

North Wales Fire & Rescue Authority

Maintaining Momentum

**Help to Shape
Your Fire & Rescue Service**

**Integrated Risk Management –
3rd Year Action Plan**

December 2005

Foreword by Councillor Trevor Roberts, Chairman of North Wales Fire and Rescue Authority.

In April 2003, the Office of the Deputy Prime Minister directed all Fire Authorities in England and Wales to produce an Integrated Risk Management Plan (IRMP). The main aim of the plan is to secure an increasingly productive fire and rescue service that is more responsive to local circumstances and therefore better able to provide protection against fire and other hazards. The emphasis is on proactively preventing fires, rather than reactively fighting them.

In April 2004, North Wales Fire & Rescue Authority was pleased to publish its first IRMP, entitled **Preventing, Protecting, Responding** following a lengthy process of critical analysis taking a fundamental look at the way our Fire & Rescue service in North Wales carried out its day to day functions.

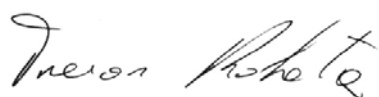
This was followed by our second year action plan **Your Service, Your Safety, Your Voice** which was adopted in April 2005. Our overall goal in these plans is to improve and modernise our services. We are again asking you, our communities in North Wales, what you think of our proposals in this our third year action plan.

A lot has happened since the publication of our second year action plan. Fire and Rescue, has become a devolved matter to the Welsh Assembly Government and we are looking forward to receiving guidance for future IRMPs from the Assembly in due course.

But in the meantime we want to maintain the momentum we have built through the IRMP process. We therefore invite you to consider our proposals for this third year, 2006 to 2007, and to send us your comments, opinions and ideas.

We would like to thank you in anticipation of your response, and assure you that all contributions will be taken into account when we come to finalise our third year action plan.

We look forward to hearing what you think of our proposals.



Chairman of the Fire and Rescue Authority.

ABOUT THIS DOCUMENT

This document should be read in conjunction with our original IRMP and our second year action plan (2005-06); both are available on our website. The actions planned for the third year (2006-07) are proposed to supplement and support our first IRMP and second year action plan, not to replace or change them. The risks we identified in 2003 are still as valid now as they were then. The action points described in this document relate to our management of those risks.

If you wish to make comment on our proposed third year action plan, please refer to the last page of this document for details.

To date there has been no specific guidance on IRMPs from the Welsh Assembly Government although the Assembly has requested that consideration is given to the deferral of certain elements of IRMP activity involving the permanent reallocation of resources. This is because the Assembly has indicated that the revision of guidance is to be published shortly.

Another significant factor affecting the production of an IRMP this year is the Welsh Assembly Government's commitment in its National Framework to a response standard. The Assembly has intimated that the development of a response standard is a prerequisite to IRMP guidance. The release of a response standard is also thought to be imminent and may have a significant impact on how resources are placed in the future. Given these factors this third year action plan, while building on previous IRMPs, is understandably limited.

However, it is our intention to carry out another fundamental review of the Service when this guidance has been received.

The 'Further Proposals' are exactly that – they are designed to carry forward and complement the existing IRMP and second year action plan. Any outstanding actions are continuing from our previous plans and will automatically be carried forward into this third year.

The pages that follow the 'Further Proposals' section set out the risks that were originally identified, the original action points, supplementary action points from our second year plan and a commentary on how things are progressing with a fuller explanation of our proposals.

In addition to the risks specified in our IRMP, we also identified areas for research to enable us to come to an informed view on how best to progress in relation to a set of specific issues. This work continues.

Towards the end of the document you will find a short list of abbreviations, which we hope you will find helpful for reading this document. More detailed definitions and interpretations are included in the 'Jargon Buster' sections of our IRMP.

FURTHER PROPOSALS FOR OUR 3rd YEAR ACTION PLAN

ACTION PLAN – POINT 1 YEAR 3

To implement the findings of the Special Appliance review. This will see the introduction of a specifically designed dual purpose appliance. It is also proposed to upgrade all hydraulic rescue equipment on frontline fire engines and subsequently implement a staged removal of Emergency Tenders. We will also adopt a 30 minute attendance standard for aerial appliances enabling the Authority to reduce the aerial fleet from four to three. The three aerial appliances will be based at Bangor, Rhyl and Wrexham.

Financial Implications

There are additional long term cost implications in the capital budget for dual purpose appliances. Upgrading hydraulic rescue equipment is an existing budgeted cost. Staged removal of Emergency Tenders and a 30 minute standard for aerial appliances would see a saving of capital. There would be a reduction in revenue costs in the long term crewing levels would be reduced to reflect the number of aerial appliances.

Link to the Original IRMP

Risk 6

Link to 2nd Year Action Plan.

Point 6 & Point 7

ACTION PLAN – POINT 2 YEAR 3

To charge for persistent and repeated false alarms from automatic fire alarm (AFA) systems. False alarms from AFAs represent a quarter of the Fire and Rescue Service's operational workload and unnecessarily ties up vital life saving resources. Research shows that over 98% of all calls from AFAs were not as a result of fire. This is a problem that is not reducing even though the Service has been proactive in assisting the managers of premises to deal with faulty and troublesome AFAs. The Service believes it is time to provide a financial disincentive to those premises who fail to address this problem.

Financial Implications

A charging regime would see short term income generated that could be utilised to improve community fire safety education. There may be some cost in administering charging given the current level of false alarms. In the long term it is considered that charging would substantially reduce operational commitment and therefore associated costs. This could be considerable given that 50% of some stations operational workload is through attending AFAs.

Link to the Original IRMP

Risk 3

Link to 2nd Year Action Plan.

None

FURTHER PROPOSALS FOR OUR 3rd YEAR ACTION PLAN

ACTION PLAN – POINT 3 YEAR 3

To trial Co-responding at Porthmadog, Harlech and Barmouth fire stations. This is as a result of consultation with Welsh Ambulance who identified a service need in Gwynedd. Co-responding is the simultaneous attendance with the Ambulance to life threatening medical emergencies in locations where a suitable fire service resource is more readily available. This will provide additional life-saving services to local communities. A trial is important as it will allow for further analysis of the impact on fire and rescue service resources. Co-responding is one of the aims of the Welsh Assembly Government's National Framework.

Financial Implications

There will be no training costs as this is provided by the Ambulance Service. The provision of equipment can be sourced through grants and sponsorship. There is a cost attached to mobilising a crew to an incident as per their duties.

Link to the Original IRMP
Future Challenges Section
Link to 2nd Year Action Plan.
Point 8

ACTION PLAN – POINT 4 YEAR 3

To engage more with households in our rural communities. When looking at a wide range of operational issues the Fire and Rescue Service has conservatively estimated that there are 2500 dwellings in North Wales more than 20 minutes away from one of our 44 fire stations. We plan to develop a community fire safety package that meets the needs of these households by providing home fire safety checks, smoke alarms and assistance with an escape plan. We will also identify the most accurate location information to assist our fire crews.

Financial Implications

There is no new cost associated with this improvement in service delivery as it will form part of the community fire safety programme for 2006/7 and utilise the appropriate existing budget provision.

Link to the Original IRMP
Risk 4
Link to 2nd Year Action Plan.
Point 1 & Point 2

ACTION PLAN – POINT 5 YEAR 3

New technologies provide an opportunity to improve service delivery. Automatically identifying a location would help us to mobilise the most appropriate fire service resources to an operational incident. Knowing the exact location of a fire engine or an individual operational manager would assist Control operators to assign resources in an accurate and dynamic way. It is proposed that research is undertaken to narrow down the range of suitable solutions and fully examine the benefits and cost implications.

Financial Implications

There are no initial costs associated with undertaking research within the Fire and Rescue Service. This will be incorporated into the work programme for the Service's Operational Support and Development Group for 2006/7.

Link to the Original IRMP
Risk 4 & Risk 6
Link to 2nd Year Action Plan.
None

FURTHER PROPOSALS FOR OUR 3rd YEAR ACTION PLAN

ACTION PLAN – POINT 6 YEAR 3

The Fire and Rescue Service collects a considerable amount of data from all areas of the organisation. This data can be operational, giving facts and figures on our attendance at incidents, the type of incident, the persons involved, etc. or related to the organisation itself, from personnel, health & safety and financial systems. The fire safety databases record our inspection requirements and workloads. These are just a few of the many systems the Service uses for information. The Service would benefit from an overarching performance monitoring system that would take all these diverse and separate areas and provide a consistent reporting viewpoint that can be accessed by both staff and members of the public via our website.

Financial Implications

There are no new costs associated with this improvement. Specific IT software is already available to the Service and is licensed on an annual basis. The training of staff to input and collate data will form part of their own individual training programmes.

Link to the Original IRMP

Risk 6

[Link to 2nd Year Action Plan.](#)

None

ACTION PLAN – POINT 7 YEAR 3

Following the adoption of the new management structure at the end of 2004 it has been identified that the provision of managers for operational incidents has not been reviewed since the amalgamation of the former Gwynedd and Clwyd Fire Brigades in 1996. The Service's operational managers undertake incident command to ensure correct operational procedures are in place, issues of health & safety for personnel are fully assessed and the continued management of dynamic and evolving incidents. It is proposed that a thorough review based on historical evidence of incident data is undertaken to inform the Service on the appropriateness of its current provision and recommendations for change.

Financial Implications

There is no new cost associated with this research.

Link to the Original IRMP

Risk 8

[Link to 2nd Year Action Plan.](#)

None

Risk N^o.1

People continue to die in fires, and yet the warning signs are often very clear

We recognise that our single highest priority has to be to reduce the incidence of deaths from accidental fires in North Wales.

We also recognise that one of the most effective ways of keeping people safe from fire is to equip them with the knowledge and support they need to manage their own safety.

With modern technology we are becoming increasingly proficient at distinguishing which groups of people are most likely to experience a fire, which helps us to target our efforts at the most vulnerable members of society.

We will continue with this profiling work, and at the same time we will plan our work so that our limited resources are used to best effect.

Actions to Manage the Risk

As a way of reaching more people more effectively, we intend to expand and reorganise the way we provide fire safety advice to our communities by:

- Increasing the amount of Community Fire Safety work undertaken by the Service by introducing a new structure to enable closer working within local authority areas.
- Assessing the potential for employing non-operational staff for Community Fire Safety work.
- Utilising retained personnel to undertake Community Fire Safety work in their own local community.
- Researching the effectiveness of existing shift times at 24 hour shift fire stations to find ways to accommodate additional Community Fire Safety work alongside intervention duties.

SUMMARY OF PROGRESS ALREADY MADE

The new management structure is now fully integrated into the Service. County safety managers have been appointed for each one of the seven county areas (Each based on a Unitary Authority boundary except for Gwynedd which has been split into North and South because of the large geographical area). This has provided added ownership and identity in working closely with each one of the six Authorities relevant departments.

Appointments were made earlier this year after investigating the potential of non-operational staff carrying out CFS work. Each County area now has a full time CFS practitioner.

Retained personnel are now fully engaged in delivering CFS at the majority of the thirty-six retained stations across North Wales.

The review of the effectiveness of the current shifts will continue to ensure the most efficient use of resources.

A tiered Community Fire Safety planning regime is now in place as part of the new management structure improving planning and delivery of the CFS function.

WHAT WE INTEND TO DO NEXT

With the introduction of the CFS practitioners in each County and the availability of more trained retained personnel to carry out CFS we are in a better position to reach the most remote households in North Wales.

Point 4 of this plan will see our resources undertake planned CFS activities to ensure and improve the safety of our isolated communities.

Risk No. 2

“Out of sight, out of mind” – that’s the risk

The Fire and Rescue Service is called to help deal with a wide range of incidents, but all too often the time we spend at the incident is the only contact we have.

Rather than racing in to deal with emergencies, we really need to be building relationships with a whole range of people and organisations to try to tackle some of the contributory factors that lead to many of these emergencies in the first place.

By raising our profile in the community and participating in decisions at strategic level, we hope to reduce the demand on the service to react.

Actions to Manage the Risk

- Develop fire station facilities and adopt the concept of community fire stations.
- Adopt an organisational structure that will allow us to work more closely with Local Authorities, the voluntary sector and other emergency services, to bring about safer, more inclusive communities.
- Extend the YFA scheme across North Wales to engage youth and act as a role model to the youngest members of our society.
- Work closely with Atal Tân Cymru to develop new and innovative programmes of community based fire prevention education.

SUMMARY OF PROGRESS ALREADY MADE

The concept of community fire stations is capturing the imagination of Service personnel and managers alike. There is currently a project group shaping a major remodel of Rhyl fire station. We will be seeking community involvement in identifying local needs for this new facility. Similarly we are beginning a review of our provision in Wrexham, Llangefni and Pwllheli.

On a smaller scale we are working closely with other organisations to raise our profile. An example of this is the Citizens Advice Bureau who now utilise offices at Dolgellau fire station. A partnership that is providing a vital service to that community.

Young Firefighters Association Schemes are now well established at a number of fire stations and we continue to support and encourage new branches.

Atal Tân Cymru continues to have a positive effect and has helped develop a number of Welsh CFS programmes as well as supporting our own local initiatives.

We have developed the Fire Service Emergency Cover (FSEC) model to inform strategic decision making, resource placement and deployment. This is in line with our second year action plan. The FSEC model is currently providing data to assist the Welsh Assembly Government to achieve its objective of setting a national service standard.

WHAT WE INTEND TO DO NEXT

We are developing a corporate communications strategy to improve our contact with all our stakeholders, both external and internal. We will also continue our work with the YFA and encourage the development of new branches across North Wales. This will help meet the Service’s objectives of youth engagement and youth inclusion.

FSEC will make a major contribution in our future IRMPs by providing evidence and information to develop strategies. We will also examine the benefits of other information technologies and sources.

Risk N^o.3

Repeated False Alarms Generated by Automatic Fire Alarms are Dangerous

Although an essential fire safety measure in many buildings, around 98% of actuations from automatic fire detection systems turn out to be false alarms.

Repeated attendances at non-existent fires exposes the rest of the community to additional risk by placing an unnecessary demand on our resources.

Actions to Manage the Risk

- To develop a clearly understood policy relating to our response to automatic fire alarms in buildings. The main aim of this new policy would be to increase the availability of our resources to respond to genuine calls for assistance.
- To introduce a Call Management System into our Control Room to enable us to respond intelligently and appropriately to calls for assistance.
- To advise and work with organisations or establishments in order to manage problem systems and when determining responses, to differentiate between individual systems within one organisation to better tailor our response.

SUMMARY OF PROGRESS ALREADY MADE

Having developed new procedures for dealing with calls from automatic fire alarm (AFA) systems, our Control operators have changed the way they handle these calls. We have also reduced the number of fire engines attending certain types of property generating false alarms. Although initially encouraging we have not made a significant impact on the number of times we receive these false calls. Our research shows that over 98% of these calls result in no action being necessary by the Service.

We have already identified 'problem systems' and are contacting owners to try to assist in rectifying the situation. This has been helped by the change to the county based structure and is in line with our new policy on responding to automatic systems.

However, results are disappointing. We are now at a point, with a quarter of the Service's operational incidents attributable to false calls from AFAs, where we need to take even more robust action to reduce this problem.

WHAT WE INTEND TO DO NEXT

As per point 2 of this plan we want to introduce a charging regime based on the cost to the Service of attending persistent and repeated false alarms to AFAs.

We hope this measure will encourage occupiers and owners of premises to tackle faulty and troublesome AFA systems.

As an Authority we are making strong representation to the Welsh Assembly Government through the consultation on Fire and Rescue Services (Charging and Emergencies)(Wales) Order 2005 to secure the inclusion of charging for AFAs.

Risk No. 4

Standards of Fire Cover are Deceptive

The recent withdrawal of national 'standards of fire cover' has been generally supported as a sensible move. The old thinking that the level of risk should be based on the density of buildings had become increasingly out of step with the more modern emphasis on assessing risk according to life risk.

There were other problems with the old standards in that they only applied to fires, not to other emergency incidents (such as car crashes); and in areas such as North Wales there was the added drawback that the old standards did not apply to remote rural areas.

There was therefore a need to take a fresh look at the way we assess our own performance.

Actions to Manage the Risk

- Whilst ensuring that our current average response time to emergency incidents does not deteriorate, our commitment to the people of North Wales is

"That we will respond to fire and other emergencies which threaten life or property by the quickest means possible, using the most appropriate resources at our disposal, without any compromise to current response times or to the scale of our response."

- To make sure that we are, in fact, meeting this commitment, we will measure and monitor our performance, analyse the results to identify deficiencies and continually seek ways to improve. By publishing this information, we will be making our performance available for public scrutiny.

SUMMARY OF PROGRESS ALREADY MADE

We continue to monitor the performance of our fire crews to ensure that we meet the commitment we set out to the people of North Wales in our original IRMP.

We believe we have improved on this commitment by implementing the Pre Determined Attendance (PDA) review that was proposed as point 6 of our second year action plan. This fundamental review of mobilising fire engines has enhanced our systems and re-evaluated our attendance criteria across the whole of North Wales.

Special appliances, such as aerial appliances and emergency tenders, are an important operational resource and the review of this resource will maintain the Authority's commitment to responding with the most appropriate resource.

WHAT WE INTEND TO DO NEXT

We will ensure that the quickest possible routes to our remote and isolated households are established and known to local firefighters. This is in line with our proposals in point 4 of this action plan.

We will further enhance the work that was undertaken by the PDA review in researching automatic location provision. This is point 5 of this action plan. One of the benefits will be a more dynamic mobilising system for both fire engines and operational managers.

Once the national service standards are known we will incorporate the requirements into our next fundamental IRMP review. Until that review we will implement and monitor the national service standards as appropriate.

Risk No. 5

Our working days don't match our busy times

Fire stations in North Wales are at their busiest in the afternoons and evenings. This is as true for quiet villages as it is for the more heavily populated towns.

The problem is that the existing shift patterns were never developed with this in mind. What happens now is that many of our firefighters leave work at 6 p.m., just as the number of calls is beginning to rise.

Actions to Manage the Risk

- To introduce a later start and finish time for wholetime firefighters on day crewed stations.

The morning standby hours from home will be worked between 10.00 and 12.00, and the time on duty from the station will be from 12.00 until 22.00.

- To assess the effectiveness of offering different types of contracts for firefighters to ensure that their income is not dependent on the number of incidents that they attend during their contracted working hours.

SUMMARY OF PROGRESS ALREADY MADE

The change in start and finish times at day crewing stations began in January this year. Day crewing stations are attending twice as many calls in the new evening working period as compared with the former morning working period. This was predicted by the evidence that was used to advocate the change when considering options. This is as per the table showing incidents from 6th January to 1st September 2005.

Station	08:00 to 12:00 Former Morning Cover	18:00 to 22:00 New Evening Cover
Llandudno	47	75
Colwyn Bay	43	73
Caernarfon	35	93
Bangor	71	149
Holyhead	41	108
TOTAL	237	498

As a consequence, crews are mobile more quickly in the evenings than in the past. This is when the majority of incidents are occurring. Crews are at the workplace during this period and therefore supplementary turn out payments for incidents have been reduced.

WHAT WE INTEND TO DO NEXT

This action is complete. However, we will continue monitoring the day crewed time changes in line with our operational performance monitoring across the whole of North Wales.

Risk No. 6

Have we got the balance right?

The right vehicles and the right number of people to crew them might not be available in the best place to respond to calls for assistance.

In some cases, even the fire stations themselves might not be in the best locations.

Sending too many firefighters or vehicles would be costly, and could leave other areas vulnerable. On the other hand, sending too few resources could be ineffective, or even dangerous.

Actions to Manage the Risk

- To undertake a review of the disposition of special appliances.
- To initiate a project to examine the routine mobilisation of second fire engines, especially with regard to introducing alternative means of transportation of crews to incidents.
- To require Control Operators to manage the way we mobilise to incidents, using a Call Management System, and to give effective survival guidance where appropriate.
- To continuously monitor our performance under the new standards, and to review the performance of our fire stations against these new standards by December 2005.

SUMMARY OF PROGRESS ALREADY MADE

The review of the disposition of our special appliances has been completed.

Call management is in place and our Control room personnel continue to evaluate their procedures and take the opportunity to update their mobilising protocols and methods whenever appropriate.

Performance management is embedded into the processes of the Service and is auditable as such. Performance is monitored at each level of the organisation – department or station, county and function, principal management. Ultimately performance is monitored by the Fire and Rescue Authority and audited by the Wales Audit Office.

WHAT WE INTEND TO DO NEXT

Action plan point 1. We want to implement the recommendations of the special appliance review:-

1. Dual purpose appliances should be utilised as a second appliance in strategic locations to negotiate the more rural terrain and cope with the difficulty of narrow access.
2. Adopting a time standard for aerial appliances will prevent duplication of this costly resource while still providing the high access that is needed on limited occasions.
3. Upgrading the frontline hydraulic rescue equipment on fire engines to the equivalent capability of emergency tenders. This will allow a staged withdrawal of two of the four emergency tenders. These will stow the least used specialist rescue equipment.

We also want to monitor the performance of our fire stations and other areas of service delivery by means of an easily accessible performance monitoring system that is secure, but can be accessed by staff and members of the public through the website. Action plan point 6

Risk No. 7

Arson an Increasing Menace

Much of our work relates to preventing accidental fires and the injuries associated with them.

Frustratingly, however, we increasingly have to cope with deliberate and unlawful destruction or damage to property through fire. Last year, that averaged out at about ten incidents every day.

Vandals, insurance fraudsters, wilful fire-raisers, child fire-setters, joy-riders, whatever they are called, they are all guilty of putting lives, property and heritage at risk and of generally having a negative impact on the community.

While the fire service is out dealing with these intentionally started fires, people will be at greater risk from accidental fires.

Actions to Manage the Risk

- To engage fully in recommendations for arson reduction put forward by the Welsh Assembly Government following the publication of the "Up in Flames" report.
- To improve inter-agency data and intelligence sharing for the joint aim of reducing the total number of incidents attributed to acts of arson.
- To increase our in-house monitoring of incidents attributed to arson in order to improve our own ability to react quickly and intelligently to problem areas, and to allow us to identify how and why we have been successful.
- To identify funding opportunities for continued partnership working for the reduction of arson in our local communities.

SUMMARY OF PROGRESS ALREADY MADE

This year has seen the setting up of an Arson Reduction Team in North Wales with a seconded manager from North Wales Fire and Rescue Service and North Wales Police. The team will be funded for the next three years by the Welsh Assembly Government. The team is able to develop partnership working and use data from both organisations in a joint drive against arson and arson related crimes. By using a variety of tools the team is analysing the profile of arson incidents so that positive action can be taken to reduce the numbers of these malicious events.

North Wales Fire & Rescue Service is an established member of the North Wales Community Safety Chief Officers Group. As a member we have signed an inter agency data sharing agreement. This allows secure access to a range of data that will assist targeting and reducing the incidence of arson.

The new structure for the Service is allowing for more focussed and locally specific action to be taken on dealing with the different types of arson prevalent in a particular area.

WHAT WE INTEND TO DO NEXT

We are satisfied that we have achieved the actions we set out in our original IRMP.

However, we want to analyse the effectiveness of the Arson Reduction Team and how we can continue to improve in areas of arson strategy. Part of this improvement will be building on the relationship we have with North Wales Police and further developing how we can collaborate with other partners in reducing the menace of arson.

Risk No. 8

The Service wasn't set up for this – Our structure can't support it.

The amalgamation of the former Gwynedd and Clwyd Fire Services in 1996 produced an overall organisational structure for the North Wales Fire Service.

By now, of course, circumstances have changed, and the modernised fire and rescue service for North Wales needs the new organisational structure to support its new objectives.

The old structure had become too cumbersome and top heavy and stifled innovation at lower levels. The modernised fire and rescue service needs to be flexible, responsive, and capable of redirecting resources from one area of activity to another.

Actions to Manage the Risk

- To adopt the principles of the new organisational structure as recommended in the report "Review of the Management Structure of the North Wales Fire Service" which was published in 2002.

SUMMARY OF PROGRESS ALREADY MADE

The new management structure is well established in North Wales Fire and Rescue Service. The County system for providing both legislative and community fire safety improves liaison with statutory bodies and the local authority as well as improving local relationships with potential partners.

The functional system of providing the operational service is not restricted to County boundaries and therefore is a resource available across North Wales wherever it is required.

The Service is now in a position to fine tune its resource provision within the structure and further examine ways of improving effectiveness and efficiency.

WHAT WE INTEND TO DO NEXT

We want to continuously improve as an organisation providing a vital life saving service to our communities.

To achieve this we are proposing a review of the provision of operational managers across North Wales. A thorough review of this provision has not been undertaken since the formation of North Wales Fire and Rescue Service in 1996. With additional workloads and many new external requirements, but a falling operational workload, attributable in part to successful policies and initiatives, the Service needs to be satisfied this valuable and skilled resource is being utilised effectively. Action plan point 7.

Challenges for the Future

During this process of integrated risk management, we identified areas of possible risk about which we could not gather sufficient information in the time available to enable us to develop clear recommendations about the way ahead.

Nonetheless, these issues are significant, and we did not want to ignore them. We are therefore still proposing to include them in our third year action plan as areas for further investigation.

- 1) Co-Responding
- 2) Control Room
- 3) Proportionate Response
- 4) Road Safety

Progress to Date:

1. Advanced discussions have been held with the Welsh Ambulance Service, and information exchanged as to how existing co-responding schemes work and the impact they have on the agencies taking part in them. It is proposed on this basis to trial co-responding in Gwynedd. Action plan point 3.
2. Current planning for a Tri-Service Control for Police, Ambulance and Fire based in St. Asaph is at an advanced stage.
3. Proportionate response is a process of continuous re-evaluation of our mobilising methods. This process has been assisted by the recent PDA review.
4. Road safety is an issue highlighted as part of the Welsh Assembly Government's National Framework for the Fire and Rescue Service. We are currently discussing with a range of other bodies such as other emergency services, casualty units and existing road safety partnerships and organisations how the Fire and Rescue Service could be best utilised to reduce the number of injuries and deaths in vehicles.

WHAT THE INITIALS STAND FOR

PDA	Pre Determined Attendance
FSEC	Fire Service Emergency Cover
ODPM	Office of the Deputy Prime Minister
IRMP	Integrated Risk Management Plan
IT	Information Technology
CFS	Community Fire Safety

HOW TO SEND IN YOUR COMMENTS ON THIS DRAFT THIRD YEAR PLAN

We welcome your views and comments on the recommendations presented in our second year action plan. We want to encourage everyone who has an interest in our services to let us know whether or not they agree with our proposals, and why. We would also like to hear about any alternative proposals for change which we may consider including.

It would help us to make a balanced assessment of the responses if you were to provide us with the following information:

• Name:
• Name of Organisation: (if you are responding on behalf of that organisation)
• Address:
• Are you a former or current employee, or a close relative of an employee of North Wales Fire and Rescue Service?
• Are you a Member of North Wales Fire Authority?
• To which proposal does your comment relate?
• Your comments about the proposal.

Please return your comments **by the deadline of XXXXXXXXXXXXXXXXXX**

By post to:

**IRMP Third Year Action Plan Consultation
North Wales Fire Authority
Fire and Rescue Service Headquarters
Ffordd Salesbury
St. Asaph Business Park
Denbighshire
LL17 0JJ**

By e-mail to:

An appropriate email address@nwales-fireservice.org.uk

Data Protection Act 1998

The information you supply with your response will be processed by North Wales Fire Authority for the purpose of administering this consultation.

For organisations, authorities and corporate bodies, we will assume that you have no objection to having details of your response included in a public report, unless you stipulate to the contrary.

For individuals, all responses will be treated as confidential. We will keep your personal details secure and will not disclose them to other organisations or third parties without your consent, unless we are legally required to do so. The substance of your comments may be incorporated within a report, but will not be attributed to you without your prior consent.