

ROYAL BERKSHIRE
FIRE AUTHORITY

Corporate Plan

2010/11

The Royal Berkshire Fire Authority
Corporate Plan 2010/11

Equal Opportunities

Equal Opportunities Policy Statement

Royal Berkshire Fire Authority is working towards an environment that gives everyone an equal chance to work, learn and live, free from discrimination and prejudice.

Royal Berkshire Fire Authority recognises and values the breadth and diversity of the traditions, beliefs and cultures of the communities it serves, and its employees. It seeks to create, maintain and promote an environment in which all employees can make their distinctive contribution to the service, and in which each person has equal entitlement to high quality services.

यदि आप यह जानकारी हिन्दी में चाहते हैं तो कृपया हमारा संपर्क करें

જો તમને આ માહિતી ગુજરાતી માં જોઈતી હોય તો મહેરબાની કરી અમારો સંપર્ક કરો

Jeśli wymagasz tej informacji po POLSKU, proszę się z nami skontaktować

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

اگر آپ کو یہ معلومات اردو میں درکار ہوں، تو ہم سے رابطہ کیجئے

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Introduction

Introduction

Councillor Dr Paul Bryant Chairman of Royal Berkshire Fire Authority

As an elected councillor representing my local community, but also, in my role as a Member of the Fire Authority, representing everybody in Berkshire, I know how important it is that organisations which serve the public explain their work in a clear and accessible way. I hope that you find this year's corporate plan informative.

As Members of the Fire Authority, our job is to ensure that the people of Berkshire are provided with the best possible fire and rescue service. We work closely with the officers and managers of Royal Berkshire Fire and Rescue Service to achieve this objective. We know that over the next few years, the spotlight on public sector finances means that scrutiny of our budgets, funding and expenditure will be even greater than before. We will have to be prepared to tackle some difficult questions about public need and service priorities to ensure that we continue to deliver the right resources, in the right place, at the right time.

This plan looks at the next year but we are already anticipating the next five, 10 and even 20 years to decide how to meet the needs of a rapidly developing County. We would like to know what you think so please let us know. If you would like to know more about any of the areas featured in the plan, please visit our website at www.rbfrs.co.uk. This contains useful links and additional information on our work.

Iain Cox, QFSM Chief Fire Officer of Royal Berkshire Fire and Rescue Service

Welcome to our corporate plan for 2010-11, which sets out our key objectives for the year. This year we have included an illustration of our organisational planning process, showing the direct link between our strategies and the success of our front line services.

We attend a wider variety of incidents now than ever before and the nature of these incidents is changing. Whilst property fires are declining in number, those that do occur can be very severe and place great demands on our firefighters and officers. The ways in which our specialist skills and equipment are required may be changing but one thing that does not change is our commitment to public safety, together with the community's regard for their firefighters.

I lead an organisation that prides itself, not just on a 'can do' attitude but on a 'do it well' approach. I am confident that, whatever challenges face us over the next few years, those values will hold firm and enable us to perform well and to deliver the services that you need.



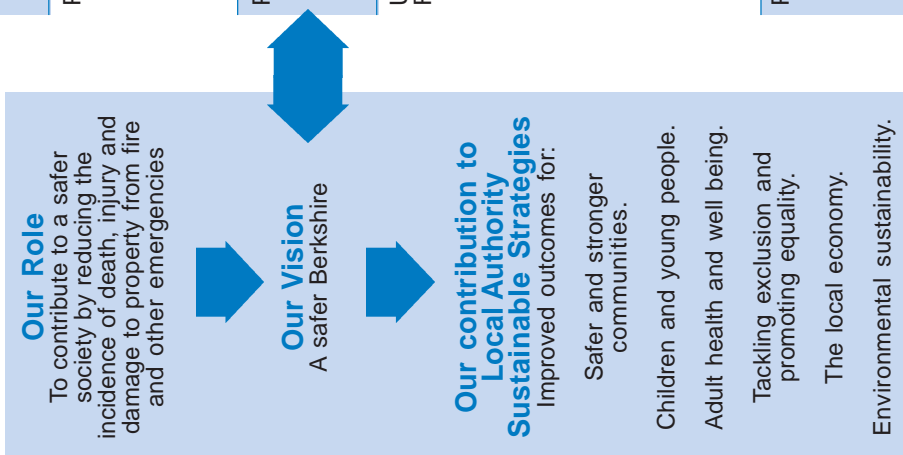
Animal rescue demonstration at Newbury races Emergency Services Day

Executive Summary

Our Core Strategy

Diagram 1: Core Strategy diagram (and table)

Theme	Commitment	Outcomes	Success would mean
Response	Provide resilient emergency response through risk management and planning.	Dealing with emergency incidents efficiently and effectively.	Reduction in deaths and injuries caused by Fires and Road Traffic Collisions. Dealing with incidents in a safe and professional manner. Continuously prepared to respond to identified risks in accordance with agreed standards and expectations.
Protection	Improve public and business safety and reduce risk, through targeted education and enforcement of fire safety legislation.	Improving the fire safety of the built environment.	Reduction in the number of unwanted fire signals. Increase opportunity to proactively promote fitting of sprinklers. A reduction in the number of enforcement actions found necessary. Increase in no of businesses inspected with suitable and sufficient risk assessments.
Prevention	Minimise loss of life, injury and damage from fire, road traffic collisions and other hazards.	Making communities safer through education, appropriate interventions and partnership working.	Reduction in fires and fire related deaths and injuries. Reduction in road traffic collisions. All communities accessing safety advice.
Use of Resources	Demonstrate continuous improvement and efficiencies, ensuring consultation and partnership working.	Achieving effective and efficient resource procurement / use.	Providing value for money. Low cost, efficient services.
		Matching resources to risk.	Communities receive a level of response appropriate to risk. Prevention and protection activity targeted at risk.
		Managing organisational risk.	Risks identified and controlled.
People	Conduct activities in an environmentally sustainable way.	Managing performance, partnerships and information effectively.	Improved performance. Improved public satisfaction. Partnerships achieve their objectives. Smaller CO ₂ footprint.
	Be an employer of choice, offering equality of opportunity / development for all.	Maintaining a safe, competent and motivated workforce.	Satisfied and competent staff well engaged with the organisation. Low number of accidents. Low sickness levels.
		Workforce meets the needs of the community. Improving community engagement and involvement.	The diversity of the workforce is representative of the communities served. Better understanding of the needs & perceptions of all sections of the community. Improved access for the most vulnerable. Public contributing to the work of RBFRS.



Our Core Strategy

The core strategy (see diagram 1 on the previous page) shows how we link our strategic commitments (below) to the planning and delivery of our frontline services. It includes the strategic outcomes we want to achieve and critical success factors.

Our Vision and Strategic Commitments

Royal Berkshire Fire and Rescue Service (RBFRS) is committed to making Berkshire a safer place.

Our Vision and how it contributes to our Communities

We recognise that when carrying out our core role of Making Berkshire Safer, we are also able to contribute to the work of our partners in the public, private and voluntary sectors.

In order to achieve this, we have developed the following strategic commitments:

- Minimise loss of life, injury and damage from fire, road traffic collisions and other hazards.
- Improve public and business safety and reduce risk through targeted education and enforcement of fire safety legislation.
- Demonstrate continuous improvement and efficiencies, ensuring consultation and partnership working.
- Be an employer of choice, offering equality of opportunity and development to all.
- Provide resilient emergency response through risk management and planning.
- Conduct our activities in an environmentally sustainable way.

Each of these commitments falls within one or more of five strategic themes – **Prevention, Protection, Response, Use of Resources and Partnerships and People.**

The following section describes how we plan to deliver our strategic outcomes in 2010-11. The plan is organised into the five strategic themes.



4x4 Landrover on duty in the snow at Corwen Road, January 2010

Our Plan For 2010-11

1. Response

This is our response to emergencies and the part of our work that most people are familiar with. It also includes planning to ensure that we can respond to any emergency in the most effective way. This could be anything from, railway incidents, chemical spillages, serious flooding and plane crashes to potential terrorist incidents or large scale emergencies in other areas of the country.

Last year, we attended 461 house fires, 102 road traffic collisions requiring people to be cut free from their vehicles, 147 incidents involving chemical spillage or contamination, 83 animal rescues and one plane crash. We took delivery of a new state of the art Incident Command Unit and Multi Role Vehicle, a new Heavy Rescue Support Vehicle for road traffic collisions, updated our fleet of fire appliances and upgraded the cutting and rescue equipment carried on our fire appliances.

We also continue to work on the detailed preparatory work required for the proposed for the South East Regional Control Centre (SERCC). This Government-funded scheme is due to take over from our Brigade Control Room in 2012, as part of a national programme to replace individual Fire and Rescue Service Control Rooms with nine regional centres.

Response: List of Key Projects in 2010/11

- Upgrade of our heavy rescue capability.
- Improve our large animal rescue capability.
- Enhance our trauma training and associated equipment (including provision of defibrillators on front line appliances).
- Review of our off-road response capability.
- Review of our Working at Height equipment.

Performance Indicators

The following indicators will be used to measure our success in achieving the expected outcomes for the strategic commitment: "Provide resilient emergency response through risk management and planning". (Targets are shown where they have been set or agreed. If no target has been set the objective is to see the continuing improvement in the trend.)

Strategic objective: Dealing with emergency incidents efficiently and effectively.

Figure 1
The percentage of dwelling fires attended with first appliance in 10 minutes and second in 12 minutes

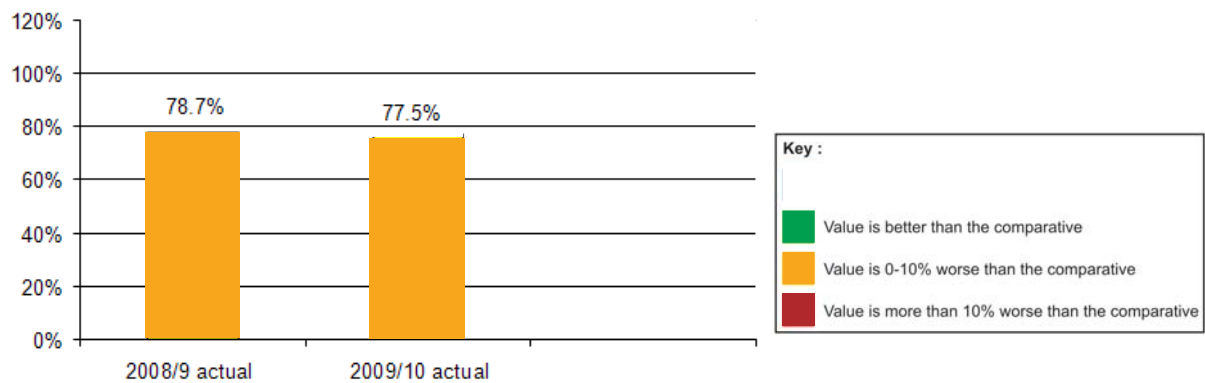


Figure 2
The percentage of road traffic collisions attended within 11 minutes

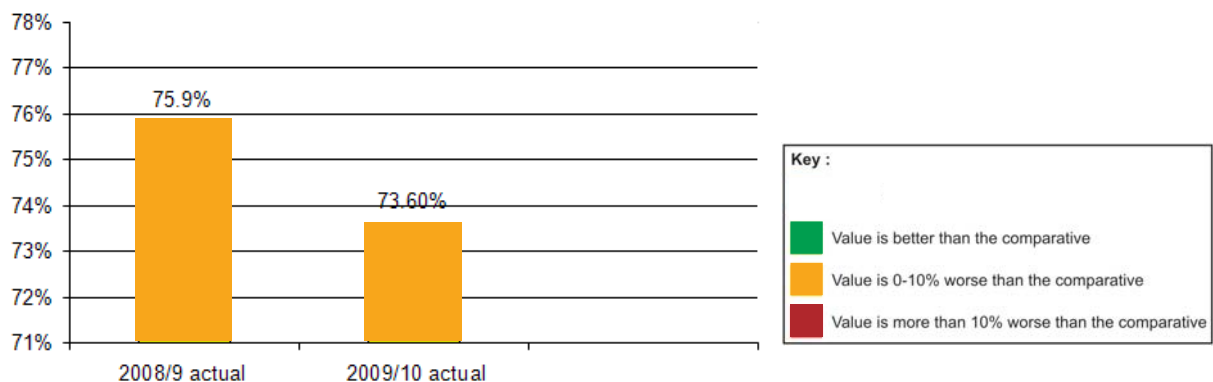
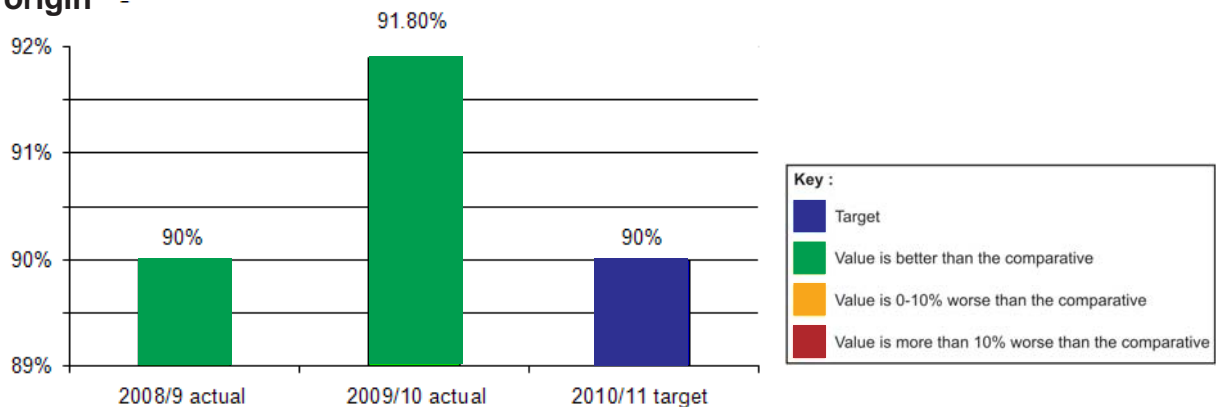


Figure 3
The percentage of accidental dwelling fires in dwellings confined to room of origin



2. Protection

This means that we protect you, as a member of the community, by ensuring that businesses are meeting their legal duties for fire safety. Business owners are required to make their premises safe from fire and easily evacuated if a fire does occur on their premises.

The Fire Authority is required by law to monitor and enforce compliance with fire safety legislation for commercial premises. This is so that people can visit any business premises, such as a shop, a pub, or restaurant, sleep in a hotel or enjoy a day at a sporting venue, in safety. We have carried out fire safety inspections and have prosecuted business owners guilty of the most serious types of regulatory breach.

Protection: List of Key Projects in 2010/11

- Introduce revised call challenge initiative to further reduce the number of unwanted commercial fire alarm calls.
- Introduce new career training programme for Fire Safety Inspecting Officers.

Performance Indicators

The following indicators will be used to measure our success in achieving the expected outcomes for the strategic commitment: “Improve public and business safety and reduce risk, through targeted education and enforcement of fire safety legislation”. (Targets are shown where they have been set or agreed. If no target has been set the objective is to see the continuing improvement in the trend.)

Strategic objective: Improving the fire safety of the built environment.

Figure 4

The number of fires in commercial (non-domestic) premises per 1000 non-domestic premises

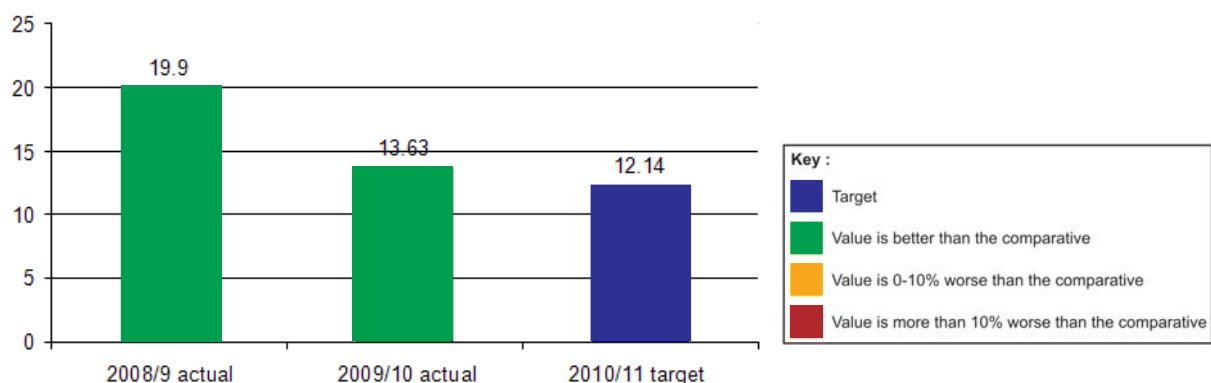
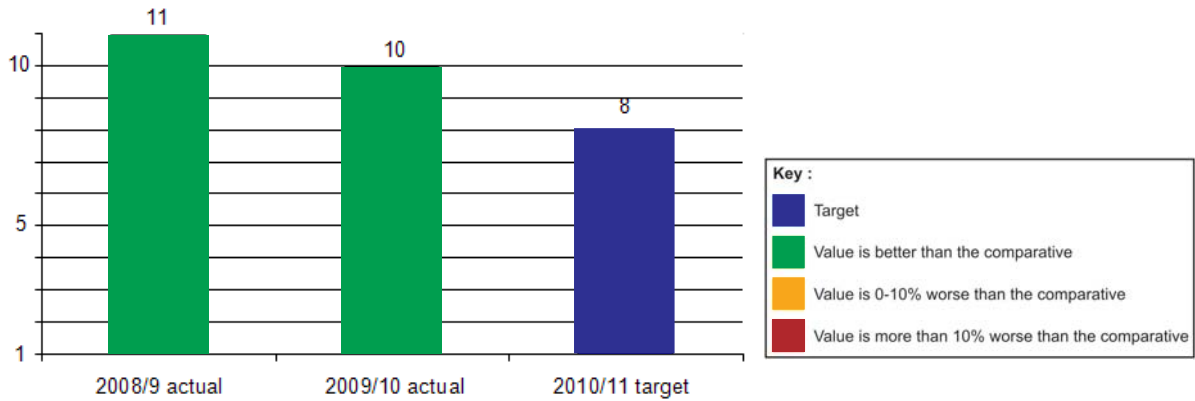
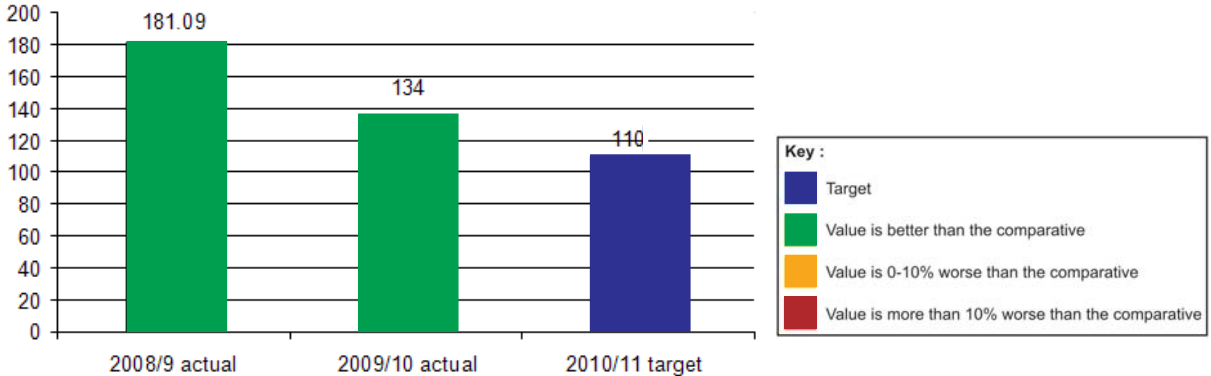


Figure 5
The total number of casualties* in commercial (non-domestic) premises



*excluding precautionary checks

Figure 6
False alarms caused by automatic fire detection per 1000 non-domestic properties





Fitting a smoke detector

3. Prevention

This means working with our communities to help prevent fires, road accidents and other emergencies from happening wherever possible. We want to help people reduce risk levels, at home, at work and when travelling. This is done through our public education and information campaigns. We analyse all of our incident information to identify sections of the community most likely to be at risk of a fire or other hazard. We then consider how best to reduce these risks. Much of this work is based upon partnership with other organisations such as the police, the ambulance service, the health service, schools, housing providers and local authorities.

Prevention: List of Key Projects in 2010/11

- Review our safeguarding arrangements for working with children and vulnerable adults.
- Undertake a full review of our Prevention activities to include:
 - Youth initiatives.
 - Arson reduction.
 - Community risk analysis.
 - Road Traffic Collision reduction.
 - School visits.
- Review our partnership working activities.

Performance Indicators

The following indicators will be used to measure our success in achieving the expected outcomes for the strategic commitment: “Minimise loss of life, injury and damage from fire, road traffic collisions and other hazards”. (Targets are shown where they have been set or agreed. If no target has been set the objective is to see the continuing improvement in the trend.)

Strategic objective: Making communities safer through education, appropriate interventions and partnership working

Figure 7
The number of primary fires per 100,000 population

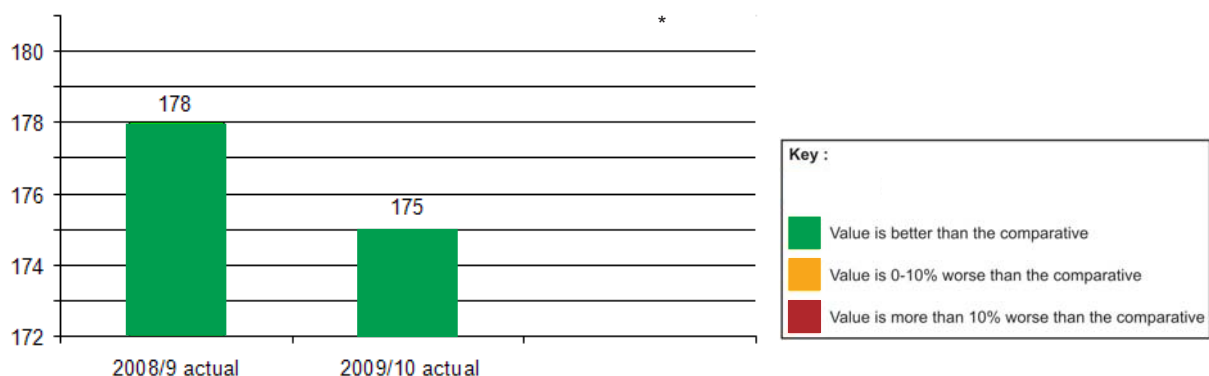
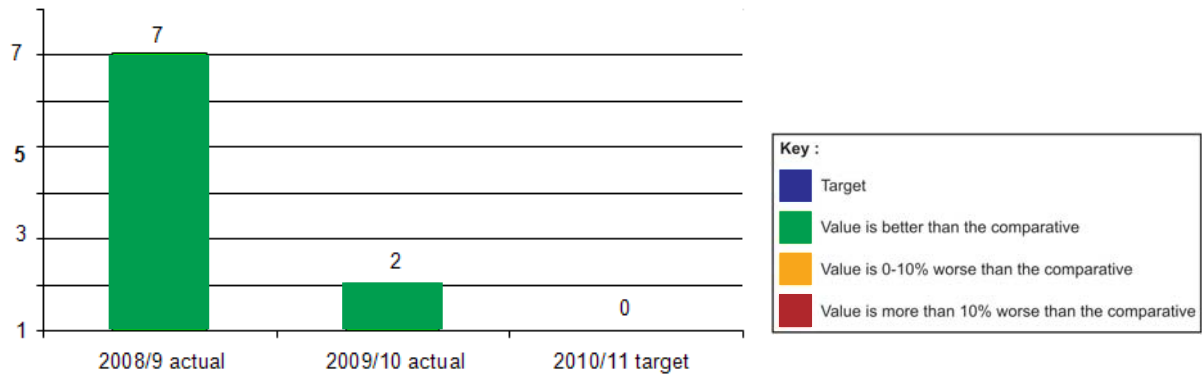


Figure 8
The number of deaths from fires in dwellings



target is aspirational

Figure 9
The number of injuries in serious (primary) fires

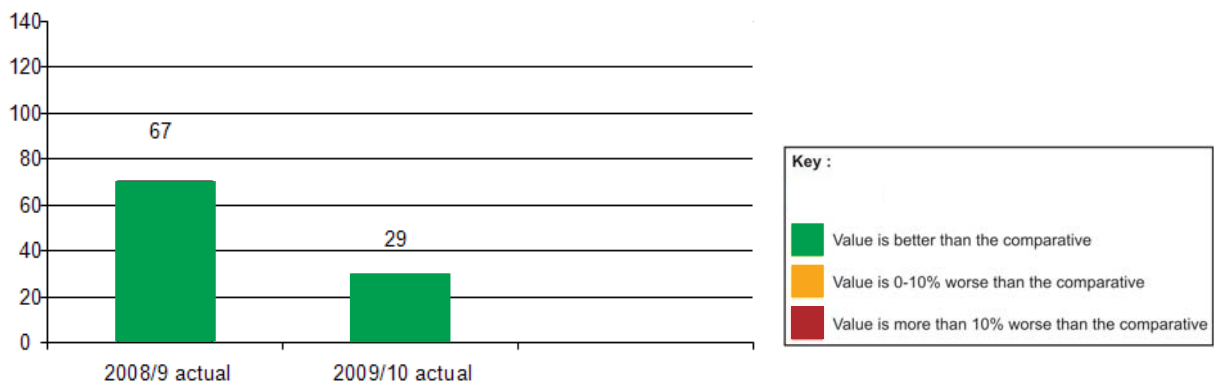


Figure 10
The number of accidental dwelling fires per 10,000 dwellings

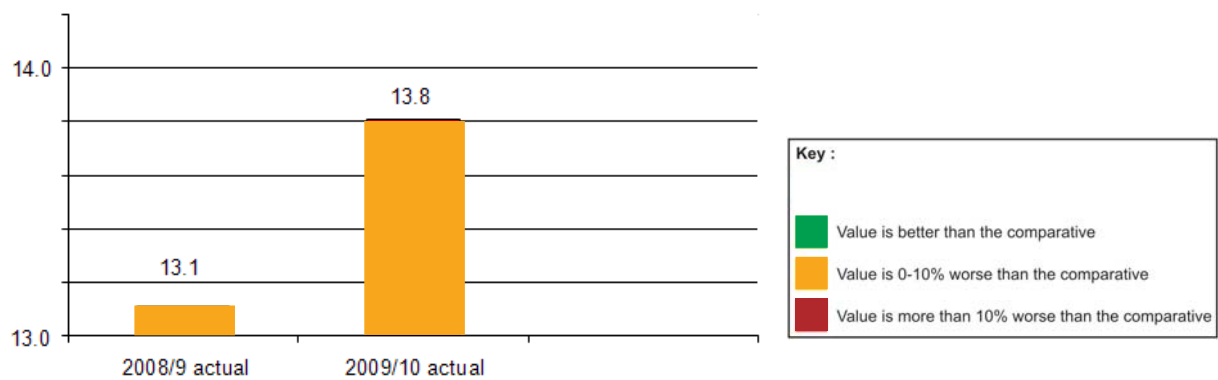


Figure 11
The number of arson incidents in buildings and cars

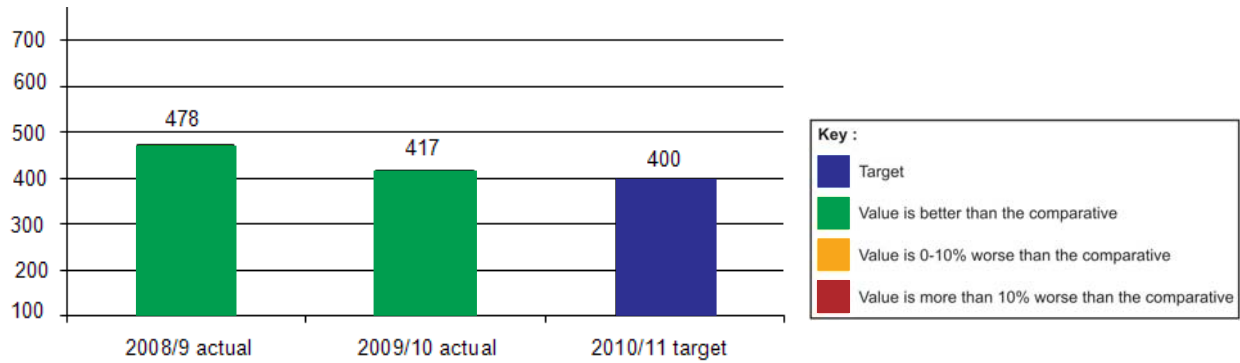


Figure 12
The number of arson incidents in other locations (e.g. grass, rubbish)

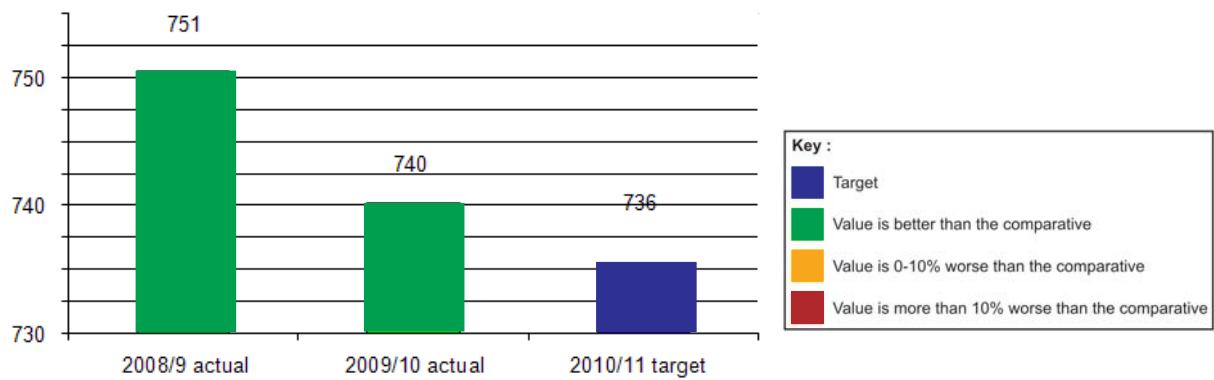


Figure 13
The number of malicious calls attended

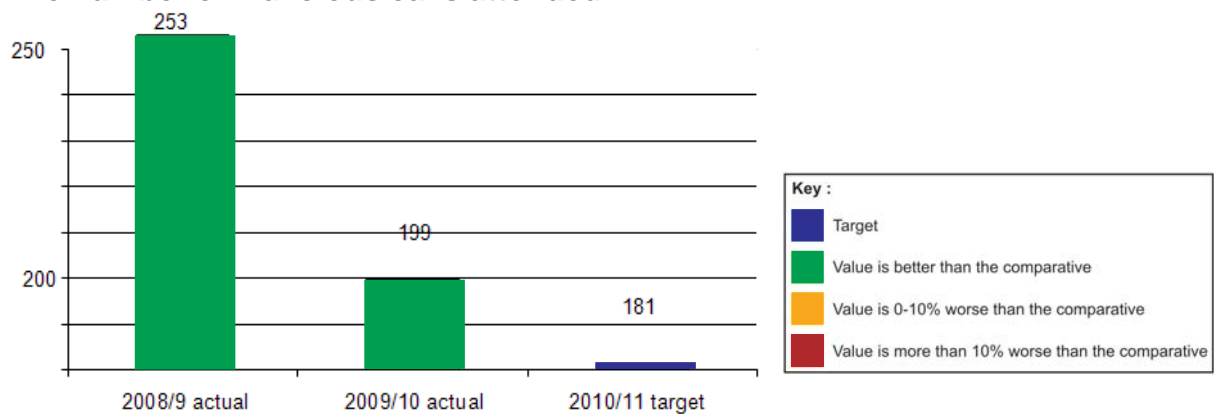
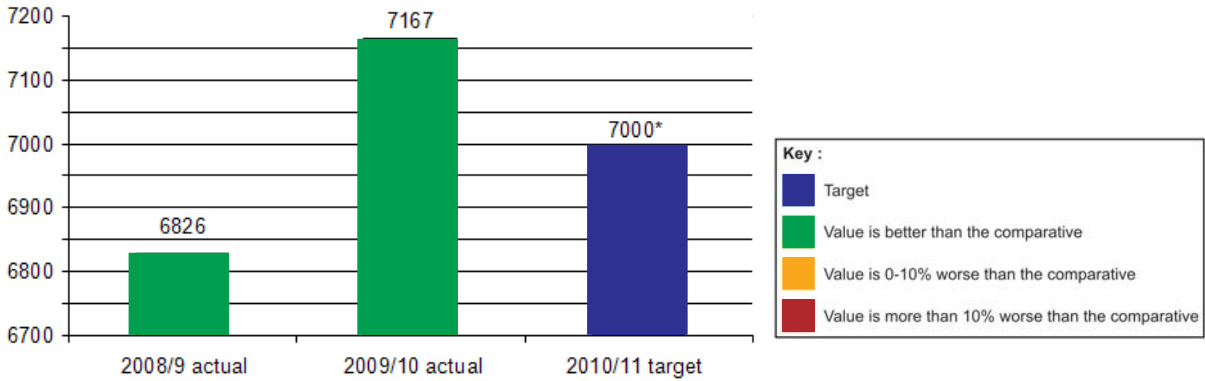


Figure 14
The number of Home Fire Safety Checks completed



*target is lower as intention is to target vulnerable groups

4. Use of Resources and Partnerships

As a publicly-funded organisation, with a budget for 2010-11 of £33.8m, it is vital that we demonstrate an effective use of our resources. We are also heavily committed to reducing the environmental impact of our activities. For example, to support this, the Fire Authority has agreed targets to reduce carbon emissions associated with its activity, in line with national guidance. Royal Berkshire Fire Authority identifies efficiency improvements using integrated strategic planning, risk management and performance management systems. We also undertake an in-depth self assessment every year to ensure performance objectives are being met.

Partnership working is a key part of this approach. We work with six unitary authorities, police and ambulance services, the NHS, the voluntary sector, the Environment Agency, housing providers, the commercial sector and many other agencies.

Examples of effective partnerships include:

Crime and Disorder Reduction Partnerships (or equivalent)

Royal Berkshire Fire Authority is playing an increasingly greater role in local crime and disorder reduction partnerships. For example, it works with its partners to reduce deliberate fire setting of abandoned vehicles, which if left unchecked, could escalate leading to the local neighbourhood degenerating with a further escalation of crime. We are working with all unitary partners and have run successful campaigns to improve security of empty buildings from arson. The broad aims of Royal Berkshire Fire Authority are now reflected in all crime and disorder reduction strategies in the Berkshire area.

Local Strategic Partnerships

A local strategic partnership (LSP) is a single body that brings together at a local level the different parts of the public sector as well as the private, business, community and voluntary sectors so that different initiatives and services support each other and work together to improve the quality of life of local residents.

Royal Berkshire Fire Authority is involved in the local strategic partnerships throughout Berkshire. By working in partnership to achieve its own objectives for the community it can also assist partners to achieve their own aims and objectives and assist in community strategies focused on improving education, the environment, the local economy, reducing crime and making neighbourhoods safer and better places to live, work or travel through.



Firefighters engaging in a local community event

Use of Resources / Partnerships: List of Key Projects in 2010/11

- Server virtualisation, roll out of major project to ensure business continuity for all software and electronic systems.
- Continue to work with other FRS's on procurement projects to ensure optimum value and efficiency.
- Continue to identify opportunities for joint use of facilities and resources with other stakeholders.
- Continue to work on raising the profile of RBFRS, working on the community consultation and engagement programme, supporting LSP communications networks.
- Ongoing delivery of the rolling programme for replacement of specialist appliances, planning for response in adverse weather conditions (e.g. flood, snow, off-road).

Performance Indicators

The following indicators will be used to measure our success in achieving the expected outcomes for the strategic commitment: "Demonstrate continuous improvement and efficiencies, ensuring consultation and partnership working". (Targets are shown where they have been set or agreed. If no target has been set the objective is to see the continuing improvement in the trend.)

Strategic objective: Achieving effective and efficient procurement and use of resources.

Figure 15
Expenditure per head of population

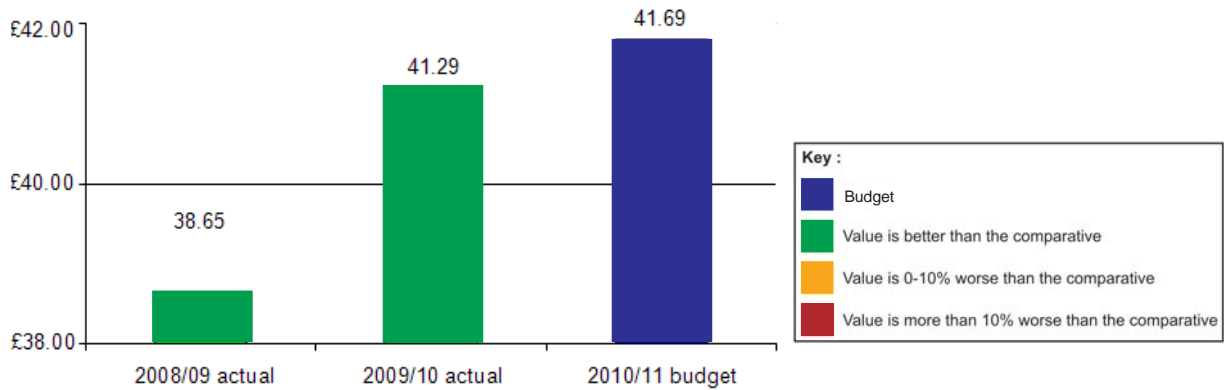
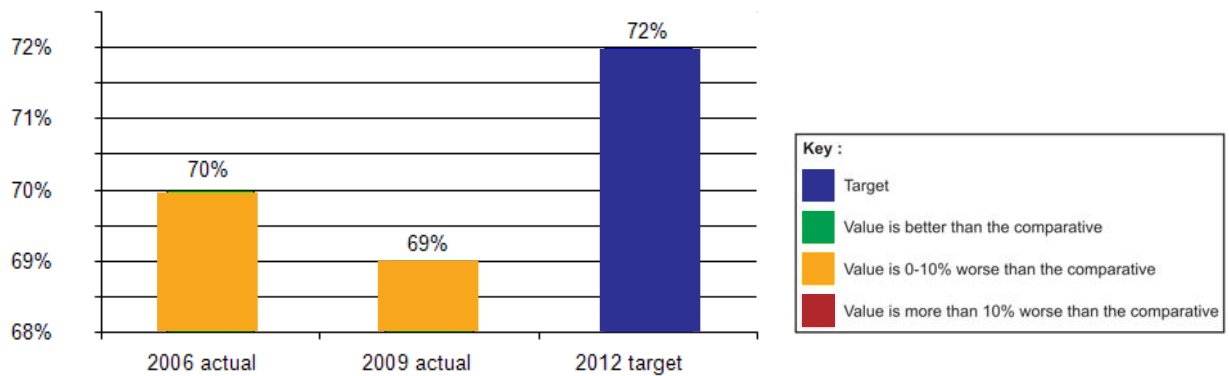


Figure 16
Percentage of public surveyed who believe RBFRS provides value for money



figures based on three-yearly surveys

Strategic objective: Matching resources to risk

Figure 17
Home Fire Safety Checks completed in designated risk areas

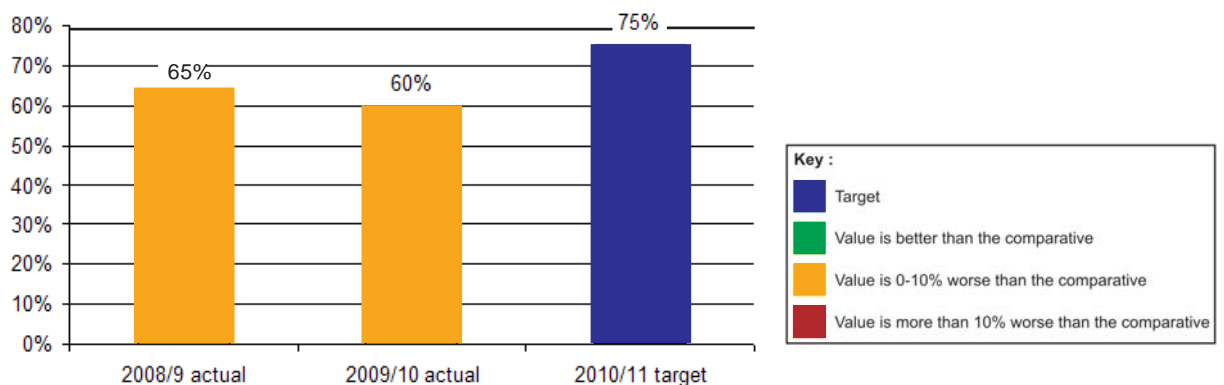
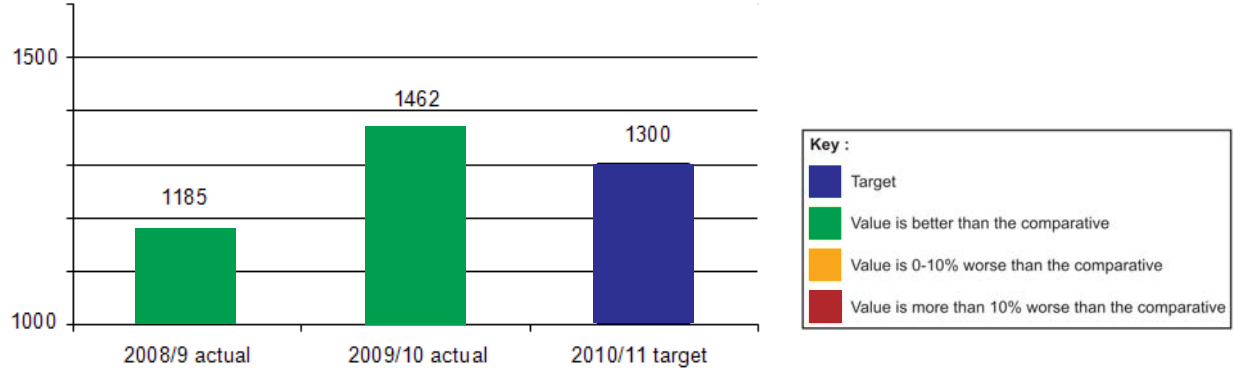


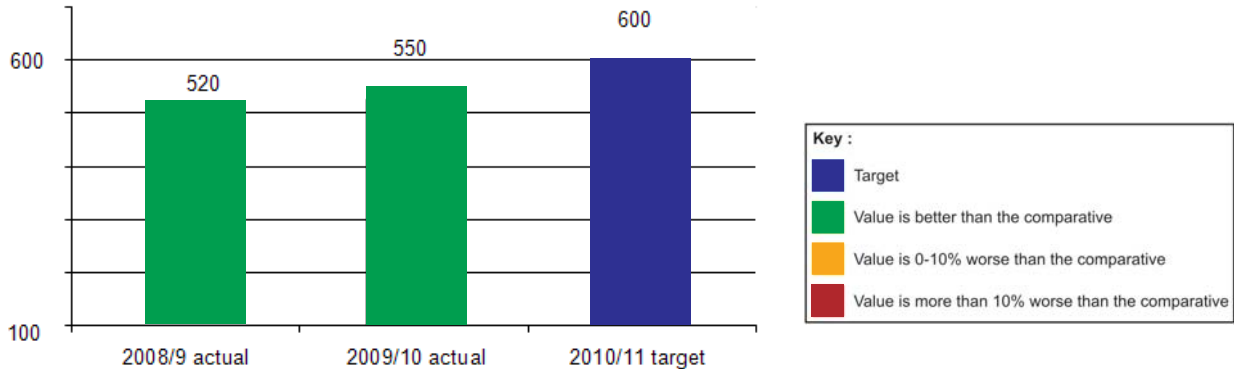
Figure 18
Number of risk based fire safety inspections completed



target lower due to staff retirements and increased training requirements

Strategic objective: Managing organisational risk

Figure 19
Annual self assessment score* (against European Framework for Quality Management - EFQM)



*maximum score 1000

Strategic objective: Managing performance, partnerships and information effectively

Figure 20

Percentage of public surveyed who are satisfied with the performance of RBFRS

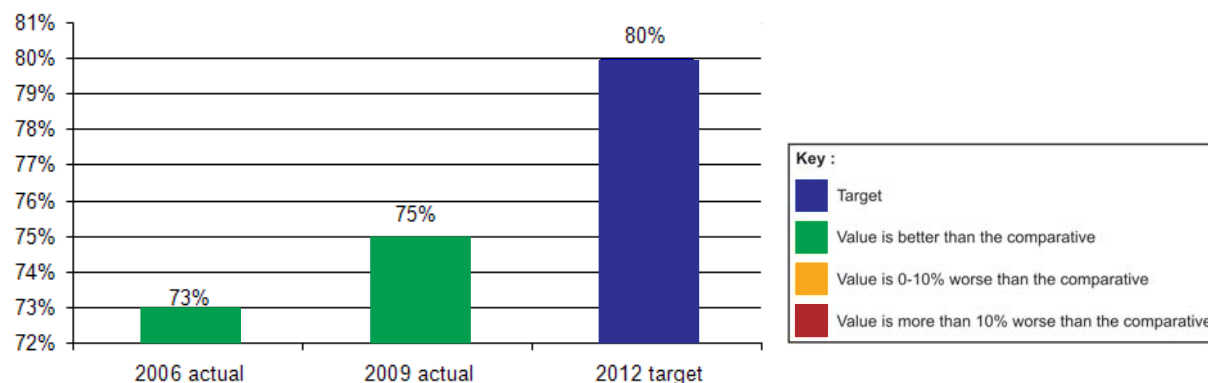


Figure 21

Percentage of public surveyed who agree that RBFRS is working to make communities safer

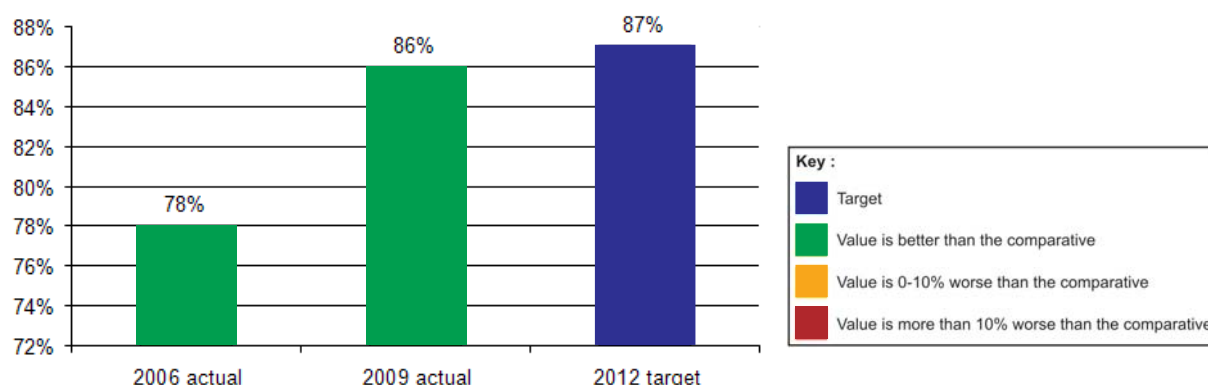
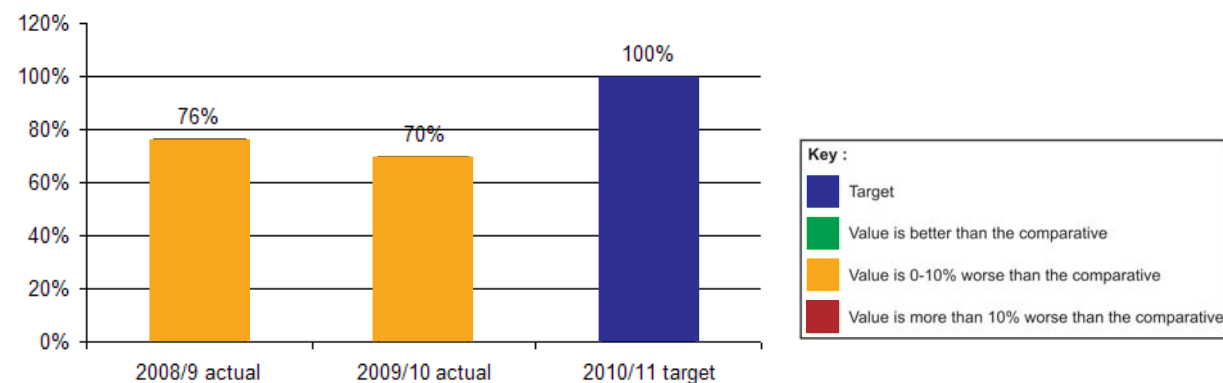


Figure 22

Percentage of Staff Performance Development Interviews completed

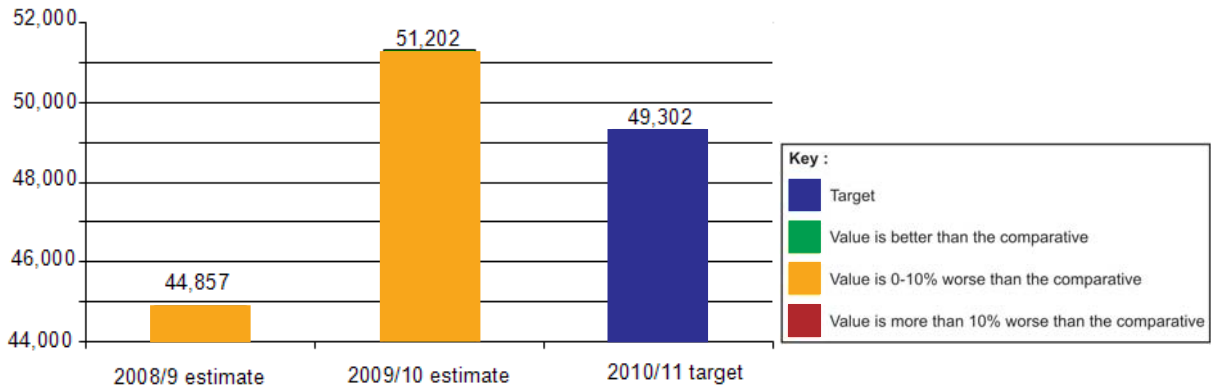


target is aspirational

The following indicators contribute to this strategic commitment: “Conduct our activities in an environmentally sustainable way”.

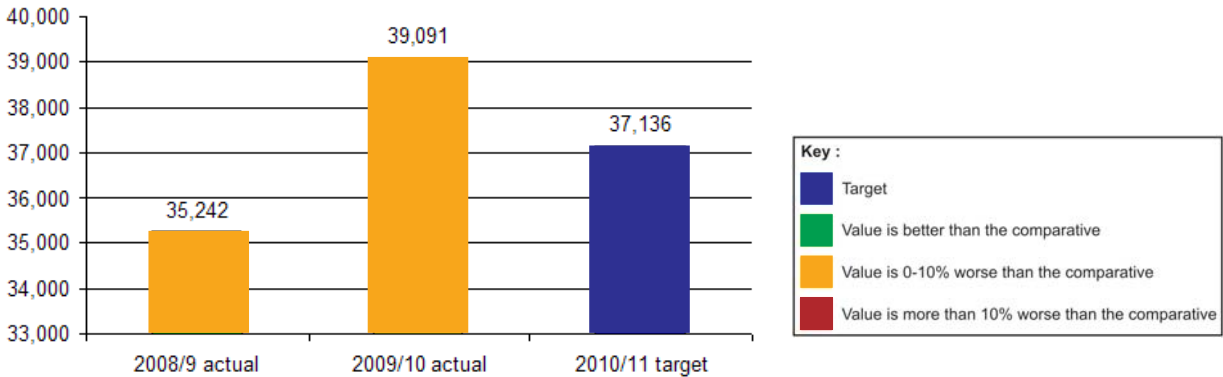
Strategic objective: Achieving sustainable use of resources

Figure 23
Carbon dioxide emissions from all RBFRS activities (tonnes CO₂)



2008/09 figures based on early estimates

Figure 24
Carbon dioxide emissions from buildings (tonnes CO₂)



2008/09 figures based on early estimates



Some of our Young Firefighters

5. People

Our most important resource is our people - they deliver our services. We believe that we can better understand the needs of the communities that we serve, and deliver appropriate services, more effectively if our staff includes people from all of these communities. Our efforts to recruit more women and black and ethnic minority firefighters are starting to show results and we are also attracting a wider range of people into our support roles.

We place great emphasis on our operational training programme for firefighters. All operational staff regularly take part in joint drills and live exercises, often with other agencies, to ensure they are fully equipped to deal with any situation.

Health and safety is a key area. Many of our activities are potentially hazardous and we have a duty of care to ensure that our staff are equipped to deal with the risks that they encounter. We also invest in the wellbeing of all our staff, both in the workplace and on a personal level, through the provision of a comprehensive occupational health scheme. This has resulted in an ongoing reduction in sickness levels and ill-health retirements.

People: List of Key Projects in 2010/11

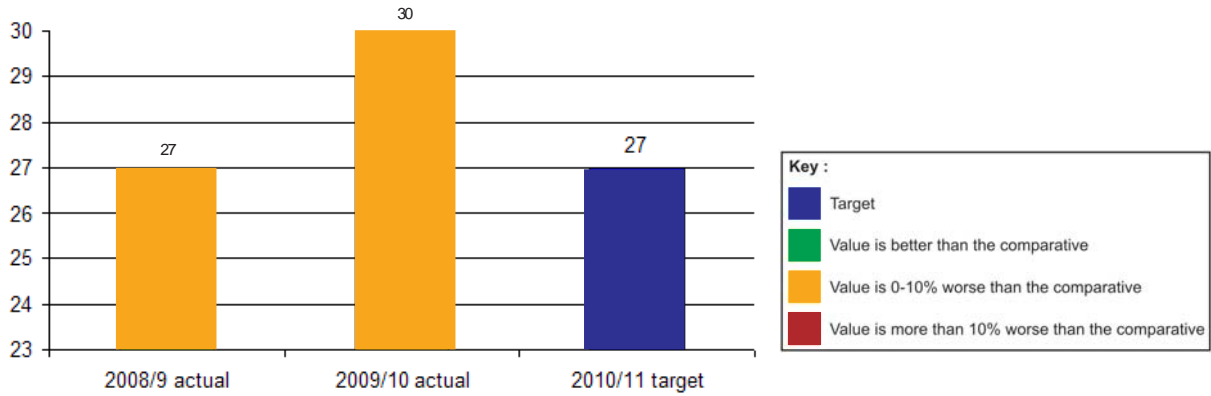
- Improve our understanding of the communities within Berkshire to allow for more effective engagement.
- Further develop our equality and diversity arrangements (including the adoption of the new framework for equality).
- Further enhance health promotion, wellbeing and fitness for staff.
- Regional Control Centre project – to manage the significant ongoing HR elements.
- Improvements to promotion and selection processes and the development of staff.

Performance Indicators

The following indicators will be used to measure our success in achieving the expected outcomes for the strategic commitment: “Be an employer of choice, offering equality of opportunity and development to all”. (Targets are shown where they have been set or agreed. If no target has been set the objective is to see the continuing improvement in the trend.)

Strategic Objective: Maintaining a safe, competent and motivated workforce

Figure 25
Number of RIDDOR* reportable accidents



*Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

Figure 26
Percentage of working days / shifts lost due to sickness absence for all staff

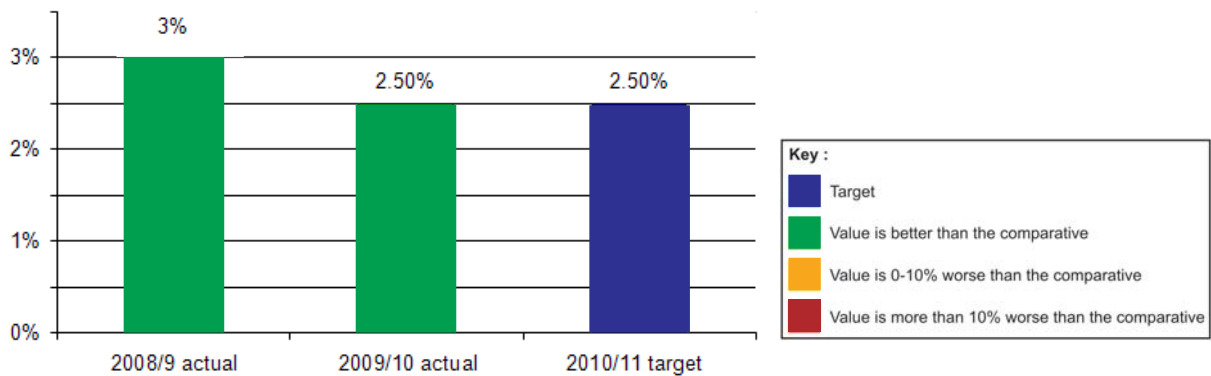
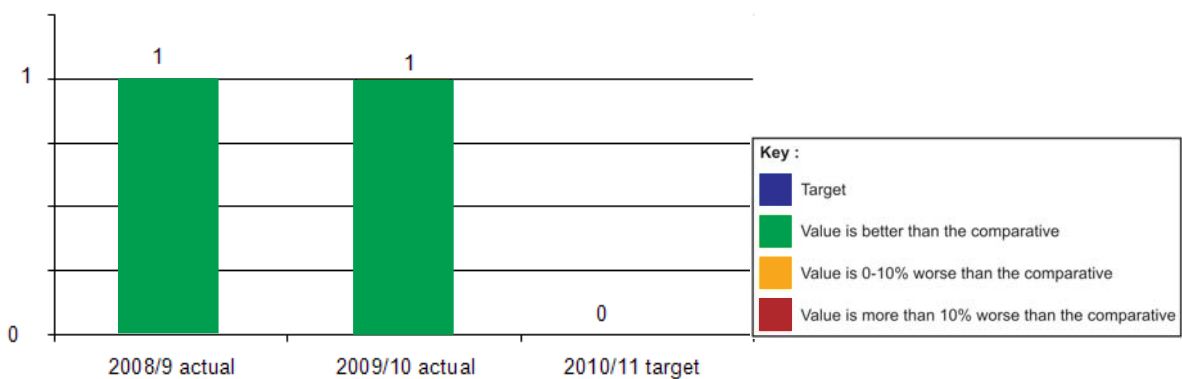


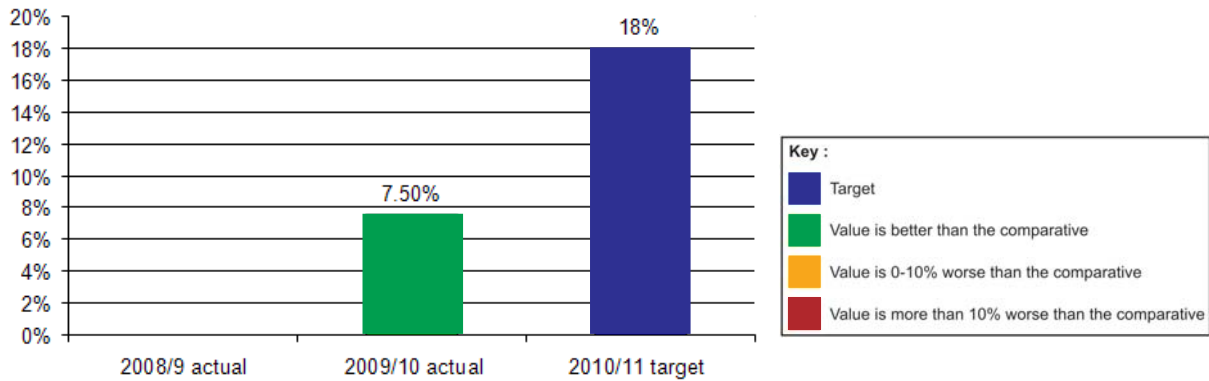
Figure 27
Number of ill health retirements - all staff



Strategic objective: Workforce meets the needs of the community

Figure 28

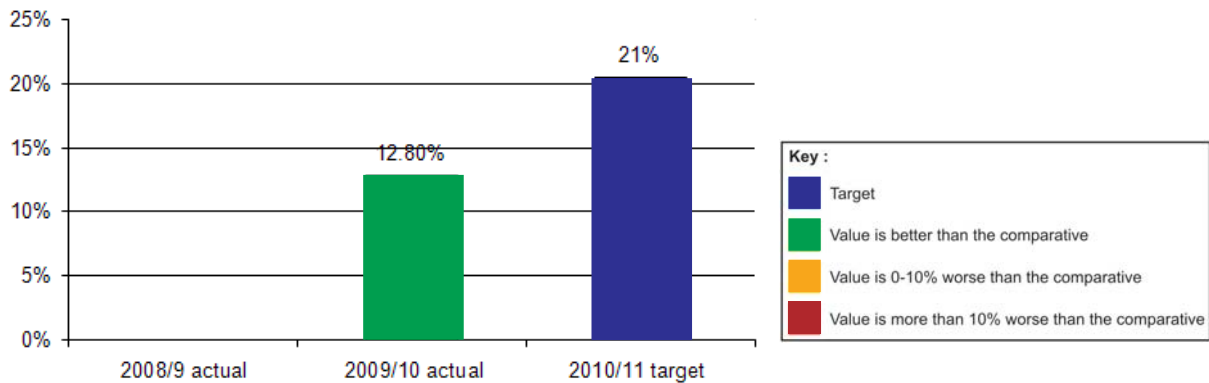
Percentage of new entrants to the operational sector who are women



new indicator commenced 2009/10

Figure 29

Percentage of recruits from minority ethnic groups across the whole organisation compared to the percentage minority ethnic representation in the agreed CLG targets

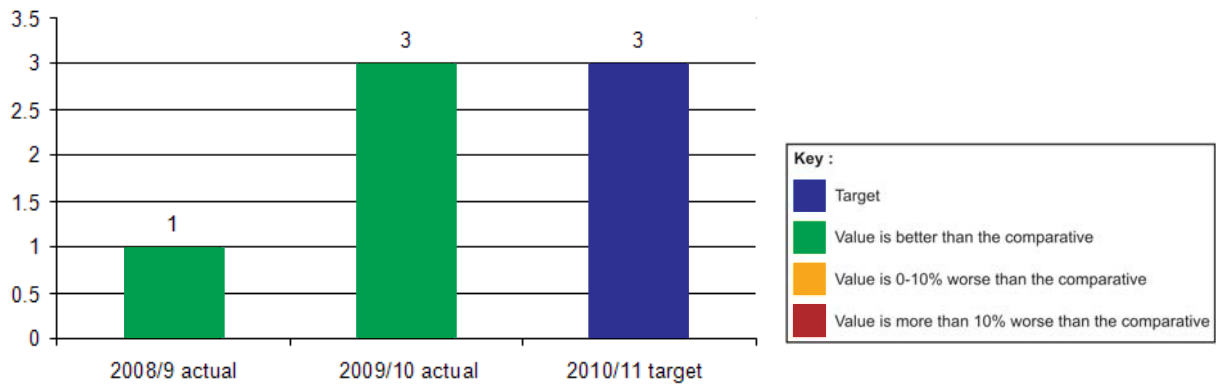


new indicator commenced 2009/10

Strategic objective: Improving community engagement and involvement

Figure 30

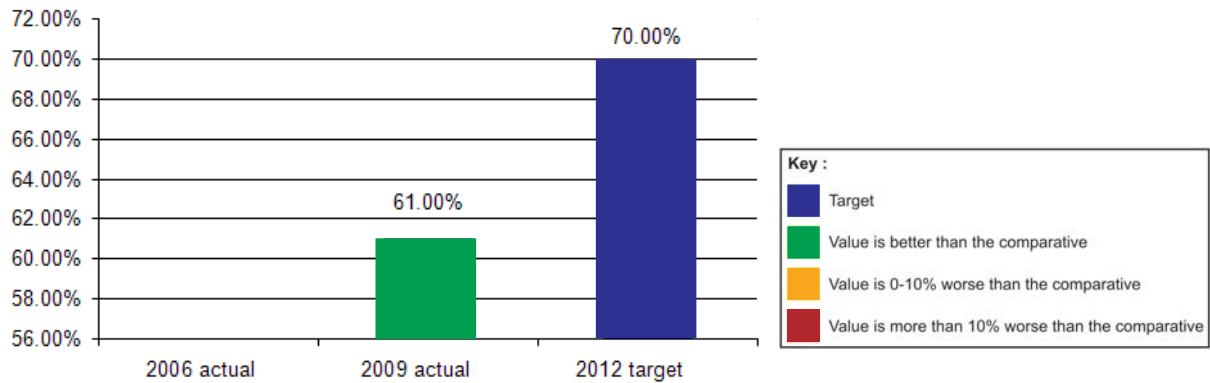
Improving standard of diversity awareness and representation as indicated by the level of equality standard* for local government (or equivalent)



*maximum standard = 5

Figure 31

Percentage of residents who feel that RBFRS consults and engages with communities



this is a new indicator

About Us

About the Royal Berkshire Fire Authority

Royal Berkshire Fire Authority is responsible for Royal Berkshire Fire and Rescue Service. It sets an annual budget for the Service and decides how the Service will be run. It is a Combined Authority comprised of 25 Councillors appointed by Berkshire's six Unitary Authorities (a Combined Fire Authority):

- Bracknell Forest Borough Council.
- Reading Borough Council.
- Royal Borough of Windsor and Maidenhead.
- Slough Borough Council.
- West Berkshire Council.
- Wokingham Borough Council.

For further information please visit our website www.rbfrs.co.uk. If you would like to get in touch with your local Fire Authority Member, please contact Lynda Kenyon, the Authority's Committee Manager (telephone: 0118 932 2288, email: kenyonl@rbfrs.co.uk).

All councillors have to follow a Code of Conduct to ensure they maintain the high ethical standards expected by the public. Complaints from members of the public, concerned about a councillor's conduct, are dealt with by the Royal Berkshire Fire Authority Standards Committee. Investigations themselves will also be managed by Royal Berkshire Fire Authority, except in cases where a conflict of interest or other unusual circumstances mean that it would be more appropriate for the Standards Board for England to handle the case.

Complaints about Royal Berkshire Fire and Rescue Service are dealt with by the Chief Fire Officer.

About Royal Berkshire Fire and Rescue Service

Berkshire is amongst the most prosperous and successful areas in Britain, with varied urban and rural communities and a vibrant multicultural population. One of the UK's most densely populated counties, it enjoys excellent transport links and an expanding business scene, with employment levels remaining well above the national norm. Berkshire is also home to many popular attractions for tourists and visitors and features hundreds of miles of picturesque waterways set in lovely countryside, together with some of the busiest roads in Europe.

Fire Stations

Royal Berkshire Fire and Rescue Service (RBFRS) has 19 fire stations across the county. There are nine wholetime (24-hour crewed) stations at Reading (four), Newbury, Bracknell, Langley, Maidenhead, Slough and Windsor, whilst the stations at Lambourn, Hungerford, Mortimer, Pangbourne, Wargrave, Ascot, Crowthorne and Cookham are crewed by retained (part-time) firefighters who are mobilised to fire calls from their workplace or home. Wokingham fire station is crewed by full-time firefighters during the day. As part of our Integrated Risk Management Plan it is our intention to make this station 24-hour crewed.

Newbury, Maidenhead and Bracknell also have a retained crew in addition to the wholetime crews. From later this year, night-time fire cover in Windsor will be provided from Slough (see Integrated Risk Management Plan section).

Vehicle Fleet

Our fleet includes 23 fire engines, a state of the art incident response unit and multi-role vehicle, rescue support vehicles, a fire boat and water rescue unit, chemical incident unit, operations support unit, high reach aerial appliances and several specialist off-road firefighting appliances, used for heath fires and operations in otherwise inaccessible areas.

What We Do

When a 999 call is received by our mobilising centre in Reading the situation is assessed by our highly trained control staff. They are responsible for sending an appropriate response to every incident as quickly as possible.

However, prevention is always better than cure and a key part of our service to the public is to help prevent fires from occurring in the first place. Firefighters, together with dedicated teams of specially trained non-uniformed staff, work hard to keep the community safe by spreading the safety message.

One of our key programmes is the Home Fire Safety Check scheme. This is a free service where we visit your home, at a time agreed with you, to check the house from top to bottom and explain any potential hazards or fire risks. We will also fit smoke detectors free of charge where necessary and advise on what to do if you do have a fire. *Call 0800 587 6679 now to arrange a free Home Fire Safety Check.*

We are also responsible for enforcing fire protection legislation for businesses as set out in the Regulatory Reform (Fire Safety) Order 2005. We do this by inspecting businesses and focus primarily on premises which pose the most potential serious risk to life.

For further information contact 0118 932 2152 or visit the Business Safety section of our website www.rbfrs.co.uk

In addition to our statutory role under the above legislation, we also carry out statutory consultations and non-statutory consultations on commercial fire safety issues.

Corporate Planning

Our Corporate Planning Process - Turning Ideas Into Action

Effective strategic planning is essential to determine our future direction and identify the factors that will influence our service delivery. Our strategic planning is risk-based and defines the vision and long-term aims objectives of Royal Berkshire Fire Authority in the provision of services for the people of Berkshire. To enhance the link between strategy and delivery, we have integrated our strategic planning, performance management and financial planning processes

Our performance targets are evaluated regularly and our directorate functions are also subject to ongoing performance reviews. Specific departmental and project evaluations complement this continuous cycle of review and improvement. Our approach incorporates built-in flexibility to allow for changing priorities

The Corporate Plan is the basis upon which individual departments and teams prepare their activities. Each member of staff also has an individual personal development plan which supports the work of their particular team or department. This means that every level of the organisation is working in an integrated way.



Diagram 2 illustrating the performance review cycle.

Our planning process is currently being reviewed to ensure that RBFRS can meet the challenges of a range of future scenarios. This includes the development of a Five Year Strategic Plan which is reviewed and updated annually. Key areas for improvement will be prioritised and appropriate action taken to achieve the strategic commitments, together with a robust internal monitoring and evaluation process.

Our Integrated Risk Management Plan

All Fire Authorities are required to produce an annual Integrated Risk Management Plan (IRMP). This is designed to give authorities flexibility in planning how best to deliver fire and rescue services, based upon actual levels of risk identified for their area.

The aim of our integrated risk management planning is to deliver the **Right Resources**, at the **Right Time**, in the **Right Place**.

Our IRMP explains how we will:

- Reduce the number of fires and other emergency incidents that occur.
- Reduce loss of life in fires and accidents.
- Reduce the number and severity of injuries in fires and other emergency incidents.
- Reduce the commercial, economic and social impact of fires and other emergency incidents.
- Safeguard our environment and heritage (both built and natural) .
- Provide value for money.

Consultation with key stakeholders, in particular, the public, the business community and our employees is an important element of the IRMP process. All the comments and views received each year are considered before the plans are put into action.

The overall aim of our strategic planning programme is to ensure the provision of effective prevention, protection and response services for the people of Berkshire.

Performance

How We Measure Performance

Royal Berkshire Fire and Rescue Service has developed its performance indicators based upon local need and local risk levels. Core performance indicators are grouped under each strategic outcome and you can find these indicators, plus detailed performance information and our targets for future improvement, at the end of each strategic theme section in this plan.

The core performance indicators will be communicated through directorates to each department and to individual staff members, so that each member of staff knows how they are contributing to our vision of a safer Berkshire. All performance indicators are monitored regularly and we also undertake an organisational self assessment annually to ensure continuous improvement.



Diagram 3 illustrating cascading plans and targets.

Community

Community Involvement

Our community safety initiatives embrace all sections of the community. Approximately eight per cent of Berkshire's population is from a minority ethnic background and we are committed to developing a workforce that is more representative of these diverse communities.

Working with members of ethnic communities to deliver community safety messages builds positive relationships. We also focus on the needs of the elderly or disabled, on single parent families and young people, to ensure they too have access to all the help that they need. Working in this way helps us to serve everyone who lives, works or travels in Berkshire, irrespective of cultural differences, age, gender or financial status.

Building close links with the people living in our communities also helps to reduce accidents, fires and antisocial behaviour, means young people are more aware of potential career opportunities with us and enhances the relationship between fire crews and their local area.

Have Your Say - Help Us Plan

Royal Berkshire Fire Authority recognises that people who use its services, particularly in emergencies, have little choice in who provides these services. Consultation helps us to ensure that our service meets the needs of a wide range of users and assists in the decision-making process.

We use both formal and informal routes for consultation. A formal approach is used for statutory consultations such as those for budget planning and risk management planning. For more informal issues, open days, road shows and public events are valuable sources of feedback from people in the community. Our day-to-day links with our partners in the police and ambulance services and with other response agencies, plus local authorities, mean that we share information on a regular basis to help us to work more efficiently together.

The formal consultations listed below are undertaken by the Authority on a regular basis:

Annually

- IRMP action plans.
- Partnership and organisational planning.
- Precept and budget consultation.

Every other year

- Workforce Opinion Survey.

Every third year

- National Public Opinion Survey.
- Strategic Integrated Risk Management Plans (as appropriate).

Finance

Funding

The service is funded partly by Government grant. The remainder of the funding comes from the council tax. The Budget for 2010/11 has been set at £33.8 million (equivalent to a Band D council tax of £55.66). The budget for 2009/10 was £33.5 million. Actual spending was £32.9 million.

	2008/09	2009/10	2010/11
	£000	£000	£000
Revenue budget	32,444	33,493	33,802
Outturn	31,333	32,945	-

Investments 2009/10

Capital funding was spent and linked to strategic priorities during 2009/10 as follows:

	£000
Vehicles	496
Buildings	1,271
Information Systems	70
Equipment	36
Total	1,873

Contact Us

How to Contact Us

Headquarters

Royal Berkshire Fire Authority
103 Dee Road
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Reading
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Tel. 0118 945 2888
Fax. 0118 959 0510
Email. reception@rbfrs.co.uk
Web. www.rbfrs.co.uk

Free Home Fire Safety Check

To book a free Home Fire Safety Check, call Freephone 0800 587 6679 or send an email request to: community.safety@rbfrs.co.uk

Freedom of Information (FOI) requests

For Freedom of Information requests: Write to FOI Requests, Royal Berkshire Fire and Rescue Service, 103 Dee Road, Tilehurst, Reading RG30 4FS or send an email to foi@rbfrs.co.uk or visit our website for further information (www.rbfrs.co.uk).

Book Training Courses

Royal Berkshire Fire and Rescue (Training) Limited:
for information on business fire safety training, telephone: 0118 921 2527 or send an email to us at: info@train4fire.com or visit our website at www.train4fire.com

ROYAL BERKSHIRE FIRE AUTHORITY

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