

Shropshire and Wrekin Fire and Rescue Authority
Audit and Performance Management Committee
Meeting on Tuesday, 30 November 2010 at 2.00 pm
at Headquarters, Shrewsbury

Agenda

All of the papers for this meeting (with the exception of exempt or confidential papers) can be accessed at the following link:

<http://www.shropshirefire.gov.uk/managing-the-service/fra/meetings/Audit%20and%20Performance%20Management/%2094237>

The decisions to be made are set out at each item and, where there are significant financial and/or legal implications, these are also detailed.

1 Apologies for Absence

2 Introductions

The Chair will introduce Ceri Pilawski, the new Head of Internal Audit at Shropshire Council, to the Committee.

3 Declarations of Interest

Members are reminded that they should declare any personal and/or prejudicial interests at this point and that they should leave the meeting before any item, in which they have a prejudicial interest, is discussed.

4 Minutes

For decision

The Committee is asked to agree the minutes, marked **4**, of the meeting of the Audit and Performance Management Committee, held on 9 September 2010, and that they are signed as a correct record.

5 Public Questions

The Committee is asked to receive any questions, statements or petitions, of which notice has been received, from members of the public.

**6 Annual Audit Letter 2009/10 and
Other Audit Commission Matters**
For information

The Audit Commission will present the following documents and will update the Committee on other Audit Commission matters.

- Annual Audit Letter 2009/10, marked **6a**
- Your Business @ Risk: Information Security Awareness Audit 2009/10, marked **6b**

The Committee is asked to note the above documents.

**7 Service Response to Your Business @ Risk:
Information Security Awareness
Shropshire and Wrekin Fire Authority Audit 2009/10
For information**

Officers have duly noted the findings of the Audit Commission's on-line survey of staff conducted in April/May 2010. The findings, overall, appear relatively consistent with the national results acquired through the Commission's survey.

Fully cognisant of the need to reduce the risk of breaches to information security, the Service co-ordinated the formation of a West Midlands regional fire and rescue service syndicate to address the mandatory requirements of Her Majesty's Security Policy Framework. The Region's five fire and rescue services are national leaders in this area and have secured regional funding to support the delivery of the Policy Framework's requirements. To this end, the Service has recently undergone a comprehensive security audit, the findings of which have been considered alongside the Commission's findings. A Security Improvement Plan is currently in development and will be implemented soon, albeit the scale of conformity to the Framework will take at least 12-18 months and will have funding implications.

The Committee is asked to note this agenda item.

**8 Risk Management Group – Progress Report
For decision**

This report provides Members with an update on the monitoring of recommendations made by Internal Audit that is undertaken by the Risk Management Group. The report also deals with progress on other issues

The Committee is asked to:

- a) Note the progress that has been made against the outstanding Internal Audit recommendations from earlier years: and
- b) Agree the changes made to the Internal Audit programme.

**9 Annual Governance Statement Improvement Plan 2010/11
For information**

This report summarises the progress made to date against the improvements contained in the Annual Governance Statement (AGS) Improvement Plan 2010/11.

The Committee is asked to note the progress made against each of the improvements contained in the AGS Improvement Plan 2010/11.

10 Performance Monitoring

10a Performance against Best Value Performance Indicators April 2010 to September 2010 For information

The Service Performance Group has already received a report detailing performance. The summary given below acts as an Exception Report, bringing key strategic performance issues to the attention of Members. Areas of poor performance are being addressed through the Service Performance Group.

Corporate measures are experiencing high achievement against targets. Financial Indicators are all performing on target with the exception of BV8, with an achievement of 97.7 percent of undisputed invoices being paid within 30 days (the target is 99 percent). Sickness indicators are within agreed targets and performing well, as are those for Equality and Diversity, which are still measured. The environmental impact indicator has a current assessment value of 824 following a trend of reduction and is on track to achieve the year end target value of 820.

There have been 24 personal injury employee accidents in the year to date, an improvement from 35 at the same time last year. Of these, 7 have been during training.

Operational measures show that wholtime appliances are available for 100 percent of the time. There is a noticeable increase in the number of secondary fires, in particular deliberate, with an expected failure to meet target. However, the numbers of all primary fires (those which are accidental in dwellings and in commercial property) are reduced from previous years and on target. All three smoke alarm measures are failing (number fitted, number not fitted and number, which failed to activate), but by small percentages.

In supporting both constituent authorities' National Indicators, the Fire Authority is failing the numbers of primary and secondary arson incidents. Primary incidents are only just over target by 10, whilst those classed as secondary are failing after a poor period of performance in April; however a reducing trend is being realised as the year progresses. The Authority is on track to achieve target for the number of all primary fires and resulting casualties and fatalities.

The aforesaid commentary acts as a précis of performance for the previous reporting period. More detailed information is available upon request from the Service's Performance Analyst.

The Committee is asked to note the agenda summary given.

10b Summary of Progress within the Improvement Priorities **For information**

At its meeting on 11 February 2009 the Fire Authority 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 / work streams managed under the heading "Customer Focus". There is nothing of exception to report with these supporting stages / work streams up to the end of October 2010.

The Committee is asked to note the agenda summary given.

10c Retained Duty System Performance Monitoring **April to September 2010** **For information**

This report, marked **10c**, provides information regarding the ongoing performance of the Retained Duty System in Shropshire.

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

11 Equality and Diversity

11a Progress on the Single Equality Scheme **For information**

There are 53 actions on the Single Equality Scheme (SES) to date: 1 has been completed since last review; 33 are in progress; 16 are not yet due; and 3 are overdue (to be reviewed by the Equality and Diversity Steering Group).

A summary of some of the actions is given below:

- The Discipline and Grievance training programme will be completed by the end of November.
- Equality Impact Assessments are being completed by all departments.
- The Lesbian Bisexual and Gay planning project group has met on several occasions and many organisations have now confirmed involvement and/or funding.
- Gypsy and traveller training has been devised and will be undertaken at the end of 2010/ early 2011.
- Dyslexia and Monitoring Brigade Orders are in draft and going through consultation.
- Equality and Diversity (E&D) watch training has now commenced.
- A presentation was given to the Fire Authority on the new Equality Act at its meeting on 4 November 2010.
- The SES suggested E&D Champions for each of the Strands, the E&D Steering Group needs to look at this and more evidence is required of executive and Members' visits, which link to E&D.

Further information can be found in the following reports, which were

presented to the Human Resources Committee on 12 October 2010, and which can all be accessed via the following link:

<https://www.shropshirefire.gov.uk/managing-the-service/fra/meetings/Human%20Resources/%2026971>

- Members' Engagement with Equality and Diversity
- Performance against the Fire Service Equality Framework – Gap Analysis Actions and Outcomes
- Progress on Equality Impact Assessments
- Telford Race, Equality and Diversity Partnership Service Level Agreement 2010/11 and Payment

The Committee is asked to note the agenda summary given.

11b Equality and Diversity Steering Group Progress For information

Since the last progress report, the Group has had one meeting, on 5 October 2010. They reviewed and agreed to the gypsy and traveller training, which will commence towards the end of 2010 / early 2011. The consultation on the multi-faith and cultural year planner has been completed and will be sent out towards the end of 2010. The Group was made aware of a radio interview with Group Manager Dickens on positive action in Cleobury Mortimer, encouraging women to apply as retained firefighters. The new website now allows women to complete our female questionnaire online. The Deputy Chief Fire Officer has attended the Telford Race Equality and Diversity Partnership's Annual General Meeting and gave feedback to the Group. The Group identified some work that needed to be completed further to The Equality Act's introduction on 1 October 2010. The Group thanked Jonathan Hyams as it was his last meeting and welcomed back Natalie Hill who has now returned from maternity leave.

The Committee is asked to note the agenda summary given.

12 Public Value Performance Measurement Framework 2011/12

This report sets out proposals for the introduction of a new community focused Public Value Performance Measurement Framework. The Framework sets out a simplified performance regime focused upon capturing public satisfaction with performance.

The Committee is asked to:

- a) Consider the contents of the report and proposed Public Value Performance Measurement Framework;
- b) Consider, and make recommendations to the Fire Authority on, the proposed seven 'Gold' measures (page 2), to be adopted from 1st April 2010; and
- c) Authorise officers to develop the underpinning 'Silver' and 'Bronze' measures.