

Community Safety Plan

2024–2028



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**



Foreword



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Chair of the Fire and
Rescue Authority



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Welcome to our Community Safety Plan. This plan provides you with an opportunity to see the work we do to keep you safe as possible and how we plan to tackle the many challenges we face. It is set out against our five key priorities:



Helping you to make safer and healthier choices.



Protecting you and the built environment from harm.



Being there when you need us.



Making every penny count.



Supporting and developing our people.

These priorities help us to focus our work and the resources needed to make Dorset and Wiltshire safer places to live, work and visit.

We take pride in our achievements and we are always looking at how we can improve and strengthen our services. We were really pleased with our inspection results published in January 2023, where His Majesty's Inspectorate of Constabulary and Fire & Rescue Services awarded us with the following gradings:



'Good' for our effectiveness in providing a service that keeps people safe and secure.



'Outstanding' for our exceptional ability to manage resources efficiently.



'Good' for how we look after our people.

Despite our services costing less than other fire and rescue services in England, we continue to face financial uncertainties and difficulties. Remaining financially sustainable whilst addressing increased and new costs is of the utmost importance to us. Alongside this financial challenge, we need to maintain the support of on-call firefighters now and in the future. They do a fantastic job but face difficulties balancing their home and professional lives against the need to respond at a moment's notice to fires and other emergencies. This plan sets out our work and future plans for how we intend to deliver on our priorities and meet these and many other challenges.

We hope you enjoy reading it. Please let us know what you think, or if we are missing anything important to you. You can find ways to make contact and give us feedback on page 79.



Contents

About this Community Safety Plan 5



Prevention:
Helping you make safer & healthier choices 8



Protection:
Protecting you & the
built environment from harm 16



Response:
Being there when you need us 26



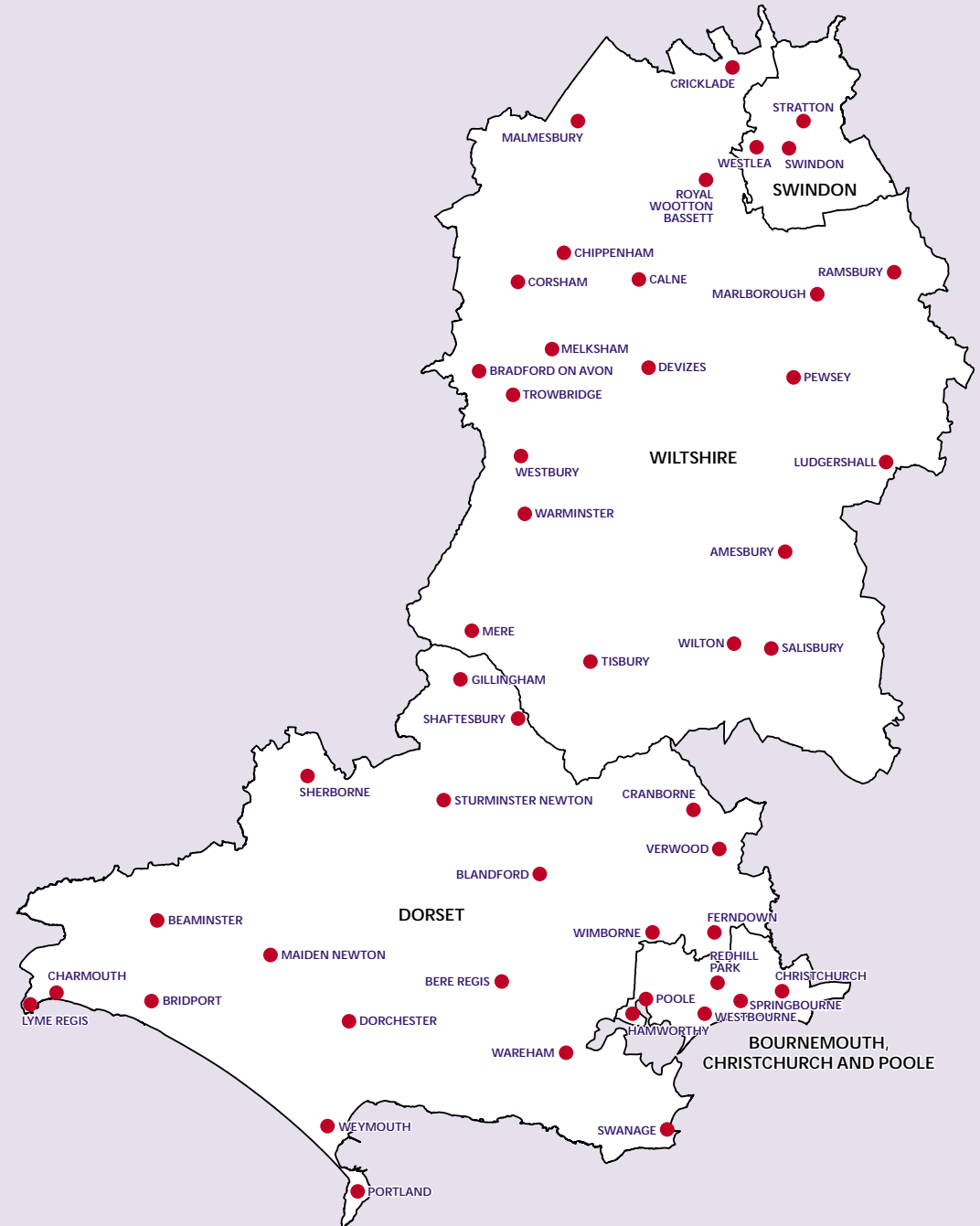
Governance:
Making every penny count 42



People:
Supporting & developing our people 58



Taking things forward 72



About this Community Safety Plan

All fire and rescue authorities in England are required to produce a Community Risk Management Plan, as set out in the Fire and Rescue National Framework for England (2018). This plan needs to cover at least three years and demonstrate:



an awareness of the risks to the communities



how we will plan to prevent fires and other emergencies



how we will handle emergencies



how we enforce the laws for fire safety

Fire and rescue authorities also have to consult with our communities and staff in writing it.

This Community Safety Plan is our Community Risk Management Plan.

To help create our Community Safety Plan, we always have one eye on the future by conducting a detailed analysis of areas we think may impact our community or our Service. This is called the Strategic Assessment of Risk. This helps us ensure our planning and decision making is aligned to the current and future environment we operate within. This Community Safety Plan tells you how we will tackle those risks and challenges. It also tells you how we're going to be even more effective during the lifetime of the plan.

To support our Community Safety Plan, we have undertaken a detailed Fire Cover Review. We look carefully at the incidents in the station area and the significant risks and vulnerabilities within the local communities. Using this data and intelligence helps us to establish and assure ourselves that we are doing the right things, at the right time with the right resources.

We monitor the delivery of this plan on a regular basis through our performance management arrangements. This is all overseen by our Fire and Rescue Authority Members and our auditors.



Watch for these symbols throughout the plan. They will show you where



we are paying special attention to Equality, Diversity & Inclusion and environmental sustainability.

Our Service at a glance



We employ
1,350
members of
staff



...and serve
1.45m
residents



We respond to about
15,000
incidents a year



We cover over
2,350
square miles...



Over
29%
of community over
60 years old



We have
50
fire stations...



We have over
70
fire engines...



Funded from a
budget of
£65.9m



...crewed by on-
call and wholetime
firefighters



...plus a large
number of
specialist support
vehicles

How our operational demand is changing



All figures are for 2022-23.



Prevention: Helping you to make safer and healthier choices



Effectiveness

How effective is the FRS at preventing fires and other risks?

Focusing on keeping our communities safe

Our main objective is to stop incidents from happening and to keep everyone safe through education and changes to risky behaviour. We team up with other agencies to provide targeted and effective services, sharing information and finding ways to save money for the public. Through this work we are always learning and improving our risk reduction programmes.

From looking at our Strategic Assessment of Risk we expect:



more individuals and households needing our help to prevent serious injuries or deaths from fire and to avoid unnecessary hospital stays

We work with our partners to help prevent:



injuries and deaths from fire



drowning incidents



injuries and deaths on roads



emergency calls



anti-social behaviour and arson



environmental harm from outdoor fires

Together with our partners, we aim to:



work more closely with vulnerable people in our communities



run programmes that reduce risks



get even more funding to support our Prevention work



spread important safety messages





Prevention: Helping you to make safer and healthier choices

Making safer and healthier choices

In the past year, we completed 9,712 Safe & Well visits and 408 of those were because partners referred them to us. Our partners share information with us about the most at-risk people in our



communities. We also get safeguarding referrals from other blue-light services and other partners which help us to prioritise our visits to the homes at higher risk.

We are part of key partnerships that tackle health inequalities. We are expecting our aging population to increase and more people living with disabilities in our communities. Through working together we help to support independent living, lower home injuries, and lessen the impact on public services.

We are always looking to identify those at high risk of fire to focus our help where it is most needed.

Here are the high-risk factors we currently use in prioritising our Prevention work:

- being over 70 years old
- children under 11, especially under five who might be less able to escape
- being male
- smokers
- living alone
- having a disability or long-term health condition (like Dementia)

What we are doing

We are:

- assessing who is most at risk so we can help them
- strengthening and growing our partnerships
- getting funding from public, private, and voluntary sectors to give extra support and resources to meet community needs
- engaging with community groups to share important safety messages
- checking how well our activities work to make sure they are effective and save money
- using volunteers to help with specific activities

What we plan to do

We will:

- reach more high risk homes and offer personalised support
- work closely with housing providers to support households and help them meet their legal responsibilities
- keep improving our Safe and Independent Living plans with key partners
- spread fire safety messages through social media and our website

Prevention: Helping you to make safer and healthier choices

Road safety

Across both Dorset and Wiltshire, we have a variety of types of roads. This includes our main routes like the M4, A303, A30 and A35 as well as busy urban roads and narrow country lanes. We know that 20% of the people injured on these roads are between 16 and 24 years old. This is why we are really focusing on educating young drivers, working with schools and colleges to teach them about road safety to help change how they behave on the road. Through this work we team up closely

with Dorset Road Safe and the Wiltshire and Swindon Road Safety Partnership. We also join forces with partners for other safety events like educating older drivers, checking child car seats, and running Biker Down sessions. A lot of British Army personnel are based across our Service area, and we have a bespoke targeted programme called “Survive the Drive” just for them. We do this because our data tells us that they have a high risk of being involved in a road traffic collision.



What we are doing

We are:

- partnering up with road safety groups to make our roads safer and lower the number of accidents
- teaching young people about road safety, especially focusing on helping new and not-so-experienced drivers change their road behaviour
- running Survive the Drive for military staff
- supporting and leading Biker Down sessions

What we plan to do

We will:

- keep working with road safety groups to reduce how many people get hurt or seriously injured in road accidents
- keep finding new and even better ways to talk to those who use the roads the most, making sure our roads become safer for everyone



Prevention: Helping you to make safer and healthier choices

Education for safety: empowering tomorrow's guardians

Our education programmes for children and young people cover fire, road, and water safety. They are designed to transform learners into safety superheroes. We want them to be champions of safety in their homes, on the roads, and wherever their adventures take them. We deliver these fun safety lessons through schools, other educational settings and youth groups.

Families with children are more likely to be impacted by fire incidents. This is why it is crucial that everyone at home knows what to do in case of a fire. This includes understanding smoke alarm signals and taking proactive steps to prevent fires. Additionally, with the increase in use of electronic devices, we highlight electrical safety to ensure everyone stays safe in this digital age. This includes working with the

National Fire Chiefs Council on educating people on safe charging and use of e-bikes and e-scooters.

As climate change hits us all, hotter and drier weather has heightened the risk of wildfires, especially across our heathland areas.

Deliberate firesetting, disposable BBQs, and campfires are significant concerns. Our goal is to equip children with the right decision-making skills necessary to navigate risks. As they mature, our aim is to guide them toward a lifestyle that is not just safe but also responsible.

Warm weather also brings a heightened risk of drowning incidents as people are drawn to open water. Shockingly, nearly half of UK drownings happen when individuals never intended to enter the water. Furthermore, a considerable percentage of children aged

7-11 lack the ability to swim unaided for 25 metres. Collaborating with the National Water Safety Forum, our aim is to spread water safety awareness and reduce water related risks though partnering with these relevant organisations.

- for every £1 invested in our Safe & Well activities last year we estimate that there was a societal return of £7
- for each £1 we invest in our Firesetters scheme we generate a societal saving of £10.63
- as a result of our safety education initiatives, we estimate that the potential societal savings from these safety messages delivered in 2022-23 was £8.2m

What we are doing

We are:

- teaching fire safety in schools to empower young people with essential safety know-how
- developing safe decision making in the younger generation, within higher education institutions
- implementing a specialised Fire Safety Intervention Programme for individuals engaging in risky behaviours like deliberate firesetting
- working with partners to help reduce fires sparked by BBQs and campfires
- partnering in the National Water Safety Forum's efforts in reducing water-related risks

What we plan to do

We will:

- develop and share safety lessons covering fire, outdoor safety, and water safety
- provide educators with resources to get our safety messages across
- aim to reach every family member and strengthen home environments with safety awareness
- promote the safe use of e-bikes and e-scooters as well as other electronics

Protection: Protecting you and the built environment from harm



Safer buildings, businesses and places

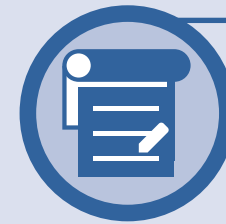
We work hard in strengthening fire safety measures to protect both individuals and properties. This work also protects the wellbeing of our firefighters, by understanding potential risks associated with differing buildings before emergencies arise.

The Fire Safety (England) Regulations 2022, that came into force in January 2023, places greater responsibility on building owners to maintain communication with fire and rescue services. They

have to disclose essential building safety information and equipment details, including the reporting of any faults in fire safety systems that could impact firefighting responses.

The Building Safety Act 2022 is set to become law in February 2024. This will see fire and rescue services actively supporting the Building Safety Regulator (Health and Safety Executive). This collaboration includes providing technical fire safety guidance during the planning and design stages of tall buildings.

From looking at our Strategic Assessment of Risk we expect:



that there will be greater demand on our Service due to fire safety legislation changes



Connecting with businesses for safer communities

In the past year, our teams engaged positively with 5,971 local businesses, providing 1,653 consultations on building regulations and completing 842 fire safety audits, all adhering to legal timelines.

Our aim is to help building managers to meet their legal obligations and to help them protect their building and the people using them from fire hazards. Our fire safety audits prioritise high risk buildings or those beyond our ten-minute response area for life-endangering situations.

We work with those responsible for building safety to advise and educate them, however, when it is necessary, we take decisive enforcement actions against practices that may endanger lives.

We engage with architects, planners, and building control bodies to improve safety even before construction begins. We continue to use partnerships with Trading Standards, Environmental Health, and Local Authority housing teams to ensure safety measures seamlessly integrate into building design and usage. For instance, advocating for sprinkler systems in high risk

settings like high-rises, schools, and residential care homes. Our firefighters conduct fire safety checks, focusing on lower risk premises, offering guidance to business owners. This approach enables our specialised Fire Safety Officers

to concentrate on high risk properties.

Our approach aims to save lives, reduce false alarms, and mitigate the considerable economic impact fires can have on local businesses and the economy.





Protection: Protecting you and the built environment from harm

What we are doing

We are:

- guiding business owners with fire safety obligations to achieve best practice
- collaborating with partners to ensure information sharing for effective enforcement of fire safety regulations
- systematically providing risk information to our firefighters and frontline staff
- targeting action on those most vulnerable to fire and other emergencies
- enhancing our fire safety and enforcement response mechanisms
- further upskilling our staff to meet new standards and competencies

What we plan to do

We will:

- continue our fire safety enforcement strategy and Risk-Based Intervention Programme
- comply with statutory requirements to minimise fire risks
- prioritise high risk areas, taking proportionate actions to mitigate risks and ensure accountability
- regularly update and share clear information on our website
- maintain compliance monitoring and if necessary, enforcement of fire safety legislation
- focus on high fire risk premises through the Risk-Based Intervention Programme
- reduce excessive Automatic Fire Alarm (AFA) activations

High-rise buildings

Since the Grenfell Tower fire in 2017, ensuring the safety of residents and our firefighters in high-rise residential buildings has continued to be a priority for us. We

have taken extensive measures including visiting every high-rise residential building in our area, engaging with resident groups, and conducting familiarisation visits to provide

guidance and assurance. As new learning and legislation take shape, we actively participate in the national working group as well as through the National Fire Chiefs Council.





Protection: Protecting you and the built environment from harm

What we are doing

We are:

- conducting systematic and thorough fire safety audits of high-rise residential buildings
- re-inspecting premises based on past risk and compliance scores or during structural work
- conducting audits to address emerging trends or areas of lower compliance found during enforcement activities
- undertaking reactive audits based on local intelligence or referrals, especially post-fire incidents or instances of Automatic Fire Alarm activations
- further strengthening our quality assurance processes
- collaborating with partners to ensure proportionate enforcement actions
- supporting the implementation of the Building Safety Regulator

What we plan to do

We will:

- prioritise inspections of high risk buildings and premises based on their risk and compliance scores
- conduct audits to tackle emerging compliance issues
- react promptly to local intelligence and referrals from enforcing authorities
- train our staff in line with National Fire Chiefs Council Competency Framework for Fire Investigation
- ensure we have effective information sharing and defect reporting processes as mandated by the Fire Safety (England) Regulations for the benefit of our fire crews
- continuously conduct emergency drills to test evacuation plans
- implement the outcomes from Phase 2 of the Grenfell Tower Inquiry

Protection: Protecting you and the built environment from harm

Thatch properties and heritage buildings: preserving history

In Dorset and Wiltshire we have 22,613 listed properties, including iconic landmarks like Bournemouth Town Hall, Kingston Lacy, the Great Western Railway heritage buildings, and Salisbury Cathedral. We work closely with those responsible for these buildings, ensuring regular safety audits are undertaken. We have site-specific risk information for these significant premises to ensure our firefighters know about the risks that are there.

Our Service has the highest number of thatched properties in the UK (more than 10% of the national total). Whilst thatched roofs are not statistically more prone to catching fire than those with conventional roofs, the impact of a fire in such properties can be significantly greater. On average, the UK sees between 60 to 80 thatched properties succumbing to fires each year. Each incident

often requires the attendance of over 50 firefighters and at least eight fire engines, sometimes for a period of 24 hours or more.

To combat this, we seek to prevent fires in these unique properties through safety

campaigns. Our firefighters also undergo specialised training to tackle fires in thatched properties, and we continually explore and assess the latest firefighting equipment to provide the most effective response to such incidents.



What we are doing

We are:

- focused on further reducing emergency calls to heritage premises
- advocating for the use of fire suppression systems and advanced detection tools
- offering comprehensive educational resources to owners of thatch and heritage properties

What we plan to do

We will:

- work with our partners to promote educational messages
- maintain close links with our Local Resilience Forums to enhance emergency response plans
- equip our frontline staff with clear and current risk information
- strengthen our pre-planning and salvage arrangements with building owners and managers

Protection: Protecting you and the built environment from harm

Tackling wildfires and extreme weather

The Wareham Forest fire in May 2020 marked one of the most devastating forest and heath fires in recent memory, ravaging an area equivalent to 230 football pitches. It is believed to have been ignited from a discarded disposable BBQ, leaving a trail of destruction:

- over 430 firefighters battled for more than two weeks to contain the fire
- additional costs of over £570,000
- this catastrophe not only led to the loss of vital habitats and numerous wildlife but also demanded extensive recovery efforts from conservationists

After this, during the Spring and Summer of 2022, a large number of wildfires occurred including a fire at Canford Heath in Poole, which forced the evacuation of 20 properties and scarred 500 square meters of vital heathland.

Scars left by disposable BBQs and campfires mark our woodlands, parklands, and forest areas. These wildfires pose a significant risk to people, property, and wildlife. Through collaboration with organisations and businesses, we are continuing to work to prevent such tragedies.

A policy has now been put in place to prohibit disposable BBQs and campfires at country parks owned by Dorset



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Council. To locate where these activities are banned, check the interactive map on our website. There is also signage at country parks and countryside sites, ensuring visitors are well-informed.

From July 2022, a new Public Space Protection Order relating to BBQs and other fire-related activities has been enforced in three forestry locations, including Wareham Forest. Failure to comply can result in fines. Warning signs are placed along critical roads during heightened wildfire risk periods to make people using the forests aware of the risks.

Additionally, the Urban Heaths Partnership initiated the Operation Heathland campaign, spotlighting the Canford Heath Fire. This partnership, alongside other agencies, has erected 'no fires or BBQs' banners across

heathland areas, reinforcing the prohibition of BBQs in these zones. Wardens vigilantly patrol these areas to enforce the ban.

The Firewise project is an example of this work. Through this we have been working hand-in-hand with communities near

heathlands, offering practical advice and strategies to safeguard their properties from fire risks. If your community wishes to join the Firewise initiative, reach out via email at firewiseuk@dorsetcouncil.gov.uk. Together, we can strengthen our communities against the threat of wildfires.



999 Response: Being there when you need us



Effectiveness

How effective is the FRS at responding to fires and other emergencies?

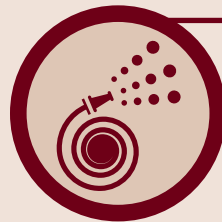


Effectiveness

How well prepared is the FRS to respond to major and multi-agency incidents?

Responding quickly when you need us

We continue to:



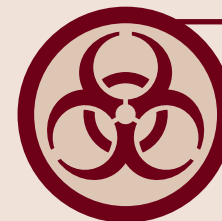
ensure our firefighters are highly trained with the best possible equipment, giving the most effective response to all incidents



work with our Local Resilience Forums and neighbouring fire and rescue services to provide a coordinated regional response to large scale incidents



support our partners, providing specialist response where required including capabilities such as swift water rescue, flood rescue, rescues from height, rescues from confined space, specialist bariatric rescue (person with a body mass index above 40), large animal rescue, hazardous materials advice



provide the availability of specialist assets for response at a national level, including Specialist Water Rescue teams, High Volume Pump teams, Wildfire Tactical advisors, Chemical, Biological, Radiological and Nuclear Tactical Commanders and Strategic Commanders

Our response in 2022-23: a snapshot

In the past year we have responded to 14,668 incidents, including 3,377 fires. Of these fires, 929 were deliberate, 2,448 were accidental and during our attendance at these incidents, 118 lives were saved. Notably, accidental dwelling fires have reduced by 11.5% over the last five years, showing our sustained progress with our prevention work.

Our focus on unwanted fire signals is divided between commercial (28%) and domestic (72%) alarms. Together these constitute 44% of all our calls, so we are working hard to reduce the impact these have on our availability to provide a response for other emergencies and our safety work.

Focusing on life risk, our response standards are based on the University of Exeter's research on fire survivability. We will achieve

a 10-minute response time on average for the first appliance in attendance at confirmed fires in sleeping risk premises (this includes call handling, turnout and travel time), and 13 minutes on average for the second fire engine. For other buildings, our standard is 10 minutes on average for the first fire engine and 15 minutes on average for the second.

In rural areas, achieving these response targets is not without its challenges. These homes and buildings are often in remote locations or on narrow lanes. In these areas we work with our partners to focus on working with the most vulnerable in our community.

Recruiting and retaining on-call firefighters across 46 of our 50 stations remains vital to the availability of our fire engines and maintaining our response times.

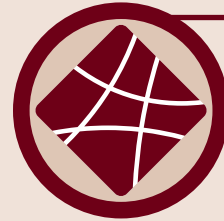


999 Response: Being there when you need us

From looking at our Strategic Assessment of Risk we expect:



challenges regarding the diversity of our workforce not being sufficiently reflective of the community we serve



a need to engage and resource the Emergency Services Network



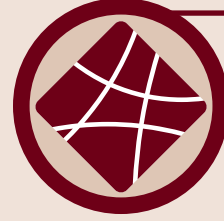
ongoing challenges with recruitment, retention and availability of on-call firefighter resources



a need for a Communications Programme to improve future resilience of communications and incident management



a need to amend and invest in the duty system worked at Amesbury Fire Station



challenges regarding sustainability of the Networked Fire Services Partnership



a need to strengthen our Service Control Centre

What we are doing

We are:

- introducing a daytime duty crewing system at Amesbury Fire Station seven days a week, with an on-call firefighter team available throughout the night time hours, improving fire engine availability and meeting an increasing community risk
- undertaking a significant programme of training and exercising with multi-agency partners and neighbouring fire and rescue services
- continuing to ensure our firefighting arrangements conform to national guidance and standards
- continuing to ensure an integrated and risk-based approach is taken to deployment of prevention and protection resources outside the areas where we cannot achieve our response times
- ensuring our firefighters have access to accurate and current risk information
- monitoring Automatic Fire Alarms, and working to reduce repeat incidents
- reviewing our emergency response arrangements
- carrying out regular contract reviews with our on-call staff to ensure we maximise fire engine availability with a flexible approach to training
- continuing to support our colleagues in the other emergency services
- continuing to develop local station risk profiling to help focussed community safety activity especially where we cannot reach our attendance times
- working with the police, local authorities and others to explore new and joint ways of reducing deliberate fires

999 Response: Being there when you need us

What we plan to do

We will:

- review the efficiency and productivity of our fire stations, including the number and type of response vehicles needed, in relation to the risks, demand, and future financial sustainability
- invest in new operational equipment and personal protective equipment
- invest in new fire engines and specialist vehicles including off-road vehicles
- continue to chair the National Fire Chiefs Council On-call Working Group
- strengthen the recruitment and retention of on-call firefighters with targeted recruitment using social media and access to community groups
- modernise our incident command and Fire Control arrangements, including upgrading the mobilising system
- review the shift systems our firefighters are working considering demand, risk, and future financial sustainability whilst maximising productivity

Communications, Fire Control and the Networked Fire Services Partnership

Currently emergency services use a system called Airwave to communicate. This is coming to the end of its lifetime and will be replaced. The next generation of emergency service communications is called the Emergency Services Network and will include replacement radios and improve the ways we pass information and data.

We use modern technology to mobilise our fire engines to emergencies. This allows a quick and accurate response with the most relevant resources. Our mobilisation software ensures we have good command and control over incidents and enables important information to be passed between Fire Control and the crews at the incident.

We continue to collaborate with other fire and rescue services, to strengthen

our response to incidents, as part of our Networked Fire Services Partnership.

Through this we are part of three fire and rescue services who have integrated their control rooms. The fire and rescue services in this partnership with us are Hampshire & Isle of Wight, and Devon & Somerset.

This means that wherever you are within the Networked Fire Services Partnership you will receive the nearest appropriate resource for your emergency. Working together with these services ensures you will get a fast, efficient and resilient response to any emergency.



999 Response: Being there when you need us

What we are doing

We are:

- preparing for the procurement of the next generation of mobilising system
- maintaining involvement in the Emergency Services Network
- assessing, prioritising and developing new partnership opportunities to further enhance the effectiveness of the Networked Fire Services Partnership

What we plan to do

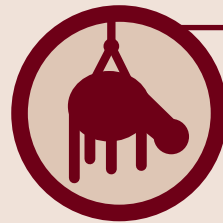
We will:

- procure a new command and control system for our Fire Control
- develop a partnership wide evaluation framework to highlight benefits of the Networked Fire Services Partnership

Specialist response: tackling challenges, nurturing safety

Climate change is reshaping the world, bringing a host of challenges from heatwaves, floods, droughts, through to fiercer and more frequent fires. Drier seasons increase grass and heathland fire risks, while hot summers draw people to water, increasing water rescue incidents. When winter arrives, we expect river floods and surface water incidents. Each scenario demands a coordinated and technical rescue response. As our climate shifts, we continue to evolve our response to meet our community's needs.

In the past three years, our Service has been busy with Technical Rescue—235 (2019-20), 211 (2020-21), and 283 (2021-22) mobilisations in each year, offering a response in five specialised areas:



large and small
animal rescue



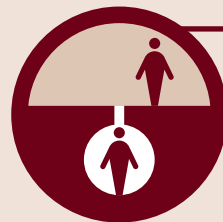
specialist rope rescue



carrying out bariatric
rescues with our partners



rescue from water including
rivers, lakes and floods



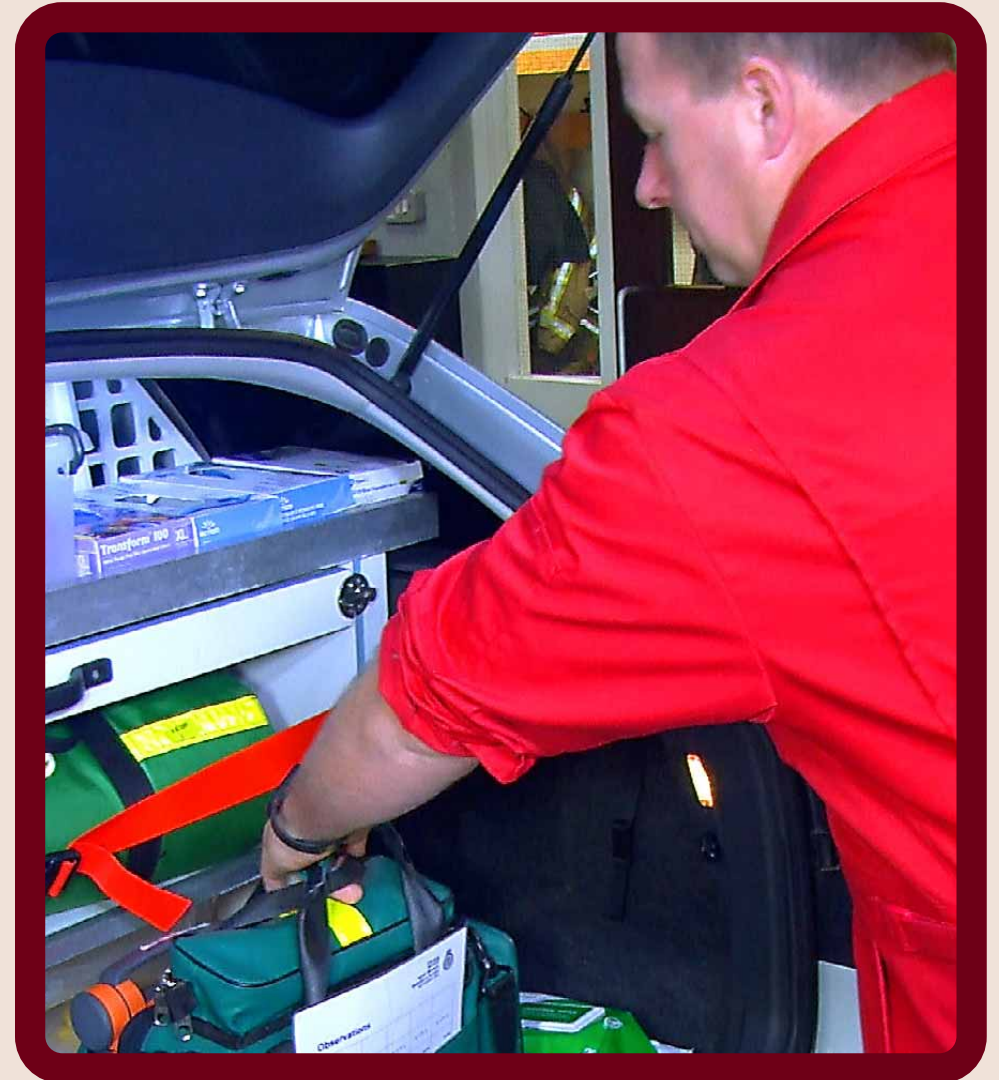
rescuing people from
confined spaces

999 Response: Being there when you need us

Lifesaving partnerships:

Through our collaborative work with the ambulance service, we have taken on a role previously undertaken by our police forces, by responding where a person has collapsed behind closed doors. Of our non-fire related calls 30% are assisting members of our communities who have 'collapsed behind closed doors'. We have responded to 561 (2019-20), 618 (2020-21), and 600 (2021-22) of these in the last three years. It is estimated that this provided our police forces savings of £56,000 per year since 2019.

Our firefighters are casualty care trained, which is crucial for when they are arriving first on scene at an emergency. This means immediate and life-saving treatment can be started prior to other emergency services attending. We also use this skill to support our communities and ambulance colleagues by operating a Co-Responder scheme at 13 of our stations across our Service area. Co-responding is where our specially trained firefighters provide additional response where they would be quicker than an ambulance. This ensures that the public get the fastest assistance to their emergency.



What we are doing



We are:

- improving our technical rescue capabilities with strategically placed teams, enhanced bariatric and animal rescue services, and equipping our fire engines with the right tools to assist with gaining entry to premises
- improving wildfire prevention and education through partnerships with Urban Heaths Partnership, the Firewise project, and wildfire tactical advisors to protect our natural spaces
- training more officers to become Water Incident Managers
- investing in operational equipment and personal protective equipment, ensuring our firefighters have the tools they need to face any challenge head-on

999 Response: Being there when you need us

Together, we are crafting a safer future, one strategic step at a time.

What we plan to do



We will:

- continue working closely with our Local Resilience Forums in the preparation of emergency response plans, training and exercising
- replace our existing specialist off road firefighting vehicle
- train a number of our officers as Wildfire Support Officers, increasing our specialist response to fires affecting our natural environment
- ensure we have additional Wildfire Tactical Advisors able to support our firefighters and to be deployed nationally for the quick and safe resolution of a wildfire
- work with our partners in the Networked Fire Services Partnership to maximise efficiency and consistency of cross border mobilisations
- increase the number of occasions when we appropriately charge for our special rescues

National and regional threats: prioritising preparedness

We actively work as part of our Local Resilience Forums to identify and react to potential threats to our communities at a national, regional and local level.

The Government's Counter Terrorism Strategy, CONTEST, places a significant emphasis on 'Prevent'. This aspect of the strategy is focused on preventing people becoming radicalised before they commit acts of terror. We concentrate our efforts on identifying issues such as potential radicalisation and modern slavery. Our partnership with both Police Forces and the Local Resilience Forums is crucial in spotting and referring such concerns.

By monitoring emerging risks closely we can ensure that we equip and train our teams to effectively tackle these evolving challenges.



999 Response: Being there when you need us

What we are doing



We are:

- active within both Local Resilience Forums and regional working groups, working to identify, monitor and reduce these risks
- working closely with all emergency partners in the planning and response to major or complex incidents
- monitoring and reviewing all risks and threats associated with the National Security Risk Assessment, Community Risk Registers and Service Risk Registers, that may impact our communities
- ensuring we have robust business continuity, risk management and safeguarding arrangements aligned to national standards
- ensuring our firefighters and officers are suitably trained and supported to recognise, report and respond to these threats
- ensuring we help to identify and refer vulnerable people of potential radicalisation, or victims of crimes such as modern slavery

What we plan to do

We will:

- continue to invest in our network of National Inter-agency Liaison Officers
- continue to learn from internal and external experiences, such as the Manchester Arena Inquiry
- continue to train and equip our staff to deal with such incidents
- further enhance and roll out operational procedures associated with countering and preventing terrorist attacks
- continue to embed Joint Emergency Service Interoperability Principles into our command capability
- monitor and prepare for the Protect Duty
- monitor and respond to the requirements of the Resilience Framework
- ensure awareness and training against the new Joint Operating Procedures for responding to terrorist incidents



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£ Governance: Making every penny count



Efficiency

How well does the FRS use resources to manage risk?



Efficiency

How well is the FRS securing an affordable way of managing the risk of fire and other risks now and in the future?

Being well managed and spending wisely

We work hard to achieve:



the funding of
frontline services



efficient use of our buildings



an increased
financial stability



close partnership working



a safe working environment
for our people



a reduction in our
carbon footprint

From looking at our Strategic Assessment of Risk we expect:



there will be financial volatility and uncertainty for the foreseeable future



a global and national focus for organisations to ensure environmental sustainability



a need to invest in the sustainability and resilience of Information and Communication Technologies



£ Governance: Making every penny count

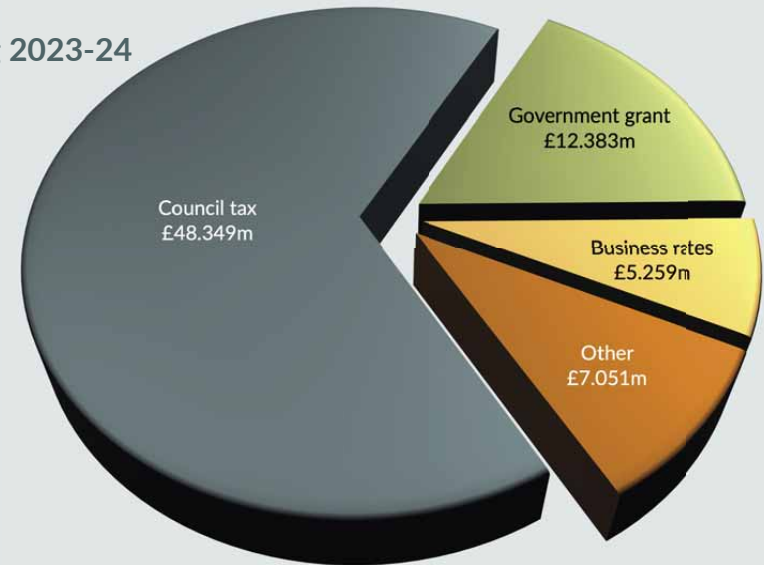
Financial planning: ensuring efficient use of funds

Our funding primarily stems from council tax, local business rates, and government grants. Over recent years we have had higher reliance on council tax funding due to reduced government grant. Despite this shift, our council tax rates remain below the national average when comparing the cost of our services per person. Recent data from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services demonstrates our spending at £39.63 per head is lower than the England average of £41.88.

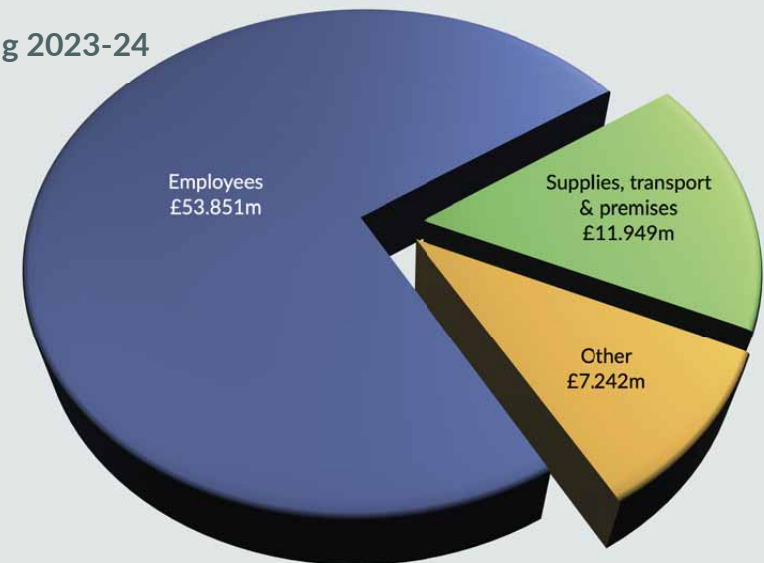
We work hard to ensure that every pound is maximised to its fullest potential. In 2022, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services graded our Efficiency as '**Outstanding**'. Our Productivity and Efficiency Plan outlines our current strategy and future plans to secure further efficiency gains.

Whilst we have seen an increase in our funding, it was not enough to address the rising costs and demands placed upon us. Consequently, we needed to take some difficult decisions and have reduced the number of operational roles and have discontinued some of our youth

Funding 2023-24



Spending 2023-24



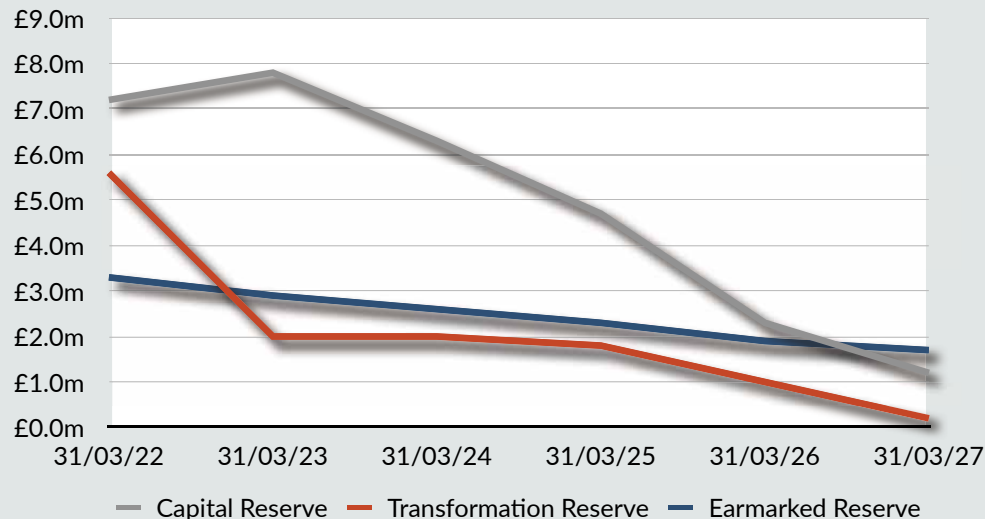
programmes, resulting in savings of £1.3 million. Despite these measures, we anticipate a future budget gap of over £2 million by 2026-27.

To counter these financial challenges, we will be looking at further efficiencies and potentially some cuts from across the service. This could

include changing some aspects of response, delivery of services and service support. Additionally, our internal Resourcing and Savings Programme and our Programme Office will continuously explore new avenues for budget savings and efficiencies and ensure we use our funds as efficiently as possible.

For more detailed financial information, our Medium-Term Financial Plan 2023-27 is available on our website, and offers a comprehensive overview of our financial strategies.

Our financial reserves
(5% of our annual revenue budget)



£ Governance: Making every penny count

What we are doing

We are:

- rated as 'Outstanding' for Efficiency by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services
- spending less per head than average compared to other fire and rescue services
- setting our precept for Band D council tax below the average for fire and rescue services
- completing an in-depth Fire Cover Review to ensure efficiency as well as effectiveness
- utilising a robust business case procedure for all significant expenditure to ensure unbudgeted expenditure is well controlled

What we plan to do

We will:

- continue to deliver year on year savings to help us set a balanced budget
- continue to review all elements of our Capital Programme and how it is funded to ensure that it is affordable now and in the future
- continue to review all revenue and capital expenditure to ensure that value for money is maximised
- use our fire cover review to redesign our operational response to better align our response services to changing risks and demands whilst at the same time maintaining financial stability



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FIRE AND RESCUE

WILTSHIRE
RESCUE

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FIRE AND RESCUE

£ Governance: Making every penny count

Optimising our service locations

Our Service estate encompasses 59 locations, spanning fire stations, workshops, training facilities, and office spaces. We share a number of facilities with the police, ambulance services, and councils, including space at fire stations.

In line with our long-term plans, we are investing in two key sites to ensure modern and sustainable operational training provisions. This involves upgrading our Devizes Training Centre in the north and revamping training facilities in the south

at our Weymouth site (subject to planning permission). We are also working on consolidating our buildings and maximising the potential of our existing sites. Plans include centralising our Fire Control and phasing out unnecessary sites.



What we are doing



We are:

- collaborating with our partners to reduce the carbon footprint by sharing properties
- ensuring our properties are well-maintained, meet safety standards, and operate efficiently
- championing environmental sustainability by supporting green projects like LED lighting and photovoltaic solar panels
- developing new training facilities on existing sites, enabling us to streamline our overall estate

What we plan to do



We will:

- continue to consolidate our estate, maximise the potential of our existing sites and explore the relocation of our Fire Control
- enhance facilities at Amesbury Fire Station
- strategically plan for greener technologies and vehicles
- implement improvements outlined in the heat decarbonisation plan to reduce our carbon footprint
- conduct more pre-engagement days with businesses to expand awareness of tender opportunities for estate maintenance and reviews with companies and businesses after pre-engagement days

£ Governance: Making every penny count

Fleet and equipment management

Our fleet includes 191 vehicles and we have access to over 75,000 pieces of operational equipment, all meticulously recorded in our asset management system.

Before replacing our vehicles, we undertake a review to ensure any new vehicles meet our current and future needs. This ensures it aligns to the demands of incidents and risks. We also constantly monitor advancements in firefighting technology, to equip our staff with modern and appropriate tools.

We manage our assets throughout their life cycle responsibly and effectively, aligned to the requirements of International Organisation for Standardisation (ISO) 55001 Asset Management standard.

We are also working towards the government's strategy to phase out petrol and diesel vehicles by 2035. Through this we are investing in vehicle telematics,

hybrid vehicles and reviewing the use of hybrid vehicles for incidents. All of this is helping us to reduce our carbon footprint.



What we are doing



We are:

- sustaining our ISO 55001 accreditation
- trialling electric and hybrid vehicles within our fleet, including for officers' response vehicles
- reducing vehicle numbers in our non-operational fleet
- collaborating with other fire and rescue services for best practices and efficiencies
- extending the life of specialised fire engines for enhanced utilisation and cost-efficiency

What we plan to do



We will:

- use the Fire Cover Review and telematics data installed in our vehicles to inform future fleet decisions
- research alternative fuel systems for emergency response vehicles
- plan infrastructure upgrades for new vehicle technology
- ensure vehicle replacements align with our environmental strategy and legislation
- continuously promote fuel consumption reduction through best practices
- regularly review low operational availability fire engines and those that have low community risk

£ Governance: Making every penny count

Harnessing innovation: technology and data at the heart of safety

We prioritise technology and information security across all aspects of our work.

As a forward-thinking fire and rescue service, we acknowledge the immense value of technology in safeguarding firefighters and communities. By continuously evolving our systems, we strive for greater efficiency and making our systems more cyber secure.





What we are doing

We are:

- working to improve our technology and infrastructure, to raise the efficiency and effectiveness of our operational response
- driving high quality, evidence-based standards for data, to make decisions and manage performance
- continuously improving our cyber security to ensure we remain resilient against cyber threats
- making the most of cloud technology through the use of Office 365

£ Governance: Making every penny count

What we plan to do

We will:

- increase use of national procurement frameworks for purchasing technology, to achieve value for money and support sustainability
- ensure our infrastructure is up to date with the latest technology available
- optimise the benefits of the Emergency Services Network which is aimed at improving the way emergency services communicate and use real time data
- embed an integrated command and control system, as well as mobile technology in our vehicles
- continually assess and monitor our cyber security arrangements, to ensure we remain resilient against evolving threats, and align with national guidance
- implement a cloud first strategy for internal and third-party systems
- continue our investment in fireground technology
- use technology to help automate and streamline our management and administration
- improve the user experience and support 'the once only' principle
- align to the National Fire Standard for data
- improve systems and available data to support decision making
- further strengthen our information governance arrangements

Six of our fire stations have photovoltaic solar panels

Championing environmental responsibility

Environmental sustainability is a core commitment for us and we are dedicated to safeguarding the environment for future generations.

To support our ongoing efforts to cut greenhouse gas emissions we continue to incorporate the use of technology as well as raising awareness of our staff through education and training programmes. This covers reducing vehicle emissions through to minimising waste destined for landfills. We are actively working to upgrade our training sites to reduce any air pollution.

In 2023, we began installing photovoltaic solar panels at six of our fire stations, and this green journey is set to continue in the coming years as we monitor and evaluate the impact of this change.

Our commitment to environmental responsibility filters throughout our organisation. Every procurement and new project undergoes an environmental impact assessment to ensure sustainability remains at the forefront.

Collaboration is also key to our success. We work with partners and other fire and rescue services, sharing best practices and knowledge. One significant outcome of this collaboration is the delivery of a Heat Decarbonisation Plan, a blueprint helping us to reduce in our carbon footprint across our estate.

£ Governance: Making every penny count

What we are doing



We are:

- delivering on commitments set out within our Environmental Sustainability Strategy, and aligning with the Climate Change Act 2010
- embedding sustainability in our supply chain and all Service activities
- installing photovoltaic solar panels to reduce our carbon emissions and energy costs
- continuing to support smarter working and working from home, to reduce our building and travel carbon emissions
- raising awareness of positive environmental schemes to support our Service, and in the wider communities
- sharing positive practices, skills, and awareness with our partners to reduce costs and carbon emissions
- trialling alternative and greener modes of fleet to reduce our carbon emissions and costs
- undertaking environmental audits to prepare for the decarbonisation of our estate

What we plan to do



We will:

- drive awareness through behaviour change, and training within our Sustainability Champions Network
- procure our energy from green tariffs from 100% renewable sources, to further reduce our carbon footprint
- plan for cost of infrastructure improvements for new vehicle technology, including opportunities for joint infrastructure
- monitor and report on environmental projects, financial and carbon savings
- ensure our waste and water targets are in-line with environmental legislation

People: Supporting and developing our people



People

How well does the FRS develop leadership and capability?



People

How well does the FRS promote its values and culture?



People

How well trained and skilled are FRS staff?




People

How well does the FRS ensure fairness and diversity?

Empowering exceptional individuals for exceptional services

Our people are the heartbeat of our Service and the driving force behind our success. Developing a deep sense of pride in the roles they play is crucial for our staff. We work to attract, employ, and retain exceptional individuals who embody our commitment to service excellence.



 From looking at our Strategic Assessment of Risk we expect:



challenges regarding the diversity of our workforce, not being sufficiently reflective of the community we serve



an ageing workforce that will be a predominant feature of our Service for the foreseeable future



barriers in attracting, recruiting and retaining corporate staff, due to pay and budget constraints compared with private sector employers



a need to better understand and improve the leadership capability of our workforce and ways of working

Attracting, employing, and retaining talent

Safeguarding our communities' hinges upon our dedicated and skilled workforce in both our operational and corporate teams. Our aim is to attract, employ, and retain the most skilled and motivated teams.

Our website has up-to-date information, and we use our social media for sharing insights into working within our Service. Flexible working options, excellent training, an array of employee benefits, and initiatives are all part of the investment we make in recruiting and retaining our invaluable staff members.

People: Supporting and developing our people

What we are doing

We are:

- continuing to strengthen our workforce planning arrangements incorporating robust succession planning and talent management
- changing our employment practices to recruit and retain a more diverse workforce
- continuing to recruit and retain on-call firefighters in new and innovative ways
- using staff feedback to support the ways we improve staff retention
- continuing to engage with our staff and our communities, to better understand and remove any barriers to recruitment
- continuing to embed the Code of Ethics throughout the employee lifecycle

What we plan to do

We will:

- deliver streamlined and targeted recruitment campaigns, using social media and community groups to attract and support a more diverse workforce
- ensure our job evaluation, employee benefits and working arrangements aid the attraction and retention of staff, so we continue to be an employer of choice
- work collaboratively with the National Fire Chiefs Council and other fire and rescue services to strengthen the on-call firefighter model nationally, and create a sustainable approach for the future of the sector

Staff wellbeing and culture

The physical wellbeing and mental health of our people is of the highest importance to us. Our Health and Wellbeing Team work with our staff and managers to look after all our teams. We have an occupational health service, physiotherapy treatment, and counselling service to support staff both physically and mentally.

Our health and fitness advisers develop individual plans for operational staff needing support. These advisers work in collaboration with our station-based physical education instructor network, to ensure our operational workforce can maintain appropriate levels of fitness. We provide training, advice, and guidance to ensure our staff are aware of the various sources of wellbeing support available to them.

In 2023 we commissioned an independent review into the workplace culture of our Service. The findings of this review have been made into an action plan to ensure that our culture is one that allows all our people to have a positive experience in the workplace.





People: Supporting and developing our people

What we are doing



We are:

- delivering our programme of health and wellbeing support
- closely monitoring and managing sickness absence
- supporting and managing the physical and medical fitness of our staff
- improving health and wellbeing arrangements needed to support our workforce
- expanding our station-based physical education network
- working with our occupational health, physiotherapy service and counselling provision, to provide continued and effective support
- ensuring we provide appropriate support for our staff through our range of staff networks

What we plan to do



We will:

- implement the recommendations from the Independent Review of Workplace Culture
- improve our support to our neurodiverse staff
- use staff survey and evaluation results to form improvements to our approach to the mental and physical wellbeing of our people
- monitor our counselling provision to ensure staff are fully supported

An ageing workforce remains a key challenge for us

Equality, Diversity & Inclusion

We know our staff are passionate and high performing. We also know that we need to improve the diversity of our staff to reflect our communities. This will result in an improvement in our Service and we have initiatives in place for this. This includes flexible employment patterns as a priority, to attract and retain the best people.

We are also continually looking for ways to engage with our communities and review our systems and employment processes. This prevents unintended barriers to the recruitment, retention and progression of people from under-represented groups, and helps bridge the gender pay gap.

Furthermore, we are committed to making ongoing improvements to our workplaces, equipment, workwear and working practices. All contributing to attracting and retaining under-represented groups. We will continue to build upon our current arrangements to ensure we provide an inclusive environment, where people can be themselves.

Like other fire and rescue services, we experience difficulties recruiting and retaining on-call firefighters and are working hard to balance the working patterns of our staff with the needs of our communities.





People: Supporting and developing our people

What we are doing



We are:

- continuing to find ways to increase the diversity of our workforce
- providing training that supports our people to work with diverse communities and understand their needs
- working closely with our partners to develop more inclusive and engaging community initiatives
- better supporting our community engagement activities through the use of station specific community profiles
- ensuring our positive action programme is further strengthened
- making sure that all staff have access to the apprenticeship scheme to support and enhance their careers
- publishing our Gender Pay Gap report

What we plan to do

We will:

- better engage with our communities to strengthen the workforce understanding of the importance of diversity
- further strengthen an inclusive working environment where people feel comfortable to be themselves in the workplace
- improve the ways we work, and how we do things to attract and retain underrepresented groups, creating an inclusive environment
- continue to embed the Code of Ethics
- ensure retention and progression of our talented staff is enabled within our organisational structures
- work with police and local councils on community engagement partnerships



People: Supporting and developing our people



"The Service has an excellent understanding of current and future skills requirements and has an achievable plan to address them."

Empowering growth: training and development at our core

From the moment individuals join us, we ensure they receive comprehensive training and development, equipping them with both technical and personal skills crucial for their roles. The safety and skill of our workforce is key in effectively

and efficiently managing incidents. It is essential we ensure our staff possess the necessary training to tackle the challenges of their roles.

We have development pathways, which are

roadmaps outlining learning and developmental activities tailored to each individual's needs. This personalised approach allows for a flexible journey, enabling our staff to grow at a pace and time that is right for them.





What we are doing

We are:

- delivering a range of courses and learning events aligned to skills and needs
- supporting staff progression with the Development Pathways Programme tailored to different staff needs
- delivering a 1:1 review process aligned to the Code of Ethics and strengthening our workforce planning processes
- delivering against a single competency framework and recording system that is integrated with relevant systems
- supporting apprenticeships to enhance learning opportunities
- improving training facilities, with cluster and mobile training delivery mechanisms
- delivering incident command arrangements with strengthened supporting technology
- providing flexible learning to reduce the amount of time employees spend away from home, their workplace or their primary employment
- continuing to train our people in good health and safety practices

People: Supporting and developing our people

What we plan to do



We will:

- expand and enhance blended learning options and virtual training delivery to provide more flexible learning and development opportunities
- reduce the amount of time employees spend away from home, their workplace or their primary employment, to ensure our training facilities provide cost effective and fit for purpose training delivery
- embed and continuously improve our development pathways so our most talented staff can progress throughout their careers
- continue our commitment to apprenticeships, enhancing learning opportunities for our staff, providing a more enriched and developed workforce



Guiding with strength: fostering exceptional leadership

Leadership is not just a tick-box activity for us, it is key to our entire operation.

Our Leadership Development Programme, created in collaboration with the Royal National Lifeboat Institution, equips our managers with the essential skills to lead our Service confidently into the future. These programmes help ensure our leaders possess the precise skills to excel in their roles. Additionally, we provide coaching and mentoring opportunities to support our staff on their journey toward development and advancement.

Our engagement programmes are also purposefully tailored to meet our organisational and staff needs. These sessions bring

managers together, facilitate discussions aligned with our Code of Ethics, supporting and evolving our workplace culture.





People: Supporting and developing our people

What we are doing

We are:

- providing a range of leadership and development programmes to our staff which are aligned to the National Fire Chiefs Council Leadership Framework and designed in partnership with the Royal National Lifeboat Institute
- enhancing our culture through the delivery of organisational development and engagement programmes
- delivering a Reverse Mentoring Programme, to fully understand and support staff to deliver positive change
- investing in strategic leaders by supporting the National Fire Chiefs Council's Executive Leadership Programme
- creating new ways for our staff to identify their strengths and development needs
- using a 360-feedback process aligned to the Code of Ethics, to complement the 1:1 review process and enhance the leadership capability of all our managers
- undertaking coaching and mentoring including supporting the South West Council's coaching pool
- supporting our staff to participate and attend any internal meetings in an open seat capacity, helping them develop their knowledge and understanding of how our Service operates

What we plan to do

We will:

- maximise the benefits of our Leadership Development Programmes, evaluate and further develop them
- embed coaching and mentoring, to create an encouraging and supportive staff culture
- continue to ensure our leaders have self-awareness and emotional intelligence and develop them as a leadership team further
- further utilise the 360-feedback process for other managers to ensure leadership is developed throughout our Service
- deliver any actions in response to our Service's internal workplace cultural review and the independent review
- ensure feedback from staff surveys is captured as part of our leadership development, to strengthen workforce understanding of and further develop our inclusive approach
- develop a professional decision-making model to ensure pragmatic decisions are made at the right level
- strengthen role induction arrangements to ensure managers are supported, and have the right skills to carry out their roles

Taking things forward

Monitoring and overseeing the plan

Within this Community Safety Plan, we have highlighted our five strategic priorities. We monitor and manage our performance through an electronic performance management system, allowing us to track progress and report transparently and clearly.

We present the progress of our strategic priorities quarterly, to our Fire and Rescue Authority Members, through our Local Performance & Scrutiny Committees and the Finance & Audit Committee. It is also reported to the full Fire and Rescue Authority every six months.

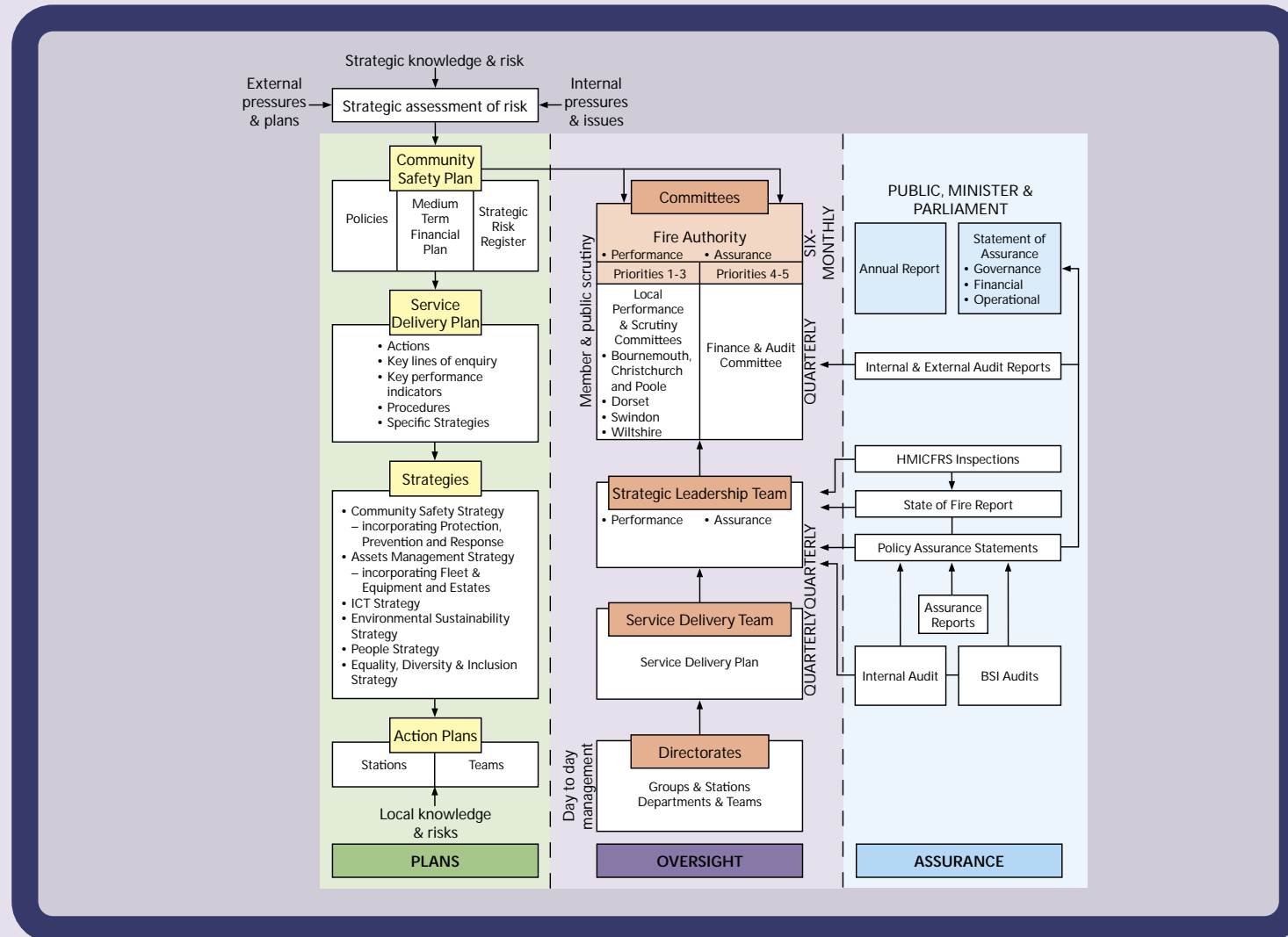
On an annual basis, the Fire and Rescue Authority prepares a Statement of Accounts and a Statement of Assurance, providing a comprehensive overview of our financial performance and governance practices.

We also produce an Annual Report detailing our accomplishments and progress. These statements, along with the evaluations from His Majesty's Inspectorate of Constabulary

and Fire & Rescue Services, audit reports and the Local Government Association's Peer Review of local governance, can be accessed on our website.



Planning, oversight and scrutiny



Corporate Targets

We have set ourselves several long-term targets, which we aim to achieve on an annual basis over the lifetime of this plan.



We will reduce the number of accidental dwelling fires, compared to the average attended during the last five years.



We will reduce the number of deliberate fires, compared to the average attended during the last five years.



We will provide intervention activities for 100% of all identified buildings that fall within our Risk-Based Intervention Programme.



We will achieve a reduction in our attendance at automatic fire alarms which result in a false alarm, compared to the average attended during the last five years.



We will achieve a reduction in the average sickness levels, compared to the average during the last five years.



We will achieve a 10-minute response time on average, for the first appliance in attendance at confirmed fires in sleeping risk premises (this includes call handling, turnout and travel time).



We will achieve a 15-minute response time on average, for the first appliance in attendance at confirmed road traffic collisions (this includes call handling, turnout and travel time).



We will improve the diversity of our workforce as a whole, compared to the average over the last five years.



We will reduce the number of working days lost to work related injuries and ill health, compared to the average over the last five years.



We will reduce our CO₂ emissions across our electricity and gas consumption, compared to the average over the last five years.



Glossary

Automatic Fire Alarms (AFA) activations

An incident where equipment in a building has detected a potential fire and automatically notified the Service.

Building Risk Review

Programme to understand and help reduce the fire risk in high-rise residential buildings.

Chemical, Biological, Radiological and Nuclear incident

The malicious use of Chemical, Biological, Radiological and Nuclear materials or weapons with the intention to cause significant harm or disruption.

Community Risk Management Plan

Fire and rescue authorities are required to assess risk, determine appropriate strategies, policies and standards of performance and resource allocation to address it. Together our Strategic Assessment of Risk, the Community Safety Plan and our Medium Term Finance Plan set out our approach to community risk management.

Co-responding

Firefighters working in partnership with the ambulance service, responding to certain categories of medical emergencies.

Emergency Services Network

A secure communication system for use at incidents.

Fire and Rescue Authority

The elected members from our constituent authorities that provide oversight and governance of the Service.

Fire Cover Review

Analysis of incident demand on our Service over the last four years.

Health and Safety Executive

Britain's national regulator for workplace health and safety.

His Majesty's Inspectorate of Constabulary and Fire & Rescue Services

Independently assesses the effectiveness and efficiency of police forces and fire & rescue services – in the public interest.

Joint Emergency Service Interoperability Principles

The principles that are used by emergency services to share understanding of incidents.

Local Government Association

The national membership body for local authorities in England and Wales.

Local Resilience Forums

A forum formed in a police area by emergency responders and specific supporting agencies. It is a requirement of the Civil Contingencies Act 2004. We are members of both the Dorset LRF and Wiltshire & Swindon LRF.

Nation Inter-Agency Liaison Officer

An officer who is security cleared and can act as a link between other agencies to ensure an effective resolution to incidents.

National Fire Chiefs Council

The NFCC is a national body made up of all UK chief fire officers. It works closely with all stakeholders to provide the means of co-ordinating and achieving national programmes of work.

Networked Fire Services Partnership

A partnership between ourselves and Devon & Somerset and Hampshire & Isle of Wight fire and rescue services. This partnership works to achieve a more joined up approach to our emergency response and to save money across the three Services.

On-call firefighter

Firefighters who live and/or work near to the station and respond at the time of an incident.

Personal Protective Equipment

Equipment that is used to protect personnel from a hazard.

Prevention

Our community safety work aims to reduce fires and other incidents, anti-social behaviour, slips, trips and falls, etc by providing support, advice and education.

Protection

Our work with businesses and organisations help to ensure they keep to the Fire Safety Order and keep you safe when you visit premises for work or pleasure.

Response

Our response to emergencies and other incidents.

Resilience

The activities we undertake for specific types of incidents including terrorism or regional or national incidents.

Risk Based Intervention Programme

Part of our integrated approach to risk management, prioritising the inspection of premises based on risk.

Service Control Centre

The location of our Fire Control staff.

Statement of Assurance

A statement from the authority on the operational, governance and financial standing of the fire and rescue service, required under the Fire & Rescue Services Act, 2004.

Strategic Assessment of Risk

The process of identifying and managing the current and future risks that affect our Services ability to achieve key objectives and underpins our CRMP.

The Counter Terrorism Strategy

The government strategy to counter terrorism in the UK.

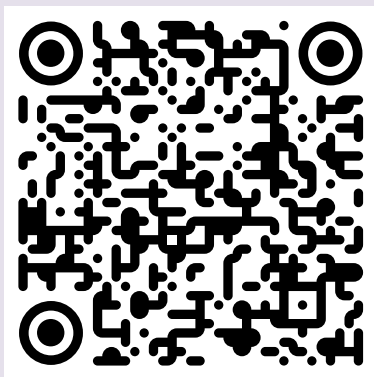
Wholetime firefighter

A firefighter who works full-time for our Service.

Consultation

This plan outlines our current actions, our future intentions, and any potential changes we are considering. This plan is subject to a full 12-week consultation, involving our communities, workforce, partners and representative bodies and will run from 9 February to 3 May 2024. Throughout the life of this plan, we may conduct additional consultation exercises, where necessary, to address budgetary requirements or enhance efficiency further.

Please scan the QR code below, or go to www.dwfire.org.uk/draft-csp-2024-28-consultation to give us your feedback. Alternatively you can call our freephone number **0800 0213022** or email consultation@dwfire.org.uk.



Contacting us

This document gives you a high-level overview of what we do and our plans. There is a lot of further information and if you would like to know more about any aspect of our organisation or how we are doing, please look on our website (dwfire.org.uk), attend one of our meetings, or contact us. We would be pleased to hear from you.



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PASSIONATE ABOUT
CHANGING & SAVING LIVES