



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report for 2017/18

SEPTEMBER 2018

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's performance for the period April – March 2017/18.

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 2017/18.

The Fire Authority's purpose is to 'make our communities safer'. We have developed four overarching commitments to the public as follows;

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 are: *Proud*
Accountability
Integrity
Respect

2. Operating Environment

East Sussex Fire & Rescue Service provides prevention, protection and response services to 840,400 people living in 366,948 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
- The influence of the landscape and significant coastal and inland flooding causes risks
- East Sussex County Council has an older age profile compared to England and the South East. A quarter of the county's population is aged 65 or over, compared to 18% in England and 19% regionally.
- East Sussex has a high proportion (11%) of the population with a disability.
- East Sussex has no motorways and all the main 'A' roads suffer from congestion and traffic problems. However East Sussex saw a 6% decrease in recorded road casualties from April 2017 to March 2018: 1,858 down to 1,744 and Brighton and Hove saw a 19% decrease over the same period: 965 down to 782.
- 11.2 million Tourists visit Brighton & Hove in 2016, whilst 5.1 million visited Eastbourne.

* Data provided by ONS and CIFPA for mid-year populations 2017 and Dwellings 2017, East Sussex Local Transport Plan 3 2011-2026, ESiF and VisitBrighton statistics 2017; 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 year's result in our priority areas, and non-priority areas for 2017/18.

Our priority areas for 2017/18 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.
- Increasing inspections in high risk premises
- Numbers of home safety visits

| Indicator group | <input checked="" type="checkbox"/> Indicators where the target has been met or performance exceeded the previous year | <input checked="" type="checkbox"/> Indicators where target has not been met or performance declined against the previous year |
|--------------------|--|--|
| Priority Areas | 5 (71%) | 2 (29%) |
| Non-priority areas | 5 (38.5%) | 8 (61.5%) |
| All Indicators | 10 (50%) | 10 (50%) |

As can be seen from the above table, we have met our target or performance has improved in 50% of indicators for 2017/18.

- Achieved
- Not achieved

4. Performance Results 2017/18

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.

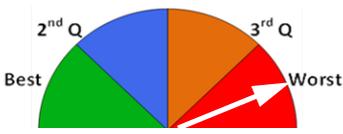
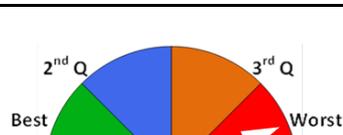
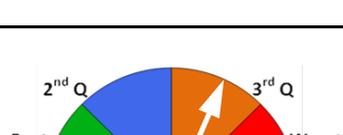
| | |
|--|--|
|  <p>A semi-circular performance scale divided into four quadrants. From left to right, the quadrants are: Best (green), 2nd Q (blue), 3rd Q (orange), and Worst (red). A white arrow points from the center towards the 3rd Q.</p> | <p>East Sussex Fire & Rescue Service results compared against the results for Fire and Rescue Services in the rest of England. Each of the four quarters represents the scale of best to worst performance based on Home Office results 2016/17*. The arrow represent ESFRS ranking within these quartiles.</p> <p>In this illustrative example it shows ESFRS in the third quartile</p> <p>* 2017/18 results have not yet been published.</p> |
|--|--|

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? | 2016/17 Q4 result | 2016/17 Yea end result | National Quartile Position 2016/17 | 2017/18 Quarter 4 | 2017/18 Year end result | Direction of travel from 2016/17 result |
|-------------------|--|-------------------|------------------------|--|-------------------|-------------------------|---|
| 6 | Total number of incidents attended | 2,074 | 9,191 |  | 2,096 | 9,447 | Declined |
| 7 | Number of deaths in primary fires | 1 | 5 |  | 1 | 2 | Improved |
| 8 | Number of injuries in primary fires | 10 | 35 |  | 12 | 38 | Declined |
| 1 Priority | No of accidental dwelling fires | 143 | 538 |  | 131 | 499 | Improved |
| 9 | Number of primary fires | 271 | 1,184 |  | 261 | 1,132 | Improved |
| 10 | Number of deliberate fires | 117 | 686 |  | 88 | 749 | Declined |
| 11 | No of Industrial and Commercial fires | 32 | 169 |  | 38 | 160 | Improved |

| 12. First arriving appliance | 2016/17 England Average | 2016/17 FG2 Average | Q4 2016/17 | Q4 2017/18 | 2017/18 Year end result |
|-------------------------------------|--|------------------------------------|-------------------|-------------------|------------------------------------|
| Primary fires | 8.7 | 9.8 | 8.4 (190) | 8.1 (210) | 8.4 (848) |
| Dwellings | 8.8 | 7.7 | 7.7 (89) | 7.9 (95) | 7.6 (340) |
| with any casualty or rescue | N/a | N/a | 7.3 (5) | 8.2 (9) | 7.1 (28) |
| without any casualty or rescue | N/a | N/a | 7.8 (84) | 7.9 (86) | 7.8 (312) |
| Other Buildings | 8.5 | 9.5 | 7.7 (32) | 7.3 (89) | 7.9 (182) |
| Other Residential | N/a | N/a | 6.6 (8) | 7.2 (8) | 8.0 (23) |
| Non-Residential | N/a | N/a | 8.1 (24) | 7.3 (41) | 7.9 (159) |
| Road Vehicles | 9.6 | 10.5 | 9.2 (58) | 8.9 (62) | 9.2 (247) |
| Other (Outdoor) | 10.6 | 11.5 | 9.2 (91) | 8.5 (62) | 9.5 (540) |
| RTC Persons trapped / enhanced | N/a | N/a | 11.4 (34) | 9.5 (23) | 9.8 (99) |

| 13. Second arriving appliance | 2016/17 England Average | 2016/17 FG2 Average | Q4 2016/17 | Q4 2017/18 | 2017/18 Year end result |
|--------------------------------------|--|------------------------------------|-------------------|-------------------|------------------------------------|
| Primary fires | N/a | N/a | 11.4 (113) | 11.9 (115) | 12.0 (478) |
| Dwellings | N/a | N/a | 10.5 (77) | 10.6 (64) | 10.4 (265) |
| with any casualty or rescue | N/a | N/a | 9.0 (5) | 9.6 (8) | 10.7 (27) |
| without any casualty or rescue | N/a | N/a | 10.6 (72) | 10.7 (56) | 10.4 (238) |
| Other Buildings | N/a | N/a | 11.4 (25) | 12.2 (41) | 12.8 (139) |
| Other Residential | N/a | N/a | 9.7 (8) | 8.5 (6) | 11.6 (18) |
| Non-Residential | N/a | N/a | 12.2 (17) | 12.8 (35) | 13.0 (121) |
| Road Vehicles | N/a | N/a | 19.4 (9) | 20.9 (8) | 15.5 (54) |
| Other (Outdoor) | N/a | N/a | 17.3 (7) | 12.9 (10) | 13.4 (68) |
| RTC Persons trapped / enhanced | N/a | N/a | 15.5 (31) | 15.6 (23) | 15.0 (93) |

We make our communities safer

We will do this by:

Commitment 2: Educating our communities

| Indicator No. | How will we measure performance? | 2016/17 Q4 result | 016/17 Yea end result | National Quartile Position 2016/17 | 2017/18 Quarter 4 | 2017/18 Year end result | Direction of travel from 2016/17 result |
|---------------|--|-------------------|-----------------------|---|-------------------|-------------------------|---|
| 2 Priority | % of Home Safety Visits to vulnerable people | 91.6% | 90.7% | This is an ESFRS indicator only, no National data is available for comparison | 91.8% | 91.8% | Improved |
| 6 Priority | Undertake 10,000 Home Safety Visits | 2,526 | 9,302 | | 2,811 | 11,012 | Improved |
| 15 | Number of safe and well visits conducted | 109 | 557 | This is an ESFRS indicator only, no National data is available for comparison | 154 | 534 | Declined |
| 7 Priority | Inspections of high risk premises completed | 58 | 314 | | 176 | 499 | Improved |
| 17a | Number of business safety engagement events | 3 | 29 | This is an ESFRS indicator only, no National data is available for comparison | 2 | 24 | Declined |
| 17b | Number of attendees at business safety engagement events | 63 | 584 | This is an ESFRS indicator only, no National data is available for comparison | 500 | 1,726 | Improved |

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? | 2016/17 Q4 result | 2016/17 Year end | National Quartile Position 2016/17 | 2017/18 Quarter 4 | 2017/18 Year end result | Direction of travel from 2016/17 result |
|-----------------------|--|-------------------|------------------|---|-------------------|-------------------------|---|
| 3 Priority | The number of working days/shifts lost due to sickness not to exceed 7.5 per employee | 2.9 | 10.5 | This is an ESFRS indicator only, no National data is available for comparison | 2.5 | 10.8 | Declined |
| 18 | Number of RIDDOR incidents | 2 | 9 | | 4 | 15 | Declined |
| 19 | Number of workplace reported accidents / injuries | 63 | 234 | | 71 | 221 | 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? | 2016/17 Q4 result | 2016/17 Year end | National Quartile Position 2016/17 | 2017/18 Quarter 4 | 2017/18 Year end result | Direction of travel from 2016/17 result |
|-------------------|--|-------------------|------------------|---|-------------------|-------------------------|---|
| 4 Priority | A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10 | -28.5% | -35.4% | This is an ESFRS indicator only, no National data is available for comparison | -29.2% | -33.7% | Declined |
| 20 | % of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire | 0.7% | 1.7% | This is an ESFRS indicator only, no National data is available for comparison | 1.5% | 1.8% | Declined |
| 21 | % of AFA calls challenged by SCC | 7.1% | 9.0% | This is an ESFRS indicator only, no National data is available for comparison | 8.1% | 7.1% | Declined |
| 5 Priority | % of accidental dwelling fires confined to room of origin | 88.1% | 91.6% | This is an ESFRS indicator only, no National data is available for comparison | 90.3% | 92.2% | Improved |

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 2017/18): 1,132 Fires

Reduced ✓ by 4.4% (52) since 2016/17 from 1,184 to 1,132 fires

Reduced ✓ by 28.4% (449) since the 2009/10 baseline of 1,581.

Main Types of Primary Fires

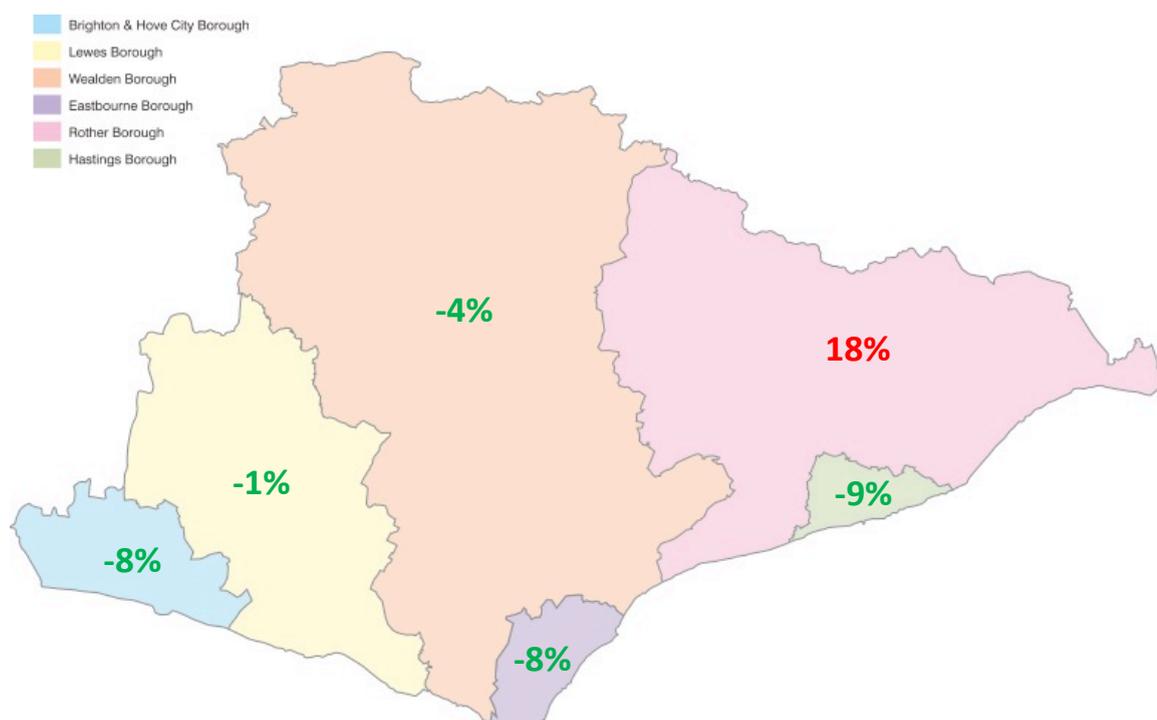
| | | | |
|--|---|--|---|
| <p>49% (557) Dwelling Fires</p>  | <p>22% (250) Vehicle Fires</p>  | <p>21% (238) Industrial/ Commercial Fires</p>  | <p>8% (87) Other outdoor fires</p>  |
|--|---|--|---|

Main Cause of Fires

21.8% (247) were Deliberate

78.2% (885) were Accidental or not known (main causes: Cooking with 161 incidents; Fault in equipment or appliance, 140; Combustible articles too close to the heat source or fire, 112; and Careless handling, 101)

Primary Fires % change from 2016/17 to 2017/18 by Borough



| Borough | 2016/17 | 2017/18 | % Difference |
|-------------------|---------|---------|--------------|
| B&H | 426 | 391 | -8% |
| Eastbourne | 137 | 126 | -8% |
| Hastings | 181 | 164 | -9% |
| Lewes | 139 | 137 | -1% |
| Rother | 112 | 132 | 18% |
| Wealden | 187 | 180 | -4% |

Additional information for increases in Primary fires from 2016/17 to 2017/18

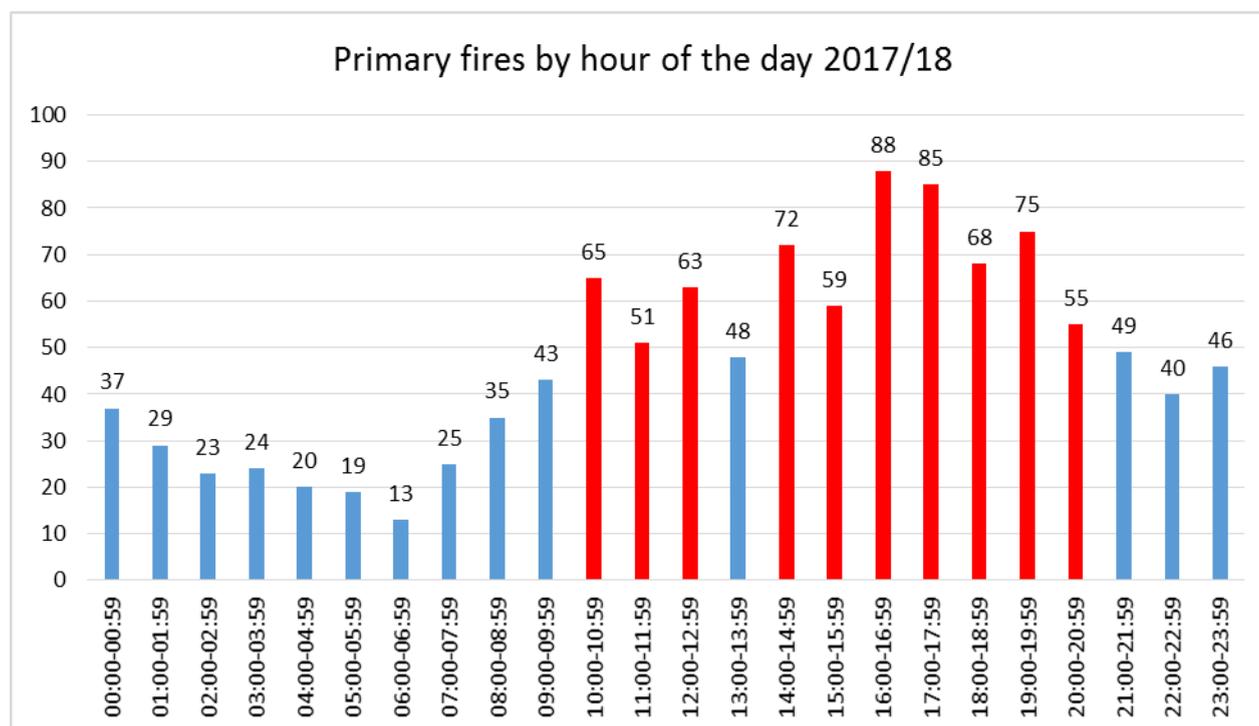
Rother had the biggest increase in primary fires with 18% (20). Within the Borough Battle had an increase of 35% (27 from 20) and Rye had a 45% increase in primary fires (29 from 20). Ten of the primary fires in Battle involved Road Vehicles, there were only four of these in 2016/17. The increase in primary fires in Rye was more evenly spread across all categories. All information relating to trends is shared at the monthly Community Safety performance meetings for note and action in the Boroughs.

Main firefighting action by ESFRS fire crews at primary fires

| Main firefighting action at Primary fires 2017/18 | Total |
|---|--------------|
| Hosereel | 424 |
| None - No firefighting | 348 |
| Small means | 171 |
| Portable extinguishers | 59 |
| Main branch/Jet (J) | 34 |
| Foam | 40 |
| Not stated | 36 |
| None - Burned out (Allowed to burn under control) | 12 |
| Other methods | 8 |
| Total | 1,132 |

31% of the primary fires attended in 2017/18 did not require any form of firefighting action by attending crews and a further 21% 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 14:00 and 19:59 there were 447 Primary Fires (39.5% of the total).

5.2 Accidental Dwelling Fires

Current Performance (April- March 2017/18): 499

Reduced ✓ by 7.2% (39) since 2016/17 from 538 to 499 fires

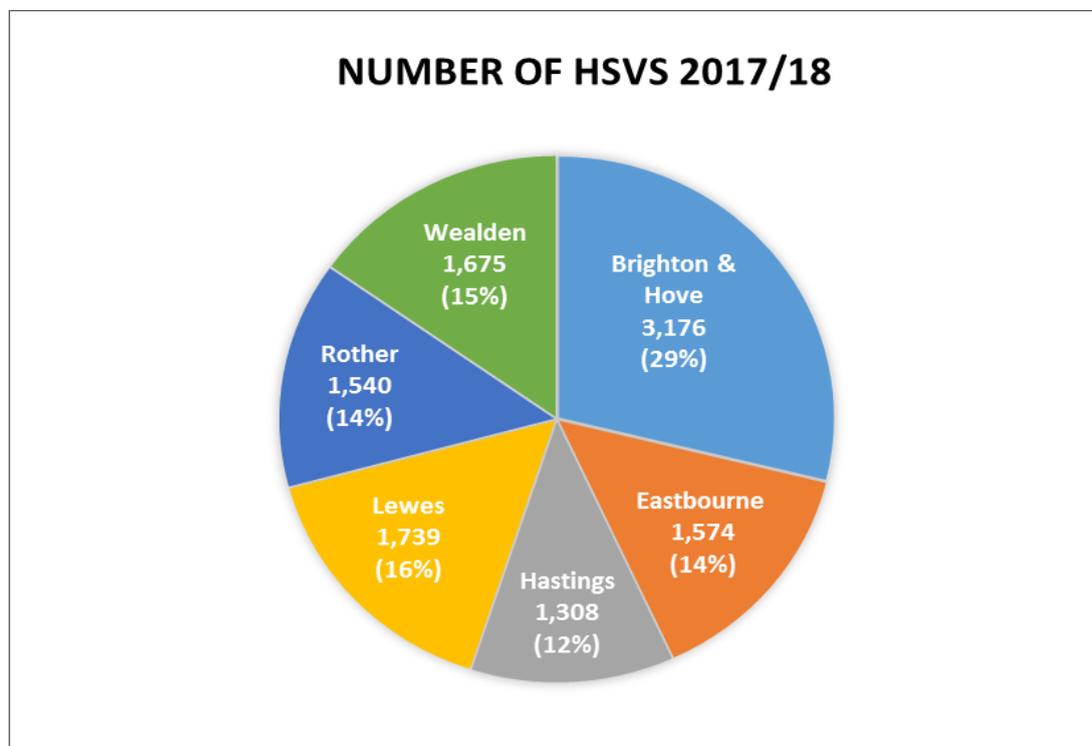
Reduced ✓ by 11.2% (63) since the 2009/10 baseline of 562

Main Sources of Accidental Dwelling Fire



299 (60%) Accidental dwelling fires occurred in the kitchen, with cooking appliances responsible for 243 (81%) of these.

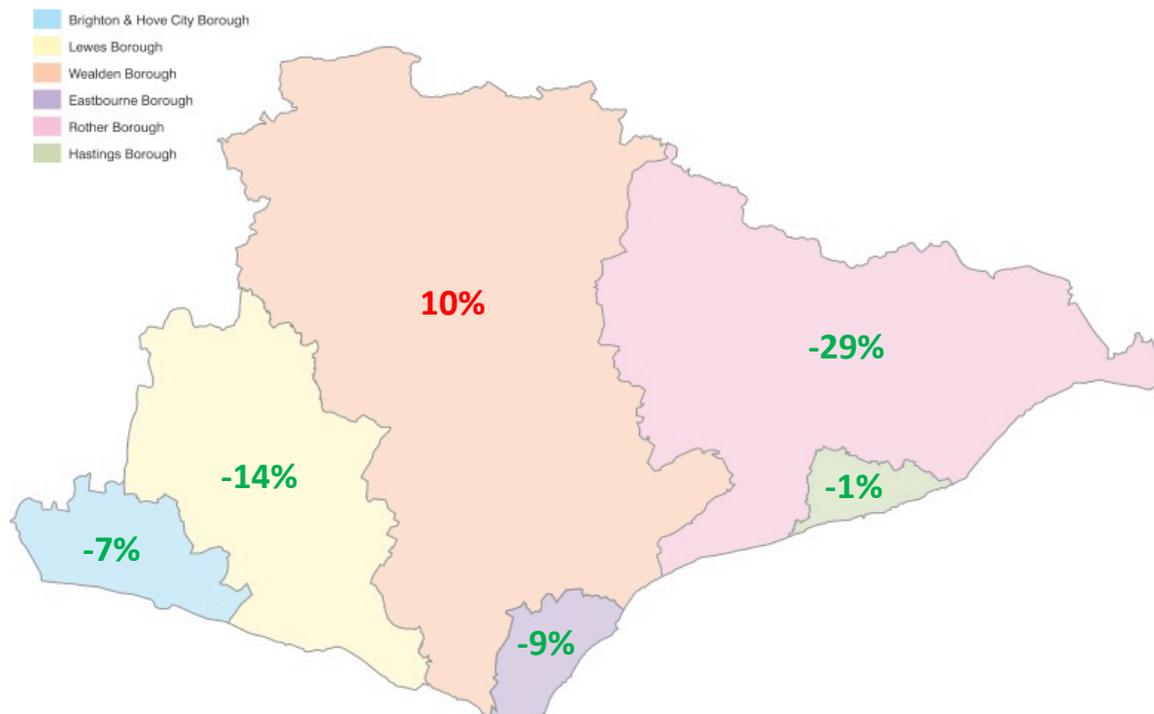
Home Fire Safety Visits



| Borough | Population 2017 MYE | No of HSVs 2017/18 | HSV's per 10,000 population |
|-----------------|---------------------|--------------------|-----------------------------|
| Brighton & Hove | 288,155 | 3,176 | 110 |
| Eastbourne | 103,251 | 1,574 | 152 |
| Hastings | 92,813 | 1,308 | 141 |
| Lewes | 102,257 | 1,739 | 170 |
| Rother | 94,997 | 1,540 | 162 |
| Wealden | 158,941 | 1,675 | 105 |

East Sussex Fire and Rescue Service undertook 11,012 Home Fire Safety Visits between 1 April and 31 March 2017/18.

Accidental Dwelling Fires % Change from 2016/17 to 2017/18 by Borough



| Borough | 2016/17 | 2017/18 | % Difference |
|------------|---------|---------|--------------|
| B&H | 198 | 184 | -7% |
| Eastbourne | 70 | 64 | -9% |
| Hastings | 86 | 85 | -1% |
| Lewes | 56 | 48 | -14% |
| Rother | 58 | 41 | -29% |
| Wealden | 70 | 77 | 10% |

Additional information for accidental dwelling fires from 2016/17 to 2017/18

Wealden had the biggest increase in accidental dwelling fires with a 10% (7).

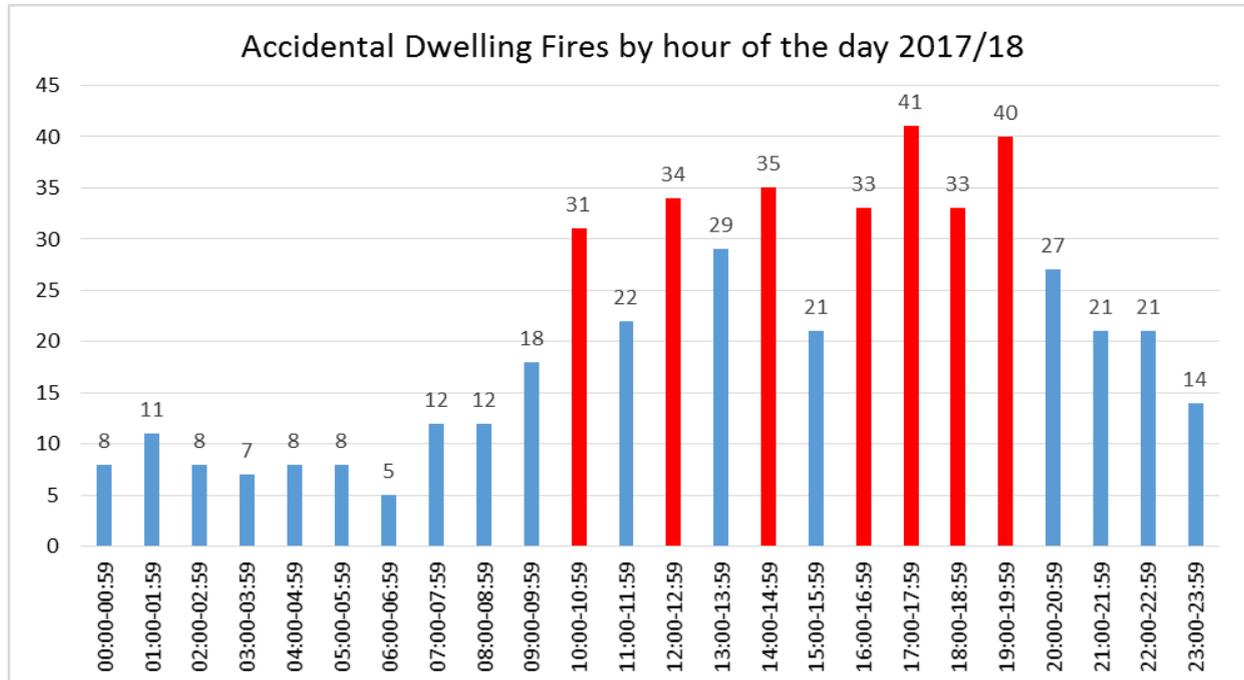
48% of all Accidental Dwelling Fires were either in a single occupancy house or bungalow (241). This is a decrease of 13% compared to 2016/17 (278). However, there was an increase in Accidental Dwelling Fires in the following categories: Converted Flat/Maisonette with multiple occupancy, 73 to 80 (10%); Purpose Built Flat/Maisonette with multiple occupancy (4 to 9 storeys), 39 to 43 (10%) and Self contained Sheltered Housing, 26 to 33 (27%).

Main firefighting action by ESFRS fire crews at accidental dwelling fires

| Main firefighting action at Accidental Dwelling Fires 2017/18 | Total |
|---|------------|
| None - No firefighting | 210 |
| Hosereel | 119 |
| Small means | 106 |
| Portable extinguishers | 25 |
| Main branch/Jet (J) | 12 |
| Not stated | 11 |
| None - Burned out (Allowed to burn under control) | 6 |
| Foam | 6 |
| Other methods | 4 |
| Grand Total | 499 |

42% of the accidental dwelling fires attended in 2017/18 did not require any form of firefighting action by attending crews and a further 27% 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 266 Accidental Dwelling Fires (53.3%).

5.3 Deliberate Fires

Current Performance (April- March 2017/18): 749

Deliberate Primary Fires excluding vehicles Fires

- Reduced ✓ by 2% (4) since 2016/17 from 168 to 164 fires
- Reduced ✓ by 43% (125) since the 2009/10 baseline of 289

Deliberate Primary Fires in vehicles

- Reduced ✓ by 16% (16) since 2016/17 from 99 to 83 fires
- Reduced ✓ by 64% (147) since the 2009/10 baseline of 230

Deliberate Secondary Fires

- Increased ✗ by 20% (83) since 2016/17 from 419 to 502 fires
- Reduced ✓ by 41% (351) since the 2009/10 baseline of 853

Main Types of Fire

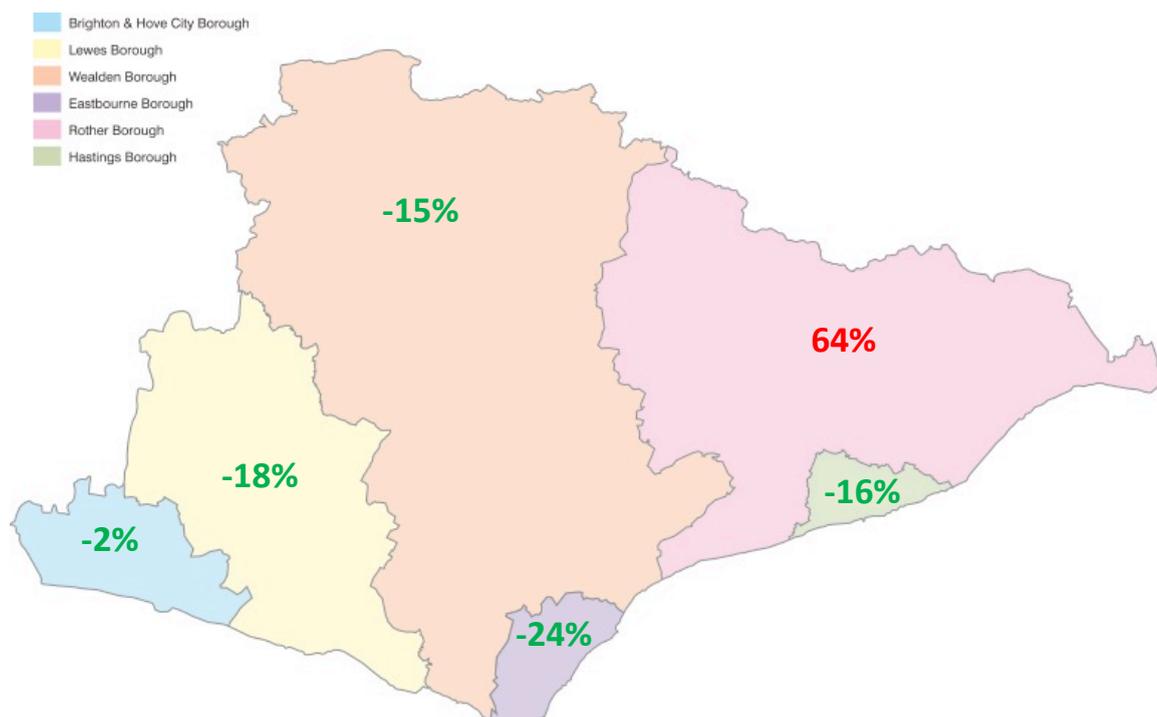
Deliberate Primary Fires – 247 fires (33% of all deliberates)

| | | | |
|--|---|---|---|
| <p>23% (58) Dwelling Fires</p>  | <p>34% (83) Vehicle Fires</p>  | <p>26% (65) Industrial / Commercial Fires</p>  | <p>17% (41) Other / outdoor fires</p>  |
|--|---|---|---|

Deliberate Secondary Fires – 502 fires (67% of all deliberates)

| | | |
|---|---|--|
| <p>26% (133) Grassland fires</p>  | <p>22% (110) Refuse / Bin fires</p>  | <p>52% (259) Others</p>  |
|---|---|--|

Deliberate Primary Fires % change from 2016/17 to 2017/18 by Borough

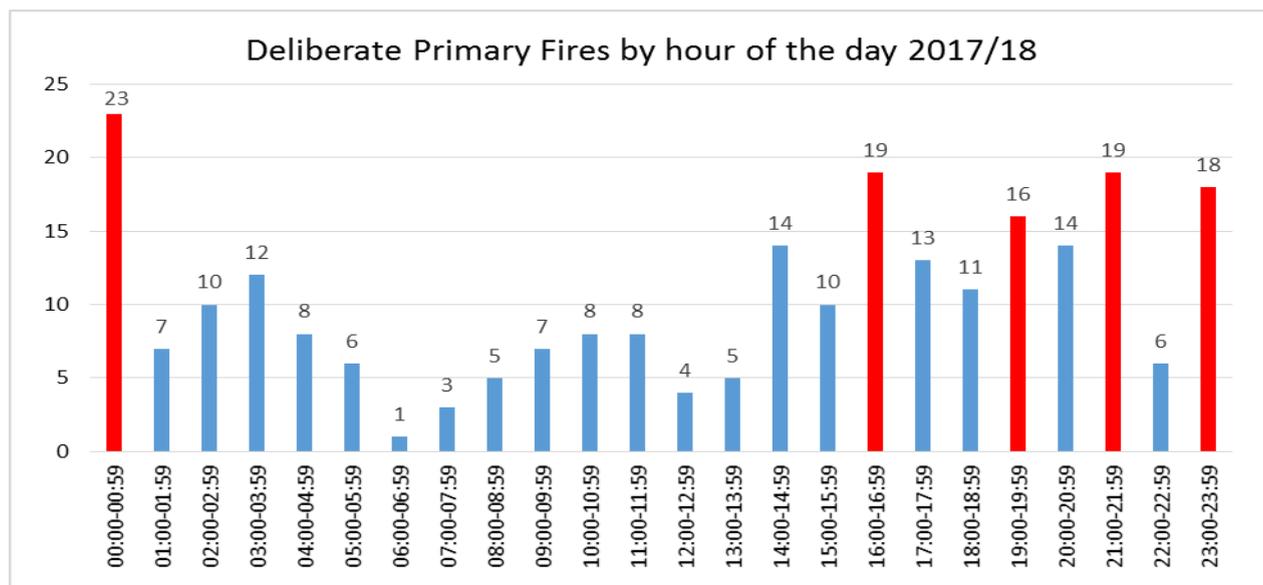


| Borough* | 2016/17 | 2017/18 | % Difference |
|------------|---------|---------|--------------|
| B&H | 96 | 94 | -2% |
| Eastbourne | 29 | 22 | -24% |
| Hastings | 50 | 42 | -16% |
| Lewes | 39 | 32 | -18% |
| Rother | 14 | 23 | 64% |
| Wealden | 39 | 33 | -15% |

One incident in 2017/18 was over the border *

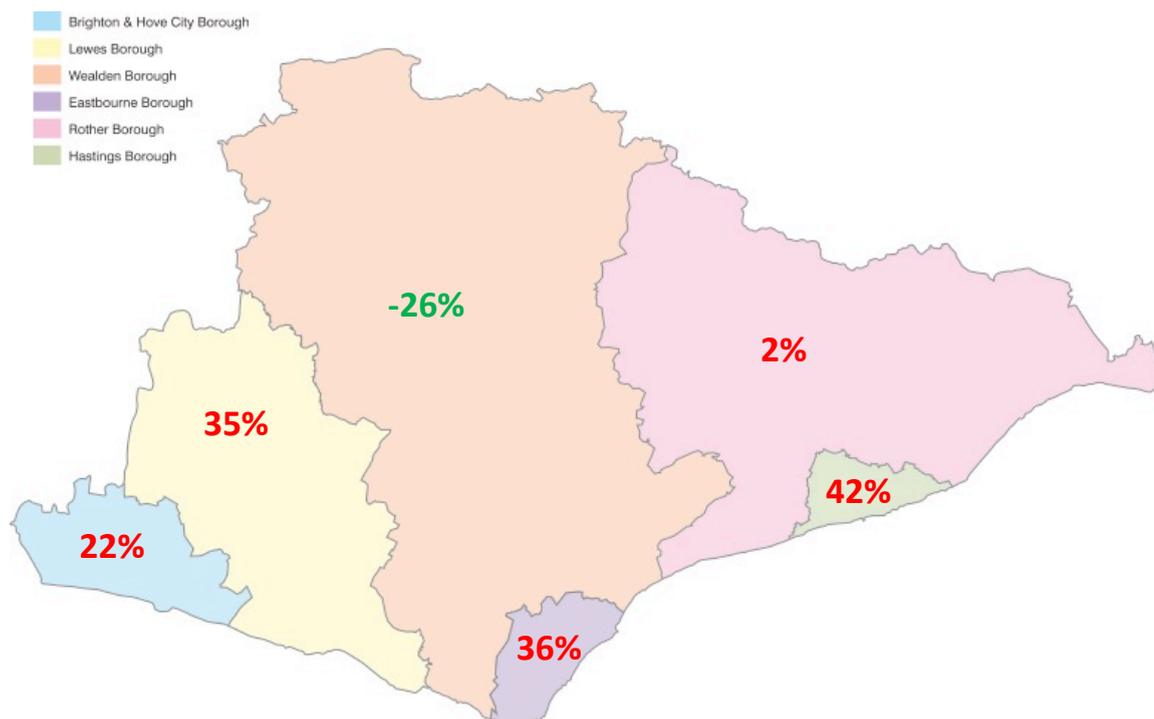
Although the numbers are low Rother had a 64% increase in Deliberate primary fires, Bexhill saw the highest increase (77%, 16 in 2017/18 and nine previously). Four were in domestic dwellings (none previously) and another seven in Non-residential properties (four in 2016/17). All information relating to trends is shared at the monthly Community Safety performance meetings for note and action in the Boroughs.

Time of Deliberate Primary Fires



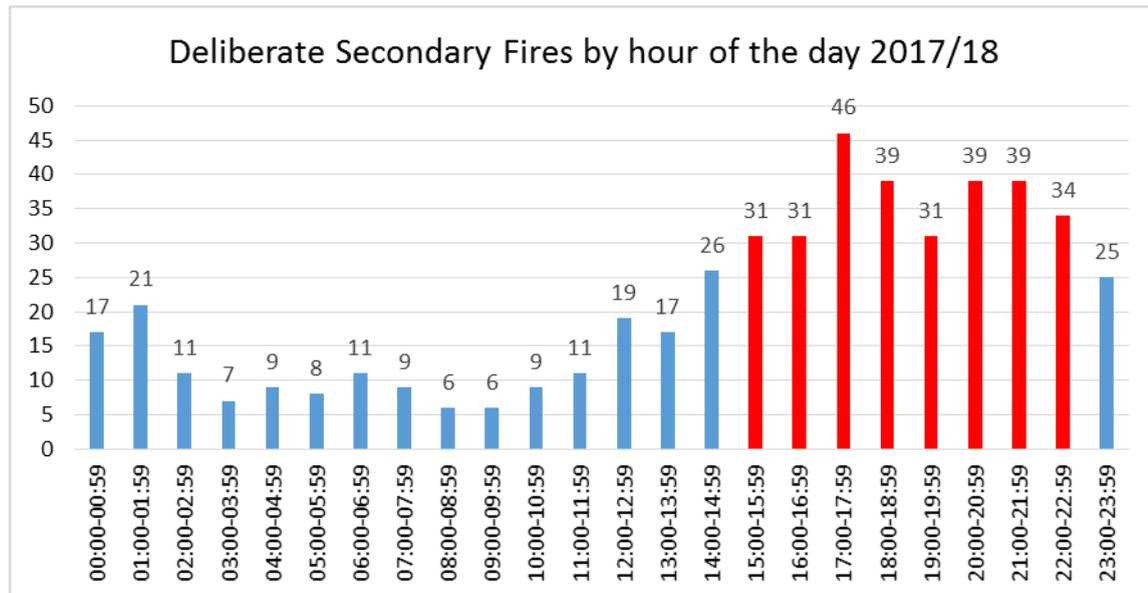
Between 19:00 and 00:59 there were 96 Deliberate Fires (38.9%) with an additionally spike between 16:00-16:59.

Deliberate Secondary Fires % change from 2016/17 to 2017/18 by Borough



| Borough | 2016/17 | 2017/18 | % Difference |
|------------|---------|---------|--------------|
| B&H | 147 | 179 | 22% |
| Eastbourne | 53 | 72 | 36% |
| Hastings | 74 | 105 | 42% |
| Lewes | 43 | 58 | 35% |
| Rother | 45 | 46 | 2% |
| Wealden | 57 | 42 | -26% |

Time of Deliberate Secondary Fires



Between 15:00 and 22:59 there were 290 Deliberate Fires (58%).

5.4 Primary Fire Fatalities & Injuries

Primary Fire Fatalities

Current Performance (April- March 2017/18): 2

There were 2 fatalities in 2017/18 which is a 67% (4) decrease ✓ since 2016/17.

One casualty was a male the other female.

Age Ranges

One of the victims was 32; the other was 61.

Both fatalities were classified as Accidental Dwelling Fires.

Primary Fire Injuries

Current Performance (April- March 2017/18): 38

There were 38 injuries in 2017/18 which is a 9% (3) ✗ increase since 2016/17.

Main Injury Types

44.7% (17) Overcome by Gas/Smoke

28.9% (11) Burns

23.7% (9) Breathing difficulties

2.6% (1) Other

Age Ranges

7.9% (3) between 14 and 24

5.3% (2) between 25 and 35

10.5% (4) between 36 and 45

7.9% (3) between 46 and 55

21.1% (8) between 56 and 65

28.9% (11) are 66 and over

18.4% (7) were not known

Gender

65.8% (25) were Male

34.2% (13) were Female

32 (84.2%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Current Performance (April- March 2017/18) 10.8 Shifts lost per person

All Staff Sickness is 47% over target ✘ (3.3 shifts) and has:

Increased ✘ by 24.1% (2.1 shifts) since 2015/16 from 8.7 shifts lost per person to 10.8.

- **Wholetime Staff Sickness** increased ✘ by 12.5% (1.1 shifts) since 2016/17 from 8.8 to 9.9 shifts per person.
- **Control Room Staff Sickness** decreased ✔ by 16.1% (3.1 shifts) since 2016/17 from 19.3 to 16.2 per person.
- **Green Book (Non Uniformed) Staff Sickness** Decreased ✔ by 10.2% (1.3 shifts) since 2016/17 from 12.7 to 11.4 per person.

There have been 5,646.5 shifts lost in 2017/18 compared 5,891 shifts lost in 2016/17. Between 2016/17 and 2017/18, ESFRS reported less FTE posts, which accounts for the decrease in actual shifts lost against the previous year; producing a higher number of shifts lost result for 2016/17.

Long Term vs Short Term Sickness

- 60% of Sickness is classed as Long Term (more than 28 days)
- 17% 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 2017/18): 221 Accidents

- Decreased ✔ by 5.6% (13) since 2016/17 from 234 accidents to 221, and
- Increased ✘ by 81.8% (99) since 2010/11 from 121 accidents to 22. This is due to more detailed and accurate reporting.

The overall number of safety events has fallen slightly to 221 in 2017-18 compared with 234 in 2016-17. The figures over the previous four years have remained fairly constant which indicates that our reporting is now consistent.

For manual handling injuries, there is a small but continuous decrease in the number of incidents reported and this may be reflective of the training and the introduction of new equipment such as the plus size evacuation kit.

There has been a significant increase in the number of slip, trips and falls reported and these occur for a variety of reasons from operational environments and the challenges they present, poor housekeeping and environmental conditions (icy weather).

There has been a 20% decrease in the number of vehicle incidents and this is despite a significant increase in the number of events reported in quarter 4 of 2017-18. Again, significant effort has been put into training and standardisation of bay door timings etc to try to minimise these types of incident.

Lost time incidents were the same in 2016-17 and 2017-18 with 26 in each year but these figures are still higher than in previous years (20 in 2015-16 and 16 in 2014-15).

Incidences of work related violence and stress remain consistently low but it is likely that these are under reported and so are not indicative of the extent of the occurrences of these types of safety events.

There has been a 41% increase in the number of near miss reports and this can be taken as a positive indicator of better reporting. The reporting of near hits gives the Service greater opportunity to investigate and introduce control measures before an injury results.

5.7 Level 3 & 4 Incidents attended in 2017/18

A level 3 incident is one that is attended by between 7 and 9 appliances at one time.

A level 4 incident is one that is attended by 10 or more appliances at one time.

In 2017/18 there were two Level 4 incidents in East Sussex and five Level 3 incidents. The narrative below gives a flavour of what happened at both the Level 4 incidents and a couple of the Level 3 incidents.

1. At 19:23:51 on 25th May 2017, ESFRS were mobilised to a site operated by the waste management company: Light Brothers Limited, A27 West bound, Greystone Quarry, Southerham, to a fire involving an estimated 200 tonnes of scrap metal. Owing to the size of the fire, 10 pumps were initially mobilised. However, the fire's intensity and size required relief pumps to attend with 35 pumps in total needed to dampen down and put out the fire. The incident was finally closed on the following day: 26th May at 15:18:24. No one was injured during the fire but a nearby traveller's site was evacuated as a precaution. The fire investigation concluded that the fire was accidental with the likely cause being a ruptured lithium battery. This was a make 10 appliances incident, meaning that at the height of the fire 10 appliances attended the incident simultaneously to bring it under control.
2. At 08:44:39 on 15th March 2018, the ESFRS were mobilised to a fire reported by a person in the neighbourhood at Chandler Building Supplies (Roofing Specialist), Basin Road North, Portslade in the Shoreham port area. Initially, 10 pumps were mobilized with two aerial ladder platforms and a water bowser. Over the day, there were a number of relief pumps sent to control and put out the fire. A total of 37 Pumps were used in this incident. The incident was finally closed on 17th March 2018 at 08:44:39. The fire started in the storeroom but destroyed the whole warehouse but no other buildings were affected. No persons were injured but a few people were evacuated from a nearby property as a precaution. The cause of fire was stated as being negligent use of welding / cutting equipment which initiated a gas cylinder explosion. This was a make 10 appliances incident, meaning that at the height of the fire 10 appliances attended the incident simultaneously to bring it under control.
3. At 00:30:04 on 19th July 2017, ESFRS were mobilised to a workshop at the Three Ponds (Old Cement Works) Industrial Estate, South Highton where smoke was seen by a person coming from the roof of the building. Initially three pumps were sent but this was upgraded to six pumps by 01:10:17 as a significant fire took hold made worse by a strong wind. A further two pumps were mobilised at 02:33:56 and two relief pumps mobilised at 06:38:38 to dampen down the remnants. The fire was finally put out at 15:00. In all, 12 pumps were used in this incident, which was closed at 18:39:20. The fire destroyed the workshop but was contained and no one was injured or other buildings damaged. The considered cause of fire was a lightning strike and it was not treated as suspicious. This was a make 8 appliances incident, meaning that at the height of the fire 8 appliances attended the incident simultaneously to bring it under control.
4. At 21:06:14 on 30th September 2017, ESFRS were mobilised to a fire reported by a neighbour to CBabies Nursery, 64 Palmeira Avenue, Hove. Six pumps were initially mobilised with a

further four relief pumps sent: a total of 12 pumps were needed to put out of the fire. The incident was finally closed on 1st October 2017 at 14:29:06. The nursery was completely destroyed but no other buildings affected. The fire was classified as deliberate owing to the speed of which the fire spread with petrol being the likely cause. This was a make 8 appliances incident, meaning that at the height of the fire 8 appliances attended the incident simultaneously to bring it under control.

6. Compliments and Complaints received 2017/18

We received 26 complaints from members of the public this year as opposed to 20 last year and 127 compliments. Compliments are circulated to staff through the service brief on a weekly basis and cover all aspects of our service provision including home safety visits, incidents attended, school visits, education events etc.

Complaints Received against the Service 2017 - 2018

| No. | Nature of Complaint | Substantiated? | Action Resulting / Comments |
|-----|--|----------------------------|--|
| 1 | Erratic driving of an appliance on blues and twos | Partially Justified | Resolved and response issued. Drivers reminded of need for due care and attention |
| 2 | Manner of firefighter at incident | Unjustified | Resolved and response issued. Members of public informed of protocol regarding taking photos |
| 3 | Inappropriate behaviour of volunteer | Unjustified | Resolved and response issued. Reminder issued of the standards expected by ESFRS |
| 4 | Actions of emergency services at the scene of an RTC | Unsubstantiated | Response issued, training need identified and some ESFRS processes require review |
| 5 | Training exercise scene | Justified | Resolved and response issued. Crews reminded of the impact to the public of leaving a training aids unattended in the road |
| 6 | Information given to media | Not justified | Resolved and response issued. |
| 7 | Service provided during an incident | Partially justified | Resolved and response issued. Apology sent and staff reminded of conduct at incident |
| 8 | How an ESFRS employee was treated | Logged for record purposes | No evidence or records to support the complaint |
| 9 | Inappropriate behaviour of ESFRS employee | Justified | Resolved and response issued. Apology sent and staff reminded of conduct. File passed to HR |

| Department | | | |
|------------|---|----------------------------|--|
| No. | Nature of Complaint | Substantiated? | Action Resulting / Comments |
| 10 | Unacceptable behaviour of ESFRS employee | Justified | Resolved and response issued. Apology sent and staff reminded of conduct. File passed to HR Department |
| 11 | Unacceptable behaviour of ESFRS employee | Logged for record purposes | Evidence and records did not support the complaint |
| 12 | Fire Safety Management Enforcement - Logged for record purposes | Logged for record purposes | Logged for record purposes, to be linked in with Grenfell Tower |
| 13 | Service provided during an incident | Partially justified | Resolved and response issued |
| 14 | Home Safety Visits and inspections | Logged for record purposes | Logged for record purposes, to be linked in with Grenfell Tower |
| 15 | Labelling of compressed oxygen | Logged for record purposes | Logged for record purposes for future reference |
| 16 | Inappropriate behaviour of driver of a vehicle | Logged for record purposes | Complaint considered withdrawn as complainant did not respond to telephone calls or letters |
| 17 | Inappropriate conduct | Justified | Resolved and response issued. Apology sent and staff reminded of conduct. File passed to HR Department |
| 18 | Service provided during an incident | Unjustified | Resolved and response issued. Standard operating procedures applied |
| 19 | Alleged threat by employee | Logged for record purposes | Complaint considered withdrawn as complainant did not respond to telephone calls or letters |
| 20 | Dangerous driving | Unsubstantiated | Resolved and response issued. Example to be used in training |

| | | | |
|------------|---------------------------------------|----------------------------|--|
| 21 | Dangerous driving | Unsubstantiated | Resolved and response issued. Example to be used in training |
| No. | Nature of Complaint | Substantiated? | Action Resulting / Comments |
| 22 | Driving of vehicle attending incident | Logged for record purposes | Resolved not deemed to be a complaint but a member of the public's observation. Driver reminded of need for due care and attention |
| 23 | Service received at an incident | Unjustified | Resolved and response issued. Standard operating procedures applied |
| 24 | Business Safety | Logged for record purposes | Dealt with under Business Safety legislation by Group Manager |
| 25 | Alleged dangerous driving | Logged for record purposes | Complainant did not leave any contact details unable to substantiate |
| 26 | Alleged incident during a call out | Logged for record purposes | Complaint considered withdrawn as complainant did not respond to telephone calls or letters |

Appendix B - Plain English descriptions of indicators

| Indicator | Plain English description | Rationale | Good Performance |
|--|--|---|------------------|
| No of primary fires attended | The number of major fires involving property, casualties or involving 5 or more appliances | This indicator measures the incidence of fire and related casualties, and is therefore a means by which individuals and communities can assess the fire safety support provided by ESFRS. | Lower numbers |
| No of deaths arising from primary fires | The number of people whose death was caused by fire in a major fire which involves property, casualties or 5 or more appliances The death may occur weeks or months later. | | Lower numbers |
| No of injuries (excl. precautionary checks) arising from primary fires | The number of people who required medical treatment beyond first aid given at the scene of the fire per Precautionary checks are persons sent to hospital or advised to see a doctor as a precaution, having no obvious injury or distress. | | Lower numbers |
| No of deliberate primary fires (excl. primary fires in vehicles) | The number of fires where the cause of fire is suspected not to be an accident, involving property, casualties or involving 5 or more fire appliances | Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government. | Lower numbers |
| No of deliberate primary fires in vehicles | The number of fires in vehicles that are not derelict where the cause of fire is suspected as not to be an accident | | Lower numbers |
| No of deliberate secondary fires (excl. in vehicles) | The number of small fires where the cause of fire is suspected not to be an accident These include fires to: Derelict Buildings, Grass/Heath/Railway, Straw/Stubble, Refuse/Container, Tree/Fence/Lamp. | | Lower numbers |

| Indicator | Plain English description | Rationale | Good Performance |
|--|---|--|-------------------------|
| No of deliberate secondary fires in vehicles | The number of fires where the cause of fire was not an accidental in derelict vehicles. | Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government. | Lower numbers |
| No of home safety visits | The number of home fire safety visits where the householder was given fire safety advice and or had a fire alarm installed. | To raise awareness of the potential fire risks within the home in order to make them safer. | Higher numbers |
| Percentage of HSV to be delivered to vulnerable people | The number of home safety visits delivered to vulnerable people within our community. Vulnerability is defined as lone pensioners, people over 65, people in rented accommodation, single parent families, hearing /sight impaired and those with a limiting long elderly. | In Rising to the Challenge, The Audit Commission reiterates that Home Fire Safety Checks should not be conducted indiscriminately, but targeted to those most at risk. | Higher percentage |
| No of accidental fires in dwellings attended | The numbers of fires in houses where the cause was accidental | To ascertain the effectiveness of certain aspects of FRS activity including community safety education, where the public is prepared to cope with a fire event if it happens by closing doors and fitting smoke detection. And the rapid and effective response to the incident can confine the fire within the first compartment and reduce the damage and suffering. | Lower numbers |
| Number of fires in non-domestic properties | The number of fires in buildings such as agricultural, Industrial properties, Trade, hotels, catering etc. per | To monitor the effectiveness of fire safety under the Regulatory Reform (Fire Safety) Order (RRO). | Lower number |

| Indicator | Plain English description | Rationale | Good Performance |
|--|--|---|-------------------|
| Inspections of high risk premises to support compliance with the Fire Safety Order | The number of inspections undertaken in high risk premises | Inspections within those premises covered by the fire safety order should reduce the perceived risk. Consequently, over time FRSs should see a positive reduction in inspection compliance outcomes within premise groups. | Higher number |
| Percentage of accidental dwelling fire confined to room of origin | The percentage of fires that did not spread past the room they started in. | To assess response effectiveness. | Higher percentage |
| No of working days/shifts lost due to sickness absence for all staff | The number of days/ shifts lost to sickness divided by the number of staff in post | Sickness absence reduces the effectiveness of an organisation | Lower number |
| Number of Workplace Reported Accidents / Injuries | The number of accidents/ injuries reported | Staff safety is paramount, and it is important that the service measures | Lower number |
| Number of RIDDOR incidents | The number of injuries, deaths and dangerous occurrences reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 | whether health and safety procedures and initiatives to reduce physical attacks on firefighters are working. This is particularly important in light of any changes to types of station, appliances and crewing arrangements. | Lower number |