



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Finance and Resources Committee

HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES UPDATE

Report of the Chief Fire Officer

Date: 15 January 2021

Purpose of Report:

To present Members with an update on the Service's response to the outcomes of the inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

Recommendations:

That Members note the progress made against the Area for Improvement (AFI) Action Plan.

CONTACT OFFICER

Name: Candida Brudenell
Assistant Chief Fire Officer

Tel: 0115 967 0880

Email: candida.brudenell@notts-fire.gov.uk

Media Enquiries Contact: Corporate Communications Team
0115 967 0880 corporatecomms@notts-fire.gov.uk

1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in July 2019 Members were presented with the report from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) following the inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 Furthermore, at the September 2019 Fire Authority meeting, Members were presented with an action plan detailing the 'areas for improvement' (AFI), that had been highlighted by HMICFRS, and capturing the actions required to address these areas.
- 1.3 It was agreed that scrutiny would be conducted through the Fire Authority committee structure with regular progress reports being presented to Members. Of the 25 AFIs, 12 were aligned to the Community Safety Committee, eight were aligned to Human Rescues Committee, two were aligned to Finance and Resources Committee, and three were aligned to the Policy and Strategy Committee.
- 1.4 Due to the interim governance arrangements being in place because of Covid-19, the reporting of updates to the various committees was suspended, and update papers, detailing progress against all AFIs, have been presented to the Policy and Strategy committee.
- 1.5 As an update, of the 25 AFIs the Service received, there are now just six remaining. Good progress is being made against these with all AFIs scheduled to be complete by April 2021
- 1.6 Of the two AFIs aligned to Finance and Resources Committee, one has now been completed and closed and one remains.
- 1.7 This paper serves as an update for the one remaining AFI.

2. REPORT

- 2.1 HMICFRS highlighted 25 AFIs for the Service to consider. Each improvement area has been allocated to a lead officer, with clear milestones and expected outcomes to deliver the improvement required. Progress against each of the 25 AFIs is monitored each month at the Programme and Performance Board.
- 2.2 All AFIs are monitored, tracked and reviewed through an online 'action tracker'. This allows for ongoing updates and scrutiny.
- 2.3 In respect of Finance and Resources Committee, the remaining AFI to be completed is AFI 15, which relates to: "The Service needs to accelerate its plans to improve ICT so that it makes best use of available technology to support operational effectiveness and efficiency. This action is 70% complete as of 6th January 2021."

2.4 The actions in this AFI comprise:

- **Mobile Working** – enhancement through the provision of Wi-Fi and Sim-card enabled devices for all wholtime stations. This will enable multiple activities to be undertaken when away from the station, leading to real-time data input and retrieval, and reducing the need for subsequent manual data entry.
- **Training and Competency Recording** – rationalisation of systems for accessing and recording training and competencies.
- **Data Management** – collecting, cleansing and presenting information will be improved to support the new performance management software being implemented within the Service. Furthermore, investment made to integrate performance management to enhance scrutiny and drive continuous improvement through effective evaluation.
- **User Training** – adapt training in line with technological and digital progress. This will result in a blended approach utilising on-line learning as well as traditional face to face input.

2.5 Significant progress has been made on all areas of this AFI and all but one area are on track to be delivered within the agreed deadline of 31 March 2021.

2.6 However, the action relating to the recording of competency and training through an integrated learning management system has been delayed, as no solution has been found in the market that meets the Service's requirements. Consequently, the deadline for implementation will not be achieved. Further work is underway to review the Service's specification within the context of capability within systems in the market with a view to moving this action to completion within 2021/2022.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no human resources or learning and development implications arising from this report.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

- 7.1 The Fire and Rescue Service Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focusing on key objectives as set by the Fire and Rescue Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.
- 7.3 The Police and Crime Act (2017) Chapter 4 Section 11 outlines that the English inspectors must inspect, and report on the efficiency and effectiveness of, fire and rescue authorities in England.

8. RISK MANAGEMENT IMPLICATIONS

There are no risk management implications arising from this report.

9. COLLABORATION IMPLICATIONS

There are no collaboration implications arising from this report, however discussions with Nottinghamshire Police continue in relation to their experience of HMICFRS inspections and how NFRS can learn from that in preparation for future inspections.

10. RECOMMENDATIONS

That Members note the progress made against the Area for Improvement (AFI) Action Plan.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER