

Safest People, Safest Places

County Durham and Darlington
Fire and Rescue Authority



COMBINED FIRE AUTHORITY

22 DECEMBER 2016

NOTES OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE HELD ON 9 DECEMBER 2016

REPORT OF THE CHAIR OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

Members Present: Cllr B Graham (Chair)
Cllr M Hodgson

Apologies: Cllr's P Oliver, B Jones, K Shaw and B Armstrong

Purpose of the report

1. The purpose of this report is to provide members with an update of the discussions and recommendations of the Policy and Performance Review Committee held on the 9 December 2016.

Fire Statistics Monitor: England 2015/16 and Operational Statistics Bulletin for England 2015/16

2. The Members were presented with a comparative analysis of key operational performance indicators within County Durham and Darlington Fire and Rescue Service (CDDFRS) against national performance data contained within the annual report published by the Home Office. Overall, performance for CDDFRS is good, with 60% of the indicators ranked in the first or second quartile. The Service will use the benchmarking data to ensure resources are allocated into the areas of greatest risk and drive continuous performance improvement.
The Committee **noted** the report.

Performance Report Quarter Two 2016/17

3. The organisational performance indicators for quarter two were presented to the committee. Overall 63% of the strategic PI's met or exceeded their target with 65% maintaining or improving on performance compared to the previous year. The key areas of performance where performance was strong or where additional work is required to secure improvement were discussed with the members.

The Committee **noted** the report

Letters of Appreciation

4. The Committee considered the various letters of appreciation that had been submitted to the Service. The members highlighted that it was good to see that letters received were for personnel and sections from across the Service. There had been a total of 18 letters received. It was also good to note that a letter of appreciation had been received from the North East Ambulance Service (NEAS) for services and support provided by CDDFRS.

The Committee **noted** the report.

Part B

Complaints

5. The Committee discussed the complaints position. There had been one formal complaint received by the service in the reporting period. No complaints had been forwarded to the Local Government Ombudsman.

The Committee **noted** the report.

Colin Bage, Deputy Chief Fire Officer 0191 375 5555