

## EAST SUSSEX FIRE AUTHORITY

**Meeting** Scrutiny & Audit Panel

**Date** 31 October 2019

**Title of Report** 2019/20 1<sup>st</sup> & 2<sup>nd</sup> Quarter Performance Results

**By** Liz Ridley, Assistant Director – Planning & Improvement

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**Lead Member** Cllr John Barnes

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**Background Papers** None

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**Appendices** Appendix 1 – Quarter 1 and 2 report

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### Implications

<b>CORPORATE RISK</b>		<b>LEGAL</b>	
<b>ENVIRONMENTAL</b>		<b>POLICY</b>	
<b>FINANCIAL</b>		<b>POLITICAL</b>	
<b>HEALTH &amp; SAFETY</b>		<b>OTHER (please specify)</b>	
<b>HUMAN RESOURCES</b>		<b>CORE BRIEF</b>	

**PURPOSE OF REPORT** To present the first and second quarter and provisional year end results for 2019/20.

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**EXECUTIVE SUMMARY** This report provides the Scrutiny & Audit Panel with a summary of Service performance information for the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2019/20. The report contains information against 21 indicators. Twelve of the 21 indicators are showing an improvement in performance against the same quarter in the previous year and nine are showing a decline.

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**RECOMMENDATION** The Scrutiny & Audit Panel is asked to:

- i. consider the performance results and progress towards achieving the Service's purpose and commitments as contained in Appendix 1; and
- ii. consider the performance results and remedial actions that have been taken to address areas of under performance in the Fire Authority's priority areas.

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## **1 INTRODUCTION**

- 1.1 This report contains the quarter 1 and 2 performance indicator results for 21 performance indicators for 2019/20, compared with the results for the same period in 2018/19. This report includes an additional indicator (7a) to report the number of business safety audits that have been completed by crews. This total will be combined with that of priority area number 7 inspections of high risk premises, which are the more specialist audits undertaken by the Business Safety teams. Safer Communities have committed to a combined target of over 750 station and high risk audits completed during 2019/20.
- 1.3 This report contains information for quarter one and two for the current and previous year, along with the year end results for 2018/19 and the projected year end result for 2019/20. The direction of travel column is comparing our performance in quarter 2 in the current year against the previous one.

## **2 MAIN ISSUES**

- 2.1 Twelve of the 21 indicators are showing an improvement in performance against the same quarter in the previous year and nine are showing a decline.
- 2.2 Of those reporting a decline in performance; six indicators are reporting at least a 10% decline in performance against quarter 2 2018/19. These are:
- (i) The number of fires in commercial premises
  - (ii) The number of inspections of high risk premises
  - (iii) The number of attendees at business safety engagement events
  - (iv) The number of shifts lost due to sickness per employee
  - (v) The number of RIDDOR incidents
  - (vi) The number of workplace reported accidents / injuries

## **3 PERFORMANCE PRIORITY AREAS**

- 3.1 The Fire Authority priorities for 2019/20 as agreed by the Scrutiny & Audit Panel on 5 June 2019 remain unchanged as below:
- 1. Reducing accidental dwelling fires
  - 2. Confining the fire to the room of origin
  - 3. Reducing attendance at false alarm calls
  - 4. Increasing the number of home safety visits to vulnerable members of our community
  - 5. Reducing sickness

6. Increasing inspections in high risk premises and station based business audits
7. Numbers of home safety visits

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

### 3.3 **Reducing accidental dwelling fires**

3.3.1 The projected year end result in accidental dwelling fires (ADFs) shows an improvement in performance in this area with 409 against 508 in the previous year, and a decrease in quarter 2 versus the same period last year of 35. The ADF working group continues to proactively engage with our communities. The group review spikes in performance and undertake post incident serious case reviews.

3.3.2 The communications lead is working on a targeted, segmented, integrated social marketing campaign to reduce ADFs, which will be used to target the most vulnerable MOSAIC groups and will lead to the launch of a "Look While You Cook" themed campaign on the run up to Christmas. In the meantime, real-life case studies are being developed to raise awareness around fires within the home in a bid to communicate relevant safety messages to reduce ADFs. A tailored press release to raise awareness around a safety warning of hidden fire risks when using commonly-used emollients was developed after a recent fatal fire review meeting. The press release was picked up by mainstream media, which is hoped will contribute to reducing ADFs service wide. The communications team have also been busy promoting hoarding awareness and highlighting the positive work of operational crews and partnership working in a bid to reduce accidental dwelling fires within the home.

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

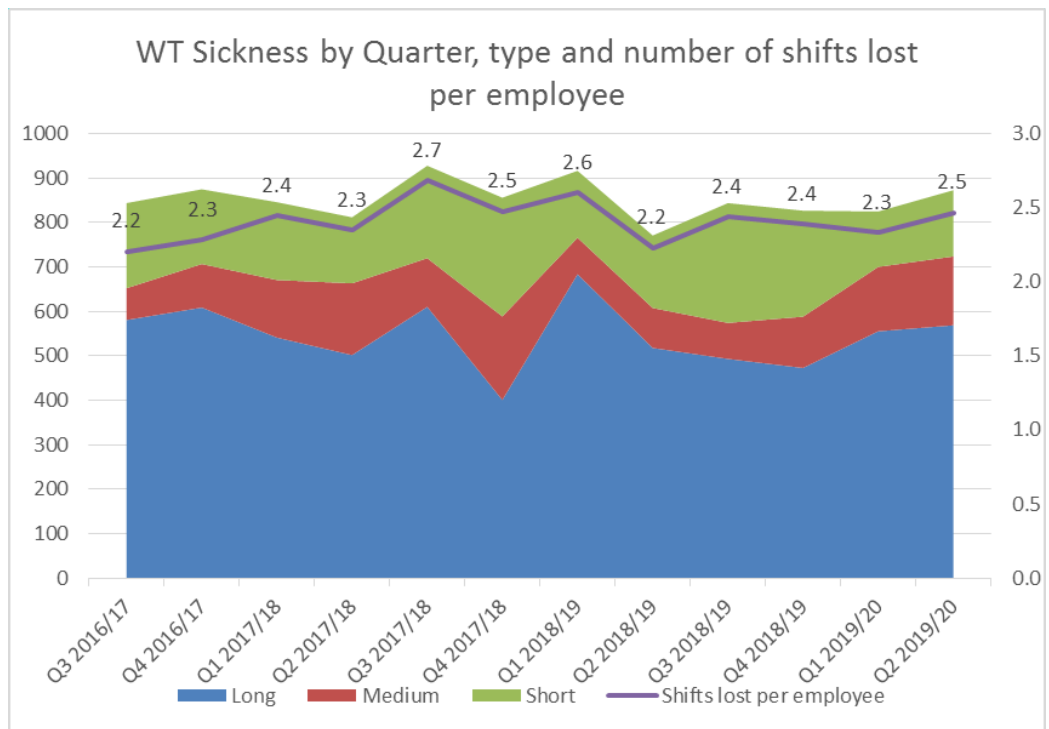
3.4.1 We delivered 92.0% of our home safety visits to vulnerable people within our community by the end of quarter 2 2019/20, this is an increase against the previous year (90.0%)

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

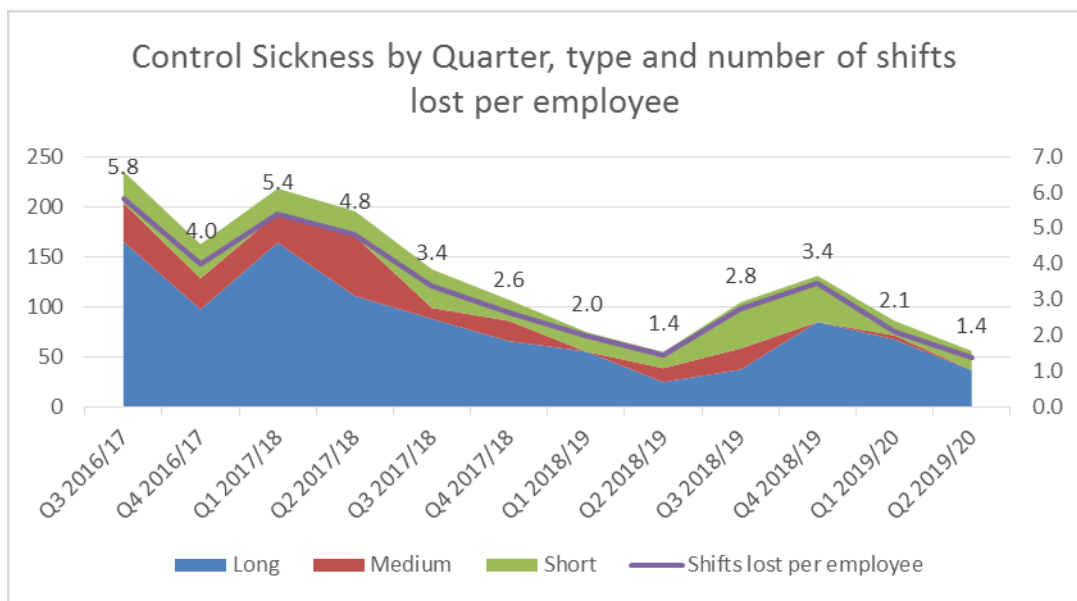
3.5.1 There were 2.3 shifts lost due to sickness in quarter 2 of this year, this is an increase against the previous year of 1.9 shifts lost. This gives a projected year end result of 9.0 which is slightly higher than the 8.8 shifts lost by the end of 2018/19.

3.5.2 Long term sickness remains the biggest contributor to overall sickness figures with 1.4 of the 2.3 shifts lost per person; and we are progressing a number of cases in order to reduce the overall total. Figures 1, 2 and 3 contain information on whole-time, Sussex control centre and support staff sickness split into long term, medium term and short term sickness respectively by quarter for the previous three rolling years.

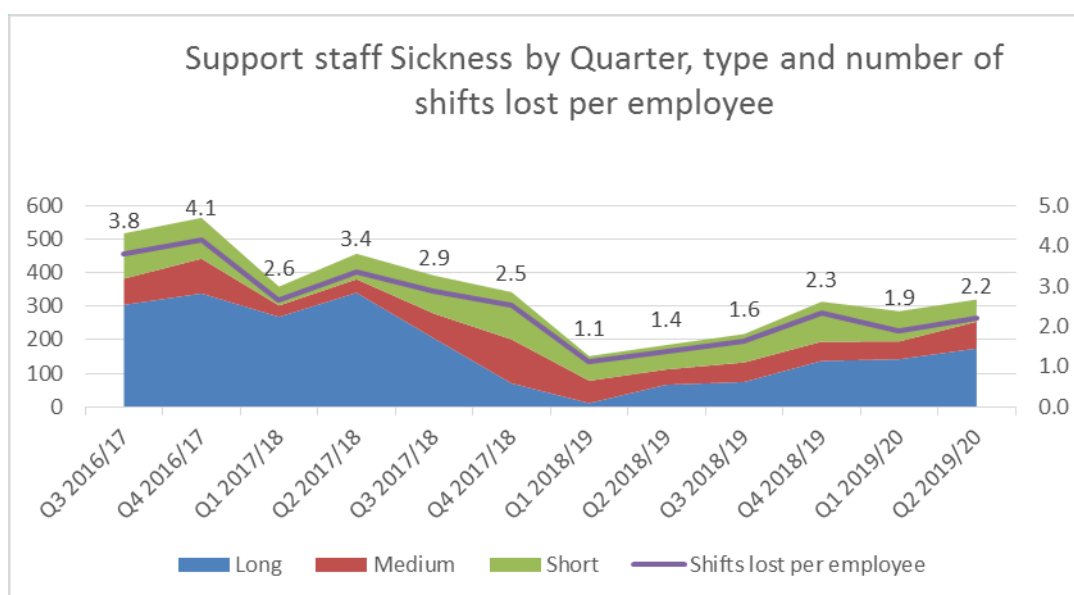
**Figure 1 – Whole-time Sickness**



**Figure 2 – Sussex Control Centre Sickness**



**Figure 3 – Support Staff Sickness**



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

3.5.1 In quarter 2 2019/20 we attended 34.7% fewer false alarm calls than the base year. The demand management review is assessing the types of calls that we currently attend and will shortly be providing recommendations to address attendance at a number of these call types.

**3.6 Percentage of accidental fires confined to the room origin.**

3.6.1 95.0% of ADFs were confined to room of origin at the end of quarter 2 2019/20, an improvement in performance against the same quarter in the previous year when the result was 91.9%.

**3.7 Inspections of high risk premises and business safety audits completed**

3.7.1 There is a decrease of high risk audits completed in quarter 2 against the same quarter in the previous year with 111 audits being completed against 165 in the previous year. The projected year end result is 454.

3.7.2 Operational crews are now completing business safety audits and 79 have been completed in quarter 2. The year-end projection of is 349, so the combined total of this and the high risk inspections by the specialist business safety teams gives a year end result of 803, which comfortably exceeds the 750 target that has been set for 2019/20.

**3.8 Numbers of Home Safety Visits completed**

3.8.1 In the second quarter of 2019/20, 2,367 home safety visits were completed and closed down on the system. Home safety visits have been set as a priority across the Service and the projected year end result is currently 9,907. There are discussions taking place as to the achievability of the target due to there being a no lone working policy in place and an increasing number of complex visits. As the

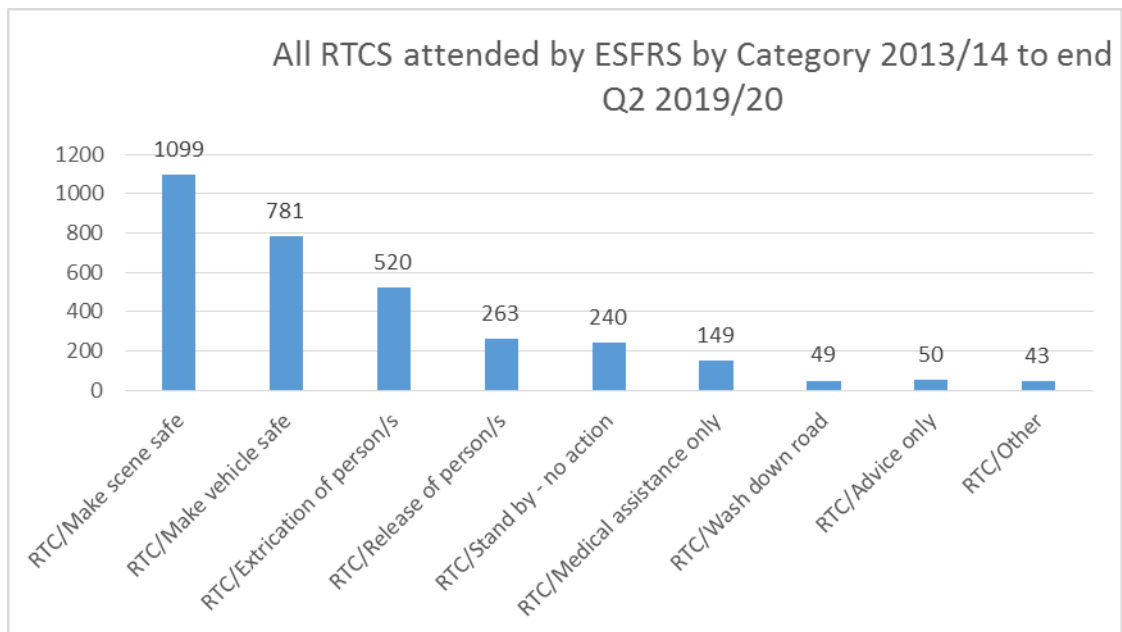
targeting of HSVs has become more sophisticated with data sharing agreements in place and the GP referral scheme, the visits are becoming more time-consuming but worthwhile as the most vulnerable in our communities are being targeted.

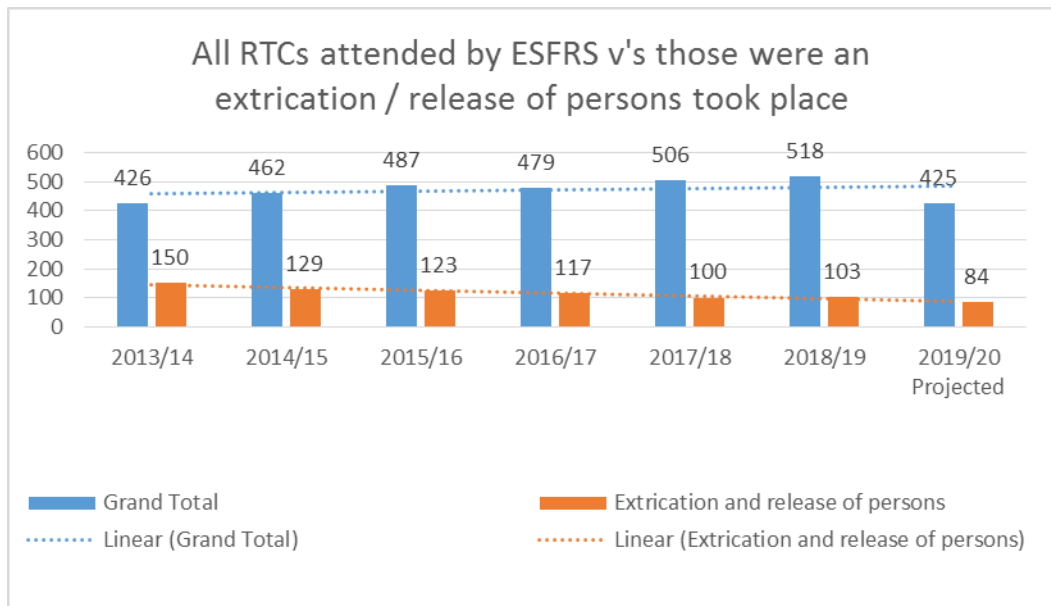
#### 4 ROAD TRAFFIC COLLISION DATA

4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. The data from the SSRP is reported a year behind so the figures are for 2017/18 only and will be updated annually. ESFRS attend approximately 20% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved whereas ESFRS RTCs include 'Making the scene safe' and 'Making the vehicle safe' for example. As can be seen from the table there is a drop in the total number of RTCs across East Sussex as attended by Sussex Police, but an increase in those attended by ESFRS, although the projected result for 2019/20 is the lowest level reported at 425

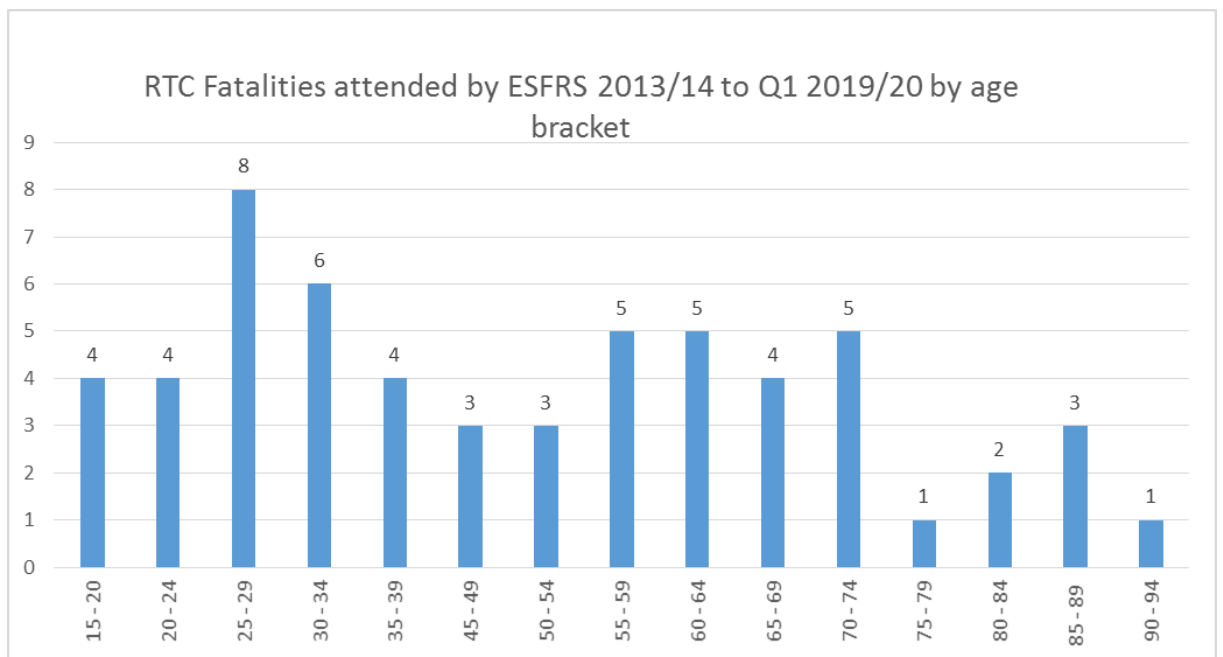
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 Projected
RTC ESFRS total attended	426	462	487	479	506	518	425
East Sussex All RTCs	2740	3027	3013	2823	2528	N/a	N/a
<b>% of RTCs attended by ESFRS</b>	<b>16%</b>	<b>15%</b>	<b>16%</b>	<b>17%</b>	<b>20%</b>		

4.2 The graph below shows the number of RTCs attended over a six year period by type to end of quarter 2 2019/20. The largest category ESFRS is called to is making the scene safe. The total number where we have extricated and or released people is 783 over six years.





4.4 The following chart shows the age range of the fatalities in RTCs attended by ESFRS over the six year period to the end of Q2 2019/20. If it was not possible for the crews to provide an age, then these have been removed from the data set.



4.5 ESFRS undertakes a range of preventative activities across the area, based on the road risk, both collaboratively through road safety partnerships (Wealden and Rother) and through single agency activities. The ESFRS thematic Road Safety Action Plan identifies the road risks through location and road user type, and identifies the tactics available to staff and volunteers that are available through the ESFRS initiatives library, as well as through the Sussex Road Safety Partnership (SSRP). Road Safety prevention is overseen by our Road Safety co-ordinator based in the Central Community Safety Team who is also the subject lead on the SSRP Programme Delivery Groups. Deliver an agreed Communication and engagement programme aimed at increasing road safety, working with the Sussex Safer Roads Partnership (SSRP). Work with partner agencies included the following campaigns:-

- UN Global Safety Week- During this week, we supported the campaign using social media. The communications lead sourced road safety videos from around the world and used Twitter/Facebook to promote these.
- TISPOL- Project Edward- We supported this campaign via social media only with Principal Officers making a pledge for Project Edward.
- We have supported the SSRP throughout the year supporting various campaigns via social media. In particular, supporting Don't Drink and Drive campaigns during major events (i.e. World Cup/Christmas etc.)
- Tyre Safe- We have been running and promoting Tyre Safe events in Eastbourne/Hastings and raising awareness of tyre safety throughout the month.
- BRAKE Road Safety Week- This was supported via social media.
- Close Pass- Working closely with SSRP, Brighton & Hove Buses and Sussex Police, we have run two events in Eastbourne and Brighton this year which have been a success.
- Safe Drive, Stay Alive- Working with Susan Taylor to run/promote the events across East Sussex.

## **5 EQUALITIES IMPLICATIONS**

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