

New Inn Station Service Plan 2009/2010

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Approved By	GM Steve Price

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru

Raising Awareness - Reducing Risk

Introduction to South Wales Fire & Rescue Service

The South Wales Fire Service (Combination Scheme) Order 1995 established the provision of a Combined Fire Authority (CFA) covering the former Mid Glamorgan, South Glamorgan and Gwent Fire Authorities. The CFA is made up of ten unitary authorities amalgamated from the three former fire brigades. In 2004 further amendments to the 1947 Fire Services Act were enacted, which saw the change from the term 'Fire Service' to 'Fire and Rescue Service'. This was known as the 2004 Fire and Rescue Services Act and encompassed a far greater role within the external changing environment of the 21st Century.

SWFRS covers a geographical area of nearly 300,000 hectares (1,085 square miles) serving a population of 1.5 million from Chepstow in the east to Porthcawl in the west, and from Merthyr in the north to the Severn estuary in the south.

In 2006/07 approximately 54,000 emergency calls were received, resulting in approximately 30,000 incidents attended within South Wales alone.

SWFRS is one of the largest Fire and Rescue Services within the United Kingdom covering a multitude and diverse range of population and area. The aim of the service is to save life, to prevent the destruction of property, to mitigate damage to the environment and render humanitarian services. To provide this service provision the organisation currently employs 1,902 personnel (a combination of fulltime firefighters, part time firefighters and non uniformed administrative personnel), broken down into 1018 Wholetime duty system firefighters (fulltime), 590 Retained Duty System firefighters (part time) and 294 (non- uniformed) support and administrative staff.

These individuals are located at 50 fire stations and various administrative locations throughout South Wales, with the main administrative headquarters and control centre based at:

[South Wales Fire & Rescue Service](#)
Forest View Business Park
LLANTRISANT
CF72 8LX

Tel: 01443 232000

Fax: 01443 232180

E-mail: swfs@southwales-fire.gov.uk

www.southwales-fire.gov.uk

In an Emergency always dial **999**

Emergency fire cover is provided from various fire stations strategically sited throughout the authorities area depending on the level of emergency cover required.

Background and History to Pontypool

Pontypool ([Welsh](#): *Pont-y-pŵl*) is a town of approximately 36,000 people in the county borough of Torfaen, within the historic boundaries of Monmouthshire in South Wales.

Today Pontypool is regenerating itself and may be seen as a dormitory town for its southern neighbours Cwmbran and Newport. There is a folly there. It is one of the goals of the Pontypool and Blaenavon Railway.

It is situated on the Afon Llwyd river in the county borough of [Torfaen](#). Although situated on the edge of the South Wales coalfields, Pontypool is regarded as an industrial town with former industries including iron and steel production, coal mining and the growth of the railways. A rather artistic manufacturing industry which also flourished here alongside heavy industry was Japan or laquare ware.

The coming of industry

Pontypool grew principally from the manufacture of iron. Although iron was made from 1425 in Pontymoile, now a suburb of Pontypool, Pontypool grew only when Richard Hanbury bought land locally during the Elizabethan period in 1588 for ironworks. The Hanburys pioneered the production of iron Pontypool japan-ware and with its decorated, lacquered style.

The Hanbury family lived in what was to become **Pontypool Park**, and around this the town grew. Much of the town's history comes from this family of industrial pioneers. The Napoleonic Wars were kind to The Hanburys, with increased prosperity due to the demand for munitions. With this increased wealth, Capel Hanbury Leigh extended Pontypool Park House between 1779 and 1840. Highly elaborate, wrought iron gates can be seen at the entrance to the park. These were made in the 1720s and remodelled in 1835 by Thomas Deakin. They were a gift to Major John Hanbury (1664-1734) by the Duchess of Marlborough.

Recent developments

Between 1996 and 1998 a new bypass was built in the town that completely diverted traffic from the town centre. This added to the decline of many years and much of the old town centre was abandoned by both visitors and businesses. In 2003 plans were drawn up to regenerate the town centre and today the town boasts a Tesco superstore; a redeveloped Crane Street (one of the principal shopping streets) and new shop units. The once famous Clarence Hotel is being dragged out of decades of abandonment and is being converted into flats and offices. In April 2006 a new Lloyds No.1 pub was opened on Osborne Road and named in honour of John Capel Hanbury former owner of Pontypool Park House (now St. Alban's R.C. High School).

The leisure centre in Pontypool Park has just finished being refurbished and extended to provide first class facilities for the surrounding area.

Introduction to New Inn Fire and Rescue Station

New Inn Fire and Rescue Station serves towns of Pontypool, Griffithstown, Sebastopol and New Inn and the surrounding villages of Little Mill, Goytre, Glascoed and Prescoed. The station also borders the Town of Cwmbran to the south and Caerphilly County Borough Council to the northwest. The station covers an area of 11,584 hectares and an estimated population of 33,636 and responded to over 800 incidents in 2008/2009.

The Fire Station is located on New Road, New Inn, adjacent to the A4042 with easy access to all major roads and the M4 motorway.

New Inn Fire and Rescue Station has a varying range of industrial, business and residential properties in the area including a large retail park comprising of the usual home improvement outlets. Pontypool also benefits from a sports stadium and leisure centre. The town centre of Pontypool has a range of retail premises and the area has recently been subject to a phased development program.

The station and its personnel are going through a period of transition at present, whereby over the next year an area of station land is to be sold. Certain facilities will be removed and others redeveloped with working practices and procedures amended to suit the restructuring process to suit the needs of the community.

The plan incorporates specific objectives needed to ensure the efficient and effective operational capability of New Inn's personnel and specialist appliances.

Monitoring of the Plan

Delivery against the activities and targets specified in the plan will be monitored via formal meetings between the Station Managers and the appropriate Group Manager three times a year.

Regular progress meetings by the station manager and watch managers, utilising the OWLe performance management system will monitor progress against the activities specified in the plan on a monthly basis. Thus ensuring priorities are identified and resources allocated accordingly following review of the performance.



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

Station Overview



History

New Inn Fire Station was opened in 1952 under the Monmouth Fire Brigade and was the Headquarters, Control and Stores for Gwent Fire Service up until April 1996 when Gwent, South and Mid Glamorgan Fire Services amalgamated into the South Wales Fire & Rescue Service.

Within the last two years a High Volume Pump (HVP), Hose layer and High Volume Pump support vehicle has been positioned at the station. These can be utilised at large fires or flooding incidents throughout Wales providing resilience for all 3 Fire and Rescue service. These appliances can also be called upon to support the national framework anywhere in the UK. New Inn Crews were deployed in the summer of 2007 to major flooding incidents in both South Yorkshire and the Gloucester Areas,

During 2007/08 New Inn personnel were deployed to two national flooding incidents in both South Yorkshire and Gloucester areas due to their specialised skills as HVP operators, assisting communities who had suffered great hardship through the catastrophic events of flooding. **Personnel worked to a very high standard, which was further acknowledged by other Fire Services from around the UK and by the Welsh Assembly.**

The High Volume Pump (HVP), Mass Decontamination Disrobing modules and their prime movers are specialist items of equipment provided as part of the New Dimension Initiative. Therefore, the provision of these specialist appliances places a large training demand on personnel to maintain the special skill sets needed to utilise them.

New Inn Fire & Rescue Station serves residential areas vary from low social economic multi-occupancy housing to larger housing in the more affluent areas. Further housing development is being undertaken within the station area.

The area has a slightly higher percentage of people who have a limiting long term illness (24.7%) than in Wales, and a slightly higher percentage of the working age than in Wales claim incapacity benefits (12.9%). The station area also has a noticeably lower proportion of owner occupied households (66.6%) than across Wales (71.3%). Therefore, the station plan aims to identify those people within the local community who are at a higher risk from fire and to prioritise education and preventive measures according to needs.

A very small percentage of Torfaen's overall population (2.1%) is made up of Black and Minority Ethnic (BME) groups and approximately 10.7% of the population are Welsh speaking. However, there is a large Welsh speaking comprehensive school within the station's area.

New Inn is a wholetime station providing 24-hour cover, 365 days a year, staffed by 28 watch based personnel. A station manager has sole responsibility for the efficiency and effectiveness of the station and it's performance supported by four watches and two ancillary workers. Day to day activities and performance of all organisational objectives are devolved to the four watches for implementation.

The four watches comprise of the following personnel:

- 1 x Watch Manager (WM)
- 1 x Crew Manager (CM)
- 5 x Firefighters (FF)

Appliances located at New Inn consist of:

- 1 x Fire appliance (WRL)
- 1 x Chemical Incident Unit (CIU)
- 1 x High Volume Pump
- 1 x High Volume Pump Hose Layer
- 1 x High Volume Pump Support Vehicle

New Inn fire station recorded improvements in 18 of the 26 2008/09 Station Performance Indicators (SPI's) compared to the previous 5-year average. Therefore, key areas for improvement for the station in 2009/10 are:

- Accidental dwelling fires, which showed an Increase, with a figure of 15 in 08/09. An increase of 27% over a 5-year average. Reduce the number, year on year, of accidental dwelling fires and the subsequent injuries caused by these. We intend to achieve this by the continuation of our free smoke alarm provision and Home Fire Safety Checks for all residents of New Inn. This year our target is to carry out home fire risk assessments in 864 residences in our station area. We will endeavour to achieve this target whilst concurrently managing the projected demands of the new community facilities offered by the station that were completed in March 2009.
- Accidental FDR1's, which showed a figure of 33 in 08/09. An increase of 9% over a 5-year average.

- Road Traffic Collisions (RTC's) attended, which showed a figure of 33 in 08/09. An increase of 27% over a 5-year average.
- Deliberate FDR3 fires, showed a decrease of over 15% from the previous 4 yearly average. Piles of rubbish set alight, including rubbish in street waste bins was an ongoing concern. However, last year saw the first drop in FDR3 incidents for 4 years. With the roll out of pupils that have gone through the key stage 1 & 2 and on going educational visits it is hoped that this trend will continue.
- Sickness – Overall sickness has increased across the board due to long term certified sickness. An increase of 31% certified sickness identified over a 5-year average and a 14% increase in uncertified sickness over the same 5-year average.
- We further intend to extend our already successful 4 year program of monitoring local shops, retail outlets and factories for the build-up of waste materials existing outside their premises in order to reduce the threat of arson, which not only disrupts the community but may also result in a loss of wages of those employed within these premises.
- To maintain our Key stage 1 and 2 visits to every school within the area, to give advice on fire and road safety. All operational staff who have contact with children and vulnerable adults have undergone the appropriate Criminal Records Bureau checks. As an organisation that promotes the ideal of equality and diversity we will support any appropriate event within the station area to which we are invited.

The station will be committing resources to these key areas to ensure significant reductions are attained with RTC incidents identified as a priority in line with organisational targets. New Inn station currently has little involvement with older children. This year's business plan targets community safety and RTC messages as well as educating young people about the effects of unwanted behaviour. This will be aided with the start of the Young Firefighters Scheme in 2009/10.

The Young Firefighter's Association (YFA) is a scheme that gives young people from all areas of the local community the opportunity to develop personally and socially, using the Fire and Rescue Service as a positive role model.

The station will strive to develop and maintain existing partnerships with local groups within the community and to identify new partnerships in order to reduce the risk of fire and road traffic collision through enhanced knowledge and understanding through education. This time spent on changing habits & promoting safety in the community is of high value in that the net result will be a steady reduction in life threatening incidents within the community and a reduction in onerous and costly deliberate incidents.

Key to the long-term success of local initiatives is the education of children in community safety. Feedback from Key Stage 1 and 2 visits is very positive and children's comments and actions support the success of this programme.

Risk reduction visits to local businesses has not only significantly reduced the number of unwanted fire calls received, but has assisted station personnel in advising responsible persons of waste management issues that may become an arson threat. Continuation of arson vulnerability assessments throughout the local commercial and industrial areas will be crucial to further reduce the number of deliberate fire setting incidents.

Road traffic collisions are now more frequent than house fires, and sadly cause many more deaths. From August 1st 2005 until July 31st 2006, South Wales Fire and Rescue Service attended 1,349 road traffic collisions, often dealing with tragic scenes at serious vehicle crashes. It is therefore a major priority for us to highlight the dangers that exist for the public travelling on South Wales's roads, and raise awareness of the simple measures they can take to ensure they, their passengers and other road users remain safe.

New Inn stations personnel are committed to the Vision of the organisation "**To make our communities the safest places to live, work and visit**" and in order to achieve our vision we will:

- **ensure all of our communities are aware of the risks**
- **work with partners to reduce the risks**
- **target our services according to need; and**
- **give an excellent and rapid response when our services are required in order to save and protect.**

The station itself is an integral part South Wales Fire and Rescue Service, which has 50 Fire Stations. These include 19 Wholtime Duty Stations (WDS), 5 Day Crewed Stations and 26 Retained Duty Stations (RDS), as depicted below.

All our Firefighters are equipped and trained to the same standard, regardless of duty system and the decision on how to crew our Stations is based on a risk assessment of the area.

SWFRS pledge to give the best possible emergency service to their community using the resources available.



Address

South Wales Fire & Rescue Service
Forest View Business Park
LLANTRISANT
CF72 8LX

Tel: 01443 232000

Fax: 01443 232180

E-mail: swfs@southwales-fire.gov.uk

Home Fire Safety Check's - **FREE**

The South Wales Fire and Rescue Service is on a journey of change in order to provide the public with a Service that focuses more and more on preventing fires and other emergencies, rather than responding to them.

South Wales Fire and Rescue Service is offering you the opportunity to have a FREE Fire Safety Check on your home, carried out by Firefighters from your local Fire Station.

Fires in the home are the main cause of fire deaths. Getting a smoke alarm, regularly testing and maintaining it, as well as planning an escape route in the event of a fire can dramatically decrease the risk of death or serious injury. Although our campaign targets the most vulnerable people throughout the South Wales area first and foremost, any resident who requests a Home Fire Safety Check will have one.

Householders can book an appointment by ringing **0800 169 1234**, or visiting their local Fire Station. Their local Firefighters will then arrange a convenient time to visit their home and carry out an inspection, looking out for fire hazards. They will give life saving advice on how to identify fire hazards in the home, what to do in the event of a fire in the home, and how to make a fire escape plan for householders and their families.

They will also provide and install free 10-year smoke alarms where necessary. The Check takes about half an hour.

To arrange your **FREE check** click on the attached link and complete the online registration form:

[Click here to book a FREE Fire Safety Check for you home](#)

<http://swfrsweb/English/Home/Pages/default.aspx>

Additional information on Fire and Rescue services nationally within the UK can be researched via the following link:

<http://www.firebrake.org/>

<http://www.communities.gov.uk/fire/>

Community Initiatives

- Continued support of Firewatch scheme within local schools.
- Continued promotion of national Community Safety Campaigns.
- A series of Community Safety campaign visits to schools highlighting Wildland fires.
- Support Vehicle Crime Awareness Days with other partners.
- Support Young Firefighters (YFF) scheme, which will commence September 09 for children between the ages of 14-18years of age.

(YFF) Young people aged between 14 and 18 both male and female, attend their local Fire Station to learn about basic firefighting, general fire safety and first aid. The youngsters learn about important fire safety issues, and are encouraged to promote fire safety awareness at home and in the local community.

They take part in a range of activities including practical drill demonstrations using hydrants, hoses and ladders, whilst working towards an intermediate BTEC qualification.

Young Firefighters develop key life skills, such as self-confidence, leadership, and the ability to work effectively as a team, and they get a real sense of what being a Firefighter actually involves.

In addition we will strive to work with all partner agencies to ensure strategies are cross mapped across partner agencies with a coordinated approach to making the people of South Wales well informed of Fire Safety Initiatives and on going safety critical advice.

Station personnel actively support the Firefighters Charity via numerous fundraising events and other local charities where appropriate.

For additional information from Torfaen County Borough Council click on the attached web link:

<http://www.torfaen.gov.uk/>

Equality and Diversity

Station personnel will continue to actively promote all elements of the diversity agenda and aim to embed it into everyday activities.

This will be maintained through regular watch meetings to raise awareness within the watches and ensure all existing policies and new policies & procedures are effectively acted upon. All watch managers will be continually requested to champion these issues at all opportunities. The PDR process will also be utilised to ensure that all our staff understand the organisational values and conduct themselves in a manner that supports them.

Station personnel are well aware of the organisations policy 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:

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

Welsh Language

The station in line with the directorate 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:

- Provide community safety advice through the medium of welsh (where necessary)
- Ensure all literature is bilingual.
- Offer further training for those members of staff keen to learn welsh.
- Provide an environment where welsh speakers are not disadvantaged (e.g. all station signage to be bilingual).
- 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:

- Minimise the damage to our environment from our activities.

- Work in partnership with Torfaen CBC to improve the quality of life of the public of Torfaen, and the rest of South Wales.
- Monitor and decrease our energy consumption by 10% by working with Property Maintenance to improve the stations energy efficiency.
- Improve our levels of recycling in line with local and national legislative requirements.
- 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 (EC), each watch having a nominated individual to monitor the daily environment.

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

Number	Theme	Objective
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 20%	96	150		336		
			Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
			269	64	81			Target to be met
Commentary on performance								
Quarter 1. A reduction from 92 to 64 (26 %) was achieved within the 1 st quarter.								
Quarter 2. A reduction from 195 to 81 was achieved based on last years figures.								
Quarter 3.								
Quarter 4.								
1(ii)	2, 4	Reduce total of WDS shifts lost to certified sickness by 5%	07/08 Actual	08/09 Target		08/09 Actual		
			42	245		274		
			Current Performance 2009-2010					
			Target	Apr - Jun	08/09 Target		08/09 Actual	

PI Ref	Link to Corporate Objective	Description	Performance				
			260	48			
Commentary on performance							
Quarter 1. A reduction from 71 to 48 (32 %) was achieved within the 1 st quarter							
Quarter 2. Figures not available at present.							
Quarter 3.							
Quarter 4.							
1(iii)	2, 4	Reduce number of WDS shifts lost to uncertificated sickness by 5%	07/08 Actual	08/09 Target	08/09 Actual		
			54	60	62		
			Current Performance 2009-2010				
			Target	Apr - Jun	Apr - Sept	08/09 Actual	
			59	8			
Commentary on performance							
Quarter 1 A reduction from 17 to 8 (53 %) was achieved within the 1 st quarter although June fig not available at present							
Quarter 2							
Quarter 3							
Quarter 4							
12(i)	1, 2	Number of HFSC's completed. 15% increase on 08/09 target. Target now increased by 73% in June 09, which is retrospective as from April 09. Now increased from 500 to 864	07/08 Actual	08/09 Target	08/09 Actual		
			455	500	550		
			Current Performance 2009-2010				
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual

PI Ref	Link to Corporate Objective	Description	Performance								
			575	171	390			Target not met			
			864 amended								
Commentary on performance											
Quarter 1 An increase from 105 to 171 (63%) increase achieved, although this meets the initial 15% increase as directed by Intervention but not the subsequent 50% increase. On current 1 st quarter figures annual target increase of 63% increase will not be achieved due to limited support from FF's Charity. Majority of referrals coming from station.											
Quarter 2 Number of referrals continue to increase. An 86% increase on last years figures at present											
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				
			N/A		N/A		7				
			Current Performance 2009-2010								
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection			
			10	2	8			10			
Commentary on performance											
Quarter 1 No target set for this indicator, although increase achieved.											
Quarter 2 Increase being maintained although BME Community limited in the Torfaen area.											
Quarter 3											
Quarter 4											
16(i)	1, 2	Number of school KS1 visits completed	07/08 Actual		08/09 Target		08/09 Actual				
			8		8		8				
			Current Performance 2009-2010								

PI Ref	Link to Corporate Objective	Description	Performance							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			8	0	0			8		
Commentary on performance										
Quarter 1 All school visits commence in September, following the Schools academic year.										
Quarter 2 All school visits commence in September, following the Schools academic year. Programme to commence imminently.										
Quarter 3										
Quarter 4										
16(ii)	1, 2	Number of school KS2 visits completed	07/08 Actual		08/09 Target		08/09 Actual			
			7		7		7			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			7	0				7		
Commentary on performance										
Quarter 1 All school visits commence in September, following the Schools academic year.										
Quarter 2 All school visits commence in September, following the Schools academic year. Programme to commence imminently.										
Quarter 3										
Quarter 4										
16(iii)	1, 2, 4		07/08 Actual		08/09 Target		08/09 Actual			
			14		14		14			
			Current Performance 2009-2010							

PI Ref	Link to Corporate Objective	Description	Performance							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
		Number of arson vulnerability assessments completed	14	0	1			14		
Commentary on performance										
Quarter 1 All school visits commence in September, following the Schools academic year.										
Quarter 2 All school visits commence in September, following the Schools academic year.										
Quarter 3										
Quarter 4										
16(iv)	1, 2, 4	Number of school KS1 class visits completed	07/08 Actual		08/09 Target		08/09 Actual			
			N/A		N/A		16			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
								16		
Commentary on performance										
Quarter 1 All school visits commence in September, following the Schools academic year.										
Quarter 2 This target has now been rescinded.										
Quarter 3										
Quarter 4										
16(v)	1, 2, 4		07/08 Actual		08/09 Target		08/09 Actual			
			N/A		N/A		14			
			Current Performance 2009-2010							

PI Ref	Link Corporate Objective to	Description	Performance							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
		Number of school KS2 class visits completed	14	0				14		
Commentary on performance										
Quarter 1 All school visits commence in September, following the Schools academic year.										
Quarter 2 This target has now been rescinded.										
Quarter 3										
Quarter 4										
18	1, 5	Number of 7.2.d familiarisation visits completed	07/08 Actual		08/09 Target		08/09 Actual			
			40		Not specified		33			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			33	10	24			33		
Commentary on performance										
Quarter 1 10 completed this quarter, although no target specified for each quarter.										
Quarter 2 24 completed to date, although no target specified for each quarter.										
Quarter 3										
Quarter 4										
19	1, 2, 4, 5		07/08 Actual		08/09 Target		08/09 Actual			
			37		24		29			
			Current Performance 2009-2010							

PI Ref	Link Corporate Objective to	Description	Performance							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
		Number of off station exercises attended involving 3 or more pumping appliances.	24	11	21			24		
Commentary on performance										
Quarter 1 On course to meet target.										
Quarter 2 On course to meet target.										
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. RDS Appliance availability	07/08 Actual		08/09 Target		08/09 Actual			
			N/A		N/A		N/A			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Commentary on performance										
Quarter 1										
Quarter 2										
Quarter 3										
Quarter 4										
22	1, 2, 4		07/08 Actual		08/09 Target		08/09 Actual			
			N/A		N/A		N/A			
			Current Performance 2009-2010							

PI Ref	Link Corporate Objective to	Description	Performance							
		Reduce total number of RDS days lost to sickness by 5%	Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			N/A	N/A	N/A	N/A	N/A	N/A		
Commentary on performance										
Quarter 1										
Quarter 2										
Quarter 3										
Quarter 4										
24(i)	4, 5	Energy consumption – Gas reduction By 10%	07/08 Actual		08/09 Target		08/09 Actual			
			3827		Not set		24919			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			22427	1817	3088			N/A		
Commentary on performance										
Quarter 1 1,817 units utilised, although no figures available for the same period last year.										
Quarter 2 3088 units utilised, although no figures available for the same period last year.										
Quarter 3										
Quarter 4										
24(ii)	4, 5	Energy consumption – Electricity reduction	07/08 Actual		08/09 Target		08/09 Actual			
			20077		N/A		112168			

PI Ref	Link to Corporate Objective	Description	Performance							
		By 10%	Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			100951	15,060	42,751			N/A		
Commentary on performance										
Quarter 1 A reduction of 27,676 units (65%) recorded this quarter, although uncertain of accuracy of last years figures										
Quarter 2 A reduction of 30,139 units (41%) recorded, although uncertain of accuracy of last years figures.										
Quarter 3										
Quarter 4										
25(i)	2	PDRs undertaken for JO's	07/08 Actual		08/09 Target		08/09 Actual			
			8		8		8			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			8	7	0			8		
Commentary on performance										
Quarter 1 All recorded, although 1 individual has retired hence the 7 completed.										
Quarter 2										
Quarter 3										
Quarter 4										
25(ii)	2		07/08 Actual		08/09 Target		08/09 Actual			
			20		20		20			

PI Ref	Link to Corporate Objective	Description	Performance							
		PDRs undertaken for FF's	Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			20	20	0			20		
Commentary on performance										
Quarter 1 All completed as required.										
Quarter 2 All completed as required.										
Quarter 3										
Quarter 4										
32(i)	1, 2	No of new community groups using station facilities	07/08 Actual		08/09 Target		08/09 Actual			
			N/A		N/A		9			
			Current Performance 2009-2010							
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection		
			8	4	9			N/A		
Commentary on performance										
Quarter 1. 4 to date										
Quarter 2. 9 to date										
Quarter 3.										
Quarter 4.										
32(ii)			07/08 Actual		08/09 Target		08/09 Actual			
			N/A		N/A		8			

PI Ref	Link to Corporate Objective	Description	Performance					
	1, 2	No of visits to Station by new Community groups or visits to new Community groups by Station staff	Current Performance 2009-2010					
			Target	Apr - Jun	Apr - Sept	Apr - Dec	Full year Actual	End of year projection
Commentary on performance			8	5	7			
Quarter 1. 5 to date								
Quarter 2. 7 to date								
Quarter 3.								
Quarter 4.								

Action Plan for New Inn Station

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success

Action Plan 2009/2010

Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
1	Reduce Deaths and injuries from fire	<ul style="list-style-type: none"> • To complete target figure of 864 referrals for HFSC's & allocate to watches utilising FSEC data & information from partner organisations and Firefighter Charity scheme • Complete annual follow up visits identified as High Risk by FSEC or appropriate data • To participate in Organisational campaigns and identify local initiatives to generate referrals • Complete seasonal community safety campaigns, including other faith festivals inline with community needs • Complete all Key Stage 1 & 2 visits for station area • Identify & form links with new partners in the community to promote Community Safety • Identify minority groups within community & target CS • • • accordingly through partnerships 	Stn Manager & Watch Managers	31 st March 2010	End of year targets & returns

Action Plan 2009/2010						
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success	
Commentary on performance						On target
Quarter 1. HFSC's progressing to meet additional targets identified by organisation.						
Quarter 2 HFSC's progressing to meet additional targets identified by organisation.						
Quarter 3						
Quarter 4						
2	Reduce Deaths and Injuries from Road Traffic Collisions (RTC's)	<p>Continuous liaison with RTC Reduction Officer to identify Hot Spot areas.</p> <p>Participate in partnership working both internally & externally - Road Safety events and Torfaen Road Safety Officers.</p> <p>Maintain vehicle crime awareness days with Community Safety & Local Authority.</p> <p>Liaise with local schools & colleges with regards to Pass Plus Cymru initiative.</p> <p>Maintain RTC competence through RTC Technician courses for all station personnel (where possible).</p>	Stn Managers & Watch Managers	31 st March 2010	<ul style="list-style-type: none"> • Reduction in road traffic collisions including deaths & injuries. • Increase in number of partnerships developed 	
Commentary on performance						On target

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
Quarter 1. Only one individual completed RTC reduction course with Community Safety at present although hopeful of additional course in the future. Station personnel liaising with schools and partner organisations where possible to address trends.					
Quarter 2 As above					
Quarter 3					
Quarter 4					
3	Increase effectiveness of Community Safety & Arson Reduction Activities	<p>Complete all School AVA's & business / Industrial AVA's as required within station area.</p> <p>Complete seasonal Community Safety (CS) initiatives in-conjunction with local Doctor, Dental practices & community groups</p> <p>Liaise with local partnerships via ARG, & Partnerships Department to reduce deliberate fire setting</p> <p>Initiate & maintain Duke of Edinburgh Award & Firewatch</p> <p>Monitor FAM & UFS Trends</p>	Station Manager & All Watches	31 st March 2010	<p>Completion of all KS1 & KS2 Schools including SAVA's in line with SPI 16</p> <p>Reduction in the number of UFS & FAM's calls in line with SPI 8&9</p> <p>The number of HFSC's completed among BME groups</p> <p>Collation of statistical data on the number of new community groups visiting station or being visited by station personnel</p>
Commentary on performance					On target
Quarter 1. Key stage 1 & 2 and AVA complete until September 2009. Business AVAs ongoing. All Key stage 1 & 2 to commence in line with the academic year.					

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
Quarter 2 Key stage 1 & 2 and AVA complete until September 2009. Business AVAs ongoing. All Key stage 1 & 2 to commence in line with the academic year. Targets will be met.					
Quarter 3					
Quarter 4					
4	Progress the requirements of the PDR system	<p>Promote & assist individuals seeking development through continuous promotion of PDR system</p> <p>Complete timely reviews of Watch/Crew Manager PDR's and all station personnel.</p> <p>PDR 5's to be monitored and training identified.</p>	<p>Station Manager</p> <p>Watch /Crew Managers</p>	31st March 2010	<p>Completion of SPI 18 for all personnel i.e.</p> <ul style="list-style-type: none"> • 4 Watch Managers • 4 Crew Managers • 20 Firefighters
Commentary on performance					On target
Quarter 1. All PDR interviews completed to date. Reviews to take place October 2009					
Quarter 2 All PDR interviews completed to date, reviews imminent					
Quarter 3					
Quarter 4					

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
5	Improve employee attendance levels	<p>Continue to implement OPPD 22, ensure compliance at all times and communicated to personnel</p> <p>Record appropriate data on P6, P9, P30 and P12's where appropriate.</p> <p>Record all sickness/absence on OWLe</p>	Station Manager & Watch Managers	31 st March 2010 ongoing	<p>Considerable reduction in both certificated & un-certificated sickness form 07/08 levels</p> <p>Timely returns of all forms and visits</p>
Commentary on performance					On target
Quarter 1. All employee absences monitored in accordance with OPPD 22 and appropriate paperwork completed.					
Quarter 2 All employee absences monitored in accordance with OPPD 22 and appropriate paperwork completed.					
Quarter 3					
Quarter 4					

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
Commentary on performance					On target
Quarter 1. Station personnel continue to engaging with BME communities where appropriate.					
Quarter 2 Station personnel continue to engaging with BME communities where appropriate.					
Quarter 3					
Quarter 4					
7	Develop an effective Performance Management System	<p>Continue to utilise OWLe for trend analysis & performance management</p> <p>Encourage / assist & support Watch managers to utilise OWLe to identify trends analysis</p> <p>Monitor & review FDR1 & SSC returns</p>	Station Management Team		<p>Station PI's submitted onto OWLe in 1st week of each month</p> <p>Period review by Intervention and compliance with requirements</p>
Commentary on performance					On target
Quarter 1. Owle performance management completed as required and trend identified. IRS process being monitored for compliance.					
Quarter 2					
Quarter 3					
Quarter 4					
Commentary on performance					On target

Action Plan 2009/2010					
Ref.	Objective	Action	Lead Officer	Target Date	Measure of Success
Quarter 1					
Quarter 2					
Quarter 3					
Quarter 4					
Commentary on performance					On target
Quarter 1					
Quarter 2					
Quarter 3					
Quarter 4					
Commentary on performance					On target
Quarter 1					
Quarter 2					
Quarter 3					
Quarter 4					
Commentary on performance					
Quarter 1					
Quarter 2					
Quarter 3					
Quarter 4					

Other community activities at New Inn Station

Activity	Lead Officer
Young Firefighters Scheme due to commence within the next few weeks	TBC
Quarter 1 update:	
Quarter 2 update:	
Quarter 3 update:	
Quarter 4 update:	
Activity	Lead Officer
Fire Watch activities at 4 schools	Watch Managers
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:	
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:	

Risk Plan for New Inn Station

Wording Risks	Scoring Risks		
It is useful to think of risks in terms of “If ...then....” For example “ If we do not review and manage our budget, then 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
		Likeliho	Impact	Score		Likeliho	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
Update report:											
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
		Likeliho	Impact	Score		Likeliho	Impact	Score			
I\001 I\002 I\003 I\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	1	Pursue courses inline with PDR, TNA, & station RRP.	Sept 2009	Station Commander
Update report:											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
I\001 I\002 I\003 I\005 I\006 I\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
Update report:											
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
		Likeliho	Impact	Score		Likeliho	Impact	Score			
I\001 I\002 I\003 I\005 I\006 I\008	New legislation, directives, policies, or guidance may alter work patterns.	1	3	3	Horizon scanning & awareness to pre-empt impact	1	2	2	Disseminate information to all station personnel & review effect of how changes can be best incorporated into work patterns.	Ongoing	Station Commander
Update report:											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
I\001 I\002 I\003	Station personnel may become uncommitted to station objectives	2	2	4	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
Update report:											
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
		Likeliho	Impact	Score		Likeliho	Impact	Score			
1\001 1\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 Manager
Update report:											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
1/001 1/002 1/003	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	1	Pursue courses inline with PDR, TNA, & station RRP.	Sept 2009	Station Managers
Update report:											
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
		Likeliho	Impact	Score		Likeliho	Impact	Score			
	Increase sickness due to swine flu pandemic	1	3	3	Organisational notices in place and advice via intranet	1	3	3	Continuous monitoring of situation as directed by organisation.	Ongoing	Station Manager
Update report:											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											
Update report:											
Quarter 1											
Quarter 2											
Quarter 3											
Quarter 4											