

Tayside Fire and Rescue

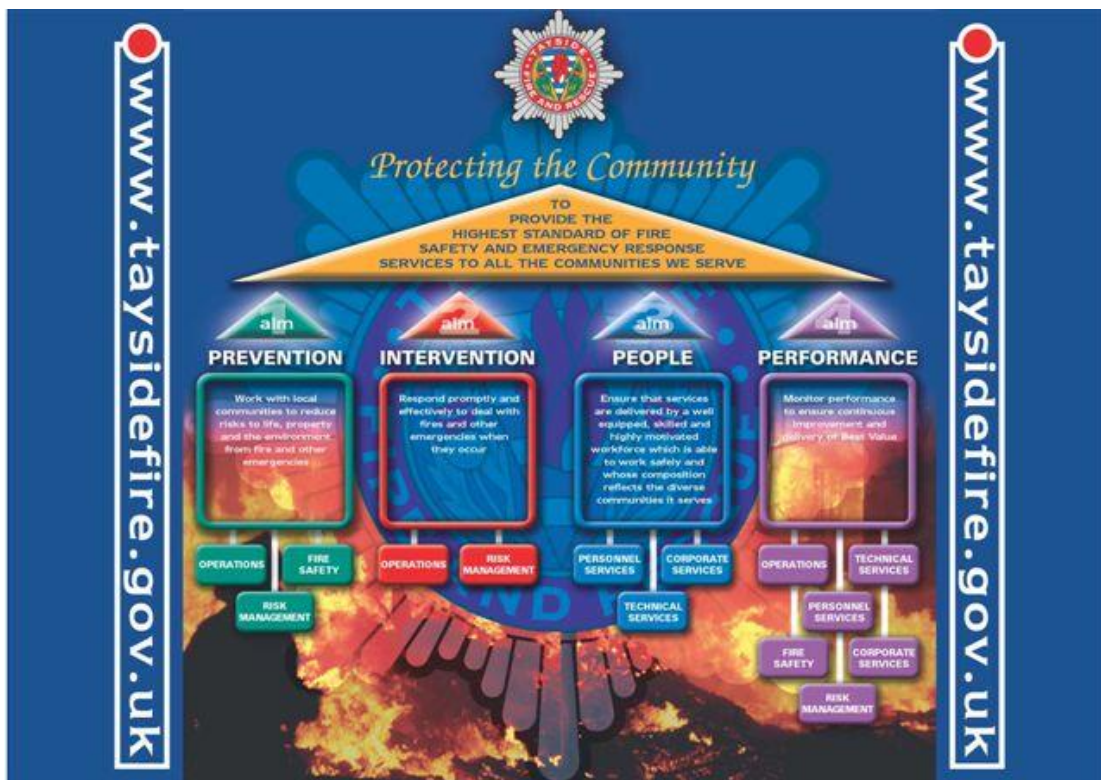
Tayside Fire and Rescue Kingsway East Fire Station

Station Plan 2011-12



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INTRODUCTION

The presentation of this Station Plan for Kingsway East Community Fire Station is intended not only to meet the needs of the communities we serve, but to also underpin the Community Safety Departmental Plan. The overarching aims of these plans are to link with Tayside Fire and Rescue's (TFR) Towards a Safer Tayside Integrated Risk Management Plan and its mission of **"providing the highest standard of community safety and emergency response services to all the communities we serve"**.

As members of TFR, we therefore have a duty to support this mission by ensuring that all of our activities contribute towards one or more of TFR's 8 Strategic Objectives.

Station personnel have a key role in delivering the strategic objectives and mission of TFR; so this Station Plan details how station personnel will contribute towards these strategic priorities and provides them with the basis for their work during 2011/12.

This Station Plan also takes cognisance of the key drivers influencing TFR's activities, such as:

- The Fire (Scotland) Act 2005
- The Fire and Rescue Framework for Scotland
- The Scottish Reform Agenda
- The Local Government (Scotland) Act 2003
- The development of Single Outcome Agreements

- SO1 - Improve safety and promote social cohesion.**
- SO2 - Protect our environment and heritage both built and natural.**
- SO3 - Provide the appropriate response founded on risk based evidence.**
- SO4 - Respond promptly and effectively to resolve local, regional and national emergencies.**
- SO5 - Recruit, retain and develop a highly skilled workforce which supports equality and diversity.**
- SO6 - Ensure the health, safety and wellbeing of the workforce.**
- SO7 - Demonstrate best practice and innovation.**
- SO8 - Ensure continuous improvement in all our activities.**

Most of these drivers require TFR to collaborate with the wider community to reduce risk and improve community safety; so wherever possible, the initiatives undertaken to support this Station Plan will be underpinned by partnership working.

Roy Dunsire
Station Manager

OVERVIEW

Community Profile

Kingsway East Community Fire Station provides community safety and emergency response services to a population of approximately 50,000 (from the 2001 census). This population covers two local authority areas, Dundee and Angus and four council wards - East End, Maryfield, North East and a small area of the West Ferry. Furthermore, up to 5,000 additional people can be estimated in the daytime due to local employment.



The station area comprises of a blend of residential areas (made up of approximately 22,000 dwellings), industrial premises, warehouses and retail outlets. The main risks include Dundee city docks, which has a large and ever changing community of businesses. Within the station area we have registered high risk sites including Nynas Oil Refinery and Michelin Tyre Company.

Station Profile

Opened on 15 November 1972, Kingsway East Community Fire Station is located at east end of the Kingsway dual carriageway on A972 Dundee. There are 61 firefighters based at Kingsway East Community Fire Station, comprising of 1 Station Manager, 4 Watch Managers, 8 Crew Managers and 49 Firefighters. The station has an emergency vehicle fleet consisting of 1 Rescue Pump (RP), 1 Water Tender Ladder (1Wrl) and 2 pod carrying vehicles which transport 2 pod units - a Foam Salvage Unit and a Command Support Unit.



As well as attending a wide range of emergencies, Kingsway East Community Fire Station is one of only two fire stations that provide Tayside Fire and Rescue with a Water Rescue capability, whereby all station personnel are trained in the use of Water Rescue Equipment and Techniques used in dealing with water and flood response related incidents.

Other duties station personnel undertake are a wide range of community safety activities aimed at reducing risk in the local community and making it a safer place to live. These community safety activities include our free Home Fire Safety Visit (HFSV) Service, which raises awareness of the fire hazards that exist in the home.

The personnel also work closely with other emergency services, youth groups, schools and a variety of other partners to deliver national and local prevention initiatives including the national Don't Give Fire a Home Campaign and Tayside Fire and Rescue's Young Firefighters Scheme, Fire College, Princes Trust and the Duke of Edinburgh Award.

When not attending emergencies and carrying out community safety initiatives, station personnel undertake routine training to ensure their practical skills and technical knowledge are maintained to a high standard and they are ready to respond to emergency incidents when necessary.

STATION PLAN ROLES AND RESPONSIBILITIES

Each role at station level has key responsibilities to ensure that the Annual Station Plan is successful in achieving its objectives and desired outcomes.

Station Manager

- Recognise the impact of station performance on service delivery.
- Ensure Station Plans are communicated to a wide cross section of staff and external stakeholders.
- Take the lead in planning and implementing the Station Plan.
- Meet station targets and monitor Watch Managers performance.
- Monitor and review how the priorities set out in the Station Plan are progressing with the Community Safety Department Management Team.

Watch Manager

- Understand the impact of performance management on service delivery.
- Ensure watch based personnel understand organisational, departmental and station priorities.
- Monitor how well watch based personnel are performing against the station priorities.
- Meet set targets as directed by the Station Manager.

Crew Manager

- Understand the impact of performance management on service delivery.
- Ensure watch based personnel understand organisational, departmental and station priorities.
- Monitor how well watch based personnel are performing against the station priorities.
- Meet set targets as directed by the Watch Manager.

Firefighter

- Understand how individual and team performance will support the station priorities.
- Feedback any issues.
- Communicate with line manager.
- Meet set targets as directed by the Crew Manager.

STATION PERFORMANCE

The following Performance Indicators are used to measure the overall performance of the station against targets set by the Community Safety Department. A Traffic Light system (see key below) will then illustrate how well the station has been performing against the targets.

Station Performance Indicator (SPI)		2009-10 Actual	2010-11 Actual	2011-12 Target
SPI1	No. of Home Fire Safety Visits	1482	1732	+20% (2016)
SPI2	No. of Dwelling Fires	86	97	-5% (92)
SPI3	No. of Secondary Fires	488	413	-5% (374)
SPI4	No. of Other Fires	61	52	-5% (49)
SPI5	No. of Road Traffic Collisions (RTC)	18	11	-5% (10)
SPI6	No. of Other Emergency Special Service Calls	90	126	-20% (101)
SPI7	No. of Unwanted Calls (Automatic Fire Alarms and Malicious)	465	457	-5% (434)
SPI8	Number of Absences	526	433	-5% (410)
SPI9	Number of Personal Injuries	9	4	-25% (3)
SPI10	Number of Vehicle Accidents	4	0	-0% (0)

Target Rating	Code
Greater than or equal to target	
Almost met target	
Below target	

Last year, the target of 1680 HFSVs was exceeded by 4 %. This outstanding effort by station personnel has therefore significantly reduced the risk of these residents from having a fire in their home. Unfortunately, we still experienced a 12 % increase in the number of dwelling fires and the majority of these fires were cooking related. We therefore aim to increase the number of HFSVs we undertake and develop an action plan for addressing cooking related fires.

Last year the number of secondary fires dropped by 15 %, which is testament to the work we have conducted with our partners in the community. The majority of our secondary fires are deliberate acts so during the coming year we will work with the police and other agencies to develop initiatives that will drive down this form of anti social behaviour. These initiatives will include a Joint Action Plan to address the increase in the number of secondary fires during peak times such as the summer school holidays and the bonfire season.

There was a significant reduction in the number of RTCs last year; so during the coming year our aim of improving road safety awareness will continue to be delivered through school visits and community events and campaigns such as Safe Drive Stay Alive.

There was a marked increase in the number of Other Emergency Special Service Calls last year. This increase was as a direct result of the severe weather that was experienced during the month of December and the subsequent diverse range of activities that the station undertook to make our communities safer, ranging from ice and snow removal from roofs to burst pipes once the thaw had set in.

Last year approximately 60% of Kingsway East Fire Stations unwanted calls were caused by Automatic Fire Alarms (AFA). The worst offenders for AFAs were sheltered housing and commercial/retail premises. Such premises will therefore continue to be targeted by station personnel and our Legislative Fire Safety Team.

Last year the station performed particularly well in the area of workplace training and development whereby over 500 training and development events were successfully completed by station personnel. Furthermore, station personnel continued to familiarise themselves with a wide range of high risk premises. During the coming year we therefore aim to maintain this high standard of emergency response preparedness.

Performance

For an overview of how these targets link with the organisations overall performance, please visit PB Views by clicking [here](#).

DEVELOPING AND MANAGING THE STATION PLAN

Developing the Station Plan

The content of this Station Plan is influenced and guided by a variety of factors. Station personnel have a responsibility to ensure that the actions they undertake support TFR's Mission, Aims and Strategic Objectives and that we work towards the outcomes and objectives contained within the Community Safety Departmental Plan. The Station Plan is also shaped by the needs and views of the communities we serve and our key partners too. We recognise the need to engage all the skills, experience and abilities of our staff in meeting the stations priorities. We therefore seek the opinions of all station personnel on the actions contained within the plan. Also, we shape our Station Plan through Community Risk Analysis, which helps us to direct our resources towards the areas of greatest need. Finally, we have a responsibility to ensure that we give the public value for money in the services we provide and that we consistently operate to the principles of Best Value and Continuous Improvement. All of these factors are then synthesised into a series of actions, which outline the stations priorities for the year ahead.

Managing the Station Plan

Key to supporting the actions that will achieve the desired outcomes and objectives contained within the Station Plan is sound planning, organising and performance monitoring. Action plans will detail the key stages and tasks that will underpin the actions set out in the station plan to achieve the station objectives and desired outcomes. In order for the Community Safety Department to monitor the performance of the station against targets and the desired outcomes and objectives, a Performance Reporting Process has been developed. This process integrates with the Community Safety Department's Monthly Performance Reporting Meeting as the formal setting for discussing and analysing the performance of stations. Furthermore, the Appraisal and Development Review (ADR) Process links individual work objectives to the actions set out in the Station Plan, thus contributing towards the success of the Plan. Finally, the management of the Station Plan is supported by a Policy and Procedures, which articulate the fundamental principles of operation and guidance for effective planning, organising and performance reporting.

The diagram overleaf gives an overview of how the Station Plan is developed and managed.

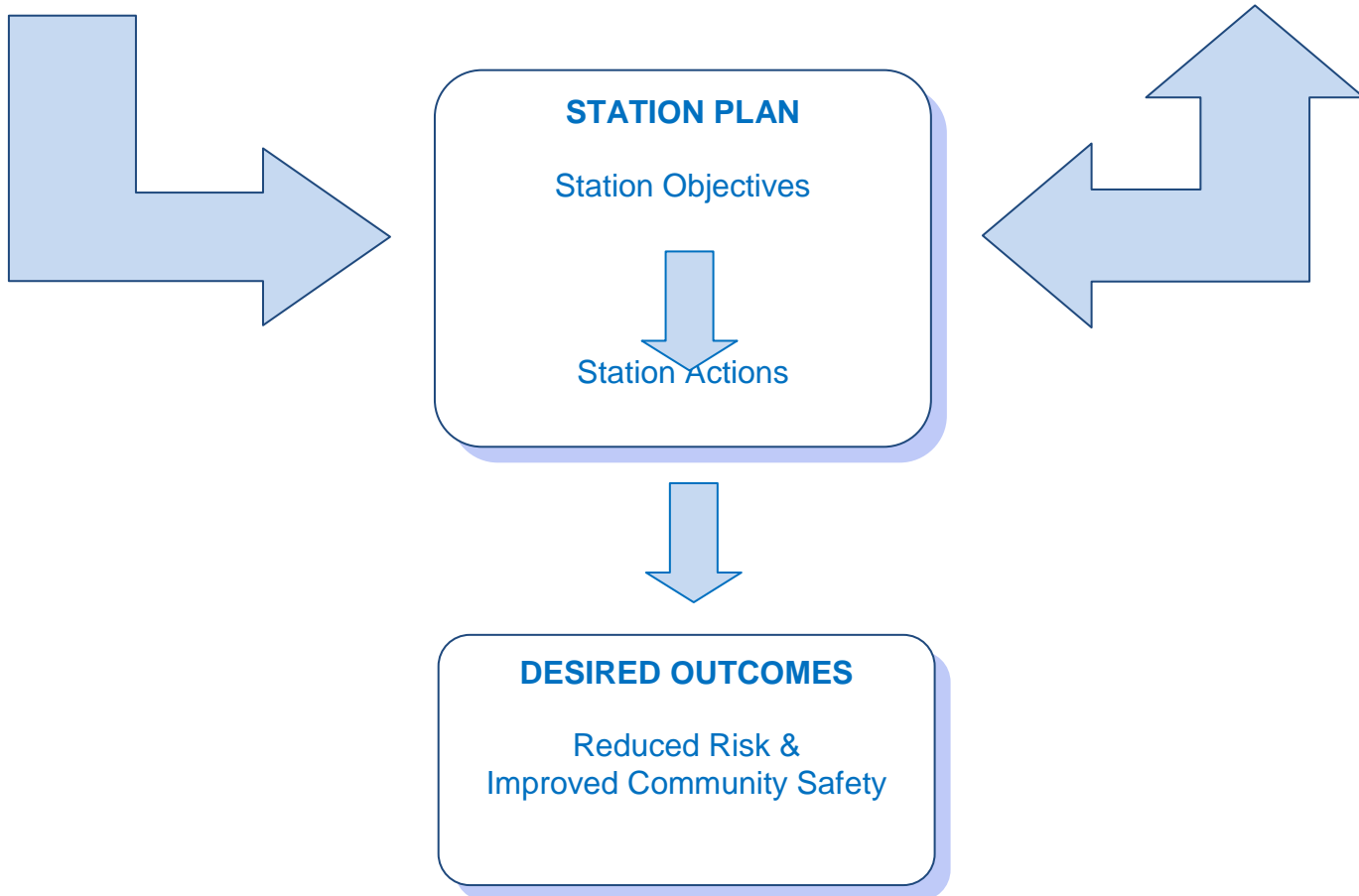
DEVELOPING AND MANAGING THE STATION PLAN

DEVELOPING THE STATION PLAN

- TFR's Mission, Aims and Strategic Objectives.
- Community Safety Departmental Priorities.
- Stakeholder consultation.
- Community Risk Analysis.
- Best Value and continuous improvement.

MANAGING THE STATION PLAN

- Action Plans.
- Performance Management.
- The ADR Process.
- Station Plan Policy and Procedures.



STATION OBJECTIVES

8 key objectives have been developed to ensure that the work undertaken by the station remains focused on supporting the departmental priorities and the organisation's mission, aims and strategic objectives, and the wider Community Planning Partnership priorities too. These 8 key objectives are categorised under one of Tayside Fire and Rescue's 4 Corporate Aims and will form the basis of the station's Prevention, Intervention, People and Performance (PIPP) Plan, which is outlined in the following section.

Prevention Aim

- 1 Work with our partners to improve fire safety, make our roads safer and reduce the impact of other emergencies.
- 2 Work with our partners to reduce anti social behaviour incidents and fire related crime.
- 3 Work with our partners to reduce the number of unwanted calls (malicious calls and unwanted fire alarms).

Intervention Aim

- 4 Maintain a high standard of emergency response.

People Aim

- 5 Ensure our staff, partners and the community are well informed about what we are trying to achieve.
- 6 Maximise staff potential.
- 7 Promote effective health, safety and wellbeing and equality and fairness.

Performance Aim

- 8 Be more efficient and effective in everything we do.

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

PREVENTION

Station Objective 1		Desired Outcome	Station Lead			
Work with our partners to improve fire safety, make our roads safer and reduce the impact of other emergencies.		A sustained reduction in deaths and injuries in fire and road traffic collisions and an overall reduction of community risk.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A1.1	We will carry out free HFSVs, providing fire safety advice and fitting smoke alarms where necessary. 90% of these HFSVs will be undertaken in the homes of members of the community who are most at risk from fire.	All Watch Managers	504 HFSVs per watch	SPI1	SO1	NO9
A1.2	Through community risk analysis, we will develop an action plan to address cooking related fires. As part of the action plan we will seek funding to purchase thermostatically controlled deep fat fryers, which will then form part of a chip/fat pan safety initiative.	All Watch Managers	5% reduction	SPI2	SO1	NO9
A1.3	We will work with local schools and other relevant agencies to ensure that young people and other vulnerable members of the community are fully aware of the hazards of fire and how to be safer in their homes.	All Watch Managers	5% reduction	SPI2	SO1	NO9
A1.4	We will attend pre planned community events and use these events as opportunities to improve fire safety awareness.	SM Dunsire All Watch Managers	5% reduction	SPI2	SO1	NO9
A1.5	We will support the Safe Drive Stay Alive campaign through raising awareness of the event within the target groups and through the use of station resources and personnel.	SM Dunsire All Watch Managers	5% reduction	SPI5	SO1	NO9
A1.6	We will share local intelligence relating to potential vehicle accident blackspots with other agencies such as the police to enable them to make informed decisions.	SM Dunsire All Watch Managers	5% reduction	SPI5	SO1	NO9
A1.7	We will attend pre planned community events and use these events as opportunities to improve road safety awareness.	All Watch Managers	5% reduction	SPI5	SO1	NO9
A1.8	We will use national and local initiatives such as the Duke of Edinburgh Award and the Young Firefighters Programme to deliver relevant road safety messages.	All Watch Managers	5% reduction	SPI5	SO1	NO9
A1.9	Through the analysis of operational activity and flood data, we will work with agencies such as SEPA to mitigate the impact of flooding on our communities.	SM Dunsire All Watch Managers	20% reduction	SPI6	SO1, SO2	NO9
A1.10	Through community risk analysis, we will identify other emergencies that may pose a risk to the community and then work with the relevant agencies to reduce the risk.	SM Dunsire All Watch Managers	20% reduction	SPI6	SO1, SO2	NO9

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 2		Desired Outcome	Station Lead			
Work with our partners to reduce anti social behaviour incidents and fire related crime.		A sustained reduction in the number of deliberate and anti social behaviour incidents, and a safer community with a reduced fear of anti social behaviour.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A2.1	Through analysis of operational activity and partnership intelligence, we will identify local hot spot areas for anti social behaviour and fire related crime and then work with our partners including the police and local schools to tackle incidents in these areas.	SM Dunsire All Watch Managers	5% reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.2	We will develop a Memorandum of Understanding between the Police and Tayside Fire and Rescue regarding effective joint working between sectional police stations and fire stations when dealing with anti social behaviour and fire related crime.	SM Dunsire	5% reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.3	We will work closely with local housing stock owners and commercial/industrial property owners to ensure all known unoccupied and derelict properties are identified and made secure to reduce their risk of involvement in deliberate fire setting.	SM Dunsire All Watch Managers	5% reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.4	We will carry out fire investigations in conjunction with the police and TFR's Fire Investigation Team in cases where wilful fire raising is suspected.	SM Dunsire All Supervisory Managers	5% reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.5	We will identify fire setting behaviour and deliver timely and effective referrals to TFR's Fire Setters Scheme.	All Station Personnel	5% reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.6	We will identify discarded combustibles that pose a risk to the community and report them via the Waste Management Rapid Response Team.	All Station Personnel	5% reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.7						
A2.8						
A2.9						
A2.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 3		Desired Outcome	Station Lead			
Work with our partners to reduce the number of unwanted calls (malicious calls and Automatic Fire Alarms).		A reduction in the disruption unwanted calls bring to our emergency response and community safety activities and the local business community too.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A3.1	Through community risk analysis, we will identify the stations 'worst offender' premises for unwanted automatic fire alarms. We will then work with the local Fire Safety District Enforcement Officer(s) to ensure these premises are given support and advice on how to reduce the number of unwanted automatic fire alarms.	SM Dunsire All Watch Managers	5% reduction	SPI7	SO3	NO11
A3.2	Through community risk analysis, we will identify the stations 'worst offender' premises/individuals for malicious calls. We will then ensure these premises/individuals are addressed in the appropriate manner.	SM Dunsire All Watch Managers	5% reduction	SPI7	SO3	NO9
A3.3	In conjunction with our partners such as the police, we will work with local schools and other education providers to educate young people in the dangers of making hoax calls.	All Watch Managers	5% reduction	SPI7	SO3	NO4, NO9
A3.4						
A3.5						
A3.6						
A3.7						
A3.8						
A3.9						
A3.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

INTERVENTION

Station Objective 4		Desired Outcome	Station Lead			
Maintain a high standard of emergency response.		A safe, effective and professional emergency response focused on the needs of the community and protecting the environment and our heritage.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A4.1	We will deliver watch based training and development as per the station 3-year training programme and ensure that all watch based personnel participate in the recommended practical and technical activities.	All Watch Managers	100% Completion	N/A	SO3	NO3, NO9, NO15
A4.2	As one of two stations that provide TFR with a water rescue capability, we will ensure that all station personnel undertake routine water rescue training.	All Watch Managers	12 training events per watch	N/A	SO3	NO9, NO15
A4.3	As one of two stations that will be providing TFR with an 'advanced' water rescue capability, we will ensure that all station personnel are deemed competent in this skill.	Watch Advanced Water Rescue Instructors	personnel competent by March 2012	N/A	SO3	NO9, NO15
A4.4	As the only station that provides TFR with enhanced command support capability, we will ensure that all station personnel undertake routine Command Support Unit training.	All Watch Managers	6 training events per watch	N/A	SO3	NO9, NO15
A4.5	As the only station that provides TFR with enhanced foam making and salvage capability, we will ensure that all station personnel undertake routine Foam Salvage Unit training.	All Watch Managers	6 training events per watch	N/A	SO3	NO9, NO15
A4.6	We will ensure that all station personnel are familiar with the operational risks prevalent in the station area by carrying out regular 9(2)(d) inspections and subsequently gathering intelligence for TFRs Operational Risk Information (ORI) Process.	All Watch Managers	24 - 9(2)(d) Inspections per watch	N/A	SO3	NO9, NO12, NO15
A4.7	We will ensure that all station personnel attend Risk Critical Core Skills Refresher Training within the specified timescales.	All Supervisory Managers	100% Completion	N/A	SO3	NO3, NO9, NO15
A4.8	We will monitor operational incidents and exercises by carrying out operational incident audits to identify organisational, station and individual training and development needs and areas of best practice.	SM Dunsire	24 Audits	N/A	SO4	NO15
A4.9	We will conduct post incident debriefs and use the outcomes of these debriefs as a means of continually development of our skills and knowledge.	All Watch Managers	36 debriefs per watch	N/A	SO4	NO15
A4.10	We will ensure that any training and development activities undertaken are recorded using the PDR PRO electronic recording system.	All Watch Managers	100% completion	N/A	SO3	NO9, NO15

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

PEOPLE

Station Objective 5		Desired Outcome	Station Lead			
Ensure our staff, partners and the community are well informed about what we are trying to achieve.		Our staff, partners and communities will be more effective at delivering, supporting and understanding our priorities.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A5.1	We will consult with a wide cross section of staff on the content of the Station Plan and consider their views.	SM Dunsire	1 Record of Consulting With Staff	N/A	SO5	NO11, NO15
A5.2	We will consult with our key community partners on the content of the Station Plan and consider their views.	SM Dunsire	2 Records of Consulting With Key Partners	N/A	SO1, SO7	NO11, NO15
A5.3	We will conduct periodic Station Management meetings, which will act as a mechanism for station based managers to discuss and progress any station matters.	SM Dunsire	4 Meetings Per Year	N/A	SO5	NO11, NO15
A5.4	We will conduct periodic watch personnel meetings, which will act as a mechanism for the Station Manager to gain feedback from all watch personnel and communicate any relevant developments.	SM Dunsire	2 Meetings Per Watch, Per Year	N/A	SO5	NO11, NO15
A5.5	We will ensure that TFRs core brief is regularly communicated to all station personnel.	All Watch Managers SM Dunsire	12 Briefings Per Watch, Per Year	N/A	SO5	NO11, NO15
A5.6	We will ensure that monthly Watch Work Plan meetings are held so that the work conducted by each watch to achieve the station objectives is agreed and reviewed.	SM Dunsire	12 Meetings Per Watch, Per Year	N/A	SO5, SO8	NO11, NO15
A5.7	We will exploit media channels such as the organisations Quickfire Newsletter and local press, radio and TV in order to communicate relevant community safety messages and any station achievements.	SM Dunsire All Watch Managers	N/A	N/A	SO7	NO11, NO15
A5.8						
A5.9						
A5.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 6		Desired Outcome	Station Lead			
Maximise staff potential.		A workforce that is motivated, empowered, competent and highly skilled.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A6.1	We will ensure that relevant station personnel are given a fair and objective annual Appraisal and Development Review (ADR) by following TFR's ADR Policy and Procedures.	SM Dunsire All Supervisory Managers	100% Completion by 31 March 2012	N/A	SO5	NO3, NO15
A6.2	We will continually monitor and review the progress of watch trainees undertaking SVQ Level 3.	SM Dunsire All A1 Assessors	100% completion of Personal Development Reviews	N/A	SO5	NO3
A6.3	We will continually monitor and review the PDR PRO electronic recording system and rectify any identified training needs.	SM Dunsire All Watch Managers	N/A	N/A	SO5	NO3
A6.4	We will strive to provide suitable opportunities for the development of all station personnel.	SM Dunsire All Supervisory Managers	N/A	N/A	SO5	NO3
A6.5	We will provide support to our Technical Services Department in the development of the station's new training facilities.	SM Dunsire	N/A	N/A	SO5	NO3
A6.6						
A6.7						
A6.8						
A6.9						
A6.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 7		Desired Outcome	Station Lead			
Promote effective health, safety and wellbeing and equality and fairness.		A sustained reduction in accidents and injuries, improved crewing levels and compliance with legislation.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A7.1	We will effectively manage absences at work by ensuring that TFR's Absence Management Procedures are being followed.	SM Dunsire All Supervisory Managers	5% reduction	SPI 8	SO6	NO6, NO7, NO9, NO15
A7.2	We will strive to reduce the number of personal and vehicle accidents	All Station Personnel	25% reduction No target set	SPI 9 SPI 10	SO6	NO6, NO7, NO9, NO15
A7.3	We will ensure that fire and rescue equipment and on station accommodation are maintained to a high standard and that any defects are reported as soon as practically possible using TFR's defect reporting procedures.	All Station Personnel	N/A	N/A	SO6	NO6, NO7, NO9, NO15
A7.4	We will ensure that all station personnel continue to promote Equality and Diversity by understanding their responsibilities under TFR's Equality and Diversity Policy.	All Station Personnel	N/A	N/A	SO5	NO6, NO7, NO9, NO15
A7.5						
A7.6						
A7.7						
A7.8						
A7.9						
A7.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

PERFORMANCE

Station Objective 8		Desired Outcome	Station Lead			
Be more efficient and effective in everything we do.		A high performing station delivering best value and continuous improvement and promoting sustainability.	Station Manager (SM) Dunsire			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A8.1	Wherever possible, we will promote a partnership approach by working with our key partners in the community to reduce risk and improve community safety.	SM Dunsire All Watch Managers	N/A	N/A	SO7	NO3, NO15
A8.2	We will make a commitment to reducing the impact on the environment by using our station resources in a more efficient, effective and environmentally friendly manner.	Station Environmental Champions	N/A	N/A	SO7	NO3, NO15
A8.3	We will carry out monthly watch performance review meetings and act on any feedback that will assist in improving our overall performance. These review meetings will form part of the monthly Watch Work Plan Meetings.	SM Dunsire	12 Performance Reviews Per Year	N/A	SO8	NO3, NO15
A8.4						
A8.5						
A8.6						
A8.7						
A8.8						
A8.9						
A8.10						

COMMENTS AND FEEDBACK

If you wish to comment on this plan, please contact the Station Manager, using the details below. Thank you.

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GLOSSARY OF TERMS

The following definitions have been provided to enhance the understanding of the Station Plan.

Automatic Fire Alarm (AFA)	Apparatus that detects fire in a building and automatically notifies the fire and rescue service of a potential problem, often via a call centre.
Best Value	A government regime aimed at improving the quality of local government services by providing a framework for planning, delivery and continuous improvement.
Command Support Unit	A specialist unit providing firefighters with accommodation and equipment to support the command and control of larger incidents.
Community Risk Analysis	The process of identifying and assessing community risks so that fire and rescue resources can be targeted at areas of greatest risk and then measuring the effectiveness of any community safety activities to address the risk.
Dwelling Fire	Fires that start in a house, flat and other places of residence.
Foam Salvage Unit	A specialist unit that provides a foam making capability and equipment for dealing with the clear up operations of an incident.
Home Fire Safety Visit	A visit to a person's home by fire officers to give advice and assess the premises in relation to fire safety in the home.
Integrated Risk Management Plan	The management and planning of a risk assessment process ensuring the correct balance between prevention, protection and intervention. It tries to ensure that the right resources are in the right place at the right time.
Other Emergency Special Service Calls	Incidents that involve a special response including flooding, lift releases, animal rescues and chemical spills other than RTCs.
Other Fires	Fires that are not classified as Dwelling or Secondary Fires. Such fires include those that start in commercial and public buildings and structures including motor vehicles and ships.
Rescue Pump	A fire engine which provides firefighting and rescue capabilities.
Road Traffic Collision (RTC)	A collision involving one or more motor vehicles. An RTC is classified as an Emergency Special Service as it requires a special response.
Secondary Fire	Fires involving refuse, derelict buildings, abandoned motor vehicles and grassland.
Water Tender Ladder	General purpose firefighting appliance.