



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**

Item 18/57

MEETING	Dorset & Wiltshire Fire and Rescue Authority
DATE OF MEETING	13 December 2018
SUBJECT OF THE REPORT	Service Performance Review (six month summary)
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	To note
EXECUTIVE SUMMARY	<p>The Dorset & Wiltshire Fire and Rescue Authority (the Authority) carries out scrutiny of Service performance quarterly. Priorities 1, 2 and 3 are scrutinised by the four Local Performance and Scrutiny Committees and priorities 4 and 5 are scrutinised by the Finance & Governance Committee.</p> <p>Appendix A to this report provides a consolidated summary of performance at a priority level. It focuses on progress against our corporate targets and some of our key performance indicators. This report does not duplicate the detail that is scrutinised by the other Committees referenced above. The report covers the first six months of the 2018-19 corporate planning year.</p>
RISK ASSESSMENT	None for the purposes of this report
COMMUNITY IMPACT ASSESSMENT	None for the purposes of this report
BUDGET IMPLICATIONS	None for the purposes of this report
RECOMMENDATIONS	<p>Members are asked to:</p> <ol style="list-style-type: none"> 1. Note the Service Performance Review (six month summary)
BACKGROUND PAPERS	None for the purposes of this report

APPENDICES	Appendix A – Service Performance Review (six month summary) 2018
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1. Introduction

- 1.1 Dorset & Wiltshire Fire and Rescue Service (the Service) sets out its overarching Integrated Risk Management Plan through the Community Safety Plan (CSP). This plan runs from 2017 through to 2021 and includes five priorities.
- 1.2 The Service manages the implementation of the CSP through the Service Delivery Plan (SDP). Directors are aligned to priorities and Service Delivery Teams are responsible for ensuring actions and projects associated with each priority remain on track.
- 1.3 Performance is monitored and scrutinised by Members at Local Performance and Scrutiny Committees (LPS) and at the Finance and Governance Committee (F&G).
- 1.4 There are four LPSs representing each of the constituent Local Authority areas, which meet quarterly and scrutinise local performance against the first three of the five priorities:
 - Priority 1: Help you to make healthier and safer choices.
 - Priority 2: Protect you and the environment from harm.
 - Priority 3: Being there when you need us.
- 1.5 The F&G also meets quarterly to scrutinise the two remaining Service priorities:
 - Priority 4: Making every penny count.
 - Priority 5: Supporting and developing our people.
- 1.6 Four Key Lines of Enquiry (KLOE) support each of the five strategic priorities. The KLOEs pose specific questions against which managers judge performance, using performance indicators and commentary.
- 1.7 To ensure that the current performance position is well understood, each KLOE has a baseline assessment against three levels – *Developing, Established* or *Advanced*. The baseline assessment is reviewed annually as part of our corporate planning process.
- 1.8 Progression to the next level within these categories is indicated in the SDP. This plan is further supported by a comprehensive set of on-going key activities and projects, along with those that are being put in place to strengthen or advance our current position.
- 1.9 A number of Key Performance Indicators (KPIs) are used across the spectrum of KLOEs at differing levels of management to help monitor progress against the SDP. Where these KPIs are strategic, they are included in this summary report.

- 1.10 There are also a range of corporate targets established which we aim to achieve over the course of the current CSP. Many of these targets are reportable on an annual basis, however commentary is provided to explain the current position in relation to those targets.
- 1.11 The two committees noted above monitor and scrutinise performance in detail on a quarterly basis. This report therefore provides a performance summary of the first two quarters at a Service priority level and not an in depth review at a KLOE level.
- 1.12 Whilst not explicit in the narrative provided within this report, the focus of our performance management is driven by, and aligned to, our strategic risk register.

2. Summary and Key Points

- 2.1 Appendix A to this report provides a consolidated summary of performance at a priority level. It focuses on progress against our corporate targets and some of our KPIs. This report does not duplicate the detail that is scrutinised by the other Committees referenced above. The report covers the first six months of the 2018-19 corporate planning year.

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