

Retained Duty System Performance Monitoring

Report of the Chief Fire Officer

For further information about this report please contact Alan Taylor, Chief Fire Officer, on 01743 260201 or Jim Quinn, District Officer, on 01743 260281.

1 Purpose of Report

This report provides information regarding the ongoing performance of the Retained Duty System (RDS) in Shropshire.

2 Recommendations

The Committee is asked to note the contents of the report.

3 Background

At its meeting on 25 April 2007 the Fire Authority resolved to:

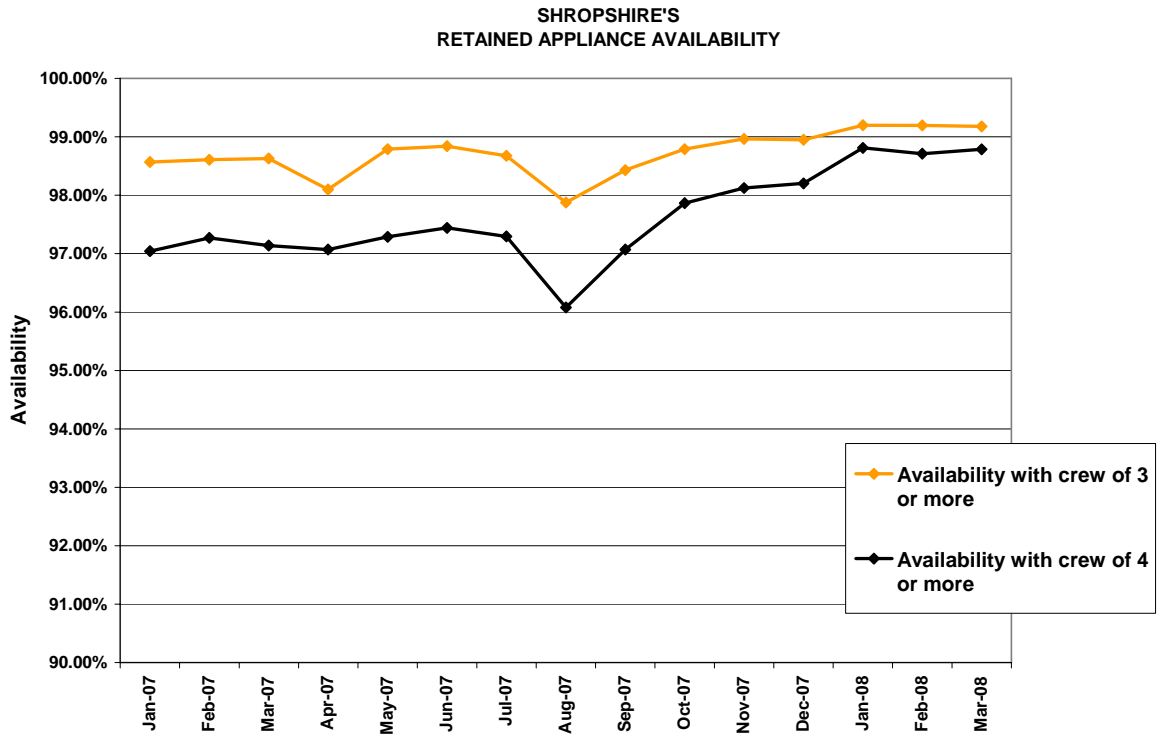
Task the Audit and Performance Management Committee with the continued monitoring of retained performance, particularly with regard to appliance availability, recruitment, retention and community fire safety work.

4 Appliance Availability

Graph A demonstrates the continued positive improvement with retained appliances being available 98.79% of the time with a minimum crew of 4, and 99.18% of the time with a minimum crew of 3.

Appendix 1 Shows the Retained Appliance Availability for each station in 2007/08.

Graph A
Retained Appliance Availability



5 Recruitment

Retained recruitment levels continue to increase across the County. There were a further 5 trainees on the January training course.

Table 1 below shows the optimum station establishment and the current station establishment levels¹ at 31 March 2008.

Table 1
Station and Current Establishment

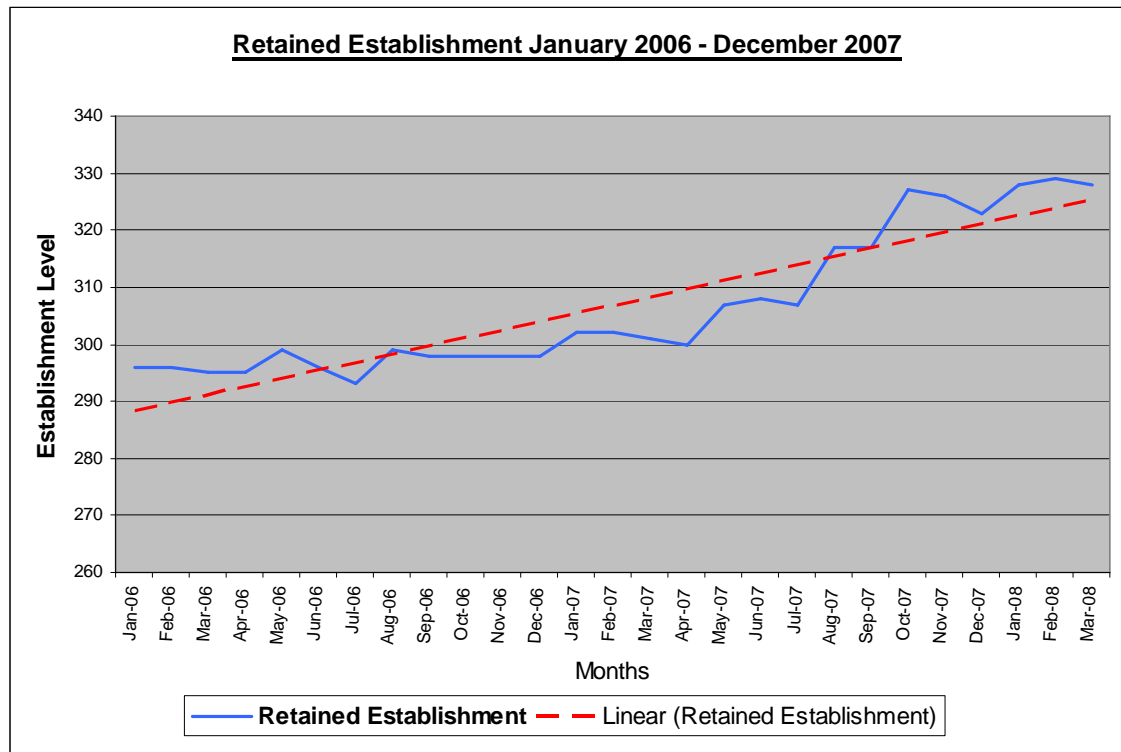
Station	Station Establishment	Current Establishment
Albrighton	14	14
Baschurch	14	13
Bishop's Castle	14	12
Bridgnorth	18	17
Church Stretton	14	11
Cleobury Mortimer	14	12
Clun	14	13
Craven Arms	14	12
Ellesmere	14	13
Hodnet	14	12
Ludlow	18	19
Market Drayton	18	18
Minsterley	14	9
Much Wenlock	14	9
Newport*	18	22
Oswestry*	18	21
Prees	14	12
Shrewsbury	18	20
Tweedale	18	19
Wellington*	14	18
Wem	14	13
Whitchurch	18	19
Totals	340	328

* Wellington, Newport and Oswestry Stations are at present over establishment as a result of pre-planning by the Officers-in-Charge of the Stations due to the number of personnel leaving the Service through retirement, personal/work commitments.

¹ Single appliance stations have an establishment of 14 and those with more than one appliance have 18.

Graph 2 below shows the continued upward trend in recruitment and establishment levels. This follows the implementation of various recruitment strategies arising from the Best Value Review of the Retained Duty System in Shropshire. The upward trend begins in August 2006, which coincides with the introduction of the Retained Support Officer posts.

**Graph 2
Retained Establishment**



**Table 2
Number of Trainees per Course 2005/2006/2007/2008**

Course Date	Number of Trainees
March 2005	8
June 2005	6
August 2005	5
January 2006	4
May 2006	6
September 2006	6
January 2007	9
May 2007	10
September 2007	10
November 2007	10
January 2008	5

Retention

Table 3 below provides a summary of reasons why retained staff left the Service during 2005/06, 2006/07 and 2007/08. The retention figures for 2007/08 show a 27% improvement on 2006/07.

**Table 3
Retained Leavers – Summary of Reasons**

	2005/06		2006/07		2007/08*	
	Men	Women	Men	Women	Men	Women
Dismissal on disciplinary grounds	1					
Medical discharge / long-term illness or injury	1		1			
Resignation to take other employment	2		4	1		
Personal / work commitments	2		4		6	1
Moving away from catchment area	2		3		2	
Retirement	3		2		2	
Other reasons not disclosed	8					
Sub Totals	19	0	14	1	10	1
Final Totals	19		15		11	

* 1 April 2007 – 31 March 2008

Community Fire Safety (CFS)

**Table 4
Home Visits and Smoke Detectors Comparison 2005/06, 2006/07, 2007/08 (RDS)**

	Home Safety Visits	Detectors Fitted
2005/06	13,000	4,233
2006/07	28,389	12,025
2007/08*	14,887	6,271

*1 April 2007 – 31 March 2008

The Community Safety Department has now recruited 16 personnel as Community Safety Advocate(s). These people have been in post since 1 March 2008 and will be employed on an hourly basis, as and when required, to promote the Brigade's Safer Communities Strategy. The workload will be dependent upon available budget and underspends from other areas may be vired into the Community Safety budget.

Norfolk Officers/Members Visit

As a result of our continued success with retained recruitment and establishment levels, we do from time to time receive requests from other Fire and Rescue Services for information on our approach and methodology which has led to this success. The most recent visit was from Chief Fire Officer Richard Elliot, and a number of Fire Authority Members from Norfolk, who attended Bridgnorth fire station where they were given a presentation by Chief Fire Officer Alan Taylor and Assistant Divisional Officer Phil Clarke on how we are now delivering an improved service to the rural areas of our county.

Appendix 2 shows a letter of appreciation from Chief Fire Officer Richard Elliot.

6 Financial Implications

There are no financial implications associated with this report.

7 Legal Comment

There are no direct legal implications arising out of this report.

8 Equality Impact Assessment

Officers have considered the Service's Brigade Order on Equality Impact Assessments (Personnel 5 Part 2) and have decided that there are no discriminatory practices or differential impacts upon specific groups arising from this report. An Initial Equality Impact Assessment has not, therefore, been completed.

9 Appendices

Appendix A

Retained Appliance Availability / Crewing 2007/08

Appendix B

Letter from Chief Fire Officer Richard Elliott, Norfolk Fire and Rescue Service

10 Background Papers

Shropshire and Wrekin Fire Authority
25 April 2007 Report 12 – Retained Review

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

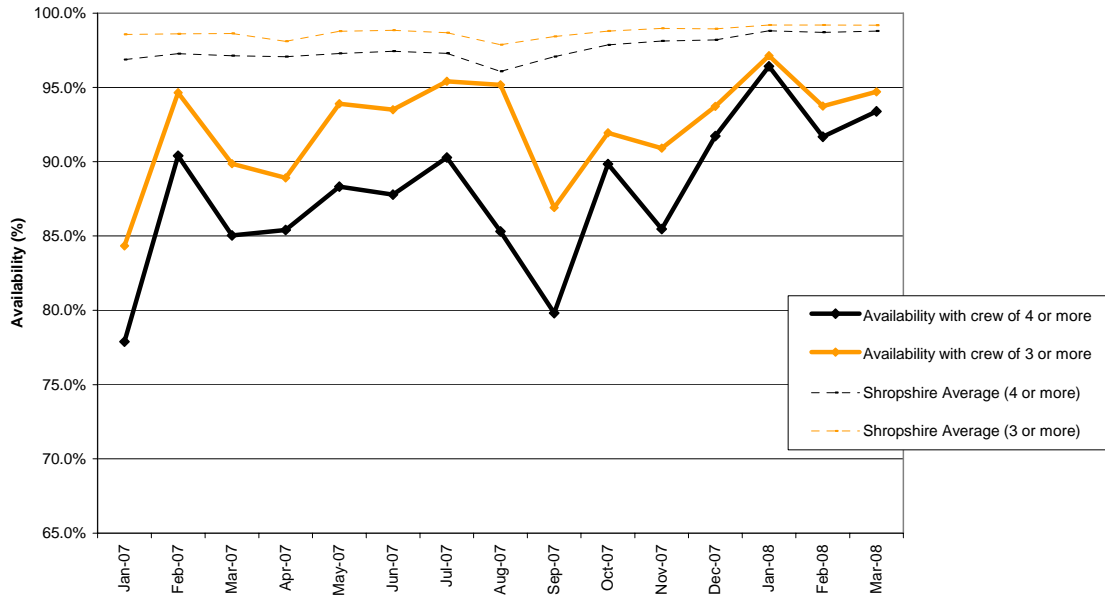
Balanced Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Efficiency Savings		Retained	*
Environmental		Risk and Insurance	
Financial		Staff	
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	*

Retained Appliance Availability / Crewing 2007/08

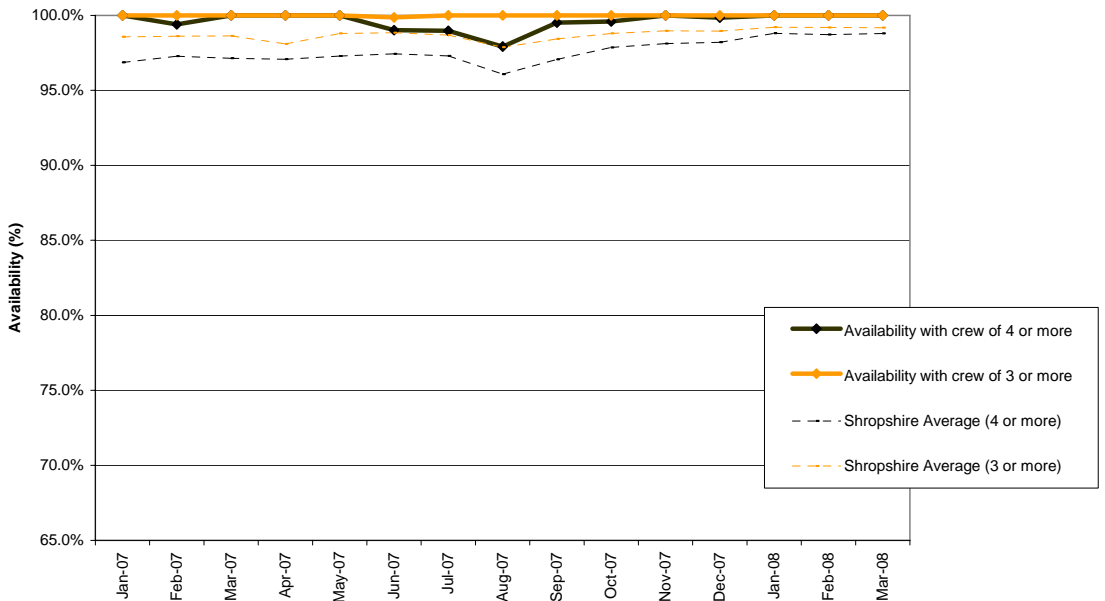
OPS3 Appliance Availability / Crewing

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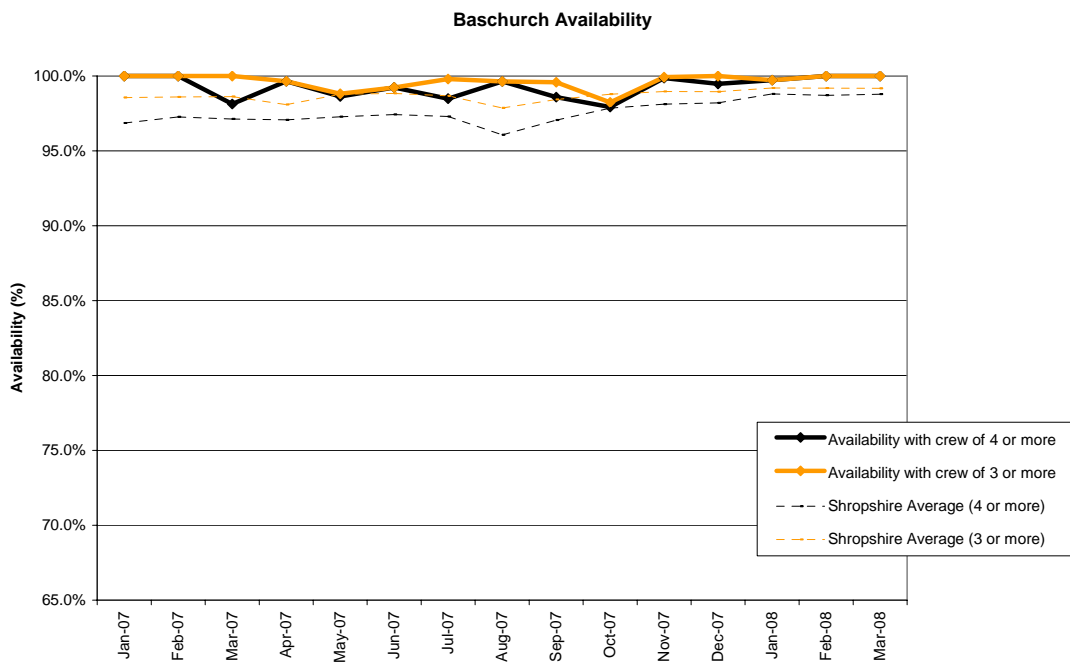
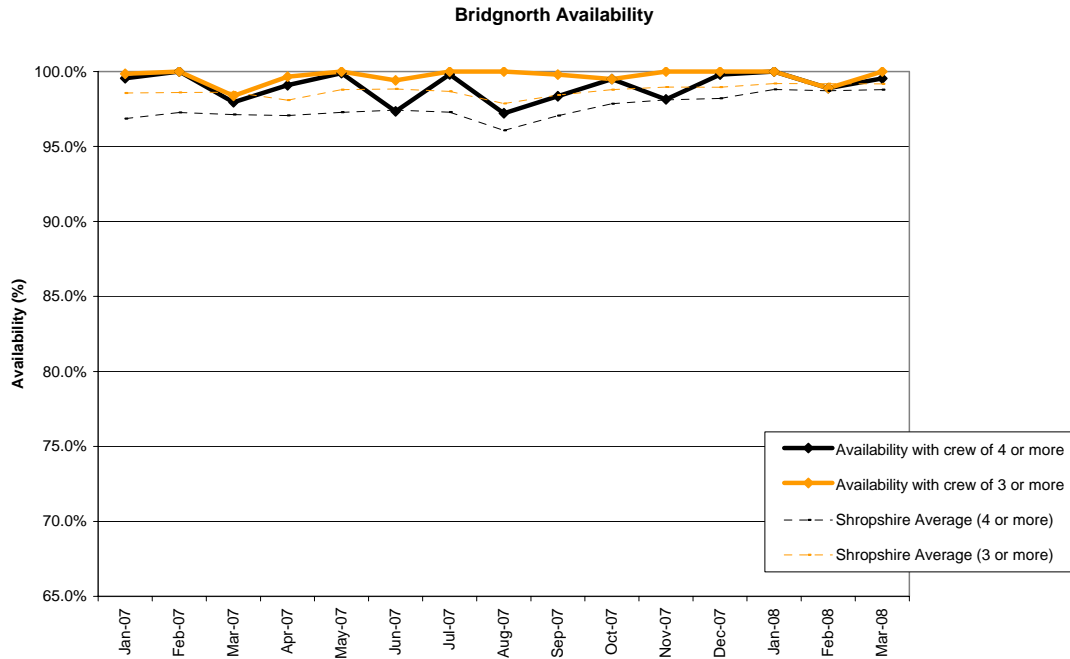
Albrighton Availability



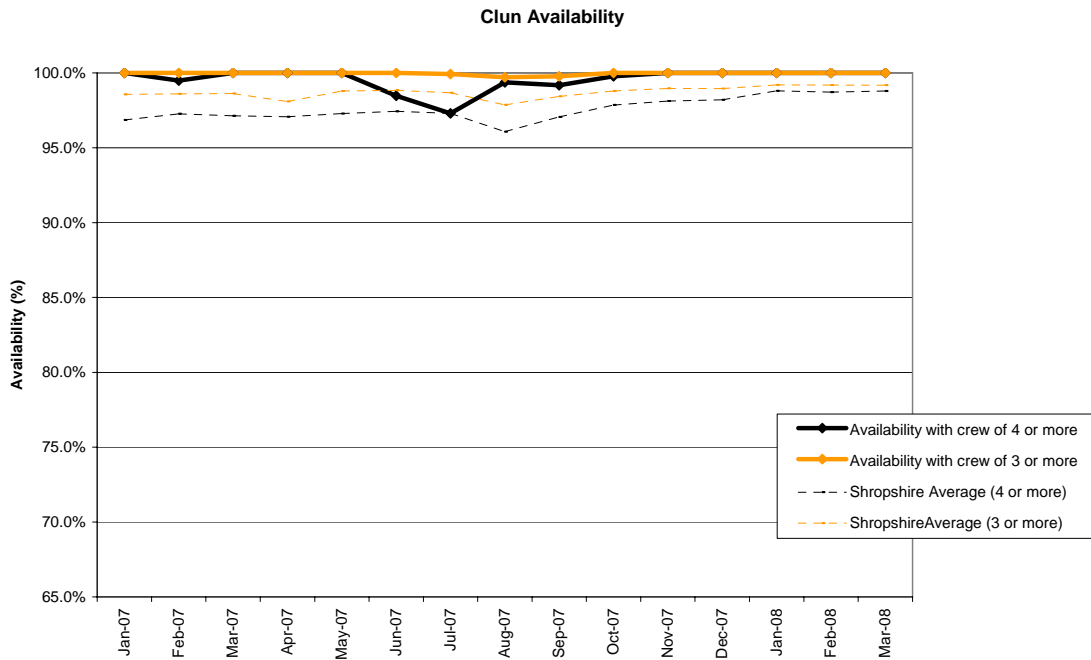
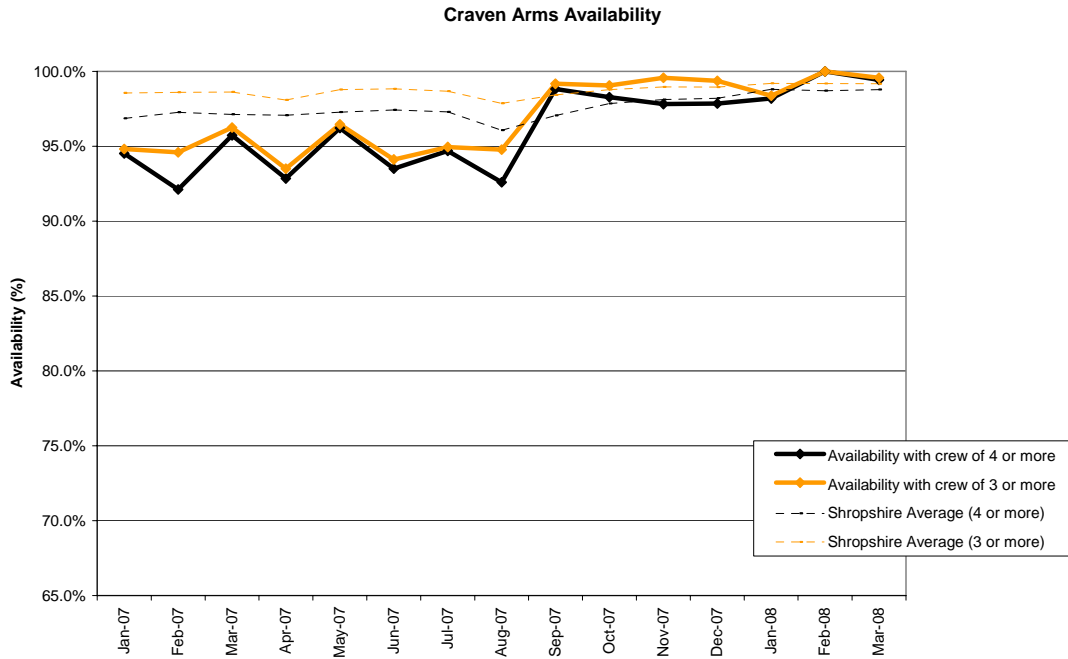
Bishops Castle Availability



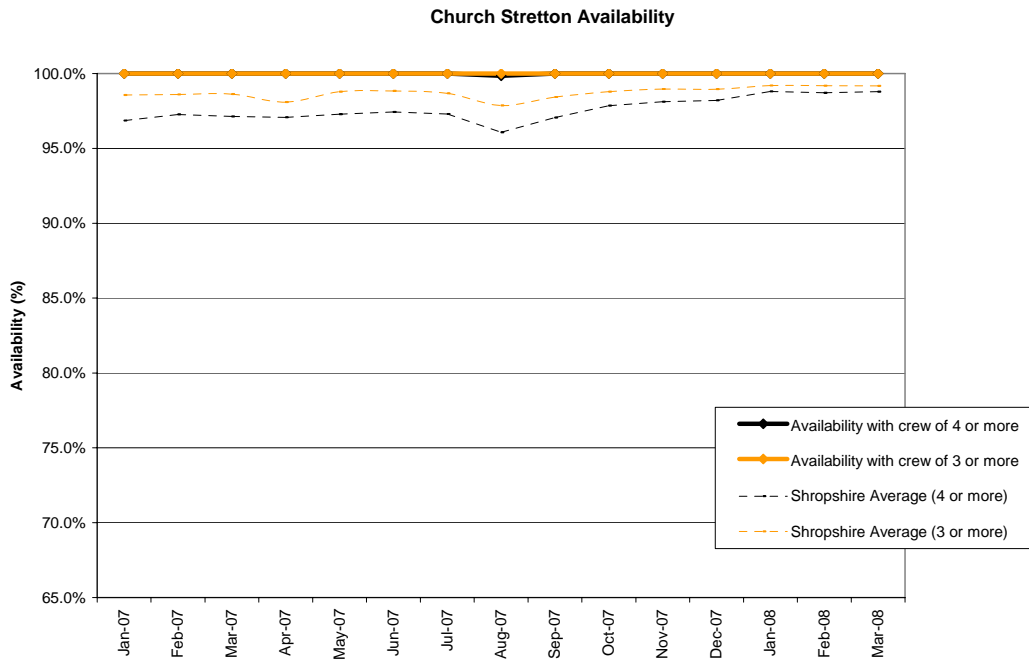
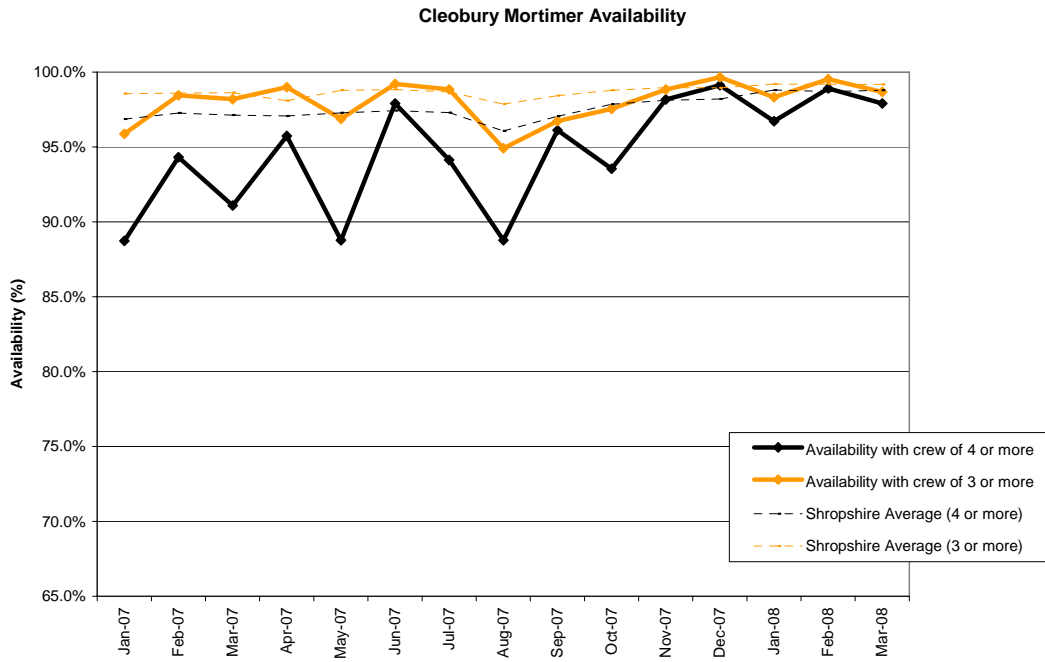
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OPS3 Appliance Availability / Crewing

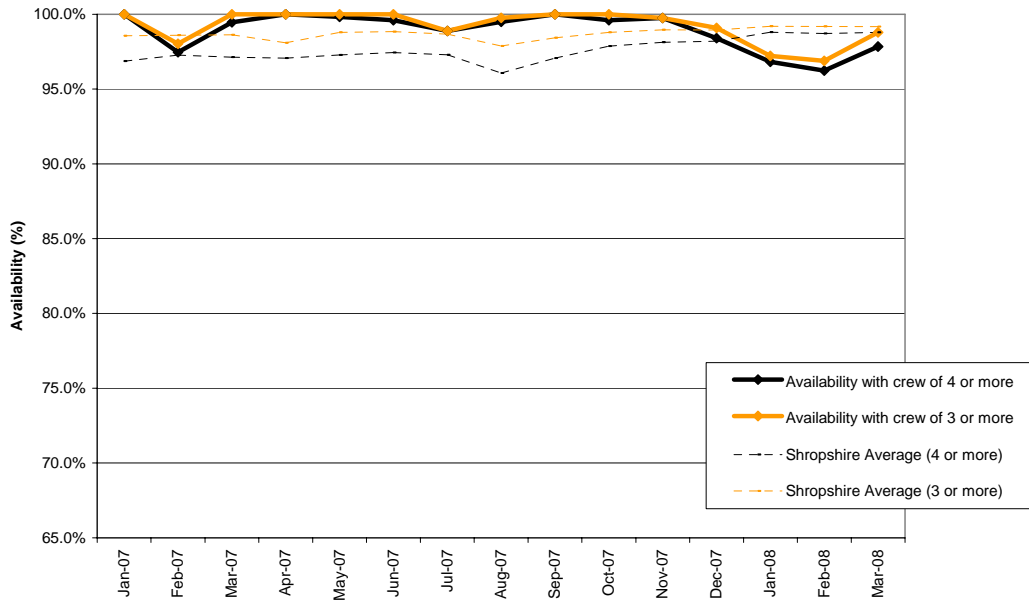


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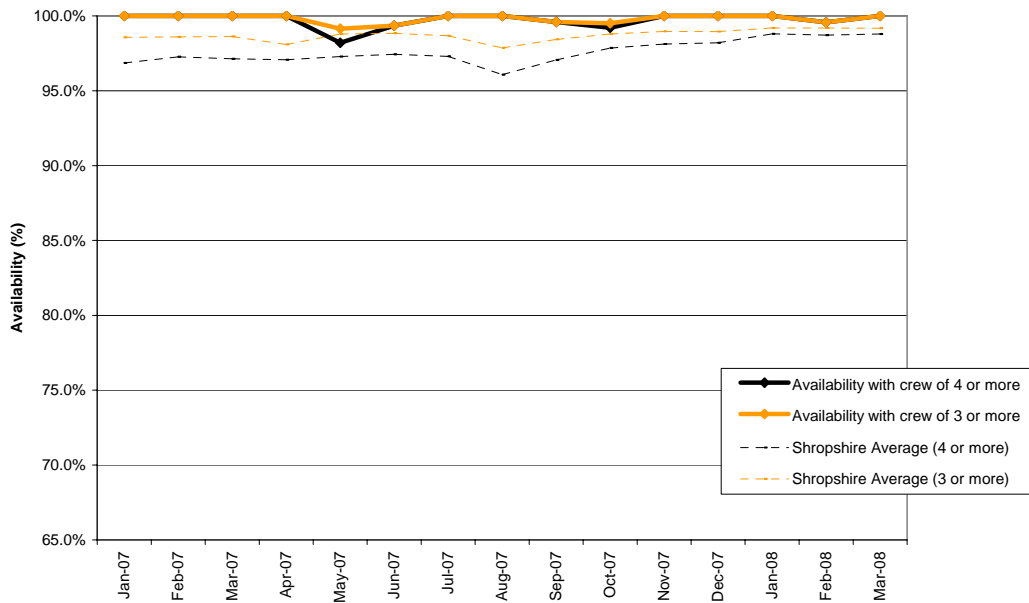


OPS3 Appliance Availability / Crewing

Ellesmere Availability

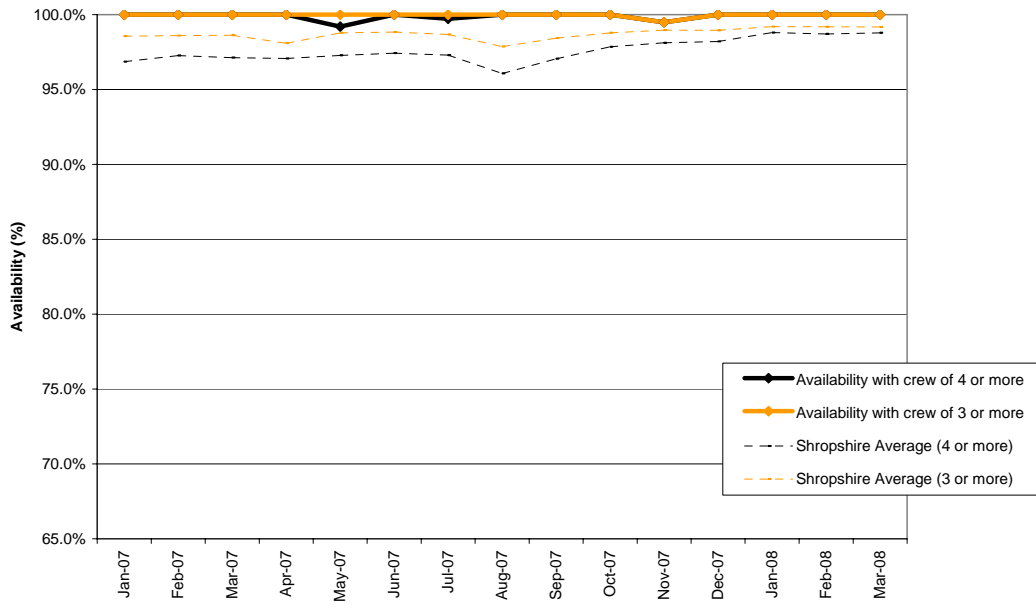


Hodnet Availability

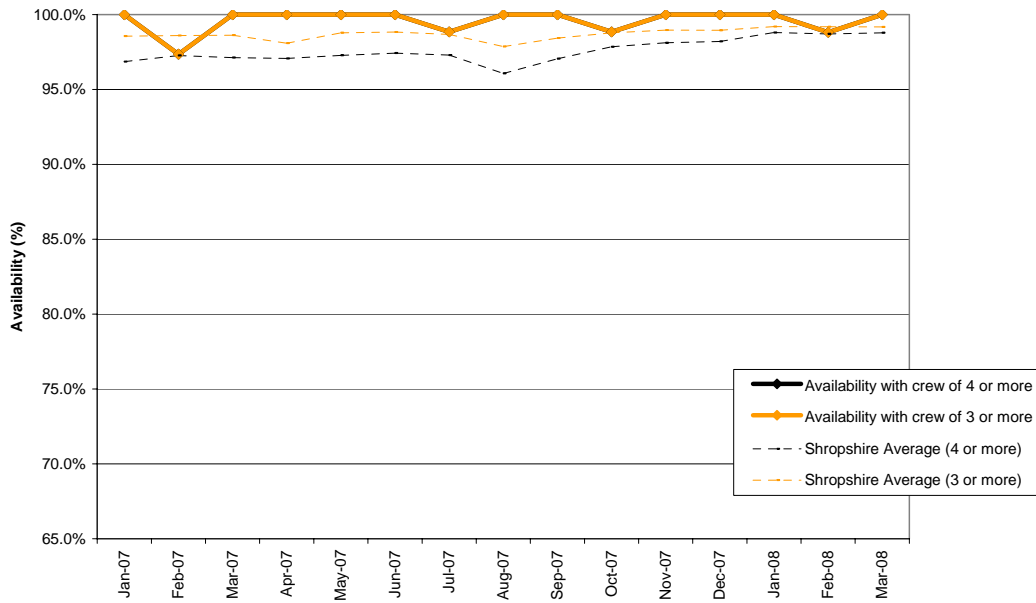


OPS3 Appliance Availability / Crewing

Ludlow Availability

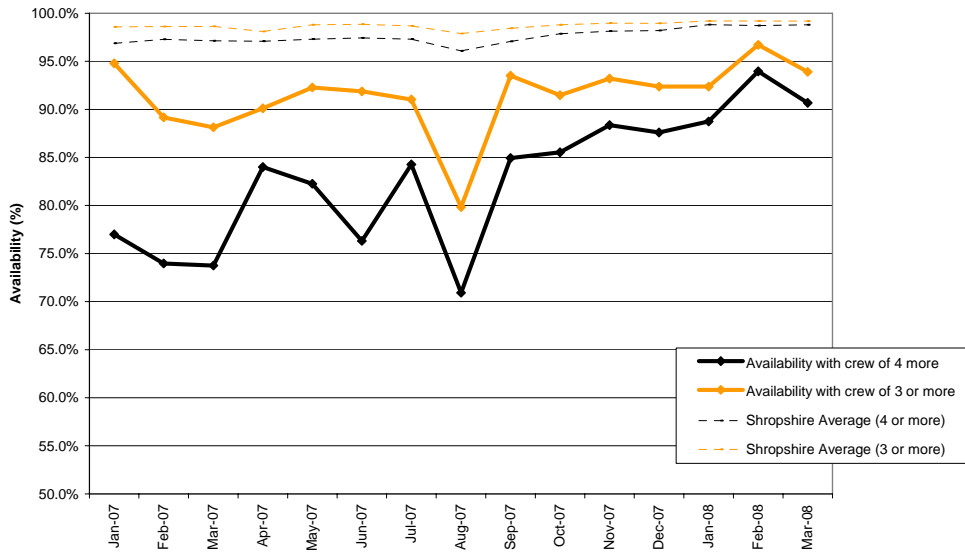


Market Drayton Availability

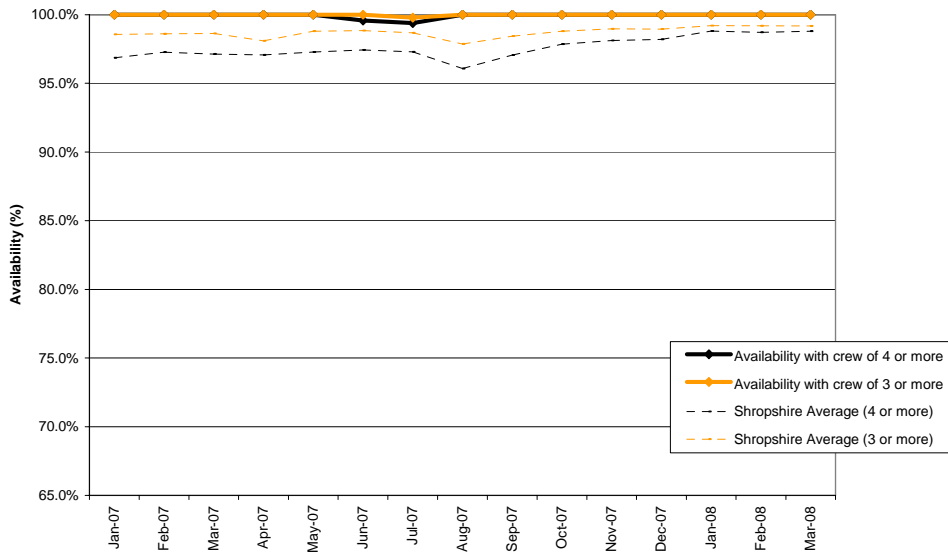


OPS3 Appliance Availability / Crewing

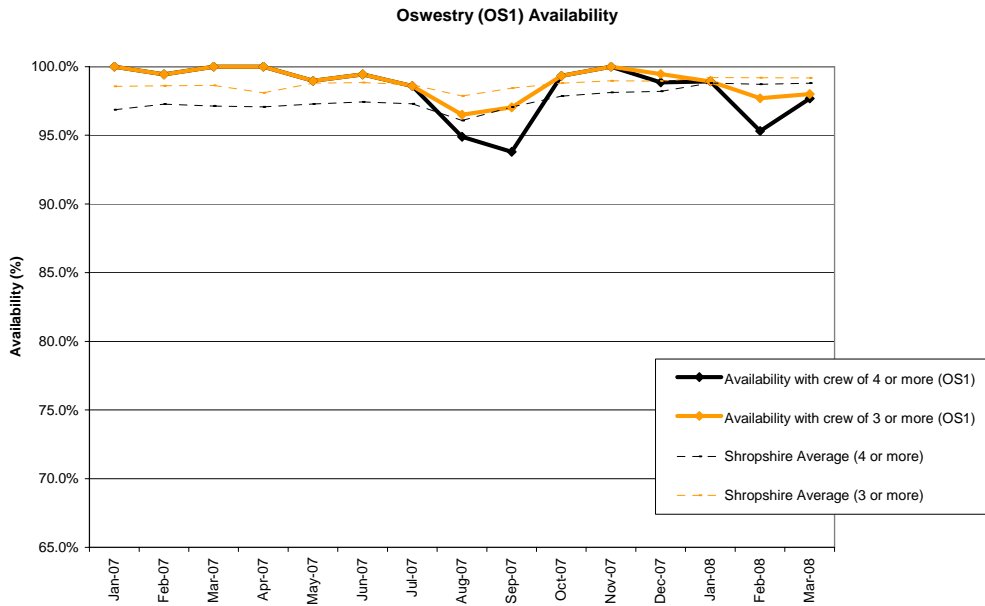
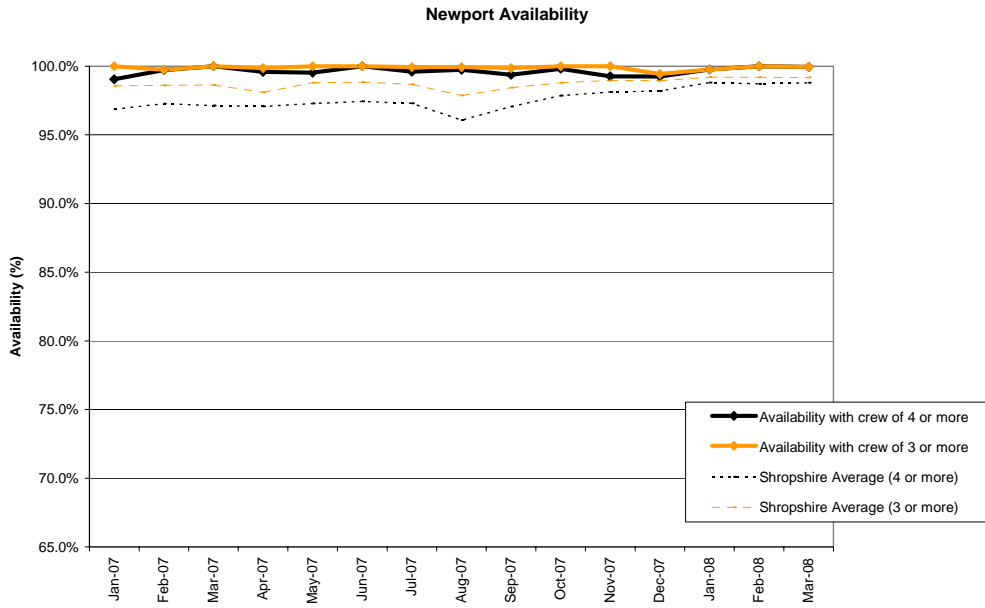
Much Wenlock Availability



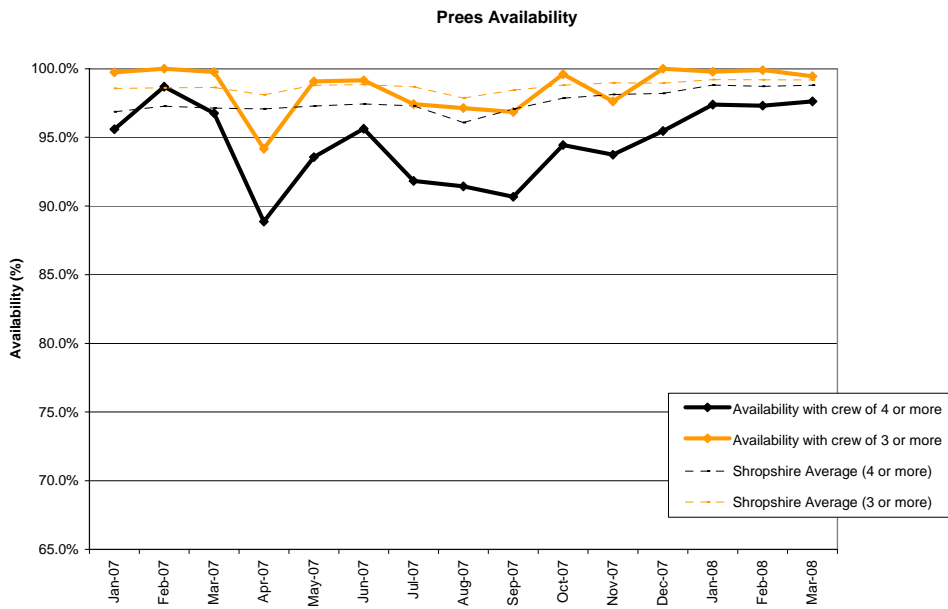
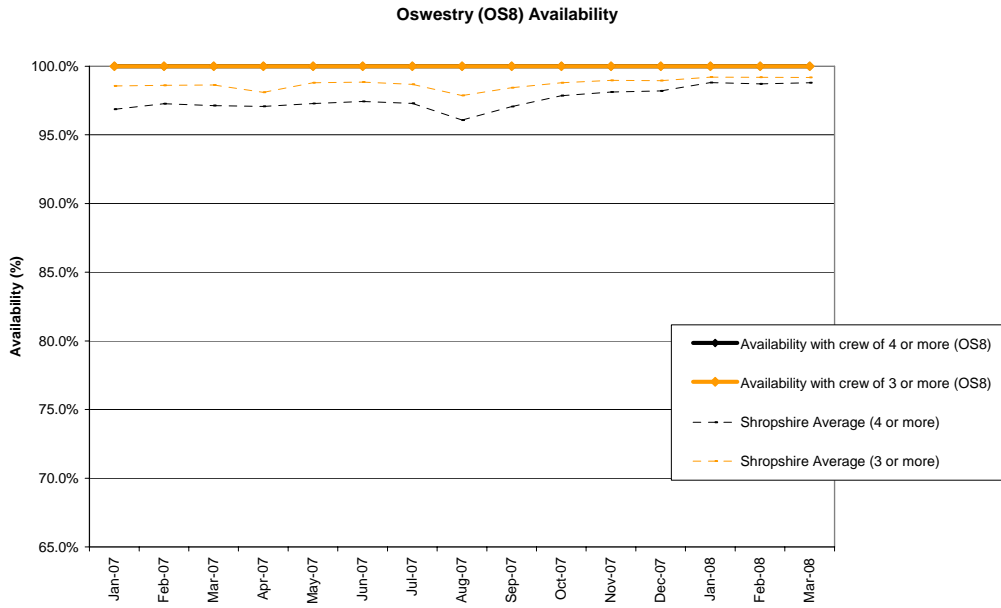
Minsterley Availability



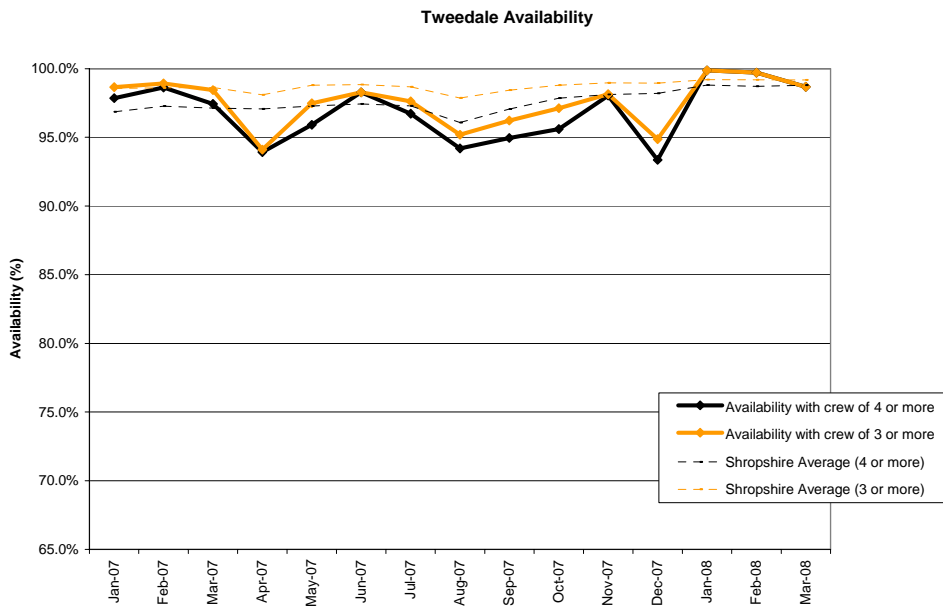
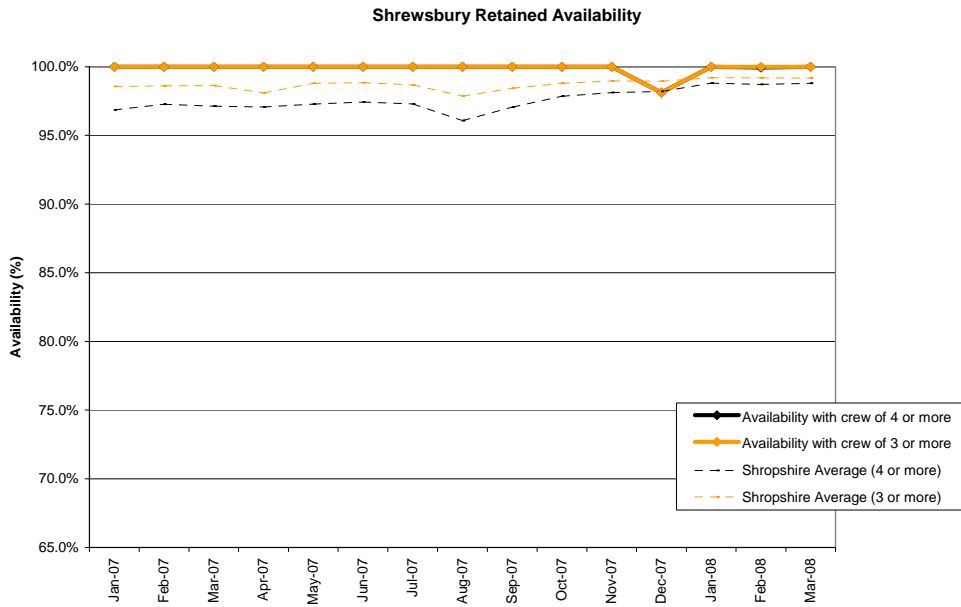
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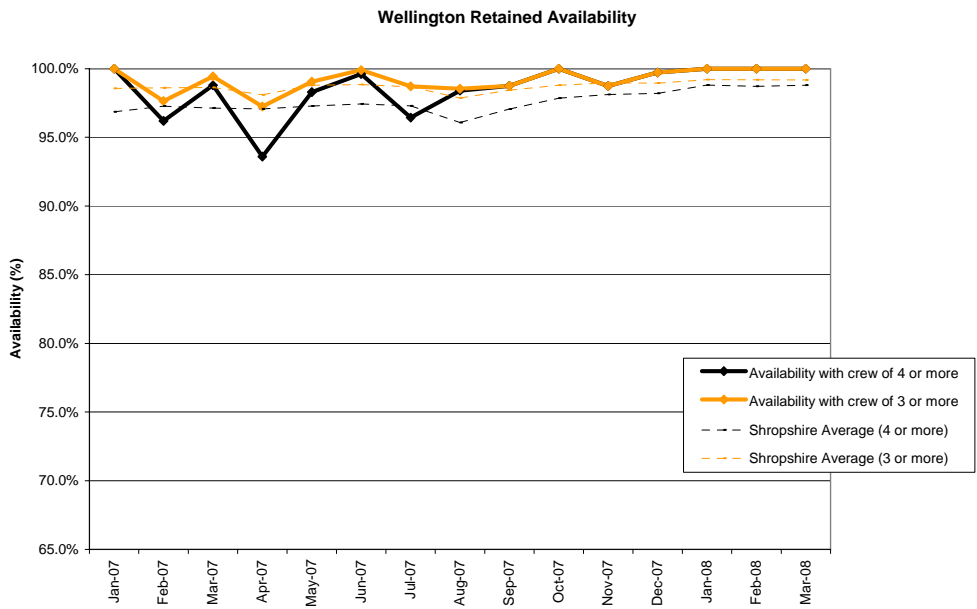
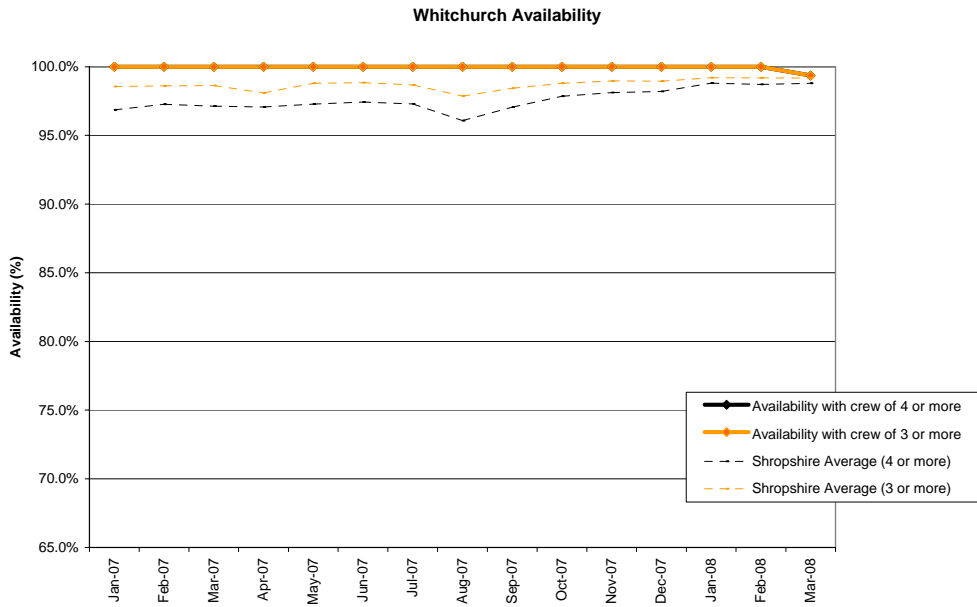
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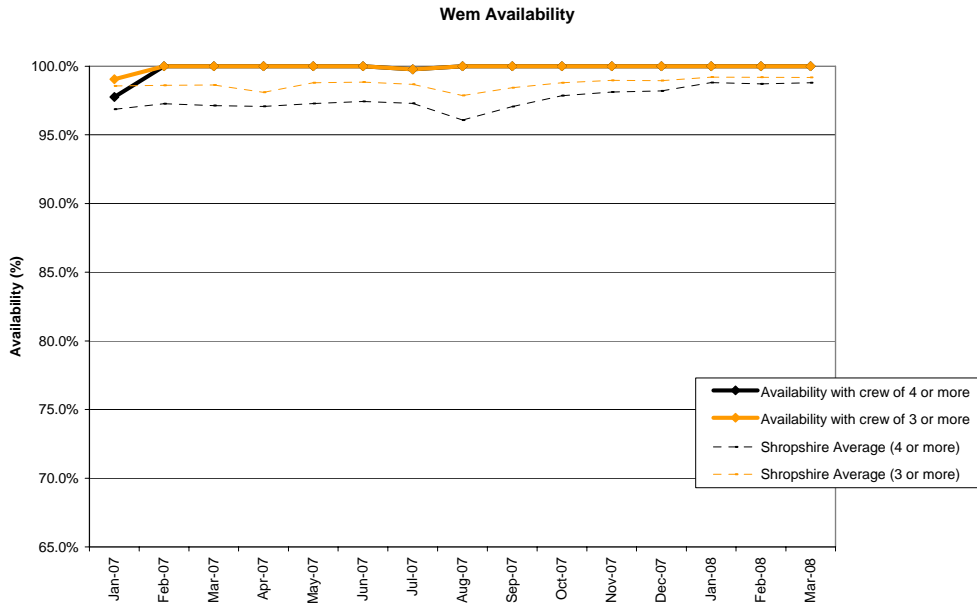
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OPS3 Appliance Availability / Crewing

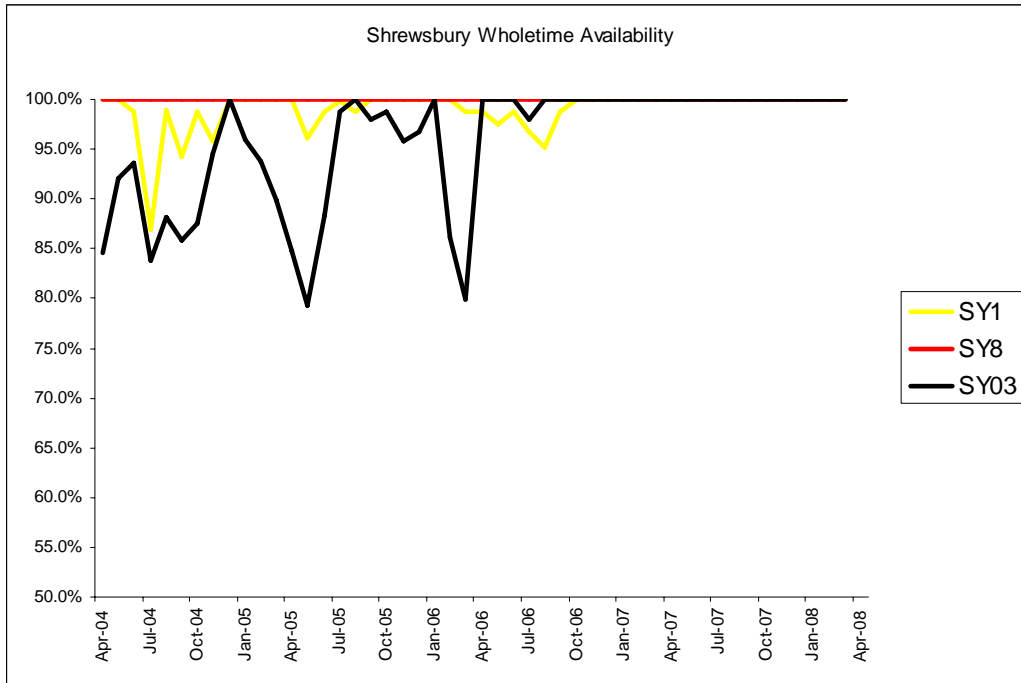


OPS3 Appliance Availability / Crewing



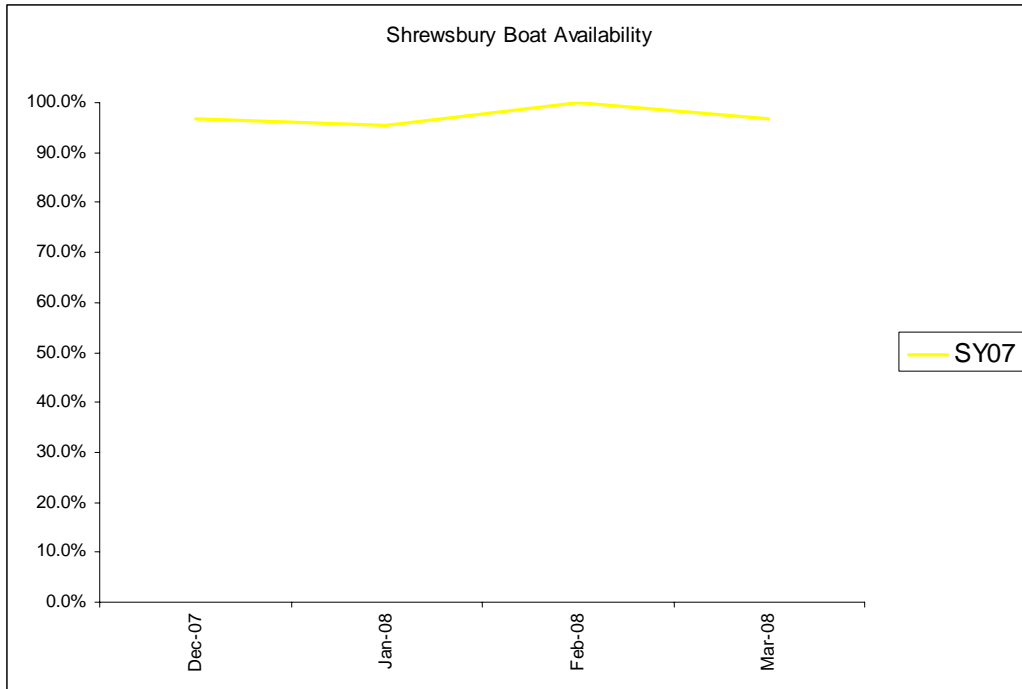
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WHOLETIME



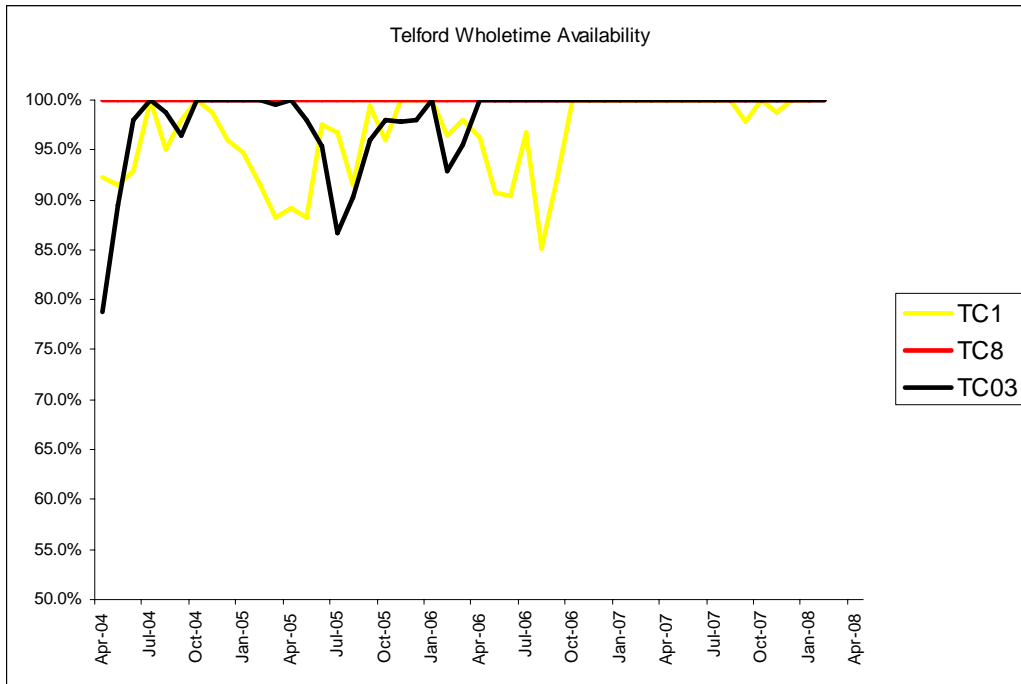
		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Yearly %
2007/08	SY1	100	100	100	100	100	100	100	100	100	100	100	100	100
	SY8	100	100	100	100	100	100	100	100	100	100	100	100	100
	SY03	100	100	100	100	100	100	100	100	100	100	100	100	100
2006/07	SY1	98.8	97.6	98.8	96.8	95.2	98.8	100	100	100	100	100	100	98.8
	SY8	100	100	100	100	100	100	100	100	100	100	100	100	100
	SY03	100	100	100	98	100	100	100	100	100	100	100	100	99.8
2005/06	SY1	100	96.1	98.8	99.8	98.8	100	100	100	100	100	100	98.8	99.4
	SY8	100	100	100	100	100	100	100	100	100	100	100	100	100
	SY03	84.8	79.3	88.3	98.8	100	97.9	98.8	95.8	96.8	100	86.2	79.8	92.2
2004/05	SY1	100	100	98.8	86.9	99	94.2	98.8	95.8	100	100	100	100	97.8
	SY8	100	100	100	100	100	100	100	100	100	100	100	100	100
	SY03	84.6	92	93.7	83.9	88.2	85.8	87.5	94.6	100	96	93.8	89.9	90.8

OPS3 Appliance Availability / Crewing



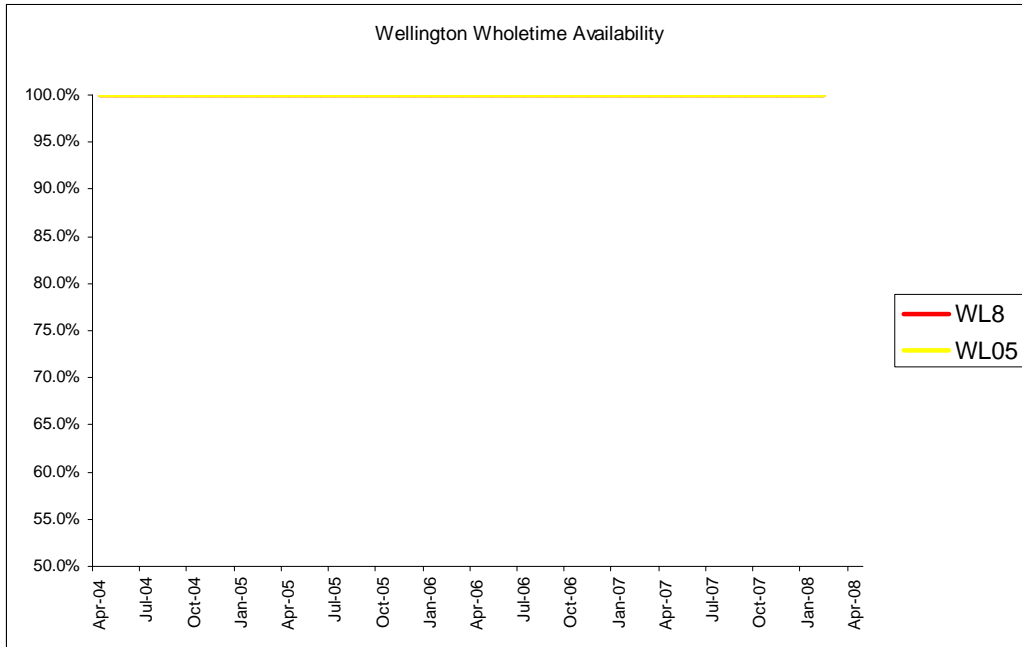
%		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Yearly %
2007/08	SY07	/	/	/	/	/	/	/	/	96.9	95.3	100	96.8	97.3

OPS3 Appliance Availability / Crewing



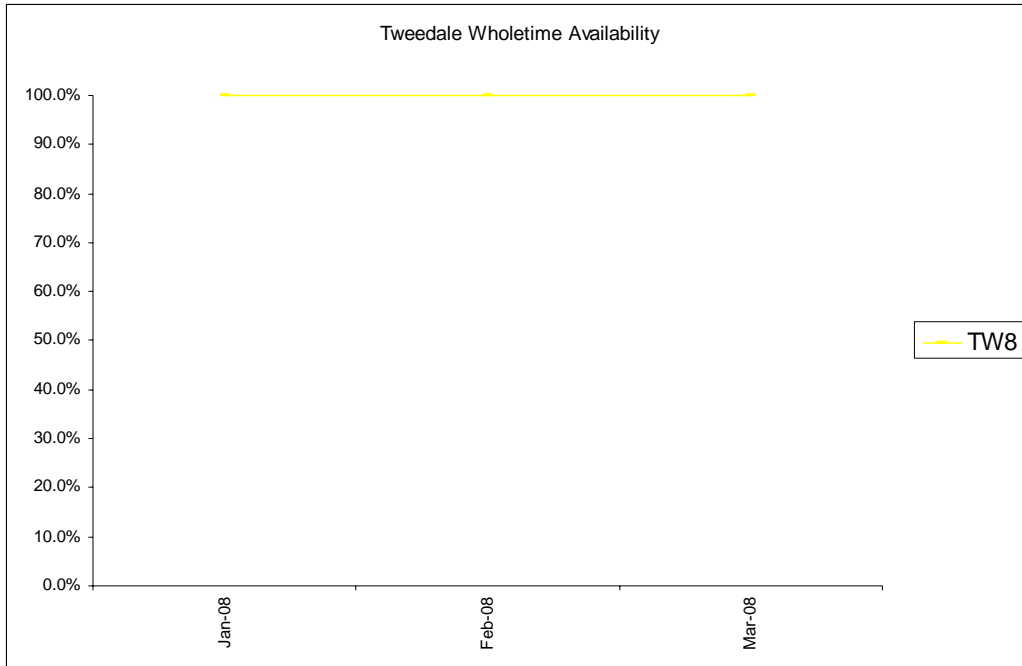
		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Yearly %
2007/08	TC1	100	100	100	100	100	97.9	100	98.8	100	N/A	N/A	N/A	99.6
	TC8	100	100	100	100	100	100	100	100	100	100	100	100	100
	TC03	100	100	100	100	100	100	100	100	100	100	100	100	100
2006/07	TC1	96.3	90.7	90.4	96.8	85.1	92.1	100	100	100	100	100	100	95.6
	TC8	100	100	100	100	100	100	100	100	100	100	100	100	100
	TC03	100	100	100	100	100	100	100	100	100	100	100	100	100
2005/06	TC1	89.2	88.3	97.5	96.8	91.5	99.4	96	100	100	100	96.4	98	96.1
	TC8	100	100	100	100	100	100	100	100	100	100	100	100	100
	TC03	100	98	95.4	86.7	90.3	96	98	97.9	98	100	92.9	95.6	95.7
2004/05	TC1	92.3	91.5	92.9	100	95	97.9	100	98.8	96	94.8	91.5	88.3	94.9
	TC8	100	100	100	100	100	100	100	100	100	100	100	100	100
	TC03	78.8	89.5	97.9	100	98.8	96.4	100	100	100	100	100	99.6	96.7

OPS3 Appliance Availability / Crewing



%		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Yearly %
2007/08	WL8	100	100	100	100	100	100	100	100	100	100	100	100	100
	WL05	100	100	100	100	100	100	100	100	100	100	100	100	100
2006/07	WL8	100	100	100	100	100	100	100	100	100	100	100	100	100
	WL05	100	100	100	100	100	100	100	100	100	100	100	100	100
2005/06	WL8	100	100	100	100	100	100	100	100	100	100	100	100	100
	WL05	100	100	100	100	100	100	100	100	100	100	100	100	100
2004/05	WL8	100	100	100	100	100	100	100	100	100	100	100	100	100
	WL05	100	100	100	100	100	100	100	100	100	100	100	100	100

OPS3 Appliance Availability / Crewing



%		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Yearly %
2007/08	TW8	/	/	/	/	/	/	/	/	/	100	100	100	100

Copies please to ADO Clarke, RSOs BN, web site
Master on compliments file please (20)



Norfolk County Council
at your service

Alan CRO

[Copy also to
ADO Quinn for
AFM report]

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14 APR 2008

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Website: www.norfolkfireservice.gov.uk

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Shropshire
SY1 2HJ

Please ask for: Richard Elliott
Extension: 7205
e-mail: richard.elliott@fire.norfolk.gov.uk
My Ref:
Your Ref:

9 April 2008

Dear *Alan*,

Member Visit to Bridgnorth

Thank you so much for a very informative and enjoyable visit to Bridgnorth last Monday in connection with your work in delivering improved services in rural areas.

I know I can speak on behalf of all the Norfolk members in saying how much we valued the time and effort you, your leading members and your officers put in to make our visit worthwhile. We were also very impressed with the high levels of enthusiasm and commitment so evident by everyone involved.

Clearly there are many lessons and ideas that we will take back to Norfolk and can use as part of our ongoing review of rural service delivery.

Kindest regards.

Yours sincerely

Richard Elliott
Chief Fire Officer and Director of Community Protection

Copy to Richard Rockcliffe and Rob Moyney