

East Sussex Fire and Rescue Service Performance Report



Quarter 2 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 September 2024.

Performance at a glance summary

At the end of Quarter 2 2024-25 the performance against 27 Strategic measures is as follows:

18 of the 27 measures had a GREEN status (67%)

6 were AMBER (22%)

3 were RED (11%)

Of the service priority areas

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

Performance at a glance

Performance Measures Achieving Target

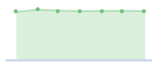
167



PI_001 Number of accidental dwelling fires

C1 - DELIVERING HIGH PERFORMING SE...

92.7



PI_002 Percentage of Home Safety Visits to vulnerable people

C2 - ENGAGE WITH OUR COMMUNITIES

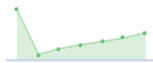
1,290



PI_004 Number of AFAs

C1 - DELIVERING HIGH PERFORMING SE...

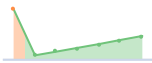
281



PI_007 Number of inspections of high risk premises completed

C2 - ENGAGE WITH OUR COMMUNITIES

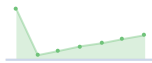
4,859



PI_008 Number of incidents attended

C1 - DELIVERING HIGH PERFORMING SE...

481



PI_011 Number of primary fires

C1 - DELIVERING HIGH PERFORMING SE...

375



PI_012 Number of deliberate fires

C1 - DELIVERING HIGH PERFORMING SE...

75.40



PI_014 Percentage of On-Station first responses within 10 minutes

C1 - DELIVERING HIGH PERFORMING SE...

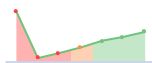
75.86



PI_015 Percentage of On-Call first responses within 15 minutes

C1 - DELIVERING HIGH PERFORMING SE...

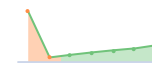
507



PI_016 Number of Fire safety checks completed

C2 - ENGAGE WITH OUR COMMUNITIES

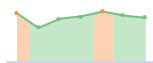
60



PI_021 Number of workplace reported accidents/injuries

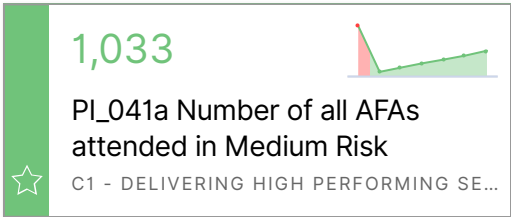
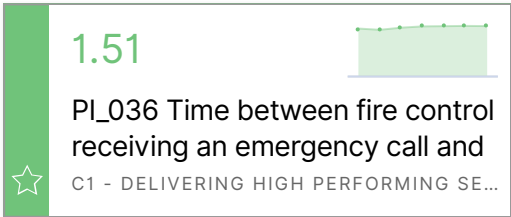
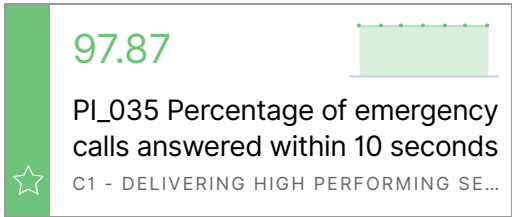
C3 - HAVE A SAFE AND VALUED WORKF...

1.8



PI_022b Percentage of AFA mobilised incidents that were

C1 - DELIVERING HIGH PERFORMING SE...

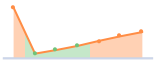


Performance at a glance




Performance Measures Near Target

5.5



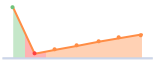
PI_003 Number of working days/shifts lost to sickness not
C3 - HAVE A SAFE AND VALUED WORKF...

89.8



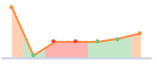
PI_005 Percentage of accidental dwelling fires confined to room of
C1 - DELIVERING HIGH PERFORMING SE...

4,191



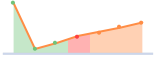
PI_006 Number of Home Safety Visits
C2 - ENGAGE WITH OUR COMMUNITIES

14



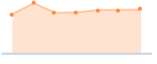
PI_010 Number of injuries in primary fires
C1 - DELIVERING HIGH PERFORMING SE...

72



PI_013 Number of industrial and commercial fires
C1 - DELIVERING HIGH PERFORMING SE...

15.8



PI_050b Percentage of all AFAs attended in High Risk Premises
C1 - DELIVERING HIGH PERFORMING SE...

Performance at a glance

Performance Measures Needing Improvement

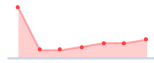
1



PI_009 Number of deaths in
primary fires

C1 - DELIVERING HIGH PERFORMING SE...

5



PI_020 Number of RIDDOR
incidents

C3 - HAVE A SAFE AND VALUED WORKF...

80.1



PI_041b Percentage of all AFAs
attended in Medium Risk

C1 - DELIVERING HIGH PERFORMING SE...

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

167 at end of Q2

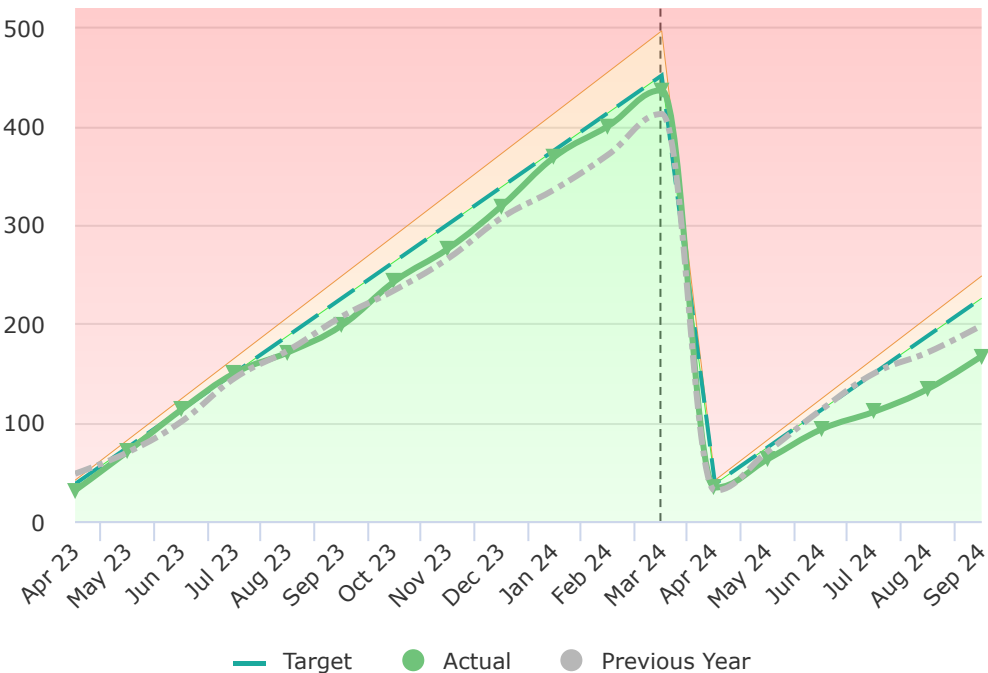
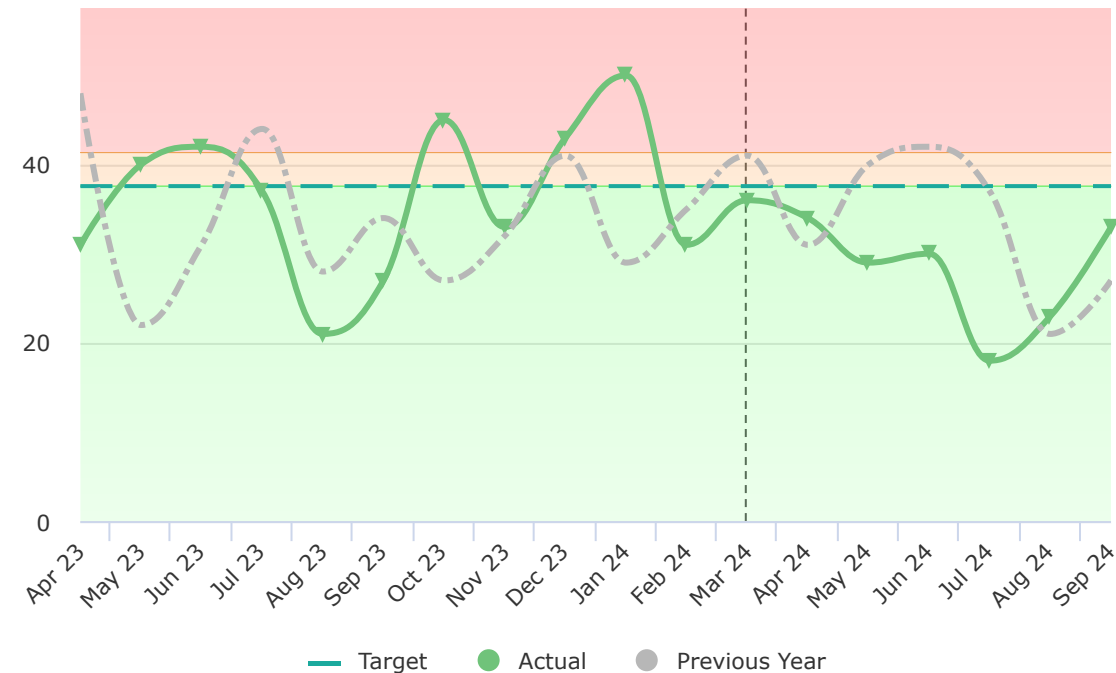
Reduction Target:

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	74	0	0	167

Commentary and Actions (Treat or Tolerate): Annual Projection - 333

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.

4,191 end of Q2

Reduction Target:

Green < 9,000

Amber 8,100 - 9,000

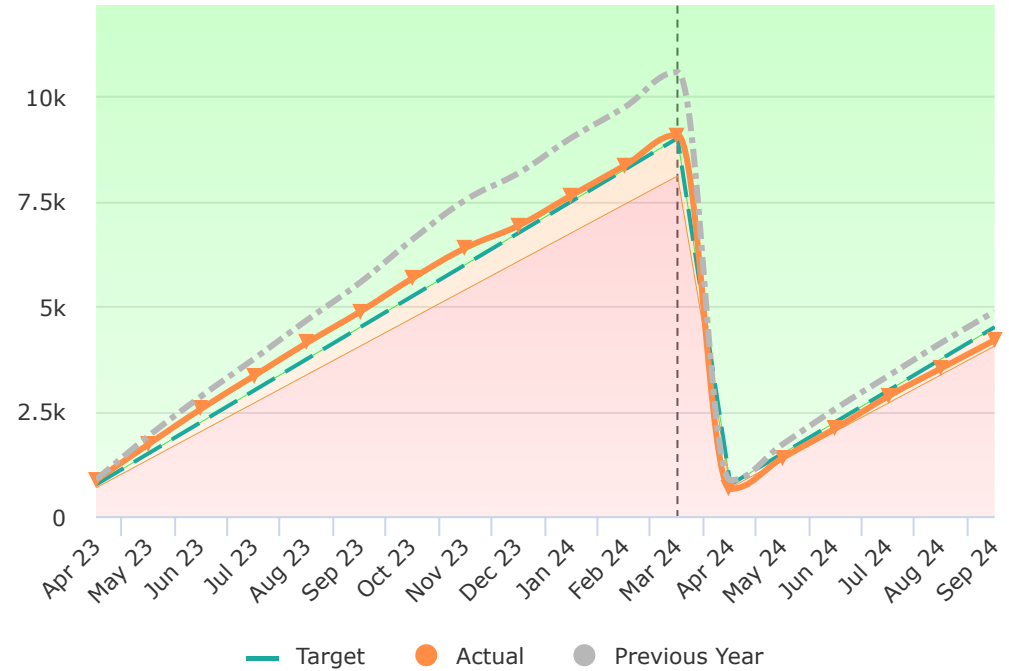
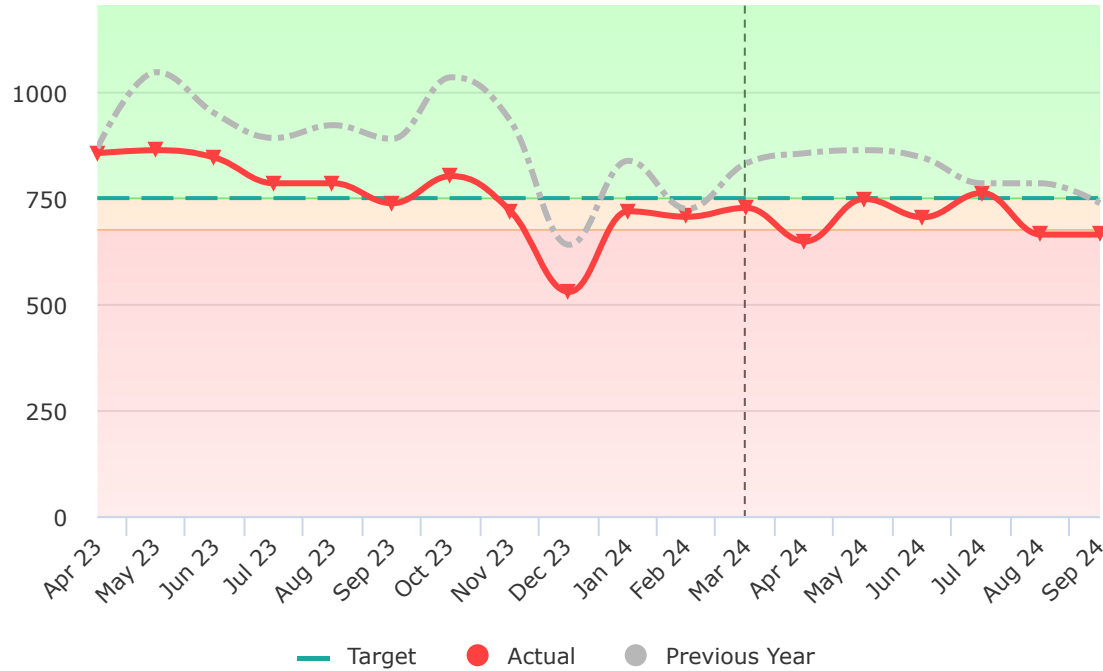
Red > 8,100

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	2,101	2,090	0	0	4,191

Commentary and Actions (Treat or Tolerate): Annual Projection - 8,359

Priority 2b – Deliver 90% 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

92.7% end of Q2

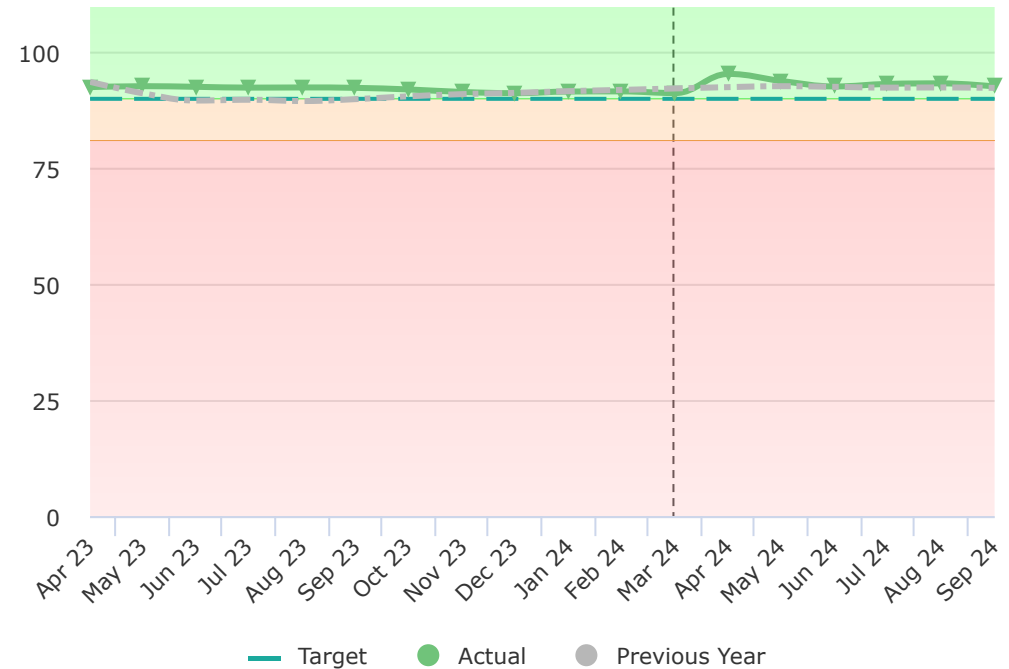
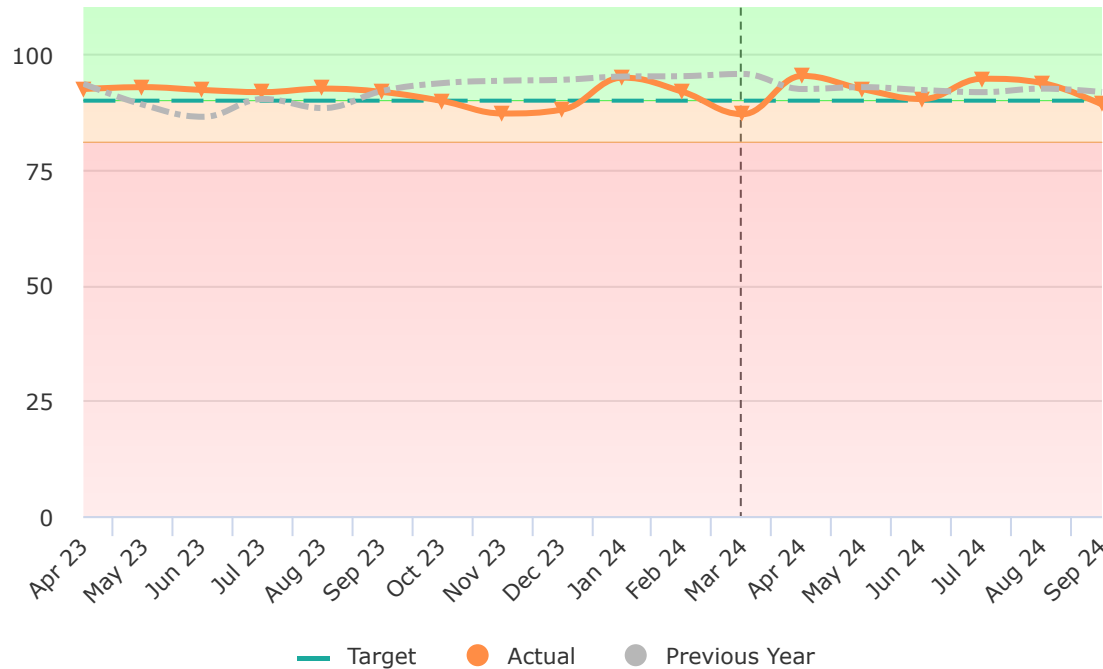
Reduction Target:

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

RAG Status - Green

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	92.7	92.7	0.0	0.0	92.7

Commentary and Actions (Treat or Tolerate): Annual Projection - 92.7

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

5.5 at end of Q2

Reduction Target:

Green < 10

Amber 10 - 11

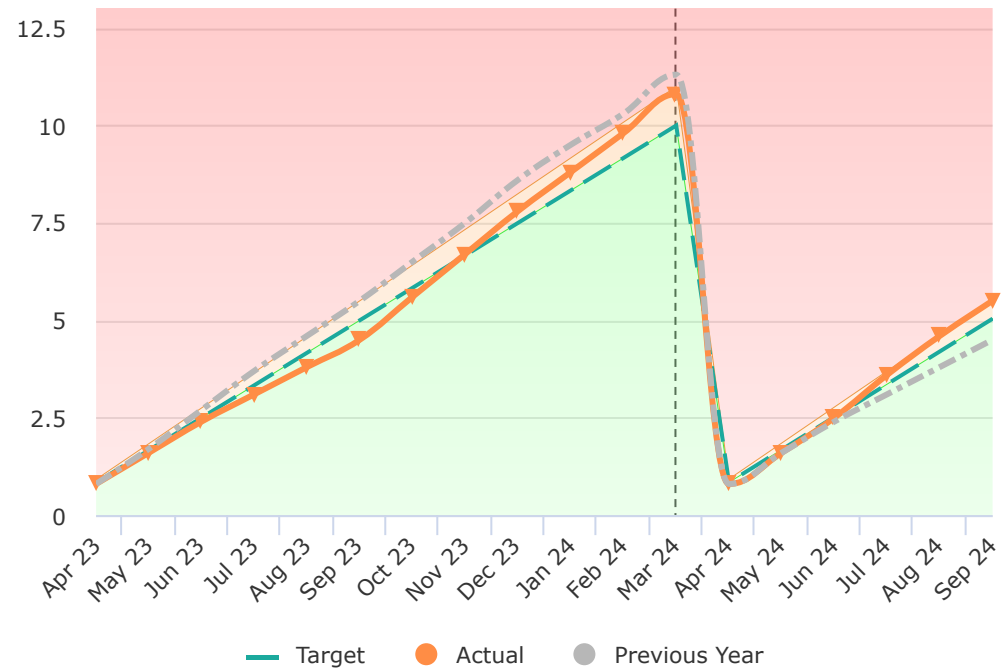
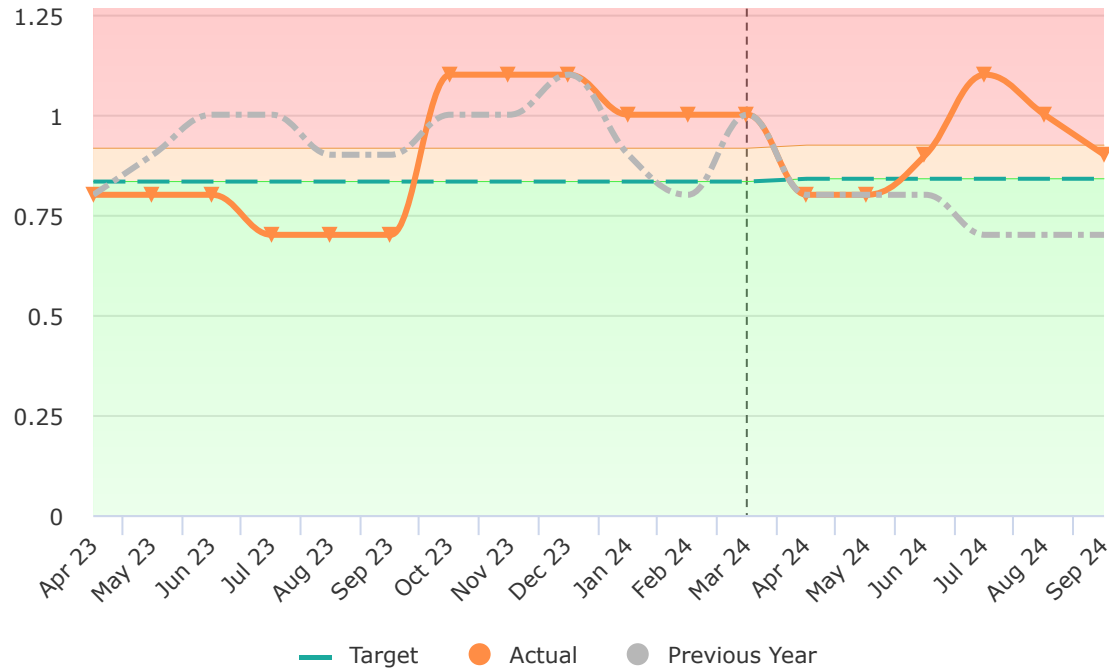
Red > 11

RAG Status - Amber

Service Owner:

Doug Marshall

Area - Peoples Services



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	3.0	0.0	0.0	5.5

Commentary and Actions (Treat or Tolerate): Annual Projection - 11

Priority 4 – Reducing attendance at automatic false alarms

Number of automatic fire alarms incidents attended

1,290 at end of Q2

RAG Status - Green

Reduction Target:

Green < 3,493

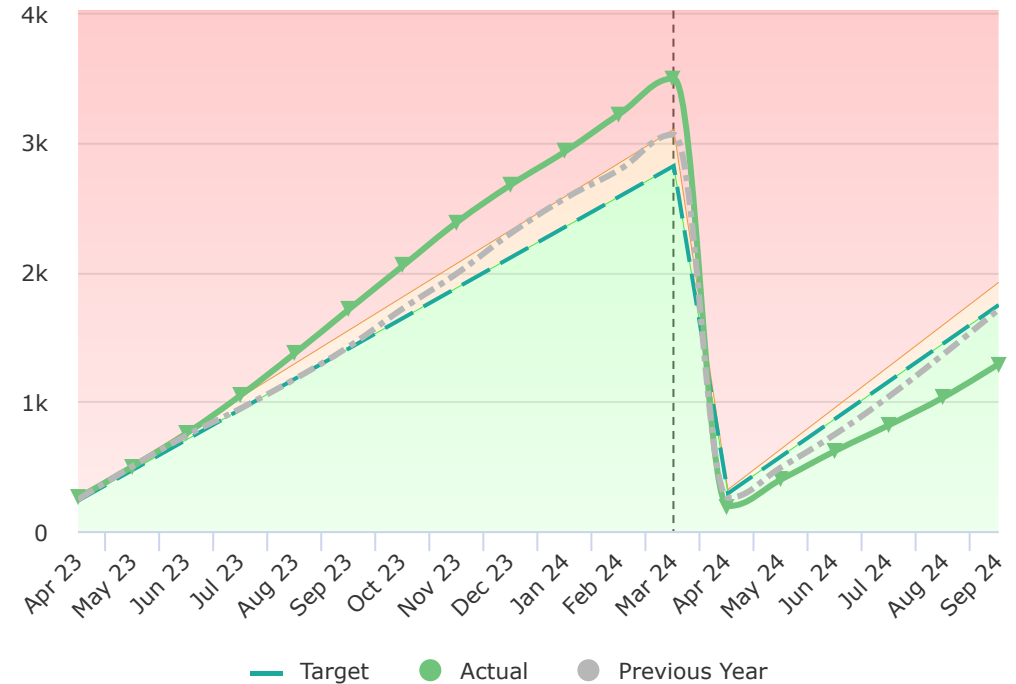
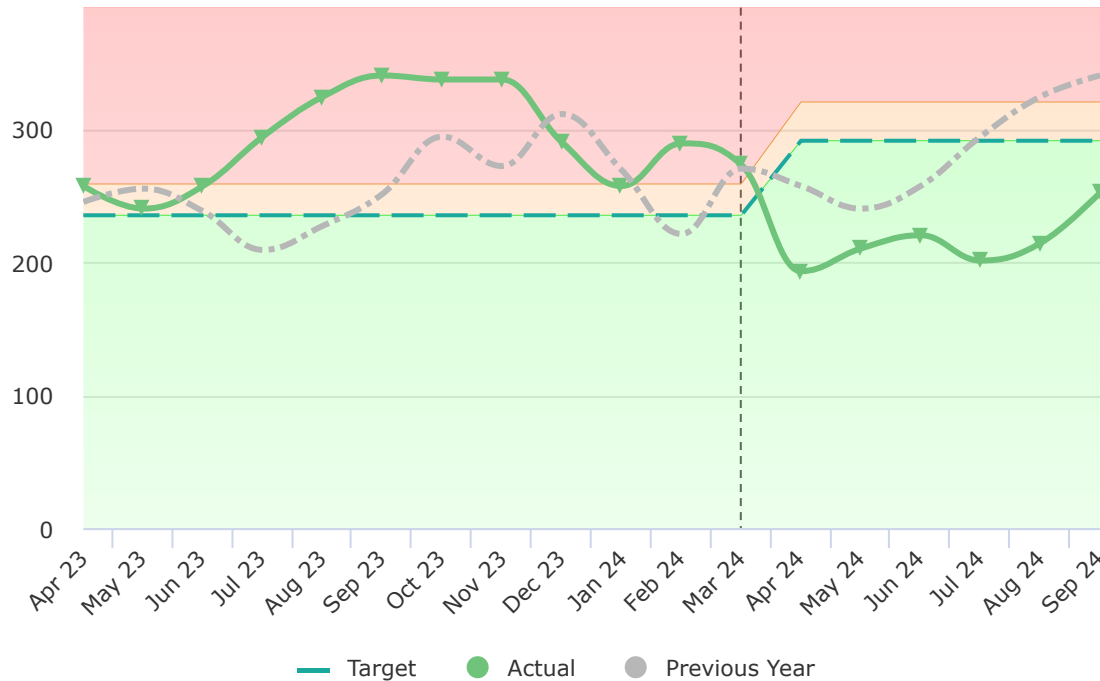
Amber 3,842 - 3,493

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	819	3,495
2024/2025	623	667	0	0	1,290

Commentary and Actions (Treat or Tolerate): Annual Projection - 2,573

Priority 5 – Inspections of high-risk premises completed

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

281 at end of Q2

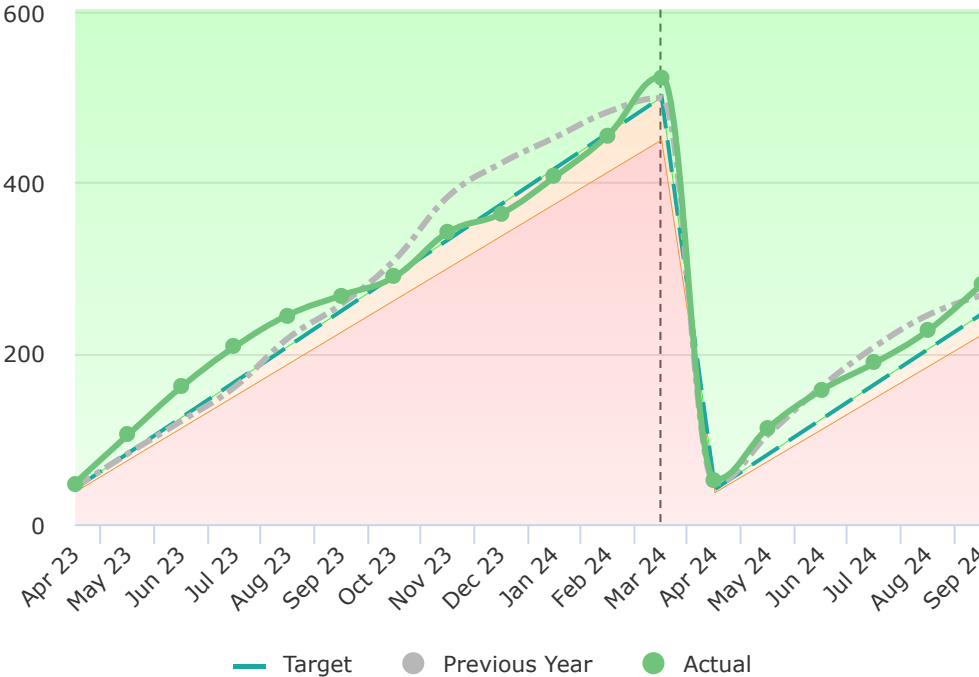
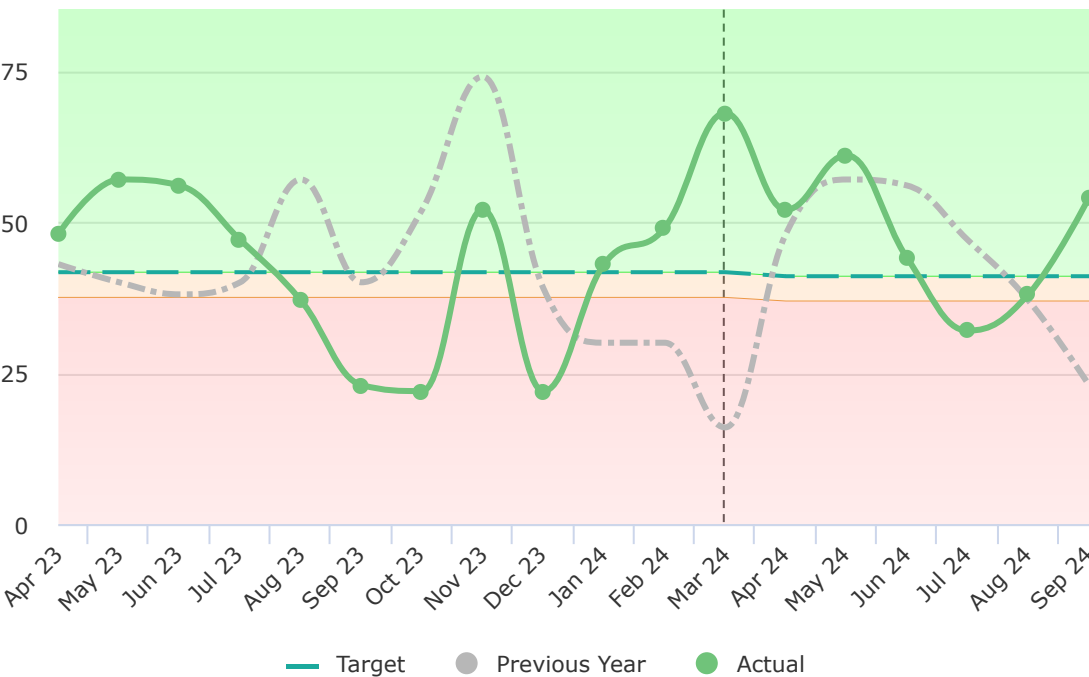
Reduction Target:

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	157	124	0	0	281

Commentary and Actions (Treat or Tolerate): Annual Projection - 560

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.

5 at end of Q2

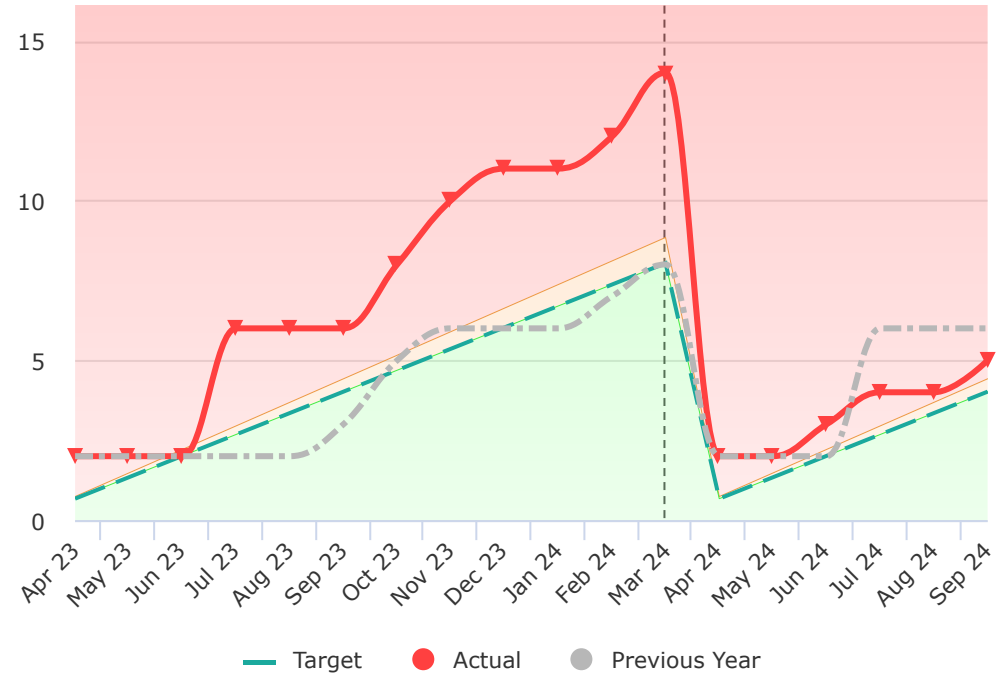
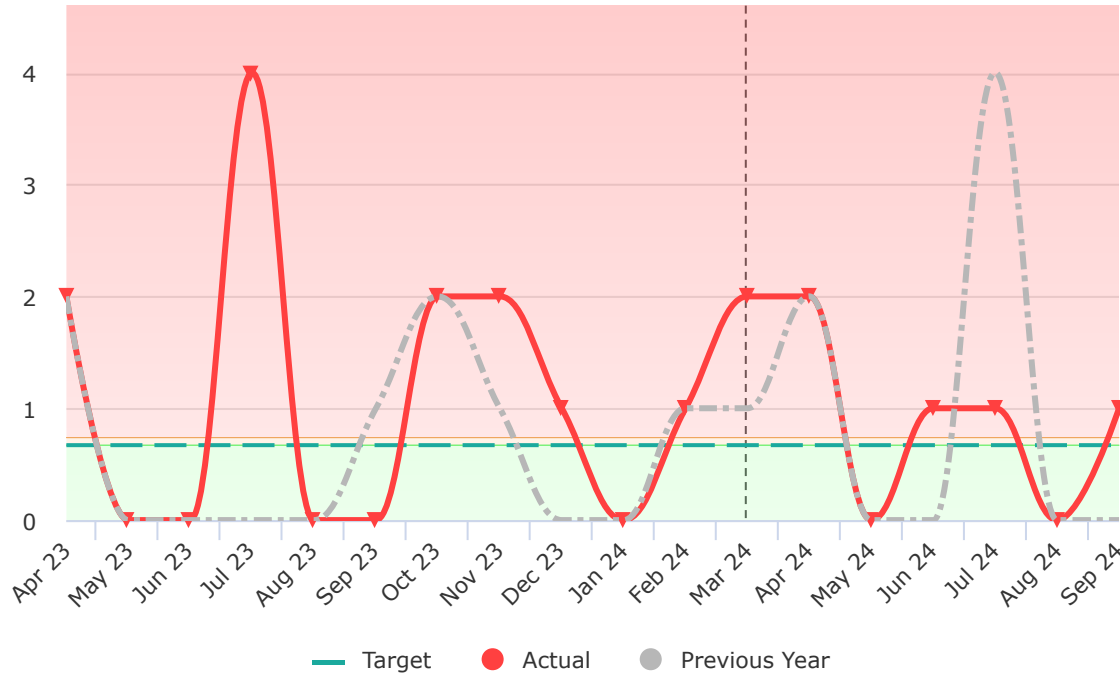
Reduction Target:

Green < 8
Amber 9
Red > 9

RAG Status - Red

Service Owner:

Doug Marshall
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	2	0	0	5

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

There were 2 RIDDOR reportable incidents in Q2 2024/25, which compares with the 4 recorded in the same period last year.

1 > 7 day absence: Slip, trip, fall at an operational incident when walking over waste ground.

1 > 7 day absence: Slip, trip, fall at an operational incident when acting as banks person for vehicle. This aggravated a pre-existing condition.

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 Q2

Reduction Target:

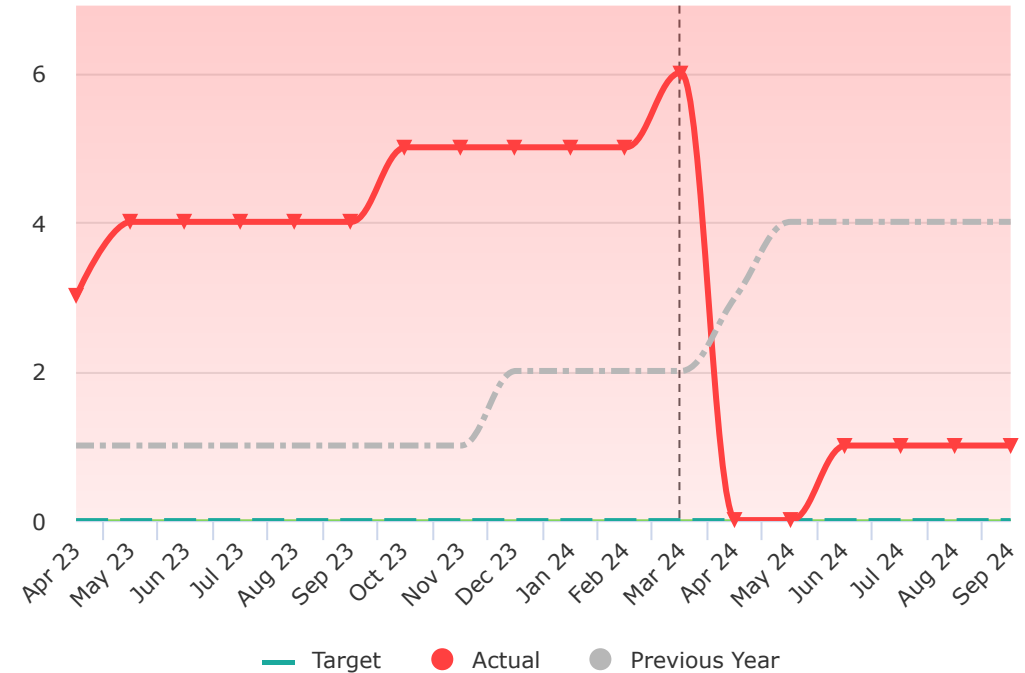
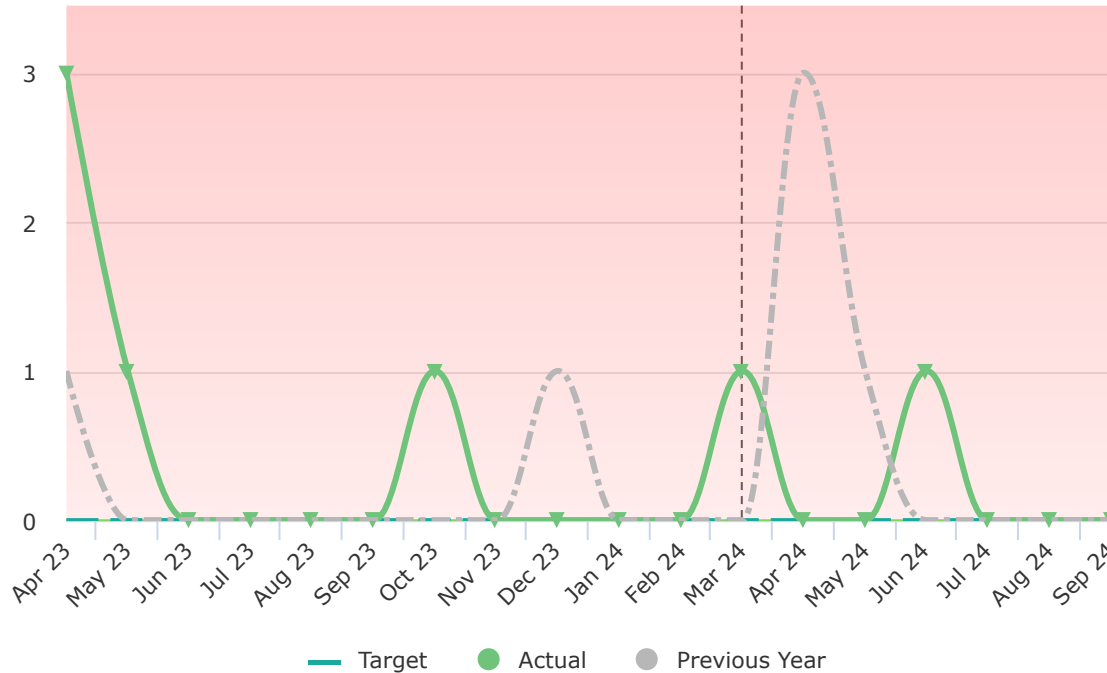
Green < 0
Amber N/A
Red > 1

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 Projection - 3

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_041 – Percentage of AFAs at medium risk property types

AFAs attended at medium risk property types.

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80 at end of Q2

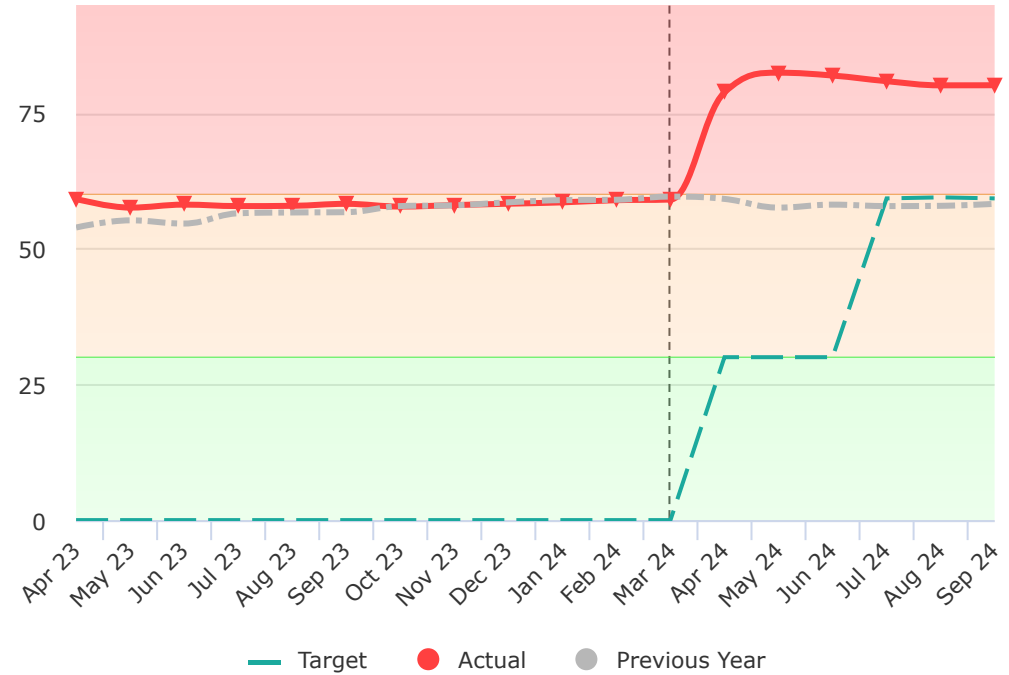
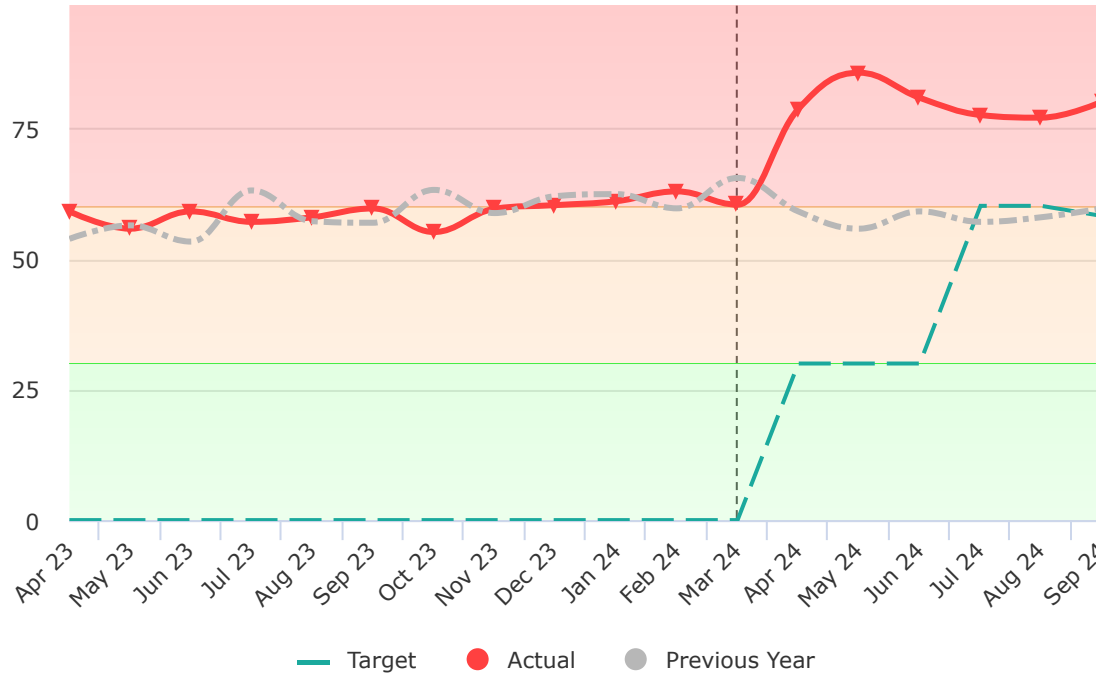
Reduction Target:

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%	61.5%	59.0%
2024/2025	81.9%	78.4%	80.7%		80.2%

Commentary and Actions (Treat or Tolerate): Annual Projection - 80

There were 1,033 AFAs attended in medium risk premises to the end of Q2 2024/25 (997 for the same period in the previous year).

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)