

County Durham and Darlington Fire and Rescue Service

At a meeting of the **Performance Committee** held at CDDFRS HQ on **Tuesday 28 June 2022** at **1000 hours**.

Present: Cllr J Blakey in the Chair

Durham County Council: Cllr R Manchester

Darlington Borough Council: Cllr G Lee

Officers: Deputy Chief Fire Officer S Helps and Director of Community Risk Management K Carruthers

Part A

1. Apologies

Apologies were received from Cllr C Marshall, Cllr K Rooney and Cllr S Quinn.

2. Minutes of the previous meeting

The minutes of the previous meeting held on 10 March 2022 were agreed as true record.

3. Performance Report Quarter 4 2021/2022

The organisational performance indicators for quarter four of the 2021/22 financial year were presented to the committee by K Carruthers.

The Committee discussed the indicators in turn noting where performance was strong or where additional work was required to secure improvement.

Cllr Lee queried the process for setting targets. K Carruthers explained that targets were based on a 3 year trend analysis. They are scrutinised by the Performance Board and the Service leadership team before being finalised and set.

ACTION: It was agreed that a presentation would be prepared for the next meeting outlining the process for managing performance from stations plans up.

Cllr Lee requested further detail around the new analytical tools. K Carruthers provided an overview of power BI reporting and other information sources such as census data which allow a more focused approach to reducing primary fires.

Cllr Lee questioned whether there was an opportunity for income generation with the UwFS policy. K Carruthers confirmed that the approach was cost recovery only and an opportunity to work with businesses and encourage them to make the required changes.

Cllr Manchester highlighted that there were no targets under the response section. K Carruthers confirmed that many of the subsets for those indicators did have targets but there was not a target to cover all areas. The indicators were included in the report to provide members with as much detail as possible regarding Service performance.

Cllr Blakey stated that the workforce section would be more relevant to the HR Committee and suggested that the information be presented there going forward. It was agreed that a small summary around workforce would be included in future reports to cover any possible effects on performance.

The Committee **noted** the report.

4. Letters of Appreciation

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

The Committee **noted** the report.

Part B

5. Formal Complaints

One formal complaint had been received by the Service in the reporting period. The complaint was partially upheld. No complaints had been forwarded to the Local Government Ombudsman.

The Committee **noted** the report.

6. FRS Data Pack

S Helps introduced the presentation which provided an overview of Fire and Rescue service data on prevention, response and protection.

Discussion took place around a possible North East issue with deliberate outdoor fires, opportunities to engage with other services who have made significant changes and likely reporting differences.

The Committee **noted** the presentation.