

Safest People, Safest Places

County Durham and Darlington  
Fire and Rescue Authority



## COMBINED FIRE AUTHORITY

24 NOVEMBER 2016

### NOTES OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE HELD ON 20 SEPTEMBER 2016

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#### REPORT OF THE CHAIR OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

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**Members Present:** Cllr B Graham (Chair)  
Cllr's K Shaw, B Armstrong, B Glass and B Jones

**Apologies:** --

#### 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 20 September 2016.

#### Presentation – Sickness Absence

2. Members were given a presentation on sickness absence. This subject had been scrutinized by the Performance Programme Board and SLT and highlighted as an area of improvement as overall all staff sickness had gone up by a third compared to the previous year. The Committee were given an overview and background detail for the specific areas of concern and the actions that have been put in place to address the issues.
3. Members were provided with an overview and the purpose of the cultural survey, led by Dr Les Graham from Durham University that is to take place throughout the service.

The committee **noted** the report.

#### Performance report quarter one

4. The organisational performance indicators for quarter one were presented to the committee. Overall 72% of the strategic PI's met or exceeded their target with 60% maintaining or improving on performance compared to the previous year. The key areas of performance were highlighted to the committee.

The Committee **noted** the report.

## Letters of Appreciation

5. 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 23 letters received. It was also noted that letters of appreciation were received from a national perspective for services and support provided by CDDFRS staff at flooding incidents across the country.

The Committee **noted** the report.

## Part B

### Complaints

6. The Committee discussed the complaints position. There had been no formal complaints 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