

Public Value Performance Measures 2011/12

Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260201 or Steve Worrall, Assistant Chief Fire Officer, on 01743 260204.

1 Purpose of Report

This report is a summary of the organisational Public Value Performance Measures, as documented in the 2011/12 Service Plan.

2 Recommendations

The Committee is asked to note the report's contents and receive a verbal update regarding performance against Aim 2:
'To reduce the number of fires in our community'

3 Background

The Fire Authority, at its meeting of February 2011, agreed to the creation of a Medium Term Corporate Plan (MTCP) that sets out the Service and financial objectives for the Authority for the next five years. The Authority also agreed that the MTCP would be supplemented by an annual Service Plan, which would capture performance measures to enable progress to be monitored. The Service Plan was released on 1 April 2011.

In March 2011 the Strategy and Resources Committee agreed a suite of eight measures within the Service Plan. Under the terms of reference, the Audit and Performance Management Committee (APMC) is tasked with monitoring progress against these measures.

4 Performance Monitoring

As advised to Committee Members previously (8th September 2011) responsibilities have now been assigned to senior managers for the monitoring of the eight Public Value measures via Service Performance Monitoring Groups that meet (individually) on a monthly basis.

Consensus opinion emerging from the groups is that the new measures are, in general, fit for purpose and provide a more focused approach to performance management. It is, however, recognised that the measures remain new and may require adjustment following formal review as an integral element of the Service's annual strategic planning process. The formal review will also take account of the new Fire and Rescue Service National Framework (which has not yet been published) and any mandatory performance measures sought by the coalition Government.

At this mid-point in the reporting year, it is noted, for example, that the following measure will require adjustment at a later date:

‘The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions’

Review of this measure shows that it is presenting data for two elements:

- (i) the competency of the crew; and
- (ii) the crewing levels,

and thereafter presenting the data as a single indicator. The indicator does not accurately reflect performance against each of the separate elements. For this particular measure performance (for the previous six-month reporting period, see attached appendix) the collective data indicates a failure to achieve 100%, with current performance at 99.60%. Closer scrutiny reveals that on 0.6% of occasions (which represents just 14 out of 2,348 incidents) there was a crew of less than four on an appliance. What the data does not present, however, is that on 100% of occasions the crew was competent.

Analysis of this particular performance measure is for illustrative purposes only, with a likely recommendation arising through the strategic planning process that the measure is adjusted to remove the crewing level element, moving this part to another or altogether separate measure.

The measures will continue to evolve and it is anticipated that clarity will be achieved through a clearly defined set of descriptors for the adjusted 2012/13 measures.

5 Data Quality

As previously reported, the appended data is unverified and known to contain a small but tolerable margin of error. Circumstances creating these error conditions are currently being addressed and it is envisaged that margin of error will decrease through the reporting year.

6 Accidental Fire Deaths in Dwellings

Through a process of reporting by exception, Members are asked to note that the number of accidental fire deaths in dwellings since April 2011 has greatly exceeded anticipated levels. Historically, the collective communities of Shropshire and Telford and Wrekin experience between one and three fire deaths per annum. Tragically, six accidental fire deaths have occurred in five dwellings this reporting year, with a further two fire deaths arising separately from vehicles. Fire deaths on this scale are unusual and a more detailed report will be provided to the full Fire Authority at its December meeting.

7 Number of Fires in the Community

Performance presented within the attached appendix indicates failure in the performance of the two measures supporting Aim 2, which is: 'To reduce the number of fires in our community' Officers will provide a verbal update to Members regarding performance and initiatives being undertaken in this area of concern.

8 Financial Implications

There are no direct financial implications arising from this report.

9 Legal Comment

There are no direct legal implications arising from this report.

10 Equality Impact Assessment

Officers have considered the Service's Brigade Order on Equality Impact Assessments (Human resources 5 Part 2) and have determined that there are no discriminatory practices or differential impacts upon specific groups arising from this report. An initial Equality Impact Assessment has not, therefore, been completed.

11 Appendix

Public Value Measures Executive Summary

12 Background Papers

Shropshire and Wrekin Fire and Rescue Authority

9 February 2011, Paper 9 - Revenue Budget, Capital Programme and Medium Term Financial Planning

Strategy and Resources Committee

17 March 2011, Paper 7 - Service Plan and Public Value Performance Measures 2011/12

Audit and Performance Management Committee

10 March 2011, Paper 12 - Public Value Performance Measures (Revised)
2011/12.

9 June 2011, Paper 15a - Public Value Performance Measures 2011/12

8 September 2011, Paper 15a - Public Value Performance Measures 2011/12

Appendix: Public Value Measures - Executive Summary

Reported Period - 1 April 2011 to 30 September 2011

Vision	Aims	Measures	Target	Quarter 2 Performance - April to September 2011	Predicted Performance based on Q1 & Q2 2011/12	Predicted to Achieve Target
Save and protect life, property and the environment from fire and other emergencies	1. To be there where and when you need us in an emergency with a professional and well equipped team	1a. The first fire engine will arrive at an emergency incident within 15 minutes on 85% of occasions	85%	88.4%	88.4%	✓
		1b. The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions	100%	99.4%	99.4%	✗
	2. To reduce the number of fires in our community	2a. Accidental fires will be maintained to not more than 616 fires during 2011/12	616	329	658	✗
		2b. Fire crimes will be maintained to not more than 1114 fires during 2011/12	1114	740	1480	✗
	3. To reduce the number of fire related deaths and serious injuries	3a. Fire related deaths and serious injuries in the community will be maintained to not more than 40 during 2011/12	40	19	31	✓
		3b. Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12	25	12	24	✓
	4. To deliver an effective fire and rescue service at a cost that is acceptable to our community	4a. The achievement of a minimum four star rating ('Good') in our customer satisfaction on not less than 75% of occasions	75%	87%	87%	✓
		4b. The achievement of a minimum four star rating ('Good') for service that represents Value for Money on not less than 75% of occasions	75%	(Figures will be available on verification)		