



LONDON FIRE BRIGADE

Report title

Independent Operational Assurance Remit Report: Review of Control

Report to

Date

**Commissioner's Board
Deputy Mayor's Fire and Resilience Board
London Fire Commissioner**

13 January 2022

8 February 2022

Report classification:

For Decision

The subject matter of this report deals with the following LFB strategic priorities

Delivering excellence

LFB has set out and agreed a comprehensive Transformation Programme with the intention to improve overall service delivery for the people of London.

The decisions in this paper support the creation and implementation of a robust assurance and risk framework with an additional layer of assurance on this risk critical area of the organisation provided by the Independent Operational Advisor.

Report number – LFC-0649, FRB-277

For Publication

PART I – NON-CONFIDENTIAL FACTS AND ADVICE TO THE DECISION-MAKER

Executive Summary

As part of its response to the recommendations of the Grenfell Tower Inquiry (GTI) and Her Majesty's Inspectorate of Constabulary & Fire and Rescue Services (HMICFRS), London Fire Brigade (LFB) commissioned the services of an Independent Operational Assurance Advisor (IOAA), Alasdair Hay to provide independent assurance on a range of operational areas.

The next item for assurance set out within the IOAAs work plan (presented to Commissioner's Board 07 April 2021) relates to a review of Control. This report proposes the remit for fieldwork relating to the review of Control as described within the work plan.

Recommended decisions

For the London Fire Commissioner

That the London Fire Commissioner approves the areas of assurance proposed within the Independent Operational Assurance Remit Report for investigation during the next phase of fieldwork commencing Quarter 4 2021/22.

For the Deputy Mayor for Fire and Resilience

That the Deputy Mayor for Fire and Resilience notes the report.

5. Introduction and background

This paper outlines the proposed fieldwork remit for Alasdair Hay, IOAA, Q4 2021/22. It is intended to ensure that the work carried out reflects the risk critical improvement priorities of LFB in response to the GTI and HMICFRS report recommendations and that this work fits appropriately within the overall business assurance framework for the Brigade.

The next area of assurance as outlined within the IOAA's work plan, presented to Commissioners Board 7 April 2021, relates to a review of Control. The lead department responsible for this area of the work plan is the Assistant Commissioner for Operational Resilience and Control.

2. Objectives and expected outcomes

Review of Control remit

2.1 Following a period of transformational change in the approach to developing and assuring Control capability and competence, review the following;

- Workforce planning in Control, through to the recruitment and selection of trainees
- The training and wider support provided to new trainees at Control
- Whether or not DaMOP is embedded and working within the Control environment – enabling sufficient time for this to be undertaken, demonstrating tangible improvement
- The effectiveness of the Fire Survival Guidance (FSG) training inputs for Control personnel
- Quality assurance process for assuring calls handled by Control
- How training competence is assured within Control

- Incident debriefing processes and the link to Control and organisational-wide operational learning
- The value of Control competent secondees in the delivery of a new mobilising system and other Control Information Technology (IT) system needs.

3. Equality comments

- 3.1 The LFC and the Deputy Mayor for Fire and Resilience are required to have due regard to the Public Sector Equality Duty (section 149 of the Equality Act 2010) when taking decisions. This in broad terms involves understanding the potential impact of policy and decisions on different people, taking this into account and then evidencing how decisions were reached.
- 3.2 It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.
- 3.3 The protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), race (ethnic or national origins, colour or nationality), religion or belief (including lack of belief), sex, and sexual orientation.
- 3.4 The Public Sector Equality Duty requires decision-takers in the exercise of all their functions, to have due regard to the need to:
- eliminate discrimination, harassment and victimisation and other prohibited conduct
 - advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it
 - foster good relations between people who share a relevant protected characteristic and persons who do not share it.
- 3.5 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic
 - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it
 - encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

- 3.6 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- 3.7 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
- tackle prejudice
 - promote understanding.
- 3.9 There are no significant equality impacts arising from the work-plan proposal for the Independent Operational Assurance Advisor.

4. Other Considerations

Workforce comments

- 4.1 The decisions in this report make no changes to the existing workforce.

Sustainability comments

- 4.2 For this report, there are no decisions that would impact on sustainability.

Procurement comments

- 4.3 For this report, there are no decisions that would require new procurement activity.

5. Financial comments

- 5.1 This report considers work prioritisation and makes recommendations to the work plan for the Independent Operational Advisor. There is no direct financial implication for this report. Funding has been previously authorised for the IOAAs work plan via Commissioners Board.

6. Legal comments

- 6.1 Under S327A(2) of the Greater London Authority Act 1999 (GLAA), the London Fire Commissioner (the "Commissioner") is established as a corporation sole with the Mayor appointing the occupant of that office.
- 6.2 Section 1 of the Fire and Rescue Services Act 2004 (FRSA) states that the Commissioner is the fire and rescue authority for Greater London.
- 6.3 By S327A(7) GLAA the Mayor of London must hold the London Fire Commissioner to account for the exercise of the Commissioner's functions. Under S 327D of the GLAA the Mayor may issue to the Commissioner specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.
- 6.4 In light of the Grenfell Tower Inquiry Phase 1 Report the Home Secretary exercised powers under S26 FRSA to require LFB to provide reports and information.

- 6.5 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) is the statutory inspector of the London Fire Commissioner (LFC) with a duty to inspect and report on LFC under S28 FRSA. HMICFRS is an inspectorate, and has powers to secure information, but no powers to give orders for change. It is for the London Fire Commissioner, subject to the oversight arrangements in place from the Mayor, Deputy Mayor, Greater London Assembly and Home Secretary, to take action as a result of HMICFRS's recommendations.
- 6.6 The Portfolio Board provides internal scrutiny and assurance of agreed actions in response to the GTI and HMICFRS recommendations.
- 6.7 The Independent Operational Assurance Work plan was developed as part of the LFB's response to the Phase 1 Report of the GTI and to the HMICFRS report.

List of Appendices

Appendix	Title	Open or confidential
1.	None	

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:

Drafting officer

Deputy Assistant Commissioner Philip Morton has drafted this report and confirms the following:

Director

Director for Transformation – Fiona Dolman has reviewed the documentation and is satisfied for it to be referred to Board for consideration.

Advice

The Finance and Legal teams have commented on this proposal.

Thomas Davies - Legal Advisor, on behalf of General Counsel (Head of Law and Monitoring Officer).

David O'Sullivan - Financial Advisor, on behalf of the Chief Finance Officer.