

**HERTFORDSHIRE COUNTY COUNCIL**

**COMMUNITY SAFETY AND WASTE MANAGEMENT  
CABINET PANEL  
TUESDAY, 7 FEBRUARY 2017 AT 2017**

**COMMUNITY PROTECTION MID-YEAR PERFORMANCE  
REPORT 2016/2017**

Agenda Item No.

**9**

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Executive Member: Richard Thake, Community Safety and Waste  
Management

**1. Purpose of report**

- 1.1 To provide the Panel with an overview of Community Protection Directorate mid-year performance for 2016/17. This paper aims to highlight areas where the Directorate is performing well and areas for further investigation or action. The full draft report is attached at Appendix A.
- 1.2 The Panel are also asked to consider the format and content of the report in order that Panel Members feel suitably well informed of the wider activities of the Community Protection Directorate. This version includes case studies that highlight the work of the Directorate that cannot be illustrated using quantitative measures alone. The attached report should be considered as being a draft and amendments recommended by Panel will be included prior to issuing the final agreed version.

**2. Summary**

- 2.1 The performance report is divided into 3 sections:
  - Prevent and Protect - Pages 1 - 8
  - Plan for and Respond to Emergencies - Pages 9 - 10
  - Be an Excellent Organisation- Pages 11 – 16
- 2.2 CPD performance at mid-year 2016/17 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:
- Primary fires
  - Sickness
  - Attendances to false alarms caused by Automatic Fire alarms
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Deliberate fires (arson)
  - Secondary fires
  - % First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes
- 2.5 Areas where performance has shown improvement since last year include:
- Home Fire safety Visits
  - Malicious False alarms
  - Volunteer hours provided
  - Businesses satisfied with the Trading Standards service
  - Businesses satisfied with the Fire Protection service
- 2.6 Attendance standards for first, second and third appliance to a property fire were above target at the mid-year stage, at 90.9%, 93.6% and 92.3% respectively. In cases where it was estimated, appliances would arrive within the standards and they did note the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.
- 2.7 Members of the Panel are asked to consider other measures that are included in the performance report and recommend that they remain in the report or make observations and recommendations of other performance measures that should be included. These include figures relating to domestic abuse, rogue traders and resilience competencies.

### **3. Recommendations**

- 3.1 The Panel is invited to note the mid-year performance of CPD to the end of Q2, 2016/17 and agree the content of the report for publication to the wider organisation and the general public.