



Shropshire Fire and Rescue Service



Annual Report 2007/08

Shropshire and Wrekin Fire Authority



Putting Shropshire's Safety First
www.shropshirefire.gov.uk

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

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

(Chinese)

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

(Polish)

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਜਿਸ ਤਰ੍ਹਾਂ ਕਿ ਵੱਡੀ ਛਪਾਈ ਜਾਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 01743 260200 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ enquiries@shropshirefire.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ।

(Punjabi)

اگر آپ کو یہ معلومات کسی متبادل زبان یا طریقہ مثلاً بڑے سائیز یا آڈیو میں درکار ہوں تو برائے مہربانی فون نمبر 01743 260200 یا ای میل enquiries@shropshirefire.gov.uk پر رابطہ کریں

(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

(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

(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 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 (FRSs) 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.



Stuart West
Chairman
Shropshire and Wrekin Fire Authority



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.



Our Governance

Shropshire and Wrekin Fire Authority was established in 1998 following local government reorganisation. Shropshire County Council and Telford and Wrekin Council are responsible for the Fire Authority but are independent from it. Representative Members of each council sit on the Fire Authority, which oversees the Service's finances, strategies and operations.



To help carry out the responsibilities of the Fire Authority a number of specific committees and panels have been established, at which members of the public are welcome to attend.

Details of Fire Authority Members and the constituent Authority's they represent are detailed on the following pages¹, if you would like further information on the Terms of Reference of the various committees, please visit the Service website on the link below:

<http://www.shropshirefire.gov.uk/engine/managing-the-service/fire-authority.htm>

¹ There are also four non-elected Independent Members of the Standards Committee: Paul Brereton, Michael Tebbutt, David Turner and Ian Webb, for details on this committee please visit the following link:

<http://www.shropshirefire.gov.uk/docs/cfa/members-handbook/section-3-pdf/05%20-%20Standards%20Committee.pdf>



Stuart West
Chair
Shropshire County Council
Conservative



Yvonne Holyoak
Vice Chair
Shropshire County Council
Conservative



Lt Col Denis Allen
Telford & Wrekin Council
Conservative



Phil Box
Shropshire County Council
Labour



Major Adrian Coles
MBE TD
Shropshire County Council
Liberal Democrat



Dr June Drummond
Shropshire County Council
Conservative



Andrew Eade
Telford & Wrekin Council
Conservative



David Gibbon
Shropshire County Council
Conservative



Jayne Greenaway
Telford & Wrekin
Council
Conservative



Nigel Hartin
Shropshire County
Council
Liberal Democrat



John Hurst-Knight
Shropshire County
Council
Conservative



Dr Jean Jones
Shropshire County
Council
Labour



Clive Mason
Telford & Wrekin
Council
Labour



Chris Mellings
Shropshire County
Council
Liberal Democrat



David Minnery
Shropshire County
Council
Conservative



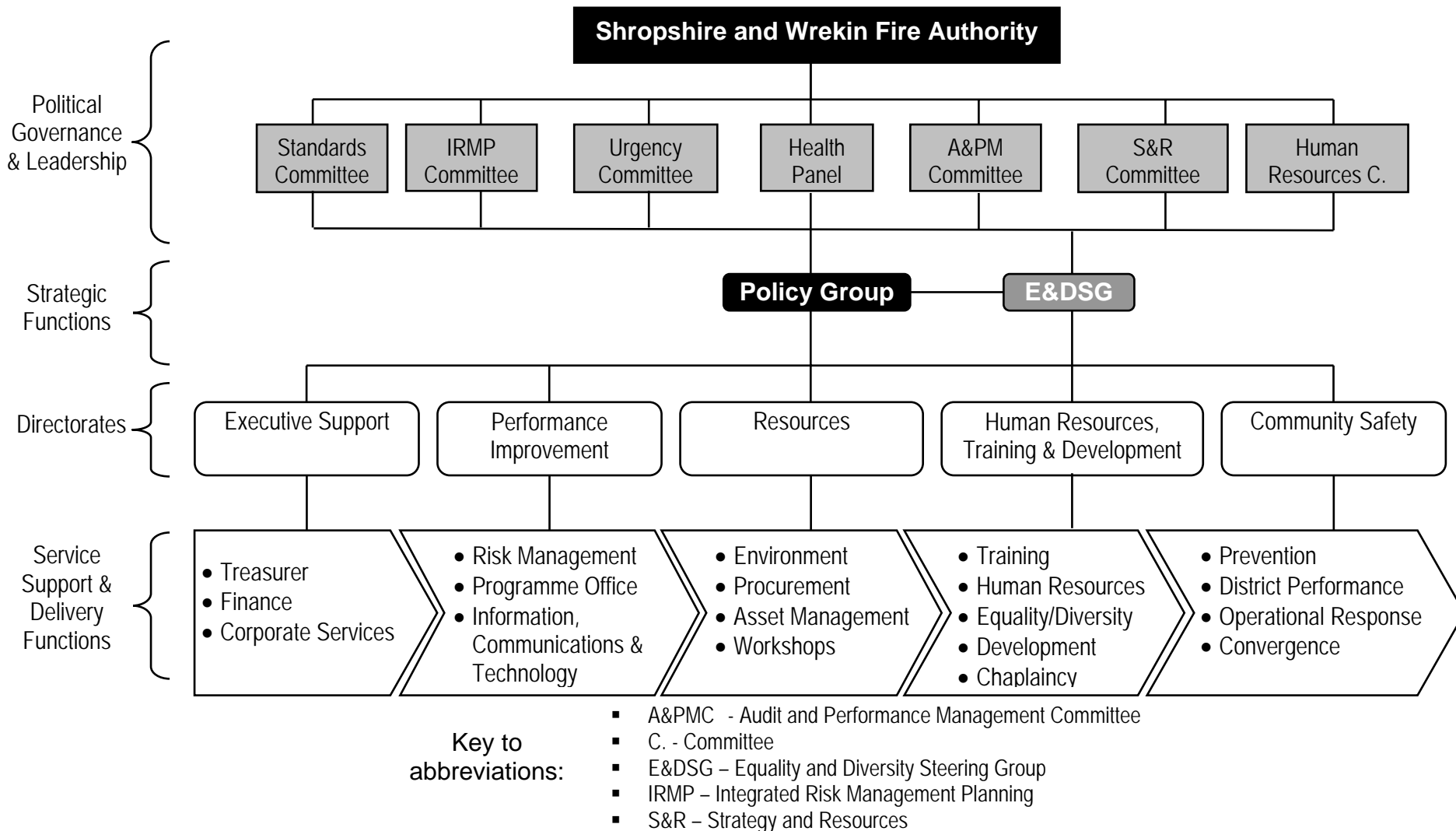
Roy Picken
Telford & Wrekin
Council
Labour



Adrian Williams
Telford & Wrekin
Council
**Telford & Wrekin
People's
Association**

Organisational chart

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



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 4 whole-time stations located in Wellington, Shrewsbury, Tweeddale and Telford, 19 retained stations, Service headquarters in Shrewsbury and a training centre in Telford



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 2007/08 the Service responded to 8,067 incidents of which 1,714 were small fires. There were 2,349 calls to fire of which 1,057 were Primary fires (a fire involving any property of value, for example, a house) and 1,292 were Secondary fires (a fire which is not a Primary fire). The total number of Road Traffic Collisions was 344 and false alarms were 2,077.



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 Worcestershire 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 they 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”.



Fire authority	2005 fire CPA score	Direction of travel		Use of resources		Service assessment
		2007	Change from 2006	2007	Change from 2006	
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
Derbyshire Fire Authority	Good	Well	↔	3	↔	3
Shropshire and Wrekin Fire Authority	Good	Strongly	↑	3	↔	4
South Yorkshire 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

Integrated Risk Management Plan (IRMP)

2007/08 Consultation outcomes

The Fire Authority has carried out a wide ranging consultation with staff, the public and stakeholders on the development of its IRMP Action Plan for 2008/09. The significant outcomes from this consultation process is the decision to redevelop the St Michaels Street site currently encompassing the fire station, service headquarters, vehicle workshops and stores, as opposed to relocating all the current facilities. In addition there was support for an improvement in the level of resilience for officer cover to support incidents on a local, regional and national scale.

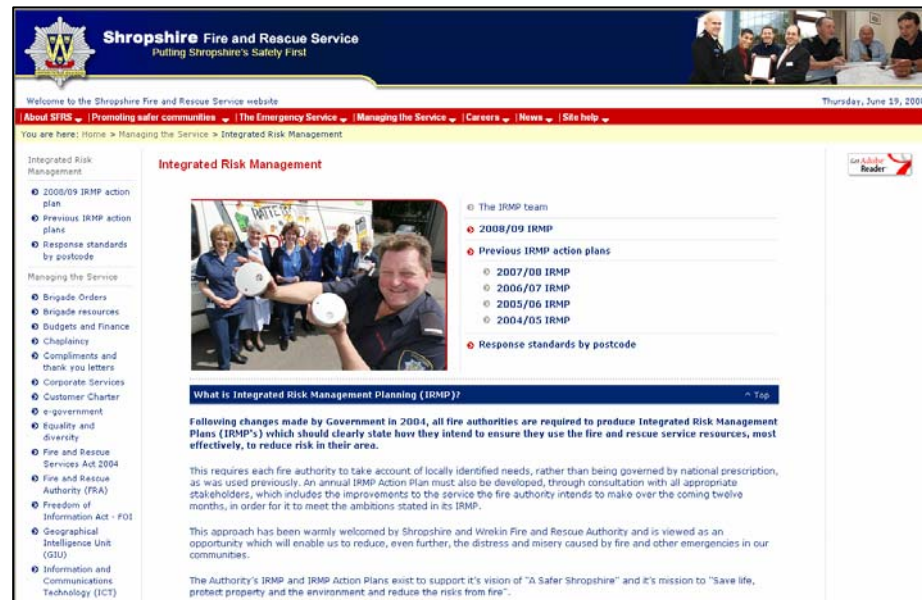
2007/08 Action Plan Progress

The table below sets out the progress with the 2007/08 IRMP Action Plan which was approved by the Fire Authority in December 2006 following three months of extensive consultation.

Action Code	Action	Progress achieved to date	Benefits
01/2007	Relocation of Wholetime Appliance from Telford Central to Tweedale Fire Station	Completed. One wholetime appliance relocated to Tweedale on 01/01/2008 Review 2009	The expected benefits to be gained by the community will be: <ul style="list-style-type: none"> • Reduction in time for the first appliance to arrive at an incident in the south of Telford; • Reduction in risk to life and property through a quicker response; • More balanced distribution of resources to match the projected risk to life in the Telford area
02/2007	Pilot Small Fires Unit	Ongoing. Trial project was implemented on 5 th April 2007. It has now been extended to include vehicle access for difficult locations	The benefits likely to accrue from introducing this type of Small Fires Unit are related to: <ul style="list-style-type: none"> • Reduce the disruption to crews engaged on community fire safety work and other risk reduction activities; • Reduce the number of occasions that large fire engines are required to deal with small nuisance fires and thus not be available for immediate deployment to more serious life threatening incidents.

Action Code	Action	Progress achieved to date	Benefits
03/2007	How we respond to Other Incidents	<p>Completed.</p> <p>Response standards for Water Rescue Incidents introduced on 1st April 2008.</p>	<p>Developing a response standard for the significant other life risk incident - water, and changing the way we respond to some non-life risk incidents, could assist the Authority in its efforts to:</p> <ul style="list-style-type: none"> • Identify areas for service improvement; • Prioritise resource allocation; • Prioritise staff training across the county; and • Reduce the risk to the public and our staff.

The Service's website includes comprehensive information on the IRMP programmes and can be accessed on the link below:
<http://www.shropshirefire.gov.uk/engine/managing-the-service/irmp.htm>



Improvement Priorities

Improvement Priorities are business activities that support the achievement of the Authority's Core Values, Strategic Aims and Objectives. During 2007 nine key improvement areas were identified, progress on these is detailed within this section.

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 Representative Bodies 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 Shrewsbury fire station 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

ISO² 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.

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 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

² International Organisation for Standardisation

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.

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.

In addition the continuing partnership between Falck and Shropshire Fire and Rescue Service has been awarded, at an international conference held in Slovenia, the prestigious European Commission Lifelong Learning 'Leonardo' Gold Award for quality in an international project, pictured below with the award is the Chief Fire Officer Henrik Hansen from Falck and Assistant Chief Fire Officer Steve Worrall from Shropshire Fire and Rescue Service.



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

www.shropshirefire.gov.uk/engine/news/exchange-programme.htm

Performance Management

The Human Resource System (Resourcelink), the Performance Management System, and the Incident Reporting System are being delivered through a structured

project management approach. The Information Technology (IT) handbook has been published and distributed. Both the IT Strategy and Communication/Consultation Strategy will be delivered during 2008/09 as part of the newly identified improvement priorities.

Case Study

During 2007/08 the development of the Performance Management System has taken place. The system has been designed to give managers and staff easier access to statistical information and historic data. The design and development phase is now complete and the implementation and system roll out is planned to take place in mid 2008.

The system is currently scheduled to be rolled out to Telford Central, Wellington, Prees and Oswestry fire station staff. Following feedback from these stations the system will be implemented across the service.



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 (mutual aid) 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 has 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 delivery 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 Fire Authority on progress. All workstreams will be continued within the transitional plan by the Convergence Team.

Case Study

Shropshire and Wrekin Fire Authority is making good progress in delivering elements of the National Critical Infrastructure, namely FiReControl and Firelink projects. The FireControl project will deliver nine networked Regional Control Centers, with an automatic back-up call system. To deliver the required changes Communities and Local Government (CLG) have made funding available to FRS's via the "New Burdens" funding arrangements and locally this money has been used to set up a small but dedicated team whose sole function is to help and assist the Directorate Heads with delivery of the required changes.

In April 2007, EADS DS UK (European Aerospace and Defence Systems, Defence & Security Systems UK) were awarded a contract, worth in excess of £200 million, to provide and maintain the FiReControl technological infrastructure. December 07, saw the West Midlands becoming the first region to achieve practical completion of their Regional Control Centre (RCC) on the scheduled date.

Other important milestones achieved this year include the Local Authority Controlled Company (LACC) responsible for the running of the West Midlands Regional Control Centre (RCC) being officially incorporated at its inaugural meeting in March 2008.

Shropshire Fire and Rescue Service is unique amongst the Fire Services in England in that it already has a full digital networked radio system, the Firelink project will see this technology being rolled out across the UK and will allow for greater interoperability. Progress to date includes the completion of an up-to-date fleet, premise and vehicle requirements, surveys and planning works associated with hardware and software refreshes.



Environmental Sustainability

The Service has evaluated methods for reducing its environmental impact by registering the environmental management system with British Standards Institution (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 the contingency plans. Work to improve the Service's approach to business continuity has resulted in structured processes that have been disseminated throughout the Service.

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 Retained Duty System (RDS) crews and Wholetime crews were able to maintain resilience in operational cover for the communities of Shropshire. Our method for crewing Heavy Volume Pumps with RDS crews proved to be robust.

Audit and Assessment

All the audits within this year's Performance Framework have been completed satisfactorily resulting in a Use of Resources score of 3 and a Direction of Travel and Operational Assessment score of 4.

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 below details the results of each of the audit themes.

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

Financial Performance

This is a summary of the Fire Authority's Statement of Accounts, and sets out the Authority's financial position for the year ended 31 March 2008. The full statement has been prepared in accordance with the CIPFA Code of Practice on Local Authority Accounting, and also the Best Value Accounting Code of Practice, and its publication is required under the Accounts and Audit Regulations 2003.

For further information, please refer to the full Statement of Accounts which is available on our website on the following link: www.shropshirefire.gov.uk

Our Performance during 2007/08

In February 2007, the Fire Authority approved a revenue budget of £19.1m for 2007/08, and expenditure against this budget was closely monitored throughout the year.

During the year, £180,000 was set aside for retirement planning in 2008/09, and £80,000 was committed to leadership development, also in the following year.

A balance of £358,000 remained at the end of the year. Some of this represents expenditure that has slipped from 2007/08 into 2008/09, and this will be added to future budgets. The remaining balance has been added to the Authority's reserves.

Capital Expenditure

The Fire Authority approved a capital programme totalling £1.1m in 2007/08. In addition, a number of schemes from years prior to 2007/08 were rolled forward for completion.

Schemes prior to 2007/08

A total of £756,000 has been spent on schemes which were approved prior to 2007/08. Five schemes are still to be completed, with estimated completion costs of £250,000.

2007/08 Schemes

A total of £442,000 has been spent on schemes approved in 2007/08, including £194,000 on operational vehicles and equipment, £93,000 on building and training improvements, £61,000 on IT equipment, £49,000 on smoke alarms, and £45,000 on digitisation on fire safety files.

Eight schemes are still to be completed, with estimated completion costs of £689,000.

The Capital Programme for 2008/09

The two major schemes in the capital programme for 2008/09 are for operational vehicles; the rolling programme for appliance replacement continues with the introduction of four new appliances, and a vehicle designed to attend and tackle small fires will be introduced to the fleet.

The Revenue Account

This summarises how much has been spent on services during the year, and how this was funded. Last year's account is also shown for comparative purposes.

Note		2007/08 £'m	2006/07 £'m
	Expenditure		
	Community Fire Safety	2.2	2.0
	Firefighting and Rescue Operations	17.0	16.6
1	Democratic Costs	.6	0.6
	Net Cost of Services	19.8	19.2
	Contribution to/(from) Reserves	(0.4)	0.1
2	Pension Fund Adjustments	(0.5)	(0.9)
2	Depreciation and Capital Costs	(0.4)	(0.6)
	Amount to be met by Govt Grant and Council Tax	18.5	17.8
3	Government Grant	(7.2)	(6.8)
	Council Tax	(11.9)	(11.4)
	Surplus for the Year	(0.6)	(0.4)

Notes

- 1 The costs of the running the Fire Authority are shown separately from the cost of services provided by the Fire and Rescue Service.
- 2 As we are a local authority, there are a number of costs that should not be passed on to the council tax payer. Adjustments within the account ensure that the costs shown reflect the true cost to the tax payer.
- 3 The Authority received Revenue Support Grant directly from central Government, and National Non Domestic Rates which are collected nationally and distributed back to local authorities based on population.
- 4 Council tax is set by the Authority to fund expenditure which is not covered by government grant. The Band D council tax for 2007/08 was set at £75.45.

The Balance Sheet

This shows the financial position of the Fire Authority as at 31 March 2008. Last year's balance sheet is also shown for comparative purposes.

Note		2007/08 £'m	2006/07 £'m
	Long Term Assets - buildings & vehicles	24.0	23.7
	Debtors – money owed to the Authority	0.8	0.9
	Creditors – money owed by the Authority	(1.8)	(1.8)
	Borrowing – to fund long term assets	(5.6)	(5.1)
	Investments – cash in hand at year end	5.4	4.9
	Provisions – money provided for future years	(0.1)	(0.1)
1	Money owed to pensioners in future years:	(108.4)	(91.0)
	Less Fire Pension Reserve	105.6	89.2
	Less Local Government Pension Reserve	2.8	1.8
	Total Assets	22.7	22.5
	Assets are funded by:		
2	Long Term Asset Reserve	18.9	19.2
	Reserves – money set aside for specific purposes	2.2	1.9
	General Reserve – money set aside for general risks	1.0	1.0
	General Fund Balance	0.6	0.4
	Total Funding	22.7	22.5

Notes

- 1 The Authority is required to show the total value of future pensions that it is committed to as at the balance sheet date. These will be met from future revenues, which are represented by reserves in the balance sheet.
- 2 This reserve reflects the difference between the cost of fixed assets consumed and the capital financing set aside to pay for them. A substantial amount of our assets were transferred from Shropshire County Council in 1998, when the Fire Authority was established.

The Year Ahead

There are a number of key financial issues that will impact upon the Authority in 2008/09

- **Retained Firefighters & the Part-Time Workers Regulations**

In January 2006, the House of Lords granted a re hearing at a firefighters' Employment Tribunal, which declared that retained firefighters were engaged in broadly similar work as wholtime firefighters.

There will be potential pension costs to the Fire Authority relating to the financial periods between July 2000 and April 2006, as a large proportion of the Fire Authority's employees are retained firefighters. A proportion of the

total potential cost is currently held in the General Reserve.

- **Shrewsbury Headquarters Project**

The major single project in the next three year period is the refurbishment of the Authority's facilities currently housed at St Michaels Street, Shrewsbury. The Authority has put in place policies to maximise internally generated funds and thereby minimise external borrowings and the associated financial burdens.

The Authority is also aware of the complexity of the project and the need to ensure continuity of service, and is using the coming year to ensure planning for the project is as comprehensive as possible.

- **FiReControl Local Authority Controlled Company**

The national FiReControl project is working towards the migration of fire and rescue control functions into nine regional control centres. In the West Midlands region, it is proposed that the regional control centre will become operational for Shropshire in 2010.

The West Midlands Fire and Rescue Services Regional Control Centre Company was incorporated in February 2007, and will be responsible for managing the regional control centre when it becomes operational.

Annual Efficiency Statement

The Annual Efficiency Statement is the formal quantification of the Fire Authority's policies for Best Value.

The Fire Authority regards the objective of providing value for money as a key part of its culture and two of its policies reflect this:

- The ambition that service developments should take into account the amount of funding available from efficiencies.
- An open approach to delivery of the Government target for efficiencies for the Fire Service as a whole.

Although the target is acknowledged as a national average, and not all authorities will be able to make it, the Fire Authority takes the view that it should aim to deliver its average share, and, if higher efficiencies are achievable, to deliver these as well. The current situation is set out below.

The £252,000 achieved in 2007/08 has meant that the Authority has more than achieved the National Disaggregation.

On-going efficiencies	2005/06	2006/07	2007/08
	£000	£000	£000
2004/05 Final	167	167	167
2005/06 Final	264	203	203
2006/07 Final	-	318	318
2007/08 Latest estimate	-	-	252
Our on-going efficiencies	431	688	940
National Target			
Disaggregation	208	676	930

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/cfa/members-handbook/section-1-pdf/05%20-%20Code%20of%20Corporate%20Governance%20June%202008.pdf>

Environmental Footprint

How much do we impact on the environment?

We use an overall assessment of our environmental impact which assesses the impact of all of our activities and allocates a value to them. The current value is 925, a reduction over 12 months from 1000. While these figures are not comparable with any other organisation they do show that our overall negative impact is reducing. It is our target to reduce this figure to less than 880 by December 2008.

For further information on the Service's environmental initiatives please visit the link below:

<http://www.shropshirefire.gov.uk/engine/brigade-resources/technical-services/environmental-management.htm>

Appendices

A: Direction of Travel Statements

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 categorization in 2005.

Appendix A shows progress to the end of the 2007/08 reporting year on the statement published within the 2007/08 Performance Plan.


B: Best Value Performance Indicators

Appendix B shows our outturn performance for the 2007/08 year.

Appendix A: Direction of Travel Statements

Strategic Aim	Corporate Objective
<p>1. Reduce the risk to life and material loss from fires, road traffic collisions and other emergencies in the community.</p> <p>Youth initiatives</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 Personal and Social Health Education 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>

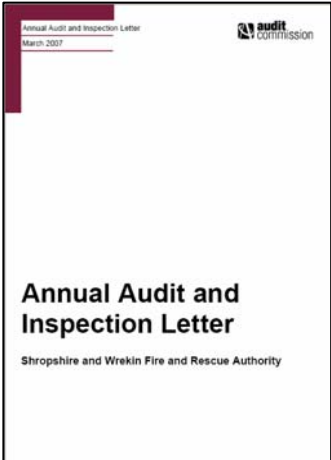

2007-10	Progress to date
Achievement of Public Service Agreement (PSA) targets	<ul style="list-style-type: none"> ▪ All RDS stations now delivering Community Fire Safety (CFS) work including home safety audits and provision of safety advice. ▪ Additional funding made available for rural community fire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

Strategic Aim	Corporate Objective
<p>2. Protect life, property and the environment from fire and other emergencies</p> <p>Tweeddale Station</p> <p>As a result of the 2006/07 IRMP the retained station at Tweeddale was changed to a wholetime/retained station. The IRMP had identified the need to relocate one whole time fire appliance from Telford Central Fire Station to Tweeddale. The project commenced in February 2007 and was completed on 1st January 2008. During the project various building work, the upgrade of Information Technology and communication facilities were carried out.</p> <p>Urban Search and Rescue</p> <p>The Service has recruited the help of one of Shropshire's major employers which provides a one acre training site where firefighters practice their urban search and rescue skills. Training includes cutting through large concrete pipes and massive slabs to practice rescuing victims trapped under rubble in scenarios reconstructed at the site at Ennstone Building Products at Doseley, Telford.</p> <p>Fire crews have carried out a series of training sessions at the site using acoustic and seismic listening devices, snake eye cameras, special shoring tools and cutting equipment to simulate how they would locate trapped victims. The equipment is based on the new rescue tender vehicle based at Wellington fire station.</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"> ▪ New response standards are now in place and are being monitored. ▪ Telford Fire Cover Review complete. Shrewsbury Fire Cover review is ongoing.
<ul style="list-style-type: none"> - Proactive response to emerging risks in the environment - Enhanced performance monitoring of response to non-fire emergencies - Operational resources used to best effect to reduce risk to life across Shropshire 	<ul style="list-style-type: none"> ▪ New rescue tender Project completed. ▪ Training programmes for Urban Search and Rescue (USAR) being implemented. ▪ IRMP analysing crewing arrangements for specialist rescue appliances. ▪ All specialist appliances crewed 24/7.
- Embedded environmental procedures which minimise the effects of our intervention actions	<ul style="list-style-type: none"> ▪ Ongoing Liaison with Environment Agency. ▪ A nationally developed Memorandum of Understanding being reviewed. Foam training facilities being reviewed. ▪ ISO 14001:2004 system which includes operational activities

Strategic Aim	Corporate Objective
<p>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</p> <p>Case Study - Retained Review Availability</p> <p>Shropshire Fire and Rescue Service have improved its Retained Service following a review initiated in 2005 which eventually led to an investment of more than £800,000 by the Fire Authority.</p> <p>The benefits already realised include:</p> <ul style="list-style-type: none"> ▪ Increased RDS Availability - Retained appliances were available during 2007/08 with a crew of 4 on average 97.99% of the time and with a crew of three 98.92% for the period as compared to the previous twelve months which was 96.55% and 98.28% respectively. This improvement is due to improved recruitment strategies and station cover provided by the Retained Support Officers ▪ Recruitment of RDS Staff - Retained recruitment levels have continued to increase throughout the year. This continued upward trend in recruitment and establishment levels follows the implementation of various recruitment strategies arising from the Best Value Review of the Retained Duty System in Shropshire. We have recruited and trained a total of 35 Retained Fire-fighters over the past year. ▪ Retention of RDS Staff - 11 Retained Fire-fighters have left during the year. However these figures are a 27% improvement on the previous year. This downward trend is a result to improved selection procedures and overall management of Retained Recruitment. <p>The review has also led to more pay for retained firefighters, the introduction of larger cabs, increased training time and an employment boost with eight Retained Support Officers - a "floating" watch who have helped to keep rural appliances on the run and relieve pressure at many of Shropshire's retained fire stations.</p> <p>For more information on the Retained Service please visit the Service's website on the link below: http://www.shropshirefire.gov.uk/engine/managing-the-service/retained-review.htm</p>	<p>8. Maintain and improve the health, safety and welfare of all members and employees</p> <hr/> <p>9. Ensure that all members and employees are competent and able to perform their role</p> <hr/> <p>10. Ensure the provision and availability of appropriate equipment, resources and supplier support.</p>

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

Strategic Aim	Corporate Objective
<p data-bbox="188 338 1415 370">4. Provide a service that demonstrates quality and best value in service provision</p> <p data-bbox="188 411 1169 443">Partnerships/West Midlands Regional Management Board (WMRMB)</p> <p data-bbox="188 485 1818 517">The Audit Commission judgement on Shropshire and Wrekin Fire Authority is as published in its Annual Audit letter:</p> <div data-bbox="188 584 517 1046" style="border: 1px solid black; padding: 5px;">  <p data-bbox="206 865 427 922">Annual Audit and Inspection Letter</p> <p data-bbox="206 938 472 954">Shropshire and Wrekin Fire and Rescue Authority</p> </div> <p data-bbox="539 558 1827 1072">“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> 	<p data-bbox="1850 338 2208 587">11. Promote a partnership approach in pursuance of continuous improvement, having regard to a combination of economy, efficiency and effectiveness</p> <p data-bbox="1850 711 2208 849">12. Ensure the provision of a service that meets the needs of the community</p> <p data-bbox="1850 865 2208 1002">13. Ensure the effective management of performance and corporate risk</p> <p data-bbox="1850 1161 2208 1267">14. Reduce the environmental impact of our daily conduct</p>

2007-10	Progress to date
<ul style="list-style-type: none"> - Partnership strategy embedded within the organisation which is ISO 9001 compliant. - Ensure all partnerships have meaningful measures of performance and can show tangible benefits - Partnership strategy further developed with regard to best practice. 	<ul style="list-style-type: none"> ▪ 90% of partnerships now risk assessed ▪ Partnerships on Corporate Risk register ▪ Electronic register in place ▪ Each Partnership will be Equality Impact assessed ▪ A performance assessment of existing partnerships is underway ▪ Partnership assessment of WMRMB completed
<p>Provide the maximum service for the minimum cost.</p>	<ul style="list-style-type: none"> ▪ New Response standards for Fire and RTCs in place and being monitored ▪ Response standards for water rescue being developed ▪ Fire cover review for Telford completed and changed being made. Shrewsbury fire cover review ongoing.
<ul style="list-style-type: none"> - Fully implemented, tested and reviewed disaster recovery and business continuity plans - Performance is monitored to ensure that investment achieves the anticipated benefits - Access to accurate performance data within 7 days 	<ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ The Performance Management System PB Views is being rolled out throughout the organisation.
<p>The position is recognised and registered under ISO14001:2004</p>	<ul style="list-style-type: none"> ▪ ISO 14001 system registered with BSI in March 2008.

Strategic Aim	Corporate Objective
<p>5. Provide a service committed to the highest levels of equality and fairness</p> <p>Vulnerable persons</p> <p>The Vulnerable persons team have conducted a number of initiatives this year including:</p> <div data-bbox="188 552 510 778" data-label="Image"> </div> <p>In August 2007 an initiative to try to reach those who are house bound or with mobility problems A6 postcards were inserted 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 the 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 Shropshire Fire and Rescue Service had been ranked 3rd out of the 19 other fire services' that had undertaken the Audit.</p> <div data-bbox="1339 564 1794 908" 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"> ▪ 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.
Having a working environment that champions mutual respect and dignity	<ul style="list-style-type: none"> ▪ Supervisory and Middle Management Development programmes have now been completed. ▪ Senior staff and managers have been trained in undertaking Equality Impact Assessments ▪ Equality and Diversity briefings in RDS stations are complete and are ongoing for Watches.
Employing a diverse, capable workforce representative of the community we serve	<ul style="list-style-type: none"> ▪ Taster sessions held in Nov 2007 for 'Black and Minority Ethnic (BME)', 'Women' and 'open to all'. ▪ Disability Discrimination Act implemented leading to increasing numbers of individual cases being considered at recruitment stage. ▪ Disability Equality Scheme developed and Gender equality scheme in progress. ▪ Recruitment targets set for females in to the RDS and activity has commenced. ▪ Bi-lingual advocate appointed (temporarily).

Performance

Response Standards

The table below demonstrates performance against the life risk response standards.

Risk Areas	Life Risk Fires		Road Traffic Collisions			Water Rescue Incidents			
	Minimum of 5 firefighters in:	Minimum of 8 firefighters in:	Minimum of 5 firefighters in:	Minimum of 8 firefighters and Rescue Pump in:	Rescue Tender arrives within:	High	Medium	Low	Swift Water Rescue Crew & Boat
High	10 minutes	13 minutes	10 minutes	13 minutes	30 minutes	Nearest available appliances:			30 minutes
Medium	15 minutes	18 minutes	15 minutes	18 minutes	30 minutes	10 minutes	15 minutes	20 minutes	
Low	20 minutes	20 minutes	20 minutes	20 minutes	30 minutes				
Target 2007/08	75%	95%	77%	77%	85%	Not applicable – These Standards were introduced on 01/04/2008			
Performance	79.6%	82.8%	63%	60%	78.4%				

Best Value Performance Indicators Outturn - 2007/08³

BVPI Details	2007/08 Target	2007/08 Actual	Comments
BVPI 142 Number of primary fires and accidental dwelling fires			
(ii) No of calls to fire attended: primary fires per 10,000 population	24	23.34	Continued improvement demonstrated
(iii) No of calls to fire attended: accidental fires in dwellings per 10,000 dwellings	12.6	12.13	Continued improvement demonstrated
BVPI 143 Number of fire deaths and Injuries			
(i) No of deaths arising from accidental fires in dwellings per 100,000 population	0.22	0.66	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	1.99	Injury verification and fire safety campaigns have both impacted on this indicator
BVPI 144 Accidental dwelling fires confined to room of origin The % of accidental fires in dwellings confined to room to origin	95.00%	94.78%	Continued investigation into fire reports is ongoing, four amendments in this category would see the target achieved
BVPI 146 Calls to Malicious False Alarms			
(i) Not attended	0.67	0.64	Call handling performance monitored regularly, which is beginning to show improvement to 146ii
(ii) Attended	0.25	0.27	
BVPI 149 False Alarms caused by Automatic Fire Detection			
(i) False alarms caused by automatic fire detection per 1,000 non-domestic properties	62.75	58.10	Continued improvement demonstrated
(ii) No of those properties as recorded in 149(i) with more than one attendance	14.8	10.49	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%	78.03%	Original target based on lack of historical data

³ Subject to verification by Communities and Local Government

BVPI Detail	2007/08 Target	2007/08 Actual	Comments
BVPI 206 Deliberate Fires			
(i) Primary (excluding Vehicles)	4.75	4.30	This reflects 195 deliberate Primary Fires (excluding vehicles)
(ii) Primary (in vehicles)	4.76	5.03	12 less deliberate primary fires in vehicles would mean target achieved
(iii) Secondary (excluding vehicles)	TBC	21.20	Outturn has provided base data for future reporting years. Indicator reporting cleansed as reported previously
(iv) Secondary (in vehicles)	0.09	0.09	
BVPI 207 Fires in non-domestic properties	12.5	12.96	4 less non-domestic would have meant target achieved
BVPI 208 Escaping unharmed from Accidental Dwelling Fires without assistance	98.50%	97.86%	1 more person escaping unharmed without FRA assistance would have meant target achieved
BVPI 209 Smoke Alarms			
(i) Activated	46%	42.96%	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%	15.14%	
(iii) None Fitted	36%	41.90%	
BVPI 12 Sickness Absence			
(i) The proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	8.5	5.67	The Service has introduced a programme of Absence Management Training for Managers
(ii) The proportion of working days/shifts lost to sickness absence by all staff	9.00	6.07	
BVPI 15 Ill Health retirements			
(i) Wholetime fire-fighter ill-health retirements as a % of the total workforce	0.43%	0.47%	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%	0.00%	There have no ill-health retirements in this category for the reported period
BVPI 8 Undisputed Invoices. The % of undisputed invoices which were paid in 30 days	98.75%	98.36%	If one more invoice was paid under the terms target would be achieved
BVPI 150 Expenditure per head of population. Expenditure per head of population on the provision of fire and rescue services	£42.24	£42.24	2007/08 budget

BVPI Detail	2007/08 Target	2007/08 Actual	Comments
BVPI 2a 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
BVPI 2b 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
BVPI 11a Top 5% of earners			
(i) The % of top 5% of earners that are women For SFRS this represents 1/16 people	14.30%	5.56%	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%	5.56%	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%	11.11%	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
BVPI 16a % 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%	
BVPI 16b % of the economically active population (aged 18-64) in the authority area who have a disability.	14.39%		Given by Communities and Local Government
BVPI 17a % of uniformed staff from ethnic minority communities	1.50%	1.27%	This equates to 7/558 uniformed staff from BME, whereas target is 8-9/558 based on current strength
BVPI 17b % 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
BVPI 210 % of Women Firefighters	3.40%	2.37%	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 Performance Plan 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.

Section 1: About this plan

1. Do you think that the Performance Plan is easy to read?

Strongly Agree Agree Disagree Strongly Disagree Do not know

2. Do you think it is important to publish this information?

Strongly Agree Agree Disagree Strongly Disagree Do not know

3. 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

4. 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: The Programme Office Shropshire Fire and Rescue Service FREEPOST SY1046 Brigade HQ Reception St Michaels Street Shrewsbury SU1 3BR

Please see over for monitoring information.

Section 2: About you

Please note we ask for this information primarily to help inform our register of where vulnerable groups live and where risk is highest.

1. Do you consider yourself to be a disabled person?

Yes No

2. Gender: Male/Female *

3. Marital Status: Single/ Married / Co-habiting *

* Please delete as appropriate

4. I would describe my ethnic/cultural origin as:

White

British
 Irish
 Other, please state _____

Mixed

White and Black Caribbean
 White and Black African
 White and Asian
 Other mixed background, please state _____

Asian or Asian British

Indian
 Pakistani
 Bangladeshi
 Other Asian background, please state _____

Black or Black British

Caribbean
 African
 Other Black background, please state _____

Chinese or other Ethnic Group

Chinese
 Other, please state _____

5. Which of the following best describes your age group?

Under 18	<input type="checkbox"/>	18-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>
35-44	<input type="checkbox"/>	45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>
65+	<input type="checkbox"/>				

6. Which of the following best describes your Religion?

None	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>		
Other, please state	_____		

7. Which of the following best describes your living arrangements?

Adult living alone	<input type="checkbox"/>	All adult family	<input type="checkbox"/>
Extended family	<input type="checkbox"/>	Single with children	<input type="checkbox"/>
Couple with children	<input type="checkbox"/>	Shared house/flat	<input type="checkbox"/>

8. Which District of Shropshire do you live in?

North Shropshire	<input type="checkbox"/>
Oswestry	<input type="checkbox"/>
Shrewsbury and Atcham	<input type="checkbox"/>
South Shropshire	<input type="checkbox"/>
Bridgnorth	<input type="checkbox"/>
Telford and Wrekin	<input type="checkbox"/>

Data Protection Act:

The information or data which you have supplied on this form will be used for reporting purposes and compiling statistics. By completing this information you will be giving your explicit consent to processing of data contained or referred to on it, including information which may be considered to be sensitive personal data.



www.firekills.gov.uk

DON'T FORGET!



**Check the battery
in your smoke alarm**





Shropshire

Fire and Rescue Service

Brigade Headquarters
St Michael's Street
Shrewsbury
Shropshire
SY1 2HJ

Telephone: 01743 260 200
Website: www.shropshirefire.gov.uk
Email: enquiries@shropshirefire.gov.uk

Community Fire Safety

Telephone: 01743 260 260

