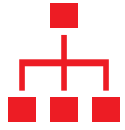


Protection

Tom Hirst – Area Manager Risk and Resilience
Jon Darnton – Station Manager Protection



This Presentation



The Structure



The Strategy & Plan



Our Areas for Improvement from HMICFRS



Our Achievements



Our Challenges

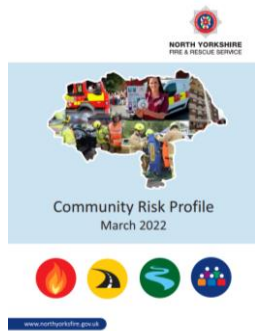


What is Protection

Our protection teams help keep businesses, buildings and building users safe through providing support, guidance and where appropriate enforcement activity to ensure fire safety standards are met.



Local drivers



Who, what and where is most at risk?



What matters to the public?



What resources do we need and where should they be?



How are we expected to behave and act?



How do we deliver what's expected of us and develop and improve the service?



KEEPING OUR BUILT ENVIRONMENT SAFE

PROTECTION STRATEGY
OCTOBER 2023 – MARCH 2025

NORTH YORKSHIRE
FIRE & RESCUE SERVICE



What specific **actions** do we need to take and what **impact** do we need to make?



Risk & Resource Model

Through this RRM we will:

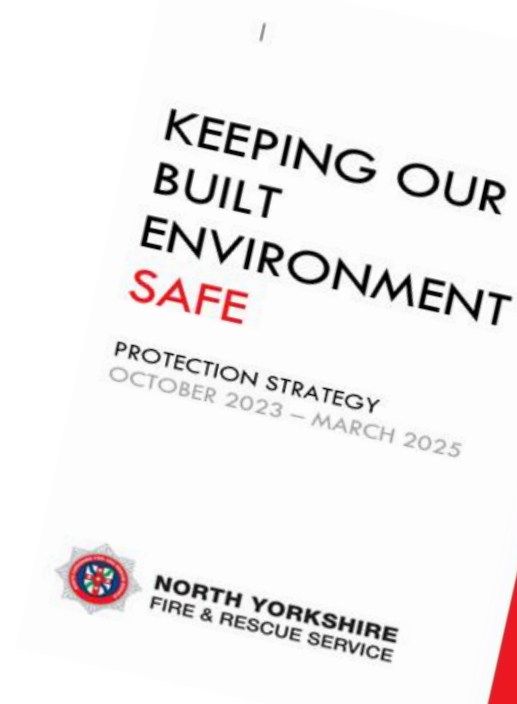
- Create new roles that allow staff to specialise earlier on in their career and increase capacity and capability by making permanent roles currently funded by Government grants.
- Create career progression pathways.
- Work with our regional fire and rescue services to further collaborate and share resources specifically across fire engineering, training and enforcement.
- Align to emerging new legislative requirements and national frameworks.



Risk and Resource Model
2022 - 2025

Our strategy

- Why we have it
- What it says
- How we deliver it
- How we monitor and understand our performance
- How we understand the difference it makes

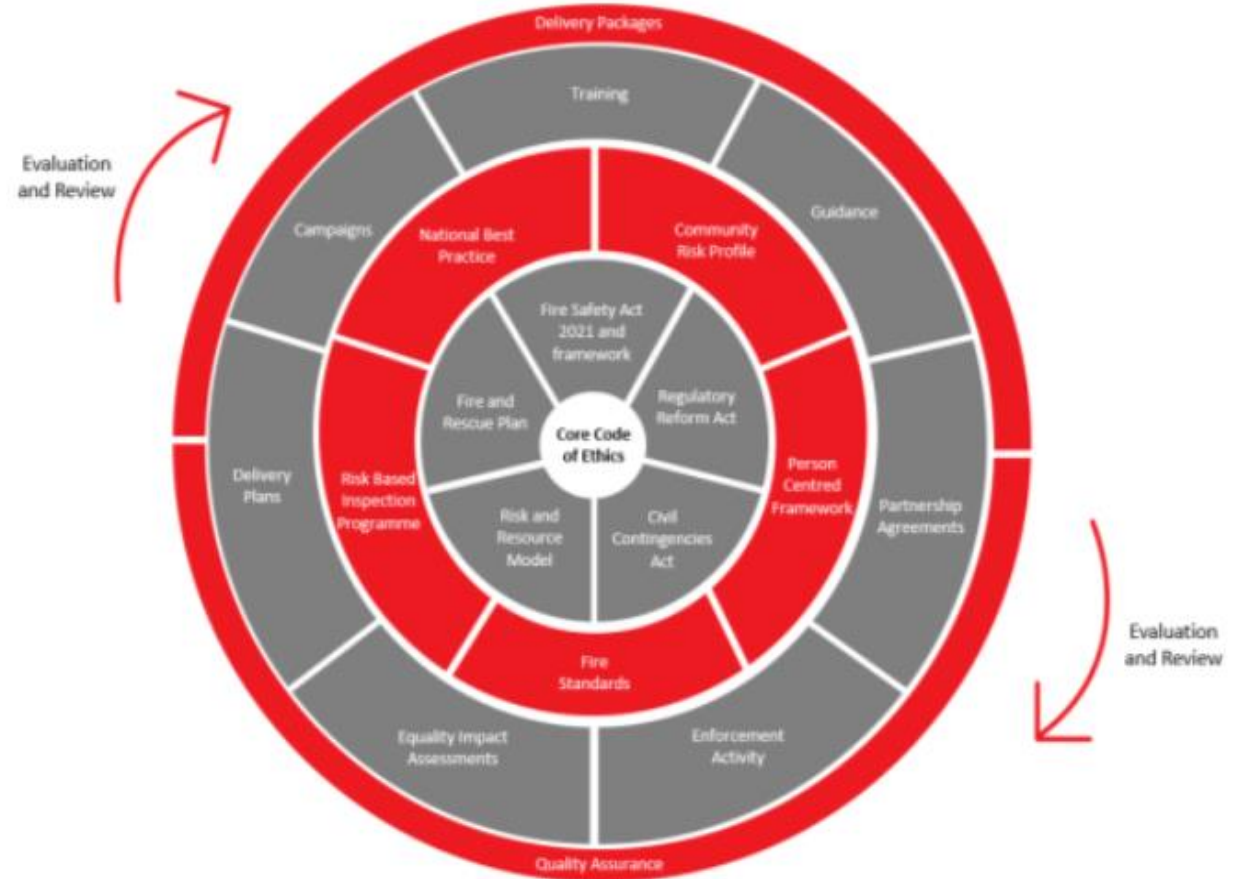


National guidance

The Fire and Rescue National Framework also states that we must:

- **Identify and assess** the full range of foreseeable fire and rescue related risks in our area
- **Make provision** for prevention and protection activities and respond to incidents appropriately
- **Work in partnership** with communities and partners locally and nationally to deliver our service
- **Be accountable** to communities for the service we provide

There are many other factors which drive and impact our work, and some of these are shown in the illustration on the right.



Plan of action

Positive difference to be made	How we will measure Impact
Progress of audit activity against the Risk-based Inspection Programme (RBIP)	<ul style="list-style-type: none"> • Intervention activity against risk-based inspection programme for all high-risk premises. • Intervention activity against risk-based inspection programme for all other premises. • Correct competency of officer to building risk type at time of issue.
Percentage of unsatisfactory audits	<ul style="list-style-type: none"> • Percentage of unsatisfactory audits against total audits completed broken down by article of non-compliance.
After the fire audit activity	<ul style="list-style-type: none"> • Percentage of after the fire audits undertaken within the prescribed timeframe following the fire.
Enforcement activity	<ul style="list-style-type: none"> • Enforcement activity broken down by premises type and article of deficiency.
Responding to complaints	<ul style="list-style-type: none"> • The percentage of fire safety complaints responded to within the required timeframe. 48 hours.
AFA reduction of UWFS	<ul style="list-style-type: none"> • Compliance with automatic fire alarm reduction policy. • Numbers of unwanted fire signals at premises across timeframe to demonstrate performance. • Qualitative report of premises progressed to stage 3 of the automatic fire alarm reduction policy.
Consultation activity	<ul style="list-style-type: none"> • The percentage of consultation responses within the required statutory timeframe. 15 working days.
Quality assurance of protection audit activity	<ul style="list-style-type: none"> • Progress against the quality assurance timetable of quality assurance audits. • Outcomes of quality assurance audits to identify any trends in skills or knowledge gaps.
Compliance with the NFCC standard for Protection	<ul style="list-style-type: none"> • Progress against action plan identified gaps against the standard



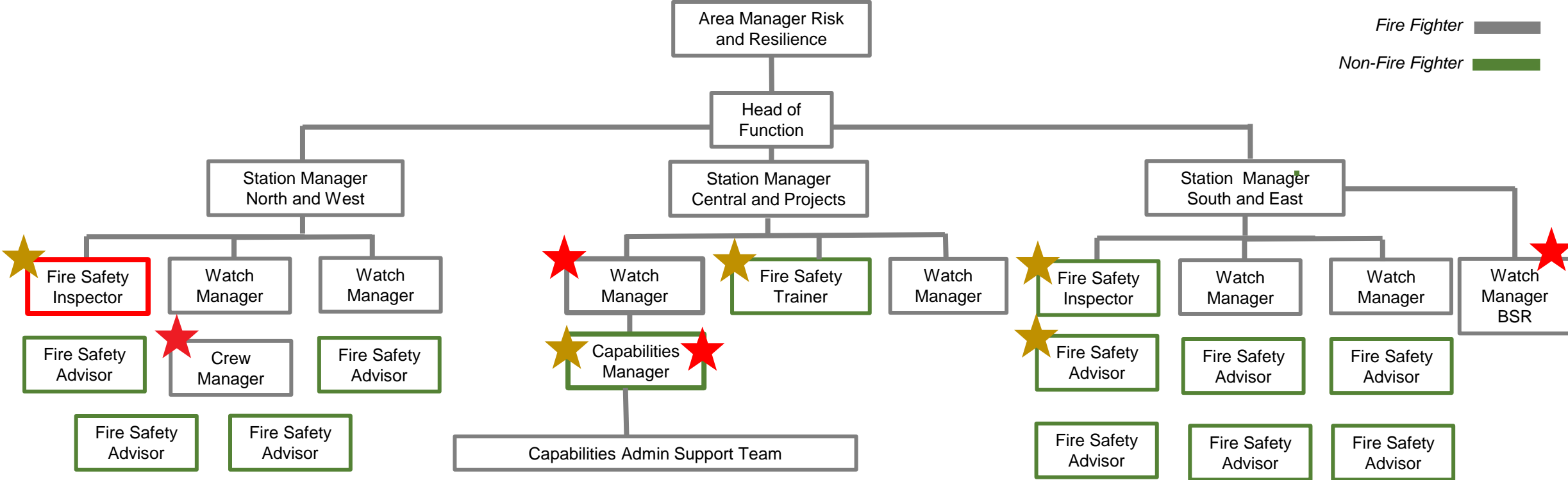
Delivery

- Our risk-based inspection programme will target those premises that present the greatest risk to our communities.
- Introduce key performance indicators against the risk-based inspection to measure performance.
- Utilise new and innovative data sources and information to deliver the protection strategy with increased efficiency and effectiveness.
- Create career pathways for all protection staff.



Our New Structure with Operational & Non-Operational Pathways

- New Post ★
- Temporary Post ★
- Vacant Post ■
- Fire Fighter ■
- Non-Fire Fighter ■



2021/2022 Inspection - Areas for improvement

- The service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk.
- The service should align with the [National Fire Chiefs Council's](#) Competency Framework for Fire Safety Regulators.
- The service should make sure it has an effective quality assurance process, and that staff carry out audits to an appropriate standard.
- The service should make sure it has effective arrangements for giving specialist protection advice out of hours.

The service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk.

The original Fire Service Emergency Cover model and Integrated Risk Management Plan guidance note 4 methodology provides the current baseline for risk determination. It includes a methodology to allocate a generic risk score and five category levels (between Very High and Very Low) to occupancy categories. This generic risk score is refined further following physical inspections.

Contributory Factors to level of risk:

- Building size
- Building height
- Building use
- Historic incident data



The service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk.

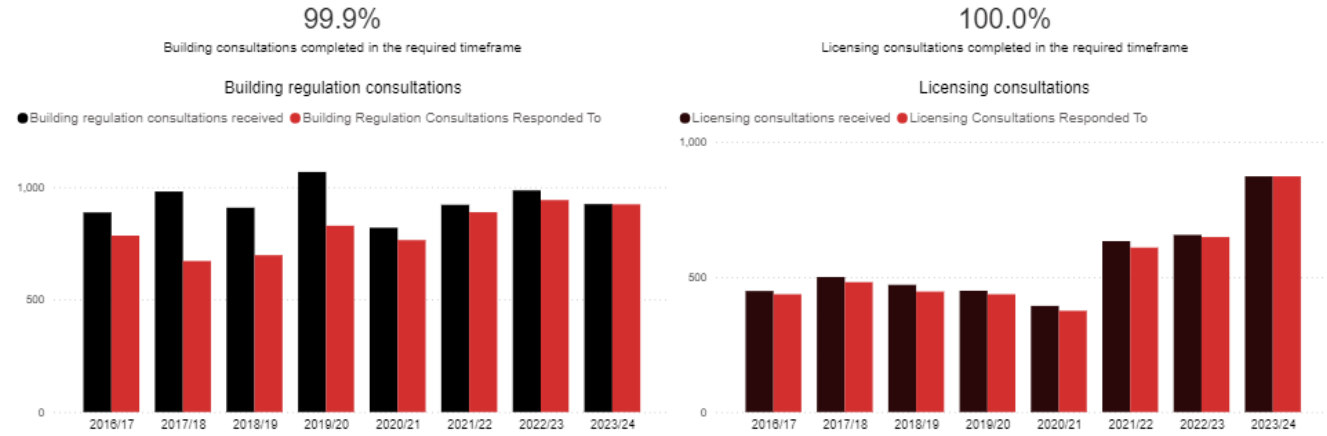
	Very High Risk	Overdue	High Risk	Overdue
January 2022	511	398	912	530
March 2024	6	0	360	0



Consultation Activity

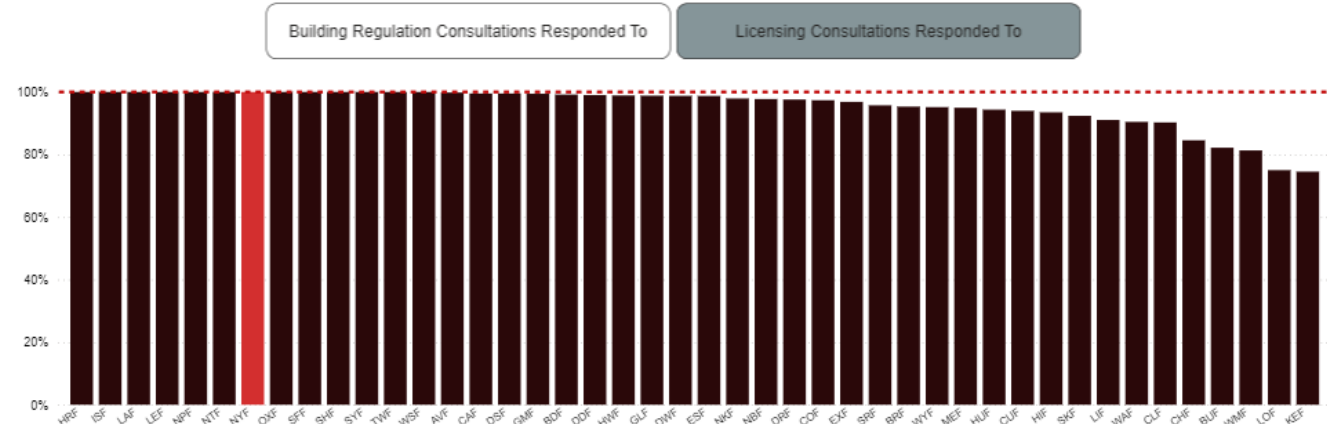
- We have a statutory requirement to respond to building regulation and licensing consultations within set timeframes.
- **2023/2024** Building regulations completed in timeframes **99.9%**
- **2023/2024** licensing consultations completed in timeframes **100%**

Building and Licensing consultations in North Yorkshire in 2023/24



Note: For 22/23, West Yorkshire had an issue with recording completed building regulation consultations.

Proportion of building and licensing consultations responded to in the required timeframe across all services in 2023/24



All services should aim to have 100% of their building and licensing consultations completed in the required time frame. The red line indicates the target of 100%. Services falling below this target should be looked at in further detail. These services may have resourcing or system issues which mean they fall behind in completing consultations on time. This could include lack of personnel trained to carry out consultations or a systems issue with progressing each stage of the consultation.

Source : HMICFRS data collection



The service should align with the National Fire Chief's Competency Framework for Fire Safety Regulators.

To ensure we align to the National Fire Chiefs Council competency framework, Station Managers are responsible for the allocation of audits to level 3 trained staff (non-specialists).

Additional controls in place to monitor high and very high risk jobs completed.

Since 2022 – All inspections of our highest risk buildings have been carried out by the appropriately trained staff, aligning to the competency framework for fire safety regulators.



The service should make sure it has an effective quality assurance process, and that staff carry out audits to an appropriate standard.

- At time of inspection no quality assurance process in place for protection activities.
- **September 2022** – New quality assurance process introduced.
- Aligns to National Fire Chiefs Council competency framework for fire safety regulators.
- Blended approach of desktop assurance and full assurance process, this includes a visit with the inspecting officer.
- Trends identified through newly introduced recording system.
- The process is supplemented by support from the protection training team to deliver training where common areas of development are identified.



The service should make sure it has an effective quality assurance process, and that staff carry out audits to an appropriate standard.

Progress

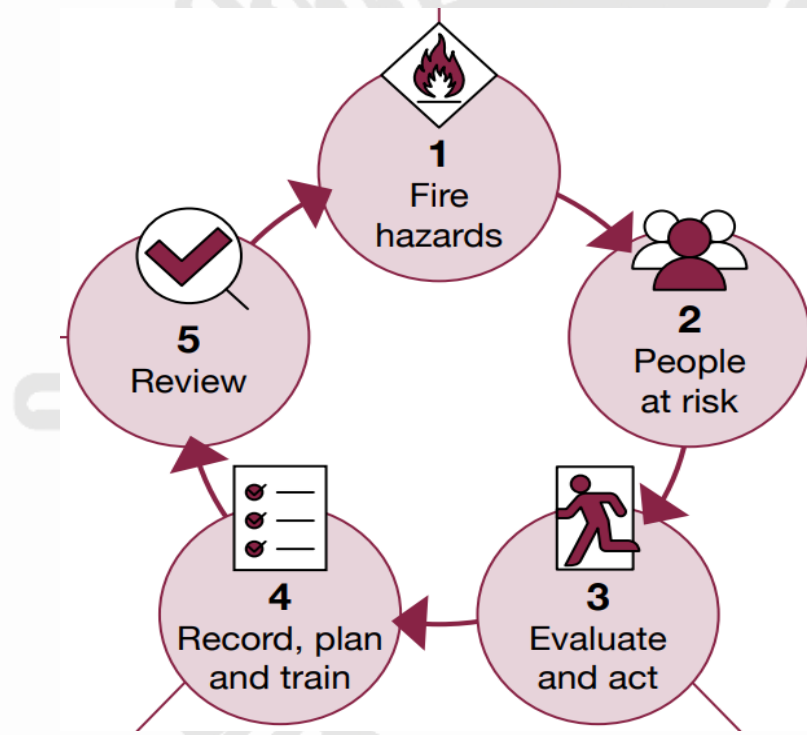
- **November 2022** – 37% of staff in auditing roles had been quality assured.
- **February 2023** – 68% of staff in auditing roles had been quality assured.
- **2023** - Following large numbers of people starting the qualification and supervisory manager process taking place we did have a reduction in staff quality assured due to the number of staff movements.
- **May 2024** – 100% of staff in auditing roles had received the appropriate quality assurance.

Work continues to assure those recently gaining qualification, they will not carry out any unsupervised audit activity until this has taken place.



The service should make sure it has effective arrangements for giving specialist protection advice out of hours.

- Strategic Leadership Board approved trial of new out of hours enforcement in May 2024.
- Out of hours enforcement provision currently being developed to trial.
- Additional inspectors recruited.
- Additional vehicles for inspectors sourced.



New out of hours enforcement procedure will assure us that we have effective arrangements for protection activity at all times.

What else is working well

- Primary Authority Scheme.
- Continued reduction in unwanted fire signals at Commercial and Industrial Premises.
- Investment into the management information system.
 - Ensure our system is GDPR compliant
 - Better use our data.
 - Better mapping functionality.
 - New quick screens for improved user experience
 - Improved data quality.
 - Automated links to other key Fire Rescue Service systems
- Regional protection group that identifies and shares good practice in key areas such as fire engineering, training and enforcement activities.
- Building Safety Regulator.
- Training and use of technology such as virtual reality to enhance experience.



You've had an unwanted fire signal!

This is a cost to you:

- Loss of production
- Staff complacency
- Enforcement action which could lead to prosecution

This is the cost to the Fire Service and the public:

- It costs £350 per hour to attend a false alarm
- This diverts us from real emergencies and vital community work
- Unnecessary risk to fire crews and the public whilst responding



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

Introduction of fire safety check

We now have a Level 2 Skills for justice accredited award in carrying out fire safety. This will be available for our On-Call Watch & Crew Managers and all new Wholetime Firefighters joining the service.

This will allow us to:

- Increase protection knowledge and understanding within all areas of our service.
- Expand the delivery of our risk-based intervention programme.
- Ensure our staff at all levels have access to a fire safety qualification.
- Deliver fire safety in areas that have previously been hard to reach.



Challenges

- Transition on to new NFCC risk-based interventions guidance, introducing a national methodology for defining risk.
- Uncertainty surrounding the annual protection uplift grant, causing difficulty for developing a sustainable plan.
- Succession planning due to the time and cost of specialist protection staff gaining the appropriate qualifications and competencies.
- Changes in regulations and legislations.
- Emerging technologies.



Performance and evaluation

Accompanying our strategy, we have a performance framework which is monitored and measured through a monthly Community Risk and Resilience Performance Group. This helps us to understand and evidence the impact we are having.

We also use:

- What the public tell us about their experiences of our service.
- Our assessments of compliance with national standards for Protection.
- An assessment of our delivery of the Fire and Rescue Plan.
- Our internal performance systems and governance structures.
- The comments and assessment of our performance by His Majesty's Inspectorate of Fire and Rescue Services.
- Changes to our Community Risk Profile.





Thank you

Progress, People, Community



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**