

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL
TUESDAY 27 JUNE AT 2.00PM**

**COMMUNITY PROTECTION ANNUAL PERFORMANCE REPORT
2016/2017**

Report of the Director of Community Protection & Chief Fire Officer

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Executive Member:-Terry Hone, Community Safety and Waste Management

1. Purpose of report

- 1.1 To provide Panel with an overview of Community Protection Directorate (CPD) annual 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 attached as Appendix A.
- 1.2 Panel are also asked to consider the revised 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 revised version includes case studies that highlight the work of the Directorate that cannot be illustrated using quantitative measures. 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 – 10
Plan for and Respond to Emergencies	Pages 11 – 14
Be an Excellent Organisation	Pages 15 – 19
- 2.2 CPD annual performance for 2016/17 remains good with most targets being met.

- 2.3 Areas where performance has not met target and is more than 5% worse than the same period last year include:
- Deliberate fires – however this must be seen in the context of a 44% reduction in deliberate fires over the past ten years.
 - Primary fires – however this must be seen in the context of a 17% reduction in Primary fires over the past ten years.
 - Secondary fires – however this must be seen in the context of a 34% reduction in Secondary fires over the past ten years.
 - False alarms attended due to automatic fire alarms (AFAs).
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Second fire appliance to attend a property fire within 13 minutes.
- 2.5 Areas where performance has shown improvement since last year include:
- Number of deaths from RTC's
 - Third fire appliance to attend a property fire involving people within 16 minutes.
 - % of outstanding 7.2d inspections.
 - Number of malicious calls received.
 - Businesses satisfied with the Trading Standards service.
 - Businesses satisfied with the fire Protection service.
 - % of core training activities.
- 2.6 Attendance standards for first appliance to a primary fire have decreased against target and last year's performance at 88.2%. The attendance standard for a second appliance to a primary fire met target at 91% and the attendance standard for a third appliance to a property fire involving people met target and improved against last year at 97.4%..
- In cases where it was estimated appliances would arrive within the standards and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.
- 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 volunteers and rogue traders.

3. Recommendation/s

- 3.1 Panel to note the annual performance of CPD to the end of Quarter 4 2016/17.
- 3.2 Panel to agree the content of the report for publication to the wider organisation and the general public.

4. Background

- 4.1 The report has been produced in its current format bi- annually at end of year and mid-year to inform panel of directorate performance and the breadth and depth of partnership working, community activity and engagement across the directorate.

5. Equalities

- 5.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 5.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.
- 5.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 5.4 There are no implications for any persons with protected characteristics within this report.

Background Documents- Community Protection End of Year Performance Report 2016/2017 is attached at Appendix A