

APPENDIX 2

Tier 2 Service Measurers

| Commitment - delivering high performing services | | Add to Tier 1? |
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| | Indicators | |
| | The total number of fires in over a year period starting from April | |
| | Number of Fire Deaths in Accidental Dwelling fires in over a year period starting from April | |
| | Number of fire casualties in accidental dwelling fires in over a year period starting from April | |
| | Number of Deliberate Primary Fires in Vehicles | |
| | Number of Deliberate Secondary Fires (excl. in Vehicles) | |
| | Number of Deliberate Secondary Fires in Vehicles | |
| | Retained Duty System crew's turnout within the timeframes as stated in the SOP | |
| | Wholetime Duty System crew turnout time is within the timeframes as stated in the SOP | |
| | % of Incident Reporting System Records (IRS) completed by Incident Commander within 8 days of the incident occurring | |
| | number of exercises run during the year | |
| | Time taken from call to notify a Level Two Officer to a Level One Incident with a life risk | |
| Commitment - Educating our communities | | |
| Ref | Indicators | |
| | Percentage of very high risk household occupiers contacted within 1 working day for an HSV | |
| | Percentage of high risk household occupiers contacted within 1 working day for an HSV | |
| | Percentage of medium risk household occupiers contacted within 1 working day for an HSV | |
| | Percentage of low risk household occupiers contacted within 1 working day for an HSV | |
| | Percentage of very high risk household occupiers HSFs booked immediately | |
| | Percentage of high risk household occupiers HSFs booked within 1 week | |
| | Percentage of medium risk household occupiers HSFs booked within 2 weeks | |
| | Percentage of low risk household occupiers HSFs booked within 4 weeks | |
| | Percentage of very high risk household occupiers HSFs carried out within 48 hours of initial contact | |
| | Percentage of high risk household occupiers HSFs carried out within 2 weeks of initial contact | |
| | Percentage of medium risk household occupiers HSFs carried out within 4 weeks of initial contact | |
| | Percentage of low risk household occupiers HSFs carried out within 8 weeks of initial contact | |
| | Percentage of S&W advisor HSVs Quality Assurance checked | |
| | Percentage of operational HSVs Quality Assurance checked | |
| | Percentage of S&W advisor HSVs Quality Assurance passed | |
| | Percentage of operational HSVs Quality Assurance passed | |
| | Calls to domestic premises with no smoke detectors fitted | |

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| | Calls to domestic premises with smoke detectors fitted but not working due to being faulty, having a dead battery or the battery being removed prior to the services arrival | |
| | Number of engagements in Road Safety Activities to reduce KSIs according to risks identified in Local Risk Management. Measured over a year period starting from April | |
| | Number of Students attending or receiving Safe Drive Stay Alive programme. Measured for a year from April | |
| | The percentage of accidental dwelling fires that received a quick strike | |
| | Number of hours in engagement with young people on prevention activities. Total in a year from April | |
| | Hoax Calls attended over a year | |
| Commitment - safe and valued workforce | | |
| Ref | Indicators | |
| | Eligible operational staff in qualification | |
| | The Percentage of Fire Safety Inspectors qualified to Level 4 Diploma Level | |
| | % of high SSRI's that are currently in date | |
| | Eligible operational staff successfully completing fitness test | |
| | Training to meet the operational requirements of FRS competency: % staff maintaining competency in Breathing Apparatus | |
| | Training to meet the operational requirements of FRS competency: % staff maintaining competency in ICS level 1-3 | |
| | Training to meet the operational requirements of FRS competency: % staff maintaining competency in Emergency response Driver Training | |
| | Training to meet the operational requirements of FRS competency: % staff maintaining competency in Wade training (DEFRA requirement) | |
| | Training to meet the operational requirements of FRS competency: % staff maintaining competency in IECR | |
| | Retention of Whole Time staff | |
| | Retention of RDS crew | |
| | Percentage of Staff with a disability | |
| | Percentage of ethnic minority uniformed staff (Wholetime, Retained & Control employees) | |
| | Percentage of women firefighters (Wholetime & Retained employees) | |
| | Percentage of rolling reviews completed (permanent staff only) | |
| | Number of Workplace Reported Accidents / Injuries | |
| | Number of Vehicle Accidents | |
| | Number of Manual Handling Injuries | |
| | No of Days Lost to Accident / Injury (Wholetime & Day-Crewed Staff) | |
| | No of Days Lost to Accident / Injury (Retained Staff) | |
| | No of Days Lost to Accident / Injury (M&CC & Support Staff) | |
| Commitment Effective use of resources | | |
| Ref | Indicators | |
| | Hydrants Inspected and functional in the last 3 years. | |
| | High-Risk premises having a review of Site-Specific Risk Information (SSRI) review in the last 12 months | |
| | Percentage of Medium Risk premises having a review of Site Specific Risk Information (SSRI) in the last 36 months | |
| | The average number of hours spent on fire safety across all green book | |

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| | inspectors in a year starting from April | |
| | The average number of audits per green book inspector per year in a year starting from April | |
| | The average number of hours spent on fire safety across all grey book inspectors in a year starting from April | |
| | The average number of audits per grey book inspector per year in a year starting from April | |
| | Number of 'on duty' personnel working within Surrey/West Sussex Joint Fire Control Room | |
| | Time taken from call or recognition of escalation to a nearest quickest duty officer | |
| | Time taken from call or recognition of a level three incident and the notification or mobilisation of a level three officer | |
| | Time taken from call or escalation to a level four incident and the notification or mobilisation of the Chief Operations Officer | |
| | Time from call or recognition of incident escalation to the notification of Principal Officers, Chief Fire Officer and DCFO, Assistant Chief Fire Officer where required | |
| | Number of Safety Critical events within mobilising systems: | |
| | Safety Critical event: | |
| | · Failure to mobilise | |
| | · Loss of (mobilising system) | |
| | · Below minimum crewing in the joint Fire Control | |
| | Mobilising system or associated system failure | |
| | Vision system down time including fall back arrangements | |
| | ICCS down time | |
| | Percentage of Services Business Continuity Plans reviewed, validated and confirmed as fit for purpose | |
| | Number of plans across which are tested and exercised per year | |
| | Compliant spend as a % of overall spend on contracts awards | |
| | Percentage of Emergency Response Fleet within prescribed times for servicing and safety checks | |
| | Percentage of Emergency Response Fleet with current Tax and MOT certificate | |
| | Number of Fire Fighter Local Pension Board Meetings held in each financial year | |
| | Number of complaints received | |
| | Carbon emissions (compared to previous years) | |
| | Compliance of Annual Statement of Accounts Processes with Statutory Timescales and Quality Criteria | |
| | Percentage of Uncontested Invoices Paid Within 30 days | |
| | Percentage of Outstanding Debt Over 90 Days Old | |
| | Percentage of Annual Planned Efficiency Savings Achieved by Year End | |