

West Sussex Fire and Rescue Service Performance Report Quarter 3

Deputy Chief Fire Officer

Mark Andrews

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Strategic Performance Board Quarterly Report

Quarter 3 2021-2022

- The aim of this Quarterly Performance Report is to summarise how West Sussex Fire & Rescue Service/Directorate has performed over the previous three months, and to capture how performance contributes cumulatively to the year-end performance outcomes.
- The report retrospectively presents information from the Performance and Assurance Framework (PAF) including the core measures and targets for the year which are current at the time of publishing. The report contains performance across the four elements of the PAF Quadrant namely:



- The explanations, mitigations and actions contained within this report are those endorsed by the Service Executive Board (SEB).
- This report covers data from the period of 1st October 2021 – 31st December 2021.

Cabinet Member Summary



The performance information contained within this report for WSFRS is for the third quarter of 2021/2022, a period which has continued to see the effects and impacts of COVID 19 on service delivery of WSFRS and wider county council services. Therefore, it is with great credit to all the teams that make up WSFRS that the impact of COVID 19 has not significantly affected the Service's performance in the delivery of its critical services to our residents.

Officers continue to focus on the areas in this report where improvement still needs to be made and as the pandemic begins to ease we will be focussed on how we can support economic and community recovery whilst maintaining the well-being and support to all our staff.

Chief Fire Officer Summary



After a period of brief respite from the major impacts of COVID 19, the Government announced the Winter Plan B to protect essential services which ultimately came into effect in December with the onset of the Omicron variant and the increase in cases across the UK. Our business continuity arrangements continued through this period supporting with advice on vaccines, lateral flow testing and protecting staff and our statutory duty with sickness remaining low through this reporting period.

This quarter also saw the return of Her Majesty's Inspectorate for Constabularies & Fire and Rescue Services for the second full inspection of our service. The eight-week inspection involved almost every part of the organisation in a blended approach that saw the Inspectorate use virtual and face to face sessions with staff to gather their information before presenting their initial findings that feed into the report which is due in spring 2022.

In addition, the new tri-service Joint Fire Control opened in November, the same week that work finally began on site for the new Service Training Centre and Fire Station at Horsham.

Performance Summary

At the end of Quarter 3 2021-22, 15 of the 30 measures had a GREEN status, 4 were AMBER and 11 were RED.

Of the 15 comparable measures that were RED or AMBER last quarter:

- 12 measures showed improvements in performance and 3 a decline.
- 3 measures moved from AMBER to GREEN
- 2 measures moved from RED to GREEN

Of the 7 comparable measures that were GREEN last quarter:

- 3 measure showed a decline in performance
- 1 measure moved to RED status and 1 measure moved to AMBER status.

Performance Summary for all core measures at the end of Quarter 3 (1 of 2):

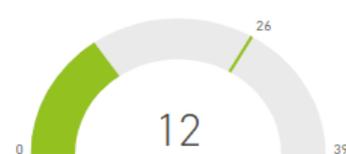
CM1: Accidental Dwelling Fires



CM2: Accidental Dwelling Fire Fatalities



CM3: Accidental Dwelling Fire Casualties



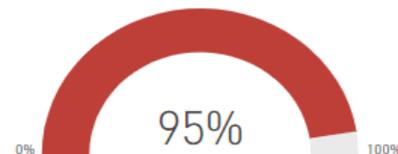
CM4: Deliberate Primary Fires



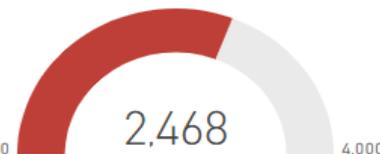
CM5: Deliberate Secondary Fires



CM6: Safeguarding - % Created within 24 Hours



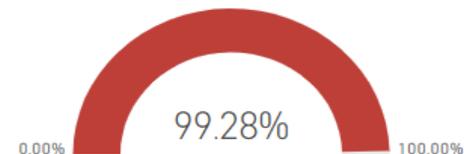
CM7: Safe and Well Visits



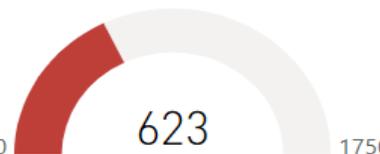
CM8: Very High Risk Safe & Well on Time



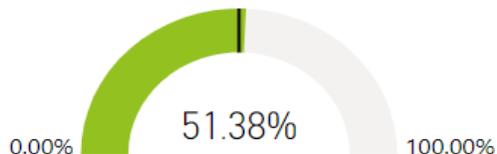
CM9: High Risk Safe & Well on Time



CM10: Fire Safety Audits



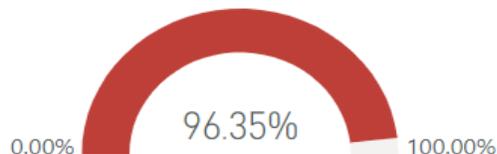
CM11: Unsatisfactory Inspections



CM12: Prosecutions Successful



CM13: Statutory Fire Safety consultations



CM14: Unwanted fire signals



CM15: Site Specific Risk Information (SSRI)

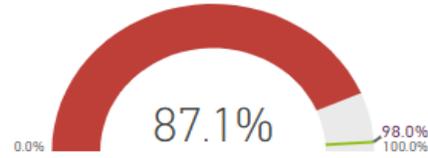


Performance Summary for all core measures at the end of Quarter 3 (2 of 2):

CM16: 999 Calls Answered on Time



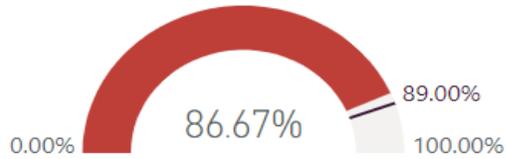
CM17: Time to Alert



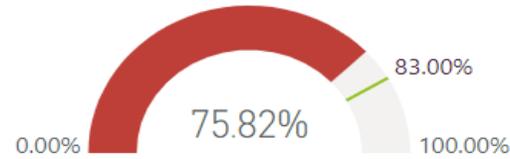
CM18: Time to Inform L2



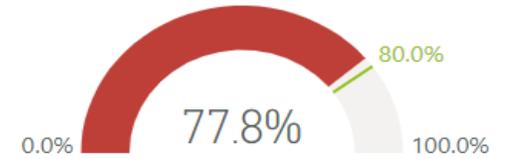
CM19: Critical Fires 1st Appliance Attendance Times



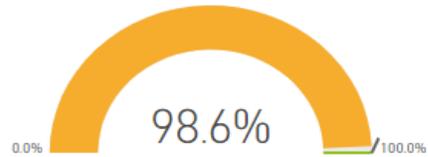
CM20: 2nd Appliance Attendance Times



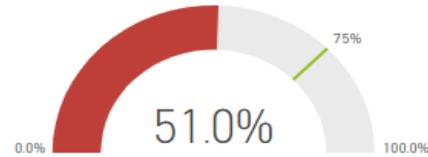
CM21: Critical Special Service Attendance Times



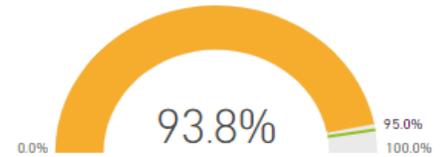
CM22: Immediate Response Availability



CM23: Retained Availability



CM24: Feedback Surveys - Customer Satisfaction



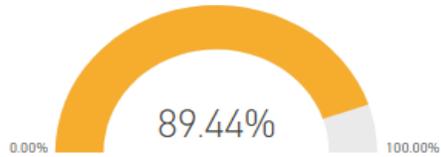
CM25: Proportion of Staff not Sick



CM26: Fitness Tests



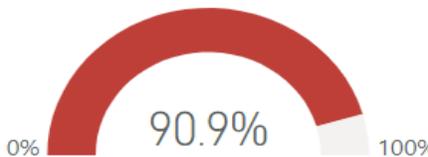
CM27: Staff in qualification



CM28: Level 4 Qualification



CM29: RIDDOR



CM30: Risk Assessments



Areas of Significant Improvement and Success

Quarter 3

(1st October 2021 – 31st December 2021)

Areas of Significant Improvement and Success

The Performance and Assurance Framework of which this report is a part of has continued to demonstrate fire and rescue service performance and provide assurance to members and the public.

Whilst it has been another challenging quarter for performance, the following corporate measures showed notable success in Quarter 3:

- CM 1: Accidental Dwelling Fires
- CM 3: Accidental Dwelling Fire Casualties
- CM 4: Deliberate Primary Fires
- CM 5: Deliberate Secondary Fires

All instances of fires remain low. Accidental Dwelling Fires (ADFs) and related casualties remain low. ADFs form a key focus of our prevention activity and these continued low numbers reflect the sustained work of our teams to ensure that the most vulnerable are kept safe from fire.

Other successes include:

- CM 8: Very High Risk Safe and Well Visit referrals contacted within 1 working day
- CM 11: Proportion of Unsatisfactory Fire Safety Inspections
- CM 12: Percentage of Successful Prosecutions
- CM 15: Percentage of Site Specific Risk Information (SSRI) that are currently in date

Core Measure 1: Accidental Dwelling Fires in West Sussex over a year period starting from April

281 fires at the end of Q3 2021-22

Current RAG Status GREEN

Total number of accidental dwelling fires in West Sussex over a year period starting from April

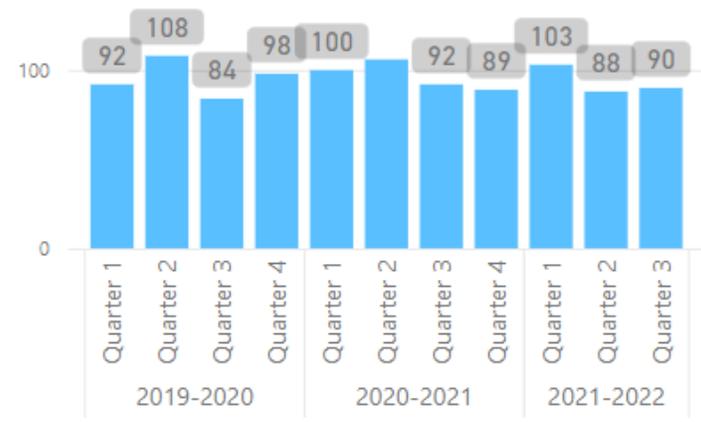
Annual Target:
 <400 Green
 400-425 Amber
 >425 Red

Service Owner:
Nicki Peddle
 Area:
Incidents

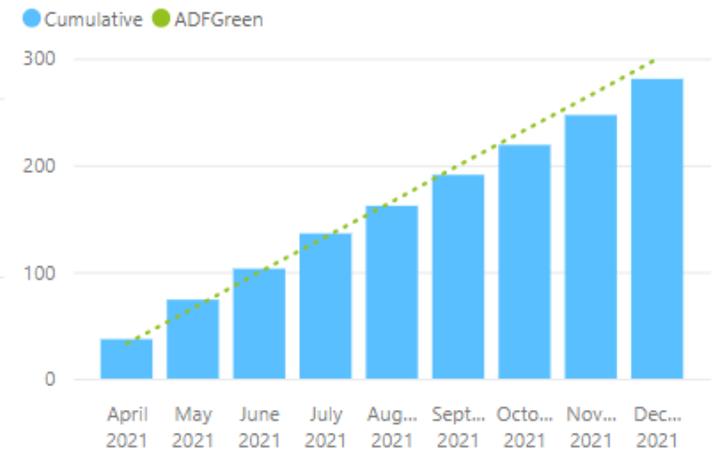
Accidental Dwelling Fires by FY

Financial Year	Count	Rate
2016-2017	285	33.65
2017-2018	481	56.36
2018-2019	412	47.88
2019-2020	382	44.21
2020-2021	387	44.79
Total	1947	0.00

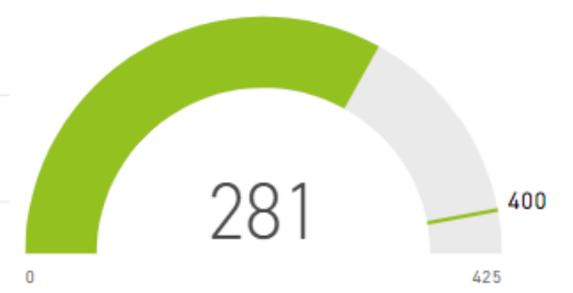
Count of ADFs Quarterly



Cumulative ADFs Monthly



ADFs



[More Information](#)



Commentary
 90 Accidental Dwelling Fires in this quarter. The majority involving cooking, with only 2 in the fortnight that included Christmas and New Year. A key element of our Safe and Well Visits relates to kitchen safety, with recommendations on how to cook more safely, we also offer information about the meals on wheels service where appropriate. This figure is 3% below the same period last year and reflects a trend showing an ongoing annual reduction.

Actions
 Treat: We will continue to deliver annual campaigns that are directed at the main causes of accidental fires in people's homes to raise awareness of the causes and provide preventative advice, specifically cooking related fires. This activity will take place at a targeted local level through the delivery of the local station's Local Risk Management action plan supported by the Prevention Team with the aim of driving this figure down further.

Core Measure 3: Accidental Dwelling Fire casualties in West Sussex over a year period starting from April

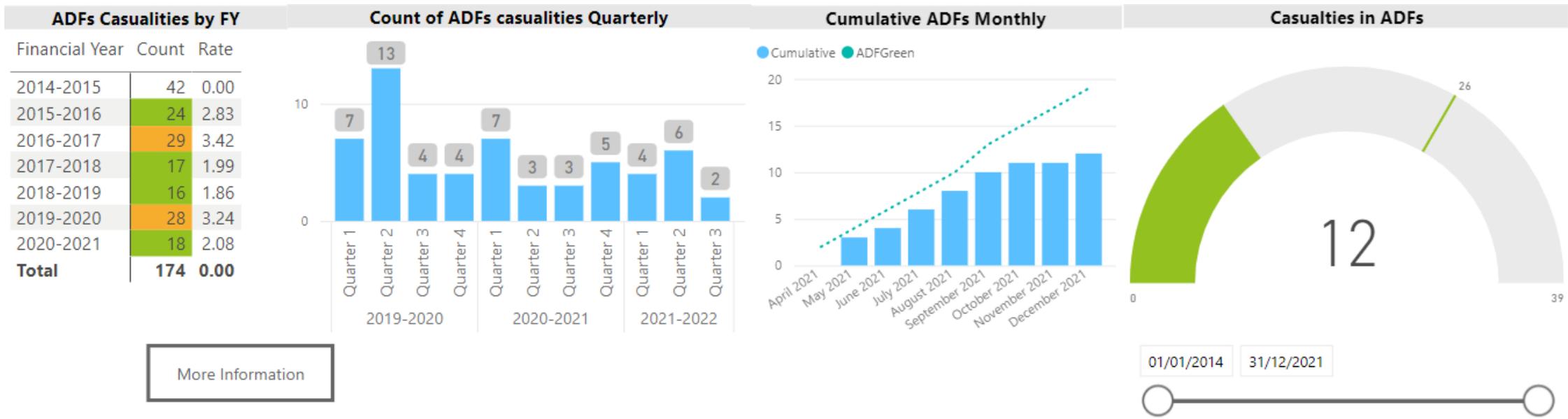
12 casualties at the end of Q3 2021-22

Current RAG Status GREEN

The total number of casualties resulting from an accidental dwelling fire in West Sussex over a year period starting in April. This is limited to a person who's injury is fire related and was severe enough to require hospital attendance.

Annual Target:
 <26 Green
 26 – 39 Amber
 >39 Red

Service Owner:
Nicki Peddle
 Area:
Incidents



[More Information](#)

Commentary
 Two casualties in Q3, one with slight injuries and one with serious injuries. The cumulative figures are the same as last year but show a 50% reduction on 2019/20. One of these injuries was as a result of cooking and the other a result of combustible material close to a heat source.

Actions
 Treat: Continue to monitor and identify trends, delivering appropriate fire safety messages through our Comms Team and delivery of the local community safety activity.

Core Measure 4: The number of deliberate primary fires in West Sussex over a year period starting from April

108 fires at the end of Q3 2021-22

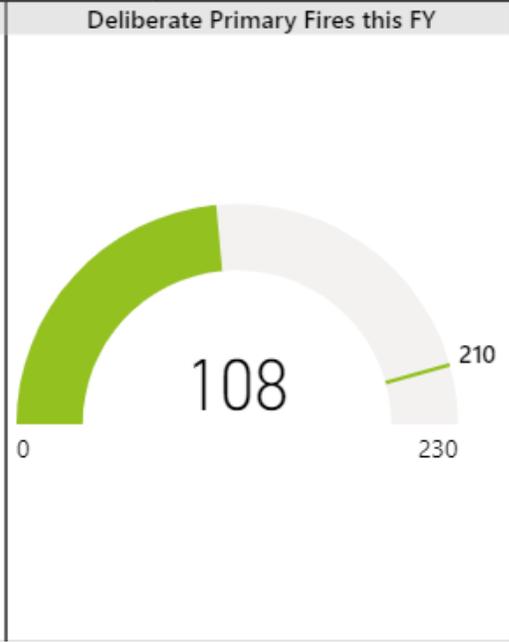
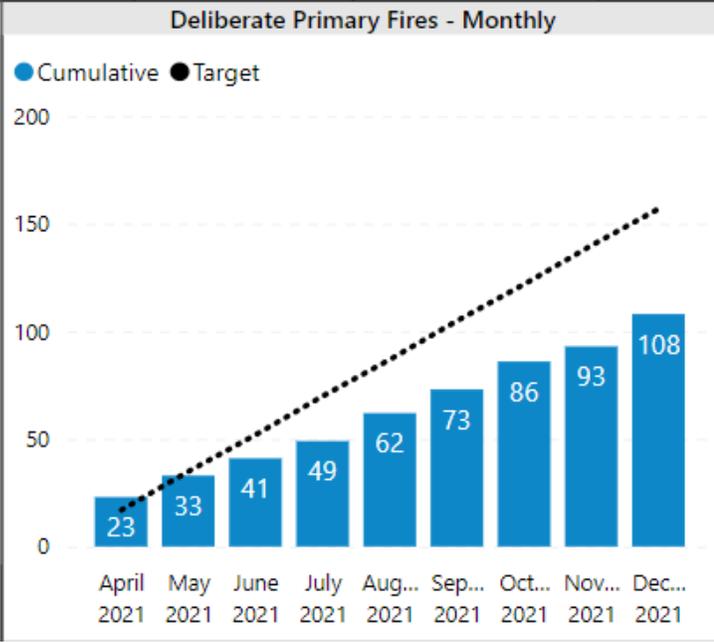
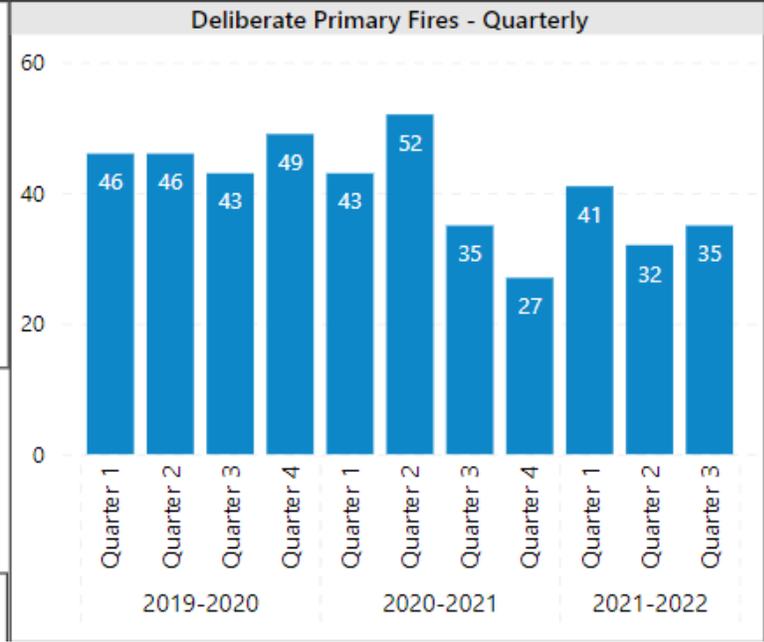
Current RAG Status GREEN

Primary fires involve property such as buildings and vehicles. This is the total number of primary fires, where the cause has been identified that the fire was started deliberately through the criminal act of arson.

Target:
 <210 Green
 210-230 Amber
 >230 Red

Service Owner:
Nicki Peddle
 Area:
Incidents

Financial Year	Fires	Rate
2015-2016	178	2.10
2016-2017	208	2.46
2017-2018	209	2.45
2018-2019	178	2.07
2019-2020	184	2.13
2020-2021	157	1.82



Additional Insights

Commentary
 This measure is showing an 18% reduction on the same period of the previous year. There were 34 deliberate primary fires in Q3, which reflects a continued downward trend in the last 3 years for Q3. Crawley remains the station ground with the highest number of deliberate primary and secondary fires, closely followed by Worthing. Chichester and Bognor have the next highest figure for primary fires. Local prevention work takes place in partnership where a pattern is identified.

Actions
 Treat: Stations with spikes in deliberate fires are developing activity to address them, forming part of their local risk reduction activity. The Targeted Education Team continue to work directly with young people who play with fire inappropriately and work with local schools where the fire is believed to involve young people.

Core Measure 5: The number of deliberate secondary fires in West Sussex over a year period starting from April

207 fires at the end of Q3 2021-22

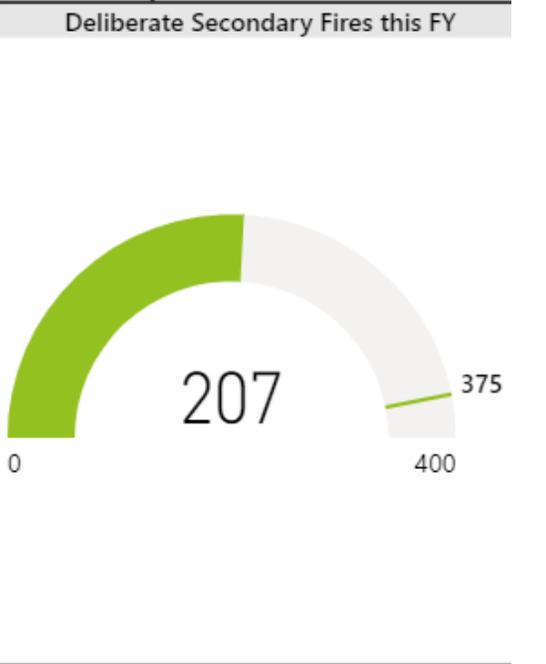
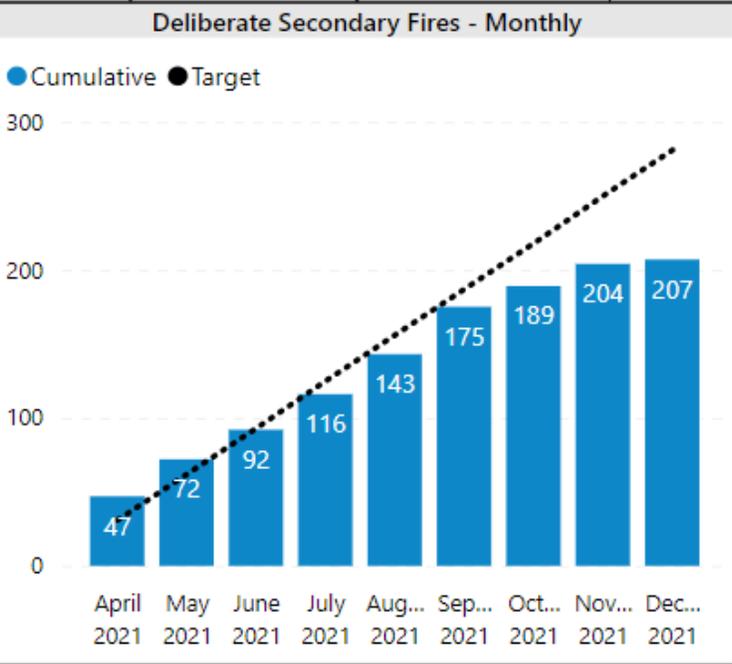
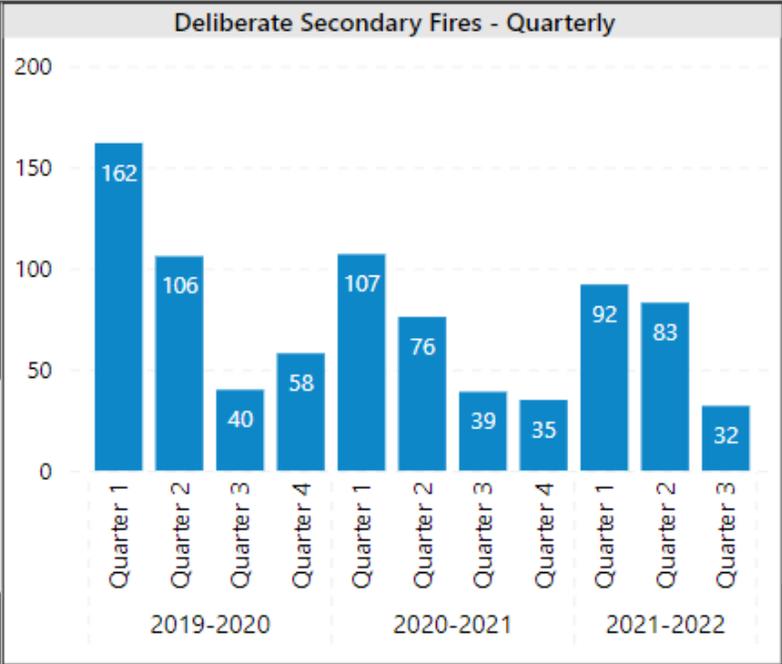
Current RAG Status GREEN

Rubbish and grass are examples of secondary fires. This is the total number of secondary fires where the cause has been identified that the fire was started deliberately through the criminal act of arson.

Annual Target:
 <375 Green
 375 – 400 Amber
 >400 Red

Service Owner:
Nicki Peddle
 Area:
Incidents

Financial Year	Fires	Rate
2015-2016	307	3.62
2016-2017	400	4.72
2017-2018	369	4.32
2018-2019	365	4.24
2019-2020	366	4.24
2020-2021	257	2.97



Additional Insights

Commentary
 This measure is showing a 20% reduction on the same period last year and an ongoing downward trend. Crawley and Worthing have the highest proportion of deliberate secondary fires, the majority of which took place outside, but overall the numbers are gradually decreasing.

Actions
 Treat: The data reflects hotspots and peak times of the day and days of the week. Where a pattern is identified locally, stations put in place measures to tackle it through their local partnerships, Joint Action Groups and through their Local Risk Management plans.

Core Measure 8: Very High Risk Safe and Well Visit referrals contacted within 1 working day

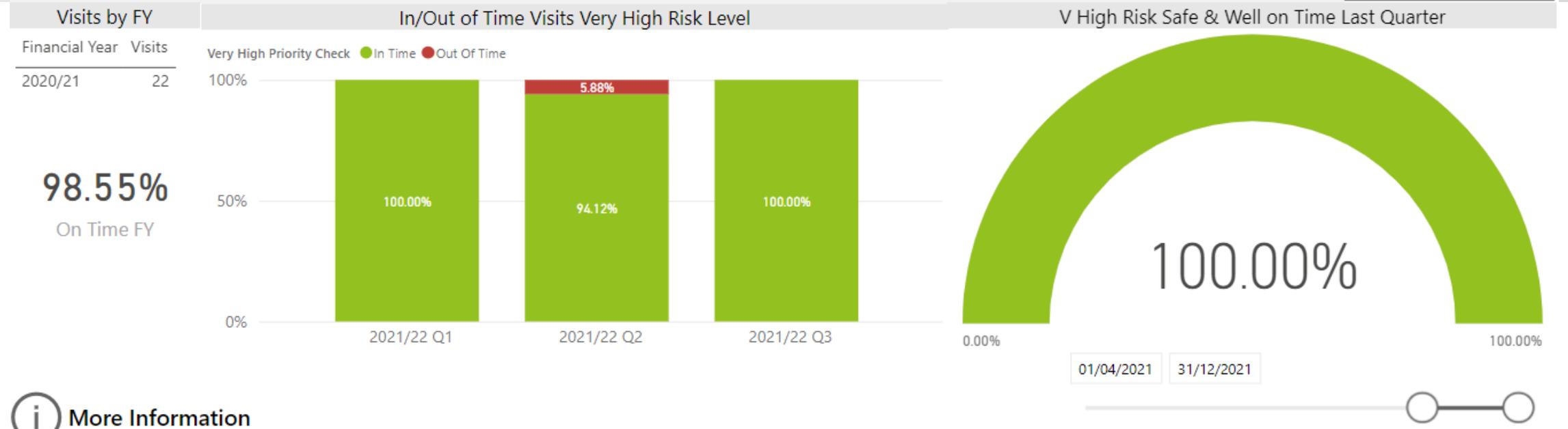
100% in Q3 2021-22

Current RAG Status GREEN

The percentage of safe and well visit referrals for individuals assessed as very high risk (including where there has been a threat or incidence of arson) contacted within 1 working day.

Target:
100% Green,
<100% Red

Service Owner:
Nicki Peddle
Area:
Prevention



i More Information

Commentary
There were 37 customers who were assessed as having a very high level of fire risk in Q3, all were contacted within 1 day and offered a visit. We have seen a 40% increase in the number of high-risk visits on the previous two quarters. This is evidence that we are reaching some of the most vulnerable people with the highest levels of fire risk and reflects the enhanced data capture provided by Farynor.

Actions
Treat: We will continue to seek out and prioritise those with the highest levels of fire risk as they are individuals who are most likely to be seriously injured to die in a fatal fire review. Our fatal fire review process identifies that those who are over the age of 85, live alone and have either physical or mental impairments are our target group, smokers and emollient users are particularly vulnerable.

Core Measure 11: Proportion of Unsatisfactory Fire Safety Inspections

51.4% in Q3 2021-22

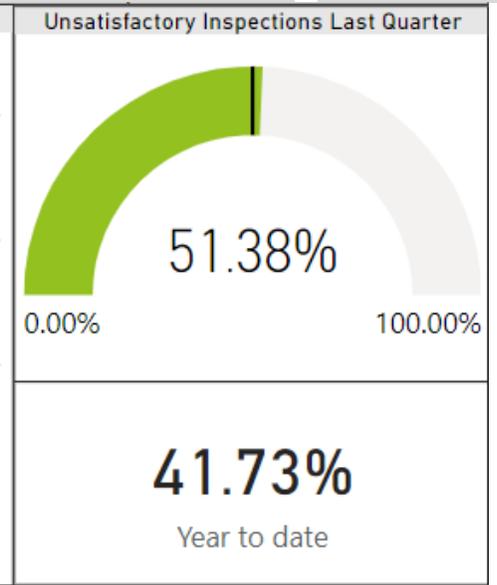
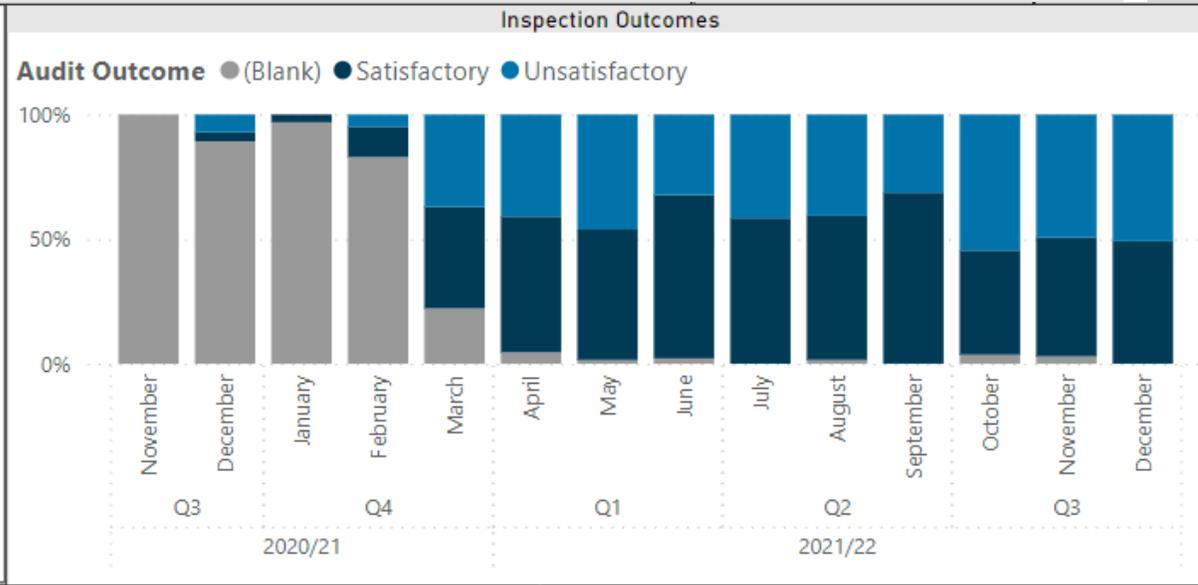
Current RAG Status GREEN

The percentage of fire safety inspections in which the inspector found a deficiency in the fire safety arrangements of that premises. Inspectors aim to focus inspections only on those premises which have inadequate fire safety arrangements.

Target:
 >50% Green
 30%-50% Amber
 <30% Red

Service Owner:
Garry Collins
 Area: **Protection**

Financial Year	Satisfactory	Unsatisfactory	Total
2020/21			
Q3	90.32%	3.23%	6.45%
Q4	71.00%	17.00%	12.00%
			100.00%



Commentary

This measure is designed to ensure our fire safety activity is focussed on non-compliant (high risk) buildings. We continue to improve performance in this area which is testimony that we are effectively targeting audit inspections within our RBIP. Ongoing active monitoring is now more effective through the Farynor system, and a more detailed performance dashboard has been created. Protection service measures and indicators are shared across all team members which helps to inform inspecting officers of progress and allows managers greater scope to monitor and quality assure daily activity levels.

Actions

Treat: Work will continue to ensure Farynor data is transposed into the Protection dashboard so that performance against targets are shared with all staff. We have also reset expectations on reporting and recording defects, to ensure a common and consistent approach to recording fire safety deficiencies and remediation requirements for improved consistency and clarity. This helps to better inform Responsible Persons of the management and maintenance requirements to ensure premises are kept satisfactory, without Fire Service intervention.

Core Measure 12: Percentage of Successful Prosecutions

**100% in Q3
2021-22**

**Current RAG
Status
GREEN**

The percentage of successful prosecutions made under the Regulatory Reform (Fire Safety) Order 2005.

Target:
75% Green,
<75% Red

Service Owner:
Garry Collins
Area:
Protection

FY	Successful Prosecutions	Total
2020-2021		
Q1		
June	1	1
Q3		
November	2	2
December	1	1
2021-2022		
Q1		
June	1	1
Q3		
December	1	1



Commentary
Two ongoing prosecution files were managed to conclusion this quarter. For one of those, following PACE interviews we failed to identify strong enough credible evidence to pass our evidence test to proceed to a formal prosecution and no further action was taken. However, we did manage to remediate all outstanding concerns identified and complete a case file review before closing the prosecution file. The second case was concluded with a caution for a number of Fire Safety deficiencies identified via a referral to us from a fellow regulator. A Fire Safety audit was completed, and an enforcement notice served. Following a case review, the caution sanction was successfully served in Dec 2021.

Actions
Treat: Ongoing prosecution meetings are scheduled monthly to ensure appropriate proportionate action continues to be managed, as detailed above, sharing the learning with all protection staff and also operational staff who are also a key partner in flagging such deficiencies at the earliest opportunity.

Core Measure 15: % of SSRIs that are currently in date (High Risk last 12 months, Medium risk last 36 months)

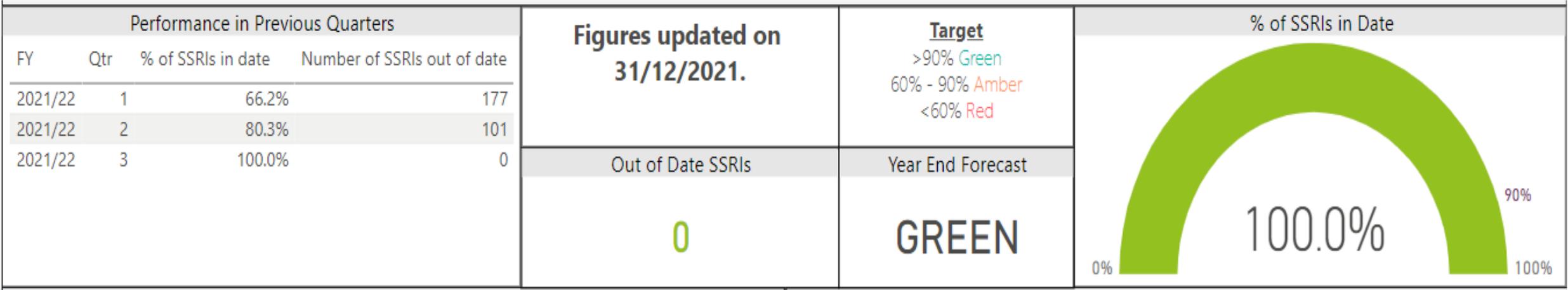
100% in Q3 2021-22

Current RAG Status GREEN

Premises that are identified as having specific risks to the community and to the firefighter are included in a regular programme of inspections to make sure that relevant information is made available to the firefighter prior to any call or visit. High Risk premises are inspected at least every 12 months and Medium risk every 36 months to ensure that risk information remains current and complete.

Target:
 >90% Green
 60% - 90% Amber
 <60% Red

Service Owner:
Garry Collins
 Area:
Protection



Commentary
 All SSRI data has been cleansed and fully migrated into the Farynor system with inspection schedules spread more equally over the calendar year. As a result of this process review, the system no longer shows any outstanding visits. Those SSRIs that were outstanding as out of date have been scheduled within the first few months to be completed by response crews. Staff also have a higher level of support and training to manage the restructured work schedules. Full Business as usual (BAU) is almost complete, however we will always have further risk premises information to input from new developments, change of use and alterations. Staff feedback engagement has been very positive as we continue to implement new systems, processes and revised Farynor database structure.

Actions
 Treat: Embedding of the Farynor system and it's associated process improvements is ongoing, with station based operational risk training now 70% complete (47 training sessions have been delivered to response stations over the last 2 months). All stations will have completed this training by the end of January 2022. This will ensure new ways of working are mainstreamed as BAU.

Selected Measures (Red and Amber Status)

Quarter 3

(1st October 2021 – 31st December 2021)

Selected Measures (Red and Amber Status)

The following red and amber measures have been selected for examination by the Scrutiny Committee:

- CM 2: Accidental Dwelling Fire deaths in West Sussex over a year period starting from April
- CM 9: % of High Risk Safe and Well referrals contacted within 7 working days
- CM 10: Number of FSO regulated buildings having received an audit over a year period starting from April
- CM 19: Critical Fires - 1st Appliance Attendance
- CM 20: Critical Fires – 2nd Appliance Attendance
- CM 21: Critical Special Services - 1st Appliance Attendance
- CM 27: % of Eligible operational staff in qualification

Core Measure 2: Accidental Dwelling Fire deaths in West Sussex over a year period starting from April

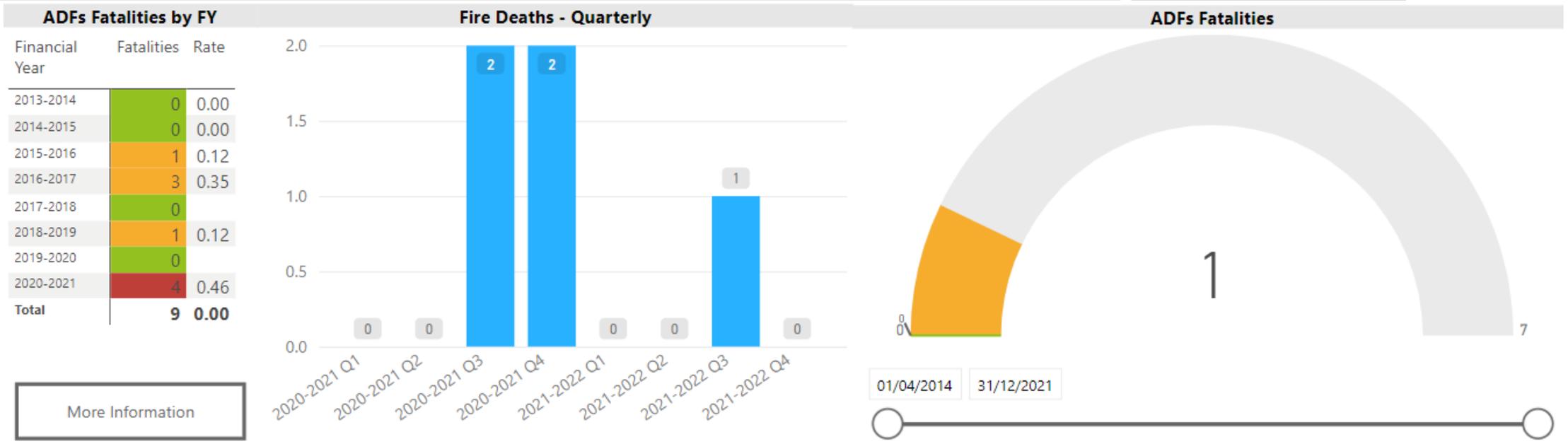
1 death in Q3 2021-22

Current RAG Status AMBER

The total number of deaths that occur as a result of a Accidental Dwelling Fire. This includes a person whose death is attributed to a fire, even when the death occurs weeks or months later.

Annual Target:
 0 Green
 0-3 Amber
 >3 Red

Service Owner:
Nicki Peddle
 Area:
Incidents



[More Information](#)

Commentary
 There was 1 fatal fire in Quarter 3. Extensive community fire safety activity has taken place immediately afterwards to reassure residents living close by and to provide fire safety advice and install smoke detection. There has been a fatal fire review of this incident to identify any hidden risk factors that we can use to further target our prevention work in our communities.

Actions
 Treat: We will continue to apply the learning identified from serious and fatal fire incidents, using it to offer specific fire safety advice to prevent such incidents occurring. We continue to build relationships with partner organisations who can refer people to us when they identify a fire risk.

Core Measure 9: % of High Risk Safe and Well referrals contacted within 7 working days

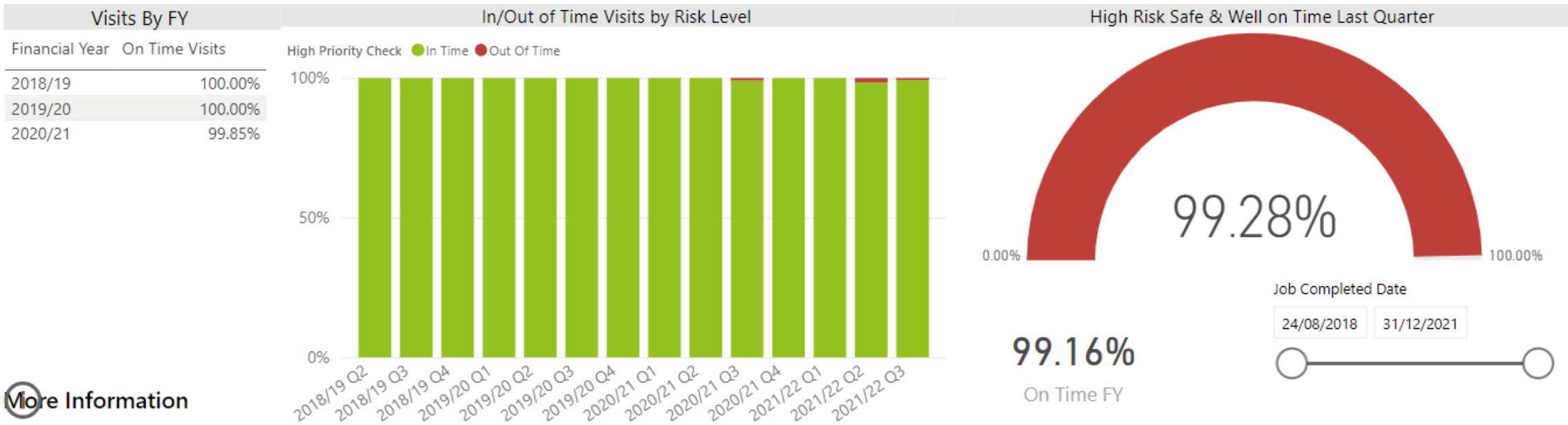
99.3%
in Q3 2021-22

Current RAG Status RED

The percentage of Safe and Well Visit referrals for individuals assessed as high risk of dying or being injured in the event of a dwelling fire contacted within 7 working days

Target:
100% Green
<100% Red

Service Owner:
Nicki Peddle
Area:
Incidents



[More Information](#)

Commentary

In Q3, there were 548 customers who were assessed as having a high level of fire risk, 99% of these were contacted within our 7 day target to arrange a visit. 2 customers were contacted half a day late, which was addressed through training and additional support. The systems we now have in place allow us to quickly identify and address issues, whereas previously those not contacted within the agreed timescale may not have been easily identified.

Actions

Treat: Continue to monitor, using the additional measures put in place having identified the shortcomings at the end of quarter 3.

Core Measure 10: Number of FSO regulated buildings having received an audit over a year period starting from April

623 at the end of Q3 2021-22

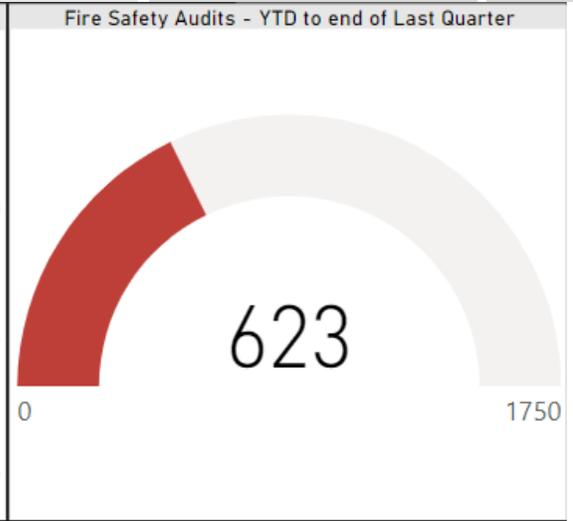
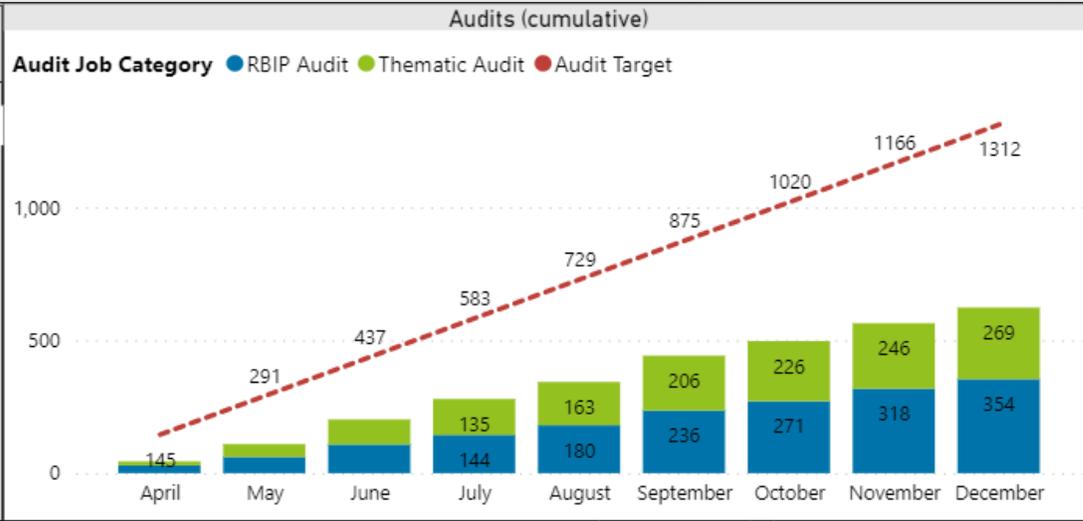
Current RAG Status RED

There are approximately 35,000 Fire Safety Order (FSO) regulated buildings in West Sussex. This measure examines the total number of audits of these buildings undertaken in a year starting in April under the Risk Based Inspection Programme (RBIP). The RBIP is a combination of the activities on specific risk premises, thematic risks and IRMP work and at the core of the RBIP is a regular inspection programme for known sleeping risks. In order to ensure that we are effectively enforcing the FSO our target is to achieve an average of 1750 RBIP visits per year..

Target:
1750 Green
1400 - 1749 Amber
<1400 red

Service Owner:
Garry Collins
Area:
Protection

Financial Year	RBIP Audit	Thematic Audit	Total
2020-2021	317	314	631
2021/22			
Q1			
April	29	15	44
May	32	33	65
June	47	46	93
Q2			
July	36	41	77
August	36	28	64
September	56	43	99



Commentary

The target of 1750 visits per year is based on a full department staffing model at which we continue to operate approximately 30% below. This is recognised as a sector wide issue. Reduced staffing levels and the pandemic have continued to impact the type of work that is possible, with inspecting officers carrying out remote and tabletop audits where premises remain inaccessible. Reviews are being undertaken to maximise desktop audits to ensure that the highest levels of risk continue to receive a comprehensive audit visit, which includes notifying the Responsible Person of any deficiencies and remedial actions required to make the building safe.

Covid restrictions continue to be an influencing factor due to increases in the recent variant, particularly with premises occupied by vulnerable occupants. Responsible Persons have expressed anxiety in this area, which we recognise and acknowledge on a case-by-case basis. Officers have continued to support other Protection core functions including completing the Building Risk Review, which account for over 50% of departmental activity. This includes building regulation consultations, licensing applications and other forms of inspections and prosecutions.

Actions

Treat: Our approach will increase audit file review activity, whilst still targeting face to face inspections at premises of highest risk within our RBIP, ensuring we are still picking up key areas of non-compliance with the Fire Safety Order. We have a clear way forward focusing on risk and maximising the number of audits completed. We are increasing our desktop reviews completed by qualified Inspecting Officers and Low Risk Fire Safety Checks conducted by our station personnel, both of which will see performance in this area improve. We have also seen good engagement with licensed premises in Chichester, which is part of a joint fire safety project between our protection and response teams focusing on takeaways with sleeping risks above. This in turn will lead to more audits being completed.

Core Measure 19: Critical Fires - 1st Appliance Attendance

**86.8% in Q3
2021-22**

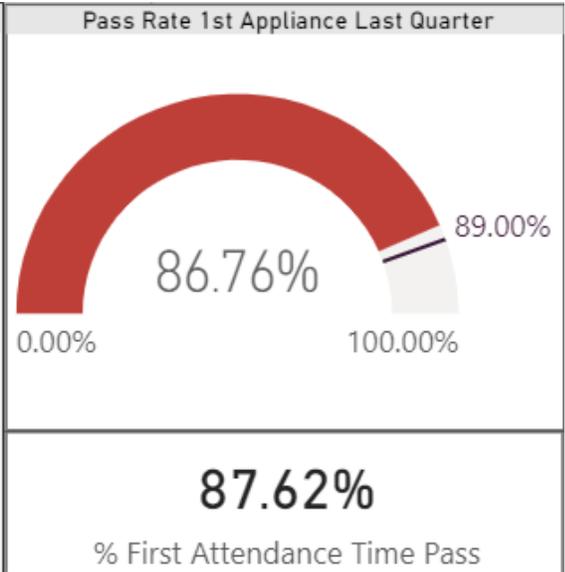
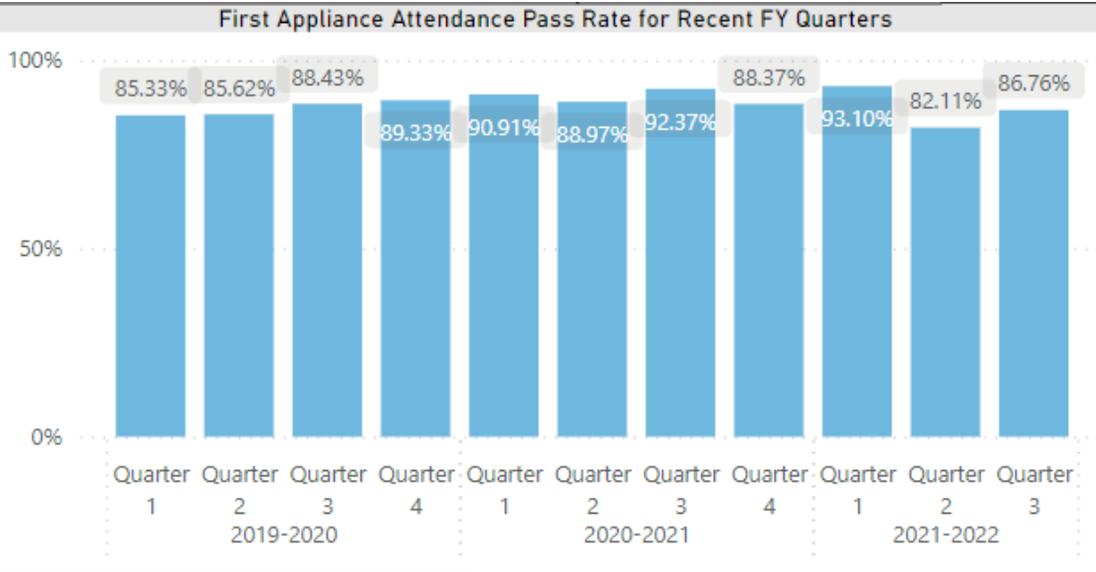
**Current RAG
Status
RED**

West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the first fire engine arrives at an emergency incident within the target number of minutes from time the emergency call was answered.

Target:
>89% Green,
<89% Red

Service Owner:
Steve Ash
Area:
Response

Financial Year	Very High	High	Medium	Low	Total
2015-2016	100.00%	84.48%	86.75%	89.19%	87.67%
2016-2017	75.00%	88.57%	83.72%	89.86%	86.52%
2017-2018	0.00%	100.00%	89.03%	90.00%	90.28%
2018-2019	0.00%	93.94%	88.32%	86.27%	87.66%
2019-2020	0.00%	96.00%	87.50%	85.82%	87.11%
2020-2021	0.00%	92.31%	88.37%	91.70%	90.15%
Total	78.57%	91.60%	87.18%	88.88%	88.21%



[Table of Incidents](#) [Map & Station Group](#)

87.62%
% First Attendance Time Pass

Commentary
Following six quarters of strong performance in meeting first fire engine attendance standards we had a significant drop in Q2 and an increase in Q3. This increase means that our last three months performance have been 3.33% below target. For the last 6 months we have been trialling the Dynamic Cover Tool (DCT) in Fire control. This tool allows the control operators to assess the impact of any standby moves on response times before implementing them. During this trial we have been reviewing the impact this has had on our response times and the impact it's had on our staff. While we have seen how valuable the DCT is, we recognise that improvements can be made that will maximise the performance of our existing resources.

Actions
Treat: We are working very closely with Joint Fire Control (JFC) and following a revision to the governance arrangements we now have engagement and additional scrutiny at both operational and strategic levels. This work and the inclusion of our colleagues from East Sussex FRS is already seeing improvement in areas of performance that contribute to responding quickly to incidents. One of the main changes is the development to the way we use the Dynamic Cover Tool (DCT) in JFC across the County. This is intended to improve our response times by focusing cover at a district or local level. Additionally, we are reviewing all elements that contribute to meeting our response standards. This has seen work done at our fire stations to ensure we are consistently doing everything we can to respond to all incidents as quickly as possible.

Core Measure 20: Critical Fires - 2nd Appliance Attendance

76.1% in Q3 2021-22

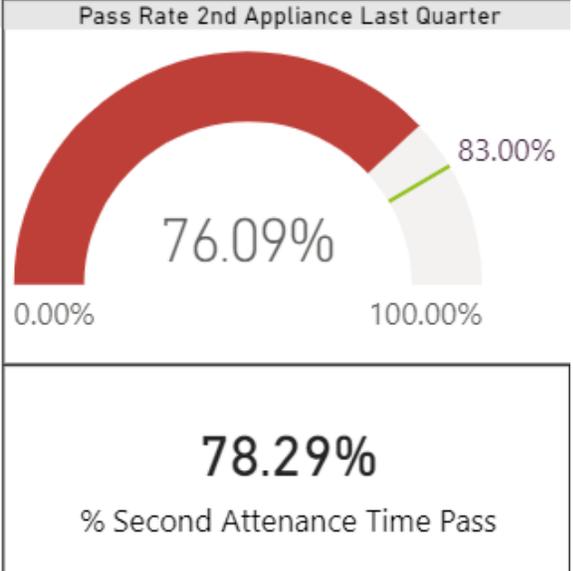
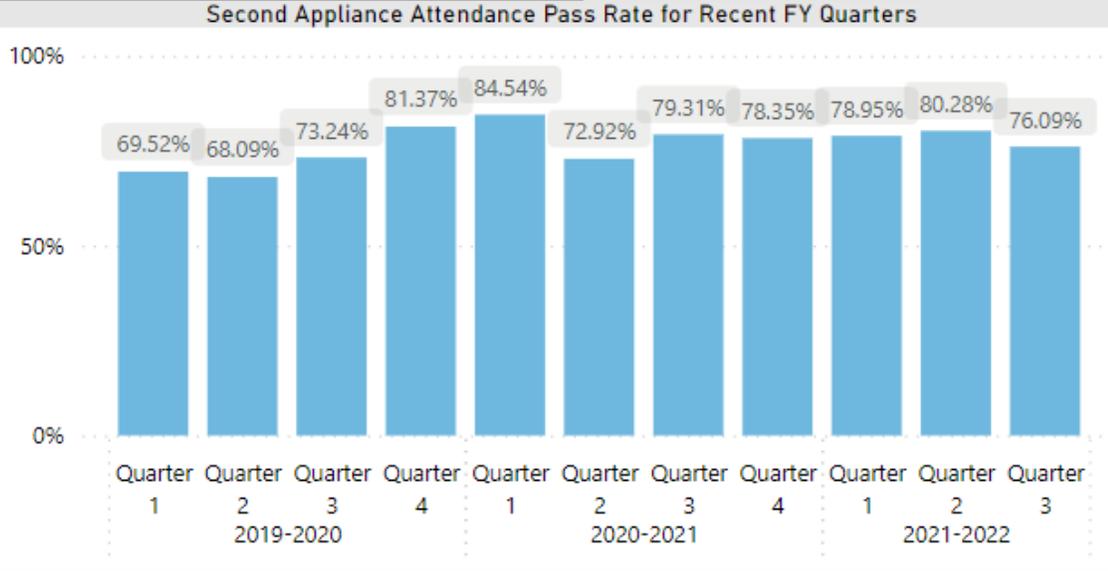
Current RAG Status RED

West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the second fire engine arrives at an emergency incident within the target number of minutes from time the emergency call was answered.

Target:
>83% Green
<83% Red

Service Owner:
Steve Ash
Area:
Response

Financial Year	Very High	High	Medium	Low	Total
2015-2016	100.00%	84.21%	74.36%	77.20%	76.58%
2016-2017	72.73%	71.79%	74.58%	80.00%	76.32%
2017-2018	0.00%	86.21%	79.00%	79.73%	79.79%
2018-2019	0.00%	72.73%	76.88%	80.43%	78.27%
2019-2020	0.00%	77.78%	76.00%	69.83%	73.12%
2020-2021	0.00%	100.00%	80.46%	76.53%	78.78%
Total	75.00%	79.74%	76.79%	77.36%	77.22%



i Table of Incidents **i** Map & Station Group

Commentary

Our emergency response standards have been in place since 2009 and are based on assessing levels of critical fire risk. Our current standard is that the second appliance attendance time will be three minutes longer than the attendance time for the first appliance in the area. In the last quarter our greatest challenge on this measure has been in medium risk areas in Western group (15 minutes for the second appliance attendance) and low risk areas across the county (17 minutes for second appliance attendance).

Actions

Tolerate and Monitor: The implementation of the Dynamic Cover Tool (DCT) is intended to have a positive impact on first engine attendance times and it's impact on second engine attendance times will be closely monitored. We are proposing to review and assess our emergency response standards to simplify them in line with other fire and rescue services when the NFCC guidance is published.

Core Measure 21: Critical Special Service - 1st Appliance Attendance

77.8% in Q3 2021-22

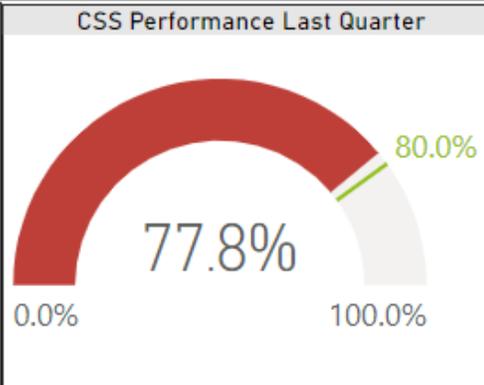
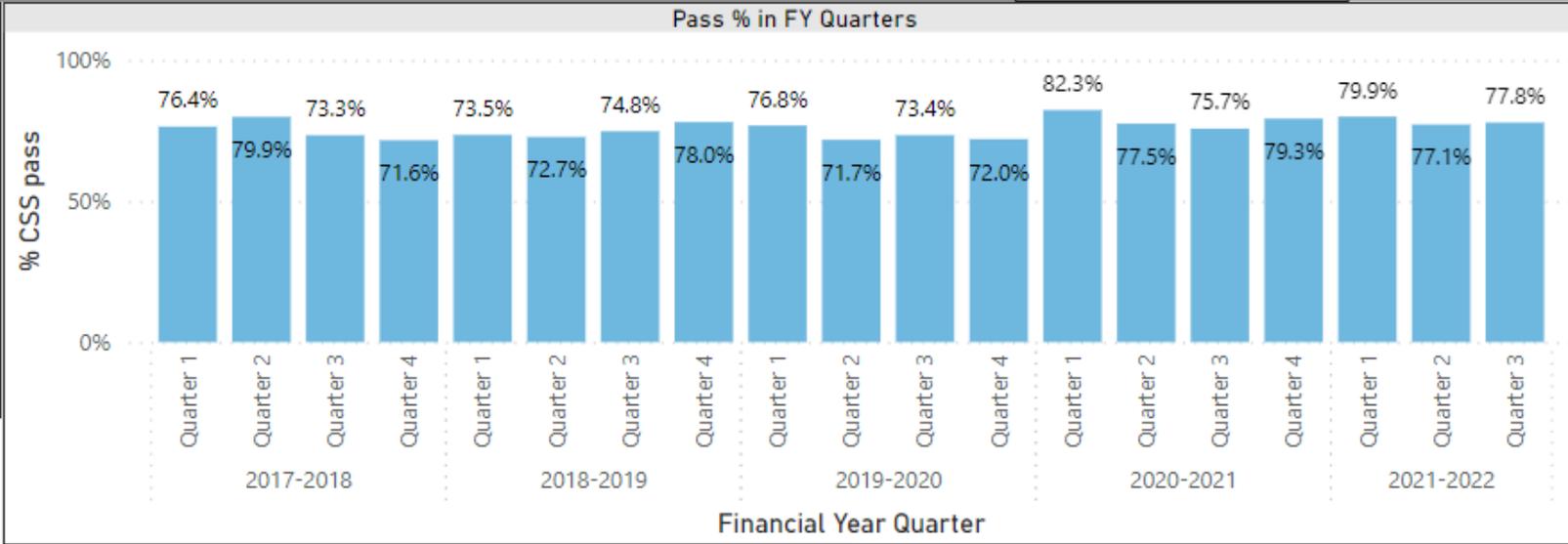
Current RAG Status RED

A critical special services incident is a serious incident that does not involve a fire, for example an RTC, an emergency involving a hazardous substance or when someone is trapped. Some areas of the county are more at risk of fires than others, however special service incidents can happen anywhere, especially with our extensive road network. For this reason we have a single response standard of less than 13 minutes for all critical special service incidents. This measure examines the percentage of occasions where the first fire engine arrives at an emergency special services incident within 13 minutes of the time the emergency call was answered.

Target:
 >80% Green
 <80% Red

Service Owner:
Steve Ash
Area:
Response

Financial Year	% CSS pass
2014-2015	76.9%
2015-2016	77.6%
2016-2017	76.7%
2017-2018	75.4%
2018-2019	74.8%
2019-2020	73.3%
2020-2021	78.5%



78.2%
 Financial Year Performance

i Additional Information

Commentary
 We have seen a small increase in retained availability and a corresponding increase in the overall countywide attendance time to critical special service incidents. At the start of Q2 the Dynamic Cover Tool (DCT) trial was implemented. This is designed to assist control room operators in ensuring that the resources that are currently available are always in the best place to maximise overall response times. The use of the DCT has been effective in maximising the use of available resource with respect to critical special service calls.

Actions
 Treat: In addition to the actions relating to Joint Fire Control (JFC), we are reviewing the management of our Service Delivery Centre (SDC) and have introduced a new permanent Crewing Support Officer. Our Crewing Optimisation Group (COG) within the SDC aims to maximise crewing levels across the service. Our Assistant Chief Fire Officer will be working strategically with the Head of Response and the SDC to continue to improve our crewing availability and continue to focus on those marginal gains.

Core Measure 27: Eligible operational staff in qualification

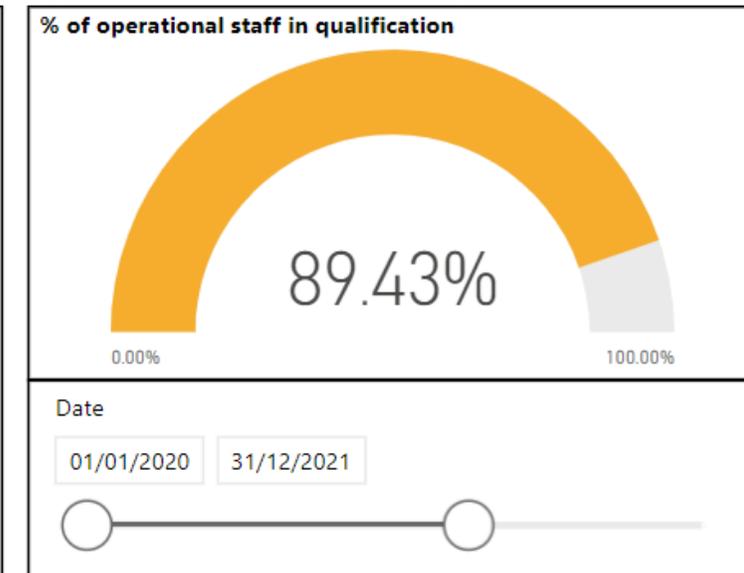
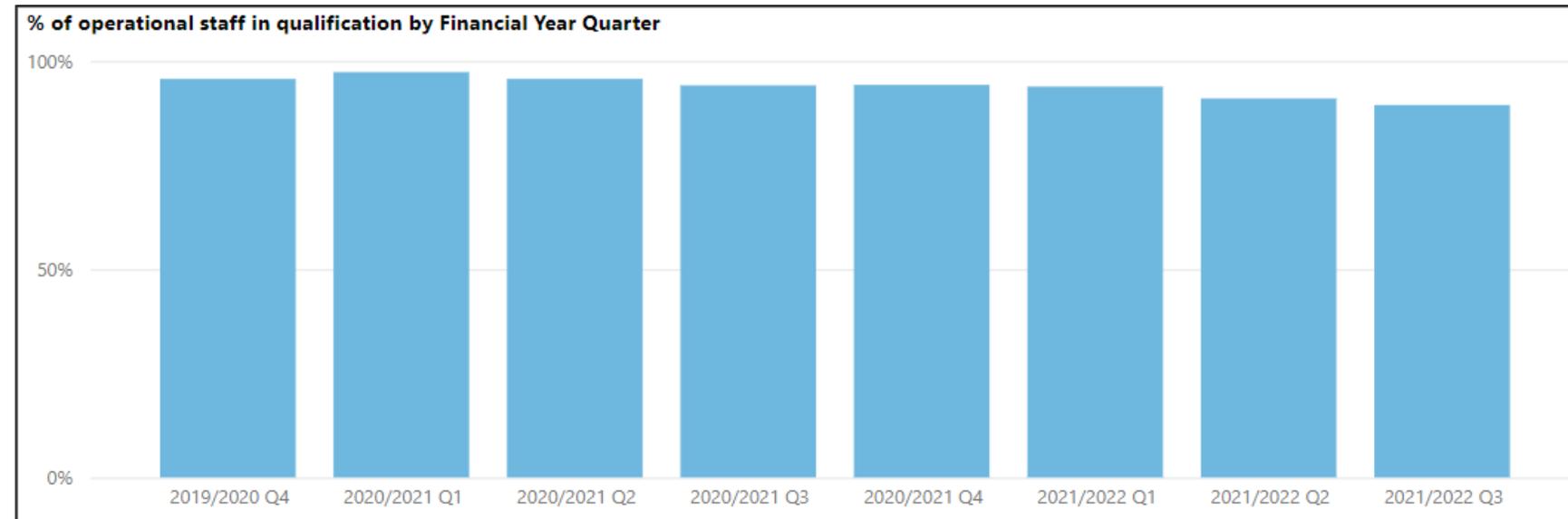
89.4% in Q3
2021-22

Current RAG
Status
AMBER

This measure examines the average percentage of operational staff who have current qualifications in the use of breathing apparatus, emergency response driving and incident command (as outlined in the 8 core areas of the Fire Professional Framework) as required by their role. Staff who are long term sick, on secondment, maternity leave or alternative duties are excluded from this measure.

Target:
>95% Green
85%–95% Amber
<85% Red

Service Owner:
Cathy McDonnell
Area:
POD



Commentary
There is a slight decline in the performance of this measure this quarter. The full report for each competency is made up of a number of modules which are delivered centrally and are performing well however there are two factors impacting the overall performance figures. Firstly the modules completed on the station are short of expectation and secondly, staff who are ineligible for these qualifications may not be accurately recorded on the system.

Actions
Following an internal review and audit we are clear on the areas of focus for improvement for this core measure which include the need for accurate recording of data on our systems particularly where staff are not 'eligible' for the relevant qualifications or attract a dual contract which many of our staff have. Secondly, we are improving training delivery to ensure competence is maintained and monitoring has been amended to report staff before they go out of date. This will further improve local management of the competencies and ensure action is taken for those that require assessments to take place