



HUMBERSIDE FIRE AND RESCUE SERVICE

# Service Improvement

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## Operational Learning Policy

<b>Owner</b>	<b>Executive Director of Corporate Services</b>
<b>Responsible Person</b>	<b>Head of Health, Safety &amp; Environment</b>
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What we must  
do well



How we support our  
communities



We value and support  
the people we employ



We efficiently manage  
the Service

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## **1. INTRODUCTION**

Humberside Fire Authority has a legal responsibility to ensure that an effective Fire and Rescue Service is provided across the Service area.

The Fire and Rescue Framework for England 2018 provides strategic direction for English Fire and Rescue Authorities on how this must be achieved.

Humberside Fire Authority is committed to meeting the expectations of the framework and all associated guidance. As far as reasonably practicable, the Service will make the necessary arrangements to provide the infrastructure and resources to ensure the assurance of operational response is provided in a consistent, open and transparent way. This will be supported by a culture of learning and supportive leadership, to ensure continuous improvement to firefighter safety and the operational response we provide to local communities.

The Operational Learning (OL) function will operate using an accessible toolkit that allows trained managers to assure the performance of teams and individuals in an operational setting. The OL team will monitor and review inputs to the toolkit in order to oversee and co-ordinate all OL activities. A programme of subsequent assessments will then be undertaken in a controlled environment.

### **Core Code of Ethics**

Humberside Fire & Rescue Service (HFRS) has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

### **National Guidance**

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

## **2. EQUALITY AND INCLUSION**

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

## **3. AIM AND OBJECTIVES**

The aim of OL is to assess and continually improve Service delivery and operational preparedness, this will be achieved by:

- Providing assurance of emergency response at operational incidents.

- Supporting the achievement of the Service Strategic Objectives.
- Identifying, capturing and progressing any shared learning that would benefit HFRS and other services.

In pursuance of this requirement, OL will undertake the monitoring and assessment of activities across a wide range of operational incidents and activities.

#### **4. ASSOCIATED DOCUMENTS**

- [Equality Impact Analysis](#)
- **Legal References**
  - [Fire and Rescue Services Act 2004](#)
  - [The Fire and Rescue National Framework for England](#)
  - [Management of Health and Safety Regulations 1999](#)
  - [Health, Safety, and Welfare Act 1974](#)
- **National Guidance**
  - [NFCC - Good Practice Guide - Operational Learning](#)
  - [College of Policing - National Briefing and Debriefing Guidance](#)
  - [National Occupational Standards](#)
  - [National Operational Guidance](#)
  - [Fire Standards](#)
- [Operational Learning Plan](#)
- [Operational Learning Framework](#)
- [Operational Learning Debrief Guidance](#)
- [Change Team Terms of Reference – Operational Learning Policy Appendix 2](#)

#### **5. OPERATIONAL LEARNING PLAN**

The Operational Learning Plan provides information on how this policy's objectives will be delivered within the plan's three-year life span.. It also demonstrates how the OL function supports Strategic objectives, whilst improving the safety of firefighters and response to local communities.

#### **6. OPERATIONAL LEARNING TEAM**

The OL function operates using a hub and spoke delivery model. At the hub is the 'Change Team' that influences continuous improvement across the Service. Driving the hub is the OL team who collect, gather, and process information to identify opportunities to improve safety and response. The spokes consist of operational managers who support the OL function by observing activities to identify how performance can be improved.

The key activities of the OL team will:

- Co-ordinate all structured debriefs
- Oversee operational assessments generated by incident monitoring
- Instigate thematic reviews
- Identify and process all learning from internal sources
- Capture and share external learning including national operational and joint organisational learning
- Undertake a programme of peer assessment
- Support the Change Team to implement improvements
- Provide guidance and support to maximise the outcomes of OL
- Ensure the Service is compliant with legislation and guidance related to OL

## **7. REPORTING**

The OL team will share information of performance through a range of platforms and reports. All structured debriefs will be supported by a detailed report of areas of notable practice and improvement. The resulting recommendations will be issued to the appropriate department for action. These will be supported by a performance report provided at each Change Team meeting. Additional six-monthly and annual reports will be embedded in the Health, Safety and Environmental Fire Authority reports.

**If you require further guidance on this document,  
please contact the Health, Safety & Environment Team**