

HMICFRS 2021 Inspection Report Action Plan - Effectiveness



Last Update: Sep-22

Sub-category	HMICFRS inspection report finding	Finding type	Overall RAG Status	PMO Project link	Delivery Lead	SMT Sponsor	Delivery Date	Sept 2022 Update	Project Status	Evidence to support completion
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	
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	On track	Corporate Plan SO3.10 Prepare 2025 – 2030 Public Safety Plan (PSP)	Corporate planning	COO	24/25	Gap analysis against CRMP Fire Standard undertaken.	On-Track	
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 2020-25 PSP / CRMP.	Not started	
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 Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	The Prevention improvement plan is now reporting as of 14/9/22: Total recommendations- 60, Completed - 7, On -track - 33, On hold/delayed - 18, Not started - 2. The Prevention strategy has been developed and been through formal consultation. This was taken to BTB on 8 September 22 and presented to SMB on 20 September 22. Updates are provided through PMB, SMB and O&A	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 Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/04/2023	This continues to be linked to the Improvement plan. The Prevention strategy has been reviewed and developed in line with HMICFRS recommendations and inline with the Prevention implementation standards. This has been aligned to the current PSP dates 2022-25. The strategy gives a clear framework on a 4 step approach - step 1 being Identifying those most at risk,. This includes: Working with Community Safety Partnerships (CSP) to understand wider emerging risks at a multi-agency level Identifying target groups to reduce the risk of fire fatality or incident drawing on datasets (Experian Mosaic, Exeter, MAST, CrashMap) demographic and incident analysis Developing community plans and data profiles to enable Service Delivery Area understanding of prevention needs Training partner agencies to recognise and refer risk of / from fire Prevention & Data managers attending the NFCC proof of concept, definition of risk, phase 2 domestic dwelling fires national risk methodology on 21 September 2022.	On-Track	
				Service Delivery Plans	GC Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	Annual	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).	On-Track	
				Safety Centre evaluation	GC Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	30/09/2022	The Safety centre funding review has been completed. The output of the review has approved at agreement has been approved at BTB - 8 September 22, SMB - 20 September 22 and the Fire Authority - 12th October '22.	Complete	https://bucksfire.gov.uk/documents/2022/09/fa-item-13-121022.pdf/
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 Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	Q3 22/23	The Prevention strategy has been reviewed and developed in line with HMICFRS recommendations and inline with the Prevention implementation standards. The dates have been aligned to the current PSP dates 2022-25. The updated Prevention strategy has been through formal consultation. The revised strategy incorporates four focus areas, Safer Homes, Neighbourhoods, Roads & Environment, identifying inputs, processes, outputs & achievement measures for each. The strategy has been approved at BTB - 8 September 22, SMB - 20 September 22 and the Fire Authority - 12th October '22. Work is underway to promote the new strategy across the Service.	On-Track	https://bucksfire.gov.uk/documents/2022/09/fa-item-12-121022.pdf/
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 Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	Work is continuing with developing the offline PRMS capability and this has resulted in further all user testing. Risk stratification has been developed and tested, aligning the home fire safety visit scoring with the online home fire safety check tool. When porting of the PRMS has been completed, this will need to be tasked as development.	Delayed	

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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 Prevention & Resilience and Community Safety & Safeguarding Manager	Prevention, Response and Resilience	01/11/2024	All Prevention roles have been recruited for and now filled apart from one Community Safety Adviser. This is now in the onboarding staff phase for the next few months. Data is being utilised through the Data & Intelligence Team to provide information for proactive targeting of those aged >80+. Phase 1 was the identification of high density areas, enabling further analysis to occur in slow time. Phase 2 has been for those aged >80+ in areas which also support areas identified for On-Call recruitment Data analysis will be undertaken to review the location of referring partners to enable effective targeting of the fire sense input. The Number of Fire & Wellness visits and the Number of Fire & Wellness visits delivered to vulnerable people are now part of the BFRS Performance measures, which is reported quarterly to members.	On-Track	Performance Measures can be found on page 55 & 56 of this pack: https://bucksfire.gov.uk/documents/2022/09/special-meeting-of-the-executive-committee-7-october-2022.pdf/
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 Prevention & Resilience 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 https://bucksfire.gov.uk/documents/2021/10/oa-item-17-17-10-21.pdf/
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	Group Commander Community & Business Safety Policy	Protection, Assurance and Development	01/01/2023	The Risk based inspection programme has started focussing on high risk residential buildings. Recently, involving the Data Intelligence Team, the confidence in the statistical output of commercial buildings has improved with the expectation that these will start to be inspected as well. The main focus initially will be on those premises such as hotels and care homes that have a sleeping risk. Training of response staff has been taking place throughout the year to wholetime and day crewing stations and watches and remains on track with all watches having been visited by the end of the calendar year. There will be some mop up sessions in the new year and then we will look at options for response staff to carry out inspections of lower risk sites where there is sufficient capacity. A review of the Protection area of our website is taking place to improve options for businesses to be more informed with the expectation that they can undertake self-assessments. this is a wider piece of work that is taking place nationally.	On-Track	
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	Group Commander Community & Business Safety Policy	Protection, Assurance and Development	TBC - Subject to NFCC programme	The Protection Department continues to maintain its CPD through relevant training. The department has worked through the Fire Standards for protection and is developing how the department will comply with the third party accreditation process being developed by the NFCC.	On-Track	
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	Group Commander Community & Business Safety Policy	Protection, Assurance and Development	01/01/2023	The Protection Department is reviewing how it deals with unwanted fire signals. It is waiting for changes to PRMS before implementing these. It is looking at the time it spends on these and is looking to concentrate on the major offenders on which it keeps a close eye. The removal of a dedicated Unwanted Fire Signals Officer has had no major impact on the number of Unwanted Fire Signals but there will have been some disruption due to Covid which will have muddied the water. The Department continues to review the time it spends upon this area as it brings on increased activity through the risk based inspection programme.	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	
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	Group Commander Community & Business Safety Policy	Protection, Assurance and Development	01/01/2023	The Department has started a review of its pages on the BFRS website to improve the way we communicate with businesses and look at how to best implement a self-assessment toolkit. The Service now hosts an NFCC toolkit for small and medium sized businesses to undertake their own fire risk assessment; the Service will begin to gain data from this. A SPOC continues to be in place as a Business Safety officer but all inspecting officer, as part of the Fire Safety Order, continue to offer advice and guidance throughout their audit to those higher risk premises.	On-Track	
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	
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-Q4 22/23		Not started	