

Level

Tier

Scope

Customer

District County Unitary Fire

Support Services

Performance monitoring



DORSET & WILTSHIRE
FIRE AND RESCUE

Characteristic(s) / CSF(s):

Use of Data
Use of Digital and Technology
Role of elected member

Problem and Approach

- Upon creation of the new Dorset and Wiltshire Fire Service, the members of the authority wanted to set the parameters for performance of the service and to have those effectively monitored.
- The members determined which areas of performance they were concerned with and agreed the measures for each.
- Using a digital monitoring tool developed by CAMMS they linked operational systems to the monitoring process

Outcomes

- The end result is the publication of performance to the service website in real time
- In addition elected members can review performance at authority meetings without 'papers'.

<https://www.dwfire.org.uk>



The public sector transformation partner