OPERATIONAL RESPONSE

FUNCTIONAL PLAN

ACTION TRACKER 2023/24

Our Purpose:

HERE TO SERVE. HERE TO PROTECT.

HERE TO KEEP YOU SAFE.

Action Plan 2023/24

KEY DELIVERABLE	ACTIONS TO ACHIEVE EXPECTED OUTCOMES	OWNER	PROGRESS	PROJECTED COMPLETION DATE	BOARD REPORT DATE	BRAG STATUS
2.1 We will evaluate and improve the effectiveness of our Operational Response to incidents. And produce guidance to support the management of assets at incidents for flexi duty senior managers and Fire Control	2.1.1 Conduct a review of relevant LPI's: • (TR08) Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes. Based on Alert to Attendance Times • (DR22) The % of 999 calls answered within 10 seconds • (DR23) Alert to Mobile in under 1.9 minutes • (DO29) Average Time Taken to Process a Life Risk Call by Fire Control • (JR32) Average attendance time - Life Risk Incidents. Based on Time of Call to Attendance, HO Criteria • (JR34) Average attendance time - All Primary Fires. Based on Time of Call to Attendance, HO Criteria • (JR36) Average attendance time - Dwelling Fires. Based on Time of Call to Attendance, HO Criteria • (JR38) Average attendance time - Non Domestic Property Fires. Based on Time of Call to Attendance, HO Criteria	GM Whitfield	**<u>April – June 2023</u>** **TR08** – 2023 April Target = 90%. Actual 93.1 % **DR22 –** 2023 April target = 96%. Actual 98.1 **DR23 –** 2023 April target = 95%. Actual 96.3% PIPS is utilised by each SM to scrutinise Alert to mobile specific to their station every 7 days **DO29** – Average time to process a life risk call by FC = Target – 1min 20 sec. Actual 1min 13 secs **JR32 –** Average attendance time (Life risk incidents) based on Time of call to attendance. Target = 7min 52 sec. Actual 7 min 43 sec **JR36 -** Average attendance time - Dwelling Fires. Based on Time of Call to Attendance. Target = 7 min 02 sec. Actual 7 min 01 sec **JR38 –** Average attendance time – Non Domestic property fires, based on Time of Call to attendance. Target = 7 min 38 sec. Actual 7 min 28 sec **<u>July- September</u>** Reports generated monthly by S&P in relation to appliance activity and performance in relation to LPI's. Reports circulated amongst management groups to monitor performance and exemptions discussed at weekly command group meetings. Station performance set up and available via PIPs to monitor. Discrepancies regards LPI's are highlighted by Service Delivery Team and investigated. Alterations are to Standards of Fire Cover or Alert to Mobiles are processed via Ops Intelligence, likewise IRS is checked in conjunction with Strategy and Performance Teams and changes actioned where required. QA of IRS continues to be checked by responsible SM and future training to reinforce is scheduled at standardisation.			

	• (JR310) Average attendance time - Vehicle Fires. Based on Time of Call to Attendance, HO Criteria • (JR312)Average attendance time - Other Primary. Based on Time of Call to Attendance, HO Criteria					
	2.1.2 Analyse S&P data to produce recommendations which enhance how resources are used more efficiently in relation to: • Reliefs • Specialist Assets • Retained • Dynamic Cover (AURA) • Pre-Alert		**<u>April – June</u>** Relief recommendation Following scrutiny of relief crews attending incidents in station cars a recommendation has been made to improve attendance times. All station cars have been assigned call signs. A request has been made to Operational Preparedness to place all call signs onto Vision BOSS. This will then enable greater scrutiny of relief crews attending incidents and theoretically improve attendance times. Guidance will be created and shared with Operational crews and Fire Control to ensure an effective response. **<u>July- September</u>** Presentation delivered to June Ops Board regarding reliefs at incidents. 4 new vehicles due to arrive at stations to replace cars not fit for relief purpose. Once assets refreshed, station cars in vision will be implemented for 3-month period. S&P have been asked to provide data in relation to mobilisation of specialist assets. Incident data from ICU mobilisations and AURA coverage for HMEPU and Marine unit to be analysed. Retained testing carried out each week and monitored via Callmy app. Delay on releasing additional 4 vehicles from workshops has caused rollout to be put back. Fire Control utilising station car for management of assets, however mobilisation for response purposes not underway until asset refresh has taken place. **<u>October - December</u>**			

	2.1.3 Use the findings from 1.1/1.2 to produce guidance and embed new ways of working.		**<u>July- September</u>** Report to be carried out into the mobilisation of specialist assets using AURA to investigate more effective ways of working.			
	2.1.4 Evaluate performance against the guidance produced.					
2.2. Redesign of Fire Control suite including investment in new technologies.	2.2.1 Liaise with key stakeholders to develop costings and estimated timescales of completion.	SM Claire Taylor	**April - June** Liaised with Telent and Pure AV who attended Fire Control to measure wall and discuss required features. A verbal costing has been provided by PureAV in the region of £55,000 to £60,000. Awaiting detailed costing in writing and timescale of completion. **July-September** Estimated date to commence installation of Media wall and re-design of Fire Control is November 2023. Estimated costings supplied by Estates for office furniture, electrical alteration and decoration are; £6295 Chairs £7200 Desks £3600 Electrical alteration for media wall and desk positions £8500 Decoration Approx total £25.500 £13,000 has been allocated from new TDA budget and existing desks from Fire Control will be used in Secondary Control – new TDA. Paper taken to Ops Board in relation to funding was agreed on 23rd August 2023.			
	2.2.2 Introduce new technologies within Fire Control to enhance the efficiency and effectiveness of operational response: • Media wall		**AURA** **<u>April – June</u>** Fire Control are in second phase of testing with Beta release notes issued on 02/05/2023 (Due Apr 2023). Fire Control will continue to provide feedback to the project team and report all			

	• AURA Pre-Alert		bugs, issues and request new features. Particular attention is being paid to the cover planner. Following completion of the Discovery Phase of the Pre-Alert, a rough order of magnitude has gone to Telent and SSS. A briefing presentation has been developed to take to Ops Board and to deliver to the Stations involved in the trial. Presentation of trial of pre alert to deliver to crews went through Ops Board on 25th May, outcomes to change name due to historic negative impact of name and terminology. Enhanced Mobilisation (EM) current working title. Rough Magnitude of costs and timescale expected 20th June 2023. Courtesy meeting with FBU scheduled 26th June 2023, with dates planned to meeting Trial station personnel throughout July. Expected launch of trial Delayed to August due to unforeseen delays from Telent and SSS. **AURA** **<u>July - September</u>** Fire Control continuing to test AURA and feedback to development team. Further meeting planned September 2023 with development team to discuss potential changes, fixes and bugs. Issues relating to mapping have been escalated to Microsoft **AURA** **<u>October to December</u>** Response received from Microsoft in relation to mapping is that it is being investigated as part of a wider issue with their product and have implied it will take some time to resolve. MFRS development team are looking at other options that will deliver a similar road network/isochrones. They will have a proof of concept ready for internal review by end of October and will take to ICT Board **<u>July- September</u>** **Enhanced Mobilisation** Enhanced mobilisation input has now been delivered to all watches at Bromborough, all 4 Watches at Southport and 3			

			cohorts of staff at St Helens as well as SM through their respective command groups. Alongside the delivery sessions staff have been engaged and feedback has been sought, initial results indicate staff are encouraged by the Merseyside model. Unforeseen risks have been identified through interaction with crews and alternative options have been considered. Telent update suggests that a go live date for September is achievable, but cost analysis has yet to be completed. **https://www.surveymonkey.co.uk/r/MFRSEnhancedAlert2023** Bromborough removed from EM pilot. All available status will now also be included in the pilot for Southport and St Helens stations. LLAR work around being considered in preparation for September Ops board and all MFRS stations being booked for EM briefing during 3-month pilot. Fire Control briefing of EM commencing August and expected completion early September. Briefing note submitted to Ops Board on 23rd August. Further verbal update to be provided in September with costings and proposed timeline. **October - December** **Enhanced Mobilisation** Rough Magnitude of Order and timescale received from SSS. ROM costing is £98,900 with an estimated timescale of 25 weeks from agreement date with MFRS. Potential copyright of the code/parameters and any future earnings from our coding is being sought by procurement and the Enhanced Mobilisation working party.			
	2.2.3 Implement redesign of Fire Control to support the use of new technologies.		**Media Wall** **April - June** Decision to be made whether to 'pattress' the wall in Fire Control to allow media wall to be fixed or for Pure AV to supply and fit a frame. Alternative solution supplied by Pure Av was to mount media wall on a stand. This has been discounted due to			

			height of monitors being unsuitable. (too low). Next Meeting will be held on 17th October with relevant stakeholders. **<u>July- September</u>** Estates do not think the internal wall is strong enough to hold media wall and Telent have recontacted Pure AV to discuss a frame to house the monitors Sample chairs have been supplied to Fire Control for testing with more options being sent to test. New curved monitor has been ordered by Telent to sample, which will show Vision on 1 monitor as opposed the current 2. Desks have been selected and CAD designs drawn up to show different layouts. Re-design of Fire Control is tied in with move to new TDA and as such has been added to TDA transition plan. Telent have recently assigned a project manager - Debra Nixon. Next meeting scheduled for 15th August 2023. Fire Control training room will be used as secondary Control if TDA must be evacuated, and Bootle/Netherton Fire station has been selected as tertiary Control room for duration of re-design. Telent have been to visit site and will make the necessary adjustments to the conference room. SM Maxwell has been informed. Ops Board/SLT Paper drafted for 23rd August ready for Authority meeting on 7th September. Paper taken to Ops Board was agreed on 23rd August 2023. **<u>October – December</u>** Curved monitor has been delivered and is set up in Operational Intelligence with Fire Control staff providing feedback. Two 'rise and fall' desks are being delivered to Fire Control on Thursday 12th October and will replace positions 7 & 8 and will be set up with new curved monitor. Re-design of Fire Control will take 5 weeks and has been provisionally booked to start on 17th November. Next date will be January 2024.			

	2.2.4 Fire Control Station Manager to assure competencies of staff in the use of new technologies.					
2.3.Expand the skills and knowledge of operational staff at specialist stations through accredited qualification. To ensure effective operational response to high impact incidents identified by NSRA and local community risk register	2.3.1 Completion of bespoke specialist training courses outlined in IRMP PID phase 1.	SM BALDWIN	**April - June** Station 50 – St Helens. All staff are to receive enhanced specialist Hazardous material training from external training provider Tactical Hazmat. Three courses have been confirmed and will take place on the following dates – 19th – 20th May 2023, 3rd – 4th June 2023 and 24th – 25th July 2023 Station 25 - Bespoke Marine Specialist Course cohorts have begun to attend Fire Service College. 15 personnel across Wallasey and Crosby have attended on May 16th to 18th with further 2 Courses scheduled for 27thto 29th June and 17th to 20th July. Full Evaluation of Course will follow. Station 22 and 32 – Due to staff turnover return of Wildfire bespoke training being explored. After evaluation the next course would include practical elements at Formby Pine Woods and Bidston Hill. This is being led by SM Kellaway and SM McManus. **<u>July- September</u>** Station 50 – Three full HAZMAT bespoke courses have now taken place. Feedback from crews has begun to be collated. Station 25 – A total of 45 Operational Personnel have completed a bespoke Marine Ship Firefighting Course at the Fire Service College, receiving a Certificate of Achievement. This has been well received by Operational Crews, a full evaluation will take place. Training needs analysis has been complete inline with Workforce Planning for future cohorts to attend FSC. Wild Fire at Station 32 and 22 – No further update			

	2.3.2 Review of PPE and equipment at all Specialist Stations in line with IRMP PID Phase 2.		**<u>April – June</u>** Marine - Equipment review has begun alongside Operational Equipment, via ship familiarisation visits and through staff engagement a range of specialist equipment has been identified. Further meetings in coming weeks with SM Broadley. Hazmat – Review of equipment to be carried out alongside Operational Equipment and EA. **<u>July- September</u>** Station 25 - A range of identified Marine Equipment has been identified, purchased for trial: - 38mm Hose - Dedicated Branch - Piercing Lance - Dividing Breeching and Hose Adapters - Purpose Made Marine Fire Fighting Bag - Obelisk - Motorola Comms - Wayfinder Lines Working alongside Health and Safety Manager Josh Griffin at Camel Lairds to test Pumping Distance/Pressure is suitable. A practical demo of a Hydropen is being scheduled at Peel Ports, this would be the first acquired within the UK. Hazmat – Workshops have taken place including Hazmat Lead, SM for STN 50, Station personnel, Ops Equipment and Fire Control to look at mobilisation and equipment carried on the HMEPU. A briefing report will be prepared for AM Operational Response with recommendations for CRMP planning for 24-27.			

	2.3.3 Develop maintenance of competence training programme for Operational staff to ensure specialist skills are maintained and training records are up to date.		**<u>April – June</u>** CPD Program currently being written. This will incorporate, e-Learning, Table tops, Familiarisation Visits to Cammel Lairds and Peel Ports; and Practical Training. Relationships with Lancs and GMC are being developed to incorporate a regular North West cross boarder training. Cross Boarder Tac Ex with Lancs at Seatruck in Heysham is currently being organised with the view of 2 Appliances from MFRS attending **<u>July- September</u>** Station 25 – Workshops are scheduled to begin in September with crews at Wallasey and Crosby to discuss CPD Program. Seatruck have delivered a bespoke presentation to all crews, including a familiarisation visit. This is preparation for exercise in Heysham November/December. An exercise with Svitzer is scheduled for 11th October, this will be used to test alternative PDA options. Current format will see Training Program complete across 4 weeks: Theory – Additional Presentations from Tac Ads, IFE accredited Presentation, Case Studies/Content from NFCC Work Place and a test of competence exam to be developed. Table Tops – Utilisation of Ships Plans and Effective Command delivered in house by WM and via Tac Ads. Familiarisation Visit – Relationships in place with Cammel Lairds, Seatruck and Svitzer, as well as array of Ships Masters of Cruise and Military Ships that visit Liverpool Ports. Practical Training – Venues in place including Engine Rooms, and Accommodation Areas on Vessels via Svitzer and Cammel Lairds. Exploring periodical vessel access to ships on lay over at Peel Ports.			

			Station 50 – Workshops are scheduled to begin in August with Hazmat Lead, SM and crews at St Helens to discuss CPD Program. Station 50 - 3 workshops have taken place with Hazmat Lead, SM and Crews at St Helens to discuss CPD, training program to be formulated covering - • Table Top exercises • Effective Command • COMAH Site visits • Hazard Material Advisors CPD days to be held at Station 50 and include station personnel • Enhanced theory and practical training to be planned with the Environmental Agency			
	2.3.4 Embed maintenance of competence training programme into 2024-25 station plans and periodically review by the Operational Assurance Team.		**<u>July- September</u>** Station 25 – Workshops continue with crews at Wallasey and Crosby to discuss CPD Program. To include: • Accredited IFE Presentation • Test of Competence Exam. • Table Tops • Effective Command • Ship Familiarisation Visits • Practical Exercises at Identified sites, Camel Lairds, Seatruck and Svitzer. Monthly Practical Training Scenarios will continue to complete by SM Rogan and will going forward be assessable for both OIC's an Fire Fighters. Practical Exercises will form part of the PDA testing and implementation. Station 50 – Workshops continue with crews at St Helens to discuss CPD Program. To include:			

			• Table Top exercises • Effective Command • COMAH Site visits • Hazard Material Advisors CPD days to be held at Station 50 and include station personnel • Enhanced theory and practical training to be planned with the Environmental Agency Monthly Practical Training Scenarios are to be planned and will include Hazardous Material Advisors.			
2.4.Supporting our vision of 'One Team', we will enhance knowledge, understanding and application for station-based staff through exposure of: (a) The leadership message and leadership behaviours (b) NFCC core code of ethics (c) Workforce positive action and knowing our communities	2.4.1 Utilise positive action working group, POD and station-based personnel to identify positive action events and opportunities within our local communities.	SM Nick Rogan	**<u>April - June</u>** 4.1 Robust planning of Station Recruitment Days, District Have a Go Days and Station Open Days have begun, with POD, Corporate Comms, PT Department and Station Manager Input. Station Managers have had input via Command Group Meetings; and FF Richie Rawlins has provided information as to the required workflow to lead up to hosting the events. This information has then begun to be disseminated to the Operational Crews to begin planning events. **<u>July- September</u>** Stations have demonstrated knowing their communities through identifying protected groups within station areas and locations to target positive action recruitment activities. A list of Community Contacts will be collated and discussions with Michelle Kirkham have begun on best practice of where these should be stored, made available and how they will be updated.			
	2.4.2 Stations to implement a structured calendar of events with assistance from		**April – June** Station Community Event Calander is now being populated with Positive Action Recruitment Day and Station Open Day Events.			

(d) ED&I conversations, equality impact assessments and ED&I data (e) Coaching, mentoring & high potential programme (f) Supporting internal staff networks to build staff capability to help support both personal performance & also their career progression.	POD and TRM. Events will be: • Positive action event within the community. • 'Have a Go Day' at a station within each district. Station open day.		Dates for district Have a Go Days have been set: <u>Wirral – Station 20, 21, 22, 25 and 26</u> Have a Go Day @ Birkenhead on 24th June <u>South & Central Liverpool – Station 11, 12, 15, 16, 14, & 17</u> Have a Go Day @ Toxteth on 8th July <u>St Helens – Station 43, 50 ad 51</u> Have a Go Day @ St Helens on 22nd July <u>Southport – Station 32 and 33</u> Have a Go Day @ Southport on 5th August <u>North Liverpool and Sefton – Station 18, 19, 42, 10, 30 and 31</u> Have a Go Day @ TDA on 19th August **<u>July- September</u>** To date the following have been completed by stations: Positive Action Recruitment Events completed: **23** (Additional arranged for Cadet games on 12th August) Total Registered Details Collected at these Events: **221** Protected Characteristics Collected: **36%** **5** District Have a Go Days have taken place: **74** Attendees, **32%** of which were Protected Characteristics Station Open Days Complete: **8** Station Open Day with planning complete: **10** Station Open Days have allowed for stakeholder relationships to be built, such as with NWAS Positive Action Team, RNLI, Knowlsey Learning Centre, etc.			

			An update was presented at Culture and Inclusion Board on 10th July. Full evaluation of success being completed, progress of Individuals highlighted at Have a Go Days will be followed to measure impact.			
	2.4.3 Response peer leads will continue to work with POD to develop coaching, mentoring and high potential programme for operational personnel. Sessions to promote leadership message and behaviours utilising 'Colours' methodology.		**April – June** SM Baldwin has led a Leadership Workshop with Response Department and Station Managers to trial on 3rd May. After Evaluation this will now be delivered at St Helens on 22nd May. Mo Jogi to deliver Leadership Behaviours Presentation to Station Managers, which will then be delivered to the Stations. **<u>July- September</u>** SM Baldwin has delivered the first Leadership Workshop to St Helens. Wallasey, City Centre and Bootle/Netherton to be completed in Autumn. Station Managers have begun to deliver the Leadership Behaviours Presentation from Mo Jogi. .			
	2.4.4 Review processes through engagement sessions with POD, Command Groups, coaches, and station management teams.					
2.5. Implement a structured framework for familiarisation, training and exercising with Cross Border neighbouring FRS'.	2.5.1 Fully embed structured 4 tier approach with Cross Border neighbouring FRS' to include: • Home and away station visits. • Top 12 risk scenario training.	SM MOONEY	**April – June** Top 12 Risk training calendar set up and underway with monthly matrix in place. Stations with cross border neighbours continuing to invite to 12 risk training where arrangements are possible. Portal page set up to capture 4 levels of cross border training and meetings to continue with SM group to continue engagement with home and away visits, Top 12 and EN1 visits. T12 risk template created in line with station image. PORIS methodology to risk, SSRI number and relevant SOP captured	Q1		

	• EN1 exercises. • COMAH exercises.		on template. T12 and NW cross Border written into SI for off station exercises. To support the cross-border station based working a page on the portal has been created to share key information from our neighbouring fire and rescue services with our station based personnel. Cross Border Information **July- September** Marine Rescue Unit has commenced 12 risk training with a flexible cohort of stations to allow multi station familiarisation and further embedding of MRU across response directorate and raise awareness by neighbouring stations of marine asset. Cross Border SM group set up and discussions taken place into structured approach to training created. Presentation created to highlight across border risks within 10 minutes of MFRS stations. MRU 12 risks presentation delivered to ops board detailing exercise and inter agency training planned for the next 12 months. Cross border stations identified and reciprocal arrangements in initial stages of being explored. Presentation delivered to August Ops Board to highlight work carried out at station level in response to cross border working. Stations continuing to work with cross border stations and invites to joint training exercises.			
	2.5.2 Seek reciprocal arrangements with Cross Border neighbour FRS's using support from the NFCC NW Ops Committee.		**July- September** Spreadsheet created to capture details of cross border stations and resources. Officer details for cross border stations to be captured and information shared between separate FRS'. Cross border training continuing to be captured on portal page. Structured training across 3	Q2		

			out 4 tiers set up. COMAH exercises to continue to be planned by Preparedness in line with top tier site exercise calendar. Presentation delivered by WM Smart at August Ops Board on Speke / Runcorn arrangements. Presentation shared with cross border working group with a view to set up similar arrangements across all 9 stations. Neighbouring FRS on board with reciprocal arrangements. Cheshire inviting MFRS to cross border motorway training event in September. Lancs arranging cross border exercise for Formby in October and GMC extending invitations out to St Helens and Speke for multi pump exercising into quarter 3.			
	2.5.3 Capture learning through OSHENS debrief.		**<u>July- September</u>** OA team to explore local debriefs for exercises in line with EN1 process to capture learning from Cross Border exercises. Potential to extend debrief and feedback to neighbouring attending FRS via email for shared learning and improvements. OSHENS debriefs sent out to officers involved in exercising with feedback encouraged of any shared learning. Information to be sent out in future Officer Briefing Note from OA.	Q3		
	2.5.4 Share learning outcomes through North West Region Operational Assurance Group.			Q4		
2.6. Embed the use of technology to support stations to be more efficient and effective in delivering their station plan.	2.6.1 Develop information and guidance for stations to manage performance through the utilisation of PIPS.	SM Mooney/ John Roscoe	**April - June** – Information and guidance relevant for station use sourced via S&P utilising PIPs. Information relevant to assist stations with targeting data led performance. Areas on PIPs highlighted – Overall station performance, use of dwelling fire analysis information ie room of origin to target specific HFSC advice, and station breakdown using census information to target deprivation or under represented communities.	Q1		
	2.6.2 Provide guidance documents, tutorials and workshops for 'Operational Crews' to enhance		**April – June** PIPs presentation set up and presented at standardisation. Trialled at station level with good feedback. Tutorial videos to be introduced showing step by step guides in relation to PIPs.	Q2		

	knowledge and understanding of PIPS.		PIPs User Guides **July- September** Guidance and training aids in use at station level and crews able to demonstrate targeted performance in relation to live data. This will be monitored at spotlight on performance sessions in weekly command groups. .			
	2.6.3 Introduction of 'Spotlight on Performance' sessions between stations and Command Group meetings to identify and build on good practice / identify improvements.		**July- September** Spotlight on performance sessions in place for weekly command groups where station based WM's demonstrate use of PIPs. Several sessions have identified good practice and work continues. Initial identification of a team to assist in station visits (MOT) to deliver best practice in terms of utilising PIPs and targeting performance based on R,D,V) Spotlight on performance now an integral part of weekly command group meetings and part of business as usual. Feedback from Crew and Watch Managers is positive and allows crews to taken performance into key periods of the year. Best practice guide to be set up from station level using examples from sessions which will be circulated to Crew and Watch Managers.	Q3		
	2.6.4 Periodic review by PMG, Operational Assurance Team, Command group meetings, Station MOT and home Station Manager. All assurance to be recorded for analysis and audit purposes			Q4		
HEALTH & SAFETY DEPT AND OPERATIONAL ASSURANCE						

2.7. Continue to enhance our procedures to provide the most current information, instruction and training for reducing exposure to FF contamination from toxic fire effluents. Enhancements will support our response to the World Health Organisation's declaration of the Fire Fighter role being classified as carcinogenic and the pending release of the UCLan phase two report.	2.7.1 Consolidate existing risk-assessed decontamination procedures to enhance how we reduce exposure to toxic fire effluents when: • En-route to • During • And after fire incidents Risk assessed procedures to consider local, regional, and national best practice and take stock of academic publications.	SM Adam Maxwell	April – June A first draft Service Instruction has been produced to consolidate and enhance MFRS procedures in relation to fire contaminants. Consideration has been given to current and existing procedures along with contaminants procedures from London Fire Brigade. The content of the Service Instruction will be shared with the contaminants working group with internal stakeholders and the contaminants working party including FOA and the FBU. Copy of the draft Service Instruction is in the Ops response Management Team folder and link to Health and Safety Folder: \\mfrssan1\departments\Human Resources\Health & Safety\Contaminants project\Service Instruction **July- September** Draft SI remains under review and QA before progression into consultation. UCLan phase two report not yet published. Department will look to progress elements of 7.3 in anticipation of the report being published. In addition, a ToR has been produced for the working group and other work in relation to contaminants will be produced. The service instruction is currently being distributed among the stakeholders within the Contaminants Working Group and IIT. The content of service instruction is scheduled for agreement at the next Contaminants Working Group meeting on the 14th of September. The service instruction will then be submitted for consultation with the FBU and FOA. The Station Manager of the Health and Safety department is actively engaging in frequent discussions with the FBU's Health and Safety Rep. The contents of the service instruction have already been discussed in detail during these interactions, and as of now, no concerns or issues have been raised. We have worked closely with the Ops Equipment Team exploring additional control measures for transporting fire kit in both personal and service vehicles. This work is now being captured through the Contaminants Working Group. We have	March 2024		

			explored various kit bag options from various suppliers, with a focus on waterproof variants. Scientific guidance from Abbey Hannah supports the interest in the waterproof bag design as the optimal choice. The Ops Equipment Team will present to the working group, outlining the recommended bag selection to be put forward for approval by Ops Board. In addition, and again working closely with the Ops Equipment Team we have secured a small bank of spare helmets to enable crews to clean their helmets as per SI 0162 Firefighting Clothing - Correct Care Use PPE. This is awaiting final approval from the AM Ryder and the ACFO. The draft service instruction has been distributed to stakeholders in the Contaminants Working Group. The Health and Safety Department is currently awaiting feedback from stakeholders, with a deadline of October 18th when the Contaminants Working Group will convene again. Through the Contaminants Working Group, spare helmets are now available at every station, enabling firefighters to properly clean their helmets in accordance with service procedures. Additionally, to enhance the transportation of fire kit, the Contaminants Working Group invited an equipment bag manufacturer/provider to discuss our requirements. The company has since developed a prototype, which we plan to present to the Ops board for consideration of a trial. Furthermore, we have sought scientific advice on the suitability of the design and received positive feedback. The action tracker utilised within the Contaminants Working Group is consistent with the North West Regional Contaminants Group and Nationally. This includes researching health screening options for BA instructors, exploring the use of equipment washing machines, as well as considering the procurement of new fire helmets tech rescue helmets**.**			

	2.7.2 Complete gap analysis and develop a Service Action Plan to address any recommendations following publication of UCLan phase two report. Findings will be presented to Ops Board and Health, Safety and Welfare Committee.		**July – September** Although the Uclan Phase 2 report is still pending release, the Health and Safety department along with the Ops Equipment team have received input from post-fire contaminants specialist Abbey Hannah. Abbey highlighted emerging concerns regarding PFAS, a substance present in the fire kit of all UK Fire and Rescue Services. Through the Contaminants Working Group, arrangements are being made for Abbey Hannah to deliver a presentation in September to both the Working Group and the Tactical Firefighting Department, followed by a session for the senior officer group at a command seminar in November. Furthermore, the Health and Safety department is conducting a GAP analysis in reference to a presentation released by South Wales Fire and Rescue, aimed at further enhancing our understanding and improving our procedures were required. The UCLAN phase two report is yet to be published. Whilst we wait the Health and Safety Department have horizon scanned and found that PFAS is a subject that is high profile in America. The Contaminants Working Group have received input from an independent scientist Abbey Hannah, who will also deliver a presentation to the Senior Cohort this calendar year. Since this work has been carried out the FBU have raised concerns regarding PFAS.			
	2.7.3 Identify “designated zones” on stations and TDA to prevent cross-contamination. Demarcate using appropriate signage as per UCLan recommendation and give input to staff. Assure compliance via monthly Health and Safety Audits.		**July – September** The Health and Safety department has collaborated with the Estates department through the Contaminants Working Group to determine the optimal approach for implementing green, amber, and red zoning signs on all stations. The Estates department has recommended utilising signage on doors as the most effective method. The Health and Safety Team is now researching the market to find the most suitable and cost-effective signage and will present options to the Operations Board. The Health and Safety department is currently in the process of looking at ways to enhance zoning on stations. This involves collaborating with the Estates department through the			

			Contaminants Working Group and Corporate Communications to assess signage. Additionally, the department has looked nationally to review what other services have implemented.			
2.8. Conduct a review into the efficiency and effectiveness of the Health and Safety Management System, 'OSHENS'	2.8.1 Commence review of provision and functionality of OSHENS by: • Using a SWOT/risk v benefit analysis. • Engaging end-users via survey monkey. • Liaise with Systems support. • Provide report with findings to Health and Safety Manager for consideration.		**April – June** Initial review of OSHENS underway. Questions for survey monkey have been considered and are being drafted. H&S team have started a SWOT analysis of OSHENS. GM Whitfield has reached out through regional NFCC H&S meetings to gauge what other Fire and Rescue Services are using for their H&S management systems. **<u>July- September</u>** Review report of OSHENS complete. SWOT analysis complete. Survey monkey is to go out within next week. Meeting being arranged to view the new system GMC have just brough in. Information of one other market product has been provided to H&S (RE) for review. H&S also contacted Tyne & Wear to review their H&S system. Work is ongoing with OSHENS (in conjunction with both Carole and Nathan) with the use of query builder. In general terms, query builder is a software tool built in to OSHENS that allows users to create custom queries or search criteria to retrieve specific information from a database. It can be used to generate reports, analyse data, and extract insights from the system's database. Some success has been had with using query builder. To assist in the review into the efficiency & effectiveness of the current Health & Safety Management System a report has been diligently drafted, analysing the strengths, weaknesses, opportunities, and threats (SWOT) associated with the OSHENS system. This report is a result of team evaluation, incorporating feedback from various stakeholders and data analysis.	March 2024		

			In light of the report's analysis, a meeting will require scheduling to discuss the findings and chart a strategic path forward. A meeting has yet to be arranged and agreed by all. A Survey Monkey is currently available to provide MFRS staff with the chance to provide their feedback. The Health and Safety Department has researched the systems used by other services and the department is in the process of inviting providers to present alternative options to key stakeholders in order to compare with the OSHENS system.			
	2.8.2 Explore options by: • Establishing from OSHENS if suitable enhancements/upgrades are available. • Contacting regional FRS counterparts to review what other systems are in use in the sector – show and tell. • Review available marketplace product/s seeking practical demonstration/s from suppliers and liaise with procurement for process compliance.		**October – December** Engagement with NW regional FRS. Contacts made through NW working group for contaminants.			
	2.8.3 Evaluate options by: • Evaluating findings from Q2 exploration exercise. • Delivering departmental presentation for all H&S staff and seeking their feedback, Produce an evaluation report for consideration of the H&S Manager and AM Response.		Report produced by Rob Eedle. Meeting early October to discuss options.			

	2.8.4 Ops Board paper/presentation detailing evaluation findings, solutions, and final recommendations.					
2.9. Evaluate Operational Assurance function to enhance how we respond to assure incidents and align with NOG, NOL and the shared learning Fire Standard.	2.9.1 Conduct review of Policy/Procedures/SI's for operational assurance and debriefing. Review against the NOL (Good Practice Guide) with the aim of aligning all doctrine.		**April – June** Policy reviewed (RESPOL06) SI reviewed (SI 0176) SI Reviewed ())69) All updated. All now include reference to working towards alignment to NOL GPG. Fire Standards also updated.			
	2.9.2 Review how OA officers are: • Informed of and respond to incidents. • Monitor incidents remotely, en-route and whilst in attendance. • Record and report observations. • Complete post incident evaluation.		**<u>July- September</u>** work to commence on 9.2 Decision made to reduce OA operational availability/competence from 12 months competent to 6 months. Response are working with S&P colleagues in cross departmental collaboration to analyse data (historical and recent data from April – July) to seek improvements in how officers are mobilised with a view to improving OA role effectiveness. Recommendations to be made to next Ops Board on improvements to mentoring role and aligning GM to mentoring, reflecting the current service approach of SMs mentoring WMDs and WMs mentoring CMDs.			
	2.9.3 Make recommendations for improvements based on findings from review and evaluation in 9.2. Commence work on approved improvements.		Research and data gathering with S&P and recent incident data to support changes in OA role. Agreement with GM group for changes to OA role, in terms of GM mentoring, OA designated skill set and nearest officer attend protocols.			
	2.9.4 Embed OA officer standardisation and establish		Initial power point package and current research into standard being undertaken.			

	bespoke training for OA officers.					
2.10. Undertake a programme of assurance for the progress made against HMICFRS actions from the 2022-23 action plan in relation to Ops discretion and decision logging.	2.10.1 Review progress against how embedded Ops discretion and decision logging has become by reviewing their inclusion and use in OSHENS, debriefs, training and exercising.		**April – June** Assurance ongoing > 20 decision logs now been assured and in safe. Quality Assured by OAT once received. OA continue to assure incidents for compliance and prompt during morning meeting where required. Logs incorporated into exercising (TCA's)			
	2.10.2 Conduct reality test through OAT quarterly audit with a bespoke tabletop scenario that will incorporate the use of both. Findings to be fed back through standardisation meeting at end of quarter.		**<u>July- September</u>** work to commence on the tabletop/audit in readiness to begin form 1st August (2nd audit of the year). Decision logging update provided at Ops Board in September. Highlighted in excess of 40 DL's been completed since Jan 2023. Increase of 20+ since last update at April Ops Board. Dictaphones also been used recently which indicated another step forward. Work continues with progressing CCTV use for DL. Two DL training sessions have been delivered by EPC to senior officer cohort. Further sessions now planned in with Mr. Scoggins.			
	2.10.3 Work with Business Intelligence and Ops Preparedness to collate data on the use of decision logging against the requirements of service policy					
	2.10.4 Report to Ops Board on assurance findings of compliance.					

BRAG Descriptor				
Action completed	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 not yet started

STATUS SUMMARY – 30.09.23	
Total Number of Workstreams	39 (100%)
Action completed	9 (23%)
Action is unlikely to be delivered within the current functional delivery plan	0 (0%)
Action may not be delivered by the designated deadline within the functional plan	3 (8%)
Action will be delivered by the designated deadline within the functional plan	20 (51%)
Action not yet started	7 (18%)

	Please select from options	