

**ORGANISATIONAL PERFORMANCE & EFFICIENCY
REPORT 2020/21****REPORT OF THE CHIEF FIRE OFFICER****For Information****1. PURPOSE OF REPORT**

- 1.1 To appraise Members on the performance of the Brigade against our Corporate Performance Indicators for the period 1st April 2020 to 31st March 2021.
- 1.2 To provide Members with information on the Brigade's performance trends.

2. RECOMMENDATIONS

- 2.1 That Members note the progress made to date as outlined in the report at Appendix 1.
- 2.2 That Members consider whether it is necessary to report to the Fire Authority on any issues raised.

3. BACKGROUND

- 3.1 A fundamental part of Performance Management is to demonstrate how well public bodies are performing and whether they are providing value for money.
- 3.2 The publication of the Community Integrated Risk Management Plan 2018-22 introduced its vision underpinned by a suite of Strategic Goals, Aims and Outcomes.
- 3.3 The attached report for consideration provides Members with details of how the organisation has performed between 1st April 2020 and 31st March 2021. It has been developed in line with the suite of indicators to enable progress against the three strategic goals, aims and associated outcomes to be monitored.
- 3.4 When considering and contextualising the information within the report and in particular comparing to previous years, consideration must be taken as the period covered by the report coincides with the Covid-19 lockdown periods and the subsequent changes in service delivery during these periods. Within the body of the report comparisons to other time periods and other services has been provided to enable a high level assessment to be made on the impact of Covid has had on the performance of the organisation.

4. PERFORMANCE

- 4.1 The attached report at Appendix 1 provides Members with an overview of the Brigade's performance for the period 1st April to 31st March 2021.
- 4.2 Page twenty two provides Members with a summary of Emergency Response incidents attended, prevention and protection activity in terms of Home Fire Safety Visits, Safe and Well Visits and audit inspections on non-domestic buildings.
- 4.3 Between 1st April and 31st March the Brigade attended 7781 emergency response incidents, which is a decrease of 10% (852 incidents) compared to 2019/20. There have been decreases of 5% (41) in Primary Fires, 14% (487) in secondary fires, 14% (181) in Special Services and 4% (123) in False Alarms.
- 4.4 During this period, the Brigade completed 15,556 Home Fire Safety Visits which included 2585 Safe and Well Visits of domestic buildings and 858 fire safety audit inspections of non-domestic buildings.
- 4.5 **Safer Stronger Communities**
Pages twenty six to fifty five provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.6 Page twenty seven provides a dashboard summary of performance for each strategic outcome within this goal and details those areas assessed as performing strongly and those areas requiring improvement.
- 4.7 Pages twenty eight to fifty five provide Members with details of the indicators used to assess the strategic outcome in terms of performance comparison with 2019/20, 2015/16 and target. In addition for each strategic outcome a year on year trend analysis of performance is provided graphically and in tabular form.
- 4.8 **Proud, Passionate, Professional and Inclusive Workforce**
Pages fifty six nine to seventy provide details of performance for the period for the strategic goal of Proud, Passionate, Professional and Inclusive Workforce.
- 4.9 Page fifty seven provides a dashboard summary of performance for each strategic outcome within this goal and details those areas assessed as performing strongly and those areas requiring improvement.
- 4.10 Pages fifty eight to seventy provide Members with details of the indicators used to assess the strategic outcome in terms of performance comparison with 2019/20.
- 4.11 **Efficient Use of Resources**
Pages seventy one to seventy five provide details of performance for the period for the strategic goal of Efficient Use of Resources.
- 4.12 Page seventy two provides a dashboard summary of performance for each strategic outcome within this goal and details those areas assessed as performing strongly and those areas requiring improvement.

- 4.13 Pages seventy three to seventy five provide Members with the indicator summary tables used to assess the strategic outcome in terms of performance comparison with 2019/20.
- 4.14 **Emergency Response Standards**
The Community Integrated Risk Management Plan 2018-2022 introduced a suite of emergency response benchmarks based on equal entitlement that moved away from the traditional risk based benchmarks for building fires to a standard benchmark for building fires covering all of the Brigade area.
- 4.15 Pages seventy six to eighty four of the appended report provides Members with details of the emergency response standards in comparison with 2019/20 along with analysis on those incidents which have failed to meet the response benchmark.

IAN HAYTON
CHIEF FIRE OFFICER

KAREN WINTER
ASSISTANT CHIEF FIRE OFFICER
STRATEGIC PLANNING & RESOURCES