

## Appendix 1 - HMICFRS briefing note for all LFRS staff

- **Her Majesty's Inspectorate of Constabulary's (HMIC) remit was extended in July 2017 to include inspections of fire and rescue services** in England, as part of the Government's fire service reform agenda. It is now called Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).
- **This year will see the first inspection programme of fire and rescue services.** They will assess and report on the efficiency, effectiveness and leadership of the 45 fire and rescue services in England.
- **Inspections look at how well fire and rescue services prevent, protect against and respond to fires and other emergencies** and how well they look after the people who work for the service.
- **LFRS will be inspected in summer 2018** in the first tranche of 15 fire and rescue services to be inspected. This will follow the pilot inspections of Staffordshire, West Yorkshire and Suffolk in spring 2018.
- **The HMICFRS is designed to help assist fire and rescue services improve** and to give the public a comprehensive report on each service's performance from an independent perspective.
- **Police forces in England have been inspected by the HMICFRS now for several years** and the inspection programme is embedded into their core working practices.
- **A newly formed corporate planning team (based at SHQ) will be responsible for the collation and communication of our evidence**, in order to prepare LFRS for the transition to HMICFRS. They will be the direct link between LFRS and the HMICFRS and will provide support to LFRS staff pre and post inspection.
- **This isn't a one off inspection.** The Inspectorate programme will be a permanent process in the future designed to help fire and rescue services improve. Inspections will be carried out every two to three years and thematic inspections may be carried out in between, on specific areas or when there's been a major incident such as Grenfell.
- **Please visit the HMICFRS website** <https://www.justiceinspectores.gov.uk/hmicfrs>
- if you wish to read more about the inspection teams and the work they do.

### How will the inspections affect you and when will we be inspected?

- **LFRS is currently undertaking a self-assessment of the organisation**, which will be provided to the HMICFRS inspection team prior to their visit. It will identify our strengths and

weaknesses as an organisation and our evidence in response to three core questions based on effectiveness, efficiency and leadership.

- **Staff can view this draft self-assessment [here](#)** and any thoughts on it would be welcomed by the corporate planning team.
- **The inspectors will visit LFRS for a fieldwork week as part of the inspection process.** Evidence supplied in our self-assessment will be reality checked across all areas of LFRS.
- **LFRS will not be given prior notice** of where the inspectors will visit during this week.
- **All staff must be prepared to be involved and engage with the inspectors** should they arrive at their place of work during the week. The inspectors will hold focus groups and interviews with various departments and staff at any level of the organisation.
- **Staff may also be asked to complete questionnaires or surveys prior to the HMICFRS visit.** It is important that these are completed, as they are designed to give the inspection team an in-depth view of how frontline staff feel and will help shape their topics for discussion during the visits.
- **It is extremely important that staff are open and honest throughout the process.** However, we do ask that any feedback is constructive and communicated in a professional manner. It is also important to remember that the inspection is focused on LFRS performance and not focused on issues being debated nationally that LFRS cannot resolve locally.
- **The HMICFRS will also ask our partners and the public for their views** on LFRS performance.
- **The inspectorate could attend meetings or briefings prior to the inspection,** to observe how meetings are held and the topics being discussed.
- **All staff should be prepared to be visited or contacted by the HMICFRS inspection team,** regardless of their role or locations within the service, and to answer questions on the organisation.
- **It must be stressed that the HMICFRS is not here to catch us out.** It is not a process to identify flaws within the organisation; its aim is to help fire and rescue services improve and give the public an open and honest perspective on our performance and how we deliver a value for money service to them.
- **Over the coming months the corporate planning team will keep staff informed about the inspection programme.** The HMICFRS inspection teams are still being established and the exact process being designed, so at this stage there remains some uncertainty around the full details.
- **Please contact SM Ian Armistead or WM Alex Shaw on 6937 or 6938** if you have any questions on the HMICFRS in the meantime,