

Draft Integrated Risk Management Plan 2021-25 – Consultation

Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton
Chief Fire Officer or Area Manager Guy Williams, Head of Transformation and
Collaboration, on 01743 260299.

1 Purpose of Report

This report requests authority to publish the Integrated Risk Management Plan 2021-25 for public consultation.

2 Recommendations

The Fire Authority is asked to

- a) Consider the contents of the Draft Integrated Risk Management Plan 2021-25 and approve it for public consultation; and
- b) consider and approve the consultation methodology.

3 Background

The Integrated Risk Management Plan (IRMP) is the Authority's overall plan for improving public safety. It provides an overview of fire and rescue related risks and sets out high-level plans for identifying, assessing and mitigating those risks.

The current IRMP 2015-20 covers the period from 1 April 2015 to 31 March 2021. This includes an extension of one year previously agreed by the Fire Authority. The extension helps to facilitate the alignment of the new IRMP 2021-25 with Hereford & Worcester Fire and Rescue Service's (HWFRS) Community Risk Management Plan 2021-25 (CRMP). This follows the agreement by the Strategic Fire Alliance between Shropshire Fire and Rescue Service and Hereford & Worcestershire Fire and Rescue Service to align the integrated risk management planning processes for both Services.

Officers from both Services have drafted the new IRMP and CRMP using the same approach to identifying and assessing fire and rescue related risks and in managing and reducing those risks through core prevention, protection and response services.

The draft documents are now ready for consultation to gain public opinion on each Service's plans for the 2021-2025 period. The draft IRMP is attached at the Appendix to the report.

4 IRMP Content

The draft IRMP opens with a Foreword from the CFO. This is then followed by an introduction to the Service including the wide range of services it delivers and an overview of legislative and national influence. This also includes a summary review of performance, over the term of the last IRMP.

It is then organised into three main sections, which cover the following:

- a) Stage 1: Identifying and Assessing Risk – this summarises how the Service identifies, understands and assesses risks arising in two main areas.

Community Risk

- People and Place
- Healthy Lives and Deprivation
- Economy
- Transport and Travel
- Environment
- Heritage

Organisational Risk

- Capacity and Resilience
- Finance
- Sustainability
- Data Security
- Culture, People and Diversity
- Technology
- High Rise and High-Risk Premises
- Information, Communications and Technology (ICT)

- b) Stage 2: Managing and Reducing Risk – this sets out how the Service intends to tackle identified fire and rescue related risks over the term of the new IRMP.

It includes the 5 key proposals of the IRMP.

- Revised response standard
- Review of fire cover and deployment of resources
- Review of corporate aims, vision and mission
- Increased resourcing of Protection Team
- Increasing Prevention capacity to target rural risk

Stage 2 then covers the aims and activities across six main areas:

- Prevention
- Protection
- Response
- Maintaining Resilience
- Delivering Value for Money
- Valuing our Workforce

- c) Stage 3: Measuring and Demonstrating Impact – this outlines a monitoring and evaluation process designed to assist in measuring the impact of Service activities in reducing risk and making a positive difference over time.

The IRMP will be supported by an annual strategic risk assessment process. Ongoing monitoring of the Service's corporate risk management work is a responsibility of the Service Management Team (SMT) and Risk Management Group (RMG). In turn the Audit and Performance Management Committee (APMC) receive regular corporate risk management reports.

In accordance with risk management best practice guidance the full Fire Authority receive an annual summary report. The annual Service Plan will also provide an assessment of risk and evaluation of performance.

5 Consultation

There is a statutory requirement for public consultation prior to finalising the new IRMP. In light of the current and foreseeable circumstances arising from the Covid-19 crisis, an online process is proposed. This will be conducted primarily through the Service's website, press and social media channels, supported by online focus groups to be held between July and August 2020. In addition to the general public, consultees will include the Service workforce and representative bodies, and key groups and organisations such as neighbouring Fire and Rescue Services, Police and local authorities. It is proposed that Opinion Research Services (ORS), an independent social research practice, be engaged to undertake the consultation process, which will also include an impartial analysis of responses.

This consultation will be the first time the Service has proposed to utilise social media to help with targeting communities. This innovative work will be led by the Service Communications Team.

Members have agreed at the Strategic Advisory Group (StAG), to support the consultation process by

- assisting Officers with staff engagement work
- using social media to share the IRMP consultation
- using their community knowledge and contacts to match IRMP proposals to the appropriate community groups

The draft IRMP includes a set of questions designed to encourage comments on the three main stages of the document to ensure there is an understanding of how the Service intends to manage risks effectively, efficiently and sustainably over the coming years.

The external consultation process will commence in July 2020 and legally requires 12 weeks. The internal consultation may take longer due to issues arising from COVID-19.

6 Conclusion/Summary

A new IRMP to cover the years 2021-25 has been drafted in conjunction with HWFRS's preparation of their CRMP for 2021-25, both of which are due to be published on 1 April 2021. A period of public consultation is required to gain views and local perspectives on the Service's plans for keeping people safe over the IRMP period, and it is proposed to conduct the consultation primarily online over the coming summer months, given the present Covid-19 circumstances.

Full details of the consultation and analysis of responses will be presented back to the Fire Authority for consideration at the earliest opportunity to ensure the final IRMP 2021-25 can be published on 1 April 2021. Members are requested to consider the draft IRMP and approve it for public consultation.

7 Identified Revenue Funding

Sustainable funding will be required in order to maintain the delivery of high-quality services over the term of the IRMP. Over this period, there may be public sector funding pressures that could impact on the delivery levels of services.

8 Capacity

External design and consultation support will be acquired to support Communication Team capacity and business as usual.

9 Collaboration / Partnership Working

The preparation of the draft IRMP has involved joint workshops with colleagues at HWFRS to ensure a common approach to risk identification and management. An extensive programme of local risk workshops has also been conducted with staff in all Service departments. The proposed public consultation will ensure that wider public opinions and perspectives will also inform the final IRMP.

10 Community Safety

There are no issues arising.

11 Environmental

There are no issues arising.

12 Equality Impact Assessment

The draft IRMP is a consultation document and does not require an Equality Impact Assessment (EIA) at this stage. Information gained during the consultation process will be used to prepare an EIA in readiness for the publication of the final IRMP document in April 2021.

13 Financial Implications

Further independent risk analysis and modelling to support any areas under consultation will incur further costs.

14 Health and Safety

The IRMP sets out the Authority's overall approach to risk management. Proposed activities to manage risks identified in the IRMP will be assessed and managed through normal departmental planning processes.

15 Human Rights (including Data Protection)

There are no human rights impacts arising from this report.

16 ICT

There is no impact on ICT.

17 Legal Comment

The Fire Authority must ensure that it meets basic requirements in respect of ensuring an effective consultation so as to avoid any challenge, this requires that:

- The consultation must take place at the formative stages of policy development, such that the decision maker's mind is still open to change and can therefore be influenced by responses;
- Sufficient information is provided to permit intelligent response;
- The form of consultation must be appropriate; and
- Adequate time is permitted for responses.

Once all consultations have been received and considered a consultation report should be produced setting out the feedback received and how it was considered in developing the final IRMP.

18 Public Value / Service Delivery

Strategic Aims 1 -4

19 Reputation

Failing to recognise the changing risk profile of Shropshire would be negative.

20 Security

There are no security impacts arising from this report.

21 Training

There are no training implications within this report.

22 Appendix

Integrated Risk Management Plan 2021-2025 - Consultation document

23 Background Papers

None



Integrated Risk Management Plan

2021-2025

Consultation document



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Purpose

This draft Integrated Risk Management Plan (IRMP) is Shropshire Fire and Rescue Service's (SFRS) public consultation document.

Your feedback is important and will help the Service plan and identify risks effectively.

Detailed within this draft, are proposals describing how the Service will keep Shropshire's communities - and those that visit - safe over the next four years.

It outlines how the Service will meet Government expectations of fire and rescue authorities, as detailed in the Fire and Rescue National Framework 2018.

It also explores the main risks to communities and how available resources will be used efficiently to reduce those risks.

Comments and views received on this draft will be carefully considered and assist in shaping the final publication in April 2021.

To take part in the consultation, you can do the following things.

- To respond online [click here](#).
- To request a paper copy, write to: Making Shropshire Safer, Shropshire Fire and Rescue Service Headquarters St Michaels Street, Shrewsbury, Shropshire, SY12HJ
- For alternative languages or formats such as large print, call the IRMP team on 01743 260200 or email consult@shropshirefire.gov.uk

To read the full details visit [our website](#)

*In line with Public Health England guidelines, please complete the questionnaire online.
No public events will be held in 2020 due to the COVID-19 pandemic.*

Foreword

Shropshire Fire and Rescue Service, and the Authority that provides its governance and direct link with our communities, are dedicated to making Shropshire safer.

We have had to work with reducing finances over the last decade, but we have been able to reform and restructure to make sure we continue to deliver the same excellent level of service that people expect and deserve.

We have kept all our fire stations open and fully crewed, we have maintained all the specialist capabilities that people value the most – such as “water” and “large animal” rescue - and we have made tremendous advances in targeting our prevention work at those who are most vulnerable.

In 2018 the Service was assessed by Her Majesty’s Inspectorate as being “Good” at being both effective and efficient with managing our risks and also “Good” at looking after our staff. The Service is, quite rightly, proud of this achievement; but it is a position on which we want to build. We recognise this can only be done as a collaboration between our communities, our staff and our partners – including those hugely generous employers who release our on-call firefighters to give such exceptional protection to our towns, villages and hamlets. You will see in the IRMP how we plan to do this.

The IRMP forms the basis of the contract between Shropshire and Wrekin Fire and Rescue Authority and all the communities and individuals it serves. The plan underpins our corporate strategy for the next four years and it explains how we understand the risks; setting out our commitment to providing the right people, equipment and actions to reduce them.

As such it is vital that we consult with you, the people of Shropshire, to ensure the plan meets your expectations and provides you with confidence that you are getting the Fire and Rescue Service you need; one that is able to keep your lives, homes and businesses safer from fire, to protect your environment and to come to your aid when you need it most.

As Chairperson of the Fire and Rescue Authority and Chief Fire Officer of the Fire and Rescue Service we value your opinion and look forward to hearing it.

Eric Carter

**Chairperson of
Shropshire and Wrekin Fire and Rescue Authority**

Rod Hammerton

Chief Fire Officer

Introduction

Shropshire Fire and Rescue Service has come a long way in the last six years.

- Reduced fire incidents by 10.9%
- Reduced accidental dwelling fires by 20%
- Harmonised new technologies to effortlessly link support services with the frontline
- Worked within a reduced financial situation without the need to close a fire station or remove a frontline fire engine
- In addition, an alliance has been formed with Hereford & Worcester Fire and Rescue Service (HWFRS) to enhance capacity and resilience

The Service continues to deliver the highest level of fire engine availability on the UK mainland and was rated as 'Good' across its 'Effectiveness', 'Efficiency' and 'People' by HMICFRS¹ in 2018.

But there is no room for complacency and as risks change, the Service must adapt. After careful consideration and detailed research, the proposals identified for the 2021-2025 IRMP include the following:

- **Work to a revised response standard**
- **Undertake a focused resource deployment review**
- **Provide increased protection team resources**
- **Update the Service vision, aims & objectives**
- **Increase Prevention capacity to target changing rural risks**

The Service is committed to its vision of 'making Shropshire safer' and continues to explore ways of reducing fires and other emergencies; doing everything possible to keep communities safe.

Integrated Risk Management Planning (IRMP) Process

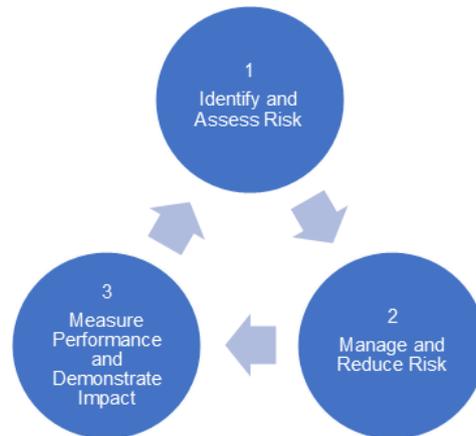
Government places a legal requirement on fire authorities, locally known as Shropshire and Wrekin Fire and Rescue Authority, to produce an easily accessible and publicly available IRMP that should:

- Reflect up to date risk analysis of all foreseeable fire and rescue related risks that could affect Shropshire.
- Show how the authority will balance Prevention, Protection and Response activities to reduce the impact of risk on communities in a cost-effective way
- Outline service delivery outcomes and how resources are allocated to mitigate risks
- Show how the authority will meet the needs of the community through working with partners

¹ Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

The process is designed to give fire and rescue services the flexibility to use resources in the most effective way to save lives, improve public safety and reduce emergency incidents.

The IRMP is supported by a programme of engagement and consultation with staff, partners and the public. It has three main stages.



This continuous cycle means lessons learned, good practice, areas for improvement and residual risks are understood from the outset.

The Corporate Planning Process

In the longer-term, the strategic plan is made up of the following – see appendix 1a.

- IRMP
- Medium-Term Financial Plan (MTFP)
- Departmental strategies
- Five-year action plan, updated annually

Each year the Service also produces an Annual Plan and an Annual Review.

The plan includes targets that fit alongside the 2021-2025 IRMP, while the review looks at performance against objectives, priorities and performance targets.

Legislation and National Influence

The Service is empowered, guided, and governed by numerous bodies and external pieces of legislation – see appendix 2 for full details.

- Fire and Rescue Services Act 2004
- Civil Contingencies Act 2004
- Regulatory Reform Order 2005
- Health & Safety at Work Act 1974
- Policing and Crime Act 2017
- Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)
- The Local Government Association (LGA)
- The National Fire Chiefs Council (NFCC)

The Government also sets out priorities for Fire and Rescue Authorities (FRA) through a national framework - the latest version in 2018 requires FRAs to:

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

Shropshire and its Fire and Rescue Service

The ceremonial county of Shropshire contains two unitary authorities – Shropshire Council and Telford & Wrekin Council.

Shropshire is criss-crossed with rivers including the Teme, Tern and many others including the UK's longest - the River Severn - that cuts through the county, its extensive rural geography and Areas of Outstanding Natural Beauty.

About Shropshire

Shropshire is one of England's most rural and sparsely populated counties, with a population density of 136 people per km². Islington, London has 16,000 per km².

It covers an area of 3,487 km² (1,347 square miles) and borders Wales, Cheshire, Staffordshire, Worcestershire, Herefordshire and the West Midlands.

493,000 people live in Shropshire²

Approximately half the population live in two main conurbations - Shrewsbury and Telford.

The remaining 250,000 people inhabit 13 towns, villages and hamlets in a variety of buildings and in areas of growth and deprivation.

Shropshire is susceptible to flooding, especially in the towns and villages along the River Severn and its tributaries, in contrast following long periods of dry weather, grass and moorland fires can also occur.

Physical risks come from military sites, commercial operations plus a diverse tourism sector including rich heritage.

As a largely rural county, challenges of sparsity are compounded by an increasingly aged, but defiantly independent population.

Shropshire is home to:

2 UNESCO world heritage sites at Ironbridge and Pontcysyllte Aqueduct & Canal

3 National Nature Reserves at Stiperstones, Whixall Moss and Wem Moss

64 Local Nature Reserves

140 Sites of Special Scientific Interest (SSSIs) including Attingham Park visited by over 511,687 people in 2018/19, placing it as the third most popular National Trust location in the UK.

² Population estimates published by the Office for National Statistics (ONS)

The Fire and Rescue Authority

Shropshire and Wrekin Fire and Rescue Authority is currently comprised of 15 councillors and elected representatives from Telford & Wrekin and Shropshire councils.

The Fire Authority is the statutory authority under the Fire and Rescue Services Act 2004 – see appendix 2 - and has responsibility for the following:

- Establishing a Fire and Rescue Service
- Providing its corporate governance, strategic direction, and budget setting
- Establishing and monitoring management goals and performance

To fulfil these responsibilities the Authority provides 2 key committees:

- **Strategy and Resources Committee** - responsible for planning and preparing, for resourcing the Service and driving change across the Authority
- **Standards, Audit and Performance Committee** - responsible for holding to account the delivery of Authority decisions by auditing, checking, reviewing and giving assurance.

The Fire and Rescue Service

Shropshire Fire and Rescue Service is directly accountable to the Fire and Rescue Authority for delivering response, prevention and protection activity to make Shropshire safer and comprises around 610 full and part-time posts, working across 23 locations.

Training and development facilities are located at Telford Central Fire Station.

Some 4,000 emergencies are attended annually while community and business fire safety initiatives mean many incidents are also prevented.

The Service is led by the Chief Fire Officer, supported by two other Brigade Managers.

There are three main directorates, Executive and Resources, Service Delivery and Corporate Services.

Service Delivery

Response

The Service has professional, well-equipped teams strategically located at fire stations throughout the county to meet the demand and manage risks identified through integrated risk management planning.

Most fire stations (20 of 23) are exclusively crewed by on-call firefighters with Shrewsbury and Wellington having a mixture of on-call and wholetime staff.

Telford Central alone has solely wholetime staff, but even here one of those crews moves to work with the on-call firefighters at Tweedale overnight.

This blend of firefighting contracts provides a professional yet cost-effective crewing model for areas of lower activity and utilises full time crews where it makes sense.

This gives a flexible model that provides high levels of widespread fire cover alongside a central core of firefighters that maintain specialist skills.

The Service has 28 frontline fire engines providing a full range of operational capabilities including firefighting, road traffic collision, water rescue, environmental protection, and trauma care/first person on scene (including defibrillators).

The assets used to support these capabilities are shown in the map below - see appendix 3 for asset list. The Service has a small group of officers providing incident command and specialist advice on wildfire, hazardous materials (hazmat), water rescue, flooding and fire investigation.

This is in addition to the Officers' normal duties which include management of training, development, operational policy, fire safety and line-management of fire stations.

The Service provides Water Rescue and CBRNE (Chemical, Biological, Radiation, Nuclear and Explosive) National Resilience Tactical Advisors and capabilities, and a 24/7 National Inter-Agency Liaison Officer (NILO) capability.

Emergency 999 calls are received by a specialist team in a control room.

These calls are challenged for accuracy of information to ensure relevant resources are mobilised.

Mapping data and Service-specific command and control systems, all Service resources are deployed and coordinated through Fire Control.

Arrangements are in place with Hereford & Worcester Fire and Rescue Service (HWFRS) to provide Control Room resilience and an alliance project is working to set a long-term vision for this function across both fire services.

The Service uses a robust operational monitoring and debriefing processes to analyse and learn from response activities, sharing that knowledge across the sector.

A training calendar combined with all neighbouring fire and rescue services has been adopted and SFRS is leading a pilot scheme on sharing cross border risk information. Training activities also incorporate national assets, the Local Resilience Forum and other partners.

The Service's response capability is maintained and developed to ensure equipment and infrastructure meets the risk identified in the IRMP.

Prevention

Preventing fires and other emergencies from happening in the first place is the aim of the whole Service but is the primary focus of the Prevention team.

12 specialist prevention officers provide intervention, education and support for those at highest risk in our communities through a range of activities including:

- Safe and Well visits
- iLearn (fire setting behaviour education and support programme)
- School and young people's education
- Safeguarding
- Youth Offending Service (rehabilitation support)
- Road safety working with partners and the Safer Roads Partnership
- Water safety training
- Carbon monoxide safety

The investment in education is reaping rewards, with items such as smoke and carbon monoxide alarms now becoming an integral part of home safety equipment.

Partnership working continues to be key in targeting those at greatest risk, by enabling the Service to allocate vital resources to where the risk is most acute.

Protection

The Protection team delivers against a statutory duty to enforce the Fire Safety Order and work is aimed at keeping people safe in workplaces, high risk and high-rise accommodation.

Even in Shropshire the tragic events of Grenfell Tower have had a significant impact, requiring further focus on high risk premises.

A team of 12 specialist fire safety officers are available, supported by an out-of-hours provision to advise, support and, if required, enforce fire safety legislation within local businesses. This is based on known risks and additional information provided by the public and partner agencies, such as:

- The Multi Agency Targeted Enforcement Strategy (MATES) where the Service operates alongside the Police, Trading Standards, the Gangmasters & Labour Abuse Authority, Her Majesty's Revenue and Customs and others to reduce risk.

- A joint enforcement team with the Environment Agency focused on waste sites.

Protection officers aim to reduce the regulatory burden by supporting local business to reduce the risk of fire and remain compliant with fire safety legislation; 'keeping business in business' in line with the Better Regulation Framework³.

Protection resources will continue to target high risk areas such as care and children's homes, hotels and other 'sleeping' risks such as where people live and sleep above commercial premises (shops, restaurants, takeaways etc).

Sustainable Finance

Making sure the right resources are in the right place is the heart of the IRMP. Identifying and securing finances allows the Service to allocate the necessary resources, to meet the risks identified in the IRMP.

This financial planning goes much further than the delivery of Prevention, Protection and Response. It enhances people, systems and infrastructure and enables a positive culture to flourish.

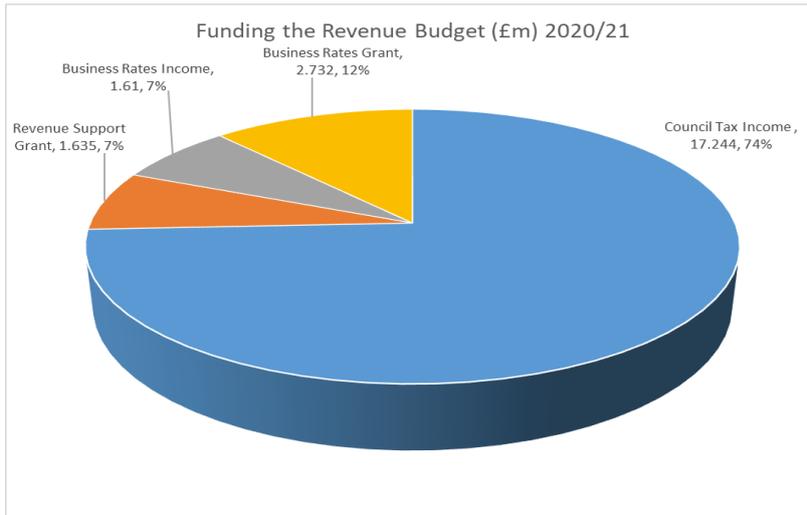
The Medium-Term Financial Plan (MTFP) is designed to demonstrate that the Fire Authority has considered funding streams available in future years and has plans in place to deliver the priorities identified by its IRMP.

Astute financial management provides adequate resources to ensure the Service has capacity to develop and innovate, but this remains a challenge. The Service continues to make affordable and sustainable capital investments, such as the re-development of Telford Fire Station and Training Centre.

Revenue Budget Funding for 2020/21

The Service receives around 25% of its budget from government grant and business rates, with the balance coming from council tax.

³ <https://www.gov.uk/government/publications/better-regulation-framework>



The People of Shropshire Fire and Rescue Service

The success of Shropshire Fire and Rescue Service depends entirely on the health, well-being, and development of staff. A strategy – The People Strategy - details how the Service intends to achieve this by:

- Developing leadership capacity
- Organisational development and engagement
- Resourcing the Service
- Equality, diversity and inclusion
- Health, wellbeing and fitness
- Skills, training and education
- New ways of working

The Workforce Plan shows how to develop, promote and deploy staff with a focus on succession and career planning, leadership and forecasting.

Health and well-being is supported by counselling, mental health first aid and the introduction of trauma resilience management (TRiM). Feedback from staff stress risk assessments help drive positive change - see appendix 1b for diagram of human resource planning.

Our culture relies on inclusion and engagement, working together the Service has created a Workplace Charter ensuring staff continually contribute and help shape organisational culture.



Organisational Effectiveness



- I will explore and consider alternative ways of working to achieve our common purpose
- I will communicate information to people that is relevant and timely
- I understand how my role contributes to the aims of the Service
- I am responsible for the health and safety of myself and others

Outstanding Leadership



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

Service Delivery



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

Personal Impact



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

"Our Workplace Charter is a shared way of working that promotes a positive working culture at every level of our organisation" - Dave Myers, Assistant Chief Fire Officer



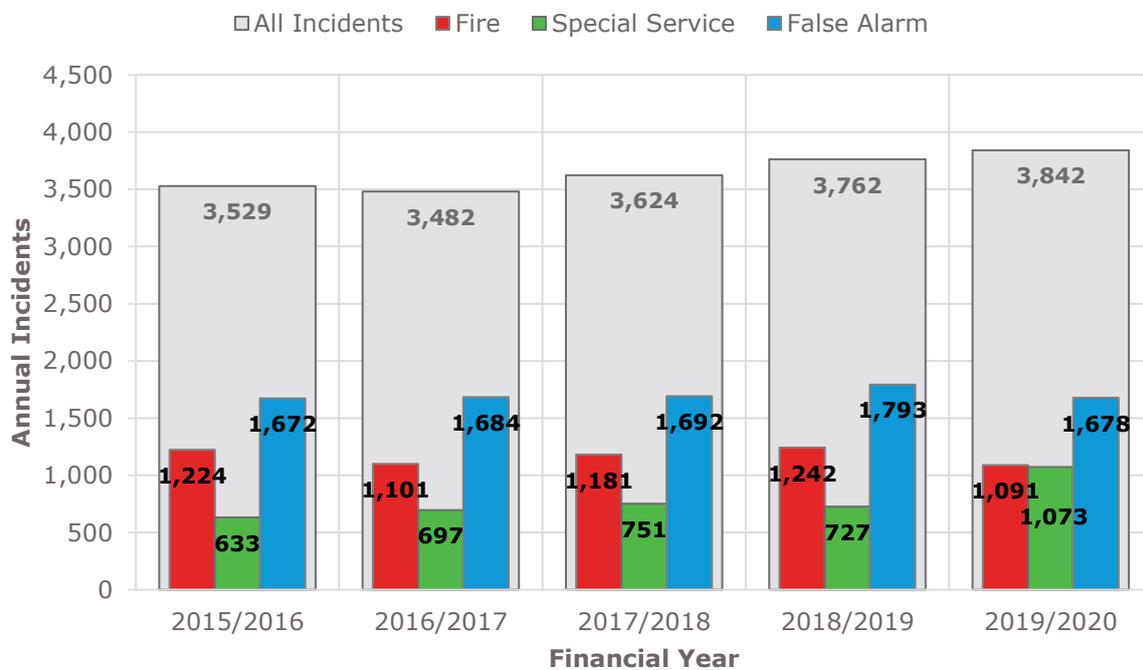
Performance 2015-2020

The total number of incidents the Service attended over the five-year period between 2015-2020 has marginally increased.

Reductions across some incident types have been offset by a growth in others - most notably special service calls⁴.

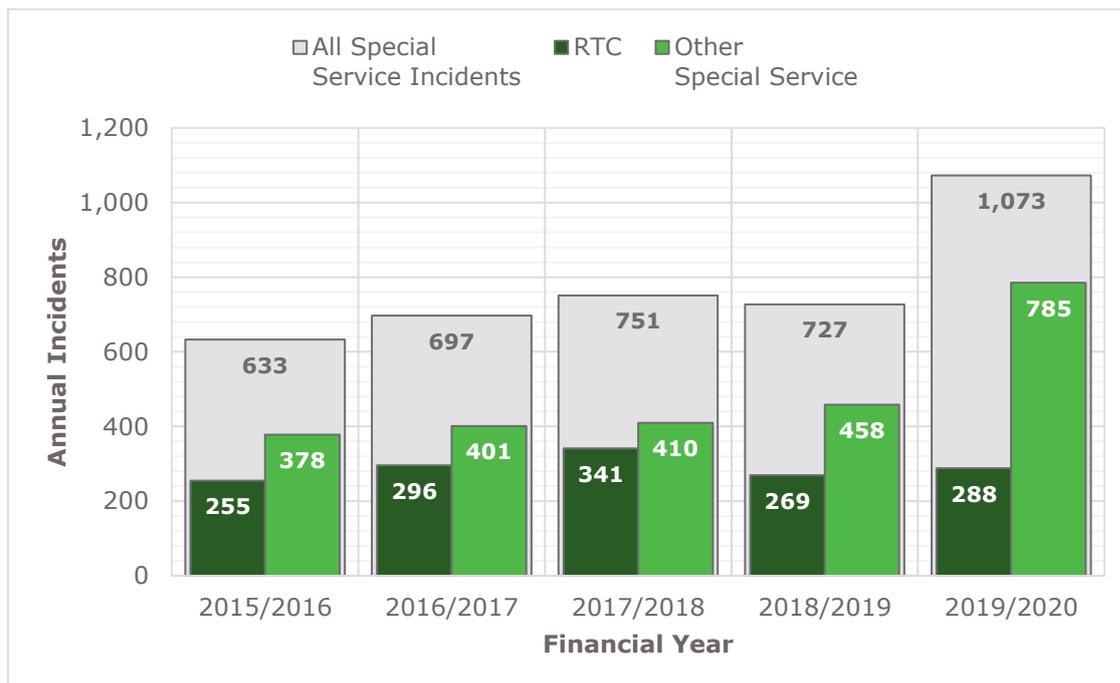
This is a consequence of significant weather events, especially during 2019/20. It is also due to increased partner support such as assisting Police with missing persons searches or working with the Ambulance Service, gaining entry to properties to allow for emergency medical treatment.

Total Incidents by Year



⁴ Non-fire incidents requiring the attendance of a fire appliance or officer. E.g. rescue of persons and/or animals, flooding, hazardous material incidents, lift releases and prior arrangements to attend or assist other agencies.

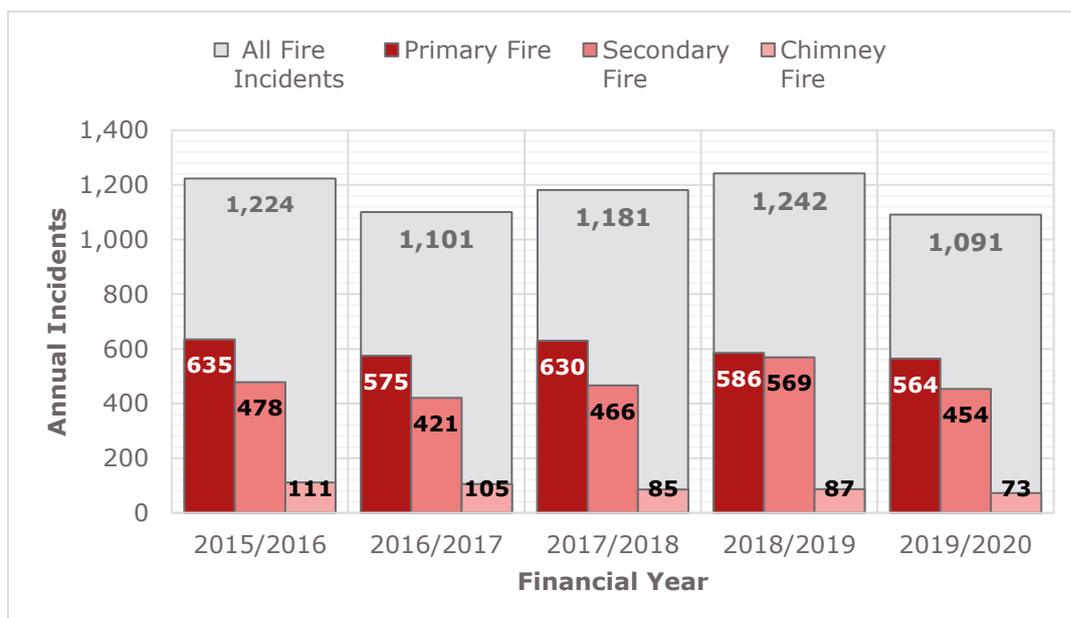
Special Service Calls by Year



Fire Incidents⁵ have reduced by 10.9%.

- Primary fires have reduced by 11.2% including a 20% reduction in accidental dwelling fires (254 to 203)
- Secondary Fires have reduced by 5%
- Chimney Fires reduced by 34%

Fire Incidents by Year

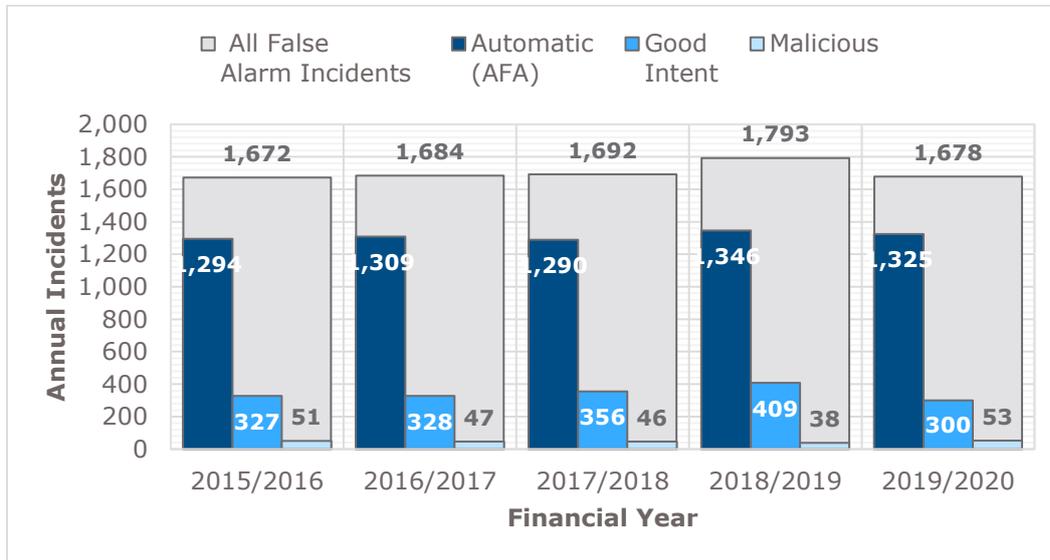


⁵ Primary fires are generally more serious fires that harm people or cause damage to property. Secondary fires are generally small outdoor fires, not involving people or property. Incident Recording System (IRS).

Since 2015, automatic fire alarm (AFA) activations have remained static, accounting for about 30% of responses despite a growth in the provision of such systems.

Call challenging and other initiatives targeted at reducing the number incidents are already having an impact and work will continue to reduce these incidents.

False Alarm Incidents by Year



Response 2015-2020

Average response times have increased marginally by just under 30 seconds as effective prevention activity has reduced the number of fires in urban areas.

The relative proportion of fires in rural areas consequently goes up, therefore greater travel distances increase the average response time. In direct response, the Service will review the provision of more efficient prevention activity in rural areas.

Other factors such as traffic and adverse weather also have an effect on response times.

Prevention 2015-2020

The Service educated a total of 68,562 children (7 to 14-year olds) including 15,402 in 2019/20. An increase of 21%

Visited 18,587 households fitting 18,384 smoke alarms. This is just under 10% of the estimated 215,000 houses in Shropshire.

21% increase in Safe and Well visits to persons vulnerable to fire.

22% increase in smoke alarms supplied in higher risk households.

Arson continues to reduce, however; high-risk arson prevention visits are carried out following Police risk assessments. In 2019 more than 100 lockable letter boxes were fitted.

Protection 2015-2020

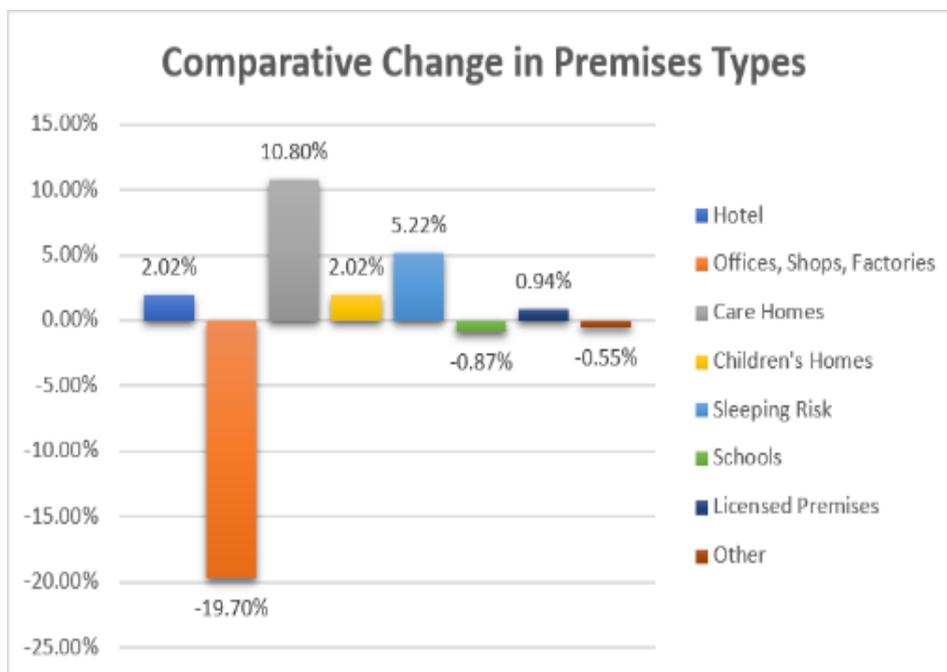
Nationally it has been recognised that there has been less of a focus on protection, this is also the case in Shropshire.

Audit numbers dropped, but additional resources have been targeted with additional resourcing and as a result, protection continues to increase and improve.

Targeted audits at residential care and nursing homes has resulted in a reduction of about 10% of all incidents in 2017/18 to under 5% in 2019/20.

This has contributed to a reduction of over 20% in non-domestic accidental fires.

Comparative Change in Premise Types Audited



Stage 1: Identifying and Assessing Risk

Risk management identifies risks that need to be reduced and implements control measures to either reduce the impact or the likelihood.

Definition of Risk: a combination of the likelihood and consequences of a hazardous event.

Integrated risk management considers many different risks and the way they work together, it also considers how prevention, protection and response activities can be used to reduce the impact, likelihood, or both.

To understand what risk looks like in Shropshire, the Service has undertaken extensive research using expert analysis of partners including local authorities, evidence from national data, reviews of local incidents and issues arising from risk workshops involving all departments and fire stations across the Service.

The research is set out in detail in the IRMP Strategic Risk Reviews 2020, which are available on the Service's website.

The IRMP reviews community risk incorporating individual, environmental, economic, infrastructure-related and organisational risks. Other areas to consider include existing risk assessments such as:

- National Risk Register
- Local Resilience Risk Register
- Service held Risk Information

Risk management planning is understanding that likelihood and impact can be managed separately.

Risk has two major influencing factors, people and places. This IRMP assess how risks are changing, what they may look like in five to 10 years and what the likely impact is on SFRS.

Community Risk

This section describes risk factors in Shropshire's communities and incident data suggests that risk is reducing faster in urban areas than it is in more rural ones, making the overall risk across the county appear to be flattening.

People and Places

Evidence from national and local studies and fire incident data, show that older people, those living alone, lone parents and those who are sick, disabled or with a long-standing illness, tend to have more fires than others.

Areas with higher levels of deprivation, unemployment, crime and poor educational attainment are also linked to a higher rate of residential fires.

Lifestyle issues such as smoking, alcohol and drugs use, and other health-related issues such as dementia, depression, sensory impairment, and lack of mobility all increase the risk of fire.

The majority (89%) of dwelling fires in Shropshire are confined to the room they start in – called room of origin.

By studying the 11% of fires that spread - in most cases much more serious fires - the Service was able to build on some already proven national assumptions and establish the following:

- 50% of the fires not confined to a room of origin, were in owner occupied properties, this is a higher than expected percentage from the percentage of all domestic fires (40%)
- People are 2.5 times more likely to experience fire out of the room of origin if they do not have a working smoke alarm
- Unusually, only 6% of fires that spread, started in the kitchen. This is compared to typically 63% of all domestic fires starting there. A working assumption could be that people discover such fires at an early stage and are perhaps more likely to be confident in tackling burning food than they are in dealing with fires in other rooms in the house.
- Candle, electrical equipment and wiring fire are a common cause of fires that spread from the room of origin. This again, suggests that fire risks left unattended lead to potentially more devastating fires in homes. These types of fire may also take longer to detect than a kitchen fire.
- A fire starting between 10pm and 2am is three times more likely to spread beyond the room of origin. This is most likely to be related to people being in bed at this time, further emphasising the importance of having working smoke alarms fitted in all homes and closing internal doors.

Shropshire is characterised by a largely senior and ageing population. The 2011 census showed that Shropshire has a higher percentage of over 65-year olds than the national average adding further pressures on social care and health.

Telford has a younger population, but significant growth is also predicted in the number of pensioners.

In the next 15 years it is predicted that 33% of the population in Shropshire will be aged 65+. This growth will challenge how the Service supports an increasingly elderly and high-risk population that is spread across one of the sparsest areas of England.

Whilst Shropshire is not significantly impacted by social deprivation it should be noted that housing deprivation is predicted to increase in rural areas with asset rich and cash poor owner occupiers.

Each authority is planning to build upwards of 1,000 houses per year for the next five years, but 70 - 80% of the population would be financially incapable of buying the average priced property.

This in part is fuelling a growth in private rental, especially in areas of deprivation where housing associations are reducing the amount of housing available. The maintenance of infrastructure in such areas is a concern, as is the risk of anti-social behaviour and arson.

70% of dwellings are privately owned with an above average number owned by pensioners.⁶

The predominant housing types in rural areas are semi-detached and detached housing.

Shrewsbury and Telford's urban areas have higher proportions of terraced housing and flats and four residential high-rise buildings in Telford.

Healthy Lives and Deprivation

Healthy lives and well-being are priorities for both local authorities and SFRS will continue to support this through its Prevention programme including Safe and Well visits.

The Service is also becoming increasingly more involved in missing persons searches and gaining entry to support medical interventions. The sparsity of the county provides challenges to this service delivery.

People living in more deprived areas tend to have poorer health, lower life expectancy and an increased risk of fire.

Latest figures⁷ from Government show that Telford has 18 of Shropshire's 20 Lower Super Output Areas (LSOAs)⁸ that are within the 10% most deprived areas in England. Shropshire Council has 193 and Telford & Wrekin Council has 108 LSOAs.

Out of these 20 locations only the LSOA in Ludlow is not supported by a full-time or 24/7 fire station.

Arson rates continue to fall but the deliberate burning of rubbish, possibly through fly-tipping, remains the greatest contributor to these numbers. This type of arson is opportunist, generally not pre-planned and more prevalent in areas of social deprivation.

⁶ Shropshire Council Strategic Housing Market Data.

⁷ [The English Indices of Deprivation 2019](#), Ministry of Housing, Communities & Local Government, 2019

⁸ Lower Super Output Areas (LSOAs) are small areas that typically have about 1,500 residents or 650 households.

Changing risks present many challenges. Examples include a significant rise in mental health-related issues, more social deprivation in rural and urban areas and an ageing population in both Shropshire and Telford.

All of this, and the way public services can be delivered, will be affected by the impact of the COVID 19 if unemployment rises and the economy is slow to recover. The Service's ability to access and engage with people at higher risk will change. Independent living will continue to increase whilst sheltered or care home accommodation might prove less appealing. Closer working with partner agencies and utilising advances in technology will be essential in meeting this changing risk.

Economy

Telford has double the national average figures of employment in the manufacturing sector and is supported by a strong distribution and transport industry.

The area also has the majority of Shropshire's industrial or factory premises while in contrast the rural areas are much more reliant on agriculture - 21% as opposed to 4% in England.

Diversification in agriculture has been carried out by 60% of farmers and this growth shows no sign of slowing according to a National Farmers Union (NFU) study.

As agricultural land accounts for 80% of the county, life risk is spreading as a result - along with a flattening risk profile as incidents move into the countryside and away from urban areas.

High streets of market towns are experiencing a decline in retail due to the ever-expanding popularity of online shopping. This is leaving many empty outlets on the high street plus high levels of shop turnover. As more buildings become empty the risk of illegal activity increases.

The Association of British Insurers estimates that 29% of all commercial fire claims in the UK can be considered as 'deliberate'.

At present Service data does not reflect this, however as economic pressures increase, growth in such arson may be experienced.

The county has several military sites including MOD Donnington in Telford which has Ministry of Defence fire cover⁹.

The Shropshire economy is predominantly made up of small businesses, with over 90% of enterprises employing less than 10 people.

Self-employment is high and significant numbers of people work or run businesses from home, spreading people and businesses all around the county.

⁹ MOD reviewing MOD Donnington IRMP at time of writing May 2020

Offices, shops and factories are not buildings where people typically die or are injured in fires, however they are traditionally the most audited by fire and rescue services.

Historical fire data and professional judgement indicates that the life risk seen in adult and children's care homes, hotels and accommodation located above shops (such as take-aways) is much higher.

This risk is also compounded by the vulnerabilities of the occupants and the Protection Team will be provided with extra auditing capacity to meet this challenge.

Unemployment is high in areas of deprivation but generally lower than national and regional averages.

Tourism in Shropshire is ranked in the top five industry sectors for growth and accounts for £1 out of every five spent on tourism in the West Midlands region.

Tourism is attempting to attract a greater diversity in visitors in order to realise its economic potential. Currently the profile of visitors is older couples - many of whom eventually relocate and retire in Shropshire.

Tourism-related life risk in rural areas is increasing with campsites, boot camps, caravan parks, static caravans, timber lodges, glamping pods and fisheries being developed across even the sparsest areas.

Transport and Travel

In the last five years the number of road traffic collisions (RTCs) attended by the Service has not significantly changed.

Overall casualties have declined but the number of people killed and seriously injured has remained relatively static.

The A49 from Shrewsbury to Ludlow in South Shropshire is a hotspot for RTCs, with the closest crew based at Craven Arms 'cutting out' casualties at 38% of the RTC incidents they attended 2015-2020.

This level of activity around Craven Arms is almost three times greater than in Telford, a new town predominantly serviced by a modern road network.

RTC numbers in rural Shropshire may increase as more tourists and support services are attracted to the area. In addition, the network in the south of Shropshire has the county's highest fatality data and this is where the major tourism sites of the Shropshire Hills and Ludlow are located.

The northern hotspots are Market Drayton and Newport, both towns are linked by the A41.

Shropshire's rural road network also attracts large numbers of recreational motorcyclists especially in the spring and summer.

Working with the Safer Roads Partnership and other partners, the Service will continue to take an active part in local and national preventative initiatives.

Waterways such as the River Severn, are primarily used for leisure which is reflective of an increased interest in outdoor pursuits including fishing, walking and canoeing.

The Service has robust response arrangements in place to address water-related emergencies. In addition, the Service has prevention activity and partnership arrangements with other agencies as well as water-trained responders in order to address water risks effectively.

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Water Rescues	21	18	22	22	22	43
Flooding Incidents	35	44	63	46	86	174

The impact of flooding in October 2019 and February 2020 can be seen in the doubling of rescues and flooding incidents. Further increases are predicted with:

- More extreme weather and the associated flooding
- Increasing river and water leisure use due to tourism

Local rail links offer mainline routes to Manchester, Birmingham, Crewe and Cardiff and rail-related incidents remain low.

The Service attends more incidents at The Severn Valley heritage railway, especially involving embankment fires during the summer. The Prevention Team continues to work with partners around mental health support and suicide railway reduction initiatives.

RAF Shawbury is a training area for military helicopters and there is also air traffic from RAF Cosford. Shropshire also has several air strips servicing gliders, microlights and light aircraft.

Aircraft incidents are rare but if they do occur, can be in isolated places. The Service engages with other blue light responders and the armed forces, attending simulated aircraft incidents to test its response and joint capabilities.

Environment

The countryside ranges from the gently undulating landscape in the north, through low lying fertile valleys of the River Severn, to hills and open, windswept moorland in the south.

Global warming and extreme weather events are having an increasing effect on incidents (such as the floods of October 2019 and February 2020) which tests both organisational resilience and capacity.

February 2020 Major Incident. Flooding from storms Ciara, Dennis and Jorge

All fire stations involved in response
More than 300 emergency calls received in 24 hours
14 people rescued from water
Multiple animal rescues
Support to Hereford & Worcester Fire and Rescue Service
Support to Local Resilience Forum Command Structure

The Service coped with the flooding of 2020 and will continue to develop this response capability, incorporating the learning from such challenges.

The Service has a corporate and social responsibility to protect the environment and has developed policy to ensure it actively manages activities and therefore local and international environmental impact.

All measures reasonably practicable are taken to improve environmental performance by purchasing responsibly and including standards that suppliers must meet. Incident Commanders consider air and water contamination as part of their tactical planning and this is supported by training and operational policy.

Environmental performance is assessed using an environmental management system to ISO14001:2015 and is reported annually through the [Service's statement of assurance \(Annual Review\)](#).

As of January 2020, the Service has 20 electrical vehicle charging points located around the county with 16 available to the public, making it one of the leading providers in Shropshire.

Incidents involving hazardous chemicals and dangerous substances are prevalent in agriculture and industry where economic challenge may well impair maintenance and safety processes.

Exposure and contamination can involve people, water courses, agricultural land and the environment including wildlife populations.

To a certain extent all fire incidents can be considered as hazmat due to toxic products that contaminate firefighting personal protective equipment and air quality. The impact of these types of incidents on people and places can be significant and last many years.

Tackling such incidents is resource intensive and costly, often requiring specialist equipment and training to minimise the impact of pollution, clear up spills and leaks, and ensure that runoff water from firefighting activity is contained as far as possible.

The Service works closely with the Environment Agency (EA) and the West Mercia Local Resilience Forum in addressing these incidents and maintains plans for many industrial sites in the event of an emergency. This risk information is provided to crews via the Service's Risk Management System (RMS).

Heritage

The tourism sector is one of top five sectors for economic prosperity and growth in Shropshire, attracting over 13 million visitors and generating circa £800 million per year for the local economy. The county is home to major flagship destinations including:

- UNESCO World Heritage Sites at Ironbridge Gorge and Pontcysyllte Aqueduct & Canal
- Charles Darwin, the father of evolution, was born in Shrewsbury and his home is now a busy tourist attraction
- Attingham Park - third most visited National Trust location in the UK
- Ditherington Flax Mill - the world's first skyscraper built in 1797
- Top county for exploring churchyards¹⁰.

Losing a historic building to fire or other disaster would be a significant loss to local and national heritage as they are unique and irreplaceable.

Risk to the sites continues to increase as footfall and usage grows, fostered by expanding leisure and tourism. Many buildings are timber framed and liable to a faster spread of fire.

The development of operational planning and the sharing of risk information with firefighters via the RMS (Risk Management System) and tactical plans are key to mitigating heritage risk in Shropshire.

These tactical plans guide firefighters on how best to control the spread of damage and to prioritise salvage. This enables emergency vehicles to access such buildings especially in urban areas, where narrow road access presents a challenge. Shropshire has 6,993 listed buildings and sites consisting of:¹¹

¹⁰ 2018 study carried out by Explorechurches.org

¹¹ historicengland.org.uk

- 121 Grade I properties or sites of exceptional interest, sometimes considered to be internationally important.
- 490 Grade II* properties or sites particularly important with more than a special interest.
- 6,382 Grade II properties or sites nationally important and of special interest.
- 433 Scheduled Ancient Monuments.
- 34 Registered Historic Parks and Gardens (including 3 which are cross-border).
- 1 Registered Historic Battlefield.
- 127 Conservation Areas in Shropshire together with the wealth of non-statutory undesignated heritage assets (c 35,000) recorded on the Historic Environment Record.
- There are 100 sites across Shropshire which are currently on Historic England's 2019 At Risk Register. (889 in the West Midlands Region)

Organisational Risk

This section describes organisational risks, how these might change and considers their impacts.

Capacity and Resilience

The Service recognises the need to enhance its capacity and resilience and has embarked on an alliance with Hereford & Worcester Fire and Rescue Service to support this and achieve longer-term sustainability for both services.

Working together, the alliance is exploring the potential benefits of sharing the Fire Control room function, has started to integrate functions in Information and Communications Technology (ICT), is aligning key processes such as procurement and has adopted a standardised joint approach to preparing Integrated Risk Management Plans.

An early success of this work is a joint provision for the Incident Command Units (ICU) to cover all three counties. These work streams were identified as key to building the alliance and the foundation for projects that will follow.

Finance

The biggest challenges to financial planning are working with annual settlements, economic volatility, and the uncertainty these factors create.

The Medium-Term Financial Plan uses scenario planning to estimate the financial impact on the Service of a range of outcomes.

This risk to finance includes changes in council tax levels, grant settlement, pay awards, pensions liability and expenditure. These scenarios, along with a comprehensive Reserves Strategy, are used to inform Fire Authority Members as they consider and approve the revenue budget and capital programme into the medium term.

As with other public sector organisations, the Service is impacted by spending decisions taken by Government. The Government outlines its spending priorities through annual Budget announcements and Comprehensive Spending Reviews (CSRs).

At the time of writing, the COVID-19 pandemic has created considerable economic downturn, resulting in uncertainty in the outlook for public spending. This will factor into a resource allocation review, potentially identifying what impact any reductions or reallocation of resources will have on budget and risk.

Resources

Climate and environmental changes are presenting new and evolving risks, as are the ways in which buildings and vehicles are being changed to minimise their impact on the environment.

Changes to standards of construction, including electric vehicles and power generation within buildings, affect purchasing and maintenance costs. There are further impacts in the purchase of equipment and changed methods of working as the Service deals with operational incidents within these new buildings and vehicles. Changing in ways of working may result in more people working from less-regulated homes rather than offices.

Increasing technology in buildings, vehicles and equipment requires new ICT systems, technological training, and diagnostic equipment. Technological obsolescence also leads to shorter replacement timescales.

Supplier viability may be a concern as markets change and suppliers invest in keeping up with technology.

On-call Sustainability

The Service provides a high level of on-call availability - the best in mainland England – however, sustaining this is a challenge.

Social pressures, legislation and the changing economy of Shropshire are some of the factors.

Nationally, fire and rescue services are experiencing a shortage of crews available at on-call stations and this low availability, predominantly impacts on daytime or office hours' cover.

The Service has worked innovatively through previous IRMPs to create the resources and infrastructure to overcome such challenges and will endeavour to continue to do so.

The on-call model depends on having enough appropriately trained firefighters within a few minutes of a fire station for emergency calls.

To address this challenge, the Service has undertaken an on-call sustainability project. Working with staff and communities to explore a variety of solutions, the

project team has identified a need to provide greater flexibility in working arrangements and a blend of incentives to maintain high level availability.

In line with national guidance¹² the Service is increasing the firefighter fitness standards to 42.3 VO2 max. This increasing standard may potentially impact on recruitment and retention. To support this the Service has purchased equipment for stations and has established a staff-led change working group to meet the challenge.

Data Security

The Service uses data in many formats and levels of sensitivity. Information on risk is shared with crews on the incident ground and with partners to support preventative initiatives. A failure to manage information is a significant risk and needs to be carefully managed.

Culture, People and Diversity

The Service needs to attract, recruit, train and retain people capable of meeting the challenges posed by the changing risk environment, including:

- artificial intelligence
- recruitment and retention of millennials
- critical skills shortages
- succession planning
- ethics and behaviour
- intellectual property loss
- regulatory compliance
- pay equality
- diversity and inclusion

A workforce that is more reflective of the local community is an aspiration of the Service, however, this is only one aspect of diversity.

Nurturing a culture of inclusivity that values diversity of thought and ideas is an essential part of the development of the Service. Diversity, when combined with an inclusive culture, generates better strategy, better risk management, stronger debate, increased productivity, and greater satisfaction.

High Rise and High-Risk Premises

The Service will need to work in collaboration with regional partners, the Local Resilience Forum (LRF) and the Fire Alliance to deliver the learning and recommendations from Grenfell Tower and other public enquiries.

This requirement links into areas such as training, operational policy, National Operational Guidance (NOG), national risk assessments, the Local Risk Register

¹² Recommended by the NFCC and based on research commissioned by the FireFit Steering Group. This research measured the aerobic demands of a range of tasks commonly carried out at operational fire incidents.

(LRR) and a greater role in the regulation of high rise and high-risk buildings. High risk premises include:

- Residential multi-occupied buildings more than 18m or more than six storeys
- Buildings which are clad in Aluminium composite material
- Buildings which are clad in high pressure laminate or other material that is tested and known to be flammable
- Premises where the occupants cannot escape from fire without assistance
- Buildings which are determined as high risk through the audit process

Information, Communications and Technology (ICT)

Technology is a fundamental part of our everyday lives and at the forefront of what many perceive is a 'third industrial revolution'. This is already having a Service-wide impact.

The last five-year ICT strategy introduced significant investment in technology, establishing a solid basis for the organisation to continue evolving; although the risks and challenges are also constantly growing, and need to be managed in order to maximise on the investments made.

The Service is increasingly reliant on technology and sees it as a strategic enabler, but the Service must be mindful of any limitations in the local digital infrastructure.

This increasing use and reliance on the advantages of technology creates challenges of attracting and retaining technical staff and keeping users confident and competent. It is also hugely reliant on reliable broadband communications. The Service is using the opportunities of the alliance with HWFRS to build resilience and capacity in this area.

Stage 1. Identifying and Assessing Risk

Have the main fire and rescue risks facing Shropshire been identified? Are there others that should be considered?

Stage 2: Managing and Reducing Risk

This section outlines how the Service aims to manage and reduce fire and rescue related risks over the duration of the IRMP.

It focuses on how the Service plans activities to keep communities as safe as it can; from being able to respond quickly and effectively to any emergency incident to working with communities and partner agencies to try to make sure these incidents do not happen in the first place.

The headline proposals are described first, these are then followed by departmental actions and proposed activities.

These activities are organised under three interrelated headings:

- Prevention: preventing fires and other emergencies from happening in the first place
- Protection: protecting people, firefighters and property when fires, floods and other emergencies happen
- Response: responding to fires and other emergencies quickly, safely, and effectively

Work in these areas is supported by other important activities including how to ensure the Service:

- Maintains resilience
- Provides value for money
- Supports the workforce

Headline Proposals 2021-25

In addition to the range of departmental aims and activities set out in this section, there are a number of key actions to be delivered over the coming four years of the IRMP. These aim to continue to improve efficiency, effectiveness and people. They also aim to build ongoing resilience and sustainability by increasing capabilities and overall capacity. Most notably they will meet the changing risk of Shropshire.

- **Work to a revised response standard**
- **Undertake a resource deployment review**
- **Provide increased protection team resources**
- **Update the Service vision, aims and objectives for the next four years**
- **Increase prevention capacity to target the changing rural risk**

Revised Response Standard

A revised version of the existing standard will give the public a clearer picture of the emergency incident response time for the community in which they live.

The Government has divided England and Wales into categorised Lower-layer Super Output Areas (LSOA) - all of which have a population of between 1,000 and 3000 people¹³..

Office for National Statistics (ONS) data has also been analysed to determine what these categories look like in Shropshire. The Service has replaced the ‘high, medium and low risk’ terminology used in the 2015-20 response standard with LSOA categories; tying them to the existing response times as follows:

- Urban - first fire engine in 10 minutes
- Town and fringe - first fire engine in 15 minutes
- Rural – first fire engine in 20 minutes

Emergency response times have not changed, just the terminology. This is because ‘high’, ‘medium’ and ‘low’ did not provide an accurate assessment of risk to an individual and the revised terminology provides a much clearer description of what the service standard is. We will aim to meet these times on at least 85% of occasions.

For example, an individual living in a terraced house in Shrewsbury is no more likely to be high risk than one living in a large house in a rural area like the village of Loppington – it is far more complex.

Individual risk is a factor of many things that relate to the environment, property and the occupant. It is known that in more urban areas, the actual number of incidents is likely to be higher, so for the purposes of utility, we predominantly use a whole-time crewing model in the most densely populated areas and on-call elsewhere.

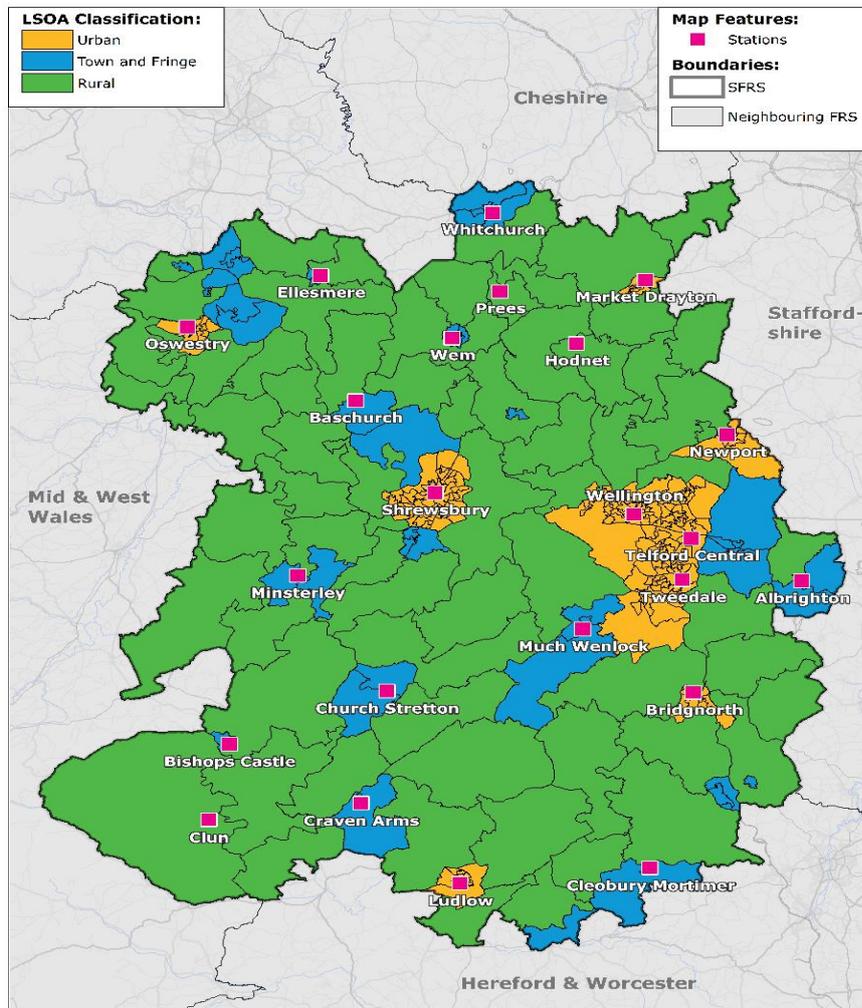
High risk now becomes ‘urban’, ‘town’ and ‘fringe’ replaces ‘medium risk’, and ‘rural’ replaces ‘low risk’.

	Settlement Type	Target
Urban	Major Conurbation	10 Minutes
	Minor Conurbation	
	City and Town	
Town and Fringe	Rural Town and Fringe	15 Minutes
Rural	Village	20 Minutes

¹³ The average LSOA has a population of 1500 in 650 dwellings. ONS.

The response standards acknowledge the concept that most areas will comprise of a blend of 'high', 'medium' and 'low' risk criteria. The Service believes that stating and measuring against each is more transparent.

Aiming to meet these 10, 15 and 20-minute emergency response times on at least 85% of occasions becomes the Service's contract with the public.



The likelihood and impact of an incident are managed separately.

The response standard relates to how quickly the Service aims to get a first fire engine on scene but the number of fire engines or 'weight of attack' - is both pre-determined in accordance with a defined incident type and adjusted as information becomes known.

For example, a house fire will usually have three fire engines attend, the first expected to arrive in line with the response standard.

If more resources are needed, then the control room will mobilise the required amount. This ensures that Fire Control deploy the right number of people, with the right skills and the right equipment to every incident.

Call handling is monitored and managed separately as the quality of information gathering should not be compromised by unnecessary haste resulting in an adverse incident outcome.

The proposed standard will measure, from when resources are allocated to an incident until the moment the first fire engine arrives at the incident.

Consultation on all aspects of this standard, including what constitutes an emergency commences July 2020 with implementation due for April 2021.

Do you agree with this revised response standard? What do you think is an emergency? What would you change?

Resource Deployment Review

At present the second wholetime fire engine located at Telford Central Fire Station re-locates to Tweedale Fire Station between 8pm-8am.

This deployment mirrors the changing daily risk profile of South Telford and this deployment will be reviewed and consulted on to explore if other assets - such as Shrewsbury's second wholetime fire engine - could be used in a more agile way to meet other emergent risk.

There are no plans to reduce current service provision, as the Service and the HMICFRS believe the existing service to be both efficient and effective, but the importance of planning flexible options that can meet any future funding challenges is recognised.

Ongoing reviews of specialist functions such as rescue capability, working at height and narrow access will be included in this work and considered in the context of the Fire Alliance.

Consultation on any options will be produced in spring/summer of 2022.

Would you change the scope of the resource deployment review? Do you support the proposal?

Increased Protection Team

The Service will provide the capacity and capability to target the right level of protection expertise to meet the level of risk. To increase this capacity and meet audit and other requirements the Inspecting Officer team will be increased from nine to 12 individuals. Implementation has commenced and is ongoing.

Do you feel the Service is doing enough to keep you safe in high rise or high - risk buildings? What more could we do to help keep businesses in business?

Vision, Aims and Objectives for 2021-25

The Service intends to update its vision, aims and objectives to be:

Vision: Making Shropshire Safer.

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

Core Values: The Service fully supports the national fire and rescue service core values of:

- Service to the community
- Valuing people
- Valuing diversity
- Valuing improvement at all levels

Aims

- To be able to respond to emergencies in an appropriate time with a professional, competent, and equipped team
- To reduce the number of fires and impact in our community
- To reduce the number of fire related deaths and serious injuries
- To work with partners to reduce other relevant risks
- To mitigate against harmful impacts on the environment.
- To develop our culture to be more purposefully diverse and inclusive, deliberately developmental, and intentionally innovative.

Consultation from July 2020, implementation April 2021.

Does this vision, mission and set of objectives meet your expectations of your fire and rescue service? What else would you include or change?

Increase Prevention Capacity to target the changing Rural Risk

Over the next five years it is predicted that there will be a substantial increase in residents over the age of 65 within the rural areas.

The increase in age and age-related illnesses, coupled with travel distances from rural stations, increases the vulnerability of some residents.

To meet this changing risk the Service will increase the level of engagement and ensure members of the public living in rural areas have greater opportunity to access information and more options to self-refer for safe and well visits.

The Service will review opportunities to do this through the use of technology and partnerships to overcome barriers and improve efficiency.

Implementation between April 2021 and April 2025.

Is this an appropriate and balanced approach in meeting the challenging risks associated with in the rural areas?

How, and to what extent would you like the Service to use technology, partnerships and volunteers to enhance rural prevention activities?

Summary of Questions

Stage 2. Managing and Reducing Risk

Do you agree with the revised Response Standard? What do you think is an emergency? What would you change?

Would you change the scope of the Resource Deployment Review? Do you support the proposal?

Do you feel the Service is doing enough to keep you safe in high rise or high -risk buildings? What more could we do to help keep businesses in business?

Does this vision, mission and set of objectives meet your expectations on your fire and rescue service? What else would you include or change?

Is this an appropriate and balanced approach in meeting the challenging risks associated with in the rural areas?

How, and to what extent would you like the Service to use technology, partnerships and volunteers to enhance rural prevention activities?

Existing Departmental Aims and Actions 2021-25

As previously illustrated the Service is consulting on several key proposals, however, this section of the plan incorporates work it already undertakes. In many ways this is a guide to the Service's existing day-to-day departmental aims and actions.

Prevention

The Prevention team aims to prevent fires and other community emergencies from happening in the first place. Key to this partnership is working with local authorities and agencies and developing data sharing agreements that support people to remain safe and independent in their homes. The Service's intentions are as follows:

Preventing fires and other emergencies from happening in the first place	
Aims	Actions to achieve these aims
<ul style="list-style-type: none"> • Reduce the impact of fire and other emergencies on communities working to prevent death and serious injury 	<ul style="list-style-type: none"> • Improved understanding of risk to improve targeting people and areas most vulnerable to fire and other emergencies • Share and develop technical expertise and good practice with neighbouring fire and rescue services • Working with local authorities and partners to improve data sharing, identify those most at risk and helping to reduce the impact on partners' key risks and priorities • Examining ways to reduce the socio-economic costs of fire
<ul style="list-style-type: none"> • Increase fire safety awareness and behaviour 	<ul style="list-style-type: none"> • Deliver the Safe and Well service targeting home visits to those most at risk • Work with partner agencies to ensure two-way referral pathways are used • Provide youth engagements and education schemes to help improve young people's fire safety awareness and behaviour
<ul style="list-style-type: none"> • Reduce the risks associated with other emergencies 	<ul style="list-style-type: none"> • Provide education and risk reduction initiatives for young drivers and other road users alongside the work of multi-agency road safety partners • Work alongside partner agencies to increase water safety
<ul style="list-style-type: none"> • Reduce the effects of environmental change on our communities 	<ul style="list-style-type: none"> • Work with partners to ensure residents, businesses and visitors are prepared for, and are aware of the dangers of, extreme weather events such as more frequent wide-area flooding and longer-lasting heat waves • Provide advice and guidance for residents and visitors to help to mitigate the impact of extreme weather events, including water safety advice and guidance on the dangers of wildfire

Protection

To increase capacity and meet all requirements the Protection team is increasing its inspecting officers from 9 to 12 individuals. The Service's intentions are as follows:

Protection - protecting people, firefighters, property and the environment from the impact of fires, floods and other emergencies when they happen	
Aims	Actions to achieve these aims
<ul style="list-style-type: none"> • Reduce the risk of fire in commercial and other non-domestic premises where people work, shop and visit. Protecting the public from the risk of death or serious injury whilst mitigating the impact of business disruption and the cost to the local economy and environment. 	<ul style="list-style-type: none"> • Provide business safety advice and support to local businesses to help them meet legislative requirements • Investigate the potential of developing the Primary Authority Scheme across the Fire Alliance to ensure consistent advice, inspection and enforcement processes • Continue to promote the introduction of sprinklers within all potentially high-risk premises
<ul style="list-style-type: none"> • Increase local businesses levels of compliance with fire safety legislative requirements by improving knowledge and understanding of fire safety matters. 	<ul style="list-style-type: none"> • Carry out fire safety audits to ensure local businesses comply with requirements of the Regulatory Reform (Fire Safety) Order 2005. Many of these audits will be pre-planned through risk-based and intelligence-led audit programmes, which assist in targeting those premises identified as representing the greatest risk to life in the event of a fire. Other audits will be in response to complaints • Employ an 'engage early' approach so that projects and issues can be dealt with prior to need for formal action. • Provide a workforce that is competent to meet the aims in line with industry requirements: undertake appropriate levels of specialist training to ensure protection officers can continue to provide proportionate, efficient and effective business safety advice, carry out inspections and take enforcement action, either formal or informal, where necessary
<ul style="list-style-type: none"> • Reduce the number of arson-related incidents in commercial premises 	<ul style="list-style-type: none"> • Carry out fire investigations and work with the police and other partners to produce evidence to support the criminal justice process and to meet the common goal of protecting the public
<ul style="list-style-type: none"> • p to protect property, possessions and local heritage sites and valuables from fire and the effects of flooding and other extreme weather events 	<ul style="list-style-type: none"> • Continue to work with other departments to help them prepare site plans with key information relating to floor layout, building construction and valuable features/objects to ensure effective firefighting, firefighter safety, and salvage where possible, and make this information available via mobile data terminals • Continue working with partners to help ensure local communities understand what to do to keep themselves and their property and possessions safe in the event of fire, flood or other emergency incident

- **Reduce the impact and burden on the service from unwanted activity such as unwanted fire signals (UwFS)**
- Investigate unwanted fire signals (UwFS) and fires in non-domestic premises to monitor and reduce their impact on the Service and the affected premises.



Response

The Service aims to respond quickly, safely and effectively to all emergency calls. Staff prepare, plan and train for a variety of emergencies including fires, flooding, road traffic collisions, specialist rescues and incidents involving hazardous materials.

What we intend to do

Response - responding to fires and other emergencies quickly, safely and effectively	
Aims	Actions to achieve aims
<ul style="list-style-type: none"> • Provide a quick, safe and effective response to fires and other emergencies 	<ul style="list-style-type: none"> • Develop a joint attendance standard with Hereford & Worcester Fire and Rescue Service based on incident type and location • Continually monitor firefighter availability to ensure capacity and resilience across the Service area
<ul style="list-style-type: none"> • Ensure fire and emergency cover arrangements are appropriate to meet current and emerging risk levels 	<ul style="list-style-type: none"> • Continually review fire and emergency cover to ensure appropriate provision of resources and crewing arrangements • Review, update and share risk information at a local, regional and national level and ensure it is widely available
<ul style="list-style-type: none"> • Ensure firefighters are well trained, well equipped and well led 	<ul style="list-style-type: none"> • Maintain a full complement of training, exercising and fitness to ensure ongoing competence, leadership and specialisms • Ensure firefighters have access to the most appropriate personal protective equipment, firefighting equipment and fire engines
<ul style="list-style-type: none"> • Prepare and plan for emergencies to be able to respond effectively and safely for the public, firefighters and the environment 	<ul style="list-style-type: none"> • Review and refresh operational procedures to align with National Operational Guidance, sharing learning locally and across the sector to ensure response procedures are as safe as possible • Ensure the Service is able to increase its ability to proactively intervene when extreme weather is expected in order to reduce the impact • Develop capabilities to respond effectively to the environmental impact of climate change – e.g. flooding, wildfire

- **Work with partners to deliver shared response opportunities and assistance**
- Work collaboratively with partners to support incidents other than fire and contribute towards ensuring a positive impact on partners key risks and priorities
- Develop capabilities to ensure a coordinated response to multi-agency incidents
- Work with partners to assist individuals and communities to recover from the impacts of fires and other emergencies

Organisational and Local Resilience

Contingency planning enables Shropshire Fire and Rescue Service to deliver its services at times of local and national emergencies.

It requires a multi-agency approach ensuring processes are in place should an emergency arise. Such planning includes carrying out joint exercises to practice preparedness, multi-agency response capabilities and post-incident recovery and support procedures.

The Service is an active member of the [West Mercia Local Resilience Forum](#), (LRF) established to manage foreseeable risks and provide an effective multi-agency response to incidents such as flooding and sudden impact emergencies affecting communities. These risks are set out in a [Community Risk Register](#).

The West Mercia LRF also ensures that effective business continuity arrangements are in place for multi-agency activity, with the aim of stakeholders identifying vulnerabilities within their respective services and partners providing assistance from within the LRF.

A recent example being the hugely challenging LRF business continuity planning and emergency arrangements for COVID-19.

The Service cadre of National Inter-Agency Liaison Officers (NILOs) are trained to command and liaise between agencies involved at multi-agency incidents.

The Service will continue to assess its resilience and ensure, by working together with partners, that major incident planning and response are fully integrated and compatible with the Joint Doctrine of JESIP.¹⁴

¹⁴ JESIP: This is the policy which applies to emergency responder interoperability. It sets out what is expected of responder agencies as they work together responding to emergencies.

National Resilience and Assets

The Service has specialist crews equipped with high volume pumping capabilities for incidents where large volumes of water are required to be moved, for example during flooding events.

The Service also hosts a registered boat team that assist at national incidents. This is in addition to national resilience requests for assistance at significant incidents, such as the Winter Hill wildfires in 2018 and South Yorkshire floods in 2019.

Value for Money

The 2018 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection graded the Service as 'Good' in efficiency; this was the highest grade achieved by any fire and rescue service and the aim is to continue delivering value for money.

What we intend to do

Value for Money - using our resources efficiently and effectively to provide quality services	
Aims	Actions to achieve aims
<ul style="list-style-type: none"> • Maintain a balanced and sustainable budget that aligns available resources with the level of identified risk that enables us to deliver high quality services 	<ul style="list-style-type: none"> • Manage the revenue and capital budgets through the Service's Medium-term Financial Plan, delivering efficiencies where appropriate • Review all Service functions and supporting services to ensure they continue to deliver value for money
<ul style="list-style-type: none"> • Use our available resources to ensure we have highly skilled and well-equipped staff available in the right place at the right time, and able to deliver prevention and protection services, to work in partnership with others and to respond to any emergency we are called to deal with 	<ul style="list-style-type: none"> • Ensure asset management plans meet service needs, including the ICT infrastructure, buildings, equipment and fleet • Continue to invest in technological advances and other improvements in service delivery, facilities, equipment and training • Use joint procurement processes where possible to obtain the best products and services at the right time, for the right cost, and ensure procurement takes into account the need to contribute towards environmental sustainability • Seek opportunities through joint working to contribute and add value to the wider community safety aims and priorities of partner agencies

People: Supporting the Workforce

In 2019, Shropshire Fire and Rescue Service was rated as 'Good' by the HMICFRS in how it treats its people. The Service recognises how important our people are and is committed to working collaboratively to achieve excellence in people and performance management.

The Service has created an environment in which people can grow and develop in to deliver an outstanding service to communities. The Service encourages learning and innovation to motivate employees to reach their full potential. Staff are engaged and empowered to make a difference on their own and leaders encourage a culture of trust, people development and well-being.

There is a strong focus on employee engagement; using employee survey results to develop strategies and increase employee satisfaction. This has built a shared sense of purpose and given staff a meaningful voice on matters affecting their working lives.

The Service continues to seek out innovative ways to substantiate its commitment to equality, diversity and inclusion by removing barriers and celebrating differences, to include all in the workplace to share in its success. The following table outlines the Service's plans:

Valuing our People - Creating an inclusive culture where our people feel engaged, supported and empowered. Our People Strategy will adapt and respond to a changing environment to ensure that we are leading, recruiting, developing, training and retaining the very best people.	
Aims	Actions to achieve aims
<ul style="list-style-type: none"> • Strengthen leadership and line management to support organisational change 	<ul style="list-style-type: none"> • Through our People Strategy we will deliberately develop capacity and capability through workforce development, improving leadership and creating career pathways
<ul style="list-style-type: none"> • Maximise the wellbeing of our people 	<ul style="list-style-type: none"> • Continue to introduce new initiatives as part of the Health and Wellbeing plan to support staffs psychological and physical health
<ul style="list-style-type: none"> • Developing cultural values and behaviours which make the Service a great place to work 	<ul style="list-style-type: none"> • We will use Culture as our strategy, by being deliberately developmental, purposefully diverse and inclusive and intentionally innovative, we will drive our organisational values
<ul style="list-style-type: none"> • Provide excellent training and education to ensure continuous improvement of services to the public 	<ul style="list-style-type: none"> • Work with staff to develop professional skills, raise performance and identify talent across all functions

- **Ways of working to respond to the needs of Service models**

- Work with Representative Bodies to establish new ways of working demonstrating leadership through clarity on pay and reward

- **Improve our ability to provide good service by increasing the diversity of our staff and creating a fair and equal place to work**

- Purposely ensure that equality, diversity and inclusion is embedded across SFRS to foster an inclusive culture



Stage 3: Measuring and Demonstrating Impact

A key focus of the IRMP will be to demonstrate that activities aimed at reducing risk are making a positive difference.

This will require a range of monitoring and evaluation mechanisms for measuring the impact, effectiveness and efficiency of prevention, protection and response activities, and an assessment of outstanding risks. The key parts of this stage are set out below.

Monitoring, qualitative evaluation measures and targets need to be established to demonstrate impact and improvement over time.

They should include a suite of performance measures, indicators, output targets and outcomes as appropriate. Delivery against these measures will be monitored to identify trends and variations over time to assess changing risk and demand profiles (e.g. incident type and frequency; prevention activity impact).

This can be organised using the areas identified in Stage 2.

Alongside this process there are a number of key performance indicators (KPIs), which document change in terms of numbers – for example, the number of accidental dwelling fires per 10,000 population, the number of Safe & Well visits carried out, the number of business fire safety inspections, and the number of times the attendance standard is met.

These will vary according to the activity being carried out. The KPIs will also be reported through the performance reporting process. The use of standardised language and metrics in the development of KPIs will allow benchmarking across the Alliance and the country.

KPIs will be used by managers to drive improvements in performance and by the Authority to provide scrutiny and governance.

The key parts of the evaluation process involve the following:

Resources	- The resources needed to deliver staff, costs, equipment, building, partner input, in-kind contribution, etc.
Activities	- Activities planned and target groups
Outputs	- What is being delivered, how much and to whom – direct, measurable products or services
Short-term Outcomes	- Changes the activity makes to individuals, communities, systems, etc. in terms of learning, knowledge, skills, attitudes
Intermediate Outcomes	- Changes in action, behaviour and practice
Long-term Impact	- Changes in conditions (social, economic, environmental, etc.) locally and nationally

Stage 3. Measuring and Demonstrating Impact –

Do you have any comments on the proposed approach?

Consultation.

Shropshire Fire and Rescue Service want to make sure its plans are understood and is seeking comments and views on the draft IRMP document.

All comments and views received on this draft will be carefully considered and will assist us in shaping the final IRMP, which will be published in April 2021.

To take part in the consultation, you can do the following things.

- To respond online [click here](#).
- To request a paper copy, write to: Making Shropshire Safer, Shropshire Fire and Rescue Service Headquarters St Michaels Street, Shrewsbury, Shropshire, SY12HJ
- For alternative languages or formats such as large print, call the IRMP team on 01743 260200 or email consult@shropshirefire.gov.uk

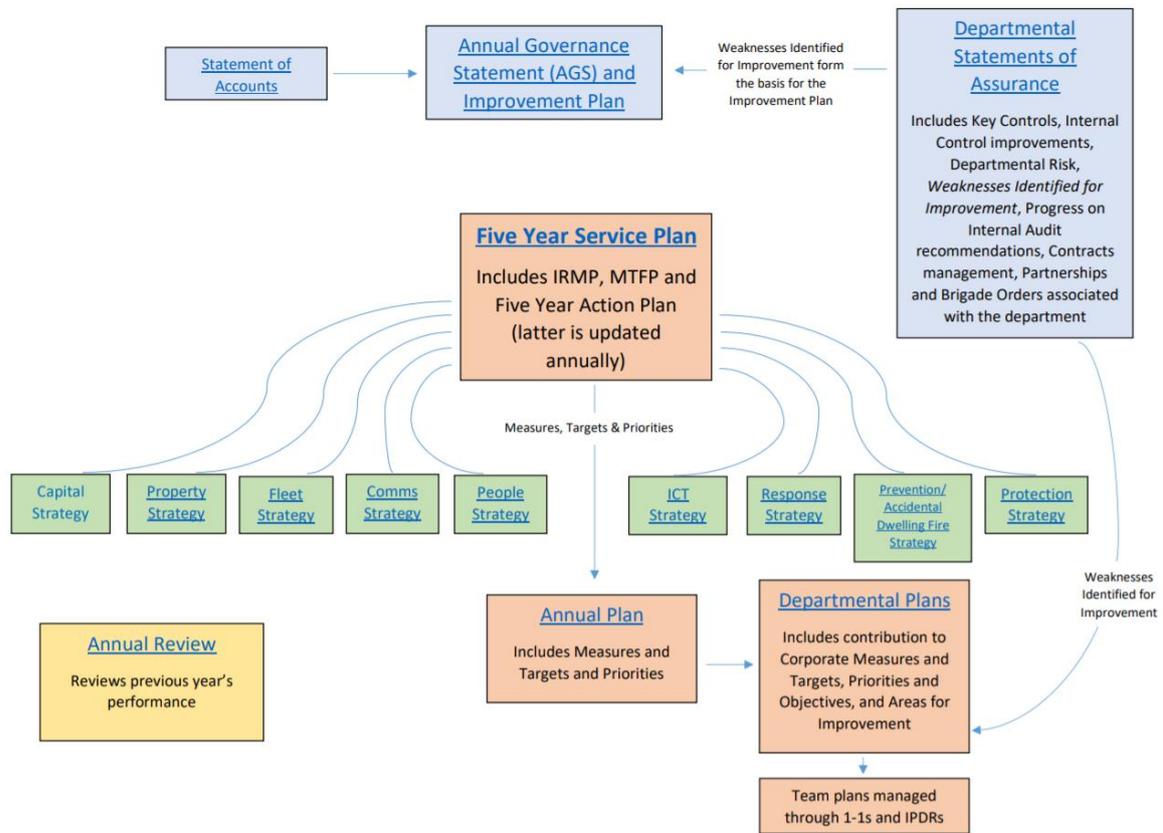
To read the full details visit [our website](#)

If you would like this information in an alternative language or format such as large print or audio, please contact us on 01743 260200.

In line with Public Health England guidelines we would encourage you to email rather than post letters and we do not plan to be holding public events in 2020.

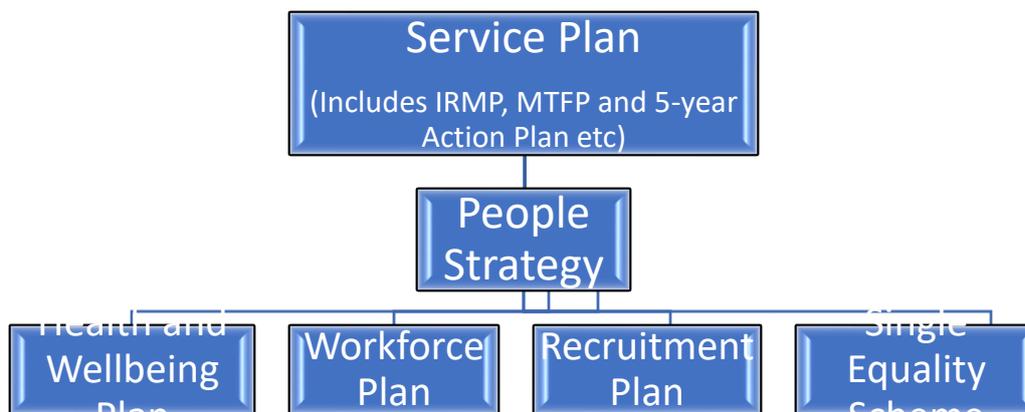
Appendix 1a.

Planning and the IRMP.



Appendix 1b

Human Resource Planning.



Appendix 2.

Legislation and National Influence

Shropshire Fire and Rescue Service's (the Service) key responsibilities are set out within:

The Fire and Rescue Services Act 2004 confirms the duties and powers of fire authorities and provides a strong framework for responding to the range of risks set out in Integrated Risk Management Plans (IRMPs). The Act directs fire and rescue services (FRSs) to promote fire safety, fight fires, protect people and property from fires, rescue people from road traffic collisions, deal with other specific emergencies such as flooding or terrorist attack, and respond to the particular needs of their communities and the risks they face.

The Regulatory Reform (Fire Safety) Order 2005 consolidated a wide range of fire safety legislation into a single, simplified form. The Order is designed to provide a minimum fire safety standard in all non-domestic premises (with a few exceptions), with an identified Responsible Person (RP) required to carry out certain fire safety duties. These include, but are not limited to, ensuring the general fire precautions are satisfactory and that a suitable and sufficient fire risk assessment is conducted.

The Civil Contingencies Act 2004 (CCA) establishes our role and responsibilities for emergency preparation and response. As a 'Category 1' responder, the Service is required to: assess the risk of emergencies occurring and use this to inform contingency planning, put in place emergency plans and business continuity arrangements, make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency, share information and co-operate with other local responders to enhance co-ordination and efficiency.

The Police and Crime Act 2017 places a legal duty on us to collaborate. Effective partnerships enhance capacity and resilience, whilst helping us deliver efficient, integrated public services. Such partnerships are based around shared risks and mutual ambitions, as demonstrated via the Service's Fire Alliance with HWFRS which is currently focussed on procurement opportunities, ICT provision, the provision of Fire Control and a standardised risk analysis for IRMP.

The Policing and Crime Act 2017 also makes provision for **HMICFRS** to inspect and report on the efficiency, effectiveness and leadership of fire and rescue authorities in England. The objectives of these inspections are to improve FRS services and ensure a reduction in local risk, to identify good practice, transformation and areas for improvement, and to improve transparency and accountability to local communities. Through its inspections, HMICFRS enables the public to see how well their local service is performing and improving.

The Health and Safety at Work Act 1974 is the primary piece of UK legislation covering occupational health and safety. With a few exceptions it applies to everyone

'at work' including employers, employees, the self-employed, those in control of non-domestic premises, and manufacturers/suppliers of articles and substances.

It places a general duty on employers (so far as is reasonably practicable) to; protect people from the risk of injury or ill health by ensuring employees' health, safety and welfare at work, protecting non-employees against the health and safety risks arising from work activities and controlling the storage and use of explosive or highly flammable or dangerous substances.

The National Fire Chiefs Council (NFCC) is the professional voice of the UK fire and rescue service. Through its coordination committees it provides clear, professional leadership on operational fire matters, including driving the pillars of 'fire reform'. Its overarching aims are to strengthen professional and operational leadership, improve national co-ordination, reduce duplication and increase efficiency, support local service delivery, and provide increased influence for fire and rescue authorities and FRSs.

The Local Government Association (LGA) is the national membership body for local authorities and associate members, working to support, promote and improve local government. The LGA is a cross-party organisation that works to create a strong, credible local government voice at national government level. It's aims are to influence issues that matter to councils, so that they are able to deliver effective local solutions to national problems. The LGA provides a range of member services including corporate support through leadership programmes, peer challenge and benchmarking, plus tailored assistance to specific service area, e.g. children's, adults', health, care, financial, and planning services.

Appendix 3

Response Assets.

- 28 Fire Engines capable of dealing with a wide range of incident types
- Two high reach Aerial Ladder Platform (ALP) vehicles based at Shrewsbury and Telford Fire Stations
- A tiered water rescue capability strategically located across the county. All operation personnel are Water Awareness trained and have a river-bank based rescue capability. We have 13 Water First Responder stations with wading rescue capability, and a specialist Water Rescue Unit with Swiftwater and Flood Rescue Boat capabilities based at Shrewsbury Fire Station.
- A High-Volume Pump Unit (HVPU) which is part of the country's National Resilience capability is based at Prees Fire Station. Light Pumping Units (LPUs) are based at Craven Arms and Shrewsbury, both of which have 4x4 capability.
- One dedicated Water Carrier located at Bridgnorth and one integrated watercarrier/ firefighting fire engine located at Oswestry.
- A Specialist Rescue team, Rescue Tender and Animal Rescue team are based at Wellington Fire Station to assist with a wide range of rescue requirements
- 11 x Incident Support Units (ISUs) in the form of 4x4 crew cab vehicles with interchangeable capabilities including Water Fogging, Light Portable Pump, Environmental Protection, BA Cylinder provision and Gas Tight Suits.
- One Pinzgauer (6x6 all-terrain) off-road vehicle that is based at Church Stretton Fire Station.
- One Incident Command Unit providing specialist support based at Tweedale Fire Station to help manage large incidents.
- One Specialist Foam Unit used for dealing with fuel fires
- One Welfare Unit based at Newport.
- One Fuel Carrier based at Wellington.
- A collaboration with the Environment Agency provides an Environmental Protection Unit (EPU) based at Tweedale Fire Station. This is supported by eight strategically located Incident Support Units.
- All operational staff have a Safe Working at Height capability with Rope Rescue Operator (Level 2) capabilities based at the three wholetime stations.

Glossary.

Appliance - This is a generic term for any responding fire service vehicle.

Arson - The criminal act of deliberately setting fire to property.

COVID-19 - COVID-19 is a new illness that can affect the lungs and airways. It is caused by a specific strain of coronavirus.

Effective - Effective fire and rescue services identify and assess the full range of foreseeable fire and rescue risks its community face. It targets fire prevention and protection activities to those who are at greatest risk from fire. It ensures that businesses comply with fire safety legislation and when the public calls for help, it should respond promptly with the right skills and equipment to deal with the incident effectively.

Efficient -Efficient fire and rescue services manage budgets and spend money properly and appropriately. It aligns its resources to its risks and tries to keep costs down without compromising public safety. Budgets are based on robust and realistic facts and assumptions.

First Person on Scene - A first aid qualification for practitioners requiring a more advanced level of competence when treating casualties in a trauma or medical emergency.

Hazmat - Hazardous materials, usually used in the context of a 'HAZMAT incident'

HMICFRS - Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services. The body that independently assesses the effectiveness and efficiency of police forces and fire & rescue services – in the public interest.

ICT - Information and Communications Technology. The term covers any product that will store, retrieve, manipulate, transmit or receive information electronically in a digital form, for example, personal computers, digital television or email.

Local Resilience Risk Register (or Community Risk Register) - Puts the national risks in a local context, by looking at things like economic, geographic and demographic factors, whether the risk has happened before and what is in place to control it.

National Resilience - Arrangements, capabilities and equipment in place to enhance the UK's capacity to respond to incidents requiring mass decontamination, urban search and rescue (USAR), water capability, long term management, enhanced command & control, enhanced logistics.

National Risk Register - Provides an assessment of the most significant emergencies which the United Kingdom and its citizens could face, summarised into three categories: accidents, natural events and malicious attacks.

‘On-call’ Firefighters (Retained Duty System) - Retained Duty System ‘on-call’ firefighters work on a ‘standby’ basis, for responding to emergency calls. They are paid both an annual retainer and fees for attending training, emergencies and giving fire safety advice. On-call crews usually live or work within five minutes of their local fire station enabling them to respond quickly to emergency calls.

ONS - Office of National Statistics.

Prevention - Activity associated with fire safety in the home and the community, co-ordinated by the Prevention team and supported by operational staff.

Primary Fires - These are generally more serious fires that harm people or cause damage to property. Secondary fires are generally small outdoor fires, not involving people or property. Incident Recording System (IRS).

Protection - Also referred to as ‘business fire safety’, this is activity linked to advice and guidance for regulated premises, and enforcement of the Regulatory Reform (Fire Safety) Order 2005. The Protection team deliver this function, supported by operational staff.

Resilience - Refers to our ability to respond to major emergencies and disruptive challenges whilst maintaining our core service provision. This is made possible through multi-agency partnerships, effective emergency planning and flexible resource arrangements.

Response Standard - A risk-based target for response times and number of personnel the Fire Authority aims to deliver to all relevant emergency incidents in Shropshire

Risk Analysis - This is the process of examining in detail the risks in our community.

Road Traffic Collision - This is an accident involving vehicles on the roads.

Secondary Fires - These are generally small outdoor fires, not involving people or property.

Shropshire and Wrekin Fire and Rescue Authority (FRA) - The body providing governance to Shropshire Fire and Rescue Service, made up of elected Councillors from each of the two administrative districts in Shropshire.

Sleeping Risk - Any premises, location or place where people may sleep, known or unknown, that may lead to a ‘persons reported’ fire or incident.

Special Service Call - Non-fire incidents requiring the attendance of a fire appliance or officer. E.g. rescue of persons and/or animals, flooding, hazardous material incidents, lift releases and prior arrangements to attend or assist other agencies.

Value for Money - Value for money is a measure of the optimal use of resources to achieve the intended outcomes. ‘Optimal’ means ‘the most desirable possible, given the expressed or implied restrictions or constraints’. Value for money is not generally considered to be about achieving the lowest initial price.

West Mercia Local Resilience Forum - Local resilience forums (LRFs) are multi-agency partnerships made up of representatives from local public services, including the emergency services, local authorities, the NHS, the Environment Agency and others. LRFs aim to plan and prepare for localised incidents and catastrophic emergencies.

Wholetime - Permanent contract operational staff e.g. Firefighters.