

For Publication

Bedfordshire Fire and Rescue Authority  
Executive Committee  
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**SUBJECT: PERFORMANCE REPORT TEMPLATE**

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**Background Papers:** [Agenda item - 2023/24 KPIs Update | Bedfordshire Fire and Rescue Service \(moderngov.co.uk\)](#)

Appendix	Title	Protective Marking
1	Quarterly report template option 1	
2	Quarterly report template option 2	

### 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.

	Yes / No	Impact / Reference
Financial Implications	No	There are no financial implications.
Risk Management	No	Our Corporate Risk Register is reviewed regularly, 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. Improvements in reporting presentation mitigates accessibility issues.
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	There are no Health and Safety implications related to this paper.
Equality, Diversity and Inclusion	Yes	This paper seeks to address short comings of previous reporting templates related to accessibility.
Environmental Sustainability	No	There are no environmental or sustainability issues related to the proposals contained within the report
Consultation and Communication	No	There are no issues that impact this report

## **PURPOSE:**

To seek support from the FRA to adopt a new style and presentation of performance reports to enhance accessibility and to ensure Members are able to consider and challenge Service performance effectively.

## **RECOMMENDATIONS:**

That Members:

1. Consider the performance report template changes proposed within the paper.
2. State the preferred template for future reports.
3. Provide any further observations of the template to be considered for future reports.

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## 1. Background

- 1.1. During 2022/23 the FRA tasked Officers with reviewing the way performance data is presented.
- 1.2. 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.
- 1.3. An update was provided to the Executive Committee on Tuesday 14<sup>th</sup> 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.
- 1.4. Officers have now created options for the new reporting template, which are contained within this paper.

## 2. Limitations of the paper

- 2.1. This paper considers the style and data to be included in future performance reports.
- 2.2. This paper does not seek to propose new targets as this will be done through the conclusion of internal development work and a workshop with Members before the end of the financial year. Any proposed changes to targets will be brought to the Fire Authority for consideration and approval before moving to public consultation.
- 2.3. Final approval on any proposed changes remains the decision of the Fire Authority following public consultation and papers to inform such a decision will be presented during 2024.

## 3. Drivers for change

- 3.1. The existing performance report template was reviewed by officers to consider accessibility concerns.
- 3.2. Feedback from members of the Neurodiversity Staff Network group raised issues with the ease of which the report could be read. Further issues were raised regarding the inaccessibility for readers with colour vision deficiency.

- 3.3. Feedback from Members regarding the ability to track performance over time and easily compare historical performance against current performance was also considered.
- 3.4. Members also commented on the ease of which commentary can be considered alongside performance as the extant template presents these two aspects separately.
- 3.5. Critical feedback from Members was the need for benchmarking data against other comparable services or against national benchmarking where 'per 100,000' or equivalent metrics were available and relevant to the debate.
- 3.6. Examples of national comparisons were presented during the previous update to the Executive Committee, specifically highlighting the KPIs for fire control. This illustrated that the Service is currently a major outlier in terms of an overly ambitious and unachievable group of targets based on 'catch all' general measures that have not kept pace with either the service policies or the diversification of call types.
- 3.7. Surfacing these inconsistencies would not have been discovered had the national benchmarking not taken place. This bolstered the case for reporting on benchmarking where relevant and available.

#### 4. Proposed options

- 4.1 Contained within the appendices are two versions of the performance report for Members to consider.
- 4.2 Option one continues to group performance based on thematic or professional areas within the service. E.g., Prevention, Protection and Response.
- 4.3 Option two considers poor or developing performance first and collates all on track performance indicators for information.
- 4.4 Both report types are built based on addressing concerns and feedback.

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