warranted. If you wish to tell us about fire safety risks in commercial premises, such as locked or blocked fire exits, you have three options:

- email the fire safety department at enforcement@dwfire.org.uk
- call 01722 69 1717 during office hours (9am-5pm), or
- call our Service Control Centre on 0306 799 0019 out of office hours (5pm-9am).

This work leads to:

- Fewer injuries, preventable fires, deaths and accidents
- increased self-compliance in fire safety law making workplaces safer
- less damage to our areas of wildlife
- less disruption from extreme weather, and
- fewer false alarms and unnecessary emergency call outs.

Moving forward our focus will be:

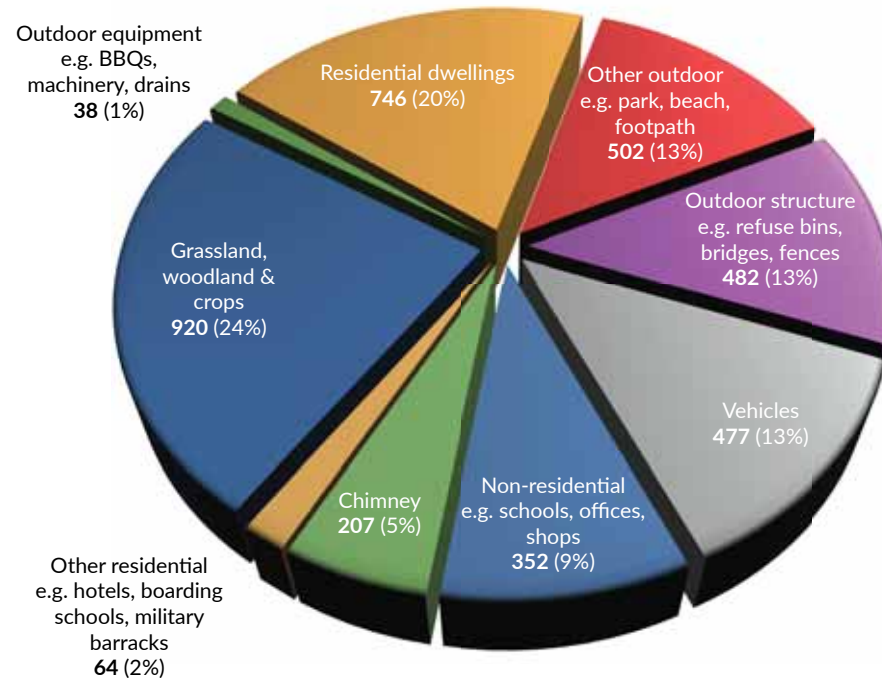
- To establish a dedicated business support fire safety team aimed at promoting residential and commercial sprinkler systems, alongside raising awareness of fire safety responsibilities and compliance
- we are further strengthening our training to help identify safeguarding concerns and ensure that appropriate action is taken if a concern for a child or adult is raised, and
- to review our Risk Based Inspection Programme and continue to work with key stakeholders to ensure high rise and complex building fire safety remains a priority.

This ensures our emergency service responds quickly to people who are in danger or distress.

 14,497 incidents attended	 3,824 fires attended (inc 1,207 deliberate)	 700 accidental fires in the home attended
 87 rescues from fires	 328 rescues from road traffic collisions	 8% reduction in accidental dwelling fires

Last year we attended 14,497 incidents including 3,824 fires; 1,207 were deliberately set fires and 2,617 were accidental fires. Of these accidental fires there were 700 accidental fires in the home, representing an 8% reduction compared to the previous year, which reflects our ongoing focus on prevention. We also rescued 87 people from fires and 328 from road traffic collisions. Sadly, there were also six deaths in fire related incidents, of which Her Majesty's Coroner has so far determined that (at time of publication) four were caused by fire.

Types of fires attended in 2018-19



Emergency response

We have set our emergency response standards to focus on life risk. When there is an incident at a property with sleeping risk (single private dwellings, care homes, hospitals, sheltered accommodation, student accommodation, hostels etc.), we send two fire engines. We aim for the first fire engine to arrive within ten minutes and for the second fire engine to arrive within 13 minutes from the time the call is received by our Service Control Centre. Our decision to target these timings is based on a study on fire survivability times completed by Exeter University. Against our 75% target we achieved this standard on 70.6% of occasions for the first fire engine and 64.9% of occasions for the second fire engine. For other buildings (i.e. those not classified as a sleeping risk), our standards are ten minutes for the first fire engine and 15 minutes for the second fire engine. We achieved

these standards on 63.3% and 66.1% of occasions respectively.

We know that our ability to achieve our response standards is not always possible because of where people live and where our fire stations are. However, we continue to work hard to help identify the most vulnerable in our communities, allowing us to focus our efforts on fire safety and prevention activities. In particular, we know that in rural areas of Dorset and Wiltshire there are predominantly on-call fire stations which can mean less assured availability. We are focussing on recruiting more on-call firefighters to fulfil this need (see page 25) and taking a number of other improvements to retain these important members of staff.

In this year we bought a 42 metre tall Aerial Ladder Platform. This can reach greater heights, meaning we can now access over 98% of high-rise properties within Dorset and Wiltshire.



This work leads to:

- Fewer injuries and deaths from accidental and preventable fires
- safer roads with fewer road traffic collisions that result in injury and death
- fewer deaths and serious medical injuries
- safer firefighters and staff, and
- increase in our understanding of the community risk and those we need to target.


Moving forward our focus will be:

- To introduce a new way of recording individuals' skills to make training more effective
- to work alongside partners within the Networked Fire Services Partnership to identify opportunities for collaboration, including aligning operational procedures with neighbouring services
- to attract, recruit and retain on-call firefighters. We have been involved in local and national initiatives to improve the number of on-call duty system staff. As part of this we will:
 - Align and streamline the selection process for on-call firefighters
 - create a new on-call pay model to attract more candidates
 - introduce on-call support officers to assist with recruitment and business engagement, and,
 - start development schools for new firefighters to improve their training.



MAKING EVERY PENNY COUNT

It is important we are well managed, that we spend our budget wisely, and maximise what we do with it.



below average
Band D council tax
precept

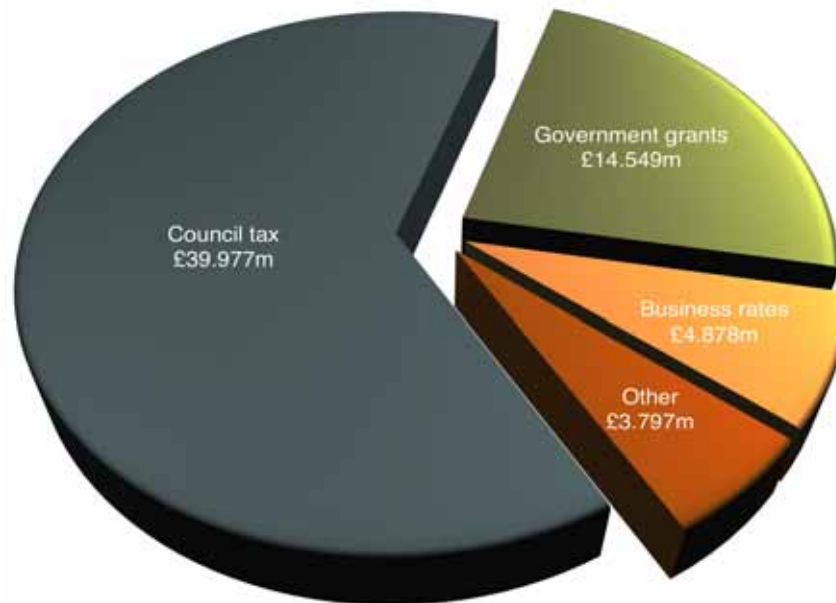
The Authority continues to be a low spending and efficient one; by the end of 2017-18 we had achieved 97% of the targets in our Efficiency Plan and firefighter costs per person were £18.82 compared to an all-England average of £21.91. Against national benchmarking we purchase goods at or below the national average, demonstrating further value for money. This means we are striking the right balance between being there when you need us and spending the funds we receive wisely.

Total Government funding for 2018-19 was £14.549m, leaving £39.977m to be raised from our proportion of the council tax demand (fire precept). For 2018-19 our Band D fire precept figure was £72.70 compared to a national average for combined fire authorities of £76.62. This lower level of funding than the national average presents some financial challenges going forward however we have a financial plan in place to address this. To find out more please visit our website.

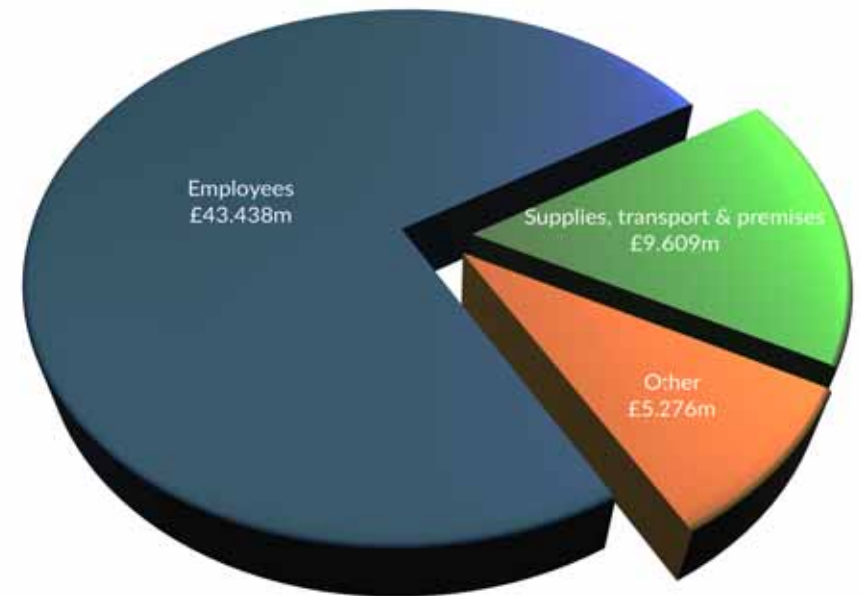


Below average
firefighter costs
(£18.82 compared
to £21.91 national
average)

Funding 2018-19



Spending 2018-19



MAKING EVERY PENNY COUNT



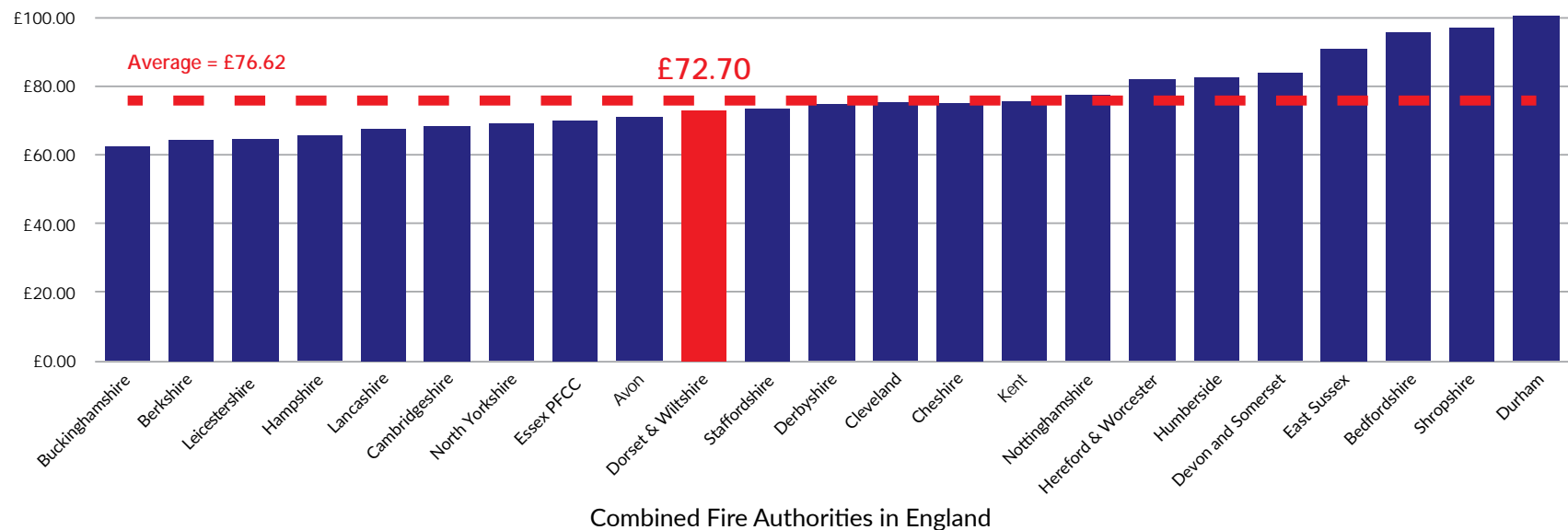
As well as ensuring sound financial management, we are pleased that our internal and external auditors have confidence in our arrangements and have not raised any significant governance issues.

We have a system in place to assure our occupational health and safety and in November the British Standards Institution auditors awarded the Service BSI 18001 across the whole of the Service area. This

is a considerable achievement with only two other fire and rescue services in England achieving this standard.

A comprehensive review against the updated Business Continuity Institute Good Practice Guidelines 2018 was undertaken which has provided further assurance of the Service arrangements and identified areas for further improvement. This means that we are well prepared to prevent and deal with the impact of a major incident should it occur.

Our charges within Band D Council Tax 2018-19





MAKING EVERY PENNY COUNT

During 2018 we were inspected by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services. This included assessments of the operational service provided to the public, the efficiency of the Service, and the organisational effectiveness of the Service. In June 2019 the Inspectorate published their first report for the Service. We were delighted to be awarded a 'Good' rating against all three focus areas of the inspection.

We are working hard to give our staff greater flexibility to improve efficiency and retain talent. All staff are now able to maximise the benefits of cloud-based technology and systems. It is evident that substantial cost avoidance savings are being realised through increased use of online meetings and reducing unnecessary travel.



“The residents of Dorset and Wiltshire can be confident that they are receiving a quality service and I look forward to seeing what further benefits result from their recent combination.”

HM Inspector of Fire and Rescue Services Wendy Williams.

MAKING EVERY PENNY COUNT



This work leads to:

- Putting as much money into frontline services as we can
- making our budget work harder
- maximising usage of buildings and minimising their running costs
- being more cost-effective through good purchasing
- improved work-life balance and retention for our staff, and
- a reduced carbon footprint, fewer unnecessary journeys and more cost savings.

Moving forward our focus will be:

- Further strengthening our approach to value for money, reducing costs and improving outcomes with fewer or the same resources, and
- working closely with neighbouring emergency services and other key partners to deliver our services. This will enable a more effective and joined up response to the public without compromising firefighter safety.



DEVELOPING AND SUPPORTING OUR PEOPLE

Making sure our people are at the centre of everything we do, are well-led and have the right approach, knowledge and skills, is crucial to the success of our Service.



Developing our people

We maintain our commitment to investing in the learning and development of our people. We continue to make good progress with e-learning and we are developing a blended approach to our training. The Service has invested in new approaches to incident command training to ensure that commanders receive high standard training so that they are safe and competent in carrying out their role. We have been working collaboratively with the Royal National Lifeboat Institution (RNLI) to develop leadership programmes at supervisory, middle and strategic level which allows people to maximise their potential. We have a range of apprenticeship programmes that are in place or are being developed.

For more information on our apprenticeship target, please visit our website dwfire.org.uk.

Health & Wellbeing

We ask a lot of our staff and we are therefore committed to looking after their physical, emotional and mental health by offering a range of health and wellbeing services to support them. Absence management continues to be a key focus for us; whilst there is some variability between staff groups, absence has improved by 8.3% since last year to an average of 8.8 days/shifts lost per person per year, and there was a reduction in work related stress compared to 2017-18 by 21%. We also have physical training advisors to help maintain the fitness of our operational staff. Staff networks include Mind Bluelight Champions who are available as a listening ear to help break the stigma of talking about mental health in the workplace.





Diversity & Inclusion

As part of our recruitment process, we ask for information about the protected characteristics of gender, age, sexual orientation, disability, ethnic origin, and religion. Although we appreciate that not everyone chooses to disclose this information, we collect it to monitor whether our people reflect the diversity of the communities we serve. As of 31 March 2019, men made up 81% of our staff, and the highest proportion (33%) were aged between 46-55. We are working hard to attract under-represented groups to our organisation through our positive action campaigning.

Our report from 2018 indicates that our current gender pay gap of 7% is lower than the national figure of 18%, based on full and part-time workers (Office for National Statistics, 2017). This may be explained by the disproportionate number of male staff to female in operational roles. Staff networks, apprenticeships, flexible working procedures and improved station facilities are all part of our action plan to further improve the number of women in our operational workforce.

As Stonewall Diversity Champions we have continued our work to create an inclusive workplace where gender identity, sexual orientation and wider diversity is recognised and valued. We received positive recognition from Stonewall having improved from an

Emergency Services sector ranking of 29 in 2018 to a sector ranking of 18 in 2019, and an overall ranking of 234 in 2019 which is 60 places higher than our 2018 ranking of 294.





DEVELOPING AND SUPPORTING OUR PEOPLE



This work leads to:

- The development of our staff that provides them with skills and behaviours
- improved work-life balance for our staff
- low sickness absence, and
- an increase in the diversity of our operational workforce.

Moving forward our focus will be:

- To improve the personal review process to further support the learning and development of our people
- to review the promotion process to enable progression opportunities for staff
- to review our values and behaviours to ensure they continue to reflect our positive working environment, and
- to continue to actively recruit and retain a diverse workforce that reflects the communities we serve.



COULD YOU BE AN ON-CALL FIREFIGHTER? #BEONEOFUS

As a Service, we are reliant on on-call firefighters – almost two thirds of our operational staff work this duty system to keep our communities safe. An on-call firefighter is someone who responds to a range of fire and rescue service jobs; these range from emergency calls, working at open days, carrying out work with their local communities, and acting as an ambassador for the fire service.

On-call firefighters carry a pager with them and respond to their local fire station when they are alerted. They deal with the same types of incidents and emergencies as their wholetime colleagues and are trained to the same standards including driving, breathing apparatus and casualty care. On-call firefighters train once a week on station at drill night. The night of the week varies depending on the station.

On-call firefighters come from every walk of life, including homemakers, shopkeepers, builders, farmers, office workers and directors of companies, together with people who are not currently employed. Full training is provided on an on-going basis, therefore previous experience is not needed. The on-call hours are based around people's availability and other commitments.

We are recruiting on-call firefighters at stations across the Service. In order to be an on-call firefighter you must be over 18 and live or work and be able to respond to the fire station within five minutes of your pager going off. We are particularly interested

in hearing from women and under-represented groups. We are an equal opportunities employer and applications are welcome from all. The application form and more information can be found on our website - www.dwfire.org.uk/on-call-firefighters



STRATEGIC PERFORMANCE

Performance against strategic targets

Target	Performance
We will achieve a 5% reduction in accidental dwelling fires (over the average achieved during the last five years).	8%
Working in partnership, we will reduce the number of deaths and serious injuries in road traffic collisions by 40% by 2020.	18%
By 2020 we will ensure that 85% of our planned Safe and Well visits are undertaken on high priority, high risk individuals.	82%
We will achieve a positive outcome from all educational interventions with children and young people on 75% of occasions.	86%
By 2020, we will have audited 100% of known sleeping accommodation identified as high risk where the fire safety order applies.	76%
On 75% of occasions, we will achieve our response standards based on a 10-minute response time including call handling and travel time.	71%
By 31 March 2019, to have achieved accreditation against BS OHSAS 18001 Occupational Health and Safety Management.	Complete
To reduce the number of working days lost to work related injuries and ill health by 5% each year.	40%
We will increase the diversity of our operational workforce, by ensuring that 20% of recruitment is from under-represented groups.	17%
For sickness absence, to be no higher than the average reported for other comparable fire and rescue services in England.	5% higher
We will achieve a 5% reduction in deliberate fires (from the average achieved during the last five years).	+35%

Key

■ On track or achieved
 ■ Slipping against this target
 ■ Target not achieved



Dorset & Wiltshire Fire and Rescue Service
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Salisbury
Wiltshire
SP1 3NR



01722 691000



enquiries@dwfire.org.uk



dwfire.org.uk



[@DWFireRescue](https://www.instagram.com/DWFireRescue)



DWFire Podcast



DORSET & WILTSHIRE
FIRE AND RESCUE

PASSIONATE ABOUT
CHANGING & SAVING LIVES