

## Public Value Performance Measures 2012/13 Quarter 2 Performance April to September 2012

### Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260205 or Steve Worrall, Assistant Chief Fire Officer, on 01743 260204.

#### 1 Purpose of Report

This report presents a summary of the Service's performance for the period April to September 2012.

#### 2 Recommendations

The Committee is asked to note the report.

#### 3 Background

The Fire Authority's expectations of the Service's performance are set out in the Annual Service Plan 2012/13.\* The Service Plan sets out eight Public Value measures, against which performance is reviewed and monitored. The measures are monitored monthly by the Service Management Team, and reviewed quarterly by the Authority's Audit and Performance Management Committee. The targets within the Service Plan are set, on behalf of the Authority, by the Strategy and Resources Committee.

#### 4 Performance Measures Review

A summary of performance for the period April – September 2012 is provided at the attached appendix.

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\* <https://www.shropshirefire.gov.uk/sites/alpha.shropshirefire.gov.uk/files/page/files/2012-03-15-service-plan-web.pdf>

It has been recognised through the performance questionnaires used for Aim 4 (To deliver an effective fire and rescue service at a cost that is acceptable to our community) that the number of 'Don't Know' responses received for opinions concerning 'Value for Money' has reached 10 percent. Further analysis with respondents (where possible) is underway to establish how communications could be improved to enable a more objective opinion to be reached. This may involve providing benchmarking data.

## **5 Data Quality**

As previously reported, the appended data is unverified and known to contain a small, but tolerable, margin of error.

## **6 Financial Implications**

There are no direct financial implications arising from this report.

## **7 Legal Comment**

Section 21 of the Fire and Rescue Services Act 2004 provides the statutory authority for the Fire Service National Framework and requires fire and rescue authorities to have regard to the Framework in carrying out their functions.

Members should have due regard to the Framework and, in particular, paragraph 2.8 in relation to the publication of performance information – *'Fire and rescue authorities must make their communities aware of how they can access comparable data and information on their performance.'*

*(Paragraph 2.8)*

## **8 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.

## **9 Appendix**

Public Value Measures – Quarterly Summary Performance  
April to September 2012

## **10 Background Papers**

A quarterly performance review summary is presented to every meeting of the Fire Authority's Audit and Performance Management Committee.

Previous reports maybe viewed at:

<https://www.shropshirefire.gov.uk/managing-the-service/fra/meetings/Audit-and-Performance-Management>

**Public Value Performance Measures  
Quarterly Summary Performance April to September 2012**

Aims	Measures	Performance Q1 & Q2 April to September 2012	Pass: ✓  Fail: ✗
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 with at least 4 firefighters within 15 minutes on 85% of occasions	89.6%	✓
	1b. The first fire engine will arrive with a minimum competent crew on 100% of occasions	97%*	✗
2. To reduce the number of fires in our community	2a. Accidental fires will be reduced to not more than 586 fires during 2012/13	256	✓
	2b. Fire crimes will be reduced to not more than 1058 fires during 2012/13	293	✓
3. To reduce the number of fire related deaths and serious injuries	3a. Fire related deaths and serious injuries in the community will be reduced to not more than 30 during 2012/13	8 <sup>†</sup>	✓
	3b. Injuries sustained to staff through firefighting will be reduced to not more than 24 injuries during 2012/13	9	✓
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	96% <sup>‡</sup>	✓
	4b. The achievement of a minimum four star rating ('Good') for service that represents Value for Money on not less than 75% of occasions	96% <sup>§</sup>	✓

\* - Results are aggregated performance across three areas: Breathing Apparatus competence (60%), Medicals (20%) and Fitness (20%)

† - Includes one fire-related death and seven injuries

‡ - Excludes 'don't know' responses, which represents 4% of all respondents

§ - Excludes 'don't know' responses, which represents 10% of all respondents