

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item

26 February 2010

Revision of Performance Indicators

Report of the Chief Officer

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1 Summary

1.1 The Service currently displays in excess of 80 performance indicators (PIs) in the VIEWS performance management system. These derive from:-

- Best Value Performance Indicators (BVPIs)
- Local Performance Indicators (LPIs)
- Beacon station indicators
- National Indicators (fire specific indicators NI 33 and 49 apply)

1.2 The requirement to collect data for the Best Value Performance Indicators ended in April 2008. However many fire and rescue services, including Hampshire, continued to gather the data both in anticipation of replacement indicators specific to fire being published, and to facilitate the benchmarking of performance data.

1.3 A review of all PIs currently collected and displayed in our performance management system has been conducted to ascertain usage, and to gauge their continued value to performance management of service priorities. A number of PIs were identified that have not been accessed or viewed over recent years and these are recommended for deletion.

2 Recommendations

2.1 That the Authority adopts the revised list of Performance Indicators contained within Appendix A to this report.

2.2 That the Authority agrees to remove the list of Performance Indicators contained within Appendix B to this report.

2.3 That the development of the Chief Fire Officers' Association (CFOA) indicators is reported to the Authority as appropriate.

- 2.4 That the Service develops a logical numbering sequence for the new suite of indicators.

3 Introduction

- 3.1 The Service gathers performance data, which in some cases is not fully utilised. Quite apart from the work involved to collate the data and gather the updated commentaries, the plethora of indicators can dilute their effect and divert attention from the more important issues.
- 3.2 National Indicators for Local Authorities were introduced in April 2008, but with only NI 33 (arson) and 49 (primary fires, deaths and injuries) specific to fire services.

4 Review of indicators currently being collected

- 4.1 A report detailing the proposals for the future collection of performance indicators was put before the Service Management Team in December 2009. That report, together with their suggested amendments, forms the basis of this report. The appendices detail the indicators collected, and whether they are recommended to be continued or deleted. Those recommended to be continued are ordered as follows:

- Those to be recorded on the 'flight deck' of indicators
- Beacon station indicators
- Remaining indicators according to department

- 4.2 Work is currently being undertaken to consider suitable indicators that can provide performance information on value for money/use of resources.

5 Chief Fire Officers' Association indicators

- 5.1 Early in 2009 the Chief Fire Officers Association (CFOA) published a number of draft indicators for consultation. CFOA chose to consult on these through the Performance Improvement Network and Family Group 4.
- 5.2 Clarification has been sought on collection of the indicators which is currently voluntary. Clearly if, as some quarters are suggesting, some of these indicators will be used in future assessments, consideration may have to be given to making them mandatory.
- 5.3 These indicators will offer the opportunity for benchmarking performance across individual services, provided the prose descriptors are nationally agreed and adopted.

6 Contribution to Corporate Priorities

- 6.1 Adoption of the revised performance indicators together with the appropriate prose descriptions will ensure managers have the required information to measure and manage their areas of individual responsibility.

7 Resource Implications

- 7.1 There are no significant resource implications from the adoption of these indicators.

8 People Impact Assessment

- 8.1 There are no specific issues arising from this report.
- 8.2 The proposals within this report are considered compatible with the provisions of the European Convention on Human Rights, the Human Rights Act 1998, and the Race Relations (Amendment) Act 2000.

9 Risk Analysis

- 9.1 It is important that resources are targeted at collecting and monitoring performance indicators that provide information on the Service's direction of travel against its objectives and priorities. Keeping the list of corporate performance indicators up to date is important to maintain clarity over the system.
- 9.2 All fire and rescue services are assessed and audited annually. These processes often utilise performance information collected by fire and rescue services to validate progress towards targets. Benchmarking is also carried out between services to identify and share best practice. It is important that the data should be available both for individual services and where possible, benchmarked against others. Should the CFOA indicators remain voluntary; the opportunities to compare performance between services will be lost, or at the best restricted.

Background Information (Section 100D of the Local Government Act 1972)

- Appendix A – Draft Performance Indicators for adoption
Appendix B – Draft Performance Indicators for deletion