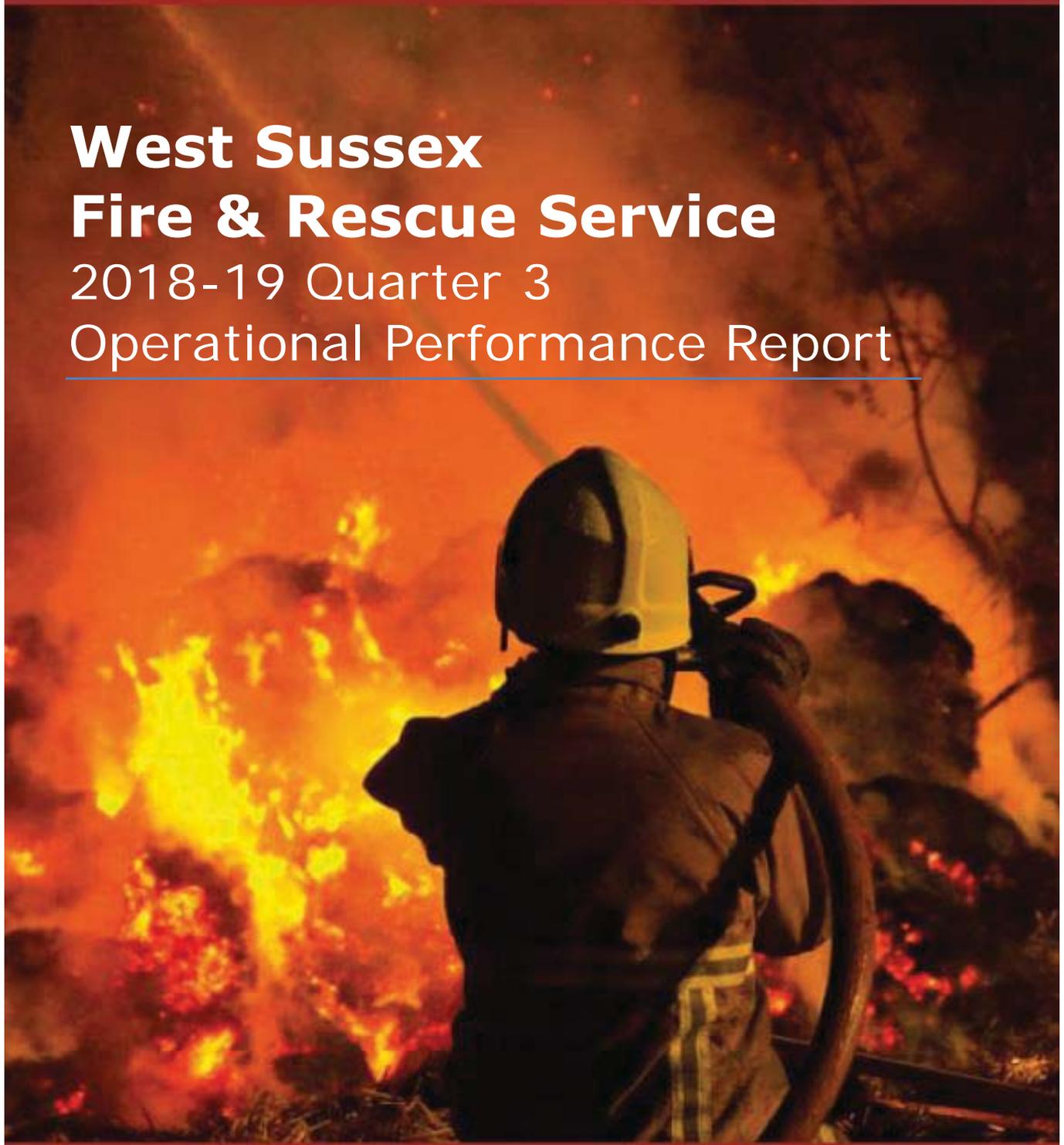


www.westsussex.gov.uk

West Sussex Fire & Rescue Service

2018-19 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 (IRMP), 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 (KPIs) 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 area 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 2018), West Sussex Fire & Rescue Service (WSFRS) attended 7232 incidents in West Sussex with 1283 being categorised as critical incidents.

Particular items for discussion this quarter:

	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	311	291		845
Critical fires	739	732	800	734	161	165	140		466
All incidents in West Sussex	8566	8552	8842	9241	2308	2658	2266		7232
Average incidents per day	23.5	23.4	24.2	25.3	25.4	28.9	24.6		26.3

13 key performance indicators (KPIs) and measures

#	Indicator	Measure/ target
1	Critical fire incidents	Measure
2	1 st fire engine attendance time	Target
3	2 nd fire engine attendance time	Target
4	Both fire engines attendance times	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

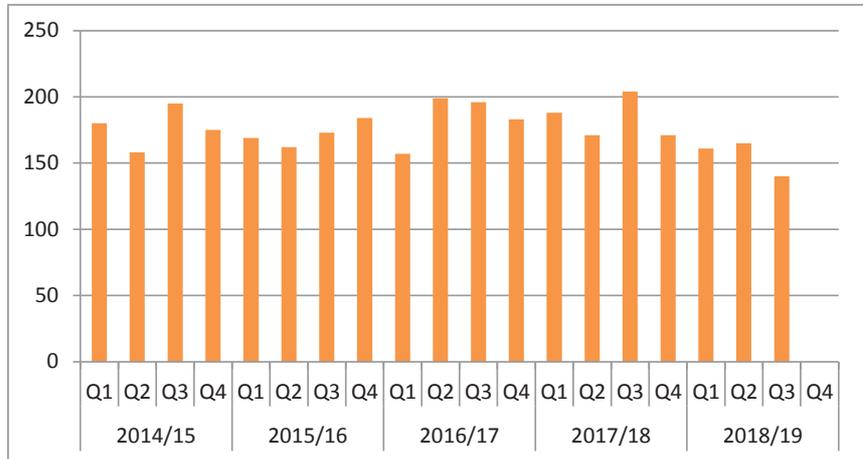


Critical fire incidents

No statistically significant trend over the last year.

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

Local measure



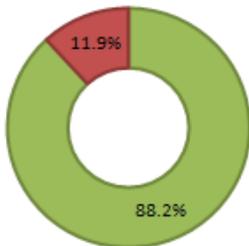
This is a measure presented for context. There is an average of 1.5 critical fire incidents per day in West Sussex this quarter.



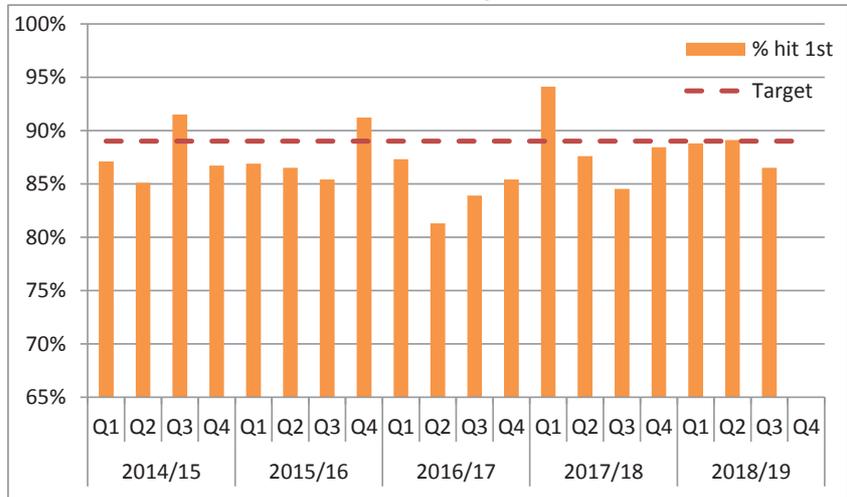
1st Fire engine attendance time

Target 89%

Pass rate for all incidents since April 2018 to end of Q3 is just below target at 88.2%



Local target



Action plan

This quarter, out of 140 critical incidents, 19 missed the target. 13.5% failure rate.

Analysis of this quarter has highlighted that 'long travel distances' have featured as a key theme. Analysis of all calls this year has shown the two factors most likely to lead to a failed ERS are

'availability of on-call pumps' and 'long travel distances' to rural areas.

FRS Operations are focused on increasing on-call availability and this is also a KPI within this report.

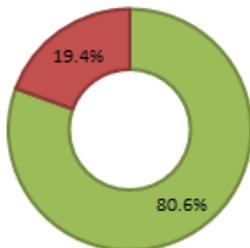
Long travel distances have increased as a reason for failure, as we have four less operational fire stations in West Sussex. This links to the IRMP commitment to review the emergency response standards for WSFRS.



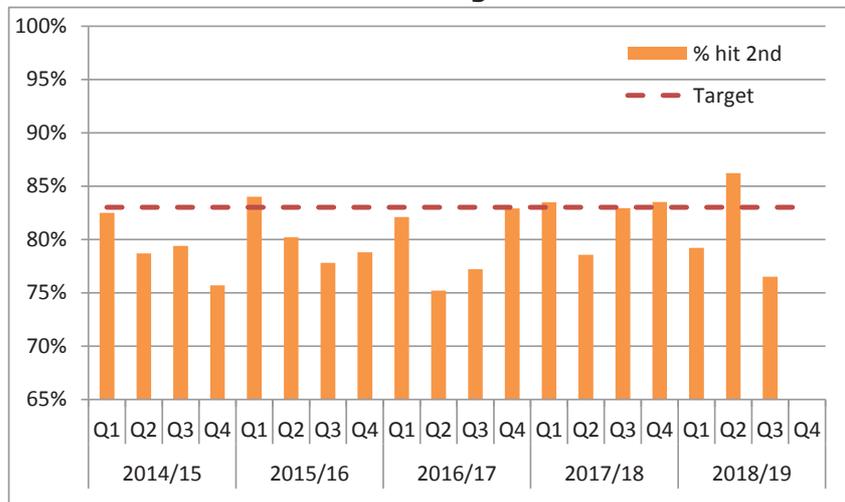
2nd fire engine attendance time

Target 83%

Pass rate for all incidents since April 2018 to end of Q3 is below target at 80.6%.



Local target



Action plan

This quarter, out of 98 attendances, target was missed on 23 occasions, a failure rate of 23.5%.

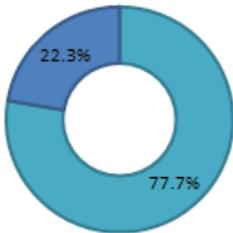
Broadly, the same two main reasons for failure are the same as the KPI for first fire engine attendance. These are the availability of on-call pumps and long travel distances to rural areas.

The performance on the second pump is weaker than the first due to recent changes within WSFRS. This includes the removal of the second fire engine from three stations and the full closure of another three stations. This means it is much harder to achieve a two pump attendance target at six stations and this is reflected in this KPI.

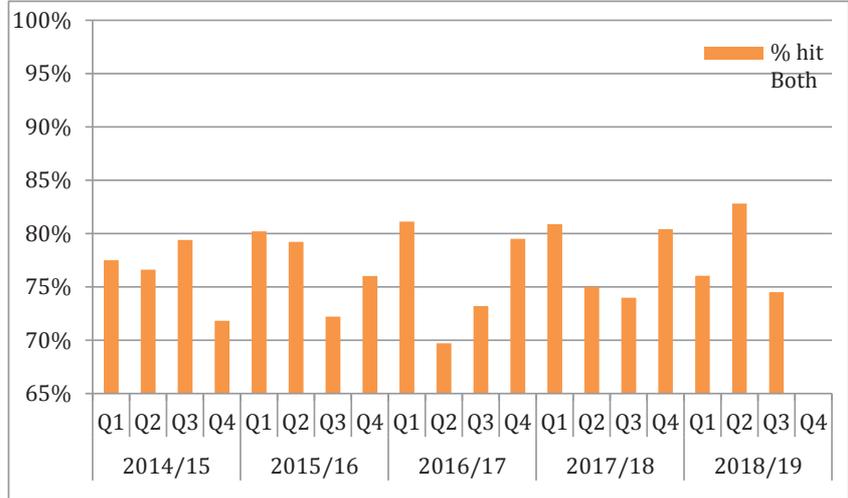


Both fire engines attendance time

Rate for all incidents since April 2018 to end of Q3 where both engines passed their respective target is 77.7%.



Local measure



This is a measure only and is presented as background context.

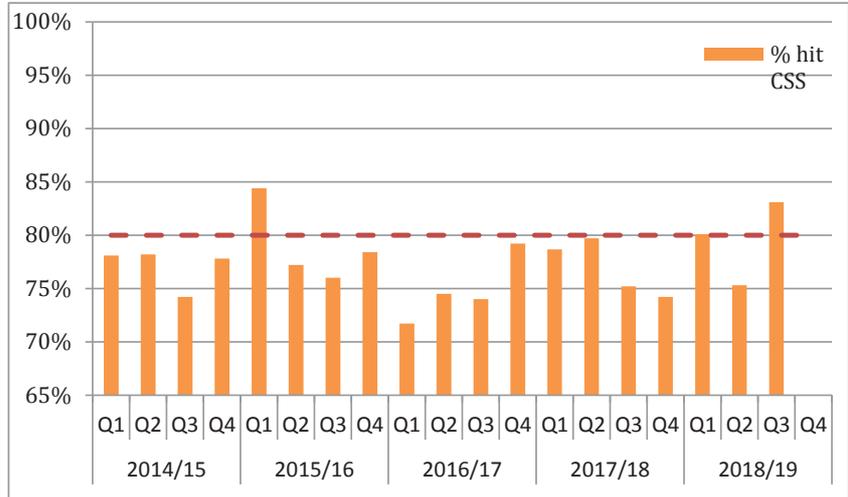


Critical special service 1st engine attendance time

Target 80%

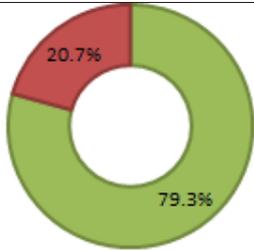
Average for all incidents since April 2018 to end of Q3 is 79.3%, just below target.

Local target



Action plan

Analysis of this KPI for the year to date has highlighted that 'long travel distances' are a key theme. This is to be expected as car crashes on rural roads are the most numerous incident types in this KPI.



Unlike for fires, we have a single ERS of 13 minutes for this KPI as car crashes occur across the whole road network, often in remote rural locations that have long travel distances from the nearest fire station.

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.

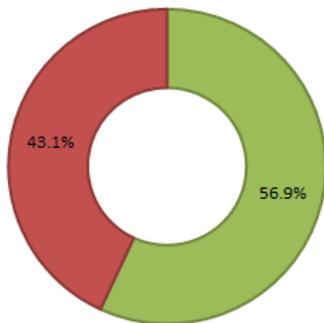
On occasions when the nearest on-call station isn't available this will impact on this KPI. Therefore, FRS Operations are focused on increasing on-call availability and this is also a KPI within this report.



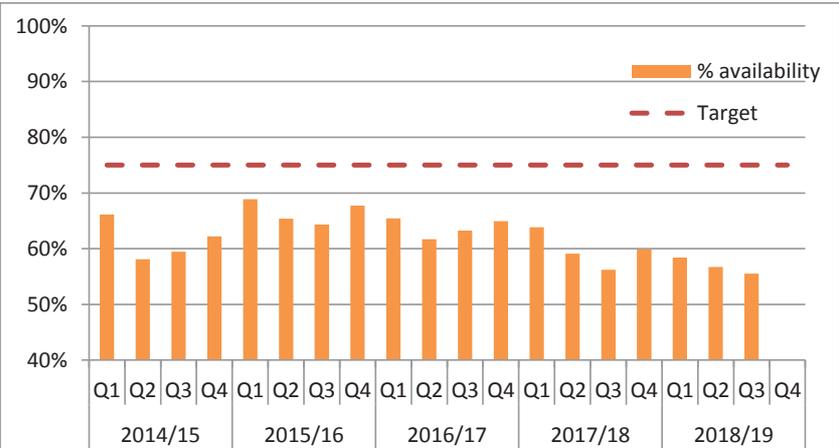
On-call duty system engine availability

Target 75%

Availability rate since April 2018 to end of Q3 is 56.9%, below target.



Local target



Action plan

Below target – national issue

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 weekday and weekend day times.

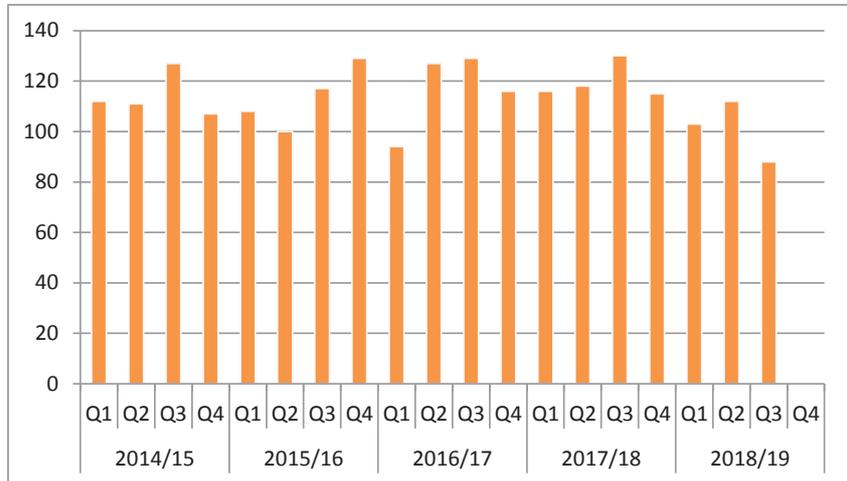
Accidental dwelling fires



This measure records the number of fire incidents in

dwelling that were not deliberate. This category may include sheltered housing, caravans, houseboats and other dwellings which are permanent.

National measure



This is a measure only and is presented as background context.



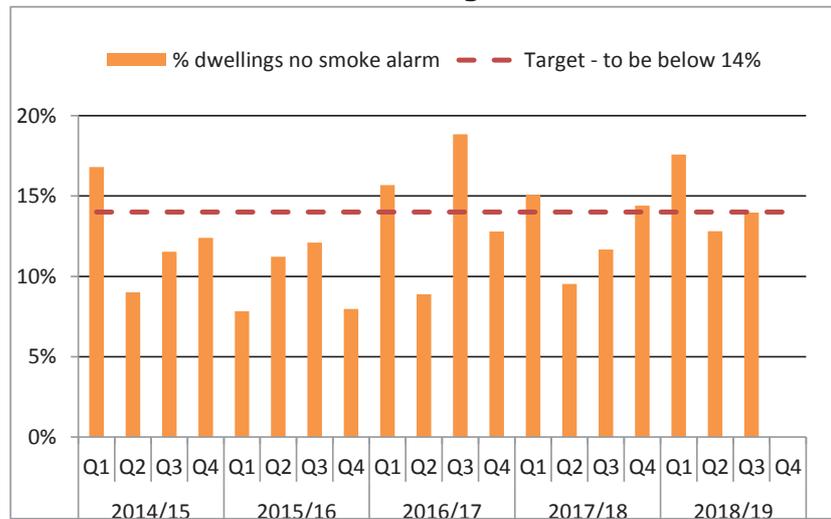
Dwelling fires with no smoke alarm

Target 14%

The rate for all dwelling fires since April 2018 to the end of Q3 is just above target at 14.8%.



Local target



Action plan

13 dwelling fires in Q3 18/19 where there was no smoke alarm fitted.

Continue to maintain community safety activity in targeted areas.

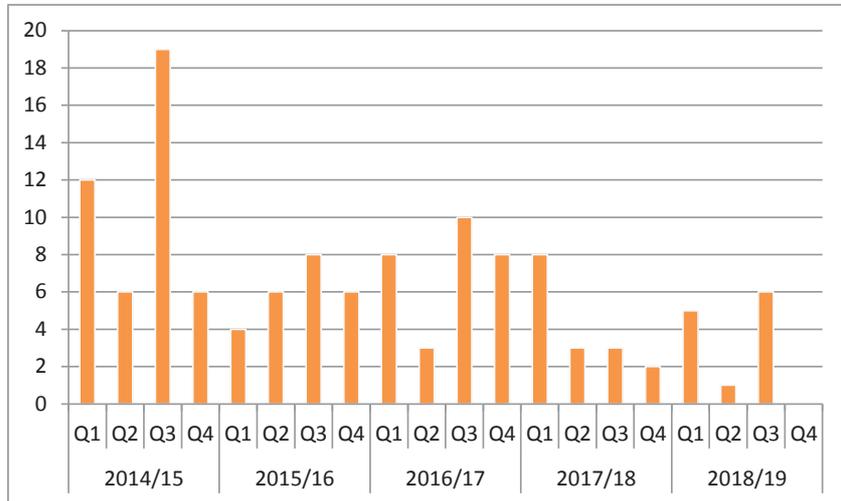
Accidental dwelling fire injuries



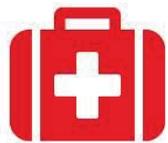
This measure records how many injuries resulted

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

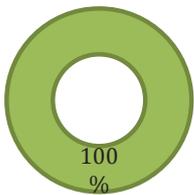


This is a measure only and is presented as background context.



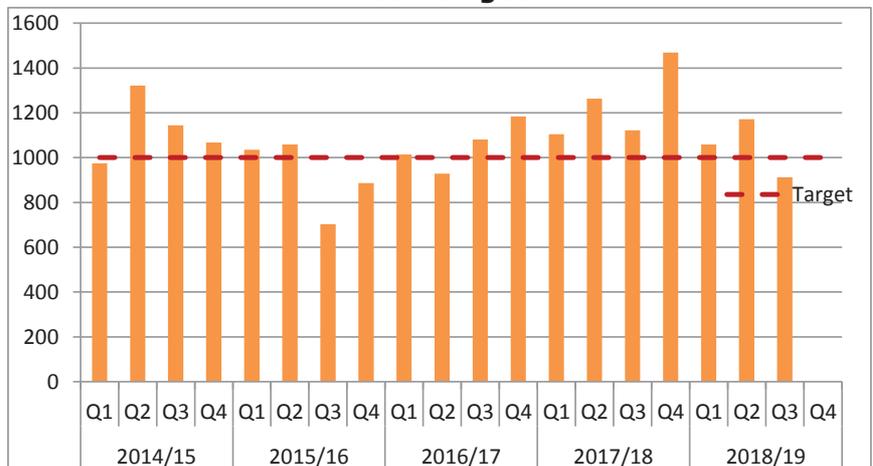
Safe and well visits

Annual target of 4000 for those at the highest risk.



Total from April 2018 to the end of Q3 is 3143 – exceeding target.

Local target



Action plan

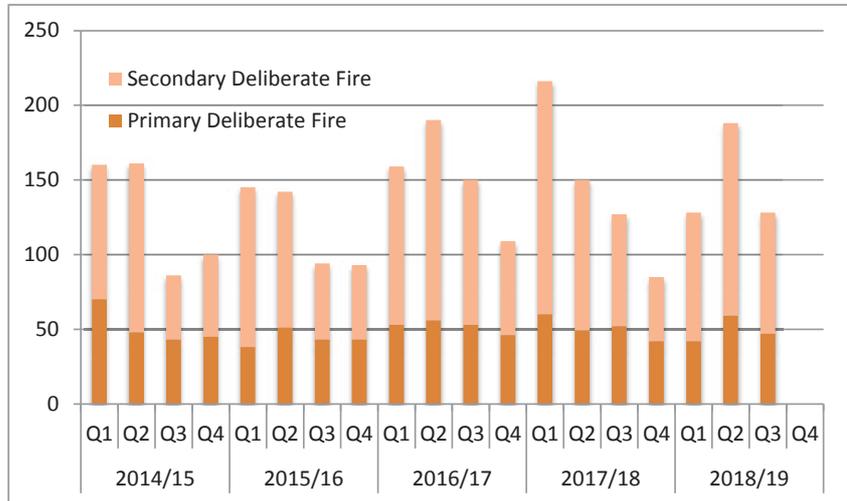
Continue to maintain and deliver safe and well visits.



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



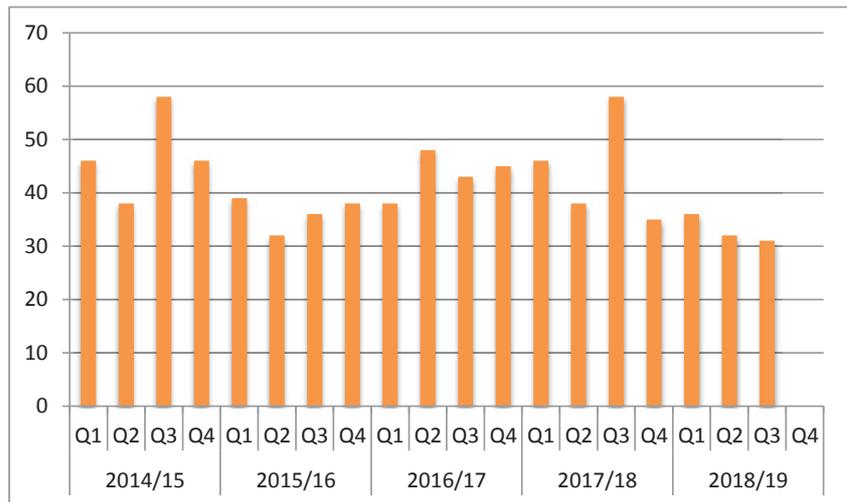
This is a measure only and is presented as background context. A highly seasonal type of incident that can be greatly affected by the weather.



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



This is a measure only and is presented as background context.

Fire kept to room of origin

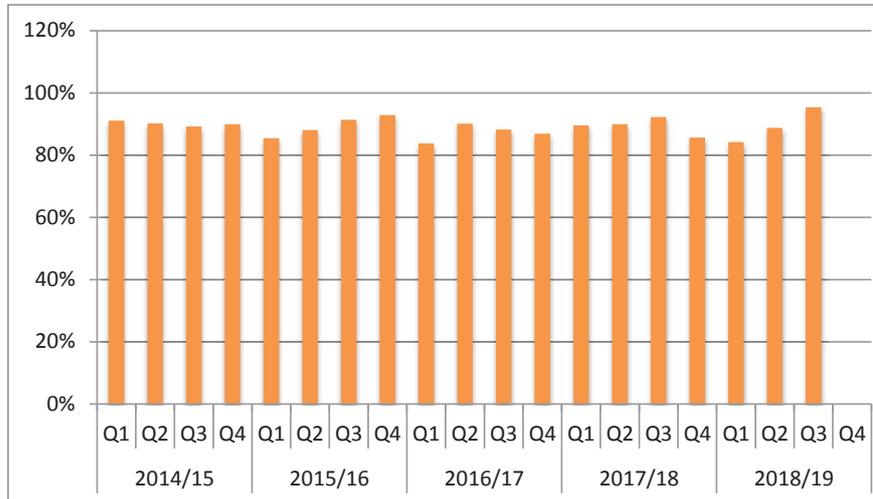


This item measures the percentage

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



This is a measure only and is presented as background context.

In Q3, of 86 relevant fires, 82 (95%) 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 impact this measure.

The biggest reason is a delayed 999 call to the FRS resulting in fire spread.

Therefore, our communications strategy needs to 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 for 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

On-call 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 refuse fires. 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

A property which is a place of residence i.e. occupied by households, excluding hotels, hostels and residential institutions. This includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

Dwelling fires with no smoke alarm

A monthly measure of the percentage of dwelling fires in West Sussex where it is recorded 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.

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 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 prevent 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/>