

Proposed Tier 1 Strategic Measures and associated targets

Commitment - delivering high performing services								
Ref	Indicators	Definition	Status	GREEN	AMBER +/- 0%	RED >10%	Owner	Related Strategy
	Total number of incidents attended excluding assist other agencies	Number of incidents attended by a minimum of 1 appliance to include False Alarm AND Fire AND Special Service BUT exclude assist other agencies and effecting entry	Amend - removing assistance to other agencies	TBD			Matt Lloyd	Prevention and Protection (Community Safety)
	Total number of assist other agencies	Number of incidents attended by a minimum of 1 appliance, to exclude False Alarm AND Fire AND Special Service and INCLUDE assist other agencies and effecting entry	NEW	TBD			Matt Lloyd	Response and Resilience
9	Number of deaths in primary fires	The number of people whose death was caused by fire in a major fire which involves property, casualties or 5 or more appliances the death may occur weeks or months later.	Existing	0			Matt Lloyd	Prevention and Protection (Community Safety)
10	Number of injuries (excl. Precautionary checks) arising from Primary Fires	The number of people who required medical treatment beyond first aid given at the scene of the fire. Precautionary checks are persons sent to hospital or advised to see a doctor as a precaution, having no obvious injury or distress.	Existing	<13	14	>14	Matt Lloyd	Prevention and Protection (Community Safety)
1	No of accidental dwelling fires	The numbers of fires in houses where the cause was accidental	Existing	<400	440	>440	Matt Lloyd	Prevention and Protection (Community Safety)
11	Number of primary fires	The number of major fires involving property, casualties or involving 5 or more appliances	Existing	<918	1010	>1010	Matt Lloyd	Prevention and Protection (Community Safety)

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12	Number of Deliberate Fires	The number of fires where the cause of fire is suspected not to be an accident, involving property, casualties or involving 5 or more fire appliances	Existing	TBD			Matt Lloyd	Prevention and Protection (Community Safety)
13	No of fires in non-domestic properties	The number of fires in buildings such as agricultural, Industrial properties, Trade, hotels, catering etc. per	Existing	<108	119	>119	Matt Lloyd	Prevention and Protection (Protection)
14	70% of the first arriving appliances at any incident from an 'On-Station response' within 10 minutes	70% of the first arriving appliances at any incident from an 'On-Station response' within 10 minutes	Existing	>70%	63%	<63%	Matt Lloyd /	Response and Resilience
15	70% of the first arriving appliances at any incident from an 'On-Call response' within 15 minutes	70% of the first arriving appliances at any incident from an 'On-Call response' within 15 minutes	Existing	>70%	63%	<63%	Matt Lloyd	Response and Resilience
	People killed or seriously injured (KSI) in road traffic accidents in Fire Authority's area	Data from Sussex Safer Roads partnership	NEW	TBD			Matt Lloyd	Prevention and Protection (Community Safety)
	No of Road Traffic Collisions (RTCs) attended for the period		NEW	TBD			Matt Lloyd	Prevention and Protection (Community Safety)
	Percentage of calls answered within 10 seconds	This measure looks at the time taken from when the Fire Control Room Operator answers the phone when a 999 call is received by the Fire Control Room	NEW	100%	95%	<95%	Hannah Scott Youldon	Response and Resilience

Commitment - delivering high performing services

Ref	Indicators	Definition	Status	GREEN	AMBER +/- 0%	RED >10%	Owner	Related Strategy
	Percentage of mobilisations within 2 minutes	This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers a 999 call to when the nearest fire station/engine is mobilised to the incident	NEW	100%	95%	<95%	Hannah Scott Youldon	Response and Resilience

Commitment - Educating our communities

Ref	Indicators	Definition	Status	GREEN	AMBER +10%	RED >10%	Owner	Related Strategy
2	% of Home Safety Visits to vulnerable people	The number of home safety visits delivered to vulnerable people within our community. Vulnerability is defined as lone pensioners, people over 65, people in rented accommodation, single parent families, hearing /sight impaired and those with a limiting long elderly.	Existing	95%	85%	<85%	Matt Lloyd	Prevention and Protection (Community Safety)
6	Number of Home Safety Visits	The number of home fire safety visits where the householder was given fire safety advice and or had a fire alarm installed.	Existing	>10000	9,000	<9000	Matt Lloyd	Prevention and Protection (Community Safety)

Commitment - Educating our communities

Ref	Indicators	Definition	Status	GREEN	AMBER +10%	RED >10%	Owner	Related Strategy
7	Inspections of high risk premises completed	<p>The number of audits / inspections completed within East Sussex as provided from the reinspection list A completed audit / inspection is when a Fire Safety Officer has physically completed all aspects of an audit on a premise. Set the required date range to include all activity where an audit was Satisfactory, Unsatisfactory or Satisfactory following enforcement.</p> <p>Very high risk / high risk / medium risk premises are defined as per the National Risk based inspections Frequency table.</p> <p>-The legislation code is not that of Petroleum (Regulation) Acts 1928 and 1936.</p> <p>-The inspection due date is between the Quarter date range or the inspection date is less than the outstanding date. For example, the report will list premises that should have had an inspection, but which have been overlooked or not undertaken as yet.</p>	Existing	<500	450	<450	Matt Lloyd	Service delivery (Business Safety)
7	Number of Fire safety checks completed	Total number of Fire safety checks undertaken and completed by operational crew members	Existing	>1000	900	<900	Matt Lloyd	Prevention and Protection (Protection)

Commitment - Educating our communities

Ref	Indicators	Definition	Status	GREEN	AMBER +10%	RED >10%	Owner	Related Strategy
	The percentage of fire safety inspections in which the inspector found a deficiency in the fire safety arrangements of that premises	When Fire Safety Inspecting Officers visit a business, they conduct a thorough premises audit including that the fire risk assessment is suitable and satisfactory. This measure examines the number of fire safety audits carried out in commercial premises, where the result was unsatisfactory, and further action or follow-up was required to ensure the safety of relevant persons. A low percentage of unsatisfactory audits would trigger a review of how risks are currently defined in the Risk Based Inspection Programme - a high level of unsatisfactory audits indicates that RBIP is targeting high risk premises and is not using resources to revisit broadly compliant premises	NEW	>50%	30%	>30%	Matt Lloyd	Prevention and Protection (Protection)
	The percentage of successful prosecutions under the Regulatory Reform (Fire Safety) Order 2005 each financial year.	When a premise is inspected by ESFRS under the Regulatory Reform (Fire Safety) Order 2005, as the Enforcing Authority, ESFRS may prosecute the responsible person if there are significant failings. Prosecution usually occurs when there is a serious breach creating a serious risk to relevant persons. Enforcement can also take place when the owner fails to address the matters within an Enforcement Notice or over a period.	NEW	>75%		<75%	Matt Lloyd	Prevention and Protection (Protection)

Commitment - Educating our communities

Ref	Indicators	Definition	Status	GREEN	AMBER +10%	RED >10%	Owner	Related Strategy
	% Fire Safety Check target met Year to date for the service	To be defined	NEW	100%	90%	<90%	Matt Lloyd	Prevention and Protection (Protection)

Commitment - safe and valued workforce

Ref	Indicators	Definition		GREEN	AMBER +/- 0%	RED >10%	Owner	Related Strategy
3	The number of working days/shifts lost due to sickness	The number of days/ shifts lost to sickness divided by the number of staff in post	Existing	<7.5	8.25	>8.25	Julie King	People Strategy
20	Number of RIDDOR incidents	The Health and Safety Executive require certain types of work-related accidents to be reported to them within certain time scales. For most types of incident, including: <ul style="list-style-type: none"> • accidents resulting in the death of any person • accidents resulting in specified injuries to workers • non-fatal accidents requiring hospital treatment to non-workers and • dangerous occurrences 	Existing	Monitor			Julie King	Health Safety and wellbeing
21	Number of workplaces reported accidents / injuries	The number of safety events received	Existing	less than 100	110	>110	Julie King	Health Safety and wellbeing
	% of Very high SSRIs that are currently in date	Very High – A premises that warrants an annual visit to familiarise and refresh the SSRI by EACH individual on ALL watches.	NEW	100%	90%	<90%	Hannah Scott Youldon	Response and resilience

Commitment Effective use of resources

Ref	Indicators	Definition		GREEN	AMBER +/- 0%	RED >10%	Owner	Related Strategy
4	Number of Unwanted Fire Signals (UWFS)	'nil attendance policy' for AFA calls received from non-residential properties (with high risk exceptions) between 0900hrs and 1700hrs Monday to Friday	Amended	40% reduction year on year	30%	<30%	Matt Lloyd	Service delivery (Business Safety)
	Number of UWFS attendances within policy (medium and high risk commercial and domestic).	AFA attendances at high risk exceptions and all non-residential properties 17:01hrs and 08:59hrs	NEW	TBD			Matt Lloyd	Service delivery (Business Safety)
	Number of challenged UWFS	Number of AFA calls challenged at JFC resulting in a non-attendance	NEW	TBD			Matt Lloyd	
22	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	(Total number of Primary fires at incidents that were AFA mobilisations and Covered by the RRO - Total number of AFA mobilised calls that were also covered by the RRO / Total number of AFA mobilised calls that were also covered by the RRO Number of primary fires (incidentCategory = 'Fire') where IsPrimaryFire flag = 'Yes' AFA Mobilised calls also covered by the RRO = Details of call Q2.3 is 'Alarms -AFA' and Additional Info 5.5 is Covered by RRO 2005 is 'YES'	Existing	<1%	2%	>1.5%	Matt Lloyd	Service delivery (Business Safety)
	Percentage of time 18 appliances available as per Operational Resilience Plan	Percentage of time ORP appliances are available over time	NEW	100%	90%	<90%	Hannah Scott Youldon	Response and resilience

Commitment Effective use of resources

Ref	Indicators	Definition		GREEN	AMBER +/- 0%	RED >10%	Owner	Related Strategy
	Domestic dwelling respondents satisfied with the overall service from ESFRS	Domestic dwellings include premises such as houses, bungalows, flat sand caravans. Shortly after a fire occurs, a customer feedback questionnaire is sent to the dwelling owner/tenant who have experienced the fire in asking about their satisfaction and experience with the service they received from ESFRS.	NEW	95%	90%	<90%	Matt Lloyd	Service delivery (Community Safety)
	Commercial/Business respondents satisfied with the overall service from ESFRSF	Commercial/Business premises include bed and breakfasts, hotels, offices, shops, factories or warehouses. Following a fire involving a commercial/business premises, a questionnaire is sent to the owner/tenant. The questionnaire asks about their satisfaction and experience with the service they received from ESFRS.	NEW	75%	50%	<50%	Matt Lloyd	Service delivery (Business Safety)
	Commercial/Business respondents satisfied with the services with regards to Fire Safety Audits by ESFRS	Fire Safety Audits are carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space. Examples of such premises include bed and breakfasts, hotels, offices, factories and warehouses. Following a Fire Safety Audit by ESFRS, a customer feedback questionnaire is sent to	NEW	75%	50%	<50%	Matt Lloyd	Service delivery (Business Safety)

Commitment Effective use of resources

Ref	Indicators	Definition		GREEN	AMBER +/- 0%	RED >10%	Owner	Related Strategy
		commercial/business owners/manager who asking about their satisfaction and experience with the service they received from ESFRS.						
	Home Safety visit respondents satisfied with the services with regards to HSV by ESFRS	% of residents surveyed that were satisfied or very satisfied with the service provided	NEW	90%	85%	<85%	Matt Lloyd	Service delivery (Community Safety)
	Cost of Fire Service per Head of Population (Information Only)		NEW	Information only	Information only	Information only	Duncan Savage	