15

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 People.

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, People.

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 People.

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 October to February 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 ones 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. During quarter three five new issues were added to the issue log to indicate slippage in some of the Improvement Priorities. All these have now been resolved and are closed. One other issue reported in the previous quarter remains open. Details of these are included in the appendix to the report.

7 Core Business

Detailed progress of identified Core Business activities is included within the presentation which will cover the Core Value area, People. 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. Therefore an Initial Equality Impact Assessment has not been completed.

11 Appendices

Appendix A Issue Log
Appendix B Presentation on Core Value area 'People'

12 Background Papers

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

Audit and Performance Management Committee
27 November 2008, Report 10 - Quarterly Summary of Progress within the Improvement Priorities and Core Business for 2008/09
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

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 and Rescue Authority
Audit and Performance Management Committee
12 March 2009

Issue Log for Improvement Priorities 2008/09

25-Feb-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 Update 05.11.08: Job readvertised; awaiting responses. Update 03.12.08: Currently shortlisting candidates, interviews to take place prior to Christmas, person in post by early New Year. Update 14.01.09: Appointment of post 23.01.09 Update 10.02.09: Recruitment complete. This issue is now closed.	Andy Perry	31.01.09	Closed
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 Update 05.11.08: Consultants have been appointed and are progressing to an agreed timetable. This issue is now closed.	Andrew Kelcey	31.12.08	Closed

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. Update 05.11.08 - Awaiting meeting in December. Update 03.12.08 - Awaiting meeting in December. Update 14.01.09 - Roll out delayed as a result of technical issues. KL and JF to elimate problems and roll out by end of Jan 09. 'By When' date extended to 31.01.09. Update 10.02.09 - Exception Report to Policy Group at the end of January. Conflicting priorities with IRS have delayed roll out. Timescales for roll out will now be dependent upon IRS completion. 'By When' date extended to 31.03.09	Ged Edwards	31.03.09	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. This issue is now closed.	Andy Johnson	30.11.08	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

11	8.1	CS	Meet National Framework Priorities as they relate to regional and national emergencies	28.10.08	Working with LRF to complete local risk register	The Regional Community Risk Register is published on the West Mercia Police website. Operational planning for SFRS has been aligned to this CRR. More locally the County "Sleeping Silver" group is developing a Local Risk Register, led by FRS, aligned to our 7(2)d process. New work to introduce Nationally accepted Inter-agency Liaison Officers has started regionally. Two officers have been identified with appropriate Security Clearance and CBRN Command training to fulfil the ILO role. Update 14.01.09: This issue is now closed.	Martin Timmis	30.09.09	Closed
12	17.2	PID	Provide accurate and timely information through the delivery of a performance management system	19.11.08	Absence in the Performance Improvement Department has caused a delay with the Data Quality Review.	New dates are to be established by the Information Officer with Internal Audit. Update 14.01.09: Data Quality review to be undertaken by Internal Audit at Shirehall from 29 Jan. Completion planned for end March 09. This issue is now closed.	Helen Jones	31.03.09	Closed
13	6.1	CS	Develop and implement appropriate systems to respond to water related incidents	19.11.08	There is a delay in the Government reply to the PITT report.	The Brigade is still awaiting the Government reply to the PITT report. Update 14.01.09: Reply was due in December, still awaited. Update 10.02.09: Government response to Pitt Report published and work is now in progress. This issue is now closed.	Martin Timmis	Unknown	Closed
14	4.1	CS	Increase the proportion of business premises included in the Fire Safety Database	31.12.08	Back log of audit reports building up.	IT solution is currently being sought. Update 10.02.09: Further support has been brought in. An IT solution is still being explored. Update 25.02.09: This issue is now closed	Mike Ablitt	31.03.09	Closed
15	13.1	PID	Develop consultation and communication strategy/coordinate all consultation activities taken by the Service	31.12.18	Delay in publiction of consultation and communication strategy	Awaiting outcome of 'Real People, Real Power' white paper before final decision is taken on strategy. Update 10.02.09: Elements of the Consultation and Communication Strategy have been released in Brigade Order format. Further sections will be reviewed and released as part of the 2009/10 Improvement Priority process. This issue is now closed.	Paul Raymond/Alison Pritchard	31.03.09	Closed

Appendix B to report on
Summary of Progress within the Improvement Priorities
and Core Business for 2008/09
Shropshire and Wrekin Fire and Rescue Authority
Audit and Performance Management Committee
12 March 2009

Improvement Priorities and
Core Business 2008/09

People

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

People

We value all our employees by practising and promoting:

– Fairness and respect
– Recognition of merit
– Personal Development
– Honesty, integrity and mutual trust
– Co-operative and inclusive working

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

Aim and Objectives supporting People

- Aim 3 – Secure the highest level of safety and welfare/wellbeing for all staff and Authority Members
  - Objective 9 – Maintain and Improve the health, safety and wellbeing of all Members and Employees
  - Objective 10 – Ensure that all Members and employees are competent and able to perform their role by providing effective leadership and development
  - Objective 11 – Ensure the provision and availability of appropriate information, equipment, resources and supplier support

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 9 – Maintain and Improve the health, safety and wellbeing of all Members and Employees

Improvement Priorities
* 9.1 – Implement the action plan from the results of the Cultural Audit
  This is now complete
* 9.2 – Instigate measures to protect staff from hostile activity in the community
  A policy is in place and has been published as a Brigade Order
  Arrangements have been established with the police
  Aspects of Project Safe Place will contribute towards addressing this

Core Business
* 9.3 – Monitor, advise and manage issues relating to health and safety and occupational health
  Brigade has renegotiated its Occupational Health Contract
  Health and Safety Audits have been used to identify improvements which are currently being addressed

www.shropshirefire.gov.uk

Shropshire Fire and Rescue Service

Putting Shropshire's Safety First

Improvement Priorities and Core Business

Objective 10 – Ensure that all Members and employees are competent and able to perform their role by providing effective leadership and development

Improvement Priority
* 10.1 – Extend Firefighter development programme to include all operational staff
  Pilot scheme developed but not yet introduced due to district resource issues, recruitment to combat this is now underway. This forms one of the IRMP themes for 2009/10
* 10.2 – Monitor and implement improvements identified from critical national events/publications
  Feedback and circulars have been used to improve training processes.
  Processes for receiving and acting upon information have been improved

Core Business
* 10.3 – All managers carry out annual individual performance development reviews with staff
  This is improving but further improvement is needed in all depts.
* 10.4 – Provide and record appropriate, suitable and role specific training and development programmes for all staff
  Recording systems and development programmes in place for operational staff. Recording for other staff is ongoing

www.shropshirefire.gov.uk

Shropshire Fire and Rescue Service

Putting Shropshire's Safety First

Improvement Priorities and Core Business

Objective 11 – Ensure the provision and availability of appropriate information, equipment, resources and supplier support

Improvement Priorities
* 11.1 – Make improvements in our co-ordinated approach to the recording, provision and use of up to date risk information for operational crews/officers
  Improvements have been made with the completion of the Risk Information Project
* 11.2 – Manage refurbishment/location of Shrewsbury and wellington stations and associated business process improvements
  Regular reports have been received by the Fire Authority on progress

www.shropshirefire.gov.uk

Shropshire Fire and Rescue Service

Putting Shropshire's Safety First

Improvement Priorities and Core Business

Objective 11 – Ensure the provision and availability of appropriate information, equipment, resources and supplier support

Core Business

- 11.3 – Provide and maintain appliances and equipment which meet identified needs and diversity of users

  ALP and SFU projects are nearing completion. EQIAs have been completed on equipment. RTC Equipment has been added to Ford Rangers.

- 11.4 – Deliver effective and beneficial asset and supplier management

  Ongoing

- 11.5 – Ensure the effective delivery of our capital programme

  The capital programme is monitored on a quarterly basis by Officers and is reported to Members

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