



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: 26 June 2009

Purpose of Report:

To report to Members on the business and actions of the Performance Monitoring Committee meeting of 17 April 2009.

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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 17 April 2009 are attached to this report at Appendix A. The following summarises the main points of the papers discussed at the meeting.
- 2.2 Firstly, the Committee noted both the minutes of the meeting held on 5 December 2008 and also the notes which were taken at the informal meeting held on 23 January 2009 (as due to unexpected changes of availability, the Performance Monitoring Committee meeting scheduled for this date was not quorate).
- 2.3 The Committee were in receipt of three reports, the first of which outlined a proposed new set of local equalities performance indicators and sought agreement on the adoption of these. Concern was expressed that the recent recruitment process had failed to deliver any applications from the BME community for progression to the next stage. The Committee was assured by Officers that the Regional Management Board had requested that the national recruitment model be independently evaluated to identify any issues which may impact on BME recruitment and that the Committee would be informed of the outcome. It was resolved that the proposed local equality performance indicators and management information be adopted.
- 2.4 Consideration was also given to a report which informed the Committee of the response to the new Operational Assessment Toolkit consultation undertaken by Communities and Local Government. It was resolved that the response and the consultation on the operational element of the future Service inspection regime, be noted.
- 2.5 Finally, the Committee discussed a report updating on how the Nottinghamshire and City of Nottingham Fire Authority performed in Quarter 3 2008/09, against its national indicators (NIs) and best value performance indicators (BVPIs). 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 BVPIs 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.

- 2.6 A number of high performing areas were highlighted to the Committee, these included:
- NI33a – Deliberate Primary Fires;
 - N133b – Deliberate Secondary Fires;
 - NI49i – Primary Fires;
 - BVPI 207 – Fires in Non Domestic Premises.
- 2.7 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:
- BVPI 2b – Quality of Race Equality Scheme;
 - BVPI 11i – Top 5% of Earners that are Women;
 - BVPI 11ii – Top 5% of Earners from Ethnic Minority Communities;
 - BVPI 11iii – Top 5% of Earners with a Disability.
- 2.8 Whilst performance overall was improving, concern was expressed at the high number of false alarm automatic call outs. The Committee was updated on mechanisms currently underway to look to address this particular issue. It was also outlined that investigations were underway to pre-empt the impact on accidental and deliberate fires as a result of the credit crunch and people changing their life styles. Another area of concern was an issue raised by the Audit Commission in relation to failure to pay invoices within 30 days of receipt. The Committee was assured that measures were in place to resolve delays in payment and that the introduction of a new financial system in April 2010 should improve payment times.
- 2.9 The report on the performance in Quarter 3 was noted, and it was further resolved that the Senior Management Team consider what measures could be adopted to reduce and minimise false fire alarm call outs and that the Chief Fire Officer submit a report to the next meeting of the Committee detailing those measures.

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 Malcolm Wood
CHAIR OF PERFORMANCE MONITORING COMMITTEE



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

PERFORMANCE MONITORING COMMITTEE

MINUTES

of the meeting held on **17 APRIL 2009** at Fire and Rescue Services Headquarters, Bestwood Lodge, Arnold, Nottingham, from 10.03 am to 11.00 am.

Membership

Councillor M Wood (Chair)
Councillor J Hemsall
Councillor P Henshaw
^ Councillor J O’Riordan
Councillor T Spencer

Members absent are marked ^

12 APOLOGY FOR ABSENCE

Although not an appointed member of the Committee, an apology for absence was received from Councillor Cottee to whom, an invitation to attend had been extended as lead opposition member.

13 DECLARATIONS OF INTERESTS

No declarations of interests were made.

14 MINUTES

RESOLVED that the minutes of the meeting held on 5 December 2008, copies of which had been circulated, be confirmed and signed by the Chair.

15 NOTES

RESOLVED that the notes of the informal meeting held on 23 January 2009, copies of which had been circulated, be noted.

16 LOCAL EQUALITIES PERFORMANCE INDICATORS

Consideration was given to a report of the Chief Fire Officer, copies of which had been circulated, which outlined a proposed new set of equalities performance indicators.

The Chair expressed concern that the recent recruitment process had failed to deliver any applications from the Black Minority Ethnic (BME) Community for progression to the next stage, but was assured by officers that the Regional Management Board had requested that the National Recruitment Model be independently evaluated to identify any issues which may impact on BME recruitment and that the Committee would be informed of the outcome.

RESOLVED that the proposed Local Equalities Performance Indicators and management information be adopted.

17 OPERATIONAL ASSESSMENT TOOLKIT CONSULTATION

Consideration was given to a report of the Chief Fire Officer, copies of which had been circulated, which informed the Committee of the response to the new Operational Assessment Toolkit consultation undertaken by Communities and Local Government (CLG).

RESOLVED that the response to CLG and the consultation on the operational element of the future Service inspection regime, be noted.

18 PERFORMANCE UPDATE – QUARTER 3 2008/09

Consideration was given to a report of the Chief Fire Officer, copies of which had been circulated, informing members of how Nottinghamshire and City of Nottingham Fire and Rescue Service performed against the National Indicators and Best Value Performance Indicators.

Overall performance was improving, however, members expressed concern at the high number of false alarm automatic call outs and were informed that alarms in some premises were triggered 3 or 4 times a day.

Officers were attempting to liaise with some premises managers to reduce false alarms but were not able to demand specific measures to prevent or reduce false alarm call outs.

Investigations were underway to pre-empt the impact on accidental and deliberate fires as a result of the credit crunch and people changing their life styles.

The figures for vehicle fires had halved from two years ago. This was presumed to be due to the increase in value of scrap metal, but also wet summers and the preventative work undertaken with communities and schools.

Although the performance indicator for sickness levels had been met, the Senior Management Team was to consider a new, simplified, sickness monitoring system.

The failure to pay invoices within 30 days of receipt had been raised by the Audit Commission as an issue. The Chair was assured by officers that measures were in place to resolve delays in payment and that the introduction of a new financial system in April 2010 should improve payment times.

It was noted that there could be a delay in the release of the end of year data on performance due to the national installation of a new incident recording system.

The Chair thanked officers for providing such a detailed report with comparisons to neighbouring Fire and Rescue Authorities.

RESOLVED

- (1) that the Senior Management Team consider what measures could be adopted to reduce and minimise false fire alarm call outs and that the Chief Fire Officer submit a report to the next meeting of this Committee detailing those measures;**
- (2) that the report be noted.**

19 FUTURE MEETING DATES

RESOLVED that the following proposed future meeting dates be noted:

**3 July 2009
2 October 2009
8 January 2010
26 March 2010**