

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item

1 July 2010

Performance Indicators

Report of the Chief Officer

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1 Summary

1.1 This report contains highlights of the performance indicator data for the financial year 2009/10.

2 Recommendation

2.1 That the performance is noted, and the strategies to meet the targets be endorsed.

3 Recent Developments

3.1 The Committee agreed to adopt a revised list of performance indicators at its last meeting in February, which included those in the National Indicator set for Local Authorities that related to the Fire and Rescue Service:

- Arson (NI 33),
- Primary fires, fatalities, and non-fatal casualties resulting from primary fires (NI 49i-iii).

3.2 In April 2010, as a result of the 'Smarter Government' White Paper, the Department for Communities and Local Government (CLG) removed the 'fire indicators' from the National Indicator set. There is now no mandatory requirement for their collection. The Service is continuing to collect and report on performance against these indicators for performance management and benchmarking purposes, and they are included in some of the Local Area Agreements.

3.3 The Chief Fire Officers Association is developing a new set of indicators that can be used by Fire Services for benchmarking purposes, and the Performance Review Team are represented on the group that is developing them. It is expected that these will not be in place until 2011. Progress will be reported to this Committee.

- 3.4 We have adjusted the tolerance level within our performance management system (VIEWS) that displays an indicator as 'amber' from 20 to 10%. This means that if performance is more than 10% from target, it will show performance as red, flagging up problems more quickly. This also brings us into line with the majority of our partners.

4 Data Quality

- 4.1 Since 1st April 2009, the data that relates to fires and other emergency incidents has been collected via the new national web based Incident Recording System. This new system is a significant change to the way incidents are recorded. It provides far more data and will improve our ability to provide risk and performance information. We have noted a change in the performance of some of our data. In common with other FRS's, we have been progressing work to assure the quality of the data. For this reason, we have been unable to report performance for 2009/10 until now. The Community Risk Intelligence Team has overseen extensive work on assuring the quality of data. This work focussed primarily on that data collected in the latter half of the year due to CLG requiring data returns for that specific period. It should be noted that this work is still ongoing, although near to completion, and that the data is likely to change particularly in respect to quarters one and two.

5 Performance Indicators

- 5.1 The indicators reported are those included in the VIEWS 'flight deck', which have been identified by Service Management Team as key to our objectives, and some others chosen by the Performance Review Team.
- 5.2 The table in appendix A provides a summary of performance for 2009/10 against target and against the previous financial year. The graphs in appendix B provide a quarterly breakdown of performance for the year, and a commentary on our performance and actions.

6 Contribution to Corporate Aims and Objectives

- 6.1 Actions resulting from monitoring performance indicators will assist the Authority in achieving its corporate aims.

7 Resource implications

- 7.1 There are no additional resource implications for the Authority attached to this item.

8 People Impact Assessment

- 8.1 We accept that we need to make significant improvement in our progress towards achieving higher levels of attainment in the People Standards for Local Government as approved by the Commission for Racial Equality.
- 8.2 The proposals within this report are considered compatible with the provisions of the European Convention on Human Rights, the Human Resources Act 1998, and the Race Relations (Amendment) Act 2000.

9 Risk Analysis

- 9.1 Failure to take action to improve our performance in areas identified by monitoring these key indicators leaves the Authority vulnerable to criticism from our stakeholders. Further, the information may, in some cases, indicate increasing (or reducing) strategic risks for the Authority. Consideration of these progress reports is therefore an important process within the Authority's strategic risk management strategy because they ensure that Members are fully aware of any problems (including any resource implications) associated with achieving the targets set (by both central government and the Authority itself) and the priority given to eliminating or mitigating any implied or specific risks.

Background information (Section 100D of Local Government Act 1972)

The following documents disclose the facts or matters on which this report, or an important part of it, is based and has been relied upon to a material extent in the preparation of the report:

None

Note: The list excludes: (1) published works; and (2) documents that disclose exempt or confidential information defined in the Act.