

West Sussex Fire and Rescue Service Performance Report Quarter 4 2022/23

Deputy Chief Fire Officer
Mark Andrews

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Strategic Performance Board Quarterly Report

Quarter 4 2022-2023

The aim of the Quarterly Performance Report is to summarise how West Sussex Fire & Rescue Service/Directorate has performed over the previous three months, and to capture how performance contributes cumulatively to the year-end performance outcomes.

The report retrospectively presents information from the Performance and Assurance Framework (PAF) including the core measures and targets for the year which are current at the time of publishing. The report contains performance across the four elements of the PAF, namely Service Provision, Corporate health and where appropriate, Priority Programmes and Risk.

The explanations, mitigations and actions contained within this report are those endorsed by the Service Executive Board (SEB).

This report covers data from the period of 1st January 2023 – 31st March 2023.

Cabinet Member Summary



This quarter saw the continued delivery of the Leadership & Culture Programme that focusses on coaching skills and inclusive behaviours. The focus and priority given to leadership and culture continues to be relevant and timely in the light of the publication in March of the HMICFRS Spotlight Report on Values and culture in fire and rescue services.

We also saw the national firefighters pay dispute brought to a close with a revised pay offer that was accepted by the members of the Fire Brigades Union. Whilst this ended the potential for industrial action, officers are reviewing plans for loss of staff and assisting Home Office colleagues in wider plans for future minimum service levels.

Officers continue to focus on the areas where improvement still needs to be made and WSFRS continues to monitor performance through the Performance Assurance Framework (PAF), of which this Scrutiny committee is an integral part.

Chief Fire Officer Summary



Quarter 4 was a busy period for all teams across the service in ensuring the Local Risk Management Plans were completed. These plans underpin our offer to the public which targets resources against risk. A number of local events were delivered to ensure we met our annual targets for Safe and Well Visits, Fire Safety Audits and emergency response standards.

The Protection Team were also busy ensuring end of year targets were completed. The team managed to land our very first Primary Authority Scheme with Churchill Retirement Living. Primary Authority Schemes give businesses greater confidence and consistency to reduce the risk of contravening legislation, and this legal partnership will create a single point of contact for Churchill Retirement Living to get advice on fire safety matters to keep their residents safe from harm.

Operational crews saw a busy quarter, the most notable incident being the Angel Inn fire at Midhurst where 15 fire engines attended. This was a protracted incident, involving many of our partners across the county council and beyond where everyone played their part.

Finally, two new and important Fire Standards on leadership were launched in this quarter. These are professional standards that are set for each fire service to achieve and maintain continuous improvement across the fire sector and the team are busy ensuring all our activity and processes meet these expectations in readiness for future independent inspection.

Performance Summary

At the end of Quarter 4 2022-23 the following performance against the 29 core measures was recorded: 21 measures had a GREEN status, 6 were AMBER and 2 were RED.

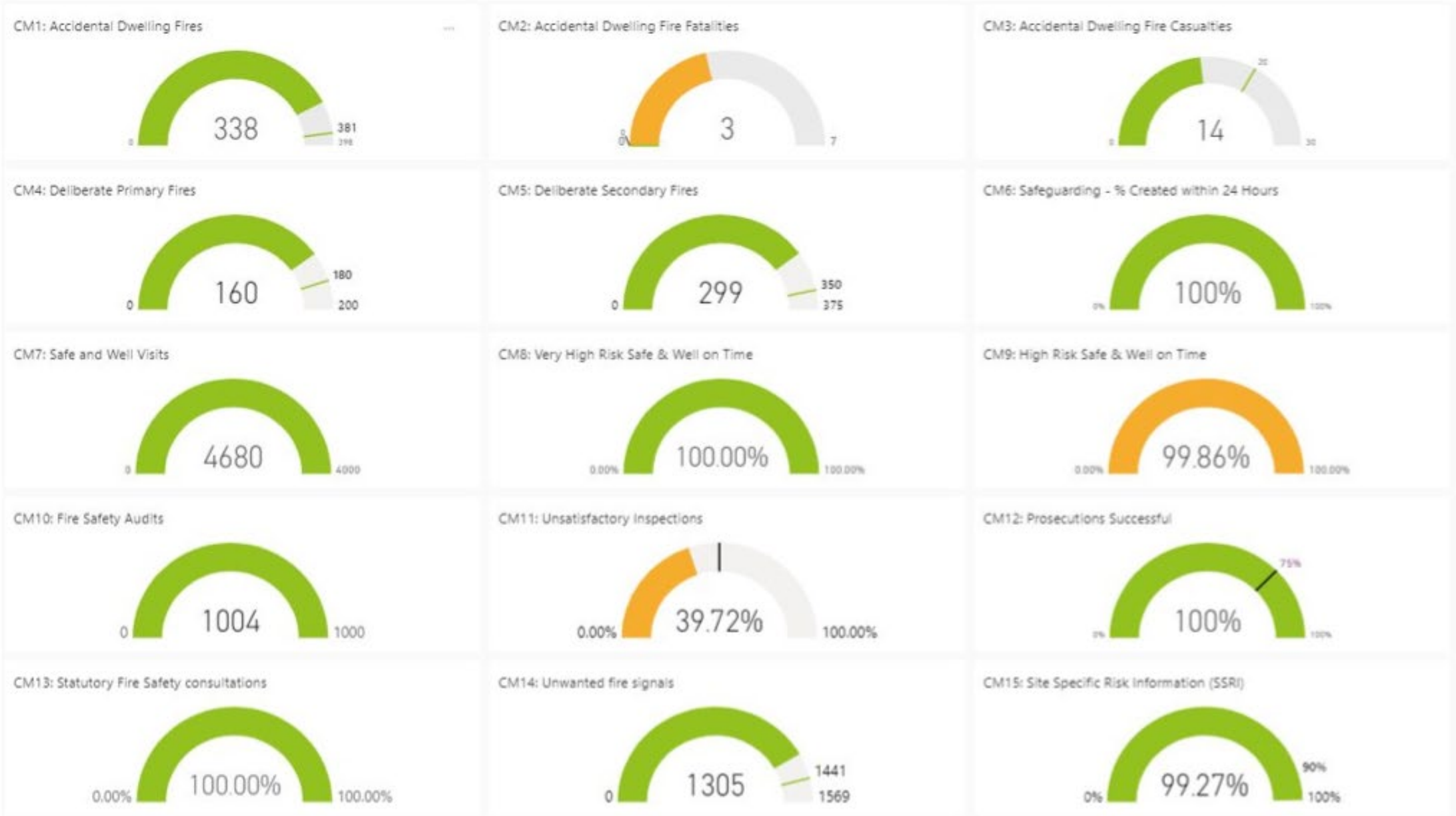
Of the 7 comparable measures that were RED or AMBER last quarter:

- 4 measures showed an improvement in performance and 2 a decline
- 1 measure changed from RED to GREEN status and another from RED to AMBER status

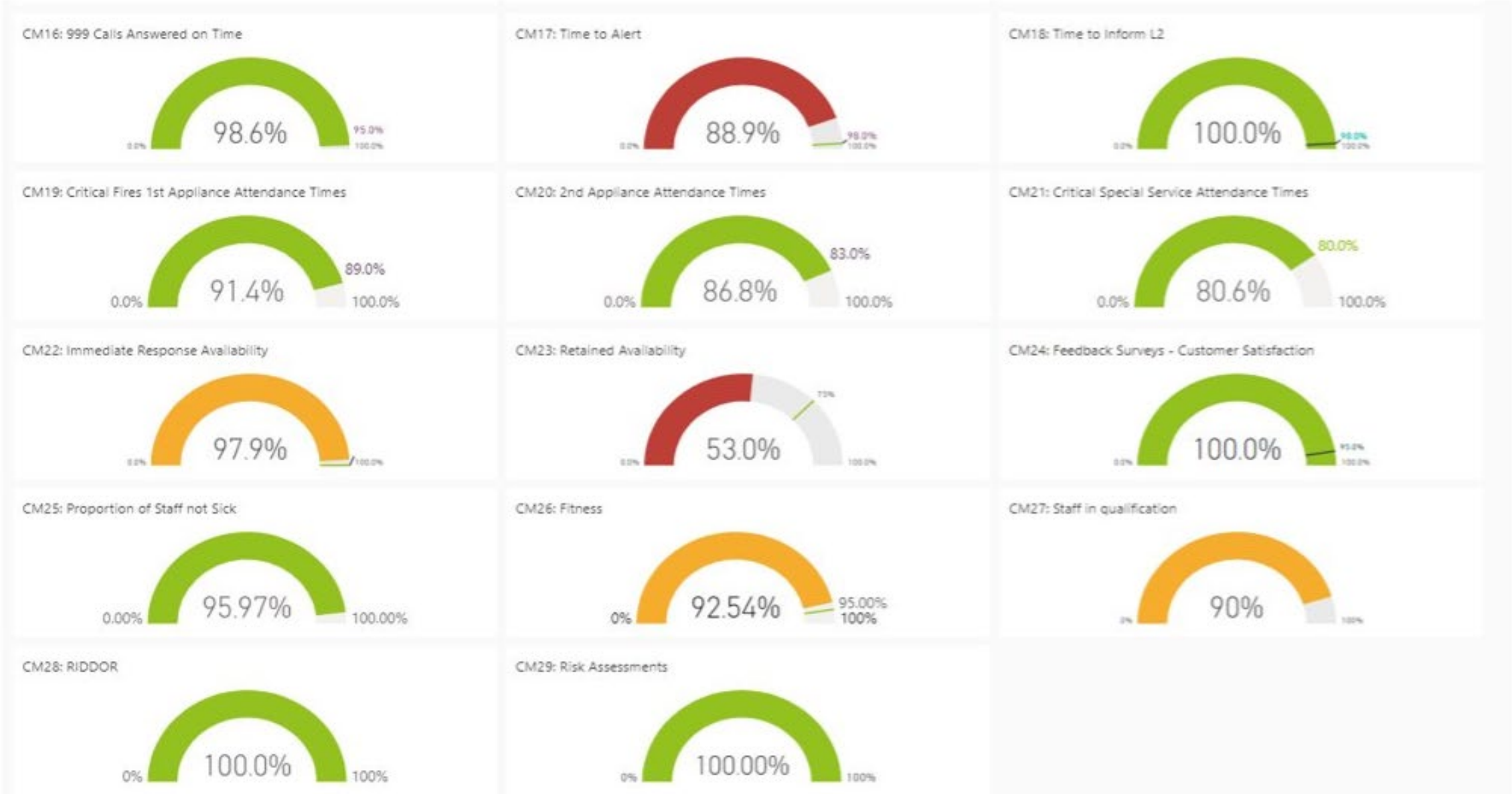
Of the 14 comparable measures that were GREEN last quarter:

- 4 measures showed an improvement and 3 a decline
- 1 measure moved to AMBER status

Performance Summary for all core measures at the end of Quarter 4 (1 of 2):



Performance Summary for all core measures at the end of Quarter 4 (2 of 2):



Areas of Significant Improvement and Success

Quarter 4

(1st January – 31st March 2023)

Significant Improvement and Success

The Performance and Assurance Framework of which this report is a part of, has continued to demonstrate fire and rescue service performance and provide assurance to members and the public.

Quarter 4 saw sustained good performance in many areas, with the following measures showing particular success:

- CM 1: Accidental dwelling fires
- CM 4: Deliberate primary fires
- CM 5: Deliberate secondary fires
- CM 7: Safe and well visits delivered to households with at least one vulnerability
- CM 10: Number of FSO regulated buildings having received an audit over a year period
- CM 14: Number of unwanted fire signals attended
- CM 29: Health and safety risk assessments within date

Core Measure 1: Accidental Dwelling Fires in West Sussex

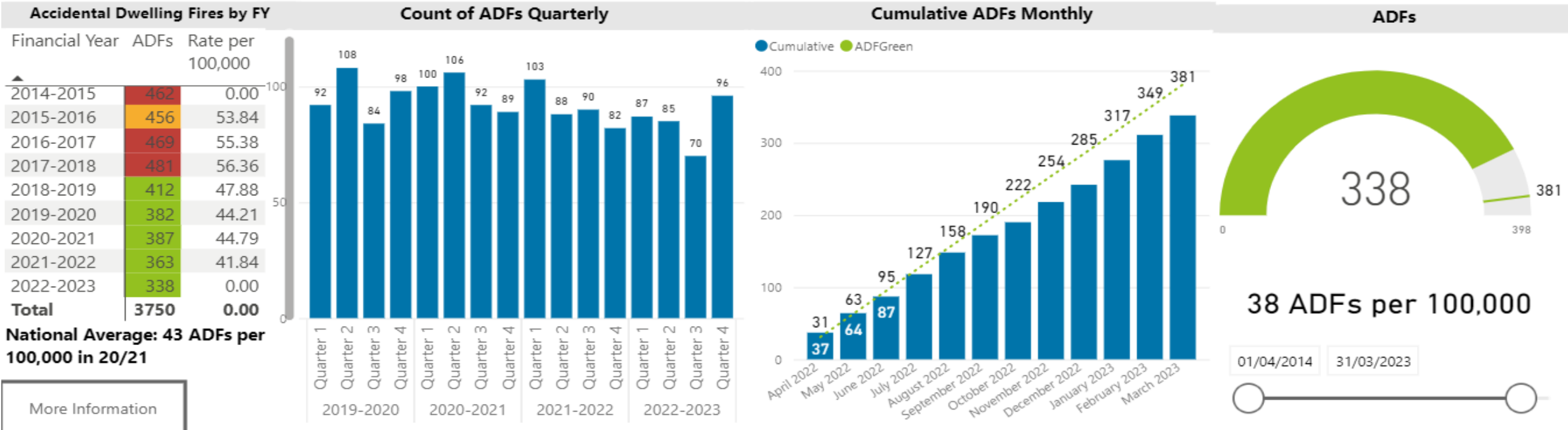
338 fires at the end of Q4 2022-23

RAG Status GREEN

The total number of accidental dwelling fires in West Sussex over a year period starting from April

Annual Target:
<381 Green
381-398 Amber
>398 Red

Service Owner:
Nicki Peddle
Area:
Incidents



Commentary

Annually this measure reflects an ongoing downward trend, although the quarter 4 total is consistent with previous year's quarter 4 total. The main causes relate to cooking, electrical items and placing items too close to a heat source. These areas are key elements of our Safe and Well Visits. Quarter 4 total represents a figure of 38 ADFs per 100,000 population which is one the lowest for 5 years and is below the national average, which was 43 per 100,000 in 20/21.

Actions

Treat: We will continue to deliver annual campaigns that are directed at the main causes of accidental fires in people's homes to raise awareness of the causes and provide preventative advice, specifically on cooking related fires. This activity will take place at a targeted local level through the delivery of the station's Local Risk Management action plan supported by the Prevention Team with the aim of driving this figure down further.

Core Measure 4: Deliberate Primary Fires in West Sussex over a year period starting from April

160 at the end of Q4 2022-23

RAG Status GREEN

Primary fires involve property such as buildings and vehicles. This measure is the total number of primary fires where it has been identified that the fire was started deliberately, including through the criminal act of arson.

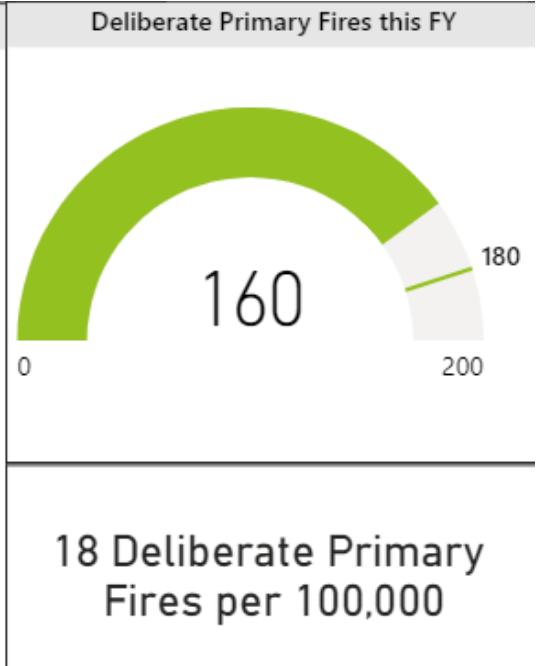
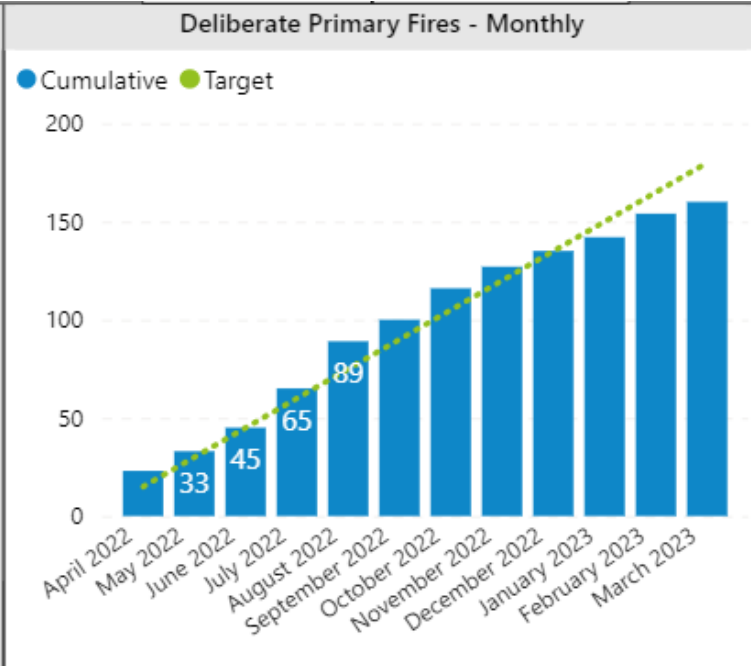
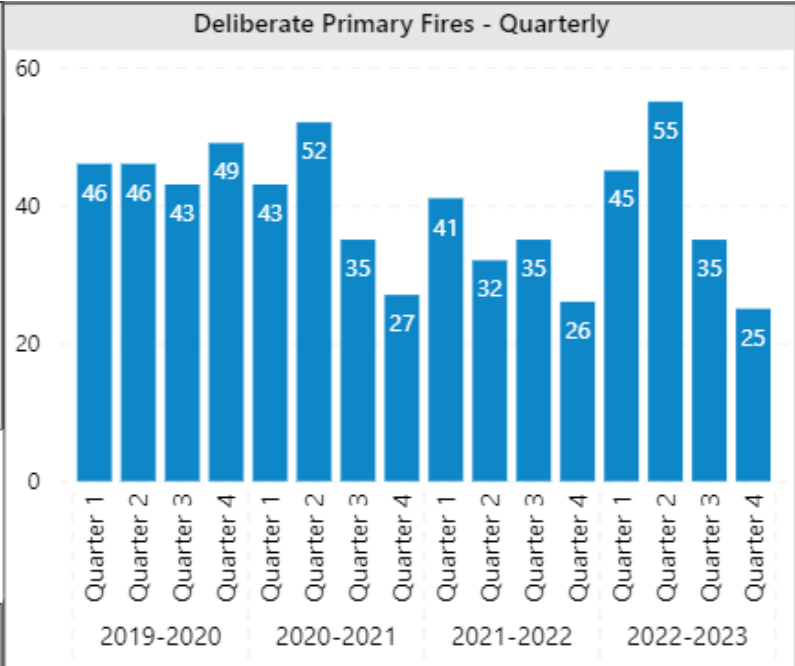
Annual Target:
<180 Green
180 - 200 Amber
>200 Red

Service Owner:
Nicki Peddle
Area:
Incidents

Financial Year	Fires	Rate per 100,000
2015-2016	178	20
2016-2017	208	23
2017-2018	209	24
2018-2019	178	20
2019-2020	184	21
2020-2021	157	18
2021-2022	134	15
2022-2023	160	18

National Average: 29 deliberate primary fires per 100,000 in 20/21

 Additional Insights



Commentary

With 25 deliberate fires, this is the lowest quarter 4 on record. It reflects an in depth review of each deliberate fire and how it has been recorded. For example an out of control bonfire has previously been incorrectly recorded as being deliberate in the way that we would record arson. Crawley and Worthing station grounds had the highest number, mostly in vehicles, dwellings and grassland, woodland and crops. The national annual average for deliberate primary fires in 20/21 was 29 per 100,000, our end of year figure is equivalent to 16 per 100,000.

Actions

Treat: We will continue to scrutinise the data and address trends wherever they emerge. The most effective way to respond to arson is to work with local partners and to have a presence in areas where arson is taking place. We use social media and a variety of other comms channels to raise awareness of the implications of setting fires. This work is supplemented by the deliberate fire prevention toolkit for operational crews to use to support their local arson reduction work.

Core Measure 5: Deliberate Secondary Fires in West Sussex over a year period starting from April

299 at the end of Q4 2022-23

RAG Status GREEN

Secondary fires are typically smaller fires, often occurring outdoors and involve items such as rubbish and grass. This measure is the total number of secondary fires where it has been identified that the fire was started deliberately, including through the criminal act of arson.

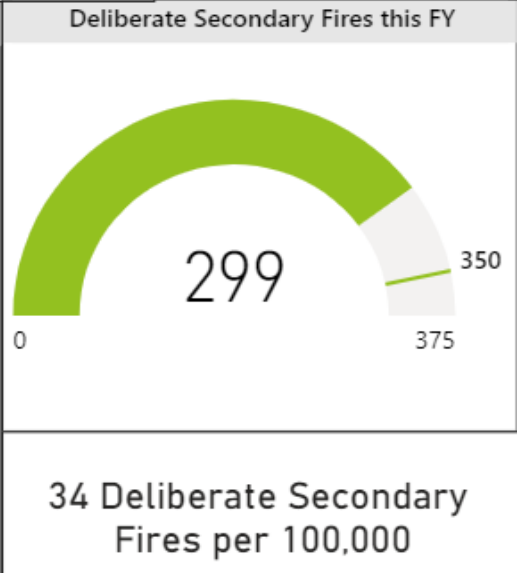
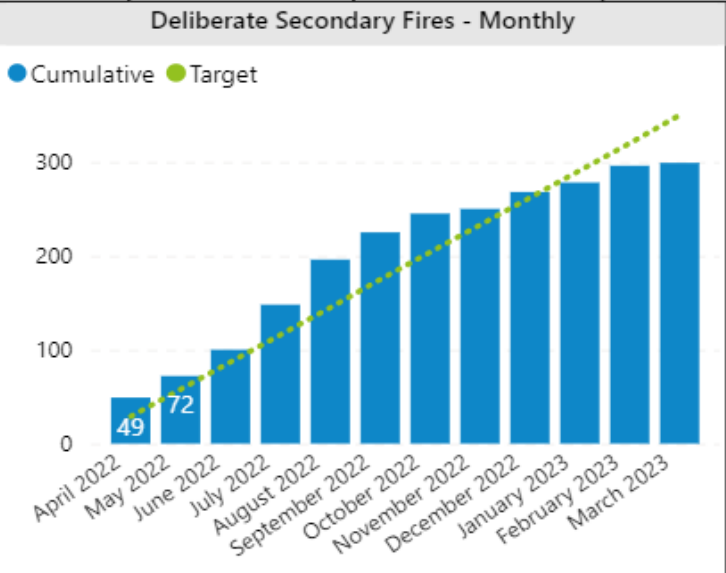
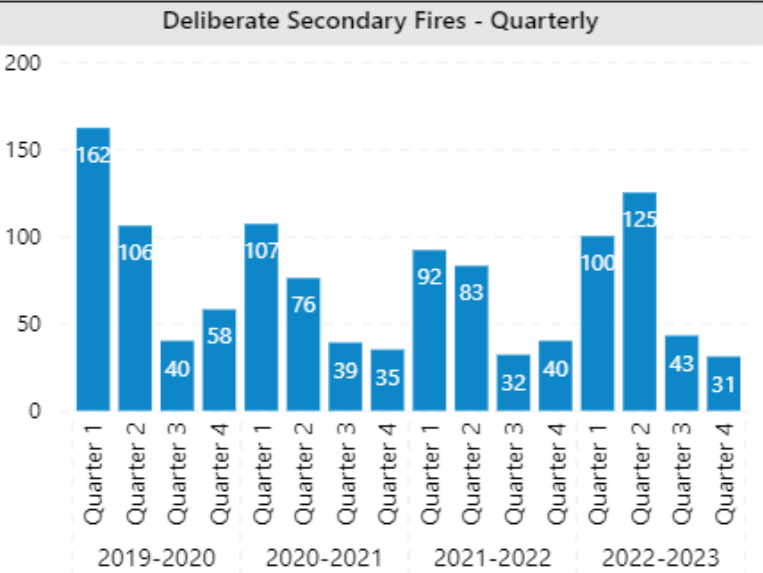
Target:
<350 Green
351 - 375 Amber
>375 Red

Service Owner:
Nicki Peddle
Area:
Prevention

Financial Year	Fires	Rate per 100,000
2017-2018	369	42
2018-2019	365	42
2019-2020	366	42
2020-2021	257	29
2021-2022	247	28
2022-2023	299	34

National Average: 94 deliberate Outdoor fires per 100,000 in 20/21

 Additional Insights



Commentary

There were 31 deliberate secondary fires in quarter 4, which is the lowest quarter 4 figure since 2019. Historically deliberate secondary fires are always at their lowest in the last 2 quarters of the year. Bognor, Worthing, Burgess Hill and Crawley have the highest proportion of deliberate secondary fires, the majority of which were grassland, woodland and roadside related. At the year end we have an average of 34 per 100, 000 population, the national annual average in 20/21 was 94 per 100,000.

Actions

Treat: The data is subject to ongoing monitoring and where trends are identified local plans to address it are being developed through the Local Risk Management Plans. The plans include working with local partners to identify those involved, raising awareness of the issues resulting from deliberate fires and providing a visible presence in the area.

Core Measure 7: Number of Safe and Well Visits delivered to households with at least one vulnerability or risk factor

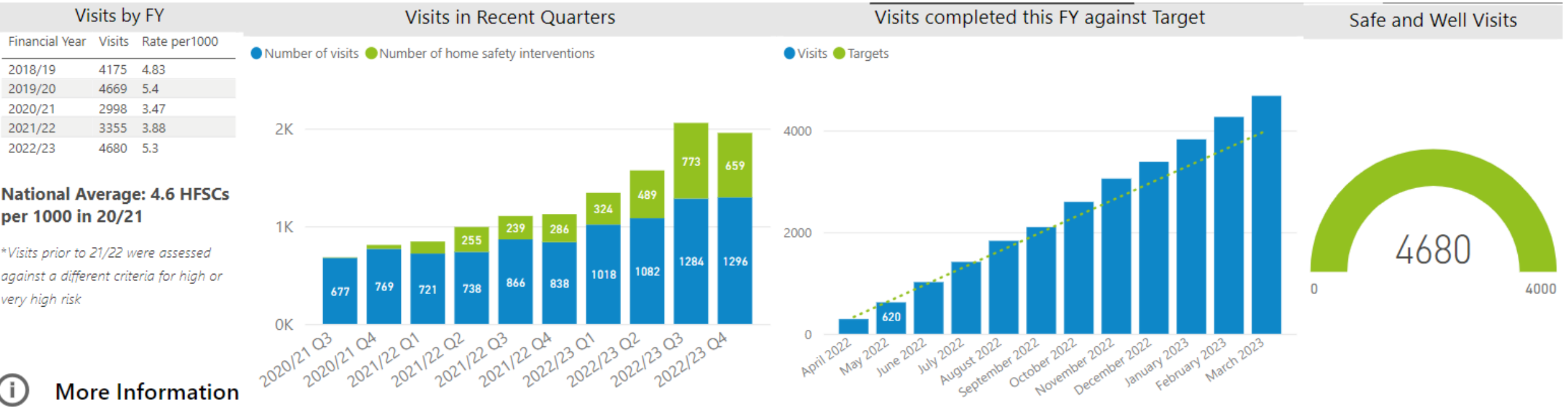
4680 at the end of Q4 2022-23

RAG Status GREEN

The number of Safe and Well Visits (SWVs) delivered to those who are at risk of dying or being injured in the event of a dwelling fire, over a year period starting from April.

Target:
4000+ Green
3500 – 3999 Amber
<3500 Red

Service Owner:
Nicki Peddle
Area:
Prevention



Commentary

In quarter 4 we carried out 1296 Safe and Well Visits and 659 home safety interventions. A total of 4680 Safe and Well Visits were delivered in 22/23, exceeding the target by 17%. In addition, we visited 2245 homes to carry out risk reduction activity such as installing smoke alarms and carbon monoxide sensors and supplying fire safety equipment. These are the highest number of visits completed since 2018.

Actions

Treat: We continue to support referrals and requests for Safe and Well Visits through our partnerships and through local initiatives promoting them. We use data to target those who are most at risk of being injured or dying in a fire. We now offer regular fire risk awareness webinars to staff in the health, housing and social care sector and are working on direct pathways for customers with high fire risk, such as with Public Health and Wellbeing Hubs for housebound smokers to support smoking cessation.

Core Measure 10: Number of FSO regulated buildings having received an audit over a year period starting from April

There are approximately 35,000 Fire Safety Order (FSO) regulated buildings in West Sussex. This measure examines the total number of audits of these buildings undertaken in a year starting in April under the Risk Based Inspection Programme (RBIP). The RBIP is a combination of the activities on specific risk premises, thematic risks and IRMP work and at the core of the RBIP is a regular inspection programme for known sleeping risks.

1004 at the end of Q4 2022-23

RAG Status GREEN

Target:
1000 Green
850-999 Amber
<850 red

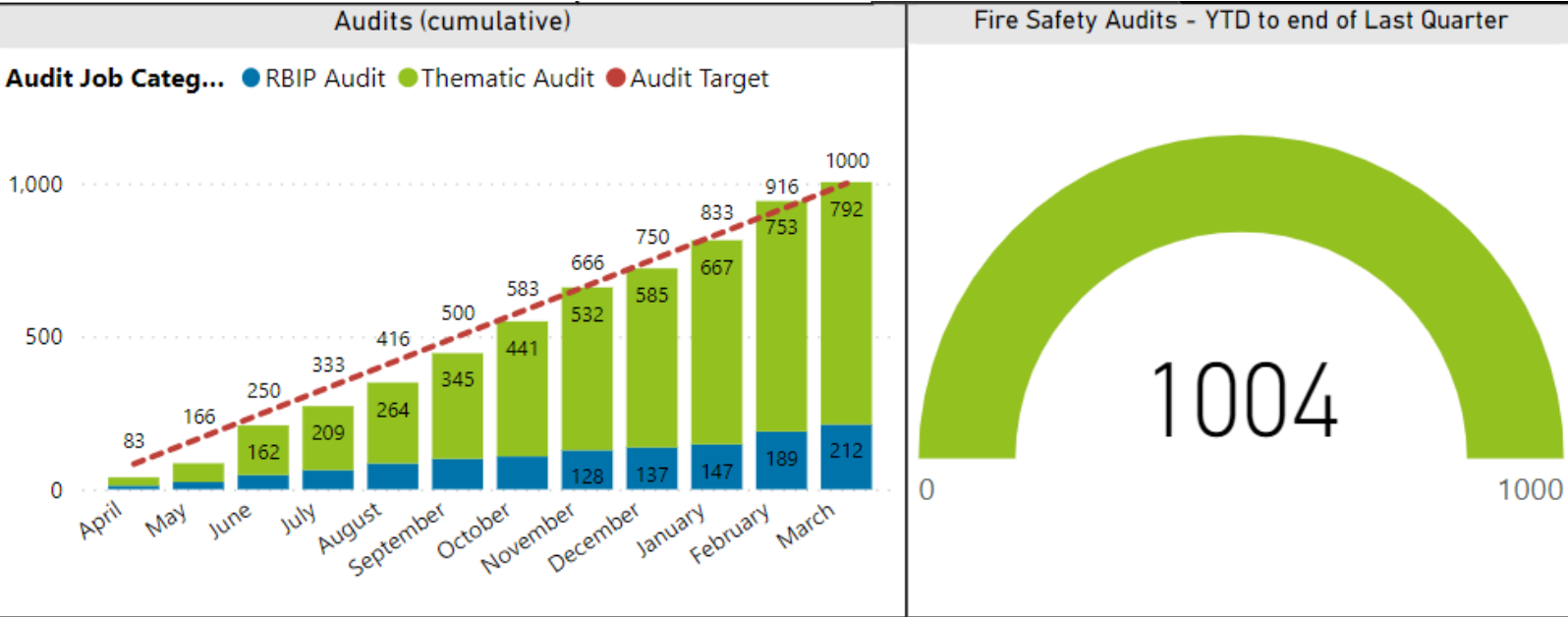
Service Owner:
Dave Bray
Area:
Protection

Financial Year	Audits	Fire Safety Checks	Audits per 100 premises
Q2	241		0.7
Q3	181		0.5
Q4	178	182	0.5
2022/23			
Q1	210	23	0.6
Q2	236	182	0.7
Q3	277	99	0.8
Q4	282	220	0.8

National Average: 1.7 Audits per 100 premises in 20/21

Last Refresh Date
12/05/2023

More Information



Commentary

Quarter 4 audit output has been the highest attained in any of the previous 8 quarters. This has enabled the protection department to meet the target of 1000 fire safety audits in regulated premises for the year.

Actions

Tolerate: A significant number of the team have commenced the necessary training courses to bring them in line with the requirements of the Fire Standard and the National Competency Framework during quarter 4, and this will ultimately assist in ensuring that our regulatory work in the future is effective.

Core Measure 14: Number of Unwanted Fire Signals, over a year period starting from April

1305 at the end of Q4 2022-23

Current RAG Status GREEN


This measure records the number of incidents to which at least one fire engine was sent where the origin of the call was an automatic fire alarm (AFA) system, the property type was non-residential or other residential and the incident was recorded as a false alarm. AFA data is analysed monthly, with actions taken to reduce the number of AFAs.

Reduction Target:
10% (<1441) Green
2% (1569) Amber
<2% (>1569) red

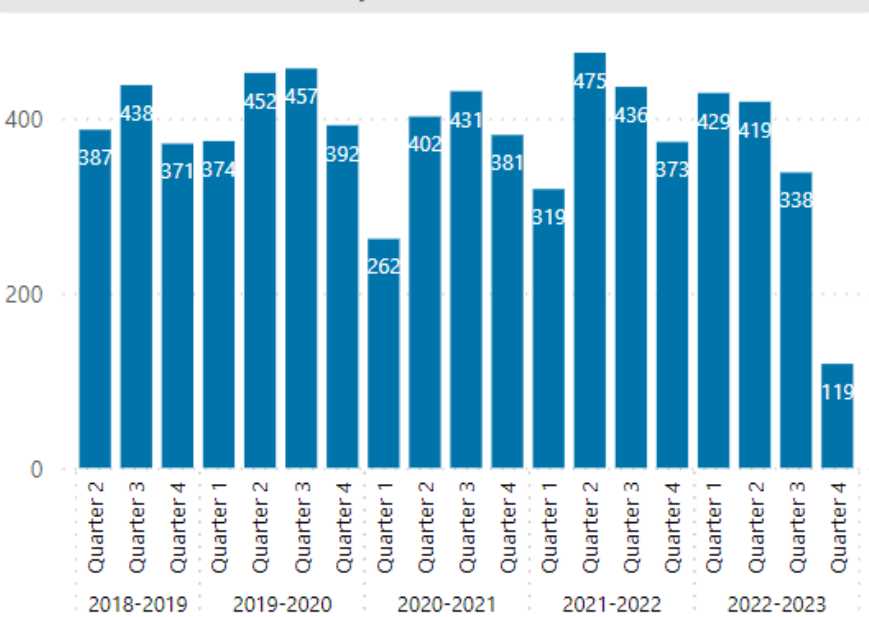
Service Owner:
Dave Bray
Area:
Protection

False Alarms by Financial Year

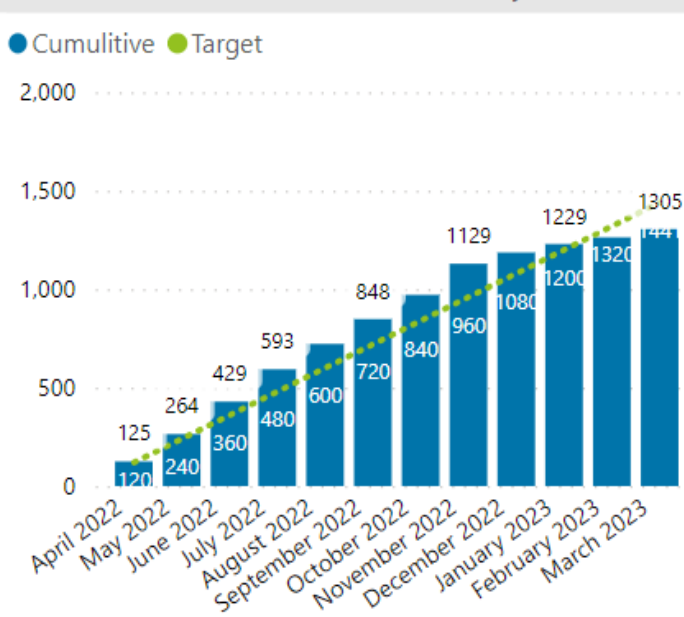
Financial Year	No. of Incidents
2014-2015	1723
2015-2016	1693
2016-2017	1607
2017-2018	1645
2018-2019	1606
2019-2020	1675
2020-2021	1476
2021-2022	1603
2022-2023	1305

 Additional Information

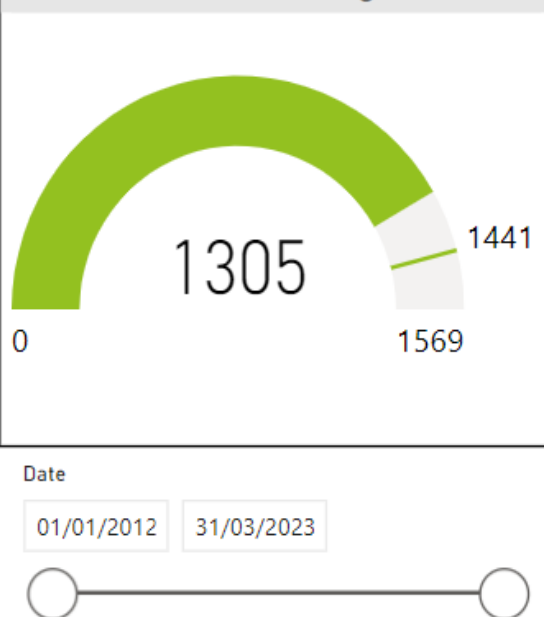
False Alarms by Financial Year & Quarter



False Alarms - Monthly



Unwanted fire signals



Commentary

As a result of the changes that we made to our attendance at Unwanted Fire Signals (UwFS) on December 1st 2022 as part of our CRMP strategic objectives, our annual performance is on target. We have, for quarter 4, attended only 117 UwFS, equating to 43 in Jan, 34 in Feb, and 40 in March. This is a reduction against quarter 4 of last year. Such has been the impact of the call challenge policy, that quarter 4 accounts for only 9% of the total of all UwFS attended for the entire year.

Actions

Tolerate: We will continue to monitor this measure to ensure that Joint Fire Control continues to operate the call challenge and non-attendance procedure correctly.

Core Measure 29: % of Health and Safety Risk assessments within date

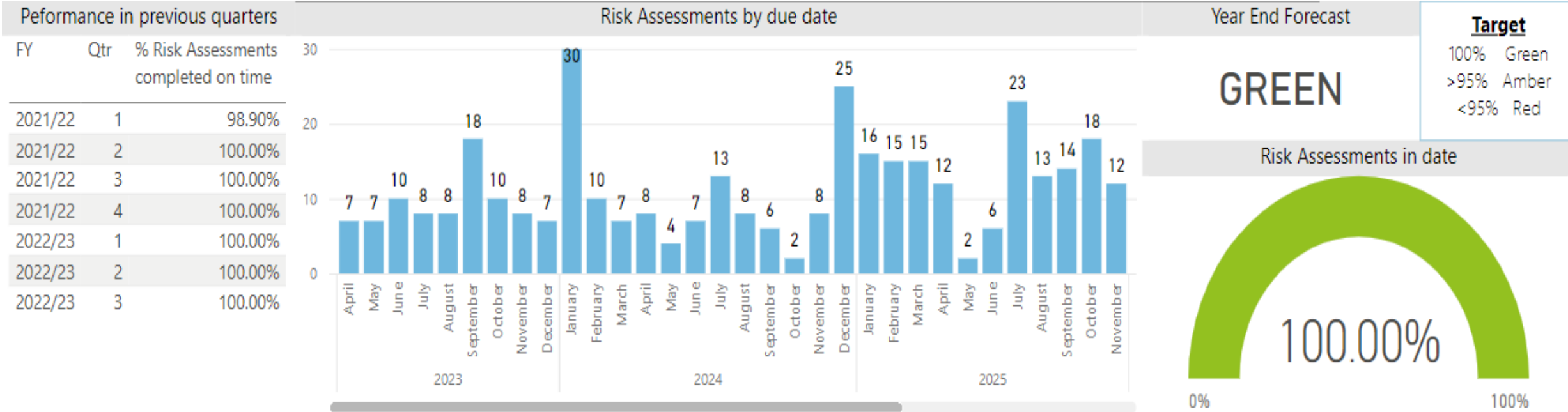
WSFRS are required by law to complete risk assessments under the Health and Safety at Work Act 1974. The required period is either every 3 years for risk critical documents, 5 years for non-risk critical documents, or when there has been an update or change, for example in legislation. This measure examines the percentage of risk assessments currently in date.

100% at the end of Q4 2022-23

RAG Status
GREEN

Annual Target:
100% Green
>95% Amber
>95% Red

Service Owner:
Richard Abbot
Area:
Strategic Risk



Commentary

All WSFRS Health and Safety risk assessments that required review were completed and reviewed within the legislated timelines. Strict management and monitoring of all risk assessments is maintained by the WSFRS Health and Safety team who work closely with other managers to ensure compliance and provide specialist support where required.

Actions

Tolerate: An ongoing review programme is established to ensure that all risk assessments are reviewed and recorded within the legislated timelines.

Selected Measures (Red and Amber Status)

Quarter 4

(1st January – 31st March 2023)

Selected Measures (Red and Amber Status)

The following red and amber measures have been selected for examination by the Scrutiny Committee:

- CM 9: High risk safe and well visit referrals contacted within 7 working days
- CM 11: Unsatisfactory audits
- CM 17: Time to alert
- CM 23: Retained duty system crewing availability
- CM 26 : Eligible Staff with a successful fitness test
- CM 27: Eligibly operational staff in qualification

Core Measure 9: High Risk safe and well visit referrals contacted within 7 working days

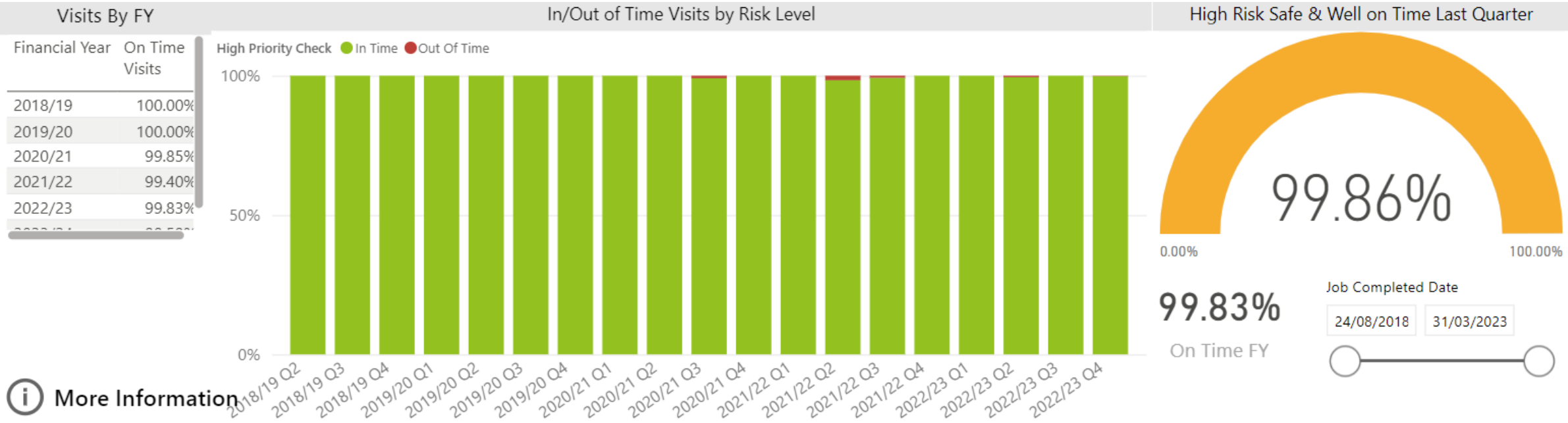
99.86% in Q4
2022-23

RAG Status
AMBER

The percentage of safe and well visit referrals for individuals assessed as high risk of dying or being injured in the event of a dwelling fire, contacted within 7 working days.

Target:
>100% Green
98%-99.9% Amber
<98% Red

Service Owner:
Nicki Peddle
Area:
Prevention



More Information

Commentary

In quarter 4 there were 715 customers who were assessed as having a high level of fire risk, and all but 1 were contacted within 7 days and offered a visit. In 22/23, 99.87% of customers were contacted within 7 days. There were a small number that were delayed due to Covid absence in the team over Christmas and earlier in the year when there a training need was identified.

Actions

Treat: We will continue to monitor and use the additional measures now in place to monitor timelines.

Core Measure 11: Proportion of Unsatisfactory Fire Safety Inspections

39.72% in Q4
2022-23

RAG Status
AMBER

The percentage of fire safety inspections in which the inspector found a deficiency in the fire safety arrangements of that premises. Inspectors aim to focus inspections only on those premises which have inadequate fire safety arrangements.

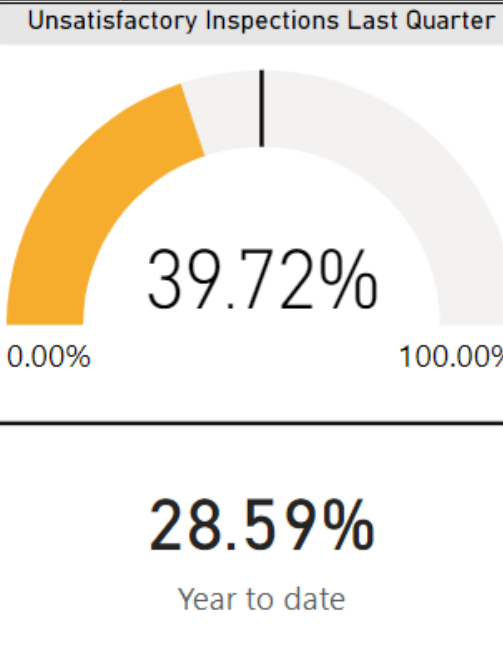
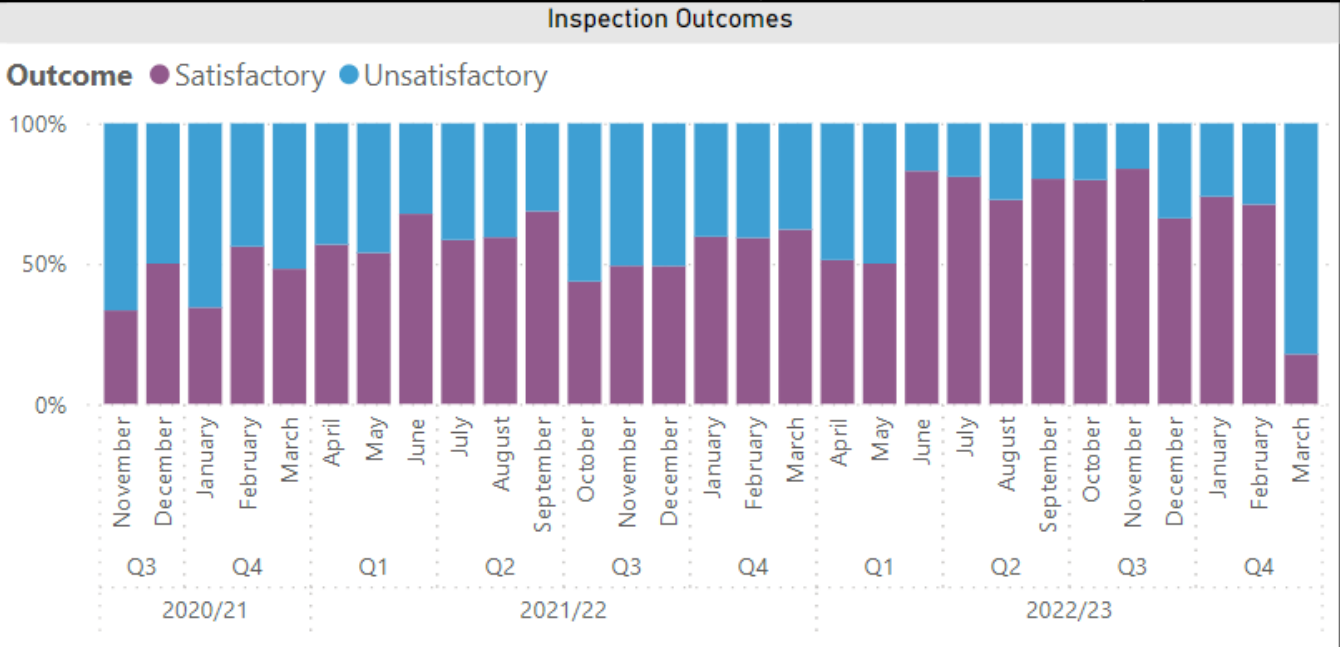
Target:
>50% Green
30%-50% Amber
<30% Red

Service Owner:
Dave Bray
Area:
Protection

Financial Year	Satisfactory	Unsatisfactory	Total
2021/22			
Q1	60.89%	39.11%	100.00%
Q2	62.92%	37.08%	100.00%
Q3	47.51%	52.49%	100.00%
Q4	60.57%	39.43%	100.00%
2022/23			
Q1	69.86%	30.14%	100.00%
Q2	77.97%	22.03%	100.00%
Q3	78.34%	21.66%	100.00%
Q4	60.28%	39.72%	100.00%

National Average: 24% unsatisfactory Audits in 20/21

Last Refresh Date
12/05/2023



Commentary

Whilst we have achieved just under 29% for the year to date, the national average based on all FRs across the last 5 years is 32%. The changes that we made to our recording systems during quarter 4 as to what constitutes an unsatisfactory audit meant that across quarter 4 we recorded 40%, whilst March recorded over 80%.

Actions

Treat: Whilst we have achieved just under 29% for the year to date, the national average based on all Fire & Rescue Services across the last five years is 32%. As part of our ongoing improvements, staff training and quality assurance processes, we identified some improvements we could make to recording audit outcomes and as a result changed our recording systems during quarter four as to what constitutes an unsatisfactory audit. This meant that during quarter 4 we recorded an average of 40%, whilst March recorded over 80% unsatisfactory. We will continue to monitor this and have further training sessions booked.

Core Measure 26: Eligible staff with a successful fitness test

92.54% in Q4
2022-23

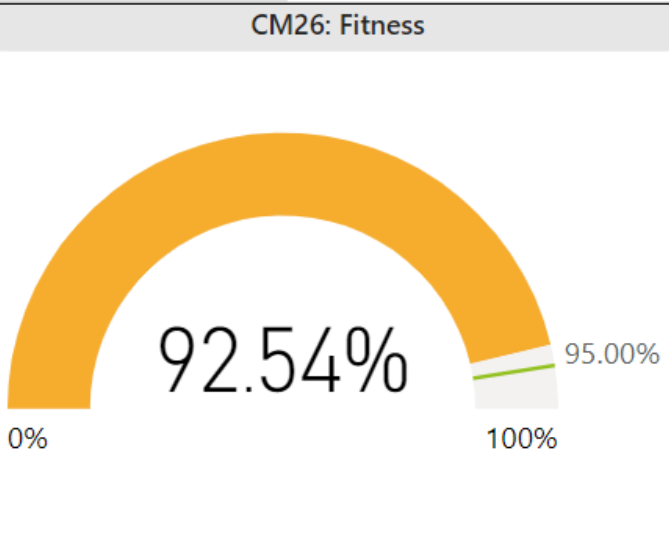
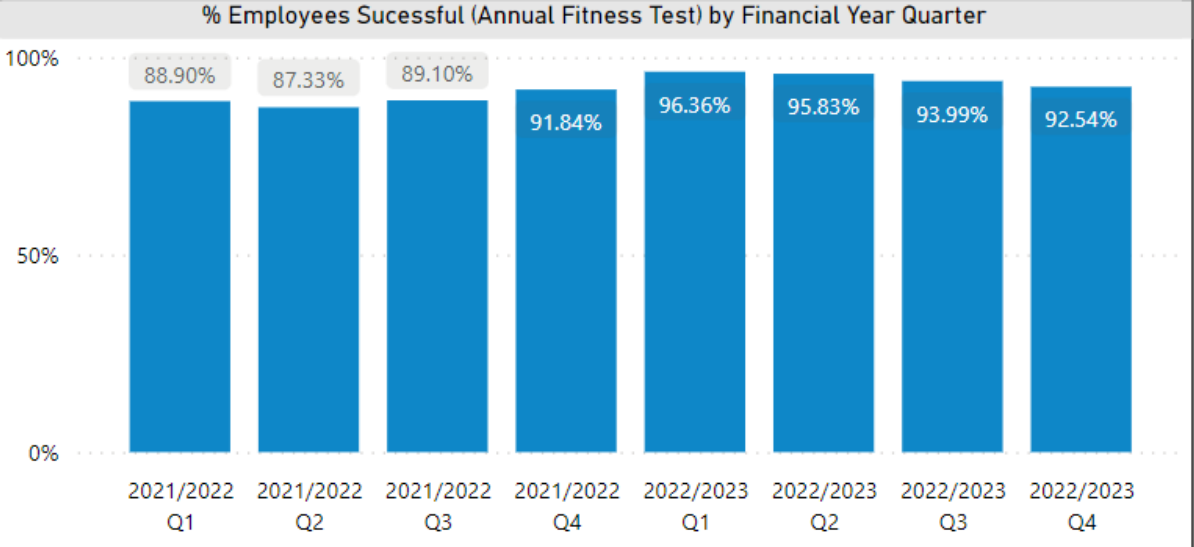
RAG Status
AMBER

Fitness is important to the FRS as the work they do can be arduous and challenging. The service is required to have a fitness standard and to test all operational employees. This measure reflects the percentage of eligible employees who have completed and successfully passed their fitness test. Staff who are long term sick, on secondment, maternity leave or alternative duties are excluded from this measure.

Target:
>95% Green
85%–95% Amber
<85% Red

Service Owner:
Head of DOT
Area:
**Development and
Operational Training**

Previous Performance	
Financial Year	% Employees Successful (Annual Fitness Test)
2016/2017	12.16%
2017/2018	59.63%
2018/2019	88.75%
2019/2020	90.31%
2020/2021	89.22%
2021/2022	89.29%
2022/2023	94.53%
Total	82.20%



Commentary

Q4 saw a 1.7% decline in performance with firefighters not meeting the annual target to complete their fitness test. As with previous quarters, continued reminders and involvement of managers within Service Delivery are in place to drive further completion of fitness tests. The support provided by the Personal Training Instructor on the Wholetime Firefighter recruits course has now completed, meaning more time can be allocated to focus on this measure in the coming quarter.

Actions

Treat: The new Culture & Development Manager starting 2/5/23 will provide greater levels of support for ensuring fitness tests are focused upon. The reporting system for this measure is also currently being improved upon, and more support provided to the Personal Training instructor in utilising this too. All managers will be reminded that the fitness test is annual and retests should occur inside this window. Reporting has been escalated to the ACFO for performance action for those failing to complete their test in time.

Core Measure 27: Eligible operational staff in qualification

90% in Q4
2022-23

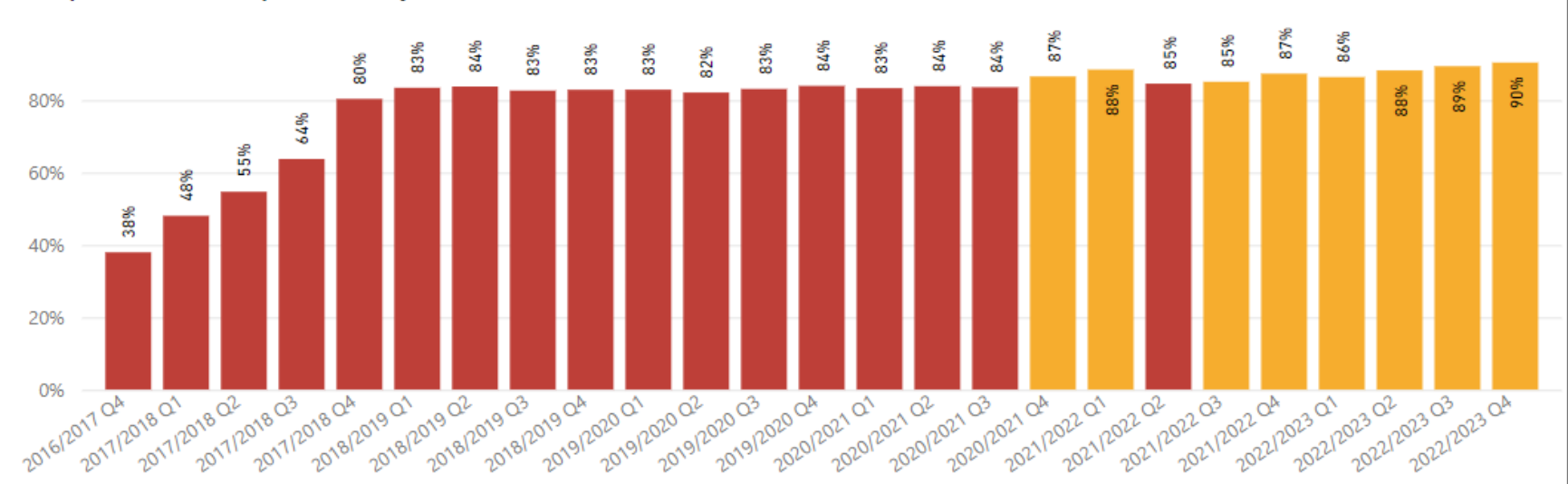
RAG Status
AMBER

This measure examines the average percentage of operational staff (Station Managers, Watch Managers, Crew Managers and Firefighters) who have current qualifications in the use of breathing apparatus, emergency response driving and incident command (outlined in the 8 core areas of the Fire Professional Framework) as required by their role. TRU staff and staff who are long term sick, on secondment, maternity leave, compassionate leave, unpaid leave or alternative duties are excluded from this measure

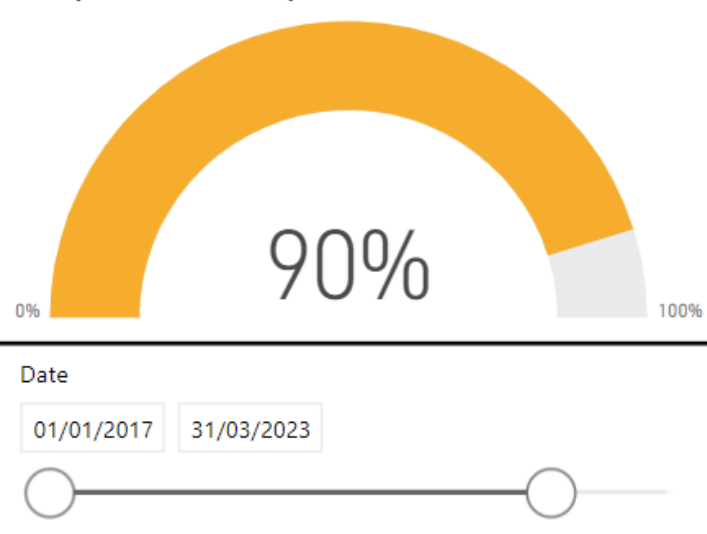
Target:
>95% Green
85%–95% Amber
<85% Red

Service Owner:
Catherine Walker
Area:
**Development and
Operational Training**

% of operational staff in qualification by Financial Year Quarter



% of operational staff in qualification



Commentary

Performance data for the qualifications owned by central training continue to consistently perform in excess of 95%, at 98% for the last quarter. Performance data for Service Delivery based activities are not being recorded/planned as expected. Work and support continues with station management teams to address this (from both Operational Training & Service Delivery Support). Data cleansing continues, with support to stations from the Operational Learning and Development team contacting stations to report non-eligible staff. A new process has been developed (using the GovService system) to allow stations to report data inaccuracies directly. Service Delivery Group Managers continue to prioritise those stations most in need of support to ensure they are updating Firewatch.

Actions

Treat: Service Delivery have now implemented a monthly training plan to provide a more strategic and consistent approach to training. They also continue to speak with specific Station Managers whose stations are under-performing to ensure compliance and have run a webinar on updating the Firewatch system. Operational Training continue to provide support to station management teams regarding the recording of all practical qualification modules.

Core Measure 17: Time between the Joint Fire Control Room receiving the emergency call and the fire station being alerted

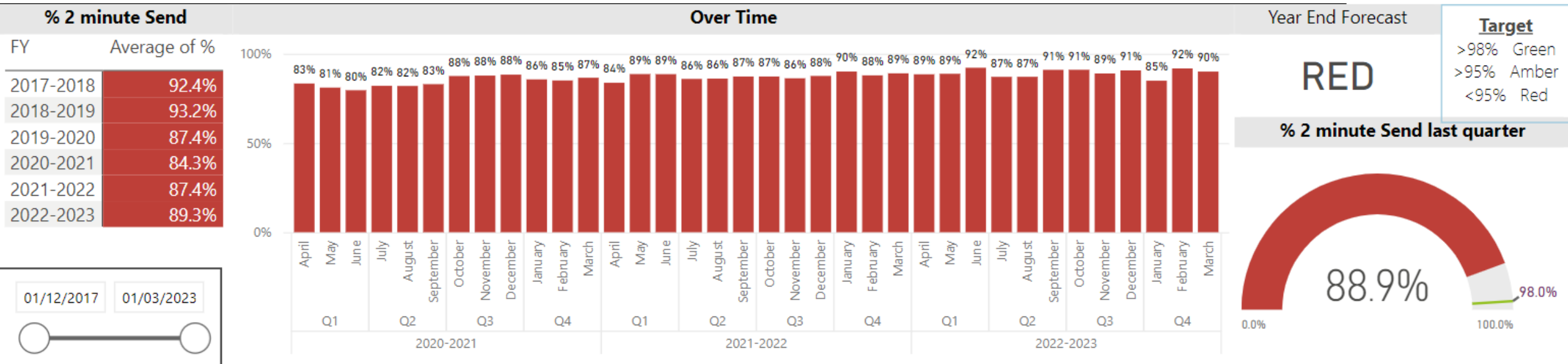
88.9% in Q4 2022-23

RAG Status RED

This measure looks at the time taken from when the Fire Control Room Operator answers a 999 call to when the nearest fire station/engine is alerted to the incident. The target is 98% of emergency incidents alerted within 2 minutes of the call being received.

Target:
>98% Green
>95% Amber
<95% Red

Service Owner:
Dave Bray
Area: **Protection**



Commentary

Within quarter 4, January recorded the lowest performance registered across the entire year, whereas February recorded the joint highest performance. Quarter 4 combined performance was better than quarter 2, but worse than quarters 1 and 3.

Actions

Treat: We are currently engaging across the 3F partnership and with JFC to ensure that this measure reflects the national guidance of a 2 minute target and a meeting is scheduled in April to further discuss this measure. With all services using the National Guidance, this core measure will better reflect the performance offered to the public, which can then be better benchmarked across the sector. JFC now have a dedicated Training Manager which will assist in the call handling training and QA, which in turn should decrease the time taken to answer and mobilise resources to the incident. This topic is currently being discussed within the JFC Governance Boards, with the aim reducing the time taken from call start to mobilising assets to the incident.

Core Measure 23: Adequate crewing on all Retained Frontline Pumping Appliances (based on 24/7 crewing)

53% in Q4
2022-23

RAG Status
RED

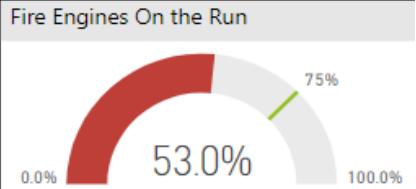
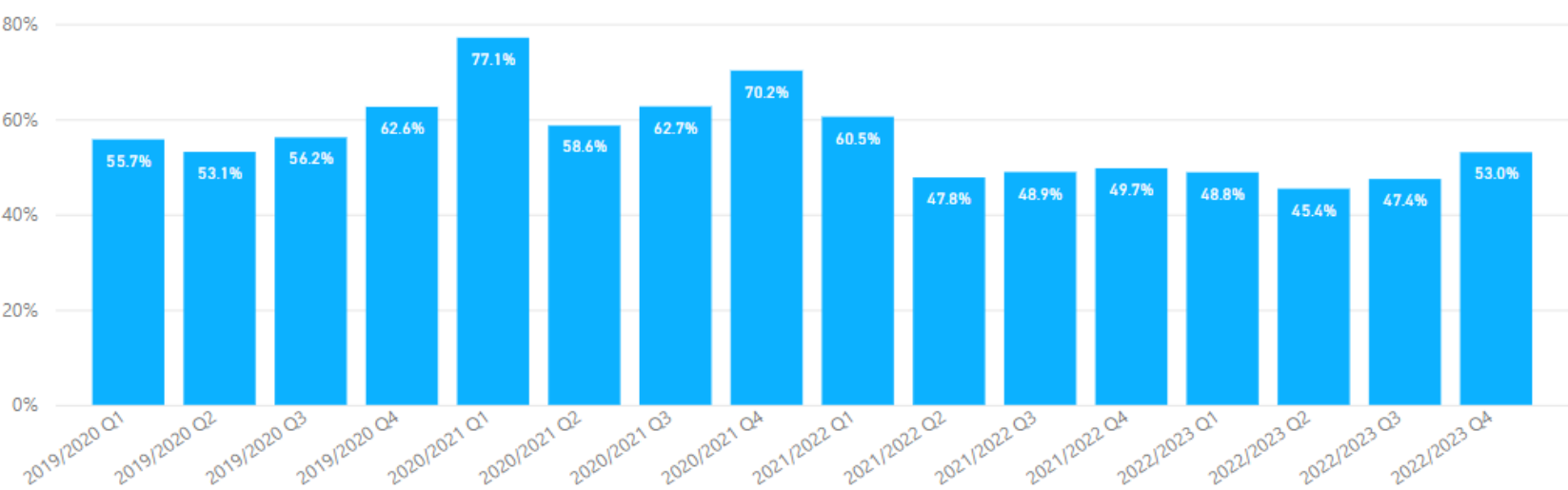
Retained frontline fire engines are crewed mainly by on-call fire fighters who are based at stations in more rural locations and, when they receive the call via their pagers, leave their place of work or home and attend emergencies from the local retained station. Four qualified people are required on a frontline fire engine to ensure safety. This measure examines the percentage of hours where there are sufficient minimum qualified fire fighters (4 personnel) on retained fire engines.

Target:
>75% Green
65% - 75% Amber
<65% Red

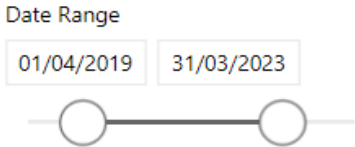
Service Owner:
Gary Ball
Area:
Response

Retained Fire Engines On The Run by Quarter (including current quarter to date)

Financial Year	Total
2019/2020	56.9%
2020/2021	67.1%
2021/2022	51.7%
2022/2023	48.6%



Financial Year to Date
48.6%



More
Information

Commentary

We have seen a 5.6% increase in this measure as we have continued to maximise the use of our Wholetime firefighters who are on duty at fire stations over our minimum crewing number to supplement our RDS stations. Our dedicated Station Managers and re-aligned Service Delivery structure is providing further leadership support and has also started to show benefits.

Actions

Treat: Social economic changes impacting on the viability of the Retained Duty System is a national issue. Work also continues at a local level to ensure that we maximise availability wherever possible utilising all other available resource. A more strategic approach is also being taken in our four-year Community Risk Management Plan which includes developing and implementing an operational response model to maximise retained availability in geographical areas aligned to community risk. The planning of this work is now underway with a staff survey and a number of initiated focus groups with our Retained staff.