

Minutes of the Performance Committee meeting held at CDDFRFS HQ on Thursday 7 December 2023 at 09:30 hours

Present	Cllr J Blakey in the Chair
Durham County Council	Cllr S Quinn
Darlington Borough Council	Cllr G Lee
Officers 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.