



Safest People, Safest Places

## **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 March 2024 at 9.30 am to consider the following business:-**

### **PART A**

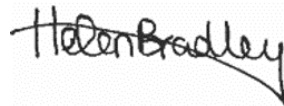
1. Apologies for absence
2. Minutes of the previous meeting (Pages 3 - 6)
3. Performance Report Quarter 3 2023/2024 - Report of Deputy Chief Fire Officer (Pages 7 - 16)
4. Letters of Appreciation - Report of Deputy Chief Fire Officer (Pages 17 - 22)
5. Such other business as, in the opinion of the Chairman of the meeting is of sufficient urgency to warrant consideration
6. Any resolution relating to the exclusion of the public during the discussion of items containing 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)**

7. Formal Complaints - Report of Deputy Chief Fire Officer (Pages 23 - 24)
8. Update on Engagement with Prisons Presentation by Station Manager Simon Davison (Pages 25 - 40)
9. 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 CDDFRFS HQ on **Thursday 7 December 2023 at 09:30 hours**

<b>Present</b>	Cllr J Blakey in the Chair
<b>Durham County Council</b>	Cllr S Quinn
<b>Darlington Borough Council</b>	Cllr G Lee
<b>Officers</b> Management	K Carruthers, Director of Community Risk

### **Part A**

#### **1 Apologies**

Apologies were received from Cllr R Manchester.

#### **2 Minutes of the previous meeting**

The minutes of the previous meeting that was held on 12 September 2023 was agreed as a true record.

#### **3 National Performance**

J Bell, Information Services Manager, joined the meeting and presented on the national fire and rescue incident statistics for the year ending June 2023 which had been published on 26 October 2023.

Benchmarking the Service's performance against the sector, it was generally better than average, although deliberate fire performance was performing worse than the sector.

Response times were positive when compared with the sector and the service had the fastest response time in our family group.

Discussion followed on the deliberate fires on the east coast. K Carruthers confirmed these figures were included in the statistics.

Cllr Lee queried fire setters and resources. K Carruthers noted that the Service conducted intervention with fire setters and that work was being undertaken to look into this by a PhD student in conjunction with the service.

Cllr Lee queried prison fires. K Carruthers explained that the service worked closely with the prisons and there would be a presentation made at the next meeting.

#### **4 Performance Report Quarter 2 2023-24**

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

Cllr Lee queried the secondary fires in the Easington area. K Carruthers noted that this was still an area with a high number of secondary fires but preventative work in the hot spot areas was continuing.

Cllr Lee queried the sickness figures. K Carruthers explained that these figures were scrutinised in more detail by the HR Committee and also discussed the new trial with Benenden Health for all employees.

The committee **noted** the report.

#### **5 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Action Plan Update**

K Carruthers introduced the report which provided members with an update on the current position of the Action Plan resulting from CDDFRS inspection by HMICFRS noting the 19 actions across the three pillars of effectiveness, efficiency and people.

K Carruthers noted that 11 of the 19 actions had been signed off as complete, including all of the four actions that were formally identified by HMICFRS as Areas for Improvement.

Cllr Lee queried service morale. K Carruthers noted that the recent staff survey outcomes had been very positive.

#### **6 Letters of Appreciation**

The committee considered the letters of appreciation received by the service for the period 1 July 2023 to 30 September 2023. In total 18 letters had been received for the reporting period.

The committee **noted** the report.

## **Part B**

### **7 Formal Complaints**

Two formal complaints had been received by the service for the period 1 July 2023 to 30 September 2023. No complaints had been forwarded to the Local Government Ombudsman.

The committee **noted** the report.

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## **Safest People, Safest Places**

## **Performance Committee**

**7 March 2024**

## **Performance Report – Quarter Three 2023/24**

### **Report of Deputy Chief Fire Officer**

#### **Purpose of report**

1. This report presents a summary of organisational performance at the end of the third 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 four for 2022/23 shows 55% of the strategic PIs met or exceeded their target level, while 66% 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	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
PI 01 – Deaths Arising from Accidental Fires in Dwellings	Down	4	0	-100%	1	-300%
PI 03 – Number of Accidental Dwelling Fires	Down	148	142	-4.2%	154	3.9%
PI 04 – Injuries Arising from Accidental Dwelling Fires	Down	11	13	15.4%	5	-120%
PI 05 – Total Secondary Fires	Down	1815	2141	15.2%	3214	43.5%
PI 07 – Number of Home Fire Safety Visits	Up	13993	13500	3.7%	14077	-0.6%
PI 42 – Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	94%	80%	17.5%	76.1%	23.5%

**PI01** – There were two fire deaths in quarter three. A 46 year old female in Tantobie and a 93 year old female in Tow Law. Presentations of the circumstances of both fires have been delivered to CFA. This brings the total number of fatalities arising from accidental dwelling fires (ADFs) to four. Work is ongoing with partners to promote referrals and improve targeting to the most vulnerable in our communities.

**PI03** – There have been 148 ADFs which is slightly over the of 142 although a slight improvement compared to the previous year's performance of 154. Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as 49% 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** – There has been six injuries in quarter three bringing the year to date total to 11, which is two under the target of 13. Compared to the previous year's performance there has been six more injuries. Three of the six injuries in the quarter were as a result of electrical faults. Our ongoing targeting of HFSVs to vulnerable residents will support this indicator and during quarter three, the Service have been working with Public Health around 'winter wellness' to promote referrals for HFSVs.



**PI05** – The positive performance seen previously has continued into quarter three. There have been 1,815 incidents which is 15.2% better than the target of 2,141 and improved performance by 43.5% compared to the previous year. Rubbish/ refuse is still the top fuel source, with 91% of all secondary fires deliberately set. The Community Safety and Arson Reduction Team continue to work with partners to reduce these incidents.

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.

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 three 13,993 HFSVs have been delivered which is above the target of 13,500. 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 94% 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	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
PI 10a – Primary Fires in Non-Domestic Premises	Down	90	72	-25%	91	1.1%
PI 14 – False Alarms Caused by Automatic Fire Detection Equipment	Down	577	567	-1.8%	648	11.0%
PI 17 – Number of Fire Safety Audits	Up	1520	1521	-0.1%	1355	12.2%

**PI10a** – Poor performance has continued in to quarter two resulting in a total of 90 incidents compared to a target of 72, although performance is 1.1% improved compared to the same period in the previous year. This poor performance has been influenced by 24 fires in prisons, with 23 of these being set deliberately. The Service do not have legislative responsibility for prisons although we continue 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** – 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.

Year to date performance is now only ten over target compared to 46 over target at the end quarter two. It is showing an 11.0% improvement compared to the previous year's performance. During quarter three between the hours of 08:00 to 18:00 hours the Control Room received 221 automatic fire alarm calls from non-residential premises and attended only 16.

There have been 577 incidents in total with the three main premises types being education (18.2%), retail (13.2%) and residential homes (12.1%). Of all the incidents 31.2% were caused by human intervention and 27.7% caused by system faults.

**PI17** – Performance of this indicator is on track with 1,520 completed audits which is one under the quarter three target of 1,521. This is an improvement of 12.2% 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 38% of audits have been unsatisfactory showing that the Service is targeting the correct premises.

## Response

Performance Indicator	Objective	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	12325	N/A	N/A	15840	22.2%
Total Incidents	N/A	5511	N/A	N/A	7273	24.2%
Total Road Traffic Collisions	N/A	262	N/A	N/A	240	-9.2%
PI 02 – Total Primary Fires	Down	755	732	-3.1%	794	4.9%
PI 06a – Dwelling Fires Attended within 8 Minutes	Up	66.9%	70%	-4.4%	71.3%	-6.2%
PI 06b – Non Domestic Fires Attended within 9 Minutes	Up	63.6%	70%	-9.1%	67.5%	-5.8%
PI 06c – Road Traffic Collisions Attended within 10 Minutes	Up	70.9%	70%	1.3%	65.3%	8.6%

See Appendix A, chart 5 for total incidents.

**PI02** – There has been 755 primary fires in total which is 3.1% over the target of 732. This is an improvement from the end of quarter two when performance was 8% over target. Compared to the previous year's performance there has been a 4.9% improvement.

56% 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.

50% 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.

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 66.9%, which is a slight improvement from the 64.7% reported at the end of quarter two. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Each failure for this response standard is reviewed and 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 63.6%. This standard has been affected by several incidents to Deerbolt prison. 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 70.9% of occasions.

## Workforce

Performance Indicator	Objective	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
PI 40 – All Staff Sickness	Down	7.04	5.2	-35.4%	7.06	0.3%
PI 69 – Number of Accidents to Personnel	Down	3	9	66.7%	7	-57.1%

**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 robust performance with only one accident in this quarter three, resulting in a total of three accidents compared to its target of nine. The accident which occurred in quarter three was in December, when a tall firefighter hit his head on a newly installed magnetic lock at the top of a door frame. The lock has been relocated.

## Recommendations

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

Keith Carruthers, Deputy Chief Fire Officer, Ext. 5564

**Appendix A**

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

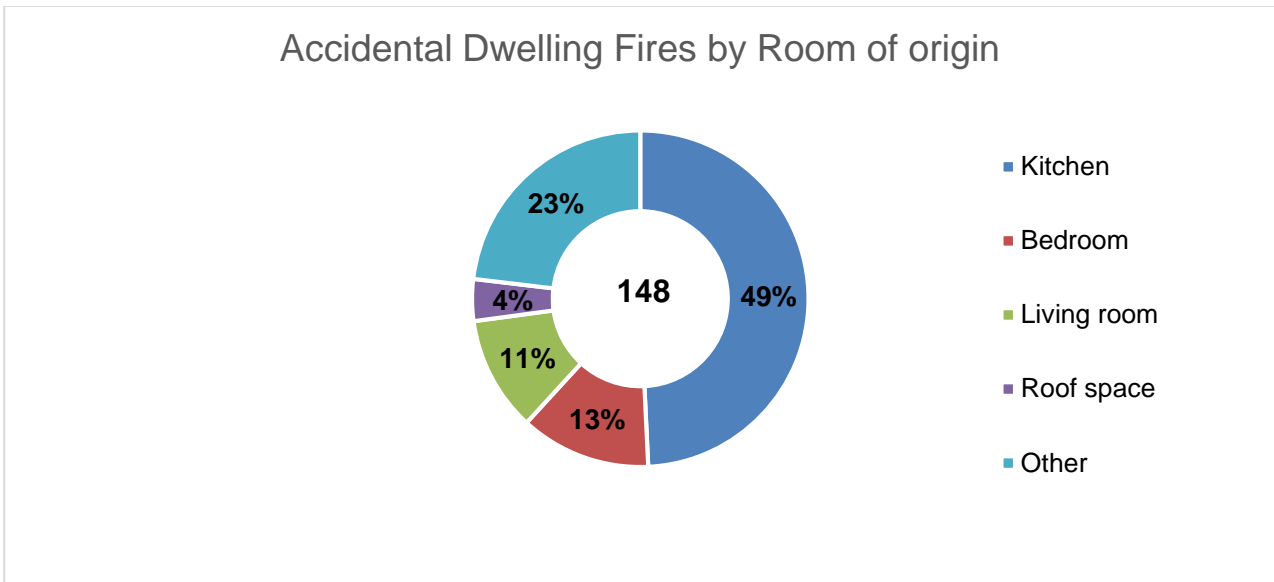


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

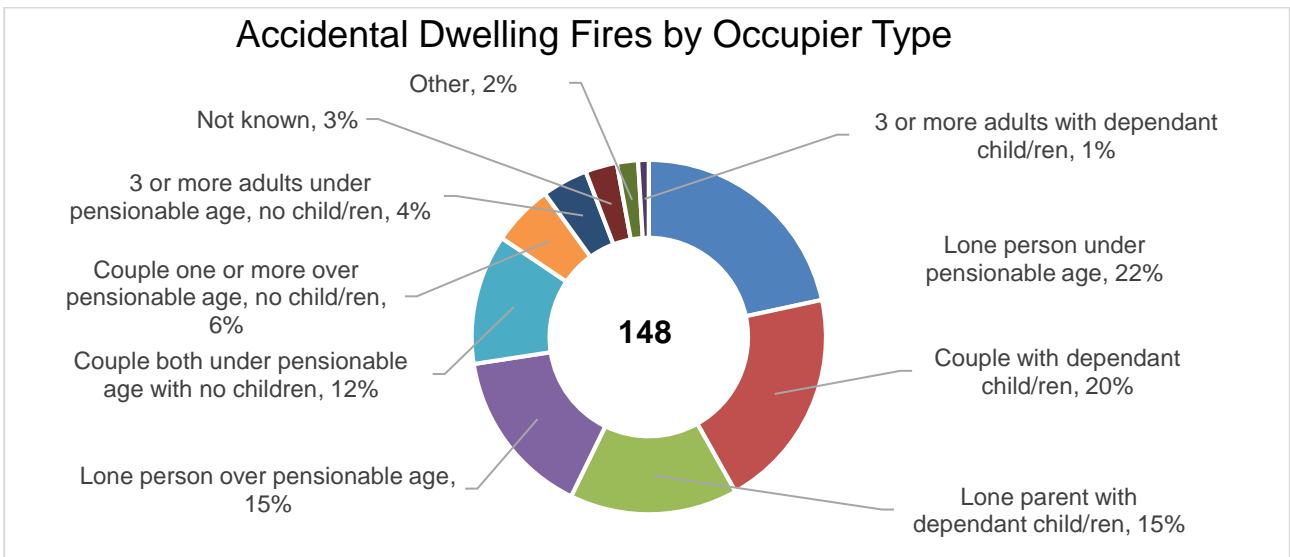


Chart 3 – Secondary Fires by Motive

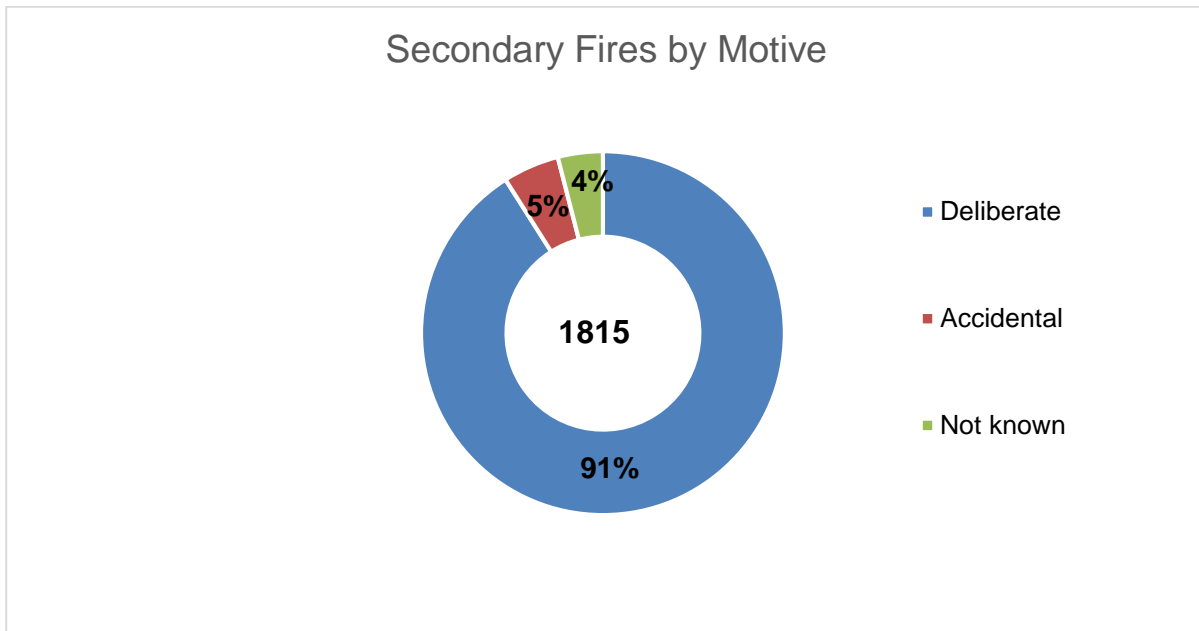


Chart 4 – Secondary Fires by Property Type

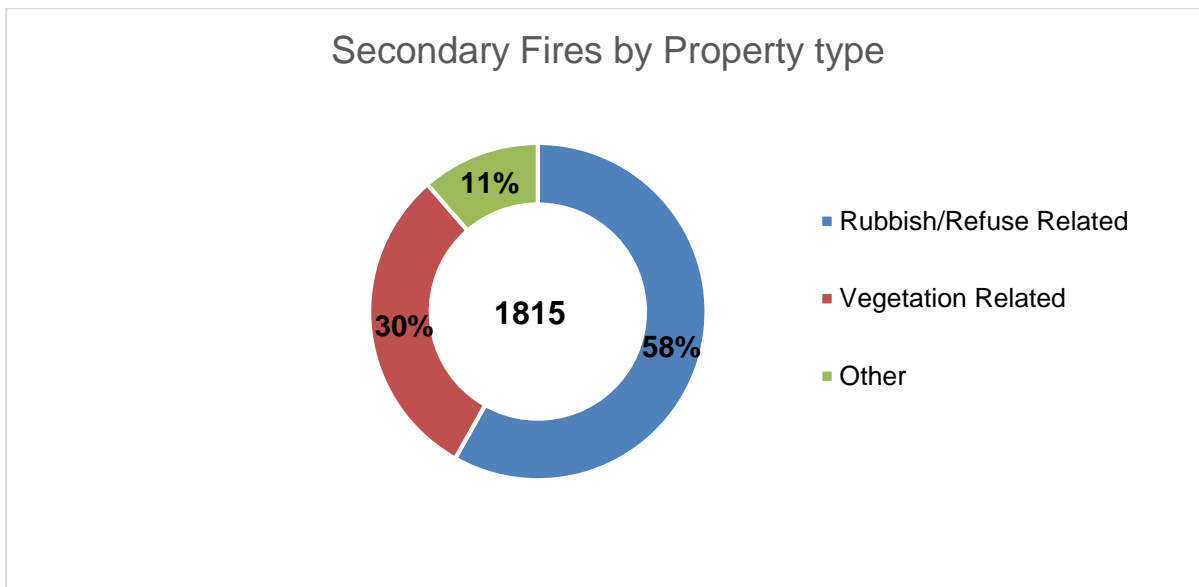


Chart 5 - Total Incidents

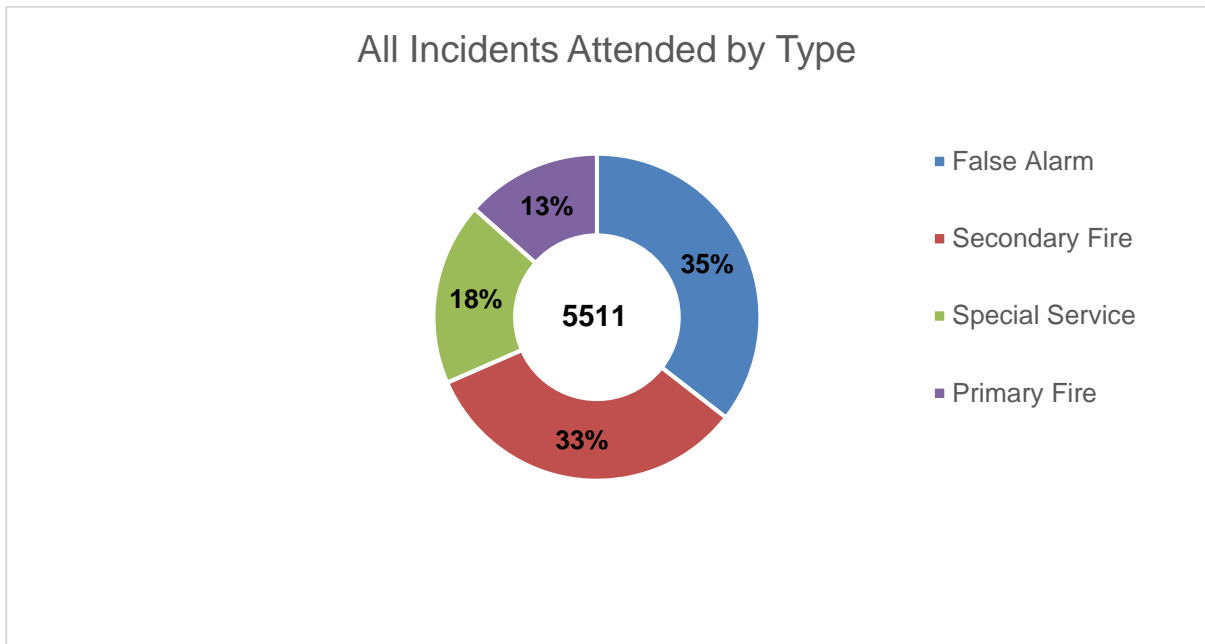


Chart 6 - Primary Fires by Motive

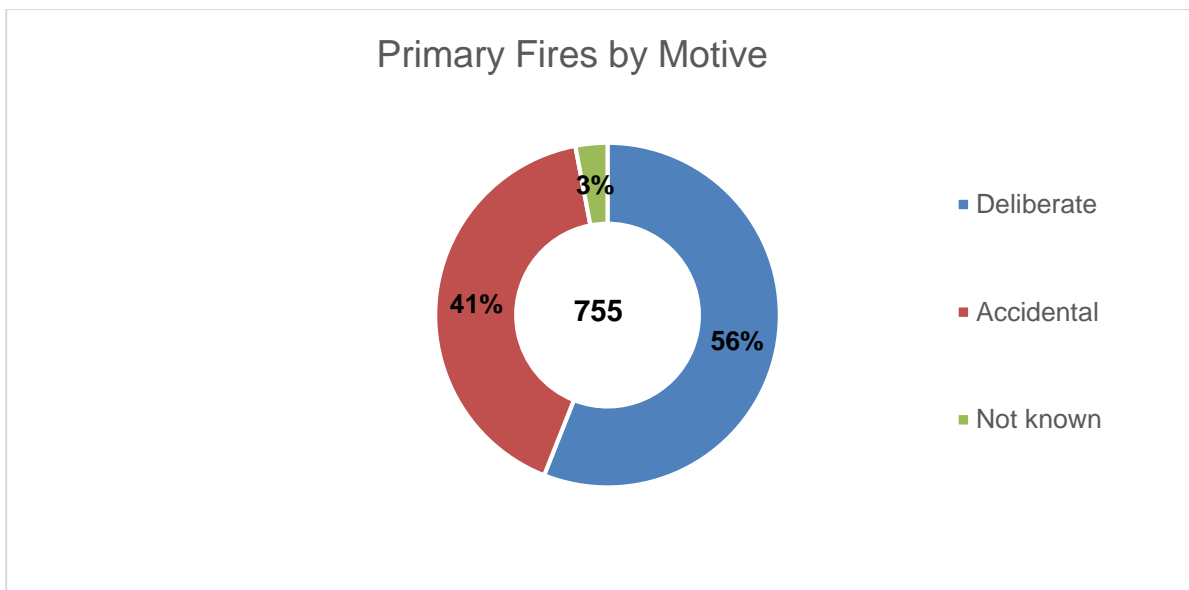
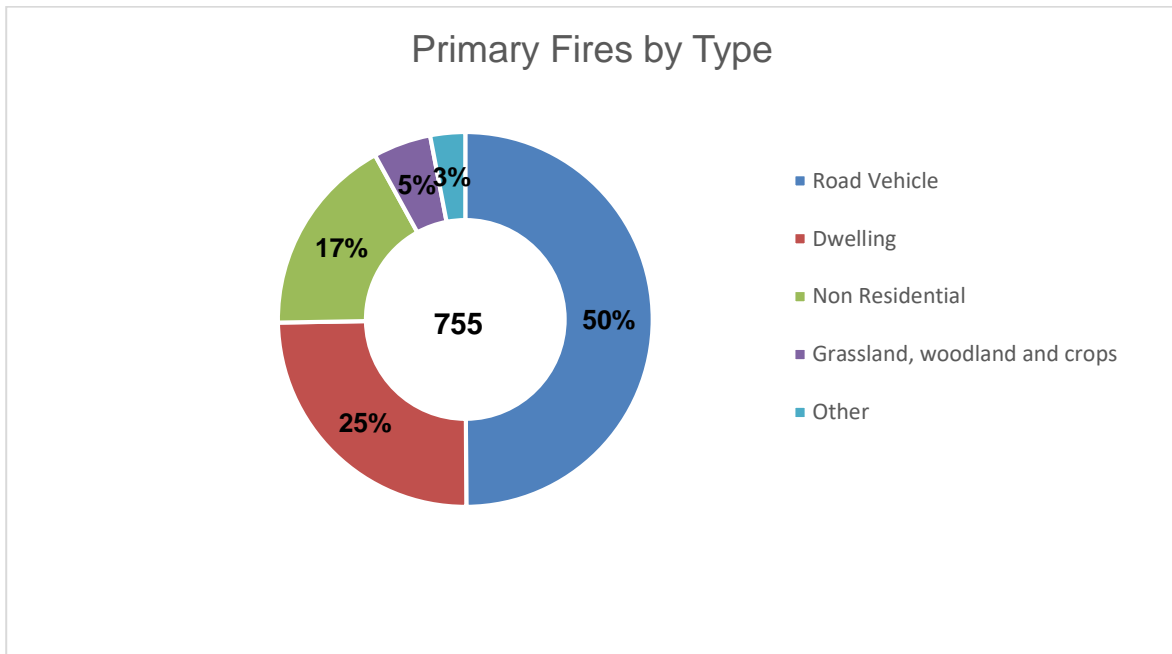


Chart 7 – Primary Fires by Type





County Durham and Darlington  
**Fire and Rescue Authority**



**Safest People, Safest Places**

## **Performance Committee**

**7 March 2024**

### **Letters of Appreciation**

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#### **Report of the Deputy Chief Fire Officer**

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##### **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 October 2023 to 31 December 2023.

##### **Letters of Appreciation Received**

2. Fifteen 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**

**Letters of Appreciation – 1 October 2023 – 31 December 2023**

No	Date	Watch/Personnel involved	Brief Details	Section
1	3/10/2023	Rob Cherrie, Group Manager.	<p>Chief Fire Officer Steve Helps received an email from Andy Hearn, Interim Chief Fire Officer, Northern Ireland FRS HQ, it read:</p> <p>I just wanted to drop you a line to recognise and say thank you for the support Durham and Darlington FRS, in particular Rob Cherrie, are currently providing to Paul Rogers and his team over here in Northern Ireland. Paul has been very complimentary about your staff and the help you are providing in relation to Incident Command and other areas of Training and Development is greatly appreciated.</p>	SLT
2	6/10/2023	Red Watch, Consett	<p>Red Team Consett Fire Brigade did a fantastic job of installing fire alarms for me and my neighbours. They were helpful, cheerful and made some very much appreciated recommendations. What great guys and a trainee lass. THANK YOU!</p>	Emergency Response
3	9/10/2023	Newton Aycliffe Day Crewing	<p>Cllr Neville Jones contacted The Service regarding the following: 'Pleased to advise that we had a crew from Newton Aycliffe here at my workplace this morning to complete some kind of Mini Fire Audit. They were very pleasant and gave me some good advice, they were led by Ian Donoghue'.</p>	Emergency Response

4	13/10/2023	Darlington Blue Watch	An email was received from Darlington 1 <sup>st</sup> Barton Cubs thanking Blue Watch for facilitating their visit and giving them a talk, they all enjoyed it immensely.	Emergency Response
5	13/10/2023	Bishop Auckland Station	A thank you card was received from Northumbria Blood Bikes thanking Bishop Auckland crews for inviting them to their recent open day. They raised £63.20 from their buckets and are extremely grateful.	Emergency Response
6	19/10/2023	Bishop Auckland White Watch	<p>A compliment was received from the Clinical Team Leader of NEAS:</p> <p>The Bishop Auckland crews attended an RTC in Evenwood tonight. They were the first on scene to provide medical aid and did so fantastically. The Team communicated brilliantly and managed a potentially dangerous scene with great care and efficiency, ensuring the safe and rapid extrication of the Patients to allow my team to assess and treat quickly. FF Wardle on his first shift, who is also a Paramedic, was exceptional in his treatment, teamwork and all round professional approach. He is already a well respected member of the local ambulance family and will no doubt be a valuable asset to CDDFRS. Please pass on my thanks to the whole team who were led brilliantly and were a credit to your service.'</p>	Emergency Response
7	23/10/2023	Durham Blue Watch	An email was received thanking crews for attending a resident's home and his neighbour's on 20 <sup>th</sup> October due to their properties potentially flooding during the recent storm. They wanted to pass on their gratitude to everybody involved.	Emergency Response

8	25/10/2023	Durham Blue Watch	An email was received from a resident thanking crews for attending her daughter's home in Shincliffe during the recent bad weather and preventing her being flooded.	Emergency Response
9	2/11/2023	Bishop Auckland / Spennymoor Blue Watch	A compliment was received from an employee at TG Automotive, All Saints Ind. Estate in which he thanked every member of the service who attended a fire at their premises on 30 <sup>th</sup> October, 2023. He asked that particular thanks be given to David Welsh, Incident Commander.	Emergency Response
10	3/11/2023	Barnard Castle RDS	The service has received an email of thanks to Barnard Castle Crews, it reads 'I wish to highlight the exceptional work of members of your team at the Barnard Castle Quad Station who have offered educational events to local students over the last 6 months, The feedback from the respective schools has been nothing but positive and further events are being planned for next year to capture the next class of students.	Emergency Response
11	3/11/2023	Newton Aycliffe RDS	Walworth School sent a lovely card and some chocolates to Newton Aycliffe Station to thank the RDS for facilitating a visit for them.	Emergency Response
12	10/11/2023	High Handenhold and Durham Crews	A thank you card was received from thanking everybody involved in rescuing their son who was involved in a serious RTC between Brancepeth and Oakenshaw.	Emergency Response
13	24/11/2023	Middleton RDS	A letter was received from a resident of Middleton-In-Teesdale in which she thanked the crew from Middleton station for helping her recently when she had a house full of kerosene fumes, they sorted it out swiftly and even popped back to make sure she was okay at a later date.	Emergency Response

14	1/12/2023	Newton Aycliffe Crew	An email was received from a resident, thanking crews from Newton Aycliffe (particularly David and Ian) for their kindness and expertise when her family found they had locked their keys in their car on Saturday 25th November.	Emergency Response
15	23/12/2023	Durham Watches	A letter of thanks was received from UHND – Treetops Ward thanking Durham crews for visiting the children's ward and giving out selection boxes.	Emergency Response

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