

DRAFT FRS Scrutiny Measures 2020/21

Scrutiny Core Measure No.	Measure	Definition	How Performance is Captured	Performance Indicator	Tolerance
Fires and Fatalities CM1	Number of Fire Deaths in Accidental Dwelling fires in West Sussex over a year period starting from April	The total number of deaths that occur as a result of an accidental dwelling fire. This includes a person whose death is attributed to an accidental dwelling fire, even when the death occurs weeks or months later.	Data is captured through incident records in Councils IRS systems (software by which Fire & Rescue Services complete their incident reports); prior to 04/12/2019 in FROMIS (the legacy IRS system used by WSFRS) (managed in house) and since 0/12/2019 in IRSplus (The IRS system currently used by WSFRS, implemented as part of the FC20 project in Dec2019) from 3TCsoftware (third party supplier of the system IRSplus). Data will be reported from both systems through Power BI.	Number of Fire Deaths in Accidental Dwelling fires over a twelve-month period. Target being zero	0 Green
					1-7 Amber
					>7 Red
CM2	Number of fire casualties in accidental dwelling fires in West Sussex over	The total number of casualties that occur as a result of an accidental dwelling fire. This includes a person or persons whose injuries may be slight or	Data is captured through incident records in the Council's IRS systems; prior to 04/12/2019 in FROMIS (managed in house) and since	Number of fire casualties in accidental dwelling fires over a year. Target less than 26	<26 Green
					26 – 39 Amber

	a year period starting from April	serious and require hospital treatment and which are attributed to the accidental dwelling fire.	04/12/2019 in IRSplus from 3TCsoftware. Data will be reported from both systems through Power BI		>39 Red
CM3	The number of deliberate primary fires in West Sussex over a year period starting from April	Primary fires involve property such as buildings and vehicles. This is the total number of primary fires, where the cause has been identified that the fire was started deliberately through the criminal act of arson	Data is captured through incident records in the Council's IRS systems; prior to 04/12/2019 in FROMIS (managed in house) and since 04/12/2019 in IRSplus from 3TCsoftware. Data will be reported from both systems through Power BI	Number of deliberate primary fires over a year. Target less than 210.	<210 Green
					210 - 230 Amber
					>230 Red
CM4	The number of deliberate secondary fires in West Sussex over a year period starting from April	Rubbish and grass are examples of secondary fires. This is the total number of secondary fires, where the cause has been identified that the fire was started deliberately through the criminal act of arson	Data is captured through incident records in the Council's IRS systems; prior to 04/12/2019 in FROMIS (managed in house) and since 04/12/2019 in IRSplus from 3TCsoftware. Data will be reported from both systems through Power BI.	The number of deliberate secondary fires over a year. Target less than 375	<375 Green
					375 - 400 Amber
					>400 Red
Prevention CM5	Safeguarding referrals made to Social Care colleagues in	To ensure that safeguarding referrals are made in a timely manner for the protection of individuals	It is assumed that a safeguarding concern would be recognised upon arrival at scene. Arrival	100% of safeguarding referrals made to Social Care	100% Green

	West Sussex County Council within 24 hours of discovery over a year period starting from April	considered at risk in West Sussex. This is the time taken from the Duty Officer or Safeguarding Coordinator being made aware of a safeguarding case, to the referral being made to the local authority	times are captured through incident records in the Council's IRS systems; prior to 04/12/2019 in FROMIS (managed in house) and since 04/12/2019 in IRSplus from 3TCsoftware. Referral data is captured via the the Council's Firmstep system (software used by the Council and WSFRS to capture data). Data will be combined in Power BI	colleagues within 24 hours of discovery	<100% Red
CM8	Home safety referrals where there has been a threat or incidence of arson, completed within 1 working day over a year period starting from April	When WSFRS is made aware of the threat or incidence of arson against an individual(s) a home safety visit is conducted within 1 working day. This will ensure the individual(s) and property are as safe as possible including having working smoke detectors	Future data will be maintained in third party system Farynor. Current data is maintained in the Council's spreadsheets and legacy system Terian. All data will be reported through Power BI	100% of home safety referrals where there has been a threat or incidence of arson, completed within 1 working day	100% Green
					<100% Red
CM9	Priority home safety referrals, where there is a significant	When WSFRS is made aware of a home or an individual who is at significantly high risk of dying in the event of	Future data will be maintained in third party system Farynor.	100% of priority home safety referrals, where there is a significant	100% Green

	heightened risk of a high-risk individual dying in the event of an accidental dwelling fire, completed within 1 working day over a year period starting from April	an accidental dwelling fire, a home safety visit is conducted within 1 working day. This will ensure the individual(s) and property are as safe as possible including having working smoke detectors	Current data is maintained in Council spreadsheets and legacy system Terian. All data will be reported through Power BI	heightened risk of an individual dying in the event of an accidental dwelling fire, completed within 1 working day	<100% Red
Protection CM10	Total Number of Full Fire Safety Audits carried out to enforce the Regulatory Reform Order (RRO) 2005 over a year period starting from April	A Fire Safety Audit is carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space. Examples of such premises include bed and breakfasts, hotels, offices, shops, factories or warehouses Premises of this. Based upon WSFRS Risk Based Inspection Programme, this measure examines the total number of full fire safety audits carried out in business premises in West Sussex. This is calculated once the premises visit has been closed-out by WSFRS	Future data will be maintained in third party system Farynor. Current data is maintained in Council spreadsheets. All data will be reported through Power BI	Total Number of Full Fire Safety Audits carried out over a year starting in January. Target is *** premises Measure to be confirmed by WSFRS.	>*** Green
					_ Amber
					<*** Red

		and only includes the initial full fire safety audit			
CM11	Fire safety audits where the results were unsatisfactory and the business premises were not compliant, and employees/visitors considered unsafe over a year period starting from April	When Fire Safety Inspecting Officers visit a business, they check that the fire risk assessment is satisfactory. This measure examines the number of fire safety audits carried out in commercial premises, where the result was unsatisfactory, and further action or follow-up was required to ensure the safety of employees and visitors	Future data will be maintained in third party system Farynor. Current data is maintained in Council spreadsheets and will be reported in Power BI	% of fire safety audits where the results were unsatisfactory	>75% Green
					40% - 75% Amber
					<40% Red
CM14	Fire safety consultations completed within the statutory 14 days over a year period starting from April	WSFRS is consulted when a business wish to build or alter their premises. Statutory fire consultations have a 14-day set timeframe in which they must be completed and include: <ul style="list-style-type: none"> • Licensing (e.g. Alcohol and Gambling) • Building regulations • Building regulations approved supplier 	Future data will be maintained in third party system Farynor. Current data is maintained in Council spreadsheets and will be reported through Power BI	% of statutory fire safety consultations completed within the required timeframes. Target is 100% achieved in 14 days	100% Green
					<100% Red

Response CM30	Time taken to answer the 999 call by Surrey/West Sussex Joint Fire Control Room over a year period starting from April	This measure looks at the time taken from when the Fire Control Room Operator answers the phone when a 999 call is received by the Fire Control Room	Data is captured and reported through the Surrey/West Sussex Joint Fire Control Room computer systems. Surrey County Council (SCC) will supply this data	100% of calls answered within 7 seconds and 100% of calls answered through the Surrey/West Sussex Joint Fire Control Room	100% Green
					95%-99% Amber
					<95% Red
CM31	Time between Surrey/West Sussex Joint Fire Control Room receiving the emergency call and the correct fire station being alerted over a year period starting from April	This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers a 999 call to when the nearest fire station/engine is mobilised to the incident	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer systems. SCC will supply this data	100% emergency incidents are mobilised within 2 minutes of the Surrey/West Sussex Joint Fire Control Room receiving the call	100% Green
					95%-99% Amber
					<95% Red
CM32	Time taken by Surrey/West Sussex Joint Fire Control Room to inform or mobilise a Level Two Incident Commander to a Level One Incident with a life risk.	WSFRS has adopted an Incident Command System which is taken from the National Model to effectively and safely manage incidents. This measure looks at how quickly the Surrey/West Sussex Joint Fire Control Room notify the right commander/officer to advise and/or take command of the incident	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer systems. SCC will supply this data	Notification of a level 2 Incident Commander within 5 minutes of the Surrey/West Sussex Joint Fire Control Room receiving the call on 100% of life risk calls	98-100% Green
					95-97% Amber
					<95% Red

CM33	Number of 'on duty' personnel working within Surrey/West Sussex Joint Fire Control Room	A minimum number of staff and supervisors are required to work within Surrey/West Sussex Joint Fire Control Room 24/7 to ensure 999 calls are effectively dealt and the Council/public receive the correct level of service	Data is captured and reported through the Surrey/West Sussex Joint Fire Control Room computer systems. SCC will supply this data	A minimum of 5 staff members including 1 Crew Commander Control or one Watch Commander Control within the Surrey/West Sussex Joint Fire Control Room	98-100% Green
					95-97% Amber
					<95% Red
CM15a	Time from call to the first fire engine arriving at a 'Critical Incident' in a 'Very High Risk Rated Area'. The service has pledged the first fire engine to arrive at a critical incident within 8 minutes from time the emergency call was answered	WSFRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of a 'Critical Incident' in a Very High-Risk Rated Area. A 'Critical Incident' is one which is likely to involve a significant threat to life, structures or the environment. It measures	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer system Vision and reported through Power BI	The first fire engine arrives at a critical incident within 8 minutes from time the emergency call was answered in a Very High-Risk Grade area. Target is to achieve this on at least 70% of calls	>70% Green
					<70% Red

		how many occasions WSFRS does this in under 8 minutes which is the response standard for this risk type.			
CM15b	Time from call to the first fire engine arriving at a 'Critical Incident' in a 'High Risk Rated Area'. The service has pledged the first fire engine to arrive at a critical incident within 10 minutes from time the emergency call was answered	WSFRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of a 'Critical Incident' in a High-Risk Rated Area. A 'Critical Incident' is one which is likely to involve a significant threat to life, structures or the environment. It measures how many occasions WSFRS does this in under 10 minutes which is the response standard for this risk type.	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer system Vision and reported through Power BI	The first fire engine arrives at a critical incident within 10 minutes from time the emergency call was answered in a High-Risk Grade area. Target is to achieve this on at least 92% of calls	>92%
					<92% Red

CM15c	Time from call to the first fire engine arriving at a 'Critical Incident' in a 'Medium Risk Rated Area'. The service has pledged the first fire engine to arrive at a critical incident within 12 minutes from time the emergency call was answered	WSFRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of a 'Critical Incident' in a Medium Risk Rated Area. A 'Critical Incident' is one which is likely to involve a significant threat to life, structures or the environment. It measures how many occasions WSFRS does this in under 12 minutes which is the response standard for this risk type.	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer system Vision and reported through Power BI	The first fire engine arrives at an emergency incident within 12 minutes from time the emergency call was answered for Medium-Risk Grade area. Target is to achieve this on at least 89% of calls	>89% Green
					<89% Red

CM15d	Time from call to the first fire engine arriving at a 'Critical Incident' in a 'Low Risk Rated Area'. The service has pledged the first fire engine to arrive at a critical incident within 14 minutes from time the emergency call was answered	WSFRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of a 'Critical Incident' in a Low Risk Rated Area. A 'Critical Incident' is one which is likely to involve a significant threat to life, structures or the environment. It measures how many occasions WSFRS does this in under 14 minutes which is the response standard for this risk type.	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer system Vision and reported through Power BI	The first fire engine arrives at an emergency incident within 14 minutes from time the emergency call was answered for Low-Risk Grade area. Target is to achieve this on at least 92% of calls	>92% Green
					<92% Red

CM15e	Time from call to the first fire engine arriving at a 'Critical Special Service Call' across West Sussex. The service has pledged to arrive at this type of emergency incident within 13 minutes from time the emergency call was answered	Critical Special Service Calls are incidents which are not fires and include road traffic accidents, chemical spillages, aircraft crashes or people trapped in machinery. For Critical Special Services Calls, there is a single fire engine standard as effective and safe action can be taken with fewer firefighters and often the actions of other emergency services are just as important in resolving these incidents. This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers the phone until the time the first fire engine (appliance) arrives at the scene of a 'Critical Special Service Call' anywhere in the county. The standard response time for all Critical Special Services Incidents is less than 13 minutes with a benchmark of 80%.	Data is captured through the Surrey/West Sussex Joint Fire Control Room computer system Vision and reported through Power BI	The fire engine arrives at a 'Critical Special Service Call' across West Sussex within 13 minutes from time the emergency call was answered. Target is to achieve this on at least 80% of calls	>80% Green
					<80% Red

CM16	Full shifts where there is adequate crewing on all wholetime frontline pumping appliances	A wholetime frontline pumping appliance (fire engine) is available 24/7, 365 days a year. Four qualified people are required on a frontline fire engine to ensure safety. This measure examines the percentage of shifts (day or night) where there are sufficient minimum qualified fire fighters (4 personnel) on all wholetime pumping appliances.	Data is maintained in the FireWatch system and will be reported through Power BI	% of full shifts where there is adequate crewing on all wholetime frontline pumping appliances	100% Green
					95%–99% Amber
					<95% Red
CM17	Adequate crewing on all retained frontline pumping appliances (based on 24/7 crewing)	Retained frontline pumping appliances (fire engines) are crewed mainly by on-call fire fighters who are based at stations in more rural locations and, when they receive the call via their pagers, leave their place of work or home and attend emergencies from the local retained station. Four qualified people are required on a frontline fire engine to ensure safety. This measure examines the percentage of hours where there are sufficient minimum qualified fire fighters (4 personnel) on retained pumping appliances (fire engines)	Data is maintained in the FireWatch system and will be reported through Power BI	% of hours where there is adequate crewing on all retained frontline pumping appliances (based on 24/7 crewing)	>75% Green
					65%–75% Amber
					<65% Red

Customer Feedback CM18	Domestic dwelling respondents satisfied with the overall service from WSFRS	Domestic dwellings include premises such as houses, bungalows, flat and caravans. Shortly after a fire occurs, a customer feedback questionnaire is sent to the dwelling owner/tenant who have experienced the fire in asking about their satisfaction and experience with the service they received from WSFRS.	Results from a customer feedback questionnaire are received online, or by post and manually entered, into the Council's Have Your Say system	% of domestic dwelling respondents satisfied with the overall service from WSFRS	>95% Green
					85%–95% Amber
					<85% Red
CM19	Commercial/Business respondents satisfied with the overall service from WSFRS	Commercial/Business premises include bed and breakfasts, hotels, offices, shops, factories or warehouses. Following a fire involving a commercial/business premises, a questionnaire is sent to the owner/tenant. The questionnaire asks about their satisfaction and experience with the service they received from WSFRS.	Results from a customer feedback questionnaire are received online, or by post and manually entered, into the Council's Have Your Say system	% of commercial/business respondents satisfied with the overall service from WSFRS	>95% Green
					85%–95% Amber
					<85% Red

CM20	Commercial/Business respondents satisfied with the services with regards to Fire Safety Audits by WSFRS	Fire Safety Audits are carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space. Examples of such premises include bed and breakfasts, hotels, offices, factories and warehouses. Following a Fire Safety Audit by County Council Fire Safety, a customer feedback questionnaire is sent to commercial/business owners/manager who asking about their satisfaction and experience with the service they received from WSFRS.	Results from a customer feedback questionnaire are received online via survey monkey. This process is to be reviewed as currently very few respondents (<1%)	% of commercial/business respondents satisfied with the services with regards to Fire Safety Audits by WSFRS	>95% Green
					85%–95% Amber
					<85% Red
CM21	Domestic dwelling respondents satisfied with the service regards their safe and well visit by WSFRS	Under the Fire and Rescue Services Act 2004, WSFRS conduct safe and well visits to domestic dwellings to advise the owners on how to reduce the risk of fire. Domestic smoke alarms are also fitted by WSFRS as part of this service when it is appropriate to do so. Following safe and well visits, a customer feedback	Customer feedback against several questions is captured as part of the visit and recorded on paper. Data is manually input into Council spreadsheets. Process is to be reviewed	% of domestic respondents satisfied with the service regards their safe and well visit by WSFRS	>95% Green
					85%–95% Amber

		questionnaire which is sent to a sample of individuals who have received and asks about their satisfaction and experience with the service they received from WSFRS.			<85% Red
Human Resources and Learning & Development CM22	Working time lost to sickness across all staff groups	This measure looks at sickness across the whole organisation and the percentage of time lost based on the number of working hours available to the organisation.	Data is maintained in the FireWatch system and will be reported through Power BI	% of working time lost to sickness across all staff groups. Target is less than 5% sickness absence	>95% Green
					90%-95% Amber
					<90% Red
CM23	Eligible operational staff successfully completing fitness test	Fitness is important to the WSFRS as the work can be very arduous and challenging. The service is required to have a fitness standard and to test all personnel who ride fire engines or are involved with the blue light operation side. This measure reflects the percentage of eligible operational personnel who have successfully passed and completed their fitness test. (Individuals who are not eligible include those on	Data is maintained in Council spreadsheets and will be reported through Power BI. Process is to be reviewed	% of eligible operational staff successfully completing fitness test. Target is over 95%	>95% Green
					85%–95% Amber
					<85% Red

		long-term sick or light duties)			
CM25	Eligible operational staff in qualification	Both wholetime and retained frontline pumping appliances (fire engines) require 4 qualified people to ensure safety. This measure examines performance in the key qualifications, outlined in the 8 core areas of the Fire Professional Framework, such as breathing apparatus wearing required by staff to maintain effective service delivery.	Data is maintained in the FireWatch system and will be reported through Power BI	% of eligible operational staff in qualification. Target is over 95%	>95% Green
					85%–95% Amber
					<85% Red
CM26	Percentage of Fire Protection Staff in qualification	It is vital that in order to give the right advice to business and ensure employees and visitors are safe, our Fire Protection Officers are qualified and competent. This measure examines performance in the key qualifications, required by staff to maintain effective service delivery.	Data is maintained in the FireWatch system and will be reported through Power BI	Percentage of Fire Protection Staff in qualification. Target is over 95%	>95% Green
					85%–95% Amber
					<85% Red