



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES, AREAS FOR IMPROVEMENT

Report of the Chief Fire Officer

Date: 13 January 2023

Purpose of Report:

To present Members with an update on the Service's response to the 2021 inspection of Nottinghamshire Fire and Rescue Service by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

Recommendations:

It is recommended that Members:

- Note the 'Areas for Improvement' delegated to the Committee for scrutiny and monitoring
- Agree the approach of the Chief Fire Officer for addressing the 'Areas for Improvement'
- Note the actions undertaken to date

CONTACT OFFICER

Name:	Craig Parkin Chief Fire Officer
Tel:	0115 967 0880
Email:	craig.parkin@notts-fire.gov.uk
Media Enquiries Contact:	Corporate Communications corporatecomms@notts-fire.gov.uk

1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in September 2022, 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 Accompanying the report, Members were presented with a paper detailing the four 'Areas for Improvement' (AFIs) that had been highlighted by HMICFRS.
- 1.3 It was agreed that scrutiny and monitoring of progress of these actions would be facilitated through the Fire Authority Committee structure, with progress reports being presented to Members.
- 1.4 Of the four AFIs, one has been aligned to the Human Resources Committee for scrutiny.

2. REPORT

- 2.1 Each of the areas for improvement have been allocated to a lead officer with clear milestones and expected outcomes. Within the Service, progress against these timelines is monitored and reported through the monthly Community Risk Management Plan Assurance Board (CRMP AB), chaired by the Chief Fire Officer.
- 2.2 Since the HMICFRS report was published in July 2022, the Service has undertaken a gap analysis against areas of work that were already being progressed under the current Community Risk Management Plan (CRMP). This has assured that work to address the AFIs was either already planned or has now been included in the Service's annual delivery planning.
- 2.3 The AFI delegated to this Committee is:
 - AFI 3 - The Service should assure itself that staff understand how to get wellbeing support

Area for Improvement 3

- 2.4 The Service current has information about a range of well-being provisions on the Well Being page of the intranet however, feedback from HMICFRS and the internal staff survey highlighted that employees were unaware how to access this information. The inspection from HMICFRS also highlighted concerns raised by operational Crews that there was a lack of consistency in post-incident support.
- 2.5 Despite there being a number of support mechanisms available to NFRS staff, it is evident that these are not widely, or consistently, understood.
- 2.6 A gap analysis has been undertaken to understand the current position of provision and steps that to be undertaken to close the gap in knowledge.

- 2.7 A range of steps are now planned and work has started on progressing this AFI. These include:
- Meeting with the Communications Team about developing a comms plan to raise awareness of Vivup (The Service employee benefit and EAP provider)
 - Refresher training on post-incident support has been completed for Station Manager roles and above.
 - A task and finish group to review the post-incident support process has commenced with support from a Service Delivery District Manager.
 - Work with the comms team to promote wellbeing support. OH to take a lead role in promoting the support available and a wellbeing message to all staff by, for instance, having more visibility on stations and other sites.
 - The Occupational Health team will promote and deliver a well-being message through activities such as station hubs (holding clinics at different locations) and a Wellbeing roadshow to raise visibility and access.
- 2.8 Work has formally commenced on this AFI in September 2022 and aims to be delivered by September 2023. Progress will be monitored through the CRMP Assurance Board.
- 2.9 Improvement against the AFI will be evaluated through the staff survey which asks about employee understanding of current wellbeing provision and will provide feedback. Engagement events will be evaluated to gauge satisfaction with existing provision.
- 2.10 Regular updates will be provided to Members on progress against the AFI when there is pertinent information to share.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

Human resources implications are set out within the 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

Where possible, the Service will seek to work with the wellbeing team from Nottinghamshire Police to share activities and messaging.

10. RECOMMENDATIONS

It is recommended that Members:

- 10.1 Note the 'Areas for Improvement' delegated to the Committee for scrutiny and monitoring.
- 10.2 Agree the approach of the Chief Fire Officer for addressing the 'Areas for Improvement'.
- 10.3 Note the actions undertaken to date.

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

None.

Craig Parkin
CHIEF FIRE OFFICER

