

EAST SUSSEX FIRE AUTHORITY

Meeting	Scrutiny and Audit Panel
Date	23 July 2020
Title of Report	Performance Report for Quarter 4 and year end results 2019/20
By	Liz Ridley, Assistant Director – Planning & Improvement
Lead Officer	Sharon Milner, Planning & Intelligence Manager

Background Papers None

Appendices Appendix 1 – Quarter 4 and year end results

Implications

CORPORATE RISK		LEGAL	
ENVIRONMENTAL		POLICY	
FINANCIAL		POLITICAL	
HEALTH & SAFETY		OTHER (please specify)	
HUMAN RESOURCES			
EQUALITY IMPACT ASSESSMENT			

PURPOSE OF REPORT To present the fourth quarter and year end results for 2019/20.

EXECUTIVE SUMMARY This report provides the Scrutiny and Audit Panel with a summary of Service performance for quarter 4 and the year end results for 2019/20. The report contains information against 21 indicators.

RECOMMENDATION The Scrutiny and Audit Panel is asked to:

1. Consider the performance results and progress towards achieving the Service's purpose and commitments as contained in Appendix 1.
2. Consider the performance results and remedial actions that have been taken to address areas of under performance in the Fire Authority's priority areas.
3. Note and agree the changes to performance reports that will come to the panel from quarter 1 2020/21.

1. Introduction

- 1.1 This report contains information from quarter 4 for the current and previous year, along with the year end results for 2018/19 and for 2019/20. The direction of travel column is comparing our performance at the year-end in the current year against the previous one.
- 1.2 The report will look at the quarter results and then the year end results for ease and clarity.
- 1.3 This report will then suggest some changes to be agreed to performance reporting which will be implemented for quarter 1 2020/21.

2. Main Issues

2.1 Quarter 4 results

- 2.2 Twelve of the 21 indicators are showing an improvement in performance against the same quarter in the previous year, one is reporting the same result in both periods and eight are showing a decline.

- 2.3 Of those reporting a decline in performance; four indicators are reporting at least a 10% decline in performance against quarter 4 2018/19. These are:

- (i) The number of home safety visits undertaken
- (ii) The number of inspections of high risk premises completed
- (iii) The number of business safety engagement events undertake
- (iv) The reduction of automatic fire alarm attended incidents

2.4 Year end results

- 2.5 Thirteen of the 21 indicators are showing an improvement in performance against the previous year and eight are showing a decline and at the time of the production of this report.

- 2.6 Of those reporting a decline in performance; four indicators are reporting at least a 10% decline in performance against the previous year, 2018/19 These are:

- (i) The number of inspections of high risk premises completed
- (ii) The reduction of automatic fire alarm attended incidents
- (iii) The number of shifts lost due to sickness
- (vi) The number of RIDDOR incidents

3. Performance Priority Areas

- 3.1 The Fire Authority priorities for 2019/20 as agreed by the Scrutiny and Audit Panel are listed below:
 - 1. Reducing accidental dwelling fires

2. Increasing the number of home safety visits to vulnerable members of our community
3. Reducing sickness
4. Reducing attendance at false alarm calls
5. Confining the fire to the room of origin
6. Increasing inspections in high risk premises and station based business audits
7. Numbers of home safety visits

3.2 This report provides a summary of work undertaken against the priority areas, where relevant.

3.3 **Reducing accidental dwelling fires**

3.3.1 Although there was an increase in accidental dwelling fires (ADFs) in quarter 4 against the same quarter in the previous year (130 against 124). The year end result in shows an improvement in performance in this area with 453 against 509 in the previous year. This is an 11% reduction and the lowest number of ADFs ever recorded by East Sussex Fire and Rescue Service.

3.3.2 The reduction in accidental dwelling fires is a collective effort across a number of teams including communications, Safer Communities staff, Community safety staff and Planning and Intelligence. The group review spikes in performance and undertake post incident serious case reviews. The communication team have worked on a number of campaigns throughout the year including an integrated social marketing campaign to reduce ADFs, which was used to target the most vulnerable groups and led to the launch of a “Look While You Cook” campaign which produced over 500 entrants for a competition. Real life case studies have been developed throughout the year to raise awareness around fires within the home in a bid to communicate relevant safety messages to reduce ADFs. A tailored press release to raise awareness around a safety warning of hidden fire risks when using commonly-used emollients was developed after a fatal fire review meeting. The press release was picked up by mainstream media, which is hoped will contribute to reducing ADFs Service wide.

3.4 **Increasing the percentage of home safety visits that we complete with the more vulnerable members of our community**

3.4.1 We delivered 91.7% of our home safety visits to vulnerable people within our community by the end of quarter 4 2019/20, this is a slight increase against the previous year (90.8%). The year end result shows that 92.2% of our home safety visits were delivered to vulnerable members of the community and again this is a slight increase against the previous year (91.2%).

3.5 **Reducing the number of absences of our employees due to sickness.**

3.5.1 There were 2.6 shifts per person lost due to sickness in quarter 4 of this year, this is an increase against the previous year of 2.5 shifts lost. This gives a year end result of 10.0 which is higher than the 8.8 shifts lost by the end of 2018/19. Long term sickness remains the biggest contributor to overall sickness figures being responsible for 6.1 of these shifts lost per person; and we are continuing to progress a number of cases in order to reduce the overall total. Figures 1, 2 and 3 contain information on

whole-time, East Sussex Fire Control and support staff sickness split into long term, medium term and short term sickness respectively by quarter for the previous three rolling years.

Figure 1 – Whole-time sickness rolling three years

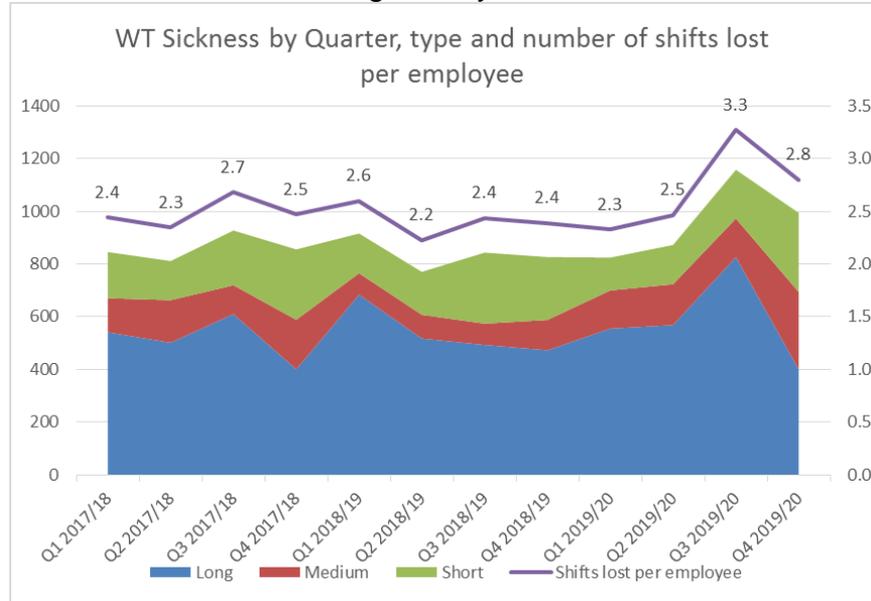


Figure 2 – Sussex Control Centre Sickness rolling three years

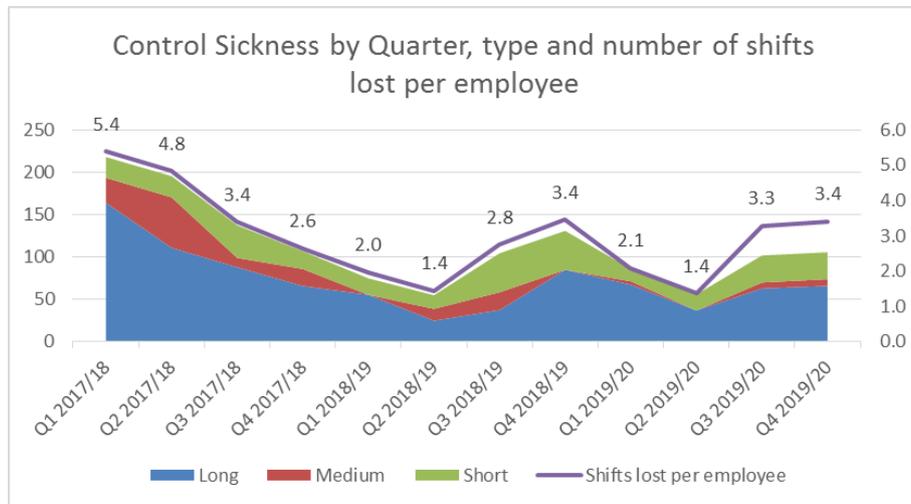
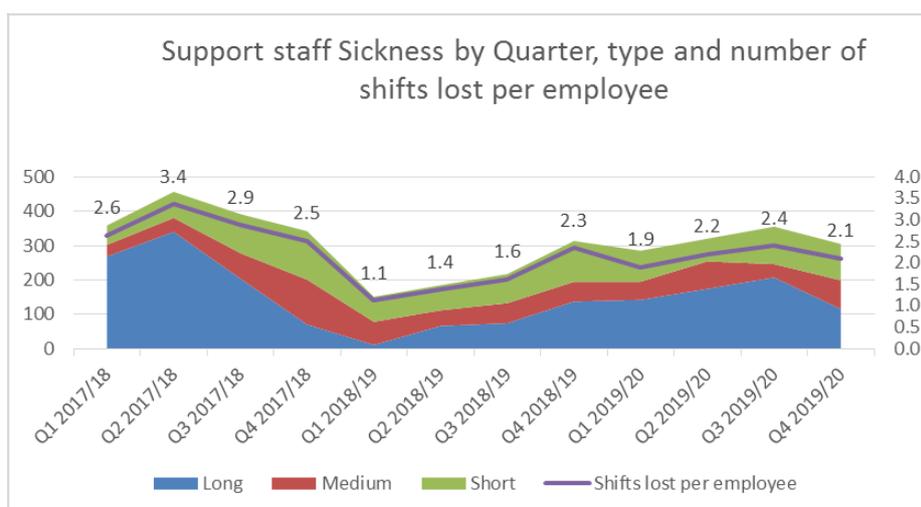


Figure 3 – Support Staff Sickness rolling three year



3.6 Reducing false alarm calls from the base year 2009/10

3.6.1 In quarter 4 2019/20 we attended 23.0% fewer false alarm calls than the base year. This is below the target reduction of 32% and a decrease against the same quarter in the previous year when a 28.8% reduction was achieved. The year end result also failed to reach the target with a 30.4% reduction this was also a decline against the previous year when 35.4% less false alarm calls were attended against the base year 2009/10. The demand management review is assessing the types of calls that we currently attend and will shortly be providing recommendations to address attendance at a number of these call types.

3.7 Percentage of accidental fires confined to the room origin

3.7.1 92.3% of ADFs were confined to room of origin at the end of quarter 4 2019/20, this is an improvement against the previous year (91.9%). The year end result is 92.7%, this is also an improvement on the previous year (90.6%).

3.8 Inspections of high risk premises and business safety audits completed

3.8.1 There is a decrease of high risk audits completed in quarter 4 against the same quarter in the previous year with 107 audits being completed against 135 in the previous year. The year end result is 449, this is a decrease against 2018/19 when 581 were completed. However, operational crews are now completing business safety audits and 111 were completed in quarter 4 (66 in the same quarter in the previous year). The year-end result is 388, so the combined total of this and the high risk inspections by the specialist business safety teams gives a year end result of 837, which exceeds the 750 target that has been set for this combined result 2019/20.

3.9 Numbers of Home Safety Visits completed

3.9.1 In the fourth quarter of 2019/20, 2,337 home safety visits were completed and closed down on the system. In the same quarter in the previous year 3,478 were completed. Home safety visits have been set as a priority across the Service and the year end

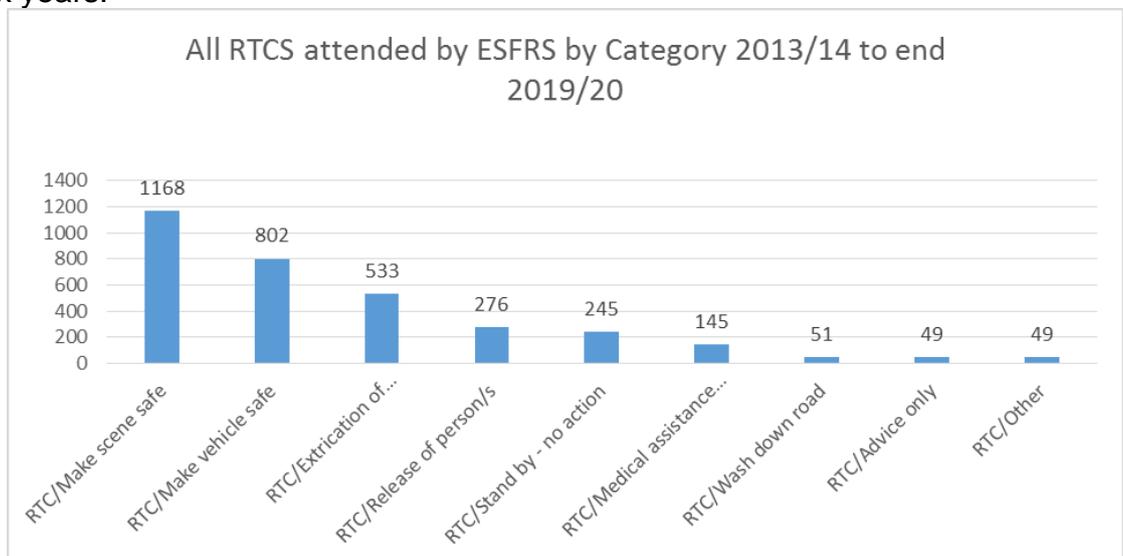
result is 10,071. Discussions took place as to the achievability of the original 11,000 target due to there being a no lone working policy in place and an increasing number of complex visits, so the target was reviewed to 10,000, which has been achieved. In 2018/19 the service completed 11,085 HSVs.

4. Road Traffic Collision Data

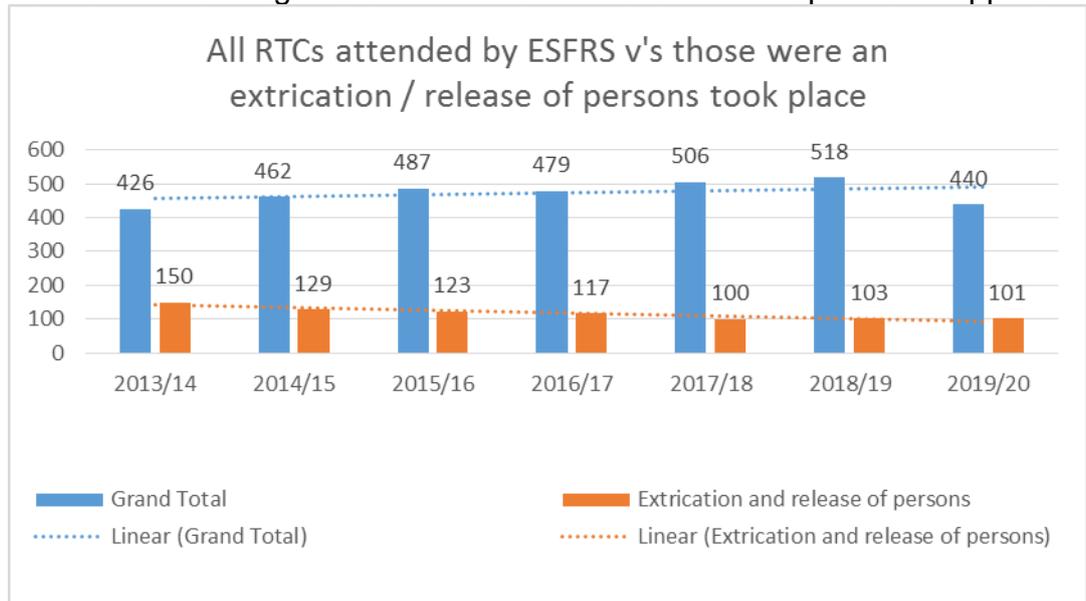
4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. ESFRS attend approximately 17% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved whereas ESFRS RTCs include 'Making the scene safe' and 'Making the vehicle safe' for example. As can be seen from the table there is a drop in the total number of RTCs across East Sussex as attended by Sussex Police, but an increase in those attended by ESFRS, until the end of 2019/20 when only 440 were attended. The second lowest level reported within recent years.

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
RTC ESFRS total attended	426	462	487	479	506	518	440
East Sussex All RTCs	2740	3027	3013	2823	2528	2697	2530
% of RTCs attended by ESFRS	16%	15%	16%	17%	20%	19%	17%

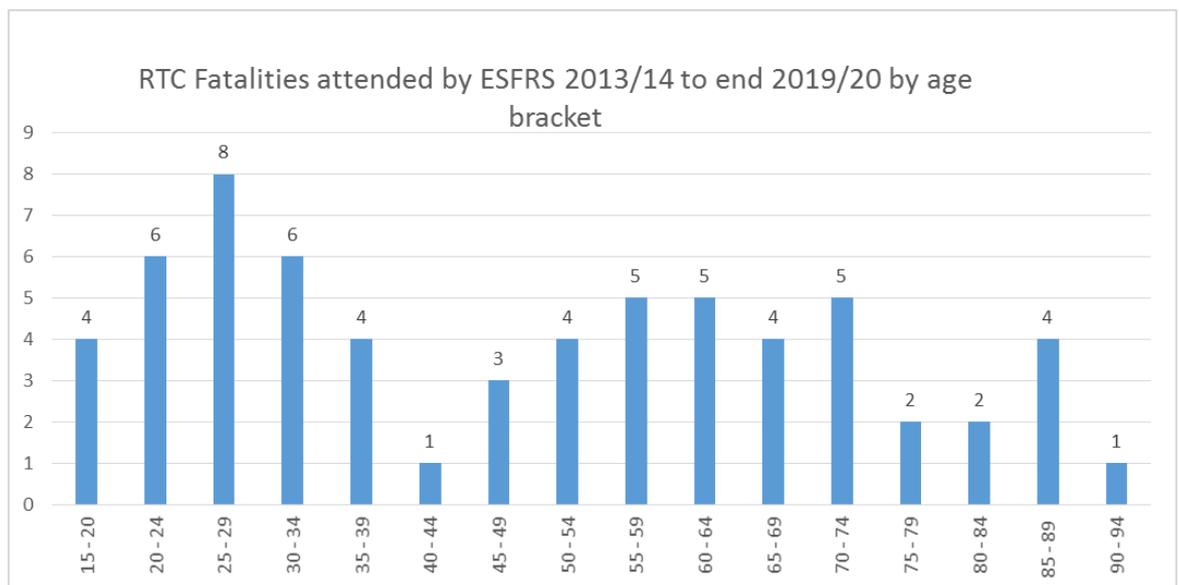
4.2 The graph below shows the number of RTCs attended over a six year period by type to end of 2019/20. The largest category ESFRS is called to is making the scene safe. The total number where we have extricated and or released people is 823 over six years.



4.3 The following chart contains information on the number of RTCs attended against those where an extrication/ rescue took place. RTC attendances trend over is going up, but other than a slight increase in extricated / release of persons trapped. .



4.4 The following chart shows the age range of the fatalities in RTCs attended by ESFRS over the six year period to the end of 2019/20. If it was not possible for the crews to provide an age, then these have been removed from the data set.



4.5 ESFRS undertakes a range of preventative activities across the area, based on the road risk, both collaboratively through road safety partnerships (Wealden and Rother) and through single agency activities. The ESFRS thematic Road Safety Action Plan identifies the road risks through location and road user type, and identifies the tactics available to staff and volunteers that are available through the ESFRS initiatives library, as well as through the Sussex Road Safety Partnership (SSRP). Road Safety prevention is overseen by our Road Safety co-ordinator based in the Central Community Safety Team who is also the subject lead on the SSRP Programme Delivery Groups. They deliver an agreed Communication and

engagement programme aimed at increasing road safety, working with the Sussex Safer Roads Partnership (SSRP). Work with partner agencies included the following campaigns:-

- UN Global Safety Week- During this week, we supported the campaign using social media. The communications lead sourced road safety videos from around the world and used Twitter/Facebook to promote these.
- TISPOL- Project Edward- We supported this campaign via social media only with Principal Officers making a pledge for Project Edward.
- We have supported the SSRP throughout the year supporting various campaigns via social media. In particular, supporting Don't Drink and Drive campaigns during major events (i.e. World Cup/Christmas etc.)
- Tyre Safe- We have been running and promoting Tyre Safe events in Eastbourne/Hastings and raising awareness of tyre safety throughout the month.
- BRAKE Road Safety Week - This was supported via social media.
- Close Pass- Working closely with SSRP, Brighton & Hove Buses and Sussex Police, we have run two events in Eastbourne and Brighton this year which have been a success.
- Safe Drive, Stay Alive- Working with Susan Taylor to run/promote the events across East Sussex.

5. Other areas showing a decline in performance

5.1 The total number of incidents attended

In quarter 4 2019/20 we attended 2,441 incidents, this is an increase of 9.6% on the same period in the previous year. The year end result shows an increase of 742 attended incidents (10,128 against 9,386 in 2018/19). As can be seen in Appendix 1, East Sussex Fire & Rescue Performance results Quarter 4 and year end results for 2019/20, the numbers of fires attended is decreasing; the main category of increase in attendance is to special service calls (23% increase in 2019/20 against the previous year. False alarm attendances have increased by 6%), this is in line with national trends.

5.2 The number of deliberate fires

There were less deliberate fires in quarter 4 than in the same period in the previous year (142 against 170) however the year end result was higher with 742 being reported at the end of 2019/20 and 700 in 2018/19.

5.3 The percentage of first arriving appliances at any incident from an on-call response within 15 minutes

In quarter 4 2019/20 70% of the first arriving appliances did so within 15 minutes, this is less than quarter 4 in the previous year when 74.8% did. The year end result was 73%, which is 1.1% less than was achieved in 2018/19. Going forward the changes proposed in the draft IRMP with the introduction of an Operational Resilience plan would see this improve as appliance availability will improve, if this is agreed at the Fire Authority meeting in September 2020.

5.4 **The number of RIDDOR incidents reported**

There was an increase of 2 to 12 RIDDOR reported incidents 2019/20 against 2018/19 when 10 were reported, against 49 in the same period in the previous year.

6. **Proposed changes to performance reporting from quarter 1 2020/21**

6.1 It is proposed that a number of performance related reports will be consolidated from during next year. Previously the Safety Events Statistics Report and the Human Resources Absence Management Report were presented at Scrutiny and Audit. However as some of this information also forms part of this quarterly performance report it is suggested that any issues or trends highlighted by the Health, Safety & Wellbeing committee will be picked up by the Planning and Intelligence Team and included as exception reporting in this quarterly report.

6.2 Additionally to support the sickness data provided in this report there will be a consolidated sickness benchmarking report which will be produced annually to give greater insight into how ESFRS sickness records compare with national findings and trends.

6.3 The Planning and Intelligence team are in the process of implementing a business intelligence system. The project will revise indicators and performance reports going forward. This work will continue during 2020/21.

7. **Equalities Implications**

7.1 This report is for information purposes only, so there are no equality implications arising from this report.