

## **COUNTY DURHAM AND DARLINGTON FIRE AND RESCUE SERVICE**

At a **MEETING** of the **PERFORMANCE COMMITTEE** held at Fire and Rescue Service Headquarters, **Wednesday, 13 June 2018 at 10.00am**

PRESENT: COUNCILLOR C Carr in the Chair  
DURHAM COUNTY COUNCIL: Cllrs J Bell, D Hicks, H Nicholson and D Stoker  
OFFICERS: C Bage, D Brown and R Turnbull

### **Item**

#### **1 Apologies**

No apologies were received.

#### **2 Minutes of the previous Meeting**

The minutes of the meeting held on Friday, 9 March 2018 were noted as a true and accurate record.

#### **3 Presentation – HMICFRS Developments**

RT gave an update on the HMICFRS inspection programme and framework (**attached**) following finalisation of the grading criteria last week.

RT advised that work by market research company, BMG, into the public perception of the Fire Service was ongoing and that approximately 400 people per Service would be questioned.

Following a query from members, RT clarified that inspectors were seconded into the Inspectorate from FRS across the country and, as such, had a lot of experience. He advised that a communications plan has been written to effectively communicate expectations throughout the Service.

DB advised that the Inspectorate would contact our partner agencies to discuss the Service's approach to collaborative working and clarified that Governance would not be inspected as a matter of course, and that the CFA would only be looked at if specific concerns regarding governance came to light during the inspection.

#### **4 Performance Report 2017/18**

The organisational performance indicators for 2017/18 were presented to the Committee.

The Committee noted that 81% of the strategic PIs maintained or improved when compared to performance last year.

Both primary and secondary fires numbers are above target for the year and are also significantly higher than the same period last year. This is largely due to an increase in deliberate fires in both the primary and secondary fire categories, a problem which is

common across the North East. The most prominent type of primary fire was road vehicles (42.7%), followed by dwellings (29.4%) with Shotton and Haswell ward having the highest incident rate. The higher than anticipated levels of secondary fires was largely due to a poor start to the year. The service has been heavily involved in activity to mitigate local risks and in collaborative prevention initiatives.

The volume of SWVs undertaken was significantly higher than both target and last year's performance, as were the proportion delivered to high risk people and/or properties. Despite this, ADFs have increased and a new tool, which will be introduced in 2018/19, and which improves targeting to identify individual vulnerable people to support the ward based risk tool has been developed. This, coupled with the freezing of the SWV target, thus allowing crews more time in individual properties where needed, will ensure resources are focused on reducing risk in the home.

Fires in non domestic properties were notably lower than the same period last year and continues a three year reduction in this category. Four prohibition notices have been served as a result of fire safety audits throughout the year, all of which have been linked to sleeping accommodation on or above a workplace without adequate fire protection, detection and separation.

There have been 750 ADFs this year which is 5% more than the previous year and above target. This is attributable to seasonal influences and remedial work in educational establishments during the holiday period and a meeting has been requested with local authority representatives in order to address this for the coming summer.

The service has responded to fewer incidents at the end of quarter four which may be attributable to the scaling back of EMR.

Four of six response standards were met at the end of quarter 4. Emergency response continue to work to address issues around RDS availability.

Reductions in staff sickness across all categories have contributed to an 11% reduction in shifts lost in comparison with last year. Absence within the RDS category has seen a rise this quarter, being 29% higher than last year, with long term sick attributing to 84% of all absence within this category. Short term sickness in this category remains low; three of 13 RDS stations reporting no sickness absence this reporting year and six being below target. Overall, the service performs well against other FRS.

Although still relatively low volumes, there has been a rise in vehicle accidents and proactive measures such as station and section themed visits, health and safety reports sent to all personnel, issuing of health and safety newflashes and working closely with representative bodies to further improve awareness and safety across the organisation have been undertaken.

The numbers of invoices paid on time is 4% above target with finance staff, as part of the year end processes, chasing as many outstanding invoices as they are aware exist and ensuring that all items have cleared the Oracle process.

100% of emergency estates repairs have been responded to on time, 5% above target.

**ACTION:** Members **noted** and **discussed** areas where performance was missing target or had regressed from last year. Members questioned officers on the initiatives planned to

address these areas in 2018/19. Discussion also took place on the format of the report and it was agreed that AM Wanley would bring proposals to the next meeting.

**5 Letters of appreciation**

The Committee considered the various letters of appreciation that had been submitted to the Service. Nine letters, covering the full remit of what the Service does, have been received.

**ACTION:** Members noted the report.