

West Sussex Fire & Rescue Service

2017-18 Quarter 3 Operational Performance Report



Foreword

West Sussex Fire & Rescue Service's aim is to keep our communities safe.

The priorities for the service are set by West Sussex Fire & Rescue Authority (FRA).

These priorities form the basis of our Integrated Risk Management Plan, which identifies and assesses all foreseeable fire and rescue related risks that could affect our communities.

As Chief Fire Officer, I am required to provide performance data to the Environment, Communities and Fire Select Committee (ECFSC) so they can monitor the service's performance.

We have agreed a set of 12 key performance indicators to enable the committee to scrutinise how well the service is performing.

These indicators are measured against agreed standards and are designed to make sure we continually improve as a service.

We will update ECFSC on a quarterly basis.

This report covers up to Quarter 3 from April to December 2017.

The performance data will show whether we are on track to meet our targets or if an areas needs improvement. Where improvement is needed then an action plan will be put in place.

A glossary of terms is attached as an appendix to this document. Further information, reports and performance data is available at www.westsussex.gov.uk/fire-emergencies-and-crime/west-sussex-fire-rescue-service/performance-plans-and-reports

Gavin Watts, Chief Fire Officer



Our Performance

Activity Overview

During this financial year so far (April to December) West Sussex Fire & Rescue Service (WSFRS) attended **7150** incidents in West Sussex with **1140** being categorised as critical incidents.

726 Critical Special Services

414 Critical Fires

In addition, 178 incidents were attended in neighbouring counties, predominantly East Sussex and Surrey.

Particular items for discussion this Quarter:

- There were no significant items for discussion this quarter.

Past 3 years historic (annual) data	2014/15	2015/16	2016/17	2017/18 (Q1 to Q3)
Critical Special Services	748	765	771	726
Critical Fires	739	732	800	414
All Incidents	8566	8552	8842	7150
Over the Border Calls	187	202	162	178

12 Key Performance Indicators and measures

#	Indicator	Measure/ target
1	Critical Fire Incidents	Measure
2	1 st Appliance attendance time	Target
3	2 nd Fire appliance attendance time	Target
4	Both appliance attendance	Measure
5	Critical special service attendance time	Target
6	On call duty system availability	Target
7	Dwelling fires no smoke alarm	Target
8	Safe and well checks	Target
9	Accidental dwelling fires	Measure
10	Deliberate fires	Measure
11	Fires in commercial property	Measure
12	Fire kept to room of origin	Measure

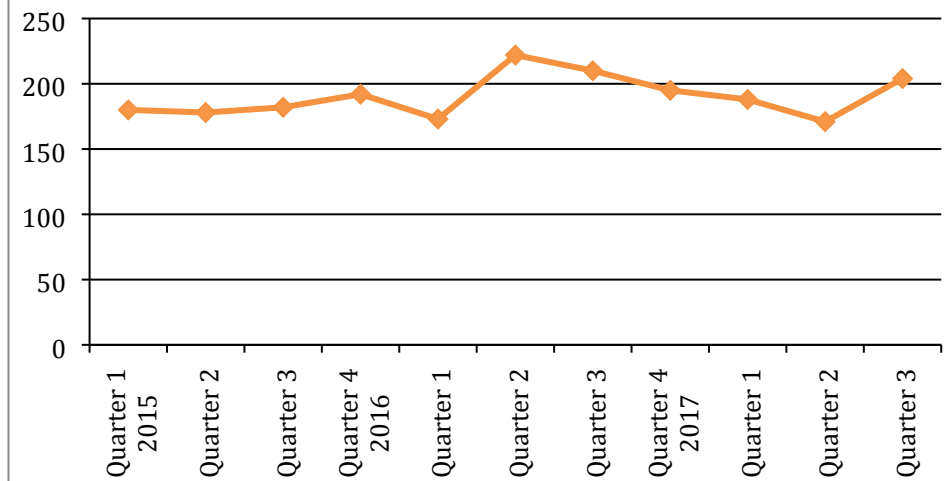


Critical Fire Incidents

There has been a slight trend rise over the last 3 years, but this is not statistically significant.

Local Measure

Number of Critical Fire Incidents



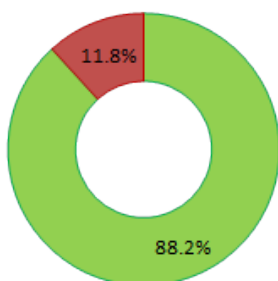
This is a measure presented for context.



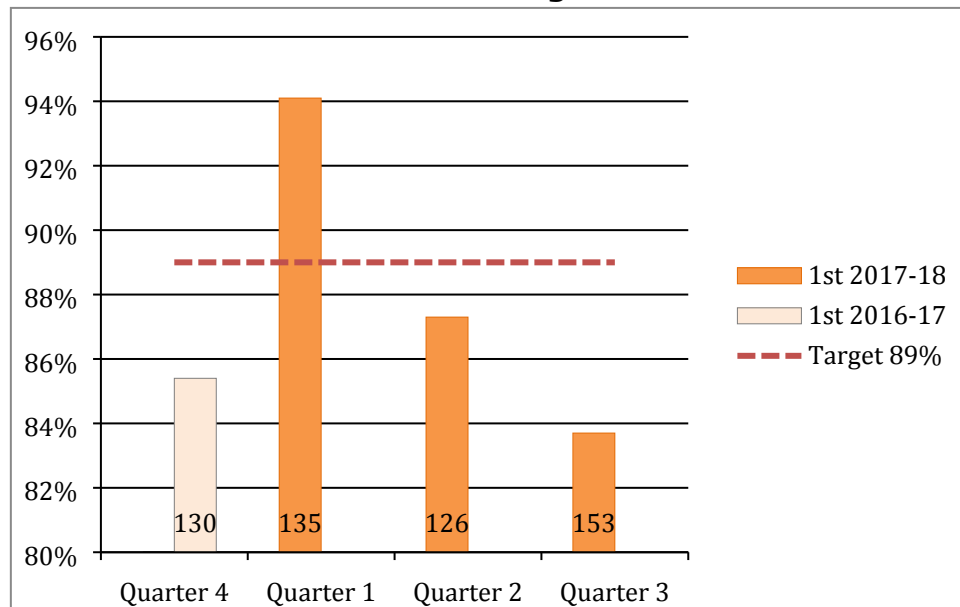
1st fire appliance attendance time

Target 89%

Cumulative Average for 2017/8 so far is 88.2%, just below target.



Local Target

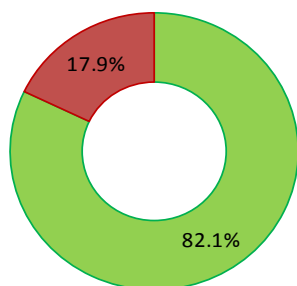


Action Plan

Just below target - no overall remedial action required – continue to investigate individual attendance times.

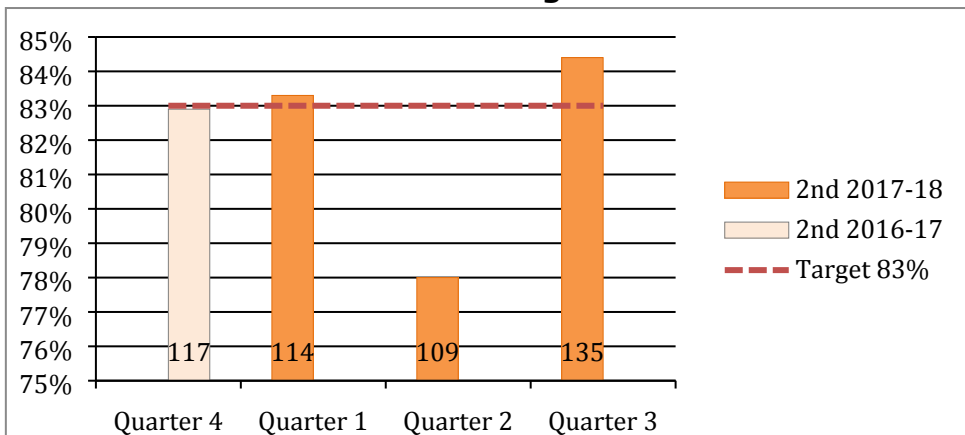


2nd fire appliance attendance time



Target 83%
Cumulative Average for 2017/8 so far is 82.1%, just below target

Local Target



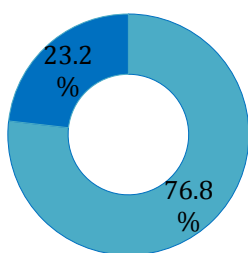
Action Plan

Just below target - no overall remedial action required – continue to maintain availability and investigate individual attendance times.

An example failure this quarter was the second appliance in Littlehampton was ordered to take a different route due to a medical incident blocking the road. This increased the travel time.

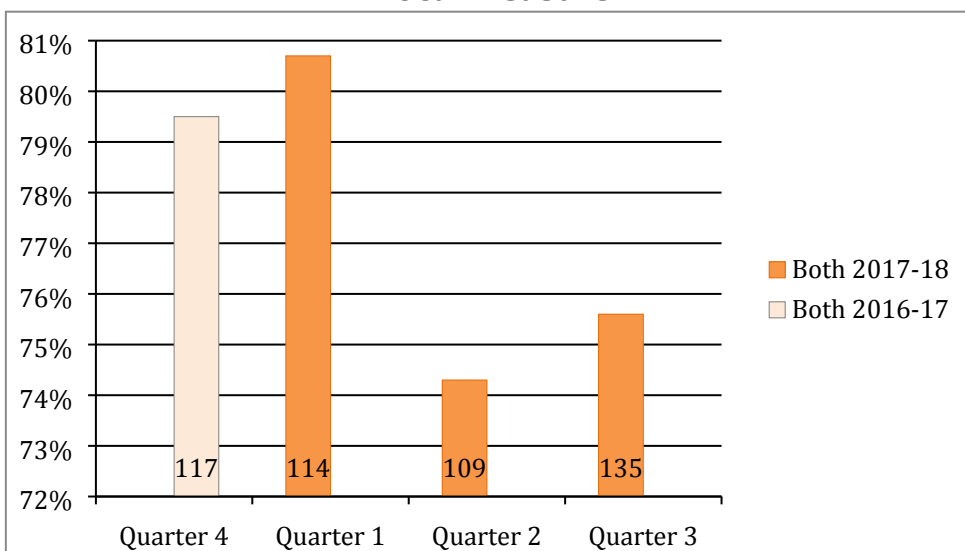


Both fire appliances attendance time

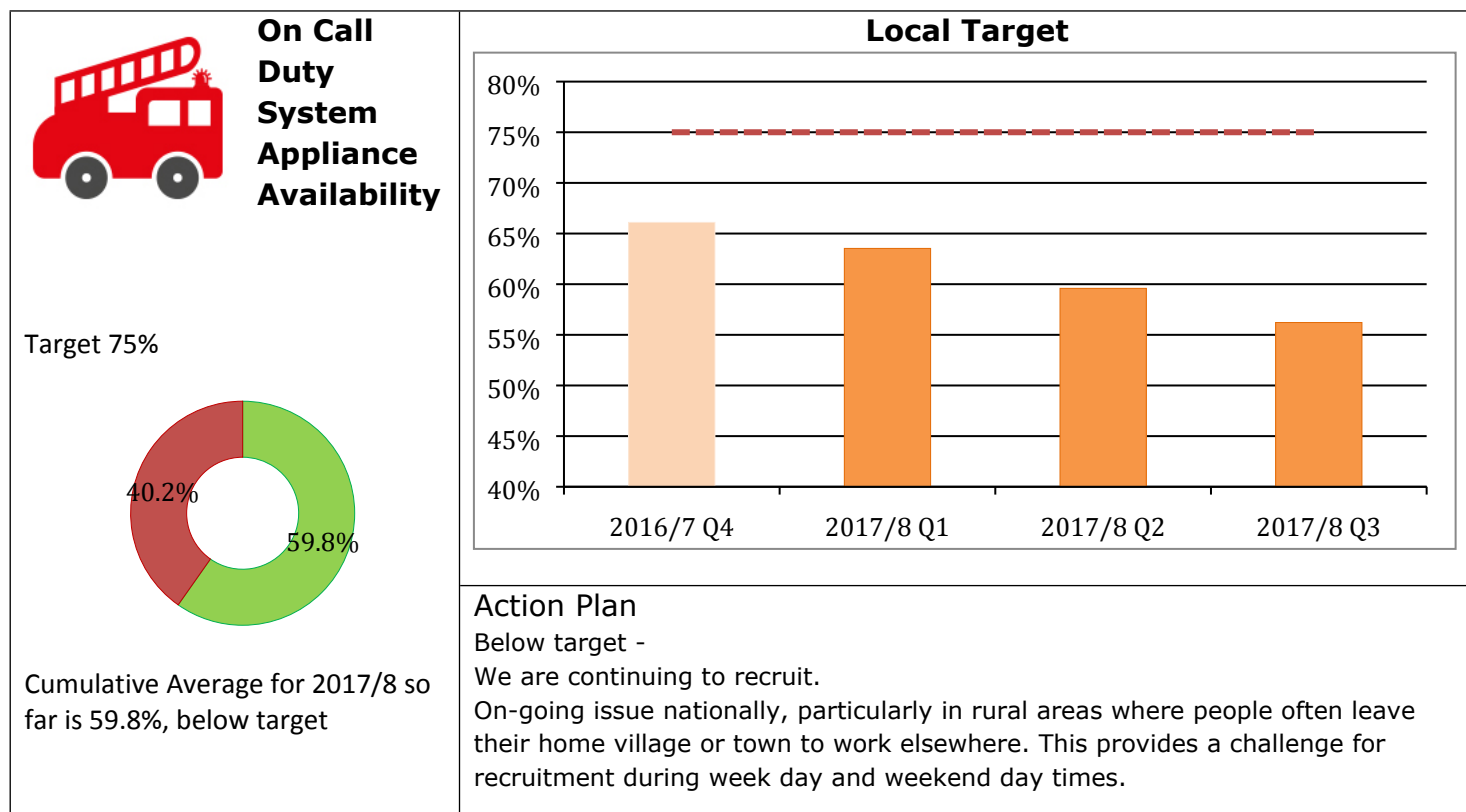
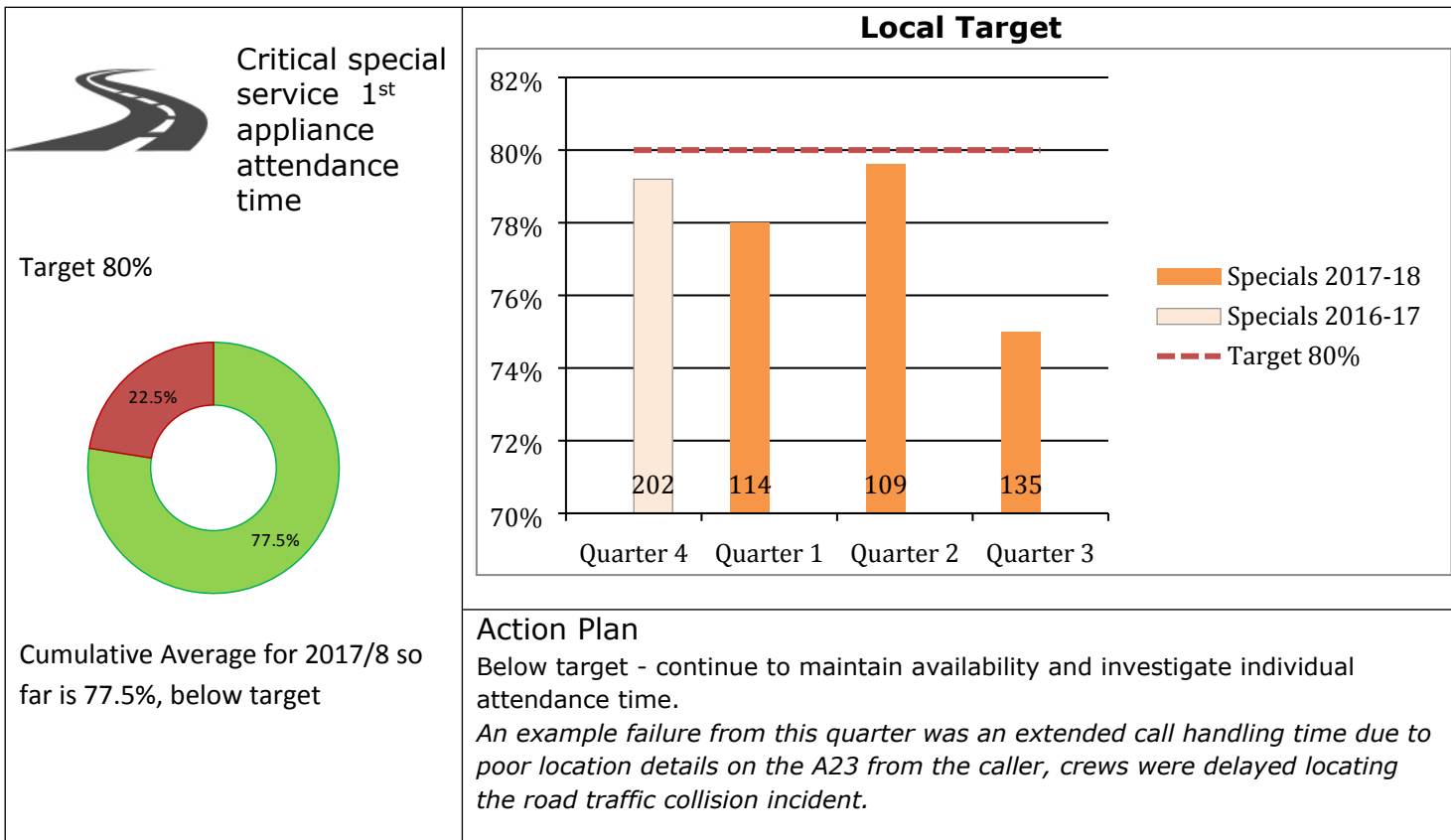


Cumulative average for 2017/18 so far 76.8%

Local Measure

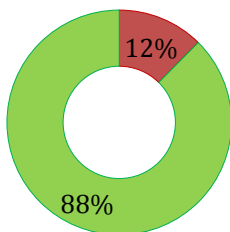


This is a measure only-presented as background context.





Dwelling fires no smoke alarm

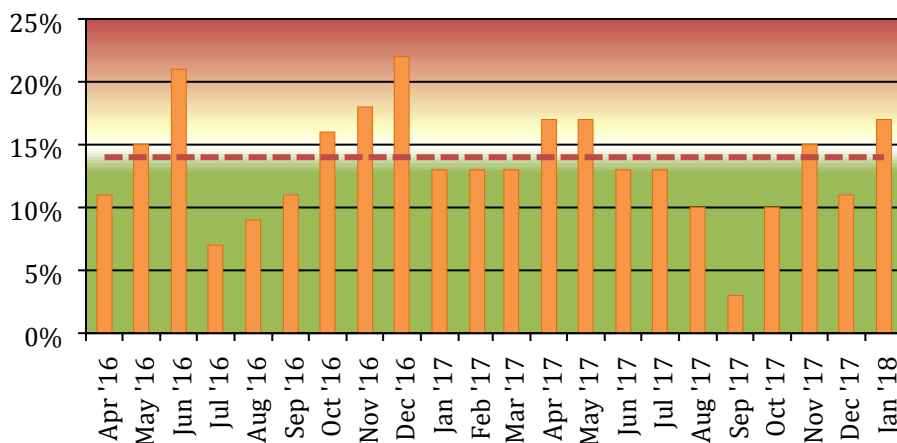


Target 14%

Cumulative Average for 2017/8 so far is 12.4 % (to January), which is better than target

Local Target

Percentage of Dwelling Fires where no smoke alarm was present



Action Plan

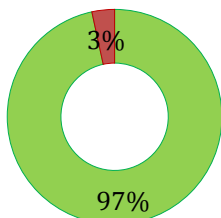
No overall remedial action required – continue to maintain Community safety activity in targeted areas.



Safe and well checks

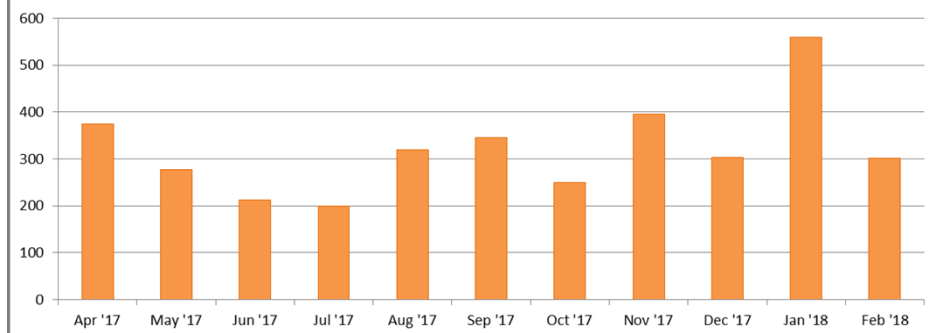
Target: Annual target of 4000.

Cumulative total for 2017/8 so far is 3542, which is on target.



Local Target

Number of Safe & Well Visits carried out for those at highest risk



Action Plan

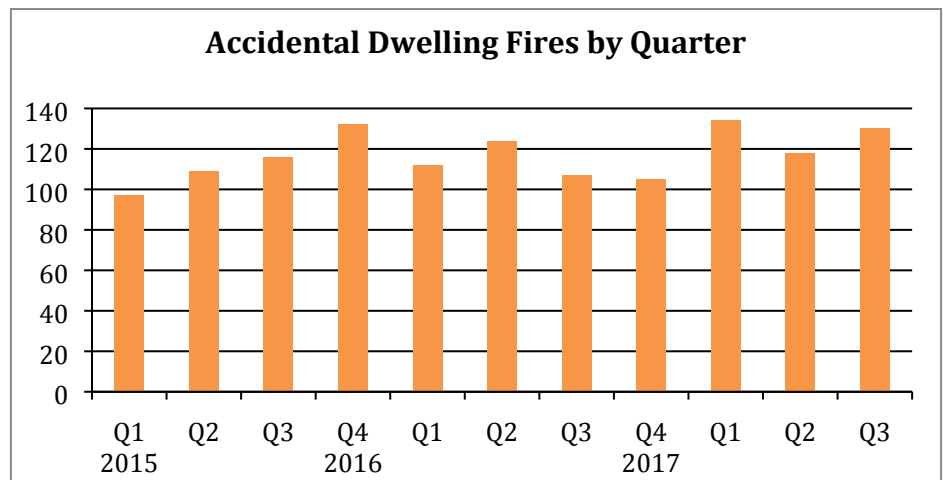
No overall remedial action required – continue to maintain and deliver safe and well checks.



Accidental dwelling fires

There has been a slight trend decline over the last 3 years, but this is not statistically significant.

National Measure

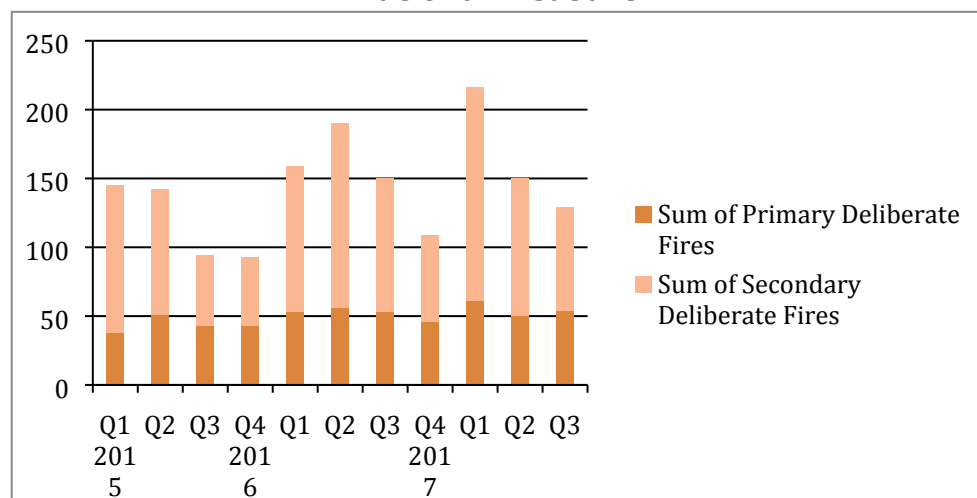


This is a measure only-presented as background context.



Deliberate Fires

National Measure



This is a measure only-presented as background context.
A highly seasonal type of incident that can be greatly affected by the weather.

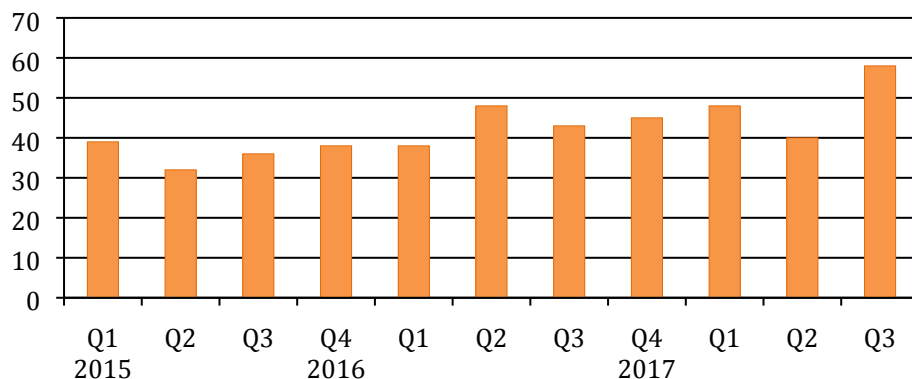


Fires in commercial property

This measure records how many fire incidents have occurred at commercial premises within West Sussex each month.

National Measure

Number of Fires in Commercial Premises by Quarter



This is a measure only-presented as background context.

Fire kept to room of origin



This item measures the percentage

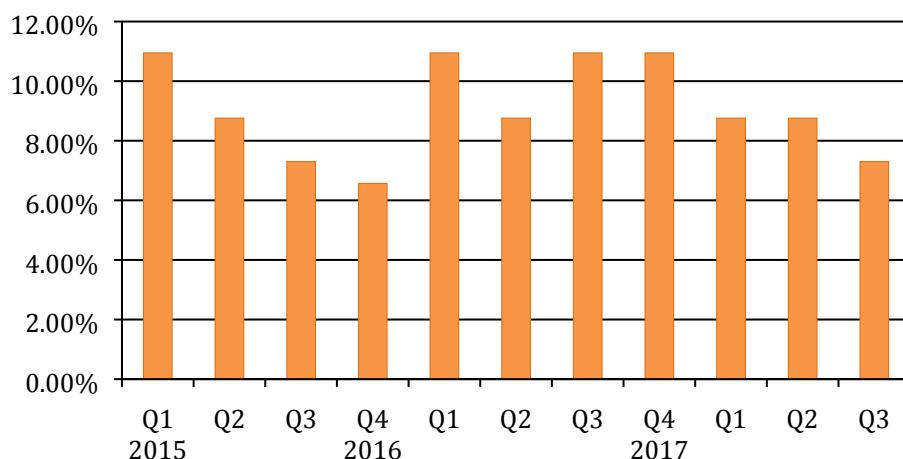
of incidents where a fire incident attended within West Sussex was contained to the room in which the fire was suspected to have originated.

There is no significant trend over the 3 years.

Dwellings Only.

National / local Measure

% Fires Kept to Room of Origin



This is a measure only-presented as background context. Continuing to develop public awareness on fire safety plans and in the development of evidence based firefighting.

Glossary of terms

Critical Incidents

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

In general terms critical incidents are those with a higher risk of harm to people or property

Critical Fire

A fire incident that involves a threat to life or property.

Critical Special Service

A critical special service is a more serious non fire incident such as a Road Traffic Collision, or a person trapped in machinery

Emergency response standards

The emergency response standards West Sussex were agreed through consultation with the public in 2008. The standards, for Critical Incidents, include call handling time for Fire Control Operators to receive 999 calls, gather incident information and mobilise the quickest available fire crews and measure to time of arrival, using our fire risk map we set a more challenging performance standard for higher risk areas.

Retained Duty system

Retained firefighters provide an agreed level of 'on-call' cover for emergencies via a pager system. Maintaining retained resources is an on-going issue nationally, particularly in rural areas where people often leave their home village or town to work elsewhere.

Deliberate Fires

The majority of deliberate fires in West Sussex are fires to refuse. Deliberate fires include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or

property of an unknown owner. Deliberate fires are not the same as arson. Arson is defined under the Criminal Damage Act of 1971

Dwelling fires no smoke alarm

A monthly measure of the percentage of dwelling fires in West Sussex where it is recorded that there is no smoke alarm present.

'Dwelling' means a property that is a place of residence i.e. occupied by households, excluding hotels, hostels and residential institutions. Includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

Safe and well checks

Safe and Well Visits are considered to be an effective way of greatly improving safety within people's homes.

We use our staff work with other agencies to carry out these visits, giving general safety advice and fitting smoke alarm and equipment where appropriate.

Fire kept to room of origin

This measure is of incidents where the fire did not spread from the room it started in. Education to the public on fire escape plans and in the delivery of our evidenced based firefighting project will help preventing fires and assist in them staying in the room of origin, but there can be several factors involved beyond our control.

More information is available at <https://www.westsussex.gov.uk/fire-emergencies-and-crime/west-sussex-fire-rescue-service/performance-plans-and-reports/>