



REPORT TITLE: GFRS PERFORMANCE DATA AND UPDATES

Scrutiny meeting	Fire and Rescue Scrutiny Committee Friday 19 July 2024 at 10.00 am Cabinet Suite - Shire Hall, Gloucester
Chair	Cllr Jeremy Hilton
Presenting Officer	Mark Preece: Chief Fire Officer, GFRS
Item Type	Information
Purpose of Report	To provide a strategic overview of the Council's performance and note the GFRS performance data at the end of quarter four 2023-24 (March 2024).
Recommendations/ Action sought	To consider and scrutinise performance and risk updates as at the end of quarter 4, 2023-24.
Forthcoming Decisions	None
Background Documents	None.
Appendices	Appendix 1: GFRS performance scorecard at Q4 2023-24 Appendix 2: Strategic risk monitoring report
Contact Information	Mark Preece, Chief Fire Officer, GFRS Adam Waller, Planning and Performance Manager, GFRS

1. Background

- 1.1. Performance reporting is carried out regularly at GFRS, ensuring a core set of indicators is appropriately collated, quality checked and provided to GFRS SLT for scrutiny and challenge.
- 1.2. In 2023-24 six key performance indicators (KPIs) made up the core suite of indicators; these were identified in the annual service plan and are included in the performance scorecard accompanying this front cover.
- 1.3. GFRS is evolving its approach to performance reporting and assurance to increase efficiency, effectiveness and confidence in outturn. Data sources and owners are being identified and PowerBI dashboards are being used to display the outturn adding extra functionality where appropriate to support interrogation. Where possible, this process is being increasingly automated to reduce manual handling although this remains a challenge across various systems with some residing within Gloucestershire County Council's IT infrastructure and some within GFRS IT infrastructure. The reporting process is also being enhanced to provide opportunity for improved ownership, collaboration, and positive challenge.
- 1.4. Performance outturn is considered in detail on a quarterly basis by SLT supported by the Planning and Performance team. Group and Area Managers with responsibility for these indicators review outturn and provide commentary. As part of the evolution of performance reporting and assurance activities these quarterly meetings are having their Terms of Reference reviewed and lighter touch monthly meetings are being introduced. This will improve the processes providing high quality and timely performance and the governance around this that enables confidence to be placed in the data and appropriate responses to be taken.
- 1.5. This approach broadly mirrors the well-established four lines of defence/assurance model. Operational Level 1 - the performance and planning team organises process and the collection and distribution of outturn plus a first line of quality checking and supportive challenge alongside both Group and Area Managers (GMs and AMs). GMs and AMs are responsible for refining the processes that adds data into systems and for the outturn and associated commentary at the end of each quarter. Strategic Level 2 - GFRS SLT adds a second line of assurance and provides scrutiny, positive challenge, celebrates success, and considers recommendations for solutions to falling performance. Strategic Level 3 – oversight, scrutiny and challenge from a more objective viewpoint is provided by GCC governance mechanisms, such as Fire Risk Scrutiny Committee. Independent assurance Level 4 – is provided by the HMIFRS for example and is independent of both GFRS and GCC.