

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 25 July 2018

Subject: Performance Monitoring April 2017 – March 2018

Report by: The Chief Fire and Rescue Officer

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For: Information Only

1. Purpose

- 1.1 The purpose of this report is to present the Corporate Governance Committee with an update on the performance of the Service for the period April 2017 – March 2018.

2. Recommendations

The Corporate Governance Committee is asked to note performance for April 2017 – March 2018 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 compared to the previous years' performance as well as an average of the previous three years.
- 3.2. All but four of the indicators are within the target range or outside the target range (positive), where there is a target. However, comparisons to previous years are mixed. There have been reductions in the number of primary fires, Road Traffic Collisions (RTCs), false alarm calls attended, accidental dwelling fires and hoax calls received. However, there have been increases in secondary fires, other emergency special services attended, deaths from primary fires and operational staff 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)
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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 2017 – March 2018, of the performance indicators:

- 15 indicators are better than, or within, target range
- 4 indicators are negatively outside of the target range
- 2 have no target set

Of the 21 indicators where information is available:

- 10 show an improvement from the previous year
- 11 show a deterioration from the previous year
- 8 show an improvement from the previous 3-year average
- 8 show a deterioration from the previous 3-year average
- 1 shows no change from the previous 3-year average
- 4 do not have 3 years' worth of previous information

Appendix 1 outlines performance against all of the indicators for the reporting period April 2017 – March 2018 and an explanation of the variances.

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 Service corporate objectives, influencing changes to strategies and policies where necessary.

6. **Background Papers**

None.

7. **Appendices**

1. Performance Update - April 2017 to March 2018