

### Appendix 3 –HMICFRS WFRS Areas for Improvement Summary

WFRS will monitor progress against the Areas for Improvement at formal Community Risk Management Board (CRMB). Each Area for Improvement has an assigned lead officer responsible for embedding improvement against each area and reporting progress at CRMB.

Assessment Area	Assessment Judgement	Cause of Concern	Area for Improvement	Accountable Person
Understanding the risk of fire and other emergencies	Adequate		The service should make sure it gathers and records relevant and up-to-date risk information to help protect firefighters, the public and property during an emergency.	AM Morley
			The service needs to ensure that risk information in <u>fire control</u> is consistently kept up to date.	AM Morley
Preventing fire and other risks	Requires Improvement		The service should make sure that its prevention activity is effectively prioritised and targeted to reduce risk.	AM Moultrie
			The service should evaluate its prevention work so that it understands what works.	AM Moultrie
			The service should make sure it quality assures its prevention activity, so staff carry out safe and well visits to an appropriate standard.	AM Moultrie

Protecting the public through fire regulation	Requires Improvement	The service hasn't done enough since the last inspection to determine its highest-risk premises to inform its risk-based inspection programme.	The service should make sure there are enough qualified staff across the service to carry out fire safety audits competently.	AM Laight
			The service should make sure it has an effective quality assurance process so staff carry out audits to an appropriate standard.	AM Laight
			The service should make sure it effectively addresses the burden of false alarms.	Am Laight
Responding to fires and other emergencies	Adequate		The service should ensure its operational and control room staff have good access to relevant and up-to-date cross-border risk information.	AM Morley
			The service should ensure it has an effective system for learning from operational incidents.	AM Morley
Responding to major and multi-agency incidents	Adequate		The service should make sure it has an effective method to share fire survival guidance information with multiple callers and that it has a dedicated communication link in place.	AM Morley
<b>Assessment Area</b>	<b>Assessment Judgement</b>	<b>Cause of Concern</b>	<b>Area for Improvement</b>	
Making best use of resources	Requires Improvement		The service needs to show a clear rationale for the resources allocated	AM Glorioso

			between prevention, protection and response activities. This should reflect, and be consistent with, the risks and priorities set out in its Community Risk Management Plan.	
			The service should have effective measures in place to assure itself that its workforce is productive and that its time is used as efficiently and effectively as possible to meet the priorities in its the Community Risk Management Plan.	AM Glorioso
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Making the fire and rescue service affordable now and in the future	Requires Improvement		The service should make sure that its fleet and estates management programmes are linked to the Community Risk Management Plan, and it understands the impact future changes to those programmes may have on its service to the public.	AM Laight
			The service needs to assure itself that it is maximising opportunities to improve workforce productivity and develop future	AM Laight

			capacity through use of innovation, including the use of technology.	
			The service should make sure that its IT systems are resilient, reliable, accurate and accessible.	AM Laight
			The service should make sure it has the right skills and capacity in place to successfully manage change across the organisation.	AM Glorioso
Promoting the right values and culture	Adequate		The service should monitor overtime and secondary contracts to ensure working hours are not exceeded.	AM Morley
<b>Assessment Area</b>	<b>Assessment Judgement</b>	<b>Cause of Concern</b>	<b>Area for Improvement</b>	
Getting the right people with the right skills	Requires Improvement		The service should ensure it has the necessary skills and capabilities to carry out the Community Risk Management Plan.	AM Glorioso
			The service should ensure that it is able to record and monitor the training and competence of all its staff.	AM Glorioso
Ensuring fairness and promoting diversity	Requires Improvement		The service should put in place mechanisms to engage with all staff and monitor how effective the mechanisms are.	AM Moultrie
			The service should make sure it has robust processes in place to undertake	AM Glorioso

			equality impact assessments and review any actions agreed as a result.	
			The service should improve the way it collects equality data so it can better understand its workforce demographic and needs.	AM Glorioso
Managing Performance & Developing Leaders	Requires Improvement		The service should make sure its selection, development and promotion of staff is open and fair.	AM Glorioso
			The service should make sure it has mechanisms in place to manage and develop talent within the organisation.	AM Glorioso