



**East Sussex**  
Fire & Rescue Service

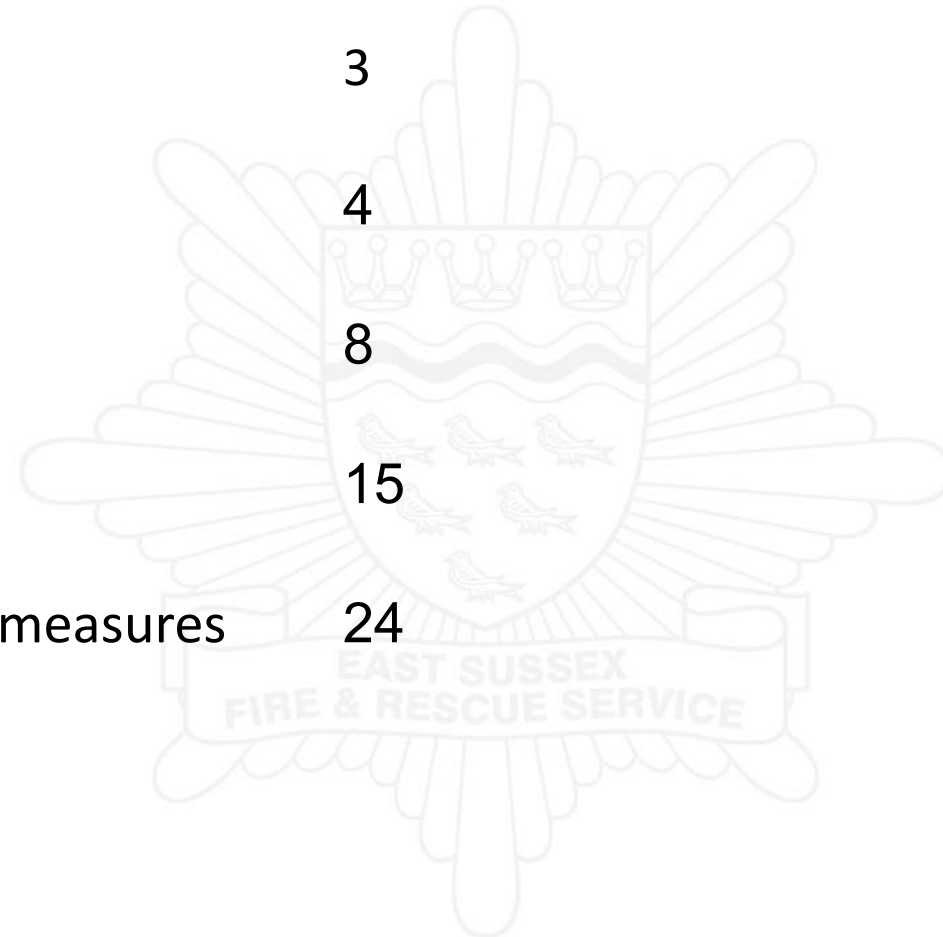
# East Sussex Fire and Rescue Service Performance Report

## Quarter 1 2023/24



# Contents

Report Overview	3
Performance measures at a glance summary	4
Service Priority Areas	8
Performance Measures needing improvement	15
Annual Performance Measures and new performance measures	24



# Scrutiny and Audit Quarterly Performance Report



The aim of the Quarterly Performance Report is to summarise how East Sussex Fire & Rescue Service has performed over the previous quarter compared to previous year's performance and to provide commentary in relation to the actions being taken to address performance.

The report contains the Service's Strategic Measures (Tier 1) which are the high level outcome measures that provide a strong indication of organisational performance directly aligned to the delivery of the Purpose and Commitments. Targets are included and tolerances have been set to show a direction of travel against the measures which enables clearer performance reporting. Where indicators are new, tolerances and definitions will be set at a future date based on the annual result.

The explanations, mitigations and actions contained within this report are those endorsed by the Service Leadership Team (SLT). This report covers data from the period of 1 April 2023 – 30 June 2023.



# Performance at a glance summary

**At the end of Quarter 1 2023-24 the performance against 22 Strategic measures is as follows:**

12 of the 22 measures had a GREEN status (55%)

6 were AMBER (27%)

4 were RED (18%)

**Of the service priority areas**

4 had a GREEN status, 2 had an AMBER status and 0 had a RED status.



# Performance at a glance

## Performance Measures Achieving Target

92.91

PI\_002 Percentage of Home Safety Visits to vulnerable people

C2 - ENGAGE WITH OUR COMMUNITIES

688

PI\_004 Number of AFAs

C1 - DELIVERING HIGH PERFORMING SERVICES

2,458

PI\_006 Number of Home Safety Visits

C2 - ENGAGE WITH OUR COMMUNITIES

153

PI\_007 Number of inspections of high-risk premises completed

C1 - DELIVERING HIGH PERFORMING SERVICES

31

PI\_013 Number of industrial and commercial fires

C1 - DELIVERING HIGH PERFORMING SERVICES

77.62

PI\_014 Percentage of On-Station first responses within 10 minutes

C1 - DELIVERING HIGH PERFORMING SERVICES

75.05

PI\_015 Percentage of On-Call first responses within 15 minutes

C1 - DELIVERING HIGH PERFORMING SERVICES

2

PI\_020 Number of RIDDOR incidents

C3 - HAVE A SAFE AND VALUED WORKFORCE

1.69

PI\_022 % of AFA calls to properties covered by RRO that become primary fires

C1 - DELIVERING HIGH PERFORMING SERVICES

96.65

PI\_035 Percentage of emergency calls answered within 10 seconds

C1 - DELIVERING HIGH PERFORMING SERVICES

01:23

PI\_036 Time between control receiving a 999 call and an appliance being mobilised

C1 - DELIVERING HIGH PERFORMING SERVICES

100

PI\_040 Percentage of Very High SSRIs that are in date

C1 - DELIVERING HIGH PERFORMING SERVICES

# Performance at a glance

## Performance Measures Near Target

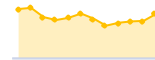
113



PI\_001 Number of accidental dwelling fires

C1 - DELIVERING HIGH PERFORMING SERVICES

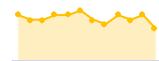
2,521



PI\_008 Number of incidents attended

C1 - DELIVERING HIGH PERFORMING SERVICES

2.6



PI\_003 Number of working days/shifts lost to sickness

C3 - HAVE A SAFE AND VALUED WORKFORCE

261



PI\_011 Number of primary fires

C1 - DELIVERING HIGH PERFORMING SERVICES

88.29



PI\_005 % of accidental dwelling fires confined to room of origin

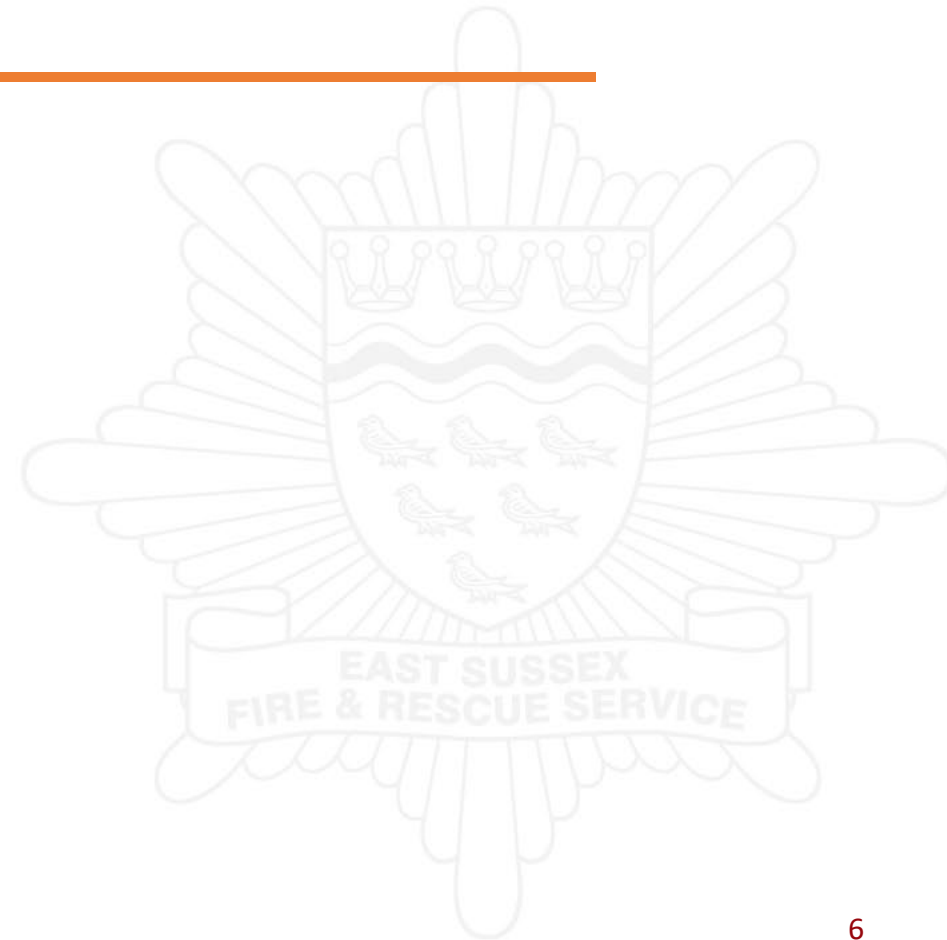
C1 - DELIVERING HIGH PERFORMING SERVICES

239



PI\_016 Number of Fire safety checks completed

C1 - DELIVERING HIGH PERFORMING SERVICES





# Performance at a glance

## Performance Measures Needing Improvement

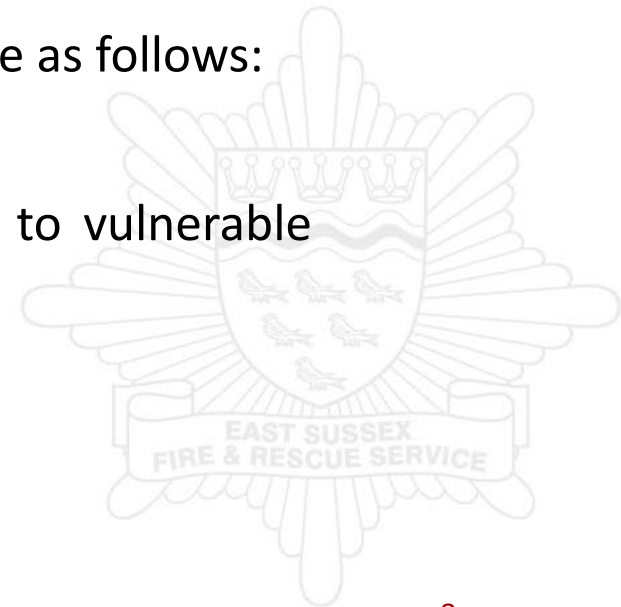




# Service Priority Areas

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

1. Reducing accidental dwelling fires.
2. Undertake 9,000 home safety visits of which 90% to be delivered to vulnerable members of our community.
3. Reducing sickness.
4. Reducing attendance at false alarm calls.
5. Increasing inspections in high-risk premises.





# Priority 1 – Number of accidental dwelling fires

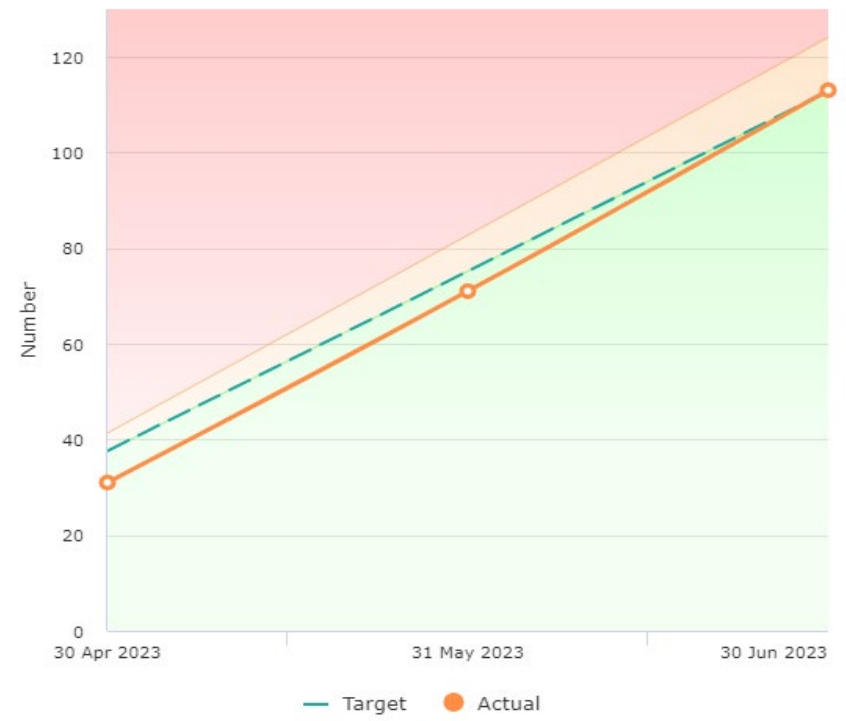
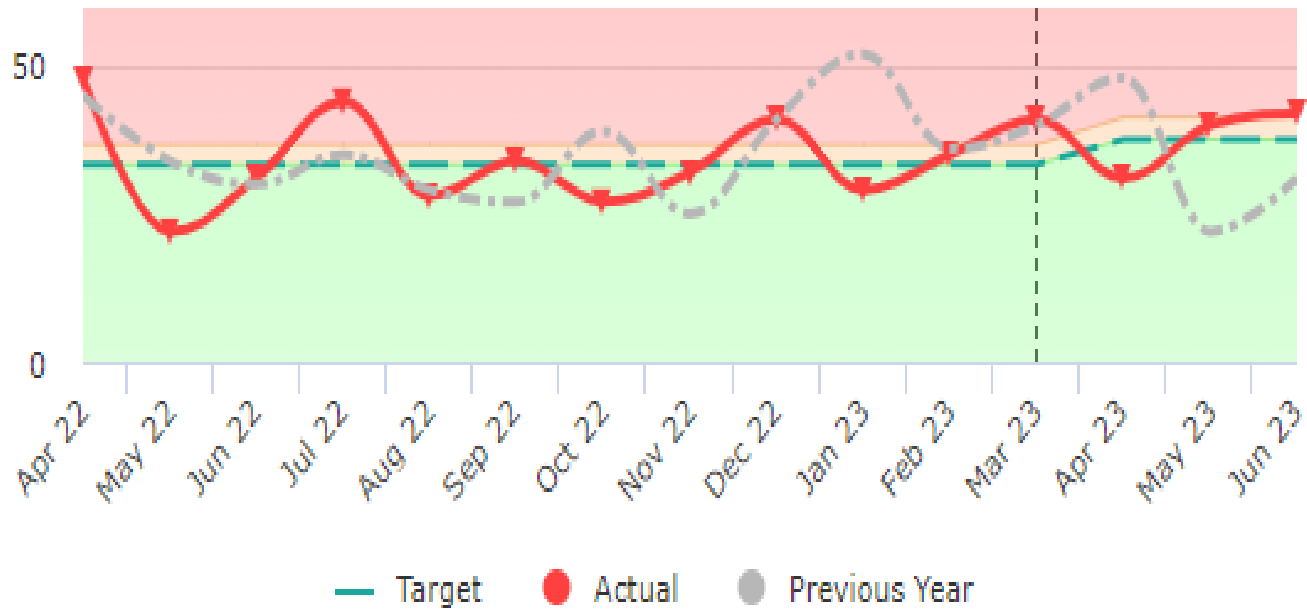
**113 at end of Q1**

**RAG Status – Amber**

The number of fires in dwellings where the cause of fire was accidental or not known

**Reduction Target:**  
 Green < 451  
 Amber 451- 496  
 Red > 496

**Service Owner**  
 Matt Lloyd  
**Area** – Prevention and Protection (Community Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	121	135	129	124	509
2019-2020	107	100	118	130	455
2020-2021	105	125	117	97	444
2021-2022	109	91	105	128	433
2022-2023	101	106	100	105	412
2023-2024	113				113

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 453**  
 Performance is within amber tolerance – so tolerate

# Priority 2a – Undertake 9,000 home safety visits

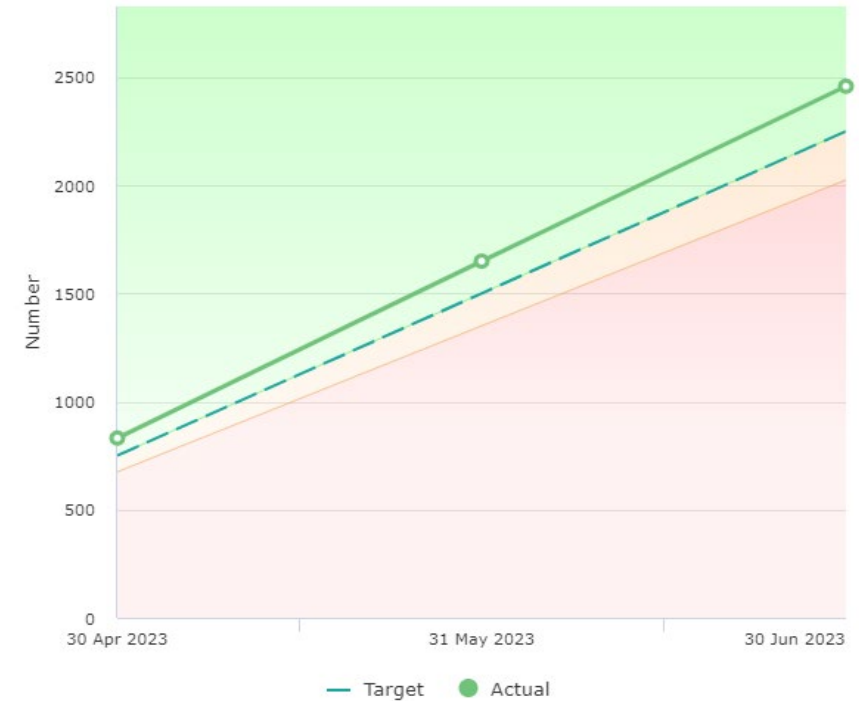
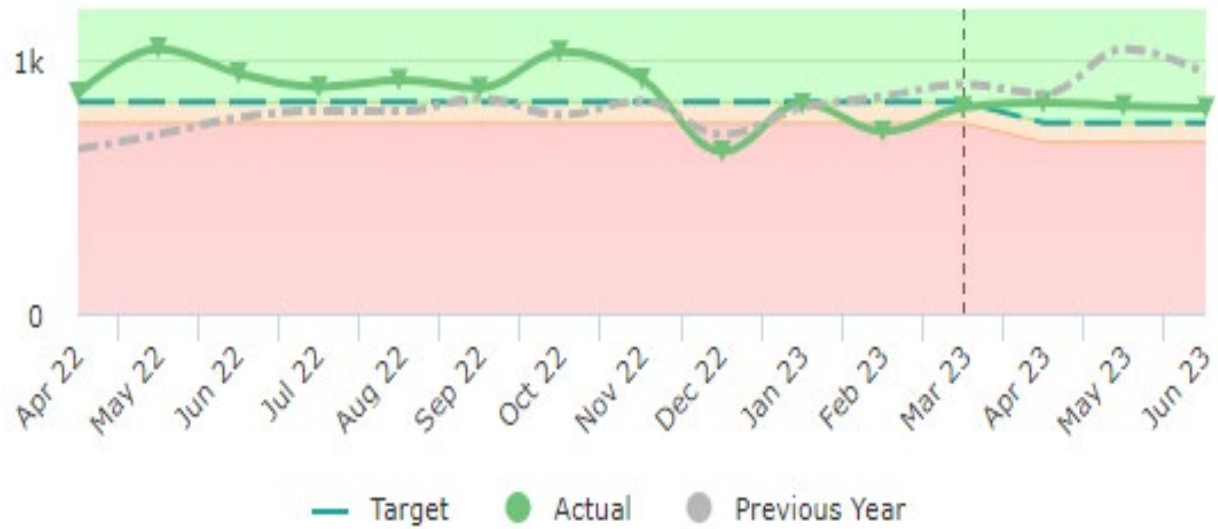
**2,458 at end of Q1**

**RAG Status – Green**

The number of home fire safety visits where the householder was given fire safety advice and or had a fire alarm installed.

**Improvement Target:**  
 Green > 9,000  
 Amber 8,100 - 9,000  
 Red < 8100

**Service Owner**  
 Matt Lloyd  
**Area** – Prevention and Protection (Community Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	2,539	2,460	2,608	3,480	11,087
2019-2020	2,587	2,585	2,571	2,537	10,280
2020-2021	1,517	1,587	2,010	2,091	7,205
2021-2022	2,125	2,444	2,326	2,569	9,464
2022-2023	2,856	2,698	2,592	2,356	10,502
2023-2024	2,458				2,458

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 9,859**  
 Performance is as expected and on track

# Priority 2b – Deliver 90% of all home safety visits to vulnerable members of our community.

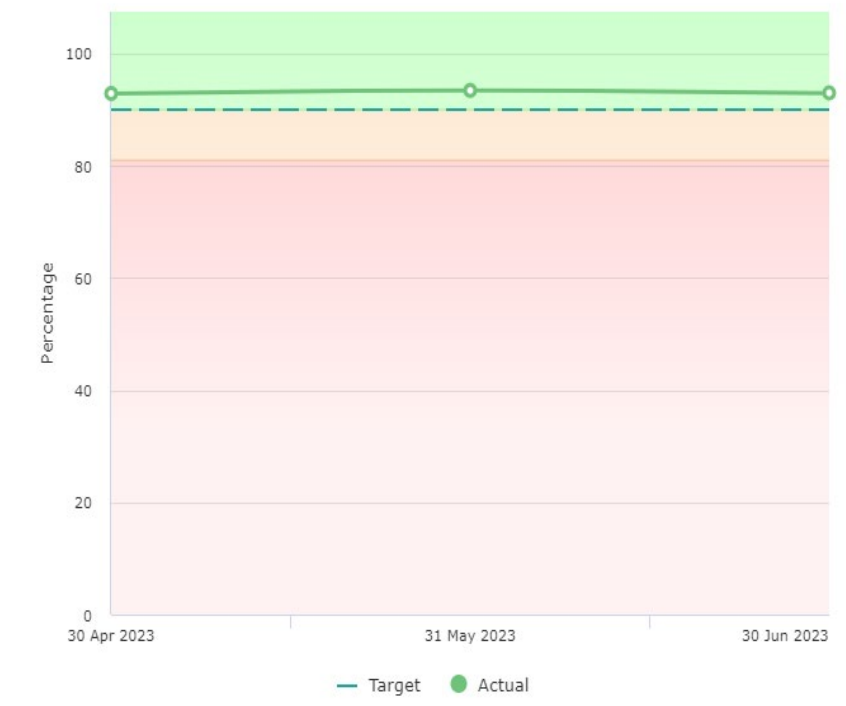
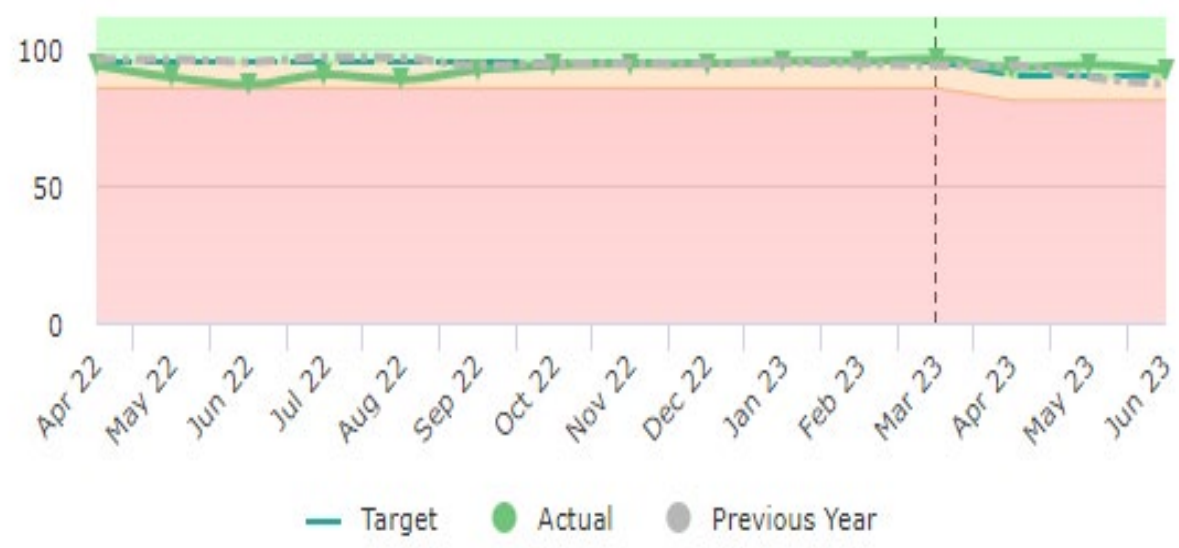
Vulnerability is defined as lone pensioners, people over 65, people in rented accommodation, single parent families, hearing /sight impaired and those with a limiting long elderly.

**92.9% at end of Q1**

**RAG Status – Green**

**Improvement Target:**  
 Green > 90%  
 Amber 81% - 90%  
 Red < 81%

**Service Owner**  
 Matt Lloyd  
**Area** – Prevention and Protection (Community Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	91.4	90.0	92.9	90.8	91.3
2019-2020	92.5	92.3	92.3	92.2	92.3
2020-2021	95.3	95.3	95.7	96.8	95.8
2021-2022	95.7	95.7	94.4	94.2	95.0
2022-2023	89.9	90.3	94.1	95.5	92.3
2023-2024	92.9				92.9

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 92.9%**  
 Performance is on track

# Priority 3 – Reducing the number of absences of our employees due to sickness

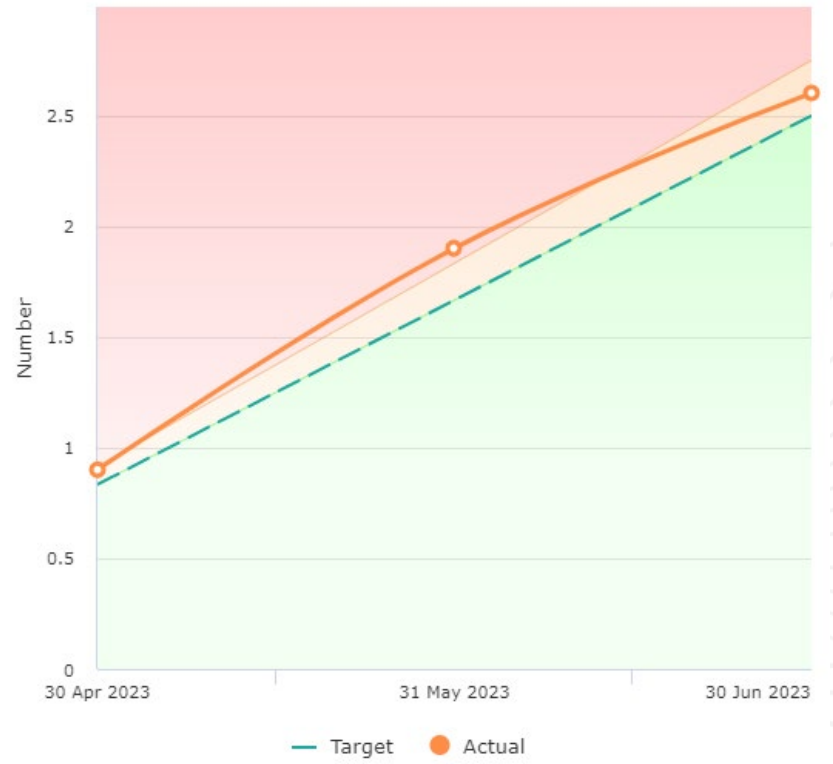
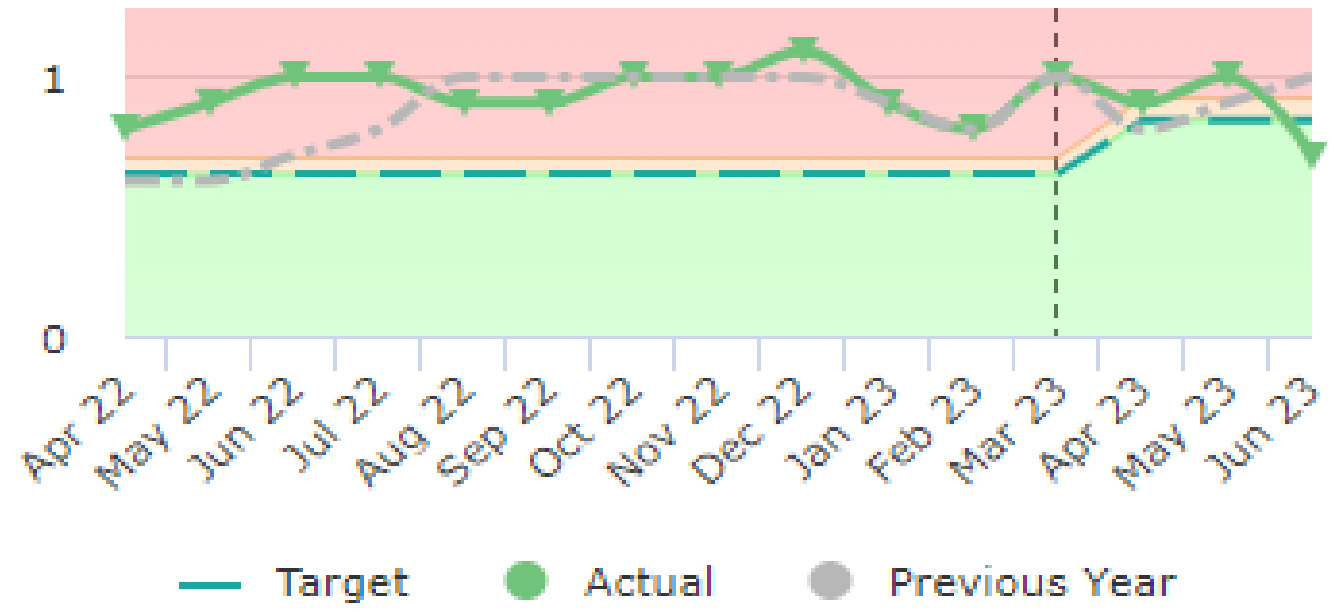
The number of days/ shifts lost to sickness divided by the number of staff in post

**2.6 at end of Q1**

**RAG Status – Amber**

**Reduction Target:**  
Green < 10  
Amber 10 -11  
Red > 11

**Service Owner**  
Jules King  
**Area – People Strategy**



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	2.2	1.9	2.2	2.5	8.8
2019-2020	2.2	2.3	3.0	2.5	10.0
2020-2021	0.9	1.8	2.2	1.4	6.6
2021-2022	1.9	2.9	3.1	2.6	10.5
2022-2023	2.7	2.8	3.1	2.7	10.2
2023-2024	2.6				2.6

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 10.4**

This continues to be a focussed area of work with the number of days lost to sickness being high. Some very complex cases are being monitored through the complex case review that is supported by managers, HR and Occupation Health. All cases where sickness have gone over 50 days have a specific plan and working with Occupational Health working to get staff back to work as soon as possible. The trial scheme for Benenden health care is due to start on 1 November 2023 and it is anticipated that those awaiting operations on the NHS will be able to access much quicker treatment.

# Priority 4 – Reducing attendance at automatic false alarms

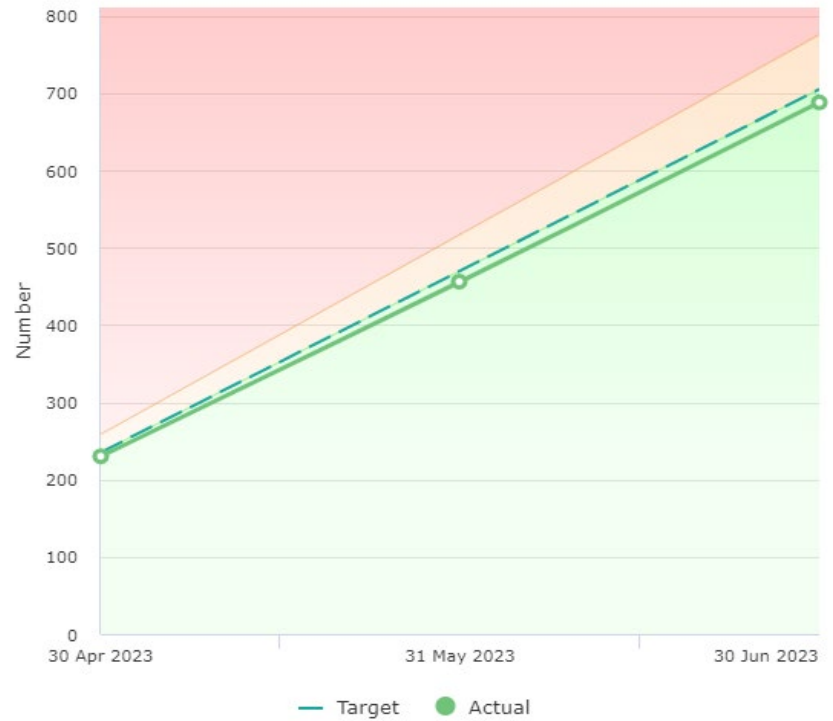
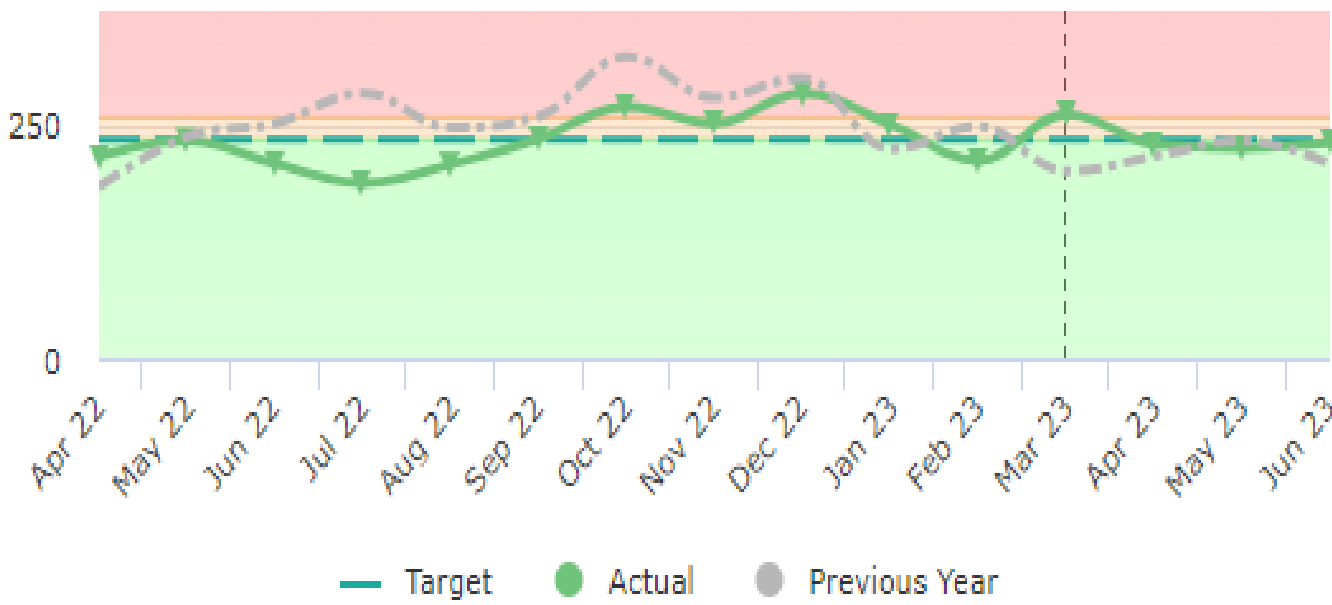
Number of automatic fire alarms incidents attended to properties covered by the Fire Safety Order

**688 at end of Q1**

**RAG Status – Green**

**Reduction Target:**  
 Green < 2,820  
 Amber 2,820 - 3,102  
 Red > 3,102

**Service Owner**  
 Matt Lloyd  
**Area – Service Delivery**  
 (Business Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	677	720	643	641	2,681
2019-2020	675	792	756	703	2,926
2020-2021	577	770	775	577	2,699
2021-2022	674	793	905	675	3,047
2022-2023	660	632	807	724	2,823
2023-2024	688				688

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 2,760**  
 Performance is on track

# Priority 5 – Inspections of high-risk premises completed

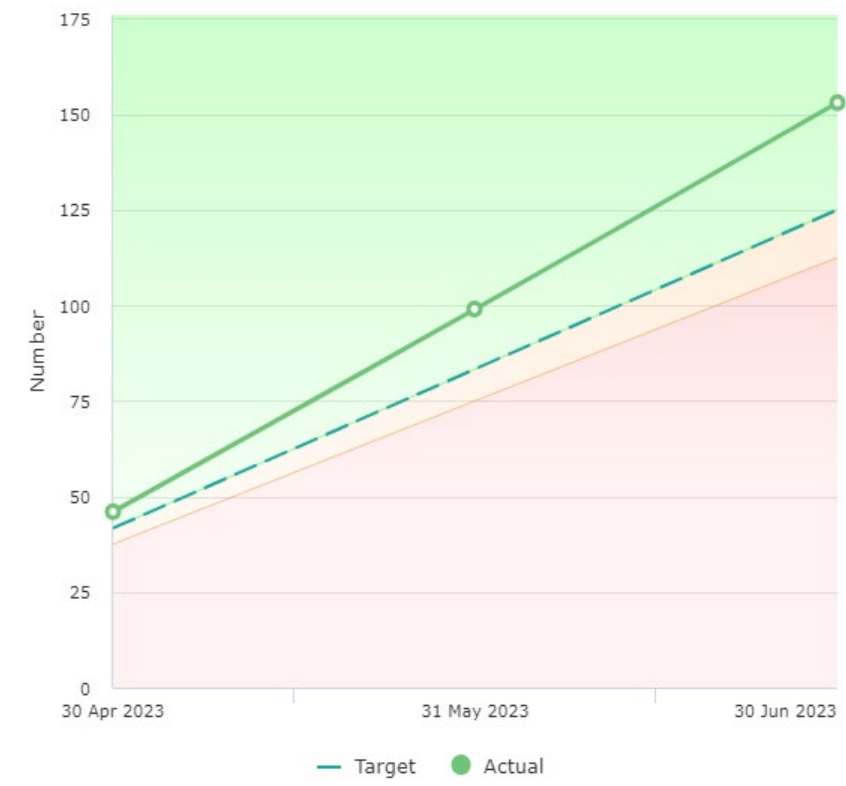
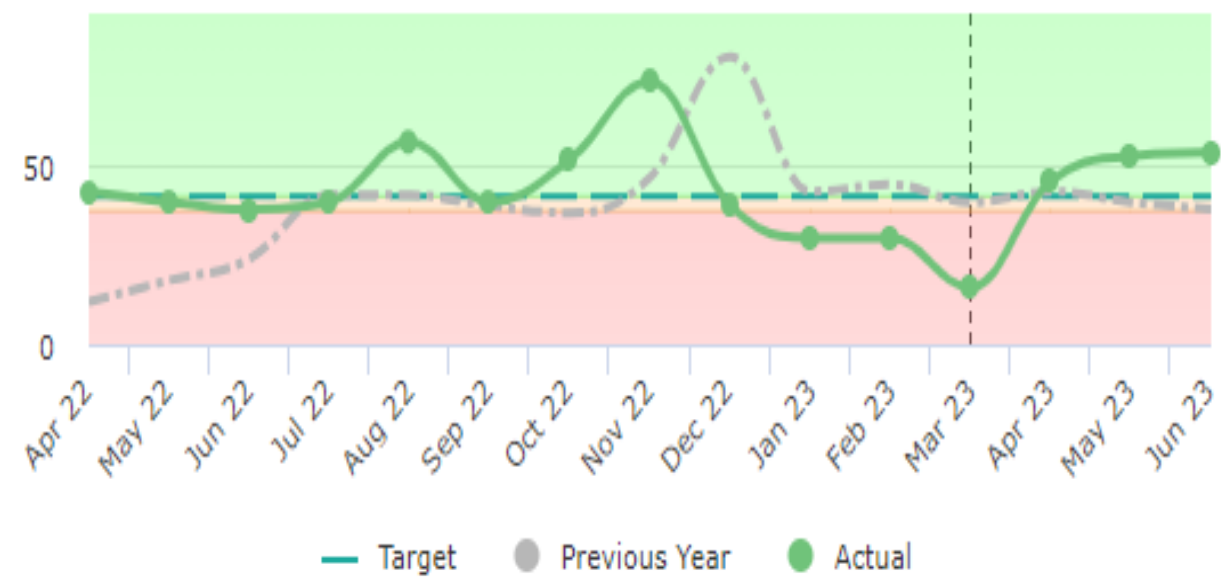
The number of audits / inspections completed within East Sussex as provided from the reinspection list

**153 at end of Q1**

**RAG Status – Green**

**Improvement Target:**  
Green > 500  
Amber 450 - 500  
Red < 450

**Service Owner**  
Matt Lloyd  
**Area – Service Delivery**  
(Business Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	110	165	135	170	580
2019-2020	116	120	96	117	449
2020-2021	165	73	60	60	358
2021-2022	54	123	165	128	470
2022-2023	121	137	165	76	499
2023-2024	153				153

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 614**  
Performance is on track





# Performance measures needing improvement



# PI 09 – Number of primary fire deaths

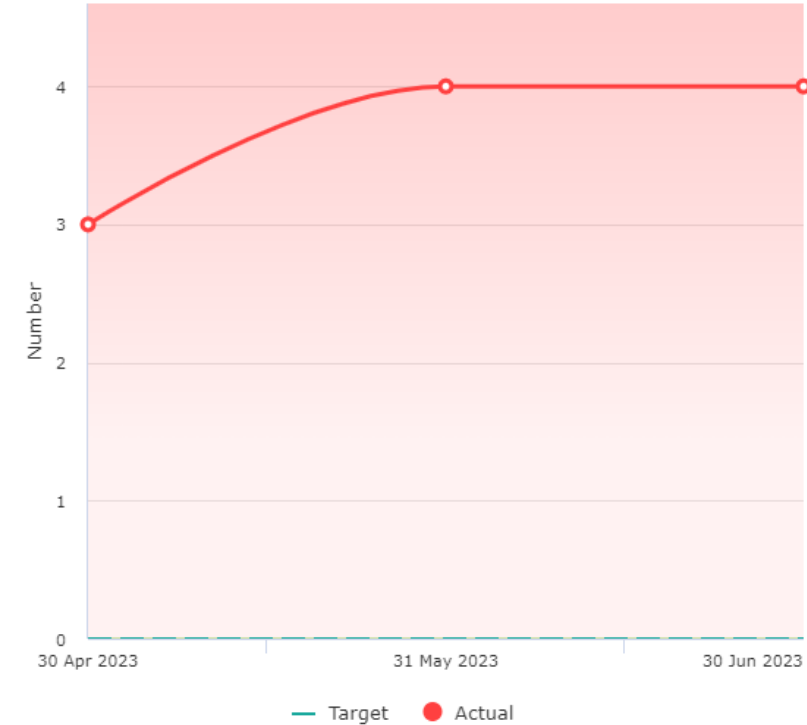
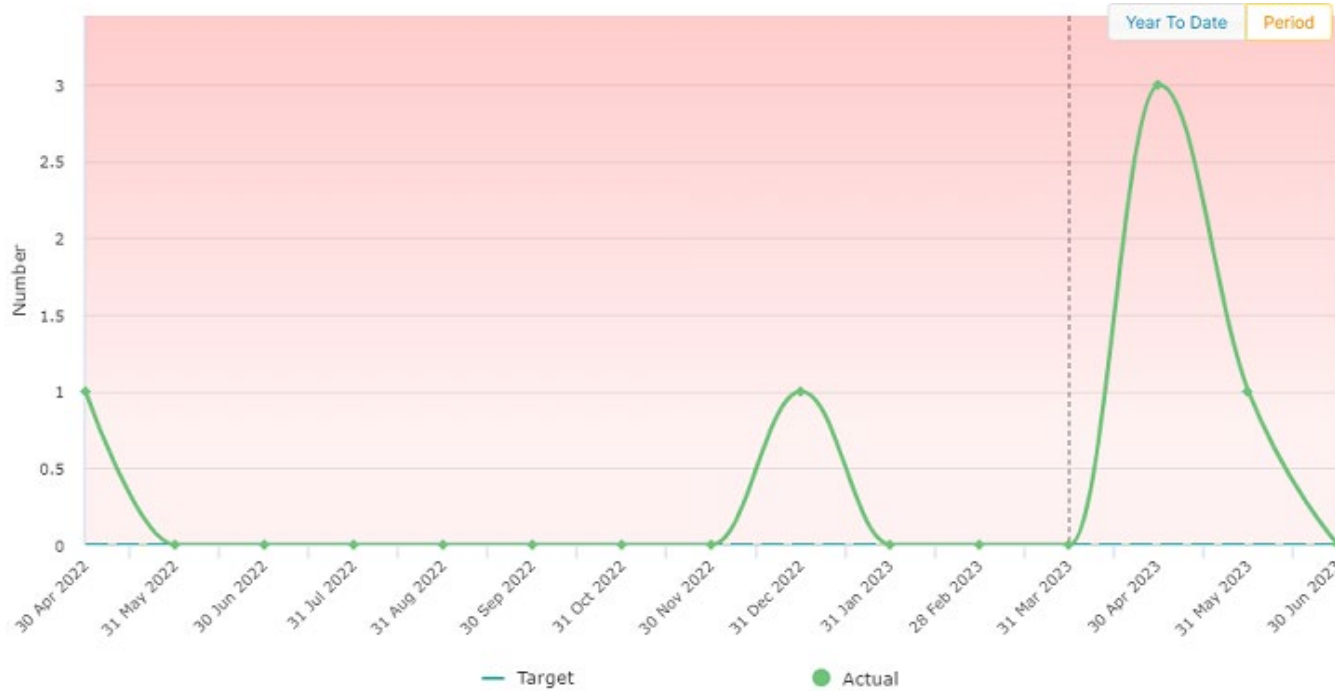
4 at end of Q1

RAG Status – Red

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.

**Reduction Target:**  
Green < 0  
Amber 1-2  
Red > 3

**Service Owner**  
Matt Lloyd  
**Area** – Prevention & Protection (Community Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	0	3	0	1	4
2019-2020	1	0	1	1	3
2020-2021	1	0	0	1	2
2021-2022	1	1	0	2	4
2022-2023	1	0	1	0	2
2023-2024	4				4

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 16**

This KPI has recently been reviewed and agreed that we strive to have no fire deaths within a year, therefore, any deaths will result in this KPI being red. The service undertakes fatal fire reviews after every fatal fire to determine any outcomes in respect of prevention activities.

# PI 10 – Number of injuries (excl. Precautionary checks) arising from Primary Fires

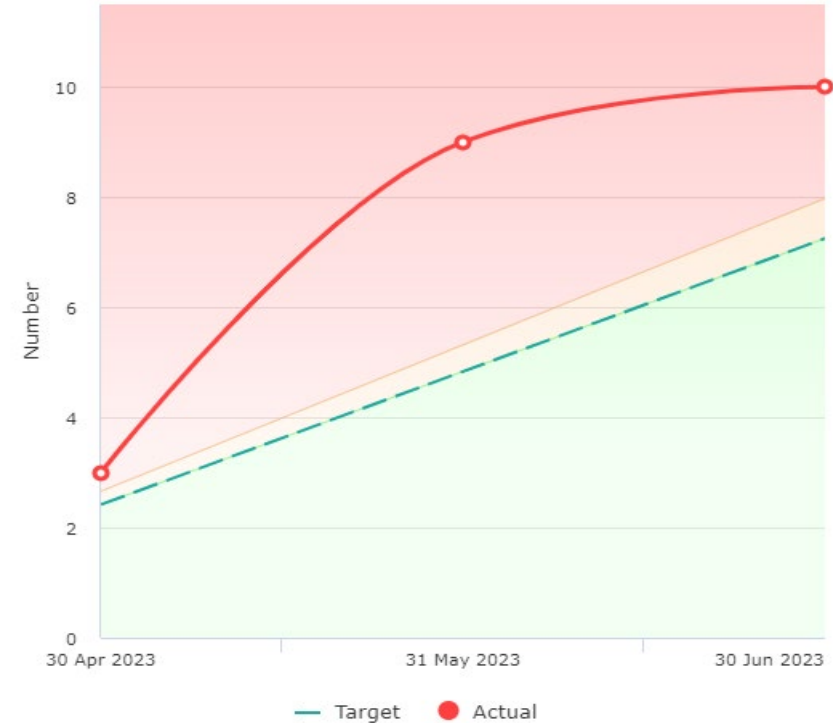
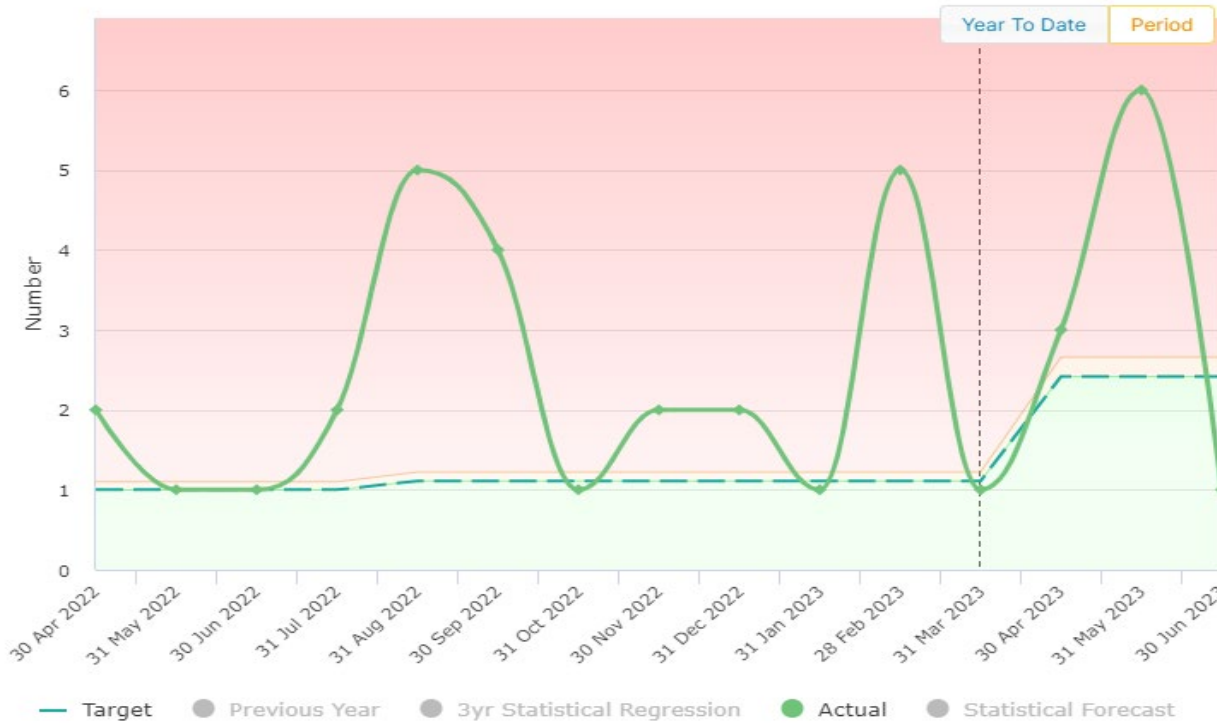
The number of people who required medical treatment beyond first aid given at the scene of the fire.

10 at end of Q1

RAG Status – Red

**Reduction Target:**  
Green < 33  
Amber 33-36  
Red > 36

**Service Owner**  
Matt Lloyd  
**Area** – Prevention & Protection  
(Community Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	9	13	6	11	39
2019-2020	7	4	13	10	34
2020-2021	6	3	19	3	31
2021-2022	3	4	3	2	12
2022-2023	4	11	5	7	27
2023-2024	10				10

## Commentary and actions (Treat or Tolerate): Current Annual Projection – 40

There was one incident in May involving 5 injuries (1 family), which has caused this unusual increase, therefore, the projection for the year is currently higher than expected, however, may reduce over the forthcoming quarters.

# PI 12 – Number of Deliberate Fires

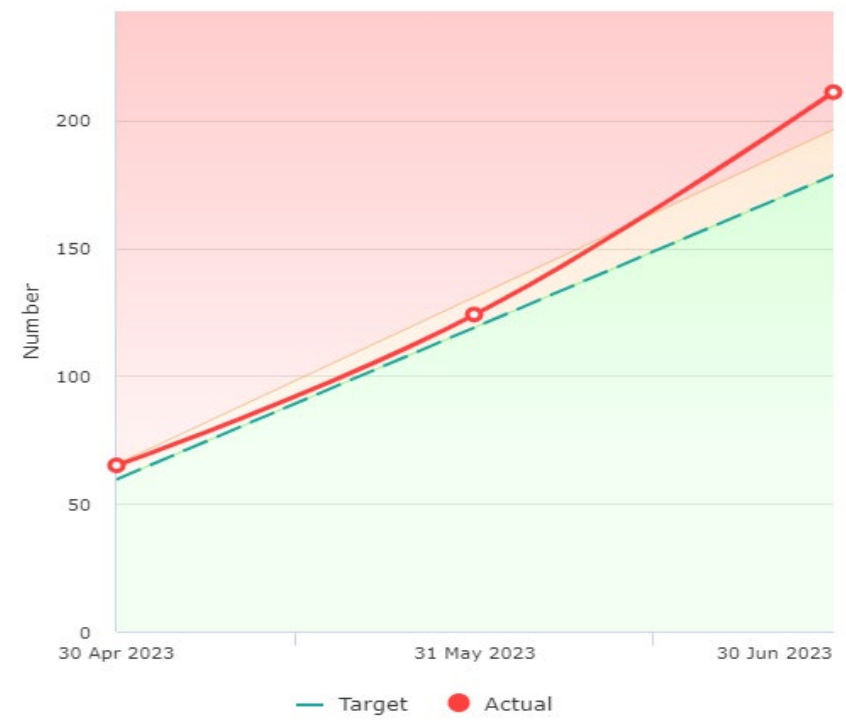
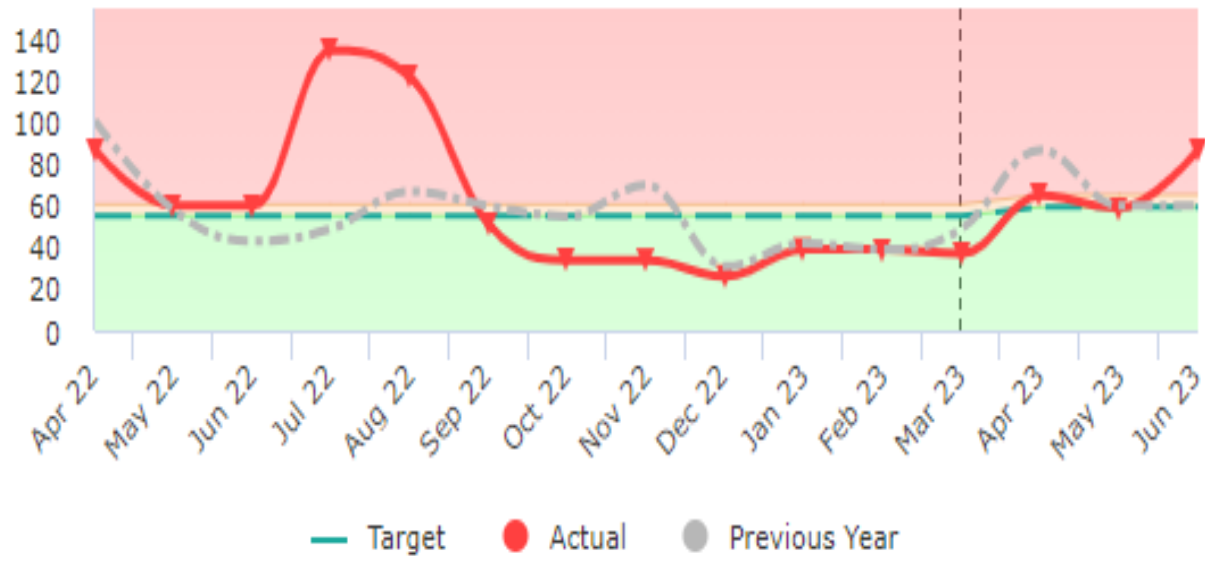
**211 at end of Q1**

**RAG Status – Red**

The number of fires where the cause of fire is suspected not to be an accident.

**Reduction Target:**  
 Green < 714  
 Amber 714 – 786  
 Red > 786

**Service Owner**  
 Matt Lloyd  
**Area** – Prevention & Protection  
 (Community Safety)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	157	227	146	170	700
2019-2020	256	226	118	142	742
2020-2021	234	245	161	99	739
2021-2022	202	176	156	130	664
2022-2023	207	308	94	115	724
2023-2024	211				211

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 846**

This is red to reflect the current number, however, it is worth noting that this is in accordance with the Q1 average for the last 5 years, therefore, if the other quarters' averages follow the trajectory of the last 5 years, we will be green at end of Q4.

# PI 21 – Number of workplaces reported accidents / injuries

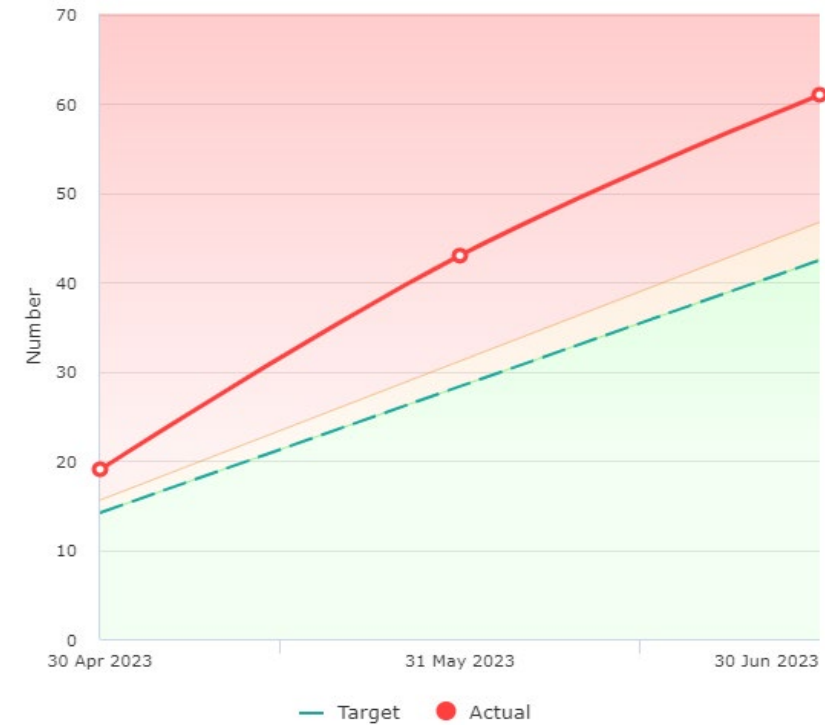
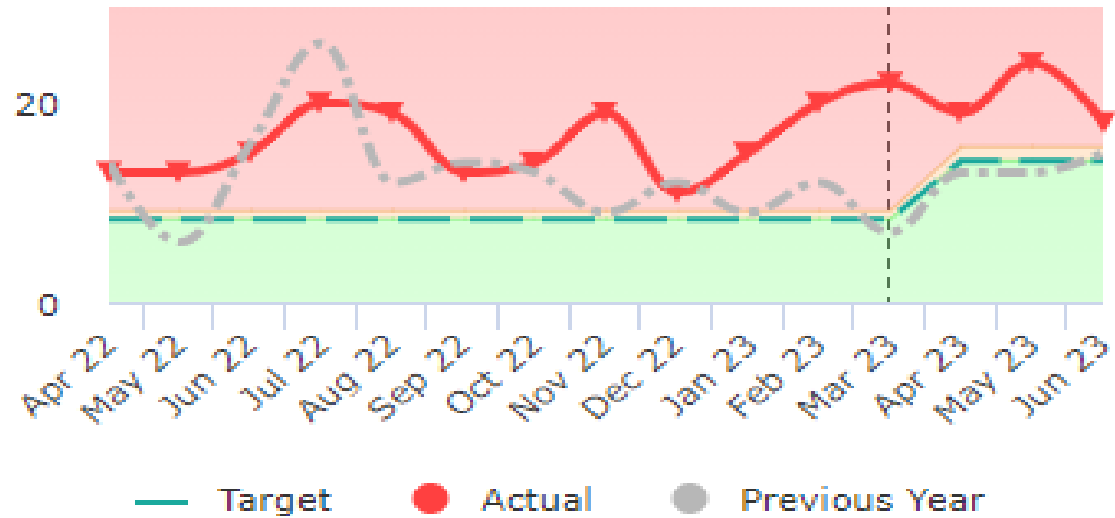
The number of safety events received

**61 at end of Q1**

**RAG Status – Red**

**Reduction Target:**  
Green < 170  
Amber 170 – 187  
Red > 187

**Service Owner**  
Julie King  
**Area:** Health, Safety and Wellbeing



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	69	64	49	66	248
2019-2020	52	73	74	40	239
2020-2021	47	70	28	50	195
2021-2022	36	52	34	28	150
2022-2023	41	52	44	57	194
2023-2024	61				61

## Commentary and actions (Treat or Tolerate): Current Annual Projection – 244

There has been an increase in reported incidents in the first quarter of 2023/24. ESFRS has a positive reporting culture and encourage to report when accidents happen, however minor. This enables trends to be identified with specific action plans and focus to be identified. An area of focus is with vehicle accidents that when reported include all incidents such as where the driver was not at fault, low speed parking manoeuvres in tight spaces and wing mirrors clipping hedgerows.



# Annual Performance Measures and new performance measures





## **Under development**

PI\_031 Number of incidents attended excluding assist other agencies

PI\_032 Number of assist other agencies

PI\_049 Percentage of all AFAs attended in low risk premises

PI\_041 Percentage of all AFAs attended in medium risk premises

PI\_042 Number of UWFS challenged

PI\_050 Percentage of all AFAs attended in high risk premises

## **Annual Indicators**

PI\_044 Domestic dwelling respondents satisfied with the overall service from ESFRS

PI\_045 Commercial/Business respondents satisfied with the overall service from ESFRS

PI\_046 Commercial/Business respondents satisfied with the services with regards to Fire Safety Audits by ESFRS

PI\_047 Home Safety visit respondents satisfied with the services with regards to HSV by ESFRS

PI\_048 Cost of Fire Service per Head of Population (Information Only)