

## Account management for Fire and Rescue Authorities

### Summary

The LGA instituted an account management system for member Authorities in 2009, which sees an individual account manager within the LGA appointed to act as a first point of contact for every local authority and English FRA.

Account managers will attend at the end of the meeting to address any queries or concerns Members may have.

A list of account managers for each member Fire and Rescue Authority is **attached**.

### Recommendations

Members are invited to note the report.

### Action

Officers to progress as appropriate.

Contact Officer: Paul Johnston  
Phone No: 020 7664 3031  
Email: [paul.johnston@lga.gov.uk](mailto:paul.johnston@lga.gov.uk)

## **Background**

1. The LGA instituted an account management system for member Authorities in 2009, which sees an individual account manager within the LGA appointed to act as a first point of contact for every local authority and English FRA.
2. Account managers play a key role in maintaining appropriate relationships with local authorities and FRAs, based on a jointly agreed approach by:
  - Visiting the authority to meet key staff to understand issues and challenges and to offer support as appropriate;
  - Taking action as a result of initial discussions, including establishing an ongoing process for maintaining an ongoing relationship;
  - Liaising with other parts of the LGA Group and signposting councils/FRAs appropriately to them;
  - Feeding back to the council/FRA the outcomes of any actions taken;
  - Recording outcomes on appropriate LGA Group knowledge management systems to ensure that LGA staff are fully informed on relevant issues.
3. Helen Murray is the overall Programme Director Lead for the system, and other account managers will be in attendance during lunch to meet with Members.

## **Activity to date**

4. Account managers for Fire and Rescue Authorities have undertaken a number of visits to Fire and Rescue Authorities across the country, meeting with senior figures within those Authorities, and the LGA aims for all Fire and Rescue Authorities to be visited by account managers within the financial year. The visits that have already taken place have been very successful; they have generated a number of very productive discussions, and helped the LGA to ensure that Members' views are fed into developing future work programmes.
5. Account managers work to ensure that concerns and queries from member Authorities are raised appropriately. One particularly concern expressed at meetings between account managers and FRAs has been over membership subs, and the LGA has demonstrated that it is keen to address Members' concerns through delivering reduced subscription charges for this financial year.

## **Financial Implications**

6. There are no financial implications arising from the report.

## **Implications for Wales**

7. None.

Contact Officer: Paul Johnston  
Phone No: (020) 7664 3031  
Email: [paul.johnston@lga.gov.uk](mailto:paul.johnston@lga.gov.uk)

## Fire authority account managers 2010-2011

### Helen Murray

- **Royal Berkshire** (Combined Fire Authority)
- **Oxfordshire** (County Council)
- **Kent and Medway** (Combined Fire Authority)
- **West Yorkshire** (Metropolitan Fire & Civil Defence Authorities)
- **South Yorkshire** (Metropolitan Fire & Civil Defence Authorities)
- **Greater Manchester** (Metropolitan Fire & Civil Defence Authorities)
- **Merseyside** (Metropolitan Fire & Civil Defence Authorities)
- **Tyne and Wear** (Metropolitan Fire & Civil Defence Authorities)
- **West Midlands** (Metropolitan Fire & Civil Defence Authorities)

### Trish O'Flynn

- **Durham and Darlington** (Combined Fire Authority)
- **Cleveland** (Combined Fire Authority)
- **Northumberland** (County Council)
- **Cumbria** (County Council)
- **Cheshire** (Combined Fire Authority)
- **Lancashire** (Combined Fire Authority)
- **Hampshire** (Combined Fire Authority)
- **Isle of Wight** (County Council)
- **East Sussex** (Combined Fire Authority)
- **West Sussex** (County Council)
- **London**

### Mark Norris

- **Derbyshire** (Combined Fire Authority)
- **Leicestershire** (Combined Fire Authority)
- **Nottinghamshire and City of Nottingham** (Combined Fire Authority)
- **Lincolnshire** (County Council)
- **Northamptonshire** (County Council)
- **Surrey** (County Council)
- **Stoke on Trent and Staffordshire** (Combined Fire Authority)
- **Shropshire and Wrekin** (Combined Fire Authority)

### Clive Harris

- **West Yorkshire** (Metropolitan Fire & Civil Defence Authorities)
- **South Yorkshire** (Metropolitan Fire & Civil Defence Authorities)
- **Greater Manchester** (Metropolitan Fire & Civil Defence Authorities)
- **Merseyside** (Metropolitan Fire & Civil Defence Authorities)
- **Tyne and Wear** (Metropolitan Fire & Civil Defence Authorities)
- **West Midlands** (Metropolitan Fire & Civil Defence Authorities)
- **Humberside** (Combined Fire Authority)
- **North Yorkshire** (Combined Fire Authority)
- **Essex** (Combined Fire Authority)
- **Norfolk** (County Council)

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- **Cambridgeshire and Peterborough** (Combined Fire Authority)
- **Hertfordshire** (County Council)
- **Bedfordshire and Luton** (Combined Fire Authority)
- **Suffolk** (County Council)
- **Buckinghamshire and Milton Keynes** (Combined Fire Authority)

## Liz Hobson

- **Hereford and Worcester** (Combined Fire Authority)
- **Warwickshire** (County Council)
- **Devon and Somerset** (Combined Fire Authority)
- **Dorset** (Combined Fire Authority)
- **Avon** (Combined Fire Authority)
- **Cornwall** (County Council)
- **Wiltshire and Swindon** (Combined Fire Authority)
- **Gloucestershire** (County Council)