

**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 | 30th October 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)** | | |
| Type of Report: | Information | | |

# Recommendation

That members of the Performance and Resources Board note the contents of this paper.

**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.

This paper sets out a summary of the actions taken by the Service to prepare the Service for Inspection in 2019.

**HMICFRS Service Liaison Lead**

Bill Harvison was appointed as the Service Liaison Lead (SLL) for Essex County Fire and Rescue Service in August 2018. The SLL role is designed to be our single point of contact at HMICFRS and contact is through the Service SLO. The SLL is tasked with visiting the Service ahead of Inspection to begin to gain understanding of the Service. Bill visited ECFRS for the first time in September and spoke with many members of staff and visited both Control, Colchester Fire Station and USAR.

Bill also has responsibility for Kent and Hertfordshire Fire Services. Kent will be inspected in Tranche 2 and will become Bills main focus during Tranche 2.

The SLL and ECFRS SLO will be in regular contact during this period and Bill will be welcome to visit ECFRS as and when he likes.

**HMICFRS Data Returns**

ECFRS submitted the first HMICFRS data return on 1 May 2018 and the second data return on 14 August 2018. Whilst there were some areas of the first data return that the Service were unable to complete as we did not have the data requested, for the second data return we achieved a 100% return. The second data return is attached as Appendix 1 to this paper. The first data return utilised 102 staff hours from across the Service and the second data return utilised 40 staff hours. The next data request is expected in April 2019.

**HMICFRS Task Force**

The Service formed a HMICFRS Task Force in April 2018, formed of a sub set of SLT members. The Task Force has met monthly to lead on HMICFRS preparations across the Service and take responsibility for delivering various work packages ahead of our first inspections. The following report sections provides an update on each work package:-

**HMICFRS People Engagement**

Task force members have been assisting with the people engagement element of HMICFRS. We are aiming to prepare our people so they know what to expect when Inspection happens. We have used forums such as Directorate Meetings and Team Meetings as engagement opportunities. Engagement will increase in the period leading to Inspection. In October 2018 Task Force members will update staff on HMICFRS progress through both Managers Briefing and Your Voice.

A short video publicised by the National Fire Chiefs Council has been published on the Service Intranet for staff to watch which provides a simple explanation of HMICFRS and what it involves.

A section of the Service Intranet has been dedicated to information relating to HMICFRS so staff are able to self-service information as required.

We have also engaged with a wide selection of staff from across the Service while working on the evidence gathering exercise detailed below.

Our Communication section have prepared a draft Communications plan that will be considered by the Task Force in November. The plan includes regular engagement through Managers Briefings and the Your Voice Forum.

**HMICFRS Timeline**

A timeline detailing what will happen and when in relation to Essex County Fire and Rescues inspection is attached as Appendix 2. Please note at this time our Inspection date has not been set, we know we will fall in Tranche 3. Tranche 3 field work inspections are scheduled to take place Spring 2019. Therefore the timeline has been produced based on our field work inspection happening in April 2019, this will be subject to change once dates have been confirmed.

**HMICFRS pilot self-assessment**

The Service will be asked to complete HMICFRS Self-Assessment 8 weeks prior to the field work inspection. The Service will have 3 weeks to complete and submit the self-assessment

The self-assessment is structured in the following way:-

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| **Core Question** | **Section** | **Word Count** |
|  | General FRS position statement | 1000 |
| 1. How effective is the FRS at keeping people safe and secure from fire and other risks? | 1.1 How well does the FRS understand the risk of fire and other emergencies? | 300 |
| 1. 1.2 How effective is the FRS at preventing fires and other risks? | 1. 300 |
| 1. 1.3 How effective is the FRS at protecting the public through the regulation of fire safety? | 1. 300 |
| 1. 1.4 How effective is the FRS at responding to fires and other emergencies? | 1. 300 |
| 1. 1.5 How effective is the FRS at responding to national risks? | 1. 300 |
| 2. How efficient is the FRS at keeping people safe and secure from fire and other risks? | 2.1 How well does the FRS use resources to manage risk? | 300 |
| 2.2 How well is the FRS securing an affordable way of managing the risk of fire and other risks now and in the future? | 300 |
| 1. 3. How well does the FRS look after its people? | 3.1 How well does the FRS promote its values and culture? | 300 |
| 3.2 How well trained and skilled are FRS staff? | 300 |
| 3.3 How well does the FRS ensure fairness and diversity? | 300 |
| 3.4 How well does the FRS develop leadership and capability? | 300 |

The Task Force have conducted a pilot run of completing the self-assessment. This has been a useful exercise to help to improve writing about our Service with the discipline of a word constraint. We also now have the pilot self-assessment ready to use as a starting point when preparing our actual self-assessment ahead of inspection. To build on this we have also recently completed our self- assessment ahead of Peer Review. Again this has given us the opportunity to learn and improve and test how self-aware we are. No further work on self-assessment is planned ahead of preparing self-assessment for our HMICFRS inspection in 2019.

**HMICFRS pilot document request**

The Service will receive a request for documents from HMICFRS 8 weeks ahead of our field work inspection. This comprises of a request for 52 background documents. We will have 3 weeks to compile the return and provide the return along with a copy of each document. Again, the Task Force have completed a pilot run of compiling the document return and the following report sections provides details of where we have gaps and our proposed action in relation to the gap.

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| Document | Reason not submitted | Recommendation |
| **Workforce Plan** | No document titled Workforce Plan | Provide suite of documents that together make up our work force plan |
| **Prevention Strategy** | Document does not exist | Providing Community Safety Business Plan and Technical Fire Safety Business Plans as alternative documents |
| **National Operational Guidance (NOG) self-assessment gap analysis for: Incident command (1) Performing rescues (2) Fires and firefighting (3) Operations (4)** | No document provided | No return is made |
| **Current action plan for NOG/ joint operational learning (JOL) relating to: Incident command (1) Performing rescues (2) Fires and firefighting (3)** | No document provided | No return is made |
| **Operational command meeting minutes – *last three*** | No documents provided | Suggested action points from the Prevention, Protection and Response Directorate meetings are submitted |
| **Marauding Terrorist Firearms Attack (MTFA) asset access policy** | Document does not exist | No return is made |
| **Corporate plan** | Document does not exist | Submit Fire and Rescue Plan and/or Service Strategy as alternatives |
| **Commercial strategy** | Document does not exist | No return is made |

**HMICFRS Evidence gathering against diagnostics/grading criteria**

The Task Force have co-ordinated and contributed to an evidence gathering exercise, Service wide. The purpose of this exercise was for each SLT Diagnostic owner and Service Lead to consider each diagnostic and sub diagnostic and the judgement criteria for each diagnostic and provide evidence against each sub diagnostic against the headings of policy – what we say we do, process – what we do and performance how do we assess what we do. This exercise has given us a snap shot of the evidence we believe we have that we can use during inspection and also given us the opportunity to identify gaps in our evidence.

From this exercise we have begun to compile a plan, listing actions for the Service Leadership Team to consider dedicating resources to ahead of inspection to contribute to our continued Service Improvement journey ahead of inspection in 2019.

**HMICFRS Welcome Pack**

We have taken the opportunity to develop the Welcome Pack for the HMICFRS Team now. This will be shared with the Peer Review Team for feedback. The Welcome pack includes the following information:-

Service Values

Self-assessment

Service Leadership Team members and contact details

Service Headquarters travel, facilities and layout information

Inspection timetable

Service Performance Information

Station Details including Station Manager, Address, Telephone number, Crewing System.

**NEXT STEPS**

Further evaluation of evidence gathered and development of Service action plan.

**BACKGROUND DOCUMENTS**

HMICFRS Diagnostics <https://www.justiceinspectorates.gov.uk/hmicfrs/fire-and-rescue-services/how-we-inspect-fire-and-rescue-services/frs-inspections-question-set-2018-19/>

HMICFRS Judgement Criteria <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/frs-judgment-criteria.pdf>