



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report for 2018/19

SEPTEMBER 2019

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's performance for the period April – March 2018/19.

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 2018/19.

The Fire Authority's purpose is to 'make our communities safer'. We have developed four overarching commitments to the public as follows;

Our Purpose is: *We make our communities safer*

Our Commitments are: *Delivering high performing services*
Educating our communities
Developing a multi-skilled, safe and valued workforce
Making effective use of our resources

Our Core Values are: *Proud*
Accountable
Integrity
Respect

2. Operating Environment

East Sussex Fire & Rescue Service provides prevention, protection and response services to 840,500 people living in 367,875 households within the area of East Sussex and the City of Brighton & Hove. We work within a large and diverse area on the south coast of England, covering rural locations as well as a busy city centre and urban seaside towns.

The County of East Sussex experiences high levels of deprivation when compared to other counties in the South of England. Our larger towns and the City of Brighton & Hove are very popular tourist destinations and the summer population is enhanced significantly, with over 8 million visitors, along with the risk of fire and road traffic collisions. The main headlines for the Service's area are:

Coastal and other influences

- At least 70% of the population lives along 47 miles of coast
- Our area provides almost every aspect of community risk including multiple harbours, with the inherent risk of ship fires and oil terminals leading into the city of Brighton & Hove
- The influence of the landscape and significant coastal and inland flooding causes risks
- ESFRS service area has an older age profile compared to England and the South East with 21.3% aged 65 or over, compared to 18.0% in England and 19.1% regionally.
- ESFRS service area is below the national average of 22.2% with 20.4% adults classified as physically inactive, however, both Rother and Eastbourne are significantly above this level with 26.5% and 26.4% respectively.
- East Sussex has no motorways and all the main 'A' roads suffer from congestion and traffic problems. However, East Sussex had a 3.4% decrease in recorded road casualties from March 2018 to February 2019: 1,800 down to 1,739 and Brighton and Hove had a 2.8% decrease over the same period: 799 down to 777.
- 11.45 million tourists visit Brighton & Hove in 2014, of which 1.45 million were overnight visitors.

* Data provided by ONS and CIFPA for mid-year populations 2017 and Dwellings 2018, East Sussex Local Transport Plan 3 2011-2026, Report of Findings for VisitBrighton, Brighton Visitor Survey 2016, Tourism South East Research; SSRPs Data Portal /Crashes monthly data & Public Health 2017/18 - Physical Activity.

3. 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 2018/19.

Our priority areas for 2018/19 were:

- Reducing accidental dwelling fires
- Responding quickly to a fire to stop it spreading from the room it started in
- Reducing false alarm calls, especially in properties with a previous history of this
- 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
- Increasing inspections in high risk premises
- Numbers of home safety visits

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	4 (57%)	3 (43%)
Non-priority areas	4 (33%)	8 (67%)
All Indicators	8 (42%)	11 (58%)

As can be seen from the above table, in 2018/19, 8 from 11 indicators (42%) met our target or performance exceeded the previous year.

- Achieved
- Not achieved

4. Performance Results 2018/19

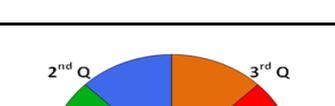
The following section contains the results against our strategic objectives. The tables give a comparison against last year's performance, whether or not the target was achieved and the direction of travel from the previous year.

	<p>East Sussex Fire & Rescue Service results compared against the results for Fire and Rescue Services in the rest of England. Each of the four quarters represents the scale of best to worst performance based on Home Office results 2017/18*. The arrow represent ESFRS ranking within these quartiles.</p> <p>In this illustrative example it shows ESFRS in the third quartile</p> <p>* 2018/19 results have not yet been published.</p>
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Our Purpose: We make our communities safer

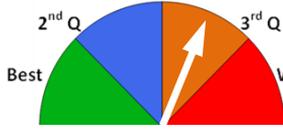
We will do this by:

4.1 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	9,381	Improved
9	Number of deaths in primary fires	1	2		1	4	Declined
10	Number of injuries in primary fires	11	38		11	39	Declined
1 Priority	No of accidental dwelling fires	136	502		122	508	Declined
11	Number of primary fires	265	1,130		279	1,181	Declined
12	Number of deliberate fires	91	748		170	701	Improved
13	No of Industrial and Commercial fires	44	166		54	189	Declined
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

We will do this by:

4.2 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	11,049	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

We will do this by:

4.3 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 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

We will do this by:

4.4 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	-28.9%	-35.5%	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

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 2018/19: 1,181 Fires

Increased ✖ by 4.5% (51) since 2017/18 from 1,130 to 1,181 fires

Reduced ✔ by 25.3% (400) since the 2009/10 baseline of 1,581.

Main Types of Primary Fires

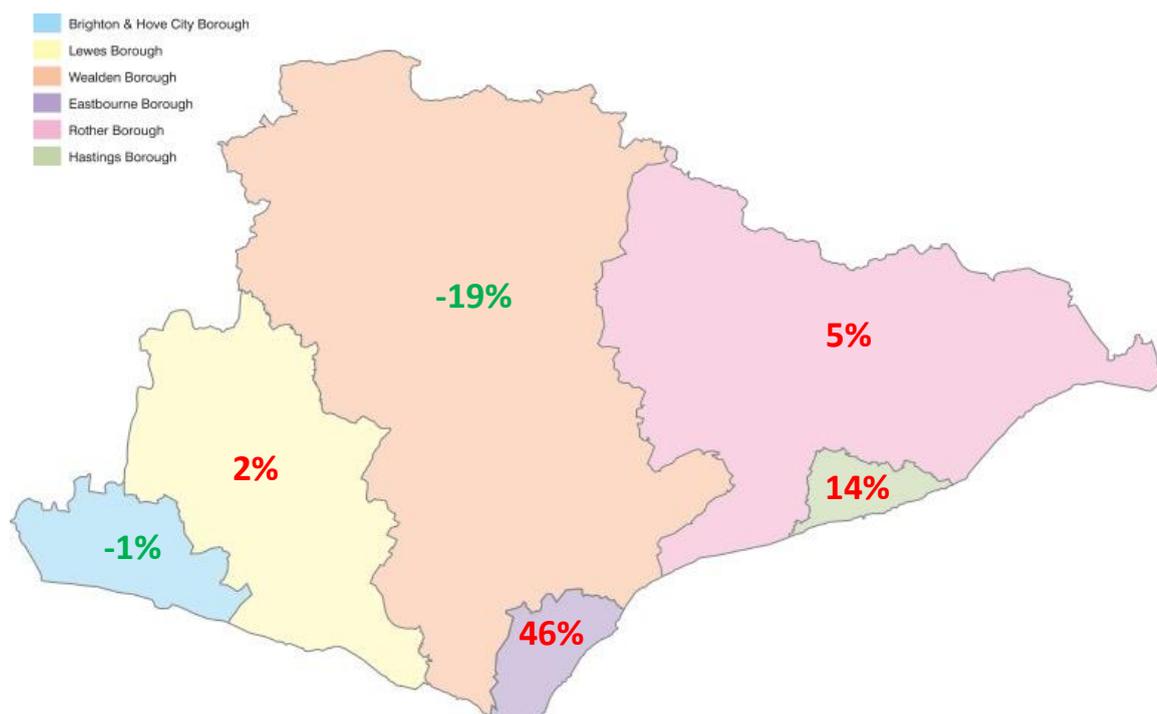
<p>47% (559) Dwelling Fires</p> 	<p>22% (254) Vehicle Fires</p> 	<p>16% (189) Industrial/ Commercial Fires</p> 	<p>15% (179) Other Outdoor Fires</p> 
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Main Cause of Fires

21.3% (251) were Deliberate

78.7% (930) were Accidental or Not known (main causes: Cooking with 160 incidents; Fault in equipment or appliance, 156; Combustible articles too close to the heat source or fire, 111; Faulty fuel supply - electricity, 101; Careless handling, 90; and Negligent use of equipment or appliance (heat source) 59).

Primary Fires % change from 2017/18 to 2018/19 by Geographical Area



Geographical Area	2017/18	2018/19	% Difference
B&H	390	385	-1%
Eastbourne	127	185	46%
Hastings	164	187	14%
Lewes	137	140	2%
Rother	132	138	5%
Wealden	180	146	-19%

Additional information for increases in Primary Fires from 2017/18 to 2018/19

Eastbourne had the largest proportional and actual increase in Primary Fires with 46% and 58 respectively. A breakdown of the total Primary Fires in Eastbourne were as follows: 80 (43%) were in Dwellings, 48 (26%) in Road Vehicles, 33 (18%) were Other/Outdoor Fires and 24 (13%) were in Non-domestic Premises. Since 2017/18, there has been an increase of 8 Dwelling Fires and 32 Road Vehicles Fires.

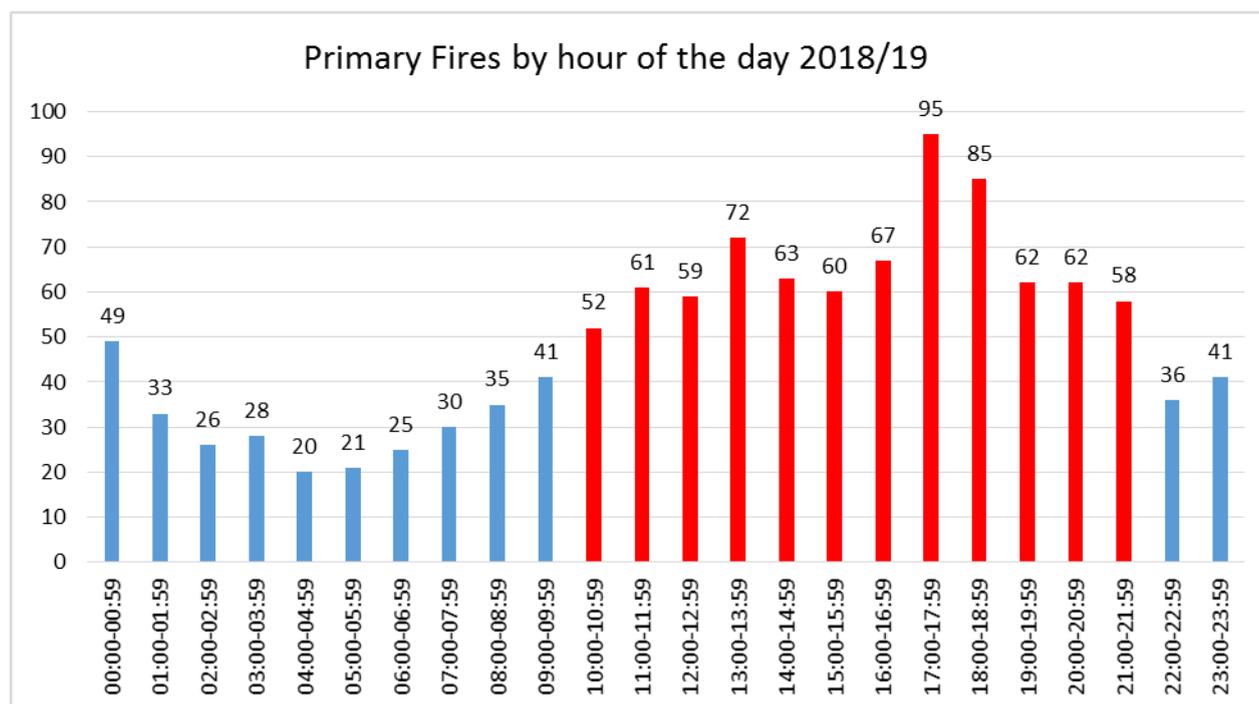
All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Main firefighting action by ESFRS fire crews at Primary Fires

Main firefighting action at Primary fires 2017/18	Total
Hosereel	409
None - No firefighting	395
Small means	179
Portable extinguishers	69
Main branch/Jet (J)	50
Foam	37
Not stated / not known	21
None - Burned out (Allowed to burn under control)	16
Other methods	5
Total	1,181

33% of the Primary Fires attended in 2018/19 required No firefighting by attending crews and a further 22% 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 13:00 and 18:59 there were 442 Primary Fires (37%). The total for this period of 6 hours is 295 fires (25%).

5.2 Accidental Dwelling Fires

Performance April - March 2018/19: 508

Increased ✗ by 1.2% (6) since 2017/18 from 502 to 508 fires

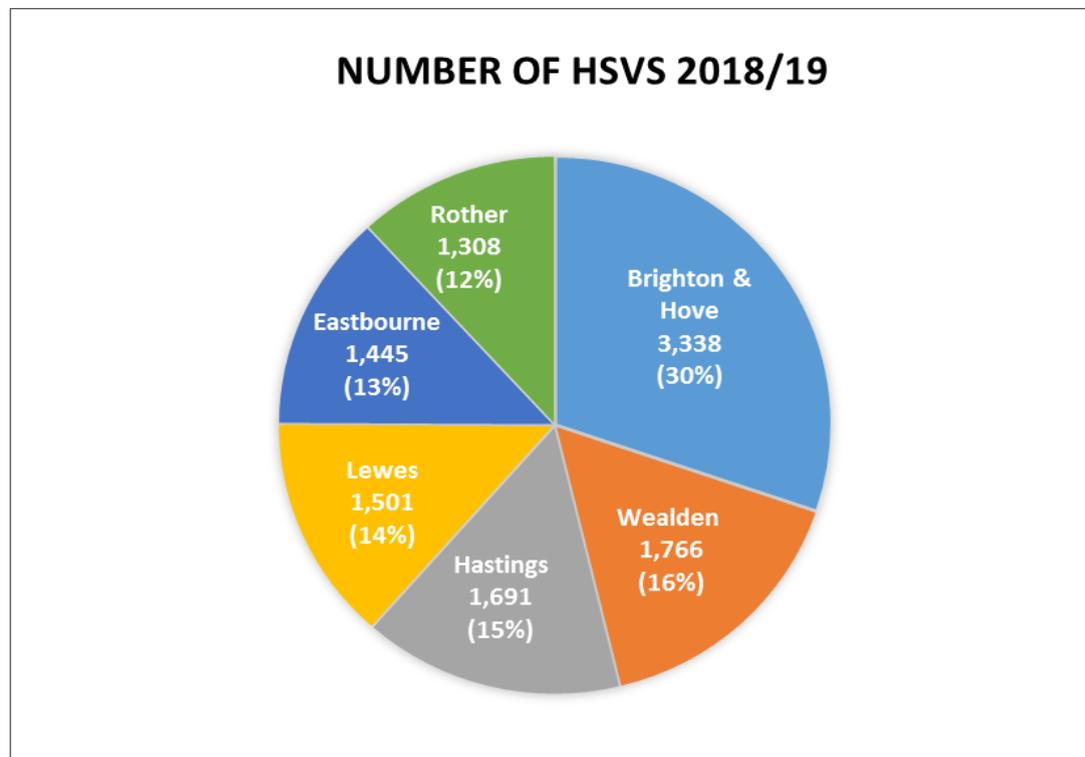
Reduced ✓ by 9.6% (54) since the 2009/10 baseline of 562

Main Sources and Location of Accidental Dwelling Fires



298 (59%) Accidental Dwelling Fires occurred in the kitchen, with cooking appliances responsible for 244 (82%) of these.

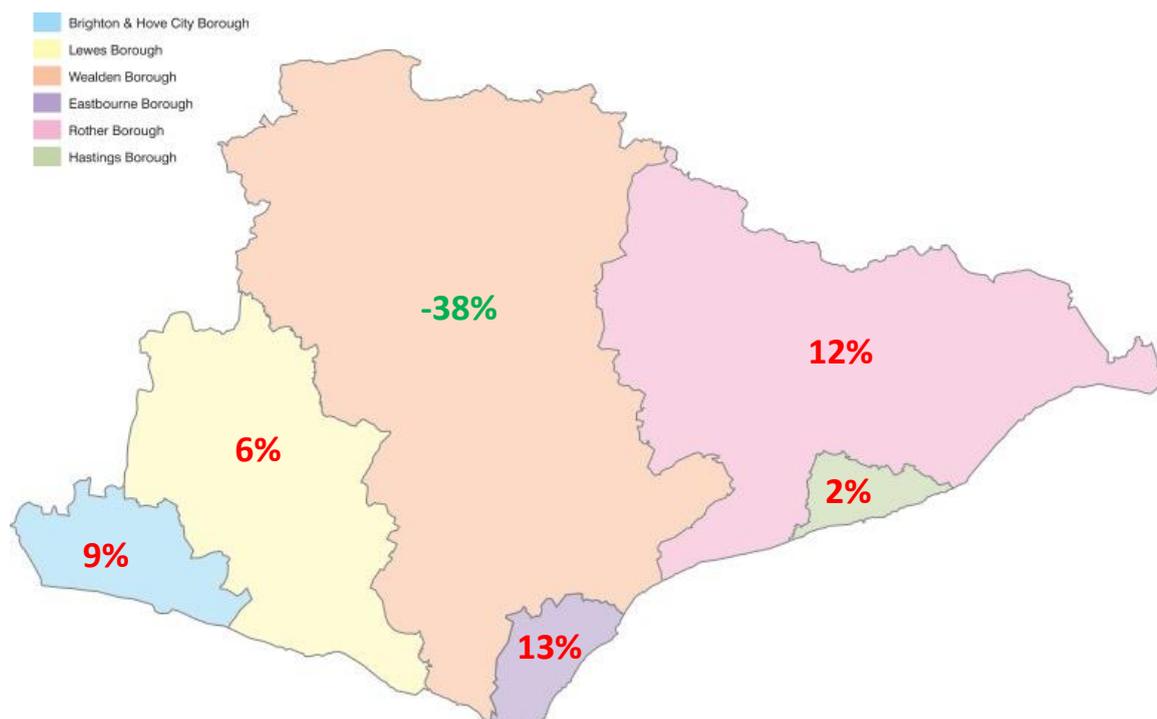
Home Fire Safety Visits



Borough	Population 2017 MYE	No of HSVs 2018/19	HSV's per 10,000 population
Hastings	92,813	1,691	182
Lewes	102,257	1,501	147
Eastbourne	103,251	1,445	140
Rother	94,997	1,308	138
Brighton & Hove	288,155	3,338	116
Wealden	158,941	1,766	111

East Sussex Fire and Rescue Service undertook **11,049 Home Fire Safety Visits** between 1st April and 31st March 2018/19.

Accidental Dwelling Fires % Change from 2017/18 to 2018/19 by Geographical Area



Geographical Area	2017/18	2018/19	% Difference
B&H	185	202	9%
Eastbourne	64	72	13%
Hastings	85	87	2%
Lewes	49	52	6%
Rother	42	47	12%
Wealden	77	48	-38%

Additional information for Accidental Dwelling Fires from 2017/18 to 2018/19

Eastbourne had the largest proportional increase in Accidental Dwelling Fires with 13% (8), whilst Brighton & Hove had highest increase in number, 17 (9%).

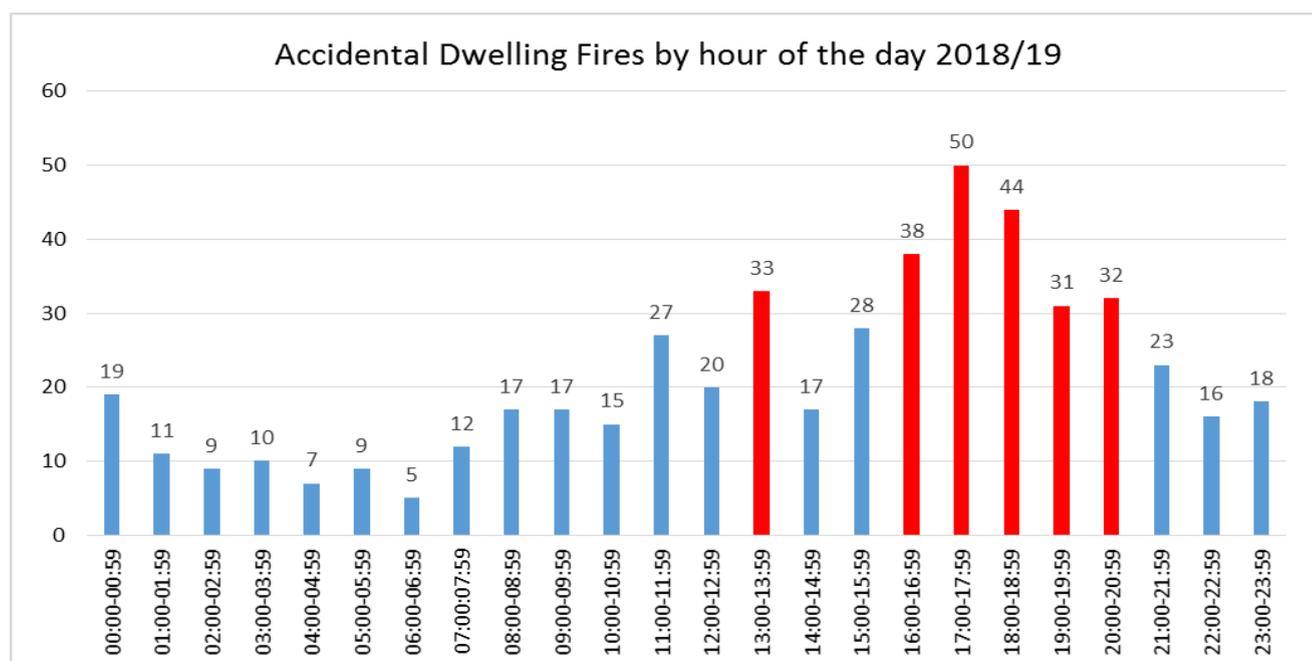
47% of all Accidental Dwelling Fires were either in a Single occupancy house or Bungalow (239). This is a decrease of 1% compared to 2017/18 (241). However, there was an increase in Accidental Dwelling Fires in the following categories: Purpose built flat/Maisonette with multiple occupancy (up to 3 storeys), 65 to 78 (20%); Purpose built flat/Maisonette with multiple occupancy (4 to 9 storeys), 43 to 52 (21%); and Purpose built flat/Maisonette with multiple occupancy (10 or more storeys), 10 to 13 (30%).

Main firefighting action by ESFRS fire crews at Accidental Dwelling Fires

Main firefighting action at Accidental Dwelling Fires 2018/19	Total
None - No firefighting	226
Small means	104
Hosereel	102
Portable extinguishers	37
Main branch/Jet (J)	15
Other methods	10
Not stated	6
Foam	6
None - Burned out (Allowed to burn under control)	2
Grand Total	508

44% of the Accidental Dwelling Fires attended in 2018/19 require No firefighting action by attending crews and a further 28% 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 13:00 and 20:59 there were 273 Accidental Dwelling Fires (54%). The total for this time period of 8 hours is 169 fires (33%).

5.3 Deliberate Fires

Performance April - March 2018/19: 701

Deliberate Primary Fires excluding Vehicle Fires

Reduced ✓ by 4% (6) since 2017/18 from 165 to 159 fires

Reduced ✓ by 45% (130) since the 2009/10 baseline of 289

Deliberate Primary Fires in Vehicles

Increased ✗ by 14% (11) since 2017/18 from 81 to 92 fires

Reduced ✓ by 60% (138) since the 2009/10 baseline of 230

Deliberate Secondary Fires

Reduced ✓ by 10% (52) since 2017/18 from 502 to 450 fires

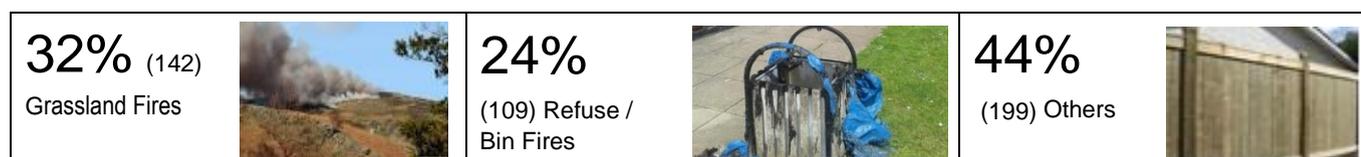
Reduced ✓ by 47% (403) since the 2009/10 baseline of 853

Main Types of Fire

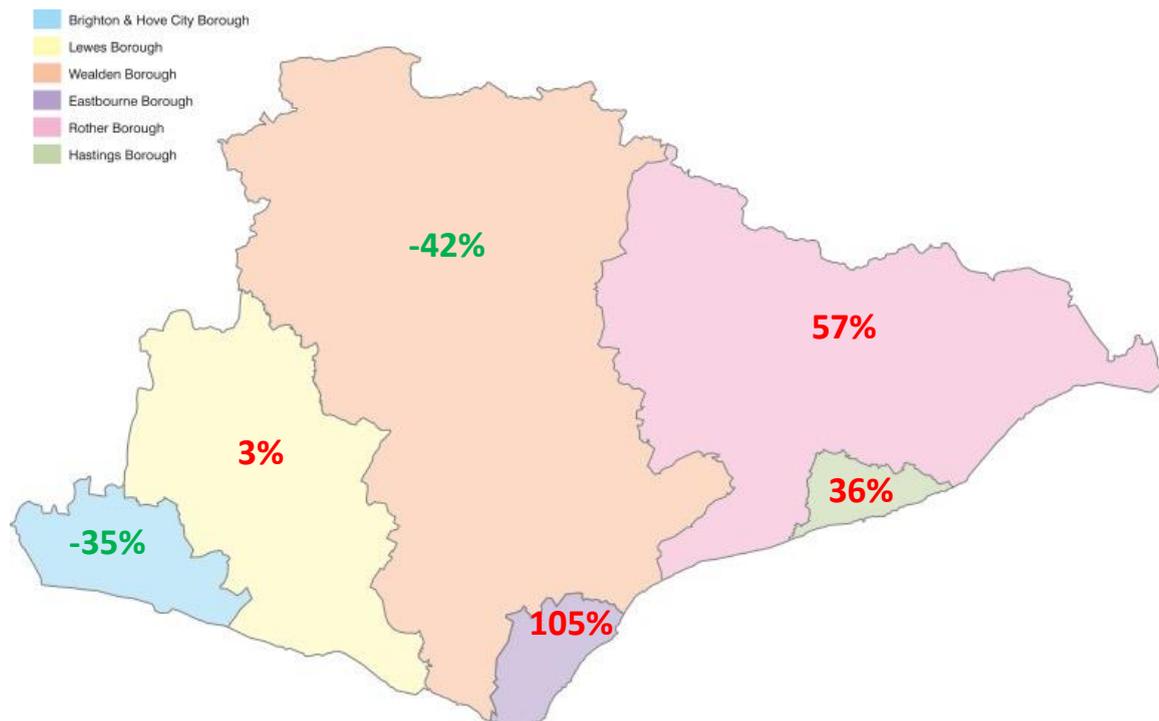
Deliberate Primary Fires – 251 fires (36% of all Deliberate Fires)



Deliberate Secondary Fires – 450 fires (64% of all Deliberate Fires)



Deliberate Primary Fires % change from 2017/18 to 2018/19 by Geographical Area

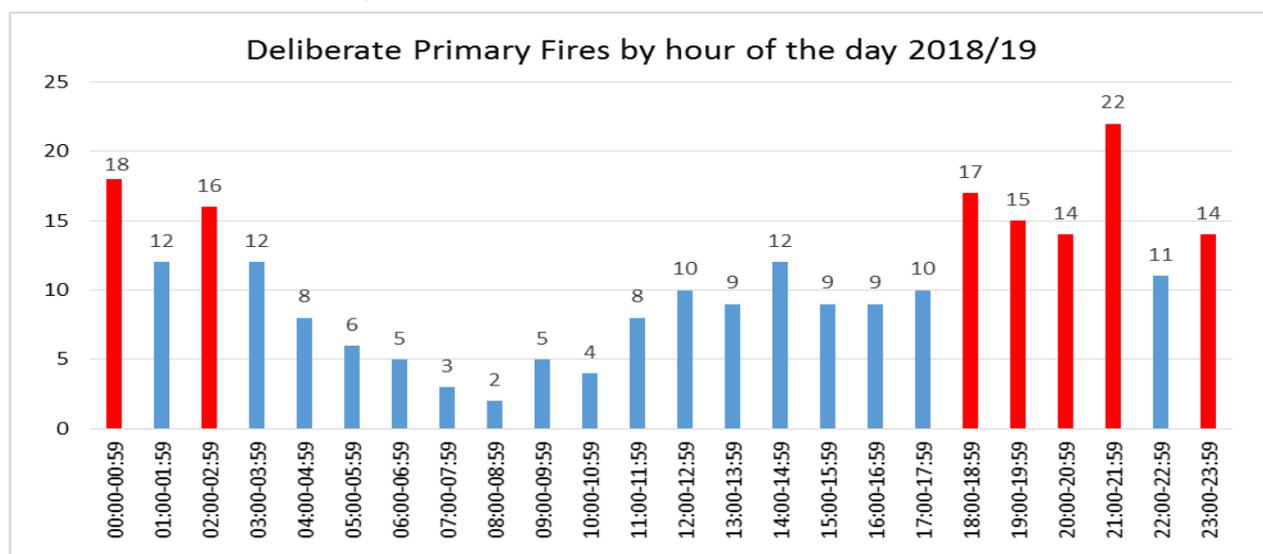


Borough	2017/18	2018/19	% Difference
B&H	94	61	-35%
Eastbourne	22	45	105%
Hastings	42	57	36%
Lewes	32	33	3%
Rother	23	36	57%
Wealden	33	19	-42%

Eastbourne had the highest proportional and total increase in Deliberate Primary Fires with 105% and 23 fires. Brighton & Hove had the highest decrease in total Deliberate Primary Fires (33), whereas Wealden had the highest proportional decrease with 42%.

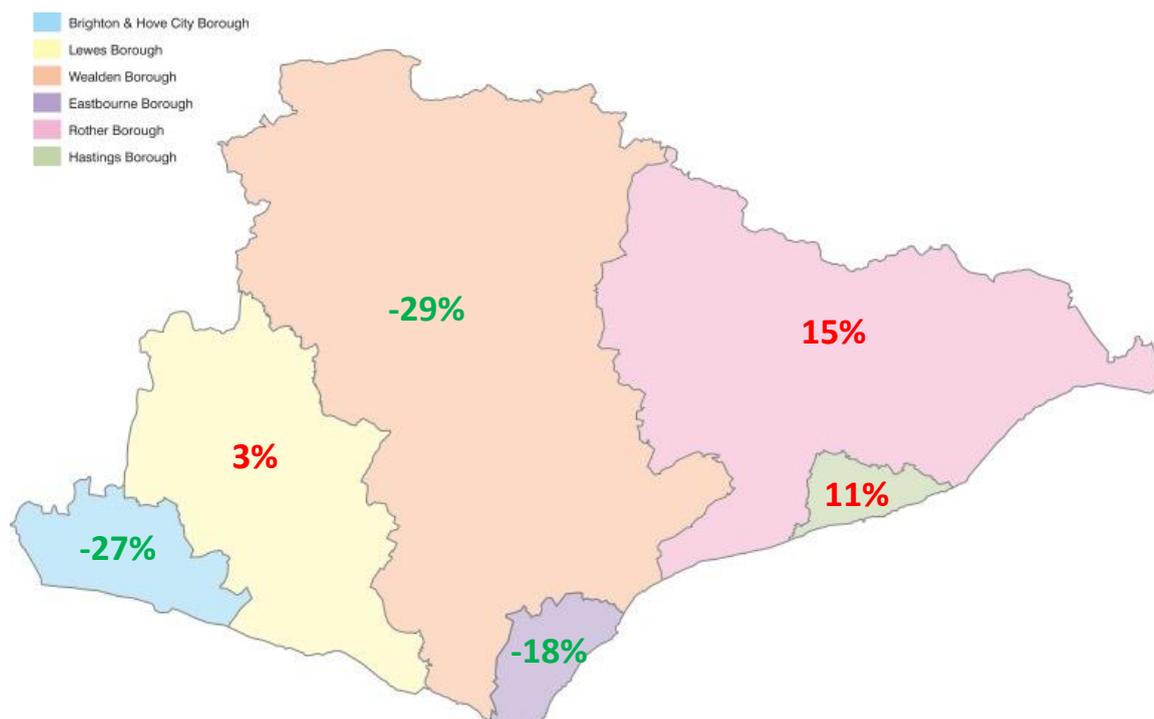
All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Time of Deliberate Primary Fires



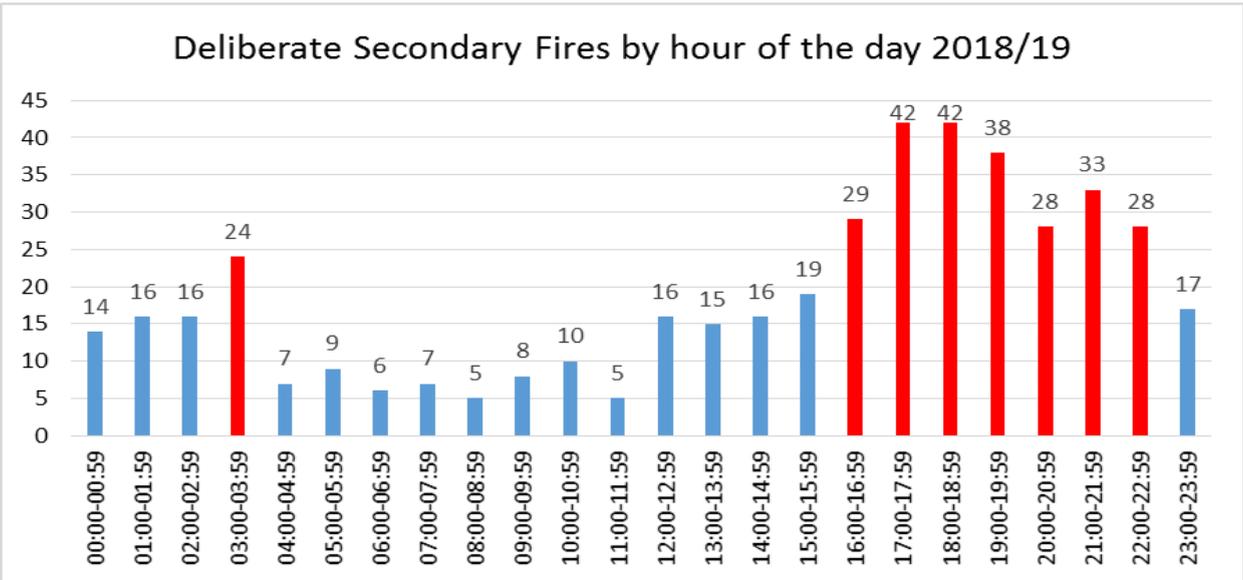
Between 18:00 and 02:59 there were 139 Deliberate Primary Fires (55%). Therefore, the majority of Deliberate Primary Fires were committed during the evening and early morning period. The total for this time period of 9 hours is 94 (37%).

Deliberate Secondary Fires % change from 2017/18 to 2018/19 by Geographical Area



Borough	2017/18	2018/19	% Difference
B&H	179	131	-27%
Eastbourne	72	59	-18%
Hastings	105	117	11%
Lewes	58	60	3%
Rother	46	53	15%
Wealden	42	30	-29%

Time of Deliberate Secondary Fires



Between 16:00 and 22:59 there were 240 Deliberate Secondary Fires (53%), with a further peak at 03:00. The total for this time period of 7 hours is 131 (29%).

5.4 Primary Fire Fatalities & Injuries

Primary Fire Fatalities

Performance April - March 2018/19: 4

There were 4 Fire Fatalities at 3 incidents in 2018/19 which is a 100% (2) increase ✗ since 2017/18.

Three casualties were female the other male.

Age Ranges

The victims' ages were 4, 36, 62 and 87.

Two fatalities were the result of a Deliberate Dwelling Fire (Others property) and two were the consequence of Accidental Dwelling Fires.

Primary Fire Injuries

Current Performance (April- March 2018/19): 39

There were 39 injuries in 2018/19 which is a 3% (1) ✗ increase since 2017/18.

Main Injury Types

- 43.6% (17) Burns
- 38.4% (15) Overcome by Gas/Smoke
- 18.0% (7) Breathing difficulties

Age Ranges

- 10.3% (4) between 14 and 24
- 23.0% (9) between 25 and 35
- 12.8% (5) between 36 and 45
- 10.3% (4) between 46 and 55
- 15.4% (6) between 56 and 65
- 7.7% (3) are 66 and over
- 20.5% (8) were not known

Gender

- 74.4% (29) were male
- 23.0% (9) were female
- 2.6% (1) unknown

26 (66.6%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Performance April - March 2018/19 8.8 Shifts lost per person

All Staff Sickness is 17% over the target (7.5) ✗ by 1.3 shifts and has: decreased ✓ by 18.5% (2 shifts) since 2017/18 from 10.8 shifts lost per person to 8.8.

- **Wholetime Staff Sickness** decreased ✓ by 4.0% (0.4 shifts) since 2017/18 from 9.9 to 9.5 shifts per person.
- **Control Room Staff Sickness** decreased ✓ by 40.1% (6.5 shifts) since 2017/18 from 16.2 to 9.7 per person.
- **Green Book (Non Uniformed) Staff Sickness** decreased ✓ by 41.2% (4.7 shifts) since 2017/18 from 11.4 to 6.7 per person.

There have been 4,540.5 shifts lost in 2018/19 compared to 5,646.5 shifts lost in 2017/18.

Long Term vs Short Term Sickness

- 58% of sickness is classed as Long Term (more than 28 days)
- 14% of sickness is classed as Medium Term (8 to 27 days)
- 28% of sickness is classed as Short Term.

5.6 Health and Safety

Performance April - March 2018/19: 248 Accidents

- Increased ✗ by 12.2% (27) since 2017/18 from 221 accidents to 248, and
- Increased ✗ by 105.0% (127) since 2010/11 from 121 accidents to 248. This is due to more detailed and accurate reporting.

The overall number of safety events has risen to 248 in 2018/19 compared with 234 in 2017/18. The figures over the previous five years have remained fairly constant which indicates that our reporting is now consistent.

For manual handling injuries, there is a small increase in 2018/19 from 21 to 23 in the number of incidents reported but still a notable reduction since 2015/16 (30). This may be reflective of the training and the introduction of new equipment such as the plus size evacuation kit.

There has been a significant decrease in the number of slip, trips and falls reported. These occur for a variety of reasons from operational environments, poor housekeeping and environmental conditions. Last year's exceptional dry weather may have had an influence in the decrease of slips.

There has been a 15% increase in the number of vehicle incidents with a significant increase in the number of events reported in quarter 4 of 2018/19.

Lost time incidents decreased by 27% since 2017/18 from 26 to 19 but this figure is still higher than the 16 in 2014-15.

Incidences of work related violence and stress remain consistently low but it is likely that these are under reported and so are not indicative of the extent of the occurrences of these types of safety events.

There has been a 23% increase in the number of near hits reported and this can be taken as a positive indicator of better reporting. 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 2018/19

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

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

During 2018/19 ESFRS attended three level 3 incidents; below is bit of detail relating to the one at Ripley's:

At 20:19 on 13th June 2018, ESFRS were mobilised to Apex Enterprise Park in Hailsham where a fire was reported at H. Ripley & Co Ltd, a scrap metal dealer. This resulted in the closure of Diplocks Way to through-traffic, though access was given to people who work at nearby businesses.

Initially 6 pumps were sent out but this was soon upgraded and at the height of the fire there were eight Pumps, two ALP's, one Water Bowser and a High Volume Pump in use. Approximately 6,500 tonnes of scrap metal was affected by the fire and cylinders removed from the area as a precaution.

A total of 25 pumping appliances were used throughout the incident to stop the fire from spreading to nearby buildings. At around 18:00 on 14th June the last appliances left the incident, however, an Officer reinspected the site the following day and the incident was closed at 18:14 on 15th June.

Although people were evacuated during the incident there were no reports of injuries.

This was an accidental fire with the most likely cause a discarded Lithium Ion Battery.

6. Compliments and Complaints received 2018/19

We received 30 complaints from members of the public this year as opposed to 26 last year and 214 compliments.

Complaints Received against the Service 2018 - 2019

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
1	Advice given during a Fire Safety Visit	Justified	Resolved and response issued. Apology sent. File passed to HR Department
2	Dangerous driving	Partially and fully justified	Resolved and response issued. Apology sent and staff reminded of Service standards
3	Conduct of ESFRS employee	Unsubstantiated	Resolved and response issued. Reminder issued of the standards expected by ESFRS
4	Actions of SCC	Logged for record purposes	No evidence or records to support the complaint
5	Service provided during an incident	Justified	Resolved and response issued. Crews reminded of the of the standards expected by ESFRS
6	Actions of the Service	Unsubstantiated	Resolved and response issued
7	Leaflets left re parking	Logged for record purposes	Complaint considered withdrawn as complainant did not respond to telephone calls or letters
8	Verbal abuse to our staff	Logged for record purposes	No evidence or records to support the complaint
9	Speed of appliance	Unsubstantiated	Resolved and response issued
10	Inconsiderate parking	Unjustified	Resolved and response issued. Reminder sent to all staff in respect of parking sensibly and considerately

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
11	Parking on zig zags	Justified	Resolved and response issued. Driver reminded of expected standards
12	Call Guardian Service	An observation rather than a complaint	Resolved and response issued. Guidance sent to all ESFRS employees
13	Speed and behaviour of driver of an appliance	Unsubstantiated	Resolved and response issued. Reminder issued of the standards expected by ESFRS
14	Dangerous driving	Partially justified	Resolved and response issued. Reminder issued of the standards expected by ESFRS
15	Observation re misuse of ESFRS budget	Logged for record purposes	Logged for record purposes for future reference
16	Possible mis-use of Service vehicle	Logged for record purposes	Complaint considered withdrawn as complainant did not respond to telephone calls or letters
17	Conduct of ESFRS employee	Logged for record purposes	Logged for record purposes for future reference
18	Speed of an appliance	Unsubstantiated	Resolved and response issued. Example to be used in training
19	Live Fire Training	Partially justified	Resolved and response issued. Process put in place to alleviate the situation in the future
20	Actions of Service	Partially justified	Resolved and response issued.
21	After incident assistance request	Logged for record purposes	Resolved and response issued. Not deemed to be a complaint.
22	Communications policy	Logged for record purposes	Resolved not deemed to be a complaint but an observation

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
23	Conduct of Firefighters	Unjustified	Resolved and response issued. Standard operating procedures applied
24	Erratic driving	Logged for record purposes	Resolved not deemed to be a complaint but an observation
25	Incident Attendance Time	Logged for record purposes	Complainant did not leave any contact details unable to substantiate
26	Whistle Blowing	Logged for record purposes	Complainant did not leave any contact details unable to substantiate
27	Conduct of ESFRS employee	Unsubstantiated	Resolved and response issued. Reminder issued of the standards expected by ESFRS
28	Parking of appliance	Logged for record purposes	Resolved not deemed to be a complaint but an observation
29	Damage caused during Home Safety Visit	Logged for record purposes	Not deemed to be a complaint passed to relevant Department for resolution
30	Siting of Firefighters Charity recycling bin	Justified	Resolved recycle bin recited

Appendix B - 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 in order 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. per	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 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
Number of RIDDOR incidents	The number of injuries, deaths and dangerous occurrences reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995		Lower number