



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report for 2015/16

SEPTEMBER 2016

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's performance for the period April – March 2015/16.

It provides a transparent, single view of information which allows elected Members, Auditors and members of the public to hold the Service's senior managers and staff to account in terms of the provision and performance of their Fire & Rescue Service for 2015/16.

The primary objective of the Fire Authority is to drive down risk in local communities, schools and businesses across the county of East Sussex and the City of Brighton & Hove. Our aim is to make our County and City a safer place to live in, work in and visit as well as to improve wellbeing for all our citizens. We are also seeking to ensure we contribute to the wider sustainability agenda as well as invest to achieve sustainability in our own service provision to meet long term needs at a price council taxpayers can afford.

Our Vision is: *Achieving safer and more sustainable communities*

Our Aims are: *To deliver quality services within available resources*

To ensure a competent, diverse, safe and valued workforce

Our Core Values



In 2016/17 East Sussex Fire Authority is undertaking an IRMP (Integrated Risk Management Planning) review. As part of this review a new Purpose and Commitments will be established to guide the Service's work for the coming year. As this document concerns the 2015/16 performance year, it will report against the Vision and Aims which were in place during that period.

2. Operating Environment

East Sussex Fire & Rescue Service provides prevention, protection and response services to 829,300 people living in 363,070 households within the area of East Sussex and the City of Brighton & Hove. We work within a large and diverse area on the south coast of England, covering rural locations as well as a busy city centre and urban seaside towns.

The County of East Sussex experiences high levels of deprivation when compared to other counties in the South of England. Our larger towns and the City of Brighton & Hove are very popular tourist destinations and the summer population is enhanced significantly, with over 8 million visitors, along with the risk of fire and road traffic collisions. The main headlines for the Service's area are:

Coastal and other influences

- At least 70% of the population lives along 47 miles of coast
- Our area provides almost every aspect of community risk including multiple harbours, with the inherent risk of ship fires and oil terminals leading into the city of Brighton & Hove
- Steep cliffs that are known to have areas of erosion subject to unpredictable collapse
- The influence of the landscape and significant coastal and inland flooding causes risks
- Aging Population: 12% of the population in East Sussex is aged over 75 years, compared to 8% regionally and nationally. The County ranks highest of all the counties in England for the percentage of 85 and 90 year olds
- East Sussex has a high proportion (19.8%) of working aged residents with disabilities
- East Sussex has no motorways and all the main 'A' roads suffer from congestion and traffic problems. East Sussex saw a 9.6% rise in recorded road casualties from 2012 to 2014
- 8.5 million Tourists visit Brighton & Hove each year and 4.8 million visit Eastbourne each year.

* Data provided by ONS and CIFPA for mid-year populations 2015 and Dwellings 2014, East Sussex Local Transport Plan 3 2011-2026, ESiF and VisitBrighton statistics 2014.

3. Summary of achievement

The Table below provides a key summary of our achievement against targets in our priority areas, non-priority areas and our Integrated Risk Management Response standards in the year 2015/16. Our priority areas for 2015/16 were:

- Reducing accidental dwelling fires**
- Responding quickly to a fire to stop it spreading from the room it started in**
- Reducing false alarm calls, especially in properties with a previous history of this**
- Increasing the number of home safety visits that we complete with the more vulnerable members of our community**
- Reducing the number of absences of our employees due to sickness**
- Reducing the amount of revenue we spend.**

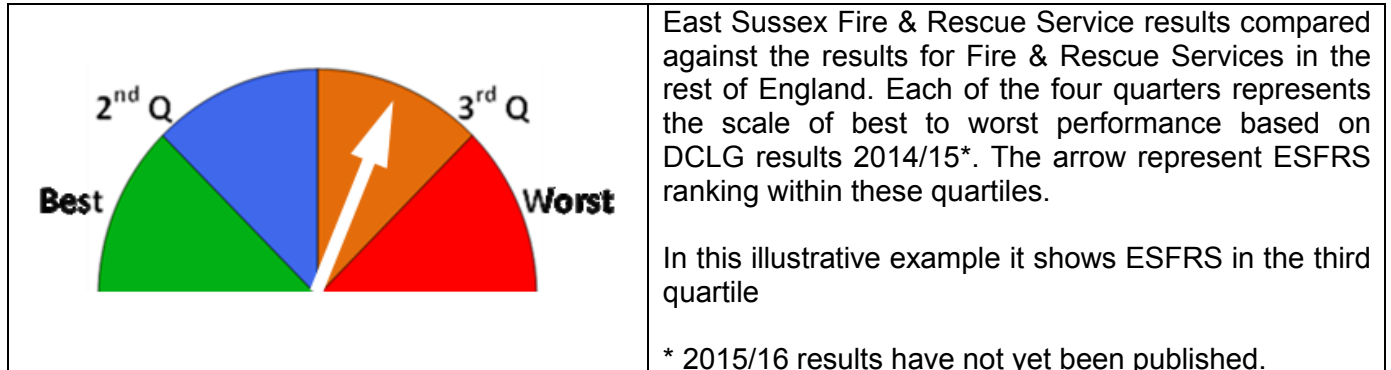
Indicator group	✓ Indicators where the target has been met	✗ Indicators where target has not been met
Priority Areas	3 (60%)	2 (40%)
Non-priority areas	12 (70.6%)	5 (29.4%)
All Indicators	15 (68.2%)	7 (31.8%)

As can be seen from the above table, we have met our target in 68.2% of indicators for 2015/16, this is a slight reduction on last year where we met 70.9%

- Achieved**
- Not achieved**

4. Performance Results 2015/16





The following section contains the results against our strategic objectives. The tables give a comparison against last year's performance, whether or not the target was achieved and the direction of travel from the previous year.



Strategic Aim1 - To deliver quality services within available resources

1.1 Prevent loss of life and injuries in our communities

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
1 Priority	% of Home Safety Visits to vulnerable people	91.9%	This is an ESFRS indicator only, no National data is available for comparison	90.7%	90.0%	Yes	Declined
7	Home Safety Visits	9,346		9,901	10,000	No	Improved
36	% of fires in dwellings with no smoke alarm	21.7%	This is an ESFRS indicator only, no National data is available for comparison	18.1%	32.0%	Yes	Improved
9	Number of deaths in primary fires	2		3	Aspirational Target zero fire deaths		Declined
11	Deaths in Accidental Dwelling Fires	1		2	Aspirational Target zero fire deaths		Declined
10	Number of injuries in primary fires	40		45	52	Yes	Declined
12	Injuries in Accidental Dwelling Fires	29		30	37	Yes	Declined
2 Priority	No of accidental dwelling fires	538		553	534	No	Declined

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
8	Number of primary fires	1,151		1,187	1,244	Yes	Declined
13a	Deliberate primary fires not in vehicles	125		154	159	Yes	Declined
13b	Deliberate primary fires in vehicles	97		75	141	Yes	Improved
14	Deliberate secondary fires	429		358	500	Yes	Improved
4a Priority	A reduction of automatic fire alarms (AFA) from the base year result of 2009/10	-38.0%	This is an ESFRS indicator only, no National data is available for comparison	-37.2%	-32.0%	Yes	Declined
4b	% of AFA calls challenged by ESFRS	16.9%	This is an ESFRS indicator only, no National data is available for comparison	9.9%	Monitor only	Monitor only	Declined
4c	% of AFA calls turned back by ESFRS	7.6%	This is an ESFRS indicator only, no National data is available for comparison	8.5%	Monitor only	Monitor only	Improved
4d	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	3.2%	This is an ESFRS indicator only, no National data is available for comparison	2.7%	Monitor only	Monitor only	Improved

After each fatal fire the Community Safety Department Manager conducts a 'Fatal Fire Review' with stakeholders and partners. Outcomes are shared to influence future prevention activities across all agencies.

1.2 Protect our communities against economic, property or heritage loss

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
15	No. of fires in non-domestic properties	177		168	176	Yes	Improved
16	Inspections of high risk premises completed	370		273	480	No	Declined

1.3 Respond effectively and safely to incidents with appropriate planned resources

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
3 Priority	% of accidental dwelling fires confined to room of origin	92.4%	This is an ESFRS indicator only, no National data is available for comparison	94.0%	94.0%	Yes	Improved
22	% of incidents attended within 20 minutes	98.6%	This is an ESFRS indicator only, no National data is available for comparison	98.6%	95.0%	Yes	Same

Average first attending appliance response times

First arriving appliance	2014/15 England Average	2014/15 FG2 Average	2014/15	2015/16
Primary fires	8.7	10	7.8 (793)	7.5 (859)
Dwellings	7.7	9.1	6.9 (316)	6.8 (369)
with any casualty or rescue	7.5	N/a	7.2 (19)	6.1 (23)
without any casualty or rescue	7.8	N/a	6.9 (297)	6.9 (346)
Other Buildings	8.5	9.6	7.6 (172)	7.5 (165)
Other Residential	7.8	N/a	6.8 (40)	6.9 (34)
Non-Residential	8.5	N/a	7.8 (132)	7.6 (131)
Road Vehicles	9.7	10.7	8.8 (234)	8.3 (235)
Other (Outdoor Primary)	10.4	11.7	9.5 (71)	8.7(90)
RTC Persons trapped / enhanced	N/a	N/a	9.3 (97)	9.5 (84)

Bracketed numbers are the total number of attended incidents for each category

Average second attending appliance response times

Second arriving appliance	2014/15 England Average	2014/15 FG2 Average	2014/15	2015/16
Primary fires	N/a	N/a	11.3 (454)	10.7 (507)
Dwellings	N/a	N/a	9.5 (278)	9.7 (312)
with any casualty or rescue	N/a	N/a	10.3 (16)	9.3 (21)
without any casualty or rescue	N/a	N/a	9.5 (262)	9.7 (291)
Other Buildings	N/a	N/a	12.5 (134)	10.7 (124)
Other Residential	N/a	N/a	9.8 (34)	9.5 (31)
Non-Residential	N/a	N/a	13.4 (100)	11.1 (93)
Road Vehicles	N/a	N/a	16.5 (24)	14.8 (39)
Other (Outdoor Primary)	N/a	N/a	23.2 (18)	16.1 (32)
RTC Persons trapped / enhanced	N/a	N/a	14.0 (91)	14.2 (82)

Bracketed numbers are the total number of attended incidents for each category

1.4 Deliver cost effective services, which focus on community risk and customer needs at a price the local community can afford and within available resources

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
6	Expenditure per head of the population	£47.75	This is an ESFRS indicator only, no National data is available for comparison	£47.00	£47.06	Yes	Improved
34	To achieve a 3.5% reduction in CO2 emissions against 2010/11	N/a	This is an ESFRS indicator only, no National data is available for comparison	N/a	14.00%	Annual	Annual
35	Percentage of people satisfied with the service received during the 999 call	96%	This is an ESFRS indicator only, no National data is available for comparison	N/a	Monitor only	Annual	Annual
36	Percentage of people satisfied with the service received at the scene of the incident	100%	This is an ESFRS indicator only, no National data is available for comparison	N/a	Monitor only	Annual	Annual

Strategic Aim 2 - Ensure a competent, diverse, safe and valued workforce

2.1 Embed and embrace inclusion and diversity principles in all that we do

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
24	Achievement of excellence in the Equality Standard in Local	Excellent	This is an ESFRS indicator only, no National data is available for comparison	Excellent	Monitor only	Annual	Annual
26	Retained (RDS) female firefighters as new entrants	8.7%	This is an ESFRS indicator only, no National data is available for comparison	5.5%	15.0%	No	Declined
27	Minority ethnic staff as new entrants to the FRS	3.6%	This is an ESFRS indicator only, no National data is available for comparison	2.5%	3.5%	No	Declined
28	Disabled employees as new entrants to the FRS	3.6%	This is an ESFRS indicator only, no National data is available for comparison	2.5%	5.0%	No	Declined

2.2 Attract and retain high calibre and committed staff, and help them develop professional skills and competence to meet our business needs

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
To be deleted	Number of operational staff completing development programmes		This is an ESFRS indicator only, no National data is available for comparison	To be deleted	To be deleted	To be deleted	To be deleted

2.3 Maintain and improve the standards of health, safety and welfare of our staff and provide a safe and secure workplace

Indicator No.	How will we measure performance?	2014/15 Outturn	National Quartile Position 2014/15	2015/16 Outturn	Target	Target met	Direction of travel from 2014/15 result
5 Priority	The number of working days/shifts lost due to sickness	8	This is an ESFRS indicator only, no National data is available for comparison	8.8	7.5	No	Declined
29	Number of RIDDOR incidents	7		3	12	Yes	Improved
30	Number of injuries sustained by Wholetime and Retained firefighters during operational activities	24		35	Monitor only	Annual	Declined
31	Total number of injuries sustained by Wholetime and RDS firefighters during training activities	28		32	Monitor only	Annual	Declined
30	Number of workplace reported accidents / injuries	137		107	124	Yes	Improved

5. Detailed Performance Analysis

After analysing the overall performance information we have identified a number of key indicators which we have undertaken additional and more detailed analysis upon.

These key indicators include:

- Primary Fires
- Accidental Dwelling Fires
- Deliberate Fires
- Primary Fire Fatalities
- Primary Fire Injuries
- Sickness Indicators
- Health and safety.

This analysis has looked at the following:

- Performance against previous years
- Main Types and causes of incidents
- Geographic analysis of the location of incidents.

The results of this detailed analysis are reported in the following section.

5.1 Primary Fires

Current Performance (April-March 2015/16): 1,187 Fires

Primary Fires are 4.6% under target ✓ (57 incidents) and have:

- ✗ Increased by 3.1% (36) since 2014/15 from 1,151 to 1,187 fires
- ✓ Reduced by 24.9% (393) since the 2009/10 baseline of 1581.

Main Types of Primary Fires

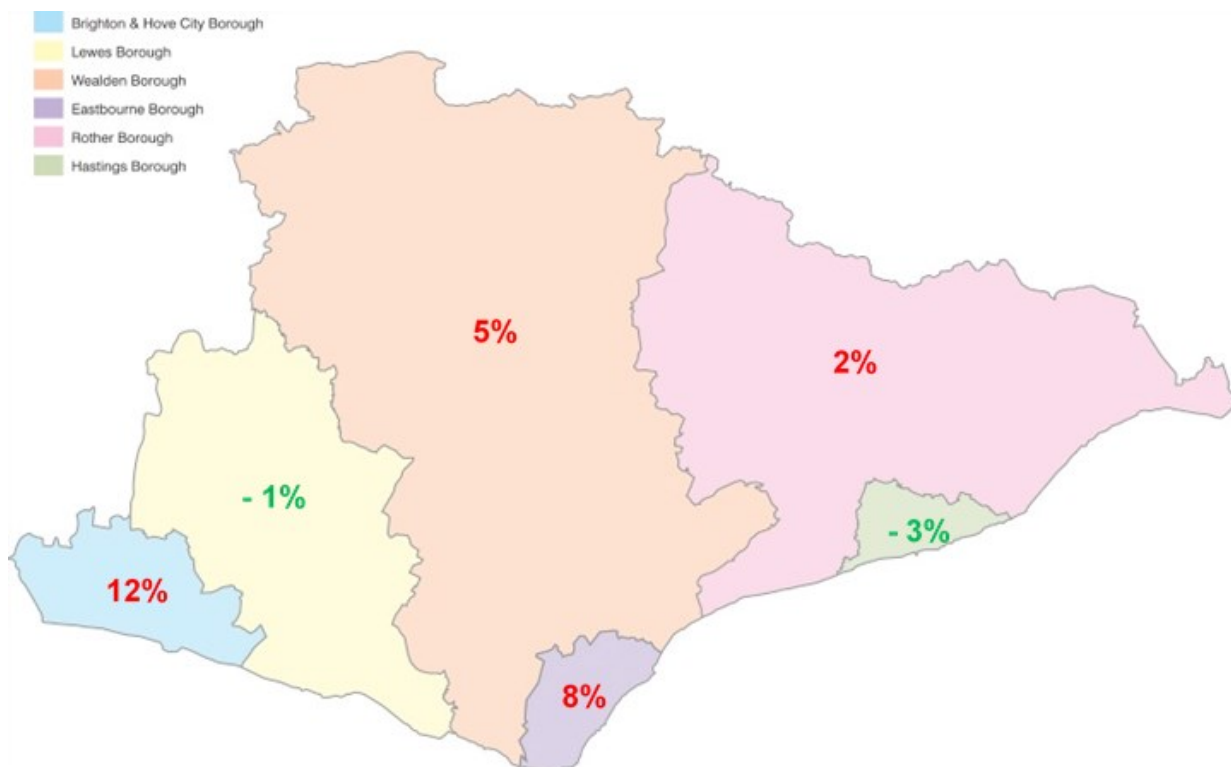
<p>51% (602) Dwelling Fires</p> 	<p>20% (244) Vehicle Fires</p> 	<p>21% (248) Industrial/ Commercial Fires</p> 	<p>8% (93) Other outdoor fires</p> 
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Main Cause of Fires

19% (229) were Deliberate

81% (958) were Accidental or not known (main causes being 175 Cooking, 176 Fault in equipment or appliance and 124 Combustible articles too close to the heat source or fire)

Primary Fires in 2015/16 against 2014/15 by Borough



Borough	2014/15	2015/16	% Difference
Brighton & Hove	436	490	12%
Eastbourne	108	117	8%
Hastings	183	177	-3%
Lewes	114	113	-1%
Rother	121	124	2%
Wealden	148	156	5%

Additional information for increases in Primary fires from 2014/15 to 2015/16

The City of Brighton & Hove had the biggest increase in primary fires with a 12% (51) increase in primary fires in houses and 36 more primary fires in purpose built and converted flats categories in 2015/16 than in the previous year (168 2015/16 and 132 in 2014/15).

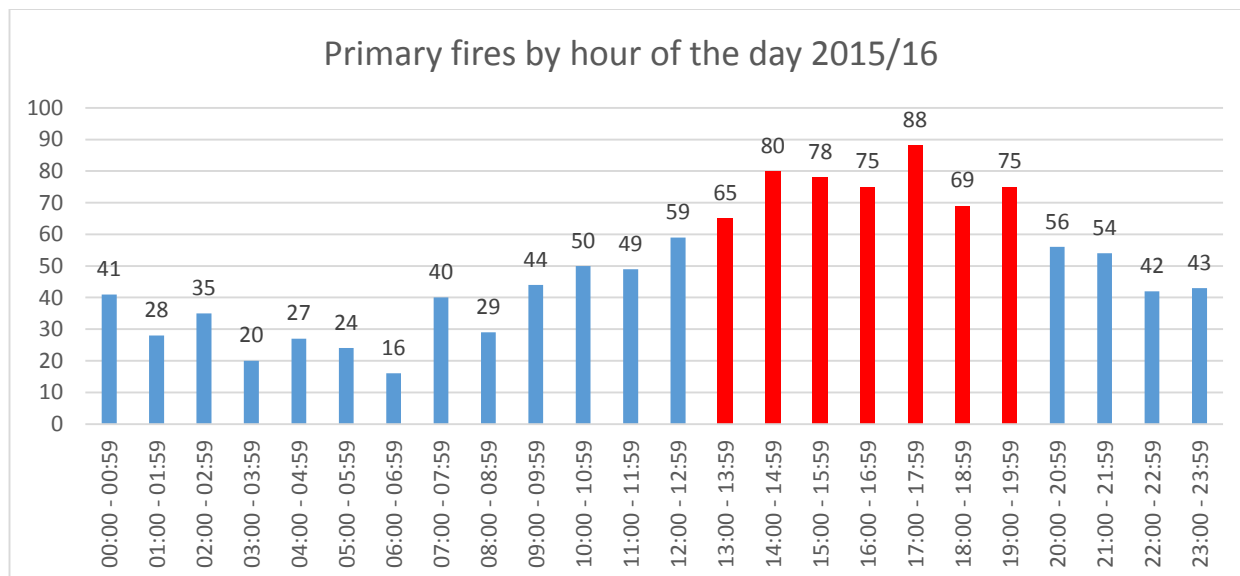
Main firefighting action by ESFRS fire crews at primary fires

Main fire fighting action at Primary fires 2015/16	Total
Foam	58
Hosereel	387
Main branch/Jet	35
Monitors (MON)	3
None - Burned out (Allowed to burn under control)	20
None - No firefighting	408
Not stated	24
Other methods	13
Portable extinguishers	72
Small means	167
Total	1187

34% of the primary fires attended in 2015/16 did not require any form of firefighting action by our crews and a further 22% were dealt with by small means, a portable extinguisher or were allowed to burnout under the supervision of the crew.

Small means includes methods such as using a bucket of water, disconnecting a fuel supply or removing an item from a heat source for example.

Time of Fires



Between 13:00 and 19:59 there were 530 Primary Fires (44.7% of the total).

5.2 Accidental Dwelling Fires

Current Performance (April- March 2015/16): 553

Accidental Dwelling Fires are 3.5% over target ✘ (19 incidents) and have:

Increased ✘ by 2.8% (15) since 2014/15 from 538 to 553 fires

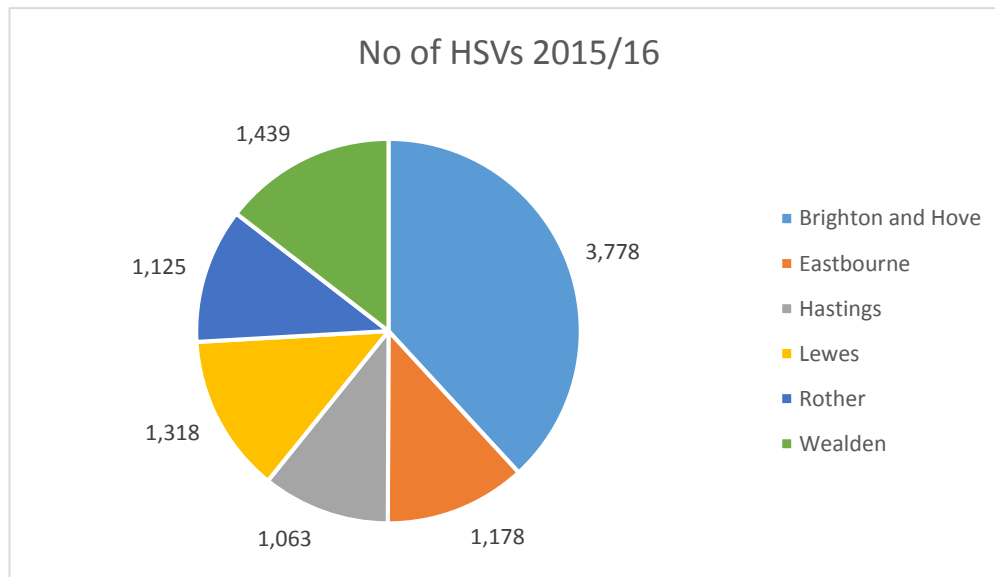
Reduced ✔ by 1.6% (9) since the 2009/10 baseline of 562



Main Sources of Accidental Dwelling Fire

341 (62%) Accidental dwelling fires occurred in the kitchen, with cooking appliances responsible for 276 (50%) of these.

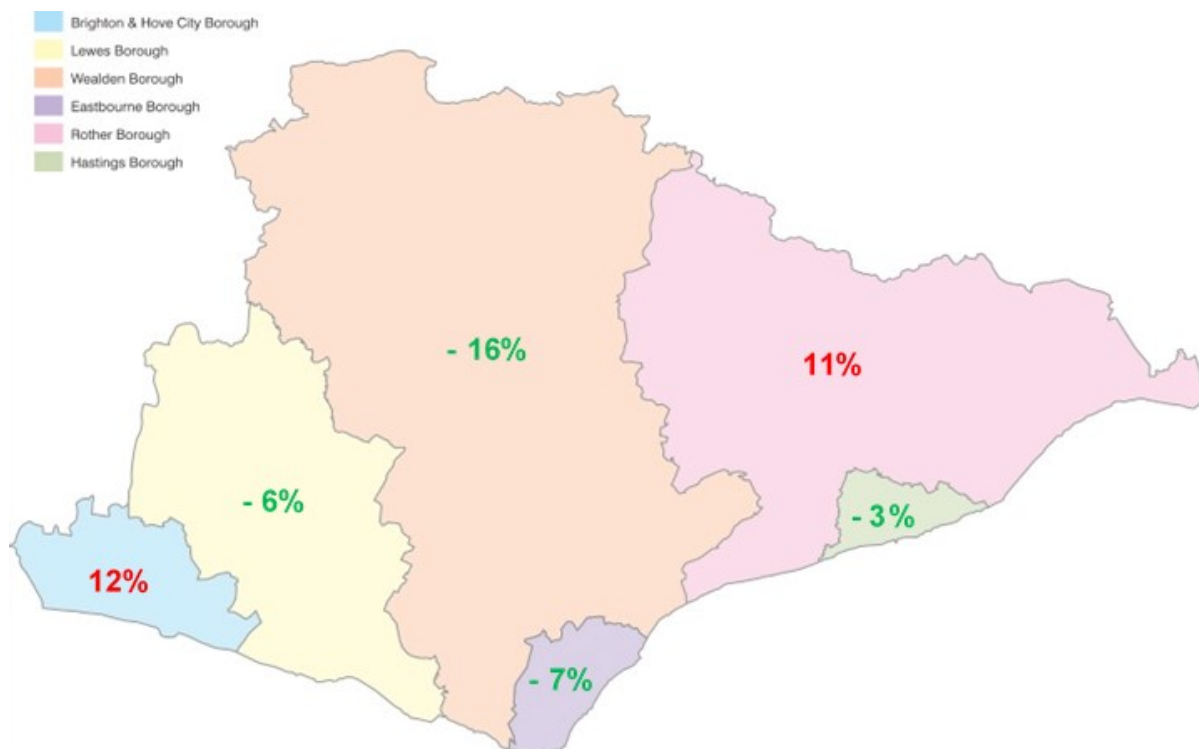
Home Fire Safety Visits



Borough	Population	No of HSVs 2015/16	Per 10,000 population
Brighton & Hove	281,076	3,778	134
Eastbourne	101,547	1,178	116
Hastings	91,093	1,063	117
Lewes	100,229	1,318	131
Rother	92,130	1,125	122
Wealden	154,767	1,439	93

East Sussex Fire & Rescue Service had undertaken 9,901 Home Fire Safety Visits between April and March 2015/16.

Accidental Dwelling Fires in 2015/16 against 2014/15 by Borough



Borough	2014/15	2015/16	% Difference
Brighton & Hove	215	241	12%
Eastbourne	57	53	-7%
Hastings	91	88	-3%
Lewes	51	48	-6%
Rother	57	63	11%
Wealden	67	56	-16%

Additional information for increases in accidental dwelling fires from 2014/15 to 2015/16

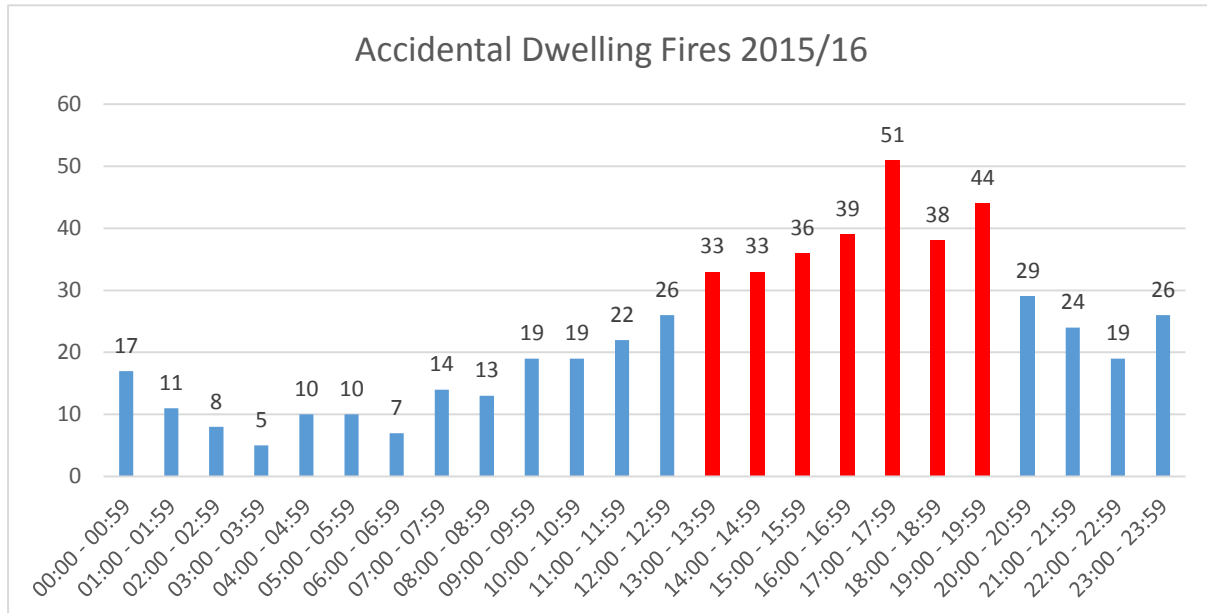
The City of Brighton & Hove had the biggest increase in accidental dwelling fires with a 12% (26) increase in primary fires in houses and 32 more accidental dwelling fires in purpose built and converted flats categories in 2015/16 than in the previous year (151 in 2015/16 and 119 in 2014/15).

Main firefighting action by ESFRS fire crews at accidental dwelling fires

Main firefighting action at accidental dwelling fires 2015/16	Total
Foam	7
Hosereel	121
Main branch/Jet	9
Monitors (MON)	1
None - Burned out (Allowed to burn under control)	8
None - No firefighting	238
Not stated	4
Other methods	6
Portable extinguishers	41
Small means	118
Grand Total	553

43% of the accidental dwelling fires attended in 2015/16 did not require any form of firefighting action by our crews and a further 30% were dealt with by small means, a portable extinguisher or were allowed to burnout under the supervision of the crew. Small means includes methods such as using a bucket of water, disconnecting a fuel supply or removing an item from a heat source for example.

Time of Accidental Dwelling Fires



Between 13:00 and 19:59 there were 274 Accidental Dwelling Fires (49.5%).

5.3 Deliberate Fires

Current Performance (April- March 2015/16): 587

Deliberate Primary Fires excluding vehicles Fires are 3% under target ✓ (5 incidents) and have:

Increased ✗ by 23% (29) since 2014/15 from 125 to 154 fires

Reduced ✓ by 46% (135) since the 2009/10 baseline of 289

Deliberate Primary Fires in vehicles Fires are 47% under target ✓ (66 incidents) and have:

Reduced ✓ by 23% (22) since 2014/15 from 97 to 75 fires

Reduced ✓ by 67% (155) since the 2009/10 baseline of 230





Deliberate Secondary Fires are 28% under target ✓ (142 incidents) and have:

Reduced ✓ by 16.5% (71) since 2014/15 from 429 to 358 fires

Reduced ✓ by 58% (495) since the 2009/10 baseline of 853

Main Types of Fire

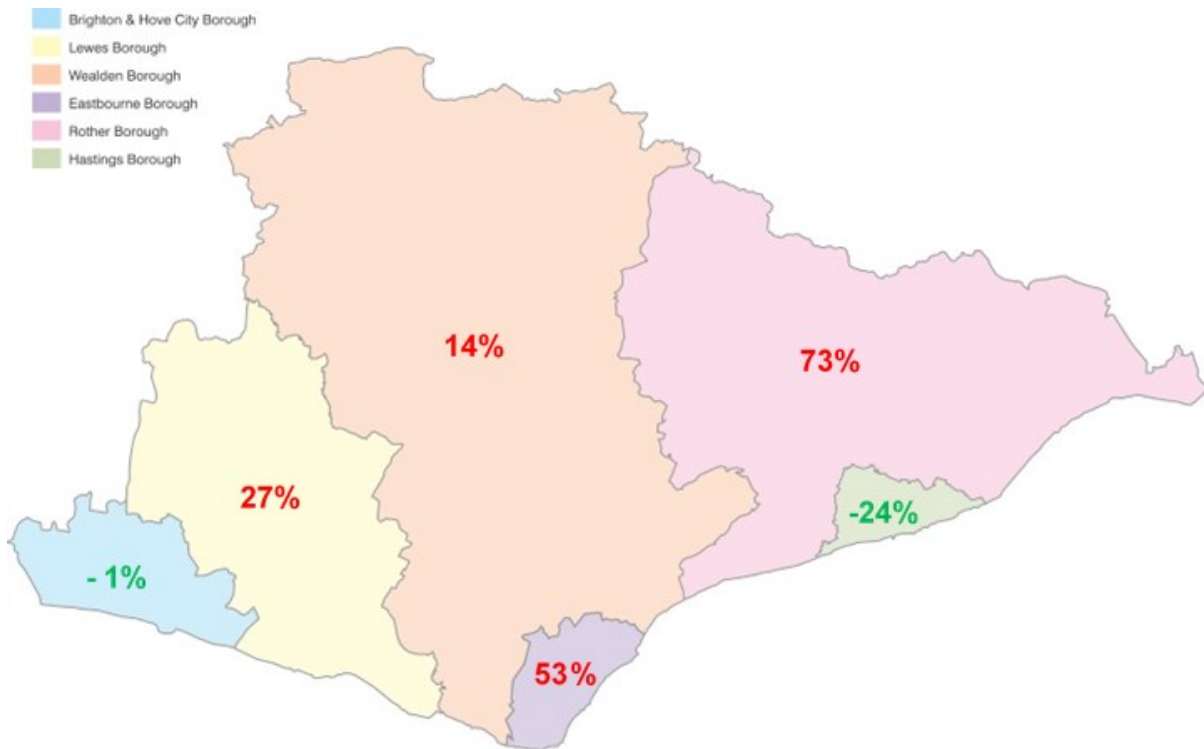
Deliberate Primary Fires – 229 fires (39% of all deliberates)

<p>21% (49) Dwelling Fires</p> 	<p>33% (75) Vehicle Fires</p> 	<p>27% (62) Industrial/ Commercial Fires</p> 	<p>19% (43) Other / outdoor fires</p> 
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Deliberate Secondary Fires – 358 fires (61% of all deliberates)

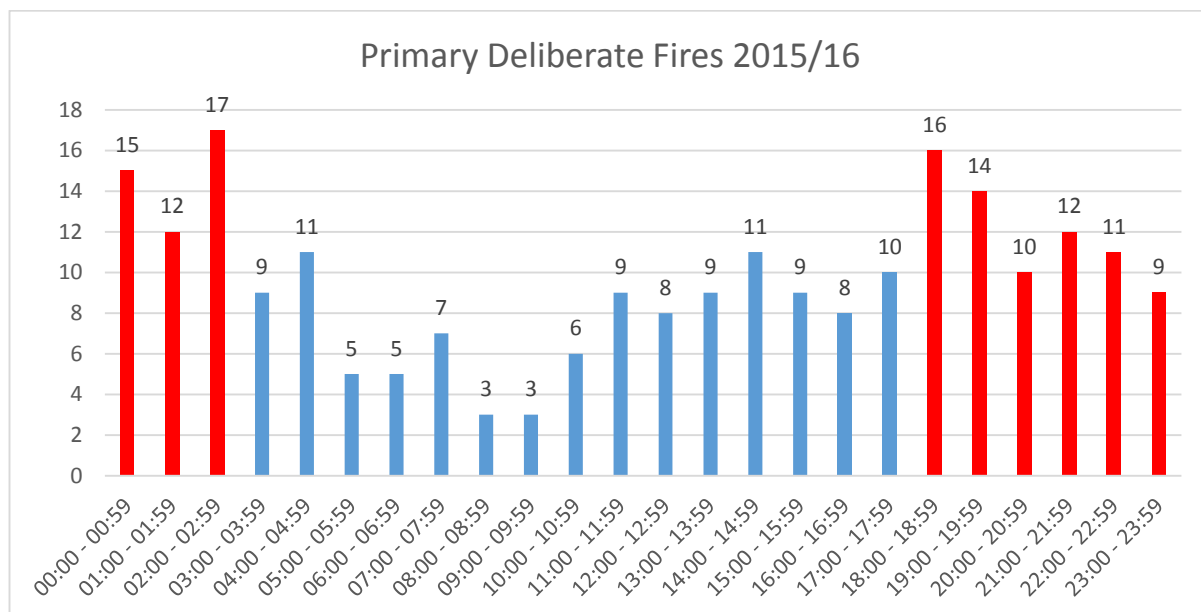
<p>27% (97) Grassland fires</p> 	<p>20% (73) Refuse / Bin fires</p> 	<p>53% (188) Others</p> 
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Reduction of Deliberate Primary Fires in 2015/16 against 2014/15 by Borough



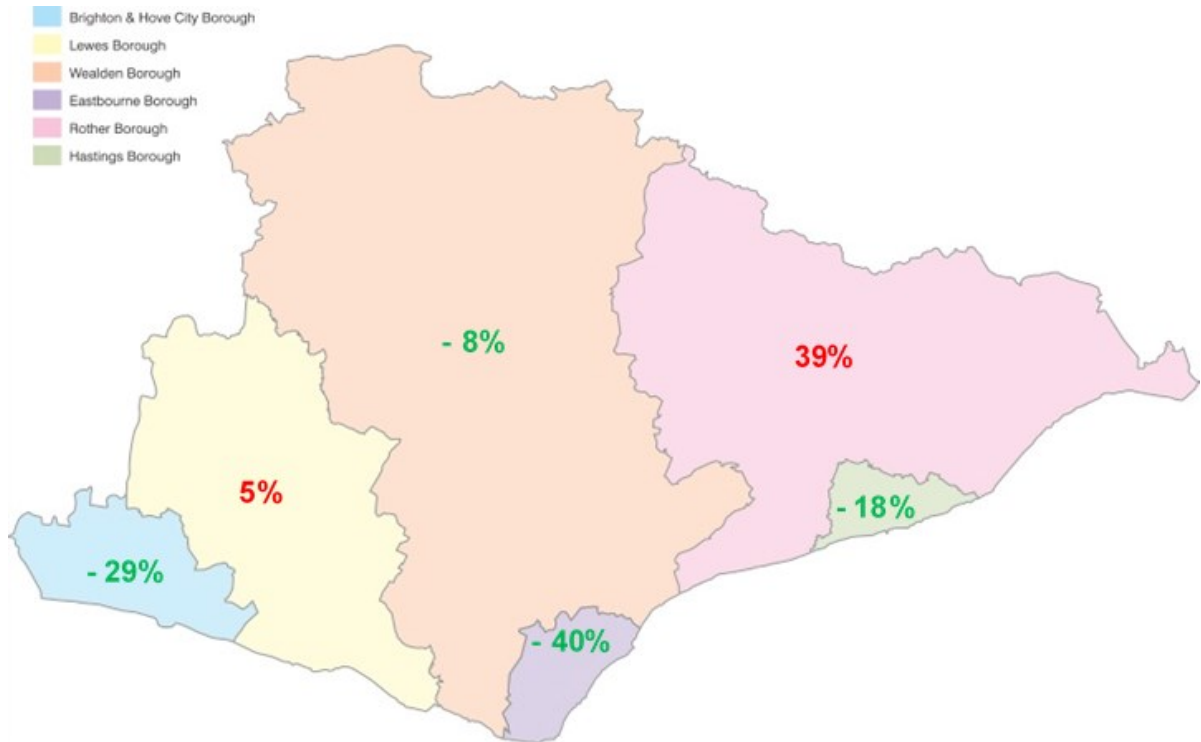
Borough	2014/15	2015/16	% Difference
Brighton & Hove	104	103	-1%
Eastbourne	15	23	53%
Hastings	54	41	-24%
Lewes	15	19	27%
Rother	11	19	73%
Wealden	21	24	14%

Time of Deliberate Primary Fires



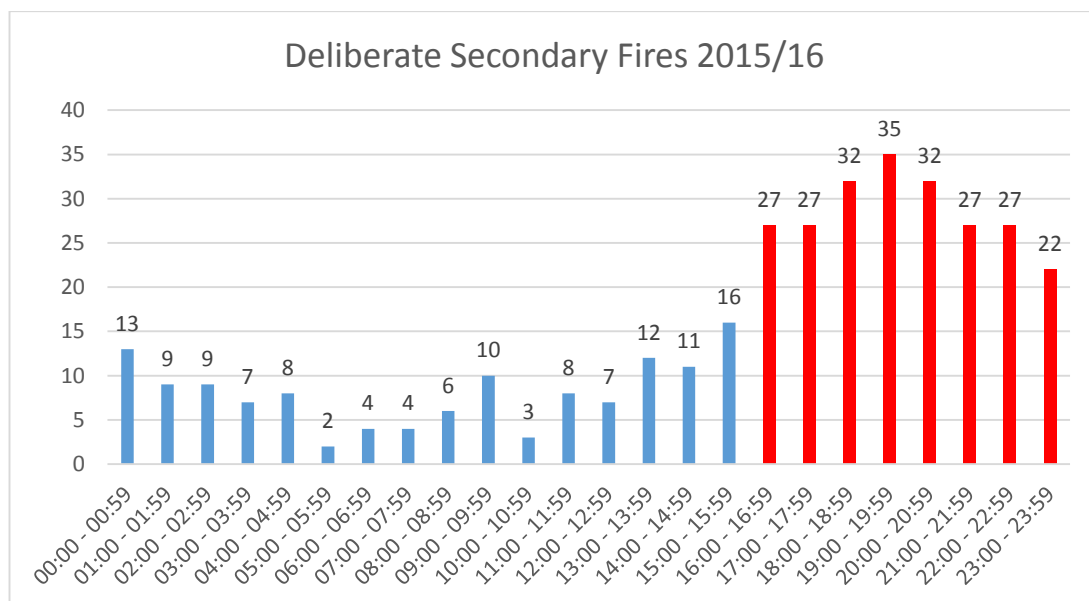
Between 18:00 and 02:59 there were 116 Deliberate Fires (50.6%).

Reduction of Deliberate Secondary Fires in 2015/16 against 2014/15 by Borough



Borough	2014/15	2015/16	% Difference
Brighton & Hove	178	127	-29%
Eastbourne	45	27	-40%
Hastings	88	72	-18%
Lewes	41	43	5%
Rother	28	39	39%
Wealden	48	44	-8%

Time of Deliberate Secondary Fires



Between 16:00 and 23:59 there were 229 Deliberate Fires (64%).

5.4 Primary Fire Fatalities

Current Performance (April- March 2015/16): 3

There were 3 fatalities in 2015/16 which is a 50% (1) increase ✖ since 2014/15.

Age Ranges

Two of the fatalities were in their 40's and the third was in their 90's.

Two of these fires were accidental and all were in domestic dwellings. **This means 2 fatalities were in Accidental Dwelling Fires.**

Primary Fire Injuries

Current Performance (April- March 2015/16):45

There were 45 injuries in 2015/16 which is a 12.5% (5) increase ✖ since 2014/15.

Main Injury Types

- 42.2% (19) Overcome by Gas/Smoke
- 26.7% (12) Breathing difficulties
- 24.4% (11) Burns/Scalds
- 2.2% (1) A combination of Burns and Overcome by Gas/Smoke
- 4.5% (2) Other.

Age Ranges

- 6.7% (3) under 10
- 2.2% (1) between 17 and 24
- 15.6% (7) between 25 and 35
- 20% (9) between 36 and 45
- 11.1% (5) between 46 and 55
- 6.7% (3) between 56 and 65
- 24.4% (11) are 66 and over
- 13.3% (6) were not known.

Gender

- 75.5% (34) were Male
- 24.5% (11) were Female.

38 (84.4%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Current Performance (April- March 2015/16)

All Staff Sickness is 17.3% over target ✘ (1.3 shifts) and has:

Increased ✘ by 10% (0.8 shifts) since 2014/15 from 8.0 shifts lost per person to 8.8.

- **Wholetime Staff Sickness** Increased ✘ by 17.9% since 2014/15 from 7.8 to 9.2 shifts per person
- **Control Room Staff Sickness** Increased ✘ by 9% (0.9 shifts) since 2013/14 from 9.6 to 10.5 per person
- **Green Book (Non Uniformed) Staff Sickness** Decreased ✔ by 17% (1.4 shifts) since 2013/14 from 8.2 to 6.8 per person.

There have been 4,936 shifts lost in 2015/16 compared to 4,855.5 shifts lost in 2014/15.

Long Term vs Short Term Sickness

58.7% of Sickness is classed as Long Term (more than 28 days)

15.7% of sickness is classed as Medium Term (8 to 27 days)

25.6% of sickness is classed as Short Term.

5.6 Health & Safety

Current Performance (April- March 2015/16): 107 Accidents

Accidents in the workplace is 13% under target ✔ (17):

Decreased ✔ by 22% (30) since 2014/15 from 137 accidents to 107

Decreased ✔ by 12% (14) since 2010/11 from 121 accidents to 107

6. Complaints received 2015/16

We received five complaints from members of the public this year as opposed to eleven last year.

Complaints Received against the Service 2015 - 2016

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
1	Conduct of ESFRS employee	Partially justified	Reminder of expected standards when representing the Organisation
2	Damage to property following AFA call		Changed to Critical Observation
3	Service provided at an incident	Justified	Resolved and response issued. Process and training review identified.
4	Dangerous driving	Justified	Resolved and response issued. Process and training review identified.
5	Attitude of a member of the Business Safety Department	Not justified	Evidence and records did not support the complaint