



## Whitchurch Community Fire Station Service Plan Overview

### Introduction:

The Directorate leadership team has set five areas for prioritising its activities. These are to:

- Reduce Deaths and Injuries
- Reduce Arson Incidents
- Reduce Road Traffic Collisions
- Reduce Environmental Impact
- Increase the Safety of Our Staff

This station improvement plan has been produced to ensure the continual improvement of the service provided by all personnel at Whitchurch Community Fire Station. This will ensure that the area served by Whitchurch will be as safe as possible for all people who live, work and visit there.

Our School Visit Programme will provide all children at key stage 1 & 2 level with fire safety education in their preferred choice of language. All our staff have received a CRB (Criminal Record Bureau) check.

In striving to improve our operational competence it is intended that station personnel will target specific risks within the area and will carry out off station training at these locations. We will be aiming to include a multi-agency railway exercise, every watch will carry out a high rise exercise, this is to reflect those specific risks. The gathering of operational intelligence is vitally important for both the safety and operational efficiency of fire fighters and thus we will strive to ensure that this information is relevant and updated, by working closer with both our fire safety department and other partner agencies.

### Overview of Performance for 2009/10:

To be added at end of March

### Top 5 Achievements in 2009/10:

- 1) 2009-2010 there has been a significant reduction in sickness by personnel both certified and non-certified (percentage will be given at end of March)
- 2) Established links with Cardiff University which allowed a talk on fire safety to be conducted to over 5,000 fresher students over a two week period.
- 3) HFSC targets achieved with special initiatives undertaken by watch personnel targeting people living in high rise and single elderly



home owners.

4) Successful integration of the USAR team on station where station personnel have gained a better knowledge of the capabilities of USAR

5) November 5th Bonfire night held on station was again a sell out, raising a large amount of money for local causes.

### **Equality and Diversity:**

Station personnel are well aware of the organisations policy on equality and diversity and will comply with its requirements at all times. It is the intention of all station staff to access all diverse groups within the community and provide support to them in all areas of Community Safety.

We will strive to target BME groups and provide them with Home Fire Safety Checks (HFSC's), and provide support through literature and ongoing activities. We will at all times comply with the 'mission' of SWF&RS by:

- i) Offering in-house advice and guidance on equality and diversity issues to promote legislative compliance.
- ii) Advocating equality & diversity improvements.
- iii) Working with key partners to gain, share, and implement best practice.
- iv) Enabling ownership of diversity by supporting managers and staff.
- v) Promoting real and meaningful mainstreaming throughout the business.
- vi) Assisting the Service in assessing how best to meet the diverse needs of its staff and the communities it serves.
- vii) Encouraging the organisational and cultural development of the Service
- viii) Empowering staff by providing information, awareness sessions, and related support services.
- ix) Celebrating improvements, good news, and changes, which brings our diversity ethos to life for service users as well as current and future staff.
- x) Acting as an equality & diversity contact point for external service users and partners.

### **Welsh Language:**

The station in line with the operations department plan is dedicated to the aims and objectives of the South Wales Fire and Rescue Service Welsh Language Scheme 2007-2010. In particular station staff will carry out the following activities to fulfil our obligations:

- i) Provide community safety advice through the medium of Welsh (where necessary)



- ii) Ensure all literature is bilingual.
- iii) Offer further training for those members of staff keen to learn welsh.
- iv) Provide an environment where welsh speakers are not disadvantaged (e.g. all station signage to be bilingual).
- v) Provide Key stage 1 & 2 school visits through the medium of Welsh (on request).

#### **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. In order to address this issue an 'Environmental Champion' (EC) has been appointed on each watch. The Station Manager and the EC's will be working closely and attempting to achieve Green Dragon Level 2 in Environmental Management Systems where applicable. Station personnel are only too aware of the requirement on them in relation to sustainability and currently undertake active measures to reduce their Carbon Foot print.

All station staff will strive to:

- i) Minimise the damage to our environment from our activities.
  - ii) Work in partnership with the Neighbourhood Management Teams to improve the quality of life of the public of North Cardiff and the rest of South Wales.
  - iii) Teams to improve the quality of life of the public of North Cardiff and the rest of South Wales.
  - iv) Monitor and decrease our energy consumption by 5% by working with Property Maintenance to improve the stations energy efficiency.
  - v) Improve our levels of recycling in line with local and national legislative requirements.
  - vi) Maintain environmental awareness and commitment at all times.
- The above points will be championed throughout the year with all station personnel buying into efficiency systems in place and maintaining such through watch Energy Champions.

#### **Budgetary and Resource Implications:**

N/A

#### **Efficiency Gains:**

To be added at end of March

#### **Geographical Risk Profile:**

Whitchurch Fire station is situated to the north of Cardiff City Centre, on Heol y Nant road, adjacent to the A470 one of the busiest trunk roads in Wales and a major commuter route between Cardiff and Merthyr. The area has a varying range of light industries, businesses and residential areas. Within the area that the Station covers are several Hospitals, including the University



Hospital of Wales, Velindre and Whitchurch Hospitals. There are also numerous student accommodation residences and a number of industrial areas. Situated on one of these estates is G. E Healthcare, which is licensed to use radioactive materials on a daily basis. Within the station's administration area in north Cardiff there are several major retailers including Asda, Tesco, Sainsburys and Morrisons. Residential areas vary from lower socio-economic groups in local authority multi-occupancy housing to larger housing in the more affluent areas of Lisvane and Rhiwbina.

**Number of Dwellings in Station Area:**

36983

**Number of HFSC's completed in Total Prior to April 2010:**

**% Dwellings in Station Area Received HFSC since HFC's Commenced:**

0.00%