

West Sussex Fire and Rescue Service Performance Report Quarter 1 2025/26

Gary Ball
Chief Fire Officer

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Strategic Performance Board Quarterly Report

Quarter 1 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 April – 30th June 2025.



Cabinet Member Summary

As Chief Fire Officer Sabrina Cohen-Hatton takes up the role of Chief Fire Officer at Hampshire FRS, we welcome Gary Ball into the role of interim Chief Fire Officer and, following further recruitment activity, Andy Piller as Assistant Chief Fire Officer and Sabrina Pennington-Down as Assistant Director for Fire Strategy, Improvement & Assurance.

The service has continued to demonstrate good performance in quarter 1. Additionally, focus has continued on development of the new Community Risk Management Plan which will run from 1st April 2026 to 31st March 2030, with the public consultation going live on 1st July 2025.

This quarter the tragic loss of two Oxfordshire FRS firefighters whilst attending a fire in Bicester has served as a stark reminder of the risks our own firefighters face.



Chief Fire Officer Summary

During a period of considerable change, the service has continued to make progress in a number of important areas.

Our annual Staff Conference was held on 18th June 2025, focussing on addressing the implementation of the Grenfell Phase 2 recommendations and the breadth of the implications of this across the whole service.

Our Wholetime recruitment process concluded with 12 successful candidates who are planned to start in Quarter 3 2025/6. This was a significant workload and has truly been a team effort with 70 colleagues from across our service supporting at various stages. The process was run professionally and introduces a focus on the values and code of ethics to support our continued embedding of these.

Twelve young people have successfully completed the latest EVOLVE course run by our Targeted Education Team with a pass out on 13th June.

There continue to be considerations of Local Government Reorganisation and Devolution and what this will mean for the Fire and Rescue Service in the short, medium and long term. This period there has been further focus on engagement with MHCLG and other Fire and Rescue Services across the UK who have been in a similar position as well as our priority programme partner colleagues in East Sussex and Sussex Police.

Performance Summary

Scrutiny Committee Members to note that an annual review of the core measures was undertaken prior to April 2025 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 2024-2025, as detailed in Appendix B.

Of the 30 measures, 27 had a GREEN status, 1 was AMBER and 2 were RED.

Of the 2 measures that were RED last quarter:

- Accidental Dwelling Fire Casualties has shown an improvement in performance this quarter
- RDS availability has declined and remains RED in status

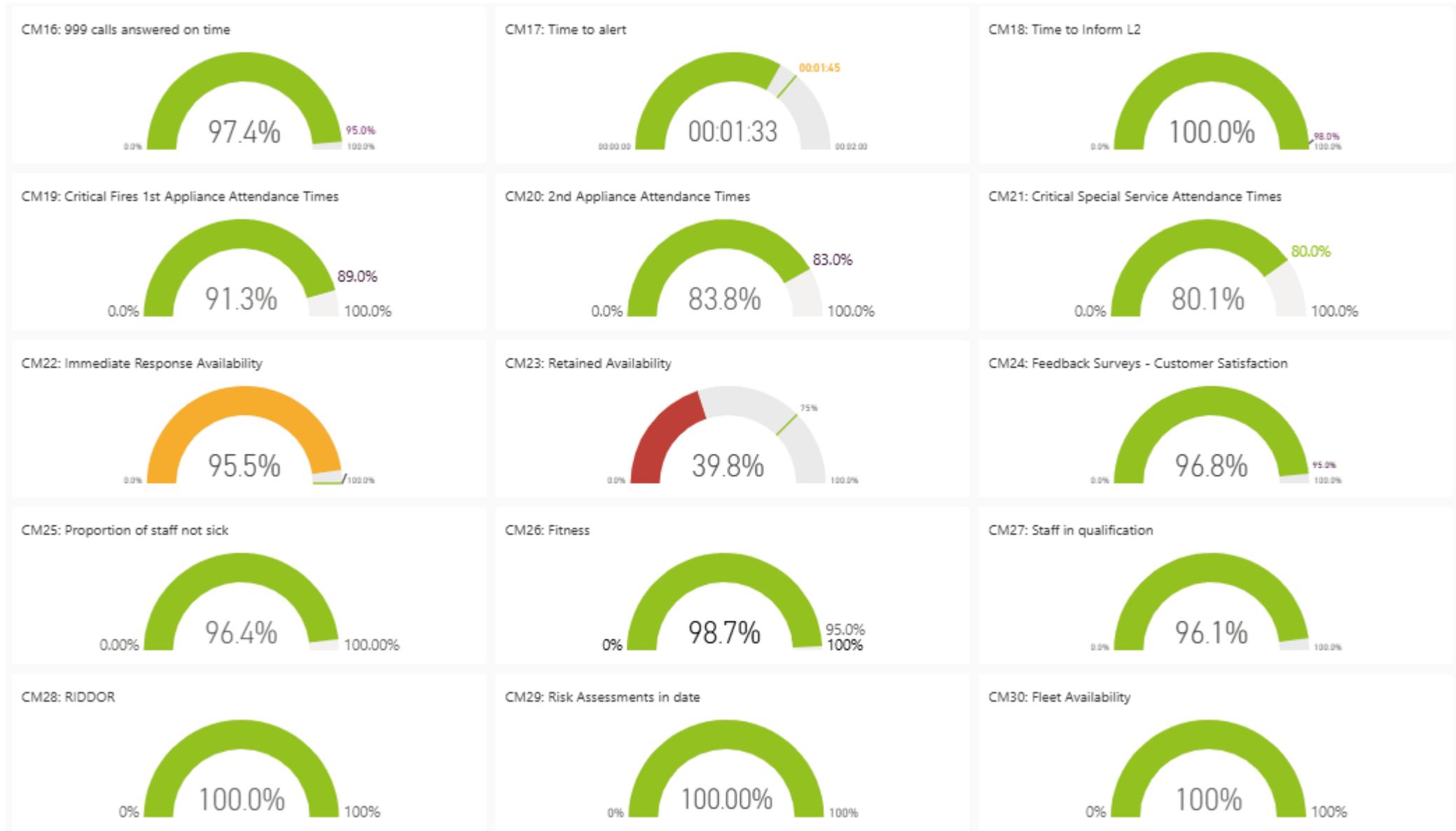
The only AMBER measure both this quarter and last is Whole Time Crewing Availability, which has declined slightly in performance.

Of the 20 comparable measures that were GREEN last quarter, 6 measures showed a decline in performance and 4 an improvement. One measure (% of Very High Risk Safe and Well Visit referrals contacted in time) changed from GREEN to RED status.

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



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



Areas of Significant Improvement and Success

Quarter 1

(1st April – 30th June 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 1 saw sustained good performance in many areas, with the following measures showing particular success:

CM3 Accidental Dwelling Fire Casualties

CM7 Safe and Well visits delivered to households containing at least 1 vulnerability or risk factor

CM10 Number of FSO Audits delivered

CM12 Percentage of successful prosecutions under the Regulatory Reform (Fire Safety) Order 2005

Core Measure 3: Accidental Dwelling Fire casualties in West Sussex

2 casualties at the end of Q1 2025-26

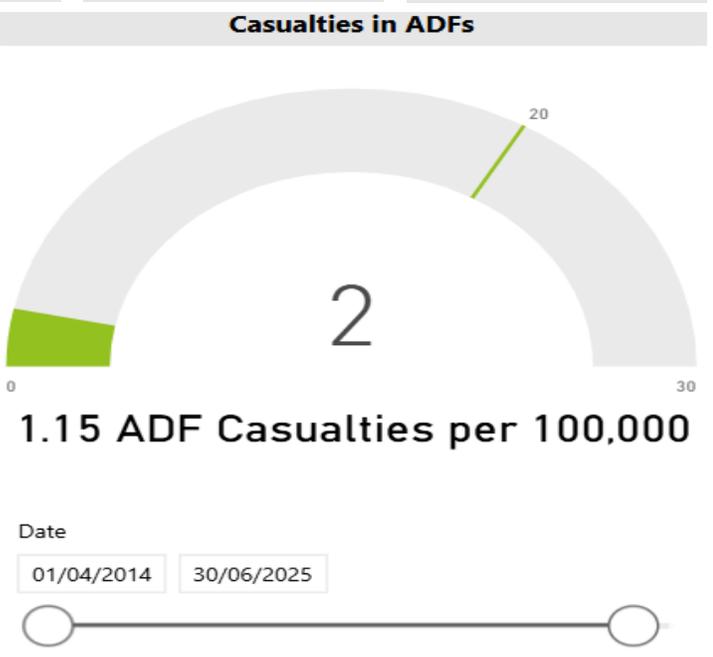
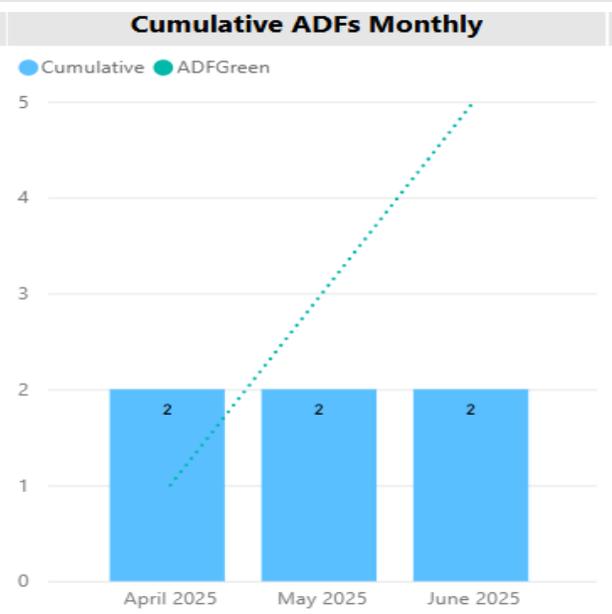
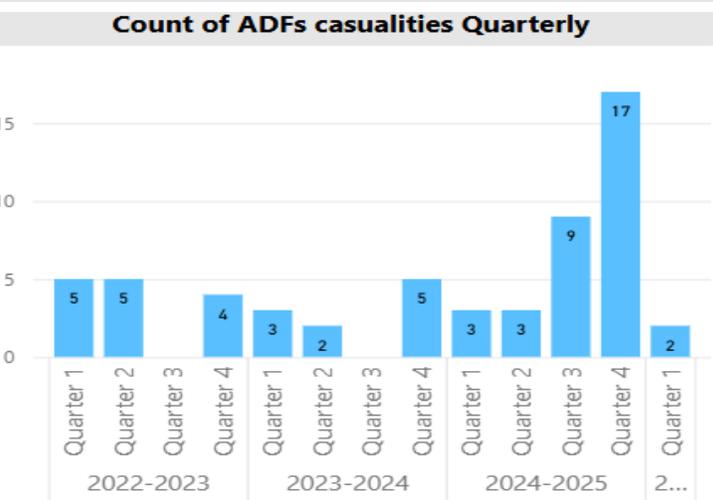
Year End Forecast Green

The total number of casualties resulting from an accidental dwelling fire in West Sussex over a year period starting in April. This is limited to a person whose injury is fire related and was severe enough to require hospital attendance.

Annual Target:
 <20 Green
 20-30 Amber
 >30 Red

Service Owner:
Nathan Cross
 Area:
Fires and Fatalities

| ADFs Casualties by FY | | |
|-----------------------|------------|------------------|
| Financial Year | Casualties | Rate per 100,000 |
| 2015-2016 | 24 | 0.00 |
| 2016-2017 | 29 | 0.00 |
| 2017-2018 | 17 | 1.98 |
| 2018-2019 | 16 | 1.85 |
| 2019-2020 | 28 | 3.21 |
| 2020-2021 | 18 | 2.06 |
| 2021-2022 | 13 | 1.47 |
| 2022-2023 | 14 | 1.57 |
| 2023-2024 | 10 | 1.12 |
| 2024-2025 | 32 | 0.00 |



National Average: 9 ADF non-fatal casualties per 100,000 in 24/25

[More Information](#)

Commentary
 There have been 2 ADF casualties recorded for Quarter 1. Serious Fire Reviews are underway for both incidents. However, the number of casualties has reduced significantly from the spike seen in Quarter 4 2024/25.

Actions
 Treat: We will continue to investigate all serious fires to understand the cause and the opportunity to prevent future incidents. This learning will then be fed back into our preventative work and targeted campaigns.

Core Measure 7: Number of safe and well visits (SWVs) delivered to those households containing at least 1 person with at least 1 vulnerability or risk factor.

1395 delivered by end of Q1 2025-26

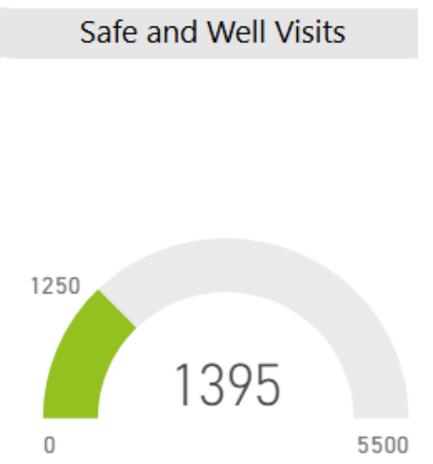
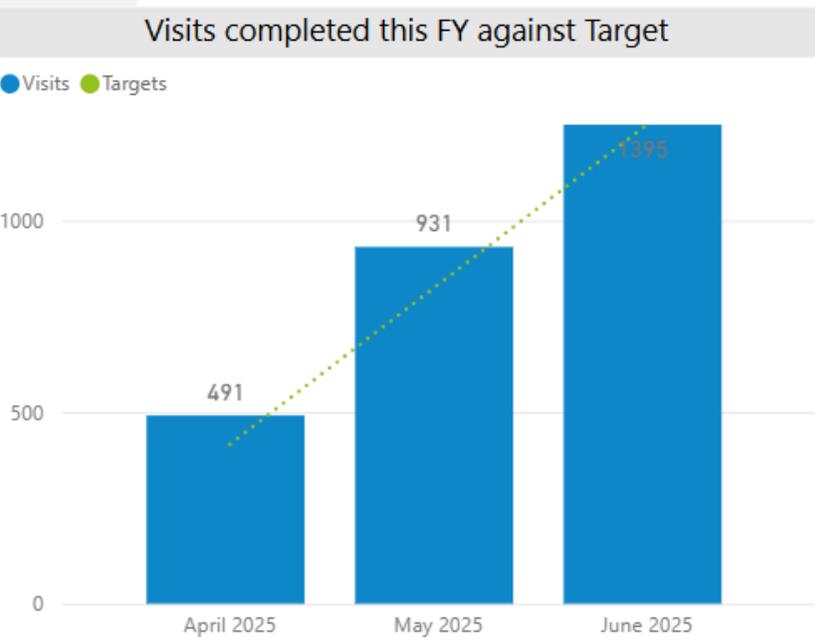
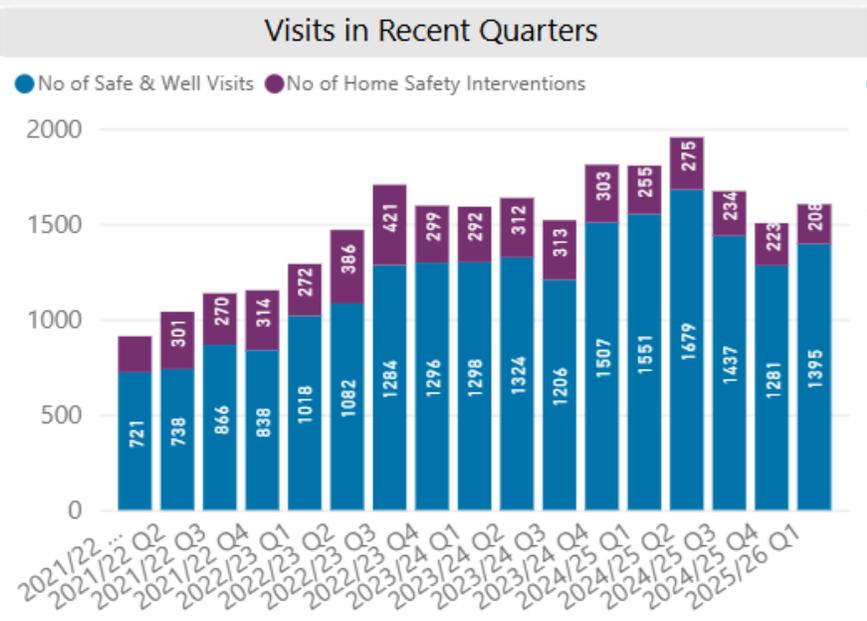
Year End Forecast GREEN

Number of 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. This includes very high, high and medium risk individuals and those low risk individuals with a vulnerability or a fire risk. Home safety interventions are shown here for information and include all low risk safe and well visits where there are no vulnerabilities and instances where we have supplied/fitted equipment.

Annual Target:
 >=5500 Green
 5300-5499 Amber
 <5300 Red

Service Owner:
Nathan Cross
 Area:
Prevention

| Visits by FY | | |
|----------------|--------|--------------|
| Financial Year | Visits | Rate per1000 |
| 2019/20 | 4669 | 5.4 |
| 2020/21 | 2998 | 3.47 |
| 2021/22 | 3355 | 3.88 |
| 2022/23 | 4680 | 5.3 |
| 2023/24 | 5335 | 6 |
| 2024/25 | 5948 | 6.69 |



National Average: 1 SWV delivered per 1000 in 21/22
 2 HFSCs per 1000 population in 21/22
 *Visits prior to 21/22 were assessed against a different criteria for high or very high risk

i More Information

Commentary
 In Quarter 1 a total of 1,395 Safe and Well Visits were completed. An additional 208 Home Fire Safety Interventions were also completed by the service. We continue to target the most vulnerable with 86% of Safe and Well Visits targeted towards those with high or very high risk.

Actions
 Tolerate and monitor: 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 and will prioritise them for a Safe and Well Visit.

Core Measure 10: Number of FSO regulated buildings having received an audit

302 completed by end of Q1 2025-26

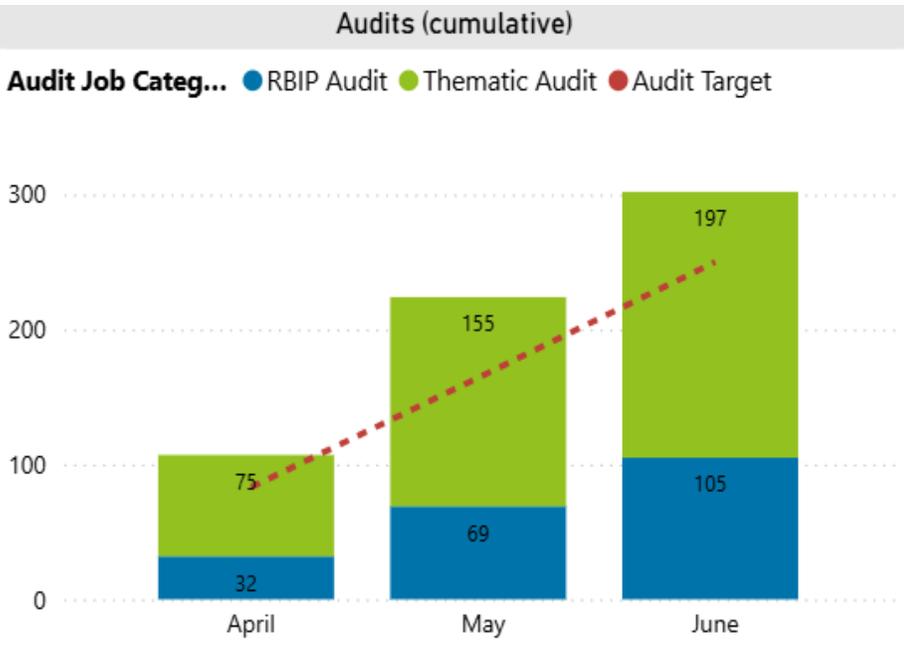
Year End Forecast GREEN

There are approximately 35,000 Fire Safety Order 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 program for known sleeping risks.

Annual Target:
1000 Green
850-999 Amber
>850 Red

Service Owner:
Dave Bray
Area:
Protection

| Financial Year | Audits | Fire Safety Checks | Audits per 100 premises |
|----------------|--------|--------------------|-------------------------|
| 2020/21 | 137 | | 0.4 |
| 2021/22 | 797 | 182 | 2.3 |
| 2022/23 | 1009 | 524 | 2.9 |
| 2023/24 | 1041 | 769 | 2.9 |
| 2024/25 | 1235 | 533 | 3.5 |
| 2025/26 | 302 | 31 | 0.0 |



National Average: 2.9 Audits per 100 premises in 23/24 Last Refresh Date 18/07/2025

[More Information](#)

Commentary
Quarter 1 has seen our Fire Safety Regulators undertake 10% more fire safety audits than in the same period last year. This is a very positive start to the year despite a number of our specialist personnel undertaking development qualifications. During this period the fire safety team continue to be conducting a number of legal investigations for cases to be taken before the courts.

Actions
Tolerate: This is positive performance based upon the competency journey that our fire safety regulators are on, coupled with the time that it takes to undertake legal investigations.

Core Measure 12: Percentage of Successful Prosecutions

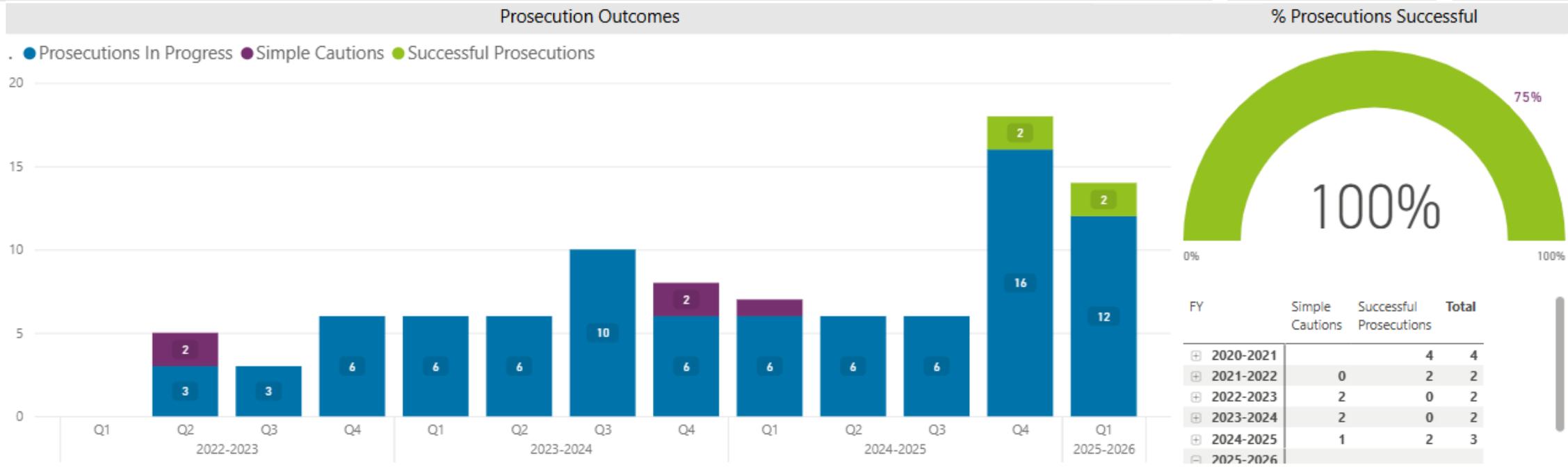
100% at the end of Q1 2025-26

Year End Forecast GREEN

The percentage of successful prosecutions under the Regulatory Reform (Fire Safety) Order 2005.

Annual Target:
>75% Green
<75% Red

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



Commentary
During quarter 1 we undertook two prosecutions that saw guilty verdicts being recorded by the courts. These cases take a significant portion of the team’s capacity to investigate. We also brought a further 3 cases to court, which await sentencing and so these will be reported upon next quarter.

Actions
Tolerate: We will continue to be an effective and proportionate regulator in accordance with the Regulators Code, and will seek to prosecute only when it is appropriate to do so.

Selected Measures (Red and Amber Status)

Quarter 1

(1st April – 30th June 2025)

Selected Measures (Red and Amber Status)

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

- CM8 Very high risk safe and well visit referrals contacted within 1 working day
- CM22 Adequate crewing on all wholetime frontline fire engines
- CM23 Adequate crewing on all retained frontline fire engines

Core Measure 8: Very high risk safe and well visit referrals contacted within 1 working day

88.9% in Q1 2025-26

Year End Forecast RED

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. Target is 100% completed on time.

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

Service Owner:
Nathan Cross
Area:
Prevention

| Financial Year | VeryHighPercent |
|----------------|-----------------|
| 2021/22 | 98.82% |
| 2022/23 | 100.00% |
| 2023/24 | 100.00% |
| 2024/25 | 100.00% |
| Total | 99.42% |



88.89%
On Time FY

[More Information](#)

Commentary
In Quarter 1 there were 9 customers who were assessed as having a very high level of fire risk, 8 were contacted within 1 day and offered a visit. Unfortunately we have identified that there was one instance where we did not meet our expected performance as a result of an administrative error at the time of taking the referral. This customer has since received a Safe and Well Visit to keep them safe.

Actions
Tolerate and monitor: The cause of the administrative error has been identified and rectified. 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 22: % Full shifts where there is adequate crewing at wholetime stations

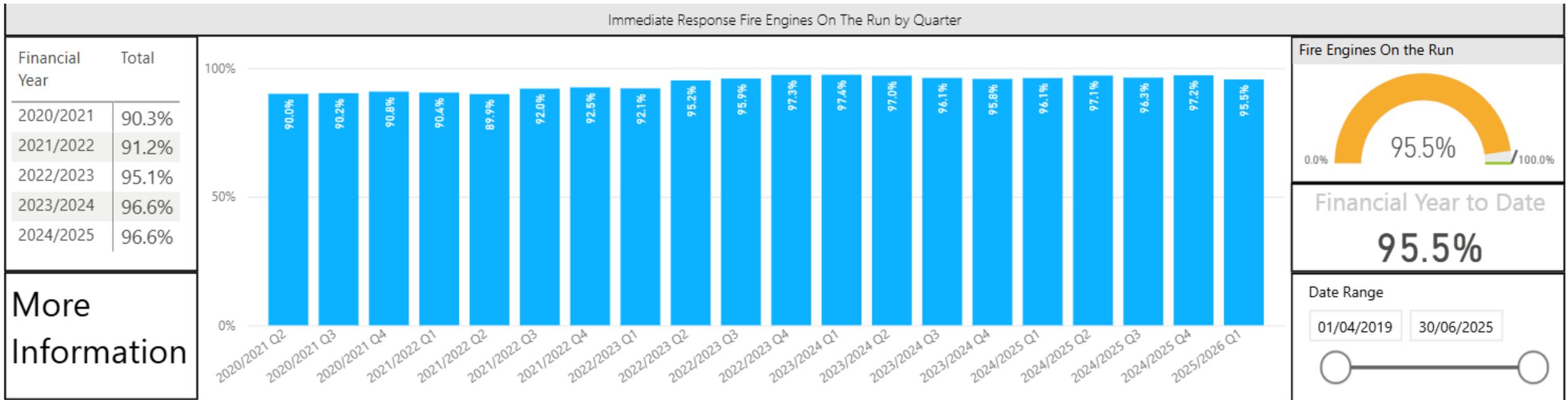
95.5% at the end of Q1 2025-26

Year End Forecast AMBER

A wholetime station operates under a crewing system which provides sufficient firefighters for a frontline fire engine to be available 24/7, 365 days a year. Four qualified people are required on a frontline fire engine to ensure safety. This measure examines the percentage of shifts (day or night) where this has been achieved.

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

Service Owner:
Andy Piller
Area:
Service Delivery



More Information

Commentary
A stable performance for this quarter, continuously reviewing, educating and improving processes to ensure Firewatch accurately reflects fire engine availability contributing to maintaining our emergency response standards remains a focus within Service Delivery.

Actions
Treat: Providing oversight in the Service Delivery Governance meetings continue to focus on areas for improvement, regularly signposting staff to the newly published bite size training videos enabling managers to reduce errors created by human entry.

Core Measure 23: Adequate crewing at all retained stations

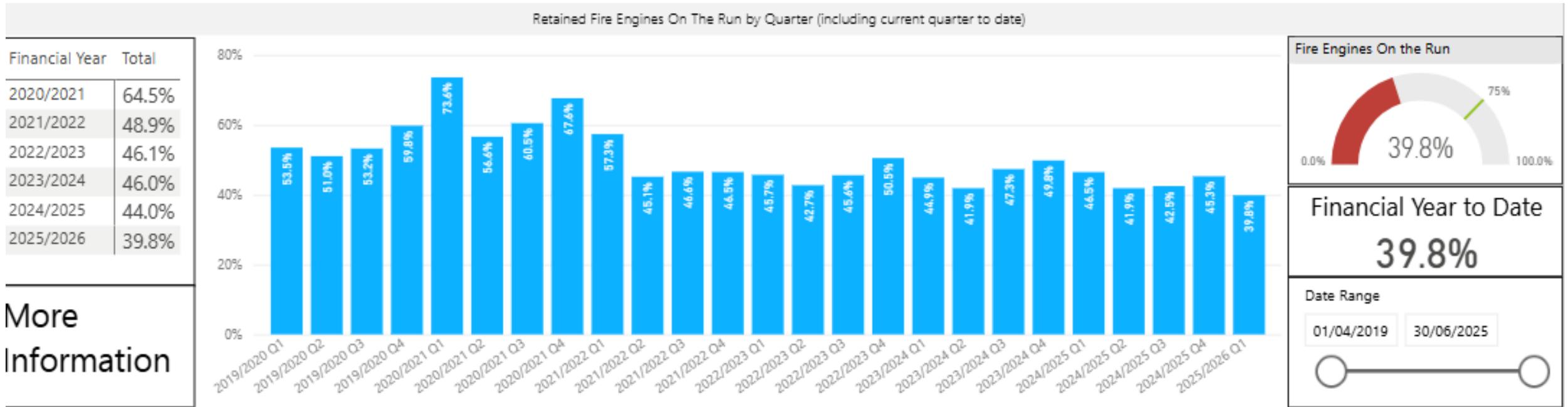
39.8% at the end of Q1 2025-26

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:
75% - 100% Green
65% - 74% Amber
<65% Red

Service Owner:
Andy Piller
Area:
Service Delivery



More Information

Commentary
Performance has dropped in quarter 1 with a contributing factor that some supervisory managers have 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: Support for the managers in regaining their command ticket is a priority, and an emphasis on the CRMP RDS 3.5 project is a focus with proposals being created.