

Highlight Report



Name & Role	Operational Assurance and Assessment Manager Daron Driscoll
------------------------	---

Period covered:

Date from:	01/01/2020	Date to:	31/03/2020
-------------------	------------	-----------------	------------

Highlights / achievements this period

Station Audits

There were no planned Station Audits this quarter.

The audit process, due to start on 1st April 2020 has been postponed in line with Coronavirus control measures.

A review of the new station audit policy took place as part of the consultation process. This is now available on the intranet with additional supportive documents to allow crews to gain an understanding of the revised process.

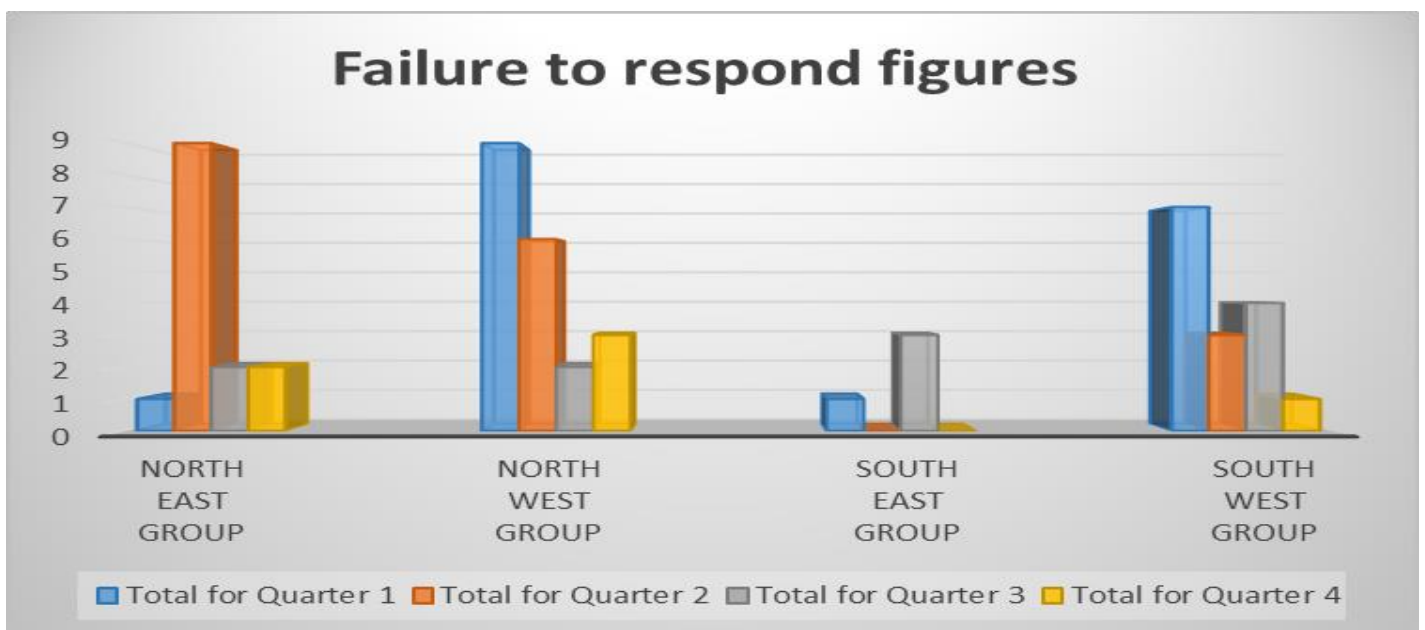
Failure to respond (FTR)

There were six FTR notifications this quarter, as notified by Service Control. This figure has reduced by two thirds over the course of the year. Challenges will continue to be made by managers to implement action plans

Three notifications were reported in February and three notifications reported in March.

The reported FTR's for this quarter (Q4.) were received from the following groups;

- NE group – two reports in February
- NW group – one report in February, two reports in March
- SE group - No FTR's recorded
- SW group – one report in March



	2019/20
	Total FTR's across all groups per quarter
Quarter 1	18
Quarter 2	18
Quarter 3	11
Quarter 4	6

Areas for improvement across the service are:

1. Reducing the time from mobilisation to notifying Control of FTR (average time being 11 minutes)
2. Reducing the time from mobilisation to first appliance in attendance (average time being 9 minutes)

Reasons given by crews for FTR

Alerter failure	SOR	SOR - FF	SOR - OIC	SOR - DR	Appliance defect	MDT/Main scheme radio
3	0	2	0	1	0	0

SOR - Shortage of riders (unspecified)

SOR FF - Shortage of riders firefighter

SOR OIC - Shortage of riders officer in charge

SOR DR - Shortage of riders driver

FTR – 19/02/2020 - incident number 118346 led to a 39-minute delay from the time of call to the first appliance attending. A Power outage in the Weeley area interrupted the mobilisation signal therefore, no system alarms were generated.

The average attendance times for FTR incidents is currently 9 minutes in 2020 however, three FTR incidents this quarter have seen mobilising times of 18, 28 and 39 minutes from time of call to the first appliance in attendance. Reducing these times across all groups will remain a focus point for the Operational Assurance department.

Monitoring Officer (MO)

In total, there were 55 mobilisations this quarter (Q4). There has been a slight increase in mobilisations this quarter and three non-returns recorded. All non-returns will be followed up with the individual's line manager to consider appropriate action plans.

	Current quarter	Previous quarter
MO mobilisations	55	46
Reports not required (please refer to table below for trends identified)	32	25
Reports expected	23	21
Reports received	20 (87%)	18 (85%)

Reports not required

Trends Identified	No
Stop sent before/on arrival	20
MO attended - nothing to report	12

Stop sent before/on arrival – breakdown by incident type	No
Transport – Aircraft	7
RTC/LGV – Persons Trapped	5
Fire – Persons Reported	3
Rescue from Water	3
Rescue from Unstable Surface	3
Fatal – Suspected Fatal	3
MP4+	3
RTC – Persons Trapped	2
Vehicle Fire	1

A review of the Monitoring Officer Policy through consultation is now complete. The revised policy provides additional support to L1 incident commanders at all RTC incidents where person's trapped are confirmed.

Emphasising the requirements for monitoring officers to proceed at normal road speed after the STOP message will see an increase in monitoring officer reports and will provide additional operational learning in the closing stages of an incident.

Thematic Reviews

Gas Monitoring

A thematic review focussing on 'Incident Gas Monitoring' began at 09.00hrs on 27th January 2020 and is due to last for a period of three months. The review requires the mobilisation of a Hazmat Officer to all L1 and L2 structural fire incidents in order to retrieve fire gas data for analysis.

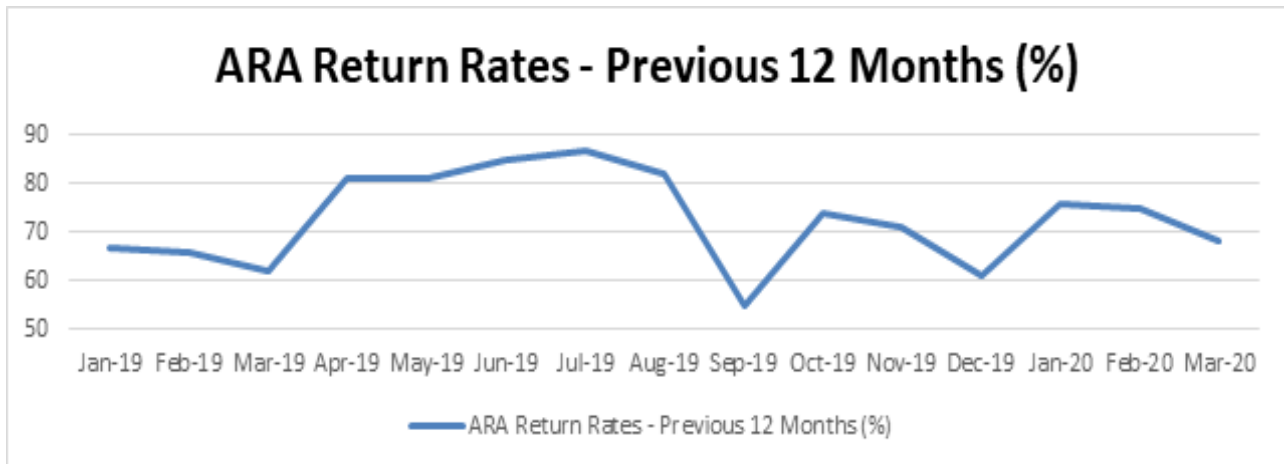
The purpose is to review the current levels of respiratory protection and hazard zone discipline at fire incidents with a view to assess the need to make gas monitors readily available at all three key stages of an incident. This will influence a safe decision making process on the required level of RPE.

The review has created 142 mobilisations during this period and generated 51 detailed reports by Hazmat Officers. This review finished at 09:00hrs on 28th April 2020 therefore, the figures provided are for this quarter only. The final figures will be produced in the OAG report Q1 2020/21.

Peer Support Officer Role

The current Incident Command Thematic Review and use of a Peer Support Officer Role is due to end on May18th. Following the success of this role in supporting our newly promoted level 2 flexi officers, the service is reviewing the need to establish this as an ongoing role and will be consulting all appropriate stakeholders going forward. Further guidance will be issued in due course.

ARA's



Previous Quarter (Q3)		Current Quarter (Q4)	
October 2019	74%	January 2020	76%
November 2019	71%	February 2020	75%
December 2019	61%	March 2020	68%

Return rates for January and February remained similar at 76% and 75% respectively. Although March saw a slight drop over the three month period, this is still an improvement compared to final month of Q2 (Sept 19) and Q3 (Dec 19).

In addition, compared to the same quarter last year (2018-2019), the return rates have improved significantly.

This is encouraging however; we continue to consider ways to improve the return rates. There is a consistent loss of returns of approximately 25-30% each month with the third month of each quarter falling marginally.

We have tried numerous approaches through 2019/20 to improve these figures by -

- Forwarding quarterly reports to line managers for action
- Re-publishing ARA guidance to ensure individuals were comfortable with completing an ARA
- Implementing a refresher process through OCAT incident command verifications
- Emphasising the importance of returns through Service weekly publications and the quarterly 'Station feedback' document

We will now implement a monthly review process within the department to analyse the areas of non-return in more detail to provide additional support to managers. This will also allow us to gain a better understanding of the reasons behind the loss of returns to consider our approach to improving our health and safety returns.

Debriefs

Industrial Chemicals

The service have conducted a three stage debrief process for this incident, the first debrief was chaired by Area manager Danny Bruin with the last being independently chaired by ACFO Jon Anderson of Cambridgeshire Fire and Rescue Service.

The multi-agency debrief has been postponed and will commence following the lifting of the Coronavirus restrictions.

As part of the debrief re-structure, a new debrief process was trialled for the 'Industrial Chemicals group' incident which occurred on 6th January 2020. The new process allowed for improved integration and shared learning from all emergency services and has produced a structured interim summary debrief report to align with National Operational Guidance best practice.

Debrief Type	No
Operational/Hot	21
Tactical - Exercise	5
Tactical - Incident	9
Cross Border	3 x Suffolk, 1 x Cambridge, 1 x London
Strategic – Incident	1
JESIP	3

Command	Tactical Exercise	Tactical Incident	FB272 Return Rate
NE	1	3	65%
NW	1	0	50%
SE	1	2	54%
SW	2	4	52%
OTB	0	5	N/A *

We are continuing to consider ways to improve debriefing methods to encourage a greater number of returns to influence operational learning. This will include: -

- A review of the way that we capture operational learning
- Confirmation of the requirements to provide a return or nil-return
- Greater emphasis on the areas of non-return and the implementation of action plans by managers

* - Due to a breakdown in debrief review procedures, debrief request forms were not sent out to ECFRS personnel for over the border (OTB) incidents this quarter. The anomaly has been identified and a process has been implemented to improve the learning for future OTB incidents.

Exercises

There have been six exercises conducted this quarter in the following locations:

North East – 1 (Burnham on Crouch)

North West – 1 (Harlow)

South East – 2 (Southend x1, Rayleigh Weir x 1)

South West – 2 (Grays x 1, Corringham x 1)

Joint Operational Learning (JOL)

Lessons Identified (LI) - There were no 'Lessons Identified' submitted through Joint Operational Learning this quarter.

Notable Practice (NP) - There were four 'Notable Practice' documents issued during this period relating to: -

- NP02610 - Use of volunteers to assist with flooding incidents
-
- NP02612 – The use of the Environment Agency flood action plans via Resilience Direct to support flooding incidents
-
- NP02613 - The use of (M)ETHANE message for all informative messages to support the JESIP Joint decision-making model.
-
- NP02617 – The use of multi-agency drop-in centres to enable questions to be answered across all services in one place.

National Operational Learning (NOL)

NOL notifications fall into two categories, those requiring service action and those provided for information only. There was one ‘Action note’ and twenty-seven ‘Information notes’ submitted this quarter. Each of the published notes have been made available to crews via a new National Operational Learning (NOL) tab within operational information. Of the 27 information notes issued, 17 were received in January and 10 were received in February.

Action note - 20190813-2023 – A – (Sub Surface water rescue)

This action note provides guidance to Fire and Rescue Services regarding the correct classification of water rescue incidents and, sub-surface water rescue incidents. The HSE provides guidance to confirm that sub-surface water rescues should **not** be classified under ‘Operational discretion’ as it is foreseeable that crews may be called to water rescue incidents, where the casualty has become submerged. Fire and Rescue Services are tasked with ensuring that sufficient training, equipment and guidance is available to deal with such an incident.

In order to provide assurance to the service that we meet the national standards to effectively deal with all elements of swift water rescue, a service ‘Gap analysis’ is being set up in conjunction with a ‘Water rescue steering group’. This will enable us to review our current equipment and procedures in line with national guidance.

Key Risks (problems and opportunities predicted, not occurring)	Mitigating actions – how to prevent a problem or develop an opportunity

Key issues (problems occurring now – needing action)	Actions required e.g. decisions needed