

WEDNESDAY, 17 JULY 2024

Surrey Fire and Rescue Service Performance - report summary

Purpose of the report:

Members are invited to carefully consider and provide their comments on the progress of the services Inspection Improvement Plan (IIP) in light of the inspection report by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) during the spring of 2023. This report provides a review of how the Service has responded to the findings and recommendations outlined in the inspection report, addressing improvements, and identifying any areas requiring further development.

In addition, this report provides the performance figures of our Service for 2023/24 Performance Year, in relation to our established Key Performance Indicators (KPIs). It also includes additional narrative for KPIs currently in red RAG status.

Members feedback is essential in ensuring that we maintain a high level of accountability and strive for continuous improvement in our service delivery.

Summary:

HMICFRS revisited the service in February 2024 to review progress made against the Cause of Concern action plan and as a result the cause of concern has been discharged.

SFRS has made positive continual progress against delivery of the IIP and out of 172 activities, 59 are complete, 84 are in progress and 29 are yet to start due to dependencies on completion of others.

The performance report for 2023/24 shown in Appendix 3 highlights that 13 of the 26 KPIs with targets set are green, 4 are amber and 9 are red. We are in the ongoing process of reviewing our approach to performance and the utilisation of data. This initiative includes updating our performance management framework to align with the requirements set by the Data Management Fire Standard.

Key recommendations:

For this report to be noted by the Select Committee.