

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY AND WASTE MANAGEMENT
CABINET PANEL
THURSDAY 21 JUNE 2018 AT 10.00AM**

Agenda Item
No.

6

**COMMUNITY PROTECTION END OF-YEAR PERFORMANCE REPORT
2017/18**

Report of the Director of Community Protection (Chief Fire Officer)

Author: - Darryl Keen, Director of Community Protection and
Chief Fire Officer

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

1. Purpose of report

- 1.1 To provide Panel with an overview of the Community Protection Directorate end of year performance for 2017/18. This paper aims to highlight areas where the Directorate is performing well and areas for further investigation or action. Full draft report attached.
- 1.2 Panel are also asked to consider the format and content of the report in order that members feel suitably well informed of the wider activities of the Community Protection Directorate. This version includes case studies that highlight the work of the Directorate that cannot be illustrated using quantitative measures alone. The attached report should be considered as being a draft and amendments recommended by Panel will be included prior to issuing the final agreed version.

2. Summary

- 2.1 The performance report, attached at Append 1, is divided into 3 sections:
 - Prevent and protect
 - Plan and Respond to Emergencies
 - Be an Excellent Organisation
- 2.2 CPD performance at end of year 2017/18 remains good with a number of targets being met or exceeded.

- 2.3 Areas where performance has not met target and is more than 5% worse than the same period last year include:
- Number of rogue trader incidents reported to Trading Standards
 - Fire and Rescue uniformed sickness - average days lost
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Deliberate fires (arson)
 - Secondary fires
- 2.5 Areas where performance has shown improvement since last year include:
- Primary fires
 - Number of RTC's attended
 - Safe and Well visits
- 2.6 Attendance standards for the first and second appliance to a property fire were marginally below target for the end of year, at 87.5% and 89.1% respectively. The attendance standard for the third appliance was also below last year's performance at 88.7%. In cases where it was estimated appliances would arrive within the standards and they did not, the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.
- 2.7 Members of the Panel are asked to consider other measures that are included in the performance report (including rogue traders and resilience competencies) and recommend that they remain or make observations and recommendations of other performance measures that should be included.

3. Recommendation/s

- 3.1 The Panel is invited to note the end of year performance of CPD to the end of Q4 2017/18 and agrees the content of the report for publication to the wider organisation and the general public.

4. Background

- 4.1 The performance report is produced bi-annually to inform the Panel of CPD performance levels and to ensure the Panel considers and makes observations and/or recommendations for the measures that are in the report. The report also allows members to highlight any additional performance measures they may deem appropriate to be included in the future.

5. Financial Implications

- 5.1 There are no financial implications.

6. Equalities

- 6.1 No Equalities Impact Assessment (EqIA) required.