

**ORGANISATIONAL PERFORMANCE & EFFICIENCY
REPORT APRIL – DECEMBER 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 1st April to 31st December 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 introduced 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 1st April to 31st December 2020.

- 4.2 Page sixteen 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, Safe and Well Visits conducted on domestic dwellings and audit inspections on non-domestic buildings.
- 4.3 Between 1st April and 31st December the Brigade attended 5915 emergency response incidents, which is a decrease of 12% (835 incidents) compared to the equivalent period in 2019/20. There have been decreases of 19% (528) in secondary fires, 5% (28) in Primary Fires, 19% (192) in Special Services and 4% (89) in False Alarms.
- 4.4 During this period, the Brigade completed 9,852 Home Fire Safety Visits which included 1,629 Safe and Well Visits and 666 fire safety audit inspections of non domestic buildings.
- 4.5 **Safer Stronger Communities**
Pages twenty to forty eight provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.6 Page twenty one 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 two to forty eight 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 6 year trend analysis of performance is provided graphically and in tabular form.
- 4.8 **Proud, Passionate, Professional and Inclusive Workforce**
Pages forty nine to sixty three provide details of performance for the period for the strategic goal of Proud, Passionate, Professional and Inclusive Workforce.
- 4.9 Page fifty 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 one to sixty three 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 sixty four to sixty eight provide details of performance for the period for the strategic goal of Efficient Use of Resources.
- 4.12 Page sixty 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 sixty five to sixty eight 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 sixty nine to seventy five 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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