



Collaboration

Working together
is working better

Updated December 2022



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE



This brochure aims to show how collaboration with other agencies is firmly embedded as a way of working across all aspects of the Service. Our commitment to working with others helps to ensure we make better use of limited resources and enhances our role in ensuring the safety and wellbeing of our communities. We believe we can continue to build on the successes of collaboration and look forward to further joint working with our Blue Light colleagues and our many other public, private and voluntary sectors partners in the future.

Collaboration

Working together is working better

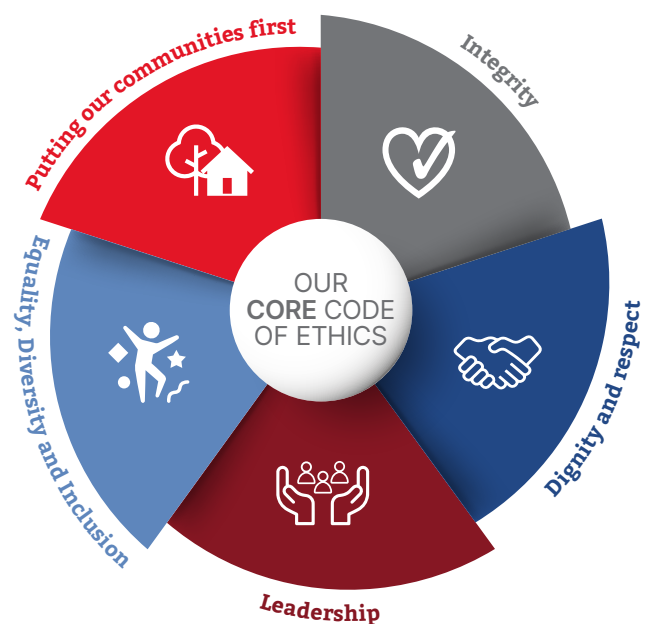
Welcome to the fourth update of the Collaboration brochure, our summary of the many ways we work with partners to keep our communities safe. In previous editions, we have highlighted our ongoing joint working with West Mercia Police and with Shropshire Fire and Rescue Service through our Strategic Fire Alliance. We have also emphasised the importance of collaborative working in both delivering our own services and in adding value to the wider community safety aims and priorities of our partner agencies. In the last edition, published in April 2020, we also anticipated that even more joint working would be essential to tackle the growing challenge of a rapidly spreading new coronavirus, Covid-19.

Over the last two years, working together has never been more important. Its value has been more powerfully demonstrated than by the immense joint efforts of all the emergency services, voluntary organisations, national and local government, the private sector and countless members of the public in tackling the critical challenges of Covid-19. Some of our collaborative work around Covid-19 is highlighted in this update. We also highlight the benefits of extending our joint work with partners to promote and deliver a wide range of prevention activities and events.

During 2021, Her (now His) Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) visited the Service. One area for improvement recommended was to make sure that collaboration initiatives are better monitored and evaluated to help to demonstrate the benefits and outcomes they bring. An action plan has now been drawn up to address this over the coming year.

The Community Risk Management Plan 2021-2025 (the CRMP) was published on 1 April 2021. This is the Service's overarching strategic plan for helping to keep people, their homes, their community and the environment safe from fire and other emergencies. It provides an overview of the fire and rescue related risks faced by the communities we serve, and sets out our high-level plans for tackling those risks through our prevention, protection and emergency response services. The CRMP was prepared as part of our Fire Alliance with Shropshire Fire and Rescue Service, who also published their risk management plan on 1 April 2021.

The Service has also adopted the national Core Code of Ethics for Fire and Rescue Services in England, which was jointly developed by the National Fire Chiefs Council, the Local Government Association and the Association of Police and Crime Commissioners. The Code champions ethical behaviours that help to improve organisational culture and workforce diversity, ensuring that communities are supported in the best way.



Community Risk Management Plan (CRMP) and Core Strategies

For this edition of the Collaboration Brochure, we have organised the range of collaborative initiatives against the respective aims of the Community Risk Management Plan 2021-2025 (CRMP) and the Service's core and enabling strategies. This will help to show how well collaboration activities are embedded across all aspects of the Service. The diagram below highlights the key themes and work areas of the CRMP and Core Strategies.

There are three Core Strategies covering the primary service functions – Response, Protection and Prevention. Among the enabling strategies, the aims of Valuing our Workforce are set out in the People Strategy, while 'Value for Money' is primarily addressed through our Asset Management Strategy and ICT, Operational Logistics Equipment, Environmental Sustainability and Property plans alongside the overarching Medium Term Finance Plan and Budget. The CRMP, core strategies and enabling strategies and plans are all available on the [Publications](#) page of the Service website.



HMICFRS Inspection Report 2021

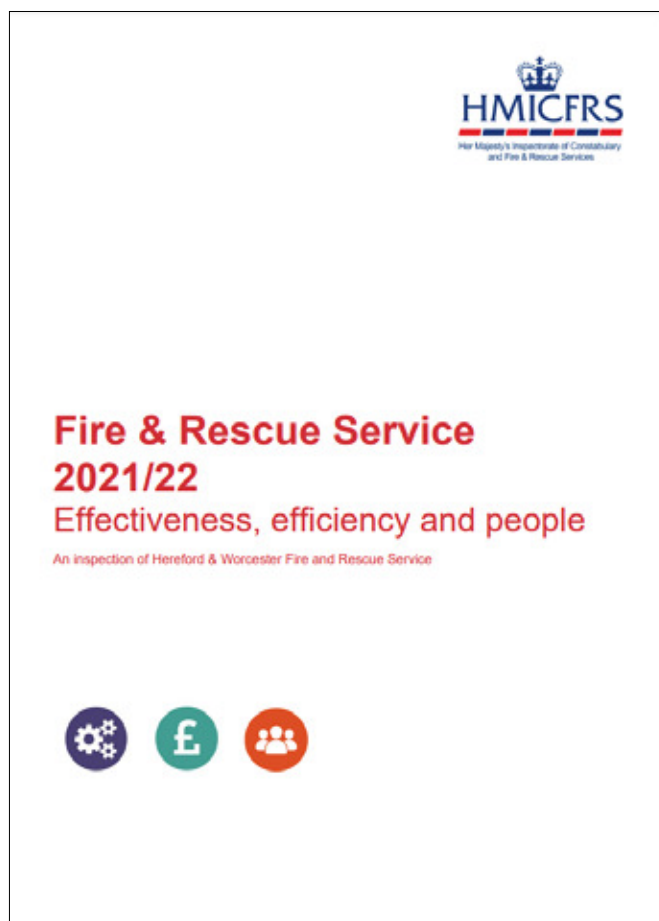
His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) carried out their second in-depth review of the Service over the spring and summer of 2021. The review focused on how effective and efficient the Service is, and how well the Service supports its people. HMICFRS published their findings in December 2021.

One area for improvement identified in the report concerned collaboration, and reads: *“The Service should ensure it effectively monitors, reviews and evaluates the benefits and outcomes of any future collaboration.”*

To address this, the Service has drawn up an improvement plan setting out five key actions to be addressed during 2022-23:

- Work with the National Fire Chiefs Council (NFCC) implementation officer to investigate what national good practice looks like.
- Review and define collaboration with other Fire & Rescue Services and other emergency services.
- Evaluate benefits of the Fire Control Project – to procure a system with Shropshire Fire & Rescue Service.
- Establish a process within areas of business planning to ensure collaboration is a key factor in planning and projects.
- Establish an evaluation process/tool for reviewing the effectiveness of collaboration on business planning, programmes and projects.

The Collaboration Brochure currently provides information on the wide range of collaborative initiatives the Service is involved in. As work progresses on addressing the HMICFRS area for improvement, future editions of the Collaboration Brochure will also be able to provide more detail on the benefits arising from these initiatives.



Response

Focus on...

Our aim is to respond to and deal with fires and other emergencies promptly, safely and effectively. Our core foundations are Availability, Competence and Intelligence – making sure we have the right assets available at the right time, with suitably trained and competent staff to respond safely, with the right level of information available for them to deal with any foreseeable risks.

Response to Covid-19

Over the last two years, Covid-19 affected all aspects of life in the UK and across the globe. For the Service, it didn't just affect the work we do, but also how we work.

By April 2020, the UK was in the initial response phase and lockdown. Firefighters continued working, assisted by a resilience register to cover for any periods of sickness, self-isolation or shielding.

The Service also took on additional duties to support the nationwide response including

- Delivering personal protective equipment and other safety equipment to NHS and care partners;
- Face fit testing for masks, including testing for 100 health and care staff in Hereford and Leominster in January 2021 alone;
- Movement of deceased people;
- Active engagement with the Local Resilience Forum, including regular Strategic Coordinating Group and Tactical Coordinating Group representation.

Most support staff were working at home within a day of the lockdown, supported by allocated ICT equipment and changes to working practices. Response, prevention and protection training sessions were also adapted to ensure remote access to online courses.

Fire Control

Fire Control is the first point of call when a member of the public rings 999 to alert us of a fire or other emergency incident. Specialist control staff deal with the calls and ensure fire engines are despatched promptly to deal with the situation. Behind this lies a highly sophisticated information technology framework, which is crucial to ensuring that the Firefighters in Control are able to mobilise resources efficiently and effectively.

Working in collaboration with Shropshire Fire and Rescue Service (Shropshire FRS) as part of the Strategic Alliance, both Services jointly funded a review and in-depth analysis of the technical capabilities and longevity of the current Fire Control arrangements in both Services. The analysis also considered the learning from a joint resilience exercise designed to determine the current capacity and capability of dealing with a significant incident, such as a high-rise residential fire in the light of the Grenfell Tower Inquiry findings.

This work has helped to shape the requirements for new technology and new ways of working that will give increased capacity, capability and resilience across the three counties. A jointly funded project has now been initiated to replace the current technology with an end to end solution taking advantage of the most advanced technology to work seamlessly across both Service's control rooms.

Hereford and Worcester Fire Control is located in the Operations Communications Centre (OCC) at Southwell House, Hindlip Park, Worcester, with staff working alongside colleagues in the West Mercia Police control team. Shropshire Control is located at Shrewsbury Fire Station.

Response

Ongoing and new collaborative initiatives

- Joint Fire and Police investigations continue to be undertaken at fires and serious incidents.
- Joint standard setting and enforcement work with the Police and other agencies.
- We continue to provide assistance at Police incidents such as missing person (MISPER) searches, body recovery and gaining entry/exit to buildings supporting both Police and Ambulance Services. We also have a 24/7 operational multiagency drone capability, with two drones based at Ledbury and Wyre Forest fire stations. They not only support police investigations when required but are also used to provide aerial imagery when tackling large and complex fires and for assessing dangerous structures, including supporting Shropshire Fire and Rescue Service in their operations. Between 2020-21 and 2021-22, the Service supported 650 missing person incidents and 118 gaining entry incidents.
- In total during 2020-21 and 2021-22, the Service recorded co-attendance with other agencies at 4,960 incidents, 90% of which were with ambulance or police services. Other partners included the Environment Agency, National Highways and gas and electricity utilities.
- Joint command and control major incident facilities with the Strategic Coordinating Group and Tactical Coordinating Group at the Operations Communication Centre at Police and Fire Headquarters, Hindlip.
- Over the border mobilisation of appliances to support neighbouring Fire and Rescue Services. Between 2020-21 and 2021-22, there were 100 mobilisations over the border, most of which were in Shropshire or Gloucester fire and rescue service areas.
- Extensive contingency planning with West Mercia Local Resilience Forum, including in relation to wide area flooding and wildfire.
- National Operational Guidance continues to be implemented with procedures aligned to best practice across Blue Light services.
- The Service, Police and Ambulance services have a number of National Inter-agency Liaison Officers (NILOs) to enhance communications and response to major incidents.
- Interoperable communications and radio channels as part of the future Airwave replacement programme will be enhanced further when the Emergency Services Mobile Communications Programme is implemented across all emergency services.
- Based at Droitwich fire station, the Service's Search and Rescue Dog, Radar, is trained to attend local and national incidents where there is a need to search for missing persons. In addition to helping to search following incidents such as road traffic collisions, collapsed buildings and when people are missing in water, there is close working with West Mercia Police to help to find vulnerable missing persons.
- Water Training for Police Victim Recovery Dog (VRD) handlers – this is a collaborative programme with West Mercia Police to provide essential training to Police Search Advisors (POLSA) and Dog Unit teams to enable them to work with HWFRS water and boat teams when searching waterways during rescues or recoveries.
- Wyre Forest and Tenbury fire stations work in collaboration with the Environment Agency in the erection of flood defence systems when required.
- The Services collaborates with Shropshire FRS on Clinical Governance Arrangements.
- The University of Birmingham provides students to act as casualties for the HWFRS exercise programme, providing critical feedback on the level of care received.

Protection

Focus on...

Our aim is to make sure people, firefighters, property and the environment are protected if fires, floods and other emergencies happen. Our core foundations are Promoting Fire Safety, Increasing Compliance and Investigating and Enforcing – promoting fire safety through information and encouragement, carrying out fire safety inspections, investigating the cause of fire and enforcing compliance where breaches are found.

Experian Collaboration

In conjunction with Shropshire FRS, HWFRS has refined its annual Risk-Based Inspection Programme (RBIP) to better understand risk and target its Protection activities more effectively. Historically, HWFRS has focused its inspection activities on commercial premises based on their relative risk rating (risk to life) as determined by our fire safety dataset known as the Community Fire Risk Management Information System (CFRMIS).

Through the strategic alliance with Shropshire FRS, the inspection programme for 2022-23 has now been enhanced through the procurement of comprehensive commercial datasets ([Experian](#) data), which additionally provide a determination of those premises most at risk of an accidental fire. Cross-matching and combining this data with our own CFRMIS dataset allows us to target the highest percentiles of premises at risk, as severity is blended with likelihood to define risk.

Collaborative review meetings with Shropshire FRS have mapped out a rolling programme where the top five per cent of combined highest risk premises can be inspected over a 3-year period.



Multi-Agency Targeted Enforcement (MATE)

This initiative enables the main enforcing authorities to carry out joint operations targeting those premises and individuals that have shown a failure to comply with the law in many areas. A single visit by multiple agencies with their own powers of entry and inspection allows limited resources to be used more effectively, enables improved information sharing between agencies and, most importantly, reduces the levels of risk to vulnerable people.

Agencies working alongside HWFRS include West Mercia Police, Trading Standards and Environmental Health Housing, His Majesty's Revenue and Customs, Home Office Immigration Enforcement and the Gangmasters & Labour Abuse Authority.

The approach is designed to facilitate entry into premises and allows lawful access for a search and inspection of the non-public areas of the business and any adjoining accommodation where evidence or other intelligence may be located, and all persons encountered may be checked on the Police National Computer and Immigration databases.

Around 20 MATEs visits have been carried out over the last few years. Through the initiative, HWFRS have been able to support others in gaining entry as well as being able to issue enforcement notices for breaches of fire safety regulations.

Protection

Ongoing and new collaborative initiatives

- Primary Authority Scheme – This national scheme is designed to streamline processes for businesses operating nationwide. HWFRS works with a number of private sector companies (Halfords, Marstons, Connexus Housing) to ensure consistent advice, inspection and enforcement processes.
- Joint enforcement with the Environment Agency – A memorandum of understanding (MOU) has been drawn up to support the Environment Agency if enforcement action is required.
- Institution of Fire Engineers (IFE) and 3rd Party validation – In line with the National Fire Chiefs Council (NFCC) guidance, all Fire Safety Inspectors from HWFRS and Shropshire FRS are being 3rd Party accredited by the Institution of Fire Engineers and join the Auditors Register.
- Multi-Agency Targeted Enforcement (MATE) – HWFRS undertakes joint enforcement operations alongside the main enforcement authorities targeting premises and individuals failing to comply with the law.
- Experian data joint procurement – A new risk information database has been jointly purchased by HWFRS and Shropshire FRS. This has been merged with existing data to provide a better definition and understanding of risks in our communities.
- Sharing of fire safety courses – Aligned to the NFCC Competency Framework – Skills for Justice Level 3 and Level 4 diploma, Fire Safety courses have been arranged collaboratively with Shropshire FRS, and work for competency log-books are being shared.
- Fire Investigation – Options are being explored to work closely with West Mercia Police in Fire Investigation in order to meet new forensic regulations requirements.
- Joint Quality Assurance and peer review of Fire Safety Inspections – An external quality assurance schedule has been agreed between HWFRS and Shropshire FRS for 2023 following a year of internal Quality Assurance by management.
- The Service is a member of SOCJAG (the Serious and Organised Crime Joint Action Group) bringing together the Police and a number of other public sector agencies to reduce the impacts this type of crime has on business and the wider community.

Prevention

Focus on...

Our aim is to prevent fires and other emergencies from happening in the first place. Our core foundations are Reducing Risk and Increasing Safety Awareness and Education – reducing the likelihood of death or injury due to fires, road traffic collisions and other fire and rescue related risks is the most effective way to save lives and reduce impact on communities, neighbourhoods and the environment.

Home Fire Safety Visits

The Prevention team continue to build working relationships with partner agencies across the two counties with a view to receiving referrals to carry out Home Fire Safety Visits (HFSVs) to those individuals most vulnerable to fire. Referring agencies include Social Care, NHS professionals, Falls Response Teams, Voluntary agencies, the Police and Ambulance services.

During Covid-19 restrictions, the team had to consider other ways of carrying out fire safety awareness training on fire safety and hazard spotting and developed an on-line training package to deliver to partners. Face to face awareness training has now resumed ensuring partner agencies have an understanding of fire safety and knowing when to initiate a referral for a HFSV.

Following the success of Service Volunteers attending Covid-19 Vaccination Clinics where a high number of referrals were generated, Prevention teams are working with Primary Care Networks across the two counties to attend as many Covid-19 and flu clinics as possible in line with vaccination programmes.

Service Volunteers are also working alongside partner agencies such as the Fire Fighters Charity, Age UK, NHS and Carers Association at organised events to target vulnerable individuals and offer prevention advice.

The [NFCC Home Fire Safety Check Online Tool \(Safelincs\)](#) was adopted in April 2022. It is available on the Service website for members of the public and partner agencies to access information and make referrals for a member of the Fire and Rescue Service to visit. This is a more efficient way for partners to make referrals and has been promoted at a number of partner meetings and forums.

Deliberate Fires

Fire prevention work includes sharing information with the Police to tackle deliberate fires and for arson prevention. We are also collaborating with partners such as the Police, local schools and Children's Services to provide a Juvenile Firesetters intervention scheme for young people under the age of 18.

Youth Engagement

Young Citizens Challenge and Crucial Crew are youth engagement initiatives delivered to Year 6 Primary School children across the two counties, the aim being to raise awareness on staying safe online, on the road, by water, in the home, in the countryside and near electricity. HWFRS work in partnership with West Mercia Police, West Mercia Road Safety Team, Wyre Forest Rangers, Western Power and the Severn Area Rescue Association (SARA) to deliver this interactive educational activity on an annual basis.

Road Safety

HWFRS work collaboratively with West Mercia Road Safety Team, National Highways, Herefordshire Council and Worcestershire County Council to reduce the number of deaths or serious injuries from road traffic collisions. We also work with YSS (a local charity supporting people with significant life challenges) and Shropshire Fire and Rescue Service on MORSE (Making our Roads Safer for Everyone), tackling the causes of risk-taking behaviour in drivers.

Agencies work jointly on [Dying2Drive](#), which is a multi-agency road safety scheme aimed at Year 11 students who are currently road users, whether car passengers, pedestrians, cyclists, and may soon become young drivers. West Mercia Police, West Mercia Police Road Safety Team and County Council road safety teams work in collaboration with HWFRS to deliver this scheme annually. During Dying2Drive in 2021, 3,000 young people attended one of a number of events which took place at locations around Herefordshire and Worcestershire including Leominster Police Station and the Fire Stations in Worcester, Bromsgrove and Wyre Forest.

Multi-agency Meetings

The Service takes part in a number of strategic partnership meetings across the two Counties. These include Health and Wellbeing Boards, Community Safety Partnerships, Prevention Symposiums and Safeguarding Adults and Children's Boards. The benefit is that the Service can offer input and expertise on developments and opportunities to support the wellbeing of our communities.



Prevention

Ongoing and new collaborative initiatives

- The Prevention team work in collaboration with partner organisations to carry out Home Fire Safety Visits to the most vulnerable in the community.
- Pathways are in place to make referrals to other agencies, such as Social Services, NHS services and the voluntary sector to assist individuals who may need additional support.
- Joint partnership working on road safety initiatives, Signposting, Safeguarding and water safety.
- Prevention work relating to deliberate fires includes sharing information with the Police to tackle deliberate fires and for arson prevention.
- The Service works with partners such as the Police Safer Neighbourhoods teams and local schools in providing a 'Firesetter' intervention service for young people under the age of 18.
- Multi-agency working on youth engagement activities, such as Dying2Drive, Crucial Crew and Young Citizens' Challenge initiatives. These raise awareness and target young people by educating them on water, fire and road safety as well as arson and hoax calls.
- The Service will continue to be part of numerous strategic partnership meetings, such as Health and Wellbeing Boards, Community Safety Partnerships, Prevention Symposiums and Safeguarding Adults and Children's Boards, to offer input and expertise on developments and opportunities to work collaboratively.
- Working with regional and national Fire and Rescue Services to embed the National Fire Chiefs Council (NFCC) Person-Centred Framework, sharing ideas and best practice to ensure a consistent approach to implementation.





People

Focus on...

Our aim is to provide a supportive environment for our workforce to develop, be confident and be empowered to make a positive difference for our communities. Our core foundations are to Attract and Retain, to Develop and Train, to Recognise Success and to ensure Health & Wellbeing, Inclusion and Collaboration.

Mental Health at Work Commitment

The Service joined forces with other UK businesses, mental health charities and public sector organisations in the most widespread collaboration of its kind to promote and improve mental health in the workplace.

The Deputy Chief Fire Officer is the Service's organisational sponsor and made a commitment on behalf of the organisation to sign the [Mental Health at Work Commitment](#). The Commitment sets out clear standards on what best practice has shown is needed to make a difference and better equip employers to create an environment where employees can thrive.

This is an opportunity to continue to change the way we think and act about mental health at every level of the organisation. Breaking the silence and ending the stigma around mental health; raising awareness and creating a culture of openness and conversation. This is included as part of our [People Strategy 2022-25](#) and will build on our current and future wellbeing activities such as continuing to promote our Welfare & Critical Incident Stress Team (CIST) support and establishing closer links with the Fire Fighters Charity.

Equality, Diversity and Inclusion (EDI)

The Service continues to work with national networks such as the Asian Fire Service Association and Networking Women in the Fire Service UK to continue to access and share knowledge, research and training opportunities in the field of inclusion. Our own Women@HWFire staff network has established close links with West Mercia Police's "Women of West Mercia" network sharing experiences, knowledge and resources.

HWFRS are also linked in at a national level to Fire Sector EDI groups supporting the implementation of the Core Code of Ethics and development of People Impact Assessments and Equality of Access to Services and Employment guidance.

HWFRS continue to work with local minority groups such as our involvement with local PRIDE events within Herefordshire and Worcestershire. This is a fantastic way of engaging with our local communities and a diverse range of people, and helping show the Service is a modern, diverse and inclusive organisation - one that is open to all and welcomes people from all walks of life.



People

Ongoing and new collaborative initiatives

- Multi-agency training opportunities – With British Transport Police fully embedded into Worcester Fire Station, we are exploring multi-agency training opportunities for our Incident Commanders. This training has also been extended to Shropshire FRS as part of our commitment to collaboration under the Fire Alliance.
- HR collaborated with Shropshire FRS in 2021 in delivering two cohorts of a Level 5 ILM Leadership and Management programme.
- Joint working relationships at support service department level. Departments continue to work with peers at West Mercia Police and Shropshire FRS to develop joint working practices.
- Police Incident Commanders attend Fire Service Incident Command Health Checks to develop a shared understanding.
- Joint major Fire Service training exercises involving partners such as West Mercia Police, Worcester NHS, Worcestershire County Council, West Midlands Ambulance and the University of Birmingham.
- Joint training in a number of areas including methods of entry, health and safety, family liaison and trauma.
- Joint press releases with the Police.
- Continued partnership with Trans2Performance, a learning and development provider who support the Service to develop its current and future leaders.
- Joint training for road traffic collisions and incidents involving hazardous materials.
- The Service facilitates joint awareness sessions for Police search advisors, Police negotiators and Police Commanders.
- Police and Ambulance services have use of the Fire Service's Strategic Training Facilities.
- Support staff and senior management teams are co-located with Police teams at Hindlip Park and have the ability to share data, intelligence and best practice.
- Strategic Fire Alliance Board set up to oversee collaborative transformational change initiatives between HWFRS and Shropshire FRS.
- Support staff from Fire and Police are becoming increasingly engaged in joint work such as Operational Policies and HR teams by aligning policies and sharing best practice. At senior management level, teams are engaged in collaborative working and developing shared strategies.

Assets

Focus on...

Our aim is to use our resources effectively and efficiently to ensure we are able to provide quality services. Our core foundations involve maintaining a Balanced Budget and ensuring a Sustainable Use of Resources and Assets with the right buildings, equipment and vehicles in place.

Property Programme

Working with the Police and Crime Commissioners team within our capital build programme, we are focusing on building Hereford Fire Station, Redditch Combined Police and Fire Station, Broadway Fire Station and North Herefordshire Strategic Training Facility at Leominster Police Station.

In collaboration with West Mercia Police, Redditch Fire Station will be replaced by a joint facility enabling closer working with our partners. The new building will be sustainable and fit for purpose, providing an efficient service to the community.

Hereford Fire Station is proposed as a rebuild on the existing site and will provide an asset that improves the functions available, including facilities to provide training for officers, helping to deliver an effective service to communities and businesses within Herefordshire.

A new Broadway Fire Station will be built on the existing site to provide an effective and sustainable fire station. Communities and businesses will benefit from a new building designed to be fit for modern fire service functions. It will also include opportunities to engage with partners and groups within the community by offering options for hot desking as a work location.

Leominster Police station is the proposed site for a new North Herefordshire Strategic Training Facility. Working closely with police partners this will provide a facility with the potential for joint training with West Mercia Police and Shropshire Fire and Rescue Service.

There is a continued programme to collaborate with partners at locations where we invest to improve. The significant refurbishment of Pershore, Ledbury and Leominster fire stations has now been completed, supporting our commitment to improving our carbon footprint.

Environmental sustainability

An environmental assessment of all buildings was produced and a planned programme of work has been established to minimise the impact on the environment through better energy usage using technology to provide more sustainable solutions and reduce our carbon footprint.

Electric charging points are placed at fire stations where we can upgrade the infrastructure working towards our environmental plan to reduce the carbon footprint.

Working with West Mercia Police we are sharing our environment plans and infrastructure to support a wider impact at a number of locations adding value in both financial savings through joint working and shared locations and greater energy efficiency.

In March 2023, the Service's Building and Environment Manager will be launching an Environment Challenge Project, to include stakeholders taking an holistic view of outputs and impacts and creating a sustainability working group with representatives to set common goals, share ideas and monitor progress. In conjunction with this, we will be researching external recommendations and support, including membership of the National Fire Chiefs Council's Environment and Sustainability Group.

Fleet and Equipment

We have memorandums of understanding with neighbouring fire and rescue services to provide workshop resilience in order to deliver essential fleet maintenance to ensure our capability and business continuity model is sustainable.

Procurement

As part of a regional Breathing Apparatus (BA) replacement programme we are one of five fire and rescue services working on a project to collectively procure a replacement BA set that meets a jointly identified specification.

Our team has worked with other regional partners to develop an innovation report for the Regional Procurement Group. This has highlighted technical developments and solutions in all areas of fire and rescue service business to help to future-proof services provided and enhance the levels of safety for our operational staff and the communities we serve.



Assets

Ongoing and new collaborative initiatives

- Co-location of partner agencies, including British Transport Police now located at Worcester Fire Station.
- Shared fire station buildings with the Police in Bromsgrove, Peterchurch and Tenbury Wells.
- The Wyre Forest Emergency Services Hub was opened in February 2020. This multi-agency facility currently includes West Mercia Police and the Severn Area Rescue Association (SARA).
- Electric Vehicle (EV) charging points are located at Worcester, Malvern, Leominster, Evesham and Wyre Forest fire stations and at Operational Logistics in Malvern, with more planned at locations when refurbishments are undertaken.
- Joint procurement examples include the replacement of Command Support Units with Shropshire FRS completed in 2019 and the replacement of officer cars completed in 2022.
- Joint Procurement Strategy and Programme of work agreed with Shropshire FRS and further joint procurement with West Mercia Police. This may include equipment, software and vehicles.
- Hereford Fire Station: a replacement station with shared space for partners available.
- Police and Fire staff to share a joint station at Redditch in Worcestershire.



Other Collaborative Arrangements

HWFRS has a number of formal written arrangements with partner organisations called Memoranda of Understanding (MOU) and Operational Annexes. They are designed to provide each other with support or other assistance if required, within the terms agreed by both parties. The arrangements are listed in the table below.

Service Arrangement	Purpose, Memoranda of Understanding (MOU) and Operational Annexes
Environment Agency	Use of HWFRS environmental protection equipment and liaison arrangements in respect of pollution control measures.
HMP Hewell	Procedures formulated in liaison with the Prison Service Fire Safety Manual aimed at ensuring the safety of prisoners, staff, contractors, members of the public and fire and rescue service personnel.
HMP Long Lartin	A protocol establishing a working relationship with the prison to provide emergency response to a fire and the maintenance of firefighting provisions at the establishment.
Joint Working Protocol for Serious Accident Investigation	A protocol prepared by the Fire Brigades Union (FBU) to promote the development of effective means of cooperation and mutual liaison between HWFRS and the FBU in the event of a work-related death, serious injury or incident involving operational duties which is serious enough to have the potential for death or serious injury.
JOL SOP Warwickshire and West Midlands	A Standard Operating Procedure setting out the working practice for the use of Joint Operational Learning on-line. Partners include Fire and Rescue Services, Police, Ambulance and Local Resilience Forums.
Red Cross	An agreement outlining the assistance the British Red Cross can provide to HWFRS – new updated MOU completed in September 2022.
Roadchef Motorway Services, Strensham	An MOU setting out the roles and responsibilities of HWFRS in relation to using the service station to establish a Strategic Holding Area when National Resilience assets are being deployed within the West Midlands Region.
Strategic Road Network	An agreement to assist collaboration between responding resources in carrying out operational responsibilities for incidents on the strategic road network.
Managed Motorways	A shared understanding of motorway procedures for responders attending an emergency.
Multi-Agency Statement – Water Rescue Scenarios	A generic statement concerning multi-agency arrangements in respect of water rescue scenarios across Herefordshire and Worcestershire. It has been specifically tailored to respond to media enquiries. Partners include HWFRS, West Mercia Police, West Midlands Ambulance Service, West Mercia Search and Rescue and the Severn Area Rescue Association.

Service Arrangement	Purpose, Memoranda of Understanding (MOU) and Operational Annexes
Gaining Entry to Properties (Vulnerable People)	An agreement outlining how West Mercia Police, West Midlands Ambulance Service, HWFRS, and Shropshire FRS will collectively support each other with equipment, personnel and training to enhance public safety and community resilience where entry to a property is needed, in order to access vulnerable people who may be in imminent danger (commonly termed as ‘collapsed or unable to respond behind closed doors’).
SLA West Midlands Scientific Advice Agreement	A Service Level Agreement running to 31 March 2023 enabling West Midlands Fire Service to provide HWFRS with a suitably qualified scientific advisor to give advice and support if required.
Water Related Incidents	A protocol establishing the basis for understanding, cooperation and a standardised approach during water related incidents. Partners include HWFRS, Shropshire FRS, Staffordshire FRS, Warwickshire FRS, West Midlands Fire Service, West Mercia Police, West Midlands Police, Staffordshire Police, Severn Area Rescue Association and West Mercia Search and Rescue.
Drone	An agreement is being drawn up to outline the partnership with West Mercia Police for the use of the HWFRS drone with regard to missing person searches.
Heavy Plant	An agreement is being drawn up in relation to calling upon the services of demolition teams at operational incidents.
Welfare	An agreement is being drawn up in relation to the establishment of welfare facilities during operational incidents.



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