



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report for 2016/17

JULY 2017

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's performance for the period April – March 2016/17.

It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Service's senior managers and staff to account in terms of the provision and performance of their Fire & Rescue Service for 2016/17.

The primary objective of the Fire Authority is to drive down risk in local communities, schools and businesses across the county of East Sussex and the City of Brighton & Hove. Our aim is to make our County and City a safer place to live in, work in and visit as well as to improve wellbeing for all our citizens. We are also seeking to ensure we contribute to the wider sustainability agenda as well as invest to achieve sustainability in our own service provision to meet long term needs at a price council taxpayers can afford.

In 2016/17 East Sussex Fire Authority undertook an IRMP (Integrated Risk Management Planning) review. As part of this review a new Purpose and Commitments was established to guide the Service's work for the coming years

Our Purpose is: *We make our communities safer*

Our Commitments are: *Delivering high performing services*

Educating our communities

Developing a multi-skilled, safe and valued workforce

Making effective use of our resources

Our Core Values



2. Operating Environment

East Sussex Fire & Rescue Service provides prevention, protection and response services to 829,300 people living in 363,070 households within the area of East Sussex and the City of Brighton & Hove. We work within a large and diverse area on the south coast of England, covering rural locations as well as a busy city centre and urban seaside towns.

The County of East Sussex experiences high levels of deprivation when compared to other counties in the South of England. Our larger towns and the City of Brighton & Hove are very popular tourist destinations and the summer population is enhanced significantly, with over 8 million visitors, along with the risk of fire and road traffic collisions. The main headlines for the Service's area are:

Coastal and other influences

- At least 70% of the population lives along 47 miles of coast
- Our area provides almost every aspect of community risk including multiple harbours, with the inherent risk of ship fires and oil terminals leading into the city of Brighton & Hove
- Steep cliffs that are known to have areas of erosion subject to unpredictable collapse
- The influence of the landscape and significant coastal and inland flooding causes risks
- Aging Population: 12% of the population in East Sussex is aged over 75 years, compared to 8% regionally and nationally. The County ranks highest of all the counties in England for the percentage of 85 and 90 year olds
- East Sussex has a high proportion (19.8%) of working aged residents with disabilities
- East Sussex has no motorways and all the main 'A' roads suffer from congestion and traffic problems. However East Sussex saw a 9.6% decrease in recorded road casualties from 2015 to 2016 and Brighton and Hove saw a 4% decrease over the same period
- 8.5 million Tourists visit Brighton & Hove each year and 4.8 million visit Eastbourne each year.

* Data provided by ONS and CIFPA for mid-year populations 2015 and Dwellings 2014, East Sussex Local Transport Plan 3 2011-2026, ESiF and VisitBrighton statistics 2014 SSRPs Data Portal /Crashes monthly data

3. Summary of achievement.

The Table below provides a key summary of our achievement against targets, or where no target is set, our achievement against the previous years result in our priority areas, and non-priority areas for 2016/17.

Our priority areas for 2016/17 were:

Reducing accidental dwelling fires

Responding quickly to a fire to stop it spreading from the room it started in

Reducing false alarm calls, especially in properties with a previous history of this

Increasing the number of home safety visits that we complete with the more vulnerable members of our community

Reducing the number of absences of our employees due to sickness.

Indicator group	✓ Indicators where the target has been met or performance exceeded the previous year	✗ Indicators where target has not been met or performance declined against the previous year
Priority Areas	3 (60%)	2 (40%)
Non-priority areas	6 (50%)	6 (50%)
All Indicators	9 (52.9%)	8 (47.1%)

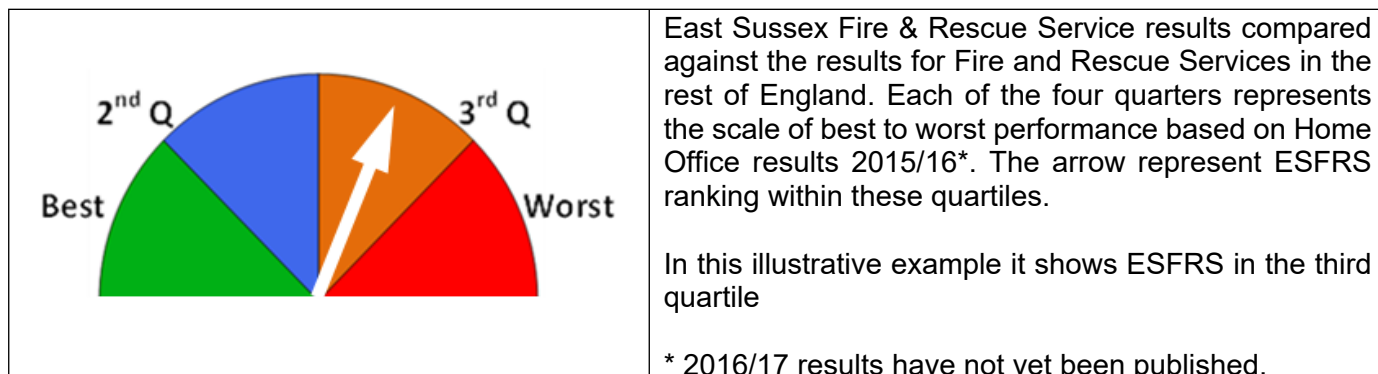
As can be seen from the above table, we have met our target in 52.9% of indicators for 2015/16, this is a reduction on last year where we met 68.2%

Achieved

Not achieved

4. Performance Results 2016/17

The following section contains the results against our strategic objectives. The tables give a comparison against last year's performance, whether or not the target was achieved and the direction of travel from the previous year.



Our Purpose

We make our communities safer

We will do this by:

Commitment 1: Delivering high performing services

Indicator No.	How will we measure performance?	2015/16 Year end result	National Quartile Position 2015/16	2016/17 Year end result	Direction of travel from 2015/16 result
6	Total number of incidents attended	8,891		9,138	Declined
7	Number of deaths in primary fires	2		5	Declined
8	Number of injuries in primary fires	45		35	Improved
1 Priority	No of accidental dwelling fires	554		540	Improved
9	Number of primary fires	1,187		1,183	Improved
10	Number of deliberate fires	588		686	Declined
11	No of Industrial and Commercial fires	168		168	The same

12. First arriving appliance	2015/16 England Average	2015/16 FG2 Average	2015/16 Year end result	2016/17 Year end result
Primary fires	8.8	10.2	7.5 (864)	7.9 (858)
Dwellings	7.7	9.0	6.8 (371)	7.0 (356)
with any casualty or rescue	7.6	N/a	5.7 (23)	6.9 (21)
without any casualty or rescue	N/a	N/a	6.9 (348)	7.0 (335)
Other Buildings	8.5	9.7	7.5 (169)	7.5 (178)
Other Residential	N/a	N/a	7.0 (33)	7.2 (33)
Non-Residential	N/a	N/a	7.6 (90)	7.6 (145)
Road Vehicles	9.8	10.9	8.3 (234)	9.2 (244)
Other (Outdoor Primary)	10.9	12.3	8.6 (90)	8.8 (80)
RTC Persons trapped / enhanced	N/a	N/a	9.8 (125)	9.5 (116)

13. Second arriving appliance	2015/16 England Average	2015/16 FG2 Average	2015/16 Year end result	2016/17 Year end result
Primary fires	N/a	N/a	10.7 (507)	11.4 (477)
Dwellings	N/a	N/a	9.7 (312)	9.7 (285)
with any casualty or rescue	N/a	N/a	9.2 (20)	10.1 (20)
without any casualty or rescue	N/a	N/a	9.7 (292)	9.7 (265)
Other Buildings	N/a	N/a	10.7 (124)	11.7 (131)
Other Residential	N/a	N/a	9.6 (30)	9.2 (27)
Non-Residential	N/a	N/a	11.0 (94)	12.4 (104)
Road Vehicles	N/a	N/a	14.7 (39)	17.6 (38)
Other (Outdoor Primary)	N/a	N/a	16.1 (32)	19.8 (23)
RTC Persons trapped / enhanced	N/a	N/a	13.3 (117)	13.9 (109)

We make our communities safer

We will do this by:

Commitment 2: Educating our communities

Indicator No.	How will we measure performance?	2015/16 Year end result	National Quartile Position 2015/16	2016/17 Year end result	Direction of travel from 2015/16 result
2 Priority	% of Home Safety Visits to vulnerable people	90.7%	This is an ESFRS indicator only, no National data is available for comparison	90.7%	The same
14	Undertake 10,000 Home Safety Visits	9,901		9,255	Declined
15	Number of safe and well visits conducted	183	This is an ESFRS indicator only, no National data is available for comparison	606	New Indicator
16	Inspections of high risk premises completed	273		300	Improved
17a	Number of business safety engagement events	N/a	This is an ESFRS indicator only, no National data is available for comparison	29	New Indicator
17b	Number of attendees at business safety engagement events	N/a	This is an ESFRS indicator only, no National data is available for comparison	584	New Indicator

We make our communities safer

We will do this by:

Commitment 3: Developing a multi-skilled, safe and valued workforce

Indicator No.	How will we measure performance?	2015/16 Year end result	National Quartile Position 2015/16	2016/17 Year end result	Direction of travel from 2015/16 result
3 Priority	The number of working days/shifts lost due to sickness not to exceed 7.5 per employee	8.7	This is an ESFRS indicator only, no National data is available for comparison	10.5	Declined
18	Number of RIDDOR incidents	3		9	Declined
19	Number of workplace reported accidents / injuries	107		102	Improved

We make our communities safer

We will do this by:

Commitment 4: Making effective use of our resources

Indicator No.	How will we measure performance?	2015/16 Year end result	National Quartile Position 2015/16	2016/17 Year end result	Direction of travel from 2015/16 result
4 Priority	A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10	-37.2%	This is an ESFRS indicator only, no National data is available for comparison	-35.4%	Declined
20	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	2.7%	This is an ESFRS indicator only, no National data is available for comparison	1.7%	Improved
21	% of AFA calls challenged by SCC	9.9%	This is an ESFRS indicator only, no National data is available for comparison	9.0%	Declined
5 Priority	% of accidental dwelling fires confined to room of origin	94.0%	This is an ESFRS indicator only, no National data is available for comparison	91.6%	Declined

5. Detailed Performance Analysis

After analysing the overall performance information we have identified a number of key indicators which we have undertaken additional and more detailed analysis upon.

These key indicators include:

- Primary Fires
- Accidental Dwelling Fires
- Deliberate Fires
- Primary Fire Fatalities
- Primary Fire Injuries
- Sickness Indicators
- Health and safety.

This analysis has looked at the following:

- Performance against previous year
- Main Types and causes of incidents
- Geographic analysis of the location of incidents.

The results of this detailed analysis are reported in the following section.

5.1 Primary Fires

Current Performance (April-March 2016/17): 1,183 Fires

- ✓ Decreased by 0.3% (4) since 2015/16 from 1,187 to 1,183 fires
- ✓ Reduced by 25.1% (398) since the 2009/10 baseline of 1581.

Main Types of Primary Fires

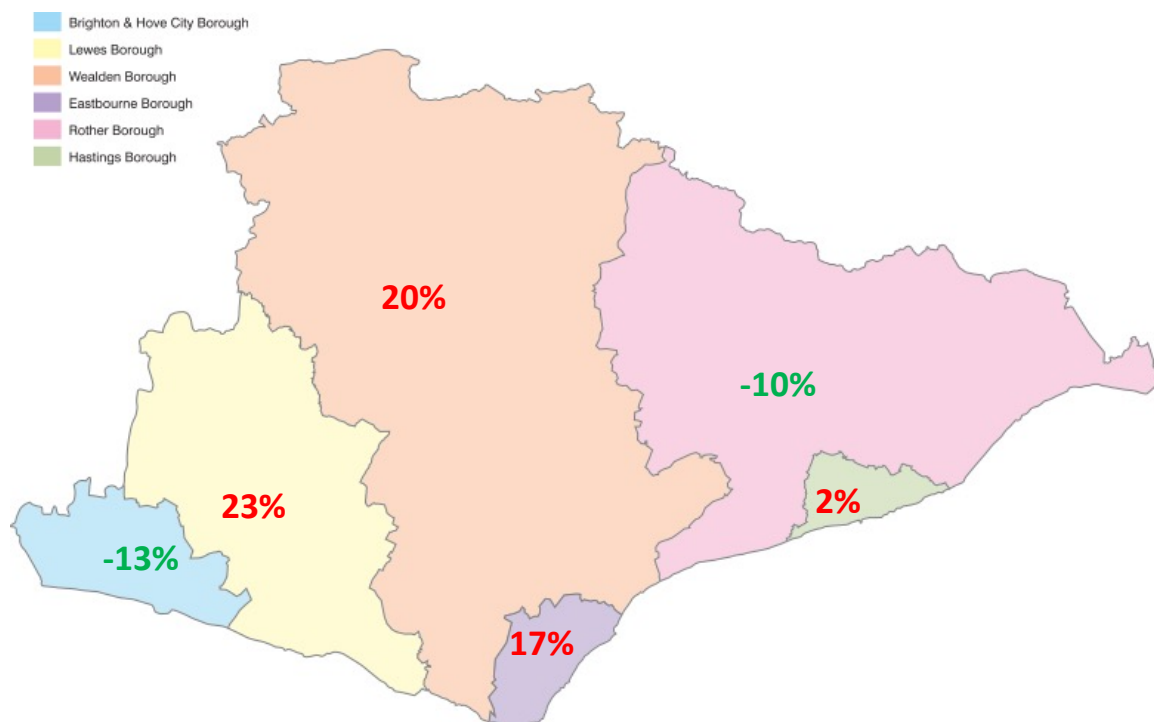
<p>50% (589) Dwelling Fires</p> 	<p>21% (252) Vehicle Fires</p> 	<p>22% (258) Industrial/ Commercial Fires</p> 	<p>7% (84) Other outdoor fires</p> 
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Main Cause of Fires

22.5% (267) were Deliberate

77.5% (916) were Accidental or not known (main causes being 149 Cooking, 184 Fault in equipment or appliance and 113 Combustible articles too close to the heat source or fire)

Primary Fires in 2016/17 against 2015/16 by Borough



Borough	2015/16	2016/17	% Difference
B&H	490	426	-13%
Eastbourne	117	137	17%
Hastings	177	181	2%
Lewes	113	139	23%
Rother	124	112	-10%
Wealden	156	187	20%

Additional information for increases in Primary fires from 2015/16 to 2016/17

Wealden had the biggest increase in primary fires with 20% (31). There were 300 primary fires in Houses or Bungalows of single occupancy, this is an increase of 17% on 2015/16 (256).

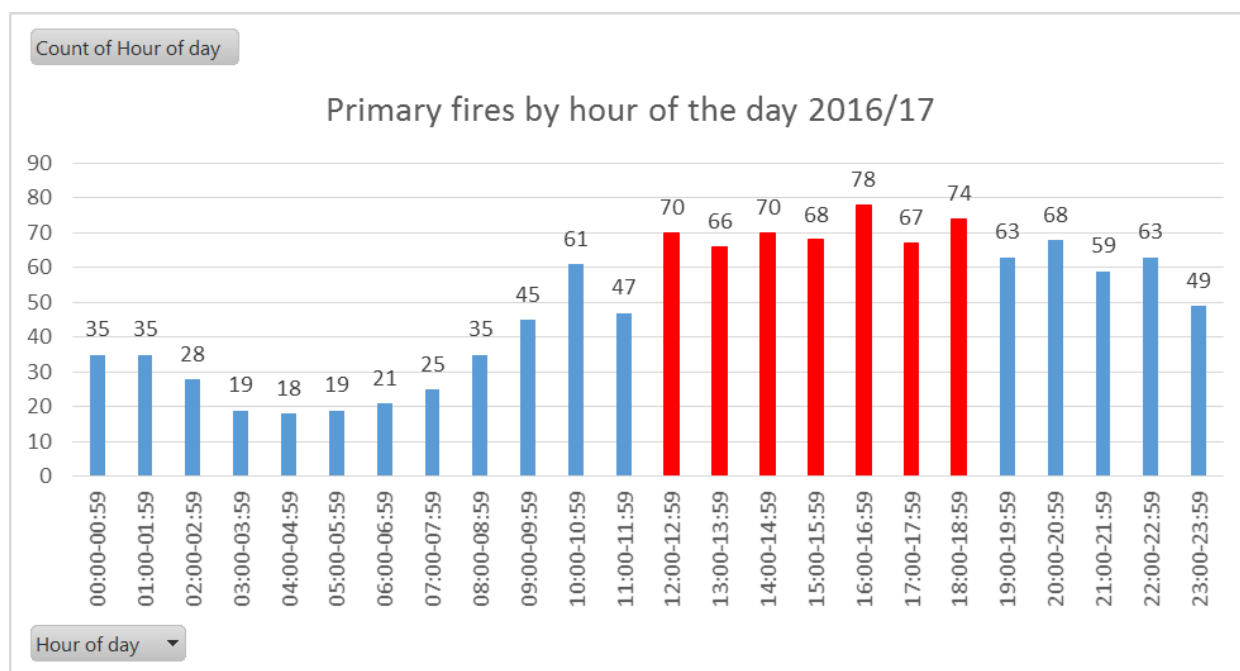
Main firefighting action by ESFRS fire crews at primary fires

Main firefighting actoin at Primary fires 2016/17 <input type="button" value="v"/> Total	
Hosereel	403
None - No firefighting	389
Small means	187
Portable extinguishers	67
Main branch/Jet (J)	45
Foam	35
Not stated	30
None - Burned out (Allowed to burn under control)	18
Other methods	9
Total	1183

33% of the primary fires attended in 2016/17 did not require any form of firefighting action by our crews and a further 23% were dealt with by small means, a portable extinguisher or were allowed to burnout under the supervision of the crew.

Small means includes methods such as using a bucket of water, disconnecting a fuel supply or removing an item from a heat source for example.

Time of Fires



Between 12:00 and 18:59 there were 493 Primary Fires (41.7% of the total).

5.2 Accidental Dwelling Fires

Current Performance (April- March 2016/17): 540

Decreased ✓ by 2.4% (13) since 2015/16 from 553 to 540 fires

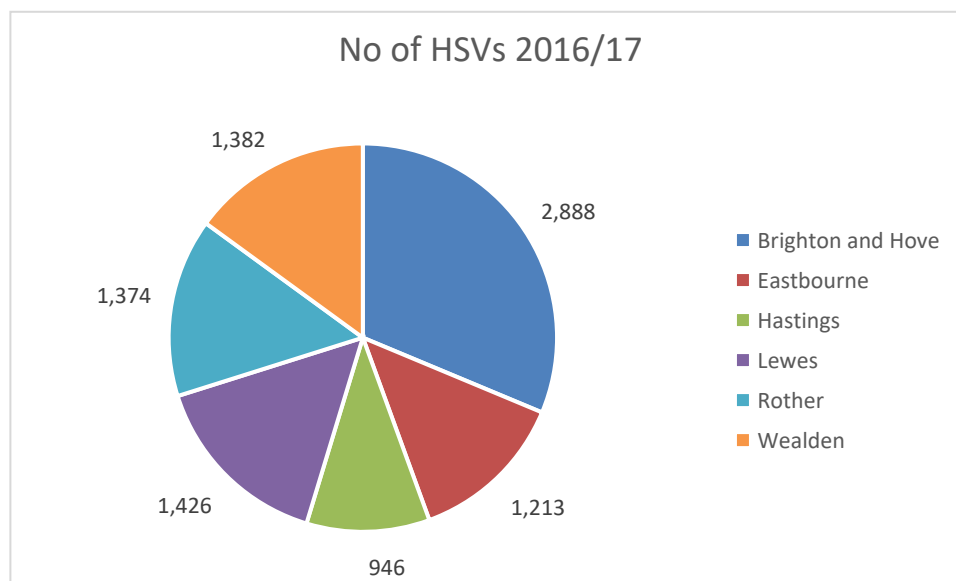
Decreased ✓ by 3.9% (22) since the 2009/10 baseline of 562

Main Sources of Accidental Dwelling Fire



317 (59%) Accidental dwelling fires occurred in the kitchen, with cooking appliances responsible for 248 (78%) of these.

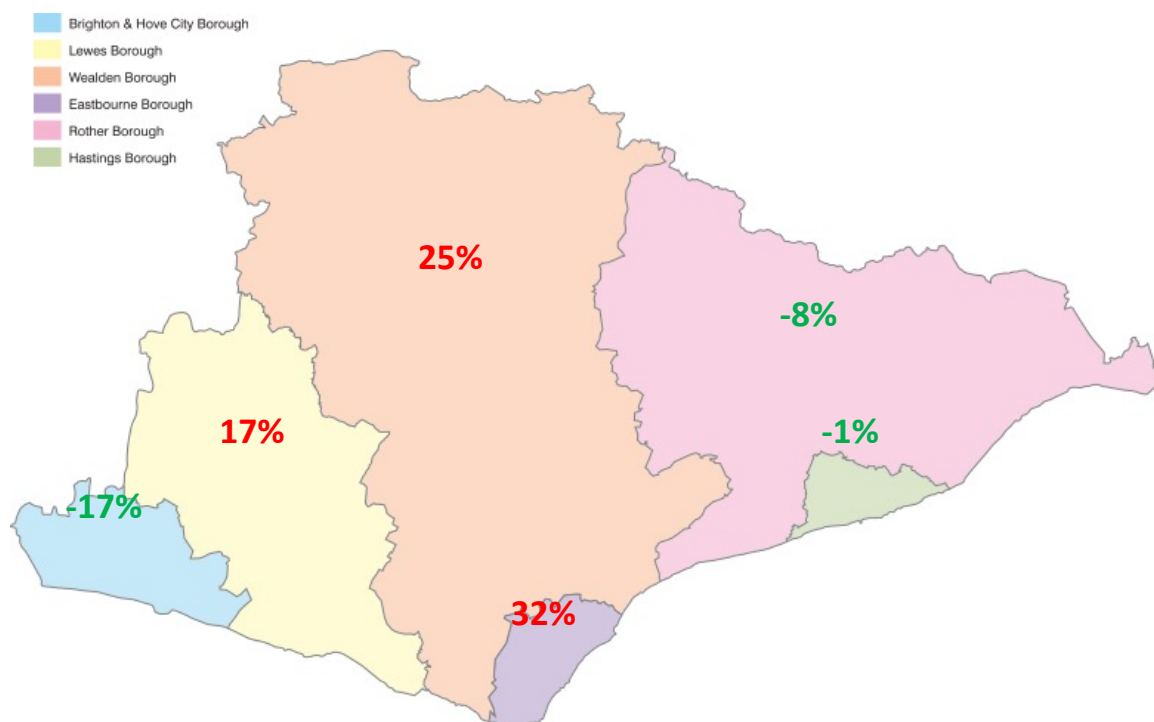
Home Fire Safety Visits



Borough	Population	No of HSVs 2016/17	Per 10,000 population
Brighton and Hove	285,276	2,888	101
Eastbourne	102,465	1,213	118
Hastings	91,497	946	103
Lewes	100,693	1,426	142
Rother	92,908	1,374	148
Wealden	156,501	1,382	88

East Sussex Fire and Rescue Service had undertaken 9,255 Home Fire Safety Visits between April and March 2016/17.

Accidental Dwelling Fires in 2015/16 against 2016/17 by Borough



Borough	2015/16	2016/17	% Difference
B&H	241	199	-17%
Eastbourne	53	70	32%
Hastings	88	87	-1%
Lewes	48	56	17%
Rother	63	58	-8%
Wealden	56	70	25%

Additional information for increases in accidental dwelling fires from 2015/16 to 2016/17

Eastbourne had the biggest increase in accidental dwelling fires with a 32% (17).

51% of all Accidental dwelling fire were either in a single occupancy house of bungalow (278)

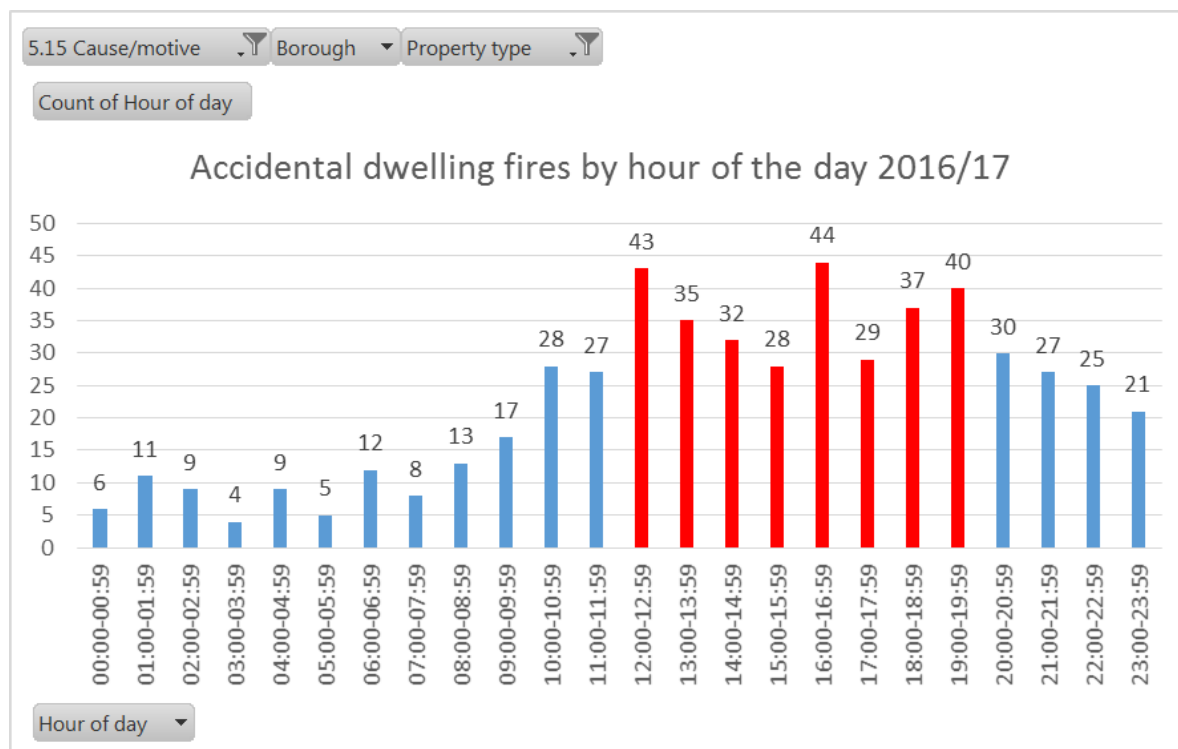
This is an increase of 17% against 2015/16 (238). This percentage increase is the same as can be seen in primary fires for these two property types.

Main firefighting action by ESFRS fire crews at accidental dwelling fires

Main firefighting action at Accidental dwelling fires 2016/17		Total
None - No firefighting		228
Hosereel		118
Small means		117
Portable extinguishers		40
Main branch/Jet (J)		14
None - Burned out (Allowed to burn under control)		8
Not stated		7
Other methods		5
Foam		3
Grand Total		540

42% of the accidental dwelling fires attended in 2016/17 did not require any form of firefighting action by our crews and a further 31% were dealt with by small means, a portable extinguisher or were allowed to burnout under the supervision of the crew. Small means includes methods such as using a bucket of water, disconnecting a fuel supply or removing an item from a heat source for example.

Time of Accidental Dwelling Fires



Between 12:00 and 19:59 there were 288 Accidental Dwelling Fires (53.3%).

5.3 Deliberate Fires

Current Performance (April- March 2016/17): 686

Deliberate Primary Fires excluding vehicles Fires

Increased **✗** by 9% (14) since 2015/16 from 155 to 169 fires

Reduced **✓** by 41% (120) since the 2009/10 baseline of 289

Deliberate Primary Fires in vehicles

Increased **✗** by 30.6% (23) since 2015/16 from 75 to 98 fires

Reduced **✓** by 57% (132) since the 2009/10 baseline of 230

Deliberate Secondary Fires

Increased **✗** by 17% (61) since 2015/16 from 358 to 419 fires

Reduced **✓** by 51% (434) since the 2009/10 baseline of 853

Main Types of Fire

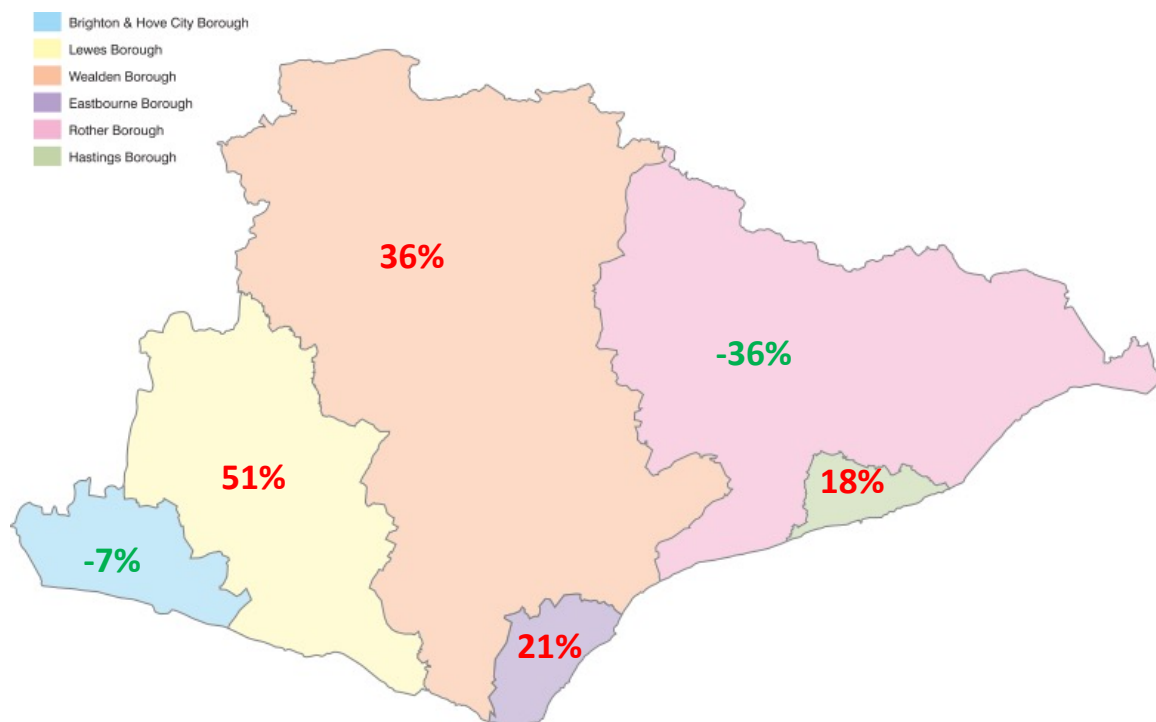
Deliberate Primary Fires – 267 fires (39% of all deliberates)

<p>18% (49) Dwelling Fires</p> 	<p>37% (98) Vehicle Fires</p> 	<p>26% (68) Industrial/ Commercial Fires</p> 	<p>19% (52) Other / outdoor fires</p> 
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Deliberate Secondary Fires – 419 fires (61% of all deliberates)

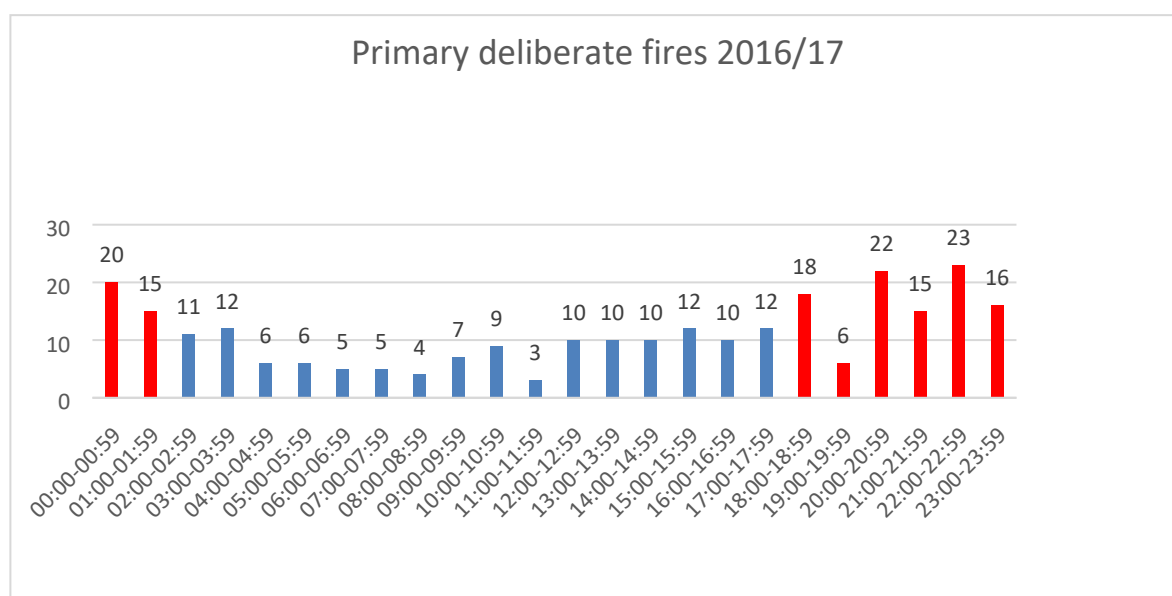
<p>27% (112) Grassland fires</p> 	<p>17% (70) Refuse / Bin fires</p> 	<p>56% (237) Others</p> 
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Reduction of Deliberate Primary Fires in 2016/17 against 2015/16 by Borough



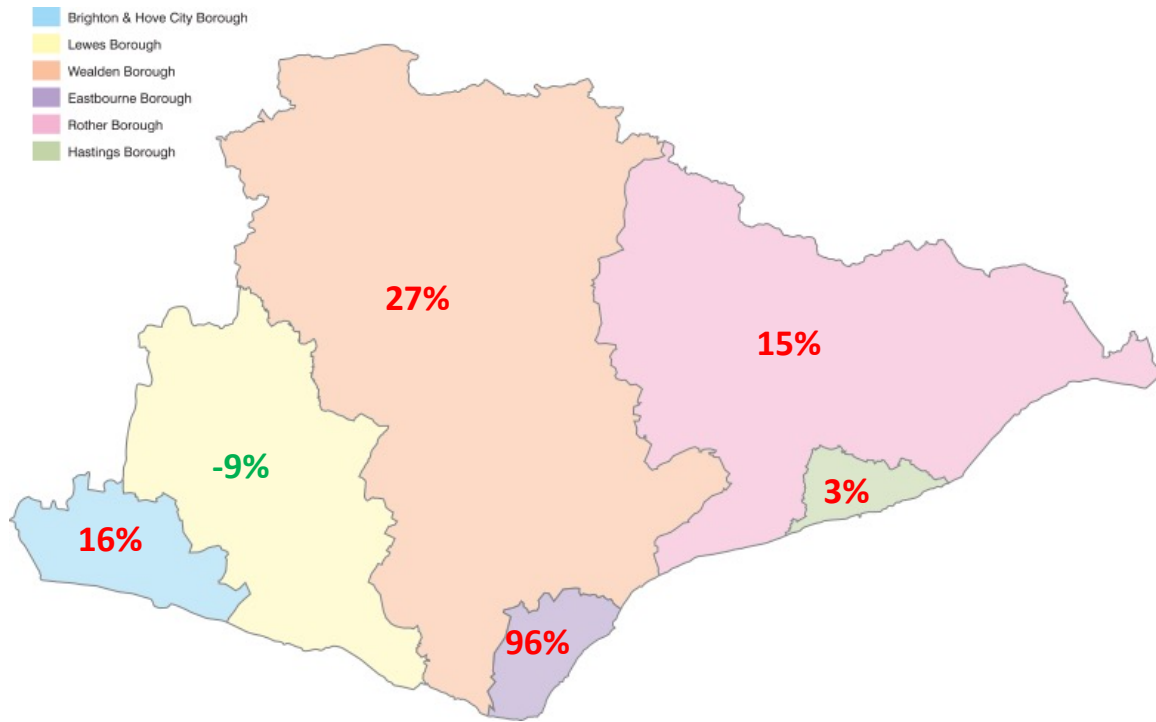
Borough	2015/16	2016/17	% Difference
B&H	103	96	-7%
Eastbourne	23	29	21%
Hastings	41	50	18%
Lewes	19	39	51%
Rother	19	14	-36%
Wealden	25	39	36%

Time of Deliberate Primary Fires



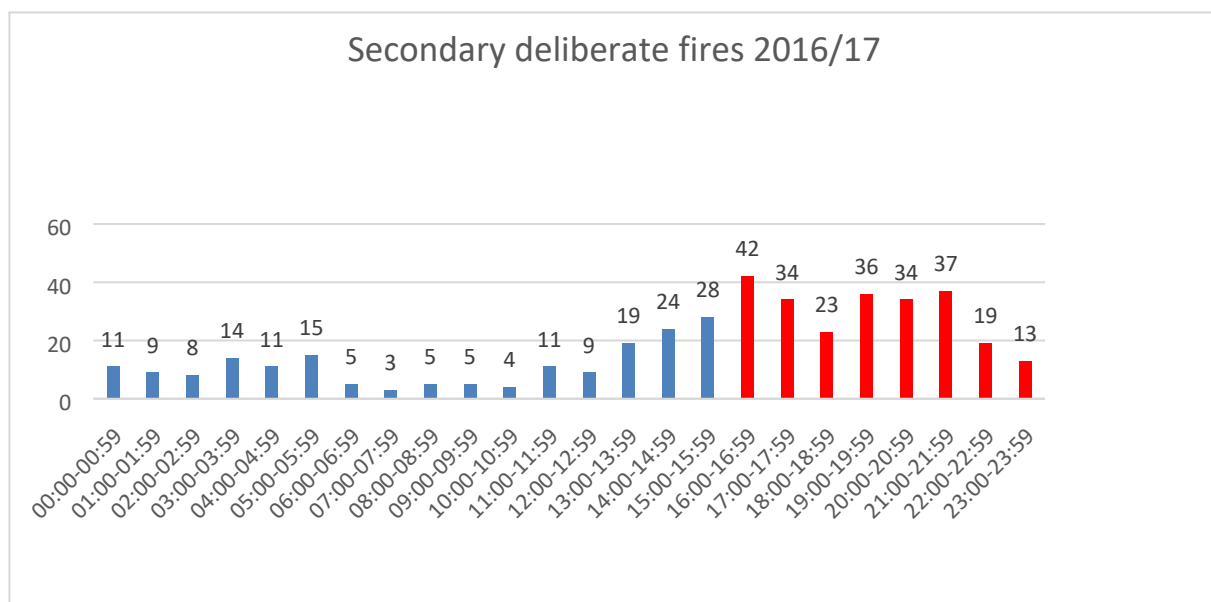
Between 18:00 and 01:59 there were 135 Deliberate Fires (50.6%).

Reduction of Deliberate Secondary Fires in 2016/17 against 2015/16 by Borough



Borough	2015/16	2016/17	% Difference
B&H	127	147	16%
Eastbourne	27	53	96%
Hastings	72	74	3%
Lewes	47	43	-9%
Rother	39	45	15%
Wealden	45	57	27%

Time of Deliberate Secondary Fires



Between 16:00 and 23:59 there were 238 Deliberate Fires (57%).

5.4 Primary Fire Fatalities

Current Performance (April- March 2016/17): 5

There were 5 fatalities in 2016/17 which is a 67% (2) increase ✖ since 2015/16.
All casualties were men

Age Ranges

Two of the fatalities were in their 40's; one was in their 50's; one was in their 60's and one in their 70s.

Three of these fires were accidental and all were in domestic dwellings. **This means three fatalities were in Accidental Dwelling Fires.**

Primary Fire Injuries

Current Performance (April- March 2016/17):35

There were 35 injuries in 2016/17 which is a 22.2% (10) ✔ decrease since 2015/16.

Main Injury Types

45.7% (16) Overcome by Gas/Smoke
22.9% (8) Burns/Scalds
20% (7) Breathing difficulties
11.4% (4) Other.

Age Ranges

8.6% (3) between 14 and 24
22.9% (8) between 25 and 35
11.4% (4) between 36 and 45
17.1% (6) between 46 and 55
25.7% (9) are 66 and over
14.3% (5) were not known.

Gender

63% (22) were Male
37% (13) were Female.

22 (62.8%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Current Performance (April- March 2016/17) 10.5 Shifts lost per person

All Staff Sickness is 40% over target ✘ (3.0 shifts) and has:

Increased ✘ by 20.6% (1.8 shifts) since 2015/16 from 8.7 shifts lost per person to 10.5.

- **Wholetime Staff Sickness** Decreased ✔ by 4.5% since 2015/16 from 9.2 to 8.8 shifts per person
- **Control Room Staff Sickness** Increased ✘ by 82.7% (8.5 shifts) since 2015/16 from 10.5 to 19.3 per person
- **Green Book (Non Uniformed) Staff Sickness** Increased ✘ by 91.9% (6.1 shifts) since 2015/16 from 6.6 to 12.7 per person.

There have been 5,891 shifts lost in 2016/17 compared 4,909.5 shifts lost in 2015/16.

Long Term vs Short Term Sickness

63% of Sickness is classed as Long Term (more than 28 days)

14% of sickness is classed as Medium Term (8 to 27 days)

23% of sickness is classed as Short Term.

5.6 Health and Safety

Current Performance (April- March 2016/17): 102 Accidents

Decreased ✔ by 4.7% (5) since 2015/16 from 107 accidents to 102

Decreased ✔ by 15.7% (19) since 2010/11 from 121 accidents to 102

6. Complaints received 2016/17

We received 14 complaints from members of the public this year as opposed to five last year.

Complaints Received against the Service 2016/17

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
1	Conduct of ESFRS employee whilst driving	Justified	Formal management action taken
2	Advice given regarding appliance access	Partially Justified	Resolved and response issued. Enhanced training need identified.
3	Erratic driving	Justified	Formal management action taken
4	Conduct of staff whilst on duty	Justified	Reminder of expected standards when representing the Organisation. Enhanced training need identified
5	Incorrect use of fire appliance	Not ESFRS matter	This was not an ESFRS appliance and was passed to the appropriate service to deal with
6	Behaviour of staff whilst on duty	Not justified	Complaint considered withdrawn as complainant did not respond to telephone calls or letters
7	Emergency call was handling	Not justified	Evidence and records did not support the complaint
8	Concern re storage of fireworks out of East Sussex area	Not ESFRS matter	Passed to the appropriate FRS to deal with - not a complaint, logged for ref purposes
9	Unnecessary response to rescue livestock	Logged for record purposes	Dealt with on scene, potential review of LAR policy
10	Service provided at an incident	Partially justified	Resolved and response issued. Training need identified
11	Communication of blanket testing service offered by ESFRS	Not proven	Evidence and records did not support the complaint
12	Non-emergency out of hours answerphone facility	Justified	Resolved and response issued. IT problem identified
13	Conduct of Business Safety Staff	Justified	Formal management action taken
14	Clarification of legalities	Logged for record purposes	Conflict between builder and owner