

# West Sussex Fire and Rescue Service Performance Report Quarter 2 2025/26

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Assistant Director, Fire Strategy, Improvement & Assurance

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# Strategic Performance Board Quarterly Report

## Quarter 2 2025-2026

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.

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 July – 30th September 2025

# Cabinet Member Summary

This quarter we were pleased to welcome to the WSFRS Senior Leadership Team Sabrina Pennington-Down as Assistant Director for Fire Strategy, Improvement and Assurance and Andy Piller as Assistant Chief Fire Officer.

Focus continues on development of the new Community Risk Management Plan following the conclusion of the public consultation in September 2025. The new CRMP will be brought for approval in quarter 4 and run from 1st April 2026 to 31st March 2030.

I am enormously proud that our new training centre and fire station for Horsham, Platinum House has been recognised by the Sussex Heritage Trust. Platinum House was highly commended in the Public & Community Award category, which is fantastic news for all our staff and partners who were involved in the delivery of this industry-leading facility.



# Chief Fire Officer Summary

West Sussex Fire & Rescue Service had a busy summer period, with several significant events taking place. Open days were held across the county, as well as two important events; Chichester's Emergency Services and Community Day, and Emergency Services Day. These events have proved excellent opportunities to engage with communities and gave everyone the opportunity to support the two million plus service personnel, including volunteer groups and NHS staff, who keep Britain safe.

Two new custom-built water carriers went on the run in July, based at Petworth and Shoreham Fire Stations. In addition, twelve young people graduated from our Fire Cadet programme, led by our Targeted Education Team. Each cadet worked towards the nationally recognised Fire Cadet Award 1 qualification, which celebrates personal growth, commitment, and community contribution. A formal pass out presentation took place at Bognor Fire Station to recognise the cadets' achievements and the inspiring progress they have made over their transformative 12-month journey.

We were also incredibly honoured to represent WSFRS at the service of memorial for the eleven men who tragically lost their lives in the Shoreham Airshow disaster ten years ago. Assistant Chief Fire Officer, Andy Piller, and the Head of Development & Operational Training, Catherine Walker joined Cllr Pieter Montyn and representatives from Sussex Police, East Sussex Fire & Rescue Service, and Southeast Coast Ambulance Service, who each laid a wreath of remembrance on the Old Toll Bridge.

# Performance Summary

Of the 30 core measures, 25 had a GREEN status, 3 were AMBER and 2 were RED.

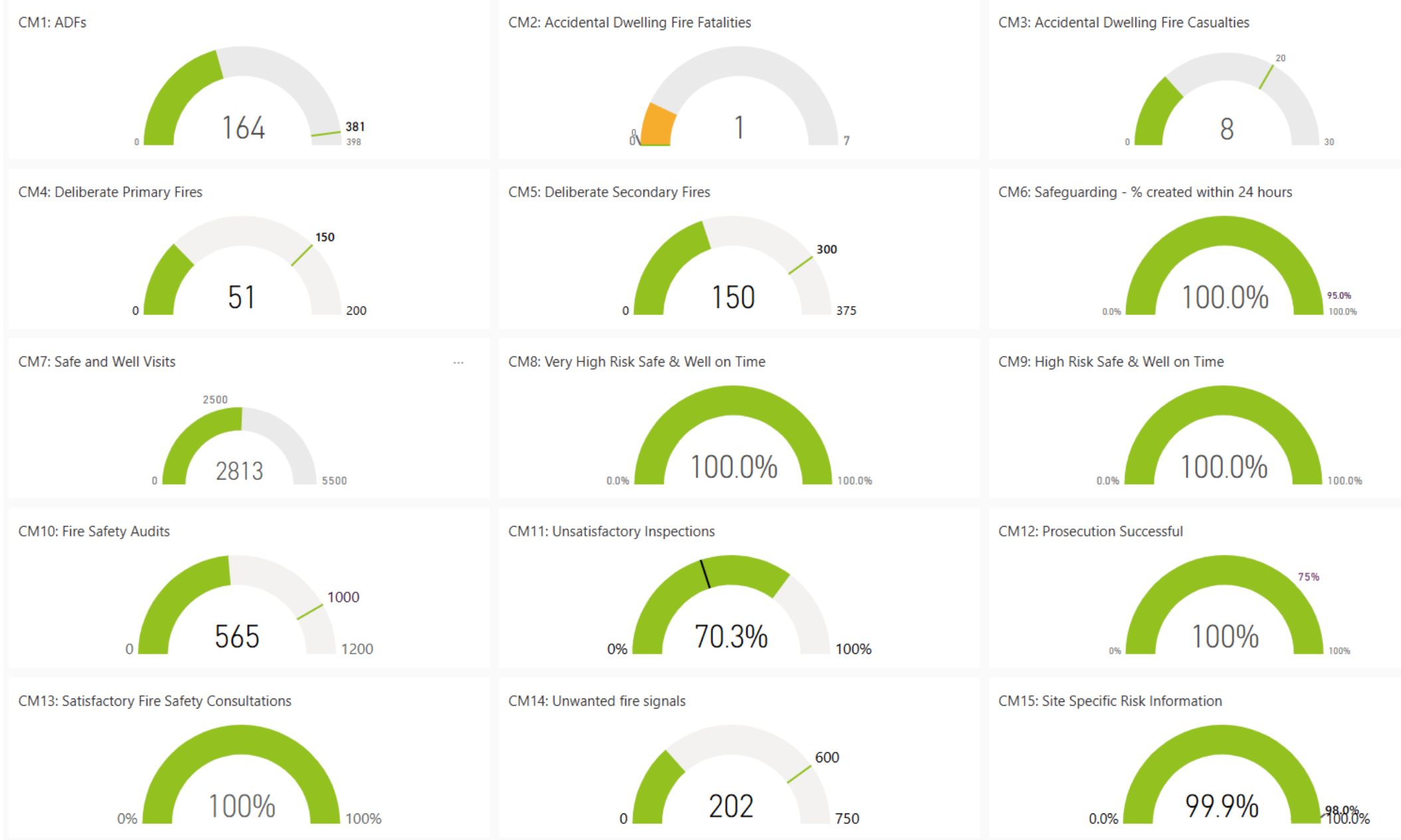
Of the 2 measures that were RED last quarter:

- % of Very High Risk Safe and Well Referrals contacted within 1 working day has returned to 100% and GREEN status
- % RDS Crew Available has further declined and remains RED in status

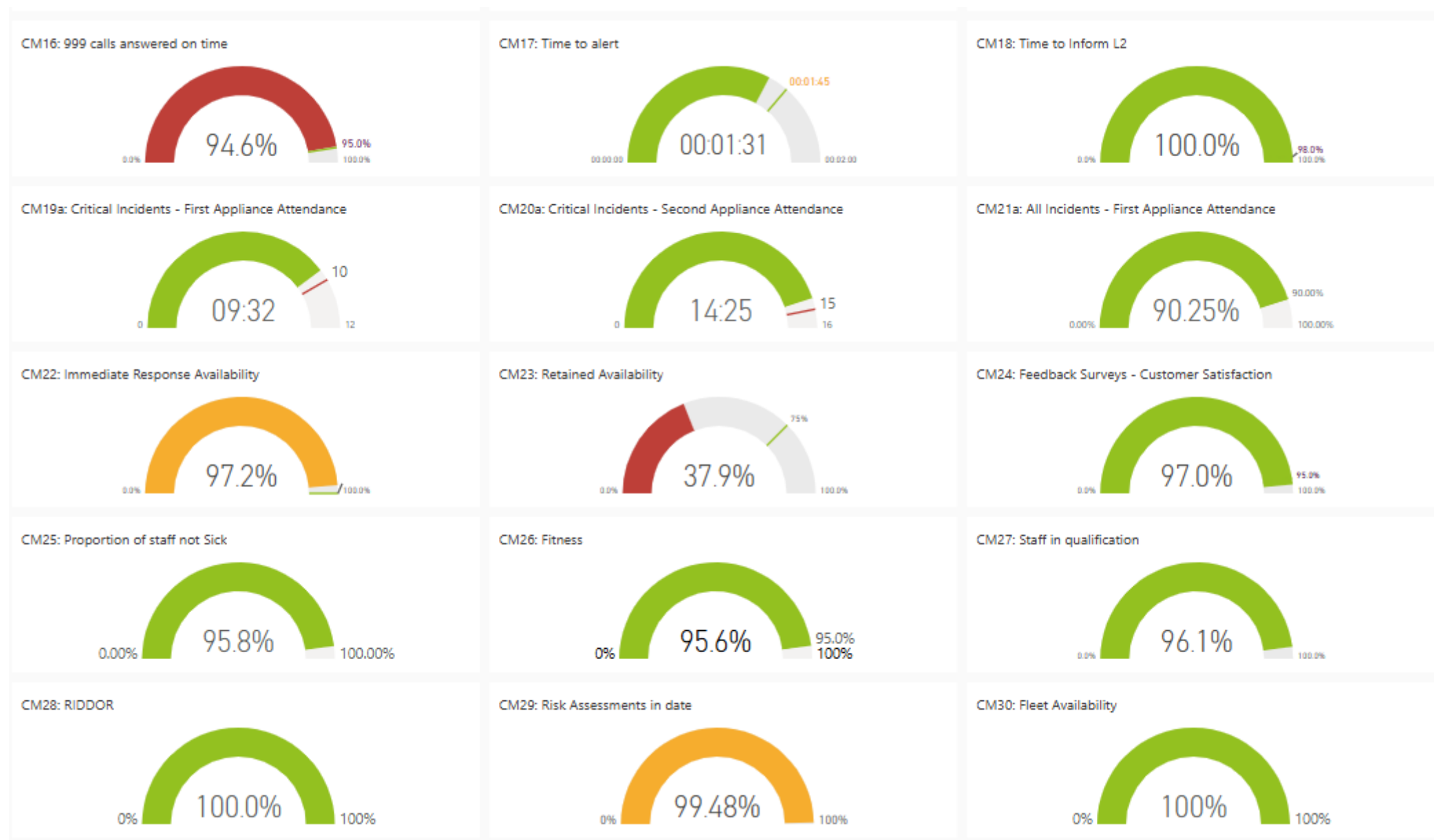
The only AMBER measure last quarter was % Whole Time Crew Available, which has improved slightly in performance.

Of the 19 comparable measures that were GREEN last quarter, 5 measures showed a decline in performance and 2 an improvement.

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



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





# Areas of Significant Improvement and Success

Quarter 2

(1<sup>st</sup> July – 30<sup>th</sup> September 2025)

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

- CM8: % Very High Risk Safe and Well Visits contacted within 1 working day
- CM17: Average time between Joint Fire Control Room receiving the emergency call and the station being notified
- CM19a: Critical Fires – First Appliance Attendance
- CM20a: Critical Fires – Second Appliance Attendance
- CM21a: All Incidents – First Appliance Attendance
- CM27: Eligible operational staff in qualification

# Core Measure 8: Very high risk safe and well visit 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.

100% in Q2  
2025-26

Year End  
Forecast  
AMBER

Annual Target:  
100% Green  
98% to 99.9% Amber  
<98% Red

Service Owner:  
**Nathan Cross**  
Area:  
**Prevention**



### Commentary

In Quarter 2 there were 6 customers who were assessed as having a very high level of fire risk, all 6 were contacted within 1 day and offered a visit. The cause of the administrative error in the previous quarter has been identified and rectified.

### 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.

# Core Measure 17: Average time between Joint Fire Control Room receiving the emergency call and the station being notified

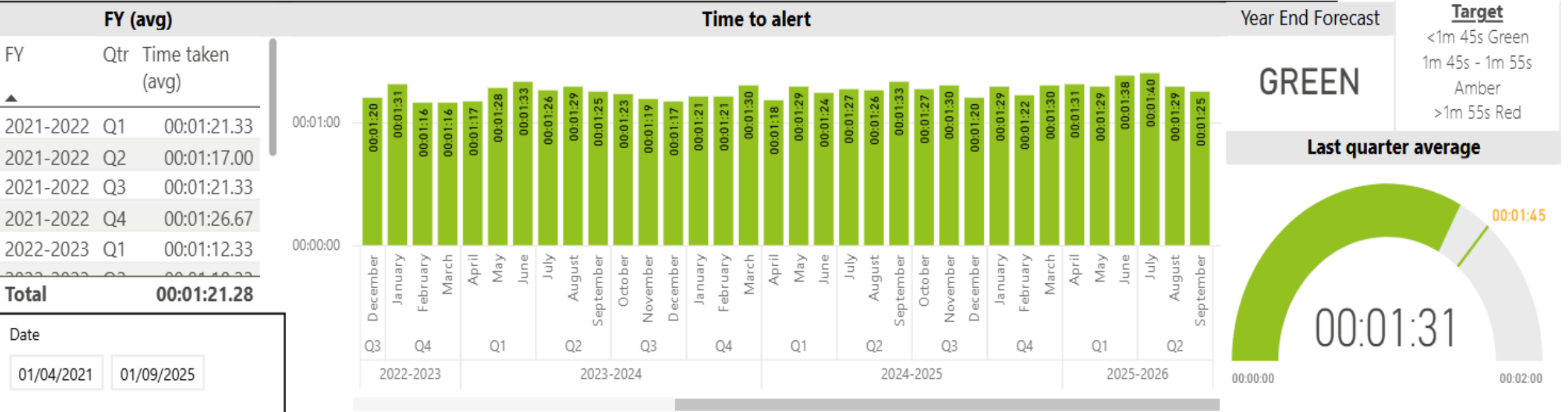
Average of 1 min 31 secs in Q2 2025-26

Year End Forecast GREEN

This measure looks at the time taken from when the Surrey/West Sussex Joint Fire Control Room Operator answers a 999 call to when the nearest fire station/engine is alerted to the incident (station end activation). The target is that emergency incidents are alerted within 1 minute 45 seconds of the Surrey/West Sussex Joint Fire Control Room receiving the call.

Target:  
<1m 45s Green  
1m 45s to 1m 55s Amber  
>1m 55s Red

Service Owner:  
**Dave Bray**  
Area:  
**JFC**



Commentary

The average time for Fire Control to handle the call and mobilise our resources for quarter 2 was 1min 31sec. This reflects good performance and continues to exceed the target of 1min 45 sec.

Actions

Tolerate: The quarter 2 performance is better than target, we will continue to monitor closely to ensure performance does not drop.

# Core Measure 19a: Critical Fires – First Appliance Attendance

Average of 9 min 32 secs in Q2 2025-26

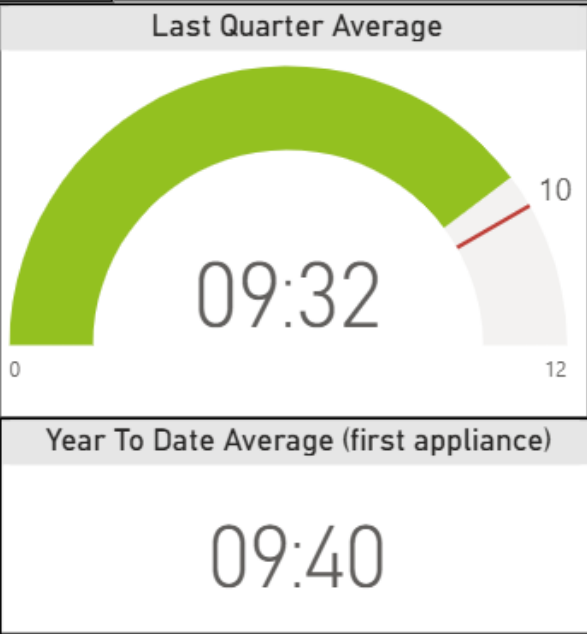
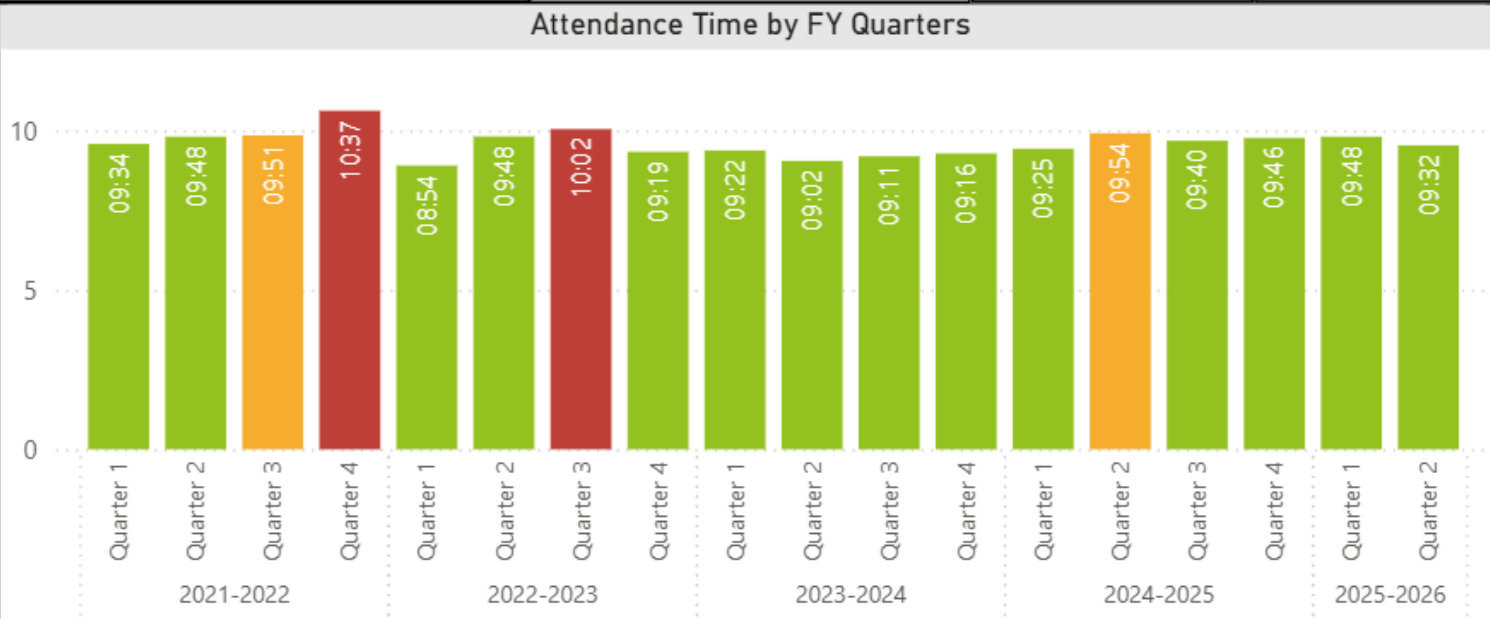
Year End Forecast GREEN

This measure examines the average time taken between an emergency call being answered and the first appliance arriving at the scene of a critical incident. A critical incident is defined as an incident that poses significant risk to people or property, such as a building fire, road traffic collision or other life-threatening emergency.

Target:  
10 minutes average response time to all critical incidents  
< 9:50 Green  
9:50 - 10:00 Amber  
> 10:00 Red

Service Owner:  
**Andy Piller**  
Area:  
**Service Delivery**

Financial Year	Average Attendance
2021-2022	09:57
2022-2023	09:32
2023-2024	09:13
2024-2025	09:42



- Table of Incidents
- Map & Station Group

## Commentary

July saw the introduction of our new Emergency Response Standard core measures. Quarter 2 has started off as a strong performing quarter continuing to maximise the use of the Dynamic Cover Tool maintaining a proactive approach to risk in our community.

## Actions

Tolerate: Monitoring performance through the Service Delivery Governance meetings and delivering against our Local Risk Management plans will remain the focus across all levels in Service Delivery.

# Core Measure 20a: Critical Fires – Second Appliance Attendance

Average of 14 min 25 secs in Q2 2025-26



Year End Forecast GREEN

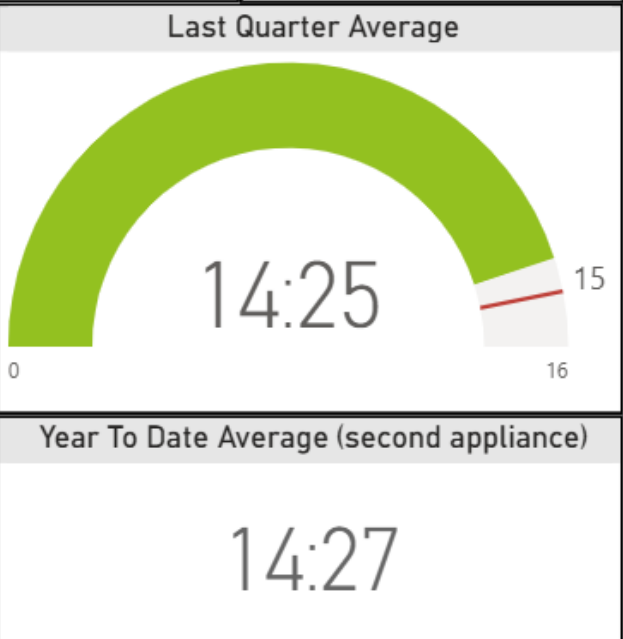
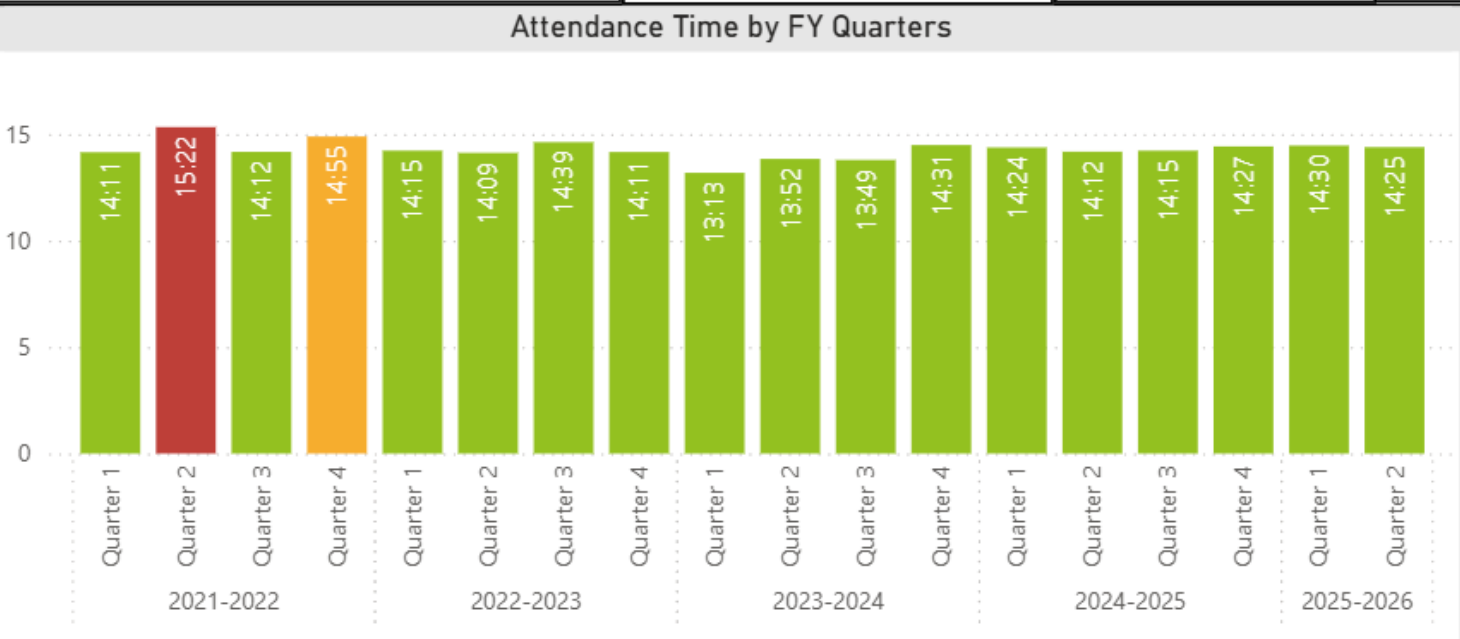
This measure examines the average time taken between an emergency call being answered and the second appliance arriving at the scene of a critical incident. A critical incident is defined as an incident that poses significant risk to people or property, such as a building fire, road traffic collision or other life-threatening emergency

Target:  
15 minute average response time to all critical incidents  
<14:50 Green  
14:50 to 15:00 Amber  
>15:00 Red

Service Owner:  
**Andy Piller**  
Area:  
**Service Delivery**

Financial Year	Average Attendance
2021-2022	14:39
2022-2023	14:20
2023-2024	13:51
2024-2025	14:20

-  Table of Incidents
-  Map & Station Group



## Commentary

July saw the introduction of our new Emergency Response Standard core measures. Quarter 2 has started off as a strong performing quarter continuing to maximise the use of the Dynamic Cover Tool maintaining a proactive approach to risk in our community.

## Actions

Tolerate: Monitoring performance through the Service Delivery Governance meetings and delivering against our Local Risk Management plans will remain the focus across all levels in Service Delivery.

# Core Measure 21a: All Incidents – First Appliance Attendance

90.25% in  
Q2 2025-26

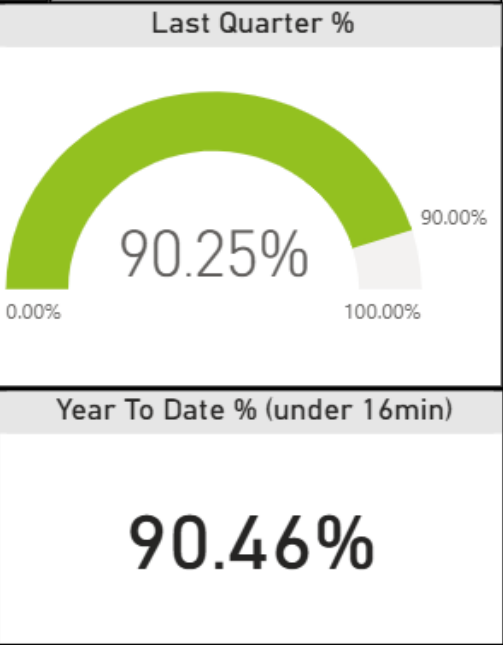
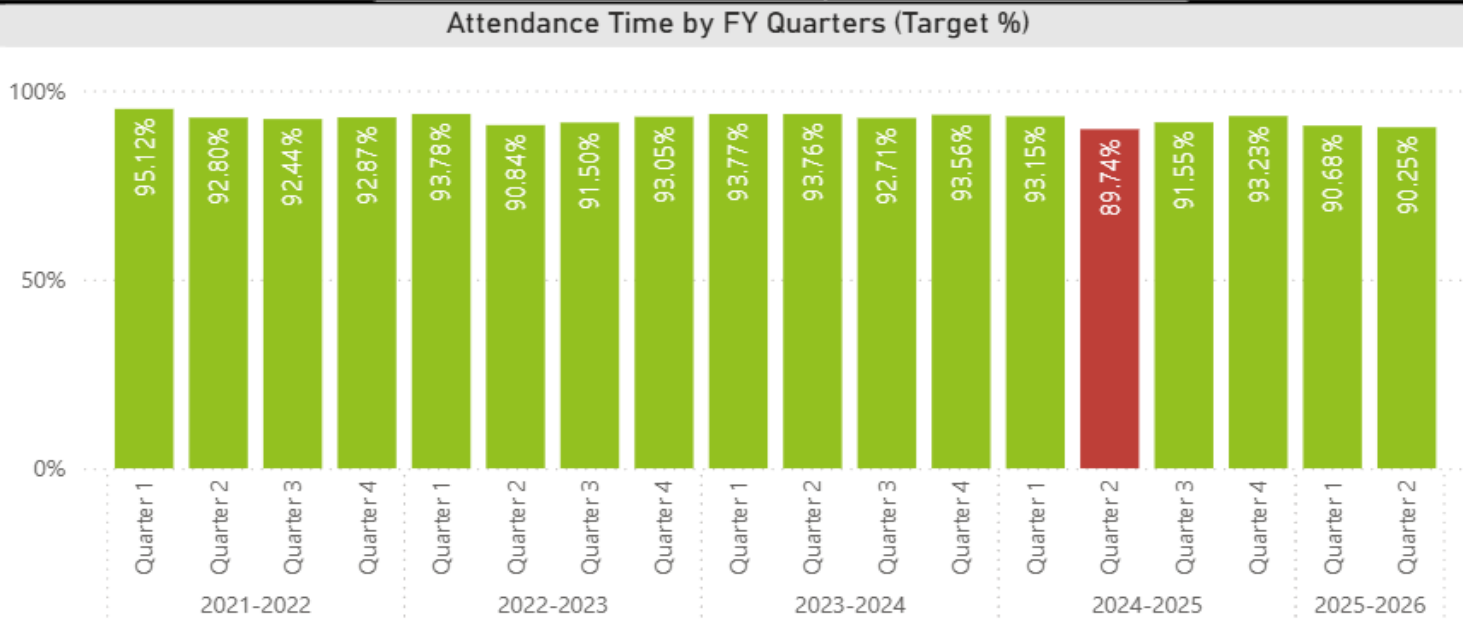
Year End  
Forecast  
GREEN

This measure examines the percentage of occasions where the time taken between an emergency call being answered and the first appliance arriving at the scene of any incident is 16 minutes or less

Target: 16 minute response time to all incidents 90% of the time  
>=90% = Green  
<90% = Red

Service Owner:  
**Andy Piller**  
Area:  
**Service Delivery**

Financial Year	Average Attendance	% Under 16min
2021-2022	09:47	93.30%
2022-2023	09:42	92.17%
2023-2024	09:33	93.44%
2024-2025	09:55	91.85%



- Table of Incidents**
- Map & Station Ground**

## Commentary

July saw the introduction of our new Emergency Response Standard core measures. A positive performing quarter 2, where maximising the use of the Dynamic Cover Tool maintaining a proactive approach to risk in our community has continued to be a success.

## Actions

Tolerate: Monitoring performance through the Service Delivery Governance meetings and delivering against our Local Risk Management plans will remain the focus across all levels in Service Delivery.

# Core Measure 27: Eligible operational staff in qualification

96.1% in Q2  
2025-26

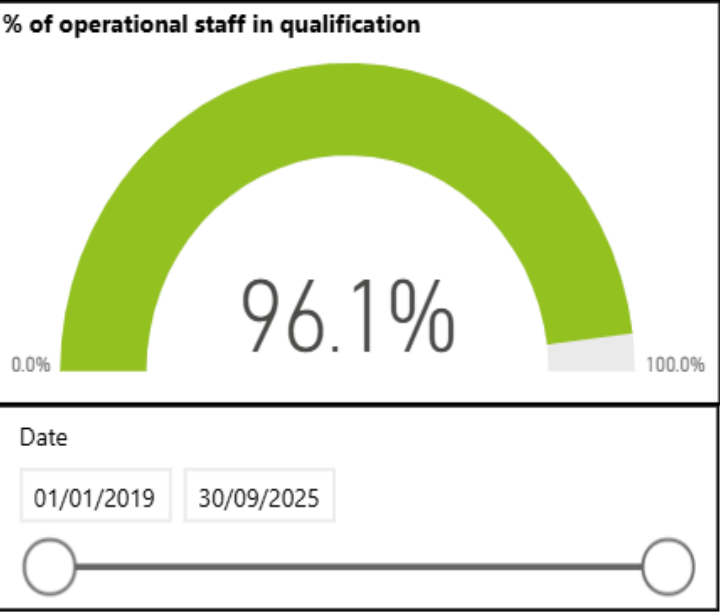
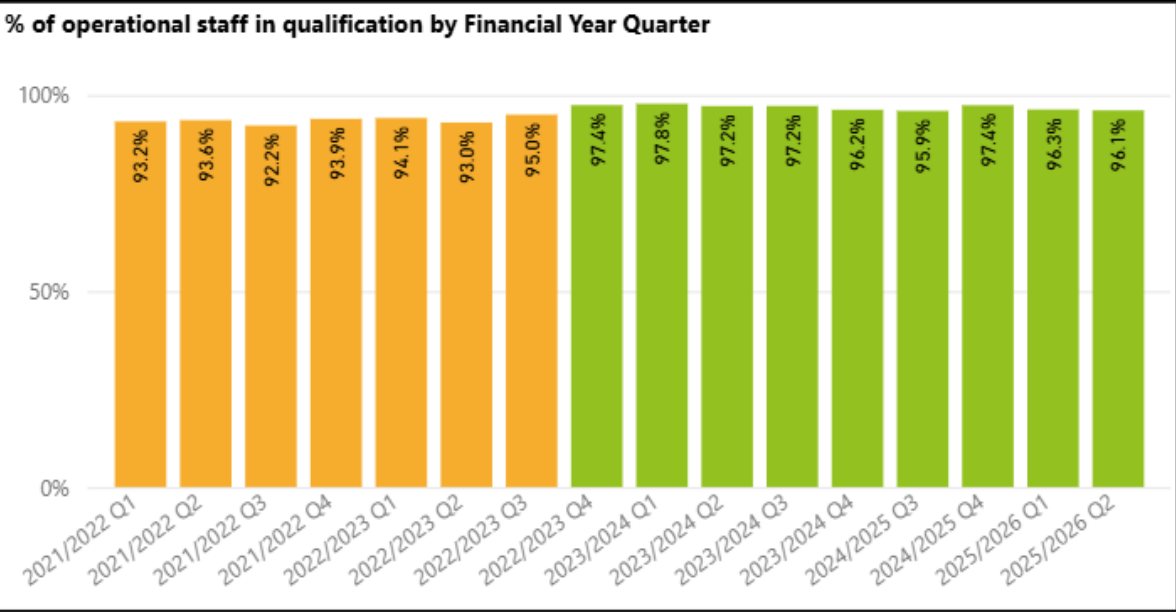
Year End  
Forecast  
GREEN

Annual Target:  
>95% Green  
85% - 95% Amber  
<85% Red

Service Owner:  
**Catherine Walker**  
Area:  
**DOT**

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. This measure does not include Retained 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 alternative duties are also excluded from this measure.

Previous Performance	
Financial Year	% Employees Qualified
2018/2019	89.32%
2019/2020	91.82%
2020/2021	94.19%
2021/2022	93.82%
2022/2023	95.90%
2023/2024	96.87%
2024/2025	93.86%
Total	93.79%



## Commentary

Collaborative work with, and support for, Station management teams from the Data, Analytics & Reporting team, and the Operational Training & Professionalism team has increased in the last quarter to focus on this. Performance data for the qualifications owned by Operational Training & Professionalism are, as of 30.09.25 : BA-92%, ICSL1-91%, ERD-98%.

## Actions

Treat: Service Delivery continue to embed the monthly training plan and continued communications with specific Station Managers whose stations are under-performing. Further improvements continue to be made to improve the data held on individuals.



# Selected Measures (Red and Amber Status)

Quarter 2

(1<sup>st</sup> July – 30<sup>th</sup> September 2025)

# Selected Measures (Red and Amber Status)

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

- CM2: Accidental Dwelling Fire Deaths in West Sussex over a year
- CM16: Time taken to answer the 999 call by Surrey/West Sussex Joint Fire Control Room
- CM23: Adequate crewing at all retained stations
- CM29: Percentage of Health and Safety Risk assessments within date

# Core Measure 2: Accidental Dwelling Fire Deaths in West Sussex over a year period starting from April

1 Death at the end of Q2 2025-26

Year End Forecast Amber

Annual Target:  
0 Green  
1-3 Amber  
>3 Red

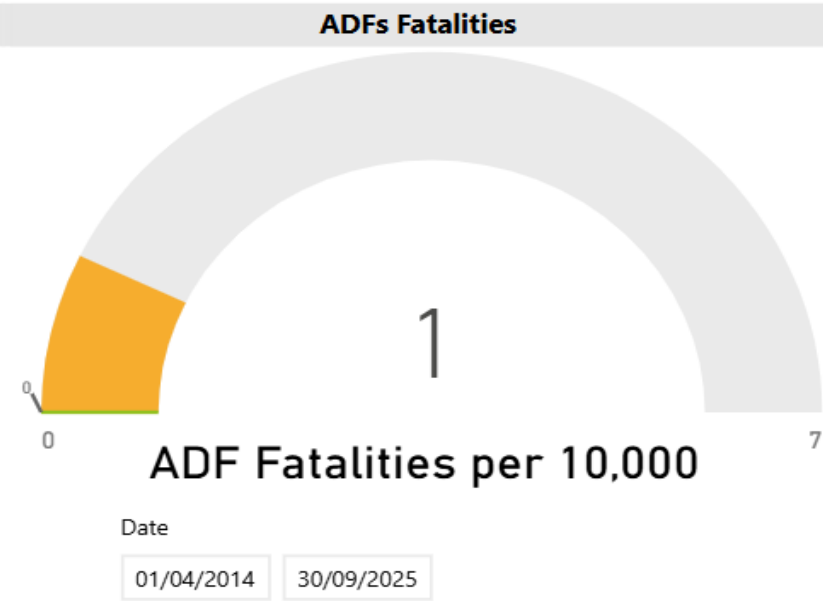
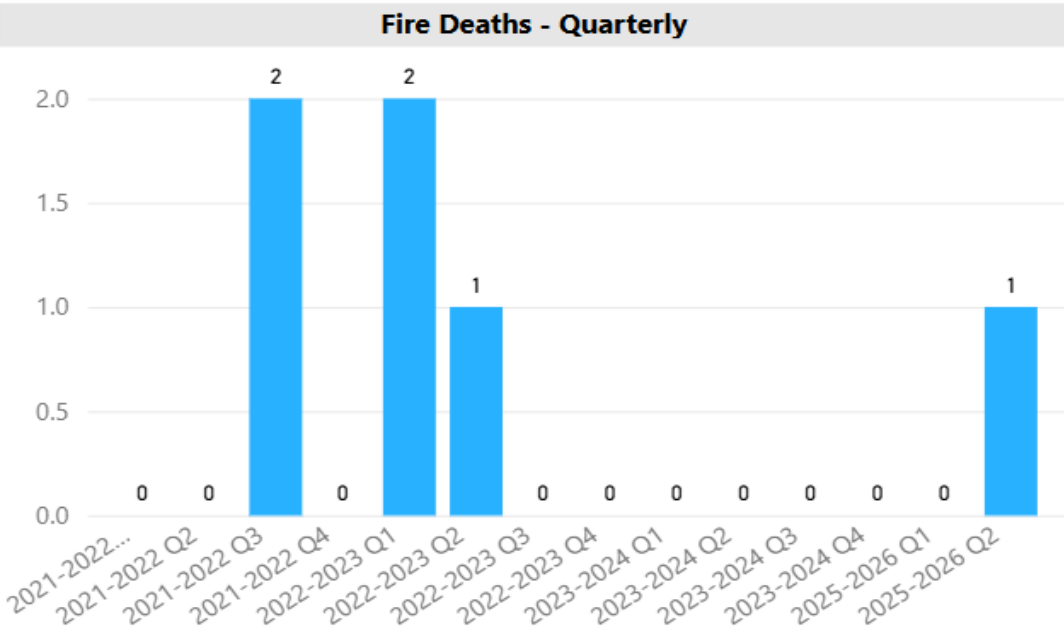
Service Owner:  
**Nathan Cross**  
Area:  
**Fires and Fatalities**

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.

ADFs Fatalities by FY		
Financial Year	Fatalities	Rate per 10,000
2017-2018	0	
2018-2019	1	0.00
2019-2020	0	
2020-2021	4	0.05
2021-2022	2	0.02
2022-2023	3	0.03
2023-2024	0	

National Average: 3 ADF Fatalities per 10,000 in 24/25

More Information



## Commentary

There was sadly one fatal Accidental Dwelling Fire (ADF) in Quarter 2. This is the first fatal ADF in the past three years. A full review has been completed, and learning has been shared with partner agencies.

## Actions

Tolerate & Monitor: 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.

# Core Measure 16: Time taken to answer the 999 call by Surrey/West Sussex Joint Fire Control Room

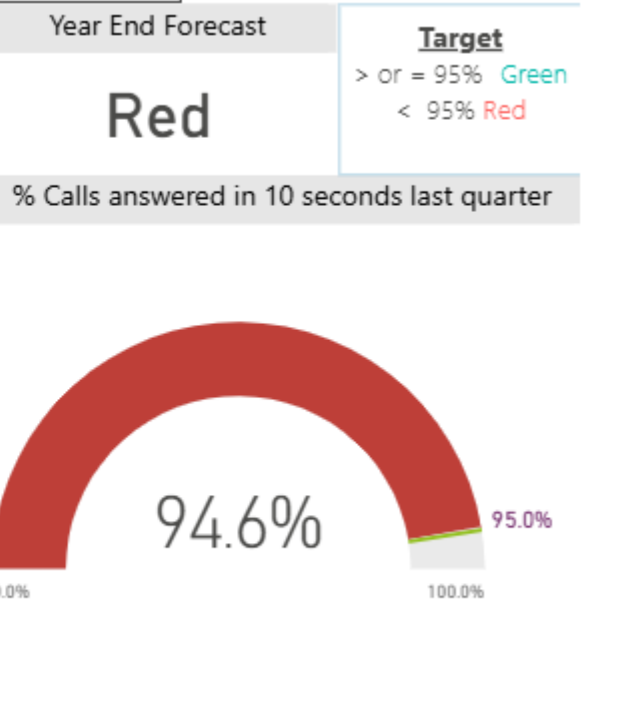
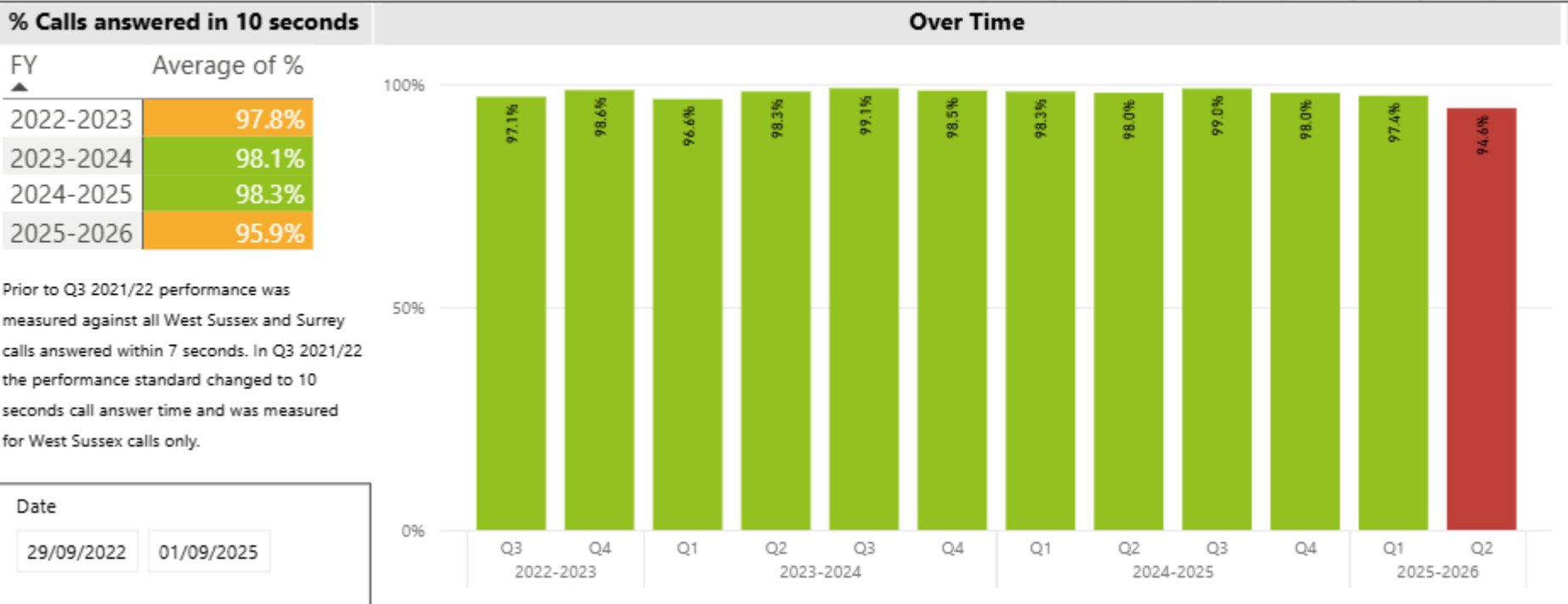
94.6% for Q2 2025-26

Year End Forecast Red

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.

Annual Target:  
> Or = 95% Green  
<95% Red

Service Owner:  
**Dave Bray**  
Area:  
**JFC**



**Commentary**

During quarter 2, 94.6% of all emergency calls made to our Fire Control were answered within 10 seconds. This is the first quarter since 2022/23 Q2 that we have not met out target of 95%. In July there were 11 Incidents where there were 8+ repeat calls. On one day, there were 3 separate incidents within a 25 minute window, generating over a 100 calls in less than 30 minutes.

**Actions**

Treat: The performance is slightly under target. We will continue to monitor closely to ensure performance does not drop further and work with our partners to support them to focus on areas for improvement.

# Core Measure 23: Adequate crewing at all retained stations

38% at the end of Q2 2025-26

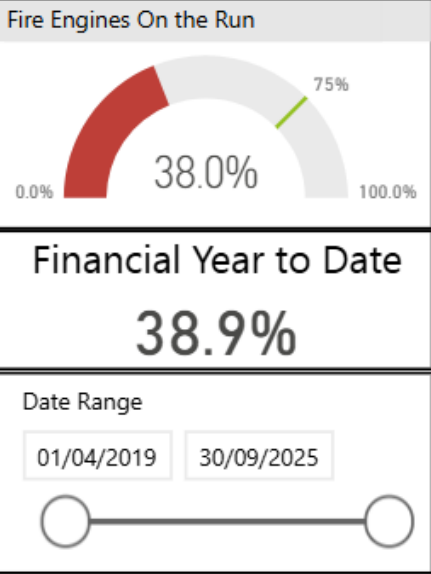
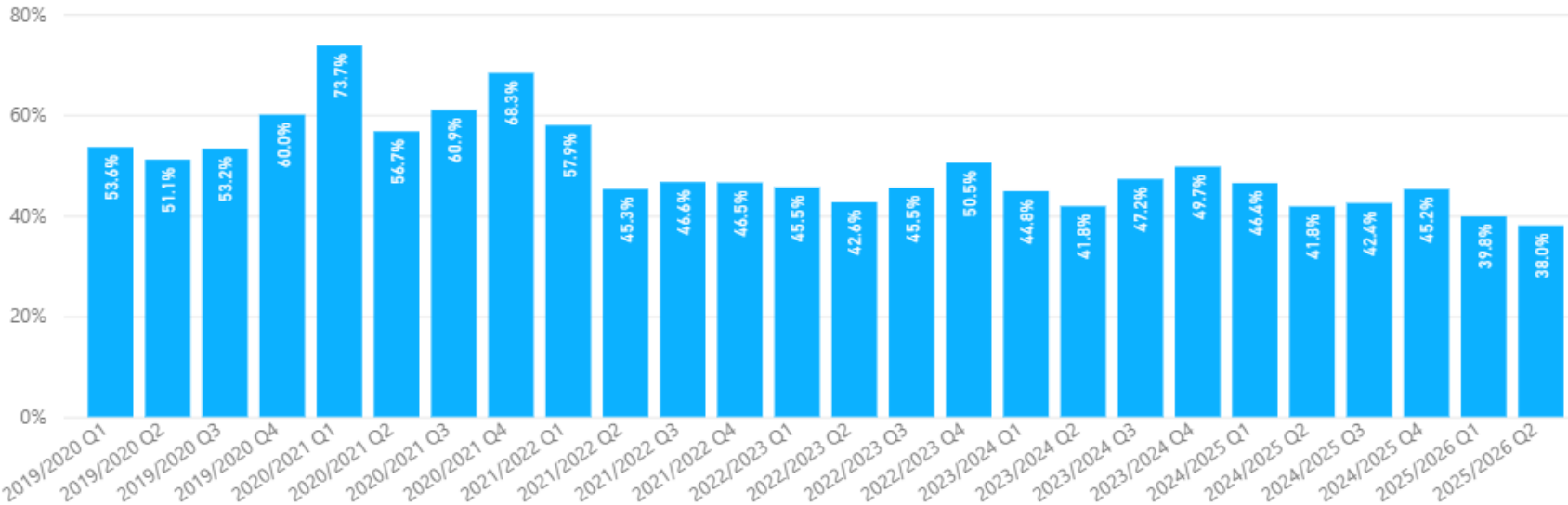
Year End Forecast RED

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:  
> or= 75% Green  
65% - 74% Amber  
<65% Red

Service Owner:  
**Andy Piller**  
Area:  
**Service Delivery**

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



More Information

### Commentary

Performance has dropped in the second quarter with the contributing factor remaining that some supervisory managers had been unsuccessful in revalidating their Incident Command Qualification. This means that the appliance cannot be mobilised as it does not have a suitably qualified commander available.

### Actions

Treat: Supporting managers in regaining their command ticket remains a priority. In addition, a review of the recently commissioned and published On Call report on behalf of the NFCC will be a focus, scrutinising and exploring areas which may support our RDS 3.5 CRMP project.

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

96.11% at the end of Q2 2025-26

Year End Forecast AMBER

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.

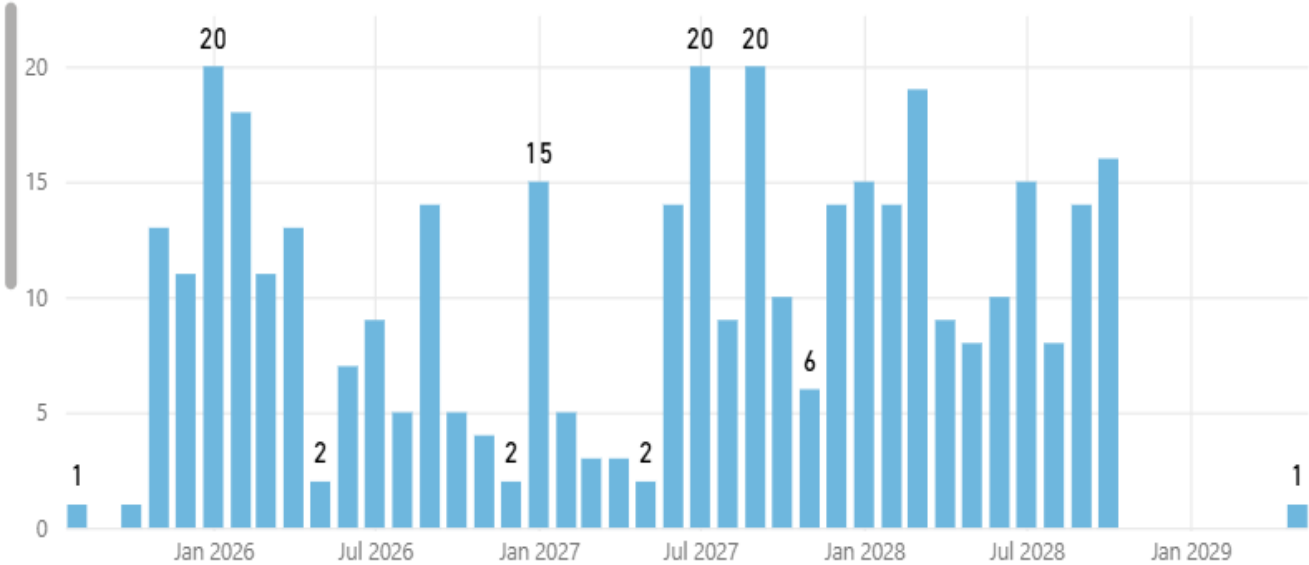
Target:  
100% Green  
>95% Amber  
<95% Red

Service Owner:  
**Richard Abbot**  
Area: **Strategic Risk and Improvement**

Peformance in previous quarters

FY	Qtr	% Risk Assessments completed on time
2021/22	1	98.90%
2021/22	2	100.00%
2021/22	3	100.00%
2021/22	4	100.00%
2022/23	1	100.00%
2022/23	2	100.00%
2022/23	3	100.00%
2022/23	4	100.00%
2023/24	1	100.00%

Risk Assessments by due date



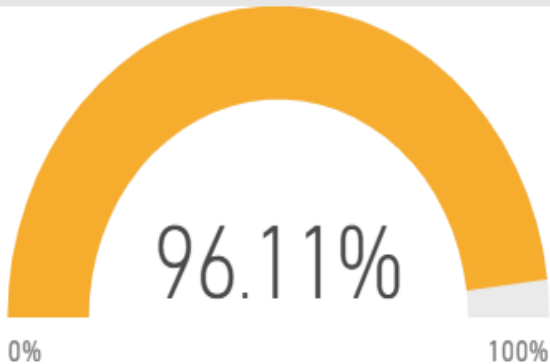
Year End Forecast

Amber

Target

100% Green  
>95% Amber  
<95% Red

Risk Assessments in date



## Commentary

Health and Safety Risk Assessments have been completed within the required time frames; however, one remains outstanding.

## Actions

Treat: One risk assessment remains outstanding and is being addressed. An ongoing process for reviewing and monitoring risk assessments is in place, which is managed within the health and safety department.