



**Jersey Fire & Rescue**

*...making Jersey a safer community*



## Safer Communities Strategy 2008-2012



“The service is committed to making Jersey safer by reducing risk in our local communities.”

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# 1 Introduction

This document outlines the Safer Communities Strategy for 2008-2012 and reflects the Service's vision to make ***Jersey a safer community where there are no preventable deaths, injuries or damage from fires and other emergencies.***

## *Our Purpose*



Figure 1

The introduction of the new Fire and Rescue Service Law will, for the first time, place a statutory duty on the Minister for Home Affairs to provide fire safety information, publicity, encouragement and advice. Jersey Fire and Rescue (JFR) will be responsible for the delivery of that statutory duty.

The purpose of this strategy is to provide guidance and detail on how the Safer Communities Directorate will promote a 'fire safe' culture by delivering the objectives specifically outlined in the Corporate Strategy and Governance document, the Integrated Risk Management Plan (IRMP) and the Integrated Risk Management Action Plan (IRMAP).



Figure 2 illustrates how this document underpins the strategic planning process to support the delivery of our corporate aims.

Strategic Commitment 3.5 within the States of Jersey Strategic Plan outlines the following outcome desired by the Council of Ministers:

**‘Effective measures in place to deal with risks to life, property and the environment from major incidents and emergencies’**

The Home Affairs Business Plan supports this strategic commitment by setting key objective 4:

**‘Life, property and the environment protected from risks from fire and other emergencies’**

Jersey Fire and Rescue outline our vision on how we will achieve this objective within our Corporate Strategy.

Our Integrated Risk Management Plan defines how JFR aim to deliver our services to the community and this Safer Communities Strategy supports the suite of corporate documents to provide a blueprint for making Jersey a safer community.



Figure 2

## 2 Strategies on a Page

To align this document to the Service Corporate Strategy 'Focussing on What Matters' we have developed two 'strategies on a page' which in turn link to the IRMP, the IRMAP, and the Strategic aims of JFR:



Figure 3

Each 'Strategy on a Page' acts as a summary to the main Community Safety and Technical Fire Safety strategies, which outline each department's priorities in more detail. This detail is further reflected within the Directorate plans used to manage departmental and individual performance



### 3 The Directorate

In order to deliver our fire safety services efficiently and effectively the Safer Communities Directorate is organised into two streams:



Figure 4

Figure 3 below identifies the organisational chart for the Safer Communities Directorate team responsible for implementing and delivering the strategies.



Figure 5



Prevention

## 4 Prevention



### 4.1 Campaigns

JFR is committed to the reduction of fires, road traffic collisions, casualties and other undesired events in the Island to fulfil our strategic aim of 'making Jersey a safer community'.

We can have an influence on our community's perception of risks and associated hazards through the provision of information, training and education with a view to reducing risk to themselves.

Wherever possible our range of community safety campaigns will focus on the following core subjects:

- **Fire Safety**
- **Sea Safety**
- **Road Safety**

We recognise that to ensure our community safety resources are utilised effectively, they must be targeted at specific groups or risks. Using a number of data sources including our 'Island Fire Risk Profile', the Jersey Annual Social Survey, Island Census and our Incident Reports together with other relevant National data, we will target our main efforts and resources to those groups within the community who are known to be most 'at risk'.



With regard to fires, the groups most at risk in Jersey are:

- Elderly
- Single parent families
- Families with young children
- Those living in rented accommodation
- Smokers
- Lower socio-economic groups
- Disabled

Where risks are identified, we will utilise the most relevant forms of media, education and training to effectively communicate specific targeted campaigns, aimed at reducing the risk and educating those most at risk. We will also support National community safety campaigns and utilise the materials supplied by the 'fire kills' team where appropriate.

We will aim to carry out relevant, proactive and preventative campaigns aimed at stopping fires and other incidents from actually occurring, however, we recognise that unexpected events do happen and we will therefore also undertake reactive campaigns aimed at preventing those events from reoccurring.

Our fire safety campaigns will be based around three core messages:

- **Prevention** – fire safe behaviour, kitchen safety (hot oil fires), bedtime routines, child fire play etc
- **Detection** – coverage and maintenance of smoke alarms, encouraging more hard wired smoke detectors etc
- **Escape** – what to do if a fire is discovered, speed of fire development, smoke vs. flames, escape routes, preparation, escape routine, 'Get Out, Stay Out, Call 999', 'Stop, Drop & Roll' etc

To assist with the planning of community safety campaigns, we will develop a local community safety calendar, indicating where relevant campaigns are likely to be most effective. This will include using specific dates to assist the delivery of our messages, e.g.: Chip pan safety during 'National Chip Week'.

Existing examples of campaign initiatives:

- Home Fire Safety Visits – JEP 'Make a Plan'
- Over 60s – Free smoke detector fitting, Electric blanket testing
- Hot oil safety – National Chip Week
- High-rise fire safety campaign

## 4.2 Youth Education

In addition to our risk reduction campaigns we can also influence safe behaviour through training and education for all groups of the community.

We already recognise that the Island's children and youth are a high-risk group, and therefore our work with this group will continue to be central to our safety education strategy. JFR define youths as all of Jersey's young population from birth to early twenties. Our youth work is vital, not only because of the lifelong messages which can be absorbed, but also because the children take home fire safe behaviour and messages which can also influence their parents or guardians.

Schools are a key partner in delivering fire safety messages to children and we will continue to work with *'Prison Me No Way'* and *'Child Accident Prevention Jersey'* to reach as many of the Island's children as possible. We will also work with Education, Sport and Culture to ensure the Island's children receive relevant safety advice in the correct format at the correct time.

We will develop targeted programmes for all age groups into 'pick up and go' packages to ensure that consistent messages are delivered by all our staff. These programmes will again be based around our core messages of prevention, detection and escape and we will again work with Education, Sport and Culture to accredit our educational packages.





JFR believe that the provision of proactive education is key to achieving our vision of making Jersey a safer community. Our education plan will ensure that every child in Jersey receives quality safety education from fire and rescue service personnel throughout their school years, with the input changing to suit their development.

Figure 6 (over page) illustrates the youth education programmes being delivered by JFR. All key stages are reached using tailored safety education programmes with specific aims and methods of delivery suited to that age group. Delivery is provided by operational firefighters and specialist community safety staff, often in conjunction with teachers and classroom assistants, and partner agencies such as Child Accident Prevention Jersey and Prison Me No Way.

We will continue to support the Scout and Guide Associations at all levels, including Beavers, Cubs, Scouts, Brownies and Guides, with the provision of fire safety information to assist them to obtain their relevant fire safety based awards.

In addition to tradition fire safety, JFR now strives to actively interact with children and young people in an attempt to prevent and deter them from engaging in both anti-social and deliberate firesetting behaviours. We have been working in partnership with Prince's Trust Jersey since its inception. We have recently developed a new partnership with the Youth Inclusion Team in conjunction with the Prince's Trust. This programme was designed for people who could not get on the Prince's Trust course through either personal disabilities or insufficient spaces available. JFR runs this programme on the same day as the main Prince's Trust events to enable both groups to mix and work together thus enhancing communication and understanding between the young people.

JFR will continue to build upon such achievements through partnership building with other 'Youth' agencies to ensure a collective approach to deliver programmes in Jersey that put the young peoples interest first.

Certain children do get involved with fire play. We will develop and extend our existing fire setter's programme sourcing new material and training for our fire setters' team. We will also work with our partner agencies to promote this service and encourage referrals of children at risk. We will also further explore the 'Child Whispering' approach and investigate the possibilities of having a recognisable product that is utilised by all agencies, to provide a consistent approach for dealing with children.

We recognise that an improved youth strategy will involve greater contact with children. We will introduce a robust child/youth protection policy and provide training for all staff that may come into contact with children. We will also provide further training for staff that will have prolonged contact with children such as the community safety and fire-setters teams.



## Age Groups

## Education Programmes

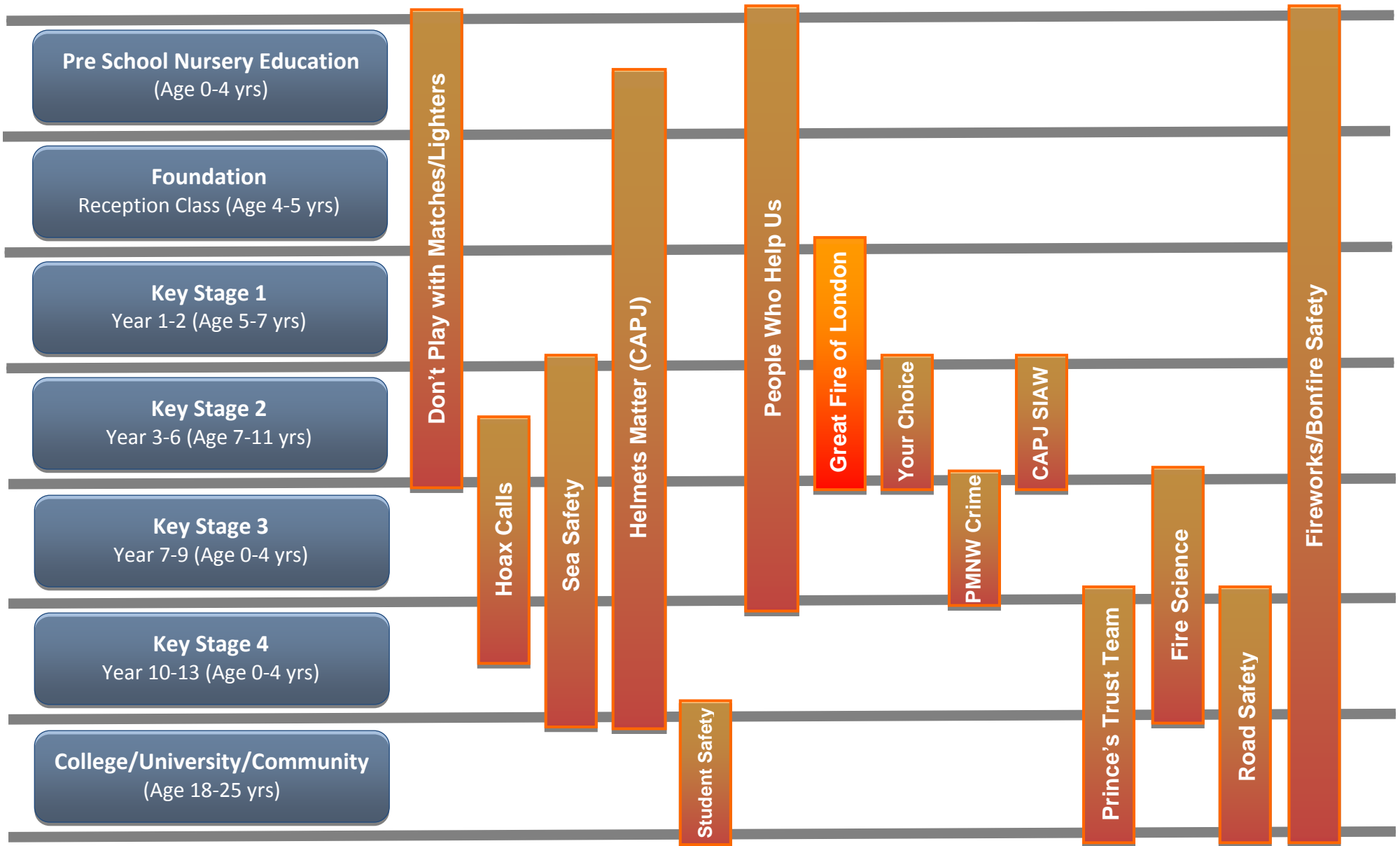


Figure 6

## 4.3 Community Safety Advice

JFR is determined to improve public access to quality fire safety advice and information, including more focus on face-to-face community engagement, especially in high-risk areas.

We believe that Home Fire Safety Visits and the fitting of smoke alarms are probably the most effective way of reducing risk from fire. The Service introduced a programme for Home Fire Safety Visits (HFSV) in 2004 and to date the Service has completed 1203 HFSVs. With 38,000 homes in Jersey this equates to 3.2 percent of homes visited to date. At the current rate it will take 125 years to visit all the homes in Jersey. Therefore the Service will now target HFSV to those households that are most at risk from fire.

JFR is committed to visiting as many of these higher fire risk homes as possible through providing free HFSV to the following groups:

- Homes with people over 60,
- Homes with children under 10
- Single parent families
- Homes with smokers
- Rented accommodation
- Homes with someone who has a disability

For those people who are not in one of our target groups JFR will introduce a programme of community safety advice days in key locations, identified by risk profiling, where members of the local community can access the required safety advice. This will be achieved in conjunction with other key partners such as Parishes and the Housing's 'Tenant Participation Team'.

We will also develop our information access points, making best use of new and existing technology whilst also utilising more traditional methods such as attending key community events, especially in high-risk areas. We will investigate the feasibility of utilising the Western Fire Station as a community drop in centre for safety advice

JFR believe that domestic sprinklers could save lives, prevent injuries and reduce fire damage. We will therefore, support and promote the use of domestic sprinklers in local homes.





## **4.4 Sponsorship and Partnerships**

Community Safety is an Island wide issue and JFR has a major part to play in ensuring that we get our safety messages across to the public in an appropriate and timely fashion. We have limited financial resources and a small team of dedicated staff, supported by operational staff, with which to deliver these messages. In order to address these shortfalls we will:

- Actively seek external sponsorship partners
- Actively seek to engage new partnerships locally and where appropriate at national level
- Engage 'Community Advocates' to assist with the delivery of advice

JFR cannot create a safer community alone and we are often involved with issues that overlap with other agencies.

We will therefore further develop and expand our multi-agency approach to community safety work with the development of a community outreach programme where we will utilise other agencies or advocates to ensure our messages reach the key at risk groups. This will include an improved system for agency referrals, allowing passage of information between the key agencies to ensure our community receives the service it deserves.

We will bolster all of our existing partnerships to continue the outstanding work done in a number of other areas including 'Child Accident Prevention Jersey', 'Prison Me No Way', 'Prince's Trust' and 'On 2 Wheels'.

Due to our limited financial resources, we cannot always provide the information or resources that we believe will best achieve the optimum delivery of community safety messages. We will therefore actively seek external partners who may be willing to align their corporate image with that of the fire and rescue service and also those who have a commercial mutuality of interest with JFR in order to acquire additional funding to enhance our community safety budget.

JFR have introduced a new Partnership Working policy. All future partnership agreements will be developed to ensure that all parties understand what is expected and what can be delivered. These agreements will include exit strategies to ensure that either group can terminate the partnership agreement if necessary.

## **4.5** *Improved Resources*

When delivering key safety messages, it is essential that they are delivered in a format which is relevant to the audience and also relevant to the advice that is being provided. We will ensure that the resources required to deliver effective safety messages to all groups are acquired and that our staff are appropriately equipped to utilise them.

We have already identified that our current chip pan fire demonstration unit is unsuitable and a replacement unit will be sourced. This is essential as our statistics show a continuing high number of hot oil related fires within the Island.

We also intend to develop our commercial training capabilities to provide a service to local organisations. This will also enable money to be generated and reutilised in the provision of additional community safety resources. To do this professionally, a commercial training fire demonstration unit will be required to enable clients to experience the operation of fire extinguishers in a realistic, but controlled environment.





The provision of a new community safety vehicle will also be essential to the effective delivery of our strategy. The vehicle should be capable of delivering messages to all of our target groups, with a particular drive toward children. The focus toward a child friendly vehicle is to ensure that whilst the child is enjoying the vehicle's attractions, the parents will be a 'captive audience' for us to deliver key messages.

Although fire safety in the home is our primary focus, it is essential not to forget that many people spend a large proportion of their time at work and workplaces have a duty of care to ensure that their workplace is safe and that they have staff adequately trained to act as fire wardens. We will continue to provide 'Fire Awareness' courses for the Jersey Safety Council whilst also developing additional commercial fire awareness training packages.

With an ambitious set of aims and limited resources JFR will seek volunteers to deliver community safety initiatives as defined in our volunteer strategy.

## **4.6** *Communications*

JFR benefits greatly from the generally positive public image of the fire and rescue service globally. We recognise that this image is essential to the delivery of safety messages and we will therefore ensure that our Communications Strategy is reinforced to ensure that all community safety initiatives are effectively communicated both internally and externally.

Our communications strategy is based around three key corporate communications objectives, which are:

- Improved relationships with stakeholders
- Increased recognition of JFR
- More effective use of communication opportunities

With this commitment to improve our communications we will work with the media to improve our partnerships and pursue regular media exposure. We have an obligation to warn and inform the local community of safety information when an incident occurs. We will therefore bolster and improve our existing links with the media to ensure accurate and timely information is released.

JFR is a contemporary, professional and forward thinking fire and rescue service and must be represented in that style. We will implement a branding strategy to deliver a consistent and identifiable organisational image with each and every communication.

Public awareness and understanding of the work of JFR is essential to maintaining our public image. We will continue to hold open days at our fire stations to allow the public the opportunity to view the work of their fire and rescue service at first hand.

Due to the budgetary constraint of the fire and rescue service in delivering community safety initiatives, it is essential that we evaluate our community safety work to ensure that our resources can be effectively deployed with continuous improvements made. We will do this by undertaking public feedback surveys and by setting purposeful targets aimed at the bottom line effects of reducing fire deaths, injuries and incidents. We will also utilise local public opinion surveys, such as the Jersey Annual Social Survey, to provide relevant information regarding to the impact of community safety initiatives. We will also develop our data collection methods to ensure only the right information is collected.

Following evaluation of our services over the four years that this strategy spans, the desired result is to have achieved a reduction in our Best Value Performance Indicators to deliver the following objective:

**‘Reduce deaths, injuries and economic losses due to fires and other emergency incidents reduced’**



## 4.7 Community Safety Strategy on a Page

### 'Focussing on What Matters'

Aims	Priorities (What we want to achieve)	What success looks like	What we will do to be successful	How we'll know we've been successful
Reducing the risk to the Community	Promote and deliver high profile campaigns targeted at risk based on data from the Island Risk Profile	<ul style="list-style-type: none"> <li>Effective recognisable campaigns resulting in improved understanding of targeted risk</li> </ul>	<p>Utilise the most relevant forms of media to effectively communicate targeted risks</p> <p>Develop deliverable programs for all age groups prioritised and directed to those at risk</p>	Fewer fires and other incidents
	New community education & training programmes directed at all risk groups	<ul style="list-style-type: none"> <li>Improved community understanding of fire and other risks</li> </ul>	Deliver CFS educational material to all groups within the community	Fewer deaths and injuries
	Ensure that appropriate and timely fire and rescue safety advice is given to the community specifically directed to those at risk	<ul style="list-style-type: none"> <li>Improved CFS advisory service for the community, especially in high risk areas</li> <li>Increased smoke alarm ownership in higher risk households</li> </ul>	<p>Introduce CFS advice days in key locations identified by risk profile</p> <p>Prioritise HFSV at higher risk households in Jersey</p>	<p>FRS and other public feedback surveys</p> <p>Fewer fires and injuries in higher risk homes</p>
Improving the way we work	Actively seek external sponsorship and partnerships to support community fire and rescue initiatives	<ul style="list-style-type: none"> <li>Sponsorships secured</li> <li>New partnerships formed</li> <li>New initiatives created</li> <li>New Community 'Advocates' engaged</li> </ul>	<p>Encourage commercial/private partnerships</p> <p>Seek funding through every available avenue</p> <p>Encourage joint agency working</p>	<p>Corporate sponsors secured and funds made available</p> <p>Amount of new partnerships formed</p> <p>Increased agency referrals</p>
	Improved community fire safety resources incorporating a new commercial training rig and equipment	<ul style="list-style-type: none"> <li>Improved appropriate commercial training courses provided</li> <li>New more versatile equipment</li> </ul>	<p>New commercial training courses designed to meet needs</p> <p>Investigate and purchase resources appropriate to our needs.</p>	<p>New initiatives and courses promulgated</p> <p>Additional resources acquired</p>
	Ensure that we communicate effectively with all stakeholders	<ul style="list-style-type: none"> <li>All initiatives well communicated and attended</li> <li>More effective/positive media coverage</li> </ul>	<p>Implement communications strategy</p> <p>Implement branding strategy</p>	<p>Improved media partnerships/links</p> <p>Regular media exposure more column inches</p> <p>FRS and other feedback surveys</p>
Developing our people and culture	Ensure that Safer Communities Directorate Staff are appropriately trained	<ul style="list-style-type: none"> <li>Staff feel competent and confident in their role</li> <li>Increased performance of staff with wider skills base</li> <li>Specialist vulnerable groups training given to staff</li> </ul>	<p>Develop clear and concise role profiles for all staff</p> <p>Identify individual training needs, abilities and knowledge through regular departmental meetings</p> <p>Produce effective development plans</p>	<p>Role profiles produced</p> <p>Training needs identified and appropriate courses provided</p> <p>Staff development plans produced and personnel working effectively within role parameters</p>
	Ensure that Operational personnel receive training in community fire safety appropriate to their needs	<ul style="list-style-type: none"> <li>Consistency in delivery of community fire and rescue safety initiatives</li> <li>Community fire safety visits/initiatives carried out efficiently and effectively</li> <li>Embedded effective watch community safety champions</li> </ul>	<p>New CFS literature, designed and delivery packs/programs developed for use across all departments</p> <p>Carry out regular community fire safety workshops to improve operational personnel competencies</p>	<p>Consistent CFS delivery</p> <p>Number of workshops carried out</p> <p>Number of events successfully attended by operational staff</p> <p>FRS and other feedback surveys</p>
	Actively promote a fire safe culture through public consultation and interaction.	<ul style="list-style-type: none"> <li>Safer Communities initiatives delivered to those at risk</li> </ul>	<p>Give advice to the general public on fire and rescue safety when requested and attend events to promote initiatives</p> <p>Carry out Home Fire Safety Visits</p>	<p>Number of events attended</p> <p>Reduction in domestic fires</p>



protection



## 5 Protection



### 5.1 *Review of Existing Fire Certificated Premises*

There are currently 490 existing fire certificated premises, which are inspected either annually or biennially, regardless of the condition of their fire safety measures or the management procedures and protocols put in place. This inspection regime is onerous on well maintained and managed premises and a drain on valuable JFR resources.

In order to address this, a complete review of all current fire certificated premises will be held, each premise will be risk assessed against empirical and historical evidence.

The review will take place over a two year inspection period. Each premise will be audited and key risk information recorded by the inspecting officer. Once the risk data has been analysed a new fire safety inspection programme will be developed detailing the frequency of inspection for each property. All newly built premises will also be risk assessed and added into the programme according to type.

The new inspection programme will ensure that our statutory requirements under the Fire Precautions (Jersey) Law 1977 are met together with any other fire related legislative requirements.



## 5.2 *Review of Approved Documents*

The current 'Fire Safety Approved Document B' (AD B) is produced by DCLG and utilised by JFR and our local Building Control department for the purpose of providing practical guidance relating to the 'functional' fire safety requirements for buildings determined by the local building regulations and fire legislation.

The guidance is based upon UK regulations and as such there are areas within it that do not reflect local conditions or legislation. JFR will work with the Building Control department to review and amend AD B bringing it in line with local requirements.

The amendments to the document will be the responsibility of the Building Control department and as such JFR are not responsible for their promulgation, however, we will work closely with Building Control and monitor the progress to ensure the required changes are affected without unnecessary delay.

## 5.3 *Fire Suppression Systems*

Over the past decade there has been substantial growth in the island economy, which has led to investment in building infrastructure throughout the island, both within the public and private sectors. This trend is set to continue with large multi-million pound developments being proposed as part of the Waterfront Development projects and at other locations island wide.

In order to ensure that JFR resources can deal with any major incidents which occur, we have been championing the installation of fire suppression systems in high risk buildings, basement car parks and multi occupancy buildings, with some success, however, there is only limited Building Regulation for fire suppression in buildings over a certain size and height and this restricts our position from a legal stand point.

To improve the existing restrictive regulation we propose to work with Building Control to introduce new regulation within the existing Building Regulations that will allow us to require sprinklers to be installed in higher risk buildings and purpose groups of premises, such as underground car parks.



The new regulation will form part of a revised Approved Document B and will ensure that JFR resource and tactical parameters and insular constraints are taken into consideration during building design stages, with modern suppression systems being incorporated as an integral part of the buildings fire strategy.

Buildings fitted with fire suppression systems have a greatly reduced likelihood of a serious fire and the occupants (and fire fighters) are at a much lower risk from fire. JFR when giving advice on fire suppression systems take into consideration their operational and tactical response and may (in consultation with other statutory bodies) offer relaxations of other fire safety measures if a fire suppression system is installed.

## **5.4** *Island Fire Safe Living and Working Environment*

JFR will strive to promote an Island 'fire safe' culture by proactively working to promote fire protection systems and safe practices in the workplace and reduce Unwanted Fire Alarm Signals (UwFS), "false alarms", from automatic fire alarms. We will continue to work with Building Control, other statutory bodies and external key stakeholders such as builders, developers and architects to ensure that adequate fire safety measures are incorporated into all new build and refurbished properties.

To ensure that major developments such as those proposed for the Waterfront and La Collette have adequate fire safety measures, including access and facilities for fire fighting, we will commit resources to attend development meetings and sit on safety and review panels.

We will also where necessary seek advice from external sources to support proposed fire engineered solutions which are submitted as alternatives to meet fire safety requirements.

During the major road building program proposed for the Waterfront we will, through consultation, ensure that fire safety access, egress and resilience to both the East and the West of the island are maintained at all times.

We will continue to develop our relationship with other Fire and Rescue Service partners to share fire safety related information and specialist skills when required.





## **5.5** *Revised Fire Related Legislation*

Unlike the UK Fire & Rescue Services who in 2006 replaced 70 pieces of fire safety law with The Regulatory Reform (Fire Safety) Order 2005, the JFR still directly administer the Fire Service (Jersey) Law 1959, The Fire Precautions (Jersey) Law 1977 and the Petroleum (Jersey) Law 1984. We will also fulfil responsibilities prescribed under several other laws and regulations.

2001 saw the introduction of the Petroleum (Jersey) Law 1984 and the transfer of the administrative responsibilities from the Connetablé of each Parish to the JFR. This simplified all aspects of application, annual inspection and the issue of licences. An important benefit of this transfer was the introduction of revised fees, payable directly to JFRS effectively reducing 'red tape' bureaucracy.

The Explosives (Jersey) Law 1970 prescribes responsibilities on the JFR predominantly for the importation, storage and sale of fireworks. Work has already commenced to revise the law relating to explosives and fireworks which is currently administered by both the Connetablé of the Parish and JFR. We will continue to consult and liaise with all relevant stakeholders to promulgate the drafting of the new law.

JFR also has statutory obligations within the Licensing (Jersey) Law 1974 to inspect and report on the premises fire safety when applications are received via the Parish Connetablés. JFRS have had some concerns regarding the issues within the law and have made representation to the Judicial Greffe and Economic Development regarding these issues. We will continue with our efforts to ensure that JFR have clearly stated powers of enforcement and that all licensed premises should have a valid fire safety certificate/licence.

Following the Broadlands fire that identified existing fire safety legislation may not cover all premises of multiple occupation and those which house staff. JFR will work with other States departments in reviewing existing fire and housing related legislation to ensure that we encompass all of the at risk groups within future risk assessed inspection programs.

## 5.6 Safer Communities Database

The existing Safer Communities system of information data recording methods are inappropriate, time consuming, disjointed and have many dysfunctional areas. The system does however provide the Directorate with a limited ability to function by recording data in a number of different locations, on software applications such as Word and Excel, although interrogating the data collected is difficult and workflow management processes are inefficient.

Due to these limited processes we are not able to produce reliable reports to manage our performance effectively. This results in workflow conflict and hinders workload predictions as there are no electronic means of interrogating exactly what stage staff members are at with existing workloads, other than by verbal confirmation and inspection of hard copy files.

By not having an activity register/database reporting system there are no means of efficiently recording how many staff hours are allocated to different tasks for example telephone calls, emails, letters, inspections, visits, plan inspections etc. This has been identified as a positive means for providing evidence to justify the need to increase our fees for services that we provide.

Statistics play a vital role in evidencing the output of a department or team and currently there are no means of electronically reporting all activity relating to a unique file reference or address including correspondence, telephone calls, emails, visits, inspections etc. By providing a means of interrogating data relating to statistics, our performance management will be improved.

To overcome the issues we have regarding electronic data recording and retrieval JFR work with stakeholders and States of Jersey Information Services Department (ISD) to secure the resources necessary to provide a suitable department and data management solution.





## 5.7 User Pays Legislation

The existing fees that are charged for administering fire safety legislation and providing other services such as property search functions for legal firms are outdated and do not reflect the level of service that is provided.

The administration of the Fire Precautions (Jersey) Law alone heavily drains the resources within the Safer Communities Directorate. The current fees and charges for the issue and amendment of fire certificates do not reflect the true recovery of costs for the staff hours committed.

States of Jersey policy and our current fire related legislation (which limits our chargeable services) therefore dictate our charging and fee structure, which hinders our ability to increase our existing revenue to recover costs.

The Fire Service (Jersey) Law stipulates that the JFR must give 'advice' in relation to fire safety and means of escape within buildings. Although the method of delivering 'advice' is not prescribed within the law, a true determination between what is 'advice' and what may be deemed 'professional consultation' is required. We will refer this to the judiciary and seek to amend our legislation to include the ability to charge for professional services.

The States of Jersey Anti-Inflation Strategy recognises both the need to address inflation and to promote the principle of 'user pays'. The report attached to the Anti-Inflation Strategy states:-

*"It is recognised that there may be legitimate and compelling instances where an increase above 2.5 per cent is desirable. These may be, for example, for "user pays" reasons (i.e. if one particular group receiving a valuable service from the States is charged below cost, then that group is simply being subsidised by taxpayers generally)".*

With the increasing demands on department budgets and the ongoing States efficiency savings programme, we will find methods of both increasing and/or restructuring our fees based on sound criteria, which will enable us to increase our revenue and cover our costs.

To do this we will work within the States of Jersey 'user pay's' policy framework and look to increase our charges and recover our costs related to the following functions within the Safer Communities Directorate:

- Fire Certification
- Fire Safety Consultation
- Property Search
- Commercial Fire Training
- Fire Investigation
- Licensing Certification
- Explosives Licensing
- Petroleum Licensing

## **5.8** *Unwanted Fire Signals*

In 2004 JFR instigated a new policy in relation to reducing the number of false alarms and the consequential impact on our service delivery, the safety of our community, business and commerce. Approximately 25% of all calls (593) received in 2006 and 27% (587) in 2007 were for AFD's with an estimated cost of £69,000 and £70,000 respectively (based on appliance and crew for 30 minutes), despite the reduced Pre Determined Attendance (PDA) and 'call back' systems in existence.

There is clear evidence that a review of the JFR policy on UFS is required to identify those premises that, despite continual advice, do not take adequate responsibility for the design, installation and maintenance of fire alarm systems.



We will review our UFS policy in line with the CFOA policy for the Reduction of False Alarms and Unwanted Fire Signals. We will identify those premises which have had a history of repeat fire alarm actuations, we will then ensure that a detailed improvement plan to stop reoccurrence is put in place, this may be through written communication or by actually visiting the premises concerned and, in conjunction with the responsible person, agree a course of action to eliminate any problems identified.

## **6** *Developing our People and Culture*

JFR is committed to the continual development of our staff to ensure that we have the right number of personnel with the right competencies, skills, qualifications, knowledge and experience, in the right roles.

The Safer Communities Directorate is a specialised area within JFR, and as such the technical skills required to perform its functions are essential. We will continue to invest in the key skills required for our staff to maintain their competence, enhance their future potential and to deliver our services efficiently and effectively.

We will support development opportunities for JFR staff from outside of the Directorate, by providing appropriate training in the key skill areas required to assist with the consistent delivery of our core Prevention and Protection activities.

It is essential that all of our staff deliver community safety initiatives in a consistent, effective and efficient manner. We will provide regular community safety workshops for staff and develop new community safety delivery programs in a 'pick up and go' style to ensure that the right information for the right audience is delivered by appropriately trained staff.



## 4.7 Technical Fire Safety Strategy on a Page

### ‘Focussing on What Matters’

Aims	Priorities (What we want to achieve)	What success looks like	What we will do to be successful	How we'll know we've been successful
Reducing the risk to the Community	Review of the existing fire certificated premises inspection program	<ul style="list-style-type: none"> <li>Robust risk based fire certification programme focussing resources to where they are needed</li> </ul>	<p>Risk assess all certificated premises</p> <p>Adapt a new inspection program based upon the risk assessment</p> <p>Enforce legislation</p>	<p>Review of existing fire certificated premises completed &amp; inspection program produced</p> <p>Reduction in certificated premise re-inspections</p>
	Review of the existing fire related Building Control 'Approved Documents' to ensure local resources and conditions are taken into consideration	<ul style="list-style-type: none"> <li>Revised documents agreed and accepted by all stakeholders</li> <li>Fire safety standards in buildings designed to meet local criteria</li> </ul>	<p>Consult with key stakeholders to ensure all foreseeable local irregularities are included in the amended 'Approved Documents'</p> <p>Ensure sprinkler regulation is included</p>	<p>Revised Approved Documents promulgated</p> <p>Improved fire safety measures incorporated into local developments</p> <p>New sprinkler regulation introduced</p>
	<p>Ensure an Island wide fire safe, living and working environment</p> <p>Island Quarter/East of Albert developments incorporate the highest levels of fire safety</p>	<ul style="list-style-type: none"> <li>Suitable fire safety measures based on risk and legislation</li> <li>Suitable access and facilities for fire fighting</li> <li>Fire suppression fitted in all major developments</li> </ul>	<p>Consult with key stakeholders to ensure all required fire safety measures are included throughout the developments</p> <p>Ensure fire safety resilience is maintained island wide during the extensive build program</p>	<p>All required and recommended fire safety measures incorporated into the developments</p> <p>Attendance times maintained in line with our Island Risk Profile</p>
Improving the way we work	Revise and enhance existing fire related legislation: Fire Service Law Explosives Licensing Petroleum Fire Precautions Designated Premises	<ul style="list-style-type: none"> <li>Clearer understanding and interpretation of revised legislation by all stakeholders</li> <li>Fire safety legislation based upon risk which identifies the responsible person</li> </ul>	<p>Consult with key stakeholders to produce new relevant legislation encompassing both local and national issues</p> <p>Present draft law to the draughtsman for promulgation</p> <p>Monitor new UK Fire Safety Order implications</p>	<p>New/Revised legislation promulgated</p> <p>Clearer understanding of legislation by stakeholders and public</p> <p>Legal proceedings utilised to enforce responsible person duties</p>
	Introduce a fire safety data recording system to encompass all work streams of the Safer Communities Directorate	<ul style="list-style-type: none"> <li>An effective data and performance monitoring system capable of interrogation</li> <li>Better more effective data retrieval and reporting</li> </ul>	<p>Consult with key SJFRS staff to assess the requirements of the system.</p> <p>Assess solutions and working practices already in use</p> <p>Work with software developers to provide suitable off the shelf or bespoke system</p>	<p>A user-friendly database delivered with suitable training for all staff, backed up by a full maintenance and support contract agreement</p>
	Reduction in the amount of Unwanted Fire Signals	<ul style="list-style-type: none"> <li>A reduction in the amount of UFS – fewer repeat offenders</li> </ul>	<p>Monitor UFS and issue appropriate warnings to offenders</p> <p>Review UFS procedures</p>	<p>Fewer AFA call outs resulting in a reduction of UFS</p> <p>Less repeat offenders</p>
	In line with the 'User Pays' policy review our existing chargeable services to increase revenue	<ul style="list-style-type: none"> <li>Realistic revenue increases reflecting the levels of service provided</li> <li>Improved Directorate resources</li> </ul>	<p>Within legislation determine the terms 'advice' and 'consultation'</p> <p>Present a justifiable case for chargeable services based on property size and type</p>	<p>Legislation amended</p> <p>New charging structure introduced</p> <p>Increased revenue</p>
Developing our people and culture	Ensure that Safer Communities Directorate Staff are appropriately trained	<ul style="list-style-type: none"> <li>Staff feel competent and confident in their role</li> <li>Increased performance of staff with wider skills base</li> </ul>	<p>Develop clear and concise role profiles for all staff</p> <p>Identify individual training needs, abilities and knowledge through regular departmental meetings</p> <p>Produce effective development plans</p>	<p>Role profiles produced</p> <p>Training needs identified and appropriate courses provided</p> <p>Staff development plans produced and personnel working effectively within role parameters</p>
	Ensure that Operational personnel receive training in fire safety appropriate to their needs	<ul style="list-style-type: none"> <li>Operational fire safety inspections carried out efficiently and effectively</li> <li>Increased performance and self confidence</li> </ul>	<p>Carry out regular fire safety workshops to improve operational personnel competencies</p>	<p>Number of workshops carried out</p> <p>Reduction in referrals to fire safety through development of staff</p>
	Actively promote a fire safe culture through public consultation and interaction.	<ul style="list-style-type: none"> <li>Fire Safety initiatives delivered to those at risk</li> </ul>	<p>Give advice to the general public on fire safety when requested and attend events to promote initiatives</p> <p>Carry out Home Fire Safety Visits</p>	<p>Number of events attended</p> <p>Reduction in domestic fires</p> <p>FRS and other feedback surveys</p>



**SMOKE ALARMS**

**SAVE  
LIVES**



**Jersey Fire & Rescue**

*...making Jersey a safer community*



*...making Jersey a safer community*