

Roy Wilsher OBE QFSM
HM Inspector of Constabulary
HM Inspector of Fire and Rescue Services
By email: roy.wilsher@hmicfrs.gov.uk

28 February 2023

Dear Roy,

HMICFRS Inspection of North Yorkshire Fire and Rescue Service

I welcome the latest assessment by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) of North Yorkshire Fire and Rescue Service's (NYFRS) effectiveness, efficiency and how it looks after its people. The report is an independent and rigorous assessment which I can use to ensure NYFRS becomes an Outstanding Service. I am committed to our success, and I am confident that we are already on our journey to achieving this.

I was pleased that North Yorkshire Fire and Rescue Service were recognised as being good at keeping people safe, preventing fires and other emergencies and good in their response to major and multi-agency incidents.

I want to start by making it clear that there has been considerable progress and improvements since the full inspection;

- I appointed an inspirational Chief Fire Officer and Deputy Chief Fire Officer who have in turn built a new Strategic Leadership Team. I am very confident that together, we will lead the Service into a strong and sustainable future, focused on the safety of our communities and valuing our people.
- We have worked closely with the Inspectorate since their visit to demonstrate that every penny of the public's money has been applied wisely, and that financial planning is sound.
- As Commissioner, I know the Service has been underfunded for a generation, and I have negotiated hard and been successful with central government for fairer funding for our Fire Service, and I will continue to make the case.

Together, the Chief and I have already implemented a rigorous ongoing programme of improvement. The Chief also put into place immediate plans to address the two causes of concern raised and when the inspection team revisited on 30 January 2023 to review early progress made against each of the causes of concern. I am delighted to say that their feedback, on the 9 February, was positive and they reported that significant improvements were clearly evidenced and recognised. The inspection team indicated that they would like a further visit in six months to check progress with a shared expectation that some of the recommendations be closed, I welcome this.

North Yorkshire Fire & Rescue Service is transforming and modernising, to become an exemplary Service. Fresh thinking and brave decisions are being made. For example, through the community risk

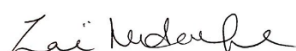
profile the Service now properly understands the likelihood and severity of fires, road traffic collisions, water related incidents, and other emergencies and the root causes of risk which result from age, deprivation, and other factors. This informed the development of a new Risk and Resource Model, which looked at the way North Yorkshire Fire and Rescue Service would seek to deploy its people, equipment, and resources, based on the most extensive study ever undertaken of community risk assessment across North Yorkshire and York. Following consultation with the public, I made the decision in September 2022 to implement the Risk and Resource Model that will continue to keep the public safe whilst enabling increased prevention and protection work across communities, permanent investment into prevention and protection teams and improve the availability of On-call fire engines in rural areas.

The Chief Fire Officer and I are united in our focus on the Inspectorate's findings in relation to the way the Service treats its own people. We are already driving forward necessary improvements, so that we build a more inclusive working culture. For example, we are investing to improve how we look after our people and the environment in which they work. I expect North Yorkshire Fire and Rescue Service to be an employer of choice with a clear people focus that develops leadership, integrity, and inclusivity, and I will be monitoring the progress that is fundamental to this aim, as part of my scrutiny and the delivery of my Fire and Rescue Plan.

Prevention work will be further strengthened by investment in 2023 with an increase in roles which tackle the root causes of danger to communities and deliver targeted activities to help stop emergencies from happening. This is in line with the priorities in my Fire and Rescue Plan.

I am assured by a robust action plan and commitment from the Chief Fire Officer to address all areas of improvement. I will continue to hold the Service to account for delivery.

Yours sincerely



Zoë Metcalfe
North Yorkshire Police, Fire and Crime Commissioner