

Local Government Act 1972

A Meeting of the Combined Fire Authority for County Durham and Darlington Performance Committee will be held in the County Durham and Darlington Fire and Rescue Service Headquarters on Friday 30 June 2023 at 10.00 am to consider the following business:-

PART A

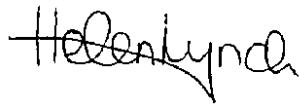
1. Apologies for Absence
2. Minutes of the Meeting held on 9 March 2023 (Pages 3 - 4)
3. Performance Report Quarter 4 2022/2023 - Report of Director of Community Risk Management (Pages 5 - 16)
4. Change in Response to Automatic Fire Alarms - Report of Community Risk Management (Pages 17 - 22)
5. Presentation on Target Setting for 2023/2024 (Pages 23 - 30)
6. Letters of Appreciation - Report of Director of Community Risk Management (Pages 31 - 36)
7. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration
8. Any resolution relating to the exclusion of the public during the discussion of exempt information

Part B

Items during which it is considered the meeting will not be open to the public (consideration of exempt or confidential information)

9. Presentation on Response to Non Domestic Fires (Pages 37 - 48)
10. Formal Complaints - Report of Director of Community Risk Management (Pages 49 - 52)
11. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

PURSUANT to the provisions of the above named Act, **I HEREBY SUMMON YOU** to attend the said meeting



H LYNCH

Clerk to the Combined Fire Authority
for County Durham and Darlington

County Hall
Durham
DH1 5UL

**TO: The Members of the Combined Fire Authority for County Durham
and Darlington Performance Committee**

Durham County Councillors:

Councillors J Blakey, C Marshall, R Manchester, S Quinn and K Rooney

Darlington Borough Councillors:

Councillors G Lee

Minutes of the Performance Committee meeting held at CDDFRS HQ on Thursday 9 March 2023 at 1000 hours.

Present: Cllr J Blakey in the Chair

Durham County Council: Cllr R Manchester

Darlington Borough Council: Cllr G Lee

Officers: Director of Community Risk Management K Carruthers

Part A

1. Apologies

Apologies were received from Cllr C Marshall and S Quinn.

2. Minutes of the previous meeting

The minutes of the previous meeting that was held on 6 December 2022 were agreed as a true record and the action was noted as complete.

3. Performance Report Quarter 3 2022/2023

K Carruthers introduced the report which provided Members with a summary of the organisational performance at the end of the third quarter of the 2022/23 financial year. The indicators were discussed in turn.

Members queried dwelling fires, especially in kitchens. K Carruthers noted that the safety advice was tailored to the ethnicity of the occupants. Language barriers were overcome by involving other agencies and there was a dedicated language line in control.

Members queried false alarms in educational settings. K Carruthers noted some of the main reasons that these might occur eg not isolating alarms before tests and maintenance work being carried out.

The Committee **noted** the report.

6. Letters of Appreciation

The Committee considered letters of appreciation received by the Service for the period 1 October 2022 to 31 December 2022. In total 10 letters had been received for the reporting period.

The Committee **noted** the report.

Part B

5. Formal Complaints

Six formal complaints had been received by the Service for the period 1 October 2022 to 31 December 2022. No complaints had been forwarded to the Local Government Ombudsman.

The Committee **noted** the report.



Safest People, Safest Places

Performance Committee

30 June 2023

Performance Report – Quarter Four 2022/23

Report of Director of Community Risk Management

Purpose of report

1. This report presents a summary of organisational performance at the end of the fourth quarter of the 2022/23 financial year.

Background

2. Both operational and corporate performance is monitored and managed internally via the monthly Performance Board and Service Leadership Team (SLT) forums. Members of the Combined Fire Authority (CFA) consider performance on a quarterly basis at meetings of the Performance Committee and the full CFA.
3. A comprehensive suite of performance indicators (PIs) is employed to measure both operational and corporate performance. Targets are set on an annual basis against SMART criteria and take account of longer-term trends and the potential for spikes in performance.
4. This robust approach to performance management enables action to be taken at an early stage if performance is not meeting expectations and provides assurance that resources are being directed towards the areas of greatest risk.
5. In addition to setting a target level for relevant PIs, the Service also employs a system of tolerance limit triggers that allow under or over performance to be highlighted to the Performance Board when the PI goes beyond set tolerances, which vary depending on the indicator. Each PI has a total of four tolerance limit triggers, two each for both under and over performance.
6. Performance is presented from two perspectives, by comparison against the annual target levels, and by comparison with performance at the same point last year.

Overview of performance across all indicator categories

7. An overview across both operational and corporate key PIs at the end of quarter four for 2022/23 shows 43% of the strategic PIs met or exceeded their target level, while 61% of the strategic PIs either maintained or improved when compared to performance last year.

Performance reporting by exception

8. The following sections of the report present details of specific operational and corporate indicators. An explanatory narrative is provided for each PI group along with information about how performance compares to the annual target and the previous year.
9. It is worth noting that when comparing performance to the previous year, many indicators were affected by the Covid-19 pandemic and the restrictions that were in place to manage the spread of the virus. In some cases, this resulted in lower than average figures during 2021/22 which can make comparison against current performance unhelpful, this is particularly noticeable in the 'Response' data which compared number of incident types attended this year to the previous year.

Prevention

Performance Indicator	Objective	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	1	0	100%	1	0%
PI 03 – Number of Accidental Dwelling Fires	Down	204	192	-6.3%	208	1.9%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	9	14	35.7%	16	43.8%
PI 05 - Total Secondary Fires	Down	3730	2538	-47.0%	3110	-19.9%
PI 07 – Number of Home Fire Safety Visits	Up	18390	17243	6.7%	18844	-2.4%
PI 42 - Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	83.6%	80%	4.5%	85.2%	-1.9%

PI01 – In 2022/23 we had one fatality, an elderly female in poor health and living in extreme hoarding conditions, passed away following a dwelling fire in Newton Aycliffe. Female deaths account for 37% of the 70 fire fatalities recorded since 2002. Deaths as a result of a fire in a hoarding environment are termed as 'Human Behaviour' and are often associated to some form of mental health issue. 29 of the 70 fatal fires, (41%), since 2002 are attributed to 'Human Behaviour'. 38% of fatal fire victims are recorded as having a known mental health issue. However, 45% are not recorded as the evidence was declined or not available, this does not indicate the absence of a mental health issue, but that the information was not available or withheld by the family of the deceased.

PI03 – This year there has been 204 Accidental Dwelling Fires (ADFs) against a target of 192 resulting in the indicator performing at 6.3% over its target, although this is improved performance in comparison to 2021/22 and is the lowest number of ADFs on record.

Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as 45% of incidents are recorded as starting in this room. Lone occupiers and lone parent account for

49% of all incidents and the 'Eyes Wide Open' programme is engaging with agencies who interact with these occupier groups to try and increase referrals for HFSVs.

See Appendix A, chart 1 for number of ADFs by room of origin and chart 2 for number of ADFs by occupier type.

PI04 – This indicator shows really positive performance with only nine injuries compared to a target of 14. Additionally, this is 43.8% improved performance compared to 2021/22. There were four injuries in quarter four which were all in February. Three of these were due to breathing difficulties from smoke inhalation and the other was minor burns.

PI05 – The indicator is 47% over its target with 3,730 incidents against a target of 2,538. However, quarter four has displayed a downward curve compared to the 2020/21 statistics. March 2023 stands out as the wettest March in 40 years, which was reflected in the dramatic 64% drop for this month. 90% of all secondary fires were recorded as deliberate. Peak times of the day for secondary fires are 17:00 to 21:00 hours.

Overall, Peterlee and Darlington are the highest output station areas, with repeated anti-social behaviour (ASB) and secondary fires. During quarter four, there has been an increase in secondary fires within the Brandon area which has had an impact on Durham's reported fires. Secondary fires are still a question of accessibility to flammable materials, (including bins, containers and grass / scrub land). Research started in February with Northumbria University and Seaham High School to understand the motivational factors that lead to Young People setting fires.

The Community Safety and Arson Reduction (CS&AR) Team have been delivering Phoenix Fire Champions in schools and working with named young people via the CURVE Project to address fire setting behaviours.

A PCC funded project was finalised between the Woodland Pupil Referral Unit (PRU), (DCC), and Darlington Young Offenders Team, (DBC), to run a 10-week program of Developing Resilience in young people. This will be presented by the CS&AR Team and assisted by a volunteer firefighter. The project went live the week commencing 17 April 2023.

See Appendix A, chart 3 for secondary fires by motive and chart 4 for secondary fires by property type.

PI07 – The Service has completed 18,390 HFSVs, which is 6.6% above the target. This high number of visits is above the fire sector average and should continue to make the residents of County Durham and Darlington safer from fire.

PI42 – 83.6% of all HFSVs delivered in 2022/23 were to high-risk properties or residents. The 'Eyes Wide Open' programme and national risk methodology will support us to continue targeting the most vulnerable in our communities.

Protection

Performance Indicator	Objective	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	135	95	-42.1%	93	-45.2%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	806	677	-19.1%	763	-5.6%
PI 17 – Number of Fire Safety Audits	Up	1928	2124	-9.2%	2103	-8.3%

PI10a – There has been 135 primary fires in non-domestic premises which is 40 over the target and 42 more incidents compared to 2021/22. 41.4% of these incidents were deliberate fires, compared to 34.4% in the previous year. This year there has been 29 incidents in prisons compared to only 9 in 2021/22, with 90% of incidents deliberately set. Prisons as Crown Premises do not come under the Regulatory Reform (Fire Safety) Order 2005 legislation that the Service enforce. The Divisional Management Team have met with the Governor of Deerbolt which is the worst offending prison and a series of actions have been agreed to assist in the reduction of deliberate primary fires at Deerbolt. These include:

- Exploring the opportunity to 'second' a member of staff to Deerbolt one day per week for four weeks to deliver some training and education.
- The delivery of level 1 fire investigation to some of Deerbolt's staff
- The internal fire report to be sent to the Divisional Manager (DM) following each fire to increase understanding of each incident.
- The commencement of regular debrief with the inclusion of fire crews.
- The revision of the Memorandum of Understanding (MoU).
- The agreement to conduct regular familiarisation visits with the crews.
- The agreement to conduct an annual exercise.

The Business Fire Safety Team conduct post fire reviews of these incidents and combined with our high levels of fire safety audits this aims to improve the performance of this indicator.

PI14 – Performance of this indicator has continued to improve over quarter four. There has been 806 incidents over the year, which is 19.1% over the target and 5.6% worse than last year's performance.

Scrutiny of data identifies the main premises types are education premises (18.9%), retail (13.1%), residential homes (12.1%) and industrial (11.3%). The central Fire Safety Team will continue to engage with these premises. 31.6% of all false alarms are caused by human intervention.

A project has identified an improved approach for the Service's response to automatic fire alarms which is on the agenda for this meeting.

The Service continues to invoice premises for cost recovery when they incur three chargeable callouts in a rolling 12-month period. This year, the Service has invoiced businesses £46,814 through this approach.

PI17 – 1,928 Fire Safety Audits have been delivered this year which is under the target of 2,124. Positively 33.5% of audits have been unsatisfactory showing that the Service is targeting the correct premises. The central team have been going through a transition period during 2022/23, with many staff attending development courses following unexpected resignations of several staff at the start of this reporting year. Looking forward to 2023/24, should see newly qualified staff who will be able to improve performance. Public complaints regarding fire safety issues, building and license regulation consultations have all increased this year, reducing the ability of the Level 4 qualified staff to deliver the same number of audits as in previous years. Emergency Response crews continue to deliver high numbers of audits which continues to be significantly higher performance than the average across all fire and rescue services, more than three times higher per 100 known premises.

Response

Performance Indicator	Objective	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	19369	N/A	N/A	18009	-7.6%
Total Incidents	N/A	8833	N/A	N/A	8079	-9.3%
Total Road Traffic Collisions	N/A	299	N/A	N/A	317	5.7%
PI 02 – Total Primary Fires	Down	1003	920	-9.0%	974	-3.0%
PI 06a Dwelling Fires Attended within 8 Minutes	Up	68.7%	70%	-1.8%	N/A	N/A
PI 06b Non Domestic Fires Attended within 9 Minutes	Up	63.3%	70%	-9.5%	N/A	N/A
PI 06c Road Traffic Collisions Attended within 10 Minutes	Up	69.3%	70%	-1.0%	N/A	N/A

See Appendix A, chart 5 for total incidents.

PI02 – Primary fires are continuing with the steady downward trend seen through quarter three. Overall performance for the year is 9% over target with 1,003 incidents against a target of 920.

Attacks on cars within the Peterlee station area are still an issue with car fires in this area three times higher than the next highest, 150 cars compared to 51 cars at Durham. Primary fires in baled materials / farms are an issue, particularly when the rain fall since mid-August 2022 has been high throughout winter. This may suggest trespass into agricultural areas from near-by conurbations. CS&AR Team are developing a project with Firestoppers / Crimestoppers and the Durham Police FarmWatch team to create a risk assessment process to understand when crops, grassland and baled materials are at greater risk, (based on local ASB intelligence and projected weather etc).

See Appendix A, chart 6 for primary fires by motive and chart 7 for primary fires by type.

PI06a – Response time performance when attending ADF's in 8 minutes on 70% of occasions is 68.7%. Performance in quarter four was only 63.2% which has resulted in the response standard just failing to meet its target. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Analysis has shown that extended travel distances are the main reasons for failing response times. Emergency Response has worked with Information Services to improve notification of response time failures to Watch Managers which should enable Emergency Response Managers to identify and share any learning.

PI06b – Response time performance when attending non-domestic fires in 9 minutes on 70% of occasions is 63.3%. This indicator has continued to perform poorly in quarter four, mainly driven by incidents at HM Prison Deerbolt. The travel time from Barnard Castle to Deerbolt is 5 minutes without traffic and the response time for Barnard Castle is around 5 minutes putting it just out of reach of achieving the standard unless the on-call staff are on station, e.g. drill night or there is a standby appliance in attendance. There has been 21 incidents at HM Prison Deerbolt in this year, which is a substantial spike compared to a standard year. The Divisional Management Team have met with the Governor of Deerbolt where a series of actions have been agreed to assist in the reduction of deliberate primary fires at Deerbolt as detailed in PI10a.

PI06c – Response time performance when attending road traffic collisions attended within 10 minutes on 70% of occasions is 69.3%. Performance during quarter four was 75.4%, which has increased the performance from 67.7% reported at the end of quarter three, although it has just failed to reach 70% overall. Inaccurate incident addresses provided by the original caller are a significant influencing factor to our challenges in reducing road traffic collision response times. Additionally, road traffic collisions in our rural areas covered by on-call firefighters with turn out times of up to 5 minutes plus often extended travel distances will cause failures to meet the response time. As detailed above, Divisional Managers are working with Watch Managers to increase understanding of the new response standards.

Workforce

Performance Indicator	Objective	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	9.63	6	-60.5%	12.03	20.8%
PI 69 – Number of Accidents to Personnel	Down	8	12	33.3%	13	38.5%

PI40 – Although this PI is over target, heavily influenced by long term sickness and Covid short term absence in all categories of staff, performance compared to the previous year has improved by 20.8%. The Human Resources (HR) Team continues to work with managers to ensure correct processes are followed. This indicator is scrutinised in detail by the HR Committee.

PI69 – There has only been eight accidents to personnel this reporting year which is a significant decrease (38.5%) from last year and is 35% under the target of 12. Additionally, this is 65% reduction in accidents to personnel since 2018/19.

Over the last year, the Health and Safety team have increased visibility and focused on staff engagement promoting a positive health and safety culture across the service.

Recommendations

10. Members are requested to:
 - a. **Note** the content of the report;
 - b. **Comment** on the reported performance.

Keith Carruthers, Director Community Risk Management, Ext. 5564

Appendix A

Chart 1 - Number of Accidental Dwelling Fires by Room of Origin

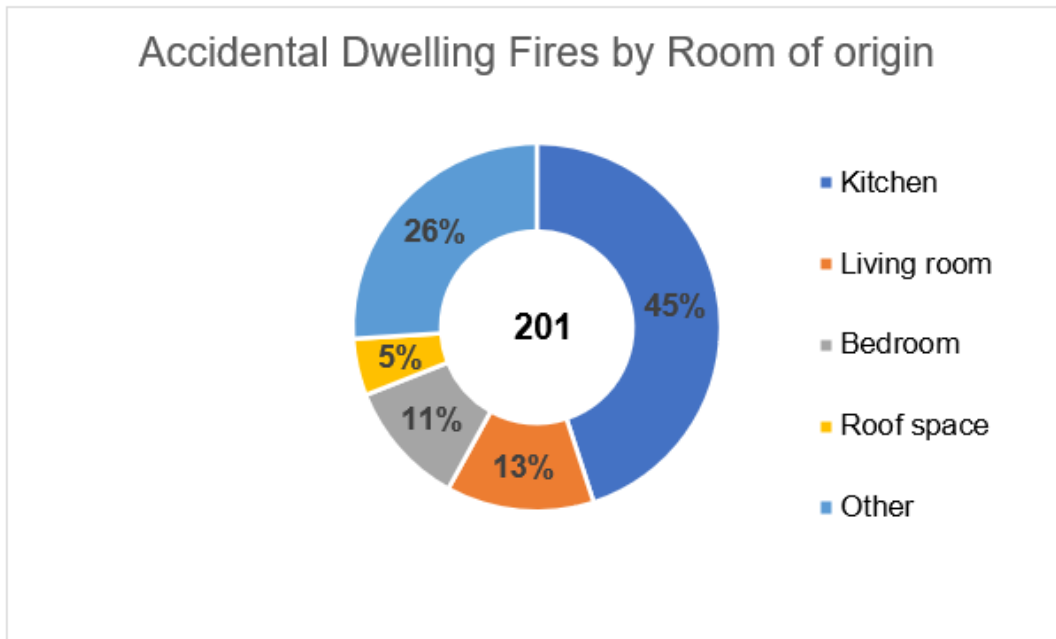


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

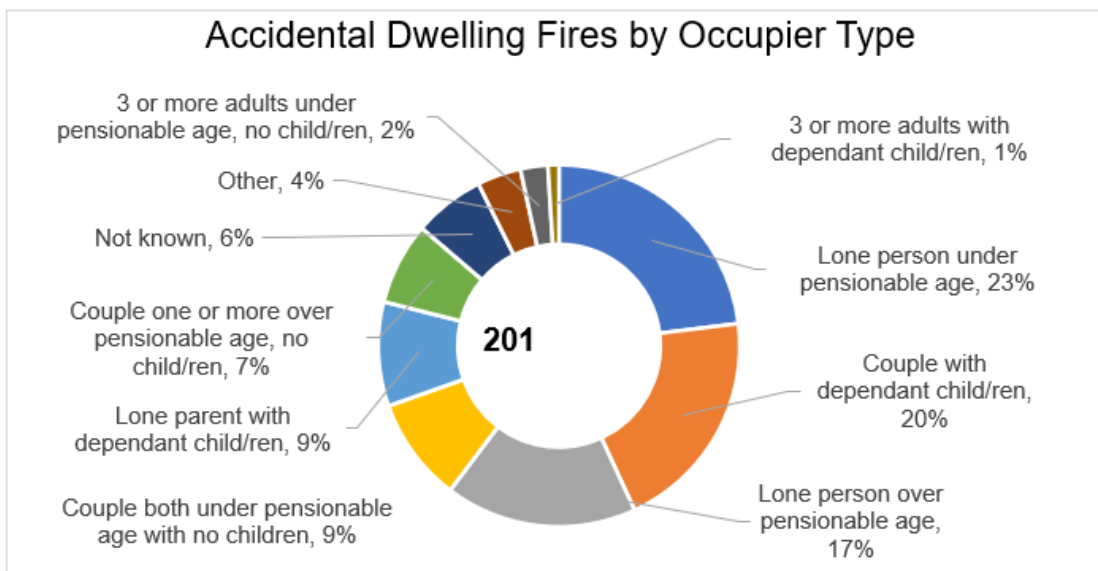


Chart 3 – Secondary Fires by Motive

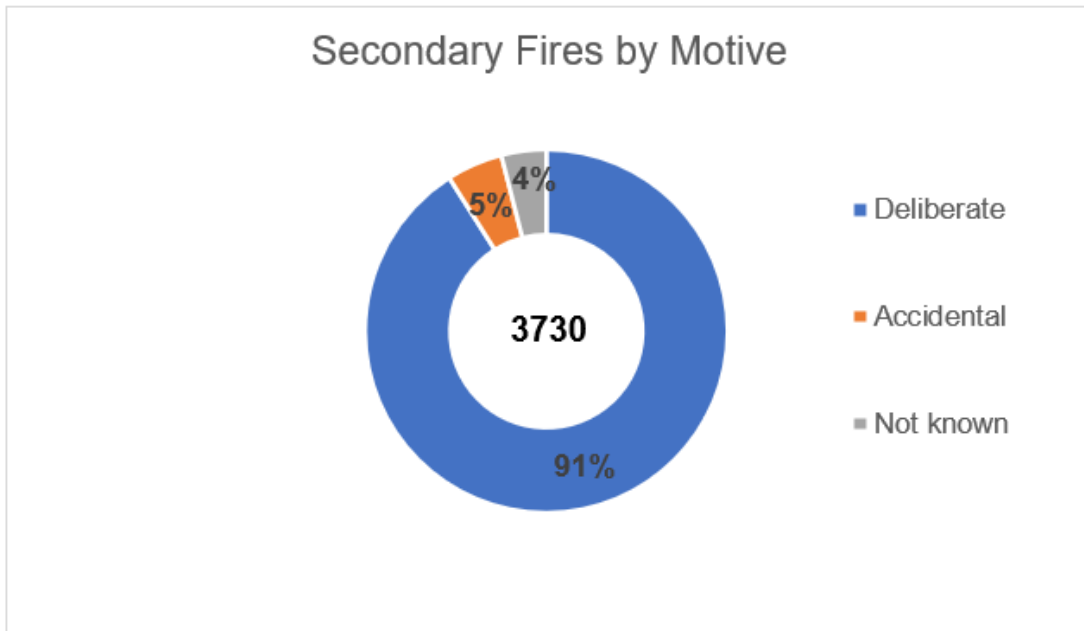


Chart 4 – Secondary Fires by Property Type

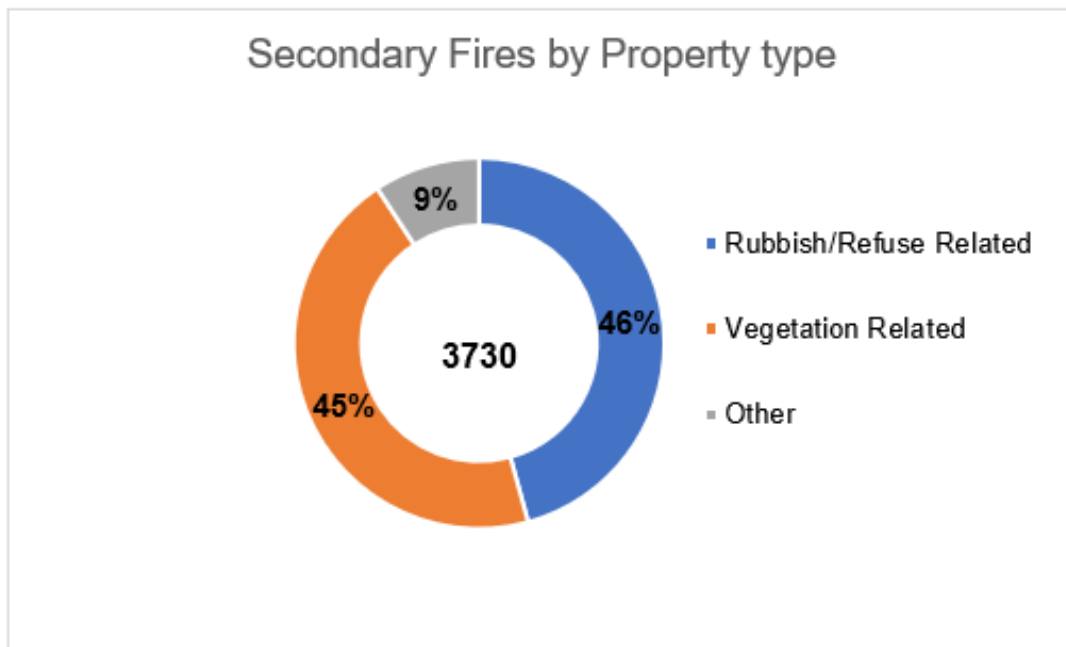


Chart 5 - Total Incidents

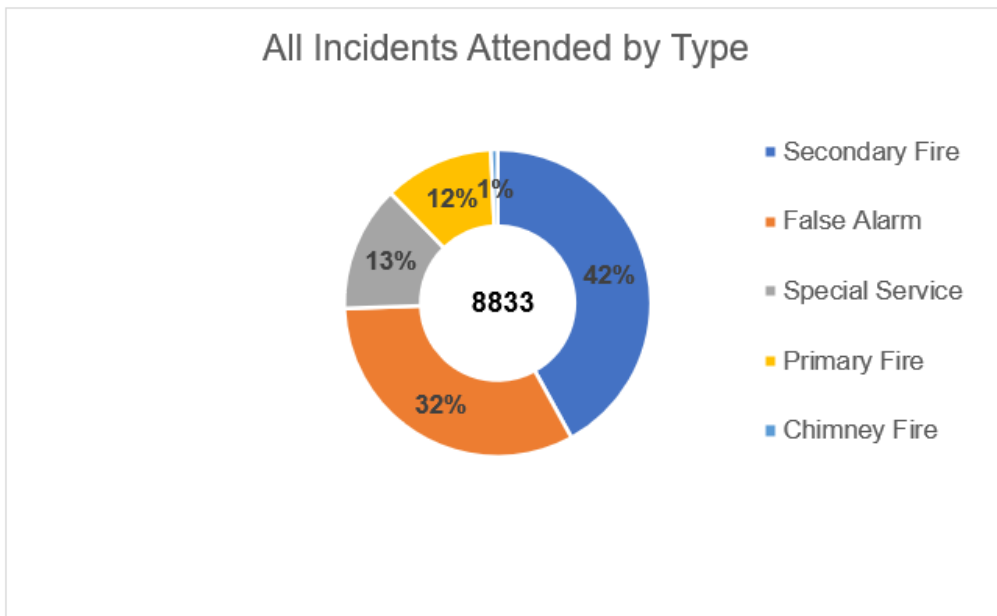


Chart 6 - Primary Fires by Motive

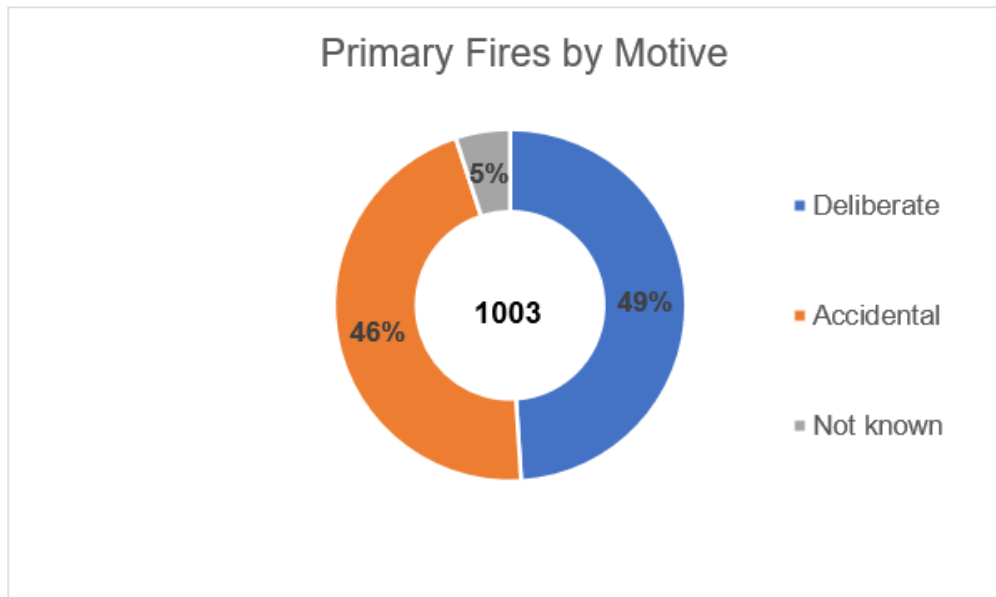
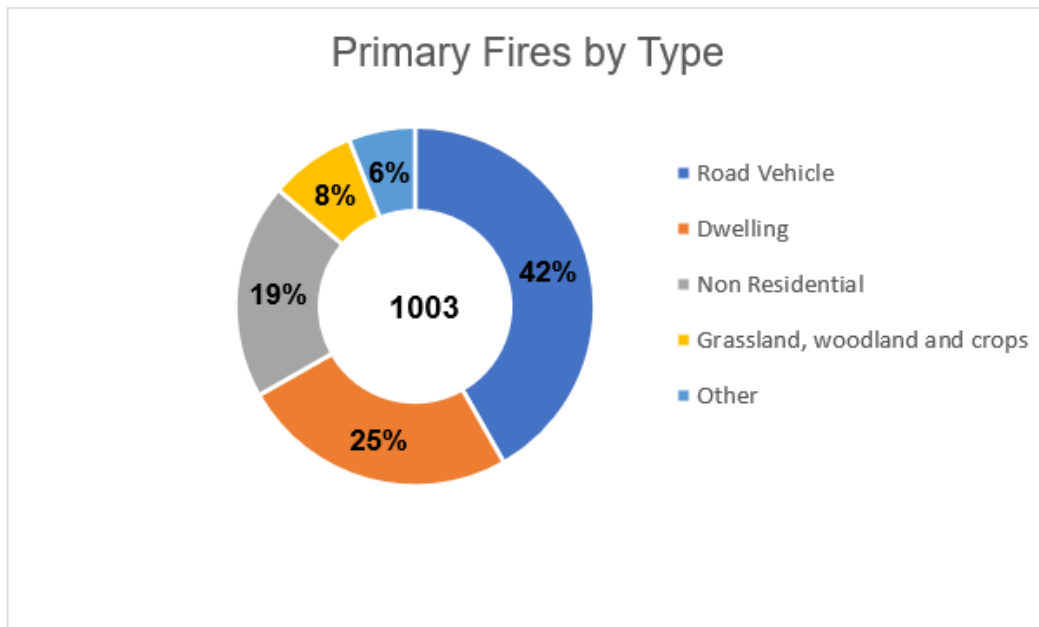


Chart 7 – Primary Fires by Type



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County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Performance Committee

30 June 2023

Change in Response to Automatic Fire Alarms

Report of the Director of Community Risk Management

Purpose of Report

1. The purpose of this report is to inform members of the Combined Fire Authority of an updated approach to County Durham and Darlington Fire and Rescue Service's (CDDFRS's) attendance policy to calls for assistance from Automatic Fire Alarms (AFAs) in non-residential premises.

Background

2. CDDFRS recognise the valuable contribution that an effective and correctly functioning AFA system can have to public safety. AFAs help to keep building occupants safe by providing early warning in the event of fire.
3. When an AFA actuates for any reason other than a fire condition, this is referred to as a false alarm. The point at which the Fire and Rescue Service is requested and responds to a false alarm is referred to as an Unwanted Fire Signal (UwFS).
4. The majority of AFA calls CDDFRS attends are UwFS. A reduction in the number of UwFS will have a positive effect on the business community and will support frontline appliances being immediately available for life risk calls, crews carrying out prevention and protection activities in the community to help prevent fires from happening in the first place and undertaking risk critical firefighter training.

5. There is no legal requirement on the Fire and Rescue Service to respond to calls originating from an AFA system in order to investigate if there is a fire. The Regulatory Reform (Fire Safety) Order 2005 (the Fire Safety Order) states that the 'Responsible Person' at the premises is legally responsible and must have in place a Fire Risk Assessment that details, amongst other measures, what actions are to be taken upon actuation of the AFA system.
6. It is not sufficient that the Fire Risk Assessment relies upon the Fire and Rescue Service to investigate the reason for the actuation of the AFA system but the Fire Risk Assessment should include action to notify the Fire and Rescue Service via the 999/112 system as soon as a fire, or physical signs of fire, are confirmed.
7. Benchmarking highlights that a majority of Fire and Rescue Services do not respond to investigate fire alarm activations in non-residential premises during daytime hours, and indeed many do not respond for the full 24 hour period. In the region all three Fire and Rescue Services have approaches where they do not respond during daytime hours, with Cleveland extending their approach to the full 24 hours.

Current Position in CDDFRS

8. Since January 2019, County Durham and Darlington Fire and Rescue Service have not automatically responded to investigate fire alarm activations in low and medium risk non-residential premises such as offices, shops and leisure centres between the hours of 09:00 and 17:00 Monday to Friday, unless a call is received via the 999/112 system confirming a fire, or physical signs of fire, at the premises in question.
9. Additionally, since April 2019 CDDFRS have implemented a cost recovery model for attendance to false alarms through the Fire and Rescue Services Act 2004 as amended by the Localism Act 2011.
10. Despite the excellent work of the Business Fire Safety Team and Emergency Response crews engaging with UwFS offenders and implementing cost recovery, false alarms have continued to increase.
11. From 2020/21 to 2022/23 CDDFRS responded to 1,943 AFA calls from non-residential premises and of these 1914 (98.5%) were UwFS. Only 29 (1.5%) of these calls in the three-year period resulted in a fire. Of these 29 fires, only 4 needed the use of a portable extinguisher, hose reel or greater being needed to extinguish the fire. All 4 of these fires were during weekdays.
12. Analysing the hours between 0800- 1800 over the three-year period, CDDFRS responded to 896 calls from non-residential premises and of these 884 (98.7%) were UwFS. Only 12 (1.3%) of these calls in the three-year period resulted in a fire. Of these 12 fires, only 2 needed the use of a portable extinguisher, hose reel or greater being needed to extinguish the fire.

13. The above figures are represented in table 1 below:

Times of Day	Number of Incidents	Number of UwFS	Number of Fires	Extinguished by extinguisher, hose reel or greater
Full 24 hours	1,943	1,914 (98.5%)	29 (1.5%)	4 (0.2%)
0800 – 1800 hours	896	884 (98.7%)	12 (1.3%)	2 (0.2%)
1800 – 0800 hours	1,047	1,030 ((98.4%)	17 (1.6%)	2 (0.2%)

Table 1

14. CDDFRS believe the time band of 0800 – 1800 hours is important because non-domestic premises are in general occupied during these hours, and therefore a confirmation call can be made to 999/112 if there is a fire.

Updated Attendance Policy

15. There are two main categories of AFA calls. These are to either residential or non-residential premises. CDDFRS are only updating changes to the way the Service responds to AFA calls from non-residential premises and the response to residential AFAs will remain the same.

16. From 1 November 2023, CDDFRS will not automatically respond to investigate fire alarm activations in non-residential premises* between the hours of 08:00 and 18:00 hours, 7 days of the week with the below exceptions.

17. CDDFRS will always respond to calls 24 hours a day if:

- a confirmation call is received through 999/112 reporting a fire or signs of fire (such as a smell of burning). Any call received reporting a confirmed fire or signs of fire will receive the full pre-determined attendance;
- a premise has been granted an exemption by CDDFRS (see sections 21-30)

18. CDDFRS will always respond to:

- Single private domestic dwellings and sheltered accommodation schemes
- Other residential premises such as hostels, hotels and care homes
- Registered Control of Major Accident Hazards (COMAH) sites
- Prisons
- Known heritage sites**
- Premises who have successfully applied to CDDFRS for an exemption (see sections 21-30)

19. CDDFRS will also respond to educational premises such as universities, colleges and schools including pre-schools on weekends, bank holidays and during school holidays (as detailed on the Durham County Council website for education premises in County Durham [School holiday and term dates - Durham County Council](#) and as detailed on Darlington Borough Council website for education premises in Darlington Borough [Darlington BC - School holiday dates](#)).
20. The AFA response policy will apply to calls received directly from premises and calls received through alarm receiving centres.

*A full list of premises classed as non-residential will be listed on CDDFRS's website.

**A full list of known heritage sites will be listed on CDDFRS's website.

Exemptions

21. For premises which are not identified on the attendance list, there are two types of exemption that premises can apply for.
- **Fire Alarm Exemption**
22. To be considered for this exemption, a premises fire alarm system must meet the criteria below. The Responsible Person will need to provide:
- certification confirming that the fire alarm detection system has been installed to BS 5839 Part 1 or equivalent standard (preferably with third party accreditation);
 - evidence that the fire alarm detection system is serviced and maintained in compliance with the recommendations of BS 5839 Part 1 or equivalent standard;
 - certification confirming that a fire signal output is only obtained when at least two independent triggering signals are present at the same time (preferably with third party accreditation). This is referred to as a 'Coincidence Alarm' in BS5839.
23. Where such a system is provided in premises, and submitted documentation approved by the Fire Safety Team, CDDFRS will respond in accordance with the full pre-determined attendance.
- **Exceptional Exemption**
24. This provides a further exemption process for premises that do not fit the above Fire Alarm Exemption criteria.
25. Any Responsible Person can apply for this exemption for their premises if they believe that there are exceptional circumstances.
26. The onus will be on the Responsible Person to explain the exceptional circumstances in full.

27. It is expected that exceptional exemptions will only be a temporary measure and will be reviewed within 12 months.
28. CDDFRS expects the Responsible Person to work towards achieving a permanent satisfactory solution, e.g. upgrading alarm systems to a 'Coincidence Alarm' system or employing staff to manage the risk etc.

Applying for an Exemption

29. All applications will be considered on an individual basis and will also consist of a full audit of the premises under the Regulatory Reform (Fire Safety) Order 2005. A broadly compliant fire safety audit outcome is required as part of the exemption process.
30. For all applications Responsible Persons should note that it is not the responsibility of the Fire and Rescue Service to evacuate their premises. This must be part of their organisation's fire evacuation strategy and evacuation procedures should be practised regularly to ensure that they are timely and fit for purpose. Exemption applications based solely on the need to evacuate users of the premises will not be granted.
31. Exemptions will be reviewed and may be withdrawn following any mobilisation to an UwFS.

Benefits of the Updated Policy

32. It is estimated that the introduction of the new approach will reduce mobilisations to UwFS by between 250 to 300 per year, equating to up to 300 unnecessary blue light journeys per year. Based on the minimum crewing of four this equates to 1,200 hours (50 days) of lost productivity per year.
33. Reductions in the number of mobilisations to fire calls generated by AFA systems would realise the following benefits:
 - Increased appliance availability to respond to life risk incidents;
 - Reduced road risk to the public and staff due to less blue light emergency response journeys;
 - An increase of time available for risk critical training;
 - An increase of time available for community safety and arson reduction activities;
 - An increase of time available for business fire safety activities;
 - An increase of time available for operational crews to gather statutory risk critical operational information;
 - Reduce the Service's environmental impact by minimising blue light journeys.

Implementation Plan

34. An implementation plan for the new approach has been developed. A key component of the implementation plan is the communication plan for key internal and external stakeholders. The communication plan will commence in July and will consist of in person engagement with key stakeholders as well as communication through a variety of media, including emails, letters, website and social media.

Recommendations

35. Members are requested to:

- a. **note** the contents of this report;
- b. **receive** further reports as appropriate.

Target Setting

2023/24 target setting methodology



Justin Parry – Group Manager, Emergency Response Delivery

Page 23

2023/24 Target Setting Methodology

Page 24

The Target setting methodology will be cover for the following areas within Emergency Response:

- Incidents
- Home Fire Safety Visits
- Deliberate Fire Reductions Activities



2023/24 Target Setting Methodology

Incidents

- Incidents covers the following Performance Indicators:
 - PI 02 Primary Fires
 - PI 09a Deliberate Primary fires
 - PI 05 Secondary Fires
 - PI 09b Deliberate Secondary Fires
 - PI 03 Accidental Dwelling Fires
- For the target setting off incidents, we applied the same methodology.
- The methodology was to take the average of the previous 5 years incident totals and minus 5%, 7.5% or 10%.



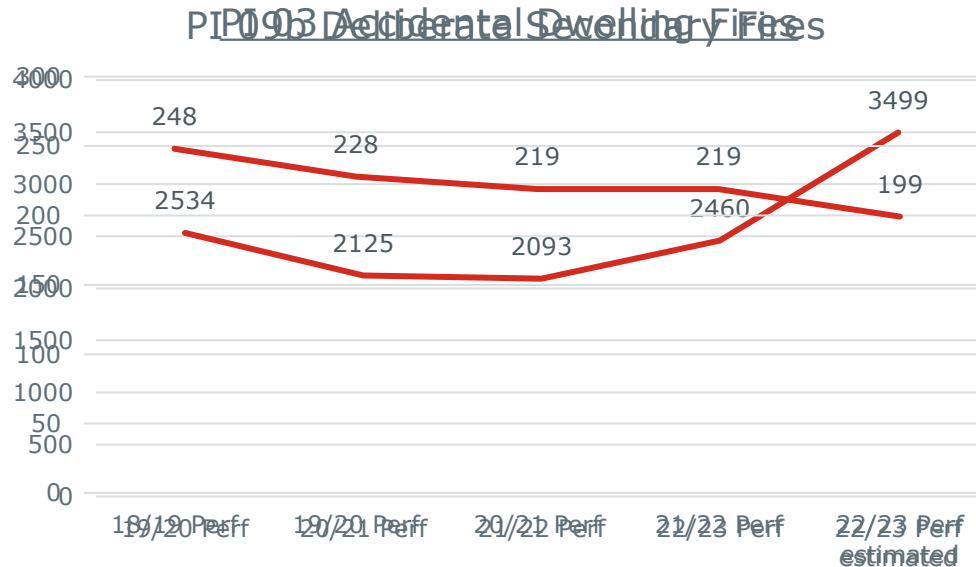
2023/24 Target Setting Methodology

Incidents

- The 5%, 7.5% or 10% was set based on the 5-year incident totals trajectory.

For example:

- PI 03 Accidental Dwelling fires have a downward trajectory, a 10% reduction was applied.
- PI 09b Deliberate Secondary Fires have an upward trajectory, a 5% reduction was applied.



2023/24 Target Setting Methodology

Home Fire Safety Visits

- The decision was made to continue with an annual target of 18,000 HFSV.
- This has a proven track record of success, based on the trajectory of PI 03 Accidental Dwelling fires.
- It positions CDDFRS well in national comparative charts.

The central team deliver 1000 and the ED groups deliver 17000



2023/24 Target Setting Methodology

Deliberate Fire Reduction Activities

- A new PI for 2022/23 which replaces the EVA and BR target from the previous year
- includes the following activities:

Q04BH	Primary School - Bonfire/Firework Safety
Q04BHV	Primary Sch - Bonfire/Firework (Virtual)
Q04BJ	Primary Sch – Arson Reduction Education
Q04BJV	Primary Sch – Arson Reduction (Virtual)
Q04DH	Secondary School-Bonfire/Firework Safety
Q04DHV	Secondary Sch-Bonfire/Firework (Virtual)
Q04DJ	Secondary Sch– Arson Reduction Education
Q04DJV	Secondary Sch– Arson Reduction (Virtual)
Q05AC	Attending MAPs
Q05AD	Environmental Visual Audits
Q05AE	Fly tipping referrals
Q05AF	Blue routes
Q05AG	Dark Nights Initiative
Q05AH	Op Mathis
Q05AI	Empty Building Risk Assessments
Q05AJ	Intelligence Reporting
Q05AK	Seasonal Campaigns (Arson)
Q05BB	Abandoned vehicle referrals (Op Valdis)
Q05CG	Other Arson Reduction Visit / Talk



2023/24 Target Setting Methodology

Deliberate Fire Reduction Activities

- 2023/24 target of 7376 which was increased in line with the 20.14% increase in deliberate fires we had experienced during 2022/23.
- The target is divided across the stations inline with the percentage of deliberate fires they experience.
- Profiled each month to account for the number of deliberate fires we see each month.

Station	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Consett (01)	73	58	49	71	78	35	29	26	15	18	33	24	508
High Handenhold (02)	116	92	78	113	124	56	46	41	24	29	52	38	808
Seaham (03)	80	63	53	77	85	38	32	28	16	20	35	26	553
Peterlee (04)	247	195	166	240	263	118	98	88	51	62	110	82	1720
Wheatley Hill (05)	38	30	26	37	41	18	15	14	8	10	17	13	266
Durham (06)	107	84	72	104	114	51	43	38	22	27	48	35	743
Stanhope (07)	3	2	2	3	3	1	1	1	1	1	1	1	19
Crook (08)	35	28	24	34	38	17	14	13	7	9	16	12	245
Spennymoor (09)	81	64	54	78	86	39	32	29	16	20	36	27	561
Sedgefield (10)	9	7	6	8	9	4	3	3	2	2	4	3	61
Newton Aycliffe (11)	47	37	32	46	50	22	19	17	10	12	21	16	327
Bishop Auckland (12)	90	71	60	87	96	43	36	32	18	23	40	30	625
Middleton-in-Teesdale (13)	0	0	1	1	0	0	0	0	0	0	0	0	2
Barnard Castle (14)	6	5	4	6	6	3	2	2	1	2	3	2	42
Darlington (15)	129	102	86	125	137	62	51	46	26	32	57	42	895



Any questions



County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Performance Committee

30 June 2023

Letters of Appreciation

Report of the Director of Community Risk Management

Purpose of Report

1. The purpose of this report is to provide details of Letters of Appreciation received by the Service for the period 1 January 2023 to 31 March 2023.

Letters of Appreciation Received

2. 8 letters were received in the reporting period.
3. A summary of the Letters of Appreciation received for the period is attached to this report at Appendix A.

Recommendations

4. Members are requested to note the report.

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County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington FRS

Letters of Appreciation – January 2023 - end of March 2023

No	Date	Watch/Personnel involved	Brief Details	Section
1	6/1/2023	Fire & Rescue Service	<p>The Service has received a message of thanks through our Facebook inbox, please see below:</p> <p>09/12/2022 - Just want to say a huge thank you to the member of the Fire & Rescue Service, J**, who stopped to help me when I had a flat tyre this morning on the A688 just before Metal Bridge. Very much appreciated.</p>	Fire & Rescue Service
2	1/2/2023	Karl Blackburn	An email was received from Cllr. Gerald Lee asking for his thanks to be passed onto a Watch Manager for all the help he gave him delivering 600 silent santa gifts to schools in Darlington.	Fire & Rescue Service
3	1/2/2023	Darlington Crews	An email was received from Cllr. Gerald Lee thanking crews at Darlington for the below: The elderly man is 89 years of age. I arranged for two Heating	Darlington Station

			<p>engineers to meet me at his house to see to his central heating system. Since then I have visited him along with our Social Services Officers. The householder is a proud and straight taking Liverpoolian who had a very important job before retiring. Sadly after his wife died he has let things go leaving his house in a bit of a mess which I think is one reason why he does not like anyone to visit him.</p> <p>So after offering to tidy up for him which he declined I thought that a safety visit from our Darlington FRS might help which proved to be the case as they fitted smoke alarms which activated and probably saved the householder's life.</p>	
4	3/2/2023	Darlington Crews	<p>An email was received from Cllr Mike Renton, Cabinet Member for Stronger Communities, Heritage Ambassador, Stephenson Ward in which he stated the following: "<i>I was at an RTC just off the A66 slip road between MSG and Sadberge yesterday, two appliances attended and everyone was absolutely brilliant! I didn't recognise anyone but I'm assuming they were from Darlington! So thank them for me.</i>"</p>	Darlington Fire Station

5	3/2/2023	Fire & Rescue Service	A thank you card was received from our Digital Comms Officer thanking everybody for the good wishes etc. that she received when she retired last month.	Fire & Rescue Service
6	17/2/2023	Spennymoor Crew	Spennymoor crews would like to thank the cleaners there who not only keep their station spick and span but make sure all occasions are marked on station as well.	Fire & Rescue Service
7	24/2/2023	Fire & Rescue Service	<p>An email was received stating the following: 'Crews have just come away from incident 51002459 this was a Cow that was in a ditch and in barbed wire but was in Calf. Police who were on scene there have called Control to ask if we could add something on to our log to say thank you to everyone involved with the rescue, and that it was a great outcome.</p> <p>D05P1, D04P2 and a Station Manager went on to the incident, and also animal rescue from Tyne and Wear.</p>	Fire & Rescue Service
8	10/3/2023	Fire & Rescue Service	<p>The service received the following thank you: <i>Many thanks for letting myself and M*** attend such a lovely service yesterday at Durham Cathedral. I used to attend many events over the latter years with my daughter who gained many achievements with the cadets. It was such a privilege for me</i></p>	Fire & Rescue Service

			<i>to represent CDDFRS once again with my niece. Best wishes to you all at CDDFRS.</i>	
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