



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report for 2020/21

SEPTEMBER 2021

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's performance for the period April – March 2020/21.

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 2020/21.

The Fire Authority's purpose is to 'make our communities safer'. We have developed four overarching commitments to the public as follows;

Our Purpose is: *We make our communities safer*

Our Commitments are: *Delivering high performing services*
Educating our communities
Developing a multi-skilled, safe and valued workforce
Making effective use of our resources

Our Core Values are: *Proud*
Accountable
Integrity
Respect

2. Operating Environment

East Sussex Fire & Rescue Service provides prevention, protection and response services to 850,590 people living in 371,279 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
- The influence of the landscape and significant coastal and inland flooding causes risks
- ESFRS service area has an older age profile compared to England and the South East with 21.8% aged 65 or over, compared to 18.5% in England and 19.7% regionally.
- ESFRS service area is below the national average of 22.9% with 19.1% adults classified as physically inactive (this average brought down by the younger population of Brighton and Hove). Eastbourne is the only borough above the national average with 25.9%.
- East Sussex has no motorways and all the main 'A' roads suffer from congestion and traffic problems. East Sussex Local Authority area had a 32.0% decrease in ALL recorded road casualties from 1 April 2020 to 31 March 2021: 1,766 down to 1,200 and Brighton and Hove had a 23.9% decrease over the same period: 773 down to 588. This is clearly owing to lockdowns experienced during 2020-21 caused by COVID-19.
- 10.85 million tourists visit Brighton & Hove in 2016, of which 1.60 million were overnight visitors.

* Data provided by ONS and CIFPA for mid-year populations 2020 and Dwellings 2019, East Sussex Local Transport Plan 3 2011-2026, Report of Findings for VisitBrighton, Brighton Visitor Survey 2018, Tourism South East Research; SSRPs Data Portal /Crashes monthly data & Public Health 2019/20 - Physical Activity.

3. Summary of Achievement

The table below provides a key summary of our achievement against targets, or where no target is set, our achievement against the previous year's result in our priority areas, and non-priority areas for 2020/21.

Our priority areas for 2020/21 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

N/a Increasing inspections in high risk premises and business audits carried out by station crews (Priority 7 and 7a combined)

N/a Numbers of home safety visits

Due to the limitations imposed by the COVID-19 restrictions ESFRS has continued to find other ways of undertaking home safety visits, business safety audits and engagements. Hence, as per the previous performance reports this year, the standard PIs do not reflect this additional work and the direction of travel has not been reported against these areas. Therefore the following report includes all indicator results, but only shows the previous year comparison against 16 of the total 21.

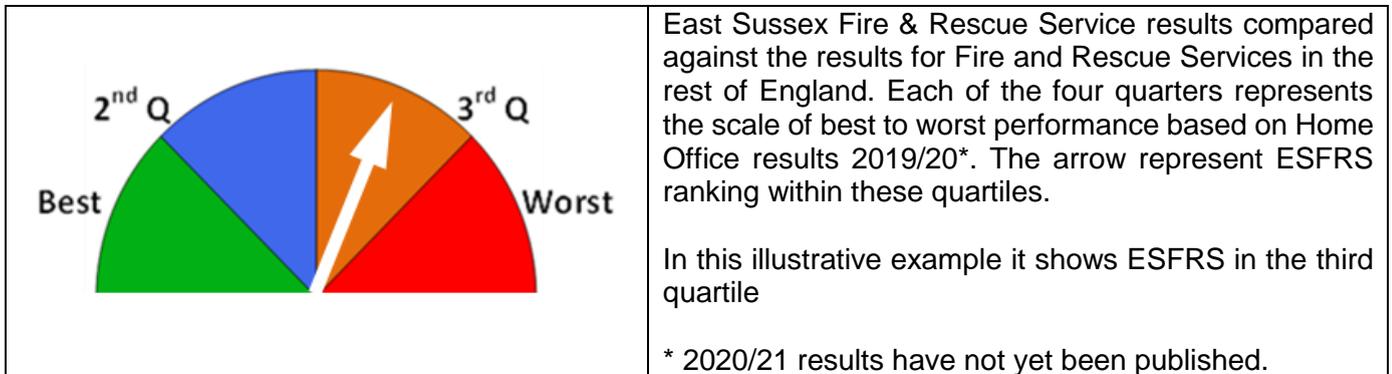
Indicator group	✔ Indicators where the target has been met or performance exceeded the previous year	✘ Indicators where target has not been met or performance declined against the previous year
Priority Areas (excluding 2x N/a due to COVID pandemic)	4 (80%)	1 (20%)
Non-priority areas (excluding 2x N/a due to COVID pandemic)	10 (91%)	1 (9%)
All Indicators (excluding 4x N/a due to COVID pandemic)	14 (87.5%)	2 (12.5%)

As can be seen from the above table, in 2020/21, 4 from 5 (80%) Priority Areas; 10 from 11 Non-priority (91%); and 14 from 20 (87.5%). All indicators met our target or performance exceeded the previous year.

- ✔ **Achieved**
- ✘ **Not achieved**

4. Performance Results 2020/21

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.



Our Purpose: We make our communities safer

We will do this by:

4.1 Commitment 1: Delivering high performing services

Indicator No.	How will we measure performance?	2019/20 Year end result	National Quartile Position 2019/20	End of year result 2020/21	Direction of travel from 2019/20 result
8	Total number of incidents attended	10,138		9,633	Improved
9	Number of deaths in primary fires	3		2	Improved
10	Number of injuries in primary fires	34		31	Improved
1 Priority	No of accidental dwelling fires	453		443	Improved
11	Number of primary fires	1,042		996	Improved
12	Number of deliberate fires	743		739	Improved
13	No of Industrial and Commercial fires	137	This is an ESFRS indicator only, no National data is available for comparison	123	Improved
14	70% of the first arriving appliances at any incident from an 'On-Station response' within 10 minutes	76.0%	This is an ESFRS indicator only, no National data is available for comparison	77.9%	Improved
15	70% of the first arriving appliances at any incident from an 'On-Call response' within 15 minutes	73.0%	This is an ESFRS indicator only, no National data is available for comparison	77.5%	Improved

We will do this by:

4.2 Commitment 2: Educating our communities

Indicator No.	How will we measure performance?	2019/20 Year end result	National Quartile Position 2019/20	End of year result 2020/21	Direction of travel from 2019/20 result
2 Priority	% of Home Safety Visits to vulnerable people	92.3%	This is an ESFRS indicator only, no National data is available for comparison	95.7%	Improved Alternative delivery method
6 Priority	Undertake 10,000 Home Safety Visits	10,277		N/a	N/a due to COVID-19 pandemic
	Number of telephone HSVs completed (due to COVID-19 Pandemic)	181	This is an ESFRS indicator only, no National data is available for comparison	7,178	Alternative delivery method
	Number of properties visited for faulty / smoke alarm fitting etc	N/a	This is an ESFRS indicator only, no National data is available for comparison	2,069*	Alternative delivery method
7 Priority	Inspections of high risk premises completed	449		330	N/a due to COVID-19 pandemic
7a Priority	Business safety audits completed by Station crews	388	This is an ESFRS indicator only, no National data is available for comparison	82	N/a due to COVID-19 pandemic
	Other Business Safety telephone activities and interactions	2,700	This is an ESFRS indicator only, no National data is available for comparison	2,563	Alternative delivery method
18	Number of business safety engagement events	30	This is an ESFRS indicator only, no National data is available for comparison	6	N/a due to COVID-19 pandemic
19	Number of attendees at business safety engagement events	557	This is an ESFRS indicator only, no National data is available for comparison	730	N/a due to COVID-19 pandemic

* May have been fitted as a result of a telephone assessment so cannot be totaled with the figure above

We will do this by:

4.3 Commitment 3: Developing a multi-skilled, safe and valued workforce

Indicator No.	How will we measure performance?	2019/20 Year end result	National Quartile Position 2019/20	End of year result 2020/21	Direction of travel from 2019/20 result
3 Priority	The number of working days/shifts lost due to sickness not to exceed 7.5 per employee	10	This is an ESFRS indicator only, no National data is available for comparison	6.6	Improved
20	Number of RIDDOR incidents	12		6	Improved
21	Number of workplace reported accidents / injuries	236		195	Improved

We will do this by:

4.4 Commitment 4: Making effective use of our resources

Indicator No.	How will we measure performance?	2019/20 Year end result	National Quartile Position 2019/20	End of year result 2020/21	Direction of travel from Q3 2019/20 result
4 Priority	A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10	-30.4%	This is an ESFRS indicator only, no National data is available for comparison	-36.3%	Improved
22	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	1.4%	This is an ESFRS indicator only, no National data is available for comparison	2.3%	Declined
5 Priority	% of accidental dwelling fires confined to room of origin	92.7%	This is an ESFRS indicator only, no National data is available for comparison	90.5%	Declined

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 year
- 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

Performance April-March 2020/21: 996 Fires

Reduced ✓ by 4.4% (46) since 2019/20 from 1,042 to 996 fires.

Reduced ✓ by 37.0% (585) since the 2009/10 baseline of 1,581.

Main Types of Primary Fires

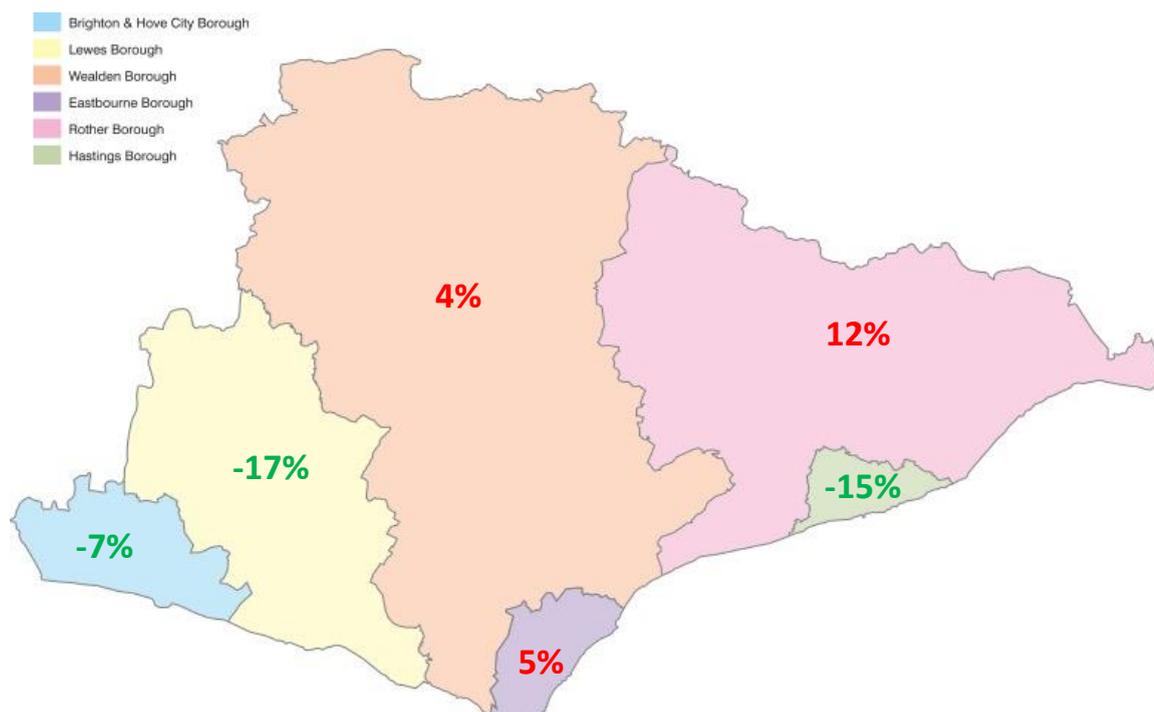
<p>48% (482) Dwelling Fires</p> 	<p>21% (206) Vehicle Fires</p> 	<p>12% (123) Industrial/ Commercial Fires</p> 	<p>19% (185) Other/ Outdoor Fires</p> 
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Main Cause of Fires

23.1% (230) were Deliberate

76.9% (766) were Accidental or Not known (main causes: Cooking with 133 incidents; Fault in equipment or appliance, 119; Combustible articles too close to the heat source (or fire), 111; Overheating, unknown cause, 76; Careless handling, 70; Faulty fuel supply - electricity, 65; Accumulation of flammable material; 44 and Negligent use of equipment or appliance (heat source) 43.

Primary Fires % change from 2019/20 to 2020/21 by Geographical Area



Borough	2019-20	2020-21	% Difference
B&H	332	309	-7%
Eastbourne	169	177	5%
Hastings	174	148	-15%
Wealden	135	140	4%
Rother	104	116	12%
Lewes	128	106	-17%

Additional information for decreases or increases in Primary Fires from 2019/20 to 2020/21

Lewes had the largest proportional decrease in Primary Fires with 17%. Hastings had the highest decrease in total with 26. A breakdown of the total Primary Fires in Brighton & Hove, which had the most (309), were as follows: 174 (56%) were in Dwellings, 54 (17%) were Other/Outdoor Fires, 43 (14%) in Vehicles, and 38 (13%) were in Non-domestic Premises. Since 2019/20, Primary Fires have decreased by 26 in Vehicles, 16 in Non-domestic Premises, but increased by 19 in Other/outdoor properties.

Rother had the largest proportional and total increase of Primary Fires with 12% and 12 respectively.

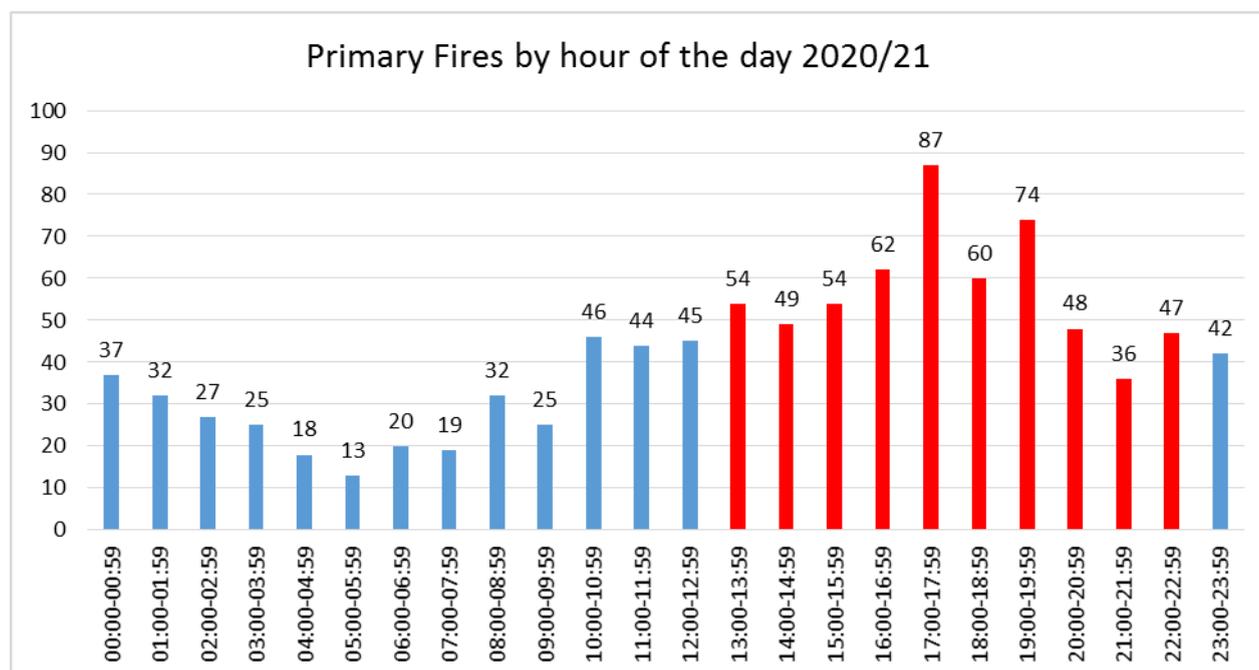
All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Main firefighting action by ESFRS fire crews at Primary Fires

Main firefighting actoin at Primary fires 2020/21	Total
Hosereel	374
None - No firefighting	364
Small means	124
Portable extinguishers	35
Main branch/Jet (J)	31
Foam	30
Not stated / not known	18
None - Burned out (Allowed to burn under control)	12
Other methods	8
Total	996

36.5% of the Primary Fires attended in 2020/21 required No firefighting by attending crews and a further 17.2% were dealt with by Small means, Portable extinguishers 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 22:59 there were 571 Primary Fires (57%). The total for this period of 10 hours if averaged out for the whole day would be 415. Therefore, there are an extra 156 fires (16%) occurring during this peak time throughout the year.

5.2 Accidental Dwelling Fires

Performance April - March 2020/21: 443

Reduced ✓ by 2.2% (10) since 2019/20 from 453 to 443 fires

Reduced ✓ by 21.2% (119) since the 2009/10 baseline of 562

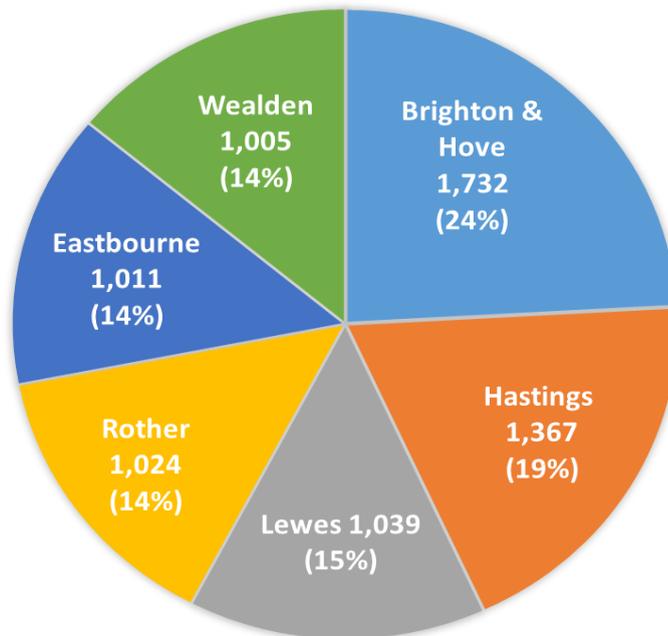
Main Sources and Location of Accidental Dwelling Fires



245 (55%) Accidental Dwelling Fires occurred in the kitchen, with cooking appliances the source for 202 (82%) of these.

Home Fire Safety Visits

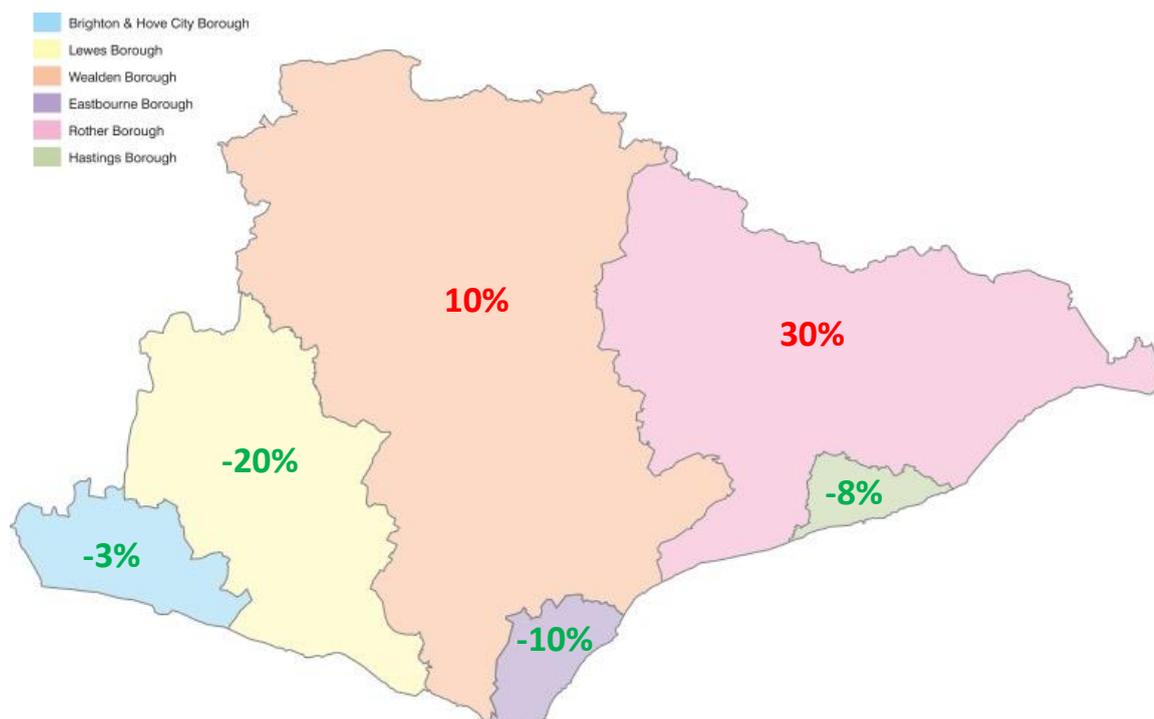
NUMBER OF HFSV 2020/21



Borough	Population 2020 MYE	No of HFSVs 2020/21	HFSVs per 10,000 population
Hastings	92,554	1,367	148
Rother	96,716	1,024	106
Lewes	103,525	1,039	100
Eastbourne	103,324	1,011	98
Wealden	162,733	1,005	62
Brighton & Hove	291,738	1,732	59

East Sussex Fire and Rescue Service undertook 7,178 Home Fire Safety Visits between 1st April and 31st March 2020/21. Due to the COVID-19 pandemic all of these calls were done over the telephone.

Accidental Dwelling Fires % Change from 2019/20 to 2020/21 by Geographical Area



Borough	2019/20	2020/21	% Difference
B&H	160	155	-3%
Eastbourne	83	75	-10%
Hastings	73	67	-8%
Lewes	44	35	-20%
Rother	44	57	30%
Wealden	49	54	10%

Additional information for Accidental Dwelling Fires from 2019/20 to 2020/21

Rother and Wealden were the two boroughs that had an increase in Accidental Dwelling Fires with 13 (30%) and 5 (10%), whilst Lewes had the highest decrease in number and proportion, 9 (20%).

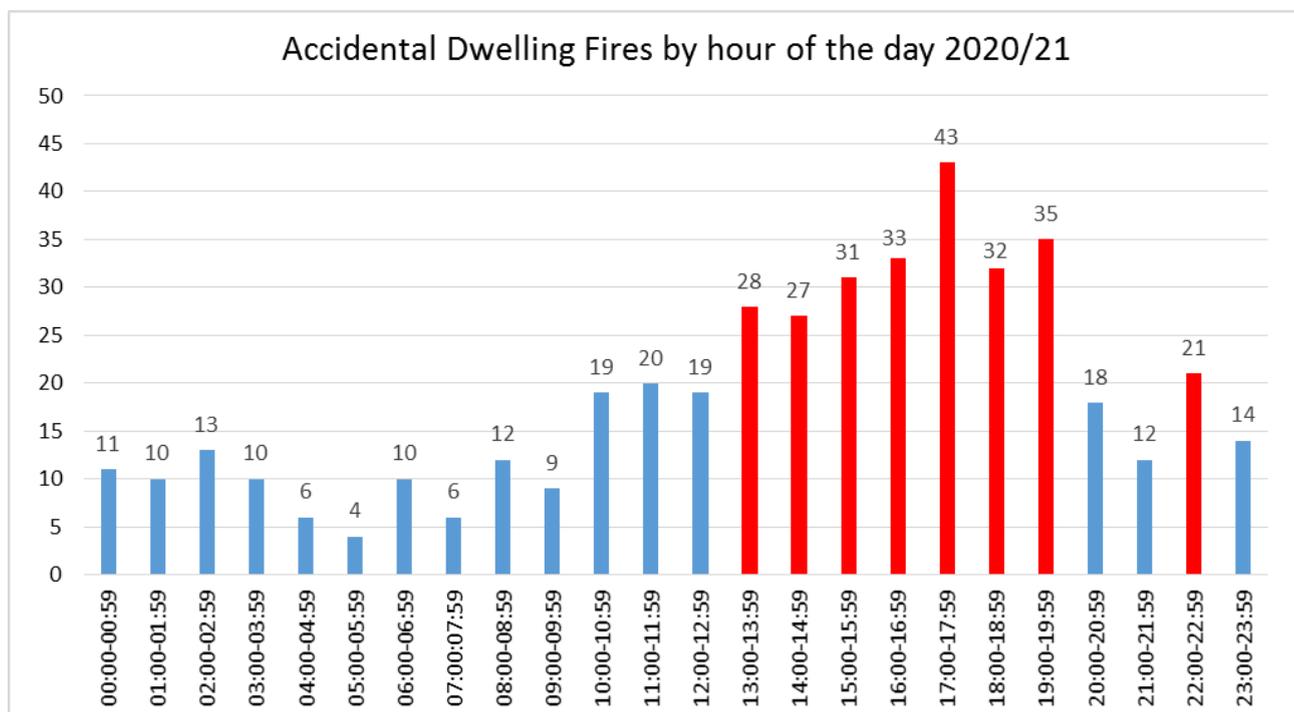
45% of all Accidental Dwelling Fires were either in a Single occupancy (Single family unit) house or Bungalow (201). This is an increase of 1.7% compared to 2019/20 (198). There were also increases in Accidental Dwelling Fires in the following categories: Converted Flat/Maisonette with multiple occupancy (3 or more storeys), 62 to 66 (6.5%); Purpose Built Flat/Maisonette - multiple occupancy (4 to 9 storeys) 34 to 43 (26.5%); Purpose Built Flat/Maisonette - multiple occupancy (Up to 3 storeys) 76 to 88 (15.8%). Decreases occurred in Self contained Sheltered Housing, 35 to 18 (48.6%); Converted Flat/Maisonette with multiple occupancy (up to 2 storeys), 21 to 15 (28.6%).

Main firefighting action by ESFRS fire crews at Accidental Dwelling Fires

Main firefighting action at Accidental Dwelling Fires 2020/21	Total
None - No firefighting	220
Hosereel	104
Small means	68
Portable extinguishers	20
Main branch/Jet (J)	12
Not stated	8
Foam	5
None - Burned out (Allowed to burn under control)	4
Other methods	2
Grand Total	443

50% of the Accidental Dwelling Fires attended in 2020/21 required No firefighting action by attending crews and a further 21% were dealt with by Small means, Portable extinguishers 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 229 Accidental Dwelling Fires (52%). The total for this period of 7 hours if averaged out for the whole day would be 129. Therefore, there are an extra 100 fires (23%) occurring during this peak time throughout the year.

5.3 Deliberate Fires

Performance April - March 2020/21: 739

Deliberate Primary Fires excluding Vehicle Fires

Reduced ✓ by 10% (16) since 2019/20 from 161 to 145 fires

Reduced ✓ by 50% (144) since the 2009/10 baseline of 289

Deliberate Primary Fires in Vehicles

Reduced ✓ by 4% (4) since 2019/20 from 89 to 85 fires

Reduced ✓ by 63% (145) since the 2009/10 baseline of 230

Deliberate Secondary Fires

Increased ✗ by 3% (16) since 2019/20 from 493 to 509 fires

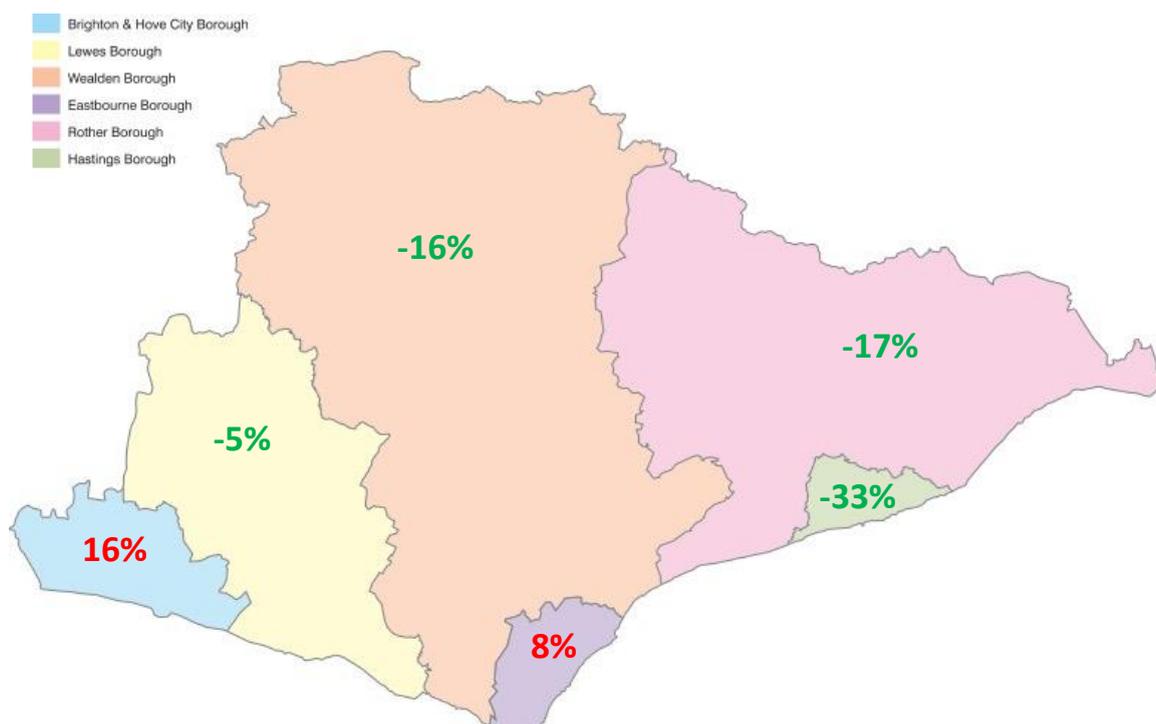
Reduced ✓ by 40% (344) since the 2009/10 baseline of 853

Main Types of Fire

Deliberate Primary Fires – 230 fires: 31% of all Deliberate Fires

<p>17% (39) Dwelling Fires</p> 	<p>38% (87) Vehicle Fires</p> 	<p>14% (33) Industrial / Commercial Fires</p> 	<p>31% (71) Other / Outdoor Fires</p> 
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Deliberate Primary Fires % change from 2019/20 to 2020/21 by Geographical Area

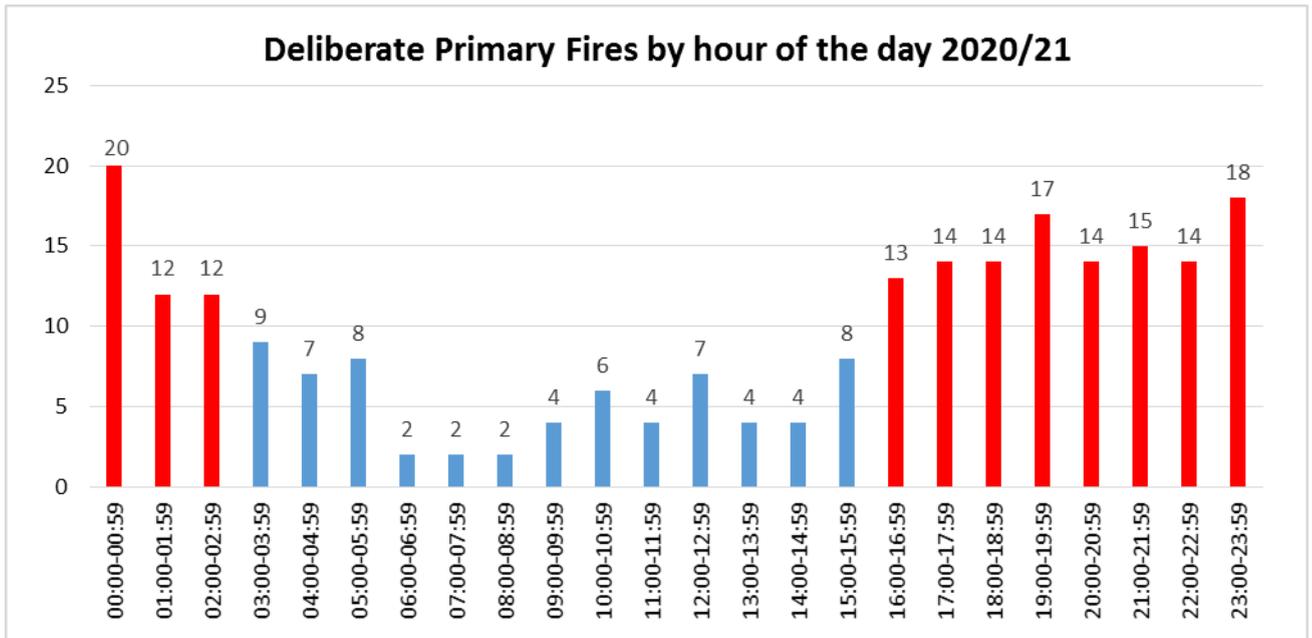


Borough	2019/20	2020/21	% Difference
B&H	56	65	16%
Hastings	67	45	-33%
Eastbourne	40	43	8%
Lewes	38	36	-5%
Wealden	25	21	-16%
Rother	24	20	-17%

Hastings had the highest total and proportional decrease in Deliberate Primary Fires with 22 and 33% fires respectively. Brighton & Hove had the highest total and proportional increase with 9 and 16% respectively.

All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Time of Deliberate Primary Fires

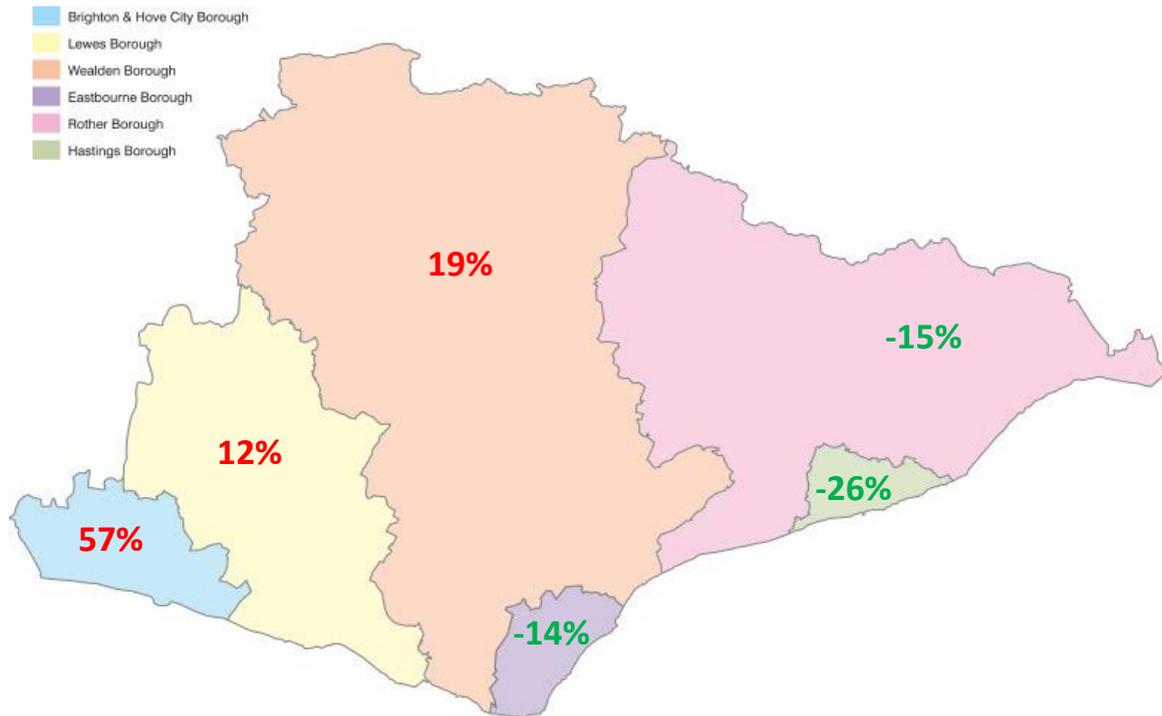


Between 16:00 and 02:59 there were 163 Deliberate Primary Fires (71%). Therefore, the majority of Deliberate Primary Fires were committed during the late afternoon to the early morning period. The total for this period of 11 hours if averaged out for the whole day would be 105. Therefore, there are an extra 58 fires (25%) occurring during this peak time throughout the year.

Deliberate Secondary Fires – 509 fires: 69% of all Deliberate Fires

<p>37% (189) Grassland, Woodland & Crop Fires</p> 	<p>20% (101) Refuse / Bin Fires</p> 	<p>43% (219) Others</p> 
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Deliberate Secondary Fires % change from 2019/20 to 2020/21 by Geographical Area

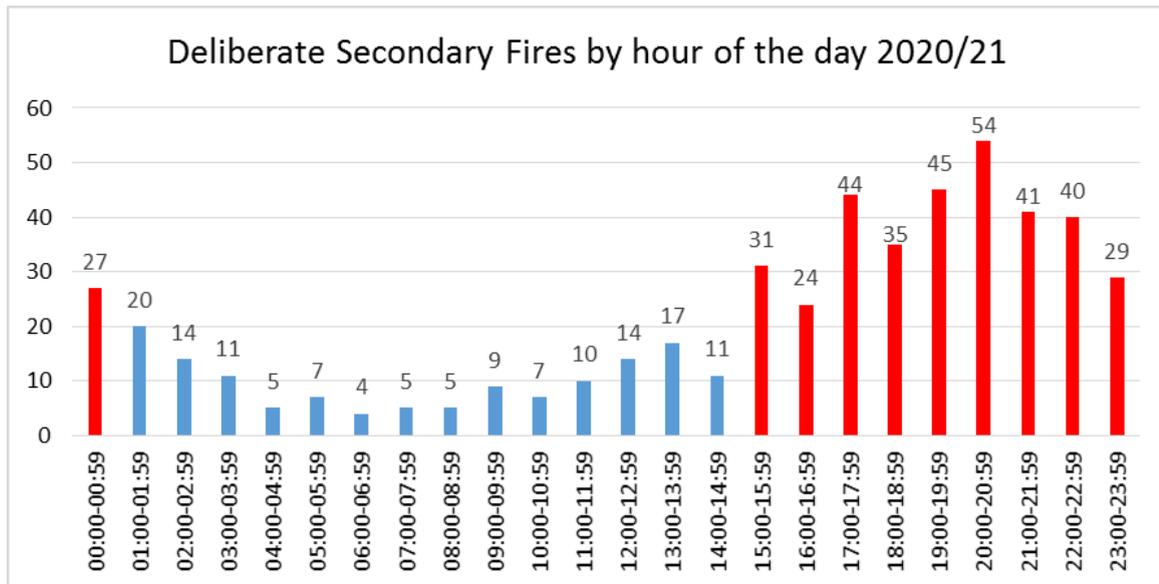


Borough	2019/20	2020/21	% Difference
B&H	109	171	57%
Hastings	129	96	-26%
Eastbourne	103	89	-14%
Rother	72	61	-15%
Lewes	43	48	12%
Wealden	37	44	19%

Brighton & Hove had the highest total and proportional increase in Deliberate Secondary Fires with 62 and 57% fires respectively. Hastings had the highest total and proportional decrease with 33 and 26% respectively.

All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Time of Deliberate Secondary Fires



Between 15:00 and 00:59 there were 370 Deliberate Secondary Fires (73%). The total for this period of 10 hours if averaged out for the whole day would be 212. Therefore, there are an extra 158 fires (31%) occurring during this peak time throughout the year.

5.4 Primary Fire Fatalities & Injuries

Primary Fire Fatalities

Performance April - March 2020/21: 2

There were 2 Fire Fatalities at 2 incidents in 2020/21 which is a 33% (1) decrease ✓ since 2019/20.

The two casualties were both male.

Age Ranges

The victims' ages were 33 and 74.

The two fatalities were the result of Accidental Dwelling Fires.

Primary Fire Injuries

Current Performance (April - March 2020/21): 31

There were 31 injuries in 2020/21 which is a 9% (3) ✓ decrease since 2019/20.

Main Injury Types

41.9% (13)	Overcome by Gas/Smoke
38.7% (12)	Breathing difficulties
16.1% (5)	Burns
3.2% (1)	Head injury

Age Ranges

0.0% (0)	under 14
9.7% (3)	between 14 and 24
6.5% (2)	between 25 and 35
19.3% (6)	between 36 and 45
0.0% (0)	between 46 and 55
16.1% (5)	between 56 and 65
12.9% (4)	are 66 and over
35.5% (11)	were not known

Gender

64.5% (20)	were male
25.8% (8)	were female
9.7% (3)	Not specified/known

21 (67.8%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Performance April - March 2020/21 6.6 Shifts lost per person

All Staff Sickness is 12% below the target (7.5) ✓ (0.9 shifts) and has: decreased ✓ by 34.0% (3.4 shifts) since 2019/20 from 10.0 shifts lost per person.

- **Wholetime Staff Sickness** decreased ✓ by 37.0% (4 shifts) since 2019/20 from 10.8 to 6.8 shifts per person.
- **Control Room Staff Sickness** decreased ✓ by 11.0% (0.8 shifts) since 2019/20 from 7.3 to 6.5 per person.
- **Green Book (Non Uniformed) Staff Sickness** decreased ✓ by 29.5% (2.6 shifts) since 2019/20 from 8.8 to 6.2 per person.

There have been 3516.8 shifts lost in 2020/21 compared to 5,412.6 shifts lost in 2019/20.

Long Term vs Short Term Sickness

- 69.6% of sickness is classed as Long Term (more than 28 days)
- 11.5% of sickness is classed as Medium Term (8 to 27 days)
- 18.9% of sickness is classed as Short Term.

5.6 Health and Safety

Performance April - March 2020/21: 195 Accidents

- Decreased ✓ by 17.4% (41) since 2019/20 from 236 accidents to 195, and
- Increased ✗ by 61.2% (74) since 2010/11 from 121 accidents to 195. This is due to more detailed and accurate reporting.

The figures over the previous five years have remained fairly constant which indicates that our reporting is now consistent.

For manual handling injuries, there is a decrease of 5 (14%) in 2020/21 from 36 to 31 in the number of incidents reported compared to 2019/20. This is still a 10 more incidents, a 48% increase since 2017/18.

There has been a significant decrease in the number of slip, trips and falls reported. These occur for a variety of reasons from operational environments, poor housekeeping and environmental conditions. Last year's exceptional dry weather may have had an influence in the decrease of slips.

There has been a 43% decrease in the number of vehicle incidents compared to 2019/20.

Lost time incidents decreased by 25% since 2019/20 from 20 to 15 and this figure is now lower than the 16 in 2014-15.

Incidences of work related violence and stress remain consistently low but it is likely that these are under reported and so are not indicative of the extent of the occurrences of these types of safety events.

There has been a 13% decrease in the number of near hits reported (10 incidents) since 2019/20. This can be taken as a positive indicator of better reporting. The reporting of near hits gives the Service greater opportunity to investigate and introduce control measures before an injury results.

5.7 Level 3 & 4 Incidents attended in 2020/21

A level 3 incident is one that is attended by between 7 and 9 appliances at one time.

A level 4 incident is one that is attended by 10 or more appliances at one time.

During 2020/21, ESFRS attended seven level 3 incidents and two level four incidents; below are the details of the level 4 incidents:

At 07:04 on 20th January 2021, ESFRS was mobilised to a fire at a high rise residential block of flats (3 or more storeys) above a set of shops: Marine Court, Marine Street, St Leonards on Sea, Hastings. The fire was reported as emanating from the basement. Initially ten pumps were sent but the incident was soon upgraded to a 'Make Pumps 14'.

The Police and Ambulance were also in attendance. The ESFRS evacuated 40 people but there were no injuries. The fire was limited to the basement and no other property was affected at stop.

This was an accidental fire caused by fault in a battery charger.

At 09:32 on 8th August 2020, ESFRS were mobilised to Endeavour Works, Beach Road, Newhaven where there were reports of an industrial building alight. Members of the public from as far as away as Brighton reported seeing the thick black cloud of smoke that was rising up from the warehouse building. Initially four pumps were sent to the incident but by 10.14 the incident was upgraded to a 'Make Pumps 12'. The public were asked to avoid the area and keep doors and windows closed due to the smoke. At the height of the fire, 12 pumps, a water carrier and an aerial appliance were at the scene.

The fire was brought under control and scaled down to 4 pumps at 17:00 and by 18:20 Damping down operations were in progress, which continued into the following day.

No members of public were injured in this fire although a firefighter was taken to hospital suffering from heat exhaustion.

The fire investigation concluded that this was an accidental fire caused by a defective electrical appliance.

6. Compliments and Complaints received 2020/21

We received 31 complaints from members of the public this year, this was one more than in 2019/20 and 91 compliments.

Complaints Received against the Service 2020 - 2021			
No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
1	Conduct of ESFRS employee	Justified	Resolved and response issued. Apology given. HR informed Reminder issued of the standards expected by ESFRS
2	Conduct of ESFRS employee	HR matter	Passed to HR in line with policy
3	IRMP consultation	2 unjustified 1 justified 1 unsubstantiated	Resolved and response issued Incorporate finding into future consultations
4	Bonfires	Unjustified	Resolved locally and response issued
5	Conduct of ESFRS employee	Unjustified	Resolved and response issued Standards expected by ESFRS response issued
6	IRMP consultation	Unjustified	Resolved and response issued
7	Incident response	Unjustified	Resolved locally and response issued
8	Conduct of ESFRS employee t	HR matter	Passed to HR in line with policy
9	Insurance matter	Logged for record purposes	Logged for record purposes for future reference
10	Conduct of ESFRS employee	Closed	Closed no further information received
11	Fire Investigation	Unjustified	Resolved and response issued.

12	Driving standards	Unjustified	Resolved and response issued. Reminder issued locally re Standards expected by ESFRS
13	Telephone consultation	Logged for record purposes	Logged for record purposes for future reference
14	Home maintenance	Logged for record purposes	Logged for record purposes for future reference
15	Fire service access concerns	Logged for record purposes	Logged for record purposes for future reference
16	Fire Safety Management/safeguarding	Logged for record purposes	Logged for record purposes for future reference
17	Conduct of ESFRS employee	Unjustified	Resolved and response issued
18	Conduct of ESFRS employee	Partially justified	Resolved and response issued
19	Damage to property	Unjustified	Resolved and response issued
20	Incident details	Unjustified	Resolved and response issued
21	Dangerous driving	Justified	Resolved and response issued. Apology given. HR informed Reminder issued of the standards expected by ESFRS
22	Fire dog	Logged for record purposes	Logged for record purposes for future reference
23	ESFRS attendance at an incident	Justified	Not formal complaint - logged for record purposes for future reference
24	Criminal damage (Personal time)	HR matter	Passed to HR in line with policy
25	Driving standards	Unjustified	Resolved and response issued
26	Conduct of ESFRS employee	Unjustified	Resolved and response issued. Reminder issued of the standards expected by ESFRS

27	Conduct of ESFRS employee	Unjustified	Resolved and response issued.
28	Recruitment process	Unjustified	Resolved and response issued
29	Service received at an incident	Logged for record purposes	Logged for record purposes for future reference
30	Damage to property	Unjustified	Appeal received - ongoing
31	Scam Caller	Logged for record purposes	Logged for record purposes for future reference

Appendix B - Plain English descriptions of indicators

Indicator	Plain English description	Rationale	Good Performance	
Number of Primary Fires attended	The number of major fires involving property, casualties or involving 5 or more appliances	This indicator measures the incidence of fire and related casualties, and is therefore a means by which individuals and communities can assess the fire safety support provided by ESFRS.	Lower numbers	
Number of deaths arising from Primary Fires	The number of people whose death was caused by fire in a major fire which involves property, casualties or 5 or more appliances The death may occur weeks or months later.		Lower numbers	
Number of injuries (excl. Precautionary checks) arising from Primary Fires	The number of people who required medical treatment beyond first aid given at the scene of the fire per Precautionary checks are persons sent to hospital or advised to see a doctor as a precaution, having no obvious injury or distress.		Lower numbers	
Number of Deliberate Primary Fires (excl. Primary Fires in Vehicles)	The number of fires where the cause of fire is suspected not to be an accident, involving property, casualties or involving 5 or more fire appliances		Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government.	Lower numbers
Number of Deliberate Primary Fires in Vehicles	The number of fires in vehicles that are not derelict where the cause of fire is suspected as not to be an accident			Lower numbers
Number of Deliberate Secondary Fires (excl. in Vehicles)	The number of small fires where the cause of fire is suspected not to be an accident These include fires to: Derelict Buildings, Grass/Heath/Railway, Straw/Stubble, Refuse/Container, Tree/Fence/Lamp.			Lower numbers

Indicator	Plain English description	Rationale	Good Performance
Number of Deliberate Secondary Fires in Vehicles	The number of fires where the cause of fire was not an accidental in derelict vehicles.	Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government.	Lower numbers
Number of Home Safety Visits (HSVs)	The number of home fire safety visits where the householder was given fire safety advice and or had a fire alarm installed.	To raise awareness of the potential fire risks within the home in order to make them safer.	Higher numbers
Percentage of HSVs to be delivered to vulnerable people	The number of home safety visits delivered to vulnerable people within our community. Vulnerability is defined as lone pensioners, people over 65, people in rented accommodation, single parent families, hearing /sight impaired and those with a limiting long elderly.	In Rising to the Challenge, The Audit Commission reiterates that Home Fire Safety Checks should not be conducted indiscriminately, but targeted to those most at risk.	Higher percentage
Number of Accidental Dwelling Fires attended	The numbers of fires in houses where the cause was accidental	To ascertain the effectiveness of certain aspects of FRS activity including community safety education, where the public is prepared to cope with a fire event if it happens by closing doors and fitting smoke detection. And the rapid and effective response to the incident can confine the fire within the first compartment and reduce the damage and suffering.	Lower numbers
Number of Fires in Non-domestic Properties	The number of fires in buildings such as agricultural, Industrial properties, Trade, hotels, catering etc. per	To monitor the effectiveness of fire safety under the Regulatory Reform (Fire Safety) Order (RRO).	Lower number

Indicator	Plain English description	Rationale	Good Performance
Number of Inspections of High Risk Premises to support compliance with the Fire Safety Order	The number of inspections undertaken in high risk premises	Inspections within those premises covered by the fire safety order should reduce the perceived risk. Consequently, over time FRSS should see a positive reduction in inspection compliance outcomes within premise groups.	Higher number
Percentage of Accidental Dwelling Fires confined to room of origin	The percentage of fires that did not spread past the room they started in.	To assess response effectiveness.	Higher percentage
Number of Working Days/Shifts lost due to sickness absence for all staff	The number of days/ shifts lost to sickness divided by the number of staff in post	Sickness absence reduces the effectiveness of an organisation	Lower number
Number of Workplace Reported Accidents / Injuries	The number of accidents/ injuries reported	Staff safety is paramount, and it is important that the service measures whether health and safety procedures and initiatives to reduce physical attacks on firefighters are working. This is particularly important in light of any changes to types of station, appliances and crewing arrangements.	Lower number
Number of RIDDOR incidents	The number of injuries, deaths and dangerous occurrences reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995		Lower number