



2015

Guernsey Fire & Rescue Service Operating Plan

Mission

Working together to save lives and reduce harm to people, property and environment

Vision

To work with others in the most efficient, effective and innovative ways, in order to provide an affordable service of excellence that will:

Prevent incidents through the promotion of fire safety awareness within the community

Protect the community by ensuring the built environment includes appropriate fire safety provisions

Respond to all emergencies within a defined timeframe with effective equipment and well prepared staff

Chief Fire Officer's Foreword

Originating from the targets in the Home Department's Business Plan, this plan sets out the aims and goals of the Fire & Rescue Service, which will ensure that there will be Service level focus on achieving the wider objectives of the Home Department.

The Fire & Rescue Service's primary function in Guernsey and Herm is to provide a response to fire related incidents, whilst also preventing fires from occurring in the first place through education and ensuring buildings provide appropriate standards of fire protection to the occupants.

Statistics show that the number of fire related incidents have steadily declined over the last 25 years, fire deaths in the Islands are rare and the amount of significant fire damage to property is comparatively low due to early and effective intervention by well-prepared crews. In more recent times, the Fire & Rescue Service has diversified and is now also relied upon to provide assistance at a wide range of non-fire related incidents where its resources and skills can be used effectively. The future of the Service will see a requirement for it to diversify further in order to assist with a reduction of public expenditure.

The diversification into other areas of service provision has meant that the skills-base of the staff have had to become a lot broader. This creates the risk of skills fade in high-risk fire related incidents, whilst focus is placed on 'up skilling' to undertake new roles. Essentially there is a danger of the Guernsey Fire & Rescue Service becoming 'Jacks of all Trades and Masters of None'. This is not acceptable in the litigious and accountable world in which we operate. At worst it creates an increased risk of harm to staff and public. At best it creates an increased risk of criticism or litigation towards the Service. To ensure that the Service can move forward with the development of alternative services, whilst also ensuring that the existing service delivery it provides is required and acceptable, the main aim of 2015 will be to establish a solid quality assurance platform on which to develop the Service in the future.



J P Le Page
Chief Fire Officer

Fire Service Values

The Guernsey Fire & Rescue Service shares a set of common values with the UK Fire & Rescue Service, which support the values of the Home Department and the overall corporate values of the States of Guernsey.

Service to the Community

We value service to the community by working with all groups to reduce risk, treating everyone fairly and with respect, being answerable to those we serve and striving for excellence in all we do

People

We value all our employees by practising and promoting fairness and respect, recognition of merit, honesty with integrity and mutual trust, personal development and co-operative/inclusive working

Diversity

We value diversity in the Service and the community by treating everyone fairly and with respect, providing varying solutions for different needs and expectations, promoting equal opportunities in employment and progression within the Service and challenging prejudice and discrimination

Improvement

We value improvement at all levels of the Service by accepting responsibility for our performance, being open-minded, considering criticism thoughtfully, learning from our experiences and consulting with others

Home Department Values

Quality

We aspire to deliver quality services to the benefit of the local community that also offer good value for money

Integrity

As individuals, we demonstrate integrity of behaviour when delivering our services to the benefit of the local community

Professionalism

We utilise qualified and professional expertise and collaborate to deliver specialised tasks and services to agreed professional standards

Efficiency

We are committed to delivering effective services in the most efficient manner and to seeking out opportunities to be more effective and efficient

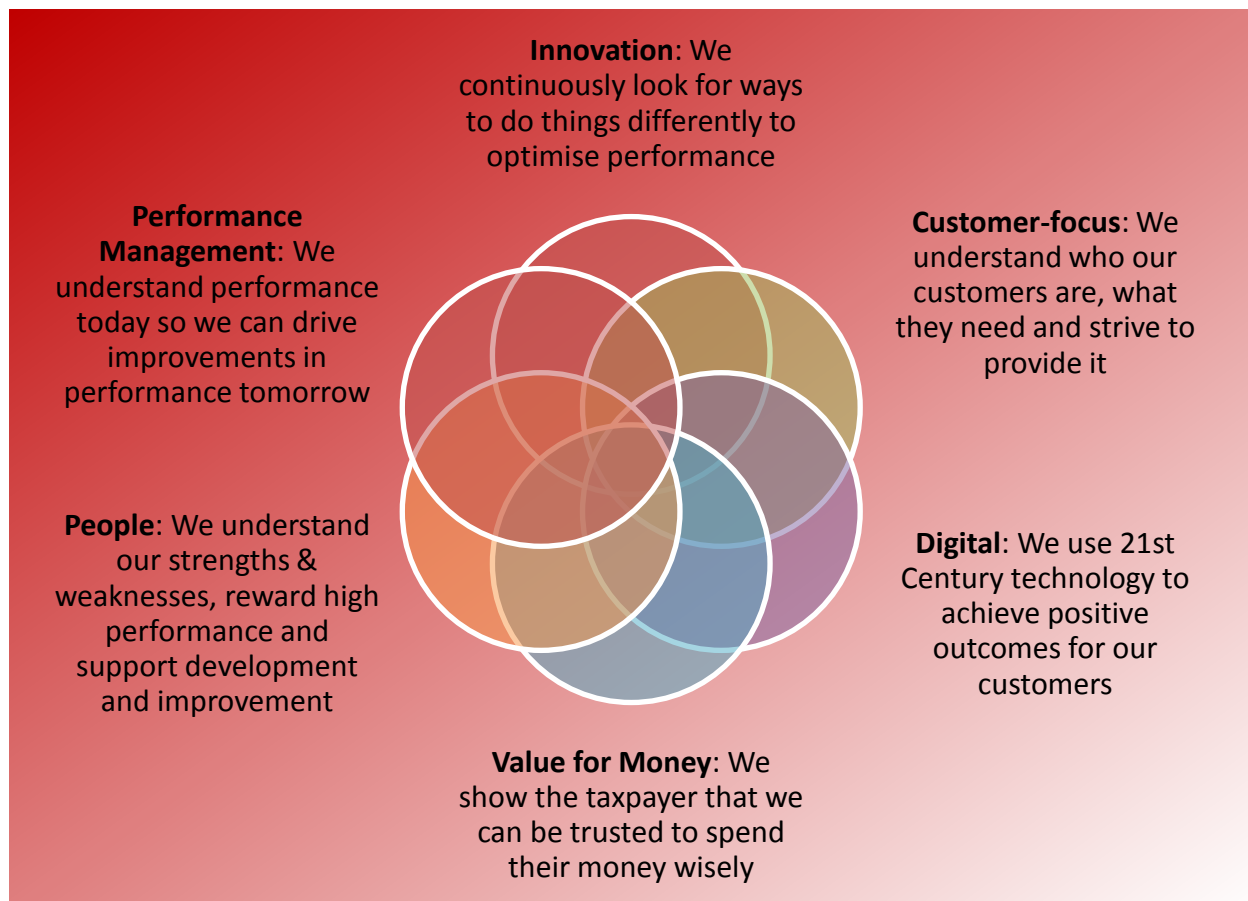
Innovation

We are committed to developing new ideas and practices in order to meet ever-evolving challenges and achieve the best for the local community

States of Guernsey Values

The Guernsey Fire & Rescue Service fully supports the 'Service Guernsey' initiative and its corporate values, namely teamwork, accountability, professionalism, customer-service and empowerment. Service Guernsey seeks to build a single States of Guernsey team that works jointly across all States Departments to provide customer-focused services. The mission, vision and values of the Guernsey Fire & Rescue Service are fully in line with what Service Guernsey aims to achieve.

Embedded within our activities is a commitment to the following Service Guernsey themes:



Service Priorities 2015

During 2015, the Guernsey Fire & Rescue Service will give specific priority to the following aims:

Carry out a targeted initiative during the year that responds to the high number of calls for assistance due to flooding in 2014

Undertake a full review of operational preparedness. To include suitability of local procedures in comparison to UK guidance

Undertake a full review of the Service's training provisions to ensure that the operational competence of staff is established and maintained

Establish effective monitoring of operational capability and performance, in order to evidence the efficiency and effectiveness of the Service

As part of a multi-agency team, work on identifying how the provision of Emergency Services should be best delivered within the Islands in the future.

Support the implementation of a single Joint Emergency Services Control Facility within the Island

Introduce a provision for chargeable services following changes to the Fire Law in 2015

Service Priorities 2016 - 2020

The following initiatives will be increasingly prioritised in the next five years:

Develop a succession planning policy to ensure that a sufficient pool of potential candidates for promotion is maintained

Work with other Departments and agencies to encourage the development of a more protective built environment in Guernsey

Work with other agencies to ensure the protection from fire of vulnerable individuals within our community

Investigate the increase in calls to assist with incidents of flooding and work with other Departments and agencies to develop effective initiatives to prevent flooding from occurring

Continued work on investigations into the long-term accommodation requirements of the Fire & Rescue Service in Guernsey

Investigate the large number of Road Traffic Collision incidents in the island and develop collaborative working initiatives with other agencies to reduce their number and severity

Key Performance Targets and Business Objectives

The Service is fully committed to monitoring its performance, ensuring that its managers have access to the information they require to judge effectiveness and make informed decisions.

The following key performance targets are aligned to the Service's core service provision and will be actively monitored:

- Confirm/arrange an appointment for all Home Fire Safety Visits within two weeks of the request being made
- Conduct a 'Hot Strike' in the immediate area within the 48hour period after a fire at a property judged to be of such significance as to warrant a 'Hot Strike'
- Conduct a minimum of 120 visits to schools in the Bailiwick per annum in order to promote fire safety awareness
- Conduct at least one campaign in response to the major area of concern from previous year's operational incidents
- Conduct 100% of inspections of premises in the targeted category of focus for that year
- Conduct 1030 Fire Safety Inspections of commercial premises per annum
- Conduct a minimum of 80 Fire Safety Spot Checks/During Performance Inspections of commercial premises per annum
- Have a minimum of 9 suitably skilled people on shift at any one time to meet appliance crewing requirements
- Have appropriate equipment available 100% of the time to meet efficiently all normal requirements
- Ensure that 100% of response times do not exceed the prescribed standards as set by the local Standards of Fire Cover
- Ensure that 100% of Incident Reports are entered, checked and signed-off by the responsible officers so that a full incident account is entered on the Service's Incident Recording System within one month of the incident occurring