

Protecting local
communities

HMICFRS Inspection Report

CFB Improvement Plan 2023/24 onwards

January 2023

Introduction

In January 2023 HMICFRS issued their Inspection Report of Cleveland Fire Brigade for 2021/22. The Report followed Cleveland Fire Brigade's 'Round Two' Inspection which took place over the period May to Jul 2022.

The Inspection aimed to answer three main questions.

- How effective is the fire and rescue service at keeping people safe from fire and other risks
- How efficient is the fire and rescue service at keeping people safe from fire and other risks
- How well does the fire and rescue service look after its people

For each question a graded judgement is applied of either outstanding, good, requires improvement or inadequate with good being the expected graded judgement for all fire and rescue services.

Cleveland Fire Brigade was graded good for all three questions and all underpinning sub questions.

We were pleased to see that the Inspection team recognised those things we do well (our strengths) and there are many of these detailed throughout the report. However, the Report set out some areas for improvement and as we strive to be an outstanding fire and rescue service, it is important that we capture and address these within our improvement planning processes. Therefore, this Improvement Plan sets out those 'Areas for Improvement' identified by the HMICFRS Inspection team. It also presents actions that reflect those things in the report that we should monitor over the next couple of years to ensure that we maintain our 'good' status.

Effectiveness



Understanding Risk

Areas for Improvement

- None

Prevention

Areas for Improvement:

- SSC 14.1: progress our Programme of Quality Assurance
Compliance Audits aligned to each of the Prevention Activities
Page 11

Protection

Areas for Improvement

- None

Emergency Response

Areas for Improvement

- SSC 110.1: improve the way we that we plan and carry out familiarisation visits by operational crews at high-risk premises
Page 19

National Resilience

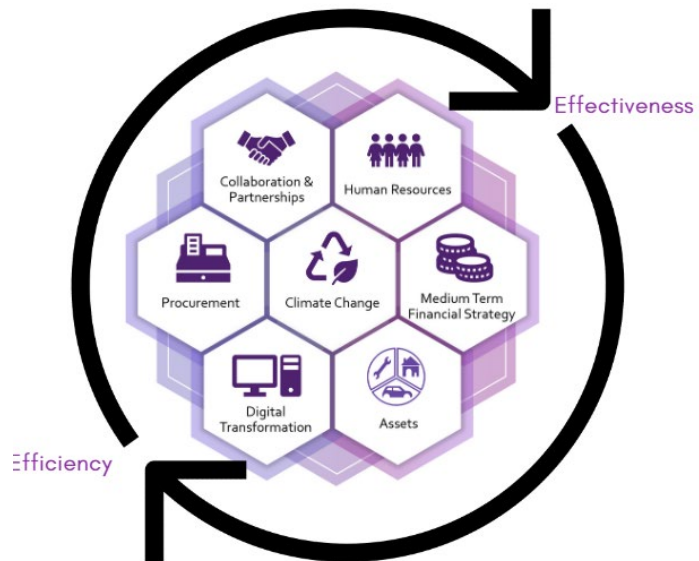
Areas for Improvement

- None

Areas to monitor as identified within the Report

- SSC 109.1: ensure capacity and competencies of Fire Engineering staff Page 17
- SSC 111.1: provide more training for control staff on how to handle calls from people who do not understand English Page 21
- SSC 112.1: implement plans for Cross Border Exercising Page 24

Efficiency



Using Resources to Manage Risk

Areas for Improvement

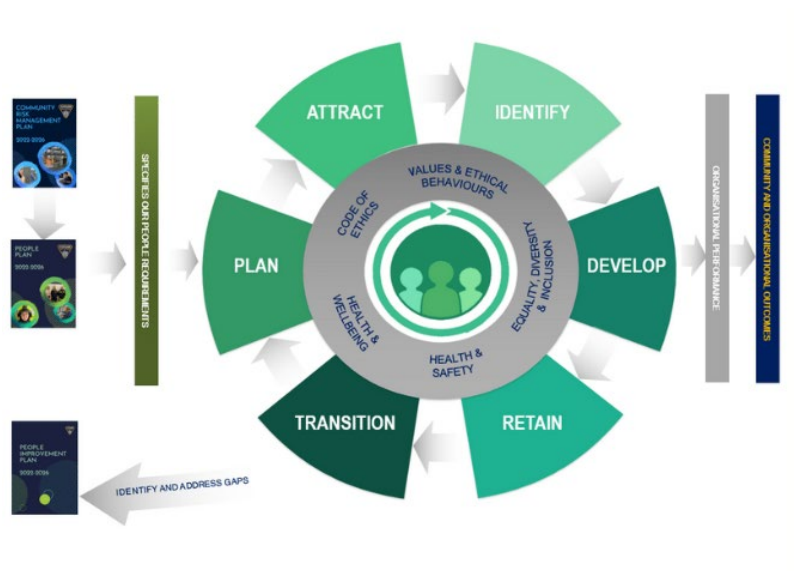
- ESR1.1: ensure we effectively monitor, review, and evaluate the benefits and outcomes of any collaboration Page 28

Affordable Ways of Managing the Risks Now and in the Future

Areas for Improvement

- None

People



Promote Values and Culture

Areas for Improvement

- None

Training and Skills

Areas for Improvement

- PPP 113.1: ensure the system to record and monitor operational staff competence is aligned to its policy for maintaining skills and knowledge Page 40

Fairness and Diversity

Areas for Improvement

- None

Leadership and Capability

Areas for Improvement

- None

Areas to monitor as identified within the Report

- PPP 104.1: review the Independent Cultural Report relating to London Fire Brigade and consider outcomes from HMICFRS Inspection Report 2021/22 Pages 37, 43. Produce recommendations to address any cultural and EDI gaps in our current arrangements.
- PPP 105.1: review access arrangements to occupational health services Page 38
- PPP 106.1: review staff confidence levels in Health and Safety Page 38
- ESR 32: replace all PPE Fire Kit including a managed kit washing service Page 39
- PPP38.2: continue to implement our staff engagement strategy Pages 42, 43
- PPP 114.1: continue to identify the barriers to the recruitment and retention of staff from under-represented groups Page 44
- SPR21: review development and recruitment, selection and promotion arrangements with a view to ensuring we establish an internal pipeline of talent to middle and senior positions Page 44