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Report Authors	Group Manager Dave Bond/ Area Manager Ian Adams		
Presented By	Area Manager Ian Adams		
Subject	Protection Strategy Update		
Type of Report	Information		
PFCC Action Point No.		For Publication	Yes

RECOMMENDATION(S)

The paper has been written to give members of the Performance and Resources Board an update on the progress against the new Risk Based Inspection Programme (RBIP) and the Protection functions activity linked to the Protection Strategy.

EXECUTIVE SUMMARY

The revised Service Risk Based Inspection Programme started on the 1st of January 2023. Since this date there has been continual improvement with the way RBIP reporting has evolved for premises that fall within the new RBIP. Changes are referenced within the next section of the report to demonstrate the Service will complete the timeframes of 5 years for High and 3 Years for Very High premises.

BACKGROUND

ECFRS obtains premises and risk data from Address Based Premium (ABP) from the custodians. ABP is updated on a 6-weekly basis, updating the number of premises and the premises risk categories. At the start of the RBIP process in January 2023, the total number of properties identified were allocated a Service Delivery target of,

1. 3 years for Very High-Risk Premises.
2. 5 years for High – Risk Premises

An evaluation of the ABP data revealed discrepancies in property risk grading compared to the Service's statutory duty under the Fire Safety Order. For instance, ABP categorised individual rooms in care homes as Very High Risk, whereas the service data only considered the entire building. Consequently, the property count exceeded what the Service were required to audit under the Fire Safety Order. To address this, the Protection team has provided a dedicated resource to work with CFRMIS to continually review all properties and remove buildings from the RBIP where necessary. This weekly process will lead to a reduction in the total RBIP property count and subsequently reduce

the monthly targets split over the remaining months. As identified in previous reporting, Address Base Premium data will be reviewed on a 6-week cycle and the data refreshed in the RBIB.

A significant amount of work has gone on across the Service functions to provide a way of showing progress within the RBIP against the Service Delivery plan. This was due to monthly performance reports constantly showing under performance against the RBIP.

Whereas the reality, and taking into consideration all activity, the Service is consistently performing where it needs to be with the resources and risk on timelines of 3 years for Very High-Risk premises and 5 years for High-Risk premises.

Therefore, to maintain Service Delivery against the 3- & 5-year strategy the Service has not reacted to the wrong challenge by adding more resources to hit target. Instead transitioned to better reporting to understand the holistic challenge which has led to the Performance Team working with Protection and using data, performance, and resources (both current and projected) to create a dynamic target reporting that maps our planned journey over the next 3-5 years as follows.

DATA

The current monthly performance reporting data identifies one figure, the number of actual High and Very High audits completed at new premises, that have not currently been visited within this cycle of the RBIP. It therefore uses a static target and is not reflective of all audits carried out, in accordance with our commitment to keeping Essex safe, or any other activity undertaken by Protection.

Outcomes <i>Metric vs Tolerance</i>	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	46	72	75	136+	105-136	79-104	0-78
Number of ADF Fires	57	59	68	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	11	26	13	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	2	4	8	9+	6-8	3-5	0-2
Number of ADF Injuries	2	3	3	6+	4-5	1-3	0
Number of Unwanted Fire Signals	88	92	117	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	16	46	24	0-15	16-25	26-35	36+
Audits (RBIP High)*	80	44	56	0-75	76-85	86-95	95+

* Audit data measured for past 3 years.

Additionally, to the information within the Performance Report, there is now a separate forward looking performance plan, that is used to provide the narrative within the Performance Report. This plan considers:

1. The number of premises left to audit.
2. Performance to date.
3. Number of premises the Service has reclassified.
4. Resource numbers current and resource numbers projected.
5. It also accounts for the need to reaudit certain premises and accept that these reaudits are required to keep Essex safe but won't contribute to reducing the number of premises left to visit.

All of this data is analysed to ensure that we remain on track with our 3 year and 5 year plan and generates a monthly confidence score on activity against plan.

Number of Audits Per officer per month	3 Month Rolling Average (Apr-Aug)
6	6.3

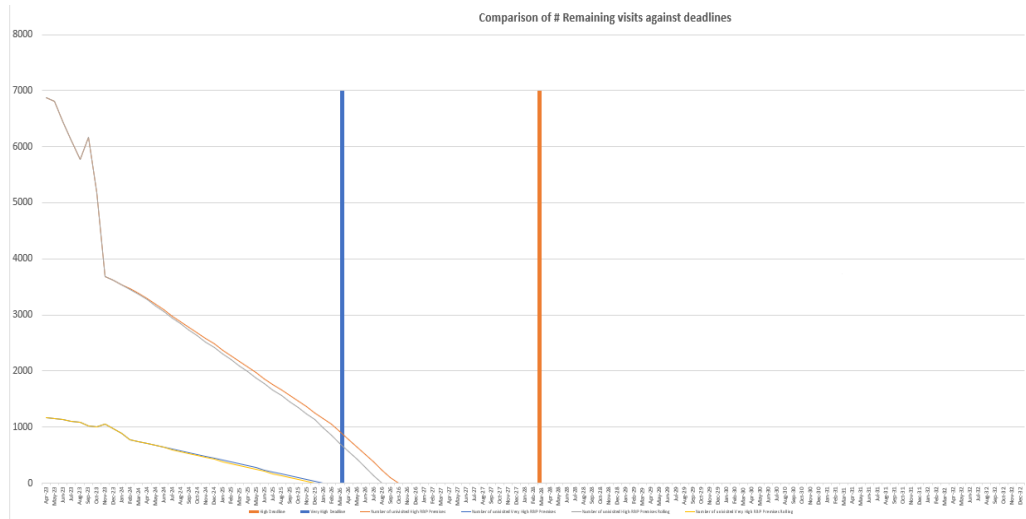
Split Between High and Very High

Very High	High
25%	75%

RBIP Very High RBIP High

Mar-26	Mar-28
Very High Completion	High Completion
Jan-26	Sep-26

Very High Completion Rolling	High Completion Rolling
Nov-25	Jul-26



The systems have been set up to refresh monthly, replacing projections with actuals, and recalculating to ensure the Service remains on track. This way any slippage in the targets can be addressed immediately to align resources to risk on our 3- and 5-year timeframes.

It's also an innovative way leading to a move away from a static performance metric to reporting on performance against current resources, so the Protection team are delivering the number of audits against the resources available.

For example, each month the Service will have different levels of number of inspection officers available due to training, leave, sickness, retirement, promotions and changes in legislation or enforcement activity creating an additional workload across Protection.

The Service currently has 13.8 FTE inspecting officers working at full capacity across H and VH audits. Additionally, there are 2x qualified inspecting officers on modified duties, and 1x inspecting officer off sick. Protection also has 7 new employees who are due to complete their Level 3 Certificate in Fire Safety at the end of February 2024. They will then be able to audit H risk premises and will also start their level 4 training. Totals are agreed against Protections establishment, which is budgeted at 22.6. There is currently a slight over establishment which is funded by the Protection Uplift Grant, to succession plan for promotions and retirements, which takes us currently to an inspecting officer FTE of 23.8.

The current target being set to all inspecting officers is 9x audits per month. The breakdown of this target is that 6x audits should be at new VH and H risk premises, so directly affecting the RBIP commitment. It is accepted and planned that inspecting officers will need to carry out audits at medium risk premises, if FSO40's carried out by crews identify any non-compliance. They may also need to re-audit premises that have been non-compliant. This is captured within the additional 3x audits per month, on top of the 6 at new premises.

Therefore, as part of reviewing the Service Delivery model against the Service strategy there is absolute confidence in our planning and resourcing to risk that our dynamic modelling will consistently show the actual performance and when or where intervention is required to remain on target.

ASSURANCE

The Assurance Strategy sets out roles and responsibilities relating to overall risk management and assurance. Furthermore, it outlines a 'three lines of defence' model, which links to a holistic assurance methodology to ensure a framework of control for the RBIP:

First Line of Defence

- The Group Manager Protection will directly own the Delivery Activity and work across the Service Functions to record any associated risk via JCAD.

Second Line of Defence

- The Area Manager Prevention and Protection(P&P) will review activity on performance via the P&P monthly Governance Board attended by the Group Manager and Performance team with independent scrutiny from the PFCC Head of Performance and Scrutiny.

Third Line of Defence

- Independent Scrutiny
 1. Monthly updates to the ACFO Operations
 2. A culture shift from Operational Assurance to Organisational Assurance
 3. Performance and Resource Board

The new reporting tools demonstrates that with the current 13.8 active inspecting officers and plotting in the fully trained officers up to 23.8 FTE as a Service over the 3- and 5-year cycles, the Service is on target to complete both the VH's and H's ahead of the deadlines that have been set, and we are delivering against the Service Delivery plan for the RBIP.

UNWANTED FIRE SIGNALS

The SLT paper was submitted in June around our recommended approach to responding to UwFS. The recommendations were agreed in principle, pending consultation with the Representative Bodies. The paper was shared with the Representative Bodies and following initial feedback and recommendations, this paper is due to be presented at the Ops Committee meeting in January.

Now that Protection has recruited and delivered basic training to its new Business Engagement Team (BET), it is planned, in line with the Business Engagement Strategy, that the BET will pick up full responsibility in the New Year for reviewing incoming data on UwFS, and responding in either an educational role, or escalating to the relevant persons if enforcement action needs to be taken against those repeat offenders.

Next steps:

1. The UwFS data has been gathered and analysed. The plan to respond to this data is being drafted by the BET. We are also engaged with the NFCC, as it is clear that Essex are further behind than other fire services regarding the way that we respond operationally to UwFS, but this does put us in a position to learn from what other services have done on their journey's.
2. As part of the plan, we are exploring how best we can encourage RPs at premises such as hospitals, where they have trained teams on site, to introduce an investigation period, so that there is a 5min delay before the fire service are called. This would allow the on-site fire safety teams to investigate any alarms and cancel before the fire service are called.

3. Our Campaigns and Partnership Manager is engaged with other services as we develop our comms strategy. We have set aside budget to get leaflets printed, and want to get fire engines sign written in our key areas, but this has had to be paused currently due to concerns raised by Workshops.

TRAINING

Eight LearnPro modules were released on 28th July for all operational personnel to complete (On-Call did not need to do the FSO40 module).

In the first two months since release, 622 individuals have completed at least one of the new Protection modules – 125 new individuals in the last month.

Module completion as of Oct 1st is as follows (**number of learners completed so far/percentage of total**):

Regulatory Reform (Fire Safety Order) – **585 (57%)**

Active and Passive Fire Protection – **521 (50.7%)**

Emergency Escape Lighting – **530 (51.6%)**

Fire Detection and Alarms – **523 (50.9%)**

Fire Signs and Notices – **510 (49.7%)**

Firefighting Equipment – **516 (50.2%)**

Means of Escape – **511 (49.8%)**

FSO40 Training – **330** WT personnel (**51.5%**) plus an additional 63 On Call staff and 15 other Operational staff.

The Group Manager Protection will continue to monitor completion rates and engage with the Operational Command teams to maintain the promising progress.

LEVEL 2 QUALIFICATION IN FIRE SAFETY

The Level 2 Course in Fire Safety that was developed by the Protection Training Team received accreditation in October 2023.

The current wholetime squad have now fully received the first Level 2 award, and the Protection Training Team were also assessed during delivery, as it was the first course that they delivered. I am pleased to say that all the wholetime squad passed, as did our Protection Training Team.

We are now working to develop a training programme for 2024, to start delivering this qualification to all wholetime personnel.

It's not mandatory training for On-Call, but Protection have worked with the finance team and have budgeted for a 25% completion rate within the On-Call in the 2024/25 fiscal year.

It should be noted, that as much as we want to roll this training out at pace, we need to consider the wider training requirements and CPD that the Protection Department require when devising this delivery plan. This may result in it taking 2years to deliver the training to all personnel, but we will be able to provide clearer timeframes in future reports, once we have devised the training schedule.

QUALITY ASSURANCE & FIRE STANDARDS

Our revised Quality Assurance Policy has been written and is currently in the consultation process. We are expecting the new updated document to go live by February 2024.

The new QA dashboards have been developed, and 25% of audits are being dip sampled by the QA team to ensure the new processes and practices are being adhered to.

The department has undergone a full review against the Fire Standards, and all relevant managers who have actions were required to ensure that we are working towards full compliance with the Fire Standards and tracked through the Continuous Improvement Board.

PROHIBITION AND ENFORCMENT NOTICES

Protection has an embedded table on our website, which shows all live enforcement and prohibition notices. Prohibition Notices (**can stay live indefinitely**), as the RP may decide not to do the building work and choose not to use the prohibited area of the building.

Current Live Prohibition Notices

Live Prohibition Notices

Address	Notice ID	Issue Date	Notice Type	Articles	Status
The Coriander, 171 High Street, Ongar	167	05/10/2023	Prohibition	13, 14	In force
Gleen House, Hawkins Road, Colchester	166	04/07/2023	Prohibition	8, 9, 11, 14, 15, 17	In force
Amleen House, Hawkins Road, Colchester	164	26/06/2023	Prohibition	8, 14	In force
Essex Chef, 34 High Street, Aveley, South Ockendon	160	18/04/2023	Prohibition	13, 14, 21	In force
Happy Garden, 45 High Street, Aveley	147	27/09/2022	Prohibition	13, 14	In force
Curry Cottage, 47 High Street, Burnham on Crouch	140	04/05/2022	Prohibition	13, 14	In force
JCOCI, Meppel Avenue, Camvey Island	137	12/07/2021	Prohibition	13, 14	In force
Shuhug, 16 Highbridge Street, Waltham Abbey	98	22/12/2020	Prohibition	13, 14	In force
Marks American Diner, 277 London Road, Westcliff on Sea	89	13/08/2019	Prohibition	13, 14	In force
Abbe Butchers, 55 Duke Street, Chelmsford	88	11/04/2019	Prohibition	13, 14	In force
Island Buffet, 112 Pier Avenue, Clacton on Sea	86	26/07/2018	Prohibition	13, 14	In force
Yard 2 Scotts Yard, Northwick Road, Camvey Island	85	04/07/2018	Prohibition	13, 14	In force
Units 9b & 10, Baldwins Farm, Demmises Lane, Uppminster, RM14 2XB	77, 78	08/03/2016	Prohibition	13, 14	In force
Dixy Fried Chicken, 29 Duke Street, Chelmsford	72	21/10/2015	Prohibition	13, 14	In force
Munchies Kebabs, 161 St Chads Road, Tilbury	67	11/08/2015	Prohibition	13, 14	In force
Colchester Dry Cleaners, 132 High Street, Colchester	65	15/06/2015	Prohibition	13, 14	In force
Unit 11a Fairwinds Farm, Lower Dunton Road, Bulphan	61	11/12/2014	Prohibition	13, 14	In force
Arabian Food Centre, 1 Hawkins Road, Colchester	60	21/10/2014	Prohibition	13, 14	In force
Pizza 45, 49 Duke Street, Chelmsford	59	20/10/2014	Prohibition	13, 14	In force
Jays Convenience Store, 664 London Road, Grays	57	20/08/2014	Prohibition	13, 14	In force
The Carpenters Arms, London Road, Rawreth, Wickford	47	07/07/2011	Prohibition	13, 14	In force
The Royal Oak, Oakhill Road, Stapleford Abbots, Romford	40	01/02/2011	Prohibition	13, 14	In force

Current Live Enforcement Notices

Live Enforcement Notices

Address	Notice ID	Issue Date	Notice Type	Articles	Status
Pullman Court, Pullman Square, Grays	168	15/11/2023	Enforcement	8, 9, 11, 13b, 14, 17, 22	Live
Sea View Court, Pier Approach, Walton on the Naze	161	11/05/2023	Enforcement	8, 9, 11, 15, 17	Live
The Coach House, 10 Woodward Heights, Grays	159	12/04/2023	Enforcement	15, 21	Live
Block 190-207 Sycamore Field, Harlow	157	03/04/2023	Enforcement	8	Live
Block 154-189 Sycamore Field, Harlow	156	03/04/2023	Enforcement	8	Live
University of Essex, University Square, 36 Queens Road, Southend on Sea	133	26/05/2021	Enforcement	8	Live
437 - 843 Morello Quarter, Cherrydown East, Basildon	105	22/03/2021	Enforcement	8	Live

** Please note, we have also issued the following Enforcement Notices on the 7th December, however they won't be placed on the Enforcement Register until their 21day appeal period expires.

- Charles House - Colchester
- Stuart House - Colchester
- Kings Tower - Chelmsford

All these latest Enforcement Notices are High Rise Residential Buildings.

It should be noted that a peer review is underway with the NFCC on the recent findings uncovered at Joseph Rank House in Harlow. I will keep all relevant parties updated with regards to the outcomes but would ask that if any conversations are picked up around **Joseph Rank House**, that GM Dave Bond is informed so that you can be briefed and to ensure consistency in our responses.

FIRE INVESTIGATION AND ISO 17020

The SLT paper recommending a move to a dedicated Fire Investigation Team was presented in July, with a recommendation by SLT that this now moves to full business case. This is now being established as a project within the Innovation & Change Team, with the PID being developed.

The vacant Station Manager Role Fire Investigation has been filled from within the Protection team. A Watch Manager from the Protection team was promoted outside the Protection team to Station Manager.

This leaves 2 x WM vacancies creating an opportunity to go to advert for 2 x Fire Investigation Officers to fill these gaps to support the project team and accelerate the Services commitment to achieve ISO 17020 Accreditation. The process to recruit these

two posts is well under way, and both positions should be appointed before Christmas, with start dates being in the new year.

BUSINESS ENGAGEMENT TEAM

Now that the BET has been recruited, there have been several impact days run across the county, with over 2,000 business engaged with since September.

Meetings are also being held with the team to develop the reporting mechanisms needed to properly capture this activity within CFRMIS, to make reporting consistent with the rest of Protection. This had led to new job codes being created within CFRMIS.

KPI's around all activities within the Business Engagement Strategy are being developed as we understand the pressures and stresses being put on to the BET. These will be written into the Business Engagement Plan, and dashboards will be created to track process against the KPI's.

All should be completed by the end of January 2024.

Within our BET, we have our Rural Engagement Officer.

It should be noted that lots of fire services carry out rural engagement activity, however this has generally sat within Prevention. We are the first service nationally, as far as we're aware, that has dedicated a fully qualified Inspecting Officer to working with farmers to ensure that farms across Essex are compliant with The Regulatory Reform (Fire Safety) Order 2005. By educating and working with farmers, we can make farms safer, therefore reducing the risk of a fire starting. We are also working with them to educate on our needs as a fire service regarding water supplies. This means that we will be able to respond much more quickly and effectively should there be a fire.

As well as working with farmers, there has been lots of work going on with key partners. This has included engagement with the National Farmers Union (NFU) and with suppliers too.

This work led to a partnership being created with Crawfords Group, who have lent the Protection Team a tractor, that has been liveried up in ECFRS branding, and can be used at events and shows to pull in more people, allowing us to deliver even more safety messages.

RISKS AND MITIGATIONS

None for the update report.

LINKS TO FIRE AND RESCUE PLAN

None for the update report.

FINANCIAL IMPLICATIONS

None for the update report.

LEGAL IMPLICATIONS

None for the update report.

STAFFING IMPLICATIONS

None for the update report.

EQUALITY AND DIVERSITY IMPLICATIONS

The actions being taken will not have a disproportionate impact on individuals with protected characteristics (as defined within the Equality Act 2010), when compared to all other individuals and will not disadvantage people with protected characteristics.

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		

The Core Code of Ethics Fire Standard has been fully considered and incorporated into the proposals outlined in this paper.

HEALTH AND SAFETY IMPLICATIONS

None for the report

CONSULTATION AND ENGAGEMENT

UwFS Consultation – Ops Committee January 2024
Revised Quality Assurance Document – February 2024

FUTURE PLANS

As part of the CRMP planning, Prevention and Protection will develop a single Prevention Protection and Response Strategy

LIST OF BACKGROUND PAPERS AND APPENDICES