

**AGENDA ITEM: 14**

**NORTH WALES FIRE AND RESCUE SERVICE**

**FIRE AUTHORITY REPORT**

DATE:	15 <sup>th</sup> March 2004
REPORT BY:	<b>CHIEF FIRE OFFICER</b>
PURPOSE OF REPORT:	To inform Members of matters relating to Best Value.

1. **INFORMATION**

1.1 Minutes of Best Value Committee Meeting

Please refer to the minutes of the Best Value Committee meeting 29/01/04 for additional information.

1.2 Results of Public Satisfaction Survey

BVPI3 requires authorities to conduct a randomly sampled public survey of addresses in their area every three years in order to gauge the level of public satisfaction with 'the way the authority runs things' (prescribed wording).

4000 questionnaires were sent out at the end of last year, and 1385 were returned completed. These have now been analysed, and show that there has been an increase in the percentage of people who are either very satisfied or fairly satisfied with the authority - rising from 74% in 2000 to 77% in 2003.

Of the remainder, the majority indicated that they were 'neither satisfied nor dissatisfied' with the authority. The percentage who indicated that they were dissatisfied with the authority had risen slightly from 1% in 2000 to 3% in 2003.

1.3 Wales Programme for Improvement

Members will recall that whereas fire and rescue authorities in England will be subject to Comprehensive Performance Assessments (CPAs), the fire and rescue authorities in Wales are set to adopt the Wales Programme for Improvement (WPI).

The Audit Commission in Wales has indicated that the independent inspection of fire and rescue services in Wales will be undertaken by the Wales Audit Office, and that a new inspection and programme for improvement as part of the WPI will be designed and implemented from 2005 onwards.

Officers from the fire and rescue services in Wales have met to discuss the implications of this new regime. It was agreed that letters would be sent to the Local Government Data Unit to open discussions on fire and rescue service performance indicators, and to the Head of Improvement at Syniad/WLGA for information.

2. **RECOMMENDATION**

2.1 That Members note and approve the actions and proposed actions reported here.