

Community Safety Framework

2017-2020



Contents

1. INTRODUCTION	4
2. COMMUNITY SAFETY FRAMEWORK	4
2.1 LFR Vision and Mission	4
2.2 LFR Priorities	5
2.3 Statutory Duty	5
2.4 Main Principles	5
2.5 Delivery of the Framework	6
3. COMMUNITY FIRE SAFETY (PREVENTION)	7
3.1 Requirements and Functions	7
3.2 Campaigns & Information	8
3.3 Safe and Well Check (S&WC)	9
3.4 Partnerships	10
3.5 Arson Reduction	11
3.6 Post Incident	11
3.7 Safeguarding	11
3.8 Vulnerable Adults	12
3.9 Youth Engagement	12
3.10 Road Safety	13
3.11 Water Safety	13
3.12 Fire Investigation	14
3.13 Health & Wellbeing	14
4. COMMUNITY FIRE PROTECTION	14
4.1 Requirements	14
4.2 Fire and Rescue National Framework for England	15
4.3 IRMP Guidance Note 4	16
4.4 Regulators Code	16
4.5 Primary Authority	17
5. DISCHARGING CFP REGULATORY DUTIES	17
5.1 Functions	17
5.2 Risk Control and Mitigation	18
5.3 Complaints	18
5.4 Post Fire Audits	18
5.5 Consultation	19
5.6 Fire Safety Audit	20
5.7 Short Audits	20
5.8 Operational Fire safety Visit	21
5.9 Hazard Spotting	21
5.10 Thematic Activities	22
5.11 Risk-Based Inspection Programme	22
5.12 Risk Area Profiling	24
5.13 Petroleum	25
5.14 Safety Advisory Groups	26
5.15 Unwanted Fire Signals	27
5.16 Fire Protection Advice	27
5.17 Agency Liaison	28
6. SUPPORT FUNCTIONS	29
6.1 Competency, Training & Authorisation CFP	29
6.2 Competency & Training CFS	31

Community Safety GM D Moss 2018

6.3 Interdependencies	31
6.4 Regional Collaboration	31
6.5 Organisational Assurance	32

Appendix

A- Pre Campaign Evaluation	
B -Campaign Evaluation	
C- Campaign Template	
D- Risk Identification Methodology	
E- Community Fire Protection Risk Identification Methodology	
F- Community Fire Protection Risk Based Inspection Workflow Process	

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1. INTRODUCTION

The purpose of this document is to set out the framework for the delivery of Community Safety activities for Lincolnshire Fire and Rescue (LFR) from 2017 - 2020. The document recognises all the previous good work carried out in this arena and seeks to enhance current work streams whilst building in new approaches for on-going service delivery. The document covers all aspects of Community Safety delivery which includes Community Fire Safety (CFS) and Community Fire Protection (CFP).

The framework will be refreshed annually to ensure that it remains fit for purpose, and will be subject to a full review in 2020.

2. COMMUNITY SAFETY FRAMEWORK

This framework sets out our priorities and aims in order to improve and enhance the safety of our communities. It describes our community safety activities and sets out how they will be delivered.

The framework encompasses the following functions:

- Community Fire Safety
- Community Fire Protection
- Youth Engagement

The framework also links in to the 4 main themes of the broader Lincolnshire County Council strategy:

- Our communities are safe and protected from harm
- The health and wellbeing of the population is improved, people remain independent for longer and feel responsible and in control of their own future
- Businesses are supported to grow and want to invest in the County; people have the skills and training to access local jobs, supported by the right infrastructure and environment
- We effectively target our resources so that individuals and communities experience the desired benefits and results

2.1 LFR Vision and Mission

This framework supports our vision:

'A Lincolnshire which is safe and in which Fire and Rescue plays a key role in helping everyone to find and enjoy the lifestyle that suits them best'.

And mission:

'Making our Communities Safer, Healthier and More Resilient'.

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2.2 LFR Priorities

This framework also supports our operational priorities:

- Reduce fires and their consequences
- Reduce road traffic collisions and their consequences
- Improve health and wellbeing

2.3 Statutory Duty

The Fire and Rescue Services Act (2004) Part 2 Section 6 places a statutory duty on LFR to promote fire safety in its area. Fire and Rescue Authorities are encouraged to develop, in partnership as appropriate, a wide range of local community safety initiatives to reduce risk to people living, working and visiting local areas and improve community safety outcomes in the long term.

Our Civil Contingencies responsibilities, as defined in Statute, are also supported through this Strategy.

2.4 Main Principles

There are three strands to community safety;

Prevention: Strategies and measures aimed at preventing the outbreak of fire, road traffic collisions and any other types of incident that could cause harm through appropriate training and education.

Protection: Strategies and measures embedded in legislation for protecting lives, and the built environment from the impact of fire.

Response: Strategies and measures for reacting and responding to the outbreak of fire and other emergencies.

Community Safety covers a vast array of different activities associated with threats, risk and harm which may also impact on other partners and agencies. The more successful the prevention the greater reduction in the need of response measures to deal with emergency incidents, thereby reducing costs.

Prevention and education will remain at the heart of the Fire and Rescue Service in local communities. Whilst the largest single cause of death and injuries from fire relate to incidents that occur accidentally in the home, an increasing demand is being placed on the Service to reduce the number of people killed and seriously injured on our roads. This framework addresses both of these areas.

As part of our strategy, we will profile the community on an ongoing basis to identify and reach those most vulnerable and regularly review the effectiveness of our activities. We will also support the road safety agenda through the Lincolnshire Road Safety Partnership, campaigns and local activities.

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We will analyse incident data and utilise risk assessment modelling to make informed decisions on the most appropriate community safety approach ensuring a reduction in risk and associated response costs.

In order to further enhance the delivery of Community Safety, our Community Safety team has the following strategic aims;

- to deliver quality services within available resources
- to ensure a competent, diverse, safe and valued workforce

In seeking to achieve these aims, objectives and priorities, Community Safety activity will be:

- Intelligence led - Data from a variety of sources both internally and externally identifies emerging threats, risk and harm to inform the direction and scope of community safety activity
- Undertaken in partnership - Where appropriate with statutory bodies, voluntary agencies and the community itself

Our Community safety team will promote Community Safety using a wide range of methods which can influence attitudes and behaviours in respect of risk reduction. These can be used singly or in combination, and can include;

- Education
- Intervention
- Engagement
- Partnership working

Partnership working is essential to achieve all that we have set out to do and plan to do in the future. This is a key area of work where we know real improvements to people's lives can be made through working effectively with other organisations. LFR cannot achieve wider Community Safety objectives on its own and there is a need to build upon and extend our partnership with other organisations when considering risk reduction.

In addition to current partnerships, LFR will actively review and seek out new partnerships to the benefit of its objectives and the community, in order to provide the community with a level of protection from fires and other emergencies with a workforce that is appropriately trained and equipped.

2.5 Delivery of the Framework

The Area Manager Planning, Prevention & Protection, supported by the Group Manager Prevention and Protection provides the community safety direction for the Service, agreed by the Service Management Board. The Divisional Commanders then play a vital leadership role being responsible for local delivery of the framework, meeting Service targets within their Divisions and making best use of the resources available to them.

2.6 Evaluation of Community Safety Activities

LFR are committed to improving performance the delivery and service provided to the communities of Lincolnshire. It is important that all community safety activities are evaluated to allow the Service to demonstrate the impact and the benefits of the work being carried out. LFR follow a two-part strategic evaluation process (outlined in Appendix A & B) to support this work.

The Pre-Campaign Evaluation, (Appendix A), reviews national information and direction against specific issues identified as a result of analysis of LFR's performance data. The level of support for campaigns and targeted community safety work can then be determined, providing clear rationale to support decisions.

With the campaigns identified, the second part of the process is then followed, (Appendix B). This process ensures a clear aim and objectives are developed to support the desired outcome.

3. COMMUNITY FIRE SAFETY (PREVENTION)

3.1 Requirements and Functions

The Fire and Rescue Services Act (2004) Part 2 Section 6 places a statutory duty on LFR to promote fire safety throughout Lincolnshire. LFR discharges this important function primarily through its CFS department and Response personnel.

The following are also taken into account when considering how to incorporate community safety matters in wider planning and strategy:

- The Fire and Rescue Services Act 2004
- Fire and Rescue National Framework for England
- The Crime and Disorder Act 1998
- Local Government Act 2000
- The Care Act 2014
- The Children Acts 1989 and 2004
- The Mental Capacity Act
- Equality Act 2010
- National Policy and Integrated Risk Management Planning Guidance

Our Integrated Risk Management Planning (IRMP) **Baseline Document** sets the strategy for the Service, from which the following Service Plan objectives are identified as the main drivers for CFS activities:

- Provide home safety advice and support
- Conduct arson reduction activities
- Provide road safety prevention activities in conjunction with the road safety partnership

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- Improve the health and resilience of Children and Young People
- Implement key aspects of the NFCC Health Strategy

The established activities that support these objectives are:

- Profiling to identify vulnerable people at risk from fire and accidents in the home
- Reducing risk to vulnerable people from fire and accidents in the home
- Partnership working
- Work to reduce deliberate fires in rural areas and hotspots
- Safe and Well Checks / Home Safety Checks and Post Incident visits
- CFS campaigns linked to local and national priorities
- Road safety education events to support Lincolnshire Road safety Partnership (LRSP) campaigns
- Water Safety education events to support CFOA campaigns
- Activities to support the objectives of the Lincolnshire Community Safety Partnership (LCSP)
- Youth engagement activities
- Activities to support improved community health outcomes
- Providing community safety information
- Staff training programmes
- Safeguarding

All LFR employees have a role in the delivery of LFR prevention activities, our framework is dependent on operational crews delivering CFS activities supported by Advocates, who are able to deal with the more vulnerable individuals in our communities.

The central CFS team is responsible for ensuring the continued competence of personnel engaged in CFS activities, as well as the development of policies and procedures, and providing direction.

In order to provide the equipment and aids required for the delivery of CFS activities a capital budget is allocated and maintained. This **capital budget** supports the reduction of risk to vulnerable people.

3.2 Campaigns & Information

The **CFS campaign plan** outlines the involvement we will have in local and national campaigns throughout the year. **LFR Service Plan** specific themes, which are not necessarily aligned to national campaigns but form part of our core CFS work, are included along with a dynamic element ensuring that changes in local risk, information from partners or further information relating to national campaigns can be accommodated and actioned. The plan is not intended to outline the actual actions that will be taken, as a detailed brief will be produced approximately one month prior to any event allowing sufficient time for planning and any resources or national toolkits to be incorporated.

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Key CFS campaigns as outlined within the annual Service Plan will have specific plans developed that will outline a clear aim and subsequent objectives for the year, (Campaign Template outlined in Appendix C).

Information and safety messages to the public and partners are provided in the form of leaflets, press releases, media articles, social media and via our website. A specific section dedicated to providing information to partners is contained within the Professionals Area of the website.

3.3 Safe and Well Check (S&WC)

S&WC are our main form of engagement with the most vulnerable people. They provide the communities within Lincolnshire with focused education regarding preventing fires in the home, what to do in the event of fire and also ensure that people have working smoke alarms fitted in their homes.

Over recent years we have undertaken an intensive programme of HSC aimed primarily at reducing the impact of domestic dwelling fires and increasing smoke detector ownership. Without doubt the increased ownership of smoke alarms has led to a massive improvement in public safety as fires are detected earlier and can be dealt with quickly or they give occupants sufficient warning to make good their escape from any developed fire.

Despite our success in reducing house fires and associated deaths and injuries it is clear that there is more to do and we continue to target those at highest risk. This has led to the development and introduction of a risk based approach that ensures those at highest risk receive support as a priority. By allocating a risk score to an individual, the system is able to identify and prioritise those most at risk. This allows us to prioritise our resources in support of reducing this risk to the maximum extent within those households. This is carried out in a planned and targeted way taking into account geographical, incident related and lifestyle risks.

There are three factors that influence the level of risk and associated risk reduction and subsequently, the prioritisation for a particular HSC is based on a combination of:

- Likelihood – the probability of having a fire
- Severity – the risk factors of the individual based on lifestyle
- Outcome – the interventions required to reduce the risk

Those factors are determined at point of referral by using an electronic referral form that asks a series of questions in order to determine the level of risk. The risk matrix is then used to allocate and prioritise visits to the most vulnerable as follows;

- Critical Risk – within 5 days (by CFS Advocate)
- High risk – within 10 days (by CFS Advocate & Response Crews)
- Medium Risk – within 30 days (by Response crews)
- Low risk – DIY Pack

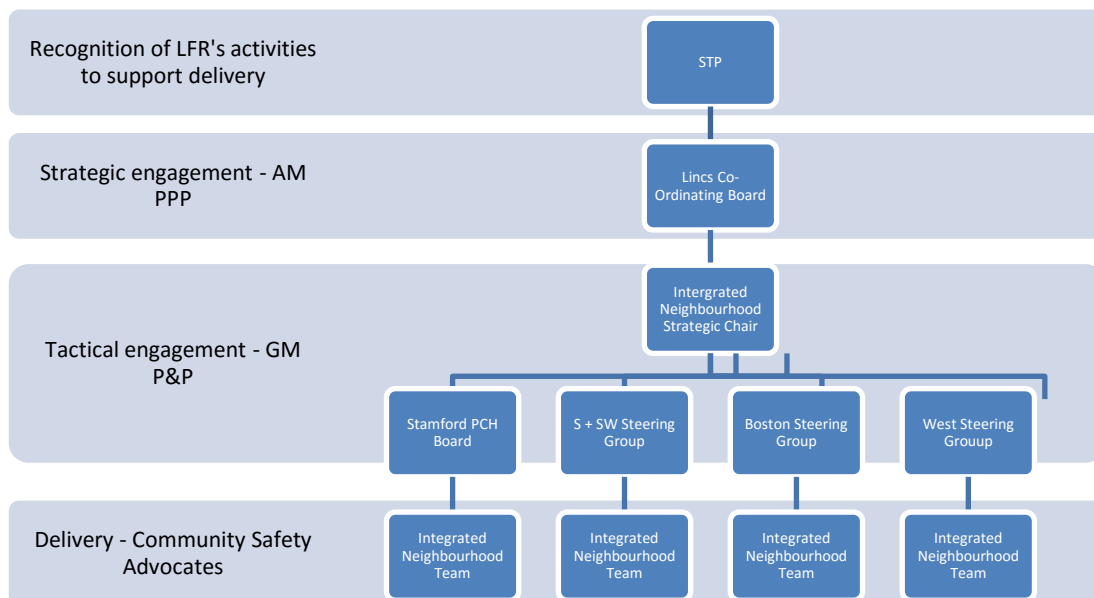
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Further to the visit taking place, a risk assessment is undertaken and S&WC to determine the level of residual risk within the household. CS personnel can then determine if a follow up visit is required or the risk is reduced to such a level that the visit can be closed.

The electronic forms and referrals process will be reviewed on a regular basis and amended, where necessary, to aid delivery to the most vulnerable and at risk. The SAWC process will be reviewed periodically to ensure that LFR continue to mitigate the risk to the most vulnerable from fire and contribute to the wider health agenda in supporting members of the community to be more independent at home. The assessment of risk within households will be extended to include LFR personnel who co-respond and a process will be implemented that will capture and relay information regarding vulnerable persons at risk from fire. EMAS will also be engaged further to enhance this work. SLA's will be co-ordinated by the CS Manager and will be reviewed regularly to ensure the content and scope remains relevant.

3.4 Partnerships

The 2015 consensus statement between Fire NHS and Age UK recognised the contribution Fire Service were and could make within the health area nationally. The S&WC has developed from the traditional HFC and LFR engage with a number of partners to maximise the response to the community. In Lincolnshire LFR support the delivery of the NHS Sustainability and Transformation Partnership (STP) with representation across a number of levels to the delivery program.



Partnership working is an essential element of our community safety framework, ensuring that we continue to deliver an effective and efficient service. Working with a wide range of external agencies and organisations helps us to effectively identify and locate those vulnerable to fire and other health and wellbeing issues, providing referrals for high risk individuals and in some cases delivering activities on behalf of LFR, such as HSC.

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In order to co-ordinate and promote overall community safety we also work in partnership with a broad range of organisations, including Local Authorities and Crime and Disorder Reduction Partnerships.

Partnership arrangements are recorded on our **Partnership Register** and reviewed regularly to ensure they remain fit for purpose. Reviews are overseen by our CFS Manager. We will continue to explore all aspects of partnership working.

3.5 Arson Reduction

Deliberate fires constitute the largest single cause of major fires in the United Kingdom. This is reflected by the reduction of deliberate primary and secondary fires being an important measure in the **Council Business Plan** as they impact directly on residents and business owners whose properties are damaged or destroyed.

Arson also indirectly affects our communities by adversely impacting on the reputation and image of an area. Negative perceptions of an area brought about by the constant visible aftermath of deliberate fires presents a barrier to inward investment, impacting on regeneration, businesses and housing stock.

We work with partners to reduce the incidence of deliberate fires by increasing awareness about consequences of arson and deliberate fires. In particular our **Arson Task Force**, a partnership with Lincolnshire Police aims to reduce the potential of individuals becoming or remaining involved in such activities.

3.6 Post Incident

When a dwelling or other significant fire occurs in a residential area, a post incident response, either by our Advocates or Response crews, is undertaken within the local area in the hours and days immediately following the incident. This involves talking to residents, handing out leaflets, arranging HSC (where appropriate) and giving fire safety advice to households.

The purpose of these activities is to ensure that the impact that the incident has had in the locality can be utilised to heighten the awareness of the dangers of fire.

3.7 Safeguarding

The Care Act 2015 imparts a statutory responsibility on all public bodies, to ensure the safeguarding of Children and Adults. We also recognise that in delivering CFS activities and responding to incidents, personnel are often in a position to identify people at risk of harm or abuse.

Strategically LFR are a statutory partner and are represented on both LCC Childrens and Adults Boards (LSCB LSAB)

The training of LFR staff in relation to safeguarding is conducted in line with the LCC LSAB and LSCB boards' training program.

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Further details relating to our safeguarding arrangements can be found in **Service Order 49** which also expresses our commitment to ensuring that all personnel receive appropriate levels of training.

3.8 Vulnerable Adults

Vulnerable Adults are often most at risk from fire. By concentrating our CFS resources on those individuals, we significantly reduce the level of risk of harm from fire in our communities. LFR use a risk matrix to measure vulnerability (detailed in the HSC section above).

Characteristics or behaviours that may be exhibited by those who are at an increased risk from fire may include;

- Poor mobility
- Unsafe smoking practices
- Mental health issues
- Unsafe cooking practices
- Alcohol and/or drug dependency
- Poor housekeeping or hoarding
- Living alone
- Medical oxygen users
- Visual or aural impairment

We utilise a range of interventions to reduce the level of risk to an individual. These interventions include “deaf alarms”, fire resistant bedding and portable misting systems, however, in many instances the preferred risk reduction measures involve working with partners and developing plans that will assist in supporting the individual or in changing their behaviours.

3.9 Youth Engagement

Engagement with children and young people plays an important part in securing the safety of our communities from fire and fire related accidents. Our main youth engagement activities are Fire Cadets, Fire Break and Fire Intervention Scheme (FIS), however we also work in partnership to deliver programmes designed to reduce anti-social behaviour, engaging with children and young people who are on the cusp of offending or have already offended. These activities are either delivered in response to an increasing trend in incidents in a geographical location to reduce risk in the community or available on request through the Council’s **Edulincs** project.

The following work streams will be managed and delivered within the respective Divisions;

- Schools visits years 2 and 6
- Safer Communities Multiagency days year 7
- Fire Cadets
- BTEC Award Scheme (Firebreak)

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Direction and policy will be provided by the Central CFS team in order to facilitate the processes necessary for delivery by Divisional personnel. In relation to FIS activities, all Advocates will receive training that will allow them to engage and deliver FIS. This approach will further enhance organisational resilience in this area of work.

3.10 Road Safety

LFR is a primary partner within the Lincolnshire Road safety Partnership (LRSP). AM P,P&P is a board member and LFR contribute a CS advocate to the partnership. The partnership analyses road safety data and presents an annual plan to the board, LFR support the delivery of that plan with a program of campaigns and activities set out in the service plan.

We engage in reducing the number and impact of RTCs within Lincolnshire through LRSP. In support of the we share intelligence, develop resources and promote road safety education. LRSP and local road safety activities are supported by both Advocates and Response crews. Further details on our road safety activities can be found in our **Service Plan**.

Road Traffic Collisions (RTC) do not affect all groups to the same level, certain demographic groups being affected more than other groups. RTCs are the highest cause of death amongst the 15-24 age group and drivers under the age of 25 are seven times more likely to be involved in an accident, especially during their first two years of driving. For this reason this group provides a very specific focus for RTC reduction activity.

Liaison is vital between partners to collaborate and develop appropriate initiatives in education, engineering and enforcement. The objective is to achieve a reduction in road related death and injury across Lincolnshire.

3.11 Water Safety

Water risks associated with Lincolnshire can be found in the form of Coastal water, reservoirs, natural lakes, ponds, canals, wetlands, dykes and rivers. Nationally in 2014, 633 water-related fatalities occurred with the majority involving young people between the ages of 20 and 25. A high percentage of water-related incidents occur in rivers.

There are a significant number of water risks in Lincolnshire, all presenting numerous hazards and risks to users and firefighters when they respond. During cold winter months, open water has the potential to turn to ice, creating different risks to members of the public and our response crews.

Our Advocates and response crews will promote water safety throughout Lincolnshire, taking part in CFOA's Drowning Prevention and Water Safety Week and other seasonal campaigns as appropriate. We will continue to support the CFOA 'UK Drowning Prevention strategy 2016-2026' through the use of the NFCC Toolkit.

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3.12 Fire Investigation

We investigate the cause of all fires reported to us within Lincolnshire, allowing us to fulfil our statutory obligations, prevent recurrence of faults, carelessness or neglect.

Fire Investigation data helps to inform local and national trends, as well as CFS, CFP and Response activity. CFP may audit premises following fires and information can support enforcement action and prosecutions.

Feedback about fire suppression and spread can also inform future operational firefighting tactics, with specialist fire investigators able to debrief crews and support future learning and development.

We engage in a regional approach to fire investigation with other Fire & Rescue Services in the East Midlands, providing resilience, a Hydrocarbon Detection Dog Unit and improved sharing of information. Further details on the regional approach can be found in the **Service Level Agreement**.

Investigations can be conducted by the incident commander or where the cause is not easily established or consequence is more severe, by specialist officers. The structure for conducting Fire investigation is as follows:

- Level 1 – Operational Response crews and personnel
- Level 2 – Specialist Officers
- Level 3 – Multi Agency investigation undertaken at complex or large incidents

Specific details on how LFR conduct and manage Fire Investigation activities can be found in RGN xx.

3.13 Health & Wellbeing

The subject of LFR involvement in the Health and Wellbeing agenda is currently being evaluated and a **new work streams** are being explored. Any work streams that can be progressed following this evaluation will be considered and acted upon, as appropriate.

4. COMMUNITY FIRE PROTECTION

4.1 Requirements

Lincolnshire County Council's fire safety duties are in the main delegated to and discharged by LFR. The main duties are to:

- Enforce the Regulatory Reform (Fire Safety) Order 2005 in non-domestic premises within the county as required by article 26 of the order (effectively a core function) including:

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- The safety from fire of relevant persons.
- Maintenance of access and facilities for firefighting and rescue.
- Deliver the core function required by section 6 of the Fire and Rescue Services Act 2004 by:
 - Promoting fire safety by providing information, publicity and encouragement and giving advice on request and.
 - Giving advice on request about prevention of fires, restriction of fire spread and means of escape from fire.
- Under the **LCC Scheme of delegation**, LFR is the enforcing authority for Petroleum (Consolidation) Regulations 2014 within Lincolnshire which apply to:
 - Workplaces that store petrol and dispense it, for example petrol filling stations.
 - Storage of petrol at non-workplace premises such as private homes, clubs, associations, etc.
- Under the **LCC Scheme of delegation**, LFR is the enforcing authority for the Safety of Sports Grounds Act 1975 (as amended), the Fire Safety and Safety of Places of Sport Act 1987 and its responsibilities for the monitoring and enforcement of the Regulatory Reform (Fire Safety) Order 2005 in respect of sports grounds in Lincolnshire. Duties include:
 - The safety certification of designated sports grounds and regulated stands.
 - Serving prohibition notices in respect of a sports ground if required.
 - Enforcement of the RR(FS)O 2005 Order in relation to designated sports grounds and regulated stands.

In addition to this core legislation other legislation covering planning, building regulations and licencing place a burden on the delivery of fire protection. In the main, the requirement is to consult or notify fire authorities before or as part of taking certain actions. Likewise there are similar requirements for consultation and co-operation with others. We will follow published guidance and standards in respect to those consultations. Where published guidance is unavailable we produce **Fire Safety Guidance Notes** to drive consistency across the Service.

4.2 Fire and Rescue National Framework for England

The **National Framework Document** sets out the Government's priorities and objectives for fire and rescue authorities in England. The framework provides the overall strategic direction to local fire and rescue authorities.

The statutory basis for the framework is section 21 of the Fire and Rescue Services Act 2004 which requires fire and rescue authorities to have regard to the framework in carrying out their functions.

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A priority in the framework is for authorities to develop and maintain an integrated risk management plan. Each fire and rescue authority's integrated risk management plan must;

- Demonstrate how prevention, protection and response activities will best be used to mitigate the impact of risk on communities.
- Set out its **management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005** in accordance with the principles of better regulation set out in the Regulators Code.

Article 26 (2) Regulatory Reform (Fire Safety) Order 2005 states '*an enforcing authority must have regard to any guidance given by the secretary of state.*'

Our IRMP baseline document details how we meet the requirements of the Fire and Rescue National Framework.

4.3 IRMP Guidance Note 4

IRMP guidance note 4: A risk assessment based approach to managing a fire safety inspection programme, whilst now withdrawn by the Home Office provides guidance on:

- Developing a fire safety inspection programme.
- Integrating risk prevention, protection and response arrangements.

Section 5.8 of this framework provides details of our **risk based inspection programme.**

4.4 Regulators Code

As a regulator whose functions are governed by this statutory code, we must have regard to the Regulators Code when developing policies and operational procedures that guide our regulatory activities. As regulators we must equally have regard to the code when setting standards or giving guidance which will guide the regulatory activities of other regulators.

The code is based on six primary requirements:

1. Regulators should carry out their activities in a way that supports those they regulate to comply and grow
2. Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views
3. Regulators should base their regulatory activities on risk
4. Regulators should share information about compliance and risk
5. Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply
6. Regulators should ensure that their approach to their regulatory activities is transparent.

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Our Service Enforcement manual, **Fire Safety Guidance Note 27**, provides more detail on how we comply with the Regulators Code.

4.5 Primary Authority

Primary Authority Schemes (PAS) were introduced in 2009, under the Regulatory Enforcement and Sanctions Act 2008, aimed at Local Authority Regulators reducing the burden on business through better, more efficient, coordinated activity. Application to the RR(FS)O 2005 was initially exempted. The Enterprise and Regulatory Reform Bill brought the RR(FS)O 2005 into the scope of PAS in April 2014. PAS governs the way enforcement activities are undertaken with responsible persons who have partnered with a fire authority (The Primary Authority). The primary authority's representative acts as the responsible person's advocate when dealing with fire safety order enforcement.

We look upon PAS as being a key part of our strategy to secure compliance within business premises being particularly interested in agreements with trade associations, which provide support to small and medium sized enterprises that might otherwise not be able to afford the services of fire professionals to support their fire policies and strategies.

Identifying synergies between our Protection and Prevention work, our Primary Authority Scheme Manager and Community Safety Manager will work closely together to identify opportunities to explore new and innovative ways to deliver and support our community safety work.

Our **PAS register** provides details of the businesses that we have entered into PAS agreements with.

5. DISCHARGING CFP REGULATORY DUTIES

5.1 Functions

The rules governing CFP activity have been significantly strengthened recently with the introduction of the Regulators Code and PAS. Under PAS an inspector is expected to deal with an assured adviser (an inspector from another service). The assured advisor will be fully qualified therefore equal competence is demanded from the authority's inspectors.

The delivery of protection services can, in the main, be broken down into certain activities or job types. These activities are described in the following part of this section. The job types are based on national best practice guidance and are undertaken by appropriately qualified personnel. By delivering in this manner standard systems can be implemented to ensure efficiency and promote proportionate, consistent and targeted regulatory activity as overseen by the Regulators Code and imposed by PAS. **Personnel undertaking CFP Regulatory**

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work must be authorised to do so. Authorisation provides the authority and powers required to carry out the work.

Each job type requires that a minimum level of competence is held by the personnel undertaking the work and therefore each job type attracts an authorisation level. Setting **authorisation levels** provides assurance that the work is delivered by appropriately skilled personnel.

The authorisation level also serves to demonstrate that the expectations of the Regulators Code are met by ensuring only appropriately skilled personnel are used and providing a standard that can be relied on.

5.2 Risk Control and Mitigation

We have a system for allocating CFP work which provides a definitive hierarchy and priority of tasks, which aligns to our performance measures and Service Level Agreements. The hierarchy is as follows:

1. Complaints
2. Post Fire
3. Consultation
4. Risk Based Audits and Inspections
5. Thematic Activities (including Petroleum, SAG and UwFS)
6. Advice (including Agency Liaison)

Our core activities, which are the tools used to control and mitigate non-domestic fire risk and compliance with fire safety law, are explained in more detail in the following sections.

5.3 Complaints

Complaints (of an alleged fire risk) typically occur when a member of the public (or sometimes an employee of an agency) observe what they believe is a fire risk in the community and report it to us. We respond to complaints which allege unacceptably high fire risk as a priority by mobilising our operational resources to assess and follow up with an investigation if required.

5.4 Post Fire Audits

We will conduct an audit of all relevant premises (those not being single domestic dwellings) after a primary fire. This is reviewed and actioned within 5 days of the fire occurring. As a fire has occurred it is highly possible that the responsible person has failed to comply with the requirements of Regulatory Reform (Fire Safety) Order 2005 and where that is not the case, we feel it is important to offer advice to reduce the risk of further fires occurring. Post fire audits and hazard spotting visits will be conducted by both CFP and response personnel.

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5.5 Consultation

Under the Regulatory Reform (Fire Safety) Order 2005, government departments, public and local authorities are required under certain circumstances to consult LFR as the Enforcing Authority.

Article 45 states *'where it proposed to erect a building, or to make any extension of or structural alteration to a building ... in accordance with Building Regulations ... the local authority must ... consult with the enforcing authority before passing those plans.'* Article 45 (2) stipulates the same requirements for the proposed to change the use to which a building or part of a building is put.

Article 46 goes on to state that; *'where a government department or other public authority intends to take any action in respect of premises which will or may result in changes to any measures required by or under the Fire Safety Order that department or authority must consult the enforcing authority for the premises before taking that action.'*

The majority of consultations arise out of Building Regulations applications. There are two main reasons for the requirement to consult the Fire and Rescue Authority:

- Fire and Rescue Authorities take responsibility for enforcement once the building is built or altered
- Consultation informs fire authorities of matters that may affect firefighter safety

There are two main parties that designers, developers and occupiers of buildings may have dealings with concerning fire safety: the Building Control body and LCC/LFR. Building control bodies (either Local Authority or Approved Inspector) are responsible for checking compliance with all the requirements of the Building Regulations of which the fire safety requirements are detailed in Part B of Schedule 1 to the Regulations.

LCC/LFR is responsible for the enforcement of the Fire Safety Order which concerns the safety of people in relation to the operation and use of certain buildings once they become occupied. This 'parallel application' of the fire safety requirements of the Building Regulations and the Fire Safety Order emphasises the need for consultation between the applicant and the administering bodies at the earliest opportunity.

Where a Building Regulations application involves a building that is put to relevant use, building control bodies are required to consult with the Fire and Rescue Authority at certain stages within the process as prescribed by legislation.

The purpose of the consultation is to seek comments regarding fire precautions that will be necessary to meet the requirements of the Fire Safety Order. This should allow the building control body and the Fire and Rescue Authority to reach a mutually compatible view on whether plans are satisfactory from the standpoint of both the

Community Safety GM D Moss 2018

Building Regulations and the Fire Safety Order. We respond to statutory consultations from other authorities within nationally agreed timescales.

Responding to consultations requires specialist skills and appropriate competencies together with authorisation in accordance with article 26 of the Regulatory Reform (Fire Safety) Order 2005 and registration under the Primary Authority. All of our personnel engaged in consultation activities are appropriately trained and authorised.

Consultations are a valuable tool in the management of fire safety within Lincolnshire and as such are identified as a CFP work stream. Whilst consultation work does not normally have an immediate effect on the safety of the public (it is not until the building is built/altered and then occupied that the risk comes into existence). As statutory consultees we engage with a number of partners to influence planning and development proposals for the built environment.

Our specialised operational and fire protection expertise help to ensure the future safety of our communities. All consultation work is undertaken by suitably skilled Fire Safety Inspectors or our locally based Prevention, Protection and Operational Risk Managers.

5.6 Fire Safety Audit

We use a process and form based on the CFOA fire safety guidance notes and audit form. The guidance has been adapted to suit local procedures and systems and requires specialist competencies together with authorisation in accordance with the Regulatory Reform (Fire Safety) Order 2005 and registration under the Primary Authority Scheme.

As the audit process uses a national method, this supports the consistency of delivery. This consistency applies not only within Lincolnshire but when applied to Responsible Persons with premises outside Lincolnshire.

To support the management of identified risk, fire safety audits will be carried out by dedicated specialist Fire Safety Inspectors, (Inspectors trained to level 4 Diploma in Fire Safety or equivalent). This type of audit will be aimed at the 'high' risk premises as identified using LFR's methodology, (outlined later in the document).

5.7 Short Audits

The Short Audit process is a regulatory activity undertaken with respect to premises identified for intervention by Fire and Rescue Authorities. It includes all work from gathering intelligence to the final disposal of any safety or business improvements identified. Site visits are necessary to evaluate the suitability of fire safety measures and the level of any residual risk.

The fire safety evaluation using the short audit form is the first step during a site visit. If the evaluation reveals that appropriate general fire precautions are in place (to suitable and sufficient standards for the premises), then the inspection process can

Community Safety GM D Moss 2018

end at that point. If the evaluation of fire precautions indicate residual concerns or identifies unacceptable risks to people in case of fire, the site visit should be escalated to the 2009 audit form for a focussed audit of the areas of concern. Escalation is used to determine whether safety has been provided or whether improvements in safety must be made.

Personnel trained to level 4 certificate level in Fire Safety will be authorised to carry out short audits at medium to low risk premises as identified using LFR's methodology for risk identification.

5.8 Operational Fire safety Visit

Fire safety visits for operational personnel are targeted at those premises believed to be broadly compliant and within the medium to low risk bands identified in IRMP Guidance Note 4. Peak activity or themed visits may also be undertaken by operational personnel in certain higher risk premises where those premises have previously been inspected by specialist fire safety personnel, although these visits will be limited in scope.

Operational Risk data gathered during visits is used to enhance information within the Service **Fire Risk Assessment Model** (FRAM) and supports crew safety through the provision of **Tactical Information Plans** (TIP), **Site Specific Risk Information** (SSRI) and **Risk Information Notes** (RIN). All visits carried out by operational personnel are carried out by authorised personnel using either the Regulatory Reform (Fire Safety) Order 2005 (Operational Fire Safety Visit) or The Fire and Rescue Services Act 2004 (Hazard Spotting).

Some visits at medium to low risk premises and other premises that have been previously audited are carried out by authorised operational personnel who have received appropriate levels of training.

5.9 Hazard Spotting

Hazard Spotting is carried out by non-specialist personnel, mainly operational crews and as a light touch by CFP personnel. Hazard Spotting is not a regulatory activity and therefore no PAS registration is required. The process will be conducted under the Fire and Rescue Services Act 2004 and not as part of any regulatory activity.

The process requires crews to record observations about premises under set headings. The crews are expected to make observations using their operational vocabulary. The observations are reviewed by specialist personnel who determine whether the signs and symptoms noted require further action.

The process relies on using the crew's core skills to highlight any potential deficiencies rather than specialist fire protection skills or qualifications.

Community Safety GM D Moss 2018

Hazard spotting sits within the risk control and mitigation hierarchy, as it is a tool used primarily by operational crews to bring any of the signs and symptoms of poor fire safety compliance to the attention of a fire inspector.

It is also considered vital as part of the intelligence-led approach. Operational crews complete hazard spotting on the premises they visit, whether due to AFAs, operational risk reviews or when directed to by CFP personnel. Hazard spotting provides an informed reflection of good or poor fire management at a particular premises and is therefore a valuable tool for Prevention, Protection & Operational Risk Managers.

5.10 Thematic Activities

Thematic audits or intelligence-led activities can be county-wide or specific to a local area and can be used to target emerging or increasing risks. The effectiveness of these activities is dependent on the quality of the intelligence received, so information channels must be fully utilised and risk-profile information as accurate as possible.

It is important for LFR to that all community safety activities are evaluated to ensure that the impact of actions can be measured and the required outcomes are achieved. All campaigns carried out will follow an evaluation process, (as outlined in Appendix C). An annual review of these activities will be carried out with reports submitted for review.

5.11 Risk-Based Inspection Programme

Our Risk-Based Inspection Programme (RBIP) triggers the vast majority of audits and hazard spotting visits undertaken by our CFP and response teams. Our methodology groups premises into four risk categories.

Our RBIP does not exist to generate enforcement action, its purpose being to target our resources effectively, thus maintaining standards and reducing the likelihood of loss of life due to fire at the highest risk to life premises.

The risk levels are a major factor in deciding which risk management controls are required at premises, they are not, as would traditionally have been the case, dictated by premises type.

The risk level on each premises, regardless of type or use, may, depending on the level of risk presented, fall into any one of the risk levels, albeit well-managed sleeping risks are by their nature always likely to attract a higher risk than a well-managed non sleeping risk.

The primary control is the re-visit frequency, which is used as a guide for planning subsequent audits or hazard spotting visits. A high risk premises should receive more regular visits than a premises presenting a lower risk.

Community Safety GM D Moss 2018

The re-visit frequency in levels 1-2 will be dictated by available resources and will generally, but not exclusively be conducted by response crews in the form of hazard spotting visits. Level 3 will generally attract a short audit/compliance check and Level 4 will always attract an audit and be completed by a fire safety inspector. This is illustrated in the table below (see section 6 for qualification levels):

Risk Level	Level 1 (Very low risk)	Level 2 (Low Risk)	Level 3 (Medium Risk)	Level 4 (High Risk)
Relative Risk Rating	0-3 (not including 3)	3-4 (not including 4)	4-5 (not including 5)	5+
Re-visit guide Frequency	None (Unless intelligence received)	≤ 60 months	≤ 36 months	≤ 12 months
Minimum qualification	L1	L1/L2 Basic	L2 Basic	L2 Advanced

None of the above will prevent, where it is reasonably believed there is a need, more frequent visits, inspections or audits or indeed, if requested, crews from conducting hazard spotting at Level 3-4 premises.

Our priority is to ensure that fire safety audit and inspections are focused primarily on those premises which give rise to the most serious risk to life. However, intelligence is gained from other activities, including Operational Risk Reviews, Incident Recording System (IRS) and partners. This intelligence may result in the risk level being increased or decreased.

The Divisional Prevention, Protection and Operational Risk Managers (DDC PPOR) have the flexibility to re-allocate resources in line with trends. For example, if poor compliance is noted in several lower risk premises types or if IRS or other data suggests there is a local issue in a particular premises type or location.

There will also be times where it may not be practical to conduct a visit to determine a premises, or group of premises, level of risk, in such cases the DDC PPOR can make use of all available information to establish the most likely level of risk. This is generally only acceptable where it is believed that the premises are likely to be low or very low risk.

The following table is provided as a guide to the level of risk associated with each band; again this should be considered as a guide and not used rigidly:

Risk Level	Risk Description
Level 4 (high risk)	Sites or premises where, following a visit, there is a very high level of risk or premises where a Prohibition, Alteration or Enforcement Notice has been issued or where there is a higher than normal risk to firefighters.
Level 3 (medium risk)	Sites or premises where following a visit, there is a medium level of risk or occupants likely to be asleep or sheltered housing without 24 hour management on site or serviced flats, halls of residence, and sleeping areas of boarding schools or hotels and guest houses or shopping complexes, exhibitions, museums, leisure centres and other assembly buildings or high risk industrial premises, warehouses, and engineered solutions.
Level 2 (low risk)	Sites or premises where following a visit, there is a low level of risk or occupants who are awake but unfamiliar with the premises or small offices, small shops and low risk industrial premises.
Level 1 (very low risk)	Sites or premises where following a visit, there is a very low level of risk or occupants are awake and familiar with the building.

The risk level will be assigned and recorded as per the methodology outlined. .

5.12 Risk Area Profiling

LFR use a standard methodology for defining risk associated to commercial premises, (Appendix D). This methodology is then refined to support high risk identification relating to Community Fire Protection, (Appendix E), and supported by a workflow that clearly outlines the development and management of the Service’s local Risk Based Inspection Programme, (RBIP), (Appendix F).

Our methodology for defining risk and development of our RBIP uses a number of different sources of new and historic information.

Experian’s ‘Incident Risk Score’ model is used to support the identification of new ‘risk’ premises and supplements the methodology for prioritisation of high risk premises for fire safety inspection. These premises are defined by 3 common areas of risk in commercial premises;

- The presence of a large number of people
- The presence of material or stock which could be flammable
- Places where food is being cooked

The Incident risk score model profiles businesses against this risk and assigns them a risk percentile score out of 100 and identifies which premises within Lincolnshire are most at risk of an accidental fire. This information is then blended with a number of other sources of empirical and dynamic data that considers:

Community Safety GM D Moss 2018

- A 'Relative Risk Rating', (calculated using Part C(1) of fire safety audit methodology), that has been generated following a Fire Safety Audit and processed through the Service's Management Information System, (MIS), FloSuite.
- Intelligence from operational risk gathering visits
- IRS – Post fire information
- Sleeping risks
- Historical fire safety audit outcomes
- Identified areas of weakness of fire safety standards, e.g. sleeping risks above commercial kitchens/takeaways
- Social/economic impact on local communities
- An understanding of all premises across the County

The methodology for the development of the RBIP is driven by the Central CFP Team in conjunction with the Community Risk Department; this process further ensures integration of operational risk intelligence with fire protection data. The Service wide RBIP is then managed and monitored by our Prevention, Protection & Operational Risk Managers, (PPOR Managers), at a local level. PPOR Managers manage presented risk by allocating resources as per LFR's Protection delivery strategy.

5.13 Petroleum

Lincolnshire Fire and Rescue is the Petroleum Enforcing Authority (PEA) for Lincolnshire. We are responsible for ensuring that those who keep and dispense petrol do not cause risk to the public or the environment. We discharge this duty by providing advice and guidance, audit and inspection and where necessary, by taking enforcement action. Our Petroleum related activities are delivered by our Fire Safety Inspectors who are appropriately skilled and authorised.

LFR is also the Petroleum Licensing Authority for Lincolnshire which covers two pieces of legislation, The Petroleum (Consolidation) Regulations 2014 (PCR) and Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR). Where dispensing activities take place, we are responsible for the administration of Petroleum Storage Certificates and Licences across the county.

The 'Guidance for Design, Construction, Modification, Maintenance and Decommissioning of Filling Stations' (Blue Book) is the established technical guidance for Petrol filling stations. To be able to inspect petrol stations effectively a good working knowledge of the document is important. We use the Association for Petroleum and Explosive Administration (APEA) training courses, which involve people from all parts of the industry, to ensure that our inspectors are suitably trained in this specialist area.

Our Petroleum activities are delivered by a specially trained Petroleum officer within the Central team and a Petroleum trained CFP inspector per Division.

Community Safety GM D Moss 2018

5.14 Safety Advisory Groups

Sportsground Safety Advisory Groups

LFR will chair the non-statutory safety advisory groups that were established to ensure public safety further to a number of tragic accidents occurring at sportsgrounds across the UK. They will be chaired by the Prevention and Protection Manager, whilst technical support and enforcement action will be delivered by our fire safety inspectors.

Lincolnshire Event Safety Partnership

Lincolnshire Event Safety Partnership (LESP), which is a function of our Local Resilience Forum, exists to provide a strategic framework of consistent advice to local Events Safety Advisory Groups across Lincolnshire, enabling them to provide proportionate, timely and accurate guidance to event organisers. All members of LESP play an active role, based on their area of expertise, and are committed to ensuring safety at the larger events taking place in Lincolnshire.

In particular, the group:

- Provides a forum for provision strategic advice to relevant bodies
- Gathers intelligence and share best practice
- Provides consistent and proportionate advice and guidance to interested groups and agencies
- Supports local Safety Advisory Groups and encourage a positive culture of event safety
- Provides training for event organisers, safety advisory group members and other bodies
- Positively engages with regulatory and enforcement bodies
- Considers and interprets relevant legislation and approved codes of practice applicable to the event industry
- Compiles and maintains a database of events throughout Lincolnshire
- Maintains and develops links with public and private bodies associated with the event industry

Safety Advisory Groups (SAGs) provide a forum for discussing and advising on public safety at an event. They aim to help organisers with the planning, and management of an event and to encourage cooperation and coordination between all relevant agencies. They are non-statutory bodies and so do not have legal powers or responsibilities, and are not empowered to approve or prohibit events from taking place. Event organisers and others involved in the running of an event, retain the principal legal duties for ensuring public safety.

The Lincolnshire Events Safety Partnership (LESP) is where a representative, from each SAG (usually the chair) attends to share good practice and agree future policy. Both the LESP and SAG meetings are attended by a CFP Officer trained in SAG and Crowd Management to ensure that we offer consistent advice across the county.

Community Safety GM D Moss 2018

It is important to maintain a presence at all SAGs as we are the lead authority on safety at sports grounds as well as the Regulatory Reform (Fire Safety) Order 2005 and public safety for licensing.

5.15 Unwanted Fire Signals

An Unwanted Fire Signal (UwFS) is defined as a signal transmitted by an Automatic Fire Detection (AFD) system reporting a fire where, upon arrival of the fire service, it is found that a fire has not occurred.

Our policy for UwFS reduction seeks to reduce the incidence of UwFS through appropriate use of resources and statutory powers. The core elements of our reduction strategy are:

- Challenging calls where the only indication of fire is the alarm sounding
- Employing statutory powers under the RR(FS)O 2005 to improve the management of premises where it has been identified that the management UwFS is poor
- Charging where little effort is being made to effectively reduce the incidence of excessive UwFS

Our current methodology for reducing UwFS is the culmination of the following;

- Advice issued, or a visit where appropriate, to premises within 5 working days of the UwFS
- Visit by a fire safety inspector to regularly offending premises to discuss false alarm problems leading to the identification of effective solutions
- Experience gained from previous initiatives to reduce UwFS
- Statistical analysis of the types and trends of UwFS leading to identifying common causes and practical remedies
- Reviewing the strategies employed by the Chief fire Officers Association (CFOA) and other Fire & Rescue Services to identify successful reduction strategies and then adapting that strategy to suit our requirements

Our Divisional CFP teams, supported by the CFP Central team, are responsible for the implementation and application of the UwFS policy and procedures.

5.16 Fire Protection Advice

We have a duty under Section 6 of the Fire and Rescue Services Act 2004 to give advice and promote fire safety, free of charge, when requested, this advice extends to:

- How to prevent fires and restrict their spread in buildings and other property
- The means of escape from buildings and other property in case of fire

Where the RR(FS)O 2005 applies, the advice given and the promotion of fire safety has to be consistent with national guidance and standards. We will deliver our duties

Community Safety GM D Moss 2018

in respect of the regulators code by providing advice in relation to non-domestic premises, just as we do to support community safety.

Offering such advice helps us to support business, the economy and reduce the number of fires which occur by encouraging people to ask how they can make their premises safer. It can also help to reduce the time spent on enforcement activity. Whilst all of our fire protection personnel, Advocates and response crews are able to offer general fire safety advice, technical advice is only offered by suitably skilled personnel.

5.17 Agency Liaison

We will continue to work with Partners and other agencies to share information and intelligence with the ultimate aim of improving our services. By doing this we can direct resources in an intelligence-led manner thus reducing the burden or impact on businesses, fostering better agency relationships and supporting the business sector.

We will work with other agencies responsible for enforcing the Regulatory Reform (Fire Safety) Order 2005, such as the Crown Premises Inspection Group and the Health and Safety Executive (HSE), sharing information where appropriate.

Working closely as a statutory consultee under the Building Regulations and the Licencing Act, we have the opportunity to influence how the built environment is constructed or changed in regard to fire safety, access and water supplies. This helps to secure the future safety of those occupying a broad range of premises. It also provides the opportunity to recommend enhanced levels of protection such as sprinklers¹, further improving the building stock within Lincolnshire.

We continue to seek to broaden our partnership engagement with the Care Quality Commission (CQC) who inspect various premises including hospitals and care homes, which often support those most vulnerable in our society.

CFP Liaison Officers will provide a point of contact to establish or strengthen working protocols that will encourage an environment where information is routinely shared and acted on appropriately.

Emerging and rapidly growing sectors for us and the CQC are extra care, supported living, sheltered housing, domiciliary care and nursing/medical care. Working with the CQC and the care sector gives us the opportunity to protect the most vulnerable and signpost any health and wellbeing issues either directly or via our CFS services.

We also have a long standing working relationship and **protocol** with the Local Housing Authorities. Due to both LFR and the local housing authorities having enforcement powers affecting the housing sector it is essential that we work effectively together.

¹ See LFR Sprinkler Policy

Community Safety GM D Moss 2018

Reducing public sector resources, increasing demand on rented housing and localised cultural issues create many challenges for both authorities, not least where vulnerable people are found living in multi-occupied premises without the correct level of fire protection or appropriate domestic living facilities. This important work often provides signposting opportunities to the health and wellbeing services.

Similarly, we work closely with the Environment Agency (EA) to reduce fire risks at waste sites and thereby the likelihood of fire. We will seek to **establish a MoU** with the EA to improve safety at these high risk sites by working together in collaboration.

Within the capacity available, we seek opportunities to support businesses through initiatives such as small business engagement seminars and awareness sessions.

6. SUPPORT FUNCTIONS

6.1 Competency, Training & Authorisation CFP

The delivery of effective regulation depends on the competency of the professionals who carry out the work. Common regulatory competence standards, underpinned by a robust development process, maintenance of competence and comprehensive learning materials are essential to the effective service delivery.

The Competency Framework for Business Fire Safety Regulators (the Competency Framework) is the national model for Fire Inspectors. The Competency Framework takes cognisance of and includes all of the essential elements within the 'Common Approach to Competency for Regulators' produced by the former Better Regulation Delivery Office (now RD). These core competencies include skills, attitude, knowledge of the sector for regulation and relevant legislation.

The Competency Framework for Business Fire Safety Regulators has been developed for use by Fire Safety Regulators within the UK. This approach satisfies the desire for all regulators to adopt a common and consistent approach to supporting business and to reduce regulatory burdens.

The primary purpose of the framework is to ensure that Business Fire Safety Regulators have the skills, knowledge, understanding and other attributes necessary to be competent. It further protects the regulatory organisation by ensuring that Business Fire Safety Regulators are delivering the most up-to-date advice and information to the wider community to enable them to meet their statutory duties.

The Primary Authority Scheme (PAS), administered by RD, again, is designed to reduce regulatory burden on businesses and promote consistent, effective inspection and enforcement processes. The Primary Authority provides advice and guidance which is assured through a statutory mechanism. Thus, any Fire Authority entering into such a scheme must have a competent workforce trained the same, to a quality national standard.

We have a progression system in place which aligns itself to the Competency Framework. We have also implemented the Skills for Fire and Rescue National

Community Safety GM D Moss 2018

Occupational Standards (NOS) for Fire Safety, provided by Skills for Justice, and use a range of course providers to deliver training when required. The standards have been complemented by nationally recognised Fire Safety qualifications, which are divided into three roles and associated qualifications:

- Level 3 Certificate in Fire Safety
- Level 4 Certificate in Fire Safety
- Level 4 Diploma in Fire Safety

Development of CFP personnel is carried out in a structured and phased manner. Training is incremental, with the learning of complex information being acquired over a period of time. It is generally recognised across the UK Fire and Rescue Services that it will take 12 to 18 months for a person to become fully competent as a Fire Safety Regulator/Inspector, and **individual development plans** reflect this.

CFP personnel will continue their development and maintain current knowledge through participation in continuous professional development (CPD) events on a quarterly basis and encouragement to read relevant journal articles, case studies and the like. This will be used to demonstrate maintenance of competence and will be used as evidence in our **organisational assurance process**.

We will continue to develop CFP knowledge and skills across our functions in order to create capacity and develop a greater shared knowledge of factors affecting risk within the built environment. **Our enhancement plan** seeks to implement 3 definitive levels of competence within LFR in relation to CFP activities and the skills gained will be maintained and built upon through career progression. A programme has been established to maintain skills through CPD for all levels.

The 3 levels are:

- Level 1 – Initial acquisition through recruits training up to premises Hazard Spotting for all whole-time (WDS) Crew Managers & Acting Crew Managers, with the aim of being able to spot possible non-compliance and report it to a Watch Command Support (WCS) or Fire Safety Inspector.
- Level 2 Basic – Initial acquisition for all newly promoted WCS and Deputy Divisional Commanders (DDC) of the Level 4 Certificate in Fire Safety (Auditors), enabling all WCS and DDCs to support the Divisional CFP teams by carrying out short audits at medium and low risk premises.
- Level 2 Enhanced – Fire Safety Inspectors and Officers trained to Level 4 Diploma in Fire Safety (Inspectors).

Building design, methods and materials are constantly changing and on occasions an engineered solution is required to ensure that a building can function safely as it cannot comply with prescribed building codes. Whilst our CFP inspectors may have received some training in fire engineering, they will not have the skills to comment on more complex projects. An enhanced level of skill is required to achieve this, which can be facilitated via a new level 5 qualification within the National Competency

Community Safety GM D Moss 2018

Framework. Due to the limited frequency at which our inspectors encounter complex projects, we do not train our inspectors to level 5. However, it is possible that personnel may have achieved a level 5 qualification through an alternative route, in which case, we will support ongoing CPD requirements and thereby support their continued ability to comment on complex fire engineered solutions. Where we have no level 5 trained personnel, we will procure the services from another FRS as and when required.

There is a substantial benefit to providing fire safety knowledge and skills to operational commanders, as it increases their understanding of fire safety provisions and design, leading to better informed decision-making and improved firefighter safety. For this reason **RDS Watch and Crew Managers will also undergo regular training** to raise awareness of fire safety within buildings and how to respond to unsatisfactory conditions if found.

Authorisation in respect to the enforcement of fire safety and delegated legislation is managed by the Prevention and Protection Manager who arranges the necessary warrants for those personnel engaged in enforcement work and revokes those warrants where personnel leave the service or are no longer eligible. Warrants are only provided where the Prevention and Protection Manager is satisfied that the individual has sufficient knowledge and skills and that the knowledge and skills have been properly maintained.

6.2 Competency & Training CFS

Recognising the importance that training and development contributes towards successful CFS outcomes, we are committed to providing tailored training to all personnel engaged in CFS activities and CPD.

Our CFS Manager ensures that training programmes are developed for CFS and response crews. These programmes are delivered in accordance with **Service Order 6: Appendix 2** and in conjunction with our organisational development team.

6.3 Interdependencies

Our prevention and protection work streams are woven through our service structure ensuring that all operational personnel and our specialists contribute to the delivery of Community Safety and operational intelligence, simultaneously maintaining crews knowledge of risks within their area.

Our **Divisional Community Safety Plans**, which incorporate CFS and CFP activities, support service delivery in line with our Service Plan. These plans are refreshed annually.

6.4 Regional Collaboration

Regional collaboration is important in the continued development and delivery of CFP activities. Regional collaboration provides an environment where managers can

Community Safety GM D Moss 2018

develop, share, implement and evaluate a broad spectrum of ideas and good practice.

We actively engage in a range of fire protection forums both locally and nationally, facilitated in the main by CFOA. Some of the main areas where regional collaboration is beneficial include:

- Training and development of staff
- Fire engineering services
- The development and standardisation of technical information
- Business support for small and medium enterprises
- Development of common work streams

6.5 Organisational Assurance

Our Organisational Assurance in relation to CFP activities has, in the past, been limited to CFP team members being registered on the Institution of Fire Engineers (IFE) Register of Auditors and in relation to CFS activities was limited in scope.

Our new system of Assurance delivers the following:

- Audit process aligned to key lines of enquiry
- Review of workplace activities
- Continual team monitoring, team development and sharing of best practices
- Personal performance reviews aligned to performance management
- Quality Assurance audits

Our new system of Assurance is delivered by both central and divisional managers as follows:

Divisional Leadership Team

- Day to day responsibility for the delivery of activities within Divisions
- Maintain and update Divisional assurance for all activities
- Undertake an annual assurance self-assessment and report, by exception, any assurance gaps

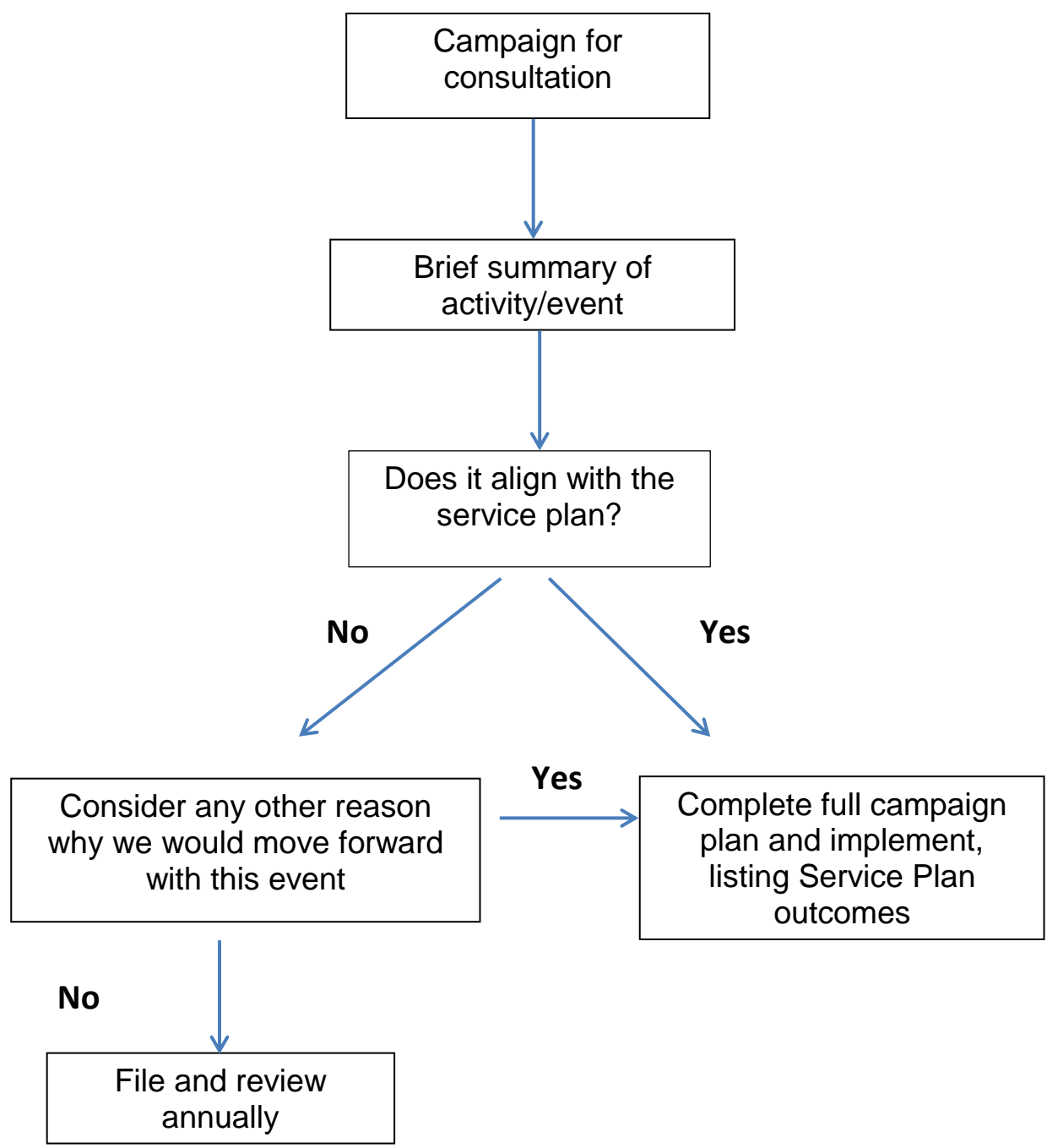
Prevention and Protection Manager

- Preparation of the assurance audit plan
- Reporting on performance against audit plan
- Production of the assurance statement

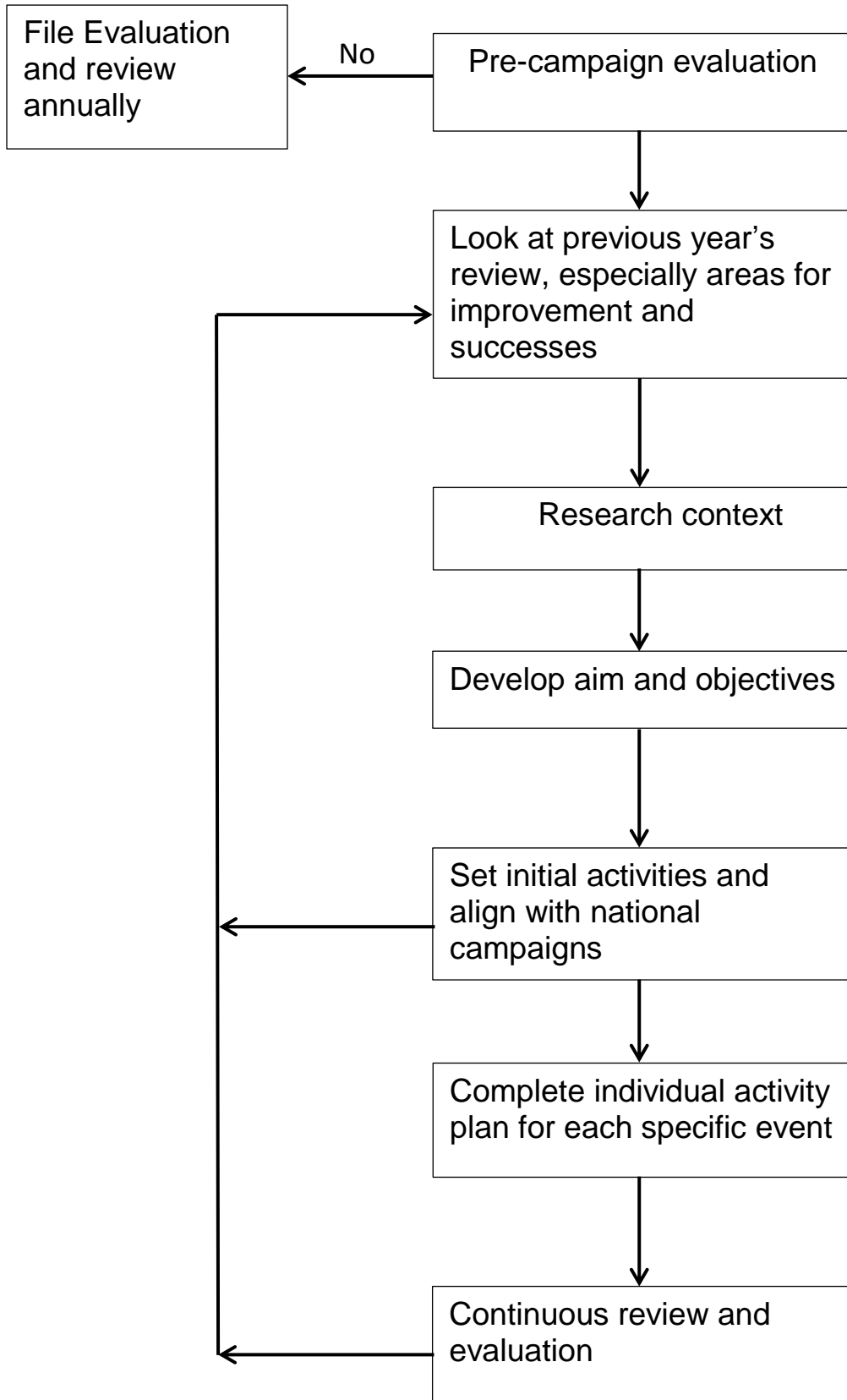
Our **assurance statement** is delivered to the Service Performance Management Board annually at the end of year meeting.

Appendix A: Pre Campaign Planning

Pre Campaign Evaluation



Campaign Planning



Appendix C – Campaign Template

Title of Targeted Campaign

Service Plan Outcomes and Outputs

Aim

Measurable Objectives

Non-measurable Objectives

Context

Activity

Date	Activity



Community Safety GM D Moss 2018

Specific Activity

Related Objectives

Activity Summary

Cost and Resources

Stakeholder engagement

CFS department		
Wholetime crews		
RDS crews		
COG		
FSS		
Public		
Partners		
Minority Groups		

Outcomes

Evaluation

Was the aim achieved?	<i>Review at year end</i>
What worked well?	
What didn't work well?	
Considerations for future	

Appendix D- Risk Identification Methodology

Operational Risk **Fire Protection**

Identify

Experian 'Incident Risk Score Model'
LFR will use Experian IRS to identify high risk premises for both Fire Safety and Ops Risk inspection. The dataset will be layered over FRAM high risk areas to build an intelligent and comprehensive map of community risk. The Experian dataset is refreshed every 3 months, ensuring that premises data is current.
(Known premises which have been inspected are identified through PTRR or Flo-suite)

Analyse
(Risk x Likelihood)

Premises Type Risk Register
LFR will use the PTRR to define high, medium and low risk premises for Operational Risk

CFOA relative risk rating
For known premises, LFR will use CFOA's relative risk rating to define the level of risk for Fire Safety

Experian 'Incident Risk Score Model'
Experian will prioritise premises most at risk from fire based on historical incident data. Experian calculates a risk score

Mitigate

Allocation
LFR will use its analysis to produce a dataset of premises for Ops / Fire Safety Inspection. The DDC PPOR will allocate inspections to Ops crews and Fire Safety teams. The DDC PPOR may use professional judgement and local intelligence

Operational Risk Inspection
Ops crews and ORT will carry out risk inspections and record using F1184.

Fire Safety Audit
Ops Crews and FS teams carry out FS Audit and provide advice.

Provision of Risk Information System
LFR will use PORIS to assess the level of risk and allocate the appropriate level of risk information (TIP, SSRI,

CFOA relative risk rating
LFR will use CFOA's relative risk rating to assess the level of risk and...

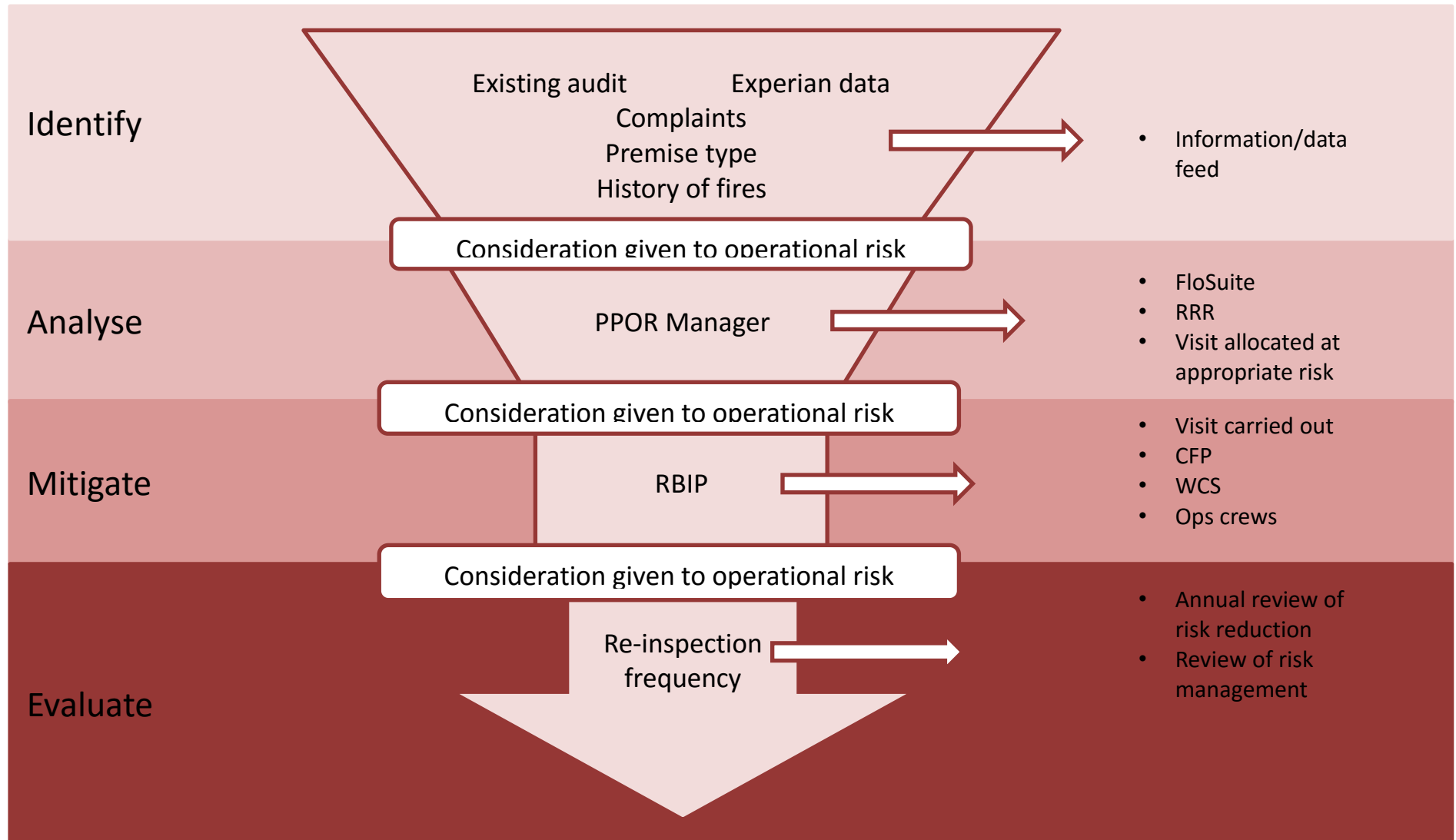
Evaluate

LFR will define the review period using PTRR (Ops Risk) and CFOA relative risk rating (Fire Safety)



Appendix E – Community Fire Protection Risk Identification Methodology

Page 95



Appendix F: CFP Risk Based Inspection Programme Workflow Process

High Risk Premises- Identification Schematic

