

## **(SERVICE CONTROL) BUSINESS PLAN 2009– 2010**

### *Department Description*

Service Control provides an effective and efficient means for the receipt, dispatch and management of emergency calls, incident co-ordination and support functions. Co-ordinating the allocation of fire-fighting resources, supporting activity, effective inter-service liaison and the dissemination of information between a wide range of multi agency disciplines.

Service Control ensures 24 hour cover is provided 365 days a year, through the dynamic use of resources, utilising variable crewing to meet demand activity. Control personnel are allocated between 4 core operational watches and 2 support watches. The department is supported by 4 officers (GM & 3 SM's) to ensure effective use of resources and day to day delivery of all control services.

**Resources 31 F.T.E. POSITIONS**

<b><u>Where are we going?</u></b>	<b>Objective</b>	<b>Outcome</b>	<b>Outcome measure</b>	<b>Activity measure</b>	<b>Activity</b>
<p>To actively assist in the implementation of the organisations vision to build safer communities through the effective receipt, dispatch and management of all emergency incidents.</p>	Saving lives and protecting & Effective and empowered people	Revised procedures to support digital technology / Firelink implementation.	Incident handling operating procedures are reviewed and amended to meet organisational requirements	Incident handling procedures are reviewed and implemented to meet the required changes to support Firelink and associated equipment.	Review working protocols regarding call-handling, radio procedure and console duties. Train staff to meet the required changes
	Effective and empowered people	Personnel are trained and sufficiently skilled to deliver core activities in readiness for the migration to Firelink.	100% of staff are sufficiently up skilled to carryout their duties in line with the procedural changes.	100% of staff trained in key skills to operate enhanced digital equipment which supports the migration to FireLink.	Firelink - The completion of staff training and procedural alignment to support the activities associated with the migration to digital radio
	Saving lives and protecting	To mobilise the correct response in the quickest time to an emergency.	Dynamic routing of resources, while identifying prohibitive routes, low bridges weight restrictions, etc.	Carry out a scoping study to assess compliance with the preset conditions within the mobilising system and actual historical data.  Validate data collection	Working in conjunction with commands to identify roads that fall outside the preset conditions within the mobilising system.  Amend the road network accordingly
<p><b><u>Why are we here?</u></b> (To build safer communities )</p>	Effective and empowered people	Personnel are trained and practiced in evacuation and reactivation procedures within the control	Activation control evacuation procedures	To undertake a real-time evacuation of service control.  To reinforce and assess skills, knowledge and understanding of evacuation protocols	To undertake an evacuation exercise and set up secondary facilities
	Saving lives and protecting	To maintain current information appertaining to the mobilising of resources and procedures, in line with R.R.P. and W.A.G. guidance.	To provide current mobilising protocols and procedures for control personnel	To review the mobilising documentation in conjunction with SOP's and to update and issue at six monthly intervals.	To review and amend the mobilising document in conjunction with the Vision G.I. system.
	Effective and empowered people	To ensure empowered and effective people who are sufficiently skilled to carryout the organisational objectives.	Carry out 6 monthly reviews, to assist in the develop and empowerment of departmental personnel	To ensure that 100% of control personnel partake in their six monthly PPDR	Appropriate managers' carryout the PPDR's in line with departmental plan.

	RRP	To evaluate and implement review of critical incident management	Review and report on critical incident management	To implement recommendations as appropriate.	To review the critical incident management within service control
	Managing people Efficiency Savings	A percentage reduction in staff absence	2% reduction in staff absence	To actively seek a year on year reduction in staff absence caused through sickness, while offering continuous support for personnel.	Effective management of staff absence, through proactive management and staff support.
	Saving lives and protecting	To provide current information to control personnel and crews	To process 75% of amendments within 28days	To process changes to mobilising information in a timely manner	To maintain a current database within the mobilising system
	Effective and empowered people	To ensure empowered and effective people	Competent staff , who are trained and familiar with all control practices and procedures	To process 25% of NVQ units regarding Control operations Level III & Watch manager	The process, assessment and verification of NVQ portfolios
	Effective and empowered people	To ensure empowered and effective people who are sufficiently skilled to carryout the organisational objectives.	Establishment level maintained to deliver core activities	That the establishment level is maintained at the appropriate level	Ensuring the right people, with the right skills are available to response to the demands of core activity.

**(Service Control)**  
**BUSINESS PLAN FOR YEAR APRIL 2009 MARCH 2010**

Objective	Target Date	Interim Target	Outcome	Priority	Activities	Officer Responsible	Cost / Savings £	Budget/Funding Source
Con1	Nov 09	April 09	Implement procedural changes to support digital technology.	High	Firelink Project – to review and implement departmental procedures to support Firelink. <ul style="list-style-type: none"> <li>• Operating procedures</li> <li>• Incident handling</li> </ul>	GM Mills SM's x 3	<u>N/A</u>	N/A
Con2	Sep 09	May 09	Personnel trained in readiness for the migration to Firelink.	High	<ul style="list-style-type: none"> <li>• Ensure all personnel reach the required standard of competency in readiness for full radio migration.</li> </ul>	SM's Clement – Powell	N/A	N/A
Con 3	March 10	October 09	To mobilise the correct response in the quickest time to an emergency.	High	Road network – <ul style="list-style-type: none"> <li>• Training of selected personnel</li> <li>• Carry out a scoping study</li> <li>• Assess historical data.</li> <li>• Validate data collection</li> <li>• Amend network accordingly</li> </ul>	SM Evans	N/A	N/A
Con 4	March 10	October 09	Personnel are trained and practiced in evacuation and reactivation procedures within the control	High	To plan and carryout an evacuation of the control facility and activate the secondary control procedures in conjunction with service providers, IT and neighbouring FRS's	GM Mills SM's x 3	N/A	N/A
Con 5	March 10	October 09	To maintain current information appertaining to the mobilising of resources and procedures, in line with R.R.P. and W.A.G. guidance.	Med	To review and amend the mobilising document in conjunction with the Vision G.I. system.	SM Turnbull	N/A	N/A
Con 6	March 10	August 09	To ensure empowered and effective people	Med	To conduct six monthly Personal development appraisal reviews for all personnel.	Relevant line-manager	N/A	N/A
Con 7	March 10	April 09	To implement the critical incident management	Med	Train personnel and implement associated procedures.	GM Mills SM's x 3	N/A	N/A

**(Service Control)**  
**BUSINESS PLAN FOR YEAR APRIL 2009 MARCH 2010**

Objective	Target Date	Interim Target	Outcome	Priority	Activities	Officer Responsible	Cost / Savings £	Budget/Funding Source
Con 8	March 10	October 09	Improved attendance of personnel	Med	To actively seek a year on year reduction in staff absence caused through sickness, while offering continuous support for personnel.	GM Mills	Reduction in overtime and resource priorities	N/A
Con 9	March 10	October 09	To ensure the continuous improvement of the mobilising gazetteer	Med	To ensure the maintenance and development of the mobilising information for control and operational personnel <ul style="list-style-type: none"> <li>• Action Plans</li> <li>• Risk Filtering</li> </ul>	SM Evans	N/A	N/A
Con 10	March 10	October 09	Standardisation of assessment methodology.  Completion of Control operations level III	Med	Conduct NVQ Standardisation, Sampling and Assessor Support Workshop.  Support candidates, while carrying out assessment and verification of 25% NVQ portfolios.	SM Clement-Powell  A1 assessors	N/A	N/A
Con 11	March 10	October 09	Maintaining the appropriate level of trained personnel to effectively deliver the core operating functions of the department.	High	Selection and training of FF(Con)'s Phase 1 & 2 training delivery and assessment.	GM Mills SM Clement-Powell	N/A	N/A

<b>ESTIMATED TOTAL COSTS</b>	<b>ESTIMATED TOTAL SAVINGS</b>
----------------------------------	------------------------------------

--	--