

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item 6

10 February 2015

Performance indicators monitoring report

Report by the Chief Officer

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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 2014 and from the start of the year (April 2014) to the end of quarter three (December 2014).

2 Recommendation

- 2.1 The Committee notes the performance report 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 aims.
- 3.2 Appendix A provides a graphical breakdown of the performance, and commentaries on our actions to improve performance and progress to date.

4 Performance highlights

- 4.1 Many of our indicators show an increase in incidents in 2013/14 compared to the previous year. However, when looking at the previous years these remain to be quite low with the exception of False Alarms. These have reduced significantly over the last 10 years but in recent years this trend has plateaued.
- 4.2 Quarter 3 has shown real promising signs as we continue to have fewer incidents compared with last year, particularly in secondary fires.

However, there has been a slight increase in fatalities and deliberate primary fires. Sickness also remains high as the organisation goes through some difficult changes.

5 Contribution to corporate priorities and aims

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

6 Resource implications

- 6.1 There are no additional resource implications for the Authority arising from this report. Information on our performance is considered when we set our priorities and aims.

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

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 4	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, and 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 – Quarter 3 performance report – April-December 2014