

**Hampshire Fire and Rescue Authority**

**Performance Review and Scrutiny Committee**

**Item 7**

**24 February 2012**

**Progress against the Operational Assessment Improvement Plan**

**Report by the Chief Officer**

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**1 Summary**

1.1 We completed our first operational self assessment in July 2009, and presented it to this Committee in September 2009, prior to it being peer reviewed in January 2010. We compiled an improvement plan to address the key issues identified, and reported our progress against the plan in November 2011. This paper presents our progress to date. All of the improvements have either been completed, are considered as business as usual, or have become pieces of work that are included in other action plans. For this reason we have closed this separate action plan.

**2 Recommendation**

2.1 That the Committee endorse the progress made against the improvement plan.

**3 Introduction and background**

3.1 The Operational Assessment formed part of the Comprehensive Area Assessment (CAA) and was developed by key stakeholders within the fire and rescue sector. It was published jointly by Communities and Local Government (CLG), the Chief Fire and Rescue Adviser's Unit, (CFRAU) and Chief Fire Officers Association (CFOA).

Every fire and rescue Service in England was required to undertake their own self assessment using the Operational Assessment toolkit and arrange for it to be reviewed by an Improvement and Development Agency (I&DEA) accredited peer. Once the assessment had been peer reviewed, the Audit Commission accepted it as evidence to support their findings as part of the overall CAA framework.

The Operational Assessment toolkit contained seven Key Lines of Enquiry (KLOE)

- Cross cutting issues
- Community risk management
- Prevention
- Protection
- Response
- Health and safety
- Training and development
- Call management and Incident Support

3.2 Appendix A lists the recommendations that have been implemented, or have been superceded. Appendix B details those where the improvements have become business as usual or have been incorporated into other action plans. It should be noted that the text in the proposed action box is that written at the time the Plan was compiled.

#### **4. Future operational peer assessments**

4.1 The Chief Fire Officers' Association and the Local Government Association are developing an industry standard, based on self assessment of our operational service delivery. It will be piloted by three fire and rescue services this year. The Service Management Team is considering the appropriate timing for our next assessment.

#### **5 Supporting our corporate aims and objectives**

5.1 The Operational Assessment was a valuable process that has assisted the Service to drive improvement in service delivery.

#### **6 People Impact Assessment**

6.1 A People Impact Assessment (PIA) was completed for the initial Operational Assessment.

6.2 The proposals in this report are considered compatible with the provisions of the European Convention on Human Rights, the Human Rights Act 1998, and the Race Relations (Amendment) Act 2000.

#### **7 Resource implications**

7.1 There are no resource implications associated with this report.

#### **8 Consultation**

8.1 Representative Bodies were involved in, and provided valuable contribution to the initial process of developing our self assessment and the peer review.

#### **9 Background papers**

9.1 The following documents disclose the facts or matters on which this report, or an important part of it, is based and has been relied upon to a material extent in the preparation of the report:

Operational Assessment Improvement Plan.

Note: The list excludes: (1) published works; and (2) documents that disclose exempt or confidential information defined in the Act.

Appendix A – Improvement Plan – items completed

Appendix B – Improvement Plan – items now embedded in other action plans