

Meeting: Corporate Governance Committee

Date: 22nd November 2017

Subject: Performance Monitoring April – December 2017

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 – October 2017 to the Corporate Governance Committee.

2. Recommendations

The Corporate Governance Committee is requested to note performance for April – October 2017 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.

3.2. All but four of the indicators are within the target range. However; comparisons to previous years are mixed. There have been reductions in the number of secondary fires, false alarm calls attended and non-fatal casualties. On the other hand, there have been increases in primary fires, hoax calls received and support 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 the period April to October 2017:
- 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:

- 12 show an improvement from the previous year
- 7 show a deterioration from the previous year
- 2 show no change from the previous year

3 yearly analysis demonstrates the following:

- 9 show an improvement from the previous 3-year average
- 8 show a deterioration 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 – October 2016.

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 October 2016