

Meeting: Corporate Governance Committee

Date: 23rd March 2016

Subject: Performance Report Quarter 3 2015/16

Report by: Chief Fire and Rescue Officer

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For: Information

1. Purpose

The purpose of this report is to present the quarterly performance information to the Corporate Governance Committee. The appendix attached highlights service corporate performance against all indicators for the period up to and including Quarter 3 (April to December 2015).

2. Recommendations

The CFA Governance Committee is asked to note levels of performance to date (Appendix 1) and make any observations as appropriate.

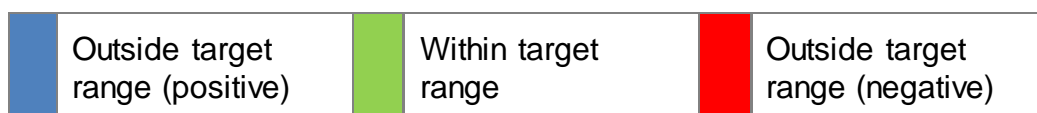
3. Executive Summary

3.1. Service performance is measured through the use of 19 corporate Performance Indicators. Each indicator is monitored against a target range, and is also compared to the previous years' performance.

3.2 In Quarter 3 of 2015/16, two Performance Indicators are negatively outside of the target range. Over half of the indicators show improvements in performance when compared to the previous year.

4. Report Detail

4.1 The target range has 3 categories for measurement:



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 Of the 19 Performance Indicators:

- 14 indicators are better than, or within, target range

- Two indicators are negatively outside of the target range:

- Number of deliberate primary fires
- Number of deaths from primary fires

Further information on both of these is provided in Appendix 1

- Three indicators have no details available at present due to the fact that we are unable to capture the relevant data from the new Systel mobilising system. Arrangements are being put in place to resolve this issue. The indicators affected are:

- The % of 999 calls answered within 7 seconds
- The % availability of RDS appliances
- The % availability of wholtime appliances

4.3 Ten indicators (57%) show an improvement in performance from 2014/15; one is broadly similar, and five show deterioration from the previous year.

Appendix 1 outlines performance against all of the Secondary Indicators relevant for this reporting period.

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)

None.

5.5 Environmental

None.

5.6 Impact upon Our Plan Objectives

Active monitoring of performance indicators allows us 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 2015 to December 2015.