

## MacInnes, Hazel

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**From:** cppadmin  
**Sent:** 16 April 2014 13:58  
**To:** McMillan, Diane  
**Subject:** FW: SFRS Self-Assessment Pilot inclusion of partners

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**From:** Craig, Eleanor [<mailto:Eleanor.Craig@firescotland.gov.uk>]  
**Sent:** 18 March 2014 09:23  
**To:** Clements, David  
**Subject:** SFRS Self-Assessment Pilot inclusion of partners

David

Thank you for your time this morning. As I mentioned the service is currently running a self-assessment pilot, which builds on our previous expertise in self-assessment with our staff and asks partners to tell us how they think the service is performing locally.

The process we use is a fully facilitated peer review type session held from 10 until 4pm, at a location that suits you. I will ask partners in attendance how they feel the service is currently performing using statements from the Public Service Improvement Framework. All feedback will be by group consensus and not attributed to an individual and will be captured by my team, projected on to a screen to support full transparency and for all members to agree the feedback we will take from the day.

So far we have undertaken partners self-assessments with North Lanarkshire and Dumfries and Galloway Council's. In North Lanarkshire all attendees were members of the Community Safety Partnership, (Voluntary Sector, Council, NHS etc.) in Dumfries attendees were a mix of individuals from the Community Planning Partnership and from the Community Safety Partnership. The rule of thumb for choosing attendees is that they need to have on-going interactions with the SFRS locally and can fully consider service performance, identifying strengths and areas for improvement. The number of attendees is usually between 6 and 12 individuals.

Thank you for taking the time to consider involvement in our pilot, as this is a brief overview I am happy to discuss the event in more detail either by telephone or face to face.

Best wishes

Eleanor

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