



**Wednesday,
14 July 2021
10.00 am**

**Meeting of
Governance and
Constitution Committee
Sadler Road
Winsford**

Contact Officer:
Donna Linton
Democratic Services

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Cheshire Fire Authority

Notes for Members of the Public

Attendance at Meetings

The Cheshire Fire Authority welcomes and encourages members of the public to be at its meetings and Committees. You are requested to remain quiet whilst the meeting is taking place and to enter and leave the meeting room as quickly and quietly as possible.

All meetings of the Authority are held at Sadler Road Winsford. If you plan to attend please report first to the Reception Desk where you will be asked to sign in and will be given a visitors pass. You should return your pass to the Reception Desk when you leave the building. There are some car parking spaces available on site for visitors at the front of the Sadler Road. Please do not park in spaces reserved for Fire Service personnel.

If you feel there might be particular problems with access to the building or car parking please contact the Reception Desk at Sadler Road Winsford Tel (01606) 868700.

Questions by Electors

An elector in the Fire Service area can ask the Chair of the Authority a question if it is sent to the Monitoring Officer at Fire Service HQ to arrive at least five clear working days before the meeting. The contact officer named on the front of the Agenda will be happy to advise you on this procedure.

Access to Information

Copies of the Agenda will be available at the meeting. A copy can also be obtained from the contact officer named on the front of the Agenda. Alternatively, individual reports are available on the Authority's website (www.cheshirefire.gov.uk)

The Agenda is usually divided into two parts. Members of the public are allowed to stay for the first part. When the Authority is ready to deal with the second part you will be asked to leave the meeting room, because the business to be discussed will be of a confidential nature, for example, dealing with individual people and contracts.

This agenda is available in large print, Braille, audio CD or in community languages upon request by contacting; Telephone: 01606868414 or email: equalities@cheshirefire.gov.uk

Recording of Meetings

The Authority audio records its meetings. Please contact Democratic Services for a copy of the recording via DemocraticServices@cheshirefire.gov.uk. The recordings are not kept indefinitely. Currently, the meetings are also broadcasted using Vimeo and the details can be found on the website of Cheshire Fire and Rescue Service.

Fire Evacuation

If the Fire Alarm sounds you should make your way to the nearest exit as quickly as possible and leave the building. Please follow any instructions from staff about evacuation routes.



MEETING OF THE GOVERNANCE AND CONSTITUTION COMMITTEE WEDNESDAY, 14 JULY 2021

Time : 10.00 am

Lecture Theatre - Fire Service HQ, Winsford, Cheshire

AGENDA

PART 1 - BUSINESS TO BE DISCUSSED IN PUBLIC

1 PROCEDURAL MATTERS

1A Recording of Meeting

Members are reminded that this meeting will be audio-recorded.

1B Apologies for Absence

1C Membership of Committee

Members are asked to note the membership of the Governance and Constitution Committee for 2021-22, as agreed by the Fire Authority on 23rd June 2021.

Members:

Rob Polhill (Chair)
Nick Mannion (Deputy
Chair)
Rachel Bailey
Mike Biggin
David Brown
Martyn Delaney
Brain Gallagher

Substitutes:

Michael Beanland
James Nicholas
Peter Wheeler

Independent (non-elected) member: Derek Barnett

1D Declarations of Members' Interests

Members are reminded that the Members' Code of Conduct requires the disclosure of Statutory Disclosable Pecuniary Interests, Non-Statutory Disclosable Pecuniary Interests and Disclosable Non-Pecuniary Interests.

1E Minutes of the Governance and Constitution Committee

(Pages 1 - 4)

To confirm as a correct record the Minutes of the meeting of the Governance and Constitution Committee held on Wednesday 28th April 2021.

ITEMS REQUIRING DISCUSSION / DECISION

- | | | |
|---|---|-----------------|
| 2 | Dispensations | (Pages 5 - 10) |
| 3 | Whistleblowing Annual Report 2020-21 | (Pages 11 - 12) |
| 4 | Compliments and Complaints Annual Report 2020-21 | (Pages 13 - 28) |
| 5 | Summary of Member Attendance 2020-21 | (Pages 29 - 34) |
| 6 | Review of Financial Regulations | |

A review of the Financial Regulations has been carried out by the Treasurer and Head of Finance and they have suggested one minor change, which is set out below:

Current

10.21 The need for any new reserve and the movement on existing reserves will be reported to Performance and Overview Committee as part of the regular quarterly reporting process.

Proposed

10.21 The need for any new reserve and any movement on existing reserves will be considered by the Service Management Team prior to reporting to Performance and Overview Committee as part of the regular quarterly reporting process.

The change is to acknowledge the important role that Service Management Team is expected to play in assisting Members with the management of reserves.

Members are asked to approve this amendment to the Financial Regulations.



MINUTES OF THE MEETING OF THE GOVERNANCE AND CONSTITUTION COMMITTEE held on Wednesday, 7 April 2021 at Remote Meeting - Via Skype at 10.00 am

PRESENT: Councillors Steve Wright (Chair), Rob Polhill, Rachel Bailey, Mike Biggin, David Brown, Martyn Delaney, Nick Mannion and independent (non-elected) members Derek Barnett and Lesley Thomson

1 PROCEDURAL MATTERS

A Recording of Meeting

Members were reminded that the meeting would be audio-recorded and broadcasted live to enable public viewing.

B Apologies for Absence

There were no apologies for absence.

C Declarations of Members' Interests

There were no declarations of Members' interest.

D Minutes of the Governance and Constitution Committee

RESOLVED:

That the minutes of the Governance and Constitution Committee held on Wednesday 27th January 2021 be confirmed as a correct record.

2 DRAFT STATEMENT OF ASSURANCE 2020-21

The Director of Governance and Commissioning introduced the report which gave Members the opportunity to review the draft Statement of Assurance 2020-21.

He reminded Members that the Fire and Rescue National Framework for England required the publication of the Statement of Assurance to provide assurance on financial, governance and operational matters. The final version of the document was due to be submitted to the Fire Authority meeting on 28th April for approval.

A Member queried why the changes were not highlighted within the document. The Director of Governance and Commissioning responded stating that the only significant change was the addition of section 8 which provided assurance on the response from the Service throughout the Coronavirus Pandemic.

RESOLVED: That

[1] the draft Statement of Assurance 2020-21 be recommended to the Fire Authority for approval at the appropriate time.

3 REVIEW OF ANTI-BRIBERY POLICY AND ANTI-FRAUD POLICY

The Director of Governance and Commissioning introduced the report on the review of the Anti-Fraud and Anti-Bribery Policies. Members noted the minor amendments, i.e. changes to the contact details and approved both documents.

RESOLVED: That

[1] the Anti-Fraud Policy and the Anti-Bribery Policy both be approved.

4 AMENDMENTS TO SCHEME OF DELEGATION

The Director of Governance and Commissioning introduced the report which covered amendments to the Scheme of Delegation. The amendments were required so that the Scheme reflected the changes to the Service Management Team. Members noted the addition of the Deputy Chief Fire Officer role and the merger of the Prevention and Protection functions under one Head.

A Member queried whether further recruitment was ongoing in light of changes to the Service Management Team. The Director of Governance and Commissioning explained that no further recruitment activity was necessary due to the way that positions had been filled.

RECOMMENDED: That

[1] the Fire Authority approve the amendments to the Scheme of Delegation.

5 REVIEW INTO THE WAY THAT SEATS ON THE FIRE AUTHORITY ARE ALLOCATED TO THE CONSTITUENT AUTHORITIES

The Director of Governance and Commissioning presented the report which allowed Members to consider the outcome of the Review into the Way that Seats on the Fire Authority are Allocated to the Constituent Authorities. He reminded Members that the terms of reference for the review were agreed at the last Governance and Constitution Committee meeting.

He advised that the Monitoring Officer of Derbyshire Fire and Rescue Service, Ms Louise Taylor, conducted the review. The independent reviewer reached a number of conclusions and made recommendations for Members to consider.

Members were referred to paragraph 9 within the covering report which advised that the publication of the White Paper on fire reform was due later in the year.

Members agreed to recommend to the Fire Authority that it maintain the current

arrangement for seat allocations for 2021-22 and await the publication of the White Paper before considering the Review further.

RECOMMENDED: That

- [1] the appointments for 2021-22 continue to be allocated in the same way that they have since local government reorganisation; and**
- [2] the Review be considered further once the White Paper has been published and considered.**

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CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE
DATE: 14th JULY 2021
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: ANDREW LEADBETTER

SUBJECT: DISPENSATIONS

Purpose of the Report

1. To ask Members to extend the benefit of the existing dispensations to new Members of the Fire Authority to allow them to take part in debates and votes upon the setting of the Council Tax precept and approval of the Members' Allowance Scheme (and any changes and/or additions to it).

Recommended that:

- [1] The dispensations granted to Fire Authority Members on 29th January 2020 be extended to benefit the new Members of the Fire Authority that have requested them, thereby allowing them to take part in the debates and votes on the setting of the Council Tax precept, and approval of the Members' Allowance scheme (and any changes and/or additions to it).

Background

2. Dispensations were granted by the Governance and Constitution Committee on 29th January 2020 to all Members of the Fire Authority. The dispensations relate to the setting of the Council Tax precept and the approval of the Members' Allowance Scheme (and any changes and/or additions to it) and are effective until January 2024.

Information

3. In considering whether to grant dispensations Members are required to consider the provisions in Section 33 of the Localism Act 2011 (the Act). A copy of the section is attached as Appendix 1 to this report.
4. Section 33(1) states that there must be a written request from a Member to the proper officer (taken to be the Monitoring Officer). The names of the new Members that have confirmed that they wish to take advantage of the dispensations will be stated at the meeting.
5. Section 33(2) states that a dispensation can only be granted by an Authority if, after having had regard to all relevant circumstances, it is satisfied that one of the reasons described is applicable. Members previously accepted that they were satisfied that at least one of the

reasons listed applies to the setting of the Council Tax precept and the Members' Allowance Scheme when granting the dispensations. An extract from an earlier report is attached as Appendix 2 to this report to remind Members of the relevant matters.

Financial Implications

6. There are no financial implications arising from this report.

Legal Implications

7. The legal implications are covered in the body of the report.

Equality and Diversity and Environmental Implications

8. There are no equality and diversity or environmental implications arising from this report.

**CONTACT: DONNA LINTON, CLEMONDS HEY, WINSFORD
TEL [01606] 868804
BACKGROUND PAPERS: NONE**

Section 33 of the Localism Act 2011

33 Dispensations from section 31(4)

- (1) A relevant authority may, on a written request made to the proper officer of the authority by a member or co-opted member of the authority, grant a dispensation relieving the member or co-opted member from either or both of the restrictions in section 31(4) in cases described in the dispensation.
- (2) A relevant authority may grant a dispensation under this section only if, after having had regard to all relevant circumstances, the authority—
 - (a) considers that without the dispensation the number of persons prohibited by section 31(4) from participating in any particular business would be so great a proportion of the body transacting the business as to impede the transaction of the business,
 - (b) considers that without the dispensation the representation of different political groups on the body transacting any particular business would be so upset as to alter the likely outcome of any vote relating to the business,
 - (c) considers that granting the dispensation is in the interests of persons living in the authority's area,
 - (d) if it is an authority to which Part 1A of the Local Government Act 2000 applies and is operating executive arrangements, considers that without the dispensation each member of the authority's executive would be prohibited by section 31(4) from participating in any particular business to be transacted by the authority's executive, or
 - (e) considers that it is otherwise appropriate to grant a dispensation.
- (3) A dispensation under this section must specify the period for which it has effect, and the period specified may not exceed four years.
- (4) Section 31(4) does not apply in relation to anything done for the purpose of deciding whether to grant a dispensation under this section.

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EXTRACT FROM REPORT TO GOVERNANCE AND CONSTITUTION COMMITTEE

Council Tax Precept

1. Members that own property within the area of the Fire Authority would appear to have a Statutory Disclosable Interest in the setting of the Council Tax precept. On disclosing such an interest, if no dispensation existed, a Member would be unable to remain in the meeting and have no opportunity to take part in the debate, nor vote.
2. As the majority of Members are likely to need to make such a disclosure at a meeting of the Fire Authority, when the Council Tax precept is to be determined, there would appear to be a likelihood that:
 - the transacting of business would be impeded (Section 33(2)(a);
 - the representation of different political groups would be so upset as to alter the likely outcome of any vote relating to the business (Section 33(2)(b).
3. Accordingly, it would appear to be appropriate to grant a dispensation to the Members that have requested it.

Members' Allowance Scheme

4. All Members receive an allowance and would appear to have a Statutory Disclosable Interest in the approval of the Members' Allowance Scheme (and any changes and/or additions to it). On disclosing such an interest, if no dispensation existed, a Member would be unable to remain in the meeting and have no opportunity to take part in the debate, nor vote.
5. As all Members will need to make such a disclosure when the Members' Allowances Scheme is to be determined:
 - the transacting of business would be impeded (Section 33(2)(a)

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CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE
DATE: 14th JULY 2021
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: ANDREW LEADBETTER

SUBJECT: WHISTLEBLOWING ANNUAL REPORT 2020-21

Purpose of Report

1. To provide Members with information about whistleblowing for 2020-21.

Recommended That:

[1] the contents of the Report be noted.

Background

2. "Whistleblowing" is the term used to describe the raising of a concern by a worker who considers that there has been wrongdoing or malpractice by his employer or fellow workers and where it is in the public interest to do so.
3. The legislation, initially introduced in 1998, is designed to reduce malpractice in organisations and to ensure individuals can report malpractice without fear of reprisals. Provided they satisfy certain conditions in the way they report the wrongdoing the law protects workers from dismissal or detriment.

Information

The Authority's Policy and Procedure on Whistleblowing

4. The Authority has a Whistleblowing Policy and Procedure which was reviewed in July 2016 when changes were made to reflect the recommendations made in the Government's Guidance for Employers and Code of Practice for Whistleblowing. This can currently be found in the Code of Conduct for Employees which is available on the intranet.
5. The Whistleblowing Policy and Procedure was last reviewed in August 2019. Only minor changes were made, updating the contact details of people that whistleblowers were encouraged to approach in order to raise a concern.

Whistleblowing Complaints

6. The Authority has not been contacted by Safecall in 2020-21.

Financial Implications

7. There are no additional resource implications arising from this report.

Legal Implications

8. The policy and procedure seeks to ensure compliance with the legislation and mitigate risks to the Authority's reputation.

Equality & Diversity Implications

9. The policy and procedure minimise the risk of reprisals against those raising concerns and allow possible concerns about discriminatory practices to be raised internally and dealt with appropriately without recourse to litigation.

Environmental Implications

10. There are no environmental implications.

**CONTACT: DONNA LINTON, FIRE SERVICE HQ, WINSFORD
TEL [01606] 868804**

BACKGROUND PAPERS: NONE

CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE
DATE: 14th JULY 2021
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: ANDREW LEADBETTER

SUBJECT: COMPLIMENTS AND COMPLAINTS ANNUAL
REPORT 2020-21

Purpose of Report

1. To provide Members with information about compliments and complaints, about the Service, received during the period 1st April 2020 to 31st March 2021.

Recommended That:

- [1] the information regarding compliments and complaints received during the period 1st April 2020 to 31st March 2021 be considered and noted.

Background

2. Since 2010 the Service has recorded three categories: informal complaints, formal complaints (those that cannot be resolved informally at the first attempt) and compliments.
3. The Compliments and Complaints Procedure (the Procedure) has been reviewed on a regular basis to identify improvements. Officers reviewed the Procedure in November 2019 and some small updates were made. The Procedure can be found on the Service's website via the following link: [Compliments and Complaints Procedure](#).

Information

4. The Procedure contains a two-tier approach to complaints. The Service aims to resolve all complaints received at initial contact, classifying them as informal. If the initial response does not bring about a satisfactory resolution, the complainant is asked if he/she wishes to escalate the matter when it becomes a formal complaint.

Statistics for 1st April 2020 to 31st March 2021

5. The statistics for 2020-21 are:

- i. Formal Complaints - 1
- ii. Informal Complaints - 30
- iii. Compliments - 86

Performance Comparison

6. Comparison of the overall numbers is a crude indicator because of the relatively low numbers. The comparison figures for the past five reporting periods are presented below:

	2020-21	2019-20	2018-19	2017-18	2016-17
Formal complaints	1	3	3	3	1
Informal complaints	30	31	20	14	34
Compliments	86	42	48	41	78

7. As can be seen from the table, there has been a significant increase in compliments during 2020-21 and small reductions for formal and informal complaints compared to the previous year.

8. Appendix 1 to this report provides brief details of the informal complaints received and whether they have been dealt with within the timescales set out in the Procedure. Appendix 2 provides a summary of the formal complaint. Appendix 3 summarises the compliments received.

9. The following observations may be helpful:-

- (a) The complaints cover a range of issues with the vast majority being resolved quickly and on occasion resulting from a misunderstanding. The nature of complaints received can be categorised into key areas as follows: Communication (1); Construction (2); Covid-19 Breaches (4); Equality and Diversity (1); Estates (1); Human Resources (1); Protection (1); Prevention (2); Service Delivery (18); and Staff Welfare (1).
- (b) The formal complaint received was concerned with the response of the service when attending an alleged burning of waste incident.
- (c) The compliments received all related to the Service's departments that have direct interaction with members of the public. They

related to: Covid-19 activity (33); fundraising efforts (1); the Service's response to incidents (28); Safe and Well visits (6), Protection activity (1); and the Safety Central facility (17).

Financial Implications

10. There are no financial implications arising from this report.

Legal Implications

11. There are no legal implications arising from this report.

Equality & Diversity Implications

12. There are no equality and diversity implications arising from this report.

Environmental Implications

13. There are no environmental implications arising from this report.

BACKGROUND PAPERS: NONE

Appendix 1 – Informal Complaints recorded

Appendix 2 – Formal Complaint recorded

Appendix 3 – Compliments recorded

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Unique Ref	Date of Complaint	How was the complaint received	Relevant Department	Comment	Response within target timescale (Y/N)	Action taken and outcome	Date Closed
CMT 01.20	05/04/20	Email	Service Delivery	Complaint regarding an unsilenced AFA.	Yes	The Station Manager emailed the complainant with information from the protection team to inform the complainant.	06/06/20
CMT 02.20	12/04/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager discussed the matter with the complainant and the firefighter apologised to the complainant	15/04/20
CMT 03.20	13/04/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager emailed the complainant to advise him on safe burning practises in his garden.	19/05/20
CMT 04.20	17/04/20	In person	Estates and Facilities	Complaint relating to the work completed at Runcorn Fire Station.	Yes	The Watch Manager and construction manager issued more guidance to the builders. The complainant was satisfied with the measurers taken.	17/04/20
CMT 05.20	20/04/20	Email	Service Delivery	Complaint relating to an alleged breach of social distancing restrictions and blocking of public footpath.	Yes	The Station Manager provided a response to the complainant. The complainant queried the accuracy of evidence provided. The Station Manager responded with further evidence.	01/06/20
CMT 06.20	26/04/20	Email	Service Delivery	Complaint regarding the use of sirens in close range of residential houses.	Yes	The Station Manager emailed the complainant to inform him the crews were taking local residents into consideration when using the siren.	07/06/20
CMT 07.20	04/05/20	Email	Prevention	Complaint regarding issues accessing the Covid-19 volunteering application form.	Yes	The Volunteers Manager emailed the complainant to apologise for the issue he encountered.	11/06/20
CMT 08.20	19/05/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	N/A	The Governance Officer requested further information from the complainant to complete investigation. No response received.	18/07/20
CMT 09.20	02/06/20	Email	ISG	Complaint regarding contractor parking on the public highway.	Yes	The Station Manager called and emailed the complainant to inform them of the actions taken with ISG to prevent repeated incidents.	09/07/20

CMT 10.20	12/06/20	Email/ Phone	Comms	Complaint relating to a social media post made without permission.	Yes	The Station Manager called to state the actions that had been taken which included the removal of the social media post.	17/07/20
CMT 11.20	22/07/20	Email	Service Delivery	Complaint regarding the use of sirens in close range of residential houses.	Yes	The Station Manager responded to explain the Service siren usage policy and advised crews to take caution.	02/09/20
CMT 12.20	03/08/20	Email	Prevention	Complaint relating to lack of support during a conduct investigation.	Yes	The Group Manager provided a written response to the complainant.	11/09/20
CMT 13.20	07/08/20	Email	Service Delivery	Complaint regarding the welfare of an employee operating shift system used to cover Wilmslow Fire Station.	Yes	The Station Manager discussed the actions taken since the complaint was raised. The complainant was satisfied with the response.	07/08/20
CMT 14.20	14/08/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager discussed the complaint with the crew involved. A response was provided to the complainant via email and twitter	26/08/20
CMT 15.20	20/08/20	Telephone / Letter	Service Delivery	Complaint relating to the Service's policy to attend incidents across county boarders.	Yes	The Station Manager provided a detailed explanation for the complainant's concerns using information from North West Fire Control.	07/10/20
CMT 16.20	11/09/20	Email	Equality and Inclusion	Complaint relating to the rainbow flag outside Poynton Fire Station.	Yes	The Station Manager advised the complainant of the flag policy and the Service's dedication to inclusivity.	04/11/20
CMT 17.20	25/09/20	Email	Service Delivery	Complaint regarding area coverage following an incident.	Yes	The Station Manager explained the reasons for appliance attendance and asked the complainant for further information to the incident referred.	04/11/20
CMT 18.20	05/10/20	Telephone	Service Delivery	Complaint relating to the attendance of appliances from Tarporley and Chester to an incident in Maplas.	Yes	The Station Manager called the complainant following information received from NWFC.	11/11/20
CMT 19.20	22/10/20	Email	Protection	Complaint relating to the communication between a staff member regarding work to the complainant's accomodation.	Yes	The Station Manager emailed the complainant with a response and explained that the concerns raised should be addressed to the property owner.	01/12/20
CMT 20.20	22/10/20	Telephone	Service Delivery	Complaint regarding the use of sirens during unsociable hours.	Yes	The Station Manager emailed a response to the complainant to inform him of the siren policy and advise staff to be mindful when using the siren.	09/12/20

CMT 21.20	20/11/20	Letter	Service Delivery	Complaint regarding the lack of communication following an insurance claim.	Yes	The Station Manager sent a letter to the complainant advising that his insurance claim was being processed by the legal department.	24/12/20
CMT 22.20	23/11/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager issued an apology and the complainant was satisfied with the response.	10/12/20
CMT 23.20	11/12/20	Email	OPA	Complaint relating to an alleged breach of social distancing restrictions.	Yes	The Group Manager responded to say the investigation concluded that the officers were following tier 2 guidelines	13/01/21
CMT 24.20	30/12/20	Email	Service Delivery	Complaint regarding damage to the complainant's lawn whilst a crew attended an incident.	Yes	The Group Manager arranged for ground maintenance to fix the damage in the complainant's garden.	02/03/21
CMT 25.20	21/01/21	Phone	Service Delivery	Complainant relating to a hose tap left on following attendance to an incident at the complainant's property.	Yes	The Station Manager provided a response to the complainant and the Service offered to pay for any increase in water bills.	02/03/21
CMT 26.20	22/01/21	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager investigated and responded to the complainant via email.	25/03/21
CMT 27.20	27/01/21	Phone	Service Delivery	Complaint regarding alleged reckless driving.	Yes	The Station Manager had tried to contact the complainant a number of occasions. No response received.	10/03/21
CMT 28.20	02/02/21	Email	Prevention / Covid response	Complaint relating to the conduct of a firefighter whilst providing at home swabbing.	Yes	Further information was requested by the complainant to identify the person in question. No response received.	03/03/21
CMT 29.20	27/02/21	Email	HR	Complaint regarding an alleged breach of COVID restrictions from a member of staff.	Yes	The Station Manager investigated the complaint and found the member of staff to have not breached restrictions.	27/03/21

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Unique Ref	Date of Complaint	How was the complaint received	Details of Complaint	Response to Complaint	Date of response sent by HOD	Within Target response time	Date Closed
COMP 01.20	03/08/20	Phone/ Email	The complainant was not satisfied by the response received from the fire service following a report of burning toxic waste near the complainant's employment. The complainant reported that he was not satisfied with the conduct of the crew and that they had spoken about the report to the complainant's employer.	The Group and Watch Manager investigated the complaint. The Group Manager responded to the complainant. No further response received.	03/09/20	Yes	01/10/20

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Unique Ref	Date of Compliment	How was the compliment received	Compliment	Relevant Department	Department Notified of Compliment
Comp 01.20	03/04/20	Email	Compliments were given to the crews who attended a fire on a farmland.	Service Delivery	Yes
Comp 02.20	05/04/20	Email	Compliments were given to two members of staff following their assistance with a fire risk assessment.	Protection / Service Delivery	Yes
Comp 03.20	08/04/20	Email	Compliments given to the safety advocate for replacing a smoke alarm.	Prevention	Yes
Comp 04.20	13/04/20	Email	Compliments were given to the crews who attended a fire at a domestic property.	Service Delivery	Yes
Comp 05.20	16/04/20	Facebook	Compliments were given to a member of staff who volunteered to help her neighbours during lockdown.	Protection	Yes
Comp 06.20	20/04/20	Email	Compliments were given to the crew that recreated a viral TikTok video on the station's social media page.	Service Delivery	Yes
Comp 07.20	24/04/20	Letter	Compliments were given to the crew who attended a chimney fire.	Service Delivery	Yes
Comp 08.20	30/04/20	Email	Compliments were given to the crews who attended a fire at a domestic property.	Service Delivery	Yes
Comp 09.20	01/05/20	Email	Compliments were given to the crew at Chester for sending a special birthday message to a local resident whilst in lockdown.	Service Delivery	Yes
Comp 10.20	10/05/20	Email	Compliments were given to the crew who attended an incident involving a washing machine.	Service Delivery	Yes
Comp 11.20	17/05/20	Email	Compliments were given to the crews that checked a faulty smoke detector.	Service Delivery	Yes
Comp 12.20	18/05/20	Email	Compliments were given to the crews that attended a fire on West Street.	Service Delivery	Yes
Comp 13.20	22/05/20	Email	Compliments were given to the crews who attended a domestic fire in Moulton	Service Delivery	Yes
Comp 14.20	24/05/20	Email	Compliments were given to the crews who attended the factory fire in Ashton.	Service Delivery	Yes

Comp 15.20	27/05/20	Email	Compliments were given to the crews that attended a domestic fire.	Service Delivery	Yes
Comp 16.20	29/05/20	Email	Compliments were given to the crew who attended a dishwasher fire.	Service Delivery	Yes
Comp 17.20	31/05/20	Email	Compliments were given to the advocate who replaced a smoke alarm.	Prevention	Yes
Comp 18.20	04/06/20	Letter	Compliments were given to crews who attended a domestic fire.	Service Delivery	Yes
Comp 19.20	02/06/20	Email	Compliments were given to the crews who attended a domestic fire and the aftercare service received from the advocates.	Service Delivery / Prevention	Yes
Comp 20.20	07/06/20	Email	Compliments were given to the crews who attended a neighbouring dwelling fire.	Service Delivery	Yes
Comp 21.20	16/06/20	Email	Compliments were given to the crews who attended a dwelling fire in Acton Bridge.	Service Delivery	Yes
Comp 22.20	30/06/20	Email	Compliments were given to advocates who were helping to delivery prescriptions.	Prevention	Yes
Comp 23.20	01/07/20	Email	Compliments were given to the advocate who replaced a smoke alarm.	Prevention	Yes
Comp 24.20	05/07/20	Email	Compliments were given to the crew called to a dwelling fire at a property in Neston.	Service Delivery	Yes
Comp 25.20	06/07/20	Email	Compliments were given to crews who attended a rescue of a teenaged girl.	Service Delivery	Yes
Comp 26.20	03/08/20	Email	Compliments were given to the crews who attended an incident involving a vehicle on fire along the M6.	Service Delivery	Yes
Comp 27.20	10/08/20	Facebook	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 28.20	10/08/20	Facebook	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 29.20	10/08/20	Twitter	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 30.20	17/08/20	Email	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 31.20	18/08/20	Google Review	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 32.20	19/08/20	Email	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes

Comp 33.20	19/08/20	Twitter	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 34.20	14/08/20	Twitter	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 35.20	19/08/20	Letter	Compliments were given to the crews fundraising for the Firefighter's Charity	Service Delivery	Yes
Comp 36.20	20/08/20	Twitter	Compliments were given to the safety advocate for installing a smoke alarm for someone with partial hearing.	Prevention	Yes
Comp 37.20	26/08/20	Twitter	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp. 38.20	26/08/20	Email	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp.39.20	27/08/20	Twitter	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp. 40.20	27/08/20	Twitter	Compliments were given to the apprentices and Safety Central team for hosting a family day.	Prevention	Yes
Comp 41.20	03/09/20	Email	Compliments were given to the crews who attended an incident.	Service Delivery	Yes
Comp 42.20	07/09/20	Twitter	Compliments were given to the staff and facilities at Safety Central following a visit from North West Ambulance Service.	Prevention	Yes
Comp 43.20	07/09/20	Twitter	Compliments were given to the staff and facilities at Safety Central following a visit from North West Ambulance Service.	Prevention	Yes
Comp 44.20	07/09/20	Twitter	Compliments were given to the staff and facilities at Safety Central following a visit from North West Ambulance Service.	Prevention	Yes
Comp 45.20	07/09/20	Twitter	Compliments were given to the staff and facilities at Safety Central following a visit from North West Ambulance Service.	Prevention	Yes
Comp 46.20	30/09/20	Email	Compliments were given to the staff and facilities at Safety Central following a school visit.	Prevention	Yes
Comp 47.20	20/10/20	Email	Compliments were given to the crews who attended an incident in Winsford.	Service Delivery	Yes
Comp 48.20	01/12/20	Telephone	Compliments were given to the professionalism of the crew who attended a chimney fire.	Service Delivery	Yes
Comp 49.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes

Comp 50.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 51.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 52.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 53.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 54.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 55.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 56.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 57.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 58.20	22/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 59.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 60.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 61.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 62.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 63.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes

Comp 64.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 65.20	23/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 66.20	24/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 67.20	24/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 68.20	29/12/20	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 69.20	29/12/20	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 70.20	30/12/20	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 71.20	04/01/20	Email	Compliments were given to the crew who responded to an incident.	Service Delivery	Yes
Comp 72.20	06/12/20	Letter	Compliments were given to a crew who attended an incident and assisted North West Ambulance Service.	Service Delivery	Yes
Comp 73.20	06/01/21	Email	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 74.20	07/01/21	Email	Compliments were given to the safety advocate for conducting a home safety visit.	Prevention	Yes
Comp 75.20	12/01/21	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 76.20	12/01/21	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 77.20	12/01/21	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 78.20	12/01/21	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes

Comp 79.20	19/01/21	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 80.20	19/01/21	Letter	Compliments and thanks were given to the staff who delivered Christmas hampers to care homes.	Service Delivery	Yes
Comp 81.20	21/01/21	Email	Compliments were given to those who assisted the flood efforts.	Service Delivery	Yes
Comp 82.20	22/01/21	Email	Compliments were given to those who assisted the flood efforts.	Service Delivery	Yes
Comp 83.20	22/01/21	Email	Compliments were given to those who assisted the flood efforts.	Service Delivery	Yes
Comp 84.20	22/01/21	Email	Compliments were given to those who assisted the flood efforts.	Service Delivery	Yes
Comp 85.20	26/01/21	Email	Compliments were given to the Service for replacing a faulty smoke alarm	Prevention	Yes
Comp 86.20	08/03/21	Email	Compliments were given to the crew who attended a bin fire.	Service Delivery	Yes

CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE
DATE: 14TH JULY 2021
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: ANDREW LEADBETTER

SUBJECT: SUMMARY OF MEMBER ATTENDANCE
2020–21

Purpose of Report

1. To provide information about Member attendance for 2020-21.

Recommended: That Members

- [1] Consider the information about Member attendance for 2020-2021.

Background

2. This Committee has the responsibility: 'Monitors Member attendance and recommend action to the Fire Authority'.
3. Members previously agreed guidelines relating to Member attendance. They determined that an acceptable level of attendance was considered to be 70% in respect of the Authority and its main committees, i.e. Estates and Property Committee, Governance and Constitution Committee and Performance and Overview Committee.
4. In addition Members also agreed the following principles:
 - (a) In addition to recording Member attendance at the main bodies, information will be collected on attendance at other bodies, including attendance at conferences and seminars. This additional information will be made available at the request of the Committee;
 - (b) Should the Committee consider a Member's attendance is unsatisfactory, the circumstances will be referred by the Chair of the Committee to the relevant Member, in the first instance, and the Group Leader of the relevant party for action; and
 - (c) If this action does not improve the position, a formal resolution from the Committee will be sought to refer the matter to the Party Whip at the constituent authority for determination.

Information

5. Appendix 1 to this report includes a summary of Member attendance at the Fire Authority and the main committees for 2020-21. It only contains information about current Members that were members of the Fire Authority for some, or the whole of 2020-21; former Members are not included.
6. Appendix 2 to this report provides details of the Planning Days attended and additional meetings attended by Members. It also includes information about the conferences and events that Members attended in 2020-21 on behalf of the Authority.
7. Members will appreciate that due to the Covid-19 Pandemic meetings and events that went ahead were almost exclusively held remotely.
8. Members are asked to consider the information in this report and the Appendices to it.

Financial Implications

9. There are no financial considerations arising from this report.

Legal Implications

10. There are no legal implications arising from this report.

Equality and Diversity Implications

11. There are no equality and diversity implications arising from this report. It is important, however, that Members are treated appropriately and fairly if they are having difficulty attending meetings/events.

Environmental Implications

12. There are no environmental implications.

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TEL [01606] 868804
BACKGROUND PAPERS: NONE

Councillor	E&P Meetings Held: 1	G&C Meetings Held: 3	P&O Meetings Held: 4	CFA Meetings Held: 5	Total Meetings Could Attend	Total Meetings Attended	Apologies Received	%
Rachel Bailey		2		4	8	6	2	75%
Michael Beanland				5	5	5	1	100%
Mike Biggin		3		5	8	8	0	100%
David Brown		3		5	8	8	0	100%
Razia Daniels			4	5	9	9	0	100%
Martyn Delaney		3		5	8	8	0	100%
Phil Harris			4	5	9	9	0	100%
Jill Houlbrook				5	5	5	0	100%
Marilyn Houston	1			5	6	6	0	100%
Gina Lewis			4	5	9	9	0	100%
Nick Mannion		3		4	8	8	0	100%
Karen Mundry	1			5	6	6	0	100%
Stef Nelson	1			5	6	6	0	100%
James Nicholas			4	4	9	8	1	89%
Jonathan Parry			2	4	9	6	3	67%
Stuart Parker	1			5	6	6	0	100%
Rob Polhill		3		5	8	8	0	100%
Bob Rudd				5	5	5	0	100%
Peter Wheeler	1		4	4	10	9	1	90%
Norman Wright	1		4	5	10	10	0	100%
Independent (non-elected) Members								
Derek Barnett		3	3		7	6	1	86%

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Councillor	Additional Meetings	Planning Days Attended (5 held)	Virtual / Events Attended	Total of additional meetings/ events attended
Rachel Bailey	3	3	1	7
Michael Beanland	7	5	1	13
Mike Biggin	8	3	0	11
David Brown	8	4	1	13
Razia Daniels	7	5	0	12
Martyn Delaney	4	4	0	8
Phil Harris	5	5	0	10
Jill Houlbrook	3	5	2	10
Marilyn Houston	5	5	1	11
Gina Lewis	8	5	2	15
Nick Mannion	3	5	1	9
Karen Mundry	11	5	0	16
Stef Nelson	14	4	1	19
James Nicholas	4	5	0	9
Jonathan Parry	1	4	0	5
Stuart Parker	19	4	0	23
Rob Polhill	4	5	0	9
Bob Rudd	14	5	3	22
Peter Wheeler	9	4	0	13
Norman Wright	4	5	0	9
Independent (non-elected) Members				
Derek Barnett	1	4	0	5

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