

ESSEX FIRE AUTHORITY

Essex County Fire & Rescue Service



MEETING

**Audit, Governance & Review
Committee**

AGENDA ITEM

10

MEETING DATE

22 April 2015

REPORT NUMBER

EFA/042/15

SUBJECT

Organisational Performance Reporting

REPORT BY

Director of Human Resources and Organisational Development
Lindsey Stafford-Scott

PRESENTED BY

Director of Human Resources and Organisational Development
Lindsey Stafford-Scott

SUMMARY

To provide Members of the Audit, Governance and Review Committee with an update on the Service's Performance Reporting

Recommendations

Members of the Audit, Governance and Review Committee are asked to note that performance reporting is currently paused for one month while work is undertaken to resolve data issues within the mobilising system, electronic rota book (staff availability system) and the incident recording system.

Background

The implementation of the new mobilising system in January 2015 has resulted in the Service experiencing data issues that are having a serious impact on the performance reporting procedure and the ability to report complete performance data. Due to the level of data issues the organisation is experiencing Officers have decided that performance reporting should pause as it is not possible to report accurately on incomplete information.

There have been multiple occasions where the interface to the incident recording system (IRS) from the mobilising system has been unavailable and pre-population of IRS records has not occurred. As a result there are delays in the completion of some IRS records and at the time of writing data from 232 incidents is outstanding.

In addition, from 28 March the Service moved back to the previous mobilising system for a temporary period, requiring some data to be re-keyed between systems. The Control Project Team is carrying out a scoping exercise to calculate the resource required to manually populate the IRS with all required incident data during this period.

A separate report on appliance availability will be presented at the meeting for the period January 2014 to December 2014. There is a risk that some of the detailed information used for 2014 will not be available for the first quarter of 2015 because of the data issues, although it is expected that some of the data issues will be addressed in the next release of the mobilising software being installed during April 2015.

Although some call handling data is available there is currently no way of defining which call data relates to emergency calls and which relates to other calls handled by the Control room. The Performance and Data Team will investigate whether a 'work around' can be put in place but it is likely that this will involve extracting and joining data from the incident recording system and the mobilising system to enable reporting. This would not be sustainable month on month and a permanent solution to providing the necessary data is being sought.

Essex County Council had ceased entering 2015 data on those killed or seriously injured on the County's roads to deal with a backlog of 2014 data. The Performance and Data Team expect to be able to recommence reporting for this measure for the year-end report.

RISK MANAGEMENT IMPLICATIONS

The risk of not setting and reviewing its strategy and supporting performance measures is that resources might not be aligned to areas of priority, and that risks, both current and emerging are not responded to.

FINANCIAL, LEGAL, EQUALITY & ENVIRONMENTAL IMPLICATIONS

There are no other direct implications related to this report.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985	
List of appendices attached to this paper:	
List of background documents (not attached):	
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