

**Minutes of the meeting of the  
Resources and Fire & Rescue Overview and Scrutiny Committee  
held on 19 September 2018**

**Present:**

**Members of the Committee:**

Councillors Parminder Singh Birdi (Vice-Chair) Sarah Boad, Judy Falp, Pete Gilbert, Andy Jenns, Bill Olnier, Bob Stevens and Heather Timms (Chair)

**Other County Councillors:**

Peter Butlin - Deputy Leader and Portfolio Holder for Finance and Property

Andy Crump - Portfolio Holder for Fire & Community Safety

**Officers:**

Helen Barnsley	Democratic Services Officer
Vanessa Belton	Performance and Improvement Business Partner
John Betts	Head of Finance
Kushal Birla	Head of Customer Services
Craig Cusack	Commercial Enterprise Lead
Sarah Duxbury	Head of Law and Governance & Interim Head of Human Resources and Organisational Development
Andy Hickmott	Chief Fire Officer
Tricia Morrison	Head of Performance and ICT Services
Rob Moyney	Deputy Chief Fire Officer
Steve Smith	Head of Property Services

**Other Attendees**

One – Press

**1. General**

**(1) Apologies**

Councillors John Cooke, Kam Kaur and Maggie O'Rourke. Councillor Richard Chattaway replaced Councillor O'Rourke for this meeting.

**(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests**

None

**(3) Minutes of the meeting held on 11 July 2018**

Matters arising; it was confirmed that a report will be presented to the committee in early 2019 covering the capital programme strategy. A briefing note will be provided at the December 2018 meeting providing an update on capital slippage.

**Resolved** That the minutes of the meeting held on 11 July 2018 were approved as a correct record.

**2. Public Question Time**

There were no public questions received or presented at the meeting.

**3. Questions to the Portfolio Holders relevant to the Overview & Scrutiny Committee**

There were no questions submitted to the Portfolio Holders.

The Committee notes the items listed for forthcoming consideration by Cabinet or individual Cabinet Portfolio Holders.

**4. Work Programme 2018-19**

The membership of the re-established Warwickshire Fire and Rescue (WFRS) Integrated Risk Management Plan Task and Finish Group was confirmed as follows;

Councillor Andy Jenns  
Councillor Heather Timms  
Councillor Maggie O'Rourke  
Councillor Pete Gilbert  
Councillor Sarah Boad

The first meeting will be scheduled for November with the final report due to be presented to this committee in February 2019.

In response to a question from Councillor Sarah Boad, the Chair confirmed that the task and finish group will not be influencing the budget as it is for each Group to formulate its own proposals to go forward to full Council. The Chair confirmed that it will be for the task and finish group to decide what reports are considered in taking this work forward.

The Committee agreed the work programme as set out in the report.

**5. One Organisational Plan Quarterly Progress Report: April to June 2018**

John Betts, Head of Finance presented the report on performance for those areas within the remit of the Committee. The report was presented in a new format which it is hoped the committee will find more accessible, consistent, focused and transparent. It was also confirmed that Heads of Service will be presenting the report at all committee meetings. It is hoped that this will enable any questions to be answered during the meeting rather than having to go back to officers who were not present.

Following a question from Councillor Judy Falp regarding the performance of WFRS in April 2018 in relation to first appliance attendance, Andy Hickmott,

Chief Fire Officer confirmed that figures for this measure do fluctuate on a monthly basis.

This is because the number of calls recorded for this measure is relatively low compared to the overall calls attended which could see variations in performance. If, for example, the month concerned had seen a different ratio in the number of road traffic collision (RTC) calls compared to relating to fires then performance will vary as RTC calls tend to be in more dispersed areas of the county.

In relation to a question regarding broadband coverage, in particular on new build estates, being poor, Tricia Morrison, Head of Performance and ICT Services confirmed that weekly meetings are held with Open Reach and that the issue would be raised at the next meeting with them. It was agreed that Councillor Falp would provide details of the estates experiencing issues that she has been made aware of. It was noted by the committee that there is no statutory requirement to provide broadband in new developments.

In relation to the performance information on property services capital projects delivered on time (page nine of the report) a request was made that more detail was added to the information box. The information stated that one project had been completed but not how many were not completed.

A question was raised regarding complaints made to the Ombudsman (page three of the report) and if all the complaints follow the same avenue; i.e. are the reasons why people make complaints the same. Sarah Duxbury, Head of Law and Governance & Interim Head of Human Resources and Organisational Development confirmed that a report containing the Ombudsman's statistical results for 2017/18 will be present to Cabinet in October. The report identifies common themes from complaints which are shared with officers across the Council so that lessons can be learned. The focus moving forward is to identify the root cause and resolve complaints as quickly as possible in order to prevent complaints becoming Ombudsman complaints. A request was made by the Chair that an email is sent out to all members of the committee reminding them of the report to Cabinet nearer the time.

## **Resolved**

That the Committee notes the progress of the delivery of the One Organisational Plan 2020 for the period as contained in the report.

## **6. Warwickshire Fire & Rescue Service - HMICFRS**

Andy Hickmott, Chief Fire Officer provided a verbal update for the committee on the recent inspection. The formal inspection report is now expected to be sent through in December 2018, along with the graded judgements against the three pillars of the inspection (efficiency, effectiveness and people management). WFRS is already working on an action plan pending issue of the formal findings. . It is also expected that there will be a national report on the generic findings from fifteen inspections.

Following a question from the committee regarding the change in the inspection process and any differences from previous inspections, the committee was informed that the process had been very detailed and very specific at looking at areas of service delivery. Previous inspections had tended to be strategic and focused on senior management. The new inspection process involved a lot more contact at the fire station level looking closely at the standard of service provided locally to the public.

Following the operational update that was emailed to committee members in July 2018, clarification was given that this was now being produced quarterly

### **Resolved**

That the Committee thanks the Chief Fire Officer for the verbal update and notes the points made.

## **7. Warwickshire Fire & Rescue Service - Operational Performance**

Rob Moyney, Deputy Chief Fire Officer presented the report to the committee highlighting the following points

- The Home Office recently published a report showing national statistics for fire services which has been used to produce this performance, benchmarking report
- There has been a national increase in incidents which is reflected in Warwickshire which has seen a 13% increase in incidents.
- The number of incidents does fluctuate but can be influenced by factors such as the weather – for example snowy winters and hot summers

Other factors include the decisions made around mobilisation – choosing to go to incidents that had not previously been attended e.g. to vulnerable members of the community.

Primary fires (vehicles or properties) have seen an increase across all fire services in England. This may be as a result of a more consistent approach to incident reporting.

WFRS is in the top two services for accidental dwelling fires (house fires)

WFRS has seen an increase in fire deaths and injuries. The increase in injuries has in part been due to hot weather and more people using BBQs.

There has been continued success in the reduction of deliberate fires which is down to the hard work of the prevention team, especially in the north of the county.

There has been a significant increase in the number of special service incidents over the last five years. WFRS have a pilot scheme for special services in one area of the county but have recently started to record incidents attended with West Midlands Ambulance Service which will result in a spike in performance data.

Nationally there has been a decrease in RTCs while Warwickshire has seen an increase. WFRS is working to mitigate this trend with more preventative work and the movement of resources.

A question was asked relating to the performance information regarding RTCs and whether the data could be separated into motorways and other roads. Rob Moyney stated that motorways can see longer attendance times but that all RTC incidents that are attended by WFRS are investigated and mapped. RTC investigations also look into who was involved in the RTC to allow for more targeted prevention work.

It was agreed that the figures requested separating motorway RTCs from other road RTCs could be provided and will be circulated in a briefing note. The committee was reminded that motorways within the county are also considered part of the Warwickshire highway network.

**Resolved**

That the Committee notes the contents of the report.

**8. Urgent Matters**

None

**9. Reports Containing Confidential or Exempt Information**

**Resolved**

That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

**10. WES Services and Educaterers Performance Report for 2017-18**

**Resolved**

The committee agreed the recommendations as set out in the Exempt minutes.

The meeting rose at 3.01p.m.

.....  
Chair