

## Public Value Performance Targets 2012/13

### Report of the Chief Fire Officer

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#### 1 Purpose of Report

This report presents recommendations for Public Value Performance Targets to support delivery of the Fire Authority's Service Plan 2012/13.

#### 2 Recommendations

The Committee is asked to consider, amend (if necessary) and agree the proposed Public Value performance targets for 2012/13.

#### 3 Background

The Fire Authority, at its meeting of February 2011, agreed to the creation of a Medium Term Corporate Plan (MTCP) that sets out the Service and financial objectives for the Authority for the next five years. The Authority also agreed that the MTCP would be supplemented by an annual Service Plan, which would capture performance measures to enable progress to be monitored. The Service Plan was subsequently released on 1 April 2011.

The Strategy and Resources Committee at its March 2011 meeting agreed to a suite of eight measures within the Service Plan. Under the terms of reference, the Audit and Performance Management Committee is tasked with monitoring progress against these measures.

## 4 Performance Review

With three-quarters of the reporting year now complete (April to December 2011) a more accurate picture of performance is beginning to emerge regarding the value of the newly introduced Public Value measures.

A review of the Fire Authority's Vision, Aims and Measures has been undertaken leading to the conclusion that, collectively, they continue to be appropriate, with little change required. The review has taken into consideration the new draft Fire and Rescue National Framework,<sup>1</sup> in expectation that the Government may have set out new national indicators or targets.

The draft Framework has set neither indicators nor targets with the Government instead pledging to empower Fire and Rescue Authorities (FRAs) to maintain and improve their services, rather than interfering in how they serve local communities. Fire Minister Bob Neill says that the

*“Government will not micromanage from the centre, but will provide overall strategic direction and support”.*

The draft Framework sets out the high-level expectations, priorities and objectives for all FRAs over the next few years (although no deadlines are specified), and these in time may require the development of specific measures and targets. In the meantime, and with FRAs ultimately accountable to their local communities, the Framework states that all FRAs need to be transparent about decisions and actions taken, and engage with communities so local people can scrutinise and influence service delivery. They should also ensure that local communities can access information to compare the performance of their FRA with others.

The Fire Authority, at its February 2012 meeting, considered and agreed to the continued use of the existing Public Value measures. The Authority furthermore:

- Delegated responsibility to the Strategy and Resources Committee to review, revise and recommend to the Fire Authority performance targets for 2012/13; and
- Delegated responsibility to the Audit and Performance Management Committee to monitor the Service's performance in relation to the Service Plan targets for 2012/13, and to advise the Strategy and Resources Committee of performance to date for 2011/12 (that may influence the setting of future targets)

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<sup>1</sup> <http://www.communities.gov.uk/documents/fire/pdf/2039159.pdf>

## 5 Performance Measures Review

A summary of performance for the period April to December 2011, as noted recently by the Audit and Performance Management Committee (1 March 2012), is provided at Appendix A.

The Committee's analysis of performance provides an 'unqualified' opinion (on the basis of only part-year performance data), which predicts that the Service is likely to succeed in relation to 50% of the eight performance measures by the end of the reporting year (March 2012). The Committee believes that the areas of failure should be tolerated within the current reporting year. However, and in consultation with officers, the Committee recommends a downward adjustment to targets (where appropriate) to fulfil the Authority's unaltered aims of reducing deaths, injuries and fires.

The recommended revised measures and targets are set out at Appendix B.

## 6 Data Quality

As previously reported to the Audit and Performance Management Committee, the appended data is unverified and known to contain a small, but tolerable, margin of error. Circumstances creating these error conditions are currently being addressed and it is envisaged that margin of error will decrease through the reporting year.

## 7 Financial Implications

There are no direct financial implications arising from this report.

## 8 Legal Comment

Section 21 of the Fire and Rescue Services Act 2004 provides the statutory authority for the Fire Service National Framework and requires FRAs to have regard to the Framework in carrying out their functions.

Members should have due regard to the new 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.'*  
(Paragraph 2.8)

Performance data is published on the Service's website.

## **9 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.

## **10 Appendices**

### **Appendix A**

Summary of Current and Predicted Performance 2011 /12

### **Appendix B**

Summary of Proposed Amended Public Value Measures and Targets 2012/13

## **11 Background Papers**

### **Shropshire and Wrekin Fire and Rescue Authority**

13 February 2012, Paper 13 - Draft Service Plan 2012/13

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

1 March 2012, Paper 14a - Public Value Performance Measures 2011/12

**Summary of Current and Predicted Performance 2011/12**

Purpose: Save and protect life, property and the environment from fire and other emergencies					
Aims	Measures (2011/12)	Target 2011/12	Quarter 3 Performance – April to December 2011	Predicted Performance based on Q1 – Q3 2011/12	Predicted to Achieve Target
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 within 15 minutes on 85% of occasions	85%	89.6%	89.6%	✓
	1b. The first fire engine will arrive with a minimum competent crew of 4 staff on 100% of occasions	100%	99.4%	99.4%	✗
2. To reduce the number of fires in our community	2a. Accidental fires will be maintained to not more than 616 fires during 2011/12	616	486	648	✗
	2b. Fire crimes will be maintained to not more than 1114 fires during 2011/12	1,114	989	1,319	✗
3. To reduce the number of fire related deaths and serious injuries	3a. Fire related deaths and serious injuries in the community will be maintained to not more than 40 during 2011/12	40	22	30	✓
	3b. Injuries sustained to staff through firefighting will be maintained to not more than 25 injuries during 2011/12	25	29	39	✗
. 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	75%	88%	88%	✓
	4b. The achievement of a minimum four star rating ('Good') for service that represents Value for Money on not less than 75% of occasions	75%	96%	96%	✓

**Summary of Proposed Amended Public Value Measures and Targets 2012/13**

**Purpose: Save and protect life, property and the environment from fire and other emergencies**

Aims	Measures and Targets	Description (how measure is managed)
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	The measure is monitored on a monthly basis to assess the key component elements, which are: number of firefighters on vehicle and reasons for failure to arrive in defined time (15 minutes). Where failures occur, in depth analysis is undertaken to identify cause and actions necessary for improved performance.
	1b. The first fire engine will arrive with a minimum competent crew on 100% of occasions	The measure is monitored on a monthly basis to assess the key component elements, e.g. did the crew include, as a minimum, a qualified driver, incident commander and at least two fire-fighters, all of whom will have completed and passed the required competence assessments. Where failures occur, in depth analysis is undertaken to identify cause and training actions necessary for improved performance.
2. To reduce the number of fires in our community	2a. Accidental fires will be reduced to less than 586 fires during 2012/13	The measure is monitored on a monthly basis to assess the key component elements, which are: number of accidental fires occurring within open spaces, domestic and commercial properties. Where failures occur, in depth analysis is undertaken to identify cause, trends and actions necessary for improved performance.
	2b. Fire crimes will be reduced to less than 1058 fires during 2012/13	The measure is monitored on a weekly basis to assess the key component elements, which are: number of reported fire crimes (arson) occurring in the open, in vehicles and in buildings. Where failures occur, in depth analysis is undertaken to identify cause, trends and actions necessary (often involving the Police) for improved performance.
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 <del>not more</del> less than 30 during 2012/13	The measure is monitored on a monthly basis to assess the key component elements, which are: number of deaths and serious fire related injuries (which required hospital attendance) sustained in buildings by members of the community. Where failures occur, in depth analysis is undertaken to identify cause, trends and actions necessary for improved performance.
	3b. Injuries sustained to staff through firefighting will be reduced to less than 24 injuries during 2012/13	The measure is monitored on a monthly basis to assess the key component elements, which are: number injuries sustained through firefighting and rescue operations. It does not include superficial (not associated with the risk) or non-operational injuries. Where failures occur, in depth analysis is undertaken to identify cause, trends and actions necessary for improved performance.
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	The measure is monitored on a monthly basis to assess the key component element which is customer satisfaction recorded through 'after the incident' surveys. Active monitoring of complaints is also undertaken. Where poor satisfaction is noted, in depth analysis is undertaken to identify cause, trends and actions necessary for improved performance.
	4b. The achievement of a minimum four star rating ('Good') for service that represents Value for Money on not less than 75% of occasions	The measure is monitored on an annual basis to assess the key component element regarding perceived 'value for money.' Public opinion is attained through the annual public consultation which aims to achieve a participant confidence level of not less than 95% (+/- 5% variance).