



# 2017

## 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

In support of the Island's Policy & Resource Plan, which is known as 'Future Guernsey', this plan sets out the aims and goals of the Fire & Rescue Service. This will ensure Service level focus on achieving the wider objectives of the Committee *for* Home Affairs and the States of Guernsey as a whole.

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 years and reached an all-time low in 2014 following a period of increased investment in Fire Safety activity. Fire deaths in the Islands are still rare and the amount of significant fire damage to property is comparatively low, which can be attributed to the maintenance of 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. This diversification into other areas of service provision has meant that the skills-base of the staff has become a lot broader. To ensure that all in the Service do not lose focus on maintaining the skills for which the Fire Service has traditionally been relied upon, the underlying aim of 2017 will continue to be to review and practise all of the high-risk operational procedures that have been traditional functions of the Fire Service, whilst developing roles where the Service can assist other agencies to ensure Guernsey is a safe and secure place to live.



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 Committee for Home Affairs 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, 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*

## **Committee *for* Home Affairs 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*

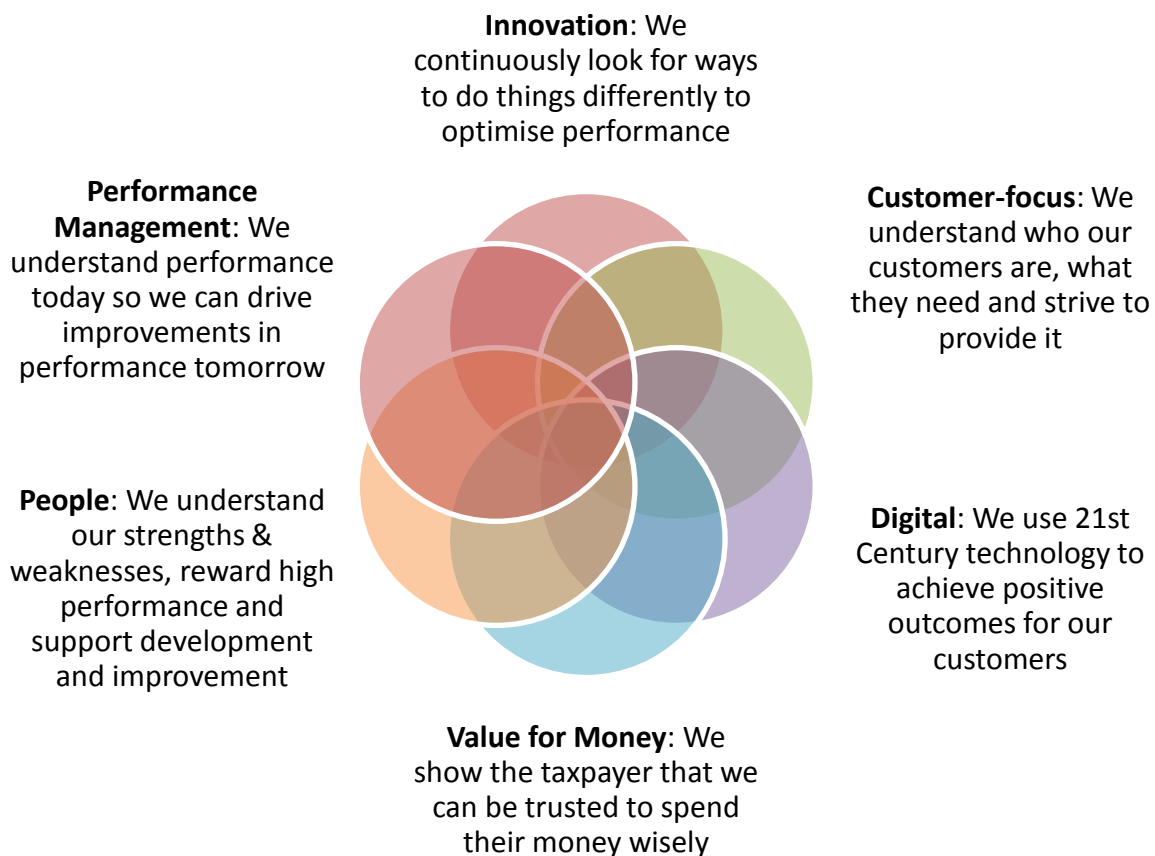
### **Innovation**

*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 2017**

During 2017, the Guernsey Fire & Rescue Service will give specific priority to the following aims:

Review existing legislation to ensure that the Guernsey Fire & Rescue Service has an appropriate and modernised legislative framework to support its developing role

Review and update Operational Procedures (to include testing through exercise and simulation) in order to ensure they continue to follow Fire Service 'best practice' and provide safe/effective guidelines for operational fire crews to follow

Review the Service's Management Information System in order to ensure that it provides accurate statistical data that can be compared to other Fire Services

Develop closer collaborative working arrangements with the other Services in order to create better value for money through transformational change of support services and the delivery of coordinated response arrangements

Develop the portfolio of training courses provided by the Fire & Rescue Service in order to create further income generation opportunities for the Service

Carry out a review of how the Service provides mandatory live fire training to its operational staff and investigate if there are any options available to provide the training on-island in order to increase frequency of training to staff, whilst creating financial savings

Review and amend the Service's Data Protection policy to ensure compliance with the 2018 General Data Protection Regulation changes to local Data Protection legislation

## Service Priorities 2018 - 2022

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

Maintain the Service's succession planning policy to ensure that a sufficient pool of potential candidates for promotion is maintained

Collaborate with other Category 1 responders to ensure that the UK's Joint Emergency Services Interoperability Programme principles are followed locally

Develop services to assist with the Safety & Wellbeing needs of the vulnerable members of our Society in support of the Island's Supported Living and Ageing Well Strategy

Work with other Departments and agencies to develop effective initiatives to prevent flooding on the Island

Ensure the long-term accommodation requirements of the Fire & Rescue Service are regularly reviewed within the 'Home Operational Services Transformation Programme' (see note)

Development of IT systems and solutions in order to establish more efficient working practices and to support the States' Chief Executive's Goal of 'Digital by Default'

Carry out full update of the Service's Integrated Risk Management Plan (IRMP) to ensure that the Fire & Rescue Service is meeting the Island's needs

**note** – The 'Home Operational Services Transformation Programme' is a Committee for Home Affairs' initiative that seeks to identify long-term financial savings through the transformation of traditional methods of service delivery across the Committee's portfolio of Services

## 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 100% of inspections of annually categorised high-risk premises for that year
- Conduct 970 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 appliances & equipment available 100% of the time to efficiently meet 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