

## EAST SUSSEX FIRE AUTHORITY

**Meeting** Scrutiny and Audit Panel

**Date** 11 November 2021

**Title of Report** Performance Report for Quarter 1 2021/22

**By** Sharon Milner, Planning & Intelligence Manager  
Marcus Whiting, Performance Analyst

**Lead Officer** Liz Ridley, Assistant Director – Planning & Improvement

**Lead Member** Cllr Paul Redstone

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**Background Papers** None

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**Appendices** Appendix 1 – Quarter 1 report

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### Implications

<b>CORPORATE RISK</b>		<b>LEGAL</b>	
<b>ENVIRONMENTAL</b>		<b>POLICY</b>	
<b>FINANCIAL</b>		<b>POLITICAL</b>	
<b>HEALTH &amp; SAFETY</b>		<b>OTHER (please specify)</b>	
<b>HUMAN RESOURCES</b>		<b>CORE BRIEF</b>	
<b>EQUALITY IMPACT ASSESSMENT</b>			

**PURPOSE OF REPORT** To present the results and direction of travel of quarter 1 2021/22 from quarter 1 2020/21 and the projected end of year results for 2021/22.

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**EXECUTIVE SUMMARY** This report provides Scrutiny and Audit with a summary of service performance for quarter 1 2021/22 compared to quarter 1 2020/21 and the projected end of year results 2021/22. The report contains information against 21 indicators.

Due to the national pandemic, the Service has adapted new models of service delivery including telephone home safety visits and business safety audits. The direction of travel indicators in these areas are not comparable therefore have not been included.

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**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.
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## **1. INTRODUCTION**

- 1.1 This report compares the performance indicator results of quarter 1 2021/22 with quarter 1 2020/21 and the projected end of year results for 2021/22. The direction of travel column is comparing the Service's performance at the quarter end in the current year against the previous quarter.
- 1.2 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 in 2020, 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. These indicators are: number of home safety visits completed; inspections of high risk premises; business safety audits undertaken by fire station crews; number of business safety engagement events; and number of attendees at business safety engagement events. All these indicators were directly affected by the change in service delivery due to the pandemic.
- 1.3 The additional information about the numbers of telephone home safety visits and other business safety work has been included in Appendix 1 to show the level of extra work that has been undertaken during the pandemic. As previously reported there is again more 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 Quarter 1 results**

- 2.2 Six of the 16 indicators that are reported against are showing an improvement in performance against the same quarter in the previous year, one the same, and seven are showing a decline. Two have not been updated owing to the EIRS upgrade and the remedial work ongoing to rectify the reports. These are PIs 14 and 15, the Service's attendance standards: 70% of the first arriving appliances at any incident from an 'On station response within 10 minutes; and from an 'On-Call response' within 15 minutes.
- 2.3 Of those reporting a decline in performance; three indicators are reporting at least a 10% decline in performance against quarter 1 2020/21. These are:
- (i) Number of Industrial and Commercial fires (39%: 25 up from 18).
  - (ii) Number of working days/shifts lost due to sickness (see 3.5.1).
  - (iii) Percentage reduction of automatic fire alarms (AFAs) from the base year (2009/10) (see 3.6.1).

## **3. PERFORMANCE PRIORITY AREAS**

- 3.1 The Fire Authority priorities as agreed by the Scrutiny and Audit Panel are listed 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 1 2021/22, ESFRS attended 109 accidental dwelling fires (ADFs), this is an increase of 4 against the same period in the previous year. The projected end of year result for ADFs shows a continued improvement in performance in this area with 437 against 443 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.

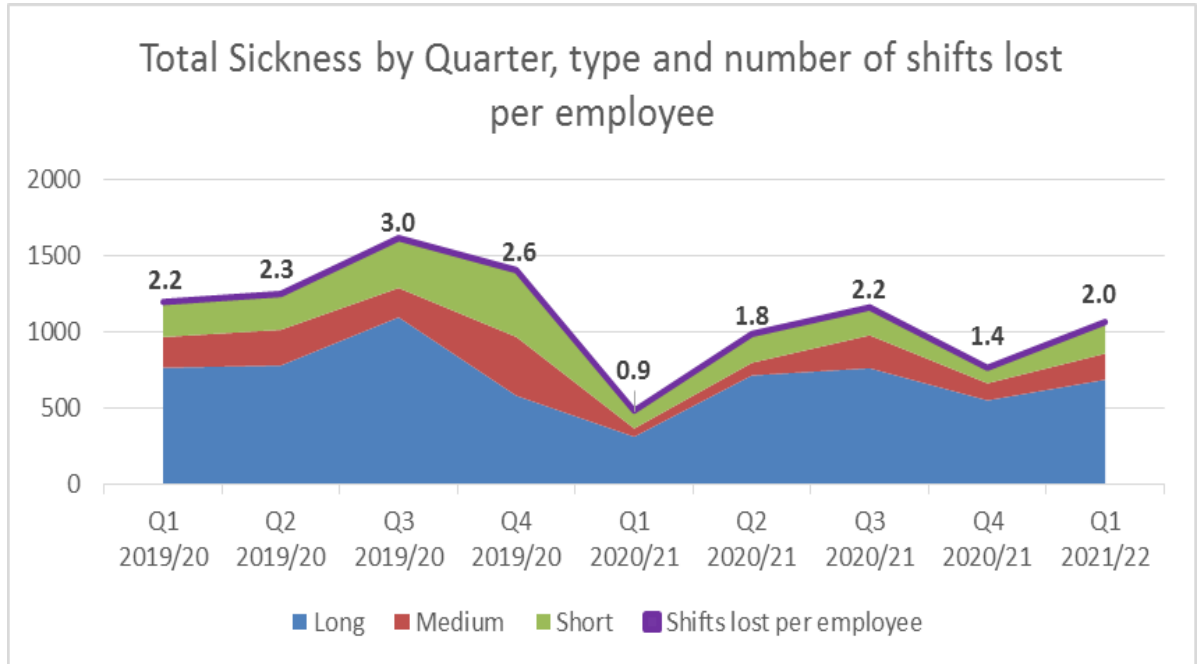
### 3.4 **Increasing the percentage of home safety visits that we complete with the more vulnerable members of our community**

3.4.1 We delivered 96.6% of our home safety visits to vulnerable people within our community by the end of quarter 1 2021/22; this is an increase against the previous year (95.0%) and a projected improvement to the 2020/21 end of year result (95.7%). The vast majority of this work was undertaken over the telephone due to the COVID-19 pandemic.

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

3.5.1 Figure 1 shows that in quarter 1 2021/22, ESFRS lost 2.0 shifts per person to sickness (0.9 in the previous year's quarter 1). The 2021/22 projected end of year result is currently 8.0, which is above the target of 7.5 and also above the 2020/21 end of year result (6.6 shifts lost due to sickness per employee).

**Figure 1: Total Sickness**



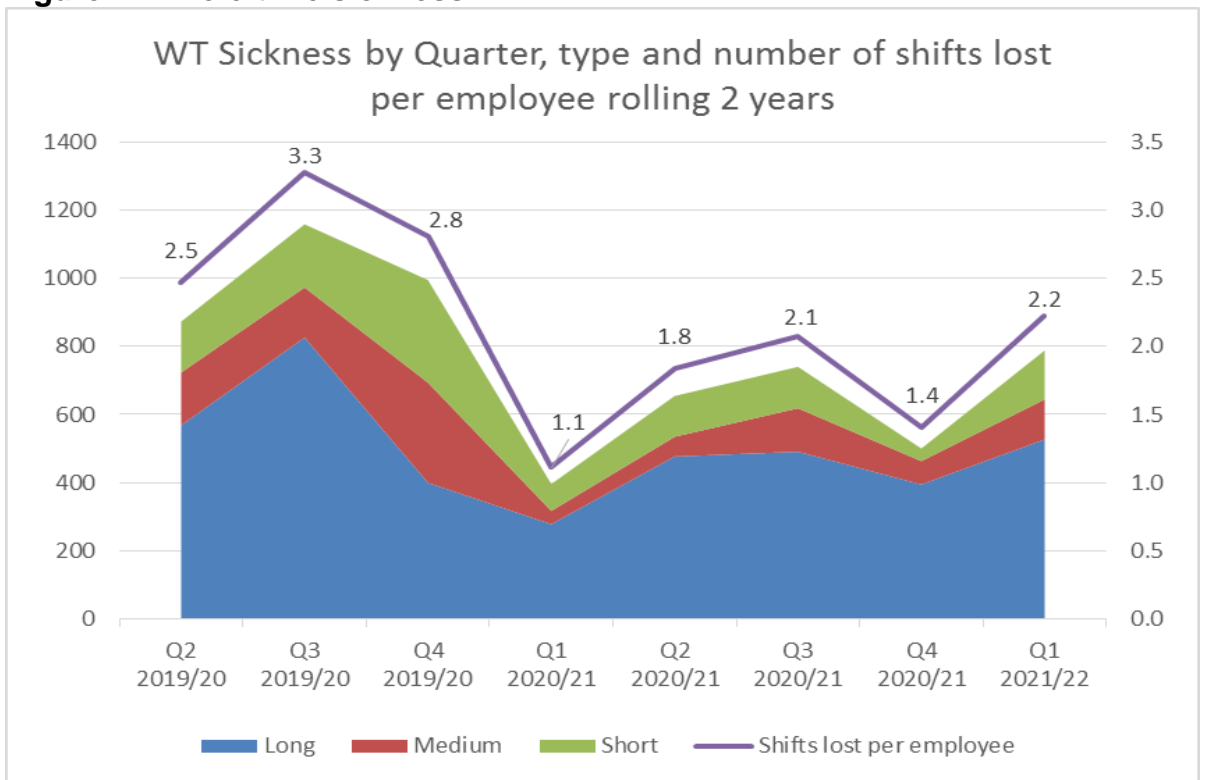
3.5.2 Table 1 shows the shifts lost broken down by absence code due to COVID-19 in Quarter 1. These COVID-19 related absences are not included in the overall sickness figures.

**Table 1: COVID related absence for Quarter 1 2021/22**

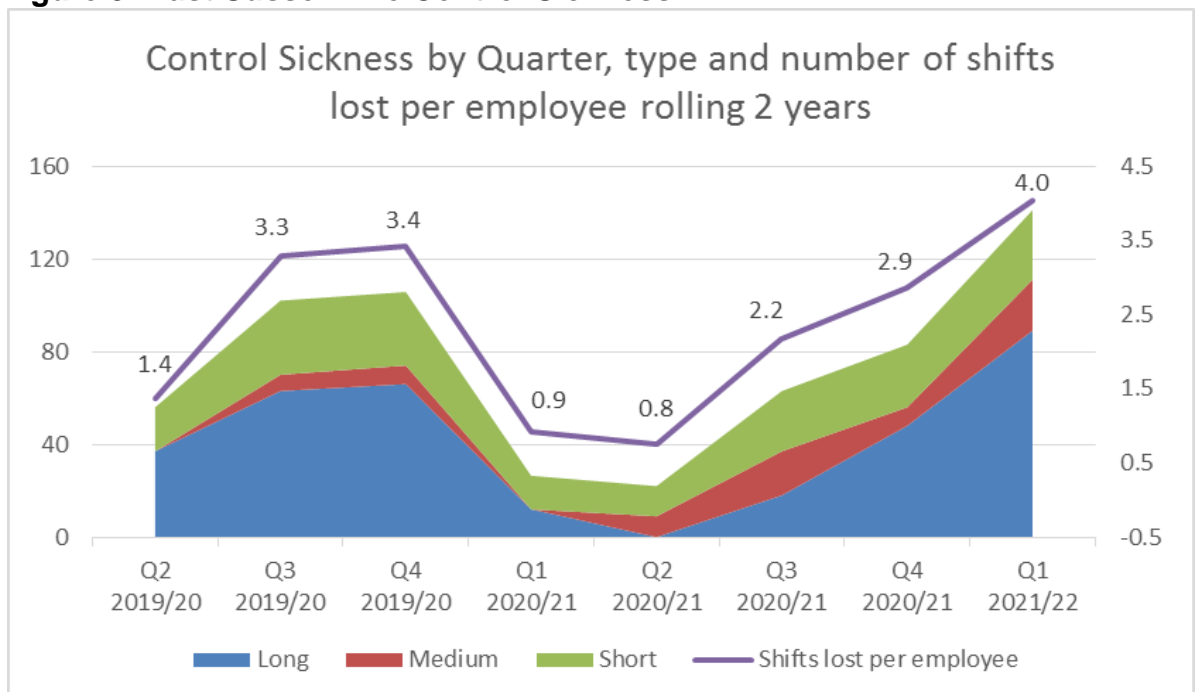
Shifts lost Other absence code	Total
COVID-19 (medically confirmed)	10
SELF-ISOLATION (at risk)	62.7
SELF-ISOLATION (household showing symptoms)	18
SELF-ISOLATION (individual showing symptoms)	20.6
SELF-ISOLATION (instructed by ESFRS)	10
<b>Grand Total</b>	<b>121.3</b>

3.5.3 Figures 2, 3 and 4 contain information on whole-time, East Sussex fire control (ESFC) and support staff sickness split into long term, medium term and short term sickness respectively by quarter for the previous rolling 2 year period.

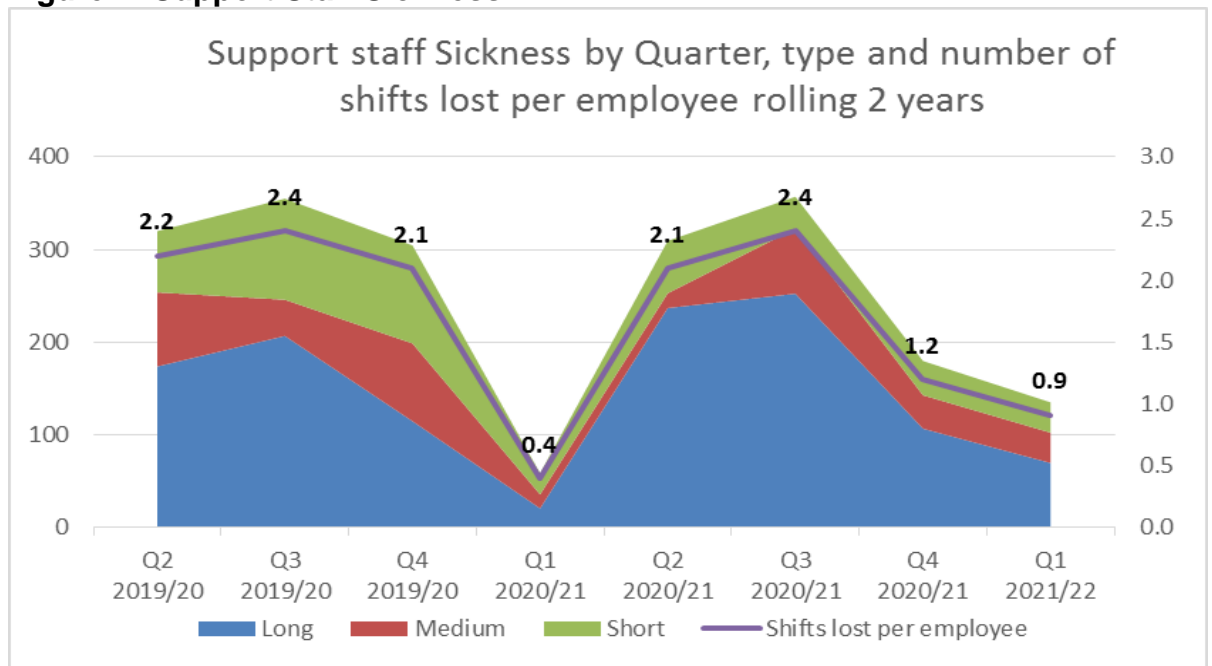
**Figure 2: Whole-time sickness**



**Figure 3: East Sussex Fire Control Sickness**



**Figure 4: Support Staff Sickness**



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

3.6.1 False alarm calls attended in quarter 1 2021/22 have increased compared to quarter 1 in 2020/21 but are projected to be below the 2020/21 end of year result. In quarter 1 last year there was a 40.4% reduction from the baseline compared to 30.7% in the current quarter 1.

**3.7 Percentage of accidental fires confined to the room origin.**

3.7.1 91.7% of ADFs were confined to room of origin at the end of quarter 1 2021/22, a slight increase in performance against the previous year quarter when the result was 91.4%. This is also a projected improvement on the 2020/21 year end result of 90.5%.

**3.8 Inspections of high risk premises completed**

3.8.1 Quarter 1 figures for the number of inspections of high risk premises and business safety audits remain due to the COVID-19 pandemic and national lockdown. These indicators have been temporarily replaced by an 'other business safety telephone activities and interactions' performance indicator. Face to face visits are set to resume in quarter 2.

3.8.2 Table 2 below shows the breakdown of these other interactions that were completed during quarter 1 in 2021/22, in which there were 534. The majority of these were undertaken over the telephone. This compares to 387 in quarter 1 in 2020/21.

**Table 2: Breakdown of Business safety interactions for Quarter 1 2021/22**

Interaction	Total
Building Regulations	215
Housing	7
Licensing	61
Marriage Act	12
Other FS Activity	215
Planning	24
<b>Grand Total</b>	<b>534</b>

### 3.9 Numbers of Home Safety Visits completed (by telephone due to COVID 19)

3.9.1 Community Safety teams and operational crews are not able to undertake home safety visits in the normal manner due to the ongoing COVID-19 pandemic. Telephone home safety visits are being conducted. In the quarter 1, 2021/22, 2,007 telephone HSVs were completed, which compares 1,512 in quarter 1, 2020/21.

3.9.2 Table 3 details the range of community safety work that has been carried out either on the telephone or face to face during quarter 1 2021/22. An alternative indicator added due to COVID 19 was the number of properties visited for faulty / smoke alarms and fittings etc. (highlighted in purple). In quarter 1 there were 397 such interactions, compared to 292 in quarter 1 in 2020/21.

**Table 3: Breakdown of community safety interactions during Quarter 1 2021/22**

Over all total (April 21 - June 21) HSV Telephone Assessments/ Faulty Alarm/ Interactions	
Total No of Enhanced HSV Telephone Assessments	57
Total HSV Telephone Assessments (SWA)	835
Total HSV Telephone Assessments (Crews)	1,060
<b>Number of Faulty Alarms - Standard &amp; Specialist (Gone into properties)</b>	<b>78</b>
<b>Smoke &amp; CO Fitted (gone into properties)</b>	<b>263</b>
<b>Specialist alarms Fitted (gone into properties)</b>	<b>27</b>
<b>Blanking Plates (gone into properties)</b>	<b>6</b>
<b>Bedding &amp; Lap Blankets (dropped off/gone into properties)</b>	<b>23</b>
Smoke Alarm (Posted)	76
CO Alarm (Posted)	28
No of Info Packs sent (email)	12
No of Info Packs sent (posted)	652

3.9.3 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 (see table 4). In quarter 1 2021/22, there were 505 of these interactions.

**Table 4: Breakdown of the befriending calls made to vulnerable members of the community during Quarter 1 2021/22**



Over all total (April 21 – June 21) Vulnerable Call Scheme	Total
Number of calls made	477
Requires a befriending call	0
Referred to other agencies for help with shopping	0
Referrals made for HSV including Faulty Alarms	28
Required GP	0

#### 4. ROAD TRAFFIC COLLISION DATA

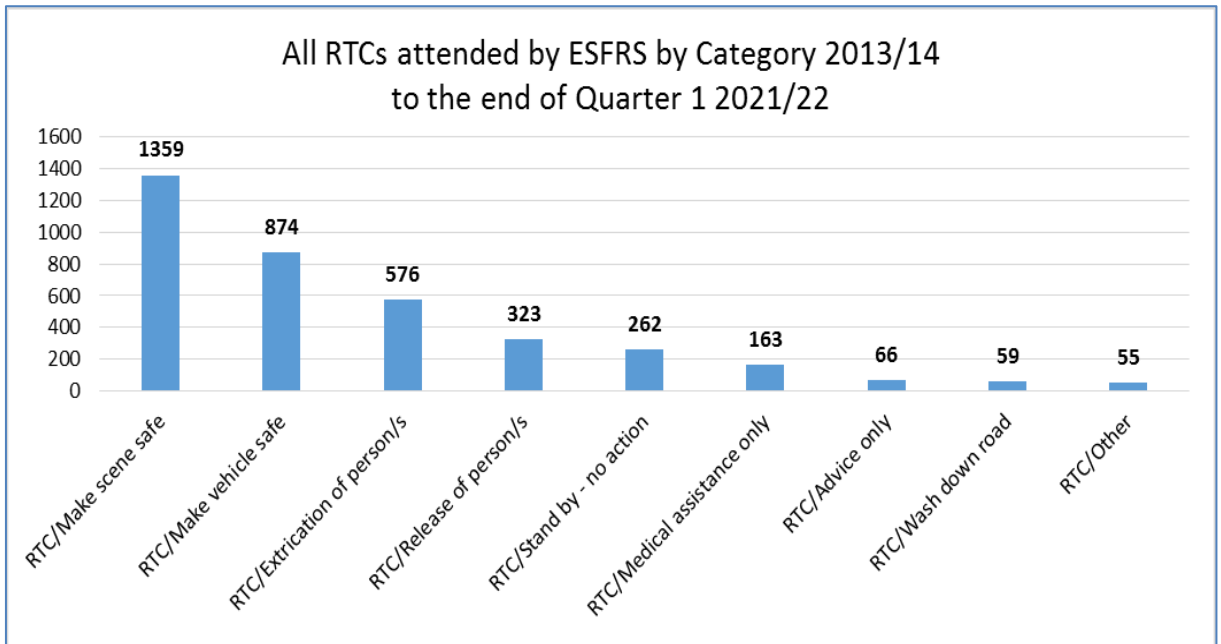
4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. ESFRS attend on average 18% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs, for example include 'Making the scene safe' and 'Making the vehicle safe'. Table 5 shows that there has been a considerable drop in the total number of RTCs across East Sussex as attended by Sussex Police in the last financial year. With regard to ESFRS attendance to RTCs, this has declined in the last two financial years following an increase up to 2018/19. The large drop in 2020/21 is most certainly attributable to the COVID-19 pandemic with much of the community sticking to local areas and much reduced travel across the service area during lockdown. Figures are projected to increase in 2021/22 owing to the easing of lockdown since March 2021.

**Table 5: 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	2021/22 - Projected	
RTC ESFRS total attended	426	462	487	479	506	518	443	319	97	390
East Sussex All RTCs	2,740	3,027	3,013	2,824	2,534	2,574	2,539	1,788	322 (Apr & May)	1,927
% of RTCs attended by ESFRS	16%	15%	16%	17%	20%	20%	17%	18%		20%

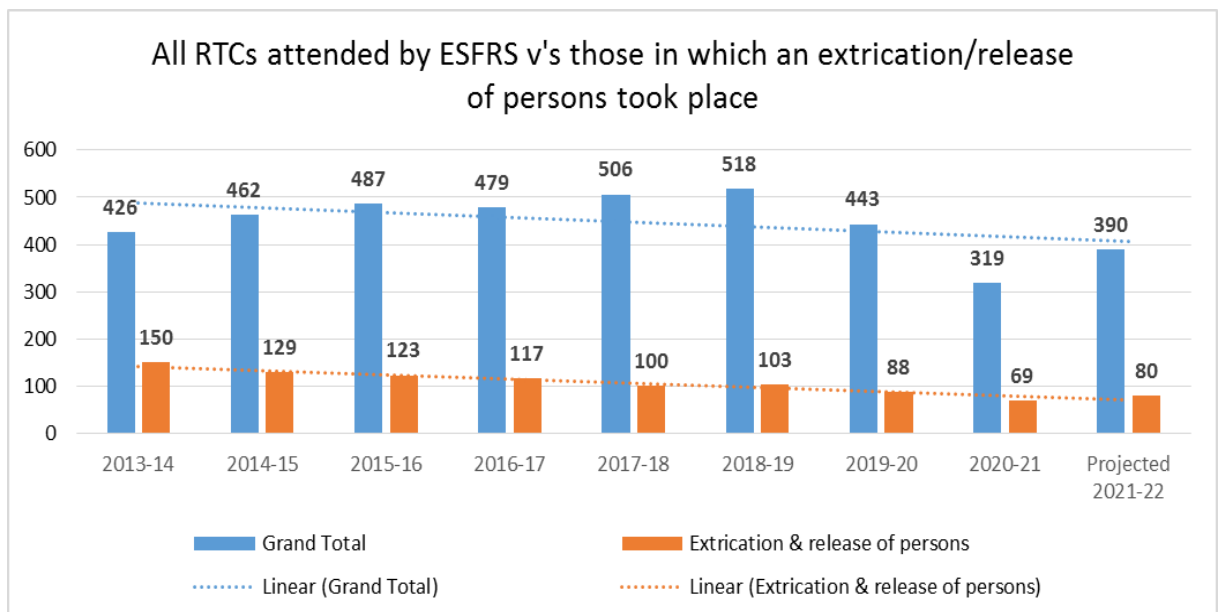
4.2 Chart 1 below shows the number of RTCs attended over an eight year period by type to the end of quarter 1 2021/22. The largest category ESFRS is called to is 'making the scene safe' with 1,359.

**Chart 1: All RTCs attended by ESFRS by Category 2013/14 to the end of Quarter 1 2021/22**



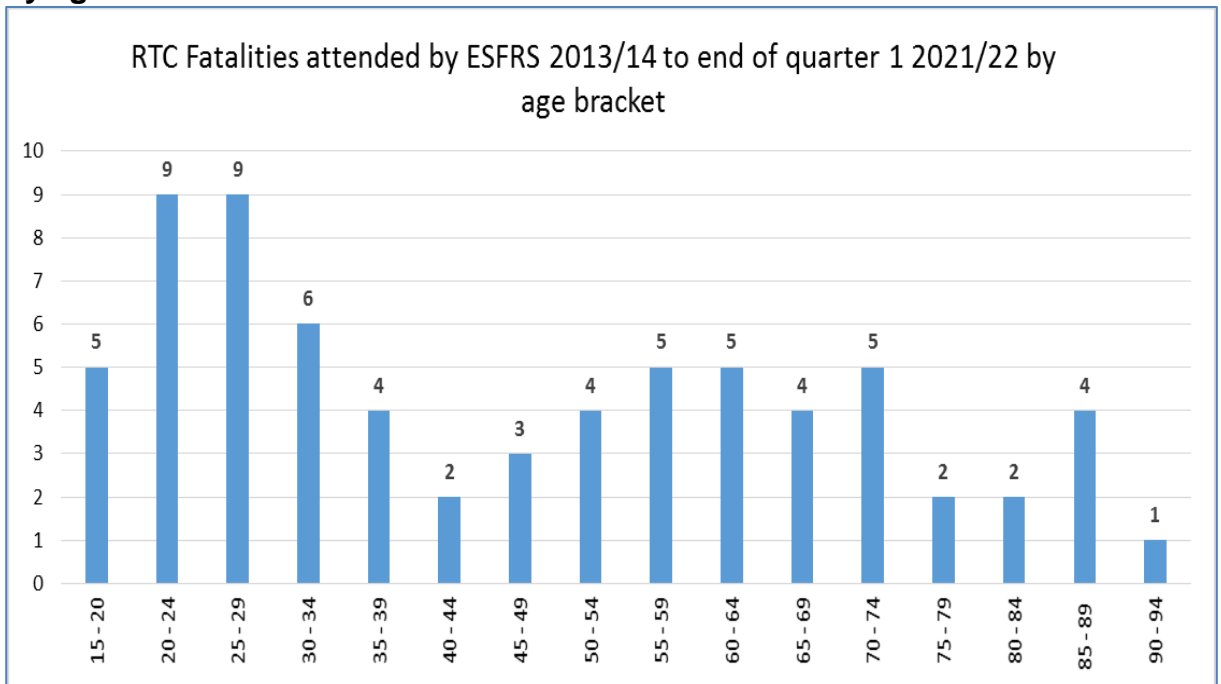
4.3 Chart 2 contains information on the number of RTCs attended against those in which an extrication or a release of persons took place. Both categories are showing a decreasing trend over the entire reported period. This chart includes a projected end of year result for 2021/22 based on current quarter 1 figures. As with all RTC data, it is important to recognise the impact that lockdowns and other restrictions due to COVID 19 have affected recent data.

**Chart 2: All RTCs attended by ESFRS v's those in which an extrication/release of persons took place**



4.4 Chart 3 shows the age range of the fatalities in RTCs attended by ESFRS over the eight year period to end of quarter 1 2021/22. (NB If the age is not known these incidents have been excluded.)

**Chart 3: RTC Fatalities attended by ESFRS 2013/14 to end of Quarter 1 2021/22 by age bracket**



## 5. EQUALITIES IMPLICATIONS

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