

EAST SUSSEX FIRE AUTHORITY

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| Meeting | Scrutiny and Audit Panel |
| Date | 21 July 2022 |
| Title of Report | Performance and Corporate Strategy monitoring report for Quarter 4 2021/22 |
| By | Liz Ridley, Assistant Director – Planning and Improvement |
| Lead Officer | Sharon Milner, Planning and Intelligence Manager Marcus Whiting, Performance Analyst |

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| Background Papers | Corporate Strategies Activities Monitoring Plan Quarter 4 2021/22 - Assurance Performance and Governance Group Performance Report for Quarter 4 2021/22 - Assurance Performance and Governance Group Performance and Corporate Strategy monitoring report for Quarter 4 2021/22 – Senior Leadership Team |
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| Appendices | Appendix 1 – Performance report Quarter 4 2021/22 |
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Implications (please tick ✓ and attach to report)

Any implications affecting this report should be noted within the final paragraphs of the report

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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 4 th quarter and end of year performance results for 2021/22. |
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| EXECUTIVE SUMMARY | This report provides the Scrutiny and Audit Panel with information for the 4 th quarter of 2021/22 and year end results. |
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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.

RECOMMENDATION

The 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. Note that work is continuing to refresh the set of performance measures reported at the Scrutiny & Audit Panel.
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1. INTRODUCTION

- 1.1 This report compares the performance indicator results of quarter 4 and the year-end indicator results for 2021/22 against the results for the same periods in the previous year. The direction of travel column in Appendix 1 compares the Service's performance at the year-end in the current year against the previous one.
- 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. 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.

2. MAIN ISSUES

2.1 Quarter 4 results

- 2.2 Three of the 16 indicators are showing an improvement in performance against the same quarter in the previous year and thirteen are showing a decline. Attendance standard data, missing from the previous quarterly reports this year has been produced from quarter 3 following the move to Joint Fire Control.
- 2.3 Of those reporting a decline in performance, seven indicators are reporting at least a 10% decline in performance against quarter 4 2020/21. These are:
- (i) Total number of incidents attended
 - (ii) Total number of fatalities in primary fires
 - (iii) Total number of accidental dwelling fires
 - (iv) Total number of primary fires
 - (v) Total number of deliberate fires
 - (vi) Total number of commercial and Industrial fires
 - (vii) The number of working days/shifts lost due to sickness not to exceed 7.5 per employee (see 3.5.1).
 - (viii) A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10

2.4 Year end results

- 2.5 Eight of the 16 indicators that are reported against are showing an improvement in performance against the previous year 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 move to Joint Fire Control.
- 2.6 Of those reporting a decline in performance, four indicators are reporting at least a 10% decline in performance against the previous year 2020/21. These are:
- (i) Total number of incidents attended
 - (ii) Total number of fatalities in primary fires
 - (iii) The number of working days/shifts lost due to sickness not to exceed 7.5 per employee (see 3.5.1)
 - (iv) A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10

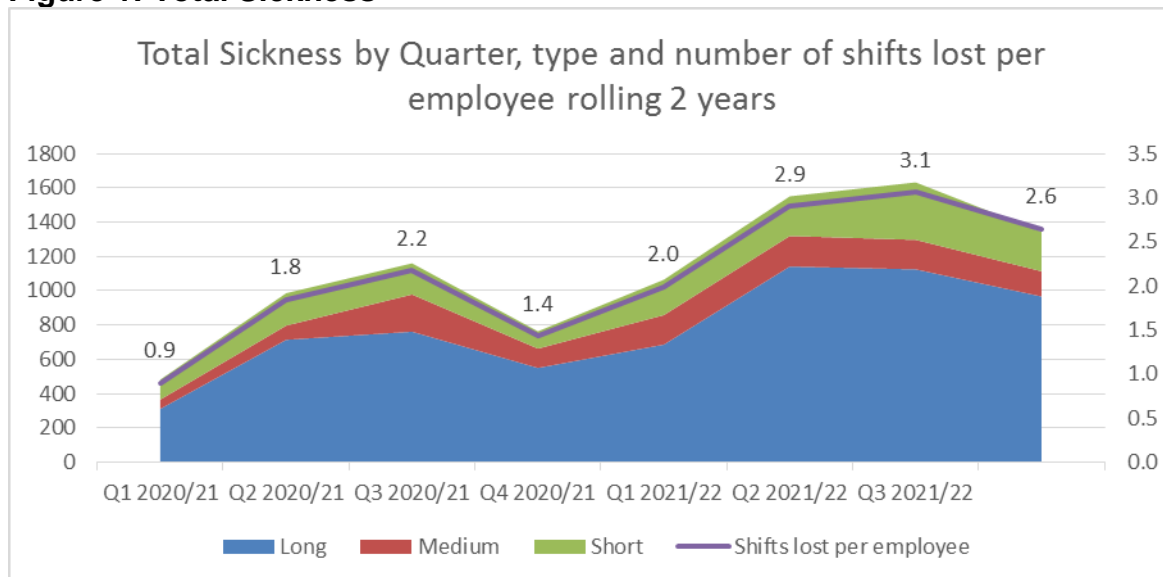
3. PERFORMANCE PRIORITY AREAS

- 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 4 2021/22, ESFRS attended 126 accidental dwelling fires (ADFs), this is an increase of 30 against the same period in the previous year. This may be due to the fact that England was under another COVID lockdown period in quarter 4 2020/21. However, the end of year result for ADFs shows a continued improvement in performance in this area with 431 against 444 in the previous year. This is the lowest number of accidental dwelling fires ever recorded by ESFRS and will show a 3% 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 In quarter 4 we delivered 94.2% of our home safety visits to vulnerable people within our community; this is a small decrease against the previous year (96.6%). This contributed to an end of year result of 95.0% this was 95.6% in 2020/21. 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 4 2021/22, ESFRS lost 2.6 shifts per person to sickness (1.4 in the previous year's quarter 4). The 2021/22 end of year result is 10.5, 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 4. These COVID-19 related absences are not included in the overall sickness figures.

Table 1: COVID related absence for Quarter 4 2021/22

| COVID Other Absence code | Number of employees affected | Number of shifts lost |
|--|------------------------------|-----------------------|
| COVID-19 (medically confirmed) | 144 | 638.3 |
| SELF-ISOLATION (at risk) | 1 | 5 |
| SELF-ISOLATION (household showing symptoms) | 23 | 71.02 |
| SELF-ISOLATION (individual showing symptoms) | 64 | 247.4 |
| SELF-ISOLATION (instructed by ESFRS) | 18 | 74.4 |
| SELF-ISOLATION (NHS Track & Trace) | 2 | 16 |
| SELF-ISOLATION (quarantining post holiday) | 1 | 1.5 |
| Total | 253 | 1053.62 |

- 3.5.3 Table 2 shows the shifts lost broken down by absence code due to COVID-19 for 2021/22. These COVID-19 related absences are not included in the overall sickness figures.

Table 2: COVID related absence for 2021/22

| COVID Other Absence code | Number of employees affected | Number of shifts lost |
|--|------------------------------|-----------------------|
| COVID-19 (medically confirmed) | 224 | 1134.4 |
| SELF-ISOLATION (at risk) | 36 | 83.7 |
| SELF-ISOLATION (household showing symptoms) | 145 | 563.9 |
| SELF-ISOLATION (individual showing symptoms) | 124 | 480.8 |
| SELF-ISOLATION (instructed by ESFRS) | 80 | 321.6 |
| SELF-ISOLATION (NHS Track & Trace) | 39 | 145.6 |
| SELF-ISOLATION (quarantining post holiday) | 9 | 22.5 |
| Total | 657 | 2752.5 |

- 3.5.4 Figures 2 and 3 contain information on whole-time, 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

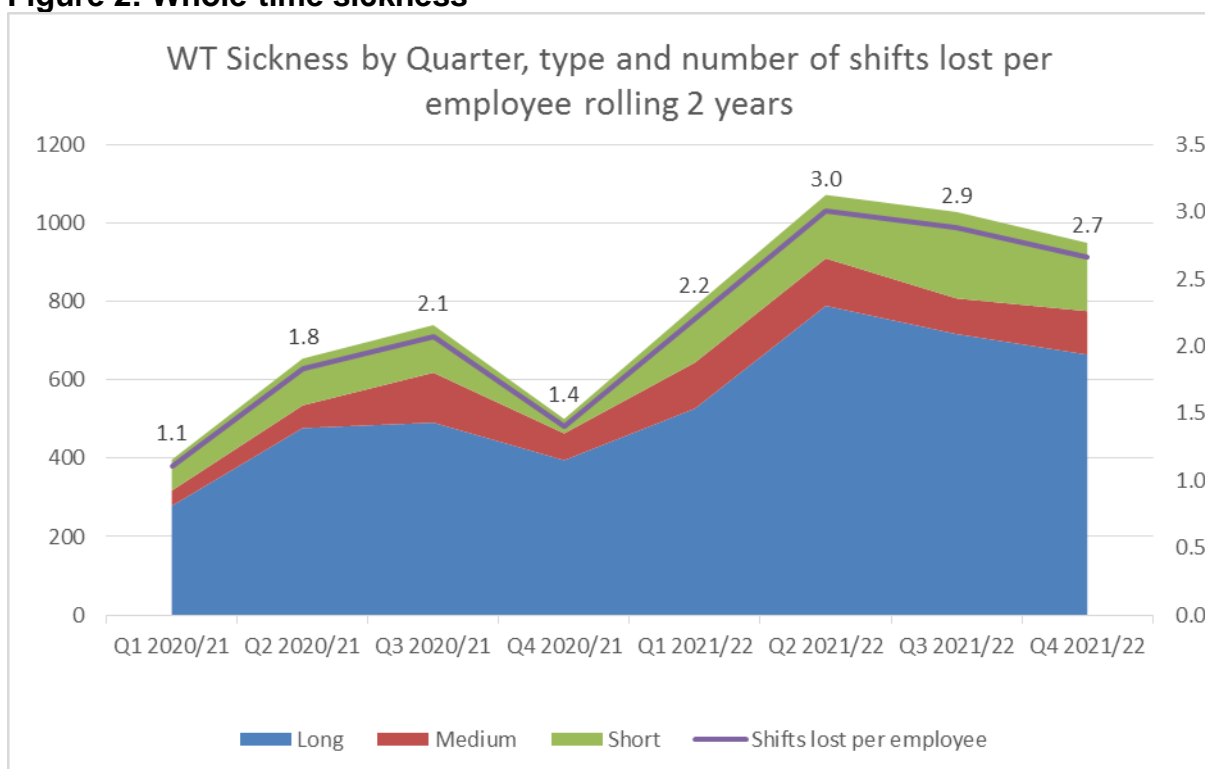
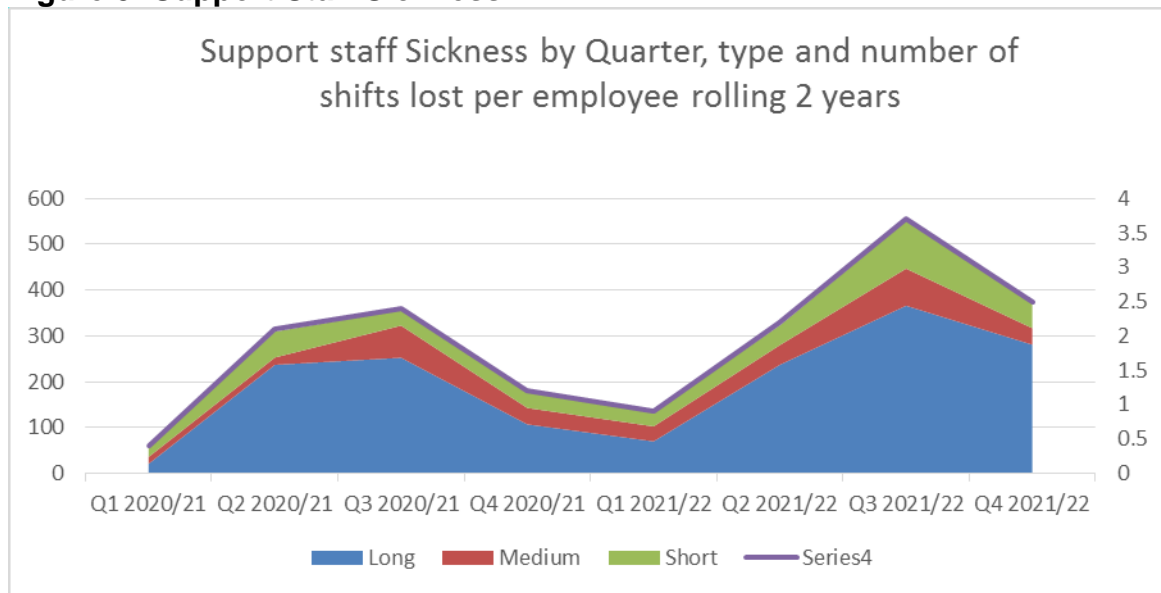


Figure 3: Support Staff Sickness



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

- 3.6.1 False alarm calls attended in quarter 4 2021/22 have increased compared to quarter 4 in 2020/21. In quarter 4 last year there was a 36.1% reduction since 2009/10 compared to 24.5% in the current quarter 4. The 2021/22 end of year result shows a reduction of 22.1% which is below the 32% target set.
- 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 March 2022 there was only an 18% 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.
- 3.6.3 105 more AFA calls were attended in quarter 4 2021/22 (685) against the same quarter in the previous year.

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 4 2021/22, a decrease in performance against the previous year quarter when the result was 91.7%. There is also a very small decline on the 2021/22 year end result with 90.3% against 90.5% in 2020/21.

3.8 Inspections of high risk premises completed

- 3.8.1 In quarter 4 face to face inspections continued and 128 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 year end result for completed audits is 470.

3.9 Operational fire safety checks completed

- 3.9.1 Crews completed 398 fire safety checks in quarter 4 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 year end result for completed audits is 950.

3.10 Numbers of Home Safety Visits completed

- 3.10 Community Safety teams and operational crews completed 2,486 Home Safety Visits in quarter 4. 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 year end result for face to face HSVs is 6,765, a further 2,599 telephone HSVs were recorded prior to the lifting of restrictions in July 2021.

3.11 Other areas showing a decline in performance

- 3.11.1 Total incidents attended have risen by 457 incidents in comparison to the same quarter last year. The Service attended 886 more incidents than it did in 2020/21. Comparisons over recent years are difficult due to the pandemic. It appears that total incidents attended are more similar to pre covid years as 10,128 incidents were attended in 2019/20. This indicator also measures assistance to other agencies. As part of the indicator refresh, we will be proposing to split assist other agencies into a separate measure.
- 3.11.2 Sadly four people lost their lives in fires in 2021/22. Each fatal fire is subject to a robust review as we are committed to reducing the number of incidents by understanding the underlying causes of incidents and developing appropriate preventative strategies.
- 3.11.3 The Services' attendance standards are showing a slight decline in performance against the previous quarter and year end result. This could be attributed to the increase in incidents attended this year. As with the total incidents attended indicator, attendance standards are more comparable to pre covid figures.

4. ROAD TRAFFIC COLLISION (RTC) DATA

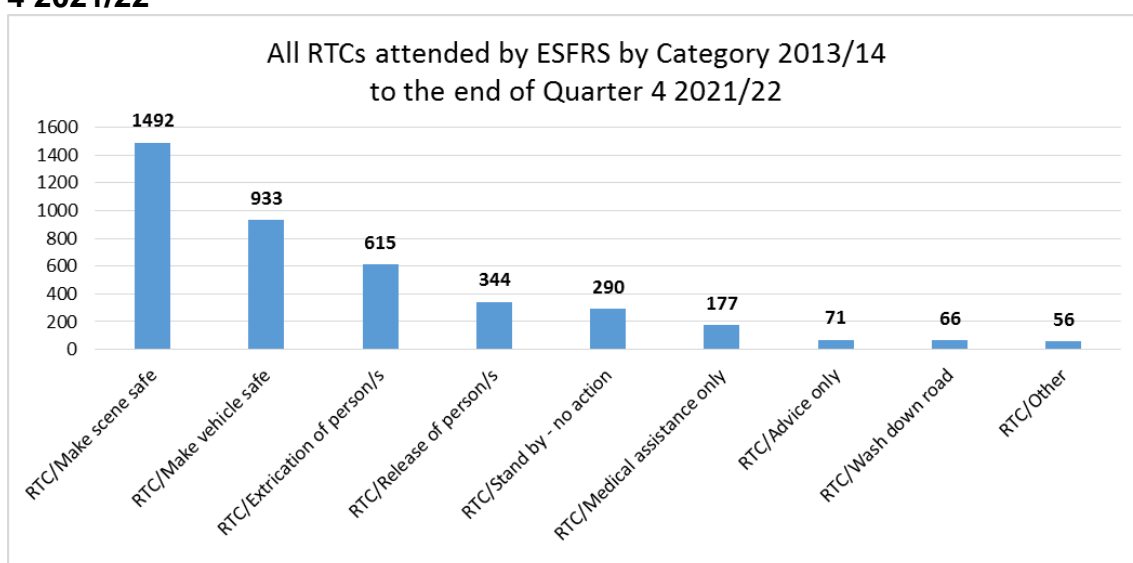
- 4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. ESFRS attend on average 18% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs, for example include 'Making the scene safe' and 'Making the vehicle safe'. Table 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 have increased 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 3: 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 |
|-----------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| RTC ESFRS total attended | 426 | 462 | 487 | 479 | 506 | 518 | 443 | 319 | 404 |
| East Sussex all RTCs | 2,740 | 3,027 | 3,013 | 2,824 | 2,534 | 2,574 | 2,539 | 1,788 | 2,266 |
| % of RTCs attended by ESFR: | 16% | 15% | 16% | 17% | 20% | 20% | 17% | 18% | 18% |

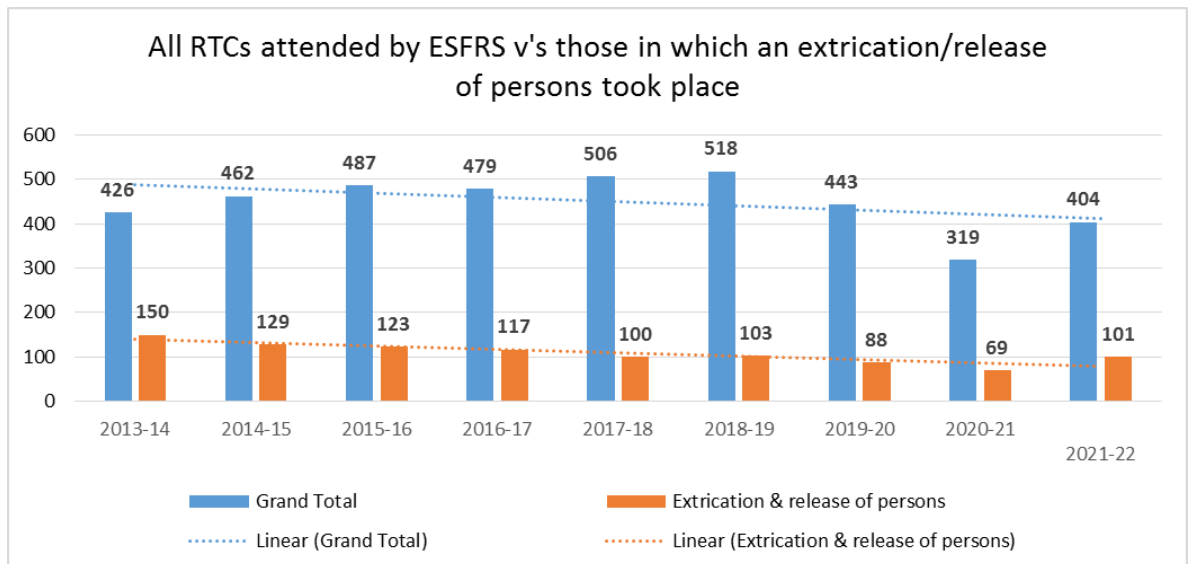
- 4.2 Chart 1 below shows the number of RTCs attended over an eight year period by type to the end of quarter 4 2021/22. The largest category ESFRS is called to is 'making the scene safe' with 1,492. The total number where we have extricated and or released people is 933 over the period.

Chart 1: All RTCs attended by ESFRS by Category 2013/14 to the end of Quarter 4 2021/22



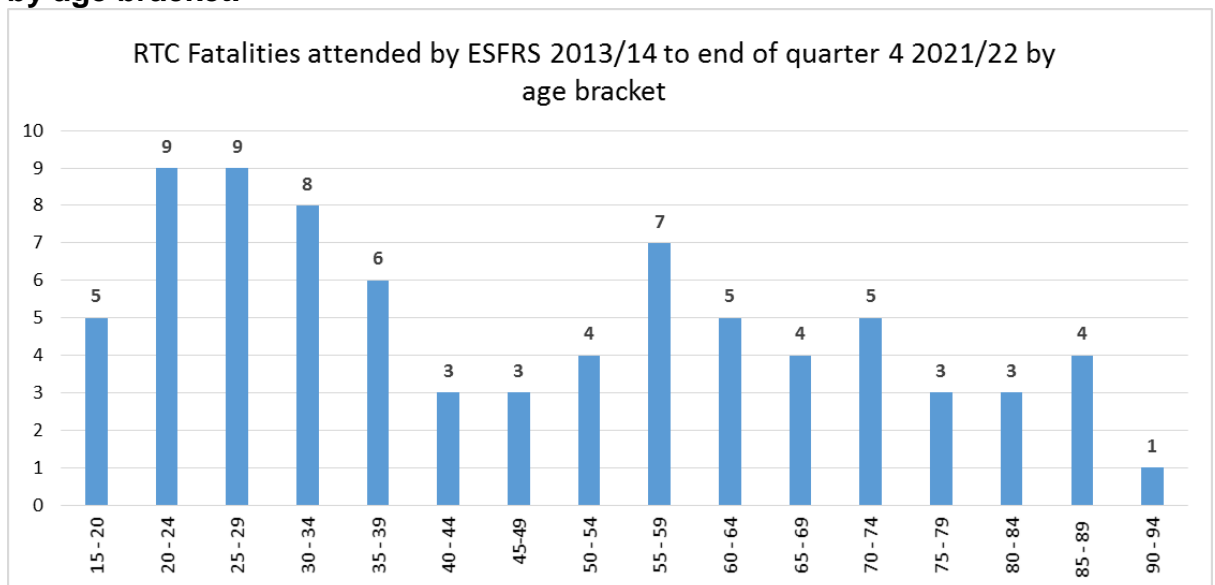
- 4.3 Chart 2 contains information on the number of RTCs attended against those in which an extrication or a release of persons took place. Both categories are showing a decreasing trend over the entire reported period. This chart includes a projected end of year result for 2021/22 based on current quarter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

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 22021/22. (NB If the age is not known these incidents have been excluded.) ESFRS attended four RTCS that involved fatalities in quarter 4.

Chart 3: RTC Fatalities attended by ESFRS 2013/14 to end of Quarter 4 2021/22 by age bracket.



5. DEVELOPMENT OF PERFORMANCE REPORTING

5.1 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.

- 5.2 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 enable the Service to benchmark its performance against other Fire and Rescue Services.
 - 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 government requirements or may focus on service delivery and internal services provided between teams/departments/functions.
 - Local measures (Tier 3) input and output measures used in day to day management of staff and functions.
- 5.3 The Senior Leadership Team, along with service managers, have reviewed 129 Strategic (Tier 1) and service measures (Tier 2) indicators. The list is being reviewed further and will be shared with the newly appointed Performance Lead and the Chair of the Scrutiny and Audit Panel to determine the next steps.

6. SUMMARY OF PROGRESS AGAINST THE CORPORATE STRATEGIES

- 6.1 Corporate Strategies are monitored at the Assurance Performance and Governance Group (APGG) chaired by the Deputy Chief Fire Officer. The activities from the strategy action plans are uploaded onto a 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. It should be noted that some of the activities span a number of years. A detailed report is presented with commentary against the actions to the APGG. Figure 5 shows the summary of progress against the Corporate Strategies. The activities that are not completed as part of this year business plans are rolled over and continue to be monitored as part of the next year plans.

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

**ACTIVITY SUMMARY
By Performance**

QTR 2 QTR3 QTR4

| | | | |
|-----------|-----------|-----------|----------|
| 79 | 84 | 62 | On Track |
|-----------|-----------|-----------|----------|

| | | | |
|-----------|-----------|-----------|-----------|
| 29 | 26 | 30 | Off Track |
|-----------|-----------|-----------|-----------|

| | | | |
|----------|----------|-----------|---------|
| 9 | 8 | 26 | Monitor |
|----------|----------|-----------|---------|

| | | | |
|----------|----------|----------|-----|
| 0 | 0 | 0 | N/A |
|----------|----------|----------|-----|

