Highlight Report – Quarter 1

Name	Organisational Assurance (OA) - GM Karen Lockerbie		
Date from:	01/04/2024	Date to:	30/06/2024

Highlights this period:

1. Assurance Framework

Activities recorded on Assurance Framework – 15

- Assurance – 6
- Prevention – 3
  - (1 requiring further assurance and evidence (ongoing))
- Corporate – 1 (CRMP)
- Protection – 3
  - (2 require further evidence and assurance)
- Response – 2
  - (1 requires further assurance evidence (ongoing) The above activities are against 9 HMICFRS inspection sub diagnostics.

The following Fire Standards are referenced within the Assurance Framework: -

Operational Learning	6
Prevention	3
Safeguarding	1
CRMP	1
Communication and Engagement	1
Operational Preparedness	1
Protection	3

2. Station Audits

41 station audits have been conducted this cycle, with 11 completed through this quarter.

Number of Audits completed by CommandGroup

North East — 13
North West — 13
South East — 9
South West — 6
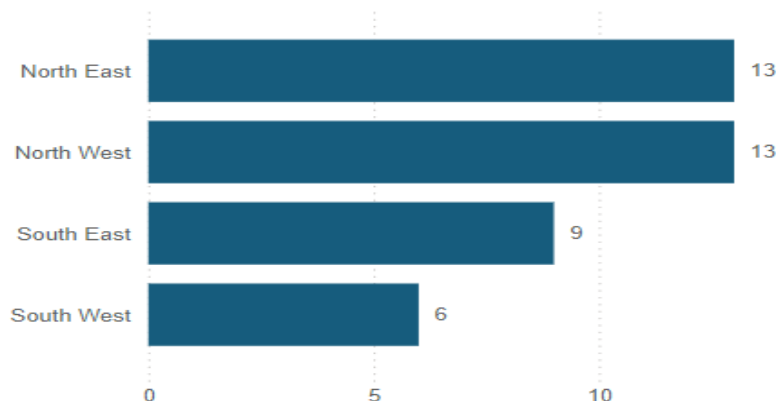
Average scores across command areas remain above 3 (adequate) for all four commands, with one station in the Northeast receiving a 2; actions have been created and the Station and Station Manager are supporting the required improvements.

Audit action completion rates.

Q1

	NW	SW	NE	SE
Total number of action points	72	4	4	0
Number completed	13	4	0	0
% action points complete	18	100	0	N/A

Running Total

	NW	SW	NE	SE
Total number of action points	215	54	138	92
Number completed	112	16	56	81
% action points complete	52	30	41	88

Action points are raised with Station Managers and completed through the Safety Culture platform once they evidence the requirement for a score of three in that area.

2. Failure to Respond (FTR)

A total of **7 FTR** were reported in quarter 1 compared to 12 in quarter 4. During quarter 1 of the previous year, there were 13 FTR.


FTR Occurrences by Type Q1 24 - 25
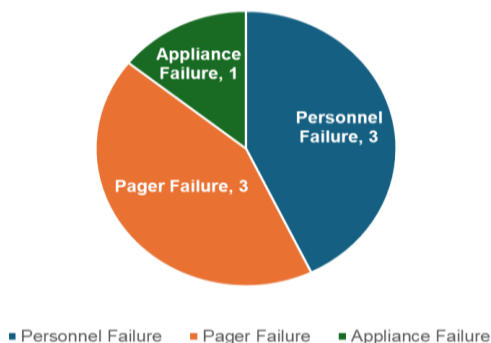
Following feedback from debriefs and Control colleagues, there have been some concerns around the number of On-Call crews declining relief and Stand-by mobilisations, and the impact this has on a relief strategy and Service availability. It was agreed last quarter that this would not sit as an FTR, and Assurance would begin to gather data from Control to allow a clearer picture of the issue. A form has been produced and data should start to follow to support actions within the Organisational Assurance Group.

3. Monitoring Officer (MO) Incident Reporting.

Monitor Officer engagement this quarter – 87% returns (from those that 'closed down' at incident). Q1 the previous year had a return rate of 56%,
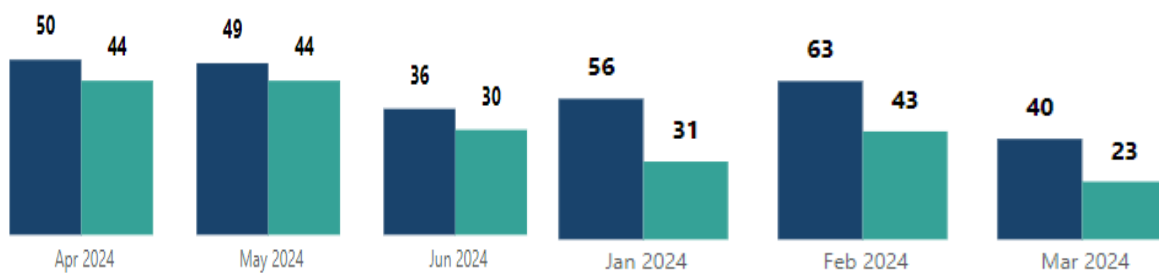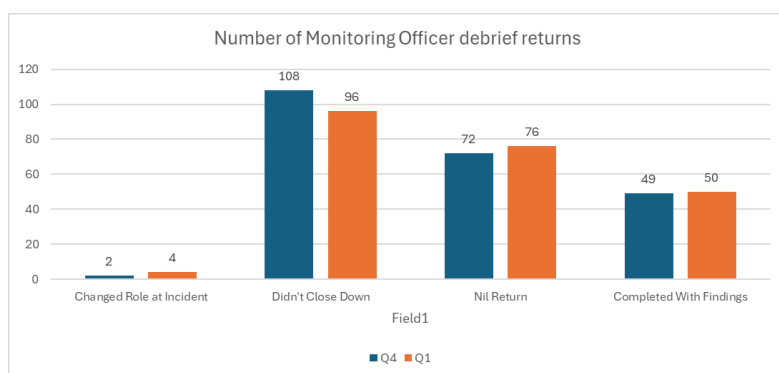
MO returns this quarter (87%)   MO returns quarter 4 (61%)

The above table demonstrates engagement of those that have 'closed down' at incidents (this can be scrutinised further into attending officer details if required)

The above table demonstrates all returns for this quarter.

A more automated system gives a greater assurance of the above data (discrepancies may occur where an officer submits more than one return for an incident).

25% of Monitoring Officers reported a benefit in their role.
53% of Incident Commanders reported a benefit from Monitor Officer support.
N.B. This is a question within the debrief form and has now been made mandatory to allow a greater data assurance in future reporting.

Recommendations – 19
Notable practice – 43 returns (some of which include multiple entries within one return)
Learning opportunities – 25 returns (some of which include multiple entries within one return)

The above returns are monitored with all other debriefs, and actions created where required.

4. Incident Documentation

Incident documentation is now uploaded onto IRS, this will now be included within structured debriefs to support assurance.

Document	Number submitted	Findings/Actions
Analytical Risk Assessment (ARA)	32	OCAT continue to include ARA training and support within maintenance and verifications

| Key Decision Log (KDL)	1	Action taken to gain access to neighbouring premises to turn off air conditioning to prevent smoke entering a premises.
Operational Discretion	0	An incorrect message was sent and corrected at time, so although there was no declaration of Operational Discretion, there was feedback noted and local learning discussed with Control Officer.
National Environmental Risk Assessment (NERA)	0	None submitted.

5. Debriefs

74 debriefs were initiated through this quarter (incidents aligned with NFCC triggers).

The following data demonstrates the return rate on individual debrief requests, with a percentage return of 59%. There are also 46 self-generated debrief returns (on-scene debriefs)

Requests, Returns and Debrief Returns With No Trigger

● Requests ● Returns ● Debrief Returns No Trigger

	Requests	Returns	Debrief Returns No Trigger
Apr 2024	190	102	8
May 2024	160	93	16
Jun 2024	146	96	22
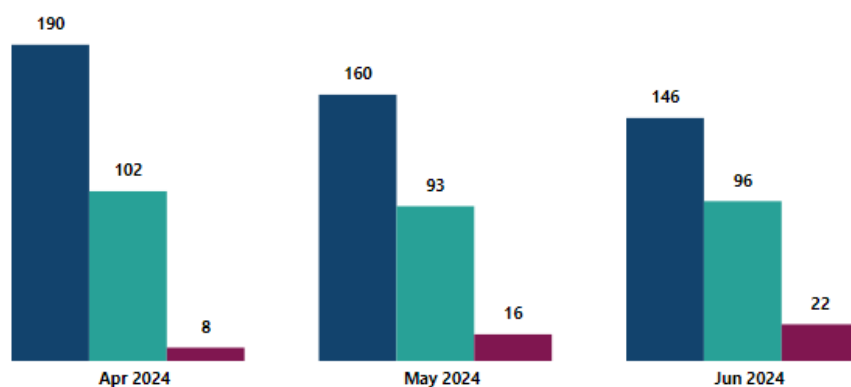
Control Room	North East	North West	South East	South West	Total
85%	58%	54%	52%	42%	59%

17 tasks have been taken forward to actions.

- 11 complete (5 direct from debrief return and 6 from action tracker)
- 4 progressing (plus 7 from quarter 4)

- 2 not started

Findings from debriefs are added to the debrief workbooks for all colleagues to view.

7 debrief reports were completed this quarter.

[Organisational Assurance Library - Operational Debriefs - All Documents (sharepoint.com)](sharepoint.com)
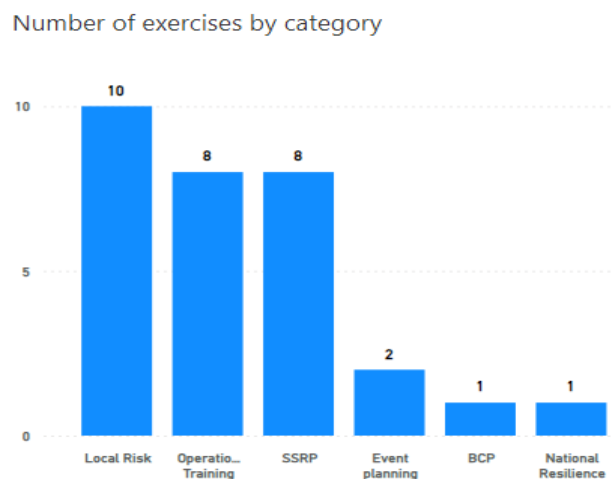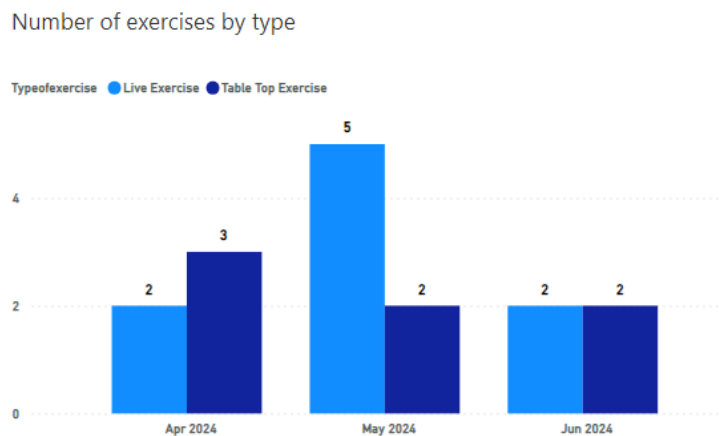
Over the Border Incidents

There have been 9 debriefs following cross border incidents.

5 – ECFRS crossing to neighbouring Services.
4 – Neighbouring services attending incidents on ECFRS ground.

Operational Exercises

Exercise SharePoint site is now live, supporting both exercise planning and exercise reporting, including both Operational and Non-Operational events.

Number of exercises by type

Typeofexercise ● Live Exercise ● Table Top Exercise

Number of exercises by category

Following the implementation of the new Exercise App, further work will include producing assurance processes to review the engagement requirements and Officer attendance at exercises as per AP24250006 of the Continuous Improvement Plan,

JESIP

JESIP feedback taken from debrief returns
- Good practice identified – 8
- Learning Opportunities – 5
- Recommendations – 4

Findings from these incidents are shared with the Group Manager for Collaboration and taken to the JESIP Tactical Forum, and NOL/JOL forum if required.

Strategic After Incident Response (SAIR)

Following a full review of the SAIR process, Prevention have aligned to the Assurance Strategy, utilising and independent Chair for the SAIR Board (Assistant Director for Assurance).

There have been two full SAIR boards this quarter plus one initial SAIR report (SAIR Board in quarter 2).
- Inc#230088 (Fatal maisonette fire, Witham (carried over from Q4))
- Inc#235286 (Fatal fire in care home, Canvey)
- Inc#236771 (Fatal fire in tent, Colchester) (SAIR held in Q2)

Actions from SAIR Board will be managed by Prevention and assured by Organisational Assurance. Next Action review – 26th of July 2024.

6. Thematic Review

The Safe Undress Policy (SUP) review is complete and report ready to be presented to the Protecting Our People (POP) group for agreeance and action.
[Operational Assurance Library - Thematic Review - All Documents (sharepoint.com)](#)

7. National Organisational Learning (NOL) and Joint Organisational Learning (JOL).

NOL
Submissions – 2
- Electric Vehicles locking in water and becoming inaccessible.
- RTC, extraction of person with neurodiverse responses.

Received = 2 and closed

JOL
Submissions – 1
- RTC, extraction of person with neurodiverse responses.

Received = 12 and all closed

- 1 Notable Practice
- 11 Learning Identified

ECFRS update on NOL/JOL submissions.

Reference Number	Event Type	Date Initiated	Status
LI06080	Incident	21/11/23	1 Received — 2 Analysis Complete — 3 (blocked) — 4 Published
LI06150	Incident	22/04/24	1 Received — 2 Analysis Complete — 3 Escalated — 4 Published
LI06038	Incident	24/07/23	1 Received — 2 Analysis Complete — 3 Escalated — 4 Closed
LI06141	Incident	27/03/24	1 Received — 2 Analysis Complete — 3 Escalated — 4 Published
LI05019	Incident	28/06/23	1 Received — 2 Analysis Complete — 3 (blocked) — 4 Published

8. Risk Information

Debrief returns highlighting use of SSRP
- Operational – 9, all reported accurate and effective information
- Exercise – 1, this led to amendments of the SSRP

SSRP published this quarter = 223
Corrections required = 34 (all complete).

Through station audits, the Service is averaging an adequate score in SSRP management (review dates)

Over the Border Risk Information

ECFRS risk sharing is up to date, with reviews carried out by local Station Managers.

LFB's sharing of risk remains queried as there are issues with uploading and content issues. LFB continue not to share level 3 PORIS equivalent risks.

Other cross border risks are up to date, and we are maintaining contact with those neighbouring services.