



East Sussex
Fire & Rescue Service

Annual Performance Outcome Report for 2019/20

SEPTEMBER 2020

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1. Introduction

This report provides details of East Sussex Fire & Rescue Service's performance for the period April – March 2019/20.

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 2019/20.

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*
Accountable
Integrity
Respect

2. Operating Environment

East Sussex Fire & Rescue Service provides prevention, protection and response services to 848,114 people living in 368,978 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
- ESFRS service area has an older age profile compared to England and the South East with 21.6% aged 65 or over, compared to 18.4% in England and 19.5% regionally.
- ESFRS service area is below the national average of 21.4% with 18.5% adults classified as physically inactive (this average brought down by the younger population of Brighton and Hove). Hastings is the only borough above the national average with 23.3%.
- East Sussex has no motorways and all the main 'A' roads suffer from congestion and traffic problems. East Sussex Local Authority area had a 0.9% decrease in ALL recorded road casualties from 1 April 2019 to 31 March 2020: 1,777 down to 1,761 and Brighton and Hove had a 3.6% decrease over the same period: 798 down to 769.
- 10.85 million tourists visit Brighton & Hove in 2016, of which 1.60 million were overnight visitors.

* Data provided by ONS and CIFPA for mid-year populations 2019 and Dwellings 2018, East Sussex Local Transport Plan 3 2011-2026, Report of Findings for VisitBrighton, Brighton Visitor Survey 2018, Tourism South East Research; SSRPs Data Portal /Crashes monthly data & Public Health 2018/19 - Physical Activity.

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 2019/20.

Our priority areas for 2019/20 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 and business audits carried out by station crews (Priority 7 and 7a combined)
- 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	9 (69%)	4 (31%)
All Indicators	14 (70%)	6 (30%)

As can be seen from the above table, in 2019/20, 5 from 7 (71%) Priority Areas; 9 from 13 Non-priority (69%); and 14 from 20 (70%) All indicators met our target or performance exceeded the previous year.

- Achieved
- Not achieved

4. Performance Results 2019/20

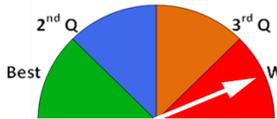
The following section contains the results against our strategic objectives. The tables give a comparison against last year's performance, whether or not the target was achieved and the direction of travel from the previous year.

 <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 to 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 2018/19*. The arrow represent ESFRS ranking within these quartiles.</p> <p>In this illustrative example it shows ESFRS in the third quartile</p> <p>* 2019/20 results have not yet been published.</p>
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Our Purpose: We make our communities safer

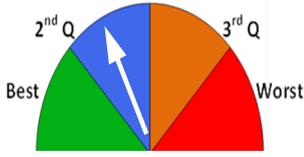
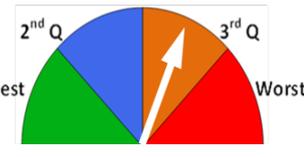
We will do this by:

4.1 Commitment 1: Delivering high performing services

Indicator No.	How will we measure performance?	2018/19 Q4 result	2018/19 Year end result	National Quartile Position 2018/19	2019/20 Q4 result	2019/20 Year end result	Direction of travel from 2018/19 result
8	Total number of incidents attended	2,227	9,386		2,441	10,128	Declined
9	Number of deaths in primary fires	1	4		1	3	Improved
10	Number of injuries in primary fires	11	39		10	34	Improved
1 Priority	No of accidental dwelling fires	124	509		130	453	Improved
11	Number of primary fires	282	1,183		247	1,041	Improved
12	Number of deliberate fires	170	700		142	742	Declined
13	No of Industrial and Commercial fires	55	190		33	137	Improved
14	70% of the first arriving appliances at any incident from an 'On-Station response' within 10 minutes	76.8%	74.8%	This is an ESFRS indicator only, no National data is available for comparison	78.0%	76.0%	Improved
15	70% of the first arriving appliances at any incident from an 'On-Call response' within 15 minutes	73.7%	74.1%	This is an ESFRS indicator only, no National data is available for comparison	70.0%	73.0%	Declined

We will do this by:

4.2 Commitment 2: Educating our communities

Indicator No.	How will we measure performance?	2018/19 Q4 result	2018/19 Year end result	National Quartile Position 2018/19	2019/20 Q4 result	2019/20 Year end result	Direction of travel from 2018/19 result
2 Priority	% of Home Safety Visits to vulnerable people	90.8%	91.2%	This is an ESFRS indicator only, no National data is available for comparison	91.6%	92.2%	Improved
6 Priority	Undertake 10,000 Home Safety Visits	3,478	11,085		2,360	10,098	Decline
7 Priority	Inspections of high risk premises completed	135	581		107	449	Decline
7a Priority	Business safety audits completed by Station crews	66	114	This is an ESFRS indicator only, no National data is available for comparison	111	388	Improved
18	Number of business safety engagement events	6	17	This is an ESFRS indicator only, no National data is available for comparison	4	30	Improved
19	Number of attendees at business safety engagement events	80	528	This is an ESFRS indicator only, no National data is available for comparison	218	557	Improved

We will do this by:

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

Indicator No.	How will we measure performance?	2018/19 Q4 result	2018/19 Year end result	National Quartile Position 2018/19	2019/20 Q4 result	2019/20 Year end result	Direction of travel from 2018/19 result
3 Priority	The number of working days/shifts lost due to sickness not to exceed 7.5 per employee	2.5	8.8	This is an ESFRS indicator only, no National data is available for comparison	2.6	10.0	Declined
20	Number of RIDDOR incidents	4	10		3	12	Declined
21	Number of workplace reported accidents / injuries	49	248		40	236	Improved

We will do this by:

4.4 Commitment 4: Making effective use of our resources

Indicator No.	How will we measure performance?	2018/19 Q4 result	2018/19 Year end result	National Quartile Position 2018/19	2019/20 Q4 result	2019/20 Year end result	Direction of travel from 2018/19 result
4 Priority	A 32% reduction of automatic fire alarms (AFA) from the base year result of 2009/10	-28.8%	-35.4%	This is an ESFRS indicator only, no National data is available for comparison	-23.0%	-30.4%	Decline
22	% of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire	3.1%	2.2%	This is an ESFRS indicator only, no National data is available for comparison	1.2%	1.4%	Improved
5 Priority	% of accidental dwelling fires confined to room of origin	91.9%	90.6%	This is an ESFRS indicator only, no National data is available for comparison	92.3%	92.7%	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

Performance April-March 2019/20: 1,041 Fires

Reduced ✓ by 12.0% (142) since 2018/19 from 1,183 to 1,041 fires

Reduced ✓ by 34.2% (540) since the 2009/10 baseline of 1,581.

Main Types of Primary Fires *(percentage below not equal to 100% due to rounding)*

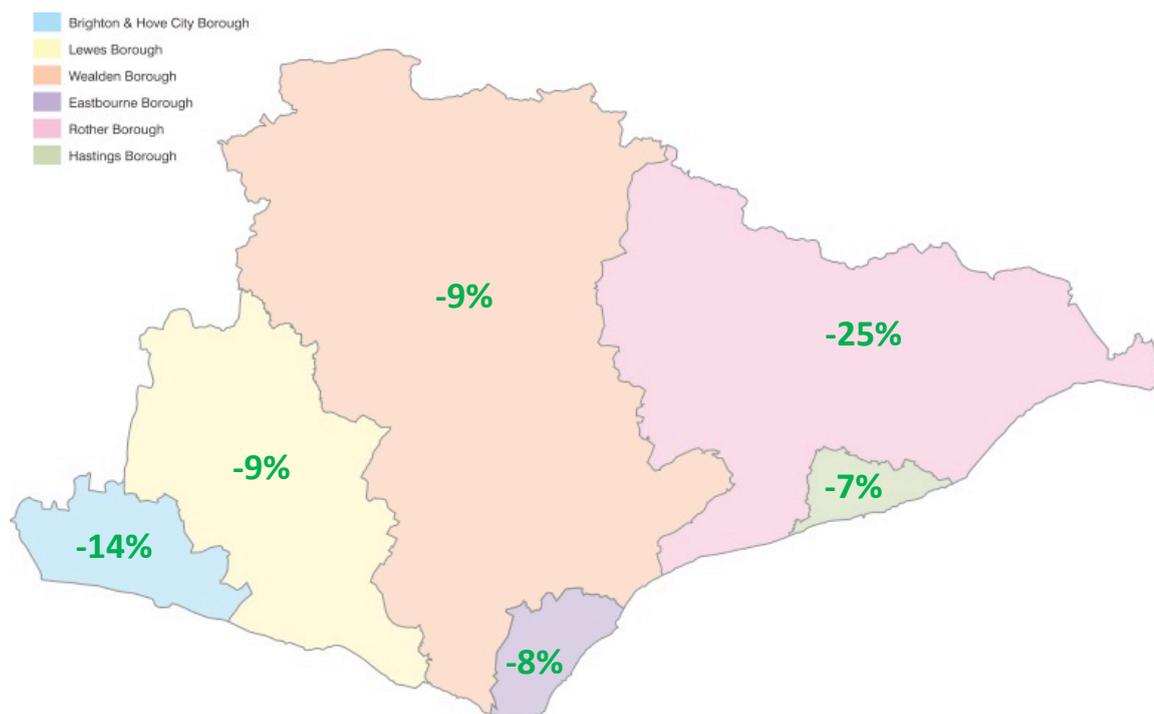
<p>48% (504) Dwelling Fires</p> 	<p>21% (222) Vehicle Fires</p> 	<p>13% (137) Industrial/ Commercial Fires</p> 	<p>17% (178) Other/ Outdoor Fires</p> 
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Main Cause of Fires

23.9% (249) were Deliberate

76.1% (792) were Accidental or Not known (main causes: Cooking with 146 incidents; Fault in equipment or appliance, 125; Combustible articles too close to the heat source or fire, 93; Overheating, unknown cause, 89; Careless handling, 79; Faulty fuel supply - electricity, 74; Accumulation of flammable material; 44 and Negligent use of equipment or appliance (heat source) 42.

Primary Fires % change from 2018/19 to 2019/20 by Geographical Area



Borough	2018/19	2019/20	% Difference
B&H	385	332	-14%
Hastings	188	174	-7%
Eastbourne	184	169	-8%
Wealden	147	134	-9%
Lewes	140	128	-9%
Rother	139	104	-25%

Additional information for decreases in Primary Fires from 2018/19 to 2019/20

Rother had the largest proportional decrease in Primary Fires with 25%. Brighton and Hove had the highest decrease in total with 53. A breakdown of the total Primary Fires in Brighton & Hove were as follows: 174 (52%) were in Dwellings, 67 (20%) in Vehicles, 54 (16%) were in Non-domestic Premises and 37 (11%) were Other/Outdoor Fires. Since 2018/19, fires have decreased by 46 in Dwellings, 11 in Non-domestic Premises, 2 in Other/outdoor properties but increased by 6 in Vehicles.

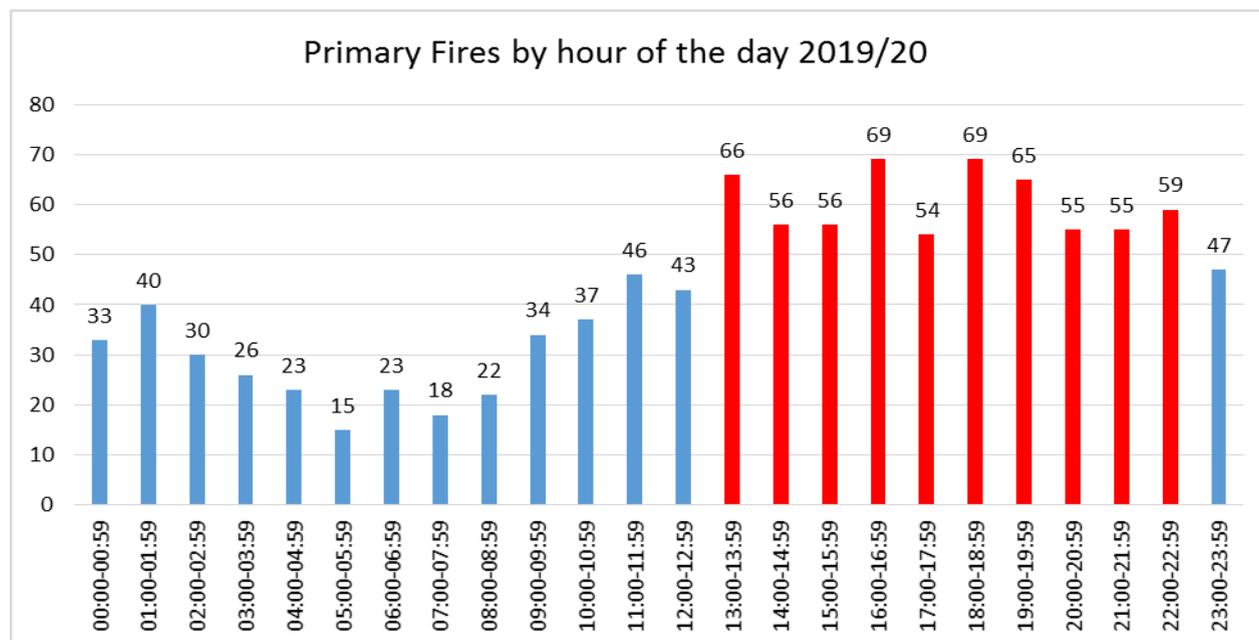
All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Main firefighting action by ESFRS fire crews at Primary Fires

Main firefighting actoin at Primary fires 2019/20	Total
None - No firefighting	379
Hosereel	350
Small means	149
Portable extinguishers	55
Main branch/Jet (J)	33
Foam	27
Not stated / not known	17
None - Burned out (Allowed to burn under control)	21
Other methods	10
Total	1,041

36% of the Primary Fires attended in 2019/20 required No firefighting by attending crews and a further 22% were dealt with by Small means, Portable extinguishers 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 13:00 and 22:59 there were 604 Primary Fires (58%). The total for this period of 10 hours if averaged out for the whole day would be 434. Therefore, there are an extra 170 fires (16%) occurring during this peak time throughout the year.

5.2 Accidental Dwelling Fires

Performance April - March 2019/20: 453

Reduced ✓ by 11.0% (56) since 2018/19 from 509 to 453 fires

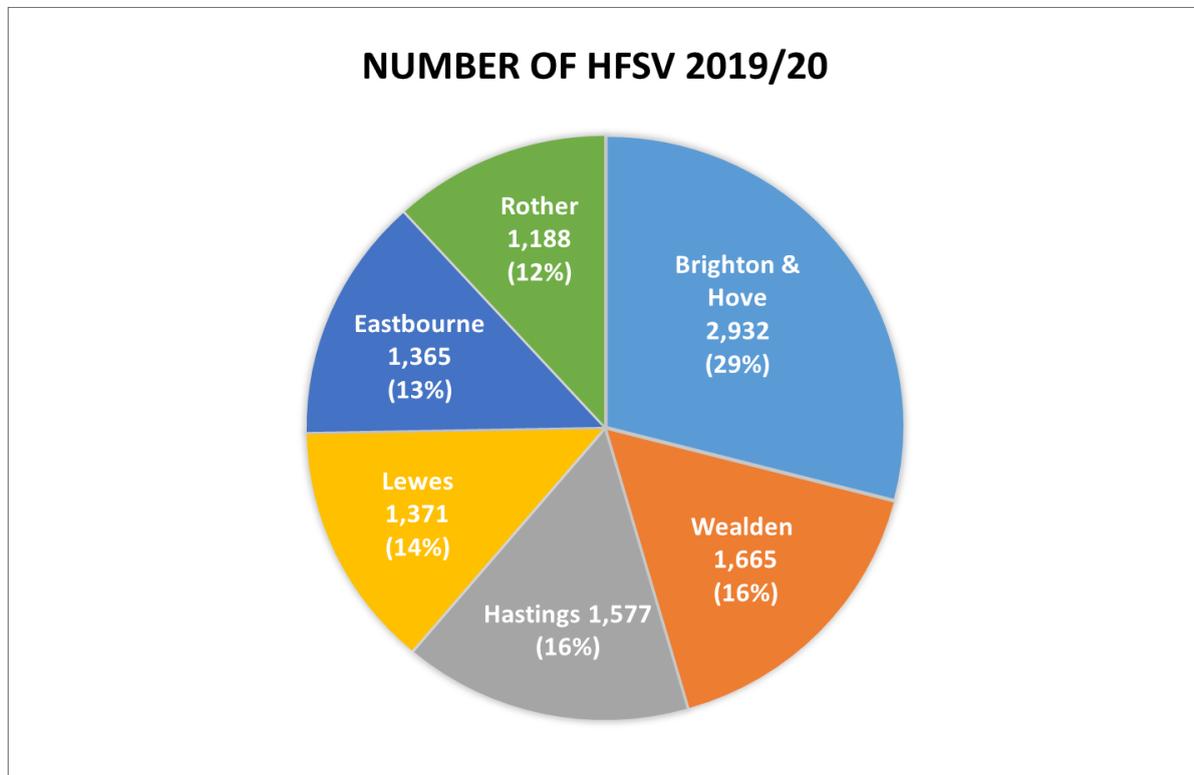
Reduced ✓ by 19.4% (109) since the 2009/10 baseline of 562

Main Sources and Location of Accidental Dwelling Fires



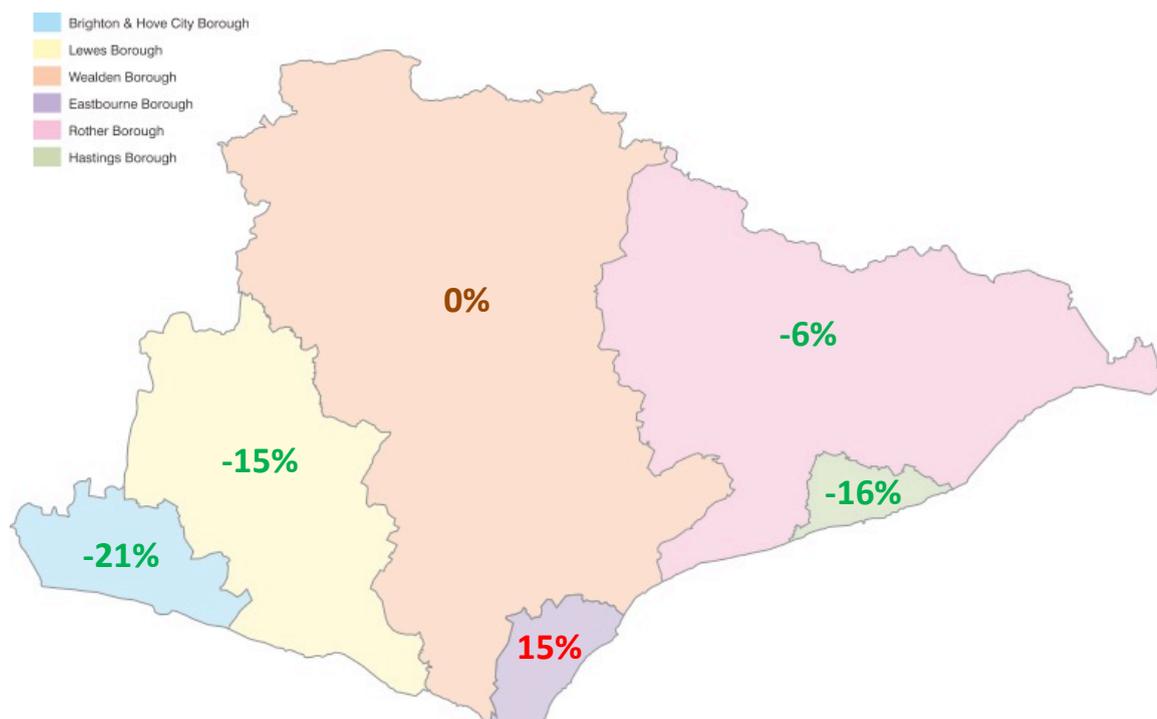
297 (66%) Accidental Dwelling Fires occurred in the kitchen, with cooking appliances responsible for 243 (82%) of these.

Home Fire Safety Visits



Borough	Population 2019 MYE	No of HFSVs 2019/20	HFSVs per 10,000 population	East Sussex Fire and Rescue Service undertook 10,098 Home Fire Safety Visits between 1st April and 31st March 2019/20.
Hastings	92,661	1,577	170	
Lewes	103,268	1,371	133	
Eastbourne	103,745	1,365	132	
Rother	96,080	1,188	124	
Wealden	161,475	1,665	103	
Brighton & Hove	290,885	2,932	101	

Accidental Dwelling Fires % Change from 2018/19 to 2019/20 by Geographical Area



Borough	2018/19	2019/20	% Difference
B&H	202	160	-21%
Eastbourne	72	83	15%
Hastings	87	73	-16%
Lewes	52	44	-15%
Rother	47	44	-6%
Wealden	49	49	0%

Additional information for Accidental Dwelling Fires from 2018/19 to 2019/20

Eastbourne was the only borough that had an increase in Accidental Dwelling Fires with 11 (15%), whilst Brighton & Hove had highest decrease in both number and proportion, 42 (21%).

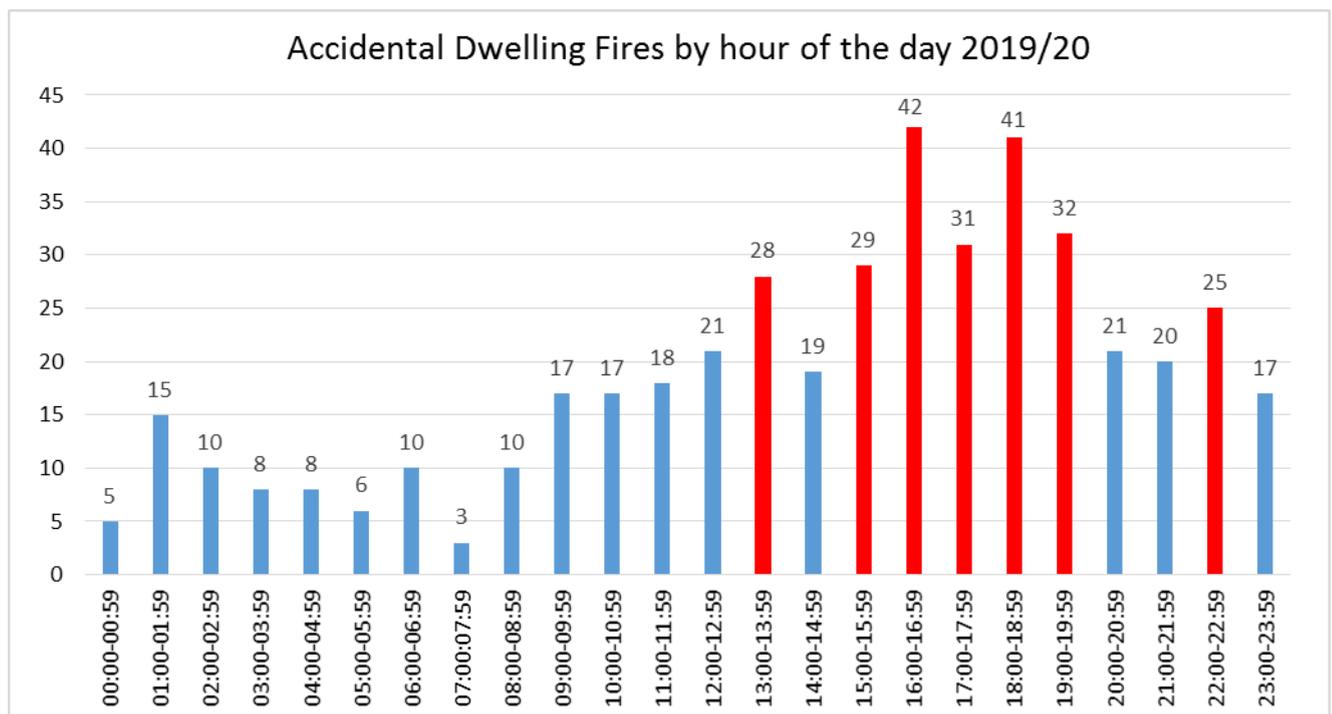
42% of all Accidental Dwelling Fires were either in a Single occupancy (Single family unit) house or Bungalow (198). This is a decrease of 17.5% compared to 2018/19 (240). However, there was an increase in Accidental Dwelling Fires in the following categories: Self contained Sheltered Housing, 30 to 35 (17%); Converted Flat/Maisonette with multiple occupancy (up to 2 storeys), 19 to 21 (11%); and Converted Flat/Maisonette with multiple occupancy (3 or more storeys), 57 to 62 (9%).

Main firefighting action by ESFRS fire crews at Accidental Dwelling Fires

Main firefighting action at Accidental Dwelling Fires 2019/20	Total
None - No firefighting	229
Small means	89
Hosereel	80
Portable extinguishers	26
Main branch/Jet (J)	9
None - Burned out (Allowed to burn under control)	8
Not stated	5
Other methods	4
Foam	3
Grand Total	453

51% of the Accidental Dwelling Fires attended in 2019/20 required No firefighting action by attending crews and a further 27% were dealt with by Small means, Portable extinguishers 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 13:00 and 19:59 there were 222 Accidental Dwelling Fires (49%). The total for this period of 7 hours if averaged out for the whole day would be 132. Therefore, there are an extra 90 fires (20%) occurring during this peak time throughout the year.

5.3 Deliberate Fires

Performance April - March 2019/20: 742

Deliberate Primary Fires excluding Vehicle Fires

Unchanged = by 0% (0) since 2018/19 with 160 fires

Reduced ✓ by 45% (130) since the 2009/10 baseline of 289

Deliberate Primary Fires in Vehicles

Reduced ✓ by 2% (2) since 2018/19 from 91 to 89 fires

Reduced ✓ by 61% (141) since the 2009/10 baseline of 230

Deliberate Secondary Fires

Increased ✗ by 10% (44) since 2018/19 from 449 to 493 fires

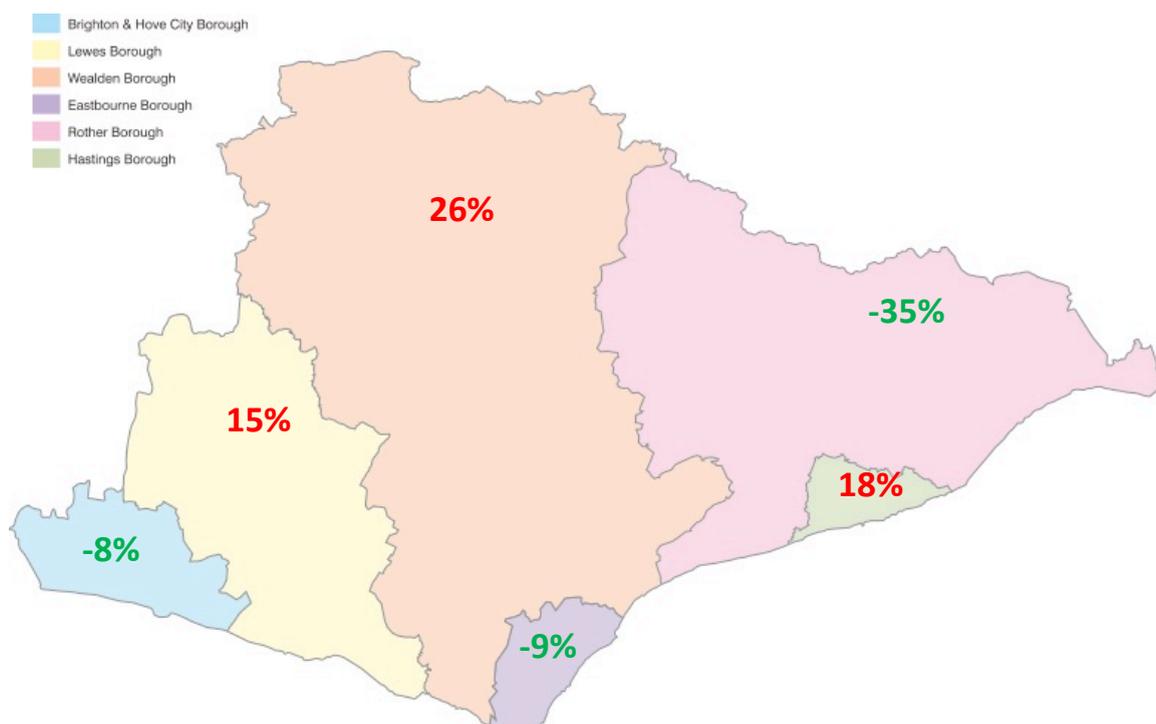
Reduced ✓ by 42% (360) since the 2009/10 baseline of 853

Main Types of Fire

Deliberate Primary Fires – 249 fires: 34% of all Deliberate Fires (percentage below not equal to 100% due to rounding)

<p>20% (51) Dwelling Fires</p> 	<p>36% (89) Vehicle Fires</p> 	<p>12% (31) Industrial / Commercial Fires</p> 	<p>31% (78) Other / Outdoor Fires</p> 
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Deliberate Primary Fires % change from 2018/19 to 2019/20 by Geographical Area

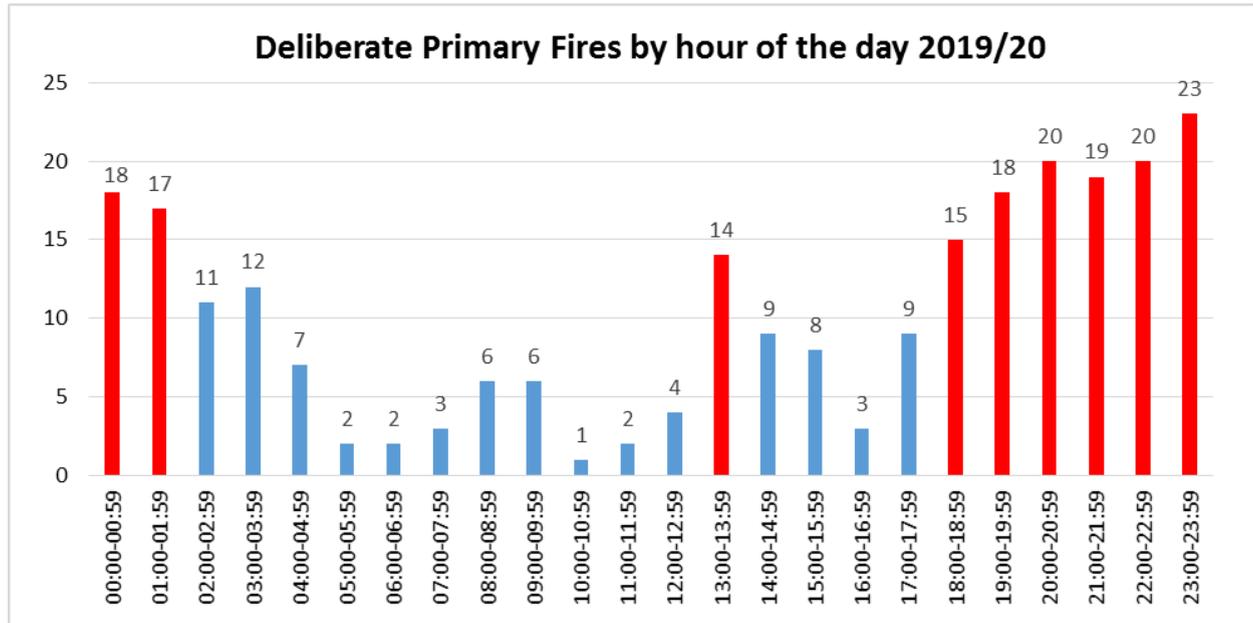


Borough	2018/19	2019/20	% Difference
Hastings	57	67	18%
B&H	61	56	-8%
Eastbourne	44	40	-9%
Lewes	33	38	15%
Rother	37	24	-35%
Wealden	19	24	26%

Hastings had the highest total increase in Deliberate Primary Fires with 10 fires. Wealden had the highest proportional increase with 26%. Rother had the highest proportional decrease and the highest total decrease with 35% and 13 respectively.

All information relating to trends is shared at the monthly Community Safety Performance meetings for note and action in the Groups.

Time of Deliberate Primary Fires

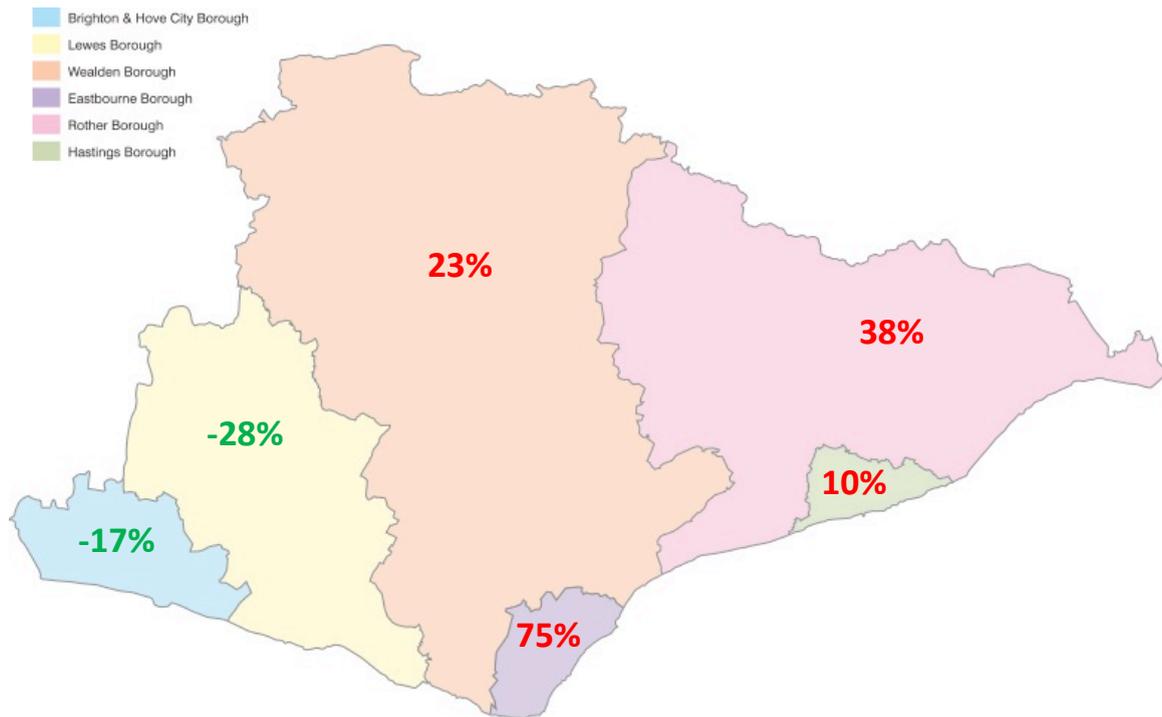


Between 18:00 and 01:59 there were 150 Deliberate Primary Fires (60%). Therefore, the majority of Deliberate Primary Fires were committed during the evening and early morning period. The total for this period of 8 hours if averaged out for the whole day would be 83. Therefore, there are an extra 67 fires (27%) occurring during this peak time throughout the year.

Deliberate Secondary Fires – 493 fires: 66% of all Deliberate Fires

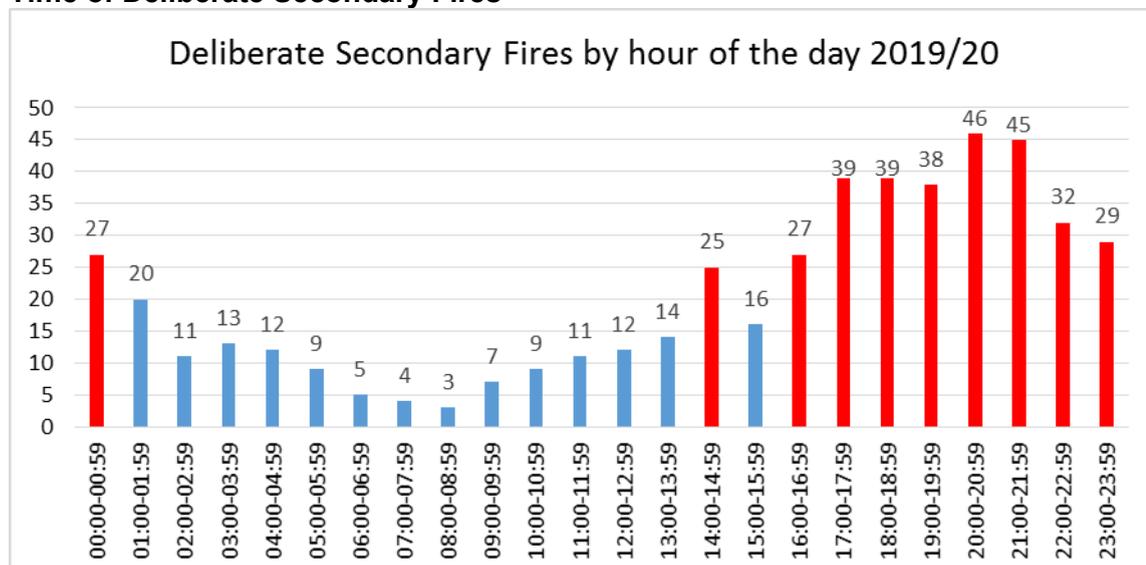
<p>30% (148) Grassland Fires</p>		<p>24% (117) Refuse / Bin Fires</p>		<p>46% (228) Others</p>	
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Deliberate Secondary Fires % change from 2018/19 to 2019/20 by Geographical Area



Borough	2018/19	2019/20	% Difference
Hastings	117	129	10%
B&H	131	109	-17%
Eastbourne	59	103	75%
Lewes	60	43	-28%
Rother	52	72	38%
Wealden	30	37	23%

Time of Deliberate Secondary Fires



Between 16:00 and 00:59 there were 322 Deliberate Secondary Fires (65%), with a further peak at 14:00. The total for this period of 9 hours if averaged out for the whole day would be 185. Therefore, there are an extra 137 fires (28%) occurring during this peak time throughout the year.

5.4 Primary Fire Fatalities & Injuries

Primary Fire Fatalities

Performance April - March 2019/20: 3

There were 3 Fire Fatalities at 3 incidents in 2019/20 which is a 25% (1) decrease ✓ since 2018/19.

The three casualties were all male.

Age Ranges

The victims' ages were 21, 41, and 64.

Two fatalities were the result of Deliberate Fires (Own property – a car and private shed) and one was the consequence of an Accidental Dwelling Fire.

Primary Fire Injuries

Current Performance (April- March 2019/20): 34

There were 34 injuries in 2019/20 which is a 13% (5) ✓ decrease since 2018/19.

Main Injury Types

- 39.7% (13.5) Burns
- 39.7% (13.5) Overcome by Gas/Smoke
- 20.6% (7) Breathing difficulties

Age Ranges

- 5.9% (2) under 14
- 0.0% (0) between 14 and 24
- 20.6% (7) between 25 and 35
- 23.5% (8) between 36 and 45
- 11.8% (4) between 46 and 55
- 5.9% (2) between 56 and 65
- 14.7% (5) are 66 and over
- 17.6% (6) were not known

Gender

- 73.5% (25) were male
- 26.5% (9) were female

20 (58.8%) of these injuries were in Accidental Dwelling Fires.

5.5 Sickness Indicators

Performance April - March 2019/20 10.0 Shifts lost per person

All Staff Sickness is 33% over the target (7.5) ✘ by 2.5 shifts and has: increased ✘ by 13.6% (1.2 shifts) since 2019/20 from 8.8 shifts lost per person to 10.0.

- **Wholetime Staff Sickness** increased ✘ by 13.7% (1.3 shifts) since 2018/19 from 9.5 to 10.8 shifts per person.
- **Control Room Staff Sickness** decreased ✔ by 24.7% (2.4 shifts) since 2018/19 from 9.7 to 7.3 per person.
- **Green Book (Non Uniformed) Staff Sickness** increased ✘ by 31.3% (2.1 shifts) since 2018/19 from 6.7 to 8.8 per person.

There have been 5,412.6 shifts lost in 2019/20 compared to 4,540.5 shifts lost in 2018/19.

Long Term vs Short Term Sickness

- 50.4% of sickness is classed as Long Term (more than 28 days)
- 24.6% of sickness is classed as Medium Term (8 to 27 days)
- 25.0% of sickness is classed as Short Term.

5.6 Health and Safety

Performance April - March 2019/20: 236 Accidents

- Decreased ✔ by 4.8% (12) since 2018/19 from 248 accidents to 236, and
- Increased ✘ by 95.0% (115) since 2010/11 from 121 accidents to 236. This is due to more detailed and accurate reporting.

The overall number of safety events has declined to 236 in 2019/20 compared with 248 in 2018/19. The figures over the previous five years have remained fairly constant which indicates that our reporting is now consistent.

For manual handling injuries, there is a significant increase of 13 (57%) in 2019/20 from 23 to 36 in the number of incidents reported compared to 2018/19, which is a 20% increase since 2015/16 (30) of 6 incidents. However it is hoped that this will decrease in 2020/21 with an increase in the pre-determined attendance and enhanced training on equipment and techniques for plus size casualties.

There has been a significant decrease in the number of slip, trips and falls reported. These occur for a variety of reasons from operational environments, poor housekeeping and environmental conditions. Last year's exceptional dry weather may have had an influence in the decrease of slips.

There has been a 10% decrease in the number of vehicle incidents compared to 2018/19.

Lost time incidents decreased by 23% since 2018/19 from 26 to 20 but this figure is still higher than the 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 63% increase in the number of near hits reported: 29 incidents up from 2018/19 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 2019/20

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.

During 2019/20, ESFRS attended eight level 3 incidents and two level four incidents; below are the details of the level 4 incidents:

At 08:51 on 22nd November 2019, ESFRS were mobilised to The Claremont Hotel, Grand Parade, in Eastbourne where a fire was reported as a result of an explosion in the basement. Initially four pumps were sent out but it soon became apparent, particularly with a secondary fire located in an additional room that this fire was spreading fast, By 09:38 this incident had been upgraded to a 'Make Pumps 12', involving around 60 firefighters.

The Claremont Hotel, part of a Grade II* listed building, was evacuated as soon as the fire was reported and all those who were in the hotel when the fire started were accounted for.

In addition, the neighbouring Burlington Hotel, Pier Hotel and Afton Hotel was evacuated and roads in the area closed with nearby residents advised to keep windows and doors closed.

Although the fire started in the basement, it soon was seen coming out of the roof and windows of the Grade II listed building. The fire continued to burn until the gas supply was successfully cut off on the evening of 24 November.

Despite ESFRS's ability to control the fire and stopping it affecting neighbouring buildings the Claremont Hotel was in a state of collapse and three months later had to be demolished as the structure left was unstable.

The cause of the fire is still under investigation.

At 20:23 on 20th September 2019, ESFRS was mobilised to a fire at a residential block of flats (3 storeys) on Pankhurst Road, Brighton. The fire was seen on a balcony three floors up. Initially four pumps were sent but the incident was soon upgraded to a 'Make Pumps 10'.

Two people were rescued, the occupier without injury and a firefighter, who suffered slight burns whilst firefighting and given first aid at scene. 21 people were evacuated from the building, one with assistance.

The fire started on the balcony rapidly moving to the roof and other floor space. The following morning one aerial ladder platform and one appliance remained at the scene to deal with hot spots and damping down.

The cause of fire was careless disposal of smoking material on a balcony.

6. Compliments and Complaints received 2019/20

We received 30 complaints from members of the public this year, this was the same figure as 2018/19 and 194 compliments.

Complaints Received against the Service 2019 - 2020

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
1	Conduct of ESFRS employee	Justified	Resolved and response issued. Apology given. Complaint withdrawn Reminder issued of the standards expected by ESFRS
2	Overgrown Station garden	Partially justified	Resolved and response issued
3	Mess left after hydrant test	Unsubstantiated	Resolved and response issued
4	Incident call handling	Unsubstantiated	Resolved and response issued
5	Communications process & Operation element	Partially justified	Resolved and response issued
6	Payment of Invoice	Unsubstantiated	Resolved and response issued
7	Fraud and deception	Partially justified	Appeal received complaint re-investigated. Apology sent and staff reminded of the standards expected by ESFRS. File passed to HR Department
8	Abuse of public trust	Logged for record purposes	Complaint considered withdrawn as complainant did not respond to telephone calls or letters
9	Insurance Claim	Partially justified	Resolved and response issued. Insurance claim settled
10	Misconduct & actions of employees	Out of time	Complaint received after twelve months, considered out of time as per our policy
11	Protocol for siren usage	Unjustified	Resolved and response issued. Drivers reminded of expected standards and procedures
12	Overgrown trees and hedges on a station	Justified	Resolved and response issued

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
13	Tacking of a fire at an incident	Partially justified	Resolved and response issued
14	Actions of employee	Justified	Resolved and response issued. Reminder issued of the standards expected by ESFRS
15	Appliance siren incident	Logged for record purposes	Logged for record purposes for future reference
16	Fire service access concerns	Logged for record purposes	Logged for record purposes for future reference
17	Fire Safety Management Enforcement	Logged for record purposes	Logged for record purposes for future reference
18	Appliances parked in car park of block of flats	Logged for record purposes	Logged for record purposes for future reference
19	Breaches at a property	Logged for record purposes	Passed to relevant department, does not fall under complaints process
20	Conduct of ESFRS employee	Unjustified	Resolved and response issued
21	Protocol for siren usage	Unjustified	Resolved and response issued. More and observation than a complaint
22	Request for information	Logged for record purposes	Passed to relevant department, does not fall under complaints process
23	Business Safety compliance	Logged for record purposes	Passed to relevant department, does not fall under complaints process
24	Placing of hydrant	Logged for record purposes	Passed to relevant department, does not fall under complaints process
25	Appliance manoeuvres	Ongoing	Investigation on hold due to Covid-19 pandemic
26	Driving Standards	Justified	Resolved and response issued. Reminder issued of the standards expected by ESFRS and training put in place
27	Driving Standards	Logged for record purposes – reported as an observation not a complaint	Resolved and response issued. Driver reminded of expected standards and procedures
28	Flashing blue lights	Partially justified	Crews reminded of consideration when using lights during hours of darkness

No.	Nature of Complaint	Substantiated?	Action Resulting / Comments
29	Staff Conduct	Logged for record purposes	Not deemed to be a complaint passed to relevant Department for resolution
30	Staff Conduct	Logged for record purposes	Closed no further information provided

Appendix B - Plain English descriptions of indicators

Indicator	Plain English description	Rationale	Good Performance	
Number 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	
Number 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	
Number 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	
Number 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
Number 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
Number 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
Number 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
Number of Home Safety Visits (HSVs)	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 HSVs 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
Number of Accidental Dwelling Fires 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
Number of 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 Fires 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
Number 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