Draft key lines of enquiry for the managing performance theme for fire and rescue services

How effectively does the organisation manage its performance?

4.1 How well is the organisation delivering its priority services, outcomes and improvements that are important to local people?

KLOE focus, The organisation:
・ is effectively delivering priority services and outcomes;
・ improves the services and outcomes for which it is responsible;
・ contributes to improving wider community outcomes; and
・ tackles inequality and improving outcomes for people in vulnerable circumstances.

The Fire and Rescue Service
・ is delivering improvements in line with the Fire and Rescue Service National Framework 2008-11;
・ demonstrates measurable impact from fire prevention and community protection activities;
・ is making progress with the key elements of the operational assessment of service delivery (or an equivalent assessment methodology) including operational preparedness and emergency response;
・ has appropriate resilience and civil contingency arrangements in place, which are tested for effectiveness;
・ contributes to Local Area Agreement (LAA) priorities through effective partnership working; and
・ contributes to local priorities and national indicators that may be outside Local Area Agreements.

4.2. Does the organisation have the leadership, capacity, and capability it needs to deliver future improvement?

KLOE focus, The organisation:
・ is effectively delivering priority services and outcomes;
・ improves the services and outcomes for which it is responsible;
・ contributes to improving wider community outcomes; and
・ tackles inequality and improving outcomes for people in vulnerable circumstances.

The Fire and Rescue Service
・ engages well with partners, local people and all communities and uses engagement appropriately to set and manage priorities;
・ is recognised for its role in providing leadership to the community including the equality & diversity and social cohesion agenda;
・ has the skills, capacity and capability to sustain improvement in the future;

· has effective health and safety arrangements in place that are sustaining the organisation's capacity and capability;
· makes progress against Integrated Risk Management Planning and other annual action plans;
· has a positive track record and appropriate rate of improvement;
· increases capacity to deliver better outcomes through collaboration and joint work to deliver shared priorities; and
· effectively influences and delivers its contribution to the Regional Management Board (RMB) and Local Area Agreement (LAA).