

Future Performance Management for Audit, Governance and Review

5 October 2016



To explore the development of more meaningful set of KPI's that deliver assurance to members and senior leaders that we are delivering against our strategy

To timetable Performance reporting so the report can inform SLT for value add and evidence before it is presented to Members

Propose a new reporting timetable

Ensure Member involvement in the process



To demonstrate how we are doing by:

- In depth analysis into trends
- Modelling best practice
- Benchmarking against Family Group & others



Questions we need to answer

Have our measures adapted to wider change?

Is the process adding value?

Does the process lead to improvement?



Lessons from Existing arrangements

Targets can lack context and are statistics focused

Lacking clarity on individual/station performance contribution

Remote from workforce, therefore not motivating

Timetable of reporting too close to data capture point

“Can’t see the wood for the trees”



Times of change require a different philosophy

More sophisticated targets and metrics

Effective benchmarking

Harnessing governance oversight and members expertise

Dynamic and adaptive to address collaboration and 2020 change processes

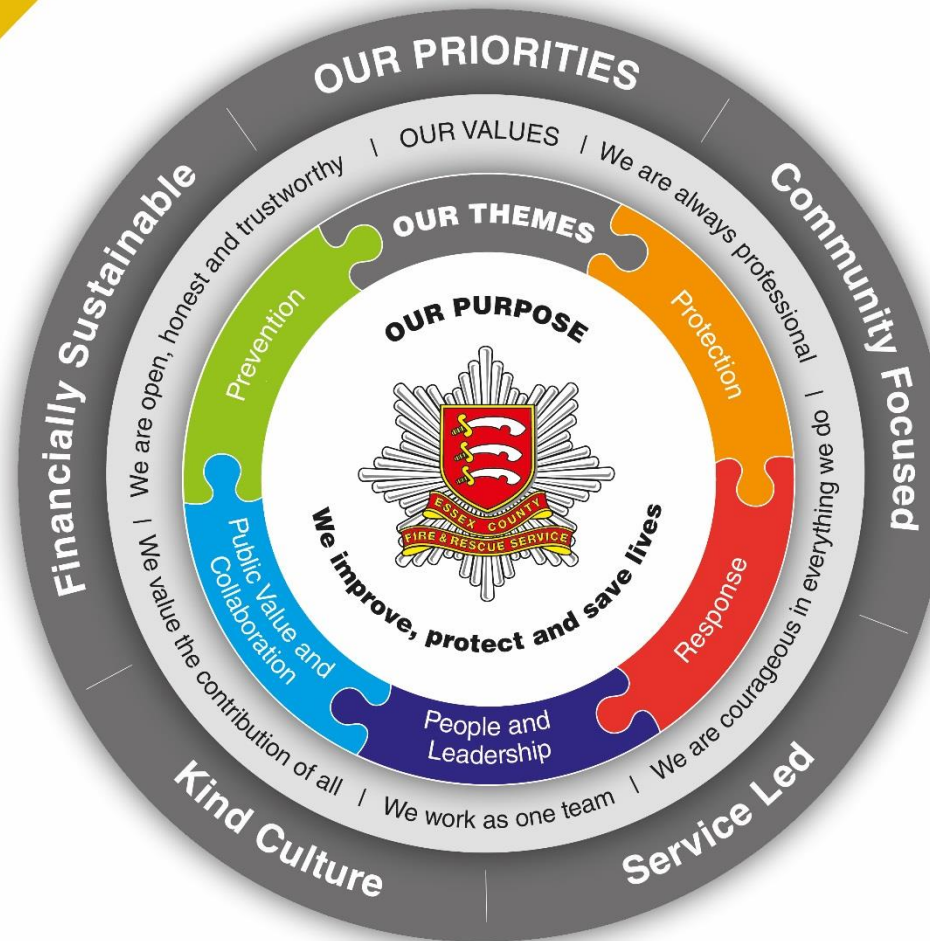
Relevant data to the right people at the right time



Our Strategy

OUR VISION:

**Essex is a
safer place
to live, work
and travel**



People and Leadership

Prevention

Protection

Response

Public Value and collaboration

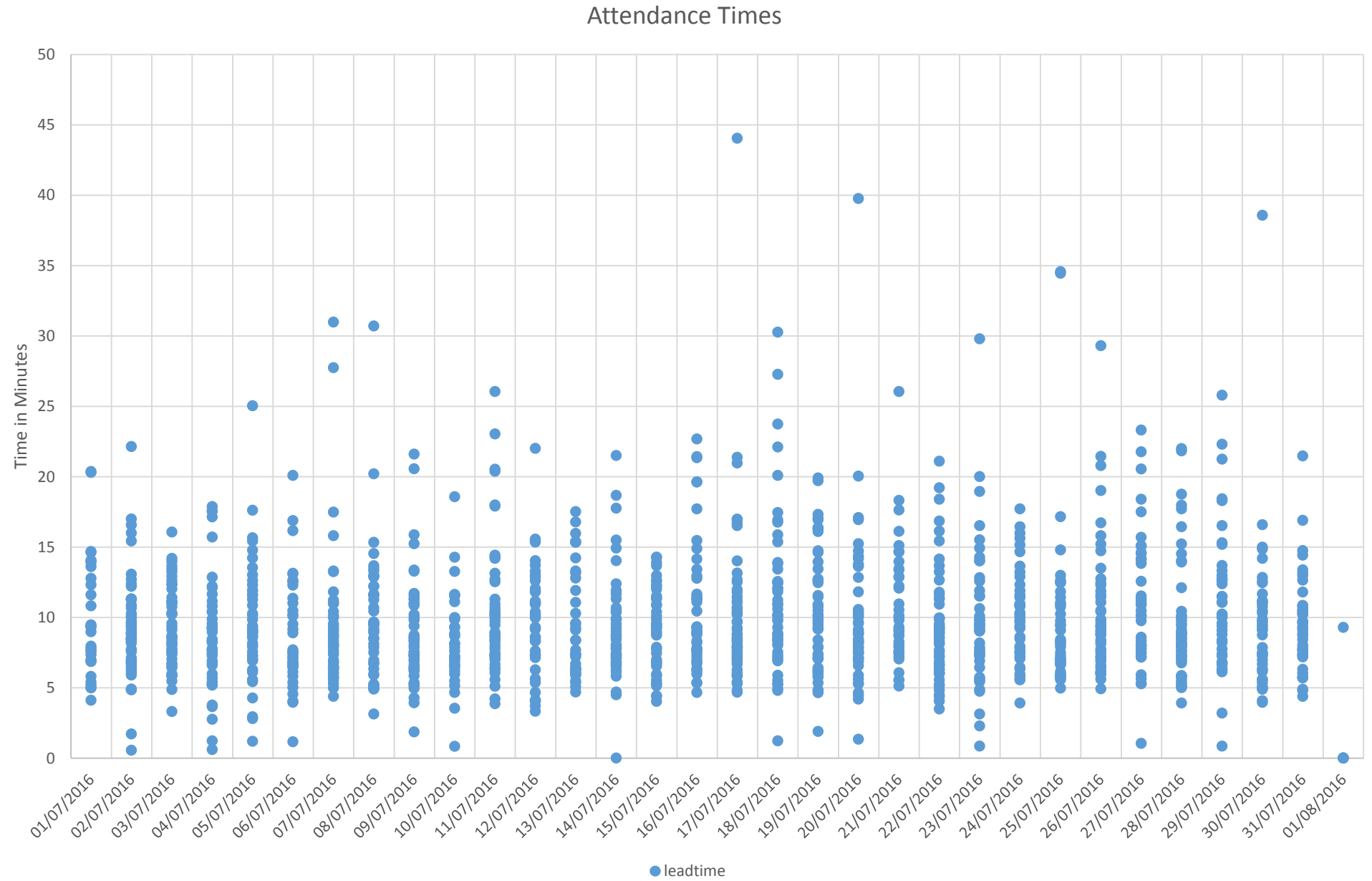


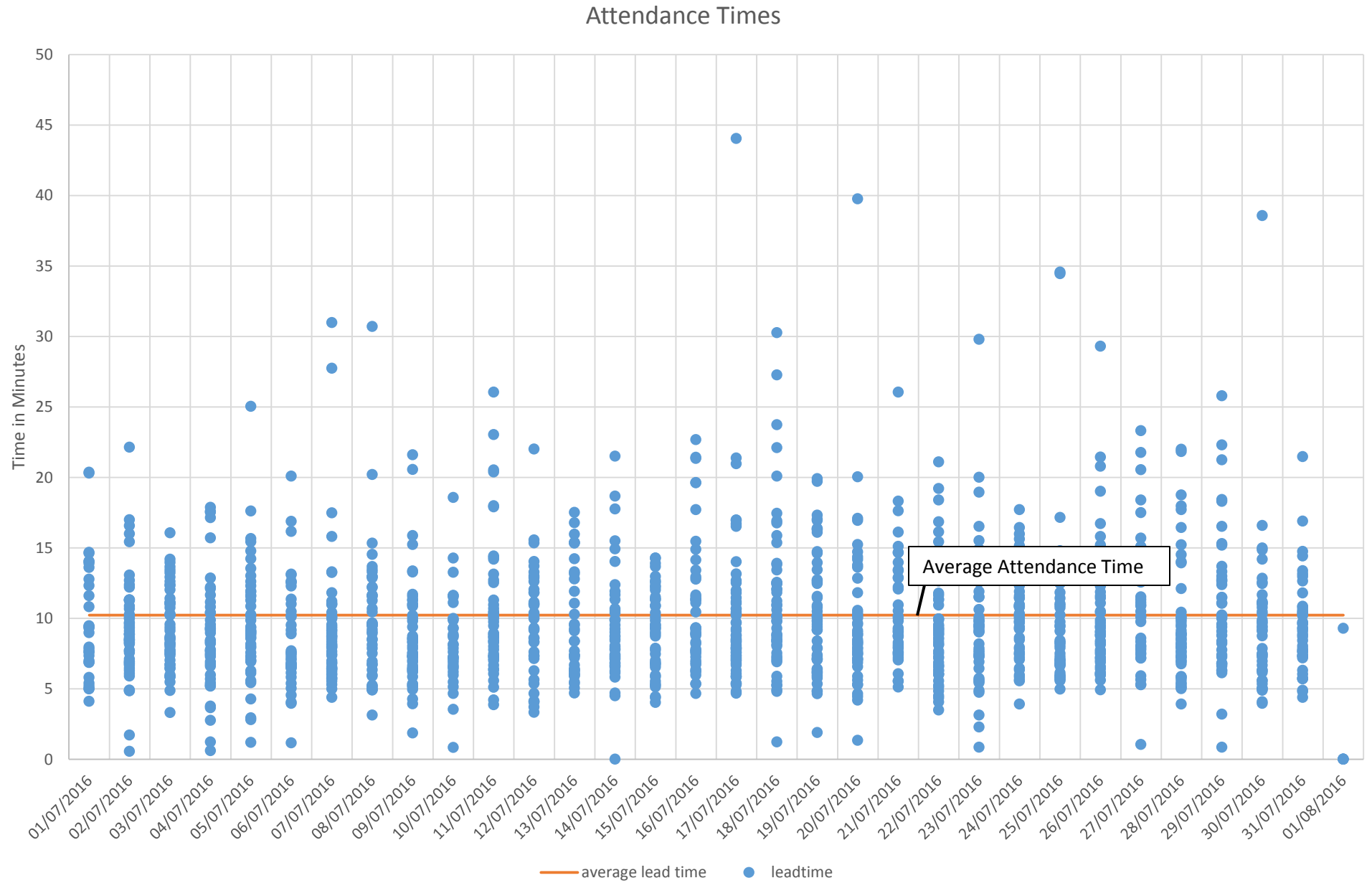
Current Response Standards

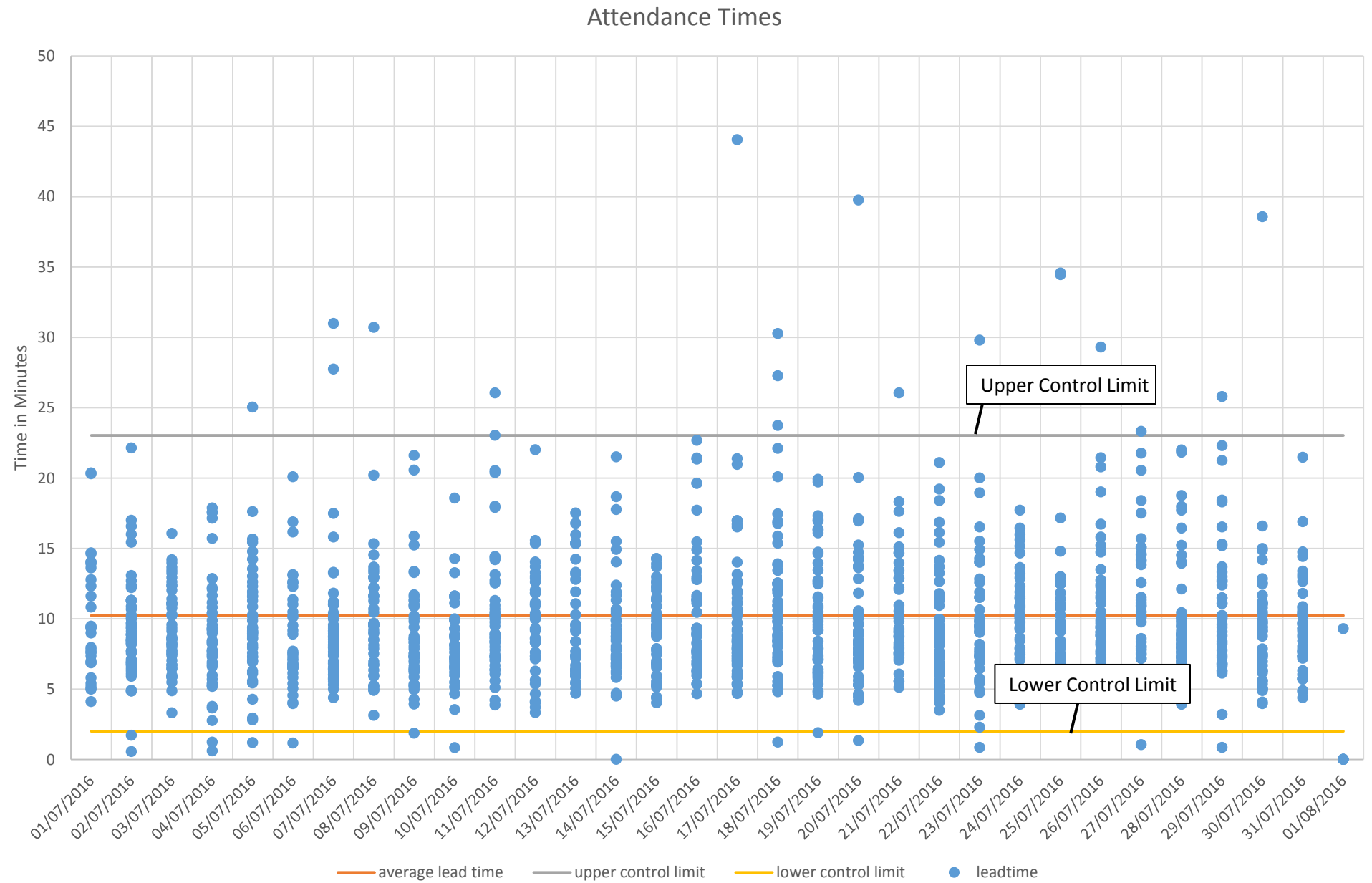
To get our first attendance to an incident within 15 minutes on 90% of occasions from the time we receive a call

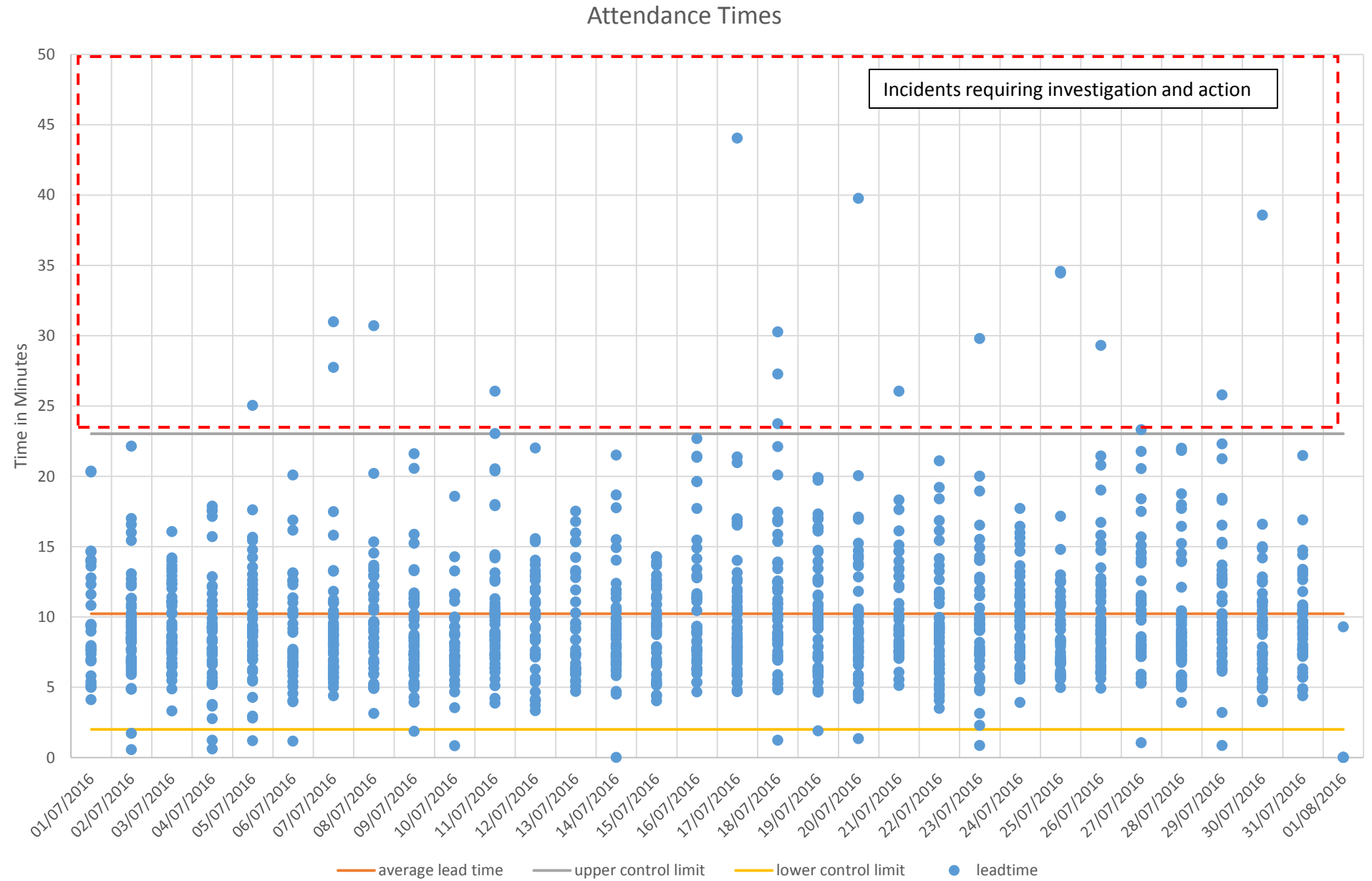
To get our first attendance to a potentially life-threatening incident, within an average of 10 minutes from the time we receive a call.

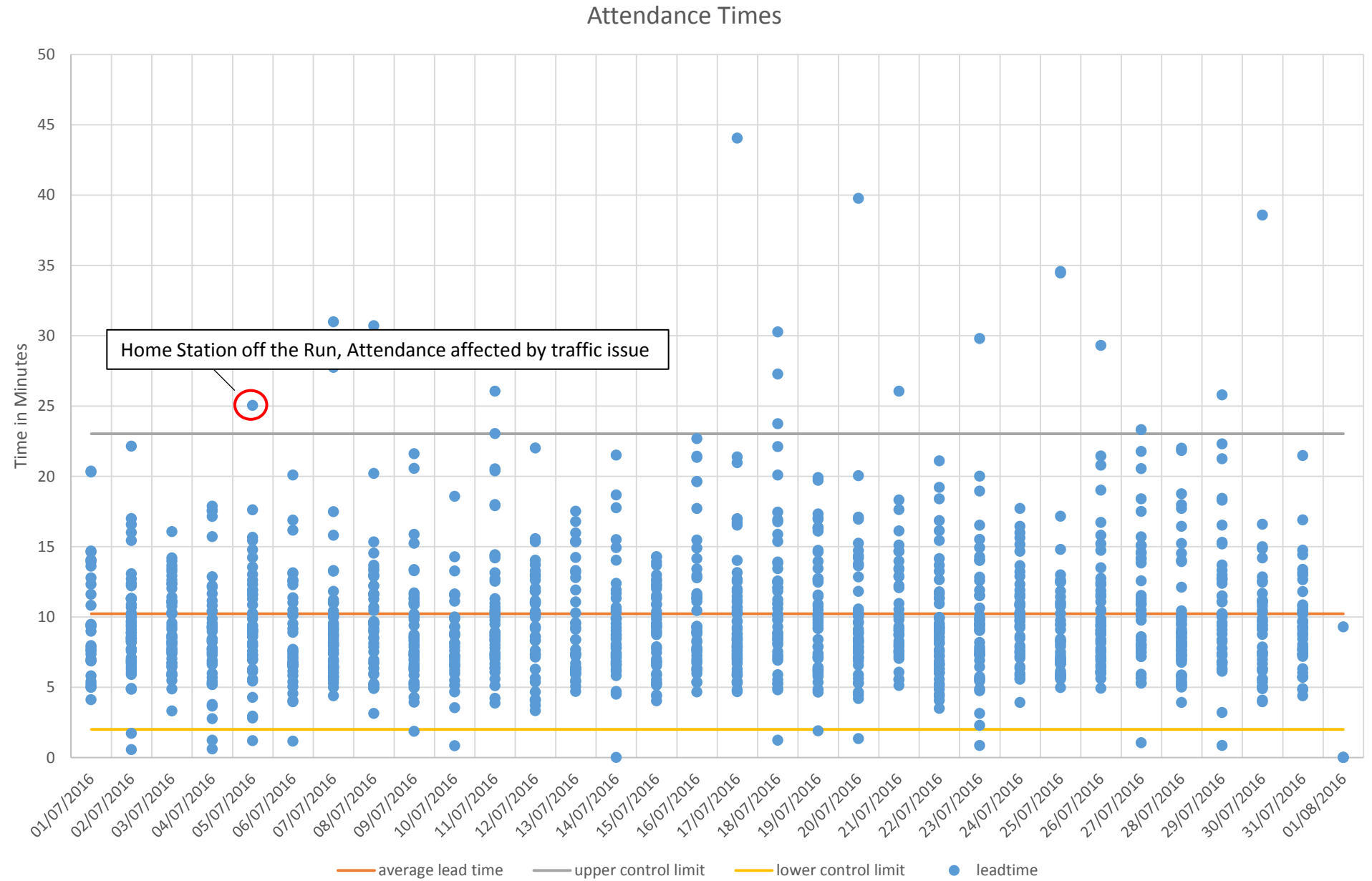


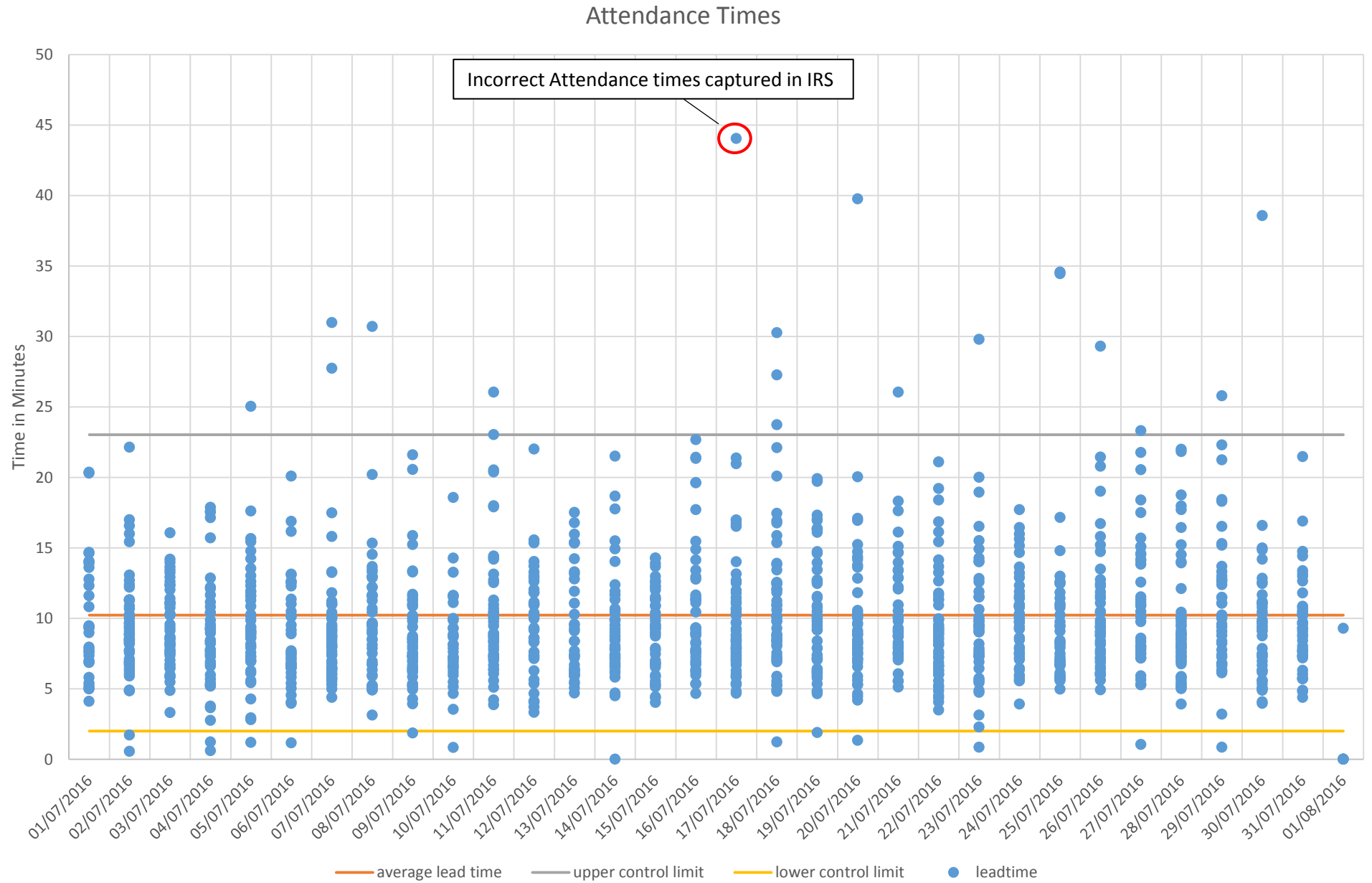


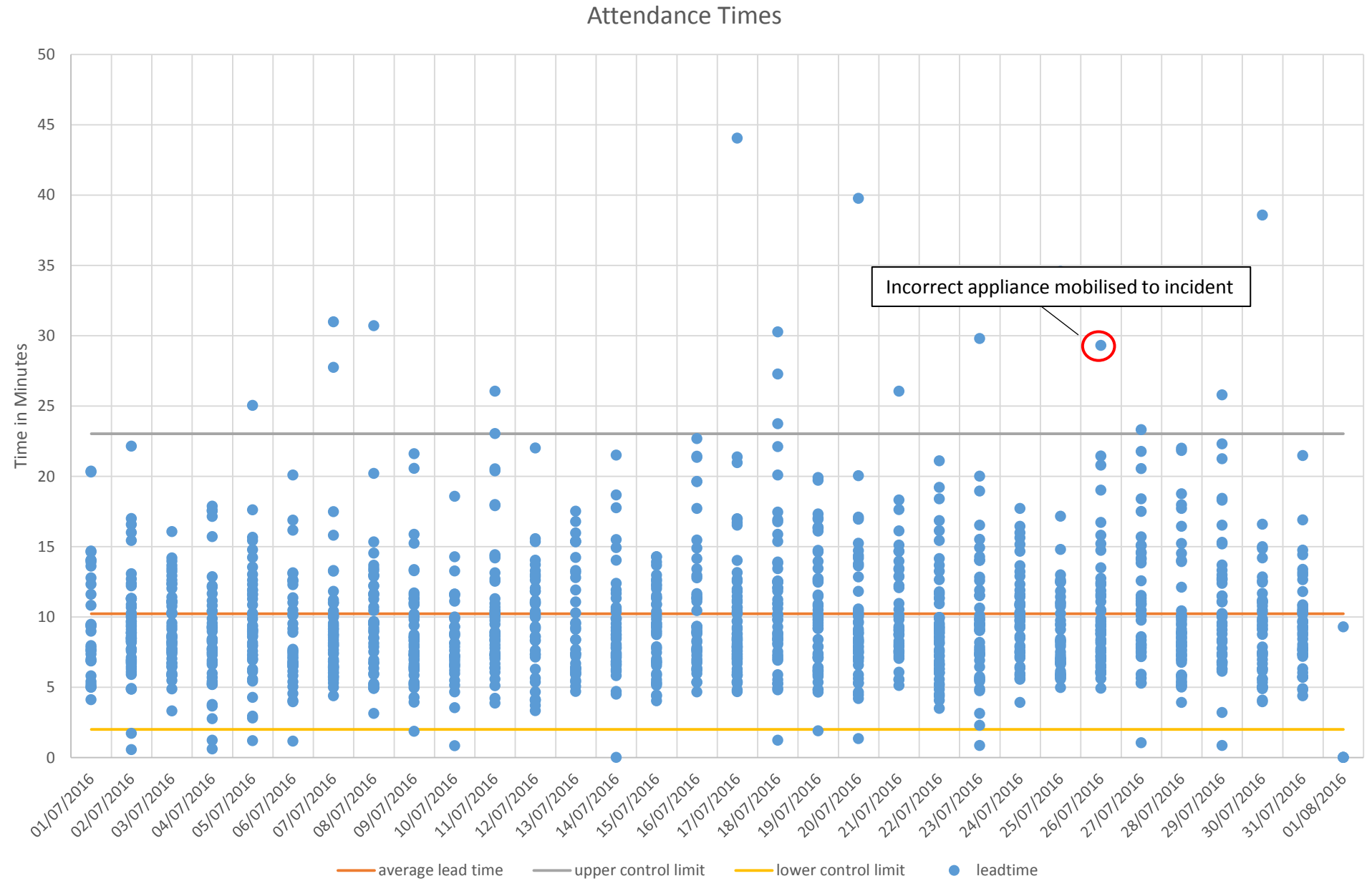








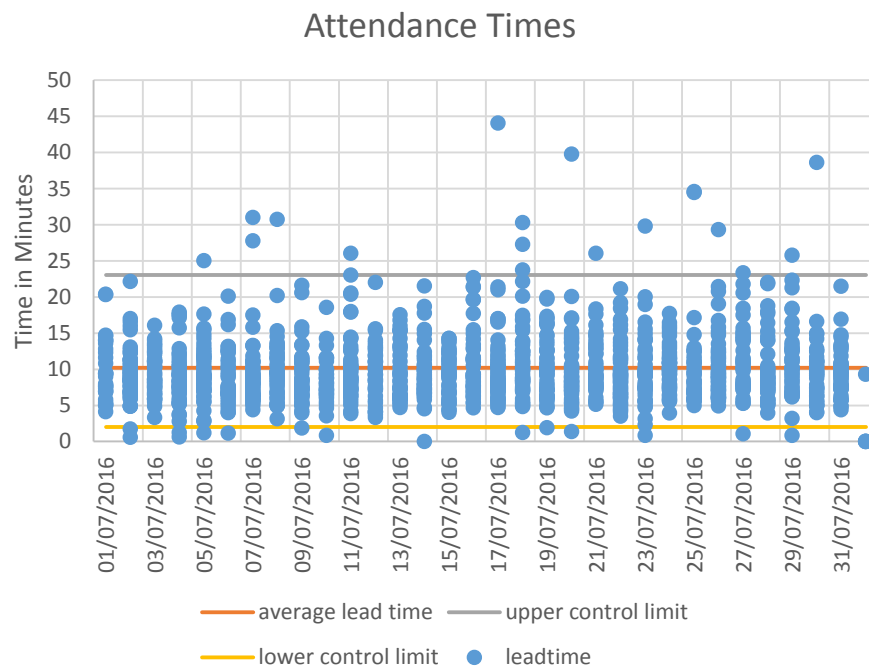




Response

To get our first attendance to a potentially life-threatening incident, within an average of 10 minutes from the time we receive a call.

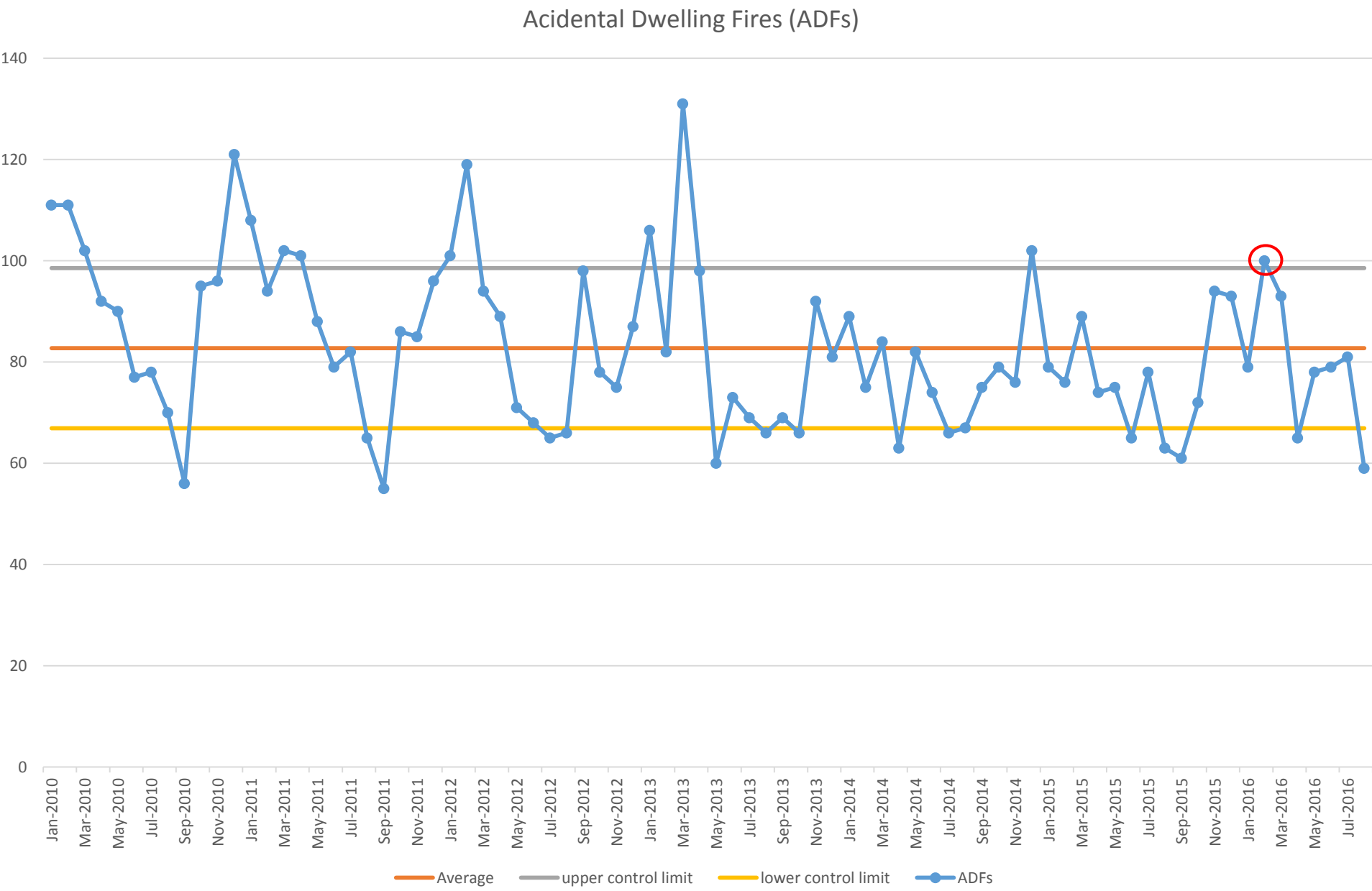
| 2016/17 | 2015/16 | Vs Last Year | Target | Vs Target |
|---------|---------|--------------|--------|-----------|
| 10.22 | 10.60 | ↓ | 10.00 | ↑ |

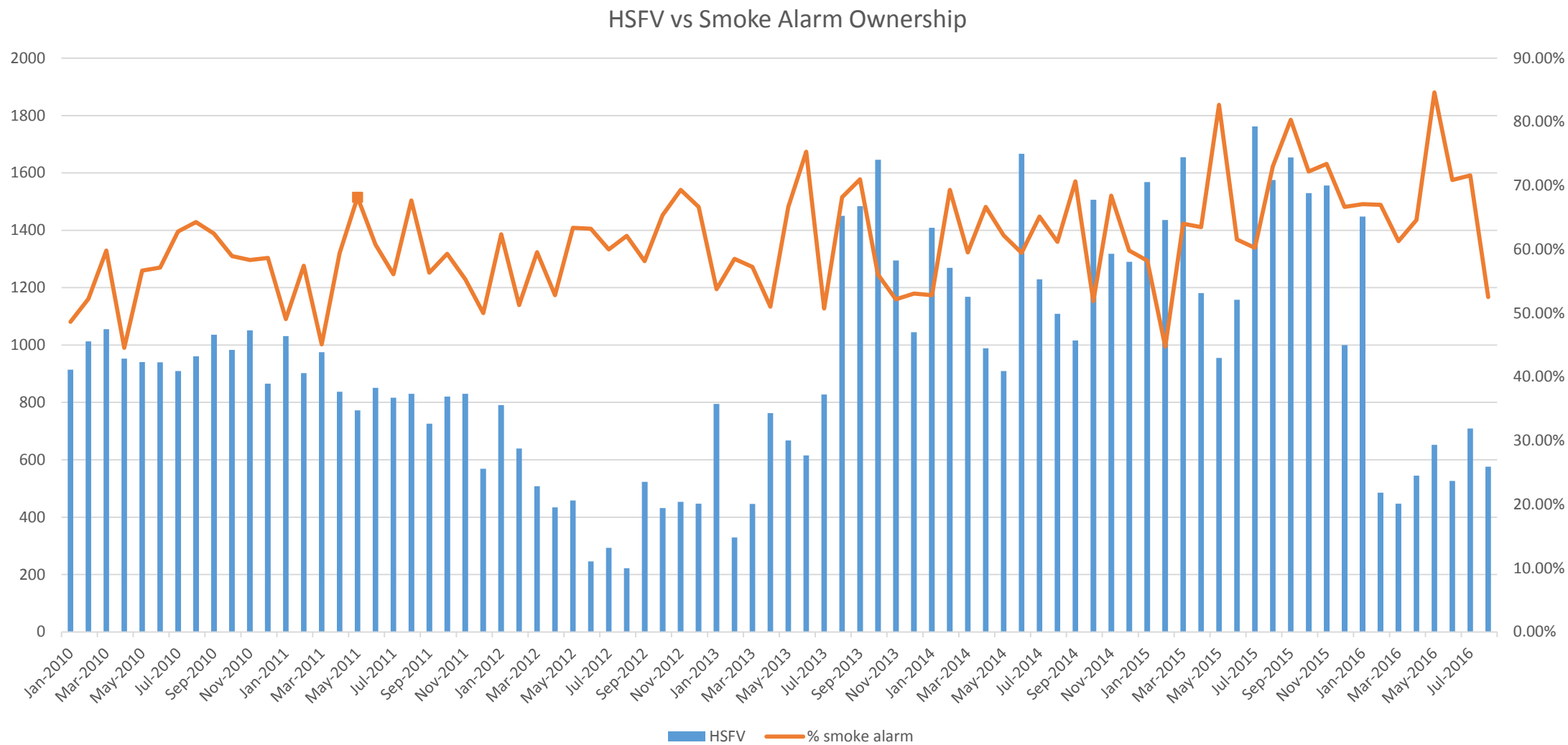


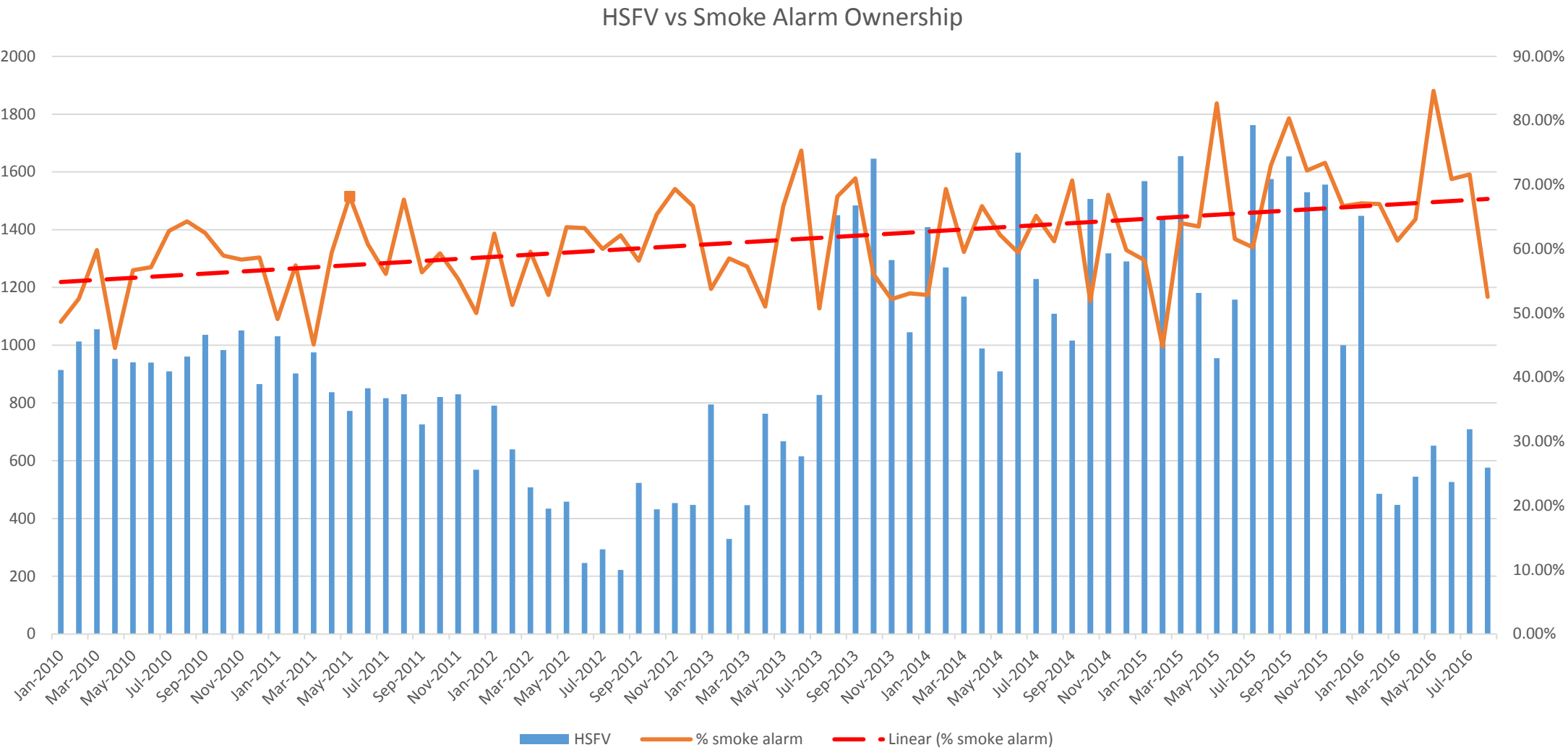
The Service has seen a continued reduction of First Appliance response times over the previous 12 Months.

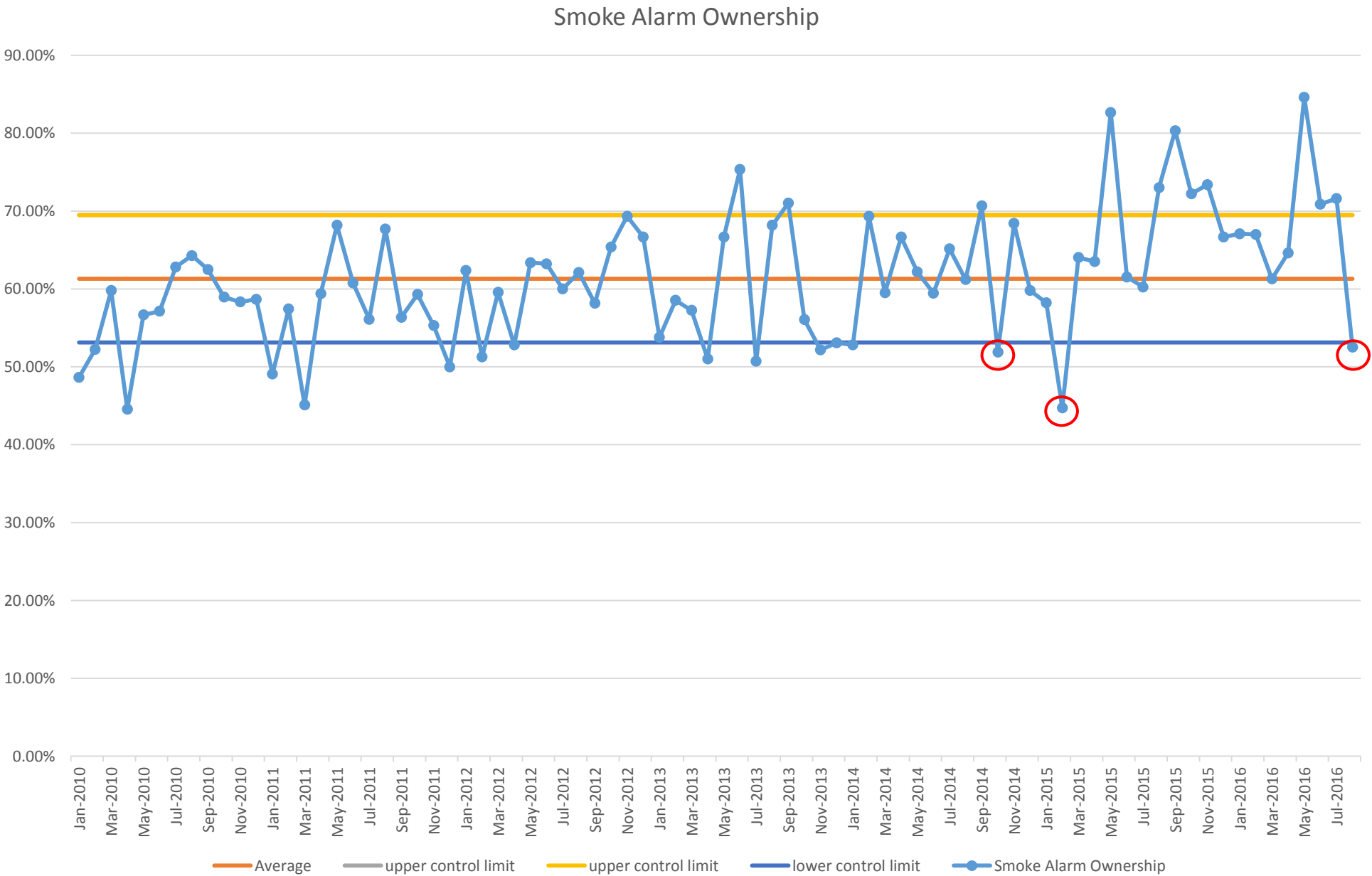
In the Current Reporting period there were 17 Incidents that fell outside of the Upper Control Limit. 12 actions have been identified to mitigate repetition of these occurring again. These can be seen within Appendix A.

Changes to the Dynamic Mobilisation Algorithm identified in previous report has been actioned with positive effect on incidents within *Any Town*.



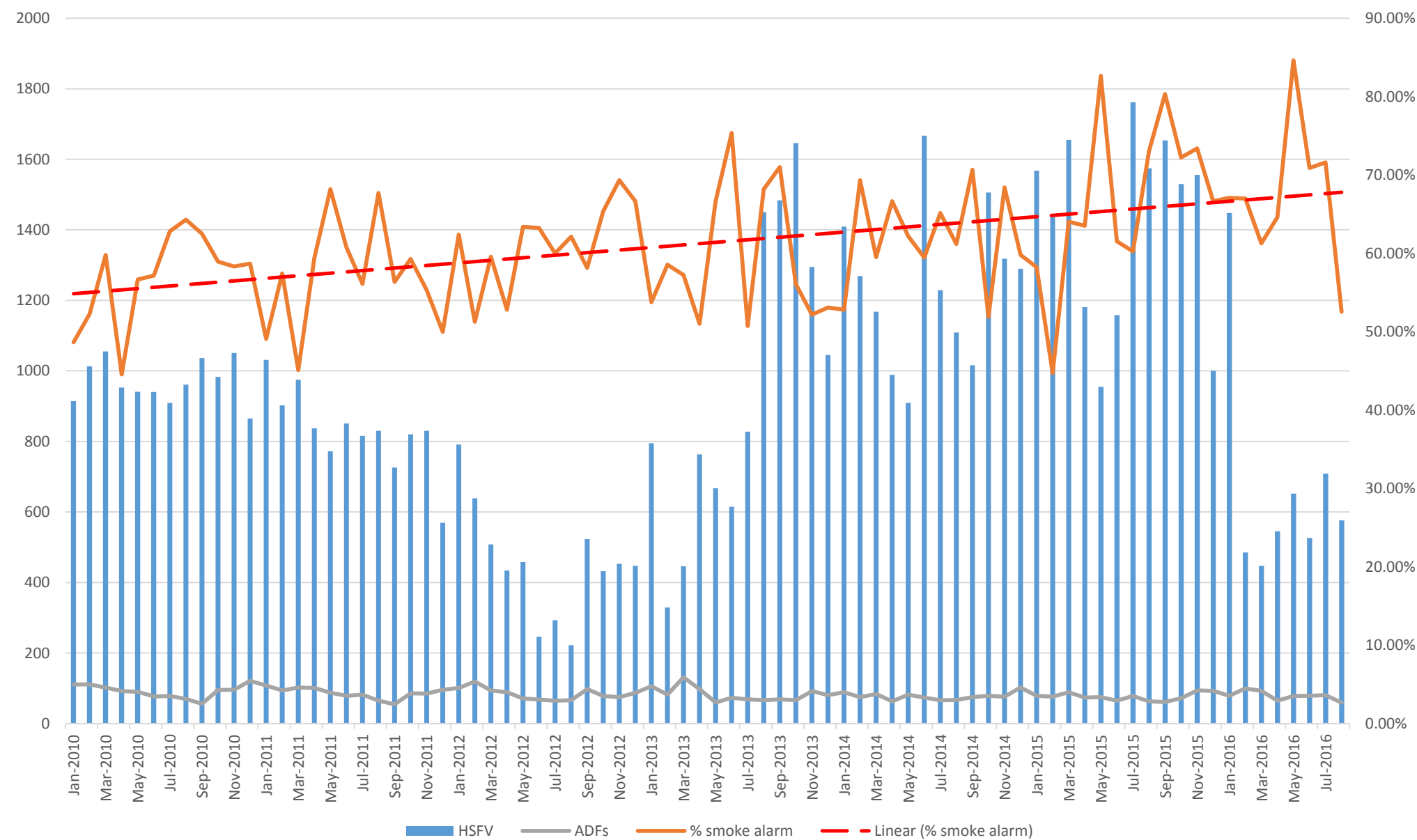






Prevention

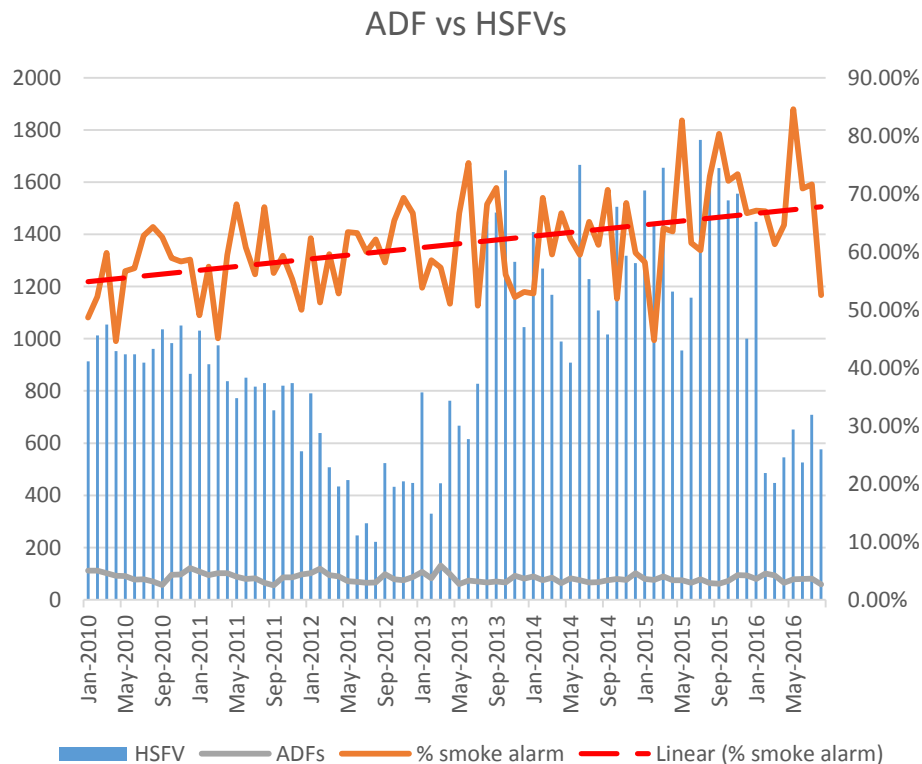
ADF vs HSFVs



Prevention

To show a year on year reduction of Accidental Dwelling Fires (ADF)

| 2016/17 | 2015/16 | Vs Last Year | Target | Vs Target | FG4 Average |
|---------|---------|--------------|--------|-----------|-------------|
| 11.50 | 10.80 | ↑ | 10.30 | ↑ | 10.60 |



Whilst the rate of ADFs is above target for the rolling 12 month, the service has remained under the Upper Control Limit since February.

In the past 12 months ECFRS have carried out 11,128 Home Safety Fire Visits to residents within Essex. These visits are designed to ensure households are aware of fire prevention and are fitted with working smoke alarms.

The trend of Smoke Alarm Ownership in ADFs has increasing over the last 5 years. There has been one month where ownership has dropped below the Lower Control Limit.

Analysis into incidents that fell above the Upper Control Limit and Smoke Alarm ownership below the Lower Control Limit has identified Household trends. These haven't been incorporated into the Household Risk profiling which forms part of the Targeted Intervention Programme.

Proposed Next Steps

Agree programme of workshops with cross section of principal stakeholders, in order to:-

- Examine benchmarks
- Define new effective measures
- Agree reporting timetable
- Understanding the wider stakeholders access needs
- Test new KPI's



Our Family Group

Family Group 4 is formed of fire and rescue services (FRS) from England, Wales and Northern Ireland. There are 18 FRS in the group.

Membership was decided by grouping 'similar' fire services based upon factors such as population, deprivation, risk profiles and incident volumes.

The aim of the group is to encourage and share performance improvement through effective benchmarking of performance and other information.

Other Emergency Services

Police, Ambulance, Coastguard

Other Public Service organisations

Councils, Hospitals, Education, Utilities



Questions?

