

EAST SUSSEX FIRE AUTHORITY

Meeting	Scrutiny and Audit Panel
Date	20 January 2022
Title of Report	Performance and Corporate Strategy monitoring report for Quarter 2 2021/22
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Lead Officer	Liz Ridley, Assistant Director Planning & Improvement
Lead Member	Cllr Paul Redstone

Background Papers	Corporate Strategies Activities Monitoring Plan Quarter 2 2021/22 - Assurance Performance and Governance Group 08/11/21 Performance Report for Quarter 2 2021/22- Assurance Performance and Governance Group 08/11/21
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Appendices	Appendix 1 – Quarter 2 report Appendix 2 – Corporate Strategies Activities Monitoring Plan Quarter 2 2021/22 overview
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Implications

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

PURPOSE OF REPORT To present the results and direction of travel of quarter 2 2021/22 from quarter 2 2020/21 and the projected end of year results for 2021/22.

The report also contains an overview of progress against the Corporate Strategy.

EXECUTIVE SUMMARY This report provides the Scrutiny and Audit panel with a summary of service performance for quarter 2 2021/22 compared to quarter 2 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 adapted new models of service delivery including telephone home safety

visits and business safety audits throughout 2020/21. Face to face visits were reintroduced across the service again from 19 July 2021 in line with the relaxation of Government restrictions. Therefore, these indicators remain incomparable for the current year (2021/22) against the previous one and no direction of travel is included in these areas.

The report also contains an overview of the Corporate Strategy monitoring report that demonstrates progress against the Service's Strategy activities that have been agreed for 2021/22. This report contains information on the progress made on the key actions up to the end of Quarter 2 2021/22.

RECOMMENDATION

The Scrutiny & Audit Panel is asked to:

1. Note the performance results and progress towards achieving the Service's purpose and commitments as contained in Appendix 1.
 2. Note 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 the progress against the Service's strategies as at Quarter 2.
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1. INTRODUCTION

- 1.1 This report compares the performance indicator results of quarter 2 2021/22 with quarter 2 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 same quarter in the previous year.
- 1.2 Due to the limitations imposed by the COVID-19 restrictions during the whole of 2020/21 and the first quarter of 2021/22, ESFRS found other ways of undertaking home safety visits, business safety audits and engagements. As Government restrictions were lifted on 19 July 2021 the service recommenced face to face interactions for all of the above interventions. Hence, the standard PIs do not reflect like for like measures 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 in 2020/21 and quarter 1 of 2021/22.
- 1.3 The strategic planning and performance assurance framework is developing to ensure that the Service's strategies, with their long term action plans, signpost the actions required in order to achieve the Fire Authority's purpose and commitments. This will enable a longer term view of the Service's direction of travel. The service strategies are monitored through the Assurance Performance and Governance Group. Appendix 2 provides an overview of progress as at quarter 2.

2. MAIN ISSUES QUARTER 2 PERFORMANCE REPORT

2.1 Quarter 2 results

- 2.2 Seven of the 16 indicators that are reported against are showing an improvement in performance against the same quarter in the previous year, two are the same, and five are showing a decline. Due to the IRS Oracle database upgrade to SQL it has not been possible to recreate the attendance standard performance indicators. We are currently looking at options to address this and we will provide an update in the quarter 3 report. 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 2 2020/21. These are:

- (i) Number of injuries in primary fires.
- (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 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 2 2021/22, ESFRS attended 90 accidental dwelling fires (ADFs), this is a decrease of 35 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 397 against 437 in the previous year. If this trend continues this will be the lowest number of accidental dwelling fires ever recorded by ESFRS and will show a 9% decrease against 2020/21.

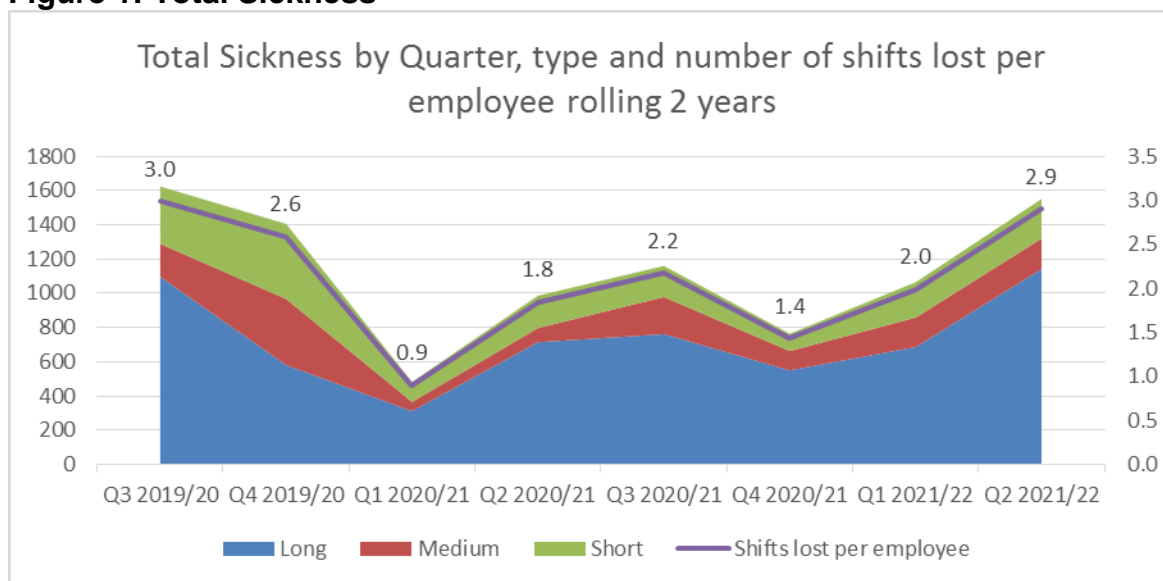
3.4 Increasing the percentage of home safety visits that we complete with the more vulnerable members of our community

3.4.1 We delivered 96.1% of our home safety visits to vulnerable people within our community by the end of quarter 2 2021/22; this is a slight increase against the previous year (95.9%) and a projected improvement to the 2020/21 end of year result (96.1%). The majority of this work up to 19 July 2021 was undertaken over the telephone due to the COVID-19 pandemic restrictions.

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

3.5.1 Figure 1 shows that in quarter 2 2021/22, ESFRS lost 2.9 shifts per person to sickness (1.8 in the previous year's quarter 2). The 2021/22 projected end of year result is currently 9.8, 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 2. These COVID-19 related absences are not included in the overall sickness figures.

Table 1: COVID related absence for Quarter 2 2021/22

Shifts lost Other absence code	Shifts lost	Number of employees affected
COVID-19 (medically confirmed)	141	25
SELF-ISOLATION (at risk)	8	3
SELF-ISOLATION (household showing symptoms)	229	49
SELF-ISOLATION (individual showing symptoms)	53.5	14
SELF-ISOLATION (instructed by ESFRS)	133.1	27
SELF-ISOLATION (NHS Track & Trace)	85	21
SELF-ISOLATION (quarantining post holiday)	10	2
Total	659.6	141

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

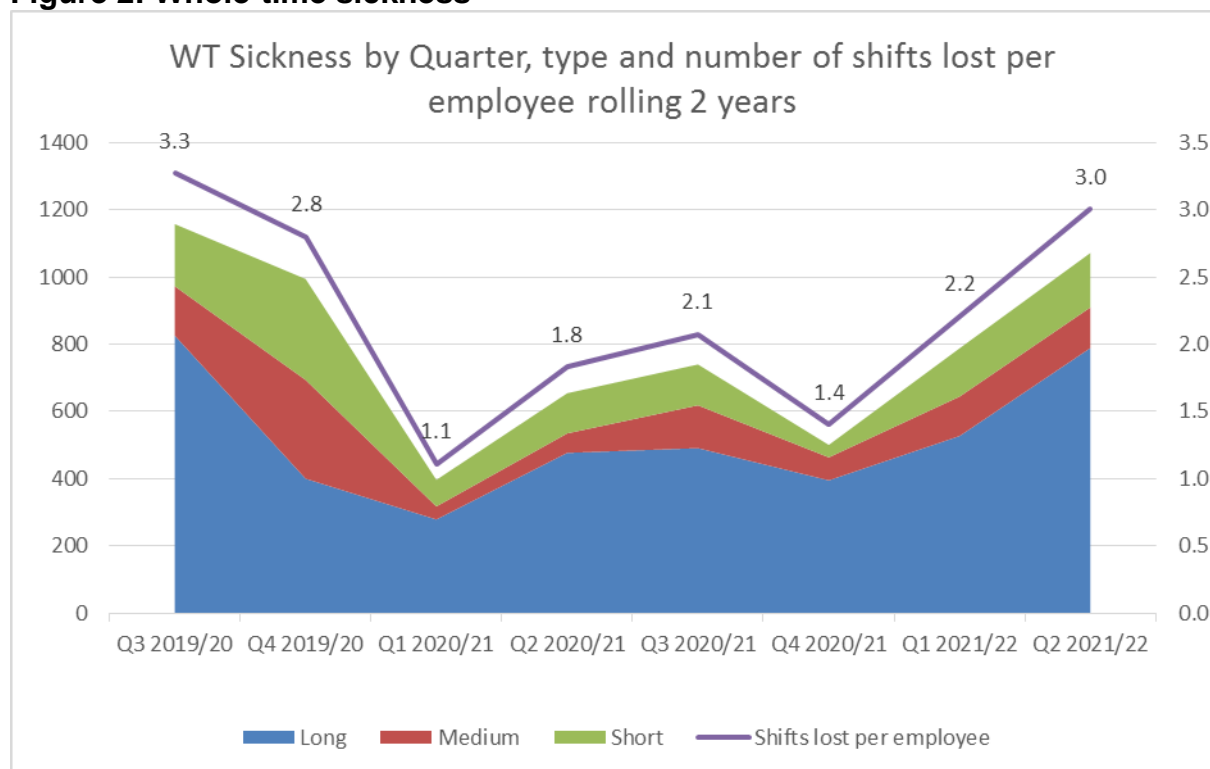


Figure 3: East Sussex Fire Control Sickness

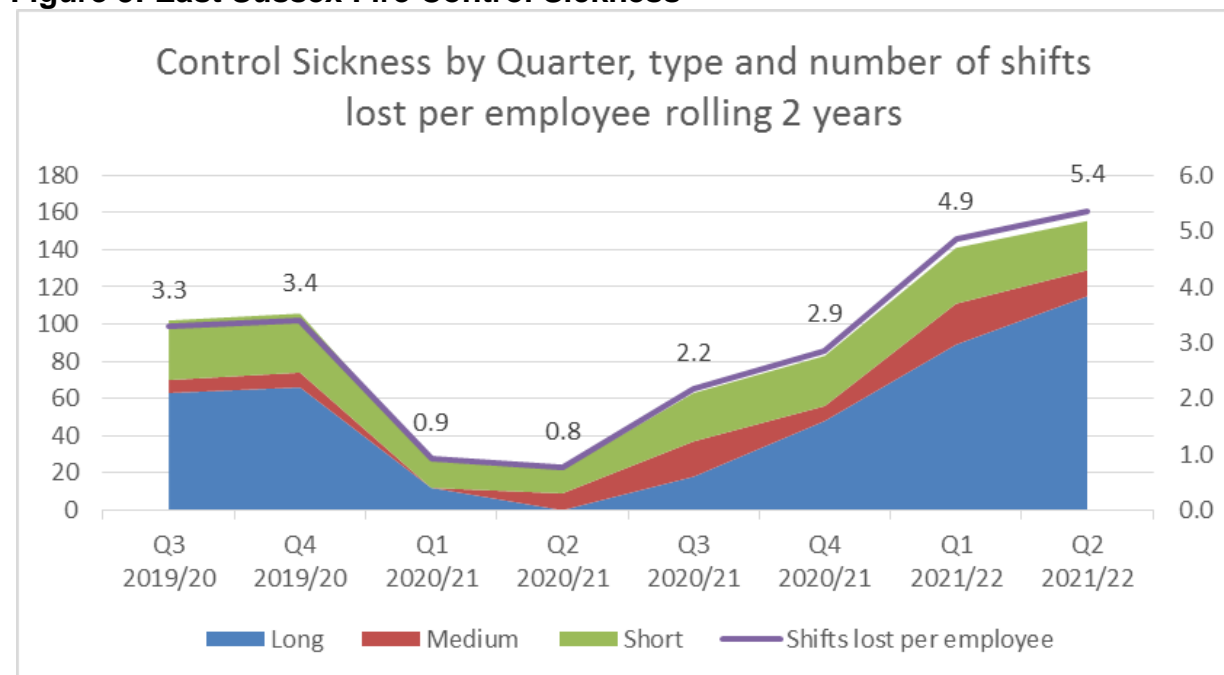
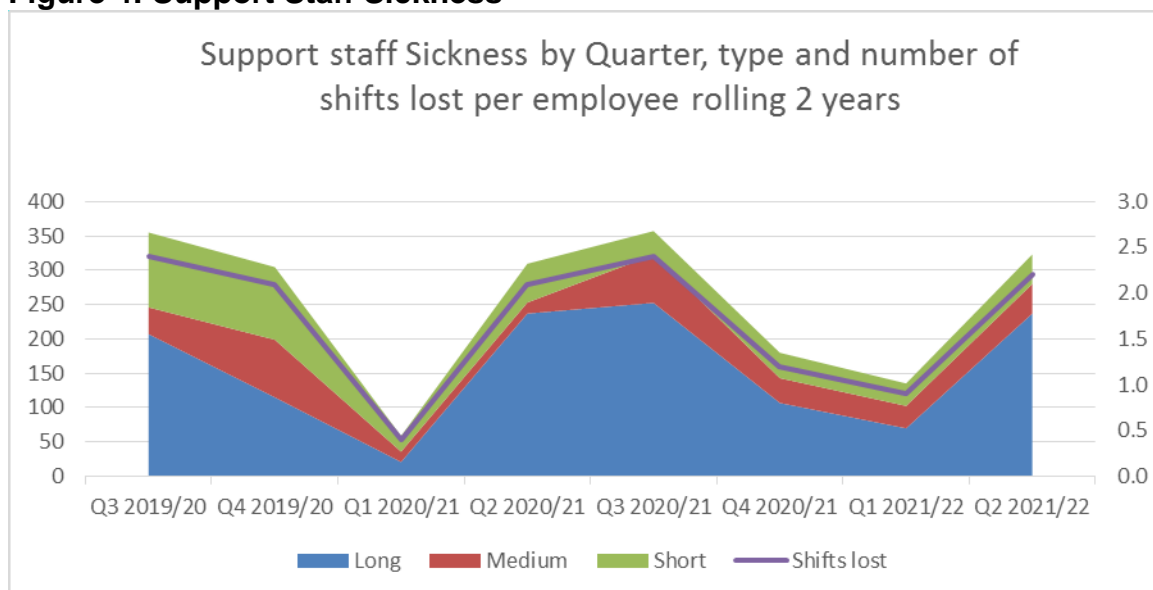


Figure 4: Support Staff Sickness



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

- 3.6.1 False alarm calls attended in quarter 2 2021/22 have increased compared to quarter 2 in 2020/21. In quarter 2 last year there was a 40.4% reduction since 2009/10 compared to 33.9% in the current quarter 2. As with many of the indicates it should be noted that direct comparisons with the previous year's result will be impacted by the pandemic. The 2021/22 projected end of year result shows a reduction of 29.4% which is below the 32% target set.

3.7 Percentage of accidental fires confined to the room origin.

- 3.7.1 87.8% of ADFs were confined to room of origin at the end of quarter 2 2021/22, a decrease in performance against the previous year quarter when the result was 95.2%. This is also a projected decline on the 2020/21 year end result of 89.9%.

3.8 Inspections of high risk premises completed

- 3.8.1 In quarter 2 face to face inspections were reintroduced and together with the telephone audits 122 were completed. As only telephone audits were undertaken in 2020/21 due to the pandemic and ensuing lockdown, these figures are incomparable at this time.

3.9 Operational fire safety checks completed

- 3.9.1 On 19 July 2021 face to face operational fire safety checks were recommenced and combined with the pre-existing telephone safety checks that had be completed due to COVID-19, 109 were reported in quarter 2 2021/22. As only telephone operational fire safety checks were undertaken in 2020/21 due to the pandemic and ensuing lockdown, these figures are incomparable at this time.

3.10 Numbers of Home Safety Visits completed

- 3.10.1 Community Safety teams and operational crews began face to face HSVs on 19 July 2021 when lockdown restrictions were eased. During quarter 2, 1,931 face to face

HSVs were completed and a further 439 telephone HSVs were completed. The data in to previous years data is not comparable. The projected year end result for face to face HSVs is 6,745. The Home Office collect both categories of HSVS those face to face and those virtual but they are reported separately.

4. **ROAD TRAFFIC COLLISION DATA**

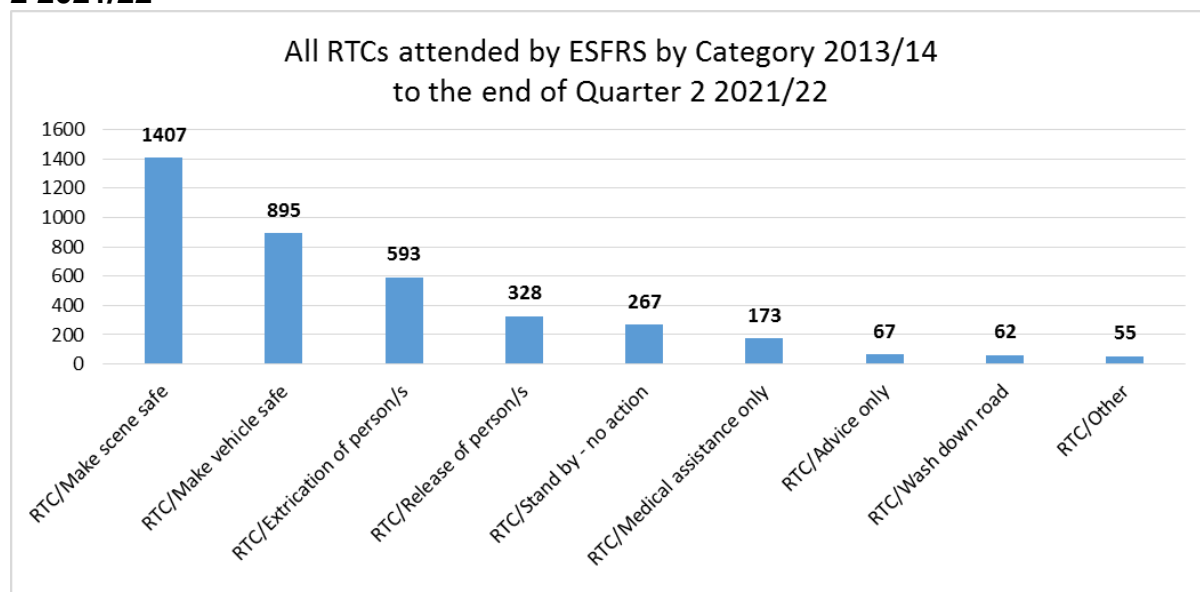
- 4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. ESFRS attend on average 17% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs, for example include 'Making the scene safe' and 'Making the vehicle safe'. Table 2 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 2: 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 21/22
RTC ESFRS total attended	426	462	487	479	506	518	443	319	207	414
East Sussex all RTCs	2740	3027	3013	2824	2534	2574	2539	1788	N/a	N/a
% of RTCs attended by ESFRS	16%	15%	16%	17%	20%	20%	17%	18%		

- 4.2 Chart 1 below shows the number of RTCs attended over an eight year period by type to the end of quarter 2 2021/22. The largest category ESFRS is called to is 'making the scene safe' with 1,407. The total number where we have extricated and or released people is 921 over the period.

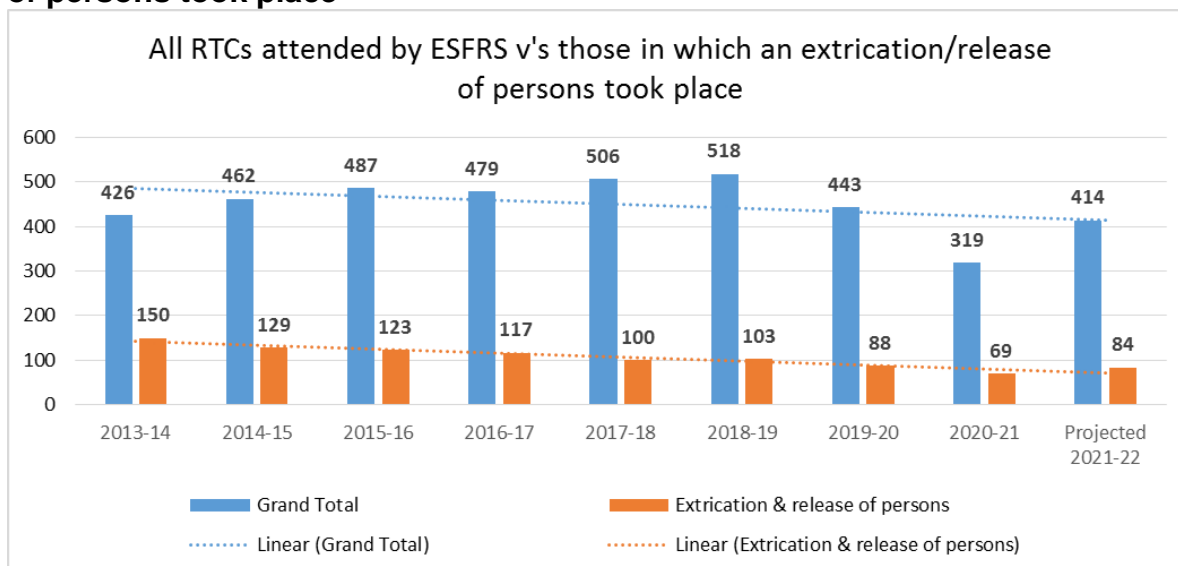
Chart 1: All RTCs attended by ESFRS by Category 2013/14 to the end of Quarter 2 2021/22



- 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

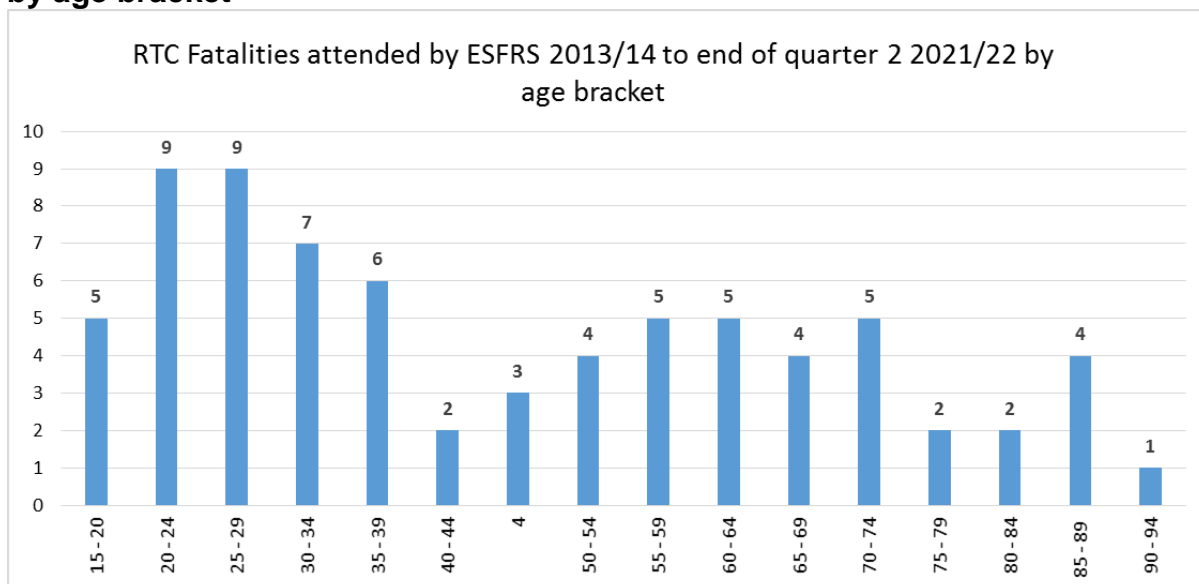
of year result for 2021/22 based on current quarter 1 and 2 figures. As with all RTC data, it is important to recognise the impact that lockdowns and other restrictions due to COVID 19 have affected recent data.

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 2 2021/22. (NB If the age is not known these incidents have been excluded.) ESFRS attended RTCS that involved a fatality on quarter 2.

Chart 3: RTC Fatalities attended by ESFRS 2013/14 to end of Quarter 2 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.