

Open Report on behalf of Les Britzman, Chief Fire Officer

Report to:	Public Protection and Communities Scrutiny Committee
Date:	23 July 2019
Subject:	Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Report Action Plan Update

Summary:

Lincolnshire Fire and Rescue (LFR) were 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.

During LFR's inspection, it was identified that LFR must assure itself that it had systems in place for the effective recording and monitoring of training. Therefore, by 31 July 2019, the service must be able to demonstrate that suitable operational training is provided, assessed and recorded accurately. LFR must also assure itself that operational staff are competent in risk-critical skills.

At the Public Protection and Communities Scrutiny Committee In January 2019, LFR advised the committee that it would present an update on action plan progress, with a focus on the Cause of Concern regarding effective recording and monitoring of training identified in the inspection.

This paper provides the Committee an update on progress and actions completed.

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to:

- 1) Consider and comment on the updated HMICFRS action plan, including progress against the cause of concern.
- 2) Review the summary of findings from Tranche 2 inspections.
- 3) Agree to review progress against the LFR action plan on a periodic basis.

1. Background

LFR was inspected during the summer 2018 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 2018¹.

A copy of LFR's inspection report is available on the HMICFRS website².

2. Results for Lincolnshire Fire and Rescue

In tranche 1, 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 Update

The LFR inspection report identified 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.
- 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 made a number of improvements over the last 6 months; for example LFR ensuring that it targets its prevention work at people most at risk, including those from hard-to-reach groups.

LFR advised the Committee it would update members on the progress made in implementing the effective recording and monitoring of training, in relation to the HMICFRS cause for concern, before the deadline (31 July 2019).

Previously, LFR were reliant upon a mixture of recording methods to identify training activity and this was acknowledged by the HMICFRS as requiring improvement. Lincolnshire County Council (LCC) made capital and revenue resources available for LFR to procure and implement a new system to enable the local recording of training with central co-ordination, to help manage and monitor

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

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

the completion of training, the maintenance of competence and the assessment of individuals.

Following a procurement process, LFR purchased PDRPro, a training recording system. PDRPro also supports the LFR learning management system and is fully integrated with LFR's eLearning system, LearnPro.

Over the last 4 months, LFR has conducted an audit of all risk critical training competencies for operational staff. This review confirmed that all staff are competent in breathing apparatus, incident command, driving, water, and technical skills. No issues were identified.

This reassurance allowed LFR to focus on the implementation of PDRPro. A trial was conducted at 3 pilot stations over a 5 week period. No major issues were identified and the service received positive feedback regarding the new training system. Consequently, PDRPro has now been implemented across the service and training on how to use the system for all operational staff is now complete. As part of the rollout, LFR have updated PDRPro with the previous training history for operational staff (since July 2018), to support the integrity of the training data in the new system. The system will go 'live' on the 31 July 2019.

The work completed to date effectively completes phase 1 of the action plan and discharges the cause for concern raised by the HMICFRS. However, as part of LFRs continuous improvement, the service aspires to continue to develop PDRPro with the introduction of extra functionality and the development pathways module to support Firefighters who are new in role. This additional work should be completed by March 2020. Subsequently, LFR will look to engage with LCC Corporate Audit to conduct a review of the training records system to ensure compliance and provide quality assurance.

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

4. Conclusion

Notwithstanding the areas of the action plan already completed, work will now continue to implement the activities associated with LFR's continuous development with progress being reported through the Public Protection and Communities Scrutiny Committee. In addition, LFR will reflect on the learning identified within the HMICFRS tranche 2 summary report, and make any improvements as appropriate (Appendix C).

With phase 1 of the PDRPro implementation now complete and its introduction across the service, LFR can assure the Public Protection and Communities Scrutiny Committee that there is now a system in place for the effective recording and monitoring of training.

With the approval of the committee, LFR will update HMICFRS on progress against the cause of concern by 31 July and confirm that an effective recording and monitoring system is in place.

5. Consultation

a) Policy Proofing Actions Required

n/a

6. Appendices

These are listed below and attached at the back of the report	
Appendix A	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 th December 2018
Appendix B	HMICFRS Report Action Plan – Cause for Concern Highlight Report
Appendix C	Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Summary of findings from Tranche 2 inspections

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	https://www.justiceinspectors.gov.uk/hmicfrs/publications/hmicfrs-fire-inspection-programme-2018-19/

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