



Shropshire and Wrekin Fire Authority Annual Plan 2017/18

This is the Annual Plan for Shropshire Fire and Rescue Service for 2017/18, the third year of our current five-year Service Plan. It sets out our priorities and targets for the year as we continue to strive to make Shropshire a safer place to live, work and visit.

We are working hard with our partners to reduce the number of emergency incidents each year and making sure that when we do need to respond, we do so quickly, professionally and safely. The continued reduction in call numbers tells us our focus on prevention is working but we are not complacent and we want to see that number continue to fall; particularly in areas where most harm can be done such as fires in the home.

As a Fire and Rescue Service we know we add value beyond our traditional roles and can help partners make our communities healthier, more resilient and sustainable. The next year will see us working hard, being innovative, listening and collaborating ever more closely with partners such as our Councils, neighbouring FRS and the Police to make this happen. In doing so we will strive to be the type of inclusive Fire and Rescue Service that reflects and serves its communities efficiently and effectively.

This year will be one of change but we know Shropshire Fire and Rescue Service is a strong team, more than capable of meeting the challenge.



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



Rod Hammerton
Rod Hammerton
Chief Fire Officer

Priorities for 2017/18

The Service Transformation Board will oversee the delivery of our priority projects for 2017/18. These include reviews and implementation projects as detailed below. The projects have both people and financial resources allocated but also need co-operation and support from all corners of the organisation to ensure success.

- Continue to introduce, develop and invest in electronic information systems (Warehouse, Collaborative Planning, Performance Dashboards, SharePoint Workflows, STARS – Standard Testing and Reporting System, Health & Safety System, Operations Department processes, Command and Control Gazetteer, Fire Service Rota).
- Introduce new frontline appliances and special appliances (incident command vehicle and fire engine replacement programme).
- Implement a comprehensive operational risk information system (PORIS) that supports operational effectiveness and firefighter safety.
- Implement replacement WAN (Wide Area Network).
- Station refurbishment including security on stations (Wholetime and Retained).
- Mobile Device Working Review.
- Fire Ground Radio Review.
- Roll-out mobile devices - Tablets.
- Introduce software (Net Motion) to provide continuous connection to our systems whilst mobile.
- Demonstrate commitment to improving public service and value for money through collaboration with other emergency services to include premises sharing, medical co-responding and interagency command and command systems along with data and software development.
- Improve operational resilience and effectiveness with regional and sub-regional partnerships, to include nearest officer mobilisation, training and operational command support.
- Further development of our HR systems (ResourceLink: Recruitment Module, Starters, Movers and Leavers, Case Management Module, Leave Module).
- Continue to improve and enhance the ICT network infrastructure so that it is highly available, including cloud computing where appropriate.
- Introduce Skype for Business (Microsoft communications platform for calls, video conferencing and messaging).
- Following the review of the Telford Central site, implement a solution that meets the needs of the Service, our partners and the public.
- Introduce the new national Emergency Services Network (ESN).
- Embed the Wholetime and Fire Control shift changes.

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

Measures and Targets for 2017/18

The first 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 490 during 2017/18

Accidental dwelling fires (ADFs) to be reduced to not more than 211 during 2017/18

Deliberate fires will be reduced to not more than 622 fires during 2017/18

Fire related deaths and serious injuries in the community will be reduced to not more than 18 during 2017/18

Injuries sustained to staff through firefighting will be reduced to not more than 24 injuries during 2017/18

Fire and heat damage emanating from accidental fires in domestic dwellings and regulated business will be confined to the room of origin on not less than 89% of occasions during 2017/18

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