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| Report to | Executive Panel |  |
| Date | 16 March 2026 | |
| Lead Officer | Anthony Jones, Assistant Chief Fire Officer | |
| Contact Officer | Ros Thomas, Head of Control | |
| Subject | Chief Fire and Rescue Advisor and Inspector for Wales's Inspection of the South and Mid & West Wales Joint Fire Control and North Wales Fire Control in response to Recommendation 31 of the Grenfell Tower Inquiry Phase 2 | |

PURPOSE OF REPORT

- 1 This report presents an update following the publication of the Chief Fire and Rescue Advisor and Inspector for Wales (CFRAIW) inspection report entitled "Inspection of the South and Mid & West Wales Joint Fire Control and North Wales Fire Control in response to Recommendation 31 of the Grenfell Tower Inquiry Phase 2".

EXECUTIVE SUMMARY

- 2 On 19 December 2025 the CFRAIW published the attached report. This report sets out the findings of the inspections of the South and Mid & West Wales Fire and Rescue Service Joint Fire Control and the North Wales Fire and Rescue Service Fire Control undertaken in September and October 2025.
- 3 The purpose of the inspections was to meet the commitment of Welsh Government to adopt in full Recommendation 31 from Phase 2 of the Grenfell Tower Inquiry. The inspection fieldwork sought to establish the extent to which the respective Fire Controls were integrated within their Fire and Rescue Service from a staff and an operational policy and assurance perspective. It also considered the effectiveness of the skill acquisition and maintenance training programme.

RECOMMENDATIONS

- 4 It is recommended that Members:
 - i) **Note the content of the report; and**
 - ii) **Note that an action plan that has been put in place to consider the recommendations of the CFRAIW's inspection**

BACKGROUND

- 5 Recommendation 31 from Phase 2 of the Grenfell Tower Inquiry was directed to London Fire Brigade. However Welsh Government agreed to adopt in full all the recommendations and commissioned the CFRAIW to evaluate:
 - a) The integration of the control rooms within the Fire and Rescue Services;
 - b) The effectiveness of training for control room staff;
 - c) Its operational effectiveness;
 - d) Its capacity to manage numerous simultaneous requests for assistance during emergencies; and
 - e) The quality of communication between the control rooms and incident commanders.

INFORMATION

- 6 Following field work which was undertaken in both control rooms during September and October 2025, the attached report was published by Welsh Government on 19 December 2025. Pages 28 to 39 relate to North Wales Fire and Police Control, Crud y Dderwen. The report was brought to the attention of Members of North Wales Fire and Rescue Authority (the Authority) at the time of publication. The CFRAIW, Dan Stephens, has agreed to attend the Executive Panel to present his findings.
- 7 In relation to North Wales Fire and Rescue Authority, the CFRAIW makes three recommendations:
 - Recommendation 1: North Wales Fire and Rescue Service (the Service) should ensure shift durations do not exceed 12 hours;
 - Recommendation 2: the Service should increase the Fire Control watch establishment to 28 FTE; and
 - Recommendation 3: the Service should undertake an in-depth analysis of operational demand and Fire Control staff training and development needs with a view to increasing staffing levels on day shifts to deliver greater operational capacity to meet demand and to create greater opportunity for quality training and development activity.
- 8 As part of her departmental objectives for 2026/27 the Head of Control has undertaken to consider the recommendations and to continue to recruit to the additional four posts to provide resilience, flexibility and capacity for training.

IMPLICATIONS

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| Well-being Objectives | The sustainability and the maintenance of professional skills of the control operators is essential to the provision of fire and rescue services in North Wales |
| Budget | The cost of four additional control operators is £221,348. This is currently being funded by temporary underspends within other staffing budgets |
| Legal | None |
| Staffing | It is recommended that the establishment of control operators is increased from 24 to 28 full time equivalents (FTE) |
| Equalities/Human Rights/Welsh Language | All control operators are proficient in the Welsh Language to level 4 or above enabling the public to access fire and rescue services in their preferred language |
| Risks | As set out in the attached full report |