



# Annual Assurance Statement

**Chief Fire Executive Aisling Khan  
Isles of Scilly Fire and Rescue Service**

**2021/22**



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## 1. Governance arrangements

We are required to produce an annual statement of assurance as part of the [Fire and Rescue National Framework for England](#), published in May 2018. The purpose of the statement is to provide assurance to communities and the Government that the service is being delivered efficiently and effectively.

The Annual Assurance Statement for the Isles of Scilly Fire and Rescue Service provides a timely opportunity to report on progress against the Integrated Risk Management Plan (IRMP), but also highlight the feedback received from Her Majesty's Constabulary of Fire and Rescue Services (HMICFRS) in relation to the service's response to Covid-19.

In the production of our Annual Assurance Statement we have ensured our responsible elected members, who make up the Fire Authority, have assured themselves of the progress and plans as set out in the Isles of Scilly Fire and Rescue Services IRMP.

The Fire and Rescue National Framework sets out the Government's priorities and objectives for fire and rescue authorities in England, it does not prescribe operational matters as these are determined locally by fire and rescue authorities. The Framework covers the way Fire and Rescue Services are led by central government, which includes inspection through HMICFRS.

The introduction of the inspectorate has continued to influence our future. We have used the outcomes of our inspections and the ongoing reforms to improve our fire and rescue service and ensure we play our part in fulfilling the government's commitment to deliver greater joint working between public services, which for the Isles of Scilly is already something we do everyday. Our 2018/19 and 2020 (Covid-19) inspection reports can be found using the links below.

[Isles of Scilly - HMICFRS \(justiceinspectorates.gov.uk\)](#)

[COVID-19 inspection: Isles of Scilly Fire and Rescue Service \(justiceinspectorates.gov.uk\)](#)

In March 2022 HMICFRS undertook an inspection of the Isles of Scilly Fire and Rescue Service. The would like to take this opportunity to thank HMICFRS for their support and ongoing dialogue. We have not received any causes for concern and welcome further feedback which will be provided through the inspectorate report due for publication towards the end of 2022.

For the period 2021/22 we made the decision to extend the period of our IRMP by one year. This is to ensure that the 2022 inspection feedback could be fed into the development of the new Community Risk Management Plan (CRMP) continuing to drive our improvements. The new CRMP will be developed during 2022 and will cover a period of 2023-2026.

This annual Statement of Assurance is a review document aimed at providing assurance, for 2021/22, that we are providing an efficient, effective and value for money service to the communities within the Isles of Scilly in our financial, governance and operational matters.

## 2. Our plan

The IRMP evolves on an annual basis driven by many influences including recommendations following audit, assessment and review, consultation with staff, elected members and the public. National, regional and local influences including new legislation, regulation or identified best practice also play a part.

Our five priorities are:

### Prevent



To improve the health, safety and wellbeing of the people and communities most at risk

### Protect



To protect businesses, people, the local economy and environment from fire and wider community related risks.

### Respond



To deliver an effective and efficient emergency response and recovery service both locally and to support national requirements

### Perform



To ensure we have the right systems, equipment, vehicles and information to deliver value for money services effectively and efficiently and which are appropriately governed and assured.

### People



To ensure our workforce is professional, resilient, skilled, flexible and diverse. Working in a place that is safe, healthy and inclusive, where people feel valued for their contribution and role model our core values.

### 3. Isles of Scilly Risk

Of the 2,203 people that live on the islands 16% are children aged 0-17, 23% are aged 65+ and 3% are aged 85+. The **proportion of older people aged 65+ is much higher** in the Isles of Scilly (23%) in comparison with the UK (16%) and England (16%) average. **14% of people have limited day-to-day activities** compared with 18% across England. The **working age population**, aged 16-64, is set to decline from 62% of the population to 45% by 2030.

People on the islands have to work hard to sustain a living wage. Many individuals have at least two jobs. Various studies of the economy show that self-employed rates are high but **average pay is significantly lower than the regional and national averages**. The limited **availability of affordable housing** is a critical issue for people on the Isles of Scilly which also affects the sustainability of public services on the islands. 50% of households have no car in comparison with 26% across England.

There are 1,389 households<sup>1</sup> on the Isles of Scilly, 71% of these households have one usual resident and 28.8% have no usual residents. 34% of households are single person households and there are **150 homes (15% of households) with a person aged 65+ living alone**. 21% of households on the islands have a person with a long-term health problem or disability living there. **26% of households lack central heating compared with 3% across England**

Of the residents, 98.8 are white, 0.8% is mixed/ multiple ethnic groups, 0.1% is Asian/ Asian British, 0.1% are Black/ African/Caribbean/ Black British and 0.2% are other ethnic group. The majority of residents (55.3%) stated Christianity as their religion in the 2011 Census, 33.7% stated no religion and there are a very small proportion of residents on the islands who are Buddhists, Muslims, Jewish and Hindu.

We have a comprehensive review of risk for the Isles of Scilly published within our Risk Based Evidence Profile.



<sup>1</sup> NOMIS, Local Area Report, <https://www.nomisweb.co.uk/reports/localarea?compare=1946157350>

## 4. Overview of the Service

We are a predominantly on call fire and rescue service which means that all of our firefighters have a primary employment elsewhere, but in the event of an emergency are paged and respond immediately to their respective fire station. We have appointed the islands' first ever wholetime Station Manager for the Isles of Scilly to recognise the significant and essential demands being placed on the service. The post holder, who has worked in the IOSFRS for over 20 years will have overarching responsibility for operational efficiency and effectiveness across the islands. The service is also now supported by a part time, experienced, island-based Business Support officer.

Island	Personnel	Appliance(s)
St Marys	1 Station Manager 1 Watch Managers (B) 2 Crew Managers 12 Firefighters	2008 MAN appliance replacing during Q3 2022 the previous 1996 Mercedes Water Tender Ladder  2014 4x4 Toyota Hilux
St Agnes	1 Watch Manager 1 Crew Manager 5 Firefighters	1991 Tractor & water bowser trailer
Bryher	2 Crew Manager 4 Firefighters	1991 Tractor & water bowser trailer
Tresco	1 Watch Manager 1 Crew Manager 1 Crew Manager (T) 3 Firefighters 1 Vacancy	2016 6x6 Mercedes sprinter
St Martins	1 Watch Manager 1 Crew Manager 6 Firefighters	1993 Tractor & water bowser trailer

## 5. Your Fire and Rescue Authority

Governance is how the Council operates and makes decisions. It makes sure that decisions take public opinion into account, reflect and respond to the needs of local people and are transparent and accountable.

Each action within our plan is assessed for impact in respect of resources and cost to ensure it is affordable, progress is reported to the elected members of the Council forming the General Purposes Committee at their regular meetings.

The Isles of Scilly have a service level agreement with Cornwall Fire and Rescue Service which provides the level of support Cornwall will deliver to the Isles of Scilly. The purpose of this agreement is to provide an efficient and effective way of working in the delivery of support function activities which a fire and rescue service requires.

To provide assurance on the activities within the SLA, the services have a working group which monitors and agrees on the performance of the SLA. During 2021/22 and the response to the Covid pandemic, the service has undertaken enhanced staff engagement, including a regular newsletter to ensure timely and relevant information is shared. Utilising cloud based Sharepoint document storage has also enhanced the collaboration across the services.

The relationships and the working group which monitors the SLA have delivered and continue to deliver good practice results for the SLA, it is flexible and able to meet the changing demands of the Isles of Scilly FRS and the Fire Sector.



## 6. Our Core Values

Our values set out the beliefs and behaviours at the heart of our organisation and are now integral to our new Integrated Risk Management Plan:



## 7. Our Performance

The table provides a breakdown of the islands operational activity in the year 2021/22

Island	Incident Category	No. Incidents
Bryher	FalseAlarm	1
	Fire	1
	SpecialService	1
St Agnes	FalseAlarm	0
	Fire	1
	SpecialService	1
St Martins	FalseAlarm	0
	Fire	1

	SpecialService	1
St Marys	FalseAlarm	7
	Fire	5
	SpecialService	6
Tresco	FalseAlarm	5
	Fire	0
	SpecialService	0
<b>Total</b>		<b>31</b>

## 7.1 How we performed during 2021/22

This is how we have performed against our 2019/20 specific objectives:

Specific Objectives	Performance
<p><b>Prevent</b></p> <ul style="list-style-type: none"> <li>• We will expand our Home Safety checks process to ensure targeted Prevention work at people most at risk. This will include a formal referral and recording system, training and safety information and resources.</li> <li>• Education and awareness campaigns to improve the safety of our communities e.g. fire in the home and in the open, road safety, coast/water/beach safety, BBQ and cooking safety, carbon monoxide, safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• Followed NFCC guidance and CFRS advice to take a risk-based approach to prevention activity during the Covid-19 pandemic to maintain prevention capability while protecting staff and members of the public.</li> <li>• Targeting face-to-face visits to individuals and groups at increased risk from fire due, such as referrals from adult social services or a concern raised about a specific person.</li> <li>• Adopted safe operating procedure for face-to-face home fire safety visits by limiting the number of staff who made visits and providing them with suitable personal protective equipment (PPE).</li> <li>• Worked in partnership with adult social care; sharing information to support the Home Fire Safety program targeting high risk members of the community.</li> <li>• Worked with police and environmental health to follow up petty arson issues, engagement with schools has now taken place. Also attend careers conventions at Five island school.</li> <li>• Increased participation in Community</li> </ul>

	<p>Safety Partnership which has brought increased awareness of IOSFRS and greater prevention partnership working.</p> <ul style="list-style-type: none"> <li>Enhanced social media presence for prevention messages. Aligning to NFCC safety weeks/messages</li> <li>Undertook Coastsafe initiative to support RNLI and Coastguard with the objective to train hospitality venues in first response at a water incident.</li> </ul>
<p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Continue to use Cornwall Fire and Rescue Service to delegate Fire Safety activities through Section 101 Powers</li> <li>Develop a Risk based inspection profile</li> <li>Identify opportunities to develop use of sprinklers in homes on the Isles of Scilly.</li> <li>Ensure after the fire audits are undertaken across IoS</li> <li>CFRS and IOS working party instigated to identify RBIP. Further work was impacted by Covid19.</li> </ul>	<ul style="list-style-type: none"> <li>Alternative methods of undertaking prevention activity during the Covid-19 to maintain protection capability while protecting staff and members of the public.</li> <li>Undertaken desk top audits for those buildings that remained open during covid.</li> <li>Participated in protection webinars to provide business safety information in partnership with Cornwall Council and CFRS</li> <li>Complete face to face five island prevention visits over a period of one week alongside CFRS firesafety officers.</li> </ul>
<p><b>Respond</b></p> <ul style="list-style-type: none"> <li>Improve our monitoring of crew availability ensuring the right skills and resources are available to respond</li> <li>Explore opportunities to work differently aligning our resources to risk and vulnerability</li> <li>Implement national operational guidance to ensure we have policies and information which is consistent with good and safe working practices</li> <li>Continue to learn from local and national incidents and implement</li> </ul>	<ul style="list-style-type: none"> <li>Rolled out iFire availability system to improve information on availability across the service</li> <li>Established service plan and service risk register</li> <li>Aligned to CFRS to embed and implement National operational Guidance</li> <li>Attendance and involvement in all mainland CFRS debriefs to identify and embed operational learning</li> <li>Provide defusing training for two staff to support post incident debriefs.</li> </ul>

<p>changes when required, including debriefs and our own effectiveness processes</p> <ul style="list-style-type: none"> <li>Identify ways to improve how we gather, store and share firefighter safety risk information across the service</li> </ul>	<ul style="list-style-type: none"> <li>New ways of responding to ensure appropriate cover across the islands; relocation of resources from Tresco to Bryher to ensure resilience and enhance training and development opportunities</li> <li>Extension of 3-year IRMP undertaken whilst awaiting HMI report</li> <li>Introduce laptops with 4g capability to provide OIN/SSRI/Functional Officer support and aide memoirs at scene of incident</li> <li>Review the requirement for National Resilience Mass Decon capability on the islands</li> <li>Fire App now embedded to assist with staffing of stations on IOS</li> <li>Capital replacement programme underway aligning resources to risk</li> <li>Working alongside CFRS to develop NOG and NOS within IOSFRS</li> <li>Provide ICS training level 1 for 10 junior officers from IOSFRS</li> </ul>
<p><b>People</b></p> <ul style="list-style-type: none"> <li>Introduce Performance and Goals system for people within the Service</li> <li>Ensure the Core Values are known and understood</li> <li>Implement electronic systems that hold up to date policies, procedures and values statements.</li> <li>Implement wellbeing at work initiatives which support the introduction of a consistent fitness standard.</li> <li>Continue to maintain competent people in safety critical skills breathing apparatus and incident command which can be recorded and evidenced.</li> <li>Provide training for supervisors in managing fairness and diversity to include grievances</li> </ul>	<ul style="list-style-type: none"> <li>100% of staff have had a performance appraisal</li> <li>100% of staff have completed corporate mandatory training</li> <li>All risk critical training has been undertaken through blended learning</li> <li>Station manager to undertake 'train the trainer' to enable assessment of staff for Level 1 Incident Command</li> <li>Accident investigation training undertaken</li> <li>IT equipment has been updated for all watches</li> <li>New IOS sharepoint page available for all staff</li> <li>Improved communications to staff including access to well being information and Firefighter Charity support</li> <li>All staff up-to-date on medicals and fitness tests</li> <li>Safeguarding training undertaken by all staff on an annual basis and a safeguarding flow chart has been produced to assist operational crews</li> </ul>

	<ul style="list-style-type: none"> <li>• Firefit or multistage fit test now undertaken by all staff</li> <li>• Each new recruit has own development page on PDRpro</li> <li>• Core values promoted on social media.</li> </ul>
<p><b>Perform</b></p> <ul style="list-style-type: none"> <li>• Implement recommendations from HMICFRS action plan</li> <li>• Prepare the service for the ongoing HMICFRS inspection March/April 2022.</li> <li>• Review and maintain our Cornwall service level agreement and support arrangements, looking at cross service efficiencies and shared working arrangements.</li> <li>• Continue collaborative working and identify new opportunities for example including sharing of properties, information and delivering joint roles and training, new roles for example Tri/Quad Service and Co-responding.</li> <li>• Design and implement performance indicators aligned to HMICFRS requirements in a proportionate way</li> </ul>	<ul style="list-style-type: none"> <li>• Dynamic action plan developed and regularly reviewed</li> <li>• Business Continuity Plan developed and regularly refreshed</li> <li>• Capital replacement Programme developed</li> <li>• During the Covid-19 pandemic assisted the police across all five islands with the excess death management.</li> <li>• Investment in new equipment and fire kit; <ul style="list-style-type: none"> <li>○ 4g Laptops</li> <li>○ New St Marys appliance</li> <li>○ 2x Mobile Data Terminals (MDT) for St Mary's</li> <li>○ New Breathing Apparatus for whole service</li> <li>○ Breathing Apparatus Compressor to replace private supplier costs</li> </ul> </li> <li>• Increased governance and scrutiny from Fire Authority Members undertaken</li> <li>• Planning for new member induction to be undertaken</li> <li>• Business Continuity Planning introduced across the Service</li> <li>• Capital replacement programme for appliances, equipment and uniform underway.</li> </ul>

## 8. Look forward 2022/23

### HMICFRS Inspection

Many of the actions within our 2019/20 HMICFRS report have been identified within our priorities and the activities completed. The Isles of Scilly looks forward to receiving the HMICFRS inspection report for 2022 as an opportunity to benchmark, learn and further improve. We will develop an action plan to clearly set out how we will address the Inspectorate's recommendations and the deadlines by which they will be completed.

We built on the positive report from HMICFRS which looked at our response to the Covid-19 pandemic. We want to develop peer networks to for our staff to improve understanding of

equality, diversity and inclusion and ensure our service representative of our communities. We will also look to build on the improved staff engagement and communication which supports the development of our service culture.

We welcome opportunities to work more closely with our partners and will review the SLA we have with Cornwall FRS to identify and maximise collaboration opportunities, such as undertaking joint operational exercises and embedding national operational guidance. We will conclude the review of the SLA with St Mary's Airport who currently provide a number of prevention and maintenance functions for the service.

A key focus for 2022/23 will be the production of the Community Risk Management Plan (CRMP) in consultation with our stakeholders and the communities of the Isles of Scilly, and in line with the new national Fire Standard and emerging guidance. This will be supported by CFRS through the ongoing SLA arrangements.

We are planning a peer review with other rural and island services who share similar geographies and risk profiles, such as the Highland Islands Fire and Rescue Service. We will use this as an opportunity for mutual knowledge sharing and learning to identify further service improvements and will identify the most appropriate delivery partner based on our inspection report.

We will continue to progress the capital replacement programme to ensure our equipment and vehicles are aligned to our fire and rescue related risks.