

**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 LLUN, 4 MEDI 2006

MONDAY, 4 SEPTEMBER 2006

**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: P James

AELODAU/MEMBERS: Cyng/Cllrs: JJJ Davies, D R James,
C Morgan, D C Prothero,
J D A Thompson

YMDDIHEURIADAU/APOLOGIES: Cyng/Cllrs: T E Evans, C Waller

YN BRESENNOL /IN ATTENDANCE: Cyng/Cllr: BJ Hall

1. PERSONAL MATTERS

On behalf of all Members the Chair congratulated Cllr & Mrs R James on their forthcoming Golden Wedding Anniversary and also expressed congratulations to AM Wyn Edwards on his recent promotion to Head of Operational Assurance.

2. TO APPOINT A VICE CHAIR FOR THE 2006/07 MUNICIPAL YEAR

Councillor P James was nominated and duly seconded. There were no other nominations.

Upon being put to the vote,

It was RESOLVED that Councillor P James be appointed Vice Chair for the municipal year 2006/2007.

3. TO RECEIVE AND CONSIDER THE MINUTES OF THE PERFORMANCE AND POLICY REVIEW COMMITTEE MEETINGS HELD ON 22 MAY 2006 AND 7 JUNE 2006

The minutes of the Performance and Policy Review Committee held on 22nd May and 7 June 2006 were received and approved as a true record.

4. MATTERS ARISING FROM THE MEETING HELD ON 22 MAY 2006

6.1 Performance Management Framework – Outcome Measures for 2006/07

Following the resolution at the meeting to write to Welsh Assembly Government registering concerns that targets set out in the Fire and Rescue National Framework for Wales relating to Road Traffic Collisions (RTC'S) were not attainable given that certain factors were outside the influence of the F & RS, a response had been received from the Minister for Social Justice and Regeneration. Mrs Hart responded that she was pleased to hear of the positive actions that the Authority were taking to tackle RTC's and agreed that it was not an issue which the Service alone could address, but rather one of shared responsibility. A Fire and Rescue Authority Performance Indicator Group had been established to further evaluate the targets by a Shared Outcomes Group of wider stakeholders.

The Chief Fire Officer confirmed that the Authority continued to be very pro active in its endeavours to reduce deaths and injuries caused by RTC's and that the Minister was very aware of the contribution made by the Service within this area.

5. TO RECEIVE AND CONSIDER THE BEST VALUE PERFORMANCE INDICATOR PERFORMANCE MANAGEMENT EXCEPTION REPORT, FOR THE REPORTING QUARTER APRIL – JUNE 2006

The report listed the targets set for each Indicator for the 2006/2007 reporting period, which were based on previous years' performance, comparison with Fire

& Rescue Service performance within the Family Group, national targets and Service objectives. Data for the April to June 2006 quarter had been projected for 12 months in order to compare performance with the targets set for all Corporate and Service Delivery Indicators.

For certain indicators, data projection did not give an entirely accurate reflection of the end of year figures, particularly for the first quarter of reporting, and this had been reflected in the exception report.

National data for BVPI's had recently been published and the calculations for Top Quartile performers for 2004/2005 would be available for the next quarter's report at the November meeting of the Committee. It was noted that some of the data reported was subject to the submission and process of FDR1 reports, whilst for injury reporting it had been necessary for a certain amount of estimation to be undertaken.

Members were pleased to note that the figures for the number of working days/shifts lost due to sickness absence for wholetime uniformed staff had improved and that the Authority was performing well against the Family Group. Members further noted the areas of accidental dwelling fires (142iii; 143i & ii and 144) where performance had improved at incidents involving accidental dwelling fires and subsequently deaths and injuries at these incidents. This improvement reflected the resources that had been directed into improving safety in the community through the IRMP.

The reduction in the number of automatic false alarms at non-domestic properties reflected the success of the project to reduce unwanted fire signals and a negative trend could be seen for the majority of deliberate fire incidents with the exception of primary vehicle fires where the efforts of the Service in partnership with other organisations had resulted in a continued steady decline.

RESOLUTION

It was RESOLVED that

The Service Performance Management Report be received and noted

6. TO RECEIVE A REPORT ON THE PERFORMANCE MANAGEMENT FRAMEWORK – REVIEW OF THE SERVICE VISION, MISSION AND OBJECTIVES

Members were informed that the Performance Management Working Group had met to consider revisions to the Service Vision and Mission statements and to Corporate Objectives in line with the organisation's current aims. It was noted that the Policy and Performance Board had considered and agreed the proposed changes.

RESOLUTION

It was RESOLVED that

The recommendations for change made in the report be approved and be adopted within the Service Vision and Mission statements and Corporate Objectives

7. TO REVIEW THE COMPLAINTS RECEIVED BY THE AUTHORITY FOR THE PERIOD 1ST APRIL 2005 TO 31ST MARCH 2006

Members were informed that whilst the number of complaints received during 2005/6 had increased slightly, the number of complaints that have been upheld had decreased.

It was further noted that the majority of complaints received had been in respect of conduct and driving. The standard of complaint acknowledgment and complaint investigation performance on the whole had been good and around the same number of satisfaction questionnaires had been returned.

RESOLUTION

It was RESOLVED that

The complaints report covering the period 1st April 2005 to 31st March 2006 be received and noted.