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***Fire Risk Assessment and management information  
provision***

***By***

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electronic products: Fire Worldwide OSH UPDATE  
Environment Plus OSH Ireland**



# *Introduction*

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- Talk will cover:
- What is Risk Assessment
- What is happening in the UK Fire and Rescue Industry
- The main players and their new roles and information needs
- The challenges for information users and providers
- Possible solutions including Information Audit
- Information providers: BRAND & REPUTATION



## *What is Risk Assessment*

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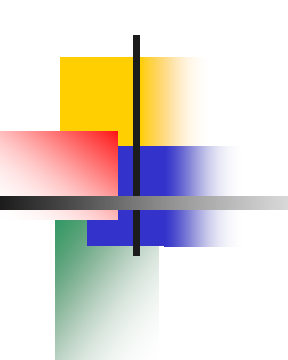
- STEP 1 Take a fresh look at the workplace site, its design, operation and surroundings, and where a hazard may exist.
- STEP 2 For each area of the site and operation consider what could go wrong, and who could be affected.
- STEP 3 From the findings from Step 2 decide if the precautions are enough to guard against anything going wrong or if more should be done.
- STEP 4 Recording the findings.
- STEP 5 Consider when you will need to review your risk assessment.



## *Future of the UK fire service*

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- Since 2002 - a major shift in the UK fire industry - *The future of the fire service: reducing risk, saving lives. The Independent Review of the Fire Service [Bain Report]*.
- Many recommendations: in future it should be a risk and community fire safety service : that the work on risk-based fire cover should be taken forward through a series of incremental steps...e.g.
- Government should give fire authorities the power to deploy resources differently from the present requirements.
- Each fire authority to develop an **Integrated Risk Management Plan (IRMP)** that will save more lives and provide better value for money.



# *Future ways of working for the UK fire service...*

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- risk reduction and risk management in relation to fires and some other types of hazard or emergency;
- community fire safety and education;
- fire safety enforcement;
- emergency response to fires and other emergencies where it is best fitted to act as the primary agency responsible for the rescue of people including road traffic accidents, chemical spillages and other large-scale incidents such as transport accidents; and
- emergency preparedness coupled with the capacity and resilience to respond to major incidents of terrorism and other chemical, biological, radiological or nuclear threats.



# *Future ways of working for the UK fire service...*

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- All these changes present information providers with.....
- new challenges and opportunities to provide dynamic information services and training in information use that are
- cost effective, up-to-date and
- meet the users at all levels with the right information at the right time and at the right place



# *Future ways of working for the UK fire service...*

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- Research and other evidence can play a crucial role in:
- development of policy - training needs
- understanding risk - at all levels
- and developing strategies to deal with it – nb The public
- identifying and sharing best practice – Fire Research Academy
- informing the development of equipment and techniques for dealing with incidents, such as improved personal protective equipment for firefighters – wider fire industry

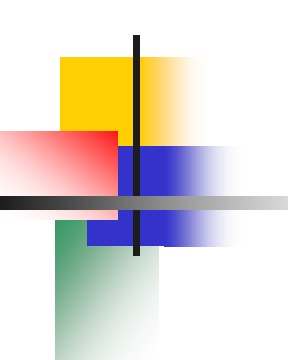


## *Future ways of working for the UK fire service...*

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- Integrated Risk Management Plans (IRMPs) have replaced national standards. All Fire and Rescue Authorities must produce an IRMP for:
- reducing the number and severity of fires, and in collaboration with other agencies, road traffic accidents and other emergency incidents occurring in the area for which it is responsible;
- reducing the severity of injuries in fires, road traffic accidents and other emergency incidents;





# *Future ways of working for the UK fire service...*

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- reducing the commercial, economic and social impact of fires and other emergency incidents;
- safeguarding the environment and heritage (both built and natural); and
- providing value for money



## *Partners and stakeholders in the UK fire industry...*

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- **A selection of organisations identifying information and producing publications, web sites and statistics**
- **Fire and Rescue Statistics User Group (FRSUG) one of the recent groups to be established**
- **members from Fire Brigades Union (chairman), ODPM – the government includes research and statistics, HM Fire Services Inspectorate, Fire Protection Association, Fire Industry Confederation, World Fire Statistics Centre (Geneva), Fire Service College and of course the Fire Information Group UK (FIGUK) FRSUG has already, through its members and links, identified a range of statistics and work on statistics. The remit of this group is:**



## *Partners and stakeholders in the UK fire industry...*

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- To provide a consultation forum for fire and rescue statistics and promote the free exchange of views and information.
- To promote the use of fire and rescue statistics to inform policy and practice.
- To identify and monitor existing sources of data and improve users access to fire and rescue statistics.
- To encourage collaboration and data sharing between users and producers of fire and rescue statistics and data.
- Based on users' needs: to identify and prioritise any shortfalls in existing data provision.



## *Partners and stakeholders in the UK fire industry...*

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- To keep fire and rescue statistics users informed of any new developments in fire and rescue statistics.
- When requested, to provide advice on statistical matters to both the Practitioners' Forum and the Business and Community Safety Forum.
- The FRSUG web site will be shortly available on the [www.odpm.gov.uk](http://www.odpm.gov.uk) put together by the Group and has minutes of meeting, presentations, contact details



## *Partners and stakeholders in the UK fire industry...some examples*

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- Fire Information Group UK
- World Fire Statistics Centre ... statistics and costs – worldwide sources, seminars, European Initiatives
- The Fire Protection Association (FPA)... moved to Moreton in Marsh... range of services includes publications, consultancies and technical know-how
- CTIF ... promotion and co-operation among firefighters worldwide



## *21<sup>st</sup> century myth...It is all there on the Internet and Free...!*

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- This 21<sup>st</sup> century global myth needs challenging for a number of reasons:
- Once a collection is broken up, especially a unique collection then it will never be brought back together.
- Once the information is put into a skip it is lost to the world
- Once the information specialists have stopped looking after the collection their knowledge base is now incomplete



## *21<sup>st</sup> century myth...It is all there on the Internet and Free...!*

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- Once the indexing diminishes in content and quality then no-one will go back and the databases get smaller and less relevant.
- Once research work stops being indexed, we will never know what took place and where - resulting in duplicate work perhaps being carried out.
- Once data is only available on a web site then it is less likely to be kept forever, perhaps part of the short-term projects. Unless someone has taken it off and put it on an intranet or other system



## *Fire industry risk assessment: information sources*

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- The new way of working is bringing new levels of information to a wide range of people:
- **Managers and Supervisors**
- **Trainers and Educators**
- **Fire and Rescue Service staff at all levels**
- **Fire and related industries**





# *Fire industry risk assessment: information sources: First steps...The Information Audit*

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- what information exists within the organisation
- where it is located
- how many sections within the organization or the community being served have their own collections of information, or have an official branch of the information service
- what information the organisation needs and when it is needed
- who uses it
- what gaps exist



# *Fire industry risk assessment: information sources: First steps...The Information Audit*

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- where potential customers for information are in the organisation
- why people use a particular service or source of information in preference to others
- why some people use the service frequently or occasionally
- why some people never use the service
- how to produce the information in the format needed
- what training is needed for both staff and users



*Fire industry risk assessment:  
information sources:  
First steps...The Information Audit*

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- Finally, ask individuals the question:
- "On what information do you depend to carry out your job, (or any regular activity in the community)"?
- The Information audit is likely to reveal a number of problems to be tackled. These are commonly found, although you may find others which are specific to your organisation or community.



## *Time to be Brutal...and honest..*

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- **what** is the core business?
- **how** are we are doing?
- **why** is this job done, need it be continued, can the need for it be avoided?
- **how** is it done, why this way?
- **can** a better way be found?
- **when** is it done, why then?
- **can** a better time be found?



## *Being Brutal...and honest..*

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- **where** is it done, why there? can a better place be found?
- **who** does this job? **why** is it done by them/him/her? Is there someone else inside the organization or outside, who can do this job?
- **are** the staff able to deliver the services/products
- **what** training will be needed for staff and users?



*To achieve quality services and products the customer has a role to play...they need to*

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- *be aware of what Information Services can do*
- *identify their information problems/needs*
- *communicate them to the information services staff and discuss them*
- *give feedback to the information services*
- *keep information staff aware of their changing subject interests*
- *involve the service in projects which have information implications*



*To achieve quality services and products the customer has a role to play.....*

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- At the end of the day it is the customer who really decides the quality of the services, by:
- *making demands for improvements on an existing service*
- *asking for new services*
- *showing a willingness to co-operate*



# *Opportunities for fire information providers*

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- *Many opportunities exist now for information providers, services, trainers, publishers, professional bodies. Organisations such as:*
- *Fire Prevention Association*
- *Fire Service College*
- *the publishers of magazines and journals*
- *videos, DVDs, films*





## *Opportunities for fire information providers... The commercial*

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- *electronic aggregators of information sources, such as **Fire Worldwide** which is a collection of full text documents, legislation, guidance and advice and bibliographic databases are helping to fill the gaps and bringing good quality information to the fire industry in a variety of formats and at different levels of understanding.*



## *Information providers need to Build customer loyalty and keep it by...*

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- **Branding:** the user knows that the service usually provides certain qualities; if the user likes these qualities, then it will probably be worth visiting/using time and time again
- **Reputation:** the user follows the advice of *other* users who know that the service has quality that is consistent, or the user is influenced by comments published by third parties.



# *Fire Risk Assessment and Management Information Provision*

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- Exciting times ahead for information providers
- Many challenges to provide the right information at the right time and at the right cost
- Global sharing of information – research, know-how, good practices and alerts to new hazards
- Thank you for listening



# *Fire Risk Assessment and Management Information Provision*

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- **References and websites**
- Fire Worldwide: collection of full text and bibliographic databases see [www.sheilapantry.com](http://www.sheilapantry.com) also many **book titles**
- The future of the fire service: reducing risk, saving lives. The Independent Review of the Fire Service [Bain Report] by Professor George Bain. London, ODPM, 2002; xii,159p.
- Office of the Deputy Prime Minister UK (ODPM) responsible for fire rescue and safety [www.odpm.gov.uk/fire](http://www.odpm.gov.uk/fire)
- OSHWORLD portal - contains links to worldwide validated and authoritative websites on fire, health and safety including those quoted in this paper [www.oshworld.com](http://www.oshworld.com)