

# West Sussex Fire & Rescue Service

## 2017-18 Quarter 4 Operational Performance Report

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## 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 the financial year from April 2017 to March 2018.

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](http://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 March) West Sussex Fire & Rescue Service (WSFRS) attended **9241** incidents in West Sussex with 1741 being categorised as critical incidents.

1007 Critical Special Services  
734 Critical Fires

In addition, 232 incidents were attended in neighbouring counties, predominantly East Sussex and Surrey.

## Particular items for discussion this Quarter:

We are now using an improved method of measuring the incidents which fall into the Critical Special Service category. This means incidents that previously may not have been categorised this way now are, and will be for future reports. The higher number is mainly due to this change rather than an underlying rapid rise in Critical Special Services.

Past 3 years historic (annual) data	2014/15	2015/16	2016/17	2017/18
Critical Special Services	748	765	771	1007 <sup>1</sup>
Critical Fires	739	732	800	734
All Incidents	8566	8552	8842	9241
Over the Border Calls	187	202	162	232

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<sup>1</sup> We are now using an improved method of measuring the incidents which fall into the Critical Special Service category. This means incidents that previously may not have been categorised this way now are, and will be for future reports. The higher number is mainly due to this change rather than an underlying rapid rise in Critical Special Services.

## 12 Key Performance Indicators and measures

#	Indicator	Measure/ target
1	Critical Fire Incidents	Measure
2	1 <sup>st</sup> Appliance attendance time	Target
3	2 <sup>nd</sup> 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

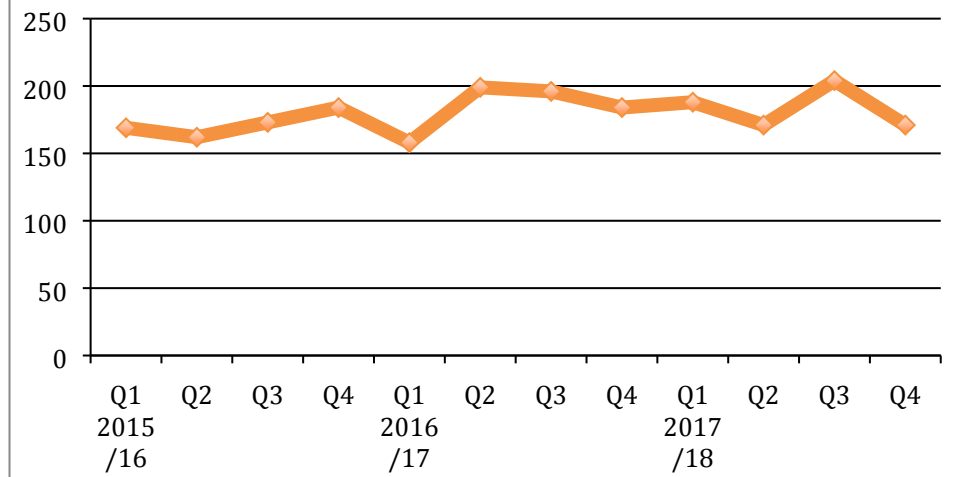


### Critical Fire Incidents

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

### Local Measure

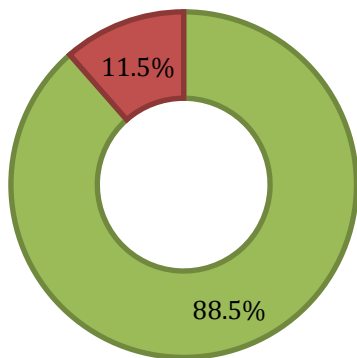
### Number of Critical Fire Incidents



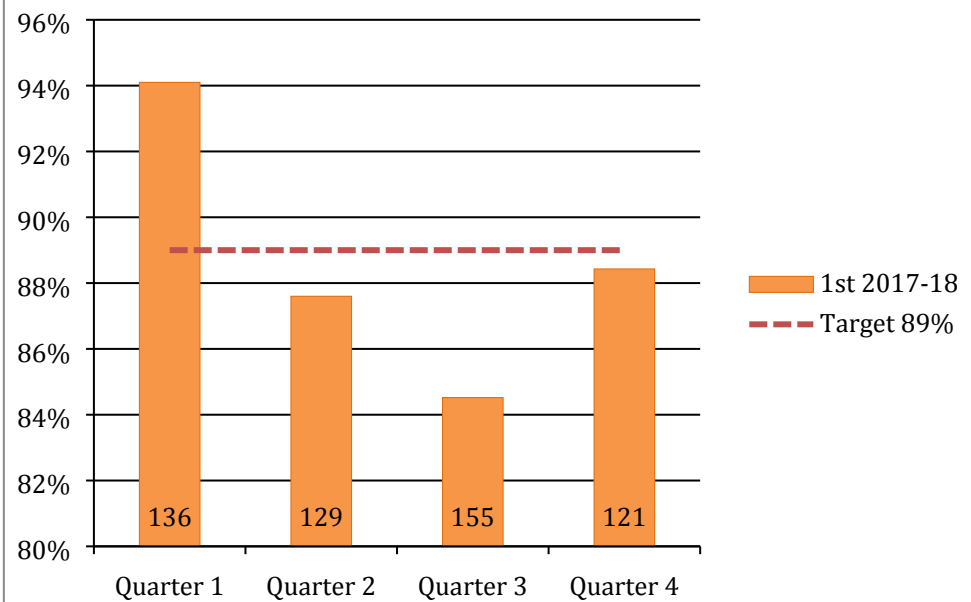
### 1<sup>st</sup> fire appliance attendance time

Target 89%

Cumulative Pass Average for 2017/8 is 88.5%, just below target.



### Local Target



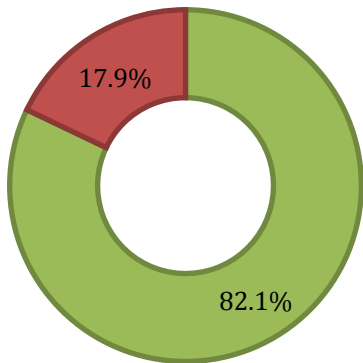
### Action Plan

Just below target – We continue to investigate individual attendance times and improve overall fire engine availability, particularly in key areas where performance falls.

We will also work to deliver IRMP action plans to improve this target.

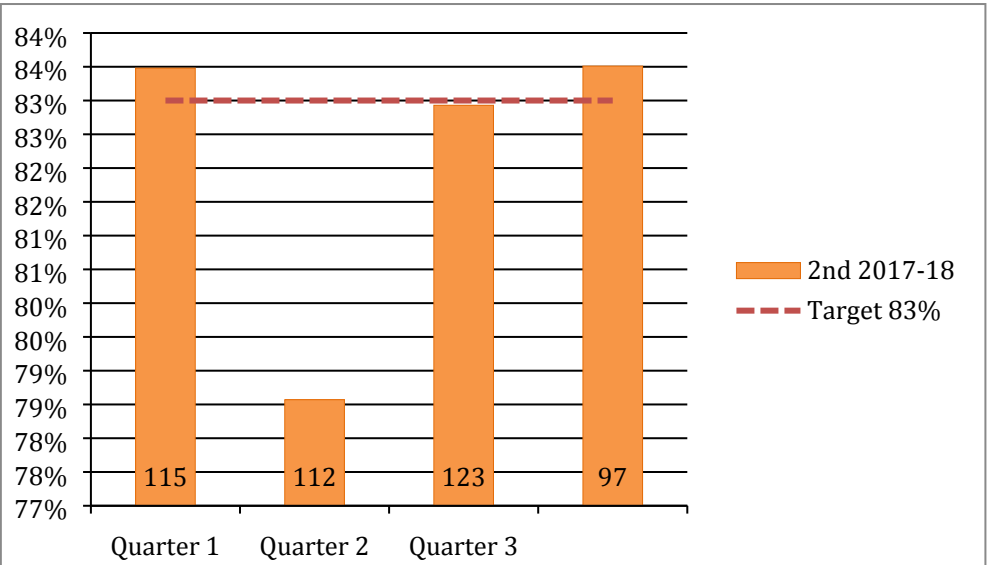


**2nd fire appliance attendance time**



Target 83%  
Cumulative Average Pass rate for 2017/8 is 82.1%, just below target.

**Local Target**

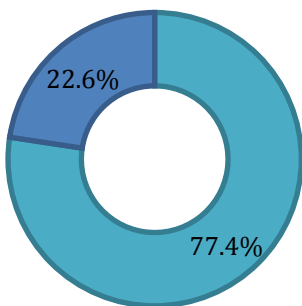


**Action Plan**

Just below target - We continue to investigate individual attendance times and improve overall fire engine availability, particularly in key areas where performance falls.  
We will continue to deliver the IRMP action plan to improve this target. An example failure this quarter was the delay in crews attending a fire station Due to there being local road works.

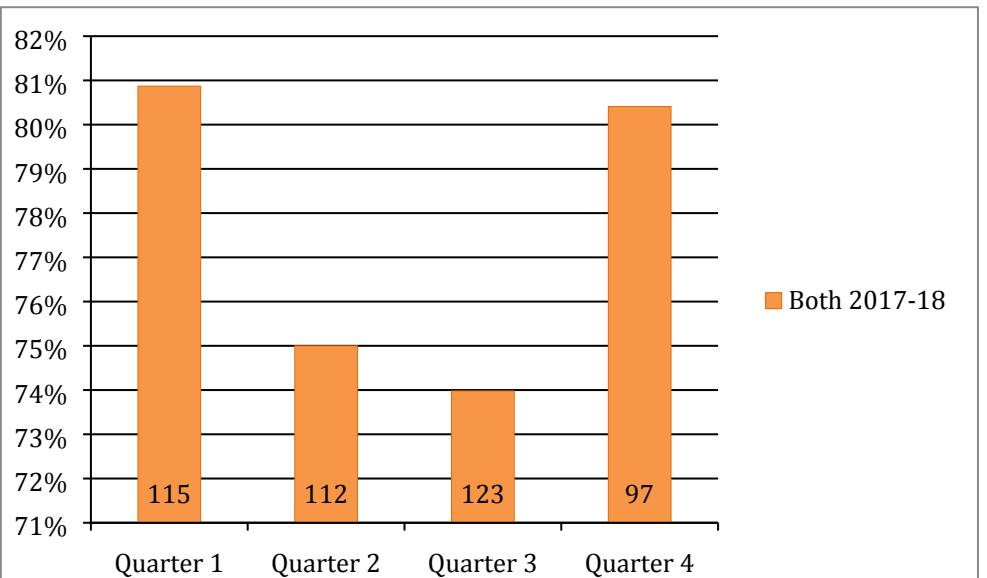


**Both fire appliances attendance time**



Cumulative average for 2017/18 is 77.4%

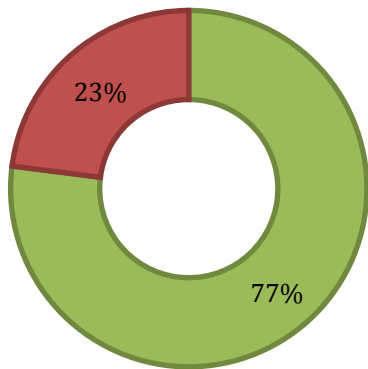
**Local Measure**





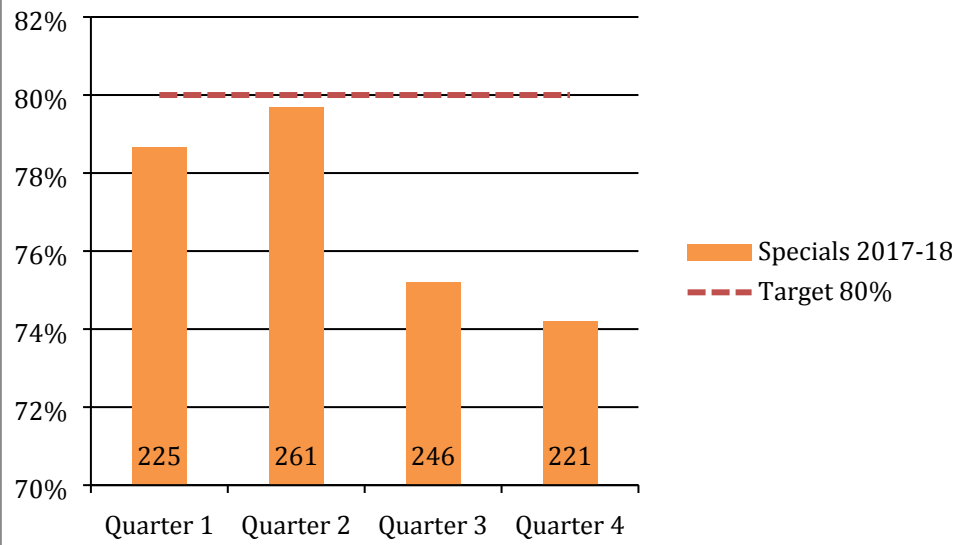
**Critical special service**  
1<sup>st</sup> appliance attendance time

Target 80%



Cumulative Average for 2017/8 so far is 77.0%, below target

**Local Target**



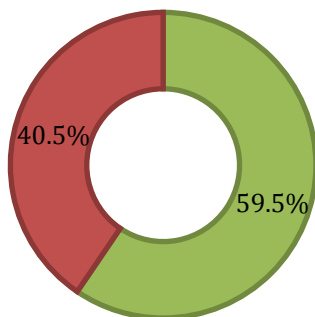
**Action Plan**

Below target - We continue to investigate individual attendance times and improve overall fire engine availability, particularly in key areas where performance falls.  
We will continue to deliver our IRMP action plans.  
An example where we experienced issues with road works close by to our on call fire station and also some crewing issues at one other on call fire station.



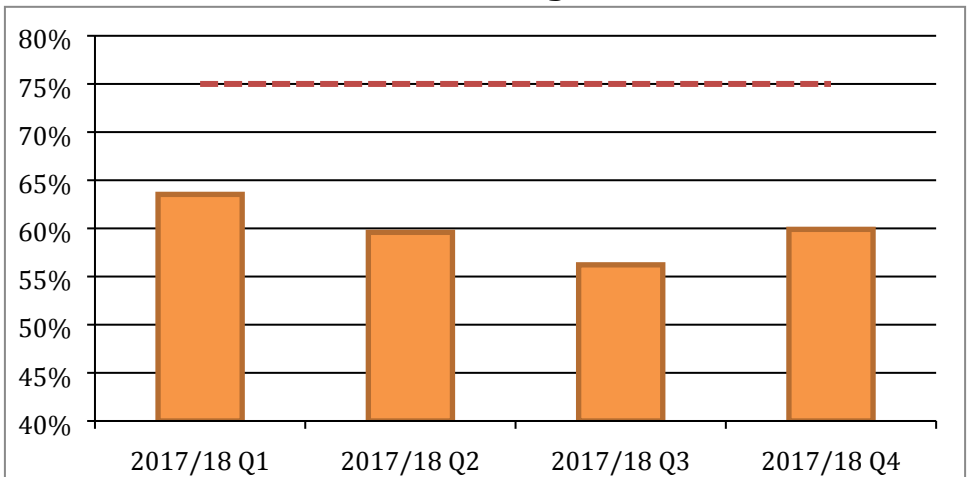
**On Call Duty System Appliance Availability**

Target 75%



Cumulative Average for 2017/8 is 59.5%, below target.

**Local Target**

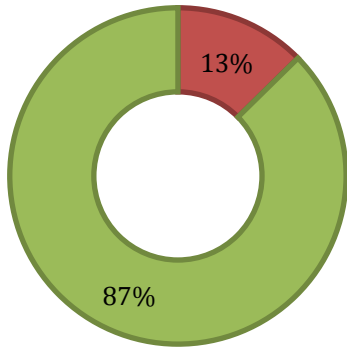


**Action Plan**

Below target – National Issue  
We are continuing to recruit on-call firefighters around the County. The introduction of the Retained Liaison Officers will provide support to local on-call teams.  
This is also an-going issue nationally, particularly in rural areas where people often leave their home village or town to work elsewhere. This provides a challenge for recruitment during week day and weekend day times.



**Dwelling fires no smoke alarm**

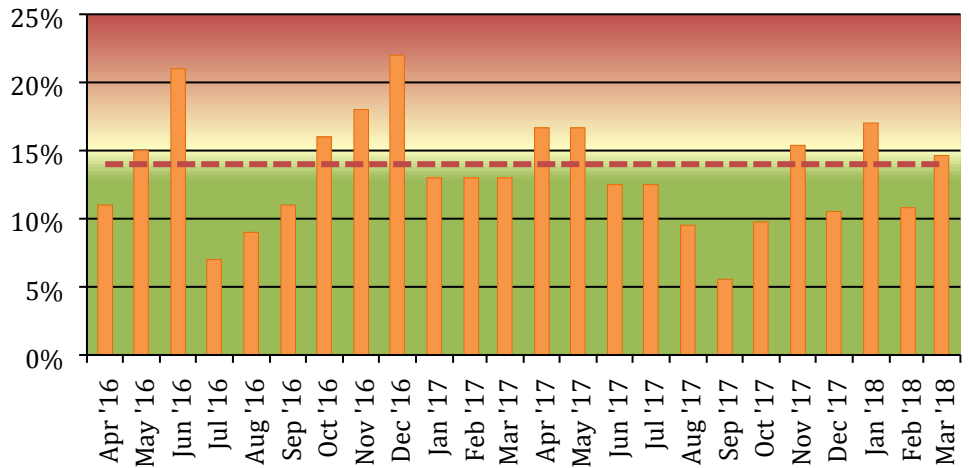


Target 14%

Cumulative Average for 2017/8 is 13%, which is better than target

**Local Target**

**Percentage of Dwelling Fires where no smoke alarm was present**



**Action Plan**

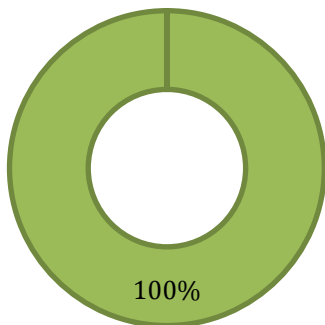
No overall remedial action required – We continue to maintain community safety activities in targeted areas and focussed on the most vulnerable.



**Safe and well visits**

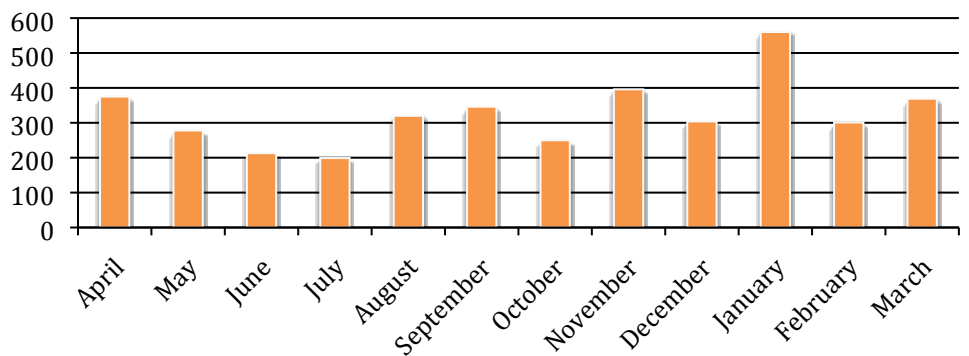
Target: Annual target of 4000.

Cumulative total for 2017/18 is 4959.



**Local Target**

**Safe and Well Visits for those at the Highest Risk**



**Action Plan**

No overall remedial action required – We are developing a broader wellbeing offer for our residents as part of our Safe & Well visits, whilst we continue to maintain and deliver our core fire prevention and safety services.



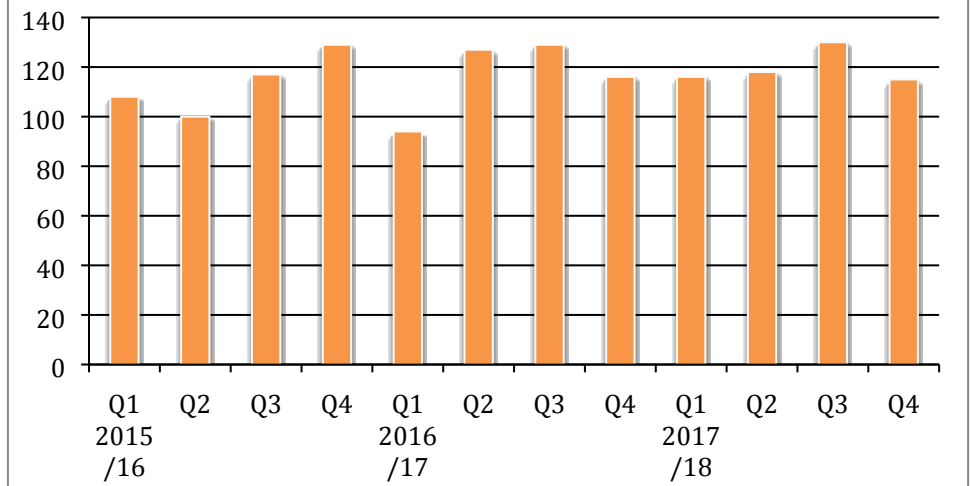


### Accidental dwelling fires

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

### National Measure

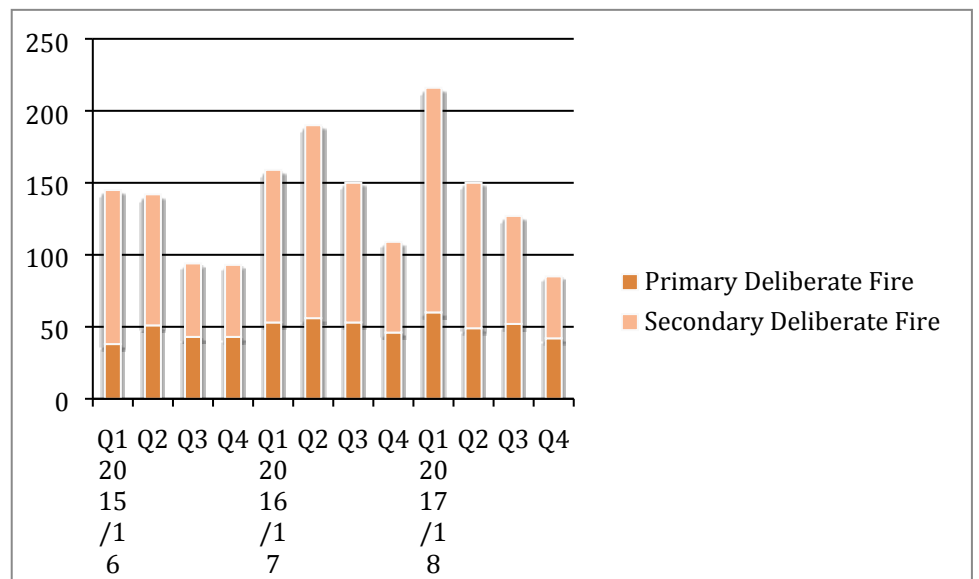
Accidental Dwelling Fires by Quarter



### Deliberate Fires

Primary fires are more serious fires and include any non-derelect property, fatalities, casualties or where more than five fire engines have attended. Secondary deliberate fires such as bins and rubbish fires tend to be a highly seasonal type of incident, greatly affected by the weather. The numbers of incidents are nearly always higher in the warmer, dryer months of spring and summer.

### National Measure



A sporadic type of incident that is usually caused by deliberate arsonists or carelessness. Carelessness is often related to outdoor (secondary) fires and is greatly affected by the weather. We launched a wildfire prevention campaign to raise general awareness of such risks through the spring and summer periods. All property (primary) fires are investigated and if arson is suspected or confirmed we work with Sussex police to prosecute and or potentially rehabilitate offenders. The Firewise scheme is a prevention initiative, focussed on educating young

fire setters or children with an unhealthy interest in fires.

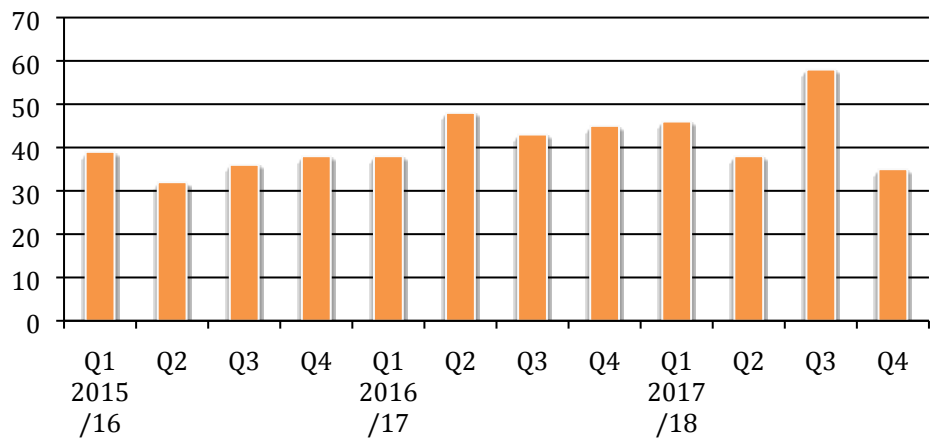


**Fires in commercial property**

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**



Our Business Fire Safety team works with local businesses, focussing on the highest risk properties in the County, assessing fire risk and ensuring compliance with fire safety regulations.

**Fire kept to room of origin**



This item measures the percentage

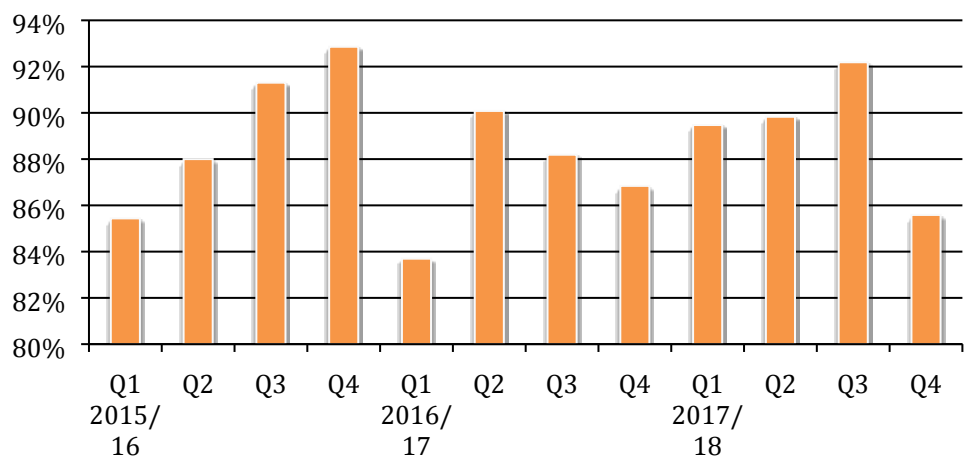
of incidents where a fire incident attended within West Sussex was contained to the room in which the fire was suspected to have originated.

There is no significant trend over the 3 years.

Dwellings Only.

**National / local Measure**

**% Fires Kept to Room of Origin**



Continuing to develop public awareness on fire safety plans and in the development of evidence based firefighting. A new prevention campaign 'close before you doze' is being developed, encouraging home and

	business owners to keep doors shut, particularly at night time.
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## 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.

### **On Call 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**' 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.

### **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.

### **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. This is measured for dwellings only.

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

[rescue-service/performance-plans-and-reports/](#)