

## Annex 2 - Avon Fire and Rescue Service

In 2018, Avon Fire and Rescue Service received similar outcomes from the first inspection to SFRS.

HMICFRS identified three causes of concern:

- Avon FRS isn't doing enough to keep the public safe through regulation of fire safety. Its risk-based inspection programme is entirely reactive, as its inspection department doesn't have enough staff.
- Avon FRS isn't looking after the wellbeing and mental health of its staff effectively. It hasn't clearly communicated to staff the new values and how to demonstrate these values in the workplace.
- Avon FRS has recently carried out a cultural review and has a plan in place to improve its organisational culture. But it should act immediately to change staff behaviours. It should also make sure all staff understand equality, diversity and inclusion principles and that this a routine part of behaviour across the whole organisation.

### 2021 Inspection

HMICFRS said that "since its last inspection of Avon Fire and Rescue Service in 2018, the service had made good progress. This includes increasing the number of staff working in fire prevention, responding well to fires and major incidents, and improving support for staff's mental and physical wellbeing". However, the inspectorate said further changes are needed – including ensuring all staff have the right training to do their job and updating IT systems.

The service gathers data regularly and has access to a range of data sets. But it doesn't use this effectively. For example, the way it gathers and maintains risk information should be improved. And the service needs to make sure that lessons from operational activities are learned by firefighters".

### Avon FRS pillar grading comparison

Pillar	2018	2021
Effectiveness	Requires improvement	Requires improvement
Efficiency	Requires improvement	Requires improvement
People	Inadequate	Requires improvement

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