

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item: 6

28 November 2012

Performance indicators monitoring report

Report by the Chief Officer

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

1 Summary

- 1.1 This report provides an update on how the Authority performed against its key performance indicators in the financial year ending 31 March 2012 and in the first two quarters of 2012/13 to date (April to September).

2 Recommendation

- 2.1 The Committee endorses the performance reports and the strategies to meet the targets.

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 Appendix A provides a graphical breakdown of the performance, commentaries on our actions to improve performance and progress to date.

4 Performance highlights

- 4.1 The total number of fires we attended between April and September was 38% lower than the same period last year. The wet weather we experienced in the spring would have contributed to this performance. This is further supported by the fact that the number of secondary fires (typically outdoor fires involving grass or rubbish) was the category of fires showing the largest reduction. This picture is being reflected in other fire and rescue services.

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 individual managers, 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. It ensures 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

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| 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. |
| Non-domestic building | A non-domestic property is a property that is not used as a home. It includes business premises, schools, libraries and so on. |

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 and first two quarters of 2012/13, including performance graphs and commentaries.