

Action Plan - Gap analysis for Grenfell

Quick analysis: Grenfell Tower Inquiry: Phase 1 report recommendations – ECFRS Response - September 2020

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	Links to NFCC themes	
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.	Amber	Prepare process for management of data in line with national guidance	Protection	<p>ECFRS are progressing along the agreed time-line for the building risk review which enable the service to collect data on high rise buildings and the EWS.</p> <p>Site Specific Risk information is being updated for all High-rise premises that have an unknown cladding risk.</p> <p>All data is stored on CFRMIS for sharing across departments.</p> <p>Ensure that the audit process captures this information.</p> <p>The law to underpin this requirement (Building Safety Bill) is currently going through parliament. It is not uncommon for those responsible for buildings to be unaware what materials their premises are made of, so it is not a simple exercise. Any premises Protection are aware of is notified to local stations and Station Commanders.</p>	December 2021	<p>Financial Implications Yes /No If yes provide details below.</p> <p>No (absorbed into current capacity with exception of data management system)</p>	Premises information
			Red	Make information available to crews to assist with premises inspections/revisits/risk information and operational incidents	Ops Policy	<p>Currently risk information is available to all crews via Mobile Data Terminal's (MDT's) and Service Intranet.</p> <p>The Service is replacing existing Customer Relationship Management (CRM) system with a new system being Cambridge Fire and Rescue Management Information System (CFRMIS) which will enable all risk information collated by the service to be displayed to all personnel electronically both and locally and remotely.</p>	July 2021		Premises information
			Red	Ops policy to update associated risk information	Ops Policy	When risk information is received from operational personnel, information is updated onto both MDT's and Service Intranet.	Complete		Choose an item.

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			Red	Risk information updated by Ops Policy	Ops Policy	Linked to sub section above, as and when risk information is updated by operational crews, Ops Policy will update the relevant information across all Service devices.	Complete		
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 u 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.		Choose an item.
			Green	Site Specific Risk Information (SSRI) continue with inspection programme under op risk in line with current inspection programmes by watch based personnel.	Ops policy/ Ops delivery	SSRI's contain additional information to include details of any premises that have cladding. Inspection programme is managed both at local level within Station Business plans and centrally on a main data base. Reviews are conducted on an annual basis and/or as and when changes occur and all submitted SSRI's are quality assured prior to publication.	Complete	No	Premises information
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	The Service has signed an agreement to work collectively as a region (Essex, Suffolk, Bedfordshire, Hertfordshire, Cambridgeshire and Norfolk) to align policies associated with 'fires in tall buildings' and be compliant with National Operational Guidance (N.O.G.). This work is part of a wider workstream within ECFRS to be N.O.G. compliant within 24 months Fires in buildings, which includes 'Fires in Tall Buildings' (high rise) was the first product pack and a strategic gap analysis and training pack have been completed. Implementation of the fires in tall buildings is anticipated to be in place by July 2021. This work will include the reviewing of current ECFRS high rise procedures and potentially adopt a regional approach.	July 2021	YES WM secondment for two years for National Operational Guidance	Command and Control
			Green	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 information is updated annually or as and when changes have been communicated.	Complete		Premises information

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			Green	Include updated guidance to crews on Provision of Risk Information System (PORIS).	Ops Policy / L&D	Guidance has been completed and is implemented via PowerPoint presentation to all operational personnel and recorded on individuals Task.	Complete		
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 Generic Risk assessment (GRA) 3.2.	Ops Policy	Following SSRI visits risk information is updated annually or as and when changes occur. Process for recording familiarisation visits will be considered in the review and are currently managed locally (stations).	Linked to 33.11 a	NO	Consistency
			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 during rescheduled meeting linked to above sub action. Operational and Community Risk Teams ensure that all high rise are visited though 7.2.d process and each has an SSRI which includes evacuation strategies. All existing risk information will be migrated across to CFRMIS July 2021.	July 2021		Consistency
			Green	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	PORIS guidance has been reviewed and published.	Complete		Premises information
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 floor of the building identifying the location of key fire safety systems.	This isn't a current requirement for building owners. Our new system (CFRMIS) has the ability to store and record electronic plans.	Green	Consider options for holding and disseminating building plans.	Protection	New Recording system can store electronic plans. Responsible persons are informed of the need to do this at time of audit/inspection. Currently not a legal requirement due to order still going through parliament. When it does become legally binding we have the infrastructure in place to deliver.	Complete	NO Included in the Data management system.	Premises information
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 / Protection/ Risk Managers	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	No	Choose an item.

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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. Our current system CFRMIS, has the ability to store plans and share to MDTs.	Amber	AM Ops Delivery and AM Prevention are in discussion about the ability to share info between departments as a necessary function.	Protection	New software solution live on the 1 st September this will facilitate greater sharing of plans with Ops Crews. We are currently developing a training plan for Operational crews to use the new system. Current solution to this area is enhanced comms between both functions. This is working and enhancing the ability for all departments to share information.	Oct 2021	YES. Training for on call firefighters.	Premises information
.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.	Protection	CFRMIS is the reporting system that enables this.	October 2021	NO Linked to the DMS	Premises information
			Amber	Once TFS info is available to be shared with crews and update MDT.	Ops Policy	Annual SSRI reviews for high rise buildings is in place in ECFRS. The familiarisation of local high rises is overseen by local Station Mangers. With the introduction of CFRMIS data will be able to be shared between Operations and Technical Fire Safety through Service tablets and MDT's.	July 2021		Premises information
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.	Amber	TFS needs to formulate an action to be able to receive this information, store it and disseminate as needed and required for operational crews.	Protection	Linked to 33.13 a CFRMIS Enables this.	October 2021	No linked to DMS	Premises information
			Red	Once TFS information is available to be shared with crews and update MDT.	Ops Policy	Linked to 33.13 a	July 2021		Choose an item.
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	Amber	Review procedures for communications between Control rooms and the Incident Commander.	Ops Policy Service Control	The use of ES01 Talk group on Airwave radio was an outcome of the ECFRS Kerslake workshop and is being promoted as Business As Usual 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. Although licences are in place, AIRBOX is the main option to replace Vector and link to SharePoint for decision logging. In addition, Ops Policy and Fleet are to agree feasibility of extending life of existing ICU vehicles to support refurbishment. A Incident Command Unit (ICU) working group started on 28 th August 2020 and is creating a user specification linked with the	July 2021 September 2021 June 2021 user spec	Yes, cost of refurbishment of ICU's and replacement for Vector	Command and Control

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		information if telephony to the host control room is busy.				COSMOS project board. intention of the Cosmos programme to implement a new IC software solution that (i) utilises the tablets on appliances that Cosmos has delivered; and (ii) integrates with whatever new System that we have. For this reason the Cosmos Board have agreed to start the procurement process for new IC software (along with our MDT software) once our new CR System supplier is known and contract has been awarded (target May 21).			
						Control are awaiting the outcome of the working group.			
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	SM Control Training is in discussion with OCAT Lead to understand how best to introduce this element into the ICV training and SMMI, WMMI & CMMI training courses.	July 2021 Delivery of courses is delayed due to COVID pandemic.	YES 50% of the Service control training manager post.	Choose an item.
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	Control staff are pro-actively attending Operational exercises to gain shared learning to understand requirements of Incident Commanders at operational incidents. The SM Control Trainer is also working with SM at STC to deliver a Control overview and radio and messaging procedures.	July 2021 The delivery of the Control Overview etc. To new recruits has started with 5 sessions delivered to date.	YES 50% of the Service control training manager post.	Choose an item.
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	Amber	Review procedures for Service Control staff to be able to attend large and complex incidents to support the Incident Commander.	Service Control Ops Policy	In progress Ops update – linked with 33.14 a.	September 2021	.	Command and Control

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		control minimum crewing levels are 5 on days and 4 on nights. 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.				Secondary Control Ongar is available but it should be noted the site is being maintained as a clear and safe fallback during the current pandemic.	Completed Dec 2019	Additional salary for day staff working in control out of hours.	
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.	Amber	Review the use of tablets on appliance to explore if this can provide a viable solution.	Service Control ICT Ops Policy	Ops update – Ops policy is currently in talks with Control to replicate white board that annotates information relating to a high rise premises that will include number of floors, number of flats per floor, number of lifts and staircases. This will enable both operational crews and control to relay and document identical information relating to a high rise incident.	June 2021	Yes cost of white board.	Equipment
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	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.	July 2021		Choose an item.

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		<p>monitored by crews at an incident.</p> <p>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.</p> <p>The emphasis of communications between Control and Fire Ground need to be developed in relation to Stay Put and Operational Discretion emphasised.</p> <p>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.</p>	<p>Amber</p> <p>Amber</p>	<p>Review operational guidance for high rise and residential properties and create separate advice prompts.</p> <p>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.</p>	<p>Ops Policy</p> <p>Ops Delivery / L&D</p>	<p>Linked to 33.10 e</p> <p>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 via initial courses, maintenance days, evening development sessions and ICV's.</p> <p>Recording of evacuation processes are now annotated on all high rise premise SSRI's.</p>	<p>All officer will complete revised training by Jan 2021</p> <p>Complete</p>		<p>Choose an item.</p>
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 Control will co-ordinate the training package along with L&D Training package.	All control operative to complete training by July 2021	YES 50% of the Service control training manager post	Choose an item.
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 MAIT will enable the sharing of incidents between emergency service control rooms but it is not yet known whethe MAIT will allow for updates/messages etc. to be seen.	New system is scheduled for delivery in 2022	NO.	Choose an item.

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			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 Tests take place the 1 st Sunday of every month when prompted by EP FCR or EEAST Control. In addition to this ECFRS and EP FCR regularly share incident information etc. via the ES1 Talkgroup.	Complete		Choose an item.
			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	Essex Police FCR are stress testing their Chigwell Control Centre with a no-notice Op Plato exercise in October 2020. It is hoped that ECFRS Control will be able to attend as observers however this is subject to COVID regs. Further work will take place regarding collaboration/exercising moving forward. JESIP training has been postponed in ECFRS due to the COVID pandemic but new dates are now being released by L&D	July 2021		Choose an item.
33.17	that the London Ambulance Service and the Metropolitan Police Service review their protocols and policies to ensure that their operators can identify FSG calls (as defined by the LFB) and pass them to the LFB as soon as possible.	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. 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	Jointly review protocols and policies to ensure that Police and Ambulance operators can identify 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.	Service Control / Essex Police / East of England Ambulance Service / Essex Resilience Forum	There is currently no mechanism to allow a call to be passed from one Control room to another and it is not clear as to whether this is technically possible. This will be explored.	July 2021	NO	Choose an item.
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 evidenced in Incident Command verifications at levels 1 through to 4.	Complete	NO	Consistency

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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	Debrief policy amended and aligned to NOG. Debrief policy is being consulted on with rep bodies. Go live scheduled for April 2021	July 2021	NO	Debrief/Learning
			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	ECFRS have produced a draft multi-agency debrief template which has been shared with Essex Police (EP) Collaboration team and East of England Ambulance Service (EEAS). Feedback has been received from EP. We are awaiting a response from EEAS. This will be chased ASAP. A debrief multi-agency contact template is now available to all ECFRS staff. A multi-agency debrief strategy has been instigated by Ops assurance. The initial focus is Service Control collaborative working.	July 2021		Debrief/Learning
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/Control	Linked to 33.11 a	July 2021	NO	Equipment
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/Control	This action is linked with 33.14 a, although utilising Ess channels on Airwave will enable direct communications between control and the incident ground	July 2021	NO	Equipment
33.21 a	that the LFB urgently take steps to obtain equipment that enables firefighters wearing helmets and	ECFRS have moved over to digital radios to improve	Amber	Review de-briefs and carry out a review for users to provide feedback on effectiveness of	Technical Department /	In progress	June 2021	NO	Equipment

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	breathing apparatus to communicate with the bridgehead effectively, including when operating in high-rise buildings.	communications in high rise buildings.		current fire ground radios. This is linked to NOL action note 20171207-001 to improve cross border communications.	Ops Assurance	User survey to be produced and forwarded to all operational crews. Not started. Testing of Fireground radio compatibility (digital/analogue) between neighbouring Services has begun. Testing, feedback and publication of results complete for London and Cambridgeshire. Awaiting results from Hertfordshire, Suffolk and Kent.			
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	This action is linked with 33.14 a	July 2021	YES cost of refurbishment of ICU's	Equipment
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.	Amber	Review current policies and procedures when nation guidance is issued.	Ops Policy	Linked with 33.11 a under NOG implementation. Fire in tall buildings is the part of the first of twenty one product packs to be developed regionally. This work has been completed regionally and is due to be implemented into Essex on new SharePoint platform by July 2021. Within 'Fires in Tall buildings' operational information note stairwell protection teams will be equipped with door smoke curtains that will assist in preventing smoke and fire gases entering the stairwell from the fire compartment or and floor. The Service is purchasing 6 smoke curtains to be placed at the 3 training venues and will enable initial training/introduction to all operational personnel to commence as of June 2021 with a target of all personnel having received training by April 2022. 2 stations will pilot smoke curtains and exercise their use prior to Service wide release.	July 2021 April 2022	YES WM Operational Guidance secondment	Evacuation
			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	ECFRS have previously undertaken training with The Samaritan's around crisis/suicidal callers. This is being looked at once again with L&D alongside a possible link with Essex Police. COVID has meant no joint training has been available in 2020 year.	July 2021		Choose an item.
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	Linked with 33.11 a, and alignment to N.O.G. This is complete as all SSRI's for high rises now have annotated evacuation strategies as of 28 th August 2020.	July 2021 Complete	YES WM National Operational Guidance	Evacuation

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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.	Protection	Awaiting legislation changes to compel building owners to comply. New Data management system went live on the 1 st September this enables us to store information and share it. Inspecting officers check as part of the audit that evacuation plans are in place.	October 2021	NO Linked to DMS	Premises information
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.	Protection	Not currently a legal requirement ECFRS working with building owner on a pilot in Southend work ongoing Business engagement manager post to inform businesses. Role will be to develop relationships with Businesses and local partners and develop engagement events. Pilot in Southend due to commence December 2020. ECFRS working with the site.	October 2021	NO	Evacuation
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.	Protection / Ops Policy	Awaiting legislation changes Linked to new data system which went live 1 st Sept. DMS has the ability to store and disseminate information. Business engagement manager post to inform businesses.	October 2021	NO linked to DMS	Evacuation
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.	Protection / Ops Policy	Linked to 33.10 d	December 2021	No Linked to DMS	Evacuation
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.	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.	Delivery of training dependant on technical and Ops policy delivery but is anticipated to be minimal. Estimated delivery by week	YES Smoke hood and smoke curtain procurement	Equipment

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				Training to be delivered through BA D&A sessions and training package created, recorded within current TASK LMS.		<p>Update 17th 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 Parat Training Escape Hoods. The cost is: £37,948.65</p> <p>The lead times is approximately 4-6 weeks. 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 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> <p>Escape hoods have been purchased, stowage has been arranged and are now in service</p>	commencing 30 th March 2020.		
						Complete			
						Complete			
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. New system implemented to store and share information.	Protection	<p>Protection inspecting officers to inform building owners of the new requirement.</p> <p>SSRI to be updated as and when a building conforms. Protection teams to share with Ops teams.</p> <p>Business engagement manager post to inform businesses.</p>	October 2021	No Linked to DMS	Evacuation
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	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.	Protection	<p>Awaiting legislation changes</p> <p>Business engagement manager post to inform businesses.</p>	October 2021	Yes cost f business engagement manager post.	Evacuation

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	the nature of the building and their knowledge of the occupants.								
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 ensure that they comply with applicable legislative standards.	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 information will be recorded and shared.	Amber	Review staffing levels to handle enquiries and ICT solution for managing data and sharing information to ensure compliance.	Protection	Communications plans developed with the Chamber of Commerce. Funding provided to corporate comms to deliver significantly enhance comms. New DMS went live in Sept 2020 which enables storing and sharing of information. 17.7 new members of staff recruited since January 2020.	May 2021	Yes Chamber of commerce funding to increase links with business community.	Compartmentation
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.	Protection	Linked to 33.10 d (may need additional support)		No linked to DMS	Compartmentation
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.	Protection/ Ops Response	On-going as part of inspections under the RRO. Business as Usual Whole time operational crews have been trained in the new inspections they are required to carry out in line with the new RBIP. Form updated and uploaded to CFRMIS.	Complete	Yes on-call firefighter training.	Compartmentation
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. 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	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.	L&D (OCAT) / Essex Resilience Forum		TBC	YES 3 Area Managers and head of Emergency planning attending MAGIC course.	Choose an item.
			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		Choose an item.

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		multi-agency attendance at JESIP training days.							
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.	L&D (OCAT) / Service Control / Essex Resilience Forum / Essex Police / East of England Ambulance Service	The use of ES1 to share information between the 3 emergency services has been in place for at least 2 years and was used successfully at the recent ICL incident in Grays.	Complete for ECFRS	NO	Choose an item.
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	Within ECFRS it is the responsibility of the OiC in Control to monitor and respond to communications shared via the ES1 group.	March 2020 Complete for ECFRS	NO	Choose an item.
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.	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	NO	Choose an item.
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.	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	ECFRS currently report non-critical incidents to EP FCR via an electronic form. There is no system available to allow the sharing of information/reading of messages across all three services. I am unaware of how this would be achieved without the introduction of a tri-service	Delivery of new systems scheduled for 2022	NO	Choose an item.

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		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.			/ East of England Ambulance Service	national system. MAIT allows for incident transfer only. The project to replace our current control systems is looking at all possible opportunities to enable better collaboration between the three services.			
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 encryption in collaboration with Essex Police.	Ops Policy / Essex Resilience Forum / Essex Police / East of England Ambulance Service	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. Ops policy : This is complete, control now have direct access to footage as and when required.	Complete	NO	Equipment
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.	Emergency Planning / Essex Resilience Forum / Essex Police / East of England Ambulance Service		TBC	NO	Choose an item.