Community Risk Management: Protection

FUNCTIONAL PLAN

ACTION TRACKER 2024/25

Our Purpose:

HERE TO SERVE. HERE TO PROTECT.

HERE TO KEEP YOU SAFE.

Action Plan 2024/25

KEY DELIVERABLE	ACTIONS TO ACHIEVE EXPECTED OUTCOMES	SUB-ELEMENTS	OWNER	PROGRESS	PROJECTED COMPLETION DATE	BOARD REPORT DATE	BRAG STATUS
1 Conduct an impact analysis of the Grenfell Tower Phase 2 Inquiry Report **(7 sub-elements)**	1.1 Review recommendations contained in the report and devise associated action plan	1.1.1 Utilise project plan from Phase 1 creating RAG rating identifying action owners	Data & Intelligence	**Q1**- Grenfell Tower Phase 2 report will be published on Wednesday 4th September 2024. **Q2 -** The Grenfell Tower Inquiry (GTI) Team has stated that the phase 2 report will not be published until after 14th June 2024. This is due to prolonged timeframes associated with the Rule 13 process around communicating with individuals and organisations criticised in the first report. A revised publication date for the phase 2 report is hoped to be provided in the near future. Grenfell Tower Phase 2 report will be published on Wednesday 4th September 2024. Following publication of the report, request issued to Protection and all other directorates to review the content and identify any relevant actions required of MFRS. Responses from	November 2024		

				all directorates requested by 25.10.24 All responses will then be reviewed and compiled in to a GTI phase 2 action tracker and presented to SLT 19.11.24 **Q3 -** Action tracker compiled and to be reviewed for final ratification by 22.11.24. Action Tracker now finalised and GTI Coordinating Group will be formed to discharge and deliver the recommendations.		
		1.1.2 Identify risk rating to MFRA		**Q2 -** Risk rating will become apparent once the phase 2 action tracker is compiled **Q3** - Risk Rating completed and presented to SLT19-11-24 and agreed by directorates.	November 2024	
	1.2 Provide training and information for relevant personnel	1.2.1 Identify training gap analysis and address CPD/ training courses as required	Training & Development Ops Training & Stakeholder Engagement	**Q1** - All districts' initial visits and co-ordination with Fire Safety Manager, Senior Fire Inspector and district reference holders has been completed and several areas identified and addressed. Document in process. **Q3** - The recommendations have been collated and the Coordinating group will discharge. Protection Single Points of Contact (SPOCs)_ will begin to liaise with Training team to identify training need.	March 2025	

	1.3 Work collaboratively with North West FRS enforcement partners to agree a consistent and best practice approach	1.3.1 Nominate Single Point of Contact to represent MFRA	GM Clynch	**Q1** - GM has been assigned to attend the North West Fires in Tall Buildings (FiTB) Group. **Q2 -** Action complete - Group Manager has been assigned to attend the North West Fires in Tall Buildings (FiTB) Group Regional Enforcement and Prosecution (E&P) Group established with MFRS delegate appointed. Area Manager sits on the Regional Protection task group where GTI Phase 2 actions will be reviewed from a North West perspective. **Q3 -** Complete	April 2024	04.07.24	████
	1.4 Identify appropriate infrastructure for implementation of recommendations, such as the CFRMIS platform	1.4.1 Review of audit form and letters suite to ensure recommendations are adopted	Assurance Compliance Data & Intelligence	**Q3** - Date changed to March 2025 to accommodate workstreams above.	March 2025		████
	1.5 Close off remaining recommendations from phase 1	1.5.1 Implementation of stairwell protection procedures and associated equipment	GM	**Q1** - 3 of the 46 phase 1 recommendations to be completed. Stairwell Protection Team element will take a period to ensure all operational personnel are trained. Merpol now agreed communication method for Fire Survival Guidance, NWAS to follow. Consultation finishes on 14th August for SPT	January 2025		████

				amendments to SOP 1.1.0 and 1.1.3. **Q3** - Training to begin January 2025 to roll out Stairwell Protection. This will close off the GTI Phase 1 recommendations. Date adjusted to accommodate.			
	1.6 Medium rise residential buildings to be inspected	1.6.1 Audit all residential buildings 11-18 metres in height to ensure external wall compliance	Service Delivery Data & Intelligence Admin	**Q2** - These premises have been added to the Inspection Frequency Officer Grade (IFOG) planner to be distributed accordingly throughout the year. **Q3** - Complete	March 2025	04.07.24	
2 Following the introduction of a national Building Safety Regulator to address the legal changes following the Grenfell Tower incident, we will introduce a new framework for fire safety related enforcements and prosecutions to further enhance our competence and ensure we continue to apply our procedures consistently and effectively to improve public safety. **(18 sub-elements)**	2.1 Improve confidence of inspectors in the Enforcement and Prosecution (E&P) protocols	2.1.1 Produce documented guidance and checklists	Compliance	Q1 E&P SI is under review. 8 Protection Guidance Notes (PGN) have been written and are being reviewed prior to training of staff and being published 2 per week, commencing May. Following review of E&P documentation including current SI's and a proposal was put forward regarding the management of this item. Response to proposal given to Fire Safety Manager defining clear parameters. **Q2** - Seven PGN's have now been completed and peer reviewed by a	August 2024		

				member of each Fire Safety District. **Q3** - 13 PGN's and the SI have been completed, Peer Reviewed and been discussed at PCG.			■
		2.1.2 Provide initial legal and associated training for relevant personnel	Compliance Training & Development	**Q1** - 15 members of staff underwent level 2 legal in March 2024. Two further courses booked for July 2024 and October 24. This will mean that all personnel have undergone the training. **Q3** - Complete	December 2024		■
		2.1.3 Include E&P input as part of extant CPD sessions	Training & Development	**Q1** - Internal workshops programme is being written and roll out programme will start with Protection Response Officers, Fire Safety Management and SMs, commencing end of June. Four CPD sessions on Primary Authority Scheme (PAS) scheduled for June/July/May 24th July 2024 CPD day held session on notebook an evidence collection. Workshop on 10th September 2024 delivered by E&P and BW on Enforcement process and CFRMIS. **Q3 - S**essions on the whole of updated PGNs & SIs starting on 23rd January 2025 and continuing weekly from there for 4 weeks.	September 2024		■

| | | 2.1.4 Ensure assurance includes monitoring of audits for consistent approach including use of the Enforcement Management Model | Assurance | Meeting has been held to highlight areas of focus for assurance purposes. Enforcement Management Model (EMM) is one of those.
Monthly review carried out by Data and Intelligence Team will focus on this area also.

Q2 - Focus on this area highlighted in Q1 and will be added to CPD for Q2. Monthly EMM report to be added to Protection Information Officer (PIO) Report on District Activity. This will be used by FSM/SM's for Assurance and Compliance. Guide to completing Audits Protection Guidance Notes has been written which will also highlight this area.

Q3 - Complete | December 2024 | 04.09.24 | |
| 2.2 Improve risk information sharing with relevant stakeholders | 2.2.1 Develop E&P information sharing across internal MFRS functions | Compliance

Data & Intelligence | **Q1** - Meeting held with Ops Intelligence. Alterations, Enforcements and Prohibitions will link in with the development of the SSRI module in CFRMIS (if the ops intel proposal is developed) and 'live' enforcement action will be available on MDT's. However, 'live' enforcement action will only be available if an SSRI is in place.

 Q2 - An agenda item has been requested in the Protection Service Delivery Group to request discussions take place to | September 2024 | | |

				apply a 'light weight' version of the MDT SSRI proposal to make all relevant Protection information available in the same way. 08/08/24 - Work is ongoing to provide floor plans to ops crews for premises where there are live explosives licences. **Q3** - Full cross-mapping exercise undertaken and 'light-weight version of MDT SSRI proposal is not currently viable.			
		2.2.2 Develop E&P information sharing across external partners		**Q3 -** Procedural Guidance Note (PGN) 0046 details that whenever there is proposed enforcement action which requires an alteration to the premises, the appropriate enforcing authorities detailed in Article 30 (5) (a) – (e) are to be consulted.			
	2.3 Improve evidence capture and recording	2.3.1 Liaise with other FRS to capture learning regarding best approaches	Compliance	Q1 - Liaison with Lancashire, Cumbria and Greater Manchester to capture learning regarding best practice has been undertaken. This will require further detailed liaison to understand the processes adopted by other NW FRA. A meeting with NFCC Enforcement Group as held in May 2024 to discuss best practice and issues regarding Enforcement across the country. Further discussion is planned with the NFCC	November 2024	04.09.24	

				Protection Lead to discuss future Protection issues. As there is no regional Enforcement Group AM Longshaw will suggest this is set up when he attends the next meeting of the NW Protection Task Group. **Q2** - Visit undertaken to Lancs FRS to discuss Enforcement. Lancs shared some relevant guidance which will be utilised to produce future guidance. Cumbria FS will visit MFRA in the next couple of months and meeting arranged with Cheshire. **Q3** - Complete		
		2.3.2 Liaise with Strategy & Performance regarding GDPR protocols		Q1 - Meeting held with regarding the recording of data, body worn cameras and photographs. Discussion also held with Legal regarding the storage of information to be used in prosecutions. This will form part of a Protection Guidance Note in the near future. Q2 - Meeting held to discuss GDPR regarding the storage of prosecution material. Discussion regarding a process to be produced to assist with managing Freedom of Information requests. **Q3** - Complete		04.09.24	

			Action	Team	Update		Target Date	
			2.3.3 Liaise with legal to ensure monitoring of caseloads is monitored and progressed		**Q1** - Regular E&P meetings programmed with Legal Department. to address current and historic caseload review. **Q3- On going work with the legal team continues in reviewing the caseloads and potential further E&P**		04.07.24	
			2.3.4 Explore the feasibility of utilising internal and external resources to assist with PACE interviews for E&P caseloads		Q1-Liaised with Merseyside Police to provide PACE training for 4-6 delegates. Awaiting dates. Meeting to be arranged to discuss a syllabus for the PACE training. Positive meeting undertaken with Merseyside Police to discuss future support with PACE interviews. **Q2** - Further meetings held with Merseyside Police. Work now being undertaken by the Police to provide access to interview rooms, any Service Level Agreements which may be required, further onsite training regarding PACE. **Q3** - Complete		04.09.24	
	2.4 Consider the introduction of body worn cameras (BWC)	2.4.1 Liaise with other FRS to capture learning regarding best approaches	Events & Campaigns	**Q1** - Derbyshire FRS details on body worn cameras received and being examined by the team. **Q2 -** We have quite a broad picture of the use of body worn cameras across other FRS. We also have a range of policy documents relating to their use from various FRS.	June 2024			

				Q3 - Complete			<td style="background-color:#1f78c8"></td>
		2.4.2 Identify suitable model for trial		**Q1** - Meeting yesterday (currently reviewing the use of BWC and is about to run a trial. I have asked for our Fire Safety Inspectors based at City Centre to be incorporated in the trial. No other models are being looked at as our current model is adequate. **Q2 -** Paper on BWC submitted to Operations Board. The paper details a forthcoming trail utilising Ops Crews across two stations. Protection will wait until the trial is completed to carry out their own trial. **Q3** - No cameras available for trial at this time. Wait until station trials completed and utilise the same cameras.			<td style="background-color:#7cc142"></td>
		2.4.3 Produce associated procedural and training documentation	Training & Development	**Q3** - Awaiting trial review from Ops Response to determine any future training needs.	September 2024		<td style="background-color:#d3d3d3"></td>
		2.4.4 Identify suitable cohort of personnel for trial and deliver relevant training	Events & Campaigns	**Q1** - Fire Safety Inspectors from City Centre to take part in the trial. **Q3** - Complete	June 2024	04.07.24	<td style="background-color:#1f78c8"></td>
		2.4.5 Implement trial and record findings		**Q1 -** We will monitor the progress of the trial but will also conduct our own at its conclusion.	December 2024		<td style="background-color:#7cc142"></td>

			Q2 - An officer has been appointed as trial lead and is currently studying all associated documents whilst we await availability of devices. **Q3** - Trial lead is currently studying all associated documents whilst we await availability of devices			
	2.5 Ascertain the need for Remediation Orders Processes	2.5.1 Explore the need for a Remediation Order process an conduct research and analysis as to whether we will adopt such a process	Compliance Data & Intelligence Training & Development	**Q1 A process for Inspectors to request consideration for a Remediation Order has been scoped out and CFRMIS questionnaires drafted Due to discussion with NFCC regarding the Remediation Process a paper has been submitted to PCDG for amendment to this item.** **Q2 -** A review is being undertaken of the decision making process as to whether a relevant matter proceeds to a remediation order application being submitted. Collaboration with other relevant authorities is also being explored. **Q3** - Work continues on this matter.	December 2024		
		2.5.2 Liaise with the National Fire Chiefs Council (NFCC) Enforcement Working Group to discuss any available guidance	Compliance Data & Intelligence Training & Development				

	2.6 Review the suitability of the Enforcement Activity Register and how we present the data externally	2.6.1 Develop the CFRMIS Enforcement module to provide regular and accurate data for the NFCC Tymly system	Compliance Data & Intelligence Training & Development	**Q1** - NFCC are reviewing Tymly system. MFRS will be transferring our enforcement data to the Tymly system in line with NFCC requirements. Action brought from FP 2023/24 (action 3.10.2) Reporting tool has been created in CFRMIS support cross-mapping. **Q2 -** Testing ongoing. Configuration of the reporting tool is ongoing. Many of the reporting columns have been aligned to fields in CFRMIS. Following this, data cleaning/updating will be required. **Q3** - First completed report has been submitted to NFCC. Awaiting feedback because there may be some unforeseen formatting issues.	June 2024		
3 Streamline processes to enhance efficiency and effectiveness **(22 sub-elements)**	3.1 Develop on-line automated process for explosives	3.1.1 Develop questionnaire and make available on the website	Compliance Data & Intelligence Admin	**Q1 -** Online application questionnaire and supporting webpage is in the final stages of testing. Both elements are available in a test environment. **Q3** - Complete	December 2024	07.11.24	
		3.1.2 Develop payment methodology with system support	Compliance Data & Intelligence Admin	**Q1 -** Systems Support are in the final stages of configuring the online payment process. **Q3** - Complete	March 2025	07.11.24	

		3.1.3 Review and amend the existing admin licensing process (spreadsheet). Develop CRFMIS to support the new process.		**Q1** - This incorporates elements of action 3.6.3 from FP 2023/24. Most reports have been configured in CFRMIS. However, we are experiencing difficulties in contacting the Police regarding data set requirements for assessing the suitability of a person to hold an Explosives licence **Q3** - Complete	March 2025	07.11.24	
		3.1.4 Create and publish an SI and associated PGN to support implementation, management and operating of the Explosives process	Data & Intelligence	**Q2** - Protection Guidance Note complete and published. **Q3** - Complete	September 2024		
	3.2 Develop on-line automated process for petroleum	3.2.1 Develop questionnaire and make available on the website	Compliance Data & Intelligence Admin	**Q2** Petroleum workshop took place on Process map developed and action log created**.**	March 2025		
		3.2.2 Develop payment methodology with system support		**Q2** Payment method scoped out and is achievable. This will be implemented in alongside the online application.			
		3.2.3 Explore feasibility of insisting on Fire Risk Assessments (FRA)to be provided as part of application processes		**Q2** The FRA will be requested at the point of application and will be a mandatory field. This has been captured in the process map.			
		3.2.4 Review and amend the existing admin certification process (spreadsheet). Develop CRFMIS to support the new process.		**Q2** A process has been scoped out with the working party.			
	3.3 Develop on-line process for Environment Searches	3.3.1 Develop questionnaire and make available on the website	Compliance Data & Intelligence Admin	**Q1** - A working party will be established on completion on the Petroleum module due to the support required from System Support.	March 2025		

				Q3 - Scoping meeting scheduled for 06/11/24.			
		3.3.2 Develop payment methodology with system support		**Q1 -** A working party will be established on completion on the Petroleum module due to the support required from Systems Support. **Q3** - Scoping meeting scheduled for 06/11/24.			
		3.3.3 Explore feasibility of insisting on Fire Risk Assessments to be provided as part of application processes		**Q1** - A working party will be established on completion on the Petroleum module due to the support required from Systems Support. **Q3** - Scoping meeting scheduled for 06/11/24.			
	3.4 Develop on-line process for Building Regs consultations	3.4.1 Develop questionnaire and make available on the website	Data & Intelligence Fire Engineering Team	**Q1** - A working party will be established on completion on the Environmental Searches module due to the support required from Systems Support. **Q3** - Working party established. Questionnaire being drafted	March 2025		
		3.4.2 Devise a mechanism/protocol for the submission of plans and strategies		**Q1** - A working party will be established on completion on the Environmental Searches module due to the support required from Systems Support. **Q3** - Working party has devised and agreed a process map for			

				submitting, receiving and processing plans.			
		3.4.3 Develop means to provide requisite responses		**Q1**- A working party will be established on completion on the Environmental Searches module due to the support required from Systems Support. **Q3** - Working party has reviewed and implemented suitable means to provide responses.			
		3.4.4 Provide information and education on the revised methodology to relevant stakeholders		**Q2 -** A working party will be established on completion of the Environmental Searches module due to the support required from Systems Support. **Q3** - Working party established and member of FET nominated to complete action.			
	3.5 Create an information management asset register and document recording system	3.5.1 Create and populate a data gathering template for the information asset register	Data & Intelligence Admin	**Q1** This has been drafted. This is complete but will be subject to updates as the portal migration progresses	December 2024		
		3.5.2 Review the information asset register and make recommendations on improvement of data management		**Q2** This has been drafted. Report submitted for next Protection Compliance Group meeting. **Q3 -** as previous update		04.07.24	
		3.5.3 Create and populate a data gathering template for the document recording system		**Q1** This has been drafted.			

		3.5.4 Review the document recording system and make recommendations on improvement of data management		**Q1**This has been drafted.			
	3.6 Standard paragraphs and letters	3.6.1 Review all standard paragraphs and ensure consistency of use	Assurance Admin	Q1 Agreed to create Task and Finish group comprising of Assurance management team and one representative /coordinator from each District to carry out the review **Q2** Two task and finish meetings held 12/7 & 9/8 with good progress being made. Task split into three phases. Phase one to be completed early September after District review period. **Q3 -** as previous update	December 2024		
	3.7 Review and update all departmental doctrine	3.7.1 Transfer all new Technical FS doctrine to new portal area	Service Delivery Data & Intelligence	Q1 Advised it is Awaiting completion of Prevention Portal. New Portal structure has been created but, following department restructure, new reference holders have been asked to review and amend. **Q2** Systems Support have informed Protection that they are expecting to begin migration at the end of August/beginning of September (SM). System Supports confirmed they are ready to begin development. **Q3 -** System Support confirmed today they are ready to begin development	March 2025		

		3.7.2 Transfer all new Built Environment doctrine to new portal area		Q1 email received from System Support to confirm it is unlikely the new Protection portal will be built before the end of the financial year(SM). Transferred to FP 2024/25 as element 3.7.2 **Q2** Systems Support have informed Protection that they are expecting to begin migration at the end of August/beginning of September (SM). Systems Supports confirmed they are ready to begin development. **Q3-** – System Support confirmed today they are ready to begin development			
4 Enhance knowledge & understanding of specialist areas **(12 sub-elements)**	4.1 Development associated with petroleum	4.1.1 Conduct TNA and identify personnel who require input	Compliance Training & Development	Q1 Training Needs Analysis (TNA) complete, identifying 12 people requiring petroleum training and 10 who require refresher training.	September 2024	04.07.24	
		4.1.2 Review and Develop petroleum guidance with regard to the issue of improvement notices, Enforcement management and prosecution.		**Q2** Internal process and administration day to be completed July 2024 with all petroleum officers. Guidance in place to be reviewed. One day guidance and legislation course booked for November 2024 online 8 delegates. New Association for Petroleum and Explosives Administration (APEA) Guidance will now be published on the 14.11.24. We will then be able to evaluate of the work involved in producing a			

				range of Protection Guidance Note's and a timeframe for their production.

Q3 - Petroleum Guidance not published yet. Once this is published an evaluation will take place. | | | 🟩 |
| | | 4.1.3 Devise training/CPD programme and deliver accordingly | | Q1 Twelve delegates will attend APEA in June 2024. Ten will attend APEA refresher course in June. | | | 🟦 |
| | 4.2 Development associated with explosives | 4.2.1 Conduct TNA and identify personnel who require input | Training & Development | Q1 TNA complete. Two reference holders at Bootle &Netherton identified for external training course. Two people per district have been identified to undertake internal explosives training. | September 2024 | 04.07.24 | 🟦 |
| | | 4.2.2 Devise training/CPD programme and deliver accordingly | | **Q2** External training GMFRS August 2024 internal training 10th September 2024

Q3 – as previous update | | | 🟩 |
| | 4.3 Development associated with hospitals | 4.3.1 Conduct TNA and identify personnel who require input | | **Q2** TNA live tracker in place. | | 04.07.24 | 🟦 |
| | | 4.3.2 Devise training/CPD programme and deliver accordingly | | **Q2** Hospital refresher course & 1 day audit course explored with for early 2025.

Q3 – as previous | | | 🟩 |
| | 4.4 Development associated with building regs | 4.4.1 Conduct TNA and identify personnel who require input | | **Q2** TNA identifies competent inspectors who have not had any time in building regs and requires And BS9999 refresher. | | 04.07.24 | 🟦 |
| | | 4.4.2 Devise training/CPD programme and deliver accordingly | | **Q2** In house training eight workshops to be delivered by Fire Engineering Team starting 10th October 2024. | | | 🟩 |

				Q3 - Further workshops have been confirmed to have ensure that all have been invited across the department. Workshops to be delivered up until January 14th. A review will take place after these have been carried out as to whether any further workshops are required before March 2025		
4.5 Undertake a review to enable regulators to spend time in the FET to enhance Fire Engineering experience associated with the completion of consultations	4.5.1 Conduct TNA and identify personnel who require input	Training & Development Fire Engineering Team		**Q2** eight workshops in place for nominated competent inspectors starting 10th October 24.- Complete	June 2024	04.07.24
	4.5.2 Devise training/CPD programme and deliver accordingly			**Q2** First CPD delivered (Basic Building Regs Refresher and Building Safety Regulator (BSR) Overview) in July 2024.		
	4.5.3 Create schedule to rotate personnel in and out of FET at suitable intervals			**Q2** Internal movement of staff from Fire Engineering Team to other teams means that their replacements need to undertake development on Building Regs work first; followed by new BSR inspectors. This means that programme of development placements will be delayed until early 2025. Schedule meeting with district managers to discuss rotation in December 2024. **Q3 –** as previous update		

5 Develop our relationships with external partners (13 sub-elements)	5.1 Links with Local Authorities	5.1.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training & Stakeholder Engagement	Q1 Terms of reference and key duties being developed. Q2 Terms of Reference and key duties have been finalised. Relevant stakeholders have been identified, and suitable departmental points of contact have been appointed. Regular meetings are scheduled to ensure ongoing communication and collaboration. Complete	December 2024	04.07.24	
		5.1.2 Establish protocols to facilitate better information sharing		Q2 Protocols for information sharing are currently being developed as part of the overall strategy. Q3 – as previous update			
	5.2 Links with HSE/BSR	5.2.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Fire Engineering Team	Q3 – Building Safety Regulators in the Occupation Team have attended an introduction session at the Northwest Regional Group meeting to discuss all matters arising. Gateway process is nationally based. Contact with BSR Investigation Team is on a case by case basis.	December 2024		
		5.2.2 Establish protocols to facilitate better information sharing		Q2 – Limitations and protocols re data sharing between personnel from different Fire Authority's being considered by Legal Services, northwest regional manager investigating the same with Building Safety Regulator (BSR)			

				Q3 – work remains ongoing to implement agreed processes.			(green)
		5.2.3 Continue with the development of the Gateway process for the North West region & the regulator		**Q2** North West Regional Manager now attending MFRS SHQ weekly. Monthly standardisation/ update meetings for all BSR personnel established for ongoing development of Gateway processes.			(green)
		5.2.4 Develop and implement a process for the safety case assessment for the North West region & the regulator		**Q2** First safety cases have arrived (first MDT meetings booked for late August). Arrangements for joint working/ mentoring being finalised. Monthly standardisation meetings established for North West BSR personnel. **Q3 -** Safety case assessment and Gateway 2 processes are now underway. MFRS working on Merseyside cases only at present at the request of Northwest Senior Officers. Weekly internal meetings are held to discuss cases and developments.			(green)
	5.3 Links with Environment Agency (EA)	5.3.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training & Stakeholder Engagement Events & Campaigns	Q1 Links established with EA Regulatory Officer and Environment Officer for Merseyside.	December 2024	04.07.24	(blue)
		5.3.2 Establish protocols to facilitate better information sharing		Q1 Quarterly meetings take place between EA, Police, Liverpool City Council and MFRS. **Q2** Protocols for information sharing are currently being developed		04.07.24	(blue)

				as part of the overall strategy.		
	5.4 Links with Waste Recycling Sites	5.4.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training & Stakeholder Engagement

Events & Campaigns | Q1 Team working through list of waste sites to establish point of contact for each. | December 2024 | |
| | | 5.4.2 Establish protocols to facilitate better information sharing | | Team working through list of waste sites to establish point of contact for each. **Q2** Protocols for information sharing are currently being developed as part of the overall strategy.

Q3 Site list is now in station areas, this will be delivered to the Station Managers via Standardisation meeting and will be left with each Station Manager to coordinate PORIS inspections of the waste sites. This closes the loop on waste and recycling sites. The way the information has been obtained from the Environment Agency and distributed via Preparedness and Response to Operational Crews can be utilised for other risk information. Monthly meetings with the Environment Agency are established and will continue to feed into the risk information the service holds. | December 2024 | |

	5.5 Links with Council Business Rate Teams	5.5.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training & Stakeholder Engagement	**Q2** Effective links with Council Business Rate Teams are being established, and key departmental points of contact have been appointed. Regular meetings and collaborative sessions are scheduled to ensure ongoing cooperation and information sharing. **Q3** as previous update	December 2024		
		5.5.2 Establish protocols to facilitate better information sharing		**Q2** Protocols for information sharing are currently being developed as part of the overall strategy. **Q3** as previous update			
	5.6 Development of external website	5.6.1 Undertake a refresh and review of the external website	Ops Training & Stakeholder Engagement Data & Intelligence	**Q2** The refresh and review of the external website is underway. A comprehensive assessment is being completed, identifying key areas for improvement. A project team will be established to implement the updates, focusing on user experience, accessibility, and updated content. **Q3** Meeting held with Corporate Comms to discuss requirements. Web pages scoped out, framework established and being drafted. Corporate Comms will begin work on it following the bonfire period	March 2025		

6 Refine provisions for out of office specialist fire safety advice **(10 sub-elements)**	6.1 Ensure PROs meet competency requirements	6.1.1 Programme CPD to ensure drone flight time requirements are met	Protection Response Training & Development	**Q2** Work is underway to produce drone guidance and programme CPD events in to focus on the guidance and maintenance of skills and drones. **Q3 -** CPD event organised for December 24	December 2024		(green)
		6.1.2 Identify requirements and the appropriateness for provision of an interim measures pack	Protection Response	**Q2** Protection Management Board Report drafted and will be presented at Protection Management Board in October.			(green)
		6.1.3 Develop the Team to be qualified to maintain the FS Concerns		L4 places acquired for Protection Response Officer (PRO) Team members. Competency workbook being completed and District based shadowing and completion of audits being completed. **Q2** 1x PRO officer is competent and 3x PRO officers have completed L4 Fire Safety Diploma course and are continuing with their workbooks.			(green)
	6.2 Update the drone response vehicle	6.2.1 Identify specification requirements	Protection Response	Specification meetings have been held with Transport department detailing agreed specification.	March 2025	04.07.24	(blue)
		6.2.2 Identify requisite budget		Budget has been identified for purchase and coach builder.		04.07.24	(blue)
		6.2.3 Purchase vehicle and bollard as required		**Q2** Transport advised that the vehicle has been ordered. Update meeting arranged for 9th Sept. **Q3** Met with workshops and vehicle fitters to			(orange)

				determine fit out specification. Still awaiting vehicle delivery, therefore 6.2.3 is unlikely to be achieved in this FDP			(orange)
		6.2.4 Undertake relevant driver training for PROs		**Q3** This action is dependant on 6.2.3. It is anticipated that workshops will take delivery of the vehicle in early 2025 but it will still need to be fitted out by the coach builder before driver training can be completed			(orange)
	6.3 Conduct a feasibility study around the implementation of a green book on call rota to provide specialist fire safety advice	6.3.1 Identify personnel competent and willing to undertake the role	Compliance Training & Development	Q2 Reallocated to Protection Response and deadline extended	March 2025		(grey)
		6.3.2 Identify operating model and associated costs					(grey)
		6.3.3 Undertake TNA associated with incident ground requirements and deliver relevant training					(grey)
7 Deliver level 3 Fire Safety Management training to operational personnel **(4 sub-elements)**	7.1 Scope internal/external options for delivery	7.1.1 Feasibility of Protection based personnel and/or TDA Commercial	Ops Training & Stakeholder Engagement	Q1 Level 3 Fire Safety Planning Action Point 1 preliminary assessment. Complete	Sept 2024		(blue)
		7.1.2 Feasibility of a self-sufficient pool of instructors to deliver across the service		Q1 Level 3 Fire Safety Planning Action Point 1 TNA. **Q2** A team of operational and non-operational fire safety inspectors has been established - Complete	June 2024	04.09.24	(blue)

| | | 7.1.3 Obtain TAQA and IQA qualifications for identified personnel | Ops Training & Stakeholder Engagement

Training & Development | Level 3 Fire Safety Planning Action Point 2 Compile a list of potential candidates by mid-May 2024.
Q2 Identified personnel have completed their training and are now in the process of obtaining their Training Assessing Quality Assurance and Internal Quality Assurer (IQA) qualifications - complete | June 2024 | | |
| | | 7.1.4 Devise training matrix in collaboration with TRM for crew based training | | Level 3 Fire Safety Planning Action Point 3 Collaborate with TRM to develop a comprehensive training matrix.
Q2 A comprehensive training matrix has been developed in collaboration with Time and Resource Management for level 3 Fire Safety Management training. Due to the peak staffing periods for leave during July and August, operational staff release was limited to ensure appliance availability. Additionally, the transition from the old TDA April, May, June to the new TDA has hindered progress.

Q3 as previous update | Jan 2025 | | |
| | | | | | | | |
| **8 Adopt new SOFSA Methodology**

(5 sub-elements) | 8.1 Implement new SOFSA protocols | 8.1.1 Work with TRM/POD to provide training to managers at prioritised station locations to accord with revised approach | Ops Training & Stakeholder Engagement

Data & Intelligence (lead on 8.1.2 only) | Q1 A list of outstanding training requirements WM/CM has been created and the three stations to be trained due to SOFSA methodology are 32, 17, 22. . | Dec 2024 | | |

			Action	Owner	Update	Date		RAG
					Q2 See Update 7.1.4. Q2 Currently, we are looking at a new way to deliver the revised approach. If appliance availability restrictions change, allocations will be reviewed accordingly.			(green)
			8.1.2 Implement new SOFSA categories to those stations		**Q3 -** Planned Protection development days with Civica have not taken place. System Support are communicating with Civica to establish what has happened.			(grey)
			8.1.3 Review and quality assure	Assurance	**Q2** This element is based on the completion of training for stations 32, 17 and 22, completion date moved back to March 2025 from December 2024.	March 2025		(grey)
			8.1.4 Plan next Station roll out	Ops Training & Stakeholder Engagement Data & Intelligence	Level 3 Fire Safety Planning Action Point 4 Implement and monitor new SOFSA training protocols at prioritised stations (32, 17, and 22). **Q2** See Update 7.1.4. & 8.1.1 Currently, we are looking at a new way to deliver the revised approach. If appliance availability restrictions change, allocations will be reviewed accordingly. **Q3** as previous update	December 2024		(green)
			8.1.5 Review target numbers for stations and allocate accordingly			January 2025		(grey)

9 Review UwFS Protocols (3 sub-elements)	9.1 Review the current trial	9.1.1 Analyse letters and current deterrents	Events & Campaigns	Unwanted Fire Signals (UwFS) team established. Meeting with Fire Control to analyse current response. **Q2** Reviewing current letters and putting together a leaflet highlighting the potential for us to recoup costs for attendance at UwFS. Leaflet produced and awaiting approval. Current letters analysed and compared to those available via NFCC. The letters we currently use are sufficient	September 2024		
		9.1.2 Analyse data to identify next areas for trial	Events & Campaigns Data & Intelligence	**Q2** As a result of above meeting, we have produced a number of actions for us to follow up. Team now in place to support and strengthen current trial by offering support to operational crews and to visit premises with constant issues. Current approach is now fully up and running. Each station's portal page now has a tab for UwFS information and instruction along with a spreadsheet to record monthly activity. Activity is monitored by Protection UwFS Team with further action taken where necessary.			
	9.2 Liaise with other FRS to ascertain any use of a recharge protocol	9.2.2 Explore feasibility and conduct an analysis linked to the introduction of a cost recovery model for UwFS	Events & Campaigns	Q1 Question asked nationally via NFCC forum. Reply received from Sussex FRS who shared their report. **Q2** currently liaising with colleagues from other FRS	December 2024		

				via NFCC forum to share ideas on our approach to the issue. Leaflet produced outlining unnecessary road risk, waste of FF's time, costs of our attendance and potential for cost recovery			(green)
10 Undertake a Review of the Directorate structure and references **(12 sub-elements)**	10.1 Review resources to ensure efficiency and effectiveness	10.1.1 Set up a formal link with TRM for continuous team development.	Training & Development	Q1 Captured in 10.1.2. Minimum number of shifts will be formally recorded on the Portal and used by line managers.	June 2024		(blue)
		10.1.2 Liaise with TRM to create a rota of potential staffing shifts for Protection managers.	Ops Training & Stakeholder Engagement	Q2 Portal Register set up for the recording of Operational Shifts. Shared with managers to allow them to monitor.	September 2024		(blue)
		10.1.3 Ensure suitable vehicle provision to support district based activities	Service Delivery Admin	Q3 Vehicle disposition will be reviewed	September 2024		(green)
		10.1.4 Review disposition of personnel based on risk and intelligence		Q2 Protection Information Officer report created to show where audits are being completed and by which district member. This will be incorporated into the report.			(green)
		10.1.5 Establish a district reporting tool to enable managers to report back in to the Protection Management Board	GM Clynch GM McCormack	Protection Service Delivery Group established with direct reporting lines for district performance. Reporting template established for Fire Safety Managers and District based report created. Q2 Further enhanced by Protection Information Officer Monthly report on District Activity.	June 2024	04.07.24	(blue)
		10.1.6 Engage operational crews to assist with data cleansing activities	Ops Training & Stakeholder Engagement	Data & Intelligence will review options and provide a proposal for the most effective way of	September 2024		(blue)

			Events & Campaigns Data & Intelligence	undertaking data cleansing. Initial reviews are underway to review XXX premises. This will be undertaken in a number of phases before the level of operational crew involvement is established. **Q2** Trial now live at Formby. Guidance has been created and a shared unclassified premises spreadsheet has been created and added to the home page. A review of current cross mapping protocols from the corporate Gazetteer. New Supplementary Line Number code is being explored to align all entries not relevant to Protection to assist in managing the Gazetteer **Q3** Trial complete, review meeting held. Recommendations being considered and report will be written (SM).			
		10.1.7 Conduct a staff survey as part of 6 month departmental and cultural review	Fire Engineering Team Admin	**Q3** Workshops have taken place as part of the six month review to enable teams the opportunity to contribute on the direction of the department	December 2024		
	10.2 Analyse the impact of any removal or reduction in grant provision	10.2.1 Identify staffing requirements to ensure the function remains viable	Management Team	**Q2** A request has gone into Data & Intelligence to show the number of Risk Based Inspection Programme audits completed over the last five years, to correlate against staff numbers	June 2024		

				required to complete them. **Q3** Capacity Planning Tool has been created to enhance our understanding the requirements of our teams		
		10.2.2 Review the RBIP to establish highest areas of focus in regards to risk	Data & Intelligence Service Delivery	**Q2** Protection Information Officer Report created to show where audits are being completed and by which district member. This will be incorporated into the report	December 2024	
		10.2.3 Ascertain minimum capacity requirements in order to meet the requirements of the RBIP		**Q3** Capacity Planning Tool has been created to enhance our understanding the requirements of our teams		
		10.2.4 Determine the feasibility of training operational stations to become Fire Safety specialist locations	Ops Training & Stakeholder Engagement		December 2024	
	10.3 Ensure equitable development pathways for team personnel	10.3.1 Structure the department to facilitate clearly visible development routes in regards to promotion and/or professional development	Management Team	**Q3** The new structure in Protection allows development across the function and/or supervisory/managerial roles.	April 2024	04.07.24

BRAG Descriptor				
Action not yet started	Action is unlikely to be delivered within the current functional delivery plan	Action may not be delivered by the designated deadline within the functional plan	Action will be delivered by the designated deadline within the functional plan	Action completed

STATUS SUMMARY – Version 1.2: 28.12.24	
Total Number of Workstreams	**106 (100%)**
Completed	**52 (49%)**

Action will be delivered by the designated deadline within the functional plan	**43 (41%)**
Action may not be delivered by the designated deadline within the functional plan	**2 (2%)**
Action is unlikely to be delivered within the current functional delivery plan	**0 (0%)**
Action not yet started	**9 (8%)**
Please select from options	

Protection Directorate Functional Plan Key Deliverables 2024-25

MERSEYSIDE FIRE & RESCUE SERVICE

1. **PREPARE** — Conduct an impact analysis of the Grenfell Tower Phase 2 inquiry report.
2. **REGULATE** — Introduce a new framework for fire safety related enforcements and prosecutions.
3. **STREAMLINE** — Streamline processes to enhance efficiency & effectiveness.
4. **DEVELOP** — Enhance knowledge & understanding of specialist areas.
5. **COLLABORATE** — Develop our relationships with external partners.
6. **RESPOND** — Refine provisions for out of office specialist fire safety advice.
7. **TRAIN** — Deliver level 3 training to operational personnel.
8. **EVOLVE** — Adopt new SOFSA methodology.
9. **ANALYSE** — Review UWFS protocols.
10. **REFINE** — Review the directorate structure and references.