

AGENDA ITEM 4

Essex Police, Fire and Crime Panel	EPCP/10/19
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Essex County Fire and Rescue Service Performance and Assurance Framework

Report by the Police, Fire and Crime Commissioner to the Panel

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1. Purpose of the report

- 1.1 The purpose of this report is to share with the Police, Fire and Crime Panel the ongoing work on the proposed new Performance and Assurance Framework for the Essex County Fire and Rescue Service (ECFRS).

2. Recommendation

- 2.1 That members of the Police, Fire and Crime Panel review and comment on the proposed new Performance and Assurance Framework for the Essex County Fire and Rescue Service, prior to its approval by the Police, Fire and Crime Commissioner and implementation with effect from Quarter 1 reporting for 2019/20.

3. Background

- 3.1 The Essex County Fire and Rescue Service has reviewed its Performance and Assurance Framework following the publication of both the county's and the country's first Fire and Rescue Plan, which was endorsed by the Panel in February 2019. The objective of the review has been to ensure that the service can monitor and report on its performance in delivering the Fire and Rescue Plan, whilst also continuing to monitor performance against the current Integrated Risk Management Plan (IRMP) 2016 - 2020.
- 3.2 The Fire and Rescue Plan sets out the strategic, high level outcome measures that the Essex County Fire and Rescue Service is tasked with achieving. Each strategic outcome measure is supported by a second tier of operational measures which will provide context to performance against

the strategic measure. The proposed suite of primary and secondary performance measures is attached at Appendix A.

- 3.3 Achievement of these measures will be monitored by the service's newly established Continuous Improvement Board and will be reported quarterly to ECFRS's Service Leadership Team (SLT), the Police, Fire and Crime Commissioner's Performance and Resources Board and to the Police, Fire and Crime Panel. The Commissioner will also continue to receive monthly highlight and exception reports via his Performance and Resources Board. An end of year performance report will continue to be submitted to both the Performance and Resources Board and the Police, Fire and Crime Panel.
- 3.4 Targets will only be set where it is appropriate to do so. Performance against each of the measures will be monitored in one of three ways:
- Targets* – Evaluating performance against agreed target values;
Monitoring - No targets will be set, but data and associated narrative will be provided for monitoring purposes, or
Tolerance – Performance will be evaluated compared with upper and lower tolerance levels, based on the last three years' performance outturns as well as benchmarking and other intelligence.
- 3.5 Development of the framework remains a work in progress at this stage, with the service's Performance and Data Team continuing to liaise with managers across the organisation to identify the owners of each measure and to review local performance trends and national benchmarking in order to inform target and tolerance setting where appropriate. Where targets are to be used, these are to be set by the end of June 2019. The framework will continue to be reviewed throughout the year, both as part of the embedding of the new Fire and Rescue Plan performance measures and also as the service begins to formulate its new IRMP.
- 3.6 Beneath this level, the service's Performance and Data Team will continue to make performance data available monthly at a group / departmental as well as station / team level. This will ensure that performance continues to be monitored across all functions within the service.
- 3.7 It is proposed that performance reporting for Quarter 4 2018/19 and for the full 2018/19 financial year be completed using the existing performance framework, with reporting for Quarter 1 2019/20 onwards to be aligned to the new Performance and Assurance Framework.

4. Background Papers

Fire and Rescue Plan 2019 – 2024 (available at <http://www.essex.pfcc.police.uk/wp-content/uploads/2019/03/ECFRS-Fire-and-rescue-plan-190313-WEB.pdf>)

Integrated Risk Management Plan (IRMP) 2016 – 2020 (available at [http://www.essex-fire.gov.uk/ img/pics/pdf_1550238181.pdf](http://www.essex-fire.gov.uk/img/pics/pdf_1550238181.pdf))

Appendix A – Proposed primary and secondary performance measures