



## **AGENDA ITEM: 9**

### **NORTH WALES FIRE AND RESCUE AUTHORITY**

**21<sup>st</sup> December 2009**

#### **OPERATIONAL MANAGER PROVISION**

**Report by Paul Claydon, Assistant Chief Fire Officer**

#### **Purpose of Report**

- 1.** To provide Members with information in relation to the ongoing development of a dedicated operational officer provision in North Wales Fire and Rescue Service. This report is supplemented by a presentation to the Authority.

#### **Introduction**

- 2.** In March 2008 the Authority agreed that an Officer Cover Review examining the way the Service provides supervisory cover by middle and senior managers at emergency incidents should be undertaken as part of the Risk Reduction Plan (RRP) for 2009/10.
- 3.** The intention of the review was to look at the viability of a 'dedicated response option' that would improve operational assurance at incidents and the efficiency of the Service.

#### **Background**

- 4.** North Wales Fire and Rescue Service has maintained the same level and method of operational officer cover since amalgamation of the Clwyd and Gwynedd Fire Services in 1996.
- 5.** The review outcomes have been discussed at length with the RRP working group and were presented to the Executive Panel in Part II of the November meeting. The Executive Panel expressed the wish that this work should be expedited and a presentation made to the full Authority.

6. A number of engagement days for all the existing operational level officers have been held as part of the review to discuss all the issues raised in the presentation. Officers are being kept informed of progress throughout the review.

### **Review Findings**

7. Dedicated Officers whose remit will include operational command, assurance and the maintenance of operational standards working from designated locations will provide improved operational assurance and geographical coverage.
8. A shift system that builds operational cover during the day that takes account of the peaks of demand is potentially more efficient and effective.
9. A Fire Safety function delivered by personnel without an operational requirement is potentially more productive and more economical and will assist in resourcing this fundamental change in the delivery of core services.

### **On Going Work**

10. Work is continuing on developing a shift system that meets the requirements of the Conditions of Service.
11. The job evaluation process is underway for assessing the roles in Fire Safety that are currently performed by operational personnel that do not require operational competence.
12. Once the job evaluation process has been completed an implementation plan with full costings will be produced for consideration by the Executive Panel in February 2010.

### **Recommendations**

13. That Members note the information from the presentation and contained within this report.