

## Annual Report 2007/08

### Report of the Chief Fire Officer

For further information about this report please contact Alan Taylor, Chief Fire Officer, on 01743 260201 or Ged Edwards, Programme Manager on 01743 260208.

#### 1 Purpose of Report

To seek Member approval of the proposed contents and format of the Fire Authority Annual Report 2007/08.

#### 2 Recommendations

The Fire Authority is asked to

- a) Consider and approve the draft contents and format of the proposed Annual Report (as appended); and
- b) Delegate final approval of the Annual Report contents to the Chair and Chief Fire Officer prior to release by no later than 30 June 2008.

#### 3 Background

Historically all fire and rescue services have been duty bound through the statutory requirements of the Local Government Act 1999 to prepare and publish an annual Best Value Performance Plan (BVPP). These requirements have undergone change following the recent introduction of the Local Government and Public Involvement in Health Act 2007. The Act deregulates the Best Value regime and as a consequence will remove the requirement to produce a BVPP.

These changes were reported to the Fire Authority on 13 February 2008, with approval given to the creation of two new overarching integrated strategic documents – a forward looking Corporate Plan and a backward facing performance report – ‘Annual Report.’ Both documents will satisfy changes to statutory obligations that impact upon the Authority.

The Corporate Plan which came into effect on 1 April 2008 was agreed by the Strategy and Resources Committee at its meeting on 6 March 2008. This paper seeks agreement from Members on the contents and format of the Annual Report prior to release on 30 June 2008.

#### **4 Contents of the Annual Report**

The Annual Report is essentially a performance document which contains updates on progress over the previous twelve months. It outlines how the Authority has sought to deliver against its stated aims and objectives, progress against the Integrated Risk Management Plan, improvement priorities, direction of travel statements and financial information including last year's budget spend and the annual efficiency statement. The report also features key events, initiatives and good news stories that the Authority has been involved with during 2007/08.

In order to conform to current Communities and Local Government guidance<sup>1</sup> the Annual Report also includes the outturn of performance data on 2007/08 Best Value Performance Indicators (BVPI's) and a statement certifying compliance with the Code of Practice on Workforce Matters.

The proposed Annual Report is appended.

#### **5 Format of the Annual Report**

In order to keep costs to a minimum and ensure maximum exposure to the widest possible audience, Officers have reviewed the format of this year's Annual Report and propose to produce a web based on-line version of the document, which will be published on the Authority's website (the website receives over 800,000 hits a year). This will be supplemented by a CD-Rom packaged in a fold-out branded sleeve/pamphlet that will summarise key aspects from the Annual Report. The CD and accompanying sleeve will be distributed to key stakeholders such as other Fire and Rescue Authorities, local councils, libraries etc. The fold-out sleeve/pamphlet will also act as a standalone summary Annual Report, directing interested persons/parties to the website where a CD Rom is not provided. An example of the proposed sleeve/pamphlet will be circulated at the Fire Authority meeting.

#### **6 Financial Implications**

The unit cost of each sleeve is £758 based on a 1000 units. In addition it is proposed to produce an initial 100 CD roms branded with the corporate image for circulation to key stakeholders at an additional cost of £64. Further copies will be produced as and when necessary to meet any additional demand.

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<sup>1</sup> Fire Service Circular 9/2008 – Best Value Performance Plans for 2007/08, 18 March 2008.

For comparative purposes, production and publication of the Annual Report in a spiral-bound format similar to the Fire Authority's Performance Plan 2007/08 would cost in the region of £3000 for 250 copies.

There are no additional budget implications from these proposals.

## **7 Legal Comment**

Acceptance and publication of the proposed Annual Report 2007/08 by no later than 30 June 2008 will satisfy the Fire Authority's statutory obligations (as discussed in section 3 above).

## **8 Equality Impact Assessment**

An Initial Equality Impact Assessment has been completed and is attached to this report.

## **9 Appendices**

### **Appendix A**

Annual Report draft contents

### **Appendix B**

Annual Report proposed format

## **10 Background Papers**

### **Strategy and Resources Committee**

6 March 2008, Report 6 - Fire Authority Corporate Plan 2008/09

20 September 2007, Report 7 - Integrated Strategic Planning Process

24 May 2007, Report 5 – Service and Budget Planning

### **Shropshire and Wrekin Fire Authority**

13 February 2008, Report 15 – Corporate Plan 2008/09

### **Audit and Performance Management Committee**

27 September 2007, Report 12 – Integrated Strategic Planning Process

### **Communities and Local Government**

18 March 2008, Fire Service Circular 9/2008 – Best Value Performance Plans for 2007/08

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

Balanced Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	*
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment	*	Operational Assurance	
Efficiency Savings		Retained	
Environmental		Risk and Insurance	
Financial		Staff	
Fire Control/Fire Link		Strategic Planning	*
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	*



# Initial Equality Impact Assessment Form

**EQIA Number:**

Directorate	Performance Improvement	Department/ Section	Programme Office
Name of officer	Ged Edwards	Job title	Programme Manager
Name of Policy/Service to be assessed	Annual Report	Date of assessment	16 <sup>th</sup> May 2008
New or existing policy	N / E		

1. Briefly describe the aims, objectives and purpose of the policy/service	The Annual Report sets out progress against the strategic aims and priorities the service set out in the 2007/08 Performance Plan.		
2. Are there any associated objectives of the policy/service?	Reporting on achievement of 2007/08 Improvement Priorities.		
3. Who is intended to benefit from the policy/service and in what way?	The Authority, the service and staff		
4. What outcomes are wanted from this policy/service?	To communicate budget spend, key achievements and improvements the service has delivered during 2007/08.		
5. Who are the main stakeholders in relation to the policy/service?	The Authority, the service, other FRA's, local partners such as local councils.		
6. Who implements the policy/service and who is responsible for this?	ACFO Performance Improvement/Programme Manager		
7. Are there any concerns that this policy/service could have a differential impact on the following groups and what existing evidence do you have for this? Yes or No, please detail in boxes below.			
8. Age	Y	N	
9. Disability	Y	N	The Annual Report has been produced in line with the services corporate identity document, which offers guidance against accessibility requirements.

10. Gender	Y	N	
11. Race	Y	N	
12. Religion or belief	Y	N	
13. Sexual orientation	Y	N	
14. Dependant/caring responsibilities	Y	N	
15. Could the differential impact identified in 7-14 amount to there being the potential for adverse impact in this policy/service?	Y	N	By not producing the Annual Report around the requirements of accessibility
16. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or another reason?	Y	N	Please explain for each equality heading on a separate piece of paper.
17. Have you consulted those who are likely to be affected by the policy/service?	Y	N	List those groups/individuals who have been consulted.
18. Should the policy proceed to a full impact assessment.	Y	N	Please detail
19. Date by which full impact assessment to be completed			
20. Reason for non completion			

**I am satisfied that this policy has been successfully impact assessed.**

**I understand the Impact Assessment of this policy is a statutory obligation and that, as owners of this policy, we take responsibility for the completion and quality of this process.**

Assessing person	G M Edwards	Date	23 <sup>rd</sup> May 2008
Line Manager		Date	
Please note that this impact assessment will be scrutinised by the Equality and Diversity Officer.			

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Statement on the Code of Corporate Governance  
Direction of Travel statements  
Targets Including Response Standards

Front Cover

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If you would like this information in an alternative language or format such as large print or audio please contact us on 01743 260200 or email [enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk)

如果您希望获得这份资料的中文译本或其他各式（例如大字体版本或录音磁带），请与我们联系。电话：01743

260200，或电子邮件：[enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk)  
(Chinese)

Jeśli chcieliby państwo otrzymać informacje w innym języku lub formie, np. w formie audio lub napisane dużą czcionką, prosimy o kontakt pod numer 01743 260200 lub na adres e-mailowy: [enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk)  
(Polish)

jE VUsI: ieh jANcArI icsE h~r BASA j; r<p ijs VrH; ic v&DI xpAel j; sUNn vAll tEp iv&C CAhU\*dE h~, V; icqpA crcE sADE nAl 01743 260200 VE s\*prc cr~ j; [enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk) VE eImEl cr~.  
(Punjabi)

میل 01743 260200 فون نمبر مات کسی متبادل زبان یا طریقہ مثال بڑے سائیز یا آڈیو میں درکار ہوں تو برائے مہربانی اگر آپ کو یہ معلوم پر رابطہ کریں [enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk) یا ای  
(Urdu)

Haddii aad doonaysid dokumentigan oo ku qoran luqad kale ama qaab kale sida far waaweyn ama maqal ah, fadlan nagala soo xiriir 01743 260200 ama iimayl [enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk)  
(Somali)

Os hoffech chi gael y wybodaeth hon mewn iaith neu ar ffurf wahanol fel print bras neu sain cysylltwch â ni ar 01743 260200 neu drwy'r e-bost [enquiries@shropshirefire.gov.uk](mailto:enquiries@shropshirefire.gov.uk)  
(Welsh)

The Fire and Rescue Authority (FRA) welcomes comments on this Annual Report. Please use the questionnaire sheet at the end of this report or visit our website on [www.shropshirefire.gov.uk](http://www.shropshirefire.gov.uk) to print a copy from the PDF version.

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## Chairman's and CFO foreword

It gives us great pleasure to introduce to you Shropshire and Wrekin Fire Authority's Annual Report for 2007/08. This Report sets out our performance and achievements for what has been one of our most challenging and yet successful years, a year in which the Audit Commission assessed and rated the Authority as providing one of the top performing Fire and Rescue Services in the country.

Our endeavours to save life, protect property and the environment, whilst continuously seeking to reduce risk within our communities serves to deliver our vision of achieving '**A Safer Shropshire.**' Throughout 2007/08 we have continued to build and develop targeted partnerships at a local, regional and international level that have assisted in the delivery of many new and innovative initiatives resulting in a more developed and professional workforce that have forced down the incidence of fire. However, despite the Service's sustained commitment, three members of the community sadly died as a result of fires in the home. All three deaths occurred amongst one of the most vulnerable groups in the society - the elderly. The reduction of risk and protection of vulnerable groups within our communities is a key priority for the Fire Authority during 2008/09.

The floods of 2007 saw Shropshire's firefighters not only delivering a service to our own communities, but moreover, they worked arduously to support other affected areas the

length and breadth of the country, aiding the nation's resilience to both man-made and natural disasters alike.

We hope you find this report informative and beneficial in describing the work and successes of **your** Fire and Rescue Service.



A handwritten signature in blue ink, appearing to read 'Stuart West'.

Stuart West  
Chairman  
Shropshire and Wrekin Fire Authority



A handwritten signature in blue ink, appearing to read 'Alan Taylor'.

Alan Taylor  
Chief Fire Officer  
Shropshire Fire and Rescue Service

## Corporate Directorates

### Executive Department

The Executive Department, headed by the Chief Fire Officer, comprises of three teams that collectively provide a core support function to Shropshire and Wrekin Fire Authority. The department is responsible for ensuring that Members of the Fire Authority are able to deliver upon their commitments and principles of effective Corporate Governance as defined within their Code of Corporate Governance which is updated annually.

### Community Safety

Community Safety is headed by the Deputy Chief Fire Officer. Supported by a team of managers the department consists of almost 500 staff working from the Headquarters in Shrewsbury and at 23 other locations across the County of Shropshire.

The department strives to deliver the high quality service the people of Shropshire expect and endeavours to develop as a high performance team.



### Resources Department

The department is structured as two distinct, but closely related teams responsible for ensuring the provision of appropriate resources and supplier support to the Service. The Technical Services Team provides the specialist skills required to manage the range of resources and suppliers used by the Service it also provides procurement and environmental management for the Service.

The Service's workshops provide an in-house maintenance service for vehicles and specialist equipment, managed by the Workshops Manager.



### Performance Improvement Department

The Assistant Chief Fire Officer heads the Performance Improvement Department which comprises of three teams that collectively provide a core support function. The department is responsible for the provision and maintenance of a modern and resilient communications and information infrastructure, and the management of risk and performance. The Leonardo Programme is also co-ordinated through this Directorate.



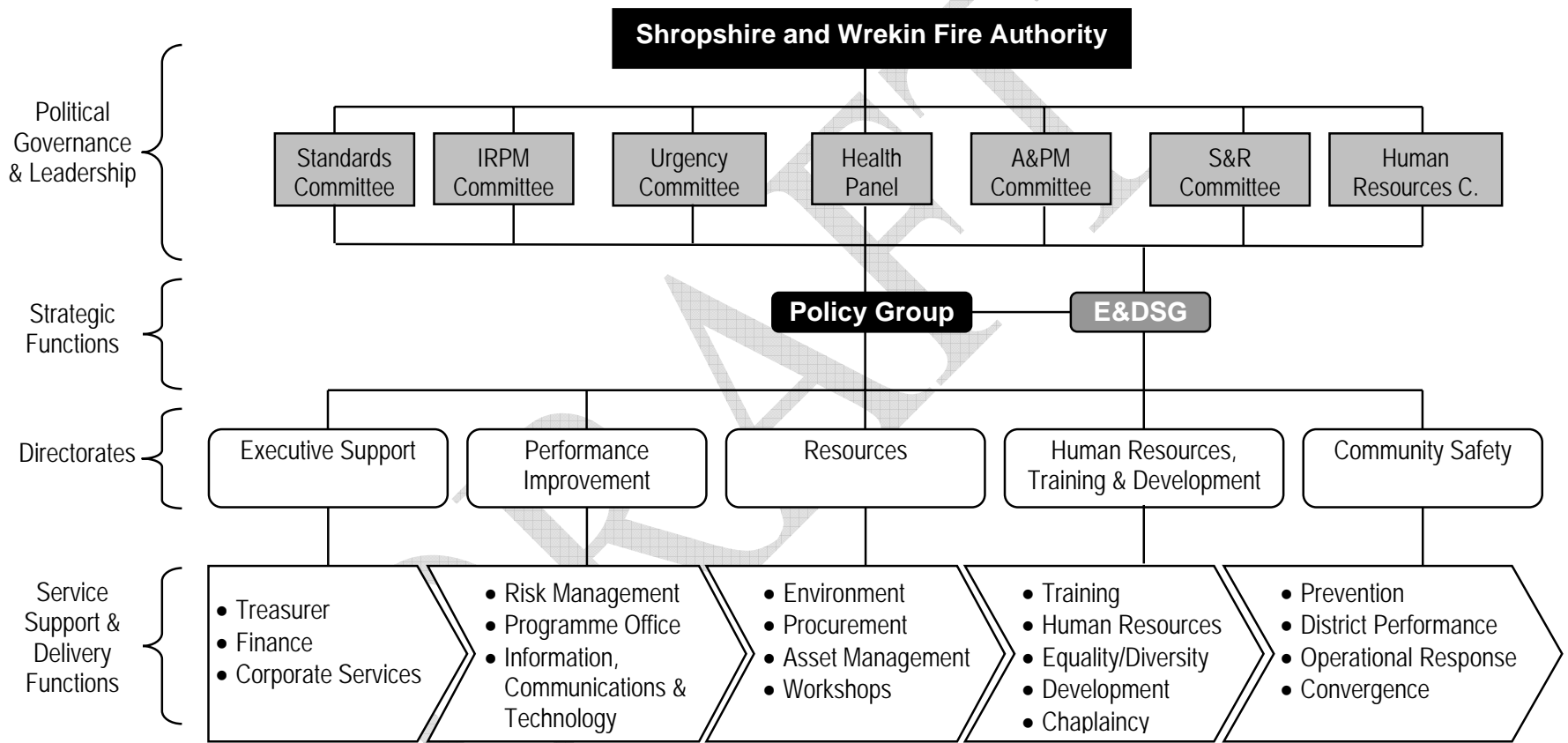
### Human Resources, Training and Development Department

The Human Resources, Training and Development Department, headed by the Assistant Chief Officer, comprises of three specialist support teams. The department is responsible for the resourcing, retention, training and development and release of all employees.



# Organisational chart

This organisational chart outlines the reporting structure of the Fire Authority, it demonstrates how information is disseminated throughout the organisation.



- Key to abbreviations:**
- A&PMC - Audit and Performance Management Committee
  - C. - Committee
  - E&DSG – Equality and Diversity Steering Group
  - IRMP – Integrated Risk Management Planning
  - S&R – Strategy and Resources



## About our Service

The respective communities of Shropshire and Telford & Wrekin vary greatly and as a consequence place very different demands on Shropshire Fire and Rescue Service.

The Service employs 636 members of staff who operate from 23 strategically located sites across Shropshire. The Service has four whole-time stations located in Wellington, Shrewsbury, Tweedale and Telford, 19 retained stations, Service headquarters in Shrewsbury and a training centre in Telford



## People

Strength	Designation	Description
214	Firefighters (wholetime duty system)	Firefighters and officers are included in the strength figure. A shift pattern is worked by watch personnel.
324	Firefighters (retained duty system)	Retained duty system staff are called in when required to attend emergency incidents.
20	Control staff	The control staff work shift arrangements to take emergency calls and dispatch Service resources to incidents.
78	Support service staff	Non-operational staff provide a wide range of technical and specialist support.

Equipment consists of a fleet of approximately 50 operational vehicles and special appliances including aerial ladder platforms, a rescue boat and various pod-based units located at Shrewsbury and Telford

In the fiscal year 2006/07 the Service responded to 7,292 incidents of which 1,134 were small fires, 1,686 property fires, and 1,206 calls for assistance for vehicle and water related rescues. The remaining 3,266 were false alarms or other calls (to be updated).





## About our Area

The county of Shropshire is England's largest inland county occupying approximately 3,490 square kilometres. The English counties of Cheshire, Staffordshire, Herefordshire and Worcester and the Welsh counties of Powys and Clwyd bound the county.

The geographical county of Shropshire is one of England's most beautiful and historic areas with magnificent countryside and market towns such as Ludlow which has in excess of 500 listed buildings. The county is home to Ironbridge Gorge which is universally accepted as the birthplace of the industrial revolution.

The biggest change to the county's administrative boundaries took place in April 1998 when the geographical county of Shropshire was split into the administrative county of Shropshire and the unitary authority of Telford and Wrekin.

The areas covered by Shropshire County Council and Telford & Wrekin Council are in many ways different.

Shropshire County Council covers a large area – some 3,197 square kilometres and has a population of approximately 287,900. The area administered is essentially rural in nature and almost one third is designated as an area of outstanding natural beauty. Approximately 55% of the population is classed as urban and 45% as rural.

Shropshire has a higher percentage of retired people and lower percentages of children and adults of working age. Because of the rural nature of Shropshire (approximately 80% of land use is agriculture), a higher proportion of residents work in agriculture compared to the national average.

In contrast the area of Telford & Wrekin is among one of the fastest growing local authority areas in Europe. The majority of the population lives in the rapidly growing new town of Telford. Telford was originally designated as a 'New Town' in 1963 and recent decades have seen a remarkable growth in industry, commerce and population in the area, which covers 290 square kilometres. It does retain, however, some concentrated pockets of social deprivation, which are being addressed.

Telford & Wrekin has a population of approximately 161,000 and a significant manufacturing base providing 30% of all jobs in the area.



## About our Culture

Shropshire Fire and Rescue Service is made up of a diverse body of people who want to help others – who want to make a difference in people's lives, in the community and in society as a whole. We employ people who are strongly committed to, and take pride in the services we deliver.

The Service has always practiced and been praised for its open and supportive culture and was eager to adopt the Government's Core Values for the Fire and Rescue Service when then were first introduced, seeing it as an opportunity to further improve civility and respect across the Service.

Establishing effective values plays a major part in providing our Service with an image that gives a clear and consistent picture of what we are all about. Our mission ***Saving life, protecting property and the environment and reducing risk within the community*** is about what we do, our values are about how we do it.

Shropshire and Wrekin Fire Authority value:

- Service to the Community
- People
- Improvement; and
- Diversity

- Service to the Community



- People



- Improvement



- Diversity





## National Fire and Rescue Performance Framework 2007/08

Shropshire Fire and Rescue Service is a Service which is “Performing Strongly” according to the Audit Commission, the independent watchdog on the quality of public services.

The Audit Commission, in its recently publicised report “Fire and Rescue Service Performance Assessment” identified Shropshire and Wrekin Fire Authority as Improving Strongly in 2007, achieving high levels under each of the various themes.

Analysis of the aggregated results within the table place Shropshire and Wrekin Fire Authority joint second highest performing Fire Authority in England.

The report goes on to praise the Authority in a number of areas:

*“Shropshire Fire and Rescue Service doubled the number of home fire risk assessments carried out by retained firefighters last year. As a result, risks have been lowered significantly for residents in rural areas”*

*“Shropshire Fire and Rescue Service works with Age Concern to increase home fire safety visits for vulnerable older people”*

*“The more successful services, such as Shropshire Fire and Rescue Service, have built a performance culture throughout their organisations”*

The Audit Commission say about Shropshire and Wrekin Fire Authority that it “is a Fire Authority that is improving strongly. It has made strong progress in delivering its priorities. Performance is better and improving faster than others in the numbers of accidental dwelling fires, deaths and injuries. Hoax calls and false alarms have dropped sharply. A step change in the level of prevention activity has significantly reduced risk in rural communities.

The Fire Authority is making an effective contribution to wider community outcomes and is improving access to services and its approach to Equality and Diversity.

The image shows the cover of the 'Fire and rescue performance assessment' report from the Audit Commission, dated January 2008. It also displays a table of performance metrics for various fire authorities in 2007. The table includes columns for the fire authority, 2005 fire CPA score, 2007 performance, change from 2006, and service assessment scores for 2007. Shropshire and Wrekin Fire Authority is highlighted as a top performer.

Fire authority	2005 fire CPA score	Direction of travel		Use of resources		Service assessment
		2007	Change from 2006	2007	Change from 2006	2007
Northamptonshire Fire Authority	Weak	Adequately	↔	3	↔	2
Northumberland Fire Authority	Fair	Adequately	↓	3	↔	3
Nottinghamshire & City of Nottingham Fire and Rescue Authority	Fair	Adequately	↔	3	↑	2
Oxfordshire Fire Authority	Good	Well	↑	3	↔	4
East Berkshire Fire Authority	Good	Well	↔	3	↔	3
Shropshire and Wrekin Fire Authority	Good	Strongly	↑	3	↔	4
South West Fire and Rescue Authority	Weak	Well	↔	3	↔	2
Stoke on Trent and Staffordshire Fire and Rescue Authority	Good	Well	↓	3	↑	3
Suffolk Fire Authority	Fair	Well	↑	3	↔	3
Surrey Fire and Rescue Authority	Good	Well	↑	3	↔	2

**IRMP (to be completed)**

**Response Standards (to be completed)**

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## Improvement Priorities

During 2007 nine key improvement areas were identified that reflected priority areas for the Service, summaries of progress against these nine areas are given below.

### People

The action plan to address the results of the cultural audit has been agreed along with funding to support its implementation. Positive action in recruitment is embedded and continued awareness training is being carried forward in the 2008/09 Improvement Priorities. Consultation with the RBs is nearing completion and it is anticipated that it will be completed by June 2008. Work place assessments and the middle management development programmes have been completed with succession planning being continued as a day to day activity.

### Case study

Firefighters and their families have been praised for helping to make Shropshire one of the best performing fire services in the UK.

Fire authority Member Nigel Hartin thanked partners and family members for their support which contributed towards firefighters doing "such a wonderful job."

He was speaking at the service's annual ceremony to present Long Service and Good Conduct Medals to 24 firefighters and their wives and partners at the Shrewsbury fire HQ and

attended by the Lord Lieutenant and High Sheriff.

"We are one of the very best performing fire authorities in the country and I want to thank everyone very much indeed. Firefighters do a wonderful job for us in Shropshire and they wouldn't be able to do this without family support."

Market Drayton held a dinner dance in January this year to mark the retirement of Station Officer Mick Howe after over 42 years service.

His retirement also coincided with the news that Mick has been awarded an MBE in the New Year's Honours List in recognition of his long service to the community in his operational role with Shropshire Fire and Rescue Service.



He is pictured here with his wife Susan at Buckingham Palace following his investiture.

### Finance/Governance

Full Member involvement has been achieved through the Member Development Plan 2007/08 and Members and Officers have been briefed on the revised code of conduct. Service and financial management improvements have been achieved by pursuing issues identified by audit. A number of funding opportunities have been explored and will be pursued in 2008/09 through a new improvement Priority.

## Case Study

**ISO 9001:2000** is the international quality standard for organisations which:

- Wish to demonstrate their ability to consistently provide a service that meets the requirements of their customers, stakeholders and applicable regulation, and
- Aim to improve their performance through the application of the system. This includes processes for continual improvement of the system and the assurance of conformity and applicable regulatory requirements

Technical services were successful in achieving the standard in March 2006, The Performance Department were included within the scope in December 2007 with other areas of the Service now working toward the standard.



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## Partnerships

The activities of partnership working have been improved and embedded during 2007/08 and will continue to be monitored under day to day activities.

### Case Study

#### The Leonardo da Vinci Programme

The Leonardo da Vinci programme is part of the European Commission's (EC) new Lifelong Learning Programme (LLP) and is designed to build a skilled workforce through European partnerships. SFRS successfully secured Leonardo funding in 2006 to embark upon a truly unique partnership with the Danish private provider of fire and rescue services – Falck. This initial partnership enabled 16 staff from SFRS to visit Falck, with 12 Danish officers visiting SFRS during the same period. Based upon the success of this exchange programme the Service made a further submission for funding for 2007. The submission was approved and during 2007/08 several one week placements took place in five European countries – Denmark, Germany, Hungary, Spain and Portugal.

A total of 33 SFRS staff, representative of all departments/areas of the Service, together with 3 Fire Authority Members completed the programme, visiting a multitude of fire and civil protection agencies from both the public and private sector. And as in 2006, SFRS hosted visiting officers from Falck during 2007.

The 2007/08 Exchange Programme has now formally concluded and has been hailed as a resounding success by all participants, with many benefits being achieved, both from an individual and organisational perspective.

The programme has been evaluated by the EC's United Kingdom (UK) based national agency – ECOTEC who have commended the Service on the programme's achievements.

In addition, the continuing partnership between Falck and SFRS has been nominated by the EC to receive a European Quality Award for excellence within the Leonardo programme. This prestigious award will be presented at an international LLP Conference to be held in Slovenia in June 2008.

As a conclusion to the Hungarian exchange visit, three SFRS staff returned to the town of Pilisvörösvár in May 2008 to participate in the local volunteer fire department's Centenary Jubilee celebrations during which the earlier donated SFRS Rescue Tender was consecrated and commissioned into service. This event was also attended by Her Majesty's Ambassador to Hungary – Greg Dorey CVO who formally congratulated Pilisvörösvár Volunteer Fire Department on their Jubilee on behalf of the Fire Authority.

Further information on individual projects can be found on the Service website on:

[www.shropshirefire.gov.uk/engine/news/exchange-programme.htm](http://www.shropshirefire.gov.uk/engine/news/exchange-programme.htm)

## Performance Management

The HR System, Resourcelink, the PMS system, PB Views, and the Incident Reporting System are being delivered through a structured Project management approach. The IT handbook has been published and distributed. Both the IT Strategy and Comms/Consultation Strategy will be delivered during 2008/09 as part of the newly identified Improvement Priorities.

### Case Study



Text on PB Views.

## Resources

A number of activities have been successfully completed under this Improvement Priority and will continue in core business. The Service continues to improve its response to water incidents through a new improvement priority and IRMP. Section 13 and 16 agreements are expected to be in place by summer 2008 with work continuing in new improvement priorities.

### Case Study

In order to display our commitment to the reduction of road traffic accidents within Shropshire we have over the past twelve months supported both Shropshire County Council and Telford and Wrekin Council in delivering Road Safety education. The service works closely with the two councils to ensure a consistency of approach in delivering a suitable education programme to young adults at high schools and local colleges. We have coordinated and delivered a number of RTC displays at these venues in an attempt to increase student awareness of the dangers associated with such things as driving at speed, under the influence of alcohol and drugs.

In order to increase our capacity to deliver the education programme a fire fighter had been recruited into the Community Fire Safety Department. This individual ensures that through effective partnership working we as a service can contribute positively to an overall reduction in death and injuries on the roads within Shropshire.



Also, to support the deliver of cycle training, a number of fire fighters have recently completed a National Cycle award. This allows us to contribute to the deliver of cycle safety training to young children aged between 9 and 10 years old

### **Fire Control/FireLink**

The Programme Plan and Resource Plan have been developed with regular reports to the CFA on any progress. All workstreams will be continued within the transitional plan by the Convergence Team.

#### Case Study

[Fire Control/FireLink text here.](#)



## Environmental Sustainability

The Service has evaluated methods for reducing its environmental impact by registering the environmental management system with BSi, research has been carried out to assess the Fire Authority's carbon footprint and the opportunity cost of reducing fires set against carbon emissions.

### Case Study

In order to achieve improvements we have introduced an 'Environmental Management System' in accordance with ISO14001:2004. The purpose of this is to ensure that we continue to balance our ability to deliver the service with the environmental impact of our activities. It also enables us to concentrate our improvement activities where we can make a real difference.



**EMS 525793**

## Preparedness

Exercises have been carried out to test contingency plans throughout the year in order to improve the Service's approach to business continuity. This has resulted in structured processes that have been disseminated throughout the Service. These exercises have proved invaluable during last years wide scale flooding.

### Case Study

Shropshire Fire and Rescue Service has had experience of dealing with large scale urban and rural flooding for many years together with the experience of using large volume pumping units and rescue craft.

In June 2007 the Service dealt with wide scale pluvial flooding in the County as well as supporting colleagues elsewhere. During this period RDS and Wholetime crews were able to maintain resilience in operational cover for the communities of Shropshire. In particular our method for crewing Heavy Volume Pumps with RDS crews proved to be effective.



## Audit and Assessment

All audits within this year's Performance Framework have been completed resulting in a Use of Resources score of 3 (Performing well) and a Direction of Travel and Operational Assessment score of 4 (Improving strongly).

### Case Study

The Audit Commission judgement on Shropshire and Wrekin Fire Authority

"Is a Fire Authority that is improving strongly. It has made strong progress in delivering its priorities. Performance is better and improving faster than others in the numbers of accidental dwelling fires, deaths and injuries. Hoax calls and false alarms have dropped sharply. A step change in the level of prevention activity has significantly reduced risk in rural communities.

The Fire Authority is making an effective contribution to wider community outcomes and is improving access to services and its approach to Equality and Diversity."

The table opposite details the results of each of the audit themes.

<b>FRA Performance Framework 2007/08 Scorecard</b>	
<b>CPA 2005 Score:</b>	Excellent
	✓ <b>Good</b>
	Fair
	Weak
<b>Use of Resources:</b>	Poor
	4 - Performing Strongly
	✓ <b>3 – Performing well</b>
	2 – Adequate performance
<b>Direction of Travel:</b>	1 - Inadequate performance
	✓ <b>Improving strongly</b>
	Improving well
	Improving adequately
<b>Service Assessment:</b>	Not improving adequately or Not improving
	✓ <b>4 - Performing Strongly</b>
	3 – Performing well
	2 – Adequate performance
	1 - Inadequate performance

**Financial performance (to be completed)**

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## **Annual Efficiency Statement (to be completed)**

### **Statement of contracts involving a transfer of staff**

The Local Government Act 1999 requires all Best Value authorities to provide a statement of contracts involving a transfer of staff. Shropshire and Wrekin Fire Authority has not been party to any contracts, involving a transfer of staff to or from the Authority during 2007/08.

### **Statement on the Code of Corporate Governance**

Shropshire and Wrekin Fire Authority is committed to the principles of effective corporate government and has, therefore, adopted a Code of Corporate Governance, this can be viewed on the Services website on the link below:

<http://www.shropshirefire.gov.uk/docs/policies-and-strategies/2006-code-of-corporate-governance.pdf>

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## Appendices

### A: Progress on Direction of Travel

Direction of Travel was introduced as an assessment to provide a statement on the improvement or deterioration of fire services following the baseline Comprehensive Performance Assessment categorisation in 2005.

This appendix shows progress o the end of the 2007/08 reporting year on the statements published within the 2007/08 Performance Plan.

### B: Targets

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## Appendix A - Direction of Travel Statements

Strategic Aim	Corporate Objective
<p><b>1. Reduce the risk to life and material loss from fires, road traffic collisions and other emergencies in the community.</b></p> <p>Case Study</p> <p>More than 160 firefighters have been trained to deliver lessons using interactive computer presentations as part of a major classroom initiative launched by Shropshire Fire and Rescue Service. Fire crews are “adopting” schools in Shrewsbury, Wellington and Telford to teach children valuable lessons in fire safety, hoax calls and arson along with other vital, potentially lifesaving safety issues under the newly launched Adopt a School programme.</p> <p>Each watch is adopting a total of seven schools to work with teachers to deliver the lessons during PSHE as part of an integrated education programme for year 1 at infant school, year 4 at junior school and at senior school year 7’s and Year 8.</p> <p>Youth Officer Lynn Hosking said</p> <p>“Our aim is to prevent children from being harmed or killed in accidental fires and stop them causing fires through ignorance or carelessness. We will also work with young people to ensure that they do not become involved in anti-social behaviour such as lighting fires. Firefighters are professionals and respected by children who see them as friendly and helpful heroes. They will educate pupils who will in turn pass on fire safety information to their friends and families ensuring that their homes are safe from fire. We know that through education we can reduce fires in Shropshire and as such prevent tragedies when people are killed or seriously injured in a house fire”.</p> <p>All presentations have been evaluated by schools, the feedback has been very positive.</p>	<p>1. Reduce the incidence of deaths and injuries in the community</p> <hr/> <p>2. Contribute to the reduction of RTC</p> <hr/> <p>3. Reduce the incidence of fires and false alarms</p> <hr/> <p>4. Ensure the effective enforcement of fire safety legislation</p>

2007-10	Progress to date
Achievement of PSA targets	<ul style="list-style-type: none"> <li>▪ All RDS stations now delivering CFS work including home safety audits and provision of safety advice.</li> <li>▪ Additional funding made available for rural community fire safety advocates who will replicate our schools education program in the rural areas.</li> <li>▪ Community Safety Outreach vehicle now operating in all parts of the County providing fire safety education and guidance.</li> <li>▪ People at Risk Team now established and seeking information from partners and agencies so we can pinpoint where our vulnerable people are and make them safe.</li> <li>▪ Latest statistics reinforce claims for progressive reduction in deaths and injuries relating to fire.</li> </ul>
A leading RTC prevention player across the county	<ul style="list-style-type: none"> <li>▪ Working well with partners, including safety camera partnerships and private sector companies, to promote road safety.</li> <li>▪ RTC reduction targeted at Colleges and 6<sup>th</sup> Form Colleges.</li> <li>▪ RTC Reduction Officer now employed within CFS team and developing plans and activities to secure further reductions in road and pedestrian accidents.</li> </ul>
Communities taking ownership of fire prevention within their areas	<ul style="list-style-type: none"> <li>▪ Existing CFS works continue. Commitment through Station Action Plans to work in partnership in local areas.</li> <li>▪ Second phase of Home Safety Risk Assessments in rural areas progressing well</li> <li>▪ Continued involvement in local CDRP. Crews attending new 'PACT meetings in local areas well as Shropshire County Council 'Lets Talk' meetings.</li> <li>▪ Now fully integrated with local CDRPs and influencing crime strategies through improved statistics</li> </ul>
All wholetime and retained stations carrying out business fire safety inspections	<ul style="list-style-type: none"> <li>▪ New data base to identify risk being developed. All operational staff trained in 'short audit' process and carrying out new style audits.</li> <li>▪ Review of remote working being carried out to identify best ways of working around County.</li> <li>▪ Watches now trained and undertaking abbreviated business fire safety inspections (termed Short Audits). This is shortly to be replicated using Retained Firefighters working in the rural areas of the County</li> </ul>

Strategic Aim	Corporate Objective
<p><b>2. Protect life, property and the environment from fire and other emergencies</b></p> <p>Case Study</p> <p>As a result of the 2006/07 IRMP the retained station at Tweedale was changed to a whole time/retained station. The IRMP had identified the need to relocate one whole time fire appliance from Telford Central Fire Station to Tweedale. The project commenced in February 2007 and was completed on 1<sup>st</sup> January 2008. During the project various building work, the upgrade of Information Technology and communications facilities were carried out.</p> <p><b>USAR case study</b></p>	<p>5. Ensure the provision of an appropriate risk based approach to fires</p>
	<p>6. Ensure the provision of an appropriate response to non-fire emergencies</p>
	<p>7. Minimise the effect of our intervention actions on the environment</p>

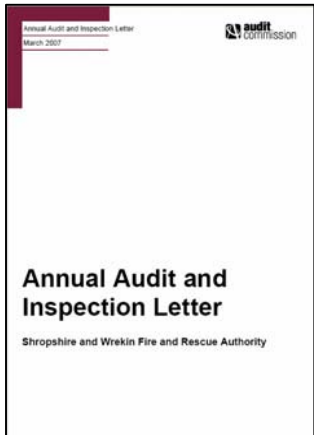

2007-10	Progress to date
Operational resources realigned to identified needs in Shropshire	<ul style="list-style-type: none"> <li>▪ New response standards are now in place and are being monitored.</li> <li>▪ Telford Fire Cover Review complete. Shrewsbury Fire Cover review is ongoing.</li> </ul>
<ul style="list-style-type: none"> <li>- Proactive response to emerging risks in the environment</li> <li>- Enhanced performance monitoring of response to non-fire emergencies</li> <li>- Operational resources used to best effect to reduce risk to life across Shropshire</li> </ul>	<ul style="list-style-type: none"> <li>▪ New rescue tender Project completed.</li> <li>▪ Training programmes for USAR being implemented.</li> <li>▪ IRMP analysing crewing arrangements for specialist rescue appliances.</li> <li>▪ All specialist appliances crewed 24/7.</li> </ul>
<ul style="list-style-type: none"> <li>- Embedded environmental procedures which minimise the effects of our intervention actions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ongoing Liaison with Environment Agency.</li> <li>▪ A nationally developed Memorandum of Understanding being reviewed. Foam training facilities being reviewed.</li> <li>▪ ISO 14001:2004 system which includes operational activities</li> </ul>



Strategic Aim	Corporate Objective
<p data-bbox="176 383 1682 448"><b>3. Secure the highest level of safety and welfare for all staff and Authority Members by providing effective leadership, training, equipment and systems of work</b></p> <p data-bbox="176 485 1131 518">Retained Review availability and Wholetime recruit training case studies</p>	<p data-bbox="1736 383 2066 518">8. Maintain and improve the health, safety and welfare of all members and employees</p> <p data-bbox="1736 626 2039 794">9. Ensure that all members and employees are competent and able to perform their role</p> <p data-bbox="1736 837 2066 1006">10. Ensure the provision and availability of appropriate equipment, resources and supplier support.</p>

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2007-10	Progress to date
<ul style="list-style-type: none"> <li>- Achieve and champion ISO 18001.</li> <li>- Health and Safety activities to be ISO 9001 registered.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Responsibility for the monitoring of all health and safety matters has now been firmly placed with all Section, Station and Watch managers through the inclusion of a section on risk management in all business plans.</li> <li>▪ ISO 9001 (including Health and Safety and Accident Reporting) achieved in December 2007</li> </ul>
<ul style="list-style-type: none"> <li>- ISO 9001 registered for development activities</li> <li>- IPDS fully integrated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ongoing, in-house training has now been reviewed to ensure balance of input &amp; assessment.</li> <li>▪ New core skill programme developed and issued resulting in 50% increase in training delivery per course.</li> <li>▪ Member development review process now complete and training implemented accordingly.</li> <li>▪ Workplace Development team have completed a full audit of all Individual Development Records and revised the frequencies required. Future audit responsibility passed to District.</li> </ul>
<ul style="list-style-type: none"> <li>- An embedded process that proactively reviews and realigns provision of resources to a dynamic environment.</li> <li>- User friendly integrated storage of all data assets to support performance needs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Member champion involved, presentation given to CFA in 2007 (with a further one planned) seeking formal adoption of strategy document.</li> <li>▪ Available national contracts distributed, assessed and being used.</li> <li>▪ Phase 2 of appliance reallocation programme to start shortly.</li> <li>▪ The Performance Management System PB Views is being rolled out throughout the organisation.</li> </ul>

Strategic Aim	Corporate Objective
<p data-bbox="174 380 1337 412"><b>4. Provide a service that demonstrates quality and best value in service provision</b></p> <p data-bbox="174 448 1136 480">Case Study – Partnerships/West Midlands Regional Management Board</p> <p data-bbox="174 516 1707 548">The Audit Commission judgement on Shropshire and Wrekin Fire Authority is as published in its Annual Audit letter:</p> <div data-bbox="174 610 485 1042">  </div> <p data-bbox="506 586 1707 1065">“The Fire and Rescue Authority (FRA) is working well with partners and the Regional Management Board (RMB) to improve its capacity. Partnership working has been strengthened since Comprehensive Performance Assessment in 2005. Shropshire play a pivotal role at the RMB providing the programme office to ensure that work streams are well structured and provide a website which enables all users to track the status and progress of projects. Members are involved in various work streams and officer involvement in RMB work streams is determined according to expertise spread across all five FRAs. Good progress has been made at a strategic level in the county resulting in cross sector work taking place to deliver outcomes for children and young people and the most vulnerable, disadvantaged or potentially excluded groups. A fundamental restructure of the approach to managing partnerships to ensure they are aligned with the strategic aims and shared priorities has been undertaken. Cost effectiveness and measurable outcomes which are central to the evaluation has been undertaken in key partnerships”.</p> <div data-bbox="1528 1013 1682 1175">  </div>	<p data-bbox="1736 380 2070 618">11. Promote a partnership approach in pursuance of continuous improvement, having regard to a combination of economy, efficiency and effectiveness</p> <p data-bbox="1736 727 2070 862">12. Ensure the provision of a service that meets the needs of the community</p> <p data-bbox="1736 873 2070 1008">13. Ensure the effective management of performance and corporate risk</p> <p data-bbox="1736 1149 2070 1252">14. Reduce the environmental impact of our daily conduct</p>

2007-10	Progress to date
<ul style="list-style-type: none"> <li>- Partnership strategy embedded within the organisation which is ISO 9001 compliant.</li> <li>- Ensure all partnerships have meaningful measures of performance and can show tangible benefits</li> <li>- Partnership strategy further developed with regard to best practice.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 90% of partnerships now risk assessed</li> <li>▪ Partnerships on Corporate Risk register</li> <li>▪ Electronic register in place</li> <li>▪ Each Partnership will be Equality Impact assessed</li> <li>▪ A performance assessment of existing partnerships is underway</li> <li>▪ Partnership assessment of WMRMB completed</li> </ul>
<p>Provide the maximum service for the minimum cost.</p>	<ul style="list-style-type: none"> <li>▪ New Response standards for Fire and RTCs in place and being monitored</li> <li>▪ Response standards for water rescue being developed</li> <li>▪ Fire cover review for Telford completed and changed being made. Shrewsbury fire cover review ongoing.</li> </ul>
<ul style="list-style-type: none"> <li>- Fully implemented, tested and reviewed disaster recovery and business continuity plans</li> <li>- Performance is monitored to ensure that investment achieves the anticipated benefits</li> <li>- Access to accurate performance data within 7 days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good results received for Risk Management as part of the Use of Resources audit 2006 and 2007. With Risk management at the corporate level now well embedded, further work is ongoing to ensure it is embedded at the Departmental level.</li> <li>▪ Initial Service wide Business Continuity Plan published in January 2007. This is now subject to annual review and testing with all learning outcomes being used to drive improvement.</li> <li>▪ The Performance Management System PB Views is being rolled out throughout the organisation.</li> </ul>
<p>The position is recognised and registered under ISO14001:2004</p>	<ul style="list-style-type: none"> <li>▪ ISO 14001 system registered with BSI in March 2008.</li> </ul>

Strategic Aim	Corporate Objective
<p><b>5. Provide a service committed to the highest levels of equality and fairness</b></p> <p>Vulnerable persons case study The Vulnerable persons team have conducted a number of initiatives this year including:</p> <div data-bbox="176 548 478 760" data-label="Image"> </div> <p>In August 2007 an initiative to reach those who are house bound or with mobility problems involved inserting postcards into prescription bags to generate referrals for free smoke alarms.</p> <p>The community substance misuse team in Telford and Wrekin approved the use of space in their waiting room for display boards and leaflets. This enabled them to speak to people about fire safety and offered home fire safety surveys. This was the first time this type of initiative had been tried within that service group and generated a number of referrals.</p> <p>Cultural Audit</p> <p>In January 2007 the service commissioned Opinion Research Services (ORS) to undertake a Cultural Audit focusing upon aspects of fairness in the workplace. The subsequent results were then communicated through 2007/08 IRMP consultation process followed by a number of staff workshops. The Cultural Audit was also undertaken by 19 other fire services' which provided useful benchmarking information. The final ORS report indicated that SFRS had been ranked 3<sup>rd</sup> out of the 19 other fire services' that had undertaken the Audit.</p> <div data-bbox="1255 558 1684 880" data-label="Image"> </div>	<p>15. Provide a fair and equitable service to the communities of Shropshire and other stakeholders</p> <p>16. Provide a fair, equitable and dignified place of work for all employees and visitors</p> <p>17. Seek to employ a workforce representative of the community that we serve.</p>

2007-10	Progress to date
To provide a service that proactively reviews and realigns the provision of resources to a diverse and changing nature of our communities.	<ul style="list-style-type: none"> <li>▪ New attendance standards implemented and delivered across the county. These are helping to ensure that resources are distributed according to identified risk including that experienced in the more rural parts of the county.</li> </ul>
Having a working environment that champions mutual respect and dignity	<ul style="list-style-type: none"> <li>▪ Supervisory and Middle Management Development programmes have now been completed.</li> <li>▪ Senior staff and managers have been trained in undertaking Equality Impact Assessments</li> <li>▪ Equality and Diversity briefings in RDS stations are complete and are ongoing for Watches.</li> </ul>
Employing a diverse, capable workforce representative of the community we serve	<ul style="list-style-type: none"> <li>▪ Taster sessions held in Nov 2007 for 'BME', Women and 'open to all'.</li> <li>▪ Disability Discrimination Act implemented leading to increasing numbers of individual cases being considered at recruitment stage.</li> <li>▪ Disability Equality Scheme developed and Gender equality scheme in progress.</li> <li>▪ Recruitment targets set for females in to the RDS and activity has commenced.</li> <li>▪ Bi-lingual advocate appointed (temporarily).</li> </ul>

## Appendix B - Targets (Inc Response)

BVPI Details	2007/08 Target	2007/08 Actual	Comments

BVPI Details	2007/08 Target	2007/08 Actual	Comments
<b>BVPI 142</b> Number of primary fires and accidental dwelling fires			
(ii) No of calls to fire attended: primary fires per 10,000 population	24	<b>23.34</b>	Continued improvement demonstrated
(iii) No of calls to fire attended: accidental fires in dwellings per 10,000 dwellings	12.6	<b>12.13</b>	Continued improvement demonstrated
<b>BVPI 143</b> Number of fire deaths and Injuries			
(i) No of deaths arising from accidental fires in dwellings per 100,000 population	0.22	<b>0.66</b>	This equates to 3 deaths. Initiatives and partnership working will be considered to prevent fire deaths where possible
(ii) No of injuries (excluding precautionary checks) arising from accidental fires in dwellings per 100,000 population	2.8	<b>1.99</b>	Injury verification and fire safety campaigns have both impacted on this indicator
<b>BVPI 144</b> Accidental dwelling fires confined to room of origin The % of accidental fires in dwellings confined to room to origin	95.00%	<b>94.76%</b>	Continued investigation into fire reports is ongoing, four amendments in this category would see the target achieved
<b>BVPI 146</b> Calls to Malicious False Alarms			
(i) Not attended	0.67	<b>0.64</b>	Call handling performance monitored regularly, which is beginning to show improvement to 146ii
(ii) Attended	0.25	<b>0.27</b>	
<b>BVPI 149</b> False Alarms caused by Automatic Fire Detection			
(i) False alarms caused by automatic fire detection per 1,000 non-domestic properties	62.75	<b>58.10</b>	Continued improvement demonstrated
(ii) No of those properties as recorded in 149(i) with more than one attendance	14.8	<b>10.49</b>	Original target based on lack of historical data
(iii) % of false alarm calls caused by automatic fire detection which are to a non-domestic property with more than one attendance.	75%	<b>78.03%</b>	Original target based on lack of historical data



BVPI Detail	2007/08 Target	2007/08 Actual	Comments
<b>BVPI 206 Deliberate Fires</b>			
(i) Primary (excluding Vehicles)	4.75	<b>4.28</b>	This reflects 195 deliberate Primary Fires (excluding vehicles)
(ii) Primary (in vehicles)	4.76	<b>4.99</b>	10 less deliberate primary fires in vehicles would mean target achieved
(iii) Secondary (excluding vehicles)	TBC	<b>21.18</b>	Outturn has provided base data for future reporting years. Indicator reporting cleansed as reported previously
(iv) Secondary (in vehicles)	0.09	<b>0.09</b>	
<b>BVPI 207 Fires in non-domestic properties</b>	12.5	<b>12.8</b>	4 less non-domestic would have meant target achieved
<b>BVPI 208 Escaping unharmed from Accidental Dwelling Fires without assistance</b>	98.50%	<b>98.13%</b>	1 more person escaping unharmed without FRA assistance would have meant target achieved
<b>BVPI 209 Smoke Alarms</b>			
(i) Activated	46%	<b>43.11%</b>	Quality checks have been implemented to ensure the data supporting these indicators is accurate. Continued monitoring will assist in improving performance
(ii) Not activated	18%	<b>14.49%</b>	
(iii) None Fitted	36%	<b>42.04%</b>	
<b>BVPI 12 Sickness Absence</b>			
(i) The proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	8.5	<b>5.67</b>	The Service has introduced a program of Absence Management Training for Managers
(ii) The proportion of working days/shifts lost to sickness absence by all staff	9.00	<b>6.07</b>	
<b>BVPI 15 Ill Health retirements</b>			
(i) Wholetime fire-fighter ill-health retirements as a % of the total workforce	0.43%	<b>0.47%</b>	Equates to 1 ill health retirement. Changes to the overall strength of the organisation through the year skew the percentage
(ii) Control and non-uniformed ill-health retirements as a % of the total workforce	0.00%	<b>0.00%</b>	There have no ill-health retirements in this category for the reported period
<b>BVPI 8 Undisputed Invoices. The % of undisputed invoices which were paid in 30 days</b>	98.75%	<b>98.36%</b>	If one more invoice was paid under the terms target would be achieved
<b>BVPI 150 Expenditure per head of population. Expenditure per head of population on the provision of fire and rescue services</b>	£42.24	£42.24	2007/08 budget

BVPI Detail	2007/08 Target	2007/08 Actual	Comments
<b>BVPI 2a</b> Equality Standard fro Local Government The level of the Equality Standard for Local Government to which the Authority conforms	3	2	Level 3 should be achieved through the Equality and Diversity audit during summer 2008
<b>BVPI 2b</b> The duty to promote Race Equality The quality of an Authority's Race Equality Scheme and the improvements resulting from its application.	89%	95%	We are satisfied to be operating at 95%. To achieve 100% would involve receiving a complaint in order to be able to respond to it effectively and we are content with performance that does not generate complaint
<b>BVPI 11a</b> Top 5% of earners			
(i) The % of top 5% of earners that are women For SFRS this represents 1/16 people	14.30%	6.25%	Overall strength has increased; therefore the number of top 5% earners has also increased, with no women in the additional people captured
(ii) The % of top 5% of earners from black and ethnic communities For SFRS this represents 1/16 people	7.10%	6.25%	Overall strength has increased; therefore the number of top 5% earners has also increased, with no BME in the additional people captured
(iii) The % of top 5% of staff who have a disability For SFRS this represents 2/16 people	7.10%	12.5%	Overall strength has increased; therefore the number of top 5% earners has also increased. An internal survey of the top 5% has enabled figures to be reported for this indicator
<b>BVPI 16a</b> % of Employees with a Disability			
(i) Wholetime and Retained duty system employees with a disability	7.25%	0.00%	Employees were not previously required to declare disability. A data cleansing exercise is currently underway, providing data for future reporting
(ii) Control and non-uniformed employees with a disability	8.25%	0.00%	
<b>BVPI 16b</b> % of the economically active population (aged 18-64) in the authority area who have a disability.	14.39%		Given by Communities and Local Government
<b>BVPI 17a</b> % of uniformed staff from ethnic minority communities	1.50%	1.25%	This equates to 7/558 uniformed staff from BME, whereas target is 8-9/558 based on current strength
<b>BVPI 17b</b> % of economically active population (aged 18-54 representing uniformed staffing age) from ethnic minority communities in the fire and rescue service area.	2.85%		Given by Communities and Local Government
<b>BVPI 210</b> % of Women Firefighters	3.40%	2.04%	Equates to 11/538 women firefighters whereas target is 18 based on current strength



## Shropshire and Wrekin Fire Authority – Annual Report 2008

Shropshire and Wrekin Fire Authority very much welcome any comments you wish to make about this Annual Report as this will help us to improve the service we provide.

Please feel free to complete this form or telephone the Programme Office on 01743 260200 if you need any assistance or wish to discuss anything in more detail.

Do you think that the Annual Report is easy to read?

Strongly Agree  Agree  Disagree  Strongly Disagree  Do not know

Do you think it is important to publish this information?

Strongly Agree  Agree  Disagree  Strongly Disagree  Do not know

Does the Annual Report explain effectively how the Service has performed and what targets have been set?

Strongly Agree  Agree  Disagree  Strongly Disagree  Do not know

Has the Annual Report left you better informed about the Fire Authority and the services it provides?

Strongly Agree  Agree  Disagree  Strongly Disagree  Do not know

If you would like to make any comments about the Annual Report please do so below continuing on a separate page if necessary, if you would like a response, please make sure we have your name and address.

Comments:

Please include your name, address and telephone number here:

Please return to:

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Shropshire Fire and Rescue  
Service,  
FREEPOST SY1046  
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St Michaels Street  
Shrewsbury  
SY1 3BR

## Glossary of Terms

A&PMC	Audit and Performance Management Committee
BME	Black and Minority Ethnic
BVPI	Best Value Performance Indicator
C	Committee
CDRP	Crime and Disorder Reduction Partnership
CFA	Combined Fire Authority
CFOA	Chief Fire Officers Association
CLG	Department for Communities and Local Government
CFS	Community Fire Safety
E&DSG	Equality and Diversity Steering Group
GOWM	Government Office West Midlands
IRMP	Integrated Risk Management Plan
ISO	International Organisation for Standardisation
LAA	Local Area Agreement
LRF	Local Resilience Forum
LSPs	Local Strategic Partnerships
PSA	Public Service Agreement
RBs	Representative Bodies
RDS	Retained Duty System
RRF	Regional Resilience Forum
RTC	Road Traffic Collision
IRMP	Integrated Risk Management Planning
S&R	Strategy and Resources
USAR	Urban Search and Rescue
WMRMB	West Midlands Regional Management Board

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