

Report of Deputy Chief Fire Officer, Director of Prevention and Assets

Quarterly Performance Reporting

Purpose of report

1. To set out proposals to redesign the Performance Quarterly Report based on key performance areas identified in the new core and enabling Strategies.
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Recommendation

It is recommended that:

- (i) future quarterly performance reporting be aligned to the new Service core and enabling strategies and key performance indicators; and***
- (ii) for the format of the report presented to Members be refreshed accordingly.***

Introduction

2. In order to monitor and measure the Service performance, the P&R Committee, on a quarterly basis, receives a comprehensive, detailed report covering a large number of indicators of the Service performance and activities. This in due course informs the Annual Performance report which is published on the Service website <https://www.hwfire.org.uk/assets/files/fra-annual-report-2020-21-v6-r3.pdf>

Background/Current situation

3. The Quarterly Performance report received by P&R is currently a 35 page document ([Quarterly Performance Report](#)) that shows the Service performance against a wide range of performance output indicators, which are largely historical and the definitions relate to performance indicators from several decades ago. There is no defined link to the Community Risk Management Plan (CRMP), Medium Term Financial Plan (MTFP) or Service Strategy. Whilst this provides a large amount of data, it is not necessarily as helpful as it might be in assisting Members to focus on the Authority's key priorities and hold Officers to account. Nor does it necessarily align with the data requirements of the HMICFRS.

Proposal

4. Given the publication of new core and enabling strategies as a clear and straightforward guide to how the Authority's priorities and direction will be delivered through the Officers and staff, there is now an opportunity to review and refresh the quarterly performance report to make it fit for purpose going forward.
5. The core strategies are available on the Authority's website as follows:
<https://www.hwfire.org.uk/assets/files/prevention-strategy.pdf>
<https://www.hwfire.org.uk/assets/files/protection-strategy.pdf>
<https://www.hwfire.org.uk/assets/files/response-strategy.pdf>
6. It is proposed to redesign the quarterly performance report based on the following key performance areas identified in light of the core strategies and to supplement these with further performance areas arising from the enabling strategies in due course. Where Members require or request more detailed information and analysis (as is used by Officers routinely), this can always be provided in addition to the regular report. Where other data or information is identified as being relevant or subject to a significant shift, then this will be provided to Members in the proposed new report by exception.

Response Strategy

- **Availability**
 - People
 - Resource
 - Response
- **Competence**
 - Command Competence
 - Firefighter Competence
- **Intel**
 - Risk Reviews

Protection Strategy

- Fires in non-domestic premises
- Injuries from fire in non-domestic premises
- **Promoting Fire Safety**
 - Advice and Guidance
 - Statutory Consultations
- **Increasing Compliance**
 - Risk based audit programme
 - Intelligence lead audit programme

- **Investigating and Enforcing**

- Enforcement Action
- Prosecutions
- Post Fire Audits

Prevention Strategy

- Accidental dwelling fires
- Deaths from accidental dwelling fires
- Serious injuries from accidental dwelling fires
- Road traffic collisions involving extrications (RTC)
- Deaths or serious injuries from RTC involving extrications
- Fires following prevention checks

- **Promoting Fire Safety**

- Contacts with our communities where prevention advice is given
- Referrals made to other agencies following our work
- Referrals received from other agencies

Conclusion

7. Adoption of these key strategic performance indicators will ensure that:
- (i) The needs of the FRA members are met and that they have sufficient information and assurance on the Service performance. Additional information and statistics can be provided upon request or by exception.
 - (ii) The process of management against the performance indicators is efficient, appropriate and aligned to the HMIFRS data requirements
 - (iii) The proposed new performance indicators are appropriate, relevant and are aligned to the Service mission and strategies

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	No additional resources – avoids resource requirements of duplication
Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications)	The proposal refreshes performance reporting in line with new Service strategies whilst still maintaining reporting requirements
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores)	NA
Consultation (identify any public or other consultation that has been carried out on this matter)	NA
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	No additional measures required
Data Protection Impact Assessment (where personal data is processed a DPIA must be completed to ensure compliant handling)	No additional measures required