

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY AND WASTE CABINET PANEL

MONDAY 3 DECEMBER 2015

Agenda Item No.

5

COMMUNITY PROTECTION MID-YEAR PERFORMANCE REPORT 2015/2016

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Executive Member: - Richard Thake, Community Safety and Waste Panel

1. Purpose of report

- 1.1 To provide the Cabinet Panel with an overview of Community Protection Directorate (CDP) mid-year performance for 2015/16. This paper aims to highlight areas where the Directorate is performing well and areas for further investigation or action. The full draft report is attached as appendix 1.
- 1.2 The Cabinet Panel are also asked to consider the revised format and content of the report in order that the Cabinet Panel members feel suitably well informed of the wider activities of the Community Protection Directorate. This revised version includes case studies that highlight the work of the Directorate that cannot be not illustrated using quantitative measures. The attached report should be considered as being a draft and amendments recommended by Cabinet Panel will be included prior to issuing the final version.

2. Summary

- 2.1 The performance report is divided into 3 sections:

Prevent and Protect	Pages 1 - 7
Plan for and Respond to Emergencies	Pages 8 - 9
Be an Excellent Organisation	Pages 10 - 14
- 2.2 CPD performance at mid-year 2015/16 remains good with most targets being met or exceeded.
- 2.3 Areas where performance has not met target and is more than 5% worse than the same period last year include:
 - Non-domestic premises fires - although numbers are low and small changes in numbers impact percentages significantly.

- False alarms attended due to automatic fire alarms (AFAs) – this should be viewed in the context that the overall number of AFA calls coming into Fire Control has risen by almost 12% and due to successfully challenging by Fire Control the percentage of all AFA calls that result in an attendance has fallen by 4.2%.
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Deliberate fires (arson)
 - Secondary fires
- 2.5 Areas where performance has shown improvement since last year include:
- Primary fires
 - Road traffic collisions attended
 - Deaths and injuries due to primary fires
 - Shifts/working days lost to sickness absence
 - Compliments and complaints
- 2.6 Attendance standards for first and second appliance to a primary fire were slightly under target at the mid-year stage, both at 89%. In cases where it was estimated appliances would arrive within the standards and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.
- 2.7 Members of the Panel are asked to consider other measures that are included in the performance report and recommend that they remain in the report or make observations and recommendations of other performance measures that should be included. These include figures relating to domestic abuse, drugs and alcohol and rogue traders.

3. Recommendations

- 3.1 That the Cabinet Panel notes the mid-year performance of Community Protection Directorate to the end of Quarter 2 2015/16 and acknowledges the content of the report for publication to the wider organisation and the general public.