



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report 2022/23

SEPTEMBER 2023

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's (ESFRS) performance for the period April – March 2022/23.

It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Service's senior managers and staff to account in terms of the provision and performance of their Fire & Rescue Service for 2022/23.

Our purpose is, 'to make our communities safer'

Our purpose states what we are here for as a Fire and Rescue Service. It sets out our destination which guides our strategy development.

We have four commitments which describe what we want to achieve for our communities in order to make them safer we will:

Deliver high performing services

Educate our communities

Develop a multi-skilled, safe and valued workforce

Make effective use of our resources

Our Values describe how we expect people to behave when carrying out their work.

- **We are PROUD of the service we provide**
- **We are ACCOUNTABLE for our actions**
- **We show INTEGRITY in our work**
- **We RESPECT our colleagues and members of the community**

2. Summary of Achievement

The table below provides a key summary of our achievement against targets, or where no target is set, our achievement against the previous year's result in our priority areas, and non-priority areas for 2022/23.

Our priority areas for 2022/23 were:

- Reducing accidental dwelling fires**
- Increasing the number of home safety visits that we complete with the more vulnerable members of our community**
- Reducing the number of absences of our employees due to sickness**
- Reducing false alarm calls, especially in properties with a previous history of this**
- Increasing inspections in high-risk premises**

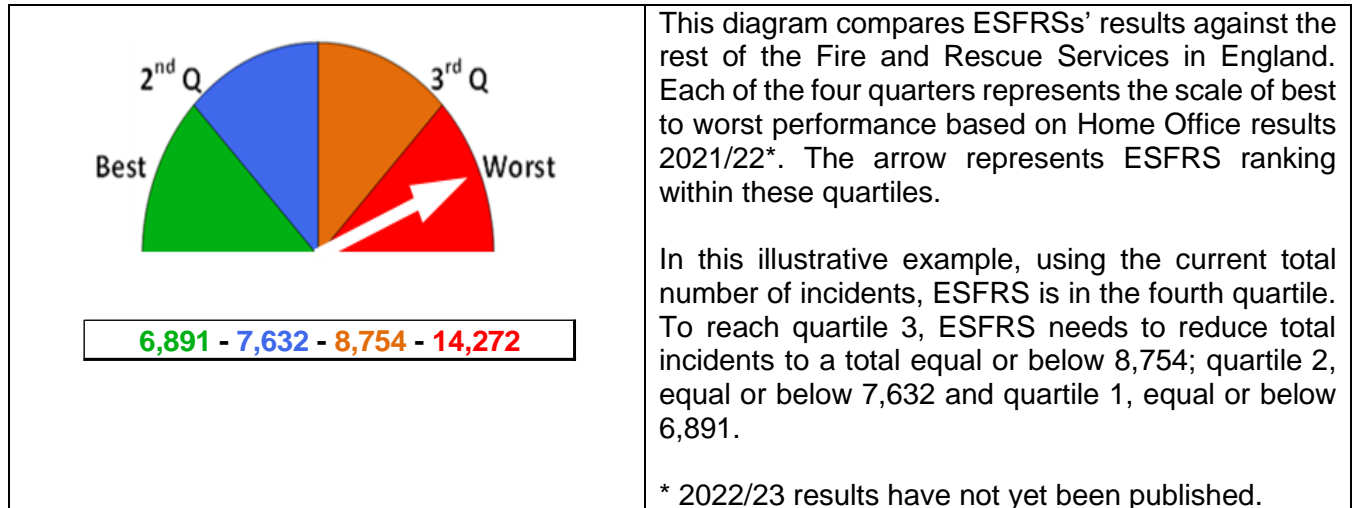
Indicator group	<input checked="" type="checkbox"/> Indicators where the target has been met or performance exceeded the previous year	<input checked="" type="checkbox"/> Indicators where target has not been met or performance declined against the previous year
Priority Areas	5 (83%)	1 (17%)
Non-priority areas	7 (47%)	8 (53%)
All Indicators	12 (57%)	9 (43%)

As can be seen from the above table, in 2022/23, 5 from 6 (83%) of the indicators that support the priority areas have improved in performance; 7 from 15 non-priority areas indicators (47%); and 12 from 21 (57%) of all indicators improved from the previous year.

- Achieved**
- Not achieved**

3. Performance Results 2022/23

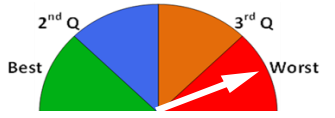





The following section contains the results against our strategic objectives. The tables give a comparison against last year's performance, whether or not the target was achieved and the direction of travel from the previous year.



Our Purpose: We make our communities safer



4.1 Commitment 1: Delivering high performing services

We will do this by:

Indicator No.	How will we measure performance?	2021/22 Year end result	National Quartile Position 2021/22	Year end result 2022/23	Direction of travel from Year end 2021/22 result
8	Total number of incidents attended	10,562	 <p>6,891 - 7,632 - 8,754 - 14,272</p>	10,452	Improved
9	Number of deaths in primary fires	4	 <p>2 - 3 - 5 - 10</p>	2	Improved
10	Number of injuries in primary fires	13	 <p>24 - 35 - 44 - 60</p>	27	Declined
1 Priority	No of accidental dwelling fires	433	 <p>296 - 332 - 367 - 486</p>	412	Improved
11	Number of primary fires	967	 <p>812 - 922 - 1,048 - 1,600</p>	1,012	Declined
12	Number of deliberate fires	664	 <p>484 - 601 - 1,122 - 6,558</p>	724	Declined
13	No of Industrial and Commercial fires	114	This is an ESFRS indicator only, no National data is available for comparison	125	Declined
14	70% of the first arriving appliances at any incident from an 'On-Station response' within 10 minutes	77.5%	This is an ESFRS indicator only, no National data is available for comparison	77.6%	Improved
15	70% of the first arriving appliances at any incident from an 'On-Call response' within 15 minutes	73.2%	This is an ESFRS indicator only, no National data is available for comparison	73.5%	Improved

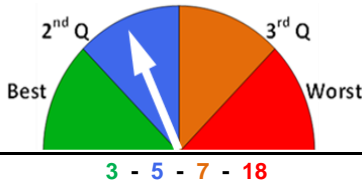
4.2 Commitment 2: Educating our communities

We will do this by:

Indicator No.	How will we measure performance?	2021/22 Year end result	National Quartile Position 2021/22	Year end result 2022/23	Direction of travel from Year end 2021/22 result
2a Priority	% of Home Safety Visits to vulnerable people	95.1%	This is an ESFRS indicator only, no National data is available for comparison	92.9%	Declined Alternative delivery method and face to face
2b Priority	Undertake 10,000 Home Safety Visits	9,461	 9507 - 5591 - 3428 - 273	10,483	Improved Face to face resumed 19 July 2021
5 Priority	Inspections of high risk premises completed	470	 880 - 733 - 476 - 100	506	Improved Alternative delivery method / face to face resumed 19 July 2021
17	Business safety audits completed by Station crews	995	This is an ESFRS indicator only, no National data is available for comparison	1,523	Improved Alternative delivery method / face to face resumed 19 July 2021
18	Number of business safety engagement events	27	This is an ESFRS indicator only, no National data is available for comparison	108	Improved Alternative delivery method / face to face resumed 19 July 2021
19	Number of attendees at business safety engagement events	247	This is an ESFRS indicator only, no National data is available for comparison	1,191	Improved Alternative delivery method / face to face resumed 19 July 2021

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

We will do this by:

Indicator No.	How will we measure performance?	2021/22 Year end result	National Quartile Position 2021/22	Year end result 2022/23	Direction of travel from Year end 2021/22 result
3 Priority	The number of working days/shifts lost due to sickness not to exceed 7.5 per employee	10.5	This is an ESFRS indicator only, no National data is available for comparison	10.2	Improved
20	Number of RIDDOR incidents	5		8	Declined
21	Number of workplace reported accidents / injuries	149	This is an ESFRS indicator only, no National data is available for comparison	194	Declined

4.4 Commitment 4: Making effective use of our resources

We will do this by:

Indicator No.	How will we measure performance?	2021/22 Year end result	National Quartile Position 2021/22	Year end result 2022/23	Direction of travel from Year end 2021/22 result
4 Priority	A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10	-26.4%	This is an ESFRS indicator only, no National data is available for comparison	-31.8%	Improved
22	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	1.0%	This is an ESFRS indicator only, no National data is available for comparison	2.3%	Declined
5	% of accidental dwelling fires confined to room of origin	90.1%	This is an ESFRS indicator only, no National data is available for comparison	90.0%	Declined

5. Detailed Performance Analysis

After analysing the overall performance information, we have identified a number of key indicators which we have undertaken additional and more detailed analysis upon.

These key indicators include:

- Primary Fires
- Accidental Dwelling Fires
- Deliberate Fires
- Primary Fire Fatalities
- Primary Fire Injuries
- Sickness Indicators
- Health and Safety

This analysis has looked at the following:

- Performance against previous year
- Main Types and causes of incidents
- Geographic analysis of the location of incidents.

The results of this detailed analysis are reported in the following section.





5.1 Primary Fires

Performance April-March 2022/23: 1,012 Fires

Increased ✖ by 4.7% (45) since 2021/22 from 967 to 1,012 fires.

Decreased ✔ by 36.0% (569) since the 2009/10 baseline of 1,581.

Main Types of Primary Fires

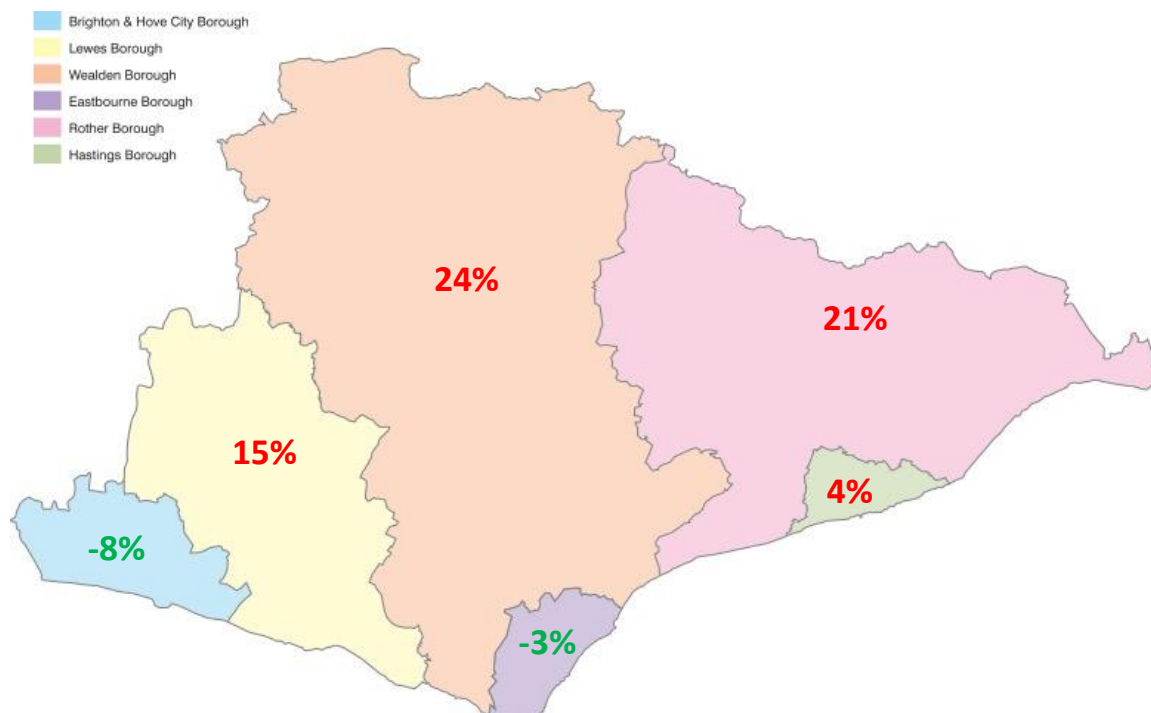
<p>43% (436) Dwelling Fires</p> 	<p>22% (227) Vehicle Fires</p> 	<p>12% (125) Industrial/ Commercial Fires</p> 	<p>22% (224) Other/ Outdoor Fires</p> 
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Main Cause of Fires

22.4% (227) were Deliberate.

77.6% (785) were Accidental or Not known (main causes: Cooking with 121 incidents; Fault in equipment or appliance, 110; Overheating, unknown cause, 108; Faulty fuel supply - electricity, 95; Combustible articles too close to the heat source (or fire), 94; Careless handling, 84; Accumulation of flammable material; 50.

Primary Fires % change from 2021/22 to 2022/23 by Geographical Area



Borough	2021-22	2022-23	% Difference
B&H	333	305	-8%
Hastings	160	167	4%
Wealden	136	168	24%
Eastbourne	125	121	-3%
Lewes	112	129	15%
Rother	101	122	21%

Additional information for decreases or increases in Primary Fires from 2021/22 to 2022/23

Wealden had the largest proportional and total increase in Primary Fires with 24% and 32 respectively.

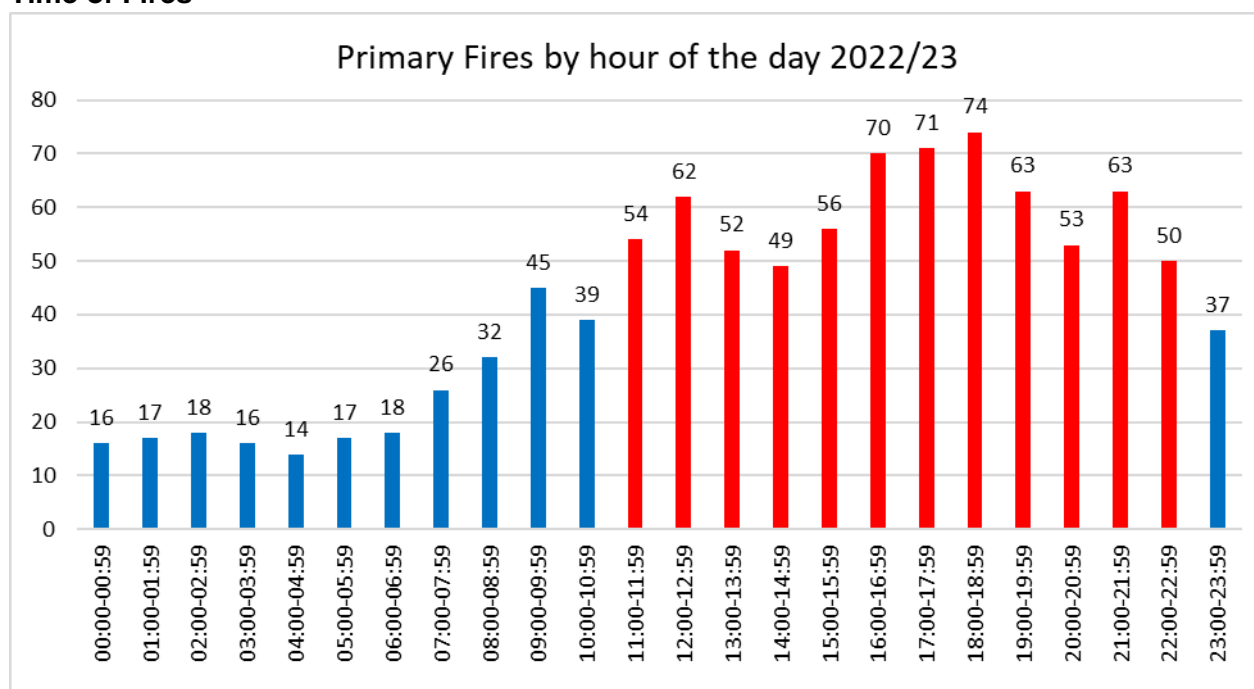
Brighton & Hove had the largest total decrease of Primary Fires with 28 and the largest proportional decrease with 8%. A breakdown of the total Primary Fires in Brighton & Hove was as follows: 141 (46%) were in Dwellings; 71 (23%) in Vehicles; 49 (16%) were Other/Outdoor Fires: and 44 (14%) were in Non-domestic Premises. Since 2021/22, Primary Fires have increased by 12 in Other/outdoor properties and by 6 in vehicles but have decreased by 39 on Dwellings and 7 in Non-domestic Premises.

Main firefighting action by ESFRS fire crews at Primary Fires

Main firefighting actoin at Primary fires 2022/23	Total
Hosereel	394
None - No firefighting	326
Small means	138
Portable extinguishers	51
Foam	34
Main branch/Jet (J)	32
None - Burned out (Allowed to burn under control)	16
Other methods	14
Not stated / not known	5
Non-portable/ fixed sources	2
Total	1,012

32.2% of the Primary Fires attended in 2022/23 required 'No firefighting' by the attending crews and a further 20.3% were dealt with by 'small means', 'Portable extinguishers' or were 'Allowed to burnout' under the supervision of the crew. (Small means includes methods such as using a bucket of water, disconnecting a fuel supply or removing an item from a heat source for example.)

Time of Fires



Between 11:00 and 22:59 there were 717 Primary Fires (71%). The total for this 12-hour period if averaged out for the full day would be 506. Therefore, there are an extra 211 fires (21%) occurring during this peak time throughout the year. Compared to 2021/22, this peak period has shifted forward by 1 hour but with reduced numbers between 00:00 to 05:59: 98 down from 119.

5.2 Accidental Dwelling Fires

Performance April - March 2022/23: 412

Reduced ✓ by 4.8% (21) since 2021/22 from 433 to 412 fires.

Reduced ✓ by 27.6% (157) since the 2009/10 baseline of 562

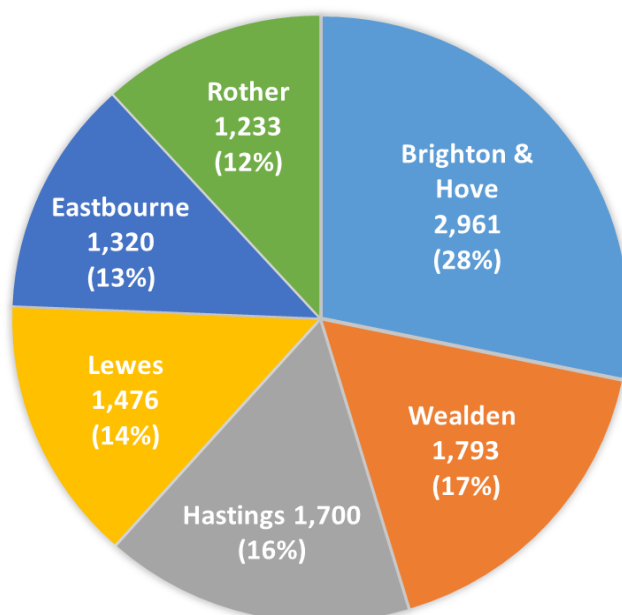
Main Sources and Location of Accidental Dwelling Fires



227 (55%) Accidental Dwelling Fires occurred in the kitchen, with cooking appliances the source for 178 (78%) of these kitchen ADFs.

Home Fire Safety Visits

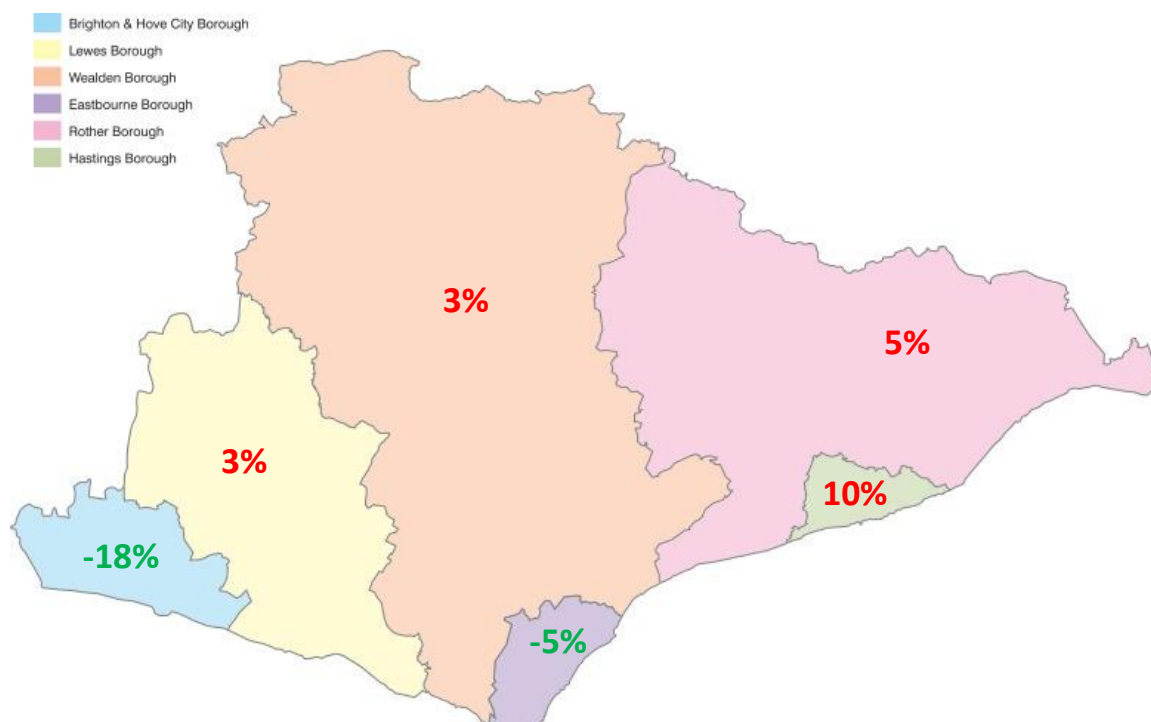
NUMBER OF HFSV 2022/23



Borough	NOMIS 2021 Population	No of HFSVs 2022/23	HFSVs per 10,000 population
Hastings	91,000	1,700	187
Lewes	100,200	1,476	147
Rother	93,400	1,233	135
Eastbourne	101,600	1,320	130
Wealden	160,700	1,793	112
Brighton & Hove	276,300	2,961	93

ESFRS undertook 10,483 Home Fire Safety Visits between 1st April and 31st March 2022/23. This is an 11% increase on the previous year.

Accidental Dwelling Fires % Change from 2021/22 to 2022/23 by Geographical Area



Borough	2021/22	2022/23	% Difference
B&H	166	136	-18%
Hastings	67	74	10%
Eastbourne	61	58	-5%
Wealden	58	60	3%
Rother	41	43	5%
Lewes	40	41	3%

Additional information for Accidental Dwelling Fires from 2021/22 to 2022/23

Brighton & Hove (B&H) with 30 (18%) and Eastbourne, 3 (5%) experienced a decrease in Accidental Dwelling Fires. Hastings, 7 (10%); Wealden, 2 (3%); Rother, 2 (5%); and Lewes, 1 (3%) all experienced an increase.

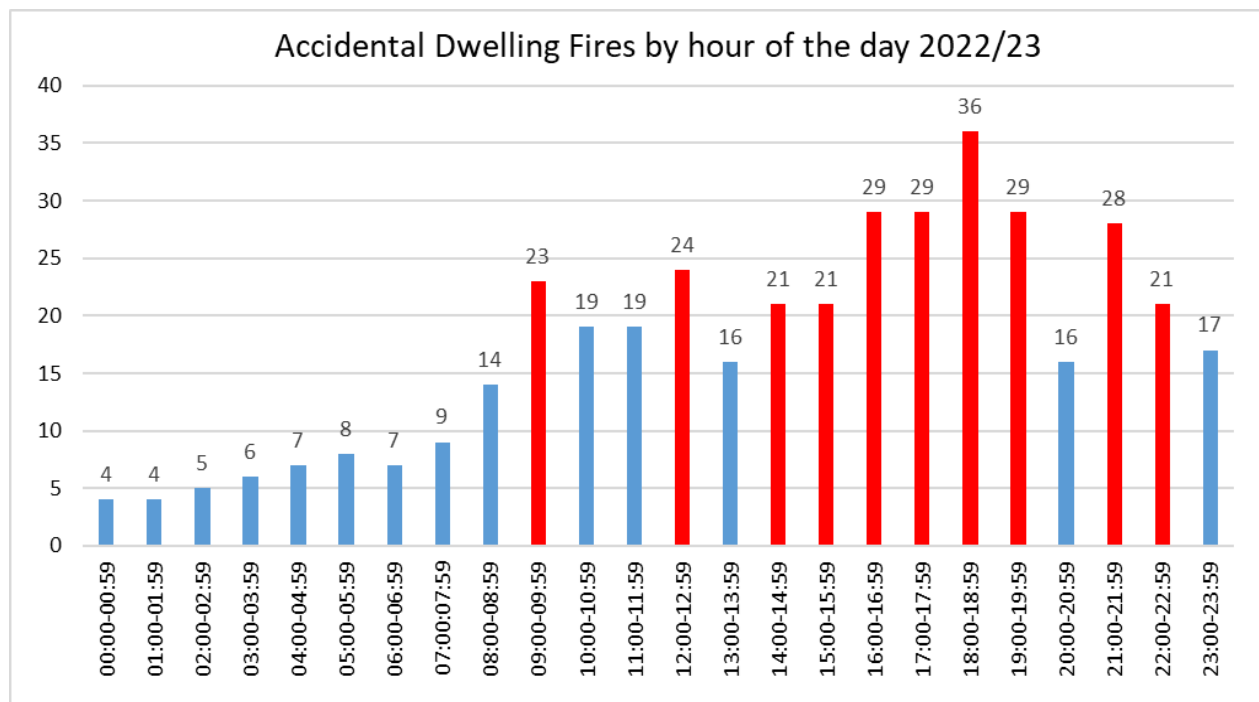
47% of all Accidental Dwelling Fires were either in a Single occupancy (Single family unit) house or Bungalow (194). This is an increase of 2.3% compared to 2021/22 but the same number of incidents. There were increases in Accidental Dwelling Fires in the following categories: Licenced HMO/Up to 2 storeys, 2 to 6 (200%); Purpose Built Flat/Maisonette - multiple occupancy/10 or more storeys, 4 to 8 (100%); Unknown if licenced HMO/3 or more storeys, 3 to 4 (33%); and Purpose Built Flat/Maisonette - multiple occupancy/4 to 9 storeys, 41 to 46 (12%). Notable decreases occurred in caravan/mobile home (permanent dwelling), 4 to 1 (75%); Licenced HMO/3 or more storeys, 10 to 5 (50%); Converted Flat/Maisonette - multiple occupancy/Up to 2 storeys, 21 to 16 (24%); and Converted Flat/Maisonette - multiple occupancy/3 or more storeys 48 to 40 (17%).

Main firefighting action by EFRS fire crews at Accidental Dwelling Fires

Main firefighting action at Accidental Dwelling Fires 2022/23	Total
None - No firefighting	203
Hosereel	114
Small means	49
Portable extinguishers	28
Not stated	2
Main branch/Jet (J)	3
Other methods	3
None - Burned out (Allowed to burn under control)	7
Foam	3
Grand Total	412

49% of the Accidental Dwelling Fires attended in 2021/22 required 'No firefighting' action by attending crews and a further 20% were dealt with by 'small means', 'Portable extinguishers' or were 'Allowed to burnout' under the supervision of the crew. (Small means includes methods such as using a bucket of water, disconnecting a fuel supply or removing an item from a heat source for example.)

Time of Accidental Dwelling Fires



Between 14:00 and 21:59 there were 230 Accidental Dwelling Fires (56%). The total for this 9-hour period if averaged out for the full day would be 155. Therefore, there are an extra 75 fires (33%) occurring during this peak time throughout the year. Compared to 2021/22, this peak period (21 fires per hours and above) was less pronounced with reduced numbers between 10:00 to 13:59 from 102 to 74 ADFs. However, between 09:00 to 09:59 there were 5 more fires compared to the previous year.

5.3 Deliberate Fires

Performance April - March 2022/23: 724

Deliberate Primary Fires excluding Vehicle Fires

Increased ✘ by 4% (6) since 2021/22 from 149 to 155 fires.
 Reduced ✔ by 46% (134) since the 2009/10 baseline of 289.

Deliberate Primary Fires in Vehicles





Increased ✘ by 64% (28) since 2021/22 from 44 to 72 fires.
 Reduced ✔ by 69% (158) since the 2009/10 baseline of 230.

Deliberate Secondary Fires

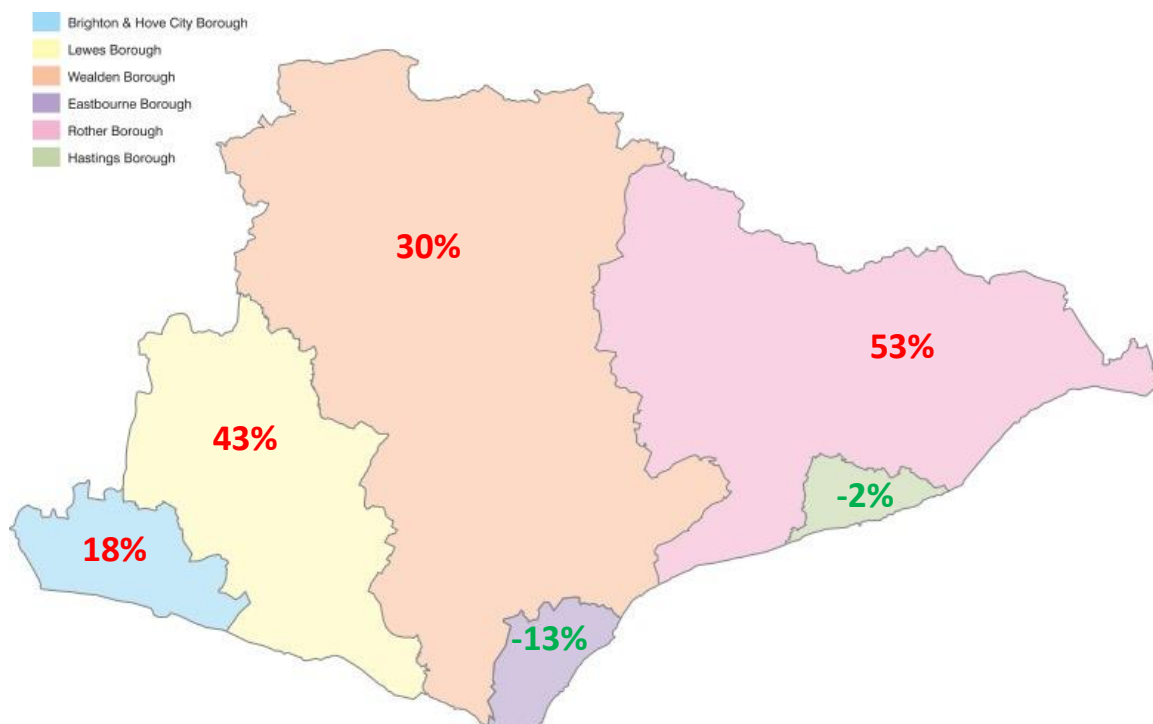
Increased ✘ by 6% (26) since 2021/22 from 471 to 497 fires.
 Reduced ✔ by 42% (356) since the 2009/10 baseline of 853.

Main Types of Fire

Deliberate Primary Fires – 227 fires: 31% of all Deliberate Fires

<p>11% (24) Dwelling Fires</p> 	<p>32% (72) Vehicle Fires</p> 	<p>15% (33) Industrial / Commercial Fires</p> 	<p>43% (98) Other / Outdoor Fires</p> 
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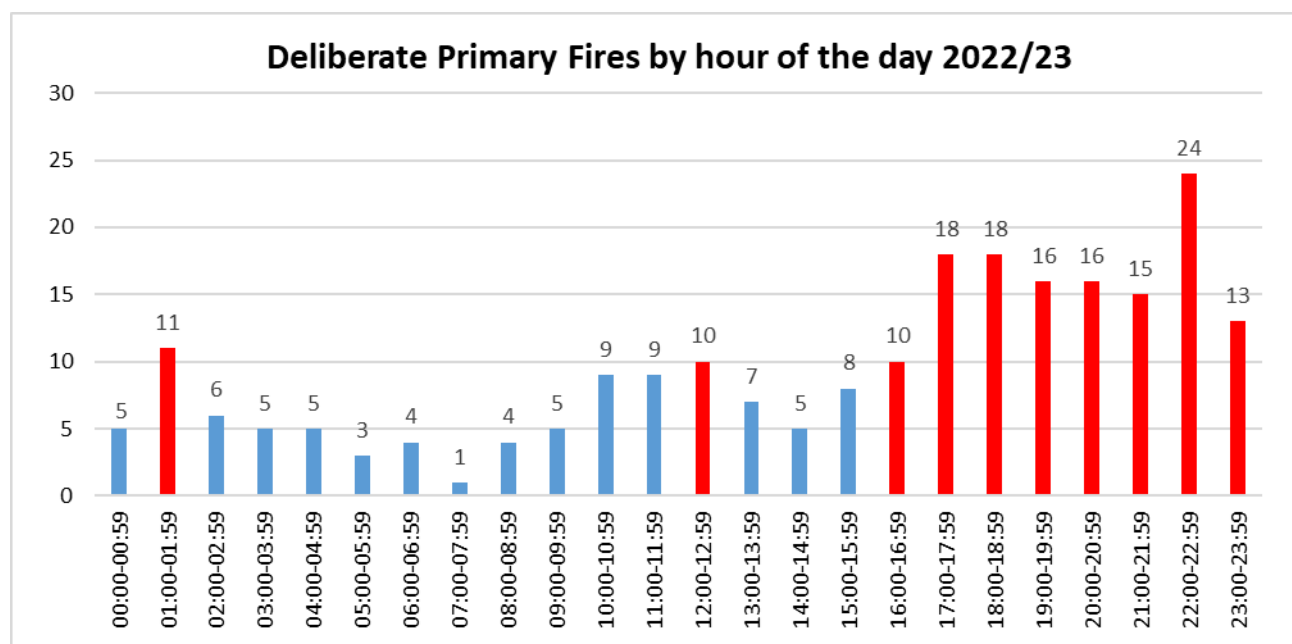
Deliberate Primary Fires % change from 2021/22 to 2022/23 by Geographical Area



Borough	2021/22	2022/23	% Difference
B&H	50	59	18%
Hastings	49	48	-2%
Lewes	28	40	43%
Eastbourne	24	21	-13%
Wealden	23	30	30%
Rother	19	29	53%

Eastbourne had the highest total and proportional decrease in Deliberate Primary Fires with 3 and 13% fires, respectively. Lewes had the highest total increase with 12, whereas Rother had the highest proportional increase with 53%.

Time of Deliberate Primary Fires

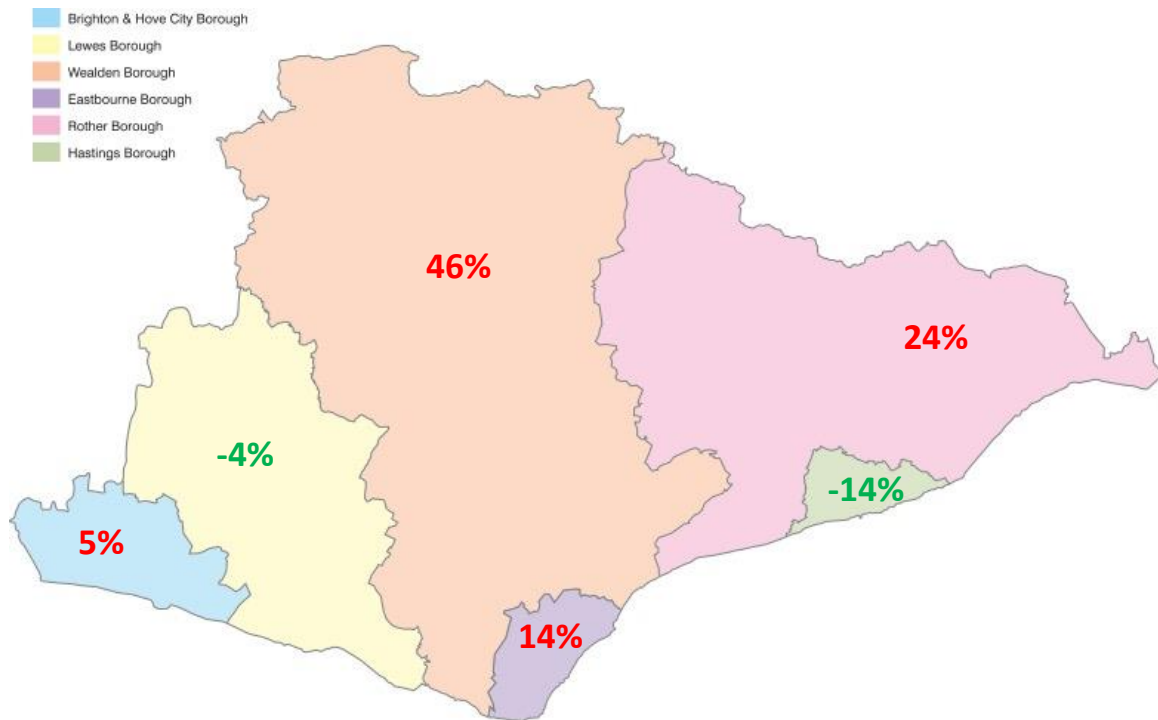


Between 16:00 and 23:59 there were 130 Deliberate Primary Fires (57%). Therefore, most Deliberate Primary Fires were committed during the late afternoon and evening with another peak late night. The total for this 8-hour period if averaged out for the full day would be 76. Therefore, there are an extra 54 fires (24%) occurring during this peak time throughout the year.

Deliberate Secondary Fires – 497 fires: 69% of all Deliberate Fires

<p>40% (198) Grassland, Woodland & Crop Fires</p>		<p>26% (129) Refuse / Bin Fires</p>		<p>34% (170) Others</p>	
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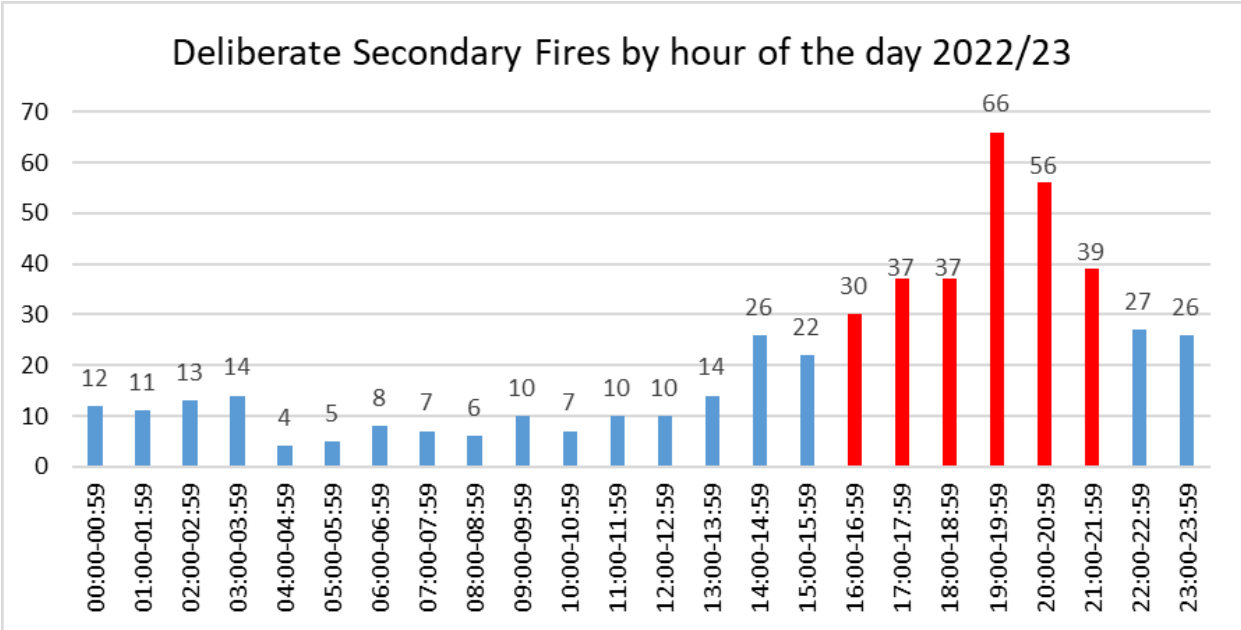
Deliberate Secondary Fires % change from 2021/22 to 2022/23 by Geographical Area



Borough	2021/22	2022/23	% Difference
B&H	134	141	5%
Hastings	122	105	-14%
Eastbourne	81	92	14%
Lewes	57	55	-4%
Wealden	39	57	46%
Rother	38	47	24%

Wealden had the highest total and proportional increase in Deliberate Secondary Fires with 18 and 46% fires, respectively. Hastings had the highest total and proportional decrease with 17 and 14% respectively.

Time of Deliberate Secondary Fires



Between 16:00 and 21:59 there were 265 Deliberate Secondary Fires (68%). The total for this 6-hour period if averaged out for the full day would be 124. Therefore, there are an extra 141 fires (28%) occurring during this peak time throughout the year.

5.4 Primary Fire Fatalities & Injuries

Primary Fire Fatalities

Performance April - March 2022/23: 2

There were 2 Fire Fatalities at 2 incidents in 2022/23 which is a 50% (2) decrease ✓ since 2021/22.

Both fatalities were female.

Age Ranges

The victims' ages were 57 and 93.

One of the two fatalities was in an Accidental Dwelling Fire.

Primary Fire Injuries

Current Performance (April - March 2022/23): 27

There were 27 injuries in 2022/23 which is a 108% (14) ✗ increase since 2021/22.

Main Injury Types

48.1%	(13)	Overcome by Gas/Smoke
22.2%	(6)	Breathing difficulties
18.5%	(5)	Burns
3.7%	(1)	Head injury
3.7%	(1)	Other medical condition
3.7%	(1)	Shock

Age Ranges

0.0%	(0)	under 14
7.4%	(2)	between 14 and 24
14.8%	(4)	between 25 and 35
11.1%	(3)	between 36 and 45
7.4%	(2)	between 46 and 55
22.2%	(6)	between 56 and 65
22.2%	(6)	are 66 and over
14.8%	(4)	were not known

Gender

59.3%	(16)	were male
40.7%	(11)	were female

22 (81.5%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Performance April - March 2022/23 10.2 Shifts lost per person

All Staff Sickness is 36% above the target (7.5) ✗ (2.7 shifts) and has: decreased ✓ by 2.9% (0.3 shifts) since 2021/22 down from 10.5 shifts lost per person.

- **Wholetime and LCS Staff Sickness** decreased ✓ by 1.0% (0.1 shifts) since 2021/22 from 10.5 to 10.4 shifts per person.
- **Green Book (Non-Uniformed) Staff Sickness** decreased ✓ by 5.4% (0.5 shifts) since 2021/22 from 9.3 to 8.8 per person.

There have been 5,775.6 shifts lost in 2022/23 compared to 5,590.7 shifts lost in 2021/22.

Long Term vs Short Term Sickness

- 54.6% of sickness is classed as Long Term (more than 28 days)
- 19.4% of sickness is classed as Medium Term (8 to 27 days)
- 26.0% of sickness is classed as Short Term.

5.6 Health and Safety

Performance April - March 2022/23: 194 Accidents

- Increased ✗ by 29.3% (44) since 2021/22 from 150 accidents to 194, and
- Increased ✗ by 60.3% (73) since 2010/11 from 121 accidents to 194. This is due to more detailed and accurate reporting.

There has been an increase from 5 to 8 (60%) in the number of RIDDOR incidents in 2022/23. For manual handling reported injuries, there has been an increase of 7 (26%) from 27 to 34 compared to 2021/22. This is 13 more incidents, a 62% increase since 2017/18.

There has been a decrease in the number of slips, trips and falls incidents in 2022/23 with 4 reported, down from 8 (50%). These occur for a variety of reasons from operational environments, poor housekeeping and environmental conditions.

There has been a 18% increase in the number of vehicle incidents compared to 2022/23 up from 45 to 53.

Lost time incidents increased by 92% since 2021/22, up from 13 to 25.

Incidences of work-related violence is up from 5 to 8 since 2021/22 and stress up from 1 to 14. This is likely owing to increase reporting but may still not be indicative of the extent of the occurrences of these types of safety events.

There has been a 6% decrease in the number of near hits reported (30 incidents) since 2021/22. The reporting of near hits gives the Service greater opportunity to investigate and introduce control measures before an injury results.

5.7 Level 3 & 4 Incidents attended in 2022/23

A level 3 incident is attended by between 7 and 9 appliances at one time.

A level 4 incident is attended by 10 or more appliances at one time.

During 2022/23, ESFRS attended 5 level 3 incidents and 2 level four incidents; below are the details of the level 4 incidents:

At 11.29pm, 9th August 2022, ESFRS were mobilised to a large fire at the top of a four-storey building Eaton Court on Eaton Gardens in Hove. There were persons reported at the property and the incident was quickly upgraded to a Make Pumps 10. Appliances were sent from Hove, Preston Circus, Roedean, Lewes, Barcombe and Seaford as well as from Worthing and Shoreham (West Sussex FRS). At the height of the fire, 13 pumps and an aerial ladder were in attendance.

Two people were rescued from the fire, one from the flat where the fire originated and another from the neighbouring flat, both required hospital treatment (one for severe smoke inhalation the other for severe distress). All persons were accounted for. The main action by the fire service personnel was Hosereel (high pressure) HRJ. It took nearly three hours to put the fire out and the by 2.15am 10th August the incident was scaled down. Owing to the extent of fire and water damage, 6 flats were uninhabitable.

The cause of fire was stated as being accidental – careless handling due to sleep or unconsciousness.

At 7.17pm, 18th January 2023, ESFRS were mobilised to the scene of the blaze in George Street in Hastings. The road was closed and people were told to avoid the area. The building itself was derelict and formerly Waves nightclub. Owing to the lateral spread and fire in the roof this incident was soon upgraded to a Make Pumps 10 and an ALP.

There were no reported persons in the building and no injuries. The main action taken by the Fire Service was Hosereel (high pressure) HRJ. By approximately 11:45pm the incident was under control and scaled down. However, relief crew were required overnight and until mid-morning dampening down hotspots. Overall, the service was able to limit the damage to the floor of origin and no other building was affected.

The cause of fire was deliberate, heat source and combustibles brought together by a youth (10-17).

6. Compliments and Complaints received 2022/23

We received 138 compliments and 36 complaints from members of the public this year. We received 33 more compliments and the same number of complaints in 2021/22.

Compliments Received 2022 - 2023				
Incidents	CFS (HSVs, Education, Firebike, Fire cadets)	Volunteers	Other (Switchboard, Bus Safety, Control etc)	Commercial Training
44	85	3	5	1

Complaints Received 2022 - 2023			
No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
1	Access Emergency vehicle	Logged for record purposes	Actioned by Local management
2	Business Safety Concerns	Logged for record purposes	Passed to protection
3	Employee behaviour	Logged for record purposes	Not ESFRS Employee
4	Business Safety Concerns	Logged for record purposes	Passed to Protection
5	Employee Financial Conduct	Logged for record purposes	Passed to HR
6	Forced entry by Service	Logged for record purposes	Complaint withdrawn
7	Forced entry by Service	Unjustified	No action required
8	Employee Conduct	Logged for record purposes	HR Discipline procedure
9	Business Safety Concerns	Logged for record purposes	Passed to protection
10	Employee Conduct	Logged for record purposes	No evidence provided by complainant
11	Driving Standards	Unjustified	No action required
12	Incident Response	Unjustified	No action required

13	Community Safety	Logged for record purposes	Actioned by Community Safety Team
14	Driving Standards	Justified	Actioned by Local management
15	Fire safety Concerns	Logged for record purposes	No evidence provided by complainant
16	Business Safety Concerns	Logged for record purposes	Passed to Local Authority
17	Leaking Hydrant	Partially Justified	Actioned by Hydrant technician
18	Incident Response	Logged for record purposes	Complaint withdrawn
19	Employee Conduct	Logged for record purposes	HR Discipline procedure
20	Incident Response	Logged for record purposes	Actioned by Local management
21	Driving Standards	Justified	Passed to Insurers
22	Fire Alarm Sounding	Unjustified	No action required
23	No evidence provided	Unjustified	No evidence provided by complainant
24	Driving Standards	Justified	Actioned by Local management
25	Driving Standards	Justified	Actioned by Local management
26	Driving Standards	Justified	Actioned by Local management
27	Employee Conduct	Unjustified	No action required
28	Incident Response	Partially Justified	Actioned by Local management
29	Service Response	Logged for record purposes	Actioned by Local management
30	Employee Conduct	Logged for record purposes	HR Discipline procedure
31	Employee Conduct	Logged for record purposes	No evidence provided by complainant
32	Employee Conduct	Logged for record purposes	HR Discipline procedure

33	Employee Conduct	Logged for record purposes	HR Discipline procedure
34	Employee Conduct	Justified	Actioned by Local management
35	No evidence provided	Logged for record purposes	No evidence provided by complainant
36	Incident response	Unjustified	No action required

Plain English descriptions of indicators

Indicator	Plain English description	Rationale	Good Performance
Number of Primary Fires attended	The number of major fires involving property, casualties or involving 5 or more appliances	This indicator measures the incidence of fire and related casualties and is therefore a means by which individuals and communities can assess the fire safety support provided by ESFRS.	Lower numbers
Number of deaths arising from 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.		Lower numbers
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 per Precautionary checks are persons sent to hospital or advised to see a doctor as a precaution, having no obvious injury or distress.		Lower numbers
Number of Deliberate Primary Fires (excl. Primary Fires in Vehicles)	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	Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government.	Lower numbers
Number of Deliberate Primary Fires in Vehicles	The number of fires in vehicles that are not derelict where the cause of fire is suspected as not to be an accident		Lower numbers
Number of Deliberate Secondary Fires (excl. in Vehicles)	The number of small fires where the cause of fire is suspected not to be an accident These include fires to: Derelict Buildings, Grass/Heath/Railway, Straw/Stubble, Refuse/Container, Tree/Fence/Lamp.		Lower numbers

Indicator	Plain English description	Rationale	Good Performance
Number of Deliberate Secondary Fires in Vehicles	The number of fires where the cause of fire was not an accidental in derelict vehicles.	Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government.	Lower numbers
Number of Home Safety Visits (HSVs)	The number of home fire safety visits where the householder was given fire safety advice and or had a fire alarm installed.	To raise awareness of the potential fire risks within the home to make them safer.	Higher numbers
Percentage of HSVs to be delivered 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.	In Rising to the Challenge, The Audit Commission reiterates that Home Fire Safety Checks should not be conducted indiscriminately but targeted to those most at risk.	Higher percentage
Number of Accidental Dwelling Fires attended	The numbers of fires in houses where the cause was accidental	To ascertain the effectiveness of certain aspects of FRS activity including community safety education, where the public is prepared to cope with a fire event if it happens by closing doors and fitting smoke detection. And the rapid and effective response to the incident can confine the fire within the first compartment and reduce the damage and suffering.	Lower numbers
Number of Fires in Non-domestic Properties	The number of fires in buildings such as agricultural, Industrial properties, Trade, hotels, catering etc.	To monitor the effectiveness of fire safety under the Regulatory Reform (Fire Safety) Order (RRO).	Lower number

Indicator	Plain English description	Rationale	Good Performance
Number of Inspections of High-Risk Premises to support compliance with the Fire Safety Order	The number of inspections undertaken in high-risk premises	Inspections within those premises covered by the fire safety order should reduce the perceived risk. Consequently, over time FRSs should see a positive reduction in inspection compliance outcomes within premise groups.	Higher number
Percentage of Accidental Dwelling Fires confined to room of origin	The percentage of fires that did not spread past the room they started in.	To assess response effectiveness.	Higher percentage
Number of Working Days/Shifts lost due to sickness absence for all staff	The number of days/ shifts lost to sickness divided by the number of staff in post	Sickness absence reduces the effectiveness of an organisation	Lower number
Number of Workplace Reported Accidents / Injuries	The number of accidents/ injuries reported	Staff safety is paramount, and it is important that the service measures	Lower number
Number of RIDDOR incidents	The number of injuries, deaths and dangerous occurrences reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995	whether health and safety procedures and initiatives to reduce physical attacks on firefighters are working. This is particularly important in light of any changes to types of station, appliances and crewing arrangements.	Lower number