

# Lead Member/Ambassador

## Feedback Form 2015/16

**Lead Member/Ambassador:**

Cllr Barbara Murray

**Area of Responsibility:**

Strategy and Performance

**Supporting Officer:**

Deb Appleton

**Number of meetings taken place between Lead Member/Ambassador and Supporting Officer during the year:**

28/4/15, 3/9/15, 20/10/15, 5/5/16 (1/3/16 cancelled due to lead officer sickness)

- 1. Please outline the nature of the meetings and any agreed outcomes, including any information, guidance and updates which have been provided to you with regard to developments in your area of responsibility.**

### **28<sup>th</sup> April 2015 (TDA)**

We discussed the 4<sup>th</sup> Quarter report on the 2014/15 Service Delivery Plan that was due to go to Performance and Scrutiny Committee on 24<sup>th</sup> May. A point of particular interest was road traffic collisions

We discussed the fire fatality report for the previous year

### **3<sup>rd</sup> September 2015 (SHQ)**

We discussed the first quarter of the Service Delivery Plan for 2015/16

I met separately Wendy Kenyon also met during September to discuss Member training in relation to staff engagement (an outcome of the staff survey)

Separate conversations also with Wendy took place about the E&D annual report –

including the contribution of content.

### **20<sup>th</sup> October 2015 (SHQ)**

We discussed the 2<sup>nd</sup> Quarter report on the 2015/16 Service Delivery plan that went to P&S Committee on 5<sup>th</sup> November.

We also discussed in more detail the Members training that had taken place and the Member/support staff engagement event due to take place in November.

### **5<sup>th</sup> May (TDA)**

We discussed:

The work being undertaken to carry out the staff engagement survey.

The creation of a corporate applications development and governance team within the department.

The Internal Audit report on the Authority's consultation processes (ie report for Performance and Scrutiny). I considered the report and gave an opinion on it to Deb.

The end of year Service Delivery Plan report for Performance and Scrutiny including the increase in fatalities, road traffic collisions and false alarms

### **Other activities:**

September 2015 - Active support for the national BME Protection seminar developed and hosted by MFRS.

November 2015 and March 2016 – I was instrumental in promoting the Member/support staff engagement sessions that took place in response to the 2014 staff survey.

March 2016 – Enthusiastic supporter of the event put on by MFRS to celebrate International women's Day.

<b>Agreed Outcomes</b>	
<b>(i)</b>	Audit of Consultation arrangements – Report to P&S Committee in May 2016
<b>(ii)</b>	Promoting and delivering effective Member/staff engagement
<b>(iii)</b>	Scrutinising the Service Delivery Plan and Equality and Diversity Action Plan

**2. Have any reports been written in relation to this area of work, if so please confirm the title and meeting which the report was submitted to?**

<b>Report Title</b>	<b>Meeting</b>
Several Service Delivery Plan Reports	Performance and Scrutiny
Several E&D Action Plan Reports	Performance and Scrutiny
Staff Engagement Reports	Performance and Scrutiny
Public Consultation Audit Report	Performance and Scrutiny

**3. What involvement did you have in the reporting process?**

I am consulted with respect to all reports and my opinion is actively sought by staff and frequently acted upon. An example of this has been with respect to the presentation of statistics and data in reports to the Authority. They are now more meaningful and easier for members to understand.

**4. What were the outcomes as a result of the report(s)?**

<b>(i)</b> Members are able to effectively manage the performance of the FRS
<b>(ii)</b> Members are assured that public consultation is effective
<b>(iii)</b> Members were able to develop an approach to engagement with support staff

**4. What other meetings within Merseyside Fire and Rescue Authority or Partners, do you attend which have an influence on your Lead Member/Ambassador Area?**

<b>(i)</b> Diversity Action Group & SEG
<b>(ii)</b> Various meetings with Committee Services planning engagement sessions
<b>(iii)</b> MFRS Strategy Days

**6. How has attending the above meetings assisted you in your role?**

All the meetings with Deb and her team give me a very clear overview of how the service is performing and prepare me so that I have a good understanding of any issues to answer questions in committee meetings.

DAG & SEG have given me greater insight into the operational planning and monitoring that takes place behind the services commitment to be a supporter of equal opportunities for staff and residents.

The engagement sessions have been successful in increasing the understanding and knowledge of the role of members for staff, and members have gained a much better insight into all the varied works that are undertaken by staff.

**7. How has undertaking the role as Lead Member/Ambassador enhanced your level of knowledge of this particular service area?**

As Lead Member for Performance and Scrutiny I have gained knowledge about the whole service and how service areas fit together.

**8. Please detail any lessons learnt (e.g. what you would have liked to include or done differently)?**

I would not do anything differently but I have learnt a great deal in this role this year.

**9. What has been the main benefit to you or the Authority of your appointment in this role?**

I believe I bring a wide professional experience to the role as I have worked in several sectors: housing; education; retail and the civil service. I am really interested in this role and hope I do bring effective interrogation and scrutiny to it.

**10. Any other comments you would like to add**

Deb, Wendy, Jackie and Vicky have all been very supportive and helpful during my time in this role. They listen to my views and ensure they are reflected in their work, roles and reports. I would like to thank them all and staff in Committee Services, mainly Kelly, for all the fantastic help with Member Training and Staff Engagement sessions.

**11. Support Officer Comments:**

Cllr Murray is an enthusiastic supporter of the work of the Strategy and Performance function and she provides insightful and useful scrutiny and feedback to assist officers prepare reports and presentations that meet the needs of the elected members.

In addition, she is an effective spokesperson for Equality and Diversity, staff engagement and performance management in the Service.

Cllr Murray takes a real and informed interest in the work of the function and this is appreciated by the staff.