

## Public Value Performance Measures 2011/12

### Report of the Chief Fire Officer

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#### 1 Purpose of Report

This report presents a summary of the Service's year-end performance for the period April 2011 to March 2012, as recorded against the Public Value performance measures set out in 2011/12 Service Plan.

#### 2 Recommendations

The Committee is asked to note the report's contents regarding year-end performance for 2011/12.

#### 3 Background

The Fire Authority, at its meeting in 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 subsequently released on 1 April 2011.

#### 4 Performance Review

A summary of performance for the period April 2011 to March 2012 is provided at Appendix A. As previously reported, the data is unverified and known to contain a small, but tolerable, margin of error. Following further data cleansing more accurate performance will be presented to Members, albeit the overall performance outcome against the measures is unlikely to change fundamentally.

Analysis of performance data available indicates that the Service has succeeded in relation to 50% of the eight performance measures. Set out at Appendix B are those measures that have failed, together with a summary explanation.

Members are requested to note that, whilst the agreed performance measure: *'Fire related deaths and serious injuries in the community will be maintained to not more than 40 during 2011/12'* has been achieved, the number of accidental fire deaths in dwellings has increased to seven. This is a significant increase by comparison with the previous ten years, where the average number of accidental fire deaths in dwellings is approximately two per annum.

## **5 Financial Implications**

There are no direct financial implications arising from this report.

## **6 Legal Comment**

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

Members should have due regard to the new 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)*

Performance data is published on the Service's website.

## **7 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.

## **8 Appendices**

### **Appendix A**

Public Value Measures Executive Summary

### **Appendix B**

Summary of Failing Performance Measures

**Public Value Measures Executive Summary**

| Aims   | Measures   | Target | Overall 2011/12 Performance | Performance Outcome |
|--|--|--------|-----------------------------|---------------------|
| 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%    | 90.0%                       | ✓                   |
|  | 1b. The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions                                      | 100%   | 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    | 642                         | ✗                   |
|  | 2b. Fire crimes will be maintained to not more than 1114 fires during 2011/12  | 1114   | 1205                        | ✗                   |
| 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     | 33                          | ✓                   |
|  | 3b. Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12                      | 25     | 40                          | ✗                   |
| 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%    | 95%                         | ✓                   |
|  | 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%    | 88%                         | ✓                   |

### Summary of Failing Performance Measures

| Public Value Measure  | Commentary  |
|---|---|
| 1b. The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions                 | <p>The year-end performance is <b>99.4%</b>, with a marginal failure of <b>0.6%</b>.</p> <p>Failure is largely attributable to the lack of crew availability at some retained duty fire stations, rather than any issue of the competence of those staff responding to emergencies.</p> <p>It should be noted that the Fire Authority has agreed to the revision of this measure to read from 2012/13: <i>'The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 85% of occasions'</i>. The crewing level element has now been amended to read: <i>'The first fire engine will arrive with a competent crew on 100% of occasions'</i>.</p> |
| 2a. Accidental fires will be maintained to not more than 616 fires during 2011/12                                   | <p>The year-end performance is <b>642</b>, with a failure of <b>4%</b> above the agreed target. This performance level has been skewed in part due to the high activity levels experienced during two months (April and August 2011), which resulted in higher than usual accidental fires. The months coincided with an extended bank holiday in April due to the royal wedding and good weather in both April and August.</p>   |
| 2b. Fire crimes will be maintained to not more than 1114 fires during 2011/12                                       | <p>The year-end performance is <b>1205</b>, with a failure of <b>7.5%</b> above the agreed target. The failure is due, in part, to an unusually high incidence of fire crime during a two month period (April and August 2011), linked to dry weather and people being on holiday / out of school.</p>  |
| 3b. Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12 | <p>The year-end performance is <b>40</b> against a full-year target of <b>25</b>, resulting in failure to achieve the target. Detailed analysis of actual incidents has shown performance to be broadly consistent with that in 2010/11 in terms of injury levels. Officers are confident that there are no actual or emerging trends in injuries. Some of the increase in injuries has arisen as a result of both increased levels of incidents and training.</p>  |