

Wiltshire Fire Brigade

Wiltshire & Swindon Fire Authority



Annual Report
2003/2004

Welcome

Welcome to this Annual Report of the Wiltshire Fire Brigade. Nationally all Fire and Rescue Authorities are undergoing major changes with new legislation progressing through Parliament to deal with the ever increasing emergency roles of the fire and rescue services, over and above the traditional firefighting activities already acknowledged by the public.

Significant emphasis is now being placed on trying to prevent fires occurring in the first place, whilst also working with others to reduce other emergencies such as road traffic collisions.

Fortunately Wiltshire Fire Brigade has a strong tradition of being innovative, forward looking and developing very successful local partnerships with organisations such as the police, ambulance service and local councils representing all Wiltshire and Swindon residents - you will read about some of these in this report.

With some 630 staff, Wiltshire Fire Brigade is very much a "people organisation" - our strengths lie in the professional commitment of our staff to assist the public and make Wiltshire and Swindon a safer place for all to live, work or simply travel through.

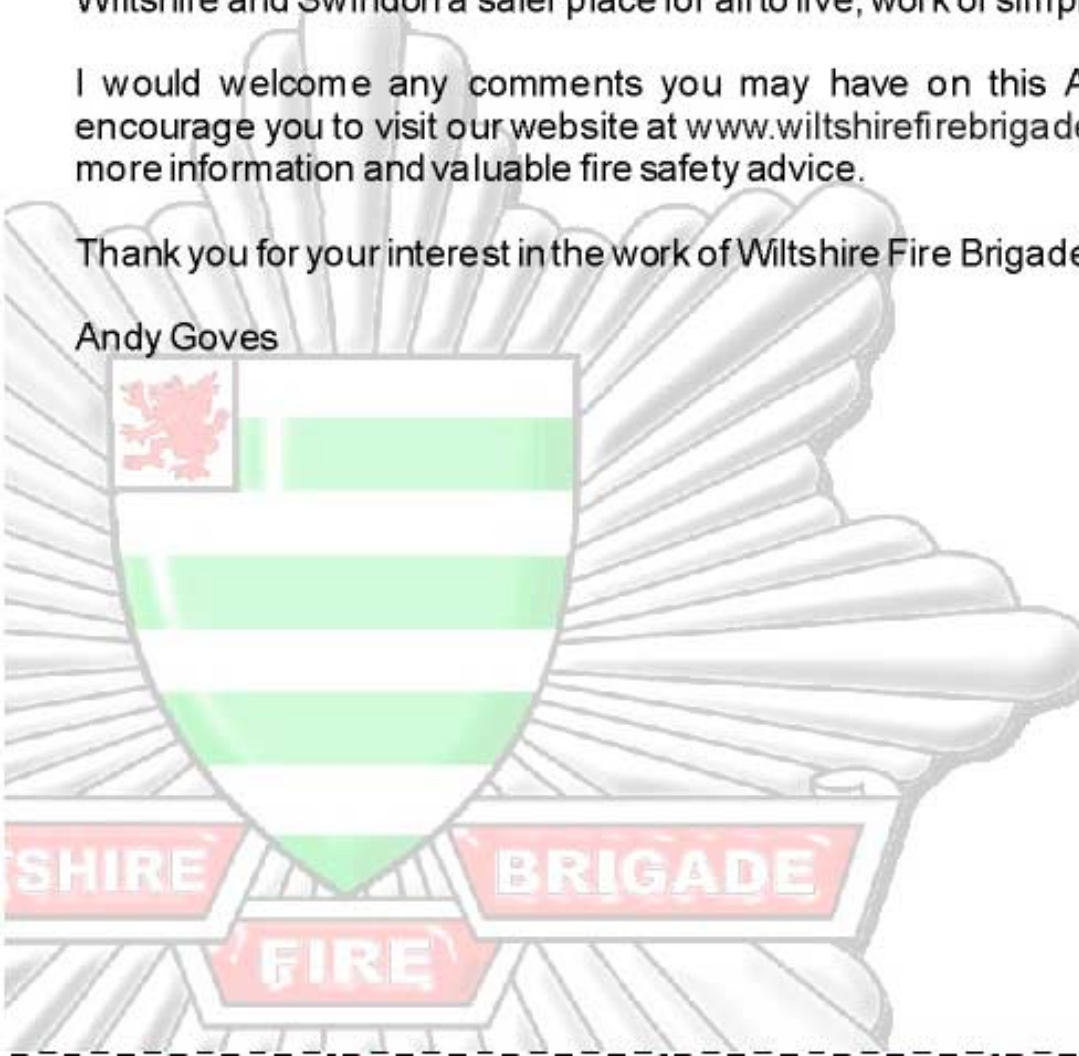
I would welcome any comments you may have on this Annual Report and would encourage you to visit our website at www.wiltshirefirebrigade.com, where you will find more information and valuable fire safety advice.

Thank you for your interest in the work of Wiltshire Fire Brigade.

Andy Goves



Andy Goves
MA MSc LLB(Hons) MIFireE
Chief Fire Officer



Community Safety

Hot Strikes - The Hot Strike is the Community Fire Safety campaign that requires operational firefighters to deliver a targeted fire safety message in the aftermath of an incident. We believe that there are significant benefits in our staff speaking to people personally about how to prevent a similar disaster happening in their own home. Our contact with the local community in these circumstances provides an effective and compelling way of delivering fire safety directly to the community.

Swindon Healthy Schools

Alliance - A partnership of over 50 agencies based in and around Swindon who offer support to Schools at all Key Stage levels. Wiltshire Fire Brigade also offers support with Fire Safety Activity Packs, the Welephant 'Citizenship Programme' and visits by Fire Service personnel to show Fire Safety videos with post-video talks. We have provided schools with a contact point for support and a supply of supporting documents.

Duke of Edinburgh's Award Programme (Bronze)

A complete training package has been produced which enables Fire Service personnel to assist children (14 - 25yrs) in obtaining the Service Section of the Duke of Edinburgh's Award Programme (Bronze). The pack, also available on CD, includes instructor notes and a student pack.

Smoke Alarms - Over the last twelve months, the Community Safety Team have fitted over 1000 smoke alarms to vulnerable members of the community.

Welephant 'Citizenship Programme' - Linked to the National Curriculum the Welephant 'Citizenship Programme' gives



Teachers messages covering the subjects of Fire, Road, Street, Home, Water Safety, Drugs Awareness and Citizenship. Aimed at years 5 or 6, the programme is primarily delivered by teachers but additional support is given by Fire/Road Safety/Police personnel if required. Packs are available to supply all Year 6 Schools in Swindon free.

Junior Good Citizen – Working with Wiltshire Police and Ambulance, Junior Good Citizen teaches many safety issues to over 2000 children from schools across Wiltshire. Two weeks every year, the Wiltshire Fire Brigade are heavily involved in this programme which is held at Lackham College, Chippenham and Wroughton Airfield,

Partnerships in the Community

We are involved with many different organisations to enable us to deliver a better and more comprehensive service to the community we serve.

Use of crews as first responders in collaboration with Wiltshire Ambulance Service

Working with Wiltshire Police to improve community safety through the Crime and Disorder Forum, Arson Teams and information sharing

Social Services and other carers carry out Home Safety Checks

Facts & Figures

The Brigade receives over 13,000 calls per year, resulting in about eight and a half thousand incidents.

Incidents by Category

Fires	34%
Rescues from Road Traffic Collisions	8%
Other Emergencies	12%
False Alarms (Good intent)	9%
False Alarms (Due to apparatus)	35%
False Alarms (Hoax)	2%

Best Value Performance Indicators

As part of the Brigade's continuous assessment, an annual Best Value Performance Plan is published. This reports on the past year's achievements, our targets and plans for the coming year and beyond. Examples of our performance indicators are listed below:-

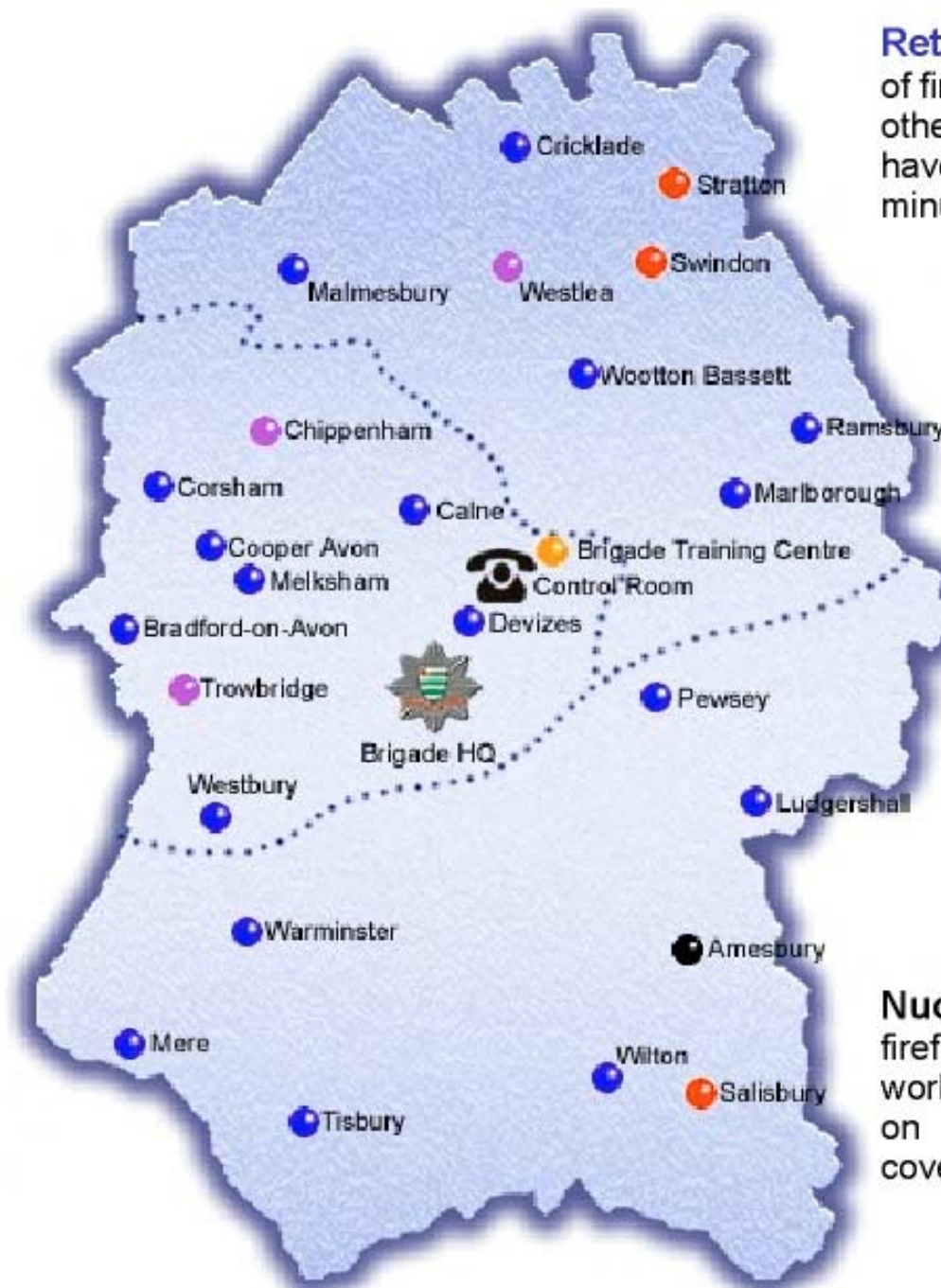
Description of Indicators	2002/2003 Actual	2003/2004 Estimate	National Average
Percentage of incidents at which the number of appliances met the standards of fire cover	100%	100%	98.45%
Percentage of incidents at which the number of riders met the standards of fire cover	86.44%	86%	86.57%
Percentage of incidents at which the attendance times met the standards of fire cover	98.34%	98.25%	94.64%

Finance

Description of Indicators	2002/2003 Actual	2003/2004 Estimate	National Average
Expenditure per head of population	£27.42	£29.37	£30.99

Actual Expenditure for 2002/2003	£16,847,400
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Fire Stations



Retained Stations - Made up of firefighters who normally have other full-time jobs. They also have to either work or live within 5 minutes of a station.

Wholetime - Made up of wholetime and retained firefighters. Wholetime follow a shift pattern of four days; 2 days (9am-6pm) and 2 nights (6pm-9am). This pattern is then repeated within an eight-day cycle.

Day Crewed - Wholetime firefighters during the day, working 3 day shifts followed by 3 days off. Night cover is provided on a retained basis.

Nucleus - Core of wholetime firefighters that work a regular working week (9am-5pm), then on a retained basis for night cover and weekends.



More about us

If you want to find out more about Wiltshire Fire Brigade please use one of the numbers listed below to help you - or visit our website.

Headquarters

Wiltshire Fire Brigade
Brigade Headquarters
Manor House
Potterne
Devizes
Wiltshire
SN10 5PP

+44(0)1380 723601

enquiries@wiltsfire.gov.uk

Community Safety

+44(0)1380 731119

Retained Recruitment

+44(0)1380 731144

Training Centre

Brigade Training Centre
Hopton Industrial Estate
Devizes
Wiltshire
SN10 2EU

+44(0)1380 723997

Complaints

If you have a complaint to make about Wiltshire Fire Brigade or any of the services it provides please write to Brigade Headquarters, or you can telephone +44(0)1380 731130 or e-mail us from our website.

www.wiltshirefirebrigade.com

