

## Shropshire and Wrekin Fire Authority Service Plan 2015/16

This Annual Plan is driven by our new five year plan and sets out our aims, priorities and targets for the year 2015/16 to achieve our vision of "Putting Shropshire's Safety First".

Over the next year and beyond we will build on the successes we have had to date in reducing the numbers of emergency incidents that have such a devastating effect on our communities.

We will continue to work with our partners to reduce the numbers of fires, road traffic accidents and arson activity that have a disproportionate effect on the most vulnerable in our society. How we do it is as important as what we do and our core values are key to the Service in achieving our aims.



**Cllr Stuart West** - Chair  
Shropshire and Wrekin Fire Authority



**John Redmond** - Chief Fire Officer

## Priorities for 2015/16

The Service Transformation Board will oversee the delivery of our priority projects for 2015/16. These projects include some reviews and some implementation projects and fall into four broad categories, detailed below. Each project has both people and financial resources allocated but also needs co-operation and support from all areas of the organisation to ensure success.

### ICT

- Wide Area Network (Upgrade, decommissioning and commercial project)
- Microsoft Lync (System Installation and set-up)
- Virtualisation of the Command & Control System
- Mobile Data Terminals (Software and Hardware upgrade)
- Network Improvements
- Roll out of SharePoint (Phase 2)

### HR and Training

- Development of HR and Training information systems
- Review and negotiation of HR technical support contracts
- Introduction of Learning Pool (e-learning)
- Automation of payment processes

### IRMP

- Review our current staffing model to improve service delivery and increase efficiency
- Review Fire Control to improve service delivery and cost effectiveness
- Review of Telford Central site requirements
- Review the use of front line appliances and special appliances
- New ways of working including a review of the Training Strategy

### Use of Assets

- Station Refurbishment (Wholetime and Retained)
- Specialist vehicle specification and replacement
- Improving security on Fire Stations
- Training Facility Improvements

## Our Aims

**To be there when you need us in an emergency with a professional and well equipped team**

**To reduce the number of fires in our community**

**To reduce the number of fire related deaths and serious injuries**

**To deliver a fire and rescue service, which provides value for money for our community now and into the future**

## Service Targets

The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions.

All accidental fires will be reduced to not more than 548 fires during 2015/16.

Accidental dwelling fires to be reduced to not more than 236 during 2015/16.

Deliberate fires will be reduced to not more than 693 fires during 2015/16.

Fire related deaths and serious injuries in the community will be reduced to not more than 20 during 2015/16.

Injuries sustained to staff through firefighting will be reduced to not more than 27 injuries during 2015/16.

To obtain an unqualified Value for Money (VFM) conclusion from External Audit.

## Our Purpose

Save and protect life, property and the environment from fire and other emergencies

## Our Core Values

- Service to the community
- Accountability to the local community
- Treating everyone fairly and with respect
- Valuing improvement and striving to achieve it at every opportunity and at every level of the service