

**SYFR Service Delivery Board****Terms of Reference****1. Introduction**

The Service Delivery Board provides a service forum for principal stakeholders involved in Service Delivery to support the development and improvement of efficiency and effectiveness in all areas of Service Delivery.

The Board will primarily focus on the quality assurance of working with community partners to enhance the effectiveness of SYFR's service delivery, working together to best comprehend and respond to a plethora of relevant community and risk information.

This activity will be driven by the work of the Fire Cover Committee, the Partnerships Committee, the Safeguarding Executive Committee and the Safeguarding Reference Group. As a result, response time metrics, foreseeable risk, On Call availability, partnership information and safeguarding information will play a key part in supporting the Service Delivery Board activities and decisions.

There will be a natural link between the work of the Service Delivery Board and the IRMP Board. The IRMP Board will oversee the governance and delivery of the Integrated Risk Management Planning process for the Service. This includes an objective to 'make recommendations and proposals to senior managers/ Senior Leadership Team / South Yorkshire Fire and Rescue Authority in relating to the IRMP, i.e. fire cover, prevention, protection and response planning.' The Service Delivery Board will be an integral part of implementing this wider business planning activity.

**2. Purpose/ objectives**

The purpose and objectives of the Board is to:

- Develop, prioritise and recommend new and revised operational policies, procedures and equipment, and promote best practice, through effective communication and consultation with other Fire and Rescue Services.
- Manage, support, assure and direct the work of the Fire Cover Committee, the Partnerships Committee, the Safeguarding Executive Committee and the Safeguarding Reference Group.
- Provide professional advice, research and information in support of all projects and programmes reporting into the Service Delivery Board, to assist and guide SYFR to maintain and improve operational performance in line with national guidance and good practice.
- Provide professional advice, research and information in support of the Workforce Development Committee to deliver and maintain effective and resilient training arrangements in support of operational effectiveness.
- Respond, manage, and report against relevant Annual Plan priorities.
- Provide updates to and take responsibility for revisions to Service Policies and Procedures.



- Provide professional advice, research and information to support delivery of community intervention programmes.
- Liaise with the Community Risk Management Committee to provide professional advice, research and information to support delivery of fire safety programmes.
- Analyse strategic information with reference to changes in risk assessments and operational planning assumptions.
- Analyse and respond to operational issues allocated from the Corporate Management Board (CMB) and take appropriate action.
- Analyse key performance indicators alongside the Corporate Performance Framework data, providing advice, research and information-reporting to CMB.
- To approve and quality assure proposed changes prior to formal submission of reports to CMB.
- Provide Task and Finish groups as required.
- Work alongside the IRMP board to analyse, to advise and respond to corporate, national, local and foreseeable risk for SYFR service delivery.
- To receive, accept and implement all relevant actions following the approval of the IRMP and to deliver or implement these using appropriate internal and external resources. Use of appropriate programme / project management support should be adopted.
- To monitor and review all related performance measures to facilitate best practice and drive improvements.
- To monitor and review all related risks to identify any outstanding issues and take appropriate action.
- To provide governance for any related projects and/or programmes. To manage project and/or programme manager accountability and assure change activity to ensure it is on track to deliver intended outputs'

### **3. Membership**

#### Core Attendees:

Deputy Chief Fire Officer, Director of Service Delivery (Chair)

Director of People and Culture

Head of Emergency Response and Community Safety

Head of Protection

Head of Service Improvement

Head of Service Development

Group Manager Training

Group Manager Sheffield lead

Group Manager Doncaster lead

Group Manager Barnsley lead

Group Manager Rotherham lead

Group Manager Ops Support & Technical Services



Group Manager Resilience and Planning  
Group Manager Prevention  
Control Manager  
Financial Services Manager  
Health and Safety Manager  
Health and Wellbeing Manager

Should any core member be unavailable to attend a meeting, they should ensure a representative attends who will be expected to provide brief progress reports on their specific areas of work and bring pieces of work to the group for discussion and approval.

Members of the group are responsible for communication within their Function to ensure individual teams are updated on service issues, whilst escalating emerging issues to service level as appropriate.

#### **4. Quorum**

The Quorum for decision making will be the attendance of the Chair supported by 3 of either the Director of People and Culture, the Head of Emergency Response and Community Safety, the Head of Service Improvement, the Head of Service Development, and 50% of other core members.

#### **5. Frequency/ Duration**

Board meetings to take place on a quarterly basis scheduled for 3 hours.

#### **6. Administration/ Reporting**

The context of discussions, decisions and learning to be captured within an action log.

The Board will report to the Corporate Management Board, Senior Leadership Team, Executive and South Yorkshire Fire and Rescue Authority as required.

An Executive Assistant will provide administrative support.

#### **7. Authority / Decision-making**

The Board has delegated authority to:

The Director of Service Delivery, Chair of the Board, reports to the Chief Fire Officer via the Executive Team and the Corporate Management Board. This is achieved through the production of specific reports where appropriate and through general updates that map progress/performance against the annual business plan and key deliverables.

The Board will carry out analysis and quality assurance of performance management.

#### **8. Delegated Budget**

The Board does not have an allocated budget.

The Board will adhere to the procedures and processes incorporated in the below:

- [SYFRA Constitution Part 3 Scheme of Delegation](#) D1 Legislation: Fire and Rescue Services Act 2004 and D4 Partnerships
- SYFR Integrated Management Plan 2021-2024



## **9. Agenda**

Standard agenda items to include:

- Fire Cover Committee (Emergency Response) Update
- Partnership Committee Update
- Safeguarding Executive Committee
- Prevention and Protection Update
- Project and programme management
- Risk management
- Performance Management
- Budget / Finance
- CMB, SLT and SYFRA reporting
- AOB

## **10. Review**

The terms of reference to be reviewed every 2 years.

The review to include: Success measures / effectiveness of the board/ committee, frequency of meetings and attendance/ quorum.