

**ESSEX POLICE, FIRE AND CRIME COMMISSIONER FIRE & RESCUE AUTHORITY**

Essex County Fire & Rescue Service

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| Meeting | **Performance and Resource Board** | Agenda Item |  |
| Meeting Date | 29 May 2018 | Report Number |  |
| Report Author: | Tracy King, Assistant Director Business Planning and Performance | | |
| Presented By | Matt Furber, Assistant Director Prevention, Protection and Response | | |
| Subject | **Her Majesty’s Inspectorate of Constabulary and Fire and Rescues Services (HMICFRS) – Data Submission** | | |
| Type of Report: | Information | | |

# Recommendations

That the Performance and Resource Board members note the contents of this report.

**BACKGROUND**

Essex County Fire and Rescue Service will be inspected by Her Majesty’s Inspectorate of Constabulary and Fire and Rescues Services (HMICFRS) in Tranche 3 (Spring 2019) of planned Inspections. To start the Inspection process all Fire and Rescue Services were requested to complete a data submission by Tuesday 1 May 2018. The data collection template requested data from various functions across the FRS. HMICFRS will use the data provided to bench mark fire and rescue services and also to understand each fire and rescue service in more detail. The full HMICFRS data submission can be seen at Appendix 1 and the HMICFRS Efficiency Data CIPFA data return at Appendix 2.

This paper sets out a summary of the results of the data submission exercise and also details what steps are now being taken by the Service to close any gaps we may have in data collection ahead of the next data request by HMICFRS being received in June/July 2018.

**HMICFRS DATA RETURN**

ECFRS submitted the data return on 1 May 2018. Following various quality checks conducted by the Performance and Data Team and quality checks by the Service Leadership Team we were able to achieve an overall completion of 91%. A total of 102 staff hours were used to complete the return (this excludes staff hours used to deal with subsequent queries). A breakdown on percentage completion for each section is provided in table 1.

Table 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | **Questions** | **Completed** | **Not Completed** | **% Completion** |
| 1.       Effectiveness | 16 | 16 | 0 | 100% |
| 2.       Efficiency | 18 | 18 | 0 | 100% |
| 3.       People | 19 | 15 | 4 | 79% |
| 4.       People Cont. | 2 | 1 | 1 | 50% |
| **TOTAL** | **55** | **50** | **5** | **91%** |

There were a number of areas within the People section of the template that we were unable to submitted a return for the following reasons:-

|  |  |  |
| --- | --- | --- |
| **Num.** | **Question** | **Reason** |
| 3.2 | **No return**  Please provide the average number of shifts lost due to sickness absence per FTE for all on-call (retained) staff. | On Call sickness data is not recorded in the Service's existing HR database and hence is not reported. |
| 3.3 | **No return**  Please provide the number of attendance improvement notices issued in your FRS in the last three years. | A database to manage employee relations cases was introduced in the summer of 2017. Data for cases prior to the 2017-18 financial year is held on a number of legacy spreadsheets and is difficult to analyse. Data relating to this question was not available in the spreadsheets. |
| 3.14 | **No return**  Please provide the total number of staff (headcount) issued a formal performance improvement notice in the last three years. |
| 3.12 | **No return**  How many reports has your FRS received to its confidential reporting/whistle-blowing line over the last three years? | Data not available. |
| 4.1 | **No return**  In the year ending March 2017, how many applications did your service receive for promotion to the roles listed from those with the following characteristics. | The Service has not historically maintained records of the number of promotion applications and we're therefore only able to provide information regarding successful applications. |

**NEXT STEPS**

Following submission of the data return the Service has received 2 queries on the data.

The first related to 2.17 staffing and shift patterns and the way in which we had incorporated the day crew staff within the totals in columns 1 and 3. Resolution of this query was underway at the time of writing this report.

The second related to 4.2 promotions where it was suggested that the totals provided were inconsistent. This was a misunderstanding on the part of HMICFRS who had not appreciated that we had not answered question 4.1.

Each no return area from the data return will be allocated to the relevant Service Leadership Team member to investigate the reasons for no returns and take the necessary changes within their Service Areas to enable us to record the data in the requested format and avoid no returns in future data collection cycles.

**FUTURE DATA COLLECTIONS**

As set out at the data collection workshops, HMICFRS will be asking for data more frequently to begin with to allow them to build up the data to support the inspections. HMICFRS will be issuing a second data collection request in June/July and will be asking for data for the year ending March 2018 (where they have not already collected this in the April data collection). This will be a smaller set of data and we will be given at least four weeks to return the data.

The plan from 2019 is to move to twice yearly data collections with one taking place in April/May and a second in September/October.