



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 Thursday 7 December 2023 at 10.00 am to consider the following business:-

PART A

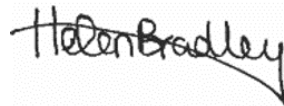
1. Apologies for absence
2. Minutes of the previous meeting (Pages 3 - 4)
3. National Performance - Presentation of Information Services Manager (Pages 5 - 28)
4. Performance Report Quarter 2 2023/2024 - Report of Director of Community Risk Management (Pages 29 - 38)
5. His Majesty's Inspectorate of Constabulary and Fire and Rescue Services Action Plan Update - Report of Director of Community Risk Management (Pages 39 - 42)
6. Letters of Appreciation - Report of Director of Community Risk Management (Pages 43 - 48)
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. Formal Complaints - Report of Director of Community Risk Management (Pages 49 - 50)
10. 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



Helen Bradley
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 **Tuesday 12th September 2023 at 14:30 hours.**

Present: Cllr J Blakey in the Chair

Durham County Council: Cllr R Manchester and S Quinn

Darlington Borough Council: -

Officers: Director of Community Risk Management K Carruthers

Part A

1. Apologies

Apologies received from Cllr G Lee and Cllr C Marshall.

It was noted that the meeting would not be quorate but as there were no decisions to be made it would go ahead.

2. Minutes of the previous meeting

The minutes of the previous meeting that was held on 30 June 2023 were agreed as a true record and the action was noted as complete.

3. Performance Report Quarter 1 2023/2024

K Carruthers introduced the report which provided Members with a summary of the organisational performance at the end of the first quarter of the 2023/24 financial year. The indicators were discussed in turn.

Cllr S Quinn asked if there were any other contributing factors such as substance misuse in the number of accidental dwelling fires. K Carruthers explained that although the use of drugs and alcohol is sometimes evident at incidents, the predominant overarching factors are kitchen fires and lone occupancy.

The Committee **noted** the report.

4. Letters of Appreciation

The Committee considered letters of appreciation received by the Service for the period 1 April 2023 to 30 June 2023. In total 14 letters had been received for the reporting period.

The Committee **noted** the report.

5. Any other Business

Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.

6. Exclusion to the Public

That under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 2 and 4 of Part 1 of Schedule 12A to the said Act.

7. Formal Complaints

Two formal complaints had been received by the Service for the period 1 April 2023 to 30 June 2023. No complaints had been forwarded to the Local Government Ombudsman.

The Committee **noted** the report.



National performance

Jon Bell

Information Services Manager

Overview

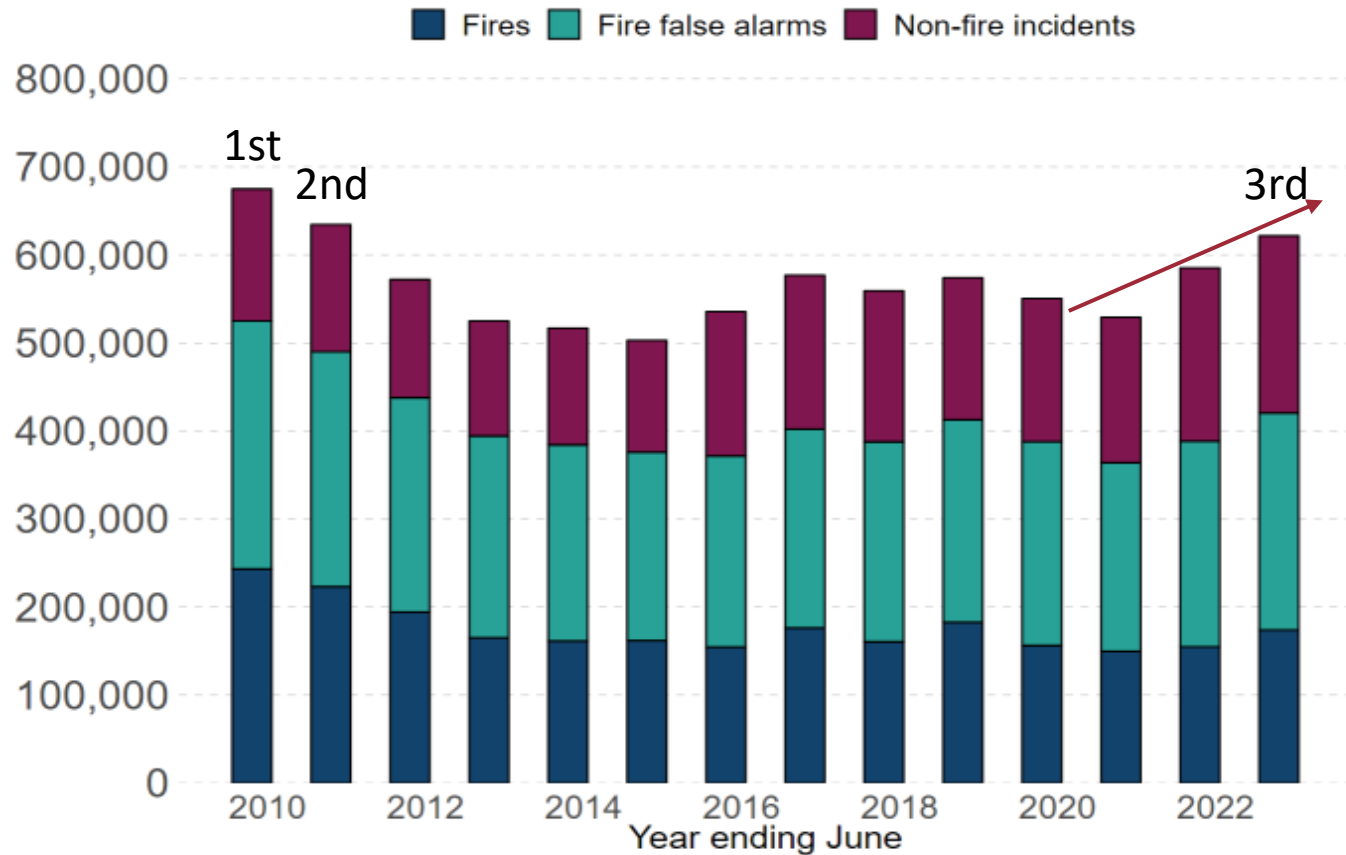
- New updates published by the Home Office
- Fire and rescue incident statistics covers incidents for the year ending June 2023 and was published on 26th October 2023 – (15 tables have been updated)
- Detailed analysis of response times to fires attended by fire and rescue services was published on 23rd November 2023 – (3 tables have been updated)



Key points – incident statistics (Jul 22 to Jun 23)

- FRSs attended **621,552 incidents** in the year ending June 2023, a 6.2% increase compared with the previous year (**585,139**).
- Of these incidents, there were **173,872 fires**, which was a 12% increase compared with the previous year (**154,877**).
- These increases can be attributed to an **18% increase in secondary fires** and a **40% increase in outdoor primary fires** due to the hot, dry summer in 2022 which falls within the latest year.

National Performance insights

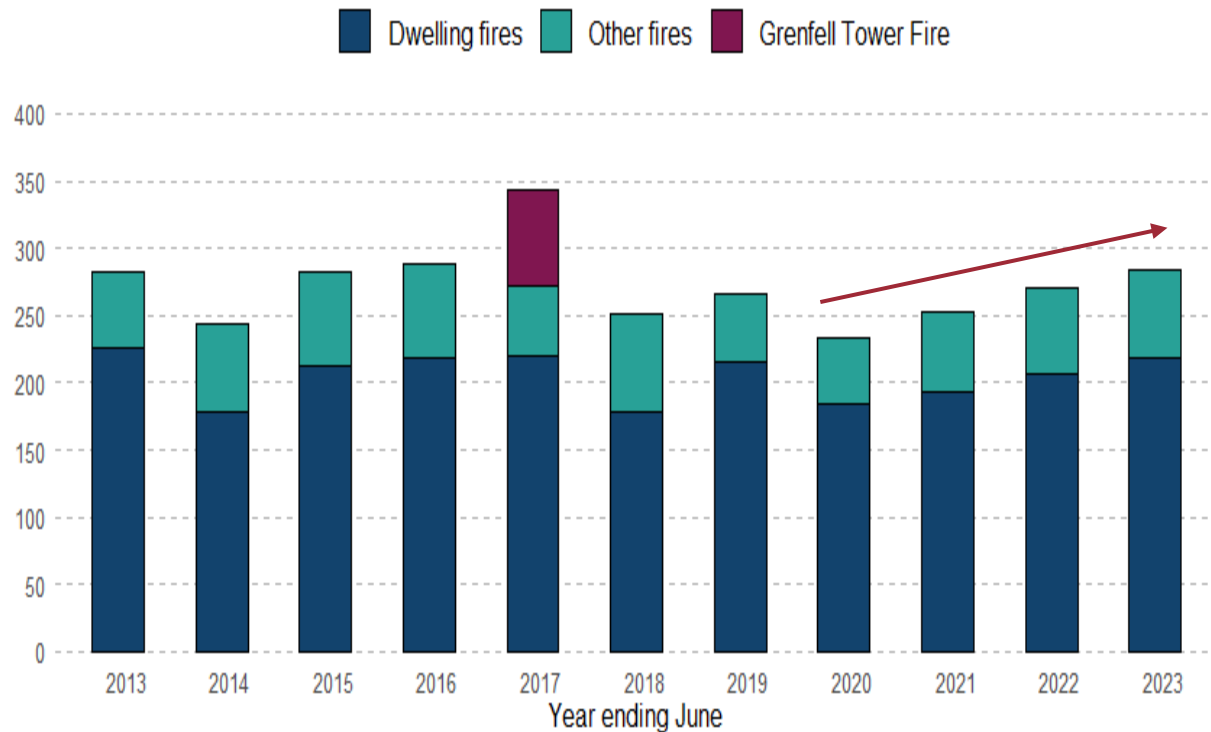


Total incidents nationally have risen over the last 3 consecutive years ending June

this is the 3rd highest year ending June since 2010



National Performance insights

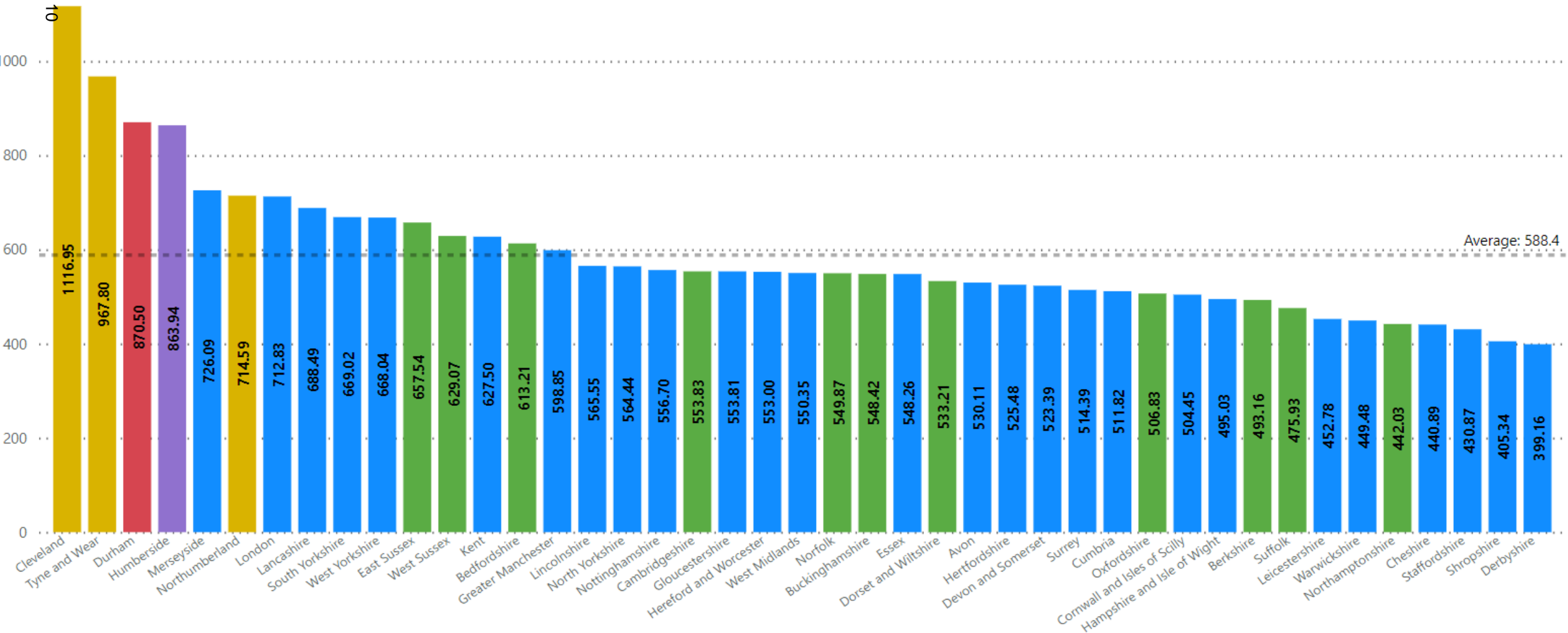


Fire related fatalities have risen over the last 4 consecutive years ending June

most of the fire related fatalities are in dwellings

CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0102 Page 10 Total incidents per 100,000 pop by Fire service name



Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS
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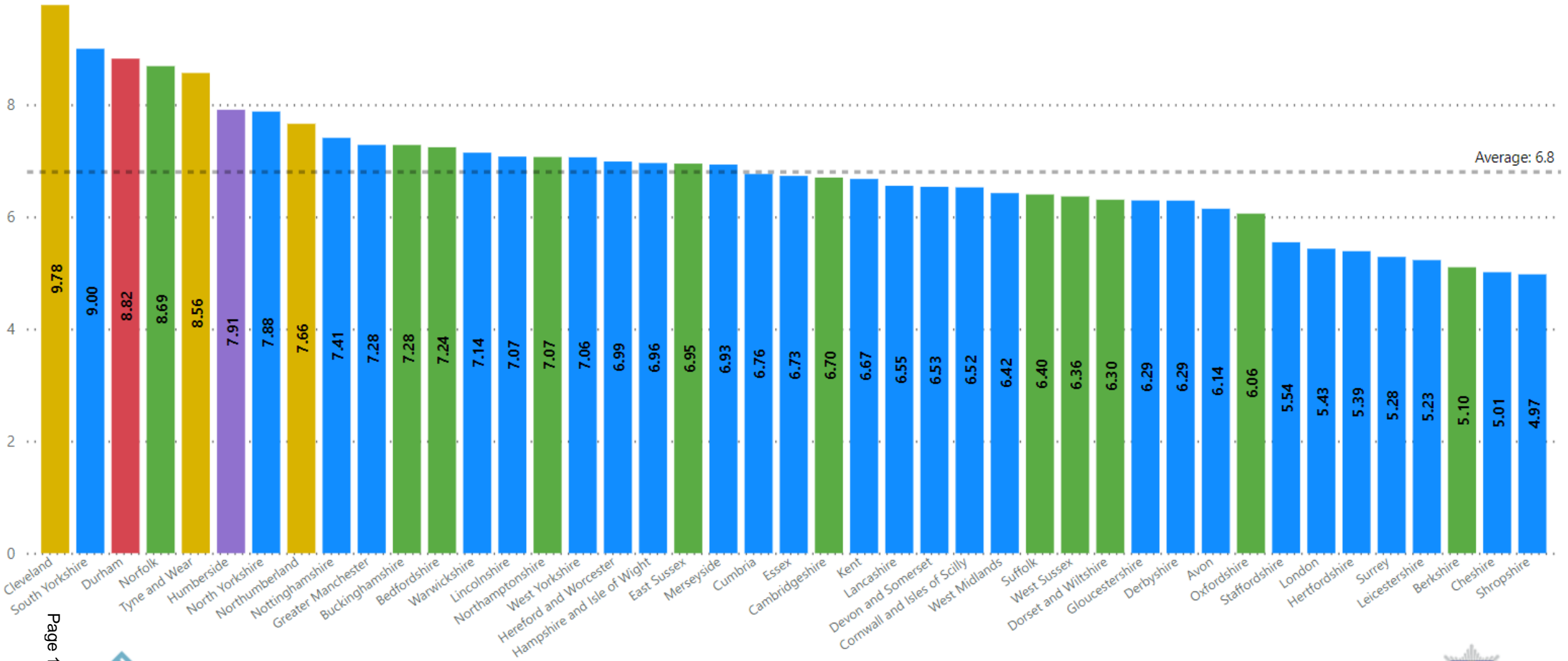
Previous Q1/Q2 (Apr 22 to Sep 22)
647 per 100,000

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0102 - primary fires per 10,000 pop by Fire service name



Previous Q1/Q2 (Apr 22 to Sep 22)
7.71 per 10,000

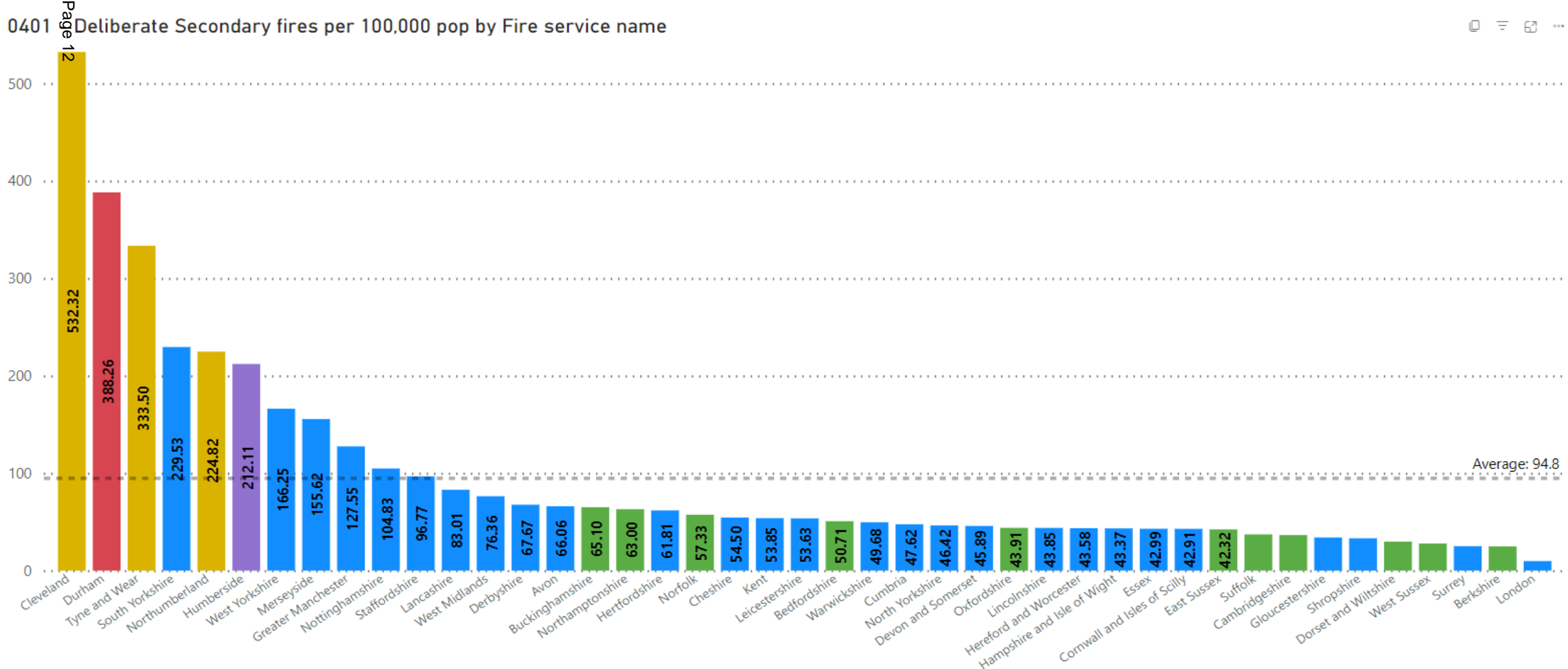
Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)



Previous Q1/Q2 (Apr 22 to Sep 22)
239.17 per 100,000

Fire and Rescue Service

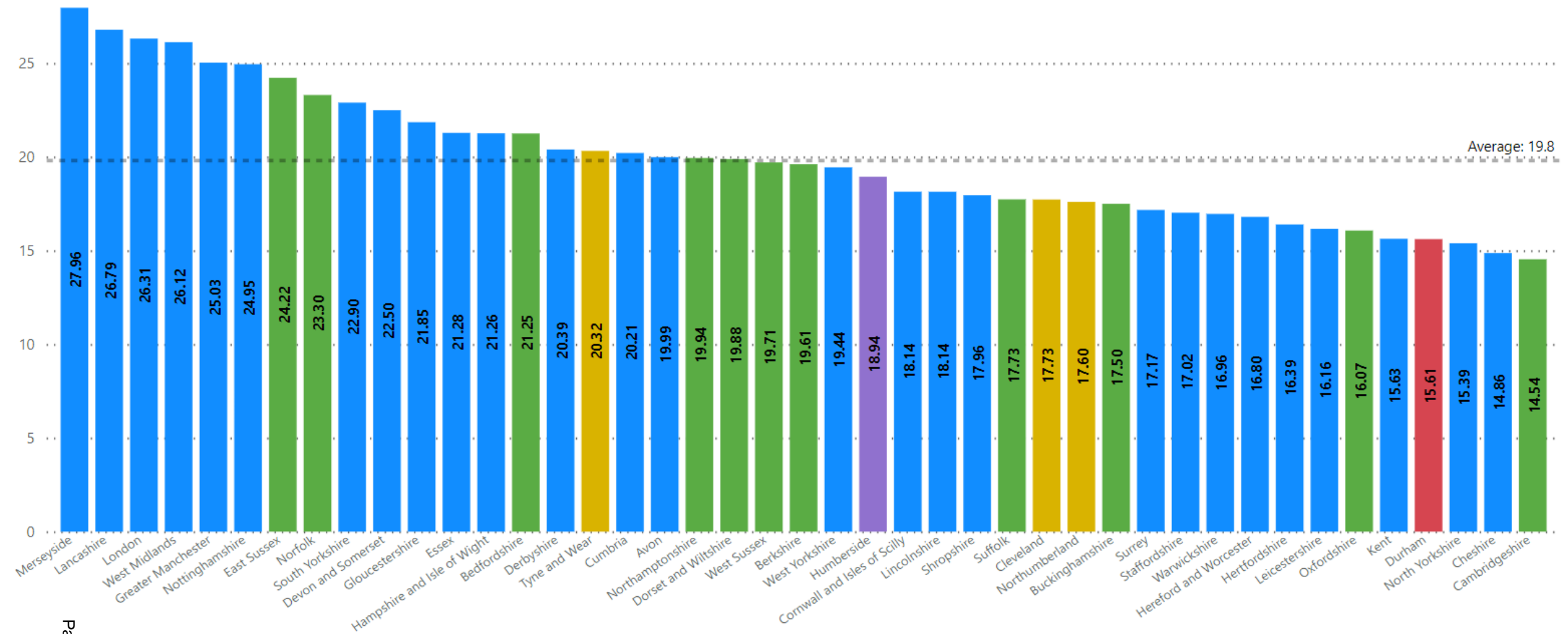
Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0202 - Accidental dwelling fires per 100,000 pop by Fire service name



Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS
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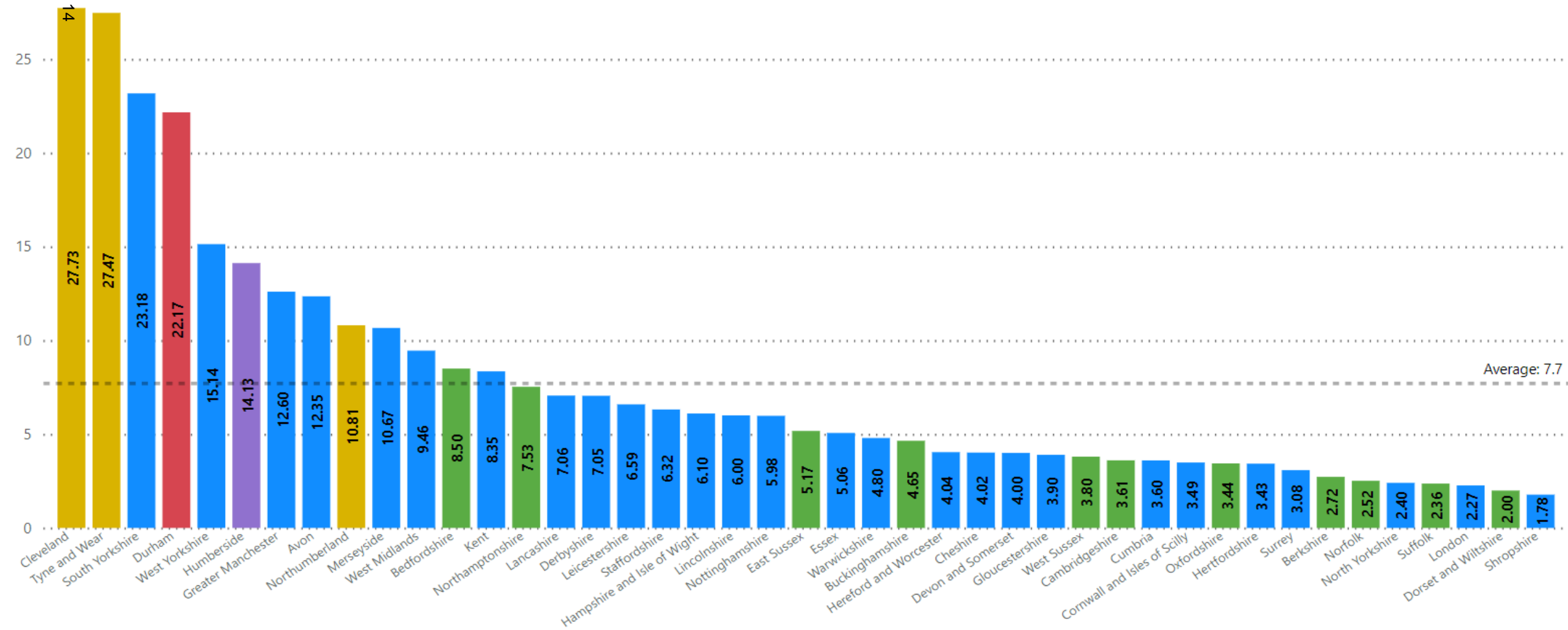


Previous Q1/Q2 (Apr 22 to Sep 22)
14.63 per 100,000



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0401 Page 14 Deliberate Road Vehicles fires per 100,000 pop by Fire service name



Average: 7.7

Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS



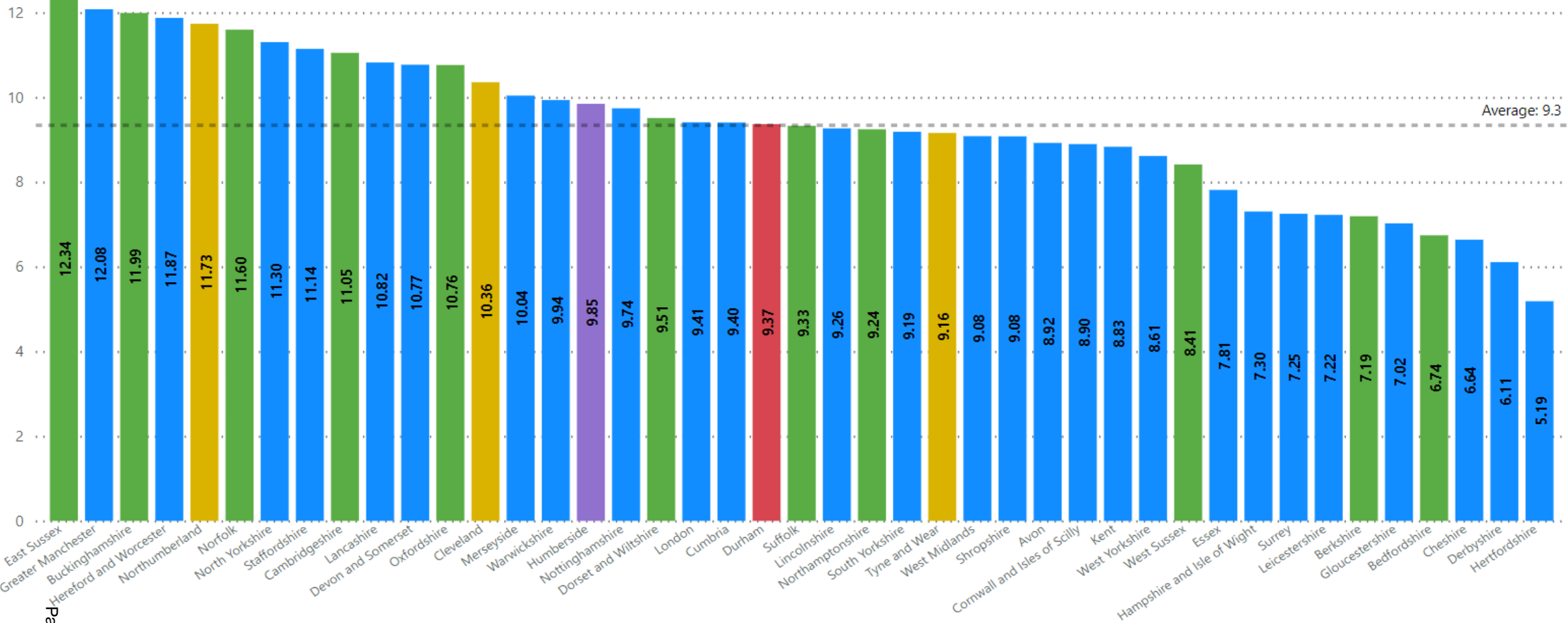
Previous Q1/Q2 (Apr 22 to Sep 22)
23.26 per 100,000

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0306 - non-domestic property fires per 100,000 pop by Fire service name



Average: 9.3



Previous Q1/Q2 (Apr 22 to Sep 22)
6.09 per 100,000

Fire and Rescue Service

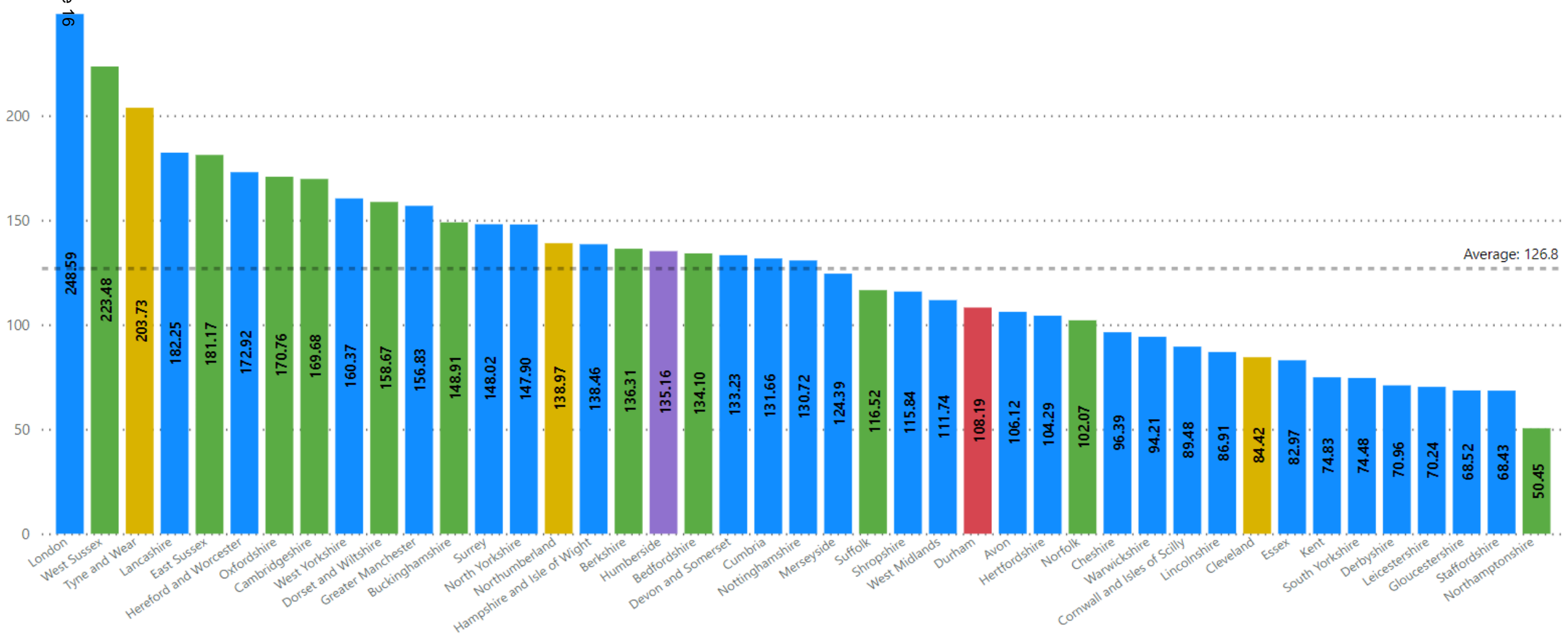
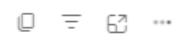
Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

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0102 False alarm - Due to apparatus per 100,000 pop by Fire service name



Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS
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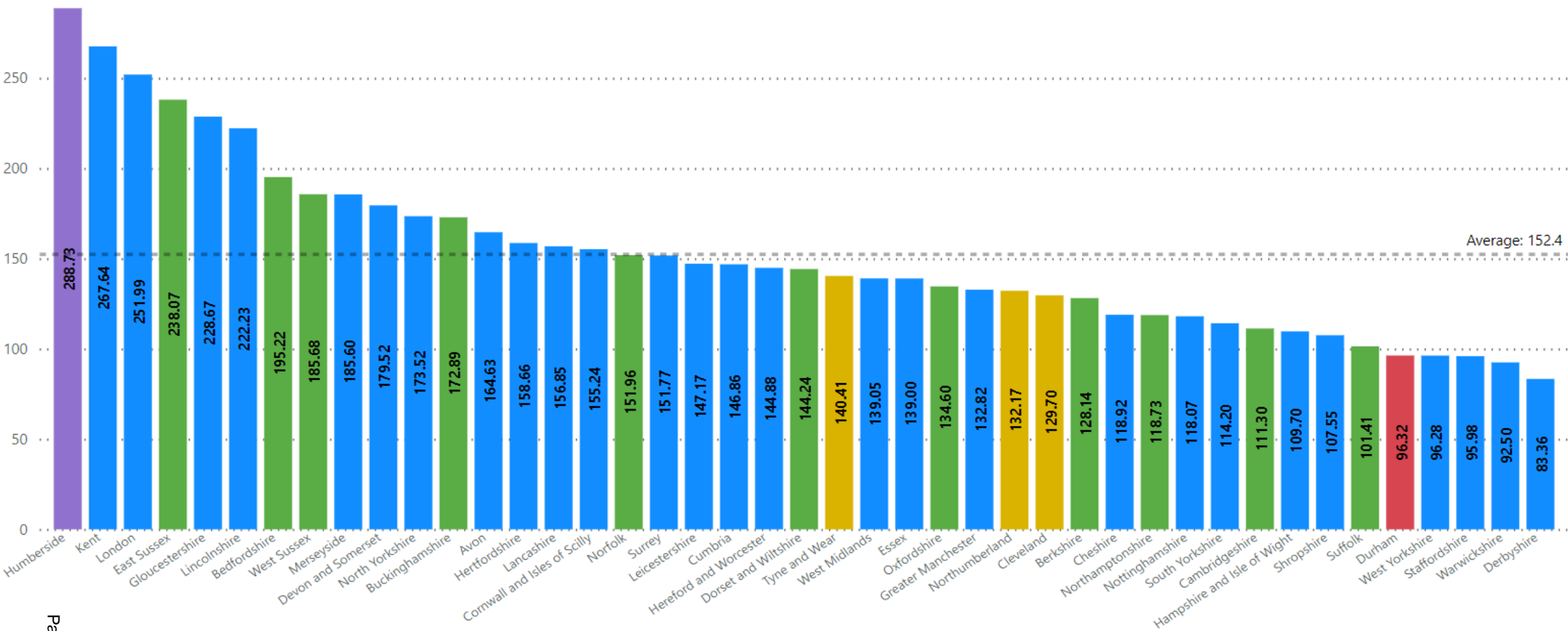
Previous Q1/Q2 (Apr 22 to Sep 22)
95.85 per 100,000

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0102 - Non-fire incidents (special service) per 100,000 pop by Fire service name



Average: 152.4



Previous Q1/Q2 (Apr 22 to Sep 22)
102.26 per 100,000

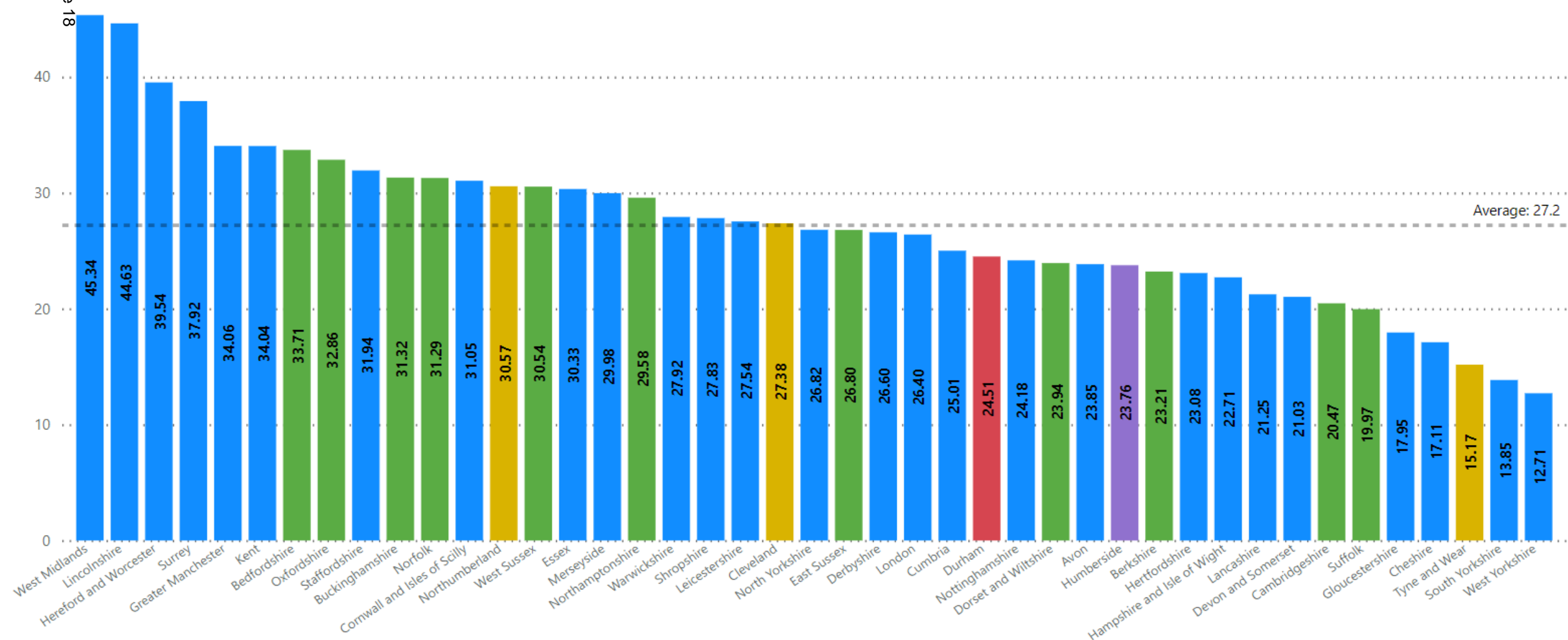
Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS



CDDFRS Comparison Q1 and Q2 (April 2022 to September 2022)

0901 Page 18 Road Traffic Collision (RTC) non-fire (special service) incidents per 100,000 pop by Fire service name



Fire and Rescue Service

Other FRS	Group 2	Neighbour	Statistical neighbour	Durham FRS
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Previous Q1/Q2 (Apr 22 to Sep 22)
22.01 per 100,000

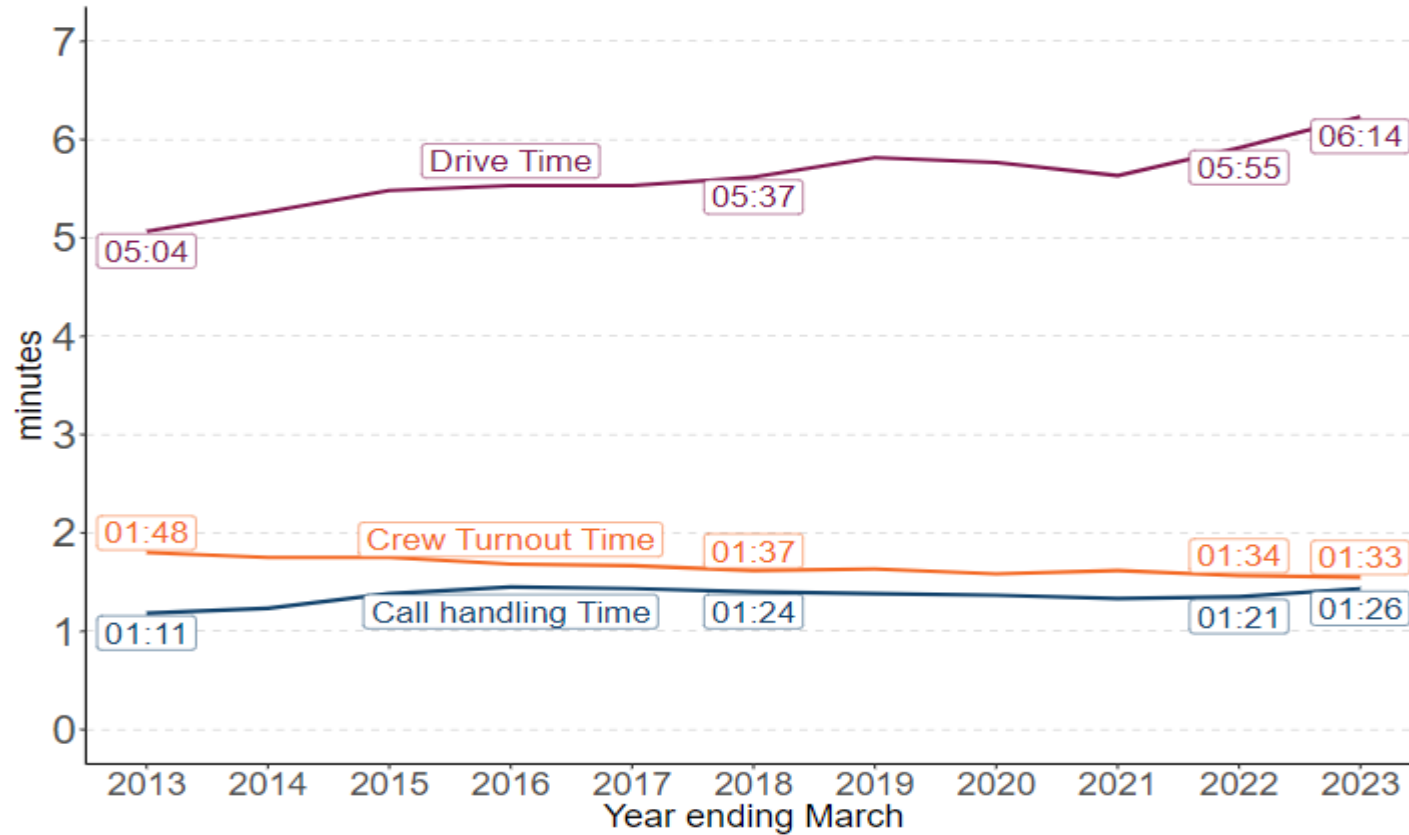
County Durham and Darlington
Fire and Rescue Service



Key points – response times (Apr 23 to Jun 23)

- The average response time to primary fires in the year ending March 2023 was 9 minutes and 13 seconds: an increase of **23 seconds** - the longest average response time seen since comparable statistics became available;
- The largest component was driving time, which showed an increase of **19 seconds** to 6 minutes and 14 seconds.

Key points – response times (Apr 23 to Jun 23)



Nationally drive time is increasing alongside call handling time.

Crews seem to be gradually getting quicker to turnout.

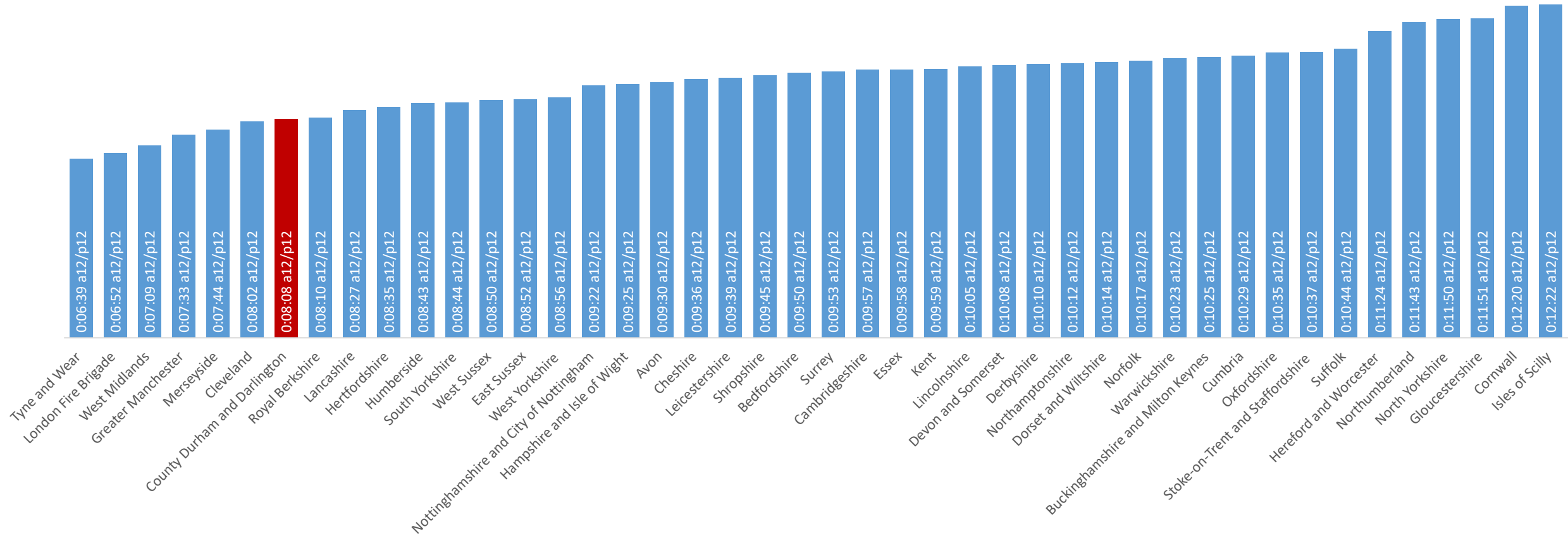


Key points – response times (Apr 23 to Jun 23)

- All types of primary fires showed an increase in average response times compared with last year, the largest increase was in primary outdoor fires (an increase of 1 minute 12 seconds);
- Average total response time to secondary fires in England saw an increase of 34 seconds, compared with the previous year, to 9 minutes and 47 seconds.

CDDFRS Comparison (Apr 2023 to Jun 2023)

Response Time to fires

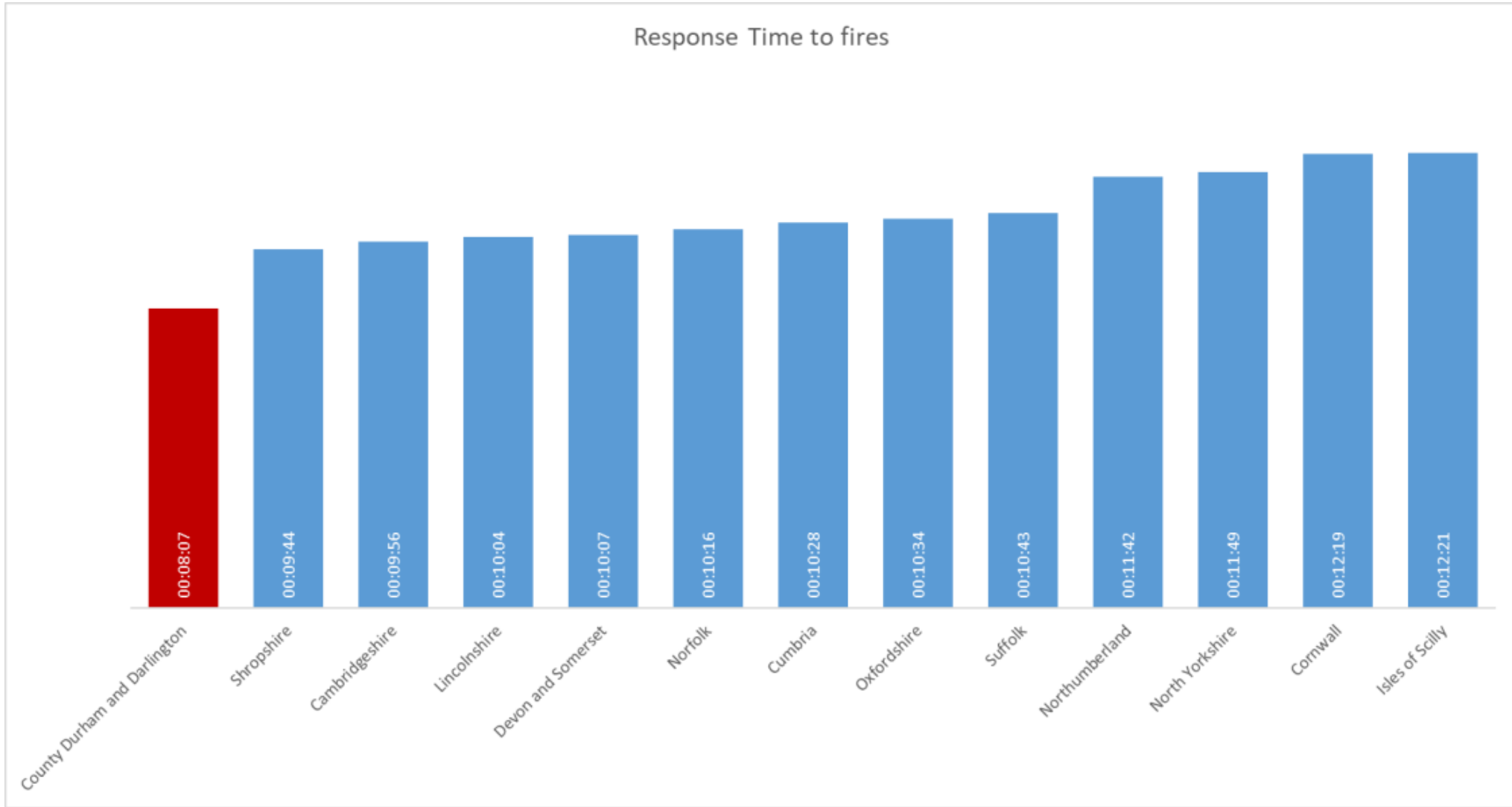


7th fastest FRS in England to fires

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison (Apr 2023 to Jun 2023)



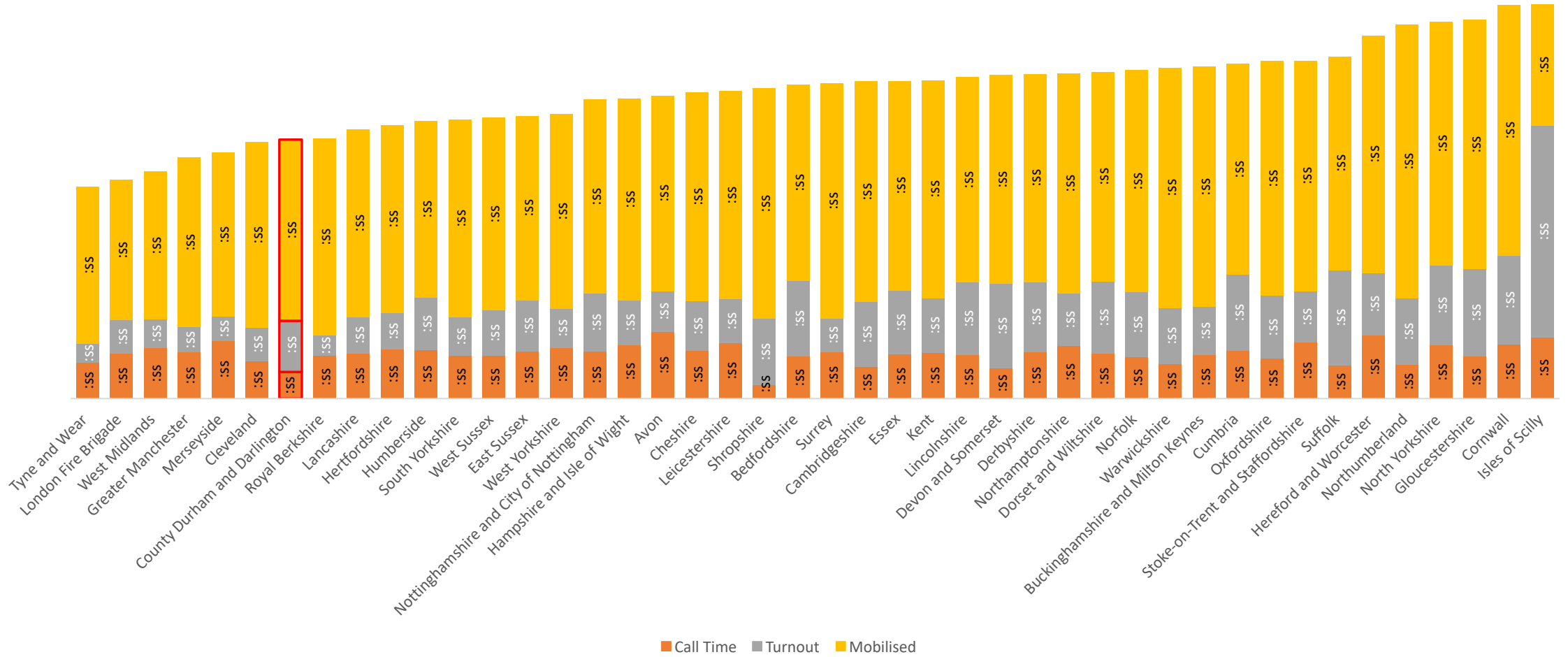
Fastest predominantly rural FRS in England to fires

County Durham and Darlington
Fire and Rescue Service



CDDFRS Comparison (Apr 2023 to Jun 2023)

Response Time to fires

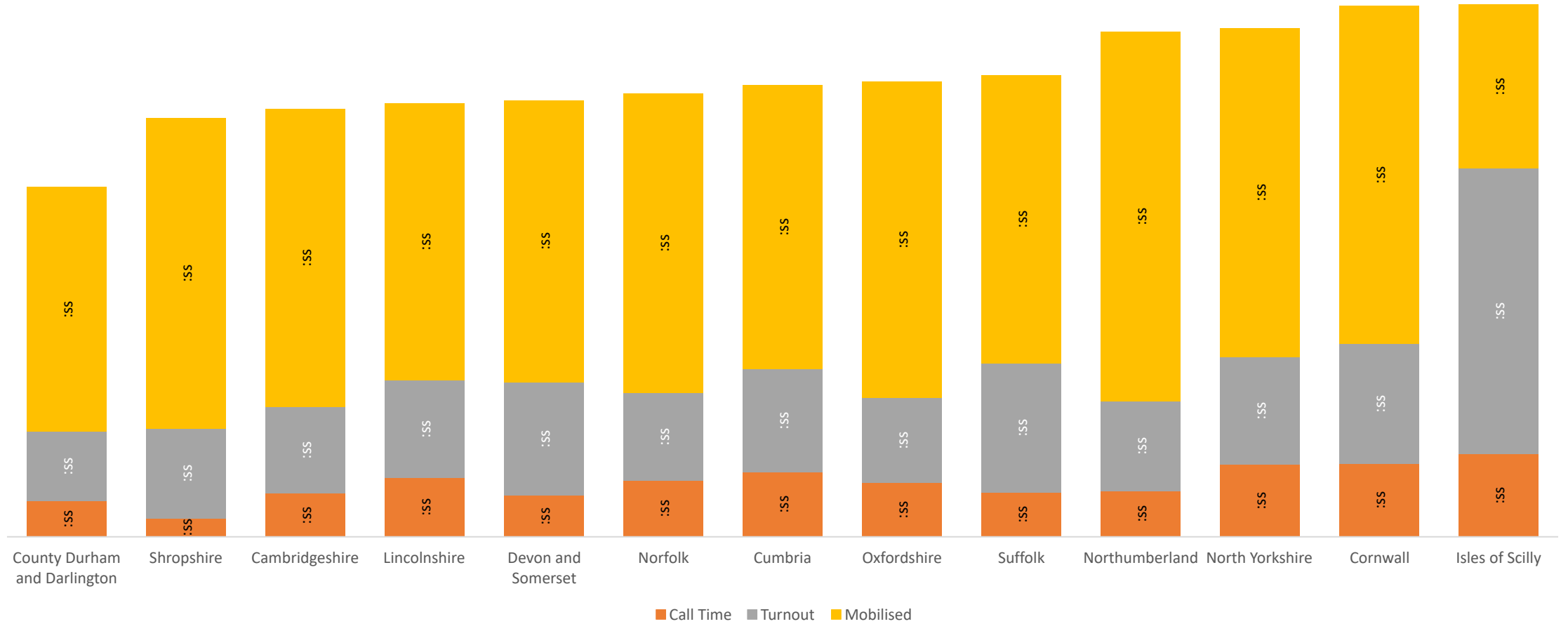


2nd fastest call time for fires in England, 19th fastest turnout time in England, 8th fastest drive time in England



CDDFRS Comparison (Apr 2023 to Jun 2023)

Response Time to fires



2nd fastest call time for fires in rural FRS, fastest turnout time in rural FRS, 2nd fastest drive time in rural FRS



One last thing

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More details can be found on the services national benchmarking channel in the information services data hub on teams.

[National Benchmarking comparison to other FRS](#)

[Response Times](#)



Any further questions



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Safest People, Safest Places

Performance Committee

7 December 2023

Performance Report – Quarter Two 2023/24

Report of Director of Community Risk Management

Purpose of report

1. This report presents a summary of organisational performance at the end of the second quarter of the 2023/24 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 two for 2023/24 shows 58% of the strategic PIs met or exceeded their target level, while 70% 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.

Prevention

Performance Indicator	Objective	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
PI 01 – Deaths Arising from Accidental Fires in Dwellings	Down	2	0	-100%	0	-100%
PI 03 – Number of Accidental Dwelling Fires	Down	107	98	-9.2%	101	-5.9%
PI 04 – Injuries Arising from Accidental Dwelling Fires	Down	5	7	28.6%	4	-25.0%
PI 05 – Total Secondary Fires	Down	1413	1616	12.6%	2760	48.8%
PI 07 – Number of Home Fire Safety Visits	Up	9652	9000	7.2%	9417	2.5%
PI 42 – Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	98%	80%	22.5%	83.2%	17.8%

PI01 – There were two fire deaths in quarter one at a house fire in Darlington. There have been no deaths arising from accidental fires in quarter two.

PI03 – There have been 107 accidental dwelling fires (ADFs) compared to a target of 98 and a previous year's performance of 101. Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as half of all incidents are recorded as starting in this room. Lone occupiers and lone parent account for 52% 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 – Positively there was only one injury in quarter two bringing the total injuries to five compared to the target of seven. Last year at the same time there had only been four injuries in ADFs. The one injury in quarter two occurred in July when a male suffered slight burns whilst removing a chip pan from the kitchen to outside.

PI05 – There have been 1,413 incidents which is 12.6% better than the target and improved performance by 48.8% compared to the previous year. Rubbish/ refuse is still the top fuel source, with 90% of all secondary fires deliberately set. The Community Safety and Arson Reduction Team have conducted several in person interventions with a young person who is an active arsonist in the

Bowburn area and attended Partner meetings with CAHMS and the Police to address specific young people referred to the Service due to their involvement in setting deliberate fires.

Durham and Darlington are part of the Government Anti-Social Behaviour Trailblazer and funding has been received to increase high visibility patrols in hotspot areas. The Service is using this funding for the Targeted Response Vehicle (TRV) to patrol hotspot areas for deliberate secondary fires. Tri-Service Community Safety Responders are expected to be recruited in quarter three through this funding and they will receive training from the Police, Local Authorities and the Service so they are able to use the full range of powers and engagement of all three organisations.

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

PI07 – At the end of quarter two 9,652 HFSVs have been delivered which is above the target and above the previous year’s performance. 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 – This indicator is currently performing at 98% which is well above the Community Risk Management Plan target of 80% and above the previous year’s performance. 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	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
PI 10a – Primary Fires in Non-Domestic Premises	Down	58	48	-20.8%	63	7.9%
PI 14 – False Alarms Caused by Automatic Fire Detection Equipment	Down	417	371	-12.4%	449	7.1%
PI 17 – Number of Fire Safety Audits	Up	1019	1014	0.5%	942	8.2%

PI10a – Quarter two has seen a spike of incidents resulting in a total of 58 incidents compared to a target of 48, although performance is 7.9% improved compared to the same period in the previous year. This spike has been caused by fires in prisons and the Service continues to work with these establishments with the aim to reduce fires in these premises.

The Business Fire Safety Team conduct post fire reviews of incidents in premises enforced under the Fire Safety Order by the Service and combined with our high levels of fire safety audits aims to improve the performance of this indicator.

PI14 – Performance of this indicator has improved during quarter two, with performance 12.4% over target compared to over target by 17.8% in quarter one. It is showing a 7.1% improvement compared to the previous year’s performance. There has been 417 incidents in total with the three main premises types are education (20.9%), retail (13.2%) and industrial manufacturing (12.5%).

Of all the incidents 28.8% were caused by human intervention and 27.3% were caused by system faults.

The new approach to mobilisations from automatic fire alarms commenced on 2 October 2023 and is having a positive effect on mobilisations to false alarms at non-residential premises, which should be evident when quarter three performance is reported.

PI17 – Performance of this indicator is on track with 1,019 completed audits against a target of 1,014. This is an improvement of 8.2% on the previous year’s performance. This improved performance is supported by increased capacity in the central team following completion of qualifications, alongside continued high performance by the Emergency Response crews. Positively 35% of audits have been unsatisfactory showing that the Service is targeting the correct premises.

Response

Performance Indicator	Objective	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	8890	N/A	N/A	12081	26.4%
Total Incidents	N/A	3988	N/A	N/A	5567	28.4%
Total Road Traffic Collisions	N/A	172	N/A	N/A	155	-11.0%
PI 02 – Total Primary Fires	Down	543	503	-8.0%	569	4.6%
PI 06a – Dwelling Fires Attended within 8 Minutes	Up	64.7%	70%	-7.6%	71.3%	-9.3%
PI 06b – Non Domestic Fires Attended within 9 Minutes	Up	72.1%	70%	3.0%	67.5%	6.8%
PI 06c – Road Traffic Collisions Attended within 10 Minutes	Up	72.9%	70%	4.1%	65.3%	11.6%

See Appendix A, chart 5 for total incidents.

PI02 – There has been 543 primary fires in total which is 8% over the target of 503, although a 4.6% improvement compared to the previous year’s performance. 49% of primary fires are vehicle fires with the majority being set deliberately. Peterlee station area is still the highest across the Service area for vehicle fires. This type of incident is difficult to prevent, though the Community Safety and Arson Reduction Team continue to work with Police colleagues to target offenders.

52% of all primary fires are set deliberately and the Service continue to work with Firestoppers to raise awareness and try and gather intelligence on the perpetrators. As many of these incidents are linked to crime, work continues through the multi-agency Arson Suppression Group to identify ways to reduce deliberate fire incidents.

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 64.7%, which has decreased slightly from 65.5% in quarter one. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Analysis shows that extended travel distances are the main reasons for failing response times.

PI06b – Response time performance when attending non-domestic fires in 9 minutes on 70% of occasions is 72.1%. This is a positive increase from the 64.1% that was reported in quarter one. The Divisional teams will continue to scrutinise all incident that fail the response time by to identify further opportunities to improve performance.

PI06c – Response time performance when attending road traffic collisions attended within 10 minutes on 70% of occasions continues to perform strongly achieving its target with the standard met on 72.9% of occasions. This is improved performance compared quarter one and to the same quarter in the previous year.

Workforce

Performance Indicator	Objective	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
PI 40 – All Staff Sickness	Down	4.58	3.5	-30.9%	4.74	3.4%
PI 69 – Number of Accidents to Personnel	Down	2	6	66.7%	3	33.3%

PI40 – This indicator continues to perform over target, although it has improved compared to the same period in the previous year.

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 – This indicator continues its strong performance with only one accident in this quarter two, resulting in a total of two accidents compared to its target of six. The accident which occurred in quarter two was a minor finger injury whilst restowing the lecture room seating at the Training Centre.

Recommendations

9. 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

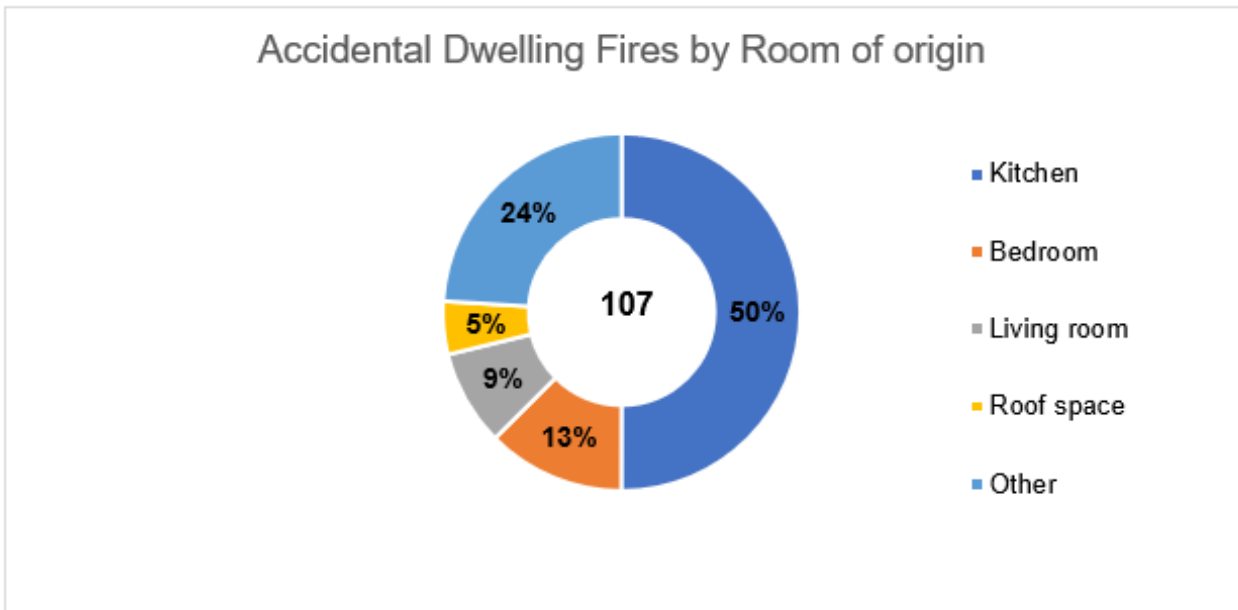


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

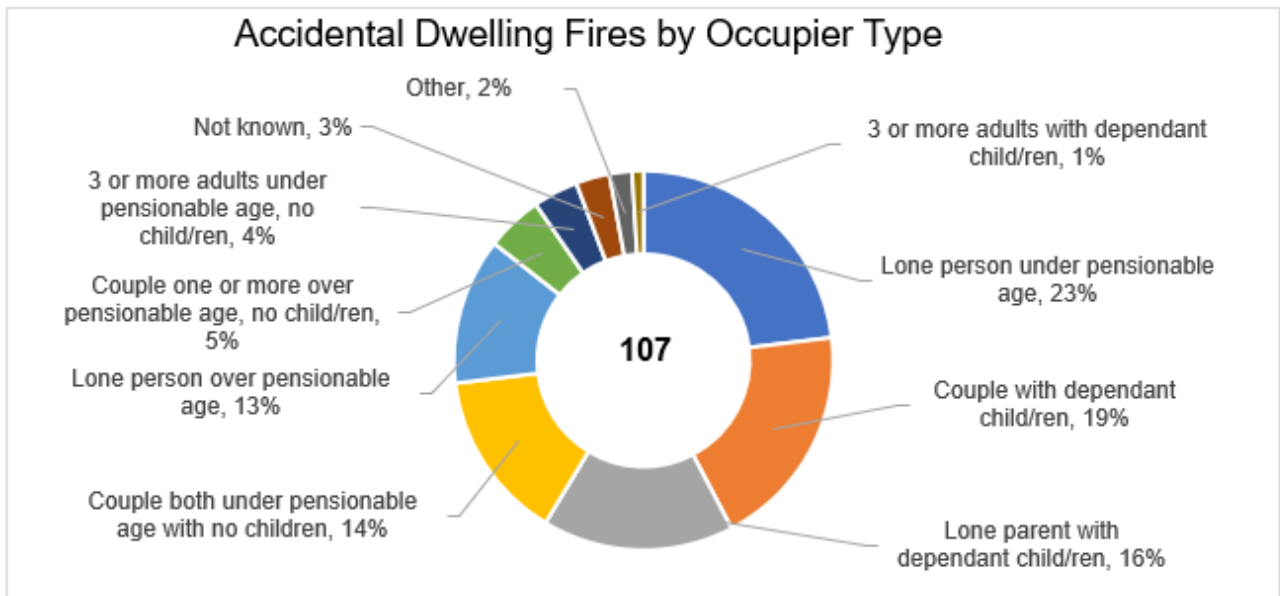


Chart 3 – Secondary Fires by Motive

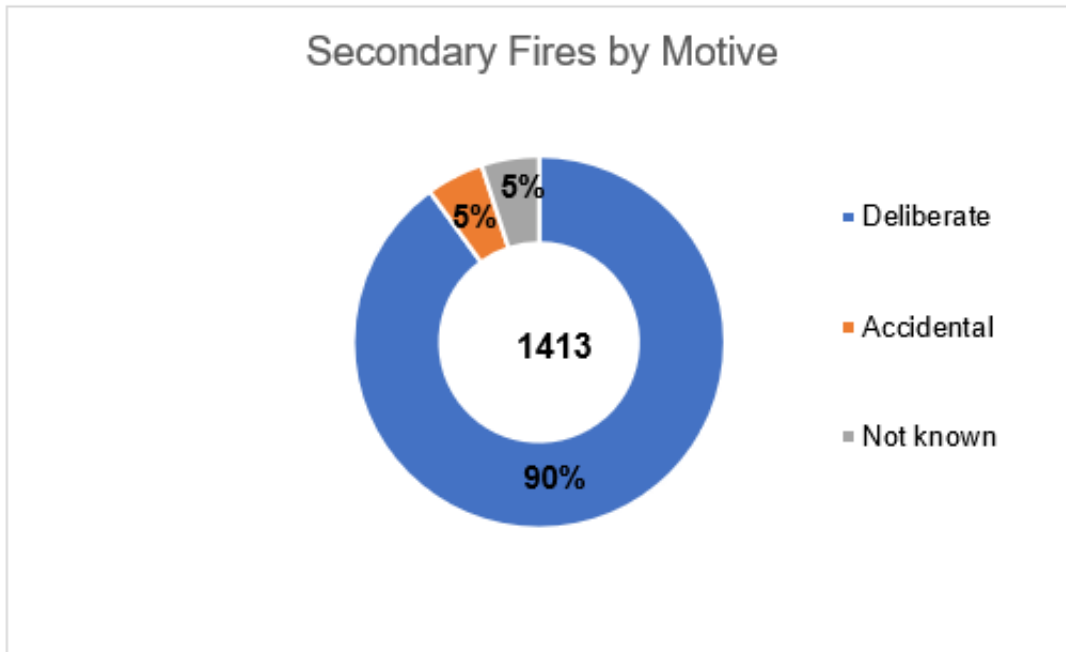


Chart 4 – Secondary Fires by Property Type

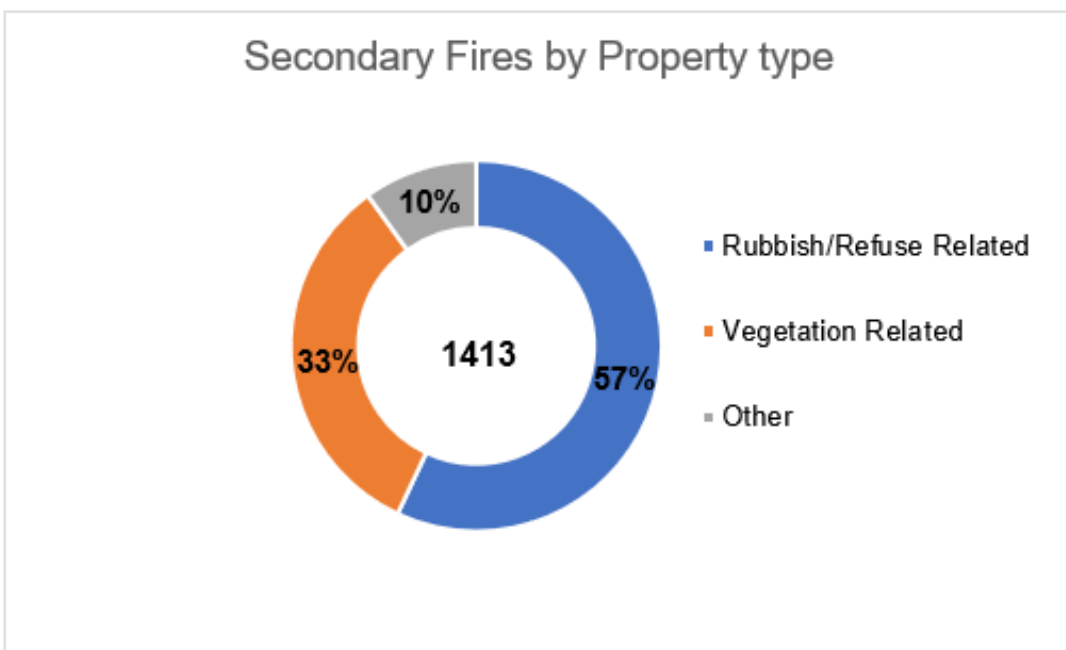


Chart 5 - Total Incidents

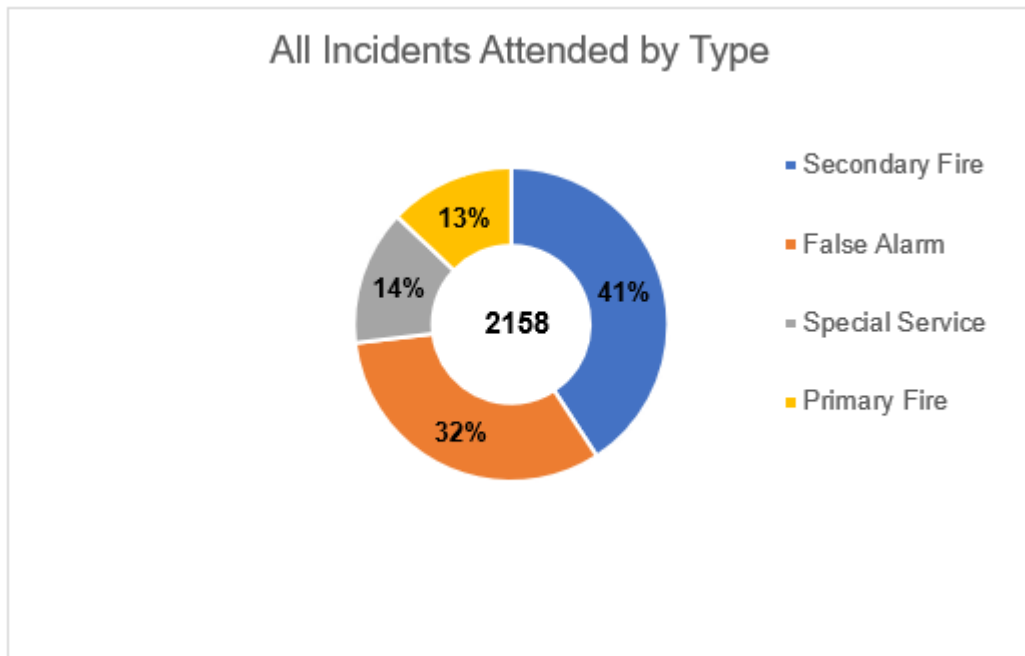


Chart 6 - Primary Fires by Motive

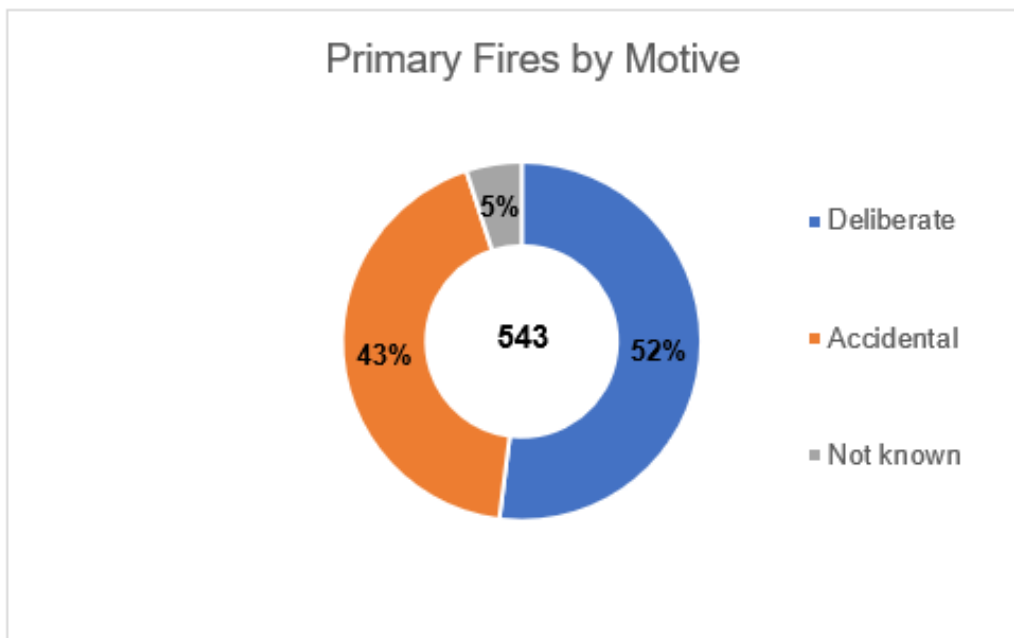
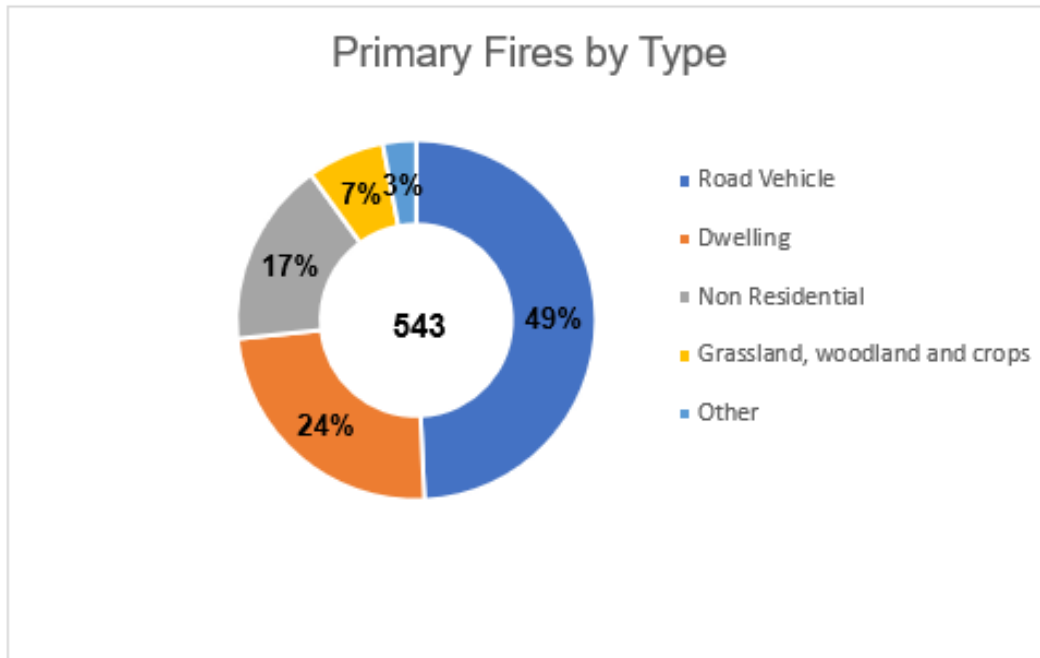


Chart 7 – Primary Fires by Type



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County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Performance Committee

7 December 2023

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services Action Plan Update

Report of the Director Community Risk Management

Purpose of Report

1. The purpose of this report is to provide members with an update on the current position of the Action Plan resulting from County Durham and Darlington Fire and Rescue Service (CDDFRS) inspection by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

Background

2. The HMICFRS round two inspection of CDDFRS was completed on 8 June 2022 with the final report published on 19 January 2023.
3. The inspection assessed how effectively and efficiently CDDFRS prevents, protects the public against and responds to fires and other emergencies. It also assessed how well it looks after the people who work for the Service.
4. An action plan to address all improvement areas identified in the report was developed. The action plan highlights all the areas formally highlighted in the report as needing improvement and also any text in the report which identifies where the Service is not as good as it could be.
5. In total there were 19 actions across the three pillars of Effectiveness, Efficiency and People.

Progress against the Action Plan

6. Progress against the plan is reported monthly to the Performance Board and to the Service Leadership Team.
7. Appendix 1 is the full action plan with updates recorded against all actions. To date 11 actions have been completed, with 8 ongoing.

Recommendations

8. Members are requested to:
 - a. **note** the contents of this report;
 - b. **receive** further reports as appropriate.

Act ion No.	HMI No.	AFI	Issue to be addressed	Action	SLT Lead	Lead Officer	Target date	Complete	Update comments
1	1.1	Yes	The service should ensure its firefighters have good access to relevant site-specific risk information.	Implement a quality assurance process for site-specific risk information to ensure the accuracy of the information.	DER	GM ER R&I	Dec-23	Yes	Following the inspection report, an assurance check was made of the Service's current risk information. The quality assurance process has been reviewed to ensure it is more robust to maintain this high level of assurance.
2	1.1	No	Risk information is shared across departments, but this should be more structured and staff should be aware of this structured process. Similar commentary in section 1.2 related to Prevention risk information.	Ensure the Service has a structured approach to sharing risk information between Prevention, Protection and Response that is understood by staff in these departments.	DER	GM ER R&I	Mar-24	Ongoing	Temporary processes have been put in place to improve information sharing between Prevention, Protection and Response whilst permanent solutions are developed. A system for sharing information between Prevention and Response has been developed and work is ongoing with the software supplier to programme this in to our current processes. A process between Protection and Response has been more complicated and work is ongoing to develop this. Target date changed from Sep 2023 to Mar 2024.
3	1.1	No	It wasn't clear how the service ensures the information [urgent risk information] is read and understood by staff on annual leave or returning from absence. The service should consider improving the way it records this.	Implement a process for the signing off of urgent risk information to give assurance to the Service that all staff have read and understood this information	DCRM	SM Assurance	Sep-23	Yes	A new process utilising Fire Watch has been ben trialled and it meets the Service's needs. Monthly monitoring of staff who have not signed off risk critical information is reported to managers and the Operational Assurance Group.
4	1.2	Yes	The service should implement a formal process that routinely checks the quality of home fire safety visits so that it can assure itself staff complete them to a consistent standard.	Implement a formal process to check the quality of home fire safety visits completed by all staff to assure the service that they are completed to a consistent standard.	DCRM	GM CRM	Jun-23	Yes	A formal process has been implemented to check the quality of home fire safety visits completed by all staff. The Community Safety Officers (CSOs) assure the operational crews with the Community Safety Team Leader assuring the CSOs.
5	1.2	No	We also found that the specialist prevention staff receive regular continuous professional development, but this isn't recorded.	Ensure continuous professional development for the Community Safety and Arson Reduction Team is recorded.	DCRM	GM CRM	Apr-23	Yes	Continuous professional development of the Community Safety and Arson Reduction Team is now recorded in Fire Watch.
6	1.2	No	Some staff we spoke to hadn't been provided with the appropriate training in how to carry out school visits.	Ensure staff who are required to carry out school visits receive training to support this delivery.	DCRM	GM CRM	Oct-23	Yes	All campaigns are now supported by Teams meetings for watches with the Young Person Education Coordinator. Additionally one of these sessions is recorded and placed on the Campaigns SharePoint page so individuals or watches can refresh themselves in their own time.
7	1.3	Yes	The service should regularly monitor and check compliance of prohibition notices that have been served.	Design a process to ensure all premises with prohibition notices are regularly monitored and checked to ensure compliance.	DCRM	GM CRM	Apr-23	Yes	All current prohibited premises that had not been visited in the last 12 months have now received a re-visit. A new risk based approach has been developed to monitor compliance of all premises with prohibition notices in the future.
8	1.3	Yes	The service should ensure that protection staff have and maintain the capacity and skill to use the full range of available enforcement powers, including the ability to prosecute where necessary.	Provide assurance to SLT that protection staff have the capacity and skills to use the full range of enforcement powers including the ability to prosecute.	DCRM	GM CRM	Sep-23	Yes	The current prosecution is progressing with the defendant pleading guilty. All the central Business Fire Safety Team have conducted Legal Training with our legal advisor, resulting in increased warranted officers to ensure the capacity and skills to use the full range of enforcement powers including the ability to prosecute.
9	1.3	No	The service should assure itself that this current approach [RBIP] is working, and that specialist fire safety staff are focusing on its highest-risk premises.	Review the RBIP to ensure the central fire safety team are focusing on the highest risk premises.	DCRM	GM CRM	Mar-24	Ongoing	Regular Project meetings have been held with regular reporting through the Project Board. The project is on track to have the review completed prior to the target date.
10	1.3	No	Specialist fire safety staff haven't received quality assurance reviews.	Implement a formal process to quality assure the central fire safety team.	DCRM	GM CRM	Sep-23	Yes	A formal process has been implemented to check the quality of fire safety audits of the central team. The team members are assured by the Station Managers, whilst the Station Managers are assured by the Fire Safety Manager.
11	1.3	No	Some enforcement guidance documents are out of date.	Review all enforcement guidance documents to ensure they are up to date.	DCRM	GM CRM	Mar-24	Ongoing	Current procedures and guidance is being reviewed and updated, reflecting on any learning from the recent prosecution case. Due to the ongoing prosecution and change of structure the review of documentation is still ongoing. The completion date has been adjusted to March 2024.
12	1.3	No	The service should consider the use of alteration notices where necessary, as several prohibition notices currently in force were served over ten years ago.	Consider the use of alteration notices for premises which have had prohibition notices in force for many years.	DCRM	GM CRM	Mar-24	Ongoing	Current premises with prohibition notices are being reviewed to identify if an alteration notice is suitable.
13	1.4	No	On-call availability can still be improved	Demonstrate an improvement from the current availability of 68% for on-call first pumps by 31/03/2024.	DER	GM ER Delivery	Mar-24	Ongoing	The RDS Project Team have developed an action plan and work is ongoing to improve appliance availability. Several actions have been implemented such as the use of day duty staff and FDO's to supplement appliance availability. Availability of on-call first appliances for April to October 2023 is 70.61% compared to the 68% reported in 2022/23. It is expected that availability in the last six month of the reporting year will further improve as actions become embedded. For example availability for on-call first appliances during the month of October was 75.4%.
14	1.4	No	The service should test its ability to provide fire survival guidance to many callers simultaneously.	Conduct an exercise to test Control's ability to provide fire survival guidance to many callers simultaneously.	DER	FCM	Jan-24	Ongoing	Due to the new Control Mobilisation System being implemented this action has been delayed. A Tall Buildings tactical exercise is planned in December and this will involve multiple calls for fire survival guidance being made to Control to test their procedures. The completion date has been adjusted to January 2024.
15	3.3	No	36 percent (31 out of 85) of respondents to our staff survey said they didn't feel confident in the systems to provide feedback at all levels in the service.	Use the next staff survey to identify if staff confidence in this area has improved.	DPOD	PODM	Mar-24	Ongoing	Results of survey were received into the Service on 31 October 2023 and further analysis of data is now taking place.
16	3.3	No	We spoke to some staff who still didn't feel comfortable in raising workforce concerns more formally.	Use the next staff survey to identify if staff confidence in this area has improved.	DPOD	PODM	Mar-24	Ongoing	Results of survey were received into the Service on 31 October 2023 and further analysis of data is now taking place.
17	3.3	No	Equality impact assessments (EIAs) - more could be done to improve organisational learning, as we found that the information and findings in the impact assessments that may affect staff with protected characteristics weren't shared across the service.	Present the findings of EIAs to the Equality, Diversity and Inclusion Group who will monitor any actions and decide if any further communication of the findings is required.	DER	PODM	Jun-23	Yes	When a EqIA is completed any negative impacts are now logged with recommendations / actions recorded. The Equality Diversity Inclusion Group (EDIG) are provided with an update of actions recorded and progress made against these actions via a standing item on the EDIG agenda.
18	3.4	No	The service recognises that the promotion process could be further improved. We spoke to staff who didn't understand why the initial application form and assessment development centre's scores, which include an interview and presentation, don't count towards the final stage of the promotion process.	Consider these staff comments and ensure the outcome of any review is communicated to staff.	DPOD	PODM	Jun-23	Yes	The Evidence for Promotion (EFP) forms have been amended to include the Assessment Development Centre (ADC) scoring and remove the 4C questions. All staff will complete the full ADC, the competency element has been removed from the promotion process. This was communicated via the leadership forums in March 2023.
19	3.4	No	We found some temporary promotions had been in place for a long time. The service should make sure it effectively manages their duration.	Ensure the Workforce Planning Group considers the length of temporary promotions and effectively manages their duration.	DPOD	PODM	Jun-23	Yes	This is reviewed monthly at the Workforce Planning Group and reported to SLT by exception. There are a number of long standing temporary roles in the RDS which are being resolved.

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County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Performance Committee

7 December 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 July 2023 to 30 September 2023.

Letters of Appreciation Received

2. 18 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 Fire and Rescue Service

Letters of Appreciation – July to September 2023

No	Date	Personnel involved	Brief Details
1	7/7/2023	Fire & Rescue Service	Daniel Tempest of Seaham RDS sent the following message: I would like to say a heartfelt thank you to everyone who sponsored me & donated to The Tiny Lives Trust, your kind generosity will help families who are going through incredibly hard times.
2	7/7/2023	Fire & Rescue Service	CFO Steve Helps issued a message of thanks to everybody involved in Darlington Emergency Services Day, with a special mention went to members of Darlington Green Watch and Green Watch Control for keeping everything going. He also applauded Harry Binyon and the team for the usual fantastic fundraising they did for the Fire Fighters Charity, they raised a whopping £1,735.01
3	7/7/2023	Fire & Rescue Service	<p>Christine Robson, who retired from the Service in June asked for the following message to be passed on to staff:</p> <p><i>As it was officially my last day on Friday 30th June, I just wanted to thank everyone for sharing my last working day and for the lovely gifts, cards, and flowers that I received. My family, who were invited to attend my presentation, were especially proud.</i></p> <p><i>After 46 years and a very varied career in the Service I am not sure how well I am going to adapt to being a lady of leisure. but I do know that I will miss the camaraderie, support and companionship I experienced from all the teams I worked with throughout the years.</i></p> <p><i>So, a big thank you and best wishes to you all for the future.</i></p>

4	14/7/2023	Fire & Rescue Service	An email was received from Joanne Cooper of Acre Rigg Academy thanking the service for attending their school for a 'Careers' presentation.
5	14/7/2023	Community Safety and Arson Reduction Team	Headteacher of The Woodlands Pupil Referral Unit has thanked us for allowing their young people participating in the Developing Resilience programme to pay us a visit.
6	14/7/2023	Fire & Rescue Service	CDDFRS personnel who took part in Armed Forces Day have been thanked for their involvement.
7	28/7/2023	Durham Blue Watch	St Godric's School, Durham have thanked Durham Blue Watch for facilitating a school visit to Durham Fire Station.
8	4/8/2023	High Handenhold Red Watch	The following thank you message was received on Social Media <i>Just wanted to say a big thank you for rescuing my dog Reggie from Congburn Woods on Monday morning. We were both fine just very muddy !</i>
9	4/8/2023	Newton Aycliffe	A letter thanking crew from Newton Aycliffe for attending a house when smoke alarms started going off and beeping all the time.
10	18/8/2023	Darlington Green Watch	Darlington Borough Council emailed to express their sincere appreciation for your excellent work during the delivery of an educational session involving young people and parents which was held at Darlington Community Fire Station on Thursday 10th August 2023. The event was held in response to the young people illegally entering a derelict building Northgate House, Darlington and placing themselves at significant risk of harm. Having reviewed the session including the content it is clear that the workshop was most successful and valuable safety lessons were learnt by both the young people and parents who recorded their support and appreciation for your personal contribution on this occasion. Such actions truly portray the finest traditions of our services.

11	25/8/2023	Consett Red Watch	<p>CFO Steve Helps received the following email of thanks from Northumberland Fire Service:</p> <p>I would just like to pass on our thanks to yourselves and the service for your support with a fire appliance at an incident in Newbiggin Home Farm near Hexham, during the early hours of this morning.</p> <p>This was a significant and remote fire, and your support was invaluable in achieving a safe and effective conclusion to this incident as quickly as we did. It is hugely appreciated.</p>
12	1/9/2023	Durham Red Watch	<p>The following email was received:</p> <p>Our home was hit by lightning on 15 July 2023 at about 13.30 and we called 999 as there was smoke coming into the upstairs of our home from the loft.</p> <p>The crew that attended were amazing. They were quick to respond, calmed us down and were lovely with our two boys who were terrified. The crew did a really thorough inspection and called Northern Powergrid to get our external electricity supply isolated.</p> <p>As a family we wanted to pass on our thanks and gratitude to the team who helped us at an awful time.</p>
13	8/9/2023	Fire & Rescue Service	<p>The below email was received from Ian Ferguson Secretary of the Durham & Darlington branch of National Association of Retired Firefighters (NARF).</p> <p>On behalf of Paul Reay (chairman of the Durham & Darlington branch of NARF) and myself, could you please pass onto the Chief Fire Officer our gratitude and compliments for supporting the Fire fighter's Memorial Trust service of Remembrance yesterday (4th) at the National Memorial Arboretum.</p> <p>It was really heartening for me to see my old Brigade represented and with the Brigade standard present too. The two officers who attended were a credit to the brigade and conducted themselves immaculately and I was proud to see the service represented so well.</p>

			Several people commented on the lack of Brigade standards present at the service, but I can assure the presence of the Durham & Darlington standard was most definitely noted and appreciated. Thank you for supporting such an important event.
14	8/9/2023	Fire & Rescue Service	<p>Mark Bryden of Consett Red Watch has emailed all CDDFRS personnel regarding the North - East Fire Services Boxing event which took place on the 1st September 2023</p> <p><i>Can I say a huge thank you for support with our event this year. It is fantastic that during the current climate with cost of living and the fast pace of life and what goes with it you still stepped up and got involved with our Emergency Services Tournament at the Crowne Plaza in Newcastle.</i></p>
15	10/9/2023	Fire & Rescue Service	A letter has been thanking the service for taking part in the 2023 Annual Service of Remembrance and wreath laying ceremony at the National Memorial Arboretum on Monday 4th September.
16	22/9/2023	High Handenhold Fire Station staff	At the CFA meeting on 15 September Cllr Alison Batey thanked all those involved with the High Handenhold Fire Station open day. She had attended on the day and noted the day great success.
17	22/9/2023	Bishop Auckland staff	Cllr Shirley Quinn thanked all those involved with Bishop Auckland's open day, she had attended the event and thought it was a very successful open day.
18	29/9/2023	Durham Blue Watch	Mrs Bethapui called to thank Durham Blue Watch crew for their actions and support at the incident she was involved in that they attended.

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