

Professional Standards areas for improvement – Action updates as of December 2022.

Emergency Response Driving professional standard.

Behind Schedule. 60% complete.

Several meetings and discussions around development of contractual situation for Emergency Response Driver Training (ERDT) Instructors have taken place. A presentation was delivered to the Senior Leadership Team around contractual changes required for ERDT Instructors.

We attended a national Driver Training and Advisory Group meeting on 6 December for more detail on progression of Fire Standard requirement.

This action is behind schedule. The timescales for completion were set by the NFCC and have been recognised as unrealistic. The advice from the NFCC was to have this implemented by 1 April 2022. However, SYFR took the decision to wait for it to go through Parliament and become a legislative requirement before proceeding.

Operational Competence professional standard.

On Schedule. 60% complete.

The gap analysis has now been completed against this fire standard. Actions will be allocated to function/ department leads. We will continue to track progress of work to become compliant with the standard, using the NFCC tracker tool.

Task Based Risk Assessments have been reviewed and work is being done to progress the risk assessments to make them suitable.

The Operational Assurance policy is currently still being implemented in Service.

The National Operation Guidance (NOG) project is still progressing well. We are working to get the Training and Development Centre to NOG compliance.

Due to differing factors the roll out of MAKO has been delayed fully until July 2023. There will be a soft launch in January and this will be phased across all operational watches by July 2023.

TETRA system is now live and currently being used by the Service.

Command hours 'live launch' is still planned for January 2023. We are working on linking command hours to an individual's MAKO account. This will mean that they can see how many command hours they have logged within Effective Command. The Fire Safety Team have the ability to monitor command hours through Effective Command directly.

The Business Case for specials and specialisms has been completed and is awaiting approval at Service Improvement Board.

Operational Learning professional standard.

Completed

Last update at Service Improvement Board: Nationally a SYFR Area Manager (AM) chairs the National Operational Learning User Group. A Group Manager (GM) Risk Manager sits on National Operational Learning Users Group to represent a Metropolitan Fire Service.

Full learning mechanisms in place. National Operational Learning (NOL) is fully utilised and actively attended by head of Service Delivery Support and Operational Risk Manager.

All Fire Standard objectives have been met.

Operational Preparedness professional standard.

On Schedule. 65% complete.

The gap analysis has now been completed against this fire standard. Actions will be allocated to function/ department leads. We will continue to track progress of work to become compliant with the standard, using the NFCC tracker tool.

The work outlined in the Operational Competence professional standard above links also to this professional standard.

Additionally, the projects team are conducting a review of the operational foreseeable risk register and how it is governed with SYFR.

Code of Ethics professional standard.

On Schedule 100% complete. To be reviewed for closure at next the Service Improvement Board meeting.

The final project meeting was held on the 16th November. A review was carried out of all the key documentation (Log of actions and milestones supported by a risk register and benefits profile and use of the FSB Implementation Tool. All of which looked at how we can measure the impact of the code, particularly the benefits profile). Work has commenced on the close down of the project and transfer to business as usual.

Any outstanding actions that cannot be completed within the project (and handed over) will be reviewed during the Post Implementation Review which will be conducted 6 and 12 months after the project is officially closed.

The Core code of Ethics LearnPro module has been launched.

We have completed the NFCC mini questionnaire on the Core Code of Ethics.

Prevention Professional Standard

On Schedule. 65% complete.

The prevention standard has been fully reviewed utilising the NFCC toolkit. Actions have been identified and these will be captured and reported on via the prevention standard database and also individual action plans that the department work towards.

Community Safety (CS) are fully compliant in two areas, partially compliant in eight areas criteria and non-compliant in two areas. We have actions to work towards compliance and aim to be compliant in more areas over the next quarter. This were previously three red areas which demonstrates we are working to be compliant in as many areas as possible.

Work has commenced within CS on quality assurance, with an interim framework that will be used by the CS Watch Managers on district. All Fire Community Safety Officers (FCSOs) are quality assured through their probation. As part of the new framework being developed within the Home Safety Check (HSC) review, all staff carrying out home visits will have periodic reviews.

The Safelincs system is working well. This is an online home fire safety check developed through a partnership between the National Fire Chiefs Council (NFCC), Fire Kills and Safelincs. We have now had over 1024 visits to the system, 820 have completed the questionnaire and out of those over 350 were high or very high risk.

CS attended a Prevention and Protection conference at the beginning of November and it is believed that the prevention standard will be a large part of the HMICFRS next inspection along with Equality Diversity & Inclusion. We got information around the Person Centred Framework (PCF), which we will begin to work on in Q4 as part of the HSC review.

Protection Professional Standard

On Schedule. 80% complete.

Progress is being reviewed against the areas for improvement in the Standard.

The Business Support and Training Officer post is now filled, so we will be able to start working on and signing off the criteria that pertain specifically to Business Engagement and Primary Authority.

We have confirmation that Premises Information Boxes, as previously known, are now referred to as Security Information Boxes, as per the Fire Safety Regs 2022. All Business Fire Safety (BFS) staff will have received in house training by the end of December on the new Fire Safety Regs and how they impact upon premises, as well as how we will incorporate the Regs into the fire safety audit.

The Personal Effectiveness suite of documents is now out for consultation. These documents will be used by BFS District Managers in monthly performance management meetings with staff.

A new Training and Development Pathway for BFS staff has been approved. The new training pathway and our chosen training provider means staff will acquire their qualifications faster, a cost saving is made to the Service as we are now dispensing with the Level 4 Certificate. The pathway allows for Business Safety Advisors to progress with their learning,

beyond the Level 3 Certificate, onto the Level 4 Diploma. This builds resilience into the Department, in that we can uplift staff on a temporary basis to backfill vacancies, as well as staff who are promoted on a permanent basis, only need to prove competency as they already have their qualification. This cuts down on the amount of time it takes to currently backfill vacancies and overall makes a cost saving to the organisation.

We are finalising our KPI's and LPI's which will be used to benchmark expected performance. These will be used by Managers in performance management meetings, as well as being reported on at Service Delivery for scrutiny.

Community Risk Management Plan (CRMP) Professional Standard

Completed

The Service Improvement Board formally closed this Fire Standard at the meeting held on 28 September 2022. The members were satisfied that the criteria had been met.

Safeguarding Professional Standard

On Schedule. 50% complete.

There has been a Safer Recruitment meeting with the People Team in relation to their responsibilities. Five outstanding tasks are to be progressed during the next quarter.

We plan the roll out of Operational face-to-face Safeguarding refresher training. Safeguarding Officers have selected two watches to trial the training prior to rolling out for all Operational staff. We have approximately 85 sessions to complete. Safeguarding training covers their responsibilities: what constitutes a safeguarding concern, contextual safeguarding, adverse childhood experiences, case studies from Safeguarding Adult Reviews and professional curiosity. Each session lasts approximately 3 hours.

Quarterly update meetings are to commence with Safeguarding Officers and Responsible Person for Safeguarding.

A safeguarding responsibility is included in job descriptions for both responsible and named person (including other staff assigned to safeguarding responsibilities) and included in their annual personal review. Communication is ongoing with the People Team to progress this action.

Fire Investigation Professional Standard

On Schedule. 90% complete.

We have attended regional fire investigation meetings and a regional approach to the implementation of the Fire Standard has been agreed.

We have introduced two new Senior Fire Investigation Officers (SFIO) onto the Regional Fire Investigation Development Workbook (satisfies requirements of SFIO Fire standard)

SYFR SFIO continual professional development day held on 17/11/22 (3rd of year). Next one booked for 1/2/23

Eleven SYFR SFIO Officers are booked to attend West Yorkshire FRS in Feb/Mar 2023 for Tier1 Practical Training

SFIO National Competency Assessments are booked for Jan/Feb 2023 as per ISO 17020 requirements.

The witness statement pro-forma is being used within SYFR

Development towards improved Critical Incident Wellbeing Support for SFIO Officers as per the Fire Standard.

Data Management Professional Standard

On Schedule. 50% complete

The Data Standard has 12 criteria, but within that there are a further 22 sub categories, making this a huge standard to implement and achieve.

We have started the mapping process, using the implementation tool, and of the 16 areas identified to meet the standard, we are fully compliant in nine of those areas. RAG rating will be updated when we fully understand all the criteria and what is required to implement.

We have offered training to all operational crews, and fire authority members in the use of ORCA and Power BI. All team members have been trained in Power BI Desktop, to ensure all have had the same level of training.

The asset register for Business Intelligence is up to date and reviewed on a 6 monthly basis.

Business Intelligence only receive requests for work through data requests inbox, meaning we are streamlined in our working. We ask for a business case to be completed with all the customer's requirements on to ensure we are presenting to them what they want. We now include timescales, priority and audience before beginning any work.

Emergency Preparedness and Resilience Professional Standard

On Schedule. 95% complete

A gap analysis has been completed.

We continue to collaborate with partners to develop site-specific emergency plans which are based on a shared and common understanding of local risks.