

Service Plan and Public Value Performance Targets 2013/14

Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260205 or Steve Worrall, Assistant Chief Fire Officer, on 01743 260204.

1 Purpose of Report

This report presents the proposed annual summary Service Plan, with amended public value performance targets, for 2013/14.

2 Recommendations

The Committee is asked to:

- a) Consider, amend (if necessary) and agree the proposed summary Service Plan and Public Value performance targets for 2013/14; and
- b) Receive a detailed underpinning Service Plan at the next meeting of the Committee in June 2013, for final approval by the Fire Authority at its meeting in July 2013.

3 Background

In recent years the Fire Authority, largely through the Public Value process, has sought to simplify and streamline the content and publication of the annual Service Plan. The Service Plan¹ acts as a forward looking document, setting out the Authority's purpose, priorities, aims and performance measures for Shropshire Fire and Rescue Service.

¹ <http://www.shropshirefire.gov.uk/sites/alpha.shropshirefire.gov.uk/files/page/files/2012-03-15-service-plan-web.pdf>

The Plan is supplemented by a backward looking Annual Report² that summarises the Authority's performance against the contents of the previous year's Plan.

During 2012 the Coalition Government published a new Fire and Rescue Service National Framework,³ which has implications for the Authority's previous approach to the development and publication of both the Service Plan and Annual Report. These implications were recently presented to the Fire Authority, which agreed that the Strategy and Resources Committee will continue to oversee preparation of the Service Plan, with the Audit Performance Committee overseeing the Annual Report.

Provided at Appendix A is the proposed summary Service Plan 2013/14. The Plan has been refreshed; with a proposal that seven of the existing eight public value performance targets are changed (one of the targets is already set at 100% and, therefore, requires no change). It is proposed that six of the targets are changed in the direction of continuous improvement, and one is adjusted to provide a more realistic target, when judged against historical data. The existing and proposed targets, together with a predication of outturn performance for 2012/13 are provided at Appendix B.

The appended Service Plan represents an overarching summary and, as such, it will be necessary to prepare and publish a more detailed Plan to reflect the Fire Authority's strategies to address the requirements of the National Framework. This has previously been achieved via departmental plans.

With the impending appointment of a new Chief Fire Officer, and management changes arising from the Public Value Review, for example the reduction of one Brigade Manager position, it is proposed to delay publication of a detailed Plan to enable the Chief Fire Officer designate to consider (in consultation with Members) any changes in the strategic direction and structure of the Service. As a consequence, Members are requested to receive a detailed underpinning Service Plan at the next meeting of the Committee in June 2013, for final approval by the Fire Authority at its meeting in July 2013.

4 Financial Implications

There are no direct financial implications arising from this report.

5 Legal Comment

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

² <http://www.shropshirefire.gov.uk/sites/alpha.shropshirefire.gov.uk/files/page/files/Annual-Report-2011-12.pdf>

³ <https://www.gov.uk/government/publications/fire-and-rescue-national-framework-for-england>

The detailed underpinning Service Plan will set out the Authority's strategies to address the requirements of the Framework.

6 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.

7 Appendices

Appendix A

Service Plan (summary) 2013/14

Appendix B

Proposed Public Value Measures and Targets 2013/14

8 Background Papers

Shropshire and Wrekin Fire and Rescue Authority

13 February 2013, Paper 14 - Preparation of Annual Service Plan and Statement of Assurance

Service Plan 2013/14 - Overview

The purpose of this Service Plan is to guide and inform staff of the direction Shropshire and Wrekin Fire Authority is pursuing for the Service during the coming 2013/14. The Plan is reflective of the ever changing environment, particularly economically, in which the organisation operates. The Fire Authority's priorities are summarised in four Aims, enabled through eight Public Value Measures, measures that have been amended to reflect and promote continuous improvement within the Service. Within each Department's Business Plans for 2013/14 will be a range of measures, objectives and priorities necessary to deliver the Plan.

Underpinning all our activities remain our Core Values, but most importantly, our success rests in us all working well together across the whole organisation, as **ONE TEAM**, with **ONE VISION**, to deliver **ONE SERVICE** that the communities expect from us.

Cllr Stuart West - Chairman
Shropshire and Wrekin Fire and Rescue Authority

Paul Raymond - Chief Fire Officer

Our vision remains 'Putting Shropshire's Safety First.' Our mission to achieve this is to save and protect life, property and the environment from fire and other emergencies. We will fundamentally achieve this mission through two strands:

- **Professional Response** where we will strive to deliver a trained and well equipped crew of firefighters to any incident in a time that is acceptable to the public; and
- **Precision Prevention** where we will target our finite resources to those in our communities who are at greater risk.

These two strands are linked within our 'DNA' Service structure and organisational culture. The DNA supports:

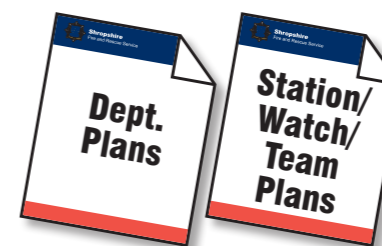
- **Local leadership**, with managers across the Service taking greater responsibility for their teams and providing local community leadership.
- **Public Engagement**, with the Service involving, providing assurance and listening to communities to determine public satisfaction.
- **Teamwork**, working well together across the whole organisation, as one team, with one vision, to deliver one service.
- **Innovation**, looking at problems and finding innovative ways to simplify the way we work, reducing bureaucracy and duplication of effort.
- **Flexibility**, as a workforce, flexible in how, where and when we work.
- **Personal Development**, being competent in our roles, and where necessary, the ability to take up new roles.



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

20:20-IRMP Review

In 2012 we started the first phase of our 20:20 strategic review that will continue throughout 2013/14. The review will provide us with a new and comprehensive Integrated Risk Management Plan (IRMP) that captures all foreseeable risks at a local, cross-border and national level that we might be expected to prepare for and respond to. In addressing the outcomes of the IRMP review we will once again be seeking innovative solutions to realign our available resources against the identified risks whilst managing collectively with an ever-decreasing budget.



Our Aims:

To be there when you need us in an emergency with a professional and well equipped team

To reduce the number of fires in our community

To reduce the number of fire related deaths and serious injuries

To deliver an effective fire and rescue service at a cost that is acceptable to our community

Public Value Measures:

The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 87% of occasions

The first fire engine will arrive with a competent crew on 100% of occasions

Accidental fires will be reduced to not more than 557 fires during 2013/14

Fire crimes will be reduced to not more than 1000 fires during 2013/14

Fire related deaths and serious injuries in the community will be reduced to not more than 33 during 2013/14

Injuries sustained to staff through firefighting will be reduced to not more than 26 injuries during 2013/14

The achievement of a minimum four star rating ('Good') in our customer satisfaction on not less than 80% of occasions

The achievement of a minimum four star rating ('Good') for service that represents Value for Money on not less than 80% of occasions

Proposed Public Value Measures and Targets 2013/14

| Measures | Target for 2012/13 | Predicted Performance based on Q1, Q2 & Q3 2012/13 | Predicted to Achieve Target? | Proposed Target for 2013/14 |
|---|--------------------|--|------------------------------|-----------------------------|
| 1a. The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 85% of occasions. | 85% | 91.2% | Yes | 87.5% |
| 1b. The first fire engine will arrive with a minimum competent crew on 100% of occasions. | 100% | 98.7% | No | 100% |
| 2a. Accidental fires will be reduced to not more than 586 fires during 2012/13. | 586 | 531 | Yes | 557 |
| 2b. Fire crimes will be reduced to not more than 1,058 fires during 2012/13. | 1,058 | 578 | Yes | 1,000 |
| 3a. Fire related deaths and serious injuries in the community will be reduced to not more than 35 during 2012/13. | 35 | 16 | Yes | 33 |
| 3b. Injuries sustained to staff through firefighting will be reduced to not more than 24 injuries during 2012/13. | 24 | 20 | Yes | 26 |
| 4a. The achievement of a minimum four star rating ('Good') in our customer satisfaction survey on not less than 75% of occasions. | 75% | 95% | Yes | 80% |
| 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% | Yes | 80% |