Status of Report: **Public**   **Agenda Item:**   **7**

Meeting: **Corporate Governance Committee**

Date: **15ᵗʰ March 2017**

Subject: **Performance Monitoring April 2016 – January 2017**

Report by: **The Chief Fire and Rescue Officer**

Author: **Mark Wilkinson (Performance Co-ordinator)**

For: **Information Only**

1.   Purpose

The purpose of this report is to present performance information for the period April 2016 – January 2017 to the Corporate Governance Committee.

2.   Recommendations

The Corporate Governance Committee is requested to note Service performance for April 2016 - January 2017 and identify any matters that it considers should be further reported.

3.   Executive Summary

3.1.   Service performance is measured through the use of corporate performance indicators. Each indicator is monitored against a target range, and is also compared to the previous years' performance, as well as an average of the previous three years.

In addition to the corporate performance indicators, two local indicators relating to emergency first responder incidents and accidental dwelling fires have been included in the appendix. This information is being presented to illustrate how operational resources are being used, how many medical emergencies the Service is attending with the East Midlands Ambulance Service (EMAS); and, to highlight the fact that there has been an increase in accidental dwelling fires that is being monitored.

3.2.   All but seven of the indicators are within the expected target range; however, comparisons to levels of performance achieved in previous years is mixed. There has been an improvement in the10 minute response standard. There have been increases in the number of secondary fires, road traffic collisions, other special services, deliberate fires and sickness.

4   Report Detail

4.1   The target range has 3 categories for measurement:

KEY		Outside target range (positive)		Within target range		Outside target range (negative)

Each target figure has a percentage range that is used to monitor progress. The aim is therefore to be within this target range. Exceptional levels of performance occur when the performance is outside of the target range, either positively (better than target range) or negatively (worse than target range).

4.2   For April 2016 – January 2017:
- 12 indicators are better than, or within, target range
- 6 indicators are negatively outside of the target range
- 1 (emergency first responder incidents) has no target set
- 2 have no information available

Of the 19 indicators where information is available:
- 6 show an improvement from the previous year
- 12 show a deterioration from the previous year
- 1 shows no change from the previous year

In addition:
- 8 show an improvement from the previous 3 year average
- 9 show a deterioration from the previous 3 year average
- 2 show no change from the previous year 3 year average

Appendix 1 to this report illustrates performance against all of the indicators for the reporting period April 2016 – January 2017.

5.   Report Implications / Impact

5.1   *Legal (including crime and disorder)*

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as described in the Local Government Act 1999.

5.2   *Financial (including value for money, benefits and efficiencies)*

None arising from this report.

5.3   *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)*

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

5.4   ***Staff, Service Users and Stakeholders (including the Equality Impact Assessment)***

.   Any identified action plans will be developed and delivered by relevant managers and staff.

5.5   ***Environmental***

None arising from this report.

5.6   ***Impact upon Our Plan Objectives***

Active monitoring of performance indicators allows Officers and Members to assess the effectiveness of delivering our corporate objectives, influencing changes to strategies and policies where necessary.

6.   Background Papers

None

7.   Appendices

Performance Update April 2016 to January 2017