



Annual Review 2020/21

Our annual review, or the 'Annual Statement of Assurance', describes our progress in making Shropshire safer over the last year.

It demonstrates how Shropshire Fire and Rescue Service meets its statutory duties, operational objectives and shows how we provide value for money to our communities.

This is the final year of our Service Plan for 2015 -2021 which included a one-year extension to 2021 in order to align the Shropshire Fire and Rescue Service (SFRS) and Hereford and Worcester Fire and Rescue Service (HWFRS) planning cycles.

Our Fire Strategic Alliance between SFRS and HWFRS has been in place since 2018 with the aim to enhance the capacity and resilience of both Services supporting their long-term sustainability. The Services identified four key areas that are currently being developed. These include:

- Fire Control;
- Community Risk Management (CRMP);
- Information and Communication Technology (ICT); and
- Procurement.

We have continued to transform our Service through the use of technology which has led to much more useful performance management information being available and improved access to systems; making them more accessible and less of a burden to our Retained Duty System Firefighters in particular.

In July 2020 we held an extensive twelve-week consultation on our proposed Community Risk Management Plan (CRMP) which detailed how the Service will keep communities, and those that visit, safe over the next four years. It set out changes to the Service's key responsibilities including responding to emergencies, protection work with businesses and prevention activities to make communities safer. Launched in March 2021 our Community Risk Management Plan (CRMP) 2021-25 is available on our website [here](#).

The redevelopment of Telford continues, and good progress is being made. Supply chain impacts affecting the whole construction industry are also affecting this project, but they are being managed by the Service, its architect team and the contractor to minimise the impact.



During the COVID-19 pandemic the Service was assessed by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). This assessment identified that we continue to be effective in delivering our operational response to emergencies and prevention work, in addition to this we have supported our partners throughout the pandemic in a variety of ways:

- Providing mental health support to frontline critical care staff through our Trauma Risk Incident Management (TRIM) practitioners

- Fitting health workers with essential PPE
- Created capacity for the NHS by providing non-emergency ambulance drivers
- Assisted with the vaccine roll out by providing more than 500 hours a week of managerial and logistical support to Shropshire's mass vaccine centres
- Supporting the deployment of a mobile vaccine unit targeting the most vulnerable in our community
- Redeployed staff to train and deliver more than 20,000 vaccines.

During the last year the Voices group has started to thrive and has already achieved and created so many initiatives that have supported our employees. Some of the most notable are around Menopause. This group has really taken leaps forward, with lunchtime walks, sharing HRT experiences and a guest speaker. We have truly moved this forward and made it a topic of discussion with our colleagues!

We have also created an amazing dyslexia video with employees sharing their experiences and one employee also shared a video to the whole service about their Mental Health journey. We are delighted that our culture allows people to feel safe enough to share these experiences with us all.

The Women's group have held fitness sessions, reviewed uniform, promoted International Women's Day and our LGBT reps have attended local PRIDE events. All of our Voices reps are making a difference to support our colleagues.

Additionally, the EDI team have created the EDI plan 2021-2025, held positive action events for our on-call firefighters, planned virtual taster sessions and recruited an external secondment into the EDI team to deliver training.

Our employees have attended Equality Impact Assessment and Dyslexia Awareness Training and finally, in March we attended the National Celebrating Neurodiversity Awards and were supremely honoured to win the 'Most Inclusive Employer' award.



Following our inspection in late 2021 by Her Majesty's Inspectorate of Constabulary and Fire and Rescue (HMICFRS) we were proud to be rated as "Good" in all three areas of the inspection - effectiveness, efficiency, and the way we treat our staff. Of the eleven inspection elements, we were rated good across the board.



Shropshire
Fire and Rescue Service

HMICFRS 2021

INSPECTION RESULTS



For more information, visit our HMICFRS page on the Portal

EFFECTIVENESS

"The Service rigorously assessed an appropriate range of risks and threats to complete its CRMP."

"The Service continues to be **good at preventing fires and other risks**. It has **improved its use of social media** to help promote campaigns and communicate safety messages"



"We considered how the Service had **adapted its prevention work** during COVID-19 - we are encouraged that the Service continues to work with other organisations, and that **operational staff have restarted prevention activity** and are contributing to service targets."

"Staff we interviewed told us about occasions when they had **identified safeguarding problems**, such as hoarding and people who seemed to be vulnerable. They told us **they felt confident and trained to act appropriately** and promptly"

RATING: GOOD

EFFICIENCY

"The Service has **good financial management arrangements** in place and a range of assurance measures to keep control of its spending. **Scenario planning is used effectively** so that strategic plans are robust."

"We are encouraged to see the improvements the Service has made since the last inspection. The Service's financial and workforce plans, including allocating staff to prevention, protection and response, are **consistent with the risks and priorities** identified in the CRMP."

"Shropshire Fire and Rescue Service is **good at making the Service affordable** now and in the future."



"The Service actively considers how changes in technology and future innovation may affect risk"

RATING: GOOD

PEOPLE



"The Service has a **clear set of values** that are supported throughout the organisation."

"SFRS has a **Workplace Charter** that incorporates the **Core Code of Ethics**"

"It was evident throughout the inspection that **there is a positive culture**."

"The Service has demonstrated clear commitment and put in place effective measures to **improve fairness, diversity and inclusion** across the organisation, which has resulted in **high levels of awareness** in its workforce."

RATING: GOOD

“ It was a pleasure to revisit Shropshire Fire and Rescue Service, and I am grateful for the **positive and constructive** way that the service engaged with our inspection."
Wendy Williams
Her Majesty's Inspector of Fire and Rescue Services

We are one of only a handful of services to achieve good across all three areas so far. HMICFRS said "It was a pleasure to revisit Shropshire Fire and Rescue Service. We are pleased with the performance of the service in keeping people safe and secure from fires and other risks and it is pleasing to see that the service has made progress since our 2018 inspection.

The service has further improved the good levels of performance found last time. Overall, Shropshire Fire and Rescue Service provides a good service to the public and is financially sustainable. It continues to respond well to the COVID-19 pandemic and supports other agencies in local testing and vaccination”

Of note is the recognition that the Service has enhanced its arrangements for protecting the public through fire safety regulation and has improved how well it develops leaders and capability. We are also proud to have been recognised in two areas of innovative practice, which include having a clear set of values that are supported throughout the organisation, development of an EDI Steering Group and overarching Voices Group, provision of a wide range of EDI training and information, and delivery of a programme of work to address gender related issues.

We will continue to look to move from "Good" to “Outstanding” across the audit by focusing on our people and culture. We will ensure we follow up and implement the recommendations from the inspection. It is reassuring for us that many of the recommendations for improvement have either been identified in team plans or are already work in progress.

It has been recognised that following the last inspection, a system was put in place to monitor secondary employment, especially amongst wholtime operational staff and we know more work needs to be done in this area.

We have improved other areas such as Individual Performance and Development Reviews (IPDR), provision of risk Information to crews, cross border training and provision for National Occupational Guidance (NOG). Much of this development work continues to be reviewed and audited on the HMICFRS Improvement Plan. In addition, the service has been recognised for the development of positive action awareness to challenge the status quo of diversity.

We have a professional, committed and engaged workforce and following feedback from the previous inspection have worked hard to improve our internal and external communications with an established communications team.

Several social media channels have been developed to share relevant and up to date safety messages and incident information. This helps us to further achieve our obligation to warn and inform the public and allows us to continue to make Shropshire safer with our targeted safety advice. HMICFRS recognise that the Service makes good use of external communications to promote prevention campaigns and activities.

In summary, the Service identifies risk effectively through the CRMP. Strategies are in place to direct prevention, protection, and response activities to those identified risks. We are good at managing our finances and collaborating with partners to give the public an efficient and effective service.

HMICFRS said “The Service has identified future challenges, like sustaining its high levels of fire engine availability by using on-call staff. It has embarked on a project to address these challenges. We look forward to assessing progress on this and other areas identified for improvement at our next inspection”.



Shropshire Fire and Rescue Service feel their staff are their greatest asset and are proud of the positive inclusive culture, recognising that without the efforts of staff across the organisation we would not be able to provide the excellent Service to the communities of the county.

SFRS works collaboratively, both internally and with partners, to provide the full range of statutory services to the communities of Shropshire. This includes responding to a wide variety of emergency incidents, educating the public on safety in the home, auditing legislative compliance with fire regulations, receiving calls and mobilising resources.

None of this would be possible without the incredible work our teams from across the Service put into every area of the organisation. From frontline services to ICT and health and wellbeing, the combined workforce help make Shropshire safer by protecting people, property and the environment.

A mixture of good governance and leadership, prudential financial management, a professional, motivated and engaged workforce and the tools it needs to do the job put the Service in a good place to meet the challenges of the forthcoming years.



1 - Chief Fire Officer Rod Hammerton and Chair Eric Carter



<https://sway.office.com/iW6lHFvNMfuzofiq#content=vVaibUY9lUY3Oc>

A look back at 2021/22



A look back at the year's activity that has been taken from press releases between April 2020 to March 2021

April 2021

Shropshire Fire and Rescue Service are supporting Think Bike Week



The National Fire Chiefs Council (NFCC) and Fire and Rescue Services across the country will be working in partnership with more than 40 other agencies to spearhead a motorcycle safety campaign this spring.

Think Bike Week is aimed at motorcyclists nationally and will highlight key safety messages, including the importance of bike maintenance and the wearing of proper riding kit. Riders will also be encouraged to 'brush up' their riding skills at a time when many will be returning to riding after a significant break. The campaign will run from 23rd April – 3rd May.

This campaign will highlight the wide range of courses available to riders such as the award-winning 'Biker Down' initiative, the police BikeSafe course and various advanced rider training sessions and other safety advice.

Tony Crook, NFCC Lead for Road Safety said:

“Motorcyclists are over-represented in collision and casualty statistics nationally. With increasing numbers of people taking to two wheels, our aim is to encourage riders to do all they can to stay safe. This campaign at the beginning of the motorcycling season as a great opportunity for all partners to deliver a range of safety messages across the UK.”

At Shropshire Fire and Rescue Service, we will be promoting the key messages via our social media channels and highlighting the training that is on offer locally to riders through Shropshire Advanced Motorists and Motorcyclists (SAMM).

For more road safety advice visit <https://www.shropshirefire.gov.uk/road-safety> and follow us on facebook and twitter for information during the campaign.

May 2021

Greenway Polymers Incident moves towards 'recovery'



A large-scale fire that started at Greenway Polymers in Telford on April 26, is now under control with partners working towards the recovery phase.

Results from air quality tests around the site, have shown that risks to health are 'low' and no asbestos has been found.

Telford & Wrekin Council have been monitoring air quality on a daily basis using equipment from the Environment Agency EA and analysis of data by Public Health England (PHE) Midlands.

In addition, a council-appointed contractor, continues to monitor concentrated areas of the smoke plume in line with changing wind directions. This data is also being shared with PHE and the EA.

The scale of the fire did not meet the air quality monitoring threshold set out by the EA and PHE, but partners are addressing concerns from affected residents to provide reassurance beyond the usual response.

Telford & Wrekin Council Leader, Councillor Shaun Davies said:

“Living just minutes from the site, I completely understand residents’ concerns. Faced with the possibility of several months of disruption for residents, businesses, schools and passing traffic on the M54, this was something we deemed unacceptable and felt we could not allow to continue.

“We chose an alternative - to find a way of putting the fire out quickly. With nobody available to pay to put out the fire and clean up the site, we took the decision to contribute £200,000 and will make every effort to recover that cost.

“We have gone above and beyond in our response to this fire to reassure everyone and to bring this to a conclusion as quickly as possible.

“The council obtained air data from the Environment Agency’s ambient air quality monitoring team. This takes readings from a fixed position while our contractor follows the moving smoke plume to take further readings and give us an overall picture on a daily basis.

“It is reassuring to find that, despite the smoke being unpleasant and an inconvenience, the risks to health are low, however because any smoke is an irritant, it is advisable to avoid the smoke if you can and, if indoors, keep doors and windows shut.”

Shropshire Fire and Rescue Service, Assistant Chief Fire Officer Dan Quinn said:

“The additional support from partners means we have been able to dismantle the building quickly and therefore reduce the length of the incident. This minimises the longer term impact of the fire and ensures the safety of firefighters who continue to work tirelessly on site.

“We can confirm that the building – which is metal sheeted with a steel structure and roller shutter doors – does not consist of asbestos-containing material and no materials containing asbestos have been found within the waste on the site.”

“Work is continuing in the most cost-effective way to drag waste from the building so it can be extinguished and then processed for safe storage on site. We have worked through around

10per cent of the waste with an expectation that the incident will be resolved within a few weeks if our teams are able to continue safely at this rate.

“Residents should be aware that smoke levels will continue to rise and fall in line with weather conditions and activity on site.

“There is also the potential for smaller fires to ignite which we will continue to monitor and extinguish quickly.

“We are very aware of the impact this is having in the area and will continue to monitor air and water quality with our partners and would like to thank residents for their continued patience. “If you smell smoke where you live, as a precaution keep doors and windows closed and check for road closures on the M54.

“For a relatively small Fire and Rescue Service, an incident of this scale requires a lot of resources and dedication from our staff throughout the organisation.

I would like to thank them in particular for their continued efforts to bring this incident to its resolution.”

Dr Musarrat Afza, Health Protection consultant with Public Health England (PHE) in the West Midlands, said:

“During long-running fires, concentrations of substances in smoke are often below those which pose an immediate risk to health, but may still result in discomfort or temporary health effects. It should be remembered that short-term, temporary effects do not mean that long-term health effects should be expected.

“People with asthma and other respiratory conditions may be particularly susceptible to the smoke and should carry and use their medication (such as inhalers) as usual. If you have any concerns about the smoke’s impact on your health please call your GP surgery for advice, following any instructions for out of hour services, or contact the NHS 111 service (which is free from both landlines and mobiles and open 24/7).”

“Those people who are affected will mostly have immediate effects such as coughing or a tight chest. These symptoms usually disappear very soon after the exposure has stopped and do not lead to any long-term health problems.

Further air quality results will be published regularly and for the latest updates, register at www.Telford.gov.uk/fire or visit www.shropshirefire.gov.uk

June2021

Shropshire Fire and Rescue Service introduce CCTV on their fire engines



Shropshire Fire and Rescue Service are installing state-of-the-art CCTV systems on their appliances to increase security and provide additional video coverage at emergency incidents.

The 6-camera system provides 360 degree coverage of the appliances; 1 is mounted internally (front-road facing on dash) and the other 5 externally.

Assistant Chief Fire Officer Simon Hardiman said:

“I am really pleased with the introduction of CCTV on our emergency response vehicles as this will add value to the Service in terms of providing operational learning opportunities, clarity when investigating any incidents and also acting as a deterrent if individuals choose to attack our crews.

“The CCTV will also provide an additional level of security for our vehicles and stations as it will be switched on 24 hours a day, therefore capturing images, such as attempted break-ins to our stations as we have previously experienced.

“CCTV on our vehicles is one step in a series, with further work underway to introduce additional CCTV on our stations, body worn cameras for staff and also on our specialist Incident Command Unit.

“These steps are designed to ensure we continue to provide excellent service to our communities and make Shropshire safer.”

There are currently 5 fire engines using the system, with 10 more being introduced over the next 18 months.

For details about how the Service manage personal data, you can view their privacy policy here:

www.shropshirefire.gov.uk/site-help/privacy-policy

July 2021

Shropshire Fire and Rescue Services’ state-of-the-art Telford Station build underway



Left to right: Mark Kiddie, Paul Gray, Cllr Eric Carter

Work has begun on major improvements and renovation of Telford Central Fire Station at Stafford Park. The Service submitted its planning application in March 2020 and phase one of the build launched last month.

The new station is the main response location for the communities of Telford and is set to include joint facilities for operational and management training as well as multi-agency emergency command facilities.

Group Commander Paul Gray said:

“Now building has begun on site it all feels very real and there is a buzz around the station as we see it take shape.

“The new facilities will mean we can work in a more streamlined way with Fire Service departments that have previously had to be housed elsewhere. The finished building will also serve as a more suitable place for us to work and train with our partners such as West Midlands Ambulance Hazardous Area Response Teams and West Mercia Police.”

The Service worked closely with multi-disciplinary design practice Entrust architects during the planning phase to make sure the building minimises its environmental impact during the

construction phase and beyond. Construction teams are currently installing special water tanks that will eventually be concealed under the site.

Head of Facilities, Andrew Kelcey said:

“The tanks have been installed because in periods of heavy rainfall, large amounts of water can be directed to drains over a short period, overloading them and contributing to flooding.

“To avoid this, the tanks will store the water, slowly releasing it over the following hours when systems are better able to cope.

“Firefighting sometimes involves the use of oils or other pollutants, so this site is also being built with interceptors which remove any chemicals before the water leaves the area.”
Shropshire and Wrekin Fire Authority, the body that governs the service, are investing in the region of £10 million into improvements.

Fire Authority Chair, Councillor Eric Carter said:

“I’m very proud that the Fire Authority has been able to facilitate this valuable addition to the community and help make Shropshire safer. It’s great that the project is now underway; I’m excited at the prospect of local people seeing the building become a reality and it serving as a real source of pride for the area.”

McPhillips Limited civil engineering and building contractors were awarded the contract to modernise the station in March 2021.

Marketing & Business Development Manager for McPhillips, Mark Kiddie said:

“This is an exciting project for us, and the initial on-site preparatory work is going well. We’re looking forward to seeing the project progress as we work with Shropshire Fire and Rescue Service to provide this state-of-the-art community facility.

“As a Telford business we’re delighted that our client shares our vision for supporting the local economy and, as our base is less than five miles from the fire station, locally employed people are already working on the delivery of the project.”

Work is expected to be completed by November 2022.



August 2021

Fire Authority Chair responds to Association of Police and Crime Commissioner document



Shropshire and Wrekin Fire and Rescue Authority

Cllr Eric Carter, Chair of the Shropshire and Wrekin Fire and Rescue Authority said: “Earlier this month I was extremely concerned to see the publications within the Association of Police and Crime Commissioners (APCC) document ‘Fire and Rescue Governance in Focus – PCCs Making A Difference Delivering an Efficient and Effective Fire and Rescue Service in England.’ which myself and the rest of the Fire Authority members, feel undermines the upcoming consultation process.

“Although some of the comments made in the document were contentious and in cases stretching the facts, my greatest concern is the Fire Minister’s endorsement in the document which was done with such strength during a time when we are about to go into a consultation on the future governance options for the Fire and Rescue Service.

“We are currently awaiting the opportunity to consult on a government white paper for reform of fire and rescue services and I believe this recent statement from APCC was mitigating the effectiveness of the consultation.

“Although the content of the document itself was worrisome in its indication that the Service would be more efficient and effective under the governance of the Police and Crime Commissioner, it is the impact on the consultation that we are averse to.

“The other Authority members and I are grateful to the public who have shown support in keeping the current governance and we are determined to proceed in the way the people of Shropshire and Telford have expressed they would prefer. To do this, we need to ensure the consultation process is respected and protected which is why we are responding so strongly to the content of the APCC’s publication.

“Consultation should never be treated as a tick box exercise, and we should remain mindful of the fair process in order to ensure the consultation remains meaningful before releasing any communications.”

September 2021

Business Safety Week comes to Shropshire



Shropshire Fire and Rescue Service (SFRS) is urging businesses to make fire safety a priority in the workplace.

The plea comes during the National Fire Chief Council’s Business Safety Week which runs from Monday 6 September to 12 September.

Now that organisations are opening their doors again and welcoming more of their staff back into the workplace, it is the perfect time review fire safety.

Many businesses had to close or change their ways of working due to the Covid-19 pandemic. But as they have now reopened business owners and Responsible Persons (RPs) must review Fire Risk Assessments to reflect any changes they have been made in response to the

pandemic. It's important that steps are taken to ensure staff are suitably trained, fire equipment is checked and maintained and any covid secure measures do not compromise fire safety.

It is also a great time to ensure your business is not at a high risk of arson.

Fortunately, in Shropshire and Telford the number of deliberate fires at business premises is quite low and we aim to keep it that way. However just one fire at a business can have devastating effects.

Fire services can also provide help in reducing false alarms in the workplace which often have an impact on business productivity. SFRS have attended more than 900 automatic fire alarms so far this year (2021). This increases the pressure on fire service resources and time, both of which could be spent on dealing with genuine emergencies and community prevention and protection activities.

Business Fire Safety Lead, Martin Huckle, said:

"We are committed to helping businesses get back to work so they can continue to make their valued contribution to the economy and local communities.

"It has been such a challenging time, but fire can have a devastating impact on a business with many never recovering. But we are able to provide help and guidance to reduce this fire risk and encourage business owners to get in touch with us for advice."

SFRS can provide free help, advice, and guidance to minimise the risk of fire in the workplace.

You can get in touch with our team by calling: 01743 260 200

or email: businessfiresafety@shropshirefire.gov.uk The advice is available throughout the year, but we are encouraging people not to delay reviewing fire safety.

October 2021

Large barn fire deemed accidental



The cause of the large Barn fire in Longdon Upon Tern was found to be accidental. Six crews attended the fire, yesterday (Thursday 28 October), which involved three barns containing; straw, potatoes and machinery.

Fire Investigation Officer Scott Bishop said:

"When the crews arrived the three barns were well alight and firefighters worked quickly to get the blaze under control. They worked closely with the owners and staff who used their machinery to help move debris and allow the crews to do their job tackling the flames.

"We carried out a full fire investigation and found the incident was caused by a fire the staff were using to burn wood from the land. This had gotten out of control and spread to the nearby crates due to the strong winds, and then continued to spread to the buildings.

"We are expecting to have a presence at the site for the remainder of today to ensure the fire is completely out and the area is safe."

November 2021

On-call firefighters recognised for saving Clun woman



Two of Shropshire Fire and Rescue Service’s on-call firefighters were awarded Chief Fire Officer Commendations on Monday 15 November for their actions which helped save a woman’s life.

Watch Manager Ian Dudley and Firefighter Michael Oliver, from Clun Fire Station, were given the honour as part of the Celebration of Success Ceremony held at the Theatre Severn in Shrewsbury.

They were recognised for their response to an incident on Sunday 10 October where a lady had suffered a cardiac arrest. Both firefighters are part of the Clun AED Scheme and received the call that the lady was in distress. The pair retrieved the defibrillator for Clun Fire Station and made their way to the woman before quickly giving her oxygen therapy.

They used the defibrillator and then gave CPR until the lady was responsive again and showing signs of life. They continued the treatment until the arrival of paramedics who took her hospital.

We are extremely happy to say the woman is making a full recover at home with her husband and the couple have expressed their gratitude to Ian and Michael.

Woman and child rescued from serious house fire in Oswestry



A woman and a child were rescued from a serious house fire in Oswestry in the early hours of this morning (Thursday 16 December).

The Service received the call at 11.58pm and attending crews from Oswestry found the house well alight. A three-year-old girl was rescued from the window of the first floor of the property by firefighters.

Crew members entered the building wearing breathing apparatus in order to evacuate the mother and extinguish the fire. They were both treated for smoke inhalation and were left in the care of the ambulance service.



Station Manager Chris White said:

“We believe the fire started in a first-floor bedroom causing significant fire and smoke damage to the first floor and further smoke and water damage to the remainder of the property. “Thankfully the mother and daughter didn’t suffer any serious or life-threatening injuries as they were alerted to the fire early by their smoke alarms and were rescued very quickly.

“Unfortunately, the fire has destroyed a large portion of the house and the family will not be able to return. This couldn’t happen at worse time, just before Christmas, and we will continue to support them however we can.

“A fire investigation has been carried out and we believe the most likely cause is discarded smoking materials, due to the rapid development of the fire, however an electrical abnormality cannot be ruled out due to the extent of the damage to the bedroom.

“This incident is a stark reminder to always use an appropriate ashtray when smoking and ensure you put cigarettes out properly.

“It also highlights the importance of having smoke alarms, as this fire developed rapidly, but due to the early activation of the alarms and the fact the crews were only a mile away after dealing with another call, we got there extremely quickly and were able to rescue the family.”

For more information on home fire safety please visit <https://www.shropshirefire.gov.uk/safety-home/fire-safety-advice>

January 2022

Shropshire Fire and Rescue Service staff member named on The Queen's New Year's Honours List



A long-standing employee of Shropshire Fire and Rescue Service (SFRS) has been awarded the British Empire Medal (BEM) for Services to the Fire Service in The Queen's New Year's Honours List for 2022.

Prevention Manager, Rabinder Dhani, joined SFRS in 1995 and has spent his career working in the Prevention department which oversees the fire safety of vulnerable people in their own homes.

The medal, which is a British and Commonwealth award for civil or military service worthy of recognition by the Crown, will be presented to him by Her Majesty's Lord Lieutenant for Shropshire, Anna Turner later in the year.

Upon hearing the news of his award, Rabinder, from Telford, said:

"It's a massive honour to be awarded this medal, I was shocked and humbled when I found out. My wife, Rachpal, and our three sons are very proud; we are all looking forward to the presentation.

"It's particularly special because my father, Parkash Singh Dhani, received an MBE for Services to the Community in 2016 and I was in awe of that, I never imagined I would be in a similar position.

"At SFRS I work closely with all departments and it's thanks to the hard work of support staff, on-call and wholetime firefighters and the rest of the Prevention Team, that we are able to reach the most vulnerable residents of Shropshire and help keep them safe."

Chief Fire Officer, Rod Hammerton, said:

"Rabinder is an outstanding member of staff. He is dedicated, compassionate, and leads by example. His innovative thinking has enabled us to be at the forefront of prevention work and I am in no doubt his efforts have saved many lives.

We have been lucky to work with him for so long and are immensely proud of him."

Eric Carter, Chair of the Fire Authority, said:

"Rab's devotion is extraordinary and I am delighted that his hard work has been acknowledged in this way."

Keith Osmund-Smith, the Brigade Chaplain for SFRS, has also been named as a recipient of the BEM for Services to the People of Shropshire.

Read his story [here](#)

February 2022

RNLI team up with Shropshire Fire and Rescue Service to offer life-saving training in Shrewsbury



The RNLI and Shropshire Fire and Rescue Service have delivered the first in a series of training sessions aimed at helping prevent people drowning on the river around Shrewsbury town centre. Shrewsbury Street Pastors were the first to benefit from specialist training to help cut down on the number of incidents of people getting into trouble by falling into the water of the River Severn.

RNLI community safety experts and Shropshire Fire and Rescue Service began the first training session last night, helping street pastors to use throw bags which can be used when people get into distress in or near the water. The potentially life-saving throw bags - a 20m floating line used to pull a casualty to safety – are gifted to venues or teams who put staff through the training so they can be used if they spot someone in difficulty in the water.

Shrewsbury Street Pastors is a volunteer-based initiative, with trained representatives patrolling the town centre during busy evening periods to help, care for and listen to those requiring help or support.

The pastors were trained on the dangers that cold water poses and provided with the knowledge and equipment to help rescue people safely. The training will be rolled out to other groups and organisations in the area such as door staff at the many bars and clubs around the river. The training is part of the Waterside Responder Scheme to help prevent people drowning around rivers and waterways.

Chris Cousens, RNLI Water Safety Lead, said:

‘We know that there are a high number of incidents in Shrewsbury, especially from the night time economy and people finding themselves in the water when they didn’t intend to enter. This training scheme aims to raise awareness of these dangers and ultimately help save lives. It’s great that Shropshire Fire and Rescue Service have become the latest partner to work with the RNLI on the Waterside Responder Scheme and we’re really looking forward to working together to help people enjoy open water in Shropshire more safely and prevent drownings.’



James Sutherland, Road and Water Safety Prevention Officer from Shropshire Fire and Rescue Service, said:

“Our crews are regularly called to water rescue incidents across the county, with a large number being in the population hubs. By providing this training to the Street Pastors in Shrewsbury it is hoped that conversations will take place that stop people getting into the river during a night out. If they do end up in the water, then the Street Pastors will be able to provide an initial response while our crews are enroute.

We would like to thank the RNLI for their support in providing this training. The Waterside Responder Scheme is a brilliant initiative to provide training to the public, not only around the rescue element but also education in some of the prevention messages, which could save a life.

The RNLI and Shropshire Fire and Rescue Service are urging people to remember this basic safety information:

- People who fall into cold water follow the same instinct, to gasp, thrash about and swim hard. But this is the worst thing to do – it increases chances of water entering your lungs and increases strain on your heart.
- If you fall into cold water, fight your instinct to swim hard. Instead just float on your back until you can regain control of your breathing before then trying to swim to safety or call for help. You’ll have a far better chance of staying alive.
- If you see someone else in trouble in the water, fight the instinct to go in yourself. Call 999 or 112. If you are at the coast, ask for the coastguard. If you are inland by a river or waterway, ask for the fire and rescue service.

March 2022

Service nominated as Most Inclusive Employer



Shropshire Fire and Rescue Service has been nominated for a 'Most Inclusive Employer' Award. The nomination forms part of the Celebrating Neurodiversity Awards which is run by Genius Within. The winners will be announced at the awards ceremony on Thursday 24 March at The London Stock Exchange.

Chief Fire Officer Rod Hammerton said: "I am delighted that we have been nominated for this award which recognises the work the Service does to ensure we have a diverse and inclusive workforce.

"We've been working to create a supportive culture where people's differences are embraced and celebrated, including neurodiversity. Having staff who think differently and work in alternative ways is seen as huge asset for the Service and a positive influence on the services we provide to the community."

Governance Arrangements



Shropshire Fire and Rescue Service is accountable to the community and is governed through locally elected councillors from both Shropshire Council and Telford and Wrekin Council, who form Shropshire and Wrekin Fire Authority. Our Members play a very active role in governing and they are involved in consultation with local communities and staff across the County.

In April 2019 the Fire Authority agreed to changes in the governance structures of the membership of the Fire Authority; changes to committee structures and functions and numbers of members on each functional committee. These changes in governance structures that are now fully embedded created opportunity for improved efficiency and effectiveness in the way the Authority governs and makes decisions and in addition some small savings will contribute to the overall improvement of public value.

The Fire Authority agreed to reduce its members from 17 down to 15 members and committees from three to a two-committee structure formed by a Strategy and Resources Committee and a Standards, Audit and Performance Committee. These committees support the Fire Authority in carrying out its functions. Meeting dates and reports are available on [our website](#).

National legislation places the statutory responsibility for provision of fire and rescue services upon the Fire Authority. The key responsibilities are set out within:

- Fire and Rescue Services Act 2004
- Civil Contingencies Act 2004
- The Regulatory Reform (Fire Safety) Order 2005

In addition to the legislative requirements, the Fire Authority is also required to deliver the Government's priorities for the nation's fire and rescue services, which are set out in the Fire and Rescue National Framework (May 2018):

- Make appropriate provision for fire prevention and protection activities and response to fire and rescue related incidents
- Identify and assess the full range of foreseeable fire and rescue related risks their areas face
- Collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide
- Be accountable to communities for the service they provide
- Develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse.

Full details of the Fire Authority's governance and financial arrangements are published on the Service's [website](#).

Since responsibility for the Fire and Rescue Service moved from the Department of Communities and Local Government to the Home Office in January 2016, the Policing and Crime Bill was introduced in 2017. In 2018, West Mercia Police and Crime Commissioner (PCC), John Campion, submitted a business case of change proposing to provide governance through the PCC for both SFRS and HWFRS. This decision was challenged through a judicial review by the Shropshire and Wrekin Fire and Rescue Authority and has subsequently been deferred by the Home Office until 2021 for a future review.

Overview of Shropshire Fire and Rescue Service









Our Vision and Purpose



Whilst the Fire Authority's statutory responsibilities are enshrined in law, the vision and purpose of the Service in 2021/22 are:

- Vision: **Making Shropshire Safer**
- Purpose: **To save and protect life, property and the environment from fire and other emergencies**

Our Workplace Charter was adopted in January 2020 and the vision statement, aims and Workplace Charter were reviewed and refreshed throughout 2021/22 in line with the CRMP 2021-2025.

Our Core Values



The Service has, for many years, adopted the national Fire and Rescue Core Values of:

Service to the Community

We value service to the community by:

- Working with all groups to reduce risk
- Treating everyone fairly and with respect
- Being answerable to those we serve
- Striving for excellence in all we do

Valuing all our people

We value all our employees by practising and promoting:

- Fairness and respect
- Recognition of merit
- Honesty, integrity and mutual trust
- Personal development
- Co-operative and inclusive working

Valuing diversity in the Service and in the community

We value diversity in the Service and the community by:

- Treating everyone fairly and with respect
- Providing varying solutions for different needs and expectations
- Promoting equal opportunities in employment and progression within the Service
- Challenging prejudice and discrimination

Valuing improvement at all levels

We value improvement at all levels in the Service by:

- Accepting responsibility for our performance
- Being open-minded
- Considering criticism thoughtfully
- Learning from our experience
- Consulting others

In January 2020 we adopted a behavioural framework aligned with NFCC leadership framework which gives a set of behavioural expectations to staff across the sector. This behaviour framework we call our Workplace Charter.

The Service has committed to embed the Core Code of Ethics and has done so within the Workplace Charter which was created with our staff and input and evaluation from the representative bodies.



DELIBERATELY DEVELOPMENTAL
PURPOSEFULLY INCLUSIVE & DIVERSE
INTENTIONALLY INNOVATIVE

The Workplace Charter

MAKING
SHROPSHIRE
SAFER

Shropshire Fire and Rescue Service have created the Workplace Charter which incorporates the core code of ethics for Fire and Rescue Services in England

Organisational Effectiveness



- We will explore and consider alternative ways of working to achieve our common purpose
- We will communicate information to people that is relevant and timely
- We understand how our roles contribute to the aims of the Service
- We are responsible for the health and safety of ourselves and others

Outstanding Leadership



- We will create an environment where people can be the best they can be
- We will recognise and challenge inappropriate behaviour
- We are open to giving and receiving constructive feedback
- We will be open and honest in order to build trust
- We are accountable for our actions and behaviours

Service Delivery



- We will share our ideas to create improvement and development opportunities
- We will share responsibility to work together to solve problems effectively
- We are committed to, and understand, our responsibility towards safeguarding
- We will provide a value for money service considering the needs of our colleagues and our communities

Personal Impact

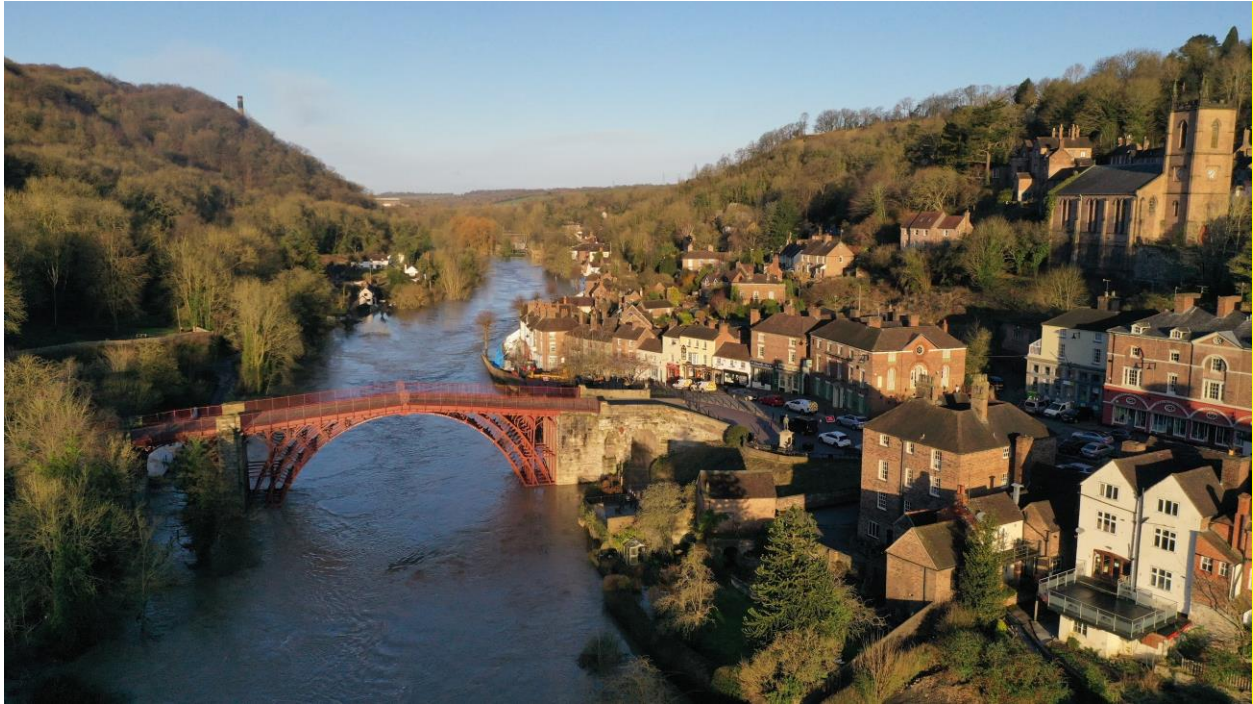


- We consider the impacts of our actions on others
- We always welcome alternative views and feedback
- We contribute to an inclusive culture remaining respectful of any differences we may have
- We will remain professional at all times and act with integrity
- We will encourage discussion to improve our wider understanding of health and wellbeing
- We will lead by example to encourage and motivate others
- We are responsible for our own development and that of others

The Workplace Charter has been created by our people and sets out the standards of behaviour expected in the workplace. It is supported by the representative bodies.



The Risks We Face



Although the risks faced by the Service arise largely from providing a fire and rescue service in a predominately rural and sparsely-populated area, we also face the need to be able to provide resilience against the impact of adverse weather and other civil emergencies both locally and nationally.

A thorough analysis of our risks is provided as part of our current Community Risk Management Plan (CRMP), which is available [on our website](#). Our priority will always be the preservation of life and the protection of property from fire and other emergencies. We also respond, where needed, to **reduce** the impact of fire and other emergencies in the natural environment.

Through the Fire Alliance, we have standardised our approach to community risk management with Hereford and Worcester Fire and Rescue Service. This provides a joint methodology for identifying and analysing risk. This process underpins the 2021-25 CRMP and will further support the ever-closer relationship between both Services.

Shropshire has an increasingly older population with greater numbers of pensioners living alone independently. This age group is statistically more vulnerable to fire and is forecast to increase significantly over the next 10-20 years. Social deprivation is more prevalent in Telford however pockets exist across the County especially in the market towns. This impacts on young people and is also reflected by ever increasing County Lines drug criminality.

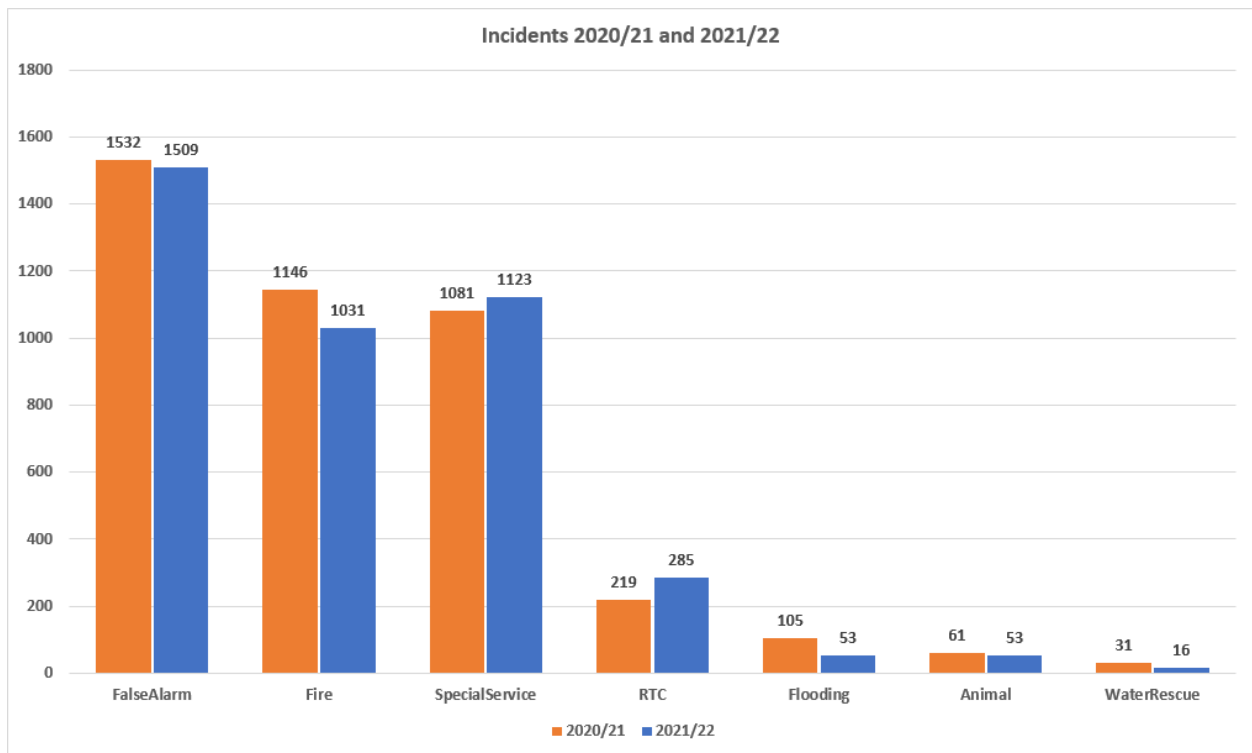
The Service is very clear on the importance of a thriving business sector to the local economy and the community and so a proactive prevention and protection strategy exists to reduce the

incidence and impact of fire on local businesses. The strategy extends to include the numerous heritage risks that lie within Shropshire, many of which are of national and, in the case of Ironbridge Gorge, of global importance.

Risks which the Service, together with its partners, is tasked to address, are recorded within local and national risk registers.

The Service experienced **one** fire death and **eight** serious injuries in the 2021/22 reporting period.

During 2021/22 the Service attended 4,070 incidents compared to 4,169 incidents in 2021/21. A comparison and breakdown of the incidents is shown on the following graph.



Progress against activities set out in the Annual Plan 2020/21



The Annual Plan sets out a number of activities which directly affect the way we manage and respond to the risks within our community. Each activity is shown below along with a summary of the outcome achieved.

To build an alliance with Hereford and Worcester Fire and Rescue Service to build capacity, improve resilience and achieve efficiencies A Fire Alliance Strategic Plan 2018-2022 between us and Hereford and Worcester Fire and Rescue Service was agreed by both Authorities in July 2018. This strategy sets out the governance of the alliance and identified a number of key joint priority programmes which will deliver a change programme at a sustainable pace. The following areas of future working that were identified have been progressing:

- **Fire Command and Control** – an in-depth analysis of the technical capability and longevity of the existing Control Rooms and ICT Risk Assessment; a gap analysis of the Fire Control function against reports including the Kerslake Review into the Manchester Arena attack and the Phase 1 report of the Grenfell Tower Inquiry; and a local testing exercise to better understand the existing capacity limits at SFRS Control facility. This has resulted in a joint specification for a shared command and control system between both services which will increase resilience for each. Two sites will remain but with the ability to share mobilising to ensure fluidity of response for all resources, which will be particularly important during times of peak activity.
- **Information Communications and Technology (ICT)** - A significant workstream as part of the Alliance is factored around increased capacity and resilience of the ICT functions within both services. Work has focused on the introduction of a Wide Area Network (WAN) that will provide

resilience and accessibility for both services. Further work has resulted in the procurement and implementation of a joint Helpdesk System that will contribute to the vision of both ICT teams supporting each other into the future.

- **Community Risk Management Planning (CRMP)** – both Services commissioned risk modelling reports from ORH, and the results were incorporated into the respective IRMP and consultation processes. The CRMPs for both services were published on 1 April 2021. It has now been agreed that response standards for Hereford & Worcestershire FRS will model those of Shropshire FRS, subject to final public consultation. Similar standards between the services will enable the transition to the shared command and control system. Work to develop the next Fire Alliance plan is now in progress, where it is expected the emphasis will be on closer departmental working to align processes where possible, resulting in shared capacity and resources.
- **Procurement** – in March 2020 a formal Fire Alliance Procurement Strategy, together with a Procurement Programme of actions in the short, medium and longer term, was agreed by both Services. Joint procurement continues on a less formal basis with collaboration between the teams now seen as the normal approach.
- The redevelopment of Telford continues and good progress is being made. Supply chain impacts affecting to whole construction industry are also affecting this project, but they are being managed by the Service, its architect team and the contractor to minimise the impact.
- The full requirements for the redeveloped Stafford Park site have been agreed with our partners, and the building design developed. Planning permission from the local authority will be progressed and we have entered the procurement phase.
- We also set out a number of activities aimed at supporting the transformation of the way we work. A description of the main items and the progress made is set out here.
- The Service continues to manage its environmental impact through the use of a system to the international ISO14001:2015 standard, which requires both compliance and continuous improvement. In the past year the Service has invested in solar panels and energy efficiency improvements at Ellesmere, Market Drayton, Tweedale and Whitchurch. All sites have been assessed for their environmental performance and plans for further improvement will be established. The redevelopment of Telford includes environmental improvement works. New arrangements for the delivery of firefighting foam have been introduced, and the opportunity taken to replace foam with the least polluting products available, minimising the risk of introducing persistent organic pollutants into the environment.



In April 2021, the Service conducted another Staff Survey, in line with its commitment to host every 18 months. Virtual feedback sessions were held with managers and employees and an action plan was created to ensure the Service was focussing on the areas which staff were telling us needed attention. The attached infographic gives a high-level overview of the 2021 results, some comparison data between 2019 and 2021 surveys and those areas to focus on.



2019 Survey

'Better communication across the Services'

- Regular briefings for both operational and non-operational staff
- Increased newsletters from the CFO
- Introduced quarterly training and development bulletins
- Developed a remote learning and development dashboard

'Better communication about actions taken following the survey'

- Developed 'You Said, We Did' branding
- Dedicated portal on Sharepoint with updates on progress
- Action plan shared with Unions with regular updates
- Infographics in the Pink weekly between March and early May highlighting areas where we took action following the 2019 survey

'Clarity around how I can learn, grow and progress my career'

- New IPDR process launched in April 2020 for progression and development
- Career Development Pathway launched in July 2020 for Green Book Staff
- New promotion process launched in April 2020 for Grey Book Staff

'Increased recognition for doing good work'

- Regular thanks in The Pink from the CFO
- Recognition letters for Covid-19 pandemic work

'More information on exercise and nutrition to support the new 42.3 fitness standard'

- Health and Wellbeing portal updated with relevant information
- Watt bikes purchased for all stations
- Associate trainers allocated to those that have not passed their fitness tests
- Introduction of Fitness Standards presentation at induction

'Benchmark against top quartile organisations in the 2021 survey'

- Results from 2021 survey have been benchmarked against top quartile organisations

What's the best thing about working for SFRS?

the people job satisfaction supportive pride a sense making a difference culture of belonging a family feel good development opportunities

2021 Survey

Improvement compared to 2019:

- IT infrastructure is adequate (**47%**) – 10% higher than 2019
- Service wide communication is good (**56%**) – 10% higher than 2019
- Understanding of the Workplace Charter (**86%**) – 7% higher than 2019
- Received recognition or praise in last seven days (**63%**) – 6% higher than 2019
- Receiving coaching and skill development (**70%**) – 6% higher than 2019

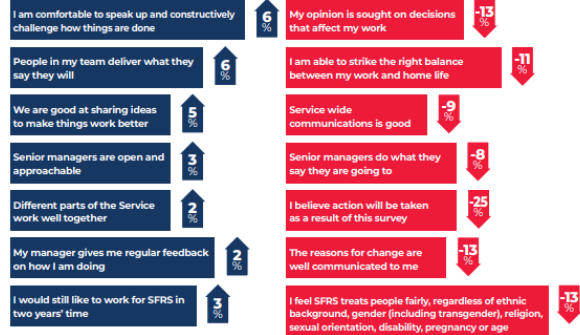
5 top scoring areas:

- Feel clear on job expectations – **96%** (up 1% from 2019)
- Caring about SFRS's future – **96%** (1% less than 2019)
- Having knowledge and skills need for role – **94%** (up 4% up from 2019)
- Understanding individual contribution to SFRS's aims – **93%** (2% less than 2019)
- Understanding SFRS's aims and objectives – **91%** (same as 2019)

Response rate
60%

Engagement rate
87%

Comparison to the External Benchmark



Some direct quotes to support these comments:
"The people I work with and the inclusive culture within the Service"
One of the best places to work.
The people, culture and job role is rewarding"
Really worthwhile rewarding job to be able to help our local community"

Things we need to focus on:

- Involve those employees that will be affected by change in discussions'
- Involve employees in post-survey action planning to ensure they have an opportunity to shape resolutions/new ways of working
- Communicate the reasons if suggestions/ ideas can't be implemented by the Service

To fulfil our vision and purpose the Authority has four key aims. Each aim has a target against which success is measured. Progress is monitored internally every month and reported to the Fire Authority's quarterly Standards, Audit and Performance Committee. The aims and measures for 2021/22 are set out in the next section.

Our Aims and Targets



Aim 1: To be there when you need us in an emergency with a professional and well-equipped team

Aim 2: To reduce the number of fires in our community

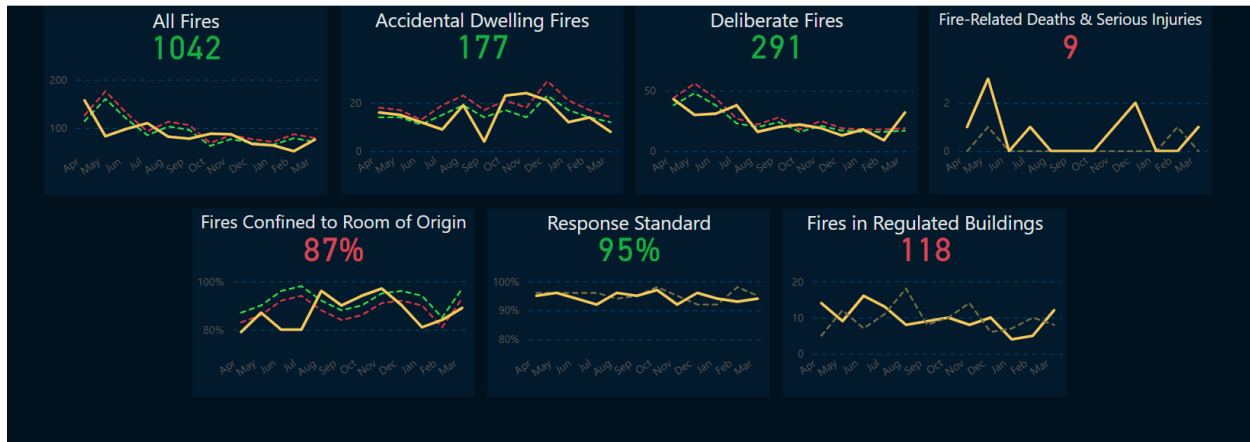
Aim 3: To reduce the number of fire related deaths and serious injuries

Aim 4: To deliver a fire and rescue service, which provides value for money for our community now and into the future



The Service moved to a tolerance-based system in order to measure its success against the new set of Corporate Performance Indicators (CPIs) set for 2021-2025 which are outlined in the Service plan and the CRMP.

The CPIs are below and an explanation of these performance outcomes will follow:



CPI 1: The Service will aim to reduce the overall number of fires during 2021-2025

In 2021-2022 The Service attended 1042 compared to 1157 fire in 2020-2021. This is a reduction of approximately 10% and is below set lower tolerance of 1101.

CPI 2: The Service will aim to reduce the number of accidental dwelling fires during 2021- 2025.

The Service reduced the number of accidental dwelling fires by around 13% in the 2021-22 (177) compared to the previous financial year (204). This s below the lower tolerance of 200 that was set.

CPI 3: The Service will aim to reduce the incidence of deliberate fire setting during 2021-2025.

The Service reduced the number of deliberate fire n 2021-2022 having attended 291 fires compared to 316 fires in the previous year. This was also below the lower tolerance that was set at 376.

CPI 4: The Service will mitigate against any fire deaths or serious injuries during 2021-2025.

In 2021-2022 there was one fire death and serious injuries, compared to two serious injures last year and no fire deaths.

CPI 5: The Service will monitor and learn from every occasion when a fire is not confined to the room of origin during 2021-2025.

87% confined to room of origin- compared to 90% last year.

CPI 6: The Service will monitor and learn from every occasion when an injury occurs during operational activity during 2021-2025.

There were 18 operational related injuries in 2021-2022 compared to 13 in 2020-2021. Full investigations were carried out into all these incidents. (there 24 total injuries within the Service- including non-operational incidents)

CPI 7: During 2021-25 the Service will aim to meet its response standards of: Urban – first engine in 10 minutes Town and Fringe – first engine in15 minutes Rural – first engine in 20 minutes.

Overall the Service attended 95% of incidents within the set standard (as above).

This can be broken down as follows:

Area	%
Urban	93%
Town and Fringe	94%
Rural	96
Out of area	79%

Response to Urban and Rural areas remained stable compared to 2020-21 while the response for Town and Fringe areas decreased by 2% and Out of Area response increased by 1%.

CPI 8: The Service will monitor the level and effectiveness of its enforcement activity during 2021-2025.

118 fires in regulated buildings- compared to 116.

CPI 9: The Service will monitor and report against establishment, composition, competence and attendance levels during 2021- 2025.

Establishment as at 1 September 2022

<i>Location</i>	Max Establishment Number	Current FTE	Percentage Establishment Filled
<i>On Call</i>	323	296	91.6
<i>Wholetime</i>	180	189.5	105.3
<i>Support Staff</i>	80.76	79.48	98.4
<i>Fire Control</i>	17	21	123.5
<i>Overall</i>	600.76	585.98	97.5

On Call	We recruit year round and link in with national campaigns
Wholetime	Although showing over establishment, the extra posts are temporary positions, including integrated crewing, temporary additional posts and additional posts covering long term absence
Support Staff	Vacancies being advertised as they occur
Fire Control	The over established posts are all temporary in line with detachments to undertake project work

Attendance Management

	Total Headcount	Total Absence (occurrences)	%absence	Days lost to ST absence (inc Covid)	Days lost to LT absence (inc Covid)	Days lost to absence (exc Covid)	Days lost to Covid	Top absence reason
All Staff	593	114	19.2	792	897	707	982	Covid
Wholetime	190	48	25.3	326	86	114	298	Covid
On Call	293	49	16.7	347	772	483	636	Covid
Fire Control	22	8	36.4	69	16	37	48	Covid
Support Staff	88	9	10.2	50	23	73	0	Respiratory

Competence

Skill	Certified	Due for renewal	Expired
Breathing apparatus	69%	237 %	4%
First response emergency care	81%	NA	NA
ERDT	81%	14%	5%
XVR	76%	15%	9%
Incident command	58%	23%	19%
RTC	51%	49%	0%
Water First responder (WT)	93%	3%	4%
Water first responder (OC)	92%	8%	0%
Swift water Rescue Technician	88%	10%	2%
Boat operator	80%	17%	3%

Overview

In 2021-2022 Shropshire Fire and Rescue Service continued to face challenges as a result of the Covid-19 pandemic however the Service did meet and exceed several of the targets laid out in the Service Plan 2021-2025.

In 2021 the Service started to see many of its Prevention activities fully resume such as the Safe and Well visit program, Face to face schools education and a number of outdoor/public events. Initially at the start of the year social media played a dominant role within our education as much of the face to face work was restricted.

As we started to return to some form of normality there was a great deal of learning from the Pandemic that we were able to adopt in our Prevention strategy going forward. A combination approach of face to face and virtually has enabled us to reach much wider audiences.

The Service has seen another year of reductions within both Accidental domestic dwelling fires as well as deliberate fires. Social media, more targeted home visits alongside working closely with partners has been instrumental in achieving these reductions.

The partnership with West Mercia Police has been invaluable in reducing deliberate fires. This partnership has improved early intelligence/communication and enabled a timely response to be deployed to restrict/stop further escalation.

We have continued to see outdoor fires which suggest that some of the habits during the pandemic of using sheds, out houses or purpose built outdoor facilities for entertaining maybe here to stay as attitudes and behaviours to entertaining and leisure have not automatically resumed back to traditional habits

The Service continues to focus on the fires not confined to room of origin and will continue to investigate further the main reasons for the escalation and integrate the learning from these fires into the prevention strategy going forward.

Agricultural vehicle related fires has been area for concern again this year as we have seen a number of these fires causing a great deal of loss. The Prevention team will be running a specific campaign next year to highlight these concerns and will encourage the national Farmers Union to take an active role in raising awareness within the Farming community.

There has been a number of high profile water related deaths. The dedicated Officer for Road and Water Safety has worked closely with the Local Authority, voluntary and private sector organisations in order raise the awareness of water safety and to provide equipment and training on throwlines.

Community Work and Achievement



During the 2021/22 period. All of the Prevention Activities that the Service were involved in were resumed. Due to the pandemic it was apparent that organisation/partners were at different points and therefore although all SFRS prevention activities resumed they resumed at different stages throughout the year and in some cases had to be delivered using a varied approach. All school visits resumed to face to face.

All of the Crucial Crews within the County were organised this year although a number of modifications had to be made in the delivery in order to meet some of the challenges. Shropshire Fire and Rescue Service have completed 2723 Safe and Well visits and have fitted 2871 domestic smoke alarms as well as supplied over 30 hard of hearing units to partners in the sensory impairment team. SFSR have also fitted 273 lockable letterbox devices to individual identified at risk.

We continue to maintain our relationships with partner agencies and have actively sought new partnerships to help us further target our resources to the most vulnerable in our society. Partnerships such as SP Energy Networks who share information on clients that are struggling with fuel costs. Royal British Legion, working in partnership to support veteran.

Our commitment to Safeguarding continues with both our Strategic and Safeguarding leads been trained in levels 1 to 4. The service sits on a number of safeguarding related forums and is an active partner with the attendance at Serious Case Reviews and Domestic Homicide Reviews

Social Media continues to play an integral role in raising fire safety awareness within our communities. This year we have been able to run some of our campaigns face to face alongside the social media platforms.



The Protection department continue with planned increase to capacity through the training of operational staff. This includes refresher in-house awareness sessions and further accredited courses that will expand our engagement with business communities and our risk based inspection program.

The Protection department have completed a return to full activity following the significant challenges of the COVID pandemic.

We have been able to safely offer advice and engagement activities while ensuring compliance with The Regulatory Reform (Fire Safety) Order 2005 through inspection as the enforcing authority, working with other partners where combined enforcement can lead to better regulation for all. The department are operating above target levels over the last year.



Financial Performance

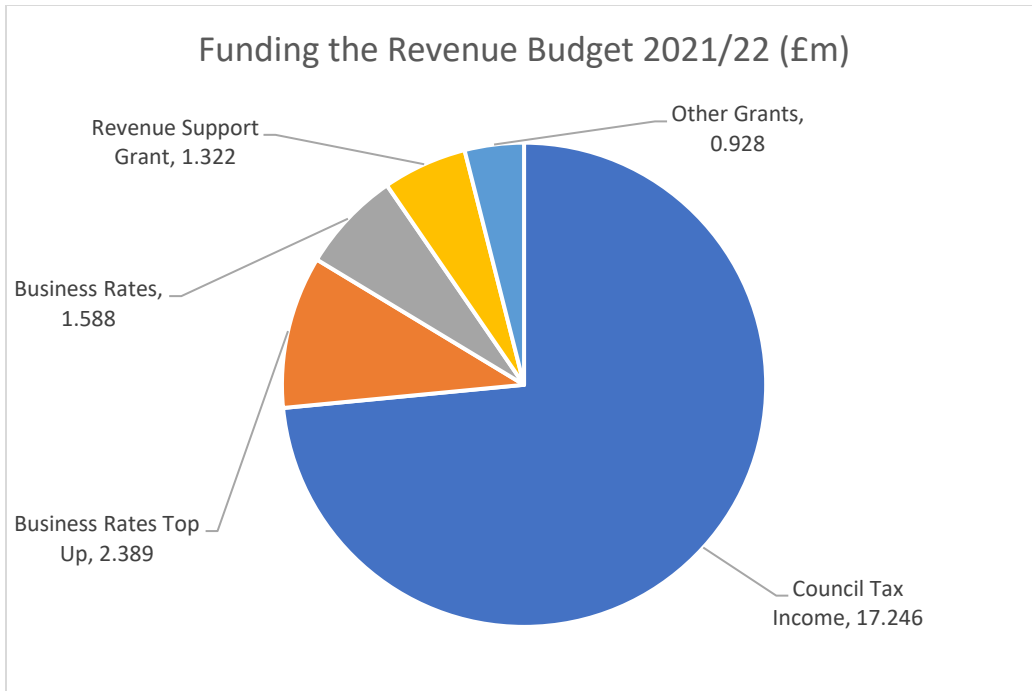


February 2021, Shropshire and Wrekin Fire Authority approved a revenue budget of £23.473m for 2021/22. This budget quantified the Service's strategic and operational objectives and also reported on business areas, which enabled managers to measure performance against their departmental plans.

For Band 'D' council tax properties, the annual contribution towards Shropshire Fire and Rescue Service was £104.20.

The revenue budget for 2021/22 was funded as follows:

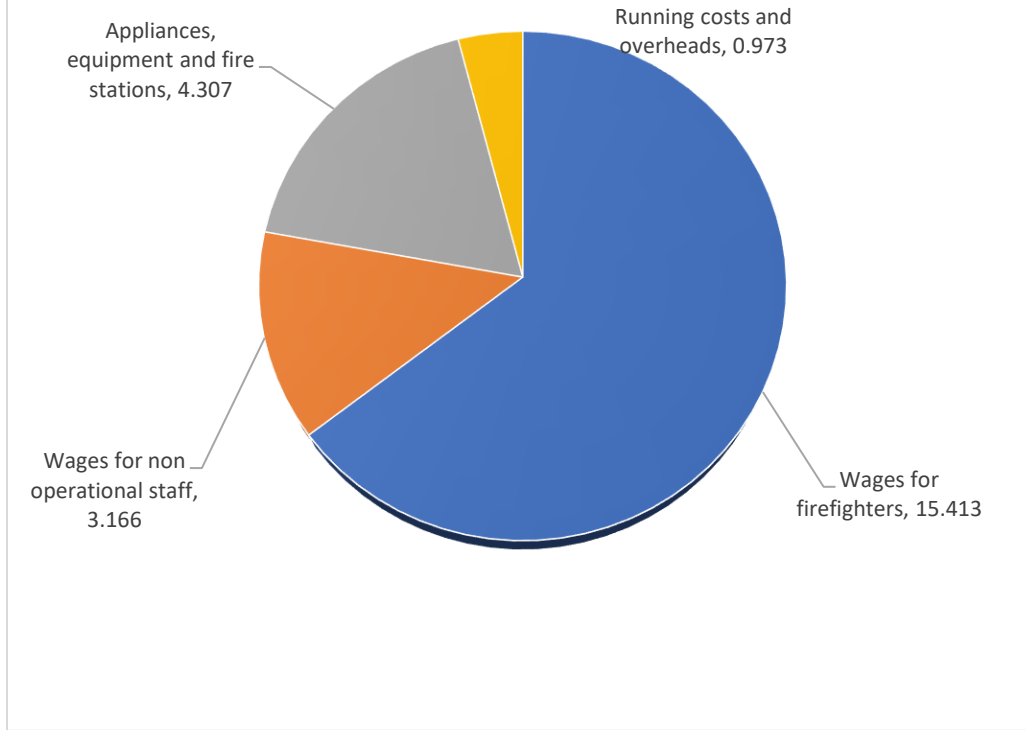
Council Tax Income	17.246
Business Rates Top Up	2.389
Business Rates	1.588
Revenue Support Grant	1.322
Other Grants	0.928
	23.473



The Service spent the revenue budget in the following key areas:

Wages for firefighters	
Wages for non operational staff	
Appliances, equipment and fire stations	15.413
Running costs and overheads	3.166
	4.307
	0.973
	23.859

Summary of Gross Expenditure 2021/22 (£m)



A principal objective of the Fire Authority is to provide value for money and ensure that it acts responsibly in how it spends public funding. A range of audits by external auditors take place regularly to provide independent scrutiny of our financial and corporate governance.

We regularly seek the views of those who have contact with the Service (through inspections, incidents etc), regarding their perception of our performance in respect of value for money.

The Fire Authority is transparent in its financial affairs, publishing an Annual Governance Statement, Annual Audit Letter and Statement of Accounts. The future financial plans and commitments of the Fire

Authority are set out within the financial section of our Service Plan. All of these documents are available on our website and will be updated to reflect our planning for 2015 to 2024.

Our Future Plans 2021 and Beyond



We recognise that balancing funding and service demands will continue to need considerable attention in the coming years. In 2017/18 responsibility for the Fire and Rescue Service transferred to the Home Office and having had a financial settlement indicated, we await details of the expectations and impacts that will be placed upon the Service from the recent HMICFRS inspection regime.

Following the launch of the Community Risk Management Plan 2021-25 we will produce our four-year Service Plan. This strategic plan is made up of several elements, including our vision, aims and objectives, governance, risk and legal responsibilities and a planning framework. We intend to refresh our vision; aims and the Workplace Charter. We will enhance our Service's cultural aspirations along with exploring new ways of working and learning from the pandemic. We also intend to introduce a new set of corporate performance indicators that will replace the targets from the Service Plan 2015-21.

We will be working closely with our collaborative partners such as the Fire Alliance; continuing the development of Telford Central which includes the additional capital spend on Training Facilities; and following up on learning from the Covid-19 Pandemic such as restoration planning to return to normal and new ways of working to improve our efficiencies and effectiveness.

Have your say



Shropshire Fire and Rescue Service is paid for in part through local council tax.

You can have your say and influence how the Service is managed and delivered. The meetings of the Fire Authority and its committees are open for the public to attend. Reports and minutes arising from these meetings are published on our website and we always welcome feedback.

You can also give us your comments through:

[Our Website](#)

[Our Facebook page](#)

[Our Twitter page](#)

By phone: 01743 260200

Or in person at our Headquarters - Shropshire Fire and Rescue Service, St. Michael's Street, Shrewsbury, SY1 2HJ.