



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

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

# **AN UPDATE ON THE ‘AREAS FOR IMPROVEMENT’ FROM THE 2019 HMICFRS INSPECTION**

Report of the Chief Fire Officer

**Date:** 26 March 2021

**Purpose of Report:**

To present Members with an update on the Service’s response to the 2019 inspection of Nottinghamshire Fire and Rescue Service by Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

**Recommendations:**

That Members note the progress made against the outstanding ‘Area for Improvement’.

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## 1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in July 2019, Members were presented the report from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) following the recent inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 In September 2019, Members were presented with an action plan detailing the 25 'Areas for Improvement' (AFIs) that had been highlighted by HMICFRS and capturing the actions to address these areas.
- 1.3 It was agreed that scrutiny and monitoring of progress of these actions would be facilitated through the Fire Authority Committee structure, with regular progress reports being presented to Members.
- 1.4 Of the 25 AFIs, two were aligned to the Finance and Resources Committee for scrutiny.

## 2. REPORT

- 2.1 Each of the 25 areas for improvement were allocated to a lead officer with clear milestones and expected outcomes. Within the Service, progress against these timelines was monitored and reported through the monthly Performance and Programme Board, chaired by the Chief Fire Officer.
- 2.2 Over the past 18 months, work has been undertaken to develop the Service in the areas highlighted by HMICFRS. Much of the work that was developed had already been started by the Service or was planned as part of the 2019/20 Business Plans. The Service has continued to focus resources and support to ensure continual improvement of these areas as part of the Service's wider Strategic Plan.
- 2.3 One AFI (AFI 16) has previously been presented to Members and 'closed'.
- 2.4 The final area for improvement under the Finance and Resources Committee governance is AFI 15 – "*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 AFI is progressing against the target date of the 31 March 2021, in line with the forecasted timescale.
- 2.5 To complete AFI 15, the roll out of new Microsoft 'Surface Go' systems is being delivered to all stations and appliances. This will enable both greater mobile working for operational crews and greater utilisation of their time whilst engaging with communities.
- 2.6 Additionally, the Service's migration to 'cloud' based working for its performance system is due to be completed by the proposed deadline. This

will deliver greater features for the user and ensuring that the system is no longer hosted on premises – a key element of the Joint Headquarters project.

- 2.7 Completion of AFI 15 will be presented to Members at the next Finance and Resources Committee.

### **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 Services 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 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.

## **10. RECOMMENDATIONS**

That Members note the progress made against the outstanding 'Area for Improvement'.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**