

Act ion No.	HMI No.	AFI	Issue to be addressed	Action	SLT Lead	Lead Officer	Target date	Complete	Update comments
1	1.1	Yes	The service should ensure its firefighters have good access to relevant site-specific risk information.	Implement a quality assurance process for site-specific risk information to ensure the accuracy of the information.	DER	GM ER R&I	Dec-23	Yes	Following the inspection report, an assurance check was made of the Service's current risk information. The quality assurance process has been reviewed to ensure it is more robust to maintain this high level of assurance.
2	1.1	No	Risk information is shared across departments, but this should be more structured and staff should be aware of this structured process. Similar commentary in section 1.2 related to Prevention risk information.	Ensure the Service has a structured approach to sharing risk information between Prevention, Protection and Response that is understood by staff in these departments.	DER	GM ER R&I	Mar-24	Ongoing	Temporary processes have been put in place to improve information sharing between Prevention, Protection and Response whilst permanent solutions are developed. A system for sharing information between Prevention and Response has been developed and work is ongoing with the software supplier to programme this in to our current processes. A process between Protection and Response has been more complicated and work is ongoing to develop this. Target date changed from Sep 2023 to Mar 2024.
3	1.1	No	It wasn't clear how the service ensures the information [urgent risk information] is read and understood by staff on annual leave or returning from absence. The service should consider improving the way it records this.	Implement a process for the signing off of urgent risk information to give assurance to the Service that all staff have read and understood this information	DCRM	SM Assurance	Sep-23	Yes	A new process utilising Fire Watch has been ben trialed and it meets the Service's needs. Monthly monitoring of staff who have not signed off risk critical information is reported to managers and the Operational Assurance Group.
4	1.2	Yes	The service should implement a formal process that routinely checks the quality of home fire safety visits so that it can assure itself staff complete them to a consistent standard.	Implement a formal process to check the quality of home fire safety visits completed by all staff to assure the service that they are completed to a consistent standard.	DCRM	GM CRM	Jun-23	Yes	A formal process has been implemented to check the quality of home fire safety visits completed by all staff. The Community Safety Officers (CSOs) assure the operational crews with the Community Safety Team Leader assuring the CSOs.
5	1.2	No	We also found that the specialist prevention staff receive regular continuous professional development, but this isn't recorded.	Ensure continuous professional development for the Community Safety and Arson Reduction Team is recorded.	DCRM	GM CRM	Apr-23	Yes	Continuous professional development of the Community Safety and Arson Reduction Team is now recorded in Fire Watch.
6	1.2	No	Some staff we spoke to hadn't been provided with the appropriate training in how to carry out school visits.	Ensure staff who are required to carry out school visits receive training to support this delivery.	DCRM	GM CRM	Oct-23	Yes	All campaigns are now supported by Teams meetings for watches with the Young Person Education Coordinator. Additionally one of these sessions is recorded and placed on the Campaigns SharePoint page so individuals or watches can refresh themselves in their own time.
7	1.3	Yes	The service should regularly monitor and check compliance of prohibition notices that have been served.	Design a process to ensure all premises with prohibition notices are regularly monitored and checked to ensure compliance.	DCRM	GM CRM	Apr-23	Yes	All current prohibited premises that had not been visited in the last 12 months have now received a re-visit. A new risk based approach has been developed to monitor compliance of all premises with prohibition notices in the future.
8	1.3	Yes	The service should ensure that protection staff have and maintain the capacity and skill to use the full range of available enforcement powers, including the ability to prosecute where necessary.	Provide assurance to SLT that protection staff have the capacity and skills to use the full range of enforcement powers including the ability to prosecute.	DCRM	GM CRM	Sep-23	Yes	The current prosecution is progressing with the defendant pleading guilty. All the central Business Fire Safety Team have conducted Legal Training with our legal advisor, resulting in increased warranted officers to ensure the capacity and skills to use the full range of enforcement powers including the ability to prosecute.
9	1.3	No	The service should assure itself that this current approach [RBIP] is working, and that specialist fire safety staff are focusing on its highest-risk premises.	Review the RBIP to ensure the central fire safety team are focusing on the highest risk premises.	DCRM	GM CRM	Mar-24	Ongoing	Regular Project meetings have been held with regular reporting through the Project Board. The project is on track to have the review completed prior to the target date.
10	1.3	No	Specialist fire safety staff haven't received quality assurance reviews.	Implement a formal process to quality assure the central fire safety team.	DCRM	GM CRM	Sep-23	Yes	A formal process has been implemented to check the quality of fire safety audits of the central team. The team members are assured by the Station Managers, whilst the Station Managers are assured by the Fire Safety Manager.
11	1.3	No	Some enforcement guidance documents are out of date.	Review all enforcement guidance documents to ensure they are up to date.	DCRM	GM CRM	Mar-24	Ongoing	Current procedures and guidance is being reviewed and updated, reflecting on any learning from the recent prosecution case. Due to the ongoing prosecution and change of structure the review of documentation is still ongoing. The completion date has been adjusted to March 2024.
12	1.3	No	The service should consider the use of alteration notices where necessary, as several prohibition notices currently in force were served over ten years ago.	Consider the use of alteration notices for premises which have had prohibition notices in force for many years.	DCRM	GM CRM	Mar-24	Ongoing	Current premises with prohibition notices are being reviewed to identify if an alteration notice is suitable.
13	1.4	No	On-call availability can still be improved	Demonstrate an improvement from the current availability of 68% for on-call first pumps by 31/03/2024.	DER	GM ER Delivery	Mar-24	Ongoing	The RDS Project Team have developed an action plan and work is ongoing to improve appliance availability. Several actions have been implemented such as the use of day duty staff and FDO's to supplement appliance availability. Availability of on-call first appliances for April to October 2023 is 70.61% compared to the 68% reported in 2022/23. It is expected that availability in the last six month of the reporting year will further improve as actions become embedded. For example availability for on-call first appliances during the month of October was 75.4%.
14	1.4	No	The service should test its ability to provide fire survival guidance to many callers simultaneously.	Conduct an exercise to test Control's ability to provide fire survival guidance to many callers simultaneously.	DER	FCM	Jan-24	Ongoing	Due to the new Control Mobilisation System being implemented this action has been delayed. A Tall Buildings tactical exercise is planned in December and this will involve multiple calls for fire survival guidance being made to Control to test their procedures. The completion date has been adjusted to January 2024.
15	3.3	No	36 percent (31 out of 85) of respondents to our staff survey said they didn't feel confident in the systems to provide feedback at all levels in the service.	Use the next staff survey to identify if staff confidence in this area has improved.	DPOD	PODM	Mar-24	Ongoing	Results of survey were received into the Service on 31 October 2023 and further analysis of data is now taking place.
16	3.3	No	We spoke to some staff who still didn't feel comfortable in raising workforce concerns more formally.	Use the next staff survey to identify if staff confidence in this area has improved.	DPOD	PODM	Mar-24	Ongoing	Results of survey were received into the Service on 31 October 2023 and further analysis of data is now taking place.
17	3.3	No	Equality impact assessments (EIAs) - more could be done to improve organisational learning, as we found that the information and findings in the impact assessments that may affect staff with protected characteristics weren't shared across the service.	Present the findings of EIAs to the Equality, Diversity and Inclusion Group who will monitor any actions and decide if any further communication of the findings is required.	DER	PODM	Jun-23	Yes	When a EqIA is completed any negative impacts are now logged with recommendations / actions recorded. The Equality Diversity Inclusion Group (EDIG) are provided with an update of actions recorded and progress made against these actions via a standing item on the EDIG agenda.
18	3.4	No	The service recognises that the promotion process could be further improved. We spoke to staff who didn't understand why the initial application form and assessment development centre's scores, which include an interview and presentation, don't count towards the final stage of the promotion process.	Consider these staff comments and ensure the outcome of any review is communicated to staff.	DPOD	PODM	Jun-23	Yes	The Evidence for Promotion (EFP) forms have been amended to include the Assessment Development Centre (ADC) scoring and remove the 4C questions. All staff will complete the full ADC, the competency element has been removed from the promotion process. This was communicated via the leadership forums in March 2023.
19	3.4	No	We found some temporary promotions had been in place for a long time. The service should make sure it effectively manages their duration.	Ensure the Workforce Planning Group considers the length of temporary promotions and effectively manages their duration.	DPOD	PODM	Jun-23	Yes	This is reviewed monthly at the Workforce Planning Group and reported to SLT by exception. There are a number of long standing temporary roles in the RDS which are being resolved.