

EAST SUSSEX FIRE AUTHORITY

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| Meeting | Scrutiny and Audit Panel |
| Date | 12 November 2020 |
| Title of Report | Performance Report for Quarter 2 2020/21 |
| By | Liz Ridley, Assistant Director – Planning & Improvement |
| Lead Officer | Sharon Milner, Planning & Intelligence Manager |
| Lead Member | Cllr John Barnes |

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| Background Papers | None |
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| Appendices | Appendix 1 – Quarter 2 report |
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Implications

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

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| PURPOSE OF REPORT | To present the second quarter and provisional year end results for 2020/21. |
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| EXECUTIVE SUMMARY | This report provides Scrutiny and Audit with a summary of service performance information for the 2 nd quarter of 2020/21 and provisional year end results. |
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The report contains information against 21 indicators.

Additional information on sickness and ESFRS road traffic collision data is also contained in the report as requested by Members at previous meetings.

Due to the national pandemic, the Service has adapted new models of service delivery including telephone home safety visits and business safety audits. Direction of travel in these areas are not comparable therefore have not been included. Also additional indicators are presented for the Panels information.

RECOMMENDATION

The Scrutiny and Audit Panel is asked to:

1. Note the performance results for quarter 2 in Appendix 1.
 2. Consider the performance results and remedial actions that have been taken in the Fire Authority's priority areas.
 3. Note that work has begun to revise the Performance Assurance Framework and a report will be brought back for the Panels consideration at a later date. This will include a refresh of the indicators set.
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1. INTRODUCTION

- 1.1 This report contains the quarter 2 performance indicator results for 21 performance indicators for 2020/21, compared with the results for the same period in 2019/20 where comparable.
- 1.2 Due to the limitations imposed by the COVID-19 restrictions ESFRS has had to find other ways of doing home safety visits, business safety audits and engagements. Hence the standard PIs do not reflect this additional work and the direction of travel has not been reported against these areas. Therefore this report includes all indicator results, but only shows the previous year comparison against 16 of the total 21.
- 1.3 The additional information about the numbers of telephone home safety visits and other business safety work are included in appendix 1 to show the level of extra work that has been undertaken. There is further information in the main body of this report covering a range of other activities that ESFRS community safety and business safety teams have been doing to support the local community during this time.

2. MAIN ISSUES

- 2.1 Nine of the 16 indicators that are reported against are showing an improvement in performance against the same quarter in the previous year; two indicators are reporting the same level of performance in both years and five are showing a decline.
- 2.2 Of those reporting a decline in performance; four indicators are reporting at least a 10% decline in performance against quarter 2 2019/20. These are:
- (i) The number of accidental dwelling fires
 - (ii) The number of primary fires
 - (iii) The number of industrial and commercial fires
 - (iv) The percentage of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire

3. PERFORMANCE PRIORITY AREAS

- 3.1 The Fire Authority priorities for 2019/20 as agreed by the Scrutiny and Audit Panel on 5 June 2019 remain unchanged as below:
1. Reducing accidental dwelling fires
 2. Confining the fire to the room of origin
 3. Reducing attendance at false alarm calls
 4. Increasing the number of home safety visits to vulnerable members of our community
 5. Reducing sickness
 6. Increasing inspections in high risk premises
 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 In quarter 2 2020/21 ESFRS attended 125 accidental dwelling fires (ADFs), this is an increase of 25 against the same period in the previous year. The projected year end result in ADFs at this early stage shows a small decline in performance in this area with 462 against 453 in the previous year. The ADF working group continues to proactively engage with our communities and where spikes are seen in specific areas or station grounds detailed analysis is carried out to try and identify trends. There have also been a number of social media campaigns:

3.3.2 The next phase of 'Look While You Cook' is now underway. The segmented group being targeted is Mosaic Group J - lovers of everything technological. The audience will be predominantly targeted via social media, including Twitter/Facebook and YouTube advertising. The imagery will be based around gaming and tech games, with the use of 8-bit imagery to capture the imagination of this audience. Recently, the ADF Group has reported that there has been an increase of distraction cooking-related fires among this mosaic group and so this confirms that we are approaching the correct audience.

3.3.3 There have also been a number of press releases reflecting recently attended incidents, for example 'Hastings Flat Fire Prompts Warning to Keep Kitchen Safe'. This highlighted the dangers of distraction and cooking with fat. Safety messages were issued as part of this article. <https://www.esfrs.org/news/2020-news/hastings-flat-fire-prompts-warning-to-keep-kitchen-safe/>

3.3.4 Another press release was written around the importance of microwave safety following a fire in St Leonards-On-Sea. Tips were included about the correct way to use a microwave and to raise awareness that 'Microwaves Can Be A Fire Hazard'. <https://www.esfrs.org/news/2020-news/microwaves-can-be-a-fire-hazard/>

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 95.9% of our home safety visits to vulnerable people within our community by the end of quarter 2 2020/21, this is an increase against the previous year (92.2%). This is due to the fact that in the main home safety visits are only being undertaken face to face for the very vulnerable members of our community due to the COVID-19 restrictions.

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

3.5.1 In quarter 2 2020/21 ESFRS lost 1.8 shifts per person to sickness. An element of this is due to COVID-19 and the fact that many employees are working from home and operational crews have changed their ways of working on station to minimise unnecessary contact and contamination. Also there has been a change in the way that COVID-19 symptom related illnesses are recorded, so currently these go under an 'other absence' code.

3.5.2 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 years.

Figure 1 – Whole-time sickness

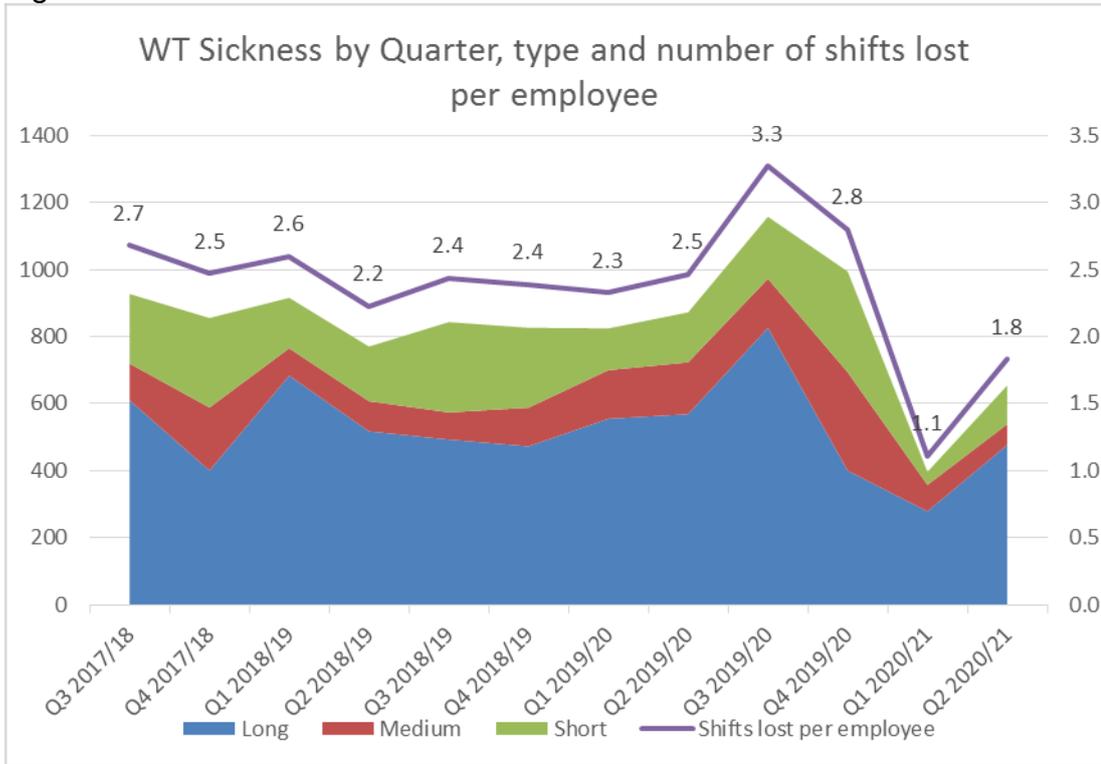


Figure 2 – East Sussex Fire Control Sickness

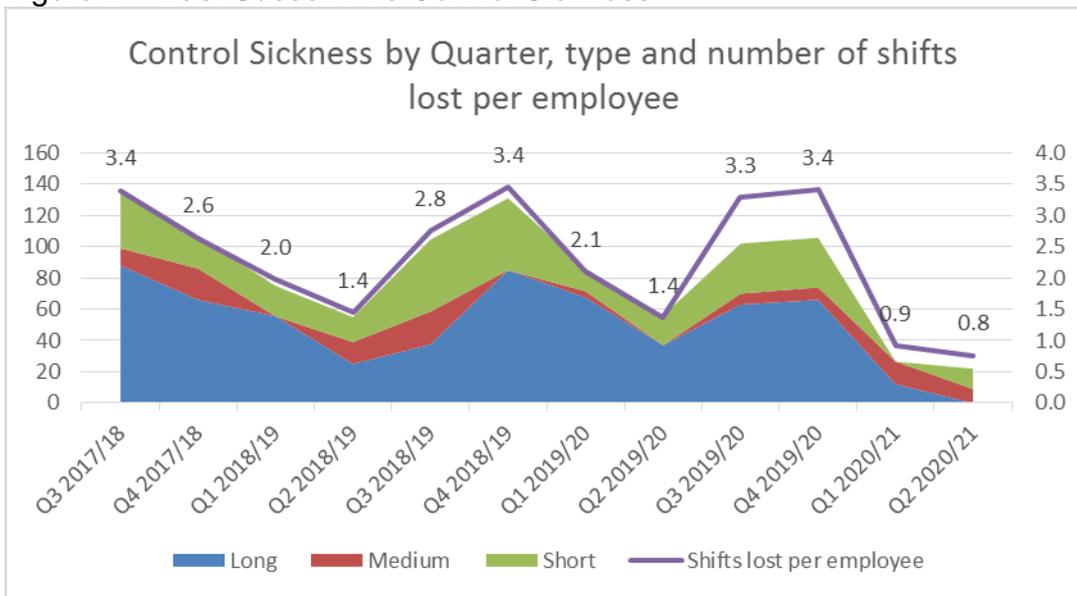
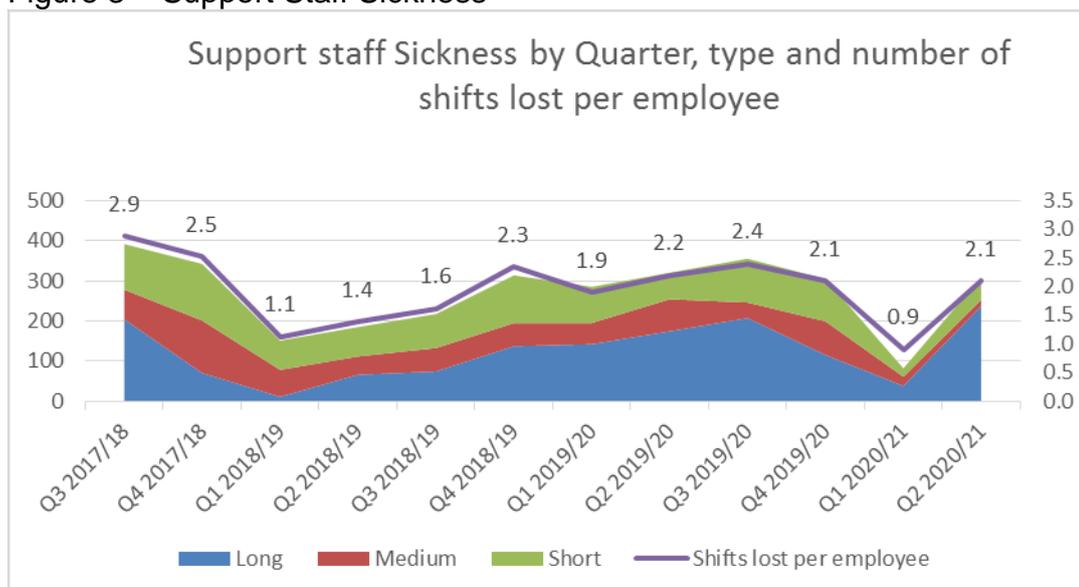


Figure 3 – Support Staff Sickness



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

3.6.1 False alarm calls attended reduced in quarter 2 2020/21 with a reduction against the base year of 38.8%, against 34.7% in the same quarter in the previous year. The projected year end result is showing a 40.5% reduction.

3.6.2 Again this shift in performance can be attributed to the COVID-19 lockdown, when the majority of businesses were closed for a long period of time.

3.7 Percentage of accidental fires confined to the room origin.

3.7.1 95.2% of ADFs were confined to room of origin at the end of quarter 2 2020/21, improvement decrease in performance against the previous year when the result was 94.0%.

3.8 Inspections of high risk premises completed

3.81 There has been a big decrease in the number of inspections of high risk premises due to the COVID-19 pandemic and national lockdown on the same quarter in the previous year with 50 audits being completed against 120 in the previous year. However the business safety team have been engaging with the business community in a number of other ways and have completed a further 608 interactions, involving building regulation work, planning work and other fire safety activities.

Table 1 below shows the breakdown of the other interactions that were completed during quarter 2 2020/21. The majority of these were undertaken over the telephone.

Table 1 Breakdown of Business safety interactions for quarter 2 2020/21

| Interaction | Total |
|----------------------|------------|
| Building Regulations | 135 |
| Housing | 9 |
| Licensing | 57 |
| Marriage Act | 6 |
| Other Consultation | 2 |
| Other FS Activity | 362 |
| Planning | 37 |
| Grand Total | 608 |

Therefore although the number of actual face to face audits and business safety visits completed will be below this specific target, the business safety teams and operational crews will have completed a higher number of 'other fire safety' interactions.

3.9 Numbers of Home Safety Visits completed

39.1 In the second quarter of 2020/21, 1,476 home safety visits were completed and closed down on the system. Obviously this is due to the Community Safety teams and operational crews not being able to undertake home safety visits in the normal manner due to the ongoing COVID-19 pandemic. These are currently being done over the phone and the community safety team are also offering a vulnerable call scheme which includes a befriending service, arranging referrals to other agencies for assistance with shopping and GP assistance for example. In quarter two 2020/21 1,798 of these calls were made. This work was also highlighted in a recent press release entitled 'Thousands of Elderly and Vulnerable Helped During Covid-19'. <https://www.esfrs.org/news/2020-news/thousands-of-elderly-and-vulnerable-residents-helped-during-covid-19/>

3.9.2 Table 2 details the range of community safety work that the team have been either on the telephone or face to face.

Table 2 Breakdown of community safety interactions during quarter 2 2020/21

| Over all total (July to September 2020) HSV Telephone Assessments/ Faulty Alarm/ Interactions | |
|---|-------------|
| Total No of Enhanced HSV Telephone Assessments | 41 |
| Total HSV Telephone Assessments | 688 |
| Total HSV Telephone Assessments (Crews) | 703 |
| Faulty Alarms (gone into the properties) | 54 |
| Urgent Smoke alarms (gone into properties) | 67 |
| Urgent Specialist alarms (gone into properties) | 36 |
| Blanking Plates (gone into properties) | 11 |
| Bedding (drop off) | 9 |
| Lap blankets (drop off) | 10 |
| CO Alarm (posted/ drop off) | 94 |
| Smoke Alarm (posted/ drop off) | 299 |
| No of Info Packs sent (email) | 41 |
| No of Info Packs sent (posted) | 688 |
| Total | 2741 |

During the current COVID-19 pandemic the Community safety team also set up a vulnerable call scheme to provide additional support for the local community table 3 shows the breakdown of the calls and any additional support that was required from the befriending calls

Table 3 Breakdown of the befriending calls made to vulnerable members of the community during quarter 2 2020/21

| Vulnerable Call Scheme July - September 2020 | Total |
|---|--------------|
| Number of calls made | 418 |
| Requires a befriending call | 3 |
| Referred to other agencies for help with shopping | 0 |
| Referrals made for HSV including Faulty Alarms | 58 |
| Required GP | 0 |

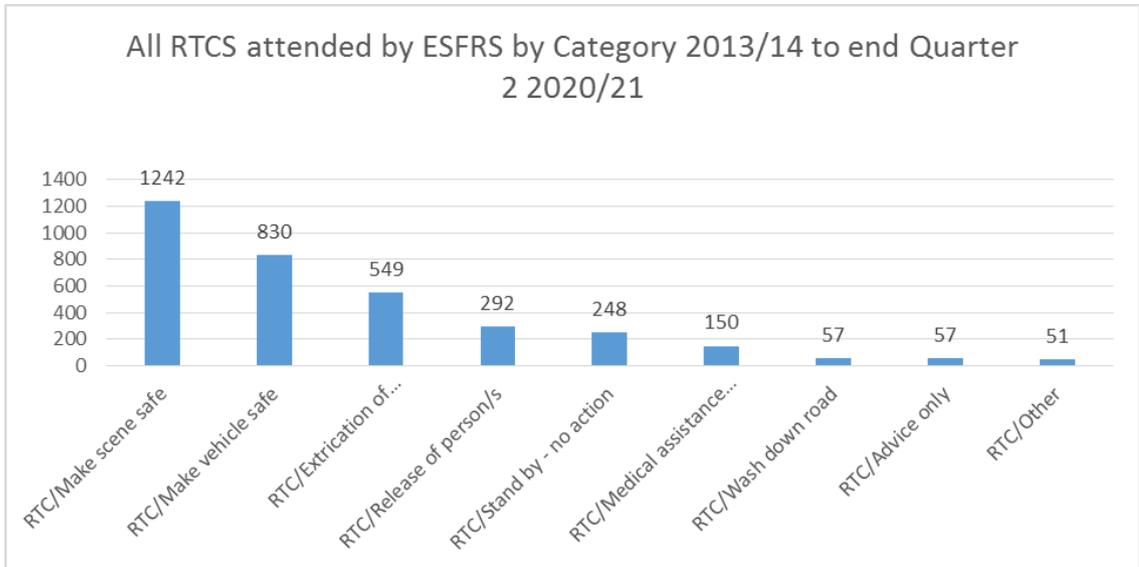
4. ROAD TRAFFIC COLLISION DATA

4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. The data from the SSRP is reported a year behind so the figures are for 2019/20 only. ESFRS attend approximately 18% 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 4 there is a drop in the total number of RTCs across East Sussex as attended by Sussex Police, but an increase to 2018/19, followed by a decrease and projected decrease in the next two years.

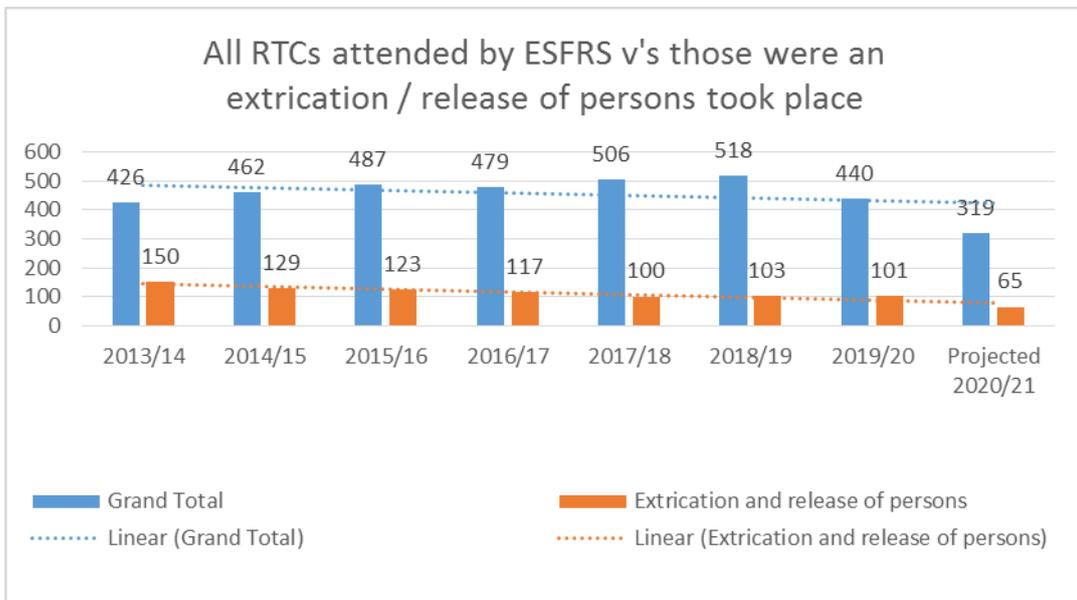
Table 4 number of ESFRS attended RTCs against the numbers of RTCs with casualties attended by Sussex Police in East Sussex

| | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 Projected |
|------------------------------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| RTC ESFRS total attended | 426 | 462 | 487 | 479 | 506 | 518 | 440 | 319 |
| East Sussex All RTCs | 2740 | 3027 | 3013 | 2823 | 2528 | 2697 | 2530 | N/A |
| % of RTCs attended by ESFRS | 16% | 15% | 16% | 17% | 20% | 19% | 17% | |

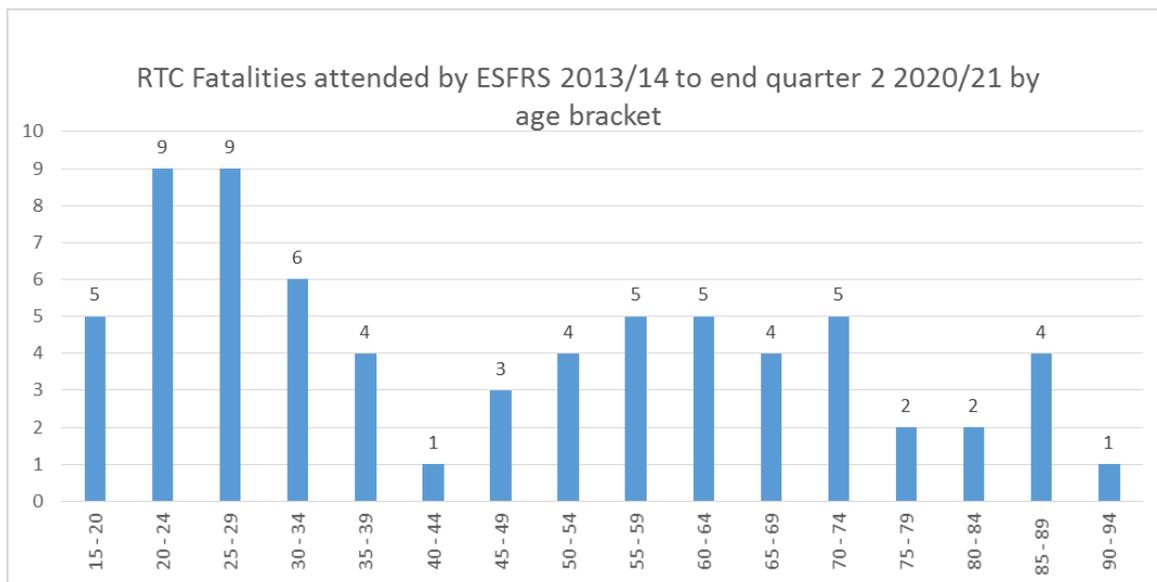
4.2 The graph below shows the number of RTCs attended over a seven year period by type to end of quarter 2 2020/21. The largest category ESFRS is called to is making the scene safe. The total number where we have extricated and or released people is 830 over the period.



4.3 The following chart contains information on the number of RTCs attended against those where an extrication took place. RTC attendances over all are going up, but other than a slight increase in extricated / release of persons trapped in 2018/19, these incident attendances are decreasing. This chart includes a projected year end result for 2020/21 based on quarter 2 data.



4.4 The following chart show that age range of the fatalities in RTCs attended by ESFRS over the seven year period to end of Q2 2020/21.



5. REVIEW OF CURRENT INDICATOR SET DURING THE REMAINDER OF 2020/21 FOR IMPLEMENTATION QUARTER 1 2021/22

Recent discussions between the Deputy Chief Fire Officers in East and West Sussex have resulted in an agreement for ESFRS to consider adopting the Performance Assurance Framework (PAF) devised by West Sussex during 2020. The framework is similar to that in use at ESFRS. Once the framework has been considered at SLT proposals will be presented to the S&A Panel for their approval and or suggested amendments.

6. EQUALITIES IMPLICATIONS

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