Community Risk Management: Protection

FUNCTIONAL PLAN

ACTION TRACKER2024/25

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 and Intelligence	Grenfell Tower Phase 2 report will be published on Wednesday 4th September 2024.	December 2024		
		1.1.2 Identify risk rating to MFRA					
	1.2 Provide training and information for relevant personnel	1.2.1 Identify training gap analysis and address CPD/ training courses as required	Training and Development Ops Training and Stakeholder Engagement	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.	March 2025		
	1.3 Work collaboratively with North West FRS enforcement partners to agree a consistent and best practice approach	1.3.1 Nominate SPOC to represent MFRA	GM Clynch	GM has been assigned to attend the North West Fires in Tall Buildings (FiTB) Group.	April 2024		

	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 and Intelligence		December 2024		
	1.5 Close off remaining recommendations from phase 1	1.5.1 Implementation of stairwell protection procedures and associated equipment	GM Clynch	Three of the 46 phase 1 recommendations to be completed. Stairwell Protection Team (SPT) element will take a period to ensure all operational personnel are trained. Merseyside Police have agreed communication method for Fire Survival Guidance, NWAS to follow. Consultation finishes on 14th August for SPT amendments to SOP 1.1.0 and 1.1.3.	September 2024		
	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 and Intelligence Admin	These premises have been added to the Information Organiser (IFOG) planner to be distributed accordingly throughout the year.	March 2025		
2 Following the introduction of a national Building Safety Regulator	2.1 Improve confidence of inspectors in the Enforcement and	2.1.1 Produce documented guidance and checklists	Compliance	Enforcement and Prosecution (E&P_ Service Instruction is under review. 8	August 2024		

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)**	Prosecution (E&P) eprotocols			Protection Guidance Notes (PGNs) have been written and are being reviewed prior to training of staff and being published 2 per week, commencing May. AH 23.04.24. Following review of E&P documentation including current SI's and PGN's a proposal has been put to GM regarding the management of this item. Response to proposal given to FSM , defining clear parameters.			
		2.1.2 Provide initial legal and associated training for relevant personnel	Compliance Training and Development	Fifteen members of staff have undergone level 2 legal training in March 2024.Two further courses are in process of being booked for July 2024 and October 24. This will mean that all personnel have undergone the training.	December 2024		
		2.1.3 Include E&P input as part of extant CPD sessions	Training and Development	Internal workshops programme is being written and roll out programme will start with Protection	September 2024		

				officers, FSM and SMs, commencing end of June. 4 CPD sessions on PAS scheduled for June/July/May			
		2.1.4 Ensure assurance includes monitoring of audits for consistent approach including use of the Enforcement Management Model (EMM)	Assurance	Meeting has been held to highlight areas of focus for assurance purposes. EMM is one of those. Monthly review carried out by Data and Intelligence Team will focus on this area also. Focus on this area highlighted in Q1 and will be added to CPD for Q2.	December 2024		
	2.2 Improve risk information sharing with relevant stakeholders	2.2.1 Develop E&P information sharing across internal MFRS functions	Compliance Data & Intelligence	Meeting held with Operational Intelligence. Alterations, Enforcements and Prohibitions will link in with the development of the Site Specific Risk Information (SSRI) module in CFRMIS and 'live' enforcement action will be available on Mobile Data Terminals (MDT's). However, 'live' enforcement action will only be available if an SSRI is in place. A request has been made to discuss a 'light	September 2024		

				weight' version of the MDT SSRI proposal to make all relevant Protection information available in the same way.			
		2.2.2 Develop E&P information sharing across external partners					
	2.3 Improve evidence capture and recording	2.3.1 Liaise with other FRS to capture learning regarding best approaches	Compliance	Liaison with Lancashire, Cumbria and Greater Manchester FRS to capture learning regarding best practice has been undertaken. This will require further detailed liaison to understand the processes adopted by other NW fire and rescue authorities. A meeting was held with the 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 Protection lead to discuss future Protection issues.	June 2024		

				As there is no regional Enforcement Group AM Protection will suggest this is set up.			
		2.3.2 Liaise with Strategy & Performance regarding GDPR protocols		Meeting held with the Data Protection Officer regarding the recording of data, body worn cameras and photographs. Discussion also held with Head of Legal Services regarding the storage of information to be used in prosecutions. This will form part of a Protection Guidance Note (PGN) in the near future.			
		2.3.3 Liaise with legal to ensure monitoring of caseloads is monitored and progressed		Regular E&P meetings are held with the Legal Department.			
		2.3.4 Explore the feasibility of utilising internal and external resources to assist with PACE interviews for E&P caseloads		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 MERPOL to discuss future support with PACE interviews.			

	2.4 Consider the introduction of body worn cameras	2.4.1 Liaise with other FRS to capture learning regarding best approaches	Events & Campaigns	Derbyshire FRS details on body worn camera (BWC) received and being examined by the team.	June 2024		
		2.4.2 Identify suitable model for trial		The Service is currently reviewing the use of BWC and is about to run a trial. Consideration to be given to Fire Safety Inspectors based at Liverpool City station to be included in the trial.			
		2.4.3 Produce associated procedural and training documentation	Training & Development		September 2024		
		2.4.4 Identify suitable cohort of personnel for trial and deliver relevant training	Events & Campaigns	Fire Safety Inspectors from City Centre to take part in the trial.	June 2024		
		2.4.5 Implement trial and record findings		Trial beginning in June	December 2024		
	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	A process for Inspectors to request consideration for a Remediation Order has been scoped out and CFRMIS questionnaires drafted Due to discussion with NFCC	December 2024		

				regarding the Remediation Process a paper has been submitted to PCDG for amendment to this item.			
		2.5.2 Liaise with the National Fire Chiefs Council (NFCC) Enforcement Working Group to discuss any available guidance	Compliance Data and Intelligence Training and 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 and Intelligence Training and Development	NFCC are reviewing Tymly system. MFRS will be transferring our enforcement data to the Tymly system in line with NFCC requirements. Reporting tool has been created in CFRMIS support cross-mapping. Testing ongoing.	June 2024		
3 Streamline processes to enhance efficiency and effectiveness **(21 sub-elements)**	3.1 Develop on-line automated process for explosives	3.1.1 Develop questionnaire and make available on the website	Compliance Data and Intelligence Admin	Online application questionnaire and supporting webpage is in the final stages of testing. Both elements are available in a test environment.	December 2024		

		3.1.2 Develop payment methodology with system support	Compliance Data and Intelligence Admin	System Support are in the final stages of configuring the online payment process.	March 2025		
		3.1.3 Review and amend the existing admin licensing process (spreadsheet). Develop CRFMIS to support the new process.		This incorporates elements of action 3.6.3 from FP 2023/24. Most reports have been configured in CFRMIS. However, further work is required with the Police regarding data set requirements for assessing the suitability of a person to hold an Explosives licence	March 2025		
		3.1.4 Create and publish an SI and associated PGN to support implementation, management and operating of the Explosives process	Data and Intelligence		September 2024		
	3.2 Develop on-line automated process for petroleum	3.2.1 Develop questionnaire and make available on the website	Compliance Data and Intelligence Admin	A working party will be established on completion of the Explosives module.	March 2025		
		3.2.2 Develop payment methodology with system support		A working party will be established on completion of the Explosives module.			
		3.2.3 Explore feasibility of insisting on Fire Risk Assessments to be provided as part of application processes		A working party will be established on completion of the Explosives module.			

		3.2.4 Review and amend the existing admin certification process (spreadsheet). Develop CRFMIS to support the new process.		A working party will be established on completion of the Explosives module.			
	3.3 Develop on-line process for Environment Searches	3.3.1 Develop questionnaire and make available on the website	Compliance Data and Intelligence Admin	A working party will be established on completion on the Petroleum module due to the support required from System Support.	March 2025		
		3.3.2 Develop payment methodology with system support		A working party will be established on completion on the Petroleum module due to the support required from System Support.			
		3.3.3 Explore feasibility of insisting on Fire Risk Assessments to be provided as part of application processes		A working party will be established on completion on the Petroleum module due to the support required from System Support.			
	3.4 Develop on-line process for Building Regs consultations	3.4.1 Develop questionnaire and make available on the website	Data and Intelligence Fire Engineering Team	A working party will be established on completion on the Environmental Searches module due to the support required from System Support.	March 2025		
		3.4.2 Devise a mechanism/protocol for the submission of plans and strategies		A working party will be established on completion on the Environmental Searches module due to the support required from System Support.			

		3.4.3 Develop means to provide requisite responses		A working party will be established on completion on the Environmental Searches module due to the support required from System Support.			
		3.4.4 Provide information and education on the revised methodology to relevant stakeholders		A working party will be established on completion on the Environmental Searches module due to the support required from System Support.			
	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 and Intelligence Admin	**27/05/24** – This has been drafted.	December 2024		
		3.5.2 Review the information asset register and make recommendations on improvement of data management		**27/05/24** – This has been drafted.			
		3.5.3 Create and populate a data gathering template for the document recording system		**27/05/24** – This has been drafted.			
		3.5.4 Review the document recording system and make recommendations on improvement of data management		**27/05/24** – This has been drafted.			
	3.6 Standard paragraphs and letters	3.6.1 Review all standard paragraphs and ensure consistency of use	Assurance Admin	29/5/24- Agreed to create Task and Finish group comprising of Assurance	December 2024		

				management team plus one representative /coordinator from each District to carry out the review			
	3.7 Review and update all departmental doctrine	3.7.1 Transfer all new Technical FS doctrine to new Portal area	Service Delivery Data and Intelligence	Awaiting System Support to finish Prevention. New Portal structure has been created but, following department restructure, new reference holders have been asked to review and amend.	March 2025		
		3.7.2 Transfer all new Built Environment doctrine to new portal area		Awaiting System Support to finish Prevention. New Portal structure has been created but, following department restructure, new reference holders have been asked to review and amend.			
4 Enhance knowledge & understanding of specialist areas **(10 sub-elements)**	4.1 Development associated with petroleum	4.1.1 Conduct TNA and identify personnel who require input	Compliance Training and Development	TNA complete, identifying 12 people requiring petroleum training and 10 who require refresher training.	September 2024		
		4.1.2 Review and Develop petroleum guidance with regard to the issue of improvement notices,		Internal process and administration day to be completed July 2024 with all			

		Enforcement management and prosecution.		petroleum officers. To review guidance in place			
		4.1.3 Devise training/CPD programme and deliver accordingly		12 delegates will attend Association for Petroleum & Explosives Administration (APEA) in June 2024. 10 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 and Development	TNA complete. 2 reference holders at B&N identified for external training course. Two people per district have been identified to undertake internal explosives training.	September 2024		
		4.2.2 Devise training/CPD programme and deliver accordingly		External training GMFRS in August and internal training in September.			
	4.3 Development associated with hospitals	4.3.1 Conduct TNA and identify personnel who require input					
		4.3.2 Devise training/CPD programme and deliver accordingly					
	4.4 Development associated with building regs	4.4.1 Conduct TNA and identify personnel who require input					
		4.4.2 Devise training/CPD programme and deliver accordingly					

	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		September 2024		
		4.5.2 Devise training/CPD programme and deliver accordingly					
		4.5.3 Create schedule to rotate personnel in and out of FET at suitable intervals					
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	Term of reference and key duties being developed.	December 2024		
		5.1.2 Establish protocols to facilitate better information sharing					
	5.2 Links with HSE/BSR	5.2.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Fire Engineering Team		December 2024		
		5.2.2 Establish protocols to facilitate better information sharing					
		5.2.3 Continue with the development of the Gateway process for the North West region & the regulator					
		5.2.4 Develop and implement a process for the safety case assessment for the North West region & the regulator					

	5.3 Links with Environment Agency (EA)	5.3.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training and Stakeholder Engagement Events and Campaigns	Links established with EA Regulatory Officer and Environment Officer for Merseyside.	December 2024		
		5.3.2 Establish protocols to facilitate better information sharing		Quarterly meetings take place between EA, Police, Liverpool CC and MFRS			
	5.4 Links with Waste Recycling Sites	5.4.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training and Stakeholder Engagement Events and Campaigns	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.			
	5.5 Links with Council Business Rate Teams	5.5.1 Identify relevant stakeholders and appoint suitable departmental point of contact	Ops Training and Stakeholder Engagement		December 2024		
		5.5.2 Establish protocols to facilitate better information sharing					
	5.6 Development of external website	5.6.1 Undertake a refresh and review of the external website	Ops Training and Stakeholder Engagement Data and Intelligence		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 and Development		December 2024		

		6.1.2 Identify requirements and the appropriateness for provision of an interim measures pack	Protection Response				
		6.1.3 Develop the Team to be qualified to maintain the FS Concerns		L4 places acquired for Protection Team members. Competency workbook being completed and District based shadowing and completion of audits being completed.			
	6.2 Update the drone response vehicle	6.2.1 Identify specification requirements	Protection Response	Specification meetings have been held detailing agreed specification.	March 2025		
		6.2.2 Identify requisite budget		Budget has been identified for purchase and coach builder.			
		6.2.3 Purchase vehicle and bollard as required					
		6.2.4 Undertake relevant driver training for PROs					
	6.3 Conduct a feasibility study around the implementation of a green book on call rota to provide	6.3.1 Identify personnel competent and willing to undertake the role	Compliance Training and Development		December 2024		
		6.3.2 Identify operating model and associated costs					

	specialist fire safety advice	6.3.3 Undertake TNA associated with incident ground requirements and deliver relevant training					
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 and Stakeholder Engagement	Level 3 Fire Safety Planning Action Point 1 preliminary assessment.	June 2024		
		7.1.2 Feasibility of a self-sufficient pool of instructors to deliver across the service		Level 3 Fire Safety Planning Action Point 1 TNA.			
		7.1.3 Obtain TAQA and IQA qualifications for identified personnel	Ops Training and Stakeholder Engagement Training and Development	Level 3 Fire Safety Planning Action Point 2 Compile a list of potential candidates by mid-May 2024.	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 Time and Resource Management to develop a comprehensive training matrix.			
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)	A list of outstanding training requirements for WM/CM has been created and the three stations to be trained due to SOFSA methodology are 32, 17, 22.	June 2024		

		8.1.2 Implement new SOFSA categories to those stations					
		8.1.3 Review and quality assure	Assurance		December 2024		
		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).	December 2024		
		8.1.5 Review target numbers for stations and allocate accordingly			March 2025		
9 Review Unwanted Fire Signals (UwFS) Protocols **(3 sub-elements)**	9.1 Review the current trial	9.1.1 Analyse letters and current deterrents	Events & Campaigns	UWFS team established. Meeting with Fire Control to analyse current response.	September 2024		
		9.1.2 Analyse data to identify next areas for trial	Events & Campaigns Data & Intelligence	As a result of above meeting, a number of actions have been produced to follow up.			
	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	Question was asked nationally via NFCC forum. Reply received from an FRS that shared their report	December 2024		

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 and Development		June 2024		
		10.1.2 Liaise with TRM to create a rota of potential staffing shifts for Protection managers.	Ops Training and Stakeholder Engagement		June 2024		
		10.1.3 Ensure suitable vehicle provision to support district based activities	Service Delivery Admin		September 2024		
		10.1.4 Review disposition of personnel based on risk and intelligence					
		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 PIPS report created.	June 2024		
		10.1.6 Engage operational crews to assist with data cleansing activities	Ops Training and Stakeholder Engagement Events and Campaigns Data and Intelligence	Data and Intelligence will review options and provide a proposal for the most effective way of undertaking data cleansing. Initial reviews are underway to review XXX premises (the code for unknown premises	September 2024		

				or entities). This will be undertaken in a number of phases before the level of operational crew involvement is established.			
		10.1.7 Conduct a staff survey as part of 6 month departmental and cultural review	Fire Engineering Team Admin		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		June 2024		
		10.2.2 Review the RBIP to establish highest areas of focus in regards to risk	Data and Intelligence Service Delivery		December 2024		
		10.2.3 Ascertain minimum capacity requirements in order to meet the requirements of the RBIP					
		10.2.4 Determine the feasibility of training operational stations to become Fire Safety specialist locations	Ops Training and 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	New directorate structure affords lateral and progressive development across functional and/or supervisory/managerial roles.	April 2024		

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 1.1: 14.06.24	
Total Number of Workstreams	103 (100%)
Completed	12 (12%)
Action will be delivered by the designated deadline within the functional plan	42 (41%)
Action may not be delivered by the designated deadline within the functional plan	0 (0%)
Action is unlikely to be delivered within the current functional delivery plan	0 (0%)
Action not yet started	49 (47%)


MERSEYSIDE
FIRE & RESCUE
SERVICE
Protection Directorate Functional Plan
Key Deliverables 2024-25
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.