



WILTSHIRE FIRE & RESCUE SERVICE

Wiltshire and Swindon Fire Authority

Business Plan Supplement

Best Value Performance Indicator & Local Performance Indicator Information

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Note:

This is a supplement to the Business Plan 2006-2010 (*Bringing it all together...an Agenda for Change 2006-2010*) and incorporates the requirements of ODPM Circular 09/2004 Guidance on Best Value and Performance Improvement for Fire & Rescue Authorities in England - Annex C, in setting out:

- A brief summary of our strategic objectives and priorities for improvement;
- Arrangements for addressing our improvement priorities identified through CPA and the outcomes that they are expected to achieve;
- Details of performance;
- Outturn performance over the past year on all best value performance indicators;
- Targets for the current year and subsequent two years;
- Brief statement on contracts.

Therefore this supplement must be read in conjunction with the Business Plan 2006-2010 to comply with the statutory guidance.

STATEMENT OF CONTRACTS

The Transfer of Undertaking (Protection of Employment) Regulations 1981 (TUPE) was originally introduced to give effect to the Acquired Rights Directive, which includes among its aims “the protection of employees in the event of a change of employer, in particular, to ensure that their rights are safeguarded.”

TUPE provides that after a “relevant transfer” employees’ contracts of employment will continue with the new employer as if they had originally been made with the new employer.

As well as protection of their contractual rights, employees will continue to have the right to be a member of the Local Government Pension Scheme.

No staff employed by Wiltshire & Swindon Combined Fire Authority were the subject of any TUPE arrangements during 2005/06.

BEST VALUE PERFORMANCE INDICATORS

Performance

Performance management is currently under review and being developed to reflect its increasing importance within the Service. Senior Officers and department heads are required to explain current performance and outline the resultant actions to be taken. This group is also responsible for the continued development of performance indicators.

How We Measure Our Performance

Wiltshire FRS is required to apply and report on Best Value Performance Indicators (BVPIs). These are nationally set areas where service and performance have been identified by the Department of Communities and Local Government (DCLG - formerly the ODPM), as being required to be monitored. Wiltshire FRS has set targets to take our performance into the nationally recognised top quartile of all fire services over a five-year period. The Authority has also developed a number of local performance indicators (LPIs), which provide useful information over a number of services. These targets will be based on historical data from either existing similar indicators, other relevant sources or by reference to other similar fire services and will be used to help monitor our IRMP.

Each service area of Wiltshire FRS has a suite of performance indicators, which are linked to the organisation's priorities, which are listed on page 10 of the Business Plan 2006-2010.

The breakdown of performance indicators provides information on: -

- Current performance;
- Targets;
- National averages;
- Previous performance;
- Targets for the next three financial years;
- Comparative data for our 'family' group.

Note: There have been marginal changes made to some of the previous figures reported as a result of improved data collection and reporting systems.

The DCLG has issued 'family groups' whereby it has identified at national level, Fire & Rescue Services which are similar in area, population and fire risk. Wiltshire FRS is a member of Group 2, which comprises of, Bedfordshire, Buckinghamshire, Cambridgeshire, Dorset, Durham and Darlington, East Sussex, Norfolk, Northamptonshire, Oxfordshire, Berkshire, Suffolk and West Sussex.

CORPORATE RISK REGISTRY

BVPI 142i, ii & iii

- i. Number of calls to fires (excluding false alarms) per 10,000 population
- ii. Number of calls to primary fires per 10,000 population
- iii. Number of calls to accidental fires in dwellings per 10,000 dwellings

Definition:

Primary fires – as recorded on FDR1.

Accidental – include fires where the cause was not known or unspecified. Exclude fires where the cause was malicious, deliberate or doubtful as recorded in 5.1 of FDR1.

Population – the Registrar-General's (ONS) latest mid-year estimates for the FRA's area.

Dwellings – fires in dwellings as per FDR1.

The number of "domestic properties" within a FRA's area is taken from the latest CIPFA fire service publication available at the time the data is collected.

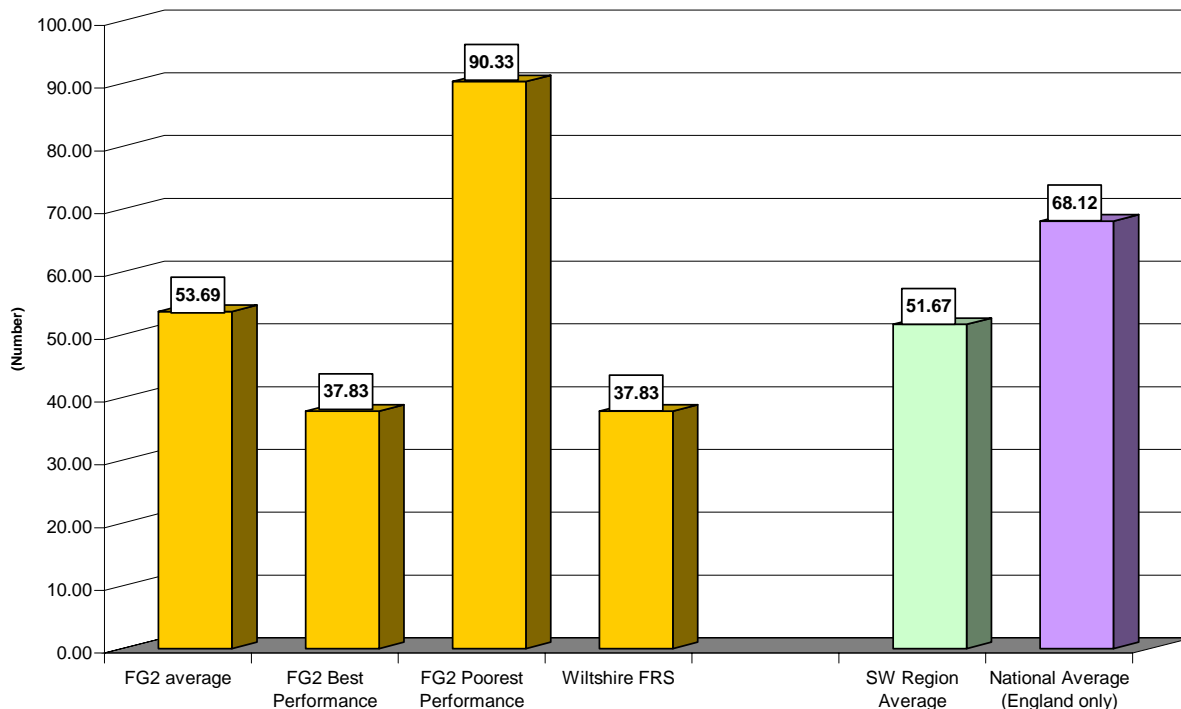
Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)	46.60	44.66	48.90	37.83	39.53	Deleted		
Target (i)	37.03	37.00	35.75	35.75	N/A			
Actual (ii)	23.70	23.10	22.20	21.27	21.38			
Target (ii)	22.30	22.00	21.38	21.38	20.29	20.00	19.80	19.60
Actual (iii)	15.68	15.07	15.00	17.40	16.74			
Target (iii)	15.50	14.75	13.87	13.30	12.64	12.64	12.40	12.20

This indicator is linked to Priorities 2A, 2C, 4D, 2D, 1B, 3D, 2I.

Comments and Actions:

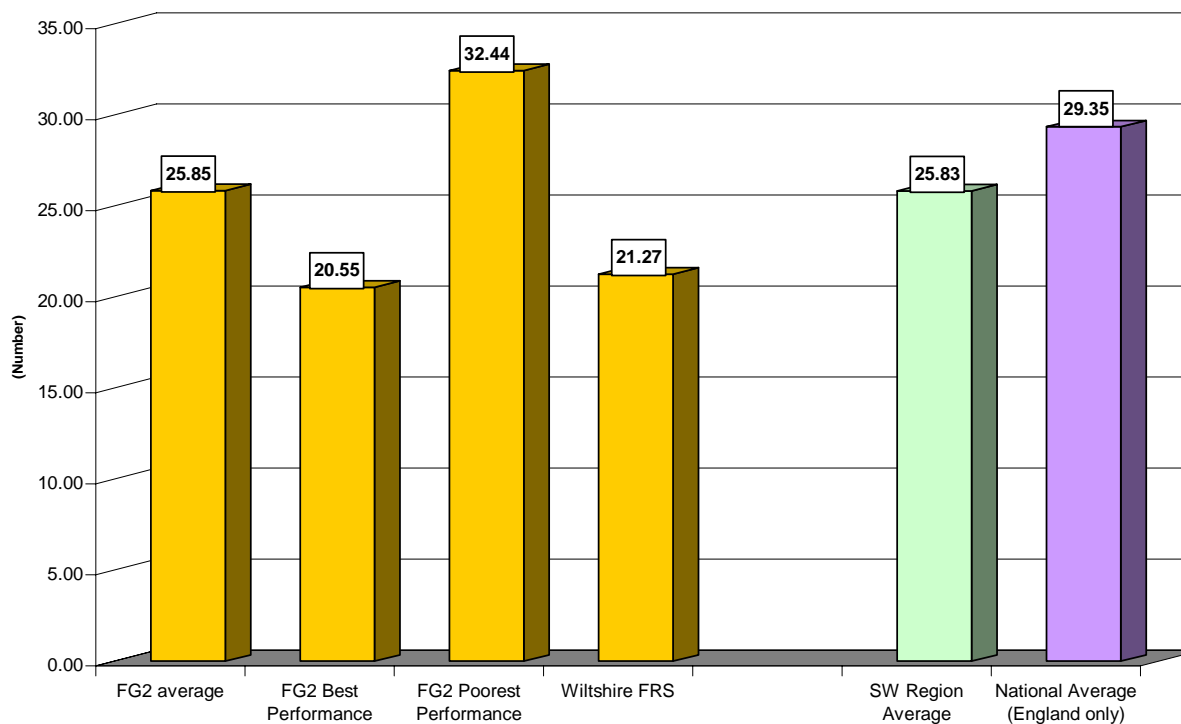
- ii. Wiltshire FRS continues to make steady improvement in this area, performing well against family group members. New community safety staff and initiatives are in place to continue good work and deliver continued success.
- iii. Once the Community Safety structure has been completed, it will allow for greater monitoring and trend identification to target areas where resources would be most beneficial.

BVPI 142(i) - Total calls to fires (excluding false alarms) per 10,000 population



Source: DCLG Fire Statistics for 2004/05

BVPI 142(ii) - Total calls to primary fires per 10,000 population



Source: DCLG Fire Statistics for 2004/05

BVPI 143i & ii

- i. Number of deaths arising from accidental dwelling fires per 100,000 population**
- ii. Number of injuries arising from accidental dwelling fires per 100,000 population**

Definition:

Dwelling - fires in dwellings as per FDR1

Accidental - include fires where the cause was not known or unspecified. Exclude fires where the cause was malicious, deliberate or doubtful as recorded in 5.1 of FDR1.

Death - person whose death is attributed to fire. The death may occur weeks or months later. Checks against death certificates are made by FSRD.

Injury - non-fatal casualty. Persons requiring medical treatment beyond first aid given at the scene of the fire.

Precautionary checks - persons sent to hospital or advised to see a doctor as a precaution, having no obvious injury or distress.

Population - the Registrar-General's (ONS) latest mid-year estimates for the FRA's area.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)	0.16	0.97	0.00	0.00	0.00			
Target (i)	0.66	0.66	0.66	0.48	0.00	0.00	0.00	0.00
Actual (ii)	11.31	7.29	6.30	6.06	11.65			
Target (ii)	6.70	6.30	6.00	4.90	4.66	11.00	10.60	10.20

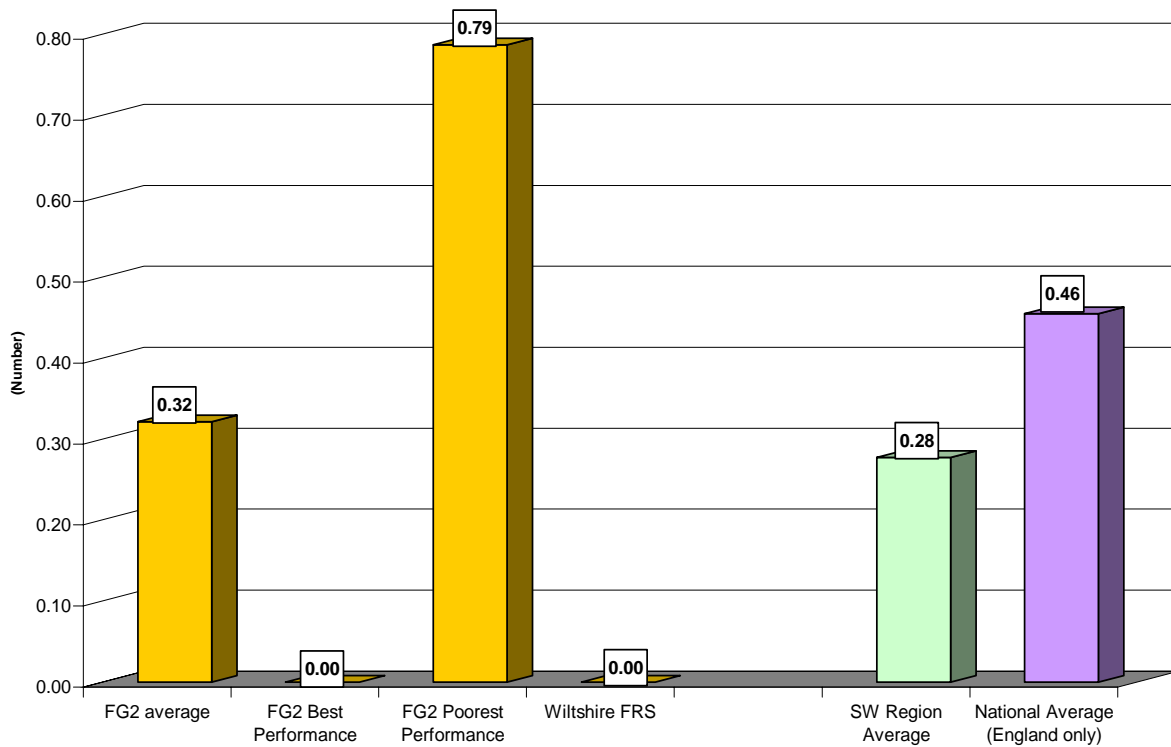
This indicator is linked to Priorities 2A, 2C, 4D, 2D, 1B, 2F, 3D, 2H, 2I.

Comments and Actions:

Due to clarification of the definition of injury more accurate data is being recorded.

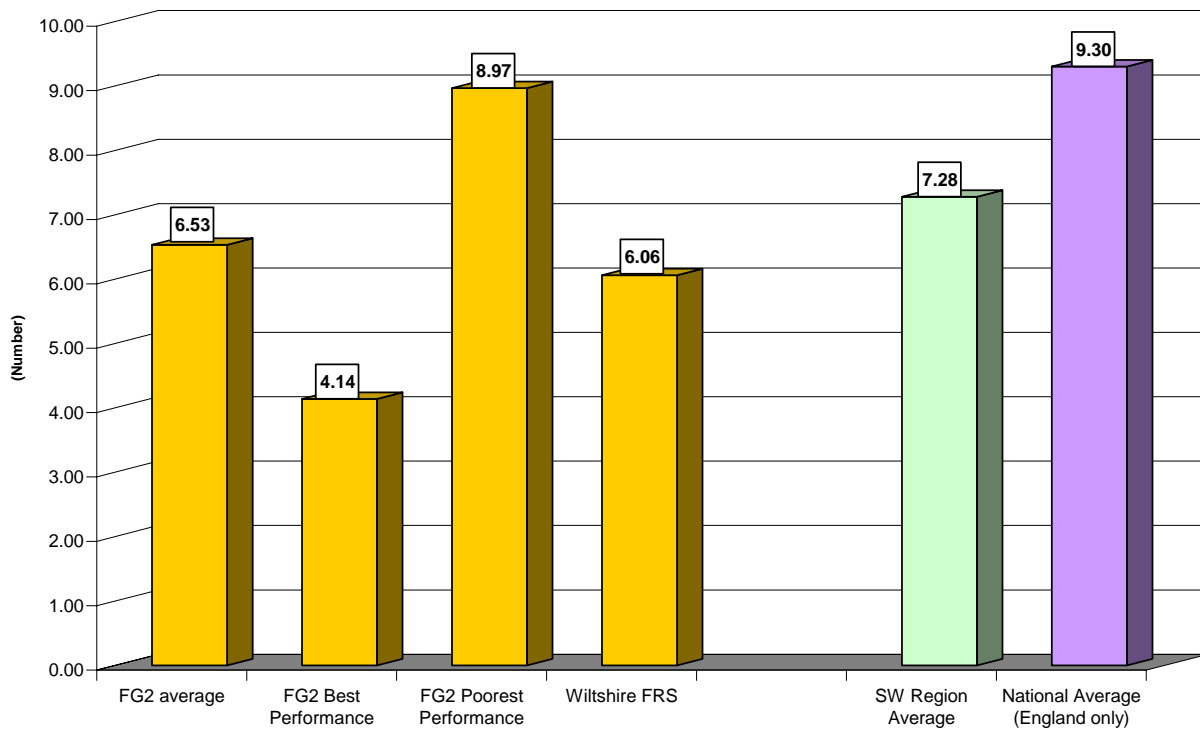
Each incident is examined for trends and opportunities to target and improve Community Safety activities.

BVPI 143(i) - Number of deaths arising from accidental dwelling fires per 100,000 population



Source: DCLG Fire Statistics for 2004/05

BVPI 143(ii) - Number of injuries arising from accidental dwelling fires per 100,000 population



Source: DCLG Fire Statistics for 2004/05

BVPI 144

Percentage of accidental dwelling fires confined to room of origin

Definition:

Dwelling - fires in dwellings as per FDR1.

Confined to room of origin - as per FDR1 guidance where fire and heat damage recorded in 5.8 is limited to columns (i) and (ii).

Accidental - include fires where the cause was not known or unspecified. Exclude fires where the cause was malicious, deliberate or doubtful as recorded in 5.1 of FDR1.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			95.34	92.63			
Target				90.00	93.00	94.00	95.00	96.00

This indicator is linked to Priorities 2A, 2C, 4D, 2D, 1B, 3D, 2I.

Comments and Actions:

As more data becomes available it will be possible to accurately identify the extent of the problem for this target. Continued development in terms of structure and initiatives will be required to meet this target.

BVPI 145i, ii & iii

- i. Percentage of incidents at which the number of appliances met the standards of fire cover**
- ii. Percentage of incidents at which the number of riders met the standards of fire cover**
- iii. Percentage of incidents at which attendance times met the standards of fire cover**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)	100.00	100.00	100.00	99.98	100.00			
Target (i)	99.84	99.90	100.00	Not Set	Not Set			
Actual (ii)	84.00	86.44	90.65	90.99	90.64			
Target (ii)	87.48	85.00	86.00	Not Set	Not Set			
Actual (iii)	98.30	98.34	98.38	90.97	92.27			
Target (iii)	98.23	98.25	98.25	Not Set	Not Set			

Comments and Actions:

This indicator is recorded locally and is based on the criteria defined when it was a national indicator. This target is being looked at to reflect local risk more accurately.

BVPI 146i & ii

- i. Number of calls to malicious false alarms not attended per 1,000 population**
- ii. Number of calls to malicious false alarms attended per 1,000 population**

Definition:

Malicious false alarm - the call was made with the intent of getting the fire and rescue service to attend a non-existent event (both fire and special service). Includes deliberate and suspected malicious intentions.

Alarm Calls Attended - where a FRS appliance, other vehicle or officer attendance is dispatched to the location of the reported incident.

Alarm Calls Not Attended - where a decision is made by fire control staff that a reported incident is not genuine, and that attendance (see above) is unnecessary.

Population - the Registrar-General's latest mid-year estimates for the fire authority's area.

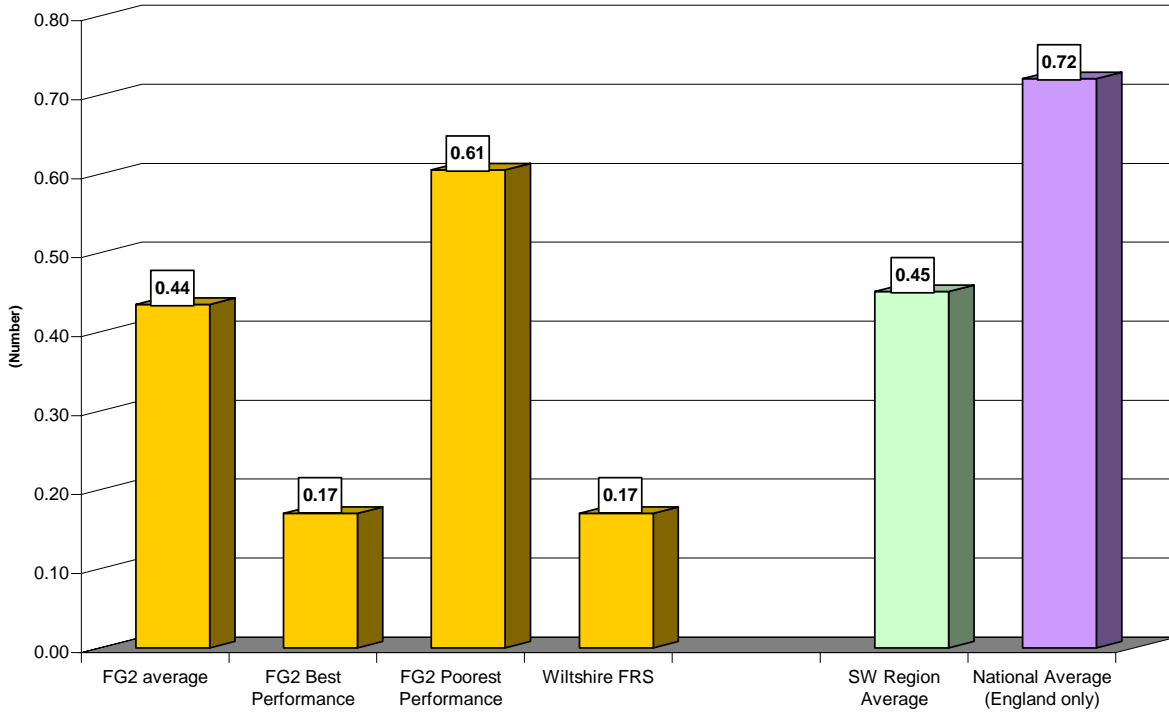
Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)	New Indicator for 2005/06				0.26			
Target (i)					Not Set	0.25	0.24	0.23
Actual (ii)	0.31	0.27	0.27	0.17	0.14			
Target (ii)	0.84	0.77	0.22	0.22	0.21	0.19	0.17	0.15

This indicator is linked to Priorities 2A, 2C, 4D, 2D, 1B, 3D, 2H, 4B.

Comments and Actions:

The call challenge procedure is fully embraced by Control Staff and is successfully implemented, to prevent about 75% of suspected hoax calls receiving a Fire Service attendance.

BVPI 146(ii) - Number of calls to malicious false alarms attended per 1,000 population



Source: DCLG Fire Statistics for 2004/05

BVPI 149i, ii & iii

- i. Number of false alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties**
- ii. Number of those properties with more than one attendance**
- iii. The percentage of calls which are to a property with more than one attendance**

Definition:

- 1) False alarms - an event in which the fire service believe they are called to a fire and then find there is no such incident. This is as reported on FDR3 “due to apparatus”.
- 2) Automatic fire detection - the call was initiated by an alarm actuated by automatic fire detection equipment or fixed firefighting equipment including sprinkler gongs. Also by a person responding to such equipment but where their subsequent call to the FRS did not involve a judgmental decision (e.g. acting on routine instructions to call the FSA, call centres etc). This is as reported on FDR3 Section 1.3 'Due to apparatus'.
- 3) Non-domestic properties - the number of non-domestic properties in the fire authority’s area. This figure is to be taken from the latest available National Non-Domestic Rates Provisional Contributions published by CIPFA - in column 9 on page 8 of Fire and Rescue Service Statistics 2004.
- 4) Attendance - where a FRS appliance, other vehicle or officer attendance is dispatched to the location of the reported incident and attends said incident.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual(i)	178.70	161.86	154.70	121.86	67.36			
Target(i)	161.90	158.78	150.62	150.62	143.09	135.94	129.15	122.70
Actual(ii)	New indicator for 2005/06				170.00			
Target(ii)					Not Set	169.00	166.00	164.00
Actual(iii)					38.43			
Target(iii)					Not Set	37.25	36.50	36.00

This indicator is linked to Priorities 2A, 2C, 4D, 2D, 1B, 3D, 2G.

Comments and Actions:

- i) There has been a slight rise in the number of incidents but performance is within the target. The department will continue to monitor and develop Unwanted Fire Signals reporting and management.
- ii&iii) Work is on-going in this area but more data is required for accurate trend analysis. With the introduction of Regulatory Reform Order and information issued by DCLG this should prove beneficial as an educational tool. The department will continue to develop and enforce policies and legislation.

BVPI 206i, ii, iii & iv

- i. The number of deliberate fires (excluding in vehicles) per 10,000 population**
- ii. The number of deliberate primary fires in vehicles per 10,000 population**
- iii. The number of deliberate secondary fires (excluding in vehicles) per 10,000 population**
- iv. The number of deliberate secondary fires in vehicles per 10,000 population**

Definition:

Fire calls as reported in FDR1, section 5.1a as 'malicious', 'deliberate' or 'doubtful', divided by the total number of population, multiplied by 10,000.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)					3.48			
Target (i)					Not Set	3.30	3.10	2.90
Actual (ii)					3.46			
Target (ii)					Not Set	3.30	3.10	2.90
Actual (iii)					10.51			
Target (iii)					Not Set	10.40	10.25	10.00
Actual (iv)					0.34			
Target (iv)					Not Set	0.30	0.30	0.28

This indicator is linked to Priorities 2A, 2C, 4D, 2D, 1B, 3D, 2I.

Comments and Actions:

The new Community Safety structure and monitoring systems should aid improvement in this area. Over the coming year, the continuation of monitoring and investigation of data and incidents should ensure an appropriate strategy.

BVPI 207**The number of fires in non-domestic premises per 1,000 non-domestic premises****Definition:**

Non-domestic premises - the number of non-domestic properties in the fire authority's area. This figure is to be taken from the latest available National Non-Domestic Rates Provisional Contributions published by CIPFA.

Non-domestic premises are those included in the BVPI Consultation Paper of 3 August 2005

Fires - include both accidental and deliberate as reported on FDR1

HMOs - Exclude fires in HMOs.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator for 2005/06				13.64			
Target					Not Set	13.32	13.10	12.90

This indicator is linked to Priorities 2C, 4D, 2D, 3D, 2G.

Comments and Actions:

As this is a new indicator this is only benchmark figure. New legislation and methods of working for technical fire safety should contribute to this indicator.

BVPI 208**The percentage of people in accidental dwelling fires who escaped unharmed without FRA assistance at the fire****Definition:**

- 1) Accidental - include fires where the cause was not known or unspecified. Exclude fires where the cause was malicious, deliberate or doubtful as recorded in 5.1 of FDR1.
- 2) Dwelling - fires in dwellings as per FDR1.
- 3) Escape - leaving premises by own, unaided effort.
- 4) Unharmed - not recorded as a casualty on FDR1.
- 5) Without FRA assistance - unaided by the FRS.
- 6) HMOs - record only those people who escape from the dwelling where the fire started.
NB - Precautionary checks should be included.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator for 2005/06				89.58			
Target					Not Set	90.00	90.40	90.70

This indicator is linked to Priorities 2A, 2C, 4D, 2D, 3D, 2H.

Comments and Actions:

As this is a new indicator this is only benchmark figure. New legislation and methods of working for technical fire safety should contribute to this indicator.

BVPI 209i, ii & iii

- i. The percentage of fires attended in dwellings where a smoke alarm had activated**
- ii. The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate**
- iii. The percentage of fires attended in dwellings where no smoke alarm was fitted**

Definition:

- 1) Dwelling - fires in dwellings as per FDR1.
- 2) Smoke Alarm - include both battery operated and mains connected.
- 3) Activated - operated as per manufacturer's design.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual(i)	New Indicator for 2005/06				50.52			
Target (i)					Not Set	50.74	51.00	51.25
Actual (ii)					12.79			
Target (ii)					Not Set	12.60	12.39	12.14
Actual (iii)					36.69			
Target (iii)					Not Set	36.25	35.80	35.44

This indicator is linked to Priorities 2A, 2C, 4D, 3D, 4B.

Comments and Actions:

As this is a new indicator this is only benchmark figure. New legislation and methods of working for technical fire safety should contribute to this indicator.

COMMUNITY SAFETY

LPI 7

Percentage of requests met for assistance

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	96.25	95.00	95.83	96.73	94.61			
Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priorities 2A & 4C.

Comments and Actions:

This target is a challenging one and one that the department have never achieved. It has failed for various reasons. The introduction of the 2003 licensing act causing surge applications in August at the height of the annual leave system and the re-organisation of the department on the lines of the 5 local authority areas. This combined with all three community safety managers being new in post who have had a steep learning curve.

The Group Community Safety Managers know the importance of the target and with a fully staffed department are confident in increasing our compliance level.

LPI 8

Percentage of requests met for comments for building controls

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	99.25	98.75	98.66	97.60	95.40			
Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priority 2G.

Comments and Actions:

This has proved to be a difficult year for the Fire Safety department as it has had to respond to changes in the Licensing laws as well as preparing for the Regulatory Reform Order that did not happen, mixed in with a re-structure where four inspecting officers were re distributed through the organisation, and all three Community Safety Managers were new in post.

The group Community Safety Managers are now better placed to manage workloads within their groups to ensure that targets are attained in the future.

LPI 9**Percentage of premises within scope of workplace regulations 1996 that should be inspected following a fire**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	82.25	66.62	75.96	83.14	87.16			
Target	100.00	80.00	90.00	90.00	90.00	90.00	90.00	90.00

This indicator is linked to Priority 2G.

Comments and Actions:

Inspections are risk-based and if the inspection is classed as a lower priority then it may not be completed by the year end. Some premises are so badly damaged by fire that a post fire inspection is inappropriate. Other premises may suffer more than one fire in a short space of time and further inspections may not be appropriate.

LPI 28**Wiltshire FRS to fit annually 6,000 smoke alarms in homes of vulnerable people and those living in homes remote from fire stations**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			Amended 2005/06	6,691			
Target	New Indicator 2004/05			Amended 2005/06	6,000	6,000	6,000	6,000

This indicator is linked to Priorities 2A & 2C.

Comments and Actions:

The target has been exceeded through support from Central Government, effective partnership arrangements and a concentrated effort from Group staff to supply and fit smoke detectors. Partners include the Bobby Van, Ridgeway Care and Repair and Age Concern. Community Safety will seek to expand its partnership working as well as continuing with our current successful arrangements. There is no guarantee that the current levels of support will continue and this could have a significant impact on our ability to carry out home safety checks and to supply and fit free smoke detectors.

Community Safety will seek to expand its partnership working as well as continuing with current successful arrangements.

LPI 29

Wiltshire FRS to carry out annually 3,000 home safety checks in homes of vulnerable people and those living in homes remote from fire stations

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			Amended 2005/06	4,169			
Target					3,000	3,000	3,000	3,000

This indicator is linked to Priorities 2A & 2C.

Comments and Actions:

The target has been exceeded through support from Central Government, effective partnership arrangements and a concentrated effort from Group staff to supply and fit smoke detectors. Partners include the Bobby Van, Ridgeway Care and Repair and Age Concern. Community Safety will seek to expand its partnership working as well as continuing with our current successful arrangements. There is no guarantee that the current levels of support will continue and this could have a significant impact on our ability to carry out home safety checks and to supply and fit free smoke detectors.

Community Safety will seek to expand its partnership working as well as continuing with current successful arrangements.

CORPORATE SERVICES

BVPI 157

The number of types of interactions that are enabled for e-delivery as a percentage of the types of interaction that are legally permissible for e-delivery

Definition:

- 1) Types of interactions – any contact between the citizen and the authority including:- Providing information;- Collecting revenue;- Providing benefits and grants;- Consultation;- Regulation;- Applications for services;- Booking venues, resources and courses;- Paying for goods and services; · Providing access to community, professional or business networks; and· Procurement. This is not an exhaustive list as there will be others, depending on local circumstances.
- 2) Enabled – this presumes that all services are capable of being enabled for electronic delivery unless there is a legal or operational reason why this cannot be done.
- 3) Electronic – delivery through internet protocols and other ICT methods and includes delivery by telephone if the transaction carried out is electronically enabled i.e. the office receiving the call can access electronic information and/or update records on-line there and then.

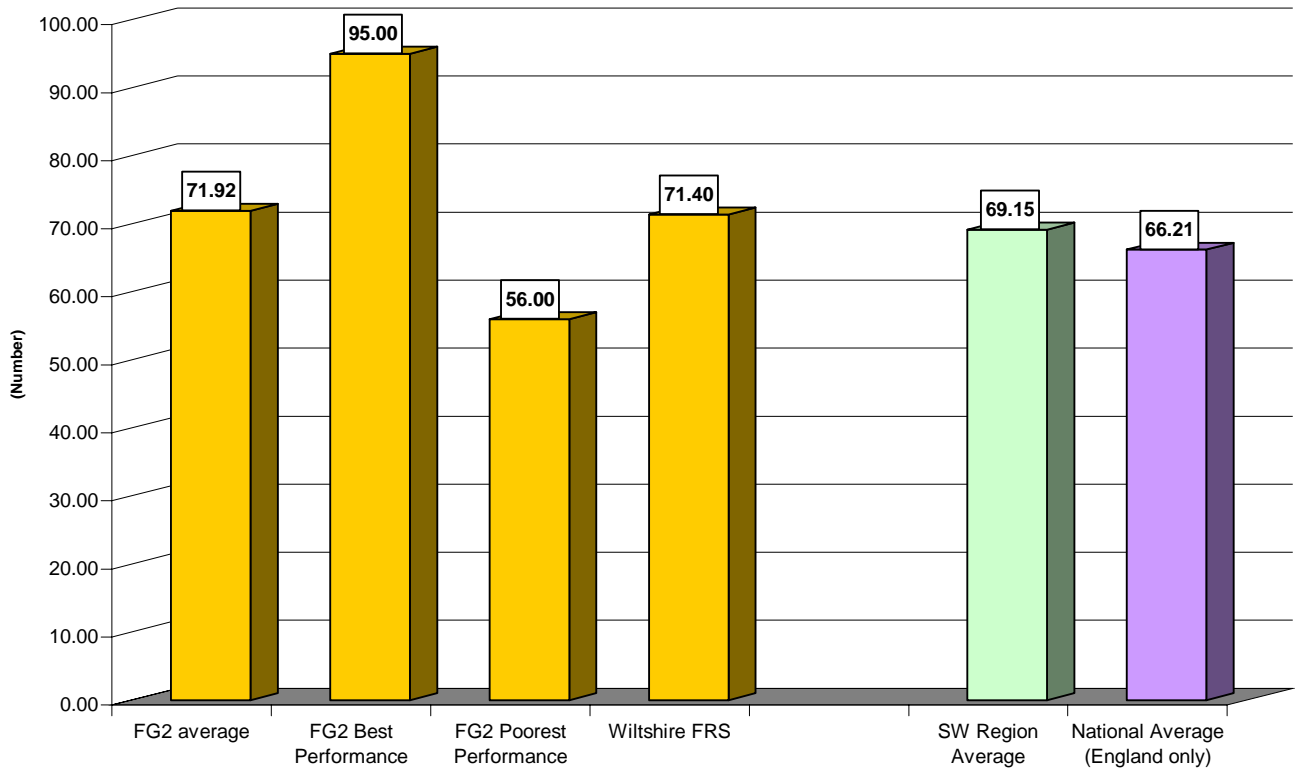
Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 200/03	66.67	71.37	71.37	72.90*			
Target		20.00	66.67	84.35	100.00	100.00	100.00	100.00

This indicator is linked to Priorities 1A, 2I, 4B, 4C.

Comments and Actions:

- * This figure was recorded in July 2005. The post for collecting this information is vacant - information is not available from August 05.

BVPI 157 - The number of types of interactions that are enabled for e-delivery as a percentage of the types of interaction that are legally permissible for e-delivery



Source: DCLG Annual Returns for 2004/05

LPI 3**Percentage of complaints acknowledged within agreed time**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	95.80	90.48	100.00	100.00	100.00			
Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priorities 1A, 4B, 4C, 4D.

Comments and Actions:

37 complaints were received over the year, of which 29 could be acknowledged, all of which were within the time period.

LPI 4**Percentage of complaints dealt with in agreed time**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	91.70	71.43	100.00	100.00	96.00			
Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priorities 1A, 4B, 4C, 4D.

Comments and Actions:

26 complaints required further action, 1 was not carried out within the time span but has now been resolved.

FINANCE

BVPI 8

The percentage of invoices for commercial goods and services which were paid by WFB within 30 days (or mutually agreeable period) of such invoices being received

Definition:

Within the 30 days period - the period shall commence with the day of receipt of the invoice by the authority (not the payment section).

Payment includes:

- a) dispatch of a cheque or other payment instrument;
- b) notification to bank for BACS payments; or
- c) bank processing of the payment if the authority specifies a period after which the bank is to make the payments once it has received the BACS tape.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	97.19	96.55	97.44	84.10	85.81			
Target	99.85	100.00	100.00	100.00	100.00	100.00	100.00	100.00

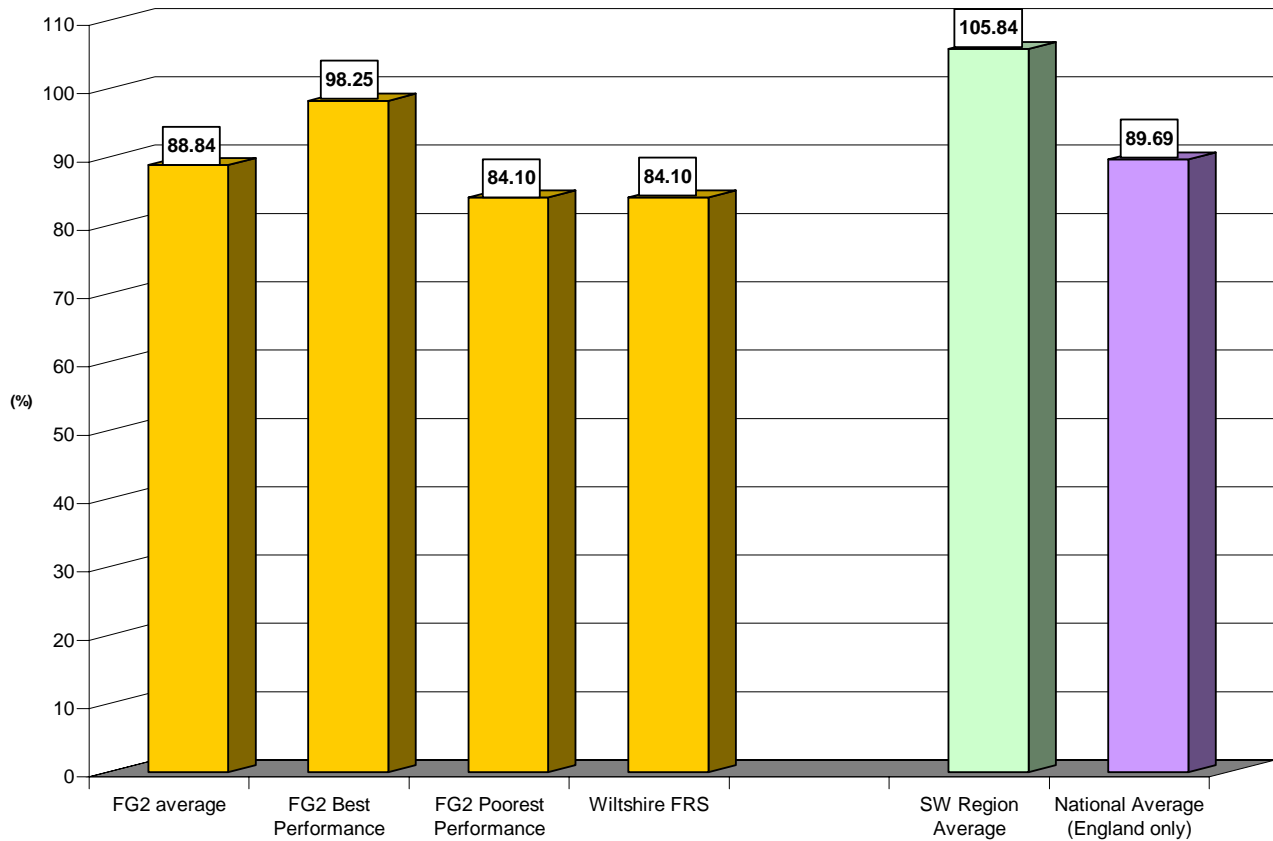
This indicator is linked to Priorities 4B & 4C.

Comments and Actions:

Although this figure is an improvement on the 2004-05 performance, it still falls short of the 100% target. The section continues to experience problems with awaiting invoices to be authorised and returned from budget managers. It is hoped that the recently introduced Invoice Manager system, whereby invoices are sent electronically to managers, will help to ease this situation.

Actions for the coming year are to continue to monitor the PIs on a monthly basis and to produce reports detailing the managers where invoices are held up, in order to encourage speedy return of authorised invoices and to offer assistance and training where necessary.

BVPI 8 – Percentage of invoices for commercial goods and services which were paid by WFB within 30 days (or mutually agreeable period) of receipt



Source: DCLG Annual Returns for 2004/05

BVPI 150**Expenditure per head of population on the provision of fire and rescue services****Definition**

Net expenditure as identified in DCLG Revenue Outturn Form 6 200, column 7 less specific grant outside Aggregate External Finance.

Population - the Registrar-General's (ONS) latest mid-year estimates for the fire authority's area.

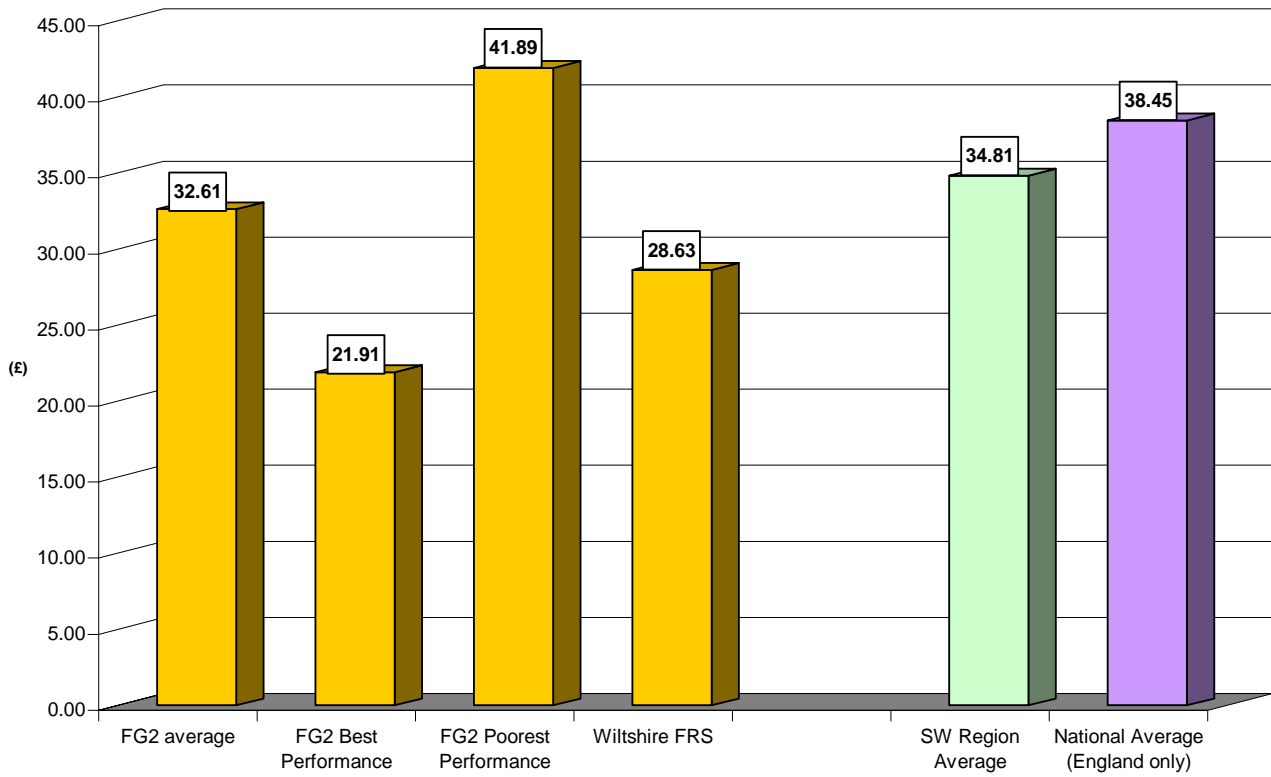
Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	£25.70	£27.30	£27.95	£31.91	£33.23			
Target	£25.70	£27.30	£27.95	£31.91	£33.49	£34.09	£35.52	£37.00

This indicator is linked to Priorities 1A, 1C, 2A, 2B, 2C, 2E, 3A, 4B, 4C, 4D, 4F.

Comments and Actions:

Above target vs actual shows an improvement on the actual. Total expenditure figure remains the same, but the population figure used is now the mid 2004, not 2003 amount, which has resulted in a lower spend per head than target.

BVPI 150 – Expenditure per head of population on the provision of fire and rescue services



Source: DCLG Annual Returns for 2004/05

LPI 19**Debt collection period (days)**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	34.77	35.38	40.46	33.45	32.79			
Target	29.00	29.00	35.00	35.00	34.00	33.00	30.00	30.00

This indicator is linked to Priorities 4A & 4C.

Comments and Actions:

Performance over the last year has continued to improve as a result of a more proactive approach to chasing debts and also fewer debts to collect.

Finance will continue to monitor PIs to ensure debt collection performance continues.

LPI 20a**Number of debts written off (finance)**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	3	0	4	0	0			
Target	3	3	3	3	3	2	2	2

This indicator is linked to Priority 4A.

Comments and Actions:

Once again, Wiltshire FRS has had a year where no debts have been written off. This demonstrates continued good practice with debt collection procedures, with the target having been exceeded for the second year in a row.

Finance will continue to monitor PIs to ensure debt collection performance continues.

HEALTH & SAFETY

LPI 11

Number of work related lost time accidents (over 3 day absence)

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	14	14	20	12	18			
Target	26	26	12	12	11	10	9	8

This indicator is linked to Priorities 1A & 4D.

Comments and Actions:

The amount of accidents reported during 2005/2006 has shown a slight decrease, but overall an improvement of accident reporting in general is being made throughout the organisation at all levels. The number of over 3-day absence has increased by 150% compared to last year. The two main factors contributing to this increase is that of a rise in the physical training accidents that were reported at the beginning of the year and an increase in manual handling accidents. Manual handling accidents equate to 50% of all over 3-day injury absence.

A Physical Training working group will be reviewing the current PT activities, facilities within the organisation and to recommend a complete PT solution for employees. A Manual Handling strategy has been implemented and includes the training of 15 Champions and 3 Manual Handling Instructors/Trainers.

LPI 12

Number of work related Major Accidents (RIDDOR Reportable)

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	1	1	1	2	4			
Target	1	1	0	0	0	0	0	0

This indicator is linked to Priorities 1A, 1B, 2H, 3B, 4A, 4C, 4D.

Comments and Actions:

The Physical Training Group will be reviewing current physical training activities, facilities within the organisation and to recommend a complete physical training solution for employees. The Health & Safety Department will continue with the 'Road Show' programme and communications strategy to raise H&S best practice.

LPI 23

Percent of accident reports completed within 1 month

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			36.07	48.37			
Target				75.00	80.00	80.00	85.00	95.00

This indicator is linked to Priority 1A & 4D.

Comments and Actions:

A slight improvement has been made during 2005/6 in the returning of completed accident investigations within the time frame set in comparison to last year. A monthly reminder is sent to all Accident Investigation Co-ordinators (AICs) by the Health & Safety Department which has seen an improvement on the overall managing of the accident investigating process.

Over the coming year the Health & Safety Department will continue to send monthly reminders to all Accident Investigation Co-ordinators. All AIC's will be reminded of the importance of speedy corrective actions to reduce re-occurrence and improve H&S. Completed investigations will be returned to the H&S Department within one month from the incident date.

INFORMATION COMMUNICATIONS & TECHNOLOGY (ICT)

LPI 16

Percentage of users satisfied with IT service

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	Not Collected					LPI Withdrawn		
Target								

This indicator is linked to Priority 3D.

Comments and Actions:

The collection of data for this particular LPI has proved to be difficult for various reasons including lack of resources and difficulty with understanding the information required and therefore no figures have been supplied.

As part of the Department Service Plan, new and more robust LPIs will be produced in order to provide a better overview of services provided.

LPI 17

Percentage of help desk calls responded to in agreed time

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	89.06	98.71	98.65	99.15	99.70			
Target	95.00	95.00	98.00	99.00	99.00	100.00	100.00	100.00

This indicator is linked to Priority 3D.

Comments and Actions:

The Information Communications and Technology Department have implemented the Track-IT Helpdesk system over the past two years, which in turn has allowed us to deliver more efficient turnaround of services for answering and dealing with calls placed. This in turn has seen a very stable performance in service delivery to the end customer.

For the coming year we plan on developing the web-based Track-it solution to allow customers to track calls placed and what progress is being made.

LPI 18**Percentage of hours network available to 95% of users**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	96.80	94.46	95.22	97.32	98.77			
Target	96.00	97.00	98.00	98.00	98.00	98.00	98.00	98.00

This indicator is linked to Priority 3D.

Comments and Actions:

2005/06 has seen an upturn in availability due to new communication links in place at all premises, with fallback contingency in place for any potential failure of primary links. The Information Communications and Technology department performance has also improved on previous years, due to developments in training and maintaining a high service standard.

PERSONNEL

BVPI 2a

The level of the Equality Standard for Local Government to which the Authority conforms

Definition:

Authorities should report the level they have reached as follows:

Level 0: The authority has not adopted the Equality Standard for Local Government.

Level 1: The authority has adopted a comprehensive equality policy including commitments to develop equality objectives and targets, to consultation and impact assessment, monitoring, audit and scrutiny.

Level 2: The authority has engaged in an impact and needs assessment, a consultation process and an equality action planning process for employment and service delivery.

Level 3: The authority has completed the equality action planning process, set objectives and targets and established information and monitoring systems to assess progress.

Level 4: The authority has developed information and monitoring systems that enable it to assess progress towards achieving specific targets.

Level 5: The authority has achieved targets, reviewed them and set new targets. The authority is seen as exemplary for its equality programme.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	1	1	1	1	1			
Target	2	2	2	1	1	1	2	2

This indicator is linked to Priorities 1A & 4B.

Comments and Actions:

Wiltshire FRS has started the complex Equality Impact Assessment (EIA) process. We have begun by procuring training, from a key training company in the profession of Equality and Diversity Training. In the first instance, a pilot training course was run for key Personnel. The training is to be evaluated and roll out for other staff will be recommended. The Authority is also employing an HR Policy writing specialist who will provide formalise input for EIA.

BVPI 2b

The duty to promote race equality

Definition:

1) Does the authority have a Race Equality Scheme (RES) in place?

Does the RES:

- a) List the functions and policies that are relevant to the general duty?
- b) Consist of a strategy, which addresses the general duty and each of the specific duties?
- c) Contain clear priorities, targets and outcomes in order to fulfil the general and specific duties?

Is the RES:

- d) Supported by a timetabled, three-year action plan?
- e) Clearly integrated in all corporate and service-level plans and strategies?
- f) Clearly integrated in procurement and partnership strategies and policies and best value reviews?
- g) Actively communicated to members of the public and to staff?
- h) Reviewed regularly by the Authority?
- i) Owned by Council members and senior officers who share responsibility for ensuring outcomes are met and are involved in reviews of the scheme?

2) Is there evidence of measurable improvements in respect of:

- j) The representation in the workforce at all levels of the range of ethnic groups in the local area and relevant labour markets.
- k) Improving staff perceptions of equal opportunities for all ethnic groups and reducing any differences?
- l) Widening the ethnic profile of service users having regard to need and relative to the local population?
- m) Improving satisfaction rates among service users of all ethnic groups and reducing any differences?
- n) Reducing number of complaints from service users of all ethnic groups and reducing any differences?
- o) Providing services that meet the needs of all ethnic groups in the communities the authority serves?
- p) Improving service outcomes for all ethnic groups and reducing any differences?
- q) Increasing confidence in reporting racial incidents.
- r) Increasing satisfaction in the way racial incidents resulting in further action are handled.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator for 2003/04		31.58	47.37	78.95			
Target			42.11	42.11	52.63	84.21	89.47	100.00

This indicator is linked to Priorities 1A & 4B.

Comments and Actions:

This performance indicator has been increased through the community work of the Equality & Community Officer, assisted formerly by the leading firefighters in Community Safety and latterly by the Relationship and Partnership Managers, as well as by the increasing emphasis on Community Safety and Partnership working within the organisation. As a result of a complaint about racist remarks an external company is providing the organisation with a confidential reporting line and equalities training is planned.

BVPI 11a, b & c

- a. The percentage of the top 5% of earners who are women**
- b. The percentage of the top 5% of earners from ethnic and minority communities**
- c. The percentage of the top 5% of earners who are disabled**

Definition:

Minority Ethnic – includes all those in the 2001 census classification b, c, d or e.

Salaries – Where there are a number of employees on the same salary, straddling the 5% point, all should be included. Salaries should be based on gross pay (including flexible duty payments, London weighting, performance related pay, honoraria and market supplements) but excluding overtime and fringe benefits. Salaries should be calculated on a pro-rata basis and apply to permanent staff only.

Temporary staff, or staff on fixed term contracts, who have been employed by the authority for over a year should be considered permanent.

Total 5% earners should include non-uniformed staff but exclude retained staff.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (a)	0.00	0.00	0.00	0.00	0.00			
Target (a)	0.00	0.00	3.00	0.00	5.88	5.88	5.88	5.88
Actual (b)	New Indicator 2002/03	0.00	0.00	0.00	0.00			
Target (b)		0.00	3.00	0.00	5.88	5.88	5.88	5.88
Actual (c)	New Indicator 2005/06				0.00			
Target (c)	New Indicator 2005/06				N/A	5.88	5.88	5.88

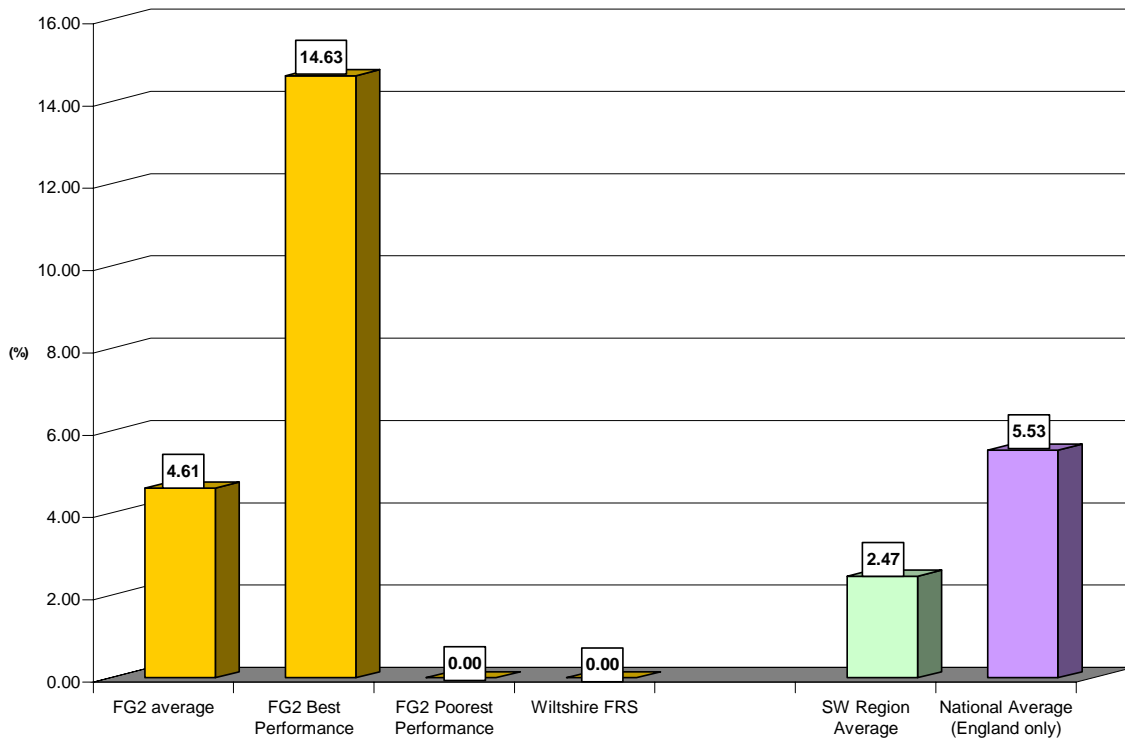
This indicator is linked to Priority 1A.

Comments and Actions:

Senior support staff posts have been reviewed and a restructure has taken place, reducing the number of middle manager uniformed posts. Wiltshire FRS has also completed the required Rank to Role assimilation, which has raised a small number of uniformed posts from Station Manager to Group Manager and this may have prevented a positive outcome for this indicator in 2005/2006.

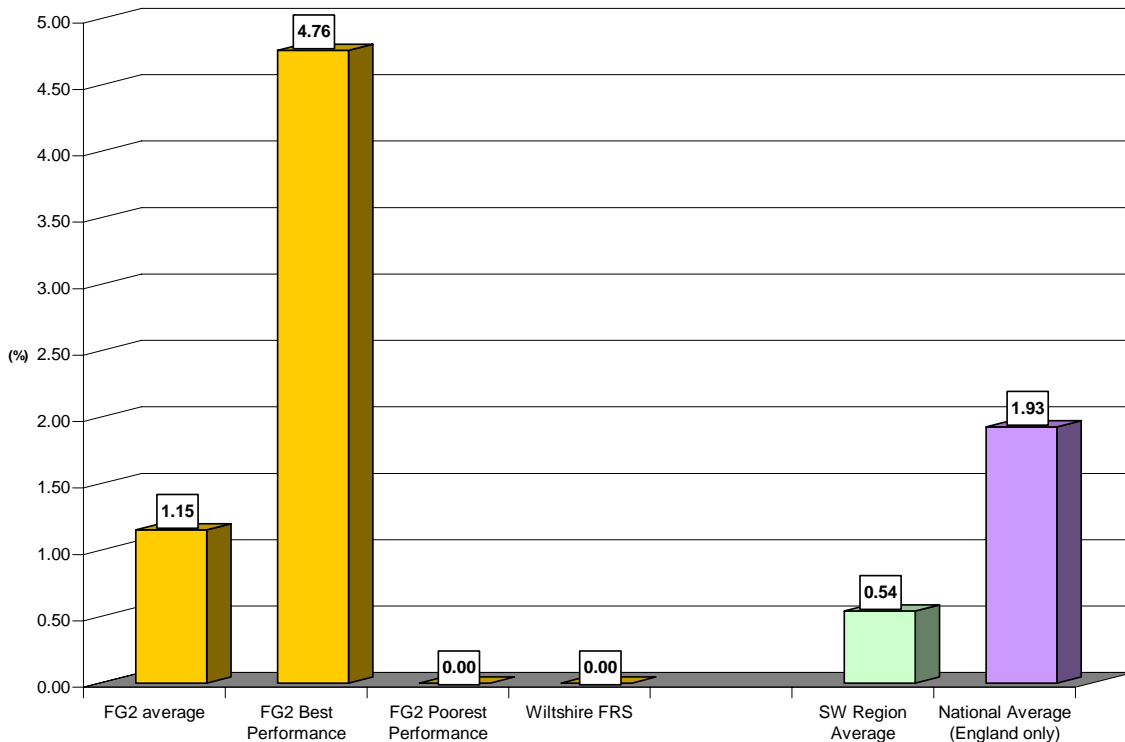
Support staff posts are to be reviewed during the autumn of 2006 in line with the NJC requirements. All operational posts will be reviewed as they become vacant to ascertain whether they should remain as uniformed or become non-uniformed.

BVPI 11a - The percentage of the top 5% of earners who are women



Source: DCLG Annual Returns for 2004/05

BVPI 11b - The percentage of the top 5% of earners from ethnic and minority communities



Source: DCLG Annual Returns for 2004/05

BVPI 12i & ii

- i. Average number of working days/shifts lost due to sickness absence – Wholetime Uniform**
- ii. Average number of writing days/shifts lost due to sickness absence – All Staff**

Definition:

Wholetime uniformed staff – wholetime and control room staff.

Shift – includes any period within a 24-hour day commencing midnight when a work shift is scheduled to commence.

Average number of staff is calculated by reference to the numbers of staff in post at 31 March 2005 and 31 March 2006.

Temporary staff, or staff on fixed term contracts, who have been employed by the authority for over a year should be considered permanent.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)	8.53	8.09	8.34	8.32	8.18			
Target (i)	7.80	7.50	7.50	7.50	7.13	7.13	7.00	7.00
Actual (ii)	9.58	8.87	9.65	8.91	8.97			
Target (ii)	8.20	8.00	8.00	8.00	7.60	7.60	7.50	7.40

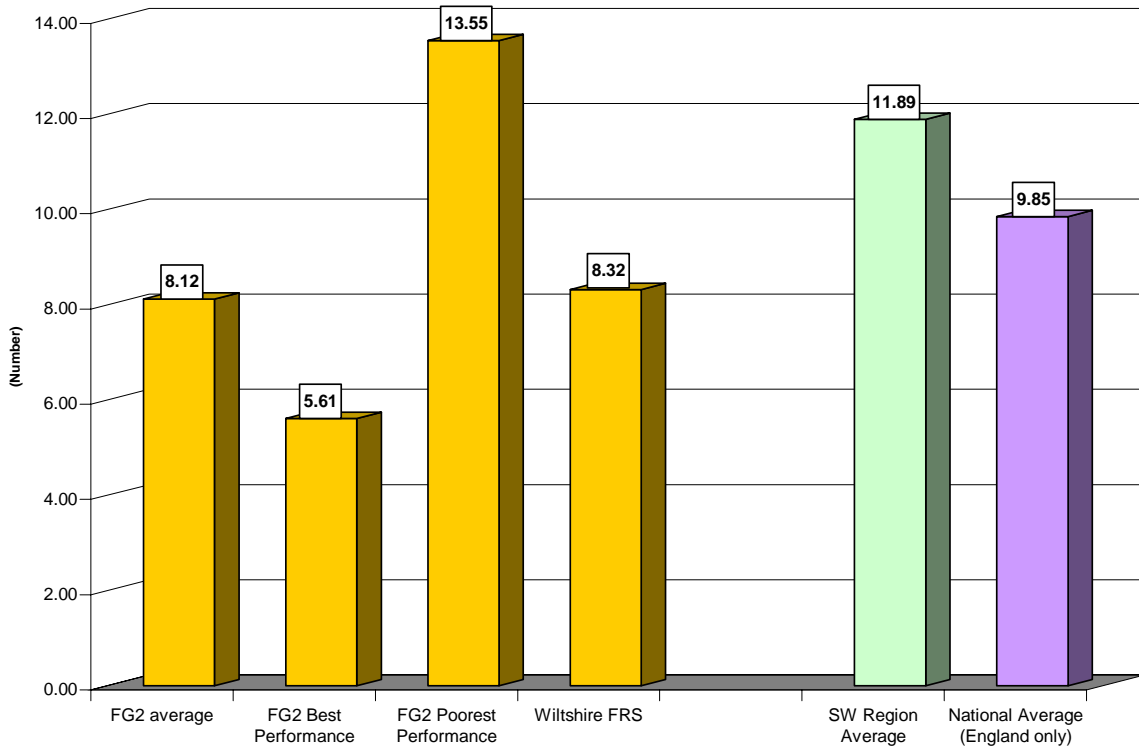
This indicator is linked to Priority 1A.

Comments and Actions:

Consistent management action on short-term absence has not yet been introduced, but in recognition of absence levels a policy has been written and is under consultation with representative bodies. The Absence Monitoring Group has changed the organisation’s approach to implementation of modified duties and work has concentrated on getting employees back to work from long-term absences.

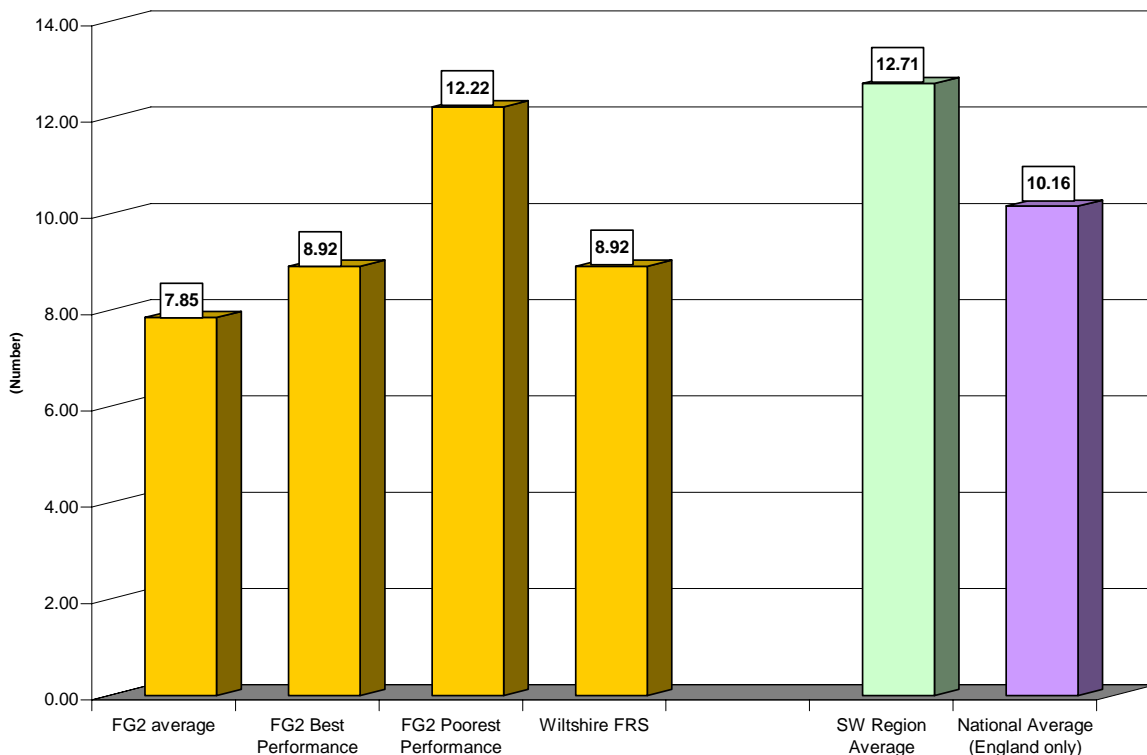
Over the coming year the Absence Management policy with regard to short-term absences will be implemented.

BVPI 12(i) - Average number of working days/shifts lost due to sickness absence – Wholetime Uniform



Source: DCLG Annual Returns for 2004/05

BVPI 12(ii) - Average number of writing days/shifts lost due to sickness absence – All Staff



Source: DCLG Annual Returns for 2004/05

BVPI 15i & ii

- i. Percentage of employees retiring on grounds of ill-health - Wholetime**
- ii. Percentage of employees retiring on grounds of ill-health - Control & Non-uniformed staff**

Definition:

Data should be reported separately for employees who are eligible for membership of (a) the Firefighters' Pension Scheme (uniformed operational personnel) and (b) the Local Government Pension Scheme (control and non-uniformed staff).

The number of staff should be calculated by a head count.

Average number of staff is calculated by reference to the numbers of staff in post at 31 March 2005 and 31 March 2006.

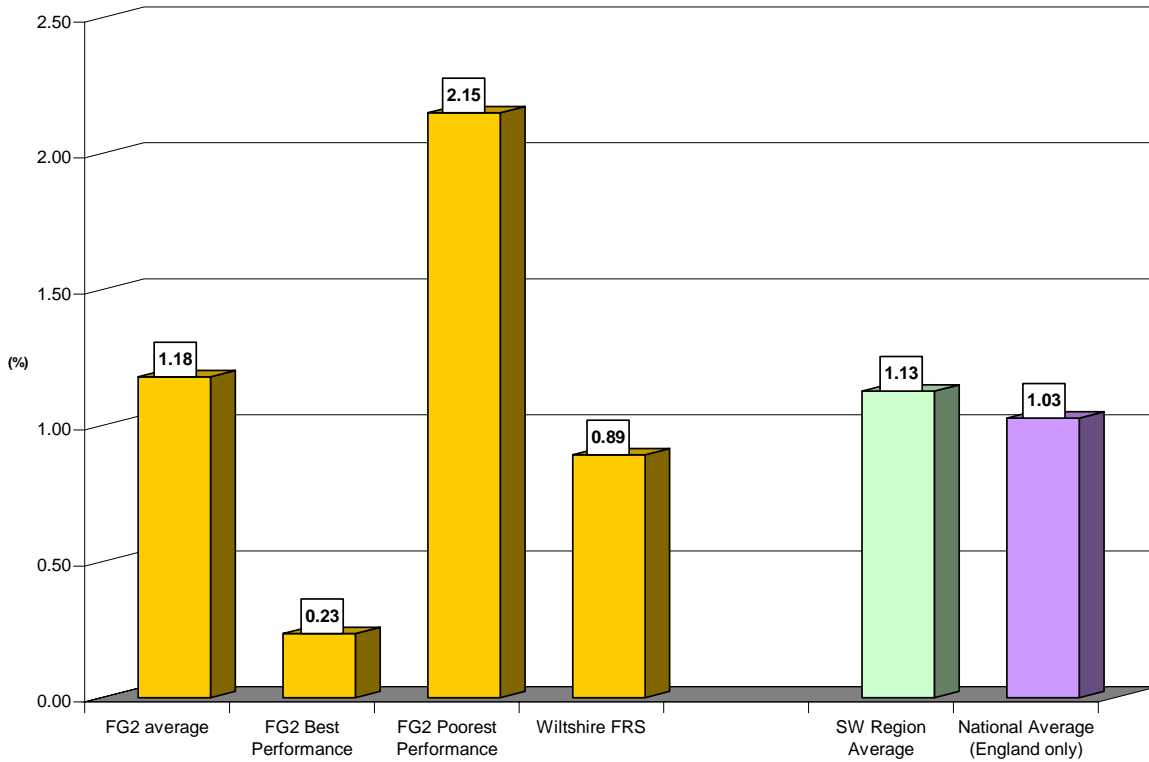
Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (i)	1.79	0.00	0.45	0.89	0.00			
Target (i)	0.48	0.90	0.90	0.90	0.90	0.45	0.45	0.45
Actual ii)	1.11	0.00	0.00	0.90	0.00			
Target (ii)	0.48	1.00	1.00	1.00	1.00	0.00	0.00	0.00

This indicator is linked to Priority 2H.

Comments and Actions:

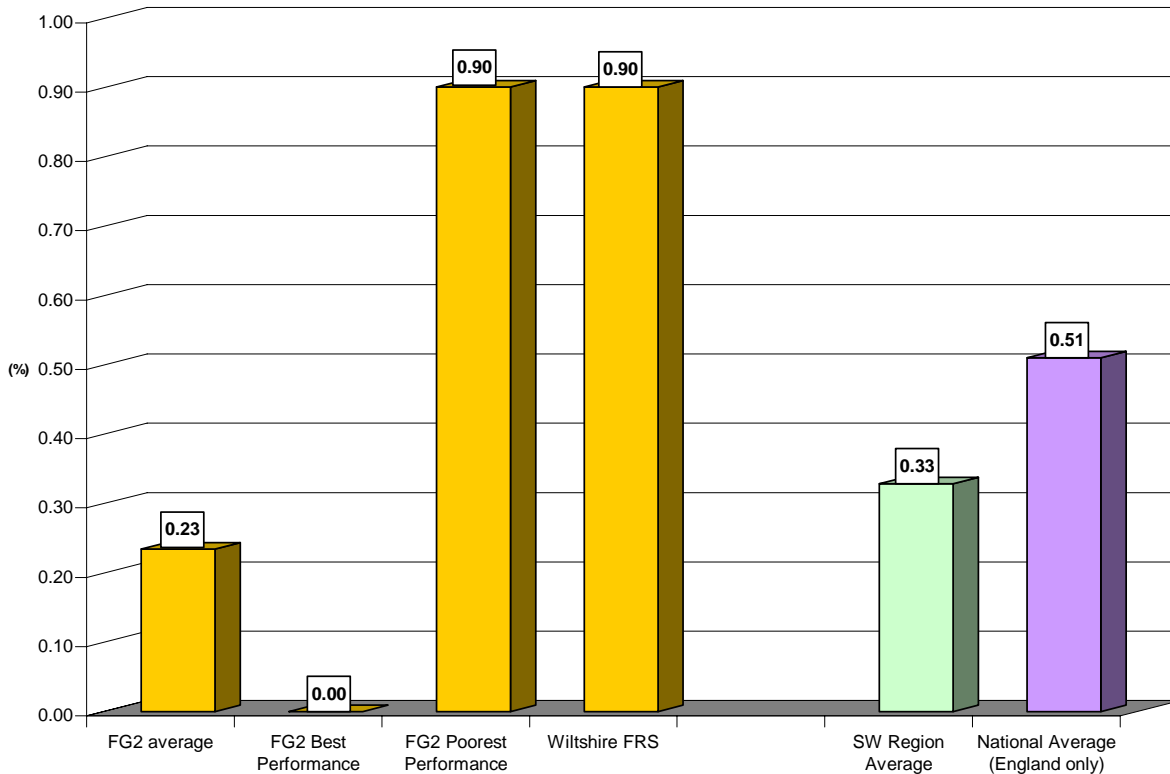
Over the coming year we plan to continue providing a pro-active Occupational Health service and to improve the services that are provided. Also to follow the requirements of the Disability Discrimination Act and to consider reasonable adjustments wherever appropriate.

BVPI 15(i) - Percentage of employees retiring on grounds of ill-health - Wholetime



Source: DCLG Annual Returns for 2004/05

BVPI 15(ii) - Percentage of employees retiring on grounds of ill-health - Control & Non-uniformed staff



Source: DCLGI Annual Returns for 2004/05

BVPI 16a(i), 16a(ii) & 16b(i), 16b(ii)

- a(i) The percentage of wholetime and retained duty system employees with a disability.**
- a(ii) The percentage of control and non-uniformed employees with a disability.**
- b(i) Percentage of the economically active population in Wiltshire FRS's area who have a disability (18-54 yr age range)**
- b(ii) Percentage of the economically active population in Wiltshire FRS's area who have a disability (18-64 yr age range)**

Definition:

- 1) The Disability Discrimination Act 1995 states that “a person has a disability for the purposes of this Act if he has a physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day-to-day activities.” Disabled staff are those that identify themselves as such against this definition. A staff survey must be conducted at least every two years.
- 2) The number of employees should be calculated by a head count (a part time employee counts the same as a full time employee).
- 3) The age range for part i will be 18-54.
- 4) The age range for part ii will be 18-64

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual a(i)					0.18			
Target a(i)	New Indicator for 2005/06				N/A	0.50	0.50	0.50
Actual a(ii)					2.48			
Target a(ii)	New Indicator for 2005/06				N/A	3.31	4.13	4.13
Actual b(i)					8.85			
Target b(i)	New Indicator for 2005/06				N/A			
Actual b(ii)					11.24			
Target b(ii)	New Indicator for 2005/06				N/A			

This indicator is linked to Priority 1A.

Comments and Actions:

- a(i) This is a relatively new requirement for the Fire & Rescue Service, as we were previously exempt from employing disabled staff in operational positions. The organisation currently has one operational member of staff who classifies himself as disabled. Each member of staff diagnosed as disabled under the Disability Discrimination Act will be reviewed on an individual basis with the guidance and support of Wiltshire FRS's Medical Advisor.
- a(ii) Each member of staff diagnosed as disabled under the Disability Discrimination Act will be reviewed on an individual basis with the guidance and support of Wiltshire FRS's Medical Advisor.

Over the coming year we will continue to review all staff using professional medical advice and guidance, investigating opportunities for redeployment and reasonable adjustments as needed.

BVPI 17a & b

- a) Percentage of uniformed staff from minority ethnic communities
 b) Percentage of minority ethnic community population of working age in WFB area

Definition:

Minority Ethnic - Staff are considered to be from a minority ethnic group if they define themselves as being from 2001 census classification b, c, d or e, that is:

- b) White and Black Caribbean, White and Black African, White and Asian, Any other mixed background;
 c) Asian or Asian British, Indian, Pakistani, Bangladeshi, Any other Asian background;
 d) Black or Black British, Caribbean, African, Any other Black background;
 e) Chinese or Other ethnic group, Chinese, Other

Uniformed staff - includes wholetime, retained and control personnel.

Total number of uniformed staff should be calculated by a head count.

'Economically active people' are considered to be those who are over 18 and under 54 years old, whether or not they are in employment. Percentage representation of minority ethnic people in the local authority area is to be derived from 2001 Census data, Table S101.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual (a)	1.04	1.26	1.41	1.89	1.71			
Target (a)	1.60	1.60	1.60	1.80	2.30	2.76	2.76	2.90
Actual (b)	New Indicator 200/03	2.75	2.75	2.75	2.75			
Target (b)		N/A	N/A	N/A	N/A	N/A		

This indicator is linked to Priority 1A.

Comments and Actions:

Wholetime recruitment in the period 2005/06 concentrated on transfers-in, and there was limited success in recruiting minority ethnic staff to retained positions. One minority ethnic member of staff transferred to another Fire & Rescue Service during the reporting period.

There will be a national campaign in 2006 to attract females to the Fire Service & hopefully this will also impact upon our minority ethnic representation. Wholetime recruitment will initially be based upon transfers, but is likely to extend to external recruitment. As part of our Comprehensive Performance Assessment Action Plan, resource will be re-directed into attracting under-represented groups into operational positions.

BVPI 210**The percentage of women firefighters****Definition:**

Firefighter – wholetime or retained uniformed operational staff.

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2005/06				3.21			
Target					4.00	6.00	10.00	10.00

This indicator is linked to Priority 1A.

Comments and Actions:

This year Wiltshire FRS has had one female recruit and one female leaver. Recruitment has again mainly concentrated on retained recruitment, with wholetime recruitment limited to transfers from other Fire & Rescue Services.

A National advertising campaign is planned for the summer of 2006 and local recruitment activities are concentrating on attracting under-represented groups to apply.

LPI 2**Number of retained firefighters (full unit equivalent)**

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	268.00	260.29	284.50	300.25	301.75			
Target	283.00	283.00	283.00	301.00	301.00	303.00	305.00	305.00

This indicator is linked to Priorities 1A & 4E.

Comments and Actions:

Recruitment has concentrated on stations with a shortfall and on replacing leavers, rather than on growth to establishments.

Over the coming year the implementation of the internal review of Retained staffing, including the likely increase to the retained establishment is scheduled. A National media campaign will be run during the summer of 2006 to attract recruits to the fire service, concentrating on female applicants and may increase a general level of interest in joining.

LPI 20b

Number of salaries overpaid

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	Not Collected	0	2	0	0			
Target		2	3	3	2	0	0	0

This indicator is linked to Priority 4A.

Comments and Actions:

Fewer overpayments have been written off than was previously expected.

More emphasis will be put on improving processes within Personnel & Payroll to reduce the number of overpayments made to staff, over the coming year. The department will continue to pursue repayment of overpayments.

TECHNICAL SERVICES

LPI 25

Action 100% of equipment safety & legal requirement defects within 72hrs

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			97.59	Not Collected	LPI Withdrawn		
Target				100.00	100.00			

This indicator is linked to Priority 3A.

Comments and Actions:

The collection of data for this particular LPI has proved to be difficult for various reasons including lack of resources and difficulty with understanding the information required and therefore no figures have been supplied.

As part of the Department Service Plan, new and more robust LPIs will be produced in order to provide a better overview of services provided.

LPI 26

Action 100% of premises emergency defects within 48hrs

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			100.00	96.88			
Target				100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priority 3A.

Comments and Actions:

During 2006/07 a number of new LPIs are to be developed to provide a fuller performance related overview of the management of estate maintenance.

LPI 27

Action 100% of appliance safety & legal requirement defects within 48hrs

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	New Indicator 2004/05			100.00	97.85			
Target	New Indicator 2004/05			100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priority 3A.

Comments and Actions:

During 2006-07 a number of new LPIs are to be developed as recommended by the recent FPA audit in order to provide a fuller performance related overview of the fleet and its support.

TRAINING

LPI 14

Employees satisfied with training courses attended

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	99.80	100.00	Not collected	97.80	98.62			
Target	100.00	100.00		100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priorities 1A & 4D.

Comments and Actions:

This target was not quite met due to a small number of individuals expressing some discontent with training received. However, the majority of respondents expressed high degrees of satisfaction, coupled with proposed changes to Training and Development Centre working practices, we are confident that this target will be met.

LPI 15

Training courses met aims and objectives

Year	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Actual	99.80	100.00	99.92	98.35	99.08			
Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

This indicator is linked to Priorities 1A & 4D.

Comments and Actions:

This target was not quite met due to a small number of individuals expressing some discontent with training received. However, the majority of respondents expressed high degrees of satisfaction, coupled with proposed changes to Training and Development Centre working practices, we are confident that this target will be met.



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