

Protection Improvement plan peer review action plan

BACKGROUND

ECFRS commissioned Hertfordshire Fire and Rescue Service to carry out a peer review of the Protection Improvement plan in November 2020. The scope of the review was for them to carry out an independent peer review of the activity ECFRS have carried out in response to the recommendations outlined in the HMICFRS areas of concerns for protection. They reported back on the 29th January 2021 having provided a document review of the following documents:

PIP

RBIP

Enforcement policy

Grenfell gap analysis

ECFRS Protection strategy

Protection improvement plan tracker.

The following recommendations were identified and reported back.

Recommendations

- 1) Provide further evidence for the enhancement of the sharing of information and expectations to businesses. This may be by way of an external communications plan.
- 2) Clarify & evidence provision of Out of Hours FP cover.
- 3) Include some commentary within the Protection Strategy to explain sufficiency of resources or planning to enhance this. This would give better clarity as to how ECFRS are going to achieve parity with the NFCC Competency Framework which HMI will use a benchmark.
- 4) Outline clear objectives & target figures for audit activity in order to evidence the ability to meet these.
- 5) Create links to the HR policy/people strategy for Fire Protection.
- 6) Supply and/or provide clear link to Quality Assurance Policy for all audit activity.
- 7) Outline clear objectives & rationale for enforcement activity in order to evidence the ability to increase this activity.
- 8) Provide further evidence for the enhancement of pro-active engagement with businesses to promote fire safety. This may be by way of an external communications plan

Recommendation	Actions	Owner	Delivery Date
Provide further evidence for the enhancement of the sharing of information and expectations to businesses.	Develop a communications plan to share with customers.	AM Palmer/Corporate comms.	31/05/2021
Clarify & evidence provision of Out of Hours FP cover	Rebalance the flexi duty rota and make best use of staff we already have.	GM Eaglestone	31/05/2021
	Establish an out of hours system for day duty fire safety officers.	GM Earwicker	28/02/2021
Include some commentary within the Protection Strategy to explain sufficiency of resources or planning to enhance this.	This is included in the staff succession planning currently and will be picked up in the annual review of the Protection strategy.	AM Palmer	31//12/2021
Outline clear objectives & target figures for audit activity in order to evidence the ability to meet these.	Set a performance target in the monthly, quarterly and annual performance reports. To be monitored at 1/4ly P and P board.	AM Palmer	01/04/2021
Create links to the HR policy/people strategy for Fire Protection	Restructure of the Protection function then embed this into the service people strategy	AM Palmer	31/07/2021
Supply and/or provide clear link to Quality Assurance Policy for all audit activity.	Embed the Quality Assurance Process within Protection activities	GM Earwicker	31/03/2021
	Create a recording and reporting process to enable activity to be monitored and	AM Palmer	31/05/2021

	action taken to resolve.		
Outline clear objectives & rationale for enforcement activity in order to evidence the ability to increase this activity	Review the Enforcement policy to include clearer objectives and rationale.	AM Palmer	28/02/2021
Provide further evidence for the enhancement of pro-active engagement with businesses to promote fire safety.	Investment in the Essex Chamber of commerce. Comms plan to utilise the connections already in existence and enhance partnership working with other agencies and Businesses	AM Palmer Corporate Comms	31/05/2021