



OFFICIAL

Programme of meetings 2020 - 21 - amendment

Full Authority

Date: 25 June 2020

Agenda Item:

5

Submitted By: Chief Legal and Governance Officer

- Purpose** To consider an amendment to the approved programme of meetings for 2020 – 21.
- Recommendations** That the revised programme of meetings 2020 – 21 be approved as detailed in Annex A to the report.
- Summary** The annual programme of meetings is agreed at the February meeting of the Authority each year. Since that meeting, and in discussion with the Chair, it has become apparent that an amendment is required in respect of the dates for the Full Authority meetings in 2020 – 21.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Nicky Houseman, Committee Services Manager
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Background papers open to inspection: None

Annexes: Proposed programme of meetings 2020 – 21

1 Introduction

- 1.1 The programme of meetings for the current municipal year was approved at the February 2020 meeting of the Full Authority. Since that time it has become apparent that a change is required in respect of the days on which the Full Authority is held in order to better facilitate the attendance of the current Chair of the Authority.

2 Information

- 2.1 The Full Authority has ordinarily been scheduled for 10.30am on a Friday morning. This report proposes that a change of day be considered and that the Full Authority meets on a Thursday at 10.30am until further amended.
- 2.2 It should be noted that the meeting day (including that for today) has changed on a number of occasions during the past two or three years and has been held on a Thursday. The proposed change does not conflict with any known full Council meetings of constituent Councils.

3 Financial Implications

- 3.1 There are no direct financial implications arising from this report.

4 Legal Implications

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

5 Human Resource and Diversity Implications

- 5.1 There are no human resource and diversity implications arising directly from this report.

6 Health, Safety and Wellbeing Implications

- 6.1 There are no health, safety and wellbeing implications arising directly from this report.

7 Environmental Implications

- 7.1 There are no environmental implications arising directly from this report.

8 Your Fire and Rescue Service Priorities

- 8.1 The proposed change to the programme of meetings reflects the Authority's priority for 2019 – 22 as follows;

- work smarter throughout the service

WEST YORKSHIRE FIRE AND RESCUE AUTHORITY

PROGRAMME OF MEETINGS 2020 / 2021

FRIDAY 10.30AM HUMAN RESOURCES COMMITTEE	FRIDAY 11.30AM LOCAL PENSION BOARD	FRIDAY 10.30AM FINANCE & RESOURCES COMMITTEE	FRIDAY 10.30 AM AUDIT COMMITTEE	FRIDAY 10.30AM COMMUNITY SAFETY COMMITTEE	THURSDAY 10.30AM AUTHORITY
10 July 2020	24 July 2020	17 July 2020	31 July 2020	24 July 2020	17 September 2020
9 October 2020	-	16 October 2020	23 October 2020	30 October 2020	17 December 2020
22 January 2021	22 January 2021	5 February 2021	29 January 2021	15 January 2021	25 February 2021
26 March 2021	-	16 April 2021	23 April 2021	30 April 2021	24 June 2021 (AGM)

OFFICIAL

Membership of the Authority, Committee membership and other appointments 2020 - 21

Full Authority

Date: 25 June 2020

Agenda Item:

7

Submitted By: Chief Legal and Governance Officer

Purpose

- a) To note the current political balance and membership of the Authority and to confirm membership (substantive and substitutes) to the ordinary committees including Chairs and Vice chairs and of the pre-meeting briefing groups.
- b) To make or confirm other appointments for nominations to answer questions at District Councils, Community Safety lead Members, Outside Bodies and Member Champions

Recommendations

That the report be noted and the appointments be confirmed or approved as appropriate

Summary

This report contains proposals for the appointment of Members to Committees in accordance with the legislative requirements on political balance, for the appointment of Members to pre-meeting briefing groups, for appointment of Committee Chairs and Vice chairs and other appointments as appropriate for 2020 – 21..

Local Government (Access to information) Act 1972

Exemption Category: Nil

Contact Officer: M G Barnes – Chief Legal & Governance Officer (Monitoring Officer)

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Background papers open to inspection: None

Annexes: Annex A – Committee memberships, appointment of Community Safety Leads and nominations to outside bodies

1 Authority and Committee memberships 2020 - 21

- 1.1 The membership and political balance of the Authority remains the same as in 2019 - 20 following cancellation of the local elections in May 2020 due to the COVID19 situation.
- 1.2 Members are asked to confirm that committee memberships, Committee chairs and vice chairs and briefing group members remain the same as appointed in 2019 – 20 subject to the amendments detailed at Annex A.
- 1.3 A master copy of the memberships and nominations will be available on the Fire Authority's website subsequent to this meeting.

2 Nominations to answer questions at District Councils and the appointment of Community Safety lead Members 2020 - 21

- 2.1 Nominations should be made as required by the Local Government Act 1985 for the purpose of answering questions at meetings of constituent Councils for the year 2020 – 21.
- 2.2 The Authority has previously agreed that the nominations at 2.1 above also be the same named Members for Community Safety leads in each District for 2020 – 21.
- 2.4 Members are asked to confirm that no changes be made to both those nominated to answer questions at District Councils and Community Safety lead Members for the 2020 – 21 municipal year. These are also detailed at Annex A.

3 Appointment of Member Champions 2020 – 21

- 3.1 The Authority has appointed a Member Champion for Mental Health since 2018. The Member appointed to this role in 2019 – 20 was Councillor Darren O'Donovan.
- 3.2 Members are invited to confirm that the Member Champion for Mental Health remain unchanged for 2020 – 21 and that consideration be given to the appointment of a Member Champion for Diversity and Inclusion.

4 Appointments to Outside Bodies 2020 – 21

- 4.1 It is proposed that appointments to Outside Bodies remain unchanged subject to any amendments detailed at Annex A.

5 Financial implications

- 5.1 There are no financial implications arising from this report.

6 Legal implications

- 6.1 Sections 15 and 16 Local Government Act 1989 and the subordinate regulations require that committee appointments be made in accordance with political balance formula rules as reflected in this review.

7 Human Resource and Diversity implications

- 7.1 With regard to the appointment of Member Champions, the support of individuals with mental health issues is an important factor in terms of reducing the stigmatisation of a series of illnesses that will affect a significant proportion of the community.
- 7.2 The work of Member Champions, and particularly that of a Member Champion for Diversity and Inclusion can help the Authority deliver against some of its statutory requirements in terms of “advancing equality of opportunity” and “fostering good relations between those who share a protected characteristic and those who do not”.

8 Health, Safety and Wellbeing implications

- 8.1 There are no health, safety and wellbeing implications arising from this report.

9 Environmental implications

- 9.1 There are no environmental implications arising directly from this report.

10 Your Fire and Rescue Service priorities

- 10.1 This report supports all the Fire and Rescue Service priorities 2019 - 22.

Committee	Membership NC (no change)	Amendments
Executive	NC	
Finance and Resources	NC	
Human Resources	NC	
Community Safety		Councillor Harrand to replace Councillor Hall
Audit		Councillor Hall to replace Councillor Harrand
Consultation & Negotiations Panel	NC	
Local Pension Board	Councillor Harrand Councillor Wenham	
Committee Chair and Vice chairs and briefing groups		
Executive	NC	
Finance and Resources	NC	
Human Resources	NC	
Community Safety	NC	
Audit	NC	
Outside Bodies		
LGA Fire Commission	NC	
LGA General Assembly	NC	
Y&H (Local Authorities) Employers' Association	NC	
PCC Partnership Executive Group	NC	

Tri-service Collaboration Board	NC	
Community Safety Lead Members and Members nominated to answer questions		
Bradford	NC (Tait)	
Calderdale	NC (Fenton-Glynn)	
Kirklees	NC (O'Donovan)	
Leeds	NC (Almas)	
Wakefield	NC (Tulley)	

Minutes

Full Authority

Date: 21 February 2020

Time: 10.30 am

Venue: Fire and Rescue Headquarters. Birkenshaw

Present: Councillor D O'Donovan (in the Chair), M Akhtar, G Almas, C Anderson, T Austin, R Downes, R Grahame, D Hall, P Harrand, R Hunt, D Jenkins, D Kirton, N Mohammed, M Pollard, K Renshaw, F Shaheen, J Sunderland, A Tait, S Tulley and A Wenham

In Attendance: None

Apologies: Councillors J Fenton-Glynn and M Pervaiz

65 Chair's announcements

Firefighter Andrew Moore, West Midlands Fire and Rescue Service

Members stood in silent tribute to mark the recent tragic death of Firefighter Andrew Moore, West Midlands Fire and Rescue Service.

The Chair took the opportunity to remind those present of the importance of being kind and supportive of colleagues whatever their position within our organisation and to maintain a focus on the importance of good mental health.

66 Urgent items

None.

67 Admission of the public

The meeting determined that there were no items which required the exclusion of the public and press.

68 Declarations of interest

There were no declarations of disclosable pecuniary interest made in any matter under discussion at the meeting.

69 Fire Authority membership and committee places

Consideration was given to a report of the Chief Legal and Governance Officer which advised of a change in membership of the Authority following the resignation of Councillor S Benton (Conservative - Calderdale).

Notification had been received from Calderdale MBC and it was reported that Councillor Benton had been replaced with effect from 30 January 2020 by Councillor David Kirton (Conservative). It was further proposed that Councillor Kirton be appointed to the Human Resources and Community Safety Committees to fill the vacancies consequent upon the departure of Councillor Benton.

Members were advised that there was no change to the political balance of the Fire Authority.

RESOLVED

That Councillor David Kirton (Conservative) be appointed as substantive member of the Human Resources and Community Safety Committees for the remainder of the 2019 – 20 municipal year.

70 Minutes of the last meeting

RESOLVED

That, subject to the correction of a typographical error at Min. no. 62, the Minutes of the Authority at a meeting held on 13 December 2019 be signed by the Chair as a correct record.

71 Matters arising

None.

72 Minutes of the Human Resources Committee

RESOLVED

That the Minutes of the Human Resources Committee at a meeting held on 10 January 2020 be noted.

73 Minutes of the Community Safety Committee

RESOLVED

That the Minutes of the Community Safety Committee at a meeting held on 24 January 2020 be noted.

74 Minutes of the Audit Committee

RESOLVED

That the Minutes of the Audit Committee at a meeting held on 31 January 2020 be noted.

75 Minutes of the Local Pension Board

RESOLVED

That the Minutes of the Local Pension Board at a meeting held on 31 January 2020 be noted.

76 Minutes of the Finance and Resources Committee

RESOLVED

That the Minutes of the Finance and Resources Committee at a meeting held on 7 February 2020 be noted.

77 Minutes of the Local Government Association

It was reported that there were no current Minutes available for noting from the Local Government Association.

78 Programme of meetings 2020 – 2021

The Chief Legal and Governance Officer submitted a report which sought approval for the proposed programme of meetings for 2020 – 21.

RESOLVED

That the programme of meetings 2020 – 2021 be approved as detailed at Annex A to these Minutes.

79 Member support and profile raising – results

Members considered a report of the Chief Legal and Governance Officer which advised of the results of a survey of Members' views on ways in which their profile, and that of the Authority, may be enhanced and ways in which support may be offered to assist them in their role as Fire Authority Members.

Response and comments from 11 Members subsequent upon the circulation of the questionnaire in June 2019 had been received and were attached, together with officer comments and responses where appropriate, as an annex to the report now submitted.

RESOLVED

- a) That the report be noted;
- b) That the report be submitted to the political groups for further detailed consideration; and

c) That, subsequent upon b) above, Members' views on support and profile raising be reported back to a future meeting.

80 Customer Service Excellence assessment 2019

The Chief Legal and Governance Officer submitted a report which updated Members on the Customer Service Excellence assessment 2019.

It was reported that the Authority had attained the Customer Service Excellence standard with full compliance against all 57 elements including 20 Compliance Plus awards.

RESOLVED

- a) That the report be noted; and
- b) That Members' congratulations be passed to all members of staff who have contributed to the excellent awards under the Customer Service Excellence scheme.

81 Performance Management report

Consideration was given to a report of the Chief Legal and Governance Officer which advised of the Authority's performance for the period 1 April to 31 December 2019 against key performance indicators. A copy of the latest figures up to 20 February was circulated at the meeting for Members' information.

Members again noted that the protocol with the ambulance service for gaining entry had impacted on the actual rescue figures and it was reported that 183 of the total had been ambulance assistance. This did not, however, change the RAG rating which would remain on the amber / red threshold (10% outside target).

Updated information was further provided with regard to the number of fatalities (including accidental deaths) of which there had been five to date in 2020, together with the relevant figures relating to West Yorkshire Fire and Rescue Service response to the recent storms.

The following specific areas were the subject of questioning by Members;

- Role of West Yorkshire Fire and Rescue Service in land management issues
- Consistency across the Districts in the delivery of Operational Risk Visits (ORV's), development of the service and timeframes for specialist referrals
- Consistency of reporting violence at work incidents
- Financial and practical arrangements for the use of the military to assist in specific incidents
- Central government funding and additional demands on resources in flooding / wildfire and other climate related incidents, and
- Hydrant / water availability in emergency situations

RESOLVED

That the report be noted.

82 Pay Policy Statement 2020 – 21

The Chief Employment Services Officer submitted a report which had been produced in accordance with the provisions of the Localism Act 2011 and which sought approval for the Authority's Pay Policy Statement 2020 – 21.

Members were advised that the figures reflected an increase in the Chief Fire Officer wage multiplier which was due to the timing of relevant pay awards. It was further reported that, the pay level of the lowest paid employee who, under current pay scales, had been recorded as being below the Living Wage (increased in November 2019) was also the result of the pending Local Government pay award due to take effect on 1 April 2020. This would, once again, bring the relevant pay scale to a level above the Living Wage (£9.30 / hour).

RESOLVED

That the Pay Policy Statement 2020 – 21 be approved.

83 Your Service priorities 2020 - 21

Consideration was given to a report of the Director of Service Support which sought approval for the revised strategic priorities for 2020 – 21.

It was reported that the priorities had been revised to reflect the challenges and opportunities presented by the report of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), the recommendations of the Grenfell Phase One report, The State of Fire 2019 report and the changing risk profile across West Yorkshire.

RESOLVED

That the revised strategic priorities be approved for inclusion in Your Fire & Rescue Service priorities 2020 – 23 as detailed in the report now submitted.

84 Programme of Change 2020 - 21

Members received a report of the Director of Service Support which advised of a revision of the Programme of Change 2020 – 21 to reflect progress and the addition of new activities as detailed in the report now submitted.

Further specific information was sought by Members on;

- On-call firefighter recruitment
- BME / female recruitment
- Programme monitoring and review, and
- ICT project delivery

RESOLVED

That the revised Programme of Change 2020 – 21 be approved for inclusion in Your Fire & Rescue Service priorities 2020 – 23.

85 Grenfell Tower inquiry update

The Director of Service Delivery submitted a report which updated Members on the actions taken by West Yorkshire Fire and Rescue Service following the release of the Grenfell Tower Inquiry Phase 1 report. Members were further advised of the Government response to that report and were provided with an overview of the Phase 2 proceedings.

It was reported that a scoping and gap analysis of the service was well underway and a draft action plan was being developed and the Project Team would be expanded by two additional posts from March 2020. Joint working was also being undertaken and West Yorkshire Fire and Rescue Service continued to engage with other partners including District Councils, the National Fire Chiefs' Council and social housing providers.

Additional information was provided about the current position with regard to the request to remove dangerous cladding from the across the County (11 out of the original 13 affected buildings had yet to undertake and complete relevant works) and Members were advised of the central government funding criteria for householder assistance which was entirely dependent upon the type of cladding used.

RESOLVED

That the report be noted.

86 Treasury Management Strategy 2020 – 21

The Chief Finance and Procurement Officer submitted a report which sought approval for the Treasury Management Strategy 2020 – 21.

RESOLVED

- a) That the investment strategy in section 2.3 and Annex A be approved,
- b) That approval be given to the borrowing strategy outlined in section 2.4,
- c) That the capital strategy be approved as outlined in section 2.5,
- d) That the policy for provision of repayment of debt outlined in Annex C be approved,
- e) That the Treasury Management indicators detailed at Annex D be approved, and
- f) That the Capital Plan at Annex E be noted.

87 Capital investment, draft revenue budget and medium term financial plan

Members considered a report of the Chief Finance and Procurement Officer which presented detail of the proposed revenue budget for 2020 – 21 together with the four-year medium term financial plan and capital programme. It was reported that the threshold for precept increase without referendum had been reduced to 1.99% for 2020 – 21 as had been indicated subsequent upon the 2019 - 20 finance settlement.

The report covered the following main issues;

- Four-year capital plan totalling £49.861m including expenditure of £7.380m in 2020 - 21
- General fund balance of £5.0m and £31m in earmarked reserves
- Increase in grant of £2.5m

- Scenarios reflecting the impact of the financial uncertainty from 2021

RESOLVED

- a) That Members give approval to the Prudential Indicators in respect of:
1. the Capital financing Requirement as set out in paragraph 3.2;
 2. the level of External Debt also set out in paragraph 3.2;
 3. the Authorised limit for external debt as set out in paragraph 3.4;
 4. the Operational Boundary for external debt also set out in paragraph 3.4.
- b) Having considered the recommendations of the Chief Fire Officer/Chief Executive and the Chief Finance and Procurement Officer on service delivery and related budget requirements and, having taken account of the views of the consultees and, acting in accordance with the requirements of the Local Government Finance Act 1992 (as amended) (“the Act”) and, having approved a capital expenditure programme for the financial year 2020/2021 of £7.380m and, having calculated its basic amount of council tax for the year by dividing its council tax requirement by its council tax bases, which the Authority notes have been determined by the District Councils, that the figures are as follows for financial year 2020/21.

	2020/21
Authority	Tax Base
Bradford	£144,350.00
Calderdale	£62,717.19
Kirklees	£120,827.80
Leeds	£231,377.60
Wakefield	£103,175.00
TOTAL	£662,447.59

- c) The Authority calculates its council tax requirements under Sections 40 to 47 of the Act for Financial Year 2020/21 as the aggregate of the following:

The Authority calculates the aggregate of (A) as set out in Appendix B.

- £87,622,961 The expenditure the Authority estimates it will incur in the year in performing its functions and will charge to the revenue account for the year in accordance with proper practices.
- £0 The allowance as the Authority estimates will be appropriate for contingencies in relation to amounts to be charged or credited to the revenue account for the year in accordance with proper practice.

- £0 The financial reserves which the Authority estimates it will be appropriate to raise in year for meeting estimated future expenditure.
- £0 Financial reserves as are sufficient to meet so much of the amount estimated by the Authority to be a revenue account deficit for any earlier financial year as has not been provided for.

The Authority calculates the aggregate of (B) as set out in Appendix B

- £43,989,813 The income which it estimates that will accrue to it in the year and which it will credit to a revenue account for the year in accordance with proper practices other than income which it estimates will accrue to it in respect of any precept issued by it to be.
- £0 The amount of financial reserves which the Authority estimates that it will use in order to provide for the items mentioned.

Council Tax Requirement

- £43,633,148 The aggregate calculated under subsection 42a(2) (aggregate of A) of the Act exceeds the amount calculated under subsection 42a(3) (aggregate of B) which is calculated to be the council tax requirement for the year.

Basic amount of council tax

- £65.87 The Authority calculates its basic amount of council tax by dividing the council tax requirement by the council tax base. The council tax requirement is £43,633,148 and the council tax base is £662,447.59 which is equal to £65.87 at band D. This calculation meets the requirement under S42B of the Act.

d) The Authority calculates the Council Tax sums pursuant to Section 47 of the Act as follows:

Band A	£43.91
Band B	£51.23
Band C	£58.55
Band D	£65.87
Band E	£80.50
Band F	£95.14
Band G	£109.78
Band H	£131.73

e) The Authority calculates the resultant precept amounts payable by each constituent District Council pursuant to Section 48 of the Act as follows:

District	Precept
Bradford	£9,507,839
Calderdale	£4,130,966
Kirklees	£7,958,512
Leeds	£15,240,048
Wakefield	£6,795,783
TOTAL	£43,633,148

f) Resolved that the precept for each constituent District Council, as calculated and set out above, be issued to them pursuant to Section 40 of the Act.

88 Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Service – update and national overview

Members received a report of the Director of Service Support which provided an overview of West Yorkshire Fire and Rescue Service’s (WYFRS) inspection report carried out by Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) together with a summary of the national overview “State of Fire and Rescue” report.

It was formally reported that the result of the inspection process that had taken place from February – June 2019 had resulted in an award of “good” for West Yorkshire Fire and Rescue Service.

Members were advised that some areas for development had been identified (both as a direct result of the inspection and as a more general national response to the overview of the Fire and Rescue Service) and that these were currently being progressed.

It was reported that a follow-up inspection would be made by HMICFRS commencing at the end of August 2020.

RESOLVED

- a) That the report be noted; and
- b) That staff be congratulated for the excellent results of the inspection process and be encouraged to continually strive to develop and improve West Yorkshire Fire and Rescue Service.

Chair

PROGRAMME OF MEETINGS 2020 / 2021

FRIDAY 10.30AM HUMAN RESOURCES COMMITTEE	FRIDAY 11.30AM LOCAL PENSION BOARD	FRIDAY 10.30AM FINANCE & RESOURCES COMMITTEE	FRIDAY 10.30 AM AUDIT COMMITTEE	FRIDAY 10.30AM COMMUNITY SAFETY COMMITTEE	FRIDAY 10.30AM AUTHORITY
10 July 2020	10 July 2020	17 July 2020	31 July 2020	24 July 2020	25 September 2020
9 October 2020	-	16 October 2020	23 October 2020	30 October 2020	11 December 2020
22 January 2021	22 January 2021	5 February 2021	29 January 2021	15 January 2021	26 February 2021
26 March 2021	-	16 April 2021	23 April 2021	30 April 2021	24 June 2021 (AGM) Thursday

OFFICIAL

Minutes of Committees held since 21 February 2020 and of other relevant Outside Bodies

Full Authority

Date: 25 June 2020

Agenda Item:

10

Submitted By: Chief Legal and Governance Officer

Purpose	To note Minutes of Committees held since 21 February 2020 and of other relevant Outside Bodies.
Recommendations	That the Minutes listed at Annex A to the report be received.
Summary	The Minutes are submitted for Members' consideration. These have been circulated under separate cover and are published on internet as appropriate.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Nicky Houseman, Committee Services Manager
Tel: 01274 655740
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Background papers open to inspection: None

Annexes: Annex A – list of relevant Minutes

1 Introduction

- 1.1 Members are asked to receive the Minutes of meetings held since 21 February 2020 and of other relevant Outside Bodies listed at Annex A to the report. Copies of the Authority Minutes are available on the Fire Authority's website.
- 1.2 Members have been provided with all the relevant Minutes prior to this meeting and given the opportunity to raise questions in advance of this meeting. Officers will provide responses at this meeting as appropriate.

2 Financial Implications

- 2.1 There are no financial implications arising directly from this report.

3 Legal Implications

- 3.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

4 Human Resource and Diversity Implications

- 4.1 There are no human resource and diversity implications arising directly from this report.

5 Health, Safety and Wellbeing Implications

- 5.1 There are no health, safety and wellbeing implications arising directly from this report.






6 Environmental Implications



- 6.1 There are no environmental implications arising directly from this report.

7 Your Fire and Rescue Service Priorities

- 7.1 This supports all the Fire and rescue Service priorities.

List of Minutes of the Fire Authority since 21 February 2020 and
of relevant outside bodies

Committees of the West Yorkshire Fire and Rescue Authority	Date
Human Resources Committee	27.03.20  09 - HR Mins - 27.03.20.pdf
Community Safety Committee	03.04.20  09 - Comm Safety Mins - 03.04.20.pdf
Finance and Resources Committee	17.04.20  09 - F and R mins - 17.04.20.pdf
Local Pension Board	20.04.20  09 - LPB Mins 20.04.20.pdf
Audit Committee	24.04.20  09 - Audit Mins - 24.04.20.pdf
Executive Committee	17.06.20 (not yet available)

Meetings of relevant Outside Bodies	
Local Government Association	
Fire Services Management Committee	24.01.20  00 - FSMC 24.01.20.pdf
Fire Commission	24.01.20  00 - Fire Commission 24.01.20

OFFICIAL

Authority Constitution - annual review

Full Authority

Date: 25 June 2020

Agenda Item:

11

Submitted By: Chief Legal and Governance Officer (Monitoring Officer)

Purpose	Annual review of the Constitution.
Recommendations	That the proposed changes to the Constitution set out in this report be approved.
Summary	This report contains proposals for amendments to the Constitution which require Member approval.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: M G Barnes, Chief Legal and Governance officer (Monitoring Officer)

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Background papers open to inspection: None

Annexes: None

1 Background

- 1.1 The Authority has a formal Constitution. Article 14 of the Constitution requires the Chief Legal and Governance Officer in his capacity as Monitoring Officer to monitor and review the operation of the Constitution and make recommendations for changes as necessary to maintain its effectiveness. This process is normally achieved by report to the Authority at its Annual General Meeting unless urgency requires earlier report.
- 1.2 The recommended changes to the Constitution are set out in the attached Appendix which Members are invited to approve.
- 1.3 Members are further advised that the Human Resources Committee at its meeting on 27 March 2020 agreed that no change be made to the frequency of meetings and that no independent member be appointed Board as recommended by the Local Pension Board. No changes to the Constitution are required to reflect this.

2 Financial implications

- 2.1 There are no financial implications arising from this report.

3 Legal implications

- 3.1 The Chief Legal & Governance Officer has written this report and has no further observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

4 Human Resource and Diversity implications

- 4.1 There are no human resource and diversity implications arising from this report.

5 Health, Safety and Wellbeing implications

- 5.1 There are no health, safety and wellbeing implications arising from this report.

6 Environmental implications

- 6.1 There are no environmental implications arising directly from this report.

7 Your Fire and Rescue Service priorities

- 7.1 This report supports all the Fire and Rescue Service priorities 2019 - 22.

Proposed changes to the Constitution:

Part 2 Constitution of the Authority

Article 10A - Local Pension Board

The Pension Board members requested changes to its terms of reference in order to improve its efficiency and resilience. This was considered by the Human Resources Committee who supported the following amendments which are now recommended for approval:

10.A1 Membership

Page 19

- (i) Amend membership to read;

“.....It has a membership of 3 Scheme Manager representatives, 3 Scheme Members”

Scheme Member representatives

- (vi) Amend to read;

Two Scheme Member representatives will be active, deferred or retired members of one of the firefighter pension schemes administered by WYFRA and one will be a representative of the Fire Brigades' Union (and also a member of one of the firefighter pension schemes administered by WYFRA).

Page 20

Scheme Manager representatives

- (xi) Two Scheme Manager representatives shall be appointed by the WYFRA at its annual meeting (or as otherwise required) and one shall be an officer of the Authority appointed by WYFRA's Management Board / Team on an annual basis (or as otherwise required).

Part 4 Financial Procedure rules

2. Revenue Budget Preparation and Management

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Budget Management

2.9 Increase transfer of resources from £0.5m to £1m

Justification – increase in reserves and contingencies and the movement of budgets to contingencies during the year could result in some transfers been in excess of £500k, eg pay award provisions are managed in contingencies and moved to employee budgets once agreed, this could be in excess of £500k.

2.18 Change wording to “will report to F&R on the overall management of the revenue budget” ie. exclude the word “each”

Justification – budget monitoring is not reported at April meeting due to the closedown of accounts

3. Capital Investment Plan and Management

Pages 49 - 50

3 Plan Management

3.8 Additional requirement for management board to be able to increase the overall capital plan for schemes up to £100k, providing this can be managed within existing capital financing budgets.

Change wording to “The management board is authorised to transfer resources of up to £100k between capital budget headings and increase the capital plan for new schemes up to a value of £100k providing this can be managed within existing capital financing budgets. Any transfers or additions to the capital plan must be reported and approved at Finance and Resources Committee

Justification – due to the identification of new projects, changes to technology and service plans during the year from when the capital plan is initially approved and in order to prevent any delays in the subsequent procurement, MB should be able to increase the capital plan for these new initiatives.

3.15 Change wording to “will report to F&R on the overall management of the revenue budget” ie. exclude the word “each”

Justification – budget monitoring is not reported at April meeting due to the closedown of accounts

- 3.17 **New paragraph** “The Chief Finance and Procurement Officer will provide budget monitoring information to budget holders which will highlight projected budget under and over spending. If a capital scheme is projected to overspend the budget holder must provide a written explanation to the Chief Finance and Procurement Officer as to the cause of the projected overspend and if necessary put in corrective measures

Justification – this brings capital monitoring in line with revenue budget monitoring

Part 4 Contract Procedure Rules

16 Contracts above Regulation Thresholds

Page 82

16.2 Change to “The regulation thresholds at 1 January 2020 are:

- Supplies and Services - £189,330
- Works - £4,733,252

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21.2 **Currently:** Contracts with a total value of £75,000 or above may be signed by an Authorised Officer in accordance with Financial Procedures (Scheme of Delegation) but must be counter-signed by the Chief Finance & Procurement Officer and sealed as appropriate.

Change to: “Contracts with a total value of £75,000 or above may be signed by an Authorised Officer in accordance with Financial Procedures (Scheme of Delegation) but must be counter-signed by the Chief Finance & Procurement Officer and sealed if appropriate. Individual Purchase Orders with a value above £75,000 that are not under an established contract must be countersigned by the relevant department Director prior to sending to the supplier”

Justification: currently it doesn't explicitly state that purchase orders need to be signed as not all are under a contract. The revision makes it clear that orders above £75,000 must have Director approval before they can be issued.

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21.2 The opening of quotations and tenders on Delta should be performed at the stated date/time, with 2 officers present; one of whom may be the Authorised Officer managing the procurement.

Change to: The opening of quotations and tenders on Delta should be performed at the stated date/time by an authorised officer.

Justification: Under an e procurement system there is no need to have 2 persons present because there are processes written into Delta that provides an auditable trail and doesn't allow viewing or amendment to what has been submitted.

OFFICIAL

Integrated Risk Management Plan 2021 - 22

Full Authority

Date: 25 June 2020

Agenda Item:

13

Submitted By: Director of Service Support

Purpose	To present the proposal to relocate the Fire Station currently located at Hightown Road, Cleckheaton and request approval to undertake formal consultation.
Recommendations	That the Fire Authority considers the content of the business case and approves an 8 week period of formal consultation on these proposals.
Summary	This paper presents a proposal which forms a part of the Integrated Risk Management Plan 2021 – 22. Approval is requested for an 8 week consultation which will close on the 20th August 2020. The feedback from this consultation will be presented at the Full Authority meeting on 18th September 2020 for consideration.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: ACO Nick Smith

Background papers open to inspection: None

Annexes: Annex 1 - Business case

Annex 2 - IRMP 2021 – 22 Community Consultation Plan

1 Introduction

- 1.1 The Integrated Risk Management Plan programme of change 2021-22 delivers the priorities set out in the 'Your Fire and Rescue Service 2019 – 2022' approved in April 2019.
- 1.2 Approval is sought to engage in public consultation regarding this proposal to relocate the Fire Station currently located at Hightown Road, Cleckheaton as a part of the programme of change.

2 Background

- 2.1 Public services have faced significant financial constraints over the past ten years; this has presented West Yorkshire Fire and Rescue Authority (referred to as the Authority) with significant challenges. Since 2010 the Authority has seen a substantial reduction in government funding. The requirement to make savings in the region of £26m has driven a redesign of how our service is delivered.
- 2.2 Since 2010, a series of Integrated Risk Management Plans (IRMPs) have been implemented. The aim of these IRMPs has been to realise financial savings whilst aligning our resources to risk across the county. This has been achieved by:
 - A reduction in the firefighter establishment from 1600 to 900
 - Fire station mergers and closures
 - Removal of second appliances
 - Implementation of different staffing models
 - More efficient ways of working

3 Information

- 3.1 The Fire and Rescue Services National Framework Document 2018 sets out the requirement for the Authority to produce an Integrated Risk Management Plan. The Government introduced this localised approach to risk management in 2004 to replace national standards of fire cover.
- 3.2 In December 2018 the Authority approved the publication of 'Your Fire and Rescue Service 2019 - 2022'. This document is West Yorkshire Fire and Rescue Service's overarching Integrated Risk Management Plan and details how, as a Fire and Rescue service; we will make West Yorkshire Safer.

- 3.3 This document establishes how West Yorkshire Fire and Rescue Service develops its Integrated Risk Management Plans and delivers a service of the highest standards to the people and communities of West Yorkshire which is efficient, effective, and proportionate to risk.
- 3.4 The Integrated Risk Management Plan 2021 – 22 is centred on improving the service delivered to the communities of West Yorkshire, this proposal will result in the organisation being able to and operate with greater effectiveness and deliver a service which meets the needs of our communities.
- 3.5 This business case has been developed for the relocation of the Fire Station from Hightown Road, Cleckheaton to the West Yorkshire Fire and Rescue Service Headquarters at Birkenshaw. This is included as an annexe.
- 3.6 This business case supports the current medium-term financial plan. Should the spending review lead to a further reduction in funding additional proposal will be produced to meet the deficit.

4 Consultation

- 4.1 An 8 week formal consultation plan is being proposed to run from 25th June 2020 to the 20th August 2020. This is in line with the Government’s “Consultation Principles 2018” whereby any consultation should be proportionate to the level of change.
- 4.2 This will include a comprehensive programme of internal and external consultation.
- 4.3 The consultation strategy can be seen in Annexe 2.

5 Financial Implications

- 5.1 The rebuild of the Fire Station based in Cleckheaton is included within the approved four year capital plan which was approved at Full Authority committee in February 2020.
- 5.2 To rebuild the Fire Station on the existing site would cost an estimated £2.9m which is consistent with the rebuild costs of Wakefield Fire Station. If the Fire Station based in Cleckheaton was to be relocated to Fire Service Headquarters, Birkenshaw (FSHQ) the costs would be £1.3m, a reduction of £1.6m. In addition, the Authority would be able to sell the existing site which has an estimated capital receipt of £0.375m. Thus, the total saving in capital expenditure by relocating to FSHQ would be £1.975m. This equates to a saving of capital financing charges of £0.15m per annum over the life of the asset which is chargeable against the revenue account.
- 5.3 The costs associated with the consultation will be met within existing budgets.

6 Legal Implications

- 6.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

7 Human Resource and Diversity Implications

- 7.1 Equality Impact Assessments have been completed for the proposed changes outlined in this business case.
- 7.2 No adverse impacts have been identified for staff or the public, it is likely that there will be improved working conditions for those working at the Fire Station due to the improved quality of the facilities.
- 7.3 These assessments will be reviewed throughout the consultation period and any amendments will be reported to the Authority in September.

8 Health and Safety Implications

- 8.1 The proposed changes within this business case will have a negligible impact on the fire cover provided to the communities within West Yorkshire.
- 8.2 The proposed changes within this business case will have no adverse impact on the health and safety of West Yorkshire Fire and Rescue Service staff.
- 8.3 West Yorkshire Fire and Rescue Service recognise the impact that changing ways of working can have on those involved. The health and wellbeing of our staff will be paramount if this proposal is approved.

9 Your Fire and Rescue Service Priorities

- 9.1 This proposal contributes to the following service priorities 2019 - 22:
- Reduce the risks to the communities of West Yorkshire
 - Continue to keep our firefighters safe
 - Work smarter throughout the service
 - Be more efficient across all areas of the service to make savings
 - Maintain our current 40 fire stations and 46 fire engines

10 Conclusions

- 10.1 This report introduces the proposal to relocate the Fire Station from Hightown Road, Cleckheaton. The proposal forms part of the Integrated Risk Management Plan 2021 – 22. Approval is being sought to undertake an 8 week formal consultation exercise.
- 10.2 The outcomes of this consultation and final business cases will be presented to the Full Authority on 18th September 2020.



West Yorkshire
Fire & Rescue Service

2021/22

Relocation of Cleckheaton Fire Station Business Case

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Proposal – To relocate the fire station currently based on Hightown Road, Cleckheaton to the West Yorkshire Fire & Rescue Service (WYFRS) Headquarters, Birkenshaw.

At a glance – the key points of this proposal

Key Points

- This proposal will have no impact on staffing numbers
- The fire station based at Hightown Road, Cleckheaton is one of the oldest fire stations in West Yorkshire and has become expensive to maintain. A full rebuild of the station is required
- Relocating this fire station to the WYFRS Headquarters at Birkenshaw, would lead to an improved response to some high and very high-risk areas
- If this proposal is approved, all areas currently served by this fire station will continue to receive a fire engine within our agreed response times
- Rebuilding the existing fire station on its current site would cost approximately £2.9m
- Building a new station in the grounds of the WYFRS Headquarters would cost approximately £1.3m

Overview

The Fire Station based on Hightown Road on the outskirts of Cleckheaton Town Centre is one of the oldest in our estate.

This fire station provides the initial emergency response for Cleckheaton, Liversedge, Birkenshaw, Gomersal, Scholes and Bailiff Bridge.

The area incorporates approximately 20,000 dwellings and a population of 45,000 people. The Chain Bar roundabout that falls within the station area is the hub for the M62, M606, A58 and A62 road networks.

West Yorkshire Fire and Rescue Service (WYFRS) has assessed the risk from fire for all communities falling within the area served by the existing fire station. The outcome of this assessment is that the area is very low, low and medium risk.

In the areas served by this station there are also chemical works, care homes, schools, recycling plants, water treatment works and scrap yards which form part of the overall risk profile.

Cleckheaton Fire Station has two primary staffed appliances, a fire engine and a Technical Rescue Unit (TRU).

The TRU is a specialist vehicle which is sent to more complex emergencies such as those that require heavy lifting and cutting equipment and animal rescues.

The fire station is staffed continually by 40 members of staff conditioned to the 2x2x4 duty system.

Staff based at the fire station provide our Urban Search and Rescue (USAR) capability. They operate and staff the national USAR attributes within their 'on-call' time. This is a period of time between shifts when they provide on-call cover.

The USAR equipment and training facilities are based at the Strategic Training Facility at WYFRS headquarters. By relocating the fire station we will bring the USAR operatives and USAR equipment together on a single site.

Over the last ten years the fire station has had various renovations to maintain safe working facilities. There is an ever growing demand for renovation and repair work on the station.

These reparatory works are predicted to be at a high cost to WYFRS and it would be more financially prudent to build a new fire station. The requirement to rebuild the fire station has provided the opportunity to review its location.

A feasibility study has been undertaken and has shown that building a new fire station on the grounds of the WYFRS Headquarters will provide an improved level of service delivery with a less expensive build cost.

WYFRS Headquarters is within the area served by the existing fire station and is located 2.8 miles from the current station. Both sites sit within the metropolitan borough of Kirklees.

Community Impact Assessment

Our Integrated Risk Management Model provides us with a strong understanding of the underlying risk managed by the prevention, protection and response activities currently provided by this station.

To provide a suitable speed and weight of response to a particular area we have an agreed response standard for each level of risk. These standards match emergency response times to risk and are known as Risk Based Planning Assumptions.

Table 1. Risk Based Planning Assumptions

Risk Band	Emergency Type		
	Life Risk	Property Risk	Other
Very High Risk	7 minutes	9 minutes	15 Minutes
High Risk	8 minutes	10 minutes	15 Minutes
Medium Risk	9 minutes	11 minutes	15 Minutes
Low Risk	10 minutes	12 minutes	15 Minutes
Very Low Risk	11 minutes	13 minutes	15 Minutes

The table above shows, for a Very High Risk Lower Super Output Area (LSOA) we aim to have a fire engine at a Life Risk incident within seven minutes of notification at the fire station.

A LSOA is a geographic area, home to approximately 1500 people.

Currently the fire station at Hightown Road, Cleckheaton provides service delivery to very low, low and medium risk LSOAs. The fire station does not provide the primary response to any high or very high risk LSOAs.

Moving the fire station from Hightown Road to the WYFRS Headquarters at Birkenshaw will provide an improved response to a number of high and very high risk LSOAs.

Some medium, low and very low risk areas covered by the current station will see an increase in response times whereas some will benefit from improved response times following station relocation.

If the fire station is relocated to WYFRS Headquarters all LSOAs that receive a response from the existing station will continue to receive a fire engine within the agreed risk based response times and therefore, this change is consistent with the service and fire cover provided elsewhere across West Yorkshire.

Change in Operational Demand

The table below shows the impact on operational demand of the relocation of the fire station from Hightown Road, Cleckheaton to the WYFRS Headquarters in an average year.

Table 2. Modelled change to demand

Incident Type	Incident Type Attended	
	Hightown Road	Fire Service HQ
House or building fire involving people in very high – high risk areas	-	5
House or building fire involving people in medium - very low life risk	40	38
Road Traffic Collision in very high – high risk areas	-	1
Road Traffic Collision in medium – very low risk areas	19	19
House or Building Fire no people involved in very high – high risk areas	-	8
House or Building Fire no people involved in medium– very low risk areas	57	90
Refuse fires in very high – high risk areas	-	49
Refuse fires in medium - very low risk areas	387	375

By relocating the fire station to the WYFRS Headquarters the appliance would:

- Be mobilised as the first fire engine to 35 more incidents per year
- Provide the fastest initial response to 6 very high and high-risk life incidents per year
- Provide the fastest initial response to 8 very high and high-risk property incidents per year
- Provide the fastest initial response to 47 other incident types per year in very high and high-risk areas
- See a slight reduction in the number of medium, low and very low risk incidents attended.

Table 3. Modelled impact on response times

LSOA Risk		Number of LSOAs	Proposed Average Time	Effect	Within Risk Based Planning Assumption
Very High, High	Improved Response	3	6m 40s	41 seconds faster	Yes
	Reduced Response	0	0	0	-
Medium, Low, Very Low	Improved Response	23	6m 52s	45 seconds faster	Yes
	Reduced Response	25	6m 35s	* 1 m 54 s slower	Yes

*Even though a slower response will be seen in some areas, the fire engine will continue to arrive within the agreed risk based planning assumptions (page 5).

The average response times to the three very high and high risk LSOAs are currently outside our response targets; the proposal will bring response times inside these targets if implemented.

25 medium, low and very low LSOAs currently receive an average response time of 4m 41s; this is likely to be increased to 6m 35s. 23 medium, low and very low LSOAs currently receive an average response time of 7m 37s; this is likely to be reduced to around 6m 52s.

Relocating the fire station to the WYFRS Headquarters site will improve the service delivery of prevention and protection duties within high and very high-risk areas. A key success factor in our Safer Communities Prevention Strategy is the intelligent targeting of resources towards those who are at the greatest risk of fire. Relocating the fire station will place it closer to higher risk areas and the more vulnerable individuals in our community.

Impact on Resilience

This proposal will have no impact on the number of appliances available at any time for immediate emergency response and supports the organisational priority to maintain our current 40 fire stations and 46 fire engines.

Modelling indicates that the primary fire engine will be mobilised to three additional incidents per month.

Firefighter Safety Impact Assessment

Relocating the fire station will have no impact on the safe systems of work currently adopted by firefighters. The staffing model and immediate availability of firefighters will remain the same.

A fire station at the WYFRS Headquarters will lead to an improved speed of response to some high and very high risk LSOAs. There is an established link which shows that communities who live in high risk areas experience more severe fires. By responding more quickly to these fires in these areas our firefighters are more likely to implement interventions in safer working conditions.

Organisational Impact Assessment

The relocation of the fire station will have a minor impact on the operational demand of surrounding fire stations; Bradford, Hunslet and Morley will see a slight reduction in the number of incidents they attend whereas Dewsbury, Fairweather Green, Rastrick and Huddersfield will experience a slight increase in the number of incidents they attend.

Financial Impact

Due to the age and condition of the existing fire station it is no longer financially prudent to continue expensive maintenance work in order provide a safe working environment for our personnel and members of the community.

Following an analysis of the fire station on Hightown Road it is estimated that the cost to rebuild a new fire station on the existing site would be approximately £2.9m.

The cost of building the fire station on the WYFRS Headquarters site is estimated at £1.3m which is a saving of £1.6m if the fire station were to be rebuilt at its existing site. The significant difference in costs is due to the costs of the existing stations demolition, the need to operate a temporary fire station and the reduced costs due to part of the facilities for a new station already being in place at the WYFRS Headquarters.

This would result in savings in the revenue budget in the form of capital financing charges of £150k per annum over the life of the asset. Capital receipts, estimated to be £375k from the sale of the Cleckheaton site would be used to finance the capital plan.

Additional ongoing savings would be delivered by a new fire station that will be more efficient to run.

Equality Impact Assessment

An Equality Impact Assessment (EIA) has been completed in respect of this proposal to ensure that it does not negatively, disproportionately, or unfairly affect any group or individuals by virtue of any protected characteristic.

The findings of the EIA are that this proposal will not lead to any changes in the delivery of prevention, protection and response and consequently there will be no anticipated impact upon under-represented groups or employees. The EIA will be updated to reflect any relevant outcomes of the formal consultation.

Environmental Impact

The existing fire station is no longer fit for purpose and is inefficient to run. If approved we will relocate to a purpose-built fire station which is more energy efficient and better suited to the requirements of the firefighters who work there.

Fire crews operating from the fire station in Cleckheaton regularly train on the technical training facilities based at WYFRS headquarters. Relocating the fire station will remove the requirement to travel between the two locations.

Recommendation

It is proposed that the fire station based on Hightown Road, Cleckheaton is relocated to the WYFRS Headquarters, Birkenshaw.

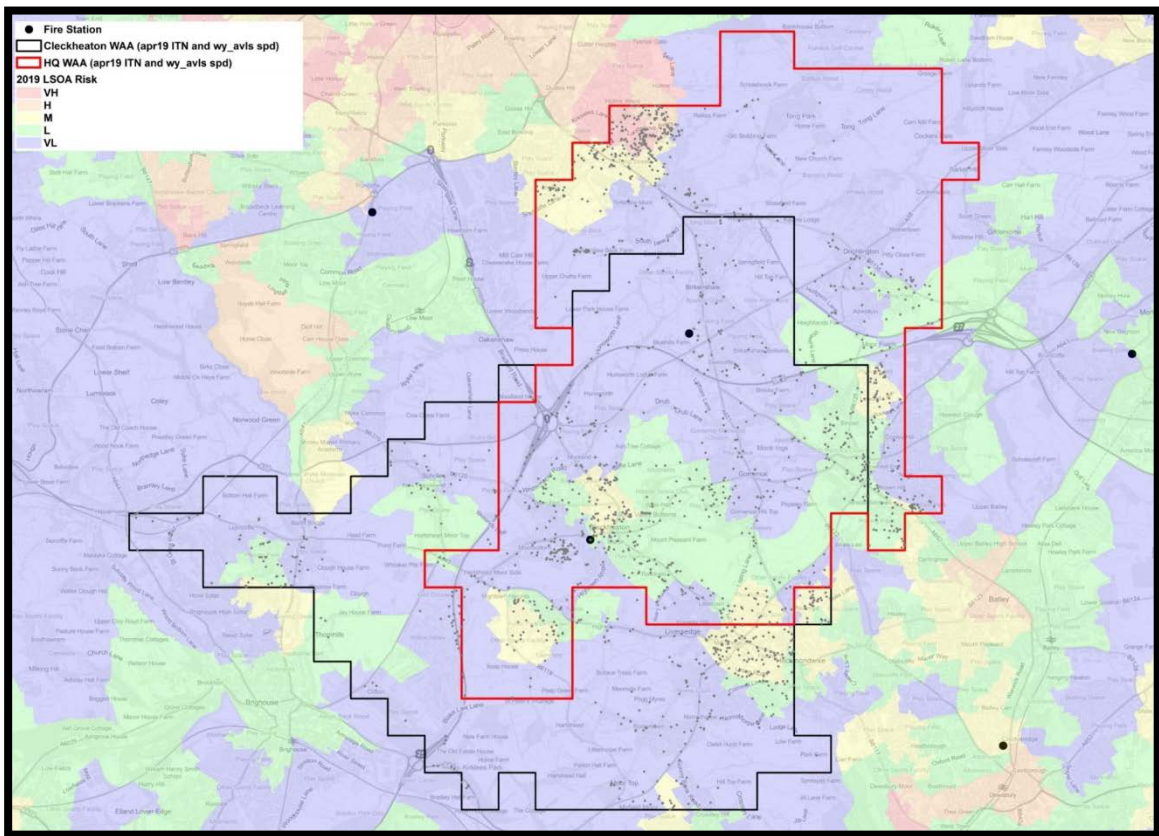
This will lead to an improved response to high and very high-risk areas. All areas serviced by the existing station will continue to receive an emergency response within in our agreed risk-based planning assumptions. The response areas can be seen in appendix one.

Due to the age and structural condition of Cleckheaton Fire Station a rebuild of the facilities is required. This would cost £2.9m on the current site or £1.3m on the WYFRS site. This would lead to capital savings of approximately £1.6m.

Including the sale of the existing site this would result in an estimated saving in capital expenditure of £1.975m.

It is recommended that West Yorkshire Fire and Rescue Authority approve public consultation of this proposal.

Appendix One - Incidents occurring in the area covered by the existing fire station and proposed location



Existing Fire Station



Proposed Fire Station



Communications Plan

IRMP Community Consultation

June 2020



Background

To support the delivery of 'Your Service 2019 – 2022', The Integrated Risk Management Plan 2021 – 22 has been produced. The plan consists of proposals which lead to a more efficient and effective service. These proposed changes need to be promoted to residents and residents encouraged to make their views known via the online consultation system or through drop ins and or paper based forms.

Aims

- Promotion of the consultation - see consultation project plan for further information about the consultation process.
- To raise awareness of the proposed changes to WYFRS
- Target specific communities to raise awareness of the proposals
- Increase the engagement and feedback on the IRMP proposals
- Show how the service is changing and adapting

Audience

- Fire and rescue staff within the region and local communities
- Stakeholders – MPs, Cllrs, local Councils, partners, other agencies
- Staff – station and crews affected, general staff awareness of process

Communication Strategy

The strategic approaches will include:

Audiences	Key messages	Tactics	Who
Local residents Staff Local Cllrs MPs	The rationale behind the proposal (risk, demand and service improvement based), financial implications and impact on communities. No reduction in operational staff No reduction in operational fire engines	Tools and channels... External <ul style="list-style-type: none"> • Consultation page of the website updated • FAQs • Press opportunities – local and regional. Share PRs with community publications and websites • Proactive and reactive PR to support campaign • Social Media • Social media from district twitter accounts • Social media – posting within community groups • Use of hashtag on digital channels. Hashtag tbc • Print materials for use by staff • Film around consultation • Photography around consultation e.g. sites, appliances and drop-ins • Promotion of community drop ins/ consultation events 	Marketing team to pull together promotional assets IRMP team to work on distribution Marketing Team to promote digitally on main socials. Marketing team work with district socials. PR and internal Comms team to produce PR and support IRMP team with internal messages IRMP team to arrange drop ins, focus groups and community events District Team

		Internal Comms <ul style="list-style-type: none"> • Corporate screens if available (reception/canteen) • Burning Issues • Firespace • Face to face meetings 	
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- Proactive campaign to raise awareness of the proposal and associated changes and encourage comment
- Targeted campaigns to the key audiences in the affected area around the Cleckheaton current and proposed station areas.
- Reactive campaign focussing on any community concerns

Campaign

Overall consultation campaign:

Specific consultation items:

Change stream	Audiences	Key messages	Tactics	Who
Relocation of the Fire Station based at Cleckheaton	Kirklees Cleckheaton & Surrounding Area	Negligible impact on Kirklees for operational Cover Improved cover in high risk and very high-risk areas of Bradford Financial savings Current station requires rebuild due to cost of maintaining. New build at FSHQ would save £1.6m over the cost of rebuilding at current site No staffing cuts as a result	General 'awareness' campaign, focusing upon the key impacts – resilience, response times and finances. Tools and channels... External <ul style="list-style-type: none"> • Website page updated and banner on main site • Social Media posts • Social media from district twitter accounts • Partner publications • Link to relevant hashtags to help wider promotions • PR to support campaign and link into local press or community sites Internal Comms Part of the wider consultation work	Marketing team to pull together promotional assets IRMP team to work on distribution Marketing Team to promote digitally on main socials. Marketing team, work with district socials. PR and internal Comms team to produce PR working with local and community press

Internal Consultation with Staff

See the consultation project plan for more information

Resources

Corporate Communications Team – Creative production, films, photos and update socials, PR and media management.

Strategic development team – distribution of items, arrange/staff drop ins, face to face staff communications, arrange community drop ins/focus groups and community events.

Partners – to share and disseminate information. Also, possible resource request around partners to share and display assets e.g. local libraries, town halls etc.

District Teams

Monitoring

Adapt campaign as necessary to address the number and type of comments in the consultation and community concerns raised through the consultation process.

OFFICIAL

Corporate Health Report - 2019-20

Full Authority

Date: 25 June 2020

Agenda Item:

14

Submitted By: Chief Legal and Governance Officer

Purpose To provide Members with an annual update relating to the corporate health of the Authority.

Recommendations That Members note the Corporate Health Report.

Summary In accordance with the Authority's Code of Corporate Governance and pursuant to the corporate performance monitoring processes, this report provides an annual corporate health update.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Alison Davey, Corporate Services Manager
alison.davey@westyorksfire.gov.uk
01274 655801

Background papers open to inspection: None

Annexes: None

1 Introduction

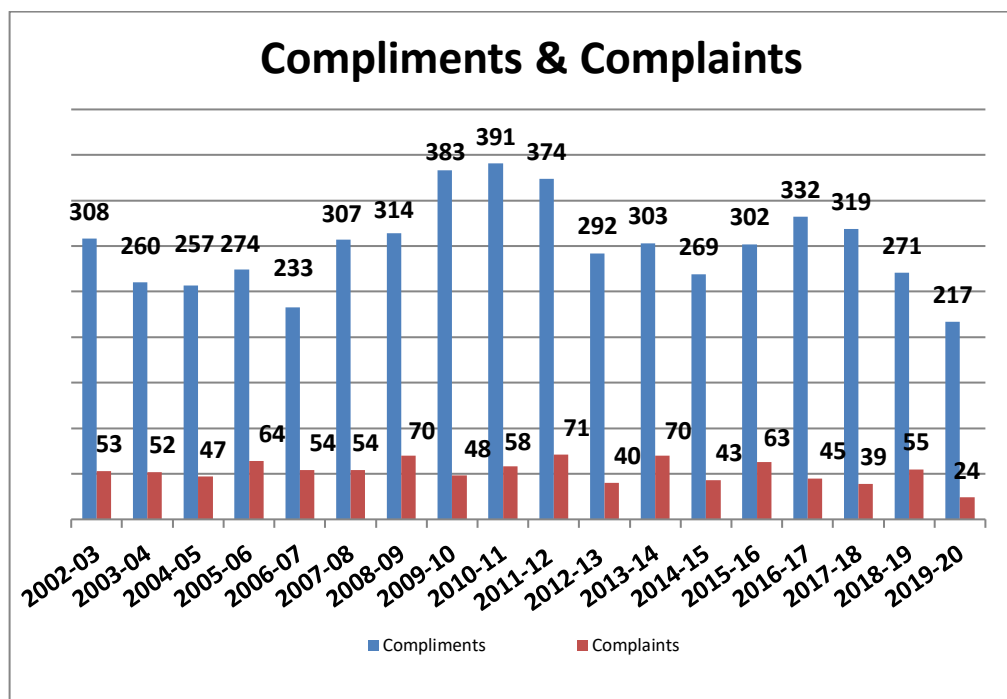
- 1.1 The Authority adopted a Code of Corporate Governance in 2003 and pursuant to the corporate performance monitoring processes an annual 'corporate health' report is submitted to the Annual General Meeting of the Authority.
- 1.2 In April 2005 the Authority adopted a new formal Constitution which, along with a range of existing policies and standing orders, also incorporated new provisions relating to citizens' rights and the role and responsibilities of Members. The Constitution is a voluntary commitment to seeking to achieve best practice standards of corporate governance as the LGA 2000 statutory requirement to adopt a formal constitution does not apply to fire and rescue authorities.

2 Corporate Health

2.1 Compliments and Complaints

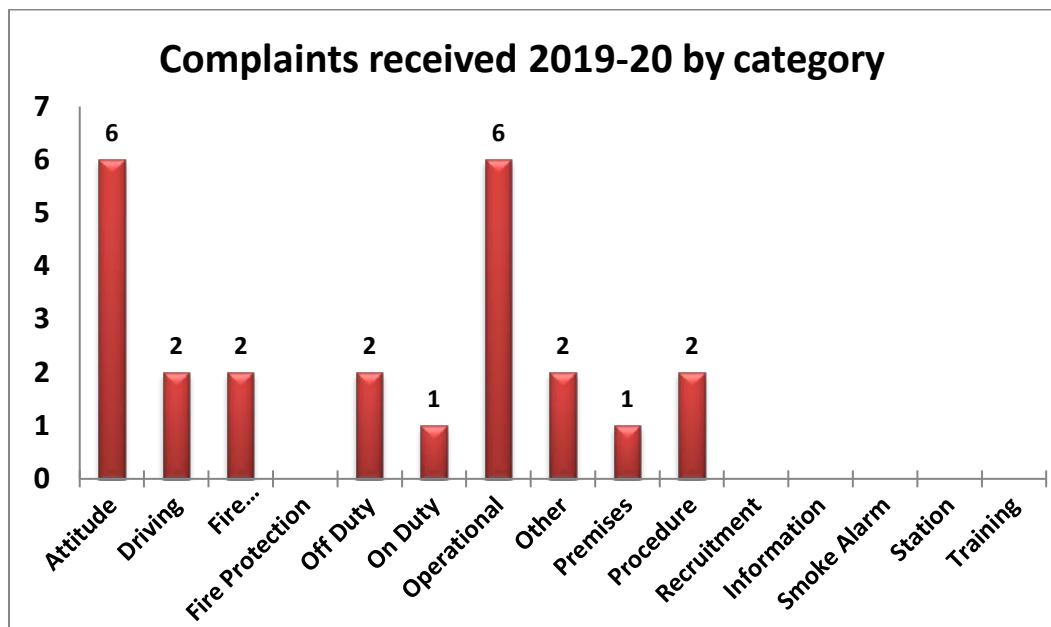
The graph below summarises West Yorkshire Fire and Rescue Service (WYFRS) performance compared to previous years' figures. During the period 1 April 2019 to 31 March 2020 WYFRS received 217 compliments, which is lower than the 271 received during the previous year.

WYFRS received 24 complaints during the 12 month period 2019/20 compared with the 55 complaints received during 2018/19.



3 Complaints

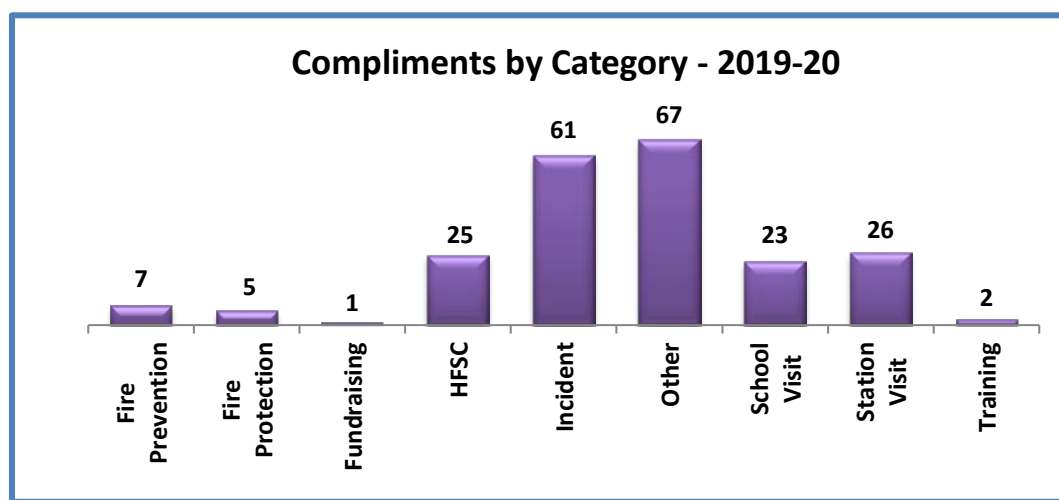
- 3.1** The receipt of a complaint either by telephone, email or letter is, if possible, to be resolved at the point of contact. The Corporate Services department is advised via the compliments/complaints website, by telephone, or email, giving details of the complaint and subsequent action taken.
- 3.2** If the complaint cannot be resolved quickly Corporate Services will monitor progress and, if necessary, prompt the investigating officer for updated information ensuring the complainant is contacted regularly to advise of progress being made; as detailed in the Compliments and Complaints Policy. This Policy is reviewed on a three yearly basis but in the interim, if it is highlighted a change in the procedure needs to be made the Policy will be updated immediately.
- 3.3** If a complaint is received directly by Corporate Services, the information will be passed on to an appropriate officer to undertake an investigation. Should a complaint proceed to Stage II Corporate Services will arrange to have a Group Manager/Commander or more senior officer investigate.
- 3.4** Of the 24 complaints received in 2019/20, 10 were upheld. All 24 complaints have been resolved at Stage I to the satisfaction of the complainant. All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action taken where necessary. A breakdown of complaints by type is given below:



- 3.5 Although 24 complaints were received, WYFRS have attended 23,355 incidents, carried out 1,782 operational risk visits and delivered 14,650 Safe & Well visits in the same period.
- 3.6 A depersonalised register of the complaints log is available for Members to view at the Annual General Meeting.

4 Compliments

- 4.1 The majority of the 217 compliments received have arisen directly as a result of daily interaction with the public, either at incidents or when providing community fire safety education throughout local communities.
- 4.2 A breakdown of the areas the compliments referred to is given below:



- 4.3 With three of these compliments donations were received for The Firefighters Charity totalling £135.

5 Performance Indicators (PI's)

- 5.1 The overall purpose of Performance Indicators is to contribute to and facilitate the continuous improvement in efficiency and effectiveness of services. The outturn figures for each of the PI's for 2019/20 are shown in the table below along with the figures for 2018/19.

Corporate Health Indicators			
Ref.	Description of Indicator	2018/19 Outturn	2019/20 Outturn
CH 1	The level (if any) of the Fire and Rescue Service Equality Framework to which the Authority conforms	Achieving	Achieving
CH 4	Average number of working days / shifts lost to sickness (short-term and long-term).	7.14	7.61
	Average number of working days / shifts lost to long term sickness	4.62	3.89

CH 5	Health and Safety – Total Injuries to staff		
	- <3 days Injuries	29	18
	- 3 + days	21	14
	- RIDDOR Major Injury/Disease	2	1
	- Total	52	33
CH 9	Forecast Budget Variance (% Variance against overall budget)	0%	0%
CH 11	Forecast Capital Payments (Actual figures £s)	£4.253m	£5.982m
CH 13	Debtors – Value of debt outstanding which is over 60 days old	£65,504	£86,855
CH 14	Customer Satisfaction - % Overall Satisfaction with the service provided.		
	- Quality of Service: Domestic	99%	98%
	- Quality of Service: Non Domestic	98%	98%
	- Home Fire Safety Checks	99%	98%

6 Customer Service Excellence

- 6.1** The Charter Mark Standard was replaced in June 2008 by the Government's new 'Customer Service Excellence' (CSE) standard.
- 6.2** WYFRS has achieved full compliance in all criteria following a review assessment, which was undertaken on 20 November 2019, concentrating on the following criteria:

Criterion 1 Customer Insight

Criterion 2 The Culture of the Organisation

Criterion 3 Information and Access

Criterion 4 Delivery

Criterion 5 Timeliness and Quality of Service

6.3 The assessment resulted in maintaining all 57 criteria achieving full Compliance against the standard and upholding accolades of the seventeen criteria already achieving Compliance Plus; behaviours or practices that exceed the requirements of the standard, and are viewed as exceptional or as an exemplar for others – either within the organisation or in the wider public service. In addition Compliance Plus was achieved in three further criteria.

6.4 The Assessor's Summary report states "The Service continues to be recognised nationally as a centre of excellence where an innovative and forward thinking approach to the improvement of services is at its core. There has been a drive to further improve communication between customers, partners and staff, and this has directly led to improvements being made in resourcing, staffing, partnership working, and ultimately the delivery of a high quality, timely response.

It is clear that the Service has a customer centric approach that is evident at all levels of the organisation. Staff's insight into their customers' needs and preferences are fed into planning and service improvement procedures and the resultant actions and initiatives are exemplary. Both customers and partners paid testament to the quality of the service they had received and to the caring attitude of staff. The Service is a long standing applicant and continues to endorse CSE as a key driver for service improvement and a customer focused approach. This year's application was well prepared with a great proportion of new presented evidence to support the assessment visit. The existing Compliance Plus elements reviewed as part of this year's rolling programme have been retained and the Service is to be congratulated on achieving three additional Compliance Plus elements at 1.2.1, 2.1.1 and 2.2.4."

6.5 The assessor summarised the overall assessment of each criteria as follows:

Customer Insight - The Service has a detailed in-depth understanding of its customers and a clear approach to the segmentation of key customer groups; this has enabled it to tailor and provide services that meet the needs of the full range of these groups. An impressively detailed level of segmentation, using a raft of data sources, both internal and external, is undertaken and the level of knowledge demonstrated by staff, together with the ongoing reviews of data and information sourcing, merits the retention of Compliance Plus at element 1.1.1.

The engagement and involvement of customers is a priority for the Service and the extent to which it seeks to do this is impressive. The all-encompassing Community Engagement Strategy, together with the undertaking of numerous local initiatives, is commendable and Compliance Plus is justified at element 1.2.1.

The Service continues to ensure that customer satisfaction is measured accurately and reliably reflects a true picture of customer opinion, and challenging targets for customer satisfaction continue to be set.

6.6 The Culture of the Organisation - Leaders at senior and operational level fully support customer focused projects and staff are trusted and empowered to take forward customer driven improvements. The corporate approach in seeking to provide a customer centric service is commendable and is fully supported by senior leaders resourcing initiatives and championing the customer. This approach merits Compliance Plus at element 2.1.1.

Staff ensure that customers are treated fairly and this is confirmed by both survey results and in discussion with customers during the visit.

Recruitment policies and job roles all contain strong customer-focused elements. All staff work together to continuously improve their knowledge of customer needs and preferences, and training and development opportunities are available which serve to enhance that customer focus.

Customer-facing staff are actively engaged in the development of policy, internal processes and service planning and many mechanisms are available which staff may use to feed into these processes. The commitment shown, and the number of innovative projects and initiatives which have been set in place as a result, is impressive and Compliance Plus is merited at element 2.2.4.

- 6.7 Information and Access** - Many customers are not aware of the variety of services which are provided and the Service makes great efforts in ensuring that their information and messages, whether for safety campaigns, courses and support, or Safe & Well visits, is circulated as widely as possible, whilst maintaining a high level of quality of information; Compliance Plus is retained at element 3.1.1.

Information is provided in relevant ways to customers and survey results confirmed that choices were available which reflected their needs and preferences. There are a variety of channels by which customers can access services and these are under constant review and updated when appropriate.

Partnership arrangements continue to be a great strength of the Service and many innovative projects and initiatives are underway. These partnerships are resilient and under constant scrutiny by both parties in ensuring that the customer receives the maximum benefit from their co-ordinated service delivery. The evolution and flexibility of these arrangements was confirmed during discussions with partners during the visit. Compliance Plus is retained in element 3.4.1.

- 6.8 Delivery** - The Service operates to a set of challenging standards for its main services and outcomes against standards are monitored effectively. Comprehensive KPIs are in place and these take account of Government legislation and regulatory standards.

Setting customer expectations is prioritised and the aims and objectives of the Service are detailed within their Statement of Purpose. Robust self-assessment procedures are in place which enable the speedy identification of dips in performance and customers are informed of any shortfalls and proposed remedial action by such means as the website and via Fire Authority Members.

A comprehensive independent review of the complaints procedure has been undertaken and this has reversed a trend of an increasing number of complaints. The Preventative Action Form has been part of this review and service improvements have undoubtedly emanated from this and the analysis of trends in the nature of complaints and concerns; Compliance Plus is retained in element 4.3.4.

- 6.9 Timeliness and Quality of Service** - There are appropriate customer service standards in place regarding the timeliness and quality of response to all forms of customer contact and these are covered within the Customer Service Guide. Performance against these standards is monitored internally and is supported by the results from the many surveys undertaken. Any issues which may arise are dealt with by further training or by managerial support.

- 6.10** Work is progressing for the 2020 assessment which comprises of assessment against 19 criteria which includes eight of the Compliance Plus criteria.

7 Complaints to the Local Government Ombudsman

No complaints received during the year ending 31 March 2020 were referred to the Local Government Ombudsman.

8 Whistleblowing Complaints

No complaints were received in the year ending 31 March 2020.

9 Corporate Governance Policies

The following policies are implemented in a systematic approach to Corporate Governance.

Compliments and Complaints Policy	Corporate Health and Safety Policy
Diversity and Inclusion Policy	Records Management Policy
Information Security Policy	Freedom of Information Policy
Customer Care Policy	Whistleblowing Policy
Data Protection Policy	Code of Conduct for Members

10 Financial Implications

There are no significant financial implications associated with this report.

11 Legal implications

The Chief Legal and Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and / or respond to any request by Members for legal advice made at the meeting.

12 Human Resource and Diversity Implications

Equality Impact Assessments have been completed for all corporate governance policies. There are no significant equality and diversity implications associated with this report.

13 Health, Safety and Wellness Implications

There are no significant health and safety implications associated with this report.

14 Environmental Implications

There are no environmental implications associated with this report.

15 Your Fire and Rescue Service priorities

This report links to all the priorities in 'Your Fire and Rescue Service'.