



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

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

Report of the Chief Fire Officer

Date: 23 June 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 His Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

Recommendations:

That Members note the actions undertaken to date.

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1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in September 2022, Members were presented the report from His 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 AFIs 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 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 well-being support.

AREA FOR IMPROVEMENT 3

- 2.4 The Service currently has information about a range of well-being and employee support provisions on the well-being page MyNet (the intranet) however, feedback from HMICFRS and the internal staff survey highlighted that some employees were unaware of the support available. The inspection from HMICFRS also highlighted concerns raised by operational crews that there was a lack of consistency in post-incident support.
- 2.5 This committee received an initial report at its meeting on 13 January 2023 setting out the actions to be taken to address the issues highlighted by HMICFRS.

2.6 A range of steps have been taken since the last report, these are summarised below:

- A review of Post Critical Incident Support (PCIS) by the Head of People and Organisational Development and Head of Delivery to update the PCIS procedure and formalise support mechanisms, including the introduction of PCIS co-ordinators and clarifying the role of the CRISIS support team.
- Updates on well-being provision, including the Employee Assistance Programme and employee benefit platform.
- Information on how to seek information and support for mental health issues.
- An independent employee survey commissioned via Derby University to assess mental health provision, which will result in an overview report with recommendations during 2023.
- A daily briefing on mental health information during mental health week (15-19 May) on MyNet. This included a call for employee mental health advocates and the creation of a new Mental Health Network.
- The Service has signed up to the Suicide Prevention Crisis Line developed via the NFCC and The Firefighters Charity which will become active later in the year.
- The Your Care personal health portal launched. This is provided by the Service's benefits provider and provides access to personal health and fitness plans including assessments, well-being tools and self-help advice, and allows employees to set and monitor personal health and fitness goals. This is available as an app so that employees can access it via their mobile phones.
- The Service is extending its employee benefit provision to home and electronics purchases for "big ticket" items to be purchased and paid for via salary deductions. This will be available from September and is aimed to help employees manage their finances in recognition of the stress caused by cost-of-living pressures. This supplements the Cycle to Work scheme and discounts platform.

Future actions planned or in progress during 2023:

- Review of the well-being strategy in order to clarify the support available to employees.
- Briefings on the revised Post Critical Incident Support process to Command Groups to clarify the role of duty officers.
- Training in debriefing, demobilisation and defusing techniques to be included within the curriculum for supervisory officers from 2023-24.

- Training for Mental Health Advocates.
- The Occupational Health Team will promote and deliver a well-being message, for instance by holding clinics at station locations and a rolling out a well-being roadshow to raise visibility and access.

2.7 Improvement against the AFI will be evaluated through the staff survey which asks about employee understanding of current well-being provision and will provide feedback. Engagement events will be evaluated to gauge satisfaction with existing provision.

2.8 Regular updates will be provided to Members on progress against the AFI when there is pertinent information to share.

3. FINANCIAL IMPLICATIONS

The costs relating to the actions outlined in this report have been contained within existing budgets.

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 well-being team from Nottinghamshire Police to share activities and messaging.

10. RECOMMENDATIONS

That Members note the actions undertaken to date.

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

None.

Craig Parkin
CHIEF FIRE OFFICER