

## 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 performance for the period April to December 2011, as recorded against the Public Value performance measures set out in the 2011/12 Service Plan.

### 2 Recommendations

The Committee is asked to:

- a) Note the report's contents regarding performance for the period April to December 2011; and
- b) Provide an 'unqualified' opinion on performance to date to the Strategy and Resources Committee, which may aid the Committee in the setting of future targets on behalf of the Fire Authority.

### 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 subsequently released on 1 April 2011.

The Strategy and Resources Committee at its March 2011 meeting agreed to eight measures within the Service Plan. Under its terms of reference, the Audit and Performance Management Committee is tasked with monitoring progress against these measures.

## 4 Performance Review

With three-quarters of the reporting year now complete (April to December 2011) a more accurate picture of performance is beginning to emerge regarding the usefulness of the newly introduced Public Value measures.

A review of the Fire Authority's Vision, Aims and Measures has been undertaken leading to the conclusion that collectively they continue to be appropriate, with little change required. The review has taken into consideration the new draft Fire and Rescue National Framework,<sup>1</sup> in expectation that the Government may have set out new national indicators or targets.

The draft Framework has set neither indicators nor targets with the Government instead pledging to empower Fire and Rescue Authorities (FRAs) to maintain and improve their services, rather than interfering in how they serve local communities. Fire Minister Bob Neill says that the "Government will not micromanage from the centre, but will provide overall strategic direction and support".

The draft Framework sets out the high-level expectations, priorities and objectives for all FRAs over the next few years (although no deadlines are specified), and these in time may require the development of specific measures and targets. In the meantime, and with FRAs ultimately accountable to their local communities, the Framework states that all FRAs need to be transparent about decisions and actions taken, and engage with communities, so local people can scrutinise and influence service delivery. They should also ensure that local communities can access information to compare the performance of their FRA with others.

The Fire Authority, at its February 2012 meeting, considered and agreed to the continued use of the existing Public Value measures. The Authority furthermore delegated responsibility:

- a) To the Strategy and Resources Committee to review, revise and recommend performance targets for 2012/13; and
- b) To the Audit and Performance Management Committee to monitor the Service's performance in relation to the Service Plan targets for 2012/13, and requested that the Committee advise the Strategy and Resources Committee of performance to date for 2011/12 (that may influence the setting of future targets).

## 5 Performance Measures Review

A summary of performance for the period April to December 2012 is provided at Appendix A.

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<sup>1</sup> <http://www.communities.gov.uk/documents/fire/pdf/2039159.pdf>

Analysis of performance indicates that the Service is likely to succeed in relation to 50% of the eight performance measures by the end of the reporting year (March 2012).

For the Committee to offer an 'unqualified' opinion (on the basis of only part year performance data) to the Strategy and Resources Committee, Members may wish to consider those failing measures and recommend an appropriate course of action. Set out at Appendix B are those measures that either have failed, or have the potential to fail by the year end.

In accordance with the earlier decision of the Committee, reporting will continue on a 'by exception' basis. Officers will provide more detailed information regarding the Service's performance (in respect of those measures discussed at Appendix B) at the meeting of the Committee on 1 March 2012.

## **6 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.

## **7 Financial Implications**

There are no direct financial implications arising from this report.

## **8 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.

## **9 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.

## 10 Appendices

### **Appendix A**

Public Value Measures Executive Summary

### **Appendix B**

Summary of failing / likely to fail Performance Measures

## 11 Background Papers

### **Shropshire and Wrekin Fire and Rescue Authority**

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

13 February 2012, Paper 13 - Draft Service Plan 2012/13

### **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

28 November 2011, Paper 8a - Public Value Performance Measures 2011/12

**Public Value Measures – Executive Summary**  
**Reporting Period 1 April 2011 to 31 December 2011**

Vision	Aims	Measures	Target	Quarter 3 Performance – April to December 2011	Predicted Performance based on Q1 – Q3 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%	89.6%	89.6%	✓
		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	486	648	✗
		2b. Fire crimes will be maintained to not more than 1114 fires during 2011/12	1,114	989	1,319	✗
	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	22	30	✓
		3b. Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12	25	29	39	✗
	. 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%	88%	88%	✓
		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%	96%	96%	✓

**Summary of failing / likely to fail Performance Measures**

<b>Public Value Measure:</b>	<b>Commentary:</b>	<b>Recommended Options:</b>
<i>1b. The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions</i>	<p>The projected year-end performance is 99.4%. The set target will not be achieved.</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 a revision to this measure to read from 2012/13: <i>'The first fire engine will arrive with a competent crew on X% of occasions.'</i> The crewing level element will be moved to measure '1a' which will read from 2012/13: <i>'The first fire engine will arrive at an emergency incident with at least X firefighters, within Y minutes on Z% of occasions.'</i></p>	a) Tolerate level of expected failure.
<i>2a. Accidental fires will be maintained to not more than 616 fires during 2011/12</i>	<p>The projected year-end performance is 648, a potential failure of 5% above the agreed target. This performance level has been skewed in part due to the high activity levels we 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. With concerted effort during the remaining period of 2011/12 this target may be achieved.</p>	b) Recommend review of current strategy for 2012/13.
<i>2b. Fire crimes will be maintained to not more than 1114 fires during 2011/12</i>	<p>The projected year-end performance is 1319, a potential failure of 15% 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. It is unlikely that this target will be achieved.</p>	c) Recommend review of target for 2012/13.
<i>3b. Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12</i>	<p>Current performance is 29 against a full-year target of 25 with a projected year-end performance of 39 so the target has not been met. However further analysis of actual incidents has shown performance to be broadly consistent with that in 2010/11 in terms of number and 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. The overall number of injuries across the Service is predicted to reduce from 60 in 2012/11 to around 50 in 2011/12.</p>	