



2019 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 and the Committee *for* Home Affairs Committee Plan, 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 Guernsey Fire & Rescue Service promotes public safety through all aspects of firefighting and fire prevention. We recognise the value and importance of education and awareness programmes, which focuses on incident prevention rather than response to incidents. We support community engagement; visiting schools, inspecting licensed premises and tourist attractions, as well as working with professionals in industry. Through the Emergency Planning function we fully support emergency response preparedness, ensuring that we have appropriate plans to respond to possible threats, using our specific equipment, skills and expertise with those of the other emergency services and partners in the voluntary (third) sector to create an effective and collaborative multi-agency response to incidents.

The priorities identified in this plan have been set in order to provide a focus on what will be required during 2019 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 2019

In no particular order of priority, during 2019, the Guernsey Fire & Rescue Service will give specific focus to the following aims:

Seek to refurbish and reconfigure the accommodation on the First Floor of the Fire Station as part of the States' long-term investment in infrastructure to provide opportunities in support of the States' Medium Term Financial Plan and Estates Optimisation.

Implement changes to the way IT is used in the operation of the Fire Service in order to enhance Digital Connectivity and provide longer term opportunities for efficiencies in support of the States' Medium Term Financial Plan.

Carry out a re-organisation of the Management Structure of the Service in order to provide a more effective operational Command and Control provision.

Make procedural changes to exploit the full potential of the IT systems operated within the Joint Emergency Services' Control Centre and enhance Digital Connectivity, whilst providing more efficient and effective emergency mobilisation of Fire Service assets.

Develop online presence of the Guernsey Fire & Rescue Service in order to provide improved public awareness of what the Fire Service is able to provide to improve safety in the community, as well as commercial services to businesses. This priority supports economic development, as well as the health & wellbeing of the Island.

Further development of partnership arrangements with colleagues at Health & Social Care will assist in the Future Delivery of Health and Care on the Island, as well as supporting the Supported Living and Aging Well Strategy.

Replacement of aging Fire Appliances as part of Long-Term Infrastructure Investment.

Service Priorities 2020 - 2024

The following initiatives will be increasingly prioritised in the next five years within the Committee for Home Affairs overall prioritisation:

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

Development of the Town Arsenal site in order to provide training facilities and accommodation that can be used to promote transformed operational delivery of 'Blue Light' Services.

Development of extra chargeable services that can be provided to the community in order to offset costs associated with the provision of emergency service response.

Development of digital services in order to create more efficient and effective methods of engagement with the public and to raise public awareness of what the Fire Service is able to provide by way of chargeable services.

Assist in the review and amendment of the local Building Regulations in relation to Fire Safety matters, to ensure they reflect any changes made as a result of a widespread review of the UK Building Regulations.

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

Key Performance Targets and Business Objectives

The Service is fully committed to monitoring its performance, ensuring that its staff 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 48 hour 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