

Community Protection Directorate

Mid-Year Performance Report

2015/16



Table of Contents

Strategic Aim – Prevent and Protect

Fires	1
Fire Deaths and Injuries.....	2
Road Traffic Collisions	3
Local Intervention Fire Education (LiFE)	4
Domestic Abuse	4
Drugs and Alcohol	5
Rogue Traders.....	6
Risk Based Inspections	7
Home Fire Safety Visits (HFSVs)	7

Strategic Aim - Plan for and Respond to Emergencies

Fire Engine Attendance Times	8
Site Specific Information	8
HCC Incident Response Planning.....	8
Automatic Fire Alarms.....	9
Malicious False Alarms.....	9

Strategic Aim – Be an Excellent Organisation

Customer Satisfaction	10
Cost.....	11
Sickness.....	11
Complaints and Compliments.....	11
Volunteers.....	12
Firefighter Training and Competence	13
Individual Performance	14
Resilience Competencies.....	14

Indicators RAG

Green	Equal to or over performing against the target or last year
Amber	Up to 5% underperforming against the target or last year
Red	More than 10% underperforming against the target or last year

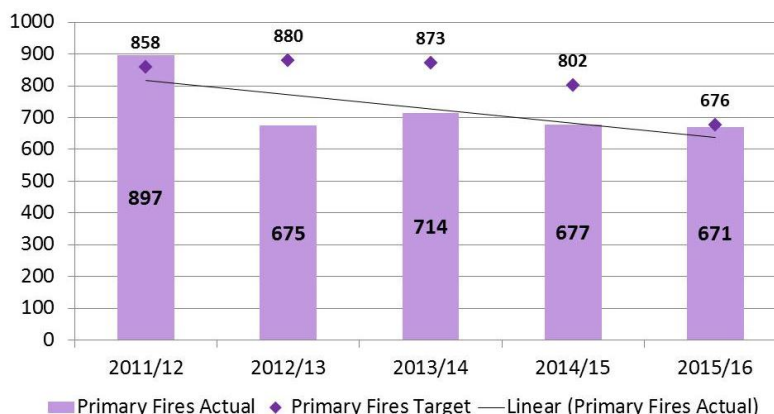
Fires

	MY 15/16	MY 14/15	Vs Last Year	MY Target	Vs Target
Primary fires	671	677	0.9%	676	0.7%
Non-domestic fires	97	91	4.3	81	19.8%
Secondary fires	715	668	7.0%	733	2.5%
Deliberate fires	650	582	11.7%	664	2.1%

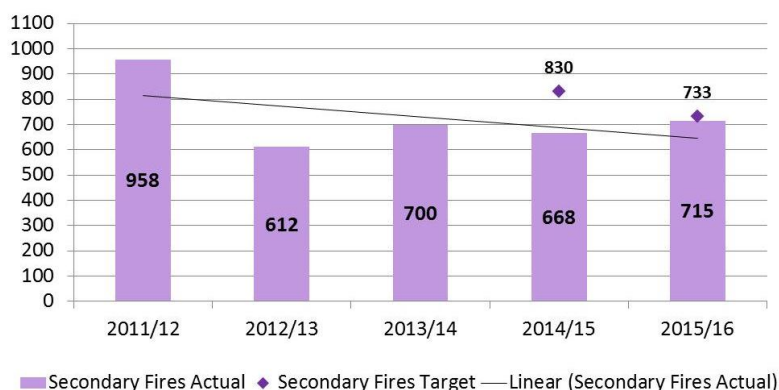
Primary Fires – fires involving property including buildings, vehicles, crops etc. The total number of primary fires fell by 0.9% compared to the same period last year, and by 25.2% in the last 5 years. The number of primary fires has levelled out in the last four years at approximately 700 fires at the mid-year point.

Non-domestic Premises Fires rose by 6 (or 4.3%) from 91 to 97 when compared to the same period last year and was 19.8% above the target of 81. However numbers of this fire type remain low and overall have fallen by 28% in the last 5 years.

Primary Fires at mid-year 2011/12 – 2015/16



Secondary Fires at mid-year 2011/12 – 2015/16



Secondary Fires – fires of no discernible value or ownership e.g. scrubland, grassland, rubbish etc.

The total number of secondary fires has risen by 7.0% compared to the mid-year point last year, however number has fallen by 25.4% in the last 5 years.

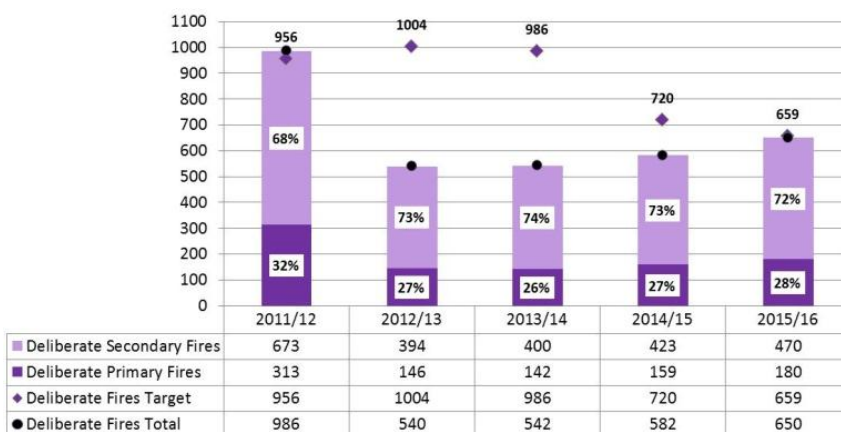
There was a significant drop in 2012/13 when a particularly wet summer was experienced, as the majority of secondary fires occur outdoors in the summer months.

Deliberate Fires – fires which are believed to have been started intentionally.

The total number of deliberate fires rose by 11.7% compared to last year; however the total number of deliberate fires has fallen by 34% in the last five years.

The proportions of deliberate fires that are primary or secondary has remained fairly static over the last five years, with around three quarters of all deliberate fires being classed as secondary and approximately a quarter classed as primary.

Deliberate Fires at mid-year 2011/12 – 2015/16



Fire at Node Court, Codicote

In the early hours of 12 July 2015 Hertfordshire fire crews were called to one of their most significant firefighting challenges of the last two years as one of the largest thatched roofs in England caught fire in an inaccessible rural location.

Several firefighters attending this incident had been mobilised to a fire at the same premises almost 20 years previously. Although many of the challenges of firefighting in a rural location may not have changed over the years, the provision of specialist equipment and development of organisational command structures means that we are as prepared as we've ever been to meet those demands.

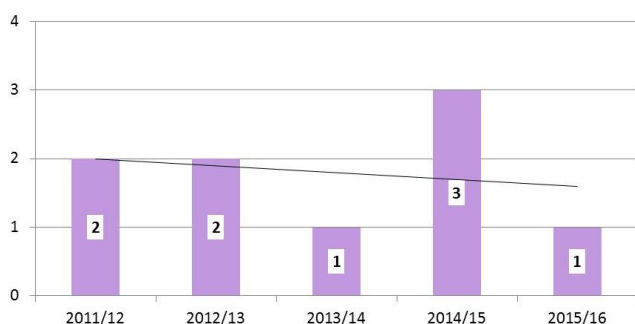
Roy Wilsher, who attended the incident, said "This was a challenging fire for crews to deal with, but with a combination of new equipment and hard work over several hours, they were able to save the majority of the building, and importantly save the businesses based there."



Fire Deaths and Injuries

	MY 15/16	MY 14/15
Fire deaths	1	3
Fire injuries	17	25

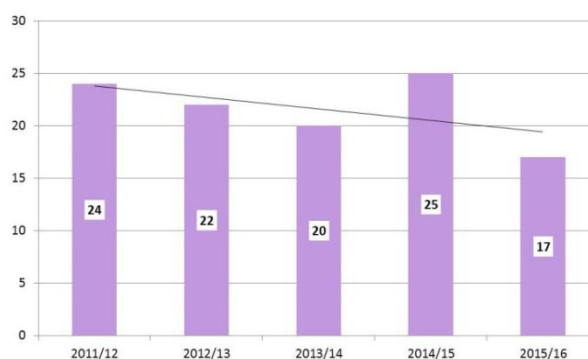
Fire deaths at mid-year 2011/12 – 2015/16



There has been 1 death recorded in the first half of 2015/16 where the cause of death has been attributed directly to fire. This is a decrease of 2 deaths compared the same period last year when 3 were recorded.

The death was a female in house fire in Northaw, Potters Bar in July. At the time of writing this death has not yet been confirmed as a 'fire fatality' by the coroner and is awaiting inquest.

Fire injuries at mid-year 2011/12 – 2015/16



The Service uses the term injury to include only those casualties requiring treatment at a hospital. During the first half of 2015/16 there were 17 injuries resulting from fires, this is 8 higher than last year and well below the target of no more than 28 injuries.

Of the 17 injuries, 16 resulted from 13 separate accidental fires in the homes, outbuildings or gardens of domestic properties (one fire in Watford resulted in 4 injuries). One injury resulted from a fire in prison where the cause of the fire is believed to have been deliberate. Five of the 17 injuries were considered serious and 12 were considered slight.

Road Traffic Collisions

	MY 15/16	MY 14/15
Number of RTCs	212	235
Deaths from RTCs	4	7
Injuries from RTCs	164	176

Please note that the above figures represent the number of Road Traffic Collisions (RTCs) **attended** by the Service within the county. Hertfordshire Constabulary record information from **all** reported Road Traffic Collisions across the County, regardless of whether assistance from the Fire and Rescue Service is required.

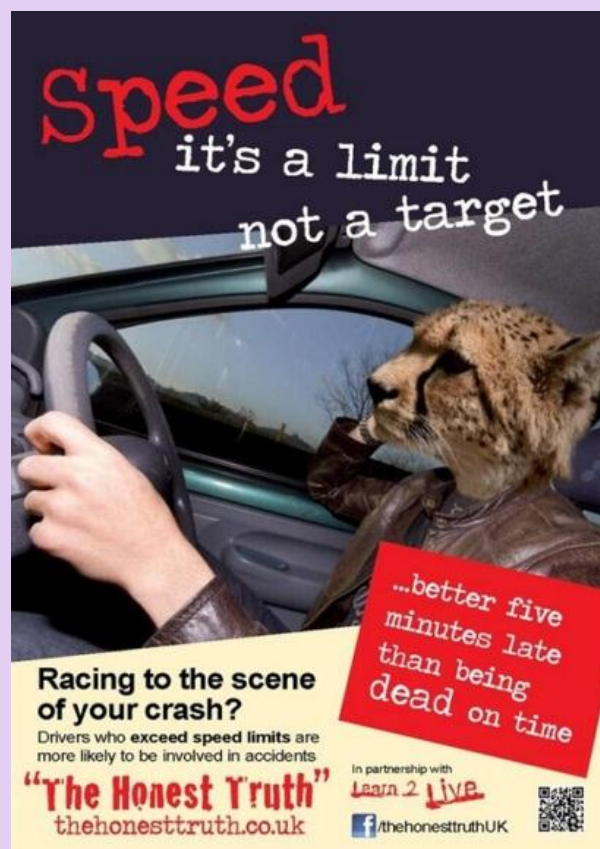
The Fire and Rescue Service continue to be called out to rescue significantly more people from Road Traffic Collisions (RTCs) than from fires and on average around ten times more people are killed on Hertfordshire's roads than in fires. During the first half of 2015/16 the Service attended a total of 212 RTCs which is 23 or 9.8% less than the 235 RTCs attended last year. The service anticipated a decrease this year as a spike in RTC incident numbers which occurred during Q1 2014/15, for which no specific cause could be identified.

New campaign helps driving instructors tell *The Honest Truth* about safer driving

New drivers are at much higher risk of being involved in a serious accident, which is why over 60 Hertfordshire driving instructors are set to receive new teaching resources to help them educate young people about safer driving. *The Honest Truth* is being organised by Hertfordshire Fire and Rescue Service working with Hertfordshire Police and county council road safety experts as part of the Hertfordshire Road Safety Partnership.

New resources for instructors include an information booklet, website, in-car 'message of the day' prompt cards, leaflets for students and parents, and sets of posters. Together these are designed to tell students 'The Honest Truth' about safer driving, encouraging them to make small changes to their habits to help save lives.

The campaign has been developed alongside instructors and young drivers, and features animal-human hybrids representing eight issues which contribute to serious or fatal crashes and their consequences. These are speed, drink, drugs, seatbelts, mobile phones, distractions, showing off and improper insurance. Each animal is linked to the topic - for example a cheetah for 'speed' - with students asked 'Which one are you?'



Each topic is supported with statistics, real life stories and key messages as part of the Instructor's Resource Pack, helping driving instructors teach their students how to reduce their risk of accidents on the road.

We're really excited to be launching this campaign in Hertfordshire and it's great that so many driving instructors have already signed up. New drivers are at much higher risk of being involved in a serious accident, which is why we're keen to work with driving instructors to make sure young people understand the risks.

Small changes really can make a big difference, and it's that message that's at the heart of The Honest Truth. Hopefully this initiative will make a real difference and help us reduce the number of people killed and injured on Hertfordshire's roads.

Local Intervention Fire Education (LiFE)

The Local intervention Fire Education (LiFE) project is aimed at young people between the ages of 13 and 19. It is a level two Diversionary Youth Engagement scheme targeted at young offenders, or those at risk of offending, referred by partner agencies. The LiFE course is delivered by specially trained firefighters and aims to challenge and change the attitudes and behaviours of young people through an intensive five-day work experience within a disciplined and focussed team environment. In the first half of 2015/16 **six** LiFE courses have taken place. In total **72** young people attended the first day and **48** went on to successfully complete the course.

The 100th LiFE Course



In May 2015 saw the 100th LiFE course take place at Welwyn Garden City Fire Station. Since the courses began instructors have worked with over 1,500 young people. More than 50% of the referrals have come from Thriving Families and the Extended Schools system, and analysis of offending rates for participants has shown that this intervention has a positive effect on the participants for a period of nine to twelve months following the course.

Domestic Abuse

	Vs Target	Q2 15/16	Q1 15/16
% of repeat cases	25%	26.29%	25.14%

Multi-Agency Risk Assessment Conferences (MARACs) are regular local meetings where agencies share information about high risk domestic abuse victims and put risk-focused safety plans in place to support the victim. Since July 2014, there has been an overall increase in the overall number of cases and repeat cases referred to a MARAC. This represents good performance with higher numbers of victims being identified by agencies. The increase is largely due to the changes in escalation criteria within Hertfordshire constabulary, but also represents success in terms of increased levels of confidence in reporting abuse, and investment in training and awareness for front line professionals. 369 cases were heard at a MARAC in Q2 2015-16, a slight increase of 4.24% (354 cases) on the previous quarter Q1 2015-16.

Repeat rates are defined as the same victim and perpetrator (or group of perpetrators) returning to the same MARAC within 12 months. The overall repeat rate during Q2 was 26.29%, which was 1.15% higher than that of Q1 2015-16 (25.14%) and 1.29% above the target of 25%. This continues the positive direction of travel and Hertfordshire is in line with the national average. There is some further room for improvement with expected level of repeats for an established MARAC being in the range of 28-40%. Research has shown that 45% of victims reported a further incident to the police in the 12 months after the MARAC so a lower than expected rate usually indicates that not all repeat victims are being identified and referred back to MARAC for review and subsequent safety planning.

Intensive work to improve MARACs has recently taken place. The MARAC steering group have agreed new objectives, plans and principles, and new operating and information sharing protocols have been drafted. Training has taken place for MARAC agency representatives, and administrative resources required to support MARACs have been increased. These activities will improve the effectiveness of MARACs and keep as many high-risk victims as possible, safe.

An improvement programme is in place following on from the SafeLives review of domestic abuse in Hertfordshire and an additional three members of HCC staff are now dedicated to the area. A new multi-agency Domestic Executive Board has been established (chaired by the Director of Children's Services) with a number of supporting multi-agency sub-groups to assist in the delivery of action plans. A new vision and outcomes framework has been agreed by the Executive Board and is in the process of being developed to include a better set of multi-agency performance indicators. The number of domestic abuse workers has significantly increased this year via the Family Safeguarding Team project, and services for high risk victims and perpetrators will be further expanded in 2016/17.

Drugs and Alcohol

Drugs Intervention Programme

The Drug Intervention Programme (DIP) is an initiative that aims to get people into treatment and out of crime. It targets drug using offenders at different places in the criminal justice system and encourages them to engage in treatment. Hertfordshire's DIP is delivered by a commissioned third-sector provider, CRI, as part of Hertfordshire's drug and alcohol treatment and recovery service, known locally as Spectrum.

The service engages with drug and alcohol using offenders to deliver a wide range of interventions and services to support an individualised recovery programme. The first 100 criminal justice clients triaged by Spectrum from the start date of 1 April 2012 were monitored for the purpose of performance reporting. The table below shows key findings as at the end of September 2015:

	Baseline (1 year prior to start date)	Year 1*	Year 2*	Year 3*
Number of offences	266	204	184	177
Number of individuals responsible	74	56	46	37
Number of individuals with no offences	23	41	51	62
Total cohort	97	97	97	97

* Data relates to individual progress through the programme. Overall treatment status shows 94 individuals discharged; 3 still on caseload; data removed for the remaining 3 individuals (2 deceased and 1 for whom information is no longer available from CRI/Spectrum).

The total number of offences committed by individuals in the programme has decreased since the start date in treatment, along with the number of individuals responsible:

- **33%** reduction in the number of offences committed falling from 266 in the baseline year to 177 in the third year.
- **27** individuals have no known offences recorded against them since commencing treatment

Legal Highs

In July 2015 the County Community Safety Unit launched a social media campaign to warn people of the dangers of so-called 'legal highs'. The campaign will target people in the county between the ages of 14 and 35 with an image of a roulette wheel appearing on their page with the question: "Why gamble with your life?" – When you click on it you will be directed to a page offering help and advice for young people and parents about these drugs.

Social media, smart phone apps and websites are also being used to promote safety messages and educate young people about these dangers. Awareness sessions have also been held at West Herts College and the University of Hertfordshire as well as numerous other locations across the county.

The term 'legal high' is misleading as many of these substances contain illegal drugs, and often contain chemicals which are dangerous for human use and have resulted in fatalities in other parts of the UK. They are synthetic substances designed by chemists to be used like illegal drugs. Recent surveys of young people revealed that 55 per cent had heard of 'legal highs' and, of these, half said that they had used or knew someone who had used them.

Hertfordshire Trading Standards have already carried out much work around tackling the problem with these substances and will continue to monitor shops and events where legal highs are sold.

Rogue Traders

	MY 15/16	MY 14/15
Number of rogue trader incidents reported to trading standards	50	41
% Rogue trader incidents responded to within 24 hours	100%	100%

Rogue Trading concerns incidents where consumers have solicited or unsolicited calls from traders offering gardening and household repairs under the guise of legitimate business. It refers to the practice of deliberately overcharging for unsatisfactory goods and/or services. This includes charging for unnecessary work, damaging property deliberately in order to obtain money, leaving work unfinished and intimidating behaviour in order to extort money. Rogue traders deliberately target the elderly and vulnerable members of the community.

Trading Standards Enforcement Officers respond to reports of doorstep crime within 24 hours or in the event that a rogue trader is currently, or is due to arrive at a resident's home, a rapid response procedure is activated and Trading Standards Officers will attend immediately along with the police. In the year to date we dealt with 50 rogue trader incidents and the police with many more (as we continue to train new police recruits on doorstep crime). However, this is just the tip of the iceberg, as doorstep crime is heavily under reported. A national survey last year estimated the reporting rate for doorstep crime to be between 10 and 20%, and possibly as low as 5%, with there likely to be more than 170,000 incidents per year.

The Rogue trader team have been kept very busy in the first half of this year, they have attended regular multi-agency operations with other partner agencies such as the police, HMRC, VOSA, and district councils, these operations are where the police carry out driver and vehicle checks and trading standards officers provide advice on trading in the home as well as advertising the 'Buy with Confidence' approved trader scheme to those who might have what it takes to be trading standards approved. The team have also been involved in interventions with cold calling involving driveways, roofing and gardening.

Talks on doorstep crime and scams have been given to groups of elderly people, new social workers and Royal Mail staff - the Royal Mail staff are being trained so that they can identify and pass details of potential victims of scam mail to Trading Standards. The team met with John Wood, HCC Chief Executive and spoke with John about scams. Following this meeting the team have had their 'potential victims list' data matched with HCCs safeguarding databases, enabling the team to identify and assist more scam victims. The team have also received further information of more Hertfordshire scam mail victims from the National Scams Hub and have been working their way through the list to give victims advice and to return orders and cheques victims have raised which have been intercepted before these have reached the scammers. The team's work and efforts on scam mail was commended by The MJ Local Government Achievement Awards 2015.

Scams team make national headlines

Trading Standards' Scams Team hit the headlines in August after their work with Britain's oldest scam victim was featured on BBC's The One Show. The team had been investigating a catalogue scam company called VitaMail when they found that 103 year old widower and dementia sufferer, Leslie Jubb, had been placed on a so called 'suckers' mailing list by scammers allowing companies from around the world to bombard him with mail promising entry into prize draws and large cash prizes, on the condition that he ordered goods from their catalogues.

After 10 years and £60,000 Leslie had a house full of overpriced products the scale of the problem only came to light when he went into a care home for respite whilst his family renovated his home. Sadly Leslie's case is just one of the many the team come across every year. Elderly people, particularly those living alone, can fall prey to scammers. The National Scams Hub recently distributed a 'suckers list', which had been seized by police, to all local authorities and Hertfordshire Trading Standards has used the list to visit over 1,000 vulnerable people across the county offering advice and protection to the most vulnerable members of the community.

Risk Based Inspections

	MY 15/16	MY 14/15
RBIPs undertaken by Fire Crews	346	558
RBIPs undertaken by Fire Protection Officers	190	211
Total RBIPs undertaken	536	769

The Fire and Rescue Authority the primary agency responsible for enforcing The Regulatory Reform (Fire Safety) Order 2005 legislation in most premises. In Hertfordshire inspections of those premises that present the highest risk to the community are completed by the Fire and Rescue Service following our risk based inspection programme. We aim to work in support of individuals and organisations to make their premises safe. However we will take legal enforcement action to ensure that appropriate work is carried out.

The number of inspections undertaken by Fire Protection Officers (who are visiting the more complex buildings, where more specialist advice and guidance may be required) has fallen slightly on the same period last year. This is attributable to a number of factors including, picking up a greater volume of referrals from operational crews, reduced staff numbers, an increased volume of statutory consultations and the prioritisation of other 'risk critical' work. Our current fire safety 'Risk Based Inspection Programme' (RBIP) has been devised using local statistical information on fires in non-domestic premises combined with national data and the professional judgement of the Fire Protection management team. The overall potential for loss of life or serious injury is the major determinant of risk for the purposes of the RBIP.

Home Fire Safety Visits (HFSVs)

	MY 15/16	MY 14/15
HFSVs undertaken by Fire Crews	2,410	2,372

Home Fire Safety Visits (HFSVs) are an accidental dwelling fire prevention initiative. HFSVs involve the identification of potential fire risks in the home, the provision of fire safety advice and the installation of smoke alarms where necessary. HFSVs are offered as a universal service to all households in Hertfordshire, with awareness campaigns targeting vulnerable groups and risk profiling tools used to identify and target 'high risk' areas and households for a priority visit. HFSVs are also provided for 'at risk' individuals when referrals are received from other agencies or services and the service can supply and fit specialist protection where a need is identified, this includes arson proof letterboxes, smoke alarms for the hearing impaired, portable suppression systems and fire resistant bedding packs, throws and clothing.

Home Risk Assessors

2015 saw the introduction of the Home Risk Assessors team reach its 10 year anniversary and in that time their role has developed significantly. Originally their role was mainly to support fire stations to carry out standard Home Fire Safety Visits. Since that time, and with the development of the Fire Prevention Team, their roles have become broader and more specialised.



Their work now is still to provide Home Fire Safety Visits but they specialise in carrying these out for the most vulnerable groups across Hertfordshire. This not only means that they can provide and install the specialist equipment that we have available within the service but they have also received a range of training from our partner agencies, enabling them recognise other issues and concerns, meaning that they can make valuable onward referrals and recommendations for equipment and services outside of fire safety.

Fire Engine Attendance Times

	Target	MY 15/16	MY 14/15
% First fire engine to attend a property fire within 10 minutes	90%	89.0%	91.2%
% Second fire engine to attend a property fire within 13 minutes	90%	89.0%	93.3%
% Third fire engine to attend a property fire involving people within 16 minutes	90%	90.5%	88.6%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	75%	93.2%	88.7%
% First fire engine to attend a hazardous materials (HAZMAT) incident within 20 minutes	100%	100%	100%

For property fires, road traffic collisions and hazardous materials incidents occurring within Hertfordshire boundaries we have attendance times that were agreed by Hertfordshire Fire and Rescue Authority in 2006, and again in 2010. Attendance times are measured from the time the fire engine is assigned to an incident by Fire Control until arrival at the scene.

The Digital Services department produce a monthly report on attendances that do not meet the attendance standards. On occasion the nearest available appliances to an incident are too far away to meet the Service's attendance standards. However in cases where the mobilising system estimated an appliance would arrive within the standards and it did not, further investigation is undertaken by managers. In 2015/16 in cases where it was estimated appliances would arrive within standard and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.

Site Specific Information

	Target	MY 15/16	MY 14/15
% of outstanding 7(2)d inspections	0.0%	0.9%	0.3%

The Fire and Rescue Service carry out annual inspections on sites which would potentially pose a special risk to firefighters, the general public or national heritage in the event of an incident. These are known as 7(2)d inspections (which refers to the related section in the Fire Services Act 2004) and are used to update Site Specific Risk Information (SSRI) documents for use by fire crews. At the end of Q2 2015/16 inspections at 3 sites or 0.9% of the total 7(2)d inspections were outstanding.

HCC Incident Response Planning

The Resilience Team coordinates and supports emergency planning and business continuity arrangements across council departments to ensure that HCC can respond quickly and effectively to a wide range of incidents and emergencies whilst continuing to deliver critical services during times of disruption, when demand for services can increase rapidly. The team also coordinate the provision of welfare support to the community and take a key role in the recovery phase of emergencies. There is now one overarching Incident Response Plan for HCC which each departmental Incident Response Plans link into and these were all tested during exercise ZIRA in March 2015. The current Incident Response Plan is currently being overhauled and it is planned that this will be tested and exercised in March 2016.

Automatic Fire Alarms

	Target	MY 15/16	MY 14/15
Total attendances to false alarms caused by AFAs	1165	1285	1194
Attendances to false alarms caused by AFAs – non-domestic premises		556	511
Attendances to false alarms caused by AFAs – domestic premises		725	683
AFAs not attended		587	447
% of all AFA calls attended		68.6%	72.8%

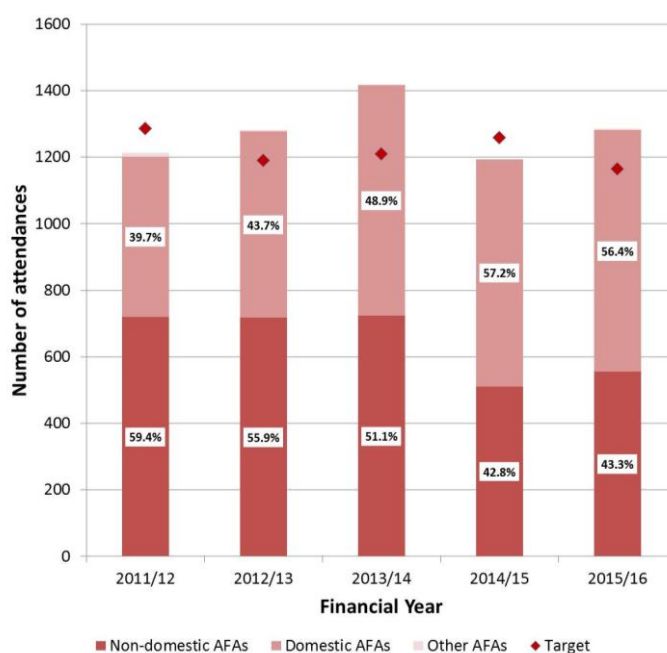
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

As of 1 April 2014 Hertfordshire Fire and Rescue implemented a new policy and no longer automatically respond to calls from AFA systems in most business premises between the hours of 9am and 5pm, Monday to Friday, unless a fire is confirmed. The new policy proved to be extremely successful and the total number of attendances to false alarms caused by AFAs fell by **14.5%** in 2014/15.

At mid-year 2015/16 the service had experienced an overall rise of **7.6%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises rose by **8.8%** and to **domestic** premises by **6.1%**. However the number of calls successfully challenged by Fire Control where no attendance is made has risen by **31.3%** and overall the Service attended **68.6%** of false alarm calls generated by AFAs compared to **72.8%** last year and improvement of **4.2%**.

AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **56.4%** of the total compared to **43.3%** for non-domestic premises.

Attendances to false alarms caused by AFAs at mid-year
2011/12 – 2015/16



Malicious False Alarms

	MY 15/16	MY 14/15
Number of malicious calls received	118	112
Number of malicious calls attended	37	32
% of malicious calls attended	31.4%	28.6%

Emergency calls that turn out to be false alarms divert essential fire and rescue resources rendering them unavailable. Fire Control Operators use their experience and training to identify potential malicious callers and challenge them. To drive down the number of hoax calls the Service maps hotspots to target prevention activity and works with phone network providers to bar persistent offenders. In comparison the mid-year point last year the total number of hoax calls received **increased** from **112** to **118** (**up 5.4%**), and the percentage of hoax calls attended increased by **2.8%** from **28.6%** to **31.4%**.

Customer Satisfaction

MY 15/16

MY 14/15

Businesses satisfied with the Trading Standards service

84%

85%

Businesses satisfied with the Fire Protection service

88%

89%

A sample of the businesses that have been visited or advised by Hertfordshire Trading Standards or Fire Protection service are surveyed to gain feedback on their satisfaction. This includes traders or businesses that we have received complaints about. The surveys ask whether our officers were fair, helpful, polite and courteous. Whether information was easy to understand and whether they were better equipped to deal with similar problems in the future. The mid-year score for 2015/16 for the Trading Standards was 84% and for Fire Protection was 88%, compared to 85% and 89% respectively for the same period in 2014/15.

MY 15/16

MY 14/15

Consumers satisfied with the Trading Standards service

90%

84%

Consumer enquiries given a full response within 3 working days

96%

95%

For the first six months of this year 9919 consumer complaints and enquiries have been made to the Citizens Advice Consumer Service (CITA) by Hertfordshire consumers, of those complaints and enquiries almost 1700 have been referred from CITA to Hertfordshire Trading Standards as these complaints or enquiries have been of a complex nature or because of the seriousness of the alleged complaint. The top 3 most complained about areas for all consumer complaints received in Hertfordshire so far this year (including notifications from Citizens Advice Consumer Service) remain as last year - Second-hand motor dealers, Home Maintenance/repairs/improvements and Telecoms.

Hertfordshire Trading Standards seeks to provide consumers with advice and information to help them resolve disputes and be better able to deal with matters in the future. A short survey is sent out at random to consumers that have used the Trading Standards advice service. Questions include whether they are satisfied with our service, whether information and advice is easy to understand, if our staff are informative and treat them fairly, and whether we are polite and courteous. At mid-year 2015/16 90% of respondents stated that they were satisfied with the overall level of service this is a 6 increase in overall satisfaction compared to mid-year 2014/15.

MY 15/16

MY 14/15

Residents satisfied with the Fire Prevention service

100%

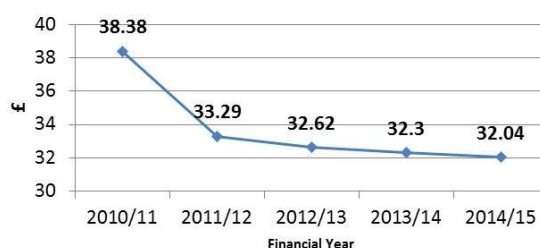
100%

The Fire Prevention service offer Home Fire Safety Visits (HFSVs) to residents which involve the identification of potential fire risks, the provision of fire safety advice and the installation of smoke alarms where necessary. Awareness campaigns target vulnerable groups and risk profiling tools are used to identify and target 'high risk' areas and households for a priority visit. HFSVs are also provided for 'at risk' individuals when referrals are received from other agencies/services and we can supply and fit specialist protection where a need is identified, this includes arson proof letterboxes, smoke alarms for the hearing impaired, portable suppression systems and fire resistant bedding packs, throws and clothing. Following a visit residents are asked to complete a short satisfaction survey. Feedback for this service is excellent and at mid-year is 100% which is the same as last year.

Cost

The Chartered Institute for Public Finance and Accountancy (CIPFA) publishes annual fire statistics which enable national cost comparative analysis. The latest available CIPFA statistics 2014/15 show HFRS to be one of the lowest cost English FRs in the country at **£32.04** per head of the population. This places HFRS eighth lowest nationally out of 43 English FRAs, lowest of 13 FRAs in the DCLG defined Family Group and fourth lowest out of 13 County Council FRAs. The most recent CIPFA statistics for Regulatory Services show that the net expenditure for Trading Standards in Hertfordshire was **£2.55** per head of the population in 2013/14.

Cost of the Fire and Rescue Service per head of the population 2010/11 - 2014/15



Data from CIPFA Fire and Rescue statistics

Sickness

Rolling 12 months – as at Sep 15/16

Rolling 12 months – as at Sep 14/15

	% Short Term	% Medium Term	% Long Term	Average Days	% Short Term	% Medium Term	% Long Term	Average Days
Fire and Rescue - Uniformed	38.4%	26.1%	35.5%	6.9	34.4%	22.7%	42.9%	8.1
Fire and Rescue - Non-Uniformed	31.0%	36.0%	33.0%	2.9	22.2%	19.6%	58.2%	3.9
JPS – Non-Uniformed	34.3%	31.9%	33.8%	3.0	24.8%	14.8%	60.4%	6.6

Hertfordshire County Council monitor sickness absence levels through measuring the number of working days/shifts lost per person in the last 12 months. Sickness levels have improved significantly since last year across all areas of the Directorate, particularly for long term sickness.

Managers have worked diligently to ensure that return to work interviews are completed and short term absence is monitored, addressed and managed appropriately. Our dedicated Occupational Health team ensure that those on long term absence have access to rehabilitative support to facilitate their return to work as soon as is practical.

Complaints and Compliments

	MY 15/16	MY 14/15
Stage 1 complaints	7	9
Stage 2 complaints	1	1
Ombudsman complaints	0	0
Compliments	246	130

The Directorate is committed to listening to service users and dealing with any complaints that have been received promptly and effectively. We aim to learn from service user's views to help us improve and develop the services we provide. At mid-year 2015/16 the number of Stage 1 complaints increased by 2 compared to 9 last year. Of the 7 complaints received, 4 related to the Fire and Rescue Service and 3 to the Trading Standards Service. One more serious complaint (Stage 2) was received to the Trading Standards service which is equal to the number of Stage 2 complaints received last year. To date in 2015/16 no complaints were received from the Ombudsman. The number of compliments received increased by 116 from 130 at mid-year 2014/15 to 246 at mid-year 2015/16, 60 of these compliments were individually written letters received from pupils at one primary school following a visit from the Fire and Rescue Service.

Volunteers

	MY 15/16	MY 14/15
Hours provided by Trading Standards volunteers	281	403
Hours provided by Fire and Rescue volunteers	3,579	3,862
Total hours provided by volunteers	3,860	4,265
Standby hours provided by the VIST team	4,500	5,300

We have continued to build upon the success of our Volunteer Scheme which was established with the primary aim of empowering local communities to become more closely involved with delivery of our services. At 2015/16 half way point a total of 3,860 volunteer hours have been provided to the Directorate. The number of uniformed volunteers has risen from 91 to 102, following a successful recruitment period. We now have a total of 170 volunteers, including 48 involved with CHIPS (the Community Horse Patrols) and 20 advocates. Volunteering hour shown in this report are for uniformed volunteers and do not include CHIPS or advocates

Our volunteers undertake a wide range of duties including some high profile initiatives which they deliver for their local districts, such as regular arson and reassurance patrols on horseback and on bicycles. Volunteers also help to deliver Home Fire Safety Visits (HSFV) and support their local Fire and Rescue Service crews with all types of community engagement, including youth and positive action events and are now trained to crew reception centres on behalf of Hertfordshire Resilience in the event of a major incident.

The Volunteer Incident Support Team (VIST) this team is based in St Albans and covers the whole of Hertfordshire. The primary function of the team is to provide support to victims of fires in helping them clear up following a fire in their home. The reduction in hours provided in the first 6 months of 2015/16 is due to a reduction in volunteers being available to support the service, during the period there were two mobilisations of the team.

Volunteers of the Year 2015

The Community Protection Volunteer awards were held on 3 June 2015 during national volunteer's week. Rosemary Brace was named County Volunteer of the Year and District Volunteer of the Year for East Herts and Broxbourne at the sixth ceremony held to recognise our Community Protection volunteers.

The awards celebrate the successes of Hertfordshire Fire and Rescue Service and Trading Standards volunteers, and the staff who work with them. The event also marked the passing out celebration for all the volunteers who have joined the service since last year.

The volunteers were presented with their awards by Roy Wilsher, who said: "These awards are the service's way of recognising and thanking committed volunteers for their fantastic work in the community. All of our volunteers give up their free time to protecting Hertfordshire residents from dangers such as fire, counterfeit goods and rogue traders. We are extremely proud and grateful to them, and the staff who work with them, for everything that they do."

Rosemary, who lives in Ware, has helped carry out home fire safety visits, deliver flooding preparation leaflets to at risk properties and works with young people – all the more impressive as she doesn't have a car.

Rosemary said: "I was shocked to win the award as I've only been volunteering since October, but I really enjoy going out and meeting people. It's really interesting and rewarding work and I've always wanted to be able to give back to the community, so the community protection volunteer scheme is ideal."

Firefighter Training and Competence

	Target	MY 15/16	MY 14/15
% Core training activities completed	90%	89.4%	89.8%
% Procedures received, read and understood	85%	78.5%	77.2%
% Operational staff who have received a formal Breathing Apparatus course from the 15/16 training programme	100% Annual target	34%	NA

The safety critical nature of the role of our firefighters demands that we ensure that we provide them with the necessary operational training, equipment and support. Operational staff complete rigorous training and development schedules and managers record whether competency levels are being maintained.

Operational firefighting personnel (Firefighter to Watch Commander) are scheduled to undertake a Breathing Apparatus (BA) Continuous Professional Development (CPD) formal training course each year. By the end of September 2015 34% of in-scope personnel had completed a BA CPD course from the 2015/16 annual training programme.

BTEC Accreditation for Incident Command Level 1 course

The Hertfordshire Fire and Rescue Service Competency and Development department worked closely with other training centre colleagues to gain BTEC accreditation for the Service's Incident Command Level 1 course.

The Incident Command Level 1 course has received the official seal of approval from Pearson Edexcel with the awarding body accrediting the course BTEC level 3. The course which develops and assesses Incident Commanders at the initial /operations level received the accolade as a direct result of the hard work of Watch Commander Andy Szemiako as the service Incident Management lead instructor and Sue Mottershead the Service Assessment and Competency Officer. The accreditation has been applied across duty systems with On-Call personnel also receiving the qualification upon successful completion of the course. Good news too for NVQ candidates working towards their Emergency Fire Services Watch Management module 7. The ICL1 course has also been cross mapped against this unit's performance criterion and is being used by our latest cohort of Crew Commanders to prove operational competence against this safety critical unit. The work continues with further NVQ assessor working groups meeting to share best practice and develop the qualification for current and future candidates and partner Services showing interest in our BTEC centre status



Individual Performance

Performance management is a continuous process. The Performance Management and Development Scheme (PMDS) cycle begins with the Performance Agreement and the establishment of performance objectives that have measurable outcomes, clear expectations about demonstration of Values and Behaviours, and a personal development plan which is directly linked to this. A performance agreement is drafted in April, and reviewed at regular one to ones before a formal mid-year review in October. An annual review is then undertaken in March to assess progress for the year, before the process begins again as of April.

Performance Related Increments (PRI) were introduced for Green Book Hertfordshire County Council (HCC) personnel as of April 2012 as part of a review of the Hertfordshire Employment Package. This provides the opportunity to recognise and reward individual performance. As the PMDS review is now linked to pay HCC monitor completion rates for Green Book personnel. Grey Book (operational) Fire and Rescue personnel serve under different terms and conditions and PMDS completion rates for these staff are monitored by the Service.

	MY 2015/16	Target
Uniformed Staff with a 2015/16 PMDS	73.7%	100%

Resilience Competencies

The Resilience team have created a matrix mapping HCC employees with resilience responsibilities against the competencies required for those roles. The Directorate measures the percentage of employees who can evidence current resilience competencies through formal training, real incidents or training exercises.

Resilience Competencies	MY 2015/16	Target
Resilience planning and response within HCC	78%	70%
HCC social care response	52%	70%
Resilience Awareness eLearn	94%	100%
IMT eLearn	96%	100%
Logging eLearn	89%	100%

Exercise Baton

Getting hold of the right person in an emergency is essential, and to test we can do this across the county council, the Resilience Team recently held Exercise Baton. Taking place out of hours on a workday evening, the team started a call cascade test and asked managers to contact staff as they would during an incident, following procedures set out in business continuity plans. Officers who were contacted were in turn asked to do the same until attempts had been made to get hold of all listed members of staff.

Results from the exercise showed that over 90% of those who should have been contacted were. Some of those not reached were on annual leave, while some errors in recorded details were also discovered and have now been changed in the relevant plans. The exercise also helped to raise awareness of the procedures in place for incidents occurring and what individual officers can expect to happen.