

Item Number	Item 3 – Paper 1
Title of Paper	Chairs’ Report and General Progress
Decision or Information	For information
Date of Meeting	9 December 2020
Presented by	Chair and CPO
Attachments	Appendix A – Quality Assurance procedure (slides)

Summary

This paper provides the Board with a summary of general activity relating to the Board and Fire Standards. It includes information on:

- Chairs’ meetings and presentations;
- Quality Assurance procedure (presentation of slides at the meeting); and
- Website user testing update.

The Board is asked to note the contents of the report

Chairs’ Meeting and Presentations

The Chairs have met with a number of stakeholders including:

Meetings:

- London Fire Brigade Senior Management Team;
- Home Office - Head of Fire Strategy and Reform Unit and team;
- Core Code of Ethics feedback with NFCC Lead CFO Becci Bryant and LGA Lead Gill Gittins; also meeting with the Minister with others on the Core Code of Ethics;
- Community Risk Management Planning Fire Standard meeting with NFCC Lead CFO Phil Loach;
- Meeting with NFCC Chair Roy Wilsher;
- Meeting with incoming NFCC Chair - Mark Hardingham; and
- HMICFRS quarterly meeting.

Further meetings planned:

- Meeting with the Minister; and
- Prevention Fire Standard with NFCC Lead – CFO Neil Odin.

Presentations:

- NFCC Autumn Conference
- NFCC Council Meeting

Quality Assurance

A presentation on the quality assurance approach will be given at this meeting (the presentation slides are at Appendix A).

Quality Assurance (QA) is part of the Fire Standards development process. The QA framework has been developed based on the successful model used to develop National Operational Guidance. The intention is to pilot the QA process on the Fire Standards that are due to be signed off by the Board at this meeting (Emergency Response Driving and the three Operational Response Fire Standards).

The purpose of the QA process is to ensure that the development process has been correctly followed for each Fire Standard. The outcome of the QA process will be a short QA report that will be shared with the Board either at a meeting or via email.

Website User Testing

In accordance with the Board's request, user testing of the new pages of the Fire Standards Board's website has been done. The objectives of the test were to identify the following:

- How easily a user could navigate the site to find the Fire Standards;
- If the language used on the website is appropriate for different users considering their role and/or their interest in a specific Fire Standard; and
- If there were improvements that could be made either in navigation of the site or in the language used.

Twenty users of varying levels of authority and interest in the Fire Standards were invited to complete the testing. They were provided with a number of tasks and asked to complete a survey which asked questions about their experience in using the new pages within the website.

Key themes from the feedback included:

- General navigation
 - **100%** users were able to navigate to and from the activity framework easily
 - **90%** of users liked the layout of the website and agreed that it was easy to navigate the website to find the Fire Standards
 - **80%** users found that the predictive text function within the search bar was a useful tool to find the standards they wanted
- Language
 - **90%** users found the language on the website clear and engaging

- **100%** of users said the language used was concise and agreed that there was enough information provided about the Fire Standards which was catered to their individual role and/or interest
- General improvements
 - Several users commented that the layout on the computer worked well, however the formatting of the standards when accessed on a smartphone could be improved.
 - Some users commented that although navigation was easy, fewer clicks to access the Fire Standards could be reduced.
 - One user suggested that the use of red font across the website should be reduced to assist those with poor vision.

ITEM 3 – PAPER 1 – APPENDIX C



NFCC

Fire Central
Programme Office

NFCC Quality Assurance

Quality and Standards Team

November 2020

Fire Standards Development Process



Fire Standards Development Process



Research, Development and Drafting includes:

- Scoping
- Research
- Stakeholders
- Communications planning
- Drafting
- Peer Review
- Consultation



NFCC generating “trusted products”

Programme, Project and Fire Standards

Planning

Delivery

Implementation

Closedown

Benefits realisation

Quality Assurance



Trusted
Products
and Fire
Standards



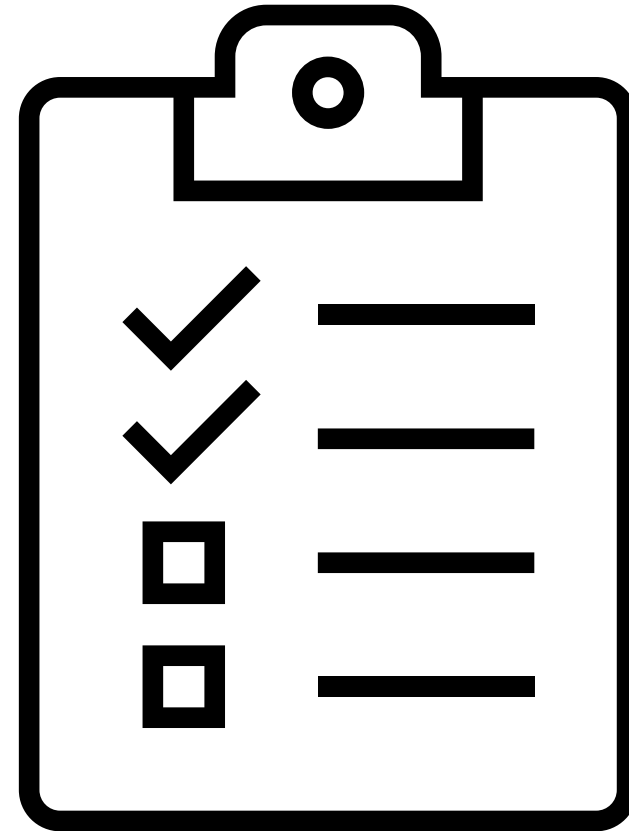
Common reasons why projects fail

- Scope changes
- Lack of alignment of stakeholders
- Design of end product
- Unclear governance and accountability
- Project control and inexperienced leadership
- Inadequate procurement and faulty contract management
- Insufficient resources, whether human or financial
- Over ambitious cost and schedule



How will we assure?

- Fire Standards Delivery Plans
- Commissioning Briefs
 - Clarify Board expectations
 - Clarify scope
 - Clarify roles and responsibilities
- Clarifying and agreeing timelines
- Development guidance and style guide
 - Consistency
- Developing relationships with NFCC Lead Officers
 - Support and guidance from within the CPO
- Ongoing internal quality “audits”
- Final external quality assurance check



Process Assurance



- ✓ Has the “production” process been followed?
- ✓ Checks can be done during the process
- ✓ Possible to stop the process and amend “on-the-go” to avoid product failure



Product testing



- Does it work?
- Fit for purpose or use?
- Meet customer need?

- ✓ Check on the product = benefits realisation
- ✓ Fire Standards Periodic or dynamic review
- ✓ Monitor feedback (HMI etc)





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Thank you and any
questions

