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| RH_A4+stripcrest_borderMeeting**ESSEX POLICE, FIRE AND CRIME COMMISSIONER FIRE & RESCUE AUTHORITY**Essex County Fire & Rescue Service | **Performance & Resources Board** | Agenda Item | 5 |
| Meeting Date | 28th January 2019 | Report Number |  |
| Report Author: | ACFO IRMP and Service Improvement |
| Presented By | ACFO IRMP and Service Improvement |
| Subject | **HMICFRS Inspection update**  |
| Type of Report: | Information |

# Recommendations

Members of the Performance & Resources Board are asked to note the content of the report.

**BACKGROUND**

**Peer Review and Actions**

On 22nd to 24th October 2018, ECFRS engaged with the Local Government Association (LGA) to conduct a peer Review Self-assessment the process that involved.

* Strategic Briefing
* Written Self-assessment
* Interviews
* Teams meetings
* Focus groups
* Workshops.

The process enabled the Peer Review team to engage with over 150 employees. The Fire and Rescue Services Association., Fire Brigades Union, Fire Officers Association and Unison all contributed to the Peer Review during the three-days.

The Peer Review feedback report received in December 2018 identified the Service was very self-aware and recognised areas of strength and areas of opportunity for Service improvement. The feedback was evaluated and a number of work streams and owners identified to capture the business as usual requirements for the Service improvement journey.

Assistant Director Tracy King presented draft 1 of the Service Peer Review Improvement plan at the ECFRS HMICFRS Task Force meeting on 9th January 2019. The key requirements of the improvement plan are to identify;-

* The responsible owner for Service Improvement areas
* Identify actions and improvement to date
* Identify key milestones
* Identify a communication and people engagement process
* Identify a process to reality test what has changed

Action points 1-8 will be delivered with immediate effect. Actions 9 to 15 will delivered after 1st April 2019 by the new Service Leadership Team (SLT). Current SLT members will populate information on actions 9 to 15 prior to this date.

Submissions have been requested from the responsible owner of actions 1-8 so that a more complete document can be presented at the HMICFRS Task Force meeting on 23rd January 2019.

The Service improvement action plan will enable responsible owners to continually test self-awareness to support the continuous Service Improvement journey. It will also be used for evidence of change as part of the HMICFRS Inspection document request.

The Service Peer Review Improvement Plan is attached at Appendix 1

**HMICFRS Inspection**

HMICFRS has inspected 14 services during tranche 1. Tranche 2 inspections are in progress now. Inspections focus on three areas efficiency, effectiveness and people. Over 3 tranches of inspection, all 45 fire and rescue services in England, will answer three main questions:

1. How effective is the fire and rescue service at keeping people safe and secure from fire and other risks?
2. How efficient is the fire and rescue service at keeping people safe and secure from fire and other risks?
3. How well does the fire and rescue service look after its people?

ECFRS was scheduled to be inspected in tranche 3 during April, May or June 2019. However, the HMICFRS Service Lead has since indicated that the inspection is likely to be during June, July or August 2019. It is anticipated ECFRS will receive a confirmed date from the HMICFRS Inspectorate towards the end of January 2019.

**HMICFRS Summary of Findings**

A summary of findings report is now available on the HMICFRS website with individual reports for 14 Services inspected in Tranche 1 and identifies how they were measured using the judgement criteria of:-

* Outstanding
* Good
* Requires improvement
* Inadequate

<https://www.justiceinspectorates.gov.uk/hmicfrs/publications/fire-and-rescue-service-inspections-2018-19/>

AD Tracy King is drafting a separate summary report on the HMICFRS Tranche 1 Summary Report.

**ECFRS Preparation for HMICFRS Inspection**

Assistant Director Tracy King is leading preparations for the ECFRS HMICFRS Inspection and all activity is coordinated via Task Force bi-weekly meeting.

Meetings have been diarised between the CFO and the chair of the Task Group to provide an update of ongoing activity.

Bill Harvison the HMICFRS point of contact is in regular communication with The Service and provided an update brief to the CFO during the Service visit on 20th and 21st December 2018.

**Key Task Force Actions**

* A dedicated communications plan has been agreed at Task Force 9th January 2019 and is attached at appendix 2
* Ben Pilkington is developing a digital strategy for ECFRS
* Nikki Geaves and Tracy King are leading a Service Policy review
* Ian Adams is leading on the HMICFRS document return, document branding and department head engagement process. The latter involves supporting department heads with document returns and building confidence for the HMICFRS inspection requirements
* Emily Cheyne leading on the self-assessment document and working with SLT members to ensure the bullet point questions are answered within the self-assessment position statements
* Emily Cheyne is developing the strategic briefing from the self-assessment document and position statements
* Emily Cheyne and Ben Pilkington are developing the partnership register to identify all ECFRS partners.
* Emily Cheyne is coordinating business as usual SLT Service visits for 2019/2020
* Tracy King and Ian Adams are coordinating HMICFRS visits for the Watches /Stations /Departments, who will be visited during the HMICFRS inspection.
* Tracy King allocated 14 Service inspection reports to Task Force members for comment around three questions to inform the ECFRS position and Service improvement action plan.
1. *What the Inspectorate liked about the FRS*
2. *What the Inspectorate did not like about the FRS*
3. *Areas for improvement*

# Benefits and Risk Implications

Preparing for Peer Review has identified areas of strength and improvements required as business as usual within ECFRS. A Service improvement action plan has been created identifying the 15 areas of Service Improvement.

This approach is designed to mitigate risk by consistently demonstrating self-awareness as a Service and benefit the Task Force approach for preparing for the HMICFRS inspection.

# FINANCIAL IMPLICATION

HMICFRS inspection preparation is being dealt with as business as usual and has not been allocated a specific budget.

# Equality and Diversity Implications

None identified

# Workforce Engagement

 A dedicated HMICFRS communications plan and employee engagement plan is live and will align to the HMICFRS dates for inspection when they are received by HMICFRS.

# Legal Implications

The inspection of ECFRS by the HMICFRS forms part of a mandatory Home Office programme inspecting all 45 Fire and rescue Services in England.