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| Hampshire Fire and Rescue Authority | |
| Performance Review and Scrutiny Committee | Item 6 |
| 19 April 2016 | |
| Risk Review Quality Assurance Assessment | |
| Report by the Chief Officer | |

Contact: Greg Garrett Telephone: 023 80644000

1 Summary

- 1.1 This paper sets out the quality assurance assessment and the feedback carried out by the Consultation Institute in support of the Performance Review and Scrutiny Committee overseeing the risk review process.
- 1.2 The project has entered the implementation phase after the full fire authority decision on the 24 February 2016.

2 Recommendation

That the Committee considers and approves the findings of the quality assurance assessment of the risk review process.

3 Introduction and Background

- 3.1 Throughout the risk review process the PRSC has been responsible for providing oversight and scrutiny of the governance of this project and has been supported by the Consultation Institute.

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 did add considerable value to our change programme; and ultimately the quality and content of our final proposals.

Hampshire Fire Rescue Service undertook formal consultation for the following reasons:

Inform our stakeholders: Hampshire Fire Rescue Service used the formal consultation process to ensure that those we serve fully understood the proposed changes to their Service.

Improve our proposals: Hampshire Fire Rescue Service have listened 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 **Formal Consultation**

4.1 The Consultation process engaged with as many of its stakeholders as possible.

- The Formal Consultation started on the 14 September 2015 with the website going live, the consultation closed 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, dental practices and libraries.
- There were
 - 4 General Principles Public Forums
 - 5 Public meetings
 - 12 Public Forums
 - 4 Staff forums
 - 7 Stakeholder Forums

These meeting were facilitated by our external provider and assisted in the consultation feedback.

- A mid point review of the consultation process was carried out by the Consultation Institute to assist the PRSC to ensure that the consultation was running to plan and to make any changes if required.

4.2 Post-Consultation

Our external provider analysed all of the consultation feedback and produced a final report that was presented to the Fire Authority in January 2016. The findings of the consultation were considered in the post consultation and helped shape and develop the final proposals that were decided on by Fire Authority on 24 February 2016.

An end stage review was carried out by the Consultation Institute to ensure that the consultation has been run in accordance with best practice standards. This supported PRSC in scrutinising the consultation process and was presented at the PRSC meeting in January

5.0 **Consultation Institute Feedback**

5.1 The consultant conducted six separate interventions, covering

- Scoping
- Project Plan
- Documentation
- Mid-point Review
- Closing Date
- Final Report

At each stage they were satisfied that Hampshire Fire and Rescues service fully met the requirements of the compliance assessment, and accordingly they were able to confirm that the Institute have provide HFRS with their **Certificate of Best Practice** appendix 1 .

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 assisted in that process in developing 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 PRSC were responsible for the oversight and scrutiny of the formal consultation process, to support them the Consultation Institute were commissioned to provide advice, guidance and quality assurance on our processes for engagement and consultation reducing the risk of procedural challenge.

7.3 An independent company ran the formal consultation for the Authority and The Consultation Institute carried out a quality assurance process following the consultation and decision point to confirm due process was followed. These findings will be presented to the PRSC Committee today 19 April 2016.

8 Impact Assessment

8.1 An Impact assessment has been carried out for the proposals this was 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. Their report has shown no additional impacts.

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 Equality Act 2010

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 26 January Risk Review Formal Consultation Consideration Process
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
Appendix 1 Consultation Institute letter and certificate



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HAMPSHIRE FIRE & RESCUE SERVICE
Consultation on Proposed Changes to the
PLANNING ON A SAFER HAMPSHIRE
Quality Assurance Process
Final Assessment
11th March 2016

Dear Dan,

We are now at a position when the Institute is able to finalise its assessment for the consultation you held on the **Safer Hampshire Risk Review consultation**. I have been in contact with Nick Duffin who acted as Adviser on this assignment and we have discussed in detail the extent to which you were able to meet the *best practice* standards adopted by the Institute for the purposes of Quality Assurance.

As part of our process, we have conducted six separate interventions, covering

- Scoping
- Project Plan
- Documentation
- Mid-point Review
- Closing Date
- Final Report

At each stage we were satisfied that you fully met the requirements of the compliance assessment, and accordingly I am now able to confirm that the Institute will be able to provide you with our **Certificate of Best Practice**.

A client is entitled to make this endorsement public, and should you wish to do so, we urge caution and to agree the wording of any Press Release with the Institute office.



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May I thank you for the co-operation you have shown in working with Nick and the Institute and wish you every success in further public engagement and consultation activities.

Best regards,

Elizabeth Gammell (Assessor)
Standards Director, the Consultation Institute
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The
Consultation
Institute

Certificate of Best Practice

This is to confirm that the

Planning on a Safer Hampshire Consultation

Undertaken by **Hampshire Fire & Rescue Service** was subject to the Institute's formal Compliance Assessment process & satisfied its requirements as being compliant with required Standards (as per *The Consultation Charter*)

Nick Duffin (Advisor) **Elizabeth Gammell** (Assessor)

On behalf of the Consultation Institute March 2016

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