



Buckinghamshire & Milton Keynes Fire Authority

MEETING	Overview and Audit Committee
DATE OF MEETING	15 November 2017
OFFICER	Julian Parsons, Head of Service Development
LEAD MEMBER	Councillor Netta Glover
SUBJECT OF THE REPORT	Annual Performance Monitor 2016-17
EXECUTIVE SUMMARY	<p>This paper presents the end of year performance report for 2016-17 which monitors the Authority's progress in delivering the Strategic Objectives set out in the 2015-20 Corporate Plan.</p> <p>This report addresses our key strategic aims and focuses on - Prevention, Protection and Response.</p> <p>The report highlights the following notable performances:</p> <ul style="list-style-type: none"> • Accidental Dwelling Fires have reduced by 16%; • Fire related fatalities and injuries have reduced; • Over 90% of our customers are very satisfied with our services; • Average attendance times have reduced; • We remain the lowest precepting combined fire authority in the country; • There has been a slight increase in deliberate primary fires, though overall the number are still low; • There has been an increase in the number of false alarms attended, which is to be expected with the associated increase in the number of new developments in Buckinghamshire and Milton Keynes.
ACTION	Noting.
RECOMMENDATIONS	That the out-turn performance against the outcome measures specified in the Corporate Plan 2015-20 be noted.
RISK MANAGEMENT	Performance and risk information is designed and presented to assist the Authority with strategic decision-making through understanding the communities we serve and associated risk profiles. Performance management information is a major contributor to service improvement and to the

	effective prioritisation of resources.
FINANCIAL IMPLICATIONS	None at present.
LEGAL IMPLICATIONS	None at present.
CONSISTENCY WITH THE PRINCIPLES OF THE DUTY TO COLLABORATE	This report references collaborative work-streams based upon the Authority's collaborative principles where this is deemed appropriate.
HEALTH AND SAFETY	No issues identified from this report.
EQUALITY AND DIVERSITY	<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 in terms of fire and health, thus identifying the most vulnerable in the community.</p> <p>Challenging outputs and outcomes will ensure that we obtain a clear understanding of the communities that may be impacted through under-performance.</p> <p>As a result of undertaking an Integrated Impact Assessment it has been identified that further work can now be undertaken to assess the impact and effectiveness of our performance in relation to protected groups and others. This will then be used to inform the development of our risk management strategies.</p>
USE OF RESOURCES	<p>Performance monitoring Identifying the appropriate process that enables challenge against outputs and outcomes of the strategic aims and objectives that supports further understanding of our communities and their resource requirements.</p> <p>Communication with stakeholders Informative and structured performance information incorporating stakeholder contributions.</p>
PROVENANCE SECTION & BACKGROUND PAPERS	<p>Background papers:</p> <ul style="list-style-type: none"> • Corporate Plan 2015-20 • Public Safety Plan 2015-20
APPENDICES	<p>Annex A presents a summary of performance with associated graphs.</p> <p>Annex B presents the balanced scorecard (Prevention, Protection, Response and Finance) that supplements the annual performance monitor.</p>

TIME REQUIRED	10 minutes.
REPORT ORIGINATOR AND CONTACT	Toni D'Souza, Manager – Data Intelligence Team tdsouza@bucksfire.gov.uk 01296 744444