This Station Action Plan outlines how Luton Community Fire Station will contribute towards protecting our local communities, responding to emergencies and preventing fires and other incidents. The risks our communities face are set out in the Bedfordshire Fire and Rescue Service Community Risk Management Plan (CRMP) which also details how we plan to ensure that your Fire and Rescue Service contributes, in a co-ordinated and meaningful way, towards keeping our communities safe. The document is available to view at www.bedsfire.com

“Bedfordshire Fire and Rescue service is committed to providing services that meet the differing needs of our diverse communities. This will ensure that all our communities are equally protected from the risk of fire and other incidents. Actions identified within this station plan contribute to this commitment and helps to ensure that the Service supports all communities”.

Bedfordshire Fire and Rescue Service have a key strategic service delivery objective:

To respond effectively, manage risks and reduce the number of emergency incidents that we attend.

To achieve this objective we will pursue the following Service priorities:

- **Making Every Contact Count;** ensuring that we make every possible use of the contact that we have with vulnerable people in society by way of education and advice and, where appropriate, making referrals to partner agencies.

- **Service Delivery Effectiveness and Improvement;** providing excellent prevention, protection and response functions to our communities and making improvements to these functions aligned to our changing risk profile so as:
  - To Keep People Safe in Their Home;
  - To Keep People Safe at Work, When in Public Places and During Their Leisure Time;
  - To Keep People Safe When They Travel.

- **Firefighter Safety;** keeping our operational Firefighters as safe as possible through the application of robust risk assessment processes, appropriate training, Personal Protective Equipment (PPE), and other equipment.

The rest of this Station Plan sets out how Luton Community Fire Station fits into delivering these objectives plans during 2018/19.
Our Community

Luton Community Fire Station

<table>
<thead>
<tr>
<th>Ward</th>
<th>Population</th>
<th>Average Age</th>
<th>Communities settled in the area</th>
<th>% who speak English</th>
<th>Other languages spoken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luton</td>
<td>The population is 203,201, approximately 50% are females.</td>
<td>The average age of people is 35.</td>
<td>Communities who have settled in the area include those from Pakistan, Bangladesh, India, Ireland, Scotland, Jamaica, Zimbabwe, Nigeria, and Kenya</td>
<td>79.4% of people living in the area speak English.</td>
<td>Top languages spoken are Urdu, Polish, Bengali, Punjabi, Gujarati, Arabic, Lithuanian, and Tamil.</td>
</tr>
</tbody>
</table>

Community Risk Profiling

Working with Experian, the UK’s leading provider of consumer measurement and analytical services, Bedfordshire Fire and Rescue Service has utilised Customer Insight Profiling and has identified the following Groups within Luton Station Ground as specifically being at higher than average risk of accidental dwelling fires

<table>
<thead>
<tr>
<th>Risk Group</th>
<th>At risk of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1; Less affluent social renters with high fire risk.</td>
<td>Cooking fires. Naked flame/combustible material fires. Smoking related fires.</td>
</tr>
<tr>
<td>Group 2; High risk, elderly singles reliant on state support.</td>
<td>Cooking Fires.</td>
</tr>
<tr>
<td>Group 3; Transient young singles with high risk and few interventions.</td>
<td>Cooking Fires. Naked flame/combustible material fires. Smoking related fires.</td>
</tr>
</tbody>
</table>
In addition the Luton Station Grounds have identified a significant number of younger people and motorcyclists. While this group’s overall risk is moderate we will look to reach young people with events and collaboratively working with Bedfordshire police and Luton Casualty Reduction Partnership to ensure a consistent road safety message, as evidence shows that younger people and motorcyclists are more likely to be involved in road traffic collisions. Drivers who speed, drink drive or drive dangerously not only put themselves at greater risk but also other road users and pedestrians. Luton Station Ground contains the following specific road risk:

- M1 motorway;
- A505 running though Luton towards Hitchin;
- A6 running through Luton towards Barton Le Clay and on to Bedford;
- Various rural B roads to adjoining villages within the Luton area;
- Congested town centre network.

Customer Insight has identified the 2 Mosaic Groups prevalent in the Station Ground that have high levels of car and motorcycle ownership and complete high levels of annual mileage.

These groups are:

**Group 6** - Rural families and couples;

**Group 7** - Affluent families in suburban locations.

There are also the following additional risks within the Station Ground:

- Luton Town Football Club;
- The Galaxy Centre;
- The Mall Shopping Complex;
- The Midland Main Line rail link;
- Various High Rise Accommodations.

The Station also provides additional emergency cover for London Luton Airport.
Fire Fighter Safety Development

In order to ensure the ongoing Safety of our Fire Fighters our crews will undertake courses and training exercises throughout the year. Classroom and practical drills will be supplemented with the Services E-learning service which ensures continuing competency across Fire Fighters skills set. The service appraisal system will be used identify training and development needs. Fire Fighter training will be monitored and reviewed through the services electronic personal development tracking tool. Luton also has a number of new Fire Fighter recruits that are at different stages of their development programme.

Response

At Luton Community Fire Station the 4 Watches are on a 24 hour shift pattern. Between them they crew two rescue pumps and one Aerial Platform.

The following exercises and simulations will be organised during the year by each watch:

- Two High Rise simulations (one in each half of the year);
- One High Risk simulation;
- One alternative simulation (RTC, WAH or Decontamination).

Protection

Business premises and public buildings such as schools are highly important to our local community as they provide both local services and employment opportunities. The majority of businesses affected by a fire never fully recover as customers are lost to competitors.

In order to protect these buildings and ensure the safety of building users Bedfordshire Fire and Rescue Service delivers a risk based inspection programme under the Regulatory Reform (Fire Safety) Order 2005.

Luton Community Fire Station will complete 192 Fire Safety Inspections during 2018/19.
Prevention Activity

The Service will also concentrate its Fire Safety resources on determining and reducing the levels of fire risk in the community by undertaking a series of fire safety audits and inspections of premises. This will focus primarily on those premises, workplaces and activities giving rise to the most serious risk to life, regardless of their race, ethnicity, gender, disability, sexual orientation, religion and age.

Fire safety audits will grade premises into one of five categories: very high, high, medium, low and very low risk. This audit process determines the future audit frequency, ranging from 1 year for very high / high risk to 5 years for low risk.

Fire Safety Inspection Officers (FSIO) will focus their audits on very high and high risk premises whilst Fire Crews will audit medium and low risk premises.

Other types of Inspections carried out by Fire Crews:

**Follow-up inspections** - These are carried out to check whether the required or requested works on premises have been completed.

**Specific inspections** - These may be generated to check on a specific item or items e.g. overstocked stock rooms, the purpose of all these inspections is to ascertain that the fire safety arrangements are being maintained and adequate.

**Risk Activity inspections** - These are carried out on a whole host of premises that are either:

- Used extensively by large numbers of the public;
- Staffing capacities are below optimum levels;
- Where activities vary from the norm.

The purpose of the inspection is to ascertain that the fire safety arrangements are adequate, that sufficient numbers of staff are present and those staff on duty are aware of the fire safety measures within the premises and of the fire routines and evacuation procedures.
Risk activity inspections may be undertaken:

- On routinely programmed premises such as nursing homes and care homes
- ‘One off’ events (including Scout, Guide camps and other types of sleeping and activity events involving children);
- Licensed premises whilst it is anticipated that occupancy levels are high e.g. Night Clubs, outdoor concerts;
- Christmas inspections of retail premises where it is anticipated that stock levels in shops are high.

Fact finding visits – Fire Crews may be asked to visit a specific location to establish the current occupants of premises e.g. a specific industrial estate. This provides the Service with up to date information on whether a new occupier requires auditing.

All inspections should be completed by the last day of the month in which they were allocated.

For further information on Business & Commercial Fire Safety please refer to our website www.bedsfire.com under Community/Business Safety, Business Fire Safety or follow the link: http://www.bedsfire.com/CommunitySafety/BusinessFireSafety/Pages/default.aspx

<table>
<thead>
<tr>
<th>Activities</th>
<th>Period/Dates</th>
<th>Target Audience</th>
<th>Watch Allocated to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresher’s week</td>
<td>22nd-28th Oct</td>
<td>Luton Students</td>
<td>Red Watch</td>
</tr>
<tr>
<td>Diwali</td>
<td>3rd-7th Nov</td>
<td>All groups celebrating the festival of light</td>
<td>White Watch</td>
</tr>
<tr>
<td>Christmas</td>
<td>18th-26th Dec</td>
<td>All groups</td>
<td>Blue Watch</td>
</tr>
<tr>
<td>Bonfire night</td>
<td>1st-5th Nov</td>
<td>All groups</td>
<td>Green Watch</td>
</tr>
</tbody>
</table>
National Fire and Rescue Campaign Calendar

The National Fire and Rescue Campaign Calendar will provide a yearlong series of National Fire and Road Safety campaigns and initiatives. In order to reduce the risks identified above. Luton Community Fire Station will support the following campaigns and initiatives:

<table>
<thead>
<tr>
<th>Campaign</th>
<th>Date</th>
<th>Target Audience</th>
<th>Watch Allocated to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>World Cup</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; June to 15&lt;sup&gt;th&lt;/sup&gt; July</td>
<td>All groups</td>
<td>All</td>
</tr>
<tr>
<td>Older peoples day</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas Safety Week</td>
<td>October 1&lt;sup&gt;st&lt;/sup&gt; – 23&lt;sup&gt;rd&lt;/sup&gt; September</td>
<td>Groups 2 and 4</td>
<td>Red watch</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Groups 1,3 and 5</td>
<td></td>
</tr>
<tr>
<td>Child safety week</td>
<td>4&lt;sup&gt;th&lt;/sup&gt; – 10&lt;sup&gt;th&lt;/sup&gt; June</td>
<td>Groups 5,6 and 7</td>
<td>White Watch</td>
</tr>
<tr>
<td>National Road safety week</td>
<td>19&lt;sup&gt;th&lt;/sup&gt; – 25&lt;sup&gt;th&lt;/sup&gt; November</td>
<td>Groups 6 and 7</td>
<td></td>
</tr>
<tr>
<td>Carers Week</td>
<td>11&lt;sup&gt;th&lt;/sup&gt; – 17&lt;sup&gt;th&lt;/sup&gt; June</td>
<td>Groups 2,5 and 1</td>
<td>Blue Watch</td>
</tr>
<tr>
<td>Electrical Fire safety week</td>
<td>19&lt;sup&gt;th&lt;/sup&gt; – 25&lt;sup&gt;th&lt;/sup&gt; November</td>
<td>Groups 1,2 and 3</td>
<td></td>
</tr>
<tr>
<td>Deaf Awareness week</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; – 20&lt;sup&gt;th&lt;/sup&gt; May</td>
<td>Groups 1 and 4</td>
<td>Green Watch</td>
</tr>
<tr>
<td>Home Fire safety week</td>
<td>September</td>
<td>Groups 1,2 and 3</td>
<td></td>
</tr>
<tr>
<td>The Fire Cadets will help out with all watch activities</td>
<td>As above</td>
<td>As above</td>
<td>Cadet Unit</td>
</tr>
</tbody>
</table>

As above
**Home Safe & Well Visits**

We will make people safer by educating them in their home by delivering a programme of Safe and Well Visits. Acting on referrals from partner agencies XXXX Community Fire Station will deliver Safe & Well Visits to vulnerable households in the community. A Safe & Well visit may include any of the following elements:

- Home fire safety advice;
- Instillation of smoke alarms and safety equipment;
- Crime Prevention Advice;
- Falls Risk Assessment;
- Smoking Cessation; and,
- Alcohol Audit.

The elements that will be included in each individual Safe and Well visit will be determined by risks present in the household and the agreement of the occupier to engage in each element of the visit.

**Fire Cadets**

Luton Fire Cadets is open to all young people aged between 13 and 17 years old (school years 9-13). Fire Cadets gain an excellent knowledge of the Fire and Rescue Service’s and learns the skills that our Firefighters use to save lives and protect the public such as running out hose, climbing ladders and first aid.

As part of the national Fire Cadet scheme, Fire Cadets will have the opportunity to work towards a recognized BTEC Level 2 Award in Fire and Rescue Services in the Community and/or a Duke of Edinburgh Bronze Award. They will also have the opportunity to travel up ranks and train as a Junior Instructor.

Like Firefighters, Fire Cadets also play an important role in their community by delivering advice on home fire safety, water safety, road safety and arson prevention, as well as supporting local initiatives and charities.

Fire Cadets meet on Monday evenings from 19:00 – 21:00 during school term time.
**Schools**

Children can be especially at risk in a fire situation. Bedfordshire Fire and Rescue Service run a county wide education programme for Year 2 students that educate them about fire safety in the home. Crews from Luton Community Fire Station will support this programme by completing all allocated Year 2 visits during 2018/19.

**Station Open Day**

White Watch will be responsible for organising the Station Open Day during August 2018. There will be a number of themes on the open day and we will be targeting all groups.

<table>
<thead>
<tr>
<th>Period/Dates</th>
<th>Theme</th>
<th>Key Activities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday 11th August 2018 12.00 – 16.00</td>
<td>Community</td>
<td>Operational demonstrations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community fire safety advice</td>
</tr>
<tr>
<td><strong>Target Audience</strong></td>
<td>RTC reduction information</td>
<td></td>
</tr>
<tr>
<td>All Groups</td>
<td>Arson reduction information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chip pan demonstration</td>
<td></td>
</tr>
</tbody>
</table>

**Recruitment**

Luton Community Fire Station is undertaking the following recruitment activities in the coming year:

<table>
<thead>
<tr>
<th>Campaign</th>
<th>Date</th>
<th>Target Audience</th>
<th>Watch Allocated to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supporting RDS recruitment</td>
<td>On-going</td>
<td>Residents of Bedfordshire</td>
<td>All Watches will assist with the recruitment process by placing posters, running “have a go days”, activity displays at key locations and attending community events.</td>
</tr>
</tbody>
</table>
Luton Community Fire Station
Studley Road, Luton, Bedfordshire, LU3 1BB

Visit our website for fire and home safety advice: www.bedsfire.com

Follow us on Twitter: @bedsfire

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