



Isle of Man Fire and Rescue Service

Shirveish Mooghey as Sauail Ellan Vannin

Making the Island Safer

Annual Action Plan 2014 - 2015

Annual Action Plan 2014/15

Foreword

The vision of the Isle of Man Fire and Rescue Service is to contribute to a Safer Island in which it is a safe place to live, work and visit. Our clear aim is to reduce the risk to our community who can at certain times become vulnerable due to specific circumstances, this aim is supported by our objectives of Preventing, Protecting and Responding.

The Service is a Division of the Department of Home Affairs, it is supportive of the Isle of Government strategic priorities which are:

Protecting the Vulnerable,
Re-Balancing the Economy,
Promoting Economic Development.

In my role as the Chief Fire Officer, I have with my Strategic Management Team and Service Delivery Team produced this action plan based upon principles of review, consolidation, working differently, budgetary restraints and with a clear purpose to deliver results as far as practically possible.

The contents of the plan have been divided into five main areas which support our strategic priorities as follows:

People Engagement – my staff are the most important resource available to me to deliver our Service, it is therefore important to realise their values and behaviours to ensure that they feel engaged.

Partnership Evolvement – it is vital that our proven record of partnership work continues with the evolvement of shared services.

Protecting the Vulnerable Person – a person at a certain time can become vulnerable due to circumstances, the Service throughout the year will recognise this through its prevention, protection and operational response objectives.

Delivering a high quality, effective and effective service – it is fully recognised that the Service is unable to continue to fully function within the present climate of austerity and further reductions will occur. The Service will be analysing what it can deliver throughout the year which will no doubt impact upon our stakeholders.

Development – the process of development is important to our future sustainability, proactive working with our existing partners through consultation and negotiation will be vital to achieve success.

I am cognisant that the constraints placed upon the Fire and Rescue Service will result in a further reduction in the final outcomes of this twelve month plan, this is the clear reality of the circumstances I face both now and into the future.

Kevin Groom

Chief Fire Officer

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Proposal		Lead Officer
People Engagement		
01/14	Complete an internal staff survey to establish the values and behaviours of the Service and identify how these can be embedded into the ethos and progression of the Service.	DO Bell
Progress	The Office of Human Resources have assisted the Service in conducting a staff survey that was designed to help the Service understand the concerns its staff have at all levels within the organisation. The results of this survey are being collated and will be delivered to the Senior Management Team in May 2015.	
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02/14	Create and act upon a prioritised action list based upon the results and analysis of the staff satisfaction survey completed in 2013.	DCFO Murtagh DO Bell
Progress	As a result of the "Have Your Say" survey changes have been implemented in a number of areas, most notably in training with the introduction of new practices for the provision of driver and first aid training and in communications with DHA's political members and Senior Officers meeting all personnel to discuss the issues that are affecting the Service. This is in conjunction with changes having been made to the structure and frequency of SMT meetings and SDT meetings and the ongoing engagement work which includes an exploration of the Service's values.	
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03/14	Embed appraisals into the promotion process and succession planning.	DO Bell
Progress	Appraisals are now being conducted for all personnel employed on the retained duty system and for all Wholetime officers up to the rank of Sub Officer. Further work is required to introduce the appraisal procedure to Wholetime senior officers.	
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04/14	Expand information to all stakeholders contained on the Isle of Man Fire and Rescue Service website.	CFO Groom
Progress	Throughout the year the FRS has with success utilised their FaceBook and Twitter platforms for campaigns, media releases, event information and training exercises. The further development of the website will form part of the pan Government Digital Strategy project being undertaken by GTS.	
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05/14	Undertake an exercise to establish what our external stakeholders expect from the Service.	ADO Kinvig
Progress	No progress was made in regards to this action point. With the introduction of the Community Volunteers scheme in the new Service Delivery Plan 15/16, this action point may be advanced by their involvement.	
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Proposal		Lead Officer
Partnership Evolvement		
06/14	Work with relevant Departments of Government to ensure that our inclusion into Shared Services is managed in such a way that our service delivery is not adversely affected.	DCFO Murtagh
Progress	Ongoing works will continue to maintain the service delivery in regard to fleet services. Estates shared services lack of a suitable service continues to cause deterioration to our estates, and particularly in the area of the health and safety of our personnel. Matters have had to be resolved within DHA to reduce the impact upon our crews. This issue is with the Department, and in particular the Risk Manager. The outstanding defects continue to increase without a suitable timetable for completion. The reviews of shared services will hopefully highlight the unacceptable levels of service, thus giving legitimate reasons to improve.	

Proposal		Lead Officer
Protecting the Vulnerable Person		
07/14	To further identify persons who may not be seen as obviously vulnerable to our general community.	ADO Kinvig
Progress	This action point has been put on hold due to the fact that the Community Safety Team has been temporarily disbanded.	

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Proposal		Lead Officer
Delivering a high quality, effective and efficient service		
08/14	Design and implement a more efficient fire reporting system that can be interrogated to identify trends and produce informed Fire and Rescue Service statistics.	ADO Kinvig
Progress	Some progress was made with CRM which is a software package currently being used more widely across Government. A bespoke CRM solution is currently being used by the Kent Fire & Rescue Service which is being investigated. Officers from within the Service have also been involved with the Digital Strategy working group which has been tasked with streamlining IT within government and making it more customer focused. Working within this group may identify solutions currently used within government which may provide a more local solution.	
09/14	To work to maintain the Service's existing establishment as this is now considered to be at the minimum level required to allow the Service to be effective in its prevention and protection delivery and its ability to respond effectively to the diverse range of incidents that are deemed to be credible within the Island's current risk profile.	Strategic Management Team
Progress	The Service has failed to achieve this objective as the budgetary constraints placed upon the Service have resulted in a reduction of both its Wholetime and Retained establishment. The continuing decline in the Service's budget means that further reductions in its establishment are inevitable. The reduction in the wholetime establishment has resulted in the temporary closure of the Community Safety Department which amongst other things delivers targeted safety advice to wide range of audiences. This may result in an increase in incidents we attend in the very near future. Further reductions in our establishment will undoubtedly result in an erosions of the services we can provide, it is possible that this reduction in our capabilities may result in injuries or fatalities that colud have been prevented in the coming years.	
10/14	To evaluate the range of services that the Service provides in relation to its statutory obligations, this will enable it to prioritise the skills, knowledge and resources that it will require to maintain services with a reducing budget. Additionally it will permit the Service to inform its Stakeholders in advance of any reduction in its prevention, protection and operational response capability, and to inform its staff of the type of services it will no longer provide and the types of incidents it will no longer respond to.	Strategic Management Team
Progress	Throughout the year the Service has undertaken a process of review with a clear focus based upon our statutory obligations. Wholetime staffing levels can not be reduced further, retained staffing levels have been revised and will be kept under review.	

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Proposal		Lead Officer
Development		
11/14	Design and build an on-island live fire training facility.	DCO Murtagh
Progress	The project has now been given planning permission at one of our preferred sites. The tender process has begun and members of the project team will be presenting to Tynwald Members on 12 th May prior to seeking Tynwald Approval for funding in June. This action point will continue into 2015/16 until completion.	
12/14	Design and build a new co-located fire and ambulance station adjacent to the Isle of Man Airport .	ADO Quayle
Progress	This action point has met with considerable difficulties during this financial year. The Business Case for the co-located station was rejected by Treasury which resulted in the Service looking to move forward with the planning approval that was in place for a Fire Station only. However the Service made further representations to Government for a co-located station as it felt that the benefits to the Service, and the Island, of such a facility warranted further time and effort being made to try and bring this action point to fruition. This has resulted in the Service receiving Treasury approval to seek planning permission for a co-located station. If all goes well and the required authorisations are obtained it is hoped that this station will be commissioned before December 2016.	
13/14	Work towards re-locating Port Erin Fire Station to the current Port Erin Ambulance Station. Carry out suitable alterations and extensions to this site that may be required to meet the needs of a functional retained fire station.	ADO Quayle
Progress	Provisional plans for this station have been drawn but this action point is inextricably linked to the progression of action point 12/14 and on the Department of Health and Social Care agreeing to hand over the Port Erin Ambulance Station to the DHA. To date the DOHSC have not confirmed that they will do this.	
14/14	Further develop a suite of internal KPIs that will be reported on annually (In addition to the current departmental KPI requirements).	ADO Quayle ADO Kinvig
Progress	As the Service's establishment has been reduced additional work has been placed on the officers that remain. As the introduction of additional KPIs will inevitably place an additional workload on the officers tasked with completing and monitoring them it has been decided that it was unreasonable to pursue this action point.	

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Proposal		Lead Officer
15/14	<p>Progress the modernisation of legislation affecting the Fire and Rescue Service.</p> <p><u>FRS Bill</u> The draft Fire Services bill went out for consultation in the first quarter of 2014. Meetings were held with the Department of Infrastructure and Office of Fair Trading to discuss the questions raised by them collectively. Section 33 of the Fire Precautions Act 1975 was also enacted and brought into operation on the 1st of August 2014. The bill currently sits at the draft stage.</p> <p><u>Flats Regulations</u> A deed of agreement has been drawn up in regards to the amendments to the Fire Precautions (Flats) Regulations 1996. The deed of agreement is between the island's building control authorities and the Department and relates directly to the introduction of suppression systems under the amended Flat Regulations. Not all parties are in agreement with the deed and negotiations are ongoing.</p>	DO Looker
Progress	The new FRS Bill will require some additional work prior to it moving forward in the legislative process. In regards to the deed of agreement the Fire Safety department is looking at reviewing its contents in order to move it forward and subsequently bring in the amendments to the Fire Precautions (Flats) Regulations 1996.	
16/14	<p>Modernise and implement a review and revision of the existing Conditions of Service, through a process of inclusion and consultation with relevant groups.</p>	DCFO Murtagh DO Bell
Progress	Divisional Officer Bell has given this point a great amount of time crossreferencing all relevant documents to ensure consistency. The revision is ongoing and nearing completion. It will continue to be an action point in the Service Delivery Plan and is hoped to be ready for consultation by the end of 2015.	