

## 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 provides a summary explanation of the underlying organisational performance measures that support the Authority's Public Value Measures.

#### 2 Recommendations

The Committee is asked to note the contents of the report.

#### 3 Background

The Fire Authority, at its February 2011 meeting, 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 Fire Authority also agreed that the MTCP would be supplemented by an annual Service Plan.

#### 4 Service Plan 2011/12

The Service Plan documents the organisation's purpose, its overarching strategic aims and the targets for its public value measures, as agreed by Strategy and Resources Committee at its meeting on 17 March 2011. The Authority's Service Plan was subsequently released on 1 April 2011.

Under its terms of reference the Audit and Performance Management Committee is tasked with monitoring progress against the targets for its aims and public value measures.

#### 5 Performance Monitoring

The measures identified in the Service Plan form part of an integrated suite of performance measures, which are managed and monitored at officer level through Directorate and Departmental Plans.

At the March meeting of this Committee Members requested that a small informal group of Members be established to ensure that there was Member input into the establishment of the underlying measures. A meeting took place on 18 May 2011, when Councillors Dr Jones and Mellings were presented with, and discussed, the information that has been developed by officers, the outcome of which is appended.

The appended document sets out how the overarching aims and Public Value measures will be supported by directorates. This Committee has previously agreed to receive progress reports only against the four Aims and eight Public Value measures on a quarterly basis, with additional commentary on an exception basis, where performance is considered to be failing.

It is anticipated that this Committee will receive the first progress report in September. In order, however, to address the Government's desire that public services should reflect localism, transparency and accountability, performance will also be published (more frequently where achievable) on the Service website.

## **6 Financial Implications**

There are no direct financial implications arising from this report. All directorate and departmental plans will be produced in house.

## **7 Legal Comment**

There are no direct legal implications arising from this report.

## **8 Equality Impact Assessment**

Officers have considered the Service's Brigade Order in 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 and Directorate Objectives

## **10 Background Papers**

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

Strategy and Resources Committee 17 March 2011  
Report 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) 2011/1

Reported to Audit and Performance Management Committee			Managed and reported through Directorate Business Plans	
Our Purpose	Our Aims	Public Value Measures	Directorate Objectives	
Save and protect life, property and the environment from fire & other emergencies	1. To be there when you need us in an emergency with a professional & well equipped team	The first fire engine will arrive at an emergency incident within 15 minutes on 85% of occasions	Ensure all Operational Response drivers are qualified and competent (HRT&D)	
			We will answer 95% of 999 calls in 7 seconds (COP)	
			We will deal with 95% of 999 calls in 1 minute (COP)	
			We will ensure 95% availability of functional MDTs (COP)	
			Appliance and equipment availability (RES)	
			No. of off the run defects (RES)	
			Equipment delivery timescales (RES)	
			We will plan to staff all fire appliances with at least the minimum crewing required, at all times (CFS)	
			We shall ensure that our staff, their equipment and appliances are maintained in a state of readiness at all times (CFS)	
			We shall develop & maintain contingency plans appropriate for dealing with all major risks in the county (CFS)	
			The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions	Ensure operational personnel are competent to carry out their role through an agreed assessment process (HRT&D)
				We shall ensure all of our staff are competent to do their roles (CFS)
				Auditing against relevant standards, of:
				<ul style="list-style-type: none"> <li>• Development programmes &amp; workplace assessments</li> <li>• Training course provision to meet organisational &amp; operational requirements</li> <li>• Training delivery</li> <li>• Individual Development Records (HRT&amp;D)</li> </ul>
	We will ensure 100% availability of competent officer command/support rota group (COP)			
	We will assess 100% of all Incident Commanders bi-annually (COP)			
	Appliance and equipment availability (RES)			
	No. of off the run defects (RES)			
	Equipment delivery timescales (RES)			
	2. To reduce the number of fires in our community	Accidental fires will be maintained to not more than 616 fires during 2011/12		We will work to make our communities safer from fire by ensuring we have safer homes & businesses through targeted education (CFS)
			We will enhance the provision of fire prevention advice to premises outside of 15 minutes attendance times (CFS)	
		Fire crimes will be maintained to not more than 1,114 fires during 2011/12	We will coordinate fire crime reduction activities and take action to reduce the number of deliberate fires (CFS)	
			We will maximise joint working with partners to reduce fire setting as a result of anti social behaviour (CFS)	
	3. To reduce the number of fire related deaths & serious injuries	Fire related deaths and serious injuries in the community will be maintained to not more than 40 during 2011/12	We will conduct home fire risk visits in premises housing vulnerable people (CFS)	
We will educate businesses & utilise the legal framework to prevent fire deaths & serious injuries in business premises (CFS)				
We will assist in the education of people to become more self reliant in reducing the risk to themselves (CFS)				
Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12		Provide training and development in both operational & non operational Health and Safety (HRT&D)		
		Incorporate Safe Person concept, Safe systems of Work, Risk Assessment & Operational Risk information through core skill modular & specialist courses & development programmes (HRT&D)		
		Investigate all accident and near misses to prevent recurrence (HRT&D)		
		Appliance and equipment safety checks completed (Res)		
		We will implement improvements in the links between CFS/BFS intelligence and operational response (CFS)		
		We shall ensure all of our staff are competent to do their roles (CFS)		
		We shall investigate and learn from all accidents and near misses (CFS)		
4. To deliver an effective fire and rescue service at a cost that is acceptable to our community	The achievement of a minimum four start rating (Good) in our customer satisfaction on not less than 75% of occasions	Provide information through training & development delivery of the Service's standards & public expectations (HRT&D)		
		Promote our service delivery through open days to partners, stakeholders & the community (HRT&D)		
		We will publish, monthly, results of customer satisfaction (COP)		
		We will strive to achieve a minimum 25% return of surveys (COP)		
	The achievement of a minimum four star rating (Good) for service that represents Value for Money on not less of 75% of occasions	We shall ensure all of our staff deliver a customer focussed service (CFS)		
		We will publish, monthly, results of customer satisfaction (COP)		
		We will strive to achieve a minimum 25% return of surveys (COP)		
		We shall look for continuous improvement in all activities we undertake (CFS)		