
REPORT AUTHOR: COUNCILLOR J MINGAY
SUBJECT: SERVICE DELIVERY POLICY AND CHALLENGE GROUP

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Background Papers: None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	OTHER (please specify)	
	New		CORE BRIEF	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To report on the meeting of the Service Delivery Policy and Challenge Group held on 26 June 2018

RECOMMENDATION:

That the submitted draft Minutes of the meeting of the Service Delivery Policy and Challenge Group held on 15 March 2018 be received.

1. Introduction

- 1.1 The draft Minutes of the meeting of the Service Delivery Policy and Challenge Group held on 26 June 2018 are appended for Members' consideration.
- 1.1 The Service Delivery Policy and Challenge Group made no recommendations to the Fire Authority.

COUNCILLOR J MINGAY
CHAIR OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP

**MINUTES OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP MEETING
HELD ON 26 JUNE 2018 AT 10.00am**

Present: Councillors C Atkins, J Chatterley, D Franks, T Khan, D McVicar and J Mingay
(Chair)

DCFO A Hopkinson, SOC I Evans and SOC G Jeffery

18-19/SD/001 Apologies

1.1 There were no apologies.

18-19/SD/002 Election of Vice-Chair 2018-19

RESOLVED:

That Councillor Franks be elected as Vice-Chair of the Policy and Challenge Group for 2018-19.

18-19/SD/003 Declarations of Disclosable Pecuniary and Other Interests

3.1 There were no declarations of interest.

18-19/SD/004 Communications

4.1 There were no communications.

18-19/SD/005 Minutes

RESOLVED:

That the Minutes of the meeting held on 15 March 2018 be confirmed and signed as a true record.

18-19/SD/006 Terms of Reference

6.1 The Group received its current Terms of Reference for review. No changes were recommended.

RESOLVED:

That no changes are required to the Group's current Terms of Reference.

18-19/SD/007 Service Delivery Performance Monitoring Report (Annual Review) and Programmes to date

7.1 DCFO Hopkinson submitted the Quarter 4 and year-end project and performance report. He advised that a new project to replace the fleet management system had been added to the Service Delivery Programme Report. There may be opportunities to merge this with the asset tracking report and this was currently being considered.

7.2 The majority of projects were on track to deliver their outcomes within the targeted timescale with the exception of two projects.

- 7.3 The co-responding project which was reporting as red as the national trials had been suspended as part on the ongoing national pay and conditions negotiations.
- 7.4 The Emergency Services Mobile Communications Programme was reporting as amber due to changes in the national programme, which was currently being reviewed.
- 7.5 In relation to the co-location of the Ambulance Service at Dunstable Community Fire Station, SOC I Evans advised that the Ambulance Service had decided to locate their vehicles elsewhere and this opportunity for collaborative working was no longer being pursued.
- 7.6 In response to a question, SOC I Evans provided the background relating to the replacement mobilising system and the reasons why a procurement process had commenced for a new system. The primary reason was that Essex Fire and Rescue Service had decided to procure a new system that would be compliant with the new Emergency Services Network (ESN) with Essex Police, Kent Fire and Rescue Service and Kent Police. Therefore there was no option to extend the partnership agreement beyond the contractual end date of late 2019/early 2020. There was also a significant cost associated with upgrading the current system to ensure that it was ESN compliant and minor glitches relating to the data capture functionality with the system creating “ghost data”.
- 7.7 Members were assured that the data reporting glitches did not affect the mobilisation of appliances and resources and that the current system was more robust, effective and resilient than the Service’s previous mobilising system.
- 7.8 Members requested an update on the RMS project, including some background information, focusing on the option that had been selected as the way forward and the scope of the work to be undertaken in partnership with Cambridgeshire and Suffolk Fire and Rescue Services.
- 7.9 DCFO Hopkinson presented the performance information for Quarter 4 and year-end. The target for Pi01 (the rate and number of primary fires) had been exceeded by 7%. This was largely attributable to increases in dwelling and road vehicle fires and reflected a national increase in these types of fires. The Service was actively working with partners to identify targeted action that could be introduced to combat this increase.
- 7.10 Pi02 (the rate and number of primary fire fatalities) had missed its target as there had been four fire fatalities during the year. One incident related to a late call of fire, two had been non-accidental and the final incident the individual had passed away days after the actual fire. The findings of the Coroner’s inquests were awaited.
- 7.11 Pi03 (the rate and number of primary fire injuries) had exceeded its target by 6. There had also been 27 fire injuries during 2017/18. The majority of injuries resulted in outpatient treatment with injuries that were not designated as serious.
- 7.12 Pi04 (the number and rate of deliberate (arson) fires) had exceeded its target by 19%. This was attributable to an increase in criminal activity.

- 7.13 DCFO advised that he had discussed with the Deputy Chief Constable the undertaking of an arson case study, which would examine every step of the process, from the incident itself through to investigation and prosecution.
- 7.14 DCFO Hopkinson reported that publication of the national fire statistics for 2017/18 was anticipated shortly and the results of this would be submitted to a future meeting of the Group to benchmark performance of the Service against other services in the national league tables.
- 7.15 Pi05 (the rate and number of accidental dwelling fires) had missed its target by 2%. There had been a noticeable increase in “cooking accident” fires and Cooking Safety continued to be a focus of the Safe and Well visits.
- 7.16 In relation to the increase in deliberate fires, SOC I Evans confirmed that the Service worked closely with the Police. This included data sharing, the Arson Reduction Officers working closely with the Police Neighbourhood Policing Teams and joint fire investigations. Two prolific arsonists from the Leighton Buzzard area had been successfully prosecuted as a result of collaborative working between the Police and Fire Service.
- 7.17 Vehicle fires accounted for approximately 200 of the 874 fires which was an increase of 7% from the previous year. 569 of the fires were classified as outdoor fires.
- 7.18 DCFO Hopkinson reported that, due to data capture glitches mentioned earlier in the discussion, performance data for Pi11 (percentage of occasions when our response times for critical fire incidents were met), Pi16 (the percentage of 999 calls answered in 7 seconds) and Pi17 (the percentage of 999 calls mobilised to in 60 seconds or less) was not yet available.
- 7.19 In relation to Pi26 (the percentage of fire safety audits carried out on high and very high risk premises), DCFO Hopkinson advised that 100 of the 112 identified high and very high risk premises had been audited at year end. The remaining premises had not been inspected for a number of reasons including that some properties were being redeveloped, for some the Service was not the enforcing authority and the audits for two premises had been extended to a two-yearly interval following a desktop exercise on risk.
- 7.20 In response to a question, SOC I Evans advised that the Service was not the primary authority with responsibility for inspections of Luton Football Club. This was undertaken by Luton Borough Council as part of the licensing arrangements for sports stadia. He assured Members that the Service was fully involved in supporting fire safety measures at the premises.
- 7.21 DCFO Hopkinson reassured Members that, even when the Service was not the enforcing authority, such as for Crown properties, the Service still gathered intelligence on the premises as part of familiarisation visits to identify risks so that the Service could respond effectively in the event of an emergency.
- 7.22 Reports from national incidents, such as the fire at Grenfell Tower, were considered to ensure that the Service was adopting any learning arising from those incidents.

- 7.23 DCFO Hopkinson reported on the feasibility study that had been undertaken relating to a shared Police and Fire Headquarters. It was anticipated that an options paper would be submitted to a future meeting of the Authority.
- 7.25 The Group was also advised that a drone had been ordered in collaboration with Bedfordshire Police and that delivery of the drone was now awaited.

RESOLVED:

1. That the progress made on the Service Delivery Programmes and Performance be acknowledged.
2. That the Group receive a report on the Replacement Mobilising System at its next meeting.
3. That the Group receive a report on the arson case study at its next meeting.

18-19/SD/008 Audit and Governance Action Plans Monitoring Report

- 8.1 DCFO Hopkinson reported that all actions had been completed.

RESOLVED:

That progress made against current action plans be acknowledged.

18-19/SD/009 Customer Satisfaction Survey Report End of Year Report – 1 April 2017-31 March 2018

- 9.1 SOC G Jeffery presented the year-end results of customer satisfaction surveys conducted from 1 April 2017-31 March 2018. During this period, the Service had achieved a 99% customer satisfaction rate. 94% of the respondents had been very satisfied.
- 9.2 1,506 surveys had been completed during 2017/18, an increase from the 1,186 surveys completed in 2016/17. This was over a 50% rate of return.
- 9.3 49 compliments and 8 complaints had been received in 2017/18. Complaints had reduced from 14 during 2016/17. The majority of complaints had been resolved at Stage 1 of the complaints process. Only one remained outstanding.
- 9.4 DCFO Hopkinson confirmed that the Service sought continuous improvement. The incidents relating to the responses stating that the Service arrived slower than expected would be investigated to determine if the response was over the Service's agreed response times.

RESOLVED:

That the high levels of customer satisfaction achieved throughout the year be acknowledged and the changes in the method of gathering data trialled during 2016/17 that have now been implemented for 2017/18 following the change from Home Fire Safety Checks to Safe and Well visits be noted.

18-19/SD/010 Operational Decision Making Procedures – Exception Report

- 10.1 There were no exceptions to report.

18-19/SD/011 Corporate Risk Register

- 11.1 SOC G Jeffrey presented the review of the Corporate Risk Register.
- 11.2 The risk rating of CRR046 (Due to the range of factors which deplete the number of staff available to crew fire appliances there is a risk of incurring excessive cost if pre-arranged overtime is relied upon to maintain crewing and crewing arrangements will lack resilience) had been reduced following a review of the risk, risk control and action plan. Both the inherent risk and the inherent likelihood had reduced. The overall risk rating had been reduced from 12 to 4.
- 11.3 CRR046 had also been updated as the Service was satisfied that the policy and procedure changes had enabled greater control and monitoring of crewing levels to reduce the burden of over-time expenditure.

RESOLVED:

That the review by the Service of the Corporate Risk Register in relation to Service Delivery be approved.

18-19/SD/012 Work Programme

- 12.1 The Group received its work programme and noted that two additional items had been added to the agenda for its next meeting on 19 September 2018 earlier in the meeting.
- 12.2 DCFO Hopkinson provided an update on the HMICFRS Inspection Process. The “discovery” week had recently taken place and initial feedback that staff had positively engaged with the inspectors. The Key Lines of Enquiry were being developed and the strategic briefing to the HMICFRS by the CFO and Senior Management Team had been arranged for 18 July 2018.
- 12.3 The onsite inspection was planned to take place during the week commencing 30 July 2018. DCFO suggested that the report would take 3-4 months to prepare but that a hot debrief would be presented back to the CFO and FRA Chair at the end of the onsite week.
- 12.4 The Chair reminded the Group of forthcoming Station Open Days that were taking place during the summer.

RESOLVED:

That the Work Programme be received.

The meeting finished at 11.05am.