

Purpose: Decision

Date: 22 MARCH 2018

Title: SERVICE PLAN

Report of Chief Officer



**HAMPSHIRE  
FIRE AND  
RESCUE  
AUTHORITY**

## EXECUTIVE SUMMARY

- 1 This report provides an up to date list of the key medium-term deliverables of the Fire Authority's Service Plan priorities.

## BACKGROUND

- 2 Appendix A provides the key medium-term deliverables against the priorities within the Hampshire Fire and Rescue Service Plan (2015-2020).
- 3 The Service Plan sets out our goals and objectives – how we intend to make ourselves stronger through our own people, assets and innovation. Through strengthening ourselves, we can then make Hampshire an even safer place to live by providing the outstanding service our communities deserve.
- 4 The Service Plan is made up of nine Priorities:
  - Building resilience
  - Creating safer communities
  - Responding to incidents
  - Assets & money
  - Communications & engagement
  - Knowledge
  - People & leadership
  - Technology
  - Working with partners

## AIMS

- 5 The aims written in the original plan were accompanied by supporting end states. These set out our vision for what we were hoping to achieve through the delivery of service improvements by 2020.
- 6 As we are now over half way through the plan, many improvements have been delivered. This has therefore shifted the focus of our original end states and therefore, our aims for the majority of our Service Plan Priorities have evolved.

- 7 The Priorities for which the aims have changed are: Creating Safer Communities, Building Resilience, Knowledge, Technology, People & Leadership, and Assets & Money.
- 8 Appendix A contains revised Aims for our current Service Plan Priorities.

### DELIVERABLES

- 9 Using these revised aims, we revisited our 'Strengths, Weaknesses, Opportunities and Threats' for each individual Priority. This enabled us to identify key areas requiring the focus and attention for risk mitigation and/or an opportunity for service improvement.
- 10 These deliverables are medium term actions. They are fairly significant change activity that should take between 6 months to 1 year to implement. In the past our service improvement activity has been a mix of short, medium and long term activities and this has made it difficult to apply the necessary Governance. By focusing on all medium term activity across the Service we can apply our Corporate Portfolio methodology to manage and monitor these key deliverables on behalf of the Fire Authority. This will provide greater assurance to the public that we are managing our Service efficiently and effectively, which will be an area of great interest to the up and coming inspectorate.

### SERVICE PLAN DOCUMENT

- 11 Our Service Plan is available from our website in PDF form. This document was created at the start of the plan in 2015. Since then we have undergone significant change and delivered many improvements.
- 12 If the refreshed aims are approved by the Authority it would be appropriate to amend the current documentation on our website. Work is underway to identify which areas of the current document are in need to amending.

### SUPPORTING OUR SERVICE PLAN AND PRIORITIES

- 13 This work supports the Knowledge priority to put trusted knowledge at the heart of decision making.

### RESOURCE IMPLICATIONS

- 14 The management of the Service Plan is undertaken within the existing establishment in Knowledge Management by the Performance Review Manager and the Business Performance Analyst.
- 15 There are currently no costs associated to this work, however, should the Authority decide they wish to print the refreshed Service Plan document into booklets as before, there would be a cost associated to this.

## LEGAL IMPLICATIONS

16 There are no legal implications of the contents of this report.

## PEOPLE IMPACT ASSESSMENT

17 The contents in this report are considered compatible with the provisions of equality and human rights legislation.

## RECOMMENDATION

18 The Authority approves the refreshed aims

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