

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL

FRIDAY 4 MARCH 2016 AT 10:00 AM

**COMMUNITY PROTECTION DIRECTORATE QUARTER 3 2015/16
PERFORMANCE UPDATE**

Report of the Director Community Protection (Chief Fire Officer)

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Executive Member/s: Richard Thake, Community Safety & Waste
Management

1. Purpose of report

- 1.1 To provide the Cabinet Panel with an overview of Community Protection Directorate performance to the end of Q3 2015/16.

Please note that a more detailed report will be published at 2015/2016 year end and that this overview only contains the 'confirmed' performance information available at the time of writing, which is primarily Fire and Rescue performance data.

2. Summary

- 2.1 In the year to the end of Q3 the Service has experienced improvements in the following performance indicators:
- Deaths and injuries from primary fires
 - Number of road traffic collisions attended
 - Attendance standards (First and Second Pump to a property fire)
- 2.2 'Secondary fires' performance is worse than that seen over the same period last year; however targets have still been achieved.
- 2.3 Areas where performance has not met target are:
- Number of primary fires attended
 - Number of deliberate fires (arson) attended
 - Number of false alarms due to automatic fire alarms (AFAs) attended
 - Third Pump attendance to a property fire
- 2.4 It should be noted that generally the number of calls to Fire and Rescue has been on a downward trend for a number of years. The

continuation of this trend may become increasingly difficult to maintain in the future.

3. Recommendation/s

- 3.1 That the Cabinet Panel notes the performance summary for the Community Protection Directorate in the year to the end of Q3 2015/16 and note that the full end of year report will be published for the next appropriate Cabinet Panel meeting after April 2016.

4. Background

Primary Fire Deaths

- 4.1 There have been **4** deaths in the year to the end of Q3 where the cause of death has been attributed directly to fire but these have not yet been confirmed by the coroner. It is believed that two of the victims, from a house fire in Potters Bar in July and a house fire in Hitchin in October were overcome by gas, smoke or fumes. It is believed that the deaths of two men in October, following a fire in an industrial unit in Hoddesdon, resulted from burns sustained during the fire. For the same period last year **5** fire fatalities were recorded.

Primary Fire Injuries

- 4.2 The definition of 'Primary Fire Injury' is an injury that was fire related where the victim was conveyed to hospital as a result. The figures do not include first aid or precautionary checks given at the scene.
- 4.3 In Q3 there were **17** injuries recorded from **13** primary fires. This is **12 more** than Q2 (which was exceptionally low), and **3 more** than the target of no more than **14** injuries for the quarter. In the year to the end of Q3 2015-16 there were **35** injuries resulting from primary fires. This is **1 less** than the same period last year and **7 below** the target of no more than **42**.

Road Traffic Collisions

- 4.4 The Fire and Rescue Service continue to be called out to rescue significantly more people from Road Traffic Collisions (RTCs) than from fires. Around ten times more people are killed on Hertfordshire's roads than in fires. The number of RTCs attended by the Service **decreased by 22 (15.5%)** from **142** in Q3 2014-15 to **120**.
- 4.5 Year to date figures show a **decrease of 44 (11.7%)** compared to the same period last year **falling** from **377** at the end of Q3 2014-15 to **333**.

Attendance Standards (First and Second Pump to Property Fires)

4.6 For the 12 months to the end of Q3 2015-16:-

The first appliance to a property fire **met** the attendance standard on **90.3%** of all occasions over the previous 12 months. This is **1.3** percentage points **better** than at the end of Q2 which was recorded as **89%**. The target of **90%** was met.

4.7 The second appliance to a property fire met the attendance standard on **90.9%** of all occasions over the previous 12 months. This is an **increase** of **1.9** percentage points from the end of Q2 which was recorded at **89%**. The target of **90%** was met.

Secondary Fires

4.8 The number of secondary fires attended (a fire of no discernible value or ownership i.e. scrubland, grassland, rubbish etc) **increased** by **4 (2.2%)** fires from **185** in Q3 2014-15 to **189**. This is **18 (10.5%) above** the target of no more than **171** secondary fires for the quarter.

4.9 Year to date performance has also seen an **increase** in secondary fires **rising** by **50 (5.9%)** fires from **853** in the year to the end of Q3 2014-15 to **903**. Yet, the target of no more than **904** secondary fires in the year to date has been achieved

Primary Fires

4.10 The number of primary fires (a fire which involves property e.g. buildings, crops, equipment etc) attended **rose** by **18 (5.8%)**, increasing from **308** in Q3 2014-15 to **326**. This is **21 (6.9%) fires above** the target.

4.11 Year to date performance shows a **small increase** of **12 (1.2%)** fires from **985** in Q3 2014-15 to **997**. The target of no more than **981** fires was **not achieved**. It is positive to note that dwelling and vehicle fires have reduced by **5.2%** and **4.9%** respectively when compared to the same period last year. The Service has experienced a corresponding fall in the number of deaths and injuries resulting from primary fires.

4.12 The Fire and Rescue Service as well as the wider Community Protection Directorate continue to focus on our own prevention activities and in supporting work staged across HCC Directorates to improve community safety.

Deliberate fires (arson)

- 4.13 Deliberate fires have **risen** by **0.34** fires per 10,000 of the population from **1.63** fires in Q3 2014-15 to **1.97**. The target of no more than **1.57** for the quarter was **not achieved**. In the year to the end Q3 2015-16 the Service experienced a **rise** in the number of deliberate fires per 10,000 of the population of **0.99, up** from **6.73** fires at the end of Q3 2014-15 to **7.72** fires. The year to date target of no more than **7.45** fires was **not achieved**.

False alarms due to automatic fire alarms (AFAs)

- 4.14 In April 2014 Hertfordshire Fire and Rescue Service changed the way we responded to automatic fire alarms (AFAs) at business premises. During 2014-15 this policy was extremely successful, with the number of attendances to AFAs, *which were false alarms*, **reducing** by **14.5%**.

The number of false alarms attended, caused by AFAs, **increased** by **2.8% (17)** from **605** in Q3 2014-15 to **622**. The target of no more than **593** AFAs attended was **not met**. In the year to the end of Q3 2015-16 there has been an **increase** of **6.0%** from **1,799** in Q3 2014-15 to **1,907**. The number of AFAs attended at domestic premises has **risen** by **3.5%**. Whilst the number of AFAs attended at non-domestic premises (the focus of the new policy) has also **risen** by **8.9%**.

- 4.15 Whilst the overall number of calls received has increased, due to robust call challenge procedures being applied more calls than ever are not receiving a service attendance, up from **679** in 2014-15 to **928** in 2015-16

Third Pump to Persons Reported fire attendance standard

- 4.16 Third appliance to a property fire **met** the attendance standard on **87.5%** of all occasions over the previous 12 months. This is a **decrease** of **3** percentage points from the end of Q2 which was recorded at **90.5%**.
- 4.17 In addition, whilst this is **2.5% below** the **90%** target, the actual number of incidents requiring a third pump attendance is low and therefore a small increase, in failure to meet attendance standards, has a disproportionate impact on the statistical outcomes.