



**East Sussex**  
Fire & Rescue Service

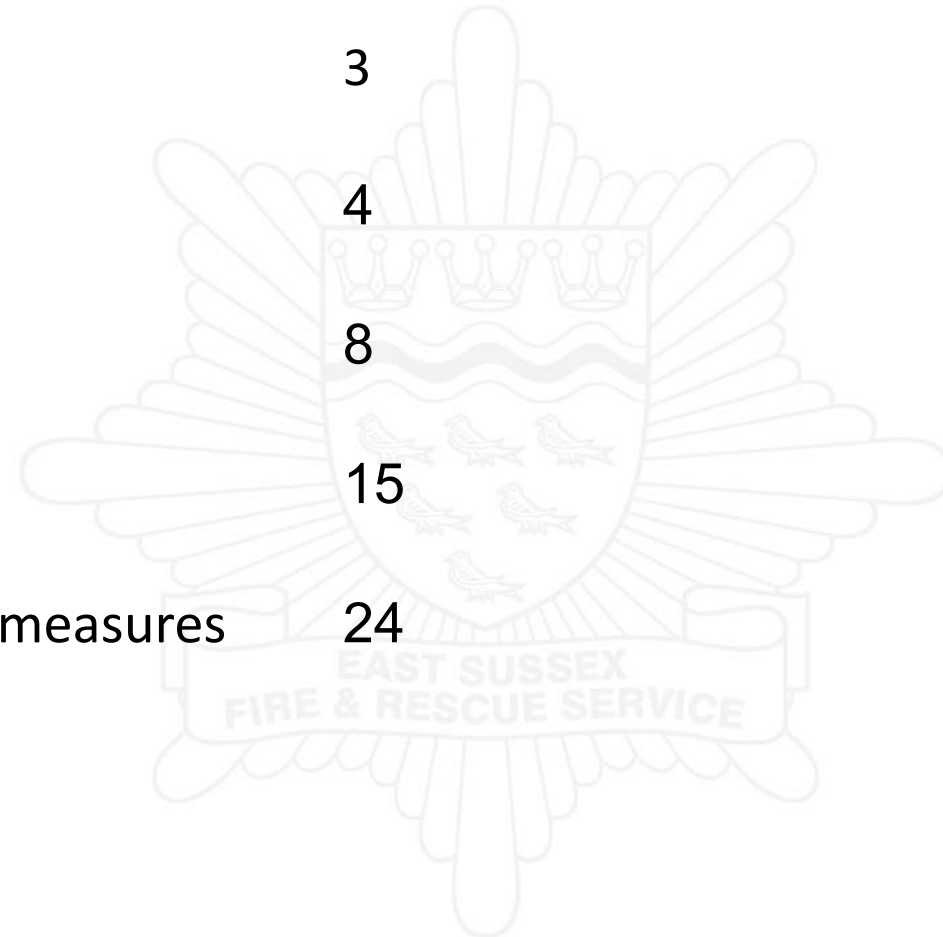
# East Sussex Fire and Rescue Service Performance Report

## Quarter 2 2023/24



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# 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 September 2023.



# Performance at a glance summary

**At the end of Quarter 2 2023-24 the performance against 21 Strategic measures is as follows:**

12 of the 21 measures had a GREEN status (57%)

5 were AMBER (24%)

4 were RED (19%)

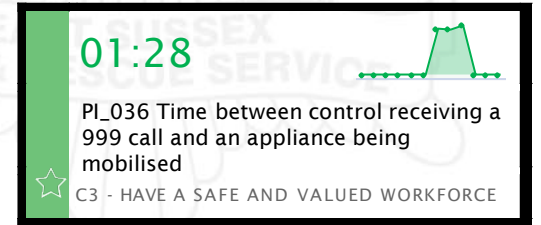
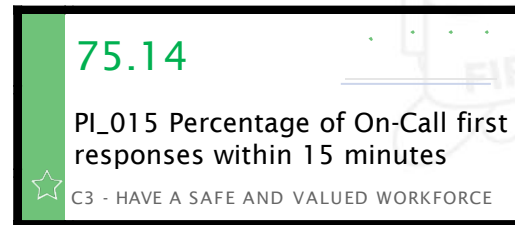
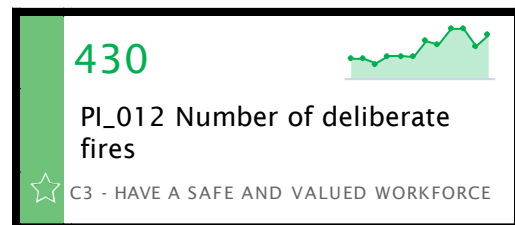
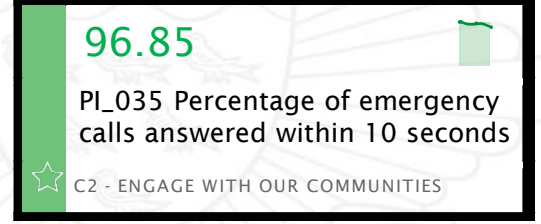
**Of the service priority areas**

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



# Performance at a glance

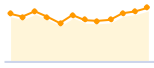
## Performance Measures Achieving Target



# Performance at a glance

## Performance Measures Near Target

1,551



PI\_004 Number of AFAs

C1 - DELIVERING HIGH PERFORMING SERVICES

5,292



PI\_008 Number of incidents attended

C1 - DELIVERING HIGH PERFORMING SERVICES

89.85



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

C2 - ENGAGE WITH OUR COMMUNITIES

530



PI\_011 Number of primary fires

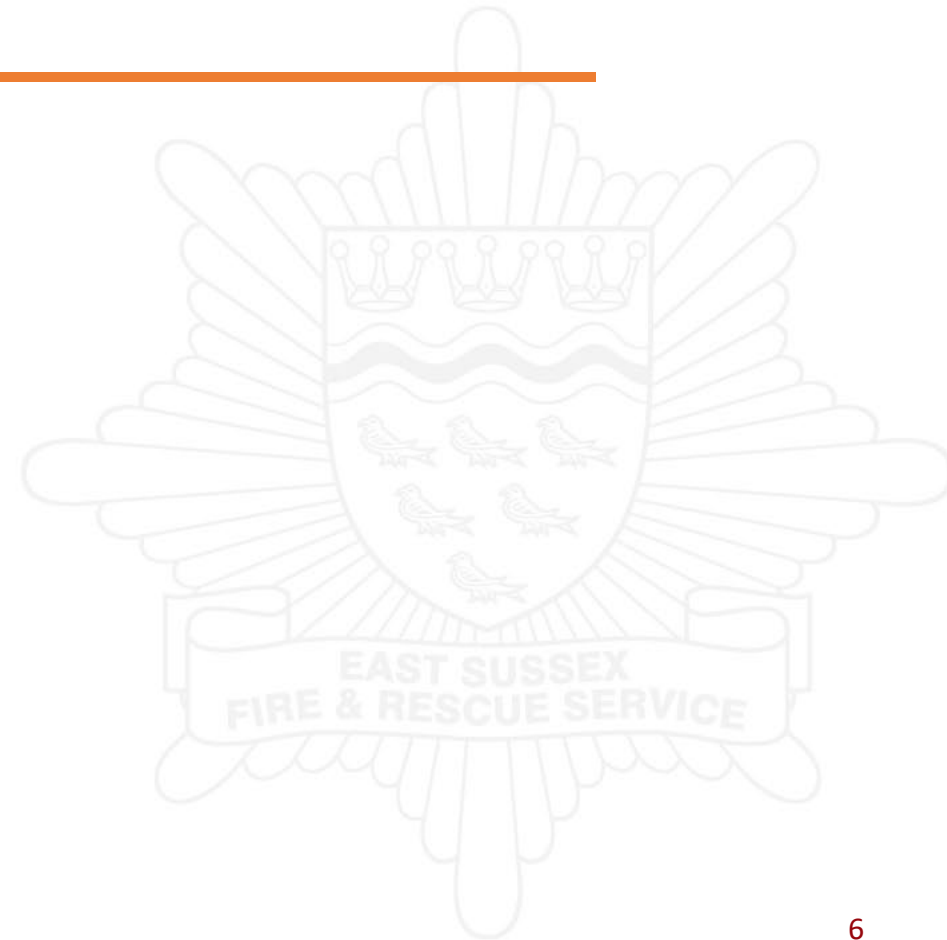
C1 - DELIVERING HIGH PERFORMING SERVICES

249



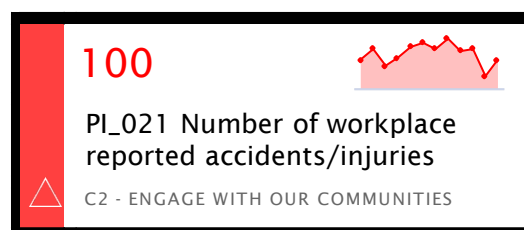
PI\_007 Number of inspections of high-risk premises completed

C3 - HAVE A SAFE AND VALUED WORKFORCE



# Performance at a glance

## Performance Measures Needing Improvement

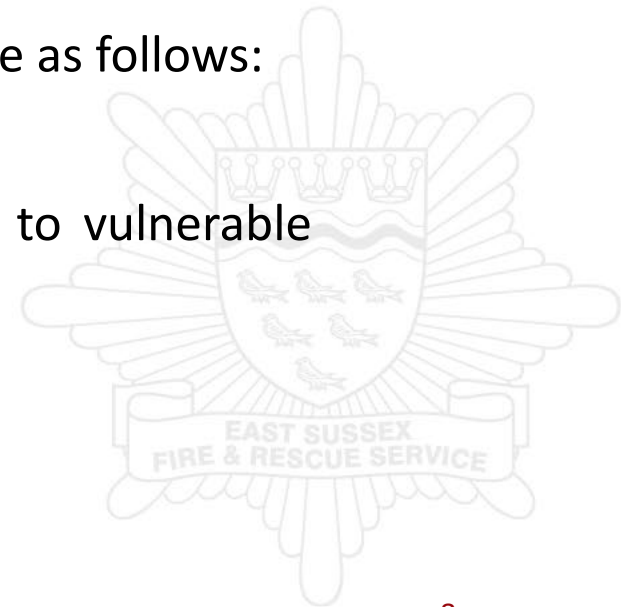




# Service Priority Areas

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

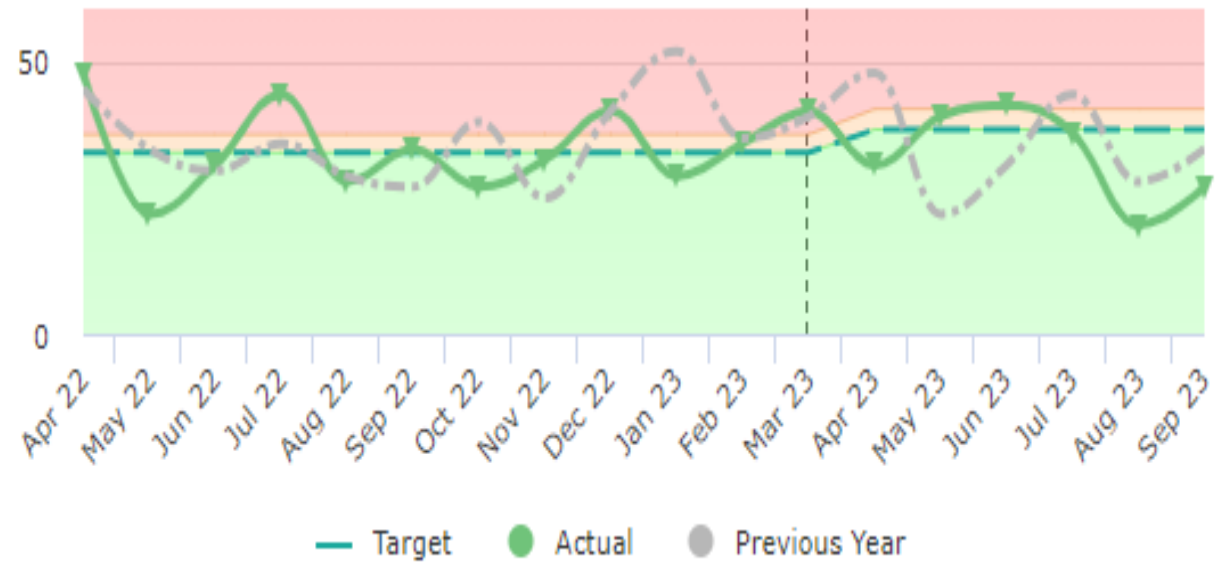
The number of fires in dwellings where the cause of fire was accidental or not known

**197 at end of Q2**

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

**RAG Status – Green**

**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	84			197

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 393**  
 Performance is as expected and on track

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

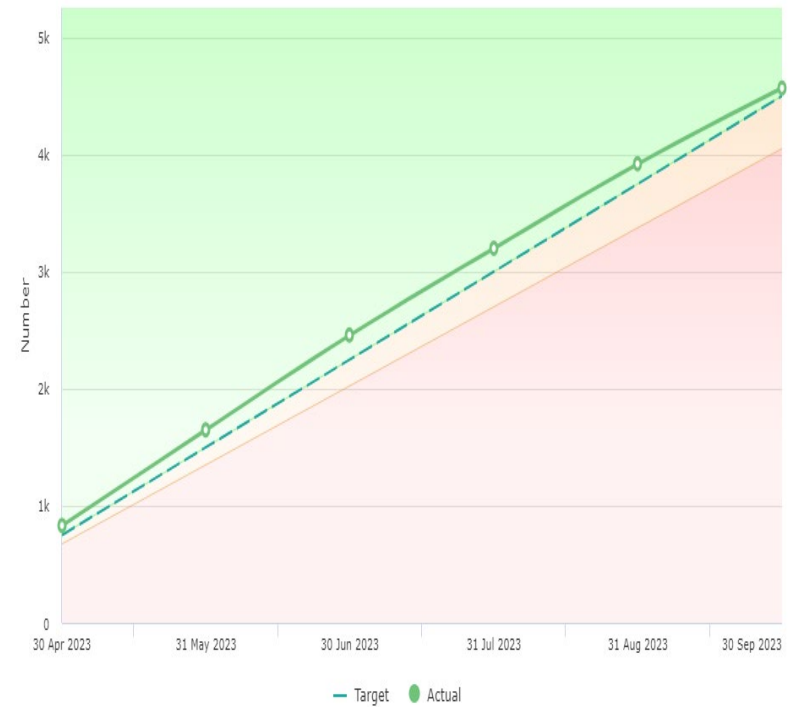
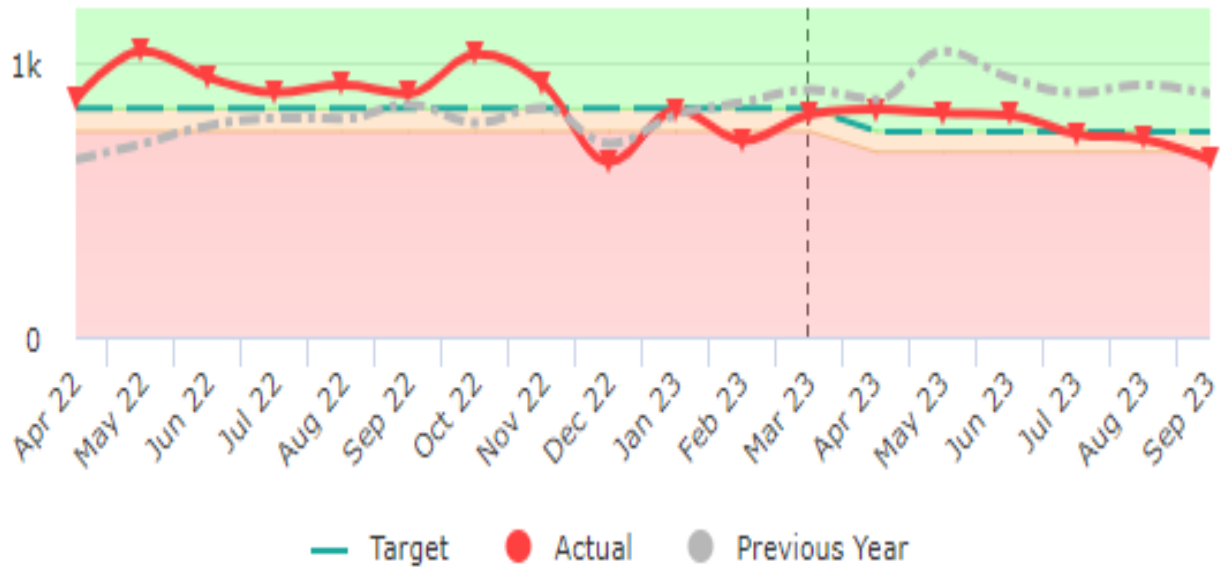
**4,567 at end of Q2**

**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	<b>11,087</b>
2019-2020	2,587	2,585	2,571	2,537	<b>10,280</b>
2020-2021	1,517	1,587	2,010	2,091	<b>7,205</b>
2021-2022	2,125	2,444	2,326	2,569	<b>9,464</b>
2022-2023	2,856	2,698	2,592	2,356	<b>10,502</b>
2023-2024	2,458	2,109			<b>4,567</b>

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 9,109**  
 Performance is as expected and on track

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

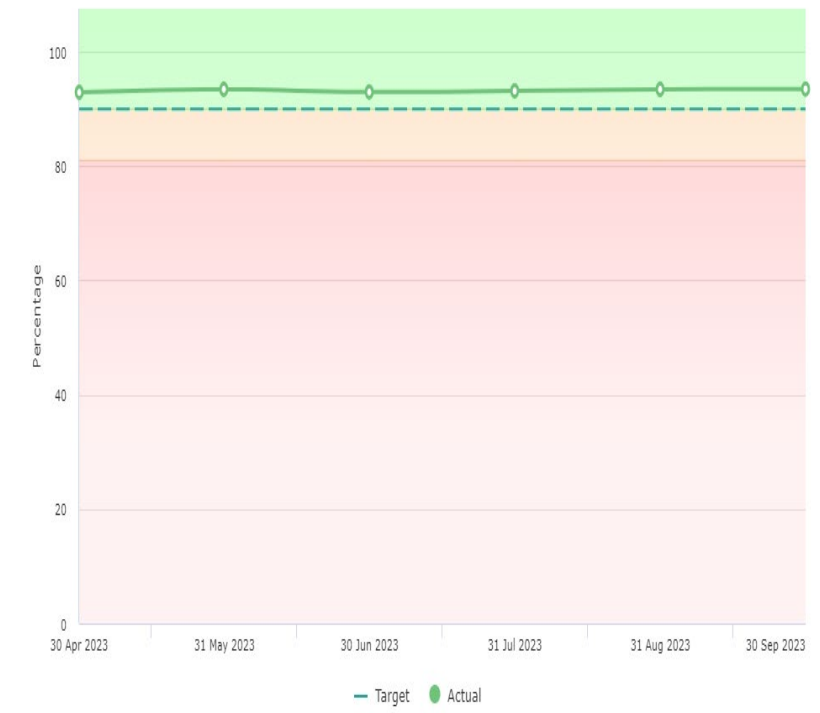
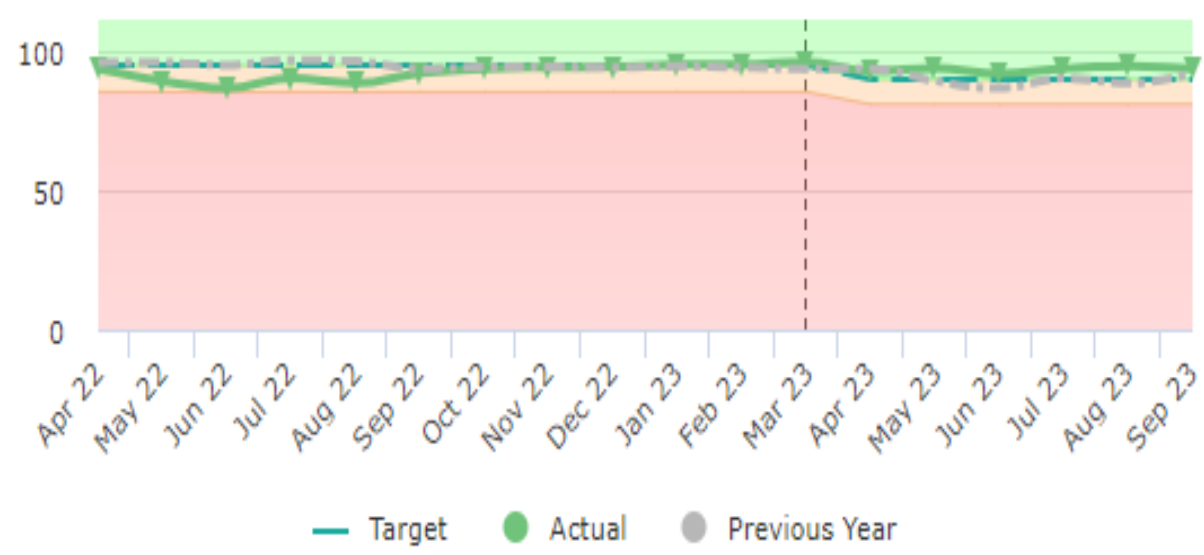
Vulnerability is defined as lone pensioners, people over 65, people in rented accommodation, single parent families, hearing /sight impaired and those with a limiting long elderly.

**93.5% at end of Q2**

**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	<b>91.3</b>
2019-2020	92.5	92.3	92.3	92.2	<b>92.3</b>
2020-2021	95.3	95.3	95.7	96.8	<b>95.8</b>
2021-2022	95.7	95.7	94.4	94.2	<b>95.0</b>
2022-2023	89.9	90.3	94.1	95.5	<b>92.3</b>
2023-2024	93.0	94.1			<b>93.5</b>

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 93.5%**  
 Performance is as expected and on track

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

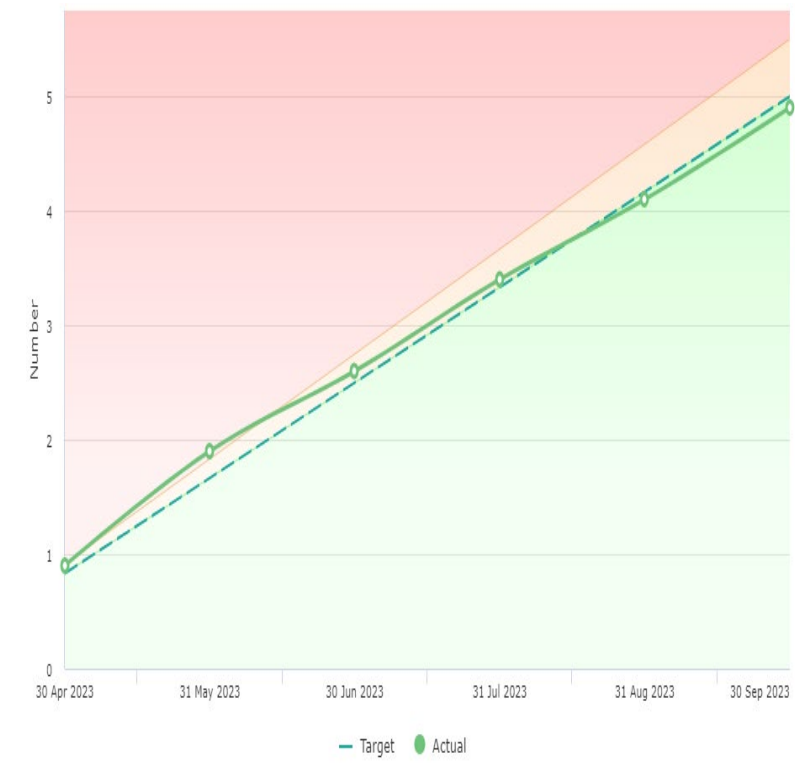
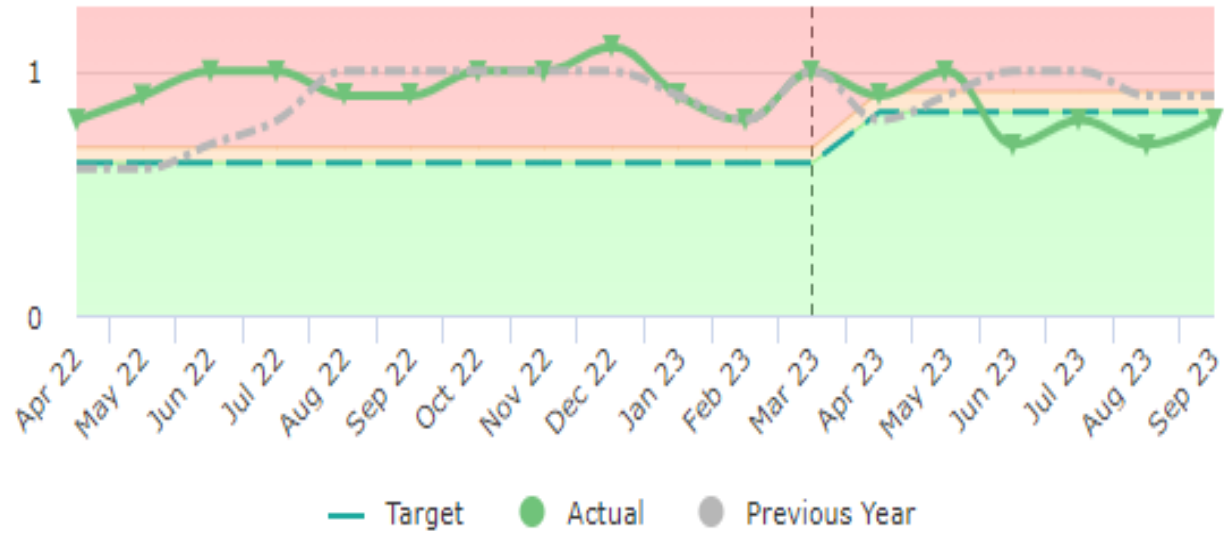
The number of days/ shifts lost to sickness divided by the number of staff in post

**4.9 at end of Q2**

**RAG Status – Green**

**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	2.3			4.9

Commentary and actions (Treat or Tolerate): Current Annual Projection – **9.8**  
Performance is as expected and on track

# Priority 4 – Reducing attendance at automatic false alarms

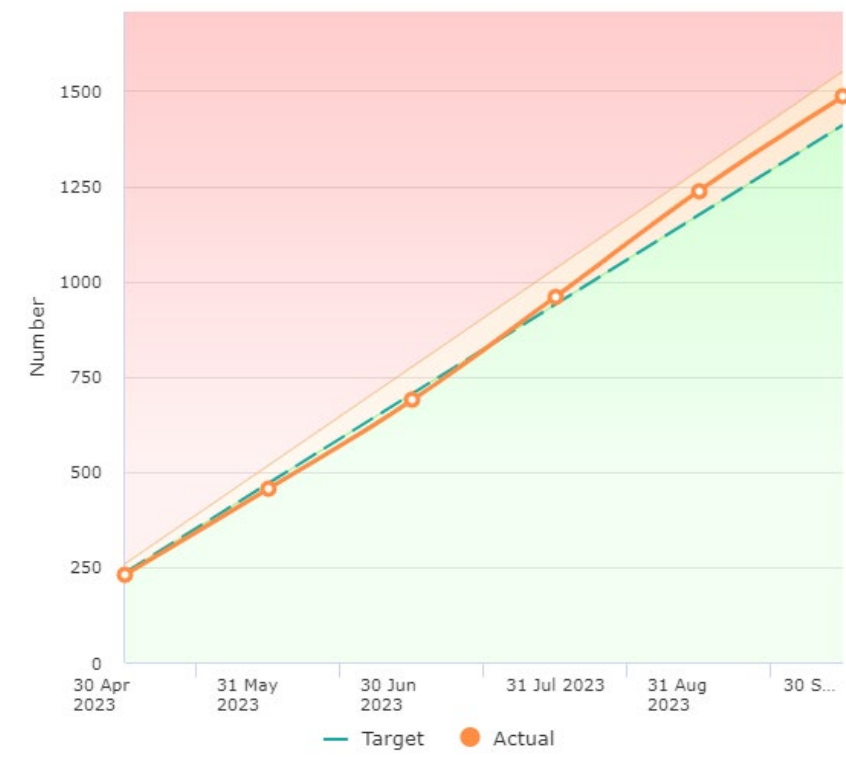
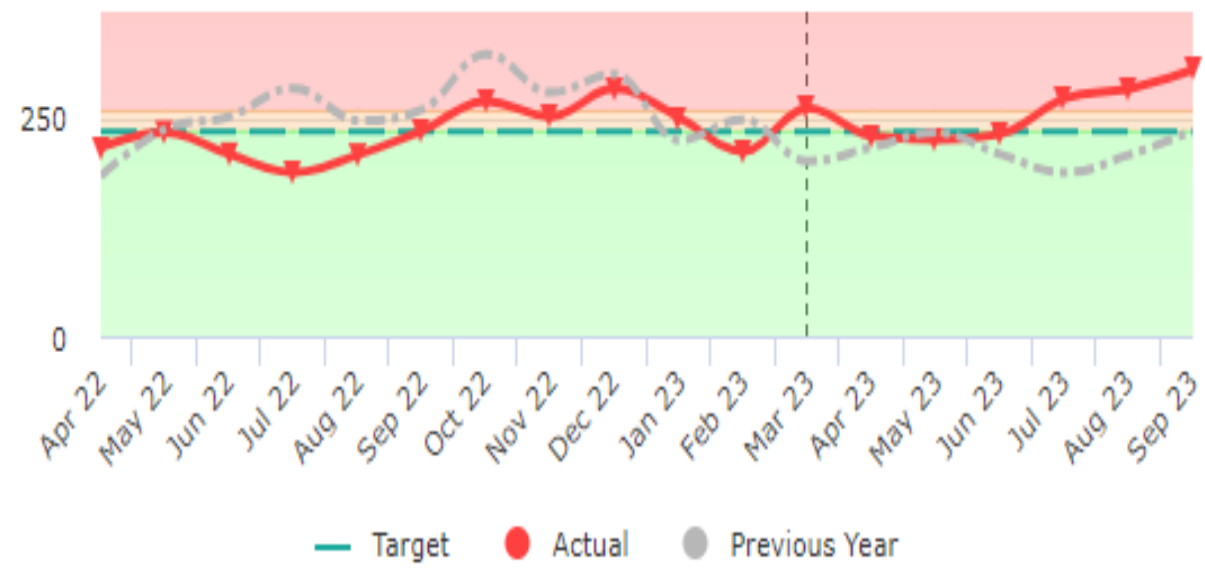
Number of automatic fire alarms incidents attended to properties covered by the Fire Safety Order

**1,551 at end of Q2**

**RAG Status – Amber**

**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	863			1,551

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 3,094**  
 Performance is within amber tolerance – so tolerate

# Priority 5 – Inspections of high-risk premises completed

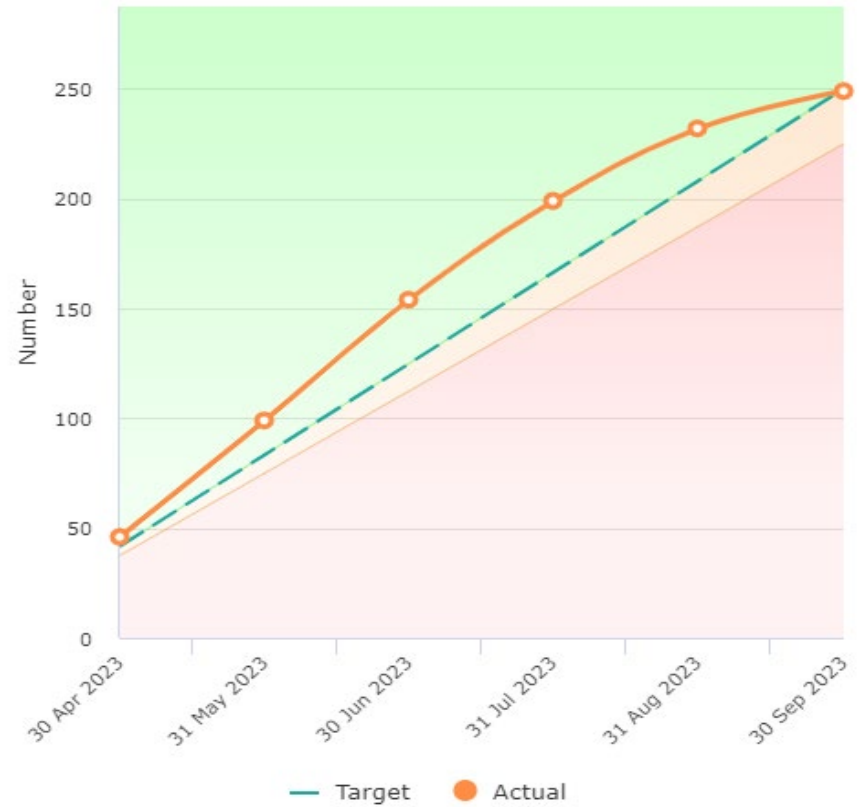
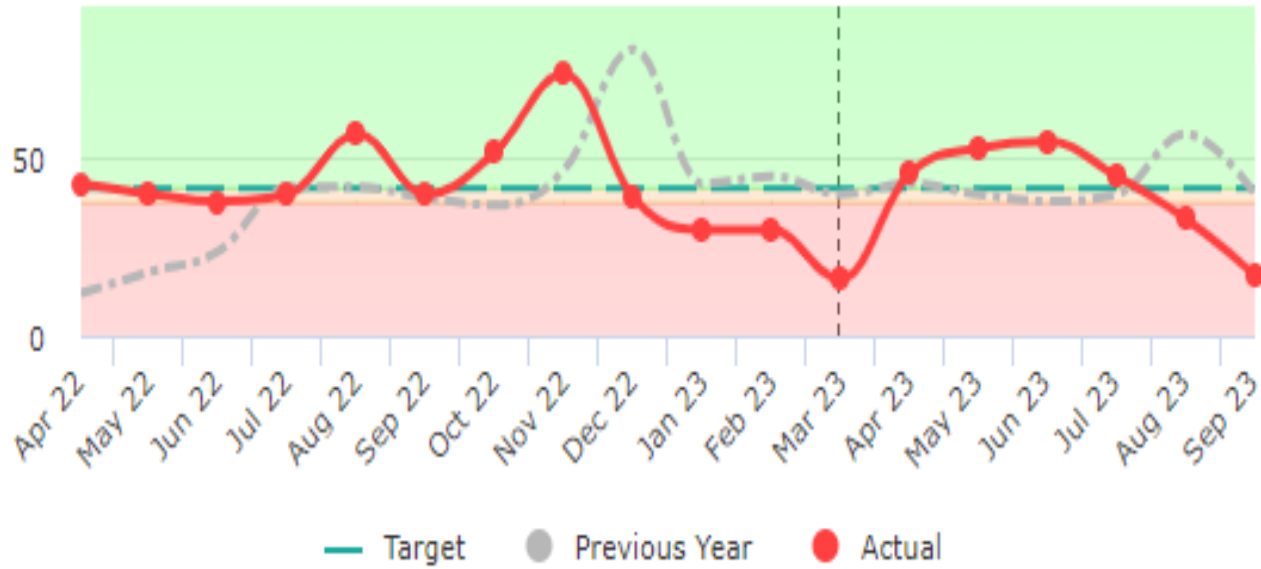
The number of audits / inspections completed within East Sussex as provided from the reinspection list

**249 at end of Q2**

**RAG Status – Amber**

**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	154	95			249

**Commentary and actions (Treat or Tolerate): Current Annual Projection – 497**  
Performance is within amber tolerance – so tolerate



# Performance measures needing improvement



# PI 09 – Number of primary fire deaths

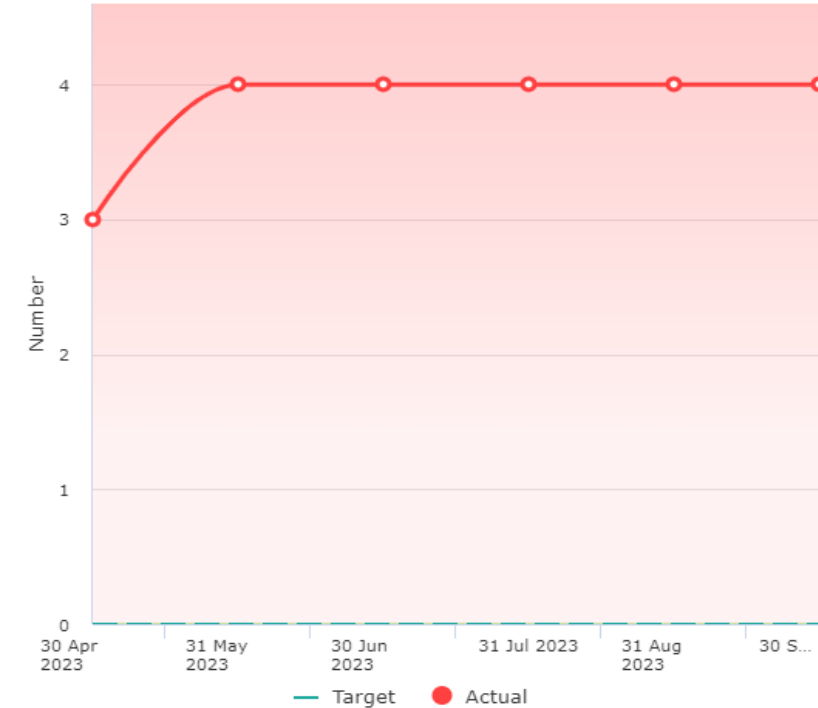
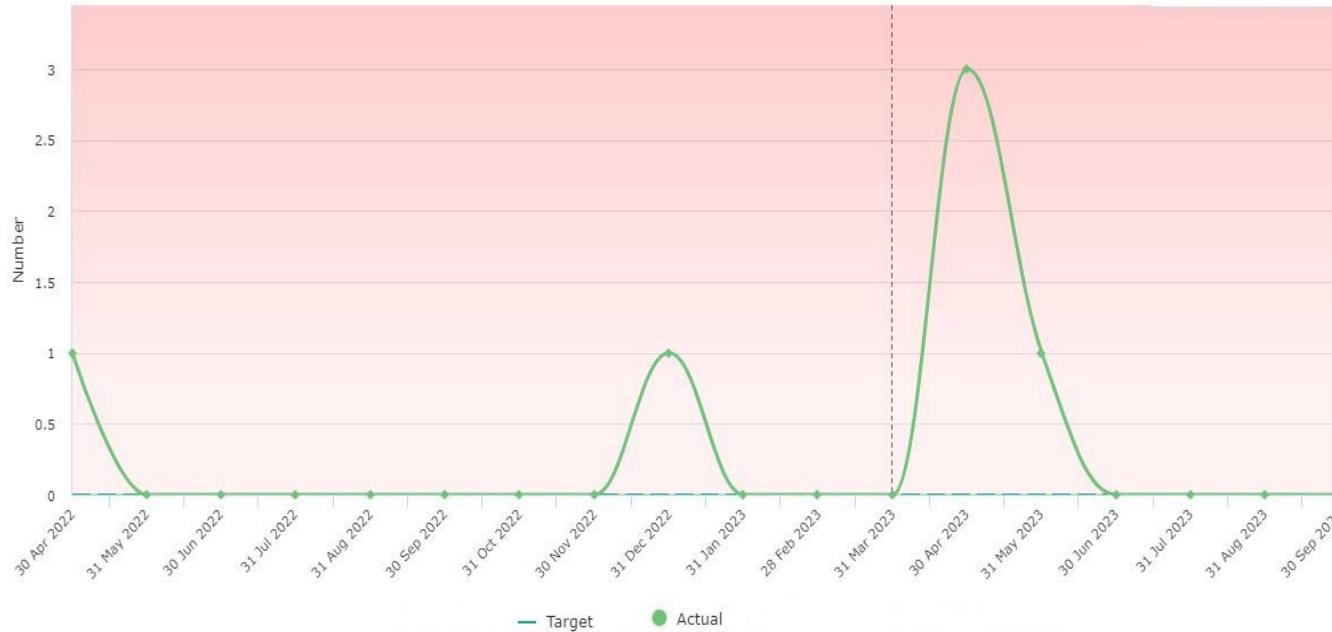
4 at end of Q2

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 > 0-3  
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	0			4

## Commentary and actions (Treat or Tolerate): Current Annual Projection – 8

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. There were no fatalities in Quarter 2.



# PI 21 – Number of workplaces reported accidents / injuries

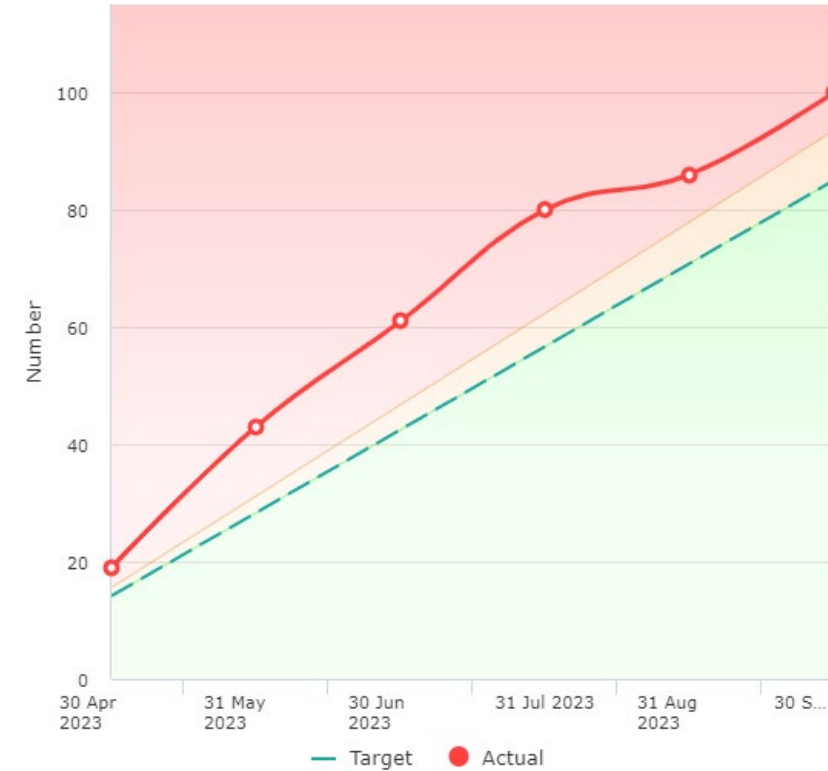
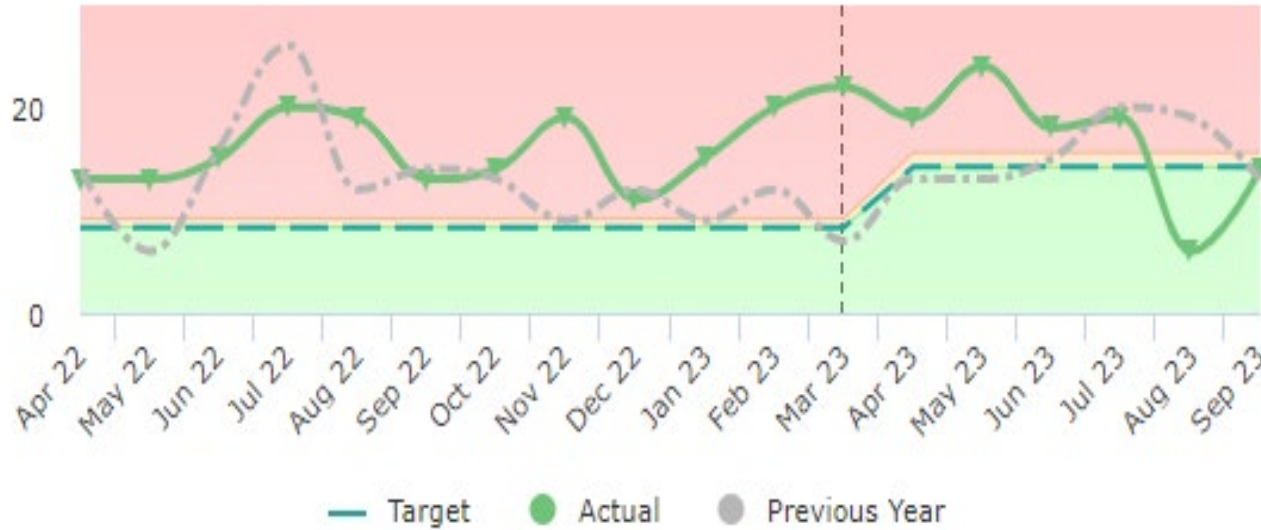
The number of safety events received

**100 at end of Q2**

**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	39			100

## Commentary and actions (Treat or Tolerate): Current Annual Projection – 200

Q2 There is a decrease in reported incidents in the second quarter of 2023/24, but still off target for the annual KPI of <170. Note PI21 includes injuries, near hits, vehicle/equipment damage and ill health. ESFRS has a proactive reporting culture, which supports trend analysis and development of targeted campaigns, communications and training. One trend identified was increased manual handling injuries, due to higher attendance at SECAmb incidents, handling casualties in restricted environments e.g. staircases and the age profile of the operational workforce. Enhanced manual handling training has been developed with targeted information on equipment that can be used for casualty extraction in restricted spaces.

# PI 20 – Number of RIDDOR incidents

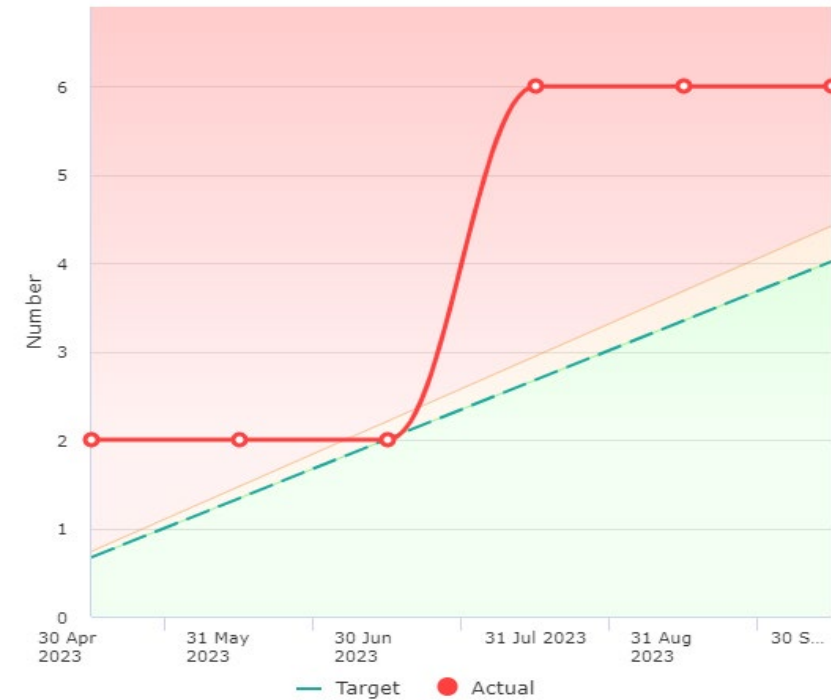
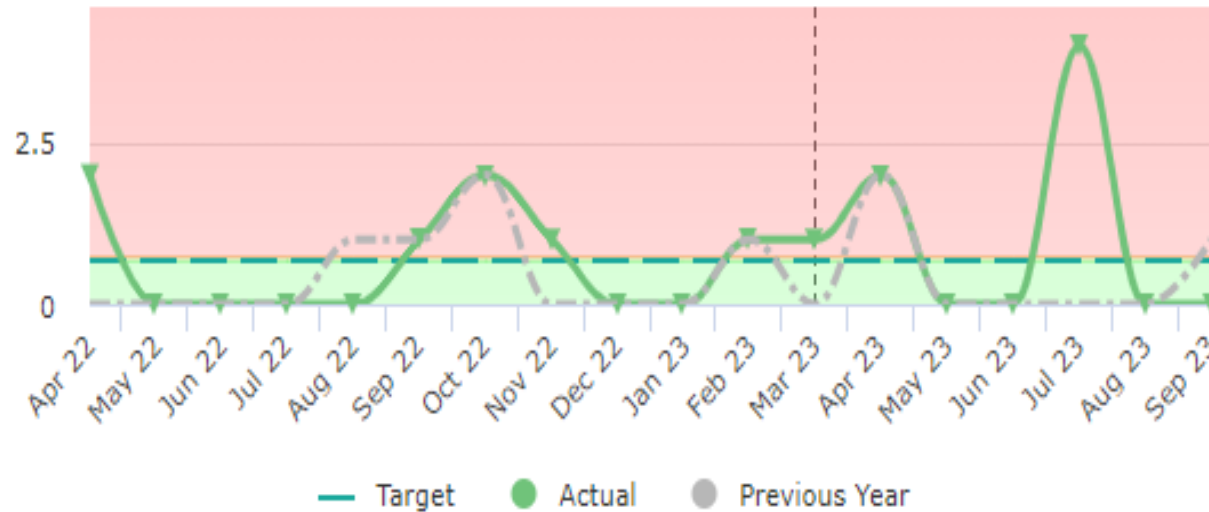
**6 at end of Q2**

**RAG Status – Red**

The number of incidents required to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 that were reported to the Health & Safety section through the Service’s accident reporting procedure.

**Reduction Target:**  
Green < 5  
Amber 6  
Red > 6

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



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	0	3	4	3	10
2019-2020	3	4	3	3	13
2020-2021	2	1	0	3	6
2021-2022	0	2	2	1	5
2022-2023	2	1	3	2	8
2023-2024	2	4			6

## Commentary and actions (Treat or Tolerate): Current Annual Projection – 12

Q2 There is an increase in RIDDORS in the second quarter of 2023/24 and still off target for the annual KPI of <8. The 4 RIDDOR reports made to the HSE in Q2 2023/24 were:

- 1x Hospital treatment and discharged: Cut hand at an RTC during casualty removal from vehicle; and
- 3x >7 day absence: Broken down as 1 x Manual handling injury, back spasm when moving cylinders on the fireground; 1 x Manual handling, back spasm when undertaking hose management at incident; and 1 x back spasm following extended waiting time to be committed wearing BA (not undertaking any activity).

# PI 16 – Number of Operational Business Safety Visits completed

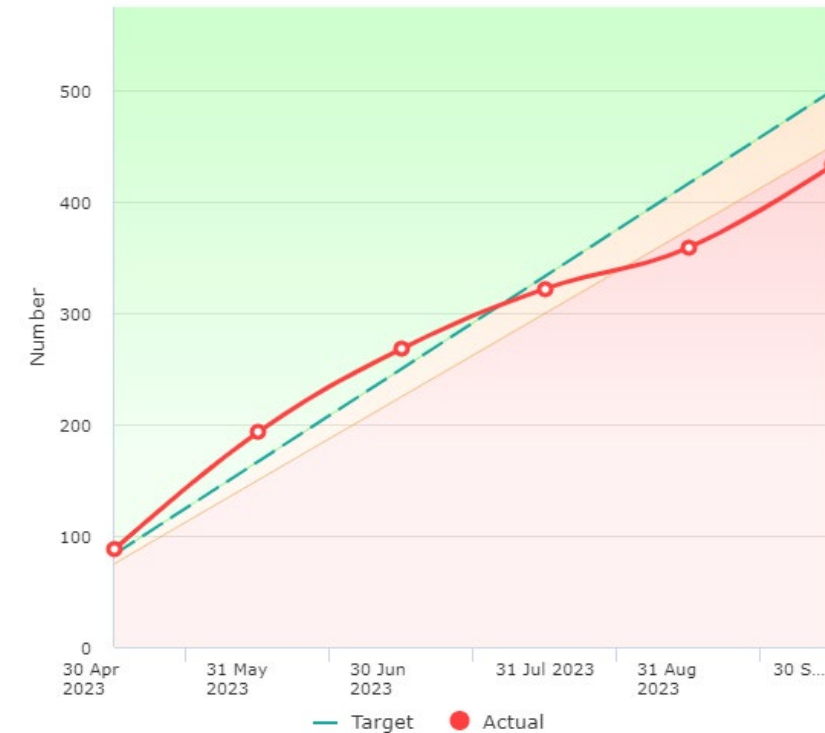
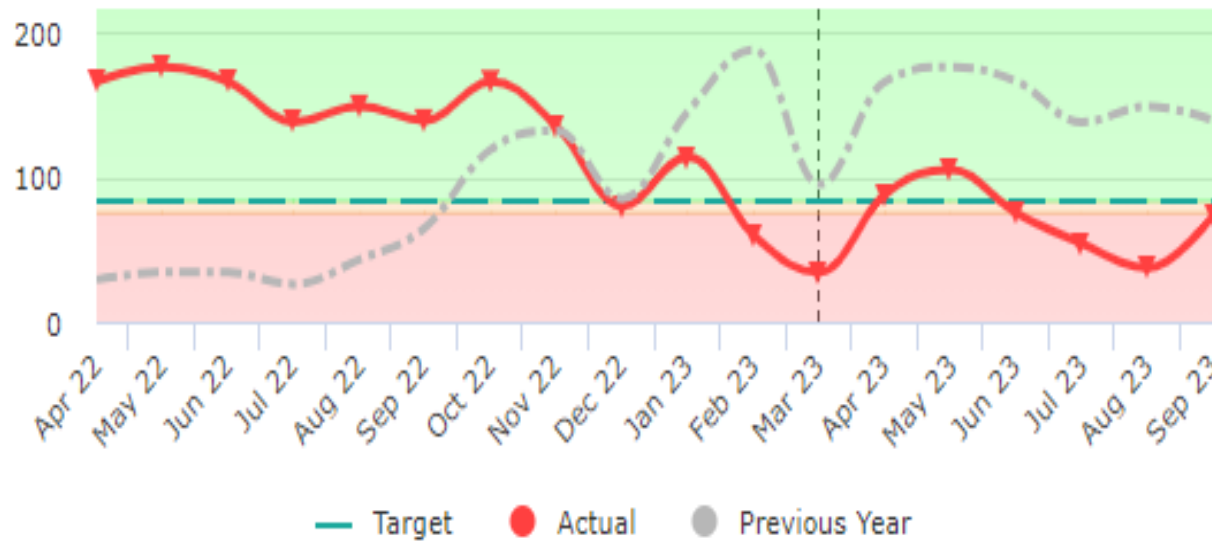
Total number of Fire safety checks undertaken and completed by operational crew members and officers.

**443 at end of Q2**

**RAG Status – Red**

**Improvement Target:**  
Green > 1,000  
Amber 900 – 1,000  
Red < 900

**Service Owner**  
Matt Lloyd  
**Area:** Prevention and Protection (Protection)



Financial Year	Q1	Q2	Q3	Q4	Total
2018-2019	n.a.	n.a.	n.a.	n.a.	n.a.
2019-2020	96	93	78	111	388
2020-2021	5	13	17	38	82
2021-2022	97	134	336	428	995
2022-2023	508	426	381	208	1,523
2023-2024	272	171			443

## Commentary and actions (Treat or Tolerate): Current Annual Projection – 884

Some Fire Safety Checks were detailed on the system as Open, although they were not booked in for allocation. This has now been addressed and the process updated. There is also a small number that were sent to Fire Safety for uploading manually, this has now changed to an electronic process which will assist with the speed in which they are recorded. The tablet implementation will continue to assist with accuracy of these numbers, however, we remain on target for meeting this performance indicator by the end of Q4.



# 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)