



STATION 32 CWMBRAN Overview

Introduction:

This is the Service Improvement plan for Station 32 Cwmbran. It will outline aims and objectives for the Station for 2009/10 and highlight the performance of 2008/09. It follows a format of statistics accompanied with overviews and targets. Any further information can be obtained from the Station Manager.

Progress against the activities specified in the plan, will be monitored by holding regular progress meetings.

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

This business plan has been formulated by the stakeholders involved in the effective and efficient operation of Cwmbran Community Fire Station. The targets and measured outcomes set, have been agreed collectively through consultation with Watch Managers and not through imposition by the Station Commander. This approach ensures ownership from key personnel on station who will be concerned with the achievement of their targets.

It is our intention to maintain the effort and drive shown in the past in the key areas of prevention and seek to work more smartly in-terms of targeting and deploying our resources to educate and make safe identified at risk groups.

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.

Cwmbran Fire Station has: -

2 frontline appliances, one staffed by whole-time personnel and the other by retained duty personnel

1 x Water Carrier

1 x Control unit.

1 x Mass Decontamination Demountable Unit.

There are:

1 Station Manager

4 x Whole-time watches and 1 Retained Watch.

Each whole time watch consists of: -

1 x Watch manager



1 x Crew Manager

5 x Firefighters.

The retained watch consists of: -

1 x Watch Manager

3 x Crew Managers

16 x Fire-fighters

1 admin support.

The station area is mainly residential, and as such, the predominant risk is that to life in dwelling fires and Road Traffic Collisions on the major roads within the station boundaries. Other risks in the area include industrial and commercial sites as well as a very popular shopping centre.

Overview of Performance for 2009/10:

Cwmbran Fire Station responded to a number of emergency calls during 2009/10 both within their own area and outside. The following calls were in Cwmbran's area only.

Accidental Dwelling Fires 23
Deliberate Vehicle Fires 22
Automatic Fire Alarm Actuation 98

Malicious False Alarms 24
Road Traffic Collisions 32
Special Service Calls 73
FDR3's 223

As well as responding to emergency calls personnel at Cwmbran have been actively engaged in providing the communities it serves with Home Fire Safety Checks, which include the fitting of free smoke detectors. Fire fighters carried out a total of 1019 checks at homes throughout its area during 2009/10.

In 2010/11 personnel intend to carry approx 1000 Home Fire Safety Checks; this represents 4.5% of all properties in Cwmbran. Since this initiative started, over 3206 homes have been visited. This means over 17% of all properties in Cwmbran have sought the advice of South Wales Fire and Rescue Service for home safety advice.

Station personnel have also delivered a total of 35 talks to children at local schools in order to increase their awareness and educate them in fire safety.

All Fire service personnel have been CRB cleared. Risk reduction visits to local businesses have been carried out and will continue, in order that station personnel may advise responsible persons of waste management issues that may become an arson threat. This is targeted during school holidays and the periods around bonfire



night and Christmas. The continuation of the arson vulnerability assessments throughout the local commercial and industrial areas will be key in further reducing the number of deliberate fire setting. At the same time any highlighted premises with a high level of unwanted fire signals will be targeted in an attempt to improve their performance in this area.

Good partnerships have been forged with local groups within the community, in order to reduce the risk of fire through education and understanding. One of the initiatives to come from the partnership set up with Gwent Police, British Red Cross, Western Power Distribution and Torfaen County Borough Council is the "Keep me Safe" campaign which is delivered to all years 4 & 5 classes at schools within the Cwmbran area.

Hopefully by proactively engaging with our communities, this will result in a steady reduction in the life threatening incidents within the community & a reduction in the burdensome and costly deliberate incidents.

In order for this vision to be given the chance to materialise, other SPI targets will be reviewed & reduced if necessary. This will enable more time & a greater focus to be given to the integration of the station into the community.

The aim of SWF&RS is for all stations to become "citizen centred" open and assessable to all members of the communities we serve. Hence the reason there are plans to open a Community Meeting Room at Cwmbran Fire Station thus enabling station staff to engage with our communities, making them aware of the dangers they face in their home and on the roads.

Top 5 Achievements in 2009/10:

Equality and Diversity:

A very small percentage of the population (1%) covered by Cwmbran Fire Station is made up of ethnic groups, which are mainly Asian/British and approximately 4% of the population speak, or partially speak Welsh and every effort will be made to ensure the diverse needs of our communities are met.

Cwmbran Community Fire Station provides a service offering equal access to all members of the community. Personnel at Cwmbran are committed to the needs of the population and the value of equality and diversity, promoting an inclusive culture and treating everyone with dignity & respect. Working and learning from our partner agencies and listening to the concerns of local residents will ensure continuous improvement in services and will enable local challenges to be addressed with local solutions.

Welsh Language:



The Directorate is dedicated to the aims and objectives of the South Wales Fire and Rescue Service Welsh Language Scheme 2007-2010. In particular at Cwmbran we will continue to provide and promote a bilingual service and continue to accommodate Menter Iaith and Urdd who are a partner organisation offering support to communities to increase and develop further opportunities for bilingualism in the community.

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. This will be achieved by educating all personnel in order they recognise the impact their actions can have on the environment both operationally and non-operational. Even though we will conscientiously strive towards reducing our carbon footprint by reducing energy consumption. There are plans in place to increase energy charging for the Mass Decontamination Units, which will undoubtedly have an impact on energy consumption. Green champions have been appointed to all 5 watches, they will be responsible for encouraging personnel to minimise energy usage and promote recycling.

Budgetary and Resource Implications:

Efficiency Gains:

Geographical Risk Profile:

Cwmbran Community Fire Station is located on Henllys Way situated adjacent to the A4051 with easy access to all major roads and the M4 motorway and is centrally located to serve the population. The Station serves as primary fire cover for an estimated population of approx 50000 in an area of some 2000 hectares. Cwmbran Fire Station serves a range of industries, businesses and residential areas, as well as a large retail park, growing town centre, sports stadium and leisure centre. The station has been based at its current location since 1974 and also serves the surrounding villages of Llanfrechfa and Ponthir. The station area is mainly residential, and as such, the predominant risk is that to life in dwelling fires and Road Traffic Collisions on the major roads within the station boundaries. Other risks in the area include industrial and commercial sites as well as a very popular shopping centre.

Number of Dwellings in Station Area:

18768

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

3206



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

17.08%