

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item: 6

19 May 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 four (March 2015). Whilst the financial year has now been complete, we are unable to benchmark against the national average and our Family Group 4 until the DCLG Fire Statistics Monitor figures are released. Once these have been released the bar charts with our performance will be updated accordingly in Appendix A.
- 1.2 This report also covers a detailed report on fire related casualties in Appendix B, 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 in this report are some of those identified by the Service Management Team as key to monitoring the achievement of our priorities and aims. A more detailed set of indicators are reviewed against the specific Service Priorities. These are indicators that have different collection methods and are often not comparable with National or Family Group 4 averages. These indicators are published in the Annual Report each year.
- 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 At the end of Quarter 4 we have seen a significant reduction in many of our indicators. This has put us back on a reducing trend after the increase we saw in the previous financial year with a few exceptions.
- 4.2 There has been a slight increase in fatalities and fire related casualties. As most of our recorded fatalities are still pending coroners verdicts we are unable to comment on much of the contributory factors which may have caused this increase. We have however undertaken some research into fire related casualties (Appendix B).
- 4.3 Deliberate primary fires have now continued to slightly increase for the last three years. In contrast there has been a significant reduction in deliberate secondary fires.
- 4.4 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 Failure to report on our performance may 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 improvements 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 4 performance report – April 2014 to March 2015

Appendix B – Quarter 3 Injuries from Primary Fires – April 2014 to December 2014