

Title: Core Measures Review 23/24

The Core Measures form part of the Performance Assurance Framework within West Sussex Fire and Rescue Service (WSFRS). They are a key driver in ensuring ongoing performance can be continually monitored. The analysis of valid data enables WSFRS to improve the service it is providing to its communities. WSFRS regularly review the Core Measures to ensure that they are relevant and present a valid overview of its continual performance.

Below is an explanation of the changes that have been made to the Core Measures for 23/24;

CM 6 - Safeguarding referrals made within 24 hours.

Tolerance/Target - 100% Green
=>98% Amber
<98% Red

Justification - The addition of an amber status better aligns this core measure to others. Furthermore, we want to ensure our staff are always reporting safeguarding concerns even if outside the 24 hours.

CM7 - Number of Safe and Well Visits (S&WVs) delivered to households with at least one vulnerability or risk factor.

Tolerance/Target - 5000 Green
4800 - 4999 Amber
<3500 Red

Justification - Target has increased to 5000. We are seeing both productivity and efficiency improvements from the delivery of our service plans that will allow and support firefighters to deliver a greater number of S&WVs.

CM8 - % of Very High Risk Safe and Well referrals contacted within one working day.

Tolerance/Target - 100% Green
=>98% Amber
<98% Red

Justification - The addition of an amber status enables Prevention to monitor the delivery of SWVs to the most vulnerable. It ensures that those visits are being delivered in a timely manner and enables Prevention to demonstrate that there is no backlog of appointments, as all visits are completed within the agreed timeframes.

CM11 - % of Unsatisfactory fire safety audits.

Tolerance/Target - >40% Green
35-40% Amber
<35% Red

Justification - The number of fire safety audits that have an unsatisfactory outcome is a measure that is captured by the Home Office annually. The national average across all English FRSs for this measure when calculated over the past five years is that 40% of all fire safety audits completed are unsatisfactory, i.e. some form of remedial activity is required to be enacted by the enforcing authority. CM11 has been altered to account for this to ensure that WSFRS is measuring its activities in line with the national picture.

CM14 – The number of Unwanted Fire Signals (UwFS) attended year on year

Tolerance/Target - <700 Green
700-800 Amber
>800 Red

Justification - The new call challenge policy was implemented in December which will reduce the number of UwFS in a year. Using the number of UwFS attendances for the last 5 years, data was retrospectively calculated as if the new call challenge policy had always been in place. Analysis of this historic incidents data suggests that we can expect around 600 UwFS per year, based on the new policy.

CM17 - Average time between Joint Fire Control receiving the emergency call and the station being notified.

Tolerance/Target - <1m 45s Green
1m 45s - 1m 55s Amber
>1m 55s Red

Justification - Nationally the statistics are provided in an average response time in relation to performance. We, along with East Sussex Fire Rescue Service (FRS) and Surrey FRS would like to adopt this approach. By doing this we believe we can provide clearer more useful information for the Fire and Rescue Service Scrutiny Committee and our communities. The 22/23 core measure examines the percentage of occasions where crews are alerted in less than 2 mins. The new measure will provide average response time which gives more clarity on how fast our response is.

CM 24 - % of all FRS survey respondents who are satisfied with and/or have trust in WSFRS

Tolerance/Target - >95% Green
85% - 95% Amber
<85% Red

Justification - The title has been re-worded to account for new questions around trust that are included in the Protection survey. Questions will be reviewed to allow for a future measure on engagement and trust. This ensures that we can embed the Core Code of Ethics into everything that we do. Not only will it help to improve organisational culture but also demonstrates

key principles of the Code of Ethics, including Integrity, Dignity and Respect and ultimately Putting our Communities First.

CM 30 - % of occasions where a Fire Engine in the fleet was made available for each crew in operational service.

Tolerance/Target - 100% Green
=>95% Amber
<95% Red

Justification - It is important that our frontline crews have available fire engines for them to respond to incidents and serve their communities. This core measure will do this by ensuring that repairs, servicing and Fleet updates are done in a way that keeps fire engines available for crews.