



HEREFORD & WORCESTER
FIRE AND RESCUE SERVICE

PROTECTION DEPARTMENT



Who are we and what do we do

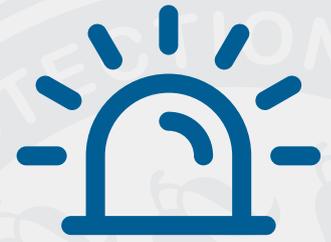
HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

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MULTI AGENCY TARGETED ENFORCEMENT (MATE)



Summary

Multi Agency Targeted Enforcement (MATE) is a multi-agency initiative whereby a number of different organisations meet to highlight problem premises/companies within their own remit. These organisations include but are not limited to HWFRS, West Mercia Police, Immigration, Local Authority, Customs & Excise, Trading Standards, Economic Fraud and Licensing.

These meetings are conducted regionally with one in each of North Worcestershire, South Worcestershire & Herefordshire and are normally chaired by the Police.

MATE objectives include to work in partnership as an intelligence tactical option of the Strategic Serious & Organised Crime Joint Action Group (SOCJAG) to detect, disrupt and prevent serious organised crime – protecting the most vulnerable within the communities of Herefordshire and Worcestershire.

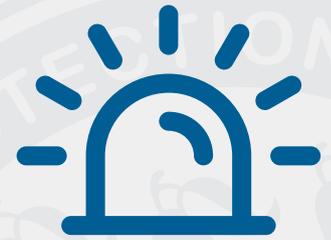
Benefits of MATE

- Partnership and Collaboration, efficient and effective working strategy to share information to improve the safety of our communities utilising the full range of options available to all individual agencies.
- A single multi-agency visit with the common aim of keeping vulnerable people within our communities safe.
- Reducing crime.
- Working together we will be able to share information and intelligence, to focus resources and activities on the highest harm premises, and the most vulnerable individuals and groups at risk of exploitation.
- Noted as notable practice by HMICFRS.



MULTI AGENCY TARGETED ENFORCEMENT

(MATE) CONTINUED



At each of the regional meetings each organisation will highlight problems that they have encountered with various premises. Each organisation will then check to see if they have any history/intelligence or are planning any future interactions with that premises. Following the sharing of information a discussion will be held and a decision made as to if a multi-agency inspection is required and if so, which agencies are required and a suitable date and time arranged.

The multi-agency approach is based on the premiss that if a company is not complying with legislation related to one agency, then they are likely to be deficient in other areas of legislation related to another agency.

When a multi-agency inspection is arranged, a lead agency will be identified, and will be tasked with organising the joint inspection. This will include providing all necessary details of the premises/company, objectives, schedule, levels of PPE required, which agencies powers will be used to enter the premises and a risk assessment will be completed. A multi-agency briefing will be held at a suitable venue before the visit takes place to ensure mutual understanding of the inspection(s) to be carried out and to allow questions to clarify any issues.



The Protection Department have a dedicated Fire Safety Inspector and deputy in each of the three Districts to ensure attendance at all MATE meetings and debrief relevant information as required.

RISK BASED INSPECTION PROGRAMME (RBIP)



Summary

HWFRS are required to have a Risk Based Inspection Programme (RBIP) whereby we identify what are the riskiest premises in terms of Fire Safety against compliance with the Regulatory Reform (Fire Safety) Order 2005. This program sets out a list of commercial premises sorted in a risk order that Fire Safety Inspectors work through starting with the riskiest and working down.

As of 2025, HWFRS have circa 40,000 commercial premises across the Service area and we use 2 database sets to gain this information. The main database, Community Fire Risk Management Information System (CFRMIS), has been used since approximately 2006 and calculates a 'Life Risk' score based on several parameters to identify a value score of the likelihood of a relevant person losing their life at that premises in the event of a fire.

Since 2022, HWFRS have also used a database from Experian which uses a range of national data to calculate a 'predicted had fire' score which is a value score that predicts how likely a premises is to have a fire.

To ascertain the riskiest premises, HWFRS multiply the 'Life Score' from CFRMIS with the 'predicted had fire' from Experian to gain an overall risk score. This figure is used to formulate the RBIP list for each year from 01 April through to March 31.

BASIC DEFINITION OF RISK (RBIP) =

CFRMIS 'Life Risk' Score (Severity)

×

Experian 'Predicted had Fire' Score (Likelihood)



HWFRS define high risk premises as:

- ✓ A score of 0.04 from the combined CFRMIS/Experian data sets.
- ✓ The top 99th percentile from Experian data.
- ✓ The very high and high risk premises from CFRMIS data.

RISK BASED INSPECTION PROGRAMME

(RBIP) CONTINUED



Detail

Guidance on the underpinning approach to risk and RBIPs was originally published in 2004 (updated by CLG in 2009) within the Integrated Risk Management Planning (IRMP) suite of material.

Before this revision of the RBIP, the annual RBIP was planned primarily based on reducing the risk to life. This meant that pre-programmed Protection activities were not, as a rule, driven by the risk from fire from other categories of harm. The use of Experian data to include the premises type and sector combined with other variables will generate an incident risk score to predict the likelihood of fire.

A premises CFRMIS risk score is calculated using the digital form following an inspection and the detail behind how the score is ascertained can be found in the CFOA Fire Safety Guidance Audit Form – Version 4.2.

The outcome score would then sit within 5 risk bandings:



Experian uses national trends/data including types of premises, food standards agency.

When formulating the list of premises constituting the RBIP list for each year any premises that has had a full inspection (RI) within the last 3 financial years inclusive will be discounted from the list. This is to align with Regulators code whereby the Service is not being overly onerous on companies by inspecting too frequently.



INTELLIGENCE LED INSPECTION PROGRAMME (ILIP)



Summary

HWFRS's Intelligence Led Inspection Programme (ILIP) is a list of premises that are not listed on the RBIP, but HWFRS have identified as requiring a full fire safety inspection. This can be due to many reasons, including but not limited to the following:

- Premises identified as having vulnerable people.
- Premises use.
- Local and national fire data trends.
- Information received from other agencies.
- Government data.

This list is primarily updated annually to begin in April of each year, but additional premises can be added at any time throughout the year.

Detail

As part of the ILIP, HWFRS will include all High-Rise Residential Buildings (HRRB) within Hereford & Worcester area, so that they are inspected on an annual basis. This is due to the type of premises and the risks associated with HRRB following "The Grenfell Inquiry".

Any Care Homes that are not identified on the RBIP and have not had a full inspection within the last 3 financial years inclusively, will be included on the ILIP. This is to ensure that all Care Homes across HWFRS area are inspected every 3 years. This is due to the premises use and the vulnerability of residents at this use of building.

Any Acute Hospitals that are not identified on the RBIP and have not had a full inspection within the last 3 financial years inclusively, will be included on the ILIP. This is to ensure that all acute hospitals across HWFRS area are inspected every 3 years. This is due to the premises use and the vulnerability of residents at this use of building.

Any Very High to High-risk premises as identified on our CFRMIS system that are not included on the RBIP and have not had a full inspection within the last 3 financial years inclusive, will be included on the ILIP. This is to ensure that all Very High and High premises across HWFRS area are inspected every 3 years. This is due to the CFRMIS calculated level of risk to life at these premises.

Premises identified as having applied for remediation for external wall systems such as flammable cladding. The list of these premises is sent through periodically from the Government.

BUILDING REGULATIONS (BREGS)



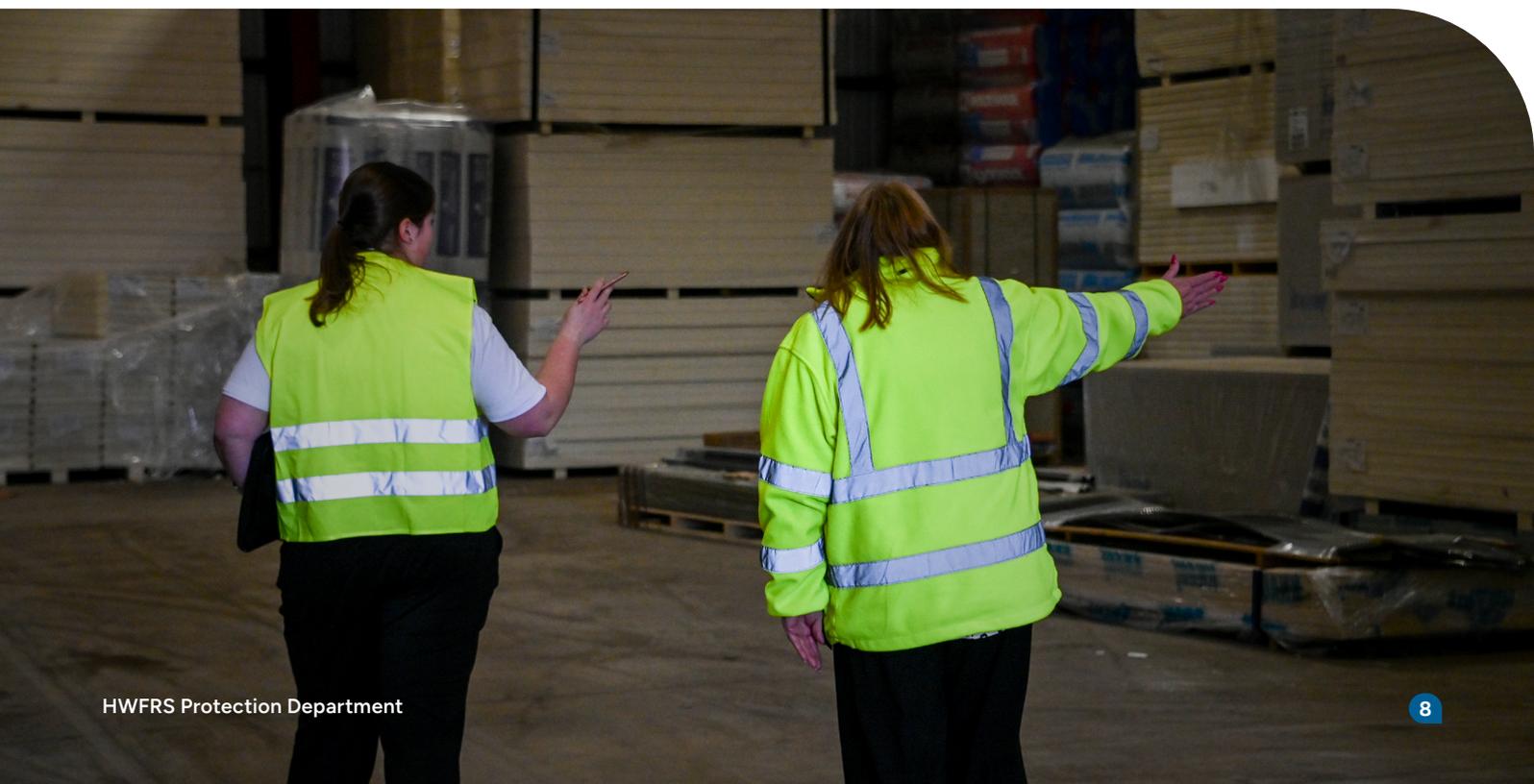
Summary

HWFRS are a statutory consultee for building regulations applications that would be regulated under the Regulatory Reform (Fire Safety) Order 2005 (RRO). Each local Building Authority within HWFRS area will send the relevant applications to us using the Bregs@hwfire.org.uk email link. HWFRS have 15 working days in which to provide comments on each of the applications against the identified guidance that has been used within the application. This 15 working day target is a Key Performance Indicator in the Protection Strategy 2025/26.

The guidance documents frequently used are Approved Document B (ADB) Volumes 1 and 2, British Standard (BS) 9999, British Standard (BS) 9991, Building Bulletin (BB) 100 or Health Technical Memoranda (HTM) 05-01,05-02, 05-03.

The comments made HWFRS should be to inform the Local Authority Building Control (LABC) or Approved Inspector (AI) of the provisions required in order for the premises to fully comply with the RRO when it is in occupation. The LABC or AI's do not have to impose our comments, however by not imposing them, this could lead to legal actions by HWFRS being taken upon the premises once they are occupied and fall under the RRO legislation.

Enforcing on provisions not provided under section B5 of ADB (Access & Water Supplies) may prove more difficult to enforce upon once the building has been occupied. Therefore, HWFRS comment on Major Planning Applications as agreed with the Local Authority Planning departments.



BUILDING REGULATIONS (BREGS) CONTINUED



Detail

All Fire Safety Inspectors within HWFRS are qualified (or working toward) to a minimum of the L4 Fire Safety Diploma which includes elements of Building Regulations training within that qualification. Currently the Fire Safety Team have 3 Inspectors, who are the leads in this area and mentor the rest of the team. They allocate the Building Regulations applications received based on geographical areas.

To ensure compliance for with the Fire Safety Competency Framework, all Fire Safety Inspectors are being mentored to complete an average of one Building Regulation application per month to both build and maintain competency in this area. The aim is for each of the mentees is to reach a standard whereby they could also become a lead and mentor for Building Regulations if required.

For an inspector to gain initial competence in Building Regulations, they must be qualified to a L4 Fire Safety Diploma standard and should have completed a minimum of 6 Building Regulations applications without assistance and have been quality assured by a mentor to evidence their competence. To be signed off as competent, a final sign off from a different mentor must be completed

One of our Protection Watch Commanders is currently the designated HWFRS link with the Regional Representative for the NFCC Building Regulations group. (Sept 2025).

HWFRS organise and host annual Building Control and AI meetings to maintain closer working relationships and to establish a joint understanding of each other's roles within the process. This gives opportunity to share any joint learning from any legislation and guidance changes.



Building Regulation



PLANNING APPLICATIONS



Summary

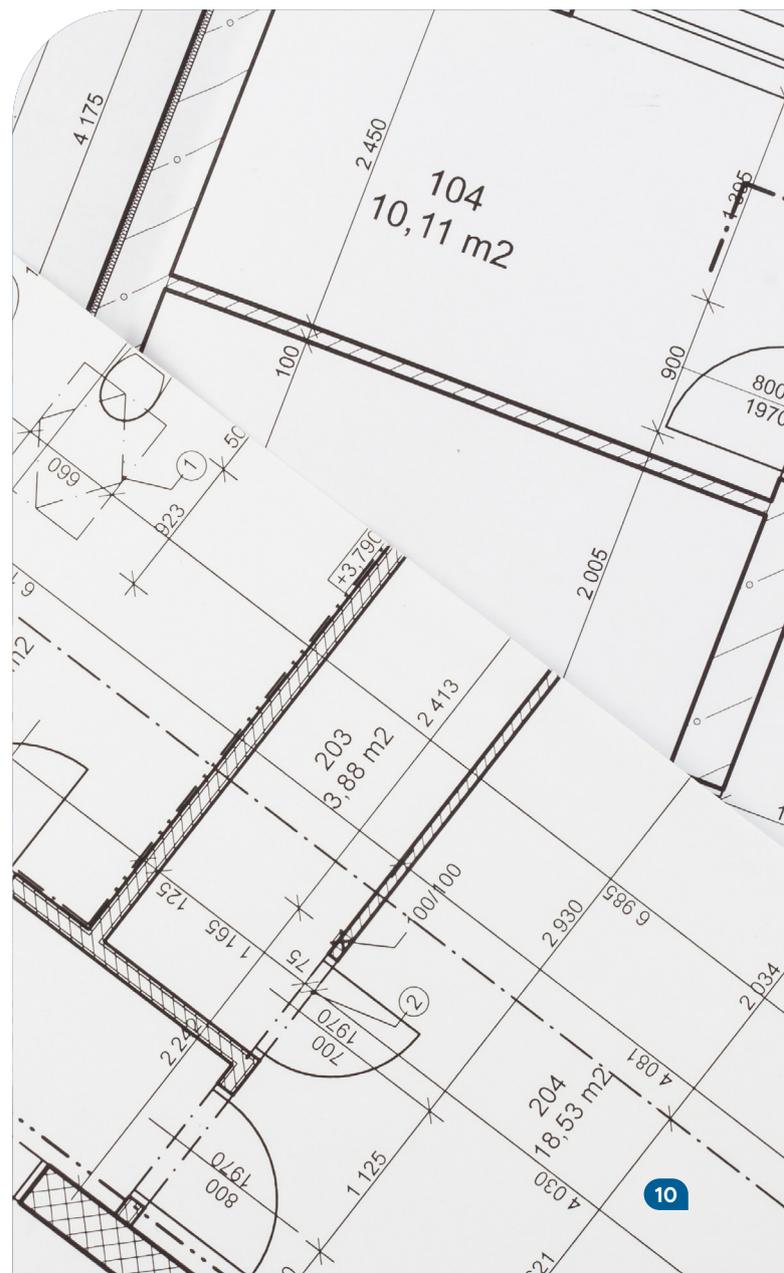
The Fire Service is not a Statutory Consultee within the Planning application process. However, it has been recognised that there is a benefit to both the applicant and the Fire Service for us to offer comments primarily on what would be required to satisfy the requirements of section B5 of Approved Document B (ADB) Volumes 1 and 2 where applicable.

This will give the applicant early notice of what would be required to satisfy subsequent Building Regulations applications using ADB as well providing the Fire Service the necessary access and water supply requirements.

Detail

Following a HWFRS and Local Planning Authorities Liaison meeting in March 2022 it was agreed that HWFRS would comment on all Major Planning Applications. The agreed criteria of a Major Planning Application is:

- The creation of 10 or more residential units.
- Residential development on a site of 0.5 hectares or more (where the number of residential units is not yet known i.e. for outline applications).
- Non-Residential development or change of use on a site of at least 1 hectare.
- Creation of change of use of 1000 square metres or more of gross floor space (not including housing).
- The mining and working of minerals or the use of land for mineral-working deposits and waste development.



HOUSING



Summary

There are 6 Local Housing Authorities (LHA) across HWFRS – Bromsgrove District Council, Herefordshire County Council, Malvern Hills and Wychavon District Councils, Redditch Borough Council, Worcester City Council and Wyre Forest District Council. There are also several Private Housing Companies that operate within HWFRS.

Information regarding the LHA's can be found within the 'Housing Protocol'

HWFRS aim to work with all known private housing associations operating within its area and organise and host annual Housing Meetings with both Local Housing Authorities and the private sector.

Detail

The aim of the Housing Meetings is to increase awareness, understanding and co-operation between HWFRS and all parties who have control over any residential accommodation.

At these meetings, we request updated list of premises that are within the control of each housing provider. We are investigating how these lists can be imported onto our main database (CFRMIS) to assist Fire Safety Inspectors when interacting with any of these premises.



HOUSING PROTOCOL



Summary

There are 6 Local Housing Authorities (LHA) across HWFRS – Bromsgrove District Council, Herefordshire County Council, Malvern Hills and Wychavon District Councils, Redditch Borough Council, Worcester City Council and Wyre Forest District Council. As each Local Housing Authority is also an Enforcing Authority against legislation including the Regulatory Reform (Fire Safety) Order 2005, Housing Act 2004 and Fire Safety Act 2021, a Housing Protocol was produced to define the principles of joint working arrangements between HWFRS and each Local Housing Authority.

The protocol is designed to encourage efficient use of resources between the authorities by identifying different categories of residential accommodation and agreeing as to which authority would take the lead in terms of any informal or formal action which may result. It is also designed to provide the necessary contacts details for each authority in an event of an emergency or complex situation. It seeks to promote an enhanced level of co-operation between the authorities at all levels and at the same time enabling each authority to discharge their respective duties under their respective legislation.

Detail

Following the Regulatory Reform (Fire Safety) Order 2005, a consortium of organisations known as the Fire Safety and Housing Working Group was commissioned by the Communities and Local Government to develop a protocol to enable better clarity, understanding, co-operation and consistency between FRS's and LHA's. This protocol was published following ministerial approval in May 2007.

The first HWFRS/LHA's Housing Protocol document was produced and signed by all relevant parties in April 2010. This document was revised in February 2023 and resigned by all parties confirming the ongoing agreement with the protocol.

The document essentially describes which type of residential premises each organisation will take the lead on regarding Fire Safety Inspections and Enforcement.



FIRE SAFETY CONCERNS



Summary

HWFRS receive Fire Safety Concerns from a variety of differing sources including the general public, HWFRS staff following visits or incidents at premises, other Fire & Rescue Services and other agencies including Police, Local Authority, CQC, Ofsted, Trading Standards, Environment Agency, Environmental Health and Housing.

External concerns come from many different sources including emails into various addresses across the Service, phone calls into the main switchboard, local fire stations,

Fire Control or in person at events, during/ following incidents or by visits to the fire station.

All fire safety concerns received by the Protection-TFS team are recorded on our CFRMIS database and allocated to a dedicated fire safety inspector. This concern will be dealt with & complainant responded to (if required) within 5 working days. This target is a Key Performance Indicator (KPI) in the Protection Strategy 2025-30.

Detail

The external website has the following links to register a Fire Safety concern via email or telephone:

- ▶ [hwfire.org.uk – About – Your right to know – Comments & Complaints](https://www.hwfire.org.uk/about/your-right-to-know)
- ▶ [hwfire.org.uk – Advice – Business Fire Safety – Reporting a Fire Safety Concern](https://www.hwfire.org.uk/advice/business-fire-safety-reporting-a-fire-safety-concern)
- ▶ [hwfire.org.uk – Contact – General Enquiries](https://www.hwfire.org.uk/contact/general-enquiries)
- ▶ [hwfire.org.uk – Contact – Report a Business Fire Safety Concern](https://www.hwfire.org.uk/contact/report-a-business-fire-safety-concern)
- ▶ [hwfire.org.uk – Contact – Compliments, Complaints & Concerns](https://www.hwfire.org.uk/contact/compliments-complaints-concerns)
- ✉ Internally through our email – protection-TFS@hwfire.org.uk

Concerns received are logged against any identified premises on CFRMIS & allocated to a specific Fire Safety Inspector dependent upon location and Inspector rota.

The Inspector will complete all required fields within the Concern log including the outcome result with additional information given as to why, whether the complainant has been informed & method of contact and if a further inspection has been generated.

The outcome of the concern could be one of the following:

- Concern resolved – No further action required.
- Evident Concern (EC) job raised as a result and must be completed within 5 working days from that date.
- Specific Inspection (SP) job raised as a result must be completed within one month.

The FSI's are on regional district rotas covering concerns for a specific week.

POST FIRE INSPECTIONS



Summary

Post Fire Inspections (coded as SPFI on CFRMIS) are generated every time a fire has occurred at a premises that is covered under the Regulatory Reform (Fire Safety) Order 2005 (RRO). This will include blocks of flats where there are common areas even if the fire was only affecting a single flat.

Each SPFI must be completed within 8 working days from when the job was created. This is a Key Performance Indicator (KPI) in the Protection Strategy 2025-30.



Detail

A Specific Post Fire Inspection (SPFI) will be generated by the Admin team following the daily report from the Incident Reporting System (IRS) identifying a premises fire that is within the scope of the RRO.

This SPFI will be allocated to an Inspector based upon availability & location and they must complete the Inspection within 8 working days from when the job was created. This is a Key Performance Indicator (KPI) in the Protection Strategy 2025-30.

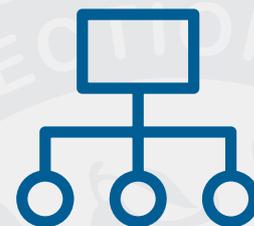
The outcomes following the SPFI are:

- No further inspections required – educate and inform.
- Full fire inspection required (RI).

SPFI data is also used to inform on the validity of the data provided by Experian.



PROTECTION DEPARTMENT STRUCTURE



Summary

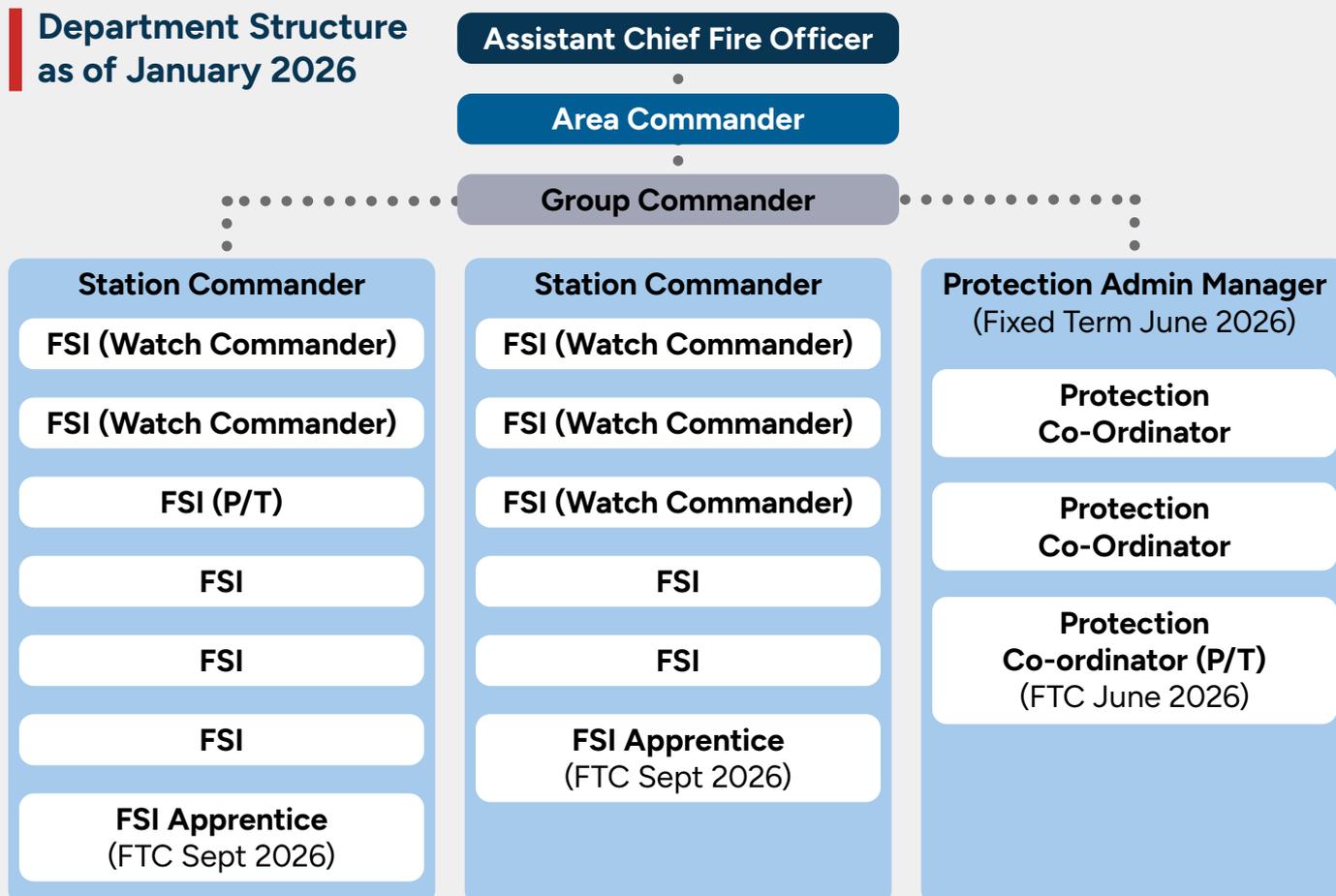
The Protection-TFS department is located within the Protection Directorate which is led by the Assistant Chief Fire Officer (ACFO) as the Director of Protection. There is an Area Commander (AC) who is responsible for several departments within the Protection Directorate including Protection-TFS.

The Protection-TFS department is run by a Group Commander (GC) who manages 2 Station Commanders (SC) who manage 11 Fire Safety Inspectors (FSI).

There are 11 substantive FSI posts of which 10 are full time and 1 is part time (0.6 of a post), therefore the establishment for FSI's is 10.6. The FSI's are a combination of Operational Watch Commanders (4) and Non-Operational personnel (6.6).

There are 2 full time substantive administrative posts. And there are 2 fixed term (2 years) apprentices who are non-Operational and are Fire Safety Advisors (FSA).

Department Structure as of January 2026



BUSINESS ENGAGEMENT



Summary

HWFRS aim is to engage with various types of business to help educate and inform as to their requirements to conform with the Regulatory Reform (Fire Safety) Order 2005 (RRO).

HWFRS will endeavour to find patterns of either non-compliance with the RRO or premises that have had fires within its Service area to establish any common themes. HWFRS will also look for any National trends and intelligence through various channels such as the NFCC & Government released data.

We look to identify trends and identify any correlation with areas such as the use of premises types, types of premises and ownership

Upon identifying any trends HWFRS investigate and develop plans to educate and inform a particular group, with the aim to increase the compliance with the RRO, to reduce the likelihood of a fire occurring and to keep people and their businesses safe from the risk of fire.

Detail

Post Fire data is scrutinised to see if fires are occurring in the same use of premises across the service or if there are fires in a particular geographical area.

Legal Notices such as Enforcement Notices, Prohibition Notices & Alteration Notices are monitored to see any trends in areas of similar types of premises use. These Notices are also checked if they are owned by the same person/company. Where companies are listed on Companies House, we look to identify if there are specific trends in ethnicity of the Owner/Directors.

HWFRS Protection staff (GC and SC) are the NFCC Regional leads for Business Engagement and are exploring ways to better engage with all members of our Business communities (Sept 2025).

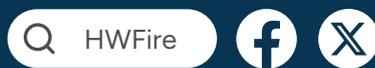
HWFRS will also take any opportunities that arise to address many responsible persons gathered at the same venue to educate and inform.

HWFRS will attend Conferences and Seminars to share information and continue to identify different and unique ways of engaging with businesses.





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HWFR
FIRE AND RESCUE SERVICE



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