

Annual Service Plan 2014/15

Report of the Chief Fire Officer

For further information about this report please contact John Redmond, Chief Fire Officer, on 01743 260201 or Ged Edwards, Planning and Performance Manager, on 01743 260208.

1 Purpose of Report

This report sets out proposals for the annual Service Plan 2014/15 to support the delivery of the Fire Authority's Medium-Term Corporate Plan.

2 Recommendations

The Fire Authority is asked to:

- a) Agree the outline format and contents of the Service Plan 2014/15;
- b) Agree the proposed change to Strategic Aim 4;
- c) Delegate authority to the Chief Fire Officer, in consultation with the Chair of the Fire Authority, to agree the final wording and layout of the Service Plan;
- d) Task officers with updating the Medium-Term Corporate Plan (MTCP); and
- e) Delegate responsibility to the Strategy and Resources Committee to agree the Public Value Measures 2014/15, which support the Fire Authority's four Strategic Aims.

3 Background

The Fire Authority has set out its five-year strategy within its Medium-Term Corporate Plan. This Plan is supplemented and underpinned by a forward-looking, annual Service Plan, which defines the Fire Authority's Strategic Aims and associated Public Value Measures and includes the Authority's purpose, core values and priorities.

In recent years the Fire Authority has sought to simplify and streamline the content and publication of the annual Service Plan.

4 Proposed Service Plan Format

As in the previous years, it is proposed that the Service Plan for 2014/15 will be represented as a single, one-page plan, produced internally as an A3-size, wall poster. It will include the Fire Authority's:

- Purpose
- Four Strategic Aims
- Supporting Public Value Measures, which show how the Service will demonstrate performance of the Aims
- Core Values and
- Service priorities

The Fire Authority is asked to delegate authority to the Chief Fire Officer, in consultation with the Chair of the Fire Authority, to agree the final wording and layout of the Service Plan.

5 Proposed Change to Strategic Aim 4

The Fire Authority's fourth Strategic Aim is currently:

‘To deliver an effective fire and rescue service at a cost that is acceptable to our community’

This is supported by two Public Value Measures:

‘The achievement of a minimum four star rating (‘Good’) in our customer satisfaction on not less than 80% of occasions’

and

‘The achievement of a minimum four star rating (‘Good’) for service that represents Value for Money on not less than 80% of occasions’

A recent review of data collection processes, which feed into the above Aim and two Measures, identified the protracted and time-consuming nature of gathering this information. It is, therefore, proposed to change the wording of the fourth aim to:

‘To deliver a fire and rescue service, which provides value for money for our community now and into the future’

The Chartered Institute of Public Finance and Accountability (CIPFA) has produced guidance on how value for money can be measured through a combination of economy, efficiency and effectiveness. Officers are currently working on an appropriate Public Value Measure to support the fourth Strategic Aim, which will take into account the CIPFA guidance.

Subject to Fire Authority agreement, the final wording of the Public Value Measures will be taken to the Strategy and Resources Committee in March for consideration and agreement.

The other three Strategic Aims and supporting Public Value measures remain unchanged from the previous 2013/14 Service Plan, i.e.

- To be there when your need us in an emergency with a professional and well equipped team
- To reduce the number of fires in our community
- To reduce the number of fire related deaths and serious injuries

6 Public Value Measures

In accordance with the Fire Authority's constitution and agreed terms of reference for the Strategy and Resources Committee, it is recommended that the Fire Authority delegate the review and revision of targets for the Public Value Measures to that Committee.

Performance against the Measures will be monitored by the Audit and Performance Management Committee throughout the 2014/15 financial year.

7 Medium Term Corporate Plan

All changes emanating from this report will be incorporated into the 2014/19 Medium Term Corporate Plan.

8 Financial Implications

There are no financial implication arising from this report. The Service Plan will be printed within the organisation (for internal dissemination) and also published on the Service's website.

9 Legal Comment

There are no legal implications associated with this report.

10 Initial Impact Assessment

An Initial Impact Assessment has been completed for this report.

11 Appendices

There are no appendices attached to this report.

12 Background Papers

There are no background papers associated with this report.