



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

AN UPDATE ON THE 'AREAS FOR IMPROVEMENT' FROM THE 2019 HMICFRS INSPECTION

Report of the Chief Fire Officer

Date: 11 June 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:

It is recommended that Members agree:

- The closure of 'Area for Improvement 4'
- The extension of 'Area for Improvement 9' to the 30 September 2021.

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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, 12 were aligned to the Community Safety 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 Ten AFIs have previously been presented to Members and 'closed'.
- 2.4 The final areas for improvement under Community Safety Committee governance are AFI 9 – *"to ensure that mobile data terminals (MDTs) are reliable to allow staff to access risk information"* and AFI 4 – *"Ensuring that prevention work is targeted at people most at risk"*.
- 2.5 Actions to address AFI 4 were completed by the agreed deadline of 31 March and the 'Safe and Well Review' report was presented to the Service's Strategic Leadership Team (SLT) on 23 March 2021, where a 'person-centred' approach to future engagement was approved. The 'Safe and Well Review' outcomes are being presented to Members at this meeting.
- 2.6 Identified improvements for the future delivery of the safe and well model will now be included in the Service Delivery business plans and remain under

review, and evaluation, through the Service Delivery Evaluation and Assurance Group.

- 2.7 It is proposed that Members agree the closure of AFI 4.
- 2.8 Progress against AFI 9 has not met the target date of 31 March 2021. This action is being addressed by the Strategic Leadership Team and has been entered on the Service's Corporate Risk Register due to impacts on the provision of risk information to operational Crews.
- 2.9 Work is being prioritised to improve functionality and reliability of the Service's Mobile Data Terminals and is being tightly monitored to ensure progress through a Project Board being chaired by the Assistant Chief Fire Officer.
- 2.10 The delays to completing the actions associated with this AFI are related to ongoing delays from the supplier of the Tri-Service Control system in updating software. Matters continue to be addressed with the supplier, in addition to a scheme of work that has been agreed internally to address some issues.
- 2.11 The Service has allocated additional funding, which will be reported to the Finance and Resources Committee in July, as well as prioritising actions to mitigate the immediate risks, including manual quality assurance of systems and provision of information following each update.
- 2.12 It is proposed that this work will require up to six months to complete and meet the requirements of the AFI and, therefore, it is proposed that the deadline for this AFI is extended to the 30 September 2021.
- 2.13 It is proposed that Members agree the extension of AFI 9 for completion by the end of September 2021.

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

It is recommended that Members agree:

- 10.1 The closure of 'Area for Improvement 4'
- 10.2 The extension of 'Area for Improvement 9' to the 30 September 2021.

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

None.

John Buckley
CHIEF FIRE OFFICER