

Public Value Performance Measures 2012/13 Quarter 1 Performance: April to June 2012

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 presents a summary of the Service's performance for the period April to June 2012.

2 Recommendations

The Committee is asked to note the report.

3 Background

The Fire Authority's expectations of the Service's performance are detailed within the Service Plan 2012/13*, which 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 to June 2012 is provided at the attached appendix.

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

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.’

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 June 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 may be reviewed at:

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

**Public Value Measures
Quarterly Summary Performance: April to June 2012**

Aims	Measures:	Performance Q1: April-June	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	98% [†]	✗
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	134	✓
	2b. Fire crimes will be reduced to not more than 1058 fires during 2012/13	144	✓
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	6 [‡]	✓
	3b. Injuries sustained to staff through firefighting will be reduced to not more than 24 injuries during 2012/13	5	✓
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	97% [§]	✓
	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% ^{**}	✓

Notes:

- [†] Results are aggregated performance across three areas: Breathing Apparatus competence (60%), Medicals (20%) and Fitness (20%)
- [‡] Includes one fire related death and five injuries
- [§] 3% of respondents did not indicate a response or responded 'did not know'
- ^{**} 3% of respondents did not indicate a response or responded 'did not know,'
1% responded 'tended to disagree'