

Community Protection Directorate

Mid-Year Performance Report

2016/17

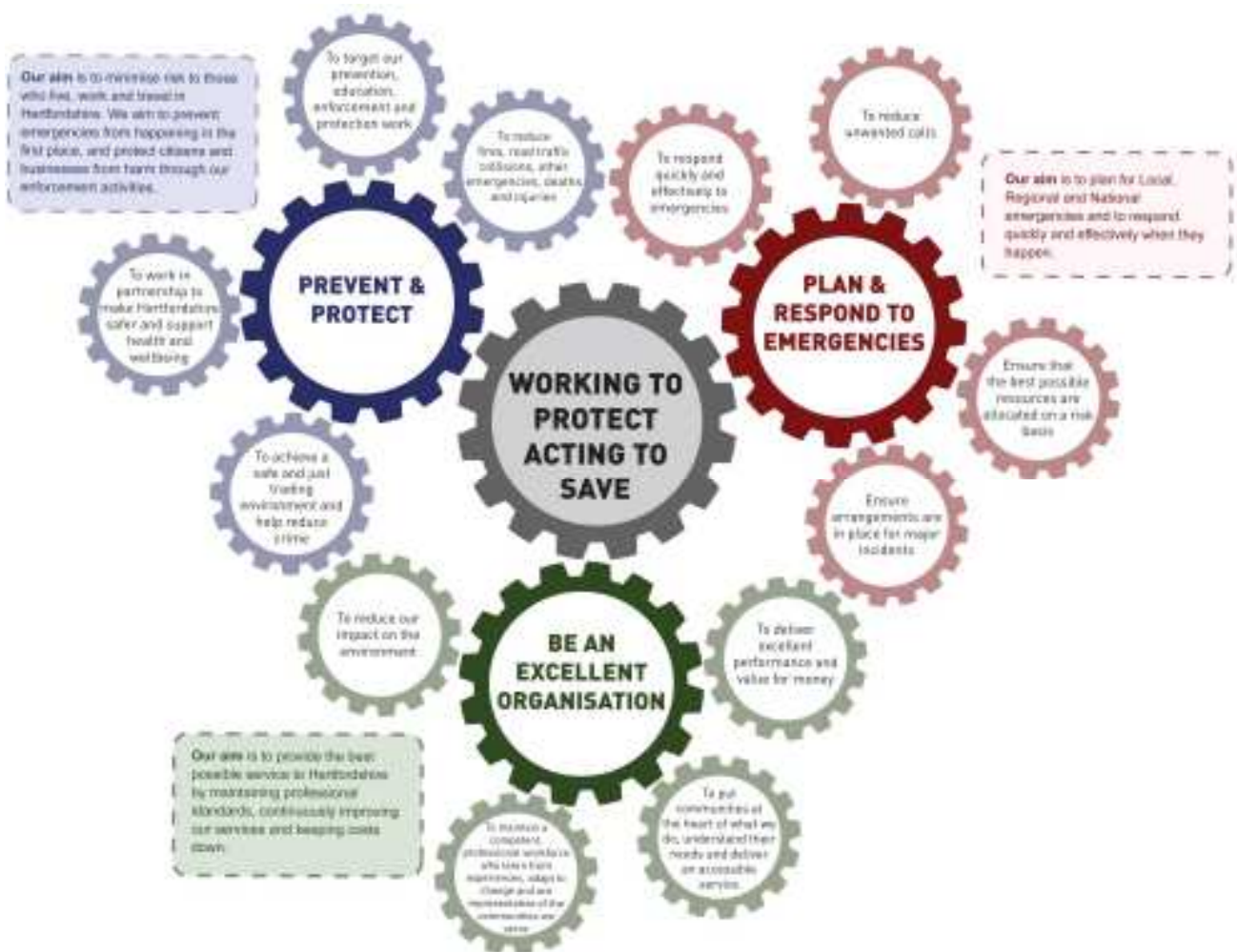


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For the 2016/17 performance year there were 192 employees in scope for a Non uniformed PMDS, of these 190 or 99% had a PMDS in place, 1 employee or 0.5% did not have a PMDS due to family leave and 1 employee or 0.5% due to long term sickness.

Resilience competencies	15
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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 2016/17 Mid-year Performance Report. Over the last six 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. Our prudent financial planning and budgeting has meant that CPD continues to deliver high performing, low cost services to the communities of Hertfordshire.

The Directorate's involvement in Partnership working has grown over the first six months of the year with the introduction of Safe and Well a particular highlight. Our work with youth engagement includes the LiFe programme, Princes Trust programme, 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.

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 past six months our Trading Standards team have launched the trusted trader initiative in partnership with the 'Which' organisation to help Hertfordshire residents find reputable traders. Our Joint Protective Services team has won a government award for its work to help Hertfordshire-based businesses grow whilst staying on the right side of regulatory requirements. The Primary authority team, made up of fire and trading standards officers, won Team of the Year at the government's Primary Authority Awards for their work.

The Rogue Traders team have been successful in prosecuting a rogue trader, who was convicted of seven offences and ordered to pay £10,000. Our aim for the coming year is to be even more pro-active in identifying rogue traders, and taking the necessary robust action to protect Hertfordshire's residents and businesses.

There have been increases in primary fires, secondary fires and deliberate fires when compared to the same period last year ending a general downward trend over the last three years. These figures are in line with the national trend identified in the fire statistics monitor 2015/16 that saw increases in primary fires and secondary fires across England. All of these measures will be an area of focus for the second half of the year.

Attendance at Road Traffic Collisions (RTC's) increased during the first half of the year in line with national trends and the directorate continues to develop initiatives and campaigns to raise awareness of the dangers of driving, particularly amongst young drivers.

Despite the recent upturn in some operational incident types, these types of incidents are still significantly lower than ten years ago.

Our operational response over the first half of the year has seen a slight improvement in fire engine attendance times to property fires. Both the first and second appliance response times have improved over the past six months.

The number of calls to automatic fire alarms (AFA's) has increased over the first half of the year and measures have been put in place to provide additional support to those premises that accumulate the most unnecessary attendances.

We regularly review our teams to ensure their objectives and capability match the evolving needs of the service and where necessary remodel the way that services are delivered to provide value for money. During the first half of this year this has included a reduction in the size of the Strategic Leadership Group as a result of the redundancy of the Assistant Chief Officer – Performance and Business Support role.

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 live fire training that has now been delivered to our phase 1 trainees. Live fire training creates realistic and challenging conditions in a controlled environment and the experience and skills learnt during this training are invaluable in developing operational preparedness for our front line personnel.

Directorate services continue to be held in high esteem by members of the public, clearly 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.

Indicators RAG and Direction of Travel Explanation

Green	Equal to or over performing against last reporting period or target
Amber	Up to 5% underperforming against last reporting period or target
Red	More than 5% underperforming against last reporting period or target

↑	Performance improving compared to last reporting period or target
→	Performance stable compared to last reporting period or target
↓	Performance declining compared to last reporting period or target

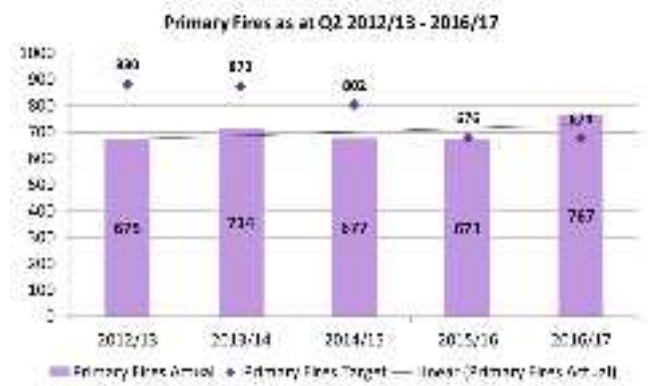
Fires

	16/17	15/16	Vs Last Year	Target	Vs Target
Primary fires	767	671	↓14.3%	674	↓ 13.8%
Secondary fires	739	714	↓3.5%	772	↑ 4.3%
Deliberate fires	679	650	↓4.5%	773	↑ 12.2%

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

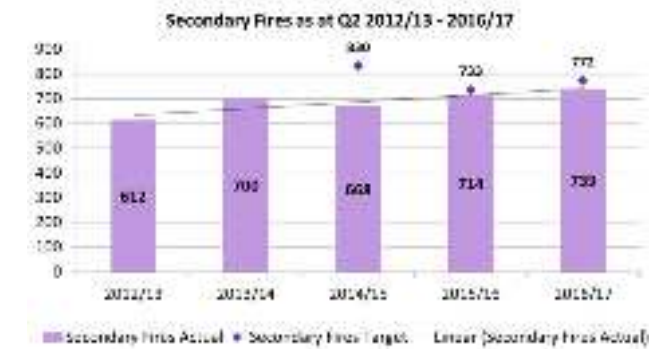
The total number of primary fires increased by 14.3% compared to the same period last year, and by 13.7% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 3% rise was recorded.

Primary fires are 12.3% lower than for the same period ten years ago.



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

The total number of secondary fires has risen by 3.5% compared to the same period last year; there has also been an increase of 20.8% in the last 5 years. However 2012/13 was a particularly wet summer and this affected the number of secondary fires that occurred that summer. If this anomaly was removed then the increase over five years would be 5.6%. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 7% rise was recorded and is 36% lower than for the same period ten years ago.



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

The total number of deliberate fires rose by 4.5% compared to last year; the total number of deliberate fires has risen by 26% in the last five years and decreased by 42.5% in the last ten years.

The proportions of deliberate fires that are primary or secondary has remained fairly static over the last five years, with around 71% of all deliberate fires being classed as secondary and approximately 29% as primary.

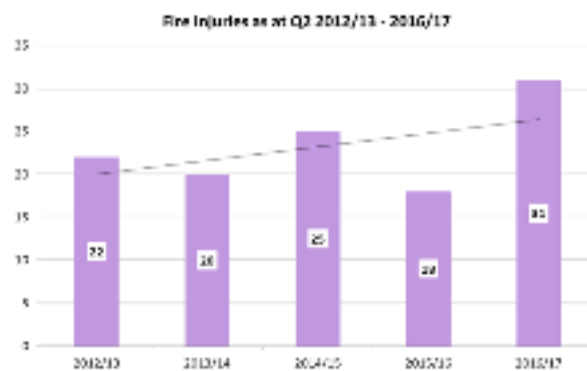
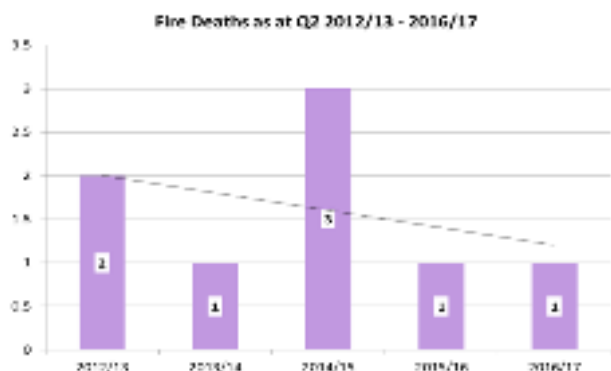




In the early hours of 10 August both Hitchin pumps were called to a property fire in Icknield Close in Ickleford. On arrival crews were faced with a ground floor flat fully involved in fire which had spread to a maisonette above. Crews from Stevenage and Baldock also attended to help extinguish the fire. One male from the flat was taken to hospital suffering from burns to his leg, and the Red Cross Fire and Emergency Support Service unit based at St Albans Fire station attended to help with the welfare of the family from the maisonette above.

Fire Deaths and Injuries

	16/17	15/16
Fire deaths	1	1
Fire injuries	31	18



There were no deaths recorded during Q2 and one death recorded in 2016/17 for the year to date where the cause of death has been attributed directly to fire. This is equal to the same period last year.

The Service uses the term injury to include only those casualties requiring treatment at a hospital. During Q2 of 2016/17 there were 21 injuries resulting from fires, this is 16 higher than for the same period last year.

Road Traffic Collisions

	16/17	15/16
Number of RTCs	↓ 266	213
Deaths from RTCs	↑ 2	4
Injuries from RTCs	↓ 216	162

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. KSI statistics for Hertfordshire will therefore not directly correlate with the figures included here.

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. For the year to date the Service attended a total of 266 RTCs which is 53 or 25% more than the 213 RTCs attended last year and 60 or 18.4% less than for the same period ten years ago.

Road Traffic Collision in WGC.

On arrival the Fire crew from Welwyn Garden City found a member of the public rendering first aid to an unconscious adult male, lying on his back by the side of the road. The casualty was thought to have suffered a cardiac arrest whilst driving and subsequently crashed the vehicle, containing himself his girlfriend and five children, into a neighbour's garden. Neighbours had dragged the man out of the car and onto the roadside where an off duty Ambulance Technician had begun CPR.

HFRS took control of the scene and administered trauma care to the injured casualties, supporting Ambulance staff until the arrival of the Air Ambulance doctor.

Over the past months, WGC have undertaken frequent, on-watch trauma care and CPR training and this incident put those lifesaving skills into action and ensured the best possible outcomes for the injured.



Plane crash in Potters Bar

On 6 July the Potters Bar DCP crew were busy training with the HFRS drone, when they were called to reports of a light aircraft crash between junctions 22 and 23 on the M25. The crew quickly arrived at the location which was in a field adjacent to the M25. Accessing via Earls Lane, the crew along with other local crews accessed the light aircraft and after some effort managed to isolate a ruptured fuel line to prevent any further escalation. The Swiss pilot and his son, the co-pilot, were attended to by paramedics from the air ambulance which was also in attendance. Both occupants suffered facial injuries and were transported to hospital via the air ambulance. The Potters Bar crew took the opportunity to take some aerial footage of the incident using the drone which was on the appliance following their earlier training session.



Think Safe Refresher Evening at St Albans Fire Station

St Albans 'Think Safe' team held a refresher evening for all those who had attended previous courses in 2016 plus guardians and carers.

'Think Safe' is designed to empower adults with learning disabilities. They have an opportunity to learn how to keep themselves safe from personal abuse, fires in the home, and crime, and the course teaches them what to do if issues do arise. 'Think Safe' gives participants an opportunity to interact with statutory agencies and gain confidence in speaking to their local police, firefighters and social workers.



The evening was a great success, coffee and cakes were provided by the social service team and the fire service gave another station tour with equipment demonstrations which as al-ways, was well received.

Domestic Abuse

	Vs Target	Q2 16/17	Q2 15/16
% of repeat cases	↓ 25%	↓ 20.85%	26.30%

Community Protection has led the strategic and improvement planning and programme management of Domestic Abuse in Hertfordshire up until August this year when this function was passed to Health and Community Services.

Multi-Agency Risk Assessment Conferences (MARACs) are regular meetings where information about domestic abuse victims at high risk of murder or serious harm is shared and discussed to formulate risk-focused action plans to reduce the risks. They are confidential and consider the victim, the family and the perpetrator.

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 supported. During the Q2 2016-17 period there were 355 cases heard at MARAC, an increase of 51 cases (+16.78%) on the previous quarter (Q1 2016-17).

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 as at Q2 2016-17 was 22.61% with the actual rate of cases heard within the 3mth period being 20.85%. This is 7.11% lower than Q1 2016-17 (27.96%), 5.44% lower than Q2 2015-16 and 4.15% below the local target; meaning Hertfordshire performs slightly above the national average. The expected repeat rate of established MARACs is 28-40%. A lower than expected repeat rate usually indicates victims are not being referred back to MARAC for review accordingly.

The general upward trend in repeats over time is an indication that the local processes and MARAC framework continue to strengthen and can be attributed to improved risk assessment and referral practices within agencies. The sudden downturn should be monitored closely as changes to the application and management of the MARAC criteria and overall processes to ensure the outcomes remain positive in safety planning, risk reduction and mitigation embed - including current MARAC training programmes.

The MARAC Sub-Group (although going through some changes) remain committed to the SafeLives (CAADA) Quality Assurance (QA) and self-assessment process, and along with the outcomes of the countywide SafeLives (CAADA) recommendations and ensuing improvement implementation plan, the local MARAC framework and criteria continue to be scrutinised and improved. Recent changes include redefining the local framework - moving from 3 MARAC to 5 MARAC and amendments to escalation criteria to 4 police call outs in 12 months

Safe and Well work featured in ITN film

The joint Safe and Well Visits project between our Fire and Rescue and Public Health teams is featured in a new ITN film called **Beyond Blue Lights**. Have a look at how our firefighters are going beyond their traditional role to keep people safe and well in their homes by following this link.

<https://youtu.be/qoNmt964JzU>

The current affairs style programme – which was filmed at Longfield and in Hertsmere at the beginning of August – has been produced by ITN Productions for the Chief Fire Officers Association to promote the work the UK fire and rescue service does to help keep people safe and well.

The programme, introduced by national newsreader Natasha Kaplinsky, features the new Safe and Well Visits being piloted in the Hertsmere area, as well as looking at how emergency services are working together using the JESIP principles.

The fire and rescue service has worked closely with colleagues from public health to develop Safe and Well, building on the success of the existing fire safety checks.

Firefighters at Borehamwood and Potters Bar fire stations have been given training by Public Health specialists and will now be able to support Hertfordshire's older and vulnerable residents with health issues such as falls prevention, social isolation, keeping a home warm enough and eating and drinking properly, at the same time as carrying out a home fire safety check.

Firefighters are equipped with the skills to identify potential health and wellbeing issues and where necessary will refer residents to relevant agencies for further support.



Joint Working at Travellers site

Potters Bar Crew attended a joint partnership working event at South Mimms Travellers site.

The visit was led by Trading Standards, and the fire service attended along with the Police to promote a better understanding of good working practices for the Travelling community.



Rogue Traders

	16/17	15/16
Number of rogue trader incidents reported to trading standards	↑ 38	22
% Rogue trader incidents responded to within 24 hours	→ 100%	100%

Rogue Trading involves consumers receiving visits or calls from unscrupulous traders offering services such as gardening or household repairs under the guise of legitimate business. This invariably sees deliberate overcharging for unsatisfactory goods and/or services. Often this includes charging for unnecessary work, damaging property deliberately in order to charge for repairs, leaving work unfinished and intimidating behaviour in order to extort money. Rogue traders deliberately target 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 Q2 we dealt with 38 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%, meaning that there is likely to be more than 170,000 incidents per year nationally.

One of the team's investigations was concluded in court in June, when a cold calling roofer was ordered to pay almost £10,000. The rogue trader pleaded guilty to seven charges relating to roofing work he carried out at two addresses in Hatfield and St Albans last year. He admitted using aggressive commercial practices, failing to provide information on cancellation rights, failing to provide information about his address and making false claims for VAT.

He was fined £2,000 and ordered to pay £3,100.80 in compensation to his two victims as well as £4309.98 prosecution costs and a £100 victim surcharge at St Albans Magistrates' Court on 15th June. The court heard that at one address he initially agreed to carry out work costing £50 but then pressured his victim into agreeing to £800 of work, insisting on immediate payment and even following her up the stairs to watch her while she made an online payment.

At another address he initially quoted £1,000 to apply wood preservative to joists but then claimed that he was owed an additional £280 in VAT, despite not being registered for VAT with HMRC.

Government award for JPS regulators

Our Joint Protective Services team has won a government award for its work to help Hertfordshire-based businesses grow whilst staying on the right side of regulatory requirements.

The primary authority team, made up of fire and trading standards officers, won Team of the Year at the government's Primary Authority Awards for their work.

The primary authority scheme allows businesses trading in two or more areas to form a legally recognised partnership with one local authority. Businesses in Hertfordshire of all shapes and sizes, from large companies such as Tesco down to small and medium enterprises, are benefitting from our expert advice, which helps to reduce the cost of compliance by providing certainty to that business, reducing risk and aiding compliance.

Such partnerships deliver benefits for the regulatory system as a whole, for the businesses they partner with, and for those that the regulations are designed to protect – consumers, workers and the environment.

Speaking after the win, Richard Thake, Cabinet Member for Community Safety, said: "I'm delighted that our team's hard work has been recognised. We're in the unique position of having the fire service and trading standards in the same directorate, and that's a real advantage for both us and for the businesses we support. We're committed to supporting Hertfordshire-based businesses and helping them maintain a high level of protection for the public."

In awarding the prize to the team, the judges said: "This is an excellent entry, including endorsements from businesses and local authorities. The work Hertfordshire carries out with businesses and local authorities to promote high quality primary authority services are to be commended."

The awards are organised by the Department for Business, Innovation and Skills to recognise outstanding work.



New trusted trader partnership launched with 'Which?'

Trading Standards and the consumer organisation 'Which?' launched a new partnership in May, aiming to make it easier for Hertfordshire's residents to find a reputable trader.

The joint scheme is the first of its kind in the UK, bringing together both 'Which? Trusted Traders' - the iconic endorsement from the UK's largest independent consumer organisation - and Trading Standards' current approved trader scheme. Traders on the new scheme will undergo an assessment by Which? and Hertfordshire Trading Standards professionals - including face-to-face interviews, financial checks, and even Trading Standards checks, in order to become endorsed. Endorsed traders will have use of the new Hertfordshire Trading Standard approved and Which? Trusted trader endorsement logo, and consumers will be able to find a profile of the traders at: <http://trustedtraders.which.co.uk> Speaking at the launch at the Which? Offices in Hertford, Richard Thake, Cabinet Member for Community Safety at Hertfordshire County Council, said: "It is difficult for households to know which tradespeople they can really trust and this new joint endorsement scheme is here to help. "Our Trading Standards team and Which? Trusted Traders both aim to make it easier for consumers in Hertfordshire to find a reputable trader. We hope this partnership, with its added assessment from both successful schemes, can be mirrored in other parts of the UK."

Risk Based Inspections

	16/17	15/16
RBIPs undertaken by Fire Crews	→ 328	332
RBIPs undertaken by Fire Protection Officers	↓ 163	189
Total RBIPs undertaken	↓ 491	521

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. The number of RBIPs completed by Fire protection officers for the period has reduced primarily due to an increase in workloads in other areas that has seen Approved Inspector Building Regulation consultations up 13%, Local Authority Town and Country Planning consultations up 82% and Specific (Fire Safety) Inspections up 53%.

Home Fire Safety Visits (HFVSs)

	16/17	15/16
HFSVs undertaken by Fire Crews	↑ 2557	2090

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 to all households in Hertfordshire, with awareness campaigns and risk profiling tools used to identify and target 'high risk' areas and households. HFSVs are also provided for 'at risk' individuals when referrals are received from other agencies or services. CPD 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. The number of HFSV's undertaken has increased over the last six months when compared to the same period last year. Alongside this the introduction of the more comprehensive 'Safe and Well' visits have improved outcomes for vulnerable people but reduced the quantity of visits undertaken.

Online fire safety demo

In line with the CFA fire safety calendar the Bishop's Stortford crew undertook a live video screening of a hot oil fire demonstration. This event was broadcasted live via Twitter and the Periscope app.

During the demonstration viewers were able to send messages via the app, which were relayed to the crew giving the presentation who were able to answer the public's questions in real time and give further fire safety advice.

Not only could we reach local communities and the people of Hertfordshire from this live demonstration, additionally we had viewers from around the globe and without anyone having to leave their homes, HFRS brought fire safety direct to their device.



Fire Engine Attendance Times

	Target	16/17	15/16
% First fire engine to attend a property fire within 10 minutes	↑ 90%	↑ 90.9%	89.0%
% Second fire engine to attend a property fire within 13 minutes	↑ 90%	↑ 93.6%	89.0%
% Third fire engine to attend a property fire involving people within 16 minutes	↑ 90%	↑ 92.3%	90.5%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	↑ 75%	↓ 85.9%	87.2%
% 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 are set by Hertfordshire Fire Authority. 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 2016/17 to date 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	16/17	15/16
% of outstanding 7(2) d inspections	↓ 0.0%	↓ 1.5%	0.9%

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 2016/17 inspections at 5 sites or 1.5% 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.

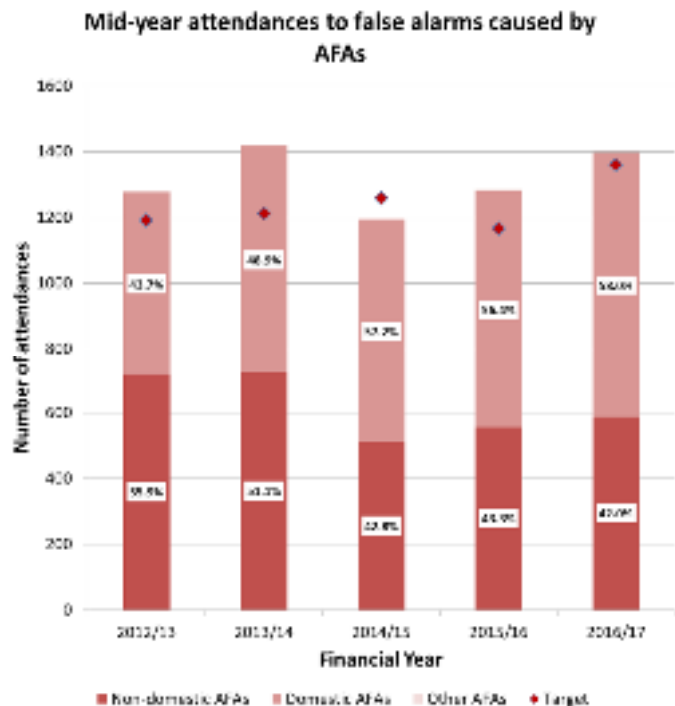
Automatic Fire Alarms

	Target	16/17	15/16
Total attendances to false alarms caused by AFAs	1360 ↓ 2.9%	1399 ↓ 8.9%	1285
Attendances to false alarms caused by AFAs – non-domestic premises		588 ↓ 5.9%	555
Attendances to false alarms caused by AFAs - domestic premises		811 ↓ 11.7%	726
AFAs not attended		580 ↓ 0.7%	584
% of all AFA calls attended		70.7% ↓ 1.9%	68.8%

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.

AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **58.0%** of the total compared to **42.0%** for non-domestic premises.

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 **8.9%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises rose by **5.9%** and to **domestic** premises by **11.7%**. The number of calls successfully challenged by Fire Control where no attendance is made has fallen by **0.7%** and overall the Service attended **70.7%** of false alarm calls generated by AFAs compared to **68.8%** last year a reduction in performance of **1.9%**.

Malicious False Alarms

	16/17	15/16
Number of malicious calls received	↑ 116	118
Number of malicious calls attended	↑ 36	37
% of malicious calls attended	↑ 31%	31.4%

Emergency calls that turn out to be false alarms divert essential fire and rescue resources rendering them unavailable for more serious incidents. 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 **118** to **116** (**down 1.7%**), and the percentage of hoax calls attended decreased slightly by **0.4%** from **31.4%** to **31%**.

Customer Satisfaction

	16/17	15/16
Businesses satisfied with the Trading Standards service	↑ 88%	84%
Businesses satisfied with the Fire Protection service	↑ 100%	88%

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 businesses felt as a result of the advice received they were better equipped to deal with similar problems in the future. The mid-year score for 2016/17 for the Trading Standards was 88% and for Fire Protection was 100%, compared to 84% and 88% respectively for the same period in 2015/16.

	16/17	15/16
Consumers satisfied with the Trading Standards service	↓ 88%	90%
Consumer enquiries given a full response within 3 working days	↓ 93%	95%

During 16/17 Trading Standards responded to 93 % of enquiries within 3 working days - a 2% decrease 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.

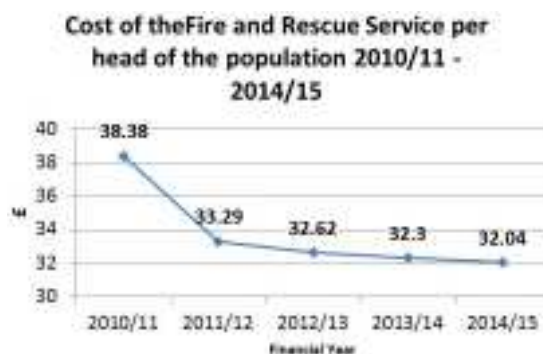
Hertfordshire Trading Standards seeks to provide consumers with advice and information to help them resolve disputes and be better able to deal with matters in the future. A short survey is sent out at random to consumers that have used the Trading Standards advice service. Questions include whether 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 mid-year 2016/17, 88% of respondents stated that they were satisfied with the overall level of service; this figure was down from 90% in the previous year. Some respondents feel we should act for them in their civil disputes with traders, where a complainant is not vulnerable, we provide them with information and advice to help them pursue their complaint themselves with the traders. Sometimes complainants are not happy with this resulting in a small number of surveys being returned with the response to the question 'how do you rate our overall service' being scored as 'poor'.

	16/17	15/16
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.

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 cost nationally out of 43 English FRAs, lowest of 13 FRAs in our 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.



Data from CIPFA Fire and Rescue statistics

Sickness

Rolling 12 months – 16/17

Rolling 12 months – 15/16

	% Short Term	% Medium Term	% Long Term	Average Days	% Short Term	% Medium Term	% Long Term	Average Days
Fire and Rescue - Uniformed	31.70%	22.30%	46.00%	↓ 8.8	38.4%	26.1%	35.5%	6.3
Fire and Rescue - Non-Uniformed	44.9%	44.2%	10.9%	↓ 4.4	31.0%	36.0%	33.0%	2.9
JPS – Non-Uniformed	14.9%	21.4%	63.7%	↓ 7.2	34.3%	31.9%	33.8%	3.0

There have been 4 operational injuries during 2016/17.

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 increased since last year across all areas of the Directorate, particularly for long term sickness.

Managers work diligently to ensure that return to work interviews are completed and short term absence is monitored 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

	16/17	15/16
Stage 1 complaints	↓ 10	7
Stage 2 complaints	→ 1	1
Ombudsman complaints	→ 0	0
Compliments	↓ 155	246

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. Mid-year performance for 2016/17 shows the number of Stage 1 complaints increased from 7 last year to 10 this year. There has been one stage 2 complaint received for the period and no complaints in 2016/17 received from the Ombudsman. The number of compliments received decreased by 91 from 246 in 2015/16 to 155 in 2016/17; however a change in the way that we record compliments means that multiple compliments received from groups involved in the same event are now counted as a single compliment.

Volunteers

	16/17	15/16
Hours provided by Trading Standards volunteers	649	429
Hours provided by Fire and Rescue volunteers	4064	3579
Total hours provided by volunteers	4713	3860
Standby hours provided by the VIST team	4380	N/A

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 currently exceeds 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 (HFSV's) 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.

Volunteer Batchwood HFSV project

Volunteers in St Albans were tasked with targeting the Batchwood/New Greens area of St Albans for HFSV's

Working one road or area at a time, a letter is delivered to every house explaining the aim of ensuring that every household has a working smoke detector. The hand delivered letter explains that we will be calling back on such a date to personally talk through what a HFSV entails and book a date to complete a HFSV if required. If no answer is received, a second letter is left asking them to contact the Fire Station if they would like a HFSV. If still no contact is made, when we deliver a HFSV to a neighbouring address a second door knock is completed and third letter delivered. So in all a household can receive three letters and two door knocks in an effort to deliver a free HFSV.



Firefighter Training and Competence

	Target	16/17	15/16
% Core training activities completed	↓ 90%	↓ 87.5%	89.2%
% Procedures received, read and understood	↓ 85%	↓ 78.0%	78.3%
% Operational staff who have received a formal Breathing Apparatus course since 1 April	50%	45.1%	NA
	Mid year target		

The safety critical nature of the role of our firefighters demands that we ensure that we provide the necessary operational training, equipment and support. Operational staff complete rigorous training and development schedules and managers record whether competency levels are being maintained. The reductions in performance noted above are due to an ongoing change in recording systems which it is believed has led to some under recording for the period. The transition between systems is a temporary process and will ultimately result in a more accurate, robust system of reporting once completed.

Operational firefighting personnel (Firefighter to Watch Commander) are scheduled to undertake a Breathing Apparatus Refresher Assessment (BARA) formal training course each year. By the end of September 2016, 45.1% of in-scope personnel had completed a BARA course since 1 April. The Mid year target for delivery of BARA is 50%.

Live Fire training – North Watford Police Station

Hertfordshire Fire and Rescue Service trainees took full advantage of the opportunity to practice their new found firefighting skills in realistic ‘Live Fire’ conditions. The opportunity presented itself from the excellent work carried out by Watford and Three Rivers district in locating North Watford Police Station for use as part of the ‘Live Fire’ training project. The venue had already served as a valuable asset to the service as a ‘Live Fire’ training venue for operational crews in the district.

The scenario was a person’s-reported building fire with the BA team briefed to complete search and rescue operations. The exercise was designed so crews initially enter avoiding the fire compartment which then develops, giving them a key decision to make on returning to their entry point with the casualty. Once the crew had safely executed the rescue and withdrawn from the risk area, they were tasked with locating and extinguishing the fire. This gave an invaluable opportunity for the fire behaviour training instructors to talk through fire development and highlight the importance of correct water application.

Correct water application is vital within a fire compartment due to the fact that incorrect application can lead to a rapid increased humidity. The trainees got the opportunity to experience this by over applying water creating realistic ‘Live Fire’ training conditions within a controlled environment.

The building was heavily smoke-logged creating realistic and challenging conditions for Breathing Apparatus teams. The controlled introduction of fallen cables added within the corridor adjacent to the fire compartment gave a fantastic opportunity for crews to practice correct cable entanglement procedures. The trainees demonstrated a high level of competence throughout the exercise displaying the fundamental skills acquired during the breathing apparatus and fire behaviour training delivered at Training and Development Centre.



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 have not been reported here as the recording system is currently being replaced.

For the 2016/17 performance year there were 192 employees in scope for a Non uniformed PMDS, of these 190 or 99% had a PMDS in place, 1 employee or 0.5% did not have a PMDS due to family leave and 1 employee or 0.5% due to long term sickness.

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	2016/17	Target
Resilience planning and response within HCC	88%	↑ 70%
HCC social care response	N/A	70%
Resilience Awareness e Learn	56%	↓ 100%
IMT e Learn	65%	↓ 100%
Record keeping e Learn	65%	↓ 100%

Table shows percentage of personnel across the whole of HCC who can evidence resilience competencies through formal training, real incidents or training exercises.

Exercise Phoenix: Live Exercise at St Albans City Hospital

On June 24, the Resilience Team was one of many organisations that attended a live multi-agency exercise at St Albans City hospital. Organised by West Hertfordshire Hospitals NHS Trust, Phoenix 3 was the final of a series of exercises.

The scenario was a gas explosion in one of the hospital's estates buildings. Fake smoke issuing from the building, as well as volunteers from West Herts College who played the roles of casualties added an extra layer of realism to the scene.

Participating organisations included St Albans City and District Council, HCC, HFRS, East of England Ambulance service and Herts Constabulary got hands-on experience of responding to a major incident at the hospital. As well as practicing rescue operations, the responding agencies also went through the actions of evacuating the hospital and surrounding area which included a children's nursery and a hospice. The impact on the community had to be considered as utilities in the area could be affected by the explosion and issues such as road closures would affect the town and surrounding businesses.

