

National Operational Guidance Programme

Strategic Gap Analysis Tool Training pack



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What is the Strategic Gap Analysis Tool

The Strategic Gap Analysis tool is designed to highlight the decisions that fire and rescue services need to take as an organisation to support the adoption of the National Operational Guidance in service.






The tool is based on the strategic actions contained within the national operational guidance which identify the policy, procedure and training provisions services should have in place.

The digital tool has been designed to make it easy to perform your gap analyses against the NOG guidance. A gap analysis template exists per NOG document, and you can also search for a particular hazard or control measure within the tool.

How to access


The [Strategic Gap Analysis Tool](#) can be accessed via it's respective icon on the [Tools page](#), or via the dropdown menu from the Tools tab.

Browse tools by


 <p>Service integration</p>	 <p>Gap analysis</p>	 <p>National Training Framework</p>
 <p>Scenarios</p>		 <p>Operational learning</p>

The landing page will mirror the Guidance landing page and show all guidance documents according to the NOG framework. You also have access to view or manager your gap analysis team (depending on your role) and to view the Gap Analysis Tool Training Pack.


Browse gap analysis by



Operations



Incident command



Environmental protection

Review, add and remove users of this gap analysis group

View your quick start guide to using the Gap Analysis Tool

The tool can only be used by specific users within each fire and rescue service and these users must log in to continue. If already logged in, you will be taken directly to the content requested.

Please log in

Please log in below to access the Strategic Gap Analysis tool.

This tool is only available to certain users, if you think you should have access please contact us.

[Create new account](#) [Forgot Password?](#)

Setting up groups and users

Each UK fire and rescue service has a master user who controls access to the tool within their service. There are three user types:

Admin: This is the owner/master user account set up for each service by the developers. Once initial set up is complete the Admin user can then add additional users to their service's group. These users can either be Collaborators or Readers.

Collaborator: A Collaborator user has full access to the service's instance of the gap analysis tool. Collaborators can all work simultaneously across documents within the gap analysis framework, but note that if two collaborators work simultaneously on a single strategic action then only the latest saved entry will be recorded in the tool. Such users are likely to be members of Ops Policy teams.


Reader: Reader users have access to the service's instance of the gap analysis tool, but on a read-only basis. They will not be able to add or edit content. Such users could be members of the senior leadership team.


Group: The Admin, Collaborator and Reader users for each FRS combine to form a group. Each service's group will be able to access and work on a single version of the gap analysis tool. Each FRS group will be set up by the developers and a master Admin user applied (as specified by each service). A single user can only be a member of one group.


The Admin user will be able to add and remove users to/from their group via the user management tab on their ukfrs.com profile page. The name of the FRS group is listed on the left.


Welcome back Steve Beakhust [Edit Profile](#)

Work email: sbeakhust@ukfrs.com
Gap Analysis Group: NOGP Team

 My bookmarks

 Alerts

 Account details

 User management

Add member

Members


Name	Work email	Group Roles	Joined	Remove
Steve Beakhust	sbeakhust@ukfrs.com	Admin	02/20/2018 - 10:17	Remove member

Alternatively, the user management area can be accessed from the gap analysis landing page. Collaborator and reader users will be able to view members of their team from this link only.


Search gap analysis Filter Search

Browse gap analysis by


All incident Context Activity



Operations



Incident command



Environmental protection

Manage user group

Review, add and remove users of this gap analysis group

Training Pack

View your quick start guide to using the Gap Analysis Tool

Before adding a user to the group, the Master user will need to ensure that the user to be added has [created a profile/account](#) on ukfrs.com.

To add a user to the group, the Admin user must enter the email address associated with the user's ukfrs.com account into the search box. If the email address matches, the address will pop up. Select the address and a user number will appear in brackets next to the address to confirm selection.

The type of user can then be allocated by ticking the appropriate collaborator or reader radial buttons. Press the save button to confirm. The user added will not receive a confirmation email, but their privileges will be updated immediately to grant them access to the tool.

If responsibility for the Admin role needs to be transferred, the current Admin will need to apply the Admin role to another user before removing themselves from the group.

The email of the user you want to make a member

Roles

Admin

Assign gap analysis role

Collaborator
 Viewer

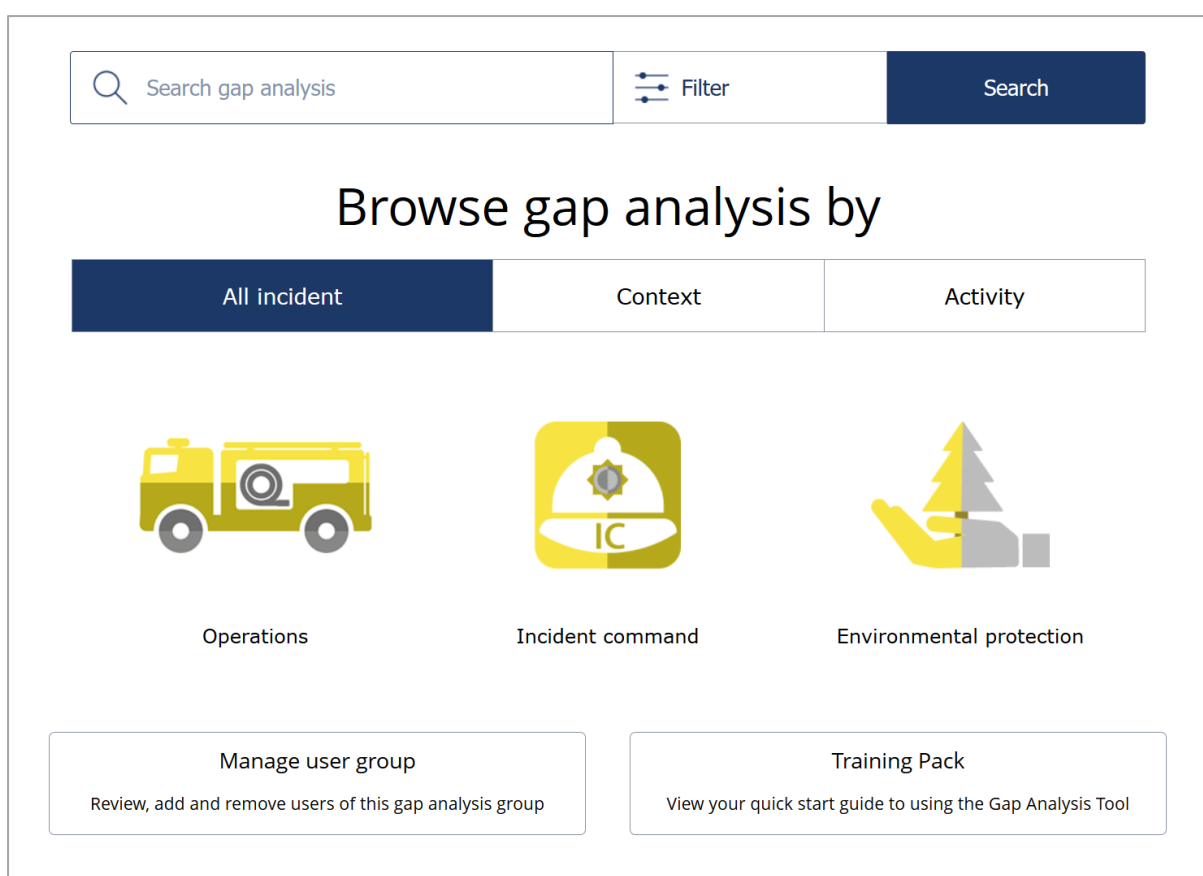
Save

Basic principles

Landing page

The landing page follows the same structure as that used on the guidance and training landing pages, themed in yellow.

You can select gap analyses documents via the framework tabs or search gap analyses documents and components using the search bar.



Search

Search results will prioritise documents first, followed by the highest matching hazards and control measures. You can filter using the left-hand menu. Click the result to be taken to its gap analysis content.

Search: Fires

Filter

- Guidance
- Hazard
- Control measure

Search results
Showing 1 - 20 of 954

- Fires in buildings
- Fires and Firefighting
- Fires on board vessels
- Fires in waste sites
- Fires in buildings under construction or demolition

Hazard - Fire and thermal radiation
[Fires and Firefighting](#)

Control measure - Consider employing tactical ventilation
[Fires and Firefighting](#), [Fires on board vessels](#)

Guidance view

When opening a document within the gap analysis tool you will see a familiar environment.

- The title of the guidance document is within the banner.
- The respective hazards and control measures from each document are listed in the left-hand menu.
- The main gap analysis content is presented in the main section of the page.
- Document level action icons are located in the bottom left of the banner
- Content level action icons are located to the right on the content

You can select any hazard or control measure from the menu, or progress linearly using the forward and backwards arrows at the bottom of the page.

Select a control measure from the menu to display its respective Strategic actions in the main section of the page. You will be presented with a mini dashboard for each strategic action. The dashboard will update to show a high-level summary of your compliance with the action. Click the dropdown arrow on each one to expand.

To remind yourself of the associated Hazard or Control measure knowledge, simply click on the blue titles above the strategic action mini dashboard.

Performing rescues



Introduction +

Search -

Hazard - Lack of co-ordinated search plan (generic) -

Control measure - Gather information from the public and liaise with other agencies

Control measure - Request resources for search

Control measure - Have clearly defined area of operations

Control measure - Ensure search teams have detailed briefing

Control measure - Have a communication strategy: Search

Control measure - Conduct search using thermal imaging equipment

Control measure - Provide adequate lighting

Control measure - Identify areas that have been searched

Hazard Lack of co-ordinated search plan (generic) (ref: 15067)
Control measure Gather information from the public and liaise with other agencies (ref: 15042)

Strategic Actions

Ref: 15035 Ensure all incident commanders are familiar with information sources at search incidents

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE

- - - - - x



Ref: 15036 Arrange training and exercising with other agencies

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE

- - - - - x



< Hazard
Lack of co-ordinated search plan (generic)

Control measure
Request resources for search >

Completing your strategic gap analysis

Once expanded, you can complete your analysis on the strategic action.

The screenshot displays a dashboard for strategic gap analysis. On the left, a sidebar lists various control measures under the heading 'Hazard - Lack of co-ordinated search plan (generic)'. The main area shows a detailed view of a strategic action with the following fields:

- Ref:** 15035
- Description:** Ensure all incident commanders are familiar with information sources at search incidents
- PRIORITY:** Medium
- IMPACT ON SERVICE:** Medium
- COMPLIANCE WITH NOG:** Partially Compliant
- ACTION COMPLETE:** NO (selected), YES
- DEPARTMENT RESPONSIBLE:** Training and Development
- REVIEWING OFFICERS COMMENTS:** Lorem ipsum
- SUGGESTED REMEDIAL ACTIONS AND AGREED TIME SCALES:** Lorem ipsum - September 2018

At the bottom of the detailed view, there are 'Save' and 'Email' buttons, and a small icon in the bottom right corner.

Priority: From the perspective of your service, you can identify the priority of the strategic action to your service, rated high, medium or low.

Impact on service: From the perspective of your service, you can identify the impact of the strategic action on your service, rated high, medium or low.

Compliance with NOG: From the perspective of your service, you can determine your compliance with the national operational guidance, rated compliant, partially compliant and non-compliant.

The compliance status will generate a corresponding RAG rating which will be visualised on the left edge of the dashboard.

Action complete: From the perspective of your service, you can determine whether your response to the requirements of the strategic action are complete (requiring no further work), or not.

This status is independent of all other statuses. For example, you can complete an action without being compliant with the NOG if you have justified your reasons for non, or partial compliance. Equally you may choose to leave an action incomplete despite compliance with

the NOG as there may be further work your wish to do (e.g. create additional training packages).

Each strategic action defaults to incomplete (grey cross), but will change to a red cross when manually determined incomplete, and a green tick when manually determined complete.


Department responsible: Enter the department responsible for ensuring compliance or completing work associated with this action. E.g. Training and Development.


Reviewing officer comments: Enter any comments regarding your service's gap analysis of the strategic action.



Suggested remedial actions and timescales: Enter suggested remedial actions and timescales for completing work associated with the strategic action.

Once finished editing your entry, always be sure to click the **save button**.

The mini dashboard will now show a high-level view of the gap analysis for the strategic action.




 **Hazard** Lack of co-ordinated search plan (generic) (ref: 15067)

 **Control measure** Gather information from the public and liaise with other agencies (ref: 15042)

Strategic Actions 





Ref: 15035 Ensure all incident commanders are familiar with information sources at search incidents

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE

Medium Medium   

Ref: 15036 Arrange training and exercising with other agencies

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE

High Low   

To bring a strategic action to the attention of a collaborator or reader within your user group, first ensure there is content within at least one field and then press the **save button**. Then simply click the **share button** and select the user from your group list. Use or amend the default message and hit **send**. You will see confirmation next to the send button and they will receive an email notification.

Ref: 15035 Ensure all incident commanders are familiar with information sources at search incidents

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE

High High Partially Compliant NO YES

DEPARTMENT RESPONSIBLE


Training and Development

REVIEWING OFFICER COMMENTS

Lorem ipsum

SUGGESTED REMEDIAL ACTIONS AND AGREED TIMESCALES

Lorem ipsum - December 2018

Save Share 


SHARE WITH USER

Steve Beakhust (62)

MESSAGE

Hi, please take a look at this strategic action.

Send Invitation sent to Steve Beakhust (62)

Save Share 

Auto-population

Where the same control measures and strategic actions are applied across multiple documents in the NOG framework you need only populate your responses once – they will automatically apply to everywhere they exist.

Similarly, you can update your response in just one instance and it will update across all other documents that use the same component.

This means you are not limited to populating the gap analyses in accordance with the hierarchy of the NOG framework and can populate the gap analyses in any order you choose.

Parent and child control measures

Some content within the NOG has parent and child relationships. For example, a parent component could be *Control measure – Specialist resource* and its respective child component would be *Control measure – Request resources for search*. The child component builds upon the knowledge of the parent in a more specific area, and as such may have more specific strategic actions.

When completing your gap analyses it is recommended that you complete the parent actions first, as they may influence your response to related child actions. You will be prompted to do this via a blue banner which will show above the content that has such a relationship.

The screenshot displays a user interface for a NOG framework. On the left, a table lists components with expand/collapse icons (+/-):

Introduction	+
Search	-
Hazard - Lack of co-ordinated search plan (generic)	-
Control measure - Gather information from the public and liaise with other agencies	
Control measure - Request resources for search	
Control measure - Have clearly defined area of operations	
Control measure - Ensure search teams have detailed briefing	

On the right, a blue banner states: "This control measure should be read in conjunction with Specialist resource". Below this, a "Hazard" section shows "Lack of co-ordinated search plan (generic) (ref: 15067)". A "Control measure" section shows "Request resources for search (ref: 15045)".

The "Strategic Actions" section features a table for Ref: 15043:

PRIORITY	IMPACT ON SERVICE	COMPLIANCE WITH NOG	ACTION COMPLETE
-	-	_____	x

Below the table is a dropdown arrow. To the right of the table are icons for print and download.

Clicking the parent link will open the gap analysis for that content in an overlay, where you will be able to populate, check or edit a response to the parent action. If content has previously been added for this parent control measure it will display in the overlay.

National Operational Guidance Programme

ABOUT US CONTACT US FAQ GLOSSARY MY ACCOUNT LOG OUT
GUIDANCE TRAINING LEARNING ENGAGEMENT TOOLS

Control measure - Specialist resource

Gap Analysis

Control Measure - Knowledge

Related Content

Strategic Actions

Ref: 17673 Ensure relevant information for all available service specialist resources (including those resources used by neighbouring and partner agencies) is made available to all personnel

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE
- - x

Ref: 17674 Have arrangements with neighbouring fire and rescue services and partner agencies on the shared use, procurement and/or availability of specialist resources

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE
- - x

Ref: 17675 Where necessary, include recommended specialist resources in Site Specific Risk information

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE
- - x

Ref: 17676 Ensure operational personnel have an understanding of the National Resource specialist capabilities available through NCAF

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE
- - x

Ref: 17677 Ensure specialist personnel where available form part of the familiarisation and planning process for special risks

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE
- - x

been searched

Hazard - Lack of co-ordinated search plan (transport) + < Control measure Gather information from the public and liaise with other agencies > Control measure Have clearly defined area of operations

Download reports

To download a full report of each guidance document's gap analysis, simply click the download button in the banner at the top of the page. Similarly, you can do this for a single control measure by clicking the download button to the right of the content itself.

Introduction +

Search -

Hazard - Lack of co-ordinated search plan (generic) -

Control measure - Gather information from the public and liaise with other agencies

Control measure - Request resources for search

Control measure - Have clearly defined area of operations

Hazard Lack of co-ordinated search plan (generic) (ref: 15067)

Control measure Gather information from the public and liaise with other agencies (ref: 15042)

Strategic Actions

Ref: 15035 Ensure all incident commanders are familiar with information sources at search incidents

PRIORITY IMPACT ON SERVICE COMPLIANCE WITH NOG ACTION COMPLETE
Medium Medium x

This will produce a PDF report of the gap analysis document in tabular form that will provide an overview of the status at the time of download. This is ideal for sharing an overall summary of each gap analysis with others outside of your user group.

Performing rescues



Hazard: Lack of co-ordinated search plan (generic) (ref: 15067)



Control measure: Gather information from the public and liaise with other agencies (ref: 15042)

REF	STRATEGIC ACTION	PRIORITY	IMPACT ON SERVICE	COMPLIANCE WITH NOG	REVIEWING OFFICER COMMENTS	SUGGESTED REMEDIAL ACTIONS AND AGREED TIMESCALES	DEPARTMENT RESPONSIBLE	ACTION COMPLETE
15035	Ensure all incident commanders are familiar with information sources at search incidents	Medium	Medium	Compliant	Lorem Ipsum	Lorem Ipsum - December 2018	Training and Development, SLT,	NO
15036	Arrange training and exercising with other agencies	High	Low	Compliant				YES

NOG Strategic Gap Analysis - Performing rescues
This content is only valid at the time of download - 27-02-2018 15:46

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Privacy

The content that each service submits into their instance of the gap analysis tool will be viewable only by those permitted into the group by the master owner.

The central NOG team will not be able to view or access any of your responses, however they may wish to report anonymous data on discrete statuses to support national operational guidance reviews. For example, an anonymous report on the overall compliance of a strategic action or control measure could help gain insight into areas of guidance that may be proving more difficult for services to align with.

Future developments

Future updates will be released to add further functionality.

Currently scheduled for release soon are:

- **Related document links:** Will enable an additional field in the dashboard to enter the names of, or hyperlink to their location in your SharePoint, any existing documentation relevant to the strategic action. E.g. existing policy documents
- **Version history:** Will enable users to view the status of a gap analysis at any given previous date
- **Notifications:** Will enable notifications to users when strategic actions, or related knowledge content, are added, changed or removed within the central guidance.

If you have any ideas for improvements to the tool, please [contact us](#).