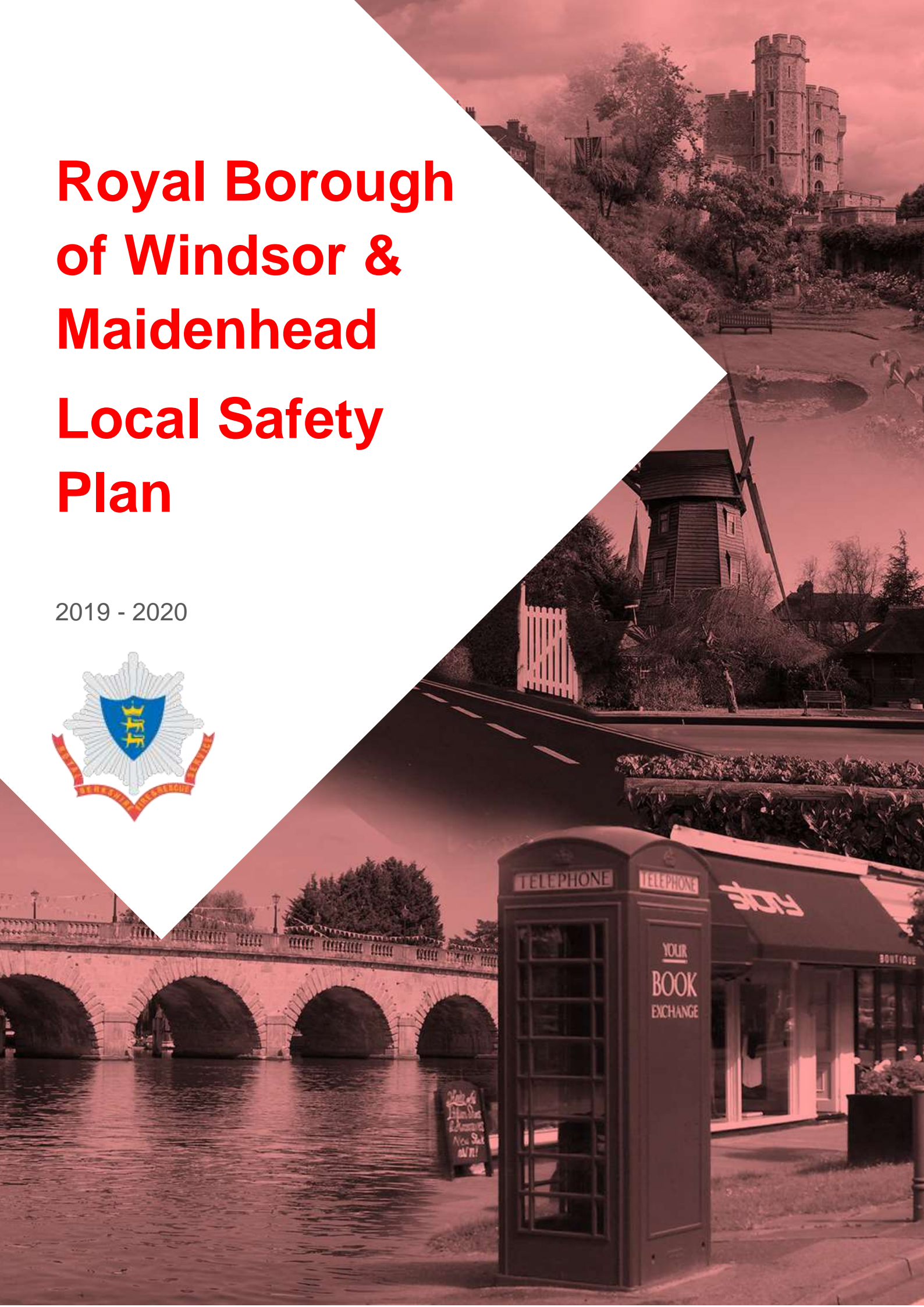


# Royal Borough of Windsor & Maidenhead Local Safety Plan

2019 - 2020





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\* Detailed explanations to support the performance targets infographics can be found in the [appendix](#) at the end of this document



## Introduction

This Local Safety Plan for the Royal Borough of Windsor and Maidenhead (RBWM) explains how we identify local risk, the actions we will take to mitigate and respond to that risk and how we measure our performance.

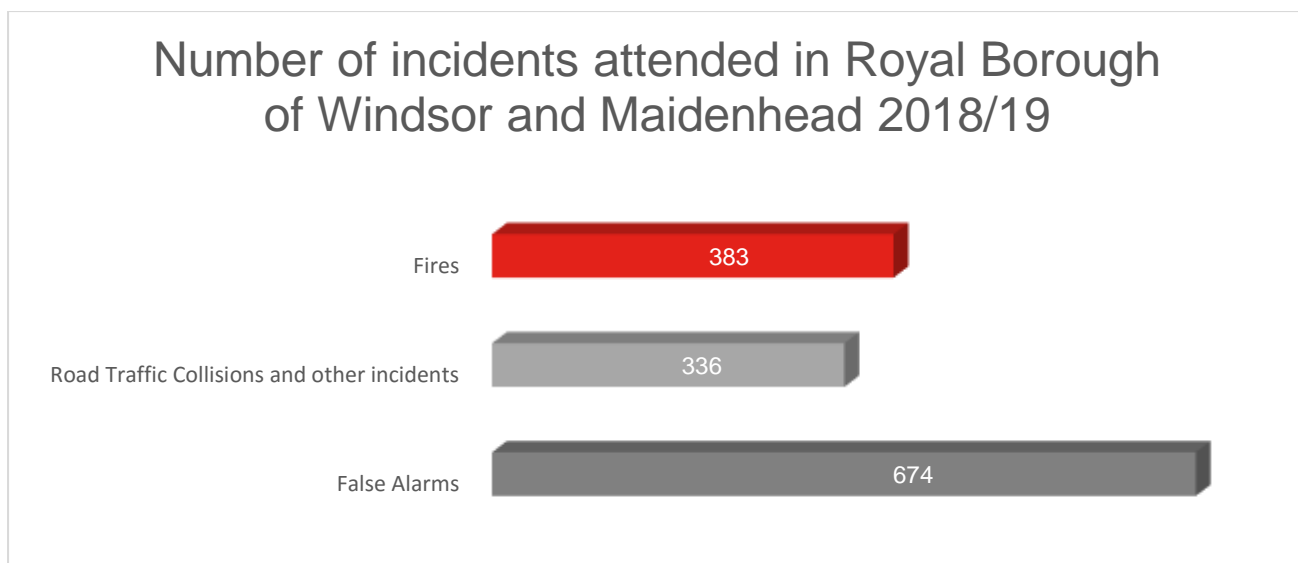
Our East Community Safety [Hub](#) manages the local fire safety resources in RBWM, alongside our resources in Slough, delivering services in three key areas:

- to prevent fires and other emergencies;
- to ensure buildings conform to fire safety legislation; and
- to respond effectively to emergencies when they happen.

The area covered by RBWM is diverse in nature, with pockets of real affluence (some being the most affluent in the country) and some wards where significant poverty exists; this diversity informs the way we provide our service.

Our Local Safety Plan links directly to the [strategic commitments](#) set out in the Royal Berkshire Fire Authority (RBFA) [Corporate Plan and Integrated Risk Management Plan 2019-23](#) and the annual objectives and performance measures published in the 2019/20 [Annual Plan](#). It also represents our commitment to knowing and working in partnership with our diverse communities, in order to understand their needs and improve the service we provide; please refer to our [Equality, Diversity and Inclusion](#) objectives to find out more.

Between April 2018 and March 2019, we attended 1,393 incidents in Royal Borough of Windsor and Maidenhead. These are broken down into the following headline areas: fires, road traffic collisions and other incidents, and false alarms.



These figures help us plan our service for the next year to ensure we are correctly addressing risk in our communities.



## Map

The map below shows the fire stations in RBWM. A wider map of the county can be found on page 4 of our [Annual Report](#).



### » KEY

- On-call
- ▲ Wholetime/On-call
- Wholetime



## Preventing Fires and Other Emergencies in the Royal Borough of Windsor and Maidenhead

### Preventing Accidental [Fires in the Home](#)

A key purpose of our prevention activity is to reduce the risk of fire. As such, we target our preventative work to those at an increased risk from fire. In RBWM, a significant portion of this group is made up of people aged over 65.

Prevention of accidental fire deaths is our number one priority. We use our programme of targeted [Safe and Well](#) home visits to make sure we are visiting those most at risk. The number of people aged over 65 is higher than other areas of Berkshire and England, and the number of people in this age range is expected to rise by 25% over the next decade. 27,655 residents in RBWM are estimated to be over 65 years of age currently. This has been recognised by Royal Berkshire Fire and Rescue Service (RBFRS), and we aim to undertake 7,000 Safe and Well visits across the county to this age group in the next 12 months. 1200 of these visits will take place across RBWM. These visits are carried out by our fire crews, and may be followed up by our trained Safe and Well Technicians where individual cases are more complex.

Not only do we focus on residents at greater risk of fire death, but also on the common causes of accidental fires in the home and related injuries. There were 66 accidental fires in the home in RBWM during 2018/19; three people were injured last year in RBWM, with a total of 12 people over the past four years. In RBWM, fires that start in the kitchen are the most common causes of fire related injuries. This will be a campaign we will focus on during 2019/20. We are now concentrating on highlighting the dangers of these fires when undertaking Safe and Well visits with residents at greater risk of experiencing an accidental fire in the home. Over the next 12 months we aim to undertake 2500 Safe and Well visits across the county to this group, and 400 of these visits will take place across RBWM.

We balance our resources across the county in consideration of risk and demand. This means we sometimes undertake differing levels of activity across our communities. We regularly review the targeting of our prevention work in response to any changes in community risk.



## We will reduce the number of accidental fires in the home in RBWM by:

- Continuing to deliver our successful programme of Safe and Well home visits to those most vulnerable and those most at risk of an accidental fire in the home.
- Prioritising Safe and Well visits based on risk factors such as age, mobility and health.
- Working with partner agencies to ensure we are targeting those most at risk via our [Adults at Risk Programme](#), and increase the number of referrals we receive.
- Using targeted campaigns, community based events and local social media to promote messaging intended to reduce the number of casualties from cooking related fire injuries and other causes of accidental fires in the home.
- Increasing the number of referrals we make to partner agencies, such as Age UK and People Problem Solving Group, for additional support for the elderly.
- Providing specific advice relating to cooking and electrical fires when undertaking Safe and Well visits.
- Working with partner agencies on joint initiatives which effectively contribute to reducing accidental fires in the home, whilst addressing wider health and wellbeing concerns.



## Performance Targets for 2019/20



**1,200**

Safe and Well visits delivered to those at heightened risk of dying in an accidental fire in the home



**400**

Safe and Well visits delivered to those at heightened risk of having an accidental fire in the home and being injured as a result



**100%**

of Safe and Well visits for individuals referred to us completed within agreed timescales

Increase the number of referrals for Safe and Well visits from other agencies

**Zero** deaths in accidental fires in the home and a **reduction** in the number of injuries



Offer fire safety education sessions to all school children in Year 5 with a target of reaching a minimum of 50% of schools



Hold 3 coffee mornings at Maidenhead fire station for over 65s



Conduct training with Windsor Dementia Alliance, with the aim of all teams becoming recognised 'Dementia Friends'

Support **16** community based events to promote safety messages to reduce accidental fires in the home - particularly **cooking** related fires

Increase engagement on local social media channels to promote safety messages to reduce fires in the home (focus on **cooking** related fires)





## Reducing Deliberate Fires

Compared to other parts of the county, the number of deliberately set fires in the borough is relatively low. Deliberate fires involving vehicles and rubbish / refuse fires are, by far, the main source of this type of incident. Over the past 4 years, we have attended 44 vehicle fires and 54 refuse fires.

Arson can have links with other anti-social behaviour and we work in close partnership with colleagues in Thames Valley Police and the local authority to tackle these issues. Where the suspected cause of a fire may be arson, the police are informed at the time of the incident. We monitor data on deliberate fire-setting, sharing intelligence with the police to assist investigations, prosecutions and prevention. Where there is a specific threat of arson, we work with colleagues in Thames Valley Police to proactively reduce the risk. In such cases, our fire crews or a Safe and Well Technician will visit the relevant person or premises as a matter of priority to put in place additional prevention measures.

### We will achieve a reduction in the number of deliberate fires by:

- Sharing information with local authority and blue light partners to address common problems.
- Continuing to react swiftly to high priority arson referrals from Thames Valley Police with a focused Safe and Well visit.
- Focusing attention on monitoring deliberate vehicle fires, and similar types of incidents, to identify trends. We will then work closely with the police and other partners to reduce their impact and identify perpetrators.
- Continuing our commitment to working with fire setters in a structured programme, which has shown that early intervention and education can help to address the issues of fire-setting behaviours.
- Working with local partners on joint targeted campaigns.
- Supporting investigation and successful prosecution of arson perpetrators.



## Performance Targets for 2019/20



Reduction in the number of deliberately set fires in the Royal Borough of Windsor and Maidenhead



Increase public engagement to report deliberate fires, by highlighting the issue on local social media channels

**100%**

Completion of Safe and Well visits where there has been a threat, or incidence of arson, within **48 hours** of being informed by Thames Valley Police





## Preventing Other Emergencies

We respond to a wide range of incidents, beyond those just involving fire. These range from water rescues involving people and animals, to incidents involving hazardous substances.

One key role is to respond to Road Traffic Collisions (RTCs). In 2018/19, we attended 76 RTCs in RBWM. The rate of RTCs in RBWM is similar to the average across Berkshire as a whole.

To tackle this potential risk, RBWM firefighters offer all schools with year 7 students a tailored Fire Safety and Road Safety presentation. Hub managers are also involved in [Safe Drive Stay Alive](#), a road safety programme concentrated on new and prospective drivers in the age range of 15-17. Over 30,000 young people across the Thames Valley are reached by this initiative every year.

The River Thames flows through the borough, and this naturally results in a high volume of river traffic, which significantly increases over the warmer spring and summer months. Around 400 people accidentally drown annually in the UK. In 2018/19, six water-related incidents were attended in RBWM. The Service has pledged to support the [UK Drowning Prevention Strategy 2016-26](#), which aims to reduce drowning incidents by 50% by 2026.

### We will reduce the risk presented by other emergencies by:

- Offering water and road safety education sessions to every secondary school across RBWM.
- Working alongside other agencies in the delivery of the Safe Drive, Stay Alive campaign.
- Supporting and participating in national campaigns to reduce other emergencies including water-related incidents and RTCs.
- Delivering local road and water safety campaigns.



## Performance Targets for 2019/20



Water and road safety education sessions offered to all school students in Year 7, with a target of reaching a minimum of **50%** of schools

Support **4** initiatives during **'Boat Safety Week'** to promote safety messages around boat and water safety



Increase engagement on local social media to promote safety messaging around road and water safety



Encourage community engagement with the **Safe Drive Stay Alive** campaign



## Fire Safety Standards in Buildings

Another element of our work is ensuring that businesses in the area comply with fire safety legislation. Our specialist team of Fire Safety Inspecting Officers (FSIOs) will support local businesses in complying with the law, and will enforce such compliance where necessary.

We increase the safety of the people who live and work in RBWM by targeting our inspection, regulation and enforcement activities on those places which are less likely to comply with the law and may present a greater risk to public safety. These include houses in multiple occupation (HMOs), licenced premises providing accommodation, and where accommodation is linked to commercial premises. Like many other towns along the 'M4 corridor', RBWM is situated in a good location with excellent transport links. The tourism industry is strong, particularly in the Windsor area, where areas of historical significance and other attractions, such as Legoland see very high annual visitor figures. RBWM has a thriving night time economy, particularly in the Windsor area, with a number of bars, clubs and restaurants. Maidenhead is currently undergoing a series of regeneration works, linked with the forthcoming arrival of 'Crossrail' in late 2019.

Our FSIOs can enforce the right standards under a piece of legislation called the [Regulatory Reform \(Fire Safety\) Order 2005 \(FSO\)](#). They achieve this through a range of planned and reactive work. These include inspections of premises, investigating fire safety concerns raised by members of the public, and responding to local authority building consultations and licensing requests. They will also undertake investigations following a fire where we have concerns about a breach in fire safety measures. As well as reducing the risk of fire, their work ensures that our crews are fully informed of relevant risks when responding to any incidents in commercial premises.



## We will improve fire safety standards in buildings by:

- Actively targeting higher risk premises more likely to be contravening the Fire Safety regulations. To do this we use our risk-based inspection process to target certain high risk buildings including, [houses in multiple occupation \(HMOs\)](#), complex licensed premises and premises providing accommodation above businesses.
- Conducting post fire building inspections and analysing fire risk data to identify any emerging trends which might influence our local strategy.
- Responding swiftly to complaints we receive from the public regarding fire safety in buildings.
- Providing advice to business and property owners to encourage self-compliance with fire safety legislation.
- Working with building occupiers to reduce the numbers of unwanted fire alarm activations that occur.
- Working with other agencies to identify premises that fall under fire safety legislation e.g. Local Authority, Care Quality Commission.
- Undertaking additional seasonal activity. For example, checking shops at Christmas for stock blocking fire exits.



## Performance Targets for 2019/20



**200**

Number of fire safety audits conducted across RBWM



**50%**

Maximum percentage of completed fire safety audits in premises found to be broadly compliant with fire safety legislation



**Proactively monitor our enforcement activity to ensure it is reducing risk**



**2**

Number of business events carried out to improve legislative fire safety responsibilities and in turn help reduce the social and economic costs of fire for businesses and local employment



**95%**

of consultations completed within the required time frame



## Responding to Incidents

Although prevention is our priority, we recognise that fires and other incidents, such as road traffic collisions, will still occur and require a swift and effective response.

There are two wholetime fire stations in RBWM, based in Maidenhead and Windsor, which provide emergency cover 24 hours a day, 365 days a year. Ascot fire station, located near the border with Bracknell, also regularly responds to incidents in RBWM. Alongside the wholetime crew and appliances at Maidenhead, the station is also home to a fire engine crewed by 'on-call' or 'retained' firefighters. These firefighters provide cover from their home or work address and are alerted by pager in the event of an emergency incident. If you are interested in serving as an on-call firefighter, please visit your local on-call station or visit our [website](#).

In 2018/19, we attended 1,393 emergency incidents in RBWM. 28% of these were fires, 48% were [false alarms](#) and 6% were road traffic collisions, with the remaining 18% including special services such as water and animal rescues, and assisting other agencies. We will work to reduce the demand of these false alarm calls, in order to improve the availability of our resources for important prevention activity and emergency incidents.

Across Berkshire, our target is to arrive at emergency incidents within 10 minutes of the initial call on 75% of occasions. To achieve this, our Thames Valley Fire Control Service will send the fire engine that can get to an emergency in the quickest time.

In addition to responding to fire service incidents, RBFRS supports South Central Ambulance Service and Thames Valley Police in responding to emergency calls. This underpins our commitment to work collaboratively, supports the wider health and wellbeing needs of our communities, and builds the joint operational working already undertaken across a range of incidents with our emergency service partners.

We will continue to plan, prepare and train to ensure our teams can provide an effective response to all incidents and be able to work well with colleagues across all the emergency services and other organisations. Over the coming year we will undertake a range of assurance activity to support learning and continually improve our response delivery.





## We will improve our response to emergency incidents by:

- Striving to improve the response performance at Windsor and Maidenhead fire stations, reducing the time it takes to mobilise a fire crew and reach the scene of an emergency incident.
- Undertaking targeted activity to reduce false alarm calls.
- Continuing to provide an 'effecting entry' service to Thames Valley Police and South Central Ambulance Service where immediate entry to a premises is required to deal with a medical emergency.
- Focusing on training and retaining our new and existing on-call and wholetime firefighters.
- Increasing the frequency of joint training with neighbouring fire and rescue and other emergency services.
- Maintaining and further developing operational assurance processes and learning.
- Continuing to support on-call recruitment campaign and improve the availability of the on-call fire engine at Maidenhead Fire Station.



## Performance Targets for 2019/20



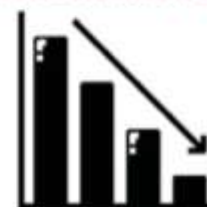
**60%**

Increase the hours where there is adequate crewing for on-call frontline fire engines towards our Service target of 60%



**10 minutes**

Increase the % of occasions where the first fire engine arrives at an emergency incident within 10 minutes of the call being answered



Reduce false alarm calls using social media channels and a targeted campaign



Increase the frequency of joint training with neighbouring fire and rescue services and other blue light partners



## Performance Scrutiny

It is important to us that you receive the services we have set out to deliver and that these services are delivered to a high standard.

We have a number of ways we monitor and manage our performance. You can see our Strategic Performance Report as scrutinised and approved by the Fire Authority's Audit and Governance Committee by visiting the [RBFRS website](#).

At a local level, there is a performance management structure built into our service delivery model. We have a Service Delivery Management Team, who meet monthly to scrutinise performance against the Hub-level targets set out in this, and the other, Local Safety Plans. This allows us to ensure the Service is accountable at a local level for driving performance and quality in all we do to serve the people of Royal Berkshire, whilst also allowing us to direct support to where it is needed.

## Contact Us

Email East Hub Team: [palmerl@RBFRS.co.uk](mailto:palmerl@RBFRS.co.uk)

Call RBFRS and ask for the East Hub Management Team: 0118 945 2888

Website: [rbfrs.co.uk](http://rbfrs.co.uk)



## Appendix

### Fires in the home

Otherwise referred to as a 'dwelling fire'. 'Dwelling' means a property that is a place of residence i.e. places occupied by households such as houses and flats, excluding hotels, hostels and residential institutions including university halls of residence. Includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

### Integrated Risk Management Plan

A document that details the plans of Royal Berkshire Fire and Rescue Service for the next four years from a high level, strategic perspective.

### Hub

Royal Berkshire Fire and Rescue Service operate what is called a 'hub model', whereby the whole area of Berkshire is split into three separate hubs: East (Slough and Royal Borough of Windsor and Maidenhead), West (West Berkshire and Reading) and Central (Bracknell and Wokingham). These hubs are then able to tailor their services of prevention, protection and response to meet the needs of the local area.

### Safe and Well

Safe and Well visits are conducted by either firefighters or Safe and Well Technicians to the homes of people who may be vulnerable. These visits are targeted based on various factors, such as age, mobility, or sensory (hearing and/or sight) needs.

### Adults at Risk Programme

A programme run in conjunction with Adult Social Care that provides free training and resources for the protection of adults at risk from fire. This training is available to anyone involved in the care of adults in the community.

At its core, this programme is training people to recognise when a referral to RBFRS is appropriate, and how to make this referral. This helps us target our prevention activity to those who are most at risk.

### Houses in Multiple Occupation (HMO)

A house in multiple occupation (HMO) is a property rented by at least three people who are not from one 'household' (for example a family), but share facilities like the bathroom and kitchen. It's sometimes called a 'house share'.



## **Regulatory Reform (Fire Safety) Order 2005 (FSO)**

Sets out the fire safety requirements for all non-domestic premises. It does not apply to people's private homes, including individual flats in a block or house.

### **Licensed premises providing accommodation**

A premises that has a license to sell alcohol and also offers accommodation. One example would be a pub with rooms to rent.

### **False alarm**

Where we attend a location believing there to be a fire incident, but on arrival discover that no such incident exists, or existed. If the appliances (fire engines) are 'turned around' by Thames Valley Fire Control before arriving at the incident – then the incident is not classed as having been attended and does not need to be reported.

## **Infographics supplementary details**

### **The number of formal and informal fire safety activities**

This is the total number of formal or informal fire safety activities that have been issued one of the below:

- Action plan
- Deficiency Notices
- Enforcement Notice
- Prohibition Notice
- Alternations Notice
- Voluntary Restriction
- Formal Caution
- Prosecution Notice

### **Number of Safe and Well visits delivered to those who are at heightened risk of having an accidental dwelling fire and being injured as a result**

Research has shown that certain groups of people are at heightened risk of having an accidental dwelling fire and being injured as a result. Safe and Well visits will be targeted towards these groups.



### **Number of Safe and Well visits delivered to those who are at heightened risk of dying in the event of an accidental dwelling fire**

Research has shown that certain vulnerable groups are at heightened risk of dying in an accidental dwelling fire. Safe and Well visits will be targeted towards these vulnerable groups.

### **Number of deaths in accidental fires in the home**

Referred to in the Annual Plan as “number of fire deaths in accidental dwelling fires”. The total number of deaths that occur as a result of an accidental dwelling fire. This includes a person whose death is attributed to an accidental dwelling fire, even when the death occurs weeks or months later.

### **Total number of fire safety audits carried out**

This is the total number of full fire safety audits carried out in premises in Berkshire. This is calculated once the audit has been closed by RBFRS and only includes the initial fire safety audit. A fire safety audit is carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space.

### **% of statutory fire safety consultations completed within the required timeframes**

Statutory fire consultations have a set timeframe in which they must be completed and include:

Licensing

Building regulations

Building regulations approved supplier

### **% of hours where there is adequate crewing on retained frontline pumping appliances**

This is the percentage of hours where there is sufficient minimum qualified firefighters (four personnel) on retained pumping appliances (fire engines). Retained frontline pumping appliances are crewed mainly by on-call firefighters who are based at stations in more rural locations, and are ready to leave their place of work or home when alerted by pager to attend emergencies from the local on-call station, when they receive the call.



**% of occasions where the first fire engine arrives at an emergency incident within 10 minutes from time the emergency call was answered**

This measure looks at the time taken from when the Fire Control Room Operator answers the phone, until the time the first fire engine (appliance) arrives at the scene of the emergency incident, and the percentage of occasions RBFRS does this in under 10 minutes.

