

Quality Control – Service Delivery (Protection) Department Standard Operating Procedure No. TFS – 012 (Revised)

Document Overview: -

This document outlines the process for ensuring that professional standards and work quality expectations of Community Safety Inspectors are being met consistently and in accordance with relevant Wiltshire Fire & Rescue Service policies and procedures.

Contents

1.0	Introduction
2.0	Responsibilities
3.0	Planning a QC Inspection
4.0	Completing a QC Inspection
5.0	Recording and Saving QC Inspections
	Appendix A – Fire Safety Task Competency Matrix
	Appendix B – Annual Inspection Pattern
	Appendix C – Process Flow Chart
	Appendix D – Example Form QC1
	Appendix E – Example Form QC2

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This document has been Equality Impact Assessed in accordance with Wiltshire FRS procedure. To view the assessment [click here](#)

1.0 Introduction

- 1.1 Wiltshire Fire and Rescue Service (Wiltshire FRS) is responsible for enforcement of the Regulatory Reform (Fire Safety) Order 2005 (The Order). The delivery of this service is provided by the Service Delivery (Protection) Department (SD-Protection).
- 1.2 The SD-Protection department uses a network of Community Safety Inspectors (CSI's) strategically based in area offices, each under the direction of an Office Manager. The composition of the CSI team is a mix of uniformed and corporate staff with varying levels of experience, training and expertise in technical fire safety issues and application of The Order.
- 1.3 The Quality Control (QC) process has been designed to enable managers to monitor and assess the effective delivery of the service, the professionalism and competency standards of the CSI's, and identify any potential policy gaps or training needs. A process flow chart can be found at [Appendix C](#).

2.0 Responsibilities

- 2.2 The Area Manager Service Delivery is responsible for efficient service delivery and delegates the responsibility for departmental organisation, strategy and operational quality control (QC) to the Group Manager SD-Protection.
- 2.3 The Group Manager SD-Protection (GMSD-Protection) is based at an administrative central hub and is responsible for training, strategic planning and quality of service provided by the network of area offices and sub-offices run by the Office Managers (OM's).
- 2.3 The OM's are responsible for the application of the strategic plan, the allocation of audits and other jobs to the CSI's and the quality of service delivery to partner organisations and regulated entities. They are also responsible for ensuring that CSI's are not tasked beyond their level of skill, knowledge or training. ([See Appendix A](#)).
- 2.4 The CSI's are responsible for the organisation of their workload to provide a professional and efficient service in all aspects of the department's enforcement, statutory consultations and other associated activities to ensure a consistently high standard of professionalism and excellence is achieved and maintained.
- 2.5 The Service Delivery Protection Procedures Manager (SD-PPM) is responsible for maintaining the "[Service Delivery \(Protection\) QC Register](#)" and will monitor to ensure all individual QC inspections are completed in accordance with the annual plan and that any further actions identified are recorded for consideration in future departmental or individual training needs assessments.

3.0 Planning a QC Inspection

- 3.1 The QC inspection will sample the work of all CSI's on an annual rolling programme. Each CSI will be subject to a minimum of four QC inspection sessions per year, spaced at one per quarter. Each session will assess two or more jobs for each CSI.
- 3.3 The resident Office Manager will be subject to similar scrutiny of relevant work when the QC inspection is being conducted by a visiting Office Manager or Group manager only.

- 3.4 The OM is responsible for setting the dates for the QC inspections that fall in quarters one and four, and for liaising with the GMSD-Protection, or other office manager, to agree for the visiting inspections that fall in quarters two or three respectively (See 3.7).
- 3.4 The QC inspections will be planned by the inspecting manager (GMSD-Protection or OM) conducting the inspection to fit in with normal activities wherever possible.
- 3.5 Although inspections will be routinely programmed once per quarter for each CSI, further inspections may be added if deemed necessary by the Office Manager.
- 3.6 The format of the QC Inspection will be at the discretion of the Inspecting Manager and may comprise of either a desktop or field analysis of any audit, consultation or other relevant activity completed by the CSI during the monitored period.
- 3.7 The QC inspecting manager should make every effort to ensure that a different work activity is examined on each occasion to cover the range of work activities for each CSI on a rotational basis. The work scrutinised should be as current and relevant as possible to the time of the audit, but in all cases should never be more than 12 months old.
- 3.8 The annual inspection programme will commence in April with the year being divided into quarters. The inspection for the first and fourth quarter will be by the OM of the office from which the CSI is operating. A visiting OM will conduct the second quarter inspection and the GMSD -Protection will complete the third quarter. The inspection pattern can be reorganised by managerial agreement providing the minimum two-one-one pattern is achieved. ([See Appendix B](#))

4.0 Completing a QC Inspection

- 4.1 The job or activity subject to scrutiny will be chosen at random unless a specific reason exists to target a particular job or activity. (I.e. when a new skill is being assessed or if there is a job involving significant or unusual challenges).
- 4.2 QC activity of fire safety audit (FSA) jobs will be recorded on the form "Service Delivery (Protection) – QC 1". The [printable version](#) of the form should be printed as required and used for this purpose. (An example can be viewed at [Appendix D](#))
- 4.3 QC activity of Building Regulation (BR) consultation jobs will be recorded on the form "Service Delivery (Protection) – QC 2". The [printable version](#) of this form should be printed as required and used for this purpose. (An example can be viewed at [Appendix E](#)).
- 4.4 Some cells contain pre-populated answers that will correspond to dropdown choices when transferred to the electronic version of the form for permanent recording. The selected answer should be indicated by circling or highlighting clearly to avoid confusion.
- 4.5 All questions will require a Yes, No, or N/A answer with Yes indicating an acceptable standard has been achieved. The *comments* section at the end of each question group will give the Inspecting Manager the opportunity to offer further information to substantiate the answer provided. A No answer will always require a substantiating comment. The N/A entry indicates that the question is not applicable to the current QC inspection.
- 4.6 The *Additional Comments* section of the QC1 or QC2 form allows the Inspecting Manager to add further general comments if required and/or summarise the findings of the QC

inspection. It can also be used to highlight policy or procedural issues (if any have been identified during the inspection process) that may require further clarification or review.

- 4.7 The Inspecting Manager should discuss the findings with the CSI. Any training needs or information that may be relevant to a personal development review should be recorded separately for future use. Any minor non conformance issues identified should be addressed at the time, whenever possible, and a note made on the QC form to confirm what action was taken. If it is not possible to complete this at the time, arrangements must be made to conclude the process as soon as possible.
- 4.8 Actions or training requirements identified that cannot be immediately addressed should be recorded in the relevant section. These entries will be used to inform future training requirements of the individual and/or the department generally.
- 4.9 The section headed *Central Office Use Only* must be left blank.

5.0 Saving QC Inspections in Electronic Format

- 5.1 The QC records will be stored electronically. The information gathered manually will need to be transferred to the electronic version of the QC1 or QC2 as necessary by the Inspecting Manager or the office administrative support staff. Alternatively, the completed paper forms can be sent directly to the SD-PPM for recording.
- 5.2 The "Fire Safety – Quality Assurance" folder is located at [X:\Fire Safety\Quality Assurance](#) and contains all folders, forms, registers and other documents required to administer and record the process.
- 5.3 A blank QC1 or QC2 form must be opened from the *Forms* folder as *read only* then saved to the *Pending Sign Off* folder as follows;
 - I. Open the electronic version of the [QC1](#) or [QC2](#) as "read only"
 - II. Select the "Save As" option from the save menu
 - III. Navigate to the correct "Group" folder
 - IV. Select the "Pending Sign Off" folder
 - V. Change the file name (see 5.4) and select save
- 5.4 The new QC record will be identified by a title format comprising the Inspecting managers initials, the CSI's initials (separated by -) and a number indicating the quarter period.

Example;

Inspecting Manager	A. Boss
Community Safety Inspector	T. Maker
QC Inspection period (Quarter Number)	3
QC Inspection Number for this CSI, this period	2
Save this file name as " ab-tm3-2 "	

- 5.5 Once saved, the electronic QC form is ready for completion. The pre-populated multi-choice areas of the printed QC form correspond to drop-down selection boxes on the electronic QC form. Clicking *select* will reveal the available answers. The remaining cells are *free text* and are easily navigated by use of the *Tab* or *arrow* keys to move between cells. (This method reveals a small highlighted block within the cell to indicate the text insertion point).

- 5.6 The GMSD-Protection must be advised by email that the completed QC form has been saved and is in the *Pending Sign Off* folder ready for review. A copy to the email should also be sent to the Procedures Manager for monitoring purposes. This notification need not be sent for each individual QC completed if it forms part of a batch inspection but grouped into a single notification email on completion of the process.
- 5.7 The GMSD-Protection will add comments when required, sign off in the final section, and advise the Procedures Manager accordingly.
- 5.8 The Procedures Manager will monitor the system periodically to ensure all QC inspections submitted have been fully completed and reviewed and will record any significant actions on the QC [Action Plan](#). The completed QC form will be moved into the archive folder when all actions or outcomes have been recorded.
- 5.9 The GMSD-Protection will review the results and formulate a report annually to summarise the findings. This report will be made available by publication on the Wiltshire FRS website. Findings will also be used to inform training needs and strategy planning for the next year where such a requirement has been identified.

Service Delivery (Protection) - Task Competency Matrix

Level	FS Post	Task Description	Training Level
1	Area Manager/Group Manager/ Office Manager	Recommendation of prohibition or restriction notices to principal officers Recommendation of enforcement to court stage to principal officers	Fire Service College courses FSAED 1,2,3,4,5,6,7 & 8 or equivalent Seminars CPD
2	Station Manager or Corporate Staff CSI	All fire safety activity except level 1	Fire Service College courses FSAED 1,2,3,4,5,6,7 & 8 or equivalent IFE Accredited Auditors
3	Watch Managers (or Corporate Staff CSI in Development)	Fire safety audits and statutory consultations for all premises conforming to national guidance, excluding schemes involving sprinklers or smoke control systems.	Fire Service College courses FSAED 1,2,3,4,5 & 6 or equivalent IFE Accredited Auditors
4	Crew Managers (or Corporate Staff CSI at Initial Appointment)	Fire safety audits and statutory consultations for non-complex premises	Fire Service College courses FSEAD 1,2 & 3, or equivalent
5	Fire Fighters	Operational risk inspections and after fire inspections	Internal Courses

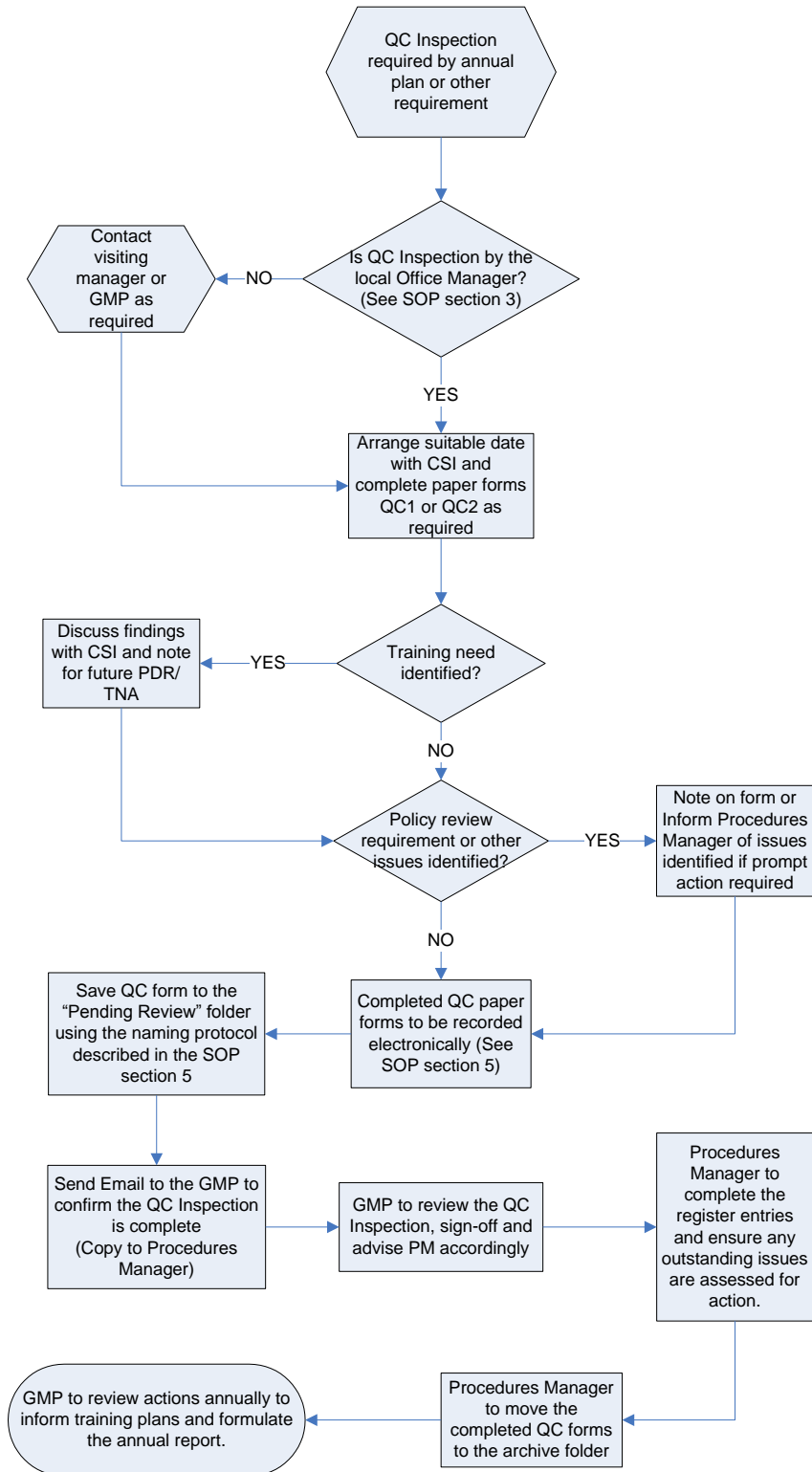
Annual QC Inspection Pattern For Each CSI

	April – June	July - September	October - December	January - March
QC Inspection By	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Office Manager	✓			✓
Visiting Manager		✓		
Group Manager			✓	

Note:

The inspection pattern can be reorganised by the managers responsible providing the minimum two-one-one pattern is achieved

**Service Delivery (Protection)
Quality Control Process Chart**



Service Delivery (Protection) – QC1 (Printable Version)

QA Job Detail

Name of CSI		QC completed by	
Service Number		QC Date	
Premises ID		QC Type	Desktop / Field
Job Number		QC Category	Office Manager /Visiting Manager /Group Manager /Other
Job Date			
Inspection Type		Is this Correct?	Yes No If no, why not?
Job Reason		Is this Correct?	Yes No If no, why not?
Priority		Is this Correct?	Yes No If no, why not?
Description of Job			

Pre Inspection Correspondence

Was an appointment made?	Yes / No	If no, why not?	
By what method?	Post / Phone / Email / Fax / Other -		
Was the appointment kept?	Yes / No	If no, why not?	
Was adequate notice given?	Yes / No	If no, why not?	
Comments			

During Inspection (Field Audit Only)

Was the conduct of the inspector acceptable?	Yes / No N/A	If no, why not?	
Were any requirements and recommendations clearly explained and differentiated?	Yes / No N/A	If no, explain	
Were any future actions clearly agreed with the client?	Yes / No N/A	If no, explain	
Comments			

Post Inspection Activity

Was the audit form used?	Yes / No	If no, why not?	
Was it correctly complete?	Yes / No	If no, why not?	
Was the "Enforcement Management Model" applied?	Yes / No	Applied correctly?	Yes / No (If no, comment below)
Comments			

Post Inspection Correspondence

Was the correct letter used?	Yes / No	If no, why not?	
Were all requirements clearly defined?	Yes / No	If no, why not?	
Were all requirements reasonable?	Yes / No	If no, why not?	
Were recommendations clearly defined?	Yes / No	If no, why not?	
Were any imposed time limits reasonable?	Yes / No	If no, why not?	
Was the letter posted in a timely manner?	Yes / No	If no, why not?	
Comments			

PACE Information (Where applicable)

Were the contemporaneous notes recorded adequately?	Yes / No N/A	If no, why not?	
Was the "Code B" notice issued correctly?	Yes / No N/A	If no, why not?	
Was a caution issued correctly?	Yes / No N/A	If no, why not?	
Was evidence gathered within PACE guidelines?	Yes / No N/A	If no, why not?	
Comments			

Follow Up Activity

Were notices served correctly?	Yes / No N/A	If no, why not?	
Were CFRMIS enforcement details updated correctly?	Yes / No N/A	If no, why not?	
Was the CFRMIS risk level updated correctly?	Yes / No N/A	If no, why not?	
Was the CFRMIS job outcome updated correctly?	Yes / No N/A	If no, why not?	
Was the CFRMIS letter history updated correctly?	Yes / No N/A	If no, why not?	
Were copies of notices sent to TFS Central for filing?	Yes / No N/A	If no, why not?	
Was the Enforcement Register updated?	Yes / No N/A	If no, why not?	
Comments			

Additional Information

Auditors Comments		
		TFS Central Use Only
Action points identified		
Training Needs Identified		

GM Protection Comments & Sign off

GMP Comments			
GMP Sign off		Date	

Completion Instructions (For saving electronically)

This section contains the file naming and saving protocol to be employed when this information is transferred to the QC2 - Electronic version.

Save as:	Initials of Inspecting Manager - initials of CSI + quarter period – QC Inspection number for this CSI during this period.		
Example:	Inspector: A. Boss; - CSI; T. Maker ; Quarter 3, QC number 2 = File name: ab-tm3-2		
	Inspector	CSI +Quarter	QC No
This File Name:			
Save in X\Fire Safety\Quality Assurance\Group (?)\(Year Folder)(Pending Sign-off)			

Service Delivery (Protection) – QC2 (Printable Version)

QA Job Detail

Name of CSI		QC completed by	
Service Number		QC Date	
Premises ID		QC Type	Desktop / Field
Job Number		QC Category	Office Manager /Visiting Manager /Group Manager /Other
Job Date			
Inspection Type		Is this Correct?	Yes No If no, why not?
Job Reason		Is this Correct?	Yes No If no, why not?
Priority		Is this Correct?	Yes No If no, why not?
Description of Job			

Schedule FS

Were all matters subject to the FSO satisfactorily addressed?	Yes No	If no, why not?	
Any Other Comments			

Schedule AP

Were all matters subject to other legislation satisfactorily addressed?	Yes No	If no, why not?	
Any Other Comments			

Schedule GW

Were all matters subject to goodwill advice mentioned? (e.g. sprinklers)	Yes No	If no, why not?	
Any Other Comments			

Schedule BR

Were all matters required under Schedule BR satisfactorily addressed?	Yes No	If no, why not?	
Any Other Comments			

Consultation Period

Was the consultation completed within 15 working days?	Yes No	If no, why not?	
Any Other Comments			

Additional Information

Auditors Comments			
		TFS Central Use Only	
Action points identified			
Training Needs Identified			

GM Protection Comments & Sign off

GMP Comments			
GMP Sign off		Date	

Completion Instructions (For saving electronically)

This section contains the file naming and saving protocol to be employed when this information is transferred to the QC2 - Electronic version.

Save as:	Initials of Inspecting Manager - initials of CSI + quarter period – QC Inspection number for this CSI during this period.		
Example:	Inspector: A. Boss; - CSI; T. Maker ; Quarter 3, QC number 2 = File name: ab-tm3-2		
This File Name:	Inspector	CSI +Quarter	QC No
Save in X\Fire Safety\Quality Assurance\Group (?)\(Year Folder)\(Pending Sign-off)			