



HEREFORD & WORCESTER Fire and Rescue Authority

AGENDA

Policy and Resources Committee

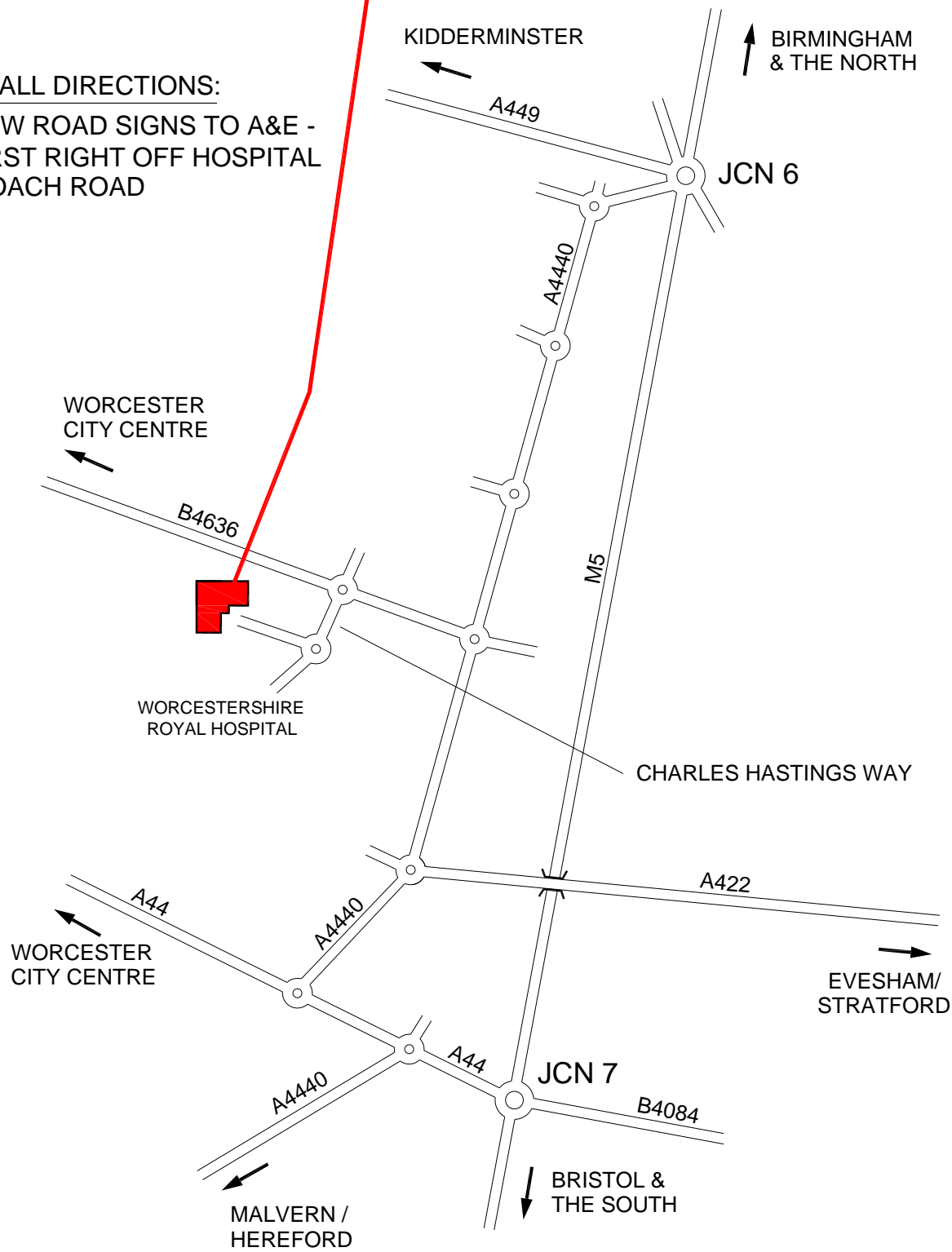
Wednesday 7 September 2011

10.30am

Headquarters,
2 Kings Court,
Charles Hastings Way,
Worcester
WR5 1JR

HEREFORD & WORCESTER FIRE AND RESCUE SERVICE
HEADQUARTERS
2 KINGS COURT
CHARLES HASTINGS WAY
WORCESTER. WR5 1JR
TEL: 0845 12 24454

FROM ALL DIRECTIONS:
FOLLOW ROAD SIGNS TO A&E -
HQ FIRST RIGHT OFF HOSPITAL
APPROACH ROAD



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ACTION ON DISCOVERING A FIRE

- 1 Break the glass at the nearest **FIRE ALARM POINT**.
(This will alert Control and other Personnel)
- 2 Tackle the fire with the appliances available – **IF SAFE TO DO SO**.
- 3 Proceed to the Assembly Point for a Roll Call –

CAR PARK OF THE OFFICE BUILDING ADJACENT TO THE CYCLE SHED TO THE LEFT OF THE ENTRANCE BARRIER TO 2 KINGS COURT.

- 4 Never re-enter the building – **GET OUT STAY OUT**.

ACTION ON HEARING THE ALARM

- 1 Proceed immediately to the Assembly Point

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- 2 Close all doors en route. The senior person present will ensure all personnel have left the room.
- 3 Never re-enter the building – **GET OUT STAY OUT**.

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Toilets – please ask at reception.

ACCESS TO INFORMATION – YOUR RIGHTS. The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Your main rights are set out below:

- Automatic right to attend all Authority and Committee meetings unless the business if transacted would disclose “confidential information” or “exempt information”.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Authority and Committees (or summaries of business undertaken in private) for up to six years following the meeting.
- Automatic right to inspect background papers used in the preparation of public reports.
- Access, on request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral divisions of members of the Authority with details of membership of Committees.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending the meetings of the Authority and Committees.

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WELCOME AND GUIDE TO TODAY’S MEETING. These notes are written to assist you to follow the meeting. Decisions at the meeting will be taken by the **Councillors** who are democratically elected representatives and they will be advised by **Officers** who are paid professionals. The Fire and Rescue Authority comprises 25 Councillors and appoints committees to undertake various functions on behalf of the Authority. There are 19 Worcestershire County Councillors on the Authority and 6 Herefordshire Council Councillors.

Agenda Papers

Attached is the Agenda which is a summary of the issues to be discussed and the related reports by Officers.

Chairman

The Chairman, who is responsible for the proper conduct of the meeting, sits at the head of the table.

Officers

Accompanying the Chairman is the Chief Fire Officer and other Officers of the Fire and Rescue Authority who will advise on legal and procedural matters and record the proceedings. These include the Clerk and the Treasurer to the Authority.

The Business

The Chairman will conduct the business of the meeting. The items listed on the agenda will be discussed.

Decisions

At the end of the discussion on each item the Chairman will put any amendments or motions to the meeting and then ask the Councillors to vote. The Officers do not have a vote.

Agenda

Members

Mr K Taylor (Chair), Mr G Yarranton (Vice-Chair)
Mr T Bean, Mr B Bullock, Mrs M Bunker, Mr J Campion, Mrs L Eyre , Mr A Hardman, ,
Brigadier P Jones CBE, Mrs M Lloyd-Hayes, Mrs J Potter, Mr D Prodger, Mr C Smith,
Mr D Taylor, and Mr R Udall.

No	Item	Page No
1.	Apologies for Absence To receive any apologies for absence.	
2.	Named Substitutes To receive details of any Member of the Authority nominated to attend the meeting in place of a Member of the Committee.	
3.	Declaration of Interests (if any) The Members' Code of Conduct requires Members to declare any interests against an Agenda item, the nature of an interest and whether the interest is personal or prejudicial. If a Councillor has a personal interest, they must declare it but can stay, take part and vote in the meeting. If a Councillor has a prejudicial interest then they must declare what that interest is and leave the meeting room for the duration of the item. This item allows the Chairman to invite any Member to declare an interest in any of the items on this Agenda.	
4.	Confirmation of Minutes To confirm the minutes of the meeting of the Policy and Resources Committee held on 6 June 2011 (copy attached).	1 - 4
5.	Local Government Pension Scheme Discretions To set out a Statement of Policy in relation to the discretionary regulations of the Local Government Pension Scheme, for adoption by the Authority.	5 - 15
6.	Budget Monitoring Report 2011-12 To inform Members of the current position on budgets and expenditure for 2011-12.	16 - 22

No	Item	Page No
7.	Treasury Management Activities 2010/11 To review Treasury Management Activities for 2010/11 and to report the Prudential Code Indicators for 2010/11.	23 - 28
8.	Draft IRMP Action Plan 2012/13 To provide the Policy and Resources Committee with details of the process for the 2012/13 IRMP Action Plan.	29 - 34
9.	IRMP Recommendation 3 – Reduction of Attendances at Automatic Fire Alarms To deliver the outcomes of the review from the IRMP 2011/12 Action Plan – Recommendation 3, which states; <i>“We will reduce our attendance at false alarms caused by Automatic Fire Alarms (AFAs) after a review of our policies and procedures and the implementation of our findings.”</i>	35 - 71
10.	Reported Abuse to Staff To update Members on the increased reports of abuse to staff.	72 - 75
11.	Fire Authority Plan 2011-2012 - 1st Quarter Performance Analysis To provide the Policy and Resources Committee with a summary of the First Quarter performance against the Fire Authority Plan 2011-2012.	76 - 91
12.	Annual Report on the Progress of the Retained Duty System (RDS) Implementation Plan To provide the Policy and Resources Committee with an annual report on the progress of the Retained Duty System (RDS) Implementation Plan.	92 - 98
13.	Employment Monitoring 2010/11 To provide the Policy and Resources Committee with the annual Employment Monitoring report for year end 31 March 2011.	99 - 111
14.	JCC Update To inform the Policy and Resources Committee of the Joint Consultative Committee meeting held during July 2011.	112 - 113

No	Item	Page No
15.	Equality and Diversity Steering Group Update To inform the Policy and Resources Committee of the Equality and Diversity Steering Group meeting in July 2011.	114 - 116
16.	Health and Safety Liaison Panel Update To provide the Policy and Resources Committee with a report on the activities and items of significance from the Service's Health and Safety Liaison Panel.	117 - 119
17.	Exclusion of Public and Press In the opinion of the Clerk to the Authority, the meeting will not be, or is likely not to be, open to the public and press at the time item 18 is considered, for the reason stated: Item 18 is likely to disclose information relating to the financial or business affairs of the Authority.	
18.	Asset Management Strategy: Strategic Training Facilities (STFs) and Bromsgrove Fire Station To update the Policy and Resources Committee of the current status of the Strategic Training Facilities project, as part of the Asset Management Strategy, and to gain approval from the Policy and Resources Committee to purchase land at Kingsland to enable the construction of one of the training facilities. To update the Policy and Resources Committee of the progress with the partnership work to re-provide a joint Police and Fire Station in Bromsgrove.	Separate enclosure
	Glossary	120 - 123



Minutes

Members present:

Mr K Taylor (Vice-Chairman),
Mr T Bean, Mrs M Bunker, Mrs L Hodgson, Brigadier P Jones CBE,
Mrs J Potter, Mr D Taylor, Mr R Udall and Mr G Yarranton.

No Item

1. Apologies for Absence

Mr A Hardman (Chairman), Mrs P Andrews, Mr J Cairns Mr S Clee and Mr T Spencer.

2. Named Substitutes

None

3. Declaration of Interests (if any)

The Chairman invited Members to declare any personal or prejudicial interests against any of the Agenda items; Brigadier P Jones CBE declared his interest in regards to Bromsgrove Fire Station as his step-son was employed at that station.

4. Confirmation of Minutes

RESOLVED that the Minutes of the meeting of the Policy and Resources Committee held on 24 March 2011 be confirmed as a correct record and signed by the Chairman.

5. Authority Plan 2010-2011 Fourth Quarter Performance Analysis and

6. Authority Plan 2010-2011 Annual Performance Analysis

The Deputy Chief Fire Officer introduced the Annual Performance Analysis for 2010-11, including the fourth quarter for the year.

The Committee noted the following:

- The number of accidental dwelling fires and the number of injuries arising from same were slightly above target and there would be continuing emphasis on reducing these;
- The Service had carried out 3,060 Home Fire Safety Checks, exceeding the target of 2,700;
- The introduction and use of the Gartan system for managing the availability of on-call fire-fighters; and
- The reduction in the number of Assistant Chief Fire Officers in the Service from 2 posts to 1.

No Item

Members received the following responses to queries on the Report:

- The Annual Performance Analysis would be amended to reflect the contribution of the Young Fire fighters' Association;
- When other services in the family Group had published their data, cross-service comparisons would be available and reported to the Committee; and
- Home Fire Safety Checks and other prevention measures were targeted at vulnerable, minority and at-risk sections of the community and the review of Community Safety campaigns would continue to focus on these areas.

RESOLVED that the report be noted.

7. The Authority's Draft Annual Plan 2011/12

The Deputy Chief Fire Officer presented the Authority's Draft Annual Plan 2011/12 for consideration by the Committee.

She told the meeting that the Plan summarises the performance data from 2010/11 and maps the way forward for 2011/12.

(The meeting noted that the actual number of incidents to which the Service responded in 2009/10 was 7,985 and not 7,185 as printed in the draft and that this would be corrected in the draft presented to the Authority for approval)

The meeting requested that the draft Plan be amended to include reference to the Young Firefighters' Association.

RESOLVED that subject to the amendments agreed above, the Committee recommends that the Authority approves the draft Authority Plan for publication.

8. Provisional Financial Results 2010/11

The Treasurer briefed the Committee on the provisional financial results for the financial year ending on 31 March 2011, noting that the returns were still subject to audit.

A Member expressed concern at the growth in reserves at the current time and the CFO replied that this was a one-off occurrence due to low staffing and prudent budget management. Another Member said there was a need to build reserves to protect against future uncertainties.

RESOLVED that the Committee:

- Notes the provisional financial results for 2010-11;**
- Recommends that the Authority approves the re-phasing of capital budgets from 2010-11 to 2011-12;**
- Recommends that the Authority approve the use of revenue resources as suggested in the Report; and**
- Notes that the Audit Committee will consider the annual Statement of Accounts in detail.**

(Mr R Udall abstained)

No Item

9. Fire Control Project Update

The Chief Fire Officer informed Members of progress in the procurement of a new Command and Control system which he expected would be operating from HQ within 12 months. The meeting heard that following a rigorous evaluation process that the project board had awarded the contract to Computacentre working in partnership with Telent.

The meeting also heard that the Service was progressing collaborative arrangements with Shropshire Fire and Rescue Service to develop a shared resilient control room infrastructure and that a bid for funding from government for this project had been submitted to CLG.

RESOLVED that the report be noted.

10. Adjustments to Conditions of Service for Staff on the Retained Duty System

The Chief Fire Officer informed the Committee of the implications of recent changes to the conditions of service for staff on the retained duty system. He told the meeting that the three key changes that would have a financial impact on Hereford & Worcester Fire and Rescue Authority related to acting up, a day in lieu for working on a public holiday and reimbursement of NHS charges (minimal). The changes took effect from 1 July 2010.

RESOLVED that the report be noted.

11. Update from the Equality and Diversity Steering Group

RESOLVED that the report be noted.

12. Update from the Joint Consultative Committee

RESOLVED that the report be noted.

13. Update from the Health and Safety Liaison Panel

RESOLVED that the report be noted.

14. Policy and Resources Committee Work Programme 2011/2012

RESOLVED that the report be noted.

15. Asset Management Strategy: Malvern Fire Station

The Chief Fire Officer told the meeting that following the approval of the Asset Management Strategy by the Committee that officers had progressed proposals to re-provide Malvern Fire Station. The proposal included the temporary transfer of operations at Malvern Fire Station to the Operational Logistics site at Betony Road.

The meeting approved the general approach and the Clerk recommended that the public and the press should be excluded from the meeting to allow the Committee to consider the financial business case for this proposal as this discussion was likely to disclose information relating to the financial or business affairs of the Authority.

No Item

RESOLVED that the public and the press be excluded from the Meeting for the consideration of Appendix 1 – Summary Cost Plan for Betony Road enabling Works and Appendix 2 – Summary Cost Plan for Malvern Fire Station.

The meeting considered the works necessary for Malvern Fire Station arising from the present condition of the building, including the roof, electrical works and heating. While the CFO expected tender prices to be below estimate, it was noted that expenditure in excess of that proposed would need further approval by the Committee.

RESOLVED that the Policy and Resources Committee approve the overall budget allocation detailed in Appendix 1 and 2 for the capital building scheme to re-provide Malvern Fire Station.

The meeting concluded at 11.50 am.

Signed: _____
Chairman.

Date: _____

5. Local Government Pension Scheme Discretions

Purpose of report

1. To set out a Statement of Policy in relation to the discretionary regulations of the Local Government Pension Scheme, for adoption by the Authority.
-

Recommendation

The Chief Fire Officer recommends that the Statement of Policy attached at Appendix 1 is considered by the Policy and Resources Committee and referred on to the Fire and Rescue Authority for approval.

Background

2. Under the Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007 (in force 01/04/2008) each employer must formulate, publish and keep under review a Statement of Policy on certain discretions contained within them. These discretionary elements are only applicable to the Local Government Pension Scheme (LGPS).
3. Within H&WFRS, just over 25% of LGPS Scheme members are currently over the minimum pension age (55), and therefore have the option of applying for early payment of pension benefits, which includes flexible/partial retirement.
4. To date, H&WFRS has considered applications for the early payment of pension benefits and other discretionary elements on a case by case basis, with an assessment of the costs and benefits being made. No applications have been approved.
5. In terms of flexible retirement, no applications have been submitted from Support/Control Staff. H&WFRS has previously agreed to allow members of the Firefighters' Pension Scheme (FPS) to retire and take pension benefits, unabated, prior to being re-employed. This arrangement was discontinued in September 2007. FPS members may still retire and subsequently be re-employed where there is a specific need for an employee's specialist skills, but pension benefits are abated in these circumstances.

Options

6. Appendix 2 gives an overview of the discretionary elements, costs and examples of practices in other Fire and Rescue Services, and sets out recommendations.
7. Two viable options would be:

- To agree to consider each case on the grounds of cost and business efficiency.
- To agree a framework for decisions, with each case to be considered on an individual basis.

Proposal

8. It is proposed that the Fire and Rescue Authority delegates responsibility for exercising the discretionary elements of the LGPS (including the authority for incurring any costs involved) to the Policy and Resources Committee.
9. The proposed Statement of Policy (attached at Appendix 1) has been prepared to meet the above requirements. The Statement of Policy follows a model that is adopted by a number of other Authorities, including Worcestershire County Council and is intended to minimise H&WFRS liabilities, yet enable the flexibility for situations to be considered on their relative merits.

Consultation

10. Representatives of UNISON and GMB were consulted during the process of drawing up the Statement of Policy. Following the issue of the initial draft statement, no comments were received from UNISON. GMB commented as follows:
 - That the employer should not be in a position whereby they cannot operate their discretion, but some of the wording used in the statement could be interpreted as having this effect, for example, the wording to the second part of the policy on Regulation 18 states “will not grant the benefit to waive any actuarial reduction.”
 - It was suggested that where exceptional or financially justifiable circumstances are referred to, examples could be given.
 - The decision not to allow flexible retirements (where employees can reduce hours or grade and draw pension benefits) except in exceptional or financially justifiable circumstances was considered an unhelpful position. The view of GMB being that flexible retirement could assist with succession planning or to retain an ageing workforce. The statement on not waiving early retirement reductions might be viewed as fettering the Service’s discretion.
11. The Service has considered these comments when drawing up the attached version of the Statement of Policy.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are financial issues that require consideration	Yes	Appendix 2 refers

Legal Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	Yes	Paragraph 2

Additional Considerations

12. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	Yes	Appendix 2 refers
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	Yes	Paragraph 10

Supporting Information

Appendix 1 – Statement of Policy

Appendix 2 – Overview of the Discretionary Elements

Contact Officer

Jackie Conway Head of Human Resources

(01905 368339)

Email: jconway@hwfire.org.uk

STATEMENT OF POLICY
Local Government Pension Scheme (LGPS)
Discretions

Under the Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007 (in force 01/04/2008) each employer must formulate, publish and keep under review a Statement of Policy on certain discretions contained within them.

The statement is applicable to all employees of Hereford & Worcester Fire and Rescue Authority who are eligible to be members of the LGPS.

Regulation 12: Power of employing authority to increase total membership of active members

An employing authority may resolve to increase the total membership of an active member.

The total amount of augmented membership that can be given cannot exceed 10 years.

Employer's Policy

Due to cost implications Hereford & Worcester Fire and Rescue Authority will not usually grant the benefit contained within this regulation, other than in cases where the financial implications can be justified or in other very exceptional circumstances. Each case will be judged on its own merits, with full consideration of the impact on service delivery and financial costs.

Hereford & Worcester Fire and Rescue Authority may allow a member of the Local Government Pension Scheme, who is eligible to receive a compensation payment in accordance with Regulation 6 of the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006, to be awarded instead, a period of augmented membership which is actuarially equivalent in value to the lump sum compensation payment (in excess of the statutory redundancy payment) that would otherwise have been paid, provided that the augmented membership would not exceed the statutory limits. All such requests must be made before the employee leaves employment.

Regulation 13: Power of employing authority to award additional pension

An employing authority may resolve to award a member additional pension of not more than £5,000 a year payable from the same date as their pension.

Additional pension may be paid in addition to any increase of total membership resolved to be made under regulation 12.

Employer's Policy

Due to cost implications Hereford & Worcester Fire and Rescue Authority will not usually grant the benefit contained within this regulation, other than in cases where the financial implications can be justified or in other very exceptional circumstances. Each case will be judged on its own merits, with full consideration of the impact on service delivery and financial costs.

Regulation 18: Flexible retirement

An employing authority may resolve to give their consent to grant flexible retirement to employees from age 55 who reduce their hours or move to a lower grade and draw all of their pension whilst continuing in employment and building up further benefits in the scheme.

The pension benefits may be reduced in accordance with guidance issued by the Government Actuary, if paid before age 65, and the employer has discretion not to apply all or part of the reduction.

Employer's Policy

Hereford & Worcester Fire and Rescue Authority will not grant the benefit contained within this regulation, other than in cases where the financial implications can be justified or in other exceptional circumstances. Each case will be judged on its own merits, with full consideration of the impact on service delivery and financial costs.

Hereford & Worcester Fire and Rescue Authority will not usually grant the benefit to waive any actuarial reduction other than on exceptional compassionate grounds. It might, for example, be appropriate to do so where an employee has particular caring responsibilities for a dependent.

Regulation 30: Choice of early payment

Between and including the ages of 55 and 59 members have the right to apply for early payment of their retirement benefits subject to the consent of their employer.

The amount of benefits released early would be reduced in accordance with guidance issued by the Government Actuary.

An employing authority may also determine that a retirement pension and grant should not be reduced on compassionate grounds.

Employer's Policy

Hereford & Worcester Fire and Rescue Authority will not grant the benefit contained within this regulation, other than in cases where the financial implications can be justified or in other exceptional circumstances. Each case will be judged on its own merits, with full consideration of the impact on service delivery and financial costs.

Where granted, Hereford & Worcester Fire and Rescue Authority would not normally waive the reduction to the benefits, other than on exceptional compassionate grounds. It might, for example, be appropriate to do so where an employee has particular caring responsibilities for a dependent.

Appendix 2

Regulation and Discretion - Details	Potential Costs	Practice In Other FRAs	Recommended Policy
<p>Regulation B12</p> <p>A written policy statement is required on:</p> <p><u>Whether to augment membership of an active member (by up to 10 years)</u></p> <p>An employer can increase the pensionable service of an employee who is a current member of the LGPS who is dismissed on grounds of redundancy or efficiency.</p> <p>Up to 10 additional pension membership years may be awarded.</p> <p>(N.B. All LGPS members over minimum pension age (currently 55) have an absolute right to draw unreduced pension benefits in the event of redundancy)</p>	<p>The Authority would be required in all circumstances to pay a one off capital cost to the pension scheme provider, within 1 month of the resolution.</p>	<p>Devon & Somerset – this discretion will not usually be exercised.</p> <p>Essex – will not increase membership.</p> <p>Fife – may augment for up to 6 2/3 years in cases of redundancy or business efficiency (arrangements in Scotland differ to England).</p> <p>Lancashire – will only augment in exceptional and justifiable circumstances.</p> <p>Notts – refer back to their Discretionary Scheme.</p> <p>Royal Berkshire - do not augment with the exception of the option for employees, in accordance with the Early Termination of Employment Discretionary Payment Regs, to ask the Fire Authority to use the additional compensation to purchase additional scheme membership.</p> <p>West Midlands - each specific case will be judged equally and fairly on its own merits, having fully considered service delivery and financial costs.</p>	<p>Due to cost implications it is recommended that only in very exceptional circumstances and where justifiable will additional pension membership years be given under Regulation 12.</p> <p>Each specific case to be judged equally and fairly on its own merits, including affordability.</p>

Regulation and Discretion – Details	Potential Costs	Practice In Other FRAs	Recommended Policy
<p>Regulation B13</p> <p>A written policy statement is required on:</p> <p><u>Whether to grant additional pension to a member (up to £5,000 p.a.)</u></p> <p>The Authority may award additional pension of up to £5,000 per annum to an employee.</p>	<p>The Authority would be required in all circumstances to pay a one off capital cost to the pension scheme within 1 month of their resolution.</p>	<p>Devon & Somerset – due to the additional financial burden, this discretion will not usually be exercised.</p> <p>Essex – will not award additional pension.</p> <p>Fife – will not award in any circumstances.</p> <p>Lancashire – yet to adopt a policy.</p> <p>Notts – will not grant additional pension.</p> <p>Royal Berkshire – do not to adopt this discretion.</p> <p>West Midlands - each specific case will be judged equally and fairly on its own merits, having fully considered service delivery and financial costs.</p>	<p>Due to cost implications, it is recommended that only in very exceptional and justifiable circumstances will additional pension be given under Regulation 13.</p> <p>Each specific case to be judged equally and fairly on its own merits, including affordability.</p>

Regulation and Discretion – Details	Potential Costs	Practice In Other FRAs	Recommended Policy
<p>Regulation B18 (1)</p> <p>A written policy statement is required on:</p> <p><u>Whether benefits can be paid if an employee reduces their hours or grade (flexible retirement)</u></p> <p>The Authority may agree requests for flexible (partial) early retirement and the waiver of any actuarial reduction of benefits. (<i>Re waiver – see Regulation B18 (3)</i>)</p> <p>The 2007 Regulations introduce the possibility of employees (from age 55) to take their pension benefits whilst remaining in employment, provided that the employer gives consent, and there has been a reduction in working hours or grade.</p> <p>If early retirement is agreed (before age 65), with the immediate payment of pension benefits, an actuarial reduction will be applied to the member's accrued pension benefits.</p> <p>There are circumstances where flexible (partial or gradual) retirement may be of mutual benefit to the employee and the employer, the employer may wish to retain an employee on reduced hours, for example, to coach others, or if they have specialist skills.</p>	<p>In some cases where pension benefits are taken early (depending on an employee's length of service and age) the Authority may need to pay a 'financial strain' cost' to the pension fund.</p>	<p>Devon & Somerset – employees may make a request, applications will only be approved where there are no significant pension costs or disadvantages to the Authority.</p> <p>Essex – will consider on a case by case basis, with special consideration given to disability cases.</p> <p>Fife – may agree flexible retirement.</p> <p>Lancashire – may agree flexible retirement, each case considered on grounds of cost, business impact.</p> <p>Notts – yes, in line with their flexible retirement policy.</p> <p>West Midlands - each specific case will be judged equally and fairly on its own merits, having fully considered service delivery and financial costs.</p>	<p>It is recommended that the Authority only normally permits flexible retirements where it can be demonstrated as being in the interests of the Authority, and where there are no significant costs or disadvantages to the Authority.</p> <p>Each specific case to be judged equally and fairly on its own merits, having fully considered the impact on service delivery and financial costs.</p>

Regulation and Discretion – Details	Potential Costs	Practice In Other FRAs	Recommended Policy
<p>Regulation B18 (2)</p> <p>A written policy statement is required on:</p> <p><u>Whether to grant application for early payment of benefits on or after age 55 and before age 60</u></p> <p>This is known as Employer Consent retirement.</p> <p>LGPS members, leaving local authority employment before they are entitled to receive the immediate payment of retirement benefits may, once they attain the age of 55, choose to receive payment of these benefits. Under the age of 60, they will need the consent of their employing authority before they are entitled to receive the early and immediate payment of retirement benefits. These benefits may, depending on length of service, be reduced on an actuarial basis.</p> <p>(For employees born before 1 April 1956, if the sum of their age and pensionable service is 85 or more, pension benefits are paid without an actuarial reduction for early payment, if they retire before 1 April 2016)</p>	<p>The employer may have to make a financial strain cost to the pension fund.</p>	<p>Devon and Somerset – applications only accepted when in the interests of the Authority, or where there are compassionate grounds.</p> <p>Essex – will agree only if there are compelling business reasons.</p> <p>Fife – may grant.</p> <p>Lancashire – will only grant if there is a justifiable business case that also addresses recruitment to the post left vacant.</p> <p>Notts – yes, on a case-by-case basis.</p> <p>West Midlands - each specific case will be judged equally and fairly on its own merits, having fully considered service delivery and financial costs.</p>	<p>It is recommended that the Authority only normally permits early payment of pension benefits where it can be demonstrated as being in the interests of the Authority, and where there are no significant costs or disadvantages to the Authority.</p> <p>Each specific case to be judged equally and fairly on its own merits, having fully considered the impact on service delivery and financial costs.</p>

Regulation and Discretion – Details	Potential Costs	Practice In Other FRAs	Recommended Policy
<p>Regulation B18 (3)</p> <p>A written policy statement is required on:</p> <p><u>Whether to waive, in whole or in part, actuarial reduction on benefits paid on flexible retirement</u></p> <p>If the payment of benefits is before age 65, then the benefits may be reduced in accordance with guidance issued by the Government Actuary.</p> <p>Should the Authority so wish, Regulation 18 gives it the power to waive this reduction in benefits.</p>	<p>If an employer decides to waive the actuarial reduction, then they will have to pay the financial strain cost to the pension fund.</p> <p>There would always be a cost to the Authority if the actuarial reduction in benefits were to be waived</p>	<p>Devon & Somerset – will not generally waive.</p> <p>Essex – will consider on a case by case basis, with special consideration to disability cases.</p> <p>Fife – may waive on compassionate grounds.</p> <p>Lancashire – will only consent where there are exceptional reasons for doing so</p> <p>Notts – yes, in exceptional circumstances and if cost neutral or in the interests of the Authority.</p> <p>West Midlands - each specific case will be judged equally and fairly on its own merits, having fully considered service delivery and financial costs.</p>	<p>If flexible early retirement is agreed, with the immediate payment of pension benefits, it is recommended that the Authority waive a pension reduction on very exceptional compassionate grounds only. It might be appropriate to do so, for example, where an employee has particular caring responsibilities for a dependent.</p> <p>Each specific case to be judged equally and fairly on its own merits, including affordability.</p>

Regulation and Discretion – Details	Potential Costs	Practice In Other FRSs	Recommended Policy
<p>Regulation B 30</p> <p>A written policy statement is required on:</p> <p><u>Whether to waive, on compassionate grounds, the actuarial reduction applied to benefits paid early</u></p> <p>Any payment would be subject to a reduction in accordance with guidance issued by the Government Actuary. Regulation 30 gives the Authority power to waive this reduction on compassionate grounds</p>	<p>If an employer decides to waive the actuarial reduction, then they will have to pay the financial strain cost to the pension fund.</p> <p>There would always be a cost to the Authority if the actuarial reduction in benefits were to be waived</p>	<p>Devon and Somerset – will apply an actuarial adjustment. Essex – will not waive. Fife – may waive in exceptional circumstances. Lancashire – will only waive on compassionate grounds and where there are exceptional reasons. Notts – yes, in exceptional circumstances, on a case-by-case basis. This discretion will be exercised by the Chief Fire Officer in conjunction with the Treasurer and Chairman to approve existing severance packages and members will be notified where discretion is exercised. West Midlands - each specific case will be judged equally and fairly on its own merits and would need to be funded by a lump sum contribution into the Pensions Fund by the Fire Authority. This discretion will only be exercised by the Fire Authority in cases where it can be demonstrated that the Fire Authority can fund the cost of the release within a three year period.</p>	<p>If early retirement is agreed, with the immediate payment of pension benefits, it is recommended that the Authority waive a pension reduction on very exceptional compassionate grounds only. It might be appropriate to do so, for example, where an employee has particular caring responsibilities for a dependent.</p> <p>Each specific case to be judged equally and fairly on its own merits, including affordability.</p>

6. Budget Monitoring Report 2011-12

Purpose of report

1. To inform Members of the current position on budgets and expenditure for 2011-12.
-

Recommendation

The Chief Fire Officer and Treasurer recommend the report be noted.

Introduction and Background

2. This is a routine review of the position on Revenue and Capital budgets, and follows on from the monthly review cycle undertaken by the Service's Senior Management Board.

Revenue Budget

3. In February 2011 the Fire and Rescue Authority (FRA) set a net revenue budget requirement for 2011-12 of **£31.195m** made up as below:

	£m
Net Expenditure on Services	32.859
Special Grants	(1.145)
Council Tax Freeze Grant	(0.519)
	31.195

4. This budget was initially allocated to budget heads as shown in Column 4 of Appendix 1, but has subsequently been amended.
5. As part of the continuing review of expenditure being carried out in preparation for the significant grant cuts expected in 2013/14 and 2014/15, officers have identified savings within the current budget totalling £0.399m. These are shown in Column 5 of Appendix 1 and the balance has been placed under control of the Senior Management Board (SMB).
6. There have been further minor reallocations of budget shown in Column 6 which comprise:
 - Temporary funding a non-uniform Aerial trainer by holding uniform trainer post vacant

- Temporary funding of Community Safety Technicians (from Community Safety budget)
 - Allocation of approved use of Development Contingency
 - Re-allocation of Firelink Service charges to ICT
7. These adjustments culminate in the Current Annual Budget shown in Appendix 1 Column 7.
8. Appendix 1 shows details of the budget and expenditure to date and a projection of the year end position. At this point in the year (after only the first quarter) the only significant variations are:
- Whole-time Uniform and Support pay: are showing projected underspends due to a careful management of vacancies in light of the expected future grant cuts, however between June and September the Service will have recruited 18 Whole-time firefighters. The impact of changes to the pension scheme on the retirement pattern is unknown, but continues to be monitored.
 - RDS pay: this reflects the impact of the amended national terms and conditions (relating to sick pay and bank holiday leave) following settlement of the part-time working tribunal.
 - Unallocated budgets: (see paragraph 5 above). Of the original £0.399m Officers have agreed to vire budget to improve resilience in the Operational Logistics function (fleet and operational equipment). The anticipated cost of this in 2011-12 is £0.090m, and it is vired with agreement of the Chief Fire Officer and Treasurer under Financial Regulations.
9. At this point a net underspending of £0.668m is forecast, which will have an impact on future savings requirements.

Capital Programme

10. In accordance with the requirements of the former Budget Committee, the Capital Programme is divided into 2 parts:
- The **Capital Strategy**: representing the level of capital expenditure for which revenue budget for capital financing costs has been provided within the revenue budget and Medium Term Financial Strategy
 - The **Capital Budget**: that part of the Strategy for which the FRA has given specific approval to spend. i.e there are allocations for major building works, but no expenditure is permitted until the Committee has approved the individual schemes.
11. The budget is also divided into 3 blocks:
- Vehicle Replacement
 - Major Buildings

- Minor Schemes – for which, by custom and practice, responsibility for allocation has been delegated to the Service SMB.

12. The Capital Strategy is made up as follows:

		£m
2010-11 Strategy	<i>FRA - Feb 2011</i>	4.420
Fire Control Project		0.800
Re-phasing from 2010-11	<i>FRA - Jun 2011</i>	4.869
adjustment to re-phasing	<i>Year end Accounts</i>	0.026
		10.115

13. The budget allocations are shown in detail in Appendix 2, and now show details of the Minor Schemes (see paragraph 11 above) which were previously only reported in summarised form.
14. In respect of the Capital Strategy of £10.115m, only £2.525m (see paragraph 11 below) has been allocated to the Capital Budget.
15. Of this, £0.260m (10%) has been spent and a further £1.013m (40%) committed by way of order or contract.
16. Members attention is drawn to 2 specific areas
17. Major buildings: FRA approval has been given to allocate a budget to the re-building of Malvern Fire Station, and the project is now proceeding. At this stage negotiations are still on-going (under the framework agreement) regarding the construction contract. It is considered prudent, not to show this figure in a public document until these negotiations are complete in case it prejudices the outcome. When this is completed there will be a transfer of budget from Unallocated Major Buildings of no more than the approved budget.
18. Fire Control:
- The original budget estimate envisaged that certain costs would be outside the scope of the project, e.g. it was identified that DCLG would be funding replacement Mobile Data Terminals under the Firelink contract; and that the resilience link to Shropshire would form part of a Phase 2 project.
 - As the project has progressed it has become clear that some of the “out of scope” issues will now have to be brought into scope. This is partially because the assumption on DCLG funding has materialised, and partially because DCLG has announced up to £1.8m of funding available for each FRA to bid for to procure a replacement resilient control arrangement – for which collaborative arrangements are favoured.
 - In addition the cost of the required building modifications is significantly higher than originally expected.

- As a consequence it is necessary to review the current project to bring into scope items that were previously outside the scope, in order to comply with the funding bid arrangements.
- Assuming that the FRA is successful in its grant bid to DCLG, it is likely that Phases 1 and 2 of the project will be completed at a cost to the FRA of around £0.4m (a saving of £0.4m on the approved budget). The grant bidding process has specific criteria and the FRA's bid meets all of these. When considering the robustness of the FRA's bid, in association with DCLG's statement that there is £1.8m available for each FRA, an assumption of a successful grant bid is considered reasonable.
- However, it is not proposed to amend any budgets until the outcome of the grant bid is known.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are financial issues that require consideration	Yes	Whole report considers financial position

Legal Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	No	

Additional Considerations

19. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	Yes	Paragraph 8
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	No	

Supporting Information

Appendix 1 : 2011-12 Revenue Budget Monitoring

Appendix 2 : 2011-12 Capital Budget Monitoring

Contact Officer

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Hereford & Worcester Fire and Rescue Authority

Policy & Resources Committee

REVENUE BUDGET MONITORING REPORT 2011/12 : TO END OF :

July 2011 (Period 04)

	Budget to Date Col 1 £m	Actual to Date Col 2 £m	Variance to Date Col 3 £m		FRA Allocation Col 4 £m	B-holder Bids Col 5 £m	Other Re-allocs Col 6 £m	Current Budget Col 7 £m		Current Forecast Col 8 £m	Forecast Variance Col 9 £m
WT FF Pay	3.875	3.742	(0.133)		13.923		(0.017)	13.906		13.681	(0.225)
RDS FF Pay	0.785	0.651	(0.134)		3.135			3.135		3.165	0.030
Control Pay	0.221	0.221	0.000		0.798			0.798		0.798	
Support Pay	1.352	1.335	(0.017)		4.014		0.025	4.039		3.875	(0.164)
Other Employee Costs	0.006	0.006	0.000		0.036			0.036		0.036	
Unfunded Pensions	0.179	0.268	0.089		0.738			0.738		0.738	
	6.418	6.223	(0.195)		22.644	0.000	0.008	22.652		22.293	(0.359)
Strategic Management	0.008	0.005	(0.003)		0.033	(0.005)	0.020	0.048		0.048	
Unallocated Budgets			0.000		0.000	0.399		0.399		0.090	(0.309)
	0.008	0.005	(0.003)		0.033	0.394	0.020	0.447		0.138	(0.309)
USAR - Total	0.243	0.210	(0.033)		0.880			0.880		0.880	
Ops - HQ	0.046	0.027	(0.019)		0.372	(0.179)	(0.008)	0.185		0.185	
Ops - Districts	0.000	0.001	(0.001)		0.000			0.000		0.000	
Approved Centre	0.002	0.002	0.000		0.009			0.009		0.009	
Training Dept	0.213	0.173	(0.040)		0.616			0.616		0.616	
	0.504	0.413	(0.091)		1.877	(0.179)	(0.008)	1.690		1.690	0.000
Perf Mngt	0.064	0.041	(0.023)		0.131	(0.046)	0.039	0.124		0.124	
PPP - Org Dev	0.060	0.032	(0.028)		0.247	(0.043)		0.204		0.204	
Ops Policy	0.019	0.004	(0.015)		0.070	(0.006)		0.064		0.064	
Personnel	0.081	0.060	(0.021)		0.313	(0.035)		0.278		0.278	
PPP - FRA Costs	0.039	0.019	(0.020)		0.130			0.130		0.130	
	0.263	0.156	(0.107)		0.891	(0.130)	0.039	0.800		0.800	0.000
Ops Logistics	0.350	0.354	0.004		1.010	0.007		1.017		1.017	
Fleet	0.166	0.193	0.027		0.550			0.550		0.550	
ICT	0.384	0.391	0.007		0.959	(0.032)	0.255	1.182		1.182	
Facilities Mngt	0.543	0.511	(0.032)		1.576			1.576		1.576	
HQ Catering	0.000	0.002	0.002		0.000			0.000		0.000	
Legal Services	0.018	0.000	(0.018)		0.060			0.060		0.060	
Insurances	0.000	0.000	0.000		0.312	(0.023)		0.289		0.289	
Finance (FRS)	0.039	0.034	(0.005)		0.121	(0.002)		0.119		0.119	
Finance SLA	0.052	0.024	(0.028)		0.183	(0.005)		0.178		0.178	
	1.552	1.509	(0.043)		4.771	(0.055)	0.255	4.971		4.971	0.000
Capital Financing	0.112	0.000	(0.112)		2.400			2.400		2.400	
FireControl Project	0.000	0.000	0.000		0.000			0.000		0.000	
Firelink Service Charges			0.000		0.243		(0.243)	0.000			
Special Grants	(0.460)	(0.460)	0.000		(1.664)	(0.030)		(1.694)		(1.694)	
	(0.348)	(0.460)	(0.112)		0.979	(0.030)	(0.243)	0.706		0.706	0.000
	8.397	7.846	(0.551)		31.195	0.000	0.071	31.266		30.598	(0.668)
from Development Reserves	0.000	0.000	0.000		0.000		(0.071)	(0.071)		(0.071)	
from other Earmarked Reserves			0.000					0.000			
	8.397	7.846	(0.551)		31.195	0.000	0.000	31.195		30.527	(0.668)

Hereford & Worcester Fire and Rescue Authority

Policy & Resources Committee

CAPITAL BUDGET MONITORING REPORT 2011/12 : TO END OF :

July 2011 (Period 04)

Scheme	Budget	Actual	Commitments	Total	Remainder
Vehicles					
091 - Pinzgauer Routine Replacement 4WD	52,000	0	0	0	52,000
092 - Argocat Routine Replacement Off Road	26,000	0	44	44	25,956
105 - Routine Pump Replacement 2011/12	820,000	0	419,100	419,100	400,900
115 - Replacement 4 x 4 2011 - 2012	59,000	0	0	0	59,000
116 - Line Rescue Vehicle Fit Out	28,000	0	0	0	28,000
Total	985,000	0	419,144	419,144	565,856
Major Building					
012 - Pebworth	74,630	7,750	50,642	58,392	16,238
Total	74,630	7,750	50,642	58,392	16,238
Minor Schemes - Property					
023 - Legionella Engineering Works	9,235	1,670	0	1,670	7,565
054 - Motorised Bay Doors	22,000	21,450	0	21,450	550
068 - Evesham Flat Roof	640	0	0	0	640
069 - Stourport Flat Roof	550	0	0	0	550
072 - Ewyas Harold Resurface Yard	2,241	0	0	0	2,241
083 - SRT Storage	71,160	23,505	22,990	46,495	24,665
084 - RPE Cylinder Strategy	59,606	14,820	37,685	52,505	7,101
095 - Diversity Compliant Rest Facilities Kidderminster- Hereford	58,880	0	0	0	58,880
096 - Property Work from Health and Safety Audit	36,646	29,803	0	29,803	6,843
097 - Air Conditioning ICT Work	2,606	0	0	0	2,606
100 - Evesham Refurbishment	8,779	195	0	195	8,584
110 - Upgrade to Lifts to Comply with Legislation	25,000	6,821	13,000	19,821	5,179
112 - Fire Extinguisher Replacements	12,000	0	11,877	11,877	123
113 - Replacement Windows	81,600	0	0	0	81,600
Totals	390,943	98,264	85,553	183,817	207,126
Minor Schemes - IT					
004 - Comp Systems Computer Purchases	37,673	4,504	145	4,649	33,024
005 - Comp Systems Computer Software	6,964	0	0	0	6,964
034 - Developments	4,281	0	0	0	4,281
063 - PBX Digital Telephony	10,283	1,980	5,859	7,839	2,444
074 - Command and Control Assurance	19,000	0	19,000	19,000	0
076 - HQ Network Infrastructure Enhancements	62	0	0	0	62
106 - Business Continuity (ITC)	30,000	0	0	0	30,000
107 - Citrix Farm Updates	15,000	0	0	0	15,000
109 - Network Quality of Service Enablement	23,000	11,941	0	11,941	11,059
Totals	146,263	18,425	25,004	43,429	102,834
Minor Schemes - Other					
001 - IT VDMS	20,011	3,312	0	3,312	16,699
011 - Finance System	2,812	0	26	26	2,786
051 - Human Resource Information System	14,304	0	0	0	14,304
078 - Respiratory Protective Equipment	11,082	0	120	120	10,962
093 - CFRMIS 5 Web based package	3,550	2,700	850	3,550	0
101 - Intel Application	13,700	0	0	0	13,700
102 - Water Rescue PPE	25,000	18,217	6,783	25,000	0
103 - Fire Control Replacement	800,000	83,059	415,745	498,805	301,195
114 - Finance System Budgeting Module	38,000	28,146	9,600	37,746	254
Totals	928,459	135,434	433,125	568,559	359,900
Total Minor Schemes	1,465,665	252,123	543,682	795,805	669,860
Capital Budget	2,525,295	259,873	1,013,468	1,273,341	1,251,954
Not Yet Allocated					
998 - Unallocated Major Buildings	7,183,656				7,183,656
999 - Unallocated Minor Schemes	406,467				406,467
Total	7,590,123	0	0	0	7,590,123
Capital Strategy	10,115,418	259,873	1,013,468	1,273,341	8,842,077

7. Treasury Management Activities 2010/11

Purpose of report

1. To review Treasury Management Activities for 2010/11.
-

Recommendation

The Treasurer recommends that the report be noted.

Introduction and Background

2. Current Fire and Rescue Authority (FRA) Financial Regulations require that Treasury Management Activities are reviewed by Members twice a year.

Treasury Management Activities

3. Banking arrangements for the FRA, in respect of lending and borrowing, are carried out by Worcestershire County Council under a Service Level Agreement.
4. At 31 March 2010 the FRA had long-term debt totalling £14.963m, of which £0.525m was repayable within 2010/11. The £0.525m has been repaid reducing the balance outstanding at the end of March 2011 to £14.438m.
5. During the year the FRA response to the prevailing conditions within the money markets has been to continue to reduce risk by running down cash balances in lieu of further borrowing. As a consequence no additional long term debt has been taken in either half of 2010/11.
6. Surplus cash is invested on a day-to-day basis under a Service Level Agreement with Worcestershire County Council. The average interest rate achieved in 2010/11 for the second half year was 0.26%.
7. As advised by the previous Treasurer the FRA continues to follow a risk averse policy regarding borrowing and investment. With long term borrowing averaging around 5% and deposits yielding around 0.3% it makes sense to refrain from borrowing whilst cash balances are available.
8. As part of the defined investment risk strategy FRA funds are currently deposited with the Bank of England, and WCC Treasury Management keeps this policy under constant review.

9. Historically performance has been measured against the “7-Day London Inter-bank Bid Rate” (LIBID) as a benchmark. However, the very low risk strategy evolved for FRA investment means that at present this measure is less meaningful. The relevant figure for the second half of 2010/11 was an average of 0.43%.
10. However, with investment rates remaining as low as they currently are, a less prudent risk strategy might only yield £7-10,000 additional income but with significantly higher risk attached.

Prudential Code Indicators

11. In considering the budget and precept for the year the FRA approves indicators and limits in respect of capital expenditure, borrowing and revenue consequences.
12. These are set by the FRA, as part of the overall budget setting process, in February prior to the start of the financial year.
13. Appendix 1 sets out the relevant indicators as approved and as they out-turn, and demonstrates that they are within the limits of the Medium Term Financial Plan.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are financial issues that require consideration	No	

Legal Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	No	

Additional Considerations

14. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	No	

Supporting Information

Appendix 1 - Prudential Indicators 2010/11 Out-turn

Contact Officer

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Prudential Indicators 2010/11 Out-turn

Introduction

The Prudential Code for Capital Finance in Local Authorities (Prudential Code) has been developed by the Chartered Institute of Public Finance and Accountancy (CIPFA) to provide a code of practice to underpin the new system of capital finance embodied in Part 1 of the Local Government Act 2003.

The key objectives of the Prudential Code are to ensure that capital investment plans are affordable, prudent and sustainable.

The Prudential Code supports a system of self-regulation that is achieved by the setting and monitoring of a suite of Prudential Indicators that directly relate to each other. The indicators establish parameters within which the Fire and Rescue Authority (FRA) should operate to ensure the objectives of the Prudential Code are met.

Prudential Indicators

The Prudential Indicators for which the FRA is required to set limits are as follows:

1. Capital Expenditure

The actual amount of capital expenditure that was incurred during 2010/11 was as follows:

	2010/11 Original Feb 2010 £m	2010/11 Forecast Feb 2011 £m	2010/11 Actual £m
Capital Expenditure	6.448	2.600	2.703
Operationally Leased Assets	0.204	0.204	0.067
	6.652	2.804	2.770

2. Ratio of Financing Costs to Net Revenue Stream

Financing Costs include the amount of interest payable in respect of borrowing or other long term liabilities and the amount the FRA is required to set aside to repay debt, less interest and investments income.

The actual Net Revenue Stream is the 'amount to be met from government grants and local taxation' taken from the annual Statement of Accounts, and the estimated figure is the FRA's budget net of any transfers to or from the balances.

The indicator only requires that the costs associated with capital expenditure are measured in this way. However the FRA has used, and may continue to use Operational Leasing as a cost effective method of acquiring vehicles. In the spirit of the Prudential Code these costs are included for comparative purposes.

	2010/11 Original Feb 2010 £m	2010/11 Forecast Feb 2011 £m	2010/11 Actual £m
Financing Costs	2.205	2.205	2.173
Net Revenue Stream	31.394	31.394	31.394
Ratio	7.02%	7.02%	6.92%

3. Capital Financing Requirement

The capital financing requirement is a measure of the extent to which the FRA needs to borrow to support capital expenditure. It does not necessarily relate to the actual amount of borrowing at any one point in time. The FRA arranges its treasury management activity via a Service Level Agreement (SLA) with Worcestershire County Council (WCC) which has an integrated treasury management strategy where there is no distinction between revenue and capital cash flow, and the day to day position of external borrowing and investments can change constantly.

The capital financing requirement concerns only those transactions arising from capital spending, whereas the amount of external borrowing is a consequence of all revenue and capital cash transactions combined together following recommended treasury management practice.

	Original Feb 2010 £m	Forecast Feb 2011 £m	Actual £m
Capital Financing Requirement (CFR) 31 March 2011	19.822	15.581	15.475

4. Authorised Limit

The Authorised Limit represents an upper limit of borrowing that could be afforded in the short term but may not be sustainable.

5. Operational Boundary

The Operational Boundary represents an estimate of the most likely, prudent, but not worst case scenario and provides a parameter against which day to day treasury management activity can be monitored.

The limits for these indicators set for 2010/11 and the final out-turn are given below, and it can be confirmed that the out-turn figure represents the maximum borrowing at any point in the year, i.e. the Authorised limit was not exceeded.

	2010/11 £m
Authorised Limit	29.000
Operational Boundary	26.000
Actual Borrowing 31 March 2011	14.438

6. Fixed Interest Rate Exposures

The FRA set an upper limit on its fixed interest rate exposures as follows:

<u>Fixed Interest Rate Exposure</u>	2010/11 £m
Upper Limit	29.000
Actual Borrowing 31 March 2011	14.438

7. Variable Interest Rate Exposures

The FRA set an upper limit on its variable interest rate exposures, however all current borrowing is at fixed rates.

8. Maturity Structure of Borrowing

The upper and lower limits for the maturity structure of borrowings are as follows:

<u>Period of Maturity</u>	Lower Limit	Upper Limit	Actual
Under 12 months	0.000	3.610	1.467
12 months and within 24 months	0.000	3.610	0.000
24 months and within 5 years	0.000	7.219	1.834
5 years and within 10 years	0.000	10.829	3.000
10 years and above	3.620	13.716	8.137

8. Draft IRMP Action Plan 2012/13

Purpose of report

1. To provide the Policy and Resources Committee with details of the process for the 2012/13 IRMP Action Plan.
-

Recommendation

The Chief Fire Officer recommends that the 2012/13 IRMP Action Plan be considered and/or amended for submission to the Fire and Rescue Authority.

Introduction and Background

2. In accordance with the latest Fire and Rescue National Framework, Hereford & Worcester Fire and Rescue Authority developed a 3 year Integrated Risk Management Plan (IRMP) to be delivered over the period 2009/12. This plan and resultant Action Plan for 2011/12 will be complete by the end of March 2012. It is anticipated that the new National Framework will provide a different direction to Fire Services and be less directive than the current National Framework.
3. The Service has developed a one year IRMP Action Plan for 2012/13. This action plan is based upon continuing the current Action Plan (2011/12) which is aimed at aligning the available resources to meet risk and the need to meet challenging financial pressures.
4. In order to comply with the Government's adopted Code of Practice for consultation, a 12 week period of consultation will take place from 28 September 2011. The Authority will consult a wide variety of individuals, groups and partnerships from across the two counties to get a view on the proposals outlined in the draft 2012/13 IRMP Action Plan.

Proposals

5. The five draft recommendations proposed for 2012/13 are:
 1. During 2012/13 we will deliver the outcomes of the 2011/12 review of Community Safety, which sought to identify methods for targeting the Services resources more effectively in this area.
 2. During 2012/13 we will implement the agreed changes that result from the review of the current operational training strategy and provision.

3. The 2011/12 IRMP Action Plan identified specific elements of fire cover within the Service including resources, which would be reviewed in 2011/12. In 2012/13 we will review fire cover across the remainder of the Service.
4. We will continue to develop further opportunities to consolidate our collaboration with Shropshire and Wrekin Fire & Rescue Authority (SWFRA).
5. We will review the provision of road traffic collision (RTC) equipment across the Service and implement any appropriate changes in order to improve the service we provide to the community.

Conclusion/Summary

6. The recommendations for the draft IRMP Action Plan 2012/13 will proceed into formal consultation after FRA approval. This will enable feedback from consultation to be reviewed and assessed prior to final approval by the Fire and Rescue Authority.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	Y	Paragraph 4 & 5

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	Y	Entire document

Additional Considerations

7. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	Y	Paragraph 4 & 5 resources required to carry out reviews and consultation.
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Y	Entire Document
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	N	
Consultation with Representative Bodies	Y	Paragraph 4 & 5,

Supporting Information

Appendix 1: 2012/13 IRMP Annual Action Plan Summary of Proposed Recommendations

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2012/13 IRMP Annual Action Plan

Summary of Proposed Recommendations

<i>Proposed Recommendation</i>	<i>Background</i>
<p><u><i>Recommendation 1</i></u></p> <p><i>During 2012/13 we will deliver the outcomes of the 2011/12 review of Community Safety, which sought to identify methods for targeting the Service's resources more effectively in this area.</i></p>	<p><i>The Service is committed to improving the safety of the communities in Herefordshire and Worcestershire, particularly those most at risk. The Service engages in a wide range of community safety activities across both counties.</i></p> <p><i>The 2011/12 IRMP Action Plan included a comprehensive review of the resources allocated to this work against the evidence available to the Service. This was to ensure that the available resources are appropriately utilised, based upon risk. It is expected that this review will inform the future focus of community safety activity and will optimise the Service's use of the available resources.</i></p>
<p><u><i>Recommendation 2</i></u></p> <p><i>During 2012/13 we will implement the agreed changes that result from the review of the current operational training strategy and provision.</i></p>	<p><i>The Services 2011/12 IRMP Action Plan includes a comprehensive review of the Service's training and development provision. This recommendation is also linked to the provision of adequate training facilities, through the Asset Plan.</i></p>
<p><u><i>Recommendation 3</i></u></p> <p><i>The 2011/12 IRMP action plan identified specific elements of fire cover within the Service including resources, which would be reviewed in 2011/12. In 2012/13 we will review fire cover across the remainder of the Service.</i></p>	<p><i>The Service has a duty to ensure that:</i></p> <ul style="list-style-type: none"> <i>i) The deployment of available resources best reflects the risk profiles and needs of the communities across both Counties.</i> <i>ii) The community is provided with a response that is flexible, resilient and appropriate across the entire Service area.</i>

<p><u><i>Recommendation 4</i></u></p> <p><i>We will continue to develop further opportunities to consolidate our collaboration with Shropshire and Wrekin Fire & Rescue Authority (SWFRA).</i></p>	<p><i>An agreement is in place between the Authorities and Officers of both Services to actively investigate mutually beneficial options for collaboration.</i></p>
<p><u><i>Recommendation 5</i></u></p> <p><i>We will review the provision of road traffic collision (RTC) equipment across the Service and seek to implement any appropriate changes in order to improve the service provide to the community.</i></p>	<p><i>Currently 18 of the Service's 43 pumping appliances carry "heavy rescue" RTC equipment, the remaining appliances carry "standard rescue" equipment, for dealing with a road traffic collision. This currently means that the first appliance attending may or may not carry heavy rescue equipment, which offers an enhanced capability.</i></p> <p><i>During the forthcoming contract renewal of RTC equipment, we will review this provision to determine whether the capability can be improved or extended.</i></p>

9. IRMP Recommendation 3 – Reduction of Attendances at Automatic Fire Alarms

Purpose of report

1. To deliver the outcomes of the review from the IRMP 2011/12 Action Plan - Recommendation 3, which states:

“We will reduce our attendance at false alarms caused by Automatic Fire Alarms (AFAs) after a review of our policies and procedures and the implementation of our findings.”

Recommendation

The Chief Fire Officer recommends that the Policy and Resources Committee consider this report and endorse further engagement with stakeholders in order to support a future FRA submission.

Introduction

2. IRMP 2011/12 Action Plan - Recommendation 3, proposed a review and the potential for subsequent changes to established practices to reduce the number of attendances that Hereford & Worcester Fire and Rescue Service (HWFRS) makes to unwanted fire signals (UwFS). This review has been completed and highlights where efficiencies (both financial and capacity based) can be made. It assists in future decision making through the provision of data, statistical analysis, staff engagement and anecdotal evidence from national practise that highlight the issues.
3. This recommendation and review was consulted on in 2010, as part of the IRMP action plan consultation for 2011/12 and subsequently approved by the Authority. The recommendation not only stated the intent to review this issue, but to also implement outcomes based upon its findings in order to reduce the level of attendances at this type of incident. It is proposed that prior to submission to a future Fire Authority meeting that further engagement is undertaken with those external stakeholders most likely to be affected by the proposed changes in this review.
4. The Service currently attends over 3,000 AFAs per year, of which only a very small fraction subsequently turn out to be “real” fires. Firefighting action was only used to extinguish 25 incidents out of 6,067 incidents that originated as AFA calls (0.4% of AFA calls) over a recorded two year period.
5. It is also worthy of note that these incidents currently often involve multiple vehicle deployments per incident, therefore any changes in current practice may

have a greater effect than one appliance per incident and realise a proportionally greater level of efficiency.

Findings of the Review

6. This review challenges existing practises and highlights areas that could be more efficient in relation to the Service's attendance at incidents reported as fire alarms actuating and which subsequently turn out to be false alarms. Areas that have been considered include:
 - Pre-Determined Attendances (PDA) and mobilising criteria
 - Risk categorisation and premises type
 - Time of day considerations
 - Unoccupied premises
 - Call filtering
 - Repeat offenders
 - Cost recovery
7. The findings of this review (Appendix 1) identifies a series of proposals which would realise a significant reduction in the number of Unwanted Fire Signals (UwFS) or Automatic Fire Alarms (AFAs) the Service attends. The key recommendations of this review can be found on pages 43 and 44 of Appendix 1.
8. In summary it is proposed that Pre-Determined Attendances are reduced to one appliance only in most cases, call filtering is implemented, certain premises types are no longer attended (unless a fire is confirmed) and repeat offenders are more stringently dealt with. This is broadly in line with the approach now being taken by many other FRSs around the country.

Conclusion/Summary

9. Implementation of the recommendations of this review will realise a reduction in costs to the Service, however the main area of improvement will be the release of staff capacity enabling a greater focus on other priorities; such as training and community safety. There will also be a substantial reduction in vehicle movements of emergency response vehicles on the roads of both counties. This reduces the inherent risk to the public and our staff under these conditions and realises the associated efficiencies of less road journeys.
10. The review has identified that only a very small proportion of calls originating as AFAs result in "real" fires requiring Firefighting action. Most of these calls (AFAs becoming fires) receive duplicate or multiple calls identifying that it is a fire and not only an alarm actuating. Where any call is received indicating a fire or other related cause (smoke or smell of burning, etc) by a person, then a full emergency response will always be made. This review and recommendations only apply to those calls (approximately 3,000 per year), where the caller is requesting the attendance of the Service to an alarm actuating. In many cases where higher risk is identified (sheltered housing, domestic premises etc) the Service will still continue to respond.

11. Further engagement with external stakeholders will allow the Service to reduce any misunderstanding and ensure that those who are potentially affected by these proposals are aware of their responsibilities and the impact of these proposals.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	No	

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	Yes	App 1

Additional Considerations

12. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Y	Entire report
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	Y	Entire report
Consultation with Representative Bodies	Y	Further engagement required post P&R

Supporting Information

Appendix 1: IRMP 2011-12 Action Plan Recommendation 3, Review of Attendance at False Alarms caused by Automatic Fire Alarms

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IRMP 2011-12 Action Plan Recommendation 3

Review of Attendance at False Alarms caused by Automatic Fire Alarms

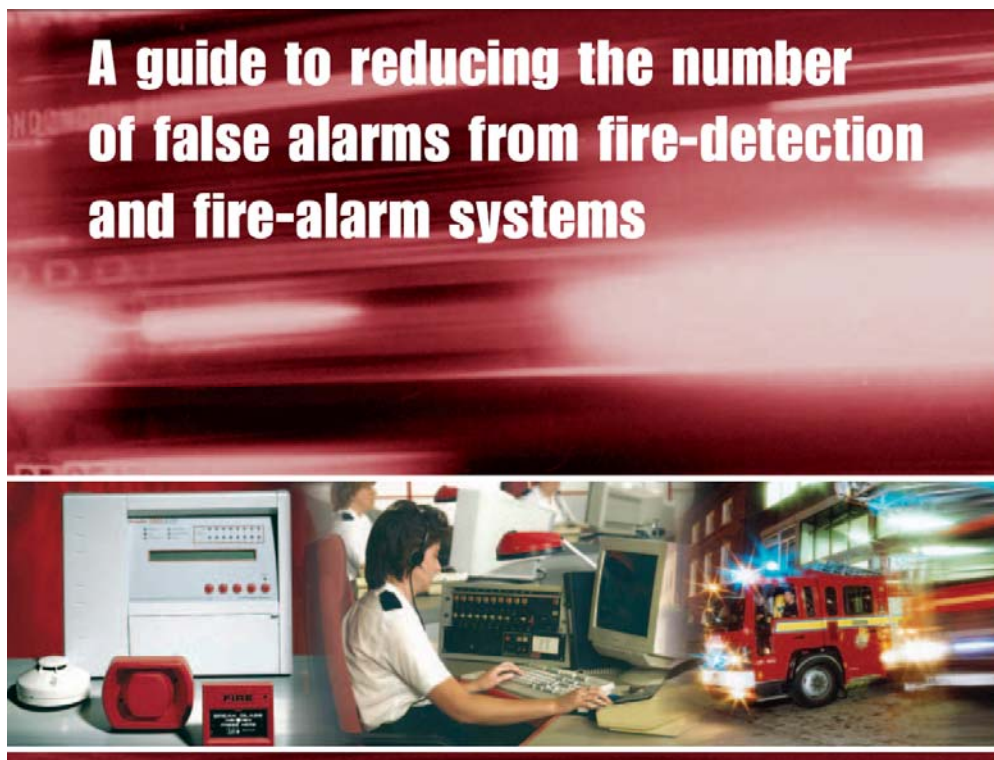


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IRMP 2011-12 Action Plan Recommendation 3

IRMP Action Plan 2011-12 Recommendation 3

We will reduce our attendance at false alarms caused by Automatic Fire Alarms (AFAs) after a review of our policies and procedures and the implementation of our findings.

Executive Summary

This review proposes changes to established practices that will reduce the number of attendances that Hereford & Worcester Fire and Rescue Service (HWFRS) makes to unwanted fire signals (UwFS). The review highlights where efficiencies can be made and assists in future decision making by providing data, statistical analysis and anecdotal evidence from national practice that highlight the issues.

In broad terms, challenges to existing practice and the demonstration of efficiencies are highlighted and defined as “Recommendations for Change”, Section 4 within this report. These are categorised within the following headings:

1. PDA and mobilising
2. Risk categorisation
3. Time of day considerations
4. Unoccupied premises
5. Call filtering
6. Repeat offenders
7. Cost recovery

Fundamental to this review is the principle that for any Automatic Fire Alarm (AFA) incident where a fire is confirmed, a full emergency response will be mobilised.

**IRMP 2011-12 Action Plan
Recommendation 3**

1. Introduction

- 1.1 The trend towards increasing numbers of false alarms generated by AFA systems has prompted a review of our current policy and procedures, as part of the IRMP Action Plan. HWFRS attended over 6,000¹ incidents from AFAs in the last two years (over one third of all incidents), the result of which was over 7,000 vehicle mobilisations and the associated costs in both financial terms and capacity.
- 1.2 There are many tangible benefits to a reduction in attendances by Service personnel to AFA activations. By reducing attendance at AFAs the risk to the public and firefighters during emergency response will be reduced. Reduced AFA attendances will also enable more resources to remain available for confirmed emergency calls. Capacity that is freed from these AFA attendances can be utilised to deliver community safety activities, training, or maintaining equipment in readiness for emergencies.
- 1.3 Whilst Recommendations for Change are demonstrated within this report, they are balanced against community and business risk.
- 1.4 Calls to AFAs are rarely the same as calls to fires. By changing the way the Service deals with AFAs in the future, a significant and unnecessary burden will be released from both the workload of our frontline firefighters and associated fire appliances, whilst also realising a revenue saving.
- 1.5 Mobilisation to certain types of premises as identified in this report will need to continue based on professional judgement and evidence contained within this document. This is due to the link between these premises and national fire death and injury statistics. Other premises types have a legal responsibility to maintain and manage their alarm systems appropriately, and to this end HWFRS may choose not to attend these premises until a fire can be confirmed. HWFRS will also choose to look at time of day recommendations where attendance is aligned to day or night risk activities.
- 1.6 The number of fire appliances sent to an AFA – the Pre-Determined Attendance (PDA) – will be reduced to minimise the number of vehicle movements in total.
- 1.7 Reducing PDAs for AFA incidents to one appliance will also maintain fire cover for other emergencies in the two-appliance (or three-appliance) station areas, resulting in fewer cover moves being made

¹ Refers to incidents that were classed as Automatic Fire Alarm Systems at time of call. See Appendices 1 and 5 for explanation of terminology for Automatic Fire Alarms and Unwanted Fire Signals

IRMP 2011-12 Action Plan

Recommendation 3

from neighbouring fire stations. Reducing the carbon footprint will also assist HWFRS with its environmental/fuel efficiency strategy (IRMP Action Plan Recommendation 7).

- 1.8 Retained and Day Crewed (“on call”) staff often provide a crew for the second pump in wholetime station areas, where the majority of AFA/unwanted fire signals occur (See Appendix 1 Fig 5b). As well as financial return in relation to reduced turn out costs for RDS, an associated benefit will be that employers of RDS staff in the community will not lose their workforce on a regular and unnecessary basis.
- 1.9 Reducing attendances or not attending AFAs during the day, for example, will also demonstrate a common sense approach. Most premises will have someone available to investigate the cause of the alarm, who can then confirm if a fire has occurred during the day time. HWFRS will then be able to respond to a confirmed fire, not just an alarm sounding, and send the appropriate number of firefighters and fire appliances immediately, confident that there is a real incident to deal with.

**IRMP 2011-12 Action Plan
Recommendation 3**

2. Recommendations

Pre-Determined Attendance (PDA) and Mobilising (Page 18)

Recommendation 1	All Pre-Determined Attendances to AFA calls to be one appliance only except where risk factors and Intel information indicate otherwise.
Recommendation 2	Implement robust call filtering in Control to ensure that persons calling in response to alarm actuations at lower risk premises are requested to investigate further the cause of the alarm (see Recommendation 8).
Recommendation 3	Implement return en route as a policy, when a caller confirms any previous call as now a false alarm. This could be applied to all incident types.
Recommendation 4	All responses to AFAs to be at normal road speeds unless the Officer in Charge of the appliance deems otherwise.

Premises Type (Risk Categorisation) (Page 20)

Recommendation 5	<p>Attendance at:</p> <ul style="list-style-type: none">• Dwellings (includes houses in multiple occupation, flats) schools, residential care and other residential (includes special units, sheltered housing, hotels, hostels). <p>Non attendance at:</p> <ul style="list-style-type: none">• Hospitals and non residential (includes offices, shops, factories, warehouses, other buildings).
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Time of day considerations (Page 22)

Recommendation 6	As well as the restriction on the types of premises that the Service attends as identified within Recommendation 5 (Premises Type), the Service can add further restrictions on FRS attendance based on the time of day. It is recommended that this is considered for implementation after a 12 month review of the adopted changes.
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Unoccupied premises (Page 25)

Recommendation 7	Do not attend unoccupied premises. Key holder to investigate and ring 999 if signs of fire discovered, unless identified as a specific risk through the Intel process.
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**IRMP 2011-12 Action Plan
Recommendation 3**

Call filtering (Page 26)

Recommendation 8	<p>Apply full filter² procedure to AFA calls from non-residential premises and hospitals. This complements Recommendation 5.</p> <p>Apply light filter³ procedure to AFA calls from dwellings, schools, residential care and other residential properties. This complements Recommendation 5.</p>
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Repeat offenders (Page 28)

Recommendation 9	<p>No attendance to be made to repeat offenders, following Technical Fire Safety intervention, unless a confirmed fire is reported.</p>
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Cost recovery (Page 29)

Recommendation 10	<p>The Authority will not adopt a 'Charging for AFA' policy. The Authority will no longer attend repeat offenders' premises in preference to charging (see Recommendation 9).</p>
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² A full filter involves questioning the caller to establish if the cause of the AFA is known. If the answer is no, the caller is informed that no attendance will be made, the cause should be investigated and a 999 call is required if a fire is confirmed.

³ A light filter involves questioning the caller to establish if the cause of the AFA is known before mobilising, whilst a preliminary mobilisation is normally underway.

3. Findings based on Statistics

NB The national Incident Recording System (IRS) was introduced in January 2009. For the purpose of this review, to ensure that quoted statistics are consistent and directly comparable, all figures quoted are taken from the IRS over the two year period March 2009 to February 2010 and March 2010 to February 2011, unless otherwise stated. For this reason, figures may vary from previously quoted statistics with differing date ranges.

- 3.1.1 From March 2010 to February 2011, just over 8,000 incidents occurred in HWFRS area. Of those, approximately 3,000 (37.9%) were AFA System incidents at the time of call, with 123 (4.1%) of these 3,000 going on to become Primary Fires.
- 3.1.2 Of the 123 incidents, only 37 (1.2%) required any intervention by firefighters, and there were 16 people classed as “casualties”, with all but one occurring in a dwelling or other residential classed property.
- 3.1.3 For incidents that were finally classified as unwanted fire signals in 2010-11, 38% occurred in properties classed as dwellings with another 20% occurring in other residential classed properties.

3.2 *Unwanted Fire Signals (UwFS) from premises types other than Dwelling⁴*

- 3.2.1 Whilst the number of unwanted fire signals from AFA systems has generally declined in premises other than Dwellings, there have been two noticeable areas where increases have occurred:
 - i. Warehouses and bulk storage (10.4% increase).
 - ii. Hospitals (19.2% increase).
- 3.2.2 There was a 17.6% increase for buildings categorised as Public Administration, Security and Safety. Although this is a large percentage increase it is only due to 9 more unwanted fire signals (see Fig 17 on page 11).

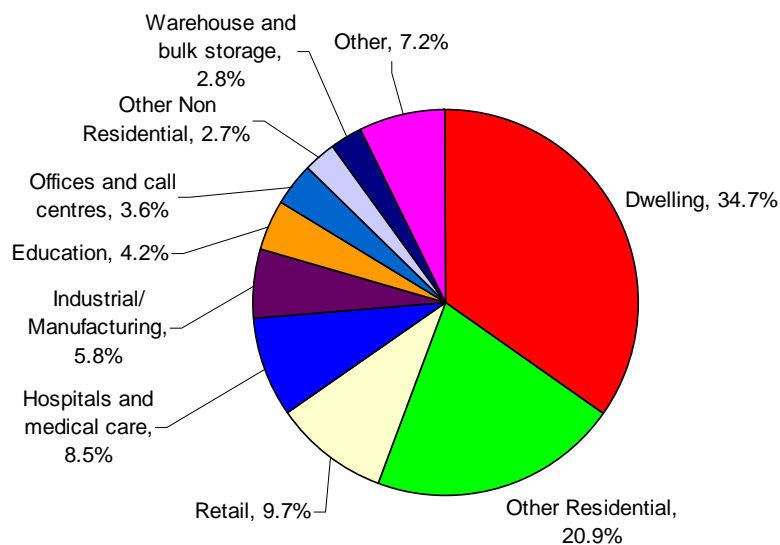
⁴ (See Appendix 4 for IRS property types)

IRMP 2011-12 Action Plan Recommendation 3

Fig 17 Unwanted Fire Signals (that were AFAs at time of call) – broken down by property type⁵

Custom Property Type	Mar-09- Feb-10	Mar-10- Feb-11	Grand Total	as % of all property types	% increase/ decrease
Dwelling	898	1144	2042	34.7%	27.4%
Other Residential	644	584	1228	20.9%	-9.3%
Retail	312	256	568	9.7%	-17.9%
Hospitals and medical care	229	273	502	8.5%	19.2%
Industrial/Manufacturing	170	170	340	5.8%	0.0%
Education	141	107	248	4.2%	-24.1%
Offices and call centres	113	101	214	3.6%	-10.6%
Other Non Residential	77	82	159	2.7%	6.5%
Warehouse and bulk storage	77	85	162	2.8%	10.4%
Public admin, security and safety	51	60	111	1.9%	17.6%
Entertainment and culture	52	40	92	1.6%	-23.1%
Sporting venues	37	25	62	1.1%	-32.4%
Food and drink	27	23	50	0.8%	-14.8%
Industrial Processing	16	14	30	0.5%	-12.5%
Vehicle Repair	16	5	21	0.4%	-68.8%
Non residential industrial processing	8	10	18	0.3%	25.0%
Laboratory/research Establishment	9	7	16	0.3%	-22.2%
Non residential religious	3	4	7	0.1%	33.3%
Public Utilities	4	0	4	0.1%	-100.0%
Transport buildings	0	3	3	0.1%	
Car	0	1	1	0.0%	
Car Parks	1	1	2	0.0%	0.0%
Private Garage	0	2	2	0.0%	
Nurseries, market garden		1	1	0.0%	
Other outdoor equipment and machinery	2	0	2	0.0%	-100.0%
TOTAL	2887	2998	5885		

Fig 18 Unwanted Fire Signals (that were AFAs at time of call) – two years – broken down by property type



⁵ note: all numbering for Figures in this document refers to Figures set out in the Appendices

IRMP 2011-12 Action Plan

Recommendation 3

3.2.3 The general decline in AFAs from non-domestic premises may be attributable to targeted intervention work from Technical Fire Safety officers over recent years.

3.2.4 Case Study:

A notable success was achieved in the Cathedral Plaza shopping centre in Worcester, where fitting a new alarm system, retraining staff and extending the delay to allow security staff to investigate the cause of the alarm, has resulted in a reduction of unwanted fire signals by 96%. Not only has this been of benefit to HWFRS, but the shops and businesses have experienced less disruption, where evacuations of the premises equate to lost trade (source: Technical Fire Safety Department South District).

3.3 *Unwanted Fire Signals (UwFS) from Dwellings*

3.3.1 There has been a significant increase in the number of unwanted fire signal calls from Dwellings which make up 34.7% of all AFAs, which has proportionally increased by 27.4% last year compared to the previous year (see Figs 17 and 18 on page 9).

3.3.2 When considering measures to address this trend it needs to be taken into account that this is the premises type where the majority of fire deaths and injuries can occur.

3.3.3 HWFRS responded to 6,067 calls from AFAs in the two year period from March 2009 to February 2011 (See Fig 3 on page 13).

3.3.4 Case Study:

Crews in Worcester station ground attended 1,534 unwanted fire signals in the same two year period. With an average time of 20 minutes taken for each incident, this equates to a cumulative commitment of more than 2550 person hours (equivalent to over 56 day shifts for a crew of 5). This figure could easily be doubled, as many incidents involved the attendance of more than one fire appliance.

IRMP 2011-12 Action Plan Recommendation 3

Fig 3 AFAs and interventions over 2 years

Incident Type	Mar-09-Feb-10	Mar-10-Feb-11	Grand Total
Total incidents	8020	8165	16185
Total AFAs (incl. smoke alarms)	2973	3094	6067
Total AFAs as % of all incidents	37.1%	37.9%	37.5%
Total Primary Fires resulting from AFAs	125	123	248
AFAs resulting in Primary Fires, as % of all AFAs	4.2%	4.1%	4.1%
Incidents where some intervention by FRS Personnel ⁶	52	37	89
Intervention as % of all AFAs	1.7%	1.2%	1.5%
Incident where CABA ⁷ used	11	16	27
CABA used in AFAs resulting in Primary Fires as % of all AFA's⁸	0.4%	0.5%	0.5%

3.4 Demographic and Geographic Issues

3.4.1 Over the last two years, unwanted fire signals have accounted for nearly half of all incidents within HWFRS; approximately 47.1% (see Fig. 4 below). This figure will include incidents that were not necessarily AFAs initially.

Fig 4 Unwanted Fire Signals as a percentage of all incidents over 2 years⁹

IncType/SubType	Mar-09-Feb-10	Mar-10-Feb-11	Grand Total	Percentage
Chimney Fire	230	272	502	3.1%
Fire alarm due to Apparatus	2762	2903	5665	35.0%
Good Intent False Alarm	911	860	1771	11.0%
Malicious False Alarm	107	76	183	1.1%
Primary Fire	1206	1191	2397	14.8%
Secondary Fire	1000	1052	2052	12.7%
Special Service	1804	1811	3615	22.3%
Total UwFS	3780	3839	7619	47.1%
Grand Total	8020	8165	16185	

3.4.2 The problem of unwanted fire signals is most acute within the three station areas of Worcester, Redditch and Hereford, where approximately half (52%) of all UwFS occurred over the last 2 years (see Appendix 1 Fig 6).

⁶ this could be a bucket of water, isolation of fuel supply

⁷ Compressed Air Breathing Apparatus

⁸ instances of wearing BA were for respiratory protection rather than firefighting

⁹ This table is taken from an incident dataset that contains all incidents, including those that did not start as an AFA.

See Appendices 1 and 5 for explanation of terminology for Automatic Fire Alarms and Unwanted Fire Signals

IRMP 2011-12 Action Plan Recommendation 3

3.4.3 This is due to most unwanted fire signals originating from areas that are concentrated within the larger conurbations. However, for the whole Service area, 84.1% of unwanted fire signals occurred in the eight wholtime station areas over the last 2 years (See Fig 5 below).

Fig 5 Unwanted Fire Signals by Station Ground of Incident over 2 years

Station	Fire alarm due to Apparatus	Good Intent False Alarm	Malicious False Alarm	Total UWFS	All incidents	UWFS % All
Worcester	1227	282	25	1534	2847	54%
Redditch	866	244	28	1138	2212	51%
Hereford	747	197	29	973	1940	50%
Kidderminster	592	189	41	822	1783	46%
Bromsgrove	441	164	14	619	1300	48%
Droitwich	317	131	4	452	892	51%
Malvern	281	113	8	402	828	49%
Evesham	293	86	10	389	788	49%
Stourport	151	57	7	215	560	38%
Ross-on-Wye	119	35	1	155	362	43%
Ledbury	130	32	1	163	337	48%
Leominster	73	32	5	110	323	34%
Pershore	126	33		159	313	51%
Bewdley	38	27	2	67	263	25%
Bromyard	77	20	1	98	255	38%
Upton upon Severn	29	45	1	75	238	32%
Whitchurch	10	19		29	151	19%
Broadway	69	4		73	116	63%
Kingsland	16	5		21	109	19%
Tenbury	10	6	3	19	98	19%
Eardisley	10	4	1	15	96	16%
Peterchurch	12	7		19	76	25%
Ewyas Harold	9	6		15	68	22%
Kington	4	10	1	15	66	23%
Fownhope	16	6		22	57	39%
Leintwardine		3		3	57	5%
Pebworth	2	14	1	17	50	34%
Grand Total	5665	1771	183	7619	16,185	

3.4.4 Dwellings (including flats and houses in multiple occupation) accounted for 34.7% of unwanted fire signals over the last two years, with a further 20.9% from Other Residential premises (special units, sheltered housing, hotels, hostels, etc.) – see Figs 17 and 18 on page 9.

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3.5 Fires

- 3.5.1 Over the last two years, over 95.3% of AFAs ultimately proved to be a false alarm (and were therefore unwanted fire signals).
- 3.5.2 Intervention of some kind was necessary in 4.7% of incidents that were reported as being AFA incidents. 4.1% of reported AFA incidents were primary fires (248 incidents out of 6067 AFA incidents) (see Fig.7 below).

Fig 7 AFA and Smoke Alarm incidents at receipt of call¹⁰ - as % of total

Incident type at Control	Inc. Type	Mar-09-Feb-10	Mar-09-Feb-10	Mar-10-Feb-11	Mar-10-Feb-11	Grand Total	Grand Total
AFAs & Smoke Alarms	False Alarm (UwFS)	2838	95.5%	2941	95.1%	5779	95.3%
	Primary Fire	125	4.2%	123	4.0%	248	4.1%
	Special Service	8	0.3%	28	0.9%	36	0.6%
	Chimney Fire		0.0%	2	0.1%	2	0.0%
	Secondary Fire	2	0.1%		0.0%	2	0.0%
	Grand Total	2973	100.0%	3094	100.0%	6067	100.0%

- 3.5.3 In 64.1% of occasions where a fire did occur (159 incidents), no firefighting action was necessary. An example may be where a small fire occurred under the grill and was extinguished prior to FRS arrival.
- 3.5.4 A hosereel jet or portable extinguisher was only used at 25 incidents out of 6,067 incidents that originated as AFA calls (0.4% of AFA calls) (see Appendix 1 Fig 20).
- 3.5.5 The remaining 64 incidents required various means of extinguishing the fire. These included smothering using tea towel, cup full of water, etc.
- 3.5.6 Over two thirds, 173 incidents (68.7%), of those AFA incidents where a fire occurred were either in Dwellings or Other Residential premises (see Appendix 1 Figs19 and 19a).

3.6 Efficient Use of Resources

- 3.6.1 The average time spent attending such calls is around 20 minutes per incident.
- 3.6.2 The associated interruption to prevention activity, training and work routines is more difficult to quantify; however during day time hours an associated loss due to this disruption must also be considered.

¹⁰ AFAs at receipt of call that end up as UwFS make up a proportion of all UwFS; the remaining calls that end up as UwFS started as a different incident type than AFA. Therefore total UwFS in 3.4.2 is higher than in 3.5.3

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- 3.6.3 Where RDS (on call) crews are mobilised there is a direct revenue cost in salaries for the personnel attending the station and those who subsequently ride the appliance.
- 3.6.4 Appendix 1 Fig 28 shows the variable cost of sending one RDS pump to an AFA lasting up to one hour, which is approximately £124.13. Savings would depend on the recommendations being adopted. However, the current cost of sending RDS to unwanted fire signals will be estimated once the recommendations have been agreed.
- 3.6.5 In addition to the financial impact, calls on RDS crews' time will have an impact on the releasing employers (predominantly during the day time).
- 3.6.6 The Service has an obligation to support the efficiencies required by the Comprehensive Spending Review. Significantly reducing the number of false alarms attended by front line appliances will contribute towards this, whilst still providing a fast and efficient response to all calls, where appropriate. It is important to ensure the best use of the available resources in all areas of activity.
- 3.6.7 Premises occupiers are obliged to take responsibility for managing their alarm systems, as stipulated by the BS 5839 Fire Alarms legislation. In the past, the Fire and Rescue Service has been helpful by attending, investigating the cause and assisting in resolving fire alarm issues. This is not the role of the Service.
- 3.6.8 Every time an appliance is mobilised there is a direct and indirect cost in terms of finance and capacity. It is imperative that these finite resources are focussed and available where needed to meet the highest levels of risk. Each call means the use of a large vehicle travelling on blue lights on our roads. Whilst staff are well trained and the risk mitigated, there is always an inherent risk carried by this type of activity, both to our staff and the public. The Service has an obligation to minimise this risk and ensure that these mobilisations are both essential and necessary.

3.7 *Hereford & Worcester Fire and Rescue historical perspective*

- 3.7.1 The current published policy was introduced in 2006, and was aligned to the Chief Fire Officers Association (CFOA) policy issued at that time. It is onerous and includes a chargeable registration scheme. This scheme delivered very little benefit to either the Service or the customer, although required a significant administrative commitment from HWFRS to monitor AFA activity daily, with no discernable reduction of AFA calls.

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3.8 *Current HWFRS Response Arrangements*

- 3.8.1 Fire Control mobilise according to the criteria set out in the 2006 policy. Current response includes an emergency response to all AFAs. If a subsequent 999 call from the premises reports it to be a false alarm, one appliance will proceed for details. Other responding appliances will return to station.
- 3.8.2 Current Pre-Determined Attendances can be broadly categorised as:
- one appliance for commercial premises.
 - two appliances for dwellings/residential premises.
- 3.8.3 Certain premises also attract an enhanced Pre-Determined Attendance e.g. Worcestershire Royal Hospital receives three appliances for an AFA, with one aerial appliance additionally mobilised for a fire.

3.9 *Other FRSs - Within CFOA Region*

- 3.9.1 West Midlands FS – Recently introduced call filtering by Fire Control, with a reduced Pre-Determined Attendance to all premises. They introduced a specialist vehicle for AFA reduction in Birmingham City Centre and a different response depending on the time of day.
- 3.9.2 Warwickshire FRS – Recently changed policy whereby there is no response to AFAs during the day, even to sheltered housing or care homes etc. This has brought about a 65% drop in the number of AFAs from commercial premises (NB - AFAs from dwellings are not covered by the Warwickshire FRS policy).
- 3.9.3 Shropshire FRS – Similar policy to HWFRS. Collaboration has taken place with Shropshire FRS awaiting the outcome of the HWFRS review. Shropshire FRS are interested in adopting HWFRS policy once amended following the review.
- 3.9.4 Staffordshire FRS – Full Pre-Determined Attendance sent to domestic premises. One appliance sent to other premises between 0700 and 1900 hours. Full Pre-Determined Attendance sent outside these hours. Emergency response is sent to unoccupied premises.

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3.10 Notable Practice in Other FRSs – National

- 3.10.1 Essex County FRS – Recently changed policy to no mobilisation to factories, offices and shops, or to unoccupied premises. Other premises receive one appliance, or two appliances if deemed high risk. Future refinements may include not attending care homes during the day, or only responding to sleeping risks.
- 3.10.2 Oxfordshire FRS – Long established policy. An emergency attendance will be made to premises known to be unoccupied or to premises occupied by vulnerable persons (unless a warden is on site). Fire Control staff will contact any other occupied premises and inform them no response will be made but they must check the cause and call back. If no call back is received within 20 minutes or Fire Control are unable to contact the premises, a reduced Pre-Determined Attendance is mobilised.
- 3.10.3 Hampshire FRS – Recently introduced a pilot in the Portsmouth area whereby AFAs are attended by Technical Fire Safety officers, as a non-emergency attendance.
- 3.10.4 Leicestershire FRS - follow the CFOA protocol, but is closely aligned to Oxfordshire's policy i.e. call filtering (except for unoccupied or domestic/sleeping risk premises), mobilising to alarms operating and a long term reduction achieved by Technical Fire Safety action. An attendance is made to unoccupied premises.
- 3.10.5 National Guidance currently available:
- i. CFOA Protocol for the Reduction of False Alarms and Unwanted Fire Signals.
 - ii. CFOA Code of Practice for FAMOs (Fire Alarm Monitoring Organisations).
 - iii. BS 5839 Fire Alarms.
 - iv. Regulatory Reform (Fire Safety) Order, 2005.

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3.11 HWFRS Significant Statistics (Last two years 2009-11)

3.11.1 Total number of AFAs:

- Total number of AFA Incidents 6,067
- Total number of AFAs as a percentage of all incidents 37.5%

3.11.2 Main premises types creating unwanted fire signals:

- Dwellings 34.7%
- Other Residential 20.9%
- Retail 9.7%
- Hospitals and medical care 8.5%

3.11.3 Main causes of false alarms in Dwellings:

- Cooking/burnt toast 31%
- Faulty 20%

3.11.4 Number of AFAs that became Primary Fires

- 248 of 6067 Incidents (4.1% of AFAs) - of these fires 159 required no firefighting action by the Service.

3.11.5 27 AFAs resulted in Primary Fires requiring Breathing Apparatus (BA/CABA)

- 21 of these AFAs were confirmed by a person landline or mobile call.
- 6 (0.01% of AFAs) were from alarm receiving centres, and of these 3 were subsequently backed up by a person landline or mobile call.

3.11.6 95.3% of AFAs ultimately proved to be a false alarm.

3.11.7 A hosereel jet or portable extinguisher was only used at 25 incidents out of 6067 incidents (0.4% of AFA calls).

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4. Recommendations for Change

4.1 Pre-Determined Attendance (PDA) and Mobilising

Recommendation 1	All Pre-Determined Attendances to AFA calls to be one appliance only except where risk factors and Intel information indicate otherwise.
Recommendation 2	Implement robust call filtering in Control to ensure that persons calling in response to alarm actuations at lower risk premises are requested to investigate further the cause of the alarm. (see Recommendation 8).
Recommendation 3	Implement return en route as a policy, when a caller confirms any previous call as now a false alarm. This could be applied to all incident types.
Recommendation 4	All responses to AFAs to be at normal road speeds unless the Officer in Charge of the appliance deems otherwise.

Issues

- 4.1.1 There is scope to reduce the emergency Pre-Determined Attendance to AFAs, as an AFA call may attract more than one appliance dependent on a number of variable factors. Control staff could also apply more vigorous call filtering and management of deployments with revised policy.
- 4.1.2 Fire Control currently mobilise to all calls arising from AFA actuations. The Pre-determined Attendance varies according to the premises type.
- 4.1.3 An anomaly of the current mobilising system is that where a caller states 'fire alarm' one pump is proposed and if the caller states 'fire detector' the system proposes two pumps.

Discussion

- 4.1.4 In the last two years, there were 5,779 false alarms from AFA Systems. This represents 95.3% of all AFA related calls (See Fig 7 on page 13).
- 4.1.5 Call filtering could assist by emphasising that a subsequent 999 call should be made following an alarm activation if a fire is confirmed. No mobilising will occur to hospitals and non residential units unless this is confirmed. This will allow a full Pre-Determined Attendance emergency response for a fire to be mobilised, without delay, if required.

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- 4.1.6 Confirmation of a false alarm could allow mobilised appliances to stop responding on blue lights and return en route to their previous activities sooner and reduce duration of emergency responses.
- 4.1.7 Reducing the Pre-Determined Attendance to one appliance when a mobilisation is deemed appropriate, will not only enable fire cover to be maintained in the station area that the AFA has occurred, but also reduce the number of mobilisations; for example unwanted fire signals from Dwellings account for 34.7% with two appliances being mobilised. Reducing the Pre-Determined Attendance to one appliance will see an immediate reduction of approximately 17% (approx. 1,000 mobilisations) for this property type. Currently mobilisation of two appliances or more will utilise all resources at a one appliance wholtime station and potentially an adjacent station. If that station is a Key Station,¹¹ cover moves will be made after the first 30 minutes or if activity or other risk factors require sooner. For example, these cover moves are made immediately between 0800-0930 hours and 1630-1800 hours for rush hour in these urban areas.
- 4.1.8 It is recommended that attendance at AFA calls are made at normal road speed. Attendance on blue lights represents a level of risk to our crews and our communities, which it is felt that the Service can mitigate by this approach. The statistics in this report indicate a high likelihood of AFAs resulting in a false alarm which also supports this recommendation.
- 4.1.9 There will be circumstances where, due to the property type, road conditions, travel distance or risk assessment of the Officer in Charge en route, it is deemed necessary to proceed under blue lights.

¹¹ Key Stations - Stations 21, 25, 28, 44, 46, 52

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4.2 Premises Type (risk categorisation)

Recommendation 5	<p>Attendance at:</p> <ul style="list-style-type: none">• Dwellings (includes houses in multiple occupation, flats) schools, residential care and other residential (includes special units, sheltered housing, hotels, hostels) <p>Non attendance at :</p> <ul style="list-style-type: none">• Hospitals and non residential (includes offices, shops, factories, warehouses, other buildings).
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4.2.1 To achieve a significant reduction in the number and scale of mobilisations to unwanted fire signals arising from AFA systems, it is necessary to classify the calls received depending on the origin of the call and the type of premises involved.

4.2.2 Proposed Categorisation of premises types (or similar)

The following classification of risk types has been used to identify Recommendation 5:

- higher life risk (attended)
- life risk (lower level; managed) (not attended)
- no risk to life (not attended)

Issues

4.2.3 There are many different ways to quantify premises risk. An accurate assessment of risk is complex, with many variables impacting on the final outcome. For example, two premises, both classed as hotels, can be completely different in terms of size, clientele, staffing, management etc., resulting in different categorisation of risk.

4.2.4 For the purposes of AFA/unwanted fire signals reduction, the use of simple, generic premises types to indicate the appropriate FRS response is the most effective solution. This approach provides for more consistent mobilising and improved public understanding of the FRS response policy.

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Discussion

- 4.2.5 Factors that might indicate a higher level of risk include premises containing occupants with limited or no mobility, or severe learning difficulties. Often the risk level is high both during the day and night-time e.g. Residential Care, Special Units, etc.
- 4.2.6 Premises providing sleeping accommodation may be at higher risk overnight, due to the delay of people responding to the alarm, but during the day there will generally be a lower level of risk as people are awake and alert. It should also be considered that people may be asleep at any time of the day, due to shift work, medical reasons, self-administered drugs or alcohol. Therefore, this issue is not always clearly defined. Premises with cooking facilities will also have a raised risk level e.g. Dwellings (houses in multiple occupations, flats, sheltered housing).
- 4.2.7 Some of these premises will have staff, often 24 hours a day, who are able to monitor on site or supervise people, who may be unfamiliar with the building, in the event of a fire. Hospitals and health care premises present particular issues and might be expected to be classified as high risk. However, as there will normally be effective protective measures in place (both active and passive) including compartmentation of buildings and trained staff on duty, the risk in these premises may be considered to be reasonably low.
- 4.2.8 The remaining premises types are those where people are not expected to be at high levels of risk due to the absence of sleeping accommodation, high levels of mobility and alertness and the presence of staff on site. These premises are often workplaces, where the occupants are familiar with the building and have received appropriate training e.g. offices, shops, factories, warehouses.
- 4.2.9 Data gathered indicates that casualties are largely confined to the premises types of Dwellings and Other Residential, particularly Retirement and Residential Care premises. Over the past 10 years in Herefordshire and Worcestershire 70% of fire-related deaths have been elderly people (65 or over). The elderly also feature highly in the casualties and as one of the top three at risk groups in HWFRS's area. This would suggest that it is prudent to continue providing an emergency response to the premises types mentioned above.

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4.3 Time of day considerations

Recommendation 6	As well as the restriction on the types of premises that the Service attends as identified within Recommendation 5 (Premises Type), the Service can add further restrictions on FRS attendance based on the time of day. It is recommended that this recommendation be considered for implementation after a 12 month review of adopted changes.
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Issues

- 4.3.1 As previously stated risk can vary for a number of reasons. There can be a significant and easily defined differential in risk between day time and night time.
- 4.3.2 AFA call levels also vary, with a distinct increase in activity during the day time. More than twice as many AFAs occur during the day (between 07:00 and 20:00 hours) than at night (See Fig 10 below).

Fig 10 False Alarm Apparatus - % split between 7am - 8pm

	07:00-19:59	20:00-06:59	Total incidents
Incidents	3846	1819	5665
% split	68%	32%	100%

- 4.3.3 HWFRS currently does not alter response according to time of day.

Discussion

- 4.3.4 For the majority of businesses, working hours broadly mirror the day time. During the day, people are awake and alert and workplaces benefit from higher numbers of staff and occupants. This generally will allow an early investigation of the cause to be undertaken by an able occupant, and any fire to be confirmed promptly at the earliest stages of development.
- 4.3.5 Overnight, many premises will be largely unoccupied and the detection of fire is reliant on automatic detection and alarm systems. However, conversely there is no life risk at this time. With no person on site to investigate, a key holder, notified by an Alarm Receiving Centre, should be contacted. Often this takes a long time or may not occur at all.
- 4.3.6 Staff numbers tend to be lower during the night e.g. in care homes, and many premises will be completely unoccupied or rely on intermittent checks by (usually lone) security staff. If a fire has occurred, development time could be increased by the slower investigation time. Whilst there is no life risk to any occupants in many cases, a more

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developed fire could pose increasing levels of dynamic risk to firefighters. This could be remedied by an early FRS emergency response, even though the responsibility rests with the premises occupier.

- 4.3.7 To reduce risk to road users and crews, the response could be made at normal road speed, with the crews also remaining available for other emergency calls. However, this slower response contradicts the intention to attend and investigate swiftly.
- 4.3.8 In some premises types, there will be people asleep overnight as a matter of routine. Some of these people may have consumed alcohol or used other self-administered substances, or may be users of prescribed sedatives, etc. Reaction times may be longer and some persons may not be able to respond as expected. Where a sleeping risk exists it is reasonable to expect an FRS response to be made. It may be argued that in certain premises, such as hotels and motels, staff are on site to investigate.
- 4.3.9 However, the same issue of slower investigation time occurs, as well as that of reliability of staff. If for any reason a staff member states to Fire Control staff they are unable to investigate, the default position should be to attend and any shortcomings in training or procedures can be addressed subsequently by Technical Fire Safety officers. It should also be noted that the specification of an AFA system is designed to wake and alert people sleeping under normal conditions at an early stage and the management of this is through the responsible person.
- 4.3.10 AFA activity demonstrates a clear pattern of relatively low activity at night. Around 07:00 hours, the number of false alarms increases, peaking at lunchtime and dinner time, before subsiding around 20:00 hours.
- 4.3.11 It is feasible that the Service could respond to AFAs at night, when the number of calls is low based upon sleeping risk. This trend is also reflected in the number of fires. Fig 29 below shows that of the 248 AFAs that became fires, only 70 occurred between 20:00 hours and 07:00 hours.

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Fig 29 AFAs resulting in Primary Fires by time of call

Time of call	Primary Fires	% of total
07:00-19:59	178	72%
20:00-06:59	70	28%
Total	248	100%

4.3.12 During the day, as businesses open and people are awake and alert, the response becomes, "We will not be attending. Call 999 if a confirmed fire is found". This two-level response is being implemented by a number of FRSs, although it will require more information for the public to absorb, as well as explanation for any anomalies. Selecting the hours due to the overall trend is simpler, more manageable and easier to explain and implement, rather than adopting varying times to accommodate specific premises types.

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4.4 Unoccupied premises

Recommendation 7	Do not attend unoccupied premises. Key holder to investigate and ring 999 if signs of fire discovered, unless identified as a specific risk through the Intel process.
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Issues

- 4.4.1 Unoccupied premises should have a key holder system in place, but there is always an inherent delay incurred whilst the key holder attends the premises. This will allow unchecked fire development, where a fire has occurred. Some occupied premises may present a similar situation, where an Alarm Receiving Centre has attempted to contact the premises, but there is no response.
- 4.4.2 HWFRS currently attends all AFAs, so non-attendance at unoccupied premises would be a change to current policy.

Discussion

- 4.4.3 Legally, there is no requirement for an FRS to attend unoccupied premises, where an alarm has actuated. The Fire and Rescue Services Act 2004 places a responsibility on a FRS to respond to a Fire, not a fire alarm actuation. However, the AFA activity at night, when many premises become unoccupied, is significantly lower than during the day.
- 4.4.4 The attendance of a crew early on, at large unoccupied premises without access, does not enable any form of certainty that a fire is not developing inside the building. A crew could realistically carry out a cursory check and leave only for a fire to develop, whereby some element of blame could be attributed to the FRS. The culture of key holders not attending is unlikely to be addressed if the FRS continue to attend in the manner it has been.

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4.5 Call filtering

Recommendation 8	<p>Apply full filter¹² procedure to AFA calls from non-residential premises and hospitals. This complements Recommendation 5.</p> <p>Apply light filter¹³ procedure to AFA calls from dwellings, schools, residential care and other residential properties. This complements Recommendation 5.</p>
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Issues

- 4.5.1 'Call filtering' is the recognised term for Fire Control staff questioning the caller to obtain information that will inform their decision whether to mobilise or not, rather than 'call challenge', which can be interpreted as aggressive. This is the acknowledged best method to reduce unnecessary attendances.
- 4.5.2 HWFRS currently does not actively filter calls for AFAs. Within the last 12 months, following training in anticipation of a previous draft policy, some Watches in Fire Control have applied the principles of call filtering, in the form of information gathering, and successfully showed it to work. For example, no attendance was made to a hospital in an RDS station area where it was confirmed that the cause was burnt toast. However, the current process results in an emergency response still being made in the great majority of cases.

Discussion

- 4.5.3 One factor to be noted is that any call filtering process to be implemented in Fire Control needs to be succinct, due to the local performance indicator that requires a mobilisation to be made within 90 seconds from the time of receipt of call (or allowances for call handling and performance measures reviewed).
- 4.5.4 The process of call filtering implemented by Fire Control staff will need to be developed with clear guidelines, so that there is a firmer line of questioning and encouragement for premises' occupants to investigate the cause of an alarm, wherever appropriate. Robust call filtering generally involves the Service not attending until the occupier can confirm that a fire is in progress or that the cause is due to a false alarm.

¹² A full filter involves questioning the caller to establish if the cause of the AFA is known. If the answer is no, the caller is informed that no attendance will be made, the cause should be investigated and a 999 call is required if a fire is confirmed.

¹³ A light filter involves questioning the caller to establish if the cause of the AFA is known before mobilising, whilst a preliminary mobilisation is normally underway.

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4.5.5 This may involve a reduction in the number of premises types currently exempt from call filtering so that even some high life risk premises will be prompted to confirm the circumstances surrounding the call, without causing undue delay to the call management process.

4.5.6 This may be achieved by filtering calls received directly in one of two ways:

- i. Those from high life risk premises types could receive a light filter.
- ii. Those received directly from other premises types will receive a full filter.

Table representing how potential call filter recommendations may be applied

Premise Type	<u>High Life Risk</u> Dwellings	<u>Managed Risk</u> Hospitals, hotels	<u>Low Risk</u> Retail, Education, Industrial, Offices,
Call Filter	Light Filter	Full Filter	Full Filter
HWFRS Response- 07:00 – 20:00	1 Appliance	NOAT	NOAT
HWFRS Response 20:00 – 07:00	1 Appliance	1 Appliance	1 Appliance

Note: NOAT refers to No Attendance

Source: Warwickshire FRS

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4.6 Repeat offenders

Recommendation 9	No attendance to be made to repeat offenders, following Technical Fire Safety intervention, unless confirmed fire is reported.
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Note: on the above recommendation, if there is a confirmed fire at a hospital, the PDA will be increased to 4 appliances.

Issues

- 4.6.1 The issue of persistent offenders is discussed in the CFOA's Protocol and in the Localism Bill, where it is linked to the possibility of charging, which is covered in the following section.
- 4.6.2 Persistent offenders are currently dealt with using a range of different measures. This is applied in a variable and inconsistent manner.

Discussion

- 4.6.3 CFOA's Protocol details a process whereby a FRS will step down its response to AFAs from identified premises over a six month period. This recommendation proposes to use the stepped down response immediately in conjunction with call filtering.
- 4.6.4 Despite Retail showing as the largest non-domestic premises type at 9.7%, hospitals and medical care at 8.5% actually represent a higher proportion of persistent offenders due to the limited number of premises incurring the false alarms (see Fig 18 on page 9). Certain educational establishments (4.2%) are in a similar situation.
- 4.6.5 Technical Fire Safety officers are in contact with these larger sites, where issues are discussed and addressed. However, this is a slow process.
- 4.6.6 For example, some hospitals have 24 hour staffing, security staff, CCTV, good fire separation, as well as the most comprehensive alarm system. It is therefore reasonable to stop attending until the hospital staff have investigated the cause. A full emergency response can then be mobilised if a 999 call is received confirming there to be a fire. The PDA will be increased to 4 appliances on a confirmed fire.
- 4.6.7 There is one premises within HWFRS area where the occupier has refused to cooperate with the Service over its poor AFA performance. These premises currently receive no attendance from HWFRS.

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4.7 Cost recovery

Recommendation 10	The Authority will not adopt a 'Charging for AFA' policy. The Authority will no longer attend repeat offenders' premises in preference to charging. (see Recommendation 9).
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Issues

4.7.1 HWFRS do not currently charge for attending AFAs.

Discussion

4.7.2 Costs can be determined in line with the recently issued cost recovery policy for special services.

4.7.3 The variable cost of an AFA call incurs a direct revenue payment to RDS crews (including day crewed at night) and can be estimated as a minimum of £112,958 per annum (see Fig 28 below). This figure does not include incidents where two or more RDS appliances were mobilised, where cover moves were incurred or where incidents were over one hour in duration. Overtime payments are also not included for wholetime crews at the end of shift. It also does not include the annual retainer fee.

4.7.4 A large proportion of the RDS payments will be reduced by altering the PDA to one pump (and other measures in this review), as 84.1% of AFAs occur in wholetime station areas, thereby not requiring mobilisation of RDS crews.

Fig 28 Unwanted Fire Signal incident costings for RDS

Item	Calculation	Calculation formula
Disturbance cost:	£32.04	£3.70 x 8.66
Turn in cost	£23.31	£6.66 x 3.5
Turn out cost:	£68.78	£13.33 x 5.1
Total Cost:	£124.13	
Incidents:	1,820	
2 years:	£225,916.60	
Ave. per annum	£112,958.30	

5. Media Strategy and Implementation

Issues

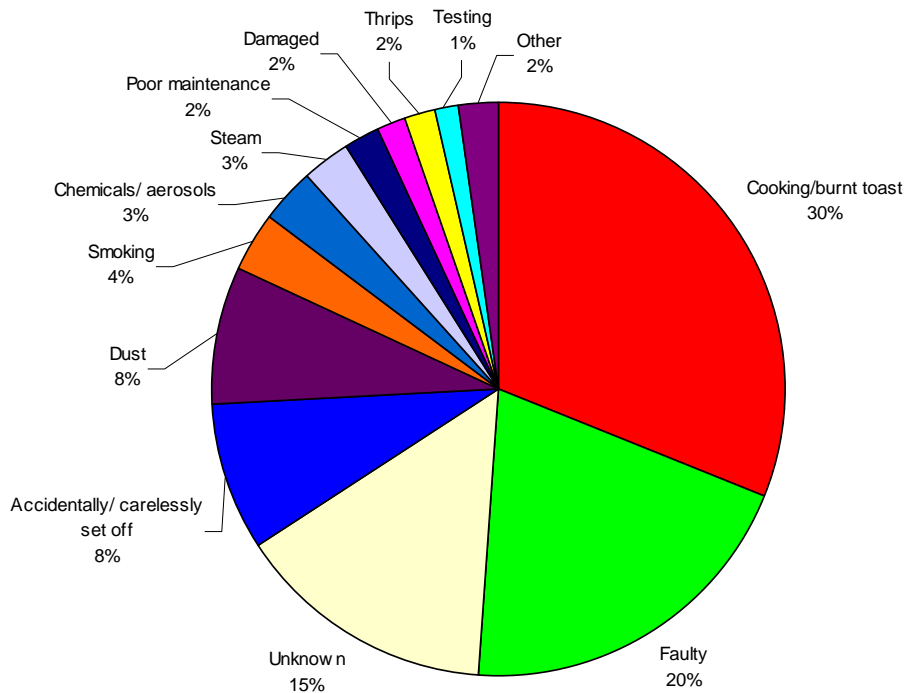
- 5.1 Prior to a revised Policy being issued, information will need to be widely publicised to ensure businesses are aware of the impact of any changes in policy.
- 5.2 The Fire Service message, “Get out, Stay out, Call the Fire Service out” may need to be reviewed to reflect the need in the case of an alarm only for buildings other than Dwellings and Other Residential premises to carry out preliminary investigations.

Discussion

- 5.3 There will be a need to engage with all stakeholders to explain the impact and the implications of HWFRS policy change relating to the receipt of calls from AFAs and calls routed via ARCs in particular.
- 5.4 A separate communications strategy will need to be created and delivered to address this. Following a sufficient period of time to enable the above strategy to be delivered, the key changes can be implemented.
- 5.5 Some of the changes to the way HWFRS responds to AFAs in the future, following this review, may involve a cultural change regarding the expectations of the public. The current understanding that the Fire and Rescue Service will always arrive when the fire alarm actuates needs to be changed. The FRS culture of automatically attending all calls, and helping to resolve fire alarm system problems, will need to be addressed both internally and externally. The Service will need to remind “Responsible Persons” of their responsibility to maintain and manage their own alarm systems, allowing the FRS to concentrate on their responsibility of responding to real emergencies, not false alarms.
- 5.6 Community Fire Safety input may also be developed to address the recent increase in AFAs from Dwellings. With HFSCs in HWFRS having been delivered for the past nine years, it might be timely to urge the public to spring clean their smoke alarms, check batteries, vacuum out any dust and cobwebs and replace any alarms over ten years old. Fig 23 on page 33 shows that faults and dust accounted for 28% of the 2,042 false alarms in Dwellings.

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Fig 23 False alarm causes for Dwelling Property Type – 2009-11



Outcomes

- 5.7 Information and Advice to the public and business community on the Service website needs to incorporate appropriate information on revised AFA procedures.
- 5.8 Information available to operational crews, which they may use to inform occupiers in a professional manner, needs to be prepared and made readily available (VMDS, website, intranet/SharePoint).

**IRMP 2011-12 Action Plan
Recommendation 3**

6. AFAs that became Fires involving Casualties

6.1 Fig. 26 Number of incidents involving casualties dealt with by Service

Casualties	Incident type at Control	Mar-09- Feb-10	Mar-10- Feb-11	Grand Total
1 casualty	Alarms – AFA and Smoke Alarm	12	14	26
2 casualties	Alarms – AFA		1 x 2	1 x 2
Total casualties		12	16	28

- 6.2 The majority of casualties recorded for AFA incidents that became fires were predominantly in Dwellings (75%) and Other Residential (18%). The only other casualties were a tradesman working in a hospital and a factory worker receiving an electric shock from a faulty machine. 17 of the 28 casualties (61%) were over 60 years old. 8 of the 28 (29%) casualties were suspected of being under the influence of alcohol, which contributed to them suffering from smoke inhalation.
- 6.3 There is a balance between the risks faced through responding and the likelihood of a collision leading to serious injury or death of the public or workforce and the likelihood and severity of any fire that is discovered by an AFA system and responded to only when a person can confirm it is a fire. In tandem to this risk is also the possibility of essential resources being deployed at an AFA call that was a “false alarm” when the resource is needed for a response to a real fire or an RTC. A further consideration is the direct and indirect cost to the taxpayer of providing this service, as well as the impact on capacity and disruption from other essential duties (such as training, Community Safety and maintenance of equipment).

**IRMP 2011-12 Action Plan
Recommendation 3**

7. Conclusion

- 7.1 The CFOA Protocol is a long-term strategy for AFA/unwanted fire signal reduction, which will not deliver great reductions for HWFRS. Generally, the principles of CFOA's Protocol are already adopted, but HWFRS may need to go beyond CFOA's guidance to significantly reduce response to AFAs as proposed in the 2011/12 IRMP action plan Recommendation 3.
- 7.2 A number of Services around the country are currently in a similar position and implementing policies to differing extents to suit their local needs. By implementing the Recommendations for Change HWFRS will not be out of step nationally, and will be able to make rational and proportionate changes whilst still delivering reductions in AFA attendances.
- 7.3 These proposals will deliver some efficiencies, and the approximately 3,000 AFA type calls per annum should reduce. However, a residual attendance of approximately up to 50% may well remain based upon the overriding risks.
- 7.4 It cannot be ignored that no longer attending all AFAs will increase organisational risk. For example, Warwickshire FRS have reduced attendance to AFAs by 65% by no longer attending any AFAs during the day and have had complaints from Telecare Service Providers and Care Homes as a result. (This does not include AFAs from Dwellings and would proportionally equate to a 35-40% reduction in HWFRS.)
- 7.5 In order to achieve the objective in Recommendation 3 of the IRMP 2011/12 action plan and "reduce the Service's attendance" at incidents of these types, the Recommendations for Change in this review will need to be adopted, with each inherent associated risk either accepted or carried. Whilst collisions involving Fire Appliances responding to calls are thankfully not a common occurrence, the risks to both the community and the workforce cannot be overlooked and a significant reduction in the exposure to this risk by reducing the number of unnecessary journeys undertaken, can reasonably be justified, based upon the low levels of risk associated with reduced attendances at AFA type calls outlined in this review.

**IRMP 2011-12 Action Plan
Recommendation 3**

8. Glossary

AFA	Automatic Fire Alarm
ARC	Alarm Receiving Centre
BA	Breathing Apparatus
BS	British Standard
CFOA	Chief Fire Officers' Association
CFS	Community Fire Safety
FAMO	Fire Alarm Monitoring Organisation
FRS	Fire & Rescue Service
HFSC	Home Fire Safety Check
HIMO	House in Multiple Occupation
HWFRS	Hereford & Worcester Fire and Rescue Service
Incident	An individual occurrence or event at a geographical location within a station or Service area; may involve a number of mobilisations by appliances and officers from outside of the station/Service area
IRMP	Integrated Risk Management Plan
IRS	Incident Recording System
Mobilisation	A movement by a single appliance or officer to an incident; this can be by an appliance to an incident within its own station area or to another station area
PDA	Pre-Determined Attendance
RDS	Retained Duty System
RR(FS)O	Regulatory Reform (Fire Safety) Order 2005
RTC	Road Traffic Collision
TFS	Technical Fire Safety
TSP	Telecare Service Provider
UwFS	Unwanted Fire Signal
VMDS	Vehicle Mounted Data System

10. Reported Abuse to Staff

Purpose of report

1. To update Members on the increased reports of abuse to staff.

Recommendation

The CFO recommends that the Policy and Resources Committee note the content of this report.

Background

2. At the Policy and Resources Committee meeting on 8 June 2011, Members were updated through the Health and Safety Liaison Panel report of an identified increase in the reporting of cases of abuse to Fire Service staff. After the full Fire Authority meeting in June 2011 a press article was printed regarding this issue in the Worcester News.
3. The Service has been recording these incidents since 2005 based upon central national guidance (Fire and Rescue Circular, (5-2005) Fires and Incidents of Special Interest (FOSI)), which introduced the requirement for Fire Services to report "Attacks on Firefighters and Civil Disturbances" to central government. The Service implemented this into its Health and Safety policies with the first reported incident occurring in August 2006.
4. Within the definitions that were supplied in FSC 5-2005 it refers to: verbal abuse and harassment as well as physical abuse, objects thrown and other acts of aggression.

Table 1. An analysis of all events by year

Year	Number of reported occurrences	Type of Occurrences
2006	3	2 incidents of verbal abuse only (operational and non operational and 1 incident at a fire where a member of the public had to be restrained from trying to re-enter a building on fire
2007	6	All verbal abuse from members of the public
2008	3	1 verbal abuse incident, 2 incidents of objects thrown at staff or vehicles.
2009	6	5 incidents of verbal abuse. 1 minor incident of physical abuse during a CFS visit
2010	17	15 incidents of verbal abuse. 2 incidents where objects were thrown at an appliance and an incident of minor physical abuse
2011 to date	4	All verbal abuse from members of the public

5. Since 2006 the Service has a total of 40 recorded incidents (above), with nearly all reporting only verbal abuse of a varying degree and nature. The few incidences of physical abuse have been of a minor nature, and not resulted in any serious injury or harm, although distressing for the staff concerned.
6. From 1 April 2011 it no longer became a requirement to report these incidents directly to central government, as the information is captured on the national Incident Recording System (IRS). The Service will continue to record all such events in accordance with the existing Health and Safety policy, as not all recorded events have occurred at operational incidents (eg. Community Safety activities) and would therefore otherwise be unrecorded.

Current Situation

7. There has been an increase in the reporting of these type of incidents in the last 12 month period, with seven of the total 40 incidents occurring in the five month period between November 2010 and March 2011.
8. This issue was raised and discussed at the last Health and Safety Liaison Panel meeting (May 2011) and subsequently by the CFO in the June FRA meeting (2011). It was agreed that this situation would continue to be monitored and reviewed, with appropriate action implemented where necessary.
9. There is currently no national data available (since 2005) through CLG, who have informed the Service that national reporting of this issue has been sporadic and inaccurate, hence the cessation of reporting this year. Anecdotally it is believed that these incidents are low in seriousness and frequency within HWFRS. It can also be seen that they are predominately occurring in the Worcester area (see Table 2 below).

Table 2. An analysis of the locations of all events recorded

Town or area	Number of events reported
Worcester	12
Redditch	5
Hereford	3
Kidderminster	3
Upton upon Severn	2
Whitchurch	2
Bromsgrove	2
Evesham	2
Stourport	2
All other areas (one reported incident alone)	7

Conclusion/Summary

10. 44 members of staff have been trained in Conflict Resolution with more training planned for later this year. Also a package developed internally by a member of staff with specialist experience (WC Stuart Crebbin) was implemented last year. This will now be re-circulated for further training to support operational staff in identifying, addressing and resolving these types of incident.
11. There currently appears to be no identifiable pattern or trends with these incidents, however the Worcester area represents over a quarter of all reported incidents.
12. It is currently unclear whether this is an increase in actual occurrences happening in real terms or whether this is an increased trend in reporting such incidents by staff due to raised awareness and training.
13. Through the Health and Safety Liaison Panel the Service will continue to monitor these incidents and implement support and training for staff likely to be affected by such events. Service Delivery Commanders will be focussing on those areas most affected and working with front line staff to monitor this issue.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are financial issues that require consideration	No	

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	No	

Additional Considerations

14. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	No	

Supporting Information

None

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11. Fire Authority Plan 2011-2012 - First Quarter Performance Analysis

Purpose of report

1. To provide the Policy and Resources Committee with a summary of the First Quarter performance against the Fire Authority Plan 2011-2012.
-

Recommendation

The Chief Fire Officer recommends that the Policy and Resources Committee note the content of this report.

Introduction

2. This is the first quarterly report for 2011-2012 on the Service's performance against the 2011-2012 Fire Authority Plan and supporting Departmental objectives and projects. It provides an update on the performance of Hereford & Worcester Fire and Rescue Service during the first Quarter 2011-2012.
3. The information about our performance is organised according to the four strategic direction categories agreed as part of our Fire Authority Plan for 2011-2012. Under each of these there is a description of the main highlights of performance.
4. For 2011-2012, a new suite of indicators was developed using external guidance from CIPFA and CFOA and were prioritised as Key Performance Indicators (KPI), Primary Indicators or Secondary Indicators. Each of the performance indicators was allocated an owner and where possible, stretched targets were set.
5. The target setting process involved the Performance and Information Section and the relevant departments working in collaboration, informed by previous years' data and trend forecasts. This, together with the development of an explicit performance framework and the increased visibility of our IT based performance management system, CorVu, has enhanced our performance culture. Some of the new indicators have no target set for this year but the data collected will be used as management information initially and will form the basis for target setting in future years.

Summary

6. Both the Fire Authority Plan 2011-2012 and IRMP 2009-2012 made clear that our focus remains on home safety for our most at risk groups. The need for such focus was evident again this quarter when the potential for loss of life is highlighted at each accidental dwelling fire that the Service attends.
7. The Service has succeeded in improving outcomes across a wide range of indicators through the first quarter and achieved performance targets in the following Key and Primary Indicators:

Community:

- Total Number of Special Service calls attended per 100,000 population
- Standards of Fire Cover – 1st Appliance at Building Fires within 10 mins
- Standards of Fire Cover – 2nd Appliance at Building Fires within 5 mins of 1st appliance
- Standards of Fire Cover – Enhanced Rescue capability at RTC's within 20 minutes
- Confirm continued full alignment with BS25999-1: 2006 (Business Continuity), verified through external audit
- Total number of serious injuries on our roads in Worcestershire attended by the FRS
- Percentage of dwelling fires where a smoke alarm did not activate when expected to
- Number of chimney fires per 100,000 population
- Standards of Fire Cover (5&4)

People:

- Working days lost to all staff sickness absence per head

8. The Service intends to continue to increase its focus on other Key and Primary Indicators where continuous improvement is required for the remainder of 2011-2012:

Community:

- Injuries from Primary fires per 100,000 population
- Injuries from Accidental Dwelling fires per 100,000 population
- Percentage of persons escaping unharmed from fires
- Total number of serious injuries on our roads in Herefordshire attended by the FRS
- Number of Secondary Fires per 100,000 population
- Number of Deliberate Secondary Fires per 10,000 population

Conclusion/Summary

9. The Policy and Resources Committee will continue to receive reports with detailed information on the measures the Service is taking to achieve its targets and where improvements are required.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	No	

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	No	

Additional Considerations

10. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	No	

Supporting Information

Appendix – Fire Authority Plan 2011-2012 - 1st Quarter Analysis Performance Indicators

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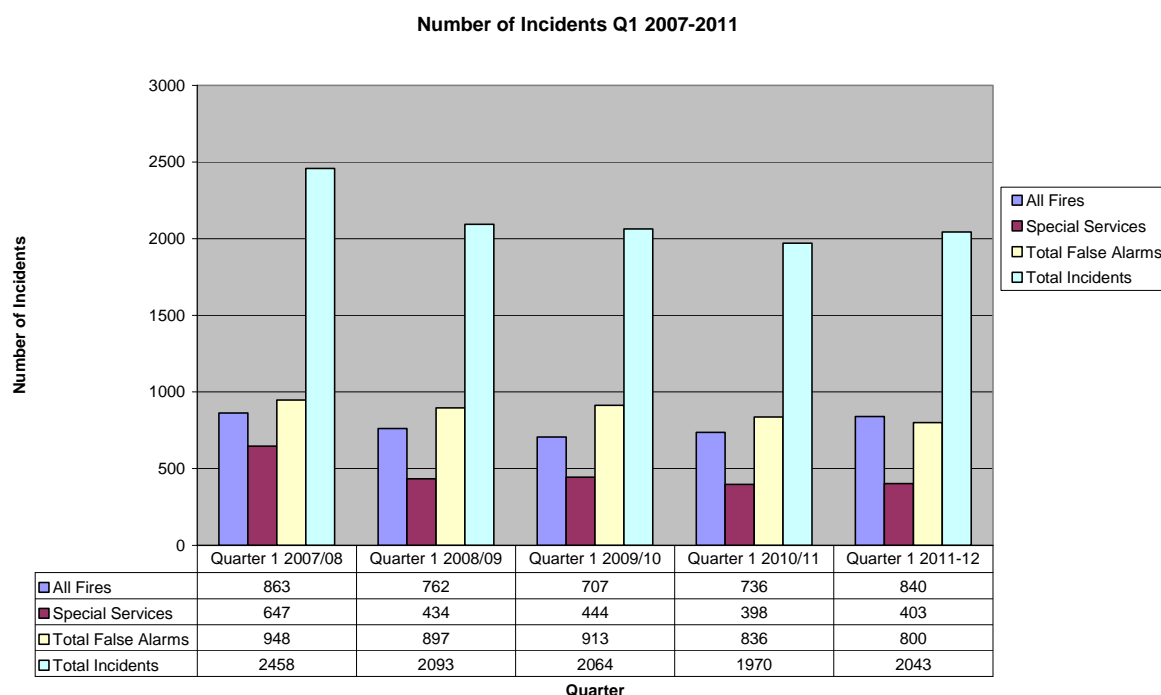
Fire Authority Plan 2011-2012 - 1st Quarter Analysis - Performance Indicators

1. Strategic Direction: Community

- 1.1. *We will improve the safety of the community by targeting 'at risk' groups, improving the environment within which we live and by working and engaging with the people we serve.*

Operational Incidents and Total Number of Fires Attended

- 1.2. Figure 1 below demonstrates overall operational activity during Quarter 1 2011-2012 compared with the first quarter in the previous 4 years:



(Figure 1 – Comparative number of incidents Q1 2007/08-2011/12)

- 1.3. Total incident numbers for Quarter 1 2011-2012 show an increase on the same quarter last year. 2043 incidents were attended in Quarter 1 2011-2012 compared with 1970 incidents in Quarter 1 2010-2011, (+3.7%). This is due to an increase in the total number of fires attended and a slight increase in the number of special services attended. Although the total number of incidents has increased when compared with the same quarter last year, it is still less than the same quarter in the previous three years.
- 1.4. The main reason for this overall increase in activity is the increase in the number of fires attended when compared with the same quarter last year. The number of fires has increased from 736 in Quarter 1 2010-2011 to 840 in Quarter 1 2011-2012, (+14.1%).

	Quarter 1 2010-11	Quarter 1 2011-12	Percentage change
Primary Fires	277	310	+11.9%
Secondary Fires	423	509	+20.3%
Chimney Fires	36	21	-41.7%
Total Fires	736	840	+14.1%

(Table 1 – Total Fires Q1 10-11 and Q1 11-12)

- 1.5. Table 1 above demonstrates that the increase in total fires is mainly due to an increase in secondary fires in Quarter 1 2011-2012 compared with Quarter 1 2010-2011. Secondary Fires tend to be more prevalent in the summer periods but the table below illustrates that there have been increases in the number of secondary fires attended in April and May rather than June when compared with the same quarter last year:

	Apr	May	Jun	Quarterly Total
Secondary Fires Q1 10-11	163	121	139	423
Secondary Fires Q1 11-12	227	168	114	509
Percentage Change	+39.3%	+38.8%	-18.0%	+20.3%

(Table 2 – Secondary Fires per month Q1 10-11 and Q1 11-12)

- 1.6. The increases in secondary fires were acknowledged early in the quarter at the Service Delivery monthly meetings and we have been working with our colleagues in the Community Safety Partnerships to map and identify any common trends and ascertain any links with other forms of anti-social behaviour. Deliberate fires accounted for 55.5% of all secondary fires in April 2011 and 52.4% of all secondary fires in May 2011 compared with 52.1% in April 2010 and 51.2% in May 2010.
- 1.7. Further analysis indicates that there has been an increase in secondary fires starting in loose refuse, tree scrub and domestic gardens in Quarter 1 2011-12 compared with the same quarter last year. There were 118 loose refuse fires in Quarter 1 2011-12 compared with 77 in the same quarter last year, 89 tree scrub fires compared with 67 in the same quarter last year and 45 domestic garden fires compared with 32 in the same quarter last year.
- 1.8. This is the second year in a row that the number of secondary fires has increased in Quarter 1 when compared with the same quarter in the previous year. These increases have been exacerbated by the hot and dry weather conditions experienced both in Quarter 1 2011-12 and Quarter 1 2010-11 compared to a low figure of 359 in Quarter 1 2009-10.
- 1.9. The number of special service incidents has increased slightly in Quarter 1 2011-12 compared with the same quarter last year with 403 incidents attended in Quarter 1 2011-2012 compared with 398 in Quarter 1 2010-2011, (+1.3%). Table 3 on the following page illustrates that the increase was due to an increase in RTC's attended when compared to the same quarter last year, with 169 RTC incidents attended compared with 149 in Quarter 1 2010-11 (+13.4%):

	Quarter 1 2010-11	Quarter 1 2011-12	Percentage change
RTC Incidents	149	169	+13.4%
Flooding	20	17	-15.0%
Other Special Services	229	217	-5.2%
All Special Services	398	403	+1.3%

(Table 3 – Special Services Q1 10-11 and Q1 11-12)

- 1.10. The number of false alarm incidents has decreased in Quarter 1 2011-2012 with 800 incidents attended in Quarter 1 2011-2012 compared with 836 in Quarter 1 2010-2011 (-4.3%):

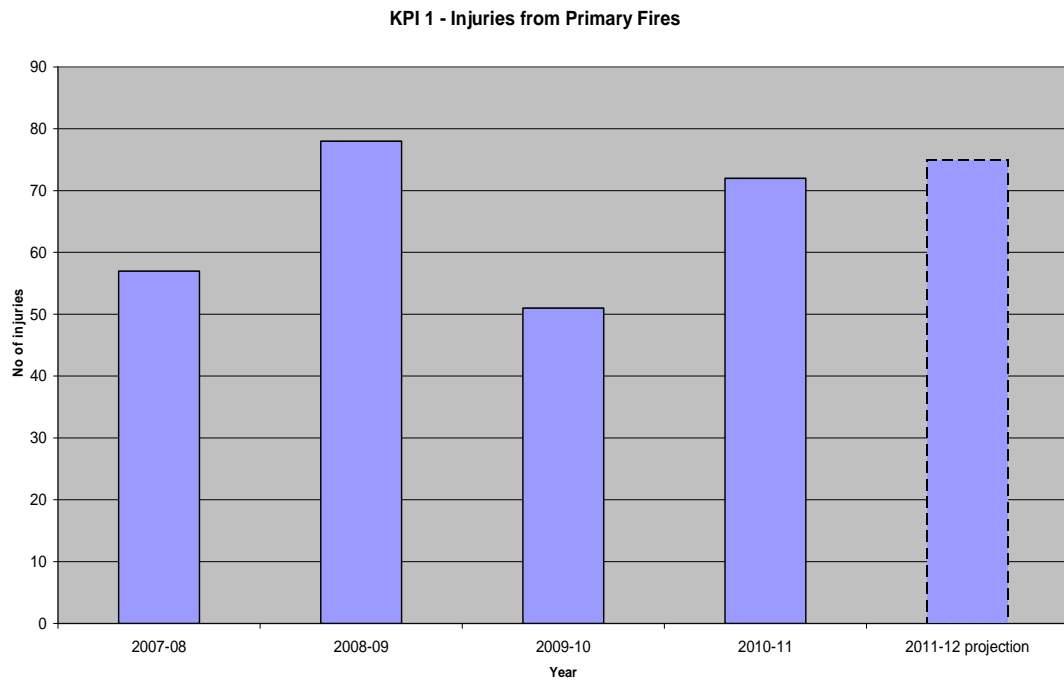
	Quarter 1 2010-11	Quarter 1 2011-12	Percentage change
Malicious False Alarms	23	20	-13.0%
False Alarm Good Intent	229	184	-19.7%
Automatic False Alarms	584	596	+2.1%
Total False Alarms	836	800	-4.3%

(Table 4 – False Alarms Q1 10-11 and Q1 11-12)

- 1.11. The decrease in the number of false alarms attended when compared with the same quarter last year is due to a decrease in the number of malicious false alarms and false alarm good intent attended. The Service attended 20 malicious false alarms in Quarter 1 2011-12 compared with 23 in the same quarter last year (-13.0%) and attended 184 false alarms good intent in Quarter 1 2011-12 compared with 229 in the same quarter last year (-19.7%). Automatic false alarms make up the bulk of total false alarms and they have increased slightly in Quarter 1 2011-12 when compared with Quarter 1 2010-11, with 596 incidents attended in Quarter 1 this year compared with 584 in the same quarter last year (+2.1%).

Injuries from Primary Fires

- 1.12. There were 19 injuries from primary fires in Quarter 1 2011-2012 compared with 15 injuries in the same quarter last year. 8 of the 19 injuries were casualties suffering from smoke inhalation; 7 were suffering from burns of which 2 were severe and 5 were slight, 3 had breathing difficulties or chest pains and one suffered a knee injury. There was one single incident with two casualties in Quarter 1 2011-2012, the rest of the incidents had single casualties only.

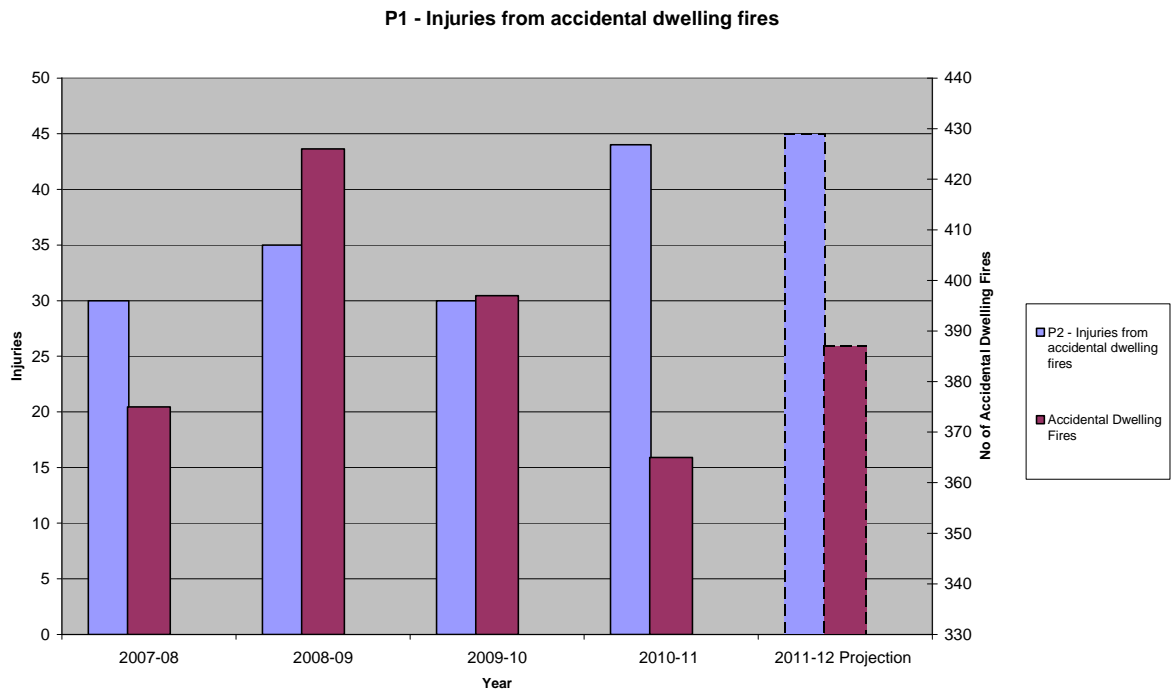


(Figure 2 – Injuries from accidental dwelling fires 2007-08 to 2011-12)

- 1.13. As a result, it is forecast that the Service will record 75 injuries from primary fires by the end of 2011-2012 compared with a target based upon 63 injuries.
- 1.14. Out of the 19 injuries from primary fires in Quarter 1, 7 occurred in April, 9 in May and 3 in June. 6 out of the 19 injuries were in Worcester, with 2 in Bromsgrove, Evesham and Hereford and Kidderminster and 1 in Bromyard, Droitwich, Leominster, Redditch and Tenbury respectively.

Injuries from Accidental Dwelling Fires

- 1.15. Nine out of the 19 primary fire injuries were a result of accidental dwelling fires in Quarter 1 2011-2012 compared with 7 injuries from accidental dwelling fires in the same quarter last year. 4 of the 9 injuries were casualties suffering from smoke inhalation; 3 were suffering from burns, and 2 had breathing difficulties or chest pains.



(Figure 3 – Injuries from accidental dwelling fires 2007-08 to 2011-12)

- 1.16. As a result, it is forecast that the Service will record 45 injuries from accidental dwelling fires by the end of 2011-2012 compared with a target based upon 35 injuries.
- 1.17. Out of the 9 injuries from accidental dwelling fires in Quarter 1, 4 occurred in April, 3 in May and 2 in June. 4 out of the 9 injuries were in Worcester, with 2 in Kidderminster, and 1 in Bromsgrove, Hereford and Redditch respectively. None of the properties involved had received a Home Fire Safety Check prior to the incident.
- 1.18. Further analysis is required in view of the escalation of injuries in both primary and accidental dwelling fires. The Performance and Information (P&I) section have developed, in conjunction with the Community Fire Safety (CFS) department, an injury reporting template to capture data from the Incident Recording System (IRS), Community Fire Risk Management Information System (CFRMIS) and local knowledge of an incident regarding the nature, cause, severity and possible prevention of all injuries. This data will start to be provided at future quarterly meetings. The “Pinpoint” software system (a newly acquired mapping system for targeting CFS activities) will also inform CFS of further geographical based data regarding injuries at accidental dwelling fires.

Attendance Standards – Fires in Buildings

- 1.19. In Quarter 1 2011-2012, we met the target of 75% and improved on the same quarter last year with 151 out of 200 building fires attended within 10 minutes, a percentage of 75.50% compared to 75.31% or 122 out of 162 building fires in the same quarter last year. The average time taken to attend incidents was 8 minutes 42 seconds.
- 1.20. Although the Standard was met this quarter, travel distance to the incident continues to be an issue for incidents which did not meet the standard (18 out

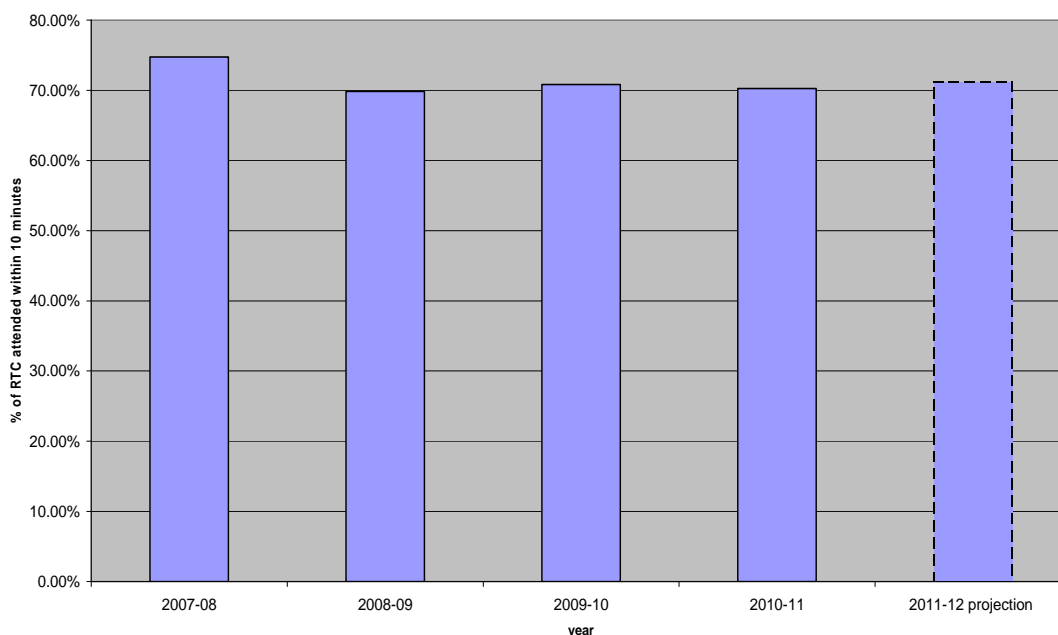
of 49). The remaining 30 incidents were spread over 13 other reasons broken down as follows:

Travel distance to the incident	18	Essential Training i.e. BA Refreshers or Boat Training off the station	1
Turn in time (retained and day crew only)	10	Late Fire Call	1
Difficulty in locating incident address	5	Communication Equipment Fault	1
Appliance not booked in attendance	2	Mobilised from other location (not on home station)	1
Incident outside station turnout area	2	Mobilised to incorrect address	1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	2	Mobilising error	1
Training event delaying turn out i.e. drilling	2	Not on home station i.e. school visit, HFS check	1
Control intervention i.e. 1st pump re-directed	1		
		Total	49

(Table 6 – Attendance Standards Fire in Buildings Reasons for standard not met Q1 11-12)

- 1.21. 21 of the 49 incidents which did not meet the standard were first attended by Wholetime appliances, 21 were first attended by a retained pump and 6 by a day crewed appliance, 1 incident was first attended by an appliance from another FRS. This can be compared with Quarter 1 2010-11 where 17 of the 40 which did not meet the standard were Wholetime appliances, 17 were first attended by a retained pump and 6 by a day crewed appliance.
- 1.22. May 2011 demonstrated the lowest levels in terms of performance this quarter with the standard being achieved only 72.0% of the time. 54 incidents out of 75 building fires were attended within 10 minutes in May. This is compared with 75.76% in April 2011 and 79.66% in June 2011. The percentage achieved in June 2011 is the best monthly performance in this indicator since June 2010 when 81.13% of building fires were attended within 10 minutes.

KPI 7 - 1st Appliance at Building Fires attending within 10 mins



(Figure 4 – 1st Attendance at Fires in Buildings within 10 minutes 2007-08 to 2011-12)

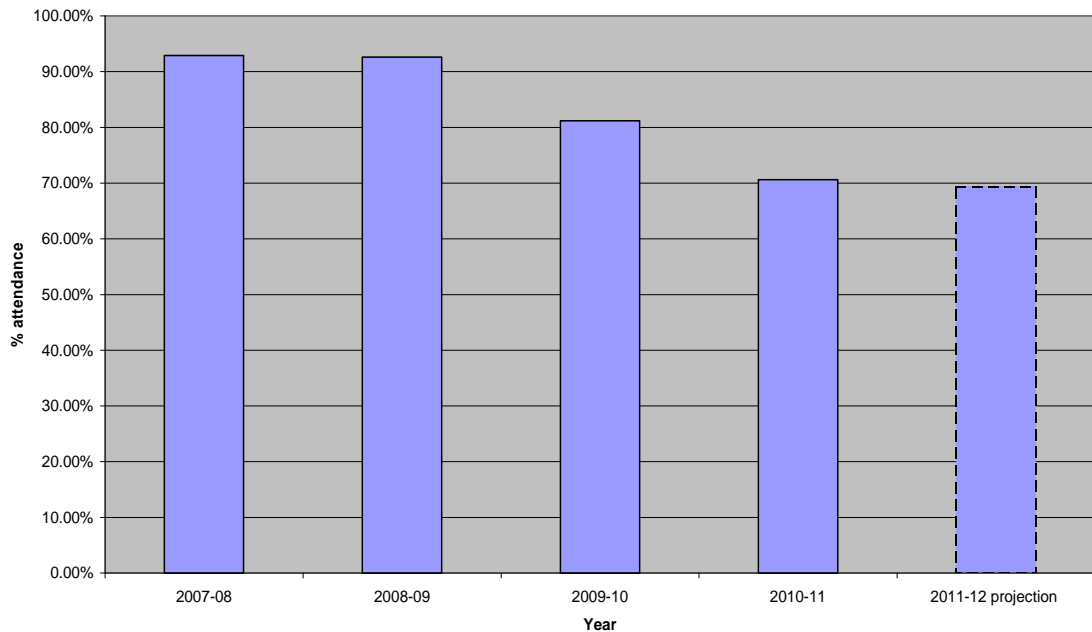
- 1.23. In Quarter 1 2011-2012, we met the target of 75% and improved on the same quarter last year with 113 out of 145 building fires attended by a 2nd appliance within 5 minutes of the 1st appliance attendance, a percentage of 77.93% compared to 73.64% or 81 out of 110 building fires in the same quarter last year.
- 1.24. Travel distance to the incident was the main reason entered (9 out of 32) for incidents which did not meet the standard and the remaining 23 incidents were spread over 9 other reasons broken down as follows:

Travel distance to the incident	9	Incorrect or insufficient info passed to control on initial call	2
Turn in time (retained and day crew only)	8	AFA 1 Pump only mobilised	1
Appliance not booked in attendance	2	Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	1
Essential Training i.e. BA Refreshers or Boat Training off the station	2	Station Establishment below minimum (RDS Only)	1
Communication Equipment Fault	2	Reason not given	4
		Total	32

(Table 7 – Attendance Standards Fire in Buildings Reasons for 2nd appliance not arriving within 5 minutes of 1st Appliance Q1 11-12)

- 1.25. May 2011 demonstrated the lowest levels in terms of performance this quarter with the standard being achieved only 75.51% of the time. 37 incidents out of 49 building fires were attended by a 2nd pump in less than 5 minutes after the first pump arrival in May. This is compared with 80% in April 2011 and 78.26% in June 2011.

KPI 8 - 2nd Appliance at Building Fires within 5 minutes of 1st

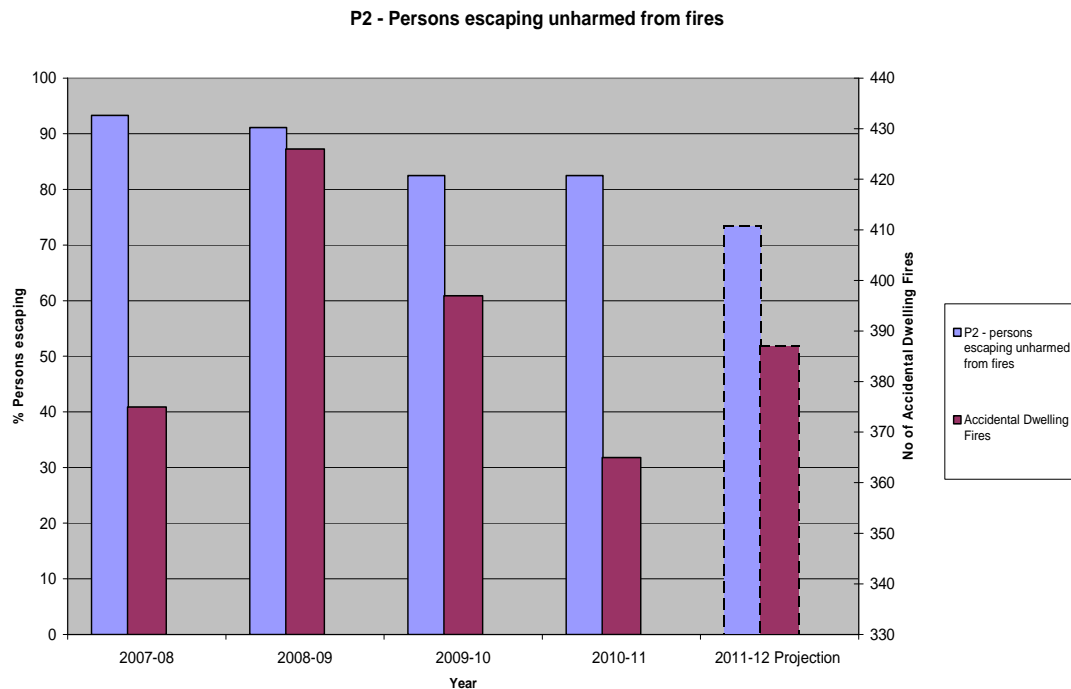


(Figure 5 – 2nd Appliance attendance at Fires in Buildings within 5 minutes of 1st Appliance 2007-08 to 2011-12)

- 1.26. Despite this good performance in Quarter 1, it is forecast that the Service will record 69.33% within 5 minutes by the end of 2011-2012 compared with a target based upon 75% within 5 minutes.

Persons Escaping Unharmful from Accidental Dwelling Fires

- 1.27. In Quarter 1 2011-2012, 91 out of 120 people escaped unharmed from accidental dwelling fires (75.83%). Out of the remaining 29 people, 20 were evacuated or rescued with FRS assistance, and the remaining 9 were casualties. 40 out of 66 people escaped unharmed in the same quarter last year (60.6%).
- 1.28. Out of the 29 people who failed to escape unharmed in Quarter 1 2011-12, 15 failed to escape unharmed in April, 12 in May and 2 in June. 11 of the 29 were in Hereford and 8 were in Worcester, 4 were in Pershore and 3 were in Kidderminster. The remainder were single escapees in Bromsgrove, Redditch and Upton. 24 out of the 29 people were in Wholtime station grounds, and 5 were in Retained station grounds.
- 1.29. We are forecasting that by the end of the year 73.5% (305 out of 415) of people will have escaped unharmed from fires compared with a target of 82.5%, which would equate to 342 out of 415 people.



(Figure 6 – Persons Escaping Unharmed from Accidental Dwelling Fires 2007-08 to 2011-12)

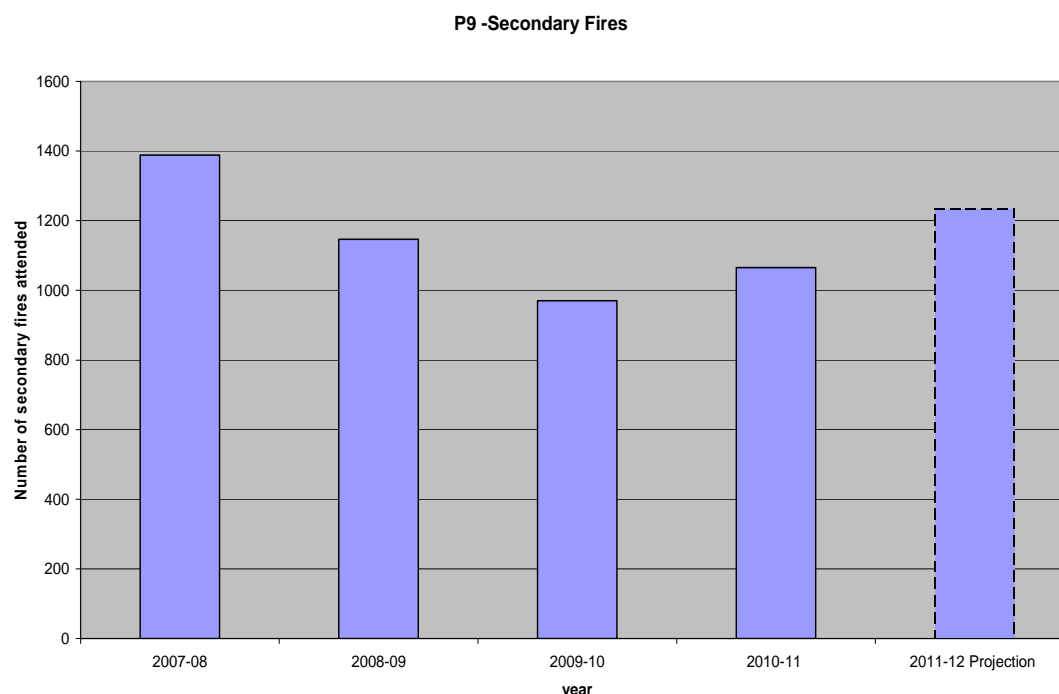
- 1.30. This indicator is influenced by the number of injuries from accidental dwelling fires previously referred to in this report. An increase in injuries would lead to an overall reduction in the percentage of people escaping unharmed from accidental dwelling fires. The identification of escape plans from dwellings continues to form a major part of our community safety education programme, particularly night time routines. Although the results of the recent Worcestershire County Council Citizens Panel Viewpoint Survey revealed that 17% of total number of people surveyed who had received Fire Safety information had not reviewed their escape plans following the receipt of this information (61 out of 359 people).

Total Number of Serious Injuries on our Roads in Herefordshire

- 1.31. This is a new indicator introduced for 2011-12 together with the total number of serious injuries on our roads in Worcestershire. The annual target for this indicator was based on maintaining or reducing the number of injuries from last year. There were 12 injuries sustained on the roads in Herefordshire from 50 RTCs in Quarter 1 2011-12 compared with 3 in the same quarter last year, from a total of 38 RTCs. We are forecasting that by the end of the year there will have been 36 injuries compared with a target of 26.
- 1.32. 4 out of the 12 injuries occurred at one incident on Fromes Hill, Bromyard. There were two further incidents where a single serious injury occurred in Bromyard, two in Ledbury and two in Hereford, one in Ross and one in Whitchurch.
- 1.33. Road Safety continues to be an important strand of our Community Safety activity with ongoing Dying to Drive (e.g. 24 June 2011 in Peterchurch) and Crucial Crew initiatives. The West District Commander plays an important role in Road Safety in Herefordshire by chairing the Herefordshire Road Safety Partnership.

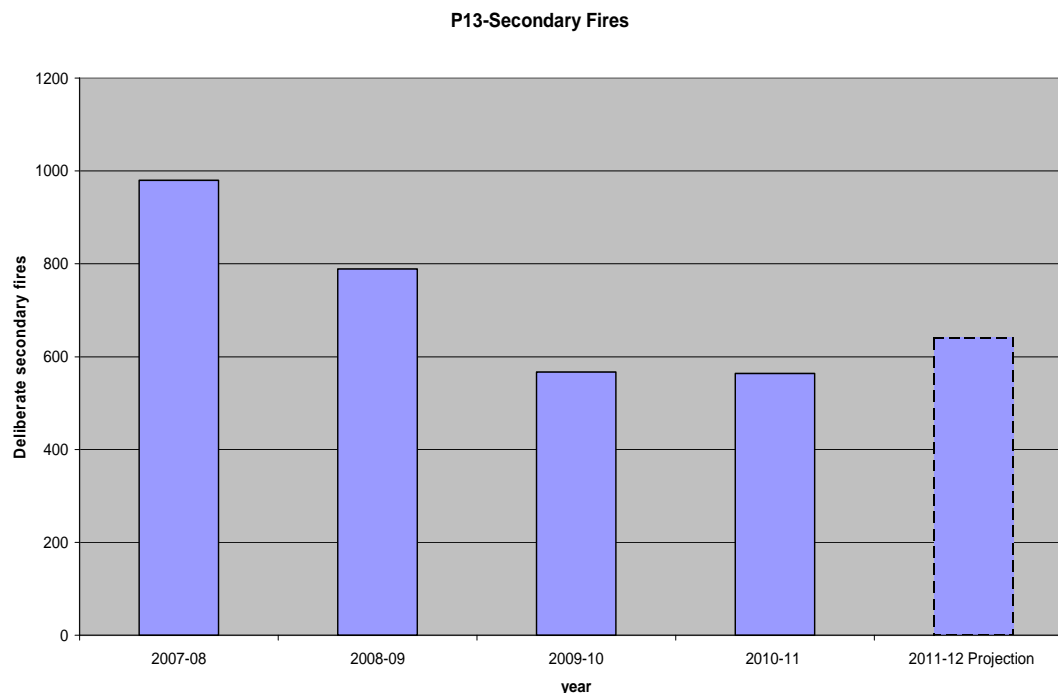
Total Number of Secondary and Deliberate Secondary Fires

- 1.34. There were 509 secondary fires attended in Quarter 1 2011-12 compared with 423 fires in the same quarter last year. As illustrated in Table 2 earlier in this report, this represents a 20.3% increase in secondary fires compared with the same quarter last year.
- 1.35. As a result, it is forecast that the Service will attend 1233 secondary fires by the end of 2011-12 compared with a target based upon 1050 secondary fires.



(Figure 7 – Secondary Fires attended 2007-08 to 2011-12)

- 1.36. 330 out of the 509 secondary fires were in wholetime station grounds with Kidderminster the highest with 91 incidents. 72 out of the 509 incidents were in day crewed station grounds with Malvern the highest with 28 incidents, and the remaining 107 incidents occurring within retained areas with 19 in Stourport.
- 1.37. Deliberate fires accounted for 284 out of the 509 secondary fires in Quarter 1 2011-12 compared with 211 deliberate secondary fires caused in Quarter 1 2010-11. 197 out of the 284 deliberate secondary fires in Quarter 1 2011-12 were in wholetime station grounds with Kidderminster the highest with 48 incidents. 43 out of the 284 incidents were in day crewed station grounds with Malvern the highest with 19 incidents, and the remaining 44 incidents occurring within retained areas with 12 incidents occurring in Stourport.



(Figure 8 – Deliberate Secondary Fires attended 2007-08 to 2011-12)

- 1.38. As a result, it is forecast that the Service will attend 641 deliberate secondary fires by the end of 2011-12 compared with a target based upon 560.
- 1.39. There have been a range of initiatives undertaken in Quarter 1 with the aim of reducing secondary fires. These include liaison with the Malvern Hills Conservators and other ranger services, collaboration work with Severn Valley Railway to reduce embankment fires, updated training for all Officer groups on secondary fire response, and increased focus on Redditch partnership work, in addition to the partnership work referred to earlier in the report. Several media messages have been issued in light of the hot and dry conditions experienced in Quarter 1, exercises have been undertaken and the hydrants' programme refreshed. Further prevention work scheduled for the next quarter includes the summer schools campaign and further media messages regarding barbeques.

Information Requests

- 1.40. The Service collects and maintains information and data to enable the organisation to undertake our statutory duties and a large amount of information on the Service is already available in the public domain through our Publication Scheme. The public have the right to request information under the Freedom of Information Act 2000, which gives them a general right of access to recorded information held by the Service. The table below shows the number of data requests received in Quarter 1 2011-12.

Q1 2011-12	FOIA Requests received and completed	DPA Requests received and completed	EIR Requests received and completed	Requests received to date
Apr 2011	18	2	0	20
May 2011	9	0	0	9
Jun 2011	23	0	0	23
Total	50	2	0	52

(Table 5 – Freedom of Information Act (FOIA)/Data Protection Act (DPA)/Environmental Information Regulations (EIR) Requests Q1 2011-12

- 1.41. When compared to the same Quarter last year, FOIA requests have fallen slightly, DPA requests have increased and EIR requests have remained constant. Information requests received by the Service reflect the national trend both in the number received and subject areas. These subject areas include fire incidents, animal rescues, fleet information, Service assets, Service establishment, contractual arrangements, average response times to 999 calls, number of days lost to absence, consultants used by the Service and purchasing cards.

2. **Strategic Direction: People**

- 2.1. ***We will ensure the fair and equitable treatment of both our staff and the people we serve and promote the training and safety of all our personnel.***
- 2.2. Key Performance Indicators for 2011-12 under this strategic direction include the number of serious health and safety incidents, staff sickness and percentage of establishment that are disabled or members of black and minority ethnic (BME) communities.
- 2.3. The decision was made in 2010 to report progress against the PIs regarding the overall make up of the organisation on an annual basis against our own internal targets as experience has shown that the rate of change is so small. It should also be noted that the requirements set out in the Department for Communities and Local Government (CLG) Equality and Diversity Strategy 2008-2018 have been removed, however the Service recognise the importance of collating this data.
- 2.4. None of the other Key or Primary Indicators under this strategic direction are forecast to be red at the end of the 2011-12 year based on performance in Quarter 1 2011-12. However we will continue to monitor these indicators at a departmental level.

3. **Strategic Direction: Organisational Development**

- 3.1. ***We will develop and implement systems, procedures and structures to improve efficiency and effectiveness, mitigate risk, enable effective response to emergencies and to review, monitor and measure our performance.***
- 3.2. Key Performance indicators for 2011-12 under this strategic direction include the number of invoices paid and an indicator measuring that the annual accounts are reported inside defined timescales.

- 3.3. None of the Key or Primary indicators under this strategic direction are forecast to be red at the end of the 2011-12 year based on performance in Quarter 1 2011-12. However we will continue to monitor these indicators at a departmental level.

4. Strategic Direction: Finance and Resources

- 4.1. ***We will ensure the economic use of resources, meeting budgetary challenges and maximising funding opportunities in order to deliver value for money services.***
- 4.2. Key Performance indicators for 2011-12 under this strategic direction include the number of malicious calls attended and an indicator measuring that the annual budgets are agreed inside defined timescales.
- 4.3. None of the Key or Primary Indicators under this strategic direction are forecast to be red at the end of the 2011-12 year based on performance in Quarter 1 2011-12. However we will continue to monitor these indicators at a departmental level.

12. Annual Report on the Progress of the Retained Duty System (RDS) Implementation Plan

Purpose of report

1. To provide the Policy and Resources Committee with an annual report on the progress of the Retained Duty System (RDS) Implementation Plan.
-

Recommendation

The Chief Fire Officer recommends that this report is noted by the Committee.

Introduction and Background

2. A dedicated team was established to review the existing Retained Duty System (RDS) management and working practices in 2008. This team carried out an in-depth examination of such areas as: availability of staff and appliances, work-life balance, resilience, recruitment, training, development and management.
3. The review team engaged extensively with every RDS station and a significant number of RDS firefighters and managers. The team compromised a lead officer with considerable RDS experience and two RDS staff seconded on a full-time basis.
4. The team highlighted a number of key issues such as how the basis for an RDS Service reliant on “traditional” communities and lifestyles did not always fit with the modern working and life-styles of our society. The team also considered the demographics of our local communities, which have altered significantly in recent years, as well as the ability for people to balance their work and life commitments with the requirements of an RDS Fire Service career.
5. Interviews and information gathering has been obtained from HWFRS staff and other Fire and Rescue Services, in addition to which other organisations have been contacted such as the Territorial Army and RNLI.
6. A three year RDS Implementation Plan consisting of 24 objectives was produced based upon the evidence provided in the review and in consultation with officers, RDS staff and representative bodies. As a consequence, the plan has undergone further refinement and is set out below.

Year One Objectives

7. **To introduce an Electronic Availability System to record availability of RDS appliances and personnel across the Service, also capable of providing a range of management and reports and linking directly to a Finance module.**
 - This has been completed and the project now closed down.
 - The Availability system went live on 29 November 2010 and has provided a greater range of flexibility for the RDS in forecasting their weekly availability.
 - It has also ensured a greater degree of resilience for the Service as availability has improved in most areas.
 - Fire Control now have a real time, accurate availability forecast of appliances across the Service which means that they are able to mobilise the nearest available appliance at all times to respond to incidents, leading to improved service to the Community.
 - Managers at all levels now have a suite of reports that can be generated to assist in improving performance.
 - The finance aspect of the system went live on 1 April 2011 and has been welcomed across the Service.
 - It provides accurate reports directly to the Finance Department which ensures timely, accurate payments to staff.
 - It also now provides Finance and Service Delivery with accurate information on levels of spending in every area of RDS work, which can now be used in future budget allocations.
8. **To put in place a banded system for availability to replace the existing cover types. The banded ranges of cover to be linked to a suitable contract profile for individual staff.**
 - This process was delayed during year 1, but the Service is currently part way through this process. At the end of the process, it is expected that the Service will be able to identify specific areas of understaffing, and linked to the recruitment strategy, will be in a position to actively recruit to fill specific gaps.
9. **To further explore the opportunity to offer pro-rata payments for availability based on 120 hours.**
 - The background work for this point has been completed, but the further implementation has been suspended until point (a) above is complete.
10. **To provide a range of contracted hours, from within existing resources, to RDS Managers per month to enable them to undertake key management tasks relating to their Station.**
 - A review of the administration tasks expected from the RDS managers has been undertaken and five hours per week has been agreed as a suitable contracted number of hours.
 - This has been implemented and monitored by the new Gartan RDS Payroll system which allows for smarter allocation and forecasting of future RDS budget.

11. **To provide Clusters and Districts with a package of hours from within existing resources to support both unplanned work activity and for planned activity such as recruitment.**
 - This area of work has not been implemented at this time due to budgetary constraints and will be carried over into the next year.
12. **To review and consult regarding the '8 hour' rule, prior to the start of a shift, being placed on Wholetime/RDS personnel.**
 - This objective was with reference to the Wholetime staff that also undertake RDS duties during their periods of being off duty at their wholetime location.
 - Previously these staff had to book unavailable for RDS duties 8 hours before the start of any wholetime duty period.
 - Following consultation and a review of the Wholetime/Retained policy, this rule has now been removed.
 - This now allows these staff to be more flexible with their hours of RDS availability and assist in ensuring RDS appliance availability in those locations where they provide RDS cover.
13. **To further analyse the strong community links forged by the RDS and consider removing from all RDS stations the requirement to undertake workloads created by Community Safety to allow for more time to be spent on training and performing the intervention role.**
 - This objective is complete. Following a restructure to the Community Safety Department, specific roles have been created to assist in removing this area of workload from RDS stations.
 - All areas of CFS work in RDS station areas is now coordinated centrally from HQ with dedicated staff undertaking this work.
 - This now allows the RDS to concentrate their time on more efficient training time to discharge the operational intervention requirement of their role.
14. **That a link is established and maintained between HR and Marketing/Media to identify key timing opportunities for raising RDS awareness through media management, advertising and marketing of the RDS to maximise recruitment potential.**
 - This link is established and the two departments have strategies in place to coordinate recruitment in line with the four initiatives undertaken each year by the Service.
 - This is proving a successful link and also involves the Positive Action Committee targeting our unrepresented groups during the processes.
15. **To appoint RDS Recruitment Champions from within the RDS to support recruitment and to act as mentors to potential applicants and to support RDS awareness sessions.**
 - A range of staff, both Wholetime and Retained have been appointed as Recruitment Champions across the Service.
 - These staff are used to attend recruitment awareness sessions across the Service to inform potential new applicants as to the requirements of the firefighter role map and the expectations of the RDS.
 - This has proved a success as this provides potential recruits with the necessary insight into the Service from existing serving staff.

16. **A suitable level of budget from within the existing resources is identified and allocated for RDS recruitment to provide a range of recruitment resources.**
 - This objective is still in progress, but a grant achieved from CLG through the Positive Action Committee is in place to assist in this area at this time.
17. **To monitor success rates of psychometric testing in the National Firefighter Selection Tests (NFFST) process and to provide suitable levels of support in regards to numeracy and literacy through partnership with local Adult Literacy providers.**
 - The monitoring of psychometric tests is a continual ongoing process, but the results have already been used by the Service to alter the current process and remove part of the written requirements. This has proved a success and assisted in more applicants being successful.
 - With regards numeracy and literacy support, a pilot was undertaken with Herefordshire College, who provided support to candidates across the two counties.
 - This proved to be difficult and the College experienced issues in facilitating these events.
 - As a result, potential candidates are now 'signposted' to colleges in both counties and are invited to attend courses at these locations should they feel the need.
 - This process is being monitored.
18. **To conduct a full equality and diversity impact assessment of the results of NFFST to establish whether NFFST supports diversity targets and RDS recruitment.**
 - This is a continual process monitored by HR and the Positive Action Committee and the results used to inform recruitment processes.
19. **To liaise with HR to develop a policy to ensure that all Service leavers have access to a properly conducted and evidenced exit interview.**
 - A policy for exit interviews has been completed and all leavers are invited to undertake one.
 - Further work in this area is ongoing with the view of the RDS Manager completing these to identify and monitor potential common themes for the reasons for staff to leave.
 - This information will then be fed back to HR and Service Delivery.
20. **To create flexible options to deliver a comprehensive range of training to ensure safety of all RDS staff by providing an average additional one hour for training per week and up to eight training days per year.**
 - The budget for this has been agreed and this objective has been delivered since April.
 - In just the short time it has been in use, there has already been an increase in the percentages of competency across the RDS locations.
 - Five additional days have been agreed for this financial year with a view to explore increasing this to the eight days in coming years, dependant on the forthcoming expected budget constraints.

21. **To consider the removal of the requirement for successful completion of Paper 1 (Fire Safety) of the IFE examination for RDS staff, at Watch Manager level, to reflect their intervention role.**
- This has been removed and the RDS promotion process is currently under review.
22. **To review the structure, initially within West District to provide additional managerial supervision and support directly to RDS Stations.**
- The structure of West District was reviewed during 2009/10 and alterations were made to employ RDS Technicians and RDS support Watch Commanders.
 - The technicians are used to undertake day to day equipment testing and maintenance, electrical test registers stations tests as well as assisting in delivering training materials to stations in time for their training night. This is to name but a few of the examples of where they are providing direct support to the RDS stations.
 - The Watch Commanders prepare, risk assess and deliver the training to the stations as well as carry out all risk inspections within the station areas to inform the Service Risk department and the stations to inform specific training and highlight potential risks.
 - This again is an example of where they are providing direct support to the RDS locations.
 - Both of the above posts have proved to be successful.
23. **To create, through a structural review, the post of a Service RDS Manager to ensure future needs and demands on the RDS are managed effectively.**
- This post was implemented following the review of West District in paragraph 22.
 - Whilst still an asset to be used in Herefordshire, the RDS Manager is responsible for the delivery of the three year implementation plan across both counties.
 - The post is also responsible for the standardisation of the RDS across the Service and exploring the day to day issues that arise Service wide with regards to the RDS and providing potential solutions.
 - The post holder also provides Service level support to all departments within the Service including the Station Commanders that manage RDS units.

Year Two Objectives

24. **Year 2 commenced in April 2011 and has the following objectives to achieve:**
- To create and maintain a database of employers from within the RDS which is reviewed annually.
 - To provide regular contact with potential RDS employers, via the local manager, throughout the recruitment process. This contact will aim to create a partnership arrangement between the local manager, RDS employer and applicant.
 - To continue to work towards the challenging diversity targets to ensure that both BME and females are attracted to the RDS.

- To liaise with the Service Training and Development Centre and the Approved Centre to provide support, feedback and assistance in relation to the shared objectives forming part of the training review.
- To explore options to provide or develop additional levels of resilience and consistent levels of officer support.

Conclusion/Summary

25. Year 1 of the Implementation Plan has been successful and the Service is now experiencing the benefits of the areas delivered. Real time RDS appliance availability has now improved the service that we are providing to the communities we serve. Other achievements are providing better support to the RDS within the Service, which now allows us to plan and discharge improved training to our RDS staff which in turn improves their safety, competence and operational efficiency.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
To provide Clusters and Districts with a package of hours from within existing resources to support both unplanned work activity and for planned activity such as recruitment.	Yes	7.4

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are no legal issues e.g. contractual and procurement, reputational issues that require consideration	No	Non Applicable

Additional Considerations

26. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	Non Applicable
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	Non Applicable
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	Non Applicable
Consultation with Representative Bodies	No	Non Applicable

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13. Employment Monitoring 2010/11

Purpose of report

1. To provide the Policy and Resources Committee with the annual Employment Monitoring report for year end 31 March 2011.
-

Recommendation

The Chief Fire Officer recommends that the Policy and Resources Committee note this report.

Background

2. In accordance with the Authority's Equality Scheme this report provides data in relation to the Service's employment profile and monitoring data from 1 April 2010 to 31 March 2011 in relation to six of the protected characteristics i.e. race, gender, age, disability, religion/Belief and sexual orientation for the following categories:
 - Staff in post
 - Applications for employment
 - Applications for promotion
 - Staff subject to formal disciplinary procedures
 - Staff who were involved in grievance procedures
 - The number and nature of harassment and bullying
 - Staff who have left the Service

Conclusion/Summary

3. The report provides commentary to identify trends and any relevant actions that are required.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	No	

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	No	

Additional Considerations

4. The table below sets out any additional issues contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Yes	Paragraph 2
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	No	

Supporting Information

Appendix 1 - Employment Monitoring Data 2010/11

Contact Officer

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Employment Monitoring Data 2010/11



Appendix 1

Introduction

Hereford & Worcester Fire and Rescue Service (HWFRS) is committed to challenging discriminatory behaviour or practices, in order to create an environment where our staff feel safe, secure, are valued, are motivated and developed so that they have the skills, knowledge and abilities so that they may confidently flourish; enabling them to provide the highest quality service to the communities we serve. We want to ensure that our staff are reflective of all our diverse communities and we are recognised as an employer of choice.

We recognise that equality and diversity must be at the heart of our day-to-day activity, it must be embraced and integrity and fairness underpins all that we do. We understand that our people management, policies and procedures, recruitment, training & development and retention of our staff are key aspects of mainstreaming the importance of this area.

To help to ensure that this is achieved we monitor our employment profile and practices and this report shows our employment monitoring data from 1 April 2010 to 31 March 2011, providing information on race, gender, age, disability, religion/belief and sexual orientation for the year for the following categories:

Staff in post	Staff leaving the Service
Applications for employment	Staff subject to disciplinary procedures
Applications for promotion	Staff who are involved in grievance procedures
Application for training and receipt of training*	The number and nature of harassment and bullying

* Due to the information not being available in the required format for reporting we are unable to provide information at the present time for the number of staff who applied for training and in receipt of training. The HR department are currently working with the Training department to resolve this. The Executive summary on the following page provides an overview of the figures

It is important to view the numbers behind the percentage figures in conjunction with the commentary to ensure that the full context is appreciated.

Population

Hereford & Worcester Fire and Rescue Service are located in the Heart of England and extend from the metropolitan borders of the West Midlands to the rural southern borderland between England and Wales.

The geographical area amounts to some 390,000 hectares and has a total population of around 736,700. It covers two counties, Worcestershire in the east with a population of 557,400 and Herefordshire to the west with 179,300. Both counties are largely rural, however, Worcestershire's population mainly reside in the towns of Worcester, Bromsgrove, Droitwich, Evesham, Kidderminster, Malvern and Redditch.

The breakdown of the total working age population of the Hereford & Worcester Fire and Rescue Service area is shown in the table opposite (figures shown are in '000s'):

Population			
	Total Population	BME	Female
	000's	000's	000's
Herefordshire	179.3	5.3 (2.9%)	91.4 (50.9%)
Worcestershire	557.4	33.1 (5.9%)	282.1 (50.6%)

Source: ONS Mid Year Population Estimates 2010

Executive Summary

The chart opposite shows an overview of staff information. Further detail is provided in the attached appendices. Key areas to note are as follows:

There were 14 females who applied for uniformed posts of which one was successful. The others failed at the following stages 1 medical, 3 physical tests, 7 psychometrics tests, 2 withdrew).

BME staff has seen an increase from 0.5% to 2.5% since last year, an increase of 4 people into Retained roles.

Disability reporting has seen a reduction in the number of staff who class themselves as disabled, possibly as a result of the self service function of HR Connect.

Over 22% of support staff are over the age of 55. 5.2% of retained staff are over the age of 55.

The Sexual Orientation figures for Gay/Lesbian have increased by 2 members of staff.

Religion or belief has seen an increase of 5 staff reporting a religion or belief other than Christian.

Of the 83 leavers only 4 classed themselves as disabled, 2 BME and 11 female.

Executive Summary Period 1 April 2010 to 31 March 2011

	Total	%BME	% Female	% Disability	% LGB
Staff in post as at 31 March 2011	856	2.5	15.1	1.1	0.6
Applications for Employment	185	4.3	10.3	4.3	2.7
Applications for Promotion	10	0.0	0.0	0.0	0.0
Discipline Cases	5	20.0	20.0	0.0	0.0
Grievance Cases	14	0.0	28.6	7.1	0.0
Harassment and Bullying Cases	2	0.0	50.0	0.0	0.0
Leavers	83	2.4	13.3	4.8	0.0

Staffing Levels

The chart opposite shows the numbers and percentages of wholetime and retained firefighters, fire control and support staff in post as at 31 March each year over the past 3 years.

The numbers of wholetime staff during the last 3 years has steadily reduced due to a lack of recruitment in this area with a natural wastage of leavers. The number of BME staff has remained consistent with an increase of 1 person this year due to successful positive action initiatives. The number of women has increased between 2009 and 2010 through retained to wholetime transfers and has remained the same this year.

Fire control numbers have remained quite constant, however the BME figure has reduced this year.

Support staff number rose significantly between 2009 and 2010 however have reduced during 2011 due to natural wastage and Service restructuring.

Staffing Levels

	31-Mar-09	31-Mar-10	31-Mar-11
Wholetime	337.5	326	312
BME	6 (1.7%)	6 (1.8%)	7 (2.2%)
Female	13.5 (4%)	17 (5.2%)	17 (5.4%)
Retained	319.75	369	385
BME	7 (2.1%)	8 (2.2%)	7 (1.8%)
Female	18 (5.6%)	18 (4.9%)	18 (4.7%)
Fire Control	24.5	26	25
BME	1 (4.1%)	1 (3.8%)	0 (0.0%)
Female	20.5 (83.6%)	21 (80.8)	19 (76.0)
Support Staff	122.6	140	134
BME	5 (4.1%)	8 (5.7%)	7 (5.2%)
Female	67.5 (55.1%)	80 (57.1%)	75 (56.0%)
Total	804.35	861	856

1. Staff in Post as at 31 March 2011

1.1 GENDER, ETHNICITY & DISABILITY

Duty System	Total	%	GENDER				ETHNICITY								DISABILITY					
			Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime	312	36.4	295	94.6	17	5.4	304	97.4	0	0.0	7	2.2	1	0.3	4	1.3	308	98.7	0	0.0
Retained	385	45.0	367	95.3	18	4.7	378	98.2	0	0.0	7	1.8	0	0.0	1	0.3	384	99.7	0	0.0
Fire Control	25	2.9	6	24.0	19	76.0	24	96.0	1	4.0	0	0.0	0	0.0	0	0.0	25	100.0	0	0.0
Support	134	15.7	59	44.0	75	56.0	122	91.0	2	1.5	7	5.2	3	2.2	4	3.0	130	97.0	0	0.0
	856	100.0	727	84.9	129	15.1	828	96.7	3	0.4	21	2.5	4	0.5	9	1.1	847	98.9	0	0.0

Staff in Post

As at 31 March 2011 there were a total of 856 staff in post 312 (36.4%) wholetime, 385 (45%) RDS, 25 (2.9%) Fire Control and 134 (15.7%) support staff. Compared to the last annual report there are 6 less employees in total (16 less wholetime which is a reduction in 1.7%, 16 more RDS which is an increase in 2.2%, 1 less Fire Control which is a reduction in 0.1% and 5 less support staff which is reduction of 0.4%).

There are 15.1% employees who are female, 3 less females (support staff) since last year, which is a reduction of 0.1%. The number of uniformed female employees has remained the same through transfers within the Service and we have not had a uniformed female new recruit into the Service, although we have had 14 applications from female applicants.

There are 2.5% of employees from BME groups, which has been an increase of 0.5% since the last annual report - 4 more for RDS which is an increase of 0.8% and a total 1.8% of total staff in post and 1 less support staff which is a total of 5.2% of total staff in post. The total number of BME employees from wholetime is 2.2% and there are no BME employees within Fire Control.

There are 1.1% of employees who consider themselves to be disabled which is 9 less employees since last year which is a 0.9% reduction.

1.2 AGE

Duty System	Total	%	AGE BRACKET											
			17-24	%	25-35	%	36-45	%	46-55	%	56-65	%	66+	%
Wholetime	312	36.4	6	1.9	70	22.4	152	48.7	80	25.6	4	1.3	0	0.0
Retained	385	45.0	38	9.9	108	28.1	131	34.0	88	22.9	20	5.2	0	0.0
Fire Control	25	2.9	1	4.0	5	20.0	9	36.0	7	28.0	3	12.0	0	0.0
Support	134	15.7	1	0.7	23	17.2	35	26.1	46	34.3	28	20.9	1	0.7
	856	100.0	46	5.4	206	24.1	327	38.2	221	25.8	55	6.4	1	0.1

There are 55 members of staff aged between 56-65 which in total is 5.5%, and is 4 more employees than last year, which includes 4 wholetime and 20 RDS. Of these 20 RDS employees, 2 of them are new recruits. There is 1 employee over the age of 66 (support staff).

It should be noted that the data cleansing within HR Connect is ongoing and has continued over the last year and that this may have been the reason for the change in data. It is also useful to point out that with the introduction of the HR Connect system, employees can update this information themselves at any point.

1.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
856	100.0	2	0.2	3	0.4	235	27.5	616	72.0

We have asked staff to update their personal information on HR Connect which includes Sexual Orientation, although the numbers are still low and further work is required in this area. The numbers are slowly increasing.

There are now 2 more staff who consider themselves to be of a sexual orientation other than that of heterosexual, which is a 0.2% increase since 2010.

1.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
856	100.0	157	18.3	1	0.1	0	0.0	0	0.0	1	0.1	0	0.0	6	0.7	90	10.5	601	70.2

We have asked staff to update their personal information on HR Connect which includes Religion or Belief, similar to Sexual Orientation above the numbers are very low but have seen a slight increase.

There are 5 more employees who consider themselves to have a religion/belief other than Christian which is a 0.6% increase since 2010.

2. Applications for Employment from 1 April 2010 to 31 March 2011

2.1 GENDER, ETHNICITY & DISABILITY

			GENDER				ETHNICITY								DISABILITY					
Duty System	Total	%	Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime	7	3.8	7	100.0	0	0.0	7	100.0	0	0.0	0	0.0	0	0.0	1	14.3	6	85.7	0	0.0
Retained	146	78.9	132	90.4	14	9.6	140	95.9	0	0.0	6	4.1	0	0.0	6	4.1	138	94.5	2	1.4
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	32	17.3	27	84.4	5	15.6	30	93.8	0	0.0	2	6.3	0	0.0	1	3.1	31	96.9	0	0.0
	185	100.0	166	89.7	19	10.3	177	95.7	0	0.0	8	4.3	0	0.0	8	4.3	175	94.6	2	1.1

During this year there have been a total of 185 applications for employment. There were 146 for RDS posts, of which 14 were from female applicants (1 successful, 1 failed medical, 3 physical, 7 psychometrics, 1 withdrew), 6 BME (3 Psychometrics 1 Withdrew) and 6 from disabled applicants. Compared to last year there were a total of 598 applications (96 RDS, 502 support staff). It should be noted that recruitment activity in relation to support posts was high last year, as compared to this year where we have held off recruitment activity to the majority of posts.

In total this year, 44 appointments were made into RDS posts, 10 into support roles, 1 into Fire Control and 1 Chief Executive/Chief Fire Officer appointment.

2.2 AGE

Duty System	Total	%	AGE BRACKET											
			17-24	%	25-35	%	36-45	%	46-55	%	56-65	%	66+	%
Wholetime	7	3.8	0	0.0	0	0.0	5	71.4	2	28.6	0	0.0	0	0.0
Retained	146	78.9	74	50.7	48	32.9	17	11.6	5	3.4	2	1.4	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	32	17.3	5	15.6	8	25.0	9	28.1	7	21.9	3	9.4	0	0.0
	185	100.0	79	42.7	56	30.3	31	16.8	14	7.6	5	2.7	0	0.0

In this year there were 5 applicants who were aged between 56-65, (2 RDS and 3 support staff), which is 10.8% of the total applications received. In comparison to last year, there were 45 applicants who were aged between 56-65 which was 9% of the total application received.

In this year there were 50.7% of applicants for RDS vacancies who were aged between 17-24.

2.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
185	100.0	1	0.5	4	2.2	173	93.5	7	3.8

In this year there were 5 applicants who had a sexual orientation that was other than heterosexual, which is 2.7% of the total applications received. Compared to last year there were 19 applicants who had a sexual orientation that was other than heterosexual which was 3.8% of the total applications received.

2.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
185	100.0	93	50.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12	6.5	74	40.0	6	3.2

In this year there were 12 applicants who had a religion/belief that was other than Christian which is 6.5% of the total applications received. Compared to last year there were 13 applicants who had a religion/belief that was other than Christian which was 3% of the total applications received.

3. Applications for Promotion from 1 April 2010 to 31 March 2011

3.1 GENDER, ETHNICITY & DISABILITY

			GENDER				ETHNICITY								DISABILITY					
Duty System	Total	%	Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime	9	90.0	9	100.0	0	0.0	9	100.0	0	0.0	0	0.0	0	0.0	0	0.0	9	100.0	0	0.0
Retained	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	1	10.0	1	100.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
	10	100.0	10	100.0	0	0.0	10	100.0	0	0.0	0	0.0	0	0.0	0	0.0	10	100.0	0	0.0

3.2 AGE

			AGE BRACKET											
Duty System	Total	%	17-24	%	25-35	%	36-45	%	46-55	%	56-65	%	66+	%
Wholetime	9	90.0	0	0.0	0	0.0	6	66.7	3	33.3	0	0.0	0	0.0
Retained	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	1	10.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
	10	100.0	0	0.0	1	10.0	6	60.0	3	30.0	0	0.0	0	0.0

3.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
10	100.0	0	0.0	0	0.0	9	90.0	1	10.0

3.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
10	100.0	3	30.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5	50.0	2	20.0

Applications for Promotion

There have been 10 applications for promotion this year, 9 for wholetime and 1 for support roles. All of the applicants were white, male, and not disabled. None of the applicants had a sexual orientation that was other than heterosexual or who had a religion/belief that was other than Christian.

4. Staff Leaving the Service from 1 April 2010 to 31 March 2011

4.1 GENDER, ETHNICITY & DISABILITY

			GENDER				ETHNICITY								DISABILITY					
Duty System	Total	%	Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime	26	31.3	25	96.2	1	3.8	24	92.3	1	3.8	1	3.8	0	0.0	2	7.7	24	92.3	0	0.0
Retained	42	50.6	40	95.2	2	4.8	42	100.0	0	0.0	0	0.0	0	0.0	1	2.4	41	97.6	0	0.0
Fire Control	2	2.4	0	0.0	2	100.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	0	0.0
Support	13	15.7	7	53.8	6	46.2	12	92.3	0	0.0	1	7.7	0	0.0	1	7.7	12	92.3	0	0.0
	83	100.0	72	86.7	11	13.3	80	96.4	1	1.2	2	2.4	0	0.0	4	4.8	79	95.2	0	0.0

4.2 AGE

Duty System	Total	%	AGE BRACKET											
			17-24	%	25-35	%	36-45	%	46-55	%	56-65	%	66+	%
Wholetime	26	31.3	0	0.0	1	3.8	2	7.7	19	73.1	4	15.4	0	0.0
Retained	42	50.6	3	7.1	14	33.3	15	35.7	9	21.4	1	2.4	0	0.0
Fire Control	2	2.4	0	0.0	0	0.0	0	0.0	1	50.0	1	50.0	0	0.0
Support	13	15.7	2	15.4	1	7.7	4	30.8	2	15.4	3	23.1	1	7.7
	83	100.0	5	6.0	16	19.3	21	25.3	31	37.3	9	10.8	1	1.2

4.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
83	100.0	0	0.0	0	0.0	10	12.0	73	88.0

4.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
83	100.0	7	8.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7	8.4	69	83.1

Staff leaving the Service

There have been 83 employees who have left the Service during this year, of which 26 (31.3%) were wholetime, 42 (50.6%) were RDS, 2 (2.4%) were Fire Control and 13 (15.7%) were support members of staff. 11 were female (1 wholetime, 2 RDS, 2 fire control and 6 support), 2 were BME and 4 were those who classed themselves as disabled. 31 staff were between the age of 46-55, 9 from the age between 56-65 and 1 was from over the age of 66.

None of the staff had a sexual orientation that was other than heterosexual or who had a religion/belief that was other than Christian.

Points of interest - During this year, out of the 83 leavers, 27 retired (24 uniformed, 2 support, 1 fire control), 42 resignations (31 were RDS, 2 wholetime, 8 support, 1 fire control). The main reason for RDS employees resigning was that it was for personal reasons and/or they were relocating. However the majority of this data has only been recorded as 'resignation', without the reason for the resignation. For support staff, the main reason for leaving was that they had resigned to take up another post.

Out of the 83 leavers, 14 have completed exit questionnaires. The HR department do not have a record of the total number of exit interviews carried out as this is arranged locally, although every employee who leaves the Service, (other than those that are dismissed) are offered an exit interview.

Managers need to be made aware of the importance of encouraging staff to complete the exit interview forms and attending exit interview meetings so that we can ascertain reasons for the high number of resignations specifically related to RDS staff.

4.5 REASON FOR STAFF LEAVING THE SERVICE

Reason for Leaving	Total	Wholetime	Retained	Fire Control	Support
Retirement	27	22	2	1	2
Resignation	42	2	31	1	8
Termination of contract	7	1	5		1
Not indicated	2		2		
Other	5	1	2		2
TOTAL	83	26	42	2	13

Disabled staff - 4 people have left with no links to their protected characteristic

BME - 2 people have left again with no links to their protected characteristic

Females - 11 people have left with no links as a result of their protected characteristic.

5. Staff subject to Disciplinary Procedures from 1 April 2010 to 31 March 2011

5.1 GENDER, ETHNICITY & DISABILITY

Duty System	Total	%	GENDER				ETHNICITY								DISABILITY					
			Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime	2	40.0	2	100.0	0	0.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	0	0.0
Retained	3	60.0	2	66.7	1	33.3	2	66.7	0	0.0	1	33.3	0	0.0	0	0.0	3	100.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	5	100.0	4	80.0	1	20.0	4	80.0	0	0.0	1	20.0	0	0.0	0	0.0	5	100.0	0	0.0

5.2 AGE

Duty System	Total	%	AGE BRACKET											
			17-24	%	25-35	%	36-45	%	46-55	%	56-65	%	66+	%
Wholetime	2	40.0	1	50.0	0	0.0	1	50.0	0	0.0	0	0.0	0	0.0
Retained	3	60.0	2	66.7	0	0.0	0	0.0	1	33.3	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	5	100.0	3	60.0	0	0.0	1	20.0	1	20.0	0	0.0	0	0.0

5.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
5	100.0	0	0.0	0	0.0	0	0.0	5	100.0

5.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
5	100.0	1	20.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	80.0

Recorded as the date the discipline was received

During this year there were 5 employees (2 wholetime and 3 RDS) subject to disciplinary procedures (recorded as the date the discipline was received) 1 was female and 1 was BME. Non were disabled or had a sexual orientation that was other than heterosexual or who had a religion/belief that was other than Christian.

6. Staff who are involved in Grievance Procedures from 1 April 2010 to 31 March 2011

6.1 GENDER, ETHNICITY & DISABILITY

Duty System	Total	%	GENDER				ETHNICITY								DISABILITY					
			Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime*	11	78.6	10	90.9	1	9.1	11	100.0	0	0.0	0	0.0	0	0.0	1	9.1	10	90.9	0	0.0
Retained	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	3	21.4	0	0.0	3	100.0	3	100.0	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0	0	0.0
	14	100.0	10	71.4	4	28.6	14	100.0	0	0.0	0	0.0	0	0.0	1	7.1	13	92.9	0	0.0

* 8 wholetime staff were involved in a collective grievance

6.2 AGE

Duty System	Total	%	AGE BRACKET											
			17-24	%	25-35	%	36-45	%	46-55	%	56-65	%	66+	%
Wholetime	11	78.6	0	0.0	3	27.3	6	54.5	2	18.2	0	0.0	0	0.0
Retained	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	3	21.4	0	0.0	0	0.0	2	66.7	1	33.3	0	0.0	0	0.0
	14	100.0	0	0.0	3	21.4	8	57.1	3	21.4	0	0.0	0	0.0

6.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
14	100.0	0	0.0	0	0.0	5	35.7	9	64.3

6.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
14	100.0	4	28.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	7.1	1	7.1	8	57.1

Recorded as the date the grievance was received

During this year there were 14 employees (11 wholetime and 3 support staff) who submitted formal grievance complaints (recorded as the date the grievance was received) 4 were female, 1 was disabled and 1 had a religion/belief that was other than Christian. None were BME or had a sexual orientation that was other than heterosexual.

Point of interest - in the wholetime category, 8 employees were involved in a collective grievance.

7. The numbers and nature of harassment and bullying complaints from 1 April 2010 to 31 March 2011

7.1 GENDER, ETHNICITY & DISABILITY

Duty System	Total		GENDER				ETHNICITY								DISABILITY					
			Male	%	Female	%	White British	%	White Irish	%	BME	%	Not Stated	%	Disabled	%	Not Disabled	%	Not Stated	%
Wholetime	1	50.0	1	100.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
Retained	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	1	50.0	0	0.0	1	100.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
	2	100.0	1	50.0	1	50.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	0	0.0

7.2 AGE

Duty System	Total		AGE BRACKET									
			17-24	%	25-35	%	36-45	%	46-55	%	56-65	%
Wholetime	1	50.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
Retained	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fire Control	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Support	1	50.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0
	2	100.0	0	0.0	0	0.0	1	50.0	1	50.0	0	0.0

7.3 SEXUAL ORIENTATION

Total	%	Bisexual	%	Gay/Lesbian	%	Heterosexual	%	Not Stated	%
2	100.0	0	0.0	0	0.0	2	100.0	0	0.0

7.4 RELIGION OR SIMILAR BELIEF

Total	%	Christian	%	Bhuddist	%	Hindu	%	Jewish	%	Muslim	%	Sikh	%	Other	%	None	%	Not Stated	%
2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	50.0	1	50.0	0	0.0

During this year there were 2 complaints of bullying and harassment nature (1 wholetime and 1 from support staff). 1 of the staff members was female. None were BME, disabled or had a sexual orientation that was other than heterosexual or who had a religion/belief that was other than Christian.

14. Joint Consultative Committee Update

Purpose of report

1. To inform the Policy and Resources Committee of the Joint Consultative Committee meeting held during July 2011.
-

Recommendation

The Chief Fire Officer recommends that the Policy and Resources Committee note the content of this report.

Update

2. The last Joint Consultative Committee meeting was held on 18 July 2011.
3. Key subjects currently open which are under discussion and development include:
 - Cascade of new fire appliances
 - Property strategy and the development of strategic training facilities
 - Resilience Register
 - Maternity provisions
 - Filling of Watch Commander roles
 - Relocation of Fire Control
4. Several items were closed down due to resolution of the issues raised, and confirmation of this from all sides.
5. New areas brought to JCC for discussion at this meeting included:
 - Future of workwear
 - Changes to promotion and development processes
 - Development opportunities for support staff
 - Equal pay audit
 - Relocation of South District staff

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	Y	Paras 3 & 5

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	Y	Paras 3 & 5

Additional Considerations

6. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	Y	Paras 3 & 5
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Y	Paras 3 & 5
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	N	
Consultation with Representative Bodies	Y	Paras 3 & 5

Supporting Information

None

Contact Officer

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15. Equality and Diversity Steering Group Update

Purpose of report

1. To inform the Policy and Resources Committee of the Equality and Diversity Steering Group meeting in July 2011.
-

Recommendation

The Chief Fire Officer recommends that the Policy and Resources Committee note the content of this report.

Update

2. The Equality and Diversity Steering Group met on 28 July 2011.
3. The Terms of Reference review was complete, with only minor amendments being made including:
 - Introduction of job roles for Equality and Diversity Champions, in particular identifying specific areas of work and objectives.
4. Recruitment and positive action work continues, with a particular focus on positive action becoming an integral part of recruitment activity.
5. Other sub-groups would be reconvened based on particular tasks, and would not run continuously in parallel with the Steering Group. This does not apply to staff networks which would continue to be supported.
6. The Chief Fire Officers Association published a circular in July outlining the new public sector equality duty and its implications for Fire Services. Under these new regulations, information demonstrating compliance with the duty should be published no later than January 2012, and annually thereafter.
7. Under this duty, we are also required to publish at least one specific equality objective that can be achieved to further the aims set out in the duty. The publication date for this is 6 April 2012.
8. Membership of specific equality groups was discussed and it was agreed to retain the current position, with a review to be conducted again in January 2012 to again examine the position.

9. Employment monitoring information for the year April 2010 – March 2011 was reviewed and discussed. No immediate issues were identified as requiring action.
10. The national Equality and Diversity Lead Officer for CFA, Mike Hagan, DCFO Merseyside Fire and Rescue Service, has announced his retirement. A replacement was being sought for this position. The national Equality and Diversity Champions' Network had not met in the intervening period.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	Y	Para 7

Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	Y	Paras 5 & 6

Additional Considerations

11. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	Y	Paras 3 – 7
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Y	All paras
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	N	
Consultation with Representative Bodies	N	

Supporting Information

None

Contact Officer

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16. Health and Safety Liaison Panel Update

Purpose of report

1. To provide the Policy and Resources Committee with a report on the activities and items of significance from the Health and Safety Liaison Panel.
-

Recommendations

The Chief Fire Officer recommends that:

- i) The Committee note the content of this report.*
- ii) The Committee consider the nomination of an Authority Member representative to sit on the Health and Safety Liaison Panel.*

Introduction

2. The Health and Safety Liaison Panel (H&SLP) last met on 16 August 2011.

Significant Issues Raised

3. It was proposed that the Chair of this panel would now pass to the Area Commander, Corporate Services and the Chair of the Health and Safety Working Group would pass to the Group Commander, Operational Policy. This is to be considered by members of the panel and agreed prior to the next meeting.
4. It was identified that there is currently no Authority Member representation on the H&SLP and it was proposed that the Authority is asked to consider nominating a Member to attend this meeting.
5. A review of the previous quarter's Health and Safety performance data was discussed in detail, followed by a review of the recent Health and Safety investigations (also see paragraphs 7 to 12). No significant issues arose. Debriefs on completed investigations have been carried out and were current and up to date.
6. It was agreed that the Service would include the FBU Health and Safety representative in planned advanced level (NEBOSH) Health and Safety training later this year.
7. The "Health and Safety Managers' Handbook" was issued recently to all managers and commanders in the Service and has been very well received. It was also presented at the regional Health and Safety Forum and was again well received with all regional partners requesting a copy for use in their organisations, which has subsequently been facilitated.
8. Two recent serious Health and Safety related issues were discussed in detail:

9. A recent issue in West Yorkshire FRS, released nationally, regarding the catastrophic failure of a 13.5m extension ladder causing serious injury to a Firefighter was reviewed. The Service's response to this, in liaison with the Representative Bodies, was to immediately implement control measures within the Service, and has seen subsequent reviews of protocols and risk assessments, including H&S Flashes being issued. Also revised testing and maintenance measures have been adopted. Members of the Liaison Panel were satisfied with the response to this event and the current measures in place, however consideration needs to be given to the outcomes of the pending final report and causal factors from the West Yorkshire incident. An internal review of the testing and maintenance programme for the HWFRS's ladders, which were identified as being behind schedule, is currently underway.
10. HWFRS has recently concluded two investigations into the reported failures of two BA sets from Hereford Fire Station that were being used during training. No person was injured or harmed during these incidents, however the potential for harm with this type of incident prompted a dedicated Specialist Investigation utilising internal and external resources. The Service commissioned the Health and Safety Executive's independent commercial Laboratory (HSL) to forensically examine both BA sets. This was carried out in conjunction with a team of trained internal specialist investigators and subject experts, who have completed a thorough internal investigation.
11. HSL concluded that both incidents were due to water in the cylinder subsequently causing internal components in the BA set to "freeze" and fail to operate correctly. On one occasion this led to a failure to deliver air to the wearer. In the other incident it caused the gauge assembly to malfunction, leading to incorrect monitoring of air consumption. HSL concluded that there was no fault or issue with the Drager BA sets and it was reasonable for any breathing equipment to react in this way to these levels of water in the air supply.
12. The Service has implemented a series of measures to address this issue, including independent moisture testing of all BA cylinders and rigorous testing of compressors. No further cylinders were found to have equivalent levels of moisture, however some cylinders were found to have higher than expected levels, but within safe limits. These were removed from use as a precaution. The investigation has not been able to determine the exact cause of the moisture entering the cylinder. All possible and known routes by which this might occur have been identified with additional control measures and procedures now implemented.
13. The Service has released a National Operations Bulletin through CFOA and has been liaising with other FRSs. The response to these incidents was carried out with the full involvement of the Representative Bodies and the staff affected. Staff responded positively to the investigation and have commented on their satisfaction with the Service's handling of this matter. The H&SLP were satisfied with the investigation and response to these incidents. Additionally it was felt that the response to these investigations has led to a significant improvement Service-wide in the management and use of BA Sets and Cylinders. A full report will be available in September.
14. A further review and update of reported incidents of abuse to staff was held with no significant issues being identified.

Financial Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are financial issues that require consideration	No	

Legal Considerations

Consideration	Yes/No	Reference in Report i.e paragraph no.
There are legal issues e.g. contractual and procurement, reputational issues that require consideration	No	

Additional Considerations

15. The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e paragraph no.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	No	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	No	
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	No	
Consultation with Representative Bodies	No	

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Hereford & Worcester Fire and Rescue Authority

GLOSSARY OF TERMS

ACAS	Advisory Conciliation and Arbitration Service
ACFO	Assistant Chief Fire Officer
AFA	Automatic Fire Alarm
AFD	Automatic Fire Detection
ALP	Aerial Ladder Platform
AC	Area Commander
AMP	Asset Management Plan
ARCC	Aeronautical Rescue Co-ordination Centre
BA	Breathing Apparatus
BACS	Bankers' Automated Clearance System
BCM	Business Continuity Management
BCP	Business Continuity Plan
BME	Black and Minority Ethnic
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
CAA	Combined Area Assessment
CAFS	Compressed Air Foam Systems
CARP	Combined Aerial Rescue Pump
CBRN	Chemical Biological Radiological Nuclear
CCA	Civil Contingencies Act
CDRP	Crime and Disorder Reduction Partnership
CERMIG	County Emergency Response to Major Incidents Group
CFA	Combined Fire Authority
CFO	Chief Fire Officer
CFOA	Chief Fire Officers Association
CFRMIS	Community Fire Risk Management System
CFS	Community Fire Safety
CIMAH	Control of Industrial Major Accident Hazards
CIPFA	The Chartered Institute of Public Finance and Accountancy
CLG	Department for Communities and Local Government
CC	Crew Commander
COSHH	Control of Substances Hazardous to Health
CPA	Comprehensive Performance Assessment
CPS	Chemical Protection Suits
CRR	Community Risk Register
CS	Community Safety
CSR	Comprehensive Spending Review
CSU	Command Support Unit
DC	District Commander
DCFO	Deputy Chief Fire Officer
DDA	Disability Discrimination Act
DIM	Detection, Identification and Monitoring
DOFA	Director of Finance and Assets
DoH	Department of Health
DoT	Direction of Travel
DPA	Data Protection Act
EA	Environment Agency

Hereford & Worcester Fire and Rescue Authority

GLOSSARY OF TERMS

EAS	Electronic Availability System
ECS	Enhanced Command Support
EIR	Environmental Information Regulations
EPU	Environmental Protection Unit
ESLG	Equality Standard for Local Government
FBU	Fire Brigades Union
FDR	Fire Damage Report
FDS	Flexible Duty System
FireLink	The National Fire Service Radio System
FOIA	Freedom of Information Act
FRA	Fire and Rescue Authority
FRD	Fire Resilience Directorate
FRS	Fire and Rescue Service
FRSNCC	Fire and Rescue Service National Co-ordination Centre
FSC	Fire Service College
FSCA	Fire Service Consultation Association
FSEC	Fire Services Emergency Cover
FSPA	Fire Service Procurement Association
GC	Group Commander
HAZMAT	Hazardous Materials
HERMIT	Herefordshire Emergency Response to Major Incidents Team
HFSC	Home Fire Safety Check
HMI	Her Majesty's Inspector or Inspectorate
HPA	Health Protection Agency
HR	Human Resources
HRIS	Human Resources Information System
HSE	Health & Safety Executive
HWFRS	Hereford & Worcester Fire and Rescue Service
ICP	Integrated Clothing Project
ICS	Incident Command System
ICT	Information and Communications Technology
IEG	Implementing Electronic Government
IIP	Investors in People
IOSH	Institute of Occupation Safety and Health
IPDR	Individual Performance and Development Review
IPDS	Integrated Personal Development System
IRMP	Integrated Risk Management Plan
IRS	Incident Recording System
IRU	Incident Response Unit
ISU	Incident Support Unit
JERA	Joint Emergency Response Arrangements
JFS	Juvenile Fire-setters Scheme
KPI	Key Performance Indicator
KLOE	Key Lines of Enquiry
LASER	Learning about Safety by Experiencing Risk
LEA	Local Education Authority
LGA	Local Government Association

Hereford & Worcester Fire and Rescue Authority

GLOSSARY OF TERMS

LGV	Light Goods Vehicle
LIBID	London Interbank Bid Rate
LPG	Liquid Petroleum Gas
LPSA	Local Public Service Agreement
LRF	Local Resilience Forum
LRI	Learning Resource International
LSGCM	Long Service and Good Conduct Medal
LSP	Local Strategic Partnership
LTCM	Long Term Capability Management
LTF	Local Training Facilities
MDT	Mobile Data Terminals
MIS	Management Information Systems
MISAR	Mercia Inshore Search and Rescue
MMFE	Management of Major Flood Emergencies
MoU	Memorandum of Understanding
MTFP	Medium Term Financial Plan
NCFSC	National Community Fire Safety Campaign
NEBOSH	National Examination Board in Occupational Safety and Health
NEET	Not in Education, Employment or Training
NFST	National Flood Support Team
NJC	National Joint Council for Local Authorities' Fire Brigades
NOS	National Occupational Standard
NVQ	National Vocational Qualification
OASD	Operational Assessment of Service Delivery
ODPM	Office of the Deputy Prime Minister
OJEU	Official Journal of the European Union
ORS	Opinion Research Services
PDR	Personal Development Review
PFI	Private Finance Initiative
PI	Performance Indicator
PMM	Principal Management Members
PMSO	Project Management Support Office
PO	Principal Officer
PPE	Personal Protective Equipment
PPP	Policy, Planning and Performance
PSA	Public Service Agreement
PSHE	Personal, Social, Health Education
PSRP	Public Services Radio Project
PWLB	Public Works Loans Board
QSA	Quality Systems Audit
R2R	Rank to Role
RB	Representative Body
RBIP	Risk Based Inspection Programme

Hereford & Worcester Fire and Rescue Authority

GLOSSARY OF TERMS

RCC	Regional Control Centre
RCCC	Regional Civil Contingencies Committee
RDS	Retained Duty System
RHSCG	Regional Health and Safety Collaboration Group
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulation
RMB	Regional Management Board
RoSPA	Royal Society for the Prevention of Accidents
RPE	Respiratory Protective Equipment
RRF	Regional Resilience Forum
RRO	Regulatory Reform Order
RRT	Regional Resilience Team
RSIG	Road Safety Implementation Group
RTA	Road Traffic Accident
RTC	Road Traffic Collision
SARA	Severn Area Rescue Association
SBE	Standards Board for England
SCC	Strategic Command Centre
SCE	Supported Capital Expenditure
SCG	Strategic Command Group
SDA	Service Delivery Agreement
SFSO	Senior Fire Safety Officer
SFU	Small Fires Unit
SHA	Strategic Holding Area
SHEBA	Safety in the Home and Electric Under Blanket Assessment
SLA	Service Level Agreement
SC	Station Commander
SOLACE	Society of Local Authority Chief Executives
SoRP	Statement of Recommended Practice
SPI	Service Policy Instruction
SRT	Swift Water Rescue Team
SSI	Special Service Incidents
TDC	Training and Development Centre
UoR	Use of Resources
USAR	Urban Search and Rescue
UWFS	Unwanted Fire Signal
VMDS	Vehicle Mounted Data System
WAN	Wide Area Network
WC	Watch Commander
YFA	Young Firefighters' Association