ORGANISATIONAL PERFORMANCE & EFFICIENCY REPORT APRIL – SEPTEMBER 2019

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 to 30th September 2019.

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 has subsequently been undertaken to ensure there are robust processes in place to monitor progress against each of the strategic goals and outcomes. A review of the Corporate Suite of indicators is in progress to ensure that the suite of indicators is comprehensive and provide robust measures of all of the strategic outcomes.

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 30th September 2019.

4.2 Page four provides Members with a summary of the level of demand for Emergency Response incidents; the number of Home Fire Safety Visits and Safe and Well Visits conducted; inspections of Industrial and Commercial premises as well as the number of emergency calls received and dealt with by Fire Control which all form part of our balanced strategy of Prevention, Protection and Emergency response.

4.3 Members will see that there has been an increase of 7% (304 incidents) that the Brigade responded to, with increases in Primary Fires (+43), Special services (+30) and Secondary Fires (+315). Members will also see that there has been a reduction of 66 in the number of false alarms attended by the Brigade which is primarily due to the ongoing implementation of the Unwanted Fire Signal Strategy which saw a reduction in Automated False Alarms of 7%.

4.4 In addition, during this period, the Brigade completed 8093 Home Fire Safety Visits which included 774 Safe and Well Visits and 902 fire safety audit inspections of industrial and commercial buildings.

4.5 **Safer Stronger Communities**
Pages eight to fifteen provide details of performance for the period for the strategic goal of Safer Stronger Communities.

4.6 Pages nine and ten 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 eleven to fifteen provide Members with details of the indicators used to assess the strategic outcome in terms of performance with 2018/19 comparator performance.

4.8 **Proud, Passionate, Professional and Inclusive Workforce**
Pages sixteen to twenty two provide details of performance for the period for the strategic goal of Proud, Passionate, Professional and Inclusive Workforce.

4.9 Pages seventeen to 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.

4.10 Pages nineteen to twenty two provide Members with details of the indicators used to assess the strategic outcome in terms of performance with 2018/19 comparator performance.

4.11 **Efficient Use of Resources**
Pages twenty three to twenty seven provide details of performance for the period for the strategic goal of Efficient Use of Resources.

4.12 Pages twenty four to twenty five 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 twenty six to twenty seven provide Members with details of the indicators used to assess the strategic outcome in terms of performance with 2018/19 comparator performance.

4.14 **Emergency Response Standards**
Members will be aware that as part of the balanced strategy the Brigade operates to, a suite of stringent emergency response standards has been established. Performance of the standards are reported against the respective strategic outcomes throughout the report.

4.15 To ensure transparency of performance against the standards, the performance against each response standard has been consolidated into a chronological summary from time of receipt of emergency 999 call to time of attendance at the incident. Pages twenty eight and thirty of the appended report provide Members with this information.

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CHIEF FIRE OFFICER

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DIRECTOR OF CORPORATE SERVICES