



WARWICKSHIRE FIRE AND RESCUE SERVICE BUSINESS PLAN 2019/20

Warwickshire's communities & individuals are supported, to be safe, healthy & independent



OUR PRIORITIES

OUR KEY OBJECTIVES



The Public Is Kept Safe

We understand and proactively manage risks in our county.
We help our businesses and communities to be safe, focussing on the most vulnerable.
Fire safety guidance is provided and the law is effectively enforced.
An effective response is provided to fires and other emergencies.
We strive to reduce deaths and injuries caused by fire and on the road.



Firefighters Are Kept Safe

Our workforce are competent and developed.
A good health and safety culture is promoted.
The right skills, resources and information are provided.
We are operationally assertive and confident, empowered to do the best for our customers.
Our staff feel supported, valued and engaged.
The safety of our community and firefighters is paramount.
We are prepared for major threats and emergencies.



We Do Our Very Best

We are organisationally efficient and seek continuous improvement.
We are customer focussed in all we do.
Our staff are recognised as our biggest asset.
We are an inclusive Service.

About Warwickshire Fire and Rescue Service



Service Delivery

Ensures we provide a suitable and sufficient response to the public. It includes Operational Response, Prevention, Fire Protection and Service Control.



Service Support

Includes Occupational Health, Training and Development, Health and Safety, Operational Policy, Technical Support and Transport. All assist to ensure what we do is in line with national, regional and local policies.



Service Improvement

Oversees change programmes; assesses the impact of any Government, Operational Planning, regional or local changes on the Service; and ensures that projects and developments are resourced in line with our Service priorities.



Business Support

Dedicated teams provide support on Human Resources, Finance, ICT, Communications, and Performance and Planning as part of an arrangement with the Warwickshire County Council to enable the Service to deliver its objectives and priorities.

OUTCOME	KEY BUSINESS MEASURES (BOLD) AND BUSINESS UNIT MEASURES	2018/19 Actual	2019/20 Aim
THE PUBLIC IS KEPT SAFE	% 24hr On-Call appliance availability at key stations	87.38%	90%
	% Wholtime appliance availability	98.86%	100%
	No. of community safety contacts	44,199	40,000
	No. of premises influenced by Fire Protection	1937	2000
	% life risk and property emergency calls handles within 90 seconds	85.00%	85%
	% times an appliance arrives at life risk of property incidents within agreed response standards	70.18%	75%
	% times a 2nd appliance arrives at life risk of property incidents within agreed response standards	78.69%	90%
	No. of incidents attended by Warwickshire Fire and Rescue Service	3,914	3494*
	No. of accidental dwelling fires	160	150*
	No. of fire related deaths	6	0
	No. of fire related injuries	20	19*
	No. of Road Traffic Collisions attended	353	322*
FIREFIGHTERS ARE KEPT SAFE	No. of "Failure to respond" incidents	NA	0
	No. of RIDDOR (reporting of injuries, diseases and dangerous occurrences reporting)	2	0
	No. of firefighter injuries	25	0
	Average days sickness per Full Time Equivalent	10.09	9.5*
	No. of major training events/exercises undertaken	17	15
WE DO OUR VERY BEST	% competency level for wholtime and On-Call firefighters in 8 national core skill sets	96.83%	100%
	Revenue outturn - % Forecast variance to budget	2.40%	0% to -2%
	Capital Programme - % Variance to budget	39%	less than 0%
	% customer satisfaction level	95.47%	100%

* indicates that aims have been calculated using a three year average methodology

We will deliver our priorities:

- ◆ Keep the public safe
- ◆ Keep firefighters safe
- ◆ Do our very best

During 2019/20 we will:

Identify further opportunities to integrate our services with the County Council and collaborate with other blue light services, to enhance efficiency, effectiveness and public safety.

- ◆ Implement an integrated Fire Control function with another Fire and Rescue Service.
- ◆ Develop a multi-site training delivery model.

Continue to review the number, location and resourcing of our fire stations and fire engines.

- ◆ Provide an additional fire station within the Rugby area, in line with the WFRS Asset Management Plan.
- ◆ Explore the options for new fire station locations within the Nuneaton and North Warwickshire area, in-line with the WFRS Asset Management Plan.
- ◆ Implement more efficient crewing and rostering arrangements and realise benefits.

Maximise the flexibility and utility of our workforce.

- ◆ Deliver changes to duty systems, Incident Commander mobilising protocols and organisational management structure, to provide the most effective level of service delivery within the available budget.

Develop the use of emerging technology.

- ◆ Implement the measures required locally to meet the requirements of the national communications Emergency Services Network (ESN).
- ◆ Develop and deliver the technology required to provide real-time video footage from incidents.
- ◆ Explore the options for securing a drone capability for use at emergency incidents.
- ◆ Introduce Automatic Vehicle Location System (AVLS) to improve mobilising.
- ◆ Further develop our understanding of the implications and impacts of the High Speed 2 railway (HS2).

Use our skills and resources to improve wider community health and social care outcomes.

- ◆ Provide and develop a hospital to home service for vulnerable people.

Deliver continuous improvement activity as identified through the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) inspection programme.

- ◆ Implement and close the improvement plan we developed following the inspection by HMICFRS in July 2018.