

19. Best Value, Policy and Performance Committee Report

Purpose of report

1. To inform the Authority of the proceedings of the Committee Meetings held on 25 March and 3 June 2010.
-

Recommendation

The Best Value, Policy and Performance Committee recommends that the Authority notes the proceedings of the Committee Meetings held on 25 March and 3 June 2010.

Quarterly Performance Analysis and the Annual Performance Report 2009-10

2. The Committee monitors performance data and information on a quarterly basis and received the Annual Performance Report 2009-10 at its meeting on 3 June 2010. The Service reported an excellent performance and the Committee congratulated the Chief Fire Officer and all his staff on the results achieved.

Charter Mark Results 2009/10

3. Charter Mark is the Government's national customer service standard for organisations delivering public services and the Committee heard the Charter Mark assessors had confirmed that the Service complied with the Charter Mark Standard for 2009/10. The Service had 13 elements identified as Best Practice, including an additional element for public consultation.
4. The Committee was impressed with the Report and agreed that the Service should issue a press release to publicise the results.

The Revised Equality Scheme 2010-2013

5. On 17 February 2010 the Authority approved the draft revised Scheme for consultation and the Committee was briefed on the proposals contained in the draft on 25 March. On 3 June the Committee received a verbal update on the responses received from the consultation which closes on 4 June.

Supporting Information

Background Papers – Agenda and papers for the Best Value, Policy and Performance Committee Meetings held on 25 March and 3 June 2010.

Contact Officer

Lucy Phillips, Deputy Chief Fire Officer
(0845 12 24454)
Email: lphillips@hwfire.org.uk