

EAST SUSSEX FIRE SERVICE

Meeting	Scrutiny and Audit Panel
Date	19 January 2023
Title of Report	Performance Report for Quarter 2 2022/3
By	Sharon Milner, Planning & Intelligence Manager Marcus Whiting, Performance Analyst
Lead Officer	Liz Ridley, Assistant Director – Planning & Improvement
Lead Member	Cllr Nuala Geary

Background Papers	None
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Appendices	Appendix 1 – Performance report Quarter 2 2022/23
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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

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 2 2022/23 from quarter 2 2021/22 and the projected end of year results for 2022/23.
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EXECUTIVE SUMMARY	This report provides the Scrutiny and Audit Panel with a summary of service performance information for quarter 2 2022/23 compared to quarter 2 2021/22 and the projected end of year results for 2022/23.
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The report contains information against the existing 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 asked to:

1. Consider the performance results and progress towards achieving the Service's purpose and commitments as contained in Appendix 1.
 2. Consider 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 work is ongoing to develop the new performance report. This will be in place for the start of the year 2023/24.
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1. INTRODUCTION

- 1.1 This report compares the performance indicator results of quarter 2 2022/23 with quarter 2 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 2 results

- 2.2 Thirteen of the 21 indicators that are reported against are showing an improvement in performance against the same quarter in the previous year and eight are showing a decline.

- 2.3 Of those reporting a decline in performance, two indicators are reporting at least a 10% decline in performance against quarter 2 2021/22. These are:

- (i) Number of Injuries in primary fires (125%: 9 up from 4).
- (ii) Percentage of Automatic Fire Alarm (AFA) mobilised calls to properties covered by the Regulatory Reform Order (RRO) that were classified as a primary fire (2.5% up from 0.4%)

3. PERFORMANCE PRIORITY AREAS

- 3.1 The Scrutiny and Audit Panel considered the priority areas and have suggested that the number of home safety visits and those delivered to vulnerable people are combined and agreed to delete confining fires to the room of origin as a priority area.

- 3.2 The Fire Authority priorities as agreed by the Scrutiny and Audit Panel are as follows:

- 1. Reducing accidental dwelling fires
- 2. Reducing attendance at false alarm calls
- 3. Undertake 10,000 home safety visits of which 95% to be delivered to vulnerable members of our community
- 4. Reducing sickness
- 5. Increasing inspections in high risk premises

- 3.3 This report provides a summary of work undertaken against the priority areas, where relevant.

3.4 Reducing accidental dwelling fires

- 3.4.1 In quarter 2 2022/23, ESFRS attended 104 accidental dwelling fires (ADFs), this is a decrease of 4 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 410 against 433 in the previous year. The ADF working group continues to proactively engage with our communities and where spikes are seen in specific areas or station grounds, with relevant communication campaigns.

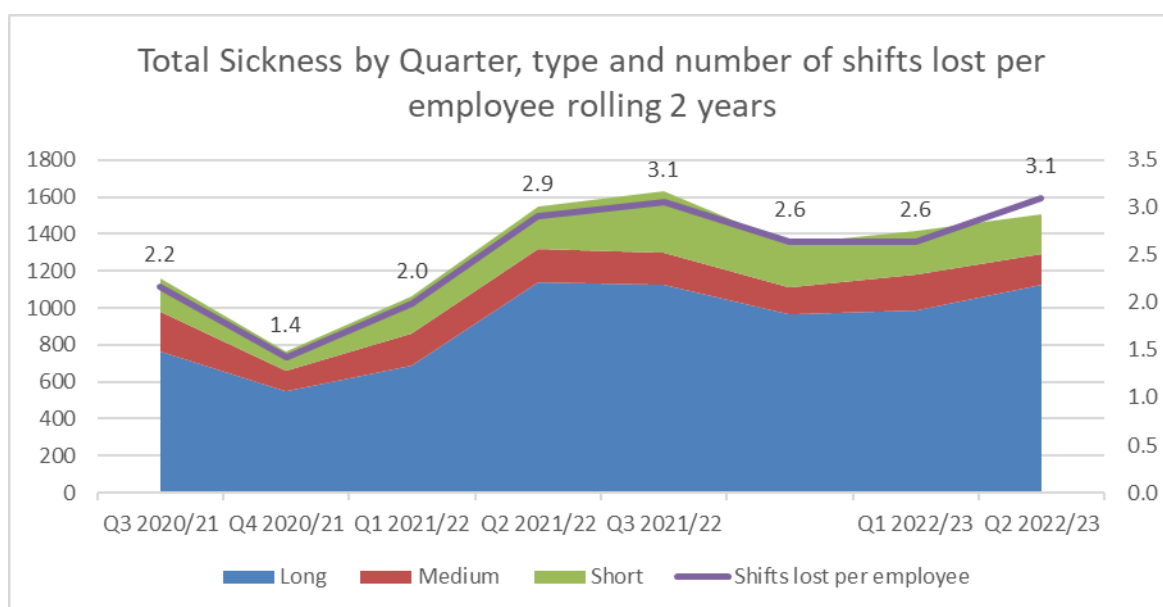
3.5 Undertake 10,000 home safety visits of which 95% to be delivered to vulnerable members of our community

3.5.1 We delivered 2,505 home safety visits (HSVs) in quarter 2 of which 91.3% were to vulnerable people within our community. This is 600 more HSVs than in quarter 2 2021/22 there has been a slight decline in the number delivered to vulnerable people as we see performance returning to pre COVID levels. All HSVs up to 18 July 2021 were completed over the phone as COVID-19 restrictions were still in place.

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

3.6.1 Figure 1 shows that in quarter 2 2022/23, ESFRS lost 3.1 shifts per person to sickness (2.9 in the previous year's quarter 2). The 2022/23 projected end of year result is currently 11.0, 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).

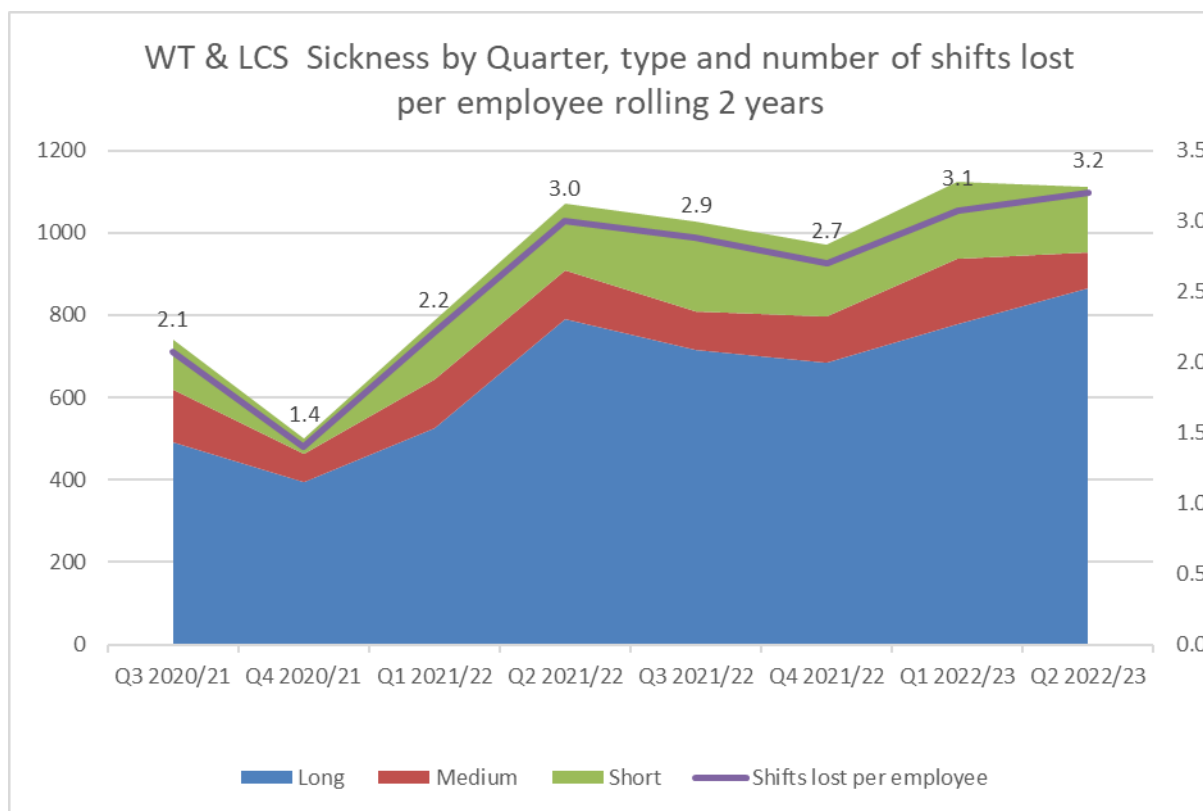
Figure 1: Total Sickness



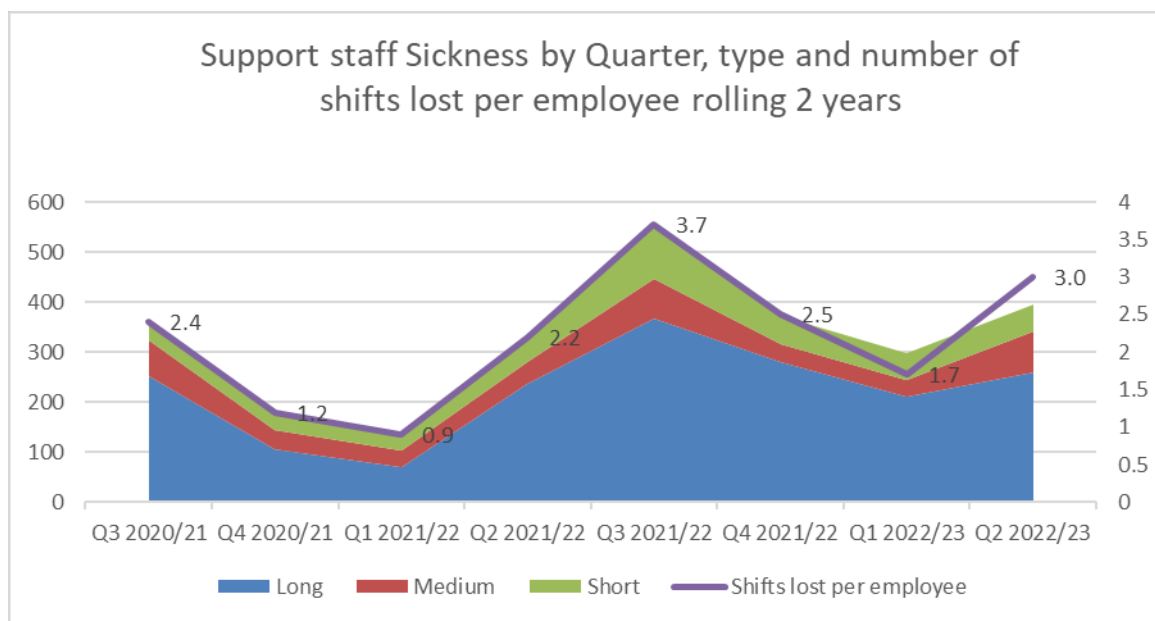
3.6.2 The majority of staff absence is due to long term sickness (more than 28 days) with the largest categories being mental health and musculoskeletal. There are an increasing number of staff who are absent from work due to more complex reasons which take longer to work through. Every quarter there is a complex case review meeting attended by the geographical group managers, HR business partners, occupational health and the service fitness advisor where every case is discussed to ensure all that can be done is being done to support staff and get them back to work where we can. There are many resources available in relation to supporting mental health and wellbeing through the wellbeing hub. There is also the employee assistance programme, although feedback suggests that the take up of these services could be higher. There is funding available to deliver training to increase the number mental health first aiders and the Wellbeing Lead will be delivering this training. Additionally, an Ill Health Retirement internal audit has been completed and the recommendations will be considered in due course.

- 3.6.3 As part of the 5-year Occupational Health (OH) collaboration contract, work is underway on an improvement plan which includes a focus on the key performance areas (KPIs) that are in place for the OH collaboration. There is also consideration of a proposal to introduce private health care provision for staff who are experiencing lengthy delays for routine procedures within the National Health Service. Sickness absence is monitored through the Health Safety and Wellbeing Committee and an update will be provided for the Fire Authority at the members seminar in March 2023.
- 3.6.4 Figures 2 and 3 contain information on whole-time and logistics and control support team (LCS) 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



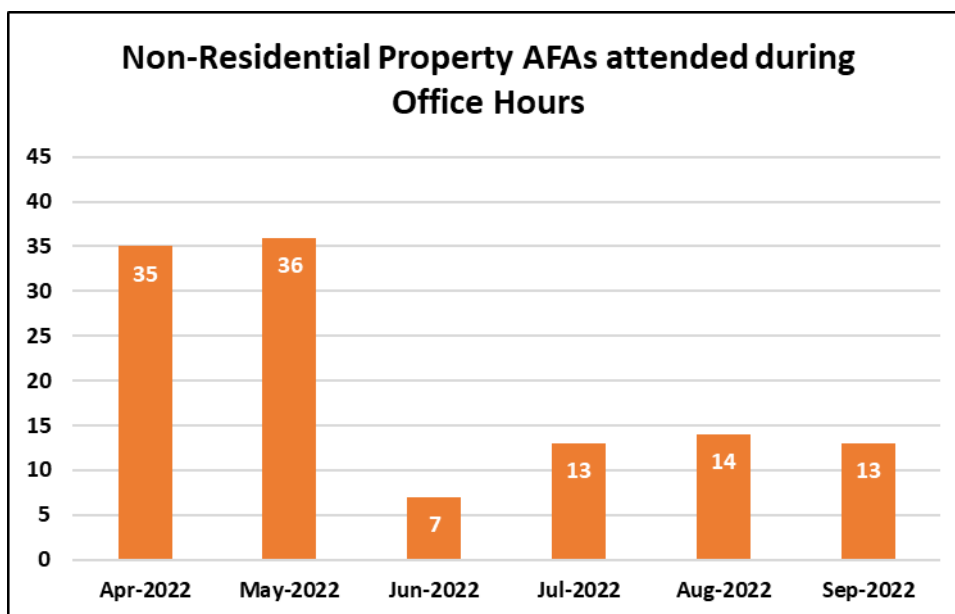
3.6.5 Figure 3: Support Staff Sickness



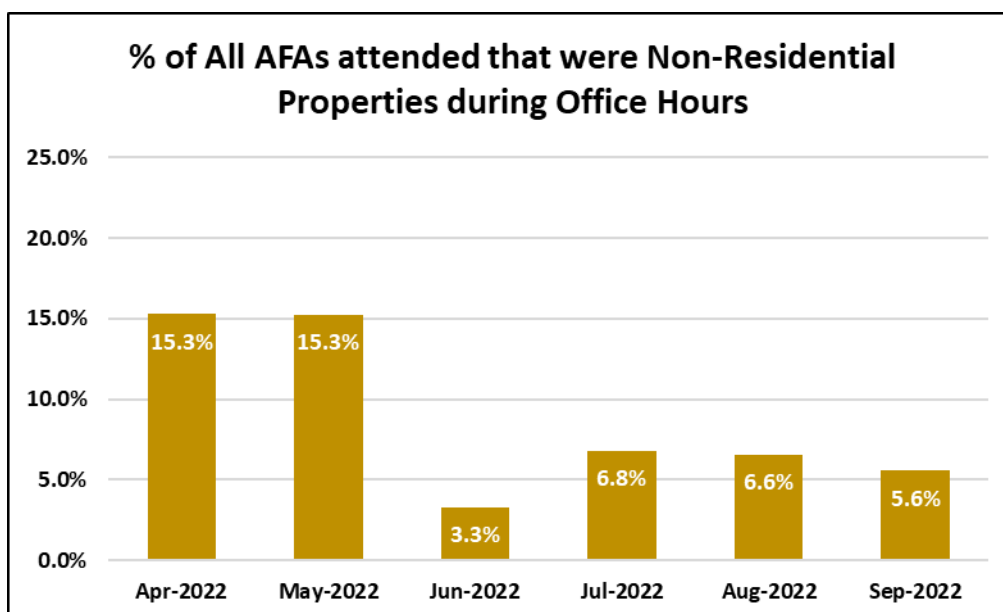
3.7 Reducing false alarm calls from the base year 2009/10

- 3.7.1 Our performance against false alarm calls attended in quarter 2 2022/23 has improved compared to quarter 2 in 2021/22. There is a 48.1% reduction against the baseline figure this quarter opposed to a 33.9% reduction the previous year. To understand this in terms of the reduction in attended false alarm calls 641 were attended in the current year quarter and 801 in the previous year.
- 3.7.2 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.
- 3.7.3 The way this is monitored is by counting the number of AFA calls in non-residential properties attended during the time period post go live of the unwanted fire signal policy.

- 3.7.4 Chart 1 shows the number of Non-residential Property Automatic False Alarms (AFA) attended during Office hours.



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



3.8 Inspections of high risk premises completed

- 3.8.1 In quarter 2 there has been a small increase in the number of inspections of high risk premises compared to previous year. In quarter 2 2022/23 129 face to face high risk inspections were completed against 122 over the telephone and face to face post 19 July in 2021/22. The projected year end result is 498.

- 3.8.2 Table 2 below shows the breakdown of these other interactions that were completed during quarter 2 in 2022/23, in which there were 749. The majority of these were undertaken over the telephone. This compares to 608 in quarter 2 in 2021/22.

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

Interaction	Total
Building Regulations	193
Housing	4
Licensing, New Licence	31
Licensing, Other	1
Licensing, Review of licence	1
Licensing, Variation to licence	17
Marriage Act	8
Other FS Activity	449
Planning	45
Grand Total	749

- 3.8.3 The operational crews also completed 363 face to face business safety visits this is an increase from the 109 telephone and face to face post 19 July in 2021/22. The projected year end result is 1,470.

4. ROAD TRAFFIC COLLISION DATA

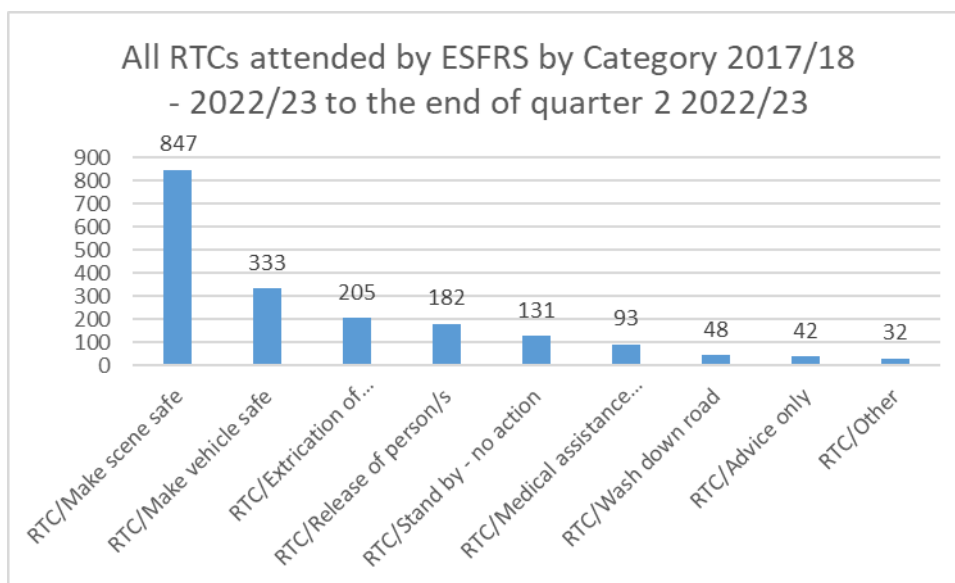
- 4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. ESFRS attend on average 18% of Road Traffic Collisions (RTCs) attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs, for example include '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	452
East Sussex all RTCs	2,534	2,574	2,539	1,788	2,266	N/a
% of RTCs attended by ESFRS	20%	20%	17%	18%	18%	

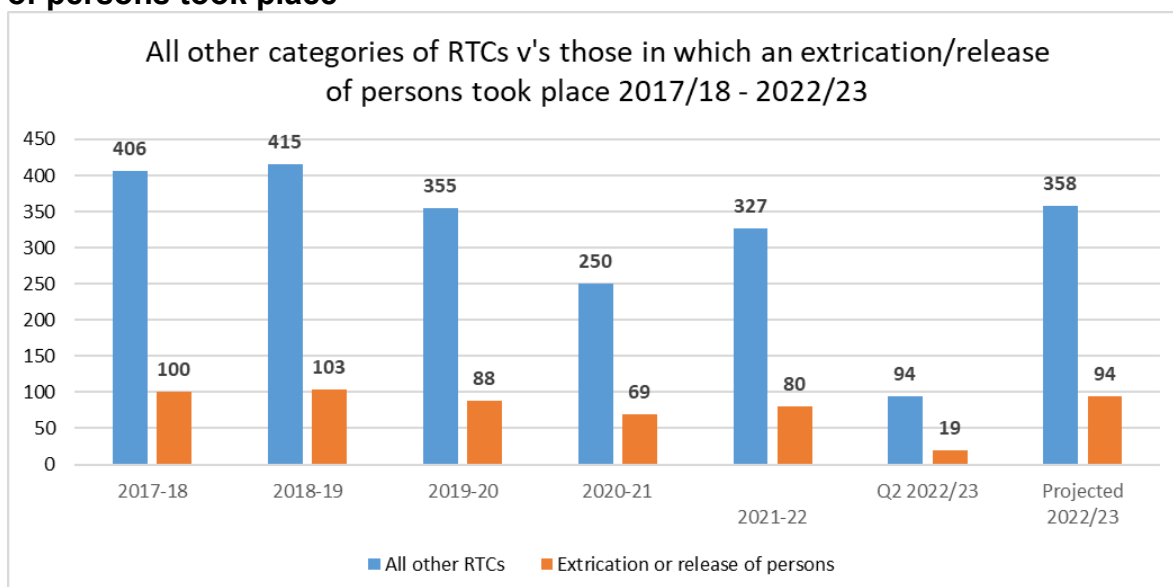
- 4.2 Chart 3 below shows the number of RTCs attended over a five year period by type to the end of quarter 2 2022/23. The largest category ESFRS is called to is 'making the scene safe' with 847. The total number where we have extricated and or released people is 387 over the period

Chart 3: All RTCs attended by ESFRS by Category 2017/18 to the end of Quarter 2 2022/23



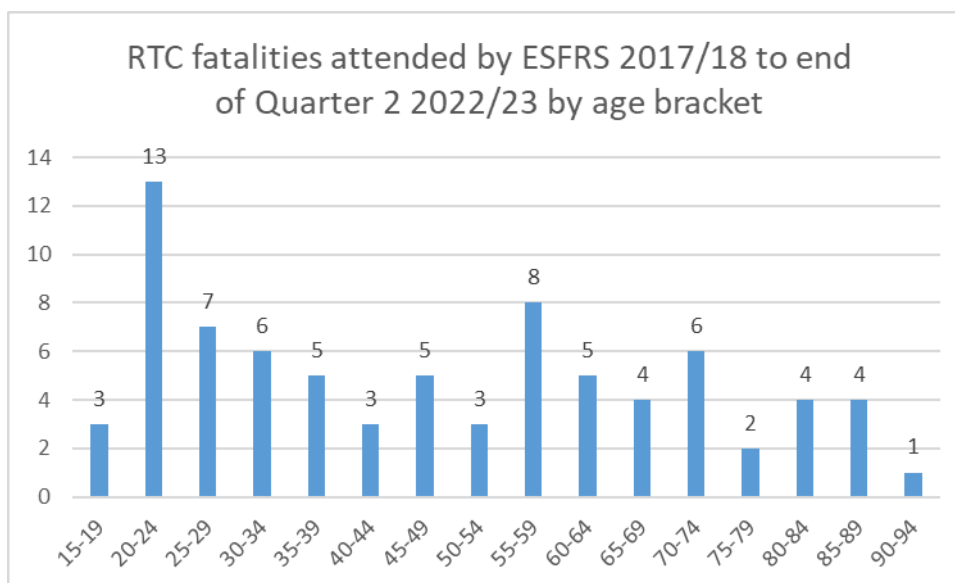
4.3 Chart 4 contains information on the number of RTCs attended against those in which an extrication or a release of persons took place. Both categories are showing a decreasing trend over the entire reported period. This chart includes a projected end of year result for 2022/23 based on current quarter 2 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 RTCs attended by ESFRS v's those in which an extrication/release of persons took place



- 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 2 2022/23. (NB If the age is not known these incidents have been excluded this accounts for a further 33 fatalities)

Chart 5: RTC Fatalities attended by ESFRS 2017/18 (5 years) to end of Quarter 2 2022/23 by age bracket



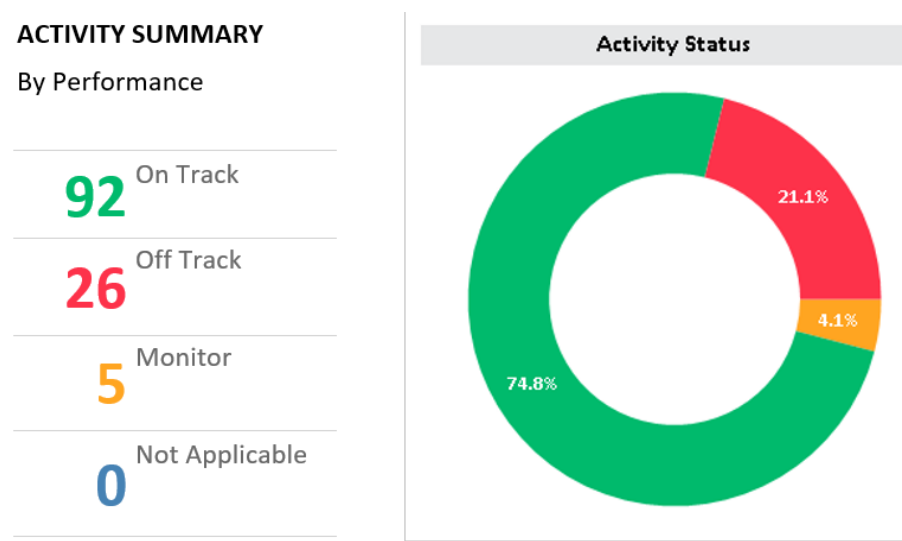
5. **PERFORMANCE INDICATOR REFRESH**

- 5.1 The Panel agreed the format and template of the revised performance report that will contain the 35 indicators at its last meeting. As a number of the indicators are NEW, processes will need to be put in place to enable capture of the data if it is not already recorded. This work has begun in quarter 3. It is anticipated that this work will be completed and in place for reporting for next year.

6. **SUMMARY OF PROGRESS AGAINST THE CORPORATE STRATEGIES**

- 6.1 The Corporate Strategies are monitored at the Assurance Performance and Governance Group (APGG). 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 123 agreed corporate activities to progress the Services Strategies in 2022/23. A detailed report is presented with commentary against the actions to the APGG and SLT. Figure 4 shows the summary of progress against the Corporate Strategies.

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



7. **EQUALITIES IMPLICATIONS**

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