

## **Report of the Head of Corporate Services**

### **HMICFRS Improvement Plan – Update Quarter 1, 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 12 June 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 1 (April-June) 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 first update, covering Quarter 1 (April-June) 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 1 are highlighted below:
  - a. Effectiveness: The delivery of an agreed risk management system is in progress with significant work being delivered by providing crews with further guidance around the INTEL 8 process. This has been communicated through the Service Bulletin. The draft report is awaiting sign off from SMB. Work is taking place towards reducing the number of false alarm activations and preliminary work towards the review of the false alarm Policy is taking place. An options report is

being drafted and operational crews have been issued guidance on AFA's.

- b. **Efficiency:** The Implementation of Community Risk strategies is in progress and additional budget has been allocated to fund additional posts in Community Risk. The Business Continuity HMICFRS area for improvement is now closed as the new policy has been developed and signed off. This has been published with a robust system in place to manage version control and schedules for reviewing plans across the service. This is managed by the Emergency Planning and Resilience Officer (EPRO) and updated and recorded on the staff SharePoint site.
- c. **People:** Significant work has been completed in this area. The new Purpose, Vision, Mission and Values posters have been rolled out across the service and communicated via the service bulletin, SharePoint and the FRA Plan. Promotion process toolkits have been developed and used in both the recent Crew and Watch Commander promotion processes.

### Conclusion/Summary

- 7. The first update of the HMICFRS Improvement Plan shows that good progress has been made during Quarter 1, 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

<p><b>Resource Implications</b> (identify any financial, legal, property or human resources issues)</p>	<p>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.</p>
<p><b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).</p>	<p>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.</p>
<p><b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation)</p>	<p>Any risks associated with proposals will be assessed through the Improvement Plan.</p>

scores).	
<b>Consultation</b> (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.
<b>Equalities</b> (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 1, 2019-20

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