






# Technical Fire Safety Department Plan 2009-2010

## Purpose

1. This plan has been prepared by Group Manager Protection. The purpose is to comply with the guidance set out within the planning frame work. This guidance is sought from the following plans:
  - The Business Plan,
  - The Medium Term Financial Plan,
  - The Integrated Risk Management Plan,
  - The Improvement Plan
  - The Strategic Review.
  
2. The plan details the previous year's performance for the group/department and sets out plans scheduled to be delivered for the year ahead.
  
3. The plan has been equality impact assessed; follow the link to see full details of this assessment. ([Click Here](#))
  
4. The key roles of responsibility for this group/department are as follows
  - To Enforce the Regulatory Reform (Fire Safety) Order 2005, and any subsequent regulations,
  - To undertake Statutory Consultations with:
    - i. Building Control bodies
    - ii. Housing Authorities
    - iii. Licensing Authorities
  - To educate and advise the General public in matters of technical fire safety in line with our advice policy
  - To promote the use of automatic fire suppression systems in buildings and support the National Fire Sprinkler Network in lobbying and campaigning for changes in legislation to support their wider utilisation.

5. The group/department is structured as attached in Appendix A
6. The plans outputs, outcomes and tasks are all linked to the standards set by Wiltshire FRS directly connecting to the five Strategic Aims, the Core Values and the Customer Charter. It will also provide partial evidence that managers are implementing the guidance contained within the “Expectations of Managers” publication.

<b>Our 5 Strategic Aims</b>		
1		<b>To provide a resilient response to fires and other emergencies</b>
2		<b>To create stronger, safer and more resilient communities</b>
3		<b>To develop a healthy, safe, well trained workforce, which is representative of the community</b>
4		<b>To protect our environment and heritage</b>
5		<b>To resource our key aims and ensure maximum efficiency</b>

<b>Our 4 Core Values</b>	
1	<b>Talking and listening to people to improve the way our organisation does things.</b>
2	<b>Working with partners to provide sustainable changes</b>
3	<b>Treating everyone fairly and with respect, whilst challenging prejudice and discrimination</b>
4	<b>Providing clear leadership, transparent decision making and appropriate personal behaviour through good governance and a well defined code of conduct</b>

## Expectations of Managers

**This plan acknowledges the Service's expectation of managers. In that managers at all levels of the Service have responsibility and accountability for the following:-**

<b>1</b>	<b>The timely delivery of key tasks, targets, and outcomes, which contribute to the delivery of the five strategic aims</b>
<b>2</b>	<b>The performance of individuals within the team by the delivery of personal development reviews</b>
<b>3</b>	<b>Ensuring team members are well informed and up to date with key messages as a result of holding regular team meetings and briefings</b>
<b>4</b>	<b>To have an awareness of the performance management strategy and to ensure that performance management tools are used in day to day management of the Service</b>
<b>5</b>	<b>To ensure that performance in the workplace takes into consideration employee behaviour with particular reference to the elimination of bullying, harassment and other improper contact.</b>

## Budget 2009-2010




The following bids were submitted for the period and the award details are as follows

Budget	Bid - £	Award - £	Purpose
5004	6500	6500	CFRMIS Operational Pages Module
5004	400	400	Fire Engineering Services
5004	500	500	CFRMIS National meetings Attendance
5004	1200	1200	Recurring Printing Costs
5004	400	400	Library Subscriptions and Publications

## Environmental Impact 2009-2010



Below is a list of initiatives that the group/department has identified to help protect our environment or heritage, this may also include cost saving initiatives. (hyperlink to environmental plan)

Activities	Output	Accountable Person
Development of mobile working.	To continue to reduce the reliance on paper by the issuing of work through electronic media direct to the Community Safety Inspectors work station	Group Manager Protection
Strategic Aim	Comments	Completed
	During 2009-10, all TFS Community Safety Inspectors will have received the final phase of mobile working training. This will include self authoring of letters to remove the need for letter request pro forma's.	

## Evaluating Activities

### Year 2009/10

Listed below are the planned non operational Quality Audit evaluations for projects during 2009/2010. All evaluations detailed are linked to personal development reviews.


Activity	Output	Accountable Person
TFS Quality Control Audits	Each Inspector will be subject to at least one QC audit of a "Fire Safety Audit" or consultation. The Group Manager Protection will undertake an audit of the procedures in each office.	Station Manager B (Office managers) and Group Manager Protection
Strategic Aim	Comments	Completed
	This process forms part of our routine work inline with the department's policy on Quality Control.	
Activity	Output	Accountable Person
TFS Quality Audits Policy	This policy will be reviewed to ensure its relevance and its effectiveness in tying into the department's training policy.	Group Manager Protection
Strategic Aim	Comments	Completed
	This will be carried out by the Procedures Manager for reporting with recommendations to the Group Manager Protection.	

## Data Quality 2009-2010

### Year 2009/10

The following are the plans to improve data quality

Smart Example

Activities	Output	Accountable Person
To validate our database of Social Care Providers	To obtain the details of premises licensed to provide social care from the Care Quality Commission.	Group Manager Protection
Strategic Aim	Comments	Completed
	Before carrying out a risk managed programme of audits of this risk group, our database will be refreshed and validated to ensure we only use the most accurate data available.	

## Communications

These are the group/departments scheduled meetings for 2009/2010.


Name of Meeting	Frequency	Accountable Person
TFS Group Meetings	Quarterly	Station Manager B (Office Managers)
TFS Management Group	Bi-Monthly	Group Manager Protection
Highlight Report Meetings	Bi- Monthly	Area Manager CRR

The minutes of these meetings can be found on the x-drive on request from the Fire Safety department. These minutes are not always publicly accessible due to the confidential nature of discussions regarding specific cases of fire safety enforcement.

## Community and Partnership Engagement 2009-2010


Detailed below are events where the group/department has engaged with the community over the past year.

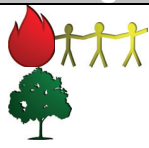
### Year 2008/9

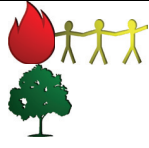
Activity	Output	Accountable Person
Business Seminars	Education and information on fire safety to the hotel and licensed trade at locations around the County.	Group Manager Protection
Strategic Aim	Comments	Completed
	Over 80 separate businesses were reached. This exercise will be carried out again during 2009-10; including some of the learning points from customer feedback from the previous events.	

Below are details of planned events for the coming year:

### Year 2009/10


Activity	Output	Accountable Person
Business Seminars	Education and information on fire safety to business groups through the Wessex Chamber of Commerce at venues around the County.	Group Manager Protection
Strategic Aim	Comments	Completed
	This is the second year of proactive education of business.	1/5/2009
Activity	Output	Accountable Person


Business Consultation Meetings	This is a programme of meetings with stakeholders and other enforcement partners to provide consultation and transparency of our enforcement activities	Group Manager Protection
<b>Strategic Aim</b>	<b>Comments</b>	<b>Completed</b>
	This is the second year of open engagement with business groups that have been identified for targeted enforcement of The Order	

<b>Activity</b>	<b>Output</b>	<b>Accountable Person</b>
Sprinkler Education Programme	To increase the uptake of sprinkler installations by social housing providers and increase the awareness of enforcers.	Group Manager Protection
<b>Strategic Aim</b>	<b>Comments</b>	<b>Completed</b>
	Two separate seminars designed to improve the awareness and benefits of sprinklers in social housing. One will be aimed at Housing Associations and one will be targeted at Housing Enforcement Authorities.	

## Equality and Diversity 2009-2010

Listed here are the intended actions that the group/department will take to embed equality and diversity over the coming year.

Activity	Output	Accountable Person
Re-launch of Language Line in TFS department	100% of Community Safety Inspectors to be issued with a language line card ,access code and empowerment to use the service	Group Manager Protection/ Line Managers
Strategic Aim	Comments	Completed
	To improve our ability to engage minority groups who may not have English as their first language throughout our enforcement activities.	

Activity	Output	Accountable Person
Provision of access to registered interpreters	Fair and equitable conduct of Interviews under Police and Criminal Evidence Act 1984	Group Manager Protection/ Procedure Manager
Strategic Aim	Comments	Completed
	To ensure that, as part of any investigation, any person who may be subject to formal interview and does not have English as their first language is not in any way disadvantaged.	

## Personal Development Reviews




The improvement activities contained within this plan are, where practical, linked to the individual Personal Development Reviews. (PDR's)

During the next year the group/department will ensure that

- All PDR's are completed in accordance with the timetable in Service Order 4.11 (hyperlink)


## Absence Management

To ensure that sickness is kept to a minimum whilst maintaining good employee relations and efficiency over the next 12 months managers within the group/department will be set the following absence management tasks:

Activities	Output	Accountable Person
To complete 100% of return to work interviews on the first working day following return to duty subject to the line manager's availability.	Targets set within the Station Plan (Tasks 4). To manage absence to achieve the service BVPI of <7days per person per year	Station Manager B (Office Managers), Group Manager
Strategic Aim	Comments	Completed
	TFS planning targets are currently 5 days per person per year. This will be used for internal management purposes.	


## Health and Safety

*The Technical Fire Safety Department will continue to review its activities to ensure that the Health and Safety of staff is given the highest level of consideration*

Activities	Output	Accountable Person
To review the generic "Lone Working Policy" and revise the specific "Lone Working Policy" for officers conducting Peak Performance Inspections	To ensure officers conducting Peak Performance Inspections are afforded the best protection.	Group Manager Protection
Strategic Aim	Comments	Completed
	Officers regularly carry out inspections of Licensed premises. Currently they refer to a technical bulletin for the control measures to be adopted when undertaking these inspections, A full review of the Risk Assessment is scheduled to ensure that Health and Safety issues are adequately addressed.	


## Business Continuity


The following activities will be programmed to ensure that the department /group have effective business continuity arrangements


Activities	Output	Accountable Person
Review business continuity arrangements	Departments and groups have up to date business continuity plans which ensure the resilience of essential services in the event of business disruption	Group Manager Protection
Strategic Aim	Comments	Completed
	The departments role within the overall Service Plan will be reviewed during 2009-10	

## Service Improvement Plans & Strategic Review

The following activities will be programmed in support of Service improvement plans

Activities	Output	Accountable Person
Review of TFS Quality Assurance Procedures	To ensure that our enforcement activities are carried out in an accurate and consistent manner and that our staff are applying their training to the best of their abilities.	Group Manager
Strategic Aim	Comments	Completed
	Our current TFS QA process is two years old and is due for revision to ensure it is able to influence our staff training plan and that the department is delivering its enforcement activities in a fair, consistent and transparent manner.	31/3/2009

Activities	Output	Accountable Person
Review of Customer Surveys	Better customer feedback to improve efficiency and inform regional benchmarking.	Group Manager
Strategic Aim	Comments	Completed
	The current provider is Opinion Research Services. Whilst they provide a feedback service the cost is high and the same results may be achieved more cost effectively in house and with greater flexibility.	31/3/2009

Activity	Outcome	Accountable Person
Enforcement Policy Review	To improve the transparency, proportionality and accountability of our enforcement actions.	Group Manager
Strategic Aim	Comments	Completion date
	In 2008 The Regulators Compliance Code was launched by the Better Regulation Office. This code needs to be enshrined in all our enforcement activities. This will be achieved by a total review of our enforcement policy.	31/3/2009




## Review of Department or Group Risks


The TFS department Risk Register has been regularly reviewed at the Bi-Monthly TFS Management Meetings since 2007. New or emerging risks and additional control measures are identified and incorporated on the register or passed onto the CRR Risk Register if the circumstances are outside the control of the TFS department


[Click Here to view the latest Risk Register for the TFS Department.](#)


## Department - Previous Performance and Improvement Activities

The following table details the Performance Indicators for 2008/9 and includes the actual result achieved. The targets have been met or exceeded in all cases.


Activity	Output	Accountable Person
FSPI1	Target: 95% of Building Regulations consultations completed within 15 working days.	Group Manager
Strategic Aim	Comments	Completed
	<p><b>Target achieved 96%.</b></p> <p>This is the first time the department has met this target in the last 7 years.</p>	1/1/09
Activity	Output	Accountable Person
FSPI2	To undertake an Audit of 75% of higher risk FSEC premises groups that have had a primary fire.	Group Manager
Strategic Aim	Comments	Completed
	<p><b>Target achieved 75.67%.</b></p>	1/1/09
Activity	Output	Accountable Person
FSPI3	To undertake an Audit of 50% of lower risk FSEC premises groups that have had a primary fire.	Group Manager
Strategic Aim	Comments	Completed
	<p><b>Target achieved 55.56%.</b></p>	1/1/09

Activity	Output	Accountable Person
FSPI4	To aspire to maintaining the zero fatality rate, due to fire, in premises subject to The Order	Group Manager
Strategic Aim	Comments	Completed
	Target achieved 0 Fatalities.	1/1/09

Activity	Output	Accountable Person
FSPI5	To maintain a rate of 14 persons or less injured by fire in a premises subject to The Order	Group Manager
Strategic Aim	Comments	Completed
	Target achieved: 5 persons injured.	1/1/09

Activity	Output	Accountable Person
Transparency of Enforcement	Publicly accessible on-line register.	Group Manager
Strategic Aim	Comments	Completed
	This project was to ensure that the public have access to the latest details on premises we have carried out formal enforcement action undertaken by Wiltshire FRS. This will also reduce the burden on responding to such Freedom of Information requests.	28/02/09

Activity	Output	Accountable Person
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Building Regulations Training	To maintain a rate of 7 persons or less injured by fire in a premises subject to The Order	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Completed</b>
	Target achieved: 5 persons injured.	1/1/09

## Performance Targets


### Year 2008/09

During the year 2008/9 the group or department was responsible for the delivery of a number of performance targets. Follow the hyperlink to the service intranet web page (Link)


### Year 2009/10


During this year the group or department is responsible for the delivery of a number of performance targets they are hyperlinked to the Service intranet web page


For Year 2009-10 the same suite of performance indicators will be used as it is felt that they accurately represent the desired outcomes of the department whilst still being challenging. Listed below are actions planned to improve the delivery of performance targets.

Activity	Outcome	Accountable Person
FSPI 1 Building Regulations Consultations.	To complete 95% of received Building Regulations consultations within 15 working days.	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Period ending</b>
	This is a requirement under the procedural guidance for undertaking statutory consultations under the Building Regulations	31/03/10


Activity	Outcome	Accountable Person
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FSPI 2 After Fire Audits.	To undertake an Audit of 75% of higher risk FSEC premises groups that have had a primary fire.	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Period ending</b>
	A fire may well be an indication of a failure under The Order and as such they will be subject to full audit where the office manager deems this to be of benefit.	31/03/10

<b>Activity</b>	<b>Outcome</b>	<b>Accountable Person</b>
FSPI 3 After Fire Audits.	To undertake an Audit of 50% of lower risk FSEC premises groups that have had a primary fire.	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Period ending</b>
	A fire may well be an indication of a failure under The Order and as such they will be subject to full audit where the office manager deems this to be of benefit.	31/03/10

<b>Activity</b>	<b>Outcome</b>	<b>Accountable Person</b>
FSPI 4 Fatal Casualties in Premises subject to The Order.	To aspire to maintaining the zero fatality rate, due to fire, in premises subject to The Order	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Period ending</b>
	Our enforcement and education activities are designed to target areas where the combination of poor compliance and risk to persons is greatest. This PI informs us of our success in this area.	31/03/10


<b>Activity</b>	<b>Outcome</b>	<b>Accountable Person</b>
FSPI 5 Injuries in Premises subject to The Order.	To maintain a rate of 7 persons or less injured by fire in a premises subject to The Order	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Period ending</b>


	<p>Our enforcement and education activities are designed to target areas where the combination of poor compliance and risk to persons is greatest. This PI informs us of our success in this area.</p>	<p>31/03/10</p>
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## Additional Improvement Activities (not included above)


### Year 2009/10


This section brings together all planned improvement activities for the year 2009-10

Activity	Outcome	Accountable Person
<p>To carry out audits in relation to our risk management strategy of premises identified as being of significant concern</p>	<p>To undertake 150 audits of premises providing social care to achieve a measurable reduction in premises shown as high risk. Reduction in the number of premises where there is no level of compliance determined to less than 45 premises.</p>	<p>Group Manager, Station Manager B office Managers</p>
Strategic Aim	Comments	Completion date
	<p>Currently there are over 90 care homes which have yet to have their risk level determined. Also there are 25 premises known to us as presenting a “high risk”.</p>	<p>31/3/2009</p>


Activity	Outcome	Accountable Person
<p>CFRMIS Refresher Training</p>	<p>To improve the ability of staff to utilise the Management Information System</p>	<p>Group Manager</p>
Strategic Aim	Comments	Completion date
		<p>31/3/2009</p>


Activity	Outcome	Accountable Person
PACE Interview Skills	To improve the skills of Community Safety Inspectors to undertake investigative interviews inline with best practice	Group Manager
Strategic Aim	Comments	Completion date
		31/3/2009

Activity	Outcome	Accountable Person
Review of letter formats	To improve the wording of pre-formatted letters to ensure a clear understanding by those receiving enforcement action notifications. This may involve the use of Braille or other language interpretation if necessary.	Group Manager
Strategic Aim	Comments	Completion date
		31/3/2009

Activity	Outcome	Accountable Person
Mobile printing feasibility study	To provide Community Safety Inspectors with the ability to produce enforcement letters on-site.	Group Manager
Strategic Aim	Comments	Completion date
	This will allow Community Safety Inspectors to produce Notices with immediate effect reducing the need for letter requests and delays in producing Notices. This will also reduce paper usage and postage costs.	31/3/2009

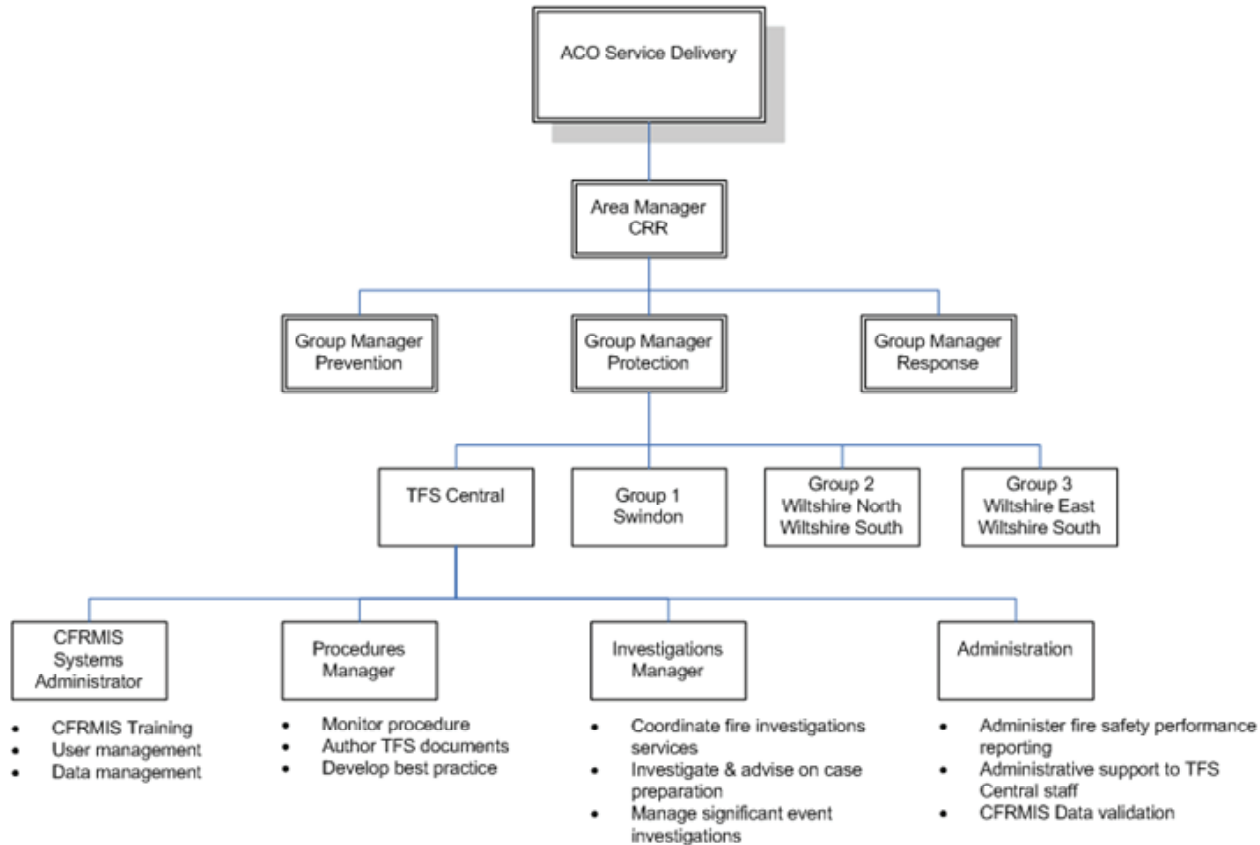
Activity	Outcome	Accountable Person
Serving of Formal Notices review	To provide Community Safety Inspectors with the ability to produce formal Notices both legally	Group Manager

	and supported by best evidence.	
<b>Strategic Aim</b>	<b>Comments</b>	<b>Completion date</b>
	As our understanding of The Order improves, our serving of formal Notices needs to be reviewed and encapsulated in a new SOP.	31/3/2009

<b>Activity</b>	<b>Outcome</b>	<b>Accountable Person</b>
Policy Gaps Analysis	To ensure that our enforcement activities are anchored in policy that can be communicated to regulated entities in a transparent manner.	Group Manager
<b>Strategic Aim</b>	<b>Comments</b>	<b>Completion date</b>
	Reflect the Regulators code of Compliance.	31/3/2009

**Appendix A: Technical Fire Safety department Organisation Chart**

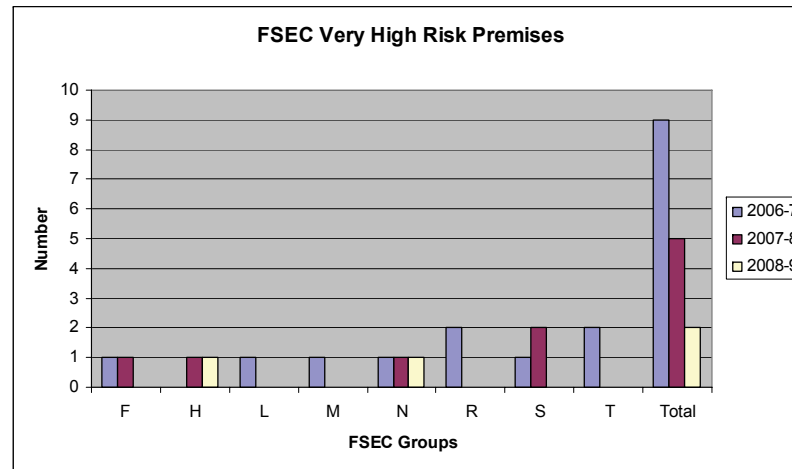
**Technical Fire Safety (TFS)  
Organisational Chart**



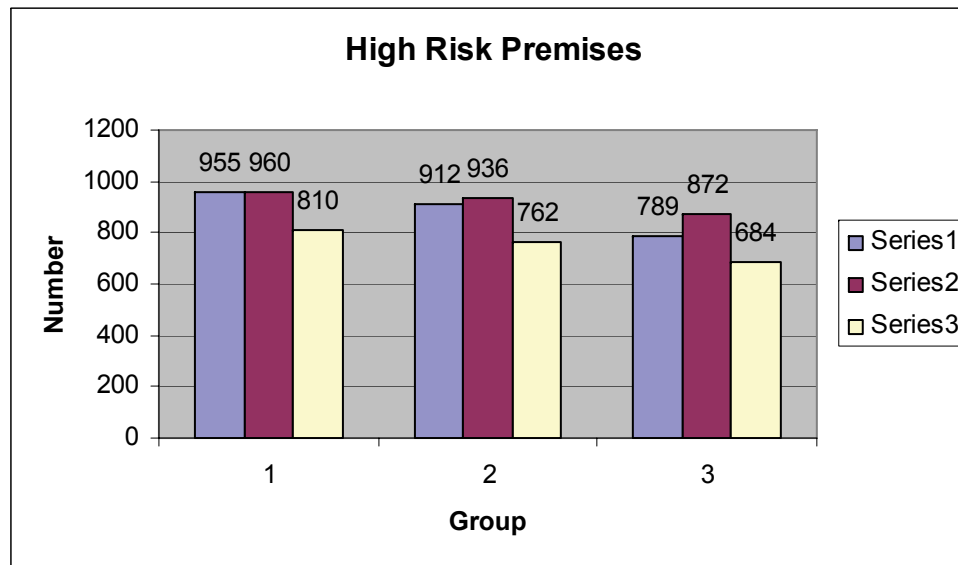
## Appendix B: Statistical Review of The Technical Fire Safety Departments Enforcement Activities

### Premises Risk Analysis

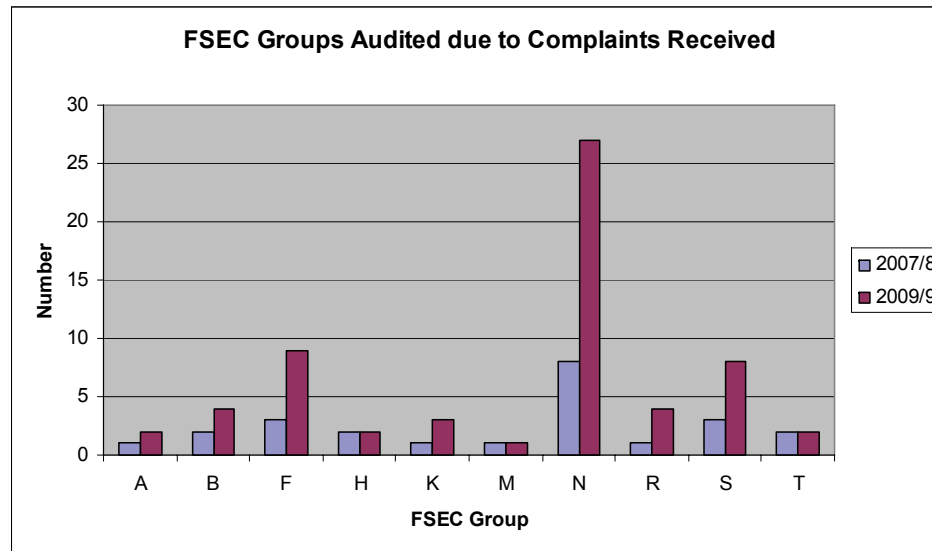
- In 2008-9 Very high risk premises were reduced, for the second year in a row, from a high of 9 in 2006-7 to 2 premises currently.



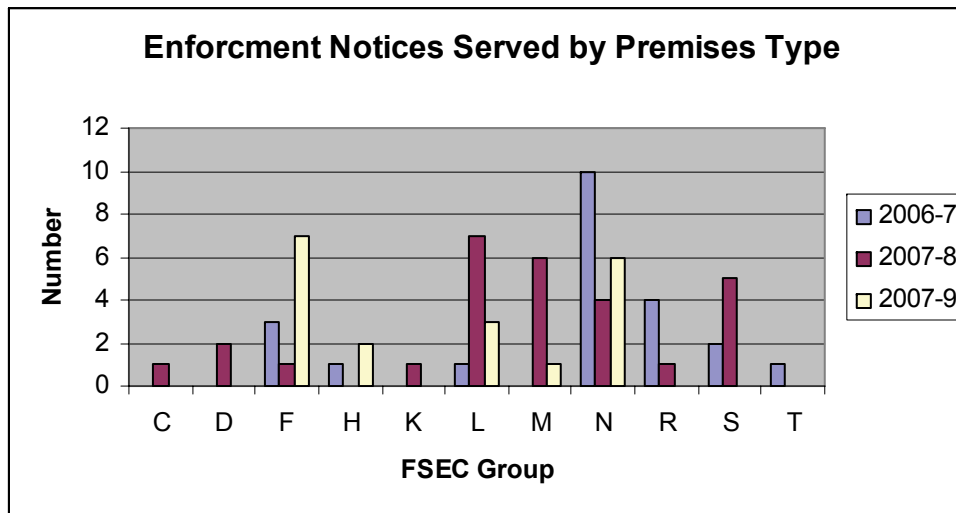
- The number of High Risk premises was reduced by 265 premises during 2008-9



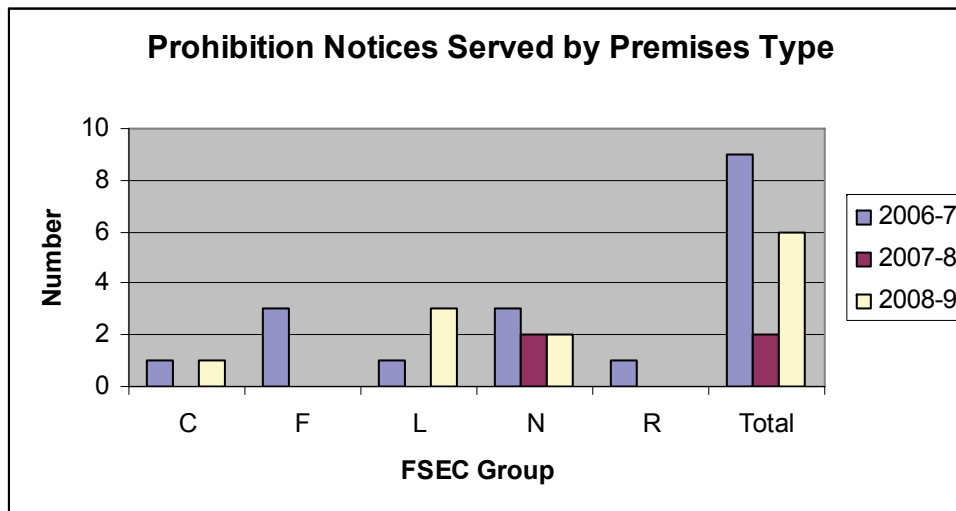
- The chart below shows the type of premises audited as a result of complaints received from the public, partners and crews. The statistics shows a significant number of complaints received about shops and accommodation over shops that resulted in the serving of a number of Enforcement and Prohibition Notices.



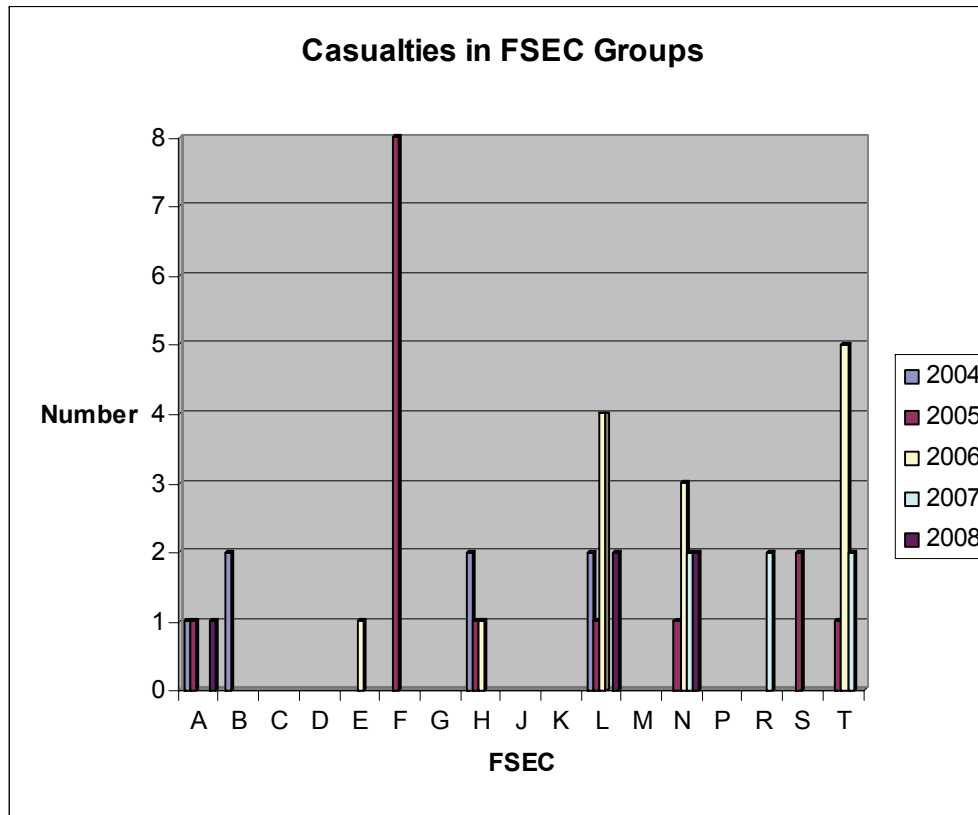
- In 2008-9, 19 Enforcement Notices were served. This is a reduction on 2007-8. A significant number were served on hotels. This was as a result of the targeting of hotels this year. There was also a significant number served on shops. This was as a result of an unusually high number of complaints received about shops this year.



- In the reporting period, 6 Prohibition Notices were served. All of these were served as the result of complaints received from the public, partners or crews.

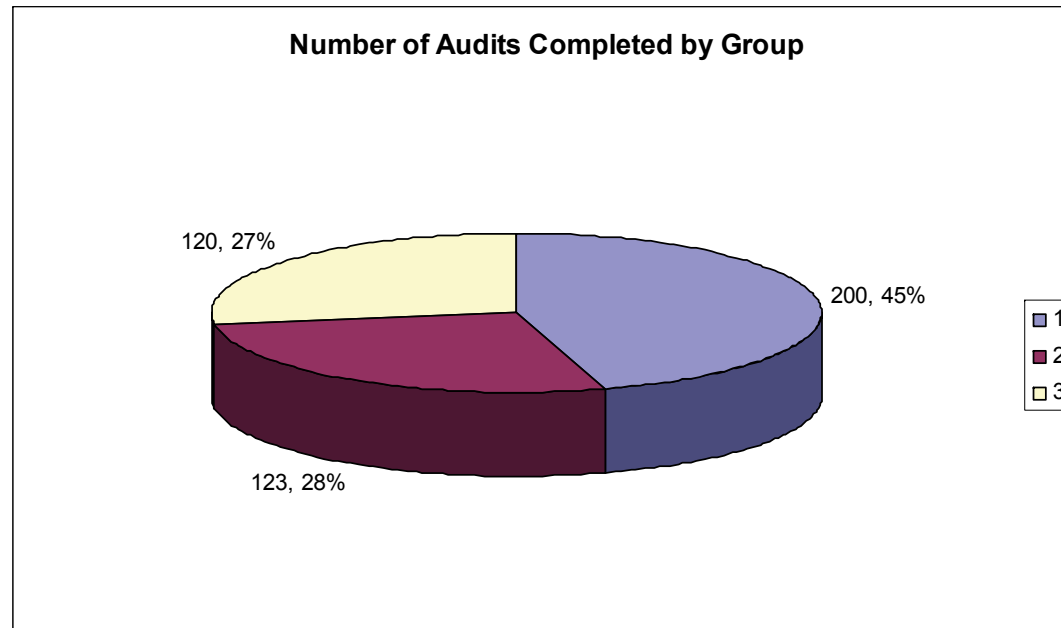


- In the reporting period, the target of no more than 7 casualties in premises subject to The Order was achieved with the actual figure being 5. The chart below identifies the premises types in which they occurred, as categorized by the Fire Service Emergency Cover (FSEC) group listing. In the reporting period there were no fatalities.
- Since the introduction of the Risk Management Strategy, this has been the third year that we have achieved a reduction in the number of casualties with no fatalities in “other buildings” (i.e. non-domestic premises).

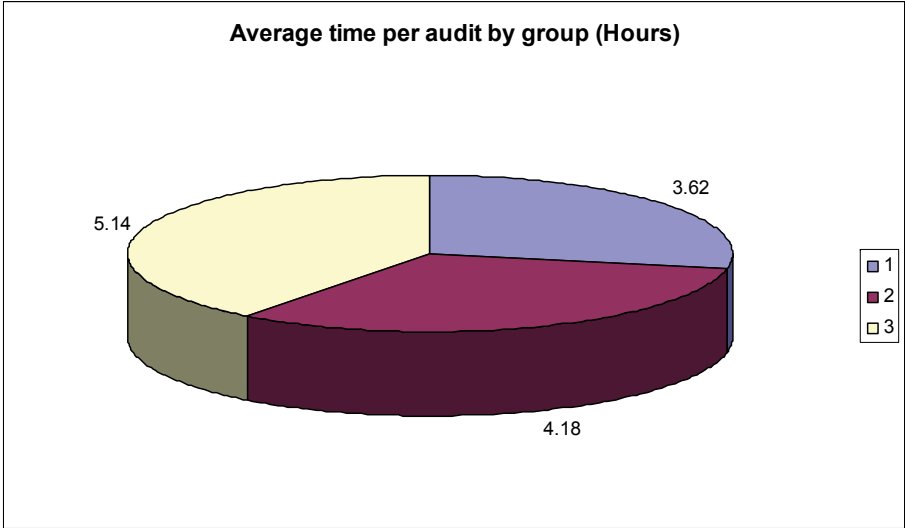


Analysis of Fire Safety Enforcement Activities Undertaken

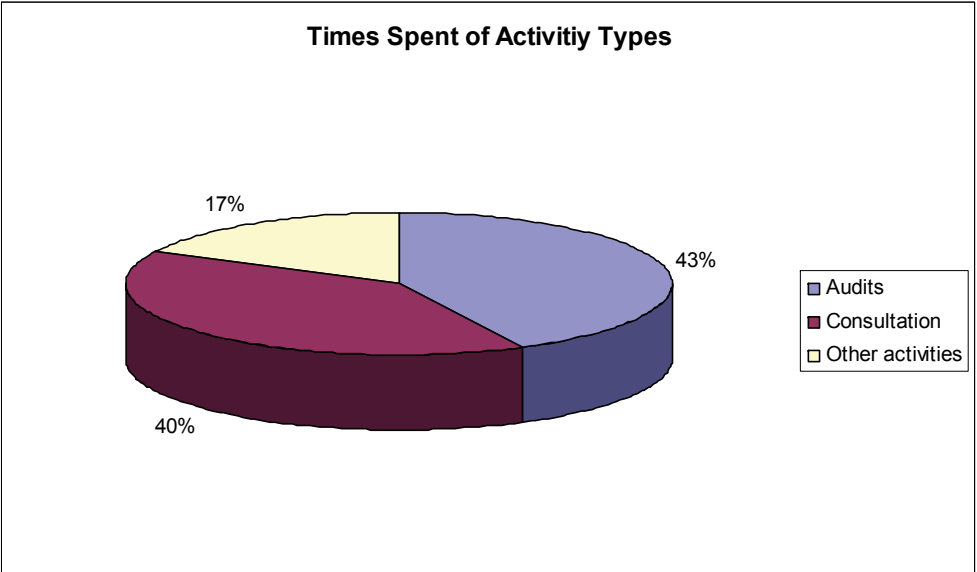
- Number of audits carried out by group shows a small increase in the number completed on last year.



- The average time taken to complete an audit has been shown a slight reduction which is probably indicative of improving confidence and efficiency in using the Mobile Working solution.



- The split of time spent on enforcement activities is still relatively stable. This year an increase in the time spent on audit work as opposed to consultation work is welcomed.



- The type of consultations shows that “Building Regulations” is still the majority of this area of work. It also accounts for a significant part of all our enforcement activities. It is still regarded as a valuable use of resources as it allows our influence to be properly considered on new and changing premises.

