

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 18 September 2019

Subject: Review of Key Performance Indicator reporting

Report by: The Chief Fire and Rescue Officer

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For: Information Only

Purpose

1. The purpose of this report is to update the Corporate Governance Committee on the progress made with the review of the method for reporting performance against the Key Performance Indicators (KPIs) to the Committee in the 'Performance Monitoring' report at each meeting.

Recommendation

2. The Committee is asked to note:
 - a. the work undertaken to date with the review of the method for reporting performance against the KPIs;
 - b. that a further report will be presented to the Committee at its meeting on 22 January 2020 seeking approval for the revised method of reporting performance against the KPIs.

Executive Summary

3. The work undertaken so far has highlighted that the existing KPIs reported to this committee provide an extensive suite of information regarding operational performance. However, information covering wider aspects of the service and its performance is not currently reported.
4. It is intended that future reports to the Corporate Governance Committee provide performance information across the three main categories of "Effectiveness", "Efficiency" and "People". This will provide members with KPIs across all areas of the service and will link reporting to the same areas of scrutiny used by Her Majesty's Inspectorate of Fire and Rescue Services (HMICFRS).
5. An initial draft of the revised method for reporting performance information to the Corporate Governance Committee is attached at the Appendix.

Background

6. As the established governance mechanism for Leicestershire Fire and Rescue Service, the Fire Authority, through the Corporate Governance Committee (CGC), seeks assurance that the service is performing. This is to ensure it is not only meeting its legislative requirements but also delivering a good service to the communities of Leicester, Leicestershire and Rutland.
7. To do this the CGC is presented with a regular update at each committee meeting on the agreed areas of performance (KPIs). These KPIs are almost entirely focused around areas of operational performance.
8. Whilst the operational response provided to the communities remains key in our service, it should be noted that it is only a portion of our daily activity and areas of business.
9. At its meeting on 13 March 2019, the CGC agreed that the method used for reporting performance against the 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.
10. Work has been undertaken on how this could be best created and the method of reporting to the Corporate Governance Committee. Whilst there are a number of ways this could be delivered it would seem pragmatic to present this in the same categories currently used by HMICFRS. These being:
 - Effectiveness
 - Efficiency
 - People
11. A first draft of this method of reporting has been compiled and is shown at the appendix. Please note this is a working document and is still very open to feedback, alteration, additions and/or removal.

Report Implications/Impact

12. Legal (including crime and disorder)

There are no legal impacts associated with this paper.

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

There are no Financial impacts associated with this paper.

14. 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.

15. 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.

16. Environmental

There are no legal impacts associated with this paper.

17. 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

None.

Appendix

Key Performance Indicators.

Officers to Contact

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