

AWDURDOD TÂN CANOLBARTH A GORLLEWIN CYMRU



MID AND WEST WALES FIRE AUTHORITY

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

**DYDD LLUN, 18 HYDREF 2004
MONDAY, 18 OCTOBER 2004**

**PENCADLYS Y GWASANAETH TÂN
HEOL LLWYN PISGWYDD, CAERFYRDDIN
FIRE SERVICE HEADQUARTERS,
LIME GROVE AVENUE, CARMARTHEN**

PRESENOLDEB/ATTENDANCE

Presennol yn y Cyfarfod/Present at Meeting:

CADEIRYDD/CHAIRMAN: Mrs F M Jones

IS-GADEIRYDD/VICE CHAIRMAN: Mrs P Spender

AELODAU/MEMBERS: Cyng/Cllrs: T E Evans, D R James,
C Morgan, D C Prothero

YMDDIHEURIADAU/APOLOGIES: Cyng/Cllrs: Mrs C Philpott,
J D A Thompson

1 DECLARATION BY MEMBERS OF ANY PERSONAL INTEREST

None were declared

2 TO RECEIVE AND CONSIDER THE MINUTES OF THE PERFORMANCE AND POLICY REVIEW COMMITTEE HELD ON 14 JULY 2004

The minutes of the meeting held on 14 July 2004 were received and approved

3 TO CONSIDER ANY MATTERS ARISING

5 – Details of Reviews Planned for 04/05

The Deputy Chief Fire Officer informed Members that the review of the Training Development and Delivery Function originally planned to commence in September had been delayed until November but would be completed by January 2005.

4 TO RECEIVE AND CONSIDER THE PERFORMANCE MANAGEMENT REPORT FOR THE PERIOD APRIL TO JUNE 2004

The latest available quarterly return, which identified the Service's performance against national Performance Indicators, was received and considered. Originating from consideration of the Service Delivery Indicators, Members queried the current legislation regarding the installation of sprinklers in new local authority buildings and in particular schools, and were strongly of the opinion that these should be made compulsory for all new build.

RESOLUTION

It was RESOLVED that

Letters be sent on behalf of the Fire Authority to the Leaders of the six Constituent Authorities strongly emphasising the need to include sprinkler systems in all new Local Authority buildings.

5 TO RECEIVE AND CONSIDER THE COMPLAINTS ANALYSIS FOR THE PERIOD 1ST APRIL TO 30TH SEPTEMBER 2004

The Complaints Analysis for the period 1st April to 30th September was received and considered and it was noted that there had been a decrease compared with the number received in the previous three years.

It was pleasing to note that there has been a marked decrease in the number of complaints about conduct and operational matters whilst the number of complaints about administration and crew responding had remained fairly constant.

The standard of complaint acknowledgement performance remained consistently high with the majority of complaints being investigated within 14 days.

It was noted that no satisfaction questionnaires had been returned during the period in respect of the way the complaints were handled. Complainants were informed however that the non-return of a questionnaire indicated that they were deemed to be satisfied with the way in which the complaint had been handled.

There had also been a slight increase during the period of the letters of appreciation received.

RESOLUTION

It was RESOLVED that

The Complaints Analysis for the period April to September 2004 be received and noted.