

County Durham and Darlington Fire and Rescue Service

At a meeting of the **Performance Committee** held at CDDFRS HQ on **Thursday 9 December 2021** at **1000 hours**.

Present: Cllr G Lee in the Chair

Durham County Council: Cllr S Quinn, Cllr R Manchester

Darlington Borough Council: Cllr G Lee

Officers: Deputy Chief Fire Officer S Helps, Area Manager K Wanley, Head of People and Organisational Development K Metcalfe

Part A

1. Appointment of Chair for this meeting

Cllr Lee was appointed as Chair for this meeting.

2. Apologies

Apologies were received from Cllr C Marshall and Cllr K Rooney

3. Minutes of the previous meeting

The minutes of the previous meeting held on 31 August 2021 were agreed as true record

4. Presentation – Sickness

Head of POD, Katherine Metcalfe presented data on sickness absence across the Service. The presentation has also been made to the Human Resources Committee of the Combined Fire Authority.

Cllr Lee asked that the number of shifts lost to be represented as a percentage and it was reported that for wholetime staff this was 5% from April to September 2021.

Action: percentage figures to be include in future reports.

There was a discussion around ensuring that qualified staffing levels are maintained and the costs of this are monitored. Cllr Quinn noted that Covid absence is a significant factor and asked regarding the challenges of dealing with this. Members were advised that the approach to Covid requires sector wide decisions and were assured that management interventions are in place to monitor and tackle this, as with other types of sickness.

The Committee thanked Service staff for maintaining the safety of community in the face of higher levels of sickness.

The Committee noted the presentation.

5. Performance Report Quarter 2 2021/2022

The organisational performance indicators for quarter two of the 2021/22 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.

Cllr Manchester noted that the amount of calls received has increased but there was an improvement in meeting the responses standards so this is a strong positive for the Service.

DCFO Helps confirmed that whilst all standards are met we wish to amend the response times related to Non Domestic Fires (NDFs) which forms part of our Community Risk Management Plan consultation this year.

Cllr Lee asked for assurance regarding the resources which have been brought in to tackle deliberate fires along the East Coast of the Service area and whether they are showing a reduction in numbers. AM Wanley advised that the reasons as to the number of fires set are complex and DCFO Helps emphasised that this is not a problem which FRS can tackle alone as many reasons are societal and require a multi-agency response. Interventions can take some time to feed through into results but we will evaluate the tools used using our detailed performance data.

Cllr Quinn noted that it would be useful to learn more about the complexities as all areas will have some level of difficulty and deprivation where lessons can be implemented.

Action: Arrange a visit to various localities for Members to see some of the issues we face in tackling arson and to learn more from relevant staff.

The committee **noted** the report.

6. Letters of Appreciation

The Committee considered the various letters of appreciation that had been submitted to the Service. In total 14 letters had been received for the quarter two period.

The Committee thanked Service personnel for the work they did during Storm Arwen.

The Committee **noted** the report.

Part B

7 Formal Complaints

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

The Committee **noted** the report.