

## **7. Fire and Rescue Authority Plan 2012-2013 Quarter 1 Performance Analysis**

### **Purpose of report**

1. To provide the Policy and Resources Committee with a summary of Quarter 1 performance against the Fire and Rescue Authority Plan 2012-13.
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### **Recommendation**

***The Chief Fire Officer recommends that the Policy and Resources Committee note the contents of this report.***

### **Introduction**

2. This report aims to provide an update on Quarter 1 performance against the Service's performance against the 2012-13 Fire and Rescue Authority Plan.

### **Background**

3. A proposal for a revised method of performance reporting was approved by the Policy and Resources Committee. This new method was based upon plus and minus 10% tolerance levels against a three year average for performance. The proposal also recommended a reduction in the number of performance indicators in the suite of measures recorded by the Service.

### **New Suite of Indicators**

4. A subsequent paper was brought before the Policy and Resources Committee recommending that areas of the new performance measures be aligned to Our Strategy and in particular the Service's three main deliverables (Appendix 1).

### **Quarter 1 Performance**

5. Quarter 1 saw a comparable number of incidents compared to Quarter 1 last year. Although Special Service incidents have increased due in part to the flooding at the end of June, the overall numbers of fires have reduced as the expected seasonal increase in secondary fires has been negated by the predominantly wet weather conditions during the Quarter. False alarms have remained consistent with previous Quarter 1 levels.
6. Each of the individual performance indicators was tested against the tolerance levels expected for the Quarter and only one performance indicator was out of tolerance at the end of Quarter 1 which was the number of days lost to non-uniform staff sickness per head. This is analysed in Appendix 2 to this item together with an overview of overall operational activity, a summary of information requests received by the Service and an analysis of retained appliance availability which was proposed as being a standard item for future quarterly reporting.

## Notable performance

- 2011-12 saw the Service record the lowest uniformed sickness levels of the 17 Services that contribute to the Family Group 4 membership group. As a result staff from Hereford & Worcester Fire and Rescue Service (HWFRS) were invited to present the Service's strategy in this area at the annual FG4 forum.

## Looking Ahead

- A further recommendation to the method of performance reporting was to make quarterly performance reporting cumulative rather than focusing on the individual quarter in isolation. With this in mind, the future Quarter 2 report will now be a six month summary performance rather than a second quarter perspective.
- A performance indicator under review this year will be the Service's attendance standard. An opportunity now presents itself to assess this indicator in detail with the development of the Service's new Integrated Risk Management Plan which is scheduled to be delivered in 2013.

## Financial Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are financial issues that require consideration	N	

## Legal Considerations

Consideration	Yes/No	Reference in Report i.e. paragraph no.
There are no legal issues e.g. contractual and procurement, reputational issues that require consideration	N	

## Additional Considerations

- The table below sets out any additional issues arising from the proposals contained in this report and identifies the relevant paragraphs in the report where such issues are addressed.

Consideration	Yes/No	Reference in Report i.e. paragraph no.
<b>Resources</b> (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	N	
<b>Strategic Policy Links</b> (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Y	FRA Plan
<b>Risk Management / Health &amp; Safety</b> (e.g. risk management and control measures, risk register score).	N	
<b>Consultation with Representative Bodies</b>	N	

### Conclusion/Summary

11. The Policy and Resources Committee will continue to receive reports based on the new method of performance reporting based on the measures that the Service is taking to stay within tolerance levels and to highlight interventions where improvements are required.

### Supporting Information

Appendix 1 Suite of new Performance Indicators for 2012-13

Appendix 2 Quarter 1 2012-13 Performance Analysis

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