



Buckinghamshire & Milton Keynes Fire Authority

MEETING	Overview and Audit Committee
DATE OF MEETING	14 November 2018
OFFICER	Julian Parsons, Head of Service Development
LEAD MEMBER	Councillor Netta Glover
SUBJECT OF THE REPORT	Annual Performance Monitor 2017-18
EXECUTIVE SUMMARY	<p>This report provides an overview of annual progress in relation to the Authority's 2015-20 Corporate Plan objectives and covers the out-turn performance from 1 April 2017 to 31 March 2018.</p> <p>It 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"> • Non-domestic primary fires continued to reduce - 31% over five years; • BFRS attends 10% fewer incidents per 1000 population compared with the average of all other fire and rescue services; • The Authority continues to maintain the lowest Council Tax precept of any combined fire authority; • BFRS is one of the most cost effective services when it comes to cost per incident. The average is £4027 and BFRS is £3104; • BFRS has still managed to maintain its attendance times and they are the same as they were five years ago, whilst most Services are experiencing an increase; • Despite an increase in Accidental Dwelling Fires during 2017/2018, a positive overall trend continues; • Post incident surveys that were returned from non-domestic property incidents resulted in 100% of respondents being satisfied with the service provided by BFRS (94% were very satisfied & 6% fairly satisfied).
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 that we serve and, their 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>

<p>PROVENANCE SECTION & BACKGROUND PAPERS</p>	<p>Background papers:</p> <ul style="list-style-type: none"> • Corporate Plan 2015-20 • Public Safety Plan 2015-20
<p>APPENDICES</p>	<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> <p>ANNEX C Full balance scorecard</p>
<p>TIME REQUIRED</p>	<p>10 minutes</p>
<p>REPORT ORIGINATOR AND CONTACT</p>	<p>Toni D’Souza, Manager – Data Intelligence Team tdsouza@bucksfire.gov.uk 01296 744444</p>