Community Risk Management: Protection

FUNCTIONAL PLAN

ACTION TRACKER2023/24

Our Purpose:

HERE TO SERVE. HERE TO PROTECT.

HERE TO KEEP YOU SAFE.

Action Plan 2023/24

KEY DELIVERABLE	ACTIONS TO ACHIEVE EXPECTED OUTCOMES	SUB-ELEMENTS	OWNER	PROGRESS	PROJECTED COMPLETION DATE	BOARD REPORT DATE	BRAG STATUS
1 Support the implementation of the Operational Intelligence module in to the CFRMIS application	1.1 In collaboration with Preparedness, identify Protection associated elements required within the module	1.1.1 Establish representation on the relevant working/project group	Built Environment	SM with Ops Intelligence reference assigned.	April 2023		
		1.1.2 Identify requisite number of development hours for Civica and identify appropriate budget		Ongoing, as the module is developed this will become clearer.	June 2023		
		1.1.3 Identify person specification and job profile for a CFRMIS data manager and recruit accordingly	Technical Fire Safety	Person Specification finished, meeting 3/8/23 to finalise.	September 2023		
2 Conduct an impact analysis of the Grenfell Tower Phase 2 Inquiry Report	2.1 Review recommendations contained in the report and devise associated action plan	2.1.1 Utilise project plan from Phase 1 creating RAG rating identifying action owners	Built Environment	GTI phase 2 report will not be released until the start of the next financial year. Associated workstreams will be rolled in to the functional delivery plan for 2024/25.	December 2023	Board notified at CRM Board meeting 06.07.23	
		2.1.2 Identify risk rating to MFRA		GTI phase 2 report will not be released until the start of the next financial year. Associated workstreams will be rolled in to the functional delivery plan for 2024/25.	December 2023		
	2.2 Provide training and information for relevant personnel	2.2.1 Identify training gap analysis and address CPD/ training courses as required		GTI phase 2 report will not be released until the start of the next financial year. Associated workstreams will be rolled in to the functional delivery plan for 2024/25.	March 2024	Board notified at CRM Board meeting 06.07.23	

	2.3 Work collaboratively with North West FRS enforcement partners to agree a consistent and best practice approach	2.3.1 Nominate SPOC to represent MFRA		GTI phase 2 report will not be released until the start of the next financial year. Associated workstreams will be rolled in to the functional delivery plan for 2024/25.	March 2024	Board notified at CRM Board meeting 06.07.23	
	2.4 Identify appropriate infrastructure for implementation of recommendations, such as the CFRMIS platform	2.4.1 Review of audit form and letters suite to ensure recommendations are adopted		GTI phase 2 report will not be released until the start of the next financial year. Associated workstreams will be rolled in to the functional delivery plan for 2024/25.	March 2024	Board notified at CRM Board meeting 06.07.23	
	2.5 Close off remaining recommendations from phase 1	2.5.1 Implementation of stairwell protection procedures and associated equipment		3 of the 46 phase 1 recommendations to be completed. SPT element will take a period to ensure all operational personnel are trained. Merpol now agreed communication method for FSG, NWAS to follow. Consultation finishes on 14th August for SPT amendments to SOP 1.1.0 and 1.1.3.	March 2024		
3 Review and update our information management methodology	3.1 Refresh and construct new cloud based storage for departmental references and workstreams	3.1.1 Liaise with System Support to plan and design a new Portal page based on directorate structure.	Technical Fire Safety & Built Environment	**20/06/23** Initial meeting with System support has taken place and an initial Protection scoping meeting (SM). **08/09/23** A portal structure PowerPoint is being built by all reference holders. A link has been shared with System Support so they are fully sighted on progress (SM).	September 2023		

		3.1.2 Allocate existing portal folders to reference leads for cleanse of existing information		Directorate meeting has taken place to scope the new Portal design based on our Directorate organisational Structure. Each lead has been tasked with providing an initial paragraph explaining what their team does. A review of all current documents held on the Portal has taken place and they have been allocated to each reference holder for retention, deletion or archive. Next meeting is 21/8/23 where tasks above should be completed. Portal migration now taking place w/c 9th October, which gives us clear deadline for our Portal review. Next meeting 27/9/23.	March 2024		
	3.2 Review and update all Technical Fire Safety departmental doctrine	3.2.1 Transfer all new Technical FS doctrine to new portal area	Technical Fire Safety	Portal migration planned w/c 9th October 2023	March 2024		
		3.2.2 Agree a retention schedule for all documentation and set access to areas based on department need			March 2024		
	3.3 Review and update all Built Environment departmental doctrine	3.3.1 Transfer all new Built Environment doctrine to new portal area	Built Environment	Portal migration planned w/c 9th October 2023	March 2024		
		3.3.2 Agree a retention schedule for all documentation and set access to areas based on department need			March 2024		

	3.4 Development and provision of the Protection dashboard	3.4.1 Deliver a district facing dashboard within CFRMIS to support Inspectors and auditors in completing the requirements of their role	Technical Fire Safety	Process maps for audits completed and storyboard (90%) created to present to Civica. 30% of 3.4.1 completed 12.05.23. **22/07/23** – Final Dashboard presentation with champions has taken place and final meeting with working party to confirm draft completion. Initial discussion meeting with Civica and System Support has taken place. Storyboard has been sent to Civica to calculate the number of development days required. Final meeting being scheduled with Civica and System Support (provisionally 8th Aug). **08/09/23** – Dashboard has been presented to Civica. Civica have reviewed the proposal and provided a Quick Screens Specification with a number of questions. A meeting has been arranged for 13/09 to discuss and provide a response (SM).	March 2024		
		3.4.2 Deliver a management focused dashboard within CFRMIS to primarily support PCM's & SFSI's in completing the requirements of the role.		22/07/23 - This has been merged in to the dashboard storyboard. A suite of reports needs to be established.	March 2024		
		3.4.3 Allocate recourses to T&F group to deliver 3.4.1 and 3.4.2		Task and Finish group created and meet regularly.	May 2023		
	3.5 Assign clear lines of responsibility for departmental references and associated data	3.5.1 Utilise department structure as format for information and retention ownership	Technical Fire Safety & Built Environment	This has been established in association with 3.1.2.	March 2024		

	3.6 Ascertain feasibility of CFRMIS development in reference to petroleum and explosives	3.6.1 Implement a process for automatically capturing petroleum in the HO Returns	Technical Fire Safety		March 2024		
		3.6.2 Implement a process for automatically capturing explosives in the HO Returns		Contraventions from Explosives visits are automatically transferred to the HO returns. 18/05/23	September 2023		
		3.6.3 Implement a process for managing explosives licenses in CFRMIS		**20/06/23** Questionnaires now automatically create pending jobs depending on the Inspection outcome. Contraventions automatically populate the HO returns. The number of licenses automatically populate the HO returns (SM). **22/07/23** – System Support and Civica are working on producing an online application form. **08/09/23** – Specification received from Civica. Work is ongoing to review this.	August 2023		
	3.7 Ascertain the feasibility and benefits of becoming ISO 9001 certified in the Protection department	3.7.1 Review the need for obtaining ISO 9001 Quality management	Technical Fire Safety	Meeting is being arranged with WFST.	March 2024		
		3.7.2 Establish initial and ongoing costs of ISO 9001			March 2024		
		3.7.3 Produce feasibility report regarding ISO 9001			March 2024		
	3.8 Devise a mechanism to capture external impacts that may influence departmental activity	3.8.1 Develop and set up a reporting tool on the portal to allow for external impacts to be shared and allocated to relevant actionees	Technical Fire Safety & Built Environment	To be set up during the Portal rebuild. Portal form to be used to direct departmental impacts onto relevant team within the directorate.	March 2024		

	3.9 Review the requirement to maintain/keep common departmental folders	3.9.1 Review and refresh retention schedules were appropriate	Technical Fire Safety & Built Environment		March 2024		
	3.10 Review the suitability of the Enforcement Activity Register and how we present the data externally	3.10.1 Assure the information contained in the register and embed the data in CFRMIS	Technical Fire Safety		March 2024		
		3.10.2 Develop the CFRMIS Enforcement module to provide regular and accurate data for the NFCC Tymly system			March 2024		
4 Continue to evolve our risk based inspection programme methodology	4.1 Devise a programme of phased implementation towards a CFRMIS intelligence led inspection programme	4.1.1 Update relevant SI to reflect revised methodology	Technical Fire Safety & Built Environment	New SI produced and submitted for consultation	May 2023		
		4.1.2 Ensure CFRMIS is fed with the revised approach so as to generate appropriate inspection regimes for our regulatory personnel			May 2023		
	4.2 Develop an evaluation/assurance framework for departmental activities	4.2.1 Liaise with Strategy and Performance regarding the broadening of Corporate Assurance to departmental reviews. MC	Technical Fire Safety & Built Environment	Meeting held with BE SM's to scope parameters of department CA. Meeting held with SM McCormack to see how this can be recorded and stored. **22/07/23** – Document in draft. Further development is required. **28/7/23** Meeting with Deb Appleton, happy for us to utilise System Support to set up a recording mechanism on the Portal.	December 2023		

				08/09/23 – First draft has been completed. This has been shared for comment. A meeting for review of comments has been scheduled for 15/09 (SM).			
		4.2.2 Implement assurance reviews based on the framework. MC			December 2023		
		4.2.3 Consider NW FRS Protection Quality Assurance		NW Doc is now in Draft	December 2023		
		4.2.4 Establish Peer review QA framework within the NW FRS		NW Training Group	December 2023		
	4.3 Review the rationale and approach to SOFSA	4.3.1 Review the types of premises operational crews can currently complete a SOFSA with a view to broadening scope.	Built Environment	Report being produced based on what we have left of the current office, industrial and shop allocations and how we can broaden scope.	October 2023		
		4.3.2 Support any broadening of premises types with suitable training		Scoping meeting has taken place looking at neighbouring FRS's to see what Level 3 FS qual would allow Station personnel to complete.	October 2023		
		4.3.3 Review the need and suitability of a revisit strategy and implement any changes required.		Analysis using 02 data over 5 year period against SOFSA's completed to see correlation.	October 2023		
	4.4 Identify key areas of focus for targeted campaigns based on intelligence/data	4.4.1 Work with S&P using empirical data conduct intervention at regulated premises to compliment and improve future RBIP	Technical Fire Safety		March 2024		

	4.5 Analyse equality data to ensure campaigns are targeted and equitably facilitated	4.5.1 Conduct periodic reviews of audit outcomes via Q&A process to assist in informing future/planned campaigns and initiatives	Technical Fire Safety		March 2024		
	4.6 Ensure departmental resourcing is sufficient based on risk, demand and vulnerability	4.6.1 Actively monitor directorate resourcing in cohesion with POD succession planning directives	Technical Fire Safety & Built Environment	FSI recruitment now completed after liaison with POD.	March 2024		
		4.6.2 Initiate and conduct recruitment processes as necessary		FSI recruitment now completed after liaison with POD. Internal process for 4 positions will be completed w/c 4th October 2023.			
5 Enhance Fire Safety skills and knowledge across the workforce	5.1 Deliver level 3 Fire Safety training to all CM/WM	5.1.1 Support POD for a Gap analysis of current Fire Safety qualifications across Response watch and crew managers	Built Environment	Scoping meetings taken place with POD to define gap analysis. List of managers now confirmed with POD and process map in place to deliver course. 13/7/23	June 2023		
		5.1.2 Implement training programme for existing CM/WM's in level 3 fire safety		Question asked with regards to other FRS approach. Meeting with SM Sopp on 23/05/23 to discuss. Rolling training programme agreed with POD and ATT MAN starting in September 2023. 13/7/23 First course to take place 25/26-9-23	March 2024		
		5.1.3 Liaise with POD and embed Fire Safety Level 3 onto CMD and WMD programmes		Added to the CMD Programme, once Gap analysis completed, will be added to WMD Programme. L3 has been added to both development programmes and the ranks have been programmed in to attend courses starting Sept 2023. 13/7/23.	March 2024		

		5.1.4 Adopt new Level 2 SFJ qualification in Carrying Out Fire Safety Checks for FF once released		Level 2 Qualification released and being considered as an option. *Level 2 qualification will not be considered as Level 3 will be rolled out to CM and WM. Report has been written to justify the rational for not adopting the L2, SM Evans will deliver. 13/7/23	March 2024		
	5.2 Develop Fire Safety themed scenarios to support departmental and operational personnel skills development	5.2.1 Work with Training to encompass fire safety understanding within TCA scenarios	Built Environment	Fire Safety themes are now being introduced and embedded within TCA scenarios. Moving forward we will request that Command Department consult with Protection when designing future TCA scenarios. Liaison carried out for new SM TCA's in Sept. 1/8/23	Aug 23		
		5.2.2 Work with Command to add Fire Safety Legislative input on ICMM courses		SM Sopp stated during a meeting that the ICMM course content is already saturated. However, we will request the addition of minimal essential content.	March 2024		
		5.2.3 Look into the use of virtual reality training		Command department are not pursuing the utilisation of VR in the form of immersive headsets. However, fire safety-themed programs are available via the XVR platform. We will consider incorporating it's use during the Level 3 input. 14/8/23 XVR to be utilised in the L3 course as part of the contravention awareness sessions.	August 2023		

	5.3 Expand training delivery to functional roles within Prevention (eg advocates, Prevention team)	5.3.1 Identify personnel requiring training	Built Environment	Email sent to Prevention GM's to obtain numbers of staff if requirement is to be pursued by their directorate. 13/7/23	March 2024		
		5.3.2 Schedule training delivery		Training to be incorporated within current L3 courses for our WM and CM's. 13/7/23. Staff identified by GM Hill from Arson Team and allocation added to TRM. 1/8/23	March 2024		
	5.4 Further enhance Operational knowledge of the built environment.	5.4.1 Create a training video relating to active and passive systems within the built environment.	Built Environment	Meeting held with Scott Nolan to facilitate video production. Filming to be carried out 6-8th September.	November 2023		
		5.4.2 Create a training video highlighting new High Rise and Reconnaissance Bags.		As above. Bags to be trialled at Liverpool City, Kensington, Old Swan and Toxteth prior to full roll out. 13/7/23	November 2023		
6 Address impacts arising from the hosting of Eurovision 2023	6.1 Assign an officer to respective Liverpool BID Team/ Safety Advisory Group (SAG) as appropriate	6.1.1 Work with SAG to identify peripheral events linked to Eurovision 2023 which may impact on community safety	Technical Fire Safety & Built Environment	Strategic and tactical level officers assigned to appropriate meeting forums	April 2023		
		6.1.2 Identify and prepare for events which would impact on capacity and effectiveness of CRM resources		Protection personnel undertaken targeted inspections and campaigns in key areas associated with the event, including out of hours cover to ensure availability of sector competent advice	May 2023		
		6.1.3 Feedback on lessons learned/identified during the event		Multi agency debrief taking place, issues re poor crowd control in front of St. Georges hall to be raised. Summary report being prepared for CRM Board 06.07.23	July 2023		

	6.2 Devise a procedure for dealing with short term accommodation premises	6.2.1 Work with NFCC Regional FRS's and Local Authorities to formulate a policy and procedure for the regulation of short term lets	Technical Fire Safety		March 2024		
		6.2.2 Direct appropriate CRM resources to undertake MFRA regulatory responsibilities in response to potential increases in short term lets					
	6.3 Be cognisant of any relevant impacts identified in the Liverpool City Plan	6.3.1 To ensure High Rise Residential Buildings comply with new legislation, including changes to the FSO and the Fire Safety (England) Regulations 2022	Technical Fire Safety & Built Environment	Fire Safety (England) Regulations has been implemented. The process and response rate is being monitored. IT is proposed that HRRB's that have not responded are audited after 6 months of the launch of the Regulations. 18/05/23. **22/07/23** – Buildings which have not responded to the FSR have been identified and scheduled for an audit though IF/OG before the end of the financial year.	March 2024		
		6.3.2 To ensure remediation of external wall systems from residential high rise buildings is undertaken in line with government guidance		Point of contact as council liaison identified. All HRRB's that require remediation are being reviewed against BSF, BDD & 002e process. All HRRB's are in CFRMIS including number of floors and appropriate SLN. **22/07/23** – Current status of high rise premises have been reviewed. Regular meeting with LCC and DLUCH established. **08/09/23** – Nationally a company, The Rockwell Group are refusing so sign	March 2024		

				the short term funding agreement for the BSF. There are 7 in Merseyside. We continue to work with DLUHC and LCC to formulate a coordinated approach. Two buildings have now signed, one will be subject to a JIT inspection. Meeting has taken place to explore the possibility of using Remediation Orders. A meeting has been arranged with Ria for 14/09 (SM).			
		6.3.3 Capture any post event learning and address any identified actions accordingly			June 2023		
7 Implement protocols for Building Regulations consultations with the Building Safety Regulator, under the new Gateway processes	7.1 Recruit additional resources to support BSR workstream as identified by the PPRU	7.1.1 Advertise for relevant positions	Technical Fire Safety	Advert compiled and posted February 2023	March 2023		
		7.1.2 Schedule and undertake interviews		External candidate for 1 inspector post recruited. Fire Engineer appointed. 2nd inspector post to be offered to internal team members on a rotation basis (refer 7.1.4)	May 2023		
		7.1.3 Induction and training of external candidates		New starter commences 02.05.23 with induction training scheduled accordingly Ongoing training for new recruit proceeding well (27.09.23)	May 2023		
		7.1.4 Expressions of interest from internal candidates		Expressions of interest received – decisions pending (27.09.23)	Sept 2023		

	7.2 Liaise with HSE and other Northwest FRS regarding formation of multi-disciplinary teams and consultation protocols	7.2.1 Investigate/arrange protocols with PPRU		Information re procedures from HSE via PPRU now coming in, including HSE Portal information (27.03.23)	October 2023		
		7.2.2 Arrange contacts with BSR		Northwest staffing sent by monthly returns to BSR – contact with HSE will be via direct access to HSE Portal. Goes live end of September (27.09.23)	October 2023		
		7.2.3 Arrange and implement procedures for regular meetings with North West Group		First full regional meeting on 18th September 2023. Procedures for allocating work, joint working and shadowing decided. Additional contact to ensure consistency pending (27.09.23)	October 2023		
		7.2.4 Attendance at regional/ national training/ conferences as appropriate		BSR Fire Engineer Regional Manager Meetings, and central conference (27.09.23)	October 2023		
		7.2.5 Input into any consultations/ case studies/ forums from PPRU, BSR or North West Group		Took part in pilot Safety Case Studies (two by MFRS) in April & June 2023 – awaiting feedback from Northwest Group re findings. Input into development of Reguator's IT for Portal and MDTs in workshops over summer and autumn by MFRS staff successfully completed (27.09.23)	October 2023		
	7.3 Develop associated internal processes	7.3.1 Formation of BSR Team – combination of Fire Engineer; designated inspector and district inspectors		Fire Engineer in post; inspector posts to be finalised; support from FET arranged (27.09.23)	October 2023		

		7.3.2 Formulate inspection programme for existing buildings – coordinating with district inspectors, North West Group and BSR		Latest information from HSE is that work on existing building stock is planned to begin in April 2024 (27.09.23)	October 2023		
		7.3.3 Implement consultation process for new buildings in line with requirements of BSR and Northwest Group		Process via which Regional Manager will allocate work arranged. Procedures joint working and shadowing decided. Additional contact to ensure consistency pending (27.09.23)	October 2023		
	7.4 Implement recording mechanisms in CFRMIS	7.4.1 Job type; document storage; naming conventions for audits of existing buildings		New Planning Gateway One and BSR jobs created on CFRMIS.	October 2023		
		7.4.2 Job type; document storage; naming conventions for consultations for new builds / change of use		New Planning Gateway One and BSR jobs created on CFRMIS.	October 2023		
	7.5 Identify and deliver relevant CPD input to personnel	7.5.1 Research and cascade BSR information from HSE website			October 2023		
		7.5.2 Research and cascade information from PPRU			October 2023		
		7.5.3 Research and cascade online CPD re pertinent items such as external wall systems; fire stopping etc			October 2023		
		7.5.4 Presentations during departmental CPD sessions to keep department updated re developments		**08/09/23** Presentation regarding the changes to the FSO by S156 of the Building Safety Act has been arranged for 12/09.	October 2023		

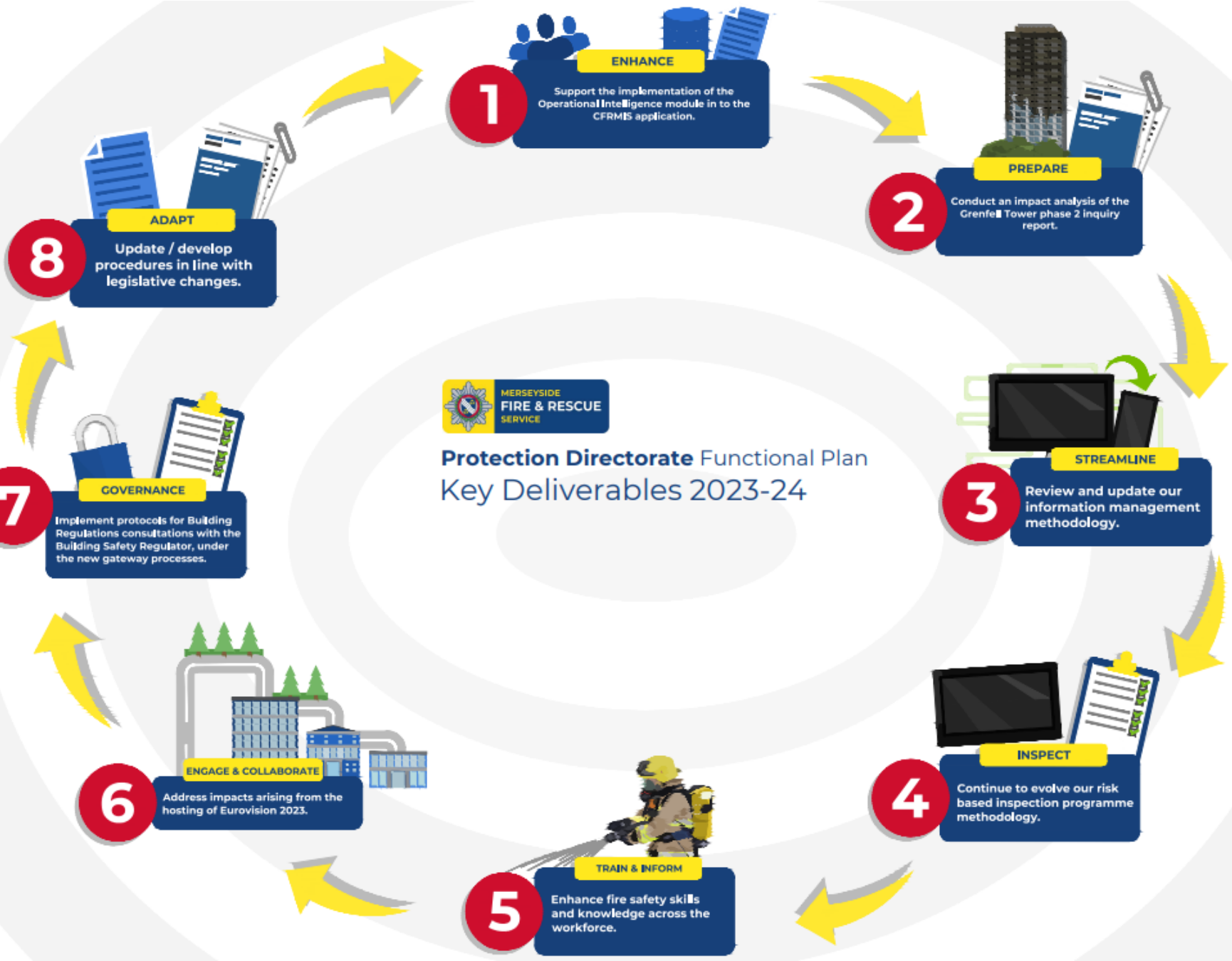
8 Update/develop procedures in line with legislative changes	8.1 Develop and implement a strategy in response to S156 of the Building Safety Act	8.1.1 train and develop operational personnel	Technical Fire Safety & Built Environment	**08/09/23** 1**.** A protection Note has been drafted. 2. The SOFSA Learnpro is being updated. 3. The supporting guidance on the SOFSA form is being updated. 4. The L3 fire safety input is being updated. 5. Questions will be incorporated in to quarterly audit to support embedding the updates.	October 2023		
		8.1.2 Raise awareness and educate business owners and those that are impacted by the changes.		**08/09/23** 1. Information has been embedded in the digital leaflet supporting Business Safety Week. 2. Correspondence is being drafted to share through the Chambers of Commerce. 3. External webpage is being reviewed and updated. 4. A mailshot is drafted in preparation for circulating using the email addresses held on CFRMIS. 5. Social media campaign is being created with Corporate Comms. 6. A link will be added to appointment letters. 8. A new letter (2g) to respond to non-compliance identified through SOFSA visits.	October 2023		
		8.1.3 Inform and train Inspectors. Develop system for incorporating in to audit form until an updated audit form is provided.		1. A PGN has been drafted and ready for circulating. 2. CPD presentation has been created and will be delivered on 12/09.	October 2023		

				3. Meeting scheduled for 13/09 to establish audit strategy and associated standard paragraphs.			

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**

MERSEYSIDE FIRE & RESCUE SERVICE

Protection Directorate Functional Plan
Key Deliverables 2023-24



STATUS SUMMARY – 05.10.23	
Total Number of Workstreams	**82 (100%)**
Completed	**17 (21%)**
Action will be delivered by the designated deadline within the functional plan	**41 (50%)**
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	**5 (6%)**
Action not yet started	**19 (23%)**

	Please select from options	