






September 2017

Quarterly Performance Report

Quarter One 2017 -18

Key

Trend

	Trend is positive in relation to target
	Trend is negative in relation to target
	Trend is neutral

Upper and Lower Control limits

Upper and Lower control limits have been added to charts within this report. These have been introduced to measures where performance will fluctuate month by month. These give managers an idea of a where there are areas for performance management and improvement. They also provide quick reference points to the larger exceptions for investigation and /or action.

Horizon Scanning



This symbol shows that an issue has been identified as part of Horizon Scanning and it could have an impact on the performance measure. These issues will include potential threats, risks, emerging issues and opportunities external to the organisation allowing for better preparedness and incorporation of mitigation and exploitation into future action plans.

Definitions

Primary Fire: Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Secondary Fire: An incident that did not occur at a Primary location, was not a chimney fire in an occupied building, did not involve casualties (otherwise categorised as a Primary incident) and was attended by four or fewer appliances (otherwise categorised as a Primary incident).

Chimney Fires: Any fires in buildings where the fire was contained within the chimney structure and did not involve casualties, rescues or attendance by five or more appliances














Targets

Measure	End of Year Target 2017/18	End of Year Target 2020
To get our first attendance to an incident within 15 minutes 90% of occasions	90%	90%
To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	10.00	10.00
Number of people killed or seriously injured in road traffic collisions (reduction on previous year)	Below 676	
Rate of Accidental Dwelling Fires	10.3	
Rate of Casualties resulting from Accidental Dwelling Fires per 100,000 Population (reduction on previous year)	Below 5.3	
Number of End of Year Appraisals Completed	90%	90%
Average Day/Shifts lost to sickness absence per person (including all staff)	6.9	
Total Pumping Appliances Availability	94%	94%
Wholetime Pumping Appliances Availability	98%	98%
On Call Pumping Appliances Availability	90%	90%
100% of school children are delivered an age appropriate safety message	80%	100%
Working smoke alarms in 100% of households	80%	100%
Fires in Non-Residential Properties (reduction on previous year)	Below 441	
FOI Response Rates	90% Completed within 20 days	90% Completed within 20 days
Complaint Response Rates	90% Completed within 20 days	90% Completed within 20 days

Performance Summary

Output Headlines

Incidents attended by Essex County Fire and Rescue in Quarter One 2017-18

	Incident numbers	Fire	Special Services	False Alarms	Road Traffic Collision Killed/Seriously Injured
Quarter 1 2017/18	4303	1618	1132	1553	187
					
Performance Vs. Quarter 4 2016/17	+865 	+641 	+33 	+191 	-63
Performance Vs. Quarter 1 2016/17	+615 	+560 	-73 	+128 	Data not available from Essex County Council

In the first quarter of 2017/18 there were a total of 4303 incidents, which is a 25% increase on the previous quarter. This was especially significant in the fire category with an increase of 641.

When compared with the same period in 2016-17, there was an overall increase of 615 incidents (17%), with the only category with a reduction being Special Services.

The largest increase in the fire category when compared to the equivalent quarter in 2016/17 was Secondary fires. These saw a rise from 484 to 981, an increase of over 100%.

The largest decrease over the equivalent period were in flooding incidents, which saw a fall to 305 from 408 (25% reduction)

Volunteer Interactions

322



Home Fire Safety Visits

2256







Prevention

1st April – 30th June 2017

We keep people safe when they travel in and through Essex

Number of people killed or seriously injured in Road Traffic Collisions.

Quarter One 2017/18	Quarter One 2016/17	Trend	Target	Predicted Performance against target
187	250		676 per annum	Expected to meet target

Month	2017/18	2016/17	Difference	Trend
April	67	84	-17	
May	58	80	-22	
June	62	86	-24	

This data is collated Essex wide from the Essex Highway at Essex County Council. The data shows incidents attended by the police, but not all incidents are attended by Essex County Fire and Rescue Service (ECFRS). ECFRS work as part of a wider working group called the Safer Essex Roads Partnership with a focus on Making Essex Roads Safer.

Whilst still not in target, there is a significant decrease (25%) in people being killed or seriously injured on Essex roads in comparison to the same period last year.

We will educate young people in Essex, so they become safer adults with an aim to reach 100% of school children with an age appropriate safety message.

Quarter One 2017/18	Quarter One 2016/17	Trend	Target	Predicted Performance against target
26.69%	No data available	-	80% of school children	Expected to meet target

Between April and June 2017 Essex County Fire and Rescue Service carried out 575 school visits across Essex, engaging with 55,281 children.

School Stage	Number of Visits	Number of children seen	Total Essex Children in Group	Percentage seen
Pre School	2	42	4095	1.03%
Reception	5	325	17,076	1.90%
Primary	428	38,017	83,413	45.58%
Secondary	140	16,897	75,392	22.41%
Total	575	55,281	207,048	26.69%




The talks delivered are broken down below in order of number made.

Talk Type	Number of Visits made	Number of children engaged
Key Stage 2 - Cyber Safety	182	7577
Key Stage 2 - Year 3 (Home Safety)	120	5712
Summer Safety (Primary)	91	19253
Key Stage 3- Year 7 (Heat of the Moment)	44	3816
Key Stage 3 - Year 8 (Home Safety)	37	3204
Summer Safety (Secondary)	24	5775
Key Stage 1 and Key Stage 2 - Home Safety Assemblies	12	2859
Key Stage 3 - Year 7 (RTC - pedestrian safety)	10	1518
Key Stage 2 - Other	7	1004
Key Stage 3 - Elements (Arson / ASB prevention)	7	780
Key Stage 3 - other (Arson / ASB prevention)	7	1038
Key Stage 1 - Year 2 (Great Fire of London)	7	322
Reception (People who help us / home safety)	5	325
Cycle Safety - Secondary	5	325
Key Stage 3 - other (Home Safety)	4	71
Key Stage 1-Year 1 (People who help us / home safety)	2	430
Pre-school (People who help us / home safety)	2	42
Key Stage 1 - Other	2	430
Key Stage 2 - Careers talk	2	190
Key Stage 2 - Year 6 (Grays Museum)	2	60
Key Stage 4 - other	2	370
Cycle Safety - Primary	1	180

We keep people safe in their workplaces and at leisure in Essex.

Fires in Non-Residential Properties

Q1 2017/18	Q1 2016/17	Predicted Performance against target
116	112	Expected not to meet target

Month	2017/18	2016/17	Trend
April	43	32	
May	35	44	
June	38	36	

There were 116 fires in non-residential properties in this quarter, which represents a small increase when compared to the same period last year. Of these 116, ECFRS had to use equipment in 88% of cases to deal with the fire. The majority of incidents took place in garages/sheds (29), followed by 11 in prisons, and where recorded, the most common cause of fire was heat source and combustibles brought together deliberately, followed by faulty electrical equipment.

Enforcements

No enforcements took place in this period

Prohibitions

Three prohibition notices were issued in the period to Take-Away outlets in Grays, Brentwood and Chadwell St. Mary.

Prosecutions

No prosecutions took place in this period

Visits to Non Residential properties

A total of 306 Fire Safety Audits were completed in this timeframe.

Safety messages relevant to all potentially life threatening calls attended by the Fire Service are shared with the communities we are here to serve.

The Communications and Marketing Team look for any safety messages that can be partnered with actual incidents, and include safety advice on Social Media. This information is then shared on the ECFRS website and social media, and links to more information around the topic.

Examples of some of our social media messages for this period are shown below.



Next steps for Prevention


None provided for this period

Protection

1st April – 30th June 2017

We keep people - including the elderly and vulnerable - safe in their homes protected by a working smoke alarm, and for higher risk buildings, a sprinkler.

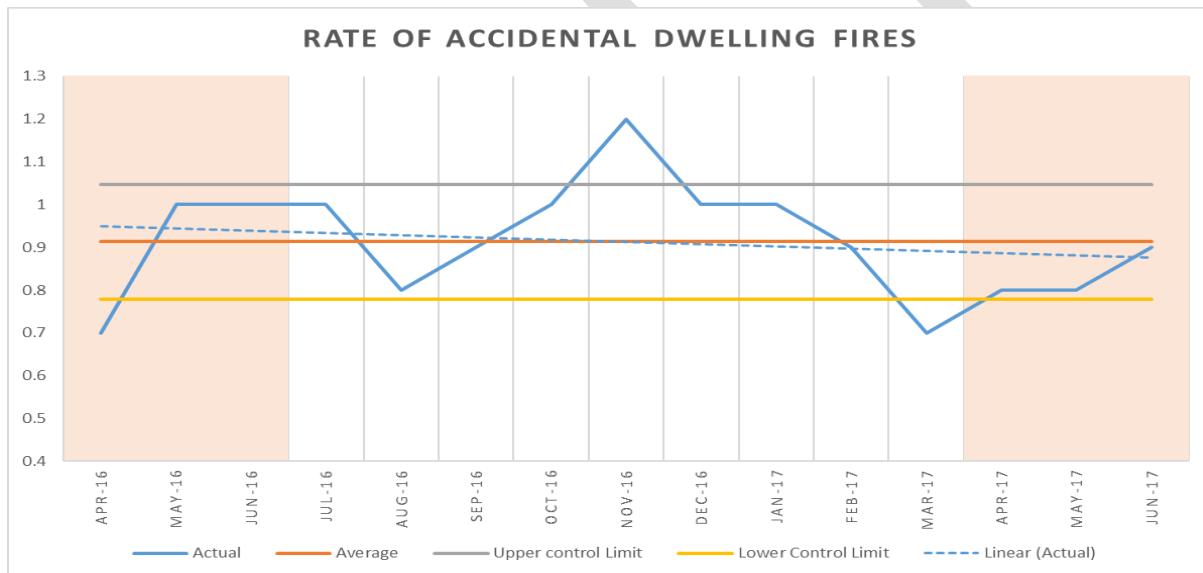
Rate of Accidental Dwelling Fires per 10,000 properties

Q1 2017/18	Q1 2016/17	Trend	Target	Predicted Performance against target
2.6	2.7		2.7	Expected to meet target

Month	2017/18	2016/17	Target	Trend
April	0.8	0.7	0.9	↓
May	0.9	1	0.9	↑
June	0.9	1	0.9	↑

Over the last twelve months, the number of Accidental Dwelling Fires has fallen, and there has been a small reduction when compared to the same period last year, with each of the three months within the target of 0.9.

In the reporting quarter, Colchester's Station Ground saw the largest number of Accidental Dwelling Fires with a total of 22 incidents (12% of the total), followed by Basildon and Grays with 15 Accidental Dwelling Fires each.






Stations with the most Accidental Dwelling Fires.

Station Ground	Quarter One 2017
Colchester	22
Southend	15
Grays	15
Harlow Central	12
Orsett	11

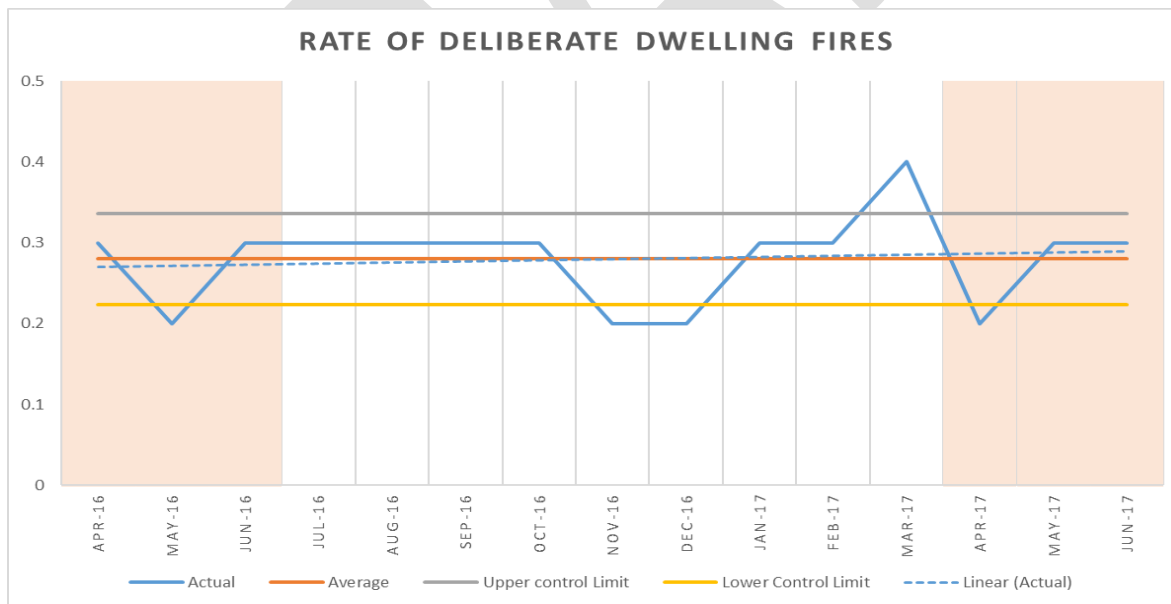
The most common fire start location of Accidental Dwelling Fire in Quarter One was the kitchen (68.5%) followed by the bedroom with 7% and the living room with 4.3%. The most common causes of fire were cooking (34%), faulty electrical equipment (12.8%), and combustibles too close to a heat source (9.6%)

Rate of Deliberate Dwelling Fires


Latest 12 months	Previous 12 months	Trend	Target	Predicted Performance against target
3.4	2.9		2.8	Not expected to meet target

Month	2017/18	2016/17	Target	Trend
April	0.4	0.3	0.2	
May	0.2	0.2	0.2	
June	0.3	0.3	0.2	

The target was missed in two of the three months in the reporting period, however the figures were within the Upper Control Limit. The total number of Deliberate Dwelling Fires seen in quarter one was thirteen, which is a decrease of nine from the same period in 2016. The cause for all Deliberate Dwelling Fires in quarter one was heat source and combustibles being brought together deliberately.

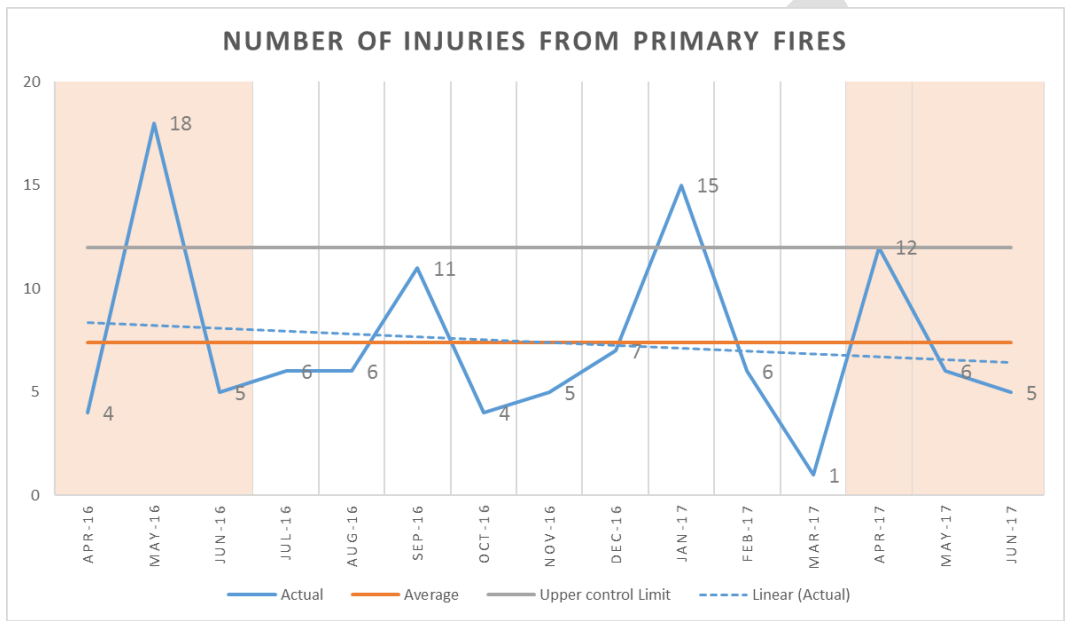


Rate of Casualties (per 10,000) resulting from Fires

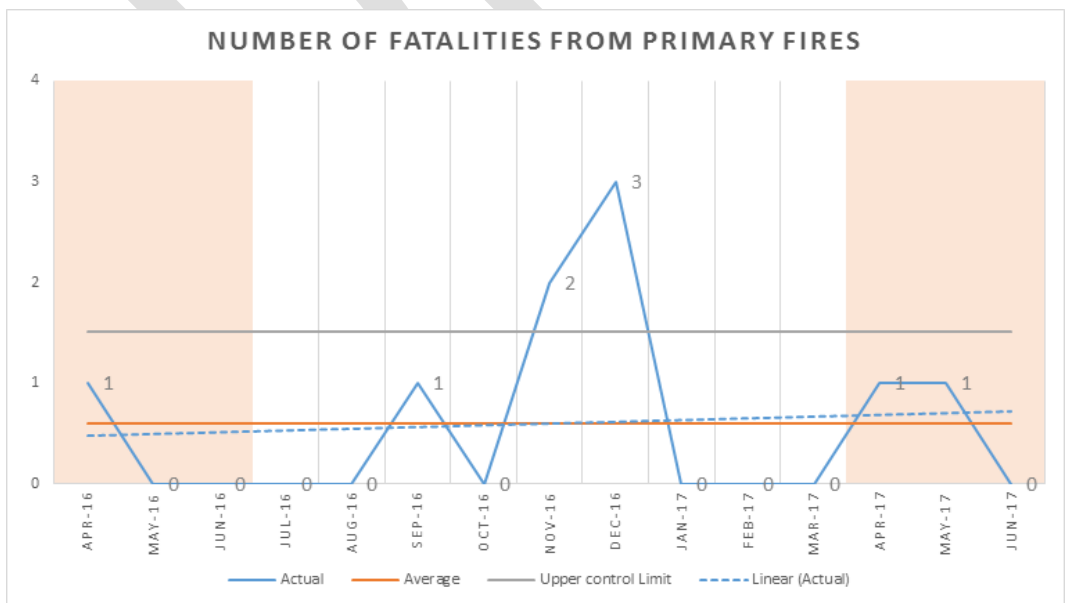
Q1 2017/18	Q1 2016/17	Trend	Target	Predicted Performance against target
4.9	4.1		5.0	Expected to meet target

Month	2017/18	2016/17	Target	Trend
April	0.7	0.2	0.3	↓
May	0.3	1.0	0.3	↑
June	0.3	0.3	0.3	↑

Number of Injuries from Primary Fires



Injuries from Primary Fires are slowly reducing, and the dotted trend line indicates this. There is a reduction of four from the same period last year. Although there were twelve injuries in April, this figure was still inside the Upper Control Limit.



There were sadly two fatalities in Quarter One. The first occurred in April 2017 where a 54 year old male set himself alight in Takeley.

The second occurred in May 2017 where a ten year old boy died in an accidental dwelling fire in Basildon. There was a working smoke alarm, which alerted the child's mother, and ECFRS were in attendance within five minutes of the initial call, by which time the fire had fully developed.

Month	Fatalities	Injuries
April	1	12
May	1	6
June	0	5
Quarter One	2	23

Number of Home Safety Visits

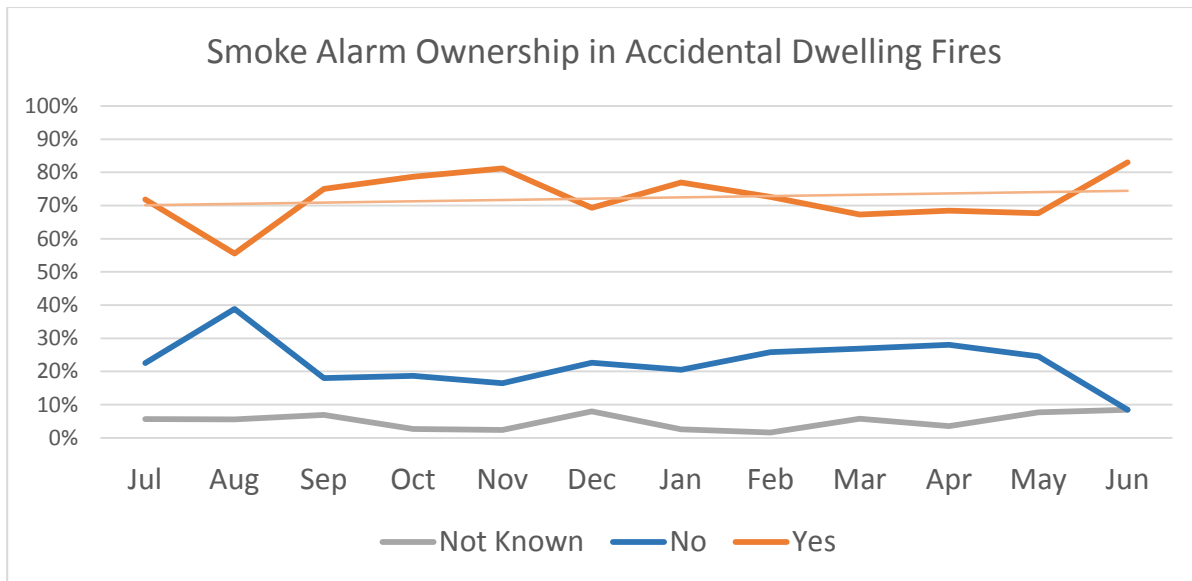
Month	Community Safety Officers	Parish Safety Volunteers	Technician	Volunteer	Other	Total
April 17	10	29	591	82	8	720
May 17	6	48	673	44	16	787
June 17	4	52	620	67	6	749
Quarter One	20	129	1884	193	30	2256

Number of Targeted Interventions

Work on targeted interventions is currently suspended, although these may start again in the near future. A number of targeted interventions were carried out specifically in tower blocks following on from June's Grenfell Tower incident. This involved visiting 264 blocks, with 10,617 'door knocks', and 228 Home Safety Visit referrals.

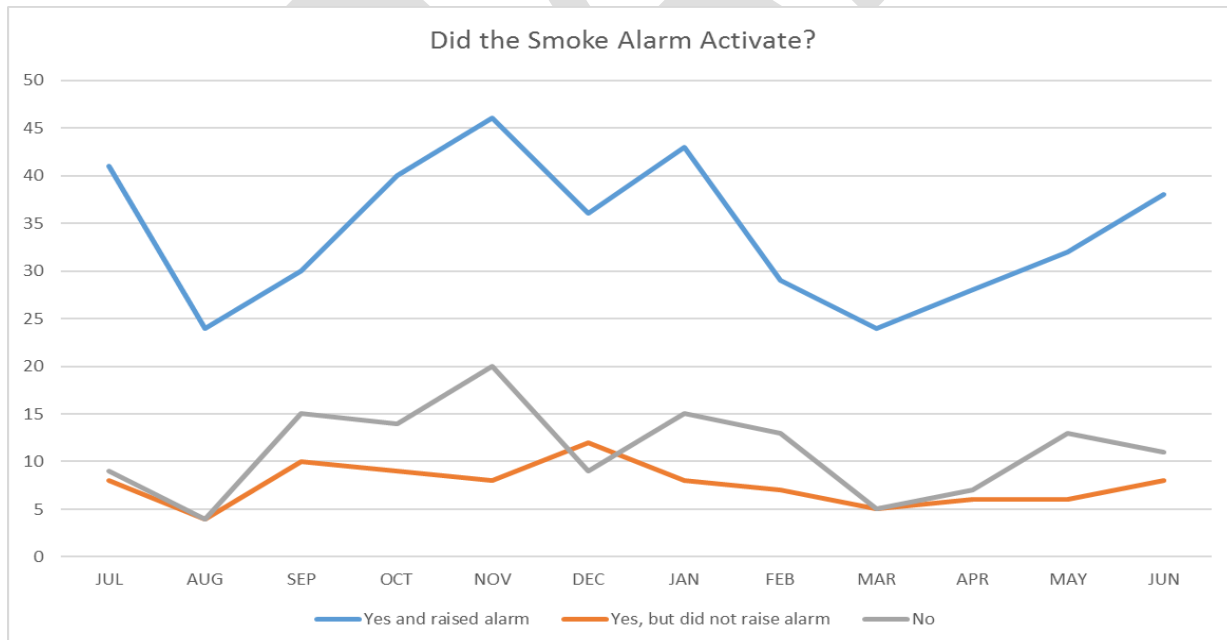
Fires, fatalities and casualties in dwellings, by presence or operation of smoke alarms

There is a steady overall increase in the percentage of Accidental Dwelling Fires where a smoke alarm was present. As a snapshot however there is a small decrease in the Q1 2017/18 figure (72.92% of 181 incidents) in comparison the same period in 2016/17(75.75% of 198 incidents)



In Quarter One, where smoke alarms are present, they activated and raised the alarm in 66% of occasions, in 13% of occasions, they activated but did not raise alarm, and 21% of the time, the alarm did not activate at all.

For comparison the yearly figure (April 2016 to March 2017), smoke alarms activated and raised the alarm in 65% occasions, in 14% of occasions they activated but did not raise alarm, and 21% of the time the alarm did not activate. These values have remained static over the year.



Next steps for Protection

The Service is expecting to receive the outcome of the research that was commissioned into Smoke Alarm ownership in quarter 2 which will lead to an improved understanding which will help us to plan actions that will help us to achieve 100% ownership of working smoke alarms.

Response

01 April to 30 June 2017

We ensure the safety of firefighters at all operational incidents, regardless of the nature and scale and that those with responsibility for incident command decision-making are consistently competent to undertake that role.

Injuries during operation incidents

Month	Injuries at fire	Injuries at Road Traffic Collisions	Injuries at other special service	Total
Wholetime	5	-	-	5
On Call	-	-	-	-
TOTAL	5	-	-	5

Injuries not during operation incidents

Month	Operation Training	Fitness Training	Injuries during routine activities	Total
Wholetime	5	-	3	8
On Call	-	-	1	1
TOTAL	5	-	4	9

Number of Health and Safety Incidents

The number of accidents, hazards and near misses have all increased in comparison to the same period last year. RIDDOR reportable incidents remained the same with two in each period.

Accidents

Q1 2017/18	Q1 2016/17
34	22

Month	2017/18	2016/17	Comparison
April	5	10	-5
May	15	10	+5
June	14	2	+12

Hazards

Q1 2017/18	Q1 2016/17
37	23

Month	2017/18	2016/17	Comparison
April	12	5	+7
May	17	5	+12
June	8	13	-5

Near Misses

Q1 2017/18	Q1 2016/17
22	15

Month	2017/18	2016/17	Comparison
April	11	5	+6
May	2	4	-2
June	9	6	+3

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

Q1 2017/18	Q1 2016/17
2	3

Month	2017/18	2016/17	Comparison
April	1	1	-
May	1	1	-
June	0	1	-1

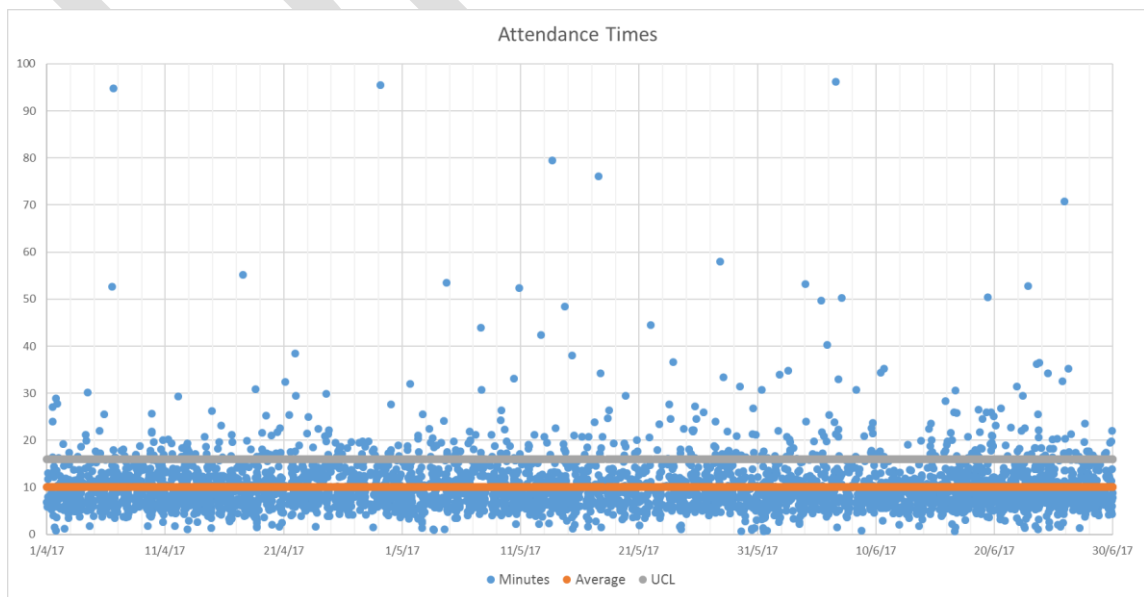
We deal with incidents safely and effectively and that for every known high risk location in Essex there is an up-to-date and effective Tactical Fire Plan where the content is understood by those who are most likely to discharge it.

To get our first attendance to a potentially life-threatening incident within an average of 10 minutes

2017/18	2016/17	Trend	Target	Predicted Performance against target
10.14	10.12	↓	10.00	Not expected to meet target


Month	2017/18	2016/17	Target	Trend
April	10.01	9.36	10.00	↓
May	10.02	9.48	10.00	↓
June	10.39	11.08	10.00	↑




The average attendance time to potentially life threatening incidents was 10 minutes and 14 seconds. This is below the target of 10 minutes, and two seconds slower than the equivalent period last year. April and May narrowly missed the target and June exceeded it by 39 seconds. This is a similar pattern to 2016 where April and May were inside target, but June exceeded it by 68 seconds.



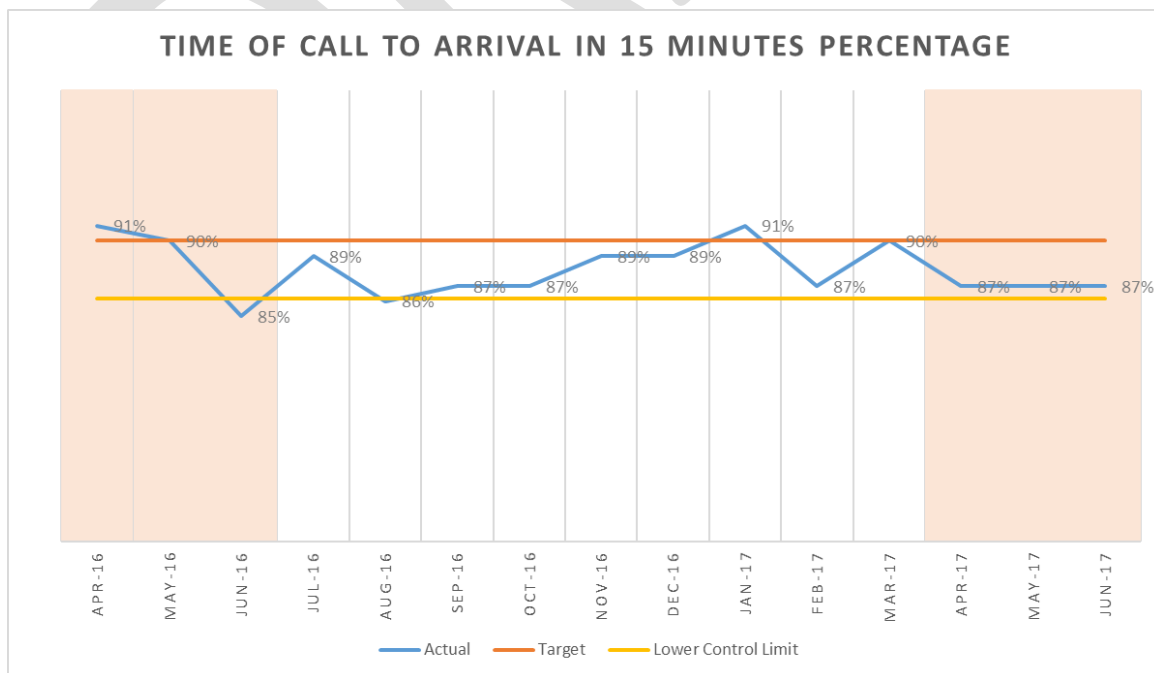
412 incidents fell outside the Upper Control Limit of 16 minutes, with the majority of these incidents being where we have assisted other services as co-responders. The next most common were incidents for animal rescue cases. The service currently categorises these incidents as potentially life threatening due to owners putting themselves at risk to save their animals. Often the first response is an officer travelling at road speed, on scene to determine the best course of action, which slows down overall response time.

To get our first attendance to an incident within 15 minutes on 90% of occasions

2017/18	2016/17	Trend	Target	Predicted Performance against target
88%	89%		90%	Not expected to meet target

Month	2017/18	2016/17	Target	Trend
April	87%	91%	90%	
May	87%	90%	90%	
June	87%	85%	90%	

In Quarter One, 87% of incidents were attended within 15 minutes. This is below the target of 90% and shows a decrease in performance over both the equivalent period last year and the previous quarter.



We ensure that lessons learned from all operational incidents, regardless of the nature and scale, are captured, fed back and acted upon.

Completion rate of debriefs

In Quarter One there were 25 Debriefs carried out by the service.


- 16 Level 1 Operational Debriefs
- 8 Level 2 Tactical
- 1 Level 3 Strategic




What are the key lessons learnt from the debrief process

Data was not available at the time of reporting and work will be undertaken to ensure data available for Quarter Two reporting.


We maximise the availability and utilisation of resources within our operational response model.




Total Pumping Appliances Availability

Last 12 months	Year Before	Trend	Target	Predicted Performance against target
85.4%	86.4%		94%	Not expected to meet target


Month	2017/18	2016/17	Target	Trend
April	85.8%	87.1%	94%	
May	85.6%	87.6%	94%	
June	84.3%	86.1%	94%	




Wholetime Pumping Appliances Availability

Last 12 months	Year before	Trend	Target	Predicted Performance against target
94.7%	94.4%		98%	Expected to meet target

Month	2016/17	2015/16	Target	Trend
April	95%	94.2%	98%	
May	94.8%	94.4%	98%	
June	94.7%	94.4%	98%	

On Call Pumping Appliances Availability

Last 12	Year Before	Trend	Target	Predicted Performance against target
81.5%	81.2%		90%	Not expected to meet target

Month	2017/18	2016/17	Target	Trend
April	81.6%	81%	90%	
May	81.6%	81.1%	90%	
June	81.5%	81.2%	90%	

On Call Recruitment

On call, recruitment is being reported monthly to other forums and as a result, quarterly statistics are not up to date and will not match reports published elsewhere. Dovercourt and South Woodham Ferrers had specific campaigns to recruit on-call firefighters and as such have their take up rate shown separately. All other on-call recruitment has been included in the business as usual table.

Dovercourt	Male	Female	Total
Initial contact forms	2	1	3
Prefitness appointment	2	-	2
Passed Prefitness	1	-	1
Booked on assessment	1	-	1
Passed assessment day	1	-	1

South Woodham Ferrers	Male	Female	Total
Initial contact forms	14	2	16
Business as Usual	Male	Female	Total
Initial contact forms	104	6	110

Prefitness appointment	16	-	16
Passed Prefitness	11	-	11
Booked on assessment	7	-	7
Passed assessment day	6	-	6

Next steps for Response

Response standards

If certain categories of incident response were excluded from the response time calculation, there would be a significant improvement as illustrated by the table below.

Incident type excluded	Incidents in Quarter One	Average response
Co responder	295	10m 18sec
Animal Rescue	29	26m 44sec
Hazardous Materials	56	14 m

Removing these 380 incidents from the response time calculation would reduce the average response time per incident by 13 seconds. This would give an average response time across the Service of 9 minutes and 59 seconds for Quarter One.

In a recent visit to Kent Fire and Rescue Service, their Performance Team confirmed that they exclude all of the above incidents as well as incidents where the response travels at normal road speeds. If this data was recorded on our systems, further improvements on response rates could be reported. Further investigation into incident types included in the response times calculations will be conducted in quarter two.

People and Leadership

01 April – 30 June 2017

Our leaders are clear on our aims, our expectations of each other, and how we make decisions and how we measure success.

We ensure our values are lived, we create a kind culture we are proud of and we reward people for what they do and how they do it.

The People Strategy 2017-2020 looks to introduce a scheme for rewarding and recognising contribution made by individuals and teams that go above and beyond the normal expectations of their role. The Service has sought feedback and opinions across the Service as to how we can recognise and celebrate the great work that our employees do. Based on this feedback and suggestions, we have launched our Celebrating our People Awards.

There are seven categories in total, these are:

- Employee of the Year
- Team of the Year
- Outstanding Service Delivery
- Outstanding contribution to Community Safety
- Unsung Hero Award
- Employee Volunteer of the year
- Excellence in Innovation

Once the nomination deadline passes, a shortlisting process will begin.

During Quarter One the Service launched the Talent Pool process in two stages:

Phase 1 – April to July – filling our current Grey Book vacancies – Area Manager, Group Manager, and Crew Manager roles. Introduced assessment centres to fill a number of our operational vacancies and to start to build the talent pool for Grey Book.

How are we ensuring that the values are lived?

Our revised Dignity at Work Policy defines acts of bullying and harassment, making clear what is considered as unacceptable behaviour. The policy gives our employees the choice of a formal or an informal route. The policy was developed collaboratively with trade unions and as part of this new policy; we are developing a group of fifty employees to act as Dignity at Work Advisors.

Leavers

There were 56 leavers in Quarter One, with reasons for leaving detailed below.

Reason for Leaving	Number
Resignation - Other	22
Terminated - Other	11
Multiple Employment	9
Retirement - Ordinary	6
End of Fixed Term Contract	3
Retirement - 30 Years Service	2
Retirement - Early	2
Resign - Work / Life Balance	1
Grand Total	56

Number of Exit Interviews

Despite having 56 leavers, only 3 exit interviews/questionnaires were carried out. Exit questionnaires are not compulsory and as such, the response rate is generally low.

Why are people leaving our Organisation?

The three completed exit interviews detail the reasons for leaving as follows:

- Retirement – Retiring and Domestic – Family – Overall scoring ECFRS average and above

- Resignation – End of contract - Overall scoring ECFRS average and above
- Resignation – Left due to dissatisfaction with job – Overall scoring ECFRS average to very poor

Number of Inductions

The total number of Health & Safety Inductions returned by line managers for employees who commenced work from 01/01/2017 onwards is 61 (87%).

The total number of Welcome Induction Checklists returned by line managers for employees who commenced work from 01/01/2017 onwards is 56 (80%).

Number of Grievances and Disciplines

In Quarter One there were fourteen formal disciplinary investigations and four grievances.

During Quarter One a Case Management system was developed and implemented, which enables more accurate and regular reporting and analysis of casework. Testing of the system was carried out during his period and Quarter Two will see the reporting functionality being tested and utilised.

Work continues to focus on resolving cases informally using alternative methods. The HR Business Partner teams are working with managers to ensure that early intervention and attempts to resolve employee concerns informally before raising a formal grievance. Likewise, consideration is being given by managers to resolve behavioural matters informally where possible.

We are committed to become a learning organisation.

Number of Complaints, Compliments and suggestions received within the service

A draft complaints and compliments policy and procedure are being produced. These will be submitted to the Information Governance Group in November for review and then submitted to the Service Leadership Team for approval.

Project Closures and lessons learnt

One closure report was approved during the reporting period - Appliance removal and relocation project. The project activity was completed in February 2017, by which time Appliances had been removed from Corringham, Orsett, Rayleigh Weir and Loughton, 27 voluntary employee moves had been completed and 6 employer initiated moves had taken place. Benefits to this project included a reduction in both appliance and equipment costs, as well as future maintenance costs.

We create forums for regular feedback on our talent, their strengths and suitability for promotion as well as identify future opportunities for development.

Number of End of Year Appraisals Completed

2017/18	Appraisals completed	Percentage	Target	Predicted Performance against target
30 th June snapshot	493	35%	90%	Not expected to meet target

As a snapshot on 30th June 2017, 493 of 1408 (35%) End of Year appraisals had been returned. This is against a target of 90%.

What are the recognised forums for feedback?

We hold a number of recognised forums where our employees are able to share their feedback with other members of staff and senior leaders, including:

- Your Voice Employee Engagement Forum
- Leadership Forum
- Manager Briefings
- BEING meeting (LGBT+ network)

How well are these forums attended?

Date	Forum	Attendance
April 2017	Your Voice Employee Engagement Forum	7 people
	Leadership Forum	32 people
	Manager Briefing	43 people
	BEING meeting (LGBT+ network)	8 People
May 2017	Your Voice Employee Engagement Forum	8 people
	Manager Briefing	46 people
June 2017	Your Voice Employee Engagement Forum	23 people

We ensure that every manager has the skills and attitude to effectively discharge the role expected of them.

Have management competencies been identified

The Service adopted the PQAs as its management competencies and launched them with the appraisal process in April 2017.

Is the Learning and Development Strategy aligned to ensure Competencies are met?

The Learning and Development Strategy includes a range of Leadership and Management Development programmes which reflect the competencies. These will be developed and launched throughout 2017-18.

Completion of mandatory Management Training Courses for all new Line Managers


The scope of a Manager Induction Programme and Leadership Development Programme has been agreed which shows the majority of what is considered to be mandatory for these managers. Further work is anticipated during Quarter Two. Once agreed and delivered, these will be monitored through the training system.




Development of managers is built into appraisals

Identifying development needs and opportunities is a required aspect of appraisal.

We develop ourselves and our teams to deliver more in a complex and uncertain environment.




Average Day/Shifts lost to sickness absence per person (including all staff)

Quarter One 17/18	Quarter One 16/17	Trend	Quarterly Target	Predicted Performance against target
2.2	2.0		1.8	Not expected to meet target




Month	Average Days/shifts	16/17	Trend
April	0.7	0.8	
May	0.7	0.6	
June	0.8	0.6	

Percentage of Operational Wholetime staff that were not off sick in a given month with a comparison the same period last year. There is no information on On call operation staff sickness records.

Month	2017	2016	Trend
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April	89%	88%	
May	85%	88%	
June	89%	89%	

Percentage of support staff that were not off sick in a given month with a comparison the same period last year

Month	2017	2016	Trend
April	91%	87%	
May	87%	90%	
June	89%	88%	

We will ensure that our Service reflects the diversity of our communities.

Employee Profile

Gender Statistics

Gender	Operational	Retained	Support	Control	Service Total
Female	5.6%	0.8%	49.5%	80.6%	14.7%
Male	94.4%	99.2%	50.5%	19.4%	85.3%

Age Statistics

EE Group	18-24	25-34	35-44	45-54	55-64	65+
Control	2.8%	33.3%	30.6%	27.8%	5.6%	0.0%
Operational	0.0%	10.1%	35.2%	50.7%	3.9%	0.0%
On-Call	10.8%	34.4%	23.4%	24.2%	7.1%	0.0%
Support	3.5%	18.7%	21.1%	28.7%	24.9%	3.1%
Grand Total	4.5%	20.8%	28.2%	36.6%	9.3%	0.6%

Ethnicity Statistics

Ethnicity	Control	Operational	Retained	Support	Service Total
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Black African	0.0%	0.2%	0.0%	0.0%	0.1%
Black Caribbean	0.0%	0.0%	0.0%	0.3%	0.1%
Mixed Other	0.0%	0.3%	0.6%	0.0%	0.4%
Mixed White & Asian	2.8%	0.2%	0.0%	0.0%	0.1%
Mixed White & Black Caribbean	0.0%	0.2%	0.0%	0.0%	0.1%
Not stated	41.7%	63.5%	44.4%	42.2%	52.1%
Other Ethnic Background	0.0%	0.0%	0.2%	0.0%	0.1%
White Any Other	0.0%	1.0%	0.8%	1.0%	0.9%
White British	55.6%	34.5%	53.8%	56.4%	46.1%
White Irish	0.0%	0.2%	0.2%	0.0%	0.1%

Next Steps for People and Leadership

Phase 2 Talent Pool – Later in 2017, the Service will launch a Service-wide Green and Grey Book Talent Pool process.

The Celebrating our People celebration evening will be held on 16th November.

Training for our Dignity at Work Advisors will be held in November 2017. These volunteers will be independent and will be fully trained and ready to help all members of staff who may be experiencing problems or perhaps just need some advice.

To improve the return of exit interviews the following process changes will be trialled for a period to see if there is an improvement in the completion rate.

- Immediately on receipt of notice of a termination, the individual will be emailed with the exit interview details and explanation of the exit interview process.
- At the same time, the HR Business Partner and Senior HR Advisor for the terminating employee should be advised of the departure by email.
- The letter/pack sent confirming receipt of termination will be amended to include hard copy of the exit interview.

The Service is launching 'Welcome to ECFRS', a face-to-face induction session aimed at introducing new colleagues to the strategy and values of our Service. The first session is due to take place on the 25th October 2017 with additional sessions every quarter.

Public Value and Collaboration

01 April – 30 June 2017

We demonstrate value for money in our activities.

In Quarter One Essex County Fire and Rescue had a total expenditure of £16.193M. This was £609K below target.

Essex has a population of 1,753,000, with approximately 773,500 private dwellings, and 50,500 domestic units.

Cost per person and Property

The total spend in the quarter of £16.193M equates to approximately £9 per person and around £20 a property per quarter.

Freedom of Information

A new measure for 2017/18 is the response rate within target for Freedom of Information requests.

Between April 1st and June 30th 2017, a total of 46 requests were received with 43 (93.5%) of them being answered with the target of 20 days. As this is a new measure, there is no comparison with a previous period, although future reports will show this. These requests vary greatly in topic, and have ranged from the 'percentage of time a particular appliance is available' to details of 'the gym equipment available' within the service.

2017/18	Requests Received	Answered within 20 days	Percentage	Target	Predicted Performance against target
Quarter One	46	43	93.5%	90%	Expected to continue to meet target

Next Steps and Actions

- Training for staff processing Statutory Requests for information to be sourced so policies, processes and document templates can be updated to be General Data Protection Regulation compliant.

Performance and Data Team

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For the latest information about our Service, visit Daily News.