

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item 5

16 September 2011

Performance Indicators - monitoring report

Report of the Chief Officer

Contact: Nicki Whitehouse, Performance Review Manager
Telephone: 023 8062 6850

1 Summary

1.1 This report contains highlights of the performance indicator data for the year 2010/11 and for quarter one (April to June 2011) of the current financial year (2011/12).

2 Recommendation

2.1 That the report on performance is supported, and the strategies to meet the targets endorsed.

3 Performance Indicators

3.1 The indicators reported are some of those included on the Service's performance 'flight deck', having been identified by Service Management Team as key to monitoring the achievements of our objectives.

3.2 The appendices to this report provides a tabular and graphical breakdown of the performance, commentaries on our actions to improve performance, and progress to date.

4 Contribution to Corporate Aims and Objectives

4.1 Actions resulting from monitoring performance indicators will assist the Authority in achieving its corporate aims and priorities.

5 Resource implications

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

6 People Impact Assessment

- 6.1 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.

7 Risk Analysis

- 7.1 Failure to take action to improve our performance in areas identified by monitoring these key indicators could result in the targets set out in our priorities not being achieved. It may also leave 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 the Authority, and the priority given to eliminating or mitigating any implied or specific risks.

8 Glossary

Casualty	An injury sustained as a result of a fire, which is classed (the injury) as severe or slight, and where the person went to hospital.
Primary Fire	A fire involving something of value, where a person has been killed or injured, or where more than five fire appliances were in attendance.
Secondary Fire	A fire that is not counted as a primary fire for example grass fires, fires in rubbish bins.
Critical response	A response to an incident that involves a threat to life or property. Response time is measured from the time the call is received to the attendance at the incident.
Non critical response	A response to an incident that does not involve threat to life or property. Response time is measured from the time the call is received to the attendance at the incident.

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.

Appendix A – Corporate Performance Indicators for year 2010/11 and quarter one 2011/12 including performance graphs and commentaries.

Appendix B – Summary of performance outturn against target for the year 2010/11 and for quarter one 2011/12 against previous year (numbers of incidents)