

Tayside Fire and Rescue

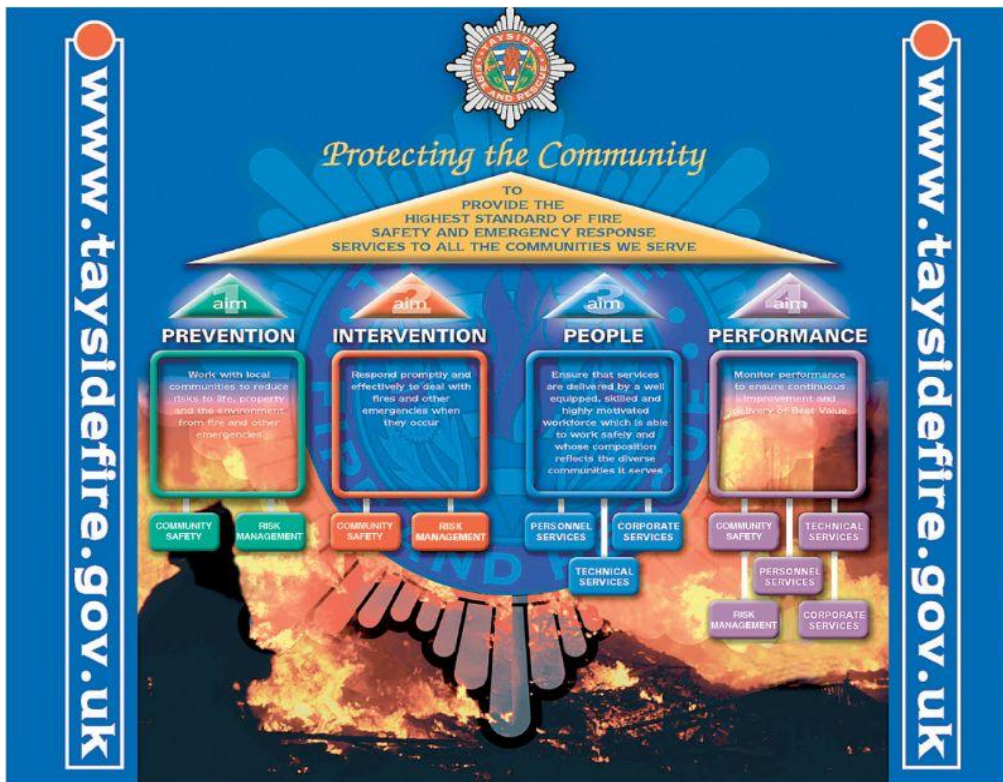
Tayside Fire and Rescue Montrose Fire Station

Station Plan 2011-12



CONTENT

	<u>Page</u>
Introduction	3
Overview	4
Station Plan Roles and Responsibilities	5
Station Performance	6
Developing and Managing the Station Plan	7-8
Station Objectives	9
Prevention, Intervention, People and Performance (PIPP) Plan.....	10-17
Comments and Feedback	18
Glossary of Terms	19



INTRODUCTION

The presentation of this Station Plan for Montrose Community Fire Station is intended not only to meet the needs of the communities we serve, but to also underpin the Community Safety Departmental Plan. The overarching aims of these plans are to link with Tayside Fire and Rescue's (TFR) Towards a Safer Tayside Integrated Risk Management Plan and its mission of ***“providing the highest standard of community safety and emergency response services to all the communities we serve”***.

As members of TFR, we therefore have a duty to support this mission by ensuring that all of our activities contribute towards one or more of TFR's 8 Strategic Objectives.

Station personnel have a key role in delivering the strategic objectives and mission of TFR; so this Station Plan details how station personnel will contribute towards these strategic priorities and provides them with the basis for their work during 2010/11.

This Station Plan also takes cognisance of the key drivers influencing TFR's activities, such as:

- The Fire (Scotland) Act 2005
- The Fire and Rescue Framework for Scotland
- The Scottish Reform Agenda
- The Local Government (Scotland) Act 2003
- The development of Single Outcome Agreements

- SO1 - Improve safety and promote social cohesion.**
- SO2 - Protect our environment and heritage both built and natural.**
- SO3 - Provide the appropriate response founded on risk based evidence.**
- SO4 - Respond promptly and effectively to resolve local, regional and national emergencies.**
- SO5 - Recruit, retain and develop a highly skilled workforce which supports equality and diversity.**
- SO6 - Ensure the health, safety and wellbeing of the workforce.**
- SO7 - Demonstrate best practice and innovation.**
- SO8 - Ensure continuous improvement in all our activities.**

Most of these drivers require TFR to collaborate with the wider community to reduce risk and improve community safety; so wherever possible, the initiatives undertaken to support this Station Plan will be underpinned by partnership working.

Bruce Farquharson
Station Manager

OVERVIEW

Community Profile

A popular seaside resort, Montrose sits on a small spit of land situated between the North Sea and the Montrose Basin, a nature reserve of international importance. An ancient royal burgh, Montrose has traded from its port for centuries and its wide high street is a relic of its days as a main market centre. Montrose has continued to exploit its harbour and now thrives on industry produced from the North Sea oil refineries.

The greatest attraction for visitors to Montrose is the Montrose Basin Wildlife Centre, a spectacular tidal lagoon famed for its wildlife and plants. Montrose boasts another unusual tourist attraction, the Montrose Air Station Heritage Centre. Montrose was the first military airfield in Scotland. Operational by 1913, the Montrose Air Station was used in WWII but has now been converted into a museum.

Montrose is home to the fifth oldest golf course in the world. There are two 18 hole courses here, one of which, the Medal Course, has hosted the Open Golf Championships. A short distance to the west of Montrose is the House of Dun, the estate and home of the Erskine family from 1375 to 1980. Now managed by the National Trust, the House of Dun contains beautiful antique furnishings, plasterwork and a collection of embroidery as well as formal gardens and woodland walks.

Station Profile

Opened on August 1956 to replace the old fire station in George Street/Ferry Street, Montrose Fire Station is located on Garrison Road next to GlaxoSmithKline buildings. Montrose borders with Arbroath, Brechin and also with Laurencekirk and Inverbervie from Grampian Fire and Rescue area. Since 1941 Montrose Fire Station has served under the National Fire Service, Angus Area Fire Brigade, Tayside Fire Brigade and latterly Tayside Fire and Rescue.

The station has two front line appliances and all of the crew work on the retained duty system. The crew consists of a Watch Manager, three Crew Managers and sixteen firefighters.

The geographical area served by Montrose Fire Station is both urban and rural. The urban area covers the town of Montrose and the villages of Hillside and Ferryden. Montrose contains a medium sized shopping area, large residential area and has several large industrial areas including a large pharmaceutical plant. There is also large residential development ongoing in the station area further expanding established estates and creating new ones. The rural area covered by the station includes a large farming community and numerous small villages.

Other duties station personnel undertake are a wide range of community safety activities aimed at reducing risk in the local community and making it a safer place to live. These community safety activities include our free Home Fire Safety Visit (HFSV) Service, which raises awareness of the fire hazards that exist in the home.

The personnel also work closely with other emergency services, youth groups, schools and a variety of other partners to deliver national and local prevention initiatives including the national Don't Give Fire a Home Campaign and Tayside Fire and Rescue's Young Firefighters Scheme, Fire College, Princes Trust and the Duke of Edinburgh Award.

STATION PLAN ROLES AND RESPONSIBILITIES

Each role at station level has key responsibilities to ensure that the Annual Station Plan is successful in achieving its objectives and desired outcomes.

Station Manager

- Recognise the impact of station performance on service delivery.
- Produce the Annual Station Plan based on organisational priorities, departmental priorities, station priorities and incident data and in line with the Community Safety Planning Cycle.
- Ensure Annual Station Plans are communicated to a wide cross section of staff and community partners.
- Take the lead in developing action plans that will support the actions set out in the Annual Station Plan.
- Work in partnership with agencies that can support the actions set out in the Annual Station Plan.
- Provide support and guidance to Watch/Crew Managers.
- Meet set targets and monitor Watch/Crew Managers' performance.
- Report on progress of action against Station Objectives, Desired Outcomes and Key Performance Indicators set out in the Annual Station Plan.

Watch and Crew Managers

- Understand the impact of performance management on service delivery.
- Ensure watch/station based personnel understand organisational, departmental and station priorities.
- Assist the Station Manager in the co-ordination and delivery of action plans that will support the actions set out in the Annual Station Plan.
- Work in partnership with other agencies.
- Regularly feed back to watch/station based personnel on performance.
- Monitor how well watch/station based personnel are performing against the Station Objectives, Desired Outcomes and Key Performance Indicators.
- Meet set targets as directed by the Station Manager.




Firefighters

- Contribute to the delivery of activities that will support the action plans and therefore the actions set out in the Annual Station Plan.
- Understand how individual and team performance will support the station objectives, departmental priorities, organisational aims and strategic objectives.
- Feedback any issues.
- Communicate with line manager.

STATION PERFORMANCE

The following Performance Indicators are used to measure the overall performance of the station against targets set by the Community Safety Department. A Traffic Light system (see key below) will then illustrate how well the station has been performing against the targets.

Station Performance Indicator (SPI)		2009-10 Actual	2010-11 Actual	2011-12 Target
SPI1	No. of Home Fire Safety Visits	195	220	+20% (264)
SPI2	No. of Dwelling Fires	14	9	-5% (8)
SPI3	No. of Secondary Fires	33	29	-5% (27)
SPI4	No. of Other Fires	13	17	-5% (16)
SPI5	No. of Road Traffic Collisions (RTC)	5	7	-5% (6)
SPI6	No. of Other Emergency Special Service Calls	23	13	-5% (12)
SPI7	No. Of Unwanted Calls(Automatic Fire Alarms and Malicious)	189	177	-5% (168)
SPI9	No. Of Personal Injuries	0	0	0
SP10	No. Of Vehicle Accidents	0	0	0

Target Rating	Code
Greater than or equal to target	
Almost met target	
Below target	

Last year's target of 220 Home Fire Safety Visit (HFSV) has been achieved and has significantly reduced the risk from fire for those householders who took up our free offer. This year the organisation aim to carry out 15,000 HFSVs and personnel from Montrose fire station will be carrying out their share of these potentially lifesaving visits.

Approximately half of Montrose's incident turnouts to are to unwanted fire calls, the majority of which are generated by automatic fire alarms (AFA). To address this, station personnel and our Legislative Fire Safety department will continue to work with occupiers, landlords and building maintenance companies to educate occupants and improve the functionality of alarm systems where appropriate.

Performance

For an overview of how these targets link with the organisations overall performance, please visit PB Views by clicking [here](#).

DEVELOPING AND MANAGING THE STATION PLAN

Developing the Station Plan

The content of this Station Plan is influenced and guided by a variety of factors. Station personnel have a responsibility to ensure that the actions they undertake support TFR's Mission, Aims and Strategic Objectives and that we work towards the outcomes and objectives contained within the Community Safety Departmental Plan. The Station Plan is also shaped by the needs and views of the communities we serve and our key partners too. We recognise the need to engage all the skills, experience and abilities of our staff in meeting the stations priorities. We therefore seek the opinions of all station personnel on the actions contained within the plan. Also, we shape our Station Plan through Community Risk Analysis, which helps us to direct our resources towards the areas of greatest need. Finally, we have a responsibility to ensure that we give the public value for money in the services we provide and that we consistently operate to the principles of Best Value and Continuous Improvement. All of these factors are then synthesised into a series of actions, which outline the stations priorities for the year ahead.

Managing the Station Plan

Key to supporting the actions that will achieve the desired outcomes and objectives contained within the Station Plan is sound planning, organising and performance monitoring. Action plans will detail the key stages and tasks that will underpin the actions set out in the station plan to achieve the station objectives and desired outcomes. In order for the Community Safety Department to monitor the performance of the station against targets and the desired outcomes and objectives, a Performance Reporting Process has been developed. This process integrates with the Community Safety Department's Monthly Performance Reporting Meeting as the formal setting for discussing and analysing the performance of stations. Furthermore, the Appraisal and Development Review (ADR) Process links individual work objectives to the actions set out in the Station Plan, thus contributing towards the success of the Plan. Finally, the management of the Station Plan is supported by a Policy and Procedures, which articulate the fundamental principles of operation and guidance for effective planning, organising and performance reporting.

The diagram overleaf gives an overview of how the Station Plan is developed and managed.

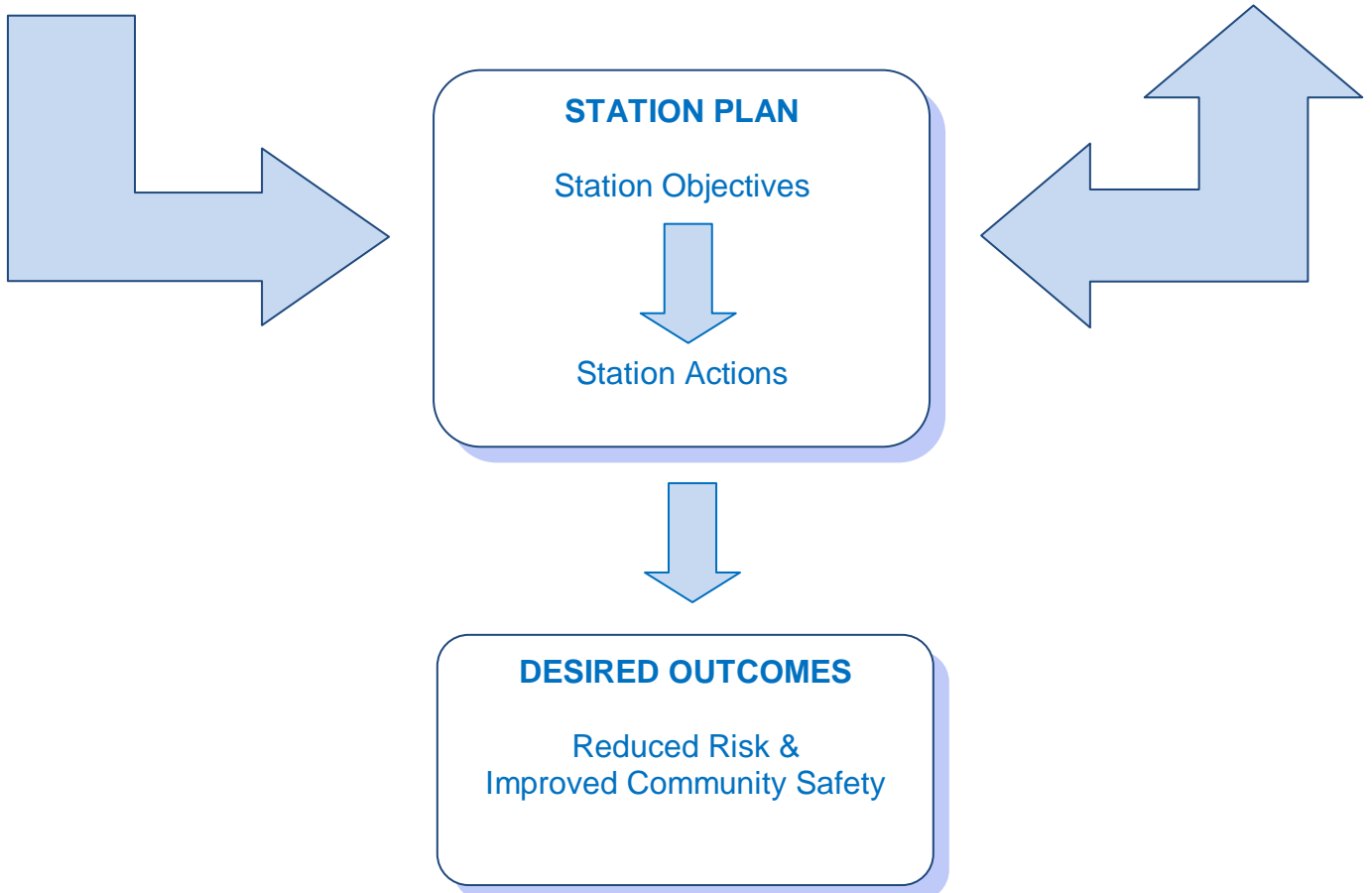
DEVELOPING AND MANAGING THE STATION PLAN

DEVELOPING THE STATION PLAN

- TFR's Mission, Aims and Strategic Objectives.
- Community Safety Departmental Priorities.
- Stakeholder consultation.
- Community Risk Analysis.
- Best Value and continuous improvement.

MANAGING THE STATION PLAN

- Action Plans.
- Performance Management.
- The ADR Process.
- Station Plan Policy and Procedures.



STATION OBJECTIVES

8 key objectives have been developed to ensure that the work undertaken by the station remains focused on supporting the departmental priorities and the organisation's mission, aims and strategic objectives, and the wider Community Planning Partnership priorities too. These 8 key objectives are categorised under one of Tayside Fire and Rescue's 4 Corporate Aims and will form the basis of the station's Prevention, Intervention, People and Performance (PIPP) Plan, which is outlined in the following section.

Prevention Aim

- 1 Work with our partners to improve fire safety, make our roads safer and reduce the impact of other emergencies.
- 2 Work with our partners to reduce anti social behaviour incidents and fire related crime.
- 3 Work with our partners to reduce the number of unwanted calls (malicious calls and unwanted fire alarms).

Intervention Aim

- 4 Maintain a high standard of emergency response.

People Aim

- 5 Ensure our staff, partners and the community are well informed about what we are trying to achieve.
- 6 Maximise staff potential.
- 7 Promote effective health, safety and wellbeing and equality and fairness.

Performance Aim

- 8 Be more efficient and effective in everything we do.

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

PREVENTION

Station Objective 1		Desired Outcome	Station Lead			
Work with our partners to improve fire safety, make our roads safer and reduce the impact of other emergencies.		A sustained reduction in deaths and injuries in fire and road traffic collisions and an overall reduction of community risk.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A1.1	We will carry out free HFSVs, provide fire safety advice fitting smoke alarms where necessary. 90% of these HFSVs will be undertaken in the homes of members of the community who are most at risk from fire.	All Managers	264 HFSVs per watch/187 HFSVs Retained	SPI1	SO1	NO9
A1.2	Through analysis of operational activity, we will identify the most common causes of fire in the home. We will work with our local partners to reach, educate and improve the safety of those members of our community considered to be at a higher risk from such causes of fire.	All Managers	5% Reduction	SPI2	SO1	NO9
A1.3	We will work with local schools and other relevant agencies to ensure that young people and other vulnerable members of the community are fully aware of the hazards of fire and how to be safer in their homes.	All Managers	5% Reduction	SPI2	SO1	NO9
A1.4	We will attend community events, engage with members of the community and promote our fire safety campaigns.	SM Farquharson All Managers	5% Reduction	SPI2	SO1	NO9
A1.5	We will support the Safe Drive Stay Alive campaign through raising awareness of the event within the target groups and through the use of station resources and personnel.	SM Farquharson All Managers	5% Reduction	SPI5	SO1	NO9
A1.6	We will share local intelligence relating to potential vehicle accident black spots with other agencies such as the police to enable them to make informed decisions.	SM Farquharson All Managers	5% Reduction	SPI5	SO1	NO9
A1.7	We will attend community events and use them as opportunities to improve road safety awareness.	All Managers	5% Reduction	SPI5	SO1	NO9
A1.8	We will use national and local initiatives such as the Duke of Edinburgh Award and the Young Firefighters Programme to deliver relevant road safety information.	All Managers	5% Reduction	SPI5	SO1	NO9
A1.9	Utilising information from the analysis of operational activity and flood data, we will work with agencies such as SEPA to mitigate the impact of flooding on our communities.	SM Farquharson All Managers	20% Reduction	SPI6	SO1 , SO2	NO9
A1.10	Through analysis of operational activity, we will identify other emergencies that may pose a risk to the community and work with the relevant agencies to reduce the risk.	SM Farquharson All Managers	20% Reduction	SPI6	SO1 , SO2	NO9

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 2		Desired Outcome	Station Lead			
Work with our partners to reduce anti social behaviour incidents and fire related crime.		A sustained reduction in the number of deliberate and anti social behaviour incidents, and a safer community with a reduced fear of anti social behaviour.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A2.1	Through analysis of operational activity, we will identify local hot spot areas for anti-social behaviour and fire related crime and work with the police and other agencies to tackle incidents in these areas.	SM Farquharson All Managers	5% Reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.2	In conjunction with our local partners, we will work with local schools and other education providers to deliver youth engagement programmes aimed at increasing young people's understanding of anti-social behaviour and promoting good citizenship.	All Managers	5% Reduction	SPI2, SPI3 SPI4	SO1	NO4, NO9
A2.3	We will work with our local partners to address seasonal trends in anti-social behaviour and fire related crime such as school holidays and bonfire night.	SM Farquharson All Managers	5% Reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.4	We will work closely with local housing stock owners and commercial/industrial property owners to ensure all known unoccupied and derelict properties are identified and made secure to reduce their risk of involvement in deliberate fire setting.	SM Farquharson All Managers	5% Reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.5	We will carry out fire investigations in conjunction with the police and SPSA in cases where wilful fire raising is suspected.	SM Farquharson All Supervisory Managers	5% Reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.6	We will identify fire setting behaviour and deliver timely and effective referrals to TFR's Fire Setters Scheme.	All Station Personnel	5% Reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.7	We will identify discarded combustibles that pose a risk to the community and report them via the Waste Management Rapid Response Teams.	All Station Personnel	5% Reduction	SPI2, SPI3 SPI4	SO1	NO9
A2.8						
A2.9						
A2.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 3		Desired Outcome	Station Lead			
Work with our partners to reduce the number of unwanted calls (malicious calls and Automatic Fire Alarms).		A reduction in the disruption unwanted calls bring to our emergency response and community safety activities and the local business community too.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A3.1	Through analysis of operational activity, we will identify the stations 'worst offender' premises for unwanted automatic fire alarms. We will then work with our District Enforcement Officers to ensure these premises are provided with support and advice on how to reduce the number of unwanted automatic fire alarms.	SM Farquharson All Managers	5% Reduction	SPI7	SO3	NO11
A3.2	In conjunction with our partners such as the police, we will work with local schools and other education providers to educate young people in the dangers of making hoax calls.	All Managers	5% Reduction	SPI7	SO3	NO4, NO9
A3.3						
A3.4						
A3.5						
A3.6						
A3.7						
A3.8						
A3.9						
A3.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

INTERVENTION

Station Objective 4		Desired Outcome	Station Lead			
Maintain a high standard of emergency response.		A safe, effective and professional emergency response focused on the needs of the community and protecting the environment and our heritage.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A4.1	We will deliver training and development as per the 3-year retained training programme and ensure that all station personnel participate in the required practical and technical activities.	All Managers	100% Completion	N/A	SO3	NO3, NO9, NO15
A4.2						
A4.3	We will ensure that all station personnel are familiar with the operational risks prevalent in the station area by carrying out regular 9(2)(d) inspections and feed information back to our Operational Risk Information (ORI) Process.	All Managers	12 9 (2) (d) Inspections Per Watch	N/A	SO3	NO9, NO12, NO15
A4.4	We will ensure that all station personnel attend Risk Critical Core Skills Refresher Training within the specified timescales.	All Supervisory Managers	100% Completion	N/A	SO3	NO3, NO9, NO15
A4.5	We will monitor operational incidents and exercises by carrying out operational incident audits to identify organisational, station and individual training and development needs and areas of best practice.	SM Farquharson	2 Audits Per Month	N/A	SO4	NO15
A4.6	We will conduct post incident debriefs and use the outcomes as a platform for continual development of our skills and knowledge.	All Managers	1 Per Month	N/A	SO4	NO15
A4.7						
A4.8						
A4.9						
A4.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

PEOPLE

Station Objective 5		Desired Outcome	Station Lead			
Ensure our staff, partners and the community are well informed about what we are trying to achieve.		Our staff, partners and communities will be more effective at delivering, supporting and understanding our priorities.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A5.1	We will consult with a cross section of staff on the content of the Station Plan and consider their views.	SM Farquharson	1 Record of Consulting With Staff	N/A	SO5	NO11, NO15
A5.2	We will consult with our key community partners on the content of the Station Plan and consider their views.	SM Farquharson	4 Records of Consulting With Key Partners	N/A	SO1, SO7	NO11, NO15
A5.3	We will conduct planned Station Management meetings, allowing managers to discuss and progress any station matters.	SM Farquharson	4 Meetings Per Year	N/A	SO5	NO11, NO15
A5.4	We will conduct planned station meetings, facilitating a two way exchange of information, ideas and developments.	SM Farquharson	2 Meetings Per Watch, Per Year	N/A	SO5	NO11, NO15
A5.5						
A5.6	We will make the best use of all available media channels such as the Quickfire Newsletter, local press, radio and TV in order to communicate relevant community safety messages and station achievements.	SM Farquharson All Managers	N/A	N/A	SO7	NO11, NO15
A5.7						
A5.8						
A5.9						
A5.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 6		Desired Outcome	Station Lead			
Maximise staff potential.		A workforce that is motivated, empowered, competent and highly skilled.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A6.1	We will ensure that all station personnel are receiving the training they require to effectively carry out their duties, and where necessary put in place development plans to address any identified shortfalls in performance.	SM Farquharson All Supervisory Managers	100% Completion by 31 March 2011	N/A	SO5	NO3, NO15
A6.2						
A6.3						
A6.4						
A6.5						
A6.6						
A6.7						
A6.8						
A6.9						
A6.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

Station Objective 7		Desired Outcome	Station Lead			
Promote effective health, safety and wellbeing and equality and fairness.		A sustained reduction in accidents and injuries, improved crewing levels and compliance with legislation.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A7.1	We will manage attendance through the implementation of our Attendance Management Policy and Procedures.	SM Farquharson All Supervisory Managers	5% Reduction	SPI8	SO6	NO6, NO7, NO9, NO15
A7.2	We will maintain a safe working environment through the reporting of accidents and near misses.	All Station Personnel	5% Reduction	SPI9 SPI10	SO6	NO6, NO7, NO9, NO15
A7.3	When accidents, injuries or damage does occur, we will ensure that they are fully investigated to identify causes and avoid reoccurrence.	SM Farquharson All Supervisory Managers	100% Reduction	SPI9 SPI10	SO6	NO6, NO7, NO9, NO15
A7.4	We will ensure that our facilities and equipment are maintained to a high standard and that any defects are reported promptly using the correct procedures.	All Station Personnel	N/A	SPI9 SPI10	SO6	NO6, NO7, NO9, NO15
A7.5	We will ensure that all operational personnel are safe while attending emergencies by adhering to sound health and safety practices and procedures.	SM Farquharson All Supervisory Managers	5% Reduction	SPI9 SPI10	SO6	NO6, NO7, NO9, NO15
A7.6						
A7.7	We will ensure that all station personnel continue to promote Equality and Diversity by understanding their responsibilities under our Equality and Diversity Policy.	All Station Personnel	N/A	N/A	SO5	NO6, NO7, NO9, NO15
A7.8						
A7.9						
A7.10						

PREVENTION, INTERVENTION, PEOPLE AND PERFORMANCE (PIPP) PLAN

PERFORMANCE

Station Objective 8		Desired Outcome	Station Lead			
Be more efficient and effective in everything we do.		A high performing station delivering best value and continuous improvement and promoting sustainability.	Station Manager (SM) Farquharson			
Ref No	What action(s) will the station undertake to support this objective and desired outcome.	Action Lead	Target	Station Performance Indicator (SPI)	TFR Strategic Objective (SO)	National Outcome (NO)
A8.1	Wherever possible, we will adopt a partnership approach to reduce risk and improve community safety.	SM Farquharson All Managers	N/A	N/A	SO7	NO3, NO15
A8.2	We will commit to reducing the impact on the environment by using our resources in a more efficient, effective and environmentally friendly manner.	Station Environmental Champions	N/A	N/A	SO7	NO3, NO15
A8.3	We will monitor our performance monthly and act on information and feedback that will assist in improving our overall performance.	SM Farquharson	12 Performance Reviews Per Year	N/A	SO8	NO3, NO15
A8.4						
A8.5						
A8.6						
A8.7						
A8.8						
A8.9						
A8.10						

COMMENTS AND FEEDBACK

If you wish to comment on this plan, please contact the Station Manager, using the details below. Thank you.

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GLOSSARY OF TERMS

The following definitions have been provided to enhance the understanding of the Station Plan.

Aerial Rescue Pump	A fire engine which provides the capabilities currently provided by two fire engines - a rescue pump and an aerial ladder platform.
Automatic Fire Alarm (AFA)	Apparatus that detects fire in a building and automatically notifies the fire and rescue service of a potential problem, often via a call centre.
Best Value	A government regime aimed at improving the quality of local government services by providing a framework for planning, delivery and continuous improvement.
Community Risk Analysis	The process of identifying and assessing community risks so that fire and rescue resources can be targeted at areas of greatest risk and then measuring the effectiveness of any community safety activities to address the risk.
Dwelling Fire	Fires that start in a house, flat and other places of residence.
Home Fire Safety Visit	A visit to a person's home by fire officers to give advice and assess the premises in relation to fire safety in the home.
Integrated Risk Management Plan	The management and planning of a risk assessment process ensuring the correct balance between prevention, protection and intervention. It tries to ensure that the right resources are in the right place at the right time.
Mass Decontamination	The decontamination of large numbers of people, in the event of accidental or intentional contamination by chemical, biological, radiological or nuclear (CBRN) agents.
Other Emergency Special Service Calls	Incidents that involve a special response including flooding, lift releases, animal rescues and chemical spills other than RTCs.
Other Fires	Fires that are not classified as Dwelling or Secondary Fires. Such fires include those that start in commercial and public buildings and structures including motor vehicles and ships.
Rescue Pump	A fire engine which provides firefighting and rescue capabilities.
Road Traffic Collision (RTC)	A collision involving one or more motor vehicles. An RTC is classified as an Emergency Special Service as it requires a special response.
Secondary Fire	Fires involving refuse, derelict buildings, abandoned motor vehicles and grassland.