

Last Update: May-22

Pillar	Sub-category	HMICFRS inspection report finding	Finding type	Overall RAG Status	PMO Project link	Delivery Lead	SMT Sponsor	Delivery Date	Latest update	Project Status	Evidence to support completion
Effectiveness	Understanding the risk of fire and other emergencies	The service, through regular engagement with its local community, needs to build a more comprehensive profile of risk in its service area.	Area for improvement	On track	Corporate Plan SO3.10 Prepare 2025 – 2030 Public Safety Plan (PSP)	Corporate planning	COO	24/25	Comprehensive Service Delivery Area (SDA) profiles to inform station planning developed and launched to all nine SDAs. These comprise socio-demographic, geo-spatial, risk and demand related information. Station planning process now includes liaison and collaboration with external partners / agencies (for example, MK Council to address increase in fires in their housing stock). NHS 'Exeter' data now being leveraged to inform targeting at local level of higher risk groups such as the 80+ population.	On-Track	
Effectiveness	Understanding the risk of fire and other emergencies	The service should make sure its integrated risk management plan is informed by a comprehensive understanding of current and future risk. It should use a wide range of data to build the risk profile and use operational data to test that the risk profile is up-to-date.	Area for improvement	Not started	Corporate Plan SO3.10 Prepare 2025 – 2030 Public Safety Plan (PSP)	Corporate planning	COO	24/25	Development of the 2025-30 PSP will conform to the 2021 Fire Standard for preparation of Community Risk Management Plans (CRMPs). This specifies best practice requirements for risk profiling.	Not started	
Effectiveness	Understanding the risk of fire and other emergencies	The service should make sure that the aims and objectives of prevention, protection and response activity are clearly outlined in its integrated risk management plan.	Area for improvement	Not started	Corporate Plan SO3.10 Prepare 2025 – 2030 Public Safety Plan (PSP)	Corporate planning	COO	24/25	This will be addressed in the 2025-30 PSP.	Not started	
Effectiveness	Preventing fires and other risks	The service should have plans in place for an effective system to define the levels of risk in the community.	Recommendation	On-Track	Prevention Improvement Plan	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	The Prevention Improvement Plan has now been presented and agreed at PMB, SMB & O&A. Progress has been made on the actions, but due to staffing levels this has impacted on the estimated delivery times.	On-Track	
					Corporate plan SO1.3 - Develop partner agencies understanding of the risks from fire and other emergencies. Implement a collaborative community risk methodology and targeting approach, to achieve a reduction on risk and impact of fire.	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/04/2023	This links to 1.1 on the Prevention Improvement Plan. We have representation at all boards where we have a statutory responsibility and selected boards where we can impact on risk in the community. All though this is complete on the Improvement Plan, this will remain under constant review. Initial work on refining and targeting 80+ has been completed through external data sources and is progressing to implementation at local service delivery areas. Station planning process includes local Service Delivery Area profiles and benchmarking reports, which are being used to set targets addressing risk at local level.	On-Track	
					Safety Centre evaluation	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	30/09/2022	As previous update - paper scheduled to commence end of June	On-Track	
Effectiveness	Preventing fires and other risks	A revision of its prevention strategy that clearly prioritises the people most at risk of fire and other emergencies, giving focus and direction to specialist teams.	Recommendation	On-Track	Prevention Improvement Plan	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	Q3 22/23	Prevention strategy drafted and initial round of consultation completed with staff groups primarily involved in delivering it. Feedback received and amendments made before wider organisational consultation.	On-Track	
Effectiveness	Preventing fires and other risks	The review of systems and processes for dealing with referrals from individuals and partner agencies. This is to make sure they are managed effectively and those referrals with highest identified risk are prioritised.	Recommendation	delayed	Prevention Improvement Plan	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	Staffing challenges have led to a focus on recruitment and onboarding. This element has been assessed as being delayed due to capacity within the Prevention team. Initial work has been completed to address scoring issues related to the 80+ targeting. The current screening process will require further amendments to PRMS to reflect revised scoring priorities for risk of fire fatality or serious injury.	delayed	

Effectiveness	Preventing fires and other risks	The service should understand the reasons for its decreasing number of prevention visits and consider how it can better target those who are most at risk of fire.	Area for improvement	On-Track	Prevention Improvement Plan	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	Continued challenges regarding recruitment into vacant roles. Although utilised alternative business cases where skills matched required roles, the Prevention team has been operating under-capacity. This has impacted on prevention delivery. When recruitment is completed, there is a 4-6 month onboarding process to competence. Coupled with unusually high sickness levels, in 21/22 delivery staff capacity was 64% compared to 96% in 20/21 and 98% in 19/20. Difficulty in recruiting into admin vacancies has also impacted upon capacity to screen and book visits. Covid has reduced some people's willingness to engage with visits they have been referred for. It also impacted upon visit delivery for 4 weeks (1/12) of 19/20 which reduced delivery numbers by 6% from 18/19 (1892) Despite Covid impacting on the first part of 21/22, 1524 visits were delivered in 21/22 which is 7% less than 19/20.	On-Track	
Effectiveness	Preventing fires and other risks	The service should evaluate its prevention work, so it understands the benefits better.	Area for improvement	Complete	Prevention Improvement Plan	GC Territorial North and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	Action completed - Phase 1 evaluation report presented to Overview and Audit Committee 10/11/21	Complete	10 November 2021 - Prevention Evaluation - Phase one report 2021
Effectiveness	Protecting the public through fire regulation	The service should make sure it aligns its increased resources to a prioritised and risk-based inspection programme.	Area for improvement	On-Track	Protection Uplift Programme	Head of Protection	Protection, Assurance and Development	30/09/2022	The risk-based inspection programme is coming online shortly following all of the recent restriction and a change in management of Protection. All staff have been trained to a level to complete these inspections independently to make best use of their time. A provisional target has been agreed within Protection and will be reviewed at the end of the year for the number of audits that are going to be undertaken. Training is continuing from a third party to deliver fire Safety input to operational crews and is expected to be complete by the end of the year. Work is continuing with the Communication team about developing areas of the website for Protection which will include self-assessment information that we are developing with the NFCC.	On-Track	
Effectiveness	Protecting the public through fire regulation	The service should make sure it has an effective quality assurance process, so staff carry out audits to an appropriate standard.	Area for improvement	On-Track	BAU	Head of Protection	Protection, Assurance and Development	TBC - Subject to NFCC programme	The Protection Department continue to work through the Fire Standards for protection and maintaining of CPD through training. The Service is looking at the process of complying with the Third Party Accreditation process developed by the NFCC.	On-Track	
Effectiveness	Protecting the public through fire regulation	The service should review its response to false alarms (called 'unwanted fire signals') to ensure operational resources are used effectively.	Area for improvement	On-Track	UwFS Review	Head of Protection	Protection, Assurance and Development	30/09/2022	UwFS - The protection Department is looking at the resources we are expending on UwFS and how best to make use of the information without the existing resources we expend on this.	On-Track	
					AFA review	TBC	Prevention, Response and Resilience	TBC	Review is being managed separately to this by Prevention, Response and Resilience and scheduled to start in Q4 22/23	Not started	
Effectiveness	Protecting the public through fire regulation	The service should make sure it plans its work with local businesses and large organisations to share information and expectations on how they can comply with fire safety regulations.	Area for improvement	On-Track	Protection Uplift Programme	Head of Protection	Protection, Assurance and Development	30/09/2022	The Service has been looking into how we can best make use of the NFCC self-assessment toolkit and how we can implement this within our website. We have created a SPOC of our Business Safety officer to engage with businesses. This is also integral to the risk based inspection programme so that less at risk businesses will be engaging with the business safety officer to undertake self-assessment.	On-Track	
Effectiveness	Responding to fires and other emergencies	The service should assure itself that it understands what resources it reasonably requires to meet its foreseeable risk; it should make sure that all of its fire engines can be sufficiently resourced, if required.	Area for improvement	Not started	Not a current project	TBC	TBC			Not started	
Effectiveness	Responding to fires and other emergencies	The service should make sure it consistently gives relevant information to the public to help keep them safe during and after all incidents.	Area for improvement	Not started	Not a current project	Communication, Marketing and Engagement Manager	Technology, transformation and PMO	Q3 22/23		Not started	