



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: 25 May 2012

Purpose of Report:

To report to Members on the business and actions of the Performance Monitoring Committee meeting of Friday 23 March 2012.

CONTACT OFFICER

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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 23 March 2012 are attached to this report at Appendix A. The following summarises the main points of the paper discussed at the meeting.
- 2.2 The Committee were in receipt of a report which updated on how the Nottinghamshire and City of Nottingham Fire Authority performed in Quarter 3 2011/12, 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.
- 2.4 It was resolved:
- that, in relation to potential summer arson sites, Andrew Pearson contact local councils with regard to their plans, if any, for cutting areas of long grass and scrubland;
 - that future performance reports display both the statistics for the year to date, and the stand alone statistics for the year quarter to be considered;
 - that the Chief Fire Officer arrange for a report outlining the methods and process of calculating and setting targets on previous years statistics, to be submitted to the next meeting;
 - that information on how Nottingham compared to other core cities in relation to deliberate primary fires and deliberate secondary fires, be circulated with the minutes;
 - that the report be noted and the overall performance of the Service 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. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because this report is not associated with a policy, function or service. Its purpose is to update the Fire Authority on the outcomes of Committee business.

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



**NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM
FIRE AND RESCUE AUTHORITY**

PERFORMANCE MONITORING COMMITTEE

MINUTES

of meeting held on **23 MARCH 2012** at Fire and Rescue Service Headquarters,
Bestwood Lodge, Arnold, Nottingham from 10.00 am to 10.57 am

Membership

- Councillor Spencer (Chair)
- ^ Councillor Arnold
- Councillor Cooper
- Councillor Packer
- Councillor Rigby
- Councillor Grocock (as substitute for Councillor Arnold)

Members absent are marked ^

18 QUEENS GALLANTARY MEDAL

At the invitation of the Chair, the Chief Fire Officer informed the Committee that a press release was to be issued today announcing that four fire-fighters based at the Stockhill Lane Station, had been awarded the Queens Gallantry Medal following their actions last year to save the lives of two residents injured in a gas explosion at a house in Basford.

The fire-fighters were named as Andrew Alexander, Sanjeev Mohla, Daniel Wareham, and Matthew Willis.

RESOLVED that the awards be noted and the best wishes of the Committee to the fire-fighters concerned be recorded.

19 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Arnold who was on other City Council business.

20 DECLARATIONS OF INTERESTS

No declarations of interests were made.

21 MINUTES

RESOLVED that the minutes of the last meeting held on 6 January 2012, copies of which had been circulated, be confirmed and signed by the Chair.

22 PERFORMANCE UPDATE – QUARTER 3 OF 2011/12

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 3 (Q3) (1 October 2011- 31 December 2011).

The Chief Fire Officer informed the Committee that the Policy and Strategy Committee had approved a response to the Fire and Rescue Service National Framework consultation, which included reference to performance indicators.

The National Framework consultation suggested that Fire and Rescue Services monitor performance and undertake benchmarking against other services. When the requirement to map performance against national performance targets was previously withdrawn, Nottinghamshire Fire and Rescue Service continued to maintain the records. It was not yet clear exactly what the new performance indicators would track and if they would revert to the original indicators. Clarity on the range and stringency of the new performance monitors was expected at a later date.

Councillors commented on the foresight of the Service in continuing to apply and maintain performance indicator statistics as this had provided valuable information with regard to area and incident trends which could be taken into consideration when planning preventative work or questioning performance.

It was noted that Andrew Pearson had taken over from John Mann as Area Manager, Operations Response Delivery and Viv McMillan had been appointed Community Safety Group Manager for the City.

With regard to the numbers of deliberate, primary and secondary fires, Councillor Grocock reported that with the continued high and significant level of incidents in the north of the City and specifically in the Bestwood area, he had arranged a meeting with City Council neighbourhood officers and Martin Bills of the Fire and Rescue Service, to formulate a collaborative approach to prevent arson at a local level in specific areas. This had included ensuring that funding was available to ensure that bracken and grass was cut back and the cuttings removed prior to the school summer holidays when most incidents occurred.

Councillor Cooper commented on the Rushcliffe Council proposal to reduce the frequency of grass cuts and move towards wild flower meadows which did not require cutting. This was also an issue in the City where grassed areas of nature reserves or wild flower meadows were not cut.

With regard to response times, small rapid response vehicles were being investigated, as were water carriers.

Councillors commented that as some performance indicators reflected the figures of the year to date and some were relevant to the individual quarter, this was not easy to follow and one incident at the beginning of the year could negatively reflect on performance figures in quarters later in the year. It was suggested that future reports provide and clearly identify both sets of figures.

Ms Jo Hayden, Planning and Performance Manager, informed the Committee that in instances where performance persistently met, exceeded or did not come close to meeting targets, such targets were to be re-assessed. Currently most targets were identified following consideration of the past five years records, however, the Chief Fire Officer commented that as incidents had dropped significantly in the past nine years from approximately 23,000 incidents a year to approximately 13,000 and were now expected to plateau, it was more realistic to base targets on the past two years records. This would be implemented next year.

As part of the recent restructure, the community safety element of the service had been integrated into service delivery and so was subject to more statistical analysis and reporting. It was noted that while 25% of primary fires occurred within the City, 75% of those were in Nottingham City Homes (NCH) properties. This had prompted discussions with NCH on the possibility of them installing sprinkler and other systems in their properties. In addition to the attendance of the Fire and Rescue Service, the cost of repair to NCH averaged approximately £7,500 with some repairs costing as much as £50,000. Councillors had suggested that in light of this, it would be financially beneficial to install sprinkler systems, primarily in new-build properties where sprinkler installation was significantly cheaper, but also potentially existing properties. The cost of installing a sprinkler system in a 3 or 4 bedroom existing property was in the region of £1,700 so some City Councillors had argued that it was counter productive not to fit sprinkler systems. It was currently a condition of transfer when passing properties to registered social landlords, that sprinkler systems be installed. It was noted that Wales already had legislation in place regarding sprinkler systems in new build properties, and that Scotland was following.

With regard to KPI 143ii, Accidental Dwelling Fire Injuries, this was a subsection of non-fatal casualties which involved low but growing numbers. One incident could involve injuries to several people ranging from smoke inhalation to serious burns. If someone was given oxygen at the scene of an incident, this was counted as an injury because treatment was provided.

It was noted that there could be many factors influencing the number and type of incidents. These currently included the recession, which had resulted in an increase in some types of property fire, and the increasing price of scrap metal which had resulted in a reduction in the numbers of deliberate vehicle fires. The patterns and trends of incidents in Nottingham were not necessarily followed in other similar core cities although the methods and criteria applied in collecting the information was not uniform.

The Chief Fire Officer informed the Committee that the Service has maintained an exceptionally low level of absence from work, especially at difficult times when the Service was stretched. This was an achievement to be proud of.

The target (KPI 143i) for deaths from fire could not be set at anything other than zero. In recent years the highest number of deaths in a year had been as many as 6. A lot of work had been done to reduce fires by providing smoke alarms but 2 of the 4 properties attended had fitted smoke alarms but due to the actions of people in the houses, the alarms wouldn't have made a difference. The Fire and Rescue Service were building good relationships with social landlords and health services to identify where known drug and alcohol dependants lived and also people with a history of fire setting. Partnership working through Multi Agency Service Hubs was vital to identify those most at risk.

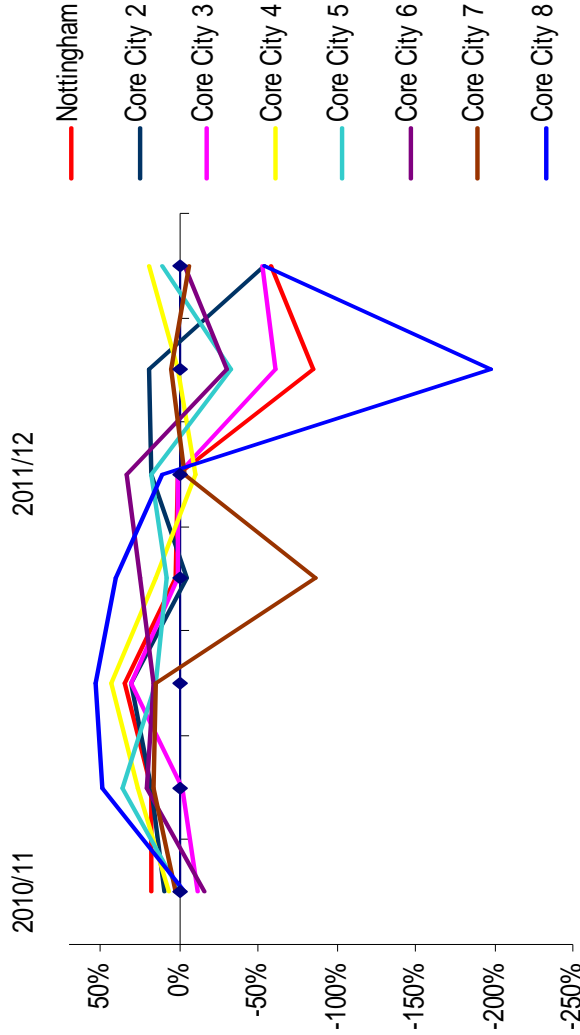
It was also highlighted that there may be many more incidents than the Fire and Rescue Service were aware of as people would deal with incidents themselves and self present at Accident and Emergency.

Councillors thanked officers for the improved presentation format of the information provided.

RESOLVED

- (1) that, in relation to potential summer arson sites, Andrew Pearson contact local councils with regard to their plans, if any, for cutting areas of long grass and scrubland;**
- (2) that future performance reports display both the statistics for the year to date, and the stand alone statistics for the year quarter to be considered;**
- (3) that the Chief Fire Officer arrange for a report outlining the methods and process of calculating and setting targets on previous years statistics, to be submitted to the next meeting;**
- (4) that information on how Nottingham compared to other core cities in relation to deliberate primary fires and deliberate secondary fires, be circulated with the minutes;**
- (5) that the report be noted and the overall performance of the Service continue to be monitored.**

Deliberate Secondary Fires: Direction of Travel 2010/11 - 2011/12



N133b	2010/11			2011/12			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Bristol	9.12%	17.46%	30.53%	-5.41%	17.63%	19.23%	-53.79%
Birmingham	-12.34%	-1.82%	31.09%	0.94%	0.53%	-60.51%	-51.99%
Leeds	6.68%	25.87%	43.02%	15.16%	-10.29%	1.62%	19.80%
Liverpool	-1.03%	36.77%	14.36%	8.61%	18.40%	-33.16%	10.60%
Manchester	-16.69%	20.94%	16.44%	25.49%	33.96%	-29.70%	-3.04%
Newcastle	2.63%	15.76%	14.38%	-86.61%	-3.43%	4.52%	-5.51%
Nottingham	17.38%	18.02%	34.39%	2.96%	0.74%	-84.48%	-58.06%
Sheffield	-2.70%	49.46%	53.11%	40.78%	10.32%	-197.44%	-54.14%

The chart shows the direction of travel (performance relative to previous quarter) over a 2-year period.

Above x axis shows positive performance. Percentages for each Quarter shows by how much performance has improved/worsened relative to previous quarter. (A downward trend above x axis still shows positive performance).

Example: Nottingham City

In Q1 (2011/12), Nottingham City performance was a 0.74% improvement Q1 (2010/11).

Below x axis shows negative performance. Percentages for each Quarter show by how much performance has improved/worsened compared to previous quarter.

Example: Nottingham City

In Q2 (2011/12), Nottingham City performance was 84% down on Q2 (2010/11). In Q3 (2011/12), Nottingham City performance was 58% down on Q3 in the previous year.

Summary: Both Q2 & Q3 figures are down on the previous year, although Q3's underperformance was not as severe as Q2's.

Deliberate Primary Fires: Direction of Travel 2010/11 - 2011/12



	2010/11				2011/12			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bristol	35.23%	20.26%	26.53%	10.19%	11.40%	20.49%	20.49%	19.44%
Birmingham	2.09%	0.47%	26.24%	-6.80%	16.67%	-11.79%	-4.03%	-4.03%
Leeds	22.68%	11.67%	19.21%	-4.50%	3.33%	12.58%	25.87%	25.87%
Liverpool	19.92%	28.51%	9.57%	5.59%	6.34%	-28.83%	16.93%	16.93%
Manchester	32.65%	33.15%	5.85%	22.86%	-8.33%	-26.05%	27.33%	27.33%
Newcastle	27.91%	2.41%	17.65%	17.24%	-12.90%	11.11%	17.14%	17.14%
Nottingham	33.08%	26.19%	36.11%	34.29%	4.49%	-43.55%	21.74%	21.74%
Sheffield	38.60%	8.61%	29.27%	1.64%	11.43%	10.87%	5.17%	5.17%

Nottingham City has recovered from the blip it experienced in Q2 (2011/12) and how performance shows a 21.74% improvement on the previous quarter (2010/11).