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Foreword

Welcome to West Sussex Fire & Rescue Service’s (WSFRS) Annual Report and Statement of Assurance.

This report covers the financial year from 1 April 2016 to 31 March 2017 and highlights how WSFRS performed in the key areas of protection, prevention and emergency response.

Performance data is also available on the WSFRS section of the West Sussex County Council website – www.westsussex.gov.uk – where you can access other documents, including our Community Risk Management Plan, which sets out how the service is organised to support communities, based on data analysis and professional judgement of existing and predicted risks.

We have always been proud of our fire and rescue teams and we are confident they will continue to provide the very best service possible for our communities, now and in the future, with a leading role at the heart of the county council.

Debbie Kennard
Cabinet Member for Safer Stronger Communities

Introduction

When West Sussex County Council asked residents What Matters To You? the top priority for those who responded was ‘Keeping You Safe’.

Our Annual Report reflects the work we are carrying out to achieve that.

We play a key role at the heart of WSCC’s Communities and Public Protection Directorate, supporting the council’s Future West Sussex vision and helping enable safer, stronger and resilient communities.

Our report gives an over-view of some of our key areas of activity and highlights how the fire service, and our partners, are striving to prevent incidents from occurring.

The Annual Report will help you see how we are expanding the type of work that we do, delivering prevention work hand-in-hand with the communities we serve.

When you need us, rest assured, our professional teams will continue to deliver the first-class service West Sussex expects and deserves.

Gavin Watts
Director of Operations and Chief Fire Officer
The communities we serve

Our county

The Office for National Statistics (ONS) estimates that West Sussex is now home to more than 836,000 people.

The four largest towns are Bognor, Crawley, Horsham and Worthing, yet 42% of the county’s resident population, and more than half of its businesses, are located in rural areas.

Arun District has the highest proportion of residents, with 19%, while Adur, the smallest district, has the lowest, at almost 8%.

Almost 480,000 people, a little over 57% of the county population, are of working age. Almost 187,000 (22%) are over retirement age.

Our headquarters, as well as that of West Sussex County Council, are in Chichester.

The county boasts a wide range of scenery, including the Downs and our popular coastal areas.

It has a number of stately homes, including Goodwood, Petworth House and Uppark, alongside Arundel Castle and Bramber Castle.

More than half of our county is protected countryside, including the South Downs National Park.

As well as major road and rail links we have one of the UK’s busiest airports – Gatwick now helps take 42million passengers to 220 destinations every year.

Our responsibilities

The Fire and Rescue National Framework sets out the Government’s priorities and objectives for fire and rescue authorities in England. Its high level expectations include:

- Identifying and assessing the full range of foreseeable fire and rescue related activities their areas face, making provision for prevention and protection activities and providing an appropriate response to incidents.
- Working in partnership with communities and other relevant organisations.
- Being accountable to communities for the service they provide.
The framework describes clear roles and responsibilities for major incidents where local resources may require additional support and details the Government’s strategic role for national resilience.

The Fire Authority, in this case West Sussex County Council, also has roles and responsibilities under the Civil Contingencies Act 2004.

Our fleet of fire engines and specialist rescue and support vehicles give us the capability to respond to a range of emergencies, including floods, chemical spills, trapped people and animals, and building collapses.

Our Technical Rescue Unit provides specialist skills that can be deployed locally, but also supports national and international resilience and has a key role in the UK’s International Search and Rescue Team.
Overview of Fire and Rescue Service

Our Governance

West Sussex County Council is the Fire Authority for West Sussex and is responsible for:

- Firefighting and rescue
- Protecting people and property from fire
- Promoting fire safety in the home
- Providing special services for emergencies like serious road traffic collisions, flooding or incidents involving hazardous substances

The County Council is made up of 70 councillors who are each elected to represent one division every four years.

Functions are allocated across the full Council itself, the Cabinet and a range of committees.

The Constitution explains how the County Council operates and decisions are made, and the procedures which are followed to make sure that these are efficient, transparent and accountable to local people.

All members meet together as the full Council and they are responsible for deciding some of the overall policies and setting the budget each year.

The West Sussex Cabinet, or ‘Executive’, has eight members selected from the Conservative majority. The Cabinet proposes the key policy decisions of the Council, which are subject to agreement by the full County Council.

Each Cabinet Member is allocated a portfolio of work for which they take personal responsibility.

West Sussex Fire & Rescue Service is the responsibility of the Cabinet Member for Residents’ Services. This is now Debbie Kennard. However, for the period covered by this report the Cabinet Member was David Barling. Most decisions will be made by Cabinet Members individually.

Four select committees, including Members from all political parties, have been set up to provide an independent check on the way the County Council provides its services. Decisions relating to the Fire & Rescue Service are scrutinised by the Environmental and Community Services Select Committee.

Planning and Policy Framework

West Sussex FRS operates as part of West Sussex County Council, which sets a clear framework for the work the Service does. The key documents relating to this area are:

- The West Sussex Plan: The West Sussex Plan sets out how the County Council plans to shape its services for the next five years
  https://www.westsussex.gov.uk/campaigns/the-west-sussex-plan/

- The budget and medium term financial strategy: This provides details of budgets across all council portfolios and the context to spending decisions.

The FRS also operates under broader corporate policies on:

Our Fire & Rescue Service

West Sussex Fire & Rescue Service plays a key role in the Communities and Public Protection Directorate. The FRS has three fundamental areas of focus, prevention and protection (detailed later in this report on pages 22 and 23), and response. We have eight immediate response engines crewed at six fire stations – Crawley, Worthing, Bognor, Littlehampton, Chichester and Horsham. These stations are crewed around the clock using a system called Group Crewing.

There are also wholetime firefighters working from 7am until 7pm, from Monday to Friday, at Shoreham, Burgess Hill, Haywards Heath and East Grinstead. They carry out immediate response and community safety work during these hours.

Many of our fire stations are crewed by retained firefighters who provide an agreed amount of cover ‘on-call’ via a pager system.

Like other services across the country the number of on-call retained firefighters we have available has continued to decline. This model of cover was originally devised after the Second World War and society has changed greatly since that time, particularly with the move of industry away from rural communities, pushing people to travel further away from out-lying areas to work. Improving the retained duty system remains a key priority for WSFRS and we have established a number of high-level workstreams to develop future options for the service.

From firefighter to Chief Fire Officer, at the end of this financial year we employed the full-time equivalent of 319 operational staff and 213 retained crew, along with our support staff and volunteers.

Our retirement profile presents us with a growing workforce challenge and work is well underway to recruit and train the firefighters of the future (see page 20).

The excellent service we provide is thanks to the dedication and hard work of every member of the West Sussex Fire & Rescue Service team.

During the period covered by this report we published our latest Community Risk Management Plan.

This document assesses the current and projected risk profile for West Sussex over the next five years and sets out how we plan to keep the county safe through a combination of prevention, protection and response activities.

The plan is based on current and historic data and information about emerging trends and is available via www.westsussex.gov.uk/fire.
Managing risk

As a service we have to understand and identify our greatest risks in order to be able to effectively manage our resources.

We record information about every emergency call we receive and analyse where, why and how incidents have occurred to help us understand where incidents might happen in the future.

We also use the extensive local knowledge of our firefighters and officers, alongside the latest modelling software, demographic profiling, census data and information from our partner agencies.

All of this information is pulled together in a Critical Fire Risk Map (pictured below) which is updated every year based on rolling data from the previous three years.

This shows that, for the period covered by this report, most of the county was classified as low or medium risk. Where small pockets of high, or very high, risk are identified we can target our resources in proportion to those needs.
Financial performance

Overview
West Sussex Fire and Rescue Service is an integrated part of West Sussex County Council. As such, it receives a range of services provided centrally, either via county council back office functions or corporately procured contracts. These include provision for:

- Payroll, pensions and Human Resources administration
- Human Resources and organisational development advice and services
- Occupational Health services
- Information and Communications Technology
- Facilities Management and estates maintenance
- Rates and utilities
- Insurances
- Legal advice
- Procurement services

Costs relating to these areas are accounted for as a whole, and are not apportioned at FRS level. Best value and high quality services in all of these areas are sought and achieved Council wide, however.

Financial management for the FRS in areas including assets and estate, revenue provision, debt, and treasury management are covered under arrangements for the whole of the West Sussex County Council and, again, are not reported solely for the FRS.

The Fire Service’s total net controllable expenditure for the 2016/17 financial year was £25.9 million. This is broken down below.

What your money is spent on
Most of our £26million budget is invested in frontline services including firefighting, rescue operations and community safety activity. This breaks down into:

Firefighting and rescue operations – £20,654,239
(2015/16 £19,614,425; 2014/15 - £21,855,361)

Community Safety – £4,837,410 plus additional Public Health grant funding (2015/16 £5,023,532; 2014/15 £5,381,109)

Our performance

Between 1 April 2016 and 31 March 2017 we attended a total of 8,842 incidents. This is higher than the previous two years and includes an increase in the number of fires which were started deliberately.

However, more than half of the incidents we went to – 4,709 – turned out to be false alarms. These included 1,559 calls made with good intention and 120 malicious false alarms.

**Automatic Fire Alarms**
False alarms from automatic fire alarms (AFAs) can impact on our safety and emergency work so we work hard with the businesses, care homes and hospitals where these happen to reduce the number of false alarms we need to attend. The downward trend continued in 2016/7 - 1,502 AFAs attended in non-domestic properties, compared to 2015/16 – 1,622 and 2014/15 – 1,630 AFA.

**Deliberate Fires**
Starting fires puts lives at risk. We carry out a great deal of work to help stop deliberate fires being started and, when they do occur, our Fire Investigation Officers work closely with the police to support prosecutions. There was a rise in deliberate fires last year with 608 incidents recorded, compared to 474 in 2015/16 and 507 in 2014/15, but is still lower than the 1,211 recorded in 2011/12.
**Dwelling Fires (accidental)**

Cooking and cooking-related activities are the leading causes of fires in the home and we continue to target our prevention and safety work at those most at risk. These figures can fluctuate but there was a slight increase in incidents last year - 2016/17 – 466, compared to 454 and 457 in the previous two years.

**Dwelling Fire Injuries**

We work closely on community safety with a number of partners to help address the root causes of fire injuries in the home. Deprivation, poor health and isolation are all factors that increase the risk to an individual. There were 29 such injuries last year, a very slight increase on the lowest recorded number, 24, the year before but lower than the 43 injuries recorded in 2014/15.

**Fire Fatalities**

Sadly, fire was a factor in three deaths in West Sussex in 2016/17 and one person died in a fire-related suicide.

Please note, these are not all accidental dwelling fire fatalities.
Fires in Non Domestic Properties
We work with local businesses to promote awareness of safety regulations and legal responsibilities. In 2015/16 there was a particularly low number of such incidents – 145. Last year we recorded 174 fires in non-domestic properties, which is more in line with figures seen in recent years.

Hoax Calls
Hoax calls can impact on our response to real emergencies. We carry out a great deal of work to educate people on the risks of hoax calls and, when they do occur, support prosecutions of those responsible. Again, these figures fluctuate but we have attended slightly more hoax calls in the last two years – 2016/17 – 120; 2015/16 – 110; 2014/15 – 90.

Road Traffic Collisions
Tragically, 27 people lost their lives, and 443 people were seriously injured, on West Sussex roads last year. We are not asked to attend all collisions but were called to 565 incidents last year and carried out work to remove casualties 103 times. We work hard with a number of partners to try to reduce this number through initiatives such as Safe Drive Stay Alive (see page 26).
**Emergency Response Standard**

Our Critical Fire Risk Map on page 8 explains how we view likely critical fire risk in any given area. We aim to get our first appliance to the most serious (critical fire) incidents within 8 minutes of receiving a 999 call for a very high risk area, or 14 minutes for a low risk area. For the second appliance it is 11 minutes for a very high risk area and 17 minutes for low risk. Our target is to meet this 89 per cent of the time for the first appliance and 83 per cent for the second.

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**Retained Appliance Availability**

Maintaining levels of retained resources is an ongoing issue nationally, particularly with many people travelling away from rural areas for their employment. We put a significant amount of work in to retained firefighter recruitment and always welcome enquiries on 01243 642134.

2016/17 – 64% of hours available, compared to 2015/16 – 67% and 2014/15 – 62%.

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**Diversity**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Wholetime</th>
<th>RDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>92.7%</td>
<td>97.1%</td>
</tr>
<tr>
<td>Female</td>
<td>7.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Average age</td>
<td>44</td>
<td>40</td>
</tr>
</tbody>
</table>

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**Wholetime**

- 86.4%

**RDS**

- 56.4%

**Total**

- 86.4%

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**Other Ethnic Group**

- **White**: 86.4%
- **Unknown**: 25.7%
West Sussex Fire & Rescue Service works with a wide range of partner organisations.

These include:

<table>
<thead>
<tr>
<th>Partnership / Collaboration</th>
<th>Partner(s) - West Sussex County Council and</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safer West Sussex Partnership</strong></td>
<td>Arun District Council, Chichester District Council, Adur &amp; Worthing Councils, Mid Sussex District Council, Crawley Borough Council, Horsham District Council Community Safety Partnerships; Sussex Police; Sussex PCC; Drug and Alcohol Action Team; Kent, Surrey &amp; Sussex Community Rehabilitation Company; NHS Sussex; CVS.</td>
<td>Brings together Community Safety Partnerships and other organisations to provide a co-ordinated approach to reducing crime and anti-social behaviour in West Sussex.</td>
</tr>
<tr>
<td><strong>Sussex Safer Roads Partnership</strong></td>
<td>Sussex Police, East Sussex County Council, East Sussex FRS Brighton and Hove City Council, and Highways England.</td>
<td>Delivery of pan Sussex Road Safety objectives, currently supported by WSFRS through a firefighter seconded to the partnership, East Sussex Fire and Rescue Service also provide a seconded firefighter.</td>
</tr>
<tr>
<td><strong>The Sussex Resilience Forum (SRF)</strong></td>
<td>Emergency Services, Health, Local Authorities, Government and Utilities.</td>
<td>This is a Local Resilience Forum that supports Category 1 and 2 responders under the Civil Contingencies Act in their statutory duties.</td>
</tr>
<tr>
<td><strong>Emergency Service Collaboration Programme</strong></td>
<td>East Sussex and Surrey FRs, Sussex Police, Surrey Police and South East Coast Ambulance.</td>
<td>The Emergency Services Collaboration project, which forms part of the wider Public Sector Transformation Network (PSTN) project led by Surrey County Council, seeks to transform the way the emergency services in Surrey and Sussex operate together. There are three workstreams: 1) Operations 2) Control/dispatch function 3) Integrated Transport Function.</td>
</tr>
<tr>
<td><strong>Sussex Control Centre</strong></td>
<td>East Sussex Fire and Rescue.</td>
<td>To deliver a joint control and mobilising service, for Fire and Rescue, pan-Sussex.</td>
</tr>
<tr>
<td><strong>District &amp; Borough Local Strategic Partnerships</strong></td>
<td>Arun District Council, Chichester District Council, Adur &amp; Worthing Councils, Mid Sussex District Council, Crawley Borough Council, Horsham District Council.</td>
<td>To deliver objectives on Community Safety Action plan across partner agencies. Further meetings at CSP and Action Group levels.</td>
</tr>
<tr>
<td><strong>Community Safety Partnerships</strong></td>
<td>Arun District Council, Chichester District Council, Adur &amp; Worthing Councils, Mid Sussex District Council, Crawley Borough Council, Horsham District Council Community Safety Partnerships; Sussex Police; Sussex PCC; Drug and Alcohol Action Team; Kent, Surrey &amp; Sussex Community Rehabilitation Company; NHS Sussex; CVS.</td>
<td>WSFRS work with West Sussex District and Borough Councils individually in order to develop local approaches to reducing crime and anti-social behaviour.</td>
</tr>
<tr>
<td>Partnership / Collaboration</td>
<td>Partner(s) - West Sussex County Council and</td>
<td>Purpose</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Business Fire Safety</strong></td>
<td>Building Control, Licensing and Housing of Arun District Council, Chichester District Council, Adur &amp; Worthing Councils, Mid Sussex District Council, Crawley Borough Council and Horsham District Council; Sussex Police.</td>
<td>Memorandum of Understanding enabling delivery of statutory duty.</td>
</tr>
<tr>
<td><strong>Capita Partnership</strong></td>
<td>Capita</td>
<td>To jointly deliver a range of enabling and customer contact services, to both residents and to departments within the authority, efficiently, effectively and economically.</td>
</tr>
<tr>
<td><strong>District and Borough Careline Providers</strong></td>
<td>Districts and Boroughs</td>
<td>Referrals of vulnerable people for home safety visits, some Districts provide free linked smoke detectors.</td>
</tr>
<tr>
<td><strong>Wellbeing</strong></td>
<td>Welbeing</td>
<td>As part of the WSCC telecare contract Welbeing install linked smoke detectors and refer customers to FRS for Safe and Well Visits (Home Safety Visits).</td>
</tr>
<tr>
<td><strong>UK Power Networks</strong></td>
<td>UK Power Networks</td>
<td>To deliver events promoting safety and wellbeing amongst vulnerable residents.</td>
</tr>
<tr>
<td><strong>Southern Water</strong></td>
<td>Southern Water</td>
<td>To deliver general home safety, wellbeing advice and flood prevention information.</td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>South East Coast Ambulance Service (SECAMB), Hampshire Fire and Rescue Service, Gatwick, East Sussex Fire and Rescue Service.</td>
<td>First Aid at Work &amp; Marauding Terrorist Firearms Attack Training (SECAMB), Compartment Fire Behaviour Training (Hampshire FRS, Gatwick), Retained Duty System (East Sussex FRS).</td>
</tr>
<tr>
<td><strong>Cross Border Search Dog</strong></td>
<td>East Sussex Fire and Rescue Service, Surrey Fire and Rescue Service, Hampshire Fire and Rescue Service.</td>
<td>Memorandum of understanding for the shared use of fire investigation K9 resource.</td>
</tr>
<tr>
<td><strong>Sharing of Gold Cover</strong></td>
<td>Hampshire Fire and Rescue Service</td>
<td>Provision of 2 hour call back for management cover between services.</td>
</tr>
<tr>
<td><strong>Shoreline Cliff Working</strong></td>
<td>Sussex Police, East Sussex Fire and Rescue Service, South East Coast Ambulance Services, HM Coastguard.</td>
<td>For carrying out rescues on shoreline cliff faces.</td>
</tr>
<tr>
<td><strong>Water related incidents</strong></td>
<td>Sussex Police, East Sussex Fire and Rescue Service, South East Coast Ambulance Services, HM Coastguard.</td>
<td>For carrying out water related rescues.</td>
</tr>
<tr>
<td><strong>Fire Investigations</strong></td>
<td>East Sussex Fire and Rescue Authority, Hampshire Fire and Rescue Authority, Surrey Fire and Rescue Authority.</td>
<td>Collaboration to conduct multi-agency Level 3 Fire Investigations.</td>
</tr>
<tr>
<td><strong>Training Support</strong></td>
<td>Fire Service College</td>
<td>Fire Service College provides support to WSFRS training under service level and confidentiality agreements.</td>
</tr>
<tr>
<td><strong>Breathing Apparatus Procurement</strong></td>
<td>Consortium of Fire and Rescue Services within the South East.</td>
<td>To jointly procure a breathing apparatus solution. Up for renewal; for this, partners will be sought nationally.</td>
</tr>
</tbody>
</table>
The FRS also works within a clear legislative context. Key instruments are as follows:

**Fire and Rescue Services Act 2004**
This Act came into effect on 1 October 2004. It clarifies the duties and powers of fire authorities to:
- promote fire safety
- fight fires
- protect people and property from fires
- rescue people from road traffic incidents
- deal with other specific emergencies, such as flooding or terrorist attack and respond to the particular needs of our communities and the risks they face.

**Fire and Rescue Service (Emergencies) (England) Order 2007**
The Fire and Rescue Service Emergencies (England) Order 2007 outlines the additional statutory duties of the Fire and Rescue Services Act 2004 for fire authorities.

The duty requires authorities, where provision of resources has been made by central government, to respond to incidents, both within and outside the authority area, involving Chemical, Biological, Radiological and Nuclear hazards (CBRN) and Urban Search and Rescue (USAR).

The Order complements the National Mutual Assistance Protocol, to which this Authority is a signatory. This requires fire authorities to make a reasonable response to requests for assistance in relation to any large-scale emergency outside their area.

**Civil Contingencies Act 2004**
Fire and Rescue Authorities are ‘category 1 responders’ under the Civil Contingencies Act 2004. This means they are subject to the full set of civil protection duties, including assessing the risk of emergencies happening (ranging from widespread flooding to terrorist attacks) and using this to inform contingency planning. Fire and Rescue Authorities must ensure that emergency plans and business continuity management arrangements are in place.

**The Equality Act 2010**
This Act is designed to reform and harmonise equality laws, to increase equality of opportunity and to have regard to the desirability of reducing socio-economic inequalities. It is designed to legally protect people from discrimination in the workplace and in wider society.

**The Policing and Crime Act 2017**
The Policing and Crime Act 2017 received Royal Assent on 31 January 2017. The Act makes three key provisions pertaining to the FRS:
- It enshrines into law a duty for emergency (‘blue light’) services to collaborate, and to codify this into collaboration agreements.
- It establishes an independent inspectorate for FRSs.
- It enables transfer of Fire and Rescue Authority (FRA) duties to Police and Crime Commissioners (PCCs) where a case for change is made.

**The Regulatory Reform (Fire Safety) Order 2005**
The Regulatory Reform (Fire Safety) Order 2005 is a statutory instrument, applicable only in England and Wales, which places the responsibility on individuals within an organisation to carry out risk assessments to identify, manage and reduce the risk of fire. It became law on 1 October 2006.
In August 2016 WSFRS attended one of the largest fires in West Sussex in recent years when flames, fanned by strong winds, badly damaged The Selsey Academy.

The first of more than 60 emergency calls made to the Sussex Control Centre was from a roofer to say a partition on the roof was alight.

Much of the central part of the school was quickly involved with a large plume of dense smoke blowing across Selsey, resulting in burning embers falling on adjacent buildings. Two thatched properties nearby were protected by firefighters spraying them with compressed air foam to prevent the thatch igniting.

At its height the fire service had 14 fire engines, 2 Aerial Ladder Platforms (ALP) and other specialist vehicles in attendance for water supplies, charging cylinders for breathing apparatus and incident command.

Dealing with such an incident requires a multi-agency approach and, as well as being supported by neighbouring fire services, WSFRS worked closely alongside colleagues from the Police, SECAmb, West Sussex County Council, building control officers, the school, utility companies, local community leaders and Red Cross volunteers. There was also fantastic support from the local community, including a group of local mums and a scout group providing additional food and drinks to those working at the scene.
We survey people we have helped with domestic and commercial property fires, except for sensitive incidents involving serious injuries or fatalities. Learning points are acted on immediately but all completed surveys are also copied to an external research company for independent analysis.

On these pages we highlight some of the comments we received and look at some of the data that was collated. Please note, the number of recorded answers is different for each question.

What you said about our service...

We survey people we have helped with domestic and commercial property fires, except for sensitive incidents involving serious injuries or fatalities. Learning points are acted on immediately but all completed surveys are also copied to an external research company for independent analysis.

“Showed outstanding professionalism, were reassuring, courteous, helpful, and solved the problem immediately. Excellent.”

“Being a part time fire station, they were b***y quick. 1st class service.”

“Very sympathetic without telling me what an idiot I was.”

“I do remember being taken around the flat and felt that all had been done and I was safe to go back to bed.”

“They were very sensitive in dealing with my father, who was very shocked and confused.”

“Very sympathetic without telling me what an idiot I was.”

99% Satisfied with Overall service at domestic incidents

100% Satisfaction with Overall service at non-domestic incidents

In your opinion, was the arrival time of the Fire & Rescue Service:

<table>
<thead>
<tr>
<th></th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quicker than Expected</td>
<td>47%</td>
<td>36%</td>
</tr>
<tr>
<td>As expected</td>
<td>44%</td>
<td>64%</td>
</tr>
<tr>
<td>Slower than expected</td>
<td>4%</td>
<td>-</td>
</tr>
<tr>
<td>Had no expectations</td>
<td>5%</td>
<td>-</td>
</tr>
<tr>
<td>Base</td>
<td>131</td>
<td>42</td>
</tr>
</tbody>
</table>
**Thinking about the Fire & Rescue Service at the scene, how satisfied were you with the service you received?**

<table>
<thead>
<tr>
<th></th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>99% (95% Very satisfied)</td>
<td>100% (98% very satisfied)</td>
</tr>
<tr>
<td>Base</td>
<td>135</td>
<td>43</td>
</tr>
</tbody>
</table>

**Do you feel the Fire and Rescue Service kept the effects of the incident to a minimum?**

<table>
<thead>
<tr>
<th></th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99</td>
<td>98%</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Base</td>
<td>134</td>
<td>43</td>
</tr>
</tbody>
</table>

**Were you kept informed of what was happening during the incident?**

<table>
<thead>
<tr>
<th></th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>96%</td>
<td>100%</td>
</tr>
<tr>
<td>No</td>
<td>4%</td>
<td>-</td>
</tr>
<tr>
<td>Base</td>
<td>126</td>
<td>43</td>
</tr>
</tbody>
</table>

**Were you given any general safety advice by the FRS at the scene?**

<table>
<thead>
<tr>
<th></th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes – found it useful</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Yes – did not find it useful</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>No</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Base</td>
<td>127</td>
<td>42</td>
</tr>
</tbody>
</table>

**Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire and Rescue Service?**

<table>
<thead>
<tr>
<th></th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>Fairly Dissatisfied</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
<td>-</td>
</tr>
<tr>
<td>Base</td>
<td>142</td>
<td>46</td>
</tr>
</tbody>
</table>

**If you were dissatisfied with any part of the service you received please explain why:**

**Domestic incidents:**
- I thought the advice was over the top for a bit of burnt toast.
- They did not talk to me (relative of the home owner) but the builders on site.
- One firefighter was quite abrupt.
- My son was too far away to attend in person. FRS at the scene phoned him, left when care worker arrived, leaving broken glass and oven open. My son had to ask FRS to tape up oven to make it safe.
- I had to go out and wave to the fire tender, as they could not find the house. My road numbers the houses consecutively, one side at a time, unlike most roads.
- If a third party is involved i.e. landlord, it would be useful to be contacted and made fully aware of the incident and applicable/relevant advice afterwards.
- The FRS broke down the doors of the neighbours’ properties - it would have been good if they had received a leaflet or brochure explaining what they had to do to get them repaired and whether they had to use our insurance, their insurance, or whether it was the responsibility of FRS.
- Very minor but clean boots in between shifts maybe. Carpets are ruined from them but as I say, that’s so small a price to pay for their quick service.

**Non-domestic:**
- The FRS could stop wasting time, money and resources on customer service and performance monitoring exercises.
- Didn’t feel the need to send out two crews, because of the size of the school, when we reported the fire to be out.
In September 2016 West Sussex Fire and Rescue welcomed 12 new whole-time firefighters into the Service after they successfully completed an intensive 14-week residential training course. The training was the first to be carried out in-house within West Sussex and was largely based at a new state-of-the-art residential training centre at Horley Fire Station.

The recruits learned all of the skills needed to begin their careers as firefighters, including core skills, technical and water rescue and breathing apparatus training. They were also the first in the county to successfully complete the new SECamb Immediate Emergency Care Responder course.
Our Awards

Firefighters were honoured at a medal service held at Arundel Castle in September 2016. Two firefighters were presented with Meritorious Service Medals, awarded for 40 years of dedicated service, while ten of their colleagues were recognised for 20 years of long service and good conduct. A Long Service Certificate was also presented to a member of support staff. The awards were made, on behalf of Her Majesty the Queen, by the Lord Lieutenant of West Sussex, Mrs Susan Pyper.

Our 2016 Chief Fire Officer Commendations recognised people from across West Sussex for outstanding service to their communities. Those singled out for their courage, dedication and selflessness included members of the public, serving firefighters and those involved in the Shoreham Airshow disaster.

Supporting communities

Our crews live and work at the heart of the communities they serve and carry out a wide range of fundraising and support for local good causes, such as the charity appliance pull pictured on the back page.
Protection

We work with businesses across West Sussex to help them keep their customers, staff and our crews as safe as possible.

We carry this out by:

- Advice
- Audit
- Enforcement

Business owners, and those responsible for business premises, have a legal responsibility for ensuring their places of work are safe (Regulatory Reform Fire Safety Order 2005).

We advise businesses to increase their understanding of fire safety requirements and to help them comply with their duties and responsibilities.

Safe working businesses will help the economy thrive and prosper so we produce targeted information and support. We also host fire safety information events and offer face-to-face guidance.

When we audit a business we carry out a thorough examination to establish how well they are managing fire safety on the premises. This can include checking fire safety measures to ensure they are suitable and sufficient for the site and type of business, and that proper warning systems are in place.

We aim to work in partnership with our business communities to prevent problems from occurring. However, where significant breaches of Fire Safety legislation occur we issue formal enforcement notices and will prosecute where there is a wilful disregard for public safety or risk to life.

Last year we carried out 366 fire safety audits. The vast majority of these were satisfactory. However, 47 premises were found to be unsatisfactory with a notice of deficiencies and corrective action plan issued to ensure they became compliant.

We issued 17 formal enforcement notices to establishments including a care home, a house in multiple occupation (HMO), a hotel, a gym, a restaurant, a shop and a hostel.

10 prohibition notices were issued to hotels, care homes, a hostel, flats and a shop and one business owner was successfully prosecuted for breaches of Fire Safety legislation.

Further information on business responsibilities, and on the high quality training we can provide, are available on the Business Safety section of our website at www.westsussex.gov.uk.
Prevention

We play a valuable role teaching children about fire prevention and road safety, from primary school age upwards.

We have developed specialist learning materials to ensure we engage with children at the most appropriate level and can communicate information in a format they will be able to retain and share with others.

Last year we had contact with 21,352 pupils through our programme of School Education Visits at nearly 200 schools. We also saw 1,344 pupils through Junior Citizen events across the county.

Firefighters can be positive role models for young people. We work in partnership with a number of organisations to discourage anti-social behaviour and last year 64 children were referred to our Firewise programme, which helps young people understand the potential consequences of experimenting with fires.

We also run an innovative FireBreak programme, in partnership with County Council colleagues from Youth Services. It is aimed at young people aged between 12 and 14 and actively encourages students to become positive role models within their communities.

Students attend a fire station over five consecutive days, working alongside uniformed firefighters on a structured programme of events that combine classroom-based activities and practical training to promote teamwork, social awareness, self-discipline and to help reduce negative influences.

We ran 14 of these courses during the year, working with a total of 140 students, including a tailor-made course for a special needs school.
Keeping you safe

Our safety and prevention work is helping to reduce the number of serious incidents we are called to attend.

We work with a variety of partners and constantly review the best ways of supporting the people we come into contact with to help build safer, stronger and more resilient communities.

Much of this work is concentrated on those who, statistically, are most at risk from fire injuries in the home. This can include the elderly and people with mental or physical health issues.

In the year ending March 2017 our operational crews and Community Fire Safety Officers carried out 4,747 High Priority Safe and Well Visits, to those deemed most at risk.

The total number of all Safe and Well visits carried out over the year was 6,491.

West Sussex Fire & Rescue Service is a trusted organisation which can give us more open access to some individuals. To ensure we can provide the most appropriate help our staff have been given safeguarding training to help them identify a wide range of issues.

Where required, we can refer people to other organisations we work with, or other relevant departments within West Sussex County Council.

Last year we raised safeguarding concerns about more than 100 people and referred nearly 500
individuals to other services or sources of support.

That work is carried out alongside our traditional fire safety role, which in 2016/17 saw us:

- Install 5,077 ten-year smoke alarms
- Provide 3,578 Telecare linked smoke alarms
- Install 16 heat detectors linked to Telecare
- Hand over 235 deaf alarm systems
- Support 12 domestic violence cases by fitting flaplocks to protect letterboxes
- Use retardant spray to protect furniture in the homes of 29 smokers
- Provide fire aprons or blankets for 45 vulnerable smokers with limited mobility

We also carry out drop-in events to deliver safety measures to wider audiences. These included testing 535 electric blankets last year, 173 of which didn’t meet our safety standard.

What we do

The prevention work we carry out saves lives and can help identify additional support for vulnerable residents.

Community Fire Safety Officers, or local crews, will often return to a property after an incident to offer additional advice and support and to help residents consider how the risk of future incidents can be reduced.

We can install smoke alarms or may suggest residents consider telecare linked smoke detectors. We will also refer residents to additional sources of support.

For example, in one incident, crews were called to a well-established kitchen fire caused by a portable gas cooker in a house where hoarding was an issue. After the incident local firefighters contacted a community group the occupiers had a connection with, which was then able to offer help for their situation.

Crews also referred the occupiers for additional support via the WSFRS safeguarding process.

At another address, crews were called to an automatic fire alarm, which turned out to be a small fire involving an over flowing makeshift ashtray and a pile of rubbish. The smoke detector saved the occupier, who had been asleep, and the person was able to extinguish the fire and leave the property. When firefighters arrived they ventilated the property to clear a large amount of smoke. Later, working with housing scheme support officers, they cleared seven sacks of rubbish from around the sofa area and arranged provision of a safer ashtray.

Other agencies also ask WSFRS for help. For example, a social worker requested a Home Safety Visit and specific advice for a resident, due to be discharged from hospital, who smoked in bed and had an airflow mattress.

The visit resulted in a number of agencies working together to help the person live as safely as possible in their own home and a Telecare system being installed.

The resident was encouraged to reduce the risk of fire by switching to e-cigarettes and their carers were informed of safety recommendations, including closing a newly installed fire door and switching off non-essential appliances at the end of their visits.
As a fire and rescue service we deal with the consequences of road traffic collisions on a daily basis.

We work closely with our national and regional partners to do everything we can to reduce the number, and severity, of such incidents.

One of our key road safety collaborations is the Sussex Safer Roads Partnership (SSRP), a partnership which includes Brighton & Hove City Council, East and West Sussex County Councils, Highways England, East and West Sussex Fire and Rescue Services and Sussex Police.

All of the organisations in the SSRP work together to help make the roads of Sussex safer and, since April 2015, the SSRP has been fully funded through the Speed Awareness operational surplus, where drivers detected speeding are offered the opportunity to take an educational course rather than have a penalty fine and points on their driving licence.

Road Traffic Collisions

Tragically, 27 people lost their lives, and 443 people were seriously injured, on West Sussex roads last year. There were 2,146 slight injuries.

Most injury collisions involved cars, with 14 people killed, 181 seriously injured and 1,419 slight injuries.

The other fatal collisions involved six pedestrians, five motorbikes and two goods vehicles.

We are not asked to attend all collisions but
were called to 565 incidents last year and carried out work to remove casualties 103 times.
We work hard with a number of partners to try to reduce this number through initiatives such as Safe Drive Stay Alive (see above left).

**Working with young road users**

In November 2016 the emergency services in Sussex launched a hard-hitting new film designed to help keep young drivers and passengers safe on our roads.
The revamped Safe Drive Stay Alive film, shot at locations across West Sussex, shows the devastating consequences of a serious road accident, not just for those directly involved, but also the wider impact this has on family, friends and people working in the emergency services.

Staff from all three emergency services worked alongside professional actors, volunteers and other organisations to make the film, led by West Sussex Fire & Rescue Service and funded by the Sussex Safer Roads Partnership.

The film (see picture still top left) is shown at Safe Drive Stay Alive live shows, which are dramatic and impactful events attended by more than 100,000 students in the county since its launch in 2006.

Local schools and colleges are invited to send students to the theatre-style presentation, which includes personal accounts delivered from the stage by all of those affected by serious traffic collisions – including seriously injured victims, relatives of those who have been killed and emergency service staff – alongside the film.

It brings to life difficult messages to make young people aware of their responsibilities as new, and potential drivers, or as passengers travelling with their friends, and of the devastating consequences that can occur otherwise.

More than 8,000 young people attended Safe Drive Stay Alive events in West Sussex last year.

We also run Hard Hit – a classroom presentation by firefighters to those at most risk of being involved in a collision, or those who have already received a conviction, and Choices, which helps students aged 16 or over understand the costs of driving, including vehicle purchase, maintenance, insurance and the law.

Our Fire Bike promotes ride safety at events across the county and helps make motorcyclists aware of the courses and advice available to them.
Advice and information for all drivers can be found on the Sussex Safer Roads Partnership website www.sussexsaferroads.gov.uk
Contact Us

Additional information about West Sussex Fire & Rescue Service is available via our website – www.westsussex.gov.uk/fire

Follow us on Twitter @WestSussexFire or find us on Facebook www.facebook.com/wsfrs.

In an emergency you should always dial 999. Other contact telephone numbers are available via our website, or you can call 01243 786211.

You can email us – wsfrs@westsussex.gov.uk.

We welcome your comments or feedback on this report via any of these means of contact.