



<b>Meeting</b>	<b>Service Leadership Team</b>	<b>Agenda No.</b>	<b>4c</b>
	<b>Performance &amp; Resources Board</b>		14
<b>Meeting Date</b>	<b>13 April 2021</b>		
	<b>26 April 2021</b>		
<b>Report Author</b>	Colette Black, Assistant CEO – People, Values and Culture		
<b>Presented By</b>	Colette Black, Assistant CEO - People, Values and Culture		
<b>Subject</b>	<b>Operational Training Strategy 2019-2022 Update</b>		
<b>Type of Report</b>	Information		

## RECOMMENDATIONS

The Performance and Resources Board is asked to note progress against delivery of the Operational Training Project which is within the Operational Training Strategy.

## BACKGROUND

The purpose of the approved Operational Training Strategy is to ensure that the Service has a competent operational workforce and that we can provide assurance of that competence and deliver the priorities described in our Fire and Rescue Plan via its three pillars: training, assessment, and verification. We continue to work to achieve the same strategic direction and core principles.

To support delivery of the strategy, the Operational Training – Assurance & Delivery 2019-2022 project was initiated and approved by the Change Board in September 2019 with a budget of £1,400,000. The project has six workstreams and is subject to the scrutiny and governance of the Learning & Development Steering Group. Monthly reporting continues to show each workstream as delivering and 'on track'. A summary of progress against the project is shown in **Appendix 1**.

## OPTIONS AND ANALYSIS

### Operational Training Project

The 6 project workstreams will complete by 30 June 2021. Progress of the majority of workstreams is on track and shown in **Appendix 1**.

## **BENEFITS AND RISK IMPLICATIONS**

The Operational Strategy is directly linked to strategic risk 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.'*

And also, strategic risk SRR150020:

*'The Service does not provide training to ensure that staff have the skills required to provide an effective operational response to the Essex public and ensure the safety of operational staff in line with the health & Safety at work act, The Service does not provide training to ensure that all employees have the skills to carry out their roles.'*

This risk is cross referenced to SRR150014:

*'There is a risk that through action or non-actions by the Service, there is a fatality of a member of staff or the public'*

The Operational Training Strategy and the investment and governance arrangements made into operational training ensures that our service offering addresses these strategic risks. All operational training has been risk assessed in line with government guidelines in relation to the pandemic and appropriate controls measures have been implemented.

## **FINANCIAL IMPLICATIONS**

The project continues to operate within budget.

## **EQUALITY AND DIVERSITY IMPLICATIONS**

Any change to training is subject to Equality Impact Assessments. We want to ensure that all processes are inclusive and transparent.

Is this decision anticipated to have an impact on any of the following protected groups as defined within the Equality Act 2010:

Race	No	Religion or belief	No
Sex	No	Gender reassignment	No
Age	No	Pregnancy & maternity	No
Disability	No	Marriage and Civil Partnership	No
Sexual orientation	No		

## **WORKFORCE ENGAGEMENT**

Operational Training is a standard agenda item at each of our JNCCs with representative bodies. These forums, together with the Learning and Development Steering Group and the Advisory group are our key engagement mechanisms.

## **LEGAL IMPLICATIONS**

The Fire Professional Framework (FPF) details nine core operational areas of competence, which are defined in Fire Service National Operational Standards (NOS).

By ensuring and evidencing that our personnel are competent in each of these areas, we can deliver on our legal responsibilities as part of the Fire and Rescue Service Act 2004, Civil Contingency Act 2004 and the Health and Safety at Work act.

## **HEALTH AND SAFETY IMPLICATIONS**

ECFRS has a duty to protect the health, safety and welfare of our employees and other people who might be affected by their business. We must do whatever is reasonably practicable to achieve this; this includes training. Failure to deliver this strategy would have implications for the health and safety of our operational staff and placing the Service at risk should an injury or death occur.

The welfare of all parties is being reviewed as part of the ongoing review of risk assessments in respect of all OTD service deliverables.

## Project Overview January 2021

Workstream	Ref No.	Product	Status	Progress	Target date	Commentary
1 - Assurance of Competence	1.1	Train the Trainer Course delivered	On track	60%	30-Jun 2021	2-day course being split to provide flexibility and higher attendance; elements being redesigned to deliver via Teams due to COVID-19. Progress good.
	1.2	Assessor Course delivered (WM)	On-track	80%	30-Jun 2021	Course changed to online delivery. Good feedback received. Progress good.
	1.3	Verifier Course delivered (SM)	Complete	100%	30-Sep-2021	All Station Managers are now trained as verifiers. This is a key part of our 'local delivery' model.
	1.4	Core Skills (CSAP) Phase 1	Complete	100%	31-Dec-2019	
	1.5	CSAP Phase 2 Delivered	On-Track	98%	30-Jun 2021	Mop up sessions scheduled
	1.6	CSAP Phase 3 designed and programmed	On-Track	90%	31-Mar-2021	Policy & process published and pilots complete. Scheduling in progress

<b>2 - Delivery of Operational Training Plan</b>	2.1 - 2.5	Options/recruitment trainers and support trainers/service delivery review	Complete	100%	31-Aug-2019	Recruited to approved roles: 4 x Group Trainers (key to local delivery and Core Skills Assurance work), 1 x BA Instructors (key to having multiple venues and flexible training times, Multiple support trainers (key to flexible training times), 1 x Project Manager, 1 x Administrator for Core Skills Assurance Programme, 1 x Property Surveyor (key to delivery of BA refurbishments)
	2.6	L&D Policy	Complete	100%	31-Dec-2020	Policy review complete, awaiting final consultation outcome.
	2.7	QA Framework	Complete	100%	31-Mar-2021	Policy review to be further explored including external QA potential.
	2.8	Three-year planner	On-Track	100%	31-Mar-2021	This has been completely reviewed to ensure delivery aligns to COVID-19 safe risk assessments. All courses are planned in.
<b>3 - Communication and Change</b>	3.1-3.4	Project Brief/Project PID/Risk Management plan/Governance arrangements	Complete	100%	31-Aug-2019	The PID has been updated to reflect the 6-month extension of the project approved at Change Board.
	3.5	Comms & engagement plan	Complete	100%	31-Aug-2019	Ongoing communication in place.
	3.6	Highlight report	Complete	100%	31-Aug-2019	Monthly highlight reports ongoing and presented to the Steering Group.
	3.7	Project Closure report	On-Track	0%	30-Sep-2021	This report will be scrutinised by the L&D Steering Group and the Change Board prior to formal closure of the project.

	3.8	Target operating model	Complete	100%	31-Dec-2020	The ongoing strategy will be to fully fund the additional roles beyond the closure of the project.
<b>4 - Review and upgrade of training facilities</b>	4.1 - 4.3	4.1 Research & Options, Decision Papers, Procurement Plans	Complete	100%	31-Mar-2020	WS4 is fully complete with refurbishments now being managed by property services.
	4.4	4.4 Initiate facility refresh & review	Complete	100%	01-Jun-2021	Orsett Hot fire facility upgrade is complete.  Phase 1 - Grays/Southend/South Woodham completes April 2021. Phase 2 - Braintree/Brentwood/Chelmsford completes June 2021. Phase 3 - Clacton/Harlow/Saffron Waldon completes October 2021.
		Initial project brief completed – refurbishments now with property services	On-track	30%	October 2021	As above.
<b>5 - Casualty Care</b>	5.1	5.1 Casualty care delivery phase 1	On-Track	82%	30-Jun-2021	Original delivery date extended by 3 months due to the pandemic. Course redesigned to be covidsafe using mannikins requiring £50,000 further investment.
	5.2	5.2 Procurement process	Complete	100%	30-Sep-2019	Current provider is Cipher.
	5.3	5.3 Handover to L&D	Complete	100%	31-Mar-2020	A further tender process will be required Sep 21, although we do have the option to extend

						which would currently be supported based on learner feedback.
	5.4	5.4 Monitoring Process	Complete	100%	31-Dec-2020	Regular review meetings scheduled; 60 new casualty care kit bags now delivered. Course aligned to EEAST working practises.
<b>6 - Training Library Review</b>	6.1	6.1 Library Update	Complete	100%	08-May-2020	WS6 is fully complete. All existing products refreshed. New products being created as part of business as usual.
	6.2	6.2 NOG alignment/gap analysis of training products	Complete	100%	05-Aug-2020	All of the training products reference NOG.
	6.3	6.3 Intranet Review & Refresh	Complete	100%	08-May-2020	Completed.
	6.4	6.4 SharePoint L&D site set up * called Ops Training as per intranet A-Z	Complete	100%	08-May-2020	All published content has been updated and put in the new A-Z. Next steps will be aligning to NOG working with Ops Policy.
	6.5	6.5 Library Maintenance process	Complete	100%	08-May-2020	L&D coordinators have ownership of maintenance; document management and version control is via SharePoint.

