

## 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, and also on the 'soft launch', which took place during February.

### 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 second 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.

At its meeting in February the Fire Authority requested that an update on the 'soft launch' of the company be provided at the next meeting of the Audit and Performance Management Committee. Accordingly, details are set out in exempt paper 14, which forms the appendix to this report and which will be considered in closed session.

## **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 14, 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 paper 14 – Shropshire Fire Risk Management Services  
Interim Performance to 10 March 2014

## **9 Background Papers**

There are no background papers associated with this report.