

**Open Report on behalf of Les Britzman, Acting Chief Fire Officer**

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>12 March 2019</b>
Subject:	<b>Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Report Action Plan Update</b>

**Summary:**

Lincolnshire Fire and Rescue (LFR) was inspected during the summer by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) as part of a new independent inspection process.

LFR received a very positive report being graded 'Good' for how effective it is at keeping people safe from fire and other risks and 'Good' for how efficiently it delivers the Service. The report identified areas for improvement highlighted by the Inspectorate which LFR have produced an action plan to address. In January, LFR advised it would present the finalised action plan to update the Public Protection and Communities Scrutiny Committee on future actions.

**Actions Required:**

The Public Protection and Communities Scrutiny Committee is invited to consider and comment on the contents of the HMICFRS action plan and review progress against the finalised action plan on a periodic basis.

## **1. Background**

LFR was inspected during the summer by HMICFRS as part of a new independent inspection process. The reports for the first tranche of inspections (of 14 FRS) were published on 20 December 2018<sup>1</sup>.

The inspections focus on three main questions:

- How *effective* is the Service at keeping people safe and secure from fire and other risks;
- How *efficient* is the Service at keeping people safe and secure from fire and other risks; and,
- How well does the Service look after its *people*.

<sup>1</sup> The remaining 31 fire and rescue services will be inspected over the next 12 months.

Graded judgements are given for each of the three areas and the relevant sub-sections too. A copy of LFR's inspection report is available on the HMICFRS website<sup>2</sup>.

## 2. Results for Lincolnshire Fire and Rescue

The judgements for LFR are shown below:

Effectiveness	Good
Understanding the risk of fire and other emergencies	Good
Preventing fires and other risks	Good
Protecting the public through fire regulation	Requires improvement
Responding to fires and other emergencies	Good
Responding to national risks	Good

Efficiency	Good
Making best use of resources	Good
Making the fire and rescue service affordable now and in the future	Good

People	Requires improvement
Promoting the right values and culture	Requires Improvement
Getting the right people with the right skills	Requires improvement
Ensuring fairness and promoting diversity	Good
Managing performance and developing leaders	Requires improvement

LFR received a very positive report being graded 'Good' for how effective it is at keeping people safe from fire and other risks and 'Good' for how efficiently it delivers the Service. However, LFR was graded as 'requires improvement' in how well it looks after its people. This primarily related to concerns over the effective recording and monitoring of training (*getting the right people with the right skills*).

## 3. Action Plan

These inspections were the first that HMICFRS had conducted. The focus of the inspections is on the service the FRS provide to the public, and the way they use the resources available. Therefore, the inspection assessed how effectively and efficiently LFR prevents, protects the public and responds to fires and other emergencies. They also assessed how well we look after the people who work for the service.

The Inspectorate were pleased with most aspects of LFR performance in keeping people safe and secure. However, they did identify that in some areas, we need to improve how we look after our people, to give a consistently good service.

<sup>2</sup> <https://www.justiceinspectorates.gov.uk/hmicfrs/frs-assessment/frs-2018/lincolnshire/>

More specifically, the LFR report identifies ten areas for improvement and one cause of concern. These areas were based on the evidence gathered by the inspection team during their visit to LFR. As a result of this feedback, the Service has produced an action plan to address these:

- The one cause of concern, which relates to the effective recording and monitoring of training, is the only recommendation that is time bound. By 31 July 2019 the service must ensure that suitable operational training is provided, assessed and recorded accurately and assure itself that all operational staff are competent in risk-critical skills. LFR will monitor progress against this recommendation and update the Committee at the July meeting.
- The ten areas for improvement identified within the report are not time bound and do not require LFR to submit a formal response to address each area. Nonetheless, LFR have reviewed these areas and have identified a number of improvements with timescales for implementation. Many of these areas had already been identified as improvements that the Service should be striving towards, for example LFR ensuring that it targets its prevention work at people most at risk, including those from hard-to-reach groups.

The action plan details the areas for improvement along with the activities, outcomes and timescales for completing the development required. In addition, it identifies the lead officer responsible for delivering the improvement. The action plan will be monitored on a monthly basis as part of the LFR Service Management Board to ensure targets are being achieved and any issues or risks are addressed.

LFR will review progress against this action plan and update the Committee about progress on a periodic basis.

#### **4. Conclusion**

Notwithstanding the areas identified for improvement for LFR, this was a strong report recognising the broad range of excellent work being carried out across the Service. Work will now continue to implement the activities associated with the action plan with progress being reported through the Public Protection and Communities scrutiny committee.

#### **5. Consultation**

##### **a) Policy Proofing Actions Required**

n/a

## 6. Appendices

These are listed below and attached at the back of the report	
Appendix 1	HMICFRS Report Action Plan – An Action Plan to address the 'Areas of improvement' and 'Causes for Concern' as identified in the Inspection of Lincolnshire Fire and Rescue dated 20 <sup>th</sup> December 2018

## 7. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Fire and rescue services inspection programme and framework 2018/19	<a href="https://www.justiceinspectorates.gov.uk/hmicfrs/publications/hmicfrs-fire-inspection-programme-2018-19/">https://www.justiceinspectorates.gov.uk/hmicfrs/publications/hmicfrs-fire-inspection-programme-2018-19/</a>

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