



**MINUTES OF THE PERFORMANCE AND OVERVIEW COMMITTEE held on 3 October 2012 at Lecture Theatre, Fire Service HQ, at 10:00am.**

**PRESENT:** Councillors, P Carey, P Harris, M Simon, A Tate (Chair), J Weatherill and N Wright. Independent Member: Mr W Ravenscroft

**ALSO IN ATTENDANCE:**

**PART 1 – MATTERS CONSIDERED IN PUBLIC**

**1 PROCEDURAL MATTERS**

**A APOLOGIES FOR ABSENCE**

Apologies were received from Councillor D Flude.

**B DECLARATION OF MEMBERS' INTERESTS**

There were no Declarations of Members interests.

**C MINUTES OF THE MEETING OF THE PERFORMANCE AND OVERVIEW COMMITTEE**

**RESOLVED:** That

**the minutes of the Meeting of the Performance and Overview Committee held on 4 July 2012 be confirmed as a correct record.**

**MATTERS ARISING:**

Item 5 - HSA Targeting

The Chair requested further comment on the above item detailed within the minutes, where Members suggested that vulnerable families and younger people were not identified within the 'high risk' data.

The Deputy Chief Fire Officer responded that the Service's methodology identified older people as more at risk, and younger people appeared quite low on the risk matrix, and were not included in the 'high risk' data.

He advised Members that the Service worked with young people outside of HSA targeting, by targeting anti social behaviour and working closely with the Service's partners with troubled families, social care and domestic abuse.

## **D MINUTES OF THE MEETING OF THE POLICY COMMITTEE**

### **RESOLVED: That**

**the minutes of the Meeting of the Policy Committee held on 12 September 2012 be received, for information.**

### **ITEMS REQUIRING DISCUSSION**

## **2 QUARTER 1 (Q1) FINANCIAL AND PERFORMANCE REVIEW 2012 - 13**

The Head of Planning, Performance and Communications introduced this report which provided Members with the Service's performance against plan as at the end of the first quarter of the current financial year (30 June 2012).

The Head of Finance presented the Service's financial performance at the end of the first quarter, and advised Members that Heads of Department carried out regular budgetary monitoring. Members attention was drawn to the underspend at the end of Quarter 1 due to continued vacancies, which would be offset by the 1% pay awarded to Grey Book staff in July 2012, which was estimated at around £200k in this financial year.

He advised Members that the Service's options were being considered in relation to the budgeted expenditure which was intended for repayment of debt. One option would be to consider whether it would be beneficial to delay the repayment until later in the financial year, given the potential capital expenditure falling out of the Emergency Response Review. Alternatively, there was scope for early repayment followed by taking out new loans at a potentially beneficial interest rate.

Members discussed the content of the report, and supported the option to delay the proposed repayment of the debt and review later in the financial year. Members queried whether interest on the debt was fixed or variable, and the rate of interest being paid. The Head of Finance responded that all rates were fixed at around 5-6%, and most were Government loans.

The Head of Planning, Performance and Communications gave an overview of the Service's Performance for the first quarter. Members were informed there had been two deaths in primary fires, both as a result of accidental dwelling fires. He advised a smoke alarm had activated in one property but the other dwelling was not fitted with alarms. He advised that the Q1 target for the number of prioritised Home Safety Assessments (HSAs) completed had been achieved. It was noted that 'contact assessments' were offered to 100% of households in receipt of a HSA where the occupier was over the age of 65.

Members queried whether the Service monitored performance of its partners when working in partnership. The Deputy Chief Fire Officer responded that the Service did not presently monitor performance, but confirmed that details of outcomes of 'contact assessments' were received. He agreed to follow this up with the Local Authority as they may have this performance information.

The Head of Planning Performance and Communication introduced the Corporate Intelligence Unit Manager who provided Members with a presentation on the newly developed Corporate Performance Scorecard.

She explained that the Performance Framework was due for review and as part of this review the Headline Indicators performance reporting mechanism had been re-developed. The new Corporate Scorecard was proposed as a replacement.

She informed Members that a lengthy process had been followed in developing the new Scorecard to provide a more rounded view of performance. She advised that it included some new measures, setting new baselines, where it was felt that they aligned more closely to the Service's aims and objectives. She explained that the Scorecard was the high level view of performance, which was underpinned by the departmental indicators. The new Scorecard would be supported by commentary on a quarterly basis as part of the performance reporting.

Members queried how the Service benchmarked performance with other Fire Authorities, and what were the reasons for selecting the indicators detailed on the proposed Scorecard.

The Corporate Intelligence Unit Manager responded that some of the original National Indicators had been retained in the new Scorecard, e.g. indicators for primary fires and these were benchmarked. She also advised Members about the 'family groups' which included other fire authorities of similar size, which met quarterly and provided a comparison for benchmarking. She explained it was felt that the indicators on the Scorecard measured all the key activities following a lengthy consultation with Service Management Team. The Chief Fire Officer confirmed that they would be reviewed regularly.

Members discussed a number of the indicators and targets set, these included website visitors, the number of young people completing a youth programme and the customer satisfaction target. A Member queried whether the customer satisfaction target of 85% was satisfactory, and requested that it be reviewed.

**RESOLVED: That**

**[1] the Quarter 1 (Q1) Financial and Performance Review 2012-13 report be noted.**

### **3 COMMUNITY FIRE PROTECTION PROSECUTIONS UPDATE**

The Head of Community Fire Protection introduced this report which detailed the Authority's approach to prosecutions and the results of the cases prosecuted to date.

He informed Members that the report detailed the enforcement approach used by the Service and provided a summary of the prevention work, which showed a small percentage of 0.14% of audits carried out had resulted in a prosecution.

He explained that the appendix to the report provided details of all cases and included those successfully prosecuted in 2012. It was noted that a number of the recent cases involved commercial premises which were identified as 'high risk' due to persons sleeping on the premises.

Members discussed the cases and commented that the publicity received from the successful prosecutions would help with the Services' ongoing prevention work.

**RESOLVED: That**

- [1] the content of the report be noted; and**
- [2] the continued approach to managing prosecutions and enforcements used by the Service be endorsed; and**
- [3] this be added to the Forward Work programme for this Committee and reported annually.**

**4 INTERNAL AUDIT PLAN 2012 – 13 PROGRESS REPORT**

The Corporate Intelligence Unit Manager introduced this report to Members which included progress against the 2012-13 Internal Audit plan prepared by RSM Tenon. It also included an update on the implementation of action plans developed by managers in response to Internal Audit recommendations made during the 2011-12 audits and new actions identified in 2012-13 audits.

She summarised that RSM Tenon had completed 5 audits to date, out of the 11 audits planned. They had resulted in a positive opinion where an assurance level had been provided.

She provided an overview of the internal monitoring process for tracking the action plans, with the latest position being provided as an annex to the report. She explained that where the status of actions was reported as 'red', it may be that the original delivery deadline was not met with good reasons. It was suggested that the reporting be changed to reflect when reasons for delay had been agreed.

**RESOLVED: That**

- [1] the content of the Internal Audit Plan 2012-13 progress reports be noted.**

**5 EQUALITY AND DIVERSITY UPDATE**

The Head of Planning, Performance and Communications presented this report, which provided Members with an update on the work that had taken place against the Equalities Action Plan 2011 – 13. He summarised the action plan which incorporated feedback from the external peer assessment in June 2011, and areas of improvement identified internally within the Service's self assessment documents.

He referred Members to the second annex of the report, the Annual Equality Monitoring Report. This provided extensive coverage of internal monitoring and

outcomes in relation to employment and service delivery, identifying any trends. He advised that quarterly monitoring was reviewed and actions tracked by the Service's Equality Task Group. The membership of the group included Councillor Stef Nelson, as Member champion for Equality and Diversity.

**RESOLVED: That**

**[1] the Equality and Diversity performance update be received.**

## **6 ANNUAL HEALTH & SAFETY REPORT**

The Health, Safety and Wellbeing Manager introduced this report and advised that the Fire Authority were the duty holder for Health and Safety, and as such Members needed to be provided with assurance that their accountabilities were being discharged.

He informed Members that the Service continued to manage health and safety proactively, with investment in training and equipment. He summarised the key achievements which included:

- the award of a distinction, scoring the maximum marks, for a British Safety Council International Safety Award;
- extending Health and Safety training to the Princes Trust Teams facilitated by the Service. This included a Level 1 examination and a nationally recognised qualification achieved by successful trainees; and
- continued success of random drug and alcohol testing, with no resultant positive tests.

He provided an update on the performance targets which showed a reduction in the number of serious accidents but an increase in the number of reported minor accidents, on a year by year basis. He advised the Service used this data to put in place campaigns to target and try to reduce those issues reported.

Members discussed the increased number of attacks towards operational staff and the public's perception and acceptance of the health and safety of our staff attending an incident. It was felt there was potential to address this issue by educating the public. It was suggested that the importance of Health and Safety of the Service's operational staff could be promoted as part of the IRMP10 consultations.

**RESOLVED: That**

**[1] the Annual Health and Safety report for 2011/12 be received.**

## **7 ASSET MANAGEMENT STRATEGY – VERBAL UPDATE**

The Facilities Manager delivered a presentation to Members which provided further detail on the Land and Buildings Asset Management Plan which formed part of the overall long-term Asset Management Strategy.

The Land and Buildings Plan included detailed plans of each of the Service's individual properties and was held centrally on a comprehensive property

database. He advised that there had been considerable investment in the property stock by the Service, which had resulted in the majority of properties being assessed as 'in good condition'.

He explained to Members that a five year breakdown of maintenance costs for Headquarters and all fire stations had been included in the plan. This would be linked in with any new developments which may result from the IRMP10 proposals.

The Assistant Chief Fire Officer explained that the Asset Management Strategy had been fully populated over a two year period and the individual plans that fed into the strategy could now be reviewed on an ongoing basis.

Members discussed the contents of the Land and Building Plan and suggested that, in relation to the maintenance plan for costs, the Service considered the introduction of a building reserve budget over the full period. This would be a useful tool to manage planned maintenance which may be higher in some years and lower in others. The Head of Finance agreed that it was important to phase budgets and these maintenance plans would assist with that process.

**RESOLVED: That**

**[1] the Land and Buildings Asset Management Plan update be noted.**

**8 FORWARD WORK PROGRAMME**

The Monitoring Officer advised that the 'Community Fire Protection Prosecutions Update' report which was identified by Members earlier in the meeting, would be added to the work programme.

Members also suggested a future item for inclusion on the work programme could be the Emergency Response Review and the proposals that emerged from the consultation.