



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

Date: 28 February 2014

Purpose of Report:

To report to Members on the business and actions of the Performance Monitoring Committee meeting of Friday 24 January 2014.

CONTACT OFFICER

Name : Craig Parkin
Assistant Chief Fire Officer

Tel : (0115) 967 0880

Email : craig.parkin@notts-fire.gov.uk

**Media Enquiries
Contact :** Bridget Aherne
(0115) 967 0880 bridget.aherne@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 24 January 2014 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 was in receipt of a report which updated on how the Nottinghamshire and City of Nottingham Fire Authority performed in Quarter 2 2013/14, against the previous 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 to note the report and continue to monitor the Service's overall performance; that for future reports, more detailed information be provided to Councillors regarding the areas in which incidents were taking place (KPI 206i) and the nature of the businesses and size of premises of non-domestic fires (KPI 207); and that where available, the background information such as neglect contributing to or responsible for serious incident fires.

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 David Smith
CHAIR OF PERFORMANCE MONITORING COMMITTEE



**NOTTINGHAMSHIRE & CITY OF NOTTINGHAM FIRE & RESCUE AUTHORITY -
PERFORMANCE MONITORING COMMITTEE**

**MINUTES of the meeting held at Fire and Rescue Services HQ, Bestwood Lodge,
Arnold Nottingham NG5 8PD on 24 January 2014 from 10:00am to 10:55am**

- ✓ Councillor David Smith (Chair)
- Councillor Ian Campbell
- ✓ Councillor Tony Roberts
- ✓ Councillor Timothy Spencer
- ✓ Councillor John Wilmott

- ✓ Councillor Brian Grocock (as substitute for Councillor Ian Campbell)

- ✓ indicates present at meeting

9 APOLOGIES FOR ABSENCE

None

10 DECLARATIONS ON INTERESTS

None

11 MINUTES

The Committee confirmed the minutes of the meeting held on 18 October 2013 as a correct record and they were signed by the Chair.

12 PERFORMANCE UPDATE QUARTER 2 2013/14

Performance Officer Ruth Dobson, presented the report of the Chief Fire Officer, informing the Committee of how Nottinghamshire and City of Nottingham Fire and Rescue Service (NFRS) performed against National Indicators (NIs), Key Performance Indicators (KPIs) and Local Performance Indicators (LPIs) in Quarters 1 and 2 of 2013/14 (1 April 2013 to 30 September 2013) .

Craig Parkin, Assistant Chief Fire Officer was also in attendance to respond to the Committee's questions.

The following points were highlighted and comments made:

- at 161.00 incidents, KPI 206i, Deliberate Primary Fires Excluding Vehicles, have exceeded the target of 132.00. Councillors for both the City and County Councils are disappointed that, although promoted, more citizens do not take advantage of the free bulky item removal or skip services but are content to pile combustible rubbish next to their homes. Fire Service Officers expressed concern that there has been a significant rise in the import of furniture containing non-fire retardant foam which accelerated the speed and ferocity at which domestic fires spread. It was noted this is being addressed nationally and awareness raising on both issues is to be increased and the support of the Trading Standards Agency is to be sought;
- the two fatalities referred to in NI49ii and KPI 143i had happened in the last quarter but continued to register in this quarter's performance statistics;
- there have been 130.00 fires in Non-Domestic Premises (KPI 207), which exceeded the target of 112.48. The majority of these fires have been identified as accidental and so an initiative is being developed to specifically address this. It is noted that recycling premises, including the incident at Worksop, have caused specific concern which is being addressed through partnership working which includes Local Authorities, the Environment Agency and the Police, on a national as well as local basis;
- the Service is performing well against the sickness absence of both whole time (KPI 12i) and all staff (KPI12ii) with 0.91 and 1.09 respectively against targets of 1.50 and 1.56. These statistics are an improvement on the private sector and work continues to support staff in remaining healthy and able to work;
- customer satisfaction is rated as 100% but, as a new target, it is currently only based on home checks;
- with regard to attracting more women into the service (LPI 067a,b,c) the recruitment drive which had taken place 2 years ago specifically targeted female sporting events including sponsoring a female rugby team which had resulted in a team member joining the service. The target had been exceeded;
- the statistics of East Midlands Performance Improvement Group, compares the performance of the Service with four other local Fire and Rescue services. While NFRS performed slightly below the median in most local indicators, it performed well against other Authorities in the broader family group of 18 authorities against the non-fatal casualties per 100,000 population (KPI49iii);
- when performance is compared against that of the most similar authorities to Nottingham (Bedfordshire and Humberside), Nottinghamshire has performed well on the following NIs:
 - all primary fires (NI49i);
 - non-fatal casualties;
 - deliberate Primary fires;
 - deliberate secondary fires.

However, Nottingham ranked lowest in Fatalities due to Primary Fires, (NI 49ii) as a result of the two deaths in the last quarter;

- against other Core Cities, NFRS:
 - is the only service to have performed better than the previous comparable quarter on deliberate secondary fires;
 - performance was down against the same period last year on primary fires, but had not dropped as sharply and as far as some other Cities;
- NFRS is to approach Core City Authority 4 to enquire about what they do to maintain a steady performance rate, especially when other cities had displayed reduced performance.

RESOLVED

- (1) to note the report and continue to monitor the Service's overall performance;**
- (2) that for future reports, more detailed information be provided to Councillors regarding:**
 - (i) the areas in which incidents were taking place (KPI 206i);**
 - (ii) the nature of the businesses and size of premises of non-domestic fires (KPI 207);**
 - (iii) where available, the background information such as neglect, contributing to or responsible for serious incident fires.**