

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22 January 2020

Subject: Review of Key Performance Indicator Reporting

Report by: Rick Taylor, Chief Fire and Rescue Officer

Author: Chris Moir, Planning and Programme Manager

For: Decision

Purpose

1. The purpose of this report is to seek approval for the revised method of reporting performance against the Key Performance Indicators, attached at the Appendix to this report, which was developed following the Members' Performance Reporting Workshop which took place on 20 November 2019.

Recommendation

2. The Corporate Governance Committee (CGC) is asked to approve the revised method of reporting performance against the Key Performance Indicators (KPIs) detailed in the Appendix.

Executive Summary

3. It is important that data and information that is produced and shared is meaningful, useable and understandable.
4. At its meeting on 18 September 2019, the Corporate Governance Committee considered an initial draft of the proposed revised method of reporting performance against the KPIs and agreed that a Member Performance Workshop be held to consider methods of reporting and ensure that the new method met their needs.
5. The workshop held on the 20 November 2019 was an opportunity for Members to share their thoughts and capture their requirements on the type, style and frequency of the performance monitoring information that is presented to the Corporate Governance Committee (CGC). The revised method of reporting is attached at the Appendix to this report.

Background

6. Performance of the Service is measured through KPIs. Each indicator is currently monitored against a target range, and is also compared to the previous year's performance, as well as an average of the previous three years.

7. At its meeting on 13 March 2019, the CGC agreed that the method used for reporting performance against the Key Performance Indicators (KPIs) be reviewed. The review would seek to continue to update members on the main areas of operational response but would also look to include more holistic KPIs covering all areas of the service and its performance – such as people, finance, complaints/compliments and community safety.
8. A further report was presented to the CGC at its meeting on 18 September 2019, presenting a revised method of reporting performance against the KPIs. Members agreed to hold a member workshop to discuss possible reporting methods and ensure that the performance report presented to the CGC met their needs. This workshop was held on 20 November 2019.
9. All members of the Combined Fire Authority were invited to attend the Workshop. Of those invited 4 were able to attend.
10. Following discussion with Members it was agreed:
 - i. To remove self-set targets as they added little value. The comparison data should remain, but this should be against the 3 year average only, not the previous year. This is to balance out seasonal peaks caused by weather and other influences we are unable to control.
 - ii. The reporting of the number of fires should be simpler to understand the total figure broken down by specific categories. The categories should equal the overall total.
 - iii. The number of emergency special services should be broken down by category as above.
 - iv. False alarm calls and hoax calls could be categorised together so that it is clear to see the incidents of unproductive/wasted time.
 - v. Members would like to see the total of deaths attended; this should include suicides or those discovered when gaining entry. This is to monitor and understand the impact on staff.
11. Discussions were had in relation to capturing the number of Trauma Risk Management (TRIM) interventions undertaken and the number of personal injuries incurred whilst undertaking operational duties. It will be investigated, but it was noted that the Service needs to be mindful of confidentiality and General Data Protection Regulations so that individuals are not, unwittingly, identified when data is presented.
12. Members requested further information under FPI 3 in relation to the number of protection and enforcement activities undertaken. For example, the number of inspections/audits and notices issued.

13. Further information was also requested in relation to sickness under Corporate Performance Indicators 9.6 and 9.7, perhaps providing additional detail around short and long term sickness.
14. Members suggested that additional information should be displayed regarding the number of Home Safety Checks undertaken. If additional information was available in relation to the demographics of those receiving the checks and the average length of time to undertake one it would be useful to have this included.
15. Members requested that the 'After the Incident' data should be added to the report and that any community feedback received e.g. Home Safety Checks should be considered.
16. Where and when the data is available, benchmarking should be considered. This should be via Home Office national statistics, but it was noted that direct comparisons against other Services is very difficult due to significant differences in geography, resources and budget position.
17. Attendees agreed to retain the current table structure for reporting performance to the Corporate Governance Committee. It was agreed that there was a place for more visually stimulating publications for public consumption, but this should be in addition to the formal reporting and not instead of.

Report Implications/Impact

18. Legal (including crime and disorder)

There are no legal impacts associated with this paper.

19. Financial (including value for money, benefits and efficiencies)

There are no financial impacts associated with this paper.

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

There are no risks associated with this paper.

21. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

There are no people impacts associated with this paper, any sensitive data will be anonymised or removed.

22. Environmental

There are no environmental impacts associated with this paper.

23. Impact upon Our Plan Objective

There are no negative impacts associated with this paper. However, it will provide members with a greater level of assurance of progress against all areas of “Our Plan”.

Background Papers

Review of Key Performance Indicator Reporting – Corporate Governance Committee – 18 September 2019. <https://leics-fire.gov.uk/your-fire-service/decision-making/cfa-meetings/>

Appendices

Appendix – Performance Monitoring revised Key Performance Indicators.

Officers to Contact

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