

Governance, Audit and Scrutiny Committee
7 March 2016

Report by the Corporate Planning
and Performance Manager

**SERVICE PERFORMANCE AND RISK REPORT
3rd QUARTER 2015 - 2016**

1st October 2015 – 31st December 2015

REPORT EXECUTIVE SUMMARY

This report provides information relating to the Service's Performance and Risk Framework.

Report Highlight Summary Table

Strategic Risks	
Reduction in external financial support	No change in risk.
Emergency Services Mobile Communications Programme (ESMCP)	No change in risk.
East Coast and Hertfordshire Control Room Project	No change in risk
Review and Development of Protective Security	No change in risk
Prevention Performance	
Accidental Dwelling Fires	18% below 3 year average.
Other Accidental Fires (exc. Vehicles)	4.5% below 3 year average.
Deliberate Primary Fires	13% above 3 year average.
Deliberate Secondary Fires	2% above 3 year average.
Number of Automatic Fire Alarms	4.6% below 3 year average.
Fatalities	3 fatalities (aspirational target 0)
Injuries	22 injuries (aspirational target 0)
Response Performance	
First engine response	8.24% better than target
Second engine response	10.77% better than target
Strategic Projects	
Project updates	<ul style="list-style-type: none"> All on track except for the ARK. A Post Implementation Review has been carried out on the 2014 OEP outcomes and is due for publication.

RECOMMENDATIONS

1. That Members consider the report's detail and provide an assurance as to the Service's proactive approach to performance and risk management.
2. That Members consider the report and make any recommendations to the Fire Authority as necessary.

BACKGROUND

3. Regular performance and risk reviews are undertaken internally to jointly review any issues at Corporate Management Team (CMT), and Project level. CMT provide the oversight of projects and therefore there are two levels of risk register, one for Strategic Risks and separate registers for individual projects.
4. The ownership of performance and risk is detailed below:-

Corporate Management Team	Risks on the Strategic Risk Register
CPUs/Sections	Local Performance Indicators
Project Owners	Specific Project Risks and issues/performance against project milestones.

5. The Corporate Management Team in conjunction with the Corporate Planning and Performance Manager provides an internal scrutiny function for strategic risks and Service Performance Indicators.
6. All performance and risk information is managed through automated systems which enable managers at all levels to have access to information which is as up to date as possible, and in many instances is live information.
7. The Strategic Risk Register is publically accessible via the Service website www.humbersidefire.gov.uk in the "Authority Documents" section under "Corporate Risk Management". Members can also view the action plans relating to any performance or identified risks electronically at meetings through the Corporate Information Portal.
8. The detail of all performance can be seen at Appendix 1. SPI 2.2 and 2.4 are red in this quarter. A Service arson briefing has been created to ascertain any patterns which would indicate why those SPIs are still red in the third quarter. There has been an increase in vehicle fires in Hull and this is being addressed by a working group, led by Humberside Police, focusing on criminal damage.

There has been a noticeable decrease in SPI 2.3c (down by 15.4%) which means it is no longer red and is now below the three year average. This is as a result of action plans carried out with partner agencies in the affected areas. There has been little change in SPIs 2.3a and 2.5 both of which are under the three year average.

STRATEGIC PLAN COMPATIBILITY

9. This report supports the delivery of all of our Strategic Objectives in the most effective and efficient way and is a key part of the underpinning Governance Framework.

FINANCIAL/RESOURCES/VALUE FOR MONEY IMPLICATIONS

10. Any area of improvement in performance without an increase in resources adds value for money and the proactive management of risks is important to ensure financial stability.

LEGAL IMPLICATIONS

11. None arising directly.

EQUALITY IMPACT ASSESSMENT/HR IMPLICATIONS

12. None arising.

PERFORMANCE AND RISK MANAGEMENT IMPLICATIONS

13. The report details the information for Members to provide assurance as to the proactive management of performance and risk by the Service.

HEALTH AND SAFETY IMPLICATIONS

14. Performance against the second engine response standard directly contributes to the Health and Safety of operational crews.

COMMUNICATION ACTIONS ARISING

15. None arising.

DETAILS OF CONSULTATION

16. None applicable.

BACKGROUND PAPERS AVAILABLE FOR ACCESS

17. Action plans relating to all areas of identified risks or under performance.

RECOMMENDATIONS RESTATED

18. That Members consider the report's detail and provide an assurance as to the Service's proactive approach to performance and risk management.
19. That Members consider the report and make any recommendations to the Fire Authority as necessary.

P HAYDEN

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PH
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