

WYFRA	AUDIT COMMITTEE	13 JUNE 2008	ITEM NO
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REPORT OF: DIRECTOR OF CORPORATE RESOURCES

PURPOSE OF REPORT: TO UPDATE MEMBERS ON THE CHARTER
MARK ASSESSMENT 2008

RECOMMENDATIONS: THAT MEMBERS NOTE THE REPORT

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT DETAILS

EXEMPTION CATEGORY: NONE

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BACKGROUND PAPERS: N/A

1. BACKGROUND

- 1.1 Since 1998 West Yorkshire Fire & Rescue Authority has consistently attained the Charter Mark Standard, which is the Government's national standard of customer service excellence for organisations delivering public services.
- 1.2 In order to maintain this standard, annual inspections are carried out by Charter Mark consultants to ensure compliance with their strict standards.

2 INFORMATION

- 2.1 An annual assessment was carried out on 21 April 2008 when the assessor reviewed a selection of criteria. The full report on the assessment is available if required.
- 2.2 However, in summary, the Charter Mark standard has been maintained once again with continued high standards in delivery of customer-focused services.
- 2.3 This has resulted in five awards of Best Practice and 58 Full Compliance.
- 2.4 The **Best Practice** awards are for the following criteria:
 - Monitoring our performance against standards
 - Use of technology to provide information about, and access to, services where appropriate
 - Improvement of services and facilities over the last three years, and ability to measure or demonstrate the improvements
 - Giving corporate support and investing appropriate resources for involvement with the community
 - Positive involvement with the community for six months or more.
- 2.5 In order to benchmark how the Authority has improved since the 2007 assessment, an 'Assessment Evaluation Report Results 2007 and 2008' has been prepared and is attached in *Appendix A*. This report clearly demonstrates the 'direction of travel' against each of the criteria assessed during 2008.
- 2.6 The Charter Mark assessor was particularly delighted to highlight that WYFRS are one of only a few services to have gone through the Charter Mark process who have no partial compliances. This means that the service is meeting, or in the areas of best practice exceeding, all requirements of the Charter Mark criteria, which is an indication of excellent service provided by West Yorkshire Fire and Rescue Service.
- 2.7 The assessment also focused upon preparation for transition to the new Customer Service Excellence standard, which is to be phased over the next three years. This new standard is derived from the core concepts of customer focus and the delivery of excellent customer service and work in now ongoing to ensure WYFRA is prepared for the introduction of this new standard.

3 FINANCIAL IMPLICATIONS

- 3.1 Any costs involved in this work will be met from within the existing approved reserve budget.

4 EQUALITY AND FAIRNESS ISSUES

- 4.1 There are no significant equality and fairness implications associated with this report.

5. RECOMMENDATIONS

- 5.1 That Members note the report.