

Shropshire Fire Risk Management Services Performance Reporting

For further information about this report please contact Martin Timmis,
Company Manager, Shropshire Fire Risk Management Services, on 01743 260285.

1 Purpose of Report

This report provides information on the performance of the Fire Authority controlled company, Shropshire Fire Risk Management Services.

2 Recommendations

The Committee is asked to note the report.

3 Background

In April 2013 the Fire Authority agreed to establish a local authority controlled company, to be known as Shropshire Fire Risk Management Services Ltd (the company).

Subsequently (in September 2013), the Fire Authority agreed that the company should report quarterly to the Audit and Performance Management Committee, with the first twelve months' performance being measured against the company's first year Business Plan. Future performance indicators would be decided by the Committee. This is the third such report to the Committee.

The purpose of reporting is to provide an opportunity for the Fire Authority to assure itself that the financial affairs of the company are in order and to enable the tracking of profitability and business growth.

4 Performance Indicators

The following indicators were set out in the Business Plan:

- Pre-tax profitability
- Number of new customers
- Number of retained customers (beyond Year 1)
- Number or percentage of tenders won
- Value of tenders won
- Number of complaints received / upheld
- Number of compliments received
- New business from recommendation
- Positive quality feedback forms (from training courses, premises visits)
- Continued reduction in business fires (linked to Fire Service targets)

As Members will appreciate, this performance monitoring information is commercially sensitive. It has, therefore, been set out in paper 17, which is exempt and will be considered in closed session.

5 Financial Implications

There are no financial implications arising directly from this report, which contains historical data relating to the company's performance.

6 Legal Comment

There are no legal implications arising directly from this report.

7 Initial Impact Assessment

As this report contains only historical data an Initial Impact Assessment has not been completed.

8 Appendix

Exempt papers – Shropshire Fire Risk Management Services
17a – Financial Information to 31 March 2014
17b – Performance Report to 20 May 2014

9 Background Papers

There are no background papers associated with this report.