



## **Integrated Risk Management Action Plan**

**Your Safety. Our Priority.**  
**Making West Midlands safer**

**West Midlands Fire and  
Civil Defence Authority**

**WEST MIDLANDS FIRE SERVICE**

[www.wmfs.net](http://www.wmfs.net)

Making West Midlands safer

This document contains information about how we intend to improve your Fire Service. This information can also be made available in other languages and formats including large print, Braille and audiotape. Please phone 0121 380 6125, 6126 or 6062.

## Arabic

هذه الوثيقة تحتوي على معلومات حول ما ننوي القيام به لتحسين خدمة الإطفاء والإنقاذ. إذا كنت تريد أن تقدم لك هذه المعلومات بشكل آخر فنرجو أن تتصل بالرقم أعلاه

## Bengali

আপনার জন্য 'ফায়ার এবং রেসকিউ সার্ভিস' এর উন্নয়ন আমরা কিভাবে করতে চাই সে বিষয়ে তথ্যাদি এই কাগজপত্রে দেয়া হয়েছে। আপনি যদি কোন বিকল্প মাধ্যমে (ফরমটে) তথ্যাদি পেতে চান, তাহলে অগ্রহ করে উপরোক্ত নম্বরে ফোন করুন

## Chinese

這份文件的內容解釋了我們如何計劃改善公共消防拯救服務。如果你想得到其它語言或其它版式的這份文件，請致電上面列出的號碼

## Farsi

این مدرک حاوی اطلاعات درباره نحوه اقدامات ای که در نظر داریم جهت بهترساختن خدمات آتش سوزی و نجات شمانجام بدهیم می باشد. اگر میخواهید چاپ اطلاعات را به شکل ونوع دیگر دریافت کنیدلطفاً به شماره بالا تلفن کنید

## French

Ce document contient des renseignements sur la manière dont nous envisageons d'améliorer votre service Secours et Feu. Pour obtenir des renseignements sous un autre format, veuillez appeler le numéro indiqué ci-dessus

## Gujarati

આગ અને આગથી બચાવની તમારી સેવાને સુધારવાનો અમારો કેવો ઇરાદો છે તે વિષે આ દસ્તાવેજમાં માહિતી છે. જો તમારે વૈકલ્પિક આકારમાં માહિતી જોઈએ તો કૃપા કરી ઉપર જણાવેલ નંબર પર ફોન કરો.

## Kurdish

لەم بەلگەنامەیدا زانیاری ھەیە دەربارەی ئەوەی کە ئێمە چۆن دەمانەوێت گەشە بەدەین بە خزمەتگوزاری ئاگر کوژاندنەو ھو فریاکەوتن. ئەگەر ھەز دەکەیت زانیاریت دەستکەوتێت بە شێوەو ئەندازەی تر تکایە پەییوەندی بکە بەو ژمارە تەلەفۆنەیی سەرھو

## Punjabi

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚ ਇਹ ਦੱਸਿਆ ਗਿਆ ਹੈ ਕਿ ਅਸੀਂ 'ਫਾਇਰ ਐਂਡ ਰੈਸਕਿਊ ਸਰਵਿਸ' ਨੂੰ ਕਿਵੇਂ ਸੁਧਾਰਨਾ ਚਾਹੁੰਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਵਿੱਚ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰ ਉੱਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਿੱਥੇ ਤੁਹਾਡੇ ਸੁਨੇਹੇ ਲੈਣ ਲਈ

## Somali

Dokumentigani wuxu ka kooban yahay warar ku saabsan sida aanu ugu talo jiro inaan u hor marino adeegaaga dabka iyo badbaadada. Hadaad rabto inaad warka ku hesho qaab kale oo kan ka duwan fadlan nagala soo hadal telefoonka kor ku qoran

## Urdu

اس دستاویز میں یہ معلومات دی گئیں ہیں کہ ہم آپ کے لیے فائر اینڈ ریسکیو سروس (آگ سے بچانے کی خدمات) کو کیسے بہتر کرنے کا ارادہ رکھتے ہیں۔ اگر آپ چاہتے ہیں کہ یہ معلومات آپ کو کسی اور انداز میں پیش کی جائے تو اوپر دیئے گئے نمبر پر فون کیجئے

## Vietnamese

Hồ sơ này chứa đựng các chi tiết về việc chúng tôi dự định làm thế nào để cải tiến phục vụ cứu hỏa cho quý vị. Nếu quý vị muốn có chi tiết trong hình thức khác làm ơn điện thoại theo số trên đây

## Introduction

Your Fire and Rescue Service is evolving to improve public safety and meet the ever-changing demands of the 21st century.

Our focus is on **preventing**, by educating and informing you about safety awareness, **protecting**, by ensuring you are safe in your home and at work and, when all else fails, **responding**, by helping you in an emergency.

After a period of public consultation, the West Midlands Fire & Civil Defence Authority published its first Integrated Risk Management Plan (IRMP) "**Your Safety. Our Priority.**" in April 2004. This was produced as a requirement of the Government's White Paper "Your Fire and Rescue Service" which sets out the modernisation requirements for UK fire brigades. This has subsequently been updated to a National Framework document, which directs all Fire Authorities to issue and maintain an IRMP, and publish and consult on an Action Plan on an annual basis.

Within our first IRMP, we set out an Action Plan (shown on page 46 of our IRMP), detailing a series of action points, which laid out the measures we would take to improve our service to you.

This document details changes to your Fire and Rescue Service over the next year, and specifically what we intend to do in relation to action points 4 and 5 of the IRMP:-

- "4. We intend to operate effectively, efficiently and economically. We will evaluate the effect of the changes we make. If and when the evidence in practice confirms our planning assumptions, we will schedule vehicles and staffing levels according to demand at different times of the day. This will enable us to use our resources more effectively for prevention work. "
- "5. No changes will take place to staffing levels at different times of day until the evidence is clear. We expect our evaluation and planning to take some months, so this will not take place before 1st January 2005."

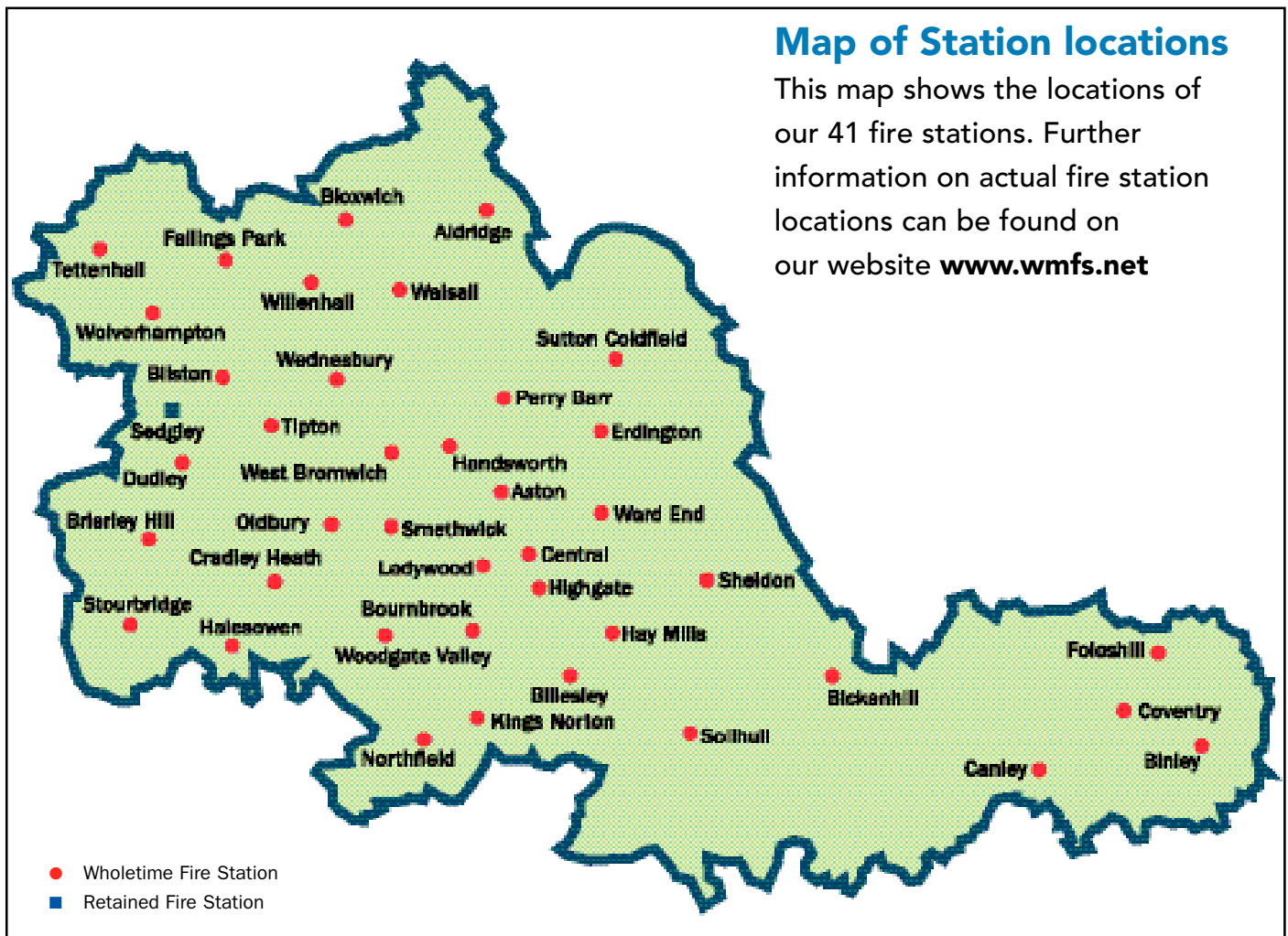
## Approved changes

We have a responsibility to you, the public of the West Midlands, to provide proactive safety awareness about the dangers of fire, legal fire safety advice and, when all else fails, an emergency service. By undertaking this work we seek to make you safer, by using all of our resources to the best of our ability.

Our current emergency cover arrangements place 62 fire engines at 41 fire stations across the West Midlands, providing the same level of fire cover 24 hours a day (see map below).

As we explained in our IRMP, this provision of firefighters and fire engines alone, cannot be the most efficient method of controlling the risk to you.

One of our recommendations from last year's IRMP was that each day, 15 fire engines would not be available for immediate emergency response, but would be used as a 'strategic reserve.'



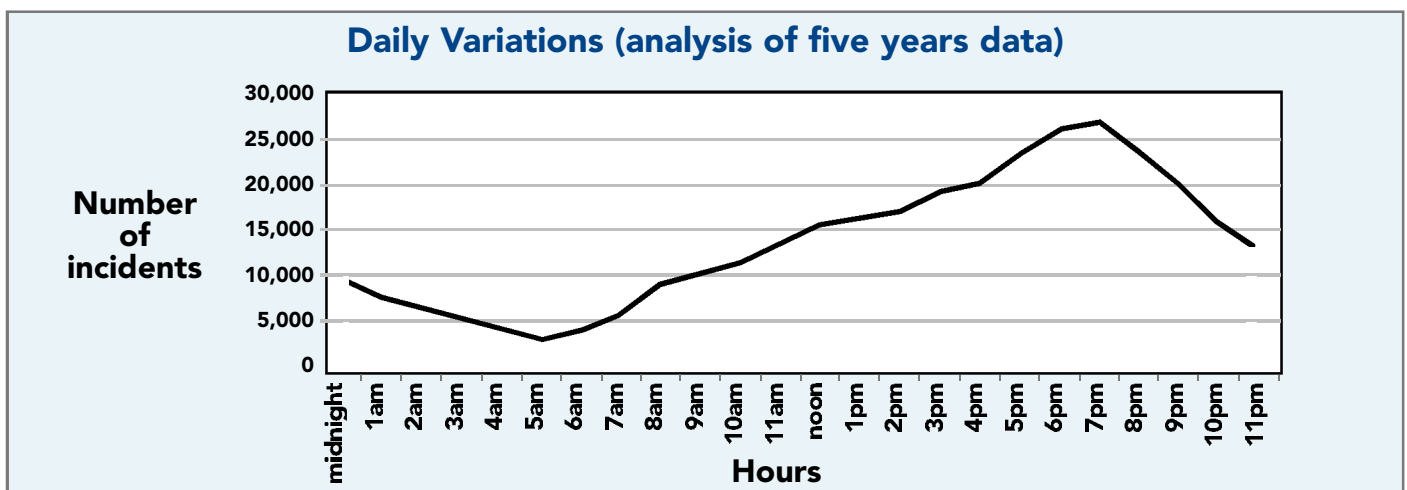
This 'strategic reserve' would undertake necessary training and carry out fire safety education and awareness with members of the public. However, should this 'strategic reserve' be required for emergency use, it would be recalled within a maximum of 60 minutes, but usually respond much more quickly. This recommendation has been implemented.

As part of our ongoing review of resources, we have also analysed the number of incidents attended over the past five years, and we can demonstrate a consistent fluctuation in emergency demand over a 24 hour period.

The chart below, shows the number of incidents over a five-year period against daily hours. The least amount of incidents are attended between 4am and 6am, with the busiest times peaking between 6pm and 8pm. Whilst we can use our 'strategic reserve' during the day and early evening, it is unrealistic for firefighters to carry out fire safety education and awareness with the public between the hours of midnight and 8am.

We have compared the fluctuation in emergency demand between different hours of the day and the hours our 'strategic reserve' can feasibly provide a service. As a result, we will now more closely match our fire engine availability to the demand from emergency calls. We will therefore reduce the availability of fire engines, during specific hours, at certain fire stations.

**Our analysis, prior to the commencement of consultation, showed that between midnight and 8am, we require 47 fire engines: a reduction of 15 from 62. However, following consultation and while we carry out further detailed research to ratify our proposal, we will, for the time being, increase the number from 47 to 49.**

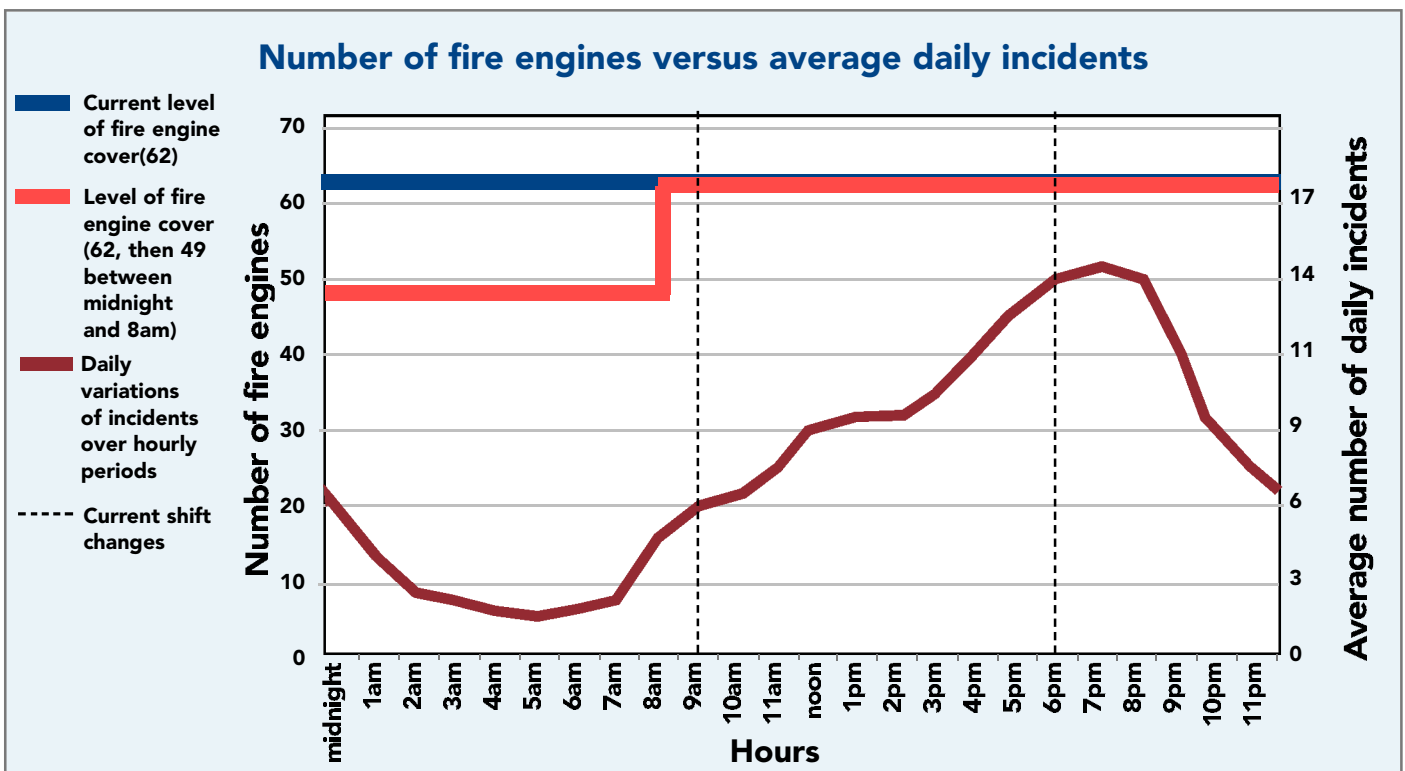


This will mean that between midnight and 8am:

- the existing second fire engine will remain at West Bromwich Fire Station, while we assess specialist resource capabilities and,
- the existing second fire engine will remain at Foleshill Fire Station, whilst we confirm our ability to provide the required level of emergency response.

These measures are temporary, until further detailed analysis is undertaken and a subsequent decision is made by the Authority. This decision will be reviewed when the next Integrated Risk Management Action Plan is produced. Ultimately, if these two fire engines are not required between midnight and 8am, they will not be staffed during that period.

The chart below shows the average number of incidents on a daily basis versus the current number of fire engines available. This demonstrates that a consistent level of fire cover, over a 24-hour period, is not the most efficient use of resources. As such, we have also shown the reduction in the number of fire engines available between midnight and 8am. At present, our firefighters change shift twice a day, at 9am and 6pm, working a nine hour day and a fifteen hour night (see dotted lines on the chart below.)



We have used detailed planning and data analysis to determine where we require our fire engines to be positioned to provide effective fire cover.

Between the hours of midnight and 8am the **second** fire engine on the stations listed in blue opposite, will not be staffed. For the fire stations listed in red, the **second** fire engine will continue to operate between the hours of midnight and 8am, pending further analysis.

By comparing this information with the map on page 4, you can see that emergency cover will be continually maintained across the West Midlands area.

**These changes will not affect our average attendance times as set out in our Integrated Risk Management Plan. To ensure your safety, we have built in a level of resilience which allows for effective emergency cover when you need it and includes additional protection in the event of major emergencies or terrorist incidents.**

| Station            | Fire Engine Availability |           |
|--------------------|--------------------------|-----------|
|                    | Current                  | Proposed* |
| Aldridge           | 1                        | 1         |
| Aston              | 1                        | 1         |
| Bickenhill         | 1                        | 1         |
| Billesley          | 1                        | 1         |
| Bilston            | 1                        | 1         |
| Binley             | 2                        | 2         |
| Bloxwich           | 1                        | 1         |
| Bournbrook         | 2                        | 1         |
| Brierley Hill      | 2                        | 1         |
| Canley             | 1                        | 1         |
| Central            | 2                        | 1         |
| Coventry           | 2                        | 1         |
| Cradley Heath      | 1                        | 1         |
| Dudley             | 2                        | 1         |
| Erdington          | 2                        | 1         |
| Fallings Park      | 2                        | 2         |
| Foleshill          | 2                        | 2         |
| Halesowen          | 1                        | 1         |
| Handsworth         | 2                        | 1         |
| Hay Mills          | 1                        | 1         |
| Highgate           | 2                        | 1         |
| Kings Norton       | 1                        | 1         |
| Ladywood           | 2                        | 1         |
| Northfield         | 2                        | 2         |
| Oldbury            | 2                        | 1         |
| Perry Barr         | 1                        | 1         |
| Sedgley (retained) | 1                        | 1         |
| Sheldon            | 2                        | 2         |
| Smethwick          | 2                        | 1         |
| Solihull           | 2                        | 1         |
| Stourbridge        | 1                        | 1         |
| Sutton Coldfield   | 1                        | 1         |
| Tettenhall         | 1                        | 1         |
| Tipton             | 1                        | 1         |
| Walsall            | 2                        | 2         |
| Ward End           | 2                        | 2         |
| Wednesbury         | 1                        | 1         |
| West Bromwich      | 2                        | 2         |
| Willenhall         | 1                        | 1         |
| Wolverhampton      | 2                        | 1         |
| Woodgate Valley    | 1                        | 1         |
| Total              | 62                       | 49        |

\* Midnight to 8am only

## How we consulted

A period of public consultation took place between 10th November 2004 and 1st February 2005.

At the end of this consultation period, all responses were collated. The Authority received a total of 15,878 responses; this figure includes every individual signature on 24 petitions received. These responses equate to 0.62% of the total population of the West Midlands who have chosen to voice an opinion on the proposals.

The report summarising consultation responses was presented to the West Midlands Fire & Civil Defence Authority on 21st March 2005. A final decision was made on the next course of action, taking into consideration all responses received. As such, the changes to service provision outlined in this document will take place between April 2005 and March 2006.

Further copies of this Action Plan are available via the contact methods detailed on page 9 and also on our website at [www.wmfs.net](http://www.wmfs.net) together with a summary of your consultation responses.

Changes will be continually reviewed, and progress and achievements will be recorded and published within our corporate documents (e.g. Best Value Performance Plan and Business Plan).

All our corporate documents are available online, including:

- Integrated Risk Management Plan **"Your Safety. Our Priority."** (published April 2004)
- Best Value Performance Plan and Business Plan (published in June each year)

These documents are also available by contacting us via the methods shown on the opposite page.



### To obtain further copies of this Action Plan:

By letter: **Best Value Team,**  
West Midlands Fire Service Headquarters,  
Lancaster Circus Queensway,  
Birmingham B4 7DE.

By phone: 0121 380 6125, 6126 or 6062.

By fax: 0121 380 7007

By e-mail: [bestvalue@wmfs.net](mailto:bestvalue@wmfs.net)  
or by visiting our website at [www.wmfs.net](http://www.wmfs.net)

### For further information about your Fire Service

If you have any compliments, comments or complaints about our service please contact us.

by phone: **Customer Care Hotline**  
**0121 380 7404**

by e-mail: [contact@wmfs.net](mailto:contact@wmfs.net)

by letter: **Public Relations Team,**  
West Midlands Fire Service Headquarters,  
Lancaster Circus Queensway,  
Birmingham B4 7DE.

For advice regarding fire safety in the home

by phone: **FREE Fire Safety Helpline**  
**0800 389 5525**

If you have access to the Internet, our own website provides everything you need to know about the services we provide, our performance, fire safety advice and recruitment.

[www.wmfs.net](http://www.wmfs.net)

## How you can stay safe

As part of our commitment to your safety at home, we are offering you a **free fire safety check**. This service is carried out by firefighters from your local fire station.

- Visits will be by appointment only.
- All appointments will be pre-arranged with you.
- The firefighters calling will always be in uniform, use an agreed password and show an ID card.

This safety check will look at all areas of accident and fire risk within your home. We will advise you on the installation and maintenance of smoke alarms and also give advice and information on how to stay safe from fire, including kitchen hazards, safe disposal of smoking materials, candles, heaters, electric blankets and dangers from harmful substances.

In addition, we will help you to make an escape plan to prepare you, should a fire occur in your home.

To arrange your **free** appointment, please call **Freephone: 0800 389 5525**

WEST MIDLANDS FIRE SERVICE OFFERS YOU A

**FREE**

**FIRE SAFETY CHECK**

**IN YOUR HOME**

PLEASE CALL THE NUMBER BELOW  
TO ARRANGE YOUR **FREE** APPOINTMENT

FREEPHONE:  
**0 8 0 0 3 8 9 5 5 2 5**

OR CALL YOUR LOCAL FIRE STATION

**HFRA**  
Home Fire Risk Assessment

CALL NOW BEFORE IT'S  
**TOO LATE**

WEST MIDLANDS FIRE SERVICE