

Hampshire Fire and Rescue Authority

PRSC Committee

Item: 6

27 October 2015

Risk Review Consultation Process

Report by the Chief Officer

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1 Summary

- 1.1 This paper sets out the Consultation Project Plan to which the Risk Review Project Team will deliver the Formal consultation (appendix 1).
- 1.2 The project has entered the consultation process as approved by the Fire Authority in September 2015.
- 1.3 This paper sets out the initial feed back on the quality assurance process by the Consultation Institute.

2 Recommendation

That the Committee considers that the current process of Formal Consultation is as agreed in the Consultation Plan.

3 Introduction and Background

- 3.1 As a public body we have both a legal and moral obligation to listen to the opinions of those whom we serve. However, more importantly we believe that consultation with our stakeholders will also add considerable value to our change programme; ultimately the quality and suitability of our final proposals.

Hampshire Fire Rescue Service are undertaking formal consultation for the following reasons:

Inform our stakeholders: Hampshire Fire Rescue Service will use the formal consultation process in order to ensure that those we serve fully understand the proposed changes to their Service.

Improve our proposals: Hampshire Fire Rescue Service will listen carefully to all of our stakeholders in order to ensure that our plans meet the needs of our communities and remain fit for purpose.

4.0 Consultation Plan

4.1 Pre-Consultation

- Hampshire Fire and Rescue Authority agreed that the proposals could go to formal consultation September 2015.
- The Consultation document and questionnaire were designed between our project team and external provider. They will run our formal consultation in September 2015.

Stakeholder day

On the 18 September we held a stakeholders day to help inform them more about the wide range of services we offer the public and how the Service is reshaping its services to meet our communities demands in the future. There was a demonstration of new technology being used to tackle incidents more effectively and a briefing on the proposed changes to our Service.

4.2 Formal Consultation

The Consultation process aims to engage with as many of its stakeholders as possible. The national average for post engagement feedback is 0.5% and we hope to achieve at least 1%.

- The Formal Consultation started on the 14 September 2015 with the website going live, the consultation will close on the 4 December 2015.
- 5000 copies of the consultation document and questionnaire were printed and placed at strategic locations throughout Hampshire, these included doctors' surgeries and dental practices and libraries.
- There will be (appendix 2)
 - 4 General Principles Public Forums
 - 5 Public meetings
 - 12 Public Forums
 - 4 Staff forums
 - 7 Stakeholder Forums

These meeting will be facilitated by our external provider and will assist in the consultation feedback. The meetings are run across the consultation period from 29 September -18 November.

- A mid point review of the consultation process (at 6 weeks) will be carried out by the consultation institute to ensure that the consultation is running to plan and to make any changes if needed.

4.3 Post-Consultation

Our external provider will analyse all of the consultation feedback and produce a final report to be presented at the PRSC in January. This will assist in the six weeks of consideration of the findings of the Formal consultation; this will be reflected in producing the final proposals for the Hampshire Fire and Rescue Authority meeting in February 2016.

An end stage review will also be carried out by the Consultation Institute to ensure that the consultation has been run in accordance with best practice standards. This will support PRSC

in scrutinising the consultation process and will be presented at the PRSC meeting in January

5.0 Consultation Institute Feedback

The Consultation Institute have been commissioned to provide advice, guidance and quality assurance on our processes for engagement and consultation.

The consultant is indicating that

- Scoping Documents shows Best practice
- Project plan shows Best practice
- Consultation documents and Questionnaire shows good practice

This was initial verbal feedback and will be followed up by a report that will be available for the January PRSC meeting ,

6.0 Supporting our Corporate Aims and Objectives

6.1 In September 2015 Hampshire Fire and Rescue Authority published its Service Plan 2015 – 2020. This plan outlines the Priorities for the Service which focus on two key areas:

- Making life safer
- Making ourselves Stronger

6.2 For the Hampshire Fire and Rescue Authority to achieve its stated vision and priorities and achieve the necessary further budget reductions, it was necessary to review the current Service Delivery model. The formal consultation will assist in that process in assisting the final proposals presented to the Hampshire Fire and Rescue Authority in Feb 2016.

7 Risk Analysis

7.1 Judicial reviews have in the past concentrated on the process rather than the content of the review findings. If a stakeholder were to challenge the risk review project it would be on process.

7.2 We therefore engaged the services of The Consultation Institute early on in the project cycle to assist with reducing the risk of procedural challenge. To assist PRSC with oversight and scrutiny, the Consultation Institute has been commissioned to provide advice, guidance and quality assurance on our processes for engagement and consultation.

7.3 An independent company will be running the formal consultation for the Authority and The Consultation Institute will carry out a quality assurance process following the consultation to confirm due process was followed. These findings will be presented to the PRSC Committee in Jan 2016. The initial verbal feedback is within this report.

8 People Impact Assessment

8.1 The proposals in this report are considered compatible with the provisions of the equality and human rights legislation.

8.2 An Impact assessment has been carried out for the proposals this will be reviewed throughout the process. There has been engagement with equalities forums that are a part of Action

Hampshire to further investigate the impact that the proposals may have.

- 8.2 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.

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:
- PRSC Paper 30 July - Risk Review Process
 - PRSC Paper 19 May 2015 - Governance arrangements for Risk Review
 - PRSC Paper 6 May 2014 - Service Delivery Risk Review Projects
 - PRSC Paper 6 May 2014 - Improving Public Community Health and Acute Medical Intervention

Appendix 1 [Consultation Project Plan](#)

Appendix 2 [Consultation meeting dates](#)