

FRS Operational assessment peer review

Why the peer review was requested

“We volunteered for this as we see this as an opportunity to develop further our self awareness. We are open to change and have a motivation to do so. OpA gives us the opportunity to demonstrate this and learn from the experience.”

Vij Randeniya, CFO West Midlands Fire Service (Pilot review March 2009)

IDeA corporate peer review is achieving success and meeting objectives

“The OpA peer review team were a very professional group who gave us useful professional judgements. Positives were found and commented upon. Areas for consideration were identified and commented upon. Both of the above were 'spot on' and the review added value to Bedfordshire & Luton FRS

The review was good because it was the judgement of professional colleagues; both fire service and local government, and added value. It was not a 'tick box' assessment like some others.....OpA peer review was the most valuable review of the service that we have had as it looks at the service we deliver to our communities.”

Graeme Smith, acting CFO, Bedfordshire & Luton Fire and Rescue Service

IDeA's Operational Assessment Peer Review is a catalyst for change

“It shone a light on certain aspects of our development and has added even more impetus to our already strong drive for improvement. The biggest impact has been the confirmation that our employees are buying in to our ambition to achieve excellence and understand their role in that; this has encouraged us to increase the pace of change still further.”

Brian Tregunna, CFO, Derbyshire,

On the impact of the peer review on the FRS's improvement activity

“In the longer term the self assessment will help the organisation to be increasingly self aware, which is positive. This understanding will influence the service plan, create development on the service's continuing improvement and positively influence the wide variety of documents and reviews LFB is involved in.”

Ron Dobson, Commissioner, London Fire Brigade