

# Community Protection Directorate

## Annual Performance Report

2015/16



# Table of Contents

## Strategic Aim – Prevent and Protect

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

## 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 and Direction of Travel Explanation

<b>Green</b>	Equal to or over performing against the target	↑	Performance improving since last reporting period or target
<b>Amber</b>	Up to 5% underperforming against the target	→	Performance stable compared to last reporting period or target
<b>Red</b>	More than 10% underperforming against the target	↓	Performance declining since last reporting period or target

# Foreword



**Roy Wilsher**  
Director, Community Protection  
Directorate and Chief Fire Officer



**Richard Thake**  
Executive Member for  
Community Safety & Planning

We have pleasure in presenting the 2015/16 Annual Performance Report. Over the last twelve months the four main parts of the Community Protection Directorate; Fire and Rescue, Trading Standards, the County Community Safety Unit and the Resilience Team have continued to work closely with colleagues in other directorates, partners, voluntary sector and other agencies to deliver a cohesive and comprehensive approach to community safety, protection and regulation. This integrated approach has notably added value to cross council service provision, and delivered efficiencies. This approach along with our prudent financial planning and budgeting has meant that CPD continues to deliver high performing, low cost services to the communities of Hertfordshire.

It is pleasing to note that whilst the number of Secondary Fires (fires of no discernible value or ownership e.g. scrubland, grassland, rubbish etc.) has increased slightly, the number of Primary Fires (those involving property including buildings, vehicles, crops etc.) has decreased slightly continuing the downward trend since 2013/14. Unfortunately, the number of fires that are caused deliberately has risen this year and will be an area of focus for the coming fiscal year.

Attendance at Road Traffic Collisions (RTC's) fell last year and the directorate has worked hard to develop initiatives and campaigns to raise awareness of the dangers of driving, particularly amongst young drivers. An example of this is the initiative aimed at young female drivers to raise awareness of distractions and the use of mobile phones and driving whilst under the influence of drink or drugs.

Another positive aspect of our operational response over the past year has been the improvement in fire engine attendance standards to property fires. Both the first and second appliance response times have improved over the past year.

Whilst attendances at automatic fire alarms (AFA's) has increased over the past year, the number of AFA's not attended due to successful challenging by Fire control has increased significantly.

We recognise that safer communities can only be achieved by challenging and improving the way we work. There are many examples of work with partner agencies to improve capacity and maximise effectiveness. Over the last year our Rogue Traders team have taken part in multi-agency operations with the police and other agencies. The Rogue Traders team are also now involved in training Royal Mail staff to help identify scam mail. Our aim for the coming year is to be even more pro-active in identifying rogue traders in the act, and taking the necessary robust action to protect Hertfordshire's residents and businesses.

During these times of public sector financial constraint we face the challenge of reducing budgets while still maintaining quality services. Consequently we regularly review our teams to ensure their objectives and capability match the evolving needs of the service, and where necessary remodelling the way that services are delivered to provide value for money.

The safety and competence of our teams is also critical to our performance and so the Directorate continues to invest in training by improving the training facilities and other areas of the service to ensure that our workforce have the capability and support to respond to the increasingly diverse needs of our service. An example of this is the Fire and Rescue Service's Incident Command Level 1 course which has now received BTEC accreditation from Pearson Edexcel and will allow our operational Crew Commanders to prove their competence within this risk critical area.

The Directorate's involvement in Youth engagement has grown over the past year with our 100<sup>th</sup> Life Pass Out, Princes Trust programmes at Hatfield, Watford and Cheshunt and considerable work with our colleagues in the Thriving families' team at fire stations across the county.

Our Volunteers continue to make a significant contribution to the Directorates service delivery through arson and reassurance patrols, Home Fire Safety Visits and support to operational crews and youth engagement initiatives.

Directorate services continue to be held in high esteem by members of the public, trusted and visible in times of need. We recognise that our high levels of performance could not be achieved without the enthusiasm, dedication, commitment and professionalism of our employees and volunteers. Through prevention, protection and response, they are central to community life whether working with young people, protecting the vulnerable or rescuing people from emergency situations.

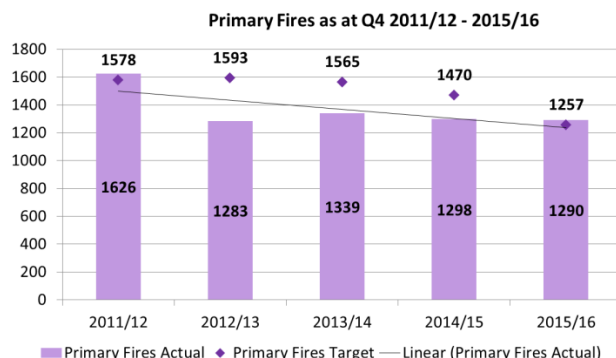
## Fires

	15/16	14/15	Vs Last Year	Target	Vs Target
Primary fires	1290	1298	↑ 0.6%	1257	↑ 2.6%
Secondary fires	1062	1010	↓ 5.1%	1064	↑ 0.2%
Deliberate fires	1039	923	↓ 12.6%	1015	↓ 2.4%

**Primary Fires** – fires involving property including buildings, vehicles, crops etc.

The total number of primary fires fell by 0.6% compared to the same period last year, and by 20.6% in the last 5 years.

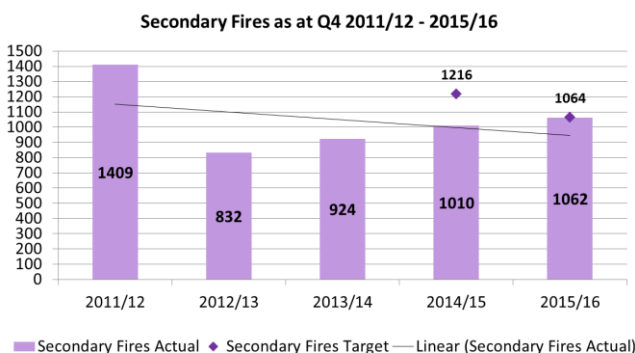
The number of primary fires has levelled out in the last four years at approximately 1290 fires at the end of Q4 each year.



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

Whilst the total number of secondary fires has risen by 5.1% compared to the same period last year, the number has fallen by 24.6% in the last 5 years.

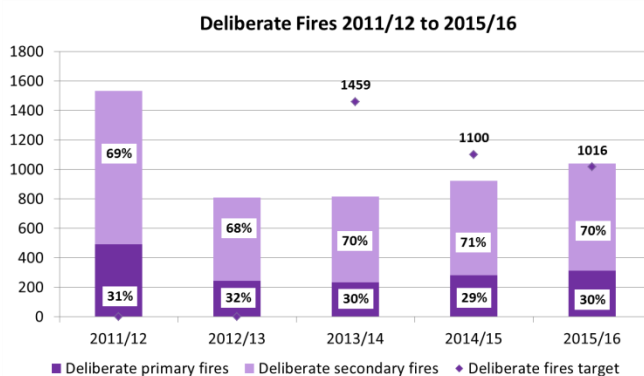
There was a significant drop in 2012/13 when a particularly wet summer was experienced, as the majority of secondary fires occur outdoors in the summer months.



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

The total number of deliberate fires rose by 12.6% compared to last year; however the total number of deliberate fires has fallen by 32% in the last five years.

The proportions of deliberate fires that are primary or secondary has remained fairly static over the last four years, with around 70% of all deliberate fires being classed as secondary and approximately 30% classed as primary.



## Fire at Cavell Walk, Stevenage



At 9.20pm on 24<sup>th</sup> March 2016 Hertfordshire fire crews were called to a serious fire following an explosion.

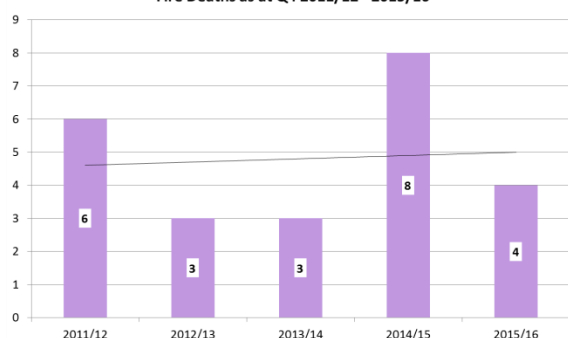
The first fire crews were in attendance within 5 minutes of the first call being received and were confronted with a semi detached house 100% alight. One male and two dogs were rescued before a structural collapse demolished two thirds of the building. Four fire appliances as well as a Aerial Ladder Platform attended the incident and crews battled throughout the evening to bring the fire under control.

At 09.00 the following day the Investigation into what caused the explosion and fire began.

# Fire Deaths and Injuries

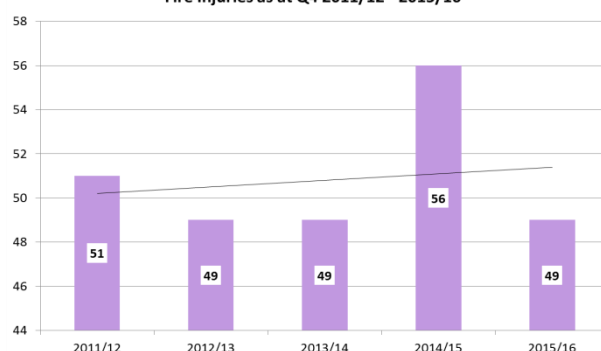
	15/16	14/15
Fire deaths	↑ 4	8
Fire injuries	↑ 49	56

Fire Deaths as at Q4 2011/12 - 2015/16



There have been no deaths recorded in the last quarter of the year of 2015/16 where the cause of death has been attributed directly to fire. This is a decrease of 2 deaths compared to the same period last year.

Fire Injuries as at Q4 2011/12 - 2015/16



The Service uses the term injury to include only those casualties requiring treatment at a hospital. During the last quarter of 2015/16 there were 15 injuries resulting from fires, this is 5 lower than for the same period last year.

# Road Traffic Collisions

	15/16	14/15
Number of RTCs	↑ 464	492
Deaths from RTCs	↓ 7	5
Injuries from RTCs	↑ 338	403

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 2015/16 the Service attended a total of 464 RTCs which is 28 or 5.6% less than the 492 RTCs attended last year.

## A drive to make young women road users safe

With disproportionately high levels of road accidents attributed to younger drivers, HFRS tailored a RTC initiative towards young women to provide an informal, friendly environment enabling discussion and education about dangerous driving and the people it affects.

A crash car simulator was set up to illustrate how easily it is to be distracted whilst driving and how quickly accidents can happen. This situation lent itself to discussing what potential injuries may be sustained in a car accident and why seatbelts are essential.

The group then had discussions and watched videos concerning other actions that could affect driving ability. Conversations covered topics such as driving under the influence of drink or drugs, and use of mobile phones whilst driving.

The session then developed into how life could be saved in the event of an accident, the crews covered first aid and CPR techniques, which then lead on to a practical scenario. The ladies were then faced with a simulated car accident and had to not just care for casualties, but first ensure that the scene was safe and pass information onto the emergency service control centre.



## 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. During 2015/16 **Eleven** LiFE courses have taken place.

### The 100<sup>th</sup> 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	Q4 15/16	Q4 14/15
% of repeat cases	↓ 25%	↓ 22.10%	22.90%

\*Data is period specific with comparisons to previous reporting period and same period previous year.

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 a general overall increase in the number of cases and repeat cases referred to a MARAC, representing improved performance as more victims are identified by agencies. Q4 2015-16 saw 331 cases heard at MARAC, a reduction of just 10 cases (-2.93%) on the previous quarter (Q3 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 Q4 2015-16 was 22.05%, which was 1.82% higher than that of Q3 2015-16 (20.23%) and only 0.82% lower than that of Q4 2014-15 and 2.95% beneath the target of 25%. This is below the local target and brings Hertfordshire below the national average. This leaves a notable space 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 March 2016:

	Baseline (1 year prior to start date)	Year 1*	Year 2*	Year 3*
<b>Number of offences</b>	266	204	184	177
<b>Number of individuals responsible</b>	74	56	46	37
<b>Number of individuals with no offences</b>	23	41	51	62
<b>Total cohort</b>	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 at the end of the second 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

	15/16	14/15
Number of rogue trader incidents reported to trading standards	98	84
% 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 98 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.

A number of doorstep crime incidents occurred in the later part of the year, the team are currently investigating a paving company that is operating in the county but with a false Hertfordshire address on their paperwork and a trader that the team has been investigating (following two rogue trading incidents in the county), has been charged with a number of criminal offences by Trading Standards and they appeared in court at the end of March.

We took part in a multi-agency operation where vehicles were stopped and inspected by the various agencies involved in the Bushey, Bishops Stortford and Buntingford areas.

In 2015/16 the team completed all the home visits to those on the scam mail list that had been provided to us by the National Scams Hub. Over 1700 visits have been made with over 150 victims requiring assistance from the team to help them with the scams, and 30+ callblockers installed on victims phones, in one case the callblocker blocked a scam call within an hour of being installed and then blocked 10 in one day.

The team gave a number of talks on scams and doorstep crime to various groups including presenting at an Older Persons Awareness and Learning Event (OPAL) in Three Rivers, which was attended by around 100 Moor Park and Eastbury residents. The aim of the event was to reduce the vulnerability of residents to scams, burglaries, fires, etc., by providing a sample of the support, advice and help available from various agencies in the community.

Talks on doorstep crime and scams have been given to new Police recruits and PCSO's, 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.

### 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

	15/16	14/15
RBIPs undertaken by Fire Crews	→ 771	771
RBIPs undertaken by Fire Protection Officers	↑ 354	190
Total RBIPs undertaken	↑ 1125	961

The Fire and Rescue Authority are 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.

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. When we receive intelligence of an alleged fire risk we aim to respond within four hours to inspect the allegation, determine the severity of any breach of fire safety legislation and take immediate enforcement action if necessary.

## Home Fire Safety Visits (HFVSs)

	15/16	14/15
HFSVs undertaken by Fire Crews	↓ 4535	5214

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	15/16	14/15
% First fire engine to attend a property fire within 10 minutes	↑ 90%	↑ 90.6%	89.8%
% Second fire engine to attend a property fire within 13 minutes	↑ 90%	↑ 93.5%	87.9%
% Third fire engine to attend a property fire involving people within 16 minutes	↑ 90%	↓ 90.6%	95.8%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	↑ 75%	↓ 88.7%	89.1%
% 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	15/16	14/15
% of outstanding 7(2) d inspections	↓ 0.0%	↓ 2.5%	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 2015/16 inspections at 8 sites or 2.5% 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 in March 2016.

## Automatic Fire Alarms

	Target	15/16	14/15
<b>Total</b> attendances to false alarms caused by AFAs	<b>2270</b> ↓ 10.5%	<b>2508</b> ↓ 7.9%	<b>2324</b>
Attendances to false alarms caused by AFAs – <b>non-domestic</b> premises		<b>1075</b> ↓ 11.2%	<b>967</b>
Attendances to false alarms caused by AFAs - <b>domestic</b> premises		<b>1429</b> ↓ 5.3%	<b>1357</b>
AFAs <b>not attended</b>		<b>1201</b> ↑ 33.4%	<b>900</b>
% of <b>all</b> AFA calls <b>attended</b>		<b>67.6%</b> ↑ 6.2%	<b>72.1%</b>

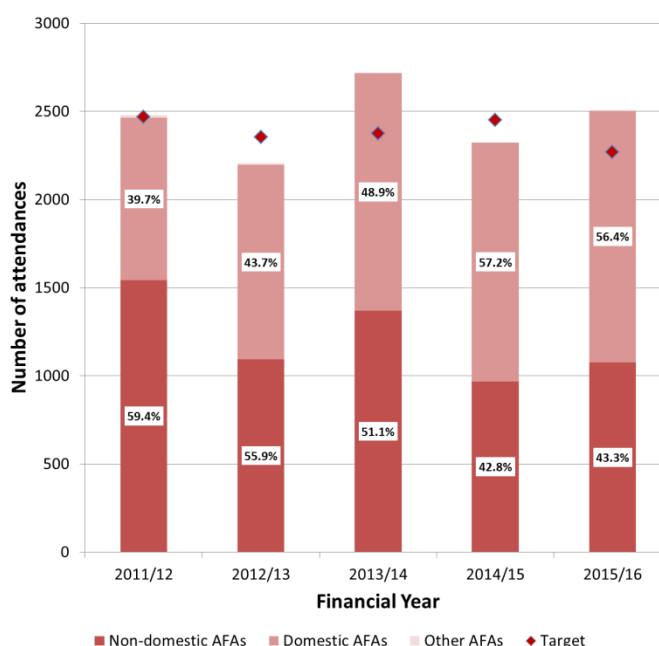
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

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.

This year to date the service has experienced an overall rise of **7.9%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises rose by **11.2%** and to **domestic** premises by **5.3%**. However the number of calls successfully challenged by Fire Control where no attendance is made has risen by **33.4%** and overall the Service attended **67.6%** of false alarm calls generated by AFAs compared to **72.1%** last year an improvement of **6.2%**.

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.

Annual attendances to false alarms caused by AFAs



## Malicious False Alarms

	15/16	14/15
Number of malicious calls received	↑ <b>218</b>	<b>236</b>
Number of malicious calls attended	↑ <b>69</b>	<b>69</b>
% of malicious calls attended	↓ <b>31.7%</b>	<b>29.2%</b>

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 to last year the total number of hoax calls received **decreased** from **236** to **218** (**down 7.6%**), and the percentage of hoax calls attended increased by **2.5%** from **29.2%** to **31.7%**.

## Customer Satisfaction

	15/16	14/15
<b>Businesses satisfied with the Trading Standards service</b>	↓ 86%	88%
<b>Businesses satisfied with the Fire Protection service</b>	↓ 89%	93%

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 annual score for 2015/16 for the Trading Standards was 86% and for Fire Protection was 89%, compared to 88% and 93% respectively for the same period in 2014/15.

	15/16	14/15
<b>Consumers satisfied with the Trading Standards service</b>	↓ 89%	91%
<b>Consumer enquiries given a full response within 3 working days</b>	↑ 97%	95%

During 15/16 Trading Standards responded to 97 % of enquiries within 3 working days - a 2% increase on last year. Of those not responded to within the 3 workdays, the enquiries came in from other local authorities involving referrals about head office businesses in the Hertfordshire area.

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 end of year 2015/16 89% of respondents stated that they were satisfied with the overall level of service.

	15/16	14/15
<b>Residents satisfied with the Fire Prevention service</b>	→ 100%	100%

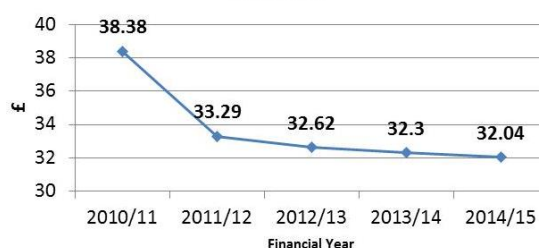
The Fire Prevention service offer Home Fire Safety Visits (HFSVs) to residents which involve the identification of potential fire risks, the provision of fire safety advice and the installation of smoke alarms where necessary. Awareness campaigns target vulnerable groups and risk profiling tools are 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.



## 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 FRSS 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 – 15/16**

**Rolling 12 months – 14/15**

	% Short Term	% Medium Term	% Long Term	Average Days	% Short Term	% Medium Term	% Long Term	Average Days
<b>Fire and Rescue - Uniformed</b>	39.16%	25.35%	35.48%	<b>↑ 6.7</b>	39.78%	26.22%	33.99%	<b>8.4</b>
<b>Fire and Rescue - Non-Uniformed</b>	49.3%	35.3%	15.4%	<b>↑ 2.5</b>	25.7%	19.5%	54.8%	<b>3.7</b>
<b>JPS – Non-Uniformed</b>	26.7%	24.1%	49.2%	<b>↑ 5.5</b>	17.2%	24.6%	58.2%	<b>6.2</b>

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

	15/16	14/15
<b>Stage 1 complaints</b>	<b>↑ 8</b>	19
<b>Stage 2 complaints</b>	<b>→ 1</b>	1
<b>Ombudsman complaints</b>	<b>→ 0</b>	0
<b>Compliments</b>	<b>↑ 364</b>	279

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. Annual performance for 2015/16 shows the number of Stage 1 complaints decreased by 11 down from 19 last year to 8. There has been one stage 2 complaint received for the year related to Trading Standards. There have been no complaints in 2015/16 received from the Ombudsman. The number of compliments received increased by 85 from 279 in 2014/15 to 364 in 2015/16, In Q4, 42 compliments were received of which 39 related to the Fire and Rescue Service and 3 for Trading Standards.

# Volunteers

	15/16	14/15
Hours provided by Trading Standards volunteers	677	657
Hours provided by Fire and Rescue volunteers	7400	7665
Total hours provided by volunteers	8077	8322
Standby hours provided by the VIST team	13250	14300

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. The number of volunteers on the scheme is currently more than 150, including the UK's first Trading Standards volunteers.

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) 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.

## 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	15/16	14/15
% Core training activities completed	↓ 90%	↑ 88.9%	79.0%
% Procedures received, read and understood	↓ 85%	↑ 79.8%	63.7%
% Operational staff who have received a formal Breathing Apparatus course from the 15/16 training programme	100% Annual target	68.8%	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 March 2016 68.8% of in-scope personnel had completed a BA CPD course from the 2015/16 annual training programme. For the 2016/17 course the delivery will be in a calendar year, so all personnel will complete a BACPD course by the end of 2016.

## 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.

	2015/16	Target
Uniformed Staff with a 2015/16 PMDS	86.1%	↓ 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.

Note that the Resilience awareness figure has decreased from 94% last year due to a larger number of people identified to complete the training.

Resilience Competencies	2015/16	Target
Resilience planning and response within HCC	82%	↑ 70%
HCC social care response	60%	↓ 70%
Resilience Awareness e Learn	33%	↓ 100%
IMT e Learn	69%	↓ 100%
Record keeping e Learn	74%	↓ 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 implemented 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.