

**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, 20 TACHWEDD 2006
MONDAY, 20 NOVEMBER 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,
Mrs P Spender, J D A Thompson,
C Waller

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

1. PERSONAL MATTERS

The Chair made reference to the recent passing of the Clerk's mother and on behalf of Members expressed her sympathy to Mr Howells and his family on their sad loss

2. DECLARATION BY MEMBERS OF ANY PERSONAL INTEREST

None were declared

3. TO RECEIVE AND CONSIDER THE MINUTES OF THE MEETING HELD ON 4TH SEPTEMBER 2006

The minutes of the meeting held on 4th September 2006 were received and approved as a true record

4. TO RECEIVE A REPORT ON THE PUBLICATION OF THE 2006/07 PERFORMANCE PLAN

The Deputy Chief Fire Officer reported that the National Assembly for Wales had commissioned the Wales Audit Office (WAO) to implement a revised audit review process for the Fire & Rescue Services in Wales. (WPI-FRA). This would form part of the Wales Programme for Improvement process.

It was anticipated that this review would have been published in the early part of 2006, in order to inform the performance monitoring process for 2006/2007 but the guidance for WPI-FRA had not yet been completed. WAG and WAO had therefore advised that a similar interim process to the previous year would be undertaken.

Members considered a paper which provided information on those areas and indicated the work that was being undertaken in preparation for the adoption of the WPI-FRA reporting process in close liaison with the WAO.

Members noted that there was a requirement for this plan to be published by 31st October 2006 and it had therefore been presented to and had been approved by the Policy and Performance Board on the 25th October 2006 and by the I Fire Authority on the 30th October 2006.

The audit of the data was being undertaken by WAO who would report on the outcomes in the Annual Audit Letter.

Councillor C Morgan queried why the review could not be carried out by an external organisation, rather than the Fire Service. The Deputy Chief Fire Officer responded that historically such reviews had been carried out by HM Fire Service Inspectorate but as this organisation no longer existed, it would be undertaken within the Welsh Fire Service. The review process, however, would be monitored by the Wales Audit Office, who would ensure the process was carried out in a fair and transparent way.

RESOLUTION

It was RESOLVED that

Members approved the Performance Plan for 2006/2007 which formed part of the interim process prior to the adoption of WPI Fire

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

Members considered the BVPI Corporate Health and Service delivery indicators and associated Exception Report for April to September 2006 which formed part of the Authority's Performance Management reporting framework. The Deputy Chief Fire Officer reported that the Service currently reported on 16 Corporate Health indicators of which 4 of the indicators either did not have targets or the data was unavailable.

Of the remaining 12 indicators the outcomes as set against the Service's targets were:

- 5 indicators were on target
- 7 indicators had not met the target set.

The Corporate Health Indicators overall showed an improvement with almost half of the projected indicators achieving their targets. Of the indicators not reaching the target all showed a positive trend or were stable. It was noted that challenging targets had been set for these indicators and that the Authority's performance in this area also compared well with Family Group and Top Quartile results.

Referring to the Service Delivery indicators, the following outcomes had been set against the Service's targets: -

- 9 indicators were on target
- 11 indicators had not met the target set.

It was noted that the Service Delivery Indicators generally showed an improvement, with almost half of the projected indicators achieving their targets. The most significant results for service delivery had been demonstrated by the improvement in performance for accidental dwelling fires. Seven indicators showed a negative trend from the previous year, but six of those had improved from the first quarter's reporting and the lack of improvement in some of those areas could also be attributed to busy grass fire periods. Again the Authority's performance in this area was comparable with Family Group and Top Quartile results.

Members were aware that the Authority had identified fire safety in the home as

one of its main priorities and had concentrated its efforts in this area. As a result, Members were delighted to learn that figures for accidental dwelling fires and subsequent injuries at these fires had all shown a reduction as had the number of fires confined to the room of origin. The number of persons escaping unharmed from accidental dwelling fires and the indicators for smoke alarm ownership also showed positive trends. This evidenced the success of Community Safety strategies approved by the Fire Authority such as the increase in HFSA activities.

The number of deliberate fires generally had reduced compared with the previous quarter. Performance however remained off target set in all areas except for deliberate vehicle fires which continued to reduce year on year.

False alarms from automatic fire detection apparatus in non-domestic properties had shown an increase for the quarter. However, detailed information was provided to County Commands on false alarm and repeat attendances at such premises which allowed them to effectively target repeat offenders in order to improve performance.

RESOLUTION

It was RESOLVED that

Members accepted the report

6. TO RECEIVE A REPORT ON THE NATIONAL ASSEMBLY OF WALES STATISTICAL BULLETIN FOR THE 12 MONTH PERIOD 1ST JANUARY – 31ST DECEMBER 2005

Consideration was given to the report on the analysis of Welsh Fire & Rescue Service (FRS) fire statistics published by the National Assembly of Wales (NAW). The monitor summarised the provisional information provided on fires and false alarms and compared performance with the previous reporting period.

Members were aware that the report was the second monitor to be reported upon and continued to show very positive results for Mid & West Wales FRS and demonstrated an improvement in areas where intervention activities were currently being focussed. The areas showing greatest improvement were

- Accidental fires in the home had been reduced by 7%
- Injuries arising from accidental fires in the home had reduced by 16%
- Deliberate primary fires had reduced by 16%
- Malicious false alarms had reduced by 13%

This demonstrated that the initiatives and strategies which had been adopted as the result of previous Integrated Risk Management Plans (IRMP) and which were being developed within the current Risk Reduction Plan (RRP) and were having positive results on performance.

RESOLUTION

It was RESOLVED that

Members accept the report noting the positive performance reported in the attached statistical bulletin and the link to the strategies developed as part of the Risk Management process.

7. TO REVIEW COMPLAINTS RECEIVED BY THE AUTHORITY FOR THE PERIOD 1ST APRIL 2006 TO 30 SEPTEMBER 2006

Members noted that the number of complaints received for the period April-September 2006 amounted to twenty-six which represented a significant increase compared with the number received for the same period over the last two years.

The number of upheld complaints had increased from one to seven and were in respect of conduct, operational matters and miscellaneous (premises and flashover). The standard of complaint acknowledgement and investigation performance remained generally good.

Only two satisfaction questionnaire had been returned and it was noted that 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.

It was reported that the number of compliments received had decreased compared with the corresponding period last year. The Public Services Ombudsman for Wales had recently issued "Guidance on Complaints Handling" and a comprehensive report was currently being prepared for Members. Councillor C Morgan raised his concerns about the increased number of complaints in regards to conduct and asked to have details of these particular types of complaints for the next meeting.

RESOLUTION

It was RESOLVED that

The complaints report be received and noted and further details of the complaints in respect of conduct be available for the next meeting.