

**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.