

# TREORCHY

## Station Service Plan

### 2009/2010

<b>Version Number</b>	4
<b>Date of Issue</b>	01/01/10
<b>Approved By</b>	G/M P. Jenkins

**South Wales**  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
**De Cymru**

**Raising Awareness - Reducing Risk**

## **Introduction**

The current Fire Station in Treorchy was built in 1973 and is situated just off Bute Street. The Station serves the main town of Treorchy and surrounding villages.

The estimated population of the station area is approximately 30,000. The Fire Station serves a diverse range of industrial, business and residential areas; one large hospital, several Nursing/Residential homes, community centres and theatres and cinemas.

The Station also serves a number of main and mountain roads; the A4061 runs from the Bwlch Mountain, up through Ynyswen and Treherbert to the Rhigos mountain.

## **Monitoring of the Plan**

Holding regular progress meetings will monitor progress against the activities specified in the plan.

This plan is a living document and will be added to and amended as circumstances change. The Plan will be revisited as least quarterly and all revised versions of the plan will be made available via South Wales Fire & Rescue Service intranet site.

## **Station Overview**

Predominant risks and activities requiring rapid intervention are in the main Grass/Mountain fires and road traffic collisions (RTCs) occurring on the rural roads surrounding the station area.

Treorchy Fire Station has shown a sustained improvement and continues to make progress in identified areas of the 2008/2009 Business plan.

Key performance figures substantiate improved performance and are contained within this Station Improvement plan

Total number of calls in station area:	2007/2008	<b>440</b>	2008/2009	<b>322</b>
Accidental dwelling fires	2007/2008	<b>9</b>	2008/2009	<b>5</b>
Deliberate Car fires	2007/2008	<b>29</b>	2008/2009	<b>16</b>
FDR3 predominately grass fires	2007/2008	<b>235</b>	2008/2009	<b>166</b>
Unwanted fire signals	2007/2008	<b>20</b>	2008/2009	<b>17</b>
Special service calls (road traffic collision)	2007/2008	<b>9</b>	2008/2009	<b>12</b>
Home fire safety checks	2007/2008	<b>85</b>	2008/2009	<b>114</b>
Appliance availability:	2007/2008	<b>98.0</b>	2008/2009	<b>99.93</b>

Station availability will be made a priority issue within the 2009/2010 year. Station personnel with the assistance of the retained management team will aim to achieve 100% availability

## **Equality and Diversity**

The South Wales Fire Service wishes to secure genuine equality of opportunity in all aspects of its activities as a employer/potential employer and to this end has adopted a policy to ensure the fair treatment of all.

Personnel at the station will identify through local knowledge individuals in under represented groups within the local community and encourage them to contact the Recruitment Team/Retained Management Team.

The identification of suitable candidates to station needs for employment will be on going to fill vacancies as and when necessary.

## **Welsh Language**

The Welsh language Act 1993 establishes the principle that the Welsh and English languages should be treated equally when conducting public business and administration in Wales. Under the terms of the Act, South Wales Fire Authority is obliged to produce a Welsh Language Scheme which gives details how it will provide bilingual services to the communities it serves. Every member of staff has a role to play in ensuring that we provide the best quality bilingual service we can. If requested, any home fire safety or school visit will be conducted in the Welsh language. At present there are two members of staff at Treorchy Fire Station able to undertake such visits using the Welsh Language. South Wales Fire Service offers an excellent package for those members of staff who wish to learn Welsh.

## **Sustainable Development**

In discharging the Service's aims and objectives, consideration will be given to minimising the negative impact we have on our natural environment as a result of our activities.

Personnel will ensure every effort is made to recycle unwanted materials and waste generated on station. Separate bins have been provided to facilitate maximum recycling. Treorchy station has nominated one member of staff whose role will be to over see all recycling and energy saving activities (Green champion). Gas, electricity, and water consumption will be monitored and station personnel will aim to achieve a 5% reduction in use of all services over the same period last year.

Staff at Treorchy station are aware of the impact t fire brigade activities can have on the natural environment. Station personnel will carryout assessments on areas identified as being sensitive to fire service activities to reduce any such negative impact.

## **Approval of Plan**

Station plans are approved by the relevant Group Manager, Intervention and submitted to the Performance Management Unit for display on SWF&RS intranet site.

Progress in relation to station plans is reviewed at four-monthly intervals in accordance with our ISO 9001 requirements.

**Corporate Objectives 2009/2010**

<b>Number</b>	<b>Theme</b>	<b>Objective</b>
1	Community Protection	Reduce deaths and injuries from fires and Road Traffic collisions (RTCs)
2	Attract and develop our people	Create an organisation that practices our values
3	Effective use of resources	Implement the Asset Management Plan
4	Organisational improvement	Re-engineer our business processes
5	Sustainability	Reduce environmental impact of operational activities

## Measuring Our Performance – Statutory Performance Indicators

Statutory Performance Indicators are not applicable to Station Service Plans and are captured automatically and reported at Directorate level.

## Local Performance Indicators

PI Ref	Link to Corporate Objective	Description	Performance					
			07/08 Actual		08/09 Target		08/09 Actual	
1(i)	2, 4	Reduce total number of WDS shifts lost to sickness by 5% N/A	Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
<b>Commentary on performance</b>								
Quarter 1								
Quarter 2								
Quarter 3								
Quarter 4								
1(ii)	2, 4	Reduce total of WDS shifts lost to certified sickness by 5% N/A	07/08 Actual		08/09 Target		08/09 Actual	
			Current Performance 2009-2010					
			Target	Apr - Jun	08/09 Target		08/09 Actual	
<b>Commentary on performance</b>								
Quarter 1								
Quarter 2								
Quarter 3								

PI Ref	Link to Corporate Objective	Description	Performance										
Quarter 4													
1(iii)	2, 4	Reduce number of WDS shifts lost to uncertificated sickness by 5% N/A	07/08 Actual		08/09 Target		08/09 Actual						
			Current Performance 2009-2010										
			Target	Apr - Jun	08/09 Target		08/09 Actual						
<b>Commentary on performance</b>													
Quarter 1													
Quarter 2													
Quarter 3													
Quarter 4													
12(i)	1, 2	Number of HFRA's completed	07/08 Actual		08/09 Target		08/09 Actual						
			85		120		114						
			Current Performance 2009-2010										
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection					
	148	45	76	146		148							
<b>Commentary on performance</b>													
Quarter 1													
Quarter 2													
Quarter 3													
Quarter 4													
12(ii)	1, 2	Increase number of HFSC's in BME communities.	07/08 Actual		08/09 Target		08/09 Actual						
			Current Performance 2009-2010										
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection					
	5%	0	1	1									

PI Ref	Link to Corporate Objective	Description	Performance											
<b>Commentary on performance</b>							Quarter 1		Quarter 2		Quarter 3		Quarter 4	
16(i)	1, 2	Number of school KS1 visits completed	07/08 Actual		08/09 Target		08/09 Actual							
			6		6		9							
			Current Performance 2009-2010											
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection						
6		0		0		2				6				
<b>Commentary on performance</b>							Quarter 1		Quarter 2		Quarter 3		Quarter 4	
16(ii)	1, 2	Number of school KS2 visits completed	07/08 Actual		08/09 Target		08/09 Actual							
			6		6		6							
			Current Performance 2009-2010											
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection						
6		1		1		2				6				
<b>Commentary on performance</b>							Quarter 1		Quarter 2		Quarter 3		Quarter 4	
16(iii)	1, 2, 4	Number of arson vulnerability assessments	07/08 Actual		08/09 Target		08/09 Actual							

PI Ref	Link to Corporate Objective	Description	Performance					
			6		10		12	
		completed	Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
			6	2	3			6
<b>Commentary on performance</b>								
Quarter 1								
Quarter 2								
Quarter 3								
Quarter 4								

			07/08 Actual		08/09 Target		08/09 Actual	
			Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
<b>Commentary on performance</b>								
Quarter 1								
Quarter 2								
Quarter 3								
Quarter 4								

			07/08 Actual		08/09 Target		08/09 Actual	
			Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection

Commentary on performance											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
18	1, 5	Number of 7.2.d familiarisation visits completed	07/08 Actual		08/09 Target		08/09 Actual				
			6		10		0				
			Current Performance 2009-2010								
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection			
5		2		2		2				5	
Commentary on performance											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
19	1, 2, 4, 5	Number of off station exercises attended involving 3 or more pumping appliances	07/08 Actual		08/09 Target		08/09 Actual				
			2		4		6				
			Current Performance 2009-2010								
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection			
4		3		5		5				9	
Commentary on performance											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											

21	1, 2, 4, 5	The Service aims to ensure all its appliances are available all of the time. To achieve this, appliances based on Retained Duty Service (RDS) Stations/Sections must achieve 100% availability. <b>RDS Appliance availability</b>	07/08 Actual		08/09 Target		08/09 Actual			
			98.08%		100%		99.93%			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
	100%	100%	99.8%	99.7%			99.8%			
<b>Commentary on performance</b>										
Quarter 1										
Quarter 2 Appliance became unavailable due to its attendance at Cardiff Gate Training with 3 personnel.										
Quarter 3										
Quarter 4										
22	1, 2, 4	Reduce total number of RDS days lost to sickness by 5%	07/08 Actual		08/09 Target		08/09 Actual			
			249		10% reduction		64			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
	5% reduction	7	69	120						
<b>Commentary on performance</b>										
Quarter 1 Reduction of 56 days on same period 08/09										
Quarter 2 One FF on sick leave during July & August, has since resigned from service										
Quarter 3 No change on same period 08/09										
Quarter 4										
24(i)	4, 5	Energy consumption - Gas	07/08 Actual		08/09 Target		08/09 Actual			
			730		693		1091			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
	- 5%	103	135	273						

Commentary on performance								
Quarter 1		Reduction of 69 units on same period 08/09						
Quarter 2		Reduction of 07 units on same period 08/09						
Quarter 3		Reduction of 201 units on same period 08/09						
Quarter 4								
24(ii)	4, 5	Energy consumption - Electricity	07/08 Actual		08/09 Target	08/09 Actual		
			49832		47340	52069		
			Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
	- 5%	10508	19165	31474				
Commentary on performance								
Quarter 1		Reduction of 41571 units on same period 08/09						
Quarter 2		Reduction of 3488 units on same period 08/09						
Quarter 3		Reduction of 4526 units on same period 08/09						
Quarter 4								
25(i)	2	PDRs undertaken for Jos	07/08 Actual		08/09 Target	08/09 Actual		
					4	4		
			Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
	4	1	1	2				
Commentary on performance								
Quarter 1								
Quarter 2		Information not entered on system						
Quarter 3								
Quarter 4								
25(ii)	2	PDRs undertaken for FFs	07/08 Actual		08/09 Target	08/09 Actual		
					14	14		
			Current Performance 2009-2010					

			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			14	0	0	0				
<b>Commentary on performance</b>										
Quarter 1										
Quarter 2 Information not entered on system										
Quarter 3 PDRs undertaken										
Quarter 4										
32(i)	1, 2	No of new community groups using station facilities	07/08 Actual		08/09 Target		08/09 Actual			
					0		0			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			2	0	0	0				
<b>Commentary on performance</b>										
Quarter 1										
Quarter 2										
Quarter 3 Awaiting refurbishment of facilities on station programmed for early 2010										
Quarter 4										
32(ii)	1, 2	No of visits to Station by new Community groups or visits to new Community groups by Station staff	07/08 Actual		08/09 Target		08/09 Actual			
					0		0			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			2	0	1	1				
<b>Commentary on performance</b>										
Quarter 1										
Quarter 2										
Quarter 3										
Quarter 4										

## Action Plan for Treorchy Station

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
4	Achieve 100% availability.	Review current contracts to ensure maximum station availability. Create resilience to availability by identifying early any retirements or changes to personnel's contracted hours. Initiate early recruitment against any identified changes. Identify personnel that can temporarily increase contractual hours if required to cover unexpected short term deficiencies	SM  WM  SM  WM	On going	100% Availability
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1	100% Availability maintained				
Quarter 2					
Quarter 3	2x FFs Retired, 2x FFs Recruited 99.8% availability maintained				
Quarter 4					
4	Improve station communications and standardise working practices in line with other RDS stations	Hold quarterly station meetings inviting watch and crew managers to attend from Porth, Ferndale and Hirwaun	SM	June 09	Create and circulate minutes from each meeting and identify improvements to station procedures.
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1	Meeting arranged for 2 <sup>nd</sup> Quarter				
Quarter 2	Meeting cancelled due to sickness / New date to be confirmed				
Quarter 3	cancelled due to spate conditions				
Quarter 4					

## Action Plan 2009/2010

Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
2	Ensure all station personnel are completing PDR pro	<p>Conduct reviews of the PDR system for all Managers on station.</p> <p>Maintain and implement the PDR system for all FFs on station.</p> <p>Identify training needs in relation to Crew Manager, Watch Manager.</p> <p>Identify training needs for FFs. This is to be achieved through the PDR system and FF Development Programme</p> <p>Submission of PDR5s for all personnel.</p> <p>Maintain PDR pro system and identify training needs to achieve/remain competent.</p> <p>Increase access to IT equipment by acquiring additional computers from the relocation of Fire Service HQ.</p>	<p>SM</p> <p>WM</p> <p>WM</p> <p>WM</p> <p>WM</p> <p>SM</p>	Jun 09	<p>PDR Reviewed</p> <p>PDR Reviewed.</p> <p>Nominations for appropriate courses identified.</p> <p>Establish requirements and obtain training events to meet the needs of individual and station.</p> <p>PDR5s submitted</p> <p>Improved station IT facilities</p>
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1	CM to undertake all FFs PDRs during second Quarter.				
Quarter 2	CM in process of carrying PDRs, data not entered on system				
Quarter 3	PDRs carried out				
Quarter 4					

## Action Plan 2009/2010

Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
2	Maintain operational competence.	<p>Ensure completion of re-qualification requirements of all station personnel</p> <p>BAs. EFAD. First Aid.</p> <p>Ensure probationary FFs carryout appropriate training in line with their NVQ.</p> <p>Ensure station personnel take part in 3 pump exercises in line with the station performance indicators.</p>	<p>CM CM CM</p> <p>WM NVQ Assessor.</p> <p>WM</p>	Mar 10	<p>All qualified station personnel deemed competent.</p> <p>All probationary personnel satisfactorily working towards their NVQ award. Successful completion of NVQ units</p> <p>Satisfactory performance indicators.</p>
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1		All re-qualifications currently up to date			
Quarter 2		All re-qualifications currently up to date			
Quarter 3		All re-qualifications currently up to date			
Quarter 4					
1	Increase the number of outside organisations visiting the station	<p>Visit the local comprehensive schools and arrange for pupils to visit the station to undertake Fire watch training.</p> <p>Identify and Establish links with community groups to raise profile of CS activity and recruitment of staff reflective of the station area.</p>	<p>WM</p> <p>SM</p>	<p>Sept 09</p> <p>Mar 10</p>	<p>Long-term arrangements with the schools to undertake Fire watch training annually.</p> <p>Links created and all interested groups having increased awareness of Fire Service activities.</p>
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1		Visit to school arranged for new term 09/10			
Quarter 2		Visit carried out and arrangements to be made for station visit			
Quarter 3		Station Manager visited Treorchy Comp to establish links			
Quarter 4					

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
3	Have the station appliance fitted with the updated hydraulic rescue equipment in line with the organisational policy.	Ensure the necessary alterations are made to the storage layout of the appliance when it next has a major service. Arrange with the training department for all personnel to receive the appropriate training with the new equipment.	SM	Nov 09	New hydraulic rescue equipment installed on the appliance and all station personnel appropriately trained
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1	All work now carried out and training complete				
Quarter 2					
Quarter 3					
Quarter 4					
1	Reduce the number of deliberate grass fires within station area.	Arrange school visits Mar/April to deliver KS2 Rhondda Cynon Taff forestry fires initiative. Station involvement with arson reduction unit and RCT crime prevention unit. Station mapping of incidents to identify trends in times and locations of incidents.	WM SM CM	AUG 09	Reduction of FDR3 grass fires within station area.
<b>Commentary on performance</b>					<b>On target</b>
Quarter 1	visits still to be arranged				
Quarter 2	visits arranged for early 2010				



## Other community activities at Treorchy Station

Activity	Lead Officer
Single visits to Station by School and other groups throughout the year.	CM
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
Activity	Lead Officer
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
Activity	Lead Officer
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
Activity	Lead Officer
Quarter 1 update:	
Quarter 2 update:	

Quarter 3 update:	
Quarter 4 update:	
<b>Activity</b>	<b>Lead Officer</b>
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
<b>Activity</b>	<b>Lead Officer</b>
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
<b>Activity</b>	<b>Lead Officer</b>
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
<b>Activity</b>	<b>Lead Officer</b>
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	

## Risk Plan for Treorchy Station

Wording Risks	Scoring Risks		
It is useful to think of risks in terms of “If ...then....” For example “ <b>If</b> we do not review and manage our budget, <b>then</b> there is a risk that we will overspend”.	Likelihood of Occurrence x Potential Impact = Risk Score		
	High = 3	Medium = 2	Low = 1

Risk Plan 2009/2010											
Ref.	Risk Description	Inherent Risk			Controls in Place	Residual Risk			Action Planned	Target Date	Owner
		Likelihood	Impact	Score		Likelihood	Impact	Score			
\001 \002 \003	Spate conditions – through grass fire season, flooding, & snow.	2	3	6	Education via schools, arson reduction campaigns, & partnership working.	1	3	3	Promote initiatives throughout the year to target relevant seasons, i.e. grass, flooding, bonfire etc.	Ongoing	Station Commander & Watch Officers
<b>Update report:</b>											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											

Risk Plan 2009/2010												
Ref.	Risk Description	Inherent Risk			Controls in Place	Residual Risk			Action Planned	Target Date	Owner	
		Likelihood	Impact	Score		Likelihood	Impact	Score				
\001 \002 \003 \004	Unable to secure training courses required to develop station personnel	2	2	4	PDR's completed of all station personnel. PDR 5 form completed & forwarded to Intervention Management Team	1	1	2	Pursue courses inline with PDR, TNA, & station RRP.	Sept 2010	Station Commander	
<b>Update report:</b>												
Quarter 1												
Quarter 2												
Quarter 3												
Quarter 4												
\001 \002 \003 \005 \006 \008	Insufficient funds to support initiatives	2	2	4	Budget management & monthly reviews	1	2	2	Effective planning of CFS budget. Seek to secure funding grants from other sources for initiatives.	Ongoing	Station Commander	
<b>Update report:</b>												
Quarter 1												
Quarter 2												
Quarter 3												
Quarter 4												

Risk Plan 2009/2010												
Ref.	Risk Description	Inherent Risk			Controls in Place	Residual Risk			Action Planned	Target Date	Owner	
		Likelihood	Impact	Score		Likelihood	Impact	Score				
\001 \002 \003 \005 \006 \008	New legislation, directives, policies, or guidance may alter work pattern.	1	3	3	Horizon scanning & awareness to pre-empt impact	1	2	2	Disseminate information to all station personnel & review what effect & how changes can be best incorporated into work patterns.	Ongoing	Station Commander	
<b>Update report:</b>												
Quarter 1												
Quarter 2												
Quarter 3												
Quarter 4												
\001 \002 \003	Station personnel may become uncommitted to station objectives	2	3	6	Regular Station management meetings, watch meetings & dissemination of information from Commander meetings.	1	2	2	Utilise overtime budget to fund station management meetings to ensure good attendance at station meetings. Present views of station personnel at higher-level meetings.	Ongoing	Station Commander	
<b>Update report:</b>												
Quarter 1												
Quarter 2												
Quarter 3												
Quarter 4												

## Risk Plan 2009/2010

Ref.	Risk Description	Inherent Risk			Controls in Place	Residual Risk			Action Planned	Target Date	Owner
		Likelihood	Impact	Score		Likelihood	Impact	Score			
I\001 I\010	Loss of staff due to retirements, transfers, promotions, etc.	2	3	6	Transfer committee, ADC, sickness & welfare policy, continuation training, coaching, support & mentoring.	1	3	3	Anticipate staff loss & replacements required. Revise staff roles, responsibilities, & references.	Ongoing	Station Commander
<b>Update report:</b>											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
<b>Update report:</b>											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
<b>Update report:</b>											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											

Risk Plan 2009/2010											
Ref.	Risk Description	Inherent Risk			Controls in Place	Residual Risk			Action Planned	Target Date	Owner
		Likelihood	Impact	Score		Likelihood	Impact	Score			
<b>Update report:</b>											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											