ANNUAL PERFORMANCE AND EFFICIENCY REPORT 2018/19

REPORT OF THE CHIEF FIRE OFFICER

For Information

1. PURPOSE OF REPORT

1.1 To appraise Members on the Brigade's performance, efficiency, audit and inspection outcomes for the year ending 31st March 2019.

2. RECOMMENDATIONS

2.1 That Members note the information contained in the Annual Performance and Efficiency Report 2018/19 at Appendix 1.

3. BACKGROUND

3.1 A fundamental part of Performance Management is to demonstrate how well public bodies are performing and whether the services provided represent value for money.

3.2 The Authority has for a long time recognised and reaped the benefits of having a robust and effective performance management framework and as a result has built up robust and comprehensive performance management and assessment arrangements that drive continued improvement in all areas of the Brigade.

4. PERFORMANCE

4.1 The attached report at Appendix 1 is the Annual Performance and Efficiency Report 2018/19 that provides Members with details of the Brigade's performance, outcomes from audits and inspections that provide assurance on the Brigade's operational, governance and finance arrangements for the year ending 31st March 2019.

4.2 The report provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to see how the Brigade is performing. The report enables the Brigade's senior managers and staff to be held to account in terms of the provision of effective prevention, protection and emergency response services that also represent value for money.

4.3 The framework that this document is based upon has been independently assessed and evaluated by our external auditors Mazars to ensure that it provides an accurate and transparent view of the performance of the organisation.

4.4 The appended report is structured in line with the areas detailed in the Performance Assessment Framework. Each section details the evidence that is available and used in assessing performance. This information is the consolidated, using the criteria detailed on **Page 14 to 15**, into an overall performance rating. The assessment areas included within the report are:

4.5 Strategic Goals and Outcomes (**Pages 16 to 38).** This section provides details of the performance of the Corporate Suite of Indicators for 2018/19 compared with equivalent performance for the previous year.

4.6 Annual Priorities **(Pages 39 to 44).** Details the progress made against those priorities and actions identified within the Service Plan for delivery within 2018/19. Throughout the year Members of the Executive Committee received detailed reports progress made against these priorities.

4.7 Service Standards **(Pages 45 to 50)**. Members will be aware that in 2018/19 the Brigade adopted a new suite of emergency response standards. This section provides detailed performance against these standards. As prescribed by Members, when approving the CIRMP 2018/22, details of performance against the former risk based emergency response standards are provided for comparison purposes.

4.8 Operational Assurance **(Pages 51 to 57).** Assessment of the Operational arrangements, capabilities and effectiveness of the Brigade has been based on available information. As no formal NRAT and Operational Assurance inspections have been completed during 2018/19 the assessment is based on progress against the improvement plans arising from previous assessments and our detailed self-assessment produced in preparation for the HMICFRS inspection (Effectiveness Pillar).

4.9 Good Corporate Governance (**Pages 58 to 64).** This section is based on available audit information to demonstrate that the Brigade's governance arrangements are effective and efficient. Key sources of information used for this judgement include reports received from Mazars and the Internal Audit Service that is provided by Hartlepool Council.

4.10 Value for Money **(Pages 65 to 69).** This section is based on available financial and audit information to demonstrate that the Brigade is providing efficient and VFM services. Key sources of information are reports provided by Mazars plus comparator financial information published by CIPFA and the Home Office on the Brigade's activities.

4.11 Comparison with other Fire and Rescue Services (**Pages 70 to 74).** Much of the information previously detailed was inward facing. A key element of the Performance Assessment Framework is to provide details on how the Brigade's performance compares with other Fire Services. The section also provides details on the Brigade's average attendance time to fire incidents compared to other Brigades for 2017/18 that was published by the Home Office in January 2019.

4.12 Customer Care **(Page 75 to 77).** The Brigade provides a service to the public of Teesside and during the year information is collected on how people view and rate the services provided. In addition the HMICFRS engaged BMG research to conduct a public perception survey of all Fire and Rescue Services in England that considered the perceptions and satisfaction of the public with the Service. This survey provides a vast amount of valuable information around customer satisfaction and key headline information arising from this survey has been included within this section.

4.13 Using the performance criteria detailed in the report, individual performance ratings have been calculated for each assessment area. The following table details the assessed performance rating for each of the assessment areas for 2018/19 and provides a comparison to 2017/18.

	2017/18	2018/19
Strategic Goals and Aims	**Performing Well**	**Performing Well**
Annual Priorities	**Performing Well**	**Performing Well**
Key Service Standards	**Performing Well**	**Performing Well**
Operational Assurance	**Performing Strongly**	**Performing Strongly**
Good Corporate Governance	**Performing Strongly**	**Performing Strongly**
Value for Money (VFM)	**Performing Strongly**	**Performing Strongly**
Comparison with Other Services	**Performing Well**	**Performing Well**
Customer Care	**Performing Strongly**	**Performing Strongly**

4.14 These ratings are then combined using the criteria detailed on **Pages 14 to 15** to show an overall performance rating of **'GOOD'**. This is the same rating as achieved in 2017/18.

4.15 This performance framework has been used to assess the Brigade's performance for the last seven years and to provide information on how the Brigade's performance has changed overtime. Analysis of previous assessments indicates that the Brigade has maintained an overall performance rating of **GOOD** each year.

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