

**M. Pearson
CLERK TO THE AUTHORITY**

**To: The Chair and Members of the
Community Safety and Corporate
Planning Committee
(see below)**

**SERVICE HEADQUARTERS
THE KNOWLE
CLYST ST GEORGE
EXETER
DEVON
EX3 0NW**

Your ref :
Our ref :
Website : www.dsfire.gov.uk

Date : 6 January 2009
Please ask for : Sam Sharman
Email : ssharman@dsfire.gov.uk

Telephone : 01392 872200
Fax : 01392 872300
Direct Telephone : 01392 872393

COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
(Devon and Somerset Fire and Rescue Authority)

Wednesday 14 January 2009

A meeting of the Community Safety and Corporate Planning Committee will be held on the above date, **commencing at 14:00 hours in Conference Room A in Somerset House, Service Headquarters** to consider the following matters.

M. Pearson
Clerk to the Authority

AGENDA

1. **Apologies**
2. **Minutes** of the meeting held on 6 November 2008 attached (Page 1).
3. **Items Requiring Urgent Attention**

Items which, in the opinion of the Chair, should be considered at the meeting as matters of urgency.

4. **Declarations of Interest**

Members are asked to consider whether they have any **personal/personal and prejudicial interests** in items as set out on the agenda for this meeting and declare any such interests at this time. *Please refer to the Note 2 at the end of this agenda for guidance on interests.*

PART 1 – OPEN COMMITTEE

5. **Community Safety Proactive Measures**

Report of the ACFO (Community Safety) (CSCPC/09/1) attached (page 4).

6. **Partnership Governance Framework And Toolkit**

Report of the ACFO (Community Safety) (CSCPC/09/2) attached (page 8).

7. **Update Of Projects Relating To Retained Duty Systems**

Report of the ACFO (Community Safety) (CSCPC/09/3) attached (page 11).

8. **New Operational Risk Information System (ORIS)**

Report of the ACFO Stratford (CSCPC/09/4) attached (page 14).

9. **Target Setting for Devon and Somerset Fire and Rescue Authority Corporate Plan 2009/10 To 2011/12**

Report of ACFO (Community Safety), ACFO (Operations), and Head Of Service Planning and Review (CSCPC/09/5) attached (page 24).

PART 2 – ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PRESS AND PUBLIC

Nil

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Fry (Chair), S. Hughes (Vice Chair), Dyke, Foggin, Leaves, Manning and Tully.

Substitute Members

Members are reminded that, in accordance with Standing Order 30, the Clerk (or his representative) MUST be advised of any substitution prior to the start of the meeting.

NOTES

1. ACCESS TO INFORMATION

Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact Sam Sharman on the telephone number shown at the top of this agenda.

2. DECLARATIONS OF INTERESTS BY MEMBERS

What Interests do I need to declare in a meeting?

As a first step you need to declare any personal interests you have in a matter. You will then need to decide if you have a prejudicial interest in a matter.

What is a personal interest?

You have a personal interest in a matter if it relates to any interests which you must register, as defined in Paragraph 8(1) of the Code.

You also have a personal interest in any matter likely to affect the well-being or financial position of:-

- (a) you, members of your family, or people with whom you have a close association;
- (b) any person/body who employs/has employed the persons referred to in (a) above, or any firm in which they are a partner or company of which they are a director;
- (c) any person/body in whom the persons referred to in (a) above have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of which you are a Member or in a position of general control or management and which:-
 - you have been appointed or nominated to by the Authority; or
 - exercises functions of a public nature (e.g. a constituent authority; a Police Authority); or
 - is directed to charitable purposes; or
 - one of the principal purposes includes the influence of public opinion or policy (including any political party or trade union)

more than it would affect **the majority** of other people in the Authority's area.

Anything that could affect the quality of your life (or that of those persons/bodies listed in (b) to (d) above) either positively or negatively, is likely to affect your/their "well being". If you (or any of those persons/bodies listed in (b) to (d) above) have the potential to gain or lose from a matter under consideration – to a **greater extent** than **the majority** of other people in the Authority's area - you should declare a personal interest.

What do I need to do if I have a personal interest in a matter?

Where you are aware of, **or ought reasonably to be aware of**, a personal interest in a matter you must declare it when you get to the item headed "Declarations of Interest" on the agenda, or otherwise as soon as the personal interest becomes apparent to you, **UNLESS** the matter relates to or is likely to affect:-

- (a) any other body to which you were appointed or nominated by the Authority; or
- (b) any other body exercising functions of a public nature (e.g. membership of a constituent authority; other Authority such as a Police Authority);

of which you are a Member or in a position of general control or management. In such cases, provided you do not have a prejudicial interest, you need only declare your personal interest if and when you speak on the matter.

Can I stay in a meeting if I have a personal interest?

You can still take part in the meeting and vote on the matter unless your personal interest is also a prejudicial interest.

What is a prejudicial interest?

Your personal interest will also be a **prejudicial** interest if **all** of the following conditions are met:-

- (a) the matter is not covered by one of the following exemptions to prejudicial interests in relation to the following functions of the Authority:-
 - statutory sick pay (if you are receiving or entitled to this);
 - an allowance, payment or indemnity for members;
 - any ceremonial honour given to members;

- setting council tax or a precept; **AND**
- (b) the matter affects your financial position (or that of any of the persons/bodies as described in Paragraph 8 of the Code) or concerns a regulatory/licensing matter relating to you or any of the persons/bodies as described in Paragraph 8 of the Code); **AND**
- (c) a member of the public who knows the relevant facts would reasonably think your personal interest is so significant that it is likely to prejudice your judgement of the public interest.

What do I need to do if I have a prejudicial interest?

If you have a prejudicial interest in a matter being discussed at a meeting, you must declare that you have a prejudicial interest (and the nature of that interest) as soon as it becomes apparent to you. You should then leave the room unless members of the public are allowed to make representations, give evidence or answer questions about the matter by statutory right or otherwise. If that is the case, you can also attend the meeting for that purpose.

You must, however, leave the room **immediately after you have finished speaking (or sooner if the meeting so decides)** and you cannot remain in the public gallery to observe the vote on the matter. Additionally, you must not seek to **improperly influence** a decision in which you have a prejudicial interest.

What do I do if I require further guidance or clarification on declarations of interest?

If you feel you may have an interest in a matter that will need to be declared but require further guidance on this, please contact the Clerk to the Authority – preferably before the date of the meeting at which you may need to declare the interest. Similarly, please contact the Clerk if you require guidance/advice on any other aspect of the Code of Conduct.

COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE

(Devon and Somerset Fire and Rescue Authority)

6 November 2008

Present:-

Councillors Fry (Chair), Foggin, S. Hughes, Leaves, Manning and Mrs. Parsons (vice Dyke).

Apologies:-

Councillors Dyke and Tully

***CSCPC/16. Minutes**

RESOLVED that the Minutes of the meeting held on 4 September 2008 be signed as a correct record.

***CSCPC/17. Service Activity during recent Flooding Conditions**

(An item taken in accordance with Section 100B(4)(b) of the Local Government Act 1972).

The Chair determined that this should be considered as a matter of urgency to enable the Committee to be apprised at the earliest opportunity of Service activities during the recent adverse weather conditions.

The Assistant Chief Fire Officer (Operations) informed the Committee, for information, on activities (including utilisation of Urban Search and Rescue facilities) undertaken by the Service during the recent freak weather conditions that had resulted in extensive flooding in the Ottery St. Mary area.

***CSCPC/18. Declarations of Interest**

Members of the Committee were invited to consider whether they had any **personal/personal and prejudicial interests** in items as set out on the agenda for the meeting and declare any such interests at this time. No interests were declared.

***CSCPC/19. Operations and Resilience Summary Update**

The Committee considered a report of the Assistant Chief Fire Officer (Operations) (CSCP/08/4) summarising progress to date in relation to operational and resilience activities as featured in the Corporate and Departmental plans. The majority of the work sought to improve service delivery arrangements through a more flexible approach to resource disposition and use (both staff and equipment/appliances) to most appropriately address identified community risk.

The report covered the following areas:-

- preliminary work to examine current wholetime and day crewed shift arrangements, in line with National Framework expectations, to ensure flexibility and targeting of resources to most appropriately meet the challenges faced by a modern fire and rescue service;

- progress in reviewing the distribution of emergency response resources in light of the recently-approved new Service response standards;
- progress with work to harmonise and update arrangements for operational risk information to ensure full compatibility with the Firelink and FiReControl (Regional Control Centre) projects;
- the drafting of a new Memorandum of Understanding between the Service and the South West Ambulance Service Trust (SWAST), providing a framework of operation (including funding arrangements) for the co-responder scheme;
- progress in introducing a specialist rescue capability including, amongst other things, water rescue;
- progress with the National Resilience Programme and the hosting by the Service of associated facilities (e.g. Urban Search and Rescue [USAR] teams; high volume pumps);
- the work of the Service with Local Resilience Forums under the provisions of the Civil Contingencies Act;
- audit arrangements put in place by the Service to assess station preparedness for operational incidents and performance at operational incidents.

Members commented in particular on the work being undertaken to harmonise and update operational risk information and asked to be provided with further details on this.

RESOLVED

- (a) that a report be submitted to the next meeting detailing work being undertaken on the harmonisation and updating of operational risk assessments;
- (b) that, subject to (a) above, the report be noted.

***CSCPC/20. Regional Control Centre Update**

The Committee received **FOR INFORMATION** a report of the Assistant Chief Fire Officer (Operations) on the current position in relation to the FiReControl Project and covering, amongst other things:-

- publication of the Part 1 Business Case, to which the Authority had responded. The Department for Communities and Local Government (CLG) had indicated that it would not reply separately to representations made by individual fire and rescue services but would in due course be releasing a composite response;
- the announcement by CLG of a re-alignment of the project dates and the potential impact of this on the legacy control systems of individual fire and rescue services;
- the potential impact of the date re-alignment on the Service Project Team, taking account also of normal staff movements and retirements;

- benefits to accrue from the project, including enhancements to data availability at operational incidents via mobile data terminals in emergency appliances and precise appliance location via global positioning technology.

***CSCPC/21. Retained Duty System (RDS) Review - Update**

The Assistant Chief Fire Officer (Operations) withdrew this item pending further management discussions and the submission of details to a future meeting.

*** DENOTES DELEGATED MATTER WITH POWER TO ACT**

The meeting started at 10.00hours and finished at 11.06hours

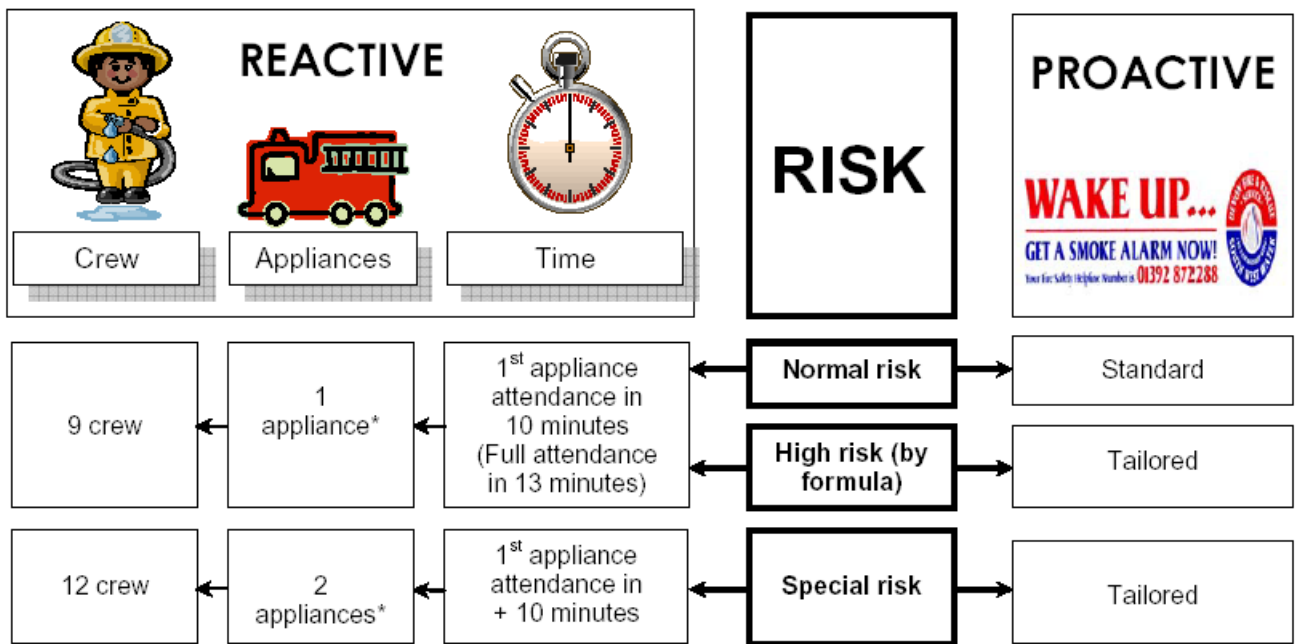
DEVON & SOMERSET FIRE & RESCUE AUTHORITY



REPORT REFERENCE NO.	CSCPC/09/1
MEETING	COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
DATE OF MEETING	14 JANUARY 2009
SUBJECT OF REPORT	COMMUNITY SAFETY PROACTIVE MEASURES
LEAD OFFICER	ACFO (Community Safety)
RECOMMENDATIONS	<p>(a) <i>That the Committee endorses the proposals within this report to enable the initiation of a project to develop the delivery options set out in paragraph 3 within 2009/10.</i></p> <p>(b) <i>That the Committee endorses the proposal to undertake work to improve the targeting of those considered to be at highest risk from fire.</i></p> <p>(c) <i>Subject to (a) and (b) above, to note the content of this report.</i></p>
EXECUTIVE SUMMARY	<p>Following the introduction of enhanced response times for dwellings, there is a commitment to implement a broader prevention strategy to provide targeted advice and visits for dwellings outside of the 10 minute response time. Additionally, the Service needs to continue to drive down risk amongst the highest risk communities who receive an emergency response within 10 minutes.</p> <p>This paper presents a proposal which supports this improvement to service delivery over the forthcoming planning year.</p>
RESOURCE IMPLICATIONS	<p>The development of the advocate network can be met within existing Community Safety budget codes for 2009/10.</p> <p>The expansion of the Community Safety Action Teams (CSAT) model is an ongoing part of the Group planning process during 09/10.</p>
EQUALITY IMPACT ASSESSMENT	The policies supporting these proposals will undergo an Equality Impact Assessment.
APPENDICES	None
LIST OF BACKGROUND PAPERS	<ul style="list-style-type: none"> • Risk Assessment Methodology for Defining the Service's Risk Profile for Emergency Response and Proactive Work (CSCPC/37) • Draft Corporate Plan 2009/10 to 2011/12 (DSFRA/08/23).

1. BACKGROUND

- 1.1 The Service adopted new response times for fires in dwellings and this improvement to service delivery has resulted in better response standards for many rural communities. The former long-standing ‘standards of fire cover’ ¹ included an intention to reach rural dwellings with a single appliance within 20 minutes – this description was formerly known as the ‘D risk’ category. There was also a ‘remote rural’ category for which there was no specific response time, and these properties relied on the ‘best efforts’ of the Service.
- 1.2 The introduction of integrated risk management planning resulted in each Fire & Rescue Service identifying and analysing its own risks and to subsequently develop a plan to respond to those identified risks in the most efficient and effective way. Devon & Somerset undertook research and worked in conjunction with Dorset FRS and the University of Exeter to develop response standards for all dwellings across the Service area.



2. ASSESSING THE RISKS

- 2.1 Across Devon and Somerset there are approximately 124,000 known dwellings beyond the 10 minute response time areas, many of which are on the fringes of the main conurbations but there are some considered to be ‘remote rural’. The University research identified a range of risk types and categorised them into five groups. The first two groups are considered to be those presenting the highest risk of experiencing a fire and suffering as a consequence (e.g. the elderly living alone, disabled, etc). The Fire Standards of Emergency Cover (FSEC) tool-kit identifies that these two highest risk groups account for 150,761 residents (9.6% of the total population).
- 2.2 Working on this basis it is reasonable to assume that approximately 10% of the total dwellings (approx 12,400) outside the 10 minute response time are likely to contain at least one member of the two highest risk groups.

¹ Formulation of the national standards of fire cover was first laid down in 1936 and later implemented in 1947, following the Second World War They were subsequently reviewed in 1958 and 1985, but were never significantly changed. They were repealed on the introduction of the requirement for Service’s to undertake local Integrated Risk Management Planning in 2003.

- 2.3 The location of these most vulnerable members of our population is not easily identifiable. However, there are data-sets available in the public and commercial domain which can be combined by using well-developed software solutions. Such systems are able to draw on information such as levels of deprivation, public health figures, economy and income related statistics, and other social demographic data.

3. THE DELIVERY PROPOSAL

- 3.1 Initially, the Service will need to improve its ability to access and analyse risk information in order to prioritise those wards with the greatest predominance of high risk groups and then to ensure that readily accessible information and advice is made available to those populations.

- 3.2 The Service will then need to improve its delivery provision by developing a delivery strategy which builds on the excellent work of our station-based employees and our Community Safety Action Teams (CSAT). Further to this, the Service will introduce the concept of community fire safety advocates. Over the forthcoming 12 month period the Service will assemble a body of skilled employees and advocates to target these highest risk groups. Those falling within the same high risk groups within the 10 minute response time areas will continue to receive the attention of the station-based staff who will deliver a Home Safety Visit for each property, which will include the installation of a 10 year smoke alarm on each level of the property.

- 3.3 All such risk areas will be offered advice and those falling within the risk groups will receive a visit, whilst those deemed to fall within the normal or lower risk bands (three to five) will be offered suitable information which will enable them to assess the hazards within their home.

4. COMMUNITY SAFETY ACTION TEAMS (CSAT)

- 4.1 The CSAT is a concept that offers preventative work on a secondary contract for any employee of the Service. The individuals are selected on the basis of their capability to provide a sufficient number of hours and their ability to engage with members of the public through the delivery of a range of activities, such as Home Safety Visits, Hot Strikes, School Talks, etc.

- 4.2 The CSAT currently exists in West Somerset and North Devon. Further teams are being developed in West Devon and South Devon areas (these are presently at the stage of appointing new members). This delivery option provides a very efficient and reliable means of delivering preventative activities in more rural areas by Service employees.

5. ADVOCATES

- 5.1 Advocates are representative of the communities within which they serve and would typically work in partnership with community groups, external agencies and fire station personnel to identify vulnerable residents and subsequently deliver the most appropriate intervention. Experience from other Services with similar schemes would suggest that advocates used in this way have a well-developed knowledge of their community and are capable of delivering a preventative message to minority groups in a way that is sensitive to the environment and the community's needs.

- 5.2 Advocates could also originate from within rural communities or from specific hard-to-reach minority groups. This would present unique opportunities which would advance the Service's capability to engage with the full spectrum of residents across Devon and Somerset.

6. DEVELOPING AND EVALUATING THE DELIVERY METHODS

- 6.1 The Community Safety Department at Service Headquarters will initiate a project to improve the targeting of the highest risk groups and to subsequently develop the abovementioned delivery methods to advance the intervention to those priority groups. Within the first year (2009/10) the cost of these developments can be met from the existing Community Safety delivery budget codes, subject to approval of the draft budget.. The project will apply a staged review to evaluate the efficiency and effectiveness of the delivery methods.
- 6.2 The review process will seek to measure any added value in terms of the Service's mode of delivery and will assess the impact of the CSAT and the Advocates on the targeted communities of Devon and Somerset.

7. RECOMMENDATIONS

- (a) That the Committee endorses the proposals within this report to enable the initiation of a project to develop the delivery options set out within paragraph 3 within 2009/10.
- (b) That the Committee endorses that the proposal to undertake work to improve the targeting of those considered to be at highest risk from fire.
- (c) Subject to (a) and (b) above, to note the content of this report.

**PETE SMITH
ACFO (COMMUNITY SAFETY)**

DEVON & SOMERSET FIRE & RESCUE AUTHORITY



REPORT REFERENCE NO.	CSCPC/09/2
MEETING	COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
DATE OF MEETING	14 JANUARY 2009
SUBJECT OF REPORT	PARTNERSHIP GOVERNANCE FRAMEWORK AND TOOLKIT
LEAD OFFICER	ACFO (COMMUNITY SAFETY)
RECOMMENDATIONS	<i>That the progress made towards the introduction of the Partnership Governance Framework and Toolkit as outlined in this report be noted.</i>
EXECUTIVE SUMMARY	<p>This paper provides a summary of the draft Partnership Governance Framework and Tool-kit applicable to both elected Members and Officers of the Service.</p> <p>The Framework introduces a structured means of administering, governing and reviewing the performance of all formal partnerships to ensure that the Service and the Authority is able to demonstrate that sufficient value is added as a consequence of our collaboration with significant partners. A presentation on the Partnership Governance Framework and Toolkit will be given at a future meeting of the Devon and Somerset Fire and Rescue Authority.</p>
RESOURCE IMPLICATIONS	None
EQUALITY IMPACT ASSESSMENT	
APPENDICES	None
LIST OF BACKGROUND PAPERS	None

1. BACKGROUND

- 1.1 The Service has worked for many years with partners, both formally and informally. Since 2002 the Service has been involved in Crime and Disorder Reduction Partnerships and more recently the Local Strategic Partnerships. Vivality, the Service has recently identified its contribution to the four Local Area Agreements (LAAs) in terms of mapping the activities and programmes with the prioritised indicators for each LAA Area.
- 1.2 Many other partnerships and relationships exist informally and have developed on an ad hoc basis over the years, some of which relate only loosely to the Service's goals. Similarly the profusion of partnerships has been managed on a local basis without a structured means of identifying the risks, costs and added value to the Service or the communities it serves.
- 1.3 Whilst the Service needs to continue to engage with the many partnerships that exist it equally needs to improve its partnership governance arrangements, risk management processes and its awareness of the partnerships overall contribution in terms of time, engagement and cost.

2. RATIONALE FOR A PARTNERSHIP FRAMEWORK

- 2.1 There are a number of reasons why a partnership governance framework is needed;
- To promote **common understanding** of the different types of partnership activity and their relative strengths/weaknesses.
 - To achieve **transparency** for our partners through the introduction of clear processes and standards.
 - To demonstrate **purpose and added value** of all partnership working activities (in relation to Service priorities, its efficiency and costs).
 - To be more aware of what the partnership working activities **deliver and to share good practices**.
 - To make effective **resource decisions** and take into account the full contribution made by partnership working activities to the achievement of the Service goals and priorities.
 - To ensure that **partnership performance monitoring and review** is fully integrated into our plans.
- 2.2 Additionally, there is a need to advise members and officers when engaging in formal partnerships with regard to the necessary skills and abilities, developing agreements in terms of their engagement and reviewing the effectiveness of their contribution and the partnerships achievements.

3. **PARTNERSHIP FRAMEWORK DELIVERABLES**

3.1 The Service is seeking to introduce a Partnership Board. The Constitution and Terms of Reference for the Board will be submitted for consideration in due course but may include:

- to consider new partnership proposals;
- to review the performance of existing formal partnerships, and;
- to determine when a partnership may need to be come to an end.

3.2 The framework proposes the maintenance of a partnership database which will seek to catalogue all partnership details including:

- business case,
- partnership objectives, targets and outcomes,
- risks, liabilities and control measures,
- budget control mechanisms,
- point of contact,
- links to the corporate plan or other strategic imperatives,
- contractual obligations, etc.

3.3 The framework sets out clear principles for effective partnership working and identifies the skills required by elected members and officers when attending and engaging effectively with formal partnerships.

4. **RECOMMENDATION**

4.1 That the progress made towards the introduction of the Partnership Governance Framework and Toolkit as outlined in this report be noted.

PETE SMITH
ACFO (COMMUNITY SAFETY)



DEVON & SOMERSET FIRE & RESCUE AUTHORITY

REPORT REFERENCE NO.	CSCPC/09/3
MEETING	COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
DATE OF MEETING	14 JANUARY 2009
SUBJECT OF REPORT	UPDATE OF PROJECTS RELATING TO RETAINED DUTY SYSTEMS
LEAD OFFICER	ACFO (COMMUNITY SAFETY)
RECOMMENDATIONS	<p><i>(a) That the Committee endorses the involvement of all staff affected by the implementation of improvements to the Retained Duty System;</i></p> <p><i>(b) That, subject to (a) above, the Committee notes the progress made to date.</i></p>
EXECUTIVE SUMMARY	<p>Following the review of the Retained Duty System (RDS) which was completed in March 2008, important areas of potential improvement have been identified that will significantly enhance the service's ability to attract and keep staff on the RDS including females and those from minority groups.</p> <p>This paper illustrates the planned and proposed projects that will be undertaken by working groups including RDS employees.</p>
RESOURCE IMPLICATIONS	The resource implications have not been quantified at this stage, however, it is intended that the implementation of new ways of working will be cost neutral at least or result in organisational efficiencies
EQUALITY IMPACT ASSESSMENT	An Equality Impact Assessment (EIA) will be carried out for the project as appropriate.
APPENDICES	None
LIST OF BACKGROUND PAPERS	Retained Review

1. **BACKGROUND**

- 1.1 A review of the Retained Duty System (RDS) arrangements in Devon and Somerset Fire and Rescue Service (DSFRS) was carried out which was reported to the Committee in March 2008. This involved extensive consultation with RDS employees, their partners and service managers. Following this process, the results have been analysed by relevant departments in order to inform future activities and plans.
- 1.2 As a result senior managers have identified areas of work that require immediate or longer term action. This paper provides an update of existing and planned activities.

2. **EXISTING PROJECTS**

Development of new RDS working arrangements

- 2.1 As part of the RDS review DSFRS employees were consulted regarding the performance of the existing “pay as you go” and former Devon Salary Scheme arrangements as well as their preferences for future RDS contracts, working arrangements and methods of payment. This consultation process and performance review has identified the positive and negative aspects of both of the existing systems.
- 2.2 In order to develop the most effective way forward, utilising the strengths of the existing arrangements as well as considering new ideas, a working group to include an RDS representative from each of the existing 6 areas has been established.
- 2.3 The intention of this is to improve working arrangements in order to assist with recruitment and retention issues as well as improving operational performance. This is an excellent opportunity to further develop the strengths of the existing RDS systems and to harmonise the arrangements across Devon and Somerset.
- 2.4 It is intended that this group will report during the spring of this year.

Availability monitoring systems and electronic pay roll

- 2.5 The review identified that the implementation of an availability monitoring tool and improvements to the paper based pay system were a priority. As a consequence the Service Management Board recently approved the procurement of such a system.
- 2.6 An electronic availability system will present real time information regarding the availability of appliances and RDS employees enhancing resilience, and will also provide service managers with effective systems to manage performance. Additionally it will provide options such as the use of text via mobile phones and use of the internet for RDS employees to update and record their weekly cover improving the flexibility of their working arrangements.
- 2.7 An electronic RDS pay system will enable pay claims to be processed electronically via the intranet or internet. This introduction could provide efficiency savings or improvements due to reduced workload for the Pay and Conditions department and service delivery managers, as well as increased morale due to enhanced effectiveness and accuracy. Additionally employees will be able to review their own pay claim history remotely reducing the number of queries to the pay department. This area was identified as a key issue within the RDS review.

2.8 A Working Group has been formed to manage the implementation of this project; however, it is expected that the procurement process will take until the end of April 2009 and therefore, the system will not be available for use for at least 6 months.

3. **PROJECTS IN DEVELOPMENT**

3.1 Once again feedback from the RDS review has identified issues that require further development or implementation. RDS employees will be used to form project teams in order to meet some of the objectives listed below:

- Introduce a Retained forum to improve communication and consultation with RDS employees.
- To review the provision of the existing recruitment process in order to improve access and availability of recruitment information.
- Develop improved RDS vacancy management arrangements to provide accurate work force planning information.
- Develop a strategy for positive action in order to promote recruitment from under - represented groups.
- Develop a strategy to raise awareness of the role of Retained firefighters within the community
- Develop a strategy to improve liaison with the primary employers of RDS employees
- Review the range of activities currently being carried out by RDS employees and identify opportunities to introduce specialist roles and skills.

4. **CONCLUSION**

4.1 The purpose of this update is to provide a summary of the existing and planned projects that have been generated following the RDS review. Working groups are formed or being formed for these tasks and will be managed using the service project control tool.

4.2 RDS employees have been extensively consulted during the review process and will be actively involved in the planning and implementation of the proposed projects. This approach will improve the level of involvement and contribution of RDS employees towards the service improvement programme.

**PETER SMITH
ACFO (COMMUNITY SAFETY)**



DEVON & SOMERSET FIRE & RESCUE AUTHORITY

REPORT REFERENCE NO.	CSCPC/09/4
MEETING	COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
DATE OF MEETING	14 JANUARY 2009
SUBJECT OF REPORT	NEW OPERATIONAL RISK INFORMATION SYSTEM (ORIS)
LEAD OFFICER	ACFO Stratford
RECOMMENDATIONS	<i>That the report be noted</i>
EXECUTIVE SUMMARY	<p>The service has a duty to provide accurate and up to date risk information for operational crews. At present, following combination, the service is currently operating two different systems for gathering and providing risk information. There is a need to review and revise the current arrangements and provide a harmonised system for the new combined organisation.</p> <p>This paper sets out the details of the new operational risk information system (ORIS) and outlines the project plan for completing the work.</p>
RESOURCE IMPLICATIONS	<p>The ORIS Team based at SHQ has been set up using existing staffing arrangements with three personnel changing their line management arrangements and job descriptions.</p> <p>Hardware and software requirements were provided from existing budgets.</p> <p>The provision of plans using the new system will be done electronically; however delays in the provision and installation of the MDTs (part of the Firelink Project) may result in the need to provide hard copies of SSRI plans in the initial stages. This will result in a small cost implication to cover stationary of approximately £300.</p>
EQUALITY IMPACT ASSESSMENT	
APPENDICES	<p>Appendix 1 – ORIS Flow Chart</p> <p>Appendix 2 – Project Plan</p>
LIST OF BACKGROUND PAPERS	None

1. **INTRODUCTION**

- 1.1 The Fire and Rescue Service Act 2004 imposes a duty on fire and rescue authorities (under section 7.2(d)) to make arrangements for obtaining information needed for extinguishing fires in its area, and protecting life and property in the event of fires in its area.
- 1.2 The new Fire and Rescue Service National Framework (2008–11) also makes it clear that fire and rescue authorities must have in place effective arrangements for gathering risk information and making it readily available to operational crews. This should include an effective audit and review system to ensure that the information is current and in the required format.
- 1.3 Previously both Devon and Somerset had policies and procedures to deliver this and there is now clearly a need to harmonise these arrangements across the new organisation following combination. There are also other issues that have been identified and will need to form part of any new process, including:
- Current systems do not support the maintenance of up to date information
 - Provision of common data for the Regional Control Centre (RCC)
 - Existing processes are not consistent and have created excessive individual plans in some areas which require rationalisation
 - Existing processes do not include a robust audit and review process
 - The post incident reports into the recent incidents in Hertfordshire and Warwickshire have identified issues with regard to the relevance of information available to crews
- 1.4 The new system of gathering risk information and disseminating, auditing, reviewing and updating that information will be called the **Operational Risk Information System (ORIS)**.
- 1.5 The whole process will be managed by the ORIS Team who consist of the team manager and three technicians based at SHQ (however for the foreseeable future, the ORIS technicians will be based at their current locations in Plymouth, Barnstaple and Taunton). The team will work within the Operational & Resilience Department, line managed by the Operational & Resilience Department Admin Manager/ORIS Team Manager.
- 1.6 Station-based personnel and Flexi-Duty Officers will also be aware that Operation Risk Information Aide-Memoires have already been issued. These aide memoires are designed to compliment the ORIS.

2. **THE CURRENT SITUATION**

- 2.1 At present the old Devon and Somerset areas operate slightly different systems for gathering and presenting risk information. ORIS intends to harmonise and update this process. Whilst ORIS is being developed, it is essential that the current systems, although different, continue to be managed and updated as necessary.

- 2.2 It is not intended to alter the current situation across the two counties at this time and the development of ORIS will run in parallel to the maintenance of the existing systems. The Operations & Resilience Department is employing a Crew Manager on a temporary basis to manage the maintenance of the existing systems as well as assisting with the development of ORIS.
- 2.3 There have however been some minor changes/improvements to the facility to access risk information in the old Somerset area. This has provided a mobile data terminal (MDT) facility, similar to that already available in the Devon area. A colour printer for all command vehicles is also being trialed. This will enable greater access to information on the incident ground at larger incidents and greater clarity. There will also be access to the internet (subject to signal strength) that will provide e-mail facility, access to service polices and other information, e.g. 'google maps'.
- 2.4 The current situation will remain in place until the service is ready to 'cross over' to ORIS. This will only happen when the re-evaluation of the current high risk plans has been completed and the relevant plans have been produced. The work to re-evaluate the current high risk sites is due to commence on the 1st January 2009 and is hoped to be completed by the 31st March. This should allow for a cross-over to the new system on the 1st April 2009.

3. RISK INFORMATION

- 3.1 ORIS will have five levels, with each level providing information to the crews attending any incident. The extent of information is based most importantly on the level and extent of the risk to operational crews but also taking into account the potential loss of the building, site or geographical area, environmental impact, heritage risk and the impact on the community in general.

3.2 Level 1 Information – Turn-out Information (TOI)

- 3.2.1 This will be very basic information provided to crews via the turn-out sheet. This information will primarily be generated from questions that the fire control operator will ask when handling the initial call.

3.3 Level 2 Information – Generic Risk Information (GRI)

- 3.3.1 This will be information relating to generic risk types, i.e. supermarkets, DIY superstores, garages, church halls, etc.

3.4 Level 3 Information – Site Specific Risk Information (SSRI)

- 3.4.1 This will be information specific to a building and will generally be restricted to buildings that present the highest risk to firefighters. However, it will also include buildings that, whilst not being of high risk to attending firefighters, present a significant risk to the environment, a significant heritage risk or if severely damaged or destroyed by fire or other incident would have a serious impact to the local community, i.e. a school or a major employer.

3.5 Level 4 Information – Major Site Risk Plan (MSRP)

- 3.5.1 This will be information relating to larger sites, i.e. large hospital sites that would require an element of pre-planning information for attending crews including issues such as RV points, etc. It will also include COMAH and other similar sites. An MSRP may also include a number of premises with GRIs or SSRIs. This level of information is also intended to link to the Community Risk Registers (CRR) developed by the Local Resilience Forums (LRF).

3.6 Level 5 Information – Strategic Level Plan (SLP)

- 3.6.1 This will be information related to county or regional plans that may involve the service. These will, in the main, be multi-agency contingency plans that relate to major incidents, i.e. the Devon Flood Warning and Response Plan.

4. ORIS PROCESS

- 4.1 The process for assessing and gathering risk information, for formulating the information into plans, disseminating the information and finally monitoring, auditing and reviewing the information is very much a joint process by Group Commanders, Station/Watch Based personnel, Fire Control and the Risk Information Team (part of the Operations & Resilience Department) with each having specific roles and responsibilities.

4.2 Level 1 Risk Information (TOI)

- 4.2.1 This information will be gathered by Fire Control operators interrogating the caller who originates the call. Information will be limited and will be added to the station turn out sheet. With the introduction of RCC it is envisaged that Fire Control operators will follow a list of predetermined questions when extracting information.

- 4.2.2 This work and the process is linked to the RCC Project and is on-going at this time.

4.3 Level 2 Risk Information (GRI)

- 4.3.1 This information relates to premises that while having the potential to present a risk to operational crews, are considered to be of a generic nature and would therefore not require a site specific plan. These premises would be classed as normal risk. A good example would be a DIY superstore, filling stations, nursing homes, etc.

- 4.3.2 The Operations & Resilience Department has started to prepare a list of such premises and will begin to produce GRI plans for each. It is envisaged that over time, other premises types may be identified as requiring a GRI plan. Where this is the case, information on the premises type will be submitted to the Operations & Resilience Department for consideration. That consideration will primarily involve checking that the premises do not fall into a category already identified. Where it is agreed that a new GRI Plan is required, this will be completed by the Operations & Resilience Department.

4.3.3 The GRI plan will be text information including the operational considerations relating to that premises type based on the RCC template.

4.4 Level 3 Risk Information (SSRI)

4.4.1 The process for gathering level 3 risk information will be divided into a number of stages, namely:

- Gathering the risk information;
- Scoring/rating the risk;
- Validating the scoring/rating;
- Formatting the information into SSRI;
- Disseminating the SSRI;
- Testing, auditing and reviewing the SSRI;
- Updating the SSRI

4.4.2 Gathering the Risk Information

The responsibility for gathering the risk information will be fall to each group and will be undertaken by either station based personnel or by members of the group support team. Initially, it is envisaged that groups will need to assess their existing high risk tactical plans using the new scoring system. This may only require a desk-top audit however in some cases a visit may be required. It is hoped that this will rationalise the number of high risk SSRIs across the service. It will then be for each Group Manager to decide a process for assessing other tactical plans that they hold or undertaking inspections of other premises depending on the local risk.

4.4.3 Scoring/Rating the Risk

A common system has been developed to gather the risk information and incorporated into this system will be a scoring/rating system. The purpose of this is to provide an objective scoring or rating of the risk that is common across the organisation. There will be guidance issued to support this process. The main purpose of the scoring system will be to identify high risk premises or premises that are deemed to present a high risk to the environment, a heritage risk or a high risk to the community if severely damaged or destroyed fire or other incident. For premises identified as high risk, an SSRI will be created. All other premises will be deemed to e normal risk and it is likely that these premises will fall into one of the GRI categories.

4.4.4 Validating the Scoring/Rating

It will be the responsibility of the Group Manager, or a person nominated by the Group Manager to validate the scoring/rating process. There will be guidance issued to support this process. It is essential that an objective an independent approach is taken to validation of the scoring/rating to confirm premises as high risk and therefore lead to the creation of an SSRI or take the decision to upgrade or downgrade a premises or site.

4.4.5 Formatting the into SSRI

For all premises identified as high risk, an SSRI will be created. All completed documentation, including site plans and photographs where appropriate will be forwarded to the ORIS Team at SHQ. The ORIS Team sits within the Operations & Resilience Department. It will be the responsibility of the ORIS Team to produce the SSRI Plan for the premises. The plans will be stored electronically in a format that will be available for and compatible with the requirements of the RCC project.

4.4.6 Disseminating the SSRI

It will be responsibility of the ORIS Team to disseminate the SSRIs to the relevant groups once they have been formatted. Each SSRI will be provided in a hard copy format initially, although eventually all the information will be held and will be able to be viewed electronically via MDTs issued as part of the Firelink Project.

4.4.7 Testing, Auditing and Reviewing the SSRI

It will be the responsibility of the Group Manager to put in place a process to test, audit and review all SSRIs. Guidance will be issued to support this process. It is envisaged that SSRIs will be tested by group-based exercises (4 - 5 pumps) and audited and reviewed by a risk based re-inspection programme.

4.4.8 Updating the SSRI

It will be the responsibility of the ORIS Team to make any amendments and updates to the SSRIs. It is very important that only the ORIS Team complete these updates as all SSRIs will be held in a central database.

4.4.9 The SSRI plan will contain text information including the operational considerations relating to that premises type. It will also include a location, site and floor plan and, where appropriate, photographs of the site and/or specific risks.

4.5 **Level 4 Risk Information (MSRP)**

4.5.1 The process for gathering level 4 risk information will be divided into a number of stages, namely:

- Gathering the information relating to the Site
- Validating the need for a MSRP;
- Formatting the MSRP;
- Disseminating the MSRP;
- Testing, auditing and reviewing the MSRP;
- Updating the MSRP

4.5.2 Gathering the Information Relating to the Site

The responsibility for identifying sites that will require a Major Site Risk Plan (MSRPs) will fall to each group and will be undertaken by either station based personnel or by members of the group support team. There will be guidance issued to provide an outline of the type of sites that would constitute an MSRP although the final decision as to whether a MSRP is developed will be left to the Group Manager. An initial list of MSRPs has been identified from the major incident packs issued to all Flexi-Duty Officers.

4.5.3 Validating the Need for a MSRP

It will be the responsibility of the Group Manager, or a person nominated by the Group Manager to validate the need for a MSRP. There will be guidance issued to support this process. It is essential that an objective and independent approach is taken to validation of the need for a MSRP.

4.5.4 Formatting the MSRP

When a site has been identified as requiring a MSRP, all completed documentation, including site plans and photographs where appropriate will be forwarded to the ORIS Team at SHQ. It will be the responsibility of the ORIS Team to produce the MSRP for the site. The plans will be stored electronically in a format that will be available for and compatible with the requirements of the RCC projects.

4.5.6 Disseminating the MSRP

It will be responsibility of the ORIS Team to disseminate the MSRP to the relevant groups once they have been formatted. Each MSRP will be provided in a hard copy format initially, although eventually all the information will be held and will be able to be viewed electronically via MDTs issued as part of the Firelink Project.

4.5.7 Testing, auditing and reviewing the MSRP

It will be the responsibility of the Group Manager to put in place a process to test, audit and review all MSRPs. Guidance will be issued to support this process. It is envisaged that MSRPs will be tested by area-based exercises (6 – 8 pumps) and audited and reviewed by a risk based re-inspection programme.

4.5.8 Updating the MSRP

It will be the responsibility of the ORIS Team to make any amendments and updates to the MSRPs. It is very important that only the ORIS Team complete these updates as all MSRPs will be held in a central database.

4.5.9 The MSRP will essentially be a site plan that includes details and locations of all premises and areas of interest on the site and details of operational considerations such as rendezvous points, water supplies, etc. it is expected that for sites of this type, plans will already exist that will most likely have been prepared by the occupiers of the site to meet other statutory requirements, e.g. COMAH. Where this is the case, access to that plan will be made available. Where it is not the case, a process similar, to that for collecting information for the SSRI, should be adopted.

4.6 Level 5 Risk Information (SLP)

- 4.6.1 The number of plans developed by the Local and Regional Resilience Forums (LRFs and RRFs) or other agencies or authorities will dictate the number of SLPs.
- 4.6.2 Fire and Rescue personnel at group and area level will have little impact on the decisions to formulate such plans although Area and Group Managers may be invited to be involved at the initial development stages of such plans.
- 4.6.3 It will be the responsibility of the Emergency Planning Officer (EPO) to put in place a process to test, audit and review all SLPs. It is envisaged that SLPs will be tested by service-wide multi-agency exercises. The audit and review process will be the responsibility of the EPO working with partners.

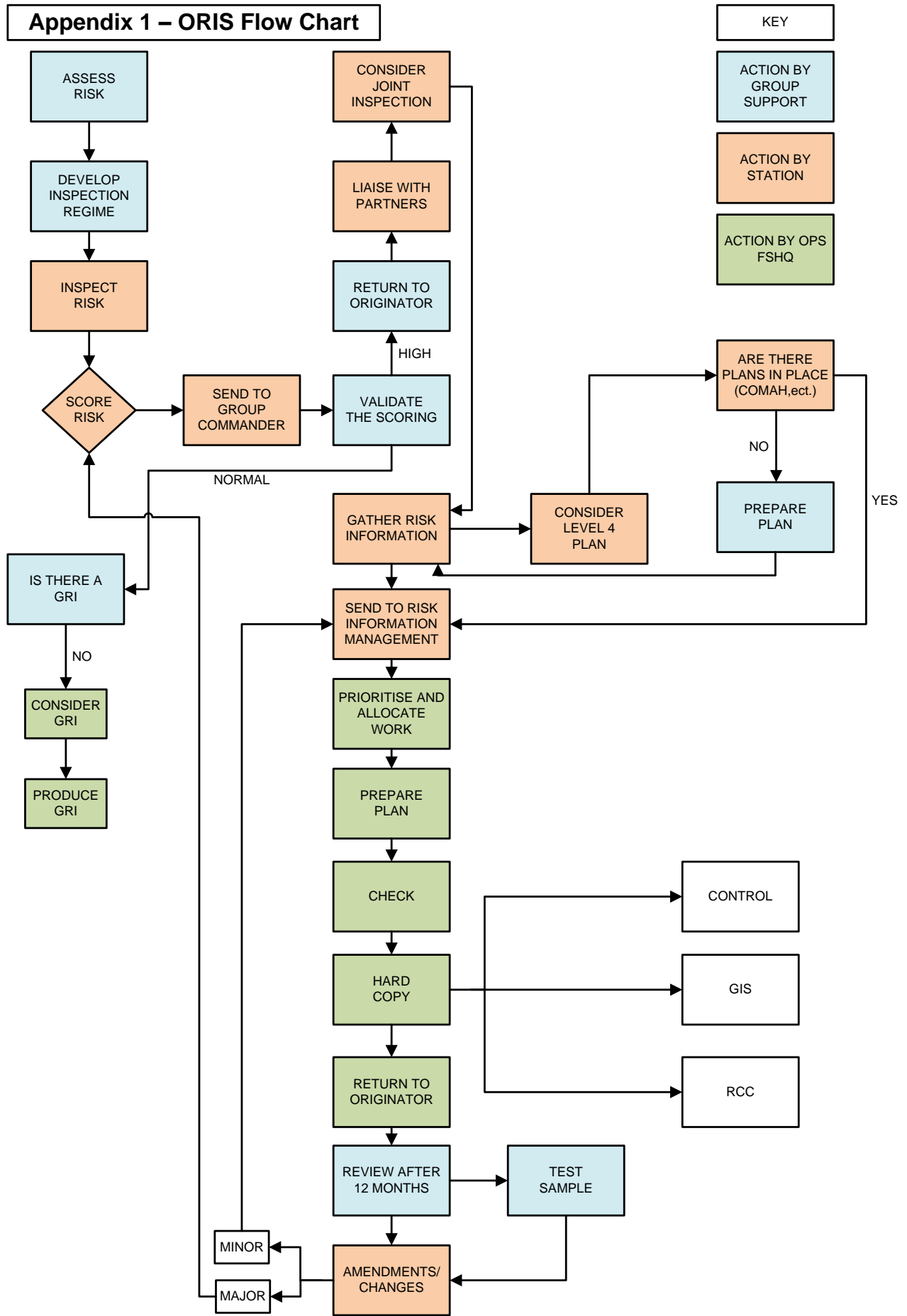
5. ACCESS TO THE INFORMATION

- 5.1 It is intended that, eventually, all risk information will be stored and viewed electronically. It will be available to operational crews via the Mobile Data Terminals (MDT) supplied as part of the FireLink Project. MDTs should be fitted to all appliances and command support/incident command vehicles. The information will also be available to stations and other officers via the geographical information system (GIS) utilising the intranet. This will enable station-based training and pre-planning to take place on the known high risk sites.
- 5.2 The plan for fitting MDTs suggests that they will be fitted early in 2009. This should also include the ability for remote updating of all information. This will ensure that the information is always up to date.

A central data server has been purchased and sits at SHQ. All risk information will be stored on this server, which will be linked directly to the RCC when it is operational. This server will also link to the intranet to populate the GIS.

**TREVOR STRATFORD
ACFO (OPERATIONS)**

Appendix 1 – ORIS Flow Chart



Appendix 2 to Report CSCPC/09/4 – Project Plan

Milestone	Responsible Dept	Comments	Completion Date
Change CAD Operators Role	Operations & Resilience Department	Complete	31/07/08
Identify RCC Requirements	Operations & Resilience Department/RCC Project Team	RCC Project Team to be consulted regarding all aspects of the process to ensure compliance with RCC	On-going
Procure Software	ICT Department	Complete	
Build New PCs	ICT Department	Complete	
Train CAD Operators	Operations & Resilience Department	Complete	31/08/08
Prepare Forms for Gathering/Scoring Risk Information	Operations & Resilience Department	Complete	31/07/08
Validate Scoring System	Operations & Resilience Department	Complete	31/08/08
Issue documents for gathering/scoring risk information	Operations & Resilience Department	Documents prepared and validated	01/01/09
Prepare Guidance Documents	Operations & Resilience Department	On-going	31/12/08
Prepare Policy	Operations & Resilience Department	On-going	28/02/09
Review Existing Operational Risk Information	Group Managers	On-going	01/01/09
Prepare GRIs	Operations & Resilience Department	On-going	31/03/09
Consultation on Policy and Provide Training	Operations & Resilience Department/Policy Harmonisation Team		01/03/09
Publish Policy and cross-over to new system	Operations & Resilience Department/Policy Harmonisation Team		01/04/09

DEVON & SOMERSET FIRE & RESCUE AUTHORITY



REPORT REFERENCE NO.	CSCPC/09/5
MEETING	COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
DATE OF MEETING	14 JANUARY 2009
SUBJECT OF REPORT	TARGET SETTING FOR DEVON AND SOMERSET FIRE AND RESCUE AUTHORITY CORPORATE PLAN 2009/10 TO 2011/12
LEAD OFFICER	ACFO Community Safety, ACFO Operations, and Head of Service Planning and Review
RECOMMENDATIONS	<p><i>(a) That the options and recommendations for targets contained within this report are considered and;</i></p> <p><i>(b) That the targets are included in the Devon and Somerset Fire and Rescue Authority Corporate Plan 2009/10 to 2011/12. The Corporate Plan will then be submitted to the Devon and Somerset Fire and Rescue Authority in February 2008 for final approval.</i></p>
EXECUTIVE SUMMARY	<p>A key part of any business plan is the setting of targets to demonstrate the level of ambition the organisation wishes to achieve.</p> <p>As in previous years, it is proposed that this Committee discusses and recommends targets for relevant areas of the Corporate Plan before final endorsement by the full Authority in February. Therefore, this paper sets out recommendations for targets under Goal 1 'To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies' and Goal 3 'To provide and effective, efficient and economic service'.</p>
RESOURCE IMPLICATIONS	There are no specific financial implications contained within the report.
EQUALITY IMPACT ASSESSMENT	
APPENDICES	None
LIST OF BACKGROUND PAPERS	Devon and Somerset Fire and Rescue Authority Draft Corporate Plan 2009/10 to 2011/12

1. INTRODUCTION

1.1 The draft Devon and Somerset Fire and Rescue Authority Corporate Plan 2009/10 to 2011/12 sets out the ambitions for the Authority for the next three years, as expressed through the following Mission and Goals:



1.2 A key part of any business plan is the setting of targets to demonstrate the level of ambition the organisation wishes to achieve.

1.3 Within the Fire and Rescue Service in previous years there has been the requirement to set targets for the next three years for each of the national Best Value Performance Indicators. However, this requirement no longer exists and therefore there is greater flexibility for the Authority in the setting of targets.

1.4 Nationally the former suite of Best Value Performance Indicators has been replaced with the National Indicator Set which consists of 198 performance indicators covering a wide range of areas in the public sector. The recently renewed Local Area Agreements were required to set targets against 35 of the performance indicators in the National Indicator Set. However, all of the 198 indicators will still need to be measured and monitored on a regular basis. Within the set there are 2 specific indicators where the fire and rescue service is the primary source of the data. They are:

NI 33: Arson Incidents. To be measured as:

- a) Number of deliberate primary fires per 10,000 population;
- b) Number of deliberate secondary fires per 10,000 population

NI 49: Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks). To be measured as:

- a) Total number of primary fires per 100,000 population;
- b) Total number of fatalities due to primary fires per 100,000 population;
- c) Total number of non-fatal casualties (excluding precautionary checks) per 100,000 population

1.5 Of course there are other indicators in the set where the work of the fire and rescue service contributes e.g. road traffic collisions, but are not the primary source of the data. Within the four Local Area Agreements within Devon and Somerset neither of the indicators above had targets set against them.

2. TARGET SETTING FOR GOAL 1

2.1 Within the Draft Corporate Plan under Goal 1 there are the following four priorities:

- 1a) To reduce the incidence and impact of fires
- 1b) To reduce deaths and injuries from road traffic collisions
- 1c) To improve planning and response arrangements in dealing with fire and other non-fire emergencies
- 1d) To improve emergency call management arrangements.

2.2 In order to achieve these priorities the Service will be measured against the targets listed below, supporting the relevant priority. Information is provided on current levels of performance, suggested targets to be adopted and activities to be undertaken to achieve the target.

2.3 When setting targets it is important to consider:

- The priority and importance of delivering a specific issue
- Current performance and success of existing strategies to deliver the outcomes
- Resources available to undertake the activity required to achieve the target
- Benchmarking of current performance against other Fire and Rescue Services
- The possible impact of the current economic situation on performance. No-one can reliably predict what this impact might be and therefore setting targets in this climate provides a significant challenge in itself.

3. PRIORITY 1A – TO REDUCE THE INCIDENCE AND IMPACT OF FIRES

3.1 Fires can be categorised in several different ways in order to help understand where they are occurring and what action the Service needs to take to prevent and respond to the fire. For the purpose of this priority it has been broken down into four areas:

- Accidental dwelling fires
- Fires in non domestic premises e.g. shops, hotels, offices etc
- Deliberate fires – some of these will occur in non-domestic premises and homes as well as outdoors, rubbish bins, vehicles etc. This relates to national indicator 33 (see paragraph 1.4 above)
- Primary fires – these are all fires that involve property and include house fires and non-domestic fires as well as vehicle fires. This relates to national indicator 49 (see paragraph 1.4 above).

4. ACCIDENTAL DWELLING FIRES

4.1 There are three key long standing measures and targets that relate to accidental dwelling fires that represent the real outcomes of performance in delivering this area.

They are:

- Deaths in accidental dwelling fires
- Casualties in accidental dwelling fires
- Accidental dwelling fires

- 4.2 The activities to be undertaken to achieve these targets will primarily focus on carrying out Home Fire Safety Checks and another paper on the agenda for this committee considers how this will be undertaken.
- 4.3 In addition to Home Fire Safety Checks we will continue our schools education programme and undertake seasonal targeted campaigns e.g. the safe use of lights and candles in the Christmas period. To undertake this work we will work with partners and use existing staff.
- 4.4 In terms of response activity to support this priority, new response standards for house fires have previously been presented to this committee and have recently been implemented.
- 4.5 The three boxes below suggest targets for each of these three measures.

Deaths in accidental dwelling fires

The current target set is to reduce deaths in accidental dwelling fires by 20% averaged over the eleven years to 31 March 2010 compared to 5 years to March 1999. This target supports the National target.

Current performance is shown below and demonstrates the service is on course to achieve the target. So far in 2008/09 there have been two fatalities at these types of fires.

Deaths in accidental fires in the home

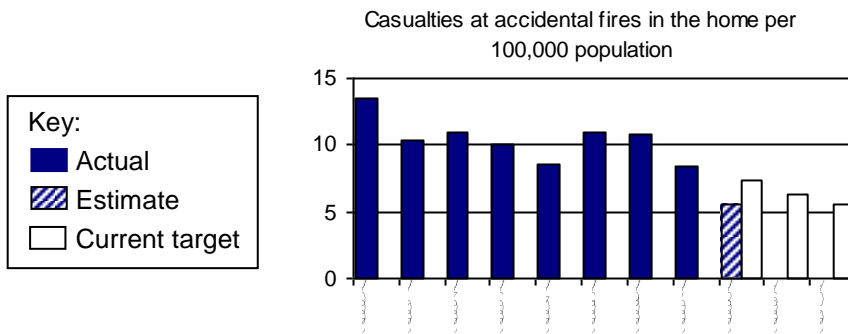
Year	Actual	Actual Average	Average to March 99	Target average
1999/00	5	5.5	8	6
2000/01	3	5.5	8	6
2001/02	9	5.5	8	6
2002/03	3	5.5	8	6
2003/04	9	5.5	8	6
2004/05	2	5.5	8	6
2005/06	8	5.5	8	6
2006/07	5	5.5	8	6
2007/08	4	5.5	8	6
2008/09	2	5.5	8	6
2009/10	5	5.5	8	6

The Service has a low number of fatalities like many others across the country. Within the region all services within the last few years have shown a decrease.

Recommendation: That the current target continues as it stands.

Casualties in accidental dwelling fires per 100,000 population

The current target set is to reduce casualties at accidental dwelling fires by 13% each year to meet the regional average of 5.5 casualties by 2010/11. Current performance is shown below and demonstrates the service is well on course to exceed this target with an estimated reduction of 35% by the end of the year if current levels of performance continue. This would mean the target for 2010/11 would be met in the first year.



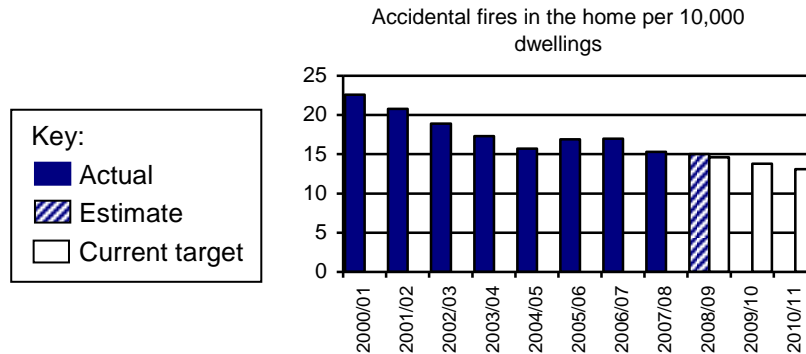
When compared to other services in the region and nationally in previous years, Devon & Somerset have had a very high rate, but the decrease shown so far this year has significantly narrowed that gap and estimates for the end of the year show Devon & Somerset below last year's regional average.

Options:

1. To continue with the existing target i.e. reach the regional average by 2010/11. With the current economic downturn, next year's figures may show an increase and therefore to still achieve a rate of 5.5 by 2010/11 could still be a challenge.
2. Re-set the target to say a 5% reduction based on the 2008/09 levels each year for the next 3 years. If achieved this would position the service beyond the current target and place it firmly back in line with the performance of other services. A 5% reduction equates to approximately 5 casualties.

Accidental dwelling fires per 10,000 dwellings

The current target set is to reduce accidental dwelling fires by 5% each year up to 2010/11. Although the Service is currently recording a decrease for this measure – down by 2%, it is not a big enough decrease to achieve the existing target.



The Service is performing fairly well compared to others Nationally where in 2006/07 (the latest figures available) Devon & Somerset had the same rate as the national average. Within the region, there is a similar picture, i.e. 'about average' and lying in the middle when compared to others. Although we have had a small decrease, a couple of services in the region are currently recording increases in the number of accidental dwelling fires.

Options:

The Service could still achieve the current target by the end of the year and therefore the existing target could continue and be extended i.e. reduce by 5% based on the 2008/09 levels each year for the next 3 years. A 5% reduction equates to approximately 55 fires.

5. FIRES IN NON-DOMESTIC PREMISES

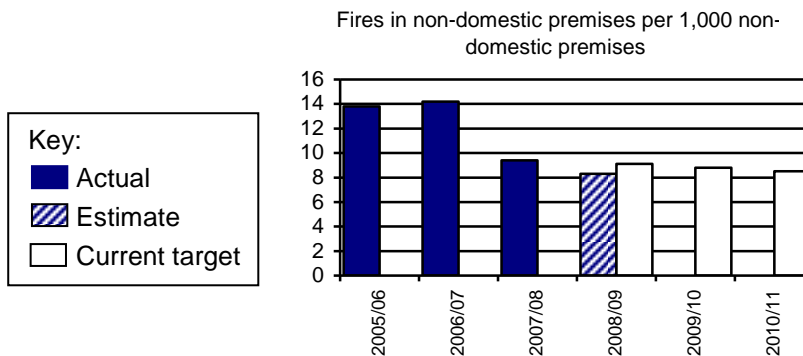
5.1 There is only one key outcome measure for this area which is the number of non-domestic premises fires. In order to reduce these types of fire, the service is undertaking the following activity:

- Undertake building regulations consultations. The Service is required to comment on and consider planning proposals, for both new builds and changes to existing buildings. This therefore gives the Service the opportunity to influence the provision and implementation fire safety at the earliest opportunity. Standards have been set internally to deal promptly with this type of work. So far this year over 1500 building regulation consultations have been completed.
- Undertake a risk based and targeted fire safety enforcement programme. In general businesses are required to comply with fire safety legislation and therefore the service visits premises to ensure this has taken place. With over 60,000 non-domestic premises within the service area, a risk based targeted approach is taken. So far this year nearly 500 audits have taken place with many resulting in improvement actions required by the business.
- Fire investigation will also be undertaken after fires to identify the causes of fire which in turn can feed back into prevention and protection work.

- Follow up visits to premises with false alarm activations are also undertaken to primarily reduce the re-occurrence of false alarms but also have the benefit of reminding owners of their responsibilities and safe systems of work and therefore reduce the likelihood of a fire.
- Finally, new response standards for other buildings are currently in development and will soon be presented to the Fire and Rescue Authority for consideration.

Fires in non-domestic premises per 1,000 non-domestic premises

The current target set is to reduce non-domestic premises fires by 3% each year up to 2010/11. The Service is currently exceeding this target by recording a 12% decrease and estimating a rate of 8.3 by the end of the year and exceeding the 3 year target.



The large decrease in 2007/08 means the Service is doing well and now records a level well within the 2006/07 National top quartile rate of 10.7. Compared to others within the region performance is about average for 2007/08.

Options:

From the information available the Service is doing well compared to others in the country, therefore setting a target should be in the context of the Services existing performance rather than compared to achieving a national average etc. Therefore a year on year % decrease would probably be the most appropriate type of target. A 3% decrease equates to approximately 15 fires.

6. DELIBERATE FIRES

6.1 Targeting the reduction of deliberate fires has been a long standing issue nationally for the Fire and Rescue Service. Over the years it has been measured and monitored in a number of ways and is split by whether it is a primary or secondary fire and whether it involves a vehicle or not. Primary fires are those that involve property or anything of value e.g. building, car or a very large fire e.g. big moorland fire. Secondary fires are much smaller outdoor fires e.g. refuse fires and those involving derelict buildings and vehicles. Therefore, deliberate fires can be measured in the following four categories:

- Deliberate primary fires (excluding vehicles)
- Deliberate primary fires in vehicles
- Deliberate secondary fires (excluding vehicles)
- Deliberate secondary fires in vehicles

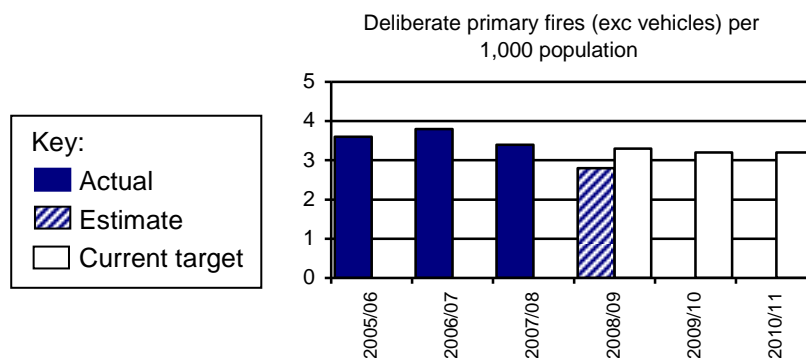
6.2 These four measures equate to National Indicator **NI 33: Arson Incidents** as described within the introduction of this report.

6.3 There is a range of activities the Service will undertake in order to continue the reduction in deliberate fires and these include:

- rigorous fire investigation and working with the police. This will help to ensure convictions are made and will also provide a high profile deterrent to others.
- youth intervention schemes will continue which assist significantly in behavioural change.
- targeted campaigns raising awareness of preventative measures e.g. rubbish storage, car clear scheme
- working with partners with common aims to reduce Anti Social Behaviour Orders (ASBOs) and criminal damage. Recent research supports this and found a high correlation with certain crimes and the prevalence of house fires.

Deliberate primary fires (excluding vehicles) per 10,000 population

The current target set is to reduce deliberate primary fires excluding vehicles by 2.5% each year up to 2010/11. The Service is currently exceeding this target recording a 23% decrease, estimating a rate of 2.8 by the end of the year, significantly exceeding the 3 year target.



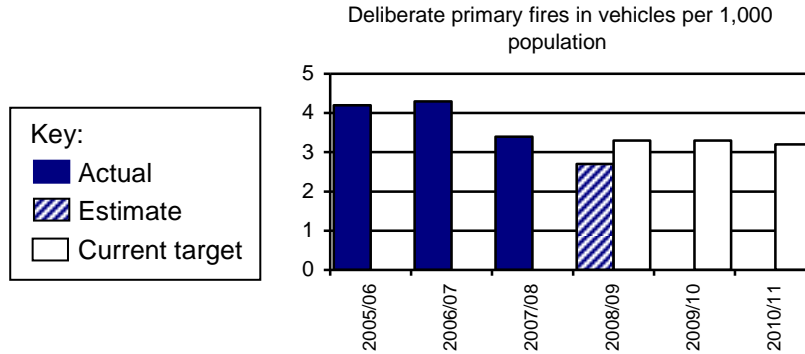
The National average for 2006/07 was 4.8 and the top quartile was 3.3. Performance is on a par with many others within the region with all other services also recording a decrease so far this year.

Options:

The current target of a 2.5% reduction was chosen as it supports the Somerset LAA target which comes to an end this year. It would seem appropriate to set a target of a % decrease year on year. A 2.5% decrease equates to approximately 15 fires.

Deliberate primary fires in vehicles per 10,000 population

The current target set is to reduce deliberate primary fires in vehicles by 2% each year up to 2010/11. The Service is currently exceeding this target recording a 21% decrease, estimating a rate of 2.7 by the end of the year.



Although the Service would like to take all of the credit for reducing these types of fire, it is believed that other external factors such as the value of scrap metal also has an impact on this measure. However, the last few months have not seen a sudden increase in these types of fire following the fall in the value of scrap metal.

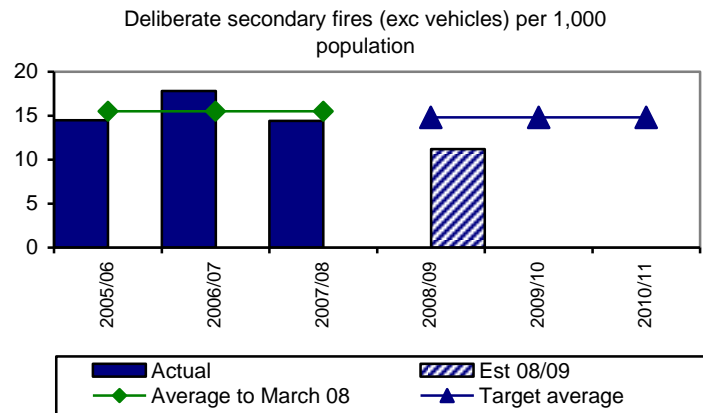
Compared to national and local performance the Service is performing well with one of the lowest rates in the region last year and on a par with the top quartile nationally.

Options:

To continue with a target of reducing by a percentage each year. As with the previous target, the current target was chosen to support the Somerset LAA target. A 2% reduction equates to approximately 11 fires.

Deliberate secondary fires (excluding vehicles) per 10,000 population

The current target set is to reduce the number of deliberate secondary fires by 5% averaged over the three years to 31 March 2011 compared to the 3 years to March 2008. The Service is currently exceeding this target recording a 23% decrease.



Again, with this measure other external influences out of our control have a significant impact – it is believed to be the weather in this case. A hot summer in 2006/07 followed by a wet one in 2007/08 helps to explain the fluctuations in this measure. That is why a target has been set that averages out performance over 3 years.

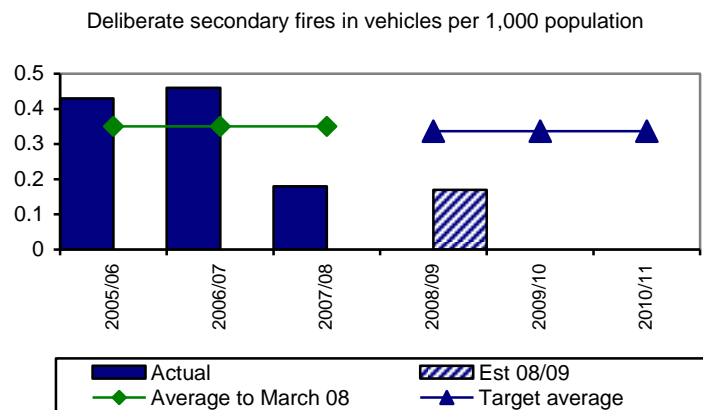
Across the country there is a wide range in performance with an average of 31.7 in 2006/07 and a top quartile rate of 12.4. Within the region however the Service records just above the average.

Recommendation:

To continue with the existing target for the next two years.

Deliberate secondary fires in vehicles per 10,000 population

The current target is to reduce the number of deliberate secondary vehicle fires by 5% averaged over the three years to 31 March 2011 compared to the 3 years to March 2008. The Service is currently recording a 7% decrease, but this only equates to 1 fire.



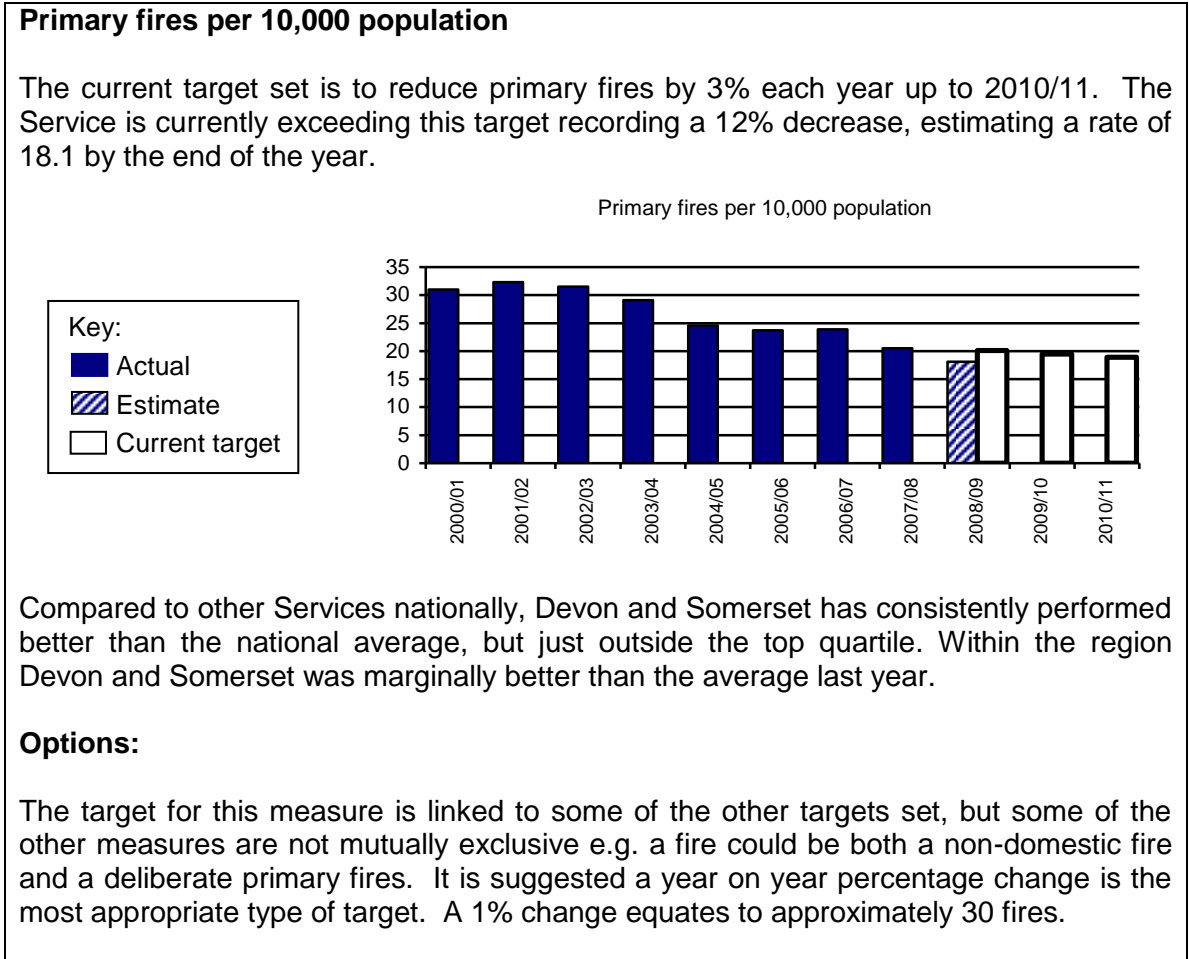
Rates for this type of fire are low nationally and regionally.

Recommendation:

To continue with the existing target for the next two years.

7. **PRIMARY FIRES**

7.1 The final area supporting this priority is primary fires. This generally relates to any fire involving property or anything of value. It therefore encompasses some of the targets already discussed such as accidental dwelling fires, non-domestic premises fires and primary deliberate fires. Therefore activities undertaken to reduce and respond to these types of fires will also have an impact on the overall number of primary fires.



7.2 National Indicator 49, the Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) as discussed in the introduction has three parts, namely:

- 1) Total number of primary fires per 100,000 population;
- 2) Total number of fatalities due to primary fires per 100,000 population;
- 3) Total number of non-fatal casualties (excluding precautionary checks) per 100,000 population.

7.3 The first part has been discussed above with the view to continue to set a target for it. However, the Authority does not have to set a target against the other two parts. Neither measure has been included as a Local Area Agreement target. With a view to setting a target for fatalities, the small numbers involved have led to setting very long term targets for reductions for accidental dwelling fatalities. Past statistics for the number of fatalities at all primary fires currently range from 5 to 16 per year. Some of these are at accidental dwelling fires, some are deliberate house fires and others are within vehicles, sometimes at road traffic collision. Every fire involving a fatality is fully investigated and any lessons learnt from this are fed back into both prevention and response activity if needed.

7.4 With regards to setting a target for casualties at primary fires, analysis shows that in the last four years 70% of these were at accidental dwelling fires. It is already recommended a target is set for casualties at accidental dwelling fires and therefore by targeting this type of incident this will have the biggest impact on all casualties from fires.

7.5 It is therefore suggested that a target is not set for either of these measures but close monitoring of performance continues to be undertaken.

8. **PRIORITY 2A – TO REDUCE DEATHS AND INJURIES FROM ROAD TRAFFIC COLLISIONS**

8.1 Currently there are no targets adopted by the Authority relating to this area. However in the draft Corporate Plan it is suggested that the Authority could support partners in the following three areas:

- To assist partners in reducing fatal and serious road casualties by x% by 20xx
- To assist partners in reducing child road casualties by x% by 20xx
- To assist partners in reducing slight casualty rates by x% by 20xx

8.2 The draft Corporate Plan is currently out for consultation and we are awaiting feedback from our partners on the suitability of this approach. It is considered that any targets set in this area would be an aggregation or direct reflection of our partners targets and would be dependent upon information provided by them to monitor the targets.

9. **PRIORITIES 1C AND 1D**

9.1 Priority 1c “to improve planning and response arrangements in dealing with other ‘non-fire’ emergencies” does not have any proposed numerical targets to measure the outcome and success of this priority. This is also the case with Priority 1d “to improve emergency call management arrangements”. Instead both the priorities will be progressed through the completion of projects such as supporting the implementation of the South West Regional Control centre.

10. **GOAL 2: TO BE AN EMPLOYER OF CHOICE**

10.1 The setting of targets for this Goal will be considered by the Human Resources Management and Development Committee.

11. **GOAL 3: TO PROVIDE AN EFFECTIVE, EFFICIENT AND ECONOMIC SERVICE**

11.1 Within the Draft Corporate Plan under Goal 3 there are the following three priorities:

3a) To improve organisational planning and performance management

3b) To improve communication

3c) To optimise the use of resources

11.2 As with two of the priorities in Goal 1, priorities 3a and 3b do not have specific numerical targets but instead will be progressed through project work.

12. **PRIORITY 3C – TO OPTIMISE THE USE OF RESOURCES**

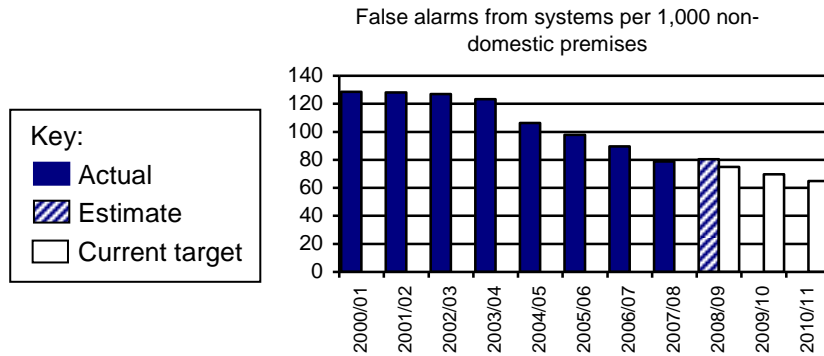
12.1 There are four potential targets within this priority. The first relates to delivering the efficiency savings identified in the business case for combination of the two fire and rescue services. These values have already been set and work continues to deliver against them. The second target is 'to achieve positive results from external assessment'. The Service is assessed in several different ways and the method of assessment continually changes. Therefore this target is left as an intent to apply to all types of assessment. The other two targets relate to false alarms from fire alarm systems and malicious false alarms.

13. **FALSE ALARMS FROM FIRE ALARM SYSTEMS**

13.1 For several years it has been acknowledged that responding to false alarms is an inefficient use of resources and undermines the effectiveness of any fire alarm system. Research in the past has also shown that 97% of alarm activations result in no fire. Therefore work has been undertaken both locally and nationally to develop new policies to reduce the occurrence of alarms and our response to them. This involves working with premises that have repeat calls and using enforcement where necessary. In addition to this an element of call filtering is undertaken by the control rooms where appropriate in line with a risk assessment to reduce unnecessary appliance mobilisations.

False alarms caused by automatic fire detection equipment

The current target is to reduce false alarms by 5% in 2008/09 and reduce by a further 7% in 2009/10 and 2010/11. Current performance shows an increase of 2% over the previous year. If this increase continues to the end of the year it will equate approximately to an additional 95 false alarms.



When performance is compared to the national picture, the service consistently records rates better than the national average, but is currently just outside the top quartile.

Future recording practices for incidents will also have an impact upon this measure. Currently, although the indicator is meant to only measure false alarms from non-domestic premises it also includes those from domestic premises as current computer systems cannot automatically distinguish between them. Devon and Somerset is not unique with this situation. However, from the 1st April a new national system will be introduced that will allow this distinction. Local research has identified that the current increase in false alarms is primarily due to an increase in those from domestic premises.

Options:

Re-set the target to say a 5% reduction based on 2008/09 levels each year for the next 3 years.

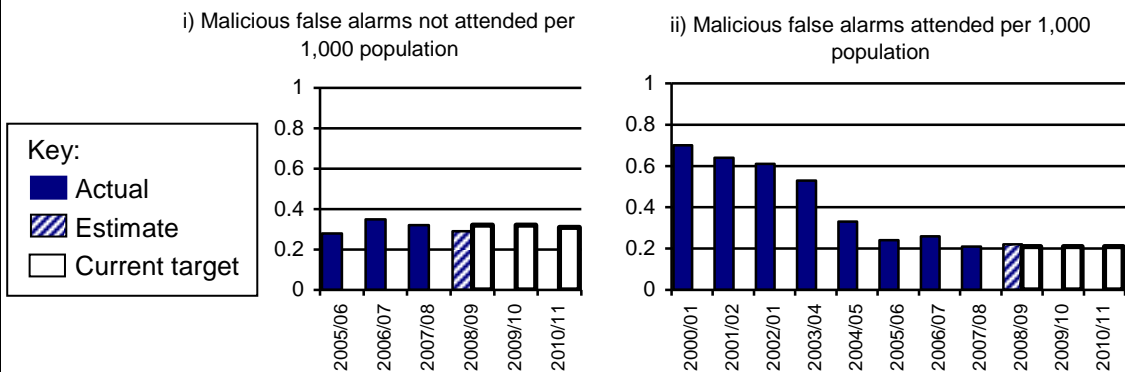
MALICIOUS FALSE ALARMS

Malicious false alarms per 1,000 population.

The current target is to reduce malicious false alarms by 1% each year until 2010/11. It is monitored in two parts:

- i) Malicious false alarms not attended per 1,000 population
- ii) Malicious false alarms attended per 1,000 population

For part i) there has been a decrease of 9% so far this year (27 calls) and for part ii) an increase of 7% (17 calls). Therefore, overall calls received are decreasing, but we have attended more of them. Rates for the number not attended are slightly higher than national top quartile whereas those attended are much lower. The charts below show past figures and current targets and are plotted on the same scale. From this it can be seen that we are more likely not to attend a malicious false alarm rather than mobilise an appliance



Recommendation:

To continue the existing targets of reducing both malicious false alarms not attended and those attended by 1% each year for the next 3 years.

To achieve these targets the Service will continue to work to the service policy of call challenge and work closely with telephone providers and the police to follow up offenders of malicious false alarms to seek prosecution where appropriate. In addition to this the schools education programme and youth intervention schemes will assist in reducing the number of malicious false alarms received.

Trevor Stratford
ACFO (OPERATIONS)

Peter Smith
ACFO (COMMUNITY SAFETY)

Mary Bartlett
HEAD OF SERVICE
PLANNING AND
REVIEW