



## Shropshire and Wrekin Fire Authority Service Plan 2016/17

This is the Annual Plan for Shropshire Fire and Rescue Service for 2016/17 and is the second year of our five-year Service Plan.

It sets out the priorities and targets for the year towards achieving the Service's vision of "Putting Shropshire's Safety First".

We are working hard with our partners to reduce the number of emergency incidents each year. This work is paying off with an overall decline in the numbers of incidents in recent years. However our aim in the Plan is to accelerate the rate of decline in the number of incidents and focus on reducing the most serious ones, such as house and flat fires.

Our Purpose and our Core Values are also set out below. How we achieve our aims is as important as what we achieve and our Core Values underpin this.



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



**John Redmond** - Chief Fire Officer

## Priorities for 2016/17

The Service Transformation Board will oversee the delivery of our priority projects for 2016/17. These projects include some reviews and some implementation projects as detailed below. Each project has both people and financial resources allocated but also needs co-operation and support from all corners of the organisation to ensure success.

- Implement the changes from HFSV to 'safe and well' visits with effective use of data sharing to target resources.
- Demonstrate commitment to improving public service and value for money through collaboration with other emergency services to include premises sharing, medical co-responding and interagency command.
- Improve operational resilience and effectiveness with regional and sub-regional partnerships, to include nearest officer mobilisation, training and operational command support.
- WAN (Wide Area Network) Upgrade, decommissioning and commercial project.
- Deployment of Microsoft Lync, a communications platform for calls, video conferencing and messaging.
- Continue to improve and enhance the ICT network infrastructure so that it is highly available, including cloud computing where appropriate.
- Roll out of SharePoint (Phase 2).
- Implement the results of the staffing model review to improve service delivery and increase efficiency by approximately £400k by 2020.
- Implement the results of the Fire Control review to improve service delivery and cost effectiveness by approximately £300k by 2020.
- Implement the results of Telford Central site review.
- Implement a comprehensive operational risk information system (PORIS) that supports operational effectiveness and firefighter safety.
- Implement the results of the use of the frontline appliances and special appliances review (incident command vehicle, rescue tender resilience review, aerial appliance resilience review, fire engine replacement programme).
- Continue to review and revise internal structures to ensure the Service has the right capacity and capabilities to meet the corporate aims.
- Implement a Training and Development Plan that takes account of new ways of working.
- Introduce the new national Emergency Services Network (ESN).
- Review the hydrants contract.
- Continue to introduce, develop and invest in electronic information systems.
- Station refurbishment including security on stations (Wholetime and Retained).
- Training facility improvements, including an underground training facility, and incident command training suite.

## Our Aims

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

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

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

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

## Measure and Target for 2016/17

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

All accidental fires will be reduced to not more than 519 during 2016/17

Accidental dwelling fires (ADFs) to be reduced to not more than 224 during 2016/17

Deliberate fires will be reduced to not more than 659 fires during 2016/17

Fire related deaths and serious injuries in the community will be reduced to not more than 19 during 2016/17

Injuries sustained to staff through firefighting will be reduced to not more than 25 injuries during 2016/17

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

## Our Purpose

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

## Our Core Values

Service to the community

Accountability to the local community

Treating everyone fairly and with respect

Valuing improvement and striving to achieve it at every opportunity and at every level of the service