

# West Sussex Fire and Rescue Service Performance Report Quarter 3 2024/25

Deputy Chief Fire Officer  
Matt Cook

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# Strategic Performance Board Quarterly Report

## Quarter 3 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 1<sup>st</sup> October – 31<sup>st</sup> December 2024.

# Cabinet Member Summary

In October of quarter 3, the service launched the Community Risk Management Plan (CRMP) public questionnaire. The Service has a statutory duty to prepare a CRMP that sets out the steps the service will take to prevent emergency situations from arising, as well as the measures in place to respond to emergency situations. The questionnaire is part of the early stages of planning for the new CRMP 2026–2030 and will ensure we have the public view of the risks and challenges that exist within our county. This allows us to plan for the future to ensure that we have the right resources in the right place at the right time to help keep the public safe.

It was also in October 2024 that WSFRS received its HMICFRS inspection report following the inspection that took place earlier in the Spring. The report, which was an additional focus of the previous Fire & Rescue Service Scrutiny Committee meeting in December, recognised the huge amount of progress and improvements that the service had made, and I am extremely pleased to see continued good performance this quarter.



# Chief Fire Officer Summary

As well as the launch of the public CRMP questionnaire, quarter three has seen a focus on several other projects within West Sussex Fire and Rescue Service.

Most notably is the preparation of the key decisions and contract award in relation to Breathing Apparatus and ancillary equipment (BA). WSFRS are leading an aggregated procurement to standardise BA on behalf of the 4F Group consisting of West Sussex Fire and Rescue Service, East Sussex Fire Authority, Surrey Fire and Rescue Service and Kent and Medway Fire and Rescue Authority. The completion of the procurement process will see the contract for the purchase of this equipment awarded to the bidder submitting the most economical and technologically suitable tender, following extensive practical evaluation processes by 4F leads in Quarter 4.

Another key project is the procurement of six new fire engines. WSFRS has a rolling programme of fleet replacement and proposes to replace four appliances over twenty years old and a further two that are sixteen years old. The Cabinet Member for Community Support, Fire and Rescue will be asked to agree the commencement of a procurement and delegate authority to the Chief Fire Officer to award the contract(s) in quarter 3 2024.

# Performance Summary

Of the 30 measures, 26 had a GREEN status, 2 were AMBER and 2 were RED.

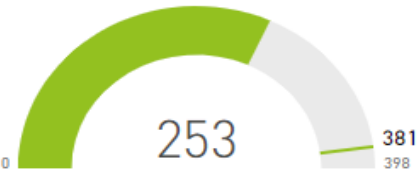
Of the 4 measure that were RED last quarter (safeguarding concerns reported within 24hours, first and second attendance to critical fires, RDS availability) all have shown an improvement in performance, with the 2 attendance measures moving to GREEN status.

Both of last quarter's AMBER measures (high risk Safe and Well Visit referrals contacted on time and Immediate Response Crewing availability) remained AMBER with the same levels of performance.

Of the 16 comparable measures that were GREEN last quarter, 3 measures showed a decline in performance and 2 an improvement. No measures changed status.

# Performance Summary for all core measures at the end of Quarter 3 (1 of 2):

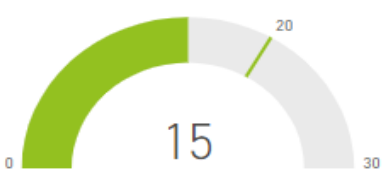
CM1: ADFs



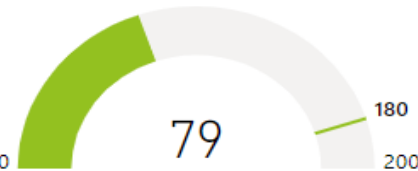
CM2: Accidental Dwelling Fire Fatalities



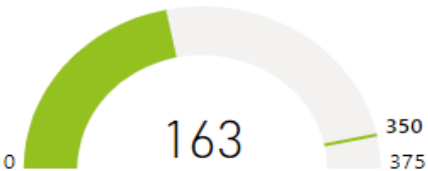
CM3: Accidental Dwelling Fire Casualties



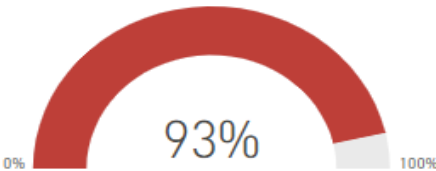
CM4: Deliberate Primary Fires



CM5: Deliberate Secondary Fires



CM6: Safeguarding - % created within 24 hours



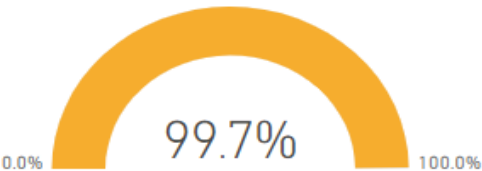
CM7: Safe and Well Visits



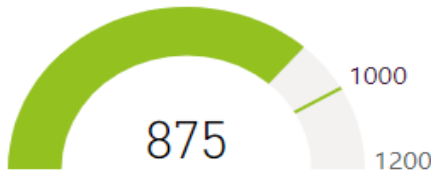
CM8: Very High Risk Safe & Well on Time



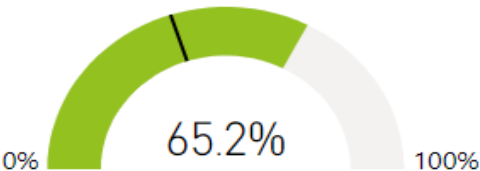
CM9: High Risk Safe & Well on Time



CM10: Fire Safety Audits



CM11: Unsatisfactory Inspections



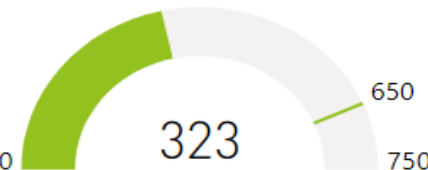
CM12: Prosecution Successful



CM13: Satisfactory Fire Safety Consultations



CM14: Unwanted fire signals



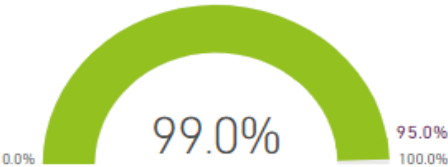
CM15: Site Specific Risk Information



Performance Summary for all core measures at the end of Quarter 3 (2 of 2):

CM16: 999 calls answered on time

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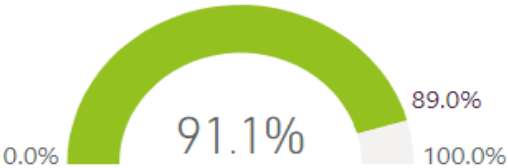
CM17: Time to alert



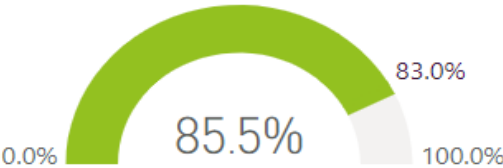
CM18: Time to Inform L2



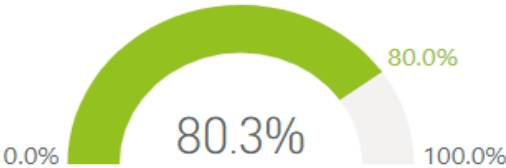
CM19: Critical Fires 1st Appliance Attendance Times



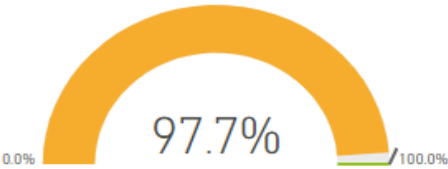
CM20: 2nd Appliance Attendance Times



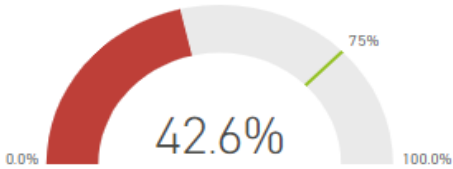
CM21: Critical Special Service Attendance Times



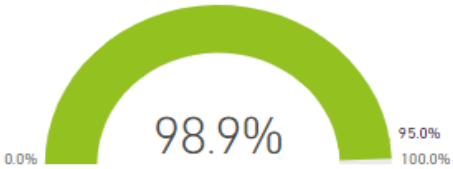
CM22: Immediate Response Availability



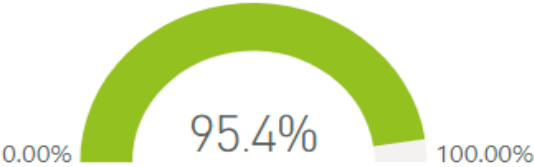
CM23: Retained Availability



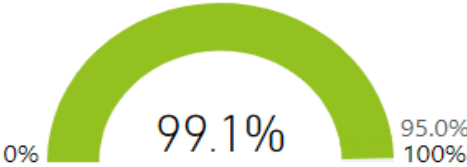
CM24: Feedback Surveys - Customer Satisfaction



CM25: Proportion of staff not sick



CM26: Fitness



CM27: Staff in qualification



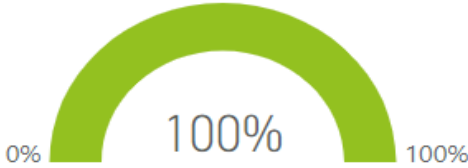
CM28: RIDDOR



CM29: Risk Assessments in date



CM30: Fleet Availability





# Areas of Significant Improvement and Success

Quarter 3

(1<sup>st</sup> October – 31<sup>st</sup> December 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 3 saw sustained good performance in many areas, with the following measures showing particular success:

- CM4 Deliberate primary fires in West Sussex over a year period starting from April
- CM5 Deliberate secondary fires in West Sussex over a year period starting from April
- CM14 The number of unwanted fire signals (false alarms) from fire alarm systems in non-domestic premises.
- CM19 Critical Fires – First Appliance Attendance
- CM20 Critical Fires – Second Appliance Attendance
- CM26: Eligible staff with a successful fitness test

# Core Measure 4: Deliberate primary fires in West Sussex over a year period starting from April

79 Deliberate fires this FY (2024-25)

Year End Forecast GREEN


Annual Target:  
<180 Green  
181-199 Amber  
>200 Red

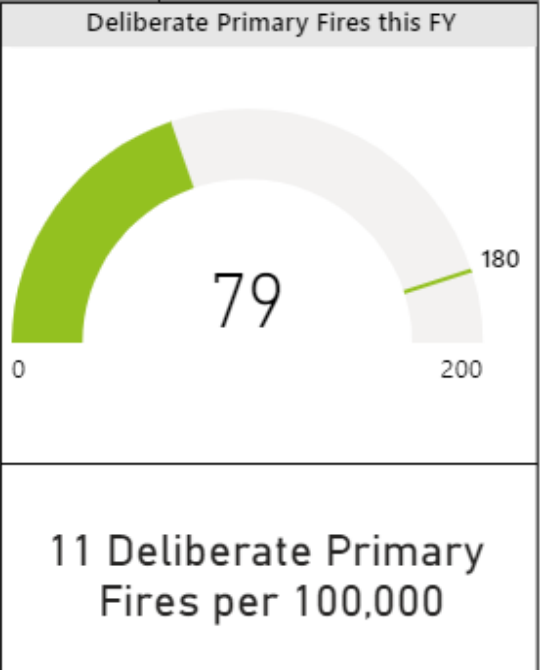
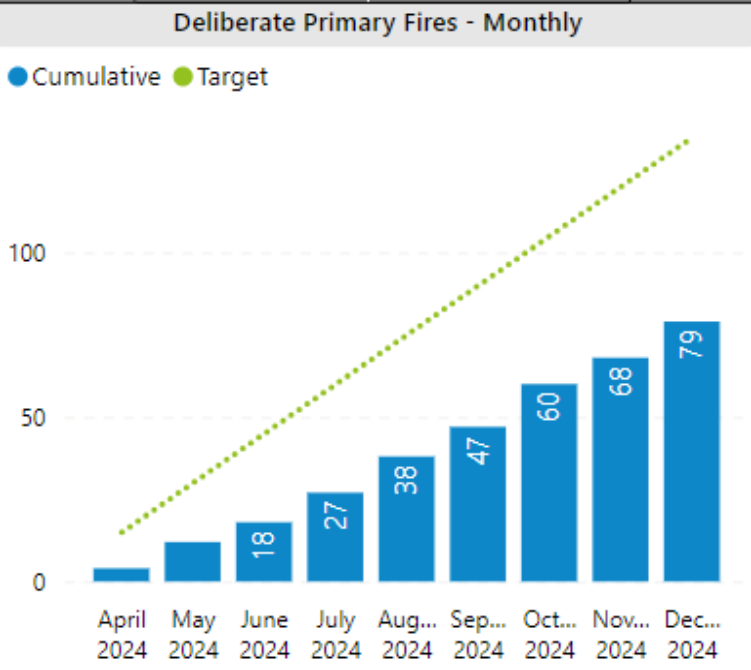
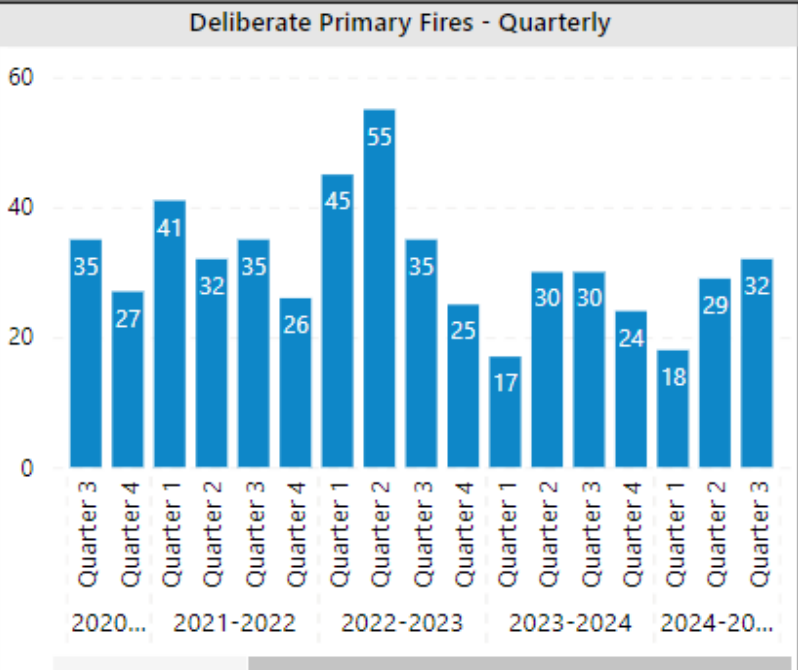
Service Owner:  
**Nathan Cross**  
Area:  
**Fires and Fatalities**

Primary fires involving property such as buildings and vehicles. This is the total number of primary fires, where the cause has been identified that the fire was started deliberately through the criminal act of arson.

Financial Year	Fires	Rate per 100,000
2016-2017	208	23
2017-2018	209	23
2018-2019	178	19
2019-2020	184	20
2020-2021	157	17
2021-2022	134	14
2022-2023	160	17
2023-2024	101	11

National Average: 28 deliberate primary fires per 100,000 in 21/22

 Additional Insights



## Commentary

There have been 32 deliberate primary fires in Quarter 3. This remains low in relation to the overall target for the year and in comparison to the national average. Deliberate primary fires remain concentrated in urban centres.

## Actions

Tolerate & Monitor: The risk will continue to be actively monitored. Fire prevention advice will be delivered through Local Risk Management Plans in urban areas. Where trends are identified specific reduction activities will be targeted in those areas, with the support from the prevention team.

# Core Measure 5: Deliberate secondary fires in West Sussex over a year period starting from April

163 Deliberate fires this FY (2024-25)

Year End Forecast GREEN


Annual Target:  
<350 Green  
351-375 Amber  
>375 Red

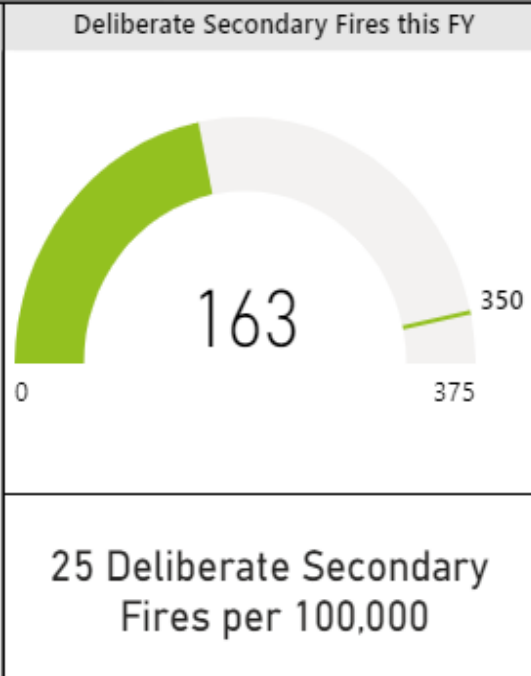
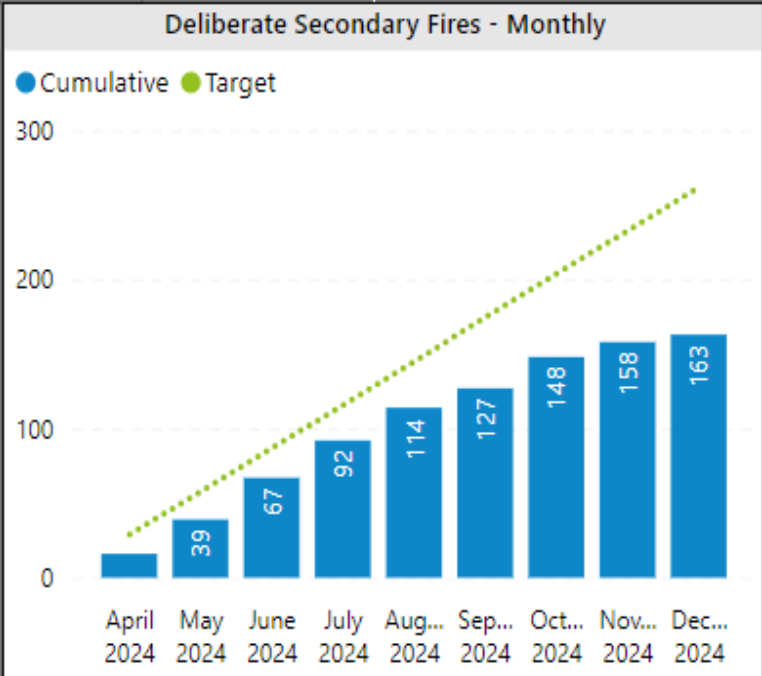
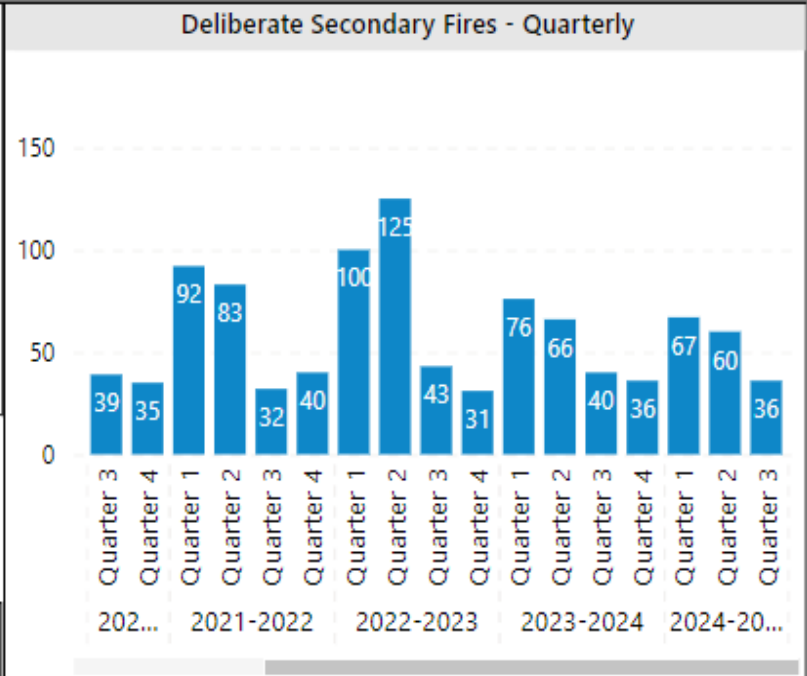
Service Owner:  
**Nathan Cross**  
Area:  
**Fires and Fatalities**

Rubbish and grass are examples of secondary fires. This is the total number of secondary fires, where the cause has been identified that the fire was started deliberately through the criminal act of arson.

Financial Year	Fires	Rate per 100,000
2016-2017	400	44
2017-2018	369	41
2018-2019	365	40
2019-2020	366	40
2020-2021	257	28
2021-2022	247	27
2022-2023	200	22

National Average: 96 deliberate secondary fires per 100,000 in 21/22

 Additional Insights



## Commentary

There has been a total of 36 deliberate secondary fires in Quarter 3. The figure remains low in relation to the overall target for the year and in comparison to the national average.

## Actions

Tolerate & Monitor: The prevention team will continue our wildfire patrols through our volunteer network to identify and report signs of deliberate fire. Where trends are identified specific reduction activities will be targeted in those areas as part of the Local Risk Management Plans and supported by the prevention team.

# Core Measure 14: The number of unwanted fire signals (false alarms) from fire alarm systems in non-domestic premises.

323 at the end of Q3 2024-25

Year End Forecast GREEN


This measure records the number of incidents to which at least one fire engine was sent where the origin of the call was an automatic fire alarm (AFA) system, the property type was non-residential or other residential and the incident was recorded as a False Alarm. AFA data is analysed monthly, with actions taken to reduce the number of AFAs.

Annual Target:  
<700 Green  
700-800 Amber  
>800 Red

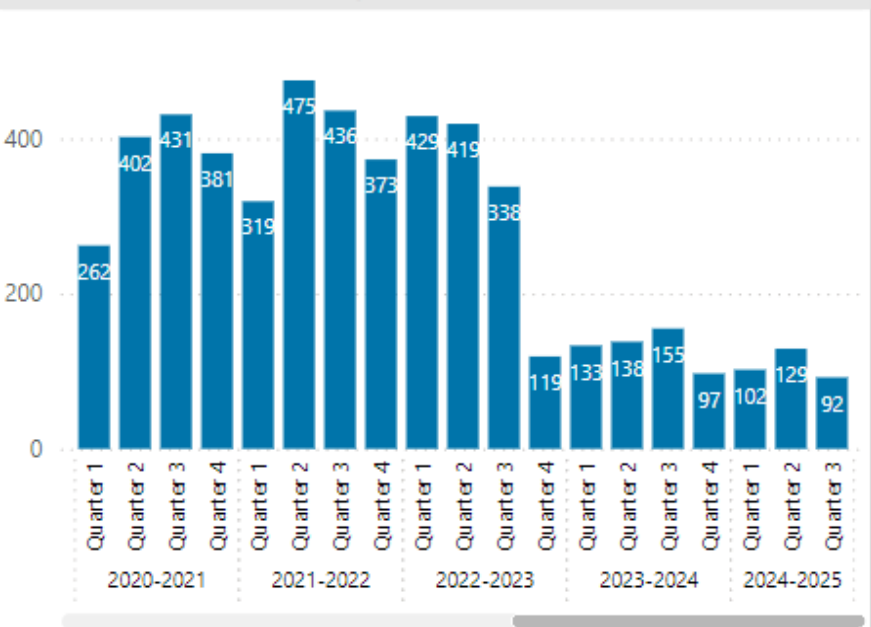
Service Owner:  
**Dave Bray**  
Area:  
**Protection**

False Alarms by Financial Year

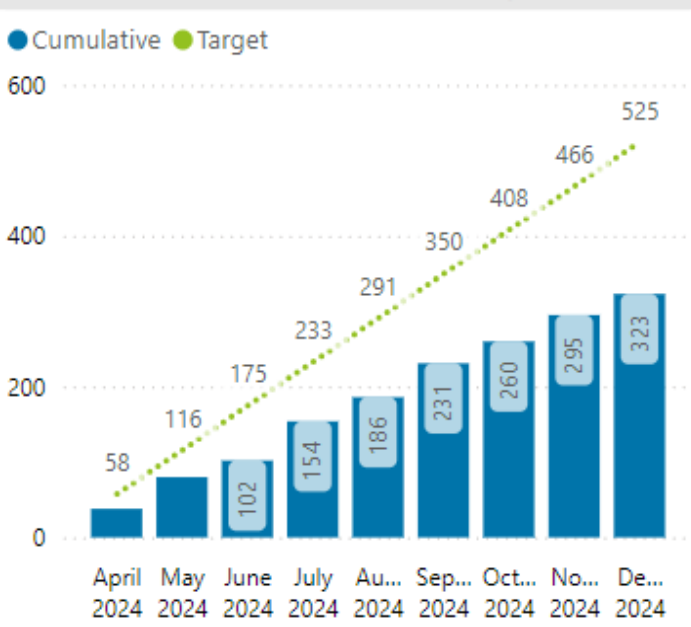
Financial Year	No. of Incidents
2014-2015	1723
2015-2016	1693
2016-2017	1607
2017-2018	1645
2018-2019	1606
2019-2020	1675
2020-2021	1476
2021-2022	1603
2022-2023	1305
2023-2024	523

 Additional Information

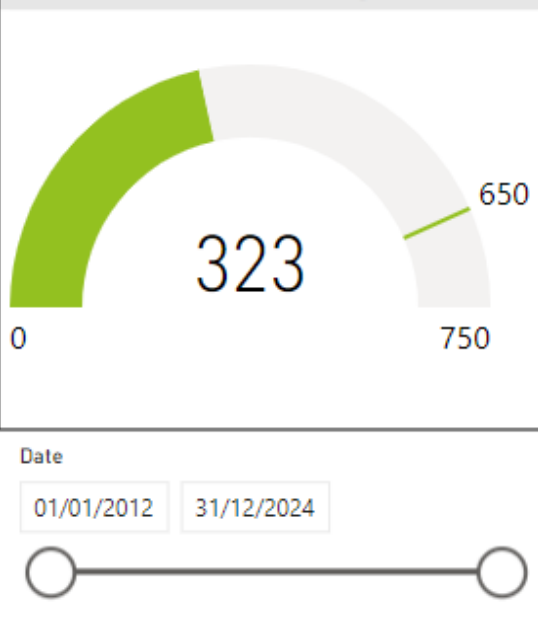
False Alarms by Financial Year & Quarter



False Alarms - Monthly



Unwanted fire signals



## Commentary

There were 92 unwanted fire signals (UWFSs) in quarter 3, which is the lowest quarterly figure since records began. This equates to the Service responding to less than 1 Unwanted Fire Signal per day during the quarter. This effective management of our call challenge policy by our Fire Control colleagues continues to support our Service Delivery teams to spend their time more efficiently by focussing their activity on community LRMP objectives as well as undertaking essential training to maintain their competencies.

## Actions

Tolerate: Quarter 3 is the first time since the introduction of our call challenge and non-attendance policy that we have seen the call rate of unwanted fire signals drop to below 1 per day. In the final quarter before the implementation of this policy, which was quarter 2, 2022/23, WSFRS were attending an average of 4.55 calls to unwanted fire signals per day.

# Core Measure 19: Critical Fires – First Appliance Attendance

91.2% for Q3  
2024-25

Year End  
Forecast  
GREEN

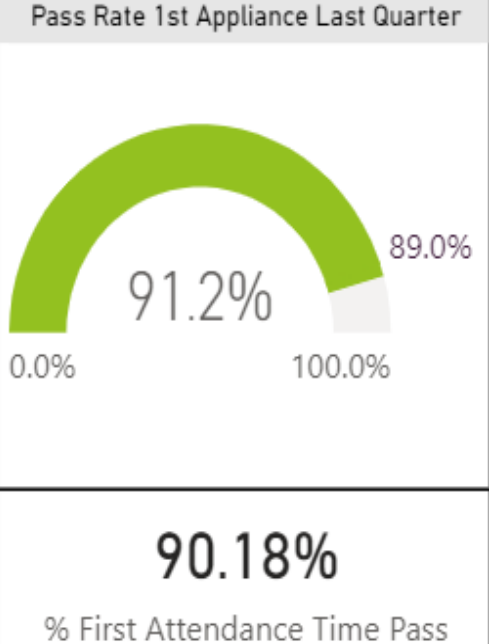
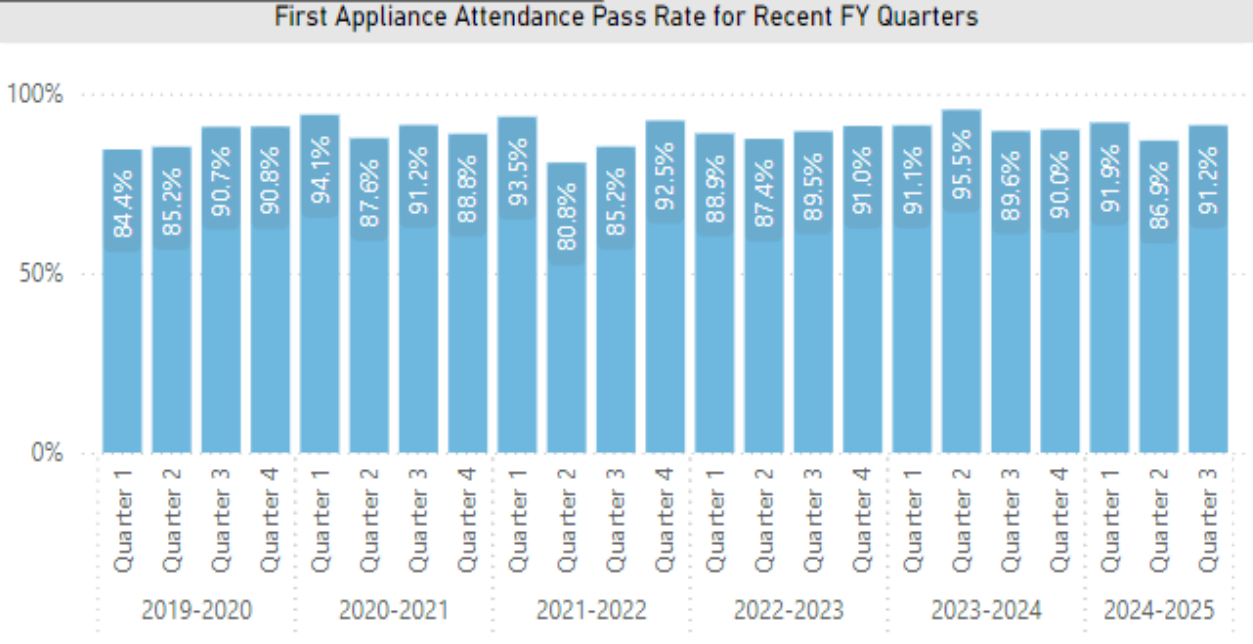
West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the first fire engine arrives at an emergency incident within the target number of minutes 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%	100.00%	88.16%	90.87%	90.18%
Total	78.57%	92.47%	87.96%	89.62%	88.97%

 Table of Incidents  Map & Station Group



## Commentary

Performance is strong for this quarter positively exceeding the previous three years Q3 performance. Understanding the risks in our community and responding more effectively and efficiently remains a focus, with utilising the dynamic cover tool and Service Delivery Support team.

## Actions

Tolerate: We will continue to monitor performance shared at all levels through the Service Delivery Governance meetings and will continue to engage with our communities delivering our cocreated Local Risk Management Plans targeting risk.

# Core Measure 20: Critical Fires – Second Appliance Attendance

84.3% for Q3  
2024-25

Year End  
Forecast  
GREEN

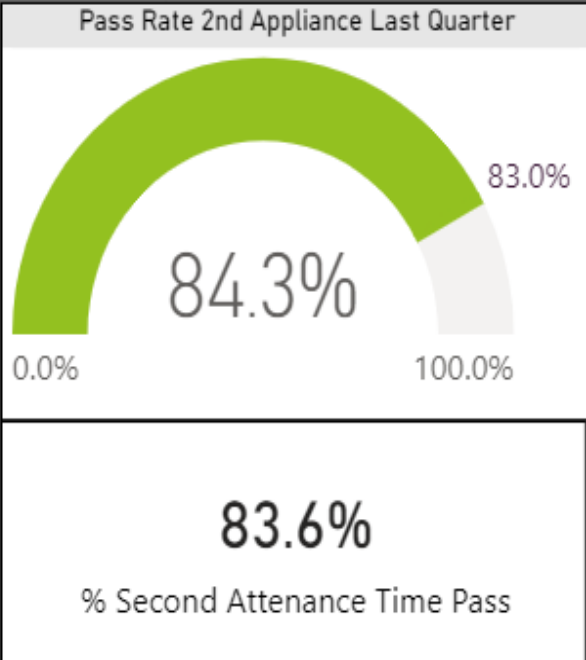
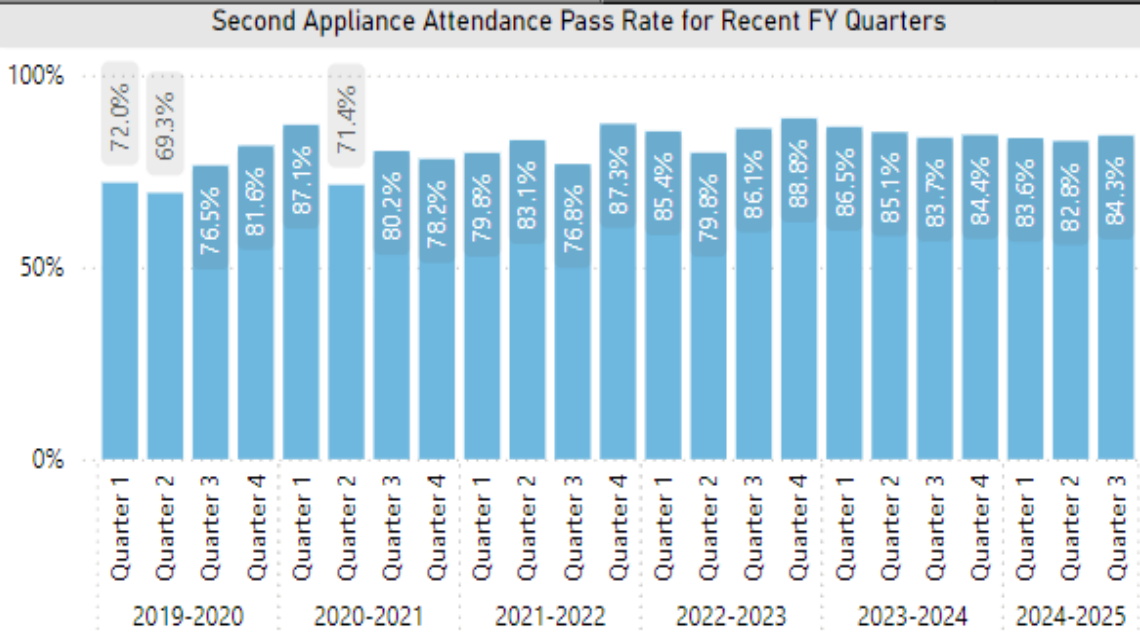
West Sussex FRS categorises risk into four types being Very High, High, Medium and Low. It has also set a different attendance time target against each risk type. This measure examines the number of occasions where the second fire engine arrives at an emergency incident the target number of minutes from 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%	100.00%	69.81%	88.65%	83.59%
Total	75.00%	80.52%	77.80%	81.42%	79.68%

 Table of Incidents  Map & Station Group



## Commentary

Performance for the quarter in this year has been the strongest to date. Our commitment to achieving high service delivery standards remains a priority and crews continue to actively participate in fire safety initiatives identified in their Local Risk Management Plans.

## Actions

Tolerate: Utilising the Service Delivery Governance meetings to review and discuss performance and continuing to deliver Local Risk Management Plans focussing on the areas of risk.



# Core Measure 26: Eligible staff with a successful fitness test

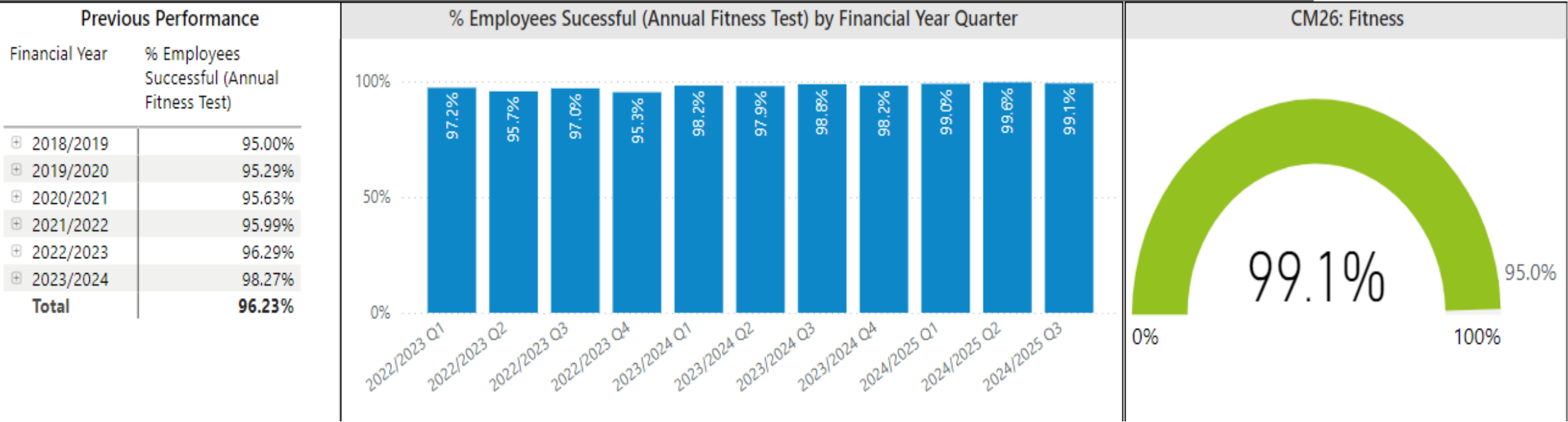
99.1% Q3  
2024-25

Year End  
Forecast  
GREEN

Fitness is important to the FRS as the work they do can be arduous and challenging. The service is required to have a fitness standard and to test all operational employees. This measure reflects the percentage of eligible employees who have completed and successfully passed their fitness test. Staff who are long term sick, on secondment, on sabbatical, maternity leave, unpaid leave, compassionate leave or alternative duties are excluded from this measure.

Target:  
>95% Green  
>85% Amber  
<85% Red

Service Owner:  
**Catherine Walker**  
Area:  
**DOT**



### Commentary

The continued focus and collaboration between our Physical Education Officer, Personal Trainers, Station Managers and Retained Liaison Officers has resulted in a really strong, continued 'Green' status for Q3.

This qualification became a qualification at the start of this year, which has really emphasised the importance of completing the annual fitness test within the deadline.

4 new station-based colleagues completed their Personal Training instructor course in Q3. This in turn supports colleagues to maintain their fitness levels throughout the year.

### Actions

Tolerate: Email chasers from the Physical Education Officer will continue to remind colleagues of our expectation of completing this within the 12 months timeframe.



# Selected Measures (Red and Amber Status)

Quarter 3

(1<sup>st</sup> October – 31<sup>st</sup> December 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
- CM9 High Risk safe and well visit referrals contacted within 7 working days
- CM22 Adequate crewing on all wholetime frontline fire engines
- CM23 Adequate crewing on all retained frontline fire engines

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

93% at the end of Q3 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.

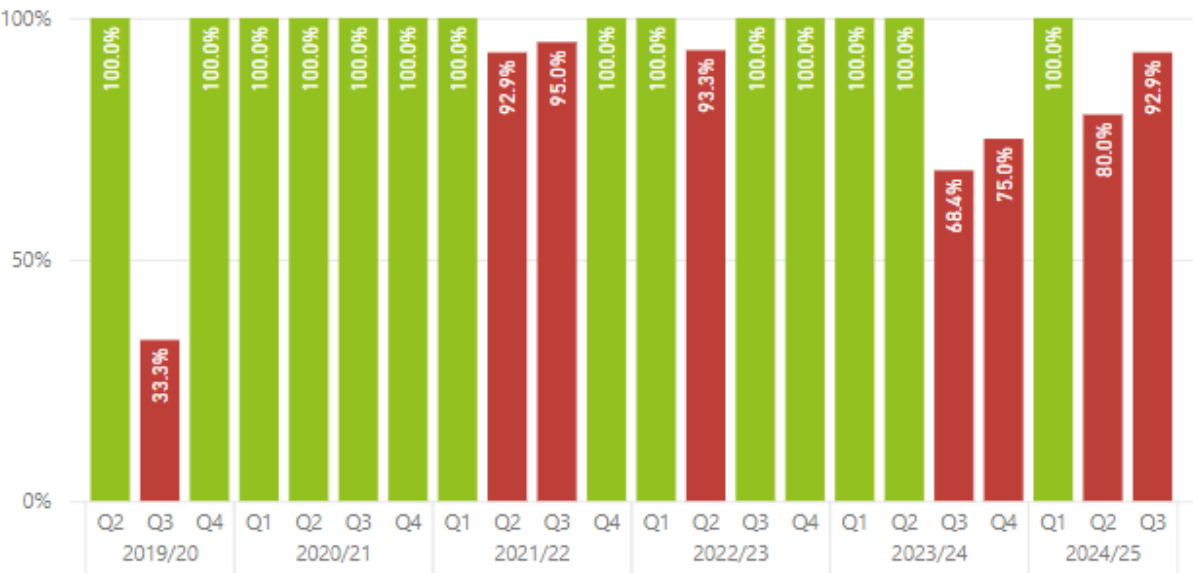
Annual Target:  
100% Green  
98% - 99.9% Amber  
<98% Red

Service Owner:  
**Nathan Cross**  
Area:  
**Prevention**

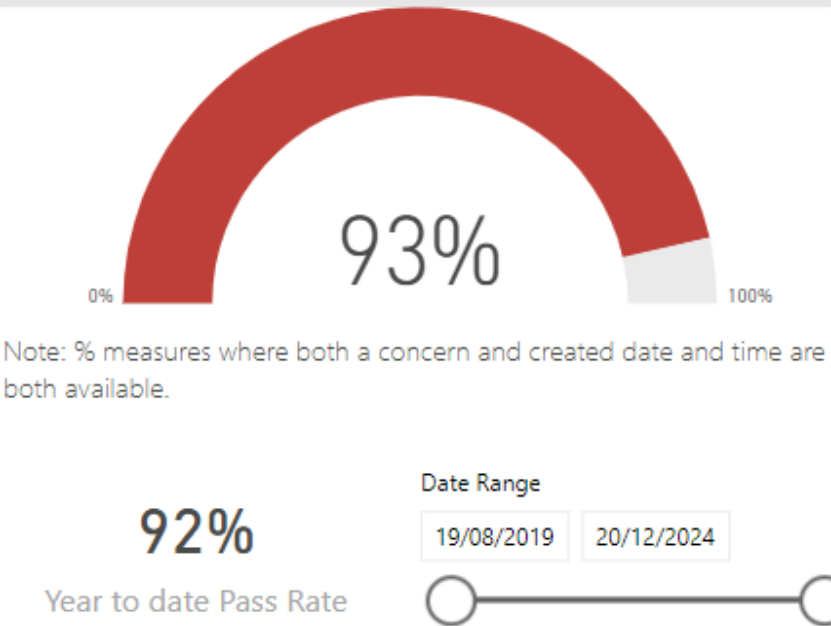
Safeguarding Process by Date Created

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	35	3	38
⊕ Q1	14	0	14
⊕ Q2	8	2	10
⊕ Q3	13	1	14
Total	246	18	264

Safeguarding created withing 24 Hours of concern by FY Quarter



Safeguarding Created within 24 Hours of Concern Last Quarter



### Commentary

A total of 14 safeguarding referrals were made in Quarter 3 and 13 were submitted within 24 hours of attending the incident.

### Actions

Treat: We will continue to actively monitor our reporting processes to accommodate the new referral system implemented by Adult Social Care and to ensure all staff are confident to refer when required.

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

99.7% Q3  
2024-25

Year  
End Forecast  
AMBER

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

Service Owner:  
**Nathan Cross**  
Area:  
**Prevention**

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.



More Information

### Commentary

A total of 654 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.

# Core Measure 22: Full shifts where there is adequate crewing on all immediate response frontline fire engines

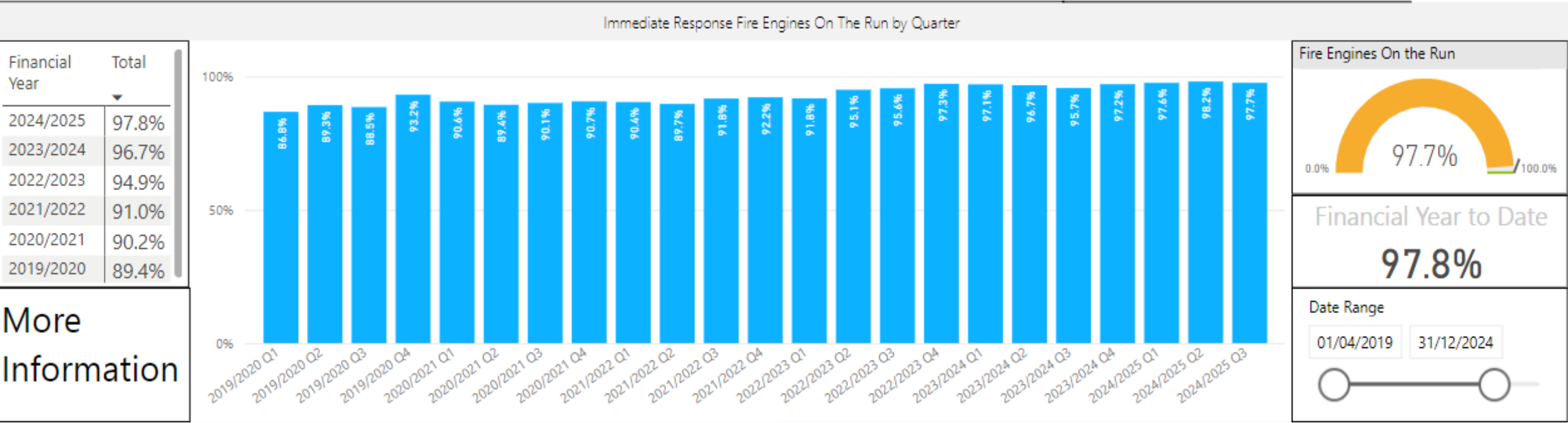
97.7% at the end of Q3 2024-25

Year End Forecast AMBER

An immediate response frontline fire engine is available 24/7, 365 days a year. Four qualified people are required on a frontline fire engine to ensure safety. This measure examines the percentage of shifts (day or night) where there are sufficient minimum qualified fire fighters (4 personnel) on all immediate response fire engines.

Target:  
100% Green  
95% - <100% Amber  
<95% Red

Service Owner:  
**Andy Piller**  
Area:  
**Service Delivery**



More Information

## Commentary

Q3 performance remains stable with an increase compared to Q3 23/24, and in fact the highest performing Q3 recorded. Improved processes continue to provide assurance against our performance and ensuring Firewatch reflects a true accurate representation of fire engine availability contributing to maintaining our emergency response standards.

## Actions

Treat: Service Delivery Support Team and Data Analytical Reporting Team will continue to provide oversight in the Service Delivery Governance meetings focussing on areas for improvement, identifying and addressing any issues caused by human error implementing support and guidance in IT systems masterclasses training and familiarisation sessions.

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

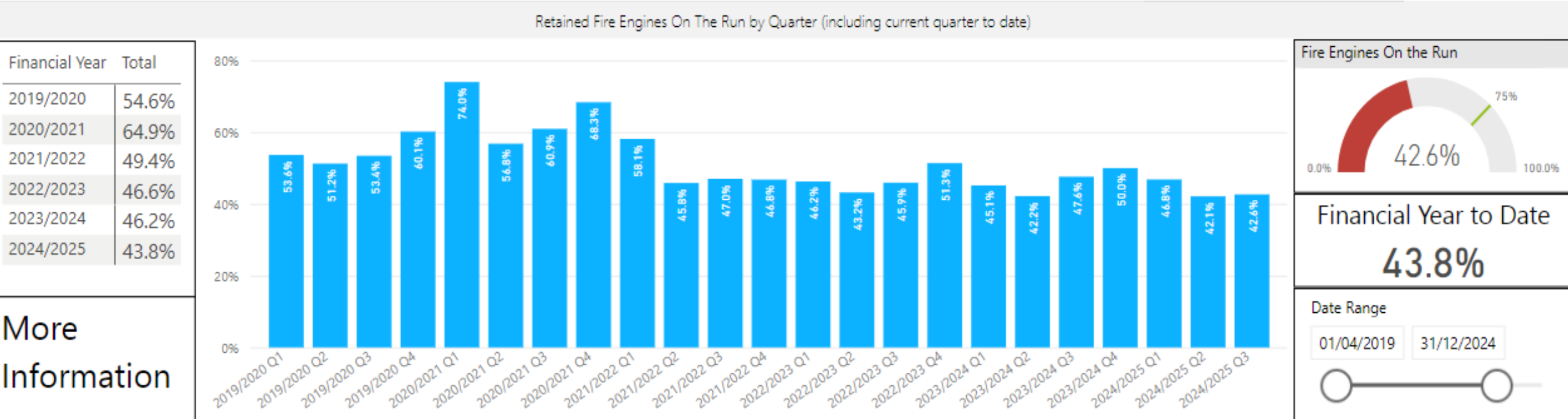
42.6% at the end of Q3 2024-25

Year End Forecast RED

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

Service Owner:  
**Andy Piller**  
Area:  
**Service Delivery**

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.



## Commentary

Q3 performance has improved compared to Q2 for the availability for RDS (Retained Duty System). Exploring proactive and innovative media campaigns to tackle the establishment levels led by the Retained managers 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.