



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 21/56

MEETING	Dorset & Wiltshire Fire and Rescue Authority
DATE OF MEETING	15 December 2021
SUBJECT OF THE REPORT	HMICFRS update
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	To review and to note
EXECUTIVE SUMMARY	<p>Her Majesty's Inspectorate of Constabulary and Fire &amp; Rescue Service (HMICFRS) first inspected the Service in October 2018. Their report was published in July 2019 and awarded the Service a rating of 'good' against all three pillars of inspection (effectiveness, efficiency and people). It also identified ten areas of recommended improvements.</p> <p>The Inspectorate were due to commence their second round of inspections in March 2020, however, this was suspended due to the onset of the pandemic. Instead, during 2020, each Service received a Covid-19 themed inspection.</p> <p>The Inspectorate resumed with their second round of inspections in February 2021. Inspection reports for fire and rescue services in the first tranche are due to be published in mid-December 2021. The Service will be inspected as part of the third tranche of inspections. The six-week process will begin week commencing 28 February 2022.</p> <p>This paper sets out the how the Service has improved since the 2018 inspection along with changes to the inspection methodology.</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 ASSESSMENT	None for the purposes of this report
BUDGET IMPLICATIONS	None for the purposes of this report
RECOMMENDATIONS	It is recommended that Members review and note the contents of the report.
BACKGROUND PAPERS	None for the purposes of this report
APPENDIX	None for the purposes of this report
REPORT ORIGINATOR AND CONTACT	Name: Jill McCrae, Head of Service Improvement Email: <a href="mailto:jill.mccrae@dwfire.org.uk">jill.mccrae@dwfire.org.uk</a> Tel no: 07711 458888

## 1. Introduction

- 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). During 2018, HMICFRS began inspecting fire and rescue services in England.
- 1.2 The Service's first inspection commenced in October 2018, with the inspection report being published in July 2019. The Service was awarded a rating of 'good' against all three pillars of inspection (effectiveness, efficiency and people). This was the highest rating in the south west of England and one of only 16 that received 'good' across all three pillars.

## 2. Service Improvement Recommendations

- 2.1 Whilst receiving 'good' against all three pillars the inspectorate providing ten areas of recommended improvement to the Service. Table 1. below provides an overview of how the Service has strengthened the improvements identified.

HMICFRS Pillar	Recommendations	Improvements now in place
Effectiveness	The Service should ensure it gathers and records relevant and up-to-date risk information.	A system and database is in place where risk information is accessible to all firefighters and staff, including cross-border site risk information.
	The Service should ensure its firefighters have good access to relevant and up-to-date risk information about temporary events.	The temporary events procedure has been further strengthened. Detailed are held centrally and provided to crews through Mobile Data Terminals on appliances.
	The Service should ensure it has an effective system for staff to use learning and debriefs to improve operational response and incident command.	An operational effectiveness system is now fully embedded. This captures and tracks operational learning and notable practice from within the Service along with multi-agency and national learning.
	The Service should improve the availability of its on-call fire engines.	A significant programme of improvement is in place. A new pay model has been implemented for all on-call sections and stations, with greater incentives to improve availability. Recruitment practises have been refined and social media

		campaigns are targeted to potential applicants. A resourcing cell has been long established to assist in optimising availability.
	The Service should arrange a programme of cross-border exercises, sharing the learning from these exercises.	A cross border exercise group has been set up for south west services. All exercises involving the Service are programmed through the operational effectiveness system to ensure that learning is captured and shared.
	The Service should evaluate its prevention work, so it understands the benefits better.	A prevention evaluation framework is now in place along with value for money dashboards that include cashable and non-cashable savings and efficiencies.
<b>Efficiency</b>	The Service should ensure it effectively monitors, reviews, and evaluates the benefits and outcomes of any collaboration	A partnership register is in place, highlighting the value of each collaboration across the Service.
<b>People</b>	The Service should ensure it has an effective system for recording and monitoring health and safety training which is accurate and accessible.	ISO 45001 accreditation. Completion rates of health and safety training is now aligned to the competency systems.
	The Service should assure itself that it has effective grievance procedures.	Grievance arrangements have been further strengthened. Staff networks are engaged to raise confidence, along with increasing signposting through posters and articles within communications.
	The Service should put in place an open and fair process to identify, develop, and support high-potential staff and aspiring leaders.	Succession planning and talent management processes have been further enhanced. This includes a centralised learning hub, apprenticeship schemes, new uniformed promotion approach, leadership development programmes and mentoring/shadowing schemes.

Table 1. Progress against identified improvement areas

### **3. Round Two Inspections**

- 3.1 The Inspectorate were due to commence their second round of inspections of fire and rescue services in England in March 2020, however, this was suspended due to the onset of the coronavirus pandemic. Instead, each service received a Covid-19 themed inspection during 2020. Round two inspections resumed in February 2021, for those services included within tranche 1.
- 3.2 Although the original inspection methodology remains largely, the inspectorate has strengthened their approach including:
- Reviewing the management of major incidents
  - More scrutiny of the protection (fire safety) function including more case file reviews in relation to protection and buildings safety.
  - A greater focus on race and diversity, and how services are overcoming inequalities
  - A greater scrutiny of the productivity of services
  - An assessment of how services are identifying and planning against their risks
  - A more in-depth fire control manager interview
- 3.3 The inspection process will include reviewing around 60 key documents, but now with more focus group sessions with staff and representative bodies, reality testing and interviews with partners. This will be delivered by the Inspectorate through both virtual and physical sessions.
- 3.4 To support this increased scrutiny, the inspection programme will now be delivered over a six-week period, which is an extension of four weeks from round one.

#### **4. Round two inspection for the Service**

- 4.1 Due to the high ratings received, the Service has been moved into the third tranche of inspections for this inspection programme.
- 4.2 The six-week inspection programme for the Service, begins on the 28 February 2022, with a large selection of documents and the self-assessment required to be submitted early in the new year.
- 4.3 Whilst our inspection is in early 2022, the inspection reports will not be published until all fire and rescue services in Tranche three have been through the process. This is to allow for regional and national moderation. It is therefore expected that the Service will not receive the results of the inspection until 'Winter 2022'.

#### **5. Summary and key points**

- 5.1 HMICFRS Round two inspections for fire and rescue services in England commenced in February 2021. Whilst using the same methodology as their first round of inspections, there are additional focus areas and an extended inspection programme.
- 5.2 Dorset & Wiltshire Fire and Rescue Service is in the third tranche of the Round two inspections, with their six-week inspection programme beginning week commencing 28 February 2022. The Service will not receive the results of the inspection until 'Winter 2022'.

### **December 2021**