

West Sussex Community Risk Management Plan

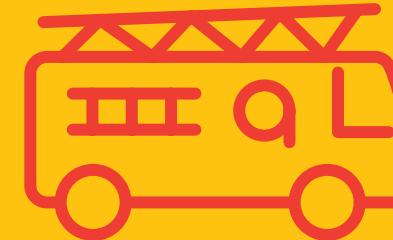
2022-2026 Consultation



PREVENTION



PROTECTION



RESPONSE



PEOPLE

Making West Sussex safer for everyone.

Our consultation



Duncan Crow
Cabinet Member for Community Support, Fire and Rescue
West Sussex County Council



Sabrina Cohen-Hatton
Chief Fire Officer
West Sussex Fire and Rescue Service

A message from the Cabinet Member and Chief Fire Officer

West Sussex Fire and Rescue Service (WSFRS) helps people across the county to live safer, stronger lives while supporting businesses to stay safe and support the economy.

It's our job as a fire and rescue service to understand and manage risk. This helps us to work out where we need our staff and resources, so we can respond to high risk incidents and plan how to deliver our vital prevention and protection work.

We would like you to help to shape our new four-year plan for making West Sussex safer, stronger and more resilient.

Feedback from this consultation will be considered in the development of our new Community Risk Management Plan (CRMP). This plan will identify and assess all foreseeable fire and rescue related risks that could affect our community. Once we have identified these risks, we look at the resources we have in place and the activity we need to undertake to mitigate these risks and develop plans to improve safety. This document contains our proposals, the methodology we have used to produce them and information on how you can express your view.



“We would like you to help to shape our new four-year plan for making West Sussex safer, stronger and more resilient.”

Our vision, mission and priorities

Our Vision

Our vision in WSFRS is that we are all: **Proud to Serve.**

Our Mission

Our mission is: We work with our communities and partners every day to prevent emergencies, helping everyone to be safe and to improve lives in West Sussex. Emergencies will always happen and when they do, we are ready to respond as quickly as possible to help people in their time of need and to save lives.

We empower and support our people to be the best they can be, to deliver to the highest standards when serving our communities and to uphold the values of our fire and rescue service.



Strategic Priorities

West Sussex County Council Priorities

The Council Plan 2021-2025 sets out where West Sussex County Council (WSCC) will focus its efforts over the next four years and is organised around the following four priorities with an underpinning theme of climate change.

- Keeping people safe from vulnerable situations
- A sustainable and prosperous economy
- Helping people and communities to fulfil their potential
- Making the best use of resources

West Sussex Fire and Rescue Service Priorities

Our five CRMP priorities support the WSCC priorities.

- Preventing fires and emergencies from happening
- Protecting people, firefighters and property by making buildings as safe from fire as they can be
- Responding to fires and emergencies quickly and effectively
- Have a safe and valued workforce
- Making best use of resources

Our Council Plan

Our Council Plan is WSCC's corporate plan for 2021-2025 and is available to view at www.westsussex.gov.uk/ourcouncilplan



Community Risk Management Plan methodology

Community risk management planning is a requirement under the National Framework, produced by the Home Office and supported by the National Fire Chiefs Council (NFCC).

This is to ensure that all fire and rescue services produce, review and update their CRMP in line with NFCC guidelines and in consultation with key stakeholders within their organisation and the community, making the plan accessible and publicly available.

The CRMP will be supported by service plans that further describe how the service reduces the identified risks. These identify the resources needed to deliver each plan, as well as highlight proposals for areas where we could improve the delivery of our service over the lifespan of the document.

We also review and respond to the findings of inspections from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

The CRMP methodology is one that all fire and rescue services must use to ensure that appropriate resources are available with the emphasis placed on prevention, protection, response and its people, taking into consideration the risk profile in West Sussex.

To achieve this WSFRS will identify and consider all foreseeable and existing strategic,

operational and community risks relevant to the service. In doing so we will also consider national, regional, and local influences, taking account of local and national policies.

WSFRS will consider the needs of the community, our stakeholders and all our partners through consultation to include consideration of their existing plans and risks.

To achieve this WSFRS have a number of key stages which look internally at WSFRS data sources and externally working with our partners.

These include:

- **Horizon scanning for local, regional, and national influences which may affect service objectives.**
- **Critical fire risk maps**
- **Community Risk Data displayed in Power BI and Local Risk Management Plans (LRMP)**
- **Data produced in our Statement of Assurance and West Sussex Life**
- **Ongoing engagement with personnel/staff across WSFRS and WSCC**
- **National and community risk registers**

The identified risks from these and other data sources are analysed using the Risk Evaluation Cycle.

Risk Evaluation Cycle



Community Risk Management Plan methodology



What is risk?

The NFCC have defined risk as a combination of the likelihood and consequences of hazardous events.

Risk is the potential for an emergency to occur, that may threaten life, cause damage or harm to people, property, or the environment, including an impact on critical infrastructure, or protracted demand on emergency service resources.

We identify, assess and research our foreseeable risks, drawing on local incidents, feedback and learning from significant local and national events. This is reviewed every year to identify our priorities, set our objectives and measure our performance.

The requirement to produce a plan

The government sets out priorities for Fire and Rescue Authorities through the Fire and Rescue National Framework for England (2018). The framework is available from our website (see below).

Our current Integrated Risk Management Plan (IRMP)

Our 2022-2026 plan, which will replace our IRMP, is called a Community Risk Management Plan (CRMP) in line with national guidance from the NFCC. Our current IRMP is available from our website (see below).

Statement of assurance

We must provide assurance on financial, governance and operational matters and show how they have had due regard to the expectations set out in our IRMP. Our statement of assurance is available from our website (see below).

Safer West Sussex Partnership

The Safer West Sussex Partnership (see website below) is the multi-agency strategic community safety executive which aims to reduce crime and disorder, vulnerability and inequality through a series of cross cutting strategic priorities and county wide work streams.

West Sussex Life

West Sussex Life is a statistical report providing a range of information about West Sussex and is available from our website (see below).

yourvoice.westsussex.gov.uk/crmp

Community and national risks

WSCC and the Fire Authority have a number of statutory duties placed upon us to ensure that we consider the risks and hazards that can impact the residents of West Sussex.

We are active members of the Sussex Resilience Forum (SRF), a partnership within East and West Sussex and Brighton & Hove that includes the emergency services, local authorities, Environment Agency and health agencies along with voluntary and private agencies.

The SRF assesses the non-malicious risks (i.e. hazards, rather than threats) that are most likely to happen, the impact these would have across the county and ensures that adequate planning, response and recovery arrangements are in place. These plans include pandemic outbreaks which formed the basis of our response to the unprecedented events triggered by COVID 19.

The SRF also publishes a Community Risk Register, designed to inform people about the risks that could occur where they live, so they can think about what they can do to be better prepared in their homes, communities and businesses.

For national and malicious events, such as terrorism, there is a National Risk Register (NRR) which provides information on the most

significant risks that could occur in the next two years and which could have a wide range of impacts on the UK. The NRR also sets out what the UK government, devolved administrations and other partners are doing about them, as well as information and advice for the public.

Climate change

Climate change is one of the biggest challenges we will ever face in our county.

Human activity has already led to 1°C of global warming from pre-industrial levels.

This is resulting in damaging impacts on lives, infrastructure and ecosystems already being felt by communities across West Sussex.

WSCC approved a climate change strategy, which is intended to provide a framework which will shape and influence all day-to-day activity. The strategy also sets five priority commitments to:

- Mitigate the effects of climate change by reducing carbon emissions (aligning with an ambitious target to be carbon neutral by 2030)
- Adapt and be resilient to a changing climate
- Source and use resources sustainably
- Support and grow our local green economy
- Transform how we work

Our Climate Change Vision

"In 2030, WSCC is carbon neutral and climate resilient, using our limited resources wisely. WSCC has enabled positive actions and behaviours across our county to mitigate and adapt to climate change"

Climate Change Strategy

More information on our climate change strategy is available from our website below.

Local Risk Register

More information can be found on the Sussex Resilience Forum via our website below.

National Risk Register

Government information can be found via our website below.

Help us to shape our services!

Public consultation

We would like you to answer six questions as part of our public consultation based on the proposals within this document. You'll be helping to shape our four-year plan for making West Sussex safer. Visit our consultation website below in order to take part and give us your views.

yourvoice.westsussex.gov.uk/crmp

We encourage you to complete this online version of this questionnaire, but you can also complete the paper questionnaire and return it in the FREEPOST envelope included.

We will continue to provide regular updates through the WSCC engagement hub.

Accessibility

If you need this information in an alternative format then please contact us on 01243 786211 or via email at yourfireservice@westsussex.gov.uk

If you are deaf or hard of hearing and have an NGT texting app installed on your computer, laptop or smartphone, you can contact us on 18001 01243 786211.



Proposal 1: Enhance our retained operating model

On-call, retained and RDS firefighters

On-call firefighters, retained firefighters and RDS (Retained Duty System) firefighters are different names for the same role.

A retained firefighter is a paid person employed by a fire and rescue service who is 'on call' to respond to a range of emergencies and to engage with their community. They have everyday lives and jobs, until their pager sounds - then they become professional firefighters.

Retained firefighters come from all areas of the community. For example, they could be people who are at home, in full or part-time employment, working for themselves, studying at college or university, or not otherwise employed.

They are exceptional people who give their time to assist the fire and rescue service and help protect their communities.

Impact of COVID-19

Several of our retained fire engines, including those at Hurstpierpoint, Steyning and Worthing, saw a substantial increase in availability in March 2020, coinciding with the start of the COVID-19 pandemic.

What

We need to increase the availability of our retained firefighters across West Sussex and ensure that our retained capabilities are matched to our community risks, providing long term viability and resilience.

Why

Our retained firefighters provide the most efficient and effective means for us to deliver our service in rural, low activity geographical areas. We have a challenge with retained firefighter recruitment and retention and need to ensure that we have the right people, in the right locations, at the right time, with the right skills, equipment and training.

How

Our proposal is to develop an operational response model to maximise retained availability in strategic geographical areas aligned to community risk.

Supporting analysis

WSFRS currently deploys 35 fire engines across 24 stations and this deployment plan has been in place since April 2015.

Over the past five years there has been a steady decline in the availability of retained and day-crewed fire engines, with substantial variation by retained station. In 2019/20, eleven retained fire engines were available for less than 50% of the time across the year, 10% higher than in 2018/19.

Retained availability is lowest during daytime hours, both on weekdays and at weekends. Retained fire engines at day-crewed stations are typically the least available type of resource.

Current deployment

Our 35 fire engines are deployed across 24 stations. The breakdown between duty systems is as follows:

- ▶ **23 retained fire engines, 14 of which are at retained only fire stations, the remaining 9 are located on our Immediate Response and Day Crewing stations.**
- ▶ **8 fire engines at wholetime stations, providing an immediate response capability, 24 hours a day, 7 days a week**
- ▶ **4 fire engines at day-crewed stations, providing an immediate response capability, 7am to 7pm, Monday to Friday.**

Proposal 1: Enhance our retained operating model

Current deployment: fire engines

23 fire engines
located at
retained stations



8 fire engines

Located in wholetime stations

4 fire engines

Located in day crewed stations

Availability analysis

WSFRS record availability data for each retained fire engine. Analysis of this data has identified that the average retained fire engine availability has declined over the last 5 years as shown in the following graph.

The data displayed on the right shows that retained fire engine availability has dropped by an average of 10.7%.

To address the availability of our retained fire engines, we propose to develop an operational response model to increase the availability of our retained firefighters across West Sussex and ensure that our retained capabilities are matched to our community risks, providing long term viability and resilience.

Percentage of fire engine availability

Retained at one fire station



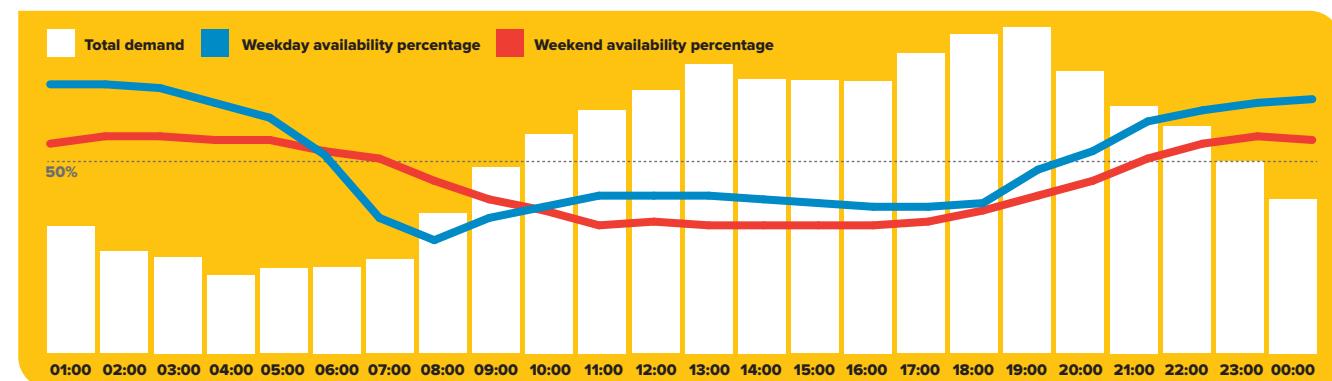
Retained at a wholetime fire station



Retained at a day crewed station



Retained and day-crewed pump availability by hour: 2018/19 and 2019/20



Proposal 2: Weekend protection, prevention and response improvements

Immediate response fire engines

In our areas of higher activity and risk we provide immediate response crews. On these stations wholetime firefighters provide an immediate response 24 hours a day, all year round.

We currently have four specific stations that provide an immediate response on weekdays between 7am and 7pm.

Outside of these hours, our retained staff provide cover at these stations.

This proposal would increase the number of immediate response weekend daytime fire engines by 50%, from 8 to 12.

What

Our four Day Crewing Stations at Burgess Hill, East Grinstead, Haywards Heath and Shoreham currently maintain an immediate response capability 7am-7pm Monday to Friday. During this time they also undertake protection and prevention activities.

Why

Following a comprehensive review of risk and incident data, there is no significant change to daytime risk or demand during both weekday and weekend periods, in fact Saturdays represent our busiest period. Fire engines crewed by retained firefighters at the four Day Crewing Stations are typically the least available type of resource, so this change represents a chance to improve and enhance emergency response performance, resilience, firefighter safety, and to optimise prevention and protection delivery to reduce the risks within our communities.

How

Our proposal is to extend the current model at these stations to provide immediate response cover, and protection and prevention activity 7am to 7pm seven days per week with a new flexible crewing model. By extending the response cover over the weekend we will have greater flexibility and capacity for completing Safe and Well Visits, delivering community safety events and working with businesses to support their fire safety responsibilities.

Supporting analysis

The information referenced here is based on the WSFRS Analysis Report – Analytical and Modelling Support 2021/22 by Operational Research in Health.

Demand by weekday

Incident demand in West Sussex was at its highest level for five years in 2019/20, an increase of 11.8% from 2015/16.

Proposal 2: Weekend protection, prevention and response improvements

Average weekday incident demand

Monday 14.1%

Tuesday 14.1%

Wednesday 14.7%

Thursday 14.1%

Friday 14.7%

Saturday 14.7%

Sunday 13.5%

As shown in the data above, demand is highly consistent across all days of the week.

Improvement in response times

Our modelling of five day crewing against seven day crewing shows an improvement in overall response times of 13 seconds to all incidents across West Sussex, with the average response of the first fire engine to all incident types decreasing to 10 minutes and 13 seconds.

The data below demonstrates the modelled improvements to response times to all incidents in the Mid Sussex and Adur geographic areas, which is where our four day crewing stations are located.

Mid Sussex District

Current attendance times:	Modelled attendance times:	Improvement:
11:56	10:56	1:00

Adur District

Current attendance times:	Modelled attendance times:	Improvement:
10:28	09:54	0:34

Service-wide improvement

A 13 second service-wide improvement to 'all incidents', and an 11 second improvement to 'critical incidents' would also be achieved with this proposal.

All incidents

All incidents are all emergency incidents that occurred within the WSFRS area which were attended or mobilised to.

Critical incidents

Critical incidents are defined as incidents that are likely to involve a significant threat to life, structures and the environment.

Incident demand

Incident demand is the forecasted pattern of service requirement at specific times, based on detailed previous incident data.

Proposal 3: Improving protection, prevention and response performance in rural areas



What

We propose to maximise fire engine availability and optimise prevention and protection activity in rural areas primarily covered by retained firefighters.

Why

Historically our activity to reduce fires and resultant injury, death and damage to domestic properties has been focused in the more densely populated areas where we have the highest number of incidents. The rural community, who make up 42% of our population, live in areas deemed to be low on our critical fire risk map. These areas are primarily covered by retained firefighters and there are ongoing challenges regarding rural retention and recruitment, leading to low availability and emergency response performance challenges, as well as limited capacity for prevention and protection activity.

Rural community:

42%

of the population

How

The Crewing Optimisation Group (COG) is a team of wholetime firefighters who operate from varying rural locations, 7am – 7pm Monday to Friday, with the aim of dynamically improving emergency response performance based on our understanding of community risk.

We propose to enhance and modernise the existing COG provision to include seven days per week, 7am to 7pm cover and to provide an increased focus on rural prevention and protection and response activity.

Supporting analysis

The number of responses by station varies significantly and is in part a reflection of fire engine availability. Where there is a retained fire engine that is frequently unavailable, vehicles from nearby stations will often respond into these areas.

**Increased focus on rural
protection, prevention
and response activity**

7am-7pm

Proposal 3: Improving protection, prevention and response performance in rural areas

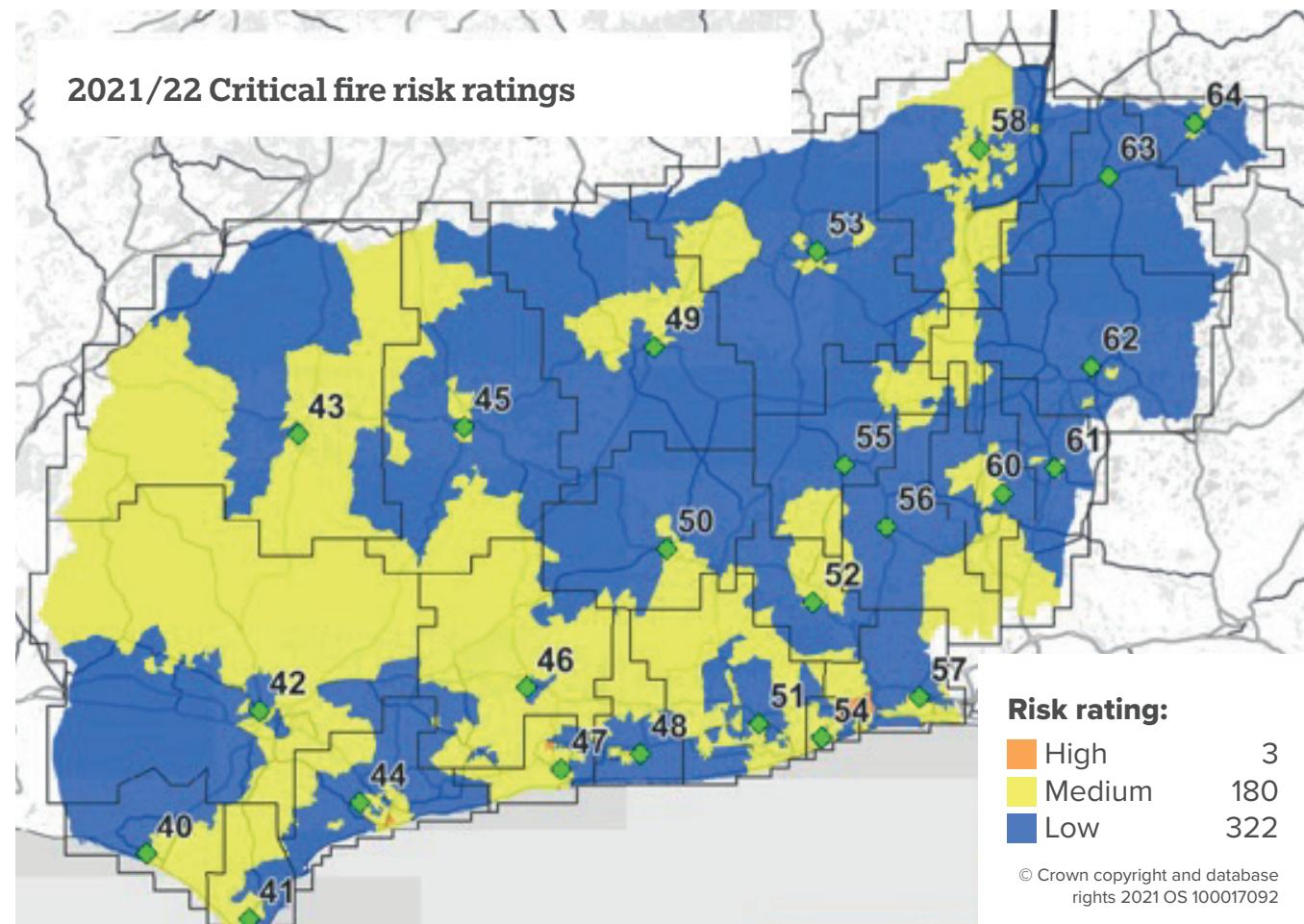
Critical fire risk map

We define the critical fire risk for each Lower Super Output Area (LSOA) in the county. LSOAs are made up of output areas and are created for census data by the Office of National Statistics and are the lowest level at which census estimates are provided. LSOAs align to local district boundaries.

The risk score for each LSOA is derived from three years weighted historical data, drawing on information from:

- dwelling fire rate, taking the number of households into account
- other critical building fires
- dwelling fire casualties rate taking the population into account
- the level of deprivation from the national index of multiple deprivation.

Based on the risk score, each LSOA is given a critical fire risk grading of very high (red), high (amber), medium (yellow) and low (blue). This gives us a risk map showing the level of risk across West Sussex.



Proposal 3: Improving protection, prevention and response performance in rural areas

A rolling three years of data is used as the basis of the critical fire risk. This allows us to keep our focus on the most vulnerable residents and those communities at highest risk, thereby ensuring our resources are used efficiently to achieve the best possible outcomes for our local communities.

Incident locations

The highest incident concentrations for all incident categories are typically in the urban areas, with particularly high density of incidents in Worthing and Crawley. Many critical special service incidents occurred along the road networks due to road traffic collisions.

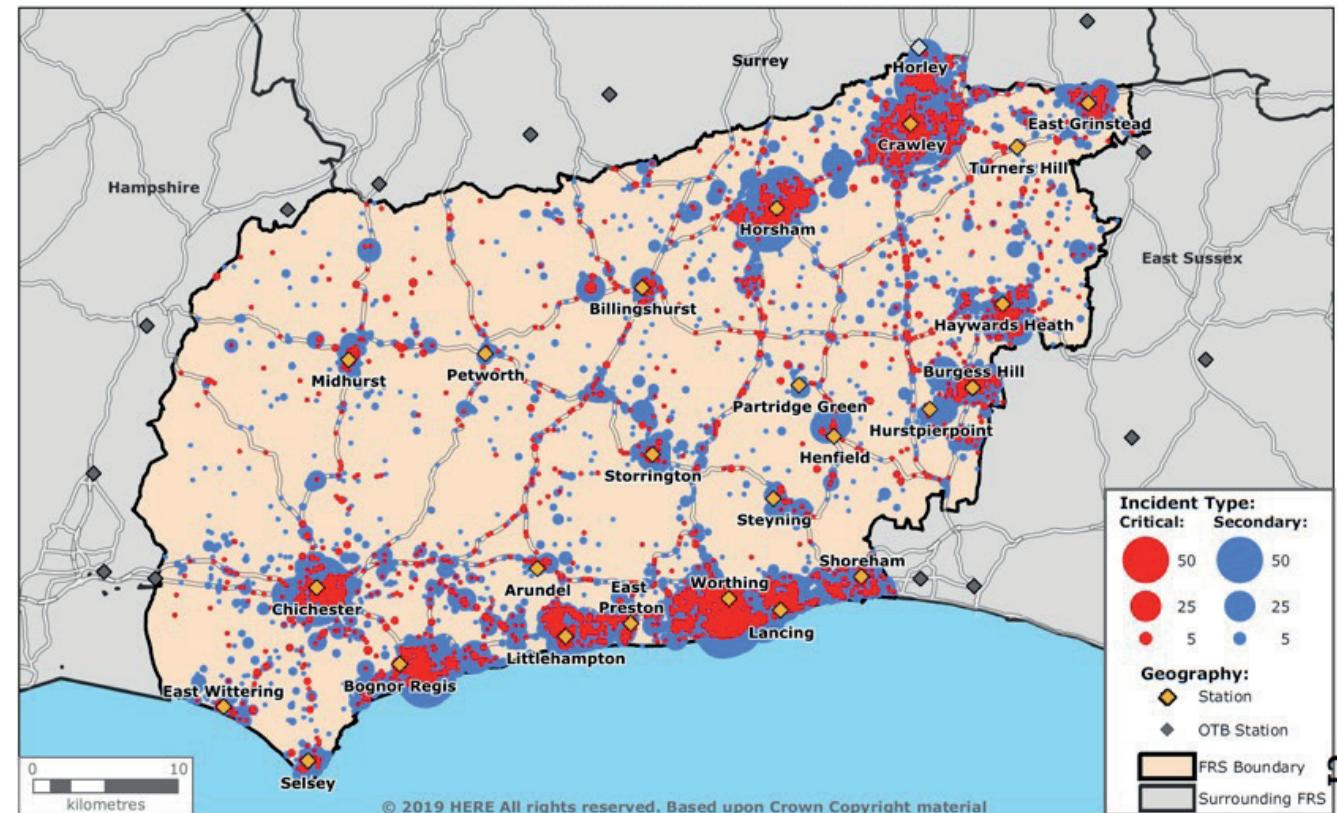
The following map shows the location of our critical and secondary incidents across West Sussex, where:

- Critical incidents are incidents likely to involve significant threat to life, structures or the environment.
- Secondary incidents are incidents unlikely to involve significant threat to life, structures or the environment.

Year-on-year, there has been little change to the pattern of incidents.

Geographical distribution of critical and secondary incidents

Two year sample period:
April 2018 - March 2020



Proposal 3: Improving protection, prevention and response performance in rural areas

Response performance to incidents

The percentage of first fire engine responses within target to all critical fire incidents was 83.8% and this is below our response target.

The Worthing region had the highest percentage of incidents within the response targets for first fire engine response of 98.0%, and second (91.9%) followed by Crawley.

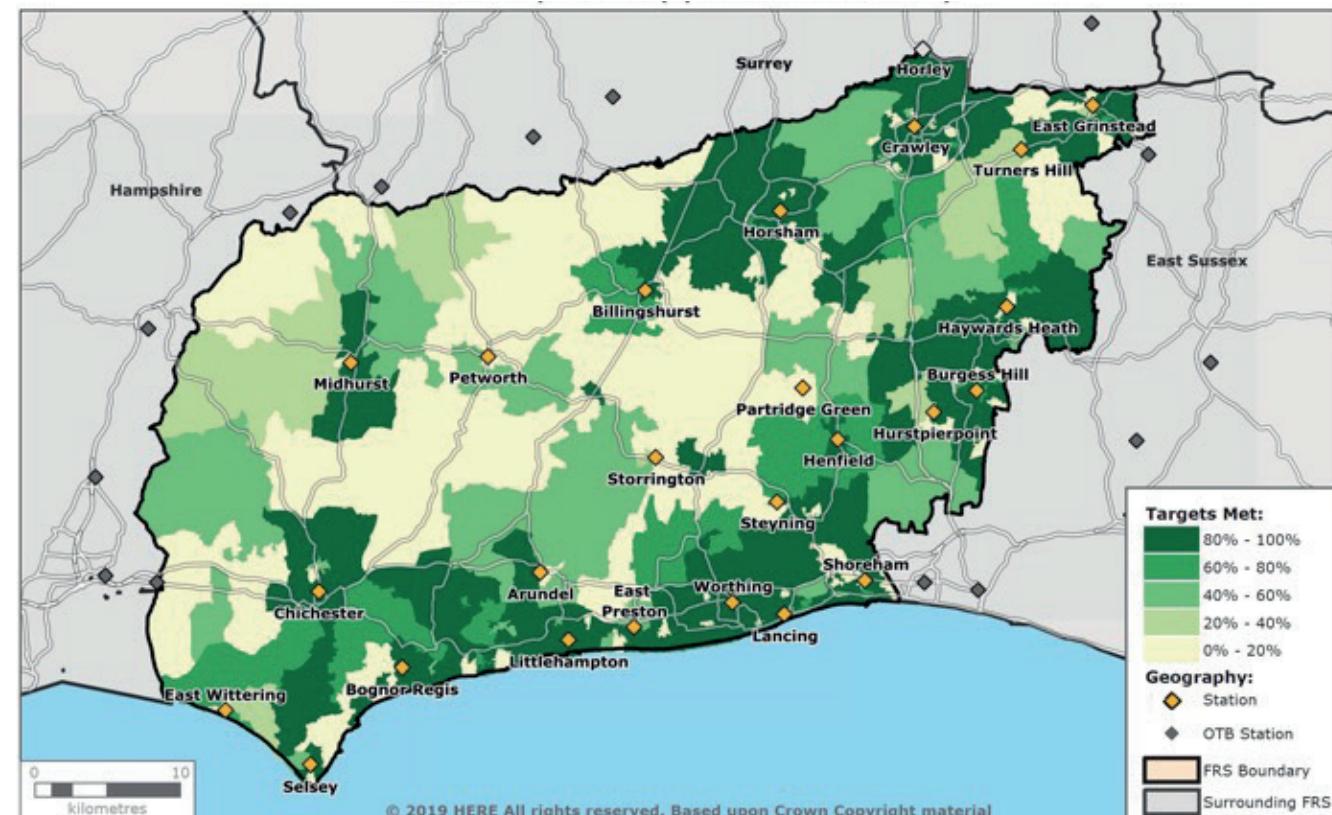
The Chichester North region had the lowest percentage of incidents within the response targets for first fire engine response of 46.6%.

As you can see from this map, performance is typically highest (dark green) in the urban areas of the county. Longer response times (yellow/green) are in areas provided by retained crews where demand and risk is typically lower.

By aligning our incident location, response performance to incidents and critical fire risk map data, we can create a comprehensive understanding of the risks across West Sussex.

Performance by West Sussex Fire and Rescue Service targets: First fire engine

Two year sample period:
April 2018 - March 2020



Proposal 4: Unwanted false alarms - changes to our response

Domestic fire alarm

False alarms that occur due to domestic alarms are not deemed to be unwanted fire signals. Our fire safety advice is to ‘get out, stay out and call us out’ when a fire alarm sounds in a domestic property!

Non-domestic fire alarm

Non-domestic automated fire alarms account for 19% of all calls received by WSFRS. Of these alarms, 98.8% were false alarms.

What

In its simplest form an automatic fire alarm system contains a means of detecting a fire and a means of raising the alarm. The automatic nature of these systems means there is a potential for the alarm to be raised by the system when a fire is not present. This is called an unwanted fire signal and is a false alarm.

Why

While firefighters are responding to false alarms, they are not available for other emergencies. Responding to these false alarms wastes essential resources and potentially puts lives at risk, and disrupts other activities, such as community fire safety work.

How

Based on your feedback, we propose to undertake one or more of the following approaches to reduce these false alarms.

Measure 1 - Take a risk based approach where, in low risk commercial properties, we will no longer automatically respond to fire alarm actuations. This approach would be managed through the careful filtering of emergency calls at our Joint Fire Control arrangement with Surrey Fire and Rescue Service.

Measure 2 - Introduce a charging scheme for responding to false alarms to encourage and promote the appropriate management and maintenance of automatic fire alarm systems to reduce the number of false alarms. Research shows that engaging with businesses and getting building owners to revisit their system design can also have a significant impact on the reduction of false alarms.

Measure 3 - Use new technological developments to change the way that businesses manage potential false alarms and how we then consequentially respond. This would allow us both to better assess the incident type and severity and to determine the most suitable response without automatically sending a fire engine to the property. If a fire is confirmed, we will always respond by sending the nearest fire engine.

Supporting analysis

False alarms

Responding to false alarms places an unnecessary burden on business owners and occupants, whilst increasing the demand on our emergency response services, reducing the overall effectiveness and resilience of our resources.

Proposal 4: Unwanted false alarms - changes to our response

A major cause of this demand is unwanted fire signals, that are generated by the automatic fire alarms installed to protect many non-domestic properties.

The following data shows the number of false alarms received by WSFRS between April 2018 and March 2020.

False alarms attended by month



On average, we respond to and attend just over 23 unwanted fire signals every week. The type of unwanted fire signals we respond to and attend are shown in the data below.

Attended false alarms by type

System smoke alarm

337

Human

323

Fire alarm due to apparatus

210

Contaminants

111

System: other

111

Fire

37

Malicious false alarm

30

System: heat

18

External factors

15

System: sprinkler

6

Animal

3

System: flame

2

Special service

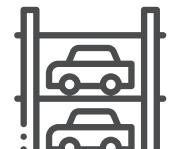
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Offices



Shops



Car Parks

28.4%

of all false alarms
or unwanted
fire signals



Warehouses



Factories

= 4,800 hours*

...in lost time that could be put to
fire prevention and training
instead of attending
false alarm calls.

*approximately

- 6 In West Sussex, purpose-built offices, shops, warehouses, factories and multi-storey car parks accounted for 28.4% of this year's false alarms / unwanted fire signals. This equates to approximately 4,800 hours per year which could be used more effectively for activities such as training and prevention.
- 3
- 2
- 1

Proposal 5: Review of Emergency Response Standards

What

We propose to review our existing Emergency Response Standards (ERS).

Why

Since the early 2000s there have been no national response measures or targets for fire and rescue services in England. Instead, measures about how long it takes firefighters to respond are determined locally by the Fire Authority.

Our current ERS, which came into effect on 1 April 2009, are based on assessing levels of critical fire risk within the county into very high, high, medium and low categories and prioritising the fastest response to critical incidents in the areas of greatest community risk.

How

We propose to maintain our existing ERS while we undertake a review based on the new national risk methodology which is currently being developed by the NFCC. When complete, we will consult with you if any changes to our ERS are proposed.

Emergency Response Standards

These standards measure the time taken from us receiving your 999 emergency call to the time that our first (and when relevant second) fire engine arrives at the incident.

For critical special service incidents, such as road traffic collisions we have a 13 minute response standard for all areas of the county.

Although this model gives a very detailed breakdown of performance against the standards we have derived, we want to ensure that such measures are clear and easy to understand.

First fire engine response standards

- | | |
|----------------------------------------------|-------------------|
| ● Very high risk: less than 8 minutes | 70% target |
| ● High risk: less than 10 minutes | 92% target |
| ● Medium risk: less than 12 minutes | 89% target |
| ● Low risk: less than 14 minutes | 92% target |

Benchmark: 89% target

Second fire engine response standards

- | | |
|-----------------------------------------------|-------------------|
| ● Very high risk: less than 11 minutes | 71% target |
| ● High risk: less than 13 minutes | 91% target |
| ● Medium risk: less than 15 minutes | 83% target |
| ● Low risk: less than 17 minutes | 84% target |

Benchmark: 83% target

Community Risk Management Project

The NFCC Community Risk Management Project is currently developing best practice guidance for assessing risk. More information is available on our website yourvoice.westsussex.gov.uk/crmp

Proposal 6: Enhanced specialist capability and assets

What

We propose to undertake a risk-based review of our specialist capability and asset requirements to ensure they are fit for purpose, both now and for the future.

We will undertake a further consultation on any significant changes to our response arrangements.

Why

The majority of the incidents we respond to can be adequately resolved through the deployment of personnel with the required skills and the equipment available on our frontline fire engines.

There are also a range of potential incidents, that due to their location or complexity, require additional equipment for their resolution. These include fires where there is poor road access, accidents involving heavy goods vehicles, aircraft or trains, fires that require a specialist media for extinguishing, or fires distant from water supplies.

These incidents require the provision of specialist vehicles and personnel.

How

Our overall aim is to future proof our specialist capability aligned to known and future risks.

To achieve this, we propose to undertake the following:

- **Carry out an incident task analysis, based on historical incident data and potential incident types that may occur within West Sussex.**
- **Review our compliance with our statutory responsibilities including those that apply to ensuring the safety of our own workforce and our environmental responsibilities, to determine what equipment we require.**
- **Determine the capabilities available within neighbouring fire and rescue services to identify where services can be delivered collaboratively.**
- **Where there is a widespread potential risk, we will seek to ensure the equipment is available within our frontline fire engine fleet.**

- **We will redesign our specialist capability so that we have the full range of equipment required in the right place to respond to potential incidents, based on our understanding of current and future risks.**

In undertaking this review we will be seeking to have a more sustainable specialist vehicle fleet with the lowest possible emission levels.

Further consultation

Once we have completed our risk-based review of our specialist capability and asset requirements, we are proposing to undertake a further consultation with you on any significant changes to our response arrangements.



Proposal 6: Enhanced specialist capability and assets

Special appliances

The special appliance vehicles in WSFRS are:

Four wheel drive (11 vehicles)

Based at Selsey, Chichester, Midhurst, Bognor Regis, Petworth, Littlehampton, Horsham, Shoreham, Crawley, Haywards Heath and East Grinstead.

Four wheel drive with Environment Agency equipment

Based at Storrington.

Water carrier (two vehicles)

Based at Petworth and Burgess Hill.

Incident Command Unit

Based at Haywards Heath.

Command Support Unit

Based at Bognor Regis.

Heavy rescue tender (three vehicles)

Based at Chichester, Worthing and Crawley.

Breathing Apparatus Support Unit (two vehicles)

Based at Chichester and Horsham.

Boat (two vehicles)

Based at East Wittering and the Technical Rescue Unit.

Unimog

A specialist all-terrain multi-purpose vehicle based at the Technical Rescue Unit in Horley.

WSFRS drone

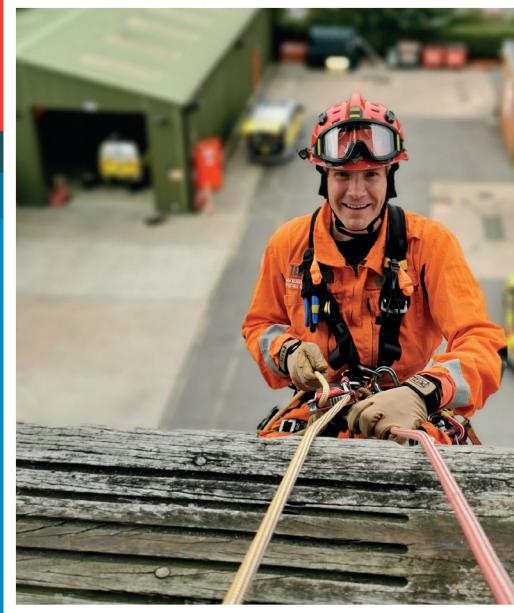
Based at the Technical Rescue Unit.

High volume pump

Based at Bognor Regis.

Aerial ladder platform (two vehicles)

Based at Worthing and Horsham.



Our people

Our people are our most valuable asset in terms of delivering our service to you.

We want to ensure that our organisation is a great place for them to work, where everyone is treated with dignity and respect and are able to work in an empowered, collaborative and innovative way to support our communities.

The fire service is made up of operational staff (firefighters) and support staff.

Our operational staff consist of both wholetime and retained firefighters:

- Wholetime firefighters are primarily based at our fire stations and respond to emergency calls from their assigned fire station.
- Retained firefighters respond to emergency calls within their local area from either their home or main employment.

Maintaining retained firefighter availability is a challenge nationally and future legislative changes may increase this challenge to both availability and recruitment.

Equality, inclusion and diversity

We aim to strengthen our ability to provide an excellent service by diversifying our staff, promoting inclusion and creating a fair and equal place to work.

Health and wellbeing

The health and wellbeing of our staff is our priority, and we support this through a range of methods such as mental health first aid, post incident debrief and an employee assistance programme that supports our staff and their families helping them to bring their whole self to work.

Development opportunities

We are committed to the development of our staff and provide opportunities for training, development and qualifications that enable high performance and career progression, within a supportive environment.



Prevention

We work with our communities to improve their safety, health and wellbeing through activities that educate them to make safer decisions.

Our community risk reduction work is designed to reduce the number of incidents and reduce the likelihood of people being injured or killed and at the same time protect outdoor spaces and help preserve the environment.

By using accurate data, intelligence, sharing knowledge and learning with our partners we are better able to identify and target those who are most at risk.

The knowledge we gain from working with other organisations and engaging with communities means that we are better able to understand and meet the diverse needs of the people we serve.

By putting people at the centre of our risk reduction work and through taking an inclusive approach we will be better placed to make them safer.

We know certain groups are more at risk from harm in the event of a fire, for example those living with disabilities, or experiencing deprivation, those with health and social care needs and those who are vulnerable and become victims of abuse and crime.

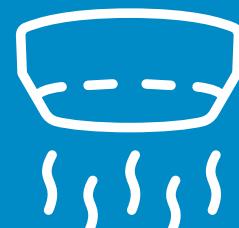
When assessing the level of risk we also take account of the risk presented by the building construction and its location.

Further strengthening our working relationships with organisations like the police, social care, private care providers and general practitioners will mean that we can work together to reduce risk at the earliest opportunity and continue to safeguard those who need support or protection from harm.

Very often an introduction from another organisation is all we need to meet people we seldom or never hear from. Equally we frequently introduce the people we meet to other organisations and supply them with information to help keep them safe and well.

To be able to deliver our prevention role our staff and volunteers need to be competent and appropriately trained. We will continue to develop our capacity to deliver prevention work through increasing the numbers of people who are equipped to carry out this work and expanding their training. This increased capacity will extend our reach beyond our traditional high risk urban areas into the more remote parts of our county.

It is only by assessing and understanding the outcomes of our work that we will truly know whether it is having the right impact and being delivered to the right standard. Broadening the way we review and evaluate our work will demonstrate its effectiveness and efficiency, and result in its ongoing development to ensure that it meets the needs of our communities adapting as their needs change.



By putting people at the centre of our risk reduction work and through taking an inclusive approach we will be better placed to make them safer.

Prevention

Safe and well visits

In 2020/2021 we provided safety and wellbeing advice to 4,282 homes during our Safe and Well Visits. We also supplied and or installed 3,122 pieces of equipment including smoke alarms.

We will continue to prioritise our work to visit those who have the greatest likelihood of a fire in their home and are most at risk of death or injury.



Children and young people

We have well established programmes that provide children and young people with a vital foundation of fire safety knowledge, providing information about smoke alarms, burns and what to do in the event of a fire in their home.

Another essential area of work are our tailor made sessions with children and young people who have a curiosity with fire or deliberately set fires.

Acting early to educate them about the dangers and divert them away from the activity can save lives.



Road safety

We attend more incidents on the road than fires. Our incident data shows that younger drivers are far more likely to be involved in a collision, forming 19% of all road traffic collisions in West Sussex.

We are part of the Sussex Safer Roads Partnership and work together to reduce death and injury on the roads. We target the most at risk road user groups through initiatives such as Safe Drive Stay Alive and Biker Down aimed at bikers who are another group most likely to be killed or seriously injured on our roads.

More information on Safe Drive Stay Alive and Biker Down is available at yourvoice.westsussex.gov.uk/crmp.



Protection

We provide support and advice to premises, such as hospitals, care homes, hotels and other businesses so they have effective fire safety plans.

The Fire Safety Team also manages data gathered on premises that represent a particular risk to firefighters, the public, property or to the environment. Mobile data terminals on our fire engines allow firefighters to have access to safety critical property-based hazard information at the scene of an incident.

The Fire Safety Team:

- Delivers an inspection programme to target high risk and vulnerable premises. These include residential care homes, high rise living, hospitals and specialised risks such as Gatwick Airport.
- Responds where there are fire safety breaches that require an intervention by a fire safety inspection.

The Fire Safety Team supports businesses to comply with the Regulatory Reform (Fire Safety) Order 2005 and other legislation, so that building owners or managers minimise the risk of fire, understand duties and continue to manage and maintain the arrangements required within the order.

As with all fire services around the country, we are now reviewing our policies and procedures, particularly within higher risk occupancy in residential blocks, including specialised housing, extra care, older people housing and student accommodation, in line with the outcomes of the Grenfell Tower fire phase one report.

Fire Investigation Officers

Our Fire Investigation Officers identify risks and causes of fire. Learning from incidents provides our prevention and protection teams with important information that helps to prioritise inspection programmes.

Automatic false alarms

We attended 1,476 false alarms caused by commercial fire alarm systems. Our team work to reduce this number by providing advice and guidance to businesses. This has the positive impact of reducing the need for a fire service attendance.

Sprinklers

WSFRS are members of the British Automatic Fire Sprinkler Association. We support the provision of sprinklers in commercial and domestic settings.

More information on British Automatic Fire Sprinkler Association is available at yourvoice.westsussex.gov.uk/crmp



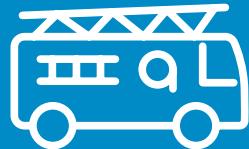
We provide support and advice to premises, such as hospitals, care homes, hotels and other businesses so they have effective fire safety plans.



Response



We ensure that our responding personnel have access to a wide range of risk information required to allow them to deliver a safe and effective emergency response.



Emergencies happen and when they do we are ready to respond with a safe, competent and well-trained workforce in the quickest time possible in order to help people and save lives.

We respond to a variety of emergencies, which include fires, road traffic collisions, specialist rescues, flooding and hazardous materials incidents.

Our objectives for response are:

- efficient and resilient arrangements that ensure we can safely and effectively respond to emergencies when they occur
- competent and confident operational and fire control personnel who can use the hazard and control measure approach provided in the National Operational Guidance, applying risk assessment, decision-making and risk management skills to provide a safe and effective response to emergencies

- ensure we can quickly and efficiently gather the information required to send the appropriate response, even if that resource is not under the control of WSFRS, and to communicate information received in the control room appropriately
- ensure that our responding personnel have access to a wide range of risk information required to allow them to deliver a safe and effective emergency response
- develop a learning culture that acts on learning from operational and non-operational activity, as well as external sources to improve our operational response and embeds the management of learning into policies, procedures, tailored guidance and training.

Our Joint Fire Control with Surrey Fire and Rescue Service, and soon East Sussex Fire and Rescue Service, is where highly trained control room staff deal with emergency calls, mobilising the nearest and quickest vehicles with firefighters and equipment to successfully deal with incidents.

We continually monitor advancements in vehicles, equipment, training and personal protective equipment, ensuring our firefighters have the most up-to-date equipment and methods enabling them to carry out their work safely and effectively. Our firefighters are an integral part of delivering our prevention and protection activities.

We continually monitor and review all our activities to ensure we provide the most appropriate response to the risks faced by local communities and businesses.

Response

Our fire stations

We have 25 fire stations, 35 front line fire engines, and a range of specialist vehicles.

Our firefighters

We employ a mixture of wholetime and retained firefighters. Retained firefighters respond to emergency calls within their local area from either their home or main employment. Wholetime firefighters are primarily based at our fire stations and respond to emergency calls from their assigned fire station.

Attendance times

Our standard is to mobilise our fire engines within two minutes of receiving the initial call. We expect a wholetime crew to leave the station within 75 seconds during the day and 105 seconds at night, or for a retained station it is five minutes and 15 seconds.

Responding across borders

We respond by sending the quickest fire engine to every incident. On some occasions a fire engine from a neighbouring fire service will be the first on scene as we operate border-less mobilising with our neighbouring services.

Our journey of improvement

In the last IRMP cycle we have undertaken several projects to improve the effectiveness and efficiency of our response activity.

These include a Technical Rescue Unit Review, the introduction of Local Risk Management Plans, RDS marginal gains project and a new Service Delivery Centre.



Collaboration and partnership working

WSFRS has a long history of excellent partnership working to help us achieve our organisational goals. We particularly work closely with Kent, Surrey and East Sussex fire services.

This includes our collaboration with 4Fire partners across various workstreams, one of which is our Joint Fire Control with our partners at Surrey Fire and Rescue Service and East Sussex Fire and Rescue Service.

We also work closely with our partners within West Sussex, for example, the Safer West Sussex Partnership which brings together Community Safety Partnerships and other organisations to provide a co-ordinated approach to reducing crime and anti-social behaviour in the county. We also work with district and borough councils and telecare providers.

Our response to emergencies often involves joint activity with other blue light services. By working collaboratively with a range of partners such as police, ambulance, cross border fire and rescue services and community groups, we can tackle complex problems and increase our capability and capacity more effectively.

We also work in collaboration with South East Coast Ambulance Service and other health care providers to support and improve the lives of West Sussex residents and improve community resilience.



Working Together

Police, fire and ambulance services work together to improve the efficiency and effectiveness of emergency services through closer collaboration.

A key driver for this is the Policing and Crime Act 2017, more information is available at yourvoice.westsussex.gov.uk/crmp



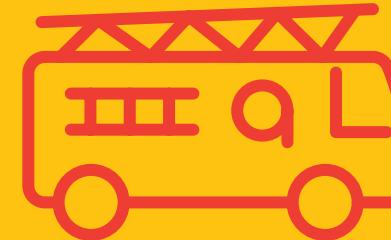
www.westsussex.gov.uk/fire



PREVENTION



PROTECTION



RESPONSE



PEOPLE