

**Action Plan in Response to the HSE Inspection 29<sup>th</sup> June – 2<sup>nd</sup> July 2010**

<b>Ref</b>	<b>Description</b>	<b>Action</b>	<b>Responsible</b>	<b>Due Date</b>
R1	<b>The Service should monitor whether the expected improvements to lines of communication and increased profile of the Health and Safety Unit are achieved after its move from the Safety Culture and Compliance Unit.</b>	Continuous monitoring	CLT	ongoing
R2	<b>It would be beneficial to both the MFRS and the Member Sponsor if the Member Sponsor has received appropriate health and safety training in order to be an effective sponsor.</b>	Identify appropriate H&S training course – consider training for other Elected Members	Committee Services – H&S Dept	Identify appropriate course and book by January 2011
R3	<b>In order to further develop a shared perspective on health and safety issues it is recommended that managers should be trained with health and safety representatives. MFRS have taken steps to implement this and are participating in a training session organised via HSE.</b>	Already actioned – joint training being delivered by Premier Partnership, funded by HSE	G Williams	Training to be completed by March 2011
R4	<b>During the inspection a number of operational individuals spoken to were not represented by a Union. The Service should ensure that employees not represented by a Union are consulted in line with the Health and Safety (Consultation with Employees) Regulations 1996 (as amended).</b>	The CNC will identify the most appropriate means to consult with employees	Consultation & Negotiation Committee - DCFO Hagen	Identify appropriate means for consultation and implement by March 2011

R5	<b>MFRS should ensure that arrangements regarding Operational Mutual Assistance are processed through the appropriate channels of consultation.</b>	Operational Planning to develop a Service Instruction – consultation via Mike Cummins	Brian Welsh/ Mike Cummins.	Develop SI by end of Nov and commence consultation
R6	<b>MFRS should investigate the reason why employees perceive that there is an inadequate flow of information through the organisation. A staff survey may provide some insight into why there is such a perception.</b>	HSL visited but decided that the cost of the ‘Climate Tool’ excessive – decision taken to develop survey internally using ‘Snap Survey’ software – currently underway.	G. Williams H&S Dept	Questions formulated. Develop Snap Survey tool by end Dec and trial early in New Year, with full survey planned before end of March 2011
R7	<b>Review why recording systems were being developed by Watch Managers on station and whether such systems can be incorporated into a uniform recording system.</b>	Interview station personnel to identify difficulties being experienced with Sophtlogic. Determine corrective actions before the next training year and implement. Monitor through OPARA visits	Ian Crichton/Enid Charlton.	March 2011
R8	<b>Review arrangements for maintaining BAI competence and ensure that evidence portfolios, in line with FSC 18/2009, are put in place.</b>	Evidence Portfolios and CPD to be implemented	Ian Crichton / Joe Cunliffe	To be completed by end Dec 2010

R9	<b>Ensure that all operational fire fighters who require it have received adequate training to perform the BAECO role competently, including use of the Merlin board.</b>	<p>Develop BA Entry Control (inclusive of Rapid Deployment) CBT module to be delivered in addition to the 1 day BA Refresher and Fire Behaviour Refresher courses. Develop Learn Pro training module.</p> <p>The aim is for all operational personnel to receive minimum of 3 periods of training within a twelve month period.</p> <p>This aspect will also be a feature of OPERA/OPARA monitoring.</p>	Ian Crichton / Joe Cunliffe.	<p>Develop module by Dec. All operational personnel to have received the training (both Learn Pro and practical CBT) by end March 2011</p> <p>Evaluate and report by March 2012</p>
R10	<b>Training should reflect the crewing levels actually employed at incidents.</b>	Training scenarios changed to reflect crewing options and implemented at CBTX - monitor via OPARA.	Mark Broderick / Ian Crichton.	Completed
R11	<b>Adapt incident audits to capture more information on BAECO role, in particular the length of time at an incident that a BAECO carries out multiple functions.</b>	See R9/R10 Qualitative data to be captured via OPERA and the hot debrief	Guy Keen/ Mark Broderick John Davis	See R9

R12	<p><b>The use of rapid deployment and attendance times for second appliance should be regularly and frequently monitored and communicated to employees. The results of such monitoring should be used to inform the risk assessment and planning and be communicated to the workforce.</b></p>	<p>See R9 – in addition Operational Planning to write SI on the use/recording of Rapid Deployment. Principles of dynamic risk assessment to be emphasised in the training.</p> <p>SM to be mobilised whenever Rapid Deployment is used – OPERA to be submitted to P&amp;V</p> <p>P&amp;V team to monitor and report</p> <p>Report performance to CLT and publish performance via Hot News &amp; H&amp;S monthly Newsletters</p>	<p>Brian Welsh Guy Keen – KIM Mike Cummins</p>	<p>See R9</p>
R13	<p><b>Review the Risk Assessment accompanying the BA SOP to ensure that it adequately reflects the way crews are deployed and the action they can take.</b></p>	<p>SOP to be reviewed</p>	<p>Garry Williams / Mark Broderick – Brian Welsh</p>	<p>To be completed by end Dec</p>
R14	<p><b>Senior managers should be included in any relevant updated or new training such as the high rise strategy.</b></p>	<p>Develop a training course to cover updated/new training and operational initiatives – to be delivered ¼</p>	<p>Ian Crichton</p>	<p>Course to be developed and included in the annual training programme by March 2011</p>

APPENDIX B  
(CFO/219/10)

R15	<b>There is an emphasis on assessment for incident command but the Service should ensure that training in incident command fulfils the requirement to ensure that all officers exposed to command of risk critical situations are equipped with both skills and <u>knowledge</u> to ensure they can take effective command of operational incidents. It should be ensured that managers on temporary promotion have attended the incident command training course.</b>	Develop a Temporary Promotion SI to include mentoring of new officers Planned training to link to P.O.D.	Ian Crichton / TRM/POD	SI to be completed by end of Dec 2010 and commence consultation
R16	<b>The service should look at the feasibility of mentoring new officers.</b>		Ian Crichton/TRM/POD	See R15
R17	<b>Review BA SOP to ensure that the requirements of TB1/97 or its update are accurately reflected.</b>		G Williams & Brian Welsh	See R13
R18	<b>Audit results should be put onto the OSHENS system to facilitate further trend analysis and the identification of themes.</b>		G.Williams H&S Dept	Completed
R19	<b>There should be a formal procedure for reporting back to the operational crew involved in an incident following the level 3 debrief. (Debriefing Procedural Flow Chart – Service Instruction 0069 refers).</b>	Debriefing procedure will be included within the Oshens System (currently being developed).  IMT will be tasked with developing an appropriate system for reporting back to operational personnel	IMT & H&S Dept	In consultation with Optima to develop recording system on Oshens – completion by March 2011

