

Fire Control

Community Risk Management Plan 2025-26

Operational Preparedness

Fire Control will;

Review and revise SOPS and E-learning packages.

Implement a collection of practical training scenarios.

Continue to support the Command Strategy to ensure staff know how to be effective commanders.

Participate in command assessments and validations.

Complete reflective logs to ensure Continual Professional Development (CPD)

Support the implementation of National Operational Guidance into MFRS.

Support and participate in multi-agency training and exercise programme.

Maintain efficiency and effectiveness of National Resilience response, ensuring NR core skills acquisition training and maintenance of competency is completed and assured.

Operational Response

Fire Control will;

Contribute to the Attendance Standard -

We will answer 96 % of 999 calls within 10 seconds

Average Time Taken to Process a Life Risk Call by Fire Control within 90 seconds

Continue to embed new technologies within Fire Control to enhance efficiency and effectiveness of operational response of incidents.

Support and contribute to the introduction of Enhanced mobilisation to enhance response times.

Continue to adapt features of the Media Wall within primary control to maximise efficiency and aid mobilising.

Embed AURA, dynamic cover tool to allocate resources effectively.

Incorporate collaborative working with Time and Resource Management.

Prevention and Protection

Fire Control will;

Support local or seasonal campaigns such as Winter Warm, Sheltered Housing, Operation Banger and Older Person's Day.

Respond to and protect those affected by criminal activity through target hardening visits, offering care, advice and referral to partner agencies.

Identify and reduce resource demands such as unwanted alarm signals through advice and joint working.

Continue to enhance situational awareness between Fire Control and Operational personnel during High Rise incidents using the Evacuation Guidance Template, ensuring staff regularly train and exercise to maintain competency.

Undertake regular training, to ensure staff are competent and confident to deliver home fire safety advice and complete relevant referrals following control room contact.

People

Fire Control will;

Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.

Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.

Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.

Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.

Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.

Review performance and identify future development needs through the appraisal system.

Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.

Recognise and promote the value of EDI within the FRS and the wider communities we serve.

Contribute to Service Positive Action via signposting to "District Have a Go Days"

Fire Control

Community Risk Management Plan 2025-26

Our Vision: To be the best Fire and Rescue Service in the UK – One team putting its communities first.

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond

OUTCOMES are the impact our actions have on the community such as reducing incidents.			OUTPUTS are the quantifiable things we deliver to achieve better outcomes for the communities we serve.	
	Estimated Performance 2024/25	Targets 2025/26		Annual Target** 2025/26
96 % of 999 calls answered within 10 seconds	98%	Above 96%	SPA'S	175
Process life risk calls within 90 seconds	79 seconds	Below 90 seconds	Exercises	8
			Practical Training Sessions	9
			E-Learning Packages	1,225

<p>The targets are based on 5 years performance data. ** Targets to be added for 2025/26 in March. Highlighted are 24/25 targets</p>	<p>We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities</p>
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