

COUNTY DURHAM AND DARLINGTON FIRE AND RESCUE SERVICE

At a **MEETING** of the **PERFORMANCE COMMITTEE** held at Fire and Rescue Service Headquarters, **Monday 25 November at 10.00am**

PRESENT: COUNCILLOR C Carr in the Chair

DURHAM COUNTY COUNCIL: Cllrs B Avery, J Bell, R Manchester, and D Stoker

DARLINGTON BOROUGH COUNCIL: Cllr G Lee

OFFICERS: S Natrass, S Wharton, R Cherrie
Anthony Matthias (Item 3 only)

Item

1 Apologies

There were no apologies.

2 Minutes of the previous Meeting

The minutes of the meeting held on Wednesday 11 September 2019 were noted as a true and accurate record.

Cllr Stoker enquired if the issues with Oracle and Resource Link were still occurring. S Natrass noted the steps that had been implemented to ease the issues. Cllr Stoker asked for the issue to be raised again at the next meeting.

3 Driving Standards Panel Process

Anthony Matthias joined the meeting and gave a presentation on the Driving Standards Panel Process which included the following areas:-

- Overview of procedure
- Appliance technology
- Vehicle accident statistics
- Case study
- Advantages of driving standards panel

Cllr Carr queried after a vehicle accident the process for drivers/banks people. A Matthias explained the process for assessing all personnel involved.

Cllr Carr asked where CCTV on appliances was located? A Matthias noted that the view is 360 degree around the appliance.

Cllr Carr noted the county council planners had been reminded that housing estate streets needed to be kept as wide as possible to allow emergency services easy access. A Matthias noted that on safe and wellbeing visits the appliance will often park and the crew walk to the appointment. They continually risk assess their routes.

It was noted that if a driver is driving a different or new vehicle familiarisation would take place. C Carr queried the frequency of training for drivers. A Matthias noted that EFAD was recertified every 3 years for wholetime and every 2 years for RDS.

ACTION: Members **noted** the presentation.

4 Unwanted Fire Signal Trial

S Natrass noted that for the period 1 April – 30 September 2019 there had been a total of 428 unwanted fire signals, 331 chargeable incidents. 293 first warning letters had been sent, 243 charging letters sent. From the charging letters that had been sent there had been 9 appeals, 8 upheld. Cost recovery charges £9603.00 and total recovery charges following successful appeals £5529.00.

ACTION: Members **noted** the update.

5 Performance Report Quarter Two 2019/20

The organisational performance indicators for quarter two were presented to the Committee by S Wharton.

The committee discussed the indicators in turn.

Cllr Carr noted the promotion of Fire Stoppers to regional and hopefully a national campaign.

Cllr Lee queried the availability of RDS second appliance. S Wharton noted the work that was being undertaken to recruit on call fire fighters and availability between 0900 – 1700 hours for RDS first and second appliances.

ACTION: Members **noted** and **commented** on the report.

6 Sickness Absence Report Quarter Two

R Cherrie gave an update on sickness absence performance for the quarter and discussed the sickness for each staff group in detail.

Cllr Carr and Lee queried whether age was a factor for MSK related issues and if there was one type of issue or multiple. R Cherrie noted the aging workforce and that there was multiple types of injury.

Cllr Carr noted the free flu vaccination service that was offered to all personnel and that the service should encourage all to take up the offer. S Natrass noted that staff are offered the flu jab and can either attend a clinic at service premises or are provided with a voucher to redeem in Boots.

Cllr Lee queried shifts lost for wholetime personnel. R Cherrie noted that he would provide the committee with the relevant information.

ACTION: R Cherrie to obtain the relevant information on wholetime shifts lost to sickness.

ACTION: Members noted and commented on the position regarding sickness absence performance – Quarter two.

7 **Letters of Appreciation**

The Committee considered the various letters of appreciation that had been submitted to the Service. In total 25 letters had been received for the quarter two period.

ACTION: Members noted the report.

PART B

8 **Complaints**

Two formal complaints had been received by the Service in the reporting period. No complaints had been forwarded to the Local Government Ombudsman.

ACTION: Members noted the report.