Shropshire and Wrekin Fire Authority
Audit and Performance Management Committee
27 November 2008

Summary of Progress within the Improvement Priorities and Core Business for 2008/09

Report of the Chief Fire Officer

For further information about this report please contact Alan Taylor, Chief Fire Officer, on 01743 260225 or Ged Edwards, Programme Manager, on 01743 260208.

1   Purpose of Report

The purpose of this report is to report progress by exception within the Improvement Priorities Programme for 2008/09 and receive a presentation on the Core Business identified under the Core Value area Community.

---

2   Recommendations

The Committee is asked to:

a)   Note the progress and any actions taken to manage the delivery of the Improvement Priorities that are slipping / failing; and

b)   Receive the presentation on the Core Business included within the Core Value area, Community.

---

3   Summary

The report provides Members with an overview of progress and highlights any areas that are slipping or failing along with the actions taken to resolve the slippage within the Improvement Priorities. To report progress on Core Business, a presentation has been included on the Core Value area of Community.

4   Background

The 2008/09 Improvement Priorities contained within this year's Corporate Plan were approved by the Strategy and Resources Committee on 6 March 2008. The Corporate Plan outlines a suite of Improvement Priorities and Core Business activities which support the achievement of the Brigade's Core Values, Strategic Aims and Corporate Objectives. It was agreed by Members on 29 May 2008 at Audit and Performance Management Committee that a

report charting the progress of those Improvement Priorities would report activities by exception and that Core Business would be presented to Members in a presentation format. This report informs Members of those activities from July to October 2008.

5 Improvement Priorities that are Slipping / Failing

The issue log is updated on a four week basis and shows the reasons for slippage alongside the relevant actions needed to bring the Improvement Priority back on track with timescales for those actions. The issue log also shows which issues remain open and which are closed. This is attached at appendix A.

6 Overall Conclusion

The Improvement Priorities continue to be monitored and reported upon by exception on a four weekly basis at Policy Group. Out of the 29 Improvement Priorities, 3 are now complete (*7.1 – Implement an environmental management system to international standards, 15.1 - Implement an environmental management system to international standards as they apply to non operational work, 18.2 – Achieve Level 3 of the Equality Standard for Local Government)* and there are three issues (Improvement Priorities that are slipping) that remain open on the issue log at the time of writing this report.

7 Core Business

Detailed progress of identified Core Business activities is included within the presentation which will cover the Core Value area, Community. A copy of the presentation is attached at appendix B.

8 Financial Implications

Financial implications for achieving the Improvement Priorities and Core Business were considered at the planning stage; however any unplanned expenditure would be raised and dealt with via the Issue Log.

9 Legal Comment

There are no direct legal implications arising from this report.

10 Equality Impact Assessment

This report is purely an update on progress to date and so the recommendations within the report have no impact on people.

11   Appendices

Appendix A Issue Log

Appendix B Presentation on Core Value area 'Community'

12   Background Papers

Audit and Performance Management Committee
11 September 2008, Report 13 - Quarterly Summary of Progress within the Improvement Priorities and Core Business for 2008/09

29 May 2008, Report 15 - Improvement Priority Reporting 2008/09

Shropshire and Wrekin Fire Authority
13 February 2008, Report 15 - Corporate Plan 2008/09

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	*

Appendix A to report on
Summary of Progress within the Improvement Priorities
and Core Business for 2008/09
Shropshire and Wrekin Fire Authority
Audit and Performance Management Committee
27 November 2008

Issue Log for Improvement Priorities 2008/09

Issue ID	Improvement Priority ID	Directorate	Improvement Priority	Date raised	Issue Description	Action (and any updates)	By whom	By when	Status
1	3.1	CS	Reduce incidence of fire crime	18.6.08	Increase in fire crimes in Telford and Wrekin	Employment of a dedicated Crime Officer. Vacancy being advertised. Update 09.09.08: Need to readvertise post due to lack of appropriate candidates. 'By When' date extended to October 08. Update 08.10.08: Reviewing post requirements following limited response to advert. 'By When' date extended to 31.12.08	Andy Perry	31.12.08	Open
2	11.1	PID	Make improvements in our coordinated approach to the recording, provision and use of up-to-date risk information for operational crews/officers	18.6.08	Four weeks delay in project start	No action is needed as end date of project is not affected	n.a.	n.a.	Closed
3	11.2	RES	Manage refurbishment/ relocation of Shrewsbury and Wellington Stations and associated business process improvements	18.6.08	Delay in appointing Project Manager	Issue to be added to the Corporate Risk Register and managed through this process. Meeting arranged to confirm way forward on 14.07.08. Update 13.08.08 - Project to be managed by building consultant rather than employing an individual for this role. This issue is now closed.	Andy Johnson	14.07.08	Closed
4	17.2	PID	Provide accurate and timely information through the delivery of a performance management system	18.6.08	Data cleanse being undertaken	Stats Officer and DBA to address two minor data cleanse issues prior to presentation which is due to take place at Oswestry at the end of July. Depending on feedback, it is anticipated that the system will be then be rolled out to Wellington and Telford. Update 13.08.08 - Data cleanse issues have now been addressed. This issue is now closed.	Kate Langford and Jim Flannery	13.08.08	Closed

5	9.1/ 19.1	HR	Implement the action plan arising from the Cultural Audit	26.6.08	Difficulty in attracting staff to particpate in discussions	Three further Cultural Audit Discussions with the consultant have been booked for 31 July. An advert has been featured on the Pink to raise awareness of the sessions. Update 13.08.08 - Only one session was held on 31 July because of a limited response. There are no more plans to hold further sessions. The Consultant is to provide the Steering Group with her final report which will include recommendations for the action plan. This issue is now closed.	Suzanne Levine	31.07.08	Closed
6	4.2	CS	Influence planners, builders and managers of premises to include fire safety as a key issue	27.7.08	Officer responsible has been made a flexi duty officer which reduces his available office hours and reduces his capacity to ensure this initiative.	Officers are currently exploring the recruitment of a part time assistant planner from predicted savings within the budget. Update 09.09.08: Officer in post and developing the role. This issue is now closed.	Mike Ablitt	30.09.08	Closed
7	11.2	RES	Manage refurbishment/ relocation of Shrewsbury and Wellington Stations and associated business process improvements	28.7.08	Risk being managed by executive group.	Though the issue of the delayed appointment of a project manager has been resolved, the project is still delayed whilst a review takes place. Update 09.09.08 - Both Wellington and Shrewsbury are still being reviewed. Plans have been forwarded to the architects. Plans for WL to be finalised by mid December. No known dates for SY. Update 08.10.08: Discussions with TWC with regards to hiring an external consultant for project management of SY site. WL project progressing. Presentations to execs on SY project by consultants	Andrew Kelcey	31.12.08	Open

8	17.2	PID	Provide accurate and timely information through the delivery of a performance management system	12.08.08	Absence in the Performance Improvement Department is causing delays for implementation of PB Views to all stations and Brigade Managers	Awaiting a date for the presentation of PB Views to OS. Roll out will depend upon date of presentation. Update 09.09.08 - Presentation to OS complete. Ged Edwards to liaise with Kate Langford, Jim Flannery and Matt Chambers and will develop a roll out plan depending on the feedback from OS. Update 08.10.08 - Roll out to follow OiC retained meeting in December. End Project Report to be submitted to PG following completion of roll out. 'By when' date extended to the end of December.	Ged Edwards	31.12.08	Open
9	16.1	CS	Ensure provision of a resilient service through the management of risks identified in the Business Continuity Plan, Statement on Internal Control/Annual Governance Statement and Local Resilience Forum/Regional Resilience Forum risk registers	18.08.08	Initial Flu Pandemic planning carried out. Further detailed plans are required	A resilience exercise is planned before the end of September to progress the issue and bring it back on track. Update 08.10.08 - resilience exercise completed. Report to PG on outcomes of exercise leading to an action plan. 'By When' date extended to 30.11.08	Andy Johnson	30.09.08	Closed
10	19.2	HRT &D	Create and Implement an action plan to deliver the equality and diversity strategy	19.08.08	Awaiting national workshops	National Workshops set for September. Once attended the organisation will be able to set targets and start developing the action plan. Update 08.10.08: workshop attended, information taken to E+D Steering Group on 2 October. Improvement Priority back on track. This issue is now closed.	Louise McKenzie	30.09.08	closed

Appendix B to report on
Summary of Progress within the Improvement Priorities
and Core Business for 2008/09
Shropshire and Wrekin Fire Authority
Audit and Performance Management Committee
27 November 2008

Improvement Priorities and
Core Business 2008/09

Community

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Core Values

- Community
- People
- Improvement
- Diversity

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Core Values

- Community

We value service to the community by:

– Working with all groups to reduce risk
– Treating everyone fairly and with respect
– Being answerable to those we serve
– Striving for excellence in all we do

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Aims and Objectives

- Each core value is supported by a set of aims and objectives

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Aims and Objectives supporting Community

- Aim 1 – reduce the risk to life and material loss from fires, road traffic collisions and other emergencies in the community
  - Objective 1 – reduce fire deaths and injuries in the community
  - Objective 2 – support the life safety agenda of our partners
  - Objective 3 – reduce the incidence and severity of fires and other emergencies
  - Objective 4 – ensure the effective enforcement of fire safety legislation
  - Objective 5 – reduce false alarms and inappropriate calls for assistance

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Aims and Objectives supporting Community

- Aim 2 – Protect life, property and the environment from fire and other emergencies

  - Objective 6 – Ensure the provision of an appropriate risk based response to fires, road traffic collisions and other emergencies

  - Objective 7 – Maximise the beneficial environmental impact of our intervention actions

  - Objective 8 – ensure an appropriate response to regional and national emergencies and crises

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

- To achieve these aims and objectives Members have agreed a number of Improvement Priorities

- High level Core Business functions supporting each of the aims and objectives have also been highlighted

- Both the Improvement Priorities and Core Business have been included within the Corporate Plan for 2008/09

www.shropshirefire.gov.uk

Shropshire Fire and Rescue Service

Putting Shropshire's Safety First

Improvement Priorities and Core Business

Objective 1 – Reduce fire deaths and injuries in the community

Improvement Priorities
- 1.1 – Increase Ownership of smoke alarms in homes of those most vulnerable to fire

Core Business
- 1.2 – Carry out home fire risk checks and provide smoke alarms in premises at significant risk

- 1.3 – educate at risk members of the public in fire prevention and protection

www.shropshirefire.gov.uk

Shropshire Fire and Rescue Service

Putting Shropshire's Safety First

Improvement Priorities and Core Business

Progress to date;

1.1 The People at risk team are supporting local crews to identify at risk groups and these teams are working with local neighbourhoods to identify and protect the most vulnerable.

1.2 Crews are now targeting those most at risk through local initiatives. Our new Pathfinder project is using local RDS staff to make links with local groups to create referrals for home fire safety checks.

1.3 We are now adopting target schools in rural areas with the rural Pathfinder project. www.shropshirefire.gov.uk

Shropshire Fire and Rescue Service

Putting Shropshire's Safety First

Improvement Priorities and Core Business

Objective 2 – Support the life safety agenda of our partners

Improvement Priorities
- 2.1 – Engage fully with new and existing unitary structures

Core Business
- 2.2 – Work alongside partners in Local Area Agreements, Local Strategic Partnerships, Crime and Disorder Reduction Partnerships and others to benefit the safety of communities

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date

2.1   Officers are attending Unitary development meetings ensuring that where possible the Service is benefiting from the Unitary changes. The DCFO now sits on the T&W Local Strategic Partnership Executive Board.

2.2   Local District Officers and Crews are fully engaged in local projects and attend local consultation events.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Objective 3 – Reduce the incidence and severity of fires and other emergencies

Improvement Priorities
- 3.1 – Reduce the incidence of fire crime

Core Business
- 3.2 – Work alongside partners to reduce deaths and injuries from road traffic collisions in our target groups

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date;

3.1 Progress is being delayed due to failure to attract new Fire Crime Officer.

3.2 Huge success in reducing KSI in road traffic collisions. Bridgnorth motorcycle campaign (which we led) is now being copied across the country.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Objective 4 – Ensure the effective enforcement of fire safety legislation

Improvement Priorities
- 4.1 – Increase the proportion of business premises included in the Fire Safety Database
- 4.2 – Influence planners, builders and managers of premises to include fire safety as key issues

Core Business
- 4.3 – Consolidate Regulatory Reform Order requirements

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date;

4.1 Over 7,000 premises are now included on the data base. More Fire Auditors are now being employed to deliver increased numbers of Fire Safety audits in business in rural areas.

4.2 Part time officer now developing links with local planners.

4.3 Further consolidation work ongoing.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Objective 5 – Reduce false alarms and inappropriate calls for assistance

Improvement Priorities
- 5.1 – Monitor and encourage business to ensure effective management of fire alarm systems
- 5.2 – Implement hoax call reduction strategy

Core Business
- 5.3 – Educate the public to reduce inappropriate calls for our assistance

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date;

5.1 Further reductions in unwanted fire signals and implementation of next level of strategy reducing number of blue light mobilisations to AFAs.

5.2 Around 50% reduction on attendances to Hoax Calls in 2008.

5.3 New policy ensuring that business and call centres are aware of our new response to AFAs.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Objective 6 – Ensure the provision of an appropriate risk based response to fires , road traffic collisions and other emergencies

Improvement Priorities
- 6.1 – Develop and implement appropriate systems to respond to water related incidents

Core Business
- 6.2 – Ensure that operational staff and other resources are available to provide an effective response
- 6.3 – Develop, monitor and report appropriate risk based standards

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date:

6.1 Project underway as part of IRMP 2008

6.2 ongoing recruitment of RDS staff.

6.3 New 'High Rise' procedure leading to increased PDA for high rise incidents.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Objective 7 – Maximise the beneficial environmental impact of our intervention actions

Improvement Priorities
- 7.1 – Implement an environmental management system to international standards (ISO 14001.2004)

Core Business
- 7.2 – Continue working with the Environment Agency and others on protecting the environment

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date;

7.1   ISO 14001.2004 has been achieved. New Fire Service Manual being studied.

7.2   Work ongoing.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Objective 8 – Ensure an appropriate response to regional and national emergencies and crises

Improvement Priorities
- 8.1 – Meet National Framework priorities as they relate to regional and national emergencies

Core Business
- 8.2 – Ensure resilience of Shropshire Fire and Rescue Service during large scale regional/national emergencies

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Progress to date;

8.Exercises being organised to test response, local USAR crews fully competent to deliver level 2 response. All crews trained to deliver level 1 response.

8.2 Further exercises delivered to test and develop procedures for operational resilience.

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Conclusions
- *Good progress being made in most areas.*
- *Leading partner in LRF.*
- *Leading partner in RTC reduction*
- *Leading partner in mass decontamination exercises.*
- *Better targeting of vulnerable people.*
- *Flexible staffing arrangements means we can respond to local needs.*
- *Rural business and community safety teams beginning to equalize service delivery in rural areas*

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's
Safety First

Improvement Priorities and Core Business

Questions please?

www.shropshirefire.gov.uk

Shropshire
Fire and Rescue Service

Putting Shropshire's Safety First