

Report of the Head of Corporate Services

HMICFRS Improvement Plan – Update Quarter 2, 2019-20

Purpose of report

1. To update Members on progress in implementing HMICFRS Improvement Plan.
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Recommendation

It is recommended that the Authority note progress on actions to deliver the HMICFRS Improvement Plan.

Introduction and Background

2. At the Fire Authority meeting on 10 October 2019, Members received a copy of the Service's Improvement Plan drawn up to address the findings of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) inspection report.
3. The Improvement Plan has now been updated to outline progress made during Quarter 2 (July-Sept) 2019-20. The report covers the 12 'areas for improvement' highlighted in the HMICFRS inspection report and also notes progress on a number of other locally identified areas for attention drawn from observations throughout the HMICFRS report, an additional 24 items.

HMICFRS Improvement Plan – Progress Update, Quarter 1 2019-20

4. The delivery of the Improvement Plan is overseen by members of the Performance and Information team (P&I team), who meet regularly with senior managers responsible for each area for improvement to prepare updates on actions proposed and completed. The P&I team also ensure that actions carried out are fully evidenced and available for evaluation and audit. The second update, covering Quarter 2 (July-Sept) 2019-20, is enclosed with this report (see Appendix 1).
5. The update shows that good progress is being made in addressing all areas identified within the three themes covered in the HMICFRS report; effectiveness, efficiency and people.
6. Key points to note during Quarter 2 are highlighted below:

Effectiveness: An evaluation report of Safe & Well checks has been completed by Worcester University, and the Community Risk team are currently reviewing the findings. Further evaluation work has commenced by Agilysis reviewing the 'Dying-to-Drive' programme concerning road safety. Online training for safeguarding has been rolled out across the Service, and additional domestic abuse training has been delivered to relevant officers and department leads.

Efficiency: Following the decision at the October Fire Authority meeting the Service delivery structure regarding crewing has been approved. Standard

setting days for Station, Watch and Crew Commanders have been delivered, with additional dates identified in quarter 3. Additional staff have been appointed in the Community Risk department to work in the areas of prevention and protection.

People: Senior Management Board visits will continue throughout 2019-20, and key themes and emerging issues are being reviewed. As part of the new CRMP process, risk workshops are being carried out across the Service. This staff engagement is helping to inform the understanding of risk throughout Herefordshire and Worcestershire. Further promotion processes have continued in line with the protocols agreed with the promotion process group, and the on-call charter work is continuing to support the recruitment and retention of on-call operational staff.

Conclusion/Summary

7. The second update of the HMICFRS Improvement Plan shows that good progress has been made during Quarter 2, 2019-20.
8. Members are recommended to note the progress made in delivering the HMICFRS Improvement Plan. Further progress updates will be reported each quarter.
9. Subject to any matters arising following your consideration, the update will be published on the Service website.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues).	The Improvement Plan highlights areas for improvement relating to effectiveness, efficiency and people. Actions to address these areas are likely to have resource implications, which will be identified in the Improvement Plan.
Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	Actions proposed in the Improvement Plan are likely to have an impact on both the CRMP and the MTFP. All proposals will be assessed to ensure they meet the Service's overall Core Purpose and Vision.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	Any risks associated with proposals will be assessed through the Improvement Plan.

Consultation (identify any public or other consultation that has been carried out on this matter)	Proposals to deliver the Improvement Plan have the full participation of Senior Managers in relevant Service departments. The Improvement Plan is publicly available on the Service website.
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	An EIA is not required for this report. EIAs will be completed as appropriate when preparing proposals through the Improvement Plan

Supporting Information

Appendix 1 - HMICFRS Improvement Plan 2018-19 - Update: Quarter 2, 2019-20