

Fire and Rescue Scrutiny Potential Performance Measurement Targets/Areas

Quadrant One: Service Provision – examples of potential corporate measures

This section will group together all data, information and measures from across the County Council which will allow the service to monitor how it is are doing at delivering against the statutory obligations. It will also cover any internal services provided between teams/department/functions such as corporate support in relation to HR. This section will also monitor performance of formal and informal Shared Services arrangements provided by or to WSFRS for example Joint Fire Control delivered by Surrey Fire and Rescue Service, in relation to call receipt and mobilisation.

Core Measure No.	Measure	Definition
Fires and Fatalities - CM1	Number of fire deaths in accidental dwelling fires	The total number of deaths that occur as a result of an accidental dwelling fire. This includes a person whose death is attributed to an accidental dwelling fire, even when the death occurs weeks or months later.
CM2	Number of fire casualties in accidental dwelling fires	The total number of casualties that occur as a result of an accidental dwelling fire. This includes a person or persons whose injuries may be slight or serious and require hospital treatment and which are attributed to the accidental dwelling fire.
CM3	The number of deliberate primary fires	This is the total number of primary fires, where the cause has been identified that the fire was started deliberately.
CM4	The number of deliberate secondary fires	This is the total number of secondary fires, where the cause has been identified that the fire was started deliberately.
Prevention - CM5	Percentage of safeguarding referrals made to social care colleagues within 24 hours of discovery	To ensure that safeguarding referrals are made in a timely manner for the protection of individuals. This is the time taken from the Duty Officer or Safeguarding Coordinator being made aware of a safeguarding case, to the referral being made to the local authority.
CM6	Percentage of home safety referrals, where there has been a threat or incidence of	When WSFRS is made aware of the threat or incidence of arson against an individual(s) a home safety visit is conducted within 7 days.

	arson, completed within 7 days.	
CM9	Percentage of priority home safety referrals, where there is a significant heightened risk of an individual dying in the event of an accidental dwelling fire, completed within 7 days.	When WSFRS is made aware of a home or an individual who is at significantly high risk of dying in the event of an accidental dwelling fire, a home safety visit is conducted within 7 days.
Protection - CM10	Total number of full fire safety audits carried out	This is the total number of full fire safety audits carried out in premises in West Sussex. This is calculated once the premises visit has been closed by WSFRS and only includes the initial full fire safety audit. A Fire Safety Audit is carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space.
CM11	Percentage of audits where the results were satisfactory	This is the number of closed fire safety audits carried out in commercial premises, where the result was satisfactory, and no further action or follow-up was required.
CM12	Percentage of statutory fire safety consultations completed within the required timeframes	Statutory fire consultations have a set timeframe in which they must be completed and include: <ul style="list-style-type: none"> • Licensing • Building regulations • Building regulations approved supplier • Marriage Act
Response - CM13 a	Percentage of occasions where the first fire engine arrives at an emergency incident within 8 minutes from time the emergency call was answered for very high risk grade premises	This measure looks at the time taken from when the Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of the emergency incident, and on how many occasions WSFRS does this in under 8 minutes.
CM13 b	Percentage of occasions where the first fire engine arrives at an emergency	This measure looks at the time taken from when the Fire Control Room Operator answers the phone until the time the first fire engine

	incident within 10 minutes from time the emergency call was answered for high risk grade premises	(appliance) arrives at the scene of the emergency incident, and on how many occasions WSFRS does this in under 10 minutes.
CM13 c	Percentage of occasions where the first fire engine arrives at an emergency incident within 12 minutes from time the emergency call was answered for medium risk grade premises	This measure looks at the time taken from when the Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of the emergency incident, and on how many occasions WSFRS does this in under 12 minutes.
CM13 d	Percentage of occasions where the first fire engine arrives at an emergency incident within 14 minutes from time the emergency call was answered for low risk grade premises	This measure looks at the time taken from when the Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of the emergency incident, and on how many occasions WSFRS does this in under 14 minutes.
CM14	Percentage of full shifts where there is adequate crewing on all wholetime frontline pumping appliances	This is the percentage of shifts (day or night) where there are sufficient minimum qualified fire fighters (4 personnel) on all wholetime pumping appliances (fire engines). A wholetime frontline pumping appliance is available 24/7, 365 days a year.
CM15	Percentage of hours where there is adequate crewing on all retained frontline pumping appliances (based on 24/7 crewing)	This is the percentage of hours where there are sufficient minimum qualified fire fighters (4 personnel) on retained pumping appliances (fire engines). Retained frontline pumping appliances are crewed mainly by on-call fire fighters who are based at stations in more rural locations and are ready to leave their place of work or home and attend emergencies from the local retained station, when they receive the call.
CM16	Percentage of occasions where the time to answer emergency calls is within 10 seconds	This measure uses the time taken from when the Fire Control Room system receives emergency incoming call alerts to the moment they are answered by a Surrey Fire Control Operator
Customer Feedback - CM17	Percentage of domestic respondents	Results are from a customer feedback questionnaire which is sent to those who have experienced a

	satisfied with the overall service	dwelling fire asking about their satisfaction and experience with the service they received from WSFRS.
CM18	Percentage of commercial respondents satisfied with the overall service	Results are from a customer feedback questionnaire which is sent to business owners/managers who have experienced a fire in their commercial premises asking about their satisfaction and experience with the service they received from WSFRS.
CM19	Percentage of respondents satisfied with the services with regards to fire safety audits	Results are from a customer feedback questionnaire which is sent to business owners/managers who have had a full fire safety audit, asking about their satisfaction and experience with the service they received from WSFRS.
CM20	Percentage of domestic respondents satisfied with the service regards their safe and well visit	Results are from a customer feedback questionnaire which is sent to a sample of individuals who have received a safe and well visit and asks about their satisfaction and experience with the service they received from WSFRS.
Human Resources and Learning & Development - CM21	Percentage of working time lost to sickness across all staff groups	This measure looks at sickness across the whole organisation and the percentage of time lost based on the number of working hours available to the organisation.
CM22	Percentage of eligible operational staff successfully completing fitness test	The measure reflects the percentage of eligible operational personnel who have successfully completed their fitness test. Individuals who are not eligible include those on long-term sick or light duties.
CM23	Percentage of eligible operational staff in qualification	This measure examines performance in the key qualifications, outlined in the 8 core areas of the Fire Professional Framework, required by staff to maintain effective service delivery.
CM24	Percentage of Protection Staff in qualification	This measure examines performance in the key qualifications, required by staff to maintain effective service delivery.