

PFCC and FRS Inspection response record

Version: Sept 24

FRS	Staffordshire																																							
Police, Fire and Crime Commissioner	Ben Adams																																							
Chief Fire Officer	Rob Barber																																							
Title of inspection	FRS assessment 2023-25 Staffordshire																																							
Published Date	18 th September 2024																																							
Inspectorate	 <p>His Majesty's Inspectorate of Constabulary and Fire & Rescue Services</p>																																							
Summary of inspection	<p>This inspection contains the third assessment of the service's effectiveness and efficiency, and how well it looks after its people. The service is measured against 11 areas and given a grade for each. Principal Findings are as follows:</p> <ul style="list-style-type: none"> • The service is outstanding at responding to major and multi-agency incidents, and works actively with partners to take pre-emptive action to prevent incidents from occurring. • The service's falls response and home from hospital teams, run in collaboration with Staffordshire and Stoke-on-Trent Integrated Care Board, supports vulnerable members of the community and reduces unnecessary use of health services. • The service has improved its culture at all levels of the organisation, and we found that staff were comfortable challenging and reporting unacceptable behaviour. • The restructured prevention and protection departments now target people and premises most at risk of fire and other emergencies, though it is too early to know if these changes will provide a consistently good service. • A shared equality, diversity and inclusion service with Staffordshire Police will provide more capacity for this work, but there is more to be done to make sure staff understand the benefits of it. 																																							
Grade	<table border="1"> <thead> <tr> <th>Outstanding</th> <th>Good</th> <th>Adequate</th> <th>Requires improvement</th> <th>Inadequate</th> </tr> </thead> <tbody> <tr> <td>Responding to major incidents</td> <td>Understanding fire and risk</td> <td>Preventing fire and risk</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Responding to fires and emergencies</td> <td>Public safety through fire regulation</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Best use of resources</td> <td>Promoting fairness and diversity</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Future affordability</td> <td>Managing performance and developing leaders</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Promoting values and culture</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Right people, right skills</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Outstanding	Good	Adequate	Requires improvement	Inadequate	Responding to major incidents	Understanding fire and risk	Preventing fire and risk				Responding to fires and emergencies	Public safety through fire regulation				Best use of resources	Promoting fairness and diversity				Future affordability	Managing performance and developing leaders				Promoting values and culture					Right people, right skills							
Outstanding	Good	Adequate	Requires improvement	Inadequate																																				
Responding to major incidents	Understanding fire and risk	Preventing fire and risk																																						
	Responding to fires and emergencies	Public safety through fire regulation																																						
	Best use of resources	Promoting fairness and diversity																																						
	Future affordability	Managing performance and developing leaders																																						
	Promoting values and culture																																							
	Right people, right skills																																							

Recommendations	
Areas for improvement	1. The service should make sure all staff understand how to identify vulnerability and safeguard vulnerable people.
	2. The service should make sure it has an effective quality assurance process, so staff carry out audits to a consistent standard.
	3. The service should make sure all staff understand the benefits of equality, diversity, inclusion and positive action and their role in promoting them.
	4. The service should make sure it has robust processes in place to carry out equality impact assessments and review any actions agreed as a result
	5. The service should put in place an open and fair process to identify, develop and support high-potential staff and aspiring leaders.

Police, Fire & Crime Commissioner's initial response

Ben Adams is delighted with the most recent HMICFRS inspection report for Staffordshire Fire and Rescue Service. The Inspectorate noted improvement across the board in the 11 areas inspected. This included an outstanding grading for dealing with major incidents and a recognition of the fantastic work they do with the NHS assisting with community falls response and home from hospital service.

This result is down to really hard work by every member of staff, every firefighter, every volunteer and the leadership team at Staffordshire Fire and Rescue. I'll be continuing to support them and providing the resources that the public expect in order to maintain this high level of service and continuing to keep Staffordshire safe.

Chief Fire Officer's response

The latest His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) report has graded Staffordshire Fire and Rescue Service as outstanding at responding to major and multi-agency incidents.

The report follows a full inspection during Spring this year in which inspectors graded us against 11 areas, the majority of which were graded as Good. The inspectors state we have made progress since their last inspection and highlight ten areas where they have seen improvements.

Two areas of promising practice were highlighted, one was the area in which we received our outstanding grading and this was how we work well with the Civil Contingencies Unit to provide a preventative and a reactive response to multi-agency or major incidents. The second was our work with the NHS for our falls response and home from hospital services.

We are very pleased to receive such a positive report and to receive an outstanding grading for our response to major incidents is fantastic. Our staff work tirelessly to work towards our vision of 'making Staffordshire the safest place to be,' and to see that hard work recognised in this report is very encouraging.

It is important to us that the inspectorate stated that we are good at promoting the right values and culture, this is really key to us as our people sit at the heart of our organisation and everything we do. It will also be welcome news to our communities that the report states we represent value for money for the public.

Police, Fire & Crime Commissioner's overall comments

I am delighted that the improvements I have seen in Staffordshire Fire & Rescue through my regular performance monitoring have been recognised by His Majesty's inspectorate. Performing at this high standard is down to the hard work and dedication of our firefighters, staff and senior leaders.

A key priority in my refreshed Fire & Rescue Plan is for the service to use its expertise to support other areas of demand, such as health, so it is particularly pleasing to see the falls trial highlighted as best practice.

This report is a significant step forward by the service. I will continue to monitor their performance on behalf of our communities to ensure this momentum is maintained.