**Local Performance & Scrutiny Committee Dashboard User Guide for Members**

Background

Prior to November 2020, performance information for each Committee was presented in a paper format exported from Sycle, the performance management system. From November 2020, this will be presented in a dashboard format, accessible via a web link. The Performance cover report that is included on the Committee agenda will remain paper-based and will provide a high-level summary of the detail presented in the dashboard.

Logging on

Each quarter, on the date that Local Performance & Scrutiny papers are published, the email you receive with the papers will include a link to the latest dashboard which is publicly available. This is what you will see when you access the link:
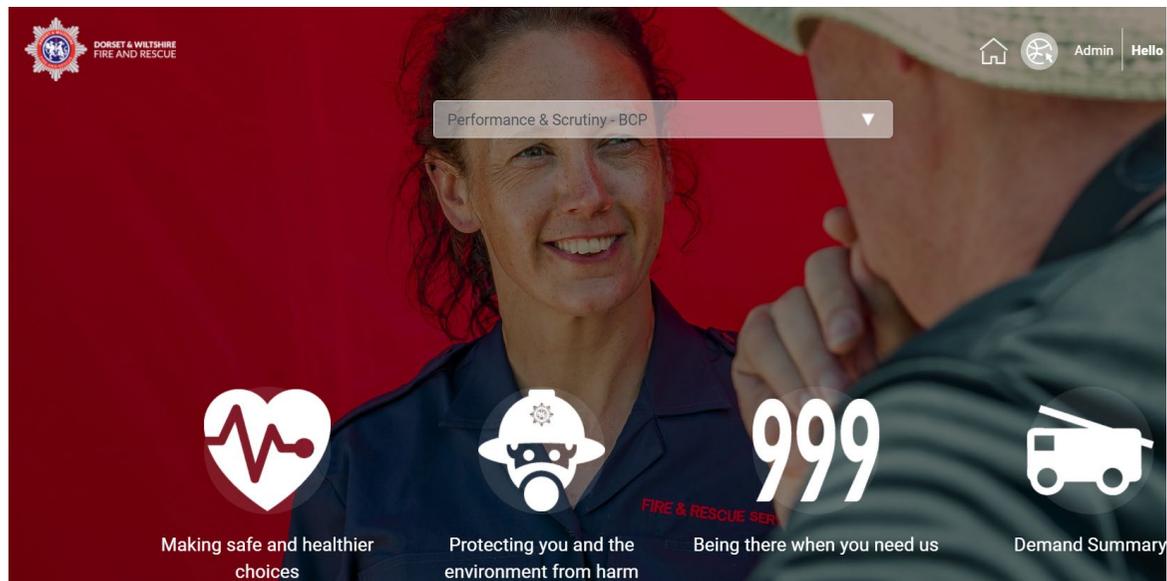
From the dropdown list select Performance & Scrutiny – BCP/Dorset/Swindon/Wiltshire as applicable.

Dashboard settings

We recommend increasing the zoom on the dashboard to improve visibility of the text on screen. On Google Chrome this can be accessed by clicking the three vertical dots in the top right-hand corner of the screen. On the dropdown that appears, simply click the plus button on the 'Zoom' line and increase to 150%-175%. This can be edited at any point whilst viewing the dashboard if you need to increase or decrease the zoom.
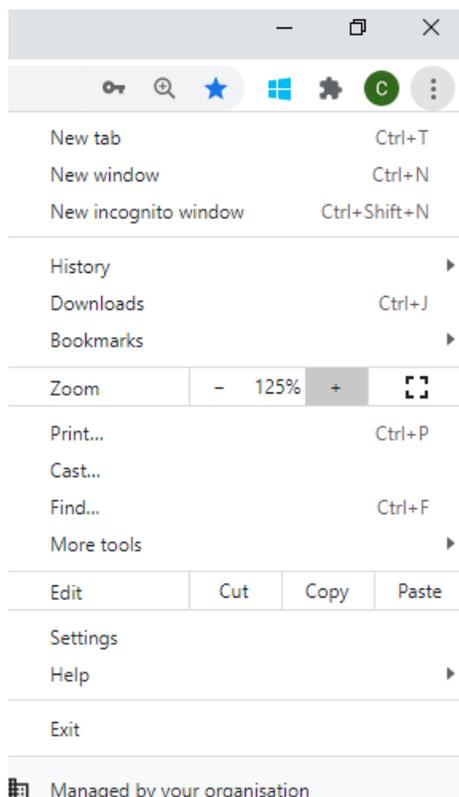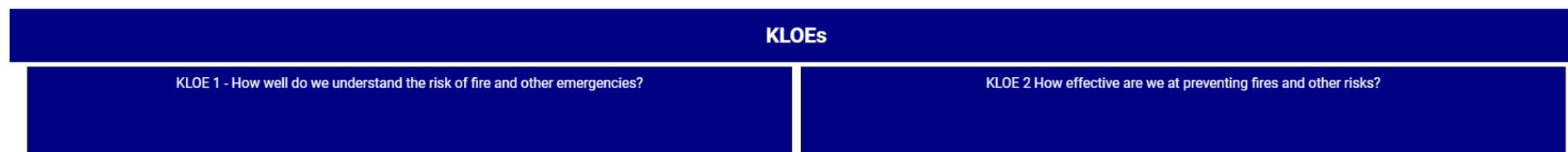
<u>Navigating the dashboard</u>

- To select a Priority, click on one of the icons

- The Key Lines Of Enquiry (KLOEs) under that Priority will then drop down below.

KLOEs	
KLOE 1 - How well do we understand the risk of fire and other emergencies?	KLOE 2 How effective are we at preventing fires and other risks?

- To select a KLOE, click on the blue box containing the KLOE title
- The detail for that KLOE will then drop down below

KLOE summary

The first field you will see is the high-level performance summary against the KLOE. This is the same detail you will see in the paper cover report.

KLOE 1

How well do we understand the risk of fire and other emergencies?

Performance against this KLOE remains on track with no significant issues to raise with Members.

Availability and attendance of wholetime appliances remains good and in line with the corporate target. Any failure to arrive at an incident within 10 minutes is rare and will be due to exceptional circumstances. These occasions are thoroughly investigated by station managers and any possible actions taken to ensure this is minimised.

In this quarter, on-call appliances were available to respond to incidents 96.25% of the time. Whilst the availability of on-call appliances continues to be stable, there are a number of initiatives underway to improve this further, including a Service wide on-call pay model due to be introduced over the coming months, a review of on-call staff current contract availability so that we can better target recruitment at station level to any availability gaps and succession planning to maintain availability and support recruitment.

On-call support officers (OCSO) are proactive in recruitment in local communities, promoting the Service through 'have a go' events. The coronavirus pandemic has restricted some of our progress, but we are working to establish new ways for the public to understand more about our Service, such as our virtual open day on Facebook.

In April 2020, a new strategy was implemented for automatic fire alarms at commercial premises between the hours of 8am and 6pm. This has improved station productivity and reduced the costs of calling out on-call firefighters by £12,035 since its implementation. In addition to this, we have also seen 98 hours of wholetime firefighters' time saved on this initiative which is better spent on training and prevention activity.

At this stage there is no requirement for support from Members in this area.

KLOE sub-diagnostics

Scrolling down, the next section you see will be the relevant KLOE sub-diagnostics that make up the overall KLOE. These provide more detail than the overall KLOE summary against specific areas.

KLOE 1 Sub-diagnostic

Title	Comment
KLOE 1 (LPS) (Q): How well do we engage with all parts of our community and other sources to define, assess and manage emerging or future risks in Bournemouth, Christchurch & Poole?	Operational crews continue to gather and review information on key risks within the area, to help ensure that they are prepared for emergency incidents should they occur. We are re-inspecting any buildings of note including all high-rise properties across the area. This process remains a well-managed one with a schedule that is on-track. A Pre... View More
KLOE 1 (LPS) (Q): To what extent do we have the capacity and capability we need to achieve operational performance, including the allocation of resources to prevention, protection and response activity in Bournemouth, Christchurch & Poole?	It is pleasing to report that wholetime station appliance availability was 99.1%. Our technical rescue response is provided at Poole Fire Station on a 'jump crewing' arrangement, meaning when we are undertaking technical rescue activities, incidents or training, the second wholetime appliance becomes unavailable which accounts for the small discrep... View More

Click on 'View More', which can be found in the comment column, and a pop out will appear with full commentary for that sub-diagnostic.

Comment   ⊗

Operational crews continue to gather and review information on key risks within the area, to help ensure that they are prepared for emergency incidents should they occur. We are re-inspecting any buildings of note including all high-rise properties across the area. This process remains a well-managed one with a schedule that is on-track.

A Premises Information Plates format has been agreed for use in all high-rise buildings within the Service. Currently we have 184 of these buildings over 18 metres or six floors within Bournemouth, Christchurch and Poole, with more development plans being put in every year. These information plates are visible to crews on arrival at an incident and will soon be available electronically on the appliances. Good progress has been made liaising with building owners and we are on track to complete the roll out of these initiatives.

As well as the built environment the Service continues to support and deliver a number of measures to protect important environmental assets. Sites of special scientific interest within the area are being protected through the Urban Heath Partnership, and the Service is coordinating heathland patrols at high-risk times. We support the operational heathland partnership led by Dorset Police. Fire plans have been produced for the heathland risks across the boroughs. These are available on the Mobile Data Terminals (MDTs) for responding crews. In addition to these initiatives, the Poole Island Group is now set up and functioning as partnership working and the Operation Heathland Group is now set up and functioning to reduce heath/wildfire risk in the district.

To help us with understanding to emerging risks, the Service conducts a Strategic Assessment of Risk that was discussed at a recent Member's seminar. In addition, and at a more local level, we continue to maintain effective links with developments in the area and responding to local consultations, for example, the review of the Poole Local Plan and the Boscombe Community Plan, to ensure that we have an influence on how proposed developments may impact on the Service's resources in the future.

Click the X in the top right corner of the pop out to close and go back to the page you were on.

Demand summary

Any key information that does not fit within a KLOE, such as number of fires, incidents attended which turned out to be false alarms and special service incidents, are displayed in the Demand section. This is displayed in the same format as the KPI information detailed overleaf.

KPIs

Scrolling down further, all relevant KPIs for the selected KLOE will be displayed.

Note: there is a scrollbar inset within the KPI section so just scrolling down the webpage may not display all KPIs. To do this, hover your mouse anywhere within the KPI list section and scroll from there.

KPI figures are now year to date rather than quarter by quarter

The comment in this section will be an annual position statement, which will be updated each April on the longer-term trend. Group Managers will provide more commentary at the Committee meeting as required

KPI List

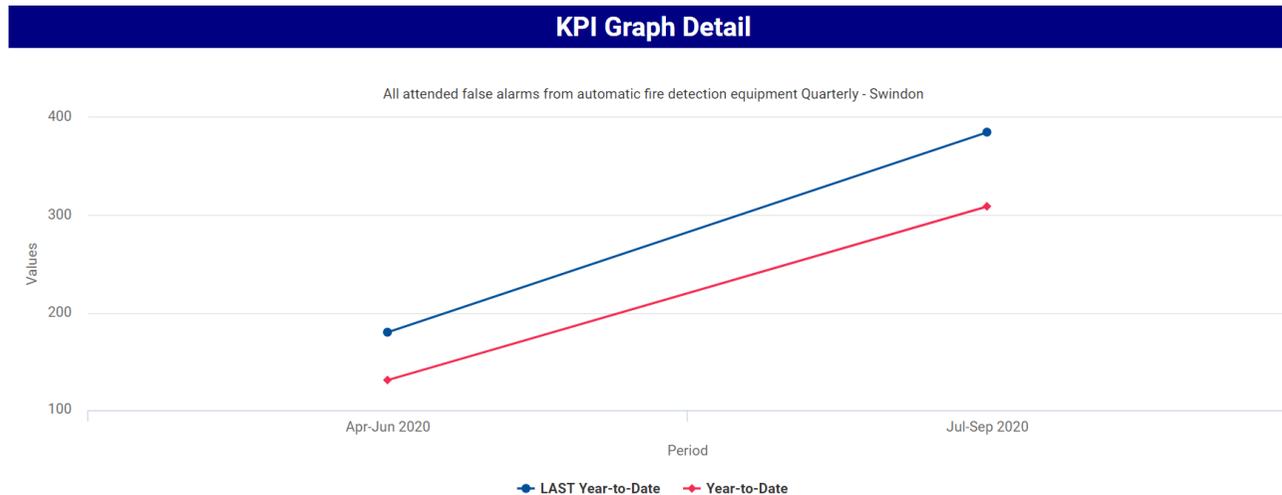| Title	Year-to-Date	LAST Year-to-Date	Actual with Performance Indicator	Comment
All attended false alarms from automatic fire detection equipment Quarterly - BCP	#282	#348	#282 On Track	Longer term trend analysis shows the number of attended false alarms from automatic fire detection equipment is increasing
Number of people rescued at incidents-BCP Quarterly	#11	#28	#11 On Track	Longer term trend analysis shows the number of people rescued at incidents is increasing
Percentage of incidents to other properties where the first appliance met the response standard BCP (year to date)	90%	91.30%	90% Monitor	Longer term trend analysis shows the percentage of incidents to other properties where the first appliance met the response standard is increasing
Percentage of road traffic collisions where the first appliance met the response standard BCP (year to date)	100%	100%	100% On Track	Longer term trend analysis shows the percentage of road traffic collisions where the first appliance met the response standard is increasing

Click any KPI title for a graph to drop down below. To view another KPI graph, scroll back up and click on another KPI title

The status of each KPI will be shown here. Non-targeted figures will show as 'On Track'

KPI Graph

As the year progresses these will become line graphs comparing this year to date against last year to date.

Note that this icon ⌃ does not take you straight back to the top of the page, it is another method for slowly scrolling.

To move to the next KLOE, scroll back to the top and click on the next KLOE title in the blue box.

KLOEs

KLOE 1 - How well do we understand the risk of fire and other emergencies?	KLOE 2 How effective are we at preventing fires and other risks?

To move to a different Priority, scroll back to the top and click on the next Priority icon.