

Improvement Priority			SRO	Evidence for improvement Or How the IP will be addressed in 2009/10 strategic planning process
IP	Link to Aim/Obj			
IP	1.1	Increase ownership of smoke alarms in homes of those most vulnerable to fire	CS	Percentage of fires where no smoke alarm is fitted is falling year on year. This is now core business
IP	2.1	Engage fully with new and existing unitary structures	CS	DCFO sits on LSP and Chief Executive's CAA agenda Group. Head of FP represents the Service with the Performance Management & Commissioning group. Station Managers sitting on shadow local area committees.
IP	3.1	Reduce incidence of fire crime	CS	A dedicated Fire Crime Officer has been employed to address this issue. Arson numbers falling year on year. Keep monitoring data through recession.
IP	4.1	Increase the proportion of business premises included in the Fire Safety Database	CS	More staff carrying out Business Audits has population of database on track. This is now core business.
	4.2	Influence planners, builders and managers of premises to include fire safety as key issues	CS	Core Business.
IP	5.1	Monitor and encourage business to ensure effective management of fire alarm systems	CS	Reduction of almost 20% year on year through work of UWFS Officer. Now core business to keep levels low.
	5.2	Implement hoax call reduction strategy	CS	Implemented. Continuing to monitor. Now core business.
IP	6.1	Develop and implement appropriate systems to respond to water related incidents	CS	IRMP delivered awaiting agreement for finance from CFA.

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IP	7.1	Implement an environmental management system to international standards (ISO 14001. 2004)	RES	Completed
IP	8.1	Meet National Framework Priorities as they relate to regional and national emergencies	CS	Resilience work still to complete around influenza (reduction of staff) plans.
IP	9.1	Implement the action plan from the results of the Cultural Audit	HRT&D	Completed
IP	9.2	Instigate measures to protect staff from hostile activity in the community	CS	Guidance has been issued to crews. A Brigade Order will be developed by the Head of Operational Response to support this guidance.
IP	10.1	Extend Firefighter Development Programme to include all operational staff	HRT&D	Pilot ready to launch, awaiting new temporary staff in workplace development to resource the pilot – in progress 2009/10
	10.2	Monitor and implement improvements identified from critical national events/publications	HRT&D/ PID	Support provided from HRT&D teams as requested
IP	11.1	Make improvements in our co-ordinated approach to the recording, provision & use of up to date risk information for operational crews/officers	CS	Completed. Now being made core business. Keep monitoring live until officer in place.
	11.2	Manage refurbishment/relocation of Shrewsbury & Wellington stations and associated business process improvements	RES	This is a continuing piece of work which will be dealt with as a separate programme and monitored closely
IP	12.1	Engage with the new and existing unitary authorities to benefit the effectiveness and efficiency of our service	CS	Now core business.
IP	13.1	Develop Consultation & Communication Strategy/Co-ordinate all consultation activities undertaken by the Service	PID	This has been delayed due to the publication of 'Communities in Control: Real People – Real Power'. This will be delivered as part of next year's Improvement Priorities.
IP	14.1	Prepare for Information Management and Data Quality audit	PID	Absences in the department initially delayed progress, however this was addressed and preparation for audit has been completed.

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IP	15.1	Implement an environmental management system to international standards (ISO 14001. 2004) as they apply to non operational work	RES	Completed
IP	16.1	Ensure provision of a resilient service through the management of risks identified in the Business Continuity Plan, Statement of Internal Control/Annual Governance Statement and Local Resilience Forum/Regional Resilience Forum risk registers	CS	See 8.1
	16.2	Collaborate with neighbouring fire services to ensure cost effective and resilient services	CS	Ops Response collaboration forum Chaired by DCFO, delivering regional improvements to Operations.
IP	17.1	Deliver systems identified through TecCom to the Brigade	PID	This has been monitored through the Capital Programme. Any delays in systems have been reported through the Capital Report on Activity and Finance.
	17.2	Provide accurate and timely management information through the delivery of a Performance Management System	RES	IRS, PB Views and Track have been delivered
IP	18.1	Carry out equality impact assessments on operational service functions and use outcomes for service planning	CS	Current EQIA plan delivered. Now core business.
	18.2	Achieve Level 3 of the Equality Standard for Local Government	HRT&D	Completed. Achieved
IP	19.1	Implement the action plan arising from the Cultural Audit	HRT&D	Completed
	19.2	Create and implement an action plan to deliver the Equality & Diversity Strategy	HRT&D	This has been incorporated into the Corporate Equality Action Plan.
IP	20.1	Recruit, promote and retain a workforce representative of the community that we serve.	HRT&D	Positive action events have been completed for 2009 and future events will be undertaken for 2009/10. Media has also been used to promote the Service to under represented groups.