ESSEX POLICE, FIRE AND CRIME COMMISSIONER FIRE & RESCUE AUTHORITY





Classification	Official					
Meeting	Performance and Resource Agenda no. 13 Board					
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Presented By	Moira Bruin, Deputy Chief Fire Officer					
Subject	Quarterly Strategic Risk Report					
Type of Report	Information					
PFCC Action Point No.	N/A For Publication Yes					

RECOMMENDATION(S)

Performance & Resorces Board are requested to review the information below in relation to the Strategic Risk Register and the changes since the previous report.

EXECUTIVE SUMMARY

Distribution of risks within the Strategic Risk Register.



Since the previous quarterly report, the following changes have occurred:

- One risk has been withdrawn (SRR150001)
- Two new risks have been added (SRR150037 and SRR150038), both have been assessed as being Medium High (Amber) risks at the current time.

- Two previous risks have moved from Medium High (Amber) to Medium Low (Yellow) (SRR150034 and SRR150035)

BACKGROUND

Withdrawn Risks

Risk Reference	SRR150001	Risk Owner	Neil Cross
Risk Description			

As a result of ineffective financial and/or resource planning there is a risk that the Service does not deliver its core functions leading to it not providing value for money, not complying with financial Regulations, and/or failure to deliver a balanced budget.

Even with effective financial planning in place the service faces risks to service delivery of its core functions; if there are unexpected reductions in government funding or external decisions (by NJC) on pay awards that are made beyond the authorities level of affordability.

Residual Risk	Withdrawn
Risk Updat	е

This risk has been withdrawn and separated into two separate risks.

SRR150037 – relating to the potential risk of ineffective financial and/or resource planning resulting in the Service being unable to deliver its core functions; and

SRR150038 – relating to the potential impact of Government funding changes and external decisions on the Services budget, resulting in budget gaps and/or requirements for cuts to services.

New Risks

Risk Refere	ence	SRR150037 Risk Owner Neil Cross					
Risk Descri	Risk Description						
There is a risk that ineffective financial and/or resource planning results in the Service being unable to deliver its core function.							
Residual 9 Target 6 Score Change							
Risk Update							

We are projecting a financial gap; however, this is not being escalated to a Red Risk at this time as we are putting in place actions to manage this. Within the coming weeks we will have additional information to support the review of this risk alongside any further financial developments with the change of Government. The current year financial deficit is projected at approximately £600k, plans are being developed through the Productivity and Efficiency Board to mitigate this. This financial gap is of a level where our general reserve could fund it for one year, however this is a recurring deficit and needs to be closed.

Control Measures	Status	% Completed
Efficient procurement practises	Effective	100
Engagement with National Bodies	Effective	100
Financial monitoring	In Progress	50
Financial reporting	Effective	100
Insurance arrangements and associated	In Progress	50
internal processes		
Productivity and Efficiencies Board	Effective	100
Reserves	Effective	100
Strategic planning for future Fire and Rescue	In Progress	50
Plan, CRMP, Strategic Planning		

Risk Refere	Risk Reference SRR150038 Risk Owner Neil Cross		SS				
Risk Descr	Risk Description						
There is a risk that reductions in government funding or decisions made externally are unaffordable resulting in budgetary gaps and possible cuts.							
Residual Risk	n/a						
Risk Updat	Risk Update						
The residual and target risk levels have been set at possible/significant (9) and possible/minor (6) respectively. It is still too early to understand what impact a change of Government will have on the fire service. Control measures are to be set by the Finance team before the next review (18/10/24).							
Control Measures Status % Completed							
None entered							

Changing Risks

Risk Refere	ence	SRR1500034	Risk Owner	Moir	ra Bruin			
Risk Descri	Risk Description							
There is a risk that the Service does not implement with required timescales and sustainability recommendations from external inquiries into similar organisations resulting in a failure to prevent a repeat of the mistakes highlighted and to restore public confidence								
Residual Risk Target Score Change								
Risk Update								

Following a restructure of the Area Managers (Control Measure Owners) a full review of each Control Measure by the Owners is still required.

Control Measures	Status	% Completed
33.10a Owners and managers of high rise	Effective	100
Buildings to provide information		
33.10b All personnel understand high rise fire spread in external walls	Effective	100

33.11a Fire in tall buildings policy	Effective	100
33.11b Crew Manager and above are trained in	In Progress	50
Policy Number (PN) 633 relating to the	3	
inspection of high-rise buildings		
33.12c up-to-date plans of every floor of the	Effective	100
building identifying the location of key fire		
safety systems		
33.13a Regular inspections of lifts for	In Progress	50
firefighters		
33.13b Testing of mechanism for control of lifts	In Progress	50
33.14a Review policies on communications	Effective	100
between the control room and the incident	2.1001.10	1.00
commander		
33.14b Incident commanders (i.e. crew	In Progress	50
manager and above) receive training in	iii i rogroco	
communication with the control room		
33.14b Provide regular and effective refresher	Effective	100
training to control room operators at all levels,	2.1001.10	100
including supervisors		
33.14c Control room operators to be trained in	Effective	100
communication with the incident commander	2.1001.10	1.00
33.14d Dedicated communication link between	Effective	100
the senior officer in the control room and the	Enoouvo	100
incident commander		
33.15a Policy distinction between callers	Effective	100
seeking advice and callers who believe they	2000	1.00
are trapped and need rescuing		
33.15c That all fire and rescue services	Effective	100
develop policies for handling a large number of		
FSG calls simultaneously		
33.15d Fire survival guidance information is	Effective	100
displayed in the control room, at the		
bridgehead and in command units		
33.15e That policies be developed for	Effective	100
managing a transition from 'stay put' to 'get out'		
33.15f That control room staff receive training	Effective	100
in 'get out' advice		
33.16 Investigate methods by which assisting	Effective	100
control rooms can access information available		
to the host control room		
33.17 Call operators should be able to identify	Effective	100
fire survival guidance calls and pass them to		
the fire service as soon as possible		
33.18a Develop policies and training to ensure	Effective	100
better control of deployments and the use of		
resources		
Grenfell Inquiry Phase 1	Implemented	100
HMICFRS Spotlight Report – Culture and	Proposed	10
Values	•	
Manchester Arena Inquiry Volume 2	In Progress	50
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Risk Reference	SRR150035	Risk Owner	Karl Edwards

Risk Description

Poor data quality will lead to poor decision making an impact on either cost or safety of communities.

Poor data quality refers to inaccuracies, incompleteness, inconsistencies, and unreliability in the data used for decision-making. This can arise from various factors such as data entry errors, outdated information, missing data, inconsistency of recording, lack of validation processes, and inadequate data governance.

Residual Risk	6	Target Risk	3	Score Change	73
Risk Updat	е				

Work is continuing to improve data quality and embed process into business as usual. There have been no major issues with data quality for several months now leading to increased confidence in the data.

Look to progress the recommendations from the data quality assessment completed in March 2024.

Control Measures	Status	% Completed
Carry out Service-wide training and	Effective	100
engagement		
Cyclical data quality checks on all datasets	Implemented	90
Formation of Data Board	Effective	100
Implement data quality issue process	Effective	100

Red Risks

Risk Refere	ence	SRR150036	Risk Owner		Karl Edv	wards
Risk Description						
There is a risk that operational personnel do not have access to the most up to date risk information, including SSRIs.						
Residual Risk	16	Target Risk	4	Score Chang	je	n/a
Risk Update						

- CFRMIS risk working group has completed the Ops Module and circulated this within the Service: Recording risk with new Ops Intel Module (sharepoint.com)
- Civica was integrated with Airbus on 15th July.
- Delay to go live date which is now set for 20th August 2024.

Control Measures	Status	% Completed
A GIS layer on the MDTs for crews which would indicate Control hold community risk information for a premise	Proposed	10
Access to new SSRIs during absence periods	In Progress	50
Accountability and responsibility for creation of new PTRIFs	Implemented	80
Assess if we have PTRIF/SSRI controls in place for	Proposed	10

all risk sites listed in N.O.G control SSRI		
Automation of SSRI / CFRMIS through SharePoint	In Progress	50
Collaboration between Systems and Data and Operations on CFRMIS	In Progress	50
Create Operational Risk Information process and associated guidance which aligns to N.O.G	In Progress	50
ECFRS amend their definition of a 7(2)(d) site	In Progress	90
ECFRS should align its SSRI process and content to that set out in the N.O.G control measure	In Progress	50
Gazetteer data is refreshed every 6 weeks by Ordnance Survey	Proposed	10
Introduce a clear matrix showing PORIS level, controls that will be applied at each level and review timeframes for each level	In Progress	80
Process established for the creation of new PTRIFs relating to emerging risk	In Progress	50
Process to action emails	Approved	20
Record of exercises against SSRIs	Proposed	10
Reports to Assurance	In Progress	50
Review and updating of all existing PTRIFs	In Progress	50
Review of all existing sites with an SSRI/TFP	In Progress	50
The Station Management dashboard should be updated to sources of SSRI performance data directly from CFRMIS	Effective	100

Amber Risks

Risk Refere	ence	SRR150009	Risk Owner		Karl Edwards		
Risk Descri	Risk Description						
There is a risk of Data Breach due to failure / lack of Data Protection Act (2018) compliance leading to personal loss, reputational damage or a loss of public confidence and legal action.							
Residual Risk	12	Target Risk	4	Score Change	n/a		
Risk Update	Risk Update						

Information Governance Board has agreed a scope of works to be undertaken by an external agency to review our SharePoint infrastructure and processes to better protect ECFRS against data breaches. The Information Governance Audit action plan is now being reported through to the Continuous Improvement Board.

Control Measures	Status	% Completed
Data Protection Policy	In Progress	70
ECFRS contract with Information Governance	Effective	100
Services		
Information Governance Officer (Agency)	Effective	100
Records Management	In Progress	15
Risk and Assurance	In Progress	15

SharePoint Management	Approved	15
Training and awareness	In Progress	15
Transparency and accountability	In Progress	15

Risk Reference	SRR150032	Risk Owner	Karl Edwards
Risk Description			

There is a risk that, due to a lack of carbonaceous (hot) fire training facilities, the Service cannot deliver all its statutory training requirements (as detailed in the Fire and Rescue Services Act 2004 and associated guidance).

Residual Risk Target A Change n/a

Risk Update

Activities relating to RIBA stage 3 are close to competition. An update paper is being presented to Septembers Strategic Board to make recommendations to progress to RIBA stage 4 and development of a full business case.

Government change of use for Wethersfield may provide an extension to the original date of 2025 to vacant site.

Control Measures	Status	% Completed
A business continuity plan which enables the temporary delivery of hot fire training for those who are highest priority	In Progress	50
Appropriate project resources are allocated to the training facilities project to ensure capacity for delivery	In Progress	50
Ongoing conversation with the Defence Infrastructure Organisation (DIO) to ensure awareness of potential site closure	In Progress	50
Planning for the potential site closure progresses and includes a feasibility study	In Progress	50

Risk Reference	SRR150014	Risk Owner	Moira Bruin
Risk Description			

There is a risk that through action or non-actions by the Service, there is a fatality (or serious injury to) a member of staff or the public.

(This excludes operational training and response which are covered in SRR150020 and SRR150028 respectively)

Residual Risk	9	Target Risk	3	Score Change	n/a
Risk Updat	е				

Successful recruitment of a Head of Health and Safety/Responsible Person has taken place.

Director of Corporate Services continues to lead on work to ensure our systems can provide Risk Information which is up to date to all devices on fire appliances and in the office (150014/026).

Health and Safety at work training is being rolled out across ALL supervisory managers - as per our Health and Safety Strategy. This has been budgeted for, planned and is currently in delivery. This was an outcome of a recent Al and the achievement of this is being checked and peer assured (3rd line of defence) by West Midlands FRS H&S lead (150014/002).

Control Measures	Status	% Completed
Compliance with Section 11 audit process, and consequent reporting to Safeguarding boards	Effective	100
Deliver training to all front-line crews in initial response to MTA	Effective	100
Develop managers in the principles of JESIP	Effective	100
Ensuring that systems for recording and accessing risk information are effective	In Progress	50
Health and Safety training and competence as outlined in HSE65	In Progress	50
Incident Command training – verification and development programme	Effective	100
Maintain an out of hours fire safety officer process	Effective	100
Maintaining a Health and Safety competent person	In Progress	65
Operational personnel carrying out visits in a timely fashion and up to date risk information being uploaded	In Progress	50
Protecting our People	Proposed	10
Service engages and is a key partner within the Essex Resilience Forum	Effective	100
There are processes in place to give strong assurance around our risk information management	In Progress	50

Risk Refere	ence S	RR150031	Risk Owner		Karl Edw	/ards
Risk Descr	iption					
There is a risk that without effective Cyber Security measures in place, we will be vulnerable to an attack causing harm or loss.						
Residual Risk	9	Target Risk	6	Score Chan	-	n/a
Risk Update						

Following attendance at the NFCC Digital Data and Technology Conference an opportunity was enabled for FRSs to access a cyber-security exercise toolbox, with which ICT will be setting up a cyber-exercise to take place in October 2024.

Essex Resilience Forum Cyber day is took place on 11th July 2024 and ECFRS were fully engaged in this.

ECFRS have now become members of the Eastern Region Cyber Resilience Centre.

Control Measures	Status	% Completed
Anti-Virus	Effective	100

Backup on premise and to cloud	Proposed	100
Cyber essentials	In Progress	75
Cyber insurance	Implemented	100
Cyber Plan	Effective	100
Disaster Recovery and Business Continuity	In Progress	50
Planning		
Firewalls	Effective	100
Hosted and Cloud services	Proposed	10
Privilege identity management	In Progress	50
Secure email	Proposed	100
Secure websites	In Progress	100
Server security	In Progress	75
Training for all employees	In Progress	70
Vulnerability management	Implemented	80

Risk Refere	ence	SRR150033	Risk O	Risk Owner		Bruin
Risk Descr	iption					
There is a risk that we do not have the correct resources and systems in place to cope with the demands of increasing extreme weather events as a result of climate change inaction.						
Residual Risk	9	Target Risk	2	Scor Char		n/a
Risk Update						

There is a meeting between FBU and Service Managers taking place on 19/08/24 hoping to sign off the Wildfire plan. Once in place new firefighting tactics and equipment will be introduced aligned to the Wildfire plan.

A wildfire exercise took place in April 2024. Drone video footage was captured which will in turn feed in to new training for the Service.

There are two Level 4 Wildfire National TacAds in the Service, with 6 x Level two Incident commanders booked onto Level three wildfire courses in September 2024.

All watches in control have been provided familiarisation input on wildfire classification.

Control Measures	Status	% Completed
Equipment and assets needed for heatwaves	In Progress	50
Heatwave assurance group	Implemented	80
Heatwave Plan	Effective	100
Policies and procedures	In Progress	50
Stakeholder engagement	Approved	20
Strategic support officer	Proposed	10
Training	In Progress	50

Risk Reference	SRR150008	Risk Owner	Karl Edwards
Risk Description			

There is a risk that the Service is unable to effectively mobilise or communicate with our response resources and partner agencies.

Residual	0	Target	4	Score	n/o
Risk	0	Risk	4	Change	n/a

Risk Update

A Project Initiation Document (PID) regarding Control mobilising station end equipment and MDT replacement is being presented to PMB in September 2024 for approval. This will replace end of life mobilising technology reducing the strategic risk.

The NFCCs Multi-Agency Interface Technology (MAIT) system is being rolled out across the country, ECFRS is in tranche seven with a go live date of September 2025, this will improve Fire Service Control room "buddying" arrangements.

Control Measures	Status	% Completed
ECFRS Control Business Continuity Plan	Effective	100
Ongoing updating of CAD/ICCS: Guardian Command & CRS	Effective	100
Procurement & delivery of new mobilising & ICCS system	In Progress	50
Replacement of Station End equipment – work paused	Proposed	10
Workforce management project	In Progress	30

Yellow Risks

Risk Reference	SRR150005	Risk Owner	Colette Black
Risk Description			

Due to a lack of investment and planning there is a risk that the Service does not develop and manage its people effectively resulting in a failure to deliver against the Service's People Strategy.

(Having the right people, in the right place, with the right skills, at the right time).

Residual Risk	6	Target Risk	4	Score Change	n/a
Blab Hadata					

Risk Update

Strategic Workforce Plan is in place and is being presented to SLT on a quarterly basis.

People Strategy is in place and delivery is on time and in budget.

Control Measures	Status	% Completed
Appraisals	Effective	100
Effective Inclusion & Diversity Plan	Implemented	80
Efficient workforce planning and recruitment procedures	Effective	100
Identify gaps in learning	Proposed	10
Impact assessment to be carried out on delivery of the cultural change strand of the People Strategy	Approved	100

Leadership training	Effective	100
People Strategy delivered within budget and	Effective	100
reviewed on a monthly basis through the SLT		
Provide adequate recording system to ensure	In Progress	50
compliance with the working time directive		
Staff engagement in line with the People	Implemented	80
Strategy	-	
Training recording system (PDRPro)	Effective	100
Training should be available for all shift	Effective	100
patterns		
Training should be suitable for all learning	Proposed	10
types		

Risk Reference	SRR150011	Risk Owner	Rick Hylton
Risk Description			

There is a risk that the Service is unable to deliver the programme of change needed to ensure ECFRS is able to respond to changes in the risk environment and remain future fit, leading to inability to meet the commitments set out in the Fire and Rescue Plan, CRMP and meet its legislative obligations.

Residual Risk	6	Target Risk	4	Score Change	n/a
Risk Undat	Δ				

Current Change programme is aligned to the Fire and Rescue Plan and the current IRMP is resourced to deliver.

Continued funding uncertainty will need to be considered in ensuring successful delivery of future Fire and Rescue Plan and CRMP. To assist this, a Productivity and Efficiency Board has been established chaired by Chief Finance Officer alongside the development of the CRMP led by the DCFO.

Control Measures	Status	% Completed
Continued monitoring of Local Authority	Effective	100
Financial climate		
Reporting to the PFCC on the change	Implemented	100
programme		

Risk Refere	nce SRR	150026	Risk Owner	Kar	l Edwards	
Risk Description						
Failure of the Service's Information Communication and Technology (ICT) platforms and/or infrastructure, leading to intermittent or complete loss of service.						
Residual Risk	6	Target Risk	4	Score Change	n/a	
Risk Update						

The Service is 90% complete in transitioning all on premise applications to be cloud hosted. The remaining on premise applications will migrate by March 2025.

Further education to employees is required on phishing to avoid Service exposure to ransom scams and cyber-attacks.

Control Measures	Status	% Completed
Digital and Data strategy and programme	Effective	50
Effective Disaster Recovery Plan in place	Implemented	80
IT service management – tooling and	Effective	100
processes		
Prioritisation of ICT projects (tactical activity)	In Progress	100
Systems regularly backed up and procedure in	Effective	100
place to cover in the event of a power outage		

Risk Reference	SRR150028	Risk Owner	Moira Bruin			
Risk Description						
There is a risk that the Service fails to deliver its Prevention, Protection and Response						
activities leading to	a loss of trust and con	fidence by the Essex cor	mmunities.			

Residual 6 Target 2 Score Change

Risk Update

No significant update since last report.

Control Measures	Status	% Completed
Ability to use operational staff on a more flexible basis	In Progress	50
Active involvement in the Policing Hubs and Local Strategic Partnerships	Effective	100
Appraisals for the Operation directorate	Effective	100
Arrangements for ICT cyber security are in place	In Progress	50
Delivery of Response strategy	Effective	100
Directorate governance arrangements	Effective	100
Effective business continuity plans in place	Effective	100
Effective network resilience based on Service requirements	Effective	100
Effective physical security arrangements to Service premises throughout Essex	Effective	100
Effectively manage, prioritise and ensure the availability of core stations	Effective	100
Monitor changes in legislation and the fire sector	Effective	100
Operational training and competency recording	Implemented	80
Prevention and Protection strategies	In Progress	50
Protection team structure and resourcing	Effective	100
Protection training and competence maintenance programme	Effective	50
Quality assurance	Effective	100
Review of the Service's response to MTA	Effective	100
Risk Based Inspection Programme	Effective	100

Successful implementation of core ICT	Implemented	100
infrastructure (optimisation programme)		

Risk Reference	SRR150019	Risk Owner	Colette Black
Risk Description			

The Service is committed to continuously developing a positive and kind culture where every employee has the right to be treated fairly, inclusively, with kindness, equality, dignity and respect.

There is a risk that we fail to continuously develop a supportive and inclusive working environment to foster such a culture.

Residual Risk	4	Target Risk	3	Score Change	n/a
Risk Updat	e				

The Service have attained Silver Inclusive Employers standard accreditation. This represents a significant step forward from the previously held bronze accreditation.

A New Assistant Director role is in place to lead work on the 3 People Pillars - Culture, Inclusion and Wellbeing - commenced in role on 1 July 2024.

Control Measures	Status	% Completed
Diversity and inclusion training and advocates	Implemented	80
are in place		
Positive Action Plan in place	Effective	100
Strategic Drive	Effective	100
Succession plans include consideration of	In Progress	50
diversity		
Training relating to ethics, values and	In Progress	50
behaviour is in place		
Values and ethics are incorporated into	Effective	100
recruitment and promotion processes		

Risk Reference	SRR150020	Risk Owner	Colette Black		
Risk Description					
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)					

appropriate skills to fulfil their role (in line with the Health and Safety at Work Act) resulting in serious injury or loss of life.

Residual Risk	4	Target Risk	4	Score Change	n/a
Risk Updat	е				

A process of regular reporting on training levels is provides assurance of training levels.

All On-Call BA initial courses that run from 1st July 2023 to end March 2024 have achieved 100 % utilisation. This is a positive picture with a high level of engagement compared to July 2023.

Control Measures	Status	% Completed
Adoption of N.O.G into training	In Progress	50

Annual training plan	Effective	100
Booking app	Implemented	80
Business Continuity Plans	Approved	20
Competency recording	Implemented	100
Core skills assurance programme	In Progress	50
Evidence assessments and verification	In Progress	50
Increased capacity for BA training	In Progress	25
L&D advisory group	Effective	100
Operational Learning	Implemented	100
Operational training strategy	In Progress	50
Quality Assurance Processes	Effective	100
Refurbishment of BA facilities	Proposed	10
Regular reporting to SLT and P&R	Effective	100
Review adoption of N.O.G	Effective	100
Risk critical training updated manually and	Effective	100
reported to managers on a monthly basis		
Strategic workforce plan	Effective	100
Use of support trainers	In Progress	50
Utilisation dashboard and publication of figures	In Progress	50

OPTIONS AND ANALYSIS

There are no options to present with this paper.

LINKS TO FIRE AND RESCUE PLAN

All risks can be linked to the priorities contained within the Fire and Rescue Plan.

FINANCIAL IMPLICATIONS

There are no financial implications identified specifically related to the status of the Strategic Risk Register. There is an inherent financial risk if the Service fails to appropriately manage its risk.

LEGAL IMPLICATIONS

There are no legal implications identified specifically related to the status of the Strategic Risk Register. There is an inherent legal risk if the Service fails to appropriately manage its risk.

STAFFING IMPLICATIONS

None identified within this paper.

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 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

These are considered within the relevant Strategic Risks detailed in the Background section of this paper.

CONSULTATION AND ENGAGEMENT

Internal consultation with strategic risk owners.

FUTURE PLANS

Following appropriate training for the Risk Team, conduct an in-depth review of the Strategic Risk Register to ensure all risks, controls and supporting information is accurate and up to date and that they align to the rest of the service.

Following engagement with JCAD software providers, the Risk Team will have a better understanding of the extent of options, tailoring and benefits available within the software to then bring back recommendations to SLT for the future use of JCAD within ECFRS with the intention to improve engagement with and effectiveness of corporate risk management.

LIST OF BACKGROUND PAPERS AND APPENDICES

Appendix A – Quarterly Strategic Risk Overview.