

Appendix 2 - Operational Assurance Improvement Plan (OAIP) Oct 2022

OAIP - Action Log												
Ref	No.	Category	Sub Category	Report recommendation number	Recommended Action	Action Owner(s)	Date action assigned	Start date	Priority H/M/L	RAG status	Progress & Issues Report	Status
OAL report 2019	6	Height, structures and confined space	High-rise	R5, R9	Operational Assurance to promote High-Rise exercising as part of the exercise programme and to look to carryout Service level exercises within Service or at the Fire Service College. To include themes of stay put to full building evacuation.	Group Commander Operational Training & Assurance	30/09/2020	30/09/2020	Medium	G	01/09/2022 update JN: Overarching high rise report will be completed following agreement / release of Ex Hammer report at OAG 07/09/22. OAG 07/09/22 update: JN advised that the overarching report consolidating all of the learning / recommendations arising from recent high rise exercises had been delayed. However, this would be brought to the next OAG meeting. In the meantime, the Exercise Hammer report at agenda item 3 contained many of the key recommendations and feedback in relation to these would be helpful in terms of finalising the overall report. CB confirmed that he was content with this approach. Overarching High-Rise Report to be brought to next OAG meeting .	In progress
Stephenson House Ex Eden Ex Nakatomi	12	Height, structures and confined space	SSRI	R1	Review of High-Rise SSRI database to confirm if information regarding siting and reach of the TTL is recorded within. Review question set to ensure that siting and reach of TTL is assessed and recorded.	Group Commander Technical	08/09/2021	08/09/2021	Medium	G	OAG 06/04/22 update AB: External contractor is completing the scheduled development work which we expect to have completed early April. SC asked if information relating to the reach and siting of TLs would include those based over the border in neighboring FRS. AB advised that this was not currently within the scope of the work. JN advised that the current priority is for TTLs to accompany SSRI visits to tall buildings to determine best places to optimise reach and establish limits and how these would affect evacuation plans.	In progress
Stephenson House Ex Eden Ex Nakatomi	20	Incident Command	Comms	R9	Remind all of the importance of having a communications strategy in place especially at larger, more complex incidents.  Commanders to be familiar with radio equipment and procedures of neighbouring Services/other agencies and use of multi-agency talk groups/Airwave Tac-Ads.	Group Commander Technical	08/09/2021	08/09/2021	Medium	G	OAG 06/04/22 update: Response Policy are working on the OIN in readiness for publication. 09/08/22 AB - No further update at this time.	In progress
Stephenson House Ex Eden Ex Nakatomi	26	Height, structures and confined space	SSRI	R15 Risk register	SW to review risks associated with high-rise review findings and consider for inclusion in PRR Risk Register.	Head of Prevention, Response and Resilience	08/09/2021	08/09/2021	Medium	G	OAG 06/04/22 update: debrief 05/05/22 overarching high rise report will follow debrief. JN advised that this action now sits with ST and is pending finalisation of the over-arching high rise Report. ST advised that he will be reviewing the PRR Risk Register on 8 April so will consider it then. JN indicated that given progress since this action was raised, the risk would still need to be included but that the risk score may now be lower.	In progress
Cressex Report	41	Incident Command	Command Support	R8 ICS: Decision Log filled in by inexperienced CSO who has not had formal training.	Source and deliver Loggist / Decision Log training for Commanders and Incident Command Unit Operatives.	Group Commander Operational Training & Assurance	12/01/2022	12/01/2022	Medium	G	06/01/22 update SCu: explore options for professional loggist course for a smaller cadre of personnel to be deployed on the ICU - ICU staffing model dependant? JM advised that he had approached the Thames Valley Development Group to agree that a sister group would be set up to review all of the command support documentation in use across the Thames Valley with a view to aligning. However, this is on hold pending it being agreed by the Group Commander Alignment Group. ST asked SHa and AB to raise at the Alignment Group with a view to progressing. 08/08/2022 BA update: BA to look into this further.	In progress
Thames Reach	42	Water rescue	Mobilising	R1 Mobilising: Initial turn out for incident JCS1P1 and JCS1R1. Due to WRU being switch crewed TVFCS needed to be contacted to switch from 51P1 to 51R1.	TVFRSs to understand the resourcing models for switch crewing appliances / vehicles for each service and inform TVFCS of the differences. Is it technically feasible for FSR to update Vision with accurate switch crewing availability / geographic location for true nearest is nearest mobilisation?	Group Commander Technical TVFCS	12/01/2022	12/01/2022	Medium	G	09/08/22 AB - I would argue that this does not sit with technical. This should sit with Resourcing as the system owners of FSR. OAG 07/09/22 update: SHa advised that this was still work in progress but that he would ensure that it is added to the agenda for the next operational alignment group meeting.	In progress
Thames Reach	48	Water rescue	Resourcing	R8 Mobilising: 4x4 access to the south bank is possible and could have been achieved had the resource been asked for / crew available.	Consider vehicular access points on the Cock Marsh side of the river and types of suitable transport (4x4) appliances or vans.  Risk assess and consider 4x4 accessible areas along the river stretch within Bucks and neighbouring services. Consider whether this information should be added onto SSRI.	Group Commander Resourcing, Projects and Service Delivery North Group Commander Technical	12/01/2022	12/01/2022	Medium	G	OAG 06/04/22 update: AB advised that this requirement has been raised with Nigel Turner who has mapped all the launch points for the boat in collaboration with his RBFRS counterpart. AB is awaiting feedback as to whether there is capacity to address the requirement via this route (AB to update at next OAG meeting).	In progress

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Thames Reach	49	Search rescue & casualty care	Multi-Agency	R9 Capabilities: communications between FRS and SCAS HART were difficult. FRS staff to be more aware of capabilities and levels of skill of partner agencies such as HART, Lowland Search and Rescue teams.	BFRS Water Rescue Lead Officer nominated, form a TVLRF multi-agency working group / subcommittee to improve awareness of other agency capabilities and processes.	Water Rescue Lead Officer	12/01/2022	12/01/2022	Medium	G	26/09/2022 SG update: The TVLRF Water Rescue Framework continues to be delayed due to other SCAS work commitments, however the requirement from JOL to add the survivability model has been confirmed. SCAS has reported that they hope to recommence work on this over the coming few weeks.	In progress
Folly Inn	58	Fires in buildings	SSRI	R1 Inaccurate 1.7a Information: Lack of a responsible person / owner, or on scene witness, legacy information on TIP sheet.  Possibility of making an incident persons reported with out of date or limited information.	Review of all 'inactive' SSRI information, old risk data from the TIP sheet is still available to crews if not removed from the system by means of a FB1.7a. Issue and promote clear guidance on how to manage similar sites / situations.  ICs to consider the currency of the information / local knowledge / all of the information at hand prior to making an incident persons reported.	Group Commander Technical Group Commander Training & Assurance	12/01/2022	12/01/2022	Medium	G	OAG 06/04/22 update: SHa confirmed that TVFCS can assist with entering updated risk information into Vision. AB advised that Barrie Ackerlay is picking this issue up from the BFRS side. Also, with the new SSRI module, there is an accompany review of what should go on the 'tip sheet' and how that information is managed and updated on an ongoing basis and also migrated from the old system to the new in the first instance. SHa advised that part of the problem is that the pre-existing SSR information had been bulk uploaded from the old Vision system to the new without having been cleansed. ST advised that he is intending to prepare a paper on how to address this issue and asked if it is possible to delete data back from a particular date. SHa advised that this would have to be done at the individual record level. AB advised that he had drafted a paper on this same issue for Dave Norris prior to the pandemic – AB to forward to ST.	In progress
Folly Inn	59	Fires in buildings	Closing Incidents	R2: Delay and uncertainty when declaring the incident as "All persons accounted for" due to unstable structure preventing access – lack of credible exit strategy for FRS resources.	Commanders to consider logical steps required for an incident to be made "All persons accounted for" allowing for the incident to be scaled down / closed appropriately. Review of existing guidance.	Group Commander Technical FI Lead Officer	12/01/2022	12/01/2022	Medium	G	OAG 06/04/22 update: JN advised that there is no existing guidance in relation to this issue and indicated that he would discuss further with AB and JM and then update ST.	In progress
Folly Inn	60	Fires in buildings	SSRI	R3: SSRI information made inactive rather than being updated to reflect the derelict site with associated hazards and control measures.	Review of inactive derelict buildings / sites process to be reviewed. SSRI and TVFCS systems do not talk to each other and relies on manual intervention.	Group Commander Technical	12/01/2022	12/01/2022	Medium	G	OAG 06/04/22 update: AB advised that this is being looked at currently – including requirements for an educational piece for staff to ensure that they understand the process for making mobilised changes at individual property level including review by Group Commanders before submission to TVFCS via the dedicated email address. This would be picked up as part of the roll-out of the new SSRI module and linked to the wider education relating to RD mapping and how that manages the risk profile. Noted.	In progress
M25	61	Transport	Mobilising	R2 Add water carrier to motorway PDA for large vehicle fire	Investigate whether PDA should be adjusted to include a water carrier for incidents involving confirmed large vehicle fires on motorway. (TV collaboration opportunity?)	Group Commander Technical	06/04/2022	06/04/2022	Medium	G		In progress
M25	63	Transport	Comms	R4 Communications / incorrect terminology / JESIP / Training Packages and OINs	ICs and crews to be reminded of importance of correct terminology and that messages must be clear and concise / Verify correct recording and confirmation of radio messages from CSO and IC before sending.  ICs to be reminded that when JESIP / multi-agency meetings have taken place this should be recorded in messages to TVFCS.  Training package and latest OIN had different terminology, the training package had not kept up to date with OIN releases.	Group Commander Technical Group Commander Training & Assurance	06/04/2022	06/04/2022	Medium	G	OAT Newsletter article (Radio Messages) published MAY-JUNE 2022. OAT Newsletter article (Radio Messages) published MAY-JUNE 2022. Confirm responsibility / procedure for updating training packages reflect current and future updates to OINs 08/08/2022 BA update: SC Brinklow is trialing using watch's to update / create new presentations for HEAT. 6 watch's at Newport and Broughton are being used and their deadline to produce a product is 31st Aug 2022.	In progress

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Grenfell Project Programme	67	Height, structures and confined space	High-rise		OAIP will hold an overview of all actions contained within the Grenfell Project Programme	Group Commander Technical	08/12/2020	08/12/2020	Medium	A	<p>1 In-progress      17 In-progress      32 In-progress</p> <p>2 In-progress      18 Complete      33 In-progress</p> <p>3 Complete      19 In-progress      34 Complete</p> <p>4 In-progress      20 Complete      35 In progress</p> <p>5 In-progress      21 In-progress      36 In-progress</p> <p>6 In-progress      22 Complete      37 In-progress</p> <p>7 Complete      23 Complete      38 In-progress</p> <p>8 In-progress      24 Complete      39 In-progress</p> <p>9 In-progress      25 In-progress      40 Complete</p> <p>10 In-progress      26 Complete      41 Complete</p> <p>11 In-progress      27 In-progress      42 Complete</p> <p>12 Complete      28 Complete      43 Complete</p> <p>13 Complete      29 In-progress      44 In-progress</p> <p>14 In-progress      30 In-progress      45 Complete</p> <p>15 Complete      31 In-progress      46 In-progress</p> <p>16 In-progress</p> <p>KEY-Prepared for change =BFRS is ready to change procedure/policy however has to wait for external change first i.e. legislation</p> <p>OAG 26/5/2021 - SC / DT to liaise re: alignment of reporting for Overview &amp; Audit meetings. 31/08/2021 DT: Not yet complete</p> <p>08/09/2021 DT: annual leave and BA project commitments have slowed progress over the summer period. However, DT would liaise with Phill Mould to provide CB with forecast completion dates for the actionable elements of the programme</p>	In progress
Kerslake Report Gap Analysis	69	Operations	Comms	Communications Element 3, 5, 7, 11, 19,28, 29	To liaise with TVFCS to ensure progression of this gap analysis and TVFCS gap analysis.	Group Commander Resourcing, Projects and Service Delivery North			Medium	G	<p>OAG 07/09/22 update: AB advised that outstanding actions arising from the Kerslake Report had been consolidated with those relating to the Grenfell enquiry and would be progressed by DT. CB stated that this had been done to ensure a clear separation between the delivery and assurance roles, the latter of which is responsible for quality assurance and verification that required changes to practice have been embedded rather than implementing the changes themselves. CB asked that this item be progressed to completion prior to the next OAG Meeting.</p>	In progress
Chearsley	71	Operations	Mobilising	R2 BA back up - BFRS do not mobilise a second BFRS pump for BA back up within or outside its own borders. OFRS / RBFRS / other neighboring FRSs do.	<p>1.Alignment of practice and procedures across the Thames Valley would be progressed via the BA Collaboration Project;</p> <p>2.Response Policy would look at whether there is a need to change the current policy of not mobilising a second pump for BA back-up in light of wider practice across the South-East Region.</p>	Head of Prevention, Response and Resilience	06/04/2022	06/04/2022	Medium	G	<p>OAG 06/04/22 update: Thames Valley (TV) BA collaboration delivery will reduce the requirement to mobilise additional resources within TV. AB advised that this would be addressed via the roll-out of the TV BA collaboration project which would align procedures across the TV FRS over the next year. Following this, the wider issue of cross border mobilisations from other neighboring FRS can be considered. In the meantime, Incident Commanders still have discretion to request additional resources as required which would also address any over the border incident requirements. ST and SC noted that this has been a longstanding and recurring issue, and that a review of practice across the South-East Region would be beneficial to establish whether or not BFRS is an outlier.</p>	In progress
Chearsley	72	Operations	Fire Investigation	R3 Improve Fire Investigation knowledge of operational staff / Promote that scene preservation is key to any investigation / actions taken need to be recorded.	FI training for crews required to improve awareness of fire investigators roles / expectations. Produce / publish HEAT package to compliment OIN.	Group Commander Community & Business Safety Policy BFRS FI Lead	06/04/2022	06/04/2022	Medium	G	<p>OAG 07/09/22 update: SH confirmed that a presentation is being prepared for the next JO input session. Input is being received from all FIs with the assistance of Sean Brannon if required. Once this presentation has been given the FI team are looking to use the information to create a learning package to go on HEAT. Noted.</p>	In progress
Chearsley	77	Operations	OTB FRS	R8 Hydrant information not available on OFRS MDTs or appliance tablets.	Review feasibility of sharing hydrant information across the Thames Valley FRSs (TVFRSs) as standard / added to TV MDTs.	Group Commander Technical	06/04/2022	06/04/2022	Medium	G	<p>09/08/2022 AB - Sharing of Hydrant information is currently being tested with LFB. Once a process is in place then this will be explored across the TV.</p>	In progress

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Exercise Hammer	78	Fires in buildings	High-rise	<p>R1 TVFCS asked the assigned crews whilst mobile if they wanted the information received from early FSG calls</p> <p>Although crews were state 22, FSG information was still being passed by TVFCS. This was recorded on paper in the rear locker of one of the first attending appliances</p> <p>Initial CS was under resourced and initial FSG information was recorded in a manner where it could have easily been overlooked or lost</p> <p>FSG was not consistently shared with the incident ground</p>	<p>All FSG information to be recorded on relevant incident log by TVFCS and shared with FRS point of contact at the earliest opportunity (first crews in attendance were state 22 – all crews committed) (TVFCS)</p> <p>Explore other alternatives / robust method for sharing / recording FSG information with relevant stake holders (GC Technical / TVFCS)</p> <p>Develop FSG training package / input / familiarisation for Commanders and ICU operators (GC Training &amp; Assurance / TVFCS)</p> <p>Consider early nomination of an Evacuation Commander</p>	<p>Group Commander Operational Training &amp; Assurance</p> <p>Group Commander Technical Group Commander TVFCS</p>	09/07/2022	09/07/2022	G	<p>JN drew attention to the first recommendation relating to fire survival guidance and the potential to create HEAT training packages to address the issues around recording and sharing information between the incident ground and fire control. Linkages to the Command Support project were also recognised as the software includes a fire survival guidance module which will link to Vision. Some issues had arisen with Fire Control attempting to contact crews at 'State 22'. SHa indicated that he would need to review this as is not captured in TVFCS processes and potentially refer it to the Operational Alignment group for resolution. Part of the problem is that RBFRS provide their pumping appliances with both hand-held and vehicle mounted radios whereas BFRS and OFRS do not. DT indicated that there is some existing guidance in the relevant OIN, however SHa was of the view that this was insufficient to address the issue. It was therefore agreed that AB would progress resolution of the issue via the Operational Alignment route.</p> <p>OIN-TV-226 Evacuation Commander published JUN 2022 + OAT Newsletter article (SEARCHING) published JULY-SEPT 2022. Recommend move to complete at next OAG.</p>	In progress
Exercise Hammer	79	Operations	Comms	<p>R2 Sighting of TTL – No MDT on TTLs results in crews unable to pre-plan whilst enroute, reliant on either local knowledge or information obtained once on scene. All paper copies removed from BFRS appliances and specials.</p>	<p>Explore the option of installing MDTs on TTLs and other specialist appliances</p>	<p>Group Commander Technical ICT</p>	09/07/2022	09/07/2022	G		In progress
Exercise Hammer	80	Operations	Comms	<p>R5 Bedfordshire FRS officers must carry their mobile phone attached to their tunic for high rise incidents. These were used to effectively communicate between the FSG Commander and Search Sector Commander. Beds FRS officers have their mobile numbers on the tallies so CS can contact them. They have been issued a clip for attaching their phones to tunics</p>	<p>Explore viability / options for issuing mobile phone clips / cases to all appliances and officers</p>	<p>Group Commander Technical</p>	09/07/2022	09/07/2022	G		In progress
Exercise Hammer	81	Operations	Comms	<p>R6 Emergency Sharers Multi-Agency (MA) airwave talkgroup was established at the beginning of the exercise by police control and the details of which passed to MA commanders but not utilised throughout the incident – this has been observed and reported on multiple exercises and incidents</p>	<p>All FDOs to receive ES talkgroup familiarisation / training from Service Operational Comms Tac Advisor</p>	<p>Group Commander Operational Training &amp; Assurance</p>	09/07/2022	09/07/2022	G	<p>OAT Newsletter article (OPERATIONAL COMMUNICATIONS TACTICAL ADVISORS - OCTA) published JULY-SEPT 2022.</p>	In progress

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Exercise Hammer	84	Fires in buildings	High-rise	<p>R9 Due to the number of people requiring rescue in the search sector, it was discussed how to safely evacuate them and if crews could be deployed without BA and firefighting media above the fire floor</p> <p>Search sector did not undertake any meaningful or effective search / clearance above the fire sector (the search sector), tactics remained largely unchanged despite a move from stay put to simultaneous evacuation</p> <p>Ensure the search sector is resourced sufficiently to help support any change in evacuation strategy</p>	<p>Review of Operational guidance in regard to PPE / RPE / firefighting media requirements when searching above the fire sector (OIN-TV-225 Search Sector Commander and OIN-TV-619 Fires in Tall Buildings) (RP)</p> <p>A risk assessment for this activity needs to be conducted and communicated appropriately. BA must be worn in situations where a credible incident is underway (OIN-TV-625 Evacuation and Rescue of Persons) (RP)</p> <p>ICs to consider early implementation of a search sector as soon as resources permit, resources required are likely to be considerable (OAT)</p>	<p>Group Commander Operational Training &amp; Assurance Group Commander Technical</p>	09/07/2022	09/07/2022	G	<p>JN referred to the lack of a tactical plan to search floors 11 – 18. AB indicated that aspects of this would be addressed in the second phase of the BA project as part of the overall alignment programme. The recommendations in relation to this issue were endorsed.</p> <p>OAT Newsletter article (SEARCHING) published JULY-SEPT 2022.</p>	In progress
Exercise Hammer	85	Operations	High-rise	<p>R10 The tactical plan evolved throughout the exercise but in the main was focused on how to adopt high rise procedures with multiple FRS (BA crews) in attendance rather than on how to simultaneously evacuate residents once the evacuation strategy had changed</p>	<p>Develop evacuation training package / input / familiarisation to be given to Commanders and ICU operators. OIN-TV-226 Evacuation Commander published JUN 2022 (TA / OT)</p> <p>Create and release OAT thematic quiz follow release and embedding of training package (OAT)</p>	<p>Group Commander Operational Training &amp; Assurance</p>	09/07/2022	09/07/2022	G		In progress
Exercise Hammer	86	Height, structures and confined space	Specialist Equipment	<p>R11 TTL was used to good effective but lacked reach for the size of the building, further into the incident an assistance message was sent requesting the attendance of two "high reach TTLs"</p>	<p>OICs to be aware of the limitations of standard reach TTLs and terminology used when requesting high reach TTLs. In this instance, TVFCS would have mobilised the next closest standard TTL (OAT)</p> <p>Explore options of introducing new high-rise capabilities – BFRS currently have 2 x 32m TTLs, LFB have 3 x 64m TTLs (Magirus vehicles built at Emergency One in Glasgow) (R&amp;D)</p>	<p>Group Commander Operational Training &amp; Assurance Group Commander Technical</p>	09/07/2022	09/07/2022	G	<p>OAT Newsletter article (AERIAL APPLIANCES) published JULY-SEPT 2022.</p> <p>It was also noted that high-rise buildings with 19+ floors are now being approved for Milton Keynes and that these would exceed existing high-reach capabilities. JN acknowledged this and indicated that currently there are only three 64 metre TTLs that could be potentially called upon. CB advised that it would be unrealistic to expect that equipment could be provided for every conceivable situation and that given changes to legislation and building regulations, preventative and protective measures, including reliable means of alerting residents and provision of safe means of escape would be the primary response in the event of an incident.</p>	In progress
Exercise Hammer	88	Operations	Specialist Equipment	<p>R13 The police drones were used towards the end of the incident but were able to share live images with the ICU via a MS Teams link</p> <p>The drones are also equipped with thermal imaging and loud halers</p>	<p>Commanders to be made familiar with the TVP drone capabilities and how to request their attendance via TVFCS. Invite TVP drone lead to attend FDO training (BFRS drone lead / TA)</p> <p>Commanders to consider an early assistance message for a drone so to allow time for travel and setup (OAT)</p>	<p>Group Commander Operational Training &amp; Assurance Group Commander Technical</p>	09/07/2022	09/07/2022	G	<p>OAT Newsletter article (DRONES) published JULY-SEPT 2022.</p>	In progress
Exercise Hammer	89	Fires in buildings	BA	<p>R14 Some BA crews in the later stages did not present at the BA board with Fire Escape Hoods</p>	<p>Crews to be reminded of the importance of carrying Fire Escape Hoods at persons reported incidents (OAT)</p> <p>Commanders to request additional stock to be held at the bridgehead for this incident type – guidance to be updated (RP)</p>	<p>Group Commander Operational Training &amp; Assurance Group Commander Technical</p>	09/07/2022	09/07/2022	G	<p>OAT Newsletter article (SEARCHING) published JULY-SEPT 2022.</p> <p>OAT Newsletter article (SEARCHING) published JULY-SEPT 2022.</p>	In progress

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Exercise Oak Exercise Snowflake Exercise Speedbird	92			R2 Lack of information for radiation equipment in service (EPDs / Survey Meter)  Training materials contain minor inaccuracies	Produce equipment notes for EPDs / Survey Meter  Review / revise training packages for EPDs / Survey Meter following production of equipment notes in liaison with HMA lead	Group Commander Technical	09/07/2022	09/07/2022	G		In progress
Exercise Oak Exercise Snowflake Exercise Speedbird	93			R3 Lack of overall knowledge of radiation hazards, risks posed, operational procedures and radiation detection equipment within BFRS	Continue to exercise with GE Healthcare to improve knowledge of site and radiation in general / explore opportunities to re-establish training externally (Radsafe Harwell) (HMA lead / SC AME & BEA)  Continue to exercise with GE Healthcare to improve operational response and working relationships (SC AME & BEA)  Review OIN-TV-614 Radiation Incidents v3 (on completion of issue / recommendation 2) if necessary (RP)  Thematic Radiation quiz to be produced for knowledge evaluation on completion of revised and published materials and external training opportunities (OAT)	Group Commander Operational Training & Assurance Group Commander Technical Group Commander Response South	09/07/2022	09/07/2022	G	JN drew attention to lack of knowledge of radiation hazards, risks posed, operational procedures and radiation detection equipment. The recommendations in relation to these issues were endorsed, including continuing work with GE Healthcare. CB also advised, in the context of radiation risks more widely, that free training and information is available from Radsafe and recommended re-establishing contact with them as a source of support and guidance.	In progress
Exercise Oak Exercise Snowflake Exercise Speedbird	94			R5 Personnel unsure of their nominated role and therefore responsibilities / wrong tabards and inserts worn	Produce sector command aide memoires with roles / responsibilities / tabard and insert information - to be kept in command wallet for use at training and incidents (RP)	Group Commander Technical	09/07/2022	09/07/2022	G		In progress
Kings Hotel	99	Operations	SSRI	R2 Premises building plans and risk information were not readily available – as now - in the early stages of the incident	Investigate methods to ensure building plans are available for all properties of this type. (RP)  Include as a prompt as part of the SSRA visits. Protection to reinforce through their own methods	Group Commander Prevention and Resilience Group Commander Technical	09/07/2022	09/07/2022	G	JN highlighted importance of improving technology to facilitate sharing of relevant incident information such as SSRI / ARA and live video feeds from TTLs and drones which can be displayed on tablets. OAG noted and endorsed the recommendations set out in the report and for them to be included in the OAIP	In progress
Kings Hotel	100	Operations	Resourcing	R4 Limited information available en route. No rationale given for the make-up, or any messages sent over main scheme radio during the 30-minute drive to the incident	TVFCS to include significant information on subsequent turnout details (BOSS Mobile) and update MDTs with live information accordingly  Promote to ICs to give basic rationale for make-ups (OAT)	Group Commander Operational Training & Assurance Group Commander TVFCS	09/07/2022	09/07/2022	G	OAT Newsletter article (RATIONALE FOR "MAKE UP" MESSAGES) published JULY-SEPT 2022.	In progress
Kings Hotel	102	Operations	Specialist Equipment	R11 TTL from High Wycombe was off the run (for a protracted period of time), the TTL from West Ashland was initially used effectively as water tower (cage removed due to mechanical defect) however was not effective at the latter stages / targeting hot spots due to the operators working blind and relying on an ALP to guide them	Inform / guidance for TVFCS of the different configurations and limited capabilities of BFRS TTLs (cage removed -> water tower) and how the assets are assigned for deployment (RP)	Group Commander Technical	09/07/2022	09/07/2022	G		In progress

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Fairport Containers	107	Operations	Specialist Equipment	R1 TIC readings were initially inconsistent due to variations in TIC placement, this was resolved by improvising FRS equipment to fix TIC in a static position	Research and consider procurement of tripod attachment for TICs (R&D)	Group Commander Technical	09/07/2022	09/07/2022		G		In progress
Fairport Containers	111	Operations	Comms	<p>R8 Communication / lack of public updates regarding ongoing A41 road closures. FDO unable to contact comms team from incident ground (mobile phone / through TVFCS)</p> <p>When requesting BFRS comms team through TVFCS the JC Comms callsign is paged – this is the BFRS ICT team callsign, this causes confusion both at TVFCS and for BFRS staff.</p>	<p>Confirm procedure for contacting / availability of BFRS comms team 24/7 (RD / Comms)</p> <p>Request change of callsign or clarification of guidance and awareness regarding JC Comms (ICT) callsign (RD / TVFCS)</p>	<p>Group Commander Technical</p> <p>Group Commander TVFCS</p> <p>Communication Team</p>	09/07/2022	09/07/2022		G	<p>JN drew attention to difficulties experienced in contacting the Communications Team from the incident ground and also with mobile phone reception at the incident location. CB indicated that he was aware of changes to the availability of the Communications Team following a recent re-structure which meant that they are not available 24/7, 365 and that in future the LRF would be looked to, to provide warning and informing information for the public*. JN advised that the main challenge had been less around the initial warning and informing but more around keeping the position updated during what proved to be a protracted incident.</p> <p>* N.B. TVLRF is not a 24/7 operation and is unlikely to be available out of hours for warning and informing unless a major incident is declared.</p> <p>SHa identified another issue around terminology which resulted in TVFCS contacting ICT rather than the Communications Team and undertook to address this with AB via the Operational Alignment Group and for this action to be captured in the Incident Report recommendations.</p>	In progress