

POLICY AND PERFORMANCE COMMITTEE: 6 July 2015

SUBJECT: End of Year Performance Report 2014/15




REPORT OF THE CHIEF FIRE OFFICER

1 PURPOSE

- 1.1 This report provides the end of year (April 2014 – March 2015) performance of the Authority against the targets for 2014/15. Members of the Policy and Performance Committee are requested to consider and scrutinise the contents of this report and provide comments.

2 PERFORMANCE MANAGEMENT REPORT

- 2.1 The report has been structured to demonstrate the Authority's performance in relation to key performance indicators reflecting organisational priorities.
- 2.2 The report is based on applying performance management against Service wide targets that have been set over a three year period as featured in the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the target set for 2014/15.
- 2.3 In order to reflect the delivery of services and performance at a lower level this report also contains data relating to district performance. Through the provision of such data the Committee will be able to identify any issues which are contributing to the overall performance of the Service and take remedial action if necessary.
- 2.4 Comparative performance is reflected at district level to highlight the performance of each district when compared against each other. In addition, comparison against other metropolitan fire and rescue services (Met FRS) is included where available.
- 2.5 The performance of each indicator (Appendix A) has been colour coded to reflect performance against the end of year target. The following traffic light system has been adopted to highlight the performance related to each of the indicators:

-  Where the target is missed by more than 2.5%, the colour is **red**;
-  Where the projected figure is within -2.5% of the target, the colour is **yellow**;
-  Where the target is achieved the colour is **green**.



Where no target has been set the cell remains **white**

2.6 The report also contains actions based on commentary provided by the relevant head of service. This will enable members of the committee to scrutinise the delivery of services in relation to performance and provide those delivering the services the opportunity to highlight what is being done to improve performance.

3 SERVICE PERFORMANCE 2014/15

3.1 Based on this year's performance data, the Authority is maintaining its overall trajectory of improvement and has met several of its key performance targets. This includes, based on a comparison with 2013/14:

- 19% (11) fewer **Injuries from Accidental Dwelling Fires** ↓
- 18.3% (769) fewer **Deliberate Secondary Fires** ↓
- 17.2% (826) fewer **Deliberate Fires** ↓
- 13% (836) fewer **All Fire Calls Attended** ↓

3.2 Unfortunately targets were missed in other key areas:

- 5.8% (14) more **Malicious False Alarms Attended** ↑
- 3% (75) more **NON DOMESTIC Automatic False Alarms Attended** ↑

3.3 In comparison to other Mets FRSs, TWFRS:

- continue to have the lowest number of fatalities from all fires.
- have the highest number of false alarm calls due to automatic fire alarms in non-domestic premises.
- have the highest number of deliberate fires despite all Met FRS demonstrating a reduction against the previous year's performance.

4 LEGISLATIVE IMPLICATIONS

4.1 This report has no legislative implications.

5 LEARNING AND DEVELOPMENT IMPLICATIONS

5.1 This report has no direct Learning and Development implications.

6 ICT IMPLICATIONS

6.1 This report has no direct ICT implications.

7 FINANCIAL IMPLICATIONS

7.1 This report has no direct financial implications.

8 RISK MANAGEMENT IMPLICATIONS

- 8.1 The data contained within this report is linked to community risk and the deployment of resources. Risk and incident numbers are not the same thing (because risk is inherent in the community), but understanding incidents and those who experience them is key to our strategic planning and operational decision making.

9 STRATEGIC COMMUNITY SAFETY PLAN LINK

- 9.1 The production of the performance report is related directly to the SCSP. The performance measures identified within the performance report are referred to within the SCSP. Performance data is taken into account in the development of the SCSP and IRMP.

10 EQUALITY AND FAIRNESS IMPLICATION

- 10.1 No additional implications are envisaged
- 10.2 The performance report is available in alternative formats and languages upon request.

11 HEALTH AND SAFETY IMPLICATIONS

- 11.1 No additional implications are envisaged.

12 RECOMMENDATIONS

- 12.1 The Committee is requested to:
- Note and endorse the contents of this report, and offer any comments on its content.

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