

## Summary of Progress within the Improvement Priorities for 2009/10

### Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260201 or Ged Edwards, Programme Manager, on 01743 260208.

#### 1 Purpose of Report

The purpose of this report is to demonstrate to Members progress on the Fire Authority's Improvement Priorities for 2009/10.

#### 2 Recommendations

The Committee is asked to note the contents of this report.

#### 3 Background

The Fire Authority at its meeting on 11 February 2009 agreed a suite of Improvement Priorities to ensure the successful delivery of its overarching aims and objectives. There are three priority areas, namely Capacity, Competence and Communication, each with supporting stages/workstreams managed under the heading "Customer Focus".

#### 4 Performance Monitoring

The Improvement Priorities are being monitored and managed through a Performance Management System (PMS) procured through the Fire Authority. The system has a performance monitoring application called TRACK, which allows the Programme Office to monitor the Improvement Priorities.

## **5 Performance Reporting**

Reporting to Audit and Performance Management Committee will be, as in previous years, on an exception basis. Progress to the end of December on the 2009/10 Improvement Priorities are detailed within the appendix to this report.

## **6 Financial Implications**

Financial implications for achieving the Improvement Priorities were considered at the planning stage, further detail of which can be accessed from the individual project managers. Any unplanned expenditure will be raised and dealt with via Policy Group initially and escalated to this Committee on an exception basis.

## **7 Legal Comment**

There are no direct legal implications arising from this report.

## **8 Equality Impact Assessment**

Equality Impact Assessments have been carried out on the reports that have gone to previous committees relating to the Corporate Plan. These can be viewed on the following links:

<http://www.shropshirefire.gov.uk/webimages/managing-the-service/cfa/fireauthority-meetings-data/pdf-511-2009-02-11-12-fire-authority-corporate-plan-2009-10.pdf>

<http://www.shropshirefire.gov.uk/webimages/managing-the-service/cfa/strategyresources-meetings-data/pdf-246-2009-03-05-07-fire-authority-corporate-plan-2009-10.pdf>

## **9 Appendix**

Ongoing progress on the 2009/10 Improvement Priorities

## **10 Background Papers**

### **Shropshire and Wrekin Fire and Rescue Authority:**

11 February 2009, Report 12 – Fire Authority Corporate Plan 2009/10

Strategy and Resources Committee, 5 March 2009, Report 7 - Fire Authority Corporate Plan 2009/10

Audit and Performance Management Committee, 10 September 2009, Report 17C – Summary of Progress within the Improvement Priorities for 2009/10

Audit and Performance Management Committee, 26 November 2009, Report 11 – Summary of Progress within the Improvement Priorities for 2009/10.

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk); the implications are detailed within the report itself.

Balanced Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	
Capacity		Member Involvement	*
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Efficiency Savings		Retained	
Environmental		Risk and Insurance	
Financial	*	Staff	
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	*

Ongoing Progress on 2009/10 Improvement Priorities, as of 31 December 2009

Overall Improvement Priority	The Three C's	Improvement Priority	Key Activity	Comment	
Customer Focus	Improving Communications	Improve internal Communications	Develop and Implement consultation and communications strategy	On target, no issues	
		Improve external Communications			
		Increase time to communicate effectively	Review of key Brigade processes (ISO 9001 - DPA Process)*	On target, no issues	
	Improving Competence	Develop Managers and Leaders		Undertake a full review of the IPDR/Appraisal System	Completed
				Evaluate the potential benefits of a formal mentoring/coaching scheme for managers	Workstream closed
				Introduce a robust succession planning scheme	On target, no issues
		Improve core and specialist skills		Under take a Review of Officer Command and Management Training	Completed
				Deliver improvements following review of Officer Command and Management Training	On target, no issues
				Undertake an organisational training needs analysis for core/specialist skills and plan to meet identified need	This workstream was re-assessed at the Shropshire Futures workshop held in September, its continuance is under consideration.
		Improve Performance		Deal appropriately with individuals' poor performance by using robust, timely, well publicised procedures (Capability)	On target, no issues
				Deal appropriately with individuals' poor performance by using robust, timely, well publicised procedures (Disciplinary)	On target, no issues
		Improving Capacity	Balance available resources to meet demand		Review and prioritise core business
				Balance resources to improve competence and development of the RDS service	On target, no issues
	Maintain our service under all circumstances			Ensure that each Department's BCP arrangements include procedural manuals for all Critical Service Steams (Business Continuity Planning)	Completed
				Create systems to address in and out of scope activities linked to the RCC	Workstreams re-scoped in line with the National project
				Continue to develop plans that secure operational availability through foreseeable threats.	Completed
	Reduce Bureaucracy			Review of key Brigade processes (ISO 9001 - DPA Process)*	On target, no issues

\* Contributes to both Improving Communications and Capacity

