



Safest People, Safest Places

Combined Fire Authority

5 January 2024

Notes of the Performance Committee: 7 December 2023

Report of the Chair of Performance Committee

Members Present: Cllr J Blakey in the Chair

Cllrs S Quinn G Lee

Apologies received: Cllr R Manchester

Purpose of the report

1. The purpose of this report is to provide members with an update on the discussions and recommendations of the Performance Committee held on Thursday 7 December 2023.

National Performance

2. The committee received a presentation on the fire and rescue incident statistics for the year ending June 2023 which were published on 26 October 2023.
3. Benchmarking the Service's performance against the sector, it was generally better than average, although deliberate fire performance was performing worse than the sector.
4. Response times were positive when compared with the sector and the service had the fastest response time in our family group.

Performance Report Quarter 2 2023/24

5. The committee were updated on the operational and corporate indicators for quarter two of 2023/24 which showed 58% of the strategic PIs met or exceeded their target level, while 70% of the strategic PIs either maintained or improved when compared to performance last year.

A copy of the report is attached at appendix A.

The committee **noted** and **commented** on the report.

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Action Plan Update

6. The committee were updated on the current position of the action plan resulting from the services inspection by HMICFRS.
7. 11 of the 19 actions had been signed off as complete, including all of the four actions that were formally identified by HMICFRS as Areas for Improvement.

The committee **noted** and **commented** on the report.

Letters of Appreciation

8. The committee considered letters of appreciation that had been submitted to the service. In total 18 letters had been received for the quarter two period.

The committee **noted** the report.

Part B

Formal Complaints

9. A total of two formal complaints had been received by the service in the reporting period. No complaints had been upheld and no complaints had been forwarded to the Local Government Ombudsman.

The committee **noted** the report.

Recommendation

10. Members are requested to **note** the report.