



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

UPDATE ON THE SERVICE RESPONSE TO HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES INSPECTION

Report of the Chief Fire Officer

Date: 17 January 2020

Purpose of Report:

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

Recommendations:

That Members note the progress made against the agreed action plan.

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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 At the meeting of the Fire Authority in September 2019, Members were presented with an action plan detailing the 'areas for improvement' that had been highlighted by HMICFRS and capturing the actions to address these areas.
- 1.3 It was agreed that Fire Authority scrutiny would be conducted through the committee structure with regular progress reports being presented to Members.

2. REPORT

- 2.1 Each of the 25 areas for improvement within the report, has been allocated to a lead officer, with clear milestones and expected outcomes. Of the 25 areas, two were aligned to the Finance and Resources Committee for scrutiny.
- 2.2 During the first two years of HMICFRS being established, NFRS seconded an officer to work as a Service Liaison Lead. This officer has now returned to NFRS and has been able to offer greater insight and depth of information relating to the areas for improvement, and the wider HMICFRS inspection process.
- 2.3 This knowledge and understanding has enabled a review of the 'areas for improvement' to establish the narrative detail which underpins each area and, therefore, has allowed the Service to refine the actions being taken to improve these areas of performance.
- 2.4 The updated action plan is presented at Appendix A to this report.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING & 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 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 HMIC inspections and how NFRS can learn from that in preparation for future inspections.

10. RECOMMENDATIONS

That Members note the progress made against the action plan.

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

None.

John Buckley
CHIEF FIRE OFFICER

APPENDIX A

HMICFRS Areas for Improvement



Making the fire and rescue service affordable now and in the future

Ref	Areas for Improvement	Timescales	Responsible Officer	Committee	Commentary
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.	March 2020 & March 2021 (one activity, item number 4, is due March 2021)	Ian Pritchard	Finance and Resources	<ol style="list-style-type: none"> 1. Implement SharePoint 2013 Teams Sites across the organisation before the end of FY 2019-20. 2. Migrate all team data (files etc.) from existing legacy file server storage onto SharePoint before the end of FY 2019-20. 3. Migrate all existing electronic forms and automated business processes from legacy SharePoint farm to the SharePoint 2013 farm before the end of FY 2019-20. 4. Commence an organisation wide analysis of all business processes to determine how to improve efficiency through digitisation (using existing business applications and/or SharePoint 2013) during FY 2020-21. 5. Upgrade all legacy Windows Tablet devices to Microsoft Surface Go devices, to facilitate better data collection by Operational Crews using CFRMIS Mobile before October 2019. 6. Undertake a feasibility study to analyse the potential use of Microsoft Surface Go-SIM devices equipped with mobile data cards by Operational Watch Managers and Crew Managers before the end of FY 2019-20. <p>December 2019 Update</p> <ol style="list-style-type: none"> 1. The SharePoint Teams Project is progressing well with 15 sites underway and 5 remaining to be created. The project completion deadline is Feb-Mar 2020. 2. The migration of files and data from legacy file storage is progressing, however due to the scale of the task it is unlikely that

					<p>the work will be completed by the end of FY2019-20. Additional resources have been identified to assist key departments to design their team sites and transfer their data.</p> <ol style="list-style-type: none"> 3. Of the 22 electronic forms to build, a total of 20 have been created in the new SharePoint environment and are available to be tested. The EP1 form is now live and the DB1 is built and is being tested in readiness for launch. 4. A project team has been established to investigate how to improve mobile working for front-line personnel using Microsoft Surface Go Tablets and existing mobile-capable business applications. 5. Complete - Microsoft Surface Go Tablets have been deployed to all NFRS Fire Stations as a replacement for the legacy Windows 10 tablets and are being utilised to collect Safe & Well data. 6. A project team has been established to investigate how to improve mobile working for front-line personnel using Microsoft Surface Go Tablets. A business case and project plan is being created and additional tablets and mobile data cards are being sourced.
16	The service should ensure it has sufficiently robust plans in place which fully consider the medium-term financial challenges beyond 2020 so it can prepare to secure the right level of savings.	March 2020	John Buckley	Finance and Resources	<p>The medium-term financial strategy (MTFS) will set out how finances will be used over the next 3 years with an expectation that a balanced budget will be delivered without reliance on reserves. This is based on a number of working assumptions regarding government grant and precept flexibility.</p> <p>December 2019 Update</p> <p>The MTFS was approved by Fire Authority on 20 December. The strategy considers the financial challenges beyond 2020. Whilst there remains uncertainty regarding funding levels, indications are that base line funding will be protected in real terms for 2020/21. It is expected that a 2% inflationary increase in funding would enable the Authority to set a balanced budget over the next four years. General Fund Reserves remain at £5.5m which is £1.6m above the approved minimum level.</p>