

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY AND WASTE MANAGEMENT CABINET PANEL

FRIDAY 1 JULY 2016

Agenda Item No.

5

COMMUNITY PROTECTION ANNUAL PERFORMANCE REPORT 2015/2016

Report of the Director of Community Protection (Chief Fire Officer)

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

1. Purpose of report

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

2. Summary

- 2.1 The performance report is divided into 3 sections:

Prevent and Protect	Pages 1 - 7
Plan for and Respond to Emergencies	Pages 8 - 9
Be an Excellent Organisation	Pages 10 - 14
- 2.2 CPD annual performance for 2015/16 remains good with most targets being met or exceeded.
- 2.3 Areas where performance has not met target and is more than 5% worse than the same period last year include:

- Deliberate fires – however this must be seen in the context of a 32% reduction in deliberate fires over the past five years.
 - False alarms attended due to Automatic Fire Alarms (AFAs) – this should be viewed in the context that the overall number of AFA calls that have not been attended has risen by 33% due to successful challenging by Fire Control and the overall percentage of all AFA calls that result in an attendance has fallen by 6.2%.
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Secondary fires
- 2.5 Areas where performance has shown improvement since last year include:
- Primary fires
 - Road traffic collisions attended
 - Deaths and injuries due to primary fires
 - Shifts/working days lost to sickness absence
 - Compliments and complaints
 - RBIP's undertaken
 - Number of malicious calls attended
 - Training activities completed
- 2.6 Attendance standards for first and second appliance to a primary fire have improved against target and last year's performance at 90.6% and 93.5% respectively. In cases where it was estimated appliances would arrive within the standards and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.

3. Recommendations

- 3.1 That the Cabinet Panel notes the annual performance of CPD to the end of Quarter 4 2015/16 and agrees the content of the report for publication to the wider organisation and the general public.