

EAST SUSSEX FIRE AUTHORITY

Meeting	Scrutiny & Audit
Date	5 June 2019
Title of Report	Performance Report for Quarter 4 2018/19
By	Liz Ridley, Assistant Director – Planning & Improvement
Lead Officer	Sharon Milner, Planning & Intelligence Manager
Lead Member	Cllr Roy Galley

Background Papers None

Appendices Appendix A – Quarter 4 report
Appendix B – Exceptions report

Implications

CORPORATE RISK		LEGAL	
ENVIRONMENTAL		POLICY	
FINANCIAL		POLITICAL	
HEALTH & SAFETY		OTHER (please specify)	
HUMAN RESOURCES		CORE BRIEF	

PURPOSE OF REPORT **To present the fourth quarter and provisional year end results for 2018/19.**

EXECUTIVE SUMMARY This report provides the Scrutiny & Audit Panel with a summary of service performance information for the 4th quarter of 2018/19 and provisional year end results.

The report contains information against 21 of the 22 indicator set.

Additional information on sickness and 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 A.**
 - 2. Consider the performance results and remedial actions that have been taken to address areas of underperformance in the Fire Authority's priority areas.**
 - 3. Consider if the performance priority areas remain the same for 2019/20.**
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1. INTRODUCTION

- 1.1 This report contains the quarter 4 performance indicator results for 21 performance indicators for 2018/19, compared with the results for the same period in 2017/18 where possible.
- 1.2 Where indicators are showing a decline of greater than 10% in performance against year-end results in 2017/18, explanations are required from the relevant responsible officers and form the exception report.
- 1.3 The report will look at the quarter results and then the year end results for ease and clarity.

2. Main issues

2.1 Quarter 4 results

- 2.1.1 Nine of the 21 indicators that can be reported against are showing a decline in performance against the same quarter in the previous year; four indicators are reporting the same level of performance in both years and six are showing an improved performance. A further two indicators do not have comparable information as they were newly introduced in 2018/19.
- 2.1.2 Of the nine; four indicators are reporting at least a 10% decline in performance against quarter 4 2017/18. These are:
 - (i) The number of deliberate fires
 - (ii) The number of industrial and commercial fires
 - (iii) The number of safe and well visits conducted
 - (iv) Number of attendees at business safety engagement events

2.2 Year end results

- 2.2.1 11 indicators are currently showing a decline in performance against the previous year and eight are showing an improvement.
- 2.2.2 Of the 11, six indicators are reporting at least a 10% decline in performance against 2017/18 and have additional commentary in the exceptions report (Appendix B). These are:
 - (i) The numbers of deaths in primary fires
 - (ii) The number of industrial and commercial fires
 - (iii) The number of safe and well visits conducted
 - (iv) Number of business safety engagement events
 - (v) Number of attendees at business safety engagement events
 - (vi) Number of workplace reported accidents / injuries

3. Performance priority areas

- 3.1.1 The Fire Authority priorities for 2018/19 as agreed by the Panel were:

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

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

3.1.3 The priority areas were increased during last year from to include the Group priority areas no 6 & 7. The Panel is asked to consider if the priority areas remain the same for 2019/20.

3.2 **Reducing accidental dwelling fires**

3.2.1 The year end result in accidental dwelling fires shows a decline in performance in this area with 510 against 501 in the previous year, although there is a slight decrease in the quarter versus the same period last year of 14. However, the 2017/18 was the lowest number of accidental dwelling fires for over a decade and therefore the result of 510 remains a good result. It should be noted the year end figure may change as not all incidents are closed in the system. The accidental dwelling fire reduction group continues to proactively engage with our communities and there have been a number of social media campaigns, dissuading people from cooking after a night out.

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

3.3.1 We delivered 91.2% of our home safety visits to vulnerable people within our community by the end of 2018/19, this is a small decrease against the previous year (91.7%)

3.4 **Reducing the number of absences of our employees due to sickness.**

3.4.1 Performance from the same quarter last year was the same with both reporting 2.5 shifts lost. This gives a year end result of 8.8 which is a big improvement on the year end result of 2017/18 of 10.8. Long term sickness remains the biggest contributor to overall sickness figures with 5.1 of the 8.8 shifts lost per person; and we are progressing a number of cases in order to reduce the overall total. Additional information on sickness has been included in this report previously, and a dedicated report on Human Resource Absence Management is included elsewhere on the agenda. Figures 1, 2 and 3 contain information on whole-time, Sussex Control centre and support staff sickness split into long term, medium term and short term sickness respectively by quarter for the previous three years.

Figure 1 – Whole-time sickness

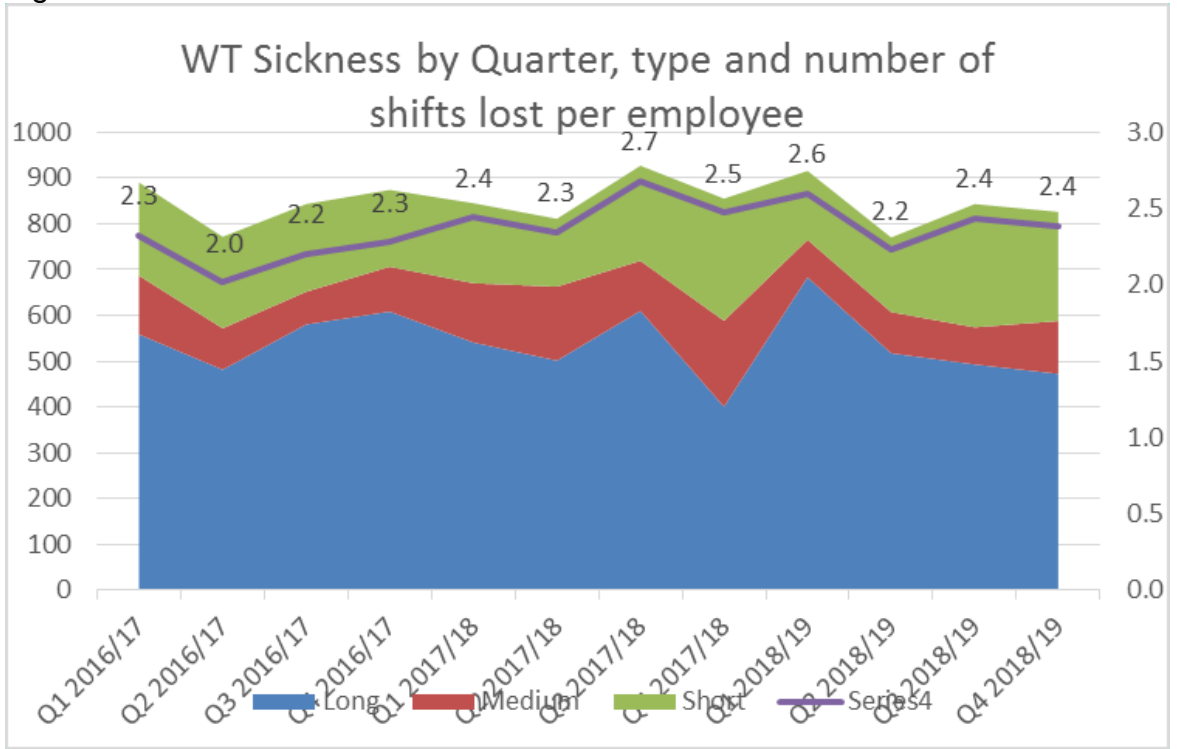


Figure 2 – Sussex Control Centre Sickness

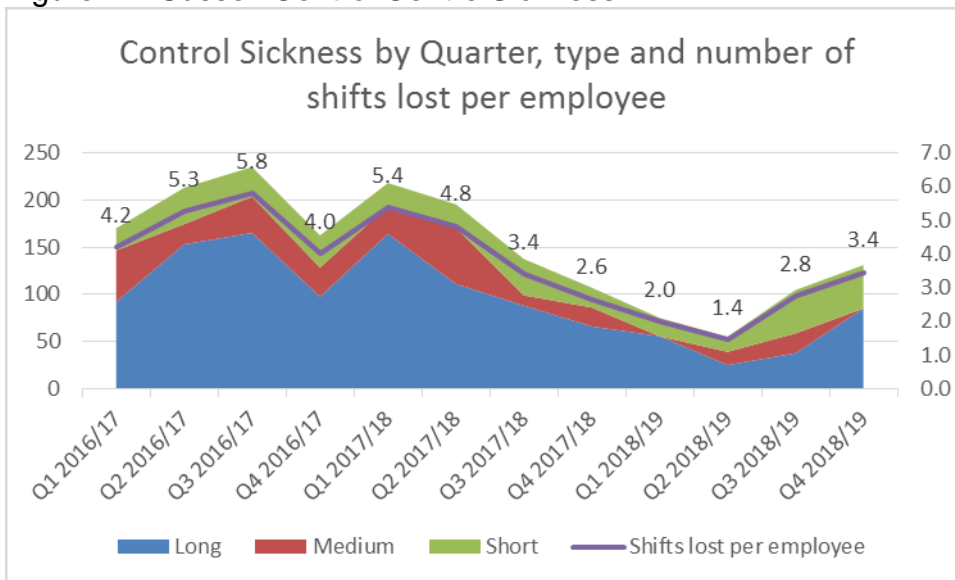
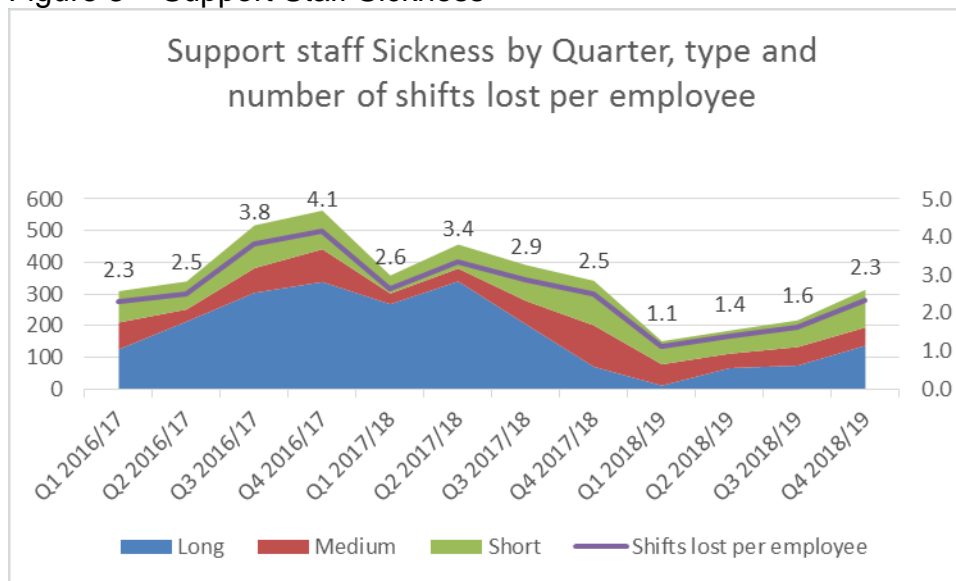


Figure 3 – Support Staff Sickness



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

3.5.1 False alarm calls have improved in comparison with the previous quarter and year end, with a 36.8 reduction from the 2009/10 baseline figure.

3.6 Percentage of accidental fires confined to the room origin.

3.6.1 90.7% of accidental dwelling fires were confined to room of origin at the end of 2018/19, a slight decline against 92.4% although the quarter result was slightly better.

3.7 Inspections of high risk premises completed

3.7.1 This is a slight decline on the same quarter in the previous year with 170 audits being completed against 176 in the previous year. The year end result is 581 against 499 in the previous year. Station staff are now undertaking audits and the Assistant Director of Safer Communities was confident that between 500 and 600 audits will be completed by year end.

3.7.2 The Service is reviewing the current CFOA Risk Based Inspection program and introducing Business Safety checks/audits by operational personnel. There are a number of areas that will help improve performance in this area including:

- The upgrade of our computer system.
- We will provide competency-based Business Safety training to operational staff
- We will continue to identify and inspect premises at higher risk of fire
- Provide all premises where the Fire Safety Order applies with a qualitative relative risk rating
- Develop CRM to deliver a qualitative Risk based inspection program
- Use the inspection program to collect enhanced firefighter risk information
- Deliver a mobile digital platform to support efficiencies in the audit process
- Working towards a target of 1,500 checks/audits per year – dependent on the delivery of IT support/networks
- Introduce a quality assurance framework/process for Business Safety

- Deliver an integrated communications plan which supports the risk based inspection program and increases awareness of Business Safety internally and externally.

3.8 Numbers of Home Safety Visits completed

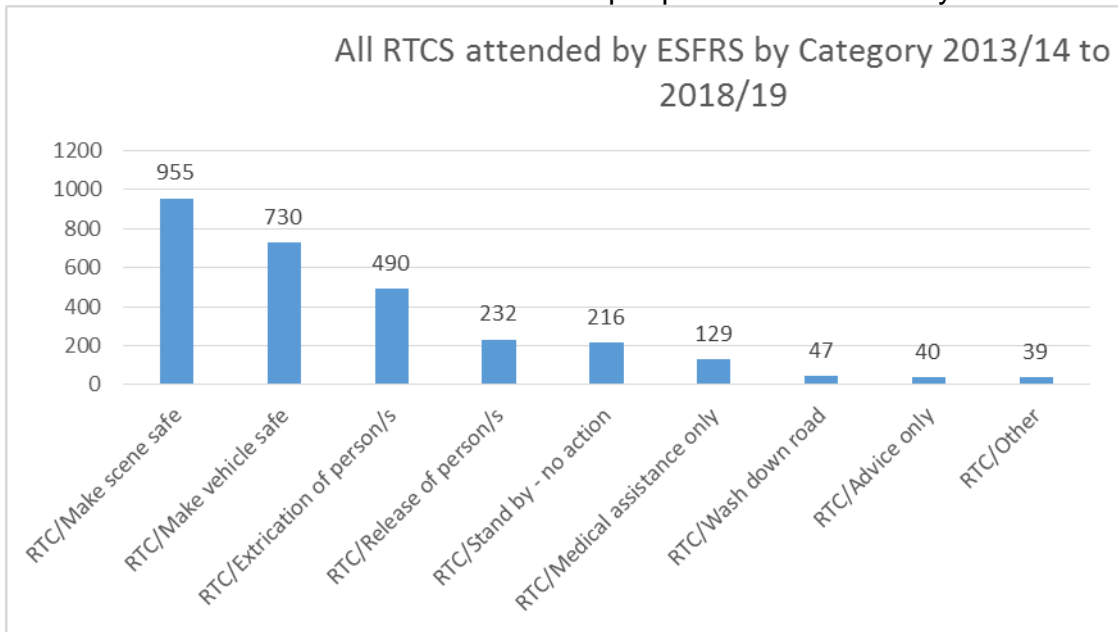
- 3.8.1 In the final quarter of 2018/19, 3,425 home safety visits were completed and closed down on the system. Home safety visits have been set as a priority across the Service with all watches and community safety advisors working to stretch targets to ensure that at least 12,000 home safety visits should be completed in 2018/19. The year end result is 11,052 showing a small increase on the previous year when 11,020 were completed.
- 3.8.2 The station stretched target of 7,000 was met as the crews completed 7,023 home safety visits. There was a 1,069 shortfall in respect to the Community Safety Advisors target. The teams have been working in pairs until the lone working arrangements are finalised and sickness and staff turnover have also impacted the figures.
- 3.8.3 There are a number of areas that are being progressed by the Safer Communities directorate including:
- Home safety visits (HSV) are a significant contributory factor to the reduction of ADFs alongside a range of other activities / initiatives i.e. Roadshows / online surveys / Behaviour insight project
 - We will never leave an incident without considering the vulnerability (Wellbeing (CS1) and Safeguarding (CTN)) of the occupant and/or delivering an HSV
 - We will make every contact count, a process to ensure that every contact opportunity is maximised by making ourselves accessible to both partners and members of the community through engagement
 - We will actively support with staff and volunteers, planned community events across the county
 - We will provide HSV training and a quality assurance framework to ensure the delivery of a high quality HSV
 - Continual review of the scope of the HSV to ensure the effective referral of vulnerable people to other agencies
 - We will promote HSVs through an integrated communications plan

4. Road traffic Collison data

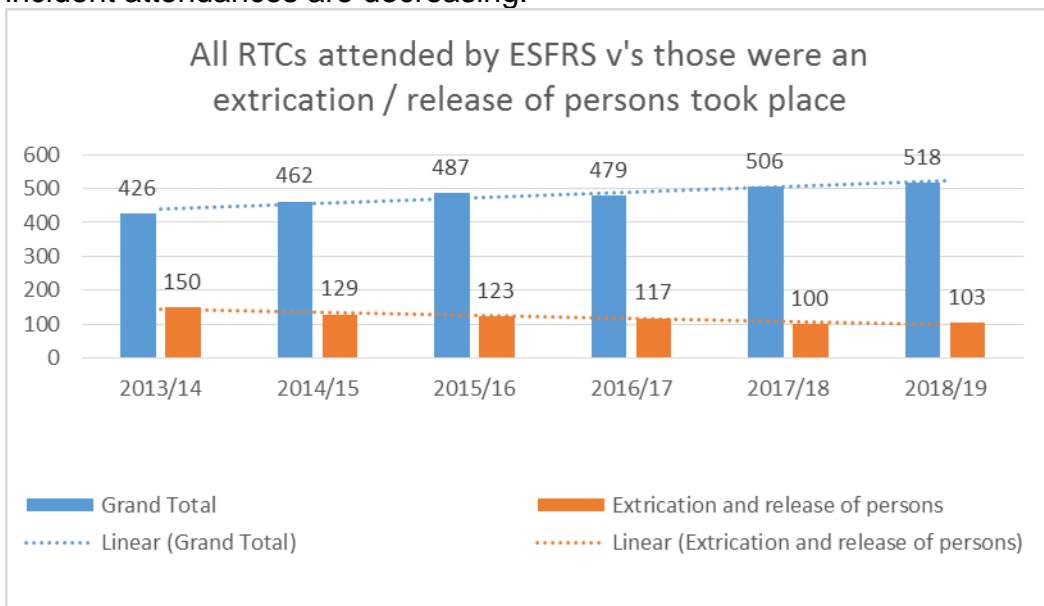
- 4.1 Members requested the inclusion of road traffic collision data at a previous meeting. The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. The data from the SSRP is reported a year behind so the figures are for 2017/18 only. Once they can provide all data for 2018/19 this report will be updated to reflect SSRPs data as well. ESFRS attend approximately 20% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs include 'Making the scene safe' and 'Making the vehicle safe for example. As can be seen from the table there is a drop in the total number of RTCs across East Sussex as attended by Sussex Police, but an increase in those attended by ESFRS.

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
RTC ESFRS total attended	426	462	487	479	506	518
East Sussex All RTCs	2740	3027	3013	2823	2528	N/a
% of RTCs attended by ESFRS	16%	15%	16%	17%	20%	

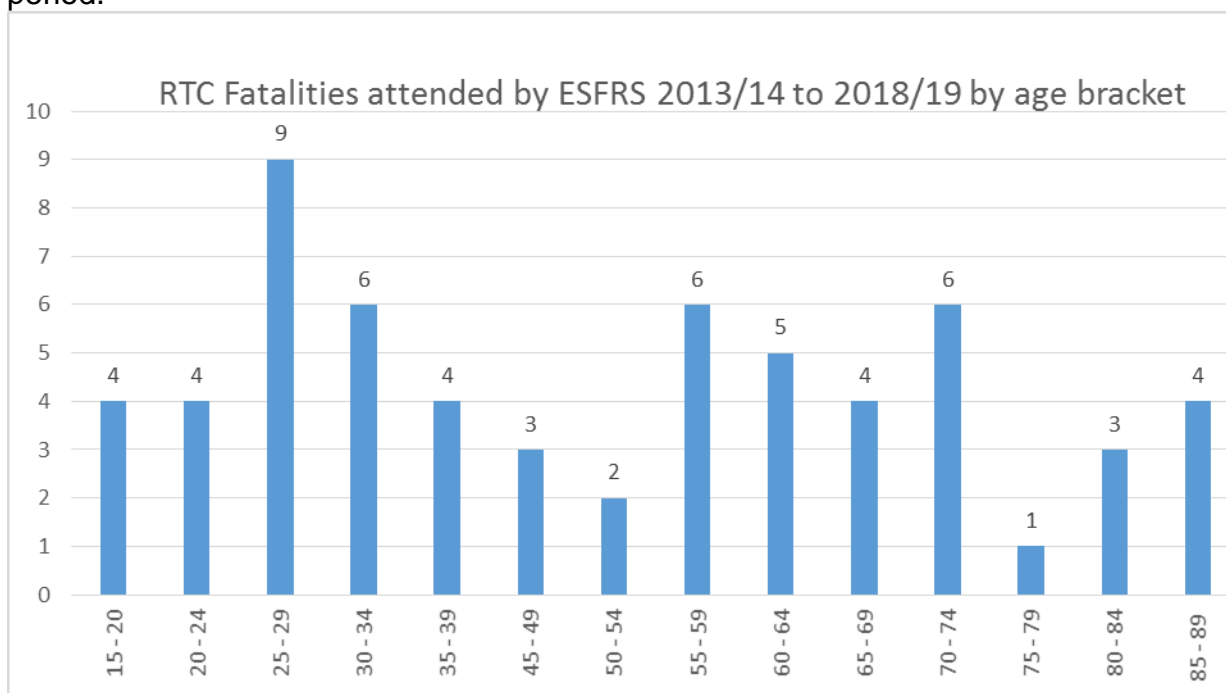
4.2 The graph below shows the number of RTCs attended over a six year period by type. The largest category ESFRS is called to is making the scene safe. The total number where we have extricated and or released people is 619 over five years.



4.3 The following chart contains information on the number of RTCs attended against those where an extrication took place. RTC attendances over all are going up, but other than a slight increase in extricated / release of persons trapped in 2018/19, these incident attendances are decreasing.



4.4 The following chart show that age range of the fatalities in RTCs over the six year period.



4.5 ESFRS undertakes a range of preventative activities across the area, based on the road risk, both collaboratively through road safety partnerships (Wealden and Rother) and through single agency activities. The ESFRS thematic Road Safety Action Plan identifies the road risks through location and road user type, and identifies the tactics available to staff and volunteers that are available through the ESFRS initiatives library, as well as through the SSRP. Road Safety prevention is overseen by our Road Safety co-ordinator based in the Central Community Safety Team who is also the subject lead on the SSRP Programme Delivery Groups.

5. EQUALITIES IMPLICATIONS

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



East Sussex
Fire & Rescue Service

**East Sussex Fire & Rescue
Performance Results
Quarter 4 and year end
2018/19**




JUNE 2019

Our Purpose

We make our communities safer

We will do this by:

Commitment 1: Delivering high performing services

Indicator No.	How will we measure performance?	2017/18 Q4 result	2017/18 Year end result	National Quartile Position 2017/18	2018/19 Q4 result	2018/19 Year end result	Direction of travel from 2017/18 result
8	Total number of incidents attended	2,131	9,460		2,223	9,383	Improved
9	Number of deaths in primary fires	1	2		1	4	Declined
10	Number of injuries in primary fires	11	36		11	39	Declined
1 Priority	No of accidental dwelling fires	136	501		122	510	Declined
11	Number of primary fires	265	1,130		279	1,180	Declined
12	Number of deliberate fires	91	748		170	701	Improved
13	No of Industrial and Commercial fires	44	166		54	189	Declined

Indicator No.	How will we measure performance?	2017/18 Q2 result		National Quartile Position 2016/17	2018/19 Q2 result	2018/19 Projected year end result	Direction of travel from 2017/18 result
14	70% of the first arriving appliances at any incident from an 'On-Station response' within 10 minutes	N/a	N/a	This is an ESFRS indicator only, no National data is available for comparison	76.8%	74.8%	New
15	70% of the first arriving appliances at any incident from an 'On-Call response' within 15 minutes	N/a	N/a	This is an ESFRS indicator only, no National data is available for comparison	73.7%	74.1%	New

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We will do this by:

Commitment 2: Educating our communities

Indicator No.	How will we measure performance?	2017/18 Q4 result	2017/18 Year end result	National Quartile Position 2017/18	2018/19 Q4 result	2018/19 Year end result	Direction of travel from 2017/18 result
2 Priority	% of Home Safety Visits to vulnerable people	91.8%	91.7%	This is an ESFRS indicator only, no National data is available for comparison	90.7%	91.2%	Declined
6 Priority	Undertake 12,000 Home Safety Visits	2,811	11,020		3,446	11,052	Improved
17	Number of safe and well visits conducted	156	540	This is an ESFRS indicator only, no National data is available for comparison	54	183	Declined
7 Priority	Inspections of high risk premises completed	176	499		170	581	Improved
18	Number of business safety engagement events	2	24	This is an ESFRS indicator only, no National data is available for comparison	5	18	Declined
19	Number of attendees at business safety engagement events	500	1,726	This is an ESFRS indicator only, no National data is available for comparison	220	530	Declined

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We will do this by:

Commitment 3: Developing a multi-skilled, safe and valued workforce

Indicator No.	How will we measure performance?	2017/18 Q4 result	2017/18 Year end result	National Quartile Position 2017/18	2018/19 Q4 result	2018/19 Projected year end result	Direction of travel from 2017/18 result
3 Priority	The number of working days/shifts lost due to sickness not to exceed 7.5 per employee	2.5	10.8	This is an ESFRS indicator only, no National data is available for comparison	2.5	8.8	Improved
20	Number of RIDDOR incidents	4	15		3	10	Improved
21	Number of workplace reported accidents / injuries	71	221		66	248	Declined

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We will do this by:

Commitment 4: Making effective use of our resources

Indicator No.	How will we measure performance?	2017/18 Q4 result	2017/18 Year end result	National Quartile Position 2017/18	2018/19 Q4 result	2018/19 Year end result	Direction of travel from 2017/18 result
4 Priority	A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10	-29.2%	-33.7%	This is an ESFRS indicator only, no National data is available for comparison	-28.7%	-36.8%	Improved
22	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	1.5%	1.8%	This is an ESFRS indicator only, no National data is available for comparison	1.5%	1.1%	Improved
23	% of AFA calls challenged by SCC	8.1%	7.1%	This is an ESFRS indicator only, no National data is available for comparison	N/a	N/a	-
5 Priority	% of accidental dwelling fires confined to room of origin	91.2%	92.4%	This is an ESFRS indicator only, no National data is available for comparison	92.6%	90.7%	Declined

EXCEPTIONS REPORT – Quarter 4 2018/19

Indicator	Commentary	Actions to be taken
9. Number of deaths in primary fires	There were four primary fire fatalities in 2018/19 (two in 2017/18), two of these were in the same fire and this fire is being investigated by Sussex Police. The latest fatality occurred in Q4 on 30 March 2019 and involved an 87 lady. This was an accidental dwelling fire	<p>Two to 2 four is too many but in comparison to previous years and other Services the figure is very low and remains at a 10 year low.</p> <p>The fatal fire and serious incident process is now in place and all fatal fires and serious incidents are thoroughly investigated so that any learnings for the Service and partners are surfaced and appropriately acted upon.</p>
14. Number of Industrial and Commercial fires	There were 54 Commercial fires in Q4 2018/19 contributing to a total of 189 for the year. This is an increase of 23 against the previous year	<p>There has been an increase in Primary fires in commercial premises of just over 10% in the last 12 months, this is a general increase rather than specific premises types. The Tri Service fire investigation project is specifically tasked at cause and behaviours behind Primary fires and will influence both proactive and reactive response to Primary fires in commercial premises.</p> <p>The Business Safety Assurance framework will review and influence the Business Safety post incident response.</p> <p>Also due to additional scrutiny of incidents because of the earlier issues when 4i went live in early in 2018/19; the Planning and Intelligence team noted that crews had been wrongly recording these types of fires due to a lack of understanding of whether a property/ area of a property is covered by the RRO (Regulatory Reform Order). Additional monitoring now takes place to ensure this issue is identified and crews are receiving further guidance to assist in this area. Therefore the higher levels experienced in 2018/19 will also be due to more accurate reporting and this pattern may well continue in 2019/20.</p>
15 Number of safe and well visits conducted	The number of safe and well visits conducted in Q4 2018/19 was 54, this is a decrease of 102 against the same quarter in the previous	Throughout 2018/19 the community safety team have used any available resource to support GP referrals. So these visits are now being undertaken by the wider teams to ensure that a minimum of 11,000 HSV were undertaken. The safe and well resource has also been used to

	<p>year. At the end of the year 183 safe and well visits had been undertaken, there were 540 in 2017/18</p>	<p>undertake GP referrals when resources permitted and they have been reduced from 2 to 1 as future funding was not secured.</p>
<p>18. Number of business safety engagement events</p>	<p>In Q4 five business safety events were held, which is three more than in Q4 last year, however at the end of the year 18 had been completed against 24 in 2017/18</p>	<p>For the past 2 quarters of 2018/19 the Business safety team have refocused on business engagement through Primary Authority*, as a result business engagement has actually increased, including the added benefit of cost recovery. However CRM is not configured to record Primary Authority and therefore this work is not currently reported, this will be addressed going forward as part of the CRM enhancement project.</p>
<p>19. Number of attendees at business safety engagement events</p>	<p>220 people were engaged with at 5 events in Q4 2018/19, in the previous year this was 500 at 2. By the end of the year 530 individuals has been engaged with at 18 events (this was 1,726 at 24 events in 2017/18)</p>	<p>The comments for 18. Above reflect the same issues for the numbers of attendees.</p>
<p>Number of workplace reported accidents / injuries</p>	<p>There were 66 workplace reported accidents /injuries in Q4 2018/19, this is a reduction of five over the same period in the previous year, however at the end of the year 248 were reported against 221 in 2017/18</p>	<p>There has been a 14% uplift in the number of vehicle accidents this year, although at 55, this still remains low when calculated against the number of vehicle movements undertaken in the course of a year. Driver training are currently working on developing some enhanced vehicle/driving KPIs which may shed further light on the root cause of vehicle accidents and any trends or patterns, which can inform and enhance our driver training.</p> <p>There has been a year on year increase in the number of near hits since 2016-17. Last year saw a 41% increase and this year another 23% increase. In an organisation with a positive health and safety culture you would expect to see the number of near hits exceeding the number of safety events. The only difference between a near hit and a safety event is the outcome i.e. a safety event results in some sort of injury or damage to equipment/vehicle/premises, whereas a near hit is the same event but without the injury or</p>

		damage. So, the continual increase in near hit reporting is a positive but we also need to see the beginning of a trend in the reduction of safety events to know that our approach to health & safety is a positive one.
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NB: *Primary Authority provide an opportunity for business to receive assured and tailored advice from the Service on meeting Fire Safety Regulations through a single point of contact.

This ensures start-ups get it right at the outset and enables all businesses to invest with confidence in fire safety, knowing that the resources they devote to compliance are well spent. All the schemes are charged on a cost recovery basis providing alternative income opportunities for the Service. The Service selects partnerships which meet our purpose and commitments including the Independent Schools Bursars Association covering over 900 independent schools, the Eastbourne Hospitality Association covering local hotels, B&B's and more recently Veolia a large National Waste operator.