

## County Durham and Darlington Fire and Rescue Service

At a meeting of the **Performance Committee** held remotely on **Thursday 3 September 2020** at **1000 hours**.

**Present:** Cllr C Carr in the Chair

**Durham County Council:** Cllrs R Manchester and D Stoker

**Darlington Borough Council:** Cllr G Lee

**Officers:** S Helps, K Wanley, K Lazzari, S Nattrass and M Henderson for item 4 only

### Part A

#### 1 Apologies

Apologies were received from Cllr J Bell

#### 2 Minutes of the previous meeting

The minutes of the previous meeting held on 2 March 2020 were agreed as true record.

#### 3 Oracle Update

K Lazzari gave an update on the performance of Oracle. The teams at DCC and CDDFRS (ICT DEBS and Oracle) had been working together in relation to accessibility of the DCC systems. Significant progress had been made.

#### 4 Presentation – iPad, Benefits and Future Opportunities

Mark Henderson joined the meeting and gave a detailed presentation on the iPad functions including:

- What does the service want to achieve?
- Improved efficiency and accuracy
- Compliance with data protection and GDPR
- How the service has achieved this
- Nintex Software
- Future opportunities

Cllr Stoker commented on the ease of use of Apple products and discussion followed on the importance of security that the service had.

Cllr Lee queried who had access to the tablets. The Community Risk Safety Team and crews had access. All had received training.

The committee **noted** the presentation.

## 5 Performance Report Quarter One 2020/21

The organisational performance indicators for quarter one of the 2020/21 financial year were presented to the committee by K Wanley.

The committee discussed the indicators in turn noting where performance was strong or where additional work was required to secure improvement. Overall 70% of the strategic PIs met or exceeded their target level.

Cllr Carr queried the business fire safety audits and the effect of Covid-19. K Wanley noted that the majority of audits are carried out by operational crews but during lockdown desk top audits had been undertaken.

Cllr Lee queried the fires that had taken place in the Midgrige ward. K Wanley noted that these had been secondary fires and the central arson reduction team had been speaking with young people in the area to make them aware of the consequences of arson.

Cllr Lee queried the statistics in the report don't seem to alter substantially. S Helps noted that data for analysis purposes is looked at over a period of years not just quarterly.

The committee **noted** the report.

## 6 Sickness Absence Performance

S Natrass gave an update on the sickness absence performance for the periods 1 April 2019 – 31 March 2020 and 1 April 2020 – 30 June 2020 and sickness for each staff group was discussed and in relation to Covid-19.

Cllr Lee queried the cost of sickness to the service. S Natrass noted the work being undertaken to improve sickness levels and sickness reporting.

Cllr Lee noted the sickness absence for FDOs. S Natrass noted that as the group was small in number one sickness within the group stood out.

The Committee **noted** and **commented** on the report.

## 7 Letters of Appreciation

The Committee considered the various letters of appreciation that had been submitted to the Service. In total 10 letters had been received for the quarter one period.

The Committee **noted** the report.

## Part B

### 8 Formal Complaints

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

Members **noted** the report.