



# Buckinghamshire & Milton Keynes Fire Authority

<b>MEETING</b>	Executive Committee
<b>DATE OF MEETING</b>	30 July 2014
<b>OFFICER</b>	Mick Osborne, Head of Service Transformation
<b>LEAD MEMBER</b>	Councillor Adrian Busby
<b>SUBJECT OF THE REPORT</b>	<b>Fourth Quarter Public Safety Plan &amp; Corporate Plan 2012-15 Performance Monitoring Report</b>
<b>EXECUTIVE SUMMARY</b>	<p>This report identifies specific areas in the quarterly monitoring of the Authority's Public Safety Plan (PSP) 2012-17, where performance issues have been identified, or notable good practice has been exhibited, and covers the out-turn performance from 1 April 2013 to 31 March 2014.</p> <p>This report addresses our key strategic aims and focuses on - Prevention, Protection and Response. These are underpinned by 6 priorities with 12 targets for monitoring performance against them.</p> <p>Further indicators and targets are being developed in readiness for the reporting year 2014-15 focused upon People and Resources to allow performance monitoring against them. This will provide a holistic view of performance against the Corporate Plan and the five strategic aims overall. A review of our current performance indicators and tolerances for reporting purposes is also underway.</p> <p>Overall performance is good and continues to improve in most areas and early indications since these figures were produced supports this improving trend across areas in exception such as call handling and 1<sup>st</sup> attendance.</p> <p>It can be noted in respect of call handling, that due to continual improvement, these targets were adjusted to be more stretching and were almost met, despite being ambitious.</p> <p>Although there are some areas in exception, the overall trend in respect of people being safe in respect of fire, whether in their homes or at work within BMKFA area, are positive and continue to improve.</p> <p><b>ANNEX A</b> focuses on the five targets that are in exception at end of 4<sup>th</sup> Quarter;</p>

	<ul style="list-style-type: none"> <li>• Killed and Seriously Injured on our Roads</li> <li>• Call Handling</li> <li>• 1<sup>st</sup> Attendance within 10 minutes</li> <li>• 1<sup>st</sup> Attendance within 20 minutes</li> <li>• Malicious False Alarms</li> </ul>
<b>ACTION</b>	Information.
<b>RECOMMENDATIONS</b>	That the Executive Committee acknowledge the out-turn performance against the objectives and targets set in the Public Safety Plan 2013-14.
<b>RISK MANAGEMENT</b>	Members should make use of performance information to assist them in the strategic decision-making of the Authority. Performance management is a contributor to service improvement and to effective prioritisation of resources.
<b>FINANCIAL IMPLICATIONS</b>	None at present.
<b>LEGAL IMPLICATIONS</b>	None at present.
<b>HEALTH AND SAFETY</b>	None at present.
<b>EQUALITY AND DIVERSITY</b>	<p>Where applicable the limited resources we have are being targeted at the most vulnerable based upon collected demographic data and available intelligence. This demonstrates an equitable process based upon risk to all members of the community. Non-domestic and domestic properties are targeted according to their risk thus identifying the most vulnerable in the community.</p> <p>The issue of RDS recruitment and retention identified continues to be addressed with action plans in place.</p>
<b>USE OF RESOURCES</b>	<p><b>Performance monitoring</b> Provision of timely performance monitoring information enabling feedback to members.</p> <p>Future targeting and planning will be based upon the intelligence and performance which will be reported in the upgraded version to Performance Plus "Viper" which will improve the availability of information to all stakeholders. This will continue to develop into the Autumn of 2014 incorporating the Community Safety Strategy and the Strategic Aims; People and Resources, to further enhance the information that is available for decision making.</p> <p><b>Communication with stakeholders</b> Informative and structured performance information incorporating stakeholder contributions.</p>

<p><b>PROVENANCE SECTION &amp; BACKGROUND PAPERS</b></p>	<p><b>Background papers:</b></p> <ul style="list-style-type: none"> <li>• Corporate Plan 2012-15</li> <li>• Public Safety Plan 2012-17</li> </ul>
<p><b>APPENDICES</b></p>	<p><b>Annex A</b> – Quarterly Strategic Performance Monitoring Report – Fourth Quarter 2013-14</p>
<p><b>TIME REQUIRED</b></p>	<p>10 minutes.</p>
<p><b>REPORT ORIGINATOR AND CONTACT</b></p>	<p>Toni D’Souza, Manager - Information Team  <a href="mailto:tdsouza@bucksfire.gov.uk">tdsouza@bucksfire.gov.uk</a>                      01296 744444</p>