



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority

PERFORMANCE MONITORING COMMITTEE OUTCOMES

Report of the Chair of the
Performance Monitoring Committee

Agenda No:

Date: 16 September 2011

Purpose of Report:

To report to Members on the business and actions of the Performance Monitoring Committee meeting of Friday 29 July 2011.

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1. BACKGROUND

As part of the revised Governance arrangements the Authority have delegated key responsibilities for Performance Monitoring to the Performance Monitoring Committee. As part of those delegated responsibilities, the Chair of the Performance Monitoring Committee and the Management lead, report to the Authority on its business and actions.

2. REPORT

- 2.1 The minutes of the meeting held on Friday 29 July 2011 are attached to this report at Appendix A. The following summarises the main points of the papers discussed at the meeting.
- 2.2 The Committee was in receipt of a report which proposed to the Committee two alternative Fire and Rescue Services which could be considered to be most similar to Nottinghamshire Fire and Rescue Service when benchmarking performance. It was resolved that Nottinghamshire Fire and Rescue Service benchmark itself against Humberside and Bedfordshire until such time as this was considered no longer appropriate or that further analyses for alternative benchmarking partners needed to be conducted. It was additionally resolved that it be noted that the benchmarking report would be in addition to the current Family Group 4 (FG4) and East Midlands Performance Improvement Group (EMPIG) benchmarking tables produced every quarter.
- 2.3 Additionally, the Committee considered a report which updated on how the Nottinghamshire and City of Nottingham Fire Authority performed in Quarter 4 2010/11, against its national indicators (NIs) and key performance indicators (KPIs).
- 2.3 The report outlined the aggregated targets at Service level and depicted how the organisation is performing against its statutory indicators. Performance compared to targets was demonstrated, as well as performance compared to the previous year and the previous two years. This allows for an overall snapshot of how the organisation is performing in specific areas. All NIs and KPIs require an appropriate commentary from the manager responsible. These responses detail what actions are being taken and if there are any significant issues which need to be considered in relation to the overall totals. It was resolved that the Quarter 4 performance be noted and the Service's overall performance continue to be monitored.

3. FINANCIAL IMPLICATIONS

All financial implications were considered as part of the original reports submitted to the Performance Monitoring Committee.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

All human resources and learning and development implications were considered as part of the original reports submitted to the Performance Monitoring Committee.

5. EQUALITY IMPACT ASSESSMENT

An initial equality impact assessment has identified no specific aspects relating to a disproportionate effect in respect of the key equality strands.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising from this report.

8. RISK MANAGEMENT IMPLICATIONS

The monitoring of performance will be an essential part of the Service's development. The Comprehensive Performance Assessment and associated audit processes will continue to scrutinise the Service's overall performance. Failure to act on poor performance could lead to intervention.

9. RECOMMENDATIONS

That Members note the contents of this report and the business undertaken by the Performance Monitoring Committee.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

Councillor Timothy Spencer
CHAIR OF PERFORMANCE MONITORING COMMITTEE

APPENDIX A



NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM FIRE AND RESCUE AUTHORITY

PERFORMANCE MONITORING COMMITTEE

MINUTES

of meeting held on **29 JULY 2011** at Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham from 12.00 pm to 12.28 pm

Membership

Councillor Spencer (Chair)
Councillor Arnold
Councillor Cooper
Councillor Packer (part of item 5 only)
Councillor Rigby
Councillor Grocock (as substitute for Councillor Packer until her arrival)

Members absent are marked ^

1 APOLOGIES FOR ABSENCE

No apologies for absence were received.

2 DECLARATIONS OF INTERESTS

No declarations of interests were made.

3 MINUTES

RESOLVED that the minutes of the last meeting held on 25 March 2011, copies of which had been circulated, be confirmed and signed by the Chair.

4 IDENTIFYING FIRE AND RESCUE SERVICES SIMILAR TO NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM FIRE AND RESCUE SERVICE

Consideration was given to the report of the Chief Fire Officer, copies of which had been circulated, proposing two alternative Fire and Rescue Services which could be considered to be most similar to Nottinghamshire Fire and Rescue Service (NFRS) when benchmarking performance. The Chief Fire Officer explained to the Committee that, following a comparison exercise based on ethnic mix, deprivation, council spend and life expectancy, the most similar landlocked services to NFRS were Bedfordshire and Northamptonshire and the most similar coastal service was Humberside. Performance data was analysed and there was no clear consistent trend across the indicators which showed that one Service was better suited to being a benchmarking partner for NFRS across all the National Indicators. Bedfordshire and Humberside should be selected if the average measure of overall performance across all indicators was used.

RESOLVED

- (1) that Nottinghamshire Fire and Rescue Service benchmark itself against Humberside and Bedfordshire until such time as this was considered no longer appropriate or that further analyses for alternative benchmarking partners needed to be conducted;**
- (2) that it be noted that the benchmarking report would be in addition to the current Family Group 4 (FG4) and East Midlands Performance Improvement Group (EMPIG) benchmarking tables produced every quarter.**

5 PERFORMANCE UPDATE – QUARTER 4 OF 2010/11

Consideration was given to a report of the Chief Fire Officer, copies of which had been circulated, informing the Committee of how Nottinghamshire and City of Nottingham Fire and Rescue Authority had performed against the National Indicators (NIs) and Key Performance Indicators (KPIs) in Quarter 4 (Q4) (1 January 2011- 31 March 2011)

The Chief Fire Officer referred the Committee to the following indicators:

- (1) there were a number of high performing areas, including:**
 - National Indicator (NI)33a - Deliberate Primary Fires – there were 156 (18%) fewer fires in Q4 than the set target. This equated to approximately 1.45 fewer fires per 10,000 population;
 - Local Performance Indicator (LPI) 67a - % Female Entrants into Operational Roles - the Service's 'Women Can' campaign which had been developing over the last two years had helped the Service to beat its target by 3.7% this year;
 - LPI 66b - % of employees declaring a disability – this year the Service had been successful at increasing the declaration rate of disability in the organisation. The Service traditionally had had very low levels of declaration. In

quarter 4 2009-10 0.9% of the workforce had declared a disability compared with 3.9% in quarter 4 for 2010-11;

- Key Performance Indicator (KPI)12ii - Proportion of Working Days/Shifts Lost to Sickness Absence by All Staff – a total of 1328.5 working days were lost during Q4, at an average of 1.72 days per employee. This was below the target of 1.875 days;
- KPI 146i - Malicious Hoax Calls Not Attended – there were 74 malicious hoax calls which were successfully challenged up to and including Quarter 4. This equated to 4% more than the set target of 15%.

(2) areas where performance was currently below target included:

- NI 49iii - Non Fatal Casualties – there were 18 (32%) more non-fatal casualties than the set target. This equated to approximately 1.6 more casualties per 100,000 population;
- KPI 142iii - Accidental Dwelling Fires – there were 50 (8%) more accidental dwelling fires than the set target. This equated to approximately 1 more fire per 10,000 dwellings.

Other issues which were discussed included:

- the work being done under the Knowledge Transfer Partnership was helping to evaluate current activities and highlighting strengths and weaknesses. The information being provided was being utilised to inform the targeting of resources to the right areas. The Chief Fire Officer agreed that more details of the work being carried out under this arrangement should be available for a future meeting of the Committee;
- the discrepancy in the figures at item 2.12 of the report would be investigated by the Chief Fire Officer and submitted to the next meeting of the Committee.

RESOLVED that the Quarter 4 performance be noted and the Service's overall performance continue to be monitored.