



HUMBERSIDE FIRE AND RESCUE SERVICE

# Service Improvement

## Service Improvement Framework Policy

<b>Owner</b>	<b>Executive Director Corporate Services</b>
<b>Responsible Person</b>	<b>Head of Corporate Assurance</b>
<b>Date Written</b>	<b>May 2023</b>
<b>Date of Last Review</b>	
<b>Date of next review</b>	<b>May 2024</b>
<b>EIA Completed</b>	<b>August 2022</b>



What we must  
do well



How we support our  
communities



We value and support  
the people we employ



We efficiently manage  
the Service

## CONTENTS

1. Introduction
  - Core Code of Ethics
  - National Guidance
2. Equality and Inclusion
3. Aim and Objectives
4. Associated Documents
  - Equality Impact Analysis
  - Legal References
  - National Guidance
5. Definitions

## **1. INTRODUCTION**

This policy applies to all Service personnel and Humberside Fire Authority (HFA) Members

The Service Improvement Framework (SIF) forms a core element of the Authority's approach to risk management and continuous improvement. The framework facilitates the corporate management of risk, opportunity, performance, compliance, and improvements through coordinated processes.

Area Manager Service Improvement and/or Head of Corporate Assurance has responsibility for the monitoring of the SIF and its implementation. Progress will be assessed and reported to the Fire Authority and Strategic Leadership Team (SLT) as required. The SIF will be implemented and managed through the Corporate Assurance function.

### **Core Code of Ethics**

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

### **National Guidance**

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

## **2. EQUALITY & INCLUSION**

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees, and service users.

## **3. AIM AND OBJECTIVES**

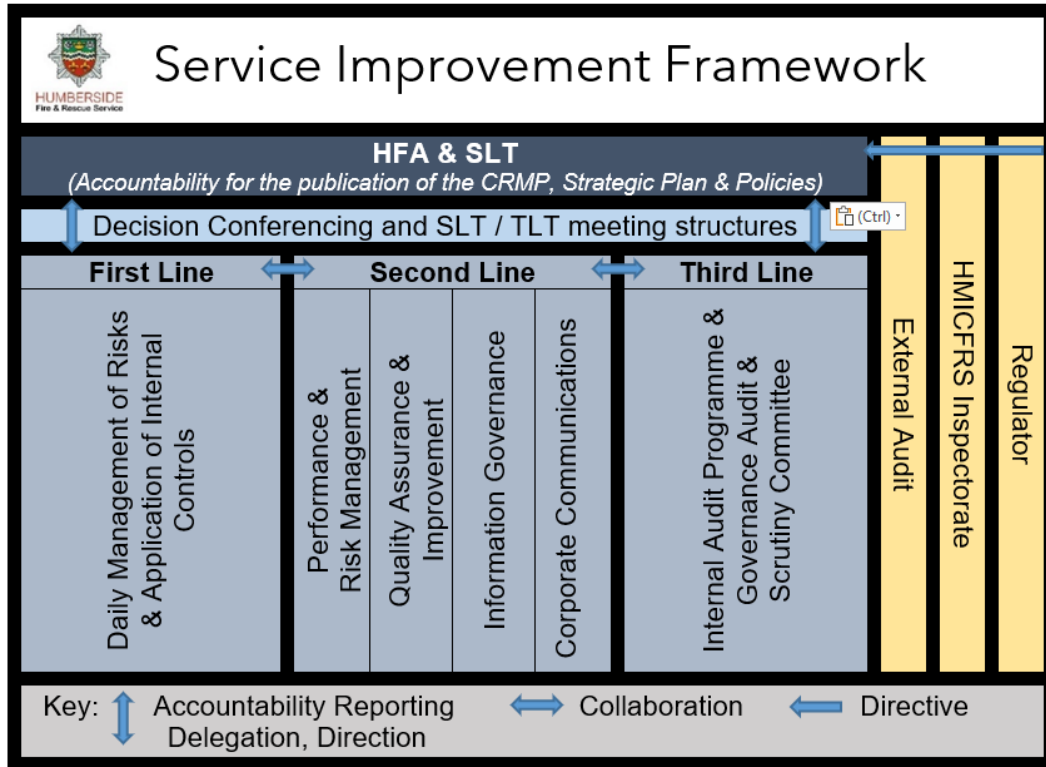
**Aim:** To effectively apply and sustain the SIF (Fig 1) in accordance with corporate management of governance, risk, opportunity, and performance.

### **Objectives:**

- Effectively integrate a three-line model and Enterprise Risk Management principles to manage risk proactively and robustly.
- Provide information and required actions against each of the SIF components for managers and/or staff through Policy Delivery Guidance (PDG).
- Ensure SLT and HFA and reporting mechanisms effectively operate delegation and direction processes.

- Provide clearly defined and documented accountabilities for risk management across all levels of the Service.
- Risk management processes, coordinated through the SIF, to inform continuous improvement and create a learning culture.
- Use of the service risk and opportunity register, incorporated in the SIF, to record identified corporate risks, how they will be mitigated and ensure they are effectively communicated.

**FIG 1**



**4. ASSOCIATED DOCUMENTS**

- [Equality Impact Analysis](#)
- [Service Improvement Framework \(PDG\)](#)
- Legal References  
There are no specific legislative requirements relevant to this policy.
- National Operational Guidance  
There is no specific National Guidance relevant to this policy.

**5. DEFINITIONS**

Refer to the SIF Policy Delivery Guidance for associated definitions.

**If you require any further guidance in relation to this policy, please contact Corporate Assurance**