



**HAMPSHIRE
FIRE AND
RESCUE
AUTHORITY**

Purpose: Noted

Date **5 DECEMBER 2017**

Title **PERFORMANCE REPORT**

Report of Chief Officer

EXECUTIVE SUMMARY

1. This report provides an update on how the Authority performed against its key performance indicators in the period April to September 2017.

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. We have also included a High-Rise building inspection update to show how many buildings have been inspected. Each graph is accompanied by a commentary on the performance.
4. The total number of incidents decreased by 15% from April 2017 to September 2017 compared to the same period the previous year. This was due to a large reduction in CoResponder calls which reduced by 40%, (2008 fewer incidents). Although the total number of incidents have decreased, the number of fires increased by 11%, an additional 232 fires.
5. 67% of critical incidents were reached within 8 minutes during April to September 2017. This is an improvement of 1% compared to the same period as the previous year.

SUPPORTING OUR SERVICE PLAN AND PRIORITIES

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

RESOURCE IMPLICATIONS

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

LEGAL IMPLICATIONS

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

PEOPLE IMPACT ASSESSMENT

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

RISK ANALYSIS

10. Failure to regularly report on, and scrutinise, our performance could result in appropriate action being taken to address reducing our 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 associated with achieving the improvements set by the Authority, and the priority given to eliminating or mitigating any implied or specific risks.

RECOMMENDATION

11. That the Authority reviews the performance detailed in Appendix A and notes the strategies for improvement.

APPENDIX ATTACHED

Appendix A - Performance Report

BACKGROUND PAPERS

12. Hampshire Fire and Rescue Service Plan 2015-2020

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