

EAST SUSSEX FIRE AUTHORITY

Meeting Scrutiny & Audit Panel

Date 10 November 2022

Title of Report Performance Report for Quarter 1 2022/23

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Lead Member Cllr Nuala Geary

Background Papers None

Appendices Appendix 1 – Quarter 1 report

Implications (please tick ✓ and attach to report)

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

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 1 2022/23 from Quarter 1 2021/22 and the projected end of year results for 2022/23.

EXECUTIVE SUMMARY This report provides the Panel with a summary of Service performance information for Quarter 1 2022/23 compared to Quarter 1 2021/22 and the projected year end results 2022/23.

The report contains information against 21 indicators. Additional information on sickness and East Sussex Fire & Rescue Service (ESFRS) road traffic collision data is also contained in the report as requested by Members at previous meetings.

RECOMMENDATION

The Panel is recommended to:

- i. consider the performance results and progress towards achieving the Service's purpose and commitments as contained in Appendix 1; and
 - ii. 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 2022/23 with Quarter 1 2021/22 and the projected end of year results for 2022/23. The direction of travel column is comparing the Service's performance at the quarter end in the current year against the previous quarter.

2. MAIN ISSUES

2.1 Quarter 1 results

- 2.2 Ten of the 21 indicators that are showing an improvement in performance against the same quarter in the previous year, two are the same, and nine are showing a decline.

- 2.3 Of those reporting a decline in performance, six indicators are reporting at least a 10% decline in performance against Quarter 1 2021/22. These are:

- (i) Number of Injuries in primary fires (33%: 4 up from 3)
- (ii) Number of Industrial and Commercial fires (36% 34 up from 25)
- (iii) Number of working days/shifts lost due to sickness (see 3.5.1)
- (iv) Number of RIDDOR incidents (100% 1 up from 0)
- (v) Number of workplace reported accidents / injuries (11% 40 up from 36)
- (vi) Percentage of Automatic Fire Alarm (AFA) mobilised calls to properties covered by the Regulatory Reform Order (RRO) that were classified as a primary fire (41% 2.4% up from 1.7%)

3. PERFORMANCE PRIORITY AREAS

- 3.1 The Fire Authority priorities as agreed by the Scrutiny & Audit Panel remain unchanged as 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 commentary against the priority areas, where relevant.

3.3 Reducing accidental dwelling fires

3.3.1 In Quarter 1 2022/23, ESFRS attended 101 accidental dwelling fires (ADFs), this is a decrease of 8 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 433 in the previous year. The accidental dwelling fire working group continues to proactively engage with our communities and continue to target where spikes are seen in specific areas or station grounds, with relevant communication campaigns.

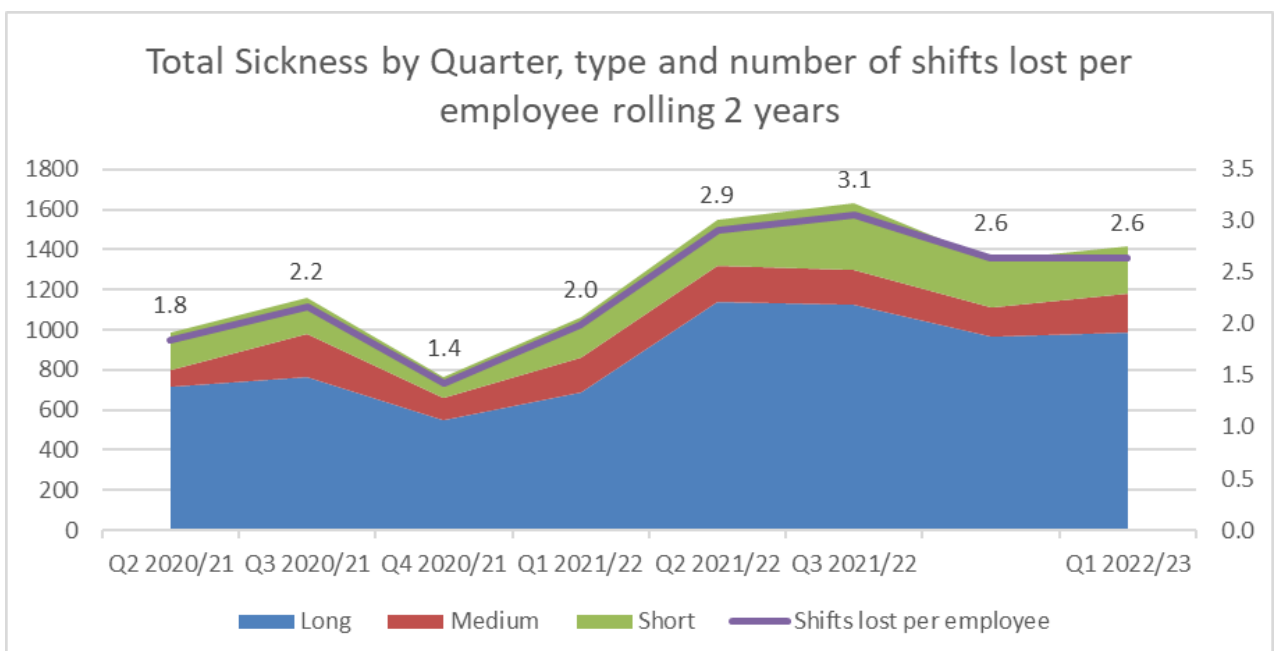
3.4 Increasing the percentage of home safety visits that we complete with the more vulnerable members of our community

3.4.1 We delivered 92.4% of our home safety visits (HSVs) to vulnerable people within our community by the end of Quarter 1 2022/23; this is a decrease against the previous year (95.9%). All HSVs in Quarter 1 2021/22 were completed over the phone as COVID-19 restrictions were still in place.

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

3.5.1 Figure 1 shows that in Quarter 1 2022/23, ESFRS lost 2.4 shifts per person to sickness (2.0 in the previous year's Quarter 1). The 2022/23 projected end of year result is currently 11.6, which is above the target of 7.5 and above the 2021/22 end of year result (10.5 shifts lost due to sickness per employee). Although it is very early in the year but if these levels of sickness continue throughout the year, then the projected level of 11.6 shifts lost per employee will be the highest since 2003/04 when the Service lost 11.7 shifts per person.

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 2022/23.

Table 1: COVID related absence for Quarter 1 2022/23

Shifts lost Other absence code	No of employees	No of Shifts lost
COVID-19 (medically confirmed)	49	211.2
SELF-ISOLATION (household showing symptoms)	3	9
SELF-ISOLATION (individual showing symptoms)	11	27
SELF-ISOLATION (instructed by ESFRS)	1	3
Total	64	250.2

3.5.3 Figures 2 and 3 contain information on whole-time and logistics control team 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 and logistics control team sickness

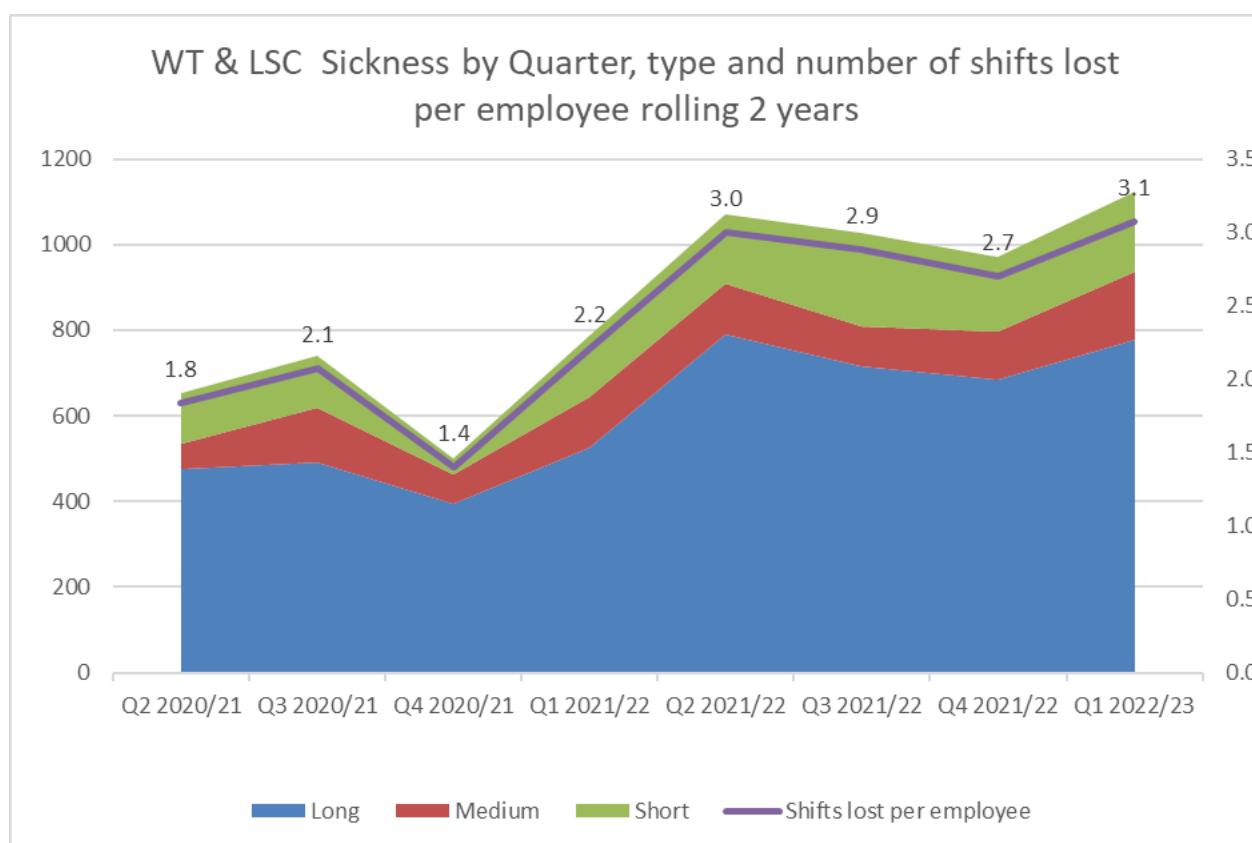
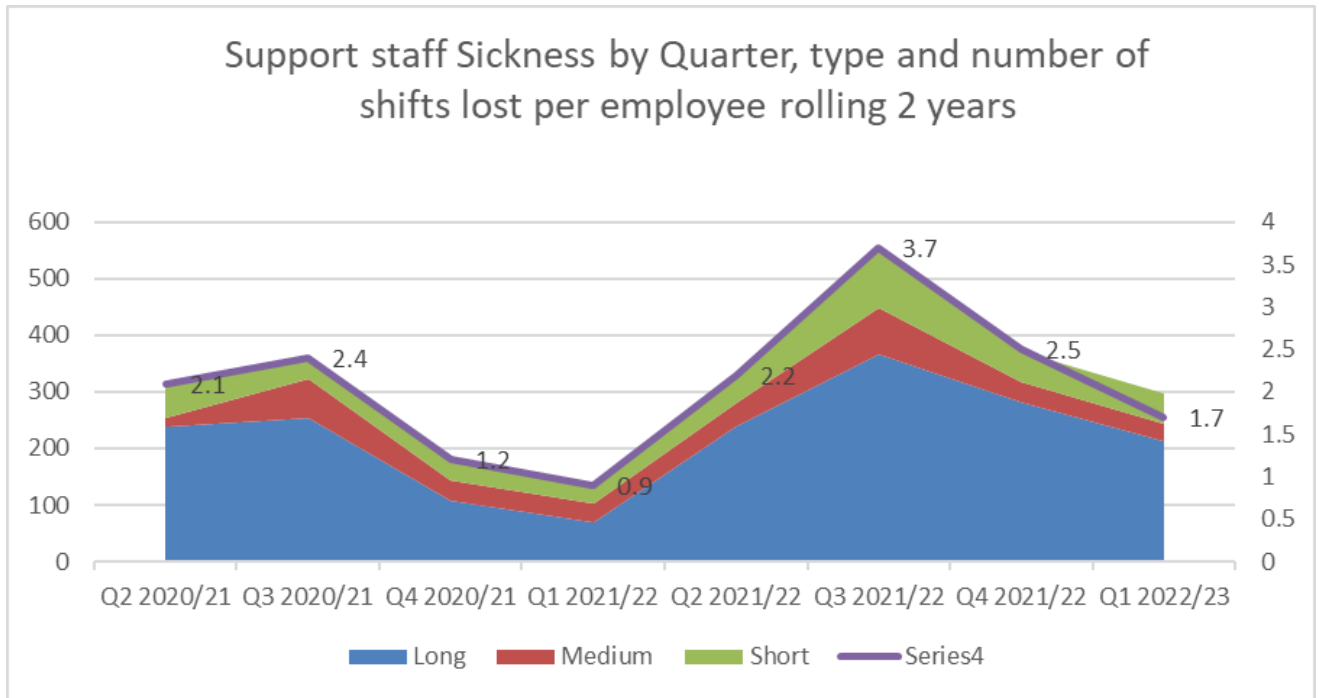


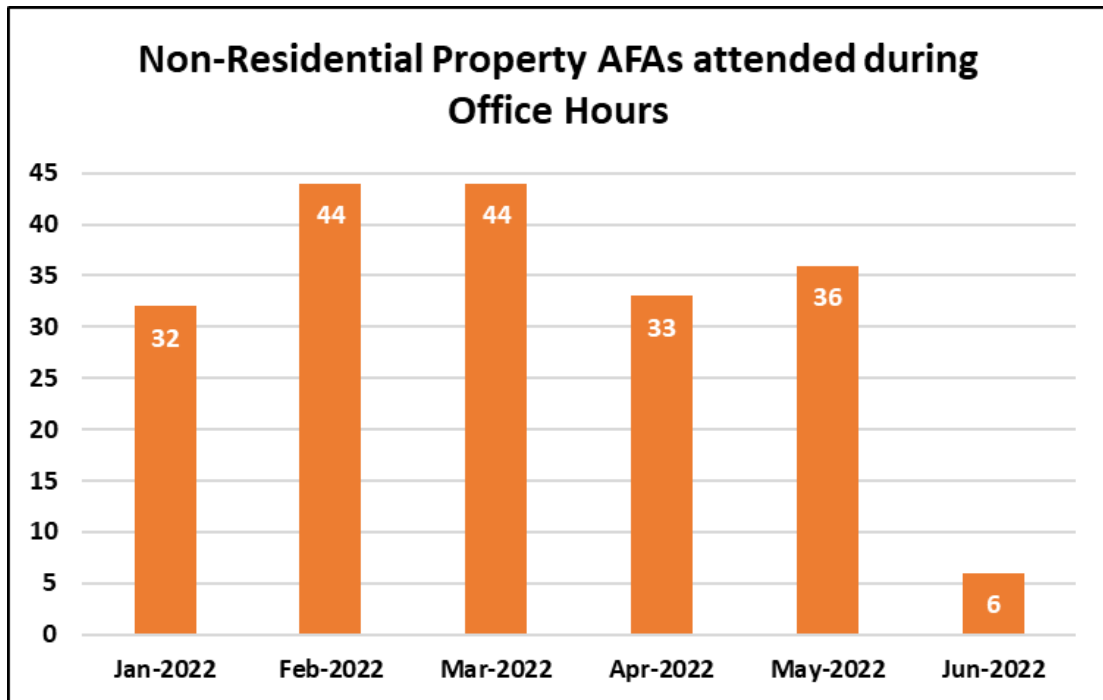
Figure 3: Support Staff Sickness



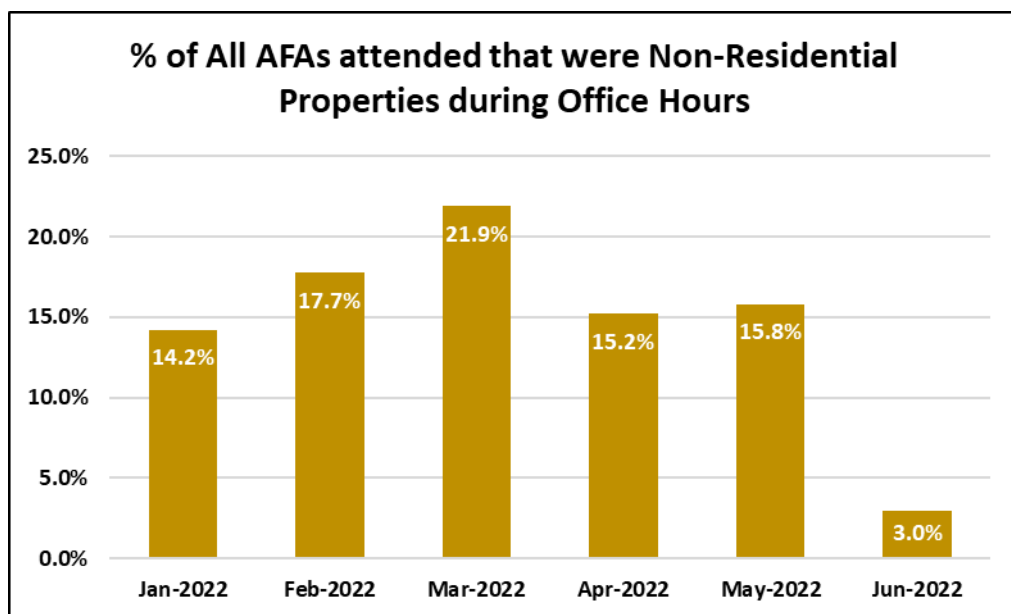
3.6 Reducing false alarm calls from the base year 2009/10

- 3.6.1 Our performance against false alarm calls attended in Quarter 1 2022/23 has improved compared to Quarter 1 in 2021/22. There is a 32.57% reduction against the baseline figure this quarter opposed to a 30.3% reduction the previous year.
- 3.6.2 On 1 April 2022 ESFRS introduced the unwanted fire signal policy at joint fire control. Calls to specific non-domestic property types are now challenged if a call comes in from an Automated fire alarm between the hours of 9am and 5pm Monday to Friday.
- 3.6.3 The way this is monitored is by counting the number of calls in non-residential property AFA calls attended during the time period post go live of the unwanted fire signal policy.

3.6.4 Chart 1 shows the number of non-residential property AFAs attended during office hours. This chart starts from January 2022 to show some context for pre and post the launch of the unwanted fire signal policy



3.6.5 Chart 2 shows the percentage of all AFAs attended that were in non-residential property types during office hours



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

3.7.1 94.1% of accidental dwelling fires were confined to room of origin at the end of Quarter 1 2022/23, an improvement in performance against the previous year quarter when the result was 91.7%.

3.8 Inspections of high risk premises completed

3.8.1 In Quarter 1 there has been a considerable increase in the number of inspections of high risk premises compared to previous years due to the COVID-19 pandemic and national lockdown. In Quarter 1 2022/23 115 face to face high risk inspections were completed against 54 over the telephone in 2021/22. The projected year end result is 461.

3.8.2 Table 2 below shows the breakdown of other interactions that were completed during Quarter 1 in 2022/23, in which there were 1,194. The majority of these were undertaken over the telephone. This compares to 543 in Quarter 1 in 2021/22.

Table 2: Breakdown of Business safety interactions for Quarter 1 2022/23

Interaction	Total
Building Regulations	289
Housing	14
Licensing, New Licence	69
Licensing, Other	49
Licensing, Review of licence	3
Licensing, Variation to licence	23
Marriage Act	11
Other FS Activity	702
Planning	34
Grand Total	1194

3.8.3 Operational crews also completed 372 face to face business safety visits. This is an increase from the 97 telephone 'visits' completed in Quarter 1 2021/22. The projected year end result is 1,492.

3.9 Numbers of Home Safety Visits completed

3.9.1 In the Quarter 1, 2022/23, 2,421 face to face HSVs were completed, which compares 2,116 (telephone HSVs) in Quarter 1, 2021/22. The projected year end result for 2022/23 is 9,711.

4. ROAD TRAFFIC COLLISION DATA

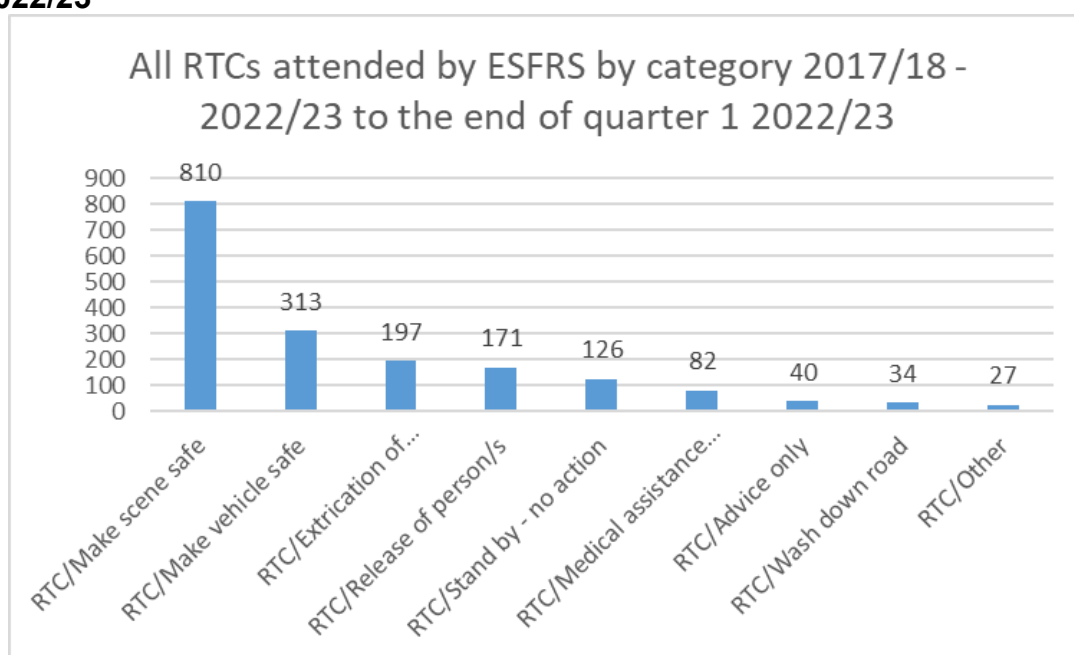
4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. ESFRS attend on average 18% of road traffic collisions (RTCs) attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs, for example include '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 few 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.

Table 3: Number of ESFRS attended RTCs in the past 5 years against the numbers of RTCs with casualties attended by Sussex Police in East Sussex

	2017/18	2018/19	2019/20	2020/21	2021/22	Projected 22/23
RTC ESFRS total attended	506	518	443	319	404	450
East Sussex all RTCs	2,534	2,574	2,539	1,788	2,266	N/a
% of RTCs attended by ESFR	20%	20%	17%	18%	18%	

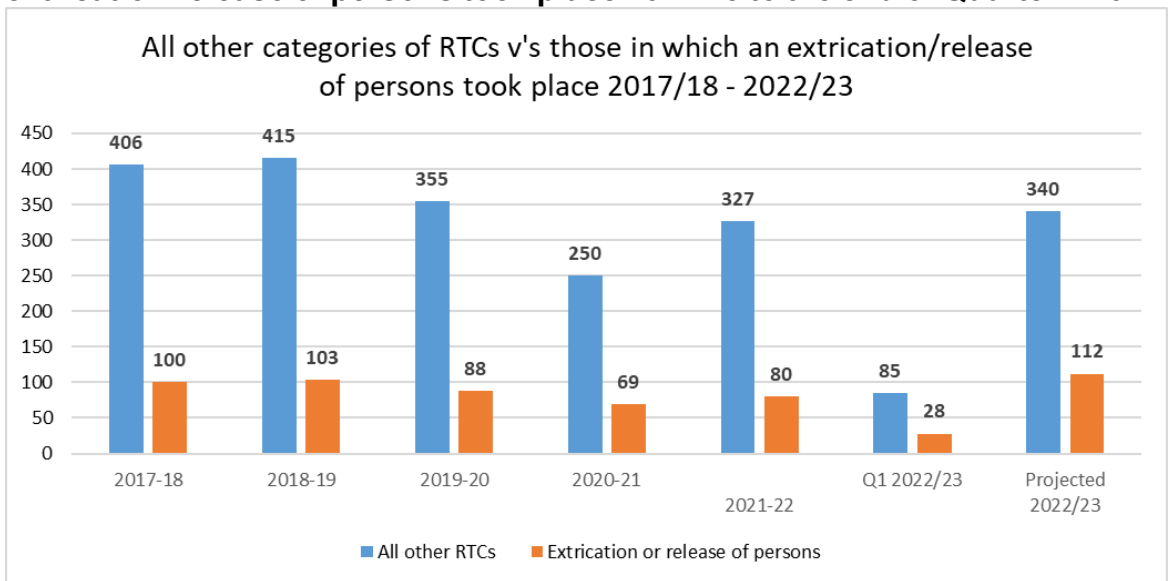
4.2 Chart 3 below shows the number of RTCs attended over a five year period by type to the end of Quarter 1 2022/23. The largest category ESFRS is called to is 'making the scene safe' with 810. The total number where we have extricated and or released people is 368 over the period.

Chart 3: All RTCs attended by ESFRS by Category 2017/18 to the end of Quarter 1 2022/23



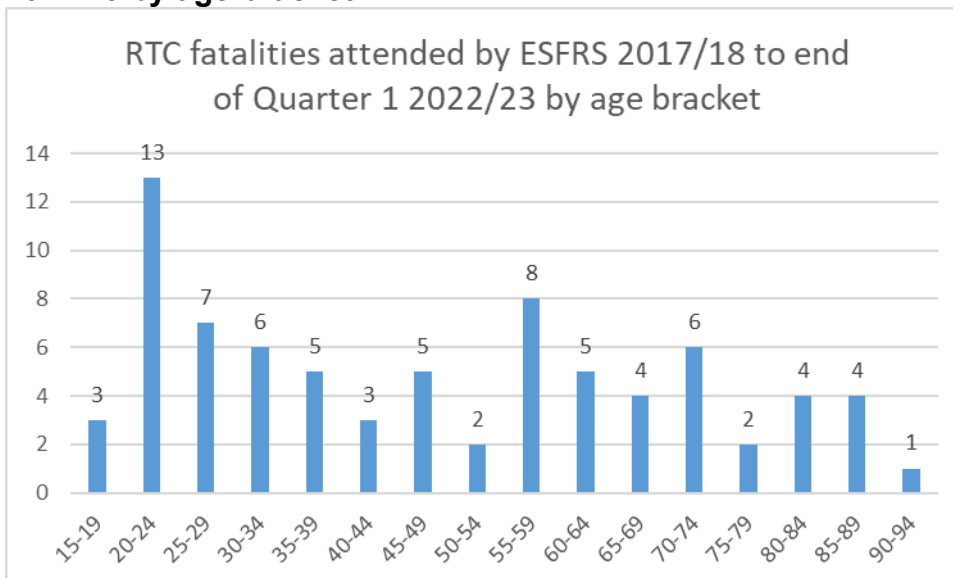
4.3 Chart 4 contains information on the number of RTCs attended against those in which an extrication or a release of persons took place. Both categories are showing a decreasing trend over the entire reported period. This chart includes a projected end of year result for 2021/22 based on current Quarter 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 4: All other categories of RTCs attended by ESFRS v's those in which an extrication/release of persons took place 2017/18 to the end of Quarter 1 2022/23



4.4 Chart 5 shows the age range of the fatalities in RTCs attended by ESFRS over the five year period to end of Quarter 1 2022/23. (NB If the age is not known these incidents have been excluded this accounts for a further 22 fatalities)

Chart 5: RTC Fatalities attended by ESFRS 2017/18 (5 years) to end of Quarter 1 2022/23 by age bracket



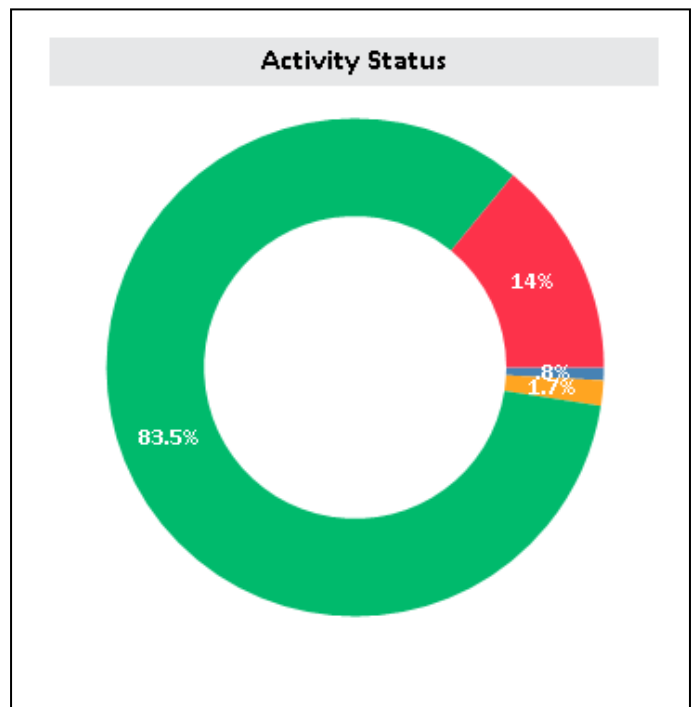
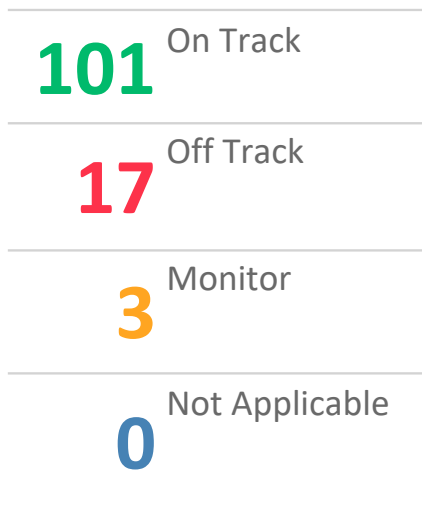
5 SUMMARY OF PROGRESS AGAINST THE CORPORATE STRATEGIES

5.1 The Corporate Strategies are monitored at the Assurance Performance and Governance Group. Each strategy has an annual action plan containing activities that are assigned to a responsible owner who must give a Quarterly update on progress. There are currently 121 agreed corporate activities to progress the Services Strategies in 2022/23. A detailed report is presented with commentary against the actions to the APGG. Figure 4 shows the summary of progress against the Corporate Strategies.

5.2 **Figure 4: Summary of Corporate activity progress at the end of Quarter 1 2022/23**

ACTIVITY SUMMARY

By Performance



6. EQUALITIES IMPLICATIONS

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