



Buckinghamshire & Milton Keynes Fire Authority

Meeting and date: Overview and Audit Committee, 9 November 2022

Report title: Operational Assurance Improvement Plan (OAIP)

Lead Member: Councillor Gary Hall

Report sponsor: Area Commander Calum Bell, Head of Protection, Assurance and Development

Author and contact: Group Commander Barrie Ackerlay backerlay@bucksfire.gov.uk

Action: Noting

Recommendations: That the progress made against each improvement detailed within the new updated OAIP is noted

Executive summary:

The purpose of this report is to provide an update on the progress that continues to be made in the delivery of the Service's Operational Assurance Improvement Plan (OAIP).

The 2020 –2025 Corporate Plan is underpinned by several more detailed plans which refer to specific issues, the OAIP is an example of one such plan.

2020 – 2025 Public Safety Plan



2020 – 2025 Corporate Plan



The OAIP contains a comprehensive record of the recommendations and resulting actions taken that are intended to improve operational effectiveness within Buckinghamshire Fire and Rescue Service.

The OAIP is essentially a 'live' document that is regularly updated to incorporate relevant information originating from either trend or gap analysis reports, operational incidents or exercise monitoring, themes taken from both significant local and national events and reports emanating from audits and public enquires.

All recommendations and resulting actions are subject to oversight and governance by the Operational Assurance Group (OAG) before being accepted onto the OAIP.

Any department or individual with responsibility for completing actions on the OAIP is asked to provide supporting evidence about the progressive measures taken to suitably conclude their particular action point.

Recommendations are reviewed periodically to ensure compliance before being completed and archived. This review process ensures the Service maintains and improves standards. Thematic reviews are also held into specific areas to ensure compliance with procedures.

The Operational Assurance Team (OAT) maintains a programme of Station / Watch visits and are responsible for sharing learning across the Service by a variety of means including incident reports, case studies, newsletters, operational bulletins. Confirmation of learning is achieved by direct questioning, Hub of Education And Training (HEAT) thematic quizzes and exercising.

The internal approach towards how the Service now gathers and assess learning from operational activity, has better enabled it to effectively identify emerging issues and then implement practical and corrective solutions, to enhance operational performance.

The main areas of focus for the OAIP continues to be operational learning from incidents and exercises, this is not limited to just those that Buckinghamshire Fire and Rescue Service has attended. A key element of the Joint Emergency Services interoperability Programme (JESIP) Doctrine is that learning is shared across all CAT 1 and 2 Responders through the Joint Operational Learning (JOL) portal and via the National Fire Chiefs Council (NFCC), the Service can also access and share "Learning Events" through the National Operational Learning (NOL) framework.

Good progress continues to be made through delivery of the Operational Exercise Programme, for example the large-scale high-rise exercise at Mellish Court Milton Keynes.

The OAIP has been updated and improved, this can be viewed in Appendix 2 and 3, the reason for this is to enhance both its reporting and inputting functionalities, for example the document now contains a dashboard that provides a quick overview of

the number and status of all actions by department. An action to approve and develop this new OAIP was taken by the OAG.

Financial implications:

There are no direct financial implications associated with this report, as all expenditure is contained within existing budgets.

Risk management:

Delivery of the OAIP will contribute towards ensuring the Service's operational safe systems of work are continuously improved and developed to conform to the latest safety standards and are efficient, effective, and responsive to significant changes in the external or internal environments.

Failure to deliver the OAIP could expose:

- the Service, its personnel, and the public to operational, health and safety risks.
- Buckinghamshire Fire and Rescue Service to reputational and / or financial risks.

The OAIP will inform the ongoing development of the operational workforce plan particularly in relation to areas such as maintenance of operational skills, acquisition training and assessment.

Legal implications:

There are no negative legal implications associated with this report.

Privacy and security implications:

The OAIP does not raise any privacy or security issues.

Duty to collaborate:

Although the Authority has committed to a default position of collaboration with Thames Valley Fire and Rescue Authorities (FRAs). The OAIP relates specifically to Buckinghamshire Fire and Rescue Service operational activity, however any opportunity to collaborate will be explored, as will the sharing of any identified operational learning through existing groups.

Health and safety implications:

There are no negative implications on health and safety associated with this report. The delivery of the OAIP will continue to promote and enhance the existing health and safety culture within the Service with all associated costs being considered and governed through relevant boards.

Environmental implications:

Delivery of the OAIP will enhance the Service’s ability to identify and manage potential environmental hazards in both the internal and external surroundings.

Equality, diversity, and inclusion implications:

Please refer to Appendix 1 – Equality Impact Assessment.

Consultation and communication:

Learning from operational activity or recommendations are routinely published and communicated to all staff, utilising either the Intranet, HEAT or the Operational Assurance newsletter. This approach is intended to ensure there is a clear understanding and appreciation of the collective responsibility there is toward continuous improvement in respect to operational performance.

From a monitoring and reporting perspective, the Head of Protection, Assurance and Development leads on the improvement plan and is chair of the OAG.

The Head of Operational Training and Assurance has responsibility for delivering the OAIP in conjunction with the OAT.

Appendix	Title	Protective Marking
1	Equality Impact Assessment Sep 2022	
2	OAIP Oct 2022	
3	OAIP Dashboard Oct 2022	

Service Document Standard Form:

Equality Impact Assessment (EIA)

Linked documents: *Equality Impact Assessment Guidance note*



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1: Overview information

Name of activity / change / project:	Operational Assurance Improvement Plan (OAIP)
Directorate/department:	Protection, Assurance and Development
Name(s) of person(s) completing the assessment	Group Commander Barrie Ackerlay
Date of commencement of assessment:	15.09.2022

2: What is the aim and purpose of the activity / change / policy / procedure / project you are assessing?

Executive summary:

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All recommendations and resulting actions are subject to proper oversight and governance by the Operational Assurance Group (OAG) before being accepted onto the OAIP.

3: Who will be affected by the activity / change / policy / procedure / project, and how? Consider members of the public, employees, partner organisations etc.

The only staff group to be affected are the Operational Assurance Team who collates the information and action owners following the recommendations.

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Service Document Standard Form:

Equality Impact Assessment (EIA)

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4: What information is already available that tells you what impact the activity / change / policy / procedure / project has/will have on people? (*Please reference*) Consider quantitative and qualitative data, consultation, research, complaints etc. What does this information tell you?

Information already available includes completion rates and duration to complete regarding actions on the OAIP. In addition, feedback from the OAT at the regular meetings which discuss the OAIP.

5: Does the activity/change have the potential to impact differently on individuals in different groups? Complete the table below by ✓ the likely impact.

Assessment of impact on groups in **bold** is a legal requirement. Assessment of impacts on groups in *italics* is not a legal requirement, however it will help to ensure that your activity does not have unintended consequences.

Protected characteristic	Positive	Negative	Neutral	Rationale for decision.
Individuals of different ages	✓			All BFRS staff, from a range of age groups, could receive actions following recommendations added to the OAIP.
Disabled individuals		✓		All reasonable adjustments are put in place to accommodate individuals; however, the individual who requires reasonable adjustment / assistance to highlight this so it can then be discussed. Further research is required to determine if there are opportunities within the OAIP

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				<p>reporting process to accommodate further reasonable adjustments.</p> <p>The OAIP together with its recommendations and actions should accommodate the variety of learning styles and hidden disabilities staff may have.</p>
Individuals transitioning from one gender to another			✓	No impact in this area.
Individuals who are married or in civil partnerships			✓	No impact in this area.
Pregnancy, maternity and new parents			✓	No impact in this area as pregnant individuals do not receive actions from the OAIP.
Individuals of different race			✓	No impact in this area.
Individuals of different religions or beliefs			✓	No impact in this area.
Individual's gender identity			✓	No impact in this area.
Individual's sexual orientation			✓	No impact in this area.

6: What further research or consultation is needed to check the impact/potential impact of the activity / change / project / policy / procedure / on different groups? If needed, how will you gather additional information and from whom?

Further research is required reference - does the OAIP and actions from it accommodate the array of learning styles and hidden disabilities staff may have.

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7: Following your research, considering all the information that you now have, is there any evidence that the activity / change / project / policy / procedure is impacting/will impact differently or disproportionately on some group of people?

Not at this time, further research and consultation is required.

8: What amendments will you make/have been made to the activity /change / project /policy / procedure as a result of the information you have? If a negative effect has been identified, how could it/has it been lessened, does the original plan need changing?

No changes at this stage, however further research is required to ensure the OAIP, its recommendations and subsequent actions accommodate all learning styles and hidden disabilities.

9: After these amendments (if any) have been made, is/will there still be a negative impact on any groups?

Yes – please explain below

No – go to section 11

YES

Disabled individuals

All reasonable adjustments are put in place to accommodate individuals; however, the individual who requires reasonable adjustment / assistance to highlight this so it can then be discussed.

Further research is required to determine if there are opportunities within the OAIP reporting process to accommodate further reasonable adjustments.

The OAIP together with its recommendations and actions should accommodate the array of learning styles staff may have.

10: Can continuing or implementing the proposed activity/change/project, without further amendment, be justified legally? If so, how?

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YES

Proposal falls in line with existing procedures and current expectations regarding the OAIP.

11: How can you ensure that any positive or neutral impact is maintained?

Through on-going reviews and consultation with all involved.

12: How will you monitor and review the impact of the activity/change/project once it has been implemented?

To constantly review and further consultation is required.

13: Sign off

Name of department head / project lead	Head of Protection, Assurance & Development
Date of EIA sign off:	Sep 2022
Date(s) of review of assessment:	EIA to be reviewed on an ongoing basis, to ensure all equalities aspects considered in line with best practice

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14. Action Plan - the table below should be completed to produce an action plan for the implementation of proposals to:

- Lower negative impacts
- Ensure the negative impacts are legal under anti-discriminatory law
- Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups i.e. increase
- the positive impact

Area of impact	Changes proposed	Timescales	Resource implications	Comments
Disabled individuals	No proposals at this stage. Further consultation required using the statistics available.	NA		

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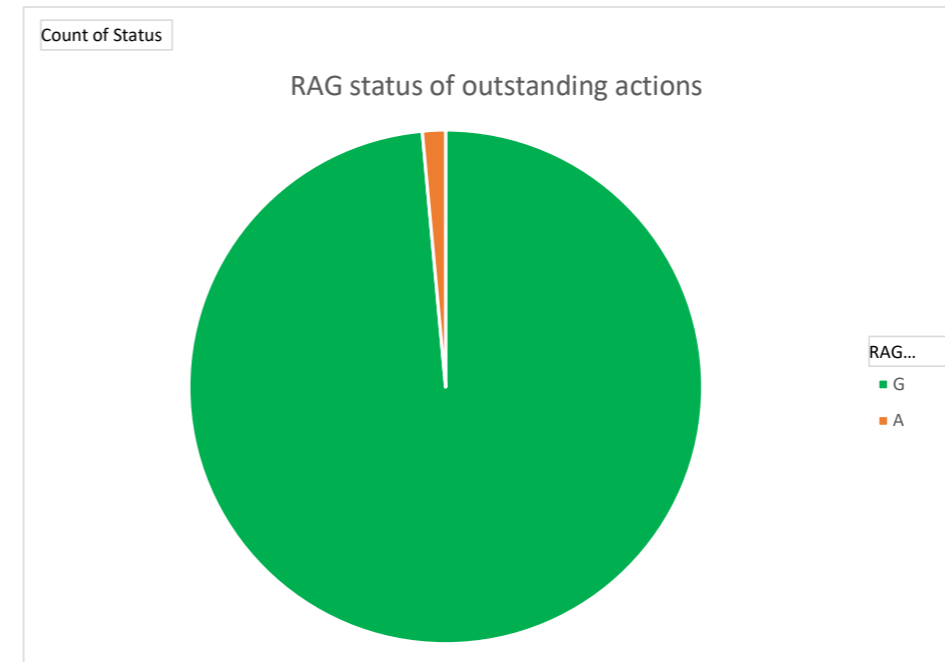
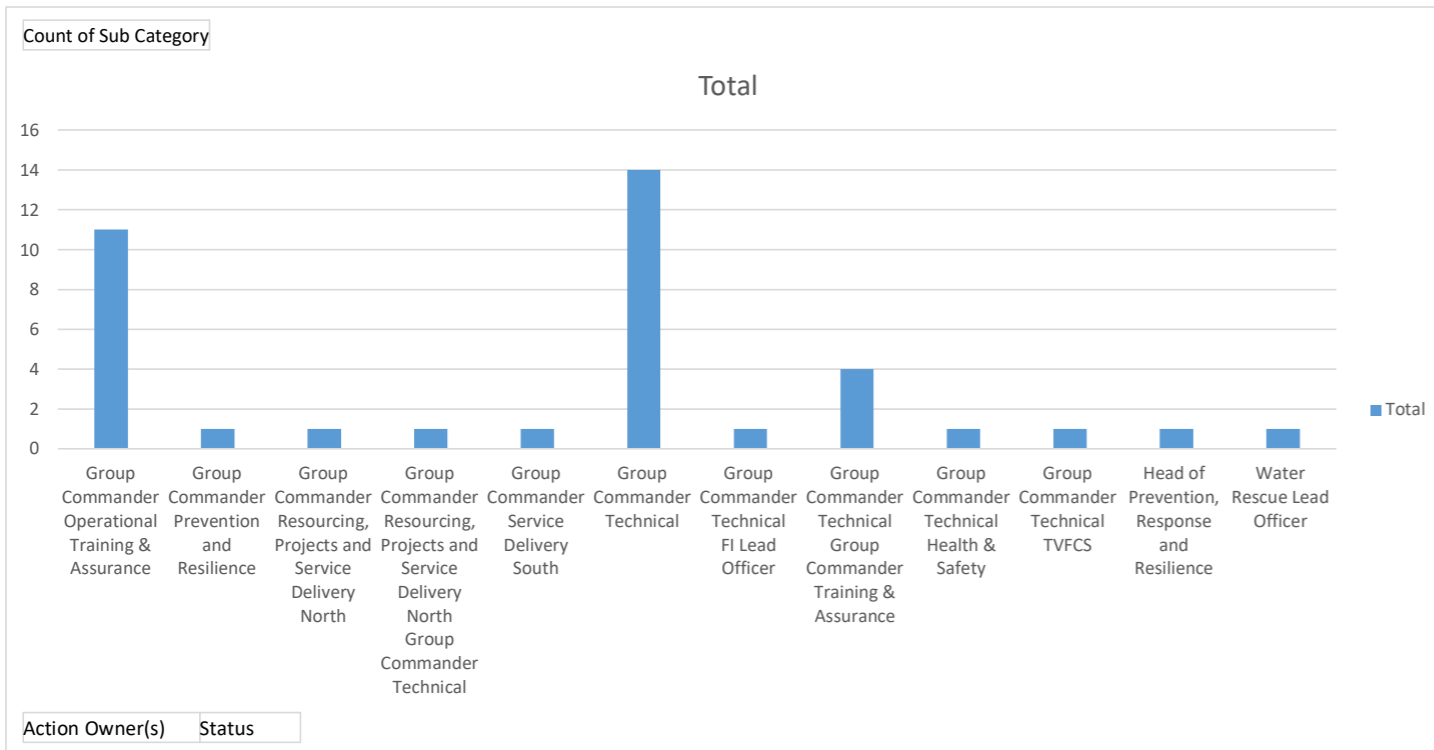
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Operational Assurance Improvement Plan - Dashboard

Outstanding Actions



Completed Actions

