

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

14 NOVEMBER 2018

1. OPERATIONAL ASSESSMENT IMPROVEMENT REGISTER

Report of the Chief Fire Officer.

RECOMMENDED

THAT the Committee notes the progress made in addressing the areas for consideration detailed within the Operational Assessment (OpA) Improvement Register.

2. PURPOSE OF REPORT

This report is submitted to provide members with an update on progress made in addressing the areas for consideration arising out of the Service's OpA and Fire Peer Challenge. All updates are detailed within the OpA Improvement Register (Appendix 1).

3. BACKGROUND

- 3.1 Members will recall that in the summer and autumn of 2016, the Service volunteered to take part in the OpA process. OpA consisted of a self-assessment and was assured by a Peer Challenge. OpA is designed to provide an understanding of the Service's performance across the range of its core activity and to provide assurance, to both the Strategic Enabling Team and to members of the Fire Authority, as to the efficiency and effectiveness of the Service and to identify opportunities for improvement.
- 3.2 The Service undertook the self-assessment in the summer of 2016, submitting it to the Peer Challenge team in early

September 2016. The Service received its Fire Peer Challenge in October 2016 which was undertaken by a team of peers from across the fire sector and wider public sector.

In addition to challenging the self-assessment, the Peer Team considered six core questions under the heading of Leadership and Corporate Capacity (as per the OpA toolkit), as well as a number of key themes that the Service had requested the Peer Team consider in more detail.

- 3.3 The findings of the Peer Challenge Team were detailed within the West Midlands Fire Service (WMFS) OpA and Peer Challenge Report which was published in June 2017, and presented to Members at the meeting of the Fire Authority held on 26 June 2017. The report highlighted 36 areas for consideration. It was confirmed that the Service would develop an Improvement Register to record and monitor progress in addressing the areas for consideration, and that regular performance reports would be provided to the Scrutiny Committee.
- 3.4 The first OpA Improvement Register was submitted to the Scrutiny Committee in October 2017, with a subsequent update submitted in March 2018. This third update for the period ending September 2018 is attached as Appendix 1 and details the continuing progress made against the areas for consideration. A summary of the progress made in addressing the areas for consideration is detailed in paragraph 3.6.
- 3.5 Work as a result of the Improvement Register is being treated as normal business and, as such, has been integrated into the Service's existing planning and performance management frameworks. Actions resulting from this work are being implemented and managed via the 3PT (portfolio, programme, project, task) environment.
- 3.6 Of the 36 areas for consideration (38 including sub-areas 14a, b and c) within the Improvement Register and noted by the Scrutiny Committee at its March 2018 meeting:
 - Five areas for consideration had been completed in addition to the 18 areas for consideration already classed as completed, having required no further action prior to the

October 2017 meeting of the Scrutiny Committee. These areas are shown with a grey background.

- Seven areas for consideration have been addressed since the March Scrutiny Committee and have been classed as completed, requiring no further action for the purposes of the Improvement Register. These areas are shown with a green background.
- 30 areas are now considered complete.
- Work is ongoing against eight areas for consideration. Progress made in these areas is as expected and on target. These areas are shown with an amber background.
- No areas of consideration have been classed as off target. In the event that an area will be classed as such, it will be shown with a red background.
- Full updates on the progress made within each area of consideration is available within the October 2018 update of the Improvement Register (Appendix 1).

3.7 In accordance with the principles of OpA and in line with the West Midlands Fire and Rescue Authority's commitment to openness and transparency, the Improvement Register is available on the Service's Committee Management Information System.

3.8 The next update of the Improvement Register is scheduled to be submitted at the March 2019 meeting of the Scrutiny Committee.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters contained within this report will not directly lead to and/or not directly relate to a policy change.

5. **LEGAL IMPLICATIONS**

It is not a legal requirement to undertake OpA or a peer challenge. However, the Service is committed to performance improvement and is fully supportive of the sector driven approach of taking responsibility for its own performance improvement.

6. **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no direct environmental implications arising from this report.

BACKGROUND PAPERS

Operational Assessment and Fire Peer Challenge Toolkit

Policy Planning Forum, OpA presentation by DCFO Phil Hales, 5 September 2016

Policy Planning Forum, OpA Peer Challenge Feedback presentation by CFO Phil Loach, 12 December 2016

Item 16 Fire Authority 26 June 2017 – Operational Assessment and Peer Challenge Report

West Midlands Fire Service OpA and Peer Challenge Report (published June 2017)

Item 4 Scrutiny Committee 09 October 2017 – Operational Assessment Improvement Register

Item 6 Scrutiny Committee 26 March 2018 – Operational Assessment Improvement Register

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CHIEF FIRE OFFICER