

## HUMBERSIDE FIRE AUTHORITY

16 MARCH 2018

### PRESENT:

#### Representing East Riding of Yorkshire Council:

Councillors Finlay, Green, Jefferson JP, Matthews, Sharpe and Smith

#### Representing Kingston upon Hull City Council:

Councillors Belcher, Clarkson, Dad and Mathieson

#### Representing North Lincolnshire Council:

Councillors Briggs (Chairperson), Grant and Waltham MBE

#### Representing North East Lincolnshire Council:

Councillors Jackson, Shepherd and Sutton

Chief Fire Officer & Chief Executive, Deputy Chief Fire Officer/Executive Director Service Delivery, Executive Director Service Support/Section 151 Officer, Monitoring Officer/Secretary, N McKiniry and J Kirby (Director of Emergency Response), Director of Human Resources, Head of ICT, Committee Manager, Mr K Lloyd (MIAA), Mr D Chapman (Chairperson of the Governance, Audit and Scrutiny Committee) were also present. At the invitation of the Authority Mr C Drinkald, Service Liaison Lead – Cleveland, Humberside, North Yorkshire and South Yorkshire, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) was also present.

Mr A Smith and Mrs M Thomlinson (Independent Co-opted Members of the Governance, Audit and Scrutiny Committee) also attended as observers.

Apologies for absence were submitted from Councillors Chadwick, Fudge, Sherwood, Turner and Wilson.

The meeting was held at the Humberside Fire and Rescue Service Headquarters, Kingston upon Hull. Meeting commenced at 10.30 a.m.

*(The Chairperson welcomed Mr C Drinkald (HMICFRS), Mr Lloyd (MIAA), and the Independent Co-opted Members of the Governance, Audit and Scrutiny Committee and all other persons who were present.*

**5758 COUNCILLOR M BURTON** – The Chairperson reported the sad loss of Councillor M Burton who had died recently. Members stood in silence as a mark of respect.

**5759 DECLARATIONS OF INTEREST** - There were no declarations.

**5760 MINUTES** – *Resolved* – That the minutes of the meeting of the Authority held on 12 February 2018 having been printed and circulated amongst the Members, be taken as read and correctly recorded and be signed by the Chairperson.

**5761 QUESTIONS BY MEMBERS** - The Monitoring Officer/Secretary stated that no questions had been received from Members in accordance with Rule 12, Part 4 of the Constitution.

**5762 PETITIONS AND DEPUTATIONS** - The Monitoring Officer/Secretary stated that no petitions had been received and no requests for a deputation had been received under Rule 13, Part 4 of the Constitution.

**5763 COMMUNICATIONS** – The following items were reported:

- (i) Local Government Association Fire Conference – The Chairperson reported that Councillor Green, Vice-Chairperson, and the Chief Fire Officer & Chief Executive and himself had recently attended the conference and stated that a copy of the slides from the event will be circulated to Members and that items would be included for discussion at forthcoming Member Days. The Chairperson drew particular attention to the keynote speeches on the following matters:
  - The impact of the Grenfell Tower fire – Speech by the London Chief Fire Officer regarding the mental health of firefighters
  - Dame Judith Hackitt's Review
  - Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services – Speech by Zoe Billingham
- (ii) Criminal Investigation re Fire Doors at Grenfell Tower, London – The Chief Fire Officer & Chief Executive referred to the national news item broadcast yesterday regarding the outcome of testing by the Police of the fire doors installed at Grenfell Tower and reported that the Government had picked up on this item and had obtained technical advice regarding the fire safety of a door made by one manufacturer. The Chief Fire Officer & Chief Executive stated that the position of the Humberside Fire and Rescue Service was the same as that of the National Fire Chiefs' Council which was that the risk to public safety was very low. The Chief Fire Officer & Chief Executive stated that the intention was to flag this matter up depending on how the testing of fire doors proceeds.
- (iii) Fire Combat Challenge 2018, Mumbai, India – The Chief Fire Officer & Chief Executive reported that the Great Britain Team had performed very well and that Firefighter Robson had achieved a Bronze Medal for his overall performance.
- (iv) Women's Development Programme – The Deputy Chief Fire Officer/ Executive Director Service Delivery reported that yesterday he had opened the programme which was linked to the Authority's pledge to HeForShe. Twenty staff had participated in the event and the initial feedback was that it had been well received. A further 2 half day events were scheduled.

**5764 MEMBERS' NEWSLETTER** – This item was included on the Agenda to allow Members an opportunity to ask questions regarding any items included in the Members' Newsletter that had been emailed recently to all Members of the Authority. There were no questions.

**MINUTES OF COMMITTEES**

**5765 Governance, Audit and Scrutiny Committee** - The Chairperson of the Governance, Audit and Scrutiny Committee presented the minutes of the meeting of the Committee held on 5 March 2018 and drew Members' attention to the following items:

- (i) Scrutiny Programme 2017/18 (Minute 5748 refers) – The Chairperson stated that the Counter Fraud review report will be submitted to the April 2018 meeting of the GAS Committee and that the review of Business Continuity was proceeding well and that an update will be reported to that meeting.
- (ii) Member Days (Minute 5757 refers) – The Chairperson acknowledged the excellent presentations to Members at the recent Member Day.

A Member referred to Minute 5750 (Internal Audit Update and Draft Internal Audit Plan 2018/19) and expressed thanks to the GAS Committee for the additional items

suggested for audit. The Chairperson of the Authority thanked the GAS Committee for the work that it does.

**Resolved** – That the minutes of the Governance, Audit and Scrutiny Committee held on 5 March 2018 be received.

#### **INTERNAL AUDIT (MIAA)**

**5766 Internal Audit Update** – Mr K Lloyd (Internal Audit - MIAA) submitted a report providing a progress update on the delivery of the internal audit plan for 2017/18 as approved by the Authority on 17 March 2017. The Internal Audit Control Schedule attached at Appendix 1 to the report provided a strategic overview and profiled timeline for agreed internal audit reviews. The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5750 refers).

**Resolved** – That Members note the progress and outcomes against the 2017/18 Internal Audit Plan and issues arising and take assurance from the report.

**5767 Draft Internal Audit Plan 2018/19** – Mr K Lloyd (MIAA) submitted the proposed Internal Audit Plan for 2018/19 describing how MIAA, will deliver internal audit services in 2018/19. The report had previously been considered by the Corporate Management Team and the Governance, Audit and Scrutiny Committee (Minute 5750 refers).

A Member referred to the presentation style and terminology used in the report and suggested that it would be helpful to have an explanation at a Member Day.

**Resolved** – That the Internal Audit Plan 2018/19 be approved as now submitted.

**5768 TREASURY MANAGEMENT AND CAPITAL EXPENDITURE PRUDENTIAL INDICATORS, TREASURY MANAGEMENT POLICY STATEMENT 2018/19 AND MINIMUM REVENUE PROVISION (MRP) FOR 2018/19** - The Executive Director Service Support/Section 151 Officer submitted a report setting out the Prudential Indicators for Treasury Management and Capital and the Treasury Management Policy proposed for adoption for the financial year 2018/19. The Authority's Constitution required that the Policy Statement is approved by the full Fire Authority and that responsibility cannot be delegated. The report also outlined the recommended policy to be adopted in respect of creating the Minimum Revenue Provision (MRP) for 2018/19, in line with the statutory requirements set out in The Local Authorities (Capital Finance and Accounting) (England) (Amendment) Regulations 2008. The Statement had been prepared in accordance with the requirements of the updated version of the CIPFA Treasury Management Code of Practice 2017. The Executive Director Service Support/Section 151 Officer drew Members' attention to the new requirement for the Authority to produce a Capital Strategy by 2019/20. The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5749 refers).

A Member referred to the requirement for the Authority to produce a Capital Strategy by 2019/20 and suggested it would be useful to include this as a topic for a future Member Day.

**Resolved** – (a) That Members approve the 2018/19 Treasury Management and Capital Prudential Indicators, the 2018/19 Annual Investment Strategy and the 2018/19 MRP Statement, and

(b) that the requirement for the Authority to produce a Capital Strategy by 2019/20 and be included as a topic for a future Member Day.

**5769 SERVICE PERFORMANCE AND RISK REPORT - 3RD QUARTER PERIOD 1 APRIL–31 DECEMBER 2017** – The Deputy Chief Fire Officer/Executive Director Service Delivery submitted a report providing information relating to the Service's Performance and Risk Framework as highlighted in the following table:

<b>Prevention Performance</b>				
Accidental Dwelling Fires	15% below 3 year average.			
Other Accidental Fires (exc. Vehicles)	0.1% below 3 year average.			
Deliberate Primary Fires	16.8% above 3 year average.			
Deliberate Secondary Fires	53% above 3 year average.			
Automatic Fire Alarms	5.5% above 3 year average.			
Fatalities	3 fatalities (aspirational target 0)			
Injuries	30 injuries (aspirational target 0)			
<b>Response Performance</b>				
First engine response	5.12% better than target			
Second engine response	10.11% better than target			
<b>Projects Update</b>				
<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• ICT</li> <li>• Collaboration</li> </ul>	A summary of progress for Strategic Projects is provided at Paragraph 8 within the body of this Report.			
<b>Strategic Risks</b>		<b>Score</b>		
Reduction in external financial support	No change in risk	<b>72</b>		
East Coast and Hertfordshire Control Room Project (ECHCR).	No change in risk	<b>36</b>		
Incident Command System.	No change in risk. System is stable.	<b>40</b>		
National and local operational learning from incidents and arising issues is integrated into operational development and learning.	No change in risk	<b>45</b>		
<b>Complaints</b>				
<b>Quarter 3 Detail</b>				
Driving related	0 Upheld	0 Not Upheld		
Conduct of employees	0 Upheld	1 Not Upheld		
Performance of employees	1 Upheld	0 Not Upheld		
Damage to property whilst responding to incidents	0 Upheld	0 Not Upheld		
Other	3 Upheld	0 Not Upheld		
<b>Current and Previous Quarter for comparison</b>				
	Quarter 3		Quarter 2	
Totals	4 Upheld	1 Not Upheld	8 Upheld	6 Not Upheld
<b>Compliments and Messages of Thanks</b>				
19 compliments and messages of thanks were received and posted on our Website: Compliments and Messages of Thanks				

Further detailed information was contained within Appendix 1 to the report which identified a number of performance issues of note that had arisen during the reporting period and also Appendix 2 which included charts for each Unitary Authority Area showing the severity level of accidental dwelling fires over the last 3 years. The report also provided an update with regard to the following notable developments in Strategic Projects:

- a) East Coast and Hertfordshire Control Room Project
- b) The Ark Flood Preparation and Response Centre
- c) Integrated Care Centre
- d) HR/Resource Management System

The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5752 refers).

**Resolved** – That Members note the content of the report and take assurance as to the Service’s proactive approach to performance and risk management.

**5770 HEALTH, SAFETY AND ENVIRONMENTAL QUARTERLY REPORT 3RD QUARTER 2017/18 - OCTOBER – DECEMBER 2017**

The Executive Director Service Support/Section 151 Officer presented a report by the Director of Service Support providing information with regard to Health, Safety and Environmental outcomes for the 3rd Quarter Period October - December 2017. A summary of statistical data was attached in Appendix 1 to the report. The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5753 refers). During the reporting period there were 18 incidents recorded (Figs 1 & 2 in the report) that resulted in some form of personal injury compared to 19 for the same period last year. Due to the makeup of the workforce, the highest number of accidents were incurred by Wholetime and Control staff (14). The total number of reported accidents for the quarter had decreased marginally, by just over 5%, compared to the same quarter for last year (Fig 3 in the report). It was also well below the five year rolling average figure for the same period (25). This showed that the long term accident trend continues to fall. Activity areas showing an increase in reported injuries are Training and Physical Training. Injuries related to Fire, Routine Activities, Road Traffic Collisions (RTCs) and Special Service all show a reduction. Pleasingly the Service had also seen a rise in near miss reporting.

A Member referred to page 102 with regard to “sticky blood” and suggested that an update be provided at a future Member Day.

**Resolved** – (a) That Members note the report and take assurance as to the Service’s proactive approach to Health, Safety and Environmental outcomes, and

(b) that an update with regard to the implications of “sticky blood” be submitted to a future Member Day.

**5771 CUSTOMER SERVICE EXCELLENCE AWARD 2018**

The Deputy Chief Fire Officer/Executive Director Service Delivery submitted a report reminding Members that the Customer Service Excellence Award (CSE), originally achieved in 2009, is re-certified on an annual basis subject to passing a compliance audit. The award covers a three year period with 2018 being a Year 1 renewal of the award. As in previous years renewal focussed on the five criteria listed in the report. The renewal audit for 2018 took place over 24 to 25 January 2018 and it was pleasing to report that the award had been successfully retained for a further three years, with no partial or non-compliance issues identified. Four areas of notable Good Practice and, for the first time, one area of Compliance Plus assessed as exceptional/ exemplar good practice, were noted. In summary the assessor found:

- (a) The assessor was impressed with the visible customer focus applied across all areas of service delivery, including work to improve already well developed customer journeys within the Public Safety Centre and Control Room.
- (b) The strength, breadth and value of our Partnership work was recognised, the assessor met a number of partners as part of the audit; including the Stroke Association, Children’s University and Howdens Joinery.
- (c) The assessor was pleased to observe greater interactivity for customers through social media, improvements to the website and use of targeted messaging.
- (d) The assessor commented on his positive interaction with well-motivated employees and noted our leading role within the sector nationally on gender equality.

The full report was included at Appendix 1 to the report. The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5754 refers).

**Resolved** – That Members acknowledge the retention of the Award and take assurance from the ongoing commitment to Customer Service Excellence and commend all those involved.

**5772 GENERAL DATA PROTECTION REGULATION (GDPR)** – The Head of ICT presented a report by the Director of Service Support outlining the high level changes to the data protection regime which will be introduced by the General Data Protection Regulation (GDPR) when it comes into force on 25 May 2018. The report also explained how the Service is preparing for the change. The General Data Protection Regulation (Regulation (EU) 2016/679) is a regulation intended to strengthen and unify data protection for all individuals within the European Union (EU). The primary objectives of the GDPR are to give people greater control of their personal data and to simplify the regulatory environment. When the GDPR takes effect, it will replace the Data Protection Directive 1995 (under which the UK Data Protection Act 1998 was made). The Regulation was adopted on 27 April 2016 and takes effect from 25 May 2018. Unlike a directive, it does not require any enabling legislation to be passed by national governments in order to apply in Member States. Until the GDPR takes effect, the UK Data Protection Act 1998 (DPA) will continue to be in force. The Government had also brought forward a new Data Protection Bill, which is currently progressing through Parliament, to replace the 1998 Act and has said that the new UK Bill will ensure the country meets its obligations whilst a member of the EU, and will help the UK maintain its "... ability to share data with other EU members states and internationally after we leave the EU." The aim of the Bill is to deal with the matters that have been left to Member States from the GDPR. The Information Commissioner's Office had taken an active position in promoting awareness of the GDPR and the steps organisations should be taking to comply. However, some guidance was still awaited. As part of the 2017/18 programme, internal audit were reviewing the Authority's preparations for introducing the GDPR and will report in early May 2018. The report outlined at a high level, the significant articles of the Regulations to the extent that they will have an impact on the way the Service processes personal data. The report drew attention to the following matters:

- Overview of the Regulations
- Lawful Basis for Processing Personal Data
- Consent
- Individuals' Rights
- Accountability and Governance
- Data Protection Officer
- Data Breaches
- Contracts
- Information Audit and Register
- Training and Awareness

The report was not intended to be an authoritative source for information about the GDPR but aimed to provide sufficient detail to understand how data protection governance is being reformed.

**Resolved** – That the Authority note the contents of the report and take assurance on the transitional arrangements for the GDPR.

**5773 PAY POLICY STATEMENT 2018/19** - The Director of Human Resources submitted a report providing a proposed Pay Policy Statement for the Authority for 2018/19, as required by the Localism Act 2011. The Act introduced senior staff pay transparency into local authorities with a requirement that authorities prepare a Pay Policy Statement for each financial year. A statement for the Authority was first produced for 2012/13 and approved by the Authority on 17 April 2012 (Minute 3839 refers). The Authority agreed at that time that the Pay Policy Statement should be reviewed annually by officers and that any proposed amendments would be brought before the full Authority for consideration. The proposed statement for 2018/19 attached at Appendix 1 to the report reflected the current structure of the Corporate Management Team (CMT) posts. The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5746 refers) when the Committee agreed "that, subject to possible clarification of the wording of paragraph 26 of Appendix 1 to the report as now suggested, it be a recommendation to the Fire Authority that the Pay

Policy Statement for 2018/19 attached at Appendix 1 to the report now submitted be approved.”.

**Resolved** – That Members approve the Pay Policy Statement for 2018/19 as set out in Appendix 1 to the report and its publication on the Authority’s website.

**5774 ABSENCE MANAGEMENT – PROGRESS REPORT** - The Director of Human Resources submitted a report, further to Minute 5740, providing giving a response to a report received from Capsticks Advisory Service who undertook a project to manage sickness absence in the Service for a short period of time in order to focus attention on the issue, as well as undertake a review of the roll out and efficacy of the Sickness Absence Policy and a training needs analysis of management capability in this area. The report also detailed at Appendix 2 an update to the Action Plan that was developed to address the issues raised in the Capsticks Report. The report had previously been considered by the Governance, Audit and Scrutiny Committee (Minute 5751 refers)

With regard to absence management across the Service the report informed Members that a decision was taken to commission Capsticks Human Resource Advisory team to undertake the absence management work stream for a 3 month period which began at the end of February 2017. That work was extended for a further 2 months to support completion of key work streams and to ensure a smooth transition of the work to the newly appointed HR Service Partners and was subsequently completed on 31 July 2017. At the Authority meeting on 22 September 2017, Members were given the initial response to the Capsticks Advisory Service Report and at the Member Day on 6 October 2017, Members received a presentation from the Director of HR detailing the initial Action Plan and response and were given the opportunity to informally debate the content and make comment for amendment prior to its submission to the Authority meeting. The report drew Members’ attention to Appendix 1 to the report now submitted which detailed the Service absence management data as at 31 December 2017 and also the Action Plan detailed in Appendix 2 to the report which set out the current Service position (as at 22 February 2018) regarding progress against the issues raised in the Capsticks Report.

With regard to data management the report stated that at the 17 March 2017 Authority meeting, it was agreed that a quarterly report would be brought before Members with an update on the management of absence to include detailed data on absence levels by staff group, as well as development and dissemination of fair and appropriate mechanisms for the same. Table 1 at paragraph 9 of the report outlined the current picture with regard to actual absence and performance against target as at 31 December 2017, with a comparison to the same data last year. It was noted that the data reflected a position which was early in the work undertaken through the Absence Management Action Plan, in particular, the levels of scrutiny undertaken at the Case Review Board. The data attached in Appendix 1 to the report described the sickness absence data by staff group, reason for absence and the split between long-term and short-term absence.

With regard to areas for focus the data in Appendix 1 showed that the shift seen in the previous quarter of Mental Health/Anxiety/Depression no longer being the primary reason for absence, had continued for all staff groups save the Support/Green Book group, where it is once again the highest reason for absence. The previous and current work undertaken to improve awareness of Mental Health, reduce stigma and support staff in talking about their issues earlier appeared to be having a positive impact across Operational staff groups. Musculoskeletal problems were once again the main reason for absence across all other staff groups in the Service, particularly back, knee and lower limb. The data supported the recommendation from Capsticks’ Advisory and formed part of the Absence Management Action Plan, that fast track physiotherapy and private healthcare provision for some staff might be areas where an impact on absence due to these issues can be gained, as well as improving wellbeing for staff. This featured as part of the HR Directorate work plan recently agreed as priority work. The split between long term and short term absence remains a concern in some staff groups. Table 2 at paragraph 14 to the report detailed this

split by staff group. Again, Support/Green Book staff and Control staff were showing an increase in both long and short term sickness compared with the same period last year. Short term absence in the Retained staff group showed a marked improvement on the same position last year.

**Resolved** – That Members note the content of the report and the Action Plan and take assurance from the actions taken and planned in the HR Directorate to improve the management of absence and the support offered to staff who are unwell.

*At the invitation of the Chairperson Mr Drinkald, HMICFRS gave a brief outline of his role.*

*Meeting closed at 11.34*