



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: 19 February 2010

Purpose of Report:

To report to Members on the business and actions of the Performance Monitoring Committee meeting of Friday 08 January 2010.

CONTACT OFFICER

Name : Andrew Beale
Deputy Chief Fire Officer

Tel : (0115) 967 0880
Email : andrew.beale@notts-fire.gov.uk

Media Enquiries Contact : Elisabeth Reeson
(0115) 967 5889 elisabeth.reeson@notts-fire.gov.uk

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 08 January 2010 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 receipt of a report which updated on how the Nottinghamshire and City of Nottingham Fire Authority performed in Quarter 2 2009/10, against its 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 A number of high performing areas were highlighted to the Committee, these included:
- NI33a – Deliberate Primary Fires;
 - NI49iii – Non Fatal Casualties;
 - KPI 12i & 12ii – Sickness Wholetime and All Staff;
 - KPI 207 – Fires in Non Domestic Premises.
- 2.6 Additionally, there were a number of areas where performance is currently below target and the Committee were updated on strategies to be put in place to address these issues. The areas concerned relate to:
- N149i – Primary Fires;
 - KPI 142ii – Accidental Dwelling Fires
 - KPI 149i – False Alarms by AFA Non-Domestic;
- 2.7 During the course of discussion, further information was provided to the Committee around KPI 144 (fire and heat damage confined to room (operations), KPI 12i (sickness – wholetime staff), and equal opportunities indicators.
- 2.8 It was resolved that the Quarter 2 performance be noted and the Service's overall performance continue to be monitored. Further, that with regard to

KPI 146i – malicious calls not attended (risk response) – an explanation be included in future reports about the perception that calls not attended were failing to reach target. It was also resolved that a note be sent to Members of the Committee outlining the initiatives being undertaken with the African Caribbean community with regard to increasing the number of entrants to the organisation and in particular the research being undertaken with the African Caribbean community in Nottingham and a fire event in February 2010. Finally, Members requested they be provided with a briefing note explaining the East Midlands national indicators and the comparison with the other four East Midlands Fire and Rescue Services.

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 Gordon Wheeler
CHAIR OF PERFORMANCE MONITORING COMMITTEE

For Note



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

PERFORMANCE MONITORING COMMITTEE

MINUTES

of meeting held on **8 JANUARY 2010** at Fire and Rescue Services Headquarters,
Bestwood Lodge, Arnold, Nottingham, from 10.00am to 10.45 am

Membership

^ Councillor Wheeler (Chair)
Councillor Fielding
Councillor James
Councillor Rigby
Councillor Sykes

Members absent are marked ^

12 APOLOGY FOR ABSENCE

An apology for absence was received from Councillor Fielding.

13 DECLARATIONS OF INTERESTS

No declarations of interests were made.

14 MINUTES

RESOLVED that the minutes of the last meeting held on 2 October 2009,
copies of which had been circulated, be confirmed and signed by the Chair.

15 NEIL COLTON

It was reported that Neil Colton, Head of Response Delivery, was leaving his post
and would be replaced by John Mann.

RESOLVED that Neil Colton be thanked for his contribution to the Service during the last few years and, in particular, for the information he had provided to this Committee and he be wished every success for the future.

16 PERFORMANCE UPDATE – QUARTER 2 2009/10

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 its National Indicators and Key Performance Indicators in quarter 2.

During a lengthy discussion the following additional information was provided:

- (a) Key Performance Indicator (KPI) 144 – Fire and heat damage confined to room (operations) – with regard to informing local communities about the importance of having a night time routine of closing doors and ensuring that electrical equipment was switched off, it was explained that this was done during home safety checks and at specific events. In addition there was a national campaign 'Don't drown in smoke' and a number of local media campaigns including involvement with the Pantomime in Nottingham and the Nottingham Evening Post. Householders were always advised to pre plan an escape route from their house and to have a second in reserve. Work was also being undertaken with key stage 2 school children who were asked to prepare a fire safety plan for their homes and discuss it at school the next day.

Fire Authorities were also working with Building Control services to ensure that all doors and walls had appropriate fire protection. With regard to windows, particularly double glazing, householders were advised to keep the window keys in a secure place but to ensure that they were located on the exit route out of the house.

- (b) KPI 12i – Sickness whole-time staff – the increase in working days lost due to sickness in the quarter was due to the fact that there were 38 long term sick cases, although 30 of these had now returned to work. There was no consistent reason for the sickness and there was confidence that in quarter 3 the results would 'settle down' bearing in mind that, following the roll out of self rostering from April 2009, quarter 1 had shown a 31% drop in absence. The Human Resources and Occupational Health teams continued to work closely with line managers to monitor and manage sickness absence.
- (c) Equal opportunities indicators – the Equality and Diversity Officer outlined the measures being undertaken to improve entrants to the organisation from Black and Minority Ethnic backgrounds which were starting to have an effect. He particularly referred to research being undertaken with the African Caribbean Community and the intensive work with the Pakistani Community and the consultation event at Noel Street Leisure Centre. Tremendous strides had been taken to increase the number of women entrants into the Service and, in particular, reference was made to Local Performance Indicator (LPI) 67d (Women in top 15% of earners) which had increased substantially. Station Manager, Joanne Ward, had been chosen as a role model for a national campaign and would feature in

advertisements and in the press etc. Firm figures for those LPIs currently blank would be available from April 2010.

RESOLVED

- (1) that the improved Quarter 2 performance be noted and the Service's overall performance continue to be monitored;**
- (2) that with regard to KPI 146i – Malicious calls not attended (risk response) - an explanation be included in future reports about the perception that calls not attended were failing to reach target;**
- (3) that briefing notes be sent to Councillors on this Committee:**
 - (a) outlining the initiatives being undertaken with the African Caribbean Community with regard to increasing the number of entrants to the organisation and, in particular, the research being undertaken with the African Caribbean Community in Nottingham and a fire event in February 2010;**
 - (b) explaining the East Midlands National Indicators and the comparison with the other four East Midlands Fire and Rescue Services.**