



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

COMMUNITY SAFETY PERFORMANCE FRAMEWORK

Report of the Chief Fire Officer

Date: 27 March 2015

Purpose of Report:

To update Members, as requested at the meeting of the Committee on 9 January 2015, on the performance regime established since the reorganisation of the Community Safety function within Service Delivery.

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1. BACKGROUND

- 1.1 At the meeting of the Policy and Strategy Committee on 7 November 2014 it was confirmed that the Community Safety Committee would receive and consider performance information relating to response, prevention and protection statistics. Where appropriate, relative benchmarking would also be undertaken to provide a richer picture to Members.
- 1.2 The Community Safety Committee has since agreed that performance reporting and scrutiny required the appropriate and timely information to be presented. This change in committee reporting and the reorganisation of the Community Safety function has presented the opportunity to review the Community Safety performance framework.
- 1.3 The review identified how performance reporting could be improved and this report presents an updated framework for Members consideration.

2. REPORT

- 2.1 Scrutiny of performance management is critical role of the Authority, and this report seeks to introduce a new framework to ensure that Members have the opportunity to receive, question and scrutinise performance.
- 2.2 The proposed framework is simple and based on sound performance techniques that gathers rich data, applies problem solving techniques, drives future activity and evaluates and reports the outcomes.

Research, Information and Analysis

- 2.3 By utilising a broad spectrum of internal data going back five years an internal picture can be created, This includes all fires, special service calls, home safety checks, vulnerable person visits and false alarms. This internal picture is enriched further by the inclusion of external data from the partnerships in the City and County. This ensures that wider issues are considered and the opportunity for collaboration is fully explored.
- 2.4 Both sets of data have been analysed and cross mapped to ensure a common information picture. The combined data required analysis wider than fire service data in isolation. For example, the cross agency data to determine risk areas and profiles for road safety.
- 2.5 The new performance management framework will reflect the methodology applied above, analysing the previous quarter's data whilst comparing to the historical data collected. Each of the Community Safety Partnership Areas has been broken down to individual wards or areas aligned to the partnership mapping process for their districts. In most cases areas that have been identified as 'hotspots' for the Service have been mapped to street level.

Problem Solving

- 2.6 Collected data will be analysed, trends identified, comparisons made with partner data and good practice consulted to inform solutions.
- 2.7 Common solutions to broad trends will be shared across the Service, and partnership where appropriate, to support a consistent and more easily measurable approach to maintain good performance. Acute issues identified will receive specific scrutiny from the Services local Community Safety Team to identify short term solutions for those at risk and longer term issues which might require more complex, service wide or partnership solutions.

Evaluation

- 2.8 The Evaluation Officer is an integral part of the internal performance process ensuring that evaluation is embedded and identifying areas for research and development. The Evaluation Officer will provide assurance that appropriate monitoring is in place and common solutions are tracked through to outcomes.

Performance Reporting

- 2.9 The final phase of the performance framework is the reporting of the previous quarter's performance for the City and County to the Community Safety Committee. This gives members the appropriate opportunity to scrutinise performance.
- 2.10 The Service annually undertakes a Service Strategic Assessment which is delivered and incorporated into the County Safer Nottinghamshire Board and the City Crime and Drugs Partnership Strategic Assessments. This will set the priorities and performance indicators for the following year.

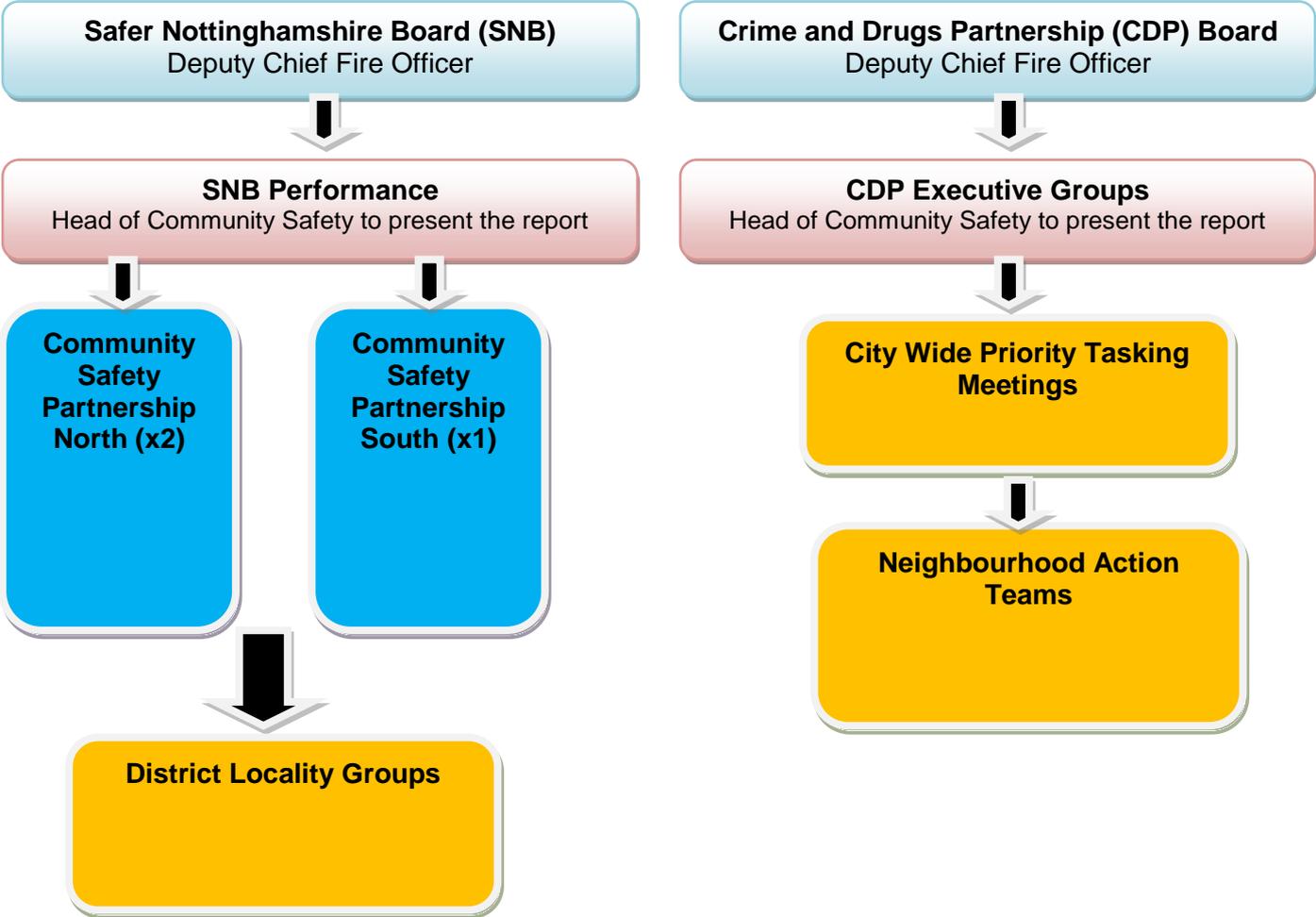
Reporting to Statutory and Local Partnerships

- 2.11 In line with the reporting mechanisms of partnerships meetings, the Service will supply monthly performance data to the Partnership Analyst's to ensure the information is cross mapped with partnership data. This will subsequently be presented to the partners and discussed by the representative Community Safety Group or Station Manager during the partnership performance meetings.
- 2.12 The locality and area based meetings within districts will continue to be represented by the Community Safety Team members responsible for an area. Partnerships have a renewed focus on individuals and families with complex needs rather than geographical areas and the Community Safety Team are now presenting data to the partners to reflect this.

2.13 External Reporting

The diagram below, and appendices A and B, is intended to give members an indication of the performance landscape within which the Service operates. The Service is represented at strategic, tactical and tasking levels.

This ensures that the Service does not operate in isolation, frequently considers the value that can be added to the wider partnership and continually evaluates its own priorities against the latest information available.



Internal Performance Meetings

2.16 The dates of internal performance meetings will align with the Community Safety Committee meetings to ensure the most appropriate flow of information and reports. This will follow a robust process, led by the Head of Community Safety, to ensure that action plans reflect the data and intelligence available from a wide range of sources is focussing and improving performance.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no human resources or learning and development implications arising from this report.

5. EQUALITIES IMPLICATIONS

The Equalities Officer has been informed of the Community Safety Review and has attended review meetings to discuss the recommendations for performance. An equality impact assessment will take into account the current priorities from the City and County Strategic Assessments and the recent reorganisation reported in this paper and will be completed prior and reported to the next Community Safety Committee.

6. CRIME AND DISORDER IMPLICATIONS

Section 17 of the Crime and Disorder Act 1996 places a statutory duty on Local Authorities to consider crime and disorder implications and to do all that it reasonably can to prevent, crime and disorder in its area. By having effective performance arrangements in place, including the appropriate sharing of data, the Service supports the wider partnership to achieve this duty.

7. LEGAL IMPLICATIONS

The Fire and Rescue Services Act 2004, Part 2 Section 6 places a statutory on the Fire and Authority for promoting fire safety in its area. An effective performance framework ensures that community safety plans are appropriately targeted and evaluated to comply with this duty.

8. RISK MANAGEMENT IMPLICATIONS

A performance framework mitigates the risk of unnecessary and uncoordinated community safety activity, therefore maximising impact and the value of work undertaken.

9. RECOMMENDATIONS

That Members endorse the performance management framework proposed within the main body of the report.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

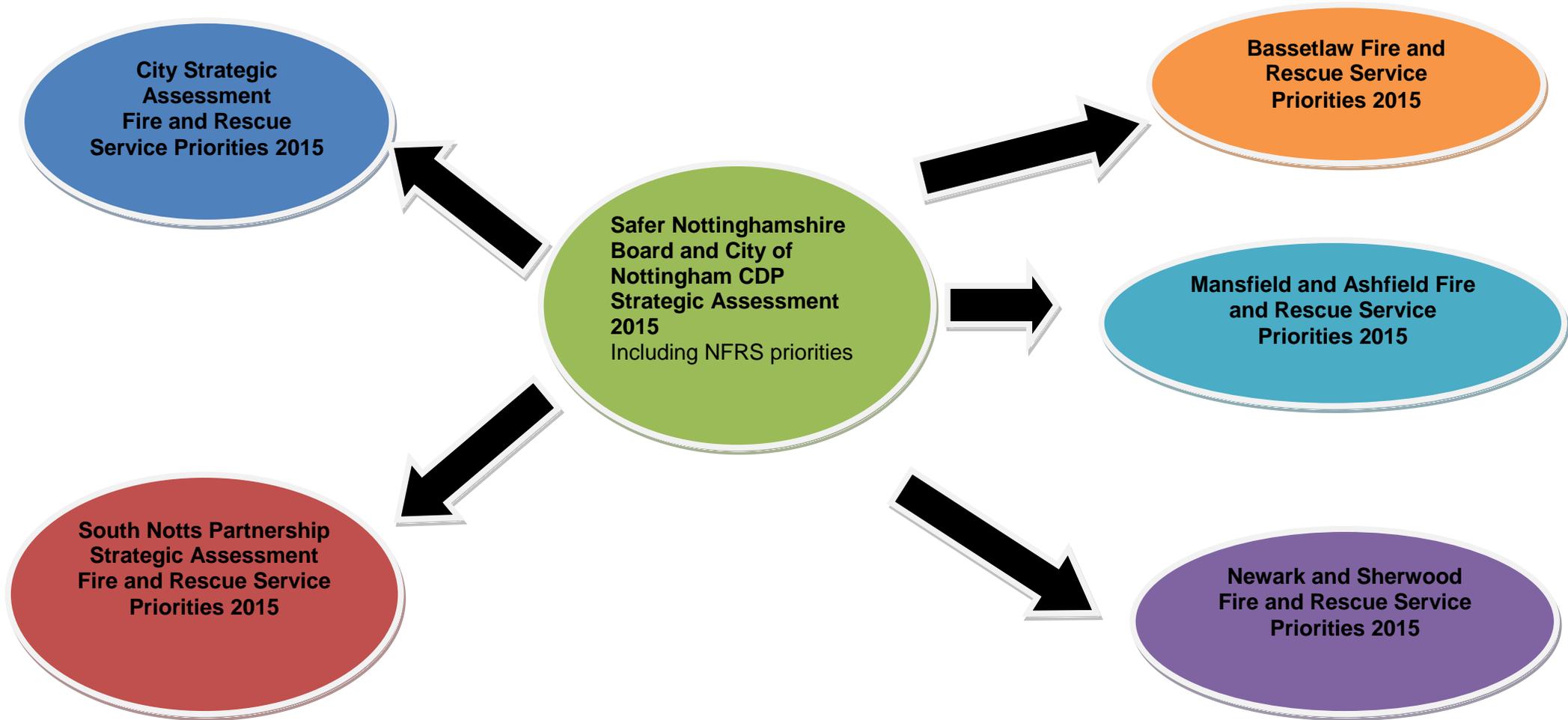
John Buckley
CHIEF FIRE OFFICER

The 2015/16 Performance Cycle

APPENDIX A

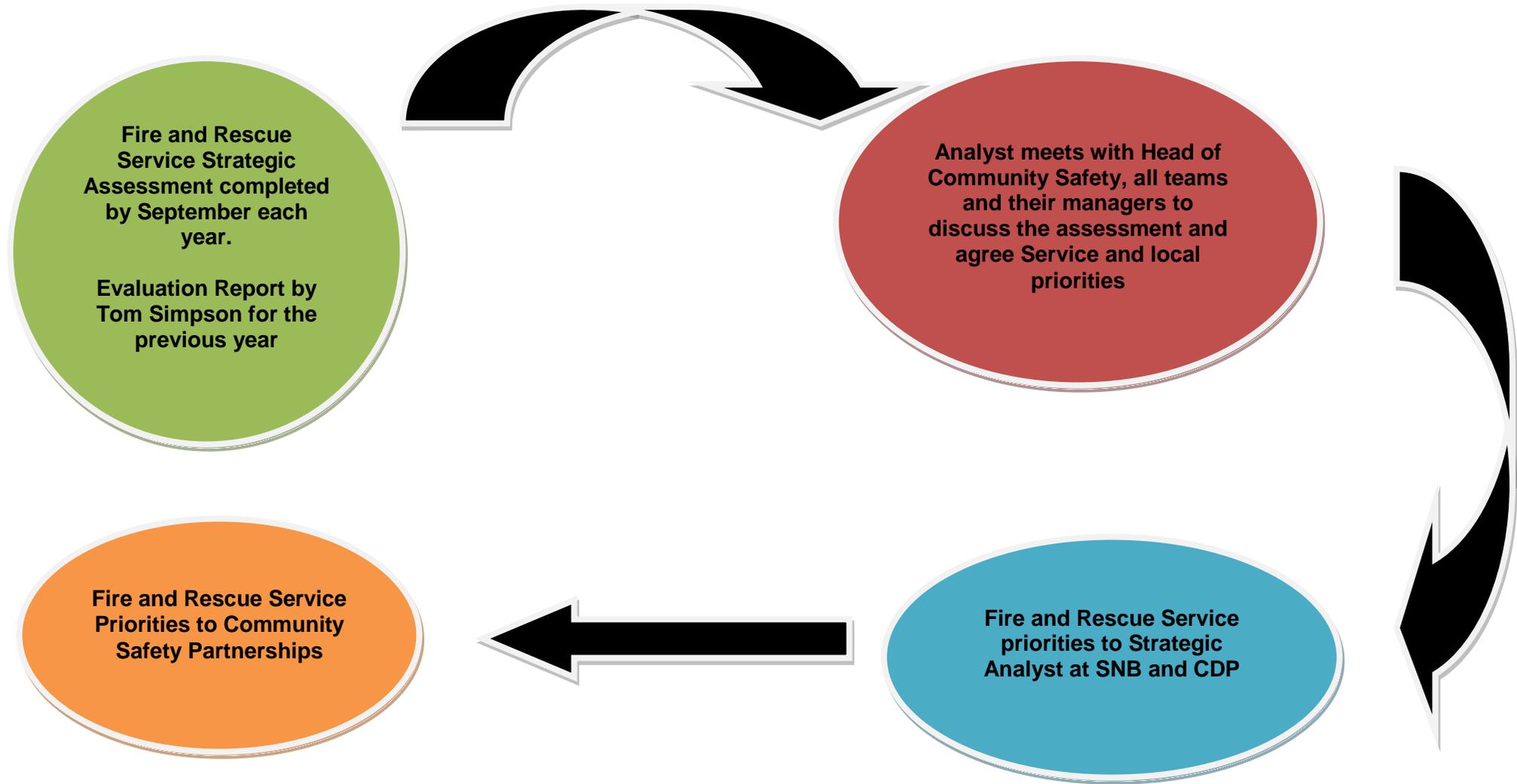
Strategic Assessments

The Service will feed into the Safer Nottinghamshire Board Strategic Assessment and the Crime and Drugs Partnership Assessment (plus individual partnership assessments) for 2015 and then at the end of each year for the subsequent year.



Aligning Performance Information with Strategic Assessments

Priorities for the SNB and Local Strategic Assessment's for the following year will be completed by the Service by September of each year to feed into this process.



The Internal Performance Management Framework

APPENDIX B

