



## **AGENDA ITEM: 7**

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

**21<sup>st</sup> November 2011**

#### **ADMINISTRATIVE REVIEW**

**Report by Colin Hanks, Assistant Chief Fire Officer**

#### **Purpose of Report**

- 1 To advise Members that a review of the current working arrangements of administrative staff within North Wales Fire and Rescue Service is currently taking place.

#### **Background**

- 2 On 1<sup>st</sup> April 2011 the Officer Review Structure was introduced into North Wales Fire and Rescue Service. Work on developing the structure identified that, for the new structure to succeed, it was imperative that each function within the Service receives the right level of support – especially administrative support.
- 3 In order to determine whether or not the necessary level of support existed, a review was ordered into the various administrative functions and roles within the Service.
- 4 The review was expected to:
  - examine the current Administrative Support of the Operational Structure to ensure that it is aligned with the new Operational Structure that commenced in April 2011;
  - assess the administrative workload of the Retained Watch Managers;
  - discuss with Senior Managers, in particular the Area Managers, to ascertain their requirements for the administrative support of the new operational structure;

- look in general terms at all administrative roles in the Service to ensure there is resilience and no roles are under utilised.

## **Information**

- 5 The Review was tasked with looking at the Service's current provision of administrative support to individual departments and, in particular, to look closely at the administrative work undertaken by the Retained Duty System (RDS) Watch Managers as a requirement of their role.
- 6 The overall Review will therefore take two routes - the first concentrating on the administrative duties which each role undertakes. It will also establish if each role is exclusive to that particular department or is there scope to pool those skills without affecting the role-specific requirements attached to that function. This would, in the future, enable the Service to build in resilience at times of illness and annual leave.
- 7 The second part of the Review will focus on the RDS administrative work currently undertaken by RDS Watch Managers. It will look at current capacity within the Administrative Assistants in the County Safety Offices and try to ascertain if a dedicated administrator could undertake parts of the administrative work currently expected of the RDS Watch Managers. Watch Managers have, in the past, expressed concern about the amount of administrative work they are expected to carry out.

## **Evaluation**

- 8 Presently two pilot schemes are in operation, a dedicated RDS Administrator post is being evaluated on the Isle of Anglesey; along with the pooling of administrative staff from the Legislative and Community Fire Safety Departments and the Denbighshire County Office on the Rhyl site. The evaluation will be reviewed at the end of November to determine the effectiveness of the proposed new arrangements.

## **Recommendation**

- 9 That Members note the progress of the administrative review to date.