



East Sussex Fire & Rescue Service

East Sussex Fire & Rescue Service Benchmarking Report 2018/19

Background

This document aims to provide benchmarking information for East Sussex Fire & Rescue Service (ESFRS) against its other Family Group 2 (FG2) members. The UK's Fire and Rescue Services (FRS) are divided into five family groups, these groups are used to aid analysis and comparisons between similar FRS. ESFRS is grouped together with other similar sized FRS, which are deemed to have some, but by no means all of the same key characteristics.

The twelve FRS that make up FG2 are:

Bedfordshire
Royal Berkshire
Buckinghamshire
Cambridgeshire
Dorset & Wiltshire
Durham
East Sussex
Norfolk
Northamptonshire
Oxfordshire
Suffolk
West Sussex.

Previously FG2 reported on thirteen members, but this has now reduced to twelve since Dorset & Wiltshire have now combined as one service and their statistics are now reported as one.

This benchmarking report focuses on the following areas:

- Employee comparisons from the 'Fire and rescue workforce and pensions statistics: England, April 2018 to March 2019'
- Station and appliance comparisons from the 'CIPFA annual statistics for 2018-19'
- Health and Safety comparisons from the 'Fire and rescue workforce and pensions statistics: England, April 2018 to March 2019'
- Incident comparisons from the 'Home Office Incident Recording System, Fire Statistics: England April 2018 to March 2019' and the 'Fire Incident Response Times: England, for 2018-19'
- Sickness comparisons for the FG2 from the 'National Fire & Rescue Service Occupational Health Performance Report April 2018 – March 2019'
- HMICFRS 2018/19 Inspection grading comparisons 'Fire & Rescue Service, Effectiveness, efficiency and people 2018/19. An inspection of (FRS area name) Fire and Rescue Service'
- Comparisons from the public perception survey that was carried out for the HMICFRS as part of the inspection process 2018/19 'Public Perceptions of Fire and Rescue Services in England 2018 Report'

On the 1st April 2016 the Home Office took over responsibility for the FRS. ESFRS previously submitted a number of datasets throughout the year to Department of Local Government and Communities (DCLG). These submissions are now being returned to the Home Office.

The most current Home Office datasets were released in January 2020. The figures in this report are based on the latest published figures and regional demographic information. The Appliance and Station numbers are based on data released by CIPFA (annual statistics for 2018-19) and the Employee and Health & Safety comparisons are based on 2018-19 Operational Statistics data collection returns. These returns reflect the positions within each organisation as of 31 March 2019. Sickness data is provided directly from Fire and Rescue Services in the 'National Fire and Rescue Service Occupational Health Performance Report April 2018 – March 2019'. This report is prepared by Cleveland Fire and Rescue Service.

The Home Office collate the Annual Operational Statistics data collection returns and produce Fire and Rescue Service Operational Statistics Bulletins (Fire prevention and protection statistics: England, April 2018 to March 2019). These contain data from each UK FRS on:

- Fire Prevention and Community Fire Safety Activities
- Fire Safety Audits, Enforcement, Prohibition and Compliance Notices, and Prosecutions

The Home Office collate the Annual Operational Statistics data collection returns and produce Fire and Rescue Service Operational Statistics Bulletins (Fire and rescue workforce and pensions statistics: England, April 2018 to March 2019). These contain data from each UK FRS on:

- Staff strength by rank and contract
- Health and Safety – Injuries during operational incidents and training
- Vehicle Incidents and Accidents

All the Operational Statistics datasets are in the public domain and can be accessed via the GOV.UK website or using this link <https://www.gov.uk/government/collections/fire-statistics>

The Home Office also collect and collate the E-IRS data sets and produce the 'Detailed analysis of fires attended by fire and rescue services, England, April 2018 to March 2019' and the 'Response times to fires attended by fire and rescue services: England, April 2018 to March 2019'.

These contain data from each UK FRS on:

- Incident types
- Attendance times
- Fatalities and casualties

All Fire Statistics and Incident Response Times datasets are in the public domain and can be accessed via the GOV.UK website by using these links: <https://www.gov.uk/government/statistical-data-sets/fire-statistics-data-tables>

The HMICFRS completed its first round of fire and rescue service inspections in December 2019. All reports and grading reports are in the public domain and can be accessed via the HMICFRS website by using these links: <https://www.justiceinspectrates.gov.uk/hmicfrs/fire-and-rescue-services/publications/>

Part of the HMICFRS inspection process included a public perception survey. A number of key survey results are detailed in this report. The full report can be found at this link: <https://www.justiceinspectrates.gov.uk/hmicfrs/publications/public-perceptions-of-fire-and-rescue-services-2018/>

Population and Geographic details

In order to create meaningful comparators across the Family Group 2 (FG2) the performance indicators are often expressed as a rate or ratio against a standard demographic or geographic value.

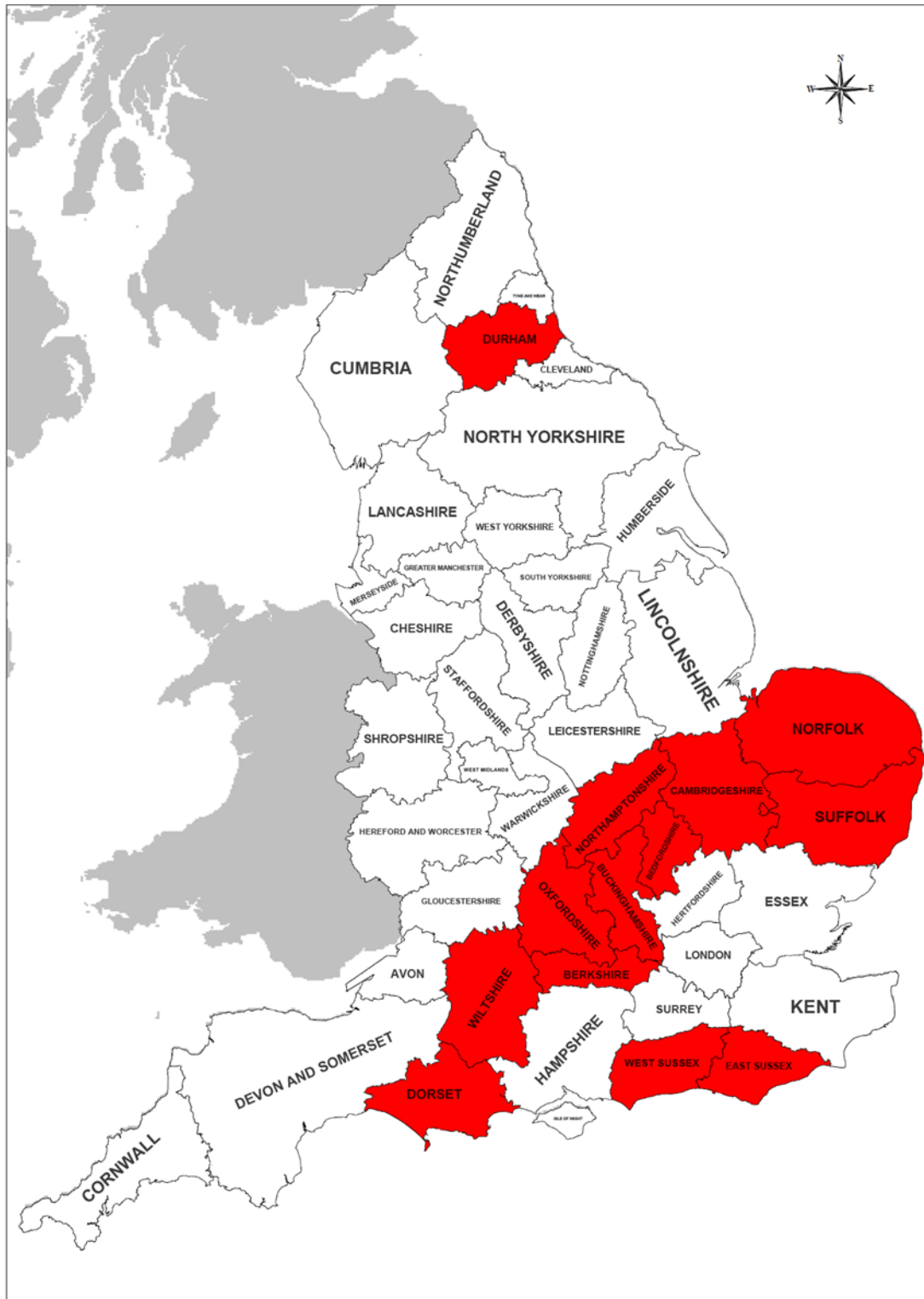
Table 1 sets out these main comparators. It shows, with regard to population and properties, East Sussex Fire & Rescue Service (ESFRS) is comparable to Cambridgeshire and West Sussex. ESFRS has the 6th highest population (844,985), the 4th highest number of dwellings (368,978) and the 3rd highest number of non-domestic properties (31,905) but it is the 3rd smallest in area among FG2.

ESFRS, with regard to full-time equivalents (FTE), has the 3rd highest number of Wholetime (WT) and 5th highest number of On-call firefighters. This is the 3rd highest number of WT and On-call combined.

	Bedfordshire	Berkshire	Buckinghamshire	Cambridgeshire	Dorset & Wiltshire	Durham	East Sussex	Norfolk	Northamptonshire	Oxfordshire	Suffolk	West Sussex
Population	669,338	911,403	808,666	852,523	1,492,328	633,546	844,985	903,680	747,622	687,524	758,556	858,852
Domestic Properties (Dwellings)	269,815	367,786	328,504	358,252	658,430	288,898	368,978	412,150	317,510	279,777	331,688	375,985
Non-domestic Properties	18,465	26,491	22,803	26,584	53,981	19,435	31,905	38,123	22,152	21,316	30,300	28,350
Wholetime (Full Time Equivalents)	281	366	236	253	424	295	351	276	233	235	191	319
On-call (Full Time Equivalents)	117	57	88	107	472	137	196	421	156	204	340	150
Total	398	423	324	360	896	432	547	697	389	439	531	469
Area Sq Km	1,235	1,264	1,874	3,396	6,138	2,429	1,795	5,382	2,367	2,606	3,802	1,991

Table 1: Sources: i) CIPFA Fire and Rescue Service Statistics 2019 Summary ii) Home Office Incident Recording System, Fire statistics tables 1102a: Total Staff Numbers (FTE) by role and fire and rescue authority – Wholetime Firefighters & 1102b Total Staff Numbers (FTE) by role and fire and rescue authority – On-call firefighters.

Locations of the Family Group 2 Fire and Rescue Services



 FAMILY GROUP TWO

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Employee comparisons

Table 2 shows that the ESFRS's senior management structure is most comparable to Oxfordshire and Cambridgeshire. Overall, ESFRS has the 3rd highest numbers of WT operational staff in FG2.

Additionally, the figures represent the 'Strength' of each FRS. This is the actual number of WT operational posts filled as per contract as at 31st March 2019. They do not include any temporary posts or posts that are fully funded by outside agencies; for example, persons seconded to the Ministry for Housing, Communities and Local Government (MHCLG), the Home Office, HMICFRS, Fire Service College or charitable organisations. Posts such as these are not included in the FRS's 'Strength' figures. However, the figures reflect temporary promotions within the organisation.

ESFRS has the 6th highest decrease in WT operational staff against the numbers stated in the 2017/18 Benchmarking Report. The 1.3% decrease equates to 5 WT posts and a decline of 80 WT posts since 2011. The average ratio of firefighters to Senior Managers in FG2 is 20, so with 24, ESFRS is above this and has the 3rd equal highest ratio.

Fire & Rescue Service	Brigade Manager	Area Manager	Group Manager	Station Manager	Watch Manager	Crew Manager	Non managerial Firefighter	Total	% change from previous year	Ratio of Firefighters to Senior Manager*
Bedfordshire	2	4	10	13	37	45	170	281	-0.7%	17 to 1
Berkshire	3	2	6	17	54	61	223	366	-3.9%	32 to 1
Buckinghamshire	2	2	6	22	34	41	129	236	-3.3%	23 to 1
Cambridgeshire	2	3	10	25	49	27	137	253	1.2%	16 to 1
Dorset & Wiltshire	3	5	10	37	74	67	228	424	-1.6%	23 to 1
Durham	3	3	4	23	37	52	173	295	-3.9%	29 to 1
East Sussex	3	3	8	25	56	59	198	351.5	-1.3%	24 to 1
Norfolk	4	3	9	25	38	40	157	276	3.4%	16 to 1
Northamptonshire	3	2	10	21	47	34	116	233	-0.9%	15 to 1
Oxfordshire	3	3	9	25	49	36	110	235	2.2%	15 to 1
Suffolk	2	4	7	18	36	27	98	191	-4.5%	14 to 1
West Sussex	2	3	9	26	58	46	175	319	-0.6%	22 to 1

*Senior Manager includes Brigade Manager, Area Manager & Group Manager.

Table 2: Source - Home Office Incident Recording System, Fire statistics table 1102a: Total Staff Numbers (FTE) by role and fire and rescue authority – Wholetime Firefighters.

Table 3, shows the FG2 management structure at station level. ESFRS has the equal 2nd highest number of Watch and Crew Managers and WT and Day crewed (DC) stations but equal 4th lowest average number of watch and crew managers by DC and WT station with 9.58. The FG2 average is 10.40.

Fire & Rescue Service	Watch Manager	Crew Manager	Firefighter	Crew & Watch Manager total	No. of WT & DC stations	Average no. of watch & crew managers by DC & WT station	Ranking
Bedfordshire	37	45	170	82	6	13.67	11
Berkshire	54	61	223	115	12	9.58	4
Buckinghamshire	34	41	129	75	10	7.50	1
Cambridgeshire	49	27	137	76	7	10.86	10
Dorset & Wiltshire	74	67	228	141	13	10.85	9
Durham	37	52	173	89	9	9.89	6
East Sussex	56	59	198	115	12	9.58	4
Norfolk	38	40	157	78	9	8.67	2
Northamptonshire	47	34	116	81	8	10.13	7
Oxfordshire	49	36	110	85	6	14.17	12
Suffolk	36	27	98	63	6	10.50	8
West Sussex	58	46	175	104	11	9.45	3

Table 3: Source - Home Office Incident Recording System, Fire statistics table 1102a: Total Staff Numbers (FTE) by role and fire and rescue authority – Wholetime Firefighters. Number of Stations: CIPFA Statistics 2018/19 Actuals and FRS Websites.

Chart 1, below, shows the comparisons of WT firefighters (head count) across FG2. ESFRS is above the FG2 average of 289, with 352.

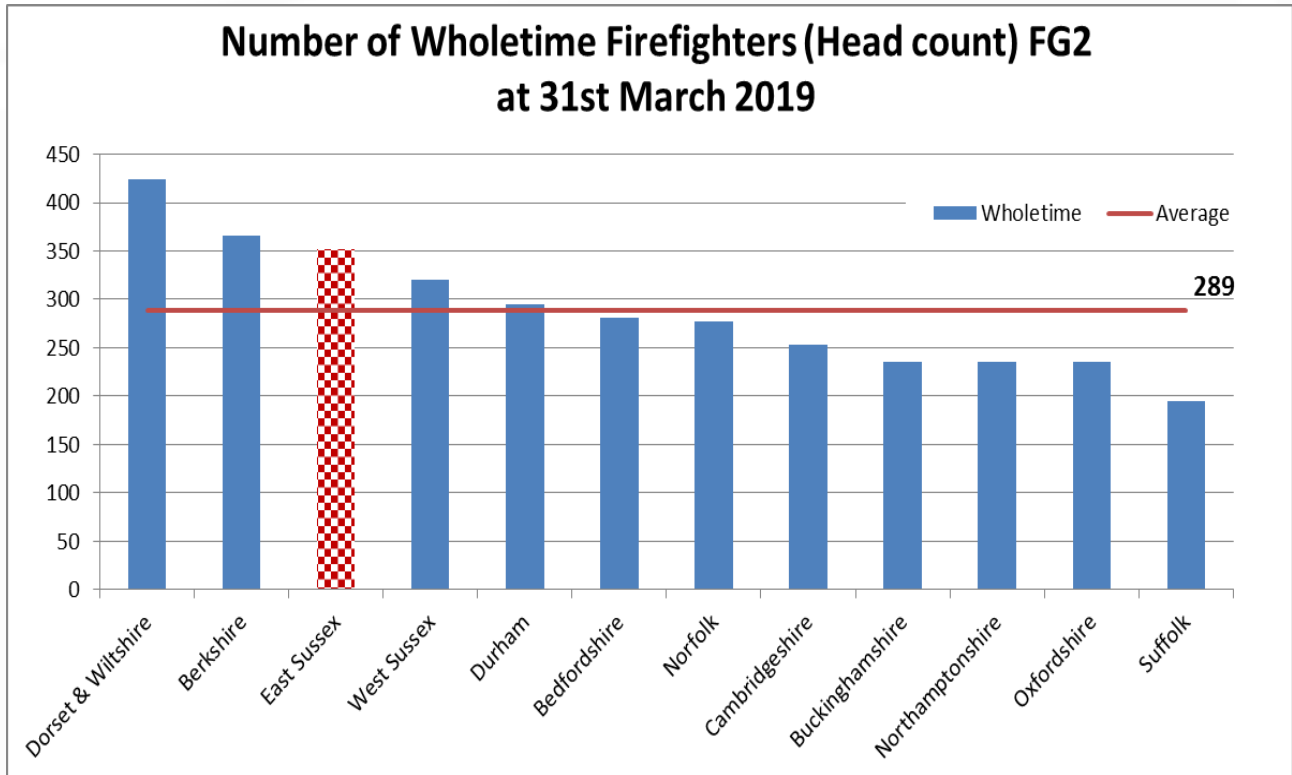


Chart 1: Number of WT Firefighters. (Source - Home Office Incident Recording System, Fire statistics table 1101: Staff in post employed by FRA by head count – Wholetime Firefighters.)

Chart 2 shows the comparisons of On-call firefighters (head count) across FG2. The average number of On-call firefighters across the group is 265, whereas for ESFRS this is 235. The On-call staffing model is often dependent on a number of factors, including geographical location, the number of incidents in an area and the levels of risk within an area.

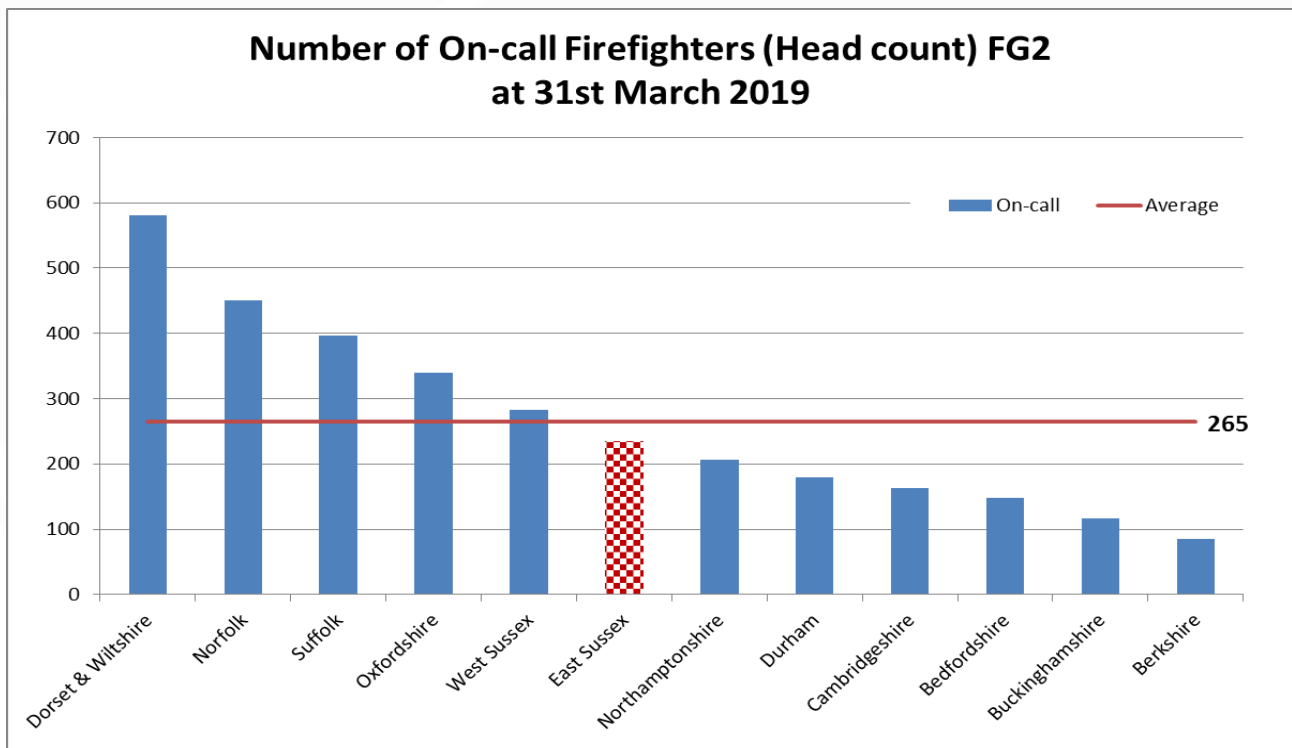


Chart 2: Number of On-call Firefighters. (Source - Home Office Incident Recording System, Fire statistics table 1101: Staff in post employed by FRA by head count – On-call Firefighters.)

Stations and Appliances comparisons

Table 4 shows number of pumping appliances across area and population. ESFRS has the 5th highest number of pumping appliances among FG2 with 41. This is above the group average of 37.4. ESFRS's population is concentrated mostly on the coast by comparison to many other FG2 members and therefore impacts on the area per pumping appliance.

Fire & Rescue Service	Pumping Appliances	Appliances per 100,000 population	Area per Pumping Appliance (km ²)	FRS Area (km ²)	Population
Bedfordshire	22	3.29	56.2	1,235	669,338
Berkshire	21	2.30	60.2	1,264	911,403
Buckinghamshire	30	3.71	62.5	1,874	808,666
Cambridgeshire	36	4.22	94.3	3,396	852,523
Dorset & Wiltshire	74	4.96	82.9	6,138	1,492,328
Durham	26	4.10	93.4	2,429	633,546
East Sussex	41	4.85	43.8	1,795	844,985
Norfolk	53	5.86	101.5	5,382	903,680
Northamptonshire	26	3.48	91.0	2,367	747,622
Oxfordshire	35	5.09	74.5	2,606	687,524
Suffolk	43	5.67	88.4	3,802	758,556
West Sussex	42	4.89	47.4	1,991	858,852

Table 4: Number of pumping appliances. (Source - CIPFA Statistics 2018/19 Actuals.)

Chart 3 presents the number of pumping appliances per 100,000 population. ESFRS has the 6th highest with 4.9, which is above the FG2 average of 4.4.

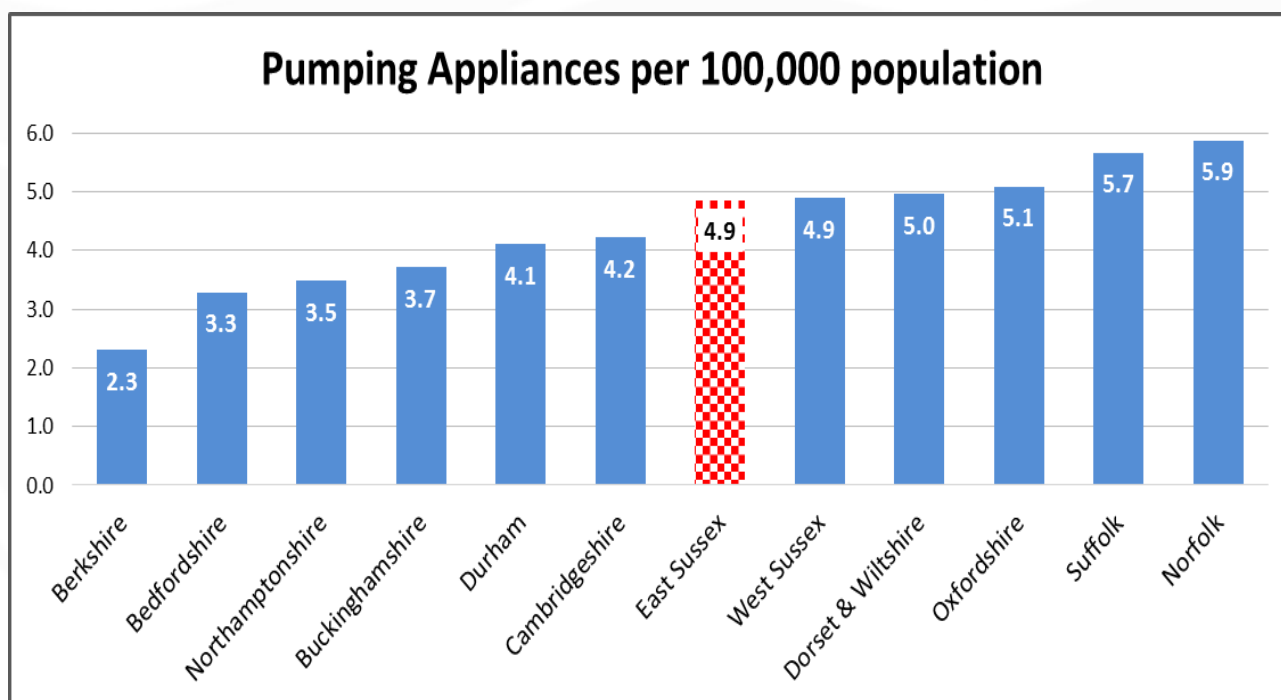


Chart 3: Pumping Appliances per 100,000 population. (Source - CIPFA Statistics 2018/19 Actuals.)

Chart 4 shows area per pumping appliance. ESFRS has the highest pumping appliance density with one to every 43.8 km². The FG2 average one to every 74.7 km².

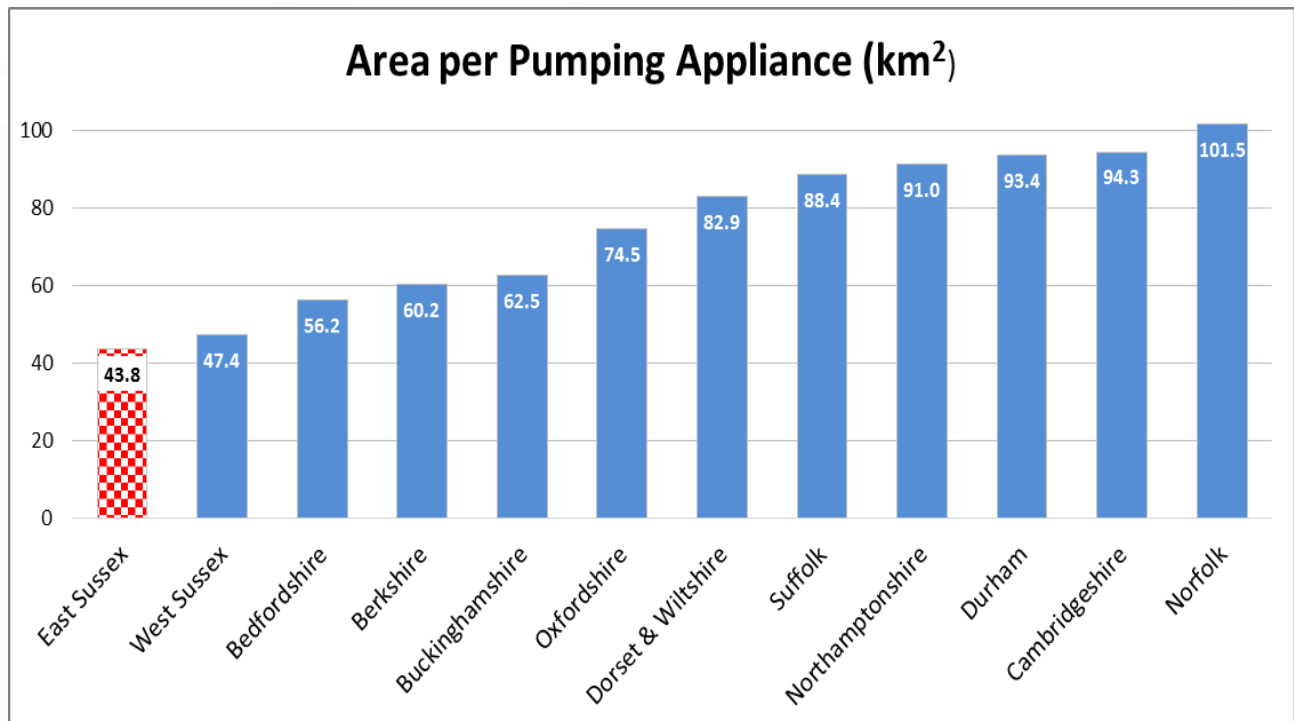


Chart 4: Square kilometers per appliance. (Source - CIPFA Statistics 2018/19 Actuals.)

Table 5 shows the number of stations per 100,000 population and area per station in km² for each FG2 FRS. ESFRS has 6 WT, 6 DC and 12 On-call stations, which is proportionally most comparable to Buckinghamshire with regard to station type in FG2.

Fire & Rescue Service	Wholetime Stations	Day crewed / Mixed Stations	On-call Stations	Total Number of Fire Stations	Stations per 100,000 population	Area per Station (km ²)
Bedfordshire	3	3	8	14	2.09	88.25
Berkshire	11	1	6	18	1.97	70.22
Buckinghamshire	6	4	10	20	2.47	93.68
Cambridgeshire*	3	4	19	26	3.05	130.61
Dorset & Wiltshire	3	10	37	50	3.35	122.76
Durham	2	7	6	15	2.37	161.93
East Sussex	6	6	12	24	2.84	74.81
Norfolk	3	6	33	42	4.65	128.13
Northamptonshire	3	5	14	22	2.94	107.59
Oxfordshire	0	6	19	25	3.64	104.24
Suffolk**	0	6	29	35	4.61	108.64
West Sussex***	2	9	14	25	2.91	79.63

Table 5: Number of Stations. (Source - CIPFA Statistics 2018/19 Actuals and FRS Websites.)

*Cambridgeshire has 1 Volunteer Fire Station; ** Suffolk has 1 Nucleus Fire Station; *** West Sussex also share an additional station with Surrey FRS.

Chart 5 presents number of stations per 100,000 population. ESFRS has a rate of 2.84 stations per 100,000 population, this is the 5th lowest in FG2.

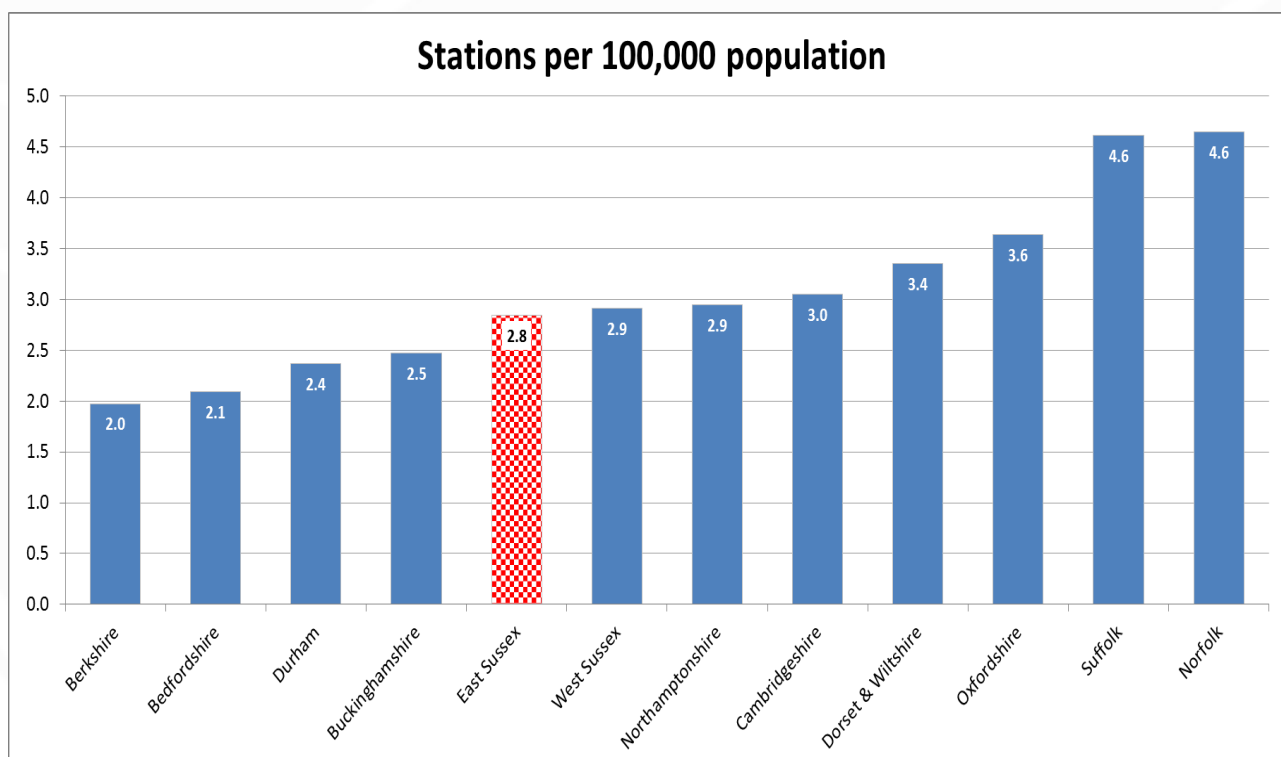


Chart 5: Stations per 100,000 population. (Source - CIPFA Statistics 2018/19 Actuals.)

Chart 6 shows area per station in km². ESFRS has one station for every 74.8 km², which is the 2nd highest density of stations per km² in FG2.

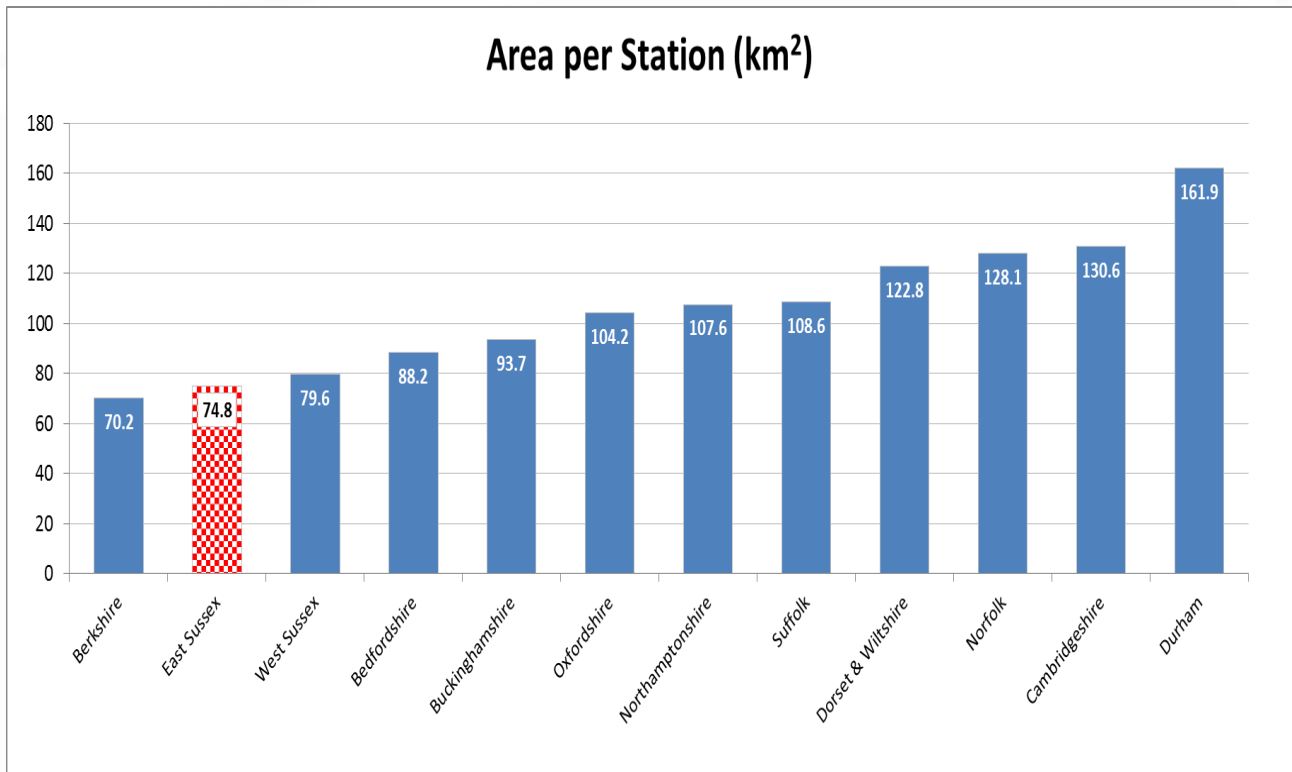


Chart 6: Stations per square km. (Source - CIPFA Statistics 2018/19 Actuals.)

Chart 7 highlights the number of WT, DC and On-call stations for each FG2 member. Berkshire has the highest number of WT stations, Dorset and Wiltshire has the highest number of Day and mixed crewed, and On-call stations. Dorset & Wiltshire (50) and Norfolk (42) have the most stations overall, whilst Bedfordshire (14) and Durham (15) have the least among FG2.

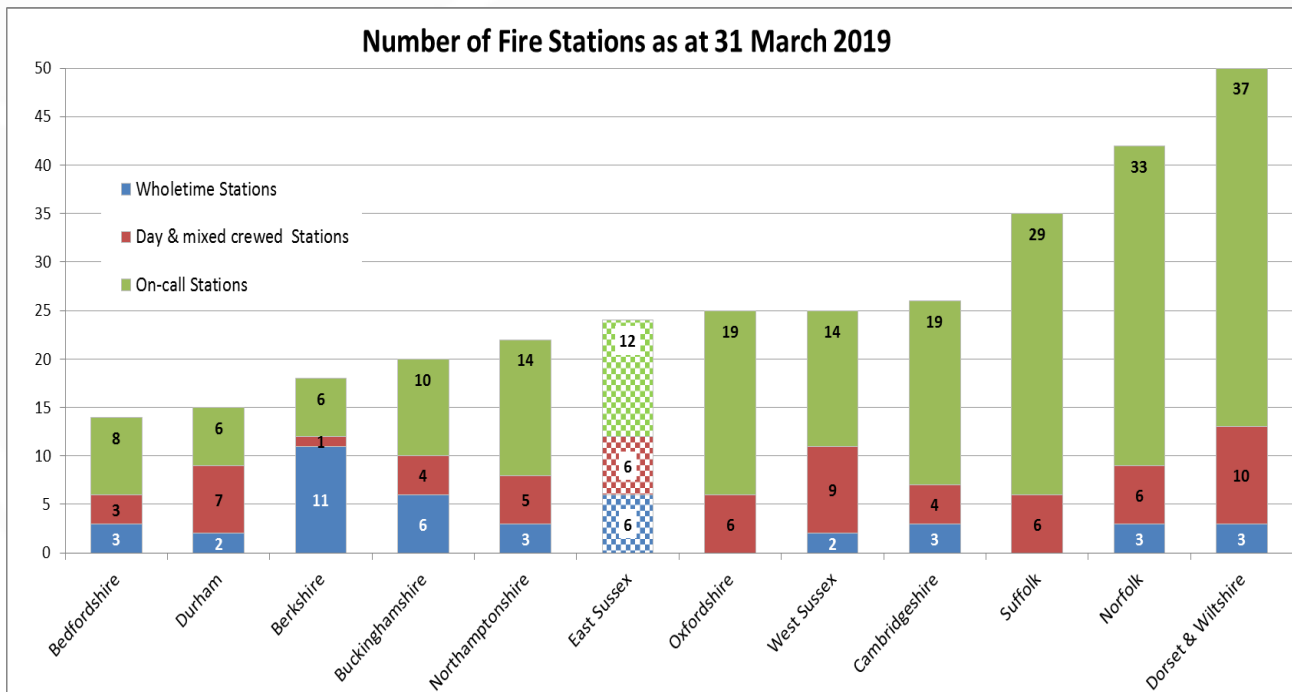


Chart 7: Number of Stations. (Source - CIPFA Statistics 2018/19 Actuals & FRS Websites.)

Financial comparisons

Chart 8 shows the average net expenditure of each FRS in FG2 per domestic household and average Band D equivalent Council Tax for each FRS and for Combined Fire Authorities. (This information is not readily available for County Fire Authorities, as Fire budgets are generally combined with other departments.)

ESFRS has the highest average net expenditure cost per domestic household and the 3rd highest cost per Council Tax Band D.

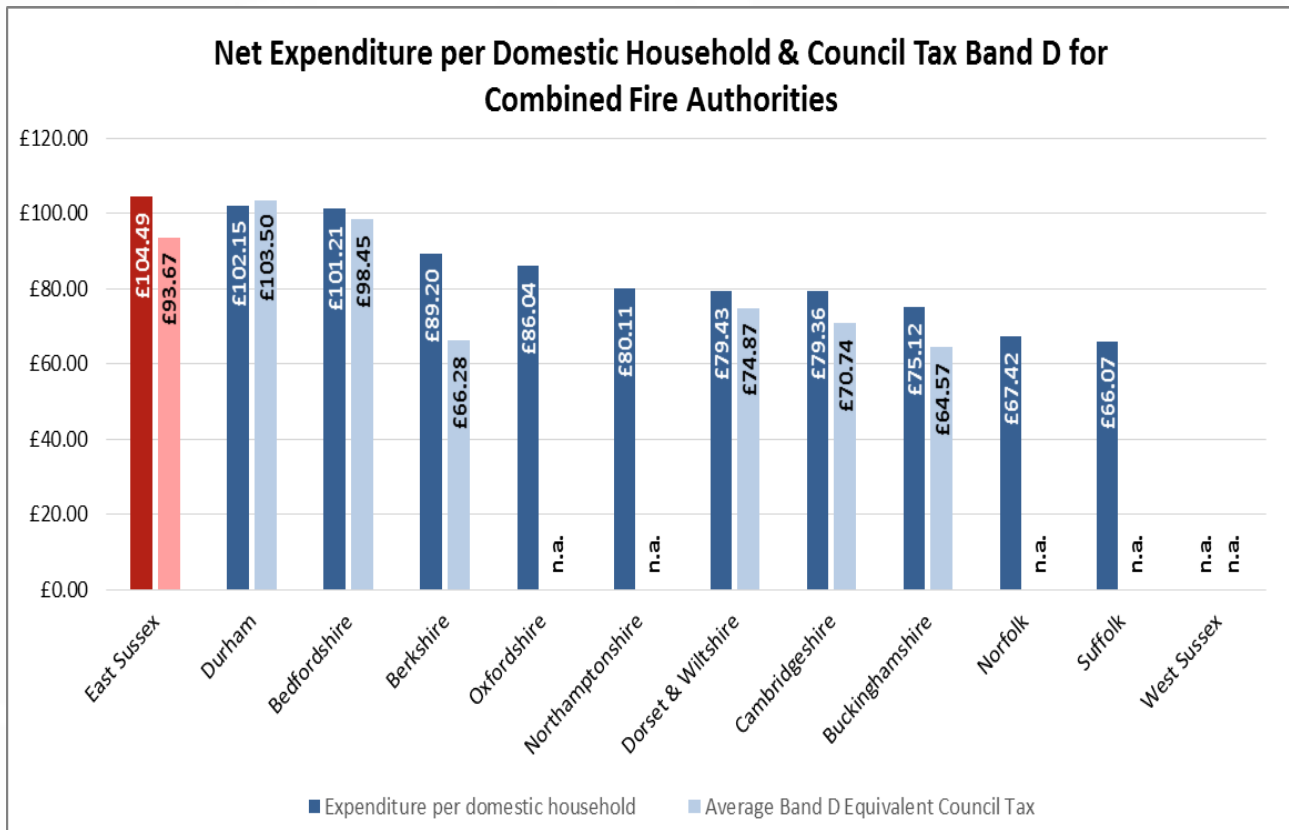


Chart 8: Average net expenditure per number of domestic properties & Council Tax Band D. (Source - CIPFA Statistics 2018/19.)

Health & Safety

Chart 9, below, shows the number of injuries per 100 WT and On-call firefighters sustained during operational incidents and training for FG2. In 2018/19, ESFRS sustained 6.40 operational injuries per 100 firefighters (7.25 in 2017/18) and 3.47 training injuries per 100 firefighters (3.44 in 2017/18). The FG2 average number of operational injuries per 100 firefighters is 5.65 and the average rate for training injuries is 4.10 per 100 firefighters.

ESFRS is currently above the FG2 average in operational injuries, currently ranked 2nd highest (the same as in 2017/18) and below the average in training injuries, ranked 5th lowest (6th lowest in 2017/18). Cambridgeshire has the most operational injuries and Bedfordshire the most training injuries, whilst Durham has the least training and operational injuries per 100 firefighters among FG2.

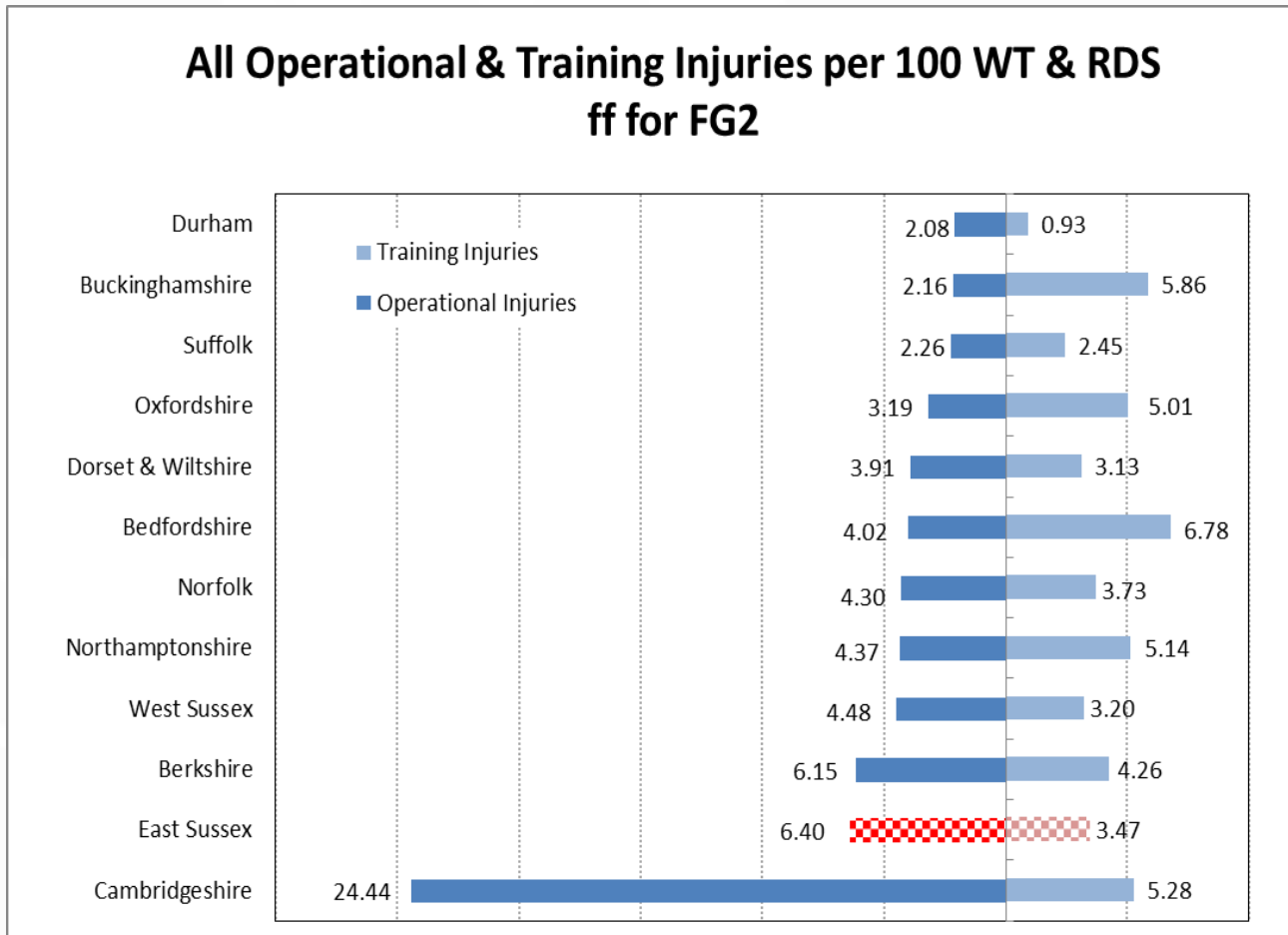


Chart 9: Operational & Training Injuries per 100 firefighters. (Source - Home Office Incident Recording System, Fire statistics tables 0508b: Injuries sustained by firefighters and firefighter fatalities, during operational incidents, by fire and rescue authority & 0508c: Injuries sustained by firefighters and firefighter fatalities, during training incidents, by fire and rescue authority.)

Firefighters by Gender and Ethnicity comparisons

Chart 10 shows the percentage of female WT firefighters for each FG2 member over the past four years. The profile of WT firefighters in England is predominantly male and white. However, the proportion of firefighters who are female has increased from a national average of 1.3% in March 2002 to 6.8% in March 2019. Notably, a significant part of this increase during this period is owing to the large decline in male firefighters (down from 31,168 to 21,250), rather than an actual increase in the numbers of female firefighters (up from 424 to 1,550).

ESFRS has the 6th highest proportion of female firefighters across FG2 with 6.8% of WT firefighters, which is equal to the national average (6.8%) and above the FG2 average of 6.2%.

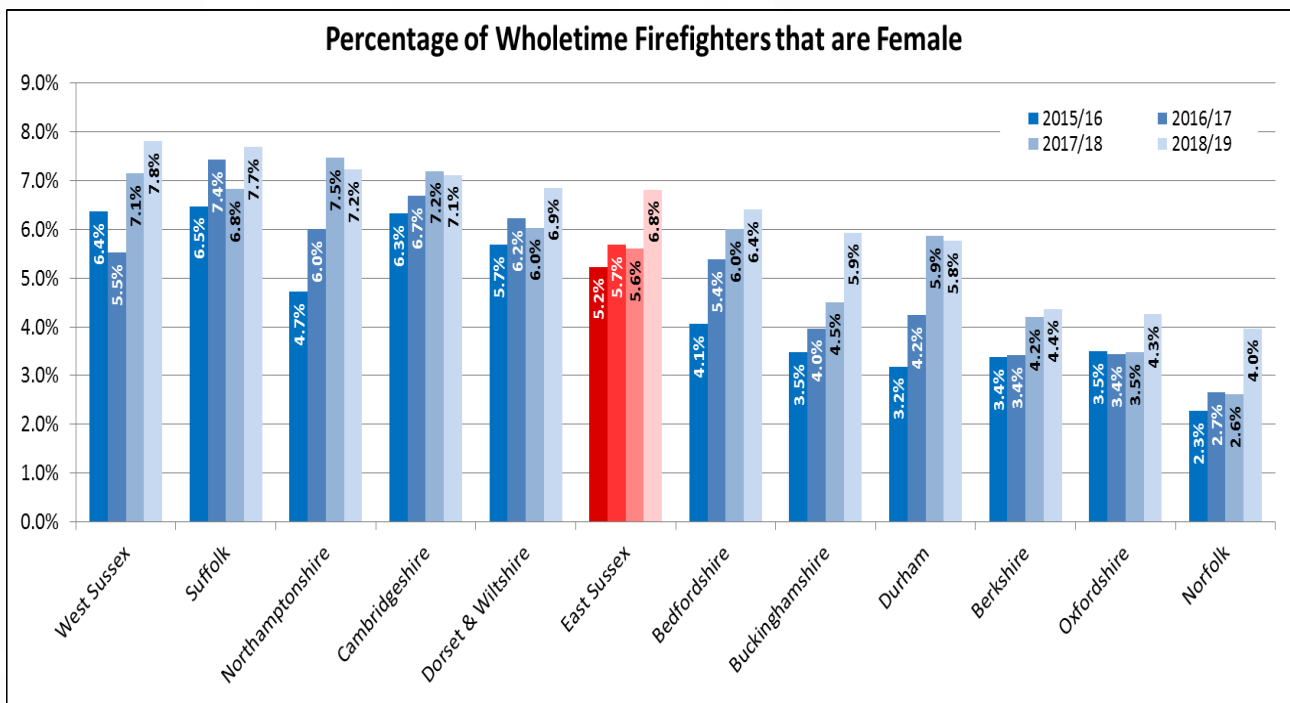


Chart 10: Percentage of WT firefighters that are female. (Source - Home Office Incident Recording System, Fire statistics table 1103: Staff headcount by gender, fire and rescue authority and role.)

Chart 11 shows the actual numbers of male and female firefighters at each FG2 FRS. In terms of raw numbers, ESFRS has the 3rd highest numbers of female firefighters: 24; only the recently combined Dorset & Wiltshire FRS (29) and West Sussex (25) have more female WT firefighters.

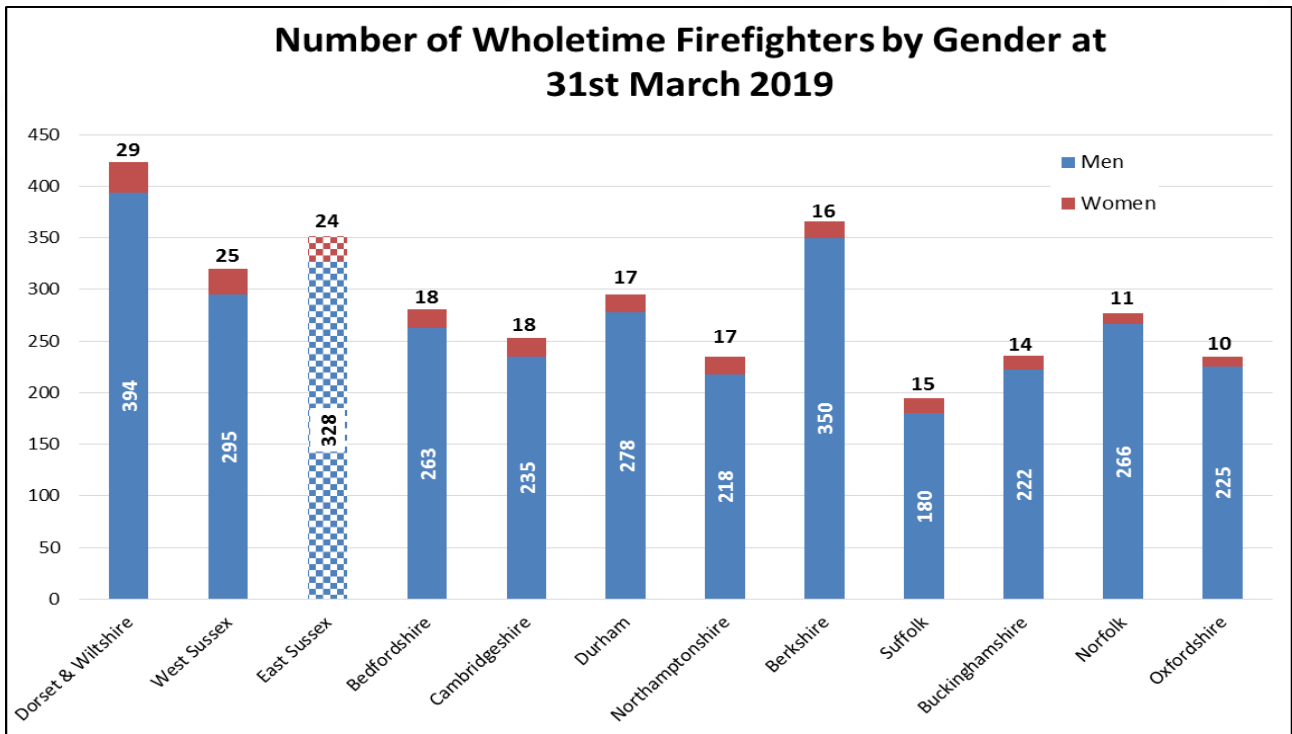


Chart 11: Numbers of WT firefighters that are female. (Source - Home Office Incident Recording System, Fire statistics table 1103: Staff headcount by gender, fire and rescue authority and role.)

Nationally, the percentage of WT firefighters from ethnic minority backgrounds has also increased: from an average across all FRAs of 1.5% in 2002 to 5.8% in March 2019. ESFRS is currently below the national average with 3.3% as are all FG2. The highest is Bedfordshire with 4.8%.

Chart 12 illustrates the percentage of WT firefighters that are from an ethnic minority background for FG2. As of 31 March 2019, ESFRS has the 4th highest proportion of ethnic minority WT firefighters across the FG2 members.

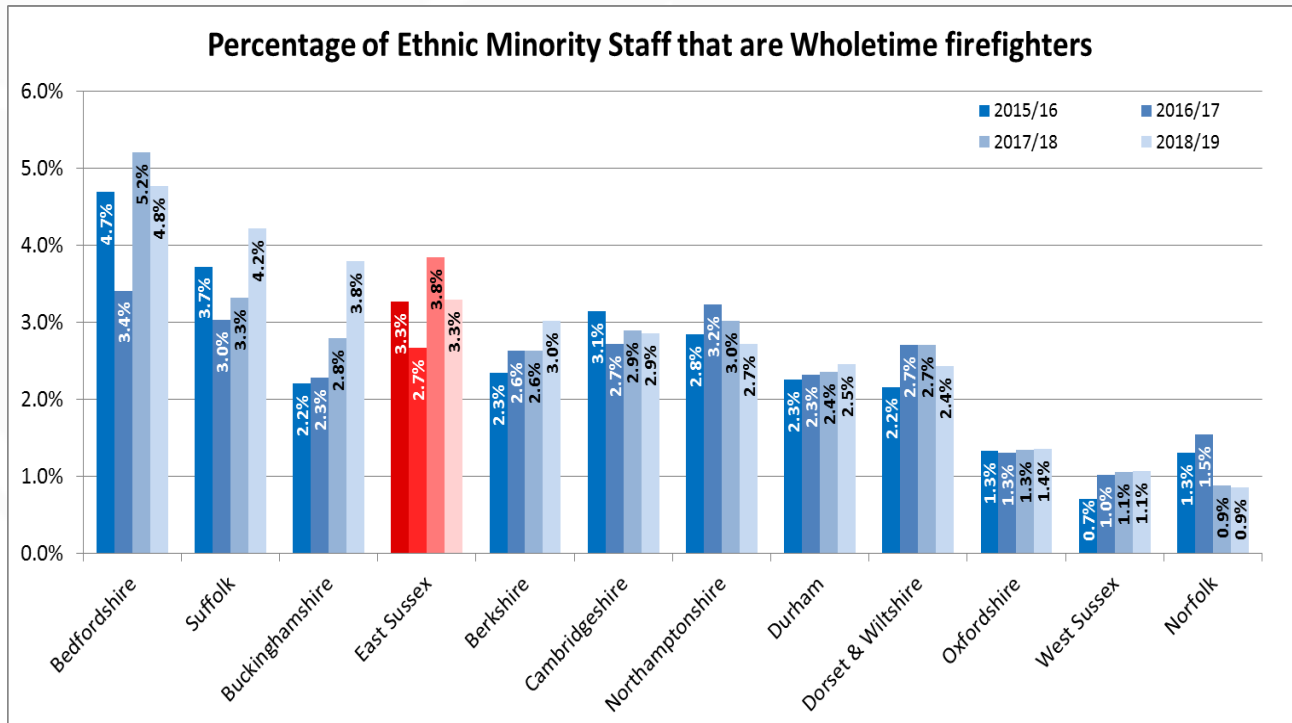


Chart 12: Percentage of WT firefighters that are from an ethnic minority. (Source - Home Office Incident Recording System, Fire statistics table 1104: Staff headcount by ethnicity, fire and rescue authority and role.)

N.B. Nationally, based on the 2011 Census, 14.5% of England’s population were classified as being from an ethnic minority background. The corresponding figures for the East Sussex County Council area was 3.9%; the Brighton and Hove City Council area: 10.9%. This combined, and therefore covering the ESFRS area, equates to 6.4%.

Chart 13 shows the actual numbers of white and ethnic minority WT firefighters by each FG2 member. ESFRS has the equal 2nd highest number of ethnic minority WT firefighters with 11. Bedfordshire was the highest with 13.

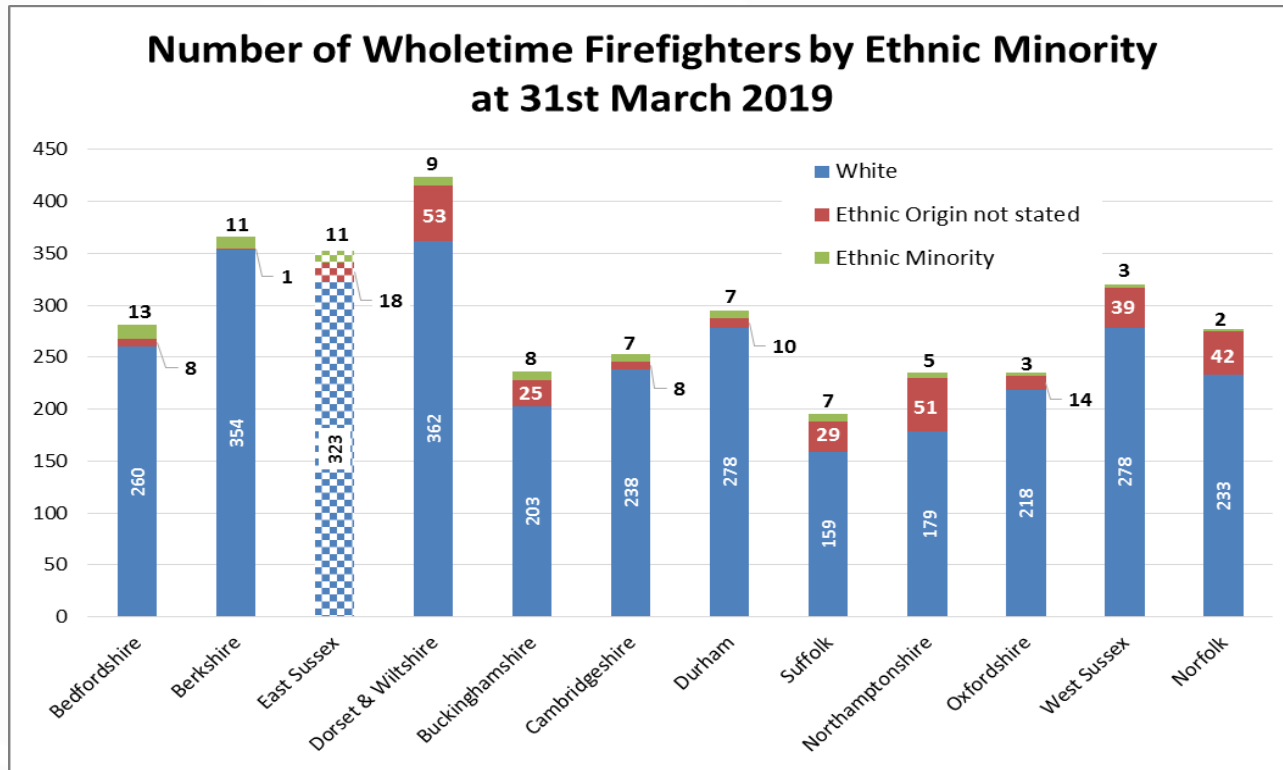


Chart 13: Number of WT firefighters that are from an ethnic minority. (Source - Home Office Incident Recording System, Fire statistics table 1104: Staff headcount by ethnicity, fire and rescue authority and role.)

Sickness

Chart 14 illustrates the number of duty days lost per person for WT and Control staff due to sickness. ESFRS has the highest level of sickness in FG2 for 2018/19 with 9.37 days lost to sickness per employee compared to the FG2 average of 8.30. However, six FRS from FG2 did not provide data in 2018/19. These are represented as 'n.a.' (not available) in the chart below where no value was returned.

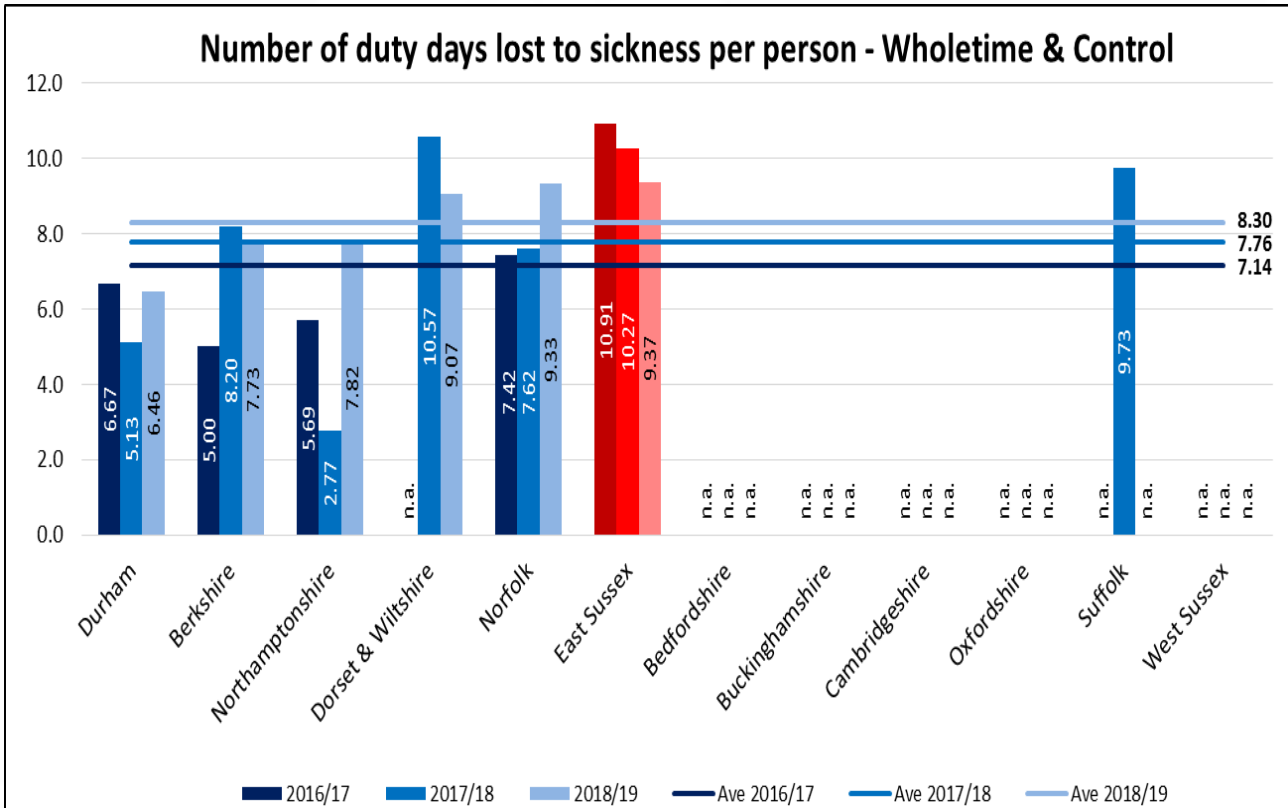


Chart 14: Number of shifts lost per person due to sickness (WT and Control). (Source - National Fire & Rescue Service Occupational Health Performance Report April 2018 – March 2019.)

Chart 15 illustrates the number of shifts lost per person for non-uniformed staff due to sickness. ESFRS has the 4th lowest level of sickness in FG2 from the 10 FRS that provided data in 2018/19 with 6.31 days lost to sickness per employee. This figure is below the 2018/19 average of 6.63 and half the previous year’s value of 12.62. (In the chart below, ‘n.a.’ represents no value being returned.)

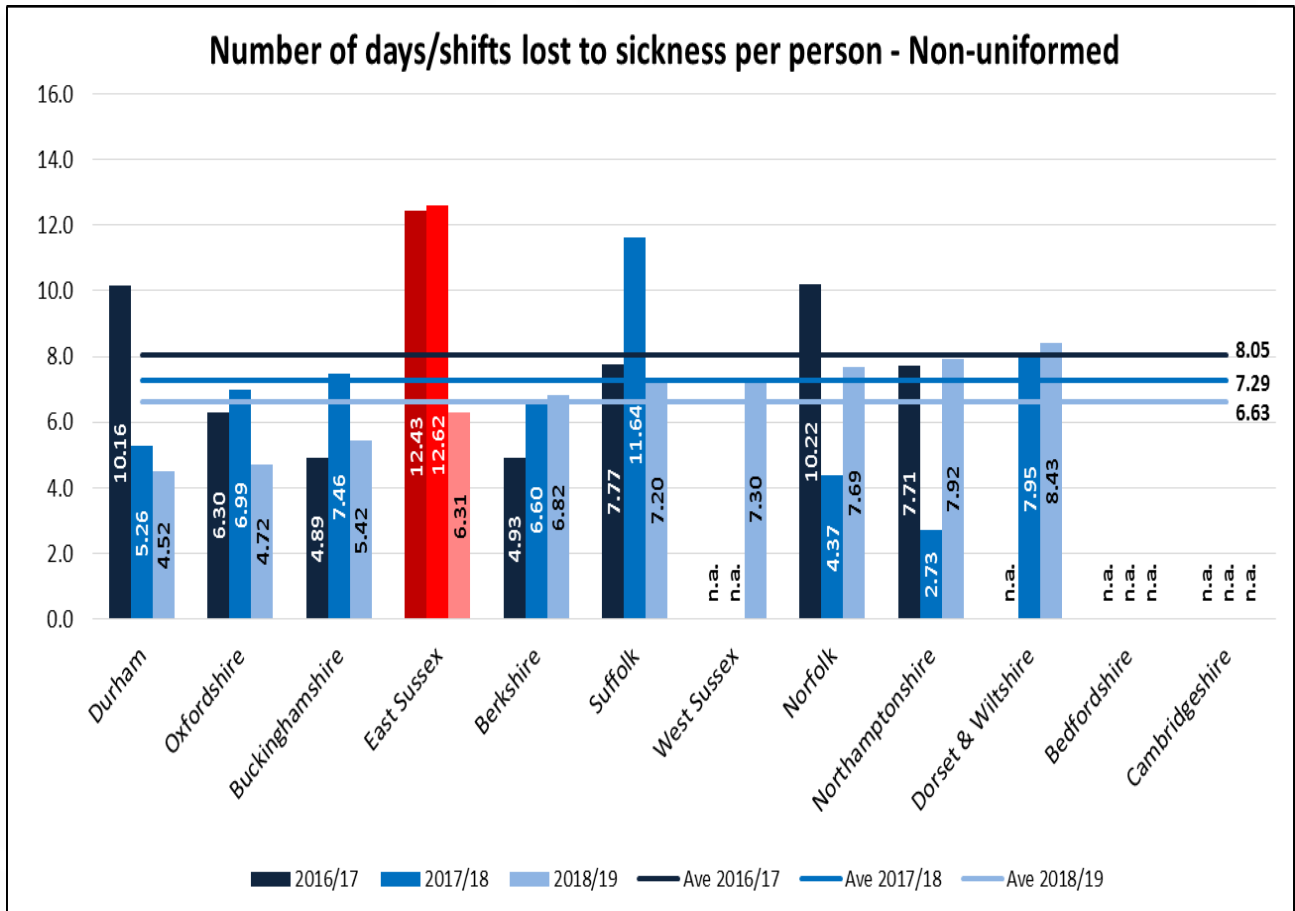


Chart 15: Number of shifts lost per person due to sickness (Support). (Source - National Fire & Rescue Service Occupational Health Performance Report April 2018 – March 2019.)

Home Safety Visits completed

Chart 16 shows the numbers of Home Safety Visits (HSVs) completed from 2010/11 to 2018/19 per 1,000 domestic dwellings for each FG2 member.

ESFRS has the 3rd highest number of HSVs completed per 1,000 domestic dwellings in 2018/19 with 30.0. Durham, with the highest number of HSVs, completed 69.7 per 1,000 domestic dwellings.

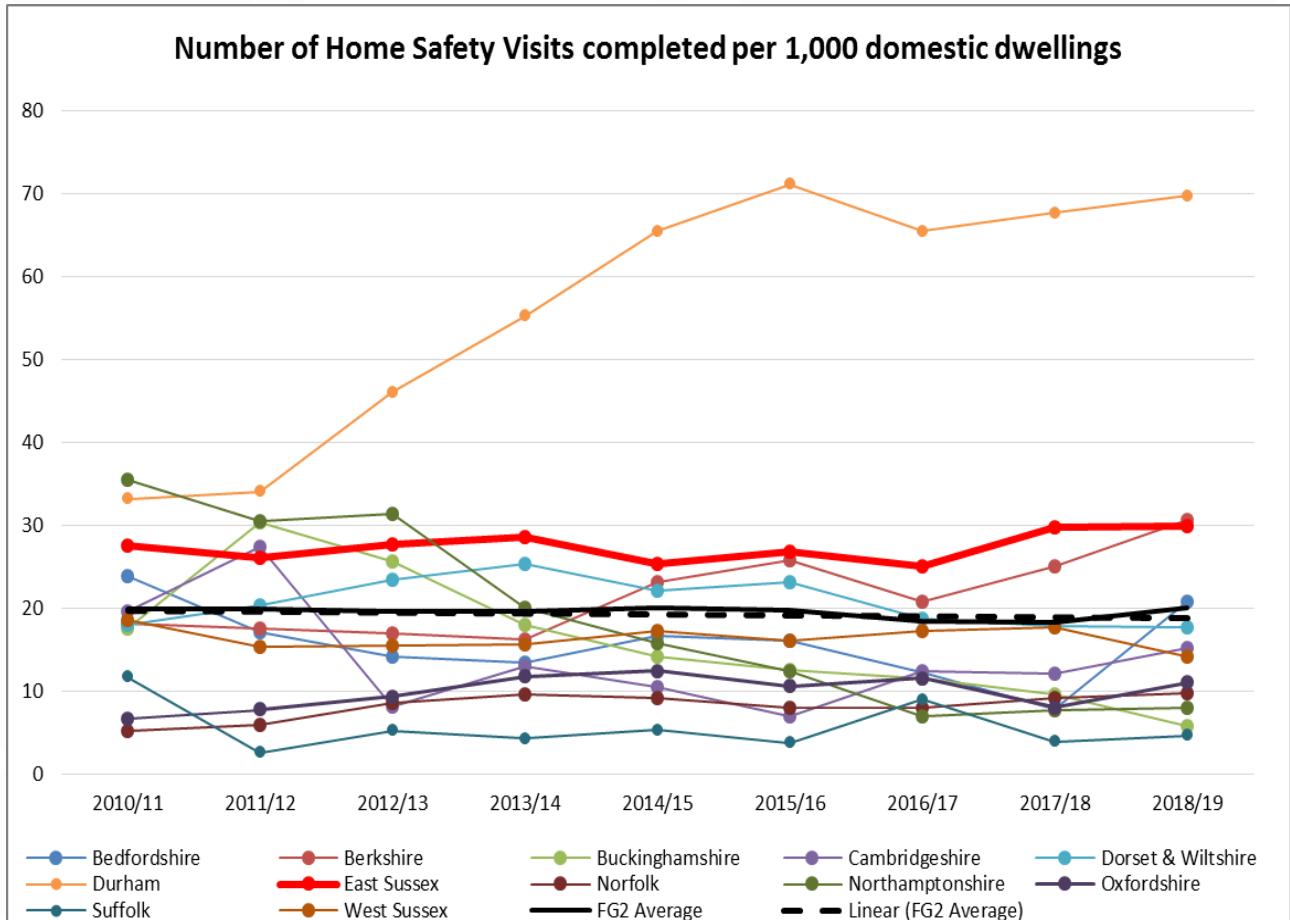


Chart 16: Number of HSVs completed per 1,000 domestic dwellings. (Source - Home Office Incident Recording System, Fire statistics table 1201: Home Fire Risk Checks carried out by fire and rescue authorities and partners, by fire and rescue authority.)

Number of Fire Safety Audits completed

Chart 17 shows the total number of Fire Safety Audits completed by FG2 in 2018/19. ESFRS had the 5th lowest with 581, compared to Durham with 2,137. The FG2 average was 871.

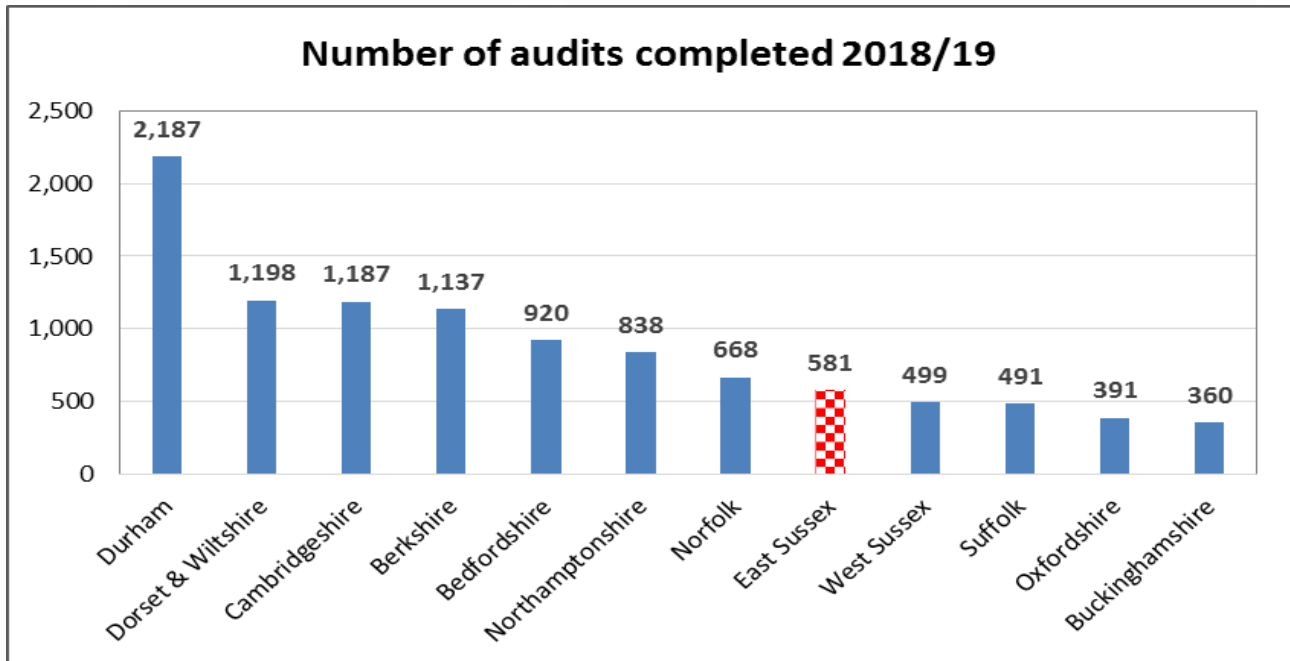
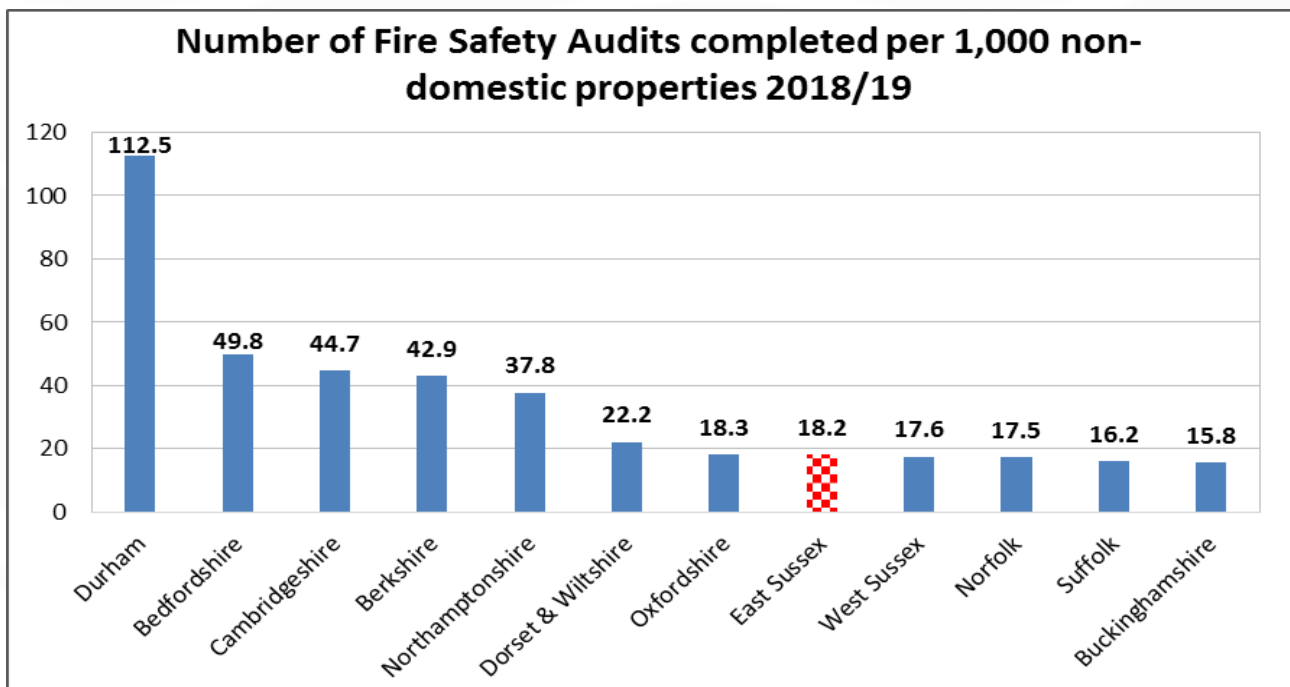


Chart 18 shows the number of Fire Safety Audits completed per 1,000 non-domestic properties in 2018/19. ESFRS completed the 5th lowest recorded number of audits per 1,000 non-domestic properties with 18.2, whereas Durham completed the most with 112.5 per 1,000 non-domestic properties. The FG2 average at 34.5 was nearly double that of ESFRS.



Charts 17 & 18: Number of Fire Safety Audits completed. (Source - Home Office Incident Recording System, Fire statistics table 1202: Fire Safety Audits carried out by fire and rescue authorities, by fire authority.)

Incident comparisons - Benchmarking

Nationally, over the past decade, the number of incidents each FRS attend has reduced, demonstrating a consistent downward trend. Since 2001/02, ESFRS has attended 59.7% less fires (5,352 in 2001/02 down to 2,156 in 2018/19). Each FRS across the country has been experiencing similar reductions.

Chart 19, below, shows the reduction of Primary Fires per 1,000 population for the FG2 members from 2001/02 to 2018/19.

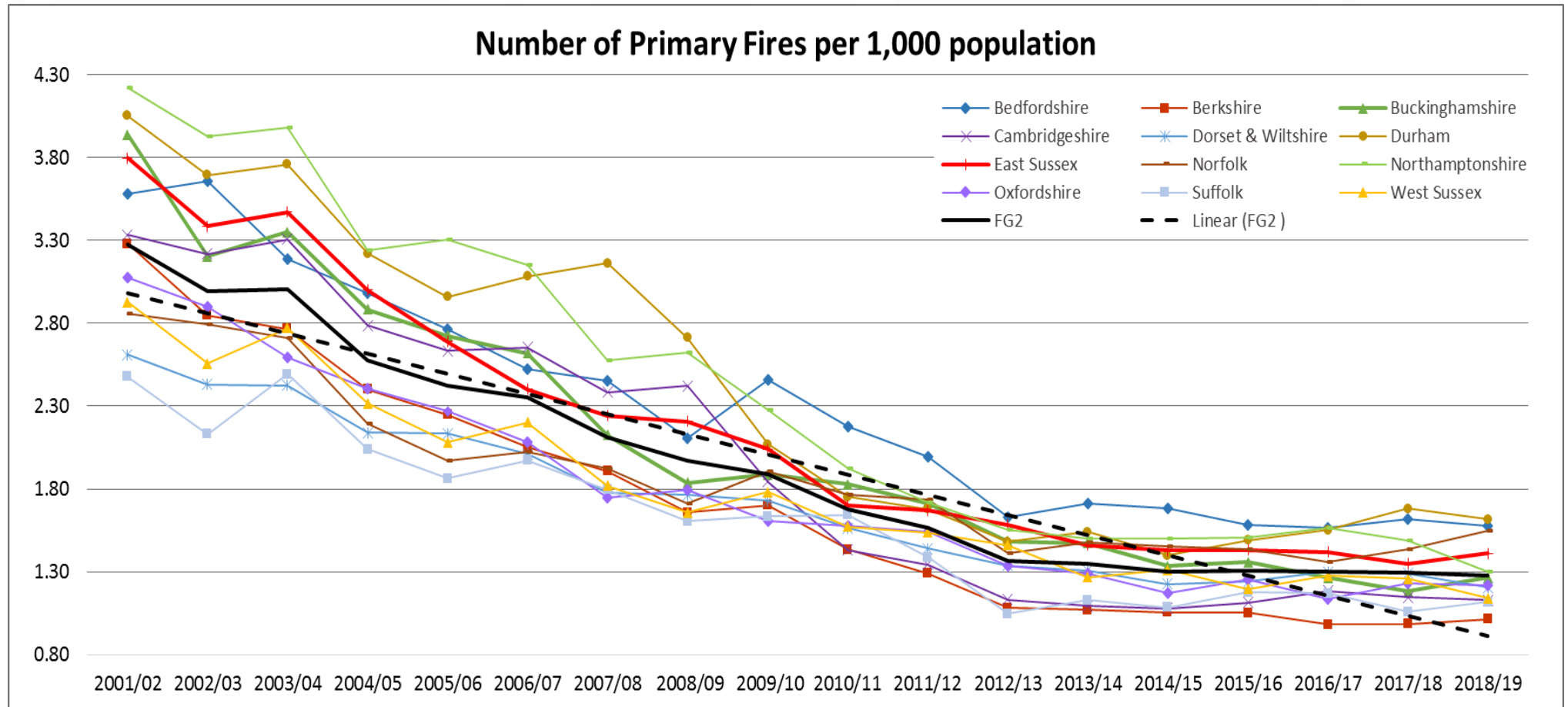


Chart 19: The number of Primary Fires per 1,000 population. (Source - Home Office Incident Recording System, Fire statistics table 0102: Incidents attended by fire and rescue services in England, by incident type and fire and rescue authority.)

Chart 20, below, shows the number of Accidental Dwelling Fires per 1,000 population for each FG2 member.

As with other Primary Fires, the number of Accidental Dwelling Fires has been reducing for a significant number of years. In 2018/19, ESFRS had 0.60 Accidental Dwelling Fires per 1,000 population. This was the highest rate in FG2.

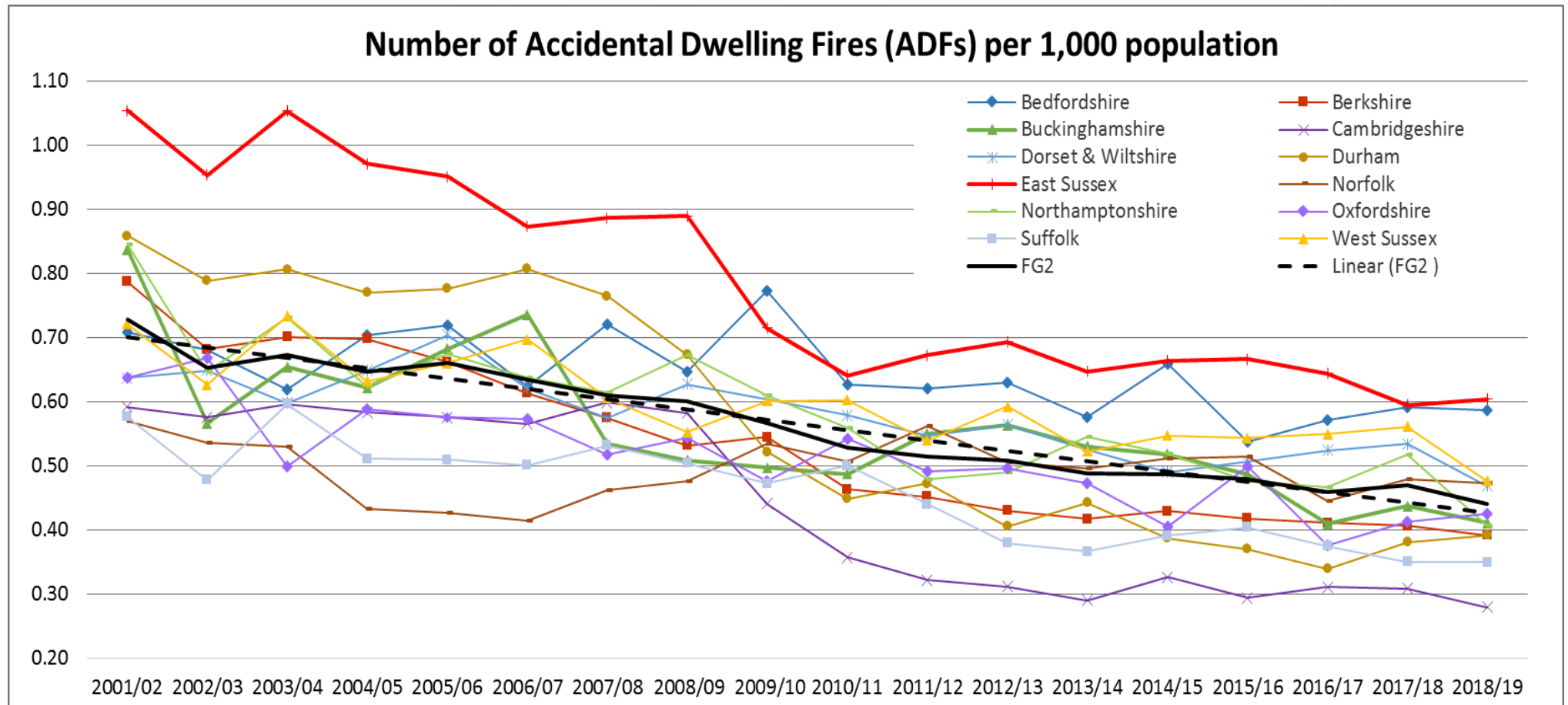


Chart 20: The number of accidental dwelling fires per 1,000 population. (Source - Home Office Incident Recording System, Fire statistics table 0202: Fires, fatalities and non-fatal casualties in dwellings by motive and fire and rescue authority, England.)

Chart 21, below, shows the number of Deliberate Primary Fires per 1,000 population for each FG2 member.

The number of Deliberate Primary Fires has significantly reduced since 2001/02, however, this improvement has levelled off since 2013/14 with five FG2 members now experiencing an increase in the last five years; particularly Durham FRS.

In 2018/19, ESFRS had 0.30 Deliberate Fires per 1,000 population. This was the 7th highest in the FG2 group and equal to the FG2 average.

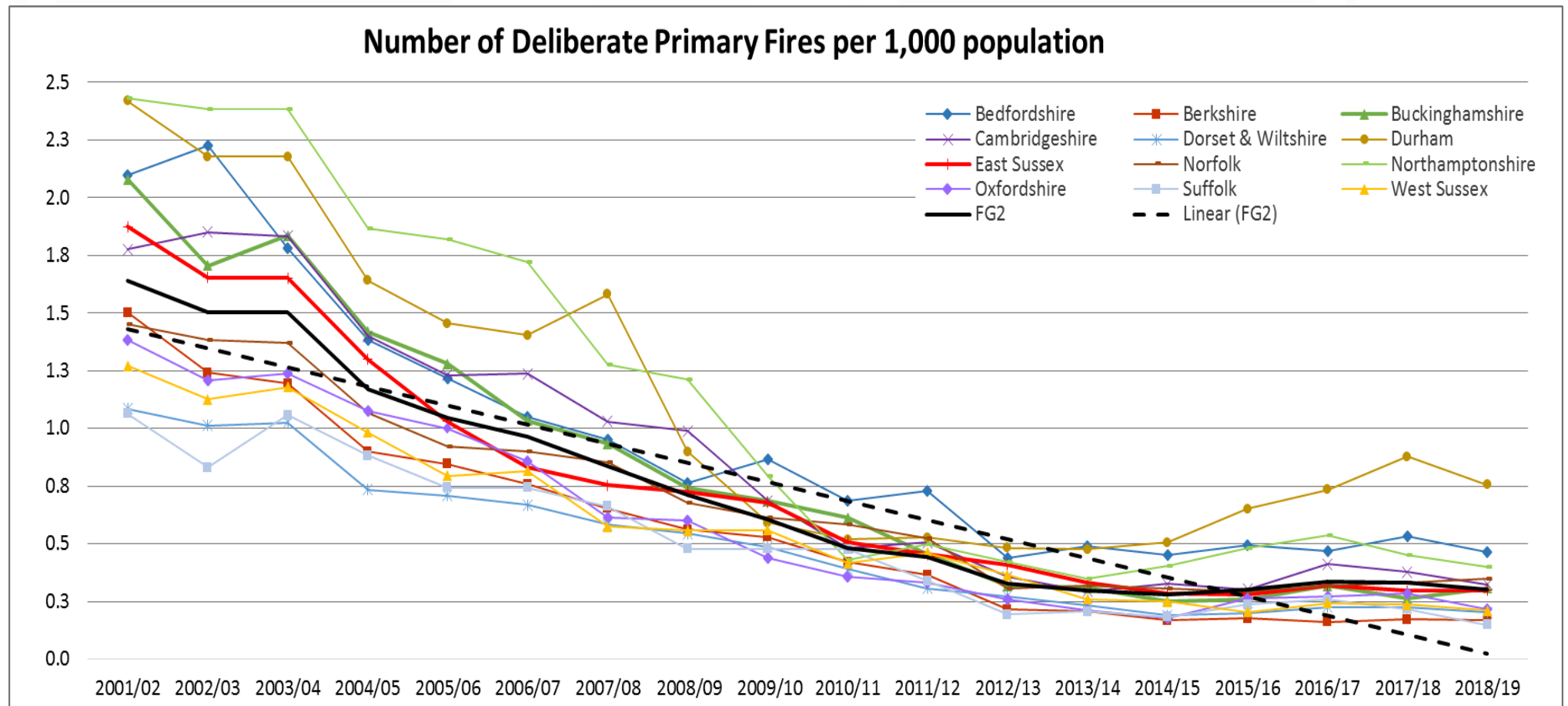


Chart 21: The number of Deliberate Primary Fires per 1,000 population. (Source - Home Office Incident Recording System, Fire statistics table 0401: Deliberate fires attended by fire and rescue services in England, by incident type and fire and rescue authority.)

Traditionally, Deliberate Secondary Fires can be difficult to predict but it is clear that the level of these incidents has been reducing over recent years, along with all main incident types.

Chart 22, below, clearly shows that the rate of Deliberate Secondary Fires per 1,000 population has reduced since 2001/02. The FG2 average has halved since 2006/7. However, eight FG2 members experienced an increase last year, with Durham considerably above the average.

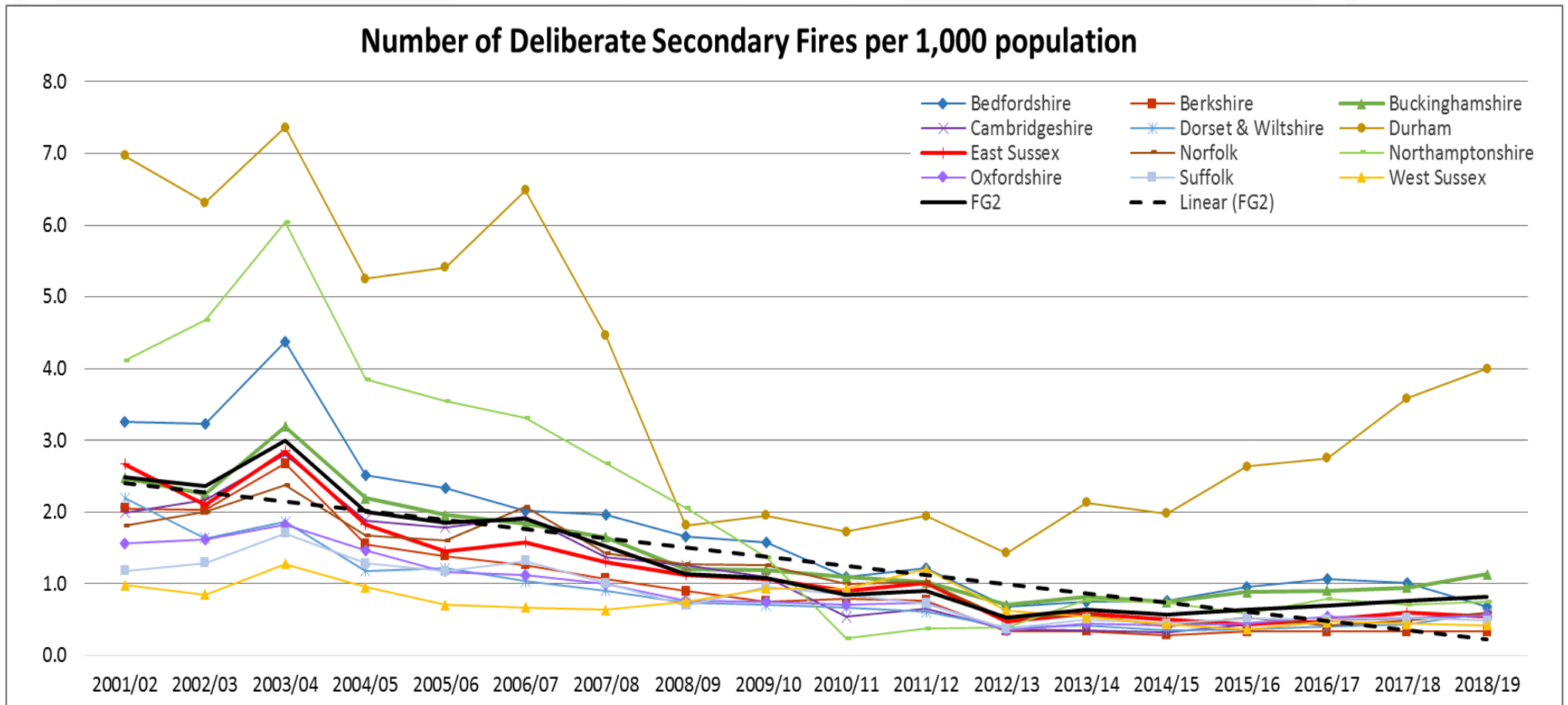


Chart 22: The number of Deliberate Secondary Fires per 1,000 population. (Source - Home Office Incident Recording System, Fire statistics table 0401: Deliberate fires attended by fire and rescue services in England, by incident type and fire and rescue authority.)

Chart 23 shows that FG2 average attendances at Automatic Fire Alarms have been steadily reducing since 2001/02. The introduction and implementation of the Automatic Fire Alarms Reduction Policy at ESFRS in 2010 can clearly be seen with a reduction in numbers from 2010/11 onwards. However, since 2012, this decline has levelled off. Consequently, the ESFRS still has a high number of Automatic Fire Alarms incidents compared to the other FG2 members with the exception of West Sussex.

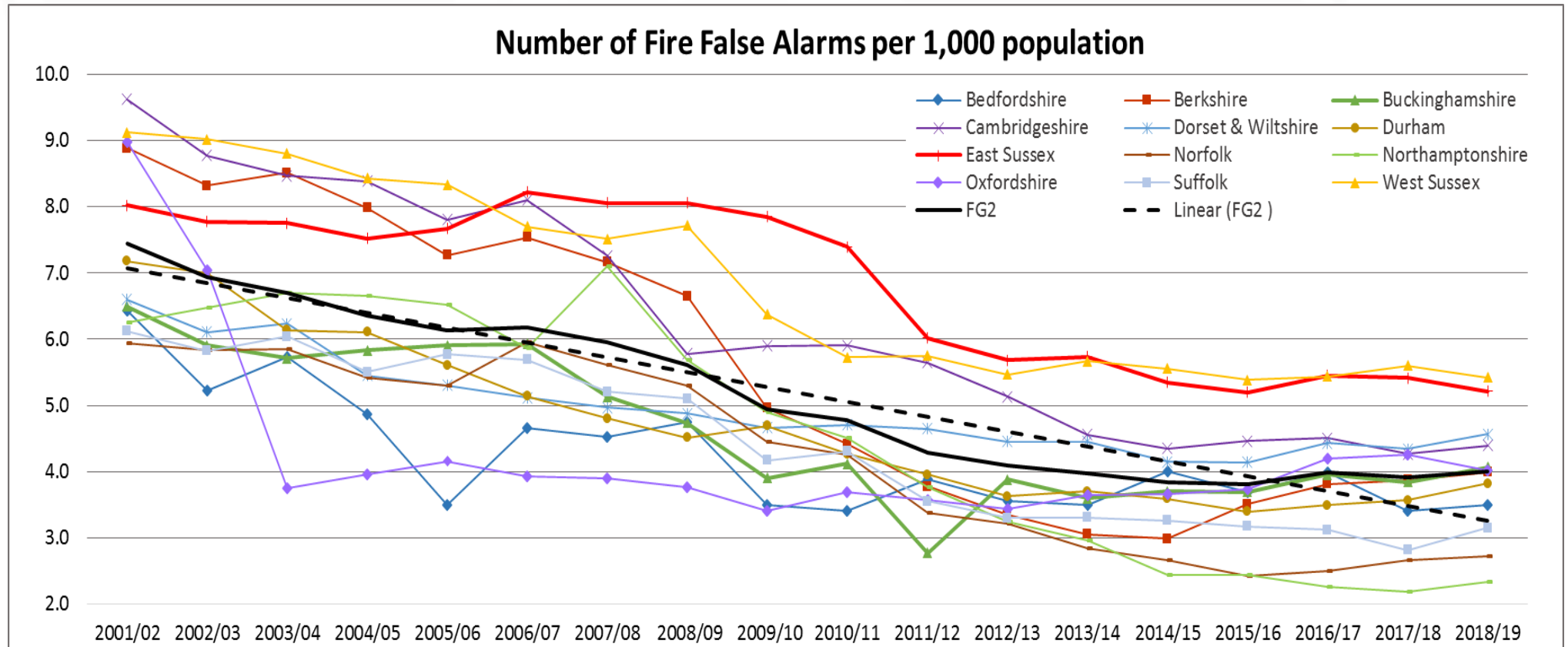


Chart 23: The number of Fire False Alarms per 1,000 population (total of false alarm good intent, false alarm malicious and false alarm due to apparatus calls). (Source - Home Office Incident Recording System, Fire statistics table 0102: Incidents attended by fire and rescue services in England, by incident type and fire and rescue authority.)

Chart 24 shows the number of Road Traffic Collisions (RTCs) per 1,000 population attended by FG2 fire services since 2009/10. Based on data supplied by the Sussex Safer Road Partnership, ESFRS attends approximately a quarter of all RTCs in its service area, notably this figure could vary among the other FG2 members. Overall, RTCs have remained uniform among the FG2 group with the exception to Norfolk, which has experienced considerable variation during this period.

In 2018/19, ESFRS attended 0.62 RTCs per 1,000 population. This was the 6th lowest among the FG2 members and above the FG2 average (0.60).

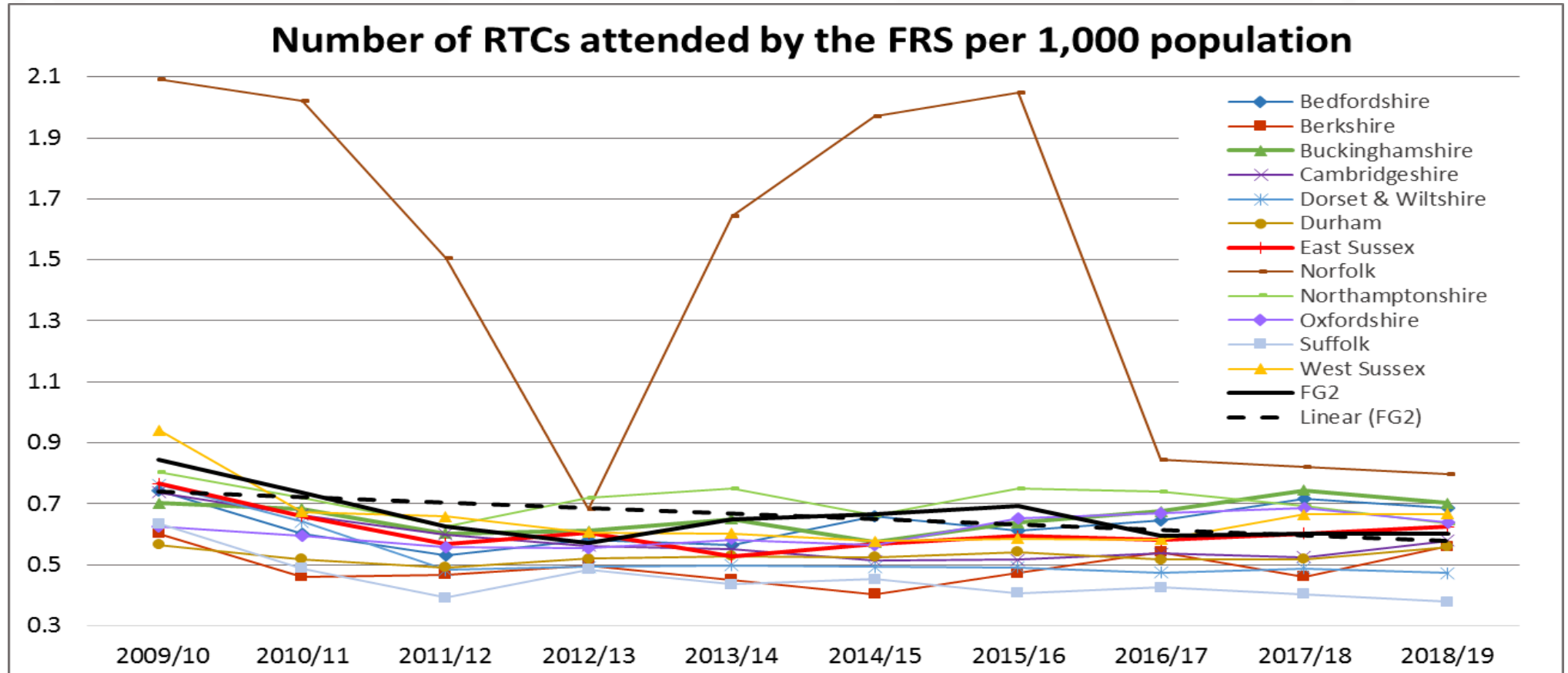


Chart 24: The number of Road Traffic Collisions (RTCs) per 1,000 population. (Source - Home Office Incident Recording System, Fire statistics table 0901: Non-fire Incidents attended by fire and rescue services in England, by incident type and fire and rescue authority.)

Chart 25 shows the number of Rescue or evacuation from water and Flooding incidents (which include, making safe, pumping out, advice only, standby and other) combined per 1,000 population since 2009/10. 87% of all Flooding incidents occur in dwellings. Overall, this data is varied, however, West Sussex, Durham and Norfolk have experienced the greatest variation during this period.

In 2018/19, ESFRS had the highest number of incidents with 0.45 per 1,000 population. This was more than twice the FG2 average. This was also the case for the whole period shown in the chart below, where ESFRS averaged 0.48 compared to the FG2 group average of 0.24.

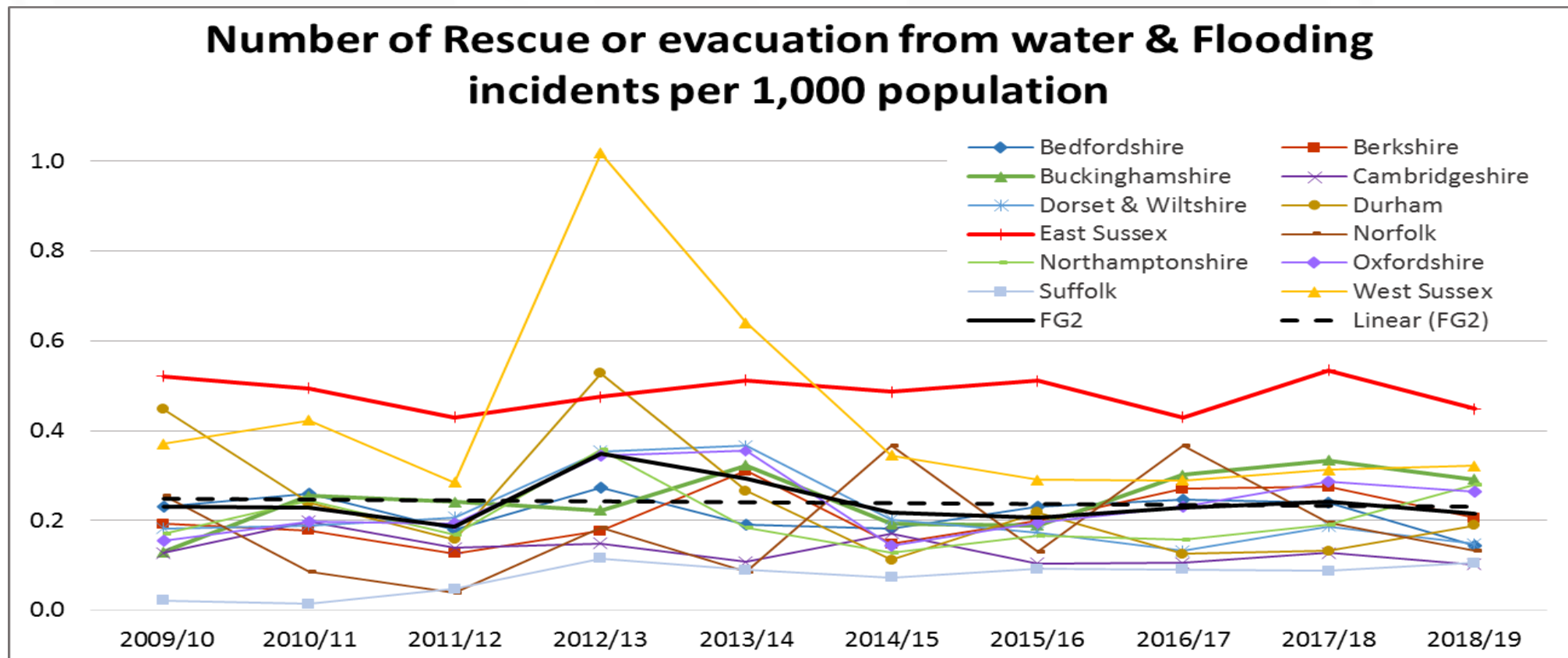


Chart 25: The number of Rescue or evacuation from water and Flooding incidents per 1,000 population. (Source - Home Office Incident Recording System, Fire statistics table 0901: Non-fire Incidents attended by fire and rescue services in England, by incident type and fire and rescue authority.)

Actual incidents: % reduction from 2001/02 to 2018/19 and FG2 rank

The following tables show the percentage reduction in actual incident numbers across all the members of FG2 from the charts provided above. The second column shows where ESFRS ranks in terms of improvement in reducing incidents over that period.

Primary Fires by Fire and Rescue Service: 2001/02 - 2018/19			All False Alarms by Fire and Rescue Service: 2001/02 - 2018/19		
FRS Area	% Change from 2001/02 to 2018/19	FG2 Rank 2001/02 - 2018/19	FRS Area	% Change from 2001/02 to 2018/19	FG2 Rank 2001/02 - 2018/19
Bedfordshire	-48.1%	10	Bedfordshire	-35.9%	8
Berkshire	-64.9%	1	Berkshire	-49.0%	3
Buckinghamshire	-62.4%	3	Buckinghamshire	-26.8%	10
Cambridgeshire	-59.5%	4	Cambridgeshire	-45.3%	5
Dorset & Wiltshire	-47.3%	11	Dorset & Wiltshire	-21.0%	12
Durham	-57.3%	6	Durham	-43.0%	6
East Sussex	-57.8%	5	East Sussex	-26.1%	11
Norfolk	-38.7%	12	Norfolk	-48.3%	4
Northamptonshire	-63.5%	2	Northamptonshire	-55.7%	1
Oxfordshire	-55.2%	8	Oxfordshire	-49.2%	2
Suffolk	-48.9%	9	Suffolk	-41.7%	7
West Sussex	-55.7%	7	West Sussex	-32.4%	9
Accidental Dwelling Fires by Fire and Rescue Service: 2001/02 - 2018/19			Deliberate Secondary Fires by Fire and Rescue Service: 2001/02 - 2018/19		
FRS Area	% Change from 2001/02 to 2018/19	FG2 Rank 2001/02 - 2018/19	FRS Area	% Change from 2001/02 to 2018/19	FG2 Rank 2001/02 - 2018/19
Bedfordshire	-2.2%	12	Bedfordshire	-75.5%	4
Berkshire	-43.5%	2	Berkshire	-81.3%	1
Buckinghamshire	-42.7%	5	Buckinghamshire	-46.4%	11
Cambridgeshire	-43.5%	3	Cambridgeshire	-64.9%	6
Dorset & Wiltshire	-16.0%	10	Dorset & Wiltshire	-68.6%	5
Durham	-51.2%	1	Durham	-38.5%	12
East Sussex	-34.9%	6	East Sussex	-77.1%	3
Norfolk	-6.2%	11	Norfolk	-62.7%	7
Northamptonshire	-43.0%	4	Northamptonshire	-78.4%	2
Oxfordshire	-24.5%	9	Oxfordshire	-59.4%	8
Suffolk	-31.3%	7	Suffolk	-53.2%	9
West Sussex	-24.8%	8	West Sussex	-51.1%	10

Average Response Times for all FG2 Fire and Rescue Services

Chart 26 shows the Average Response Times to dwelling fires for each FG2 member from 2009/10 to 2018/19. In 2018/19, ESFRS is ranked 3rd.

In England, the Average Response Time to fires in dwellings for 2012/13 was 7.4 minutes. ESFRS's Average Response Time for the same year was 7.1. In 2018/19, England's response rate increased to 7.7 minutes, whereas ESFRS increased to 8.6 minutes, therefore, now nearly a minute above the national average. The chart below shows that there is a slight decrease in Average Response Times for FG2 experienced in 2018/19. ESFRS is below the FG2 average of 8.9.

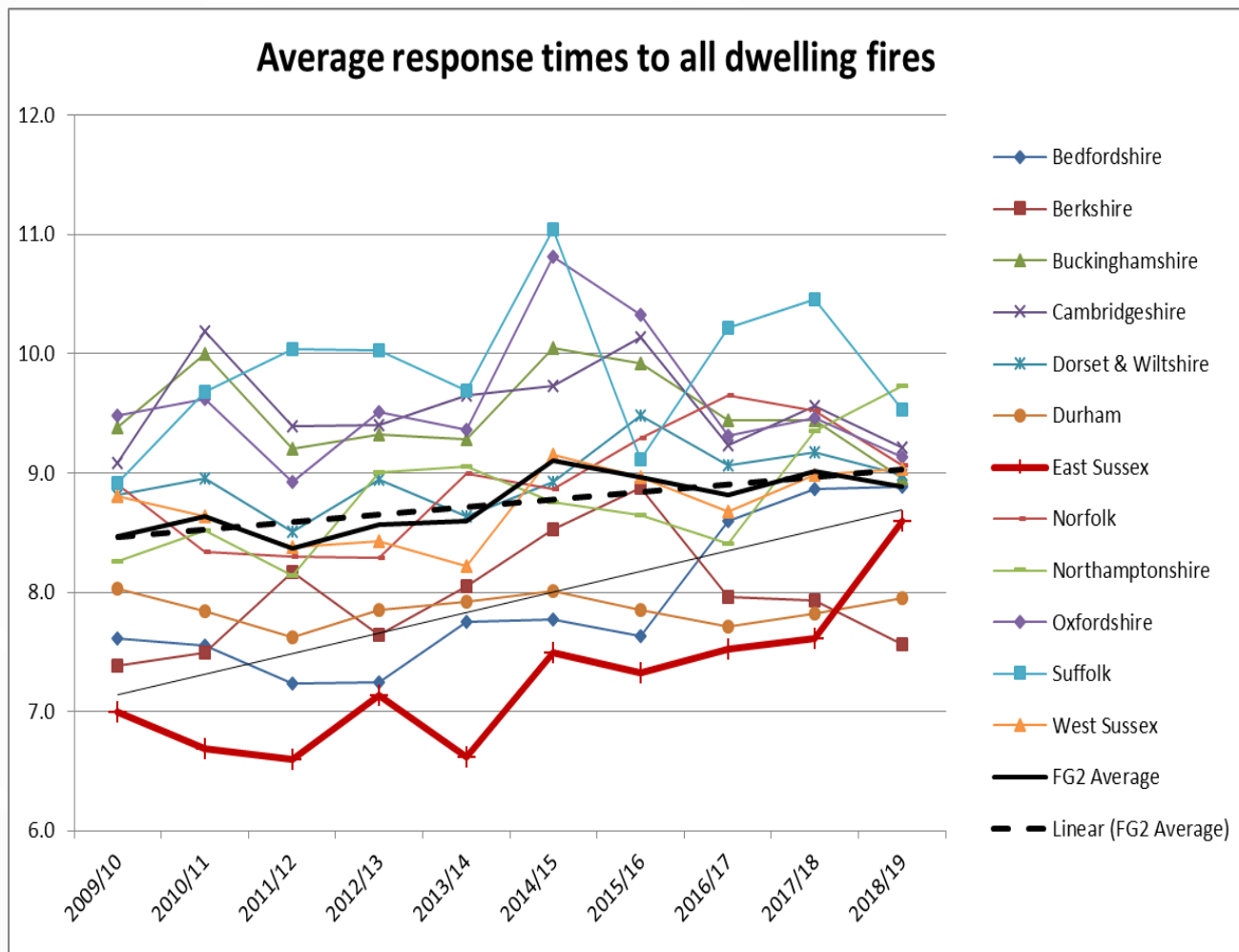


Chart 26: Average Response Times to dwelling fires. (Source - Home Office Incident Recording System, Fire statistics table 1001: Average response times for dwelling fires by fire and rescue authority, England.)

HMICFRS 2018/19 Inspection grading results all FG2 Fire and Rescue Services

Chart 27 shows the results of HMICFRS first round of inspections of all FG2 members. Each service received a grading for three overarching pillars: Effectiveness, Efficiency and People. Below these are eleven criteria that have also been graded. There are four levels of grading:

Outstanding

Good

Requires Improvement

Inadequate

With two 'good' pillar gradings and one 'requires improvement' ESFRS is ranked joint 7th

	Effectiveness	Understanding the risk of fire and other emergencies	Preventing fires and other risks	Protecting the public through fire regulation	Responding to fires and other emergencies	Responding to national risks	Efficiency	Making best use of resources	Making the fire and rescue service affordable now and in the future	People	Promoting the right values and culture	Getting the right people with the right skills	Ensuring fairness and promoting diversity	Managing performance and developing leaders
Bedfordshire	G	G	RI	RI	G	G	RI	RI	RI	RI	RI	G	RI	RI
Berkshire	G	G	G	G	G	G	G	G	G	G	G	G	RI	G
Buckinghamshire	RI	G	RI	RI	RI	G	RI	RI	RI	G	G	G	G	RI
Cambridgeshire	G	G	G	G	G	G	G	G	G	G	G	G	G	G
Dorset & Wiltshire	RI	G	G	G	G	G	G	G	G	G	G	G	G	G
Durham	G	RI	G	RI	G	G	G	G	G	RI	G	G	RI	RI
East Sussex	RI	RI	RI	RI	G	G	G	G	G	RI	RI	RI	RI	RI
Norfolk	RI	RI	RI	RI	G	G	RI	RI	G	RI	RI	G	RI	RI
Northamptonshire	G	RI	RI	RI	IA	RI	RI	RI	RI	RI	G	IA	RI	RI
Oxfordshire	G	RI	G	G	G	G	G	G	G	G	O	G	G	RI
Suffolk	G	G	RI	RI	G	G	G	G	G	G	G	G	G	RI
West Sussex	RI	RI	RI	IA	RI	RI	RI	RI	RI	IA	RI	RI	IA	RI
Key														
O	Outstanding													
G	Good													
RI	Requires Improvement													
IA	Inadequate													

Chart 27: HMICFRS 2018/19 round one fire and rescue service inspection grading results 'Fire & Rescue Service, Effectiveness, efficiency and people 2018/19. An inspection of (FRS area name) Fire and Rescue Service'

HMICFRS 2018/19 Public perception questionnaire all FG2 Fire and Rescue Services

Chart 28 Shows the results of a selection of key questions that were asked of members of the public in each fire and rescue service area as part of the 2018/19 HMICFRS inspection process. Nationally 17,976 surveys were completed, 415 of these were residents of East Sussex and Brighton and Hove.

The data below is portrayed as quartiles, Quartile 1 being the top 25% of the responses and Quartile 4, the lowest. The final column shows ESFRS ranking against each question area there are also columns for the average of all fire and rescue services and FG2.

ESFRS ranked 1st in the following areas:

- To what extent do you agree that the FRS in your local area provide good value for money?
- How important is it that you have a local fire station?

ESFRS are ranked 2nd in the following areas:

- How confident are you that the FRS in your local area provides an effective service overall?
- In the past 12 months how effective do you think the FRS in your local area has been at each of the following? :
 - Home safety/fire risk checks
 - Installing fire safety equipment (i.e. smoke alarms and fire extinguishers)
 - Providing advice or guidance to the public

ESFRS are ranked 12th in the following areas:

- Over the past 12 months do you think each of the following aspects of the FRS in your local area has improved? :
 - The range of services provided by the FRS
 - Response times to fire emergencies
- Thinking back to the last occasion when you had contact with your local FRS? :
 - Overall how satisfied were you with the service you received?

To understand more about how the question indicator scores were calculated please refer to Appendix B at the end of this document

		FG2														
Reference	INDICATOR	ALL FRS	FG2 AVERAGE	Bedfordshire	Buckinghamshire	Cambridgeshire	County Durham and Darlington	Dorset & Wiltshire	East Sussex	Norfolk	Northamptonshire	Oxfordshire	Royal Berkshire	Suffolk	West Sussex	ESFRS Rank out of 12 - 1 is best
		Score out of 100 is best														
1-Q2	How satisfied are you with the FRS in your local area?	80	81	79	82	80	81	80	82	81	80	79	83	79	83	3
2-Q7	To what extent do you agree that the FRS in your local area provide good value for money?	80	79	78	78	78	81	79	81	80	78	77	78	78	79	1
3-Q10	How confident are you that the FRS in your local area provides an effective service overall?	85	86	85	86	86	88	86	87	85	85	85	85	85	85	2
<i>Over the past 12 months do you think each of the following aspects of the FRS in your local area has improved? :</i>																
4-Q8.2	• The range of services provided by the FRS	59	58	61	60	58	59	58	55	56	59	56	59	56	57	12
5-Q8.3	• Response times to fire emergencies	58	58	63	60	57	60	58	54	56	56	56	59	56	55	12
6-Q8.4	• Response times to non-fire emergencies	55	55	59	56	57	54	55	54	53	53	53	58	52	56	7
7-Q8.5	• How well informed you feel about your safety or the safety of your property	57	56	62	56	56	56	57	54	55	55	53	59	54	55	10
<i>In the past 12 months how effective do you think the FRS in your local area has been at each of the following? :</i>																
8-Q9.8	• Promoting fire safety	79	78	80	77	74	83	78	79	79	78	75	80	73	79	6
9-Q9.11	• Running preventative community safety and engagement programmes	77	76	76	77	71	81	76	77	78	75	73	77	75	80	5
10-Q9.12	• Home safety/fire risk checks	77	75	77	75	72	81	73	78	74	75	72	76	73	76	2
11-Q9.13	• Installing fire safety equipment (i.e. smoke alarms and fire extinguishers)	78	76	76	77	71	86	77	79	75	74	71	77	74	77	2
12-Q9.14	• Fire safety audits/inspections (commercial buildings and communal spaces)	79	79	83	77	77	81	79	81	76	77	74	81	77	81	4
13-Q9.16	• Providing advice or guidance to the public	77	77	79	78	74	81	78	80	77	75	73	77	75	78	2
14-Q17a	How important is it that you have a local fire station?	93	92	92	92	89	94	90	95	90	92	89	93	93	93	1
15-Q17c	How important is it that your local fire station is crewed/manned at all times?	84	82	85	82	79	88	79	84	77	80	76	86	80	83	4
<i>Thinking back to the last occasion when you had contact with your local FRS? :</i>																
16-Q23	• Overall how satisfied were you with the service you received?	83	82	83	81	82	89	88	78	84	81	68	80	92	85	11
17-Q23new	• Did you feel safer after your last contact with your local FRS?	78	76	81	77	76	79	74	78	70	76	68	75	85	76	4
18-Q25.9	Thinking about the FRS in the area where you live, how often would you say that they care about the local community?	87	87	85	88	86	89	88	88	85	86	84	86	88	88	5
<i>How important do you think it is that your local FRS workforce is representative of the local community with regard to?</i>																
19-Qdiva.1	• Ethnicity	53	53	60	49	51	57	58	56	52	49	52	56	52	50	5
20-Qdiva.2	• Gender	52	53	60	50	52	54	56	57	49	49	54	58	51	51	3



KEY
All FRS
ESFRS
FG2
Quartile 1
Quartile 2
Quartile 3
Quartile 4
ESFRS Rank

Chart 28: HMICFRS 2018/19 public perception questionnaire results 'Public Perceptions of Fire and Rescue Services in England 2018 Report'

Summary

- ESFRS, compared to the other FRS in FG2 in terms of population and properties, is most similar to Cambridgeshire and West Sussex.
- ESFRS covers the 3rd smallest area in FG2.
- ESFRS has a senior management structure similar in size, distribution and overall numbers to Oxfordshire and Cambridgeshire.
- ESFRS has the 6th highest annual decrease in WT firefighters, this 1.3% decrease equates to 5 WT operational posts.
- ESFRS is 21.8% above the average number of WT firefighters with 352 (average 289) as of 31 March 2019 and has 11.3% less than the average On-call firefighters.
- ESFRS is above the FG2 average (20:1) for the ratio of firefighters to senior managers with 24:1. This is the joint 3rd highest ratio of the group.
- ESFRS has a rate of 4.9 operational appliances per 100,000 population, this is above the average for FG2 with a rate of 4.4.
- ESFRS has a rate of 2.84 stations per 100,000 population this is the 5th lowest in FG2.
- ESFRS has one station for every 74.8 km², which is the 2nd highest density of stations per km² in FG2.
- ESFRS has the highest average net expenditure cost per domestic household and the 3rd highest cost per Council Tax Band D.
- ESFRS is currently (per 100 firefighters) above the FG2 average in operational injuries, currently ranked 11th (same as in 2017/18) and below the average in training injuries, ranked 5th lowest (6th lowest in 2017/18).
- ESFRS has the 6th highest proportion of female firefighters across FG2, with 6.8% of WT firefighters. This figure is equal to the national average and above the FG2 average of 6.2%. In terms of actual numbers, ESFRS has the 3rd highest number of female WT firefighters with 24 among FG2.
- ESFRS has the 4th highest proportion of ethnic minority staff across the FG2 with 3.3%. However, this is below the proportion of ethnic minority residents in the ESFRS service area of 6.4%.
- ESFRS has the equal 2nd highest number of ethnic minority WT firefighters with 11.
- ESFRS lost 9.37 duty days per employee among WT and Control staff due to sickness in 2018/19, down from 10.27 in 2017/18. The FG2 average for 2017/18 is 8.30 duty days lost per employee.
- ESFRS lost 6.31 shifts per employee among non-uniformed staff due to sickness in 2018/19, which is below the FG2 average of 6.63. This is half the 2017/18 value when 12.62 shifts were lost per employee.
- ESFRS completed 30.0 Homes Safety Visits per 1,000 domestic dwellings in 2018/19, the 3rd highest among FG2.
- ESFRS completed 18.2 Fire Safety Audits per 1,000 non-domestic properties. This is 5th lowest among FG2.
- ESFRS has attended to 59.7% less fires (5,352 in 2001/02 down to 2,156 in 2018/19). Each FRS across the country has experienced similar reductions.
- ESFRS in 2017/18 had 0.60 Accidental Dwelling Fires per 1,000 population, which was the highest rate among FG2.
- ESFRS attends the 2nd highest numbers of incidents overall among FG2. The incidents most attended by ESFRS involve Fire False Alarms, accounting for 46.4% of all incidents (see table 6 overleaf for total incidents attended by FG2).
- ESFRS ranks 3rd for average response times to all dwellings and is above the national average.
- ESFRS ranks joint 7th for round one of HMICFRS inspection programme

Table 6 – Total Incidents attended per FRS in Family Group 2

FRA	Primary Fires	Secondary Fires	Chimney Fires	False Alarm Apparatus	False Alarm Malicious	False Alarm Good Intent	Road Traffic Collision (RTC)	Other Transport incident	Medical Incident - First responder	Medical Incident - Co-responder	Flooding	Rescue or evacuation from water	Effecting entry / exit	Lift Release	Other rescue / release of persons
Bedfordshire	1,055	1,058	31	1,438	116	791	459	14	25	4	84	13	297	60	36
Berkshire	925	1,148	53	2,129	90	1,417	511	7	22	126	176	12	541	207	53
Buckinghamshire	1,023	1,306	63	2,403	169	718	568	11	21	392	223	13	384	123	37
Cambridgeshire	962	1,245	53	2,373	60	1,313	493	23	28	49	69	18	171	24	63
Dorset & Wiltshire	1,799	1,819	207	4,774	201	1,841	705	34	31	14	188	32	726	236	149
Durham	1,024	2,916	48	1,143	61	1,215	354	1	50	25	110	10	141	34	21
East Sussex	1,191	872	93	3,093	104	1,206	528	28	52	33	369	10	438	324	99
Norfolk	1,399	1,099	107	1,264	61	1,130	719	19	21	7	72	49	398	63	106
Northamptonshire	973	926	41	689	44	1,015	474	28	16	353	204	5	96	72	73
Oxfordshire	836	699	101	2,051	68	649	438	14	17	109	162	19	284	105	38
Suffolk	847	1,007	83	1,552	79	761	287	18	29	1	66	14	92	12	61
West Sussex	979	829	85	3,146	148	1,365	572	17	49	11	268	8	451	212	83
FG2 Average	1,084	1,244	80	2,171	100	1,118	509	18	30	94	166	17	335	123	68
National results - England	73,214	106,283	3,328	150,967	7,160	72,940	31,086	1,175	4,897	15,001	13,360	1,011	24,871	11,507	4,159
FRA	Animal assistance incidents	Removal of objects from people	Hazardous Materials incident	Spills and Leaks (not RTC)	Making Safe (not RTC)	Suicide/ attempts	Evacuation (no fire)	Water provision	Assist other agencies	Advice Only	Stand By	No action (not false alarm)	Malicious False Alarm	Good Intent false alarm	Total
Bedfordshire	60	27	34	35	12	17	6	1	218	13	10	21	0	66	6,001
Berkshire	87	43	45	34	52	23	5	0	100	47	0	75	1	121	8,050
Buckinghamshire	44	85	64	29	37	29	8	0	110	11	1	88	1	113	8,074
Cambridgeshire	113	54	37	18	19	26	10	0	195	17	6	67	0	1	7,507
Dorset & Wiltshire	203	129	77	102	96	66	11	0	542	63	8	96	2	174	14,325
Durham	57	94	23	49	36	34	4	0	98	14	6	77	0	76	7,721
East Sussex	180	114	22	80	110	31	2	1	382	15	2	44	0	63	9,486
Norfolk	166	57	77	81	44	52	1	1	516	13	0	33	1	83	7,639
Northamptonshire	84	37	52	41	30	21	6	0	132	24	2	31	1	87	5,557
Oxfordshire	71	53	68	42	20	13	4	0	107	14	3	94	1	63	6,143
Suffolk	88	19	30	9	9	18	1	0	166	7	6	26	0	31	5,319
West Sussex	87	71	20	75	95	17	4	0	393	51	8	91	3	164	9,302
FG2 Average	103	65	46	50	47	29	5	0	247	24	4	62	1	87	7,927
National results - England	4,944	4,877	2,866	3,445	3,661	1,905	550	40	14,817	2,289	305	8,123	213	7,046	576,040

Appendix B: Calculating the Question Indicator Scores

To calculate the score for each indicator, a value between 0 and 100 was associated with each possible response on the two-, three-, four- or five-point scales. A score of 100 was associated with the most positive response, a score of 0 with the most negative response, and the scores of all other responses were distributed evenly along the scale. The scales used in this survey and the associated scores for each response are detailed below.

Scales and Responses		Score
AGREEMENT	Strongly Agree	100
	Tend to Agree	75
	Neither Agree nor Disagree	50
	Tend to Disagree	25
	Strongly Disagree	0
SATISFACTION	Very Satisfied	100
	Fairly Satisfied	75
	Neither Satisfied nor Dissatisfied	50
	Fairly Dissatisfied	25
	Very Dissatisfied	0
YES/NO	Yes	100
	No	0
EXPECTATIONS OF ARRIVAL TIME	Quicker than Expected	100
	As Expected	50
	Slower than Expected	0

Figure 7: Scales and responses used and the scores allocated to them for benchmarking

To derive each indicator score, the results for the relevant question are combined with these values as shown in the following example:

Scales and Responses	Maximum Score	%	Achieved Score
Strongly Agree	100	50%	50
Tend to Agree	75	28%	21
Neither Agree nor Disagree	50	10%	5
Tend to Disagree	25	8%	2
Strongly Disagree	0	4%	0
Indicator Score Sum of achieved scores			78

Figure 8: Example of scoring method