

*Warwickshire  
Fire & Rescue Authority  
Integrated Risk  
Management Plan*

2010-13

## Foreword

Warwickshire County Council, as the Fire and Rescue Authority, has produced this proposed interim Integrated Risk Management Plan to reduce risks to those people who work, live, or visit Warwickshire.

This interim Plan proposes the changes and further improvements we aim to deliver over the next three years, whilst recognising the reduction in the number of fires and improved performance in recent years. The Plan is an emerging document, the details of which have yet to be finalised in the light of on-going analysis of the feedback to the extensive public consultation exercise undertaken between September to December 2009.

We know that prevention is better than cure, and want in particular to reduce the risks to vulnerable groups including older people in Warwickshire. We also realise that it is impossible to prevent all incidents or to protect all buildings; emergencies will continue to occur and, with the constant threat of terrorism and climate change, there is much for us to do.

Our work will aim to deliver a better and more equitable level of service to a greater number of people. We will maintain and where possible increase community safety through targeted prevention and protection work.

Our operational response capability and resilience to deal with all types of emergencies, particularly large-scale and complex incidents, needs to be strengthened. Our public consultation exercise has now given us a richer insight into some of the more specific risks and opportunities, and we want to do justice to all the information it has generated. The responses are also helping us to review the current resources and locations from which we provide services to the public. This work is continuing and will be reflected in our further review of this proposed interim Plan in the coming months.

We will continue to improve the safety, training and the flexibility of the people who work for the Service on behalf of Warwickshire.

While there are particular challenges on the horizon, it is our role to provide both leadership and ambition through our future plans. We commend this interim Plan to you as the way Warwickshire Fire and Rescue Service will continue to make your environment safer as reflected in its Vision and Priorities.



**CFO Graeme Smith**



**Cllr Richard Hobbs**

## Introduction

This proposed interim Integrated Risk Management Plan (IRMP) sets out the ways that Warwickshire County Council through its Fire and Rescue Service (WFRS) will improve how it:

- Responds to fires and other emergencies
- Reduces deaths and injuries caused by fire and on the roads
- Protects the most vulnerable sections of the community
- Develops the skills of our workforce
- Promotes the health, safety and well-being of our workforce
- Provides strong and effective leadership
- Delivers a value for money service
- Meets the expectations of the community
- Protects the environment.

The IRMP is a statutory requirement of the Fire and Rescue Services Act 2004. It is an essential part of the planning framework for the Warwickshire Fire and Rescue Authority and provides a link to the Warwickshire County Council Corporate Business Plan, the Sustainable Community Strategy and contributes to the wider key priorities of WCC:

- Protecting the Community and making Warwickshire a Safer place to live
- Raising levels of educational attainment and improving services for children, young people and families
- Maximising Independence for older people and people with disabilities
- Developing Sustainable Places and Communities

We have responded to many challenges in recent times. A great deal of work has been carried out to ensure that we are able to meet the ever increasing challenges we face. The desire to improve has never been stronger. This IRMP clearly sets out the ways in which these improvements can be made.

Past IRMPs have been produced to cover three year periods but with the increasing pace of change, it is important that we review and update the 3 year IRMP annually. This change in approach is one example of the commitment to constantly improve and provide value for money services.

We have recently been assessed by the Audit Commission and a team of peer review experts. This gave an independent view that WFRS provides a service which meets the needs of the communities. The process also involved a self assessment that provided the organisation with a series of options around how further improvements can be made. As a self aware organisation we are always looking to develop and improve the service.

Subsequent action plans have already started to deliver benefits. One example is the provision of computers on all fire engines. These enable improved access to information whilst dealing with incidents.

The economic downturn will present its own challenges to the service. Past experience shows that fires tend to occur more often during times of recession.

We have an active role in a number of partnerships, taking a lead in many of them. The way we work with partners is important as it enables us to be more creative and achieve wider aims for the benefit of the community.



The 'FLARE' (Fun, Learn, Action, Rave, and Experience) project is a good example of this partnership working. The project is aimed at young people and is jointly funded by WFRS and the Children, Young People and Families Directorate within the Council. The scheme is delivered by Firefighters and support workers from Connexions. This gives young people greater self confidence, motivation and skills to guide them towards training and job opportunities. Key outcomes from this highly successful programme are the re-engagement of young people not in employment, education and training (NEET) into positive destinations.

Our Youth Development Department continues to support some of the most vulnerable young people in the community. Their work has achieved national recognition; The National Carers Award highly commended the work that the team does in helping 14 to 19 year olds learn and develop new skills.

We are aware of the leadership role that we have within our community. Firefighters are role models and are there when the community needs them most. We can use this brand to overcome hurdles and engage with young people from different backgrounds

Our firefighters respond to a wide range of incidents including fires, from rescuing people trapped in road traffic collisions to dealing with chemical spills. Through agreements with other Fire and Rescue Services surrounding Warwickshire we are able to deploy large numbers of skilled firefighters and millions of pounds worth of equipment within a short space of time to deal with large

scale emergency incidents. We also have Specialist vehicles and equipment available for deployment, for example our Environmental Protection Unit for dealing with chemical spills and other threats to the environment.

We will look at how we can do more to prevent fires, road accidents and protect the most vulnerable people in the County. We know that younger drivers are especially at risk from being hurt in a road traffic collision. We also know that older people are at proportionally greater risk from being hurt in a fire in their own homes and will therefore pay particular attention to this group.

We will improve the way that we respond to emergency calls by providing the best equipment, training and support for our firefighters, mobilising officers, and supporting staff.

We know that our staff are our biggest asset and we will focus on promoting the health and wellbeing of our staff and working to reduce sickness absence. We will plan to make sure that we get right number of people, with the right skills, in the right place, at the right time.

We will deliver quality services and this will be done by focussing on the delivery of our service priorities:

- Keeping the Public Safe.
- Keeping firefighters Safe
- Doing our best

As part of our wish to involve the diverse communities of Warwickshire in the design of future fire and rescue service provision across the county, we have recently undertaken an extensive public consultation exercise. This has contributed to shaping our plans for the next three years, which will continue to evolve with the benefit of further analysis of the feedback and an appraisal of the full range of risks across Warwickshire.

## What are our plans?

### Proposals for emergency response cover

Last year we looked at emergency response capacity. Information about risks across the county was updated. A computer based modelling system provided to all Fire and Rescue Services by central government was used to test options based on local knowledge and professional judgement. This enables us to refine our ideas about how we can work better.

### Our proposals for better ways of working

- Improve our systems for deploying firefighters and fire engines.
- Achieve a reduction in our carbon footprint and general impact on the environment.
- More efficient use of money provided for running the Fire and Rescue Service.
- Introduction of an updated Automatic Fire Alarm attendance policy to reduce the number of journeys and increase availability for emergency response community fire safety.
- Proactive steps to reduce sickness absence.
- Rationalisation of premises that will include a move to a new Service HQ.
- The establishment and commissioning of a purpose built training facility.

### Proposals for community safety

- Work with partners to reduce risks to people living independently, especially older people on low incomes.
- Increase the number of HFSC's delivered and smoke detectors fitted.

- Continue working with the Road Safety Partnership to reduce road deaths and casualties for young drivers under 25 yrs. This will include better equipment for dealing with road traffic collisions and other specialist resources.
- To provide an enhanced flood response.
- Work with partners to develop the life skills and capacity of young people.
- Establish a team to deal with small fires.
- Setup a community and emergency safety forum

### Proposals for safer buildings and supporting businesses

- Improve the access to advice we give to businesses to help them to reduce risk.
- Develop our premises operational risk information systems.
- Continue to develop our legislative inspection programmes.
- Set-up a business fire and emergency safety forum.

### Proposals for firefighter safety

- To double the Hot Fires and Incident Command System training on an annual basis for all operational staff.

## What are our risks?

### Reducing fires

We have worked hard with our partners to reduce fires, remove abandoned vehicles which could become arson targets and reduce incidents associated with anti-social behaviour. Overall fires are going down, and property fires were nearly 15% (182 fewer incidents) less in 2009/10 than in the previous year. However, last year there was an increase in the number of people killed or injured in fires in the home. Older people are especially vulnerable as are disabled people and people living on their own. Lifestyle is also a factor; alcohol has been involved in a number of fire related deaths this year. Therefore, we need to understand our community a little more and learn how to make a real difference to the most at risk

In Warwick District for example, we are trialling a scheme whereby firefighters involved in the delivery of Home Fire Safety Checks (HFSC's), are recommending a re-inspection date for those who appear most vulnerable. If this project reduces accidental dwelling fires we will roll the project out to all other areas in the County.

Arson is also a big issue but is now nearly 13% (199 fewer incidents) down from the previous year. Using dedicated teams working with young people during school holidays we have reduced deliberate small fires. Following the success of this project we will establish a permanent team to deal with small fires.

In Rugby we have worked with Rugby Borough Council, Town Centre Management Rangers, Police Community Support Officers and local Housing Officers to spot potential fire risks in the community through visual audits, working closely with firefighters from the local fire station. This has contributed to a reduction in deliberate small fires and associated anti-social behaviour.

### Reducing road accidents

We work in partnership to target activity aimed at reducing the number of road traffic accidents. In Stratford District we have worked with the Brake charity to deliver safe driving messages to young drivers. We will continue to lead the Warwickshire Road Safety Partnership young drivers group and will target drivers under the age of 25.

- Male drivers under 23 years are 7 times more likely to be involved in an accident than other male drivers. (Source Brake Road Safety Charity)
- Agreed protocol with the County Council Road Safety Unit is now in place

Page 14 lists the number and type of incidents we have responded to between April 2008 and March 2009.



## Reducing risks for Businesses

Our Community Fire Protection Strategy is based on a building inspection process that uses the probability of fire and the impact of fire to prioritise the building into higher, medium or lower risk. Those buildings assessed as higher risk are inspected more often. Other factors taken into account include the strategic importance of the business and the safety of listed buildings. We inform, advise and guide businesses to make them safer. Where enforcement is needed it is based on the best practice model produced by the Health and Safety Executive (HSE).

The most recent fire insurance claims statistics collected by the Association of British Insurers indicates that in 2008:

- There was a 16% (£1.3 Billion) increase in fire related insurance claims.
- Fires in commercial properties claims cost £865 million nationally.

We will work with businesses and communities by setting up customer focus groups to enhance communication and involve the community in the development of the service.

## Community safety – home fire safety checks

We deliver fire safety messages to people in their homes. This includes information about the risks that could cause fires in the home. Where necessary, we fit smoke detectors. In the last year, we doubled the number of home fire safety checks carried out. However, we need to do more. This will be achieved by using operational firefighters, support staff and partners such as Age Concern. At the same time, we have reviewed and changed the way we deliver home fire safety checks. Specialist teams are dedicated to the delivery of home fire safety checks for example; people who live in rural areas, people with hearing impairments and gypsies and travellers. We will continue to target those people most at risk.

## Better planning for major emergencies

We are a key player in the preparation for major emergencies, such as flooding, in partnership with the Police, Health Services, the County Council and Voluntary groups. We are a member of the Local Resilience Forum (LRF) which makes sure that all public bodies are able to respond as one when they are needed. This year, our Area Risk Team in North Warwickshire has looked at our ability to respond to the Kingsbury Oil Terminal. This is one of the County's most significant risks. We have improved the plans to deal with an incident there. We have also tested our joined up response to incidents in urban areas with a practice evacuation of Nuneaton Town Centre. We will continue to plan and prepare for major emergencies by testing the plans to deal with incidents such as the oil terminal or developing our flood response plan.



## Evaluating our effectiveness

We have processes that help us to learn and improve the way we deal with incidents. We undertake regular debriefs which are recorded and evaluated to enable us to learn from experience. This will also involve public engagement and we can now use information technology to improve the collection and analysis of information

## Working together

We will continue to work in partnership with other organisations to deliver shared aims and outcomes. Examples include our work on the Local Resilience Forum, regional FireControl project and the national New Dimension project to deal with the threat of terrorism.

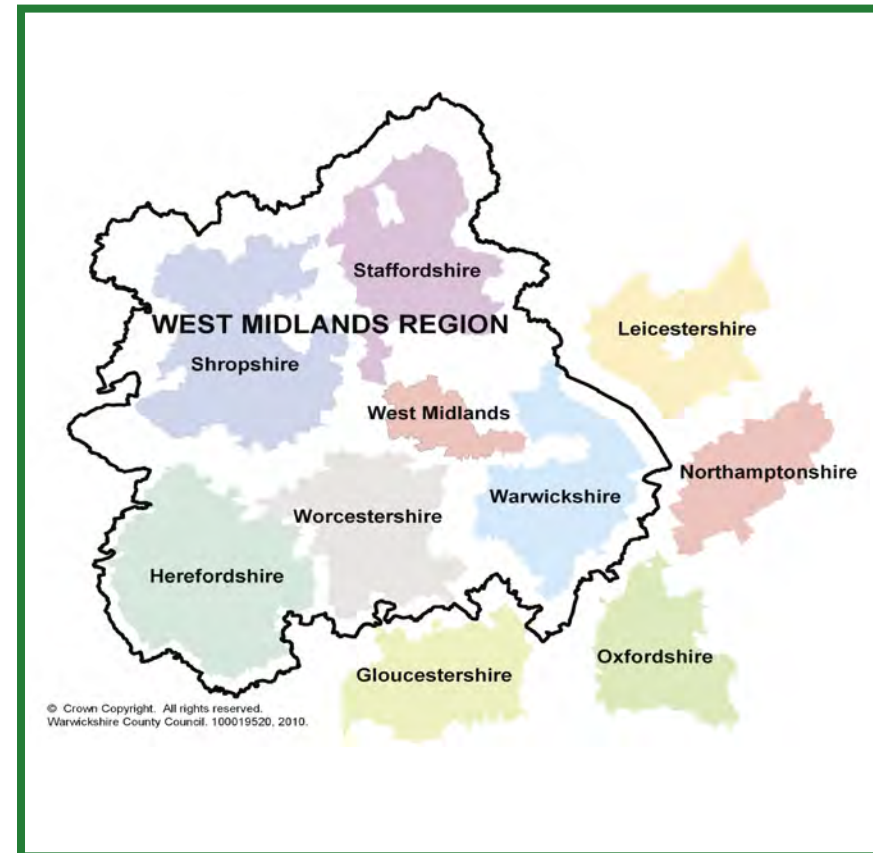
## Training and new equipment

We will continue to provide high quality training to our firefighters. A recent enhancement has been the provision of specialist fire behaviour training for all 400 operational staff at the National Fire Service College to supplement the training we already provide. In addition, incident managers have also undertaken command training at the College. We are pleased to be able to use their facilities on our doorstep in Moreton-in-Marsh as they are widely considered the best in the world. We are also investing in new breathing sets as part of a regional project.



## Working with neighbouring services

We continue to work with other Fire and Rescue Services to respond to emergency calls close to our borders. By the end of this year we are aiming to have updated arrangements with all of our neighbouring Services. We are an active member of the West Midlands regional group of Fire and Rescue Services. We continue to plan for the transfer of emergency call handling to the regional control room at Wolverhampton, which is due to go live in 2012.



## How we respond to incidents

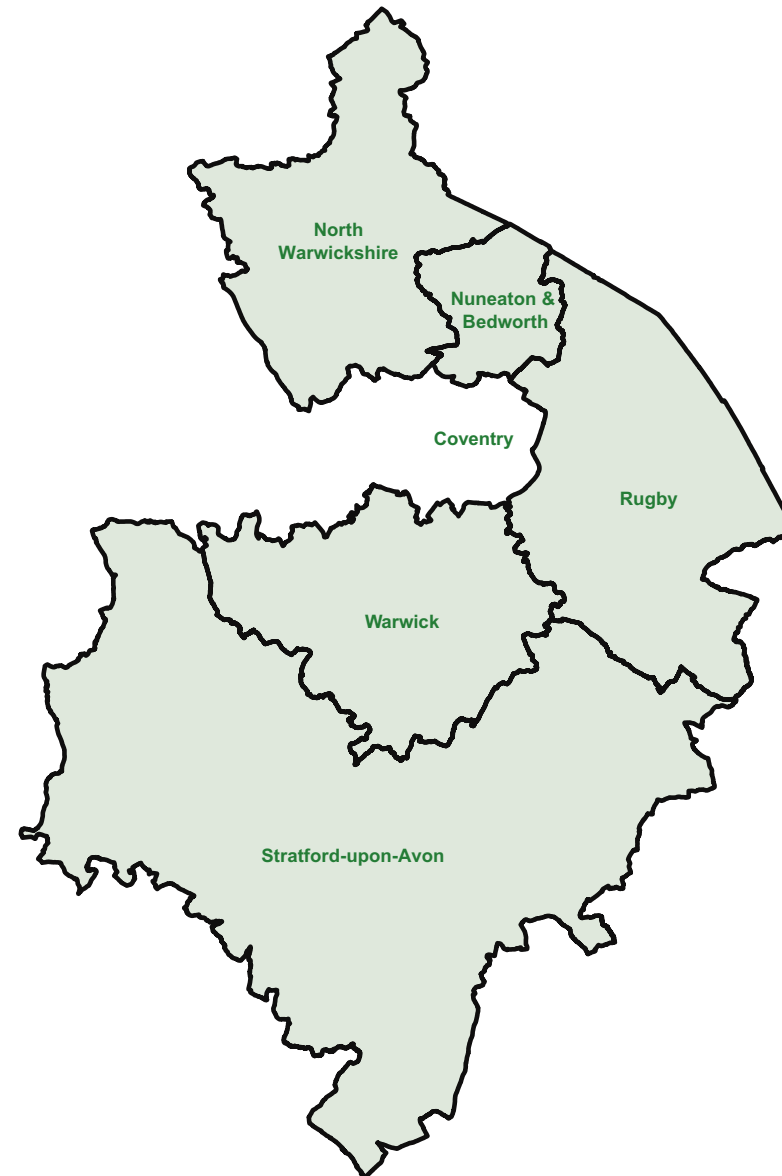
Areas within the county are classified as falling into one of two groups: Urban, or Rural.

Emergency responses to incidents in urban areas are within 10 minutes and rural areas within 20 minutes. Our aim is to achieve this response standard 100% of the time. During the next 12 months we will review these standards to ensure they remain appropriate in line with the changing risk profile. Our future responses to incidents will reflect a more flexible and dynamic approach, using all our resources across Warwickshire as effectively as possible

The responses from our public consultation are also helping us to review the current resources and locations from which we provide services to the public. This work is continuing and will be reflected in our further review of this proposed interim Plan in the coming months.



## Locations



## How do we think risks will change?

We have looked at the risk across the area. This was done to make sure that we are able to continue to meet the ever changing needs of the communities that we serve. We have looked closely at:

- **Local risks** - people and how they live, health and housing
- **Strategic Risks** - business, transport, hospitals, flooding and terrorism
- **Future risks** - proposed new housing developments, ageing population and Rural groups, environment and climate change.

The results are used to target prevention and response activity. We will continue to work hard to reach the people who need our services most to reduce risks. We will also make best use of our resources to plan for and deal with emergencies when they occur.

## How will we respond to changing risk?

The increase in the number of Road Traffic Collisions (RTC) we have attended in recent years has led to a review of these incidents. Specialist equipment is needed to deal with incidents that involve heavy vehicles or other transport related emergencies. We are currently looking at the provision of a dedicated vehicle with more cutting and lifting gear to support that carried on our current fire engines. This vehicle will be developed using input from our firefighters so that we get the best possible equipment to the scene.

The table below shows the number of incidents by road user group and age.

<b>Drivers under 23 years old involved in accidents 2009</b>				
<b>Vehicle Type</b>	<b>1. Fatal</b>	<b>2. Serious</b>	<b>3. Slight</b>	<b>Total</b>
a. Pedal cycle	0	1	36	37
b. Motor cycle	0	16	45	61
c. Car	5	45	285	335
d. LGV	0	1	6	7
e. HGV	0	0	4	4
f. Other	0	0	3	3
Total	5	63	379	447
<b>Drivers all ages involved in accidents 2009 (includes under 23 years)</b>				
<b>Vehicle Type</b>	<b>1. Fatal</b>	<b>2. Serious</b>	<b>3. Slight</b>	<b>Total</b>
a. Pedal cycle	0	20	114	134
b. Motor cycle	5	53	125	183
c. Car	41	285	1941	2267
d. LGV	5	10	89	104
e. HGV	8	19	110	137
f. Other	1	5	54	60
Total	60	392	2433	2885

Data provided from the County Council Road Safety Unit

## Key concerns for the next three years

### People, traffic and buildings

Over 530,000 people live in Warwickshire. Vulnerable people live in all areas of the County, and all public services work together to reduce inequalities in health and life expectancy. People are living longer and are being supported to live independently in their own homes, often in rural locations and we will do more to help older people with low incomes to live safely in their own homes. We will target inequalities in health and welfare where this increases risk to people's lives from fire.

Unemployment doubled in Warwickshire between summer 2008 and summer 2009 and is at its highest rate for 14 years. We know that people with low incomes are more likely to have a fire in the home. We will monitor the number of unemployed people in the area and the impact this may have on the service and the community. This will help us to understand the needs of our diverse communities and help target prevention activity.

The housing developments planned across the County will increase car ownership and related traffic. We are working with the Road Traffic Partnership to reduce accidents, and towards specific targets to reduce the number of people killed and seriously injured on the roads. We will target young drivers under 25 years old to drive safely to reduce the number of serious incidents involving young drivers.

- Ageing population especially in rural areas. We will need to increase the number of HFSC's we deliver.
- Increase in traffic and the Road Traffic incidents. We will aim to prevent these incidents and respond to them quickly with better equipment.



### Environment

People and businesses were badly affected by the floods of 2000 and 2007, and we are aware that extreme weather events are more likely in the future. We are working with partners including the Environment Agency and Warwickshire Police through the Local Resilience Forum to plan for extreme events, and to make sure we can deal with them when they happen. A key part of this work is raising public awareness of risks, and what action can be taken to reduce risk. In the event of wide-scale flooding or extreme snow fall we could not respond to everyone immediately, so we want to work with communities to make sure that assistance goes to the people most in need first.

In the July 2007 Floods – the last widespread flooding in this area – we received approximately 250 calls and we were involved in 90 water based incidents in 72 hours. We will provide frontline staff with enhanced training and equipment for rescues in and around water by 2011/12. Water rescue capacity will be kept under review to make sure that it reflects risk levels, and that safe systems of work are maintained.

We will gather information using sources such as the Council's Observatory and make sure that we can respond effectively to risk at specific locations. In doing this we will ensure that we maintain local heritage and deal with major risks;

- Specific risks such as Kingsbury Oil Terminal, Kineton Army Depot will get particular attention.
- Sites of international historical significance such as Warwick Castle, Shakespeare's birthplace, also attract special consideration.

We will reduce our impact on the environment and on climate change. This means cutting fuel and energy use as much as possible, helping to reduce our carbon footprint. Unnecessary travel will be reduced by limiting the number of false alarms that we attend.

## **Economy and Businesses**

The recession is likely to have a big impact on the community throughout our area. Housing development has slowed, businesses are under increased pressure and unemployment has risen. The increase in unoccupied premises could lead to increased arson. We will develop the ways that we help businesses to meet their fire safety needs. This will be done by making advice more widely available; for example, we will form a business customer group to inform us of the specific needs of businesses within the County so that we can target our support.

We aim to ensure that all commercial premises within Warwickshire, where there is sleeping accommodation, will have an initial Fire Safety inspection by the end of 2013.

The recession also affects public services. While the demand for some services goes up, people's incomes, and their ability to pay, are going down. For us this means the money we get to deliver

Services needs to be spent wisely. We will need to look hard at what we do so we can do more for less whilst contributing to the Council's savings agenda in the future.

## **Ways of working**

On-call firefighters provide emergency cover to many rural areas and support full-time stations in urban areas. These firefighters often have other work, but make themselves available for call out when they are needed. Twelve of our fire stations are staffed by firefighters on this system. Another four have a combination of on-call and full-time firefighters. The remaining three stations are staffed solely by full-time firefighters. In 2009 we looked at the different staffing systems and how this enabled us to respond effectively to incidents. Over the next two years the systems will be revised to ensure we have firefighters available where and when they are most needed.

## **Leadership and RDS support**

We will continue to develop leadership skills for all managers who have responsibility for supervising others. We will establish a team to work with on-call firefighters to make sure that they receive the support they need.

## **Communication**

We will work together with our partners to ensure effective internal and external communication. Like all large organisations we know that effective communication is crucial and will be making the best use of technology, both now and in the future. This will help ensure that every one of our valued workforce is able to contribute fully to our objectives.

## Budget and finance

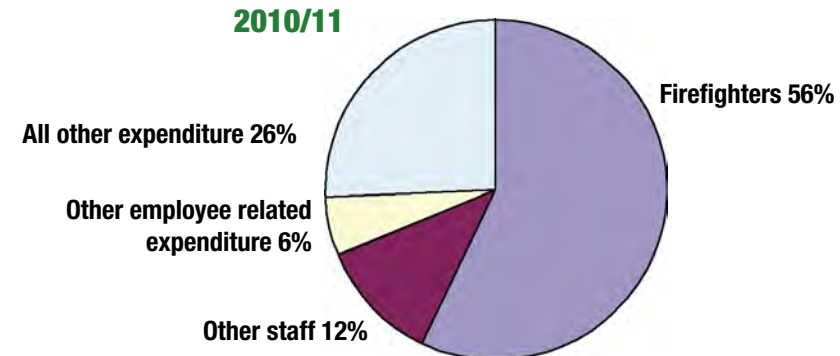
As a county fire and rescue service, we receive the majority of our funding from Warwickshire County Council (WCC). WCC receives the majority of its funding from central government grant and the rest of our income is provided by business rates and local council tax.

The net revenue budget for 2010/11 is £22,554,133. This is broken down in table below:

### Net Revenue Budget 2010/11

Type of Expenditure	£
Firefighters	13,084,161
Other Staff	2,660,926
Other Employee Related Expenditure	1,324,457
<b>Subtotal: Employee Costs</b>	<b>17,069,543</b>
Premises	903,374
Transport	1,092,198
Supplies and Services	1,844,083
Support Services	1,240,932
Capital Financing Costs	838,027
<b>Subtotal: All Other Expenditure</b>	<b>5,918,614</b>
<b>Total Expenditure</b>	<b>22,988,157</b>
Less Income	434,024
<b>Net Revenue Budget</b>	<b>22,554,133</b>

We spend 74% of our expenditure budget on employee related costs as illustrated in the following graph:



In addition to the above revenue requirements, we also have a capital budget of £1,762,667 which includes a government grant of £977,667. The majority of this budget will be used for the ongoing replacement of vehicles and equipment, and some refurbishment of existing buildings. Costs will be met through a combination of supported borrowing, council funding and government grant.

We have made significant investment in community fire safety and preventative work over the years, and we now spend 12.7% of our budget directly on prevention. This compares well against the other 45 English fire and rescue services.





## Delivering value for money services

We are committed to ensuring that the organisation delivers value for money services. This means ensuring that we balance our budgets within the constraints of current and future funding, whilst providing the best possible service. In the pursuit of greater value for money we will aim to achieve both our own and government efficiency targets. Over the period of April 2005 to March 2010 we will have delivered cashable savings of £1,727,159. These efficiencies have allowed us to keep the cost of the fire and rescue service down.

- Our 2010/11 budget represents a cost of 11p per day for each person living in Warwickshire.
- Our 2010/11 budget has increased by only £20,000 compared to our 2009/10 budget.

To ensure that we are delivering our services in the most cost effective way, we have built our 2010/11 budget up from a zero base to make sure that our spending plan reflects our service priorities and objectives. This has released funding to redirect money into priority areas and which will further improve the services we deliver. Additional efficiency savings will occur through the delivery of this IRMP, which will make sure that costs are reduced and services are improved.

We will measure our performance in delivering Value for Money in the following ways:

- **Cost per Head of Population**  
This will illustrate the actual cost of the fire service to the people of Warwickshire. This will be measured annually.
- **User Satisfaction Rating**  
As assessed in the annual Quality of Life in Warwickshire report from the Warwickshire Observatory.
- **Cashable Efficiencies**  
As reported to central government. To demonstrate continuing greater efficiency in service provision and enabling cost reductions and/or reinvestment in priority areas. This will be measured quarterly.
- **Financial Management**  
As assessed in the annual Use of Resources assessment. To demonstrate prudent and effective financial management of our budget and resources. We will aim to manage spending within budgetary constraints. This will be measured quarterly.

	Nuneaton	Bedworth	Coleshill	Polesworth	Atherstone	Brinklow	Rugby	Kenilworth	Warwick	Leamington	Southam	Fenny	Shipston	Stratford	Bidford	Alcester	Studley	Henley	Wellesbourne	Totals
<b>Primary Fires</b>	239	98	68	28	48	17	168	28	37	194	28	19	20	48	20	9	9	24	16	1118
<b>Small Fires</b>	510	120	43	33	34	4	176	17	32	123	21	6	9	35	25	5	15	10	8	1226
<b>Chimney Fires</b>	2	3	2	1	5	2	10	4	5	8	6	2	30	16	10	3	4	4	6	123
<b>Automatic False Alarms</b>	250	169	73	14	31	2	148	61	126	291	18	16	41	107	17	20	29	25	38	1476
<b>Special Services</b>	116	65	21	11	18	7	87	20	31	156	23	13	14	90	12	17	8	19	8	736
<b>Road Traffic Collisions</b>	58	71	67	7	20	13	57	9	11	90	11	13	16	37	8	13	10	28	12	551
<b>False Alarm Malicious Attended</b>	31	19	0	3	0	0	24	1	4	9	0	0	0	6	0	4	1	0	0	102
<b>False Alarm Malicious Not Attended</b>	8	5	3	0	0	0	8	1	0	3	1	0	0	1	0	1	0	0	0	31
<b>False Alarm Good Intent</b>	232	135	88	18	32	5	123	26	49	155	9	12	7	61	10	10	12	27	14	1025
<b>Station Totals</b>	<b>1446</b>	<b>685</b>	<b>365</b>	<b>115</b>	<b>188</b>	<b>50</b>	<b>801</b>	<b>167</b>	<b>295</b>	<b>1029</b>	<b>117</b>	<b>81</b>	<b>137</b>	<b>401</b>	<b>102</b>	<b>82</b>	<b>88</b>	<b>137</b>	<b>102</b>	<b>6388</b>

The table above illustrates the number and type of incidents occurring in each station ground between April 2008 and March 2009.

## Our Vision and Priorities

# Warwickshire Fire & Rescue Service

Protecting the community and making Warwickshire a safer place to live

### We will achieve this by:

#### ***Keeping the Public Safe***

- Responding to fires and other emergencies
- Reducing deaths and injuries caused by fire and on the roads
- Focusing our efforts on the most vulnerable sections of the community
- Being role models for young people
- Enforcing fire safety law in the workplace
- Protecting the environment

#### ***Keeping Firefighters Safe***

- Developing the skills of our workforce
- Promoting the health, safety and well-being of our workforce
- Providing the right equipment, vehicles and information to do the job
- Reducing the occurrence of arson and anti-social behaviour
- Being prepared for major threats and emergencies
- Treating our workforce as our biggest asset

#### ***Doing our Best***

- Providing strong and effective leadership
- Delivering a value for money service
- Meeting the expectations of the community
- Improving all of the time
- Promoting equality and diversity
- Working with partners to provide a better service

## Glossary

**Audit Commission** - Is an independent watchdog, driving economy, efficiency and effectiveness in local public service.

**Automatic Fire Alarms** - Automatic fire alarms are installed into a property by a person or specialist company. If there is no fire and the alarm has been set off for another reason such as dust, insects or a malfunction of the alarm, this is classed as an Automatic False Alarm.

**Availability** - When a station has its fire appliances available to attend emergency incidents.

**Cashable Saving** - An actual reduction in the cost of providing a service.

**Chimney Fires** - A fire that is contained within a chimney.

**Connexions** - Is a service for all young people, giving 13-19 year olds information, advice, guidance and practical help in preparing for adult and working life.

**Community Fire Protection Strategy** - The Fire and Rescue Authorities plan for protecting commercial properties and their patrons.

**Corporate Business Plan** - The County Council's plan for achieving its aims and objectives.

**Efficiency Saving** - A change that results in doing more with the same amount of money, or people.

**Emergency Response Cover** - The expected distances fire crews can cover within a given time from the station.

**Environment Agency** - Non governmental body with the aim to protect and improve the environment.

**Environmental Protection Unit** - The Unit provides specialist equipment to contain spillages of chemicals that may do harm to the environment and its wildlife.

**False Alarm Malicious** - Emergency calls which are known to the caller as false and there is no danger present.

**False Alarm Malicious Attended** - False Alarms that are made deliberately by members of the public and that fire engines are deployed to attend.

**False Alarm Malicious Not Attended** - False Alarms that are made deliberately by members of the public but, mobilising staff challenge the caller and fire engines are not deployed.

**False Alarm Good Intent** - False Alarms that are made by the members of the public in good faith.

**Fire and Rescue Authority** - The Authority is made up of the full 62 elected members of the County Council who have specific responsibilities under the Fire and Rescue Services Act 2004.

**Fire Control Project** - The Fire Control project will provide an integrated and modern network of nine Regional Control Centre's (RCCs). They will be able to receive calls and mobilise resources across the country.

**Fire Service Emergency Cover Toolkit (FSEC)** - A computer based program which allows us to assess the different types of risks in different areas based on past emergency incidents.

**Fulltime Fire Stations** - Stations where there are 4 rotating shifts of fire fighters which provide 24 hour cover every day of the year.

**Incident Recording System (IRS)** - A new fire report system used by all Fire and Rescue Services across the country. All emergency incidents which are attended have a full report written up detailing the incident.

**Integrated Risk Management Plan** - Is the Fire and Rescue Authorities plan for improving public safety, reducing the number of fire incidents and saving lives.

**Local Resilience Forum** - Is the executive group representing all category 1 responders from the region, with responsibility for ensuring that an appropriate level of preparedness is achieved and enable effective multi agency liaison to ensure effective response to emergency incidents.

**Mobilising Officers** - Fire control room staff who answer 999 calls and deploy fire engines to emergency incidents.

**New Dimension Project** - The programme aims to enhance the capacity of Fire and Rescue Services in England to rapidly, effectively and flexibly tackle the consequences of terrorist and other large-scale catastrophic incidents, such as flooding

**On-call firefighters** - Firefighters who have other jobs that are available to response to emergencies when they are needed. Also know as Retained firefighters.

**Operational Response Capability** - The number and different types of equipment for example, fire engines and rescue boats.

**Property Fires** - Fires which take place in homes and/or buildings which belong to someone and have value.

**Primary Fires** - Fires which occur in any type of property including homes, businesses and vehicles.

**Urban Area** - Areas that we aim to respond to emergency calls within 10 minutes.

**Retained Duty System (RDS)** - This involves trained fire fighters who may also have full time employment outside of the fire service who respond to emergency calls via a pager when needed within their local area.

**Risk** - the danger and likelihood that someone or something could be harmed or damaged

**Road Safety Unit** - Is the County Council department who leads on the analysis of Road Traffic Collision (RTC's) incidents and the management / coordination of activity to reduce the harm associated with RTC's

**Road Traffic Collision (RTC)** - Is an incident where a vehicle collides with another vehicle or any other object which potentially causes people to be trapped within the vehicle.

**Rural Area** - Areas that we aim to respond to emergency calls within 20 minutes.

**Special Services** - Types of incident where no fire takes place but includes incidents such as flooding and lift rescues.

**Small Fires** - Fires which occur in objects such as bins or grass that have a lesser value than primary fires.

**Sustainable Community Strategy** - Is the long term vision for the area that provides the framework for all partners to work together to achieve.

**Warwickshire Road Safety Partnership** - Is a group of organisations including Warwickshire County Council, Warwickshire Fire and Rescue, Warwickshire Police and the Highways Agency, that work together to reduce the harm caused by incidents on or near roads.

**Youth Development** - Engages with young people to help them learn and develop within a fire service setting.