



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**

Item 19/41

MEETING	Dorset & Wiltshire Fire and Rescue Authority
DATE OF MEETING	30 September 2019
SUBJECT OF THE REPORT	Inspection of the Dorset & Wiltshire Fire and Rescue Service 2018-19: Final Report
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	To note
EXECUTIVE SUMMARY	<p>This paper provides an overview of the Service's first inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). The paper also includes an overview of the second tranche of inspections of fire and rescue services in England and details of the next steps of the national inspection process.</p> <p>This paper will be supported by a short presentation by the Chief Fire Officer.</p>
RISK ASSESSMENT	The Service has been awarded 'Good' ratings in all key aspects against the HMICFRS inspection methodology. Failure to maintain this high standing will adversely affect the corporate reputation and public confidence in the Service and the governing Authority
COMMUNITY IMPACT	None for the purpose of this report
BUDGET IMPLICATIONS	None for the purpose of this report
RECOMMENDATIONS	<p>It is recommended that Members:</p> <ol style="list-style-type: none"> 1. Review and note the contents of the report.

APPENDICES	Appendix A – HMICFRS Fire & Rescue Service Effectiveness, efficiency and people 2018/19 – An inspection of Dorset & Wiltshire Fire and Rescue Service Appendix B – HMICFRS Fire & Rescue Service Inspections Summary of Findings from Tranche 2
BACKGROUND PAPERS	HMICFRS Website https://www.justiceinspectorates.gov.uk/hmicfrs/fire-and-rescue-services/ Individual reports from 16 Services inspected in Tranche 2 https://www.justiceinspectorates.gov.uk/hmicfrs/frs-assessment/frs-2018/
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1. Background

- 1.1 In 2017, the then Her Majesty's Inspectorate of Constabulary was awarded the contract to inspect fire and rescue services in England. As a result, it was renamed as Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).
- 1.2 During 2018, HMICFRS began their inspection programme that replaced the previous Operational Assurance peer reviews. The inspection methodology involves testing a Service's self-assessment against three pillars:
 - 1.3
 - How effective is the service in keeping people safe from fire and other risks? (*Effectiveness*)
 - How efficient is the service at keeping people safe from fire and other risks? (*Efficiency*)
 - How well does the service look after its people? (*People*)
 - 1.4 Following their inspection each fire and rescue service receives a graded judgement for each pillar and the supporting diagnostic questions. These judgements may range between outstanding; good; requires improvement and inadequate.
 - 1.5 As reported to Members in February 2018, the 42 English fire and rescue services were split into three tranches, with the results of Tranche 1 being published in December 2018.
 - 1.6 During Tranche 2, HMICFRS inspected 16 services; including Dorset & Wiltshire Fire and Rescue Service. With Tranche 1 and 2 inspections complete, the inspectorate has now inspected 30 of the 42 services in England

2. Our Inspection and Report

- 2.1 The inspection programme for the Service involved a number of stages, including data collections; document returns (~80 plans and documents); and engagement programmes (~25 focus groups and site visits). The process also considered results from both staff and public surveys conducted by them and their own engagement with our partner agencies.
- 2.2 The Service's inspection commenced in October 2018 with an initial visit of five inspectors followed by a subsequent visit of ten inspectors in November 2018. Throughout the process HMICFRS met with 27% of Service staff and

Officers; through focus groups, interviews and reality testing. They also interviewed the then Chairman.

- 2.3 The Tranche 2 inspection reports were published in July 2019; the Service's report is provided as Appendix A. The report confirms the Service's graded judgements, awarded by HMICFRS, against the three pillars of inspection; these are highlighted below in Table 1:

Pillar	Judgement
Effectiveness	Good
Efficiency	Good
People	Good

Table 1. Graded judgements for the Service

- 2.4 Pleasingly, the Service is one of only ten Services inspected during both the Tranche 1 and 2 inspections to achieve a 'Good' rating across all three pillars.
- 2.5 The Service's report was published, supported by a press release from Her Majesty's Inspector, Wendy Williams, the Inspector of Fire and Rescue Services within the western region.
- 2.6 Below are the highlights from Her Majesty's Inspector, Wendy Williams' press release:

'Our first inspection of Dorset & Wiltshire Fire and Rescue Service has found that it is performing to a high standard in all areas'

'We found that the combination was well managed, and the new service is realising operational and financial benefits as a result'

'The residents of Dorset and Wiltshire can be confident that they are receiving a quality service'

- 2.7 Members will be assured to note that all the areas for improvements had already been considered by the Service and are included within the 2019-20 Service Delivery Plan and monitored monthly by Officers.

3. Tranche 2

3.1 As with Tranche 1, HMICFRS have published a Tranche 2 summary report (Appendix B) which gives an overview of the findings from the second tranche of inspections and builds on the results from Tranche 1.

3.2 It is positive to highlight that the Service received praise within the Tranche 2 summary report for:

- The consultation and public engagement in forming the Community Safety Plan
- The short-audit approach within its protection work
- The work with local businesses and large organisations to exchange information and expectations on compliance with fire safety regulations and work with other enforcement agencies in exchanging information and taking joint enforcement action
- Reviewing all posts as part of the combination process, removing duplication and saving £4.5m.

3.3 Until completion of the Tranche 3 inspections HMICFRS are clear that they do not have a complete national picture. However, two recommendations have been identified as requiring immediate attention and action by the fire and rescue sector.

3.3.1 **Recommendation 1:** *The need for greater consistency in approach*

HMICFRS have identified four priority areas where a consistent approach should be adopted, these are:

1. Identifying and determining risk as part of the IRMP process;
2. Identifying and measuring emergency response standards and approaches;
3. Defining what are high-risk premises for the purposes of fire protection; and
4. Setting an expectation for how frequently high-risk premises, and parts of those premises, should be audited for compliance with fire safety legislation.

3.3.2 HMICFRS have tasked the Home Office, National Fire Chiefs Council and Local Government Association, in consultation with the Fire Standards Board and Association of Police and Crime Commissioners, to establish a programme of work that will result in consistency, with substantial progress required by December 2020.

3.3.3 Recommendation 2 - *The need for the sector to be supported in its quest to reform through enhanced capacity and capability*

HMICFRS has highlighted that the fire and rescue service nationally has very limited resources and access to the skills and expertise it needs to bring about change.

3.3.4 HMICFRS has requested, as part of the next Spending Review, that the Home Office in consultation with the fire and rescue sector, address the deficit in the fire sector's national capacity and capability to support change.

4. Next Steps of Inspection

4.1 The Tranche 3 inspections are well underway with reports and a final HMICFRS 'State of Fire' report due in December 2019.

4.2 The Service continues to engage on a regular basis with HMICFRS through the Service Liaison Lead. This enables the continued understanding of the progress of the Service by the Inspectorate and ensures full awareness of the progression of the inspection process and phase 2 of the national inspection programme.

4.3 The inspection process continues for the Service with regular data collection requests being received from HMICFRS and continued engagement with staff from the Inspectorate.

5. Summary

5.1 HMICFRS have inspected 30 of the fire and rescue services in England over their Tranche 1 and 2 inspection programme. The Service was inspected during Tranche 2 with HMICFRS reporting gradings of 'Good' against all three pillars of inspection. The Tranche 3 inspections are well underway with the final 12 services being inspected. The Tranche 3 reports are due to be published along with HMICFRS's 'State of Fire' report in December 2019. A further report will be provided to the Authority following the publication of these reports.

September 2019