

Community Protection Directorate

End of Year Performance Report

2017/18



Table of Contents

Strategic Aim – Prevent and Protect

Fires	4
Fire Deaths and Injuries.....	3
Road Traffic Collisions	3
Rogue Traders.....	8
Risk Based Inspections	11
Safe and Well Visits (S&WV).....	12

Strategic Aim - Plan for and Respond to Emergencies

Fire Engine Attendance Times	13
Site Specific Information	13
HCC Incident Response Planning.....	14
Automatic Fire Alarms.....	14
Malicious False Alarms.....	15

Strategic Aim – Be an Excellent Organisation

Customer Satisfaction	17
Cost.....	18
Sickness.....	18
Complaints and Compliments.....	18
Volunteers.....	19
Firefighter Training and Competence.....	20
Individual Performance	21

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 2017/18 End of year Performance Report. Over the last year, the four departments within 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 past year with the introduction of Safe and Well a particular highlight. Our work with youth engagement includes the LIFE programme, Princes Trust Team programme, and considerable work with our colleagues in the Families First team at fire stations across the county.

Our Volunteers continue to make a significant contribution to the Directorate's service delivery through arson and reassurance patrols, Safe and Well Visits and support to operational crews and youth engagement initiatives.

We recognise that continuing to ensure our communities are safe means constantly 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 year, our Trading Standards team have endorsed their 250th trader as part of the Trusted Trader initiative in partnership with the 'Which' organisation to help Hertfordshire residents find reputable traders. Our Joint Protective Services team has been involved in an operation to tackle Human Trafficking and Modern Slavery. The Primary authority team, made up of Fire and Trading Standards officers, has entered into a partnership with FIRA (the Furniture Industry Research Association).

There have been increases in secondary 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 2016/17 that saw increases in secondary fires across England. All of these measures will be an area of focus for the year ahead.

Attendance at Road Traffic Collisions (RTCs) and improving road safety in Hertfordshire are crucial areas of core business 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 but are within acceptable margins.

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. Two examples of this are the live fire training instructor role, which has now been substantiated and the 'Vehicles in Water' training. 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. The Vehicles in Water training has seen Training and Development Centre develop a training course for vehicles in water for first responder stations, thereby helping to achieve the best and safest possible outcome from this type of complex and technical incident type.

Two events, one local, one national have had a significant impact on the workload of our Fire Safety Inspecting Officers. Firstly, the Grenfell towers disaster prompted a very detailed piece of assurance work to be carried out for identified higher risk residential accommodation in the county. In addition, Inspecting Officers worked alongside local crews to review operational risk critical information and to support local response arrangements for these premises.

The second event involved a serious fire in an elderly people's home in April 2017. The incident has led to a significant review of fire safety in the county's care homes.

Services delivered by the Directorate 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

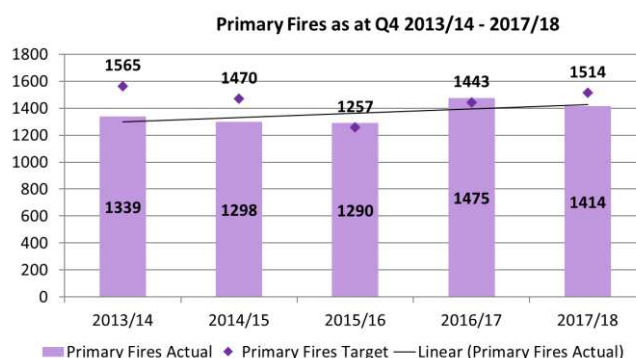
↑	Performance improving compared to last reporting period or target
→	Performance stable compared to last reporting period or target
↓	Performance declining compared to last reporting period or target

Fires

	17/18	16/17	Vs Last Year	Target	Vs Target
Primary fires	1414	1475	↑ 4.1%	1514	↑ 6.6%
Secondary fires	1301	1231	↓ 5.6%	1406	↑ 7.5%
Deliberate fires	1310	1205	↓ 8.7%	1468	↑ 10.7%

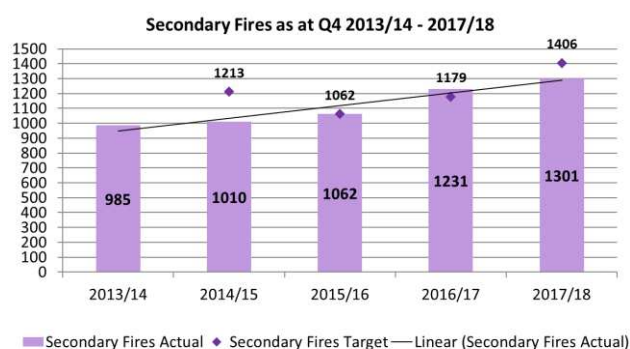
Primary Fires – fires involving property including buildings, vehicles, crops etc.

The total number of primary fires decreased by 4.1% compared to the same period last year, however this is in contrast to the general trend which has seen a 5% increase over the last 5 years. The position in Hertfordshire is in line with the slight decrease identified in the national fire and rescue statistics for 2017¹ where a 1% fall was recorded on the previous year. Overall incident numbers are less than half what they were a decade ago but the statistics, both locally and nationally, currently show an increasing trend.



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

The total number of secondary fires has risen by 5.6% compared to the same period last year; there has also been an increase of 24 % in the last 5 years. This increase is similar to increases identified in the national fire and rescue statistics 2017, where a 10% rise was recorded. It is however worthy of note that 2013/14 saw a particularly wet summer, which we know has an impact on secondary and deliberate fires.

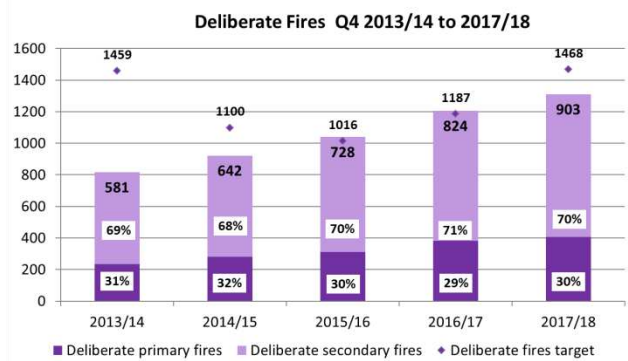


¹ [Fire and rescue incident statistics: England, year ending December 2017](#)

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

The total number of deliberate fires rose by 8.7% compared to last year; the total number of deliberate fires has risen by 36 % in the last five years and remain an area of focus for both prevention and investigative activity.

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.



House fire in Great Conduit

On 20 November Red Watch Welwyn Garden City were called to a house fire on Great Conduit, Welwyn Garden City. The occupier of the house was guided to safety by the Fire Control operator and given advice to shut the door of the kitchen on her way out to stop the fire spread.

Upon arrival, the crews were confronted with smoke issuing from the door and windows and

quickly deployed a BA crew to extinguish the fire. Upon entering the kitchen, the BA crew were confronted by a large fire and were able to quickly extinguish the fire using a hose reel.

Building Fire in Goffs Oak

At 1030 on the morning of 22 September, Blue Watch Cheshunt were mobilised to reports of a commercial building fire in Goffs Oak.

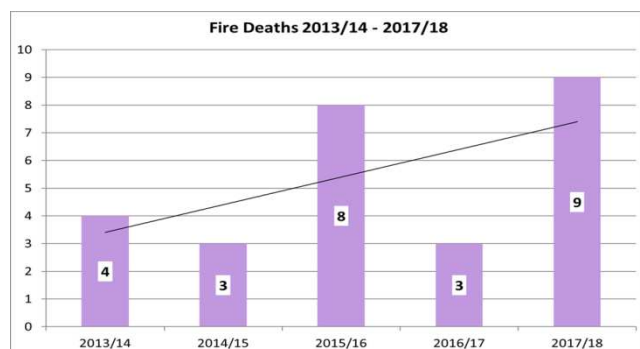
On arrival, crews were faced with a fully developed fire in a building used as a kitchen / rest area for farm workers and a storage area for a Forklift Truck, a Motorbike with Sidecar as well as several gas cylinders including Acetylene.

Four appliances were mobilised to deal with the incident.

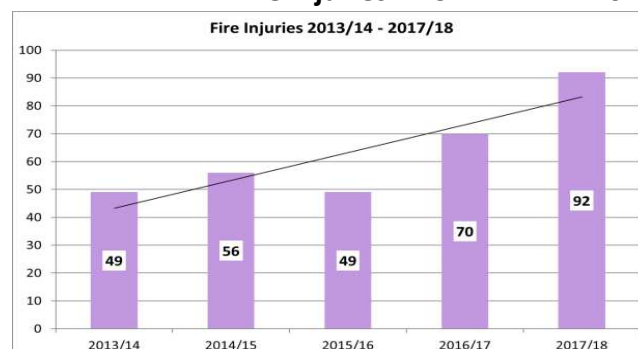


Fire Deaths and Injuries

	17/18	16/17
Fire deaths	9	3
Fire injuries	92	70



There were 9 deaths recorded during 2017/18 where the cause of death has been attributed directly to fire. This is 5 more than for the same period last year. Of the 8 fire deaths recorded, 2 were suicides, 2 were at the Newgrange Care Home and 1 was not attended by HFRS. The recently published 'Fire Deaths in Hertfordshire Report' has identified a number of risk critical factors that have contributed to fire deaths in Hertfordshire between January 2000 and March 2017. These include mental health, limited mobility, living alone and drug and alcohol abuse. These risk critical factors will continue to be the focus of our prevention work over the next year.



The Service uses the term injury to include only those casualties requiring treatment at a hospital. During 2017/18 there were 92 injuries resulting from fires, 22 higher than for the same period last year. Of the 92 injuries from fire, 9 resulted from two care home fires, Newgrange and Woodlands, and 7 resulted from 2 residential property fires.

Road Traffic Collisions

	17/18	16/17
Number of RTCs	↑ 504	546
Deaths from RTCs	↓ 9	6
Injuries from RTCs	↑ 412	431

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. Killed and Seriously Injured (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 2017/18, the service attended a total of 504 RTCs, which is 42 or 7.6 % less than the 546 RTCs attended last year.

Galley Hill head on collision



full roof removal.

Early on 21 October, Hemel Hempstead Red Watch were mobilised to an RTC persons trapped on Galley Hill. The call came in from the police who needed further assistance.

On arrival the crews were faced with a head on collision between two motor vehicles with one person trapped by injuries. No ambulance crews were in attendance so the crews utilised their enhanced trauma care skills, this is knowledge that HFRS has been investing in for some time, to support those involved.

Full space creation was implemented for extrication of the casualty by carrying out a

Christmas Day RTC M1

Not long into the start of the Christmas Day shift at Garston, an emergency call was received and the crew were mobilised to an RTC on the M1. On attendance the crew were faced with a car that had left the carriageway, hitting overhead gantry control boxes and destroying the Armco barrier before coming to rest on its roof between the hard shoulder and off-slip at Junction 8.

Part of the barrier was folded in half and imbedded into the rear offside quarter of the vehicle.

A six-year-old girl had managed to crawl out of the vehicle and was not injured, however there was a male occupant badly injured still inside the car, lying on the roof. Appliances from Watford and St Albans were mobilised along with the Ambulance service and the Helicopter Emergency Medical Service (HEMS)

Following a successful extrication, the casualty was transported to hospital by helicopter.



Rescue from height



Just after 9am on Monday 12th February, Blue Watch Cheshunt were mobilised to assist the ambulance service in rescuing a casualty from a flat roof at a local primary school. On arrival at the incident, two East of England Ambulance Service (EEAS) members had just booked in attendance and were attempting to make contact with the casualty. Cheshunt crews were able to quickly pitch a ladder so that a full casualty assessment could be performed safely and effectively.

The casualty was a 50 year old male who had been working on the roof of the school alone. He had tripped on ice and had sustained an open fracture to his right Tibia. Firefighters worked well to build a rapport with the gentleman and then worked closely with the EEAS team to make the casualty as comfortable as possible whilst he was being administered pain relief and his condition stabilised.

As further resources arrived, a rope rescue team, the ALP from Watford (shown above), a tactical Commander and the EEAS Hazardous Area Response Team (HART), a plan was formulated to remove the casualty by placing him in a special MIBS stretcher carried by HFRS before being lowered to the floor via the ALP cage.

Approximately 45 minutes from the time of arrival of the Cheshunt appliance, the casualty was safely lowered to the floor via the ALP. Upon the conclusion of the incident, a multi-agency debrief was performed with all emergency services attending and contributing to specific learning points for future inter-agency working.

Prevent & Protect

Reducing fires, road traffic collisions, other emergencies, deaths and injuries

Prevent & Protect

Working in partnership to make Hertfordshire safer and support health and wellbeing

OP Flexion Conclusion

Between August 2016 and June 2017, there were more than 30 refuse/bin fires, believed to be deliberate set in Borehamwood. They are predominantly on the Farriers Way estate but were also reported on Manor Way, approximately half a mile away.

OP Flexion was initiated to coordinate a multi-agency response to apprehend, mitigate damage and restore community spirits.

There was no definite pattern to the incidents in terms of days, times, or school holidays, so a joint plan was devised by CPD, the Police and Hertsmere Borough Council to tackle the problem.



Involvement was also sought from:

- Community Adult Mental Health Service
- Police (PCSOs and detectives)
- Affinity Sutton Housing Association
- Hertsmere Borough Council (Community Safety and Street Scene)

Data was gathered from all respective agencies and a number of multi-agency meetings to agree key actions were held, these were:

- producing a flyer for all residents in the locality (printed and distributed by Hertsmere Borough Council)
- an environmental action day (multi-agency door knocking exercise)
- increased patrols by PCSOS and fire volunteers
- regular updates from the suspects social workers

As a Community Safety Partnership, this was one of the most successful multi-agency approaches of the year so far for the Hertsmere and Welwyn and Hatfield council areas and is an excellent example of how working closely together and sharing information can bring positive results that benefit local communities and make Hertfordshire a safer place.

JPS staff help tackle modern slavery

In August, officers in the Fire Protection team were contacted confidentially by Hertfordshire Constabulary regarding intelligence they had received in relation to potential human trafficking and modern slavery (HTMS) offences at a commercial address in Baldock. Intelligence the police had received suggested that there was inappropriate sleeping at this premises.

Kevin Gutherson, who has established a strong working relationship with colleagues from the police's Operation Tropic team, took the lead for Fire Protection. He attended the early morning briefing at Police HQ on 6 September, prior to assisting in the multi-agency raid on a commercial premises in Baldock, which took place a couple of hours later. Meanwhile, simultaneous raids were being undertaken at several other addresses in Hertfordshire and North London to ensure that all of the alleged perpetrators and potential victims of HTMS were apprehended. The Immigration Enforcement Team from The Home Office also attended to deal with illegal immigrants.

Thirteen men arrested for slavery and immigration offences after raids

© 6 September 2017 England

Five properties were raided in Hertfordshire and Barnet

Thirteen men have been arrested for suspected slavery and immigration offences following police raids in Hertfordshire and north London.

Top Stories

- Hurricane Irma blasts Florida coast**
More than 3.4m homes are without power as the weakening storm moves up the west coast.
31 minutes ago
- Hurricane Irma hits Florida**
6 September 2017
- Devastation and defiance on Tortola**
10 September 2017

Features

- The paedophiles who don't want to abuse**

Once the Police had made the premises secure, Kevin assessed the fire safety measures within the premises. Finding them to be completely inadequate, he organised the issuing of a Prohibition Notice (17-18/03).

This multi-agency operation, jointly-led by Hertfordshire Constabulary's Operation Tropic and the Eastern Region Special Operations Unit, with support from the National Crime Agency, immigration enforcement officers from the Home Office, HFRS and local policing units received considerable media attention. The successful intervention was further evidence of the strength of local multi-agency partnership working and the increasing involvement of Fire Protection staff in responding to incidents where human trafficking is suspected.

Rogue Traders

	17/18	16/17
Number of rogue trader incidents reported to trading standards	↓ 113	104
% 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 2017/18, there was an increase in the number of rogue trader incidents reported to trading standards of 9 incidents. However, this may be due to heightened awareness and consequently more incidents being reported. Throughout 2017/18, 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 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.

Fire safety Trading Standards partnership

Hertfordshire Trading Standards have entered into a Primary Authority partnership with FIRA (the Furniture Industry Research Association).

One of the main aims of the partnership is a compliance scheme for the fire performance of upholstered furniture.

The scheme, which is voluntary and open to manufacturers, retailers and upholsterers of any size from across the country, aims to offer reassurance that a manufacturer, retailer, upholsterer or supplier of upholstered furniture has suitable processes and procedures in place to demonstrate due diligence compliance with the Furniture & Furnishings (Fire) (Safety) Regulations (FFFSR).

Businesses that join the scheme will be independently audited by FIRA using a process that has been agreed with Herts TS.

Following a recent promotion event at FIRA in Stevenage, a similar event will be held in the Midlands to introduce the scheme to businesses and encourage them to join.

Laser Product Safety



Laser Pen Danger

Some lasers are capable of causing permanent damage to the eye, skin and may also present a fire hazard. Don't let children play with laser pens.

Hertfordshire Trading Standards is continuing to carry out market surveillance activities on laser products in response to an eye injury last year to a young schoolboy, which resulted in Trading Standards prosecuting the importer for its supply. There are continuing reports of laser devices being used to dazzle aircraft pilots, among others. We particularly want to discover if laser products are being given their proper classification and are being labelled correctly for consumers.

Laser devices remain an important safety issue, and this is reflected in the custodial sentences being handed down by courts for their misuse, particularly in relation to aircraft. Injuries to a person's eyesight can be serious, if not permanent. In order to protect Hertfordshire consumers, Trading Standards will continue with market surveillance in this field and respond to any complaints from the public or enquiries for advice that we receive from businesses.

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






Hertfordshire Trading Standards recently endorsed its 250th 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.

Hertfordshire was the first partnership Which? Trusted Traders had 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 various background checks carried out by Trading Standards officers in Hertfordshire, and are also DBS checked.

A scheme members event was recently held at Mundells 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. 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?

Risk Based Inspections

	17/18	16/17
RBIPs undertaken by Fire Crews	 777	767
RBIPs undertaken by Fire Protection Officers	 265	326
Total RBIPs undertaken	 1042	1093

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 (RBIP). We aim to work in support of individuals and organisations to make their premises safe but, where necessary, take legal enforcement action to ensure that appropriate work is carried out.

Our current fire safety 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. 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%.

As well as the significant increase in consultations, two events, one local, one national have had a significant impact on the workload of our Fire Safety Inspecting Officers. Firstly, the Grenfell towers disaster prompted a very detailed piece of assurance work to be carried out for identified higher risk residential accommodation in the county. In addition, Inspecting Officers worked alongside local crews to review operational risk critical information and to support local response arrangements for these premises.

The second event involved a serious fire in an elderly people's home, in April 2017, in which the lives of two residents were lost but, remarkably, 32 successful rescues were effected (including four residents aged over 100). The incident has led to a significant review of fire safety in the county's care homes. In the light of this incident and the increased awareness of fire safety issues prompted by the Grenfell Tower tragedy, Herts County Council sought additional assurances from care providers that owners and senior managers, in all care homes where clients have been placed, had a clear understanding of the responsibilities they held in respect of fire safety.

Five workshops have now taken place, delivered by our Inspecting Officers and organised in partnership with the Hertfordshire Care Providers Association (HCPA). Central to the training was an emphasis on sound fire risk assessments conducted by competent fire risk assessors and the careful consideration of evacuation arrangements. The sessions were very well attended. In total, 190 delegates attended from 125 different organisations. They have elicited some excellent feedback from delegates in respect of the quality of the training delivered as well as the usefulness of the training content.

As well as undertaking planned inspections, 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.

Safe and Well Visits (S&WV)

17/18

16/17

S&WVs

undertaken by
Fire Crews

↑ 3243

494

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 detectors 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. CPD 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%	↓ 87.5	88.2%
% Second fire engine to attend a property fire within 13 minutes	90%	↓ 89.1%	91.0%
% Third fire engine to attend a property fire involving people within 16 minutes	90%	↓ 88.7%	97.4%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	75%	↑ 85.7%	80.3%
% First fire engine to attend a hazardous materials (HAZMAT) incident within 20 minutes	100%	↓ 96%	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 2017/18, 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	17/18	16/17
% of outstanding 7(2) d inspections	0.0%	↓ 3.7%	1.2%

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 2017/18, inspections at **13** sites or **3.7%** of the total were outstanding. The numbers outstanding have come down from 7.8% in the mid-year report but the introduction of the Operational Risk Information Management (ORIM) system, and the ongoing work generated by both Grenfell Tower and the Newgrange Care Home Fire both of which require a more time-consuming, in-depth assessment of risks, explains why the figures are slightly below target.

HCC Incident Response Planning

The Resilience Team coordinates and supports emergency planning and business continuity arrangements across council departments to ensure that the County Council 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 the County Council, which each departmental Incident Response Plan links into; the plan was tested in 2017.

Automatic Fire Alarms

	Target	17/18	16/17
Total attendances to false alarms caused by AFAs	↑2849	↑2711	2738
Attendances to false alarms caused by AFAs – non-domestic premises		↑1118	1135
Attendances to false alarms caused by AFAs – domestic premises		↑1593	1601
AFAs not attended		↓793	1158
% of all AFA calls attended		↓77.4%	70.3%

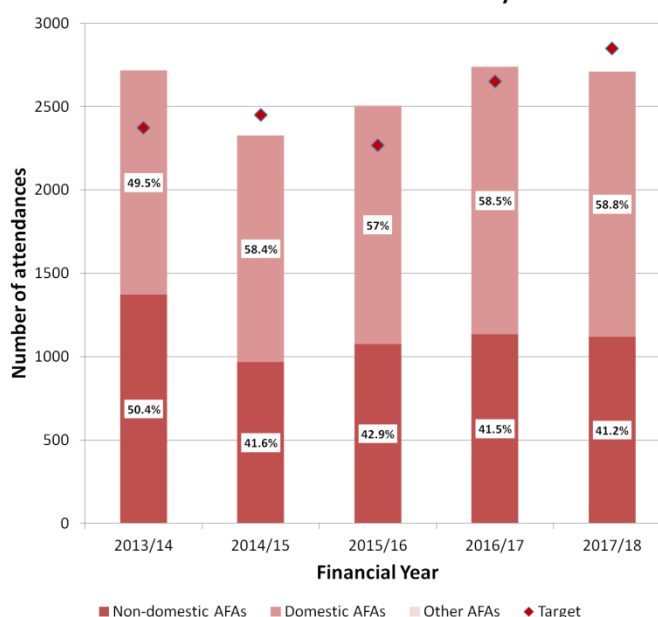
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

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 a slight fall of **0.9%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises fell by **1.5%** and to **domestic** premises by **0.5%**. The number of calls successfully challenged by Fire Control where no attendance is made has fallen by **31.5%** and overall the Service attended **77.4%** of false alarm calls generated by AFAs compared to **70.3%** last year a reduction in

AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **58.7%** of the total compared to **41.2%** for non-domestic premises.

Attendances to false alarms caused by AFAs



performance of **7.1%**.

Malicious False Alarms

	17/18	16/17
Number of malicious calls received	↓ 221	204
Number of malicious calls attended	↓ 82	75
% of malicious calls attended	→ 37.0%	36.7%

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 **increased** from **204** to **221**, and the percentage of hoax calls attended increased slightly by **0.3%** from **36.7%** to **37.0%**. However, the confidence and skill of the team in HFRS Fire Control means that considerable success is achieved in avoiding unnecessary attendances and cutting off or prosecuting persistent offenders.

Vehicles in Water Training



In recent years there has been a number of incidents across the UK where vehicles have inadvertently entered into rivers, lakes and waterways. In these incidents, drivers and passengers have sometimes been trapped inside. Where deaths have occurred these have often been due to drowning not injuries sustained during the crash itself.

Adverse weather or sustained periods of rain can cause flooding and in these conditions, drivers can easily become trapped by rising floodwaters. It only takes six inches of water before a driver can lose control of their vehicle.

Training and Development Centre have introduced a new course for first responder stations to approach these incidents and to achieve the best and safest possible outcome.

Crews are introduced to the dangers of unstable vehicles in flowing water and how to deal with trapped persons taking into consideration pressure from bystanders, vehicle behaviour, time factors and changing conditions.

The courses are held at the White Water Centre where realistic conditions can be simulated in which crews are taught to anchor vehicles in strong water flow of up to 6.6 cubic metres or 6.6 tonnes per second. The specially trained HFRS crews have been undertaking this training alongside the Herts Boat Rescue (HBR) team who are a voluntary water rescue team working in the county to make water a safer place for everyone. The HBR team supply water safety capability to a number of local water events across Hertfordshire, and assist in flood rescue nationally in times of need, as well as within Hertfordshire via their links with the



Hertfordshire Local Resilience Forum, which the Chief Fire Officer chairs.



Service Exercise in Stevenage

White Watch Stevenage organised a service exercise held at the old Southgate offices in Stevenage. The event was organised to test BA Procedures and Incident Command. Nine fire appliances attended along with the Command Support Unit.


The first appliances in attendance were faced with a building fire with multiple persons reported. The building was complex and no plans were available. The exercise was planned to be difficult with multiple scenarios to test decision making.



Customer Satisfaction

	17/18	16/17
Businesses satisfied with the Trading Standards service	 88.8%	88.6%
Businesses satisfied with the Fire Protection service	 93.5%	94.2%

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. It also asks whether information was easy to understand and whether businesses felt because of the advice received, they were better equipped to deal with similar problems in the future. The scores for 2017/18 for both Trading Standards Fire Protection have remained high compared to the same period in 2016/17 with only slight movements for both areas.

	17/18	16/17
Consumers satisfied with the Trading Standards service	 83%	91.8%

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 2017/18, 83% of respondents stated that they were satisfied with the overall level of service; this figure was down from 91.8% in the previous year. Some respondents feel we should act for them in their civil disputes with traders, but where a complainant is not vulnerable we provide them with information and advice to help them pursue their complaint themselves. Sometimes complainants have expressed disappointment 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'. Trading Standards officers will continue to support affected consumers wherever possible but will continue to focus on the most vulnerable people within the community for more targeted support.

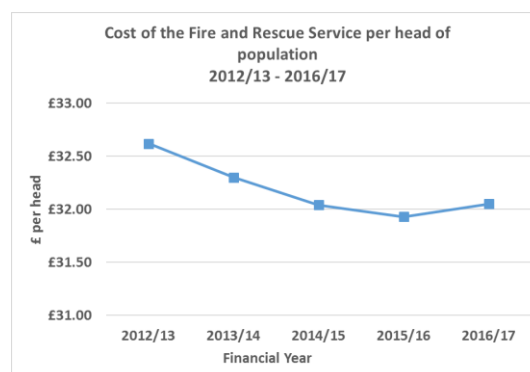
	17/18	16/17
Residents satisfied with the Herts Home Safety Service (HHSS)	 100%	100%

The Herts Home Safety Service offer Safe and Well visits to residents which involve the identification of potential fire risks, the provision of fire safety advice, the installation of smoke alarms where necessary and more general health and wellbeing advice. Awareness campaigns target vulnerable groups and risk profiling tools are used to identify and target 'high risk' areas and households for a priority visit. Safe and Well visits 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, we are extremely pleased that positive feedback continues to be provided about this service and the staff that undertake it.

Cost

The Chartered Institute for Public Finance and Accountancy (CIPFA) publishes annual fire statistics, which enable cost comparison on a national basis. The latest available CIPFA statistics 2016/17 show HFRS to be one of the lowest cost English FRs at **£32.05** per head of population. This places HFRS twelfth lowest cost nationally out of 43 English FRAs, fourth lowest of 13 FRAs in our defined Family Group and fifth lowest out of 14 County Council FRAs. The most recent Chartered Trading Standards Institute Workforce Survey shows that the net expenditure for Trading Standards in the UK was **£1.99** per head of the population in 2016.

For Hertfordshire this figure is **£1.74**.



Data from CIPFA Fire and Rescue statistics

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	20.1%	15.5%	64.4%	↓ 10.6	22.2%	21.2%	56.6%	10.0
Fire and Rescue - Non-Uniformed	17.7%	15.6%	66.7%	↑ 3.5	24.4%	25.9%	49.7%	5.6
JPS – Non-Uniformed	15.4%	1.4%	83.2%	↓ 7.3	10.3%	13.0%	76.7%	7.1

There have been 26 operational injuries during 2017/18. HFRS has a robust process of managing the health, safety and welfare of operational staff but it should be recognised that the role of a firefighter is inherently more dangerous than other roles. Injuries that would not prevent an office-based worker from being at work can keep a firefighter from work due to the hazardous and demanding nature of the work. A minor cut on the head could prevent a firefighter from wearing a fire helmet, an essential part of their PPE for example. Hertfordshire County Council monitor sickness absence levels through measuring the number of working days/shifts lost per person in the last 12 months.

Complaints and Compliments

	17/18	16/17
Stage 1 complaints	↑ 9	20
Stage 2 complaints	→ 3	2
Ombudsman complaints	→ 0	0
Compliments	↓ 156	260

The Directorate is committed to listening to service users and dealing with any complaints that have been received promptly and effectively. The number of Stage 1 complaints decreased from 20 last year to 9 this year. There have been 3 stage 2 complaints received for the period and no Ombudsman complaints.

Of the 9 stage 1 complaints received this year, 2 were related to Fire and Rescue and 7 to Trading Standards. Both of the FRS Stage 1 complaints were 'Not Upheld'. Of the seven Stage 1 TS complaints, one was 'Upheld', One was 'Not Upheld' and three were 'Partially Upheld'. The other two the outcome is not yet determined.

Compliments received decreased from 260 in 2016/17 to 156 in 2017/18; however, 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	↓641	1110
Hours provided by Fire and Rescue volunteers	↓7430	7549
Total hours provided by volunteers	↓8071	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 activities 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 Safe and Well Visits and support their local Fire and Rescue Service crews with all types of community engagement, including youth and positive action events. They are also trained to staff reception centres in support of Hertfordshire Resilience and local district councils 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.

Community Horse Patrols launch in Royston



Volunteer Community Horse Patrol Riders have been recruited in the Kelshall area of Royston following a spate of fly tipping and rural crime. These add to the volunteers already providing horse patrols across rural areas of Hertfordshire.

Five riders from Upper Coombe Farm are now patrolling and reporting fly tipping and rural crime in the area. Following consultation with local landowners the volunteers are also patrolling private land belonging to Horseshoe Wood Farm, this kind permission has been given by the farmer

who saw the benefit of regular patrols of their land to deter hare coursing and trespassing.

Crews from Royston Fire Station alongside the Environmental Crime Office came together with the volunteers and the district co-ordinator to launch the project.

Firefighter Training and Competence

	Target	17/18	16/17
% Core training activities completed	90%	↑ 99.9%	89.5%
% Procedures received, read and understood	85%	↑ 99.8%	75.2%
% Operational staff who have received a formal Breathing Apparatus course up to the end of calendar year	100%	95%	94.5%

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. A new system for recording training is due to come online shortly, which 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. This training is delivered across a calendar year. 2017 saw 95% of all inscope personnel complete a BARA. The end of calendar year target for delivery of BARA is 100%.



Training and Development Centre

Training and Development Centre is continually developing the courses that they deliver. The Competency and Development Department have introduced new training aids in the form of iPads, which are being used to assist with the input to the Phase 1 recruits by making supporting information more accessible whilst reducing printing costs.

Water Rescue have delivered some valuable input to all first responders about the hazards associated with a car in flowing water and there has been a significant amount of collaborative training with Herts Boat Rescue.

The BA Department have delivered the 2017 BARA. To date we have completed 98% of all operational staff.

The Incident Command Department have developed their courses again increasing the amount of input given and including several case studies. To date we have assessed 97% of our Level 1 commanders. We have also run in-house Level 2 and Level 3 courses. This ensures that we have the right commanders with the right skills and knowledge available to respond to and manage emergency incidents across the County.

The RTC light vehicle refreshers are progressing well. Opportunities to train with new vehicle technology in partnership with Nissan are currently being explored.

A range of Live Fire courses for next year's training programme is being developed.

Driver training continue to deliver courses to a high standard to ensure that emergency vehicles have suitably trained drivers available at all times.

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 between line managers and staff, and reviewed at regular one to one meetings 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 in April.

Performance Related Increments (PRI) were introduced for Green Book (non-uniformed) and senior manager County Council 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, County Council 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 the 471 staff in scope for the 2017/18 performance year, were 385 staff or 81.7% who had a PMDS in place. There are a number of reasons for this low recording: One of the most cited reasons for non-completion was long-term sickness. In addition to this, there are some system recording issues that occur when a member of staff moves work location and some difficulties experienced by a limited number of Junior officers in accessing the system to record the PMDS. A new software application - PDR pro - should capture and differentiate long term sickness issues and iron out the recording glitches to provide a more accurate method of recording.