

Waverley Internal Action Plan

Service Area	Aim	Area Lead				
Staff Development	The development and acquisition/maintenance of competence of our staff	SM Ginty				
Narrative	Objective	Objective Lead	Performance Indicator	Output		Strategic Outcomes Service Plan Objective
				Target	Actual	
<p>Fire Service staff provide a professional response to emergency calls, deliver community safety initiatives and generally reduce risk within the borough. Their Training and Development (T&D) needs must therefore be monitored and assessed on a regular basis.</p> <p>The annual appraisal process and full implementation of the Integrated Personal Development System (IPDS) will allow us to assess training needs and record training and development activity.</p>	Complete an individual Training Needs Analysis (TNA), for all new staff joining the borough. Ensure the outcomes of the TNA are actioned appropriately.	SM Ginty SM Pointer	Percentage of appraisals completed (Annual Target = 100% by 1 st June)	100%		<p>1.Reduce the impact of fires, vehicle collisions and other emergencies</p> <p>2.Ensure our workforce is ready and able to provide you with the best possible service.</p> <p>4.Working with other agencies to provide services that strengthen the community and minimise our impact on the environment.</p>
	Carry out annual appraisals and mid-year reviews for all station-based staff.	SM Ginty SM Pointer		100%		

	Use the Station Planner to plan all training at least one tour/week in advance. Check that all training delivered met the needs of the recipient(s) and the service.	SM Ginty SM Pointer		100% complete by 31 st March 2012		
	Make staff available to attend agreed, planned, centrally delivered training.	All Supervisory Managers		100% complete by 31 st March 2012		
	Report quarterly to the Area Manager (AM) on the percentage of station-based staff who have attended training as follows. <ul style="list-style-type: none"> ▪ Breathing Apparatus (BA) Hot Wear (At least once within 12 months) ▪ Road Traffic Collision (RTC) (At least once within 12 months) ▪ Fire Behaviour Training (FBT) (At least once within 36 months) ▪ Working at height (at least once within 12 months) 	SM Ginty SM Pointer All Supervisory Managers		100%		
	Assess staff IPDS folders at least once every six months. Sample a number of portfolios once a year to verify the IPDS process <ul style="list-style-type: none"> • Farnham 	SM Ginty SM Pointer All Supervisory Managers		June December		

	<ul style="list-style-type: none"> • Haslemere • Godalming • Cranleigh • Dunsfold 					
<p>To be considered competent, all Fire Service staff must be familiar with and able to maintain the equipment they are required to operate in dynamic incident situations. As this varies from station to station, staff must carry out inventory checking and standard testing as well as receive training on equipment use.</p>	<p>Ensure vehicles and equipment are checked for completeness and working order on each shift change.</p>	<p>All Supervisory Managers</p>		<p>An inventory check complete at each shift change</p>		
	<p>Use appropriate service forms to complete and record standard tests on equipment.</p>	<p>All Supervisory Managers</p>		<p>1 set of complete standard test records</p>		
	<p>All Operational personnel are to complete risk critical learn pros per annum to ensure operational competence in specific areas</p>	<p>All operational personnel</p>		<p>100%</p>		

Service Area	Aim	Area Lead				
Staff Availability	Manage staff in the borough to ensure that crewing levels are maintained in line with service expectations	SM Ginty				
Narrative	Objective	Objective Lead	Performance Indicator	Output		Strategic Outcomes Service Plan Objective
				Target	Actual	
<p>Availability of staff to respond to emergency calls, deliver key community safety initiatives and reduce risk within the borough is vital.</p> <p>Our managers will work with staff to ensure that the service shift systems are supported and that they provide best value for the</p>	Manage the whole-time shift system to ensure that appliances crewed by wholetime staff are available within Waverley 100% of the time.	SM Ginty SM Pointer All Supervisory Managers	BVPI 144 – Number of ADFs confined to room of origin (Annual Target [Insert Annual Target]) NI 49 – Number of primary fires and related	100%		1.Reduce the impact of fires, vehicle collisions and other emergencies 2.Ensure our workforce is ready and able to provide you with the best possible service. 3.Ensure we provide a balanced, efficient,
	Maintain appliances crewed by wholetime staff / Variable Crewing at a 'standard crewing' level, at the following fire stations:	SM Ginty SM Pointer All Supervisory				

service and the people of Surrey.	<ul style="list-style-type: none"> ▪ Farnham Fire Station ▪ Haslemere Fire Station <p>Maintain Retained Duty System (RDS) at the following stations, in accordance with laid down guidance, to ensure that each of the following appliances are available at the following percentages:</p> <ul style="list-style-type: none"> ▪ Haslemere – 1st Appliance 2nd Appliance ▪ Godalming – 1st Appliance 2nd Appliance ▪ Cranleigh - 1st Appliance 2nd Appliance ▪ Dunsfold - 1st Appliance 	Managers	<p>fatalities and non-fatal casualties, excluding precautionary checks</p> <p>Short-term & long-term sickness absence combined (Annual Target = [Enter Corporate Target] Shifts lost per Funded Post)</p>	90%		affordable and resilient fire and rescue service
	<p>Maintain all electronic wholetime staff availability records ('ST1s'), to the required standard and ensure only authorised personnel update the records when needed.</p> <p>Maintain all RDS personnel electronic staff availability records, known as Rappel to the required standard and ensure only authorised personnel update the records when required.</p>	<p>SM Ginty SM Pointer All Supervisory Managers</p> <p>All RDS Supervisory Managers</p>		<p>100%</p> <p>100% 50%</p> <p>100% 50%</p> <p>100% 50%</p> <p>50%</p>		

	Report quarterly to the AM on the accumulation/use of 'Rota Exchange Duties' (RXD) and 'Additional Duty Rotas' (ADR).	SM Ginty SM Pointer	NI 140 – Fair treatment by local services			
	Monitor and manage sickness in line with service procedures to aid the achievement of the service Corporate Target of no more than 6.0 shifts lost per funded post.	SM Ginty SM Pointer All Supervisory Managers		Farnham x 4 Haslemere x 1		
It is absolutely imperative to the service that its personnel are both healthy and safe. The need for safe practices, procedures and persons apply equally at the incident ground and in the station or office environment.	Make available all operational, station-based staff for completion of an annual fitness test.	SM Ginty SM Pointer All Supervisory Managers		100%		
	Support those who did not achieve the required fitness level as directed by the Occupational Health team.	SM Ginty SM Pointer All Supervisory Managers		100%		
	Ensure that all operational, station-based staff are made available to complete fitness test/medical reviews, as required.	SM Ginty SM Pointer All Supervisory Managers		100%		
	Ensure that all operational, station-based staff are made available to complete three-yearly medicals as required.	SM Ginty SM Pointer All Supervisory Managers		100%		

Service Area	Aim	Area Lead				
Borough Development	The development of the borough's processes, procedures and plans to meet the needs of the service and local area, in the present and in the future	SM Ginty				
Narrative	Objective	Objective Lead	Performance Indicator	Output		Strategic Outcomes Service Plan Objective
				Target	Actual	
The best way to continually improve and offer a better service to the borough community is to ensure that all the activities we carry out, as a service, are monitored, reported upon and evaluated on a regular basis. For example, as community safety activities and incidents affect the risk in the borough, our priorities will change. We need to identify these required changes through appropriate, timely, review processes.	Ensure that each Watch completes an F16 Service Delivery Data Collection Form once a tour/week, and forwards it to the Area Business Support team.	SM Ginty SM Pointer All Supervisory Managers		100%		1.Reduce the impact of fires, vehicle collisions and other emergencies 2.Ensure our workforce is ready and able to provide you with the best possible service. 3.Ensure we provide a balanced, efficient, affordable and resilient fire and rescue service 4.Working with other agencies to provide services that strengthen the community and minimise our impact on the environment.
	Use the Incident Recording System (IRS) to record all incidents on return to station or by no later than the end of the tour/week.	All Supervisory Managers		100% of incidents recorded		

	Station Managers (SMs) to scrutinise the content of the IRS record(s) weekly, and to publish all incidents within two weeks of the incident date. (At present Mobilising Control is publishing all 'False Alarm' calls.)	SM Ginty SM Pointer		100% of incidents published		
	Report quarterly against the targets set in the Waverley Borough Plan 2011-12 in time for the West Area Manager's (AM) quarterly review meetings.	SM Ginty SM Pointer		4		
	Carry out an inventory check at each station every quarter. Report missing items and items suspected of not working properly to the appropriate individual/team, through the identified service procedures.	SM Ginty SM Pointer		4		
	Stations to maintain a borough information folder, which includes appropriate line management and local planning information.	SM Ginty SM Pointer		5		
	Hold borough/station management team meetings every quarter to discuss current issues and concerns. Publish the minutes of each meeting on the surreyfire.info website.	SM Ginty SM Pointer		4		
	Ensure that all Fire Service premises in the borough have a current Fire Risk Assessment as required by the Regulatory Reform (Fire Safety) Order 2005.	SM Ginty SM Pointer		5		

	Complete a local review during Quarter 1 of 2012 of the outcomes of the 2011-12 Waverley Borough Plan. Use the results to produce local targets for the 2012-13 Borough Plan, ensuring that they meet the needs of the service and the community.	SM Ginty SM Pointer		1		
	Ensure that all stations complete a Health & Safety audit (HS4) once per quarter	SM Ginty SM Pointer All Supervisory Managers		4		