

## Annex A - HMICFRS Fire and rescue service inspection methodology

| How effective and efficient are the Fire and Rescue Service (FRS)?                                     |  |
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| Core   | Sub-diagnostic   |
|  | <p>1.1.1 How well does the FRS engage with the local community to build up a comprehensive risk profile?</p> <p>1.1.2 To what extent does the FRS use information from other sources (e.g. health and social care data, population and demographic data) to build the risk profile?</p> <p>1.1.3 How well does the FRS define the level of community risk, including those communities most at risk, hard to reach, hidden (e.g. unscrupulous landlords, overcrowded dwellings) or affecting the most vulnerable people?</p> <p>1.1.4 To what extent does the FRS undertake regular liaison with relevant bodies to ensure a common understanding of risk, including fire standards and requirements?</p> <p>1.1.5 To what extent are the results of preventative or protective activity used to ensure a common understanding of risk?</p> <p>1.1.6 How well does the FRS identify and assess current, emerging or future changes in the risk of fire and other risks?</p> <p>1.2.1 To what extent is preventative activity, such as the Home Fire Safety Check programme, focused on those most at risk?</p> <p>1.2.2 How well does the FRS raise awareness and campaign to prevent fires and promote community safety?</p> <p>1.2.3 What progress has the FRS, with partners, achieved in preventing fires and keeping people safe?</p> <p>1.2.4 How well does the FRS work with partner organisations to promote road safety and reduce the numbers killed and seriously injured on the roads?</p> <p>1.2.5 How well does the FRS work with partners to tackle fire setting behaviour and support the prosecution of arsonists?</p> <p>1.3.1 To what extent is enforcement and inspection based on risk?</p> <p>1.3.2 To what extent is a systematic, consistent and robust Fire Safety Audit undertaken by FRS staff?</p> <p>1.3.3 How well is information on risk communicated throughout the FRS?</p> <p>1.3.4 How well does the FRS take enforcement action against those who fail to comply with fire safety regulations?</p> <p>1.3.5 How well does the FRS work with other enforcement agencies to share information on risk and take joint enforcement action (e.g. local authority licensing, building control and trading standards officers)?</p> <p>1.3.6 To what extent is the FRS working in partnership to reduce the burden of unwanted fire signals?</p> <p>1.3.7 To what extent does the FRS engage with local business or large organisations to share information and expectations on compliance with fire safety regulations?</p> <p>1.4.1 To what extent does the FRS provide a proportionate response to incidents on the basis of risk and vulnerability?</p> <p>1.4.2 How well does the FRS communicate information about risk and vulnerability?</p> <p>1.4.3 How well does the FRS command fire service assets at incidents?</p> <p>1.4.4 How well does the FRS identify vulnerability and safeguard vulnerable people at incidents?</p> <p>1.4.5 How well does the FRS communicate information about incidents to the public?</p> <p>1.4.6 To what extent are consistent, rigorous and open systems in place to evaluate operational performance and make operational improvements?</p> <p>1.4.7 How well does the FRS exchange learning with other FRSs, including learning from national incidents?</p> <p>1.5.1 To what extent has the FRS established arrangements to be able to supplement resources in the event of extraordinary need, such as a flood, or a major incident?</p> <p>1.5.2 How well has the FRS established site specific response plans for high risk premises?</p> <p>1.5.3 To what extent has the FRS demonstrated it is interoperable with other FRSs to ensure an effective and efficient cross-border response?</p> <p>1.5.4 To what extent does joint training and joint exercising help the FRS to plan for and test arrangements for dealing with major multi-agency incidents?</p> <p>1.5.5 How well prepared is the FRS to form part of a multi-agency response to a community risk identified by the local resilience forum, including a marauding terrorist attack?</p> |
| <p><b>1. How effective is the FRS at keeping people safe and secure from fire and other risks?</b></p> | <p><b>1.1 How effective is the FRS at responding to fires and other emergencies?</b></p> <p><b>1.2 How effective is the FRS at protecting the public through the regulation of fire safety?</b></p> <p><b>1.3 How effective is the FRS at responding to fires and other emergencies?</b></p> <p><b>1.4 How effective is the FRS at responding to national risks?</b></p>   |
| <p><b>2. How efficient is the FRS at keeping people safe and secure from fire and other risks?</b></p> | <p><b>2.1 How well does the FRS use resources to manage risk?</b></p> <p><b>2.2 How well is the FRS securing an affordable way of managing the risk of fire and other risks now and in the future?</b></p>   |
| <p><b>3. How well does the FRS look after its people?</b></p>  | <p><b>3.1 How well does the FRS promote its values and culture?</b></p> <p><b>3.2 How well trained and skilled are FRS staff?</b></p> <p><b>3.3 How well does the FRS ensure fairness and diversity?</b></p> <p><b>3.4 How does the FRS develop leadership and capability?</b></p>   |