



**HMICFRS**

Her Majesty's Inspectorate of Constabulary  
and Fire & Rescue Services

Promoting improvements  
in policing and fire & rescue  
services to make everyone safer

# Fire and Rescue Service Inspections

## NFCC On Call Conference

### 20 March 2018

Laura Gibb

# Our promise

*The inspection will be developed with the fire and rescue service. It will be designed to promote improvement and to identify all aspects of the excellent work undertaken by fire and rescue services. We will approach the inspection on a no surprises basis and experts from across the service will be fundamental to the delivery of our inspections*



# Inspection: the how

- No surprises
- 3 tranches of 15 services
- Fieldwork of one week
- Dedicated inspectors
- Published reports with graded judgments



# Timeline

<b>3 pilot inspections</b>	<b>March to May 2018</b>
<b>Publish inspection programme</b>	<b>March 2018</b>
<b>1st tranche of 15 inspections</b>	<b>Summer 2018</b>
<b>2nd tranche of 15 inspections</b>	<b>Autumn/Winter 2018</b>
<b>3rd tranche of 15 inspections</b>	<b>Spring 2019</b>



# Focus of the proposed inspection

## Effectiveness

How effective is the FRS at keeping people safe and secure from fire and other risks?

## Efficiency

How efficient is the FRS at keeping people safe and secure from fire and other risks?

## People

How well does the FRS look after its people?



# FRS Effectiveness

How effective is the FRS  
at keeping people safe  
and secure from fire and  
other risks?

How well does  
the FRS  
understand the  
risk of fire and  
other  
emergencies?

How effective  
is the FRS at  
preventing  
fires and other  
risks?

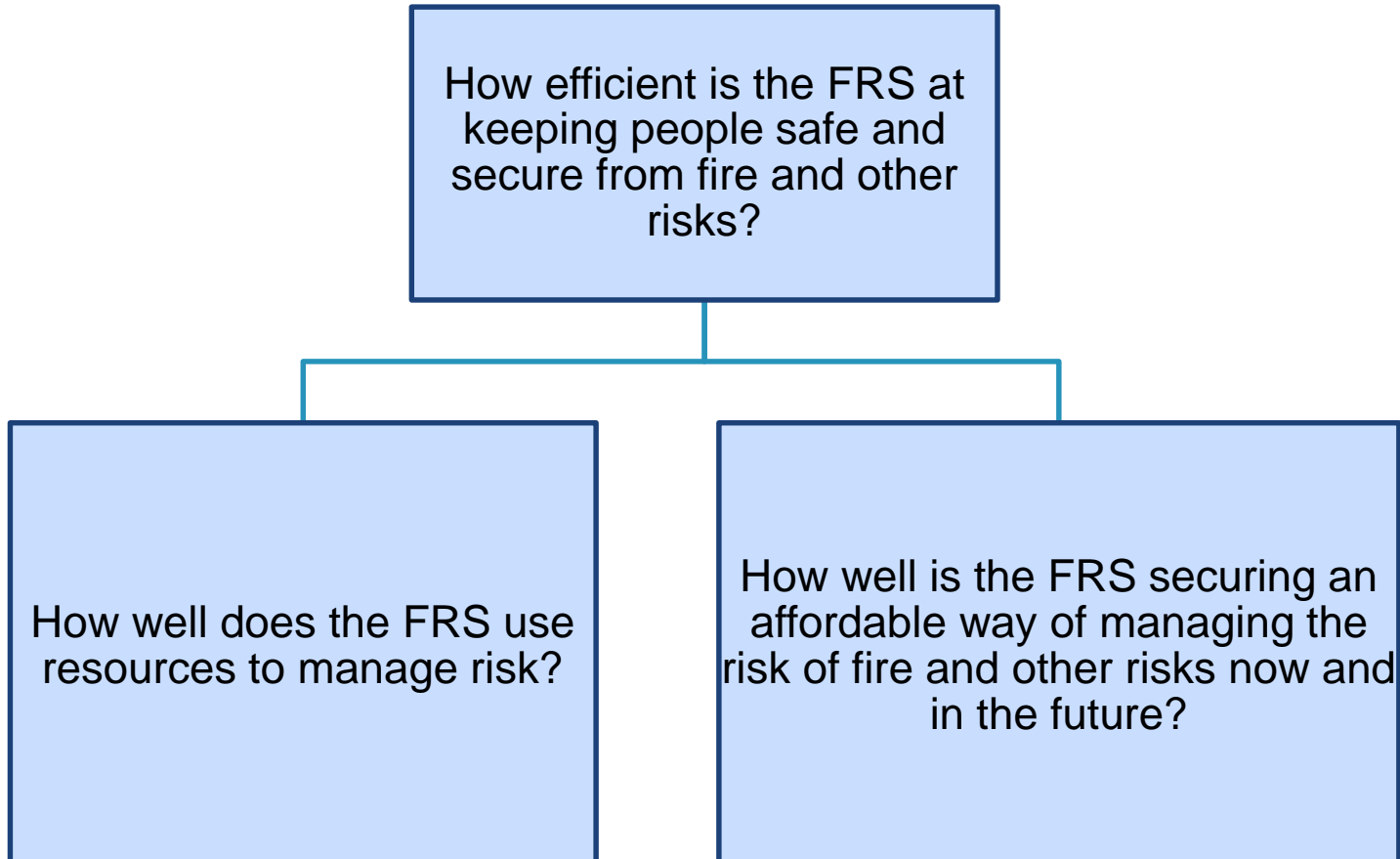
How effective  
is the FRS at  
protecting the  
public through  
the regulation  
of fire safety?

How effective  
is the FRS at  
responding to  
fires and other  
emergencies?

How effective  
is the FRS at  
responding to  
national risks?



# FRS Efficiency



# FRS People

How well does the FRS look after its people?

How well does the FRS promote its values and culture?

How well trained and skilled are FRS staff?

How well does the FRS ensure fairness and diversity?

How well does the FRS develop leadership and capability?





# Evidence gathering- on call

- Data collection- availability
- Document review- IRMP, workforce policies
- Reality testing- retained stations, OCCR staff where relevant
- Interviews, focus groups
- Control room- changes to PDA because of availability
- Staff survey



# Measuring Availability



2.12

In the week commencing Monday 27 November 2017, how many staff for operational duties (Watch managers, Crew managers and Firefighters) did you have rostered to be on duty at the following days/times (i.e. what were your planned staffing levels)?

Guidance:

- On call: firefighters are available for operational duties but no required to be on station.

		On duty			On call		
		Whole-time firefighters	Retained	Whole-time firefighters with an additional contract to provide flexible cover as required	Whole-time firefighters	Retained	Whole-time firefighters with an additional contract to provide flexible cover as required
Monday	07:00						
	11:00						
	15:00						
	19:00						
	23:00						
	03:00						
Tuesday	07:00						



# Judgment criteria

- Judgment criteria will have regard to National Operational Guidance and any standards as they are developed
- Full judgment criteria will be developed against all 4 grades and shared with services in advance of inspection
- A fuller explanation of how we reach judgments can be found at <http://www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/how-we-inspect/>



# Thank you

- Pilot Fire and Rescue Services
  - Suffolk
  - Staffordshire
  - West Yorkshire
- External Reference Group
- Consultees
- Technical Advisory Group



Thank you

Questions?

