

Meeting: Corporate Governance Committee

Date: 23rd November 2016

Subject: Performance Monitoring Report April - September 2016

Report by: The Chief Fire and Rescue Officer

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For: Information Only

1. Purpose

The purpose of this report is to present performance information for the period April - September 2016 to the Corporate Governance Committee.

2. Recommendations

The CFA Governance Committee is asked to note performance for April - September 2016 and make any observations as appropriate.

3. Executive Summary

3.1. Service performance is measured through 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.

One of the local indicators regarding emergency first responder incidents has been included in the report, to illustrate how our resources are being used and how many other incidents we are attending.

3.2. All but one of the indicators are within the target range, however comparisons to previous years are mixed. There have been reductions in the number of primary fires, false alarm calls and hoax calls when compared to 2015; however there have been increases in secondary fires, road traffic collisions and other special services.

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)
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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 – September 2016, of the performance indicators:

- 12 indicators are better than, or within, target range
- 2 indicators are negatively outside of the target range
- 1 (emergency first responder incidents) has no target set
- 4 have no information available

Of the 15 where information is available:

- 6 show an improvement from the previous year
- 9 show a deterioration from the previous year
- 8 show an improvement from the previous 3-year average
- 7 show a deterioration from the previous 3-year average

Appendix 1 outlines performance against all of the indicators for the reporting period April – September 2016.

4.3 Members should note that a full annual report and statement of assurance, with details of performance in 2015/16 was presented and approved by the full CFA at its September 2016 meeting.

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 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 to September 2016