

AWDURDOD TÂN AC ACHUB CANOLBARTH A GORLLEWIN CYMRU



MID AND WEST WALES FIRE AND RESCUE AUTHORITY

NOTE: THESE MINUTES ARE SUBJECT TO CONFIRMATION BY THE PERFORMANCE, AUDIT AND SCRUTINY COMMITTEE AT ITS NEXT MEETING

COFNODION CYFARFOD Y PWYLLGOR ADOLYGU AC ARCHWILIO PERFFORMIAD MINUTES OF THE PERFORMANCE AUDIT AND SCRUTINY COMMITTEE

DYDD LLUN, 24 APRIL 2017
MONDAY, 24 EBRILL 2017

YSTAFELL CAER, PENCADLYS Y GWASANAETH TÂN, CAERFYRDDIN
CAER SUITE, FIRE SERVICE HEADQUARTERS, CARMARTHEN

10.00 – 11.55

67% PRESENOLDEB/ATTENDANCE

Presennolyn y Cyfarfod/Present at Meeting:

CHAIR	Councillor E Thomas
IS-GADEIRYDD/DEPUTY CHAIR:	Councillor T Hennegan
AELODAU/MEMBERS:	Cyng/Cllrs: K Curry, S Davies, J Dudley, K Pearson, R Rees-Evans, G Thomas, G Walker, T Wilcox
YMDDIHEURIADAU/APOLOGIES:	P James, G Tanner
YN BRESENNOL /IN ATTENDANCE:	M Crennell, D Daycock K Jones, M Harries, R Thomas, I Cray, S Jenkins, C Williams, S Bryant, C Jackson, K Davies, H Pugh (Agenda Item 5)

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors P James and G Tanner.

2 DECLARATION BY MEMBERS OF ANY PERSONAL OR PREJUDICIAL INTERESTS

All Members present declared that they had a personal interest in any business relating to, or affecting their own Constituent Authority.

3 CHAIR'S ANNOUNCEMENTS AND PERSONAL MATTERS

The Chair was pleased to report that Councillor P James was recuperating well following his recent operation. Members extended their best wishes to Councillor James for a speedy recovery.

The Chair extended a warm welcome to Members for what would be the final meeting of the Performance, Audit and Scrutiny Committee prior to the Local Government Elections on 4 May 2017. The Chair took the opportunity to thank Members and Officers for their contribution and support during the 2016/17 municipal year.

4 TO CONFIRM AND SIGN AS A TRUE RECORD THE MINUTES OF THE PERFORMANCE AUDIT AND SCRUTINY COMMITTEE HELD ON 30 JANUARY 2017

The minutes of the Performance, Audit and Scrutiny Committee meeting held on 30 January 2017 were confirmed as a true record of proceedings.

MATTERS ARISING

Page 2, Paragraph 4: Councillor G Walker referred to a document issued by the Health and Safety Executive dated 28 September 2015 which stated that, based on the information provided, it was their opinion that Authorities Nation-wide who had adopted the 'CPC shift system were in breach of Regulation 6 of the Working Time Regulations. Councillor G Walker raised concerns that the Authority's shift systems implemented in Llanelli and Pontardawe Fire Stations enabled employees to undertake 96 hours consecutive duty which posed significant health and safety risks and accordingly enquired what action the Fire Authority would take in this regard.

The Clerk / Monitoring Officer clarified that it was incumbent upon those parties, which he understood were referred to in the document invoked by Councillor Walker, to put forward evidence to support any claims of a breach of regulations before a court of law in order that it could be adjudicated upon. A document that merely asserted an opinion that there was a breach of the relevant regulations would be of no legal status, and not binding upon the Fire Authority. The Clerk/ Monitoring officer explained that any determinations by a court or a tribunal could require a change of working practices, however it would not be appropriate to allow

comments or opinions set out in a document to change the Authority's policies without full consideration of the status of the body making the observation and the comments and their applicability and relevance to this Authority being made.

The Clerk / Monitoring Officer further advised that he understood that the issues referred to had been determined in a case involving the Authority, which post - dated the document, and which indeed had been resolved in favour of the Authority, and that in any event the appropriate body for dealing with the negotiation of terms and conditions of employment, and considering documents of this nature, was the National Joint Council (NJC)..

Page 4, Item 7 – Councillor G Walker clarified that the 'Pathfinder' programme was a Westminster Government initiative.

5 TO RECEIVE AND NOTE A VERBAL UPDATE BY THE INTERNAL AUDITOR ON THE INTERNAL AUDIT PLAN 2016/17

Ms H Pugh of Carmarthenshire County Council provided an overview of the audit programme for 2016/17. Members were informed that an annual report incorporating the outcomes of the audit reviews undertaken during 2016/17 would be presented to the Committee at its next meeting.

Ms H Pugh reported that the number of audit days for 2017/18 would be increased from 35 days to 97 days, thus enabling the internal audit team to extend its remit to include other fundamental areas of review. In response to queries raised by Members, Ms H Pugh confirmed that the Internal Auditors liaised with the Service's Executive Leadership Team to agree an Audit Programme that was considered appropriate and fit for purpose for the Fire Authority, and which would consequently provide the required level of reassurance to Members.

RESOLUTION

It was RESOLVED that the verbal update be noted.

Ms H Pugh departed the meeting at this point.

6 TO RECEIVE AND NOTE A REPORT ON COMPLIMENTS AND COMPLAINTS FOR THE PERIOD 1 APRIL 2016 – 31 MARCH 2017

The Head of Corporate Communications and Business Development provided Committee with an overview of the Compliments and Complaints report for the period 1 April 2016 – 31 March 2017.

Consideration was given to the 26 complaints which had been received and investigated during the reporting period in terms of their nature/type, outcome and location. Members were also provided with a breakdown of the further 11 areas of concern which had been recorded but not progressed.

The Head of Corporate Communications and Business Development advised Committee that 1 complaint relating to the Service's Fire Behaviour Training facility had been referred to the Public Services Ombudsman for Wales, who had determined that the matter would not be investigated.

The Committee was informed that the Complaints procedure was currently under review with a view to providing further distinction and clarity between general corporate complaints and matters specifically relating to employee conduct.

The Head of Corporate Communications and Business Development addressed a number of queries in relation to the processes adopted to record and investigate complaints received from members of the public and Committee was assured that learning outcomes emanating from upheld complaints were implemented to minimise the risk of future occurrence.

Consideration was given to the 62 Compliments recorded during the reporting period, though it was recognised that the number of unrecorded compliments was likely to be significantly higher. Committee were pleased to note the number of expressions of appreciation received which was considered a valuable tool in monitoring the effectiveness of a good service provided. However, it was acknowledged that further improvements could be made to showcase the excellent work being undertaken on a daily basis across the Service.

In response to a query, the Corporate Head of Prevention and Protection confirmed that random sampling was undertaken within the Community Safety department as a means of gaining feedback following engagement with members of the public.

The Committee acknowledged the positive report which had to be evaluated in the context of the low number of complaints received from within such a large geographical area.

RESOLUTION

It was RESOLVED that the Performance, Audit and Scrutiny Committee note the report on Compliments and Complaints.

7 TO RECEIVE AND NOTE A REPORT ON THE JOINT PUBLIC SERVICE CENTRE PROJECT (JPSCP)

The Temporary Director of Operational Support and Improvement presented a report to Members on the Joint Public Service Centre Project (JPSCP). Members were informed that although significant progress had been made to date, there had been a delay in the go live date for the Command and Control system, which was attributable to Capita's (the contract providers for the control system) failure to deliver the software requirements as specified within the contract. Members were informed that a revised go live date would be confirmed once the standard requirement was met in respect of the Site Acceptance Testing.

The Temporary Director of Operational Support and Improvement reported that the end-product would be fit for purpose and robust and Members were assured that the Authority would not accept a sub-standard product in this regard. Members were further assured that staff engagement was a key area of the project and employees were kept apprised of progress by way of site visits, monthly newsletters and regular update meetings.

In response to a query, the Temporary Director of Operational Support and Improvement provided an overview of the additional enhanced hardware and software packages received by way of compensation and it was confirmed that these systems were both robust and required for the Authority and had therefore represented value for money.

Committee drew attention to the financial implications of the project and the Project Coordinator duly clarified that the Welsh Government was not pursuing repayment of the invest to save loan at this time due to the delayed go live date. Furthermore, the Temporary Head of Finance confirmed that the Authority's medium term financial plan was being updated and would identify efficiency savings options in respect of the delayed delivery of the project.

RESOLUTION

It was RESOLVED that the Performance, Audit and Scrutiny Committee note the progress of the project.

The Project Coordinator departed the meeting at this point.

8 TO RECEIVE AND NOTE THE PERFORMANCE AND IMPROVEMENT PROGRESS REPORT – QUARTER 4 2016/17

The Temporary Director of Operational Support and Improvement presented the Performance and Improvement Progress Report – Quarter 4 2016/17.

Members were provided with an overview of progress made on Performance Indicators for the reporting period 1st January 2017 – 31 March 2017. Committee was pleased to note the overall downward trend in the number of incidents attended, including fires (accidental, deliberate and non-domestic), road traffic collisions, false alarms and hoax calls, all of which could be attributed to robust implementation of Service procedures and proactive community safety initiatives. Committee was pleased to note that a key focus area for the Service was to ensure the appropriate sharing of data with relevant agencies to enhance the safety of citizens across Mid and West Wales. A number of Member queries were addressed, as follows:

The Temporary Director of Operational Support and Improvement confirmed that the remit of the Local Resilience Forums comprised contingency planning in respect of flooding. Members were pleased to note the multi-agency approach in

respect of training/planning activities and prevention initiatives such as the culvert clearing project to minimise the impact and severity of such incidents.

The Deputy Chief Fire Officer agreed to consider including a narrative within the document in respect of clarifying the calculation of all fires attended, which was currently open to misinterpretation.

The Deputy Chief Fire Officer provided an overview of the collaborative partnership with the Welsh Ambulance Service Trust and the Cariad Charity to provide co-responder and defibrillator capability across the Service area. Members received an update in respect of co-responder training, equipment, and mobilisation procedures, together with the terms of conditions for the provision of the life saving initiative. The Temporary Director of Operational Support and Improvement further confirmed to Members that discussions were ongoing with relevant Trade Unions in respect of a small number of Stations who had withdrawn their co-responder provision.

Members' attention was drawn to Part 2 of Appendix 1 of the report, whereby the Temporary Director of Operational Support and Improvement provided Committee with a synopsis of progress made against each of the Authority's 12 improvement objectives, together with an explanation of how each objective enabled the Service to meet its strategic priorities. Members were pleased to note that significant progress had been made within each improvement objective, with 11 being allocated a green status and 1 an amber status, which was within overall progress tolerance.

Members commended the development and adoption of unmanned aerial vehicles (UAVs) to support emergency response operations and were particularly pleased to note that the Service was at the forefront of innovation and the use of new technology to resolve operational incidents and improve the safety of personnel. Reference was also made to the recent introduction of hydrogen powered vehicles into the Service's grey fleet. The Committee congratulated the Service in being one of only two organisations across Wales, and the first FRS in the UK, to receive grant funding in this regard, which was attributable to Service's culture as an innovative, creative and efficient organisation.

Committee were provided with an update on progress made against the Service's corporate projects, as set out in Part 3 of Appendix 1 of the report.

The Corporate Head of Prevention and Protection provided an overview of the Safe, Well and Independent Living (SWAIL) project which was a multi-agency collaboration aimed at ensuring a safer home for citizens by providing advice and interventions to reduce the risks from slips, trips and falls. It was reported that a Dyfed Powys Police Constable had recently joined the team and both the Welsh Ambulance Service Trust and Hywel Dda Health Board were undergoing the recruitment process to appoint two case workers which would significantly enhance the project's progress in delivering home fire safety intervention within

Communities. Committee commended the initiative and noted the importance of key agencies allocating sufficient resources to deal with a potentially significant amount of referrals.

The Corporate Head of Resources provided an update on the Emergency Services Mobile Communications Programme (ESMCP) which was a National project for all Emergency Services to replace the existing Airwave mobilising technology with the ESCMP 4G network system. It was reported that an amended Programme Plan had been issued from the Home Office and would be considered by the Joint Emergency Services' Group at its next meeting in May 2017. Members were informed that remote area coverage remained a concern and would therefore be a focus area regionally. In response to a query, the Corporate Head of Resources clarified that a satellite system would provide a short-term solution to this issue, however a longer-term solution would involve investment in land to erect masts.

The Corporate Head of Resources further reported that the project would be delayed by a period of 9 months to September 2020 and therefore the current Airwave Contract would need to be extended accordingly. However, it was explained that the technology relied upon by Airwave in terms of functionality of the system would no longer be available from March 2020 onwards and discussions were ongoing with the Home Office in this regard.

The Temporary Director of Operational Support and Improvement provided an update on the Northern Workshops project which aimed to establish a single workshop facility to support fleet maintenance activities in the region. It was reported that responses were awaited from the Welsh Ambulance Service Trust and Powys Health Board to determine whether they wished to join the project and accordingly, the project remained in the feasibility stage. Committee commended the aspirations of the Service in terms of a multi-agency collaborative approach and recognised the increased timescales in introducing such arrangements.

RESOLUTION

It was RESOLVED that the Performance, Audit and Scrutiny Committee note the report and progress made to date.

9 TO RECEIVE AND NOTE THE BUSINESS RISK REGISTER UPDATE REPORT TO APRIL 2017

The Temporary Director of Operational Support and Improvement presented the Business Risk Update Report to April 2017 to the Committee.

Members were provided with an overview of the Business Risk Register Decision Log (Appendix C) and the eight identified risks.

A summary of the latest considerations by the Business Risk Management Group (BRMG) for each of the risks contained within the Business Risk Register Decision Log was given to Members. It was noted that 6 risks relating to Regulatory Body

Compliance, Industrial Relations, Change/Risk Management, Business Continuity/Interruption, Procurement and Security remained on the same amber status and the Attendance Management and Road Risk remained on the same green status.

RESOLUTION

It was RESOLVED that the Performance, Audit and Scrutiny Committee note the report and acknowledge the ongoing progress to both identify and manage matters of business risk affecting the Service.

10 TO RECEIVE AND NOTE A REPORT ON THE CERTIFICATE OF COMPLIANCE FOR THE AUDIT OF MID AND WEST WALES FIRE AND RESCUE AUTHORITY'S 2017/18 IMPROVEMENT PLAN

The Deputy Chief Fire Officer presented the report on the Certificate of Compliance for the audit of Mid and West Wales Fire and Rescue Authority's 2017/18 Improvement Plan.

It was confirmed that the Auditor General for Wales had determined that the Authority had discharged its duties under sections 17 and 19 of the Local Government Wales Measure 2009, to prepare and publish an Improvement Plan in accordance with statutory requirements set out in section 15 and statutory guidance and a certificate of compliance had been provided in this regard.

RESOLUTION

It was RESOLVED that the Wales Audit Office Certificate of Compliance for the Audit of Mid and West Wales Fire and Rescue Authority's Improvement Plan 2017/18 be noted.

11 TO CONSIDER ANY OTHER ITEM OF BUSINESS THAT BY REASON OF SPECIAL CIRCUMSTANCES, THE CHAIR DECIDES SHOULD BE CONSIDERED AS A MATTER OF URGENCY PURSUANT TO SECTION 100(B)(4) OF THE LOCAL GOVERNMENT ACT 1972

There were no items of any other urgent business. The meeting closed at 11.55.