

# West Sussex Fire and Rescue Service Performance Report Quarter 4 2024/25

Deputy Chief Fire Officer  
Gary Ball

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# Strategic Performance Board Quarterly Report

## Quarter 4 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> January – 31<sup>st</sup> March 2025.

# Cabinet Member Summary

Quarter 4 has seen a focus on year-end activities such as performance conversations and planning operational training for the year ahead. This includes the planning cycle of development of business plans and capital requirements as well as revenue considerations.

There have been early considerations of Local Government Reorganisation and Devolution and what this will mean for the Fire and Rescue Service in the short, medium and long term. This period has seen engagement with other Fire and Rescue Services across the UK who have been in a similar position as well as our priority programme partner colleagues in East Sussex and Sussex Police.

I am extremely pleased to see another quarter of continued good performance within the Fire and Rescue Service.



# Chief Fire Officer Summary

The service has made progress this quarter in a number of important areas. We had a great level of applicants to our Wholetime recruitment in January, with applicants progressing through online tests and fitness tests. The process continues into Quarter 1 2025/6 with personal statements, interviews and team activities. Successful candidates are planned to start in Quarter 3 2025/6.

Our 4fire Breathing Apparatus contract was awarded to Interspiro and the implementation of this project across the collaborative partners will be a staggered delivery in line with contract expiry. This will now offer the opportunity for operational alignment including the enhanced interoperability cross service.

Service Delivery undertook a multiagency exercise at Gatwick airport simulating a full emergency with an approaching aircraft, accident imminent. Resources from WSFRS, Surrey Fire, Joint Fire Control, South East Ambulance (SECAmb), HART, Sussex Police, Resilience & Emergencies Team and WSCC Adult Social Care teams joined with airport FRS and Gatwick staff to coordinate a response that saw fires extinguished and approximately 100 casualties rescued from the crashed fuselage, triaged, and processed by SECAmb and the survivors reception centre.

# Performance Summary

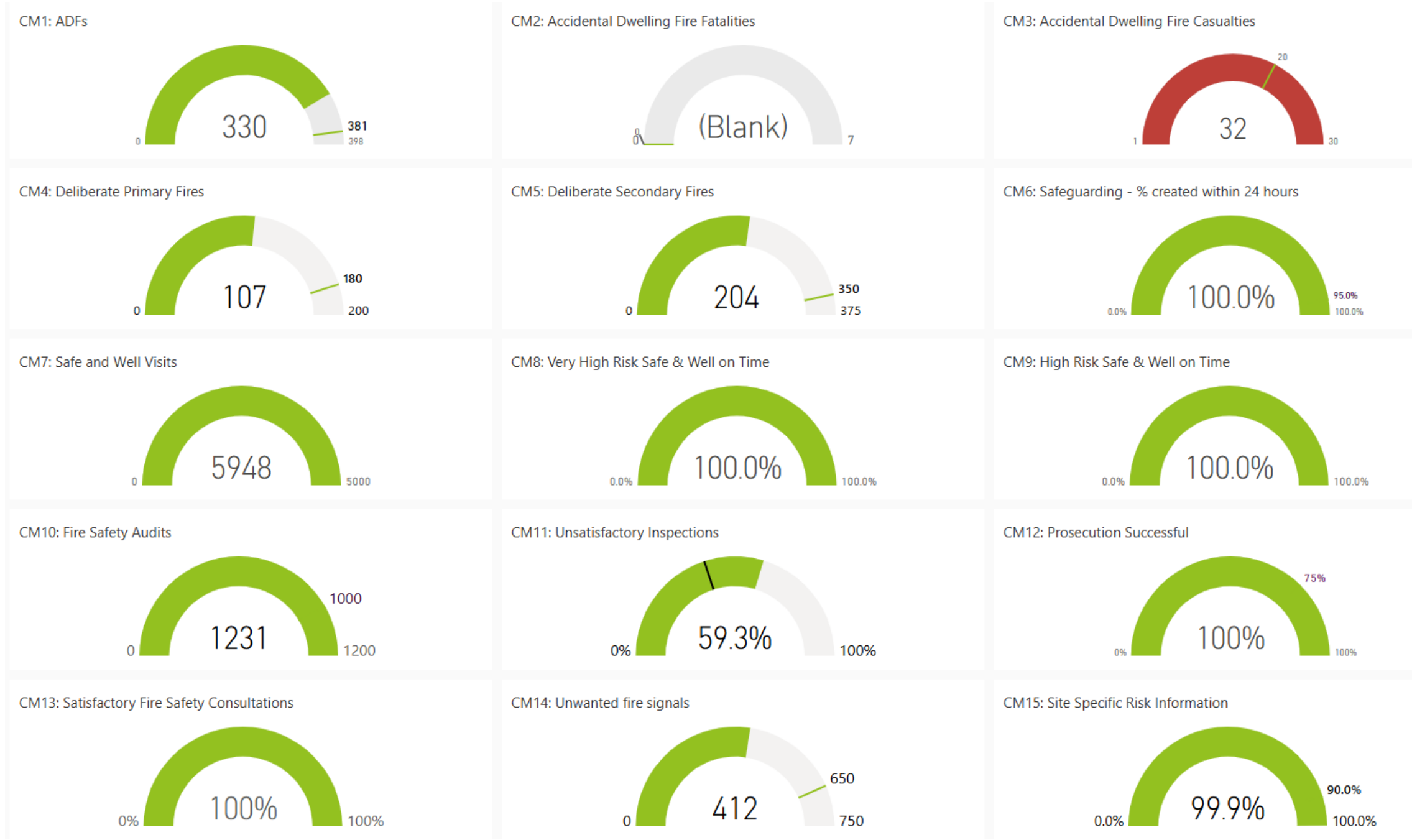
Of the 30 measures, 27 had a GREEN status, 1 was AMBER and 2 were RED.

Of the 2 measures that were RED last quarter (Safeguarding concerns reported within 24 hours, RDS availability) both have shown an improvement in performance, with the safeguarding measure moving to GREEN status.

Of the 2 measures that were AMBER last quarter, High Risk Safe and Well Visits contacted on time returned to GREEN status whilst Immediate Response Crewing availability) remained AMBER with the same level of performance.

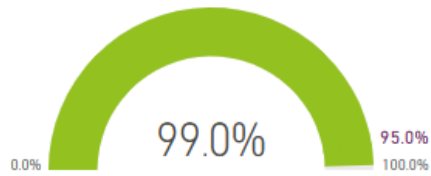
Of the 18 comparable measures that were GREEN last quarter, 7 measures showed a decline in performance and 2 an improvement. No measures changed status.

Performance Summary for all core measures at the end of Quarter 4 (1 of 2):

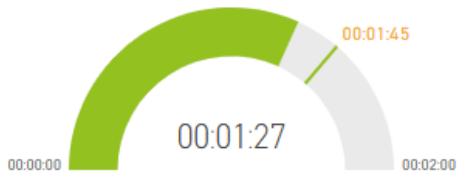


Performance Summary for all core measures at the end of Quarter 4 (2 of 2):

CM16: 999 calls answered on time



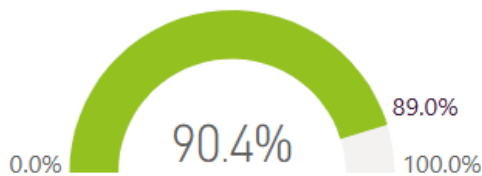
CM17: Time to alert



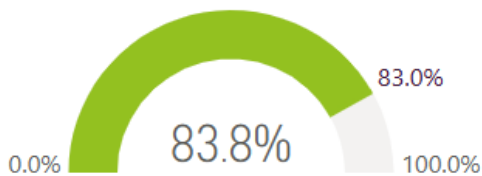
CM18: Time to Inform L2



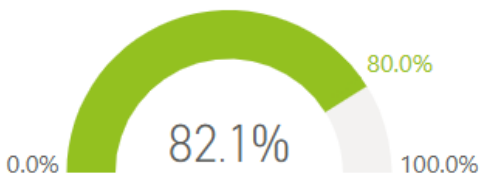
CM19: Critical Fires 1st Appliance Attendance Times



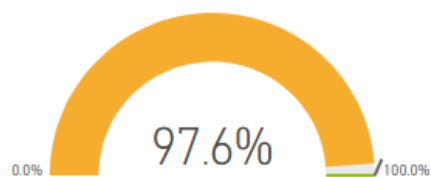
CM20: 2nd Appliance Attendance Times



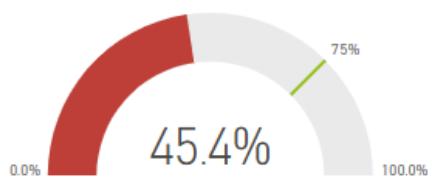
CM21: Critical Special Service Attendance Times



CM22: Immediate Response Availability



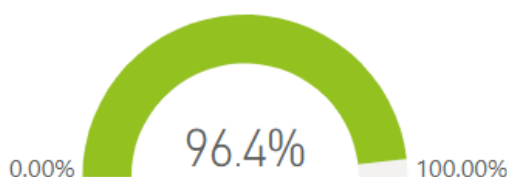
CM23: Retained Availability



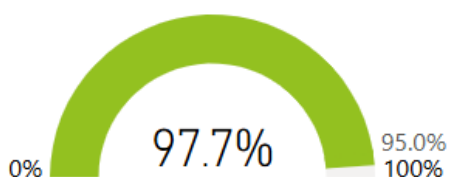
CM24: Feedback Surveys - Customer Satisfaction



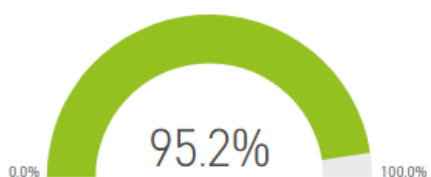
CM25: Proportion of staff not sick



CM26: Fitness



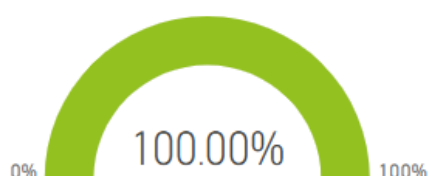
CM27: Staff in qualification



CM28: RIDDOR



CM29: Risk Assessments in date



CM30: Fleet Availability





# Areas of Significant Improvement and Success

Quarter 4

(1<sup>st</sup> January – 31<sup>st</sup> March 2025)

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

- CM1 Accidental Dwelling Fires
- CM2 Accidental Dwelling Fire Fatalities
- CM6 Safeguarding referrals made to Social Care colleagues in West Sussex County Council within 24 hours of discovery
- CM7 Safe and Well visits delivered to households containing at least 1 vulnerability or risk factor.  
CM9 High Risk safe and well visit referrals contacted within 7 working days
- CM10 Number of Audits delivered under the RBIP
- CM12 Percentage of successful prosecutions under the Regulatory Reform (Fire Safety) Order 2005
- CM19 Critical Fires – First Appliance Attendance Time
- CM21 Critical Special Service Incidents – First Appliance Attendance Time

# Core Measure 1: Accidental Dwelling Fires in West Sussex

330 fires at the end of Q4 2024-25

Year End Forecast GREEN

Total number of accidental dwelling fires in West Sussex over a year period starting from April

Annual Target:  
<381 Green  
381-398 Amber  
>398 Red

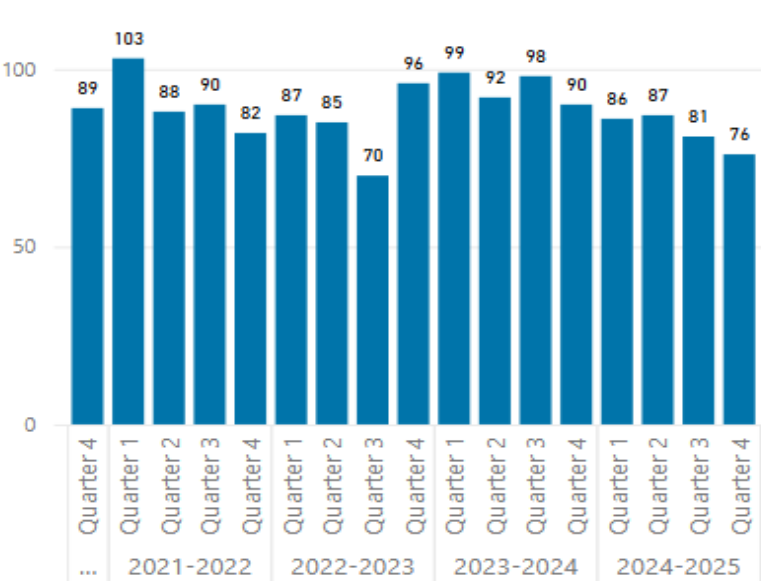
Service Owner:  
**Nathan Cross**  
Area:  
**Fires and Fatalities**

Accidental Dwelling Fires by FY		
Financial Year	ADFs	Rate per 100,000
2017-2018	481	0.00
2018-2019	412	47.56
2019-2020	382	43.82
2020-2021	387	44.21
2021-2022	363	41.01
2022-2023	338	37.88
2023-2024	379	42.60

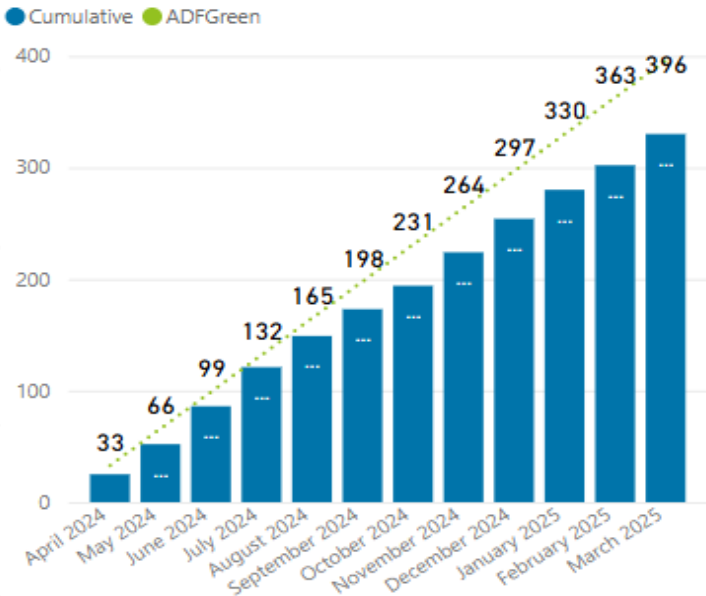
National Average: 43 ADFs per 100,000 in 21/22

More Information

Count of ADFs Quarterly



Cumulative ADFs Monthly



ADFs



43 ADFs per 100,000

Date  
01/04/2014 31/03/2025

## Commentary

The total number of Accidental Dwelling Fires (ADFs) in the year 2024/25 are well below the threshold. This the lowest total number of ADFs in the last six years. Cooking remains the most common cause of ADFs and remains a central area of focus within our campaigns and Safe & Well Visits.

## Actions

Treat: We will continue to deliver Safe and Well Visits to those identified as being the most vulnerable. These visits will address the main causes of accidental fires in people's homes to raise awareness and provide preventative advice.

# Core Measure 2: Accidental Dwelling Fire Deaths in West Sussex over a year period starting from April

0 Deaths at the end of Q4 2024-25

Year End Forecast GREEN

Annual Target:  
0 Green  
1-3 Amber  
>3 Red

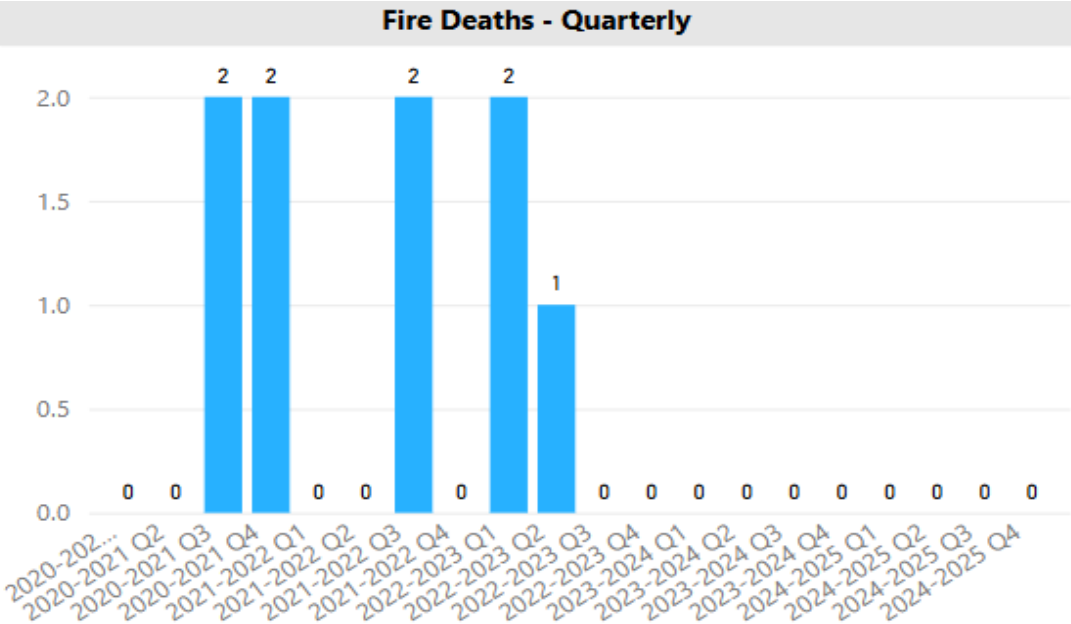
Service Owner:  
**Nathan Cross**  
Area:  
**Fires and Fatalities**

The total number of deaths that occur as a result of an Accidental Dwelling Fire. This includes a person whose death is attributed to a fire, even when the death occurs weeks or months later.

ADFs Fatalities by FY		
Financial Year	Fatalities	Rate per 10,000
2016-2017	3	0.00
2017-2018	0	
2018-2019	1	0.00
2019-2020	0	
2020-2021	4	0.05
2021-2022	2	0.02
2022-2023	3	0.03
2023-2024	0	

National Average: 3 ADF Fatalities per 10,000 in 21/22

More Information



## Commentary

There were no fatal Accidental Dwelling Fires (ADFs) in Quarter 4, or for the year 2024/25. It has been ten consecutive quarters since the last fatal ADF. This is a strong indicator that when an ADF does occur, people are being alerted to the risk and are able to respond appropriately to keep themselves safe.

## Actions

Tolerate & Monitor: We will continue to focus our fire prevention activities on those identified as having the highest vulnerability and therefore being most at risk. We will continue to work with our external partners to identify and engage with vulnerable people.

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

100% at the end of Q4 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.

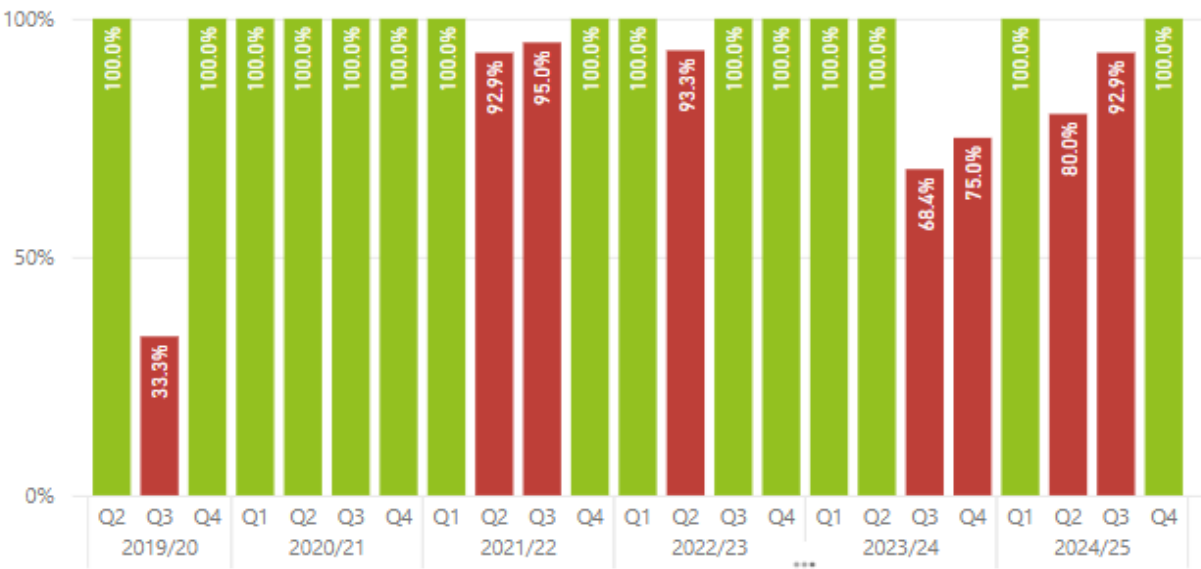
Annual Target:  
100% Green  
98% - 99.9% Amber  
<98% Red

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

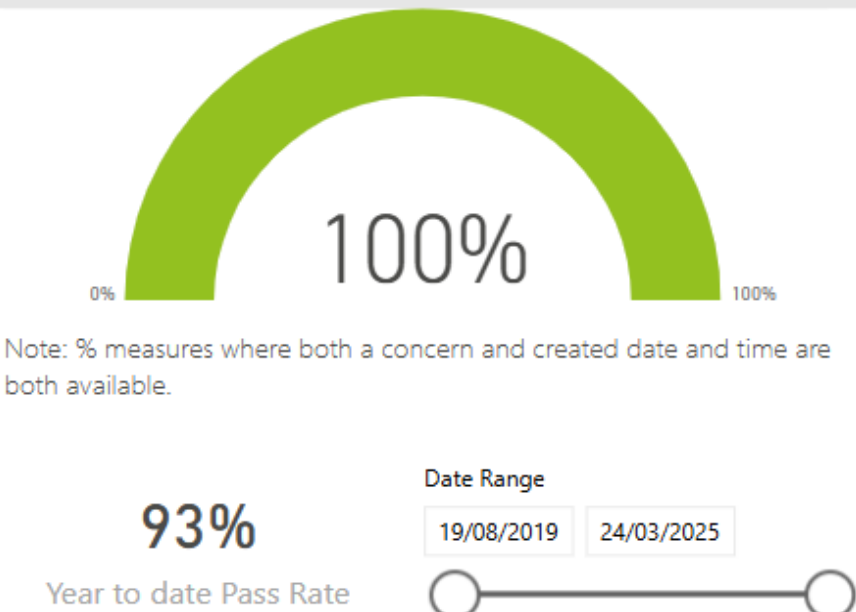
Safeguarding Process by Date Created

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	41	3	44
Q1	14	0	14
Q2	8	2	10
Q3	13	1	14
Q4	6	0	6
Total	252	18	270

Safeguarding created withing 24 Hours of concern by FY Quarter



Safeguarding Created within 24 Hours of Concern Last Quarter



## Commentary

A total of 6 safeguarding referrals were made in Quarter 4 and all were submitted within 24 hours of attending the incident. A total of 41 referrals were made in the year 2024/25 and 93% of these were within 24 hours.

## 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. Additional guidance has been provided to individuals who have not reported a safeguarding concern within 24 hours.

# 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.

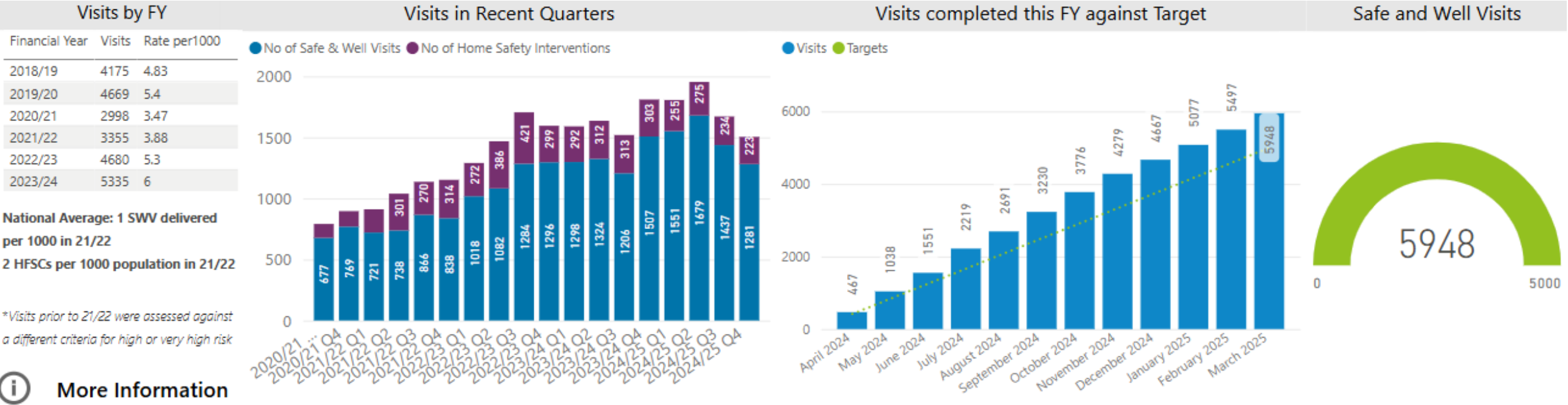
5948 delivered  
by end of Q4  
2024-25

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**



## Commentary

In Quarter 4 a total of 1,281 Safe and Well Visits were completed. A total of 5,948 SWVs have been completed in the year 2024/25. This is an 11% increase on last year's performance. An additional 987 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 9: High Risk safe and well visit referrals contacted within 7 working days

100% Q4  
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.



### Commentary

A total of 678 customers were identified as having a high level of fire risk in Quarter 4. All 100% were contacted within 7 days and offered a visit. A total of 3,311 customers were identified as having a high level of fire risk in the year 2024/25 and 99.8% received were contacted within seven days.

### 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.



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

1231 completed by end of Q4 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

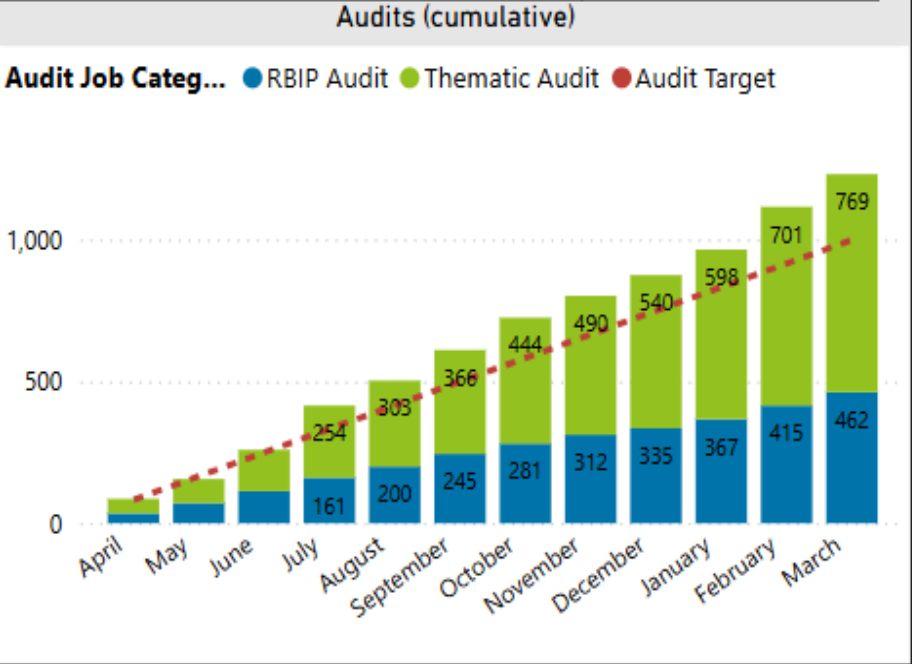
Service Owner:  
**Dave Bray**  
Area:  
**Protection**

Financial Year	Audits	Fire Safety Checks	Audits per 100 premises
Q2	273	199	0.8
Q3	237	122	0.7
Q4	285	276	0.8
2024/25			
Q1	259	219	0.7
Q2	352	165	1.0
Q3	264	81	0.8
Q4	356	69	1.0

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

Last Refresh Date  
17/04/2025

More Information



## Commentary

Quarter 4 has seen more audits undertaken than in any other quarter for the year and has also resulted in an annual total that is higher than it has been since our current recording system was put in place. This performance comes at a time where specialist personnel are still undertaking their development journeys, and we have been carrying out significant legal investigations.

## Actions

Tolerate: The proportion of audits undertaken from the Risk Based Inspection Program is circa 1/3rd of all audits undertaken. This is reasonable based upon the competency journey that our fire safety regulators are on, and we continue to remain on target with the number of inspections required from that programme.



# Core Measure 12: Percentage of Successful Prosecutions

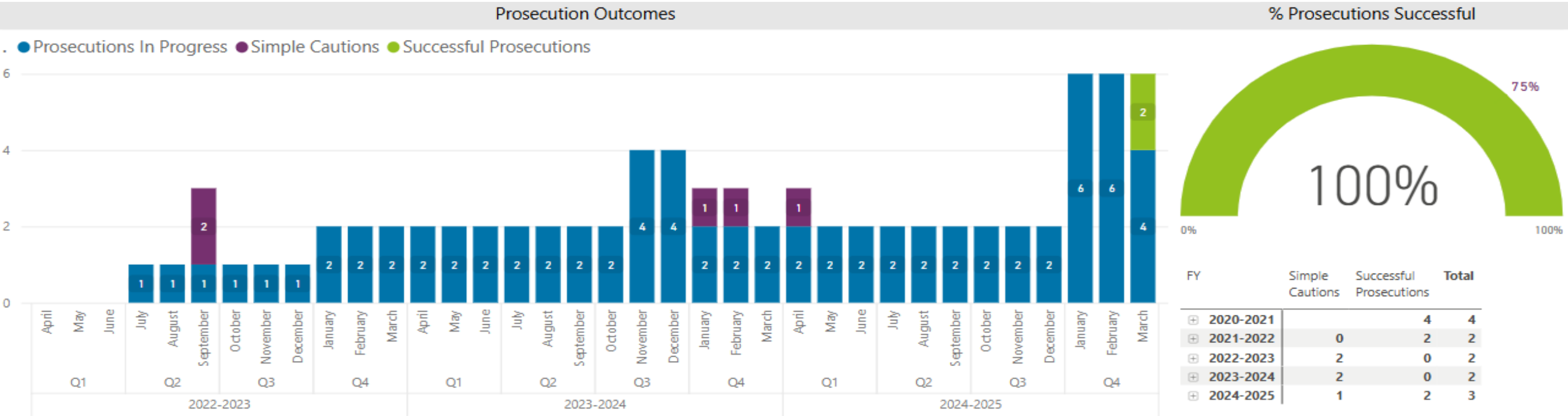
100% at the end of Q4 2024-25

Year End Forecast GREEN

The percentage of successful prosecutions under the Regulatory Reform (Fire Safety) Order 2005.

Annual Target:  
>75% Green  
<75% Red

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



## Commentary

During quarter 4 we undertook two prosecutions that saw guilty verdicts being recorded by the Courts. These cases take a significant portion of the team’s capacity to investigate, and one of these cases was the culmination of two years’ worth of work. We hope that the publication of these outcomes will aid other Responsible Persons to realise that we will not hesitate in holding them accountable for putting lives at risk.

## Actions

Tolerate: We will continue to be an effective and proportionate regulator in accordance with the Regulators Code and will seek to prosecute only when it is appropriate to do so.

# Core Measure 19: Critical Fires – First Appliance Attendance

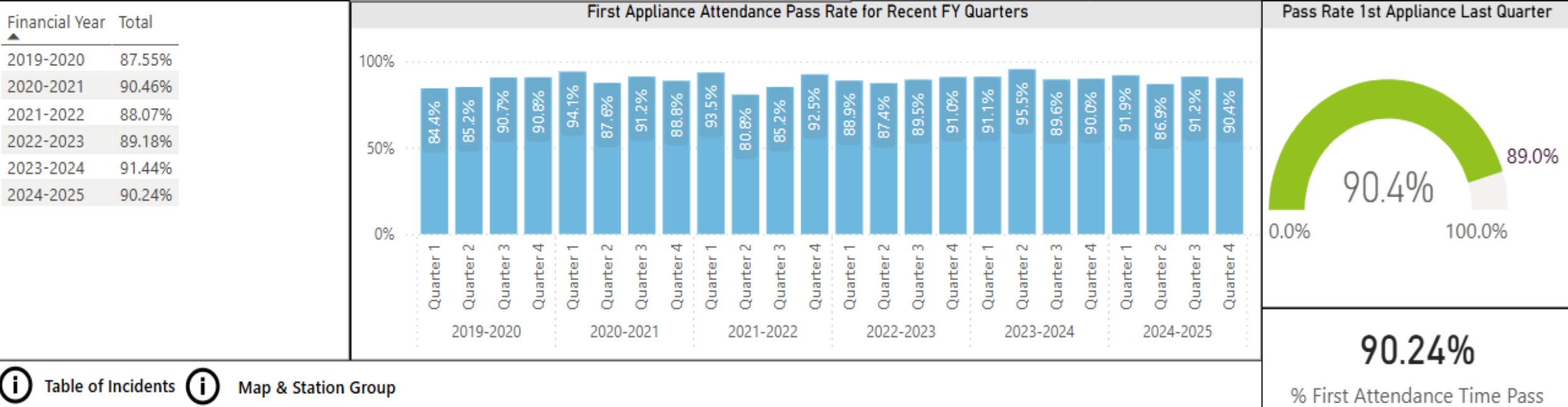
90.4% for Q4  
2024-25

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**



### Commentary

Performance remains positively strong for this quarter concluding the year with a high performing period, exceeding the previous year’s Q4 performance. Responding more effectively with a proactive approach to risk in our community is still a priority, maximising the use of 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 encompassing stakeholders throughout the service and will continue to engage with our communities delivering our cocreated Local Risk Management Plans targeting risk.

# Core Measure 21: Critical Special Service Incidents – 1<sup>st</sup> Appliance Attendance

82.1% in  
Q4 2024-25

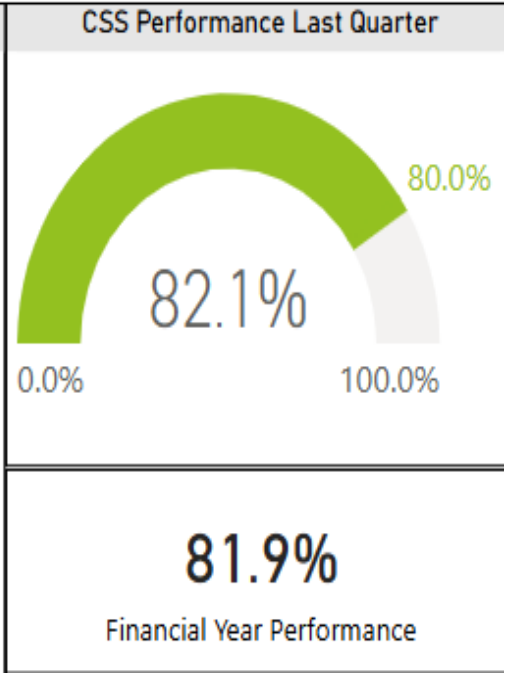
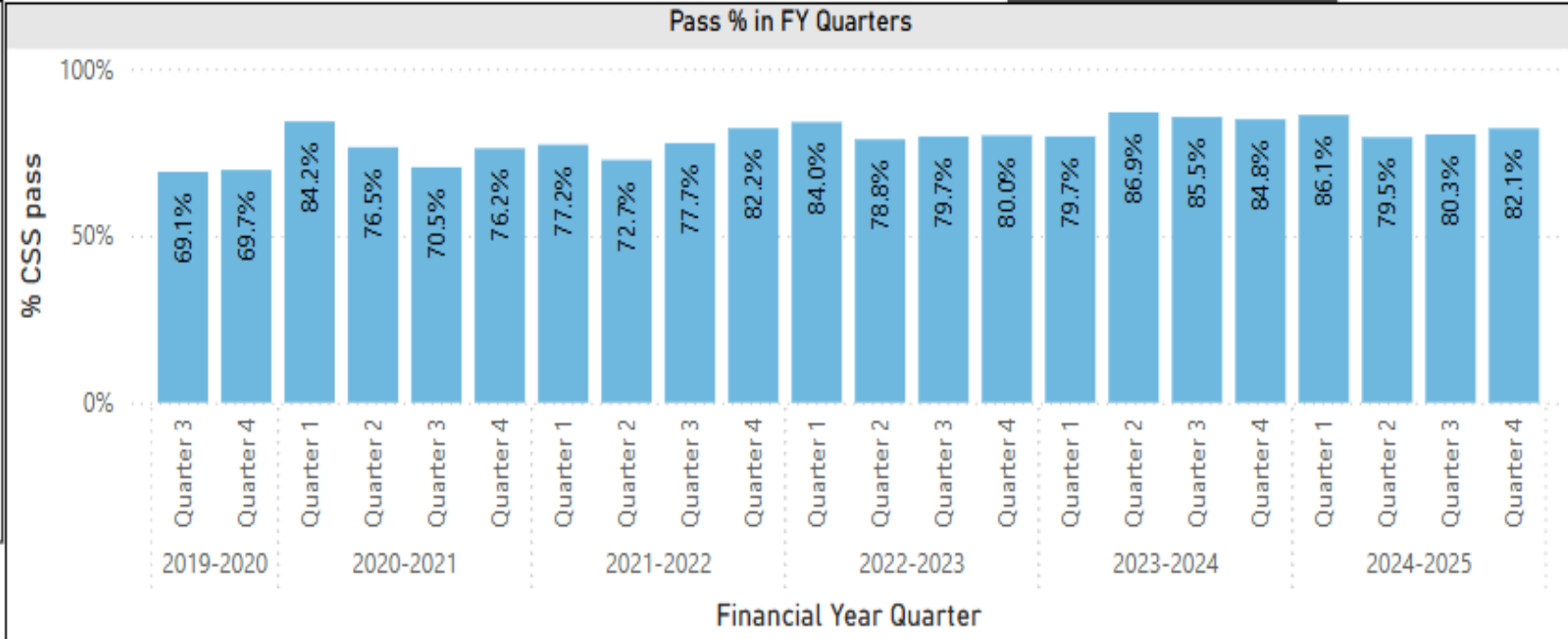
Year End  
Forecast  
GREEN


First Fire Appliance in attendance at critical special service within 13 minutes **Target: 80% Green**  
<80% Red

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

A critical Special Service Incident is a serious incident that does not involve a fire, for example a RTC, an emergency involving a hazardous substance or if someone is trapped. Some areas of the county are more at risk of fires than others, however Special Service incidents can happen anywhere, especially with our extensive road network. For this reason, we have a single response time standard of less than 13 minutes for all critical special services incident within 13 minutes of the time the emergency call was answered.

Financial Year	% CSS pass
2019-2020	69.5%
2020-2021	76.4%
2021-2022	77.2%
2022-2023	80.7%
2023-2024	84.4%
2024-2025	81.9%



 Additional Information

## Commentary

Performance for Q4 has remained positive and the second highest performing quarter for the year, concluding year end successfully. The Dynamic Cover Tool has been critical in effectively deploying fire engines to emergencies, with control room operators and managers at district and local levels embedding this tool in their daily activities enabling immediate access to detailed response time information.

## Actions

Tolerate: Continuous improvement in this area is a focus with optimising the availability of retained fire engines during peak times with support from the Crewing Optimisation Group, County Cover, and Retained Liaison Officers working with stakeholders and partners.

# Selected Measures (Red and Amber Status)

Quarter 4

(1<sup>st</sup> January – 31<sup>st</sup> March 2025)

# Selected Measures (Red and Amber Status)

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

- CM3 Accidental Dwelling Fire Casualties
- CM22 Adequate crewing on all wholetime frontline fire engines
- CM23 Adequate crewing on all retained frontline fire engines

# Core Measure 3: Accidental Dwelling Fire casualties in West Sussex

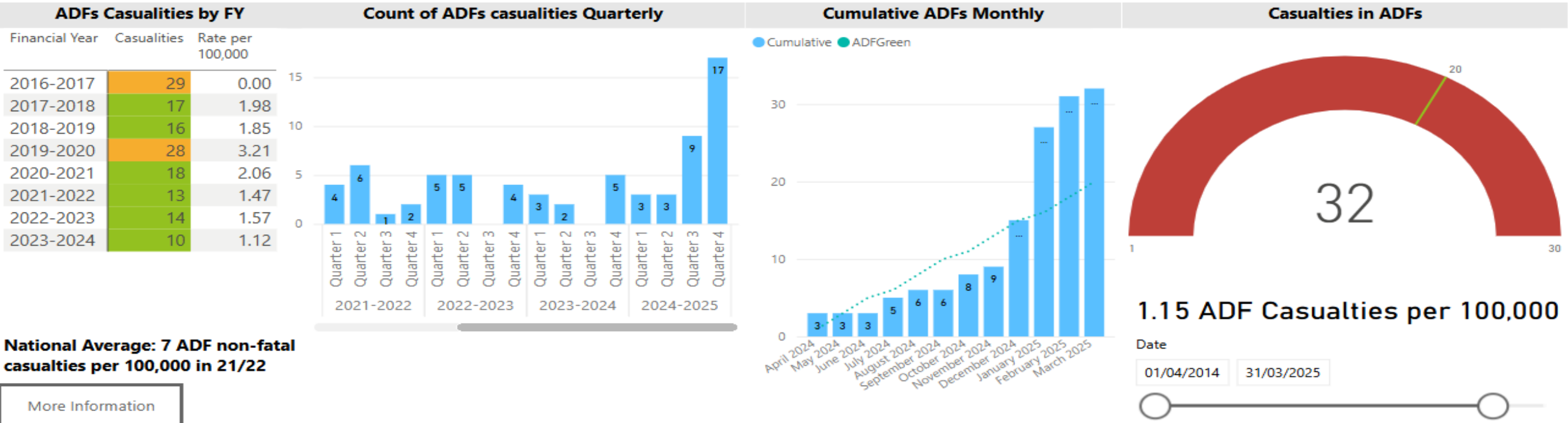
32 casualties  
at the end of  
Q4 2024-25

Year  
End Forecast  
Red

Annual Target:  
<20 Green  
20-30 Amber  
>30 Red

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

The total number of casualties resulting from an accidental dwelling fire in West Sussex over a year period starting in April. This is limited to a person whose injury is fire related and was severe enough to require hospital attendance.



## Commentary

There have been 17 ADF casualties reported in 9 incidents in Quarter 4. 15 of those casualties were reported as having slight injuries as they were overcome by smoke or gas. In total there have been 32 casualties from ADFs, which is significantly higher than the tolerable level and also higher than the past 8 years.

## Actions

Treat: This figure has triggered a full review of all ADFs where a casualty was recorded within 2024/25 to fully understand the circumstances of those fires and to identify any trends if possible. This learning will then be used in 2025/26 to ensure that prevention activity is targeted to the risk.

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

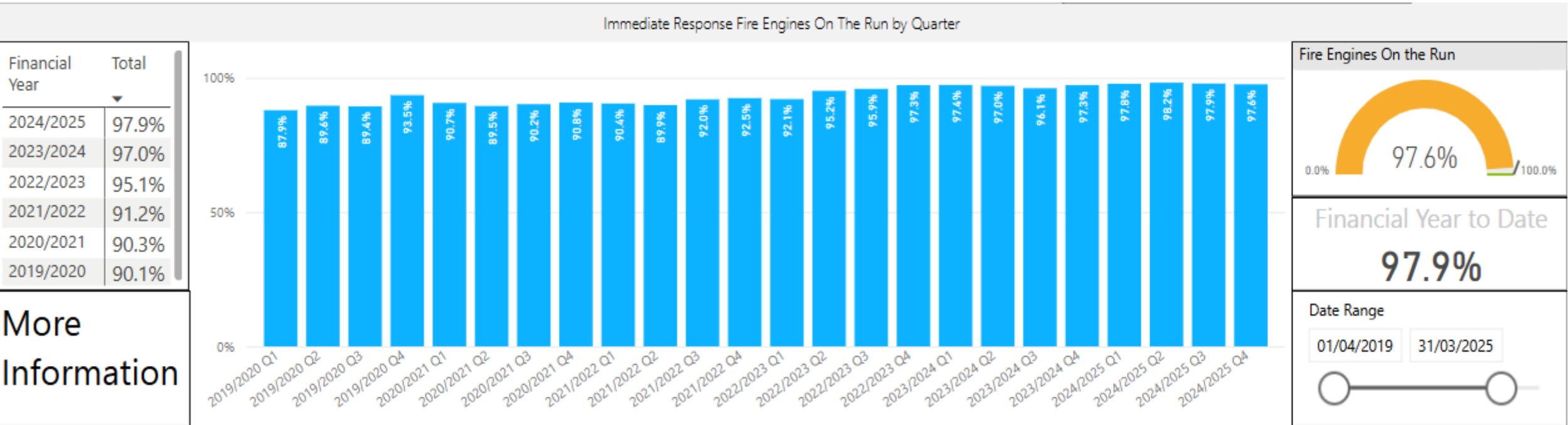
97.6% at the end of Q4 2024-25

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**  
Performance for this quarter remains stable and the highest performing Q4 recorded. Continuously reviewing and improving processes ensuring Firewatch is a true accurate representation of fire engine availability contributing to maintaining our emergency response standards remains as focus within Service Delivery.

**Actions**  
Treat: Signposting staff to the newly published bite size training videos developed by the Service Delivery Support Team and Data Analytics and Reporting Team, will enable managers to reduce errors created by human entry. In addition, providing oversight in the Service Delivery Governance meetings focussing on areas for continuous improvement.

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

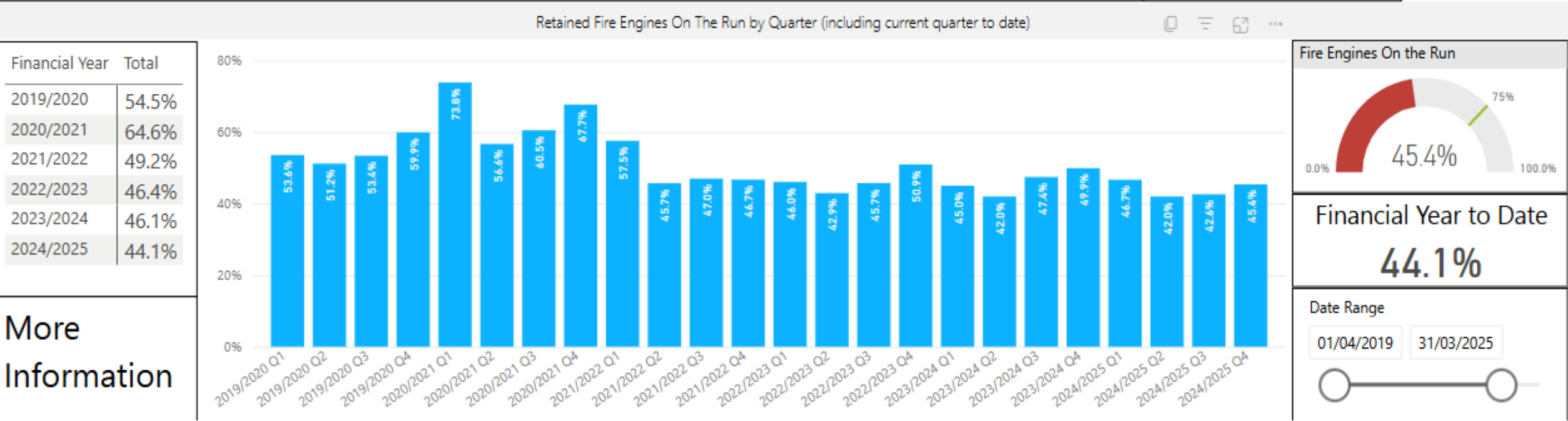
45.4% at the end of Q4 2024-25

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

Performance has continued upward in Q4, increasing by 2.8% from Q3 and 3.4% since Q2. Targeted RDS recruitment by stations, alongside a revised management structure in Service Delivery with an emphasis on accountability is expected to further support improvements in availability.

### Actions

Treat: The CRMP commitment is progressing with solutions being delivered in the short-term, with planning and implementation of medium and long term actions to follow.