



West Sussex Fire & Rescue Service Performance Report Quarter 1 2026/27

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Service Director of Fire & Rescue



PREVENTION



PROTECTION



PEOPLE



SERVICE DELIVERY



RESOURCES



Proud to serve



We work with our communities and partners every day to prevent emergencies, helping everyone to be safe and to improve lives in West Sussex.

Emergencies will always happen and when they do, we are ready to respond as quickly as possible to help people in their time of need and to save lives.

We empower and support our people to be the best they can be, to deliver to the highest standards when serving our communities and to uphold the values of our fire and rescue service.

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Strategic Performance Board Quarterly Report - Quarter 1 2026/27



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, CRMP Priority Programmes and Risk.

Scrutiny Committee Members to note that the core measures were reviewed prior to the launch of the new CRMP in April 2026 to ensure that the service continued to use those most effective in indicating performance on the statutory functions and requirements of West Sussex Fire and Rescue Service. As a result of that review, the core measures and targets detailed in this report may differ from those reported in the previous year 2025-2026.

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 April – 30th June 2026.

Chief Fire Officer Summary



The Service has continued to make positive progress across community safety, operational preparedness, workforce development and sector leadership, ensuring that it remains well positioned to meet current and emerging risks while delivering against its strategic priorities.

New fire safety regulations relating to Residential Personal Emergency Evacuation Plans (RPEEPs) were implemented in April 2026 following recommendations arising from the Grenfell Tower Inquiry. The Service supported implementation through guidance, updated operational procedures and engagement with responsible persons, strengthening protection activity and improving support for vulnerable residents.

Continued investment in operational capability saw the introduction of Interspiro Breathing Apparatus. A four-month training programme is underway to ensure that all firefighters are competent in its use, enhancing firefighter safety, operational effectiveness and long-term resilience.

Workforce development remains a key focus. Seven new on-call firefighters completed their initial training and joined stations across the county, while new promotion pathways for Crew Manager and Watch Manager roles were introduced to support leadership development, succession planning and workforce sustainability.

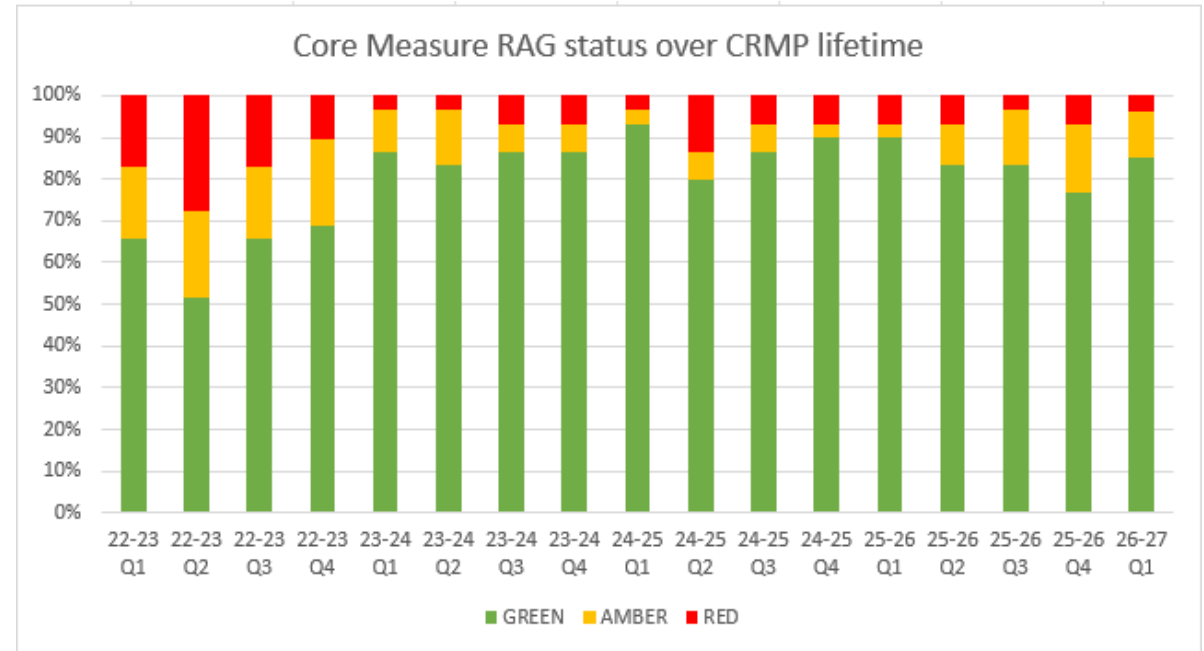
The Service also delivered its latest GRIT and EVOLVE programmes in partnership with local schools, helping young people develop valuable life skills while supporting wider prevention objectives and community engagement.

Nationally, the Service strengthened its reputation by hosting the National Fire Chiefs Council's Waste Fire Tactical Advisors Course and has now assumed responsibility for delivering this nationally recognised programme, reflecting confidence in its expertise and contribution to sector-wide operational development.

Overall, Quarter 1 has seen continued investment in frontline capability, workforce development, community safety and national leadership, reinforcing the Service's commitment to delivering safe, effective and sustainable services for the communities of West Sussex.

Performance Summary

At the end of Quarter 1, 23 of the 27 core measures had a green status, 3 were amber and 1 was red.



5 of the core measures were amber in the previous quarter:

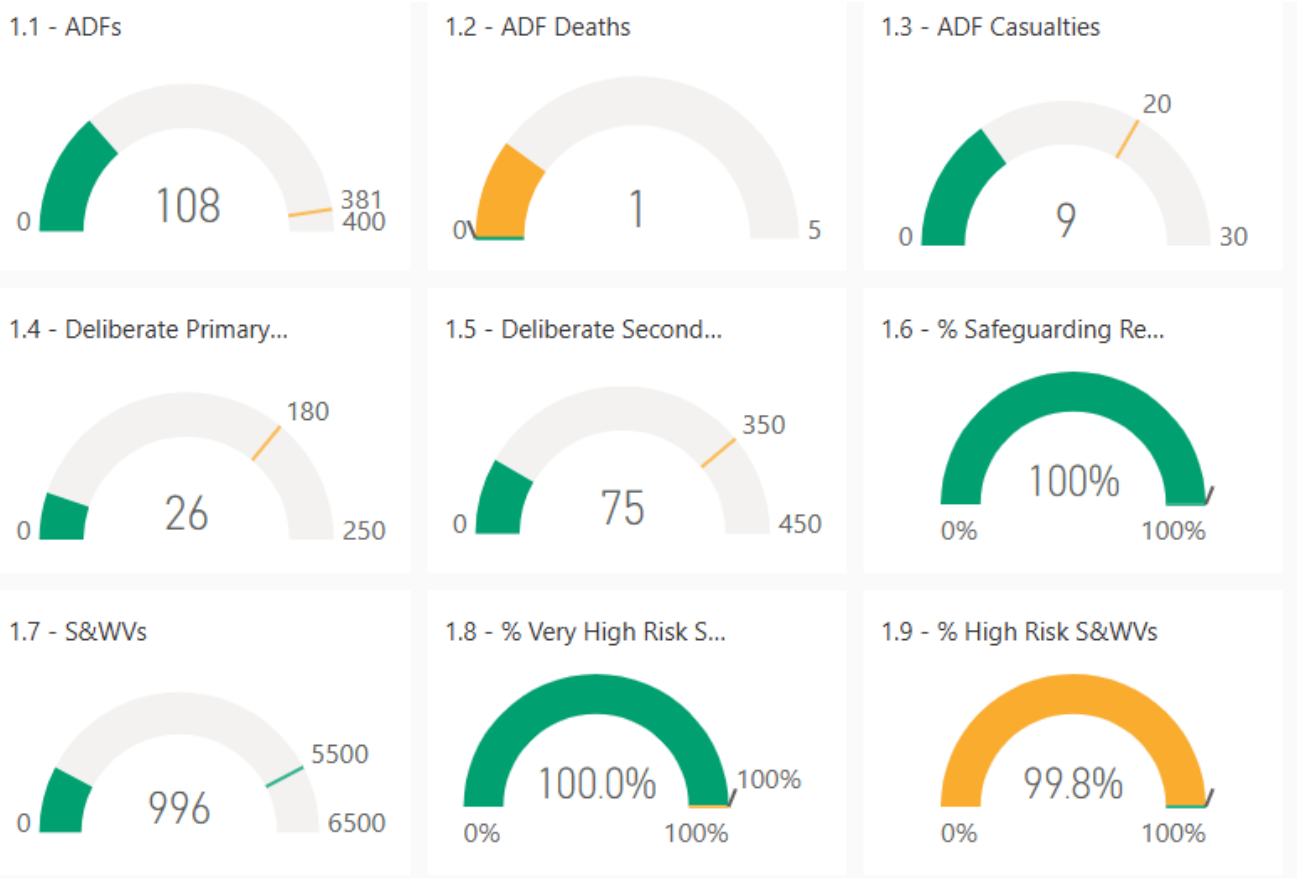
- The Number of ADF fire casualties reset to zero at the start of the financial year and is green.
- The Number of ADF fire fatalities also reset at the start of the financial year but has moved to amber due to one fatality.
- % of Staff Not Sick has returned to green.
- The % of High Risk Safe and Well referrals contacted within 7 working days has remained amber with similar performance to the previous quarter.
- Whole Time Crew Availability has moved to service measure.

Of the 15 comparable measures that were green last quarter, 6 measures showed a decline in performance and 4 an improvement. The % of Eligible operational staff in qualification moved to amber status.

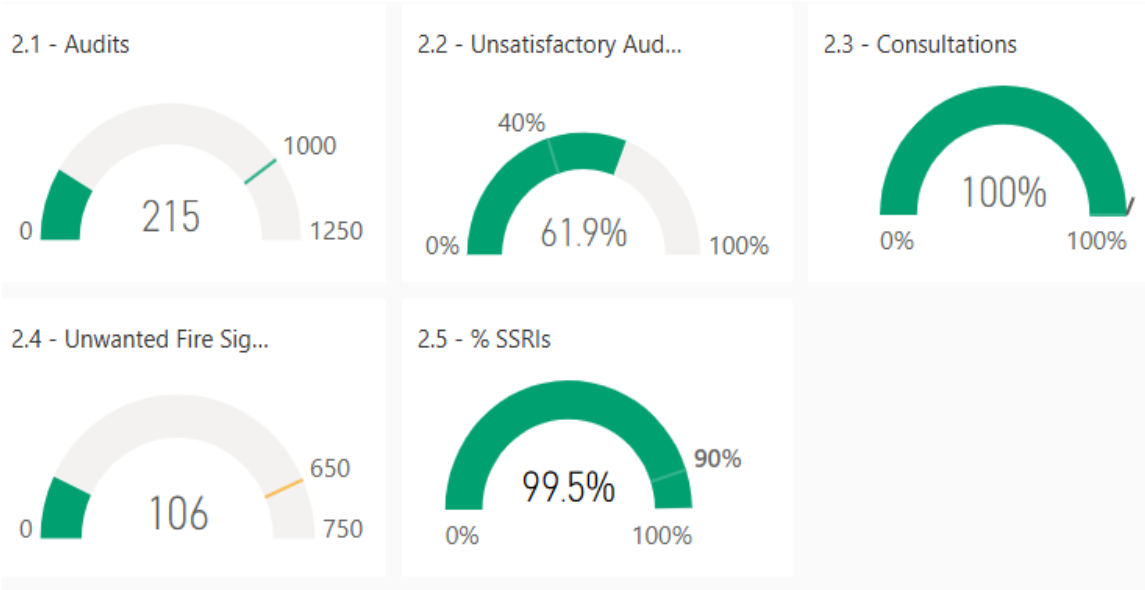
Performance Summary for all core measures at the end of Quarter 1 (1 of 2):



Priority 1: Preventing fires and emergencies from happening



Priority 2: Protecting the public and firefighters by making buildings as safe as they can be

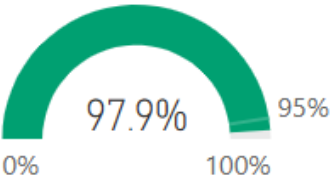


Performance Summary for all core measures at the end of Quarter 1 (2 of2):

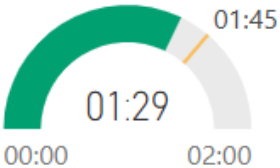


Priority 3: Responding to fires and emergencies quickly and effectively

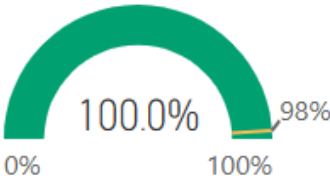
3.1 - % Calls answered i...



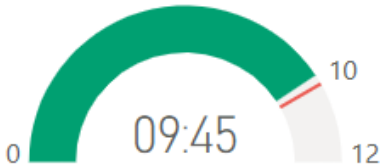
3.2 - Avg. Time from Ca...



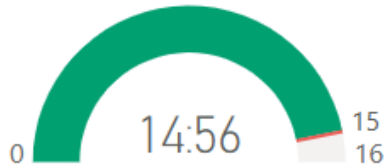
3.3 - % Level 2 Officer ...



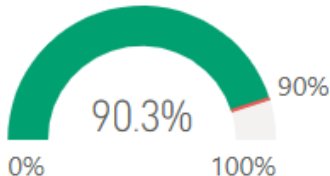
3.4 - Avg. 1st Response ...



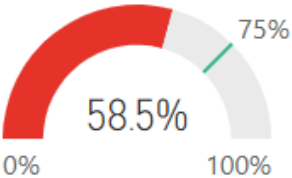
3.5 - Avg. 2nd Response



3.6 - 1st Response < 16...

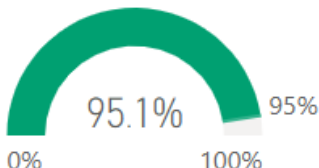


3.7 - % Availability

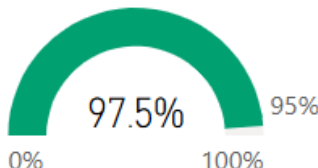


Priority 4: Having an inclusive, safe and valued workforce

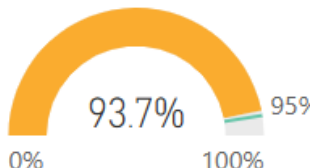
4.1 - % of Staff not Sick



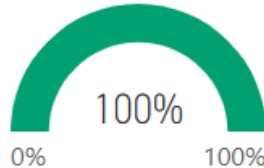
4.2 - % Successful Fitne...



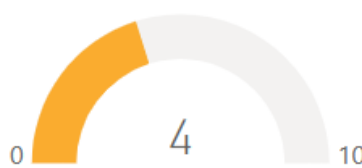
4.3 - % Staff in Qualifica...



4.4 - % Risk Assessment...

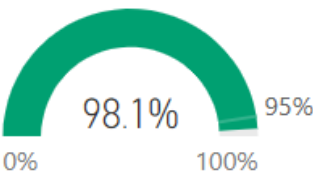


4.5 - RIDDOR



Priority 5: Making best use of our resources

5.1 - % Satisfied Respon...





Areas of Significant Improvement and Success

Quarter 1
(1st April – 30th June 2026)

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

- CM1.8: % Very High Risk Safe and Well Visit Referrals contacted within 1 working day
- CM4.1: % Staff who are not sick
- CM4.2: % Operational Staff having successfully completed a Fitness Test
- CM3.1: % Emergency Calls Answered Within 10 Seconds



CM 1.8 - Very High Risk Safe & Well Referrals Contacted Within 1 Working Day



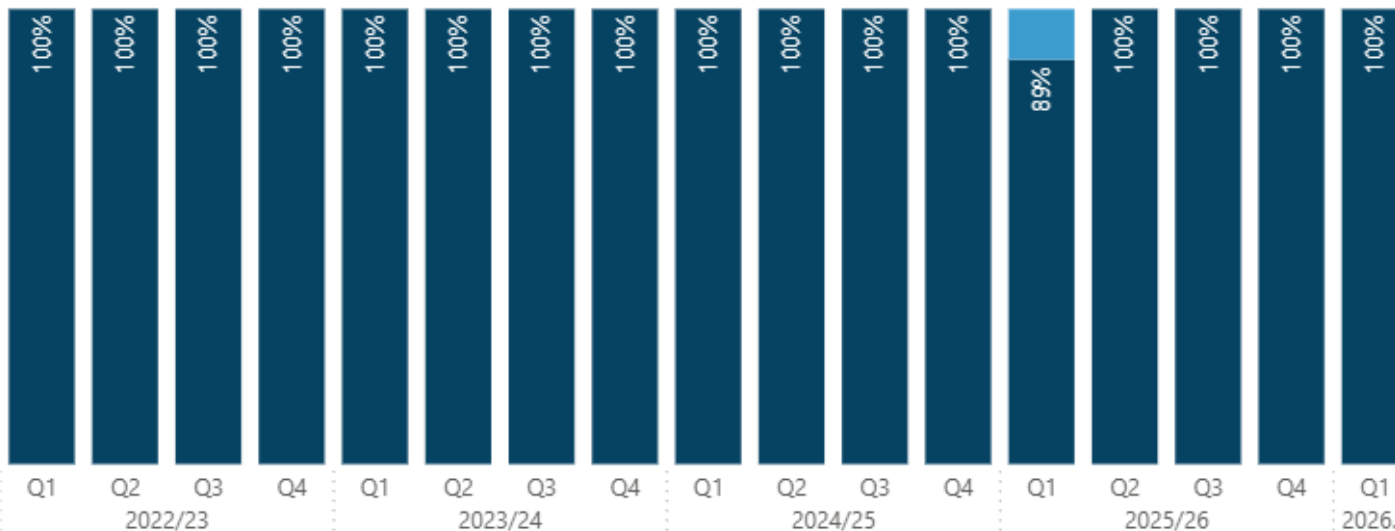
The percentage of safe and well visit referrals for individuals assessed as very high risk (including where there has been a threat or incidence of arson) contacted within 1 working day.

Owner:
Nathan Cross
Frequency:
Quarterly

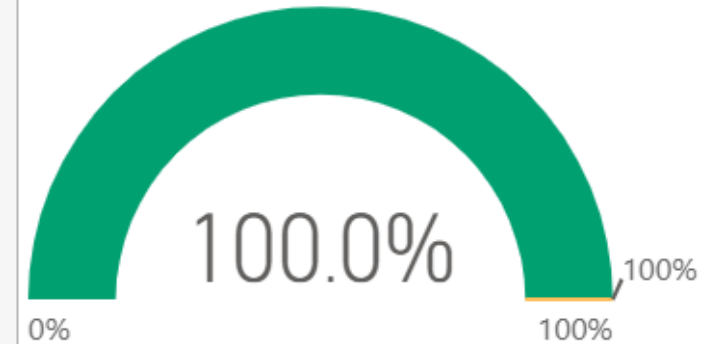
Quarter 1:
100%

% Very High Risk S&WVs Quarterly Performance

● In Time ● Out Of Time



% Very High Risk S&WVs



2026/27 Q1

2026/27 Q2

Target

Aim High

100% Green
>98% Amber
<98% Red

**4 Year
Rolling
Average**

99.2%
Per quarter

Commentary

In Quarter 1 there were 8 customers who were assessed as having a very high level of fire risk. All 8 were contacted within 1 day and offered a visit.

Actions

Tolerate and monitor: Customers with very high levels of fire risk will continue to be a priority. Our processes for responding to those most in need are well established and we will continue to monitor performance through our quality assurance and evaluation frameworks.



CM 3.1 - Emergency Calls Answered Within 10 Seconds



This measure looks at the time taken from when the Fire Control Room Operator answers the phone when a 999 call is received by the Fire Control Room. The target is 95% of calls answered within 10 seconds.

Owner:
Dave Bray
Frequency:
Quarterly

Quarter 1:
97.9%

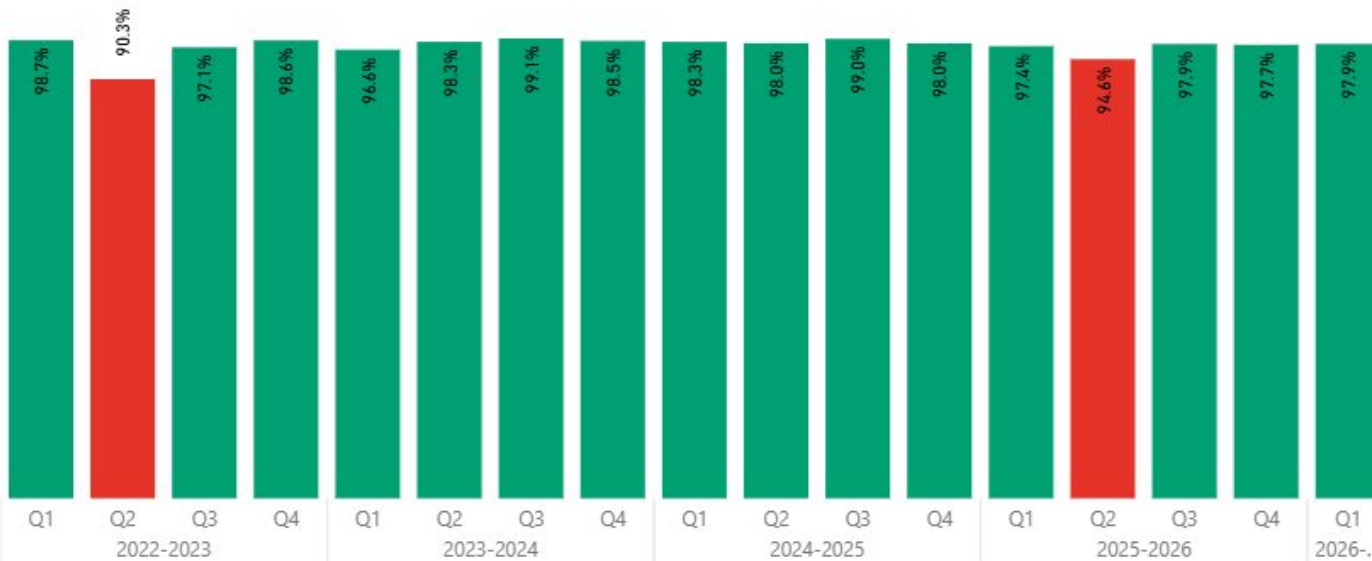
Target

Aim High
>=95% Green
<95% Red

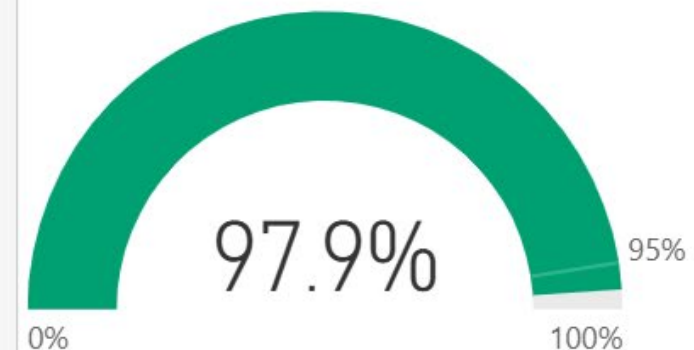
**4 Year
Rolling
Average**

97.5%

% Calls answered in 10 seconds Quarterly Performance



% Calls answered in 10 seconds



Commentary

Quarter 1 performance was very strong with 97.9% of all 999 calls received by the control room answered within 10 seconds.

Actions

Tolerate: This mirrors the performance seen across both quarters 3 and 4 of last year. We will continue to monitor this closely to ensure performance remains strong.



CM 4.1 - Staff Who Are Not Sick Across All Staff Groups



This measure examines the average percentage of staff who are not sick. All FRS employees are included in this measure, including support staff. Staff that are sick, benefit from being managed in line with the Sickness Absence policy, ensuring the appropriate wellbeing and support is in place and medical advice is obtained, as necessary.

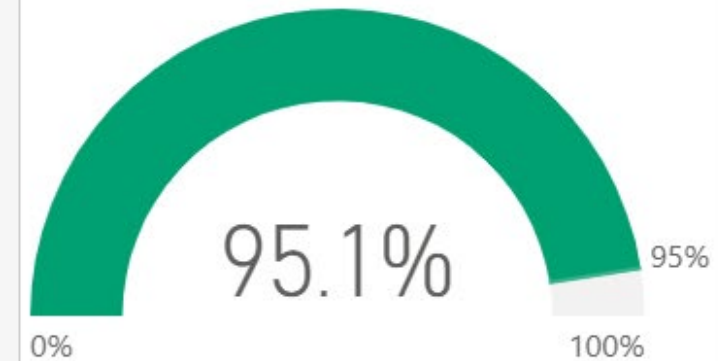
Owner:
Catherine Walker
Frequency:
Quarterly

Quarter 1:
95.1%

Staff not Sick Quarterly Performance



% of Staff not Sick



Target

Aim High
>=95% Green
90-95% Amber
<90% Red

**4 Year
Rolling
Average**

95.7%
Per quarter

Commentary

Sickness absence levels have returned to Green this quarter, with an increase of 0.3%, with Musculo-skeletal continuing to be the primary reason for absence.

Managers and HR continue to support colleagues with strong levels of communication and pastoral support when they are unwell, and we continue to build a culture whereby staff engage with the absence management processes to return to work in a safe and timely manner.

Actions

Treat: A new HR policy on Sickness absence is now live. In the next quarter, we will support managers through training interventions to give an overview and reminder managers of their responsibilities, including the importance of supporting individuals who are absent.

Continued engagement with our Occupational Health provider to ensure timeliness of appointments and advice to support those on long term sickness absence with significant health concerns.

Continued emphasis on 'Return to work' interviews is in place by HR team. With all sickness absence cases continuing to be reviewed monthly by managers and HR to ensure these are being progressed in a timely manner and staff are able to return to work safely and with the appropriate support/adjustments.



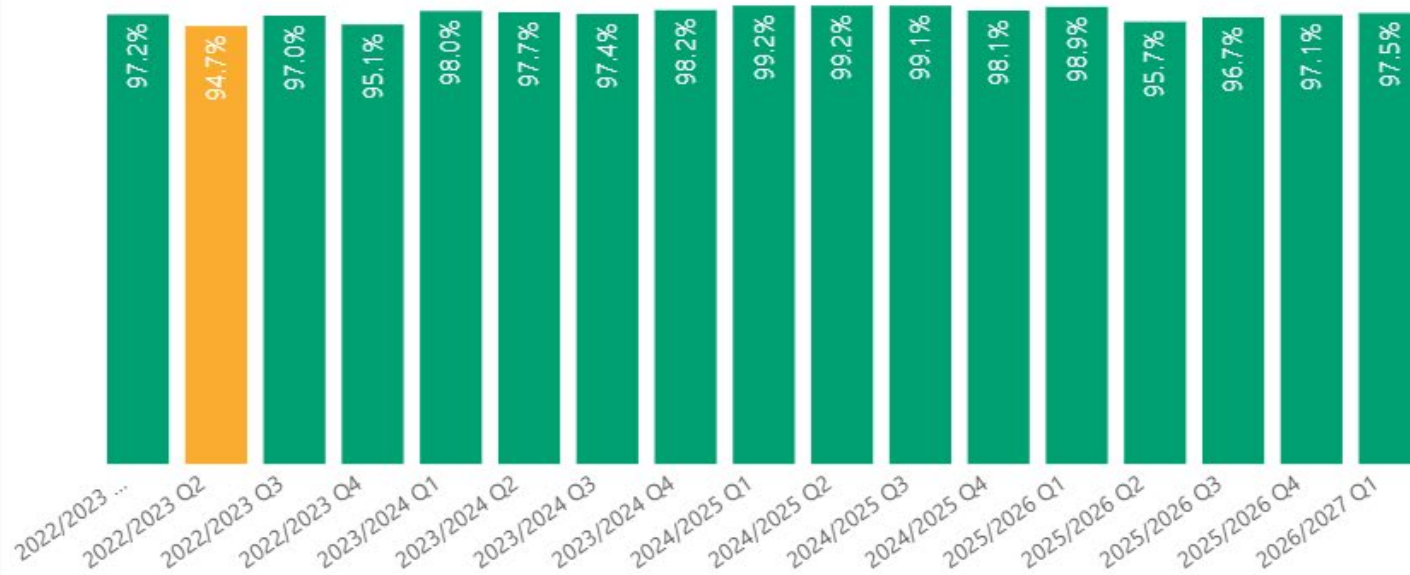
CM 4.2 - % Eligible Operational Staff Successfully Completing Fitness Test

The service is required to have a fitness standard and to test all operational employees. This measure reflects the % of eligible employees who have completed and successfully passed their fitness test. Staff who are long term sick, on secondment, on sabbatical, maternity leave, unpaid leave, compassionate leave or alternative duties are excluded from this measure.

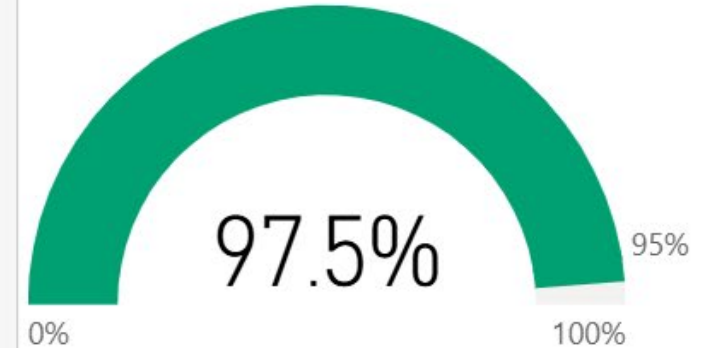
Owner:
Richard Abbot
Frequency:
Quarterly

Quarter 1:
97.5%

% Employees with Successful Fitness Tests Quarterly Performance



% Employees with Successful Fitness Tests



2026/2027 Q1

2026/2027 Q2

Target

Aim High
95% Green
85-95% Amber
85% Red

**4 Year
Rolling
Average**

97.0%
Per quarter

Commentary

The continued work between our Physical Education Officer, Personal Trainers, Station Managers and Retained Liaison Officers has resulted in continued 'Green' status for Q1

Actions

Tolerate: The Physical Education Officer will continue to remind colleagues of our expectation of completing this well within the 12 months' timeframe.



Selected Measures (Red and Amber Status)

Quarter 1
(1st April – 30th June 2026)

Selected Measures - Red and Amber Status



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

- CM1.2: Accidental Dwelling Fire Fatalities
- CM1.9: % High Risk Safe and Well Visit Referrals contacted within 7 working days
- CM3.7: Adequate crewing at all retained stations at night
- CM4.3: % Eligible operational staff in qualification



CM 1.2 - Number of Accidental Dwelling Fires Deaths

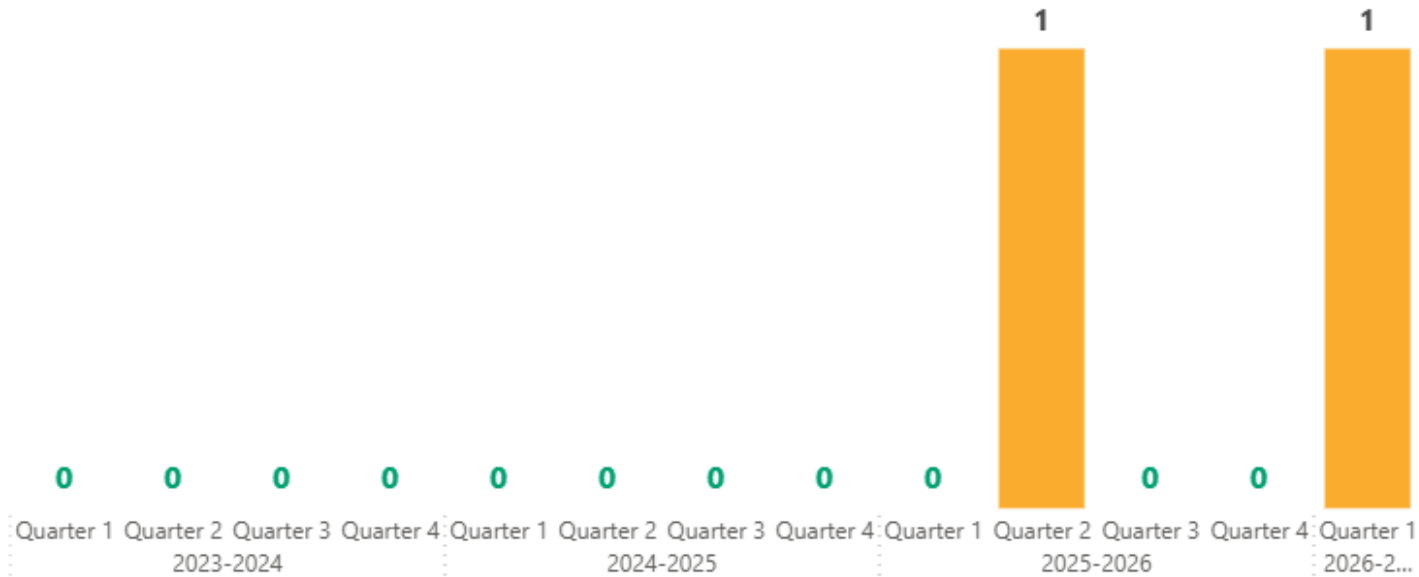


The total number of deaths that occur as a result of an accidental dwelling fire. This includes a person whose death is attributed to a fire, even when the death occurs weeks or months later.

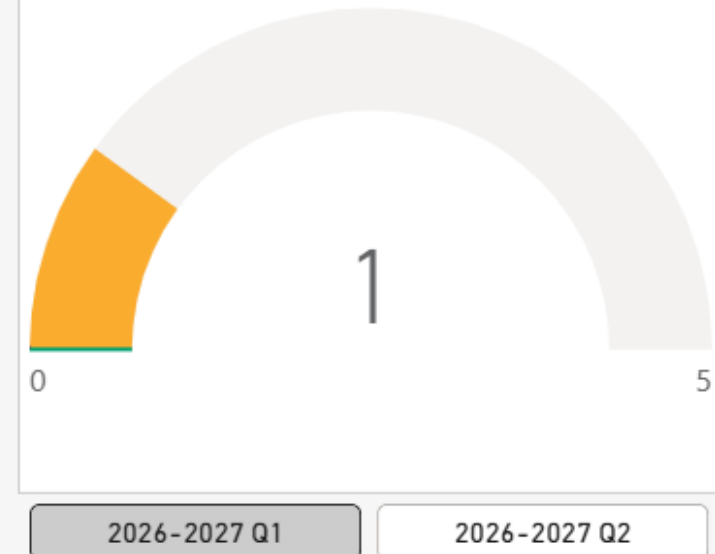
Owner:
Nathan Cross
Frequency:
Annual Cumulative

Quarter 1:
1 Death

ADF Deaths Quarterly Performance



ADF Deaths



Target

Aim Low
0 Green
1-3 Amber
>3 Red

**4 Year
Rolling
Average**

0.25
Per quarter

Commentary

Unfortunately, an accidental fire death has occurred during Quarter 1. We will ensure that our fatal/serious fire review process identifies relevant learning for us and our partners.

Actions

Tolerate & Monitor: We will carry out a fatal fire review for the fatality that occurred in Q1. We will continue to focus our fire prevention activities on those identified as having the highest vulnerability and therefore being most at risk. We will continue to work with our external partners to identify and engage with vulnerable people.

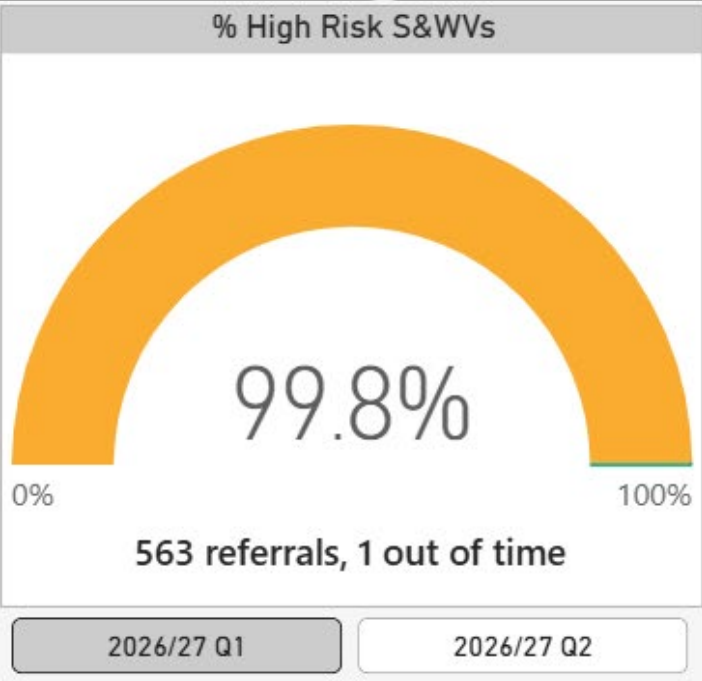
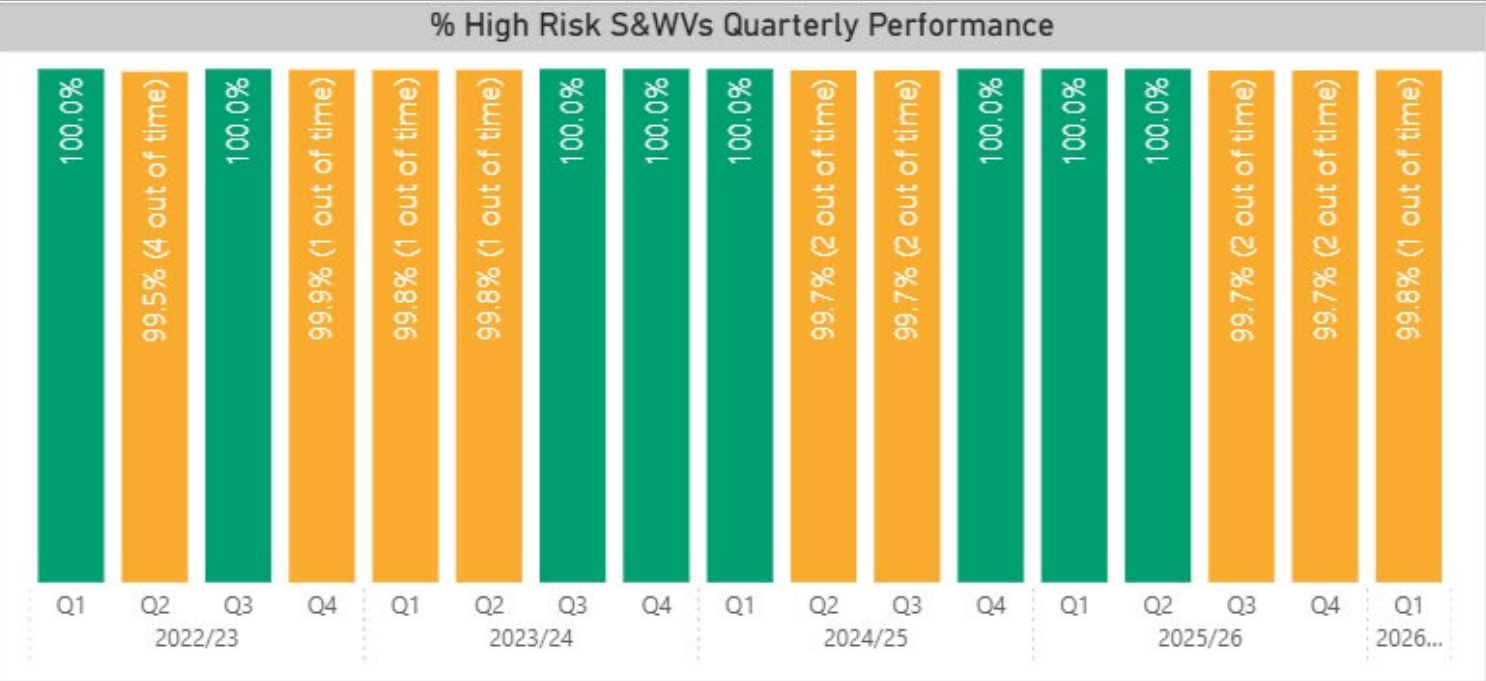


CM 1.9 - High Risk Safe & Well Visit Referrals Contacted Within 7 Working Days

The percentage of Safe and Well Visit (SWV) referrals for individuals assessed as high risk of dying or being injured in the event of a dwelling fire, contacted within 7 working days. This measure excludes referrals for whom contact has been attempted but the individual is not living in their own home at the time of referral (e.g. hospital stay). Such individuals will be contacted after they return home.

Owner:
Nathan Cross
Frequency:
Quarterly

Quarter 1:
99.8%



Target

Aim High
100% Green
>=98% Amber
<98% Red

4 Year Rolling Average

99.87%
Per quarter

Commentary
A total of 563 customers were identified as having a high level of fire risk in Quarter 1. All, but 1 were contacted within 7 days and offered a visit. The one customer recorded as out of time received a timely SWV, however the initial contact was not recorded on the system.

Actions
Tolerate and monitor: Customers with high levels of fire risk will continue to be a priority. Our processes for responding to those most in need are well established and we will continue to monitor performance through our quality assurance and evaluation frameworks. Where mistakes are identified we will engage with those staff members to help develop their understanding.



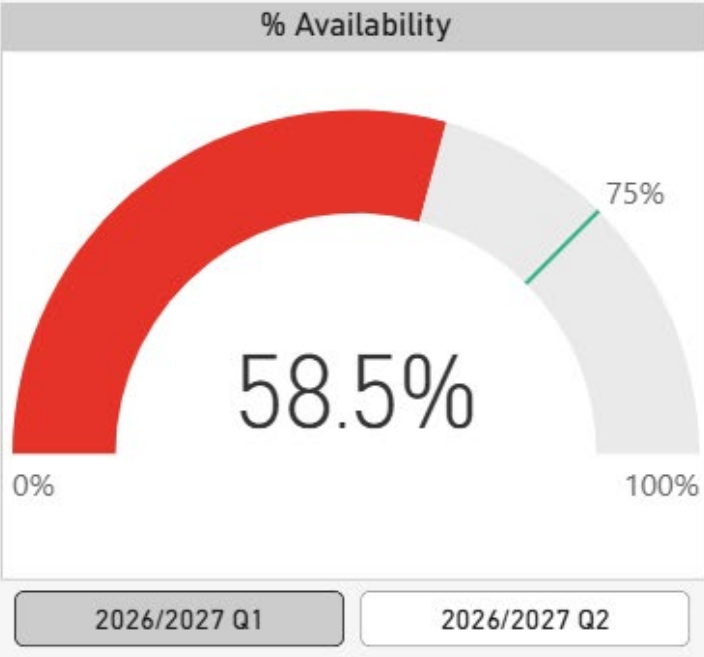
CM 3.7 - Percentage of On-Call fire engine availability between 7pm and 7am



On-call frontline fire engines are crewed mainly by on-call firefighters 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 firefighters (4 personnel) to crew on-call fire stations.

Owner:
Ady Carter
Frequency:
Quarterly

Quarter 1:
58.5%



Target

Aim High
75% Green
65-75% Amber
<65% Red

4 Year Rolling Average

63.4%

Commentary
There has been a slight decrease in availability for Q1 by 4.5%. On-Call staff retirement has impacted in some areas. An On-Call course is planned with 8 new recruits scheduled to take part.

Actions
Treat: Continue to monitor availability through IT platforms and address issues through Service Delivery governance in order to maximise our availability across the county. Continuing with and broadening the pilots within the On-Call project will also be a focus in Q2, along with recruitment activities.



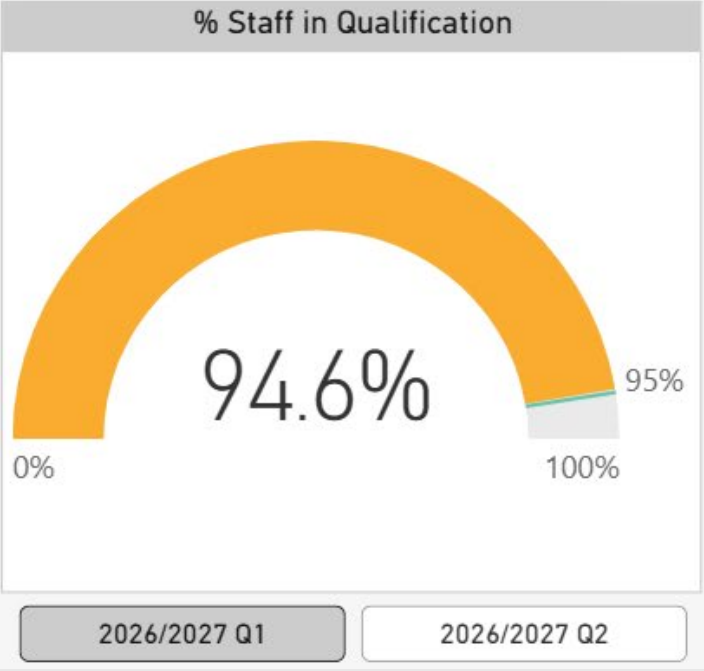
CM 4.3 - % Eligible Staff in Qualification



This measure examines the % of operational staff who have current qualifications in the use of breathing apparatus, emergency response driving and incident command, as required by their role. This measure does not include On-Call Firefighters who are in training, but who have not yet completed their breathing apparatus qualification. TRU staff and staff who are long term sick, on secondment, maternity leave, compassionate leave, unpaid leave or alternate duties are also excluded from this measure.

Owner:
Richard Abbot
Frequency:
Quarterly

Quarter 1:
94.6%



Target

Aim High
>=95% Green
85-95% Amber
<85% Red

4 Year Rolling Average

95.9%
Per quarter

Commentary
This quarter shows a significant drop from Q4 which was 97.3. OTSP will continue to work closely with the Data Analysis and Reporting Team and all Service Delivery Group Managers to drive improvement against this measure.

Actions
Treat: We will continue to work with Service Delivery to ensure all staff who are required under this measure to maintain their competency are aware and work to update and accurately record their competency in a timely manner.
Further improvements continue to be made to improve the data held on individuals' competency and support recording of competency.