HMICFRS Update

April 2024

Cause of Concern review
(Open actions – Complete archived)

NORTH YORKSHIRE FIRE & RESCUE SERVICE

Recommendation/Action	Proposed changes to actions	Baseline due date	Proposed new date	Accountable owner
2.1 CofC 1 Rec 2				
1 Provide a roadmap for implementing the findings of the EnableNY gateway review, addressing the points raised in the CoC	A full review of the effectiveness and efficiency of enabling services is commencing in July 2023. This will cover service catalogues, operating models, governance and financial controls. The report produced will contain a number of proposals to be acted on by governance boards and an implementation plan produced for the chosen option. An effort recording exercise is showing the relative split in time spent by the enabling services where the target is an 80:20 split. (see notes section for updates on Business Case)	31/12/22	April 2024 Awaiting final report Outcome. Expected April 2024	Enable ACO

Cause of Concern review
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NORTH YORKSHIRE FIRE & RESCUE SERVICE

Recommendation/Action	Proposed changes to actions	Baseline due date	Proposed new date	Senior Responsible Owner
3.2 CofC 2 Rec 1				
5 Develop a FRS workforce plan (MTPP)	Develop a FRS workforce plan in line with the Medium-term financial plan and risk and resource model recommendations to ensure sustainability of the Service. Informed by workforce data e.g MTPP (Succession plan), Monthly strength and establishment report, Data pack and action plan, Recruitment plan and assured by Governance boards.	31/03/23	Workforce plan received- QA required. Awaiting working time directive update which links to 3.2 rec 3	Head of People Services

Cause of Concern review

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NORTH YORKSHIRE FIRE & RESCUE SERVICE

Recommendation/Action	Proposed changes to actions	Baseline due date	Proposed new date	Senior Responsible Owner
3.2 CofC 2 Rec 2				
	New Action 3 and re-sequence. Develop and agree systems and process to enable effective management and recording of absence		31/03/24	Head of People Services
3 Identify and agree necessary controls to ensure effective monitoring of adherence to the process.	To be completed through Enable performance monitoring and propose to add Enable ACO **Action 4** Develop and agree necessary controls to ensure effective monitoring of adherence to process and procedure	31/12/22	31/03/24	Enable ACO Head of People Services with Director of Service Improvement and Assurance
4 Provide guidance to individuals and line managers on the revised absence management procedure and process. To ensure staff have the appropriate training, skills and tools to operate the absence management framework.	**Action 5** Provide guidance to individuals and line managers on the revised absence management procedure and process for go live. To ensure staff have the appropriate training, skills and tools to effectively manage absence	31/03/23	31/03/24	Head of People Services
5 Carry out sample audit to confirm effectiveness.	**Action 6** Assurance to be provided by periodic dip sampling of absence management of case files	30/06/23	Ongoing	Director of Service Improvement and Assurance

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NORTH YORKSHIRE FIRE & RESCUE SERVICE

Recommendation/Action	Proposed changes to actions	Baseline due date	Proposed new date	Accountable owner
3.2 CofC 2 Rec 3				
2 Recommend a procedure for managing working time of staff. (Amend where required) Overtime, booking on & off, dual contracts, external contracts / flexi duty officers (Dependency: Successful FireWatch upgrade)	Propose to change dates	31/03/2023	31/03/24	Director of Service Improvement and Assurance
3 Review the process to identify suitable controls to monitor working time of staff.	Propose to change dates	31/03/2023	31/03/24	Director of Service Improvement and Assurance

Head of People services |
| 4 Implement and apply the process | Propose to change dates | 31/03/2023 | Apr-May 2024 | Director of Service Improvement and Assurance |
| 5 Internal audit of effective application periodically | Propose to change dates | 30/06/2023 | May-Nov 2024 | Director of Service Improvement and Assurance |

Cause of Concern

NORTH YORKSHIRE FIRE & RESCUE SERVICE

1 February 2024 **2.1**			**3.2**				
Rec 1 - Closed	**Rec 2**	**Rec 3**	**Rec 1**	**Rec 2**	**Rec 3**	**Rec 4**	**Rec 5**
1	1 Awaiting Enable review report	1	1	1	1	1	1
	2	2	2	2	2	2	2
			3	3	3	3	3
			4	4	4	4	4
			5 QA stage	5	5	5	5
			6	6			
			7				
			8				
			9				

HMICFRS Report 2021/22

24 Areas for Improvement, which will be monitored and reviewed in liaison with the SRO throughout 2024.

	Areas for Improvement										
	1					**2**		**3**			
	1.1	**1.2**	**1.3**	**1.4**	**1.5**	**2.1**	**2.2**	**3.1**	**3.2**	**3.3**	**3.4**
	1.1 AFI 1	1.2 AFI 1	1.3 AFI 1	1.4 AFI 1	1.5 AFI 1	2.1 AFI 1	2.2 AFI 1	3.1 AFI 1	3.2 AFI 1	3.3 AFI 1	3.4 AFI 1
		1.2 AFI 2	1.3 AFI 2	1.4 AFI 2				3.1 AFI 2	3.2 AFI 2	3.3 AFI 2	3.4 AFI 2
			1.3 AFI 3							3.3 AFI 3	3.4 AFI 3
			1.3 AFI 4							3.3 AFI 4	3.4 AFI 4
Total	1	2	4	2	1	1	1	2	2	4	4

NORTH YORKSHIRE FIRE & RESCUE SERVICE

Values and Culture 2023

- <u>Values and Culture Report</u>

	Immediate Effect	01/06/2023	01/08/2023	01/09/2023	01/10/2023	01/01/2024	01/03/2024
	Rec 17	Rec 3	Rec 18	Rec 22 Update rec – propose to close	Rec 1	Rec 9	Rec 12
	Rec 34	Rec 4	Rec 33		Rec 24		Rec 14
		Rec 5					
		Rec 20					
		Rec 21					
		Rec 23					
		Rec 27 Update rec – Propose to close					
		Rec 28					
		Rec 32 Update rec – propose to close					
Total	2	9	2	1	2	1	2

Values and Culture assessment

NORTH YORKSHIRE FIRE & RESCUE SERVICE

HMICFRS Query/Feedback received

Rec 4:

By 1 June 2023, chief fire officers should assure themselves that updates on how concerns are being handled are shared with those who have raised them. The updates should be given in an accessible way that encourages trust and confidence in the service response. Consideration should be given to creating a professional standards function to handle conduct concerns in service (or from an external service) to have oversight of cases, to make sure they are conducted in a fair and transparent way and to act as a point of contact for all staff involved.
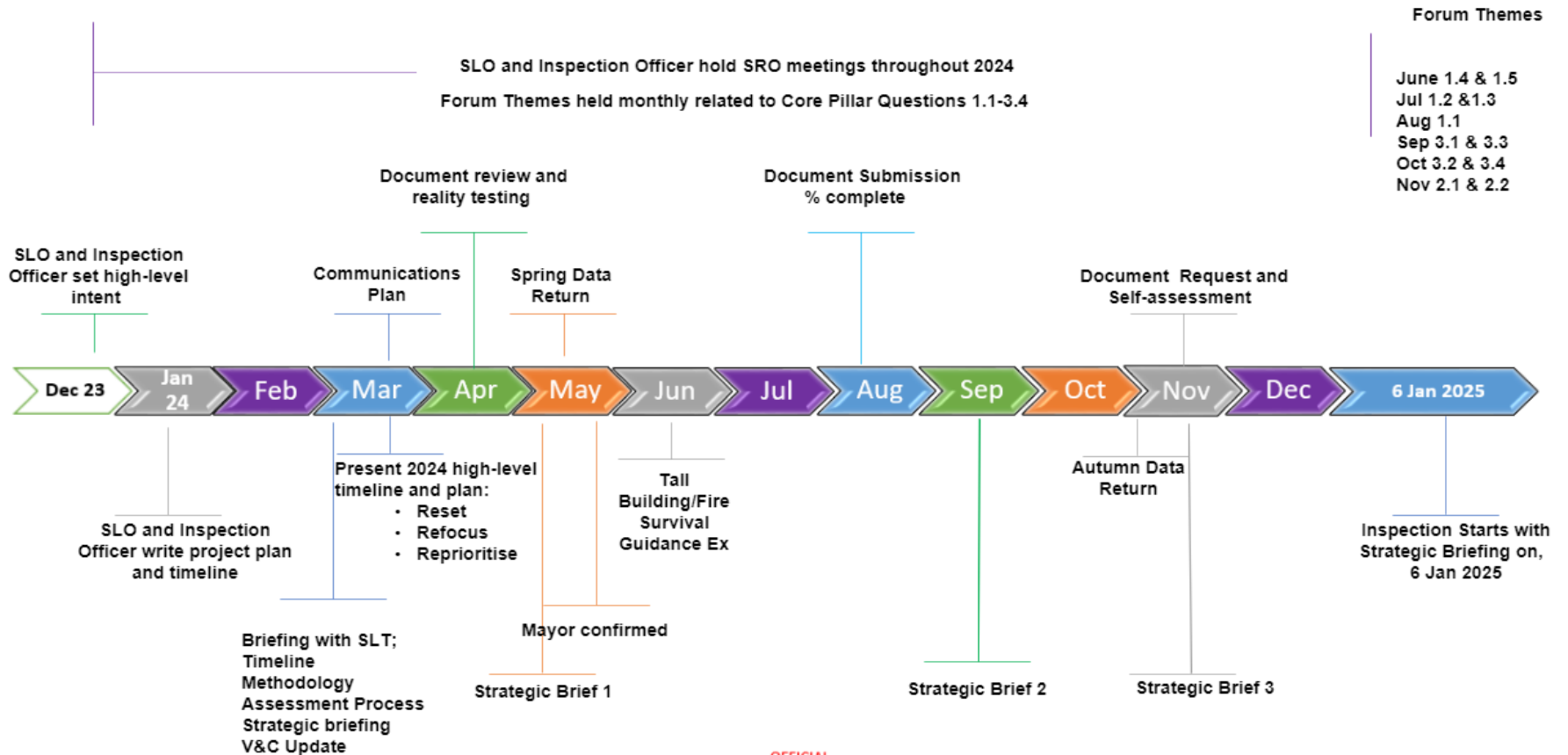
The evidence that we have provided to close recommendation 4 requires an update which we will submit, that describes how individuals are updated after raising a concern to build trust and confidence in the process.

HMICFRS Timeline 2024 – 2025

HMICFRS Timeline 2024 - 2025

Forum Themes

June 1.4 & 1.5
Jul 1.2 & 1.3
Aug 1.1
Sep 3.1 & 3.3
Oct 3.2 & 3.4
Nov 2.1 & 2.2

SLO and Inspection Officer hold SRO meetings throughout 2024

Forum Themes held monthly related to Core Pillar Questions 1.1-3.4

Document review and reality testing

Document Submission % complete

SLO and Inspection Officer set high-level intent

Communications Plan

Spring Data Return

Document Request and Self-assessment

Dec 23 | Jan 24 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | 6 Jan 2025

SLO and Inspection Officer write project plan and timeline

Present 2024 high-level timeline and plan:
- Reset
- Refocus
- Reprioritise

Tall Building/Fire Survival Guidance Ex

Autumn Data Return

Inspection Starts with Strategic Briefing on, 6 Jan 2025

Briefing with SLT;
Timeline
Methodology
Assessment Process
Strategic briefing
V&C Update

Mayor confirmed

Strategic Brief 1

Strategic Brief 2

Strategic Brief 3

RAG Methodology

Reporting

Risk	Opinion
Low	There is scope for moving from reasonable to substantial assurance. The Assurance and Inspection Officer has all documentation ready for submission
Medium	There is scope for moving from partial to reasonable assurance. Management support is necessary to avoid unnecessary pressure on the Assurance and Inspection Officer. The Assurance and Inspection Officer has reasonable assurance that the documentation will be ready for submission
High	There is scope for moving from minimal to partial assurance. Immediate management attention is necessary to avoid unnecessary pressure on the HMICFRS Assurance and Inspection Officer. The Assurance and Inspection Officer has partial assurance that the documentation will be ready for submission. 90 days to document submission date

Graphic

Minimal assurance / Inadequate ← Partial assurance | Reasonable assurance → Substantial assurance

Partial assurance / Requires Improvement ← Minimal assurance | Reasonable assurance → Substantial assurance

Minimal assurance ← Partial assurance | **Reasonable assurance / Adequate** → Substantial assurance

Minimal assurance ← Partial assurance | Reasonable assurance → **Substantial assurance / Good**

Opinion
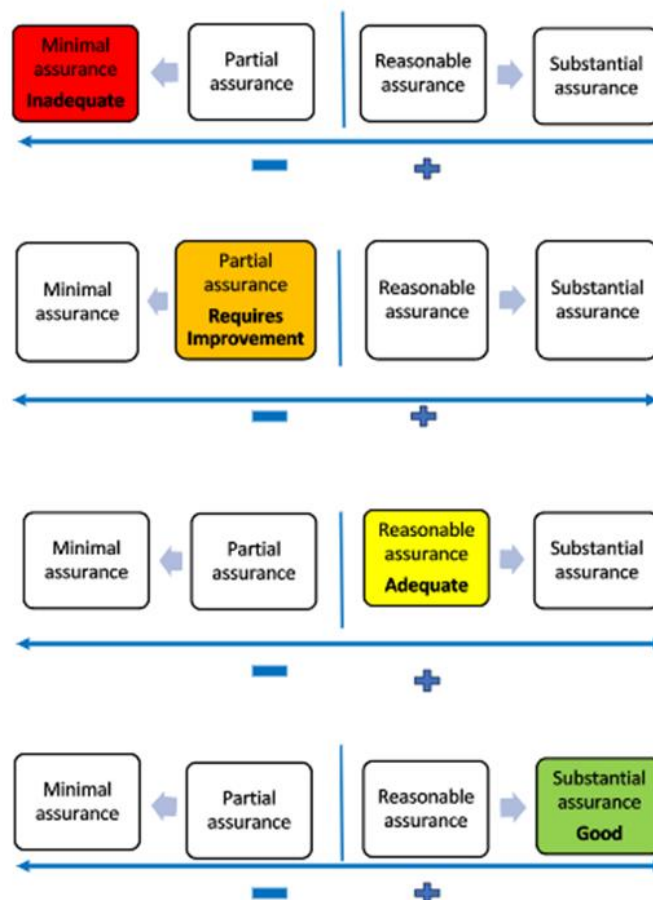
Taking account of the evidence provided, which has been reviewed, it is felt that there is minimal evidence (less than 0-25%) that the characteristics of good (CofG) are being achieved. There has not been an evidence submission for 8-10 weeks. Urgent action is required to improve the CofG evidence pertinent to the question and/or to answer the QA questions raised.

Taking account of the evidence provided, which has been reviewed, it is felt that there is partial evidence (25-50%) that the CofG are being achieved. There has not been an evidence submission for 6-8 weeks. Action is required to improve the CofG evidence pertinent to the question. The QA process has led to queries about the evidence provided and assurance has not yet been achieved

Taking account of the evidence provided, which has been reviewed, it is felt that there is a reasonable level of evidence (50-75%) that the CofG are being achieved. There has not been an evidence submission for 6 weeks. Action is required to improve the CofG evidence pertinent to the question. The QA process has led to minor queries about the evidence provided and assurance has not yet been achieved

Taking account of the evidence provided, which has been reviewed, it is felt that there is a good level of evidence (75-100%) that the CofG are being achieved. The QA process has led to minor queries about the evidence provided and assurance has been achieved

Round 3 Inspection Dates 2024

NORTH YORKSHIRE FIRE & RESCUE SERVICE

- Document Request – W/C 4th November 2024

- Inspection Fieldwork – W/C 06th January 2025

Proposal of January 2024 – March 2024 to commence the round 3 inspection process this will take place through self-assessments completed against each of the HMICFRS questions and judgment criteria for the characteristics of good, cross referencing from the existing updates, current evidence library, using questionnaires, audit and sampling to gain further evidence and analysing the findings to provide quality assurance of the current position.

HMICFRS Assessment plan

Summary

No	Theme	SRO	Overall Confidence level in currently meeting the characteristics of good
1.1	Understanding the risk of fires and other emergencies	Director of Service Improvement and Assurance	Reasonable Assurance
1.2	Preventing fires and other risks	Director of Community Risk and Resilience	Reasonable Assurance
1.3	Protecting the public through fire regulation	Director of Community Risk and Resilience	Partial Assurance
1.4	Responding to fires and other emergencies	Director of Community Risk and Resilience	Reasonable Assurance
1.5	Responding to major and multi-agency incidents	Director of Service Improvement and Assurance	Partial Assurance
2.1	Making best use of its resources	Director of Service Improvement and Assurance	Partial Assurance
2.2	Making the FRS affordable now and in the future	Section 151	Partial Assurance
3.1	Getting the right people with the right skills	Head of People Services	Partial Assurance
3.2	Promoting the right values and culture	Head of People Services	Partial Assurance
3.3	Ensuring fairness and promoting diversity	Head of People Services	Partial Assurance
3.4	Managing performance and developing leaders	Head of People Services	Partial Assurance

Any Questions?