

Appendix A

Community Protection Directorate

End of Year Performance Report

2016/17



Table of Contents

Strategic Aim – Prevent and Protect

Fires	1
Fire Deaths and Injuries.....	3
Road Traffic Collisions	4
Rogue Traders.....	8
Risk Based Inspections	10
Home Fire Safety Visits (HFVSs)	10

Strategic Aim - Plan for and Respond to Emergencies

Fire Engine Attendance Times	11
Site Specific Information	11
HCC Incident Response Planning.....	11
Automatic Fire Alarms.....	12
Malicious False Alarms.....	12

Strategic Aim – Be an Excellent Organisation

Customer Satisfaction	15
Cost.....	16
Sickness.....	16
Complaints and Compliments.....	16
Volunteers.....	17
Firefighter Training and Competence.....	18
Individual Performance	19

Foreword



Darryl Keen
Director, Community Protection
Directorate and Chief Fire Officer



Terry Hone
Executive Member for
Community Safety & Planning

We have pleasure in presenting the 2016/17 End of year Performance Report. Over the last year 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 past 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. The increase in our emergency medical response through Co responding and our demand rationalisation work through our effecting entry partnership work with the Police have led to an increase in the overall number of incidents attended.

Over the past year 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 year ahead.

Attendance at Road Traffic Collisions (RTC's) increased during 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 has seen a slight decrease in fire engine attendance times to property fires. Both the first and second appliance response times have decreased slightly over the past year.

The number of calls to automatic fire alarms (AFA's) has increased over 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 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

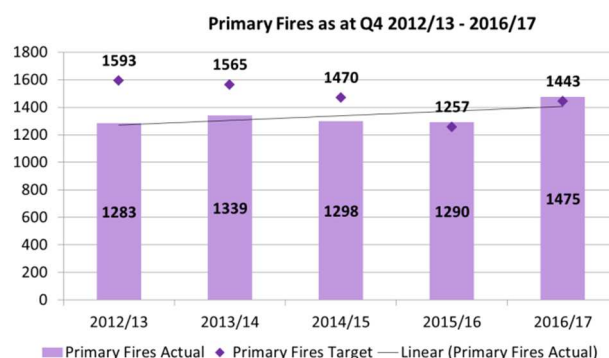
Fires

	16/17	15/16	Vs Last Year	Target	Vs Target
Primary fires	1475	1290	↓14.3%	1443	↓2.2%
Secondary fires	1231	1062	↓15.9%	1179	↓4.4%
Deliberate fires	1205	1039	↓16.0%	1187	↓1.5%

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

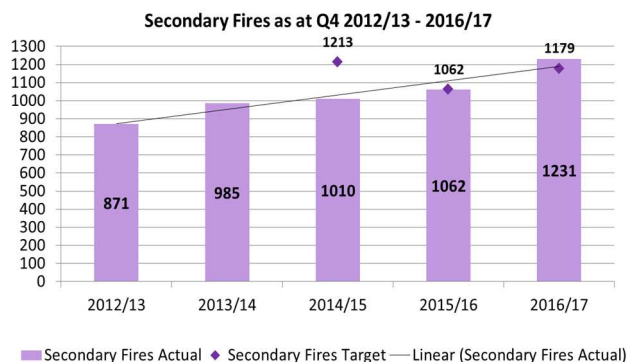
The total number of primary fires increased by 14.3% compared to the same period last year, and by 14.9% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 3% rise was recorded.

Primary fires are 17% lower than for the same period ten years ago.



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

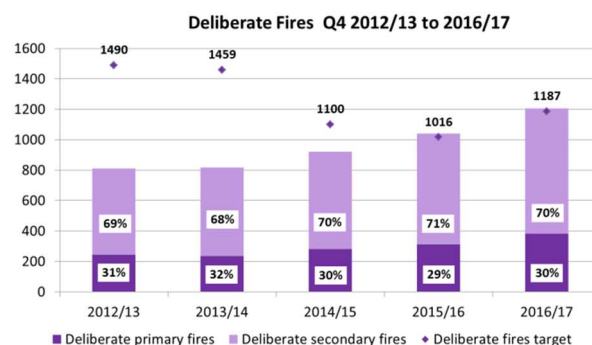
The total number of secondary fires has risen by 15.9% compared to the same period last year; there has also been an increase of 41.3% in the last 5 years. However 2012/13 was a particularly wet summer and this affected the number of secondary fires that occurred that summer. If this anomaly was removed then the increase over five years would be 24.9%. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 7% rise was recorded. Secondary fires are 34% 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 16% compared to last year; the total number of deliberate fires has risen by 48.7% in the last five years and decreased by 44.6% 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 70% of all deliberate fires being classed as secondary and approximately 30% as primary.



Serious Farm fire in Wareside

Eight appliances attended a serious fire at a farm in Wareside on the evening of 14 September which caused significant damage to three farm buildings.

Two appliances were initially despatched by Fire Control and Hertford Red Watch were the first on the scene, immediately calling for 'make pumps 4'.

Eight fire appliances, a high-volume pump and the command support unit were eventually needed to bring the fire under control. Despite difficult access and a poor water supply, some great work by the crews prevented the fire from spreading to the nearby farmhouse and fortunately nobody was hurt.

The High Volume Pump (HVP) was able to pump water from a local pond and later from the River Ash across an adjacent field.

Crews were on the scene throughout the night and well into the next day, fighting the fire and damping down the scene.



Eight Pump fire means a busy bonfire night

Following a busy Bonfire Night responding to much smaller incidents, the Potters Bar crew were called to a fire in the open in the early hours of Sunday 6 November in South Mimms. On arrival it quickly became apparent that this was not a small fire in the

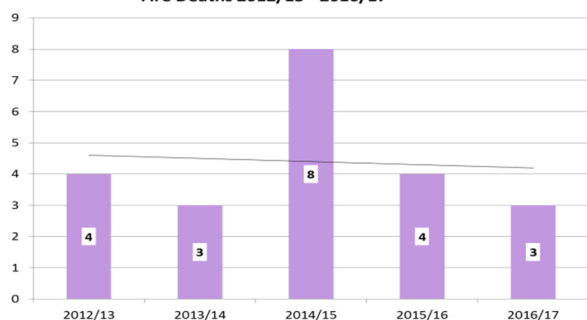


open but was in fact over 20 vehicles and a large amount of tyres on fire. Due to poor water supplies on site, the incident eventually escalated to eight pumps, with the fire taking two hours to get under control. Once the fire had been extinguished, the extent of the fire could finally be seen with almost 40 cars, a lorry, hundreds of tyres and many trees surrounding the site completely destroyed. With hundreds of vehicles within the compound, the incident could have been much worse, and the safe completion of the incident can be attributed to the hard work of every firefighter involved.

Fire Deaths and Injuries

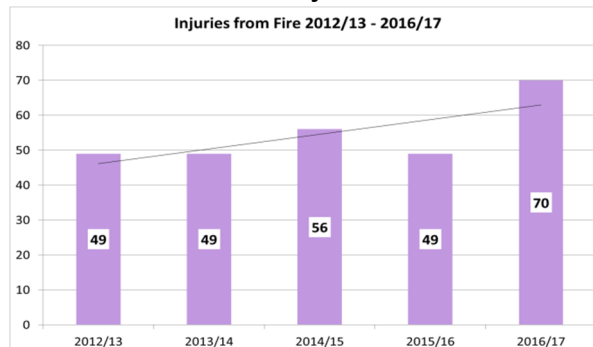
	16/17	15/16
Fire deaths	3	4
Fire injuries	70	49

Fire Deaths 2012/13 - 2016/17



There were 3 deaths recorded during 21016/17 where the cause of death has been attributed directly to fire. This is one less than for the same period last year.

Injuries from Fire 2012/13 - 2016/17



The Service uses the term injury to include only those casualties requiring treatment at a hospital. During 2016/17 there were 70 injuries resulting from fires, this is 21 higher than for the same period last year.

Road Traffic Collisions

	16/17	15/16
Number of RTCs	↓ 546	464
Deaths from RTCs	↑ 6	7
Injuries from RTCs	↓ 427	338

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 more people are killed on Hertfordshire's roads than in fires. During 2016/17 the service attended a total of 546 RTCs which is 82 or 18% more than the 464 RTCs attended last year and 139 or 20.29% less than for the same period ten years ago.

Road Traffic Collision on A1M



On 19 September Green Watch St Albans attended an RTC on the A1 with Borehamwood and Potters Bar. On arrival, there was a small box van that had collided with the central reservation. There was one male trapped with injuries and requiring extrication.

The crews discussed the extraction plan

with the onsite paramedic and it was apparent that the arrival of an ambulance could be some time. There was also the

need to remove some internal metal work which required smaller cutting equipment. Armed with this information, it was decided to request the attendance of the RSU.

The RSU carries numerous cutting tools that can assist crews to manage the smaller or more awkward rescue cuts. There is also now the capability to extricate casualties safely using the extraction boards and equipment. On this occasion they had the casualty on the backboard ready for the ambulance crew, when they arrived. They also utilised the platform as a casualty treatment area and privacy screen. It is important to remember that we are not all about the big tools, the RSU carries lots of equipment and tools that can assist crews with their rescue plan.



Mobile phone road safety at the services.

Potters Bar crew recently attended South Mimms service station on two separate days as part of our RTC reduction strategy to talk to drivers about using your mobile phones while driving. There was also the usual questions regarding being safe in the home while celebrating Christmas. This was received very well by all and this very useful partnership with the service station will be extended to this summer with plans to do some RTC demonstrations alongside the police.



Horse rescue in Potters Bar.

Potters Bar and Hatfield were called to a large horse that was trapped after trying to escape from a horsebox. On arrival it was apparent that the horse was upside down and its airway was compromised due to the position of its neck. It was obviously quite scared and kept kicking so calming it down was a priority. A vet from the Royal Equine College in Potters Bar arrived and it was decided that the best way to release the horse was to sedate her fully. Using lots of strops and brute force, crews managed to turn her round and pull her out through the door while making sure that her head was protected.

This was a protracted, unusual incident with a very scared large horse but all crew members worked well and along with some very helpful stable hands the horse was released. The service stayed on scene for another 30 minutes as our lighting was required as the horse was recovering from sedation. The owner of the horse was very thankful of everyone's efforts.

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.

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.



Partnership Working For Garston and the Syrian Refugee Resettlement Project

Baroness Dorothy Thornhill, Watford's Mayor, recently said that Watford is committed to help to ease Europe's refugee crisis by taking in people fleeing conflict in Syria.

So during August and September, Green Watch Garston found themselves working alongside the Hertfordshire Syrian Resettlement Project Housing Officer responsible for the Garston area to provide a Home Safety Visit for two families who had been provided with accommodation in the area.

With the help of an interpreter, the crew gave out fire safety information to the families, including a safety in the home leaflet in Arabic. They highlighted the most important parts including learning how to contact the emergency services and ensuring the families knew how to confirm their home address should they have an emergency situation.

Despite the language barrier, both families expressed their gratitude to the crew and were very receptive to all the help given to them.

Co responding training at Borehamwood

In preparation for co responding local ambulance crews attended training sessions at Borehamwood to ensure interoperability between the two services would provide a fluid and well-co-ordinated resolution to future cardiac arrest or 'Red 1' incidents.

This enabled both crews to produce a recognised working system between services that would make the most of resources available in any given situation.



Get set for winter



During the bleak winter months of December, January and February HFRS teamed up with Herts Help, Age UK, Carers in Herts, Hertfordshire Independent Living Service and other local community partners for the Get Set for Winter initiative hosted by Hertfordshire Libraries.

The get set for winter events were held in Libraries across Hertfordshire to give local people a chance to find out how to avoid falls and stay well over the winter months.

Visitors learned about equipment and aids to stay safe at home and given fall prevention exercises, guided by Occupational Therapists and social workers. Old worn out slippers that can cause trips and falls leading to hospitalisation and loss of independence for senior citizens were exchanged for new anti-slip pairs, provided by Hertfordshire Libraries.

Hertfordshire Fire and Rescue crews, the district coordinator and the volunteers were on hand during the events at Welwyn Garden City and Potters Bar Libraries to give fire safety advice and to promote our new Safe and Well initiative that is currently being carried out across the Hertsmer Welwyn Hatfield district. The initiative was very well received generating lots of interest that has produced both constructive and positive results.

Rogue Traders

	16/17	15/16
Number of rogue trader incidents reported to trading standards	↓ 104	98
% 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 2016/17 we dealt with numerous 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 2016, 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	↓ 767	771
RBIPs undertaken by Fire Protection Officers	↓ 326	354
Total RBIPs undertaken	↓ 1093	1125

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 (HFSVs)

	16/17	15/16
HFSVs undertaken by Fire Crews	↓ 4385	4535

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 slightly decreased 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.

Safer streets



On Wednesday 8 February, Blue Watch Garston worked with local Police and Community Support Officers to carry out a Safer Streets campaign in Park Avenue Bushey. Neighbours had been concerned and had reported anti-social behaviour from the path and park land behind the houses back gardens, there had also been a spate of break-ins.

Around 60 houses were visited and advice was given out or residents were referred onto other services.

A number of home fire safety checks were carried out on the spot and some more were booked in for future dates.

Fire Engine Attendance Times

	Target	16/17	15/16
% First fire engine to attend a property fire within 10 minutes	↓ 90%	↓ 88.2	90.6%
% Second fire engine to attend a property fire within 13 minutes	↑ 90%	↓ 91%	93.5%
% Third fire engine to attend a property fire involving people within 16 minutes	↑ 90%	↑ 97.4%	90.6%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	↑ 75%	↓ 80.3%	88.7%
% 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. Some delays due to 'all lanes running' on the M25 have also been reported by appliances attending Road Traffic Collisions and although the target has been met further research in this area will be undertaken.

Site Specific Information

	Target	16/17	15/16
% of outstanding 7(2) d inspections	↓ 0.0%	↑ 1.2%	2.5%

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 and are used to update Site Specific Risk Information (SSRI) documents for use by fire crews. At the end of 2016/17 inspections at 4 sites or 1.2% of the total 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. 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	↓ 2654	↓ 2738	2508
Attendances to false alarms caused by AFAs – non-domestic premises		↓ 1135	1075
Attendances to false alarms caused by AFAs - domestic premises		↓ 1601	1429
AFAs not attended	↓ 1158		1201
% of all AFA calls attended	↓ 70.3%		67.6%

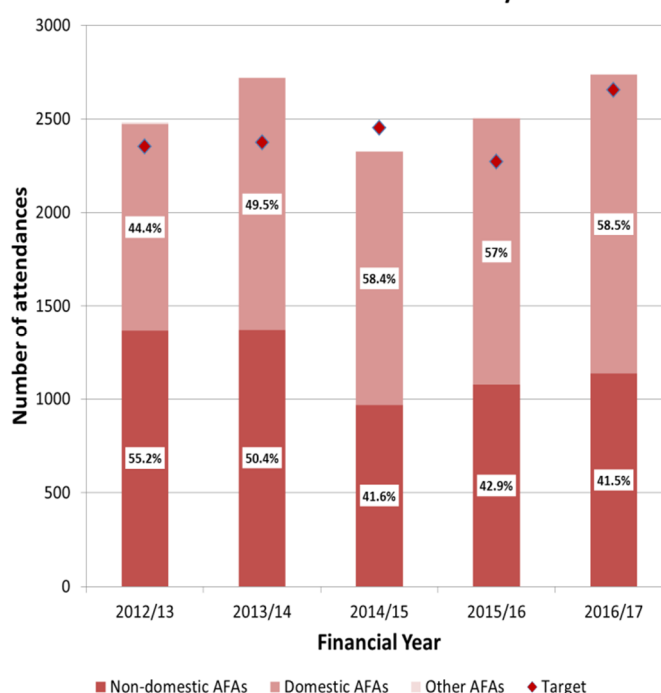
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

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 **9.2%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises rose by **5.6%** and to **domestic** premises by **12%**. The number of calls successfully challenged by Fire Control where no attendance is made has fallen by **3.6%** and overall the Service attended **70.3%** of false alarm calls generated by AFAs compared to **67.6%** last year a reduction in performance of **1.9%**.

AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **58.5%** of the total compared to **41.5%** for non-domestic premises.

Attendances to false alarms caused by AFAs



Malicious False Alarms

	16/17	15/16
Number of malicious calls received	↑ 204	218
Number of malicious calls attended	↓ 75	69
% of malicious calls attended	↓ 36.8%	31.7%

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 **218** to **204**, and the percentage of hoax calls attended increased by **5.1%** from **36.8%** to **31.7%**.

Exercise Magic



On 7 October 2016, the HCC Resilience Team facilitated a Senior Management Tabletop exercise at Dacorum Borough Council called 'Exercise Magic'. Exercise Magic was designed to provide an opportunity for senior managers to practise emergency response arrangements for a major incident. The exercise was attended by the Chief Executive, Directors and Group Managers, as well as the CCTV Team Leader and Health and Safety Team Leader.

The scenario focused on a major incident close to the town centre involving a chlorine spill on the Plough Roundabout (also known as the Magic Roundabout) with major consequences in the area. To add a feeling of reality, the participants were shown a number of video updates from agencies such as HFRS and the Police. The exercise format was designed to allow participants to go through some of the arrangements and to increase familiarisation with the plan. Sophie Donoghue, HCC Resilience Officer acted as facilitator and took the delegates through the scenario using a framework of prepared questions. A practice Incident Management Team meeting was held and the nominated Incident Manager decided who to invite to the IMT and chaired the group. Issues such as business continuity, public information and recovery were discussed and explored.

The majority of participants agreed that the exercise met its objectives and found the exercise useful or very useful. All participants stated that they had a better understanding of DBC's emergency planning arrangements as a result of attending the exercise.

Exercise Hornet



In the early hours of Sunday 25 September crews from around the county took part in Exercise Hornet. The live exercise, commissioned in conjunction with Connect Plus Services who manage the road network on behalf of Highways England is a once in a four year opportunity to take part in an simulation within the Hatfield Tunnel.

The objectives set by Highways England were to implement and assess the strategic, systematic and tactical responses to an incident within the tunnel.

HFRS joined Herts Police, EEAS HART teams, Connect Plus Services, HCC and the casualty union as players in a large multi vehicle RTC set within the northbound bore of the tunnel.

The scenario involved a mini bus containing six passengers in collision with a diesel tanker which caused a separate RTC involving two cars attempting to take evasive action. In total there were nine persons trapped in three separate vehicles with injuries ranging from broken legs to C-spine complaints.

Initial crews worked closely with Police and HART colleagues utilising the JESIP principles to triage the injured and formulate a plan for extrication based on those in most need of medical attention.

A secondary incident, a car fire set 200m further north in the tunnel, tested the reactive abilities of the crews and it was swiftly dealt with by committing a crew via the southbound bore and utilising the crossover doors that led into the northbound bore of the tunnel.

After a hot debrief was held with the appliances OICs at the scene, a multi-agency debrief was held at Hatfield Fire Station immediately afterwards.

HFRS crews were again praised by all concerned for their professionalism and enthusiasm throughout the simulation.



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 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. In 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'.

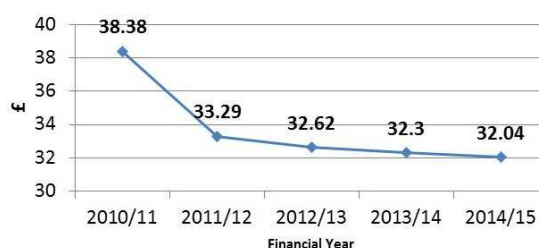
	16/17	15/16
Residents satisfied with the Fire Prevention service	→ 100%	100%

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.

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 – 16/17

	% Short Term	% Medium Term	% Long Term	Average Days	% Short Term	% Medium Term	% Long Term	Average Days
Fire and Rescue - Uniformed	21.1%	20%	58.9%	↓ 10	39.2%	25.3%	35.5%	6.7
Fire and Rescue - Non-Uniformed	21.1%	27%	51.9%	↓ 5.2	49.3%	35.3%	15.4%	2.5
JPS – Non-Uniformed	8.4%	12.2%	79.4%	↓ 6.9	26.7%	24.1%	49.2%	5.5

Rolling 12 months – 15/16

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, particularly for long term sickness and this is an area that is now subject to a comprehensive internal review. It should also be noted that short term sickness has decreased by 12.9% over the past five years.

Complaints and Compliments

	16/17	15/16
Stage 1 complaints	↓ 20	8
Stage 2 complaints	→ 1	1
Ombudsman complaints	→ 0	0
Compliments	↓ 260	364

The Directorate is committed to listening to service users and dealing with any complaints that have been received promptly and effectively. Annual performance for 2016/17 shows the number of Stage 1 complaints increased from 8 last year to 20 this year. There has been one stage 2 complaint received for the period and no complaints in 2016/17 received from the Ombudsman.

Of the 20 stage 1 complaints received this year, 7 were related to Fire and Rescue and 13 to Trading Standards. Seven of the 20 complaints (35%) were upheld or partially upheld which is a 2.5% reduction in the number of complaints upheld from last year.

The number of compliments received decreased from 364 in 2015/16 to 260 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	↓867	1110
Hours provided by Fire and Rescue volunteers	↓7381	7549
Total hours provided by volunteers	↓8248	8659
Standby hours provided by the VIST team	20,000	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%	↑ 90.6%	89.9%
% Procedures received, read and understood	↓ 85%	↓ 75.4%	76.9%
% Operational staff who have received a formal Breathing Apparatus course in last 12 months	100% End of year target	85.2%	68.6%

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 2016/17, 85.2% of in-scope personnel had completed a BARA course. The end of year target for delivery of BARA is 100%.

HFRS get excellent NVQ audit report from Awarding Body Edexcel



Two years ago the Competence and Development Department initiated changes to the way Operations in the Community and the Watch Management NVQ's were being delivered and assessed. The largest change, and perhaps the most challenging was to bring vocational assessment in line with the actual day job of the candidates and realign the qualification to support the development of staff, rather than a peripheral activity that needed to be achieved to be signed off as competent in role.

Working with the Service's qualified Assessors, IQAs and previous candidates, the Competence and Development

Team went about gathering ideas to improve delivery and tackle skills fade, due to the lack of recent candidates. In addition they introduced changes to the support available in the use of OneFile our electronic portfolio system to ensure that evidence and assessment was more easily obtained and recorded. Recent groups including the Conversion Squad 01/15 and Trainee Squad 01/16 have all benefited from a more pragmatic approach, where assessors are confident to plan and record activity related to everyday tasks for Firefighters, with the knowledge that these directly relate to National Occupational Standards and NVQ Assessment Criteria.

All the work and effort has not been wasted and on a recent Standards Verification audit, our External Quality Assurer, Steve Buchanan-Lee praised the work that he observed saying "HFRS really understands the ethos of vocational training and assessment and the direction the Service is moving is in line with National requirements to produce well qualified staff with an understanding of how to apply skills and knowledge in an ever changing environment, for the benefit of the communities they serve."

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.