



Buckinghamshire & Milton Keynes Fire Authority

Meeting and date: Overview and Audit Committee, 9 November 2022

Report title: Operational Assurance Improvement Plan (OAIP)

Lead Member: Councillor Gary Hall

Report sponsor: Area Commander Calum Bell, Head of Protection, Assurance and Development

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Action: Noting

Recommendations: That the progress made against each improvement detailed within the new updated OAIP is noted

Executive summary:

The purpose of this report is to provide an update on the progress that continues to be made in the delivery of the Service's Operational Assurance Improvement Plan (OAIP).

The 2020 –2025 Corporate Plan is underpinned by several more detailed plans which refer to specific issues, the OAIP is an example of one such plan.

2020 – 2025 Public Safety Plan



2020 – 2025 Corporate Plan



**Prevention
Improvement
Plan**

**HMICFRS
Improvement
Plan**

**2020 -
2025 EDI
Objectives**

**Operational
Assurance
Improvement
Plan**

**Environment
& Climate
Action Plan**

The OAIP contains a comprehensive record of the recommendations and resulting actions taken that are intended to improve operational effectiveness within Buckinghamshire Fire and Rescue Service.

The OAIP is essentially a 'live' document that is regularly updated to incorporate relevant information originating from either trend or gap analysis reports, operational incidents or exercise monitoring, themes taken from both significant local and national events and reports emanating from audits and public enquires.

All recommendations and resulting actions are subject to oversight and governance by the Operational Assurance Group (OAG) before being accepted onto the OAIP.

Any department or individual with responsibility for completing actions on the OAIP is asked to provide supporting evidence about the progressive measures taken to suitably conclude their particular action point.

Recommendations are reviewed periodically to ensure compliance before being completed and archived. This review process ensures the Service maintains and improves standards. Thematic reviews are also held into specific areas to ensure compliance with procedures.

The Operational Assurance Team (OAT) maintains a programme of Station / Watch visits and are responsible for sharing learning across the Service by a variety of means including incident reports, case studies, newsletters, operational bulletins. Confirmation of learning is achieved by direct questioning, Hub of Education And Training (HEAT) thematic quizzes and exercising.

The internal approach towards how the Service now gathers and assess learning from operational activity, has better enabled it to effectively identify emerging issues and then implement practical and corrective solutions, to enhance operational performance.

The main areas of focus for the OAIP continues to be operational learning from incidents and exercises, this is not limited to just those that Buckinghamshire Fire and Rescue Service has attended. A key element of the Joint Emergency Services interoperability Programme (JESIP) Doctrine is that learning is shared across all CAT 1 and 2 Responders through the Joint Operational Learning (JOL) portal and via the National Fire Chiefs Council (NFCC), the Service can also access and share "Learning Events" through the National Operational Learning (NOL) framework.

Good progress continues to be made through delivery of the Operational Exercise Programme, for example the large-scale high-rise exercise at Mellish Court Milton Keynes.

The OAIP has been updated and improved, this can be viewed in Appendix 2 and 3, the reason for this is to enhance both its reporting and inputting functionalities, for example the document now contains a dashboard that provides a quick overview of

the number and status of all actions by department. An action to approve and develop this new OAIP was taken by the OAG.

Financial implications:

There are no direct financial implications associated with this report, as all expenditure is contained within existing budgets.

Risk management:

Delivery of the OAIP will contribute towards ensuring the Service's operational safe systems of work are continuously improved and developed to conform to the latest safety standards and are efficient, effective, and responsive to significant changes in the external or internal environments.

Failure to deliver the OAIP could expose:

- the Service, its personnel, and the public to operational, health and safety risks.
- Buckinghamshire Fire and Rescue Service to reputational and / or financial risks.

The OAIP will inform the ongoing development of the operational workforce plan particularly in relation to areas such as maintenance of operational skills, acquisition training and assessment.

Legal implications:

There are no negative legal implications associated with this report.

Privacy and security implications:

The OAIP does not raise any privacy or security issues.

Duty to collaborate:

Although the Authority has committed to a default position of collaboration with Thames Valley Fire and Rescue Authorities (FRAs). The OAIP relates specifically to Buckinghamshire Fire and Rescue Service operational activity, however any opportunity to collaborate will be explored, as will the sharing of any identified operational learning through existing groups.

Health and safety implications:

There are no negative implications on health and safety associated with this report. The delivery of the OAIP will continue to promote and enhance the existing health and safety culture within the Service with all associated costs being considered and governed through relevant boards.

Environmental implications:

Delivery of the OAIP will enhance the Service’s ability to identify and manage potential environmental hazards in both the internal and external surroundings.

Equality, diversity, and inclusion implications:

Please refer to Appendix 1 – Equality Impact Assessment.

Consultation and communication:

Learning from operational activity or recommendations are routinely published and communicated to all staff, utilising either the Intranet, HEAT or the Operational Assurance newsletter. This approach is intended to ensure there is a clear understanding and appreciation of the collective responsibility there is toward continuous improvement in respect to operational performance.

From a monitoring and reporting perspective, the Head of Protection, Assurance and Development leads on the improvement plan and is chair of the OAG.

The Head of Operational Training and Assurance has responsibility for delivering the OAIP in conjunction with the OAT.

Appendix	Title	Protective Marking
1	Equality Impact Assessment Sep 2022	
2	OAIP Oct 2022	
3	OAIP Dashboard Oct 2022	