

## Performance Assessment – Key Performance Indicators

### Report of the Chief Fire Officer

For further information about this report please contact Alan Taylor, Chief Fire Officer on 01743 260201 or Helen Jones, Information Officer, on 01743 260186.

#### 1 Purpose of Report

To inform Members of predicted performance assessment scores based on the current performance of the Key Performance Indicators (KPIs).

#### 2 Recommendations

The Committee is asked to:

- a) Note the report content; and
- b) Monitor action plans necessary on failing or high risk indicators.

#### 3 Background

Communities and Local Government (CLG) and the Audit Commission have previously assessed operational performance indicators based on the KPIs shown in this report. The achievements have contributed part of the scoring for the overall assessment of service delivery, for which Shropshire Fire and Rescue Service achieved a top score of 4 in 2006/07, and should be confirmed, with a 4 for 2007/08.

The table shows the expected score and indicator threshold achievements for the 2008/09 reporting year based on outturn performance.

Although KPI reporting to CLG and the Audit Commission has ceased, this report will continue to be produced, with updates being presented regularly to both Policy Group and the Audit and Performance Management Committee.

## **4 Report Content**

This report documents performance against the indicators, and shows where this Authority would sit in the league table thresholds for scoring purposes. The performance achieved is the full 2008/09 reporting year outturn.

Lower and upper thresholds are based on national fire service last verified performance tables (reporting year 2007/08).

## **5 Financial Implications**

There are no financial implications arising directly from this report.

## **6 Legal Comment**

There are no legal implications arising directly from this report.

## **7 Equality Impact Assessment**

Officers have considered the Service's Brigade Order on Equality Impact Assessments (Personnel 5 Part 2) and have decided that there are no discriminatory practices or differential impacts upon specific groups arising from this report. This is a factual report based on historical statistical data, with no recommendations for change and therefore has no direct impact on people. An Initial Equality Impact Assessment has not, therefore, been completed.

## **8 Appendix**

Operational Assurance Indicators 2008/09

## **9 Background Papers**

### **Policy Group**

14 March 2007, Item 3, 14 Key Performance Indicators Report

8 May 2007, Item 6, Operational Performance Assessment – Key Performance Indicators Report

7 November 2007, Item 5, Operational Performance Assessment – Key Performance Indicators Report

16 January 2008, Item 10, Performance Assessment – 14 Key Performance Indicators Report

7 May 2008, Item 5, Operational Performance Assessment – Key Performance Indicators Report

### **Audit and Performance Management Committee**

29 March 2007, Item 11, Performance Assessment - 14 Key Performance Indicators Report

26 July 2007, Item 11, Performance Assessment - 14 Key Performance Indicators Report

27 September 2007, Item 8, Performance Assessment – Key Performance Indicators Report

22 November 2007, Item 9, Performance Assessment – Key Performance Indicators Report

13 March 2008, Item 6, Performance Assessment – Key Performance Indicators Report

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

Balanced Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	*
Capacity		Member Involvement	*
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	*
Efficiency Savings		Retained	
Environmental		Risk and Insurance	
Financial		Staff	
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	*

**Operational Assurance Indicators 2008/09 – Based on 2008/09 outturn**

REF	Description of PI	Source and ref	Estimated Lower Threshold	Estimated Upper Threshold	Adjustment	ESTIMATED SFRS Average for 2006/07, 2007/08, 2008/09.	THRESHOLD	Comments
F1	Primary fires per 10,000 population	BVPI 142 (ii)	15.2	7.5	Deprivation	4.04 (29/08/2008)	UPPER	Unadjusted 23.32
F2	Accidental dwelling fires per 10,000 dwellings	BVPI 142 (iii)	9.9	5.2	Deprivation	4.02 (14/07/2008)	UPPER	Unadjusted 12.44
F3	Deaths arising from accidental dwelling fires per 100,000 population	BVPI 143 (i)	0.625	0.5	None	0.44 (14/07/2008)	UPPER	**Average is for 2004/05 to 2008/09
F4	Injuries arising from accidental dwelling fires per 100,000 population	BVPI 143 (ii)	6.0	2.0	Deprivation	0.00 (14/07/2008)	UPPER	Unadjusted 2.03 treatment gives -2.34
F5	Percentage of accidental dwelling fires confined to room of origin	BVPI 144	89.60	91.30	None	92.49 (14/07/2008)	UPPER	HIGH RISK INDICATOR DUE TO SMALL THRESHOLD DIFFERENCE.
F7	Number of deliberate primary fires (including vehicles) per 10,000 population	BVPI 206 (i) & (ii)	No change or increase from 2007/08 to 2008/09	Net reduction – 8.26% from 2001/02 to 2008/09 (1.25% each year for 8 years)	None	9.34 (14/07/2008)	UPPER	

REF	Description of PI	Source and ref	Estimated Lower Threshold	Estimated Upper Threshold	Adjustment	ESTIMATED SFRS Average for 2006/07, 2007/08, 2008/09.	THRESHOLD	Comments
F8	False alarms caused by automatic fire detection	BVPI 149 (i) & BVPI 149 (iii)	Overall thresholds for F8 are based on performance against the thresholds for F8a and F8b		None		MID	
F8a	False alarms caused by automatic fire detection per 1,000 non-domestic properties	BVPI 149 (i)	110.1	74.9	None	56.80 (28/08/2008)	Combine with F8b	UPPER
F8b	The percentage of false alarm calls caused by automatic fire detection which are to a non-domestic property with more than one attendance by FRS	BVPI 149 (iii)	74.9%	53.6%	None	72.00 (28/08/2008)	Combine with F8a	MID
F9	Calls to malicious false alarms	BVPI 146 (i) & BVPI 146 (ii)	Overall thresholds for F9 are based on performance against the thresholds for F9a and F9b				MID	
F9a	Total number of calls to malicious false alarms per 1,000 population	BVPI 146 (i + ii)	0.3	0	Deprivation	0.21 (28/08/2008)	Combine with F9b	unadjusted 0.88 MID
F9b	Proportion of total malicious false alarms attended	BVPI 146 (ii)	72.4%	41.3%	None	29.9% (28/08/2008)	Combine with F9a	UPPER
F11	The number of fires in non-domestic properties per 1,000 non-domestic properties	BVPI 207	15.2	10.9	None	14.57 (14/07//2008)	MID	
F13c	The percentage of fires attended where a smoke alarm was not fitted	BVPI 209 (iii)	54.1	40.3	None	41.19 (14/07/2008)	MID	

BVPI 206 (i) & (ii) Combined

	Incidents	Population	PI		Yearly Reduction %	Net Reduction 2001/02 to 2008/09
2001/02	816	435912	18.47			<b>53.65%</b>
2002/03	748	441800	17.16		7.09%	
2003/04	626	445800	14.17		17.42%	
2004/05	544	447000	12.20		13.90%	
2005/06	477	448900	10.4		14.75%	
2006/07	480	453300	10.48		-0.77%	
2007/08	423	453300	9.33	DECREASE APPARENT BETWEEN 2007/08 TO 2008/09	10.97%	
2008/09	388	453300	8.56		8.26%	

**Points Scoring**

PI Element Score	Distribution of PIs
4	No PIs at or below the lower threshold and 35% or more PIs at or above the upper threshold
3	No more than 15% of PIs, excluding F3, at or below the lower threshold and 25% or more PIs at or above the upper threshold
2	Any other combination
1	35% or more PIs at below the lower threshold

**Summary Statistics for Shropshire Estimates**

2007/08 Estimated	
6 PIs in Upper Threshold	<b>60%</b>
4 PIs in Mid Table	<b>40%</b>
0 PIs below the Lower Threshold	<b>0%</b>

**Score prediction for Shropshire = 4**

