

**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**



# Our Plan

**Corporate and Integrated  
Risk Management Plan (IRMP) 2020 – 2024**

**2022 Refresh**





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# Foreword

Our purpose is **Safer People, Safer Places** in both our communities and our workplaces. This plan sets out how we will achieve this.

We must understand who our service users are and what services they need to ensure we can continue to deliver a well-managed service, focused on the end users and to direct our resources efficiently and effectively.

This corporate plan describes our service priorities and aims; departmental and district plans will detail how we will successfully achieve our desired outcomes.

Our prevention, protection and response teams will continue to manage the number and impact of incidents and will react effectively when they do happen. Our support teams will enable prevention, protection and response to deliver.

Our staff and our communities must feel safe and have confidence in the quality of the service we provide and the way in which we deliver it. We've agreed a range of activities within our plan to make sure we continue to achieve our statutory duties and deliver an excellent fire and rescue service.



**Callum Faint**

Chief Fire and Rescue Officer



**Nicholas Rushton**

Chair of the Combined Fire Authority

# About Us

**We have 20 fire stations and a fleet of fire engines and other operational vehicles. We employ just over 700 staff; 562 are firefighters, and the remainder are specialist support staff. We attend and resolve over 8,000 emergency incidents each year; fires in buildings, complex rescue incidents involving road traffic collisions, hazardous materials, buildings collapsing and rescuing people trapped in water.**



## Leicestershire Fire and Rescue Service

Leicester, Leicestershire and Rutland cover an area of more than 979 square miles. It has a network of major motorways, an international airport, large scale businesses, buildings of historical importance and protected wildlife sites.

It has mix of urban, semi-rural and rural localities. The population is growing and ageing. At present it stands at just over 1.1 million people living in over 430,000 domestic properties. There are over 45,000 business premises.

Leicester, Leicestershire and Rutland is diverse and multicultural, with varying degrees of affluence and social deprivation. About 25% of the population are from minority ethnic communities, with Leicester City having the highest proportion of Black, Asian and mixed-race communities at 55%.

## The Combined Fire Authority

The Leicester, Leicestershire and Rutland Combined Fire Authority (CFA) govern the fire and rescue service. The CFA is responsible for delivering both an effective fire and rescue service to Leicester, Leicestershire and Rutland and this Corporate Plan and Integrated Risk Management Plan (IRMP). It provides clear leadership for residents and communities to ensure we operate with transparency and accountability.



### Key Facts

-  **20 fire stations**
-  **a fleet of fire engines and other operational vehicles**
-  **700 staff (562 firefighters)**
-  **8,000 emergency incidents attended each year**
-  **979 square miles coverage**
-  **over 1.1 million people**
-  **over 420,000 domestic properties**
-  **over 45,000 business premises**

# Our Plan

This plan sets out what we want to achieve over the next four years. It combines our corporate plan and our IRMP containing our planning priorities and objectives. We've considered how we'll respond to the key risks and challenges facing our local communities and the organisation itself.

The plan is supported by five corporate strategies that provide more detail about how we'll achieve our aims in each of our priority areas:

 **Safer Communities**

 **Response**

 **Finance and Resources**

 **People**

 **Governance**

Delivery of this plan and the five strategies will be facilitated by annual department and district level plans which will link to the development needs and prioritises for all our staff. The Service Development Programme will support all the corporate projects arising from this plan. Our management and governance structure enables us to monitor progress of the day-to-day activities of the Service, ensuring that risk is managed and our plans are carried out.

We use indicators to monitor the performance of the Service. We measure our own annual performance as well as benchmark against other fire and rescue services.

We publish our levels of performance each year in our Statement of Accounts, Annual Report and Statement of Assurance documents. The Annual Report identifies what we've achieved in the previous financial year, which helps to inform future plans.

Appendix A to this document sets out our action plan and establishes what we intend to do during the next four years. The action plan is reviewed, refreshed and published each year in line with our performance, the progress we make in implementing our priorities, and any change to risk affecting our communities or the organisation.



## Our Planning Framework

### Direction

Purpose

### Our Plan 2020 - 2024

Corporate Plan

### Supporting Strategies

Safer Communities • Response  
Finance and Resources • People • Governance

### Delivery

Service Development Programme • Departmental and District Plans • Appraisals

### Monitoring and Assurance

Regular Monitoring and Performance Management • Annual Report and Statement of Assurance

Our Plan

# Purpose

Our purpose describes what we are all working towards and is at the heart of everything we do as a Service:

## Safer People, Safer Places

We aim to:

- 🌀 prevent incidents from happening
- 🌀 limit their impact when they do happen
- 🌀 respond in the right way at the right time when we're needed

We want our staff, partners and communities to work for, with and alongside us, to create safer people and safer places.



# Our Values and Behaviours

The values and behaviours of the Service should reflect how our people actually feel about working within LFRS.

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) recommended that **"the service should ensure its values and behaviours are understood and demonstrated at all levels of the organisation"**

An initiative was undertaken in 2019 which included a number of activities designed to provide all members of staff the opportunity to contribute towards establishing an agreed set of values and behaviours for the Service. These included workshop events, a staff survey and advocates seeking the views of staff.

The outcome of these activities were the behaviours our staff most commonly admired and what we will strive to be. These are:



These will become what we are and be embedded throughout the Service by positively influencing recruitment, promotion, appraisals and performance management.

Additional attributes and meanings for each behaviour were identified for clarity, and these are:

## Professional

 **Competent**

 **Reliable**

 **Respectful**

## Positive

 **Constructive**

 **Confident**

 **Enthusiastic**

## Honest

 **Truthful**

 **Trustworthy**

 **Fair**



# Code of Ethics

The National Fire Chief's Council and the Local Government Association has recently introduced a Core Code of Ethics (Core Code) which is designed to guide all Fire & Rescue Service (FRS) employees in their day-to-day conduct, providing professional standards of practice and behaviour to carry out business honestly and with integrity and to underpin organisational culture. It provides the expectations for how employees should behave in any given situation, to assist with decision-making. This code complements our own values and behaviours of Positive, Professional and Honest.

Fire and Rescue Authorities (FRAs) and FRSs will strive to conduct all our activities efficiently, to the highest ethical standards and in compliance with legal obligations.

Ethics are a cornerstone of professionalism. Ethical behaviour is crucial to maintain public trust and confidence, and to continue to build a reputation which people value and are aware of. This Core Code will also support the fire and rescue service in improving the culture and the diversity within it, and will also ensure that an ethical approach is embedded into all areas of service.

The Core Code reflects best practice principles and has been designed to underpin the way we serve our communities, carry out our role, and work together. It is intended to become the common foundation across all services in England.

The FRS Core Code of Ethics identifies five primary ethical principles that are specifically applicable to the FRS. Each of these primary principles is described by a statement that, taken together, signify what good practice by all employees of the FRSs will look like. They lay out the precise forms of ethical conduct and behaviour that every FRS will adhere to in all its activities and in ensuring its employees, feel valued and respected.

## The Five Fire and Rescue Service Ethical Principles






**Putting Our Communities First:** We put the interest of the public, the community and service users first.

**Integrity:** We act with integrity including being open, honest and consistent in everything we do.

**Dignity and Respect:** Making decisions objectively based on evidence, without discrimination or bias.

**Leadership:** We are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.

**Equality, Diversity & Inclusion (EDI):** We continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Priority	Aims	Outcomes
 <p><b>Safer Communities</b></p>	<p><b>Fewer incidents with reduced consequences</b></p>	<ul style="list-style-type: none"> <li>• Targeted prevention, protection and resilience activities</li> <li>• Manage Business and community risk effectively</li> <li>• Effective partnership working</li> </ul>
 <p><b>Response</b></p>	<p><b>Respond effectively to incidents</b></p>	<ul style="list-style-type: none"> <li>• Manage calls to fires and other emergency incidents</li> <li>• Provide 24/7 response to local, regional and international incidents</li> <li>• Supply the appropriate resources and attend incidents to meet the needs of our communities</li> <li>• Meet our communities' expectations in resolving emergencies</li> </ul>
 <p><b>Finance and Resources</b></p>	<p><b>Deliver value for money quality services</b></p>	<ul style="list-style-type: none"> <li>• A well-managed and transparent budget</li> <li>• Robust and efficient procurement activities</li> <li>• Reliable, secure and effective ICT systems</li> <li>• Fit for purpose estate, vehicles and operational equipment</li> </ul>
 <p><b>People</b></p>	<p><b>An engaged and productive workforce</b></p>	<ul style="list-style-type: none"> <li>• The right people</li> <li>• In the right place</li> <li>• Doing the right thing</li> <li>• In the right way</li> </ul>
 <p><b>Governance</b></p>	<p><b>Provide assurance</b></p>	<ul style="list-style-type: none"> <li>• Well-informed communities</li> <li>• Well-informed staff</li> <li>• We'll know what our communities think</li> <li>• We'll know what our staff think</li> </ul>

# Strategies

Our five strategies direct how we'll achieve our aims and objectives. The strategies meet our legislative responsibilities, outline the challenges we face and how we plan to meet them.

## Our Strategies

-  **Safer Communities Strategy**
-  **Response Strategy**
-  **Finance and Resources Strategy**
-  **People Strategy**
-  **Governance Strategy**



There are core statutory duties and other legislation we have to satisfy. These require us to be accountable to the diverse communities we serve and to central government. We have to embed equality, improve our performance, show we are open and accountable, and give value for money.

The most significant driver for change is the requirement to re-align the service delivery model to reflect changes in demand and risk levels. We are going to fewer fires, however other incident types are increasing and becoming more complex due to new vehicle/building technologies, designs and construction methods. This complexity in our role requires different skills and a flexible approach, particularly when working with other services, businesses and local partners to protect our communities.

Financial uncertainty will continue to present challenges whilst legislative change will direct future governance, placing broader duties on us to collaborate with others in the interests of efficiency and effectiveness. All our staff will be exposed to changes in processes and systems with greater dependence on ICT and finding out information for themselves.

During 2018, we were inspected by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) for the first time.

The inspection focused on three pillars which were Effectiveness, Efficiency and People. We were inspected on:

- **How effective are we at keeping people safe and secure from fire and other risks?**
- **How efficient are we at keeping people safe and secure?**
- **How well do we look after our staff**

The details of the inspection are listed in the table. Overall, we were judged as requiring improvement, although we were marked as good in four areas.

<b>Effectiveness</b>	<b>Requires Improvement</b>
Understanding the risk of fire and other emergencies	<b>Good</b>
Preventing fires and other risks	<b>Good</b>
Protecting the public through fire regulation	<b>Requires Improvement</b>
Responding to fires and other emergencies	<b>Requires Improvement</b>
Responding to national risks	<b>Good</b>
<b>Efficiency</b>	<b>Requires Improvement</b>
Making best use of resources	<b>Requires Improvement</b>
Making the fire and rescue service affordable now and in the future	<b>Good</b>
<b>People</b>	<b>Requires Improvement</b>
Promoting the right values and culture	<b>Requires Improvement</b>
Getting the right people with the right skills	<b>Requires Improvement</b>
Ensuring fairness and promoting diversity	<b>Requires Improvement</b>
Managing performance and developing leaders	<b>Requires Improvement</b>

We have created an HMICFRS Improvement Plan to address the areas identified for improvement following the inspection. The tasks involved are linked to our strategies and will be delivered through department and district plans. The next HMICFRS inspection will take place in May and June 2022.



## Safer Communities Strategy

### The Challenge:

**Fire deaths and injuries have a strong link with social deprivation and the health and wellbeing of individuals. Fire has more of an impact on the elderly and vulnerable groups within our community. Reducing the risk to these represents a sizeable challenge, particularly when set against an ageing population.**

Putting communities first, we need to continue to identify and engage with those who are vulnerable to fire and other emergencies. We need to deliver risk based prevention and protection activities, improve community resilience and reduce the likelihood and impact of these emergencies.

We want to deliver effective services in all our communities with a person centred approach. We will do this by working with partners, evaluating and improving our engagement with communities and better understanding their needs. To do this efficiently we need to develop our staff, make best use of resources and review partnership activities.

We must be prepared to meet any challenge that reduces our ability to keep our communities safe and secure. We will do this by planning for and responding to events that impact on our staff, our infrastructure, business functions and core services.

The diverse range of domestic properties, commercial and industrial sites as well as other infrastructure within our area present varying degrees of risk, not just limited to fire. We will continue to learn from national and local incidents when developing our operational preparedness. We will ensure that our staff have access to accurate, relevant and timely information and work with partners to assist us to mitigate the impact of emergencies when they occur.



Leicestershire Fire and Rescue Service



## Safer Communities Strategy Cont'd

### Meeting the Challenge:

To achieve safer people, safer places we will:

- ✓ Develop our staff to improve their productivity and effectiveness in delivering better outcomes for our communities
- ✓ Deliver targeted, innovative safety education and inspections through skilled staff
- ✓ Better understand our communities needs through improved engagement with them
- ✓ Improve partnership working to enable us to identify, support and protect those vulnerable to emergencies
- ✓ Work with partners to promote health and wellbeing of our communities to keep them safe and well, informing and warning them of risks that may occur
- ✓ Identify and share organisational learning of local and national events to reduce the likelihood of reoccurrence
- ✓ Provide accurate, relevant and timely risk information supporting prevention, protection and resilience activities
- ✓ Create a proactive health, safety and wellbeing culture
- ✓ Develop and test arrangements to protect our own business from the impact of incidents and emergencies
- ✓ Continually monitor and evaluate the effectiveness of our activities







## Response Strategy

### The Challenge:

**The nature and range of emergency incidents we respond to has changed in recent years, but the expectation of the community remains the same. When emergencies happen, we respond in the most effective and safe way to protect and limit damage to life, property and the environment.**

We need to ensure that our staff are competent and our firefighting vehicles are available.

We will continue to be flexible in the way we manage and deal with emergencies, from receiving the call to after the incident, whilst seeking to develop collaborative opportunities in our response to emergencies.

Our key priorities must be to ensure that we have the right people, in the right place, doing the right thing, in the right way, maximising capacity, to enable us to meet our communities' expectations.

**We need to understand what our communities expect and what is important to them; only then can we deliver an effective response.**

### Meeting the Challenge:

To meet community expectations of the right people, in the right place at the right time, we need to adopt different ways of working to support the availability of emergency response vehicles.

We will:

✓ **Be ready to respond to emergency incidents;**

Emergency calls answered and managed effectively

Equipment and PPE well maintained

Fire engines available to respond with competent staff

Support the health and wellbeing of our staff

✓ **Understand the risk**

Identify the risks to the public and review plans to minimise these risks

Understand, plan and exercise for the risks our Firefighters may face

✓ **Identify those that may be vulnerable to fire**

Reduce accidental fires in the home

✓ **Review how we perform**

Review post incident and training debriefs to identify improved ways of working.

Ask those who used our services how we performed.



## Finance and Resources Strategy

### The Challenge:

**We need to continue to develop, review and work in partnership internally and externally to provide quality services, evaluating their effectiveness to maximise our resources against a backdrop of continuing financial uncertainty.**

We need to harness and develop ideas, encourage innovation and ensure that our systems are available, accessible and secure, with effective and efficient processes to support service delivery.

We need to continue to maintain, modernise and develop our estate, fleet and equipment, considerate of our environmental impact, diverse workforce and changing delivery models.

### Meeting the Challenge:

To meet the challenge, we will:

- ✓ Develop and agree a medium-term financial plan, set a balanced budget for each financial year, manage and report spend against it
- ✓ Deliver effective financial services to current and ex-employees, suppliers and customers
- ✓ Develop our workforce and work with partners to improve procurement arrangements
- ✓ Improve the security, accessibility and functionality of our ICT infrastructure
- ✓ Listen to the ideas of our workforce and deliver innovative solutions that benefits service delivery, the environment, our workforce, or realises efficiencies
- ✓ Work with others where it is financially, corporately or operationally advantageous to do so without reducing the quality of service
- ✓ Evaluate and produce plans to develop, maintain and modernise our estate, fleet and equipment provisions, ensuring they are fit for purpose, cost effective, considering the impact they have on the environment and service delivery.





## The Challenge:

The safety of our workforce and communities is the priority, however the external environment in which we operate continues to change. This can affect the type of work performed by our workforce, how much money we have to spend and the profile of our workforce.

There is the need for people to understand the part they play in ensuring the Service puts the community first and achieves our purpose of 'safer people, safer places'. We want people who can encourage innovation and creativity; motivate the people that work with them; create an engaging environment and listen to the values and views of our diverse workforce.

As well as those leadership skills, we should aim to have people who can effectively manage their teams by providing clarity and consistency along with policies and procedures that enable them to manage in a way that balances the needs of the individual with the needs of the organisation.

This is not just people in management roles, we need to help our staff understand the changing demands and role of the fire and rescue service; working in partnership with others and embracing ownership and accountability.

It's difficult to predict the rate at which people will leave the Service. There are new duty systems, pension regulations and changes in tax laws that affect levels of reward and retention. Limited opportunities exist for career progression for our support staff.

Operationally, fewer fires mean more training and simulation is needed that immerses people in realistic training scenarios to equip and prepare for emergency response.

Exposure to different experiences and emotions within the broader range of activities means our challenge is to minimise the impact that this has on an individual's physical and mental wellbeing.

An additional challenge is making our workforce more representative of the communities we serve. We need to identify which aspects need to change to increase the appeal of working for the Service to women, black and minority ethnic groups and other protected characteristics.

On-Call availability is an increasing challenge with a reduction in available people, reduced incidents and an expanding role that needs new skills. Our challenge is to attract, recruit and train within a reduced time frame, then retain their services.





## People Strategy Cont'd

### Meeting the Challenge:

We recognise that staff need clear direction along with developing new skills. This strategy acknowledges the value of diversity of thought, values and beliefs of our workforce. If we are to build on our success, we need to develop leadership behaviours that generate trust, encourage a sense of responsibility and communicate a shared purpose.

We need multi-skilled, flexible staff who engage effectively with people in different environments who focus on customer service. An essential component to all this is having a workforce that reflect the communities we serve.

We will:

- ✓ Through communication, engagement and leadership, ensure everyone who works for Leicestershire Fire and Rescue Service understands the pivotal role their individual contribution plays in contributing to achieving Our Plan and serving our community.
- ✓ Provide clear expected standards of technical and behavioural competence and ways for people to understand their own performance, governed and assured against national guidelines and standards.
  - ✓ Embed our values and behaviours and the NFCC Core Code of Ethics into all our actions.
  - ✓ Include a competency framework in relevant people processes.
  - ✓ Deliver worthwhile, regular situational feedback and performance and development reviews.
- ✓ Provide a blended range of training resources that support the development of knowledge, skills and behaviours for growth in role as well as promotion.
- ✓ Design and communicate fair and transparent career pathways that support people in reaching their full potential.
- ✓ Review the individuals and the organisation's experience of all people processes and policies; from selection through to exit.
- ✓ Align and evolve the activities that enable us to get the right people, with the right skills, in the right roles, at the right time and at the right costs; this is workforce planning.
- ✓ Understand the needs and deliver interventions to prevent physical and mental ill health. Direct people to support services when they need.
- ✓ Seek to address the barriers to recruiting a diverse workforce and creating an inclusive working environment.
- ✓ Collect and analyse people related data in order to make evidence based decisions that improve the performance of our service.



## Governance Strategy

### The Challenge:

**The core principles of good governance encourage openness and comprehensive stakeholder engagement.**

To do this, we need to understand what our communities need. We need to engage with them and have reliable, timely and understandable information to help us make informed decisions. We need to know how well we are doing and make effort to do better in areas identified for improvement.

We also need to engage internally to ensure that those who work for our organisation are given opportunities and have the ability to communicate openly and transparently. By doing this we will work together to deliver a clear direction for the future and better explain any change.

With robust governance arrangements in place, we will be ensuring that we are able to act with integrity and demonstrate a strong commitment to ethical values. This will be supported by implementing good practices in transparency reporting.

We want to be sure we are doing the right things for our diverse workforce and the different communities we serve.

### Meeting the Challenge:

We will:

- ✓ engage with staff and all communities on major changes affecting our Service
- ✓ promote open and honest communication across the Service
- ✓ make our plans and policies available and easy to understand
- ✓ seek the views of our communities on how we do things
- ✓ collect, manage and use information effectively publishing what we are legally required to do
- ✓ monitor and report on our performance so everyone knows how we are doing
- ✓ support independent audits and inspections.







## Monitoring and Review

**Monitoring the successful delivery of our Corporate Plan/IRMP, our strategies and our district and departmental plans is undertaken throughout the year.**

Our plans will have a diverse range of activities within them that link into the outcomes of the strategies. Governance arrangements for these tasks will vary. The Combined Fire Authority and Corporate Governance Committee will oversee key areas, with other tasks monitored and challenged throughout the year depending on their corporate significance through the Senior Management Team, Tactical Management Team, Service Development Programme, departmental and other management meetings.



# Measuring Success

**The success of these strategies will come from measuring how well we achieve the outcomes.**

To do this, we will compare ourselves with other fire and rescue services and ask our communities how well they think we are doing. Things we do will have their own success criteria and will feature within all our departmental and district team plans and projects.

We will:

- ✓ know how well we engaged with staff and our communities on major changes affecting the Service and if our plans were available and easy to understand
- ✓ obtain community feedback on our performance
- ✓ have audit and inspection reports telling us how we've done
- ✓ share the key decisions we make with staff and communities
- ✓ have effective data capture and management reporting
- ✓ publish our data and key performance indicators
- ✓ share information about our successes
- ✓ have an external audit unqualified opinion on our annual Statement of Accounts, Value for Money conclusion and Annual Governance Statement
- ✓ have no significant loss of functionality through ICT system downtime
- ✓ achieve all compliance standards
- ✓ meet statutory requirements for responding to Freedom of Information requests
- ✓ measure delivery against time, cost and quality on projects
- ✓ publish an Annual Report and Statement of Assurance



# Integrated Risk Management Plan (IRMP)

## What is an IRMP?

An IRMP must assess all foreseeable fire and rescue related risks to our communities, and put in place arrangements to respond to and deal with them. It must cover at least a three-year time period, be regularly reviewed, reflect local risk, be developed through consultation and be accessible and cost-effective. The planning process should also have regard to risks of a cross-border, multi-authority and national nature.

**Our IRMP process is designed to keep people and places safe and takes account of the risks faced by our communities, including the consequence of fires, road traffic collisions, flooding and collapsed buildings amongst others. It's focused on how best our resources can be used to manage and/or reduce and limit the risks.**

## Reviewing Our Risks

When we develop an IRMP, we engage with multiple partners and use a variety of sources to review existing risks and identify new ones. These sources include historical incident data, demographic data, performance data, high risk location information and local development strategies. We also consider the impact of wider changes in society, including government policy, economic growth and technological progress.

For our emergency response capability, the key areas we look at are availability of resources, response times to incidents and the individual station demand profiles. We also consider our prevention and protection activities in our future planning, reviewing the use and allocation of our available resources to mitigate the impact of identified risks.

All this data and information helps us understand the needs of our communities, identify locations of potential peak demand, and assess our capacity

to respond. It's also used to anticipate trends that may result in an increase in demand as well as opportunities to reduce the current levels.

## Assessing Risks

Our Community Risk Model (CRM) uses all this information to predict where a serious incident is more likely to occur, relative to other locations within our area. It combines the overall level of deprivation with historic incident data and identifies localities which are more likely to require our response, relative to other localities. The result is a broad view of risk at a locality level, which then informs our decisions about where we should best allocate our resources.

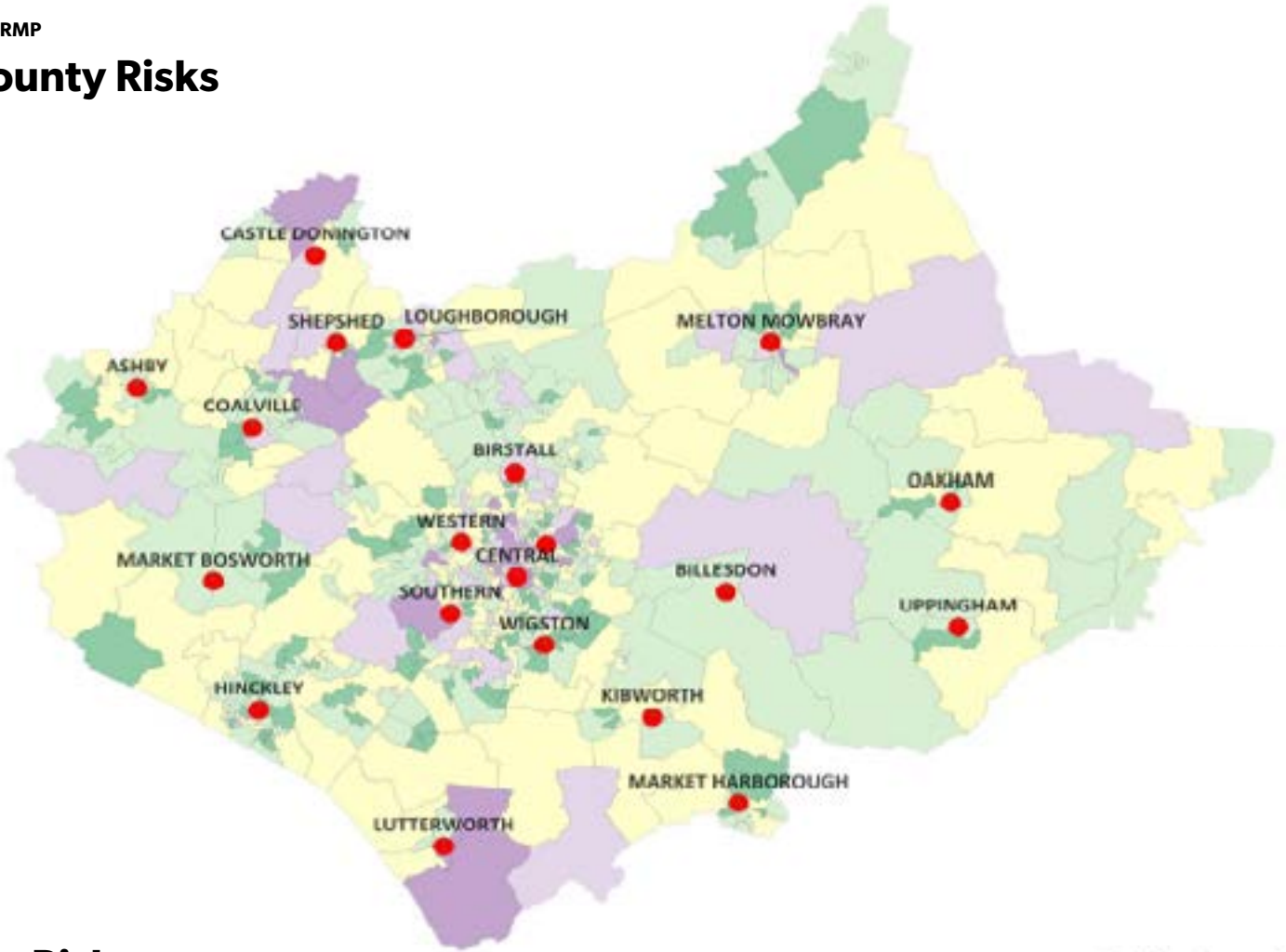
We've mapped our station locations on to the CRM to show how they are currently placed to reflect the potential risks within our communities.

The map shows how each locality has been given a risk category depending on the level and types of incidents attended and overall levels of deprivation. Incidents which are more likely to result in death or injury have been weighted higher.

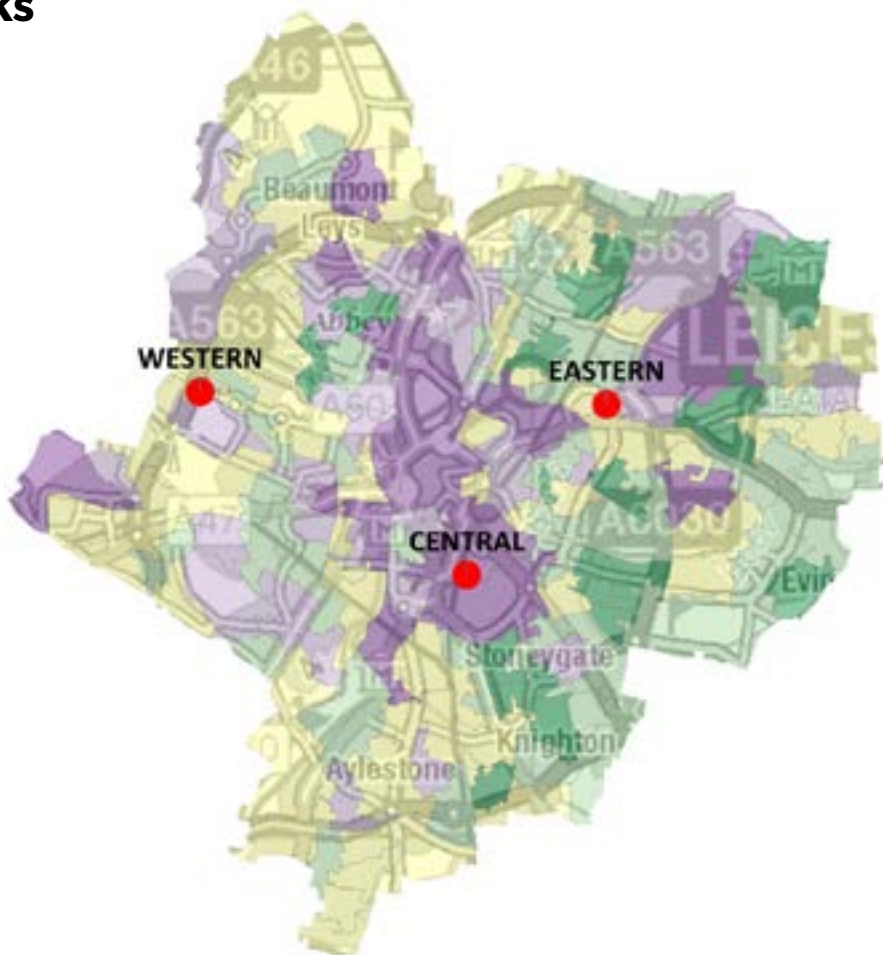


IRMP

# County Risks



# City Risks



## Risk Level

- VERY HIGH
- HIGH
- MEDIUM
- LOW
- VERY LOW

# Managing the Risks

Risks can come from anywhere. They can make things harder to do as activities need more resources or time to complete or they present opportunities to do things better, more efficiently or in a shorter timescale. All risks, whether legal, financial, operational, safety or project related, will be managed effectively using our Organisational Risk Management process. The Organisational Risk Register will list the most significant risks and what's done to reduce the impact and severity of them. For wider risks affecting our communities, please refer to our Community Risk Register.

Having identified the areas of risk, we use a variety of methods to minimise the risks to our communities. All our risk management work will be contained within individual district and departmental plans.



# Our 2020 - 2024 IRMP

## Proposals and Consultation

**The data we have analysed supports our view that we should use our staff and fire engines efficiently and effectively in undertaking our prevention, protection and response activities. The 2020-2024 IRMP proposals will provide us with the flexibility to do this in a way that ensures we maximise the use of these resources.**

The location of our stations meets the foreseeable demand and risk that the Service has to respond to. As such we will not be suggesting any changes to the locations or number of our stations during the 2020-2024 IRMP. We will need to refurbish or redesign elements of them for our staff, partners and community needs.

The seven proposals which were agreed by the CFA in June 2019 were subject to public consultation which ran for 12 weeks from 3 September to 25 November 2019.

They were to:

- ✓ use our fire engines flexibly, aiming to attend life threatening incidents in an average of 10 minutes
- ✓ use our firefighters efficiently and flexibly to maximise our fire engine availability
- ✓ purchase a second high reach appliance to replace the older one of the two vehicles
- ✓ continue to undertake our education and enforcement activities, targeting those most at risk
- ✓ continue to collaborate with other blue light services and our partner agencies to support our purpose of safer people, safer places
- ✓ enable our staff to do the right thing to help our communities
- ✓ implement alternative crewing arrangements in the event of the Service moving away from the current Day Crewing Plus duty system

It is estimated that over 70,000 individuals, businesses, schools, councils, community and minority groups, charities, disability and voluntary groups, staff members and interested members of the public have been engaged in the consultation via a range of different communication methods. The outcomes of the consultation were contained in the consultation summary report which was presented to the CFA in February 2020. The CFA agreed that all seven of the proposals should be implemented.



Educating and advising communities on fire and other safety matters to prevent fires and other emergencies

Responding efficiently and effectively to incidents and limiting the impact of an emergency on communities



Enforcing fire safety legislation amongst businesses and public bodies to protect them from harm in the event of an incident

Ensuring we can continue to provide our services irrespective of major unplanned or unforeseen local or national risks



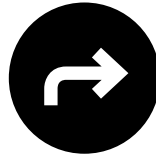
## Prevention

We believe prevention is better than cure. We recognise that risk reduction begins with safe behaviours at home, at work, or on the road. We work with local organisations and partners to target those people who are more vulnerable and likely to be affected by fire and other emergencies. This is done by sharing information and risk profiling.



## Protection

We have a legal duty to give advice and enforce fire safety standards across a wide range of commercial and public buildings to keep people safe. The focus of our protection activity is guided by a combination of the features of the building, risks of the premises type, local and national incident trends, or fire safety concerns from our communities. We carry out a programme of inspections at a variety of buildings based on risk. The level of enforcement action we take increases in line with the severity of risk at each building.



## Response

There are times when prevention and protection activity cannot stop incidents from occurring, and when they do our priority is to ensure we can respond effectively to them. We send the right number of people with the right skills and the right equipment to manage and resolve the incident.



## Resilience

We look to provide an effective emergency response service even when the levels of demand are high. To meet this requirement, we already have agreements in place with all our neighbouring fire and rescue services to provide mutual assistance and support. We are part of a national agreement and network of resources and can provide and receive support from all over the country.

In addition to the fire and rescue network of which we are a part of, we are also members of the Local Resilience Forum (LRF) and play a key role in the development and exercising of plans to deal with major incidents and risks across Leicester, Leicestershire and Rutland and those highlighted in the Community and National Risk Registers. This multi-agency approach ensures high levels of confidence in the emergency plans and business continuity arrangements we've developed.

Work with the LRF also encourages community resilience, working in collaboration with our partners to make our communities self-reliant and resilient in the event of an incident or challenging scenario e.g. severe weather, floods, snow, or water shortages.

# Our Future Resources

Our budget strategy summarises the proposed budget and shows the forecast position until 2023.

## Budget and Income

	2021-22 (£000)	2022-23 (£000)
<b>Council Tax</b>	22,886	24,873
<b>Business Rates</b>	10,104	10,821
<b>Collection Fund Surplus/(Deficit)</b>	(156)	(648)
<b>Revenue Support Grant</b>	4,343	4,475
<b>Fire Pensions Grant</b>	1,795	1,795
<b>Local Council Tax Support Grant</b>	333	0
<b>Service Grant</b>	0	621
<b>Other Grant</b>	787	1,137
<b>Fees &amp; Charges</b>	356	346
<b>Total Income</b>	<b>40,448</b>	<b>43,420</b>

\*Note – Our Band D Council Tax cost is £74.29 per year. This is the cheapest in the East Midlands and will remain in the lowest quartile of combined fire authorities in England.

# Financial Resources

## Revenue Budget and Capital Programme

Our **revenue budget** pays for day-to-day firefighting and prevention work. Our **capital programme** pays for works of long-term benefit. Our programme up until 2024/25 consists of improvements to fire stations, purchasing response vehicles and equipment and purchasing ICT systems and equipment.

## How Our Financial Strategy Supports the IRMP

The challenge for our plan is to support the re-alignment of the service delivery model described in the IRMP at a time of financial uncertainty.

We've managed to make savings and the increase in Council tax preset has provided capacity for growth. To secure longer term sustainability, we aim to:

- (a) avoid new borrowing or leasing, funding replacement firefighting vehicles from revenue wherever possible
- (b) set aside a budget for our estate, which we will use to improve the operational efficiency of buildings



# Our Fire Stations and Firefighting Vehicles



## Wholetime

Birstall 

Castle Donington 

Central  

Eastern  

Loughborough  

Southern 

Western 



## On-Call

Ashby 

Billesdon 

Kibworth 

Market Bosworth 

Uppingham 

Shepshed 



## Wholetime and On-Call

Coalville  

Hinckley  

Oakham  

Wigston  



## Wholetime during day and On-Call at night

Lutterworth 

Market Harborough  

Melton Mowbray  

**In total (as at 1 January 2022): 20 stations**

## Operational Staff Resources

As at 1 March 2022, we have 348 Wholetime and numerous On-Call staff working a variety of hours. We're planning further recruitment during 2022 to ensure we can balance both the Wholetime and On-Call establishment levels as staff retire or leave.

## Corporate Resources

**This plan is a combined document which sets out all our priorities between now and 2024. This section highlights what we plan to do to our non-operational or 'corporate resources'.**

### Our Estate

We maintain an estate that consists of twenty fire stations, a Service headquarters, an occupational health facility and a vehicle/equipment maintenance centre. We've completed condition surveys on these buildings and are undertaking a programme of works to deliver the required maintenance improvements. We also have a training and development centre which we are looking to relocate and improve. The level of work depends on the budget and the most cost effective solutions, be that refurbishment or redevelopment. At no time during any building works will we compromise our ability to deliver all the services we need to.

### Our Fleet of Emergency and Non-Emergency Vehicles

We maintain a wide range of vehicles that enable us to respond to emergency incidents and carry out all the work we need to do each day. The fleet replacement programme is ongoing and we'll continue to replace special appliances and update our fire engines. Projects will be initiated to manage the replacements; the cost of doing so has been included within the 2024-25 capital programme.

### Improving the Efficiency of Support Services

Our support services enable the frontline to operate efficiently. Some of these services are shared with other organisations to improve value for money. We'll continue to streamline processes to reduce bureaucracy and increase capacity across all support services.

# Community Engagement

**We're committed to transparency and openness in all that we do. We want to maintain a close relationship between decision makers, and those affected by the decisions made – our communities. Consultation and engagement with our communities is vital to us in shaping our future and our priorities.**

Work to review the IRMP during 2019 involved full consultation with our communities whose feedback was used by the CFA in deciding which proposals to implement. Our plans set out how we will progress the decisions that were made and when they will be implemented.

We will review, update and publish our action plan annually, in line with progress and updated risk profiles, models and information. We will consult on any proposals that would affect the services to our communities, including the levels of emergency cover. The extent and the manner of consultation will depend on the nature of the proposal and who it will affect.

If you have any comments, or would like any more information on anything in this document, please contact us via one of the methods below.

If you wish to find out more about us, the work we do, or the authority itself, our website provides everything you need to know:

**leics-fire.gov.uk**

You can also keep in touch and find out more by following us on Facebook and Twitter @LeicsFireRescue.

**Alternatively, you can contact us at:**



**Leicestershire Fire and Rescue Service**

**Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU**

**Tel** 0116 2105555

**Fax** 0116 2271330

**Email** [info@leics-fire.gov.uk](mailto:info@leics-fire.gov.uk)

**leics-fire.gov.uk**

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# Glossary

## **Aerial Ladder Platform**

A vehicle with an extendable ladder platform for fighting fires and facilitating rescues at height

## **Automatic Fire Alarm**

Emergency incidents caused by the automatic operation of either a fire alarm or firefighting equipment (e.g. sprinklers), but on arrival there was no fire present

## **Day Crewing Plus**

Fire engine crewed by wholetime employees who work a self-rostered 24-hour shift system and are immediately available to respond to emergency incidents

## **Day Crewing**

Fire engine crewed by Wholetime employees who work a self-rostered 12-hour shift system and are immediately available to respond to emergency incidents

## **On-Call**

Fire engine crewed by employees who are available to respond to emergency incidents from home or work, alerted by a pager

## **Primary Fires**

Fires involving casualties, property or any other items that are insurable

## **RTC**

Any emergency incident that involves a road traffic collision

## **Secondary Fires**

Small fires, such as grass, rubbish, derelict or abandoned vehicles

## **Wholetime**

Fire engine crewed by Wholetime employees who work a shift system and are immediately available to respond to emergency incidents

# Appendices



# Appendix A – Action Plan 2022-23

Our corporate action plan details the main pieces of work that we plan to carry out to meet our aims and achieve our outcomes. They are the larger, more significant packages that will be carried out as projects or reviews. They will be monitored and governed in line with our policies and procedures. They don't include our day-to-day work, which takes up the majority of our time.

The actions are grouped by corporate aim, but many of them will help us achieve multiple, or indeed all, aims and intended outcomes.

The majority of actions are from our integrated risk management planning process, others from our corporate planning, previous plans, capital programme and Central Government requirements.

The plan is monitored, reviewed and updated regularly and refreshed each year. It will be published to ensure it's current, achievable and affordable.



## AIM 1:

**We want to achieve fewer incidents with reduced consequences**

### To do this we will:

Continue to undertake our education and enforcement activities, targeting those most at risk

Deliver the required improvements identified in the reports following the Grenfell fire

Ensure effective risk management at incidents by improving assurance processes

Develop and maintain plans or procedures for the top 10 risks identified on the Community Risk Register

**AIM 2:****We want to respond effectively to incidents****To do this we will:**

Use our fire engines flexibly, aiming to attend life threatening incidents in an average of 10 minutes

Use our firefighters efficiently and flexibly to maximise our fire engine availability

Implement alternative crewing arrangements in the event of the Service moving away from the current Day Crewing Plus duty system

Undertake Operational exercises with neighbouring Fire and Rescue Services and multi-agency partners to test our interoperability and ensure efficient and effective response

**AIM 3:****We want to deliver value for money quality services****To do this we will:**

Purchase a second high reach appliance to replace the older one of the two vehicles

Relocate and centralise our Learning and Development facilities

Continue to collaborate with other blue light services and our partner agencies to support our purpose of 'safer people, safer places'

Develop the bistro area of the headquarters building to maximise office and training space

Refurbish Western Fire and Rescue Station



**AIM 4:****We want an engaged and productive workforce****To do this we will:**

Design and deliver learning and development interventions that ensure we have a competent, professional workforce who can help our communities

Implement improvements based on the staff feedback to improve the employee experience

Develop the knowledge, skills and behaviours of our leaders in order for them to engage and motivate their teams

Introduce a range of interventions that prevent workplace stress and help people manage stressful situations

Take action to get the right people, with the right skills, in the right roles, at the right time and at the right costs who represent the communities we serve

**AIM 5:****We want to provide assurance****To do this we will:**

Implement the findings from the multiculturalism and fire safety research

Implement our HMICFRS Improvement Plan

Achieve compliance with the fire standards approved by the Fire Standards Board

Improve engagement with our communities





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