

# Community Protection Directorate - Planning Spreadsheet 2020-21

Department: RESPONSE & PREVENTION

| Ref # | Primary Strategic Aim | Primary Strategic Objective  | Objective   | Activity/Actions<br>High Level Description  | Outcome<br>Short description of what you are aiming to achieve   |
|-------|-----------------------|------------------------------|---|---|--|
| RP01  | Plan_and_respond      | Quick and effective response | To complete the review of operational risk, including cross border risk information, implementing changes to systems and processes where improvements have been identified. | <p>Complete the transfer of all new and outstanding cross border risk information on to MDTs by July 2020 and establish a process to regularly update</p> <p>Provide all neighbouring FRS with refreshed risk information relevant to their potential cross border response by Sept'2020 and establish a process to regularly update</p> <p>Complete the implementation of recommendations from the Grenfell Tower report linked to response arrangements for high risk/high rise residential buildings by Mar'2021.</p> <p>Trial and support the roll-out of SEED Risk on to MDTs by Jan'2021.</p> | <p>The service will understand the national risks and cross border risks as well as local risks. It will be as well prepared as possible to meet such risks and will have information readily available to operational staff and control room operators.</p> <p>This will be achieved via a delivery method that presents the information in a clear and timely manner, allowing for schedule reviews and audits to confirm the validity and accuracy of such information.</p> |

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| RP02  | Be_excellent          | Competent, professional workforce | Review Fire Investigation arrangements to ensure compliance with latest legislation and guidance | <p>Produce a review of the structure and training of Fire Investigation within HFRS with regard to the application of ISO17020 by October 2020.</p> <p>Structure the current FDO Fire Investigation team to ensure it meets the demand and expertise required, with a focus on fire fatalities</p> <p>All in house Fire Investigation training will conform to SFJ level 2</p> <p>Fire Investigators will have a development pathway to become qualified at Level 5 certificate</p> <p>Fire Investigation practice and report writing will conform to ISO17020</p> <p>Develop greater collaboration with the Police/SOCO, other regional FRS's and the Forensic Science Services</p> <p>Review all Fire Investigation PPE and equipment to ensure it meets the required standards and safety needs.</p> | The Fire Investigation team will conform to the ISO standards and work more collaboratively with other partners to ensure specialist teams carry out Fire Investigation to a high standard |

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| RP03  | Be_excellent          | Competent, professional workforce | Introduce and make National Operational Guidance (NOG) the primary information source for incident management and preparedness                  | <p>Complete Strategic Gap Analysis using the National Operational Guidance (NOG) online portal, with a focus on the following activities:-</p> <ol style="list-style-type: none"> <li>1. Operations</li> <li>2. Incident Command</li> <li>3. Environmental Protection</li> <li>4. 5 Context Areas</li> <li>5. 12 Activity Areas</li> </ol> <p>Obtain SEB approval for full adaptation and implementation of NOG and requisite governance arrangements</p> <p>Develop implementation plan with timelines</p> <p>Develop communication plan for implementation of NOG in HFRS</p> <p>Support Regional collaboration to establish generic OINs where possible with specific, HFRS focused, documents only where necessary</p> | National Operational Guidance (NOG) will be the foundation for HFRS in developing operational policies, procedures and training for firefighters to deal with incidents effectively and safely |
| RP04  | Be_excellent          | Low cost, high performing         | Prevention MIS incorporating Safe & Well; roll-out of 'smart-working' solution for recording safe & well visits and other Prevention activities | <p>Identify an IT solution to support and enhance prevention work.</p> <p>Develop requirements document</p> <p>Produce tender documents</p> <p>Go to tender and engage with suppliers</p> <p>Shortlist suppliers</p> <p>Award tender</p> <p>Produce delivery plan including training</p> <p>Rollout software and hardware</p>  | A more efficient, effective and robust system for recording and managing prevention information, which provides data for, and is designed to support, evaluation                               |

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| RP05  | Prevent_and_protect   | Target our work             | Further improve targeting of activities to focus on those at highest risk | <p>Develop new risk methodologies to further improve the way in which we identify and support the most at risk residents of Hertfordshire</p> <p>Develop Privacy Impact Assessments with Adult Care Services &amp; Information Governance in relation to data sharing</p> <p>Agree data to be supplied by partners</p> <p>Develop risk stratification model</p> <p>Develop central booking system for prevention activity</p>               | A greater understanding of those most at risk from fire and other hazards to assist in developing more efficient and effective ways of delivering risk reduction activities and reducing deaths and injuries whilst improving wellbeing. |
| RP06  | Be_excellent          | Low cost, high performing   | Develop an effective evaluation framework for Prevention activities       | <p>To develop an evaluation framework that can help the organisation to analyse prevention activity and ensure that it is delivering the outcomes predicted</p> <p>Engage with Opinion Research Services to undertake evaluation on Risk Based Inspection Plan, Safe and Well visits and After the Fire Incidents</p> <p>Produce and submit paper to HoS on evaluation outcomes and options</p> <p>Develop SIS and evaluation framework</p> | Evaluation of Prevention activities to ensure that resources are achieving the expected outcomes and supporting decision making. Evaluation must consider financial, societal and moral factors  |

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| RP07  | Plan_and_respond      | Quick and effective response | Prepare trials for the use of alternative vehicles at Watford and Berkhamsted as part of IRMP Proposals | <p>Contribute to the delivery of IRMP proposal 3 (Alternate Vehicles) by:-</p> <p>Engaging with staff to identify requirements of each vehicle type</p> <p>Propose each vehicle type to AEPB for approval</p> <p>Procure vehicles via a current framework</p> <p>Work with coach builders to ensure locker layouts are fit for purpose as agreed by ADG</p> <p>Identify and undertake appropriate preparations and training to support effective and safe use</p> <p>Identify success criteria and implement an effective evaluation framework to measure success/improvements for future vehicles</p> | <p>Safe and effective response is maintained throughout the trial.</p> <p>Evaluation of the trial must provide useful analysis to inform future decisions on use of these vehicles in these, or other areas of the County.</p> |
| RP08  | Plan_and_respond      | Quick and effective response | Continue to develop the recommendations contained in the On-Call review                                 | <p>Contribute to the delivery of IRMP proposal 5 (On- call review)</p> <p>Focus on recruitment to enable 3 on-call courses in 2020 and 4 in 2021 to address crewing shortfalls at stations</p> <p>Develop contracts to support smart-workers providing daytime cover at on-call stations</p> <p>Develop banded contracts to improve retention and availability</p> <p>Introduce enhanced technological solutions to support on-call crewing levels and ways of working</p>   | <p>The Service is able to recruit sufficient On-call staff to maintain the availability of On-call resources across the County. Staff continue to feel valued and are appropriately supported and developed.</p>               |
| RP09  | Prevent_and_protect   | Work in partnership          | Explore and develop further opportunities for increased collaboration across Prevention                 | <p>Contribute to options paper for closer collaboration on Prevention including the potential establishment of a community safety hub by Nov'2020.</p> <p>Implement relevant recommendations emanating from the Prevention Collaboration options paper by Mar'2021</p>   | <p>A more joined up approach to Prevention activity realising synergies and improve targeting of Prevention activities where there is greatest risk.</p>   |