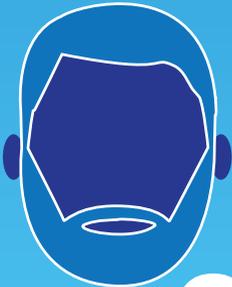
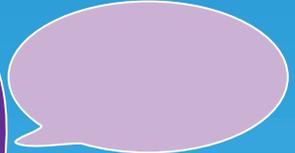
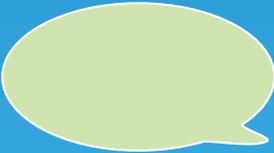
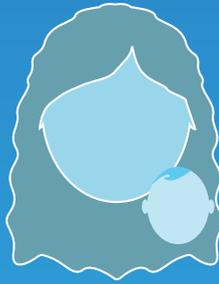
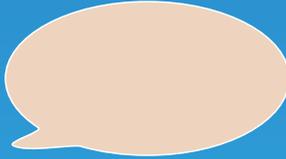


# Your Service



# Our Performance

*East Sussex Fire Authority*



**Review of Attendance Standards**

**[www.esfrs.org/irmp](http://www.esfrs.org/irmp)**

## Your service - our performance

Attendance standards are one way in which we monitor and measure our performance at East Sussex Fire & Rescue Service.

They set a standard to help you understand how long it might take us to respond to emergencies.

At the moment we report our average response time to certain types of emergencies across the whole of our area.

In reality, you may get a different response time in different areas for a whole range of reasons.

We want to make the way we report attendance standards more transparent.

Our aim is to set a new standard that is simple, meaningful, easy to understand, and more clearly represent a typical attendance time wherever that may be within East Sussex or Brighton and Hove areas.

This doesn't change the way or speed in which we will respond to incidents - if you have an emergency, we will still send a response as quickly as we can.

## How we deal with 999 calls

Every 999 telephone call goes through our Sussex Control Centre. Our control room staff then alert the resources and staff needed to deal with the emergency. We will send the resources that are available to attend the incident the fastest.

We have crews on station 24/7 at Hove, Preston Circus, Roedean, Eastbourne, Bohemia Road and The Ridge.

Other stations have staff who are on-call and will be within five minutes of the station: Forest Row, Wadhurst, Mayfield, Burwash, Heathfield, Barcombe, Seaford, Pevensey, Hailsham, Herstmonceux, Broad Oak and Rye.

We also have some stations which have a mix of both: Bexhill, Battle, Newhaven, Lewes, Uckfield and Crowborough.

We have three questions for you.

## Question 1 – Should we include the ‘call handling time’ as part of our attendance standard?

We want to know if our attendance times should include the time our Control Room staff spend dealing with the 999 call before we alert firefighters – the ‘call-handling time’.

The table below sets out two proposed alternative standards, based on whether the ‘call-handling’ time is included as part of the overall response:

	 Call-handling time <b>included</b>	 Call-handling time <b>not included</b>
 <b>On-station</b> response	10 minutes <b>70%</b> of the time	10 minutes <b>80%</b> of the time
 <b>On-call</b> response	15 minutes <b>70%</b> of the time	15 minutes <b>80%</b> of the time

## Question 2 – Should the second fire engine be measured in the attendance standard?

We send more than one fire engine to some incidents. We want to know if you would like to see the attendance time of the second fire engine also reported.

## Question 3 – What more can we do?

We want to improve the way we involve the public and local groups in our work and would like to hear your ideas about how we can do this.

We currently:

Hold consultations on certain subjects.

Interact at events and station open days and during school and business visits.

Seek feedback on our service via our website.

## How to have your say

Our consultation opens on Monday 08 January 2018 and closes on Monday 05 March 2018

You can go online at [www.esfrs.org/irmp](http://www.esfrs.org/irmp)

You can also request a paper copy by calling 0303 999 1000 or emailing [consult@esfrs.org](mailto:consult@esfrs.org)

