



Meeting	Service Leadership Team Strategic Meeting	Agenda no.	5
Meeting Date	11 January 2022		
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Presented By	Colette Black, Director of People Services		
Subject	Operational Training – Assurance of Competence		
Type of Report:	Information		
Action Point No.	N/A	For Publication	Yes

RECOMMENDATIONS

This report is for information only.

EXECUTIVE SUMMARY

This report, together with its appendices, provides data, insight and analysis regarding:

1. Compliance with mandatory operational training
2. Competence in core skills
3. Quality of training provision

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.

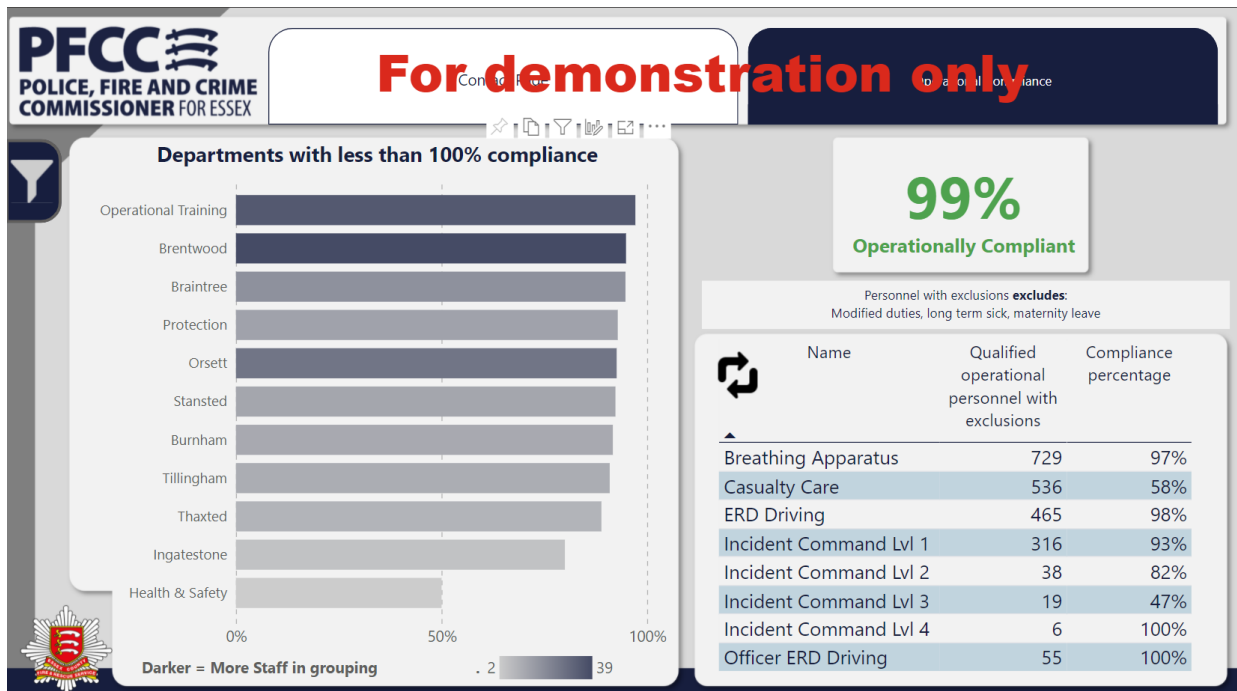
To date, our reporting has been focussed on delivery of the transformational Assurance & Delivery 2019-2022 project. The project has now closed and, as part of our ‘next steps’, the intention is for the reporting to move onto provide a greater level of data, insight and analysis regarding the competence of our operational workforce.

It is intended that this report will be provided quarterly for the review of SLT. The data contained within is available in ‘real time’ at any time via Power BI dashboards and PDR Pro.

OPTIONS AND ANALYSIS

1) Compliance with mandatory operational training

The data below can be viewed in real time via this link: [PFCC TrainingDemoCopy - Power BI](#). The data presented below is in the final stages of cleansing and so, whilst broadly representative, should not yet be relied upon for decision making. The data presented below is Service-wide and reflects centrally assessed training. When viewed in Power BI the data can be drilled down to individual areas.



Actions ongoing following review of data

- a) Casualty care – We are aware that casualty care provision needs to increase. Additional funding has been allocated and the following is in place:
 - With effect from January 2022, course dates are booked with provider to deliver 9 courses per month on a rolling program. These are booked for weekdays and weekends and are a mixture of 2-day initial courses and 1-day refreshers. We will be book in with crews focussing on those who haven't had any input followed by 1-day refreshers.
 - Cipher is due to complete Train the trainer courses for our Group Trainers who will be available weekdays, evenings, and weekends to attend stations to further deliver. This will be live by 31st March 2022.
 - Learn Pro – An updated trauma training package will be going live on LearnPro. This succeeds the current online PowerPoint that covers the input of the 2-day initial course.

- b) Incident Command Level 3 – This figure is inaccurate and relates to a data cleansing issue which is being resolved this week.

2) Competence in core skills

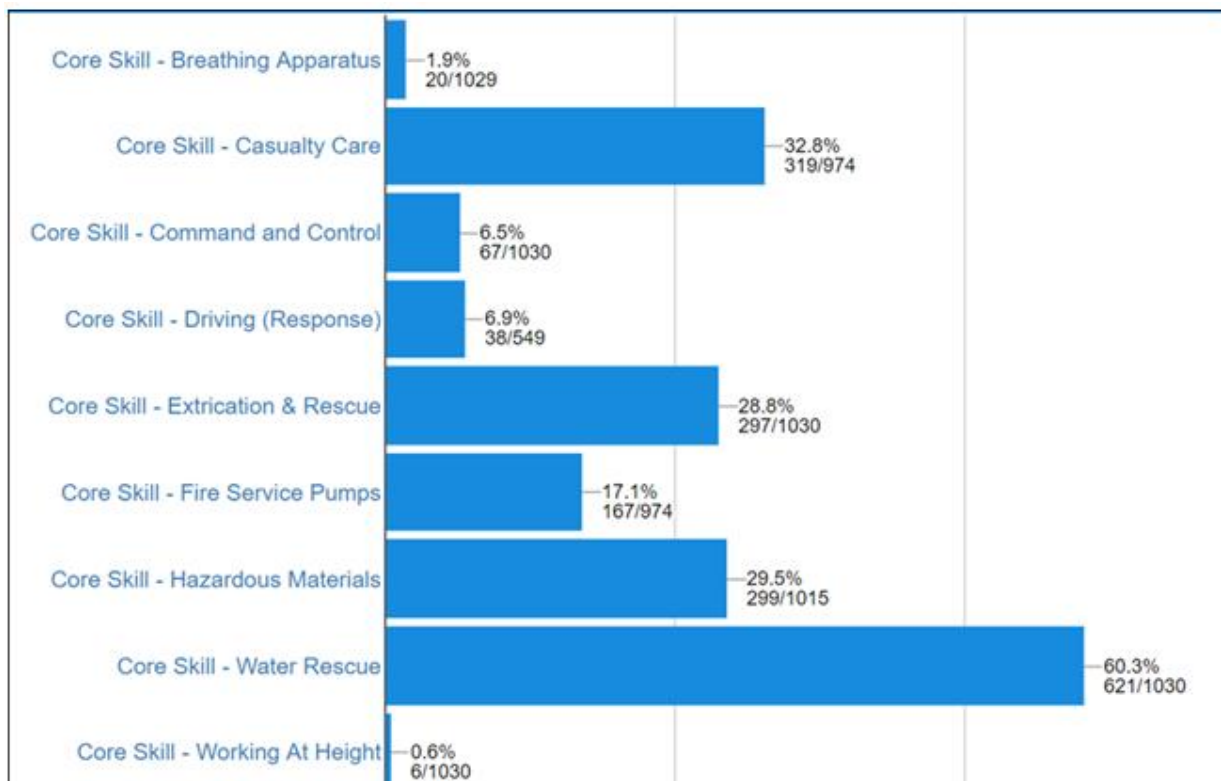
The data below can be viewed in real time using PDR Pro: <https://essex-fire.pdrpro.co.uk/pdr/app/> . The data presented below is Service-wide; in PDR Pro this can be drilled down to individuals.

The infographic displays the percentage of Core Skills maintained by operational personnel. All operational personnel are required to maintain their competence in 8 categories, plus an additional one if they are a qualified Response Driver.

For a Core Skill to be complete and therefore demonstrate that individuals are maintaining their competency, all activities within a Core Skill must be completed. The activities that make up a Core Skill are planned and delivered over the course of 12 months. A Core Skill that has four training sessions, with each session covering multiple activities, delivered over a 12-month period, may result in a low completion rate in the KPI report depending on the time of year the report is run. We continue to hold historical records for core skill maintenance prior to 1 April 2021.

Once pdrPro has a full data set covering 12 months or more, it is anticipated the completion rates will remain high, >97%. This is predicated on the system automatically prompting managers two months in advance of a Core Skill activity expiring, thereby allowing sufficient time to deliver training in advance of the expiry date and thus maintain competency.

PDR Pro Phase 3 Completion rates by skill:



PDR Pro Phase 3 Completion rates by area:

	SW			NW			SE			NE		
Breathing Apparatus	8	178	12	3	137	11	5	182	6	2	160	18
	4%	90%	6%	2%	91%	7%	3%	94%	3%	1%	89%	10%
Core Skill - Casualty Care	95	68	35	44	72	35	100	70	23	64	80	36
	48%	34%	18%	29%	48%	23%	52%	36%	12%	36%	44%	20%
Command and Control	25	92	81	10	101	40	26	123	44	4	112	64
	13%	46%	41%	7%	67%	26%	13%	64%	23%	2%	62%	36%
Core Skill - Driving (Response)	9	55	55	5	59	42	9	67	48	9	96	46
	8%	46%	46%	5%	56%	40%	7%	54%	39%	6%	64%	30%
Extrication & Rescue	69	118	11	66	77	8	68	119	6	96	115	9
	35%	60%	6%	44%	51%	5%	35%	62%	3%	31%	64%	5%
Core Skill - Fire Service Pumps	17	163	18	22	120	9	56	122	15	39	136	5
	9%	62%	9%	15%	79%	6%	29%	63%	8%	22%	76%	3%
Hazardous Materials	66	103	29	48	69	34	66	88	39	84	73	23
	33%	52%	15%	32%	46%	23%	34%	46%	20%	47%	41%	13%
Core Skill - Water Rescue	137	31	30	106	11	34	151	21	21	134	32	14
	69%	16%	15%	70%	7%	23%	78%	11%	11%	74%	18%	8%
Core Skill - Working At Height	0	181	17	1	141	9	0	186	7	1	176	3
	0%	91%	9%	1%	93%	6%	0%	96%	4%	1%	96%	2%
Core Skills Total	24.3	57.4	18.3	22.7	59.7	17.6	27.8	58.4	13.6	24.4	61.7	14.1

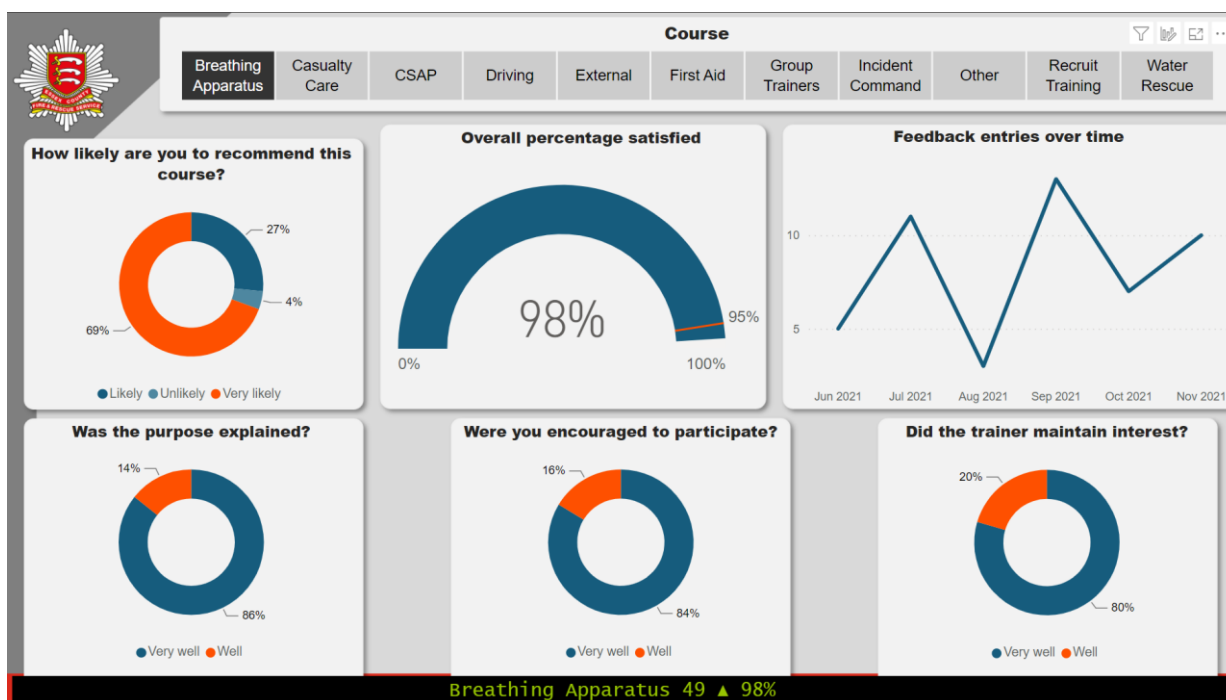
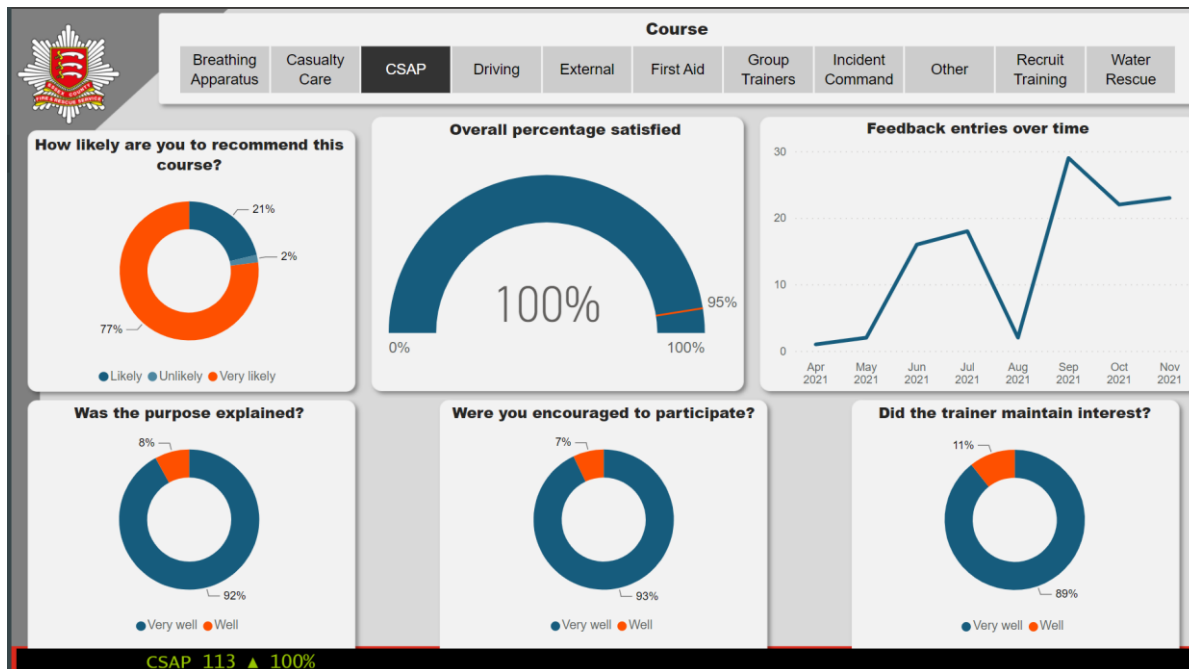
Actions ongoing following review of data

- a) Communication – As we near the end of the training year, we will recommunicate and reinforce the need for managers to work with their watches to complete current planners.
- b) Policy – Existing Core Skills Assurance Program Guidance is currently under review. The intention is to embed this as policy, consistent with those already in place for BA/ICV/Driving.

The closing report for the Core Skills Assurance Programme phase 3 is attached as appendix 1.

3) Quality of training provision

The data below can be viewed in real time via this link: [TrainingAssurance - Power BI](#). The infographics below shows feedback for two areas: CSAP and BA. Data for all areas is available via the link above.



Actions ongoing following review of data

- a) Completion rates – Feedback is consistently positive across each of the areas. Feedback is not given by all participants; we will take further action to increase the rates of feedback completion.

RISKS AND MITIGATIONS

The data in this report provides assurance and acts as control measure for the following risks:

SRR150020

‘Due to a lack of operational training, there is a risk that colleagues do not have the appropriate skills to fulfil their role (in line with the Health and Safety at Work Act) resulting in serious injury or loss of life.’

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.’

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’

LINKS TO FIRE AND RESCUE PLAN

Our operational training strategy and associated planning and delivery is part of achieving our Fire and Rescue Plan objective ‘to have a safe and diverse workforce who we enable to perform well in a supportive culture underpinned by excellent training. Our annual plan further supports this.

FINANCIAL IMPLICATIONS

All of the training reflected above is delivered within our existing budget.

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.

EQUALITY AND DIVERSITY IMPLICATIONS

We have considered whether individuals with protected characteristics will be disadvantaged as a consequence of the actions being taken. Due regard has also been given to whether there is impact on each of the following protected groups as defined within the Equality Act 2010. There are no direct implications from this report. Each piece of training is impact assessed.

Race	N	Religion or belief	N
Sex	N	Gender reassignment	N
Age	N	Pregnancy & maternity	N
Disability	N	Marriage and Civil Partnership	N
Sexual orientation	N		

CONSULTATION AND 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.

FUTURE PLANS

We are coming to the end of the current Operational Training Strategy (2019-2022). The revised strategy has been drafted and will be with SLT for review and approval in February 2022.

LIST OF BACKGROUND PAPERS AND APPENDICES

Appendix 1 - Core Skills Assurance Programme