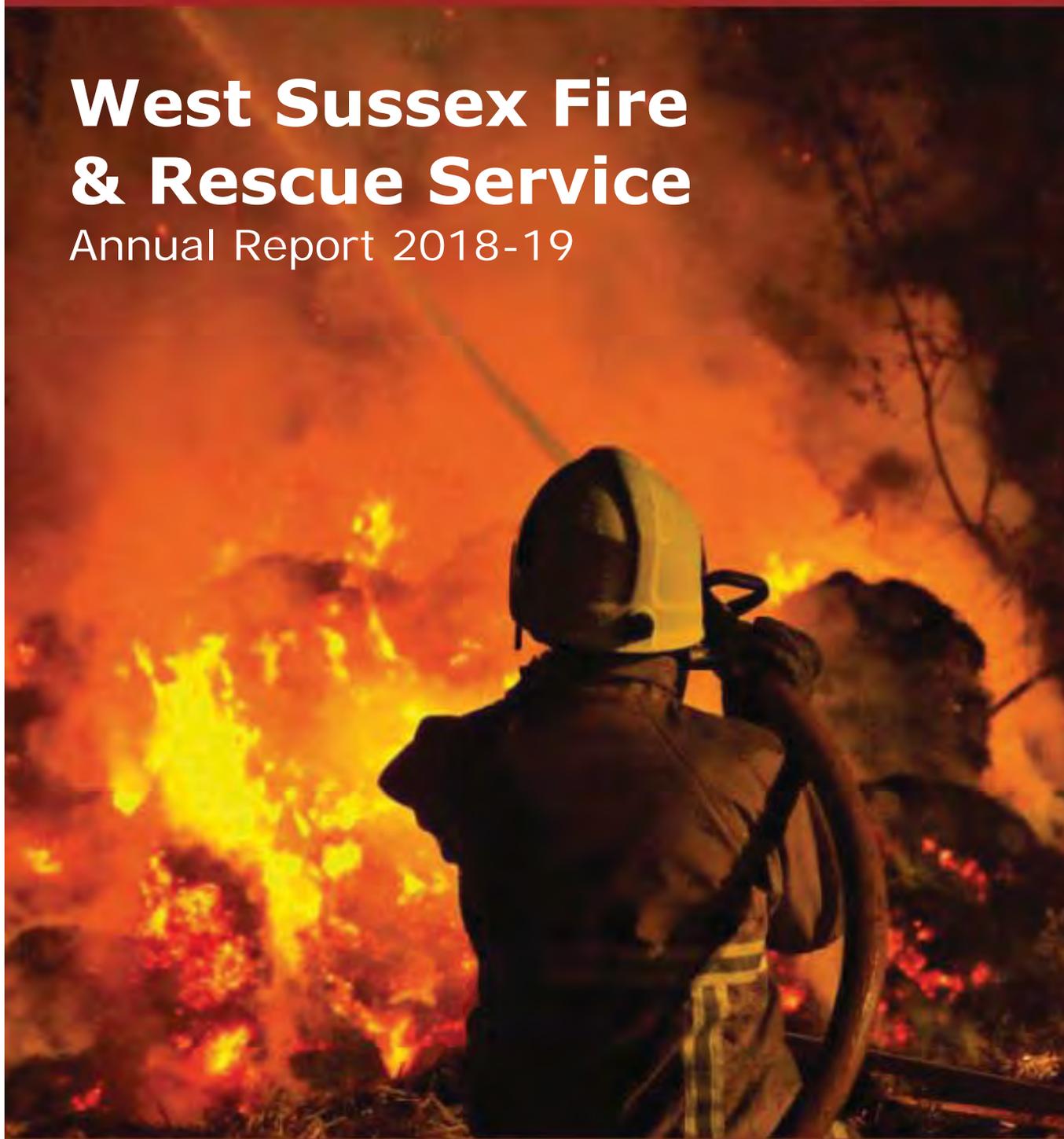


[www.westsussex.gov.uk](http://www.westsussex.gov.uk)

# West Sussex Fire & Rescue Service

Annual Report 2018-19



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## Foreword

Welcome to West Sussex Fire & Rescue Service's (WSFRS) Annual Report.



This report covers the year from 1 April 2018 to 31 March 2019 and highlights how WSFRS performed in the key areas of protection, prevention and emergency response.

This report can be found on our web site as well as the Integrated Risk Management Plan (IRMP) 2018-22 and supporting strategies.

These documents set out what we have done over the last year in our communities.

I am very proud of our fire and rescue teams and am confident they will continue to provide the very best service possible for our communities both now and in the future, with a leading role at the heart of the County Council.

**Councillor Debbie Kennard**  
**Cabinet Member for Safer, Stronger Communities**

## Introduction

### The Chief Fire Officer's Vision Statement



Our ambition is to provide:

*'A fire and rescue service focused on the delivery of a value for money response, prevention and protection service operating to the highest performance*

*standards to ensure the safety of residents and visitors to West Sussex. Continuous improvement is at the heart of everything we do.'*

The fire service plays a key role supporting the council's Future West Sussex Plan. This plan will help enable a safer, stronger and more resilient community.

This Annual Report gives an overview of our work and highlights how the fire service, with our partners, is striving to deliver a first class service to our residents.

In addition to this Annual Report our Statement of Assurance for 2018-19 provides more details on our finances and performance.

When you need us, rest assured, our professional teams will continue to deliver the first-class service West Sussex expects and deserves.

**Gavin Watts**

## The community we serve

West Sussex is home to more than 852,000 people, according to the Office for National Statistics.

The four largest towns are Bognor, Crawley, Horsham and Worthing, while 43% of the county's population and more than half of businesses are in rural areas.

Arun District has the highest proportion of residents with 19%, while Adur, the smallest district, has the lowest, at almost 8%.

Almost 480,000 people, a little over 57% of the county population, are of working age. Almost 187,000 (22%) are over retirement age.

West Sussex Fire & Rescue Service's headquarters, as well as that of West Sussex County Council, are based at County Hall in Chichester.

The county includes part of the South Downs National Park and coastal areas.

It has several stately homes, including Goodwood, Petworth House and Uppark, alongside Arundel Castle and Bramber Castle.

More than half of our county is protected countryside, including the South Downs National Park. In addition, large areas of the county are designated as Areas of Outstanding Natural Beauty.

The county is the second most wooded in the UK – 19% woodland compared to the national average 9%.

As well as major road and rail links, Gatwick Airport, which has over 46 million

passengers each year, is also located in the county.

While the county is generally prosperous, low pay is a feature of the rural economy and there are areas of deprivation.

The average house price in West Sussex is £371,414. This is above the national average, although West Sussex remains a desirable place to live.

Within West Sussex, the largest business sectors are professional, scientific and technical services, followed by the construction sector and the retail industry.

Nature and parks within West Sussex are an important feature in the county, with 24 gardens, 27 parks and 26 nature and wildlife areas.

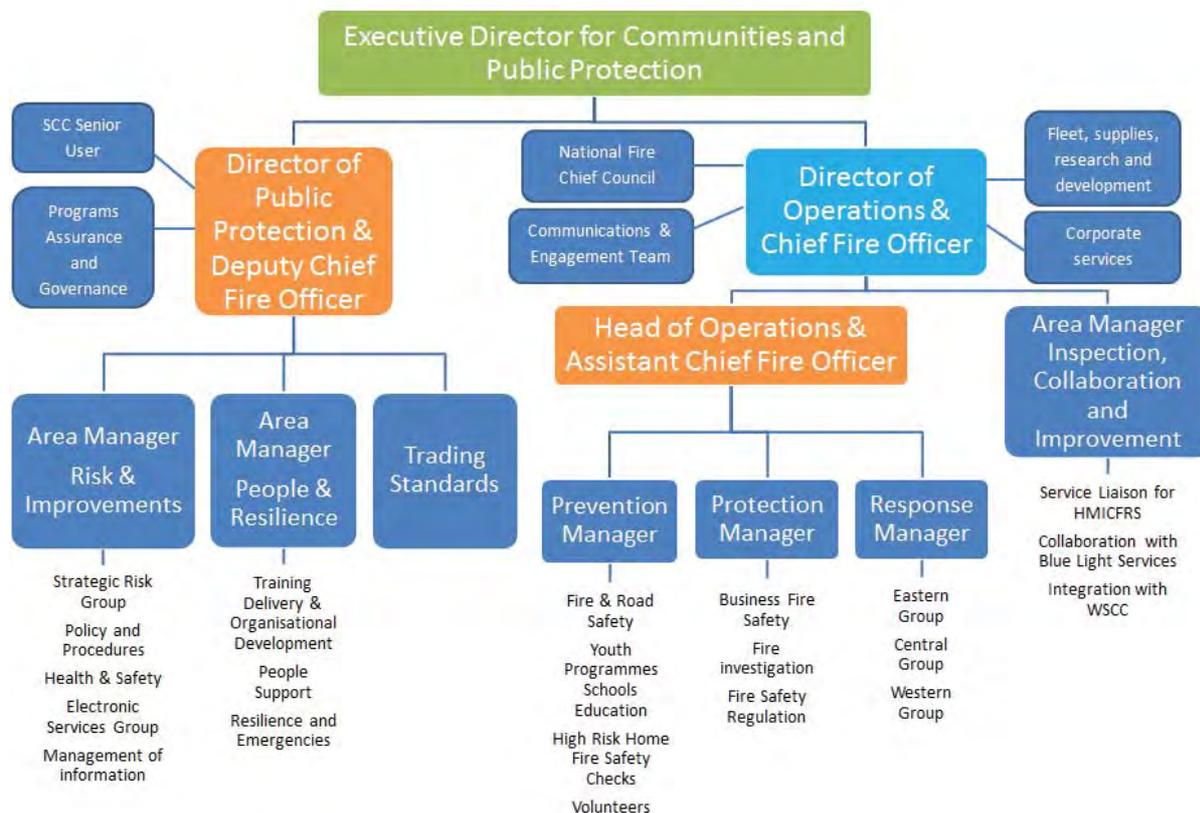
West Sussex has 9,058 medical and care establishments as well as 3,634 education establishments.

There are 416,119 economically active people, with 228,252 people in full time employment, 85,566 in part-time employment and 67,299 people who are registered as self-employed.

West Sussex has a higher proportion of multi-vehicle household than households with no cars.

The overall crime rate is lower than the average across the rest of England.

## Our 2018-19 structure



In July 2018 the Area Manager Inspection, Collaboration and Improvement was converted to Area Manager Response. In March 2019 the Assistant Chief Fire Officer role was removed as part of a wider WSCC restructure.

## Protection

We carried out inspections on a risk based programme, targeting those most at risk in the case of a fire. These included care homes, residential schools and public spaces with large numbers of people.

Following the Grenfell fire in London, we continue to monitor the high rise residential tower blocks in West Sussex. It has now been established that one premises contained similar cladding as was found at Grenfell. We continue to work with this premises and all landlords to support identified improvements and to respond to the new guidance as a result of the Independent Review of Building Regulations & Fire Safety and the Grenfell public enquiry which is now in year two and reviewing processes.

We also responded to over 204 referrals to fire safety concerns from business partners and members of the public. All of these

concerns were assessed and dealt with by the team.

Last year we carried out 558 fire safety audits. Many of these premises were found to require general improvements and 148 were issued with a notice of deficiencies and/or a corrective action plan to advise and ensure they became fully compliant. Where premises were found to require more serious improvements or where there was resistance to comply, formal enforcement notices were issued to 5 establishments including restaurants, takeaways and residential flats. Where immediate action was required to some of these establishments to reduce the risk of fire, 2 prohibition notices were issued.

We assessed 2,092 planning applications during this year looking at the provision of water supplies and access for fire engines in case of an incident. These were examined and commented upon to ensure new buildings, or changes to existing building infrastructure, provided the required facilities. In addition, 5,854 hydrant inspections were carried out and 104 hydrant defects were identified and repaired.

With new and evolving building infrastructure of commercial buildings in the county, 705 building consultations were examined and commented upon. Additionally, 394 licensing applications were received, reviewed and assessed to ensure fire safety standards were satisfactory. Fire investigations were carried out at all fires by crews. However, 34 fires required our specialised team to carry out the investigation. The teams worked alongside police and community teams to reduce fire risk or support police with arson prosecutions.

Further information on business responsibilities, and on the high quality training we can provide, are available on the Business Safety section of our website at

## Prevention

### What We Do

The prevention work we carry out saves lives and can help identify additional support for vulnerable residents. It also helps to reduce the number of serious incidents that we are called to attend.

Much of this work is concentrated on those who, statistically, are most at risk from fire injuries in the home. This can include the elderly and people with mental or physical health issues.

We work with a variety of partners and constantly review the best ways of supporting the people we come into contact with to help build safer, stronger and more resilient communities.



In the year ending March 2019, our operational crews and Community Fire Safety Officers carried out 4,175 high priority Safe and Well Visits, to those deemed most at risk.

We can install smoke alarms or may suggest residents consider telecare-linked smoke detectors. We will also refer residents to additional sources of support.

During our Safe and Well Visits 2018/19 saw us:

- Install 2,123 ten-year smoke alarms

- Provide 2,448 telecare linked smoke alarms
- Distribute 183 deaf alarm systems
- Support 66 domestic violence cases with specialist equipment and advice
- Provide 1,350 other items of detection and protection equipment, which includes fire aprons or blankets for vulnerable smokers with limited mobility.



Community Fire Safety Officers, or local crews, will often return to a property after an incident to offer additional advice and support, and to help residents consider how the risk of future incidents can be reduced.

Being a trusted organisation gives us more open access to some individuals. To ensure we can provide the most appropriate help, our staff have been given safeguarding training to help them identify a wide range of issues.

Where required, we can refer people to other organisations we work with, or other relevant departments within WSCC. Last year we raised safeguarding concerns about more than 66 people and referred 546 individuals to other services or sources of support.

For example, in one incident a lady who was in her 90s was cooking on her hob, when her pan caught alight. Despite the fire being out when the crew arrived her flat was full of

smoke. The crew assisted the lady to safety and ventilated her flat to remove the smoke. They then updated the telecare provider and contacted the lady's daughter to let them know that she was safe. The lady recognised that she would benefit from more care support than she was currently receiving. Following a referral to Social Care the lady's care programme has been reviewed and she is now receiving additional support.

During a routine follow up home visit by one of our specialist staff it became apparent that the lady's medical conditions had deteriorated and were severely affecting her ability to live independently but she was too proud to ask for additional help. The limitations caused by her home were taken up with her housing association and she was referred for telecare and falls prevention services for support. The telecare support is now in place and a grant to support with modifications to her home has been submitted. Once the modifications have been made there will be a reduction in the risk of falls whilst undertaking personal care and also assistance can be summoned if a fall takes place.

As part of our role within the Multi-Agency Public Protection Arrangements (MAPPA) we were invited to work supporting a convicted arsonist who was returning to live in their family home. This work required visits to multiple neighbouring properties to ensure that they had adequate fire detection and knew what to do in the event of a fire.



Work was also undertaken to ensure that the other members of the family were able to respond in the event of a fire in their house. One of the family had a cognitive impairment, which made it almost impossible for them to escape and would hamper the escape of the other family members. Following some simple changes to the room layout they were able to move around more quickly and safely than they had in years. Whilst the likelihood of a fire in their home is low the whole family will get early warning and have a sound evacuation plan.

We also carry out drop-in events to deliver safety measures to wider audiences. These included testing 264 electric blankets last year, which 62 failed as they were unsafe.

### **Work with Children and Young People**

We play a valuable role teaching children about fire prevention and road safety, from primary school age upwards.

We use specialist learning materials to ensure that we engage with children at the most appropriate level and can communicate information in a format they will be able to retain and share with others.

Last year we had contact with 15,801 pupils during 225 School Education Visits. We also saw 1,254 pupils through Junior Citizen events across the county.

Firefighters can be positive role models for young people. We work in partnership with a number of organisations to discourage anti-social behaviour and last year 56 children were referred to our Firewise programme, which helps young people understand the potential consequences of experimenting with fires.

We also run FireBreak, in partnership with county council colleagues from Youth Services. It is aimed at young people aged between 12 and 14, and actively encourages students to become positive role models within their communities.



Students attend a fire station over five consecutive days, working alongside uniformed firefighters on a structured programme of events that combine classroom-based activities and practical training to promote teamwork, social awareness, self-discipline and to help reduce negative influences.

We ran nine of these courses during the year, working with a total of 108 students, including a tailor-made course for a special needs school.

### **Road Safety**

As a fire and rescue service we deal with the consequences of road traffic collisions on a daily basis. We work closely with our national and regional partners to do everything we can to reduce the number, and severity, of such incidents.

One of our key road safety collaborations is the Sussex Safer Roads Partnership (SSRP), a partnership which includes Brighton & Hove City Council, East and West Sussex

County Councils, Highways England, East and West Sussex Fire and Rescue Services and Sussex Police.

All of the organisations in the SSRP work together to help make the roads of Sussex safer and, since April 2015, the SSRP has been fully funded through the speed awareness operational surplus, where drivers detected speeding are offered the opportunity to take an educational course rather than have a penalty fine and points on their driving licence.

Road Traffic Collisions – Over the course of last year there were 1,863 reported road traffic collisions (RTCs). Sadly 20 people lost their lives, 416 people were seriously injured and a further 1,427 people suffered slight injuries.

More information can be found following this link: [www.westsussex.gov.uk/roads-and-travel/road-safety/road-accidents-and-casualty-data/](http://www.westsussex.gov.uk/roads-and-travel/road-safety/road-accidents-and-casualty-data/)

We are not asked to attend all collisions, but we were called to 634 incidents last year and carried out work to rescue casualties 87 times.

We work hard with a number of partners to try to reduce this number through initiatives such as Safe Drive Stay Alive.

### **Working with young road users**

Almost 8,000 young people from local schools and colleges attended our hard hitting road show Safe Drive Stay Alive. The show is delivered in partnership with staff from Sussex Police, South East Coast Ambulance (SECAmb), NHS and seriously injured victims, as well as relatives of those who have been killed on our roads.

It brings to life difficult messages to make young people aware of their responsibilities as new or potential drivers, or as passengers

travelling with their friends, and of the devastating consequences that can occur otherwise.



We also engaged with 107 motorcyclists through our Biker Down programme, which promotes rider safety at events across the county and helps make motorcyclists aware of what to do in the event of a collision, as well as the courses and advice available to them. This is delivered in partnership with the police.

Advice and information for all drivers can be found on the SSRP website [www.sussexsaferroads.gov.uk](http://www.sussexsaferroads.gov.uk).

## **Response**

Despite the best efforts of our Prevention and Protection work we recognise that emergency incidents will still occur. Therefore we are committed to ensuring we can always deliver an effective emergency response.

The Integrated Risk Management Plan (IRMP) 2018-22 states the Fire Authority's risk assessment for fires and rescues in West Sussex and we are equipped to deal with the risks and incidents identified in the IRMP.

These risks include building fires and road traffic collisions which are directly covered in

the Fire and Rescue Services Act 2004. As well as other incident types such as animal rescues and flood responses which are discretionary for the Fire Authority.

We send the quickest fire engine to every incident, this being the fire engine that can get there before any other fire engine. This means on some occasions a fire engine from another service will be the first on scene. As we operate on borderless mobilising with neighbouring services.

For each incident type we have task analysis which identifies how many fire fighters and what equipment will be needed and we ensure we send this in what we call a 'Pre Determined Attendance'



Speed and weight of attack are important however the quality of work on scene is also critical to how well we resolve an incident. We work to ensure our crews are well trained and well equipped. We also seek to support incident commanders with more senior and experienced officers who will attend incidents to advise and coach.

We use a number of different crewing systems across the service to ensure we can provide 24/7/365 fire cover to our community.

The On-Call System (OCS) / Retained Duty System (RDS) are part time fire fighters who respond to their station when there is an incident.

We use the OCS firefighters at 23 of our 24 fire stations. There are number of challenges in maintaining the availability of OCS fire engines which is vital for our performance.

We are working to address these challenges through a Members Task and Finish Group; which has identified a number of ideas to progress.

Firefighting is inherently dangerous and one of the ways by which we make it safer is by investing in new equipment and techniques to make our fire fighters both safer and more effective.

This year we have commissioned a number of improved technologies to benefit fire fighters and our community.

Hydraulic Rescue Equipment: the tools we use to rescue people from crashed cars were updated on every fire engine and are now more powerful and lighter to handle.

Airbags: We have replaced and upgraded the airbags we use to lift cars and rescue people which again offer improvements on the previous generation.

Battery Tools and Lights: this year we have replaced the portable lighting and electric saws on our fire engines with modern battery powered models.

Smoke Curtains: all fire engines now carry these portable devices which we now use to prevent fresh air entering the fire and making it worse for both the occupants and our firefighters. Whilst at the same time they hold back the smoke to prevent smoke damage in the property.



Mobile Data Terminals: Throughout the year we have been making upgrades to the 'computer in the cab' which provides incident and risk data to the incident commander

New equipment procurement is based on the lessons learnt from previous incidents. We debrief incidents to ensure that we update training, procedures and equipment to continuously improve how we respond.

## The Fire Control Project

In August 2018 the Fire Authority made a decision to start work on a project to assess how we were fulfilling our statutory duty for receiving and acting upon emergency calls for help and present options for our future mobilisation function.

These options were assessed in terms of value for money, the suitability of tried and tested technology and to address the wider IT strategy of the fire and rescue service. WSFRS teamed up with our County IT partners and presented a key decision report and business case in January 2019.

This business case addressed several areas including mobilisation, our data bases for firefighter safety, business fire safety inspections and safe and well visits. We also addressed how we will improve the resilience of our IT systems that are linked into the mobilisation systems. Our aim was to work

in collaboration with other services to achieve these improvements.

The cabinet member approved the key decision paper to work in collaboration with Surrey Fire and Rescue Service to provide our future mobilisation solution and work together to deliver our wider IT strategy providing benefits to both services.

The project to deliver our new mobilisation solution and wider IT strategy started in February 2019 and will continue on into 2019 with an anticipated go live in December 2019. We will then continue to work on these benefits through into 2020.

## Incidents of note

### Large animal rescue

On Tuesday 8 May 2018, our Technical Rescue Unit was mobilised after a horse was stuck in a ditch.

Crews cleared the area around the horse and awaited the arrival of a vet, who on arrival assessed and sedated the animal. Crews were then able to safely position rescue straps to allow them to lift the horse out of the ditch. The Unimog was then used to lift the sedated horse out of the ditch and into the field with the other horses, where it was reunited with its mother.



### Cottesmore Country Club

Crews were mobilised following a fire alarm at Cottesmore Country Club in Pease Pottage on Monday 11 June 2018. The first appliance in attendance discovered a significant roof fire which had begun to spread to the club, kitchen, function rooms and bar.



At its height, ten appliances along with an aerial ladder platform were used to tackle the blaze, and crews were later praised for their dedication and professionalism, which resulted in no persons being injured.



### Summer field fires

An exceptionally warm summer in 2018 led to a number of field fires across West Sussex. A Level 3 heat warning was issued for most of July, meaning an increased risk of wildfires in the county. Crews tackled multiple field fires during this period with the largest in areas including Chichester and Lavant.

Safety messages were also issued on social media and a number of interviews took place with the local media to remind the public of the risks associated with the hot weather.



## Rectory Road, Worthing

On Monday 27 August 2018 crews across West Sussex worked together to deal with a difficult fire at a block of properties in Rectory Road, Worthing.

The fire affected a three storey building made up of both domestic and commercial properties, and at the height of the incident there were ten appliances and two aerial ladder platforms in attendance.

After the initial call at 6.37pm, crews worked throughout the evening to extinguish the fire and managed to prevent a spread to neighbouring properties. All involved demonstrated a great use of practical skills, not only in the initial stages, but from those taking over as reliefs and maintaining standby cover.

WSSC's Resilience and Emergencies Team co-ordinated with partner agencies, including Worthing Borough Council, who worked to find accommodation for residents made homeless.

## Glider rescue

Reports of a glider which had crashed into trees at Chanctonbury Ring on Saturday 2 February 2019, led to a multi-agency rescue operation.

Following the first report shortly after 1pm, the Technical Rescue Unit attended along with appliances from Shoreham and Henfield. Over several hours, crews worked alongside South East Coast Ambulance Service (SECAmb) Hart teams, Sussex Police and the Coastguard in difficult conditions to carry out a rescue of the male pilot.

The glider was suspended in high trees, and services worked together to release the pilot using a helicopter winch and rope rescue equipment, before he was left in the care of SECAmb.



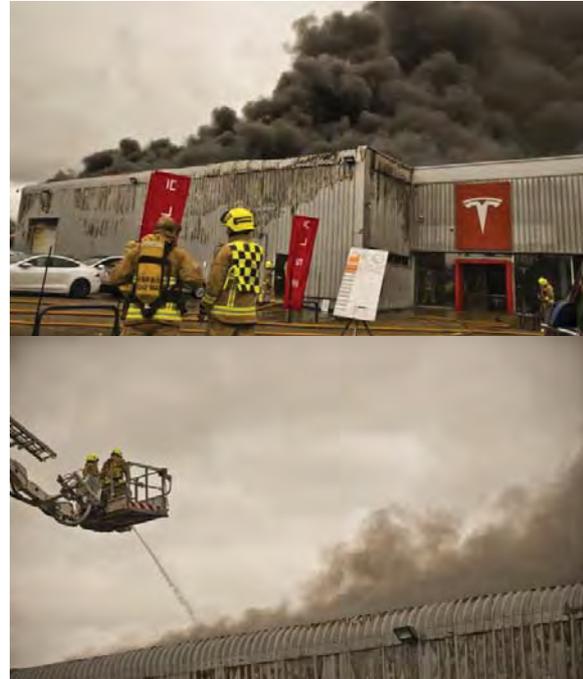
### Tesla showroom fire

A fire at the Tesla unit in Crawley attended by eight fire appliances and specialist appliances led to international coverage from the United States.

Two appliances from Crawley were initially sent to the showroom and workshop in County Oak Way at 10.28 am on Saturday 2 March 2019.

The incident was then escalated, and crews from East Grinstead, Haywards Heath, Partridge Green and Billingshurst were sent to the scene, along with appliances from Surrey Fire & Rescue Service.

With the assistance of Tesla staff on site, we were able to bring the fire under control, and crews contained the damage to the building to 25 per cent, with a further 25 per cent heat and smoke damage.



## People

Our Training, Development and Assurance (TDA) team is responsible for the delivery and commissioning of all learning and development requirements within WSFRS.

The team's primary role is to ensure that we have a safe, competent and well trained workforce that can deliver a first class service to our residents. Key training requirements include, but are not limited to, the following:

- Wholtime and on-call recruits training
- Breathing apparatus
- Road traffic collisions and incident command
- Water rescue and Immediate Emergency Care (IEC)



Core Training Delivered 01/04/2018 to 31/03/2019			
Training Course:	Number of Courses	Number of Students	Number of Training Days
Wholetime Recruits	3	28 (WSFRS students)	163 days in report period
On Call Recruits	4	39	40
Breathing Apparatus Initial	3	20	33
Breathing Apparatus Refresher	Mod 1A (Heat & Smoke): 35 Courses Mod 1B (Compartment Fire): 33 Courses	Mod 1A (Heat & Smoke): 216 Students Mod 1B (Compartment Fire): 222 Students	Mod 1A (Heat & Smoke): 35 Mod 1B (Compartment Fire): 33
Road Traffic Collision Initial	4	32	16
Hazardous Materials Initial	3	24	8
Incident Command System (ICS)	ICS Level 1 Requalification: 34 ICS Level 1 Initial: 3	ICS Level 1 Requalification: 88 ICS Level 1 Initial: 15	ICS Level 1 Requalification: 34 ICS Level 1 Initial: 15
	ICS Level 2 Requalification: 2 ICS Level 2 Initial: 1	ICS Level 2 Requalification: 6 ICS Level 2 Initial: 6	ICS Level 2 Requalification: 2 ICS Level 2 Initial: 5
Emergency Response Driver Training (ERDT)	ERD Refresher/Assessment: 74	ERD Refresher/Assessment: 74	ERD Refresher/Assessment: 76
	ERD Initial: 6	ERD Initial: 6	ERD Initial: 30
Wade Rescue	Wade Refresher: 13	Wade Refresher: 123	Wade Refresher: 13
	Wade Initial: 3	Wade Initial: 32	Wade Initial: 9
Immediate Emergency Care	IEC Refresher: 10 Courses	IEC Refresher: 74	IEC Refresher: 10
	IEC Initial: 2 courses	IEC Initial: 18	IEC Initial: 9

To support this training we also use the realistic facilities at the Fire Service College training centre in Gloucestershire. The college specialises in equipping firefighters and other emergency responders with the latest techniques and procedures to build their skillset.

2018/19 Fire Service College Courses		
Training Course:	Number of Courses	Number of Students
Live Fire Training	2	18
Incident Command Foundation	4	40 (inc. non WSFRS delegates)
Wholtime Recruits Consolidation	1	12
Officer Level Incident Command	4	5

The TDA team have also reviewed and updated the two yearly Maintenance of Competence (MOC) programme in 2018/19, this combines the maintenance of knowledge (MOK, 58 modules) and the maintenance of core skills (MOS, 57 modules). To support this programme over 12,133 supporting ELearning courses were completed, this included specific training on a range of new equipment as described above.



A successful collaborative wholtime recruitment campaign with Surrey FRS was completed in October 2018 which resulted in twenty-two candidates passing the process and being eligible for training. Nine of these candidates were employed in January 2019 and they successfully completed their training in April 2019. WSFRS also completed a successful retained (on-call) to wholtime transferee course which resulted in eight new wholtime firefighters being trained in November 2018.

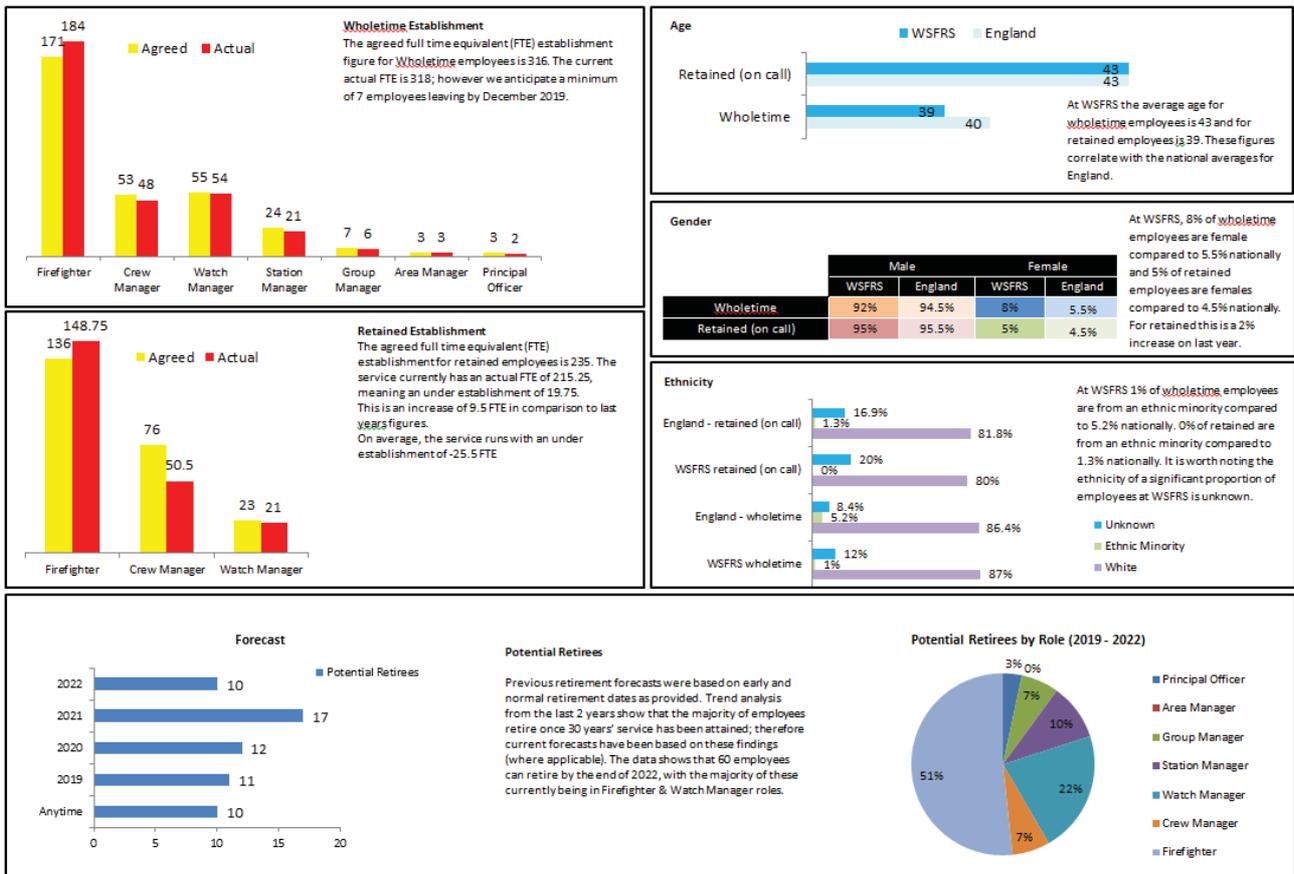


Eight retained (on-call) assessment days were facilitated by People Support, this resulted in four retained (on-call) initial courses for forty-two new recruits.

The table details the number of starters and leavers for wholtime and retained (on-call) during 18/19.

Contract Type	Starters	Leavers
Wholtime	17	19 (16 Retirements)
Retained (on-call)	42	30 (2 Retirements)

The wholetime and retained (on-call) figures clearly show that during 18/19, the service retention rate has improved since last year. The main reason for wholetime leavers was retirement, whereas retained (on-call) leavers were mainly due to personal reasons.



\*Please note, retained (on-call) establishment data is recorded as 0.75 or 1 FTE depending on contract type. Other data sources may capture the FTE using a different method.

## One Public Estate

One Public Estate (OPE) is a national programme, jointly managed by the Cabinet Office, MHCLG and the Local Government Association, which brings public sector organisations together. By working in partnership we can look at how we can use our land and buildings collaboratively to:

- Improve public services to residents, visitors, employees and businesses in the county.
- Renew and rationalise the public estate so there is a reduction in the amount of money we spend on buildings.
- Free up much needed land for the development of housing, commercial and employment space.
- Support local economic growth.
- Generate capital receipts and income.

WSFRS has established clear principles to inform and guide the design and development of new FRS facilities including:

### ONE PUBLIC ESTATE WEST SUSSEX

#### Operational

- Stations are located in appropriate places to optimise emergency response, minimise response times and add value to their communities.
- Stations provide a great working environment that encourages recruitment and retention, supports diversity and inclusion and the wellbeing of staff.
- FRS working environments encourage and support cultural and behavioural change.

- Our buildings are smarter, more flexible, modern, and sustainable, supporting service improvement and able to adapt to changing service demands.
- The FRS estate provides training facilities that meet the needs of a modern fire service.

#### Estate

- Increased value from estate, through sharing of sites, co-location/integration with other services, additional development.
- Sustainable buildings that are cheaper and easier to maintain/run.

#### Partnership

- Supports collaboration with blue-light services and other agencies.
- Contribution to delivery of partnership outcomes through One Public Estate and other partnership-delivered initiatives.
- Proactive engagement and co-operation with partner organisations within local communities.
- Economies of scale with associated savings and efficiencies through joint development/occupation.

WSFRS has a number of projects underway within the OPE West Sussex Programme, including:

**Horsham:** Two projects are underway, the first of which is a new combined blue light centre to provide new state-of-the-art operational and training facilities for WSFRS. This project will shortly enter its detailed design phase. The second project will see the creation of a satellite post for on-call FRS in central Horsham. These projects will release current blue light sites to enable Horsham District Council to deliver their planned regeneration of Hurst Road.

**Burgess Hill:** This project will see the redevelopment of a number of sites within public sector ownership at The Brow. Proposals include the creation of a new tri-service blue light centre, children's and adults' services, alongside new housing and commercial space to support regeneration in the area.

**Drayton Depot:** A combined highways, transport and emergency services facility. This will provide fleet maintenance facilities for WSCC, as well as three fire and rescue services (West Sussex, East Sussex and Surrey), Surrey Police, Sussex Police and SECAMB. These facilities will be provided alongside new facilities for Highways and Transport staff and contractors.

**Littlehampton:** This project will be delivered in two phases. The first phase will deliver a new tri-service blue light operational centre with accommodation for fire, police and ambulance services. This project will move into detailed design in mid-2019. The second phase will bring together a number of sites at Maltravers Road and Fitzalan Road for a new public services hub, health provision and housing.

**Chichester:** Feasibility funding was awarded in the latest round of OPE funding to explore the potential to relocate and re-provide Chichester Fire Station, potentially alongside other blue-light services. Initial work on this proposal will start shortly. Relocation of this station would enable new modern facilities to be provided for WSFRS, and land to be released at Chichester Northgate for new housing, commercial and retail uses as part of the Chichester Vision.

## Events of note

As a service we are invited to attend a number of national and local events throughout the year. These include attending the Service of Remembrance in London as well as local services across the country.

We also hold our annual Christmas carol service at Chichester Cathedral where staff and the public are invited to attend, and also join our partners at Sussex Police and SECAMB for the Christian Police Association service in Brighton.

Throughout the year we undertake several charity events. These include car washes, annual ladder climbs and other events to raise money for local and national causes.

We hold community open days across the county for the public to come into fire stations, meet the crews and experience what it is like to be a firefighter. We also promote community and fire safety advice.

This year a number of our wholetime recruits took part in a collaborative course with students from Surrey and East Sussex fire and rescue services. Towards the end of their training they took part in a 27 mile hike across the South Downs to raise money for the Fire Fighters Charity. In total, the recruits managed to raise nearly £1,400.



## Her Majesty's Inspectorate of Constabularies and Fire & Rescue Services (HMICFRS)

In November of 2018 we welcomed a team of inspectors to WSFRS for 'Fieldwork Week'. Over five days, 10 inspectors carried out a comprehensive inspection of WSFRS. The inspection involved:

- Data collection
- interviews with staff
- focus groups
- reality testing of staff

Through this inspection, and earlier visits which included pre inspection and briefings from strategic managers, HMICFRS will produce a report on the performance of WSFRS in the areas of:

- Effectiveness
- Efficiency
- People

We will receive our formal report in June 2019.

## IRMP and the four boards

Our current Integrated Risk Management Plan (IRMP) runs from 2018 to 2022.

Over the past year the plan has been adopted and we have been developing action plans around the priorities set in it.

Four boards have been set up to deliver the change identified and to monitor progress:

- Service Delivery
- People and Culture
- Integration and Collaboration
- Customer Centred Value for Money

Strategies have been developed for each of these areas. You can read more here under 'Other internal reports':

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

We recognise that the IRMP four board framework will need to be reviewed early in 2019/20 to ensure resourcing is consistent with anticipated organisational change.

We will continue to measure our progress in these boards against project and programme milestones as well using our key performance indicators to measure success

The year two 2019/20 action plan has been developed which prioritises the work areas for the next year and also identifies the outcomes of the year one action plan to view see:

[https://www.westsussex.gov.uk/media/12745/irmp\\_action\\_plan\\_year\\_two.pdf](https://www.westsussex.gov.uk/media/12745/irmp_action_plan_year_two.pdf)

To view the full IRMP see

<https://www.westsussex.gov.uk/fire-emergencies-and-crime/west-sussex-fire-and-rescue-service/performance-plans-and-reports/fire-rescue-service-integrated-risk-management-plan/>



## Awards and medals

Each year the work of our firefighters is honoured with an awards ceremony held at the Baron's Hall in Arundel Castle.

The latest event, which took place in October 2018, saw long service and good conduct (LSGC) medals awarded to wholetime and on-call firefighters for two decades of outstanding service to their communities. Meritorious medals were given to those who had served an incredible 40 years.

Serving firefighters, teams within the service and members of the public were also singled out for their courage, dedication to the service and selflessness in the last year. Organisations and partners who have supported the fire service throughout the year were also recognised, alongside volunteers and individuals who contributed to the Fire Fighters Charity.

## What people thought about us

After every incident we attend we send out a customer feedback survey. This survey used to be paper based only, but in October we have now given customers the choice whether they wish to complete this with the paper copy or online. Overall, 99% of respondents were satisfied with the way the fire service dealt with their incident and 94% of respondents were very satisfied with our service.

The comments received included:

**“All of the firefighters were extremely professional and it was a relief to have them at the property to save the day”**

**“As my mother is elderly and diabetic they were very concerned with her wellbeing and treated her with dignity. They made sure her blood sugar levels were ok and made the incident as easy as possible for her to deal with as she was very confused.”**

**“They came back a couple of hours after the incident to check the property and even put many of the undamaged tiles back”**

**“My Mum is elderly. The Service was amazing. Thank you so much”**

**“They checked the smoke detectors and replaced 2 of them”**

It is also important we listen to residents when things have not gone so well.

**“Although in carrying out their necessary fire check they exposed encapsulated asbestos which has turned a relatively minor event into a major one”**

## Contact us

In an emergency you should always dial 999.

To find out more about West Sussex Fire & Rescue Service, please follow the link to our website: [www.westsussex.gov.uk/fire](http://www.westsussex.gov.uk/fire)

Your views and comments on this Annual Report are very welcome.

If you have any feedback or any questions please get in touch with us.

By email: [wsfrs@westsussex.gov.uk](mailto:wsfrs@westsussex.gov.uk)

By telephone: 01243 786211

Or write to us at:

**West Sussex Fire & Rescue Service  
Headquarters  
County Hall  
Chichester  
PO19 1RQ**

In addition, members of the community can get involved with our work and receive updates through our Facebook (<https://www.facebook.com/wsfrs>) and Twitter ([www.twitter.com/WestSussexFire](https://www.twitter.com/WestSussexFire)) pages, through their local county councilor and through WSCC's County Local Committee meetings.