

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item 7

27 June 2012

Performance indicators monitoring report

Report of the Chief Officer

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

1 Summary

- 1.1 This report, together with appendices A and B, provides an update on how the Authority performed against its key performance indicators in the financial year 2011/12 (April to March).

2 Recommendation

- 2.1 That the performance reports are supported, and the strategies to meet the targets endorsed.

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

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. 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 have not met the target previously set, and the target for the next three

years has been recalculated to take the new data into account. However, we have seen a reducing trend in the number of accidental dwelling fires since 2009.

4.2 Casualties from primary fires

- 4.2.1 We have seen an increase in the number of casualties from primary fires when compared to last year. It should be noted that a large number of the Services that we benchmark with have also experienced an increase, and that we are currently performing fifth out of the 18 fire and rescue services that we compare ourselves with. Our Community Risk Intelligence Team is working to determine whether there is any evidence to identify risk factors causing the increase.

5 Contribution to corporate priorities and objectives

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

6 Resource implications

- 6.1 There are no additional resource implications for the Authority arising from this report.
- 6.2 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.

7 Consultation

- 7.1 The Performance Review team meets with all the indicator owners, Service Delivery Team and Service Management Team on a quarterly basis to discuss performance.

8 Risk analysis

- 8.1 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.

9 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 2011/12 including performance graphs and commentaries.

Appendix B – Summary of performance outturn against target for 2011/12 against previous year (tabular format showing numbers of incidents).