



# Powerful Support for Performance Management and Self-Assessment in Fire and Rescue Services

- facilitates regular assessment of Station performance using balanced scorecard principles.
- provides assessment of District performance by bringing together Station scorecards.
- enables improvement action points to be defined and monitored at Station/ District/ Service level.
- provides an integrated framework for self-assessment in the context of the Fire CPA and CIPFA/ SOLACE.
- helps achieve relevant quality standards

## Supporting Performance Management

A major feature within *FIRE AND RESCUE REVIEW* is the Balanced Scorecard feature.

This feature sets out targets and performance in 'traffic light' format. There are templates which can be customised for Stations or the Service. The processes used by Services are described later.

The feature is designed to enable key Service objectives to be cascaded down to Station level so that performance is co-ordinated. The feature links to a Service's management information system.

Within the Balanced Scorecard feature it is possible to compare the performance of Stations and produce scorecards for Districts which can also be compared.



***FIRE AND RESCUE REVIEW* provides an integrated performance management framework with a powerful visual impact**

## Supporting Self-Assessment and Improvement

*FIRE AND RESCUE REVIEW* is based on 126 excellence criteria that are directly derived from the Fire CPA, CIPFA/ SOLACE inspection and diagnostic criteria.

Enter the consensus views of staff across the Service to the software and save considerable time. A click of the mouse will automatically produce reports showing strengths, areas for further improvement and evidence against:

- the Key Lines of Enquiry for Fire CPA
- the 5 Fire CPA diagnostics and CIPFA/ SOLACE
- the assessment indicators of relevant quality standards

With staff involvement you will easily identify key areas for improvement. These can be prioritised into action points with the *FIRE AND RESCUE REVIEW* action planning feature creating a range of integrated action plans

### Supporting Management of Change

Within *FIRE AND RESCUE REVIEW* there is a feature to support SWOT analysis (strengths, weaknesses, opportunities and threats).

This removes the need for flip charts and provides an instant, prioritised report at the end of a team session.

## Pricing (all prices plus V.A.T.)

The first year annual licence fee for the *Fire and Rescue Review* software is £1,500 without limit on computer use. The annual licence fee for subsequent years is £1,500 for use on the first 10 computers plus an appropriate fee for use on additional computers.

In addition there is a one off first year fee of £1000 to cover an initial familiarisation visit, a 1 day training workshop at a Service's premises for staff familiarisation, hands on IT training and IT co-ordination.

On-line and telephone technical support is free as is membership of the User Group.

## User Group

All Services that use *Fire and Rescue Review* are members of the User Group with Hereford and Worcestershire Fire and Rescue Service which originated, and validated the structure of, the software. This group will meet at regular intervals to exchange experience on the management processes supported by the software and identify further features that should be developed. Agreed upgrade costs will be shared by members of the User Group.

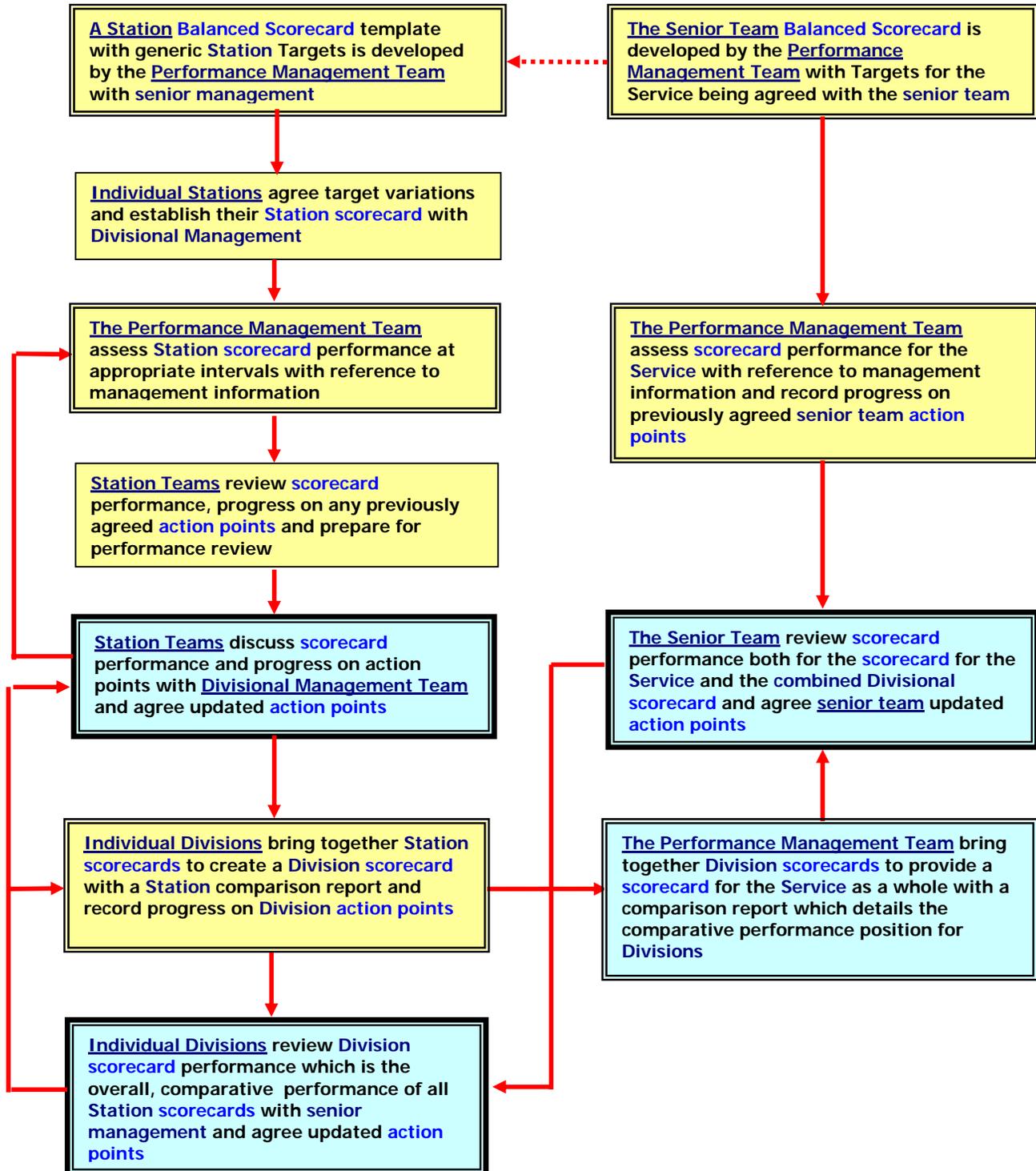
## Access to *FIRE AND RESCUE REVIEW*

Mark Perrin, the Performance Manager of Hereford and Worcestershire Fire and Rescue Service – 01905 368312, mperrin@hwfire.org.uk and can be contacted by prospective users to discuss its use.

Anthony Darbyshire of ADA Assessment Solutions Ltd, who has developed *FIRE AND RESCUE REVIEW*, can be contacted to demonstrate the software and discuss use in a specific Service – 01777-711141, ad@improver.co.uk

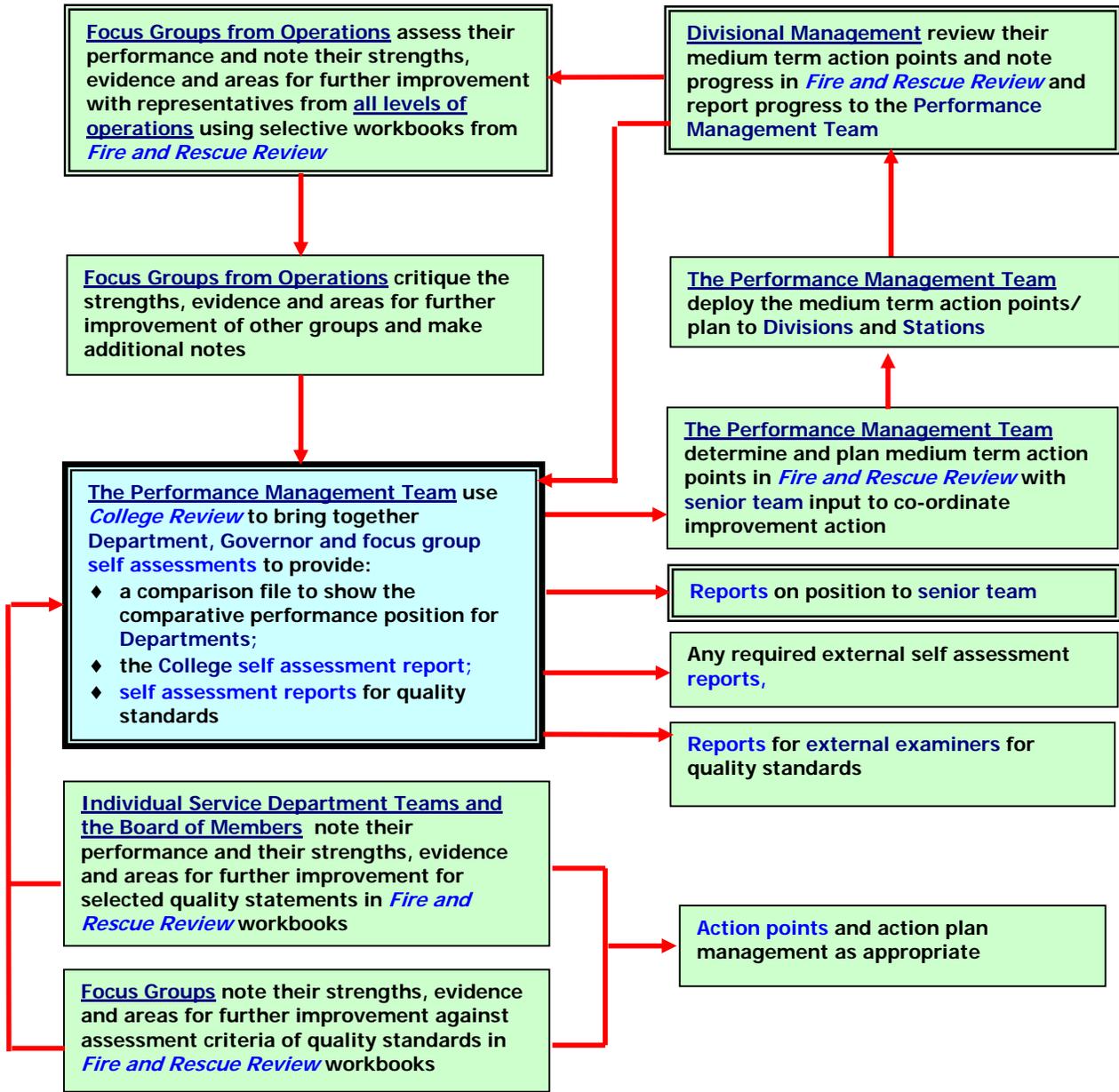


## How Fire and Rescue Services are using the Balanced Scorecard feature in Fire and Rescue Review to manage performance and improvement at Station, Division and Service level





## How Fire and Rescue Services are using Fire and Rescue Review to manage self- assessment and medium term improvement at Division, Department and Service level



## How the User Group is using the SWOT feature in Fire and Rescue Review to manage change

