

**Minutes of the Performance Committee meeting held at CDDFRFS HQ on Tuesday 10 December 2024 at 1300 hours**

<b>Present</b>	Cllr J Quinn in the Chair
<b>Durham County Council</b>	Cllr S Quinn, K Rooney, R Manchester
<b>Darlington Borough Council</b>	Cllr A Andrews
<b>Officers</b>	K Carruthers, DCFO
<b>Secretariat</b>	E Walton

**In attendance** J Bell

**Part A**

**1 Apologies**

Apologies were received from Cllr S Zair.

**2 Minutes of the previous meeting**

The minutes of the previous meeting that was held on 5 September 2024 were agreed as a true record.

**3 Performance Report Quarter 2 2024/25**

KCarruthers introduced a report providing members with a summary of the organisational performance at the end of the second quarter of the 2024/25 financial year. The indicators were discussed in turn.

*Prevention*

Cllr S Quinn stated that she had seen an increase in bin lorry fires, which was being put down to the lithium batteries within disposable vapes which can ignite if not disposed of properly. Cllr J Quinn said that there were not enough places to dispose of these properly and there needed to be an increase in availability of these, although disposable vapes were going to be banned soon.

Data sets of those most at risk of home fires such as blue badge holders and assisted bin collection, had now been received from Durham County Council (DCC) which was now being worked on pro-actively to identify these and offer home fire safety visits

(HFSV). Darlington Borough Council will be approached for similar information, Cllr AAndrews would be supportive of this. Cllr SQuinn also confirmed that people being discharged from hospital were being asked if they would be able to make their own way out of their home in case of a fire.

Cllr JQuinn asked if we would be targeting those hard to reach people from the data. JBell explained that the data we have received from DCC would be added to our profile of every house in Durham to enhance the risk scoring methodology based on methodology from the NFCC. Data from previous serious fire service reviews would also be taken into account. From this a risk list would be compiled with those most at risk being targeted by the fire service and offered a HFSV to try and reduce risk or identify areas for improvement. This was currently in development.

### *Protection*

Automatic fire alarm data, Cllr JQuinn asked if any of the incidents not attended had actually been fires. KCarruthers reported that none of these had been actual fires, they were mainly alarm system faults and human intervention being the cause of these alarms.

Cllr JQuinn queried if those education establishments that were reported in the paper were more primary or secondary schools? KCarruthers said that he received daily notifications of all incidents and they appeared to be evenly split.

### *Response*

When a response time is failed an automatic email goes to the officer in charge to notify them of this, to identify potential improvement. This could be down to a number of reasons, including distance, traffic. Cllr AAndrews asked if these were being looked at on an individual basis to see if our resources are in the right areas and whether the figures reported this quarter are routine numbers as previous quarters. KCarruthers said that some months the target is met and others it isn't, the percentage is an overall figure of this. Cllr JQuinn asked what the average response times were? KCarruthers confirmed the following:

- For responding to Dwelling fires, the indicator performance within 8 minutes is 61.3% against its 70% target, although the average response time is 7 minutes 34 seconds.
- For responding to non-domestic fires, the indicator performance within 9 minutes is 62.2% against its 70% target, although the average response time is 8 minutes 58 seconds.
- For responding to road traffic collisions, the indicator performance within 10 minutes is 74.7% against its 70% target, and the average response time is 8 minutes 44 seconds.

KCarruthers to provide this breakdown in future performance reports.

Cllr JQuinn asked if there had been a reduction in fires around bonfire night due to fewer fire work displays being put on by local councils? KCarruthers informed the committee that a paper was going to the CFA meeting in January with an evaluation of Bonfire Night and associated incidents. KCarruthers also informed the Committee that during bonfire night Police were present in the Control Room to relay information back to their service regarding any incidents.

The committee **noted** the report.

#### **4 Letters of Appreciation**

The committee considered the letters of appreciation received by the service for the period 1 July to 30 September 2024. In total, 8 letters had been received for the reporting period.

Cllr JQuinn asked if each watch receives the letters of appreciation directly? KCarruthers confirmed that they are forwarded to the relevant team/managers and the letters also go into the Staff Bulletin for all staff to see.

The committee **noted** the report.

#### **5 National Performance Presentation**

Jon Bell presented the committee with a benchmarking presentation on the National statistics for the first quarter of 2024/25. The slides were discussed in turn.

It was noted that deliberate road vehicle fires were high in County Durham and Darlington, and some of this could be linked to Organised Crime Groups in the area. Additionally, East coast road links contributed due to travel between neighbouring service areas where there were also high levels of vehicle fires.

JBell said that the fire service works closely with the Police, and they are notified daily of incidents so that they can look into these and links with other crime in that area.

The Committee **noted** the report.

## **Part B**

### **8 Formal Complaints**

Six formal complaints had been received by the service for the period 1 July 2024 to 30 September 2024. None of these complaints had been upheld and no complaints had been forwarded to the Local Government Ombudsman.

The committee **noted** the report.