

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item 6

24 February 2012

Performance indicators monitoring report

Report of the Chief Officer

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1 Summary

- 1.1 This report, together with Appendices A and B, provides an update on how the Authority has performed against its key performance indicators during the first nine months of 2011/12 (April to December). It also predicts the outturn at the end of the year, based on the performance to date.
- 1.2 The Service Management Team has agreed new targets for our corporate performance indicators for the years 2012 to 2015. This work was based on the trends in our performance over the past five to ten years, and comparisons with other fire and rescue services. The targets are detailed in Appendix C.

2 Recommendations

- 2.1 That the performance reports are supported, and the strategies to meet the targets endorsed.
- 2.2 That the performance targets for 2012 to 2015 be supported.

3. Performance Indicators

- 3.1 The indicators reported are some of those identified by the Service Management Team as key to monitoring the achievement of our priorities and objectives.
- 3.2 Appendices A and B provide a tabular and graphical breakdown of the performance, commentaries on our actions to improve performance and progress to date.

4. Performance highlights for the current year

4.1 Accidental dwelling fires

4.1.1 As previously reported, since the target was set for accidental dwelling fires in 2008, the recording of these fires has changed. Following a downward trend in the number of fires, we experienced an increase in 2009 to 2010. This was in line with the national trend and may be the result of changes to the new national system for recording incidents, which records information about all incidents electronically. Before this new system was introduced, all fire and rescue services recorded incidents using a paper-based system, and not all incidents were required to be recorded. We will not meet the target previously set. However, we have seen the number of accidental dwelling fires reduce by 5.2% against the same period last year.

4.2. Fatalities from primary fires

4.2.1 We are pleased to report that there have been no fatalities this quarter. This year to date, we have recorded four.

4.3 Casualties from primary fires

4.3.1 In quarter three we recorded 15 casualties which reflects our target of 60 for the year. However, the unusually high number in the first two quarters of the year means that we will not meet our target. Our Risk Intelligence Team is working to identify whether there is any specific cause.

4.4 Deliberate primary fires

4.4.1 We attended 494 deliberate primary fires in the first nine months of 2011/12, which is an increase of 41 compared with the same period last year. The highest increase was in the Havant and East Hants and New Forest Groups. The local Group Managers are aware and we will continue to monitor this closely.

5. Targets for 2012 to 2015

5.1 The current targets for the Service's corporate performance indicators expire on 31 March 2012. Last year we took the opportunity to review our performance against them and stretched some of the targets.

5.2 To inform the target setting process, we undertook an analysis of trends in the Service's performance over the past five to ten years. This included an analysis of the Service's performance compared to the national average and to the fire and rescue services that we most often compare ourselves

to (Essex, Kent and Lancashire FRS). This analysis has helped to develop targets for the next three years.

5.3 The percentage reductions are applied from a baseline. The baseline was calculated using a standard methodology as recommended by the Government Office of the South East (GOSE). We took the past five years' data (2006/07 to 2010/11), removed the years with the best and worst performance, and then took the average of the remaining three years. The one exception to this is the number of casualties from primary fire. Due to a change in reporting criteria in 2009, we only have data for two complete years. We have therefore included the current year's projected outturn to provide three years from which to take an average. This particular indicator and its target will continue to be reviewed and monitored due to the limited data we had to inform it.

5.4 The reduction targets are shown against the baselines in Appendix C.

6 Contribution to Corporate Aims and Objectives

6.1 Monitoring performance indicators and the actions which follow will assist the Authority in assessing progress towards achieving its corporate objectives and priorities.

7 Resource implications

7.1 There are no additional resource implications for the Authority arising from this report.

7.2 The Performance Review team has undertaken the preparatory work to produce the targets. We do not expect that there will be any significant additional resource requirements in the future since this is a key function of the team.

8 Consultation

8.1 The Service Management Team and group managers met on 27 July 2011 to discuss the new three year targets. Following this meeting the Performance Review team has met with all the indicator owners and key stakeholders to discuss the methodology used to develop the new targets. A report was approved by Service Management Team in November 2011.

9 People Impact Assessment

9.1 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.

10 Risk Analysis

- 10.1 The failure to set SMART (see glossary) targets inhibits good performance management and could contribute to a lack of improvement. There is a risk that the targets set out in our priorities may not be achieved if we fail to take action to improve any under-performing areas identified through monitoring of these key indicators. It may also leave the Authority vulnerable to criticism from our stakeholders. The information may, in some cases, indicate increasing (or reducing) strategic risks for the Authority. Consideration of the progress reports is therefore an important process within the Authority's strategic risk management strategy because they ensure that Members are 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.

11 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	Any fire that involves something of value (usually a building or vehicle), any fire where someone is injured or dies, or where more than five fire engines attend.
Secondary Fire	Most outdoor fires, including fires involving grassland or rubbish, are secondary fires, unless five or more fire engines attend, someone is injured or needs to be rescued, or property is damaged.
Critical response	An incident that involves a threat to life or property. We measure our response time to critical incidents from the time we receive the call at the station to the time we arrive at the incident.
Non critical response	An incident that does not involve a threat to life or property. We measure our response time from the time we receive the call at the station to the time we receive at the incident.
SMART	Specific; Measurable; Attainable; Relevant; Timely
Family Group	A group of 18 similar fire and rescue services (including Essex, Kent and Lancashire) that we regularly benchmark against.

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 2010/11 and first three quarters of 2011/12 including performance graphs and commentaries.

Appendix B – Summary of performance outturn against target for 2010/11 and for the first two quarters of 2011/12 against previous year (numbers of incidents).

Appendix C – Proposed performance targets (expressed in number of incidents) for the three years commencing 1 April 2012.