

West Sussex Fire and Rescue Service Performance Report Quarter 3 2022/23

Deputy Chief Fire Officer

Mark Andrews

Contents

	Page
Report Overview	3
Cabinet Member Summary	4
Chief Fire Officer Summary	5
Performance Summary	6
Performance Dashboard	7-8
Areas of Significant Improvement and Success	9-15
Selected Focus Measures – Red and Amber Status	16-22



Strategic Performance Board Quarterly Report

Quarter 3 2022-2023

The aim of the Quarterly Performance Report is to summarise how West Sussex Fire & Rescue Service/Directorate has performed over the previous three months, and to capture how performance contributes cumulatively to the year-end performance outcomes.

The report retrospectively presents information from the Performance and Assurance Framework (PAF) including the core measures and targets for the year which are current at the time of publishing. The report contains performance across the four elements of the PAF, namely Service Provision, Corporate health and where appropriate, Priority Programmes and Risk.

The explanations, mitigations and actions contained within this report are those endorsed by the Service Executive Board (SEB).

This report covers data from the period of 1st October 2022 – 31st December 2022.

Cabinet Member Summary



This quarter marked a significant milestone in the improvement journey of West Sussex Fire and Rescue Service. I was extremely pleased that the County Council's Cabinet was able to formally close off the improvement plan, a plan that was implemented to address those concerns raised by the inspectorate following the service's HMICFRS inspection report in 2019.

Officers continue to focus on the areas where improvement still needs to be made and WSFRS continues to monitor performance through the Performance Assurance Framework (PAF), of which this Scrutiny committee is an integral part.

Chief Fire Officer Summary



This quarter has seen an overall improvement in performance against our Core Measures and much progress in several important areas. Major projects continue to also see very positive progress in particular the breathing apparatus project where our collaborative approach with our colleagues from East Sussex, Surrey and Kent will allow us to invest in and procure the very best equipment available.

This quarter also saw the successful completion of the first ever IGNITE programme run by our Targeted Education Team. Children and young people continue to be a key target audience for our prevention messages and this project sees young people in further education who struggle with low self-esteem, low self-confidence and resilience, taking part in a range of activities and drills, as well as learning about the physicality of being a firefighter and the importance of nutrition.

Ten new wholetime firefighters were also welcomed to the service after their intensive 13-week training course. These colleagues will initially assist with workforce planning to maintain high levels of crewing and appliance availability. A further course will commence in Q4 as these colleagues will begin to provide the additional crewing for the increases in establishment as part of the day crewed 7 proposals.

In December we launched the new policy for the non-attendance at automatic fire alarms in certain premises. This is a key priority set out in our Community Risk Management Plan and the change will deliver a targeted reduction in the numbers of Unwanted Fire Signals we attend creating greater capacity for prevention activity.

Finally, during this quarter The Fire Brigades Union formally opened its ballot for members on the issue of pay. This development initiated our business continuity planning process to begin preparing for potential industrial action. These are now well rehearsed arrangements which were implemented throughout the preparations for EU Exit and the COVID pandemic.

Performance Summary

At the end of Quarter 3 2022-23 the following performance against the 29 core measures was recorded: 17 measures had a GREEN status, 7 were AMBER and 5 were RED.

Of the 11 comparable measures that were RED or AMBER last quarter:

- 4 measures showed a decline in performance and 7 an improvement
- 6 measures changed to a GREEN status

Of the 10 comparable measures that were GREEN last quarter:

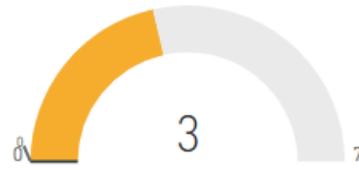
- 4 measures showed a decline and 1 an improvement
- 1 measure moved to RED status and 1 to AMBER

Performance Summary for all core measures at the end of Quarter 3 (1 of 2):

CM1: Accidental Dwelling Fires



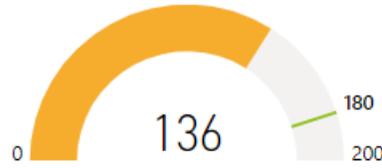
CM2: Accidental Dwelling Fire Fatalities



CM3: Accidental Dwelling Fire Casualties



CM4: Deliberate Primary Fires



CM5: Deliberate Secondary Fires



CM6: Safeguarding - % Created within 24 Hours



CM7: Safe and Well Visits



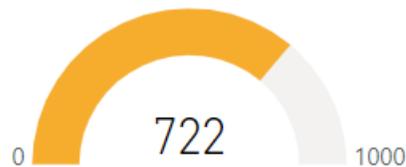
CM8: Very High Risk Safe & Well on Time



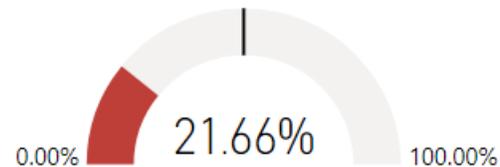
CM9: High Risk Safe & Well on Time



CM10: Fire Safety Audits



CM11: Unsatisfactory Inspections



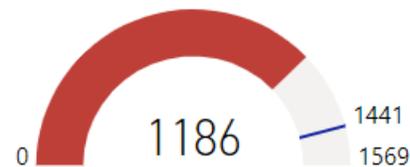
CM12: Prosecutions Successful



CM13: Statutory Fire Safety consultations



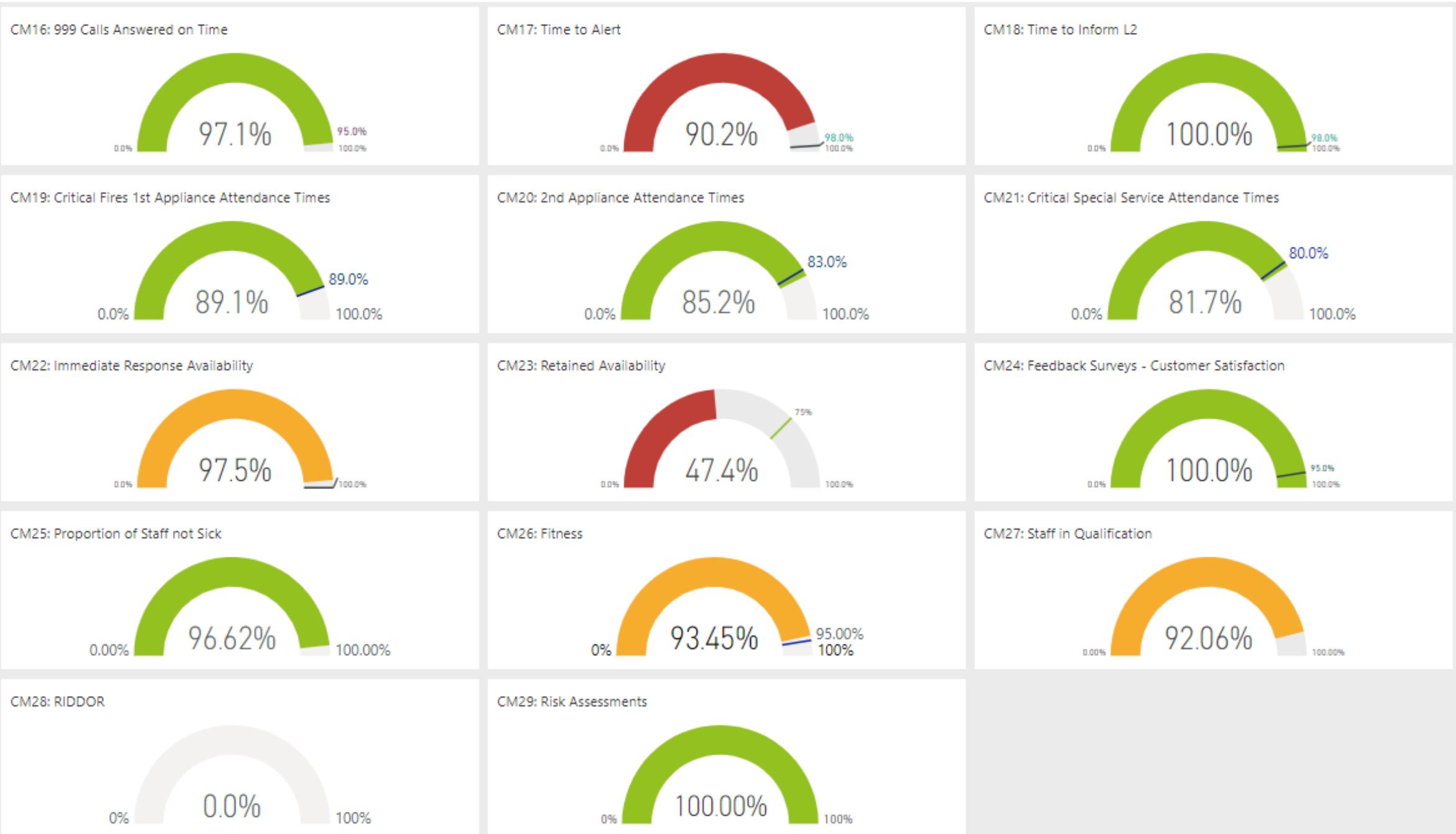
CM14: Unwanted fire signals



CM15: Site Specific Risk Information (SSRI)



Performance Summary for all core measures at the end of Quarter 3 (2 of 2):



Areas of Significant Improvement and Success

Quarter 3

(1st October – 31st December 2022)

Significant Improvement and Success

The Performance and Assurance Framework of which this report is a part of, has continued to demonstrate fire and rescue service performance and provide assurance to members and the public.

Quarter 2 saw sustained good performance in many areas, with the following measures showing particular success:

- CM3: Accidental Dwelling Fire Casualties
- CM16: Time taken to answer the 999 call by Joint Fire Control Room
- CM19: Critical Fires - 1st Appliance Attendance
- CM20: Critical Fires - 2nd Appliance Attendance
- CM21 Critical Special Service - 1st Appliance Attendance

Core Measure 3: Accidental Dwelling Fire Casualties in West Sussex

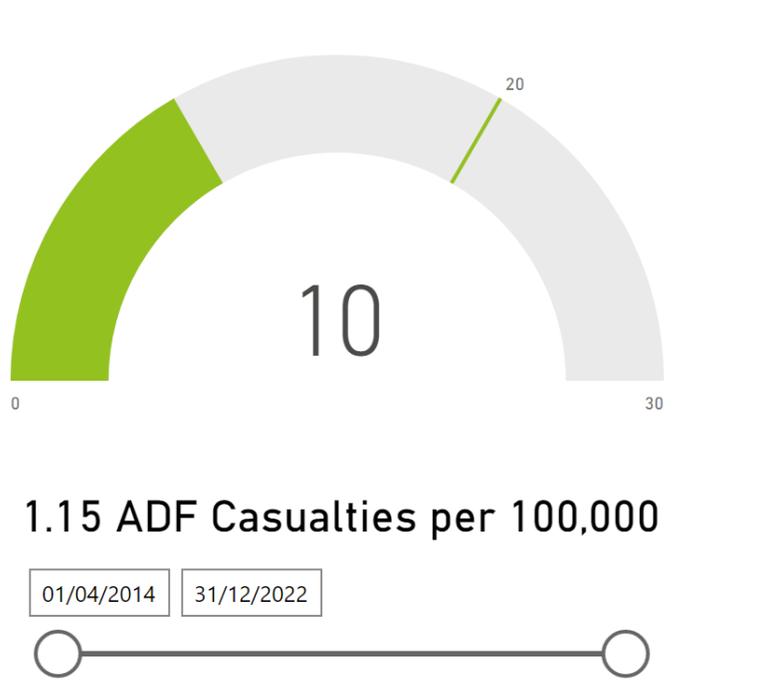
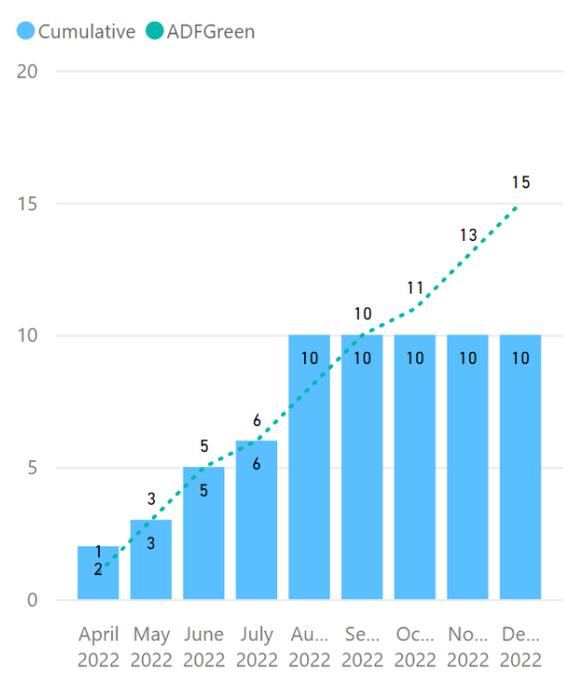
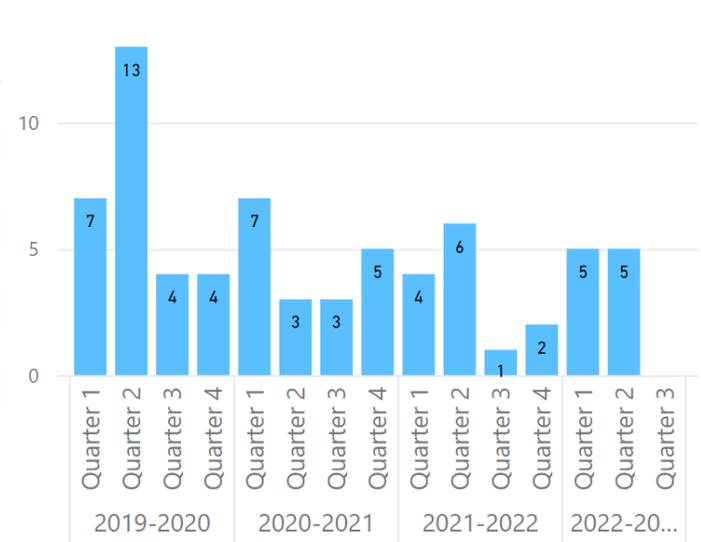
10 casualties at the end of Q3 2022-23	RAG Status GREEN
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The total number of casualties resulting from an accidental dwelling fire in West Sussex over a year period starting in April. This is limited to a person who's injury is fire related and was severe enough to require hospital attendance.

Annual Target: <26 Green 26 – 39 Amber >39 Red	Service Owner: Nicki Peddle Area: Incidents
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ADFs Casualties by FY	Count of ADFs casualties Quarterly	Cumulative ADFs Monthly	Casualties in ADFs
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Financial Year	Casualties	Rate per 100,000
2014-2015	42	0.00
2015-2016	24	2.83
2016-2017	29	3.42
2017-2018	17	1.99
2018-2019	16	1.86
2019-2020	28	3.24
2020-2021	18	2.08
2021-2022	13	1.50
Total	187	0.00



National Average: 47 casualties per 100,000 in 20/21

[More Information](#)

Commentary

There were no casualties in Q3. This is the lowest quarter figure in 3 years and reflects an ongoing annual downward trend.

Actions

Treat: Continue to monitor and identify trends, delivering appropriate fire safety messages through our Comms Team and delivery of local community safety activity.

Core Measure 16: Time taken to answer the 999 call by Joint Fire Control Room

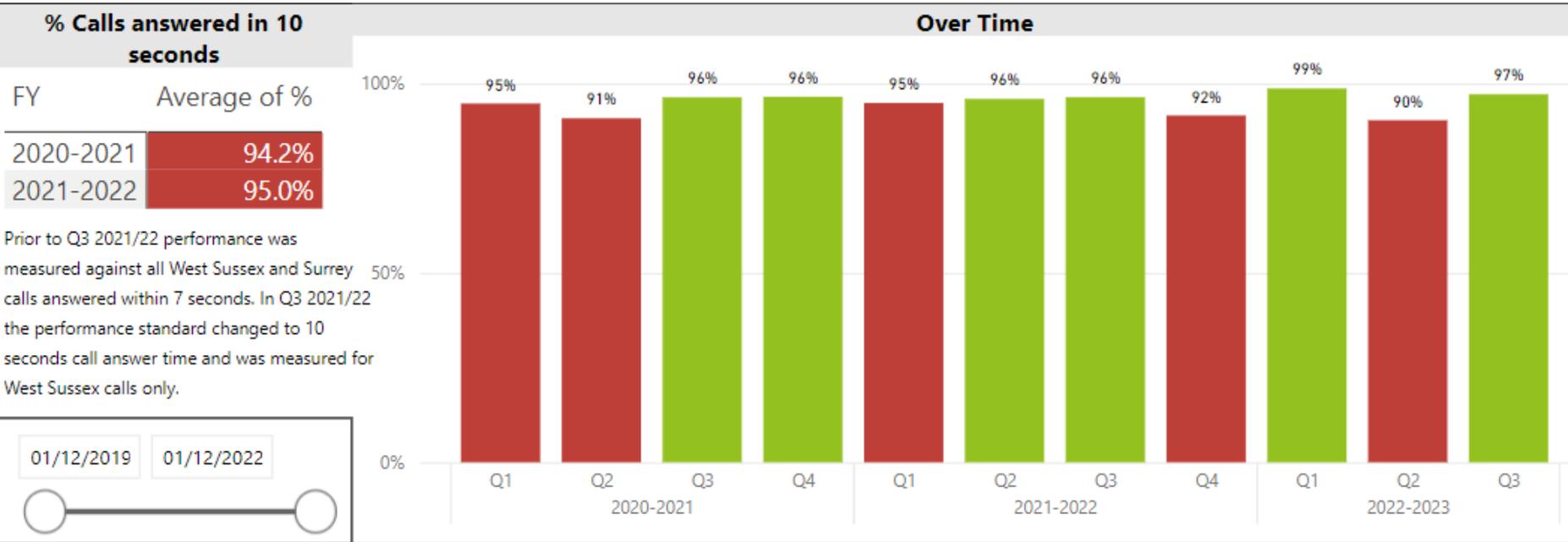
97.1% in Q3 2022-23

RAG Status GREEN

This measure looks at the time taken from when the Fire Control Room Operator answers the phone when a 999 call is received by Fire Control. The target is 95% of calls answered within 10 seconds.

Annual Target:
 >95% Green
 <95% Red

Service Owner:
Dave Bray
 Area: **Protection**



Year End Forecast
GREEN

Target
 > or = 95% Green
 < 95% Red



Commentary
 Q3 saw the expected bounce back in performance as predicted in the previous performance report. The Q3 performance has been positive and moves the expected end of year performance back to Green.

Actions
 Tolerate: It is anticipated that Q4 performance will remain above 95% and that we will achieve a green outcome for the year. However, we are reviewing the potential impact of Industrial Action within the Control Room and the effects it could have on this outcome.

Core Measure 19: Critical Fires - 1st Appliance Attendance

89.1% in Q3 2022-23

RAG Status GREEN

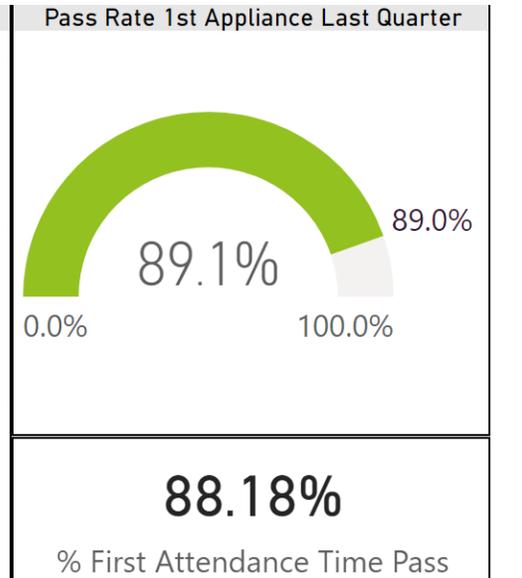
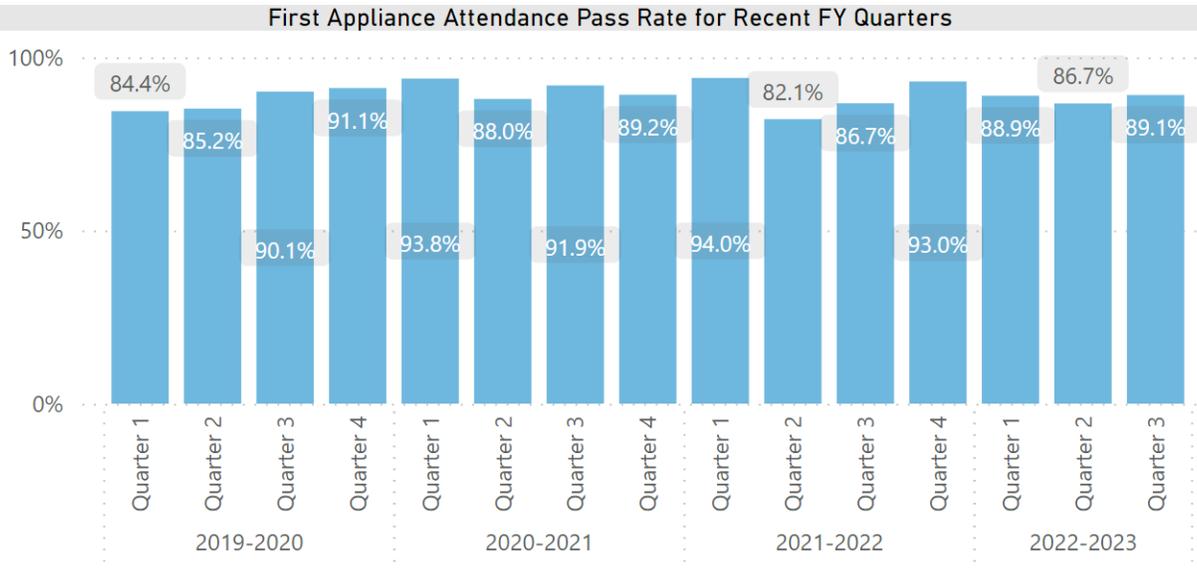
West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the first fire engine arrives at an emergency incident within the target number of minutes from time the emergency call was answered.

Target:
>89% Green,
<89% Red

Service Owner:
Gary Ball
Area:
Service Delivery

Financial Year	Very High	High	Medium	Low	Total
2015-2016	100.00%	86.27%	86.39%	90.11%	88.10%
2016-2017	75.00%	87.88%	84.84%	90.08%	87.08%
2017-2018	0.00%	100.00%	89.19%	89.49%	90.09%
2018-2019	0.00%	93.10%	89.96%	86.82%	88.67%
2019-2020	0.00%	100.00%	87.69%	86.32%	87.60%
2020-2021	0.00%	92.31%	88.46%	92.66%	90.71%
2021-2022	0.00%	100.00%	88.70%	89.08%	89.03%
Total	78.57%	92.27%	87.80%	89.29%	88.72%

Table of Incidents Map & Station Group



Commentary

The improvement of 2.41% seen this quarter is largely down to the introduction of performance data on turn out times being available to our teams on stations and the focus on expectations and professional standards in service delivery. This means that appliances turn out from the station more quickly and inform Fire Control more immediately when they arrive at the scene. The number of occasions where crews turned out within 90 seconds improved by 1.86% and similarly the 60 seconds turn out target performance improved by 1.77%. The new Service Delivery Support team regularly analyse this data and have begun to deliver training on data accuracy.

Actions

Tolerate: We will continue to monitor and review the performance data locally on our stations. The Day Crewed 7 proposal within our Community Risk Management Plan to increase the cover in Mid-Sussex and Shoreham is planned to go live March 2023. This will ensure more resilience is available when facing occasions of high demand, contributing to maintaining good performance in this measure.

Core Measure 20: Critical Fires – 2nd Appliance Attendance

85.2% in Q3 2022-23

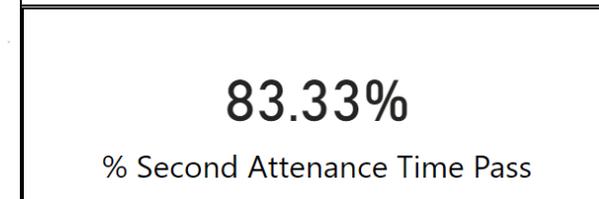
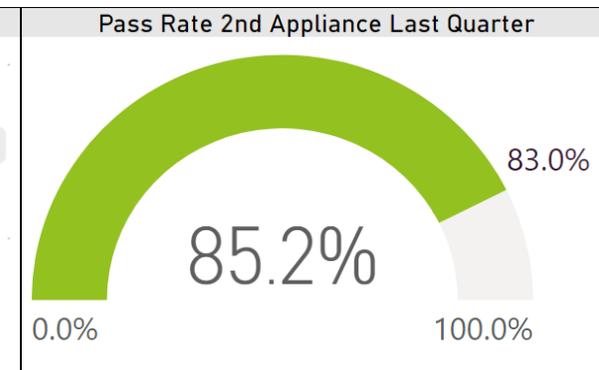
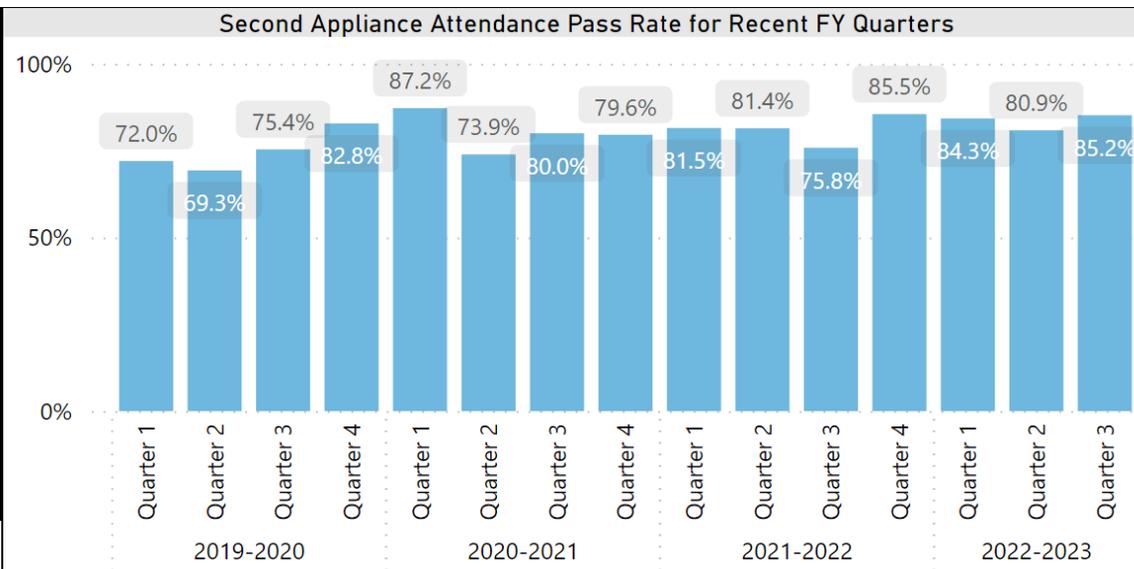
Current RAG Status GREEN

West Sussex FRS 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 examines the number of occasions where the second fire engine arrives at an emergency incident within the target number of minutes from time the emergency call was answered.

Target:
>83% Green,
<83% Red

Service Owner:
Gary Ball
Area:
Service Delivery

Financial Year	Very High	High	Medium	Low	Total
2015-2016	100.00%	86.49%	74.07%	76.96%	76.56%
2016-2017	72.73%	71.79%	75.11%	81.76%	77.19%
2017-2018	0.00%	86.21%	79.07%	79.82%	79.87%
2018-2019	0.00%	70.00%	77.20%	80.90%	78.52%
2019-2020	0.00%	87.50%	77.65%	71.18%	75.00%
2020-2021	0.00%	100.00%	81.66%	78.19%	80.22%
2021-2022	0.00%	100.00%	78.79%	82.58%	80.75%
Total	75.00%	81.33%	77.53%	78.71%	78.27%



i Table of Incidents **i** Map & Station Group

Commentary
The improvement seen in this reporting period is largely down to the introduction of performance data on turn out times being available to our teams on stations and the realignment of expectations and professional standards in service delivery. This means that appliances turn out from the station quickly and inform Fire Control when they arrive in attendance. The number of occasions where crews turned out within 90 seconds improved by 1.86% and similarly the 60 seconds turn out target performance improved by 1.77%. The newly formed Service Delivery Support team regularly analyse this data and have begun to deliver training on data accuracy. This focused oversight has contributed to a more accurate account in this and other core measure.

Actions
Tolerate: We will continue to monitor and review the performance data locally on our stations in collaboration with our teams. The DC7 proposal within our Community Risk Management Plan to increase the cover in Mid-Sussex and Shoreham is planned to go live March 2023. This will ensure more resilience is available when facing occasions of high demand and over the weekend and daytime periods

Core Measure 21: Critical Special Service – 1st Appliance Attendance

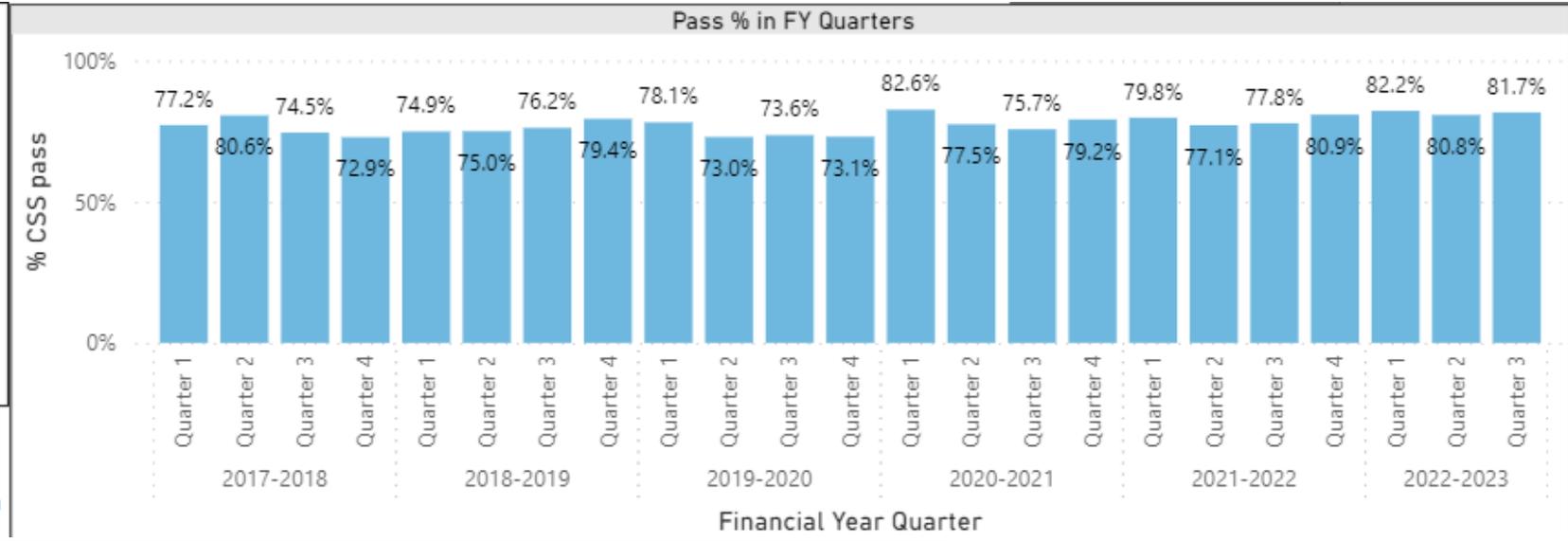
81.7% in Q3 2022-23 **Current RAG Status GREEN**

A critical special services incident is a serious incident that does not involve a fire, for example an RTC, an emergency involving a hazardous substance or when someone is trapped. Some areas of the county are more at risk of fires than others, however special service incidents can happen anywhere, especially with our extensive road network. For this reason we have a single response standard of less than 13 minutes for all critical special service incidents. This measure examines the percentage of occasions where the first fire engine arrives at an emergency special services incident within 13 minutes of the time the emergency call was answered.

Target:
 >80% Green,
 <80% Red

Service Owner:
Gary Ball
 Area:
Service Delivery

Financial Year	% CSS pass
2014-2015	79.4%
2015-2016	78.9%
2016-2017	77.5%
2017-2018	76.4%
2018-2019	76.4%
2019-2020	74.3%
2020-2021	78.5%
2021-2022	78.8%



81.5%
 Financial Year Performance

i Additional Information

Commentary
 Critical special Service Calls can occur anywhere in the County and we measure these separately to critical fires. Performance this quarter remains high, providing further reassurance that the use of the Dynamic Cover Tool (which provides data on potential response times broken down to a district/local level to the control room operators) is now embedded in our ways of working. The initiative we have introduced to use our wholtime firefighters more proactively to support RDS availability and improvements in our turn out times is also having a positive impact on this core measure.

Actions
 Tolerate: We continue to work with partner agencies to help improve the time taken to transfer calls and information. We also continue to undertake work at our fire stations to ensure we are doing everything we can to respond to incidents as quickly as possible as well as maximise the availability of RDS fire engines at times of the day when we know these incidents are most likely to occur using our Crewing Optimisation Group.

Selected Measures (Red and Amber Status)

Quarter 3

(1st October – 31st December 2022)

Selected Measures (Red and Amber Status)

The following red and amber measures have been selected for examination by the Scrutiny Committee:

- CM 11: Unsatisfactory audits – we last took this measure to Scrutiny in Q3 last year when it was green.
- CM 14: Number of Unwanted Fire Signals attended
- CM 17: Time to Alert - last went in Q1
- CM 23: Retained Duty System crewing availability
- CM 28: % of RIDDOR accidents reported and investigated on time

Core Measure 11: Proportion of Unsatisfactory Fire Safety Inspections

21.7% in Q3
2022-23

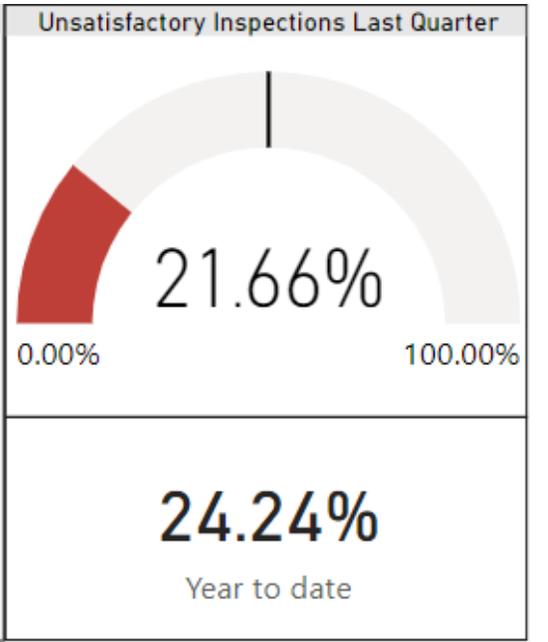
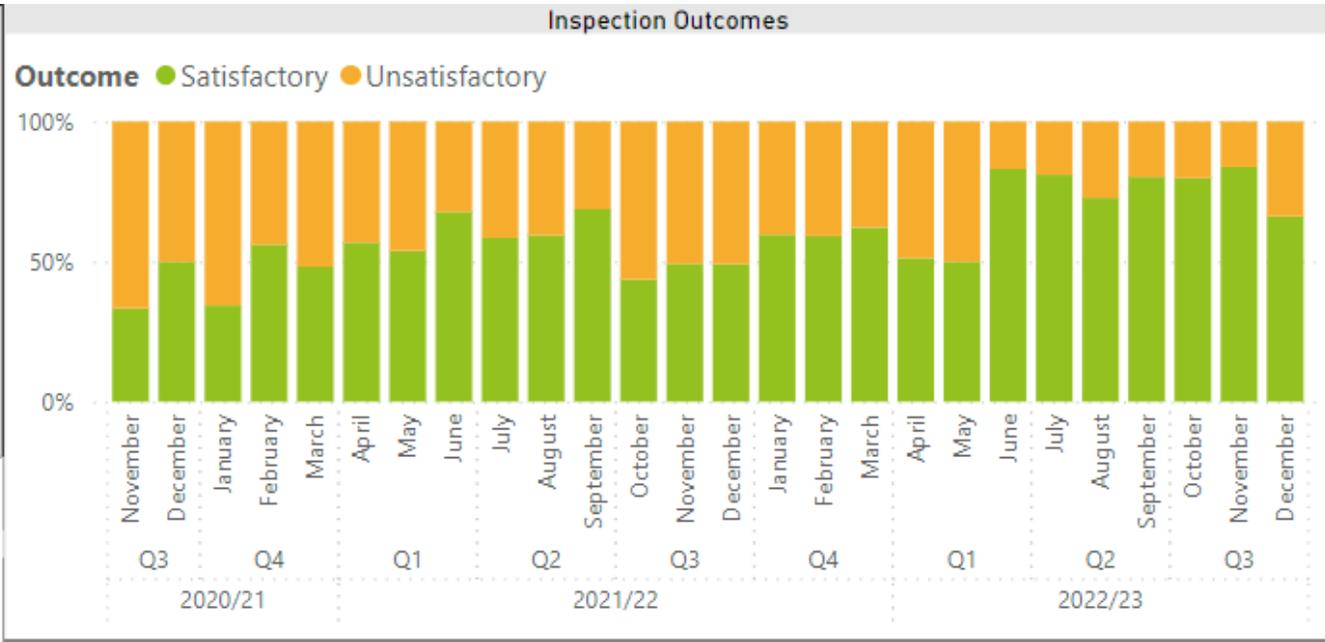
RAG Status
RED

The percentage of fire safety inspections in which the inspector found a deficiency in the fire safety arrangements of that premises. Inspectors aim to focus inspections only on those premises which have inadequate fire safety arrangements.

Target:
>50% Green
30%-50% Amber
<30% Red

Service Owner:
Dave Bray
Area:
Protection

Financial Year	Satisfactory	Unsatisfactory	Total
2020/21	47.33%	52.67%	100.00%
2021/22			
Q1	60.89%	39.11%	100.00%
Q2	62.92%	37.08%	100.00%
Q3	47.51%	52.49%	100.00%
Q4	60.57%	39.43%	100.00%



National Average: 24% unsatisfactory Audits in 20/21

Last Refresh Date
26/01/2023

Commentary

Q3 has seen a slight decline overall in the percentage of unsatisfactory audits. December however did see an improvement in performance with nearly 34% of audits being unsatisfactory, this is the best performance for a month since May. Work has already been undertaken to improve the performance within quarter 4 including a review of criteria for unsatisfactory audits.

Actions

Treat: A review is being undertaken of the Risk Based Inspection Programme and the inspecting teams continues to develop their competency with Protection.

Core Measure 14: Number of Unwanted Fire Signals, over a year period starting from April

1186 at the end of Q3 2022-23

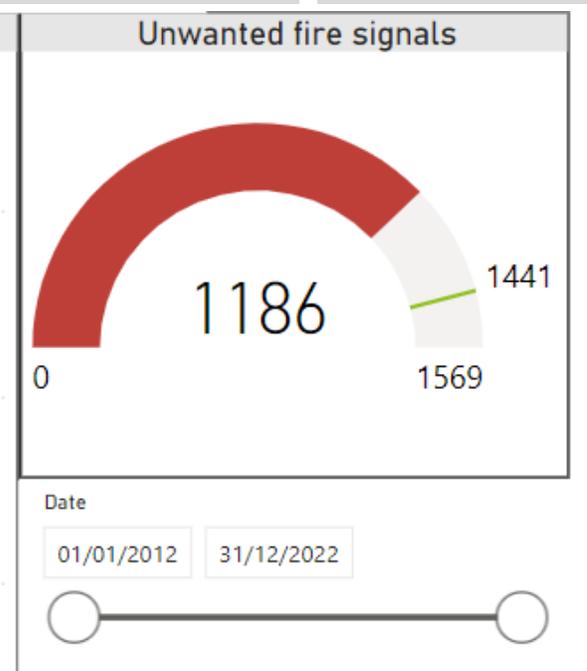
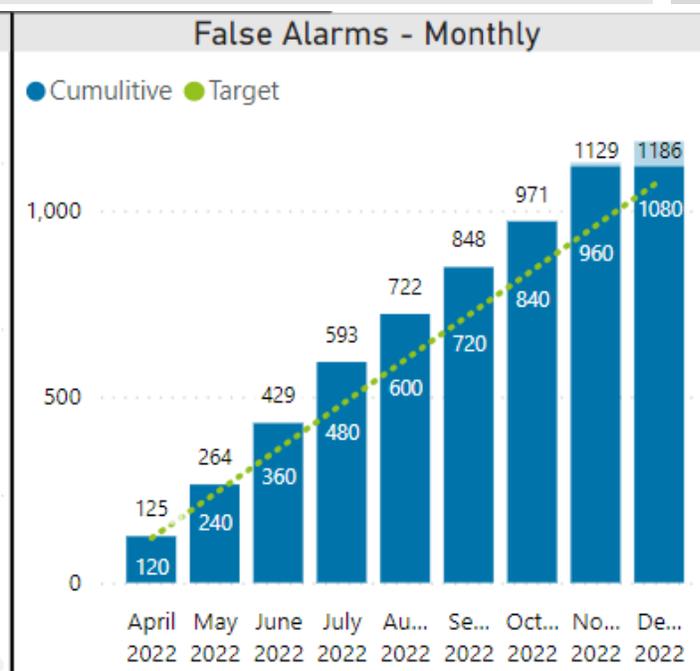
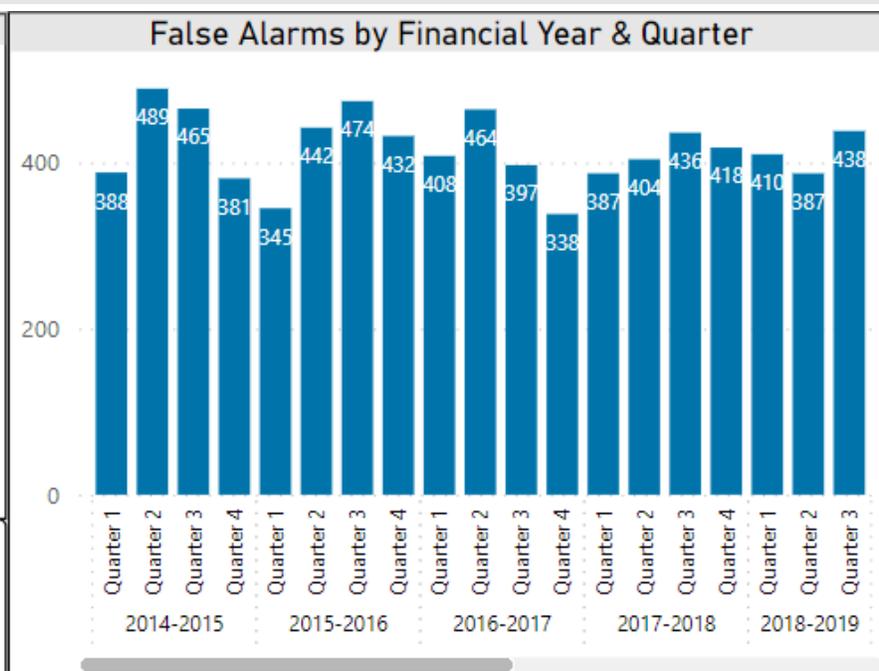
Current RAG Status RED

This measure records the number of incidents to which at least one fire engine was sent where the origin of the call was an automatic fire alarm (AFA) system, the property type was non-residential or other residential and the incident was recorded as a false alarm. AFA data is analysed monthly, with actions taken to reduce the number of AFAs.

Reduction Target:
 10% (<1441) Green
 2% (1569) Amber
 <2% (>1569) red

Service Owner:
Dave Bray
 Area:
Protection

Financial Year	No. of Incidents
2014-2015	1723
2015-2016	1693
2016-2017	1607
2017-2018	1645
2018-2019	1606
2019-2020	1675
2020-2021	1476
2021-2022	1603



Commentary
 On 1st December 2022 a new call challenge and non-attendance policy was implemented whereby we no longer respond to reports of alarm activations in commercial buildings unless confirmation of a fire is received. As a result, the number of unwanted fire signals attended plummeted during December to just 46, compared to 123 in October and 158 in November prior to the policy implementation.

Actions
 Tolerate: Since this measure also incorporates 'other residential' building types such as care homes and hospitals which are not subject to our call challenge policy, there will continue to be Unwanted Fire Signals, however it is anticipated that based upon the December performance the annual target of 10% reduction in attendances on the previous year will be met.

Core Measure 17: Time between the Joint Fire Control Room receiving the emergency call and the correct fire station being alerted

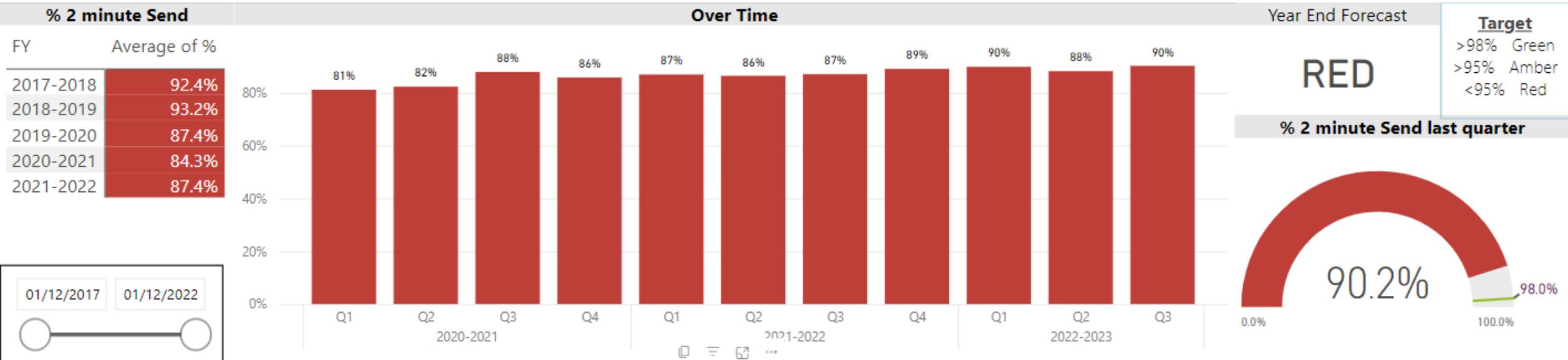
90.2% in Q3 2022-23

RAG Status RED

This measure looks at the time taken from when the Fire Control Room Operator answers a 999 call to when the nearest fire station/engine is alerted to the incident. The target is 98% of emergency incidents alerted within 2 minutes of the call being received.

Target:
 >98% Green
 >95% Amber
 <95% Red

Service Owner:
Dave Bray
 Area: **Protection**



Commentary

Whilst the year-to-date performance shows a continued underperformance in this area, this quarter has seen the best performance of the year to date, and equally the best performance since recording commenced. There is clearly further work that needs to be undertaken by Joint Fire Control (JFC) in this area, however a steady increase in performance is positive. During this quarter we have seen a 4% improvement on our first appliance attendance time over quarter 3 of last year. We have also seen nearly 10% improvement on our second appliance attendance time over quarter 3 of last year.

Actions

Treat: We will continue to challenge JFC on this measure at our JFC Operational, Tactical and Strategic Governance Boards and ensure that JFC have an action plan to address the under performance. We are also in the process of reviewing this JFC Core Measure to provide more information for Scrutiny.

Core Measure 23: Adequate crewing on all Retained Frontline Pumping Appliances (based on 24/7 crewing)

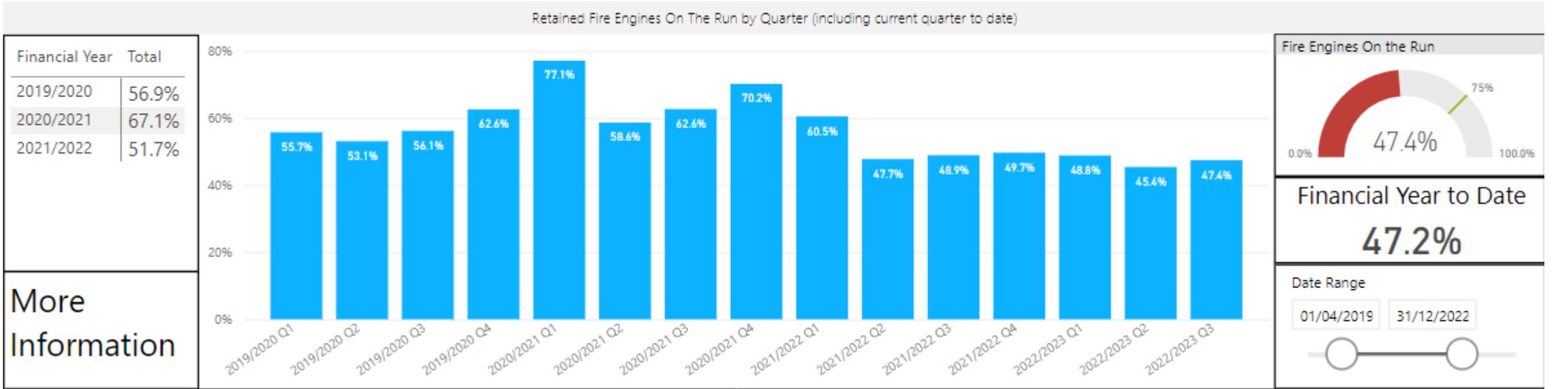
47.4% in Q3
2022-23

RAG Status
RED

Retained frontline 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 fire engines.

Target:
>75% Green
65% - 75% Amber
<65% Red

Service Owner:
Gary Ball
Area:
Response



More Information

Commentary
Retained availability continues to be our biggest performance challenge. We have started to maximise the use of our Wholetime firefighters who are on duty at fire stations over our minimum crewing number to supplement our RDS stations. This has contributed to an improved percentage in comparison to Q2. This more effective use of resource is coordinated and prioritised through our Service Delivery Support Team. We are also implementing ways of working for our retained to still offer value to the community through prevention activities as per our CRMP commitment.

Actions
Treat: Social economic changes impacting on the viability of the Retained Duty System is a national issue. WSFRS Area Manager of Service Delivery has been appointed NFCC chair to coordinate a national response to the RDS challenges. Work also continues at a local level to ensure that we maximise availability wherever possible utilising all other available resource. A more strategic approach is also being taken in our four-year Community Risk Management Plan which includes developing and implementing an operational response model to maximise retained availability in geographical areas aligned to community risk. This work will now be urgently brought forward and begin in quarter 1 of 2023. we are reviewing all the activities that Retained crew undertake, to measure the impact this has on other core measures

Core Measure 28: % of RIDDOR accidents that are reported and investigated on time

0% in Q3
2022-23

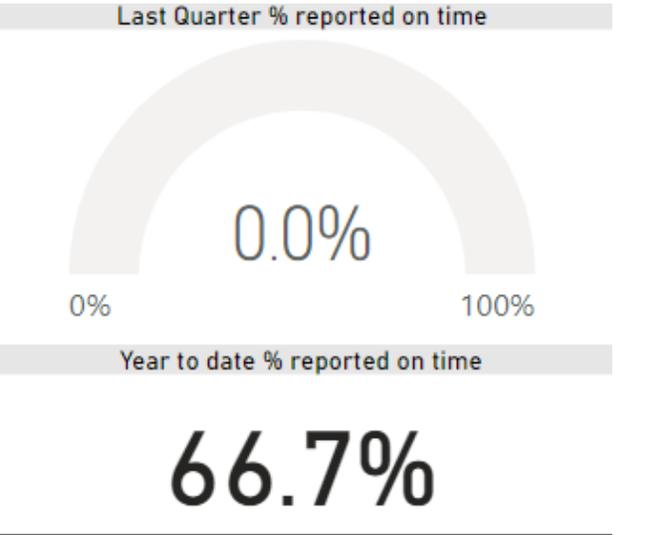
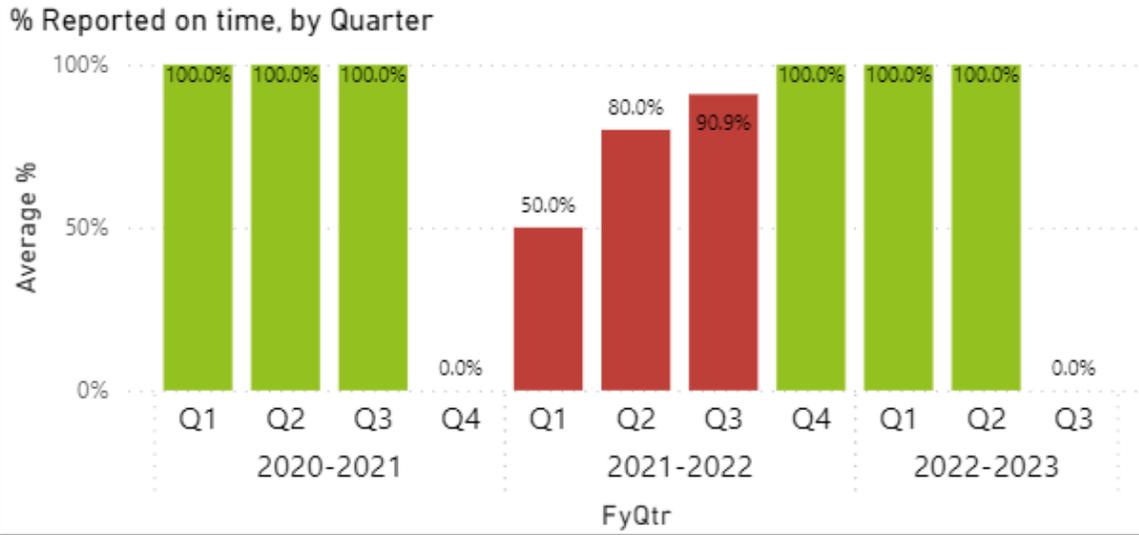
RAG Status
RED

All RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable Health and Safety Incidents must be reported within 10 days of the event occurring. Any contracted COVID-19 cases within the workplace are also reported under RIDDOR as per Health and Safety Executive (HSE) requirements.

Target:
>89% Green,
<89% Red

Service Owner:
Richard Abbot
Area:
Strategic Risk & Improvement

FY QTR	On Time	Out of Time	Total Incidents
2020-2021 Q1	1	0	1
2020-2021 Q2	1	0	1
2020-2021 Q3	15	0	15
2020-2021 Q4	0	1	1
2021-2022 Q1	1	1	2
2021-2022 Q2	4	1	5
2021-2022 Q3	10	1	11
2021-2022 Q4	4	0	4
2022-2023 Q1	1	0	1
2022-2023 Q2	1	0	1
Total	38	5	43



Commentary
In Q3 Health and Safety received one late incident report from 2021, where the line manager had not reported the incident to Health and Safety at the time. The RIDDOR report was made outside of the legislative timeframe.

Actions
Treat: Following receipt of the late notification a Level 2 investigation conducted by the Health and Safety Manager and the department concerned have received several recommendations so that this type of incident does not re-occur. Strict monitoring of Health and Safety incidents will continue to ensure timely reporting and compliance within HSE Regulations.
An action plan has been completed to ensure electronic reporting processes, staff training and management responsibilities are refreshed and reinforced to reduce any risk of human error when reporting accidents and near hit events.