

**TYNE AND WEAR FIRE AND RESCUE AUTHORITY**

**Item No. 5**

**GOVERNANCE COMMITTEE: 29 JULY 2018**

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**SUBJECT: HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND  
RESCUE SERVICES INSPECTION OF TWFRS**

**REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (CLERK TO THE AUTHORITY)**

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**1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to inform Members of the outcome of the recent inspection of TWFRS by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services
- 1.2 Following a comprehensive inspection process, TWFRS have been confirmed as a GOOD service, across the three main inspection pillars of Effectiveness, Efficiency and People.

**2. BACKGROUND**

- 2.1 In July 2017, the remit of Her Majesty's Inspectorate of Constabulary (HMIC) was extended to include inspections of fire and rescue services in England, becoming Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.
- 2.2 In 2018/19, HMICFRS will inspect all 45 FRS in England over three tranches. Tranche 1 and tranche 2 have been completed, with tranche 3 currently underway. TWFRS was inspected in tranche 2.
- 2.3 HMICFRS assess and report on the efficiency and effectiveness of the fire and rescue service, including how well fire and rescue services prevent, protect against, and respond to, fires and other emergencies and how well they look after the people who work for the service.
- 2.4 Following completion of a comprehensive inspection, HMICFRS will provide graded judgments which will help the public to see how well their fire and rescue service is performing.
- 2.5 The categories of graded judgment are:
  - 2.5.1 *Outstanding* – if performance exceeds what is expected for 'good'
  - 2.5.2 *Good* – Based on assessment of policy, practice or performance that meets pre- determined grading criteria (informed by relevant national operational guidance or standards).

2.5.3 *Requires Improvement* – shortcomings in policy, practice or performance

2.5.4 *Inadequate* – ‘serious critical failings’ of policy, practice or performance.

2.6 As this is the first formal inspection regime of FRS in over a decade, it was generally acknowledged that gradings would reflect areas the FRS needed to improve, to provide a foundation for improvement going forward.

### **3. INSPECTION METHODOLOGY**

- 3.1 HMICFRS carried out a range of activities to build a picture of TWFRS over several months, including data analysis and benchmarking against other FRS; a review of our strategic documents; a critical review of our self-assessment against inspection criteria; inspection of our procedures, systems and processes; telephone interviews with some strategic partners; and a staff survey. A Strategic Brief was delivered by the Chief Fire Officer.
- 3.2 Inspection was completed with ‘Fieldwork week’ in February 2019, where a team of 11 inspecting officers examined all Service areas. They carried out station visits, ‘reality testing’ (observations) at locations across our Service, held focus groups and staff interviews.
- 3.3 During inspection, HMICFRS engaged with a wide range of staff. They spoke to 13% of the workforce (158 staff); visited 9 stations and the Control Room; and collated over 1,300 pieces of evidence.
- 3.4 Inspection reports for the 16 FRS in tranche 2 were published by HMICFRS on 20 June 2019, along with a press release, and are available to the public on the HMICFRS website.

### **4. FINDINGS OF INSPECTION**

- 4.1 HMICFRS reported they were pleased with TWFRS’ performance in keeping people safe and secure. The Inspectorate judged that we are good at:
- understanding the risk of fire and other emergencies;
  - protecting the public through fire regulation;
  - responding to fires and other emergencies; and
  - responding to national risks
  - looking after our people
  - promoting values and culture, ensuring fairness, and promoting diversity.
- 4.2 Inspection has been a very valuable process, it has confirmed what we do well, but also helped highlight areas where we can improve to give a consistently good service, for example evaluation of prevention work; ensuring staff training and competency is appropriately recorded and monitored; and, whilst we use resources effectively, ensuring that our plans are financially sustainable and approved by Fire Authority.

- 4.3 HMICFRS stated “Overall, we commend Tyne and Wear FRS for its performance. This report provides a good foundation for improvement for the year ahead.
- 4.4 The Service is continuing to build on the good work that has been highlighted by inspection, and address areas for improvement. The Service has already implemented an Inspection Improvement Plan and has commenced a programme of self-assurance, in preparation for our next inspection.
- 4.5 We are awaiting confirmation from HMICFRS on the inspection programme for 2020 onwards, towards the end of this year.
- 5. FINANCIAL INFORMATION**
- 5.1 There are no financial implications in respect of this report.
- 6. EQUALITY IMPLICATIONS**
- 6.1 There are no further equality implications of this report.
- 7. HEALTH AND SAFETY IMPLICATIONS**
- 7.1 There are no health and safety implications in respect of this report.
- 8. RECOMMENDATIONS**
- 8.1 The Governance Committee is recommended to:
- a) Note the content of this report;
  - b) Receive further reports as appropriate.

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## **BACKGROUND PAPERS**

The under mentioned Background Papers refer to the subject matter of the above report:

- HMICFRS - Tyne and Wear Fire and Rescue Service Report 20018-2019 (Appendix A)

