

HMICFRS 2021 Inspection Report - Identified Good Practice (narrative)



Last Update: 01 May 2022

| Pillar | Sub-category | HMICFRS inspection report finding | Finding type | Accepted Y/N | Rationale, if finding not accepted | PMO Project link | Delivery lead | Lead Department |
|---------------|--|--|---------------------------|--------------|------------------------------------|--------------------------------------|---|---------------------------------------|
| Effectiveness | Understanding the risk of fire and other emergencies | The service gathers information about the risks its firefighters face in response to incidents | Narrative - Good Practice | yes | | SSRI Project | Technical | Protection, Assurance and Development |
| Effectiveness | Understanding the risk of fire and other emergencies | The service is good at using information from operational incidents attended to improve its understanding of current and past risk | Narrative - Good Practice | yes | | BAU | Training and Assurance | Protection, Assurance and Development |
| Effectiveness | Understanding the risk of fire and other emergencies | The service is ahead of schedule to improve its information about high-rise risk following the Grenfell Tower fire inquiry | Narrative - Good Practice | yes | | Grenfell project (GTI 1) | Technical/Protection | protection, Assurance and Development |
| Effectiveness | Preventing fires and other risks | The service is proactive in identifying and reporting safeguarding concerns | Narrative - Good Practice | yes | | BAU | Community Safety and Safeguarding Manager | COO |
| Effectiveness | Protecting the public through fire regulation | The service has done a good job of increasing its number of qualified staff | Narrative - Good Practice | yes | | Protection Uplift Programme | Protection | Protection, Assurance and Development |
| Effectiveness | Protecting the public through fire regulation | The service is ahead of schedule to audit all ACM-clad high-rise premises | Narrative - Good Practice | yes | | Building Risk Review (BRR) Programme | Protection | Protection, Assurance and Development |
| Effectiveness | Protecting the public through fire regulation | The service provides proportionate enforcement activity and works with others to support its capacity | Narrative - Good Practice | yes | | Protection Uplift Programme | Protection | Protection, Assurance and Development |
| Effectiveness | Protecting the public through fire regulation | The service is improving its response to building consultations | Narrative - Good Practice | yes | | Protection Uplift Programme | Protection | Protection, Assurance and Development |

| | | | | | | | | |
|---------------|--|--|---------------------------|------------------|---|---|-------------------------------------|---------------------------------------|
| Effectiveness | Protecting the public through fire regulation | The service has increased the ways in which it engages with businesses to help them understand and comply with fire safety legislation | Narrative - Good Practice | yes | | Protection Uplift Programme | Protection | Protection, Assurance and Development |
| Effectiveness | Responding to fires and other emergencies | The service's response strategy is a unique and innovative approach | Narrative - Good Practice | yes | | BAU | Resourcing and Projects | Prevention, Response and Resilience |
| Effectiveness | Responding to fires and other emergencies | The service meets its immediate availability standard | Narrative - Good Practice | Partially accept | The round 2 inspection covered the pandemic timeframe when resourcing improved considerably due various lockdowns and furloughed on-call employees. Further work is required to ensure the availability standard is resilient | Links to AFI in resourcing. Not currently a project | Resourcing and Projects | Resourcing and Projects |
| Effectiveness | Responding to fires and other emergencies | The service meets national response standards of performance | Narrative - Good Practice | yes | | BAU | Resourcing and Projects | Prevention, Response and Resilience |
| Effectiveness | Responding to fires and other emergencies | The service has good command of incidents | Narrative - Good Practice | yes | | BAU | Training and Assurance | Protection, Assurance and Development |
| Effectiveness | Responding to fires and other emergencies | The service has a positive relationship with Thames Valley Fire Control | Narrative - Good Practice | yes | | BAU | Pan organisation | Prevention, Response and Resilience |
| Effectiveness | Responding to fires and other emergencies | Thames Valley Fire Control is developing its ability to handle fire survival guidance calls | Narrative - Good Practice | yes | | Grenfell project | TVFCS | Prevention, Response and Resilience |
| Effectiveness | Responding to fires and other emergencies | The service maintains and regularly updates information about risk to firefighters | Narrative - Good Practice | yes | | BAU | Prevention, Response and Resilience | Prevention, Response and Resilience |
| Effectiveness | Responding to fires and other emergencies | The service is good at evaluating its operational performance and is aligning to national operational guidance | Narrative - Good Practice | yes | | NOG project | Technical | Protection, Assurance and Development |
| Effectiveness | Responding to major and multi-agency incidents | The service is well prepared for major and multi-agency incidents | Narrative - Good Practice | yes | | NOG project | Technical | Protection, Assurance and Development |

| | | | | | | | | |
|---------------|---|--|---------------------------|-----|--|---------------|------------------------|---------------------------------------|
| Effectiveness | Responding to major and multi-agency incidents | The service has a good ability to respond to major and multi-agency incidents | Narrative - Good Practice | yes | | NOG project | Technical | Protection, Assurance and Development |
| Effectiveness | Responding to major and multi-agency incidents | The service works well with other fire services | Narrative - Good Practice | yes | | Collaboration | Technical | Protection, Assurance and Development |
| Effectiveness | Responding to major and multi-agency incidents | The service works well with other partners | Narrative - Good Practice | yes | | Collaboration | Technical | Protection, Assurance and Development |
| Effectiveness | Responding to major and multi-agency incidents | The service has a well-established cross-border exercise plan | Narrative - Good Practice | yes | | BAU | Training and Assurance | Protection, Assurance and Development |
| Effectiveness | Responding to major and multi-agency incidents | The service has adopted JESIP | Narrative - Good Practice | yes | | BAU | Training and Assurance | Protection, Assurance and Development |
| Effectiveness | Responding to major and multi-agency incidents | The service listens to and applies learning from national incidents and practices | Narrative - Good Practice | yes | | BAU | Training and Assurance | Protection, Assurance and Development |
| Efficiency | Making best use of resources | The service plans to deal flexibly with its immediate financial difficulty | Narrative - Good Practice | yes | | BAU | Finance and Assets | Finance and Assets |
| Efficiency | Making best use of resources | The service collaborates when possible | Narrative - Good Practice | yes | | BAU | Pan organisation | Pan organisation |
| Efficiency | Making best use of resources | The service has good continuity arrangements | Narrative - Good Practice | yes | | BAU | Business Continuity | Legal and Governance |
| Efficiency | Making best use of resources | The service shows sound financial management, but it could make improvement in its resource allocation | Narrative - Good Practice | yes | | BAU | Finance and Assets | Finance and Assets |
| Efficiency | Making the fire and rescue service affordable now and in the future | The service works hard to continually improve value for money and do more with less | Narrative - Good Practice | yes | | BAU | Finance and Assets | Finance and Assets |
| Efficiency | Making the fire and rescue service affordable now and in the future | Reserves are reducing significantly | Narrative - Good Practice | yes | | BAU | Finance and Assets | Finance and Assets |
| People | Promoting the right values and culture | There is a positive health and safety culture within the service | Narrative - Good Practice | yes | | BAU | Health and Safety | Protection, Assurance and Development |

| | | | | | | | | |
|--------|---|--|---------------------------|-----|--|-------------------------------------|----------------------------|---------------------------------------|
| People | Ensuring fairness and promoting diversity | The service has made some progress to promote fairness in its internal promotion and progression processes | Narrative - Good Practice | Yes | | Leadership and Management Framework | Organisational Development | Protection, Assurance and Development |
| People | Managing performance and developing leaders | The service has introduced a good process for managing individuals' performance | Narrative - Good Practice | Yes | | Appraisal Process | Organisational Development | Protection, Assurance and Development |