

West Sussex Fire and Rescue Service Performance Report Quarter 2 2024/25

Deputy Chief Fire Officer

Matt Cook

Contents

	Page
Report Overview	3
Cabinet Member Summary	4
Chief Fire Officer Summary	5
Performance Summary	6
Performance Dashboard	7-8
Areas of Significant Improvement and Success	9-14
Selected Focus Measures – Red and Amber Status	15-21



Strategic Performance Board Quarterly Report

Quarter 2 2024-2025

The aim of the Quarterly Performance Report is to summarise how West Sussex Fire & Rescue Service/Directorate has performed over the previous three months and to capture how performance contributes cumulatively to the year-end performance outcomes.

The report retrospectively presents information from the Performance and Assurance Framework (PAF) including the core measures and targets for the year which are current at the time of publishing. The report contains performance across the four elements of the PAF, namely Service Provision, Corporate health and where appropriate, Priority Programmes and Risk.

The explanations, mitigations and actions contained within this report are those endorsed by the Service Executive Board (SEB).

This report covers data from the period of 1st July – 30th September 2024.

Cabinet Member Summary



Firstly, I would like to take this opportunity to express my sincere thanks to Mark Andrews (Deputy Chief Fire Officer) and Peter Rickard (interim Deputy Chief Fire Officer) for their outstanding hard work, dedication, and enthusiasm for the West Sussex Fire and Rescue Service. Both Mark and Peter have now left the service and we are grateful for the invaluable contributions they made during their time with us.

Quarter two saw Platinum House Training Centre and Fire Station honoured to be named the "Building Project of the Year over £20 million" at the SECBE Constructing Excellence awards ceremony. This achievement came despite tough competition from several other major construction projects across London and the South-East, speaks volumes about the quality of work that has gone into this project.

In addition, we have seen the successful roll-out of the wider County Council's decarbonisation programme across the stations. Notably, Steyning Fire Station has benefited from the installation of air source heat pumps, solar panels, and enhanced insulation to both the walls and roof. These improvements not only help to reduce our carbon footprint but also contribute to the County Council's ambitious goal of becoming a carbon-neutral and climate-resilient organisation by 2030.

In October 2024, just outside of the performance period, WSFRS received its HMICFRS inspection report following Tranche 3 which was inspected in the Spring 2024. This will be covered under a separate report within the December Fire & Rescue Service Scrutiny meeting.

Chief Fire Officer Summary



It has been a particularly busy summer for us operationally, we have had a packed calendar of events, including a number of fire station open days and we were delighted to welcome a new cohort of Retained Firefighters to the service. The service also led a joint training exercise with the HM Coastguard at Chichester Marina, marking another important milestone in our partnership work as well as we commemorating Emergency Services Day. For the second consecutive year, we ran our harvest safety campaign, providing vital advice, guidance, and support to those living and working in rural areas. This ongoing initiative aims to help them better protect themselves, their families, and their businesses from the risk of fire.

In August the HMICFRS published a report on the handling of misconduct within fire and rescue services. The report focuses on several areas, including the culture in fire and rescue services, the extent to which services are identifying misconduct, the effectiveness of misconduct processes, and how we share lessons learned. While the report is directed at the sector as a whole and not specifically at West Sussex, it has set out 15 new recommendations for services to achieve. Since the publication of HMICFRS's 2023 spotlight report, we have made significant progress to establish programmes of work that directly address the 35 recommendations within that report to support our staff, most notably DBS checks and 360 degree feedback.

Quarter 2 saw Deputy Chief Fire Officer Matt Cook join the service from Oxfordshire Fire & Rescue, shortly later followed by the appointment of Gary Ball as the Assistant Chief Fire Officer and Sabrina Nemorin-Noel taking on the temporary enabling role, we look forward to the positive impact they will have as we continue to strengthen our team.

Performance Summary

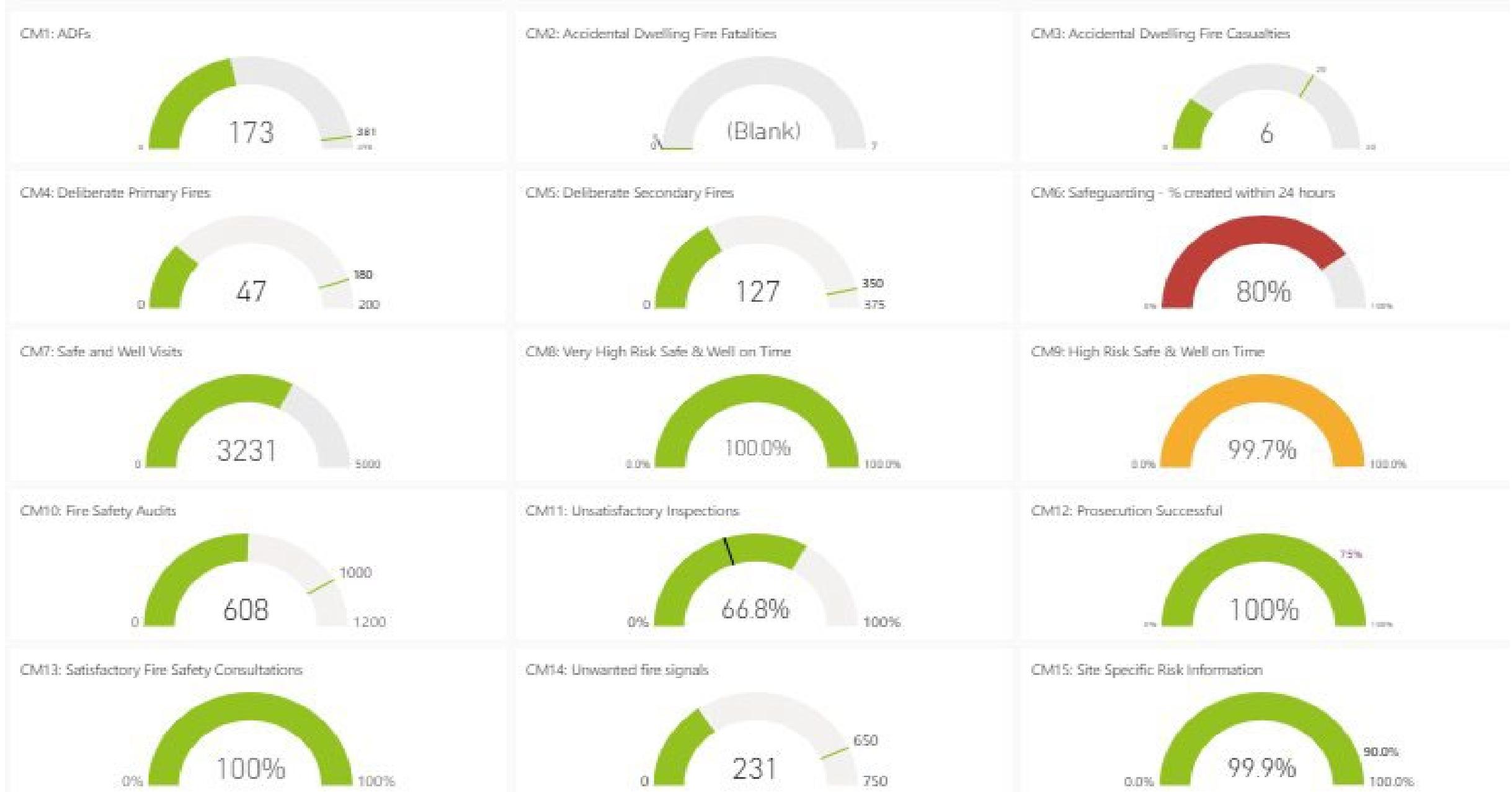
Of the 30 measures, 24 had a GREEN status, 2 were AMBER and 4 were RED.

Last quarter's only RED measure (RDS availability) has shown a further decline in performance, whilst last quarter's only AMBER measure (Immediate Response Crewing availability) has shown a small improvement. Neither measure has changed status.

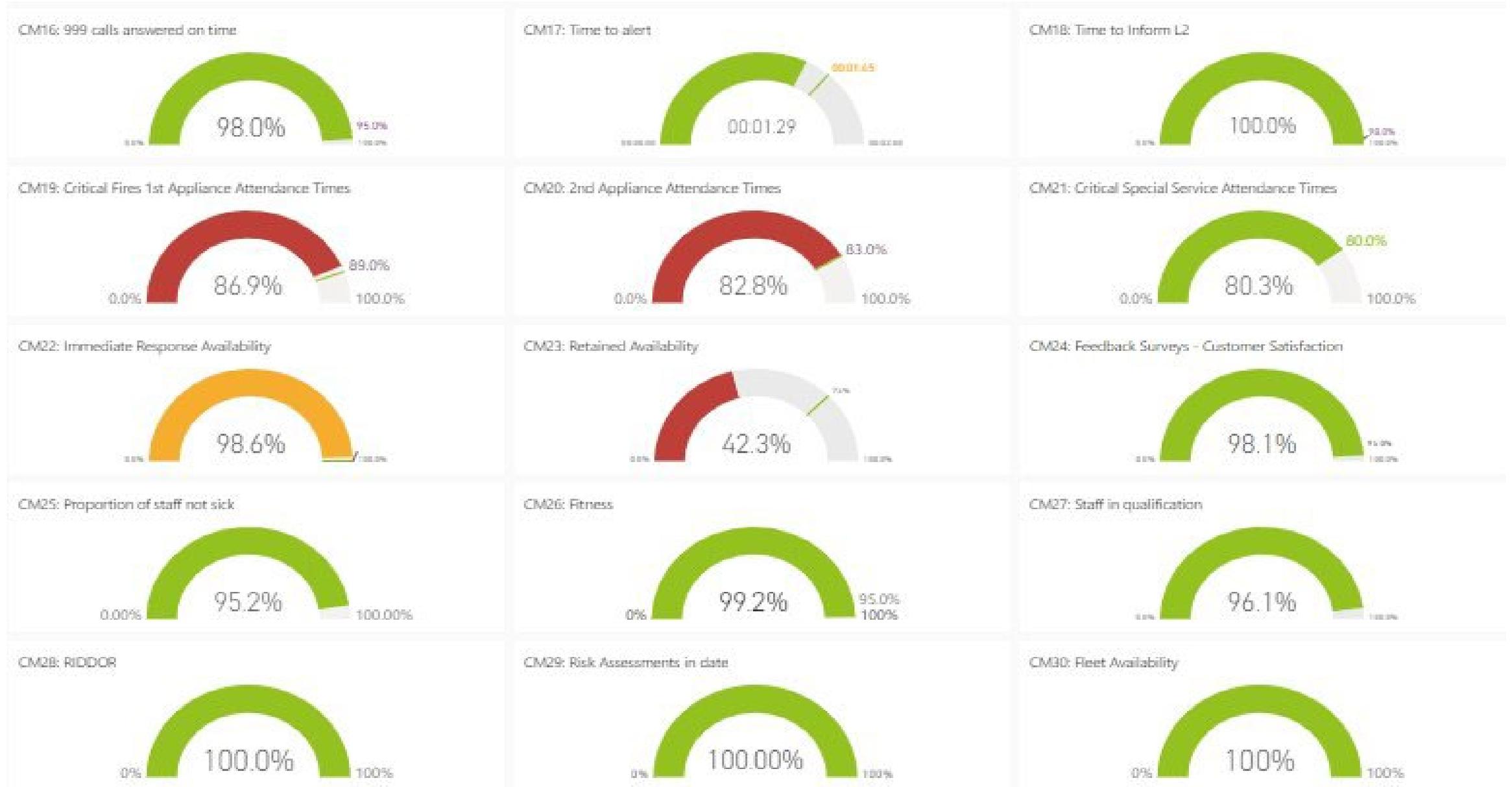
Of the 20 comparable measures that were GREEN last quarter, 12 measures showed a decline in performance and 1 a slight improvement. Four measures moved from GREEN to RED status.

There have been no fatal or series injuries resulting from fires in Q2.

Performance Summary for all core measures at the end of Quarter 2 (1 of 2):



Performance Summary for all core measures at the end of Quarter 2 (2 of 2):



Areas of Significant Improvement and Success

Quarter 2

(1st July – 30th September 2024)

Significant Improvement and Success

The Performance and Assurance Framework of which this report is a part of, has continued to demonstrate fire and rescue service performance and provide assurance to members and the public.

Quarter 2 saw sustained good performance in many areas, with the following measures showing particular success:

- CM7 Number of Safe and well visits delivered to those households containing at least 1 person with at least 1 vulnerability or risk factor
- CM8 Very high risk safe and well visit referrals contacted within 1 working day
- CM10 Number of Fire Safety Order regulated buildings having received an audit
- CM11 Percentage of Unsatisfactory fire safety audits

Core Measure 7: Number of safe and well visits (SWVs) delivered to those households containing at least 1 person with at least 1 vulnerability or risk factor.

3231 delivered by end of Q2 2024-25

Year End Forecast GREEN

Number of SWVs delivered to those who are at risk of dying or being injured in the event of a dwelling fire over a year period starting from April. This includes very high, high and medium risk individuals and those low risk individuals with a vulnerability or a fire risk. Home safety interventions are shown here for information and include all low risk safe and well visits where there are no vulnerabilities and instances where we have supplied/fitted equipment.

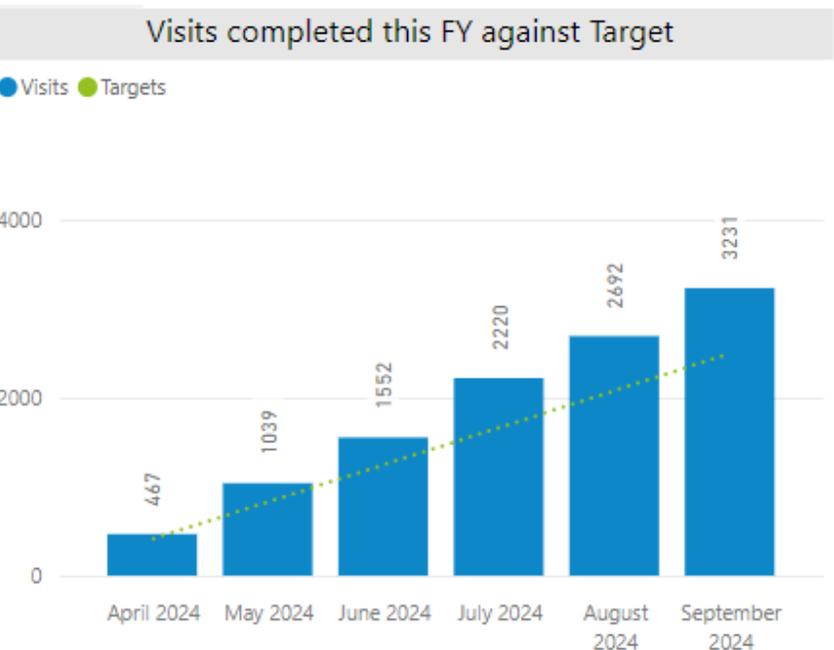
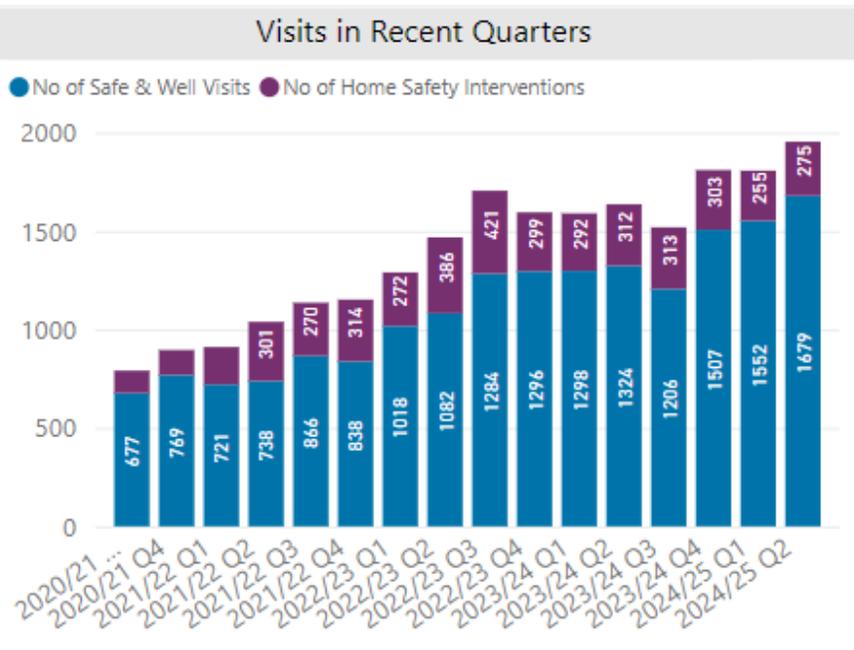
Annual Target:
 >=5000 Green
 4800-4999 Amber
 <4800 Red

Service Owner:
Nathan Cross
 Area:
Prevention

Visits by FY		
Financial Year	Visits	Rate per1000
2018/19	4175	4.83
2019/20	4669	5.4
2020/21	2998	3.47
2021/22	3355	3.88
2022/23	4680	5.3
2023/24	5335	6

National Average: 1 SWV delivered per 1000 in 21/22
2 HFSCs per 1000 population in 21/22

**Visits prior to 21/22 were assessed against a different criteria for high or very high risk*



More Information

Commentary
 In Quarter 2 a total of 1,679 Safe and Well Visits were completed. This is the highest number of Safe and Well Visits completed in a single quarter by the service. An additional 275 Home Fire Safety Interventions were also completed by the service.

Actions
 Tolerate and monitor: We continue to support referrals and requests for Safe and Well Visits through our partnerships and through local initiatives promoting them. We use data to target those who are most at risk of being injured or dying in a fire and will prioritise them for a Safe and Well.

Core Measure 8: Very high risk safe and well visit referrals contacted within 1 working day

100% in Q2 2024-25

Year End Forecast GREEN

The percentage of safe and well visit referrals for individuals assessed as very high risk (including where there has been a threat or incidence of arson) contacted within 1 working day. Target is 100% completed on time.

Annual Target:
100% Green
98%-99.9% Amber
<98% Red

Service Owner:
Nathan Cross
Area:
Prevention



100.00%
On Time FY

i More Information

Commentary
In Quarter 2 there were 3 customers who were assessed as having a very high level of fire risk, 100% were contacted within 1 day and offered a visit.

Actions
Tolerate and monitor: Customers with very high levels of fire risk will continue to be a priority. Our processes for responding to those most in need are well established and we will continue to monitor performance through our quality assurance and evaluation frameworks.

Core Measure 10: Percentage of FSO regulated buildings having received an audit

608 completed by end of Q2 2024-25

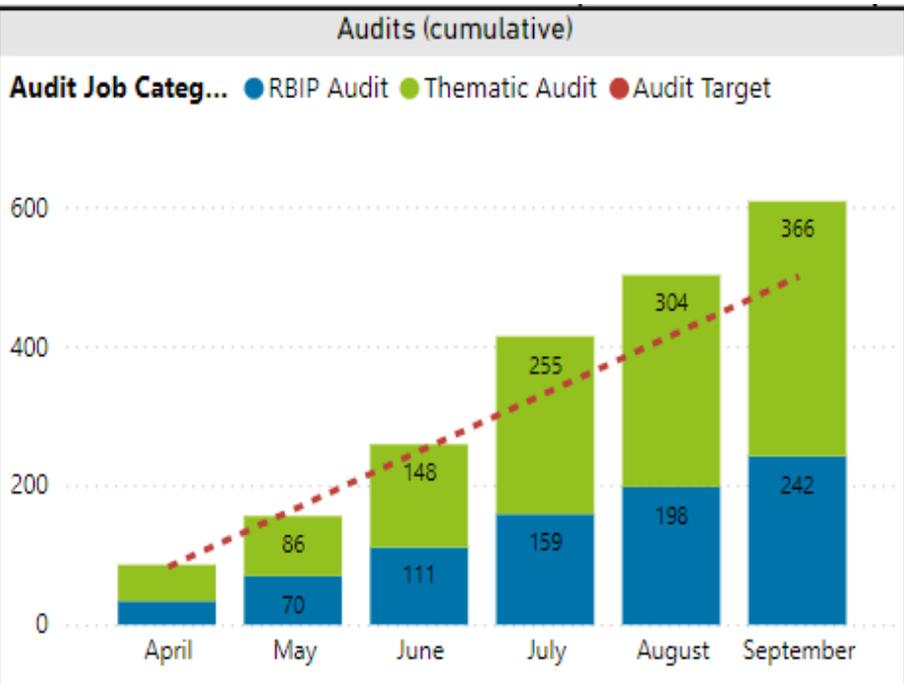
Year End Forecast GREEN

There are approximately 35,000 Fire Safety Order regulated buildings in West Sussex. This measure examines the total number of audits of these buildings undertaken in a year starting in April, under the Risk Based Inspection Programme (RBIP). The RBIP is a combination of the activities on specific risk premises, thematic risks and IRMP work and at the core of the RBIP is a regular inspection program for known sleeping risks.

Annual Target:
1000 Green
850-999 Amber
>850 Red

Service Owner:
Dave Bray
Area:
Protection

Financial Year	Audits	Fire Safety Checks	Audits per 100 premises
⊕ 2020/21	137		0.0
⊕ 2021/22	797	182	0.0
⊕ 2022/23	1009	524	2.9
⊕ 2023/24	1041	769	2.9
⊕ 2024/25	608	384	0.0



National Average: 2 Audits per 100 premises in 21/22

Last Refresh Date: 14/11/2024

[More Information](#)

Commentary
Quarter 2 performance has been extremely strong, recording more fire safety audits having been conducted than in any other quarter since current records began. This equates to the Service being over 100 audits ahead of where we would expect to be at the half-way point of the performance year.

Actions
Tolerate: Whilst the number of audits that have been undertaken in quarter 2 is satisfactory, the percentage of audits being undertaken from the Risk Based Inspection Programme has fallen slightly to 60%. This is to be expected based upon the reduction of Fire Safety Regulators that we currently have who are qualified to audit higher risk premises. We will continue to monitor this element of our performance closely.

Core Measure 11: Percentage of Unsatisfactory fire safety audits

66.8% in Q2 2024-25

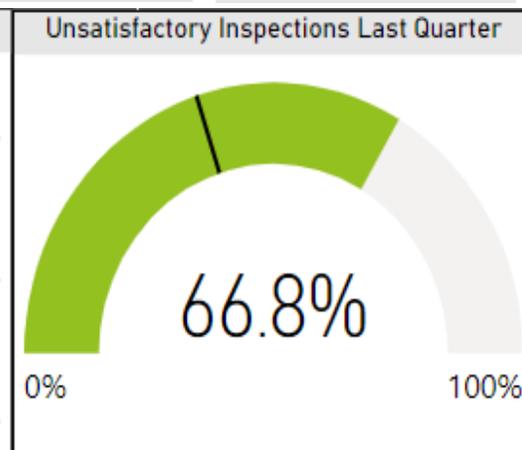
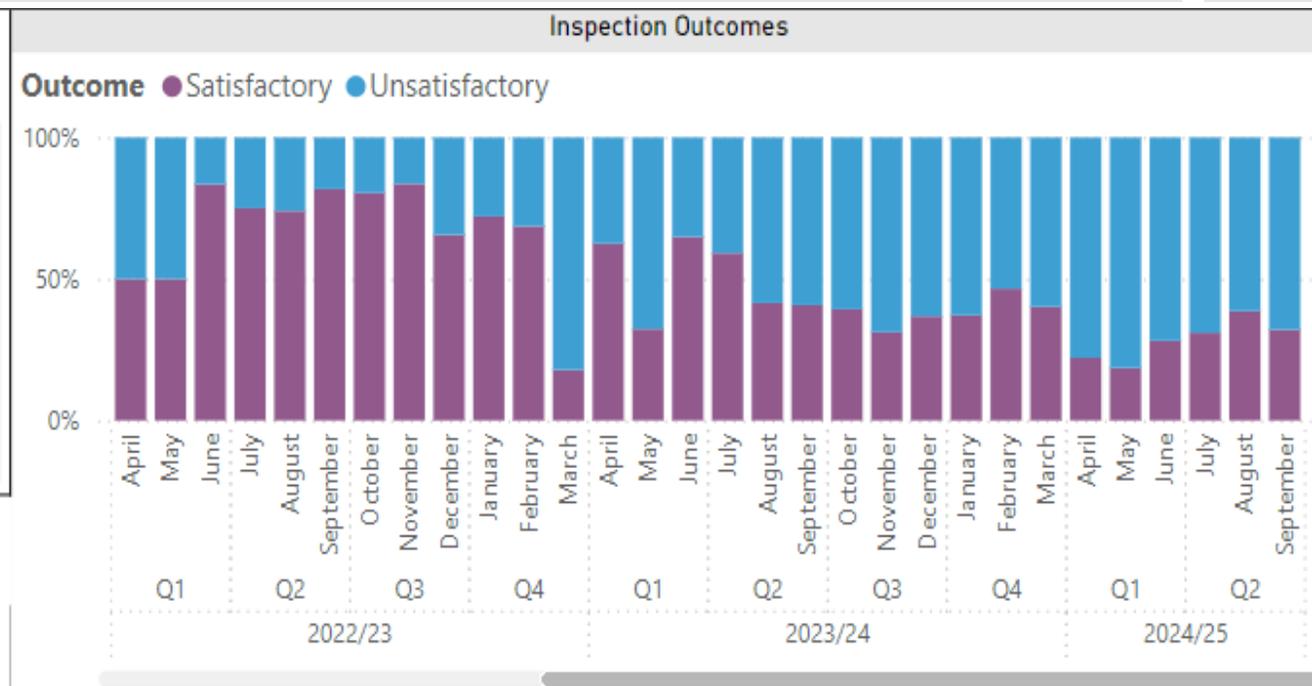
Year End Forecast GREEN

The percentage of fire safety inspections in which the inspector found a deficiency in the safety arrangements of that premises. Inspectors aim to focus inspections only on those premises which have inadequate fire safety arrangements. An inspection is Unsatisfactory if the premises is found to be Non-compliant.

Annual Target:
 >40% Green
 35%-39.9% Amber
 <35% Red

Service Owner:
Dave Bray
 Area:
Protection

Financial Year	Satisfactory	Unsatisfactory	Total
2022/23	71.3%	28.7%	100.0%
2023/24			
Q1	54.9%	45.1%	100.0%
Q2	45.8%	54.2%	100.0%
Q3	35.9%	64.1%	100.0%
Q4	41.4%	58.6%	100.0%
2024/25			
Q1	23.6%	76.4%	100.0%
Q2	33.2%	66.8%	100.0%



National Average: 35% unsatisfactory Audits in 21/22

Last Refresh Date
14/11/2024

Commentary
 The level of unsatisfactory audit outcomes remains considerably above the national average, at 70.9% for the year to date. In quarter 2 this was 66%, compared to 52.9% for the same period last year. Therefore this demonstrates our effectiveness as a Regulatory Authority, ensuring that the communities and working public of West Sussex have fire safe buildings in which to work, shop and visit.

Actions
 Tolerate: We will continue to use our regulatory powers effectively to drive down risk and aid the education of business operators to become compliant with the requirements of the law. We will also continue to ensure that we are prioritising our inspections in those premises that are likely to pose the greatest risk to relevant persons.

Selected Measures (Red and Amber Status)

Quarter 2

(1st July – 30th September 2024)

Selected Measures (Red and Amber Status)

The following red and amber measures have been selected for examination by the Scrutiny Committee:

- CM6 Safeguarding referrals made to Social Care colleagues in West Sussex County Council within 24 hours of discovery
- CM19 Critical Fires – First Appliance Attendance
- CM20 Critical Fires – 2nd Appliance Attendance
- CM23 Adequate crewing on all retained frontline fire engines (based on 24/7 crewing)
- CM9 High Risk safe and well visit referrals contacted within 7 working days

Core Measure 6: Safeguarding referrals made to Social Care colleagues in West Sussex County Council within 24 hours of discovery

80% at the end of Q2 2024-25

Year End Forecast RED

Safeguarding referrals made to Social Care colleagues in West Sussex County Council within 24 hours of discovery over a year period starting from April. To ensure that safeguarding referrals are made in a timely manner for the protection of individuals considered at risk in West Sussex. This is the time taken from the Duty Officer or Safeguarding Coordinator being made aware of a safeguarding case, to the referral being made to the local authority.

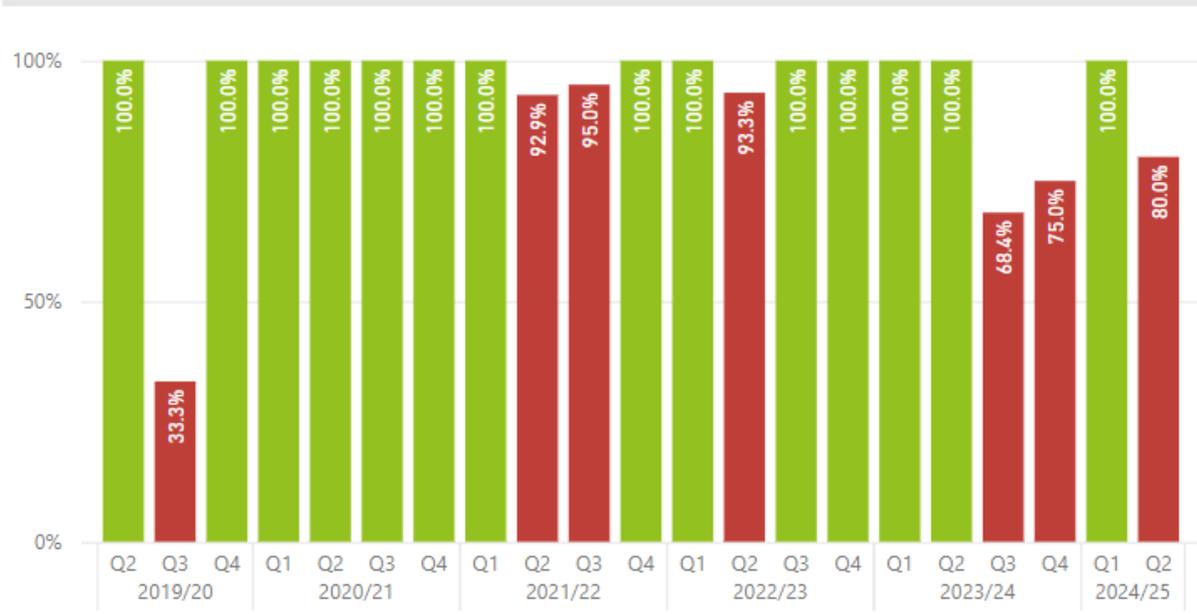
Annual Target:
100% Green
98% - 99.9% Amber
<98% Red

Service Owner:
Nathan Cross
Area:
Prevention

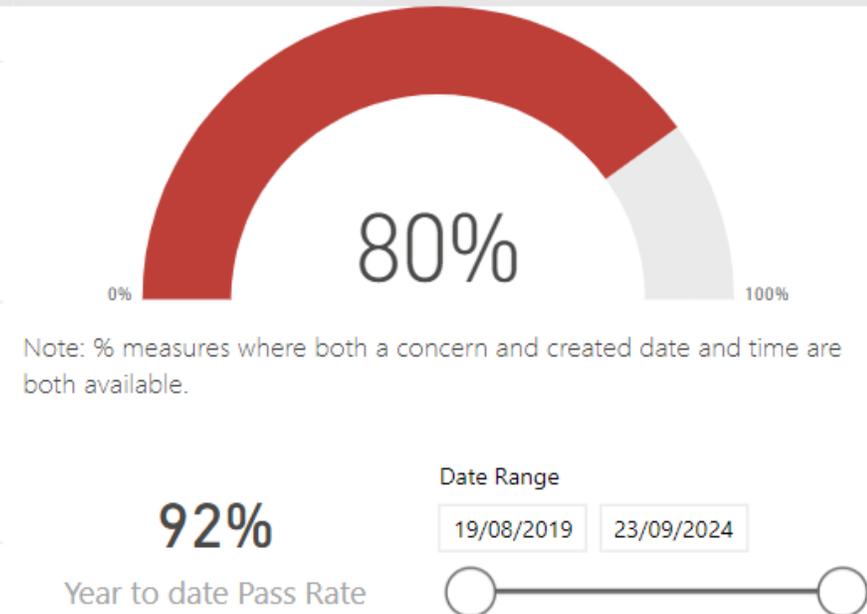
Safeguarding Process by Date Created

FY	In time	Out of time	Total
2019/20	15	4	19
2020/21	53	0	53
2021/22	51	2	53
2022/23	50	1	51
2023/24	42	8	50
2024/25	22	2	24
Q1	14	0	14
Q2	8	2	10
Total	233	17	250

Safeguarding created withing 24 Hours of concern by FY Quarter



Safeguarding Created within 24 Hours of Concern Last Quarter



Commentary
A total of 10 safeguarding referrals were made in Quarter 2. 8 were submitted within 24 hours.

Actions
Treat: The new Standard Operating Procedure is due to be published imminently which clarifies the 24 hour requirement to all staff. This will be supported by extensive communications. We are currently adjusting our reporting processes to accommodate the new referral system implemented by Adult Social Care.

Core Measure 19: Critical Fires – First Appliance Attendance

86.9% for Q2 2024-25

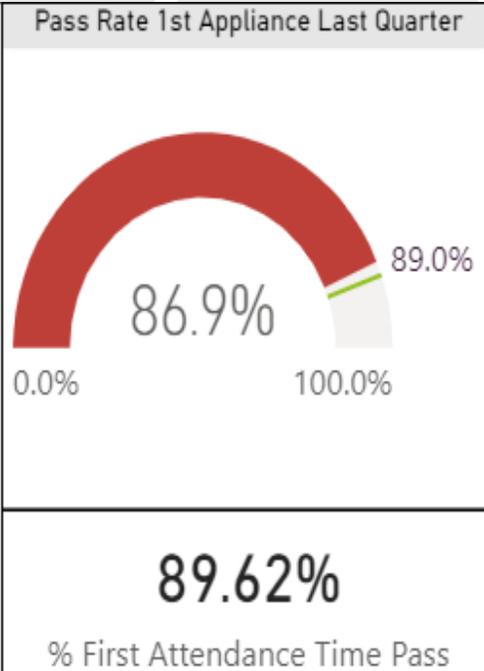
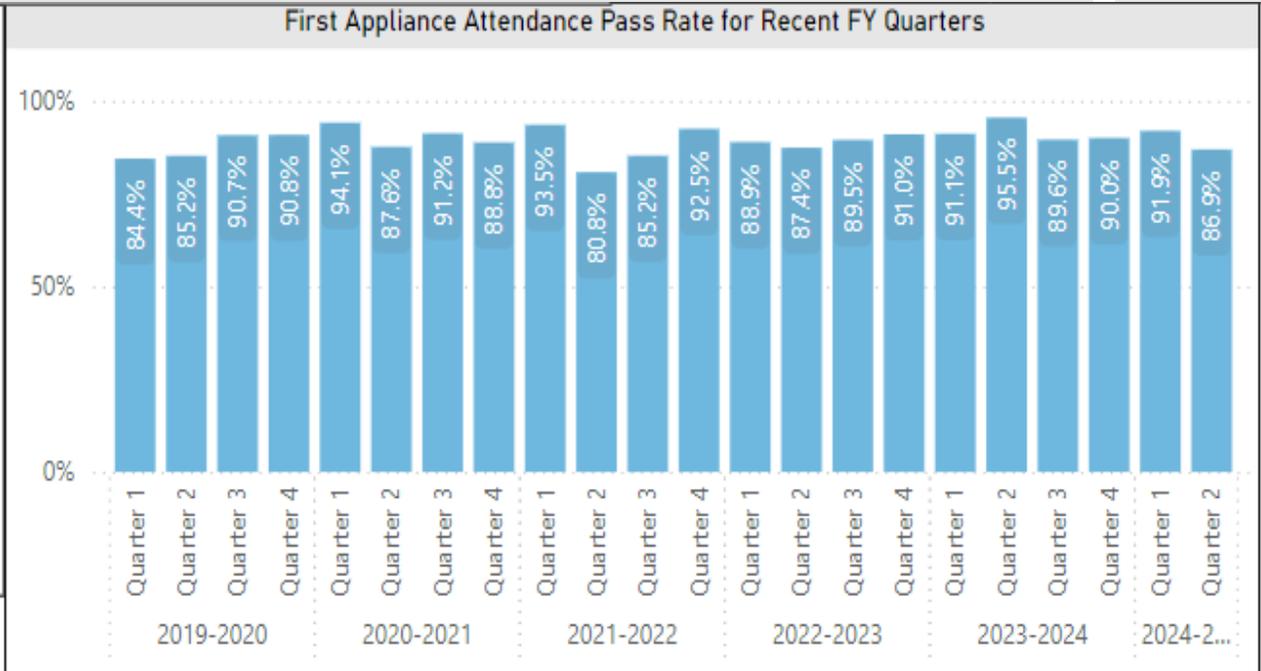
Year End Forecast GREEN

West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the first fire engine arrives at an emergency incident within the target number of minutes from the time the emergency call was answered.

Target:
8 min to a very high risk, 10 to a high, 12 to a medium and 14 to a low. 89% Target for Green

Service Owner:
Andy Piller
Area:
Service Delivery

Financial Year	Very High	High	Medium	Low	Total
2015-2016	100.00%	86.27%	86.39%	90.11%	88.10%
2016-2017	75.00%	87.88%	84.84%	90.08%	87.08%
2017-2018	0.00%	100.00%	89.19%	89.49%	90.09%
2018-2019	0.00%	93.10%	89.96%	86.82%	88.67%
2019-2020	0.00%	100.00%	88.05%	85.84%	87.55%
2020-2021	0.00%	92.31%	87.32%	93.19%	90.46%
2021-2022	0.00%	100.00%	87.56%	88.24%	88.07%
2022-2023	0.00%	100.00%	88.24%	89.70%	89.18%
2023-2024	0.00%	100.00%	91.04%	91.73%	91.44%
2024-2025	0.00%	0.00%	86.79%	90.77%	89.62%
Total	78.57%	92.44%	87.93%	89.58%	88.92%



i Table of Incidents **i** Map & Station Group

Commentary
Performance for the quarter has fallen below target for the first time in eight quarters. Our commitment to achieving high service delivery standards will always remain and crews continue to actively participate in fire safety initiatives identified in their Local Risk Management Plans. Historically, performance against this measure has often dipped in Q2 and increases again in Q3. There has been a reduction in RDS availability this quarter, which is a contributing factor to the decline in performance of this measure.

Actions
Treat: Increase awareness and sharing of the performance data at a local level through the Service Delivery Governance meetings and continue to deliver Local Risk Management Plans focussing on the areas of risk, utilising data platforms available.

Core Measure 20: Critical Fires – 2nd Appliance Attendance

**82.8% for Q2
2024-25**

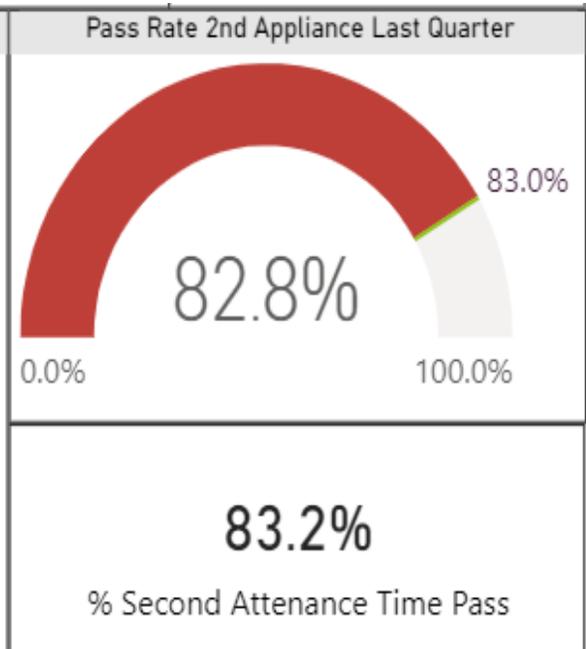
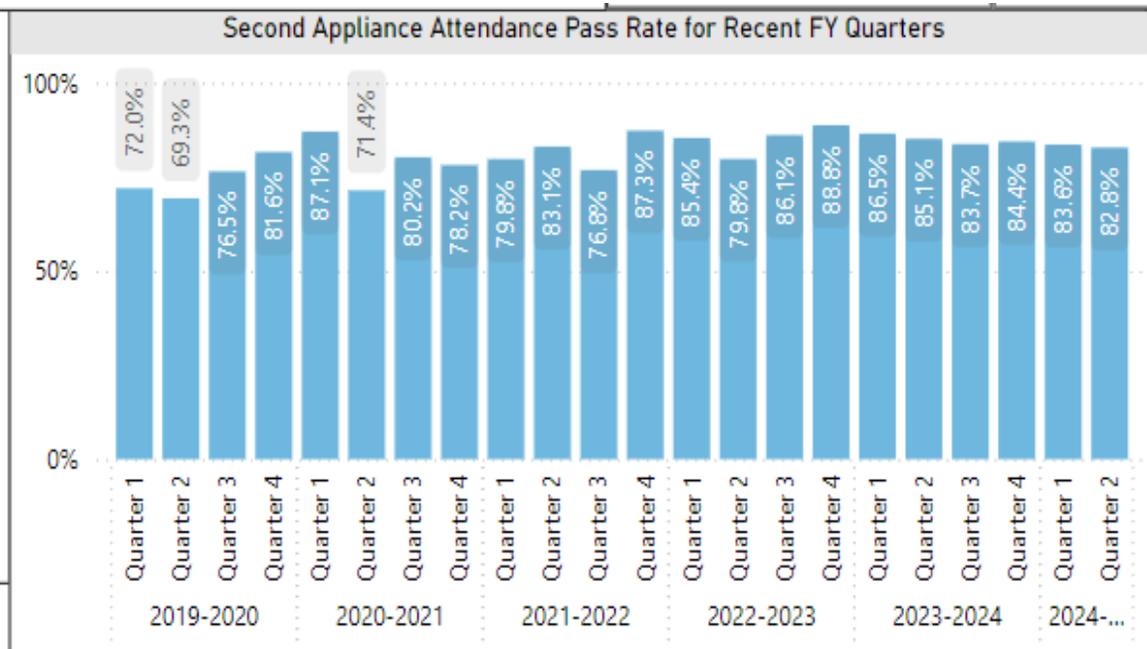
**Year End
Forecast
GREEN**

West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the second fire engine arrives at an emergency incident the target number of minutes from time the emergency call was answered.

Target:
11 mins to a very high risk,
13 to a high, 15 to a
medium and 17 to a low
83% target for green

Service Owner:
Andy Piller
Area:
Service Delivery

Financial Year	Very High	High	Medium	Low	Total
2015-2016	100.00%	86.49%	74.07%	76.96%	76.56%
2016-2017	72.73%	71.79%	75.11%	81.76%	77.19%
2017-2018	0.00%	86.21%	79.07%	79.82%	79.87%
2018-2019	0.00%	70.00%	77.20%	80.90%	78.52%
2019-2020	0.00%	86.67%	77.02%	71.26%	74.64%
2020-2021	0.00%	100.00%	81.13%	76.61%	79.23%
2021-2022	0.00%	100.00%	78.67%	83.80%	81.29%
2022-2023	0.00%	50.00%	80.13%	89.88%	84.83%
2023-2024	0.00%	0.00%	82.64%	86.81%	84.97%
2024-2025	0.00%	0.00%	75.68%	86.36%	83.20%
Total	75.00%	80.39%	78.02%	81.07%	79.58%



i Table of Incidents **i** Map & Station Group

Commentary
Our performance for the quarter has fallen below target for the first time in eight quarters. There has been a reduction in our RDS availability which may be a contributing factor to the decline in performance. Our commitment to achieving high service delivery standards will always remain and crews continue to actively participate in fire safety initiatives identified in their Local Risk Management Plans.

Actions
Treat: Increase awareness and sharing of the performance data at a local level through the Service Delivery Governance meetings and continue to deliver Local Risk Management Plans focussing on the areas of risk, utilising data platforms available.

Core Measure 23: Adequate crewing on all retained frontline fire engines (based on 24/7 crewing)

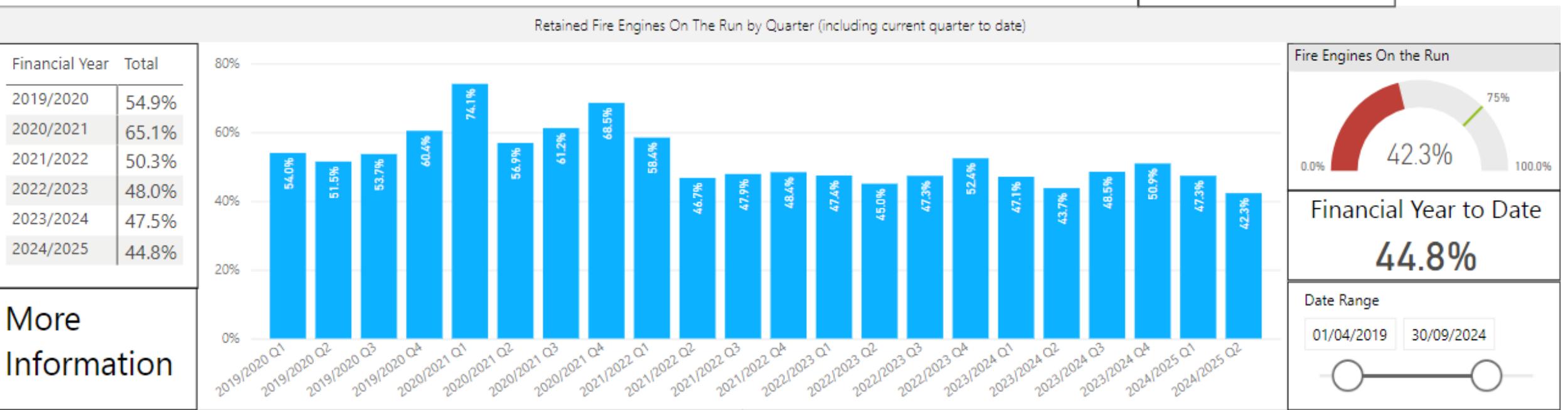
42.3% at the end of Q2 2024-25

Year End Forecast RED

Retained frontline fire engines are crewed mainly by on-call fire fighters who are based at stations in more rural locations and, when they receive the call via their pagers, leave their place of work or home and attend emergencies from the local retained station. Four qualified people are required on a frontline fire engine to ensure safety. This measure examines the percentage of hours where there are sufficient minimum qualified fire fighters (4 personnel) on retained fire engines.

Target:
75% - 100% Green
65% - 74% Amber
<65% Red

Service Owner:
Andy Piller
Area:
Service Delivery



More Information

Commentary
In Q2 the availability for RDS (Retained Duty System) has decreased from the previous quarter. Compared to Q2 of 2023 and 2022 there is a marginal decrease in availability, with the performance achieved despite being 14% under established across the RDS authorised establishment. Proactive and innovative media campaigns are being explored to tackle the establishment levels, led by the Retained managers to address the shortfalls - these activities will assist in recruitment and retention thus supporting crewing arrangements and maximising availability.

Actions
Treat: The CRMP commitment of the RDS 3.5 project has commenced engaging with stakeholders to maximise retained availability in the strategic geographical areas aligning to the community risk maintaining response standards.

Core Measure 9: High Risk safe and well visit referrals contacted within 7 working days

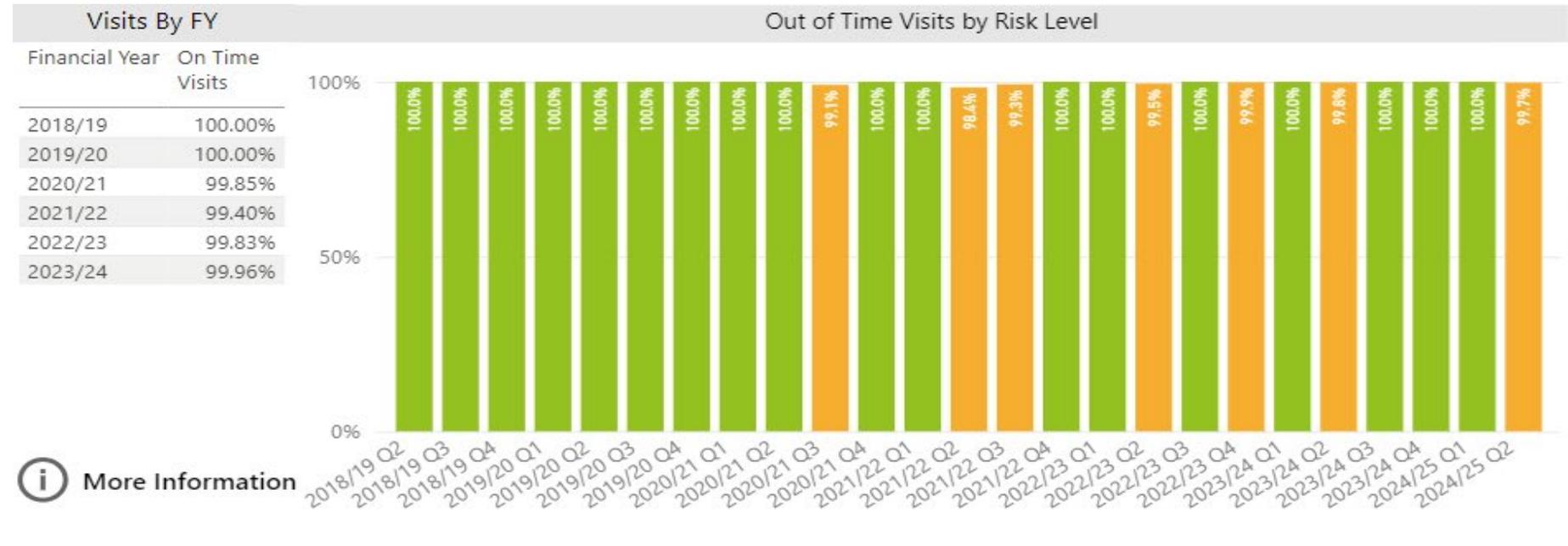
99.7% Q2 2024-25

Year End Forecast AMBER

The percentage of safe and well visit referrals for individuals assessed as high risk of dying or being injured in the event of a dwelling fire, contacted within 7 days. This measure excludes referrals for whom contact has been attempted but the individual is not living in their own home at the time of referral (e.g. hospital stay). Such individuals will be contacted after they return home.

Annual Target:
100% Green
98%-99.9% Amber
<98% Red

Service Owner:
Nathan Cross
Area:
Prevention



Financial Year	On Time Visits
2018/19	100.00%
2019/20	100.00%
2020/21	99.85%
2021/22	99.40%
2022/23	99.83%
2023/24	99.96%

[More Information](#)

Commentary
A total of 772 customers were identified as having a high level of fire risk. 99.7% were contacted within 7 days and offered a visit.

Actions
Tolerate and monitor: Customers with very high levels of fire risk will continue to be a priority. Our processes for responding to those most in need are well established and we will continue to monitor performance through our quality assurance and evaluation frameworks. Where mistakes are identified we will engage with those staff members to help develop their understanding.