

# Item 6 Appendix A

# Community Protection Directorate

## Mid-Year Performance Report

2017/18



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# Foreword



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Directorate and Chief Fire Officer



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We have pleasure in presenting the 2017/18 Mid-year Performance Report. Over the last six months the four main parts of the Community Protection Directorate (CPD); 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 development of Safe and Well a particular highlight. Trading Standards have been delivering scams awareness roadshows in partnership with Libraries and the Health and Adult care service. Our work with youth engagement includes the LiFe programme, Princes Trust programme, Thriving Families and the relaunching of our Fire Cadets scheme with all Fire Cadets now working towards a National Fire Cadet award.

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 in partnership with the 'Which' organisation have endorsed their 250<sup>th</sup> trader as part of the trusted trader initiative. Trading Standards have also been involved in the National Friends against Scams initiative.

The Rogue Traders team have taken part in operation 'liberal' a national week of action against rogue traders. There was also a successful rogue trader prosecution in St Albans Crown Court where a builder pleaded guilty to breaching professional diligence. The individual was sentenced to six months imprisonment, suspended for 21 months and confiscation proceedings are ongoing.

There has been a decrease in primary fires which is contrary to the national trend but there has been increases in secondary fires and deliberate fires when compared to the same period last year. These increases in secondary and deliberate fires are broadly in line with the national trend identified in the fire statistics bulletin of June 2017 that saw increases in all fires across England of 14% and an increase in secondary fires nationally of 22%.

Attendance at Road Traffic Collisions (RTC's) decreased during the first half of the year; however 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 decrease in fire engine attendance times to property fires. Both the first and second appliance response times have declined marginally over the past six months.

The overall number of calls to automatic fire alarms (AFA's) has decreased over the first half of the year with both domestic and non-domestic premises showing reductions in the number of calls. Measures have been put in place to provide additional support to those premises that accumulate the most unnecessary attendances.

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 our ibook development. We are in the process of creating electronic books covering all the training material in the Retained Duty System Trainee Phase I programme. This will include interactive video footage to support learning. With development this will ultimately lead to our own online training library.

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

<b>Green</b>	Equal to or over performing against last reporting period or target
<b>Amber</b>	Up to 5% underperforming against last reporting period or target
<b>Red</b>	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

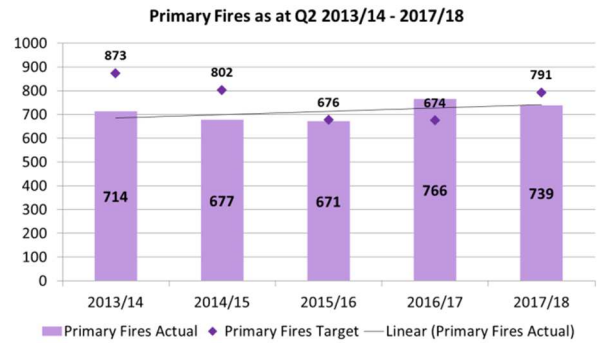
# Fires

	17/18	16/17	Vs Last Year	Target	Vs Target
<b>Primary fires</b>	<b>739</b>	<b>766</b>	<b>↑3.52%</b>	<b>791</b>	<b>↑6.57%</b>
<b>Secondary fires</b>	<b>851</b>	<b>740</b>	<b>↓15.0%</b>	<b>943</b>	<b>↑9.76%</b>
<b>Deliberate fires</b>	<b>824</b>	<b>680</b>	<b>↓21.0%</b>	<b>914</b>	<b>↑9.85%</b>

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

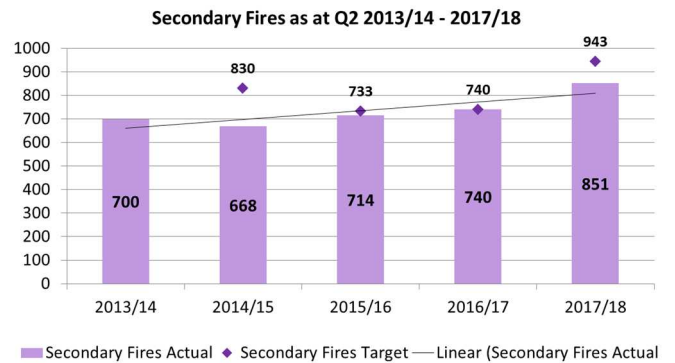
The total number of primary fires decreased by 3.5% compared to the same period last year, and has increased by 3.5% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 3% rise was recorded.

Primary fires are 13% lower than for the same period ten years ago.



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

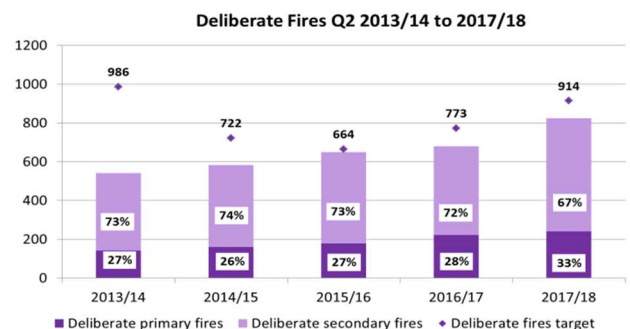
The total number of secondary fires has risen by 15.0% compared to the same period last year; there has also been an increase of 21.57% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 7% rise was recorded and is 11.35% lower than for the same period ten years ago.



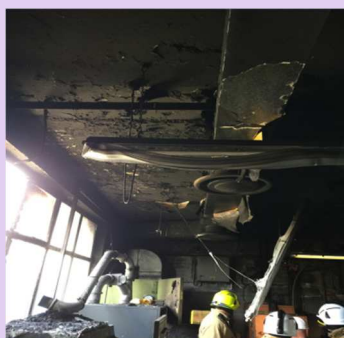
**Deliberate Fires** – fires which are believed to have been started intentionally.

The total number of deliberate fires rose by 21% compared to last year; the total number of deliberate fires has risen by 52% in the last five years and decreased by 15.4% in the last ten years.

The proportions of deliberate fires that are primary has increased for this period when compared to the previous four years, with around 67% of all deliberate fires being classed as secondary and approximately 33% as primary.



# Fire at Johnson Matthey

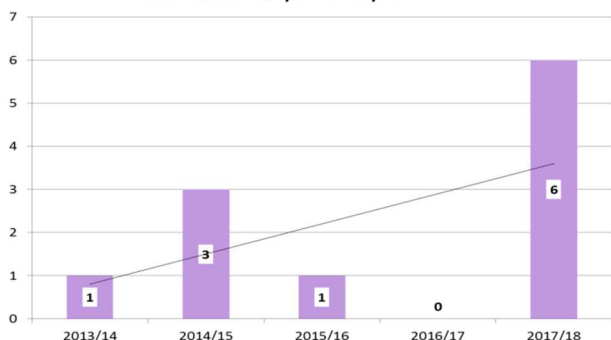


On Sunday 14 May Royston were called to a commercial building fire at Johnson Matthey on Orchard Road, Royston. On arrival the Incident Commander immediately made pumps four as there was smoke issuing from a window in the affected area. By the time Baldock and both Stevenage pumps had arrived four Breathing Apparatus (BA) had been committed with two hose reels and a covering jet. On receiving info from the BA team it had become apparent that there were three seats of fire that were quickly extinguished. The cause of the fire was the overheating of machinery in the process of refining metals. Despite some significant fire damage to the affected area the damage was confined to the room of origin.

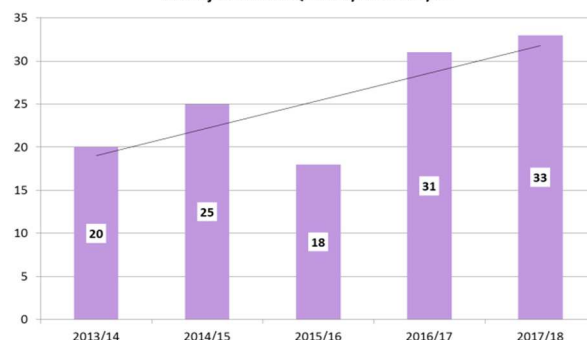
## Fire Deaths and Injuries

	<b>17/18</b>	<b>16/17</b>
<b>Fire deaths</b>	<b>6</b>	<b>0</b>
<b>Fire injuries</b>	<b>33</b>	<b>31</b>

Fire Deaths 2013/14 - 2017/18



Fire Injuries as at Q2 2013/14 - 2017/18



There were six deaths recorded during the period up to the end of Q2 where the cause of death has been attributed directly to fire.

The Service uses the term injury to include only those casualties requiring treatment at a hospital. During the period up to the end of Q2 there were 33 injuries resulting from fires, this is 2 higher than for the same period last year.

## Road Traffic Collisions

	<b>17/18</b>	<b>16/17</b>
<b>Number of RTCs</b>	<b>↑ 241</b>	<b>266</b>
<b>Deaths from RTCs</b>	<b>↓ 6</b>	<b>2</b>
<b>Injuries from RTCs</b>	<b>↑ 185</b>	<b>215</b>

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 241 RTCs which is 25 or 9.4% less than the 266 RTCs attended last year and 31 or 11.4% less than for the same period ten years ago.



## Warehouse fire in Star Street, Ware



You know it's going to be a big one when the first three 999 calls flash up on the screen simultaneously...

Its 0718am on 31 August, the cups have been washed, handover prepared and Blue Watch were eagerly awaiting the oncoming day shift before our rest days. Well at least that was the plan!

Of the thirty-nine 999 calls Blue Watch handled to Star Street in Ware before the first crew arrived, each one told us this was a significant fire. It only took a handful of these before I mobilised a third, then fourth crew based on what I had heard. Not long after this Watch CommanderC Toynton sent his first assistance message – still some 2 miles

from the scene!

Even before the second appliance booked in, standby crews were winging their way across the county – anticipating further depletion of the surrounding crews – which was already stretched with several crews either riding at 3 or not currently available.

A big part of our role is to forward plan and anticipate the demands of incidents – to this end early calls were being made thick and fast to HCC Resilience team, East Herts Council, Environment Agency – not to mention Group, Area and Brigade Commanders who would be required at the scene should the incident continue to develop as thought.

It's not just on the fireground that Joint Emergency Services Interoperability Programme (JESIP) has altered the way things work – early in the first phase of the incident I established a direct Airwave talk group with the Police Control room Sergeant – allowing us to communicate instantly, should the need arise. This is in fact a regular occurrence, with a multi-agency test conducted each week.

Despite leaving from our night shift late, we were the lucky ones...Red Watch faced the unenviable task of organising relief crews, moving appliances and station vans to ferry fresh crews to the scene – not to mention taking, logging and responding to some of the one hundred and sixty five incident messages recorded.



Fire Control

## Hoddesdon RTC



Hoddesdon and Hertford crews were recently called to a RTC involving a car and a motorbike on Ware Road, Hoddesdon. On arrival, it was apparent that the motorcyclist was trapped under the car; he was in a very distressed state and his arm was badly injured. The car was very quickly but safely lifted using the jack and pack method and the casualty was passed onto the ambulance. The Helicopter Emergency Medical Service (HEMS) helicopter landed close by, in a recreational field, and the Hoddesdon crew assisted the paramedics with loading the casualty into the helicopter and then kept back a large crowd which had gathered, to let the helicopter take off and quickly convey the casualty to hospital.

## Assisting other agencies at RTC

The crew from Hitchin Fire Station were mobilised to a 'Car fire following RTC' at around 15:00hrs on Sunday 4 June.

Upon arrival crews were faced with two vehicles that had been involved in a head on collision, no persons trapped and no fire situation. There were however four casualties, one with serious head and neck trauma. Initial actions were to secure the scene, run out a covering hose reel, and to assist with safety.



Crews were then tasked with casualty care and assistance to the ambulance service. The driver of one vehicle was not wearing his seatbelt, was suffering with head trauma and was combative. He was repeating himself, and due to concerns about neck and head injury was removed to hospital as a priority. The remaining three people involved were also conveyed to hospital, one of them being a 9 month old baby girl.



## Top marquee for Stevenage ALP crews



On the squally day of 25 April, Red Watch Stevenage were called to a marquee trapped in a tree next to the A602 near Hooks Cross. Upon arrival the crew assessed the situation and attempted to make the 40 foot marquee safe. The aerial ladder platform was then requested. As it was the change of shift two White Watch members attended in the Aerial Ladder Platform vehicle (ALP). With two watches working together in symmetry it was decided that the best course of action would be to de skin the marquee to stop it acting as a sail and then attempt to remove it from the tree. This was a precarious situation and both watches worked tirelessly

throughout.

**Swan rescue** The crew at Hoddesdon recently got called to a very distressed and very large swan that had got itself caught in some vegetation and some netting behind a wire fence. The crew were faced with a difficult situation, complicated by the large crowd that had gathered and were adding to the distress of the Swan, the crew managed after much soothing and careful handling to calm the swan down and managed to release him unharmed.



## Flooding reveals fire protection issue



The Royston crew responded to a flooding at a nursing home recently, revealing a fire protection issue in the building in the process. On arrival water appeared to be coming from the loft space down into a vacant flat below and further on into the lobby area by the main entrance via various electrical items.

On gaining access to the loft area the crew came across some fire separation. The fire separation had been compromised by way of being torn/cut open to a degree where you could fit a person through the gap.

On re-entering the loft area it became apparent that there were other breaches of fire separation due to cabling and other services running through the separations. The crew also found some examples of unsafe wiring and burnt out lightbulbs in the area.

On discovering the issues, the Incident commander requested that a Fire Protection Officer attend the incident. On arrival the Fire Protection officer confirmed the breach, and advised the crews that he was going through the process of advising the 'Responsible person' of his investigation and their responsibilities with regards to their care home.

## Hertfordshire Trading Standards and Which? Trusted Traders endorse 250th trader!



We recently endorsed the 250<sup>th</sup> trader on the joint Trading Standards and Which? Trusted Traders endorsement scheme, meaning there are now more traders than ever that can be recommended to the residents of Hertfordshire. There are a variety of traders on the scheme ranging from plumbers, electricians and builders through to mechanics, aerial installers and computer repairers.

This is the only scheme Which? Trusted Traders have in partnership with a local authority, and traders have to undergo an assessment which is carried out by Trading Standards professionals in order to join the scheme. Traders are also subject to intelligence checks carried out by Trading Standards officers in Hertfordshire, and are also Disclosure & Barring Service (DBS) checked.

A scheme members event was recently held at Mundell's where the team, along with colleagues from Which?, were able to meet with other local members, explaining how the scheme has grown and developed since it launched last year, and this gave the team an opportunity to find out from members how they feel the scheme has worked for them. There was good feedback from traders who really valued the fact they can say they are "Hertfordshire Trading Standards Approved", as well as being endorsed by Which?

## CPD give advice at carers support group

Trading Standards and the crew from Potters Bar recently attended a coffee morning to speak to the Potters Bar adult carers' support group. These individuals care for vulnerable relatives or neighbours in the home.

The advice was very well received with a large range of topics covered including scams and rogue trader awareness, night time routines and what to do in case of fire with a disabled person in the home and following on from this, Safe & Well visit have been booked. This is all part of the community safety strategy from the crew at Potters Bar.



## Become a Friend Against Scams



Friends Against Scams is a National Trading Standards Scams Team initiative which aims to protect and prevent people from becoming victims of scams by empowering communities to 'Take a Stand Against Scams.'

Scams affect the lives of millions of people across the UK. People who are scammed often experience loneliness, shame and social isolation.

Friends Against Scams aims to inspire action, highlight the scale of the problem, change the perceptions of why people fall victim to scams and make scams a local, regional and national topic.

By becoming a Friends Against Scams, anyone can learn about the different types of scams and how to spot and support a victim. With increased knowledge and awareness, people can make scams part of everyday conversation with their family, friends and neighbours, which will enable them to protect themselves and others from scams.

Anyone can be a Friend Against Scams and make a difference in their own way. If you would like to become a Friend Against Scams, you can complete the online awareness session at [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk) and get a certificate.

## Scam awareness roadshows in libraries

A partnership project between Libraries, Trading Standards and Health and Adult Care, is delivering scam awareness roadshows in Herts Libraries. People can go along to a free event to learn more about how to avoid and report doorstep, phone and postal cons. Scams can have a huge impact on people's lives - and almost everyone knows someone who has been caught out. There will be 20 events across Hertfordshire over June and July. Some events include talks on scam mail and how to avoid being scammed, as well as information stands. Other events will have an advisor available from Trading Standards or Neighbourhood Watch. At 'Junk the Junk Mail' sessions we'll provide secure disposal of scam and junk mail to be passed to Trading Standards who will contact the senders to stop further mailings, where possible.





## Rogue Traders

	17/18	16/17
Number of rogue trader incidents reported to trading standards	↓ 30	38
% 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 Quarter 2 we dealt with 30 rogue trader incidents and the police with many more. However, this is just the tip of the iceberg, as doorstep crime is heavily under reported. A national survey 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.

## Week of action against rogue traders

'Operation Liberal' took place in May – a national week of action against rogue traders. As part of this campaign there were:

- Two multi-agency events (with police, Environment Agency and the Driver and Vehicle Standards Agency) checking vehicles, at Hatfield Weighbridge and in Bishop's Stortford;
- Two street patrol operations (our officers out with police in police cars looking for rogue traders) in St Albans/Bricket Wood, and Watford/Rickmansworth;
- Two fraud/scam awareness events at Barclays Bank branches in Hatfield and WGC;
- Three talks on scams/doorstep crime to residents in Stevenage, Hitchin and Berkhamsted

There was also a rogue trader prosecution in St Albans Crown Court – one of the teams' investigations – where a builder pleaded guilty to breaching professional diligence for carrying out work which an expert described as demonstrating, "an extensive disregard, or lack of knowledge, of the fundamental principles of construction". The director was sentenced to six months imprisonment, suspended for 21 months and confiscation proceedings are ongoing.

Finally, one of our team was featured on BBC1's Rip Off Britain on 8 May, talking about vitamin scams.

# Risk Based Inspections

	17/18	16/17
RBIPs undertaken by Fire Crews	↓ 384	433
RBIPs undertaken by Fire Protection Officers	↓ 175	180
<b>Total RBIPs undertaken</b>	<b>↓ 451</b>	<b>613</b>

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 slightly. Quarter 2 sees an overall drop of 24% in the number of planning consultations and building control applications received by Fire Protection compared to quarter 1. Planning consultations were down 11.5% and Building control applications down 51% compared to Quarter 1. It must also be remembered that both operational crews and the Fire Protection department have had to prioritise work stemming from the Grenfell Tower fire. This has meant a specific focus on the fire safety and protection arrangements for high rise buildings. Work emanating from the Grenfell Tower fire will be a continuing theme as the findings from both the public enquiry, chaired by Sir Martin Moore-Bick, and the Independent Review of Building Regulations, chaired by Dame Judith Hackitt, are known.



# Safe and Well Visits (S&WV)

17/18 16/17

S&amp;WVs

undertaken by

↑ 1641

163

Fire Crews

S&WVs involve the provision of health and well-being advice, guidance and signposting to elderly and vulnerable people within the community and includes fire safety advice and the fitting of smoke detector where appropriate. Whilst the service is free of charge to all households in Hertfordshire, the Directorate uses a number of risk profiling tools used to identify and target 'high risk' areas and households. S&WVs are also provided for 'at risk' individuals when referrals are received from other agencies or services. Community Protection Directorate can supply and fit specialist equipment 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 introduction of 'Safe and Well' visits have improved outcomes for vulnerable people.



## Fire Engine Attendance Times

	Target	17/18	16/17
% First fire engine to attend a property fire within 10 minutes	↓ 90%	↓ 89.2%	90.9%
% Second fire engine to attend a property fire within 13 minutes	↓ 90%	↓ 89.3%	93.6%
% Third fire engine to attend a property fire involving people within 16 minutes	↑ 90%	↑ 94.1%	92.3%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	↑ 75%	↓ 84.2%	86.0%
% First fire engine to attend a hazardous materials (HAZMAT) incident within 20 minutes	↓ 100%	↓ 97%	100%

For property fires, road traffic collisions and hazardous materials incidents occurring within Hertfordshire's 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 2017/18 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	17/18	16/17
% of outstanding 7(2) d inspections	↓ 0.0%	↓ 8.2%	1.5%

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 (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 Quarter 2 2017/18 8.2% of the total 7(2) d inspections were outstanding. In addition, the Service has rationalised and improved its risk information processes through a new system called Operational Risk Information Management (ORIM). The introduction of ORIM and the ongoing work being generated as a result of the Grenfell Tower fire help explain the slight dip in performance for this particular measure.

# 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	17/18	16/17
<b>Total attendances to false alarms caused by AFAs</b>	<b>1463</b> ↑ 6.1%	<b>1374</b> ↑ 1.75%	<b>1399</b>
Attendances to false alarms caused by AFAs – <b>non-domestic</b> premises		<b>577</b> ↑ 2.0%	<b>589</b>
Attendances to false alarms caused by AFAs - <b>domestic</b> premises		<b>797</b> ↑ 1.5%	<b>810</b>
<b>AFAs not attended</b>		<b>515</b> ↓ 11.2%	<b>580</b>
<b>% of all AFA calls attended</b>		<b>72.7%</b> ↓ 2.0%	<b>70.7%</b>

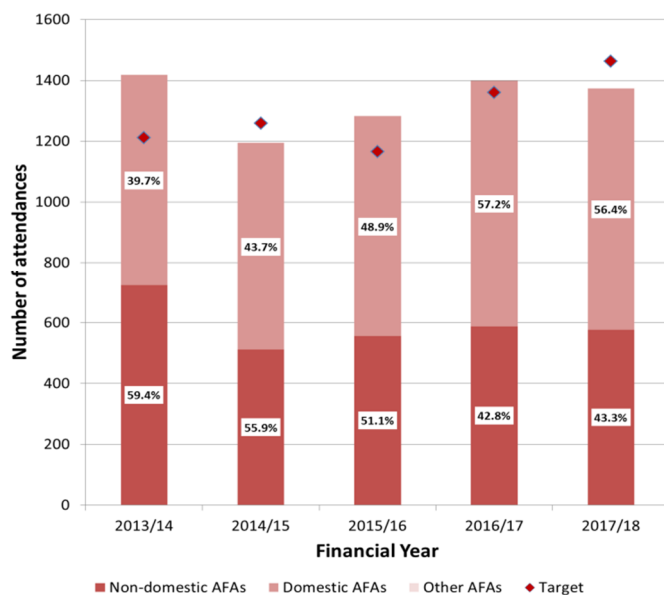
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

As of 1st 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 decrease of **1.75%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises decreased by **2.0%** and to **domestic** premises by **1.5%**. The number of calls successfully challenged by Fire Control where no attendance is made has fallen by **11.2%**. Overall the Service attended **72.7%** of false alarm calls generated by AFAs compared

of **2.0%**. AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **56.4.0%** of the total compared to **43.3%** for non-domestic premises.

Mid-year attendances to false alarms caused by AFAs



to **70.7%** last year a reduction in performance

## Malicious False Alarms

	17/18	16/17
Number of malicious calls received	↑ 100	116
Number of malicious calls attended	→ 36	36
% of malicious calls attended	↓ 36%	31%

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 **116** to **100** (**down 13.7%**), and the percentage of hoax calls attended increased by **5%** from **31%** to **36%**.

## Customer Satisfaction

	17/18	16/17
Businesses satisfied with the Trading Standards service	↑ 91.5%	88%
Businesses satisfied with the Fire Protection service	↓ 93%	100%

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 2017/18 for the Trading Standards was 91.5% and for Fire Protection was 93%, compared to 88% and 100% respectively for the same period in 2016/17.

	17/18	16/17
Consumers satisfied with the Trading Standards service	↑ 91.5%	88%

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 2017/18, 91.5% of respondents stated that they were satisfied with the overall level of service; this figure was up from 88% 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'.

## 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 2015/16 show Herts Fire & Rescue Services (HFRS) to be one of the lowest cost English FRs in the country at **£31.93** per head of the population. This places HFRS twelve lowest cost nationally out of 47 English FRAs, fourth lowest of 18 FRAs in our defined Family Group and sixth lowest out of 15 County Council FRAs.

## Sickness

	Rolling 12 months – 17/18				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	24.30%	22.10%	53.60%	↓ 9.7	31.70%	22.30%	46.0%	7.64
Fire and Rescue - Non-Uniformed	19.6%	19.5%	60.90%	↑ 3.5	44.90%	44.20%	10.9%	4.0
JPS – Non-Uniformed	19.40%	7.40%	73.20%	↑ 7.0	14.90%	21.40%	63.70%	7.4

There have been 14 operational injuries during 2017/18.

Hertfordshire County Council monitor sickness absence levels through measuring the number of working days/shifts lost per person in the last 12 months. Fire and Rescue Non uniformed and JPS Non uniformed sickness overall has improved when compared to the same period last year. However long term sickness levels have increased since last year across all areas of the Directorate.

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

	17/18	16/17
Stage 1 complaints	↑ 3	10
Fire	0	2
Trading Standards	3	8
Stage 2 complaints	→ 1	1
Fire	0	1
Trading standards	1	0
Ombudsman complaints	→ 0	0
Compliments	↓ 80	155

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 2017/18 shows the number of Stage 1 complaints



decreased from 10 last year to 3 this year. There has been one stage 2 complaint received for the period and no complaints in 2017/18 received from the Ombudsman. The number of compliments received decreased by 75 from 155 in 2016/17 to 80 in 2017/18; 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

	17/18	16/17
Hours provided by Trading Standards volunteers	<b>344</b>	<b>649</b>
Hours provided by Fire and Rescue volunteers	<b>3881</b>	<b>4064</b>
Total hours provided by volunteers	<b>4225</b>	<b>4713</b>
Standby hours provided by the VIST team	<b>10,000</b>	<b>10,000</b>

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.

## Volunteers discover some rather dirty laundry



The Dacorum & St Albans volunteers have been supporting several joint patrols with PCSOs in and around Redbourn and Harpenden under an initiative conceived by Station Commander Les Jones and Chief Inspector Shane O'Neil as part of the St Albans Community Safety Partnership (CSP). Although these patrols are fairly new and developing they are proving to be very useful to both organisations and well supported by the volunteers.

During a recent patrol under this initiative two volunteers decided that the evening was still young and they would do a further patrol through local lanes, primarily looking for arson risks and fly tipping. A little way down one such lane one volunteer spotted some laundry bags abandoned some way off the narrow lane and despatched a colleague to take a picture of the scene and then to quickly check out the bags.

The volunteer's picture and report was promptly picked up by GC Justin Jones, who having liaised with Chief Inspector O'Neil confirmed that this was in fact remains of a cannabis house that had been illegally dumped. The Police attended the location with the supervision of the volunteers and took the items away for examination. He extended his thanks to the volunteers for their vigilance, noting that they had gone the extra mile on that patrol.

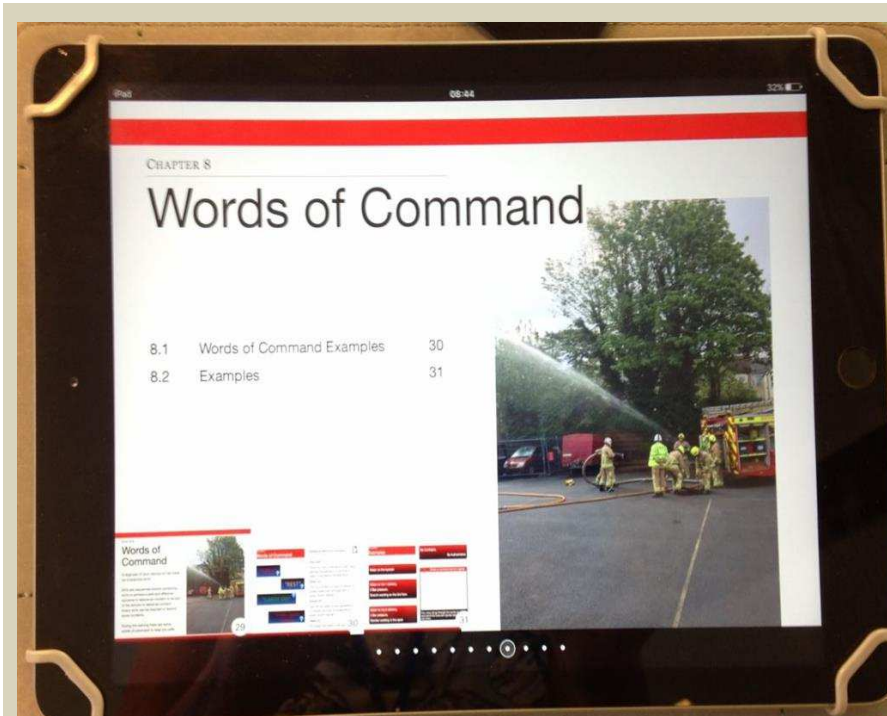
# Firefighter Training and Competence

	Target	17/18	16/17
% Core training activities completed	↓ 90%	↓ 85.9%	87.5%
% Procedures received, read and understood	↓ 85%	↑ 79.1%	78.0%
% Operational staff who have received a formal Breathing Apparatus course since 1 Jan	75%	71.8%	72.1%

Q2 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 2017, 71.8% of in-scope personnel had completed a BARA course since 1 January. The Q2 target for delivery of BARA is 75%.



## iBook development

Our Competence and Development digital learning team, are working very hard to bring our training offer into the 21<sup>st</sup> Century.

As a result of being able to purchase a number of iPads we are in the process of creating iBooks (electronic books) covering all the training material in the RDS Trainee Phase I programme. The advantage of this delivery method is that all notes can include

interactive video footage to support learning. This type of training delivery lends itself to any practical application of skills and gives trainees the advantage of being able to review the material a number of times.

We are putting together iBooks covering a range of subjects including Rescue, Breathing Apparatus, RTC, Working at Heights, Immediate Emergency Care. It is our intention to develop the iBooks further, with our WDS being able to benefit from access at a future date from our own online book store.

## 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 2017/18 performance year 100% of employees in scope for a Non uniformed PMDS had a PMDS in place, 2 employees do not have a PMDS due to maternity leave.

## Resilience competencies

There have been a number of challenges relating to resilience training delivered across HCC, part of the issue is that there has been a high turnover of staff especially in resilience champions resulting in a lack of understanding of their role in identifying and managing training. The resilience department has identified this issue and that there are also problems with uptake, content and delivery of resilience awareness and role specific training. During the recent scrutiny committee it has been recognised that resilience training must become mandatory across the organisation which will require a total review of training. The training review is currently underway with a projected delivery date of April 2018 and will provide role specific training for all resilience levels within HCC providing measurable metrics following Q1.

# Hertfordshire Resilience Major Incident Framework

As part of the continued drive to ensure Hertfordshire remains ready to deal with a major incident, an updated plan has been unveiled which aims to ensure that there is a more comprehensive, co-ordinated and effective response.

The Major Incident Framework replaces the Local Resilience Forum's (LRFs) Emergency Response Plan and covers key areas such as notification, command, control and co-ordination arrangements. It also contains more concise and user friendly guidance on areas such as response, recovery and communications together with a more comprehensive section on the roles and responsibilities of key partner agencies and sectors.

The framework fully embeds the JESIP (Joint Emergency Services Interoperability Programme) principles. Further information about JESIP can be found via <http://www.jesip.org.uk/home>

Chief Fire Officer and Chair of the LRF Executive Group, Darryl Keen said: "The LRF's Executive Group is keen to embed JESIP more widely amongst responders and I would encourage partners to make use of the bespoke training packages that are available via the website."

"Category one responders are encouraged in particular to adopt JESIP principles which should lead to jointly agreed working strategies where all involved understand what is going to happen, when and by whom. It's a simple but highly effective approach to take."

The framework also includes the LRF's new information sharing agreement and it's important that partners are aware of its existence and the principles behind open engagement. The framework is a live document with the latest version always available on Resilience Direct.