



Safest People, Safest Places

Combined Fire Authority

17 September 2021

Notes of the Performance Committee 31 August 2021

Report of the Chair of the Performance Committee

Members Present: Cllr B Avery in the Chair
R Manchester, S Quinn, and G Lee

Apologies: Cllr C Marshall, DCFO Steve Helps

Purpose of the report

1. The purpose of this report is to provide members with an update on the discussions and recommendations of the Performance Committee held on 31 August 2021.

Retained Duty System Project Update

2. The Committee were presented with an update on the Retained Duty System which covered:
 - Service Strategic Priorities – Phase One
 - Recruitment Volumes
 - Retainment
 - Availability of crew and appliances
 - Phase Two Priorities

The Committee **noted** the content of the presentation.

Performance Report Quarter One 2021/22

3. The organisational performance indicators for quarter one of the 2021/2022 financial year were presented to the committee by K Wanley (Appendix A).

The Committee discussed the indicators in turn noting where performance was strong or where additional work was required to secure improvement. Overall 67% of the strategic PIs met or exceeded their target level, while 53% of the strategic PIs either maintained or improved when compared to performance last year.

K Wanley highlighted the following key points from the report:

- 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 many cases this resulted in lower than average figures during 2020-21 which makes comparison to current performance unhelpful, therefore some additional narrative has been added to some indicators to provide context over the previous five years.
- PI 03 & 04: Both accidental dwelling fires and associated injuries show good reductions and are performing better than the predicted targets.
- PI 05: There was an increase in secondary fires in April result in Q1 performance being 49.5% above the target. A range of interventions have been taken to tackle the increase in secondary fires including the distribution of Fire Stopper leaflets following deliberate fires, multi-agency walkabouts to identify rubbish for removal and securing empty properties. During Q1, there were 20 online presentations/talks to over 4800 school children across County Durham and Darlington covering topics including arson reduction interventions, consequences of fires, fire investigation and the effects of fire.
- PI 17: Emergency Response crews recommenced delivery of fire safety audits in mid-April, and this has resulted in performance being 16.6% behind target at the end of Q1, work is underway to make up the gap. However, the five year analysis shows an improvement in the identification of premises which present a risk, this has resulted in an increase in both the percentage of unsatisfactory audits and increased enforcement action taken.
- PI 40: Overall there has been a 41.1% increase on shifts lost in comparison with Q1 of last year, the key difference being the change in covid-19 reporting status whereby in 2020 the majority of absence was classed as nonreportable (self-isolation due to others or shielding). A more detail report on sickness absence will be provided to the HR Committee on 16 September 2021 with further detail provided to Members at a future Authority meeting.

The committee **noted** the report.

Letters of Appreciation

4. There had been 14 letters received. The Committee considered the various letters or appreciation that had been submitted to the service

The Committee **noted** the report.

Part B

Formal Complaints

5. The committee **noted** the report.