



**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

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**Agenda No:**

**Date:** 24 May 2013

**Purpose of Report:**

To report to Members on the business and actions of the Performance Monitoring Committee meeting of Friday 12 April 2013.

## CONTACT OFFICER

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Assistant Chief Fire 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 12 April 2013 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 firstly in receipt of a report providing the Committee with an update on the new approach to monitoring satisfaction of those using the Nottinghamshire Fire and Rescue Service's services and recommending the adopting of it as a new reporting stream. It was resolved:
- that customer satisfaction be adopted as a new reporting stream to the Committee;
  - that the following new performance indicators are adopted by the Committee as a mechanism for scrutiny in 2013/14:
    - (i) % respondents satisfied or highly satisfied with the home safety check service they received;
    - (ii) % respondents that have changed or improved the fire safety measures in their home as a result of the home safety check;
    - (iii) % respondents satisfied or highly satisfied with the emergency service they received.
- 2.3 The Committee was also in receipt of a report which updated on how the Nottinghamshire and City of Nottingham Fire Authority performed in Quarter 3 2012/13, against the previous national indicators (NIs) and key performance indicators (KPIs).
- 2.4 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.
- 2.5 It was resolved 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 **12 APRIL 2013** at Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham from 10.00 am to 10.23 am

**Membership**

Councillor Spencer (Chair)  
Councillor Cooper  
Councillor Fielding  
Councillor Norris  
^ Councillor Rigby

Members absent are marked ^

Present as an observer – Councillor Grocock

**13 APOLOGY FOR ABSENCE**

An apology for absence was received from Councillor Rigby.

**14 DECLARATIONS OF INTERESTS**

No declarations of interests were made.

**15 MINUTES**

**RESOLVED** that the minutes of the last meeting held on 18 January 2013, copies of which had been circulated, be confirmed and signed by the Chair.

**16 CUSTOMER SATISFACTION**

Consideration was given to a report of the Chief Fire Officer, copies of which had been circulated, providing the Committee with an update on the new approach to monitoring

satisfaction of those using the Nottinghamshire Fire and Rescue Service's services and recommending the adopting of it as a new reporting stream.

The report was presented by David Horton, Assistant Chief Fire Officer, who advised the meeting that during 2012, the Nottinghamshire Fire and Rescue Service (NFRS) had commissioned a project to pilot customer satisfaction surveys for Home Safety Checks. The survey included 201 telephone interviews with people who had received home safety checks from May 2011 to May 2012. The questionnaire used in the interviews covered the entirety of the process from initial contact with NFRS to after the delivery of the service.

The results of the survey were very positive and it had provided detailed information about the impact NFRS was having on individuals and how it affected them. This would enable the Service to make amendments to standard operating procedures, the training of staff and the procurement and maintenance of equipment as a result of the feedback received.

## **RESOLVED**

- (1) that customer satisfaction be adopted as a new reporting stream to the Committee;**
- (2) that the following new performance indicators are adopted by the Committee as a mechanism for scrutiny in 2013/14:**
  - (i) % respondents satisfied or highly satisfied with the home safety check service they received;**
  - (ii) % respondents that have changed or improved the fire safety measures in their home as a result of the home safety check;**
  - (iii) % respondents satisfied or highly satisfied with the emergency service they received.**

## **17 PERFORMANCE UPDATE – QUARTER 3 OF 2012/13**

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 Service had performed against the National Indicators (NIs) and Key Performance Indicators (KPIs) in Quarter 3 (Q3) (1 October 2012 – 31 December 2012).

The report was introduced by David Horton, Assistant Chief Fire Officer, who highlighted the following key issues:

- there were 197 (36%) fewer deliberate primary fires in Quarter 3 than the set target. This equated to approximately 1.8 fewer fires per 10,000 population;
- there were 1,248 (55%) fewer deliberate secondary fires in Quarter 3 than the set target. This equated to approximately 11.5 fewer fires per 10,000 population;
- In relation to the Core Cities, when comparing Quarter 3 with the comparable quarter in the previous year, Nottingham City had achieved the greatest % reduction in deliberate secondary fire incidents (58.38%) and achieved considerable % reductions in primary fires (12.43%) and in deliberate primary fires (14.8%);

- regrettably, there had been a primary fire fatality in Quarter 3 in the Selston area. This related a to a lone person with medical conditions;
- when comparing the number of incidents per population in Quarter 3, 2012/13 with Humberside and Bedfordshire, Nottinghamshire had outperformed Humberside in primary fires, deliberate primary fires and deliberate secondary fires and non-fatal casualties;
- Nottinghamshire had also outperformed Bedfordshire in primary fires and deliberate primary fires;
- across the workforce, a total of 1303.5 working days had been lost due to sickness during quarter three. That amounted to an average of 1.83 days per employee and this was above the target figure of 1.56 days per employee per quarter. In response to comments, it was reported that the slight increase in Quarter 3 was in part due to conditions prevalent during winter months such as flu virus and norovirus.

**RESOLVED that the report be noted and the overall performance of the Service continue to be monitored.**

The Chair thanked Councillors and Officers for their support over the last municipal year.