

ESSEX POLICE, FIRE AND CRIME COMMISSIONER
FIRE & RESCUE AUTHORITY
 Essex County Fire & Rescue Service



Meeting	SLT	Agenda Item	6h
	Performance and Resources Board		11
Meeting Date	9 June 2020		
	29 June 2020		
Report Author:	AM James Palmer		
Presented By	ACFO Moira Bruin, Director of Operations		
Subject	Grenfell Phase 1 High Level Action Plan - Update		
Type of Report:	Information		

RECOMMENDATIONS

The SLT is asked to note the attached Gap Analysis of the Report Recommendations from the Grenfell Tower Inquiry (**APPENDIX**). The update is due to be received at the P&R Board in June.

BACKGROUND

Following the Grenfell fire on 14 June 2017, ECFRS took immediate action including (*Paper 18-295, SLT agenda item 6a: 16/10/2018*):

- Critical incident Team (CIT) stood up to prioritise and oversee an immediate response
- NFCC sit-reps and guidance were received and actioned which resulted in an immediate assessment of risk in Essex high rise buildings
- Immediate implementation of a targeted inspection programme for high rise residential buildings, including identification of cladding and substandard fire doors. Where issues were identified – arrangements for the building were reviewed, control measures were agreed with the duty-holder and information shared with operational crews
- Review and risk assessment of ‘stay-put’ policy in line with NFCC guidance
- An immediate and extensive campaign; including face to face engagement aimed at reassuring high rise residents in Essex

Grenfell Inquiry Phase 1

The Grenfell Inquiry Phase 1 recommendations were released on 31 October 2019. The proposed Service approach to the recommendations was approved by SLT on 12 November 2019 (*Paper 19-266, SLT agenda item 5c*).

NFCC – Grenfell Tower Inquiry

On 16 December 2019 a briefing pack was received from the NFCC Chair, Roy Wilsher detailing the NFCC response to the Grenfell Tower Inquiry recommendations. The NFCC Central Programme Office co-ordinated the fire national response to the recommendations made by the Grenfell Tower Inquiry, and sought response to their survey. The ECFRS responded by the deadline of 10 January.

Gap Analysis – Phase Grenfell Tower Inquiry Report Recommendations

The attached Gap Analysis is a working document currently being reviewed by Officers detailing the ECFRS interpretation to the recommendations as well as aligning the actions to the national guidelines to ensure that the recommendations of the Inquiry report are being met. The responsible officers are linking the actions from the Grenfell phase 1 report and the HMICFRS Protection improvement plan. The latest update on the plan is the allocation of the C£317k of Central government funding to assist local FRSs with identifying and mitigation the risks posed by High Rise Buildings including student accommodation. This funding will be used to create a team for a period of two years specifically aimed at targeting high rise premises. The actions within the plan have responsible persons across the whole service. The next steps are to move the plan onto Microsoft Planner, this will facilitate allocation of responsibility, the ability to report and greater transparency on deliverables.

To support the delivery of the Grenfell Plan. The service has developed a new Risk Based Inspection Programme. The highest risk property type within that plan are high rise >10 floors. This demonstrates the importance of allocating additional resources to this specific high risk areas.

BENEFITS AND RISK IMPLICATION

SRR150010: 'There is a risk that the Service fails to, or is unable to, implement appropriately the learning from local/national incidents, audit reports, case studies, changes/interpretation to law/regulations in an effective and timely way.'

Other strategic risks which are relevant are SRR150014, SRR150015, SRR150020, and SRR150017.

FINANCIAL IMPLICATIONS

Anticipated financial impact post Grenfell Inquiry Phase 2, due to increased resourcing, training and technical fire safety activity. It is yet unclear, however, the Local Government Association (LGA) and National Fire Chiefs Council (NFCC) anticipate new burdens around this area of Fire and Rescue Service delivery, although it is as yet unclear if this will affect FRS funding, post Grenfell Inquiry.

Some Financial Mitigation has been provided by the release of £317k of Central Government funding to ECFRS.

EQUALITY AND DIVERSITY IMPLICATIONS

None directly associated with this paper.

WORKFORCE ENGAGEMENT

Ongoing workforce communications and engagement are taking place with our workforce around the Grenfell Inquiry.

LEGAL IMPLICATIONS

Changes to Fire safety legislation are anticipated following Grenfell Inquiry Phase 2 which is likely to drive changes inspection regimes and statutory responsibilities in high rise residential buildings. This has driven changes to ECFRS Protection Strategy (currently in draft) which has been reviewed to take this into account. The strategy and the accompanying Risk Based Inspection Programme are with Strategy Board W/C 8/7

HEALTH AND SAFETY IMPLICATIONS

The Management of Health and Safety at Work Regulations 1999 identifies our obligation to continually assess risks. The proposed piece of work seeks to identify any gaps in the approach to the management of operational risk in relation to high rise residential fire procedures and ultimately to contribute to the Health and safety of Responders and residents of High rise residential buildings.

Action Plan - Gap analysis for Grenfell

Quick analysis: Grenfell Tower Inquiry: Phase 1 report recommendations – ECFRS Response - November 2019

R- Gap/exposed – can't provide any assurance A- Partial gap/some assurance G – No gap: can provide assurance

Para (Grenfell Report)	Issue	Interpretation	Action Requirements	Dept and named owner(s)	Progress/comments	Completion date	Financial Implications	
33.10 d	that the owner and manager of every high-rise residential building be required by law to provide their local fire and rescue service with information about the design of its external walls together with details of the materials of which they are constructed and to inform the fire and rescue service of any material changes made to them.	The Service requested this information following the visits of high rise premises post Grenfell. No ongoing process is currently in place to capture new buildings and renovations.	Red	Prepare process for management of data in line with national guidance	TFS	Ensure that the audit process captures this information. Process for structural changes, (could be picked up through building regs)	Apr/May/June 2020 (Q2)	Financial Implications Yes /No If yes provide details below. No (absorbed into current capacity with exception of data management system)
			Red	Make information available to crews through various channels	Ops Policy	Linked to data management system Issue 33.10 d: 29th May 2020 Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action. Following the meeting feedback will be provided on progress and the October 2020 completion deadline.	Oct 2020 (TBC)	
			Red	Share with Ops policy to update associated risk information	Ops Policy	Linked to data management system	Oct 2020	
			Red	Risk information updated by Ops Policy	Ops Policy	Linked to data management system	Oct 2020	
33.10e	that all fire and rescue services ensure that their personnel at all levels understand the risk of fire taking hold in the external walls of high-rise buildings and know how to recognise it when it occurs.	Crews currently visit High Rise buildings and undertake the visits for SSRI / Dry Risers and are aware of buildings with cladding but need more emphasis about fire spread / risk on the cladding. The fire behaviour and building behaviour is part of all ICS revalidation processes.	Amber	Training package to be developed by L&D and presented to all operational staff. Incorporate these elements within ICS revalidation for all level 1 /2/3/4 officers.	L&D	Delivery to L1, L2, L3 and L4 through development evenings and Flexi maintenance days. In addition, all operational personnel will be required to sign off within TASK LMS to ensure learning. ECFRS have trained fire commanders (Level 1, 2, 3, 4) around the risk of fire taking hold in external walls of high-rise buildings for 5 years. In addition, we have increased the number of thermal imaging cameras to two per appliance to increase our capability to detect unseen fire spread.	Training on command scenarios is complete. Training on use of thermal image camera to detect unseen fire spread is complete. Existing training package will be enhanced and delivered by December 2020.	
			Green	SSRI continue with inspection programme under op risk in line with current inspection programmes by watch based personnel.	Ops delivery	Business as usual	Completed	

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33.11 a	that the LFB review, and revise as appropriate, Appendix 1 to PN633 to ensure that it fully reflects the principles in GRA 3.2.	Crews currently undertake SSRI visits to High Rise and Dry Riser visits they train at station level and undertake risk based visits via TFS – and familiarisation. Recording of all 7.2.d visits is not currently undertaken.	Amber	Review operational risk procedures and policy relevant to 7.2.d visits against GRA 3.2.	Ops Policy	Review and implementation Issue 33.11 a: 29 th May 2020 Ops Policy are currently reviewing ECFRS High Rise policy and procedures. The High Rise policy changes will be aligned to current National Operational Guidance (NOG) and also considers outcomes of Phase 1 of the Grenfell Tower Public Inquiry.	July 2020	
			Amber	This should include recording visits and frequency required. This will require support from Ops Policy, Risk, and Ops Delivery	Ops Policy / Ops Delivery	Following SSRI visits and local visits to sites of potential risk, risk info is updated annually. Process for recording familiarisation visits will be considered in the review.	July 2020	
			Amber	Include updated guidance to crews on Provision of Risk Information System (PORIS).	Ops Policy / L&D	75% complete	April 2020	
33.11 b	that the LFB ensure that all officers of the rank of Crew Manager and above are trained in carrying out the requirements of PN633 relating to the inspection of high-rise buildings.	Crews currently undertake SSRI visits to High Rise and Dry Riser visits they train at station level and undertake risk based visits via TFS – and familiarisation.	Amber	Review operational risk procedures and policy relevant to 7.2.d visits against GRA 3.2.	Ops Policy	Following SSRI visits risk info is updated annually. Process for recording familiarisation visits will be considered in the review. Issue 33.11 b: Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required actions to review ECFRS operational risk procedure and policy. Following the meeting feedback will be provided on progress and the October 2020 completion deadline.	Linked to 33.11 a	
			Amber	This should include recording visits and frequency required. This will require support from Ops Policy, Risk, and Ops Delivery	Ops Policy / Ops Delivery	Process for recording familiarisation visits will be considered in the review.	Linked to 33.11 a	
			Amber	Include updated guidance to crews on Provision of Risk Information System (PORIS) and training for officers relating to the inspection of high-rise buildings.	Ops Policy / L&D	Process for recording familiarisation visits will be considered in the review.	April 2020	
33.12 a	that the owner and manager of every high-rise residential building be required by law: a. to provide their local fire and rescue services with up-to-date plans in both paper and electronic form of every	This isn't a current requirement for building owners. No process is currently in place. We don't have the ability on our current system (CRM) to upload plans.	Amber	Consider options for holding and disseminating building plans.	TFS	Holding and disseminating plans linked to new data system Awaiting legislation changes Issue 33.12 b: 29 th May 2020 ECFRS to consider electronic premises information	Subject to future government guidance TBC	

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	floor of the building identifying the location of key fire safety systems.					plates (ePIP's) on the MDT's to provide crews with building layout data. Where possible premises information boxes (PIB) and PIP fix to high rise premises must be provided by the building owner.		
33.12 b	to ensure that the building contains a premises information box, the contents of which must include a copy of the up-to-date floor plans and information about the nature of any lift intended for use by the fire and rescue services.	Not currently done, TFS to ensure compliance and Ops policy to update procedures.	Amber	Add tick box to revised FSO 40 form and engage with responsible persons for buildings of the requirement to hold up to date floor plans for use by emergency crews.	Ops Policy / TFS	Tick box to be added to Fire Safety Check form, As visits are carried out this will be cascaded. Premises information Box not currently required by law, Awaiting changes to legislation	Apr 2020 for form change and roll out. Data storage TBC	
33.12 (no letter)	insofar as it is not already the case, that all fire and rescue services be equipped to receive and store electronic plans and to make them available to incident commanders and control room managers.	This isn't a current requirement for building owners so there is nothing in place. We don't have the ability on our current system (CRM) to upload plans.	Amber	AM Ops Delivery and AM Prevention are in discussion about the ability to share info between departments as a necessary function.	TFS	Awaiting legislation change New digital system to enable this.	Oct 2020	
33.13 a	that the owner and manager of every high-rise residential building be required by law to carry out regular inspections of any lifts that are designed to be used by firefighters in an emergency and to report the results of such inspections to their local fire and rescue service at monthly intervals.	Crews currently familiarise themselves with FF lifts / shafts / Dry risers when undertaking SSRI visits and TFS visits. No inspection regime is in place and not recorded or sent to us by the owner.	Amber	Record of visits and managers supplying information needed.	TFS	Awaiting legislation change Inspecting officers to advise when inspecting	TBC	
			Amber	Once TFS info is available to be shared with crews and update MDT.	Ops Policy	Awaiting legislation change Inspecting officers to advise when inspecting Issue 33.13 a: 29 th May 2020 review current 7.2(d) visit schedule to ensure crews are regularly familiarising high rise premises locally. Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action.	TBC	
33.13 b	that the owner and manager of every high-rise residential building be required by law to carry out regular tests of the mechanism which allows firefighters to take control of the lifts and to inform their local fire and rescue service at monthly intervals that they have done so.	Crews currently familiarise themselves with FF lifts / shafts / Dry risers when undertaking SSRI visits and TFS visits. No inspection regime is in place and not recorded or sent to us by the owner.	Red	TFS needs to formulate an action to be able to receive this information, store it and disseminate as needed and required for operational crews.	TFS	Linked to 33.13 a	TBC	
			Red	Once TFS information is available to be shared with crews and update MDT.	Ops Policy	Linked to 33.13 a Issue 33.13 b: 29 th May 2020 review current 7.2(d) visit schedule to ensure crews are regularly familiarising high rise premises locally. Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action.	TBC	

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33.14 a	that the LFB review its policies on communications between the control room and the incident commander.	Although no formal process is in place Service Control staff regularly use the ES1 radio channel to communicate between Police, Fire and Ambulance Control rooms when a bi or tri Service response is required. This is a well-practised procedure and is known by all Control Room Supervisors and Watch Managers. The Control room staff have in the past also gained situational awareness when dealing with calls to other brigades, by logging into the host brigades radio channel and listening to radio traffic to try and gain information if telephony to the host control room is busy.	Amber	Review procedures for communications between Control rooms and the Incident Commander.	Ops Policy Service Control	Explore Airbox functionality and consider if suitable for use in Incident Command Units and Service Control GC The use of ES1 Talkgroup was an outcome of the ECFRS Kerslake workshop and is being promoted as BAU by all three emergency services. The use of AIRBOX MOSAIC software allows those commanders and control operatives to view live communications on the timeline and to promote messages in line with their significance to the operation. Issue 33.14 a: 29th May 2020 Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action. Following the meeting feedback will be provided on progress and the June 2020 completion deadline.	June 2020	
33.14 b	that all officers who may be expected to act as Incident Commanders (i.e. all those above the rank of Crew Manager) receive training directed to the specific requirements of communication with the control room.	This training was carried out historically by a dedicated training officer within Service Control. This post was removed and is currently being considered for reinstating. Addition practical training is given during Incident Command training and is monitored during OCAT L1, 2 and 3 assessments.	Amber	Review training for all those above the rank of Crew Manager to ensure they receive training directed to the specific requirements of communication with the Control room.	L&D / Service Control Trainer	Station Manager role has been advertised and successful candidate will be appointed by end of February. The post holder will co-ordinate the training package along with L&D. Training package due for completion March 2020. Delivery to L1, L2, L3 and L4 through development evenings and Flexi maintenance days. In addition, all operational personnel will be required to sign off within TASK to ensure learning.	June 2020	
33.14 c	that all CROs of Assistant Operations Manager rank and above receive training directed to the specific requirements of communication with the Incident Commander.	This training was carried out historically by a dedicated training officer within Service Control. This post was removed and is currently being considered for reinstating. Red Watch Control will be undertaking a pilot in December on how to formulate METHANE messages from piecing together small bits of information gleaned by either monitoring radio traffic or using other means. This is an important undertaking and will give control room supervisors and managers some situational awareness if messages from incident ground are not forthcoming.	Amber	Review training for all CROs of Assistant Operations Manager rank and above to ensure they receive training directed to the specific requirements of communication with the Incident Commander.	Service Control	Station Manager role has been advertised and successful candidate will be appointed by end of February. The post holder will co-ordinate the training package along with L&D Training package due for completion March 2020.	April 2020	

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33.14 d	that a dedicated communication link be provided between the senior officer in the control room and the Incident Commander.	The Incident Commander at major incidents or incidents of MPU8 and above could receive additional support to improve quality and relevance of information from the control room, to the incident ground. Consideration for reinstating an old practice where a member of Control can be deployed to the ICU to support the Incident Commander to improve the link of communications between the incident ground and Service Control. Control staff skill set is an under used resource and could be used to deal with large amounts of information and prioritise information for the Incident Commander.	Amber	Review procedures for Service Control staff to be able to attend large and complex incidents to support the Incident Commander. Explore Airbox functionality and consider if suitable for use in Incident Command Units and Service Control	Service Control Ops Policy	In progress GC As part of the original contract two MOSAIC licenses were allocated to the two ICU's. Following the release of the phase 1 report GC has spoken with Terry Povey (TP) to discuss the IT hardware requirements concerning the use of MOSAIC in the ICU's as an interim solution for the foreground. GC has subsequently arranged for four additional licenses (No additional cost) to be added to the ECFRS contract allowing the use of MOSAIC on the ICU's once the hardware has been purchased. This will require training for control ICU station personnel and Flexi officers. The contract does have a number of foundation training included that could be utilised as train the trainer.	June 2020	
33.15 a	that the LFB's policies be amended to draw a clearer distinction between callers seeking advice and callers who believe they are trapped and need rescuing.	By the end of November all Watches will have completed some rudimentary Advanced Call Handling or (FSG) to provide initial training whilst more detailed training is considered. Fire Survival Guidance (FSG) differs between high rise and residential properties, the current Special procedure for FSG is an amalgamation of both incident types. We need to split this advice into the relevant Incident types. A possibility is that an action plan is created when the incident types 'Fire residential persons reported' brings the FSG to that incident type. 'Fire high rise residential' brings up the FSG for that incident type. This would reduce the possibility of giving potentially the wrong FSG advice.	Amber	Review Call Handling Training to incorporate outcomes from Grenfell.	Service Control	Station Manager Training role has been advertised and successful candidate will be appointed by end of February. The post holder will carry out the review	April 2020	
33.15 b	that the LFB provide regular and more effective refresher training to CROs at all levels, including supervisors.	This training was carried out historically by a dedicated training officer within Service Control. This post was removed and is currently being considered for reinstating.	Amber	Submit business case for reintroducing dedicated training officer within Service Control.	Service Control	Station Manager Training role has been advertised and successful candidate will be appointed by end of February. The post holder will co-ordinate the training package along with L&D	February 2020	

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33.15 c	that all fire and rescue services develop policies for handling a large number of FSG calls simultaneously.	<p>ECFRS control room currently has 7 call take positions, 3 further ones in CIT and the capacity for 5 more at secondary control in Ongar, control minimum crewing levels are 5 on days and 4 on nights.</p> <p>If incidents or spate conditions get to unprecedented levels then a recall to duty or page one could get in extra control staff to either main control at KP or if some members of control are closer to Ongar then the capacity for extra staff to support the main control room is a possibility.</p>	Amber	Formalise procedures for recall to duty and places of work where calls can be taken from.	Service Control	Station Manager Training role has been advertised and successful candidate will be appointed by end of February. The post holder will review procedures	April 2020	
33.15 d	that electronic systems be developed to record Fire Survival Guidance information in the control room and display it simultaneously at the bridgehead and in any command units.	This has not been carried out previously.	Red	Review the use of tablets on appliance to explore if this can provide a viable solution.	Service Control ICT Ops Policy	Explore Airbox functionality and consider if suitable for use in Incident Command Units and Service Control. Issue 33.15 d: 29 th May 2020 Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action to find a solution for recording FSG information simultaneously. Following the meeting feedback will be provided on progress and the June 2020 completion deadline.	June 2020	
33.15 e	that policies be developed for managing a transition from “stay put” to “get out”.	Currently crews are trained to monitor and evaluate incidents as they develop and escalate. The stay put element of the procedures for high rise is one that can be changed and monitored by crews at an incident.	Amber	Create a training package in conjunction with ICS – Empowering IC’s to have that discretion based on revised Ops policy	L&D	Delivery to L1, L2, L3 and L4 through development evenings and Flexi maintenance days. In addition, all operational personnel will be required to sign off within TASK LMS to confirm learning.	December 2020	
		There was a lack of training in LFB for Crews/Commanders in how to recognise the need for an evacuation or how to organise one. It was noted that Incident Commanders "of relatively junior rank" were not confident enough to change the strategy that was put in place (stay put). We need to ensure this is not the case in ECFRS.	Amber	Review operational guidance for high rise and residential properties and create separate advice prompts.	Ops Policy	Linked to 33.10 e		
		The emphasis of communications between	Amber	Carry out local exercises and introduce OCAT scenarios to ensure Incident Commanders are confident in their ability to change tactics though simulation during Incident Command verifications.	Ops Delivery / L&D	Currently being programmed into exercising now with operational crews and the registered owners / landlords of property to ensure familiarisation. Ongoing work with SSRIs at all high rise premises recording of evacuation processes being recorded. Training and exercises for managing a transition from “stay put” to “get out” are currently being delivered for all high rise scenarios within OCAT for all operational officers including Crew Manager and above	All officer will complete revised training by November 2020	

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		Control and Fire Ground need to be developed in relation to Stay Put and Operational Discretion emphasised. Fire Survival guidance – FSG differs between high rise and residential properties, the current Special procedure for FSG is an amalgamation of both incident types. We need to split this advice into the relevant Incident types.				via initial courses, maintenance days, evening development sessions and ICV's. Ongoing work with SSRIs at all high rise premises recording of evacuation processes being recorded		
33.15 f	that control room staff receive training directed specifically to handling such a change of advice and conveying it effectively to callers.	This training was carried out historically by a dedicated training officer within Service Control. This post was removed and is currently being considered for reinstating.	Amber	Create a training package in conjunction with ICS – Empowering IC's to have that discretion Review guidance for high rise and residential properties and create separate advice prompts.	L&D	Station Manager role has been advertised and successful candidate will be appointed by end of February. The post holder will co-ordinate the training package along with L&D Training package due for completion March 2020.	All control operative to complete training by November 2020	
33.16	that steps be taken to investigate methods by which assisting control rooms can obtain access to the information available to the host control room.	This has not been a requirement of previous control systems and therefore is not designed into the user specification.	Red	Review future Control system specifications so see if there is a system that has the capability of sharing information between control rooms so they can obtain access to the information available to the host control room.	Service Control	User spec for new Control will incorporate this functionality and is currently in design stage	TBC	
			Amber	In the meantime continue regular radio testing between Emergency Service Control Rooms using the ES1 (JESIP) and Shared Hailing Group channels to help embed inter-operability.	Service Control	In place and ongoing	January 2020	
			Red	Develop testing/exercising/collaboration between emergency services control room management and staff, in line with JESIP principles to help further embed understanding and inter-operability. This could be accommodated in 2020 plans for stress testing the Essex Police FCR.	Service Control / Essex Police / Essex Resilience Forum		TBC	
33.17	that the London Ambulance Service and the Metropolitan Police Service review their protocols and policies to ensure	ECFRS control regularly use the ES1 radio channel to communicate between Police, Fire and Ambulance control	Amber	Jointly review protocols and policies to ensure that Police and Ambulance operators can identify	Service Control / Essex Police / East of		TBC	

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	that their operators can identify FSG calls (as defined by the LFB) and pass them to the LFB as soon as possible.	rooms when a bi or tri service response is required. This is a well-practised procedure and is known by all control room supervisors and watch managers. Red Watch control will be undertaking a pilot in December on how to formulate METHANE messages from piecing together small bits of information gleaned by either monitoring radio traffic or using other means. This is an important undertaking and will give control room supervisors and managers some situational awareness if messages from incident ground are not forthcoming.		FSG calls (as defined by the ECFRS). This could be via the Shared Hailing Group between control rooms as there is currently no IT solution to transfer either the call without blocking a 999 line or the incident, if one created.	England Ambulance Service / Essex Resilience Forum			
33.18 a	that the LFB develop policies and training to ensure better control of deployments and the use of resources.	Currently, crews and officers are taught through our existing policies / guidance on deployment, resources management and command and control. This is done through OCAT / Exercising / TTX / ICS revalidation.	Green	Emphasis to be given to Incident Command System revalidation on these elements and development through the suggested training package.	Ops Policy / Ops Delivery / L&D	This is ongoing and in our Business As Usual		business as Usual
33.18 b	that the LFB develop policies and training to ensure that better information is obtained from crews returning from deployments and that the information is recorded in a form that enables it to be made available immediately to the Incident Commander (and thereafter to the command units and the control room).	The Service de-brief procedures and policy are currently under review to improve the amount of debrief and quality of debriefs that we carry out against our operational incidents. This review will also consider how timely information is shared.	Amber	Review and share new policy for de-briefs.	Ops Assurance	Issue 33.18 b: 29th May 2020 Debrief policy review complete and now ready to share with SLT for approval prior to consultation with rep bodies. The revised ECFRS debrief policy has been aligned with current NOL guidance.	April 2020	
			Amber	Continue to support Essex Police ongoing initiative to introduce a multi-agency de-brief template. Version 1 is currently being consulted upon, which will cover de-briefing operational matters that fall outside of the-formal de-brief processes.	Ops Assurance / Essex Police / Essex Resilience Forum		TBC	
33.19	that the LFB develop a communication system to enable direct communication between the control room and the incident commander and improve the means of communication between the incident commander and the bridgehead.	Service Control staff can listen to radio traffic to try and gain information if telephony to the host control room is busy.	Amber	Review radio channels to consider how Service Control can have direct communication between the Control room and the Incident Commander and improve the means of communication between the Incident Commander and the Bridgehead.	Ops Policy	In progress	March 2020	

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33.20	that the LFB investigate the use of modern communication techniques to provide a direct line of communication between the control room and the bridgehead, allowing information to be transmitted directly between the control room and the bridgehead and providing an integrated system of recording FSG information and the results of deployments.	Service Control staff can listen to radio traffic to try and gain information if telephony to the host control room is busy.	Amber	Review radio channels to consider how Service Control can have direct communication between the Control room and the Incident Commander and improve the means of communication between the Incident Commander and the Bridgehead and providing an integrated system of recording FSG information and the results of deployments.	Ops Policy	Issue 33.20: 29 th May 2020 This can be achieved with the use of a dedicated priority phone link to control. Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action. Following the meeting feedback will be provided on progress and the June 2020 completion deadline.	June 2020	
33.21 a	that the LFB urgently take steps to obtain equipment that enables firefighters wearing helmets and breathing apparatus to communicate with the bridgehead effectively, including when operating in high-rise buildings.	ECFRS have moved over to digital radios to improve communications in high rise buildings.	Amber	Review de-briefs and carry out a survey for users to provide feedback on effectiveness of current fire ground radios.	Ops Policy / Technical Department / Ops Assurance	In progress	April 2020	
33.21 b	that urgent steps be taken to ensure that the command support system is fully operative on all command units and that crews are trained in its use	ECFRS ICU's currently have vector that should allow Incident Commanders access to information within a Wi-Fi bubble. This has been problematic in the past.	Amber	Review command support system and its effectiveness. To ensure it is fully operative on all command units and that crews are trained in its use.	Ops Policy		June 2020	
33.22 a	that the government develop national guidelines for carrying out partial or total evacuations of high-rise residential buildings, such guidelines to include the means of protecting fire exit routes and procedures for evacuating persons who are unable to use the stairs in an emergency, or who may require assistance (such as disabled people, older people and young children).	Awaiting nation guidance to update current policies and procedures.	Red	Review current policies and procedures when nation guidance is issued.	Ops Policy	Awaiting guidance	TBC	
			Red	As an interim develop a new collaborative training session around better management of crisis/suicidal callers for all blue light control rooms.	Service Control / Essex Police/ East of England Ambulance Service / Essex Resilience Forum		TBC	
33.22 b	that fire and rescue services develop policies for partial and total evacuation of high-rise residential buildings and training to support them.	ECFRS stay put guidance does allow flexibility to evacuate depending on the impact the fire is having within the building.	Amber	Develop a specific policy for partial and total evacuation of high-rise residential buildings and provide training to support it.	Ops Policy	Issue 33.22 b: 29th May 2020 Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action. Following the meeting feedback will be provided on progress and the June 2020 completion deadline.	June 2020	

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33.22 c	that the owner and manager of every high-rise residential building be required by law to draw up and keep under regular review evacuation plans, copies of which are to be provided in electronic and paper form to their local fire and rescue service and placed in an information box on the premises.	Not currently required and therefore nothing is in place.	Amber	We have no method of storing electronically, review and improve inter departmental sharing to enable this. Interim process allows for electronic plans to be sent in to ECFRS via email and stored.	TFS	Awaiting legislation changes to compel building owners to comply Awaiting data system to enable storage Inspecting officers to check when carrying out audits Business engagement manager post to inform businesses.	TBC	
33.22 d	that all high-rise residential buildings (both those already in existence and those built in the future) be equipped with facilities for use by the fire and rescue services enabling them to send an evacuation signal to the whole or a selected part of the building by means of sounders or similar devices.	Not currently carried out. Impact on Service by fielding questions being asked for opinion.	Amber	Pilot agreed in Southend-on-Sea at request of the building owner.	TFS	Not currently a legal requirement ECFRS working with building owner on a pilot in Southend Business engagement manager post to inform businesses.	TBC	
33.22 e	that the owner and manager of every high-rise residential building be required by law to prepare personal emergency evacuation plans (PEEPs) for all residents whose ability to self-evacuate may be compromised (such as persons with reduced mobility or cognition).	Consideration is required on how this will be enforceable, how and where the information is stored and then communicated between TFS and Ops. Current system doesn't enable this procedure to be carried out.	Amber	Review ICT solutions for recording and sharing PEEP plans.	TFS / Ops Policy	Awaiting legislation changes Linked to new data system Business engagement manager post to inform businesses.	TBC	
33.22 f	that the owner and manager of every high-rise residential building be required by law to include up-to-date information about persons with reduced mobility and their associated PEEPs in the premises information box.	Consideration is required on how this will be enforceable, how and where the information is stored and then communicated between TFS and Ops. Current system doesn't enable this procedure to be carried out.	Amber	Review ICT solutions for recording and sharing Personal Emergency Evacuation Plans.	TFS / Ops Policy	Linked to 33.10 d	TBC	
33.22 g	that all fire and rescue services be equipped with smoke hoods to assist in the evacuation of occupants through smoke-filled exit routes.	Currently do not have these for crews or appliances in Essex (LFB already use these).	Red	Contact LFB for initial guidance for Technical Services and develop policy and training for their use and integration within ECFRS. LFB guidance now shared with ECFRS. Training to be delivered through BA D&A sessions and training package created, recorded within current TASK LMS.	Technical services / Ops Policy / Ops Delivery / L&D	The procurement will be made via the DS190-16 Framework Agreement for Respiratory Protective Equipment. This product sits on an existing framework agreement established by Devon and Somerset FRS, which will facilitate a quicker procurement process. Update 17 th Feb 2020 Business case for smoke hoods has been approved by SLT for purchase of 280 x operational Drager Parat 5550 Fire Escape Hoods. In addition, the purchase of 80 x	Delivery of training dependant on technical and Ops policy delivery but is anticipated to be minimal. Estimated delivery by week commencing 30 th March 2020.	

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						<p>Parat Training Escape Hoods. The cost is: £37,948.65</p> <p>The lead times is approximately 4-6 weeks.</p> <p>Benefit: Four Drager Parat 5550 Fire Escape Hoods will be carried on each pumping appliance. Six Fire Escape Hoods will be carried on each ICU. In addition, sixteen spare units This will assist BA crews in the evacuation of occupants through any situation where smoke-filled exit routes are compromised. Minimal training required. Issue 33.22 g: 29th May 2020</p> <p>Escape hoods have been purchased. Stowage is currently being reviewed so fire appliances can carry the escape hoods. Once stowage has been agreed escape hoods will be distribution to stations. The estimated distribution period is July 2020. Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action. Following the meeting feedback will be provided on progress and the March 2020 completion deadline.</p>		
33.27	that in all high-rise buildings floor numbers be clearly marked on each landing within the stairways and in a prominent place in all lobbies in such a way as to be visible both in normal conditions and in low lighting or smoky conditions.	Reason for risk is that the Service doesn't currently enforce this. It would generate a vast amount of enquiries and consideration would be required on how we record and share the information.	Amber	Review options for recording and sharing the information held on each high rise.	TFS	<p>TFS inspecting officers to consider informing building owners of the new requirement.</p> <p>SSRI to be updated as and when a building conforms.</p> <p>Business engagement manager post to inform businesses.</p>	TBC	
33.28	that the owner and manager of every residential building containing separate dwellings (whether or not it is a high-rise building) be required by law to provide fire safety instructions (including instructions for evacuation) in a form that the occupants of the building can reasonably be expected to understand, taking into account the nature of the building and their knowledge of the occupants.	Reason for risk is that the Service doesn't currently enforce this. This would generate a vast amount of enquiries and consideration is required on how we record and share the information.	Amber	Review options for recording and sharing the information held on each high rise and other buildings containing separate dwellings.	TFS	<p>Awaiting legislation changes</p> <p>Business engagement manager post to inform businesses.</p>	TBC	
33.29 a	that the owner and manager of every residential building containing separate dwellings (whether or not they are high-rise buildings) carry out an urgent inspection of all fire doors to	This is likely to generate a significant number of enquiries. Fire Service will have to consider how to measure compliance and provide guidance to responsible persons and how the	Amber	Review staffing levels to handle enquiries and ICT solution for managing data and sharing information to ensure compliance.	TFS	<p>TFS to work with corporate comms on a media message</p> <p>Develop a storage system as part of the new data system</p>	TBC	

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	ensure that they comply with applicable legislative standards.	information will be recorded and shared.						
33.29 b	that the owner and manager of every residential building containing separate dwellings (whether or not they are high-rise buildings) be required by law to carry out checks at not less than three-monthly intervals to ensure that all fire doors are fitted with effective self-closing devices in working order.	Not currently carried out. This will generate multiple enquiries. Consideration on how the Service will ensure compliance, record and share information.	Amber	Review staffing levels to handle enquiries and ICT solution for managing data and sharing information to ensure compliance.	TFS	Linked to 33.10 d (may need additional support)		
33.30	that all those who have responsibility in whatever capacity for the condition of the entrance doors to individual flats in high-rise residential buildings, whose external walls incorporate unsafe cladding, be required by law to ensure that such doors comply with current standards.	This is currently evaluated on inspection and during visits by operational crews when carrying out TFS visits.	Green	Further training for Ops crews around TFS standards and inspection protocols for High rise buildings.	TFS / Ops Response	On-going as part of inspections under the RRO. Business as Usual	Complete	
33.31 a	that each emergency service must communicate the declaration of a Major Incident to all other Category 1 Responders as soon as possible.	Incident Commanders are provided with METHANE message cards and trained to understand the importance of sharing this information via JESIP principles and training.	Green	Review current procedures to ensure they are still effective and continue with JESIP multi-agency training days and exercises ensuring a balanced mix of blue-light service attendees. Also commit to ensure senior managers attend MAGIC courses at the Fire Service College from all Cat 1 and Cat 2 responders.	Ops Policy L&D (OCAT) / Essex Resilience Forum		TBC	
		In LFB the Police, Fire Brigade and Ambulance Service all declared a 'major incident' without telling each other or the council. Therefore, the need for a co-ordinated joint response was not appreciated early enough. We need to provide assurance that this will not happen in Essex. Currently this is tested via Essex Resilience Forum multi-agency exercises and multi-agency attendance at JESIP training days.	Green	Continuation of support for JESIP exercising to ensure multi-agency inter-operability and familiarisation. This includes Police assisting with ECFRS command courses at HQ.	Essex Resilience Forum / Essex Police / East of England Ambulance Service		TBC	
33.31 b	that on the declaration of a Major Incident clear lines of communication must be established as soon as possible between the control rooms of the individual emergency services.	Service Control regularly use the ES1 radio channel to communicate between Police, Fire and Ambulance control rooms when a bi or tri service response is required.	Green	Review current procedures to ensure they are still effective.	Ops Policy L&D (OCAT) / Service Control / Essex Resilience Forum /		TBC	

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					Essex Police / East of England Ambulance Service			
33.31 c	that a single point of contact should be designated within each control room to facilitate such communication.	Service Control regularly use the ES1 radio channel to communicate between Police, Fire and Ambulance control rooms when a bi or tri service response is required.	Green	Review current procedures to ensure they are still effective and ensure that a single point of contact is established within each control room to facilitate such communication.	Ops Policy L&D (OCAT) Service Control / Essex Resilience Forum / Essex Police / East of England Ambulance Service	Under review	March 2020	
33.31 d	that a "METHANE" message should be sent as soon as possible by the emergency service declaring a Major Incident.	Incident Commanders are provided with METHANE message cards and trained to understand the importance of sharing this information via JESIP. Service Control regularly use the ES1 radio channel to communicate between Police, Fire and Ambulance control rooms when a bi or tri service response is required.	Green	Review current procedures to ensure they are still effective.	Ops Policy L&D (OCAT) Essex Resilience Forum / Essex Police / East of England Ambulance Service	GC MOSAIC has a number of templates within it, these are time stamped and logged once they have been completed and this is shared with all within the operation.-	TBC	
33.32	that steps be taken to investigate the compatibility of the LFB systems with those of the MPS and the LAS with a view to enabling all three emergency services' systems to read each other's messages.	ECFRS control regularly use the ES1 radio channel to communicate between Police, Fire and Ambulance control rooms when a bi or tri service response is required. This is a well-practised procedure and is known by all Control room supervisors and watch managers. It is unlikely that technology will be able to provide access across systems due to the complexity of differing systems.	Amber	Review the impact of sharing data across Service with the Data Protection Act and GDPR regulations. Continually review new systems to explore the opportunity to share information across Services.	Service Control Ops Policy ICT / Essex Resilience Forum / Essex Police / East of England Ambulance Service		TBC	
33.33	that steps be taken to ensure that the airborne datalink system on every NPAS helicopter observing an incident which involves one of the other emergency services defaults to the National Emergency Service user encryption.	No procedure currently in place. The Police helicopter has the technology in the aircraft, but this is not currently in ECFRS control.	Red	Review the potential for sharing the airborne datalink system on every NPAS helicopter observing an incident which involves one of the other emergency services so that it can access the National Emergency Service user	Ops Policy / Essex Resilience Forum / Essex Police / East of England	Work in progress Issue 33.33: 29 th May 2020 Meeting scheduled 3rd June 2020 between Ops Assurance and Ops Policy to discuss progress of required action. Following the meeting feedback will be provided on any progress.	TBC	

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				encryption in collaboration with Essex Police.	Ambulance Service		
33.34	17.46 that the LFB, the MPS, the LAS and the London local authorities all investigate ways of improving the collection of information about survivors and making it available more rapidly to those wishing to make contact with them.	Emergency Planning meets regularly with other agencies in the Essex Resilience Forum and carry out exercises to ensure information is shared through Cat 1 and 2 responders in an emergency when required.	Amber	Consider a specific exercise to test current protocols within Essex Resilience forum.	Ops Policy / Emergency Planning / Essex Resilience Forum / Essex Police / East of England Ambulance Service		TBC