

Norfolk Fire Authority

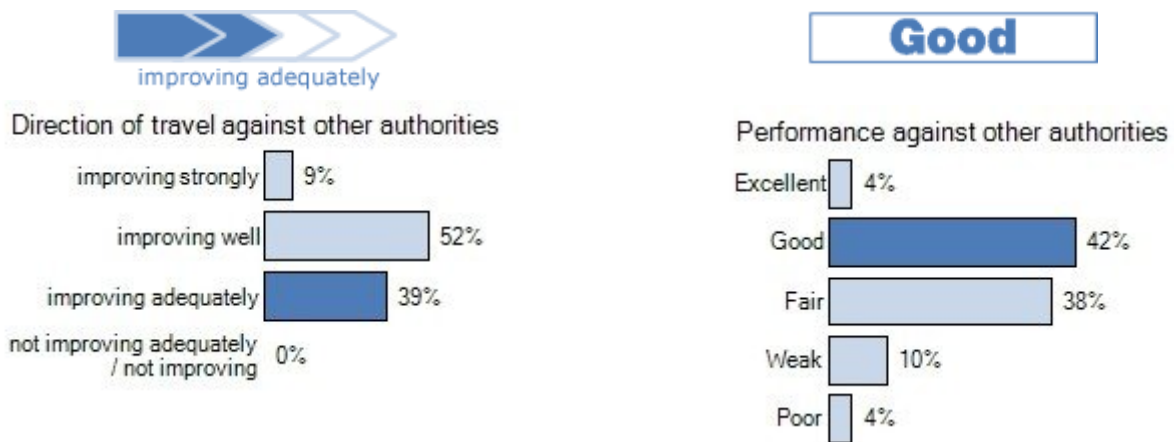
Fire and rescue performance assessment 2007

Comprehensive Performance Assessment (CPA) for Fire and Rescue Authorities was introduced in 2005 when each authority was given a corporate assessment rating of either excellent, good, fair, weak or poor. Inspectors looked at issues like staff training, budget management and the way the service works within the community to make it safer and prevent fires from happening in the first place.

Additional elements give an overall assessment of services including how the authority performs operationally

Overall performance for this fire and rescue authority

This is an authority that is improving adequately having demonstrated Good overall performance in 2005.



In addition to Fire CPA 2005, fire and rescue authorities were assessed under the 2007 performance framework on three elements:

- What progress Norfolk Fire Authority has made in the last year – direction of travel
- How Norfolk Fire Authority manages its finances and provides value for money – use of resources
- How Norfolk Fire Authority delivers its fire and rescue service – service assessment

The use of resources and service assessment are scored on the following scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Direction of travel

What progress has Norfolk Fire Authority made in the last year

Direction of travel	2006	2007
This assessment indicates the progress being made, or otherwise, to achieve improvement.	improving well	improving adequately

The following summary has been provided to support the 2007 direction of travel assessment:

Norfolk Fire and Rescue Authority (FRA) is improving adequately. The overall rate of improvement in performance during 2005/06 and 2006/07 was low when compared with other FRAs and performance overall has been mixed. For example, deaths and injuries have fallen, making the service a top performer for this indicator, but despite the success of some arson reduction programmes, the number of deliberate secondary fires increased significantly. Numbers of home fire safety checks are increasing, but lack effective monitoring of partner activity. Operational assurance is improving with the delivery of planned improvements. Engagement with wider community safety priorities is strong, with innovative projects for migrant workers. Value for money is good with generally strong performance achieved at low cost. Improvement plans are clear and performance management and risk management are effective and supporting plan delivery. HR systems have improved and help ensure the FRA remains focused on its key objectives. Partnership working remains strong and the FRA is contributing well to the Regional Management Board. Progress in equality and diversity has been slower than expected and has yet to deliver outcomes, although there are plans to move this forward.

Use of resources

How Norfolk Fire Authority manages its finances and provides value for money

Use of resources	2006	2007
This assessment looks at financial accounting and reporting arrangements, how well the Authority plans and manages its finances and whether the Authority achieves value for money.	3	3

This use of resources judgement is drawn from five individual judgements provided by the Authority's appointed auditor:

Auditor judgements	2007
Financial reporting	2
Financial management	3
Financial standing	3
Internal control	3
Value for money	3

Service assessment

How Norfolk Fire Authority delivers its fire and rescue service

Service assessment	2006	2007
The overall service assessment is the Authority's performance in delivering the fire and rescue service and is constructed from two elements: performance indicators (PIs) and the OASD.	3	3

The following summarises the operational assessment of service delivery:

Norfolk Fire and Rescue Service is performing well in most areas of service delivery and particularly strongly in call management and incident support. The Service has a clear and comprehensive risk management policy that is linked to the County's Community Safety and Risk Management Strategy. It has significantly reallocated resources in order to develop and deliver a wide range of effective community safety initiatives, and effectively measures performance in this area. Call management arrangements are comprehensive and impressive. The Service uses the latest technology to support the quickest attendance, and has developed an effective solution for managing the availability of its resources. The Service is performing adequately in operational preparedness. High workloads at middle manager level have had an impact on the monitoring required to ensure that health and safety, staff development and other policies are being fully implemented. Overall Norfolk Fire and Rescue Service is performing well with a commitment from senior managers to move the organisation to a locally managed service matched to local risk.

CPA 2005

How Norfolk Fire Authority performed in 2005

CPA 2005	2005
We assessed the Authority on the way it was run and the delivery of its services. Our corporate assessment did not give an opinion on how well the fire and rescue service responded to emergency incidents. The assessment provided a baseline measurement that helps fire and rescue authorities focus on improvement. Fire and Rescue CPA 2005 was scored on the scale Poor/Weak/Fair/Good/Excellent.	Good

Please visit the Audit Commission website (www.audit-commission.gov.uk) for the full version of this scorecard.