

10. Performance Management Indicators for 2012/13

Purpose of report

1. To propose the alignment of the 2012/13 performance measures to Our Strategy, and approve the basis for reporting these measures.
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Recommendation

The Chief Fire Officer recommends that the Policy and Resources Committee approve the reporting criteria on the proposed key performance indicators.

Proposal

2. A review of the current suite of performance indicators has concluded that they can be rationalised. Reporting will continue on existing specified key indicators, with an increased focus on those that directly affect the community. It is proposed that performance measures are now categorised and reported at Authority level against the following headings, in line with Our Strategy:
 - Ensuring firefighter safety
 - Ensuring community safety
 - Ensuring the delivery of quality services
3. The categorisation of a select number of key performance indicators, under the three headings above, aligns directly to the Service strategy (see Appendix 1). Additional indicators (other than those detailed in Appendix 1), will be reported on an exception only basis. This approach will be underpinned by a simplified management information process to support managers at a local level.
4. It is recommended that the roll-out of this proposal is aligned with the Quarter 1 reporting period for the 2012/13 business year. This period will merge with the utilisation of banded targets for performance, as previously agreed by the Policy and Resources Committee in January 2012.
5. Quarterly reporting will now be presented on an accumulative basis throughout the year, with each quarter contributing to the overall performance of the next within each year, rather than each quarter in isolation as is currently the practice.

Conclusion/Summary

6. This proposal will provide a simple and effective reporting mechanism aligned to the Service strategy.

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 legal issues e.g. contractual and procurement, reputational issues that require consideration	N	

Additional Considerations

7. 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.
Resources (e.g. Assets, ICT, Human Resources, Training & Development, Sustainability).	N	
Strategic Policy Links (e.g. IRMP, Authority Plan, Equality & Diversity, Partnerships, Environmental Impact).	Y	Entire report
Risk Management / Health & Safety (e.g. risk management and control measures, risk register score).	N	
Consultation with Representative Bodies	N	

Supporting Documentation

Appendix 1: Performance Indicators against reporting levels

Contact Officer

Jon Pryce, Area Commander – Corporate Services
(01905 368355)

Email: jpryce@hwfire.org.uk

Appendix 1: Performance Indicators against reporting levels

SMB – FRA REPORTING LEVEL

FF SAFETY	COMMUNITY SAFETY	DELIVERY OF QUALITY SERVICES
INJURIES TO FIREFIGHTERS	ACCIDENTAL DWELLING FIRES	ATTEND STANDARD FIRST APPLIANCE
PHYSICAL VERBAL ASSAULTS	COMMERCIAL FIRES	ATTEND SECOND APPLIANCE
TRAINING COMPETENCE LEVELS	INJURIES ASSOCIATED WITH FIRE	CALL CHALLENGE / MANAGEMENT (including AFAs and malicious calls)
	ROAD SAFETY INCIDENTS	RDS AVAILBILTY
	OVERALL INCIDENT NUMBERS	6 MINUTE MOBILE TARGET (RDS)
	FIRE BY TYPE	SICKNESS RECORDING
	FATALITY FIGURES	
	ARSON FIGURES	