

East Sussex Fire and Rescue Service Performance Report



Quarter 1 2024/25

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Scrutiny and Audit Quarterly Performance Report



The aim of the Quarterly Performance Report is to summarise how East Sussex Fire & Rescue Service has performed over the previous quarter compared to previous year's performance and to provide commentary in relation to the actions being taken to address performance.

The report contains the Service's Strategic Measures (Tier 1) which are the high-level outcome measures that provide a strong indication of organisational performance directly aligned to the delivery of the Purpose and Commitments. Targets are included and tolerances have been set to show a direction of travel against the measures which enables clearer performance reporting. Where indicators are new, tolerances and definitions will be set at a future date based on the annual result.

The explanations, mitigations and actions contained within this report are those endorsed by the Service Leadership Team (SLT). This report covers data from the period of 1 April 2024 – 30 June 2024.

Performance at a glance summary

At the end of Quarter 1 2024-25 the performance against 25 Strategic measures is as follows:

14 of the 25 measures had a GREEN status (56%)

6 were AMBER (24%)

5 were RED (20%)

Of the service priority areas

4 had a GREEN status and 2 had a AMBER status.

Performance at a glance

Performance Measures Achieving Target

93



PI_001 Number of accidental dwelling fires

C1 - DELIVERING HIGH PERFORMING SE...

2.5



PI_003 Number of working days/shifts lost to sickness not

C3 - HAVE A SAFE AND VALUED WORKF...

619



PI_004 Number of AFAs

C1 - DELIVERING HIGH PERFORMING SE...

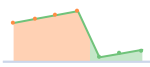
156



PI_007 Number of inspections of high risk premises completed

C2 - ENGAGE WITH OUR COMMUNITIES

2,331



PI_008 Number of incidents attended

C1 - DELIVERING HIGH PERFORMING SE...

254



PI_011 Number of primary fires attended

C1 - DELIVERING HIGH PERFORMING SE...

75.18



PI_014 Percentage of On-Station first responses within 10 minutes

C1 - DELIVERING HIGH PERFORMING SE...

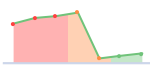
77.22



PI_015 Percentage of On-Call first responses within 15 minutes

C1 - DELIVERING HIGH PERFORMING SE...

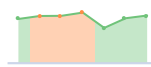
33



PI_021 Number of workplace reported accidents/injuries

C3 - HAVE A SAFE AND VALUED WORKF...

1.8



PI_022b Percentage of AFA mobilised incidents that were

C1 - DELIVERING HIGH PERFORMING SE...

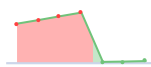
507



PI_041a Number of all AFAs attended in Medium Risk

C1 - DELIVERING HIGH PERFORMING SE...

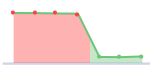
21



PI_049a Number of all AFAs attended in Low Risk Premises

C1 - DELIVERING HIGH PERFORMING SE...

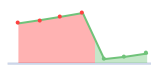
3.4



PI_049b Percentage of all AFAs attended in Low Risk Premises

C1 - DELIVERING HIGH PERFORMING SE...

91



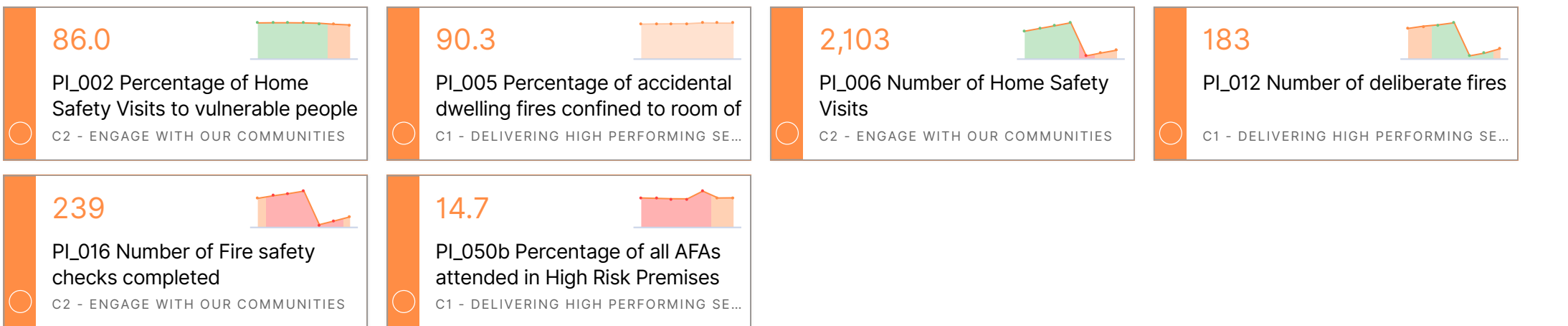
PI_050a Number of all AFAs attended in High Risk Premises

C1 - DELIVERING HIGH PERFORMING SE...

Performance at a glance



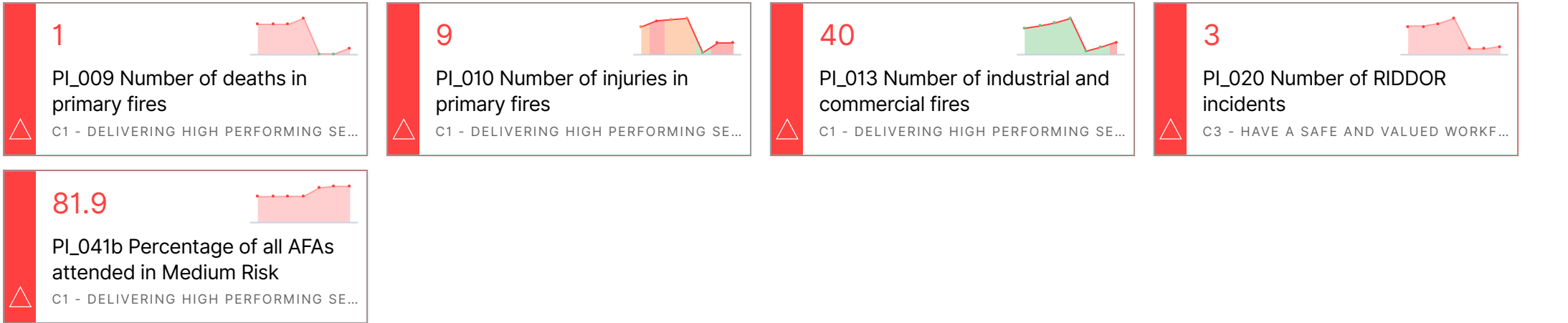
Performance Measures Near Target



Performance at a glance



Performance Measures Needing Improvement



Service Priority Areas

Priority 1 – Number of accidental dwelling fires

The number of fires in dwellings where the cause of fire was accidental or not known

93 at end of Q1

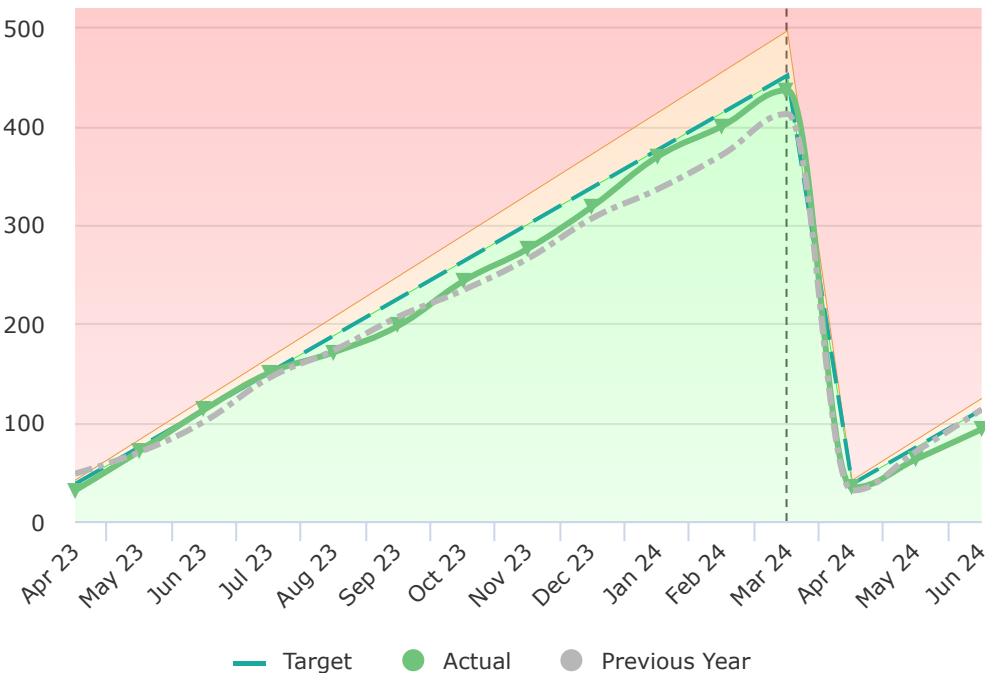
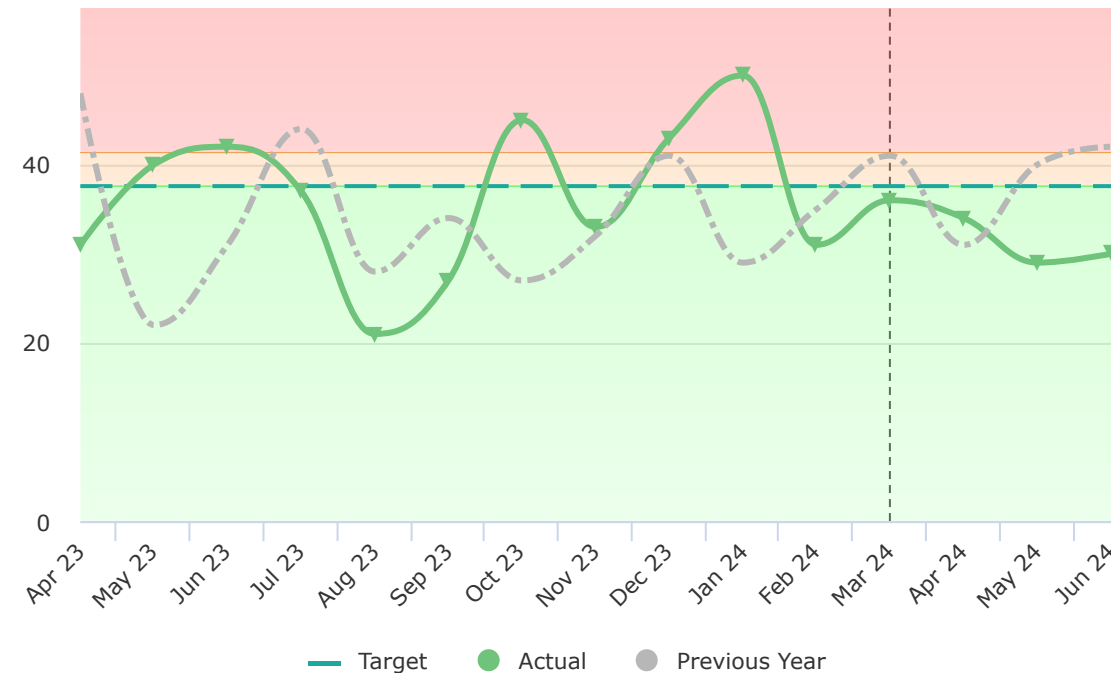
Reduction Target:

Green < 451
Amber 450 - 495
Red > 495

RAG Status - Green

Service Owner:

Matt Lloyd
Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019/2020	107	100	118	130	455
2020/2021	105	125	117	97	444
2021/2022	109	91	105	128	433
2022/2023	101	106	100	105	412
2023/2024	113	85	121	117	436
2024/2025	93	0	0	0	93

Commentary and Actions (Treat or Tolerate): Annual Projection - 373

Performance is as expected and on track

Priority 2a – Undertake 9,000 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.

2,103 end of Q1

Reduction Target:

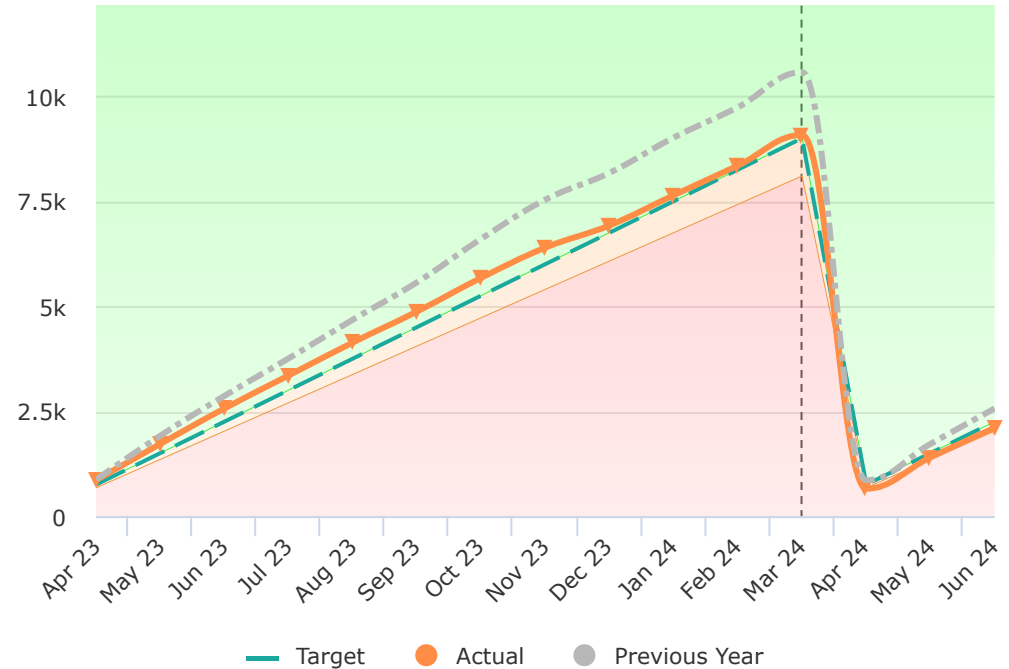
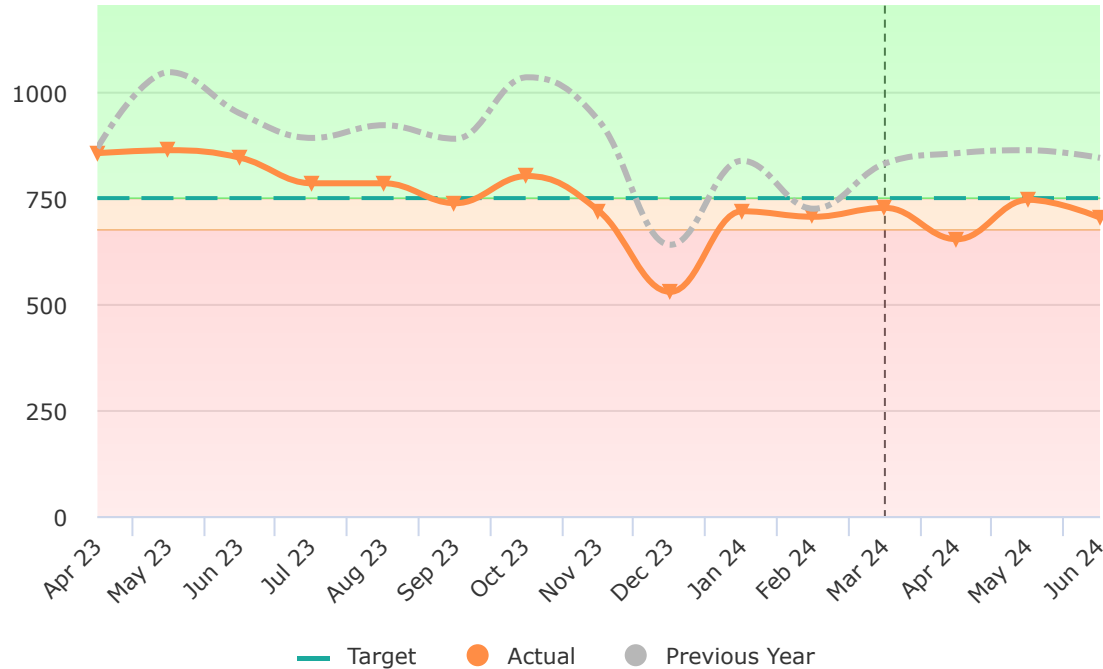
Green < 9,000
Amber 8,100 - 9,000
Red > 8,100

RAG Status - Amber

Service Owner:

Matt Lloyd

Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019-2020	2,587	2,585	2,571	2,537	10,280
2020-2021	1,517	1,587	2,010	2,091	7,205
2021-2022	2,125	2,444	2,326	2,569	9,464
2022-2023	2,856	2,698	2,592	2,356	10,502
2023-2024	2,564	2,308	2,051	2,152	9,075
2024-2025	2,103	0	0	0	2,103

Commentary and Actions (Treat or Tolerate): Annual Total - 8,435

In the first quarter performance there have been a number of contributing factors which has impacted both HSV delivery and the ability to get an accurate picture with a slightly below target number of HSVs delivered and the percentage vulnerability of HSVs undertaken.

We still rely on the manual input of HSV audit forms – CS1 by station admin staff. The lack of admin resource in the West Group has contributed to the reduction in Q1. There are a number of CS1's awaiting uploading in stations, however, these reflect HSVs that have been delivered so occupants will have received their HSV, we just haven't counted them yet. The implementation of CRM for HSV delivery has resulted in significant delays because of the issues fully discussed at CRM board.

Priority 2b – Deliver 90% of HSVs to vulnerable members of 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

86.0% end of Q1

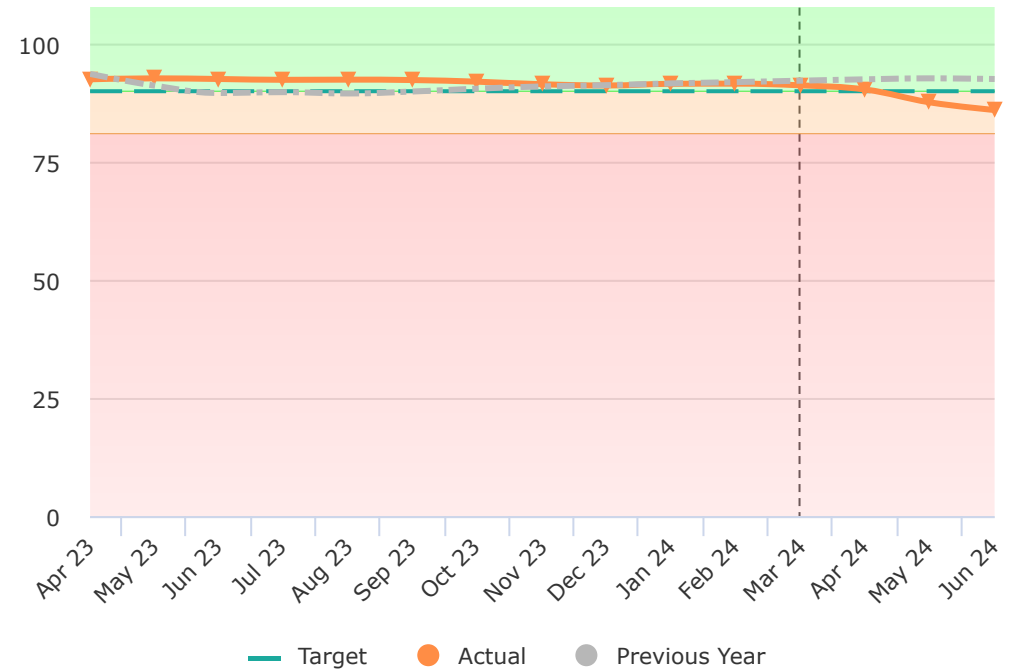
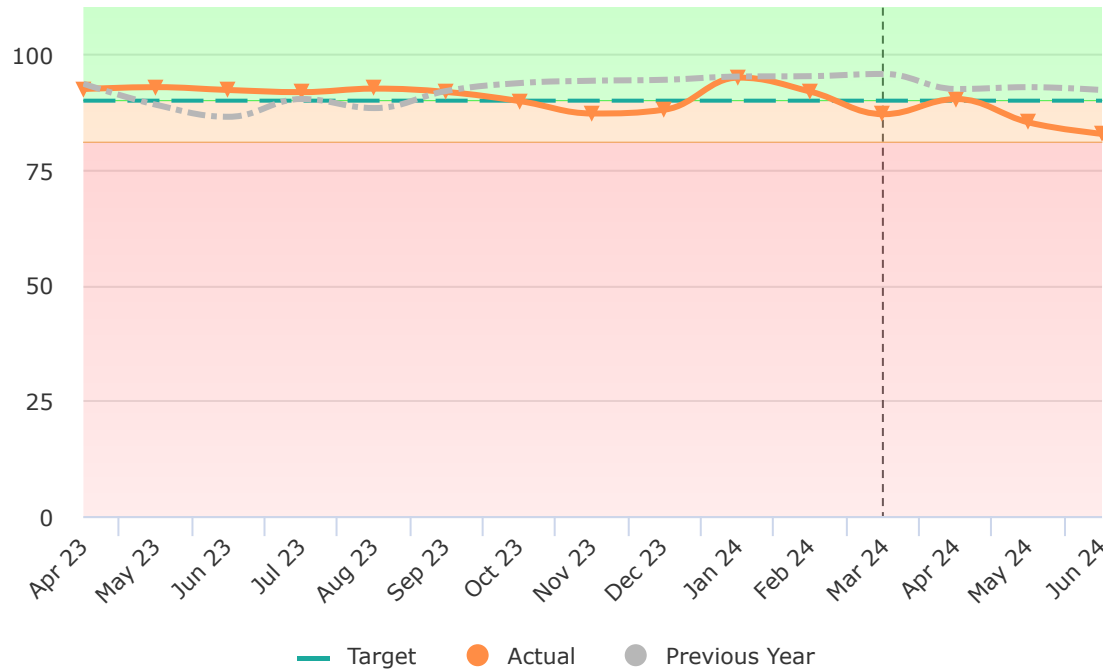
Reduction Target:

Green > 90%
Amber 81% - 90%
Red < 81%

RAG Status - Amber

Service Owner:

Matt Lloyd
Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019-2020	92.5	92.3	92.3	92.2	92.3
2020-2021	95.3	95.3	95.7	96.8	95.8
2021-2022	95.7	95.7	94.4	94.2	95.0
2022-2023	89.9	90.3	94.1	95.5	92.3
2023-2024	92.6	92.1	88.5	91.3	91.2
2024-2025	86.0	0.0	0.0	0.0	86.0

Commentary and Actions (Treat or Tolerate): Annual Total - 86.0%

The reduction in the vulnerability percentage reflects some of these issues discussed under KPI 2a Number of Home safety visits completed. We continue to receive referrals from partners targeting the most vulnerable and these are triaged and undertaken on a basis of their level of vulnerability. We are prioritising these and I am confident that the percentage will return to the mid-90's.

We note that quarter 2 is showing an improving picture, which will continue to improve as the challenges that we are experiencing are resolved

David Kemp, Head of Prevention 6/9/24

Priority 3 – Reducing absences of our employees due to sickness

The number of days/ shifts lost to sickness divided by the number of staff in post

2.5 at end of Q1

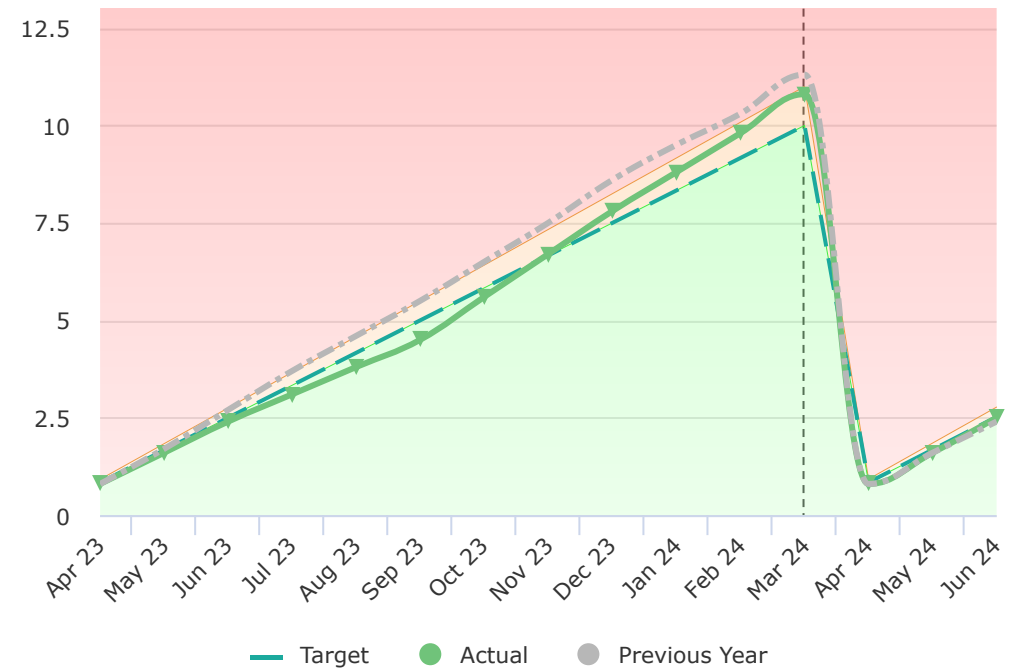
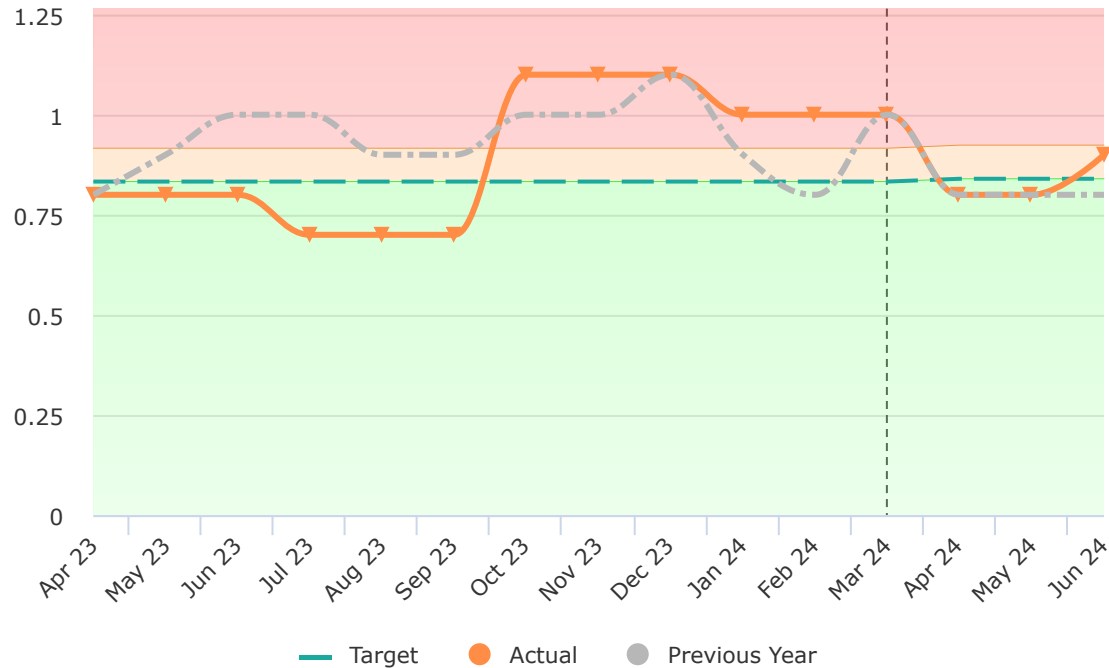
Reduction Target:

Green < 10
Amber 10 - 11
Red > 11

RAG Status - Green

Service Owner:

Matt Lloyd
Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019-2020	2.2	2.3	3.0	2.5	10.0
2020-2021	0.9	1.8	2.2	1.4	6.3
2021-2022	1.9	2.8	3.0	2.7	10.4
2022-2023	2.7	2.8	3.1	2.7	11.3
2023-2024	2.4	2.1	3.3	3.0	10.8
2024-2025	2.5	0.0	0.0	0.0	2.5

Commentary and Actions (Treat or Tolerate): Annual Projection - 10

Performance is as expected and on track

Priority 4 – Reducing attendance at automatic false alarms

Number of automatic fire alarms incidents attended

619 at end of Q1

RAG Status - Green

Reduction Target:

Green < 3,493

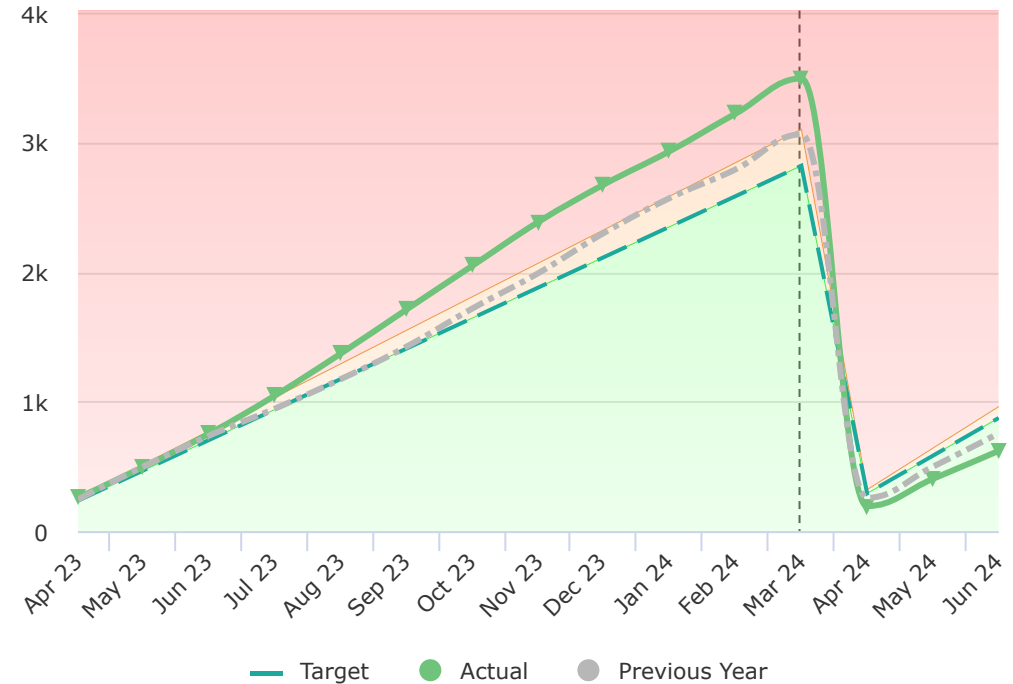
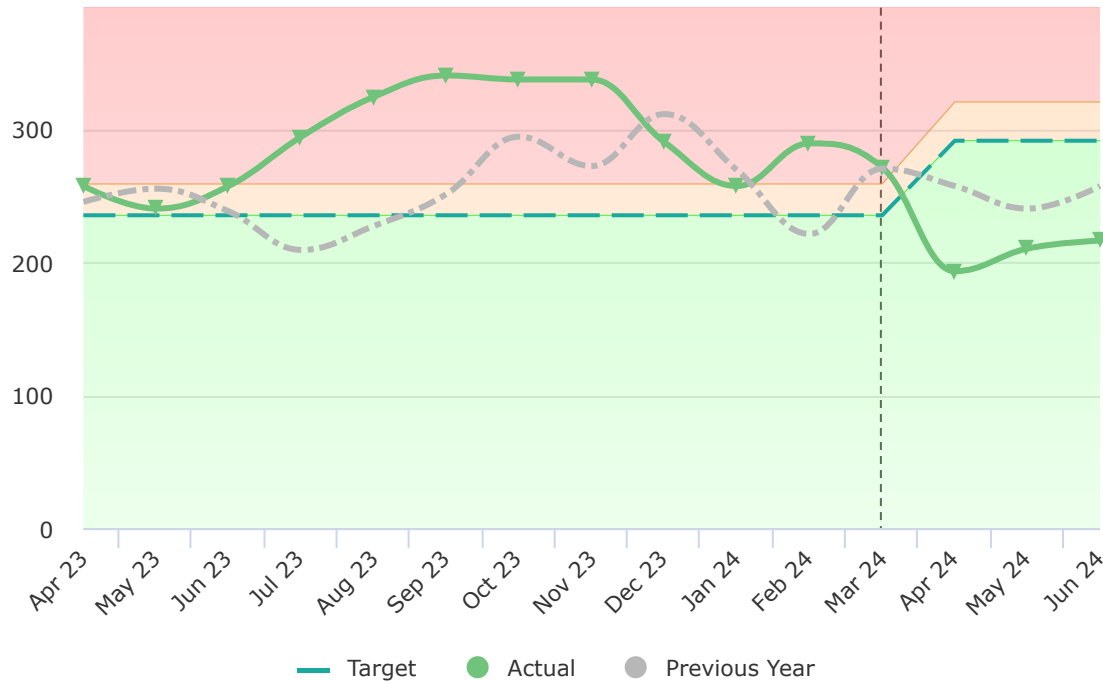
Amber 3,842 - 3,493

Red > 3,842

Service Owner:

George O'Reilly

Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019/2020	729	917	839	755	3,240
2020/2021	649	862	847	653	3,011
2021/2022	738	907	988	752	3,385
2022/2023	738	687	877	760	3,062
2023/2024	754	958	964	817	3,493
2024/2025	619	0	0	0	619

Commentary and Actions (Treat or Tolerate): Annual Projection - 2,483

The introduction of the Unwanted fire signal policy at JFC on 1 April 2024 is showing positive results with a 15% reduction in AF A attended incidents against the average quarter 1 result of the last five years

Priority 5 – Inspections of high-risk premises completed

The number of audits / inspections completed within East Sussex as provided from the reinspection list

156 at end of Q1

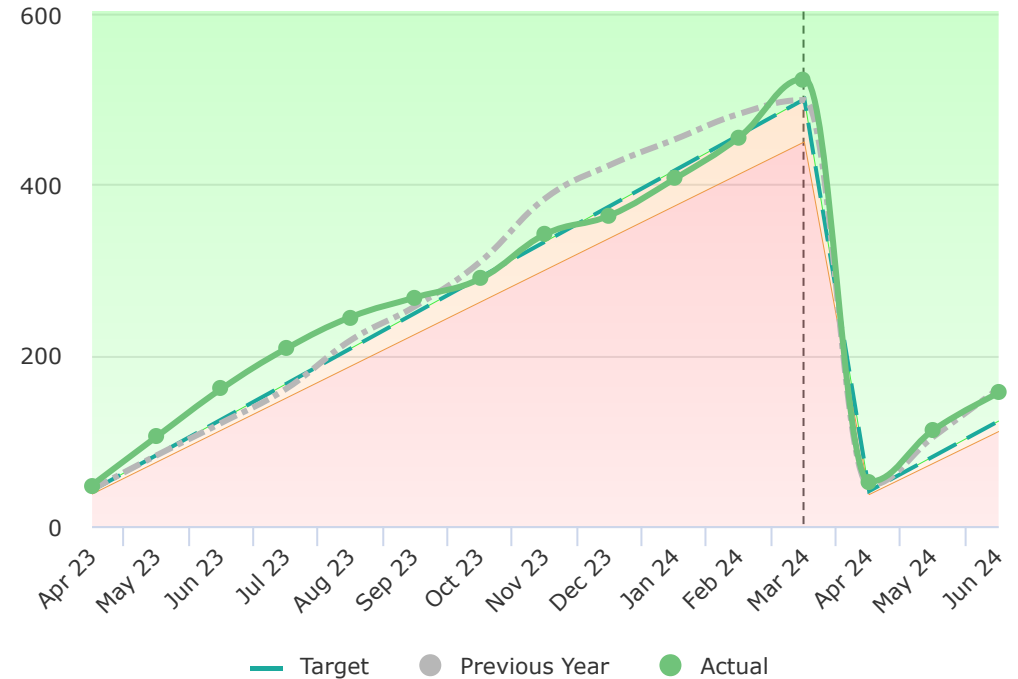
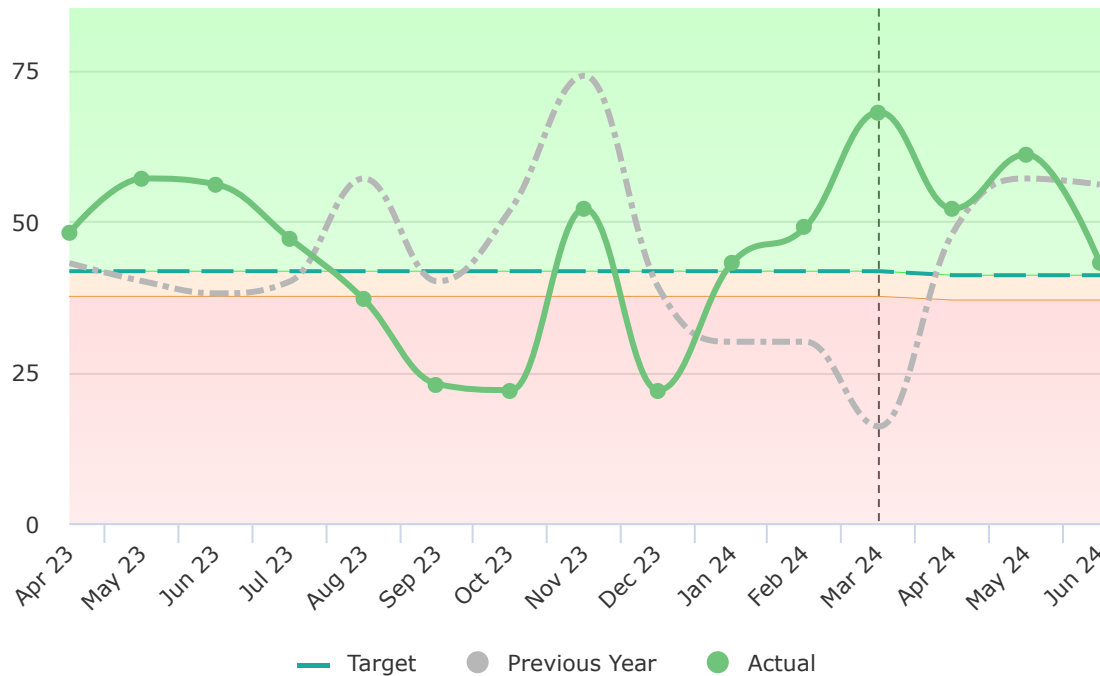
Reduction Target:

Green > 500
Amber 450 - 500
Red < 450

RAG Status - Green

Service Owner:

George O'Reilly
Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019-2020	116	120	96	117	449
2020-2021	165	73	60	60	358
2021-2022	54	123	165	128	470
2022-2023	121	137	165	76	499
2023-2024	161	107	96	160	524
2024-2025	156	0	0	0	156

Commentary and Actions (Treat or Tolerate): Annual Projection - 626

Performance is as expected and on track

Performance measures needing improvement

PI_020 – Number of RIDDOR incidents

Incidents required to be reported under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995 that were reported to the Health & Safety section through the Service's accident reporting procedure.

3 at end of Q1

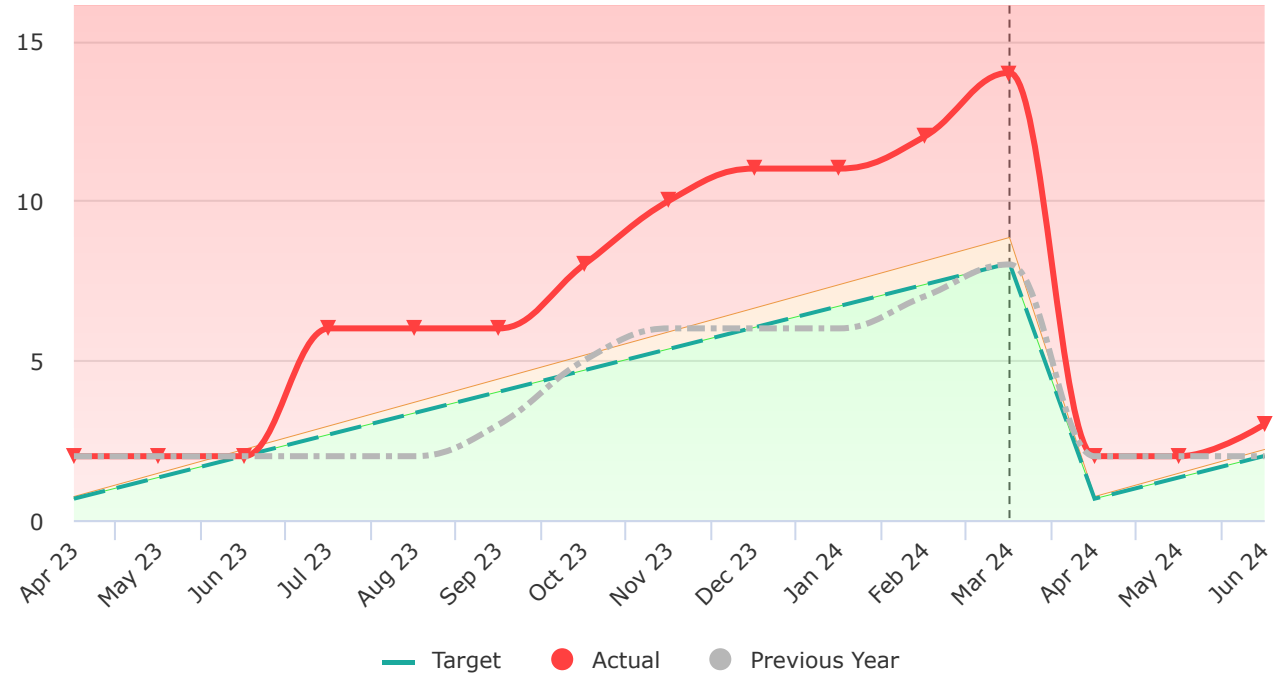
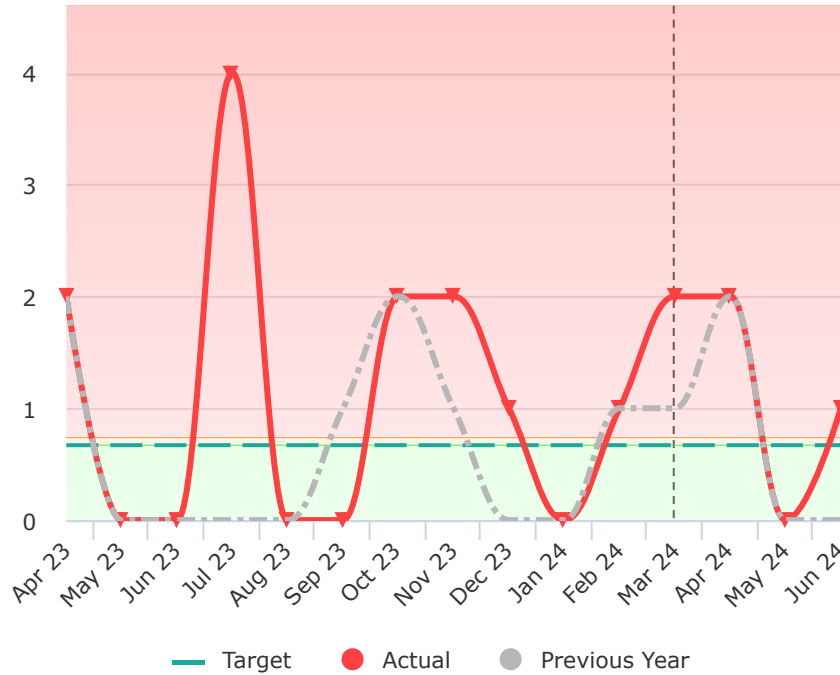
Reduction Target:

Green < 8
Amber 9
Red > 9

RAG Status - Red

Service Owner:

Julie King
Area - Health, safety and Wellbeing



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019-2020	3	4	3	3	13
2020-2021	2	1	0	3	6
2021-2022	0	2	2	1	5
2022-2023	2	1	3	2	8
2023-2024	2	4	5	3	14
2024-2025	3	0	0	0	3

Commentary and Actions (Treat or Tolerate): Annual Projection - 12

There were 3 RIDDOR incidents in quarter 1 2024/25. Staff have again been made aware of the benefits of taking up membership with a third party health provider which can help reduce delays in accessing treatments.

PI_013 – Number of Industrial & Commercial Fires

The number of fires in buildings such as agricultural, Industrial properties, Trade, hotels, catering etc.

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40 at end of Q1

Reduction Target:

Green < 139

Amber 139 - 151

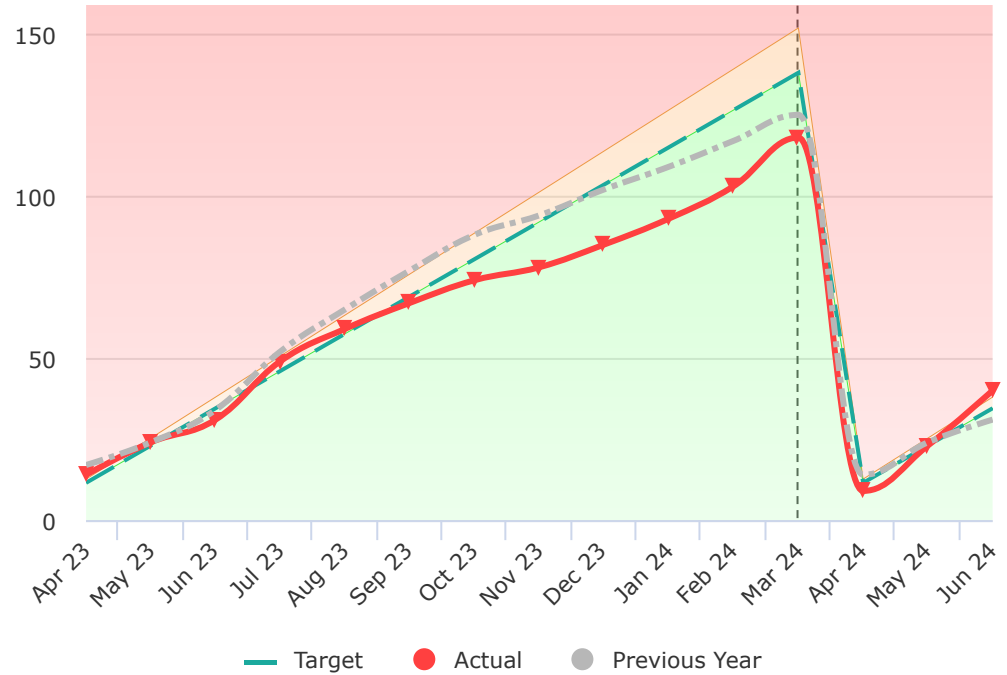
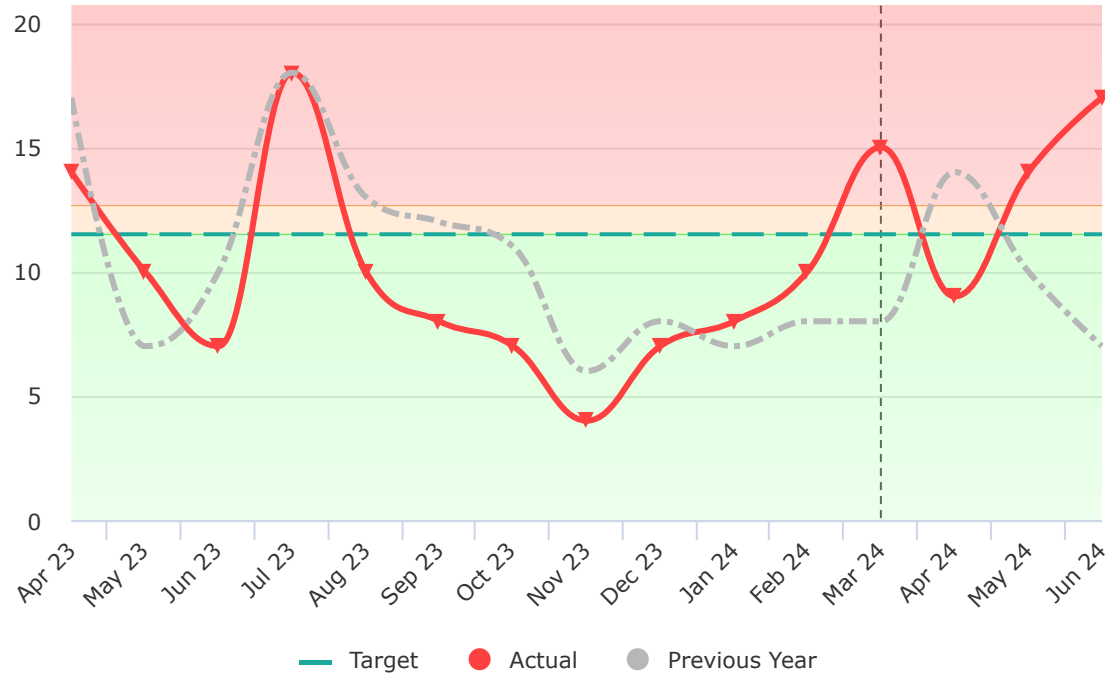
Red > 151

RAG Status - Red

Service Owner:

George O'Reilly

Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019/2020	35	35	34	33	137
2020/2021	18	51	32	22	123
2021/2022	25	30	31	28	114
2022/2023	34	43	25	23	125
2023/2024	31	36	18	33	118
2024/2025	40	0	0	0	40

Commentary and Actions (Treat or Tolerate): Annual Total - 160

There is no trend or pattern behind this figure. Work continues from crews and Protection staff to engage and educate employers and other Responsible Persons, during fire safety checks, audits, and complaint activities.

PI_009 – Number of Deaths in 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.

.

1 at end of Q1

Reduction Target:

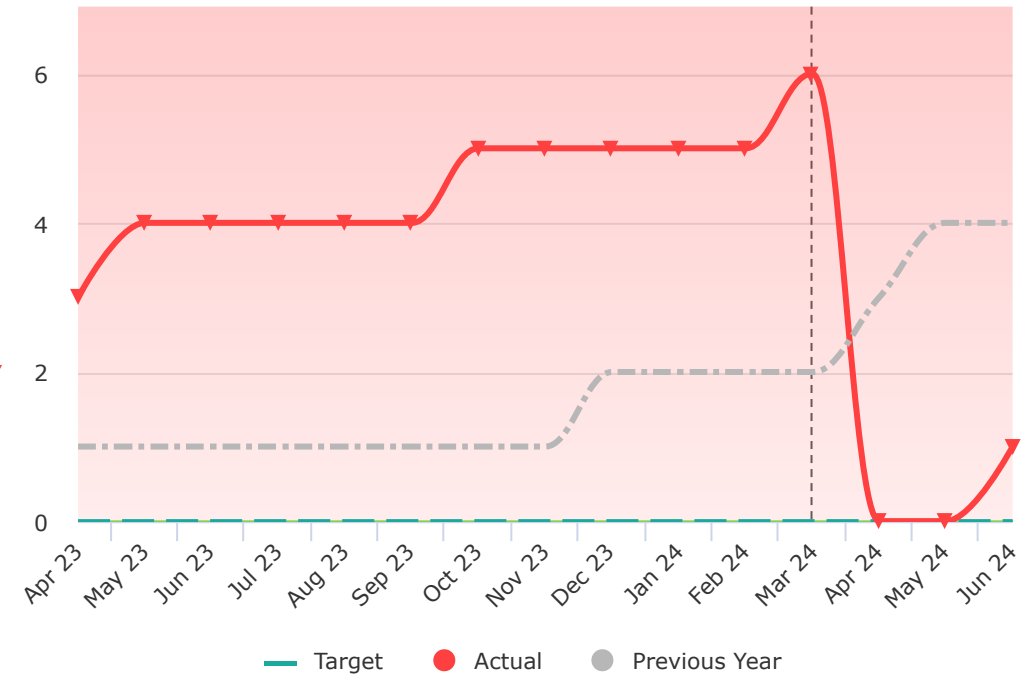
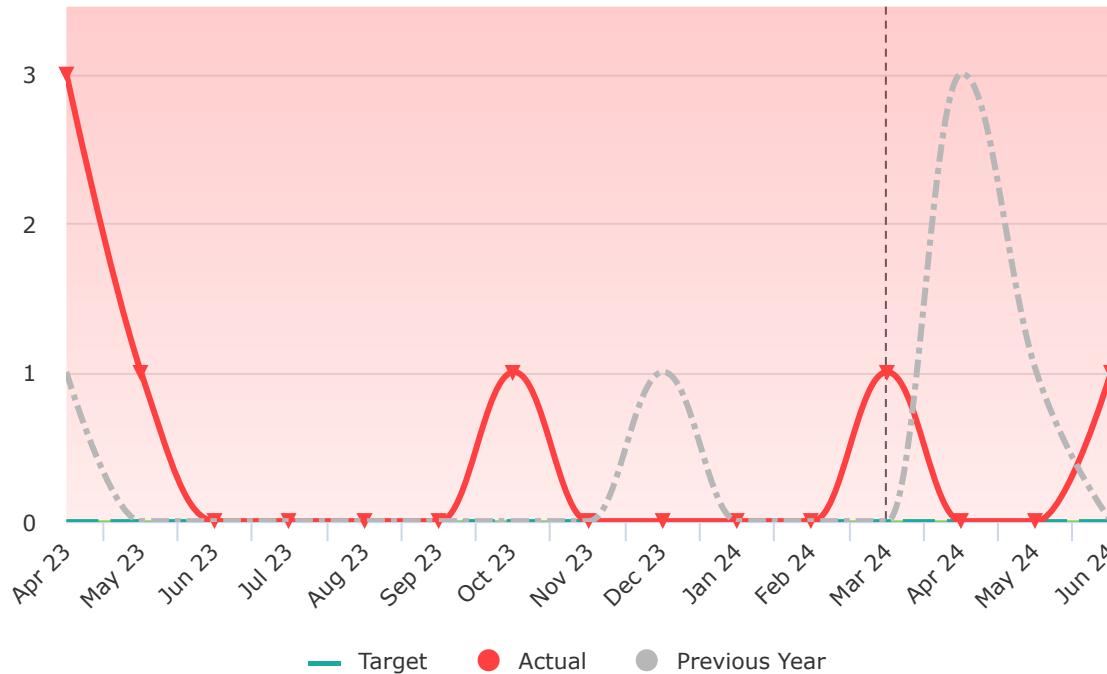
Green < 0
Amber N/A
Red > 1

RAG Status - Red

Service Owner:

Matt Lloyd

Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019/2020	1	0	1	1	3
2020/2021	1	0	0	1	2
2021/2022	1	1	0	2	4
2022/2023	1	0	1	0	2
2023/2024	4	0	1	1	6
2024/2025	1	0	0	0	1

Commentary and Actions (Treat or Tolerate): Annual Total - 4

We strive to have no fire deaths within a year, therefore, any deaths will result in this KPI being red. The service undertakes fatal fire reviews after every fatal fire to determine any outcomes in respect of prevention activities.

PI_010 – Number of Injuries in Primary Fires

The number of people who required medical treatment beyond first aid given at the scene of the fire.

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9 at end of Q1

Reduction Target:

Green < 28

Amber 28 - 29

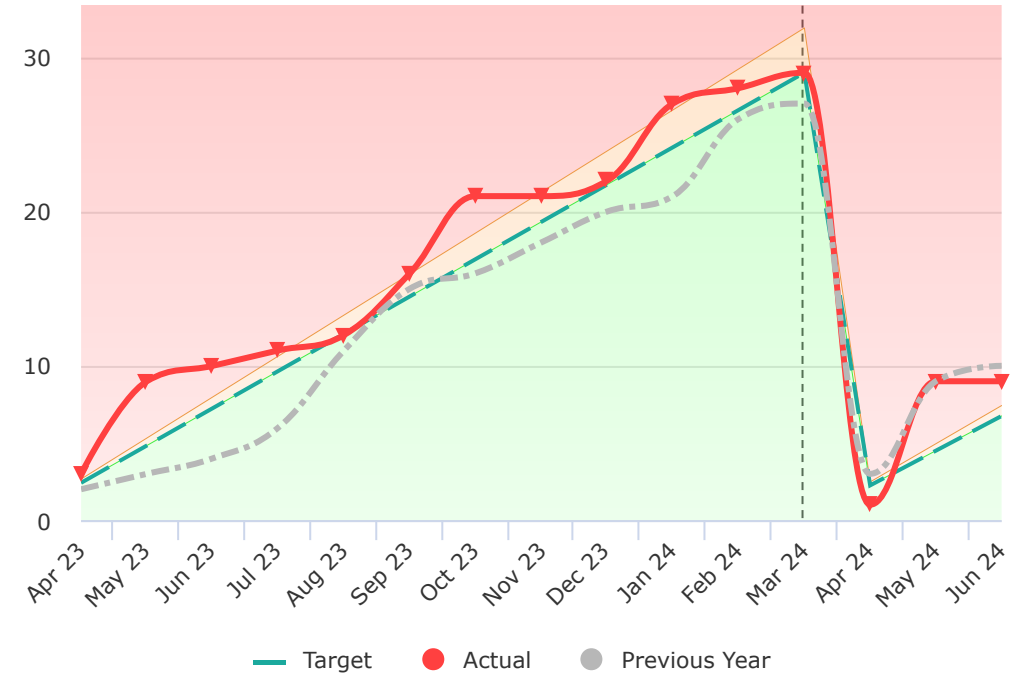
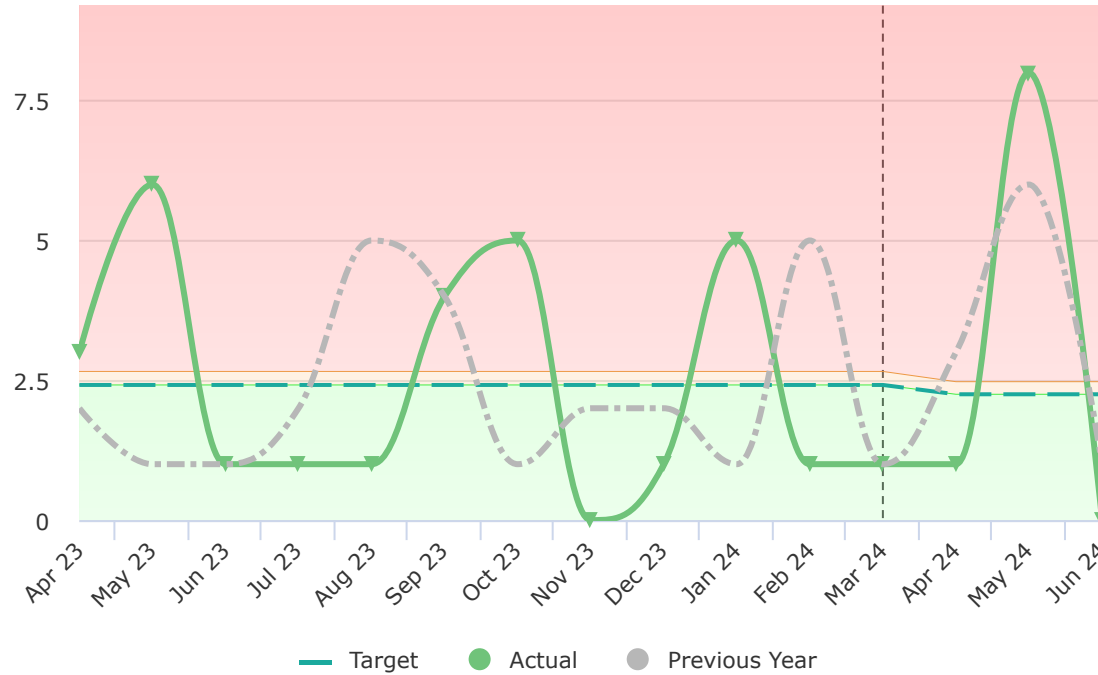
Red > 29

RAG Status - Red

Service Owner:

Matt Lloyd

Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2019/2020	7	4	13	10	34
2020/2021	6	3	17	3	29
2021/2022	3	4	4	2	13
2022/2023	4	11	5	7	27
2023/2024	10	6	6	7	29
2024/2025	9	0	0	0	9

Commentary and Actions (Treat or Tolerate): Annual Total - 36

The injuries were sustained at 6 incidents, all the injuries occurred due to distraction from cooking, smoking or candles. Our Prevention activities and communications have been focusing on these areas.

PI_041 – Percentage of AFAs at medium risk property types

AFAs attended at medium risk property types.

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82 at end of Q1

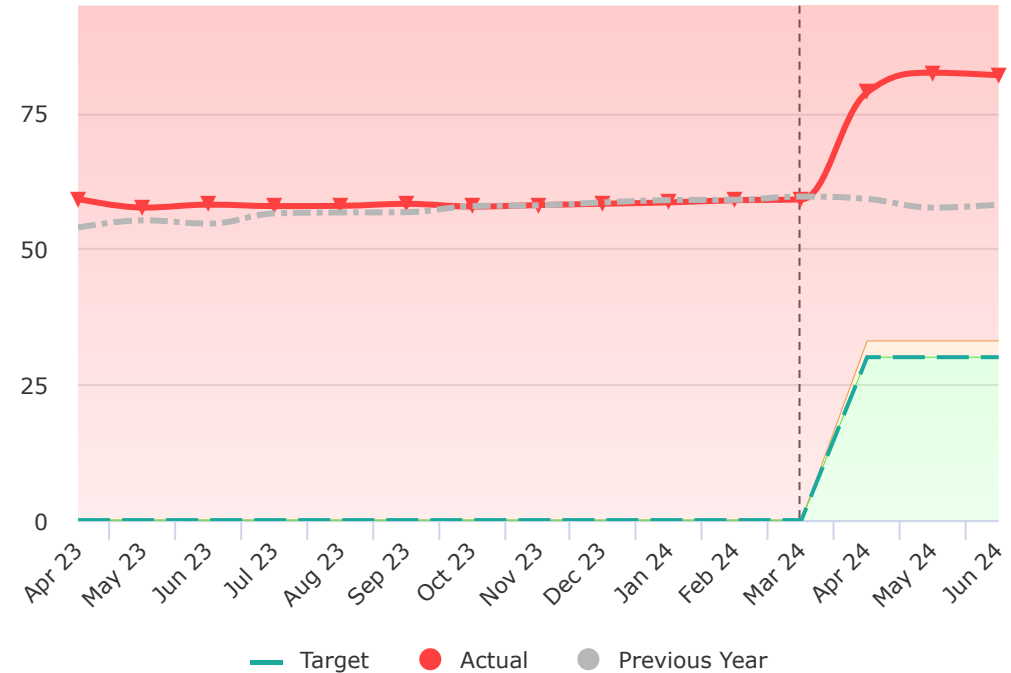
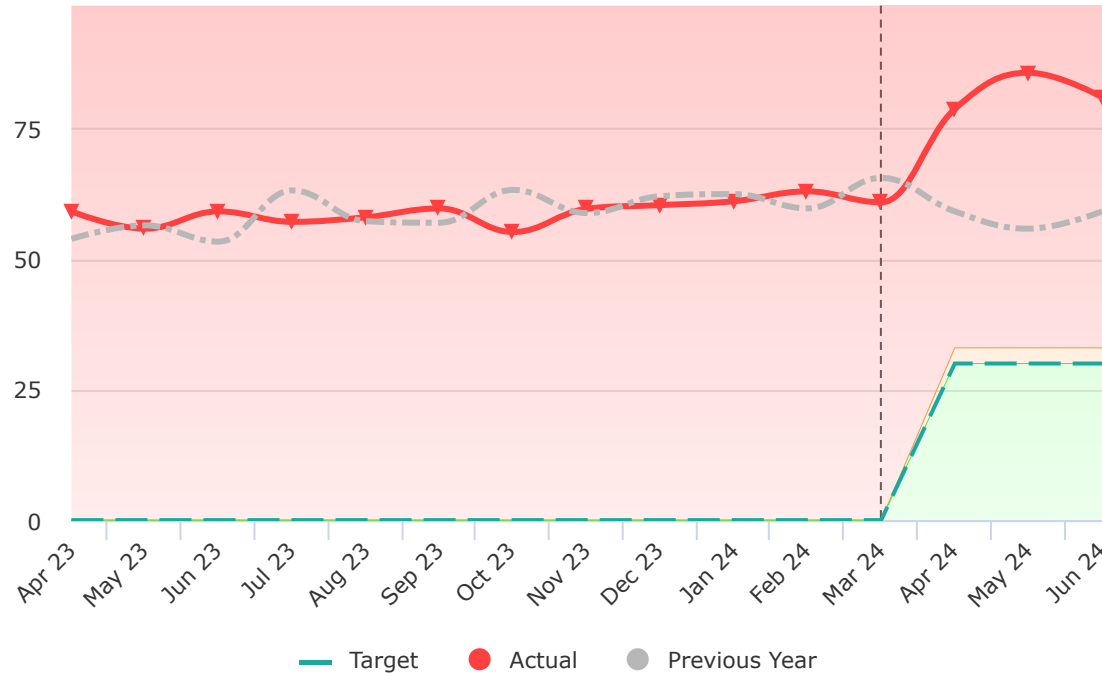
Reduction Target:

Green < 0 to 30
Amber 31 to 59
Red > 60

RAG Status - Red

Service Owner:

George O'Reilly
Area - Prevention and Protection
(Community Safety)



Fiscal Year	Q1	Q2	Q3	Q4	Total
2018/2019	47.8%	55.4%	50.8%	48.9%	50.9%
2019/2020	55.7%	51.7%	49.5%	49.8%	51.6%
2020/2021	59.2%	51.9%	53.2%	51.9%	53.8%
2021/2022	56.4%	55.6%	53.7%	54.9%	55.1%
2022/2023	54.6%	59.0%	61.5%	62.8%	59.6%
2023/2024	58.1%	58.4%	58.3%	61.7%	59.1%
2024/2025	81.9%	77.6%			80.1%

Commentary and Actions (Treat or Tolerate): Annual Total - 82

There were 504 AFAs attended in medium risk premises in Q1 2024/25 (438 in Q1 2023/24).

Due to the policy change around not attending AFAs in low risk commercial premises, the percentage of medium risk premises attended will naturally increase. We will continue to engage with the RPs for all premises to drive down the number of UwFS from AFA systems. The exact percentage split and RAG ratings between medium and high risk premises will be reviewed over the coming months to ensure we have the correct PI allocated.

Annual Performance Measures and new performance measures

Measures Under Development

PI_041 Number of UWFS challenged

Annual Measures

PI_044 Domestic dwelling respondents satisfied with the overall service from ESFRS

PI_045 Commercial/Bussiness respondents satisfied with the overall service from ESFRS

PI_046 Commercial/Bussiness respondents satisfied with the services with regards to Fire Safety Audits by ESFRS

PI_047 Home Safety Visit respondents satisfied with the services with regards to HSV by ESFRS

PI_048 Cost of Fire Service per head of population (Information Only)