

West Sussex Fire & Rescue Service

2018-19 Quarter 2 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 September 2018) West Sussex Fire & Rescue Service (WSFRS) attended 4966 incidents in West Sussex with 891 being categorised as critical incidents.

Particular items for discussion this quarter:

Average Incidents Per day.

The average incidents per day have shown a slight increase in the first two quarters. The FRS will watch the next two quarters and identify any trends that may indicate the reason for this increase. It is also possible quarter three and four may show a decline over the winter months.

	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	322			565
Critical Fires	739	732	800	734	161	165			326
All Incidents in West Sussex	8566	8552	8842	9241	2308	2658			4966
Average incidents per day	23.5	23.4	24.2	25.3	25.4	28.9			27.1

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 checks	Target
11	Deliberate fires	Measure
12	Fires in commercial property	Measure
13	Fire kept to room of origin	Measure

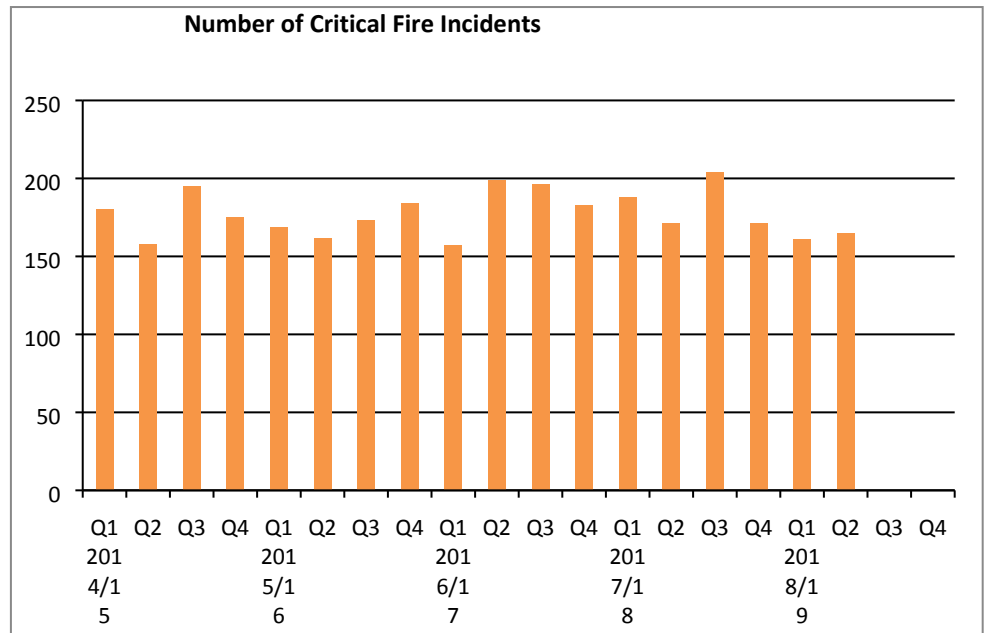


Critical Fire Incidents

No statistically significant trend over the last 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



There is an average of around two critical fire incidents per day in West Sussex this quarter (1.8 for this quarter). All our Prevention and Protection activity is aimed at reducing this number of fires.

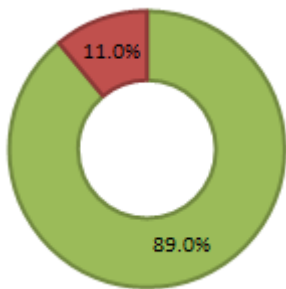


1st fire appliance attendance time

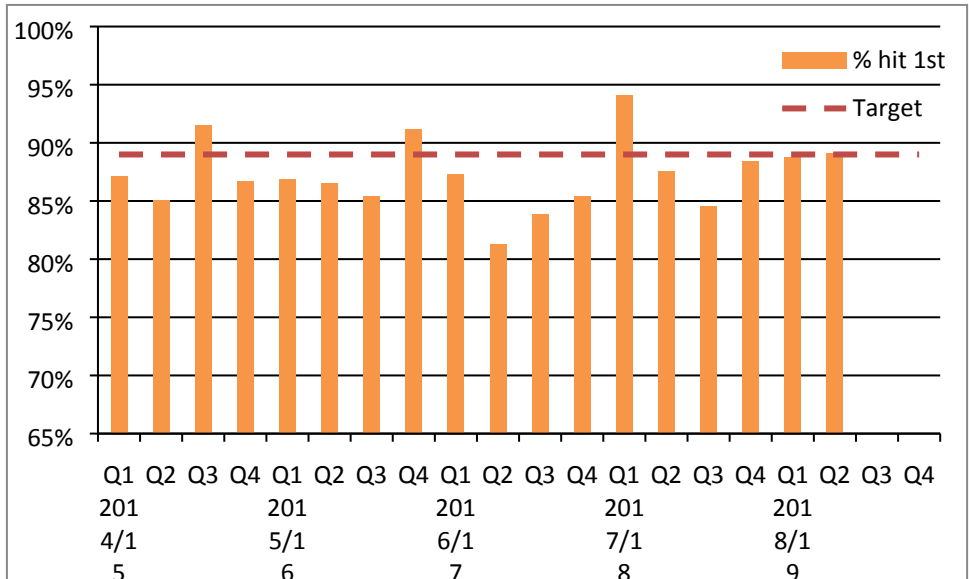
Target 89%

On Target.

Pass rate for all incidents since April 2018 to end of Q2 is on target at 89.0%



Local Target



Action Plan

This quarter, out of 165 critical incidents there were 18 incidents where the first fire engine missed its attendance targets. The FRS Response Team managers will continue to closely monitor and improve the attendance standards by addressing the reasons for any failures.

Analysis of all calls this year has shown the two factors most likely to lead to a failed Emergency Response Standards are 'availability of On Call System fire engines' and 'long travel distances' to rural areas.

Since this standard was set, 11 fire engines have been removed from service and this has made achieving this target more demanding for FRS Response.

FRS Operations are focussed on increasing On Call System availability as per the KPI within this report.

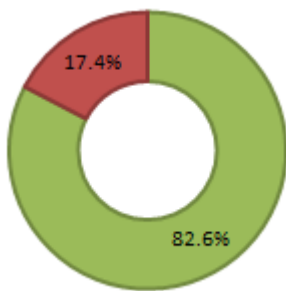


2nd fire appliance attendance time

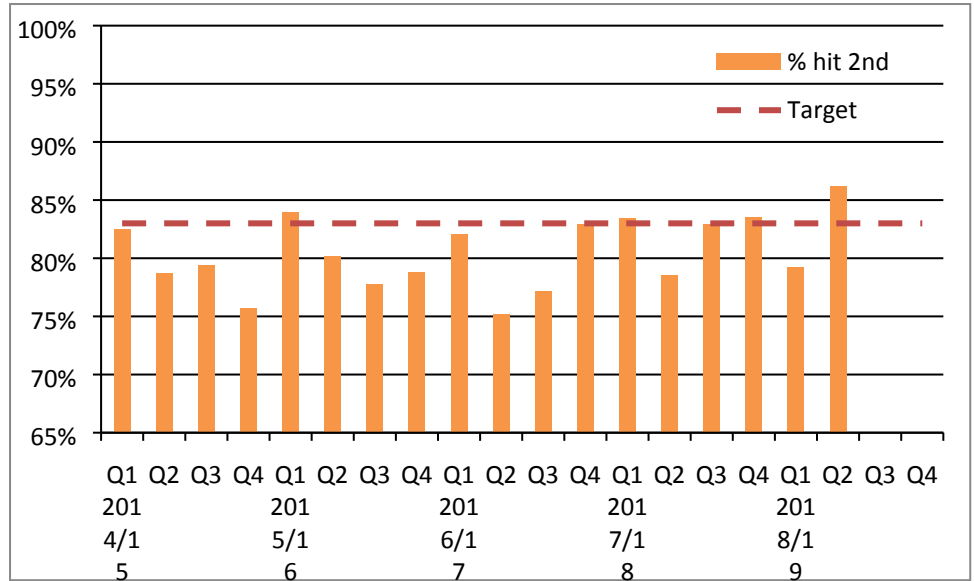
Target 83%

Exceeded Q2 target.

The Cumulative Pass rate for all incidents since April 2018 to end of Q2 is 82.6%, only slightly below target.



Local Target



Action Plan

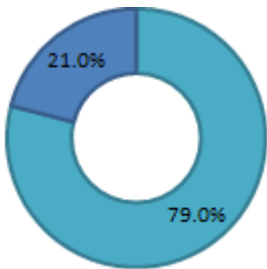
Quarter 2's performance exceeded the target. There were a total of 94 incidents; and the second appliance missed this standard on 13 occasions.

Whilst the reasons for failure are similar to first appliance attendance KPI. The removal of 11 fire engines since these standards were set has made this KPI more demanding. As fewer fire stations have 2 pumps and the second pump needs to come from further away.

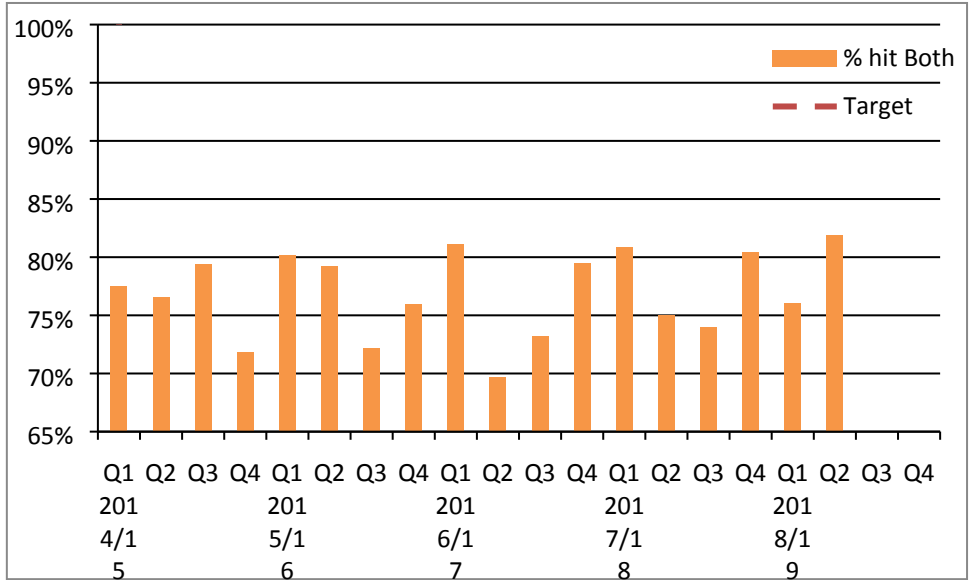


Both fire appliances attendance time

The WSFRS Emergency Response Standard sets a benchmark of 79% for both appliances.



Local Measure



This is a measure of incidents at which both the first and second pump achieve their respective response standard times. The reasons for failures are described in the previous KPIs.

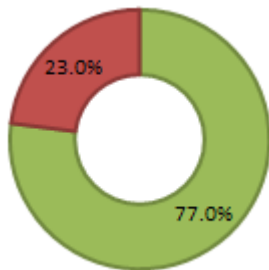


Critical special service 1st appliance attendance time

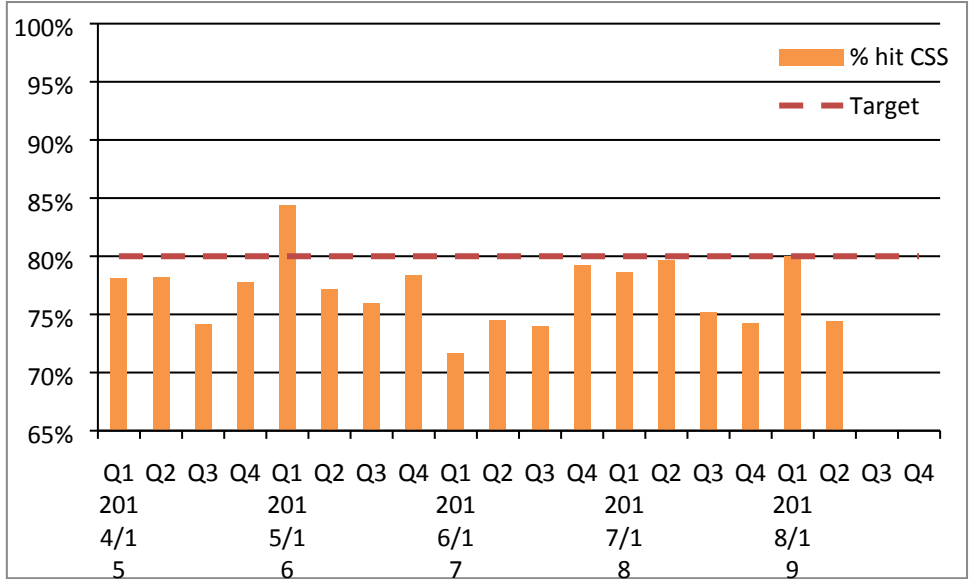
Target 80%

Quarter 2 Target not achieved.

Cumulative Performance for 2018 77.0%, which is below target



Local Target



Action Plan

Analysis of this KPI has highlighted that 'long travel distances' are a key theme. This is as Road Traffic Collisions on remote rural roads are the most numerous incident type within this KPI.

There is a single Emergency Response Standard of 13 mins for this KPI as these incidents occur across the whole road network.

This is also reflected in the fact that long call handling times in Fire Control feature as a reason for delayed response, confusion from 999 callers as to their location and what has happened delaying the mobilising process. We will continue to work with the Sussex Control Centre to reduce call handling times.

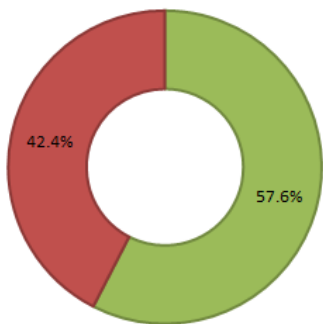


**On Call
Duty
System
Appliance
Availability**

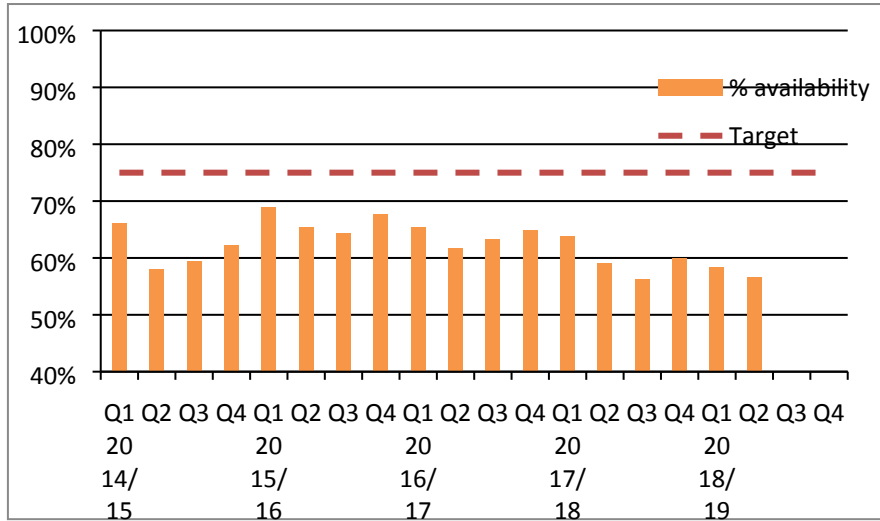
Target 75%

Below target

Cumulative availability rate since April 2018 to end of Q2 is 57.6%, below target.



Local Target



Action Plan

The AM Response is ensuring that managers in response do everything to support, OCS teams to maximise their availability through local management.

However as the OCS is vital to our service delivery, The ACO is leading the 'OCS Project' to identify and deliver improvements to the OCS model in WSFRS.

This project will be linked to a Members Task and Finish Group which has been commissioned by the ECFSC. Recommendations from this group will form the mandate for the OCS Project.

This is an on-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.

Accidental dwelling fires

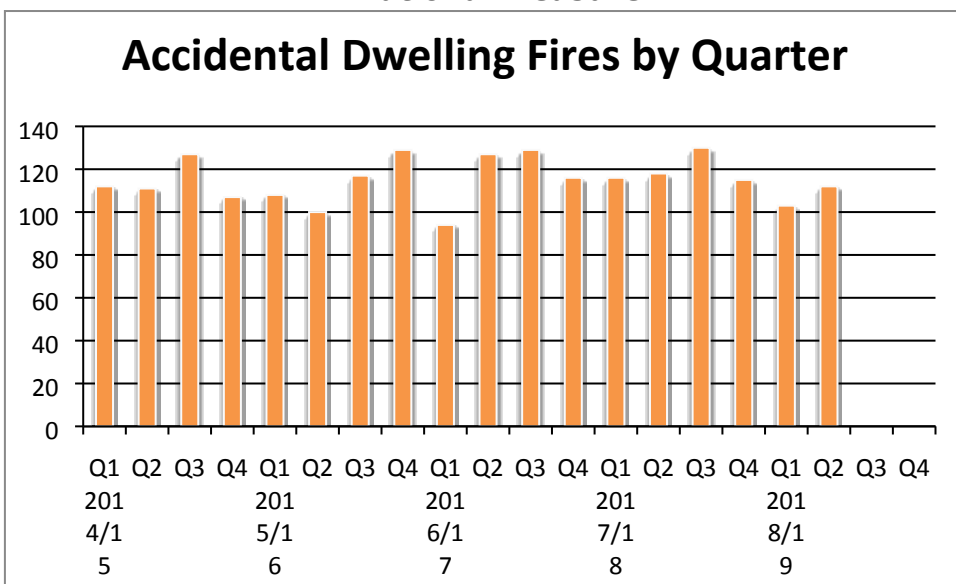


This measure records how many fire incidents in dwellings

that were not deliberate. This category may include sheltered housing, caravans, houseboats etc. where they are permanent dwellings.

National Measure

Accidental Dwelling Fires by Quarter



Response Managers will constantly monitor this KPI and analyse the data for trends and themes that can inform the Prevention activities of WSFRS.

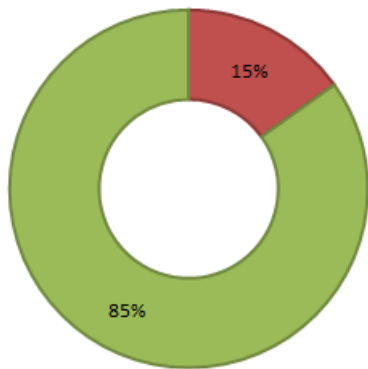


Dwelling fires no smoke alarm

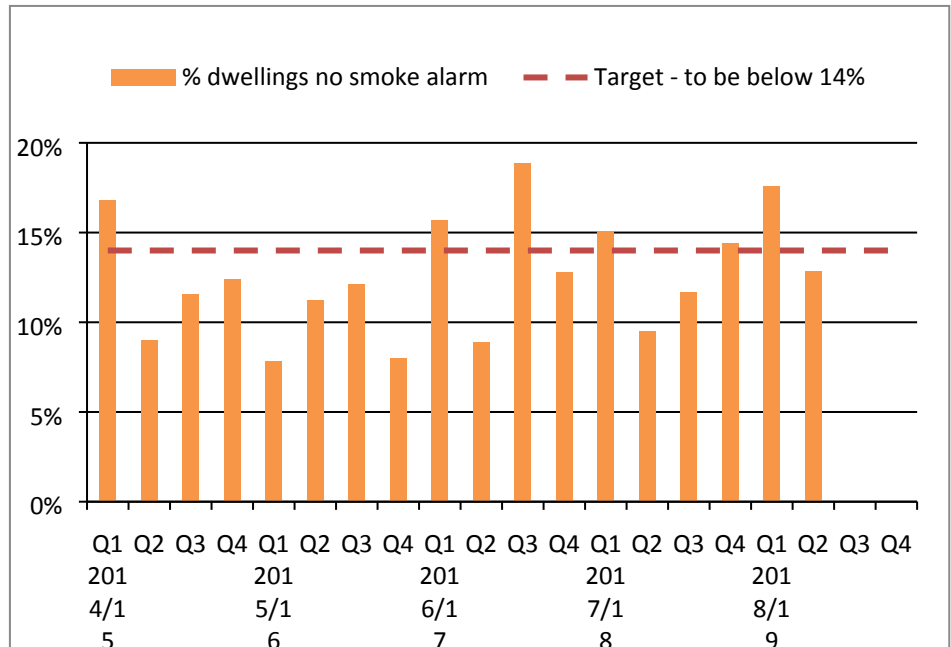
Target 14%

Quarter 2 below target

Cumulative Rate for all dwelling fires since April 2018 to end of Q2 is above target at 15%.



Local Target



Action Plan

There were 15 dwelling fires in Q2 18/19 where there was no smoke alarm.

Working smoke detectors are proven to give early warning of a fire and thereby save lives and reduce fire damage. That is why we are committed to ensuring all dwellings have smoke detectors.

Our media team continuously support this message and home fire safety work will always work to achieve this. The Safe and Well visits delivered assist in this KPI.

Response Crews will visit neighbouring dwellings and carry out 'Close Call' prevention activities after fires and fit smoke detectors to neighbours who don't have them.

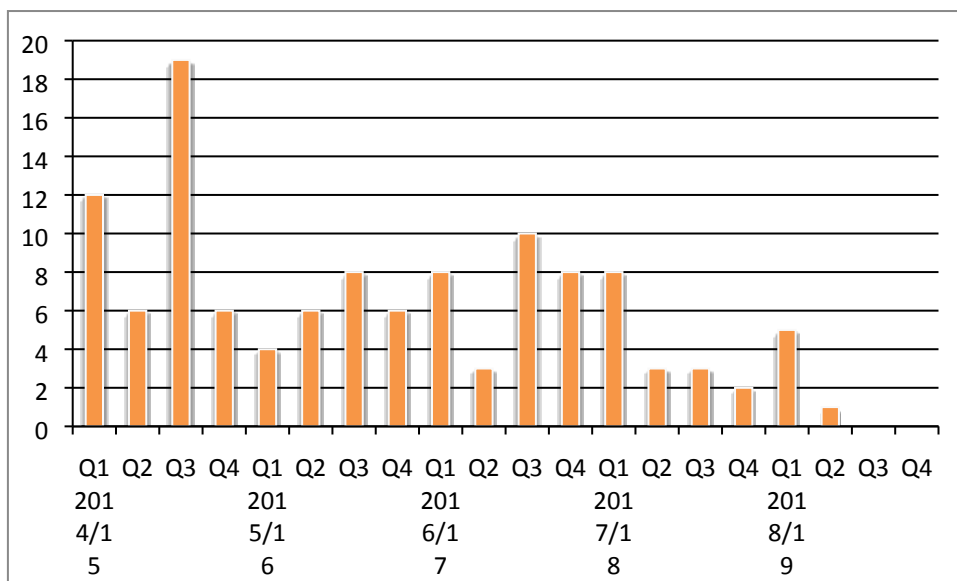
Accidental Dwelling fire injuries



This measure records how many injuries resulted

from non-deliberate dwelling fire incidents, where the victim attended hospital. Instances of first aid given at scene and precautionary checks are not included in this measure.

Local Measure



All our work in prevention, protection and response is focussed on trying to achieve 'zero fire deaths and injuries'. Therefore we analyse all incidents at which people are injured to inform our strategies.

Whilst we have been successful at reducing the number of fires and their consequences. This KPI is also influenced by the Ambulance Trust changing their processes to treat more people at scene and not conveying them to hospital.

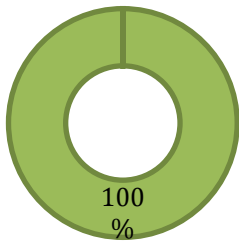
Safe and well checks



Target:

Annual target of 4000 for those at the highest risk.

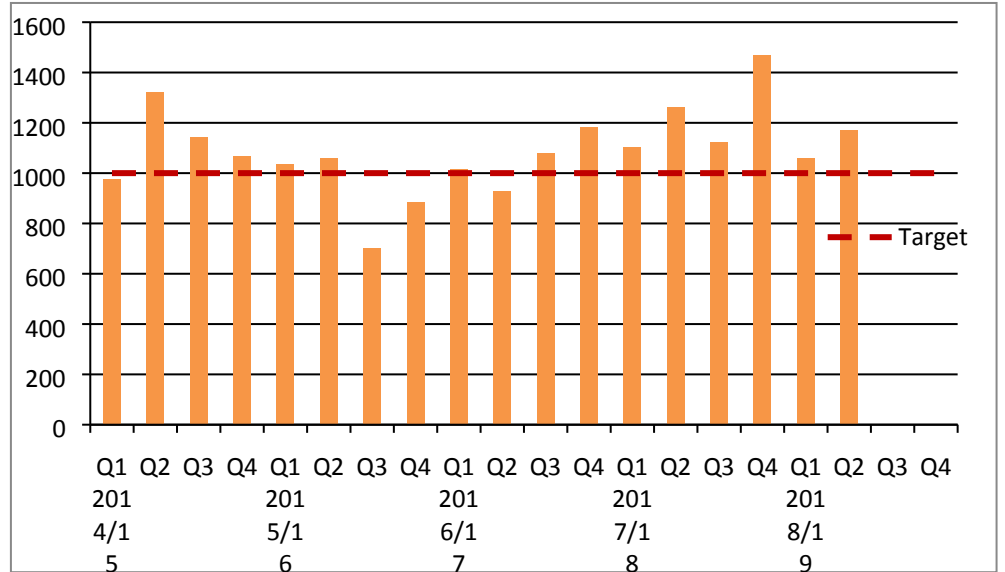
Quarter 2 exceeded target



The cumulative total from April 2018 to Q2 is 2230 exceeding the target

Delivery in the first 5 months since April 2018 has been good and as a result the mid-year target has been exceeded despite low delivery in month 6. Delivery was lower than the same period in the previous year due to reduced staffing levels.

Local Target



Action Plan

WSFRS are committed to delivering Safe and Well Visits which are a way to look holistically at the risks to the safety and health of our residents.

Operational crews deliver many of these to residents, however the highest risk Safe and Well Visits are conducted by trained specialists.

These specialists are able to provide care lines, emergency pendants and specialist kit for disabled residents.

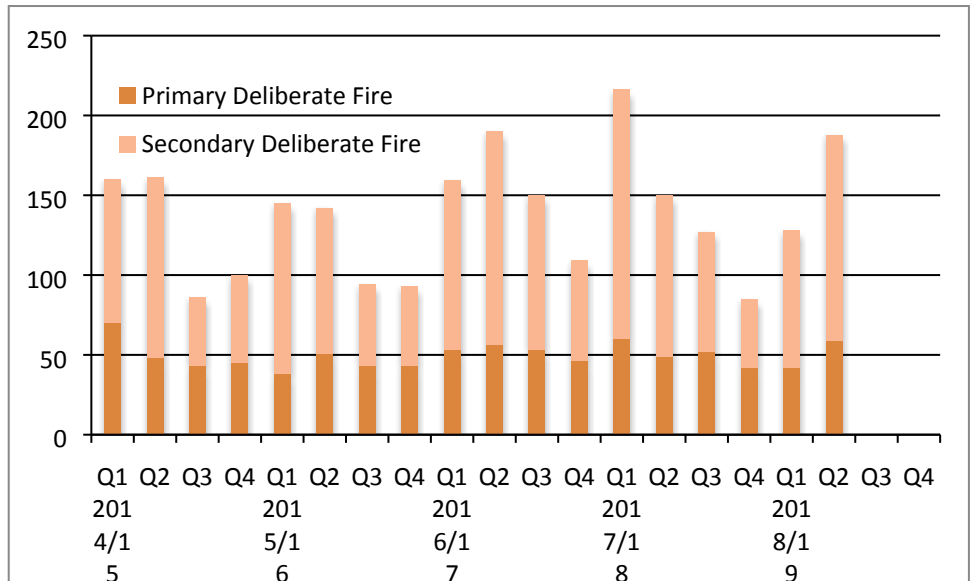
We have evidence of fires being detected by care line equipment we have installed; which allowed for an immediate response and harm being prevented.



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



Response Managers will constantly monitor this KPI and analyse the data for trends and themes that can inform the Prevention activities of WSFRS

For every fire WSFRS identify a probable cause and when this is identified as Arson we will investigate and liaise with the Police.

Each year we are involved in a number of criminal investigations and prosecutions of arsonists.

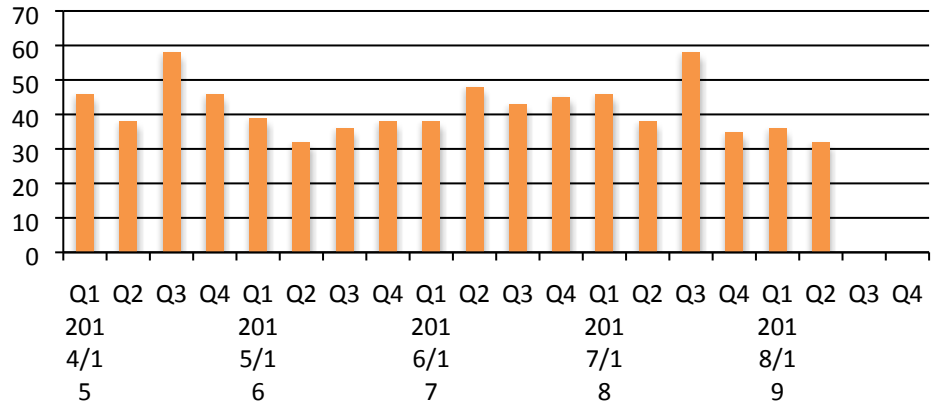
Fires in commercial property



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



The Business Fire Safety (BFS) team will lead on follow up interventions in commercial premises. This allows BFS to identify when and how we should be supporting businesses and enforcing the Fire Safety Order 2005.

Fire kept to room of origin



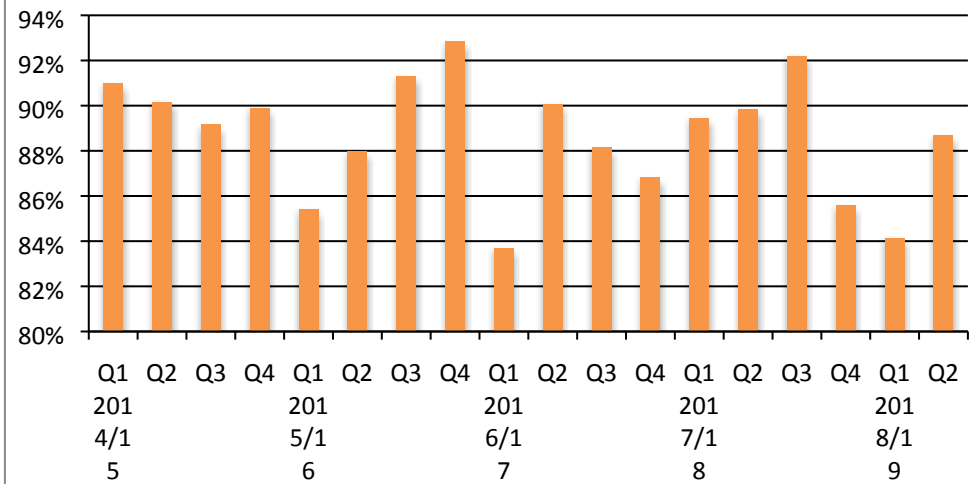
This item measures the percentage

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 Q2, of 106 relevant fires, 94 (89%) were confined to the room of origin.

FRS Response is examining every incident where the fire spreads from the room of origin to establish how we can best positively improve this measure.

Our analysis of the fires that have spread shows the biggest common factor is a delayed 999 call to the FRS, giving the fire time to grow and spread.

Therefore our communications strategy will develop public awareness on fitting smoke detectors and calling 999 immediately.

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 System (OCS)

Formerly known as Retained Firefighters, these are part time staff who provide an agreed level of 'on-call' cover for emergencies via a pager system. Maintaining OCS staffing levels 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 is a measure of incidents where the fire did not spread (by burning or heat) 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/>