

**AWDURDOD TÂN AC ACHUB CANOLBARTH A GORLLEWIN  
CYMRU**



**MID AND WEST WALES FIRE AND RESCUE AUTHORITY**

**COFNODION CYFARFOD Y PWYLLGOR  
ADOLYGU PERFFORMIAD A PHOLISI  
MINUTES OF THE PERFORMANCE AND  
POLICY REVIEW COMMITTEE**

**DYDD MAWRTH, 8 MAI 2007**

**TUESDAY, 8 MAY 2007**

**PENCADLYS Y GWASANAETH TÂN  
HEOL LLWYN PISGWYDD, CAERFYRDDIN**

**FIRE SERVICE HEADQUARTERS,  
LIME GROVE AVENUE, CARMARTHEN**

**11.00AM – 11.25AM**

**PRESENOLDEB/ATTENDANCE**

Presennol yn y Cyfarfod/Present at Meeting:

IS-GADEIRYDD/VICE CHAIRMAN: P James

AELODAU/MEMBERS: Cyng/Cllrs: D R James,  
J D A Thompson, D C Prothero,  
Mrs P Spender

YMDDIHEURIADAU/APOLOGIES Mrs F M Jones, C Morgan, C Waller

YN BRESENNOL /IN ATTENDANCE: R Smith, L Aitken, A Howells, R Rees

**1. DECLARATION BY MEMBERS OF ANY PERSONAL INTEREST**

None were declared

**2. TO RECEIVE AND CONSIDER THE MINUTES OF THE MEETING HELD ON 19<sup>th</sup> FEBRUARY 2007**

The minutes of the meeting held on 19<sup>th</sup> February 2007 were received and approved as a true record.

**3. TO RECEIVE AND CONSIDER THE PERFORMANCE MANAGEMENT REPORT FOR THE REPORTING PERIOD APRIL 2006 - MARCH 2007**

***Corporate Health Indicators***

Members were informed that of the 12 indicators which had targets, the outcomes as set against the Service's targets were that 3 were on target and 9 had not met the target set.

Of these 9, 5 had showed a positive trend, 3 were stable and showed no change and 1 showed a negative trend.

The overall performance of Corporate Health Indicators was good and where targets had not been achieved performance, had either been stable or had shown an improvement in most areas. The only area that had shown a downward trend was where BVPI11 had been affected by additional staff being counted in the top 5% of earners, although there had been no reduction in the actual number of persons in the classification for the indicator.

The Service's performance also compared well with Family Group and Top Quartile results.

***Service Delivery Indicators***

Of the 20 Service Delivery indicators reported, 9 indicators were on target and 11 indicators had not met the target set.

Of the 11 indicators failing to reach the target, 5 showed a positive trend from the previous year's reporting and 6 showed a negative trend from the previous year's reporting

Service Delivery Indicators had shown a general improvement, with almost half of the projected indicators achieving their targets, and where targets had not been met many had shown a positive trend. Members were delighted to learn that the most significant results for service delivery had been demonstrated by the improvement in performance for accidental dwelling fires, where there had been no fire deaths since September 2005. it was noted that a press statement had been released to this effect

## **RESOLUTION**

*It was RESOLVED that*

*i) The report be received and noted*

*ii) A letter be sent to staff congratulating them on their achievements in having no fire deaths in the past eighteen months*

*iii) To have details of incidents attended by the co-responder units available for the next meeting*

### **4. TO REVIEW COMPLAINTS RECEIVED BY THE AUTHORITY FROM APRIL 2006 – MARCH 2007**

The number of complaints received for the period April 2006 – March 2007 had increased in comparison with the same reporting period last year although of the 37 complaints received, only 10 had been upheld, this being the same number as for 2005/2006.

The standard of complaint acknowledgement and investigation performance remained generally good, with all complaints being responded to within 4 – 5 days.

Approximately the same ratio of satisfaction questionnaires were returned as for the period last year and all complainants had been informed that the non-return of a questionnaire indicated that they would be deemed to be satisfied with the way in which the complaint was handled.

At the specific request of Committee, complaints in respect of conduct had been attached for information.

## **RESOLUTION**

*It was RESOLVED that*

*The report be received and noted*