

**HERTFORDSHIRE COUNTY COUNCIL**

**COMMUNITY SAFETY & WASTE MANAGEMENT CABINET  
PANEL  
THURSDAY, 30 MARCH 2017 AT 2:00 PM  
COMMUNITY PROTECTION QUARTER 3 PERFORMANCE REPORT  
2016/2017**

Agenda Item No.

**7**

Author: Darryl Keen, Deputy Chief Fire Officer- [Tel: 01992  
507502}

Executive Member: Richard Thake, Community Safety and Waste  
Management.

**1. Purpose of report**

- 1.1 To provide the Panel with an overview of Community Protection Directorate (CPD) Quarter 3 (Q3) performance for 2016/17. This report aims to highlight areas where the Directorate is performing well and areas for further investigation or action.

**2. Summary**

- 2.1 CPD performance at end of Q3 2016/17 remains good with most targets being met or exceeded. Of the 25 targets, 13 have been met or exceeded and 5 are within 5% of being met.
- 2.2 Areas where performance has not met target and is more than 5% worse than for the same period last year include:
- Deliberate primary fires
  - Primary fires
  - Secondary fires
  - Uniformed Sickness
  - Attendances to false alarms caused by Automatic Fire alarms
- 2.3 After a number of years of consistent reduction in fire related statistics the decline appears to be slowing. Nationally, primary fires have increased by 3% with deliberate primary fires increasing by 11%. Statistics in Hertfordshire look set to mirror the national situation.
- 2.4 Uniformed sickness figures are particularly affected by a number of long term sickness cases, primarily from illness rather than injury. The Service Occupational Health Team are working closely with managers to ensure that staff return as quickly as possible to full duties, however in some cases relatively minor injuries that would allow office based staff to return will prevent a firefighter from being able to fulfil their role.

- 2.5 Areas where Directorate targets were met but performance is not as good as last year include:
- All deliberate fires (arson)
  - Deliberate secondary fires
  - % First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes
  - Non-uniform sickness
- 2.6 Although the targets for deliberate arson and secondary fires have been met they are responding in line with national trends; that is to say that the general trend remains downward in Hertfordshire but in the last year numbers appear to be beginning to rise.
- 2.7 Areas where performance has shown improvement since last year include:
- Home Fire safety Visits
  - 7(2)d inspections
  - Days lost to injuries
  - Near misses
  - Volunteer hours provided
- 2.8 Attendance standards for second and third appliances to a property fire were above target at the Q3 stage, at 92.7% and 95.0% respectively. In cases where it was estimated by the Computer Aided Despatch system that appliances would arrive within the standards and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident being updated en-route following additional information being obtained by HFRS Fire Control.

### **3. Recommendations**

- 3.1 That Panel notes the performance of the Community Protection Directorate to the end of Q3 2016/17.

### **4. Financial Implications**

- 4.1 There are no financial implications associated with this report.

