



**East Sussex**  
**Fire & Rescue Service**

---

**Safer Communities**  
**Corporate Business Plan**  
**2024/2025**

# Safer Communities Corporate Business Plan 2024/25

## Commitment No. 1: Delivering high performing services

No.1 – IRMP <span style="color: green;">●</span> <span style="color: orange;">●</span> <span style="color: blue;">●</span>								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<b>Close down of the IRMP</b>  Oversee the delivery of the outstanding IRMP workstreams through chairing the IRMP Delivery Board  <a href="#">Strategic Theme 5</a>	IRMP Group Manager	01/04/22	31/07/24	Delivery of remaining IRMP proposals. <ul style="list-style-type: none"> <li>On-Call Paper</li> <li>Special vehicles</li> <li>ORP</li> <li>FA project closure report</li> </ul>	Resources allocated to risk more efficiently and effectively.  Improved performance with same level of investment or similar performance with reduced investment.	Y	Y	IRMP Delivery Board and Strategic Board  Workstream timelines

No.2 – CRMP <span style="color: green;">●</span> <span style="color: orange;">●</span> <span style="color: blue;">●</span>								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<b>Support the planning of the CRMP</b> by reviewing the risks, evaluating where our resources are, developing a strategic intent and consulting with the Fire Authority and public.  <a href="#">Strategic Theme 5</a>	CRMP Group Manager	01/04/24	31/03/25	Updated strategic assessment of risk covering trends and emerging risks.  Balanced risk / resources against budget model.	Resources allocated to risk more efficiently and effectively.  Improved performance with same level of investment or similar performance with reduced investment.	Y	Y	CRMP Delivery Board and Steering Group  Workstream timelines

No.3 – Refresh of the Protection and Prevention Strategy <span style="color: green;">●</span> <span style="color: orange;">●</span> <span style="color: blue;">●</span>								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
Refresh of the Protection and Prevention Strategy covering the period 25/30	ADSC  AM Protection  Prevention Manager	01/04/24	01/09/24	5 year strategy for Protection & Prevention.	Fit for purpose Protection & Prevention Strategy  Clear direction of travel and prioritisation of work against the strategic objectives	Y	N	No PI

No.4 - HSV/S&W Visit Delivery <span style="color: orange;">●</span> <span style="color: green;">●</span>								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Ensure capacity to deliver <b>9,000 high quality HSVs/Safe &amp; Well</b> split into a minimum of 6,809 by operational staff and a minimum of 2,191 by Prevention staff (visits aiming to target those identified as vulnerable on 90% of occasions).</p> <p>Ensure HSV's are completed within agreed timescales.</p> <p><a href="#">Strategic Theme 7</a></p>	ADSC	01/04/24	31/03/25	<p>Capacity to deliver a minimum of 9,000 enhanced visits designed to reduce the risk in the most vulnerable homes.</p> <p>Develop a sustainable and effective quality assurance process for HSV/Safe &amp; Well.</p> <p>Incorporate the 6 risk reduction methodologies into the HSV process.</p>	<p>Strive for a Service wide reduction of ADFs due to environmental/societal and economic challenges prevent an increase.</p> <p>Improved community safety for communities.</p> <p>Identifying of vulnerable households and sign posting to additional support, leading to improved safety.</p>	Y	Y	<p>Evaluation</p> <p>SLT and monthly return performance results.</p> <p>IRMP</p> <p>HMICFRS</p> <p>Annual Plan</p> <p>Dashboard data to be monitored through Prevention &amp; Protection Delivery and Strategic Boards</p>

<p>Minimum of 2,004 per year by East Group</p> <p>Ensure HSV's are completed within agreed timescales.</p> <p>All of which are to be delivered via tablets.</p>	East Group Manager			<p>Quality Assurance process will ensure the delivery of high class HSVs from all staff groups.</p> <p>Identification of the type of risk and mitigations that have been applied.</p>				
<p>Minimum of 1,808 per year by Central Group</p> <p>Ensure HSV's are completed within agreed timescales.</p> <p>All of which are to be delivered via tablets.</p>	Central Group Manager							
<p>Minimum of 2,997 per year by West Group</p> <p>Ensure HSV's are completed within agreed timescales.</p> <p>All of which are to be delivered via tablets.</p>	West Group Manager							
<p>Minimum of 2,000 <b>high quality HSVs/Safe &amp; Well</b> visits aiming to target those identified as vulnerable on 90% of occasions.</p> <p>Ensure HSV's are completed within agreed timescales.</p> <p>Prevention Team to book the minimum 9,000 visits.</p> <p>All of which are to be delivered via tablets.</p>	Prevention Manager							

## No.5 - Fire Safety Audit Delivery ●●

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Deliver a minimum of <b>1,000 Fire Safety Checks</b> and a minimum of 500 <b>Fire Safety Audits</b> totalling 1,500 interactions.</p> <p>We will task trained resources to carry out audits and FSCs at our highest risk premises. We will also sample 5% of lower risk premises.</p> <p>Strategic Theme 1,2,3 &amp; 4</p>	ADSC  AM Protection	01/04/24	31/03/25	Deliver a minimum of 1,000 Fire Safety Checks and a minimum of 500 Fire Safety Audits totalling 1,500 interactions.	Increased knowledge and compliance around fire safety, successful audits and a reduction in fires in premises covered by the FSO.	Y	Y	<p>Monthly PI Tier 1 &amp; 2</p> <p>HMICFRS</p> <p>Dashboard data to be monitored through Prevention &amp; Protection Delivery and Strategic Boards</p>
<p>Deliver a minimum of 500 Fire Safety Audits.</p> <p>We will task trained resources to carry out audits and FSCs at our highest risk premises. We will also sample 5% of lower risk premises.</p>	Protection Group Manager Delivery							
<p>Deliver a minimum of 3 per watch, per month (total of 30 per month and 360 per year) Fire Safety Checks</p> <p>All of which are to be delivered via tablets.</p>	East Group Manager							

<p>Deliver a minimum of 3 per watch, per month (total of 18 per month and 216 per year) Fire Safety Checks</p> <p>All of which are to be delivered via tablets.</p>	Central Group Manager							
<p>Deliver a minimum of 3 per watch, per month (total of 42 per month and 504 per year) Fire Safety Checks</p> <p>All of which are to be delivered via tablets.</p>	West Group Manager							

No.6 – Deliver the Safer Communities Action Plan informing the design and implementation of the Safer Communities Review <span>●</span> <span>●</span> <span>●</span>									
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N		Performance Indicator
<p><b>Design</b> and <b>implement</b> the Safer Communities Review.</p> <p><b>Monitor</b> progress against the Safer Communities Action Plan (as set out below).</p> <p><b>Address</b> through effective resourcing, using a prioritised approach, <b>the issues and challenges raised by teams</b>.</p> <p>Strategic Theme 1,2,4,6, &amp; 9</p>	Assistant Director of Safer Communities	01/04/24	31/03/25	<p>Prioritised list of activities that support delivery of Safer Communities Directorate Plan.</p> <p>Refresh of the role of Response Station Manager and their references to include specialisms and specialist officer leads.</p> <p>Effective allocation of resource to remove barriers and address</p>	Service delivery within the set budget for Safer Communities.		Y	Y	<p>In Group Management Dashboards</p> <p>Finance Dashboard</p> <p>SLT Safer Communities Quarterly Update</p>

<p><b>Focussed approach</b> to address Sickness levels, Light Duties, Medical Retirements and Suspensions and <b>assist</b> in the associated policy change required to improve this process.</p> <p><b>Reduce</b> the use of Fixed Term Contracts to achieve a balanced budget.</p> <p><b>Implement</b> Ancillary Cap for On Call Stations so there is an understanding of the spend and what is driving this.</p> <p><b>Monitor</b> and <b>manage</b> the accuracy of Firewatch, with a particular focus on leave types, detachments and TOIL.</p> <p>Further <b>development</b> of Dashboards to assist with above from a financial, HR, training and performance reporting.</p>	Geographical Group Managers			<p>issues that threaten delivery of Directorate Plan.</p> <p>Enhanced capacity for the workforce, making timely and informed/proactive decisions using data in advance</p>				
---	-----------------------------	--	--	--	--	--	--	--

## No.7 – Prevention & Protection monitoring delivery of strategic objectives and related thematic plans and risk reduction process ● ●

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Protection support team delivers against detailed support team functions and related <b>thematic plan</b> and organise partner events to support review of the strategy.</p> <p>Produce non-technical performance indicators and produce a handbook for all performance indicators within the Protection Department.</p> <p>Embed the understanding of the <b>Risk Reduction Process</b> and how it underpins everything that we do in relation to Protection – FSC (prevention - HSV and response – SSRI) activities.</p> <p>Strategic Theme 1,2,4,6, &amp; 9</p>	Protection Group Manager Support	01/04/24	31/03/25	<p>Audits and engagement activities prioritised by risk.</p> <p>Thematic plans and initiatives library are reviewed and evaluated through meaningful engagement with the community and partners.</p> <p>Review and respond to findings/requirements of incidents of significance.</p> <p>Engagement library developed and maintained Protection thematic plan reviewed and maintained.</p> <p>Fatal fire and serious incidents reviewed and lesson learned acted upon.</p> <p>Risk based thematic Protection plan &amp; risk-based engagement library containing initiative toolkit's that include evaluation and EIA tools.</p> <p>Reduction in risk in the built environment.</p> <p>Prevention &amp; Protection strategy delivered.</p>	Prevention strands meet the current risks identified within station profiles	Y	Y	<p>Thematic plan under Protection strategy delivered</p> <p>Evidence of standard template and first 6 priority initiatives available in library</p>



<p>Embed the new <b>meeting structure</b> with monthly/annual targets and KPIs for Delivery Board.</p> <p>Embed <b>evaluation</b> across Prevention activities, e.g. fatal/serious fire, HSVs, fire/water/road strand, SIA, Cadets, HAF etc</p> <p>Enhance and grow <b>sponsorship</b>, commissioned services and grant funding income by 31/03/25. Aim to establish 1 additional commissioned service on the basis that the contract is cost neutral or cost beneficial to the Service.</p> <p>Embed the understanding of the <b>Risk Reduction Process</b> and how it underpins everything that we do in relation to Prevention – HSV (protection - FSC and response - SSRI) activities.</p> <p>Prevention central team delivers against detailed support team functions set out in priorities and related thematic plan – Home/Fire, Road, Water, Education, Volunteers.</p> <p>Responding to the learnings from incidents of significance.</p>	Prevention Manager			<p>Prevention Risk Register and Action Log</p> <p>Annual e-learn Safeguarding Essentials course.</p> <p>Bi-annual one day course for managers and staff / volunteers engaged in regulated activity.</p> <p>Safeguarding Adult Board/Safeguarding Children's Board / NFCC Safeguarding self-assessment compliance / Fire Standard Compliance</p> <p>Increased awareness of ESFRS staff / volunteers of Safeguarding concerns and how to report them</p> <p>Support annual assessment of local risk by group.</p> <p>Annual assessment of risk process will determine initiative and location.</p> <p>Utilise evaluations and survey results to inform changes to the Prevention strands to ensure they remain relevant to risk</p>	<p>Fire Standard compliance</p> <p>Care Act and Sec 11 Children's Act compliance</p> <p>Staff / volunteers who have a sound, practical knowledge to ensure that they can recognise and report a Safeguarding concern.</p> <p>An increase in the number of Safeguarding referrals (CTN's) made by ESFRS and a reduction of risk within the community.</p>			<p>SLT performance indicators &amp; end of monthly returns</p> <p>Review at monitor at Prevention &amp; Protection Delivery and Strategic Boards</p> <p>CTN performance returns</p> <p>HMICFRS</p> <p>Fire standard implementation tool</p> <p>Staff Training</p> <p>NFCC HSV evaluation pilot</p> <p>Evaluation tablets</p> <p>Evaluation embedded in CRM</p>
--	--------------------	--	--	---	--	--	--	--

<p>Monitor emerging trends and to create the Prevention activities to reduce the risk.</p> <p>Meaningful evaluation that continues to enhance our existing evaluation techniques, with support from partners. This will be done in respect to prevention and protection activities to secure continual improvement and an enhanced impact on risk.</p> <p><b>Safeguarding</b> - provide training to all staff &amp; volunteers in order to discharge our <b>statutory duty</b>.</p> <p>Strategic Themes 3, 4, 7, 8</p>				Delivery of risk based initiatives against risk geographical profile.				
<p>Embed the understanding of the <b>Risk Reduction Process</b> and how it underpins everything that we do in relation to Response – SSRI (protection - FSC and prevention - HSV) activities.</p>	Geographical Group Managers			Instant risk data updated to MDTs / CRM.	The greater understanding of risk will result in a safer workforce and more effective delivery to the public.			Review at monitor at Prevention & Protection Delivery and Strategic Boards

## No.8 – Enforce the requirements of the Regulatory Reform (Fire Safety) Order 2005 (Prosecutions, formal enforcement) ●●

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Utilise policy and procedure to effectively <b>enforce the requirements of the FSO</b> and thus reduce risk in the community.</p> <p>Issue <b>Enforcement notices</b> when appropriate including when informal notices have previously been issued and when the compliance level following an audit is 4 or more.</p> <p>Issue <b>Alteration notices</b> rather than reinspecting prohibition notice compliance every 6 months when the conditions require the Prohibition will not change.</p> <p>Issue <b>Prohibition notices</b> whenever there is an imminent risk to life from fire that cannot be resolved immediately.</p> <p>Ensure all formal notices and serious non compliance result in <b>legal case investigations</b> and consideration of <b>prosecution</b>.</p>	Protection Group Manager Delivery	01/04/24	31/03/25	<p>Informal cautions will be issued when proportionate and appropriate.</p> <p>A more streamlined prosecution and enforcement process.</p>	<p>Greater understanding in the community that compliance is expected and required and any non compliance will be dealt with using the full weight of our enforcement powers.</p> <p>Risk is reduced to relevant persons and fire crews due to increased levels of compliance.</p>	Y	Y	Protection Delivery and Strategic Board monitoring of KPIs (Tier 1 – 4)


### No.9 – Meet a minimum of 97% of our consultation timescales for Protection ●●

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
Ensure we complete <b>all formal consultations</b> within agreed timescales	Protection GM Delivery and all 3 Protection Hub SMs	01/04/24	31/03/25	97% of all consultation will be completed within the agreed timescales	New builds, new licenses (including housing, etc) will be built to the correct standard and will result in compliance with the ongoing requirements of the FSO.	Y	Y	Protection Delivery and Strategic Board monitoring of KPIs (Tier 1 – 4)

### No.10 – Implement the regional building safety regulator solution ●●●

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Full funding has been provided by the HO to recruit and manage the resources that will be required to support the new BSR in enforcing the requirements of the BSA. We will need to <b>recruit and develop the new staff</b> to ensure we are ready to deliver our legal requirements by Oct 2023.</p> <p>Recruit and retain 2 x FSIO and train them to L4 Dip. Recruit and retain 1 x Fire engineer and train them to L6 FE qualified with full accreditation.</p> <p>Produce and sign off the MoUs with the BSR to ensure we are clear on the ways of working</p>	GM BSR	01/04/24	31/03/25	<p>We will jointly inspect in scope high risk buildings together with the BSR and LA building control. The exact demands and frequencies are yet to be determined.</p> <p>We will also inspect and advise the Regulator on new buildings as they progress through the various gateways.</p> <p>We will carry out the required activities at zero cost to the local tax payer by claiming for all activity from the Regulator via LFB.</p>	Compliance with the Building Safety Regulator legislation.	Y	Y	<p>Deliver inspections and visits as required by the Regulator and as resources by the new BSR team.</p> <p>Annual Plan</p>

<p>and the financial protocols associated with this new role.</p> <p>Ensure the agreed processes and procedures are detailed within our consultation manual.</p> <p>Provide regular financial returns to the HO via the NFCC and claim costs from the BSR for any BSR related work from September 2023.</p>								
---	--	--	--	--	--	--	--	--

No.11 – Implement the changes required by new legislation and guidance via the Legislative change board 								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p><b>Consider all new legislation, guidance</b> and other material to identify how we will blend any new requirements into our Services policies and procedures.</p> <p>Hold monthly Legislative Change Board meetings with attendees from the relevant parts of the Service.</p> <p>Ensure all policies and procedures are updates to reflect any significant changes. Ensure all staff are trained as required to be both aware of and be able to implement any changes.</p>	GM Delivery	01/04/24	31/03/25	<p>Policies and procedures will be updated, reflecting the changes.</p> <p>Staff will be trained and competent to deliver the requirements of the changes in guidance and legislation.</p>	<p>Our protection department and the Service as a whole will be fully compliant and up to date with changes being introduced nationally.</p> <p>This will result in a more effective reduction of risk in for the community and our staff.</p>	Y	N	<p>80% of protection staff trained on new legislation within 6 months of the policy changing.</p> <p>100% of policies up to date with any new changes within 3 months of the changes.</p> <p>100% of training material accurately reflecting the new changes within 6 months of its introduction.</p> <p>Annual Plan</p>

## Commitment No. 2: Educating our communities

No.12 - Embed Annual Assessment of Risk process ●●●								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
Gather the relevant risk data through engagement with key stakeholders to inform the <b>local assessment of risk</b> and deliver the resulting local activities that ensure Risk Reduction under the key themes.  Strategic Theme 1, 2, 7, 8, & 9	AD SC  AM Protection  Prevention Manager	01/04/24	31/03/25	Identify and annually review the key Prevention & Protection strands.  Embed the annual assessment of risk through managerial activities such as rolling reviews.  Identify key initiatives through the annual assessment process for the Safer Communities team to deliver collaborative and outcome focused support to those in most need. (Fire/Home, Road, Water and Protection).  To confirm the effective and efficient allocation of local resources against the Prevention & Protection themes.  A resourcing calculator will be developed to support this enhanced risk based approach to delivering key	Delivery of risk based initiatives against risk geographical profile.	Y	Y	Initiatives delivered against assess-ment  IRMP  Annual Plan
Deliver Statements of Intent for Prevention. <ul style="list-style-type: none"><li>• ADF and HSV</li><li>• Fatal and Serious Fires</li><li>• Safeguarding</li><li>• Volunteers</li><li>• Prevention Risk Reduction</li></ul>	Prevention Manager							
Deliver Statements of Intent for Protection. <ul style="list-style-type: none"><li>• Risk Reduction process</li><li>• UwFS/AFAs</li><li>• Sprinklers</li><li>• Specialised Housing</li></ul>	Protection Group Manager Support							

To deliver Station Profiles in line with the Annual Assessment of Risk for each station and a Group Profile.	East Group Manager			activities such as Home Safety Visits and Fire safety audits and checks.				
To deliver Station Profiles in line with the Annual Assessment of Risk for each station and a Group Profile.	Central Group Manager							
To deliver Station Profiles in line with the Annual Assessment of Risk for each station and a Group Profile.	West Group Manager							

No.13 – Continue to educate the community around new and existing legislative requirements ●●								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>We will continue to <b>educate and advise the community on the requirements of the Fire Safety Order</b> (as required by the FRSA 2004). We will also advise and support them on the new requirements coming in due to new legislation and guidance.</p> <p>We will attend <b>community meetings</b> and other meetings to provide advice and support to residents and the business community.</p>	<p>Protection Hub SMs</p> <p>Protection GM Delivery</p>	01/04/24	31/03/25	Advice and guidance will be provided to RPs during every face to face interaction.	Compliance levels will improve and enforcement activity will decrease.	Y	N	Deliver 2 x housing seminars joint with LA housing each year.

<p>We will keep our <b>webpage</b> up to date and signpost RPs to it. We will support partners and update them during appropriate partnership meetings.</p> <p>We will utilise our <b>PAPs</b> to support partners and keep them up to date with relevant changes in expectations.</p> <p>We will carry out <b>2 Housing Seminars</b> each year. Housing partners will be invited and will jointly plan the events. RPs including owners, managing agents, RTM companies, etc will be invited. This will be captured within the new Housing MoU.</p>	<p>Protection GM Support</p> <p>PAP Manager</p> <p>SM Central Protection Hub</p>							
--	--	--	--	--	--	--	--	--



#### No.14 – Continue to grow our PAPs to better support the business community

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>We will continue to support our existing PAPs and will <b>increase the number of PAPs</b> we have to generate more income and to increase opportunities to advise RPs and reduce the risk of fire in the built environment.</p> <p>We will <b>grow</b> the number of <b>PAPs</b> we have to achieve at least a cost neutral position.</p> <p>We will <b>evaluate PAPs</b> by way of number of partnerships, income generated.</p> <p>We will generate a <b>CRM report</b> for Premises records with PAP flags.</p>	PAP Manager	01/04/24	31/03/25	A minimum of 20 hours support to PAP partners will be provided in order to help them comply with their legal requirements.	<p>Providing this advice will reduce the risk of fire in the built environment.</p> <p>Reduction in fires and successful audit in those premises with a Partnership.</p>	Y	Y	<p>20 hours support provided to each Partner (if requested).</p> <p>We need to generate 721 additional PAP hours in order to fund the PAP resources agreed.</p>

No.15 - Prioritise Accidental Dwelling Fire reduction through the Prevention Delivery Board ●●								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Review and reinvigorate the process to reduce <b>Accidental Dwelling Fires</b> through the Prevention Delivery Board</p> <p>Identify trends and develop, undertake and review initiatives delivered to the communities.</p> <p>Develop targeted activities to include comms and data analysts.</p> <p>Working in partnership both internally and with partners.</p> <p><a href="#">Strategic Theme 7</a></p>	Prevention Manager	01/04/24	31/03/25	The plan for ADF will be delivered.	<p>Strive for a Service wide reduction of ADFs or due to environmental/societal and economic challenges prevent an increase.</p> <p>Improved performance from the current national position.</p>	Y	Y	<p>Reduction of accidental dwelling fires</p> <p>Prevention Delivery Board monitoring – ensure delivery against ADF Plan</p>

# No.16 – Create and deliver innovative Youth Engagement opportunities to reduce community risk for CYP ●●

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Develop and deliver a <b>Youth Engagement</b> policy</p> <p>Delivery of innovative, bespoke <b>activities</b> to reduce risk and safeguard CYP, either unilaterally or in partnership.</p> <p><b>Performance measures and outcomes</b> monitored through the Prevention Delivery Board KPIs.</p> <p>Developing partnership opportunities across all CYP risk areas</p> <p>Evaluation of all CYP activities to identify the outcomes</p> <p>The delivery of engaging CYP activities that reduce risks relating to fire, water and road</p> <p>Strategic Theme 2, 4, 8 &amp; 9</p>	<p>Prevention manager</p> <p>Partnership &amp; Engagement business partners</p>	01/04/24	31/03/25	<p>Development of a Youth engagement manual note.</p> <p>Delivery of the actions associated with the above manual note.</p>	<p>Reduce the risks associated with fire setting, anti-social behaviour and increasing personal resilience of CYP.</p> <p>A safer, more sustainable community</p> <p>CYP behaviour that reduces risk of injury or death</p> <p>CYP are better empowered and resilient.</p> <p>Closer working with Police, Health and Children's Services</p>	Y	Y	<p>Annual plan</p> <p>Evaluation Prevention Delivery Board KPIs</p>

## Commitment No. 3: Developing a multi-skilled, safe and valued workforce

No.17 – Continue to utilise the QA framework for FS audits/checks and embed the QA framework for HSV delivery ●●●								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<b>Define</b> a quality assurance framework for HSV delivery.	Prevention Manager	01/04/24	31/03/25	Effective Frameworks and assurance process in place.	Improvement of the consistency in effective delivery of services.	N	N	QA returns
<b>Deliver</b> against quality assurance framework for HSV delivery.	Geographical Group Managers							EOM returns
								HMICFRS
Continue to utilise the QA framework for Fire Safety Audits/checks.	Protection Group Manager Delivery							CRM reports
Strategic Themes 1,4 & 6	Protection Hub Managers							

# No.18 – Continue to develop staff in line with the protection competence framework

Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p>Continue to develop staff in line with the <b>protection competence framework</b>.</p> <p>All protection staff in development will be issued with a <b>development portfolio</b> that they will complete to show how they have gained <b>competence</b>. They are also required to record 25 hours of CPD on the LABC website to enable them to apply for Eng Tech and CAR accreditation once they are L4 diploma qualified</p> <p>All <b>Supervisory managers</b> will receive a L2 internal fire safety course to enable them to better understand fire <b>legislation</b> and to QA their watches FSCs.</p> <p>We will <b>support</b> those who have attended formal courses to ensure they complete the coursework requirements and gain the required qualification.</p>	<p>Protection GM Support</p> <p>SM Training and Policy</p>	01/04/24	31/03/25	<p>All L2 FSDOs will be developed and supported to enable them to carry out their roles. They will be issued with a specific development portfolio and will be expected to maintain competence by attending quarterly training days.</p> <p>All admin will be trained to carry out their role. Quarterly admin standardisation days will be held to enable admin to maintain competence and to promote consistency.</p> <p>Protection Officers and those with a role in the issuing of formal notices and making decisions on prosecutions, will be trained internally to enable them to do this role effectively and consistently.</p>	<p>A fully competent and effective workforce will more effectively reduce risk in the built environment.</p> <p>Corporate protection as all staff carrying out the role will be competent or gaining competence in line with the Protection competence framework.</p>	Y	Y	Protection Delivery Board KPI monitoring

## Commitment No. 4: Making effective use of our resources

No. 19 - Continue to develop CRM to make it a more effective premises risk database and to better feed the CRMP ●●								
Description of Activity	Responsible Officer (role)	Start date	End date	Outputs	Outcomes	Resource Y/N	Budget Y/N	Performance Indicator
<p><b>Monitor the overall usage and impact of tablet use</b> at the Prevention &amp; Protection Strategic Board in line with Tier 1 KPIs.</p> <p>Review the effectiveness of CRM post implementation</p> <p>Strategic Theme 3</p>	AM Protection Prevention Manager	01/04/24	31/03/25	<p>Achieve the target number of HSVs, SSRIs and Fire Safety Audits and community engagements.</p> <p>More accurate data reporting.</p>	<p>Reduced administrative burden related to HSV, SSRIs Audit entry and communication whilst at the same time improving accuracy of data.</p> <p>Improved efficiency and enhanced functionality with regards to the management of information/ intelligence through CRM.</p>	Y	Y	<p>Prevention &amp; Protection Strategic Board and Delivery Board - KPIs</p> <p>CRM Project Board</p> <p>Response &amp; Resilience Delivery Board</p>
Monitor the usage and impact of tablet use for FSCs at the <b>Protection Delivery Board</b> in line with the KPIs.	Protection Group Manager Delivery							
<p>Monitor the usage and impact of tablet use for HSVs at the <b>Prevention Delivery Board</b> in line with the KPIs.</p> <p>Review the <b>effectiveness</b> of CRM post implementation to include the <b>associated savings</b>.</p>	Prevention Manager							
Continue to <b>support</b> the delivery of <b>FSCs, SSRIs</b> and <b>HSV</b> s via the use of CRM Tablets in line with the KPIs reported to the Response & Resilience, Protection & Protection Delivery Boards.	Geographical Group Managers							