

West Sussex Fire & Rescue Service

2018-19 Quarter 1 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 13 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 2018 to March 2019.

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 June 2018) West Sussex Fire & Rescue Service (WSFRS) attended **2308** incidents in West Sussex with 404 being categorised as critical incidents.

Particular items for discussion this quarter:

This quarter, one additional KPI has been added on request, making a total of 13.

Charts have been amended for consistency and timescale following discussion.

Five years of data is now shown (including current year)

We are currently looking at how we report to you about our assistance to incidents outside the West Sussex borders, and likewise, the assistance that we receive from other services. This data will be included in the next report.

Incidents in West Sussex	Past 4 years historic (annual) data				2018/19				
	2014/15	2015/16	2016/17	2017/18	Q1	Q2	Q3	Q4	Cumulative
Critical Special Services	748	765	771	1007	243				243
Critical Fires	739	732	800	734	161				161
All Incidents in West Sussex	8566	8552	8842	9241	2308				2308
Average incidents per day	23.5	23.4	24.2	25.3	25.4				25.4

13 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	Accidental dwelling fires	Measure
8	Dwelling fires no smoke alarm	Target
9	Accidental Dwelling fire injuries	Measure
10	Safe and Well Visits	Target
11	Deliberate fires	Measure
12	Fires in commercial property	Measure
13	Fire kept to room of origin	Measure



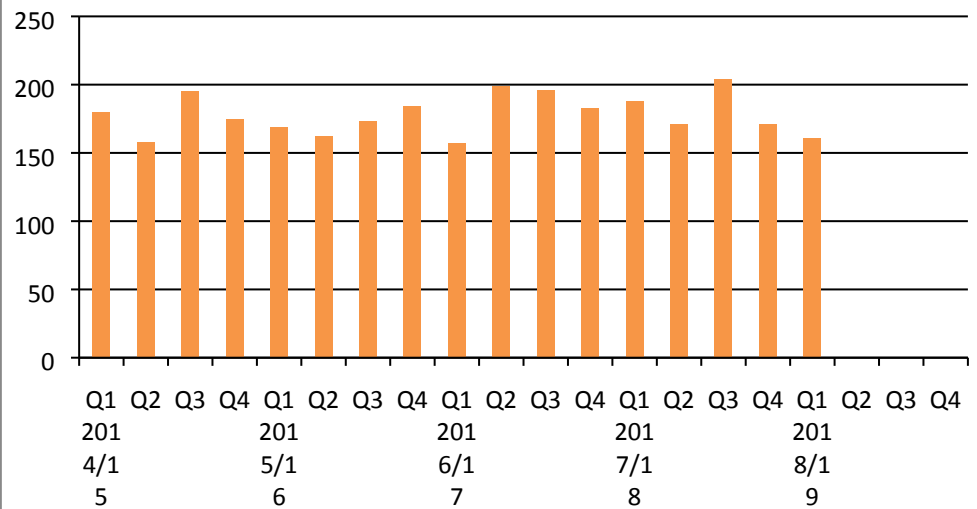
Critical Fire Incidents

No statistically significant trend over the last few years.

For consistency, month on month critical fire data since 2014 has been re-extracted using improved, less time consuming, methodology. Therefore there may be small differences from previously published month on month data.

Local Measure

Number of Critical Fire Incidents



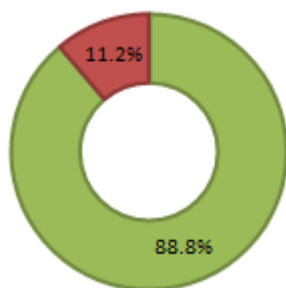
This is a measure presented for context. There is an average of around two critical incidents per day in West Sussex this quarter (1.8 for this quarter)



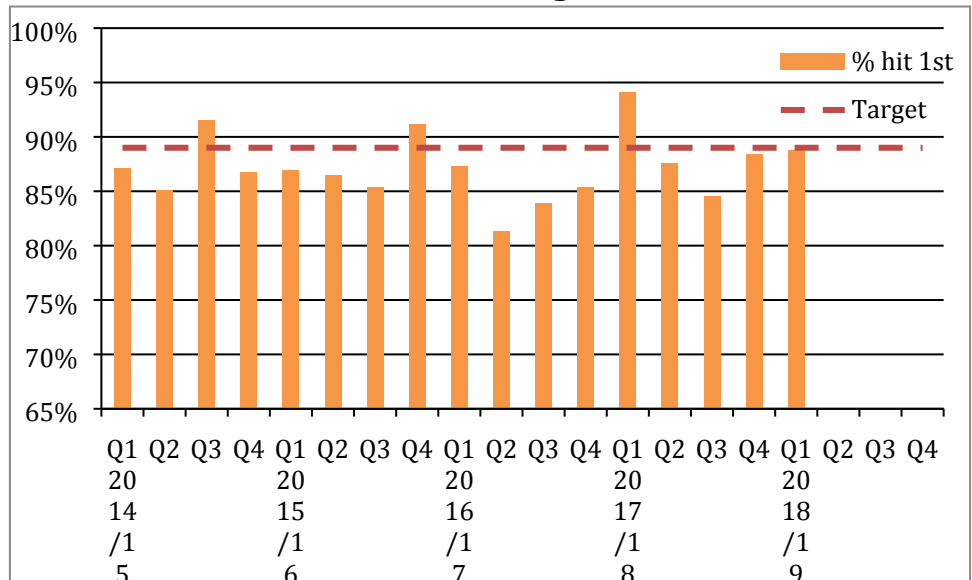
1st fire appliance attendance time

Target 89%

Cumulative Pass rate for 2018/19 Q1 is very close to target at 88.8%



Local Target



Action Plan

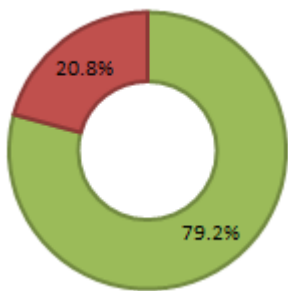
This quarter saw a positive increase in first pump attendance standard. There were a total of 13 missed attendance standards for first pumps with a mixture of reasons including several calls receiving long call handling times by the Sussex Control Centre. There were also a number

of calls in rural areas with long travel times making it difficult to reach in the specified attendance time. All missed travel times have been investigated. The long call handling times will be investigated with the Sussex Control Centre along with the call dialog tapes to identify any improvements.

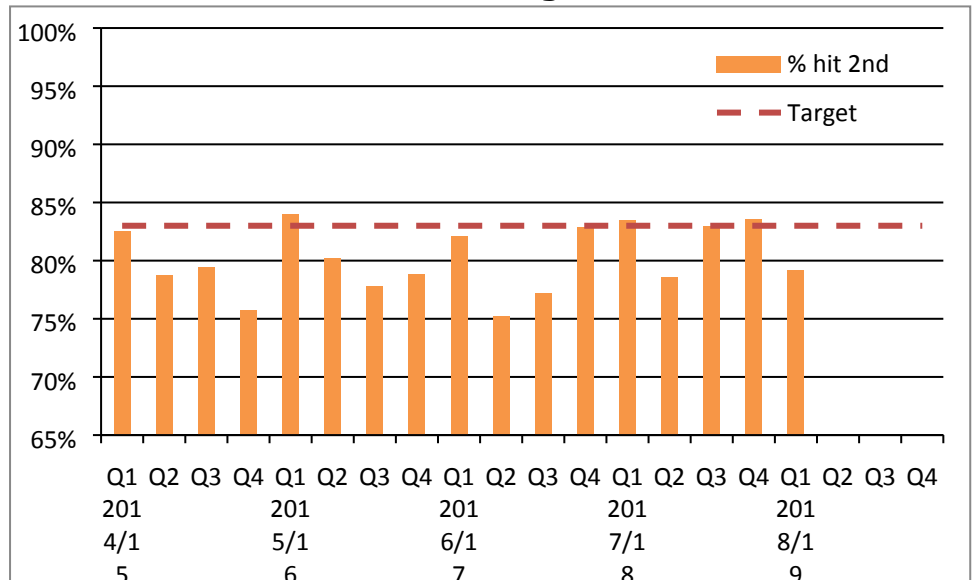


2nd fire appliance attendance time

Target 83%
Cumulative Pass rate for 2018/19
Q1 is 79.2%, below target



Local Target



Action Plan

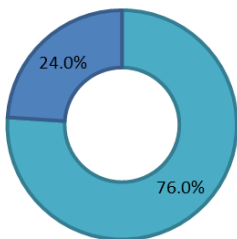
Second pump attendance standards have dropped slightly in this quarter and are below target. This is mostly due to our on call first and second pump availability being poor along with some long travel distances for the next nearest pumps. There are three stations where second pumps were removed due to savings having a negative effect in these largely rural areas. The on call improvement program will now start to address these areas including recruitment and training of crews but this will only be achieved through investment of time in the areas that need to recruit.



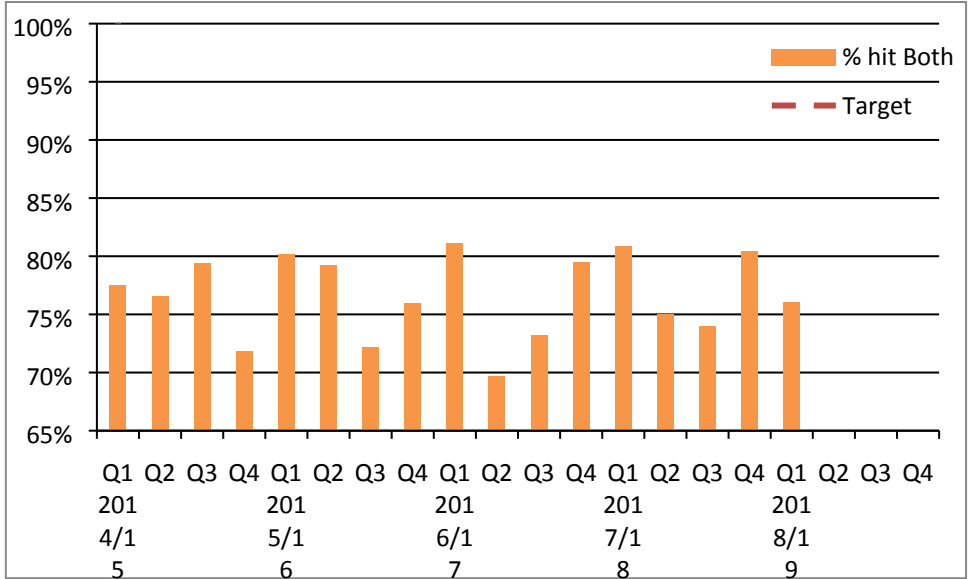
Both fire appliances attendance time

Cumulative rate for both appliances passing their respective target is 76%

Both



Local Measure



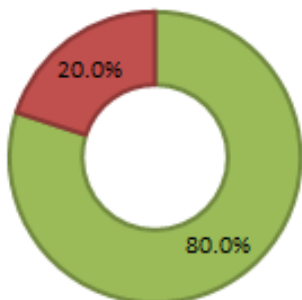
This is a measure only-presented as background context.



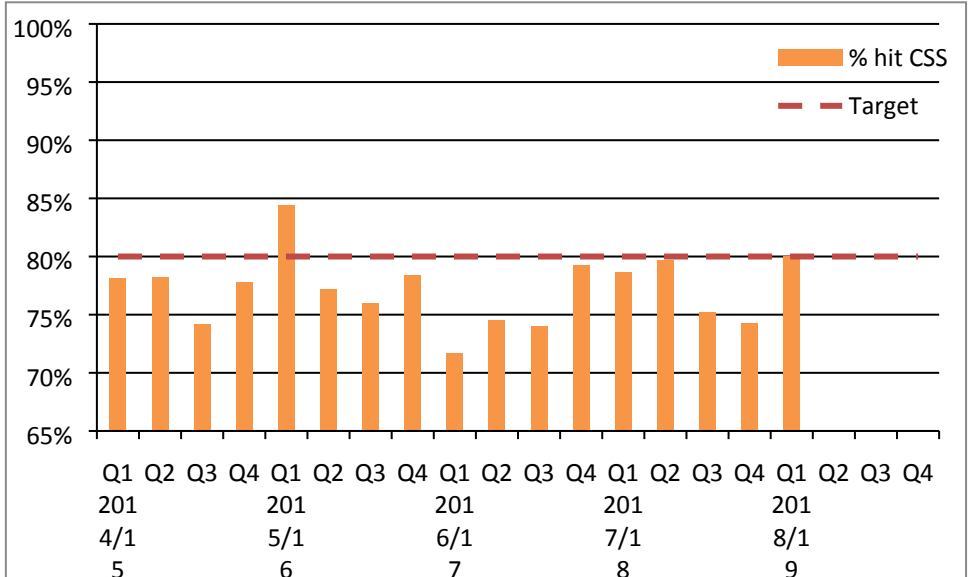
Critical special service 1st appliance attendance time

Target 80%

Cumulative Average for 2018/19 so far is 80%, on target



Local Target



Action Plan

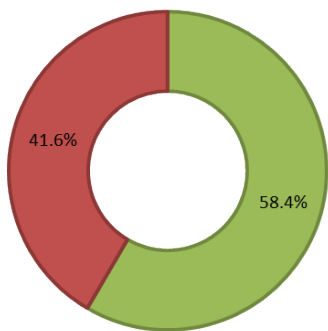
Whilst on target this quarter it has been at a low across most quarters. This is mostly due to long travel times over our 13 minute attendance standard for emergency special services. These incidents are mostly road traffic incidents often in rural locations and are sometimes difficult to find. On call appliance availability is also a contributory factor where we will work to improve in the most affected areas for missed attendance times.



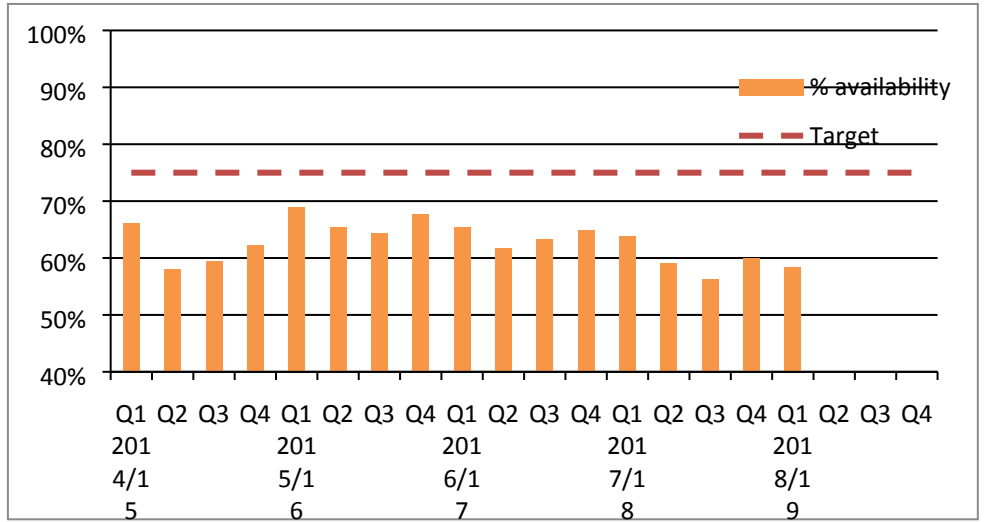
**On Call
Duty
System
Appliance
Availability**

Target 75%

Cumulative rate for Q1 2018/19 is 58%, below target.



Local Target



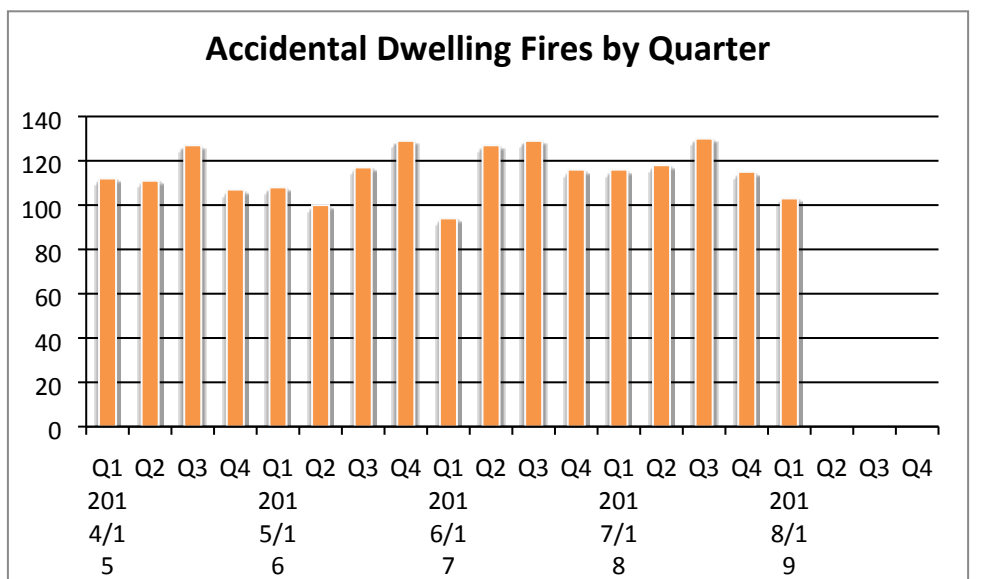
Action Plan

This is the most challenging KPI and has been consecutively below target. This is a nationally recognised issue with some significant local challenges, most of our on call stations are in small villages where recruitment is difficult. The individual's commitment to maintain the robust competencies required to be a fire fighter are not easy to fit into daily life. The on call recruitment and retention campaign is addressing this issue through a comprehensive National media campaign as well as local employer recondition schemes. There are three stations where it is extremely difficulty to recruit our focus on improving the staff in these areas is crucial to improving this KPI.

Accidental dwelling fires



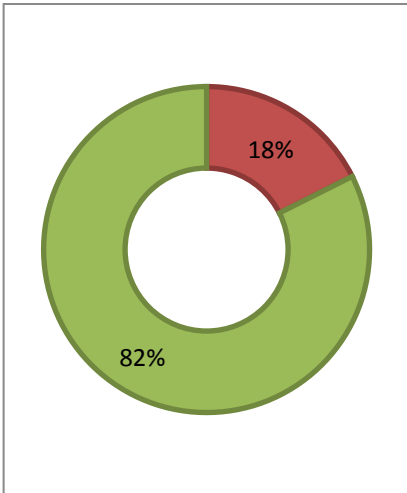
National Measure



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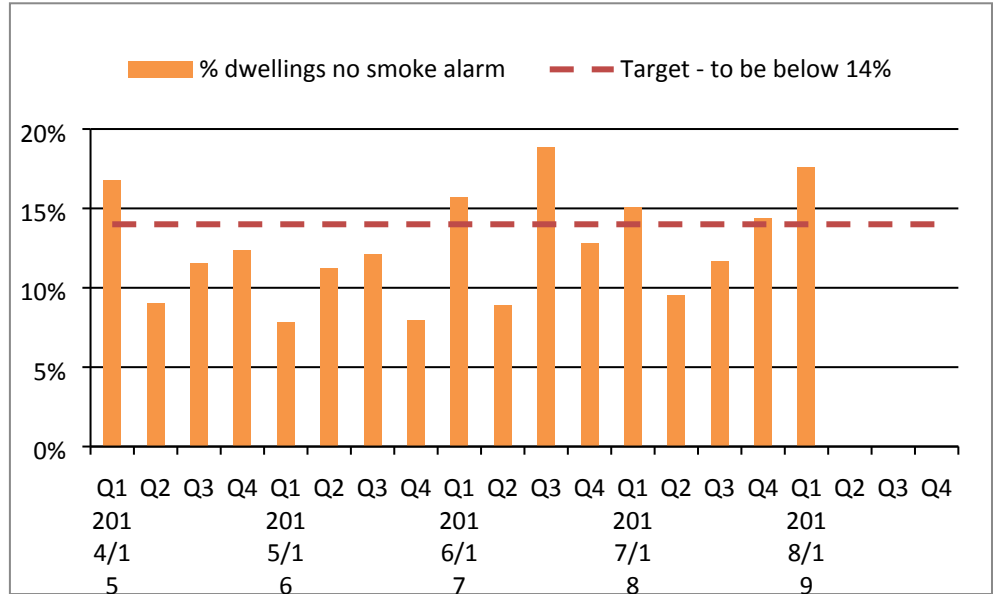


Dwelling fires no smoke alarm



Target 14%
Cumulative rate for Q1 2018/19 is above target at 18%.

Local Target



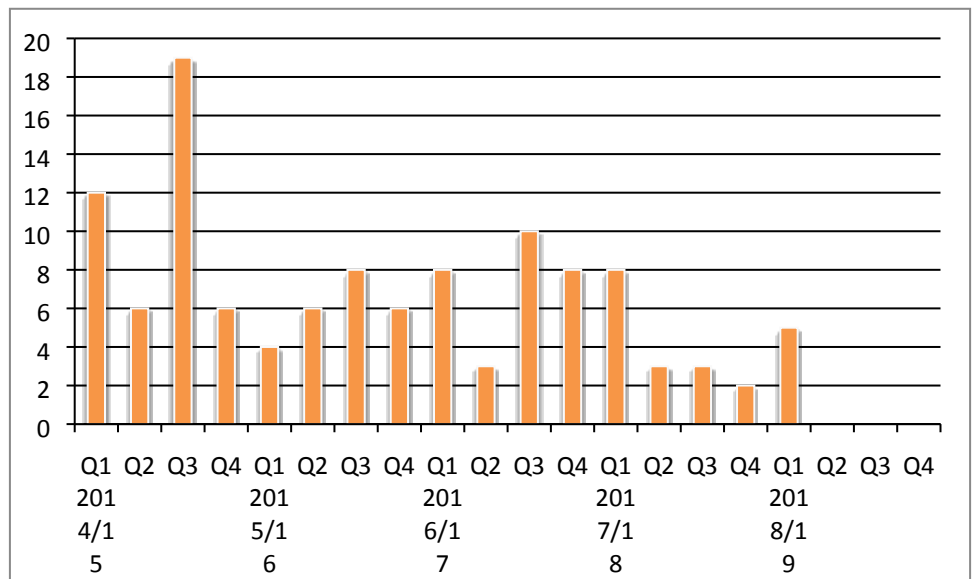
Action Plan

Here were 19 dwelling fires in Q1 18/19 where there was no smoke alarm.
We will continue to deliver Community safety activity in targeted areas.

Accidental Dwelling fire injuries



Local Measure

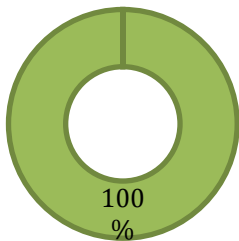


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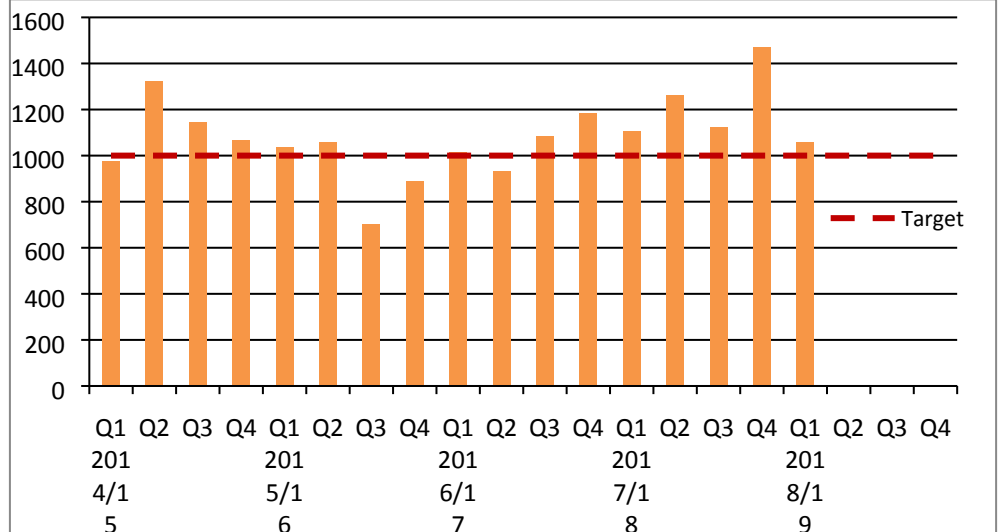
Safe and Well Visits

Target: Annual target of 4000 for those at the highest risk.



Cumulative total for 2018/19 is 1059 – exceeding target

Local Target



Action Plan

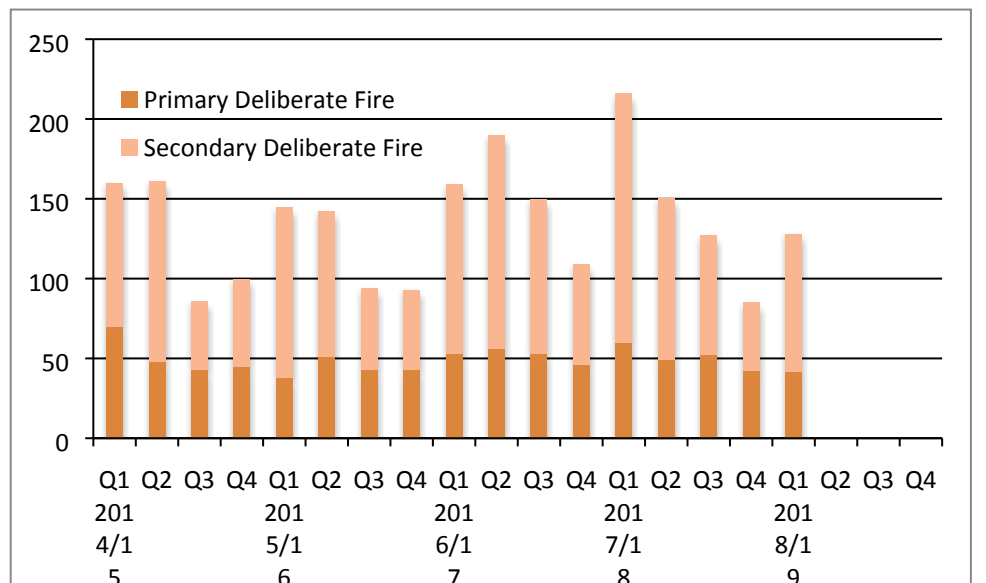
We have exceeded this target, however we will continue to deliver Safe and Well Visits across our county making a difference to our residents in fire safety and general household safety advice around the home.

Deliberate Fires



Primary fires are more serious fires and include any non-derelict 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



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

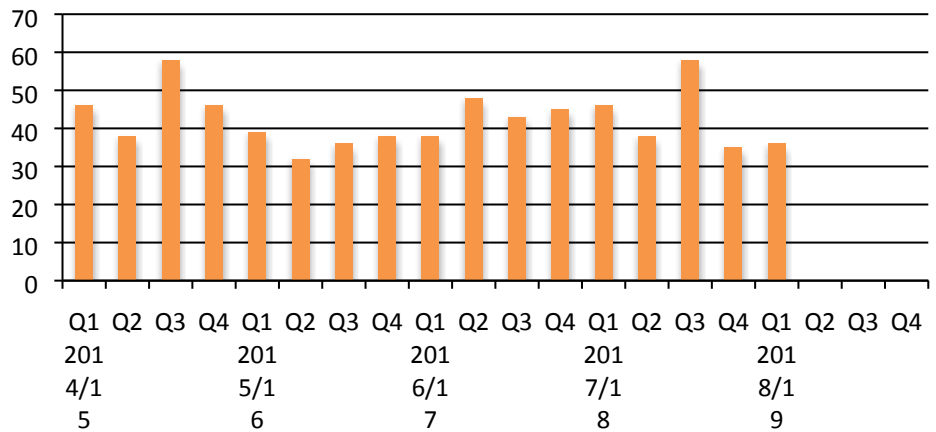
Fires in commercial property



This measure records how many fire incidents have occurred in non-domestic premises. We call them "commercial" here to distinguish them from dwellings. This category includes hospitals, care homes, schools, shops and places of entertainment.

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

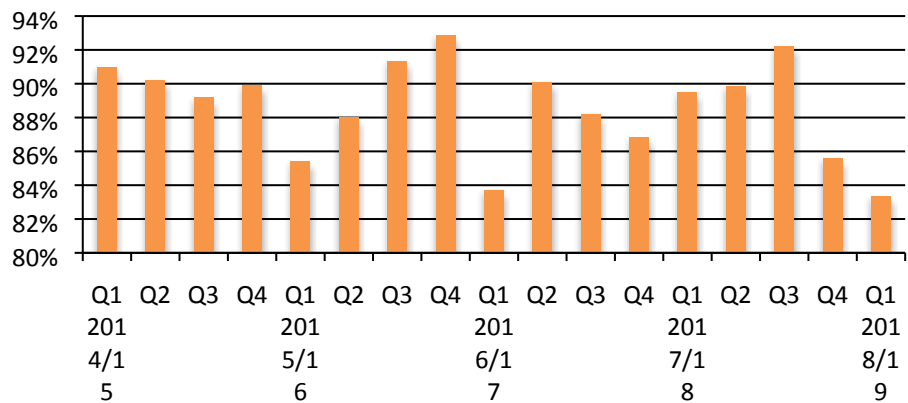


This item measures the percentage of incidents where a fire incident attended within West Sussex was contained to the room in which the fire was suspected to have originated.

Dwellings Only.

National / local Measure

% Fires Kept to Room of Origin



This is a measure only-presented as background context.

In Q1, of the 102 relevant fires, 85 (83%) were confined of the room of origin.

We will continue to develop public awareness on fire safety in the home to minimise damage during a fire by closing doors at night if a fire occurs. We are continuing to deliver our IRMP plans in the development and delivery of the evidence based firefighting project. This will assist in the improvement of this measure through equipment and training for our crews to tackle fires without opening the door to the room, preventing fire and smoke escaping that causes damage to the rest of the property.

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 Visits

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/>