

MEMBER FEEDBACK FROM CONFERENCE/SEMINAR/FIRE RELATED EVENT

Attendees	Cllr Robinson, ACFO Nattrass
Event	HMICFRS Chief and Chairs Conference: London
Date	30 May 2018
Overview of event	
<p>The purpose of the conference was to share the learning gained by the HMICFRS from the three pilot inspections conducted in Suffolk, Staffordshire and West Yorkshire fire and rescue services and the consultation work they have done with the fire and rescue service sector to develop the inspection approach. The HMICFRS launched the final methodology and judgment criteria, ahead of the start of the first tranche of inspections in June 2018.</p>	
TOPIC	FRS Inspections – Keynote Address
Speaker	Organisation
Sir Thomas Winsor	HM Chief Inspector of Constabulary and Fire & Rescue Services
<p>Sir Thomas Winsor stated the methodology was not a conspiracy, it was now fixed and had been developed with the fire and rescue sector, however it will be kept under review. He explained that the HMICFRS was an inspectorate and not a regulator; their role was to inspect and report. HMICFRS would welcome any feedback regarding process, etc. Sir Thomas Windsor explained that he will produce a state of the service report annually, he does the same for the Police. This report will give an assessment of the efficiency, effectiveness and how well the FRS look after their people as a national picture.</p>	
Implications for Service	
<p>The Service has resources allocated to prepare for the inspection in Spring 2019. The Service has been allocated a Service Liaison Lead (SLL), Matt Reavill, with whom we are working closely to ensure we are fully briefed and best positioned to facilitate our inspection. Although the Service inspection will not take place until Spring 2019, it has already submitted data at the request of the HMICFRS and is conducting a gap analysis to identify strengths and areas of focus on which to concentrate.</p>	
TOPIC	Message from Minister of State for Policing and the Fire Service
Speakers	Organisation
Nick Hurd MP	Minister of State for Policing and the Fire Service
<p>The Minister explained that the new Fire and Rescue National Framework for England would come into force on 1 June 2018. He emphasised that reasoning must be given for non-conformance with the framework. He stated that he wanted FRS to use the HMICFRS to be radical and inventive which is a key part of the fire reform programme. He explained that the Professional Standards Body would complement the work of the HMICFRS.</p>	
Implications for Service	
<p>The Service has conducted a gap analysis of the new framework document and has produced an action plan which was presented to and will be monitored by the Fire</p>	

Authority to ensure our compliance.	
TOPIC	Experiences from the Pilot Inspections
Speakers	Organisation
Becci Bryant Mark Hardingham John Roberts	Chief Fire Officer (CFO), Staffordshire Fire and Rescue Service Chief Fire Officer, Suffolk Fire and Rescue Service Chief Fire Officer, West Yorkshire Fire and Rescue Service

All 3 CFOs provided an insight into their experience of the pilot inspections within their FRS. The CFOs explained that the process had evolved during the 3 pilot inspections. Feedback given to the HMICFRS had been recognised which resulted in the process softening during the 3 pilot inspections.

Common reflections from all 3 CFOs were:

- The HMICFRS needed to gain an understanding of the different governance models in place across the FRS and the need to understand the constitutional differences between the 3 services that were pilots.
- The HMICFRS needed to understand the role of an 'on-call firefighters' as they admitted initially they did not fully appreciate the complexities of the duty system.
- Ensuring all staff from the CFO down understood the IRMP, its content and what the Service is trying to achieve with it.
- Measuring performance – all services have different issues and needs so it must be recognised that in some instances comparisons can't be made.
- Consideration must be given to the time and resources required to facilitate the process.
- It was important to manage expectations, as the inspection report would not be received until approximately 4 months after the inspection.
- Important to develop the relationship with the SLL to ensure they fully understand your Service to assist the HMICFRS team during inspection.
- Discussions with partners took place to triangulate evidence and gain an alternative perspective of the FRS.
- The HMICFRS were keen to understand if the FRS did something over and above their statutory functions, they were keen to understand the reason why and the outcomes from it.
- Staff understanding of the MTFP and Reserves Strategy was questioned and how they link to the strategic plan.
- Collaboration was explored and what were the strategic and tactical benefits gained.
- The level of engagement with the Rep Bodies was explored with interviews hosted with all those organisations that were formally recognised.
- Ensure the Service understands what 'demand' is and the 'risks' within the Service area.
- Be honest and sell the positives.

Implications for Service

Extensive preparation work for the HMICFRS is already underway in the Service and the feedback received from the pilot services will assist in this process.

TOPIC	HMICFRS Learning
Speakers	Organisation
Laura Gibb	HMICFRS Fire and Rescue Services Portfolio Director
<p>HMICFRS were grateful for the feedback received from the pilot inspections with learning identified which has been incorporated into the process which includes:</p> <ul style="list-style-type: none"> • More time would be given to FRS to return requested data to ease pressure on FRS. • The inspection process creates extra work pressures so flexibility within timetable would be added. • Develop an understanding of resourcing models in order to assess efficiency and how the resources are used to manage and reduce risk. • Develop an understanding of the different governance models. • Allocate more time to ensure 'positives' are captured. <p>HMICFRS recognised they had limited experience of inspecting FRS so emphasised the importance of ensuring the SLL fully understood the Service and the context in which it operates.</p> <p>HMICFRS confirmed that all 3 tranches will be inspected using the same criteria and judgements will be given for each of the 3 pillars of inspection, confirmation was given that an overall judgement would not be given.</p> <p>At the end of the inspection week a hot debrief will be conducted with the CFO, a written script or score will not be given as triangulation of evidence needs to be completed, however areas where focus is required could be given.</p> <p>Work to develop a corporate governance inspection is underway by HMICFRS.</p>	
Implications for Service	
<p>Extensive preparation work for the HMICFRS is already underway in the Service and feedback received from the pilot services and the tranche 1 and 2 will assist in this process.</p>	