

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

18 November 2010

Operational Assessment (OpA) Progress Report

Report of the Chief Officer

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1 Summary

- 1.1 Our first operational self assessment utilising the CLG toolkit was completed in July 2009. It was presented to this Committee in September 2009 prior to being peer reviewed in January 2010. Service Management Team have considered the findings from the peer reviewers' report and compiled an improvement plan to address the key issues identified through this process.
- 1.2 The improvement plan has been incorporated into the Service improvement planning process and the Service Delivery Directorate have taken responsibility for performance managing implementation of the improvements within the plan.
- 1.3 This paper presents the improvement plan to the Committee, and invites them to act as the scrutiny panel to ensure the best practice and improvements identified in the improvement plan are incorporated into service delivery.

2 Recommendations

- 2.1 That the Committee acknowledge the value of the Operational Assessment, which provides the means to drive continuous improvements in service delivery.
- 2.2 That the Committee support this report and act as scrutiny to ensure the actions contained within the associated OpA improvement plan are successfully implemented.
- 2.3 That the Committee expect a progress report from the Service Delivery Directorate in September 2011 following a re-fresh of the self assessment. The report will seek to verify progress within the existing improvement plan and agree the inclusion of any new actions identified through the process.

3 Introduction and Background

- 3.1 HFRS began preparation for OpA in July 2009 and since this time a series of steps have been undertaken. These steps include the production of a self assessment, a peer review of that self assessment by an IDeA (Improvement & Development Agency) led team, and development of an improvement plan to address key points identified by the process that would improve service delivery.
- 3.2 Final amendments were made to the improvement plan following consideration by SMT in July 2010 and it is now being presented to the Committee to agree the recommendations in Section 2 above.

4 Progress to Date

- 4.1 Notwithstanding the formal process to approve the improvement plan, work has already begun on implementing specific actions identified. These include:
- Publishing a community risk intelligence strategy
 - Preparing a data management strategy
 - Evaluating our response standards
 - Reviewing the co responder agreement with South Central Ambulance Service
 - Improving communications with staff to ensure they fully understand changes to how we respond to incidents
 - Simplifying the reporting structure for Health & Safety
 - Reviewing our policy on RDS staff accessing assessment and development centres (ADC's)
 - Implementing an audit process for the workplace assessment programme for operational staff
 - Improving communications with Fire Control staff to ensure they are kept fully updated of developments about the regional control centre (RCC)
 - Increasing our engagement within the Fire Control project

5 Completing the Improvement Plan

- 5.1 The improvement plan contains actions with agreed completion dates up to the last quarter of 2012. However plans are in place to refresh our self assessment through the spring of 2011 as we continually seek opportunities to improve.
- 5.2 Once the self assessment refresh is complete, the Service Delivery Directorate will consider the need to add further actions to the improvement plan and present these to the Performance Review and Scrutiny Committee, along with a progress report in September 2011.

6 Contribution to Corporate Aims and Objectives

6.1 Op A is proving to be a valuable process that is assisting HFRS to drive continuous improvement in service delivery.

7 Risk Analysis

7.1 Use of the OpA process will assure the Performance Review and Scrutiny Committee that current industry best practice is being applied to all aspects of service delivery.

8 Resource Implications

8.1 There are no resource implications associated with this report.

9 People Impact Assessment

9.1 A People Impact Assessment (PIA) was completed for the initial OpA self assessment. There are no significant additional issues arising from the progress set out in this report that need to be brought to the attention of the Committee.

9.2 The proposals within 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.

10 Consultation

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

11 Conclusion

11.1 This paper captures progress made to date by HFRS in the OpA process. The paper proposes scrutiny arrangements to ensure the agreed improvement plan is implemented. This plan will ensure service delivery continues to improve and best industry practice is adopted as set out in the OpA toolkit.

Background Information (Section 100D of Local Government Act 1972)

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.

file reference/21/7/10