ESSEX POLICE, FIRE AND CRIME COMMISSIONER FIRE & RESCUE AUTHORITY
Essex County Fire & Rescue Service

Meeting	Performance & Resources Board	Agenda Item	7
Meeting Date	30th October 2020	Report Number	
Report Author:	Performance Analyst		
Presented By	Deputy Chief Fire Officer		
Subject	**Performance Reports Update**		
Type of Report:	Information		

RECOMMENDATIONS

Members of SLT and P&R are asked to note the contents of the paper.

BACKGROUND

There has been an ongoing issues with incidents not transferring from the 4i Mobilising system to the Incident Recording System (IRS). This issue has been resolved by the upgrade to both the 4i system and the IRS and all new incidents are now successfully transferring across.

Now that the upgrade has taken place the 4i project team were transferring the backlog of missing incidents to the IRS system. This was being done in batches as to not overwhelm the live mobilising system.

On the 15th October it was confirmed that the backlog of incidents have now been populated into the IRS system. Now stations will need to complete the additional incident details into the IRS forms. The IRS team will then need to quality assure each incident record before the missing data can loaded into the performance system.

A meeting was held with the Group Mangers in charge of stations and Neil Fenwick on the 10th October to update them on the situation. It was agreed in the meeting that the deadline for stations to complete the backlog of missing incidents would be the 31st October, this will then allow 10 days for the incident information to be Quality Assured and loaded into the performance tool. A weekly report is sent by the IRS helpdesk highlighting the number of incidents outstanding, broken down by station ground. This is to aid Station and Group Managers in reducing the numbers.

The initial issue impacted 1422 incidents, roughly 1/3 of the incidents attended within the last quarter. As of 20th October, all incidents are in IRS and the number awaiting completion has reduced to 846.

Below are the percentage of incidents available for Performance Reporting for Quarter 2, data cut-off date is 10th November 2020.

Month	Percentage of Incidents available for reporting
July	96%
August	81%
September	82%

Due to the number of missing incidents, formal performance reporting for the service has been paused until a point where at least 95% of all incidents for the quarter have been completed and quality assured.

OPTIONS AND ANALYSIS

Monthly performance reporting has been paused since July until a point where all missing incidents have been pushed to the IRS system and the data has been quality assured to acceptable level, which is 95% completed and Quality Assured for the month/quarter.

The quarterly performance reporting cycle will be delayed for one month to allow the data to get to an acceptable level. This means that the Q2 report will be presented at the January Performance and Resources Board.

BENEFITS AND RISK IMPLICATIONS

The benefits to this is our published reports will be based of accurate data, preventing decisions being made with missing data.

During this period data will continue to be loaded into our Performance Reporting Scorecard, allowing managers in the organisation to see local performance based on the data available to them.

Live data is still available to Officers and Manager through our business intelligence reporting tool reports.

FINANCIAL IMPLICATIONS

None

EQUALITY AND DIVERSITY IMPLICATIONS

None

WORKFORCE ENGAGEMENT

A meeting was held with Group Managers to get their support to ensure that stations complete their back log on incidents by 31 October 2020.

Group and Station managers are being kept up to date on the back log data issues with weekly emails from the IRS support desk notifying them of the number of outstanding incidents by station.

LEGAL IMPLICATIONS

None

HEALTH AND SAFETY IMPLICATIONS

None