

For Publication

Bedfordshire Fire and Rescue Authority
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SUBJECT: PERFORMANCE REPORT FOR END OF QUARTER ONE (2023-24)

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Background Papers: Previous quarterly updates [Fire Authority - Modern Council \(moderngov.co.uk\)](http://moderngov.co.uk)

Appendix	Title	Protective Marking
1	Quarter 1 Performance Report	None

Implications

This table provides a short statement of the impact of the recommendations in this report and/or a reference to the relevant paragraph/s in the report.

Will this report affect any of the following?

	Yes / No	Impact / Reference
Financial Implications	No	Any adjustments to budgets as a result of this paper will be discussed and cost implications reported to Members in line with our Members Handbook and governance arrangements.
Risk Management	Yes	Our Corporate Risk Register is reviewed monthly by officers and a quarterly update presented to the Audit and Standards Committee.

Legal Implications	No	Our performance is reported in line with the Fire Service Act 2004 and Fire and Rescue Service National Framework 2018.
Privacy and Security Implications	No	Performance reports are produced in line with GDPR and information security legislation. There are no privacy issues or security implications from this report.
Duty to Collaborate	No	The <u>Policing and Crime Act 2017</u> requires the Authority to consider opportunities for collaboration with the police and ambulance services.
Health and Safety Implications	No	Health and safety performance implications are discussed at the Health and Safety Steering Group. Any serious implications for staff and third parties will be reviewed by the Health and Safety Manager and reported to Members.
Equality, Diversity and Inclusion	No	Where performance affects people with protected characteristics under the Equality Act 2010, we will give due regard to the public sector equality duty. A People Impact Assessment (PIA) is produced for all Projects, Strategies and public events. The purpose of a PIA is to support consideration of equality and diversity issues in the design, development and delivery of activity, change, projects, procedures, guidance and technical notes across the Service.
Environmental Sustainability	No	The Natural Environment and Rural Communities Act 2006 requires that a public authority must, in exercising its functions, have regard, so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity. Consider the impact of the proposals on climate change, harmful emissions, consumption of resources and sustainability. The Environment Bill which is scheduled to gain Royal Assent in Autumn 2021 creates a new enforcement regime overseen by the Office for Environmental Protection if a public authority has allegedly failed to comply with environmental law.
Consultation and Communication	No	Our approach to Communications and Engagement is set out in our Comms and Engagement Strategy. This includes our principles of consultation.

PURPOSE:

To present a summary of organisational performance at the end of the first quarter of the 2023-24 financial year.

RECOMMENDATIONS:

That Members:

1. Consider the Service's performance, contained within appendix 1, against the published standards within the Community Risk Management Plan and the wider corporate Key Performance Indicators.

1. Background

- 1.1. Both operational and corporate performance is monitored and managed internally via the regular Corporate Management Team (CMT) meeting.
- 1.2. The Key Performance Indicators (KPI) and targets included within the report attached reflect those established as part of the Authority's 2023/24 planning cycle, and in support of the current strategic aims set out in the Authority's Community Risk Management Plan 2023-2027 (CRMP).
- 1.3. One of the strategic priorities set out in the CRMP is to enable better access to data and performance insight as doing so will help empower staff to greater ownership for delivering performance improvements at a local level. To support this strategic priority, the Service is undertaking a comprehensive review of how it captures and utilises the broad range of risk and performance data available.
- 1.4. Performance data is collected from the Incident Recording System (IRS) and internal databases such as iTrent, Protection and Home Fire Safety Visits database. For a variety of reasons some records take longer than others to upload to the IRS and other databases and therefore totals are constantly being amended (by relatively small numbers). The performance report therefore represents a 'snapshot' based upon the best information available at the point in time this report was prepared.

2. Performance Report Template

- 2.1. During 2022/23 the FRA tasked Officers with reviewing the way performance data is presented.
- 2.2. A working group was formed to review the reporting template which considered accessibility and the depth of data presented in areas where improvement was required.
- 2.3. An update was provided to the Executive Committee on Tuesday 14th March 2023. The update included a presentation that described the issues with existing reporting, provided examples of benchmarking and proposed a new way to show performance data which would improve performance scrutiny.
- 2.4. Officers created options for the new reporting template, which were presented to the Executive Committee on Thursday 21st September 2023.
- 2.5. The report in appendix 1 is presented in the new template for performance reporting.

3. Reporting by exception and data methodology

- 3.1 The report presents areas for specific scrutiny with commentary but also includes overall performance in summary.
- 3.2 Where possible, Officers will provide comparable national datasets to evidence where the service fits within national benchmarking. This is only possible where the service target conforms to national KPI definitions.
- 3.3 Where national comparators are not available or relevant, Officers will seek to present trend analysis so Members and the public can easily track service performance.

4. Implications

- 4.1 All performance is managed through CMT therefore any areas of improvement will be disseminated through CMT to teams or programme and project boards to seek assurance and evidence of improvement.

- 4.2 Material changes in organisational activity will be captured in specific plans, e.g., On Call Improvement Programme or through the Service HMICFRS Action Plan.
- 4.3 Any implications will therefore be captured in the change process for specific areas or initiatives and presented via the most appropriate governance framework for the size and impact of the change.

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