

## EAST SUSSEX FIRE AUTHORITY

<b>Meeting</b>	Scrutiny and Audit Panel
<b>Date</b>	12 May 2022
<b>Title of Report</b>	Performance and Corporate Strategy monitoring report for Quarter 3 2021/22
<b>By</b>	Sharon Milner, Planning & Intelligence Manager Marcus Whiting, Performance Analyst
<b>Lead Officer</b>	Liz Ridley, Assistant Director Planning & Improvement
<b>Lead Member</b>	Cllr Paul Redstone

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<b>Background Papers</b>	Corporate Strategies Activities Monitoring Plan Quarter 3 2021/22 - Assurance Performance and Governance Group 08/02/22 Performance Report for Quarter 3 2021/22- Assurance Performance and Governance Group 08/02/22 Performance and Corporate Strategy monitoring report for Quarter 3 2021/22 – Senior Leadership Team meeting 24/03/2022
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<b>Appendices</b>	Appendix 1 – Quarter 3 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>			

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**PURPOSE OF REPORT** To present the results and direction of travel of quarter 3 2021/22 from quarter 3 2020/21 and the projected end of year results for 2021/22.

The report also contains a snapshot of progress against the Corporate Strategies.

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**EXECUTIVE SUMMARY** This report provides the Scrutiny & Audit Panel with a summary of service performance for quarter 3 2021/22 compared to quarter 3 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.

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**RECOMMENDATION**

The 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 that the work to refresh the performance measures reported to the Panel is nearing completion and will be brought back to the next meeting.
  4. Note the progress against the Service's strategies as at Quarter 3.
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## **1. INTRODUCTION**

- 1.1 This report compares the performance indicator results of quarter 3 2021/22 with quarter 3 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 All face to face prevention and protection interactions were re-started on 19 July in line with the lifting of Government restrictions due to COVID. Hence, the standard PIs do not reflect absolute measures and so 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 quarter1 of 2021/22.

## **2. MAIN ISSUES**

### **2.1 Quarter 3 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, one is the same, and eight are showing a decline. Attendance standard data, missing from the previous quarterly reports this year has been produced from quarter 3 following the switch to the Vision mobilising data base and Joint Fire Control. Provisional results for the previous quarters are available but the full data set from the period when the Service used the 4i mobilisation system are undergoing further analysis and quality checks.
- 2.4 Of those reporting a decline in performance; five indicators are reporting at least a 10% decline in performance against quarter 3 2020/21. These are:
- (i) Total number of incidents attended
  - (ii) The number of working days/shifts lost due to sickness not to exceed 7.5 per employee (see 3.5.1).
  - (iii) Number of RIDDOR incidents
  - (iv) Number of workplace reported accidents / injuries
  - (v) A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10

## **3. PERFORMANCE PRIORITY AREAS**

- 3.1 The Fire Authority priorities as agreed by the Scrutiny and Audit 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 3 2021/22, ESFRS attended 105 accidental dwelling fires (ADFs), this is a decrease of 12 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 405 against 444 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 7% decrease against 2020/21.

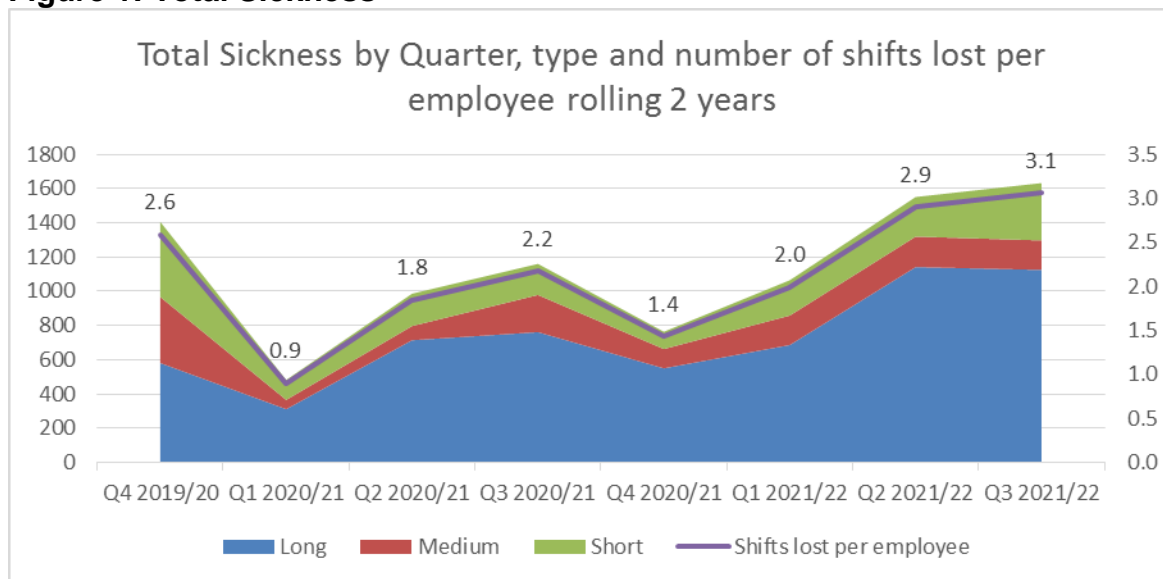
### 3.4 **Increasing the percentage of home safety visits that we complete with the more vulnerable members of our community**

3.4.1 We delivered 94.5% of our home safety visits to vulnerable people within our community by the end of quarter 3 2021/22; this is a slight decrease against the previous year (95.5%) and a projected end of year result of (95.5%). 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 3 2021/22, ESFRS lost 3.1 shifts per person to sickness (2.2 in the previous year's quarter 3). The 2021/22 projected end of year result is currently 10.7, 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**



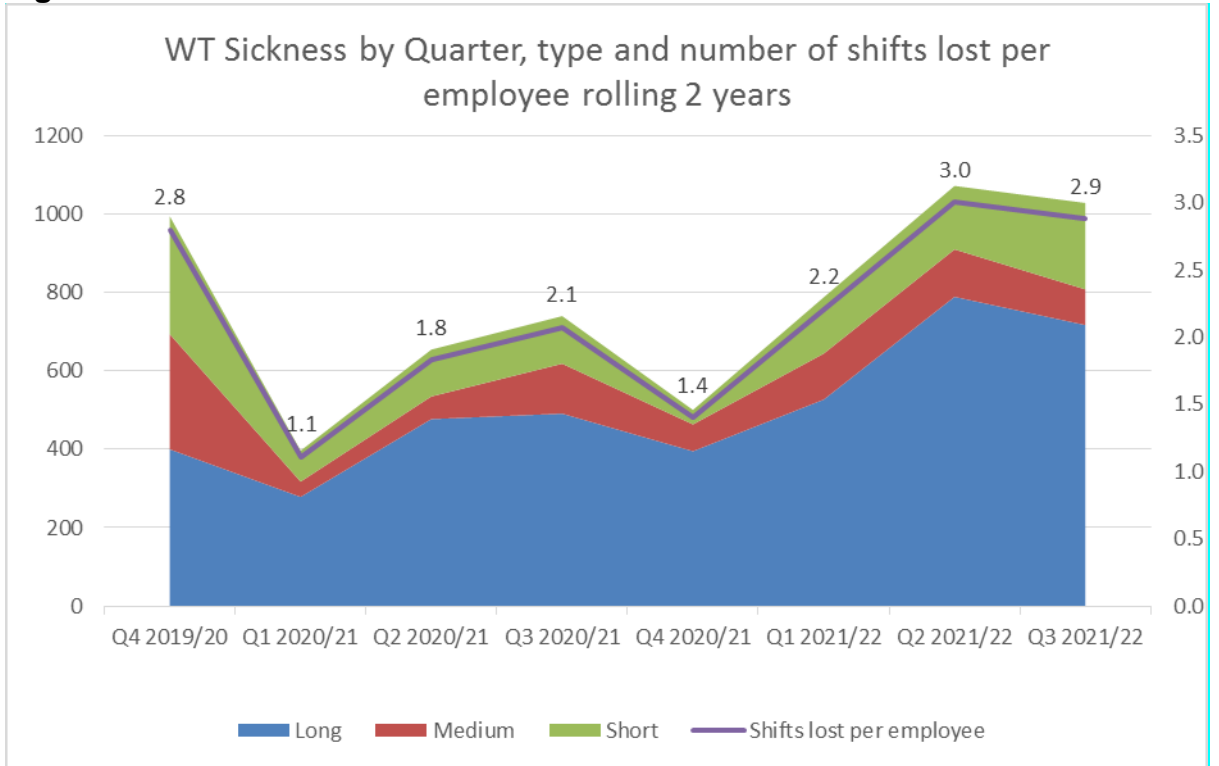
3.5.2 Table 1 shows the shifts lost broken down by absence code due to COVID-19 in Quarter 3. These COVID-19 related absences are not included in the overall sickness figures.

**Table 1: COVID related absence for Quarter 3 2021/22**

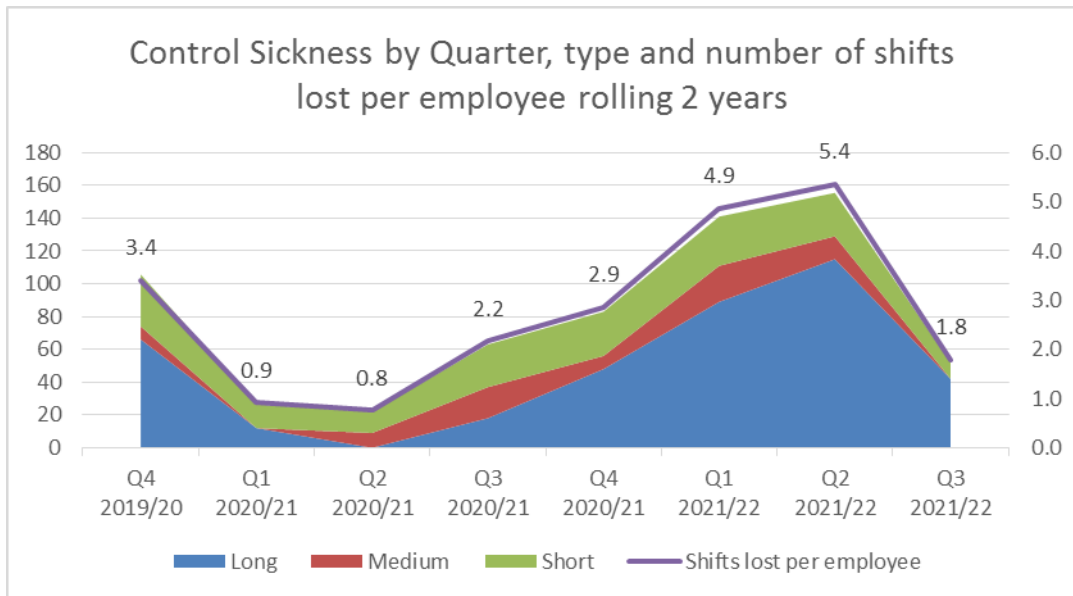
Shifts lost 'Other absence code'	Shifts lost	Number of employees affected
COVID-19 (medically confirmed)	177	26
SELF-ISOLATION (at risk)	12	4
SELF-ISOLATION (household showing symptoms)	187.5	50
SELF-ISOLATION (individual showing symptoms)	113	28
SELF-ISOLATION (instructed by ESFRS)	78.5	23
SELF-ISOLATION (NHS Track & Trace)	23	9
SELF-ISOLATION (quarantining post holiday)	11	6
<b>Total</b>	<b>602</b>	<b>146</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. ESFC is only reported up to 15 November 2021 as from 16 November control staff are now contracted to work for Surrey FRS as part of the Joint Control room P21 project.

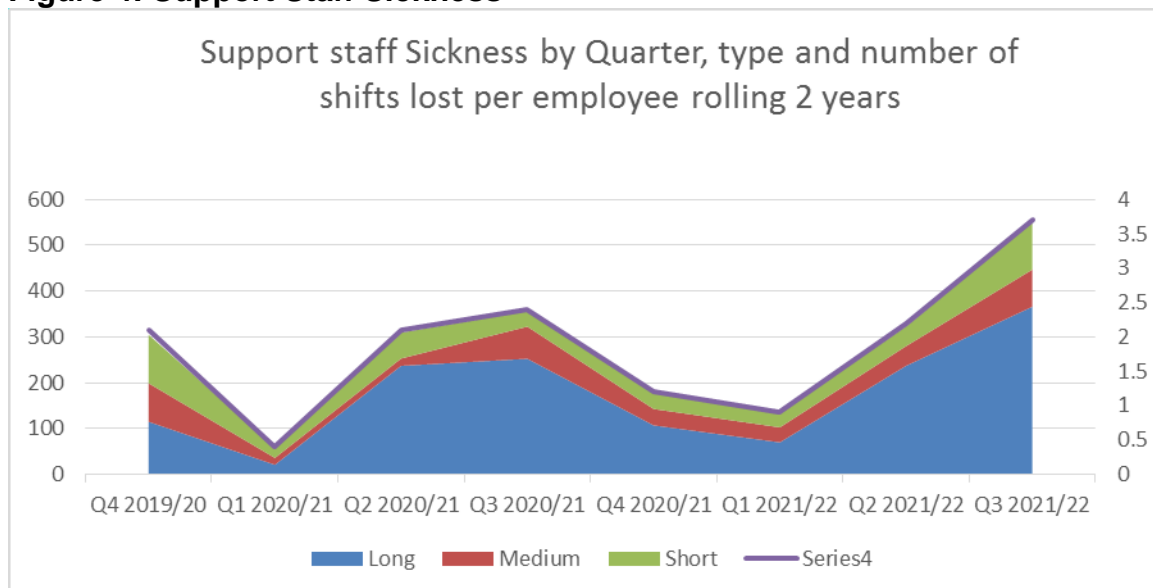
**Figure 2: Whole-time sickness**



**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 3 2021/22 have increased compared to quarter 3 in 2020/21. In quarter 3 last year there was a 28.5% reduction since 2009/10 compared to 17.1% in the current quarter 3. The 2021/22 projected end of year result shows a reduction of 24.1% which is below the 32% target set. In terms of actual numbers we attended 909 false alarms in quarter 3 2021/22 as opposed to 777 in quarter 3 2020/21 and 762 in 2019/20.

3.6.2 A more in depth investigation into this decline in performance shows this increase in attending AFA calls relates to the move to Joint Fire Control on 16 November 2021. From this date to the end of December 2021 there was only a 7% decrease in attendances at AFA calls against the base data of 2009/10. This will be addressed with the introduction of the UwFS policy in April 2022.

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

3.7.1 90.5% of ADFs were confined to room of origin at the end of quarter 3 2021/22, an increase in performance against the previous year quarter when the result was 83.8%. The projected year end result of 89.8% is showing a decline on the 2020/21 year end result 90.5%.

### 3.8 Inspections of high risk premises completed

3.8.1 In quarter 3 face to face inspections continued and 160 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. The projected year end result for completed audits is expected to be 447.

### **3.9 Operational fire safety checks completed**

- 3.9.1 Crews completed 297 fire safety checks in quarter 3 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. The projected year end result for completed audits is expected to be 684.

### **3.10 Numbers of Home Safety Visits completed**

- 3.10.1 Community Safety teams and operational crews completed 2,220 Home Safety Visits in quarter 3. However this cannot be compared with the same quarter in the previous year as the service had adopted a range of different interactions due to the pandemic lockdown. These included telephone HSVs, a befriending service and drop offs of equipment and smoke alarms. The data in these two quarters is therefore, not comparable. The projected year end result for face to face HSVs is 8,933, a further 2,599 telephone HSVs were recorded prior to the lifting of restrictions in July 2021.

## **4. OTHER AREAS SHOWING A DECLINE IN PERFORMANCE**

- 4.1 Total incidents attended have risen by 250 incidents in comparison to the same quarter last year. The majority of this increase can be attributed to the rise in false alarms attended.
- 4.2 There were two RIDDOR incidents in this quarter in comparison to zero in the same period last year. Year end result is currently projected to be 5 against a year end result of 6 in 2020/21.
- 4.3 The number of workplace accidents and reported injuries in quarter 3 is 33 as apposed to 25 in the same quarter last year. The project year end result is 161 against 195 of the previous year.

## **5. ROAD TRAFFIC COLLISION DATA**

- 5.1 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. On the 19 July 2021 the lockdown had all but been ended.

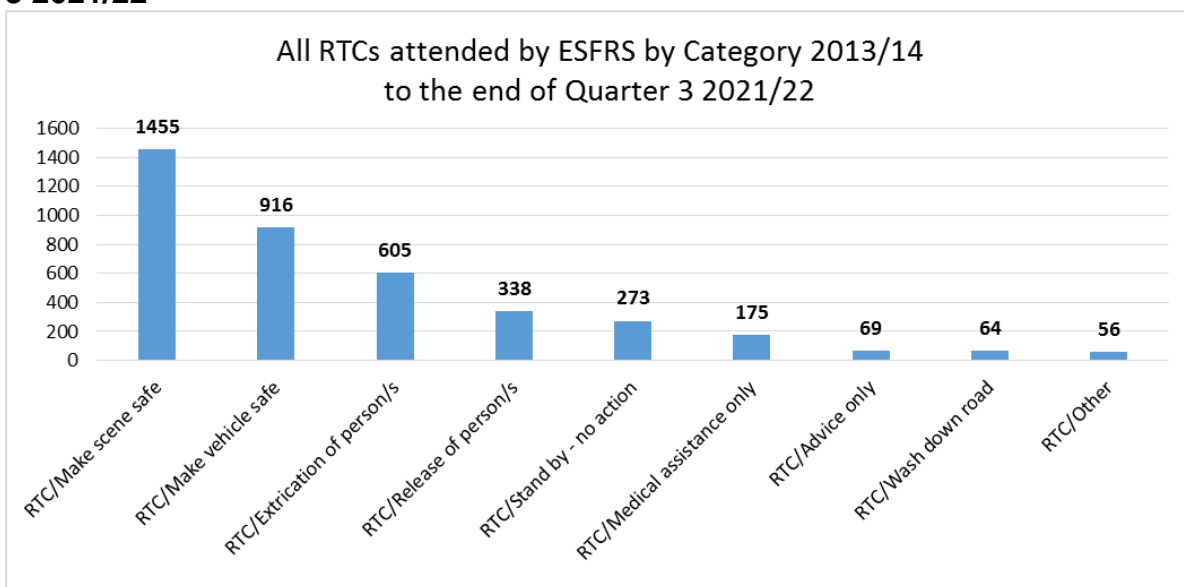


**Table 2: Number of ESFRS attended RTCs against the numbers of RTCs with casualties attended by Sussex Police in East Sussex**

	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	311	415
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%		

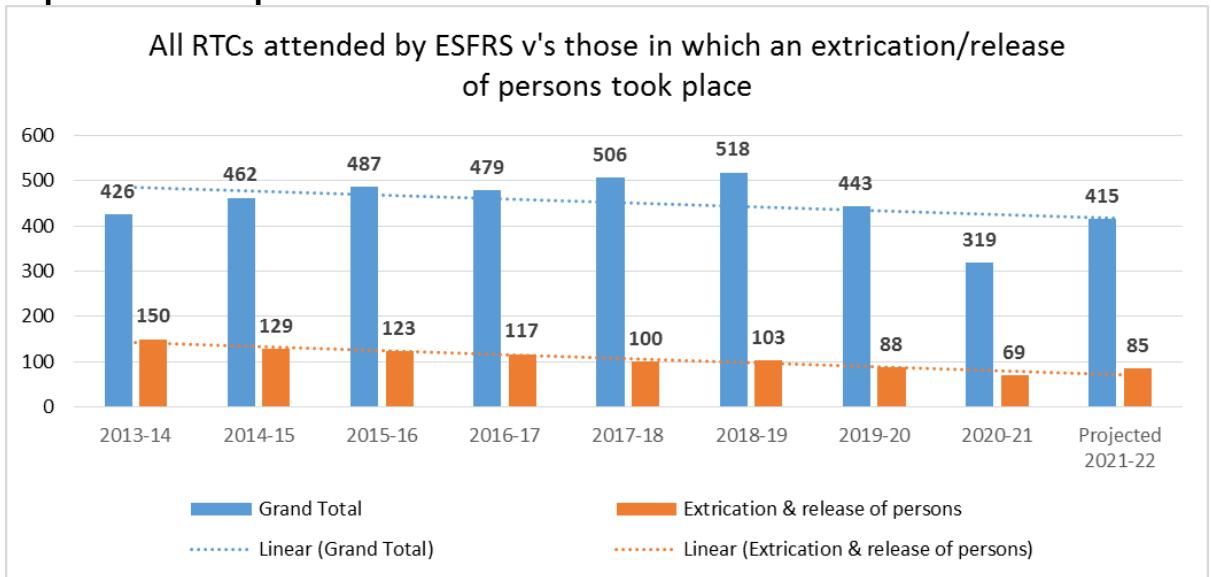
5.2 Chart 1 below shows the number of RTCs attended over an eight year period by type to the end of quarter 3 2021/22. The largest category ESFRS is called to is ‘making the scene safe’ with 1,455. The total number where we have extricated and or released people is 9243 over the period.

**Chart 1: All RTCs attended by ESFRS by Category 2013/14 to the end of Quarter 3 2021/22**



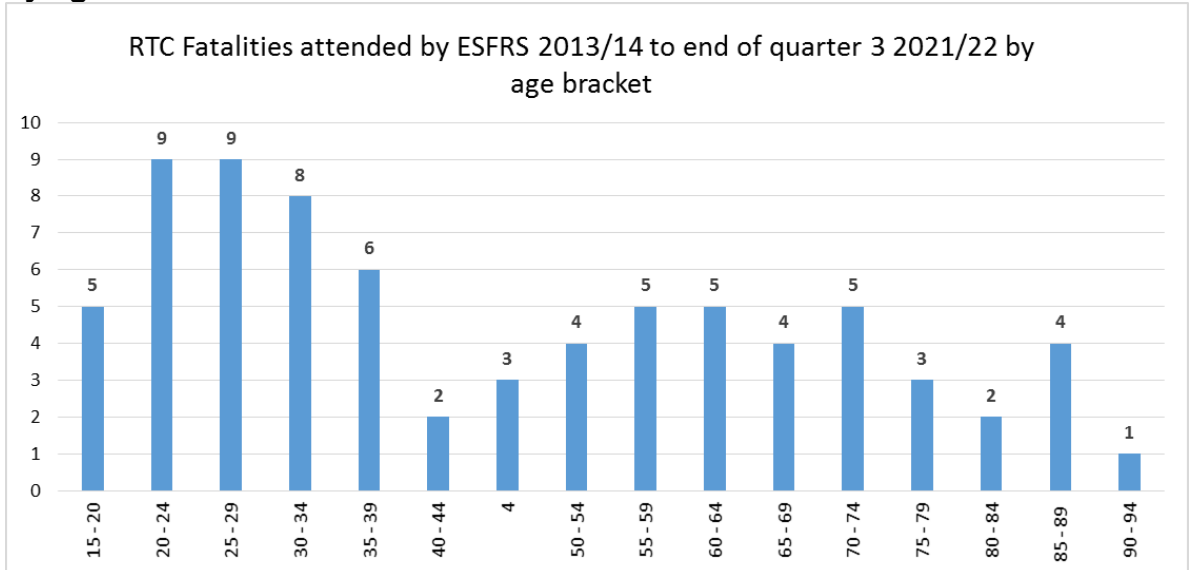
5.3 Chart 2 contains information on the number of RTCs attended against those in which an extrication or a release of persons took place. Both categories are showing a decreasing trend over the entire reported period. This chart includes a projected end of year result for 2021/22 based on current quarter 1 to 3 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**



5.4 Chart 3 shows the age range of the fatalities in RTCs attended by ESFRS over the eight year period to end of quarter 22021/22. (NB If the age is not known these incidents have been excluded.) ESFRS attended two RTCS that involved fatalities in quarter 3.

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



## 6. Development of Performance Reporting

6.1 The Service adopted a strategic planning and performance assurance framework last year. The framework reflects the 'plan-do-review-revise' activity and provides the mechanism for linking objectives, priorities and resources throughout the framework – the so-called 'golden thread'. The framework has been written to provide a consistent, streamlined and joined-up approach to all performance activity throughout the organisation. It describes the relationship between the development of strategies,

business plans and performance indicators which allow the Service to monitor progress.

6.2 As a Service we must ensure that we are able to monitor the performance of our purpose and commitments and that we are monitoring progress through accurately identified measures. There will be three categories of performance measures in use in the Service:

- Strategic measures (Tier 1) – high level outcome measures that provide a strong indication of organisational performance directly aligned to the delivery of the Purpose and Commitments. These measures are mainly derived from national indicators that enables the Service to benchmark its performance against other Fire and Rescue Services. These strategic measures are being reviewed currently by the Senior Leadership Team before being presented to the Scrutiny and Audit Panel for review and adoption. The results of the refresh will be presented to the July Panel meeting.
- Service Measures (Tier 2) - input, output and outcome measures of Service objectives and some day to day activity. Each department shall determine these 'operational' measures. These might be informed by inspection requirements I.e. HMICFRS or Health and Safety audits/investigations or may focus on service delivery and internal services provided between teams/departments/functions such as corporate support in relation to HR.
- Local measures (Tier 3) input and output measures used in day to day management of staff and functions.

## **7. SUMMARY OF PROGRESS AGAINST THE CORPORATE STRATEGIES**

7.1 The Corporate Strategy monitoring report demonstrates progress against the Service's Strategy activities that have been agreed for 2021/22.

7.2 These activities are currently within nine existing / refreshed strategies with a further two having been agreed by the FA in September 2021; The Response and Resilience Strategy and the Fleet and Equipment Strategy.

7.3 All activities are uploaded into data base and are assigned a responsible owner who must provide an update on a quarterly basis. There are currently 118 agreed actions to progress the Services Strategies for 2021/22.

7.4 **Figure 5: Shows the summary progress against the Corporate Strategies**

**ACTIVITY SUMMARY**

By Performance

QTR 2	QTR3	
<b>79</b>	<b>84</b>	On Track
<b>29</b>	<b>26</b>	Off Track
<b>9</b>	<b>8</b>	Monitor
<b>0</b>	<b>0</b>	Not Applicable

