

## 2<sup>nd</sup> Quarter (July – Sept 2018) Operational Assurance Performance Snap-shot

### Operational Assurance

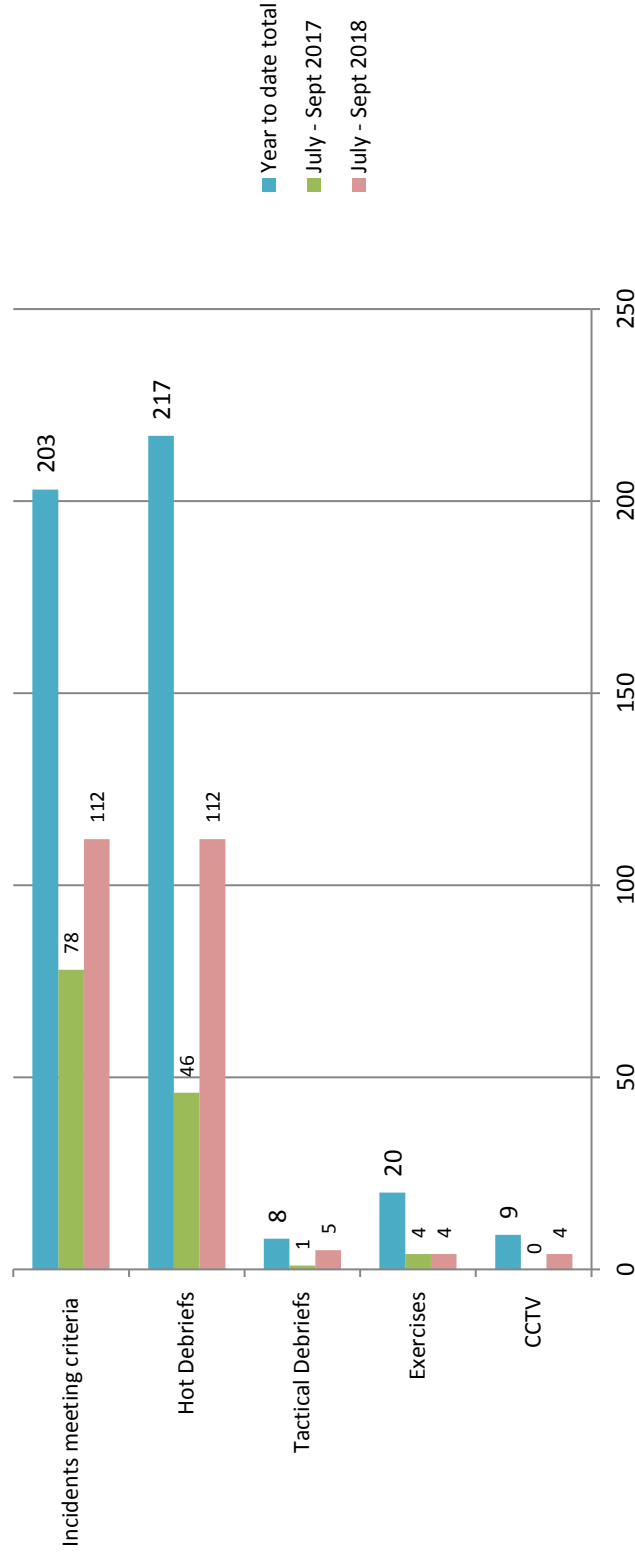


Figure 1

The chart above shows the number of incidents and debriefs that have been assured, for this period (July – Sept 2018) alongside a comparison for the same quarter from the previous year. The total number of incidents assured has risen by 44% compared to last year's quarter. There has also been an increase in hot debriefs from last year's figures, these are now aligning with incidents showing a much greater understanding and recognition of the critical need to complete the process, to inform learning. ('Hot Debriefs' generally take place post incident at the scene). Tactical debriefs have increased by four times, Tactical debriefs are a more structured way of recording any learning points from incidents. Learning points identified are acted upon accordingly via an action plan. This encompasses everything from reminders of working practice to sharing lessons nationally to reduce risk to fire fighters. CCTV audits are another method to quality assure working practices, capture learning and verify improvements have been implemented successfully.

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HUMBERSIDE  
Fire & Rescue Service

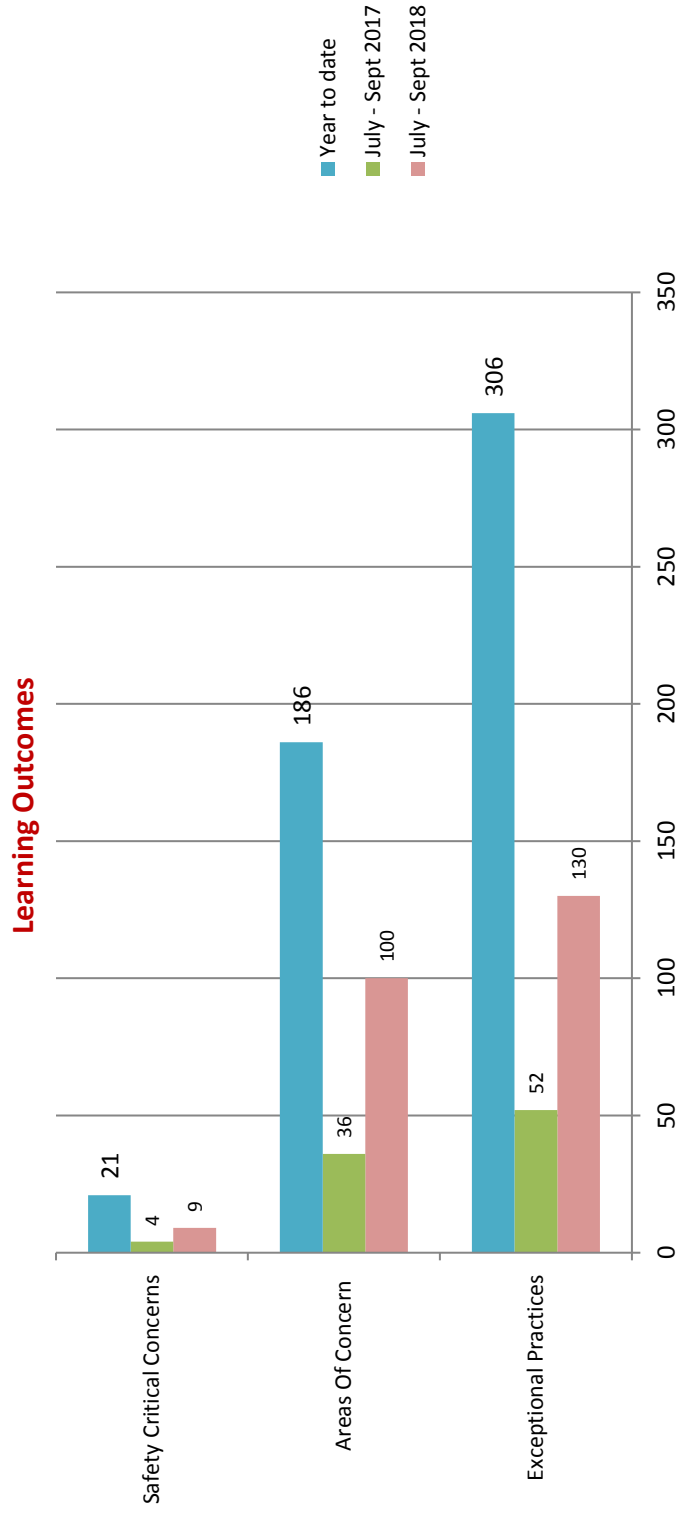


Figure 2

Assurance activities are broken down into three areas; safety critical concerns, areas of concern and exceptional practice. All areas have significantly increased over the reporting period. Most of increases have been highlighted through Service Control and Incident Command. The reason for this is the current themed fire ground review of messages and the increase of the quality of feedback from the operational assurance reports. It is pleasing to see the increase of reporting in all areas. As the system becomes embedded with knowledge and understanding increased, good practice will be shared more effectively so the organisation can continually learn and improve fire fighter safety.



### Thematic Reviews

Over this period, 2 thematic reviews have been instigated;

#### Message Review

This review has highlighted several areas for improvement. As a result of the review, Operational Assurance has recommended that Service Control ensures that all messages are scrutinised and challenged when necessary, with resultant learning taking place to improve the quality in this particular area. This will be embedded as business as usual with the Control environment as the gate keepers for this area, however the review highlighted that FDS officers can offer a secondary tier to quality assure messages whilst mobile and highlighted a number of areas of learning as a result.

#### Site Specific Risk Information (SSRI) Review

This review was completed on September 30<sup>th</sup>, 2018. The Operational Assurance team are currently analysing the assessments and compiling a report which will highlight recommendations and areas of good practice arising as a result. One key area that has emerged is the need for timely risk critical information of buildings for crews. While systems are in place to capture and disseminate information, improvements are being explored to ensure a more robust process moving forward.

### Forward Look

Current areas being addressed are:

- The review and application of a new structured debriefing process that will capture learning from events and feed independently into the Operational Assurance process
- Instigation of a thematic review on the use of airbag protectors during road traffic collision incidents
- The use of appliance CCTV as a tool to promote safety and continuous improvement to service delivery
- Further education of station-based personnel to increase the recording of learning from smaller incidents and exercises through the operational assurance process.
- The launch of a new National Operational Learning platform.
- Issuing of a smart phone with thermal imaging capacity to appliances as a direct learning outcome of the Beverley road incident. This will give an external capability to potentially identify the location of the fire at an early stage which will assist the Incident Commander to formulate their tactical plan and reduce the risk to fire fighters.

