









East Sussex
Fire & Rescue Service





**East Sussex Fire & Rescue
Service
Performance Results
Quarter 3
2015/16**

JANUARY 2016

Strategic Aim 1 - To deliver quality services within available resources

1.1 Prevent loss of life and injuries in our communities

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|---------------|--|-------------------|---|-------------------|-----------------------------------|--------------------------------------|------------|---|
| 1 Priority | % of Home Safety Visits to vulnerable people | 93.0% | This is an ESFRS indicator only, no National data is available for comparison | 90.6% | 90.9% | 90.0% | Yes | Declined |
| 7 | Home Safety Visits | 2,277 |  | 2,425 | 9,839 | 10,000 | No | Improved |
| 36 | % of fires in dwellings with no smoke alarm | 19.5% | This is an ESFRS indicator only, no National data is available for comparison | 18.9% | 18.3% | 32.0% | Yes | Improved |
| 9 | Number of deaths in primary fires | 1 |  | 0 | 2 | Aspirational Target zero fire deaths | | Improved |
| 11 | Deaths in Accidental Dwelling Fires | 0 |  | 0 | 0 | Aspirational Target zero fire deaths | | Same |
| 10 | Number of injuries in primary fires | 7 |  | 5 | 42 | 52 | Yes | Improved |
| 12 | Injuries in Accidental Dwelling Fires | 6 |  | 4 | 31 | 37 | Yes | Improved |
| 2 Priority | No of accidental dwelling fires | 165 |  | 151 | 561 | 534 | No | Improved |

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end | Target | Target met | Direction of travel from 2014/15 result |
|----------------|--|-------------------|---|-------------------|----------------------------|--------------|--------------|---|
| 8 | Number of primary fires | 295 |  | 292 | 1,222 | 1,244 | Yes | Improved |
| 13a | Deliberate primary fires not in vehicles | 27 |  | 33 | 157 | 159 | Yes | Declined |
| 13b | Deliberate primary fires in vehicles | 19 |  | 16 | 76 | 141 | Yes | Improved |
| 14 | Deliberate secondary fires | 73 |  | 65 | 392 | 500 | Yes | Improved |
| 4a Priority | A reduction of automatic fire alarms (AFA) from the base year result of 2009/10 | -34.9% | This is an ESFRS indicator only, no National data is available for comparison | -36.9% | -40.4% | -32.0% | Yes | Improved |
| 4b | % of AFA calls challenged by ESFRS | 22.4% | This is an ESFRS indicator only, no National data is available for comparison | 11.8% | 10.6% | Monitor only | Monitor only | Declined |
| 4c | % of AFA calls turned back by ESFRS | 6.1% | This is an ESFRS indicator only, no National data is available for comparison | 8.9% | 8.8% | Monitor only | Monitor only | Improved |
| 4d | % of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire | 2.4% | This is an ESFRS indicator only, no National data is available for comparison | 1.9% | 2.4% | Monitor only | Monitor only | Improved |

1.2 Protect our communities against economic, property or heritage loss

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|---------------|---|-------------------|------------------------------------|-------------------|-----------------------------------|--------|------------|---|
| 15 | No of fires in non-domestic properties | 45 | | 41 | 166 | 176 | Yes | Improved |
| 16 | Inspections of high risk premises completed | 59 | | 44 | 222 | 480 | No | Declined |

1.3 Respond effectively and safely to incidents with appropriate planned resources

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|---------------|---|-------------------|---|-------------------|-----------------------------------|--------|------------|---|
| 3 Priority | % of accidental dwelling fires confined to room of origin | 93.9% | This is an ESFRS indicator only, no National data is available for comparison | 92.1% | 93.6% | 94.0% | No | Declined |
| 22 | % of incidents attended within 20 minutes | 98.4% | This is an ESFRS indicator only, no National data is available for comparison | 98.8% | 99.0% | 95.0% | Yes | Improved |

Average first attending appliance response times

| First arriving appliance | 2013/14 England Average | 2013/14 FG2 Average | Q3 2014/15 | Q3 2015/16 | Q1 to Q3 2015/16 |
|--------------------------------|-------------------------|---------------------|------------|------------|------------------|
| Primary fires | 8.4 | 9.6 | 7.7 (288) | 7.4 (293) | 7.9 (900) |
| Dwellings | 7.4 | 8.6 | 6.9 (171) | 7.0 (159) | 7.5 (453) |
| with any casualty or rescue | 7.1 | N/a | 7.2 (6) | 6.6 (4) | 6.6 (21) |
| without any casualty or rescue | 7.4 | N/a | 6.9 (165) | 7.2 (154) | 7.5 (432) |
| Other Buildings | 8.1 | 9.4 | 7.9 (58) | 6.9 (58) | 7.7 (185) |
| Other Residential | 7.6 | N/a | 7.2 (16) | 7.5 (10) | 7.3 (39) |
| Non-Residential | 8.2 | N/a | 8.2 (42) | 6.8 (48) | 7.8 (146) |
| Road Vehicles | 9.3 | 10.2 | 9.0 (48) | 8.3 (56) | 8.6 (192) |
| Other (Outdoor Primary) | 10.3 | 11.3 | 9.9 (11) | 7.9 (20) | 10.0 (70) |
| RTC Persons trapped / enhanced | N/a | N/a | 9.8 (77) | 9.4 (73) | 9.9 (218) |

Bracketed numbers are the total number of attended incidents for each category

Average second attending appliance response times

| Second arriving appliance | 2013/14 England Average | 2013/14 FG2 Average | Q3 2014/15 | Q3 2015/16 | Q1 to Q3 2015/16 |
|--------------------------------|-------------------------|---------------------|------------|------------|------------------|
| Primary fires | N/a | N/a | 10.4 (205) | 9.8 (185) | 10.9 (564) |
| Dwellings | N/a | N/a | 9.3(151) | 9.5 (131) | 10.0 (371) |
| with any casualty or rescue | N/a | N/a | 11.3 (5) | 10.5 (4) | 12.3 (21) |
| without any casualty or rescue | N/a | N/a | 9.2 (146) | 9.5 (127) | 9.9 (350) |
| Other Buildings | N/a | N/a | 13.2 (49) | 9.9 (42) | 10.7 (132) |
| Other Residential | N/a | N/a | 9.7 (14) | 10.2 (7) | 10.8 (33) |
| Non-Residential | N/a | N/a | 14.6 (35) | 9.9 (35) | 10.7 (99) |
| Road Vehicles | N/a | N/a | 15.4 (5) | 12.9 (9) | 15.8 (34) |
| Other (Outdoor Primary) | N/a | N/a | N/a (N/a) | 13.3 (3) | 19.1 (27) |
| RTC Persons trapped / enhanced | N/a | N/a | 12.9 (60) | 12.9 (62) | 13.5 (207) |

Bracketed numbers are the total number of attended incidents for each category

1.4 Deliver cost effective services, which focus on community risk and customer needs at a price the local community can afford and within available resources

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|---------------|---|-------------------|---|-------------------|-----------------------------------|--------------|------------|---|
| 6 | Expenditure per head of the population | £46.90 | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | £45.42 | Annual | Annual |
| 34 | To achieve a 3.5% reduction in CO2 emissions against 2010/11 | N/a | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | 14.00% | Annual | Annual |
| 35 | Percentage of people satisfied with the service received during the 999 call | 98% | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | Monitor only | Annual | Annual |
| 36 | Percentage of people satisfied with the service received at the scene of the incident | 99% | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | Monitor only | Annual | Annual |

Strategic Aim 2 - Ensure a competent, diverse, safe and valued workforce





2.1 Embed and embrace equality and diversity principles in all that we do

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|---------------|---|-------------------|---|-------------------|-----------------------------------|--------------|------------|---|
| 24 | Achievement of excellence in the Equality Standard in Local | Excellent | This is an ESFRS indicator only, no National data is available for comparison | Excellent | Annual | Monitor only | Annual | Annual |
| 26 | Retained (RDS) female firefighters as new entrants | 8.7% | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | 15.0% | Annual | Annual |
| 27 | Minority ethnic staff as new entrants to the FRS | 3.6% | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | 3.5% | Annual | Annual |
| 28 | Disabled employees as new entrants to the FRS | 3.6% | This is an ESFRS indicator only, no National data is available for comparison | N/a | Annual | 5.0% | Annual | Annual |

2.2 Attract and retain high calibre and committed staff, and help them develop professional skills and competence to meet our business needs

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|-----------------|---|-------------------|---|----------------------------|-----------------------------------|----------------------------|----------------------------|---|
| To be developed | Number of operational staff completing development programmes | | This is an ESFRS indicator only, no National data is available for comparison | To be developed in 2015/16 | To be developed in 2015/16 | To be developed in 2015/16 | To be developed in 2015/16 | To be developed in 2015/16 |

2.3 Maintain and improve the standards of health, safety and welfare of our staff and provide a safe and secure workplace

| Indicator No. | How will we measure performance? | 2014/15 Q3 result | National Quartile Position 2014/15 | 2015/16 Quarter 3 | 2015/16 Projected year end result | Target | Target met | Direction of travel from 2014/15 result |
|---------------|---|-------------------|---|-------------------|-----------------------------------|--------------|------------|---|
| 5 Priority | The number of working days/shifts lost due to sickness | 2.1 | This is an ESFRS indicator only, no National data is available for comparison | 2.6 | 9.1 | 7.5 | No | Declined |
| 29 | Number of RIDDOR incidents | 2 |  | 0 | 2 | 12 | Yes | Improved |
| 30 | Number of injuries sustained by Wholetime and Retained firefighters during operational activities | 24 |  | Annual | Annual | Monitor only | Annual | Annual |
| 31 | Total number of injuries sustained by Wholetime and RDS firefighters during training activities | 28 |  | Annual | Annual | Monitor only | Annual | Annual |
| 30 | Number of workplace reported accidents / injuries | 58 |  | 18 | 108 | 124 | Yes | Improved |