

Isles of Scilly Fire & Rescue Service

Integrated Risk Management Plan

2013/14 – 2017/18



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Foreword – welcome to our IRMP



The Isles of Scilly is a unique and beautiful environment. The strong community spirit of islanders offers a number of advantages in providing a fire and rescue service but the environment also present many challenges. Dealing with these challenges requires innovation and finding practical solutions. Our success also involves maintaining the continued support of the community, our staff, and our local and national partners.

Since our first IRMP in 2006 we have been constantly improving our services by delivering our improvement plans, investing in equipment and infrastructure, developing more appropriate training, and further increasing our prevention and community protection work. In the last ten years our service has been transformed out of all recognition so we now provide a modern fire and rescue service that maintains the highest possible level of community safety with the resources that are available. These improvements have been recognised by the community and in our external assessments. However, despite our best endeavours sadly the first recorded fire death on the islands occurred in the summer of 2012. The incident reinforces our determination to focus our efforts on vulnerable groups in the community and to continue to reinforce our arrangements with other partners in the community in identifying practical and deliverable means of reducing the risk of fire and improving safety for those groups.

Much of this improvement to date has been achieved by the way we work with our partners and our communities. We combine our resources with the Isles of Scilly Council and with that of the airport, and share all our facilities with the other emergency services on the islands. We carry out regular exercises with them and many of our fire-fighters have dual roles. This makes the best use of resources and keeps our communities safe. The Council of the Isles of Scilly and its elected members have provided key support to community initiatives and funding for our community and fire prevention programmes. In addition, many people visiting the islands comment on how our communities remain so vigilant and self-reliant.

The process of integrated risk management is part of the day to day work of the fire and rescue service. I hope you enjoy reading our latest IRMP that shows you how we will help maintain the highest possible quality of life for all people on the islands.

Steve Webster
Chief Fire Officer



We are very proud of our fire and rescue service. I have great pleasure in introducing our latest Integrated Risk Management Plan. This plan tells you about how our work is keeping our communities safe and what we want to do in the future. Our key priority is to safeguard our service for people on the islands.

We live in a unique environment that people come to love and cherish. People are always telling us about the great place we live in and how safe they feel when they visit. The fire and rescue service is a key service that helps keep it that way.

Despite all the changes that are demanded of us and the tough economic times this has not stopped our fire and rescue service from going from strength to strength. We understand the service and the challenges it faces much better than we ever have done and we know how well they compare with others. We spend our money carefully and wisely, and this is reflected in the long term support we have given to our community safety projects. These

projects are helping keep our residents and visitors safe. And our youth projects are helping us recruit more women fire-fighters, and give our young people the skills and confidence they need to live full and active lives.

We want to do more to help our communities and give them the support they need to keep themselves safe. I hope you enjoy reading our IRMP but failing that I hope you find it interesting, informative and useful.

Cllr Steve Sims
Chairman of General Purposes Committee

What does Integrated Risk Management mean to the Isles of Scilly?

Our local context

We deliver services within a special environment that has some unique features. The geography of the Isles is a constant challenge in ensuring access to public services. The Isles of Scilly form an archipelago of five inhabited islands and over 140 small rocky islets lying 45 km (28 miles) off Land's End in Cornwall. The Isles have a resident population of 2153 people that rises to about 4500 at the height of the tourist season.

Maintaining effective transport links is a significant challenge, and the companies providing the air and sea transport services are facing significant financial challenges. By air, the islands are served by St. Mary's Airport on the main island of St. Mary's. St Mary's airport is owned by the council and the airport firefighters work in combination with the Council's fire and rescue service.

Climate change is affecting the Isles. The Isles of Scilly has one of the mildest and warmest climates in the United Kingdom and the risk of severe frost or snow is very low. Coastal flooding has been identified as a high risk and areas such as Hugh Town on St Marys are vulnerable to coastal flooding. In addition, gorse fires can threaten the Isle's fragile plant ecology.

Many people on the Isles have to work hard to sustain their way of life. Many people have at least two jobs. Various studies of the Scillonian economy show that self-employment rates are high, but average weekly pay is lower than the regional averages. Most farms on the islands struggle to remain profitable due to increasing costs and strong competition from overseas. As a result, many farmers and fishermen diversify into tourism.

A significant emergency on the Isles such as a very large fire or major transport incident is unlikely, but its impact on the local economy could be severe. Tourism accounts for over 85 per cent of the islands' income. The majority of visitors stay on St Mary's which has a concentration of holiday accommodation and other amenities. On the other inhabited islands, Tresco is the most tourist-oriented and has world famous gardens, high quality timeshare property and guest accommodation. Bryher and St Martin's are more rugged and unspoilt, although each has a hotel and a number of guest houses. St Agnes has no hotel and is the least developed of the inhabited islands.

The risk of a serious road accident is increasing. St. Mary's is the only island with a significant road network, although the numbers of all types of vehicles including tractors and

fast quad bikes on St Martin's has increased to about 130. Numbers of bumps and near misses are increasing and most people believe it will not be long before a serious incident occurs. The FRS is getting ready for this.

Limited availability of affordable housing is a critical issue for people on the Isles of Scilly. It also affects the sustainability of public services on the islands. This situation is steadily improving with the local housing association and Duchy upgrading accommodation.

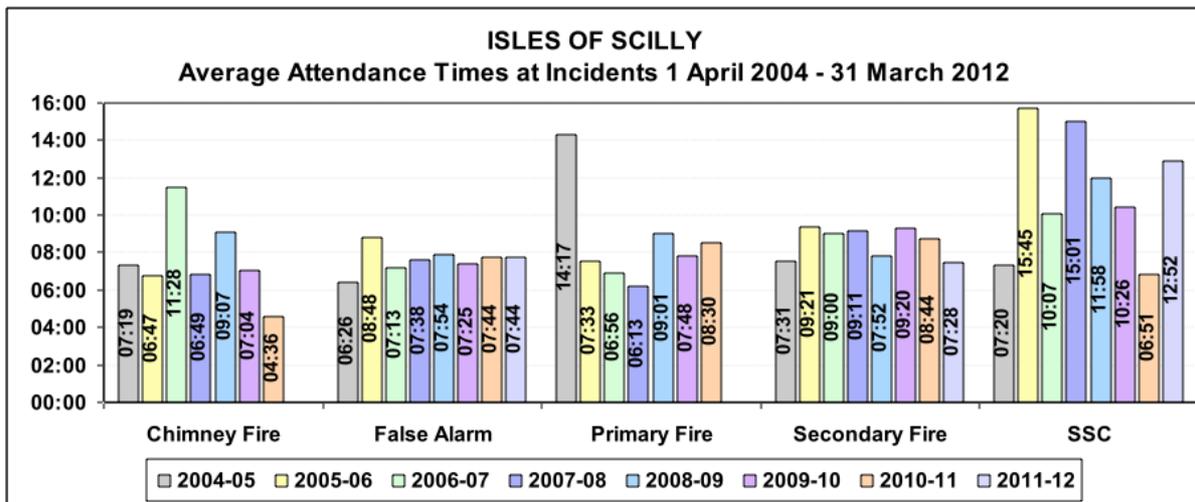
Your fire and rescue service

For us, Integrated Risk Management Planning means making the best of the resources we have, and engaging the community in taking responsibility for their own safety. Our aim is *to maintain the Isles of Scilly as the safest place in which to live, work and visit*. We have been very successful in meeting this aim. Since 2004/05 the numbers of primary and secondary fires have reduced. Numbers of incidents are very low and are lower than comparable areas such as the Highlands and Islands of Scotland. The recent fire death is the first on the Isles since records commenced. Numbers of false alarms and special service calls are also reducing although numbers do fluctuate. This is due to the numbers of new fire alarm systems and demand for the new capabilities that the FRS offers in dealing with special incidents.

People on the Isles are very self-reliant and this helps communities stay safe and resilient. This is a significant factor in the management and deployment of resources on the Isles. The FRS administration centre is based at St Marys airport and the service is comprised of 47 firefighters, 41 of which are retained and the rest are volunteers. Our Chief Fire Officer, Steve Webster is part-time and is also the technical safety lead for the airport. Currently, additional specialist support is provided by Cornwall Fire and Rescue Service.

Each of the five islands is equipped with a community emergency centre based within or next to the local fire station. These centres house the Coastguard and Ambulance service, and are regularly used by community groups. Many of our firefighters serve their communities as co-responders to medical emergencies. All five fire stations have either been upgraded or replaced in the last ten years. Maintenance work is carried out on the Isles in partnership with the council, and specialist equipment is designed to suit the local terrain.

Fire-fighters respond quickly and effectively. Response time of 15 minutes for property fires and for special service calls are regularly tested and reviewed. We use an emergency services boat to travel between St Marys and the other islands and we have arrangements in place (and back-up arrangements) with local boat owners to transport fire crews to and from all the other islands. The table below shows we consistently meet our response standards.



We recognise we cannot respond on our own to resolve every emergency and therefore community safety and the prevention of fires is a high priority. We provide a free home safety check (HFSC) which includes a wide range of safety advice, free smoke alarms, free electrical appliance tests with free issues of electrical safety equipment. Over the last five years we have risk assessed and visited all property on St Agnes, St Martin's, Bryher and Tresco. More recently we have prioritised the HFSC programme and are focusing on people living in vulnerable circumstances. We share key information with our partners and have detailed risk maps on all property and hazards on the inhabited islands.

Our partners work well together including the Duchy of Cornwall, the Isles of Scilly Council, emergency services and environmental groups. As a result we have had significant success protecting homes, commercial property and the environment. We have also been successful in lobbying for sprinklers in new public buildings such as the school at St Marys. Key buildings such as the incinerator and hospital have had their fire safety features upgraded and smoke detection systems are included in all new housing refurbishment projects. And we are supporting the Duchy and council in raising the standards of safety during the construction phases of development. All hotels have had at least one visit to assess compliance with the Regulatory Reform (Fire Safety) Order 2005 and we work hard to help businesses upgrade their premises without the need for enforcement action. We plan to do more targeted prevention work in the future, and our specialist assessors are visiting local shops and self-catering premises.

In partnership with other agencies we contribute towards community safety and educational programmes that meet the needs of young people. We have access to specialist community fire safety advisors, The Phoenix Project, FACE (targeted assistance for young fire setters), the Young Driver Education Programme and Young Parent Courses. Local firefighters provide programmes of support for the Duke of Edinburgh scheme in conjunction with the Five Islands School. Year 999 is an education programme that informs students what to do in an emergency. All emergency services are represented and it includes information of safety on roads, at sea and in the home.

In addition to our firefighting role our staff are trained to rescue people from road traffic collisions, industrial accidents, chemical incidents, and are one of the main agencies trained to deal with terrorist attacks. We also provide humanitarian assistance such as rescuing

trapped animals. We support the council's emergency planning team to prepare for large scale emergencies such as flooding, power cuts, airport emergencies, and Tsunami.

We have a clear understanding of what the public want. The public recognises the work of the FRS and in 2009, 74.6 per cent of people said they are satisfied with the service which is the highest satisfaction with any service on the isles. Comment, complaints and ongoing feedback from committee meetings and public events are kept and analysed. A common comment is that people value the work of the service and feel safer as a result. People generally do not like to see money being spent on unnecessary bureaucracy.

A real challenge for us is translating national policy into local delivery. Some policies just do not fit with our local context. Our focus is to deliver services that meet local needs at a price that residents are willing to pay.

How does our Integrated Risk Management Plan (IRMP) fit in with our partner's plans?

The Community Strategy sets out its vision for the Isles of Scilly as being a '*strong, vibrant and sustainable island community*'. Our IRMP complements and supports this vision and the broader suite of Council plans and policies. The Council's areas of focus complement those of the sustainable community strategy 2008-20. The fire and rescue service (FRS) contributes to all five priorities. In particular by supporting young people, promoting healthy and inclusive communities, preventing fires and emergencies, and protecting the economy, infrastructure and the environment.

The IRMP also contributes to the Council's Risk Management Strategy 2010-13 which aims are to:

- continue to ensure that risk management is an intrinsic part of the way business is planned and conducted; and
- improve our ability to achieve our objectives by minimising the threats and enhancing our opportunities to add value to our overall activities.

The FRS contributes to wider emergency planning issues and the Council's Major Incident Plan. The Council defines a Major Incident as an emergency that requires the implementation of special arrangements by one or all of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people. Exercises have been carried out for foot and mouth, fuel crisis, Anti-Terrorism, Tsunami, flooding, Pandemic Flu, firefighters strike, chemical spillage, and various tests and exercises at St Marys and Tresco airports. Further details of exercises can be found on the Council's website: <http://www.scilly.gov.uk/emergencies/exercises.htm>

This IRMP has been developed with key national documents in mind. The national Register of Civil Emergencies, 2012 edition highlights a number of risks. The key local risks are identified into the local register held by the Local Resilience Forum (LRF). The Devon, Cornwall and Isles of Scilly community risk register for June 2012 highlights the risks of flooding, airport security and safety, and pandemic flu. Fatalities, illness or injury, levels of social disruption to people's daily lives, economic harm, the psychological impact of an emergency, have been considered and included in action planning at the end of this plan. The new FRS National Framework has also been considered. In particular we carried out a

gap analysis and looked at resilience requirements, and access to data considerations. These are considered later in this plan.

How successful have we been with our first IRMP?

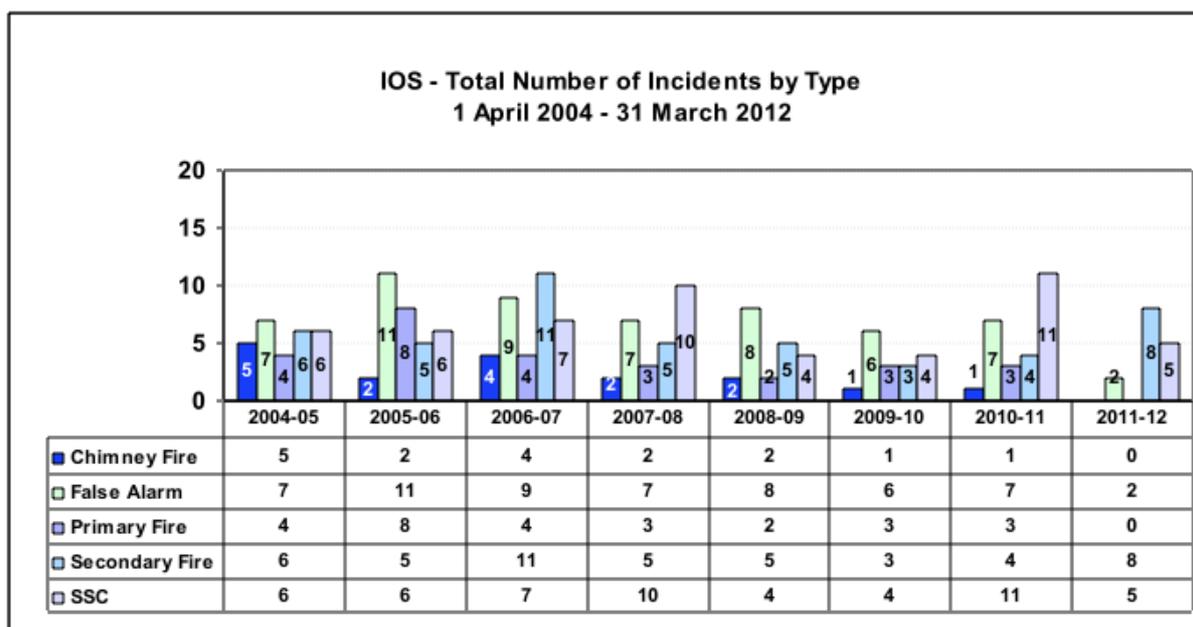
Our first IRMP from 2006-11 has been very successful. In 2006 we identified five strategic aims which are:-

- Provide and maintain an efficient and valued Fire and Rescue Service;
- Reduce possibility of deaths, injuries and minimise fire losses;
- Identify the risks in the work of the Fire and Rescue Service;
- Provide a service committed to quality which demonstrates value for money; and
- Protect the environment of the Isles of Scilly.

We have made good progress with these aims. People have a positive view of the FRS. The Isles of Scilly Place Survey held in 2008/09 indicated that 55 per cent of residents felt uninformed as to what action they should take in the event of a large scale emergency on Scilly. Since then a lot of work has been carried out in developing and testing plans. A Z-Card emergency planning leaflet containing information about what to do in an emergency was delivered to all island residential addresses in 2010.

The Audit Commission’s Organisational Assessment in December 2009 said: “People on the islands are safer as a result of good emergency management. The FRA effectively engages with its Local Resilience Forum... Plans are well tested with scenarios based on risk such as helicopter fires, Road Traffic Collisions (RTCs), and boat accidents.”

The table below shows performance over the last eight years which shows a downward trend in fires and recent progress in dealing with inconsistencies in chimney fires and false alarms.



We use our resources innovatively to deal with risks. For example in 2009 we were seeing a persistent problem with chimney fires. In partnership with local businesses we helped promote the services of the local chimney sweep to target high risk properties. This service also supported the home fire safety visit programme and was backed up by a publicity campaign. In twelve months the numbers of chimney fires reduced by 25 per cent and the following year they were reduced by a further 25 per cent.

We think progress is best illustrated in case studies that show how well we have dealt with local issues and how people on the Isles are safer as a result of our actions.

Case study – identifying risks by working in partnership

We have a strong commitment to delivering community safety campaigns to help people living in the most vulnerable circumstances. We are targeting the growing numbers of vulnerable older people on the Isles through an arrangement with the Council's Social Services department. A number of adult social care workers and other staff have been trained in home safety fire checks, and they notify each other about any risks in residents' homes. We organised a national car wash day and drivers were given the opportunity to learn about fire safety whilst their cars were cleaned by local firefighters. We participate in community events and are planning another business advice open day to talk to businesses about fire safety.

Case study – investing in young people



All children in the island's school have received lessons on fire safety including a specific initiative targeting Year 9 students called Year 999. We have developed and extended our support to the Duke of Edinburgh scheme by providing candidates with practical hands on experience of the fire fighters' role. Known as Young Firefighters, this approach has helped recruit most of our women firefighters. They say they would not have joined the fire and rescue service if they had not had the experience of being a cadet when they were younger. This shows the benefits of a long term investment in community safety.

Case study - value for money

The need to use resources effectively is well considered in every spending decision. We have numerous examples of sharing services with others. These include sharing Fire Control with Cornwall Fire and Rescue Service, sharing specialist safety equipment with other emergency services, and ensuring equipment is interchangeable between firefighters at St Mary's airport and in the local authority FRS.

Fire service vehicles support each other when they are being serviced and are maintained by the same firm of mechanics who services all the Council's Airport vehicle fleet, ambulances and ambulance boat. This delivers economies of scale such as the purchase of expensive specialist equipment, and supports local jobs. The FRS also supports the employment of a 'handy man' who carries out maintenance at the airport and fire stations in the summer along with improving airport baggage handling capabilities and fits smoke detectors and other safety equipment in homes during the winter.

Procurement is open and transparent, and supports local people. The Council, Fire and Rescue Service, local businesses and an increasing number of residents use a collective buying scheme called Cornwall Together that allows residents to negotiate better prices for energy bills. Conceived by the Eden Project in Cornwall and pioneered by the Cornwall and Isles of Scilly Primary Care Trust and other bodies, the project has continued to gain widespread momentum throughout the region. This is important because the Isles of Scilly has one of the highest rates of fuel poverty in the region. The Council is using the popular auctioning web site eBay to sell a Land Rover Fire Tender that has now been replaced with a newer vehicle. Not only does this open up the opportunity to sell to international markets but it also provides a transparent and fair system for any local residents that may wish to bid for the vehicle

Case study – facilities and equipment designed to suit local circumstances

New facilities on St. Mary's have been identified by firefighters to improve the delivery of fire fighting facilities to the Garrison. The introduction of a dedicated trailer and upgraded towing vehicle replacing an old Landrover fire engine will allow firefighters to operate from the water supply on the trailer to fight a fire whilst the vehicle is used to transport staff and equipment. This means that an attack on a fire will not have to wait until water is delivered by hose from below the Garrison Arch! The openness of the IRMP process has allowed a greater contribution by staff to the work of delivering an effective firefighting response.

On the off islands all the trailers have been replaced with purpose built firefighter designed units. The design has been developed by firefighters to include lighting masts, generators, better initial firefighting capacity.



Case study – protecting your environment

We are actively reducing the risk of fire damaging the environment. The fragile natural environment of the islands is susceptible to the effects of fire. Basic fire fighting equipment and training has been given to Isles of Scilly Wildlife Trust volunteers so they can contain fires until firefighters arrive. The island's fragile top soil supports many rare plants and can easily be damaged by salt water from the sea. In response, rain water is collected from the roofs of fire stations and stored in locations around the islands for use in fighting heath fires. Information to the community and island visitors on preventing fires is also readily available. We are reducing its energy consumption. All lighting has recently been upgraded with low energy features and fire stations are better insulated. Total electricity consumption was £3,608 in 2011/12.

In December 2009 the Audit Commission said that your fire and rescue authority (FRA):
“has positive prospects for improvement... Leadership is strong and the FRA is agile and reacts quickly. It has the right people with the right skills in place.”

We have an excellent track record of doing what we said we would do. Our annual action plan for 2011/12 has largely been completed. Only action 3.4 (adopt a new five year IRMP) and 6.3.3 (complete the trial of next generation of fire fighting clothing) to be fully completed out of the 29 actions. Clothing is now being ordered Island by Island.

What factors are shaping the Island's risk profile today and in the future?

The new National Framework from July 2012 recognises new national challenges. Fire and rescue authorities need to be able to deal with the continuing threat of terrorism, the impact of climate change, and the impacts of an ageing population, against the need to cut the national deficit. The Isles of Scilly is fortunate not to have a high threat of terrorism although climate change can seriously impact on the Isles in terms of flooding and changes to weather patterns.

Our risk profile is changing. We face a number of challenges:

- Costs are increasing and we have to maintain high levels of public safety with less money. Costs of building material and fuel are 43 per cent more expensive than the mainland due to transportation costs. This has a knock on effect on procurement and staff training costs. For example, costs of travelling to Moreton-in-Marsh for specialist training has increased by 25 per cent over the last three years.
- We have an aging population, with a significant increase in numbers of older women aged 65 and older living alone. The Isles have fewer home owners than other areas in the south-west region. This means there is more reliance on rented accommodation. In addition, there is also a large and growing contrast in wealth between older settled residents those people who retire to the Isles. Average house prices are high, people moving to the Isles have high expectations of public services.
- Companies owning or operating transport infrastructure are experiencing financial challenges. The ferries, fixed wing fleet and road network is getting older and maintenance costs are rising. The helicopter service from Penzance has been withdrawn creating travel difficulties in adverse weather conditions in the winter when the boat passenger service is not operating. This has a knock on effect on the speed of mobilising specialist and back-up support from the mainland without the continued assistance of the military support to the islands in particular. The longer term outlook for the out of hours arrangements is less predictable and will need to be kept under review.
- The Isles can no longer rely on the military or air sea rescue for support in an emergency. The Government has scrapped the Maritime Incident Response Group (MIRG) and the isles would need to ask Hampshire FRS or South Wales FRS for specialist support in a large emergency at sea such as a fire on board a ship. The air sea rescue station at Culdrose in Cornwall is also due for closure in 2014. The replacement is expected to be a private contractor service.
- The cost of visiting the Isles of Scilly and perceived value for money is having an impact on visitor numbers and economic sustainability of the islands. The Council estimates that visitor numbers are declining by about four per cent per year since 2004. However, more visitors are visiting the Isles by cruise ship. Five years ago five cruise ships a year visited the Isles, this has increased to 40 ships a year. More cultural events such as folk music festivals are planned.

- Local economic issues and the current recession mean that retaining firefighters may become more difficult.

This means that the Isles need to be even more self-reliant.

How will we manage these risks?

We will manage these risks in three ways. First we will do what we can to manage the risks by developing our organisation and get the right balance between response, protection and prevention activity. Second, we recognise that we can't address the challenges on our own and we will get help from local and national partners to raise these issues and seek assistance. A key issue is ensuring that national policy makers and the organisations who can help us understand the context in which we work and the challenges that our communities face. And third, we need to support our communities in doing more to help themselves stay safe. Together, this will help us make the most of the resources and skills we have and secure value for money in the longer term.

How can we further develop our organisation?

We have done a lot already. We recognise that more could be done in developing our staff and our partnerships, and by maintaining the support and links with our communities. A key influence is ensuring we play a clear and effective role in meeting the Island's Community Strategy.

Business processes are constantly being improved. Business Continuity plans are regularly tested e.g. by Local Resilience Forum (LRF) and council. We are also improving our benchmarking and have established links with the Falkland Islands, Guernsey FRS, Jersey FRS, Isle of Mann FRS, King Island Fire Brigade in Australia, James Island Fire Department in the USA, and Hornby Island Fire Service in Canada. Despite having a number of differences in structure, funding and approach, lots is being learnt. The comparable data on risk and incidents is used to ensure that we maintain the best possible model for the containment of risk and reduction in incidents.

We will continue to report performance to the General Purposes committee and show these reports on our website. Some examples are given below showing IRMP consultation and performance reporting.

<http://committees.scilly.gov.uk/documents/s7768/GP070212%20FR%20National%20Framework-IRMP.pdf>

<http://committees.scilly.gov.uk/documents/s7766/GP070212%20Performance%20Update.pdf>

We recognise the priorities in the new National Framework dated July 2012, paragraph 3, which are to:

- identify and assess the full range of foreseeable fire and rescue related risks their areas face, make provision for prevention and protection activities and respond to incidents appropriately;

- work in partnership with their communities and a wide range of partners locally and nationally to deliver their service; and
- be accountable to communities for the service they provide.

We also recognise the National Framework's opening ministerial statement which states:

“The National Framework will continue to provide an overall strategic direction to fire and rescue authorities, but will not seek to tell them how they should serve their communities. They are free to operate in a way that enables the most efficient delivery of their services. This may include working collaboratively with other fire and rescue authorities, or with other organisations, to improve public safety and cost effectiveness. Ultimately, it is to local communities, not Government, that fire and rescue authorities are accountable.”

The National Framework reflects on the prevention, protection and response elements of a fire and rescue services operations, and whilst for us these elements are well integrated we will consider them in turn.

Prevention

We will continue to deliver schools, home safety, business safety, and youth programmes that have been developed and tried and tested over many years. We want to support more volunteers and will work with council plans for the expansion of Island Responders scheme. We will work closely with the Local Resilience Forum to do this and seek European Union funding or grant funding such as lottery or Big Society related funding to help. We may also consider private donations and sponsorship as appropriate.

A key challenge is maintaining public support whilst we make further changes that help us become more efficient. The shortfall in national funding means that we cannot afford to do all we want to do and we must ensure that we continue to prevent fire and other emergencies as best we can. This means working with partners, sharing information, and giving more information to people so they can take more responsibility for their own safety. This includes more online information and advice given to visitors and residents about things that could affect their safety such as the weather and travelling around the Islands.

We are fortunate that our firefighters understand their communities, and can communicate effectively with them. Face to face communication remains our most effective way of getting safety messages to our residents and we intend to enhance our home fire safety programme by ensuring vulnerable people receive safety messages in a way that they understand and that helps them the most.

We have reviewed the implications of Fire and Rescue Service Operational Guidance - Operational Risk Information and reported to the General Purposes committee on 12th June 2012. A copy of the report can be seen here:

<http://committees.scilly.gov.uk/documents/s8683/GP120612%20Fire%20and%20Rescue%20Service%20Operational%20Guidance.pdf>

The Isles of Scilly Fire and Rescue Service has collected a range of data on the risk in and to the community. Each station has a large scale map indicating all the properties each of which is numbered. A register of risk is recorded by property number which details a range

of information. So for a small domestic property it may contain details of heating supplies, water supply arrangements, and domestic arrangements such as aged or infirm occupants. Larger premises or premises of a higher risk have a Tactical Information Plan recording additional data such as chemical risk, a schematic plan of the premises and an action prompt for the first appliance attending. In addition each station has an environmental plan, supplied by the Wildlife Trust, indicating the location of specific sites of interest or of protection.

In assessing the current information gathered an audit will confirm that additional information needs to be added to the records in particular hazardous materials such as asbestos, agrochemicals, etc. The system currently utilised by the Isles of Scilly will meet the requirements of the guidance albeit with a need for some enhancement to ensure all relevant information is captured. This needs to be based upon the six risk groups identified. In addition the information on a wide range of risks is now a number of years old and is in need of a refresh and in particular an audit to determine its accuracy and relevance.

Carrying out such a review and audit will be particularly labour intensive requiring staff to visit and collate information. This will lead to a map and data sheet update and reaffirmation of existing plans. The intention is to utilise a limited number of staff from the service who will receive training and guidance to undertake this exercise.

Protection

Our fire protection work includes building control consultations, an inspection programme for Regulatory Reform (Fire Safety) Order 2005

Our strategy for Regulatory Reform (Fire Safety) Order 2005 is set out in a Review of Legislative Fire Safety report to the Council's General Purposes Committee dated 12th June 2012. This report is publically available at

<http://committees.scilly.gov.uk/documents/s8677/GP120612%20Review%20of%20legislative%20fire%20safety.pdf>

Our fire safety inspection programme is based upon the relevant categories of premises as identified in Appendix A of the report. The inspection periods are based upon risk, with sleeping accommodation having the highest risk resulting in a two yearly re-inspection for the premises with a higher level of beds.

The inspection programme is not rigid in that the time periods are flexible based upon criteria such as change in management, complaints regarding fire safety and local knowledge. All of the higher risk premises have been visited and are in the process of a re-visit schedule.

The inspection process is a well-constructed and recorded audit of the premises. It includes the recording of activities, maintenance of means of escape, alarms and firefighting equipment and fire training. The outcome of the audit can result in a range of actions from prohibition of the use of premises in the event of a severe risk to life from fire to a letter indicating minor infringements of guidance associated with the regulations or no action if the results are satisfactory. Local firefighters are advised of any deficiencies in the safety standards of an inspected property so that they can amend their firefighting plan.

The results of our review are encouraging and a marked improvement from reviews in 2006 and 2007 during which time a number of premises received improvement notices. However, there are a number of premises that action has to be taken following each successive audit and this is particularly evident when premises change management or ownership. The recent experiences in Cornwall involving hotel fires and related fire deaths serve to illustrate the reason why sleeping premises are of a significant fire risk and pose one of the more significant premises risk within the islands.

St. Mary's Airport was audited over two days, on the 22nd and 23rd May 2012, by the CAA Safety Regulation Group Inspectors. A copy of the audit and fire safety report can be seen [here](#)

<http://committees.scilly.gov.uk/documents/s8679/GP120612%20CAA%20Aerodrome%20and%20RFFS%20Audit.pdf>

Response

We have reviewed our response times through an annual review of data, real time exercises on St Martin's, and a sample review of response times. The sample review is based on a summary of calls received for the period 1st April 2011 to 31st December 2011. This is attached to the Performance Update review reported to the General Purposes committee on 7th February 2012.

We also regularly review station availability. An availability forecast system has been implemented to ensure that adequate staff to crew appliances is available. This is working well. For 2011/12 there was no recorded down time for any of the appliances.

Senior management, incident commander and firefighter crew back-up is currently provided by Cornwall FRS and this is subject to review in 2012/13. Changes to air and sea transport infrastructure may well extend response times for back-up and these risks are being explored with partners and the department of Communities and Local Government.

Firefighter health and safety is assured through self-assessment, and operational assurance audits mapped against the Chief Fire Officer Association guidance. Competency issues are also considered by firefighters using Red Kite computer simulated software at St Marys airport. Personal Protective Equipment (PPE) is regularly audited and currently being upgraded. Drill and exercises are carried out to plan for risks and large scale emergencies. Small scale improvements to fire stations can make a big difference, for example a drill tower is being researched for St Martin's fire station.

Interoperability is regularly tested with joint exercises, the most recent being held on the evening of Tuesday 4th September 2012 at St Mary's Airport. The exercise involved people from various agencies including the Council of the Isles of Scilly, Police, Fire and Rescue Service and the Maritime Coastguard Agency.

We have a new radio system including a handheld and repeater system, and tri band mobile phones. A lot has been learned from the Isle of Mann FRS. Backup fire control is at New County Hall in Truro and their ICT system enables mobile fire control systems to operate.

We get response support from Cornwall FRS, and the Service Level Agreement (SLA) has worked well in the past but an annual arrangement could be more flexible. We'll be talking to

others such as Devon and Somerset FRS, the Maritime and Coastguard Agency and the Ministry of Defence to see if they can help.

How will we ensure our communities stay safe?

Community Resilience is a strong feature of island life and we do not take this for granted. A strong sense of independence is part of the way of life for people on the islands and this helps us deal with the prevention and after effects of emergencies. We intend to build on this by developing volunteers and working closely with the Island Responders initiative.

Volunteers bring many benefits and can help support firefighters in many ways. Community groups and youth groups such as the Scouts also have a big role to play in keeping people safe. We keep up to date with international research that shows that young people are very effective at giving their parents and grandparents safety messages that organisations struggle to get across.

We have been successful in working in partnership for a number of years and we intend to build on this to help maintain and improve the community status of our fire and rescue service. We have a community events and projects programme and includes a council roadshow in August, ongoing events at the Emergency Planning Centre next to St Marys fire station, and ongoing events at schools and community groups. New events include safety information in all public buildings including the swimming pool on St Marys, information given to campers about carbon monoxide and fires, upgrading of fire alarms to sheltered accommodation, and support to scout and youth groups.

Communication is improving including radio, "Scilly Now & Then" and other local publications. Better website on line content is planned with more emergency planning and visitor safety information and links to established information websites such as DirectGov etc.

A list of fire safety websites providing information and relevant guidance documents are provided below:

<https://www.gov.uk/government/organisations/department-for-communities-and-local-government> (Information and guidance)

<https://www.gov.uk/government/policies/supporting-fire-and-rescue-authorities-to-reduce-the-number-and-impact-of-fires> (Prevention activity including Fire Kills literature and overview of the Regulatory Reform (Fire Safety) Order 2005 [RRO])

<https://www.gov.uk/workplace-fire-safety-your-responsibilities> (Detailed information on RRO and Fire Safety Risk Assessment)

<https://www.gov.uk/government/organisations/department-for-communities-and-local-government/series/fire-safety-law-and-guidance-documents-for-business> (Links to the Local Authority Coordinators of Regulatory Services guidance on Fire Safety in Housing, the Local Government Improvement Division guidance for fire safety in purpose built flats and the Health and Safety Executive Fire Safety in Construction guide.)

[UK Fire Service Resources](#) (Links to a fire safety and firefighter information site with safety advice for many issues and events such as, bonfires, chip pans, carbon monoxide, home fire safety checks etc)

Appendix 1 - Action Planning

We aim “to maintain and sustain the Isles of Scilly as the safest community in which to live, work or visit”.

Our objectives are:

- Further develop our organisation and maintain its community status;
- Support our communities to stay safe,
- Continue to deliver best value.

Our review of IRMPs across the UK shows that most people want to see evidence of good value for money, an effective response to incidents, and less money being wasted on bureaucracy and red tape.

An over-arching range of actions have been identified as a result of our gap analysis below for the currency of this IRMP. An action plan will be drawn from this list and other sources such as staff suggestions, national events, local findings, etc., for each year for agreement by Elected Members of the Council thereby ensuring that local community expectations are being met. An example of this action plan approach can be found at [Action Plan 2012-13](#)

1. Further develop our organisation and maintain its community status

- 1.1. Engage with local and national partners to raise challenges of the changing risk profile. And help secure additional resources, explore support from CFOA, EU funding, community fundraising – forming a social enterprise?
- 1.2. Review training and development opportunities
- 1.3. Review potential for more open data, and develop the Intranet and website to give better access and more information to staff and the public.
- 1.4. Work with partner agencies, emergency services and LRF in developing and deliver an annual resilience programme of exercises, infrastructure tests, evacuation drills, and interoperability training
- 1.5. Develop and deliver a sustainable capital investment programme.
- 1.6. Refresh risk information and update risk maps
- 1.7. PPE – continue to test and implement one set of PPE for council and the airport.

2. Support our communities to stay safe

- 2.1. Work with the Council and Local Resilience Forum to develop community advocates/volunteers and investigate joint work with Island Responders
- 2.2. Further develop and focus programme of home fire safety visits in line with audit of Fire safety in General Purposes Committee paper from 12th June 2012.
- 2.3. Develop visitor safety information.

2.4. Further develop RRO inspection programme and fire protection work.

2.5. Business fire safety seminar.

3. Continue to deliver best value

3.1. Review SLA with Cornwall FRS

3.2. Annual assurance statement which will be a committee paper published on the website.

3.3. Benchmarking and comparative work with similar FRAs e.g. Falkland Islands.

3.4. Work with Council on engaging with and securing VFM from annual audit in line with LG Act 2012

Appendix 2 – Consultation strategy

The Isles of Scilly Fire and Rescue Service fully supports the wider issue of consultation with the public it serves. We have identified the key stakeholders that have a vested interest in our integrated risk management plan and have drafted the following consultation strategy.

Stakeholder Group	Consultation Media
Members of the public	Media article/link to website
Fire Authority members	Presentation to General Purposes Committee
Internal staff	Memo with link to website
Local MP	Letter and website link
Emergency Planning and other council departments	Letter and website link
Local Resilience Forum	Letter with website link
Wider fire and rescue community	Letter with website link
NHS and ambulance trust	Letter with website link
CLG	Letter with website link
Duchy of Cornwall	Letter with website link
Voluntary Sector	Letter with website link
Housing Association	Letter with website link
Public Library	Paper copy available
Town Hall	Paper copy available
Tourist Information Centre	Paper copy available
Members Room	Paper copy available
Off-Island Reading Rooms	Paper copy available

The results of the consultation process will be collated and where relevant the plan amended. In instances where the results have not influenced the plan, they will be reported to the General Purposes Committee in the public forum.