



## **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

# **2018**

## **Operating Plan**

## 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 priorities of the Fire & Rescue Service. This will ensure 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, which can be linked to the Fire Service pro-actively focusing on initiatives that help to prevent fires from occurring, as well as maintaining equipment and skills to respond safely and effectively to fires if they do occur. These are no longer specific 'short-term' priorities for those employed within the Guernsey Fire & Rescue Service, but are now embedded in the way the Service operates as part of 'business as usual'.

The priorities identified in this plan have been set in order to provide a focus on what will be required during 2018 and the years beyond, in order for the Guernsey Fire & Rescue Service to develop and play its part in support of the States of Guernsey's overall objectives.

This plan also details the values and performance targets that the Guernsey Fire & Rescue Service expects of its staff and the overall objectives that they are expected to work towards. This enables the public to have an awareness of what they can expect from the Guernsey Fire & Rescue Service.



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 Services, 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*

## Service Priorities 2018

In no particular order of priority, during 2018, the Guernsey Fire & Rescue Service will give specific focus 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

Complete review and update of local Operational Procedures connected with Breathing Apparatus use, in order to ensure compliance with Fire Service National Operational Guidance

Ensure that the Cliff Rescue Team is fully integrated into the Guernsey Fire & Rescue Service, following a move from the St John Ambulance and Rescue Service

Carry out a review of the medical co-responding procedures that have been developed over the last few years, to ensure that expected benefits have been achieved and identify if any issues need to be addressed

Carry out a detailed review of the Fire Hydrant network on the Island, to ensure that it is fit for purpose and is maintained in the most efficient and effective way

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

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

Seek to reduce the growing number of False Alarms received by the Service

## Service Priorities 2019 - 2023

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 and upgrade the training facilities to provide shared facilities for other Emergency Services to use and obtain better value for money

Develop IT systems and solutions in order to establish more efficient working practices and to provide better accessibility for the public to engage with the Service through digital means

Continue monitoring the condition of Fire Appliance vehicles to ensure they are replaced at the end of their safe working lives and provide the best possible value for money

## 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 no less than 155 visits to schools in the Bailiwick per annum in order to promote fire safety awareness
- Conduct 60 detailed inspections of annually categorised high-risk premises during the 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
- Respond to all Emergency Incidents within the response times set by the local Standards of Fire Cover detailed in the Service's Integrated Risk Management Plan
- Complete a written report on every incident the Service attends within one month of the incident occurring