



# Northumberland Fire and Rescue IMPROVEMENT PLAN

In 2018, a formal inspection of fire service across Northumberland showed there were some key areas we needed to improve. This is our plan to make changes for the better and meet our improvement targets.

## 1 IMPROVE OUR EFFECTIVENESS

We'll make some specific improvements to ensure the people of Northumberland are as safe and secure as we can make them

We'll work to improve our understanding of where fire risks are across Northumberland.

We will expand our work with local businesses to promote awareness of fire safety regulations.

We'll improve the information given to the public during incidents to help keep them safe.

We'll improve our sharing of information about risks with neighbouring fire services and vice versa.

We'll improve our communication with the public to provide information about fire prevention and to promote community fire safety.

## 2 IMPROVE OUR EFFICIENCY

We'll maximise the use of our resources and find ways to work smarter right across the service

We'll ensure we have better continuity arrangements in place and take account of all foreseeable threats and risks, reviewing and testing our plans regularly.

We'll explore all areas for partnership working which could increase the effectiveness and efficiency of the service.

We'll allocate resources to prevention, protection and response activities that are more carefully linked to the risks and priorities that we have identified.

## 3 LOOK AFTER OUR STAFF

We'll ensure that our staff are well trained and feel valued and supported and listened to in the jobs they do

We'll develop a set of values and behaviours that all staff can sign up to and promote a supportive and fairer culture.

We'll improve staff training so that every member of staff receives the best training and development opportunities.

We will listen to and act on staff feedback and views to ensure that the senior leaders actively demonstrate behaviours which align with the service values and which encourage a positive culture.

We'll use our staff survey more effectively and make sure issues identified through it are appropriately addressed and that the actions taken are communicated to staff effectively.

We'll improve our workforce planning and look to more effectively identify and develop our future talent and leaders.

We'll tackle barriers to equality of opportunity, and work to achieve a more representative workforce.

