

Purpose: Noted

Date 25 July 2017

Title PERFORMANCE REPORT

Report of Chief Officer



**HAMPSHIRE
FIRE AND
RESCUE
AUTHORITY**

EXECUTIVE SUMMARY

1. This report provides an update on how the Authority performed against its key performance indicators and the delivery of the Service Plan priorities in the financial year 2016/17 (April to March).

BACKGROUND

2. Performance management is an important element within our governance framework. It helps us review our progress against our plans. The Service's Performance Board reviews our performance on a regular basis as does the Service Management Team.

PERFORMANCE MEASURES

3. The Performance Report in appendix A provides members with a summary of the number and type of incidents that we attend. It then reports against our 'Core Measures' which we use to help measure our performance and the impacts of the improvements we are making to reduce and mitigate risk. These measures include sickness and financial performance. Each graph is accompanied by a commentary on the performance.
4. 'Optional' Measures are those that provide us with a focus on the impacts of key programmes. These are subject to change over time. The current measures are designed to relate to our Service Delivery Redesign programme. It should be noted that the programme is currently being implemented. We want to monitor the performance, but do not expect to see the benefits until the work progresses further. The graphs detail the target set for the measures.
5. Benchmarking our performance demonstrates that the Authority performs well compared to other Fire and Rescue Services.

SERVICE PLAN PERFORMANCE

6. Appendix B provides Members with a summary update on progress against some of the actions we are taking to deliver the priorities within the Hampshire Fire and Rescue Service Plan (2015-2020). We are currently reviewing and refreshing the Plan to ensure that it remains up to date. A report will be presented to the Authority proposing amendments in October 2017.

SUPPORTING OUR SERVICE PLAN AND PRIORITIES

7. Monitoring and reviewing performance will help to ensure that we continuously improve and meet our priorities and aims.

RESOURCE IMPLICATIONS

8. There are no additional resource implications from the contents of this report.

LEGAL IMPLICATIONS

9. There are no legal implications of the contents of this report.

PEOPLE IMPACT ASSESSMENT

10. The proposals in this report are to be considered compatible with the provisions of equality and human rights legislation.

RISK ANALYSIS

11. Failure to regularly report on and scrutinise our performance could result in appropriate action being taken to address reducing or poor performance which may affect the outcomes for our communities. The information may, in some cases, indicate increasing (or reducing) risks for the Authority. Consideration of the progress reports is therefore an important process within the Authority's risk management strategy. It ensures that Members are aware of any problems (including any resource implications) associated with achieving the improvements set by the Authority, and the priority given to eliminating or mitigating any implied or specific risks.

RECOMMENDATION

12. That the Authority reviews the performance detailed in appendices A and B and notes the strategies for improvement.

APPENDICES ATTACHED

Appendix A - Performance Report
Appendix B – Service Plan Performance Update

BACKGROUND PAPERS

13. Hampshire Fire and Rescue Service Plan 2015-2020

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