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Convener:
Councillor Brian Wallace
Vice Conveners:
Councillor Joe Lowe
Councillor Tommy Morrison

Clerk to the Board:
Douglas Wilson

8 February 2010

Dear Councillor

BOARD OF STRATHCLYDE FIRE AND RESCUE
PERFORMANCE AND AUDIT FORUM

You are requested to attend a meeting of the Board's Performance and Audit Forum to be held on **Monday 15 February 2010 at 10.30am** in Committee Room 1, Council Offices, Almada Street, Hamilton to consider the undernoted business.

Yours sincerely

Douglas Wilson
Clerk to the Board

Members
Jim Finn, Bill Grant, Billy Hendry, Allison Hunter, Joe Lowe, Donald Macdonald, James Malloy, Marie McGurk, Pat McPhee, Tommy Morrison, Jim Roberts, Ralph Robertson, Brian Wallace, Paul Welsh, George White

Officers
Clerk
Treasurer
Chief Officer
Deputy Chief Officer
Assistant Chief Officer (Strategic Planning)
Head of Finance
Administration Adviser, South Lanarkshire Council
Administration Officer, South Lanarkshire Council

PricewaterhouseCoopers LLP
Cameron Revie, Audit Partner and James Gray, Senior Associate

BUSINESS/

BUSINESS

1 Declaration of Interests

2 Note of meeting held on 14 December 2009 submitted as a correct record
(Copy attached)

3 Role and Remit of Performance and Audit Forum
Report by Clerk
(Copy attached)

4 Unwanted Fire Alarm Signals
Report by Chief Officer
(Copy attached)

5 Progress Report on Performance Indicators
Report by Chief Officer and presentation by Assistant Chief Officer Doyle
(Copy attached)

6 Proposed Performance Reporting Framework
Presentation by Assistant Chief Officer Doyle

7 Preparations for Best Value Audit – Corporate Peer Review
Verbal update by Chief Officer

Urgent Business

9 Urgent Business
Any other items of business which the Convener decides are urgent.

For further information, please contact Lynn Paterson on Ext 4669 (01698 454669)

STRATHCLYDE FIRE AND RESCUE

PERFORMANCE AND AUDIT FORUM

Note of meeting held in Committee Room 5, Almada Street, Hamilton on 14 December 2009

Chair:
Councillor Brian Wallace (Convener)

Councillors Present:

Argyll and Bute	Donald Macdonald
Glasgow City	Allison Hunter and Tommy Morrison (Vice Convener)
Inverclyde	George White
South Lanarkshire	Joe Lowe (Vice Convener)
West Dunbartonshire	Jim Finn

Councillors' Apologies:

East Ayrshire	Jim Roberts
North Ayrshire	Pat McPhee
East Renfrewshire	Ralph Robertson
North Lanarkshire	Paul Welsh
South Ayrshire	Bill Grant
South Lanarkshire	James Malloy

Attending:
Clerk's Office
R McIlwain, Clerk and L Paterson, Administration Officer, South Lanarkshire Council
Strathclyde Fire and Rescue
B Sweeney, Chief Officer; E Baird, Deputy Chief Officer; J Doyle, Acting Assistant Chief Officer (Strategic Planning); L Ramsay, Assistant Chief Officer (Community Safety) and S O'Donnell, Head of Finance

Also Attending:
PricewaterhouseCoopers, LLP
J Gray and L Paterson, External Auditor (for item 3)

1 Declaration of Interests

No interests were declared.

2 Note of Previous Meeting

The note of the meeting of the Performance and Audit Forum held on 21 September 2009 was submitted for approval as a correct record.

The Forum decided: that the note of meeting be approved as a correct record.

3 External Audit Planning – 2009/2010

A report dated 9 September 2009 by PricewaterhouseCoopers LLP, external auditor, was submitted which outlined the external audit planning arrangements for 2009 to 2010. This detailed the external auditor's responsibilities and the way in which they would be discharged.

Details were given on the following key areas:-

- the Code of Audit Practice
- the PricewaterhouseCoopers' audit approach
- Governance and Financial Statements
- areas of audit risk
- other business issues facing Strathclyde Fire and Rescue
- audit timetable and output

The Forum also heard Mr Gray and Ms Paterson in response to members' questions.

The Forum decided: that the report be noted.

4 Fatal Incident Analysis Report

A report dated 19 November 2009 by the Chief Officer was submitted on the publication of the annual Strathclyde Fire and Rescue Fatal Incident Analysis booklet which covered the period 31 March 2008 to 1 April 2009.

Mr Ramsay, Assistant Chief Officer (Community Safety) gave a presentation on the content of the booklet which provided statistical information on all types of incidents which the Service attended covering fires, road traffic collisions, water related incidents and industrial accidents.

The Forum decided: that the presentation and report be noted.

5 Statutory and Local Performance Indicators

A report dated 23 November 2009 by the Chief Officer was submitted providing details of the Service's performance against Statutory and Local Performance Indicators (SPIs and LPIs) for the period 1 April to 30 September 2009.

In terms of the LPIs there had been improved performance in relation to the following:-

- downward trend in the number of fires
- reduced injury rates for fire fighters
- reduced number of attacks on fire crews
- reduced number of near miss incidents

It was noted that a number of initiatives were ongoing aimed at reducing the number of unwanted fire alarm signals. Due to a high turnover of staff and consequent training activities, there had a been a small reduction in the level of performance in relation to call handling times.

J Doyle, Acting Assistant Chief Officer (Strategic Planning) gave a presentation which provided a detailed analysis of performance in key areas.

The Forum decided: that the presentation and report be noted.

6 Corporate Priorities

A report dated 10 December 2009 by the Chief Officer was submitted advising that the Board at its meeting on 10 December 2009 approved new corporate priorities under the headings of:-

- Community
- People
- Protection
- Partnership
- Environment

The use of simple icons for each priority would provide a clear picture for staff and stakeholders of the Service's direction and focus and would be referred to in all planning and strategic documents.

J Doyle, Acting Assistant Chief Officer (Strategic Planning) gave a presentation which highlighted the values which would underpin the corporate priorities and advised that key documents within a revised planning framework would be submitted to future meetings of the Board and would include a new Vision 2020, new Corporate Strategy and Integrated Risk Management Plan.

The Forum decided: that the presentation and report be noted.

7 Urgent Business

There were no items of urgent business.

Agenda Item

Report

Report to:	**The Board of Strathclyde Fire and Rescue Performance and Audit Forum**
Date of Meeting:	**15 February 2010**
Report by:	**Clerk to the Board**

Subject:	**Role and Remit of Performance and Audit Forum**

1. Purpose of Report

1.1. The purpose of the report is to:-

- advise members of the role and remit of the Performance and Audit Forum

2. Recommendation(s)

2.1. The Forum is asked to approve the following recommendation(s):-

(1) that the role and remit of the Forum be noted

3. Background

3.1 The Board, at its meeting on 10 December 2009, approved a report on Governance Arrangements. In terms of the Board's 3 member scrutiny forums - Performance and Audit, Employee and Equality and Budget Scrutiny - it was agreed that meetings of the Forums would be held in public in line with the Local Government (Access to Information) Act 1985. This report sets out the operational arrangements for the Forum.

4. Performance and Audit Forum

4.1 The Performance and Audit Forum is a key element of the Board's reporting and scrutiny arrangements and operates under the following terms:

Powers and Responsibilities

The Forum's remit is:

- to oversee and monitor the implementation and progress of the Service's Best Value Plan and audit arrangements
- to monitor the Integrated Risk Management Plan and scrutinise the Service's performance

Membership comprises 15 Board members, 1 from each constituent authority and the Convener and Vice Conveners. The Forum will be chaired by the Convener or a Vice Convener

Quorum

The Quorum for meetings of the Forum is 4

Meeting Arrangements and Practice
The Forum will meet on a minimum of 4 occasions each year

4.2 More specifically, the Forum will receive reports in line with its remit covering:
- service performance and monitoring information
- internal and external audit including an annual assurance report
- corporate risk management
- Best Value and Best Value reviews

Members are asked to advise if there are any other areas related to the Forum's remit on which they would wish to receive reports or information.

4.3 The minutes from Forum meetings will be presented to the Board for information. It remains the case that the Forum is non-decision making and its focus is on performance reporting and scrutiny. Items requiring formal approval would continue to be presented to the full Board.

5. Employee Implications
5.1 None.

6. Financial Implications
6.1 None.

7 Other Implications
7.1 None.

8. Equality Impact Assessment and Consultation Arrangements
8.1 There is no requirement to undertake an impact assessment in terms of the proposals contained within this report.

8.2 Consultation took place with Board members, the Clerk's Office and Strathclyde Fire and Rescue on the proposals presented in the report to the Board on 10 December 2009.

Douglas Wilson
Clerk to the Board
25 January 2010

Link(s) to Board Objectives - Board Management

Previous References - Board of Strathclyde Fire and Rescue 10 December 2009

List of Background Papers - Report on Governance Arrangements – Board meeting 10 December 2009

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact Douglas Wilson, Clerk, Ext: 4461 (Tel: 01698 454461)
E-mail:douglas.wilson@southlanarkshire.gov.uk

Agenda Item

Report

Report to:	**The Board of Strathclyde Fire & Rescue Performance and Audit Forum**
Date of Meeting:	**15 February 2010**
Report by:	**Chief Officer**

Subject:	**Unwanted Fire Alarm Signals (UFAS)**

1 Purpose of Report

1.1 The purpose of the report is to:-

- advise the Performance and Audit Forum of the outcome of the Unwanted Fire Alarm Signals (UFAS) pilot project.

2 Recommendations

2.1 The Forum is asked approve the following recommendations:-

(1) that the outcome of the UFAS pilot in the North West and South Glasgow areas be noted;

(2) that the proposal to implement a revised policy on UFAS, as detailed in section 5 of the report, be endorsed; and

(3) that the matter be referred to the Board for consideration and approval.

3 Background

3.1 In 2008/09 SFR attended almost 17,000 UFAS incidents. Examination of data has confirmed that no firefighting action was required and these incidents were generally the result of poor alarm maintenance or a failure to sight equipment appropriately (for example, the use of a smoke detector within a kitchen or area where hot food is prepared). The Board of Strathclyde Fire & Rescue agreed at its meeting on 27 October 2009 that the revision of the current UFAS policy be approved for implementation in the North West and South Glasgow Areas on a 3 month pilot basis. Following evaluation of this 3 month pilot, an update report should be submitted to a future meeting.

4 UFAS Pilot Outcomes

4.1 A total of 37 premises were identified and were included within the pilot. During the 3 months pilot SFR experienced a significant reduction in the number of fire appliance mobilisations. Performance is attached at Appendix 1.

4.2 During the pilot project, SFR personnel maintained close contact with building occupiers. One outcome worthy of particular note arising from the pilot and ongoing discussions with occupiers, relates to the provision of new fire detection and alarm systems within two hostels. This action has seen significant performance improvements from 120 and 69 UFAS incidents during 2008/09 to 3 incidents in each of the premises during the pilot period.

5 UFAS Future Strategy

5.1 As a result of the pilot's findings and subsequent performance improvements, it is recommended that SFRs UFAS policy be developed as indicated below:

- The risk based approach to managing UFAS and staging pre determined attendances should be extended to include premises across SFRs area;
- UFAS incidents to be managed centrally by personnel within the Community Safety Directorate's Demand Reduction Team under the leadership of the Director of Community Safety. Ongoing contact with Area Commanders will continue as appropriate, to inform and enhance service delivery.
- SFR personnel will continue to work closely with occupiers to identify solutions, where possible. In cases where enforcement is required under Part 3 of the Fire (Scotland) Act 2005, this will be carried out using the principles of the good enforcement concordat (fairness, consistency and transparency at each stage of the enforcement process).
- Close working relationships with the Fire Protection Industry will be maintained and developed, to ensure our personnel can contribute fully and inform debate across the fire detection and alarm industry, moving forward.

5.2 The Forum is asked to endorse that approach and to refer the proposal to the Board for consideration and approval.

6 Employee Implications

6.1 Training and familiarisation with the revised policy.

7 Financial Implications

7.1 Financial implications will be contained within existing budgets. There are also opportunities to realise potential savings, such as lower fuel consumption and less appliance wear and tear through reduced attendances.

8 Consultation

8.1 Representative bodies have been consulted in line with existing protocols and will be invited to attend a UFAS policy workshop prior to implementation.

9 Equality Impact Assessment

9.1 An equality impact assessment has been completed in line with SFR's procedures and no issues were identified.

B P Sweeney
Chief Officer
Strathclyde Fire & Rescue

29 January 2010

Links to Board Objectives

- To actively identify, assess and reduce the risks to communities
- To effectively administering Fire Safety Legislation
- To promote Health Safety and Welfare
- To make the best use of all resources.

Previous References

- 21 September 2009 – Performance & Audit Forum
- 27 October 2009 – The Board of Strathclyde Fire & Rescue

List of Background Papers

- Reports to Forum and Board.

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-
Mr L Ramsay, Assistant Chief Officer, Director of Community Safety
Ext: 2315 (Tel: 01698 338315)
E-mail: lewis.ramsay@strathclydefire.org

APPENDIX 1

Results of SFRs UFAS Pilot Project

AREA	No. of Appliances Mobilised to UFAS		
	Performance During Pilot- 23/11/09- 02/02/10	Performance previous year for the same period – 23/11/08 - 02/02/09	Difference in mobilisations as a percentage
North West Glasgow	191	264	-28%
South Glasgow	197	261	-25%

Table 1:- Number of appliances mobilised during Pilot Project, compared with same period for the previous year

AREA	No. of Appliances Mobilised to UFAS Pilot Project – 23/11/09 – 02/02/10	Predicted No. of Appliances Mobilised to these incidents if Pilot Project had not been run	Reduction in mobilisations as a percentage
North West Glasgow	191	267	-28%
South Glasgow	197	293	-33%

Table 2:- Number of appliances mobilised during Pilot Project, compared with predicted number if the Pilot Project had not been commenced

Agenda Item

STRATHCLYDE FIRE&RESCUE

Report

Report to:	**The Board of Strathclyde Fire & Rescue Performance and Audit Forum**
Date of Meeting:	**15 February 2010**
Report by:	**Chief Officer**

Subject:	**Progress Report on Performance Indicators Summary Report Q1-3 2009-10**

1 Purpose of Report

1.1 The purpose of the report is to:-

- advise the Forum on the performance of Strathclyde Fire & Rescue against the current suite of local and nationally agreed indicators.

2 Recommendation

2.1 The Forum is asked to approve the following recommendation:-

(1) that the Performance Summary Report covering the first 3 quarters 1 April -31 December 2009, be noted.

3 Background

3.1 The Chief Fire Officers Association Scotland (CFOAS), through its Performance Business Stream, agrees a suite of performance indicators against which all Scottish Fire and Rescue Services report progress on a quarterly basis.

3.2 SFR extends this suite further to provide a range of local indicators which assist to effectively monitor performance and target resources.

3.3 A Corporate Performance Team (CPT) has been established to provide internal audit and review.

3.4 Following the quarterly CPT meeting, a summary of performance is provided to this Forum.

4 Summary Report

4.1 The Summary Report is displayed on a traffic light system where improved performance appears green, and red highlights areas where performance has deteriorated.

4.2 Overall performance results during 2009-10 have been extremely positive, against the 4-year average and the targets set.

4.3 Examples of improving performance include:

- Overall the number of fires remains on a downward trend
- The number of injuries, near miss incidents and attacks on crews continues to decrease, and displays a very positive safety culture within SFR
- Overall sickness levels are improving.

4.4 Examples of a reduced level of performance include;

- The number of unwanted fire alarms is the subject of ongoing initiatives, both in terms of partnership working with occupiers and the alarm industry, and a pilot project to review mobilising protocols.
- Call handling times show a slight deterioration. This is due to new staff being inducted and ongoing training. This will be short term and is expected to quickly return to past levels or better.

4.5 A presentation will include a more detailed analysis of improvements and reductions in current performance.

5 Employee Implications

5.1 None.

6 Financial Implications

6.1 Identified initiatives funded from existing budgets.

7 Other Implications

7.1 None.

8 Consultation

8.1 None.

9 Equality Impact Assessment

9.1 Equality Impact Assessments will be carried out where required.

B P Sweeney
Chief Officer
Strathclyde Fire & Rescue

28 January 2010

Link to Corporate Objectives

- Meets with the Board's commitment to continuous improvement and monitoring and specifically to "Making Best Use of all Resources".

Previous References

- Summary Report to the Forum 22 September 2008
- Summary Report to the Forum 1 December 2008
- Summary Report to the Forum 16 March 2009
- Summary Report to the Forum 15 June 2009
- Summary Report to the Forum 21 September 2009.
- Summary Report to the Forum 14 December 2009.

List of Background Papers

- Summary Report of Statutory and Local Performance Indicators.

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-
Mr James Doyle, Assistant Chief Officer, Director of Strategic Planning
Ext: 2261 (Tel: 01698 338261)
Email: jim.doyle@strathclydefire.org

Performance Return Summary
1 April 2009 - 31 December 2009 (Q3)

LPI	Performance Indicator	1 Apr 06 - 30 Dec 06	1 Apr 07 - 30 Dec 07	1 Apr 08 - 30 Dec 08	1 Apr 09 - 30 Dec 09	4 yr Average	Target 2010	Targets 2015	Comments
4	The no. of incidents resulting in casualties	345	383	382	209	330	233	116	Dramatic reduction this year to date, monitoring for cause and effect
4b	The no. of fire fatalities	9	21	18	17	16	24	19	Downward trend except 2006
4c	The no. of non-fatal fire casualties	457	513	514	263	437	441	353	Dramatic reduction this year to date, monitoring for cause and effect
4d	The no. of fire-related rescues	555	690	565	449	565			
5	The no. of accidental dwelling fires	1740	1700	1743	1682	1716	1676	1489	Positive downward trend, close to Vision 2015 target figure
5	The no. of fires in non-domestic properties	757	732	648	739	719	813	722	Increase on last year, consistent with previous years
1a	No. of Deliberate Primary Fires	2569	2163	1965	2110	2202	2142	1892	Positive downward trend
1b	No. of Deliberate Secondary Fires	13598	13271	11620	8051	11635	9697	8552	Positive downward trend
1c	The no. of car fires (primary & secondary)	1780	1397	1272	1269	1430	1313	1010	Potential impact of high steel scrap value and Govt scrappage scheme
3	The no. of HFSV's	9791	6761	7861	9850	8566	16988	16988	Under review to target high risk groups
22	No. of unwanted fire signals received	10212	10226	12149	12588	11294	9314	7373	Partnership working and pilot mobilising protocol ongoing actions
21	The no. of malicious calls	2287	2003	1505	1301	1774	1316	527	Positive downward trend continues
16a	No. of attacks on Ff's	112	84	112	64	93	74	53	Very positive H&S figures across the organisation. Ratio of near misses to injuries is consistent with expected standards
13	No. of injuries	199	169	175	138	170	168	122	
14a	No. of RIDDOR injuries	50	31	27	20	32	38	27	
15	Actual no. of near misses.	91	87	68	84	83			
17c	Uniform Staff Sickness	N/A	N/A	5.50%	5.50%				NB These figures are for 3rd quarter only, not cumulative year as remainder of report
17d	Support Staff Sickness	N/A	N/A	7.20%	6.40%				
	Overall Sickness	N/A	N/A	6.00%	5.70%				
8	The % of W/T employees deemed operationally unfit	0.18%	0.15%	0.21%	0.18%	0.18%			
7a	The % of calls handled within one minute	65.84%	67.01%	63.17%	57.09%	63.28%	66%	68%	A high turnover in trainees has led to an average increase in call handling of 4 to 5 secs. per call.
7b	The % of calls handled within two minutes	95.72%	95.71%	94.26%	92.61%	94.58%	96%	98%	