



# Site Specific Risk Information (SSRI) Policy

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**PREVENTING PROTECTING RESPONDING**

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# 1 Introduction

## 1.1 Policy Statement

Fire and rescue authorities must make arrangements to obtain the information necessary to deliver their legislative responsibilities. This includes the requirement for site-specific assessment.

Developing **Site-Specific Risk Information** (SSRI) will help to inform the wider topic of operational risk planning and management.

A site-specific risk assessment should consider current legislation and regulations for inspections and should include information on pre-planned fire and rescue service activities.

It may not be possible to identify and plan for all risks in a Service area. Fire and rescue services should consider developing risk information for contexts with common hazards, such as roadways, bodies of water or warehouses.

Avon Fire and Rescue Service (AF&RS) is committed to providing risk information to the scene of incidents by the most efficient and effective means. In doing so, we will aid the resolution of the incident and improve public, firefighter, and environmental safety. There will also be a benefit to local businesses by working with them to reduce the impact of emergency incidents and therefore subsequent losses.

To achieve this, AF&RS will maintain processes for gathering, validating, and updating Risk Information. We will also retain up to date methods of providing this information to all personnel involved in operational response, incident resolution and other key stakeholders.

Section 7(2)d of the Fire and Rescue Services Act 2004, requires fire authorities to make arrangements for the inspection of certain premises to obtain information.

When the information has been gathered, AF&RS will carry out an assessment of the level of risk that the premises or site presents. The site will be given a rating on a five-point scale, varying between very low to very high. This rating will dictate the level of planning and re-inspection frequency for the premises or site.

The information collected will be stored securely and made available at incidents via suitable systems and any associated supporting technology.

Once premises have been inspected and assessed, staff will be provided with the captured data, in a suitable format, as soon as possible.

This ensures, so far as reasonably practicable, there will be appropriate access to risk information in the event of a delay in the authorisation or quality assurance process.

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### 1.1.1 National Operational Guidance SSRI.

The National Operational Guidance (NatOG) document '[Corporate Guidance for Operational Activity](#)' defines Ineffective Organisational Management as a hazard.

In turn, this hazard has a defined control measure - SSRI. This document states that fire and rescue services should establish a programme of work for developing and distributing SSRIs, which includes the following steps:

- Develop the criteria for requirement of SSRI.
- Develop systems and processes to embed a culture of SSRI gathering, recording and communication.
- Produce suitable templates to record and capture the SSRI.
- Identify the sites to be inspected.
- Assess the type, size, and severity of identified risks.
- Record significant findings.
- Gain local specialist advice from partner agencies or other organisations.
- Ensure that familiarisation visits and exercises are carried out at identified premises or sites; this may require participation from cross-border resources.
- Establish a delivery method to present SSRI in a clear and timely manner.
- Embed a quality assurance programme.
- Schedule reviews and audits for the validity and accuracy of such information.
- Ensure communication systems are in place to inform relevant personnel, stakeholders, and partner agencies of the SSRI; this may need to include resources across borders or boundaries.
- Make SSRIs available to personnel in accessible formats, to help them successfully plan for and resolve incidents.
- Structure risk information so it is easy to identify risk critical content, such as evacuation arrangements and significant hazards.
- Identify specific operational knowledge, equipment, skills and understanding, which may need to be incorporated into local training plans.
- Encourage feedback from personnel about any errors or omissions in SSRIs.
- Ensure inaccuracies in, or omissions of, SSRIs are resolved, and systems updated.

This policy sets out how AF&RS will comply with the above elements defined in national operational guidance.

### 1.1.2 Data Management

The collection of SSRI data, subsequent communication, and distribution of risk data must be compliant with the AF&RS [Data Management Policy](#).

The collected data will focus on information about the site of interest. The only collected personal data will be limited to the name and contact details of responsible staff at sites etc.

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Any personal data must be treated with a high level of confidentiality, as must any commercially sensitive data gathered during SSRI processes.

Information about sensitive sites may need to be further protected and distribution limited to personnel who have the appropriate security clearance.

## 1.2 Scope

### 1.2.1 Who is impacted by this policy?

This policy applies to all staff and processes that are engaged in the SSRI processes, including:

- The identification of sites within the organisation's area of responsibility.
- Risk assessment of those sites for the purpose of SSRI and gathering data to inform and develop the SSRI information sharing.
- The storage of SSRI data.
- The programming, booking, scheduling, and visiting schedule of SSRI.
- The conducting of SSRI.
- The development of SSRI communication products (end user).
- The sharing of risk data as defined in legislation.

### 1.2.2 Stakeholders

The following are defined key stakeholders for SSRI within AF&RS.

Department	Interest	Role
SSRI Team	Control and management of all SSRI systems and processes to comply with legislation and this policy.	Lead department for SSRI.
Risk	Identification of risk sites, use of SSRI data to inform Risk process and policies such as the Community Risk Management Plan (CRMP).	Informing SSRI process, Customer for SSRI data.
Prevention and Protection (P&P)	Identification of risk sites, risk and taskings identified and passed from SSRI teams to P&P.	Customer for SSRI information. Contributor to SSRI site identification and work tasking.
Operational Response	Completion of SSRI physical visits Creation of SSRI data sharing products for use to resolve incidents.	Customer for end products. Workforce used to capture data, complete visits and draft and review operational sharing products.
External Services	SSRI data shared as per legislation. Use of products at cross border incidents.	Partner sharing of SSRI data, two-way, allowing for better cross border incidents, legal compliance.

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Resilience Direct and Local Resilience Forum	Sharing of risk data, and information with local authorities and other services via RD.	Is a customer for AF&RS data and is the data repository for other organisations to share SSRI with AF&RS.
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People and behaviour information is not within the scope of this policy.

## 2 Policy Principles

### 2.1 SSRI and Operational Guidance

SSRI is separate from Operational Guidance, in concept and practice. However, all operational staff should be aware of the NatOG documents and guidance hosted on current digital systems (including operational systems).

SSRI data is gathered, stored, and shared to provide information that informs Incident Commanders and staff in their operational decision making.

SSRI specifically provides additional information to enhance the information gathering, decision making, planning and delivery of operational response.

SSRI data should be shared to support the 'Information' element of the Decision Control Process. See National Operational Guidance section: [Situational Awareness](#).

#### Situation

- Incident information.
- Risk information.

By providing SSRI, AF&RS ensures that Incident Commanders and staff are supported and enabled to make effective decisions at incidents, thus improving the safety of firefighters, other responders, the public and environment.

### 2.2 Developing and delivering SSRI

#### 2.2.1 SSRI principles

SSRI is concerned with information that relates to sites of interest, which may include buildings, land, areas etc. This could include information about a permanent or semi-permanent and tangible structure, or the land it is situated on. It would not include information about any individual living person even if they are the owners or reside there.

Any information which relates to individual people, their behaviors, or vulnerabilities is personal data and where appropriate and relevant will be collected by Prevention and Protection teams.





These two data sets are separate and must be treated as such, as the data about any individual person is fluid and cannot be allowed to influence the risk assessment of a more permanent site of interest.

### 2.2.2 SSRI End User

This policy sets out requirements for SSRI within AF&RS, but the focus of all SSRI activities should be on the end user for SSRI information and processes.

All supporting documentation, methods, processes, and systems should be managed to ensure that end user and stakeholders are the focus of all activity. This helps to certify that the SSRI product remains effective and usable.

### 2.2.3 Systems & processes to support SSRI information gathering, recording & communication

AF&RS will maintain systems and processes to enable the effective management of SSRI. The Service will maintain a responsible team that has oversight of SSRI within the organisation. This is referred to as the SSRI function within this document.

### 2.2.4 Criteria for requirement of SSRI

The SSRI function will maintain formal SSRI processes that will include:

- Process to identify the sites to be inspected
- Process to assess the type, size, and severity of sites
- Process to task familiarisation visits and exercises for completion at identified premises or sites

The processes involved in the delivery of SSRI may change depending on the following:

- Identification methodology
- Organisational Risk (CRMP)
- Capacity within the organisation to complete SSRI activities
- Emerging threats and trends
- Assessment of SSRI risk
- The number of sites identified

### 2.2.5 Identifying the Sites to be Inspected

The principal customer for SSRI data is the Operational Response Directorate. They may advise and inform the type of premises that should be visited for the collection of Risk Information.

Sites suitable for inspection within the AF&RS area of responsibility will be selected using available relevant information such as previous incidents both from within AF&RS and elsewhere in the country.



This information set should include the risk data, methodology and systems available at the time of assessment, including but not limited to:

- National Risk Register
- Community Risk Management Plan (CRMP) / Integrated Risk Management Plan (IRMP) or the current equivalent method in use by AF&RS
- Sites identified by the Prevention function
- Sites Identified by the Protection function
- Sites identified by operational crews, including post-incident referral
- Sites identified by other agencies or organisations
- Events identified through local resilience forum and community engagement

Operational teams don't need to limit their risk inspections to those required under this policy or associated processes. Supervisory managers may deem inspections of any risk site as beneficial or valuable and can add them to those required. For example, following a fire or specialist service call where premises are identified as being a risk.

Where there is existing SSRI data, the recorded information should be reviewed and updated where necessary.

SSRI inspections don't need to be confined to buildings. Any other identified risks such as outdoor sites, tunnels, water risks or large public venues should be considered as well as temporary risks such as concerts or show venues.

Operational Managers may also deem any premises to be worthy of upgrading or downgrading in the Risk Rating level, subject to their professional judgment based on proportionate risk.

The SSRI identification process will allow for local specialist advice to be gained from partner agencies or other organisations. This should focus on 3 key groups:

1. Category 1 and Category 2 responder agencies as defined within the Civil Contingencies Act.
2. Organisations linked to response such as volunteer organisations.
3. Sites where the type has been identified as a key target for SSRI through methods detailed above.

The SSRI team will manage and monitor the on-going inspection process of premises and ensure inspections are carried out at the appropriate timings.

### **Temporary Tactical Response Plans (TTRPs)**

The SSRI team will manage and maintain a process for TTRPs. They will also ensure that the process for production and completion of the TTRPs is followed.





### 2.2.6 Assessing the type, size, and severity of sites

AF&RS will adopt, with adaption where value can be added, nationally recognised methods for SSRI risk assessing the type, size, and severity of sites.

Once a site is identified, a process of risk grading will be applied to the site. The SSRI function will maintain and apply a process of site identification and risk assessment, to ensure that:

- Sites of highest risk are prioritised over those of lower risk.
- Resources are used most effectively to comply with this policy.
- Risk classification and risks are identified where required, for example, following critical incident review.

This assessment will grade sites on the following scale.

Risk Grading Level	Risk Level
5	Very High
4	High
3	Medium
2	Low
1	Very Low

The SSRI function will maintain a process of tasking SSRI initial assessments, inspections and re-inspections that balance the delivery criteria described in section 2.2.4.

AF&RS will always aim to complete “very high” and “high” risk visits and re-inspections, as per the frequency below. This policy allows the SSRI function to amend this frequency where the delivery criteria require the organisation to do so.

Suggested minimum re-inspection periods.

Risk Classification	Re-Inspection Period Normal
Very High	1 visit every 12 months
High	1 Visit every 18 months
Medium	1 visit every 24 months
Low	1 visit every 10 years
Very Low	By exception only

AF&RS will prioritise very high and high visits ensuring that resource and capacity focuses on these sites. The SSRI function may adjust the frequencies of medium, low and very low sites, allowing for adjustment in line with changes to organisational risk capacity and threat levels.



### 2.2.7 Completing familiarisation visits & exercises at identified premises or sites.

Once the process of site identification and risk assessment is completed, sites will be visited and/or exercised at.

The SSRI function has the responsibility of maintaining the processes identified within this document but visiting sites and exercising will be the responsibility of the Operational Response directorate.

The SSRI function will make the list of sites requiring visits available, through the current risk management system. The Operational Response directorate should use this information to plan and book in their inspection and exercising.

Learning and Development and Operational Response should consider using sites identified through SSRI for testing and exercising and promote the use of SSRI data at training events.

### 2.2.8 Templates to record, capture and share the SSRI Data

The SSRI function will maintain a suite of document templates to record significant findings relating to sites. The document suite should include, as a minimum, methods to:

- Risk assess sites of interest.
- Capture data during inspections.
- Present information to staff.

AF&RS will use, as a minimum, NatOG specifications for information to be gathered by the SSRI process. This may also include best practice documents where available or produced at a national level.

The templates will structure risk information so it is easy to identify risk critical content, such as evacuation arrangements and significant hazards, so that staff and commanders can use the information effectively at incidents.

The SSRI information will be made available, using the templates, to personnel in accessible formats, to help them successfully plan for and resolve incidents ensuring that:

- Templates can be easily completed.
- SSRI Information can be used effectively and quickly at incidents.
- Information is shared and displayed using current and planned digital systems.

Templates will be reviewed periodically, based on end user feedback as well as when system changes require template revision.



## 2.2.9 Quality Assurance

The SSRI function will maintain a process of quality assurance for SSRI.

Once SSRI data is captured it should be spot checked for accuracy by Operational Response directorate managers. This process may include both physical checks and desk top process.

The SSRI quality assurance process will schedule reviews and audits for the validity and accuracy of SSRI data.

The SSRI process will encourage feedback from personnel about any errors or omissions found in SSRIs during use or application. This will be reported through the Operational Assurance System.

The SSRI function will ensure that inaccuracies in, or omissions of SSRIs, identified through the quality assurance process or from product use, are resolved and updated.

Where the SSRI risk assessment has identified that specific operational knowledge, equipment, skills, and understanding are needed, then this will be reported through the operational assurance process (see [Operational Assurance Policy](#) and 2.2.12 SSRI Learning).

### 2.2.10 Establish a delivery method to present SSRI in a clear and timely manner

The SSRI function will maintain the process of SSRI within AF&RS and seek to ensure that SSRI information is made available to staff for operational use as fast as reasonably practicable.

The SSRI function will periodically review SSRI processes to ensure that SSRI data is produced in a clear and timely manner.

Where improvements can be made, through process, systems, or practice, these will be formalised by the SSRI function and then:

- Signed off by the function manager.
- Staff to be trained where applicable.
- Implemented.

### 2.2.11 Inform relevant personnel, stakeholders, and partner agencies of the SSRI

The SSRI Function will ensure that relevant stakeholders, personnel, and agencies are informed of SSRI.

Where this affects agencies across borders or boundaries, the national standard of 10km sharing will be applied. The sharing of this data will be completed via Resilience Direct.



All sharing of data will comply with the AF&RS [Data Management Policy](#).

### 2.2.12 SSRI Learning

Learning in relation to SSRI will be managed outside of this policy using the Operational Assurance framework and processes used to support the [Operational Assurance Policy](#).

This will ensure that SSRI effectively complies with the Fire Standard for Operational Learning.

The SSRI team will maintain a process that ensures that learning is captured and acted on against the principle above.

## 3 Responsibilities

### 3.1 Service Leadership Board (SLB) member overseeing SSRI

The Director / SLB member overseeing SSRI is responsible for the application of this policy and compliance with SSRI at an organisational level.

### 3.2 Middle Managers with ownership of SSRI

Middle Managers with ownership of SSRI will maintain the SSRI process in support of this policy. They will further ensure that this policy is complied with and that supporting processes will belong to the allocated middle manager.

### 3.3 Supervisory Managers

Supervisory Managers (e.g., Watch Managers, Crew Managers & others with a level of management responsibility) will ensure that they comply with the SSRI processes that support this policy and deliver SSRI work in line with their directorate and function tasks.

### 3.4 AF&RS Staff


AF&RS staff who have access to SSRI data and information should ensure that they engage effectively with the processes that support this policy.


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