

**ORGANISATIONAL PERFORMANCE & EFFICIENCY  
REPORT APRIL – SEPTEMBER 2020****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 1<sup>st</sup> April to 30<sup>th</sup> September 2020.
- 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 saw the introduction of new Strategic Goals, Aims and Outcomes that the Brigade works towards in the achievement of its vision. A review of the Performance Management Framework and Corporate Suite of indicators has subsequently been undertaken to ensure there are robust processes and measures to monitor progress against each of the strategic goals and outcomes.

**4. PERFORMANCE**

- 4.1 The attached report at Appendix 1 provides Members with an overview of the Brigade's performance for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2020.

- 4.2 Page thirteen provides Members with a summary of the level of service demand for Emergency Response incidents and associated prevention and protection activity in terms of Home Fire Safety Visits and Safe and Well Visits conducted; audit inspections of Industrial and Commercial premises.
- 4.3 Members will see that between 1<sup>st</sup> April and 30<sup>th</sup> September the brigade attended 5780 emergency response incidents which is a decrease of 17% (844 incidents) compared to the equivalent period in 2019/20. There have been decreases of 25% (567) decrease in secondary fires, 23% (165) in Special Services and 7% (109) in False Alarms.
- 4.4 During this period, the Brigade completed 6,073 Home Fire Safety Visits which included 1,112 Safe and Well Visits and 426 fire safety audit inspections of non residential buildings.
- 4.5 **Safer Stronger Communities**  
Pages seventeen to twenty eight provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.6 Page eighteen 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 nineteen to twenty eight provide Members with details of the indicators used to assess the strategic outcome in terms of performance comparison with 2019/20.
- 4.8 **Proud, Passionate, Professional and Inclusive Workforce**  
Pages twenty nine to thirty seven provide details of performance for the period for the strategic goal of Proud, Passionate, Professional and Inclusive Workforce.
- 4.9 Page thirty 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 thirty one to thirty seven 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 thirty eight to forty two provide details of performance for the period for the strategic goal of Efficient Use of Resources.
- 4.12 Page Thirty nine 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 forty to forty two 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 new suite of emergency response benchmarks 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 forty four to forty eight 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.

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