



**DEVON &  
SOMERSET**  
FIRE & RESCUE SERVICE

# Corporate Performance Reporting

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# A change in perception: performance management is positive!





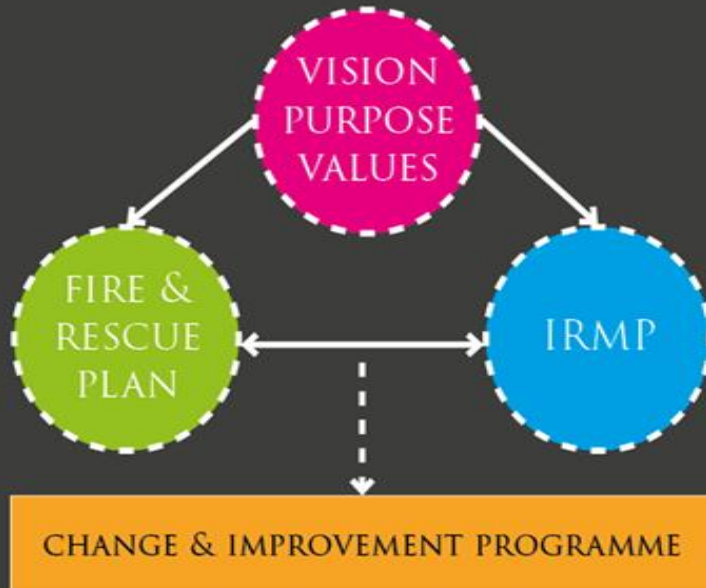
# A change in perception: performance management is positive!





# Performance management framework

## WE NEEDED A CLEAR PLAN



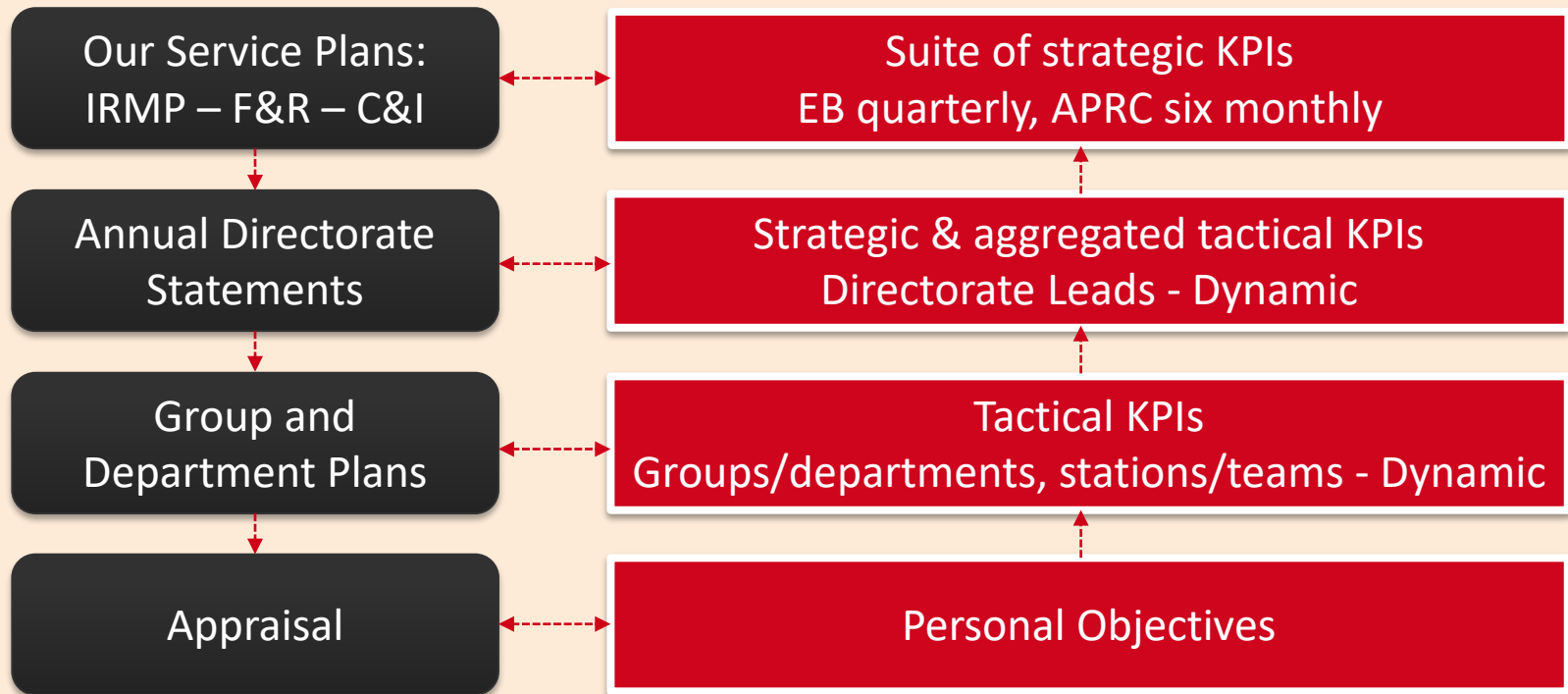
Annual Directorate Statements  
Group Service Plans  
Individual Objectives

## All our plans will show:

- 1) The risks the Service faces
- 2) The priorities and outcomes (performance results) that are to be achieved
- 3) Improvement and change activity
- 4) Relevant performance indicators and targets
- 5) Resources and outline budgets
- 6) Responsibilities for delivery

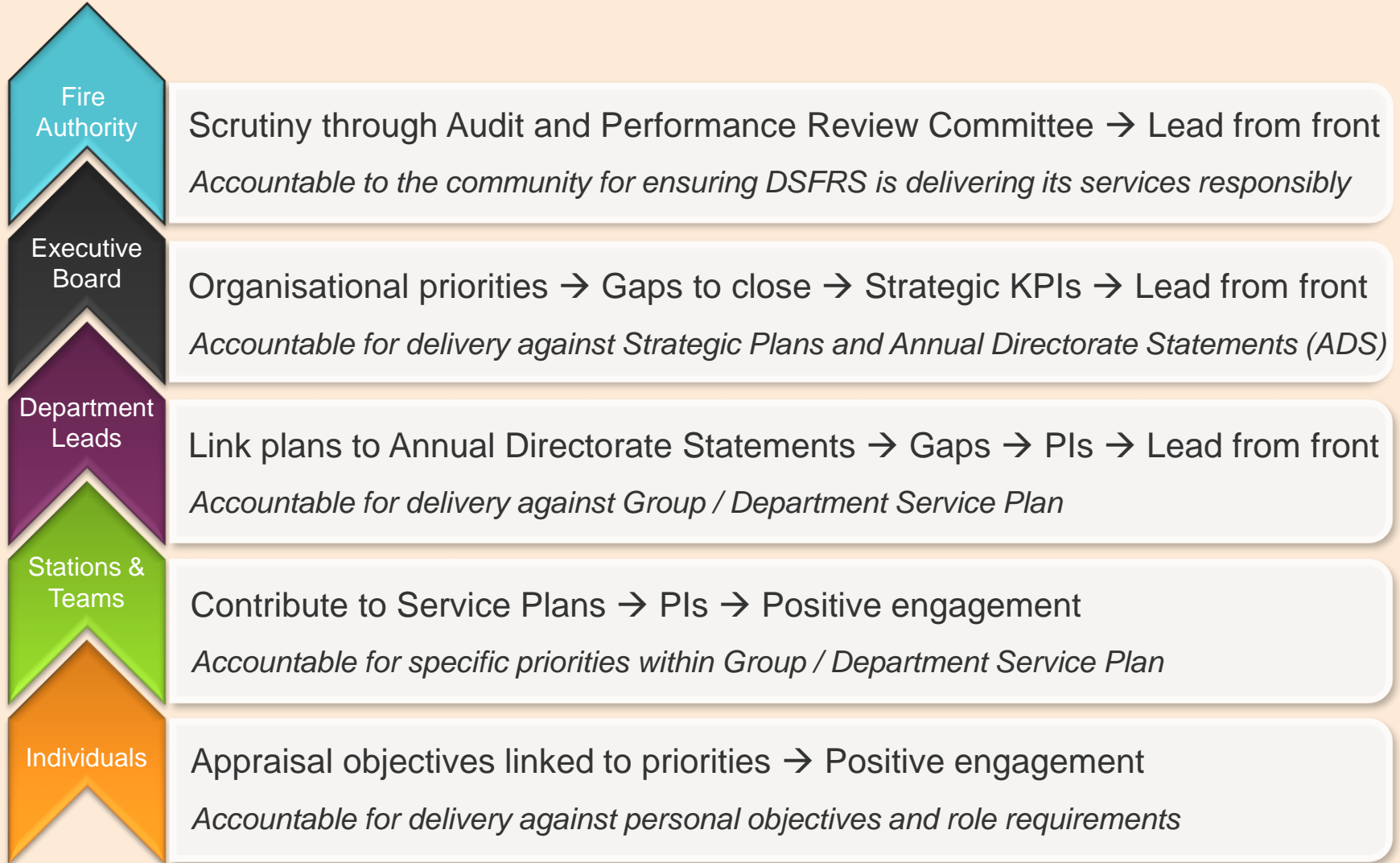


# Linking our plans and our reporting





# Expectations: we all have a role to play





# Expectations:

## What you need to know as Members

**Key Performance Indicators linked to organisational priorities.**

*It's about closing the gap!*

**What we are aiming to improve with the KPIs we report.**

*If our measures don't provide assurance or drive improvement they aren't worth having!*

**Targeted to support us to move towards achieving our priorities.**

*Stretching yet achievable targets to focus us on what's important.*

**We'll focus our reporting on exceptions, providing detailed analyses and commentary.**

*Celebrating our successes and investigating areas of concern.*



Scrutiny through Audit and Performance Review Committee

*Accountable to the community for ensuring DSFRS is delivering its services responsibly*