



Wiltshire Fire & Rescue Service

Wiltshire and Swindon Fire Authority

WILTSHIRE SERVICE
FIRE & RESCUE

Performance Summary 2008 - 2009



Your Safety: Our Priority

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Introduction

I am very pleased to have the opportunity to introduce this year's Performance Summary, which focuses on our continued progress in maintaining the Service's overall aim of 'Your Safety: Our Priority'.

The last year has been another very positive one for Wiltshire FRS and we are continuing to build on this to improve our service to the public further.

We have an established track record of working with our partners to help achieve many of our own aspirations, including partnerships designed to try and prevent emergencies such as fires and road traffic collisions from occurring at all. The Service is taking a lead on many of the community safety initiatives being delivered across Wiltshire and Swindon.

Alongside this, we continue to maintain an effective emergency response to ensure that the community gets the professional intervention and help it needs, whenever it needs it.

As one of the lowest precepting fire authorities in the country, it has been acknowledged by the Audit Commission and other regulatory bodies that we can deliver an efficient and effective Fire & Rescue Service while making best use of our finite resources.

Our new Integrated Risk Management Plan and Business Plan, due to be published in 2010, will determine our direction for the next five years. Our current plans are all available to view on our website, www.wiltsfire.gov.uk

We would welcome your comments on this Performance Summary – you can either email consultation@wiltsfire.gov.uk or write to us at the address on the back of this document.

Thank you for your continued interest in Wiltshire Fire & Rescue Service.

Andy Goves MA MSc LLB[Hons] FIFireE
Chief Fire Officer and Chief Executive



Andy Goves
MA, MSc, LLB(Hons), FIFireE

Improving our Service

Comprehensive Performance Assessment (CPA)

In October 2008, the Service was re-assessed by the Audit Commission as part of the CPA on the corporate level of the organisation. The performance rating was upgraded to 'fair', an improvement from the 2005 scoring of 'weak'.

April 2009 sees the end of CPA and the implementation of the new Comprehensive Area Assessments that form part of the Local Area Agreements. The audit of this assessment is planned to start in October 2009.

Charter Mark

Charter Mark is a national Government based award scheme for recognising excellence in public services. Wiltshire FRS first attained the Charter Mark standard in 2005 and we were delighted to achieve the Charter Mark standard for the fourth consecutive year in 2008 and to achieve a compliance plus for our Safe Drive, Stay Alive project. This means that it is commended to other organisations as best practice.

The Government has now launched a new scheme, Customer Service Excellence, which will eventually replace the Charter Mark. It aims to encourage and reward organisations that are delivering services based on a genuine understanding of the needs and preferences of their customers and communities.



Customer Charter

In 2008 we launched our Customer Charter, which outlines the service you can expect to receive from us when responding to emergency incidents and when you contact us for routine enquiries.

We will:

- Answer your emergency call within five seconds from it being passed to us from the 999/112 operator on 80% of occasions.
- Mobilise the appropriate attendance of one or more fire appliances to deal with any emergency incident within 90 seconds of receipt of a call at control on 80% of occasions.
- Attend any dwelling fire within 20 minutes on 98% of occasions.
- Attend any dwelling fire within 10 minutes on 80% of occasions.
- Attend a road traffic collision within 20 minutes on 95% of occasions.

We have set standards that you can expect to receive when contacting us. In December we carried out a 'dip sample' to measure how well we were performing against these standards. This produced some good results.

More information about how we are performing against the Customer Charter standards can be found on our website www.wiltshire.gov.uk

Reducing Environmental Impact

As Wiltshire FRS is concerned about the environment and is looking to reduce its impact upon it, it has developed a suite of performance indicators for 2009/10 onwards to help it monitor and reduce its carbon footprint. These include reduction in the consumption of oil, electricity, gas and water and an overall reduction of CO2 emissions per employee.

A Carbon Survey has been carried out at Service HQ and A Regional Climate Change Project is underway managed by a Wiltshire FRS seconded officer to produce a regional Climate Strategy. South West FRS have been successful in their application to take part in the Carbon Trust's Carbon Management Programme for 2009.

Integrated Risk Management

In 2006 the Business Plan 2006-2010 was published, detailing how we were going to deliver our priorities over a four year period. This is now coming to an end and we need to produce another plan to incorporate the work needing to be done and to ensure the risks to the community are kept to a minimum.

In January 2009 work began on the development of the new Business Plan and the Integrated Risk Management Plan for 2010-15. To ensure that this identifies and captures not only the main risks facing our communities, but also the widest views and innovative ideas on how to reduce these risks, a thorough consultation with staff, elected members, partners and other key stakeholders will take place.

The consultation process has been split into two stages:-

Stage 1 - started in January 2009 with staff being asked for their views and opinions on the risks facing the community over the next five years.

Stage 2 - the formal 12-week consultation will start in September 2009 on the draft IRMP to capture the views and opinions of our partners and the communities we serve on how we propose to manage the risks within the community.

The final document will be published by April 2010.



Community Safety

Operation Fire Stop

Within Wiltshire there have been five fire related deaths over the last three years. All of the victims fell within the Service's 'vulnerable groups'.

We have a strategy to reduce such fire deaths primarily through the Home Safety Check process, Hot Strikes and the proactive work of the Community Safety Advisor, Case Managers and Community Safety Technicians.

Following a fire death in Minety near Malmesbury in early 2008, proactive community fire safety work was carried out in the village by key managers, using the established Neighbourhood Watch schemes to circulate Home Safety Check information, which produced in excess of 40 referrals. A similar exercise was carried out in the villages of Sherston and Alderton that produced similar results.

With this proactive work, it was decided that a 'Malmesbury Area Fire Stop' scheme would be established and rolled out. The scheme, led by Wiltshire FRS, was a multi-agency project and included the local Neighbourhood Policing Team, Adult Care Team, Community Health practitioners, local authority housing department and the newly formed pilot Area Board.

A number of 'Fire Stop' projects have now been set up across Wiltshire and it is envisaged that in April 2009 a two year 'Fire Stop' project will be rolled out across the county.

Homeless Packs

A scheme to help vulnerable adults living rough was launched last year. Street survival packs were donated to the Alabaré drop-in centre in Trowbridge, which have since been distributed to people who most need help.

The bags are waterproof backpacks with a reflective strip on them, to make the carrier more visible to car drivers. The contents include a smoke detector, wind-up lantern, sleeping bag, blanket, tobacco tin and survival bag, which are intended to reduce the need to use naked flames for heat and light.

As well as helping homeless people to be safer, it is hoped that the initiative will provide vital information on where people are sleeping rough. The street survival bags will reduce the risk of fire for vulnerable adults sleeping rough.



Fire safety messages at school

Fire is the biggest cause of accidental death and serious injury of children in the home. Wiltshire Fire & Rescue Service has two dedicated youth education advisors working with primary schools across Wiltshire and Swindon. Based in our community safety department, they aim to visit every Year Two and Year Six class at 286 schools across the county.

Structured lesson plans focus on issues such as the work of the Fire & Rescue Service, the dangers of playing with matches, the importance of smoke detectors, having a fire plan, and dialling 999 in an emergency. Older children are also told about not making hoax calls and the consequences of deliberate firesetting. By educating children and young people about safety issues, we not only make them aware of dangers and consequences but also allow them to make choices about their safety.

We aim to increase the schools team so we can work in secondary schools at key stage three and also support our Safe Drive Stay Alive Roadshow programme.



Rural Safety

A review of rural safety across the Wiltshire FRS area was undertaken last year to improve how we work with the rural community and, as a result, we have invested in specialist equipment including a life-sized mannequin horse, part funded by the Wiltshire branches of the RSPCA. This 'horse' attracted interest from local television, newspaper and radio.

In addition, over 60 firefighters – based at Stratton and Amesbury – have been trained as animal rescue specialists. They have been trained in all aspects of animal rescue and will be equipped to deal with these incidents in a professional and safe manner.

A piece on animal rescues involving firefighters from Stratton and the RSPCA received national coverage on the BBC Countryfile program.



Performance

(Please note, at this stage figures are provisional)

BVPI (NI) Number	Description	Target 2008/09	Actual 2008/09
NI 33i	Number of deliberate primary fires per 10,000 population (excluding vehicles)	5.95	5.81
NI 33ii	Number of deliberate primary fires in vehicles per 10,000 population	10.44	8.11
NI 49i	Number of primary fires per 100,000 population	180.20	178.32
NI 49ii	Number of fatalities due to primary fires per 100,000 population	0.00	0.78
NI 49iii	Number of non-fatal casualties due to primary fires per 100,000 population	Not set	8.72
2a	The level of the equality standards for Local Government to which Wiltshire FRS conforms	2	2
2b	Duty to promote race equality	89.47%	78.95%
8	Percentage of invoices for commercial goods and services which were paid by Wiltshire FRS within 30 days (or mutually agreeable period) of receipt	98.00%	93.83%
11a	Percentage of the top 5% of earners who are women	4.35%	5.56%
11b	Percentage of the top 5% of earners from minority ethnic communities	4.35%	0.00%
11c	Percentage of the top 5% of earners who are disabled	5.88%	11.11%
12i	Average number of whole time and control working days/shifts lost due to sickness absence	7.00	8.20
12ii	Average number of working days/shifts lost due to sickness absence - all staff (exc. retained)	7.40	8.12
15i	Percentage of whole time employees retiring on grounds of ill health	0.45%	0.00%
15ii	Percentage of control and non-uniformed employees retiring on grounds of ill health	0.00%	0.00%
16(a)(i)	Percentage of whole time and retained employees with a disability	1.92%	1.38%
16(a)(ii)	Percentage of control & non-uniformed employees with a disability	5.07%	4.35%
17(a)	Percentage of uniformed employees from minority ethnic communities	2.16%	2.15%
142(ii)	Number of primary fires per 10,000 population	18.02	17.83
142(iii)	Number of accidental fires in dwellings per 10,000 dwellings	12.20	14.41
143(i)	Number of deaths arising from accidental dwelling fires per 100,000 population	0.00	0.78
143(ii)	Number of injuries arising from accidental dwelling fires per 100,000 population	4.40	6.54
144	Percentage of accidental dwelling fires confined to room of origin	93.25%	87.08%
146(i)	Number of calls to malicious false alarms not attended per 1,000 population	0.40	0.31
146(ii)	Number of calls to malicious false alarms attended per 1,000 population	0.15	0.16
149(i)	Number of false alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	125.00	66.42
149(ii)	Number of those properties with more than one attendance	164.00	220.0
149(iii)	Percentage of calls which are to a property with more than 1 attendance	Not set	72.97
150	Expenditure per head of population on the provision of fire and rescue services	£37.02	£36.47
206(i)	Number of deliberate primary fires (excluding vehicles) per 10,000 population	2.77	3.07
206(ii)	Number of deliberate primary fires in vehicles per 10,000 population	3.18	2.62
206(iii)	Number of deliberate secondary fires (excluding vehicles) per 10,000 population	10.19	8.02
206(iv)	Number of deliberate secondary fires in vehicles per 10,000 population	0.25	0.22
207	Number of fires in non-domestic premises per 1,000 non-domestic premises	12.90	8.53
208	Percentage of people in accidental dwelling fire who escaped unharmed without FRA assistance at the fire	90.70%	95.25%
209(i)	Percentage of fires attended in dwellings where a smoke alarm had activated	34%	46.33%
209(ii)	Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	13%	16.74%
209(iii)	Percentage of fires attended in dwellings where no smoke alarm was fitted	36.00%	36.93%
210	Percentage of women firefighters	5.01%	4.66%
LP129	HFSC	3000	4266
ConLPI 1	Emergency calls to the Control Room answered within 5 seconds	80.00%	97.33%
ConLPI 2	Percentage of emergency response calls mobilised within 90 seconds	80.00%	82.51%
OPSPI1 i	Response to dwelling fires within 20 minutes	98.00%	99.75%
OPSPI1 ii	Response to dwelling fires within 10 minutes	80.00%	77.97%
OPSPI2	Response to RTCs within 20 minutes	95.00%	96.00%

Note: Sections highlighted in green indicate that we are performing on target or above.

Finance

We receive a grant from central government and an allocation of national non-domestic rates, which fund a proportion of our budget requirement. The remainder is raised through a precept on the taxpayers, through their district councils. Below, is a breakdown of our funding:

Budget 2008/09

How the money was spent and where it came from (£)



Employees	16,207,100 (68.9%)
Transport costs	639,000 (2.7%)
Specific projects	595,100 (2.5%)
Pensions	1,832,500 (7.8%)
Supplies and services	1,901,400 (8.1%)
Premises	1,004,800 (4.3%)
Capital financing charges	1,338,200 (5.7%)
Total	£23,518,100



Council tax	14,141,170 (60.1%)
National non-domestic rates	8,188,393 (34.8%)
Collection fund surplus	48,646 (0.2%)
Revenue support grant	1,139,891 (4.9%)
Total	£23,518,100

Budget 2009/10

How the money is being spent and where it comes from (£)



Employees	16,899,700 (69.1%)
Transport costs	719,600 (2.9%)
Specific projects	500,600 (2.0%)
Pensions	1,912,400 (7.8%)
Supplies and services	1,779,100 (7.3%)
Premises	1,191,700 (4.9%)
Capital financing charges	1,465,600 (6.0%)
Total	£24,468,700



Council tax	14,969,003 (61.2%)
National non-domestic rates	7,676,880 (31.4%)
Collection fund surplus	50,894 (0.2%)
Revenue support grant	1,771,923 (7.2%)
Total	£24,468,700



Wiltshire and Swindon Fire Authority

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