# Front page:

Our Year in Review: Annual Report and Fire and Rescue Statement

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# A Message from the Police, Fire and Crime Commissioner Roger Hirst

TBC

# A Message from Chief Fire Officer / Chief Executive Jo Turton

Having joined the Service in April 2018, I would like to thank all our staff, volunteers and partners for their support and dedication in helping to make Essex a safer place to live, work and travel.

In the past year, considerable change has taken place in our Service and the focus has been on delivering the Service Strategy: Leading the way to a safer Essex. This document set out the strategic priorities for the Service: service led, community focused, a kind culture, and financially sustainable.

The aim, very simply, is now to develop and deliver the services that will prepare us for the challenges of the 21st century with operational and support staff who are trained, resourced and respected for the work they do.

More than ever we recognise the value of collaboration and working in partnership. Increasingly this influences and shapes how we provide our services and our other day-to-day work.

I am looking forward to working together with colleagues, partners and the public to build on the progress made in 2017/18.

# About us

Our Service is one of the largest fire and rescue services in the country, serving a county within which there are a wide variety of risks.

Our Service is governed by Essex Police, Fire and Crime Commissioner Fire and Rescue Authority (EPFCCFRA). The EPFCCFRA is responsible for fire and rescue services covering an area over 1,400 square miles and a population of 1.7 million people.

Essex is a county of contrasts. It contains numerous ecologically important areas and manages one of the largest sections of coastline (350 miles) in the country. There are various conservation areas and more than 14,000 listed buildings. Essex is an attractive place to live and work and has a rural and urban mix featuring excellent transport links and leisure opportunities. Significant numbers of people settle in Essex, and employment opportunities attract economic migrants.

We provide prevention, protection and emergency response services from 51 fire stations, including Urban Search and Rescue, staffed by wholetime and on-call firefighters. Our Service Headquarters are based at Kelvedon Park, where our mobilising Control Centre is also located.

## Vision

Our vision is to make Essex a safe place to live, work and travel.



## Values



## Fire and Rescue Statement

The Fire and Rescue National Framework sets out the priorities and objectives for fire and rescue authorities in connection with the discharge of their functions. Every Authority must publish an annual statement of assurance of compliance.

For PFCCFRAs such as Essex, this statement is subject to scrutiny by the Police, Fire and Crime Panel and is called the ‘Fire and Rescue Statement’.

The statement outlines the way in which the Authority and its fire and rescue service has had regard – in the period covered by the document 2017/18 – to this National Framework, the Integrated Risk Management Plan and to any strategic plan prepared by the Authority for that period. The authority must also provide assurance to their community and to the Government on financial, governance and operational matters.

# Integrated Risk Management Planning

The Essex Resilience Forum produces a Community Risk Register to look at the likelihood and impact of a range of hazards occurring in Essex. The Resilience Forum uses its own professional judgement along with guidance from the National Risk Register, to develop the Community Risk Register. The national register is produced by the Government using historical and scientific data, and the professional judgements of experts to analyse the risks to the UK.

Essex’s Community Risk Register identifies the single and multi-agency emergency issues and situations where a risk may be increasing or decreasing in our county. It helps highlight any gaps in organisational ability to respond to an emergency and indicates what response is required.

EPFCCFRA uses a Service specific Strategic Assessment of Risk (SAOR). This brings together historical data, known risks and includes appropriate horizon scanning. The document cross-references the risks identified to the Community Risk Register.

In October 2015, the previous Fire and Rescue Authority agreed new attendance standards, and in June 2016 the Authority approved a new Integrated Risk Management Plan (IRMP) for 2016 to 2020, which agreed service changes.

# 2017/18 in Brief

### Three infographics:

1x incidents we attended

1x prevention activity

1x protection activity

## Our Year in Pictures

**April 2017 -** Launch of our Day in the Life of a Colleague

People from across our Service experienced first-hand the role of a firefighter by riding with a watch for the day, as well as having the opportunity to visit different departments.

**May 2017 –** UKRO Extrication Challenge Regional win

Our Service’s Extrication Team finished first place in the Durham regional United Kingdom Rescue Organisation Extrication Challenge, winning the best overall team.

**June 2017** – One Team response in Essex to the Grenfell Tower incident

Following the tragic fire at Grenfell Tower in London, teams of our firefighters, community officers and volunteers from across our Service visited residents of all 270 high-rise buildings in Essex to provide fire safety advice.

**July 2017** – Joint governance changes announced by the Home Office

The Minister of State for Policing and the Fire Service Nick Hurd MP announced that Police, Fire and Crime Commissioner (PFCC) Roger Hirst would become the first in the country to take on responsibility for a fire and rescue service.

**August 2017** – Large fire at Basildon Warehouse

One of the largest fires of 2017 took place at a packaging and distribution warehouse in Basildon. Fifteen fire engines and a number of specialist appliances attended the incident, where firefighters worked quickly and professionally to stop it spreading.

**September 2017** - Launch of Virtual Reality Road Safety experience

We launched our new virtual reality headsets that position the user in the passenger seat of a car in the build-up to and in the aftermath of a serious road traffic collision (RTC).

**October 2017** – Roger Hirst becomes first PFCC

Roger Hirst officially became the country’s first PFCC.

**November 2017** – Celebrating our People Awards

We recognised and celebrated the achievement of our people at our first annual awards.

**December 2017** – Firefighter Jeff Thomas recognised

Jeff was recognised for his brave and quick-thinking actions at a road traffic incident on the A12.

**January 2018** - Special Performance Recognition Awards launch

Every day across our Service, firefighters, control and support staff go beyond the necessities of their role to make Essex a safe place to live, work and travel. Our Special Performance Recognition Awards celebrate these amazing people.

**February 2018** – Launch of our wholetime recruitment campaign

In less than three hours, more than 1,000 applications were received for our wholetime firefighter vacancies. The successful applicants have now completed their basic training and have begun their operational duties.

**March 2018** – Thaxted Surround the Town Partnership Event

A hugely successful three-day partnership event took place in Thaxted where a total of 1,215 domestic properties were visited and 65 home fire safety visits were completed.

## Governance Change

The Police, Fire and Crime Commissioner, Fire and Rescue Authority EPFCCFRA replaced the members of the former Essex Fire Authority in October 2017, and PFCC is responsible for oversight of our Service, setting the strategy and budget, as well as holding our Chief Fire Officer/Chief Executive to account.

The PFCC has published a Constitution, which sets out how decisions are made, and the procedures that are followed to ensure these are efficient and transparent. The PFCC is accountable to local people.

# Performance in Summary

The Performance and Resources Board considers performance on a monthly basis. A detailed report is published annually (linked here). A summary of our Service’s performance against key performance measures are shown in table XX with further detail in the following sections about how we are progressing against our objectives.

**Table. XX** Summary of performance against key performance indicators.

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Target** | **Performance** |
| Average time to attend a potentially life threatening incident | 10 minutes | 10 minutes 37 seconds |
| The percentage of incidents attended within 15 minutes | 90% | 87% |
| The rate of accidental dwelling fires per 10,000 properties | 10.3 | 10.8 |
| The number of people killed or seriously injured in road traffic collisions | 676 | 943 |
| The number of fires in non-residential properties | 440 | 406 |
| The number of school children who received safety messages | 100% (in 2020) | 72% |
| The percentage of homes which have a working smoke alarm | 100% (in 2020) | 91% |

# People and Leadership

We are committed to valuing our people and the work they do. A key strand of this was the introduction of a scheme for rewarding and recognising the contributions made by individuals and teams who go above and beyond the normal expectations of their role. The plans for the Celebrating Our People Awards culminated during quarter three with more than 90 nominations made across seven categories by colleagues from across our Service. Shortlisting took place during October and the panel scored all the award entries against set criteria. The awards ceremony was held on 16 November 2017 and was an opportunity to recognise some incredible individuals and teams who work every day to make Essex safer.

A Special Performance Recognition Scheme was launched during quarter four to recognise those staff who have given an exceptional personal investment to the Service through their work, living our Service values and contributing to our vision. Nominations can be made at any time and by any member of staff, individual or teams. This ensures that recognition continues throughout the year. During February we received 18 nominations. One individual was awarded a silver award and four individuals received bronze awards. In March we received 10 nominations which resulted in seven winners, with one individual winning a silver and two teams and an individual receiving bronze.

CASE STUDY

Zach Silverman of Orsett Fire Station’s Green Watch was travelling along the A13 on 20 March when he came across the aftermath of a road traffic collision, which had left an individual trapped under a car.

Despite being off duty, Zach took control of the situation, calmed those at the scene, notified emergency services and began giving CPR.

Zach had no obligation to stop and intervene in what was a very difficult situation, but offered a calm, caring and professional approach nonetheless.

In doing so, he truly lived our Service values and showed an incredible desire to help others whenever and wherever the need arises. The fiancé of the man involved, who sadly passed away, arranged to meet with Zach to express her gratitude for his actions – the same reason why his Watch Manager Scott Fretton nominated him for an award.

The Dignity at Work Policy was launched in May 2017 and defines acts of bullying and harassment making clear what is considered as unacceptable behaviour. We are developing a group of 50 employees to act as Dignity at Work Champions and training courses have been held throughout quarter three and four. Our Dignity at Work Champions form part of a network to enable peer support led by our Inclusion and Diversity Lead.

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

In early 2018, the performance appraisal process was simplified. A range of additional tools were provided, and the emphasis has been on meaningful conversations. These changes have made a positive difference to the completion rate, which increased to 65%.

We are developing high-performing, high-potential employees with the potential to be able to assume greater responsibilities when opportunities become available in our Service. During quarter two, we launched the first stage of our Talent Pool process for Crew Managers and Station Managers. The Area Manager for Prevention, Protection and Response Policy was also appointed during quarter two.

During quarter three, the Talent Pool for all employees was launched. The supervisory manager level received 120 applications from across our Service. The next stage of the Talent Pool process focused on middle manager level, and launched at the end of March 2018.

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

We know that culturally we are not as diverse as we need to be in order to reflect the communities we serve. This is important to us as we recognise the value diversity brings.

It enriches our perspective, and broadens the skills and attributes required of a high performing organisation. Our Inclusion and Diversity Group is working with our staff to collectively drive long-term change we need to see happen to create a workplace where people from all backgrounds want to work and build sustainable careers.

**Employee Profile at 31 March 2018**

|  |
| --- |
| **GENDER PROFILE** |
|  | **Wholetime** | **On Call** | **Support** | **Control** | **2017/18** | **2016/17** |
| **Male** | 94.4% | 99.4% | 48.6% | 20.0% | **84.5%** | 85.9% |
| **Female** | 5.6% | 0.6% | 51.4% | 80.0% | **15.5%** | 14.1% |

|  |
| --- |
| **AGE PROFILE** |
|  | **Wholetime** | **On Call** | **Support** | **Control** | **2017/18** | **2016/17** |
| **16-24** | 0.2% | 11.6% | 3.5% | 2.9% | **4.9%** | 4.3% |
| **25-35** | 13.1% | 36.9% | 19.6% | 34.3% | **23.2%** | 22.6% |
| **36-45** | 36.6% | 23.0% | 20.8% | 28.6% | **28.3%** | 30.0% |
| **46-55** | 47.9% | 22.0% | 29.7% | 28.6% | **34.6%** | 34.4% |
| **56+** | 2.3% | 6.5% | 26.5% | 5.7% | **9.0%** | 8.7% |

|  |
| --- |
| **ETHNICITY PROFILE** |
|  | **Wholetime** | **On Call** | **Support** | **Control** | **2017/18** | **2016/17** |
| **White** | 37.7% | 49.5% | 54.3% | 57.1% | **45.8%** | 47.3% |
| **Mixed** | 0.7% | 0.6% | 0.0% | 2.9% | **0.5%** | 0.6% |
| **Asian/Asian British** | 0% | 0% | 0% | 0% | **0%** | 0% |
| **Black/Black British** | 0.2% | 0% | 0.3% | 0% | **0.1%** | 0.1% |
| **Chinese/Other ethnic group** | 0% | 0.2% | 0% | 0% | **0.1%** | 0% |
| **Not stated** | 4.6% | 4.1% | 6.0% | 5.7% | **4.8%** | 4.2% |
| **Not recorded** | 56.9% | 45.6% | 39.4% | 34.3% | **48.7%** | 47.8% |
| **% from ethnic minority** | 2.1% | 1.6% | 0.6% | 4.8% | **1.6%** | 1.5% |

|  |
| --- |
| **RELIGION PROFILE** |
|  | **Wholetime** | **On Call** | **Support** | **Control** | **2017/18** | **2016/17** |
| **Christian** | 9.5% | 8.1% | 17.7% | 20.0% | **11.0%** | 12.4% |
| **Buddhist** | 0.3% | 0% | 0% | 0% | **0.1%** | 0.1% |
| **Hindu** | 0% | 0% | 0% | 0% | **0%** | 0% |
| **Jewish** | 0.2% | 0% | 0% | 0% | **0.1%** | 0.1% |
| **Muslim** | 0% | 0% | 0% | 0% | **0%** | 0% |
| **Sikh** | 0% | 0% | 0% | 0% | **0%** | 0% |
| **Other** | 1.5% | 1.0% | 1.6% | 2.9% | **1.4%** | 1.5% |
| **No religion** | 7.4% | 2.8% | 4.7% | 17.1% | **5.4%** | 6.0% |
| **Not stated** | 3.6% | 5.9% | 6.6% | 11.4% | **5.2%** | 5.6% |
| **Not recorded** | 77.6% | 82.3% | 69.4% | 48.6% | **76.8%** | 74.3% |

|  |
| --- |
| **SEXUAL ORIENTATION PROFILE** |
|  | **Wholetime** | **On Call** | **Support** | **Control** | **2017/18** | **2016-17** |
|  **Bisexual** | 1.0% | 0.2% | 0.3% | 2.9% | **0.6%** | 0.7% |
| **Gay/Lesbian** | 0.3% | 0% | 1.3% | 2.9% | **0.5%** | 0.5% |
| **Heterosexual** | 28.1% | 30.5% | 29.7% | 42.9% | **29.6%** | 32.5% |
| **Not stated** | 5.1% | 2.4% | 5.7% | 2.9% | **4.2%** | 4.6% |
| **Not recorded** | 65.5% | 67.0% | 63.1% | 48.6% | **65.1%** | 61.7% |
| **% that are LGB** | 4.4% | 0.6% | 5.1% | 11.8% | **3.5%** | 3.6% |

We understand that unconscious bias can influence decisions in recruitment, promotion and performance management. Unconscious bias training was held during quarter two and quarter three to help us better understand its impact and what we can do about it. The purpose of the training was to challenge our natural unconscious biases and make us more aware of them.

# Prevention

## We keep people safe when they travel in and through Essex

Road Traffic Collisions (RTCs) are a significant and ongoing issue in Essex – between January and December 2017, 855 people were killed or seriously injured on the roads of Essex as a result of RTCs.

In 2017, our RTC reduction teams attended around 370 separate events, engaging with almost 40,000 road users.

We are committed to helping keep people safe when they travel in and through the county. Working in an effective partnership with the Safer Essex Roads Partnership (SERP), we aim to reduce death and serious injury on Essex roads to zero, which is an ambitious vision. A challenging interim target has been set to reduce death and serious injuries by 40% by 2020.

As an emergency response service, we are regularly called upon to deal with the aftermath of RTCs with our highly trained firefighters and specialist equipment. We take prevention and protection seriously, so we actively seek to prevent Road Traffic Collisions from occurring in the first place through quality education and engagement activities as we know in the majority of cases, death and injury can be prevented through better education, awareness and responsibility of all road users.

We have a range of products, initiatives and activities designed specifically to engage with and educate road users about the risks and potential consequences of using the roads. We seek to influence driving/riding behaviour to reduce death and injury caused by RTCs.

This includes:

* **FireBikes:** used to promote motorcycle safety and reduce collisions and injuries. Our team delivers rider skills and roadcraft training through our ‘Better Biking’ and ‘Advanced Machine Skills’ courses.
* **Community Wheels:** our bespoke multi-media classroom/display vehicle is used to deliver road safety education to a wide audience in their own localities.
* **Ford Driving Simulator:** a fully immersive driving simulator using half of a Ford Fiesta with full panoramic projection screens to create a realistic experience for young prospective and newly qualified drivers.
* **Fire Car:** an Audi S3 performance car used to promote road safety risk and consequence particularly, but not exclusively, to young performance/modified car enthusiasts.
* **Virtual Reality Road Safety:** cutting-edge virtual reality headsets used to provide a truly immersive experience of being involved in an RTC and the emergency response in the aftermath.

Our road safety and RTC reduction activities relate to all road users. However, through data analysis we particularly focus on the highest risk groups - motorcycles and other powered two wheelers; young car drivers and their passengers; and children and young people; pedestrians and cyclists.

## We will educate young people in Essex, so they become safer adults. 100% of schoolchildren are delivered an age appropriate safety message.

**Our Schools Programme**

In 2017/18 our Service visited 81% of schools in Essex and delivered 1,744 lessons on a variety of safety topics. During this period, we interacted with a total of 202,281 of the 282,769 students in Essex (72%).

Core programmes (offered to all schools):

-Year 3: Home Safety (fire safety and stranger awareness)

-Year 6: Cyber Safety

-Year 7: Arson and Hoax call prevention (linking in with anti-social behaviour)

-Year 7: Pedestrian Safety

-Year 8: Home Safety (fire safety and home security)

- Year 9: Healthy relationships (linking in with domestic abuse, consent, sexting, CSE)

-All year groups: Firework / Halloween safety (linking in with antisocial behaviour)

-Summer Safety assemblies (field fires, water safety, pedestrian / bike safety)

**Juvenile Fire-setters**

The Juvenile Fire-setter Scheme (JFS) is a free service that aims to deter children from becoming involved in fire-setting behaviour. Our trained advisors can offer help and guidance to young people up to and including 17 years of age. Our advisors work in pairs and can visit children in their homes, at school or a designated place of safety. The scheme began in 1997 and since then we have engaged with thousands of children.

Between April 2017 and March 2018, we were referred 90 cases, which had a 94% success rate. If after one / two visits a child is considered at low risk of further fire setting, the case is closed. If the child is not re-referred to us, the case is marked as a successful intervention.

**Fire Cadets**

Our Fire Cadet programme is a nationally recognised three-year programme at six fire stations across Essex, including Clacton, Harlow, Great Baddow, Southend, Orsett and Dovercourt.

The programme includes taking part in lots of fire service related activities such as; hose running, ladder pitching, pumping, breathing apparatus search and rescue, team building exercises, first aid and team work.

Fire Cadets also have the opportunity to work towards Duke of Edinburgh Bronze, Silver and Gold Awards – for which we are a Centre of Excellence.

**Firebreak**

We are proud to work with a number of partners every year to help them to improve the lives and increase the confidence and self-esteem of people they work with.

This includes groups such as:

• Ages 10-12, 13-17, 18 onwards (65 years old)

• Gifted and talented

• Those who need confidence and self-esteem

• Those who would benefit from a diversionary mentoring scheme – breaking the cycle

• As a reward for good behaviour

• Those demonstrating risky behaviours

During 2017/18, we delivered up to 80 courses, working with vulnerable people in our communities, as well as offenders and victims.

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

Our Technical Fire Safety (TFS) Team plays a key role in the management and enforcement of fire safety regulations for non-domestic premises in Essex. Our team conducts audits, provides advice and works with the responsible person(s) to make improvements, where necessary.

All inspecting officers working within our TFS department are highly skilled and hold BTEC Level 4 Diplomas in Fire Safety. In addition to this, we have three Fire Engineers who hold both Bachelors and Masters Degrees in Fire Engineering. These officers’ skills are used within the county on complex projects and are also contracted to provide advice on fire safety engineering matters both within the region and nationally. The engineers have been used to provide expert evidence in court, both from a fire safety and a fire investigation perspective.

Our team also works with building control standards to ensure new buildings are developed to a safe standard. We will progress this further as part of the outcomes from the national review commissioned following the Grenfell Tower fire: Independent Review of Building Regulations and Fire Safety by Dame Judith Hackitt.

Wherever possible we seek to work with our communities and businesses to keep them safe, however, at times we need to use our enforcement powers under the Regulatory Reform (Fire Safety) Order 2005.

During 2017/18, we served three prohibition notices on businesses across Essex.

CASE STUDY

In 2017/18, a prosecution took place against a restaurant in Tilbury, after a long running case lasting two years. The court case took place in October 2017 and was for failure to comply with the requirements of a prohibition notice. The responsible person was found guilty on two counts and received a suspended prison sentence.

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

Community Safety activity … Look at End of Year Report then Ian Adams and James Taylor summary

Our Corporate Communications and Marketing team proactively identify opportunities where relevant and timely safety messages are partnered with information about recent incidents, giving clear calls to action to help keep the communities of Essex safe.

Safety information is shared on our website and through our social media channels, linking to more information around the particular cause of the incident or campaign message.

In 2017, our website received nearly two million page views - 1,750,945 – and our incident page had 442,319 page views.

## Our Response to Grenfell – One Team approach

The incident at Grenfell Tower in London serves as a reminder of the perilous nature of the job that firefighters do across the UK as they run towards danger to respond to potentially life-threatening incidents.

**Across Essex, Southend and Thurrock, we have 270 high-rise buildings. We define a high-rise building as one that is four floors and above:**

* **53 buildings are 10+ floors**
* **217 are 4-9 floors high**

Following the incident, residents in high-rise premises across Essex were understandably concerned about their safety. Our Service moved quickly so that every high-rise resident in every high-rise building was provided with reassurance, as well as information about the Stay Put Policy.

Our One Team approach included:

* Technical Fire Audits conducted by our TFS Team. Premises identified with aluminium composite material were visited and interim safety measures put into place.
* Community Safety reassurance visits - fifty of our non-operational staff also volunteered their time to support firefighters and our Community Safety Team in visiting high-rise premises across the county to advise residents; explaining the ‘stay put’ policy and ensuring their safety concerns were allayed after such a major incident. Firefighters across the county were instrumental in the visits taking place.
* A communications campaign launched, including press interviews, production of high-rise safety leaflets, an animation and a British Sign Language video, as well as live Facebook conversations with Essex residents.

**Live in a high-rise building?**

Most high-rise blocks of flats have a "stay put" policy in the event of a fire. You should have been provided with this information when you moved in, however you can also find out your building's policy direct with the management company/council who own the building.

If there is a fire in **your flat:**

• follow your escape plan: get everyone out, stay out, call 999

• close all doors behind you as you leave to contain the fire

• walk down the nearest stairs or through the nearest fire exit. DO NOT use the lift.

If there is a fire, but **not in your flat (and your flat is unaffected by heat or smoke):**

• close your doors and windows

• stay put unless advised by the fire service

• call the fire service on 999 – NEVER assume that someone else has already done so – you could save someone’s life.

If trapped in your flat by fire:

• get everyone to the safest room within the flat, furthest from the smoke/heat entry point is best

• call the fire service on 999 – and tell us your flat and floor number

**If the fire service needs to fully evacuate the building they will knock door-to-door.**

# Protection

## 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.

## Sprinklers

We see the promotion of sprinklers as the next step, not only in protecting vulnerable people, but also in protecting businesses and the vital community infrastructure.

There is overwhelming evidence that the risk to human life in fires can be minimised through the installation of automatic water suppression systems.

**CASE STUDY**

**Colchester’s Enoch House now has sprinklers fitted, thanks to part funding by our Service.**

The sheltered housing scheme in Magnolia Drive, Colchester has 36 flats and is run by Colchester Borough Homes on behalf of Colchester Borough Council.

Following an extensive refurbishment project, the building and individual flats now have the excellent fire protection of sprinklers.

The sprinkler systems work automatically, so if a fire breaks out the system sprays water into the affected room to contain and extinguish the fire.

## Home Fire Safety Visits

We deliver Home Fire Safety Visits (HSVs) to residents across Essex, upon request, to reduce the risk from accidental dwelling fires. The visit is undertaken by dedicated technicians and operational crews.

The visit includes providing the occupier with general fire safety advice such as electrical and kitchen safety, as well as offering guidance on night time routines and a fire action plan.

Smoke alarms are also provided and fitted, at no cost to the occupier, if it is deemed necessary.

You can book a visit – call 0300 303 088 or visit [essex-fire.gov.uk/book](http://www.essex-fire.gov.uk/book)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Type | Technicians | Parish Safety Volunteers | Volunteers | Community Safety Officers | Station Personnel | Total |
| 2016/17 | 6882 | 455 | 1001 | 463 | 223 | 9024 |
| 2017/18 | **6713** | **511** | **1100** | **141** | **49** | **8829** |

Table (XX) Number of Home Fire Safety Visits

The demand for Home Safety Visits understandably increased from May 2017 following the Grenfell Tower fire. Community Safety Officers provided our Service two full days a week to conduct HSVs, and this came to an end in the latter part of 2017.

Technician numbers have increased from five full-time to nine full-time as of February 2018, increasing our capacity to deliver HSVs to make Essex safer.

We recently introduced an enhanced Home Safety Visit – Safe, Well and Secure Visits – which encompass fire safety, health, wellbeing and home security messages.

## Volunteer hours provided

We are grateful for the help of our volunteers, who between them gave more than 6,000 hours of support to our Service and the public of Essex. Volunteers complement the work of our staff, and Home Safety Volunteers accounted for 20% of all visits in 2017/18.

The Essex Fire Museum’s 10-year anniversary open day saw the biggest turn out yet with 800 visitors. Overall open days at the museum saw 3,849 visitors, up by 1,617 from 2,232 visitors in 2016/17.

## Breakdown of Volunteer Hours against activities

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Home Fire Safety Visits** | **Community Safety activities** | **Museum** | **Training** | **Total** |
| 2016/17 | 2887 | 2043 | 2160 | 566 | 7656 |
| **2017/18** | **2731** | **1560** | **1872** | **372** | **6535** |

CASE STUDY

Essex Fire Museum, which is based at Grays Fire Station, gives visitors the opportunity to take a fascinating look at the history of the Fire and Rescue Service here in Essex - housing a collection featuring historic fire engines, firefighting equipment, uniforms and photographs. Visitors to the museum will see for themselves how firefighting has changed over the years as technology has advanced.

Collected and curated by retired firefighter Roger Pickett, the museum provides a fascinating look back in to the history of the fire service and the men and women who fought fires to keep the public safe.

Strategic After Incident Response (SAIR)

A SAIR is undertaken following a serious or fatal fire in a dwelling. Community Safety engagement staff will allow a respectful period before entering the community to gather relevant information about the incident. We work closely with other emergency services and partners, such as the Local Authority, to build a picture of the circumstances that led to the fire. This is then used in collaboration with partners, so we can act to minimise the likelihood of similar fires occurring elsewhere in the county.

CASE STUDY

A recent SAIR indicated that a person who tragically died in house fire was in receipt of care at the time of the incident, and that emollients, such as moisturisers, were a contributing factor to the fire.

Our Service is now in the process of engaging with domiciliary care managers and teams to highlight the flammability risk of emollients and raise awareness of an e-learning package for carers to identify and reduce fire risks to their clients and refer into our Service.

Reassurance and our Home Safety Visits are also offered to the community, along with talks to groups on fire safety to reduce risk within these areas.

## After Incident Response (AIR)

Our Community Safety engagement team monitors the Incident Reporting System (IRS) on a daily basis to identify any fires that have occurred in domestic premises or sheltered accommodation. The surrounding areas of a property are identified on a map and sent to the relevant Station/Watch for action. The Station/Watch will carry out a local door-knocking exercise to have a conversation about the fire and to offer our HSV advice to reduce the risk. All HSV referrals are recorded and sent to our admin team to arrange the visit.

# Response

We ensure the safety of our 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.

Our Response Strategy details how we will respond to positively impact on resolving an incident and effectively mitigate the impact of an emergency to the Essex community.

## Injuries during operational incidents

In 2017/18 there was a 31% reduction - 16 fewer people - injured during operational incidents compared to 2016/17.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Injuries at Fire | Injuries at Road Traffic Collisions | Injuries at other Special Services | Total |
| Wholetime | On-call | Wholetime | On-call | Wholetime | On-call |  |
| 2016/17 | 19 | 9 | 7 | 0 | 11 | 5 | 51 |
| 2017/18 | 17 | 9 | 2 | 1 | 6 | 0 | 35 |

|  |
| --- |
| Injured Persons at Non-Operational Incidents |
| Year | Operational Training | Fitness Training | Injuries During Routine Activities | Total |
| Wholetime | On Call | Wholetime | On Call | Wholetime | On Call |
| 2016/17 | 15 | 8 | 3 | 1 | 10 | 3 | 40 |
| 2017/18 | 16 | 0 | 5 | 0 | 23 | 3 | 47 |

2017/18 saw an increase of seven injured persons during non-operational incidents compared to 2016/17.

There has also been an increase in minor injuries reported, including 26 injuries during routine activities. The majority of these are made up of: five manual handling, eight slips, trips and falls, and four illness/medical reasons.

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

The highest risk premises across Essex require a Tactical Fire Plan, which contains all the relevant information about a premise that enables the Officer in Charge to develop an operational plan to tackle a fire incident.

We have 56 TFPs in place, which are reviewed and exercised (either practically or table top) each year. The TFPs are managed at station level and are submitted after review to Operations Policy to update operational risk information and to ensure consistency.

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

Debriefing allows reflection on how the incident was tackled for valuable learning and improvement of operational decision-making. Learning outcomes can be used to improve, amend or review existing policies, procedures and inform future planning to ensure optimal performance.

In 2017/18 there were 87 debriefs carried out by our Service.

|  |  |
| --- | --- |
|  | **2017/18** |
| Level 1 Operational debriefs | **27** |
| Level 2 Strategic debriefs | **7** |
| Level 3 Tactical debriefs | **53** |
| **Total** | **87** |

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

During 2017/18 our fire engines had 85% availability.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2016/17 | 2017/18 | Trend | Target | Target |
| 86% | **85%** |  Away from target | 94% | Off target |

## When required, we respond quickly to those in need.

Our Central Resourcing Team (CRT) and our Control Team consistently monitor the availability and levels of resource within Essex. This includes those at station ready to respond and those already attending incidents across the county.

The CRT pre-plan activity around moves to cover shortfalls in staffing at stations by using off-duty firefighters to cover shifts.

Our Control Team monitor these shifts prior to them starting and arrange through a dynamic system of moving staff from station-to-station to cover any shortfall that has occurred.

During an operational incident, Control will monitor resources and specialist resources to ensure that stations and areas are covered appropriately. This is completed by moving cover around the county or from other counties if appropriate.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2016/17 | 2017/18 | Trend | Target | Target |
| 88% | **87%** |  Away from target | 90% | Off target |

In 2017/18, 87.2% of incidents were attended within 15 minutes, which was marginally lower than 2016/17.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2016/17** | 2017/18 | Trend | Target | Target |
| 10.35 | **10.37** |  Away from target | 10.00 | Off target |

During 2017/18, there were 4,594 incidents that were classed as potentially life threatening. The average response time to these calls was 10 minutes and 37 seconds.

# Public Value and Collaboration

## We demonstrate value for money in our activities.

In 2017/18, EPFCCFRA’s total planned net expenditure was **£70.1m.** The end of year position is set out within the following table, which compares actual net expenditure with the approved budget.

Just over half (61%) of the Service’s net expenditure is funded by council tax, payable by householders in Essex, Southend-on-Sea and Thurrock. The balance of funding is provided by central government, through a share of non-domestic rates and revenue support grants. Specific grants provided by the Government, for example to support the Authority’s Urban Search and Rescue unit, are included in operational income.

INFOGRAPHIC – where does our funding come from and how do we spend it…. Include reserves too.



## Financial Assurance

EPFCCFRA is responsible for ensuring that our Service’s business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for and used economically, efficiently and effectively. EPFCCFRA also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way our Service’s functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

The Statement of Accounts includes an Annual Governance Statement that sets out a review of the key financial controls. The Statement of Accounts for the financial year that ended on 31 March 2018 was published on 31 July 2018.

The governance arrangements include an independent internal audit function, delivered under contract by RSM Risk Assurance Services LLP. The internal auditor has responsibility to review and report to the independent audit committee annually, to provide assurance on the adequacy and effectiveness of the Service's arrangements for governance, risk management and control. An overall adequate and effective opinion was given for 2017/18.

In addition to their audit certificate, Ernst and Young LLP report on their conclusion on the Service’s arrangements for securing economy, efficiency and effectiveness in the use of resources.

Ernst and Young LLP issued an unqualified opinion on the financial statements. They confirmed that the Service had put in place proper arrangements to secure economy, efficiency and effectiveness in the use of resources for the year ended 31 March 2018.

## Collaboration

Working collaboratively is important to us as a Service. We already do a great deal of partnership working and, we know that together, we can often achieve great things more efficiently.

Alongside Essex Police and East of England Ambulance Service NHS Trust, we are exploring how our skills and resources are used in the most effective way for the people of Essex.

Leaders from all three organisations have signed up to the Emergency Services Collaborative vision: Working together, we will deliver safe and secure communities to enable people to thrive.

In 2017 the revised Policing and Crime Act directed emergency services to consider collaboration in the interests of efficiency or effectiveness. It also provided an opportunity for Police and Crime Commissioners to take on the additional role of Fire & Rescue Authorities. Essex Police Fire and Crime Commissioner, Roger Hirst, is the first joint PFCC. Essex Police, Essex County Fire and Rescue Service and the Office of the PFCC have created a collaborative team to explore how the police and fire service can work together more to provide an even better service to the people of Essex.

There is a well-established Emergency Services Collaboration Programme which is actively exploring opportunities for collaboration through a number of tactical and strategic projects.

## Tactical projects

* Essex Risk Intervention Service (ERIS)
* Rural engagement initiatives
* Keeping strategic roads open
* Duke of Edinburgh Scheme for Police Cadets
* Joint Education team
* Develop use of Firebreak as a Restorative Justice tool

## Strategic projects

One Public Estate. The Cabinet Office and Local Government Association’s national programme has awarded funding for property-focused projects.

* Co-use of Fire Stations
* Joint classroom training
* Specialist capabilities

The business case for joint governance of Police and Fire in 2017 outlined a number of areas for collaboration projects.

* Control Room
* Joint procurement initiatives
* Fleet workshops/management
* Facilities management
* Shared enterprise resource management

A number of joint Chief Officer workshops for Police, Fire and Ambulance agreed the scoping of the following projects at the beginning of 2018:

* Community Safety Hubs
* Joint Community Safety
* Ambulance Cadet Force / Joint Leadership
* Increased resources in the Dengie Peninsula
* Joint Incident Command Unit
* IT Convergence Roadmap

# Assurance

## Mutual aid

The Authority has formal mutual aid agreements for incidents close to the county’s boundaries with the Kent and Medway Towns Fire Authority, Hertfordshire and Suffolk County Councils and the Cambridgeshire and Peterborough Fire Authority.

## Business Continuity

Business continuity plans to maintain firefighting activities during periods of industrial action or severe staff shortages are in place. The business continuity plans provide for a number of appliances to be crewed, together with specialist appliances, such as aerial ladder platforms.

## National Resilience

Within Essex, our Service has a range of vehicles and equipment that form part of a national capability and framework of assets. These assets are positioned within Fire Services across the country to provide emergency response and have the capability to deal with large scale and widespread incidents.

These vehicles and the associated equipment can also be used locally for incidents when appropriate and provide a valuable additional resource for the county.

Specifically, our Service has the following specialist capabilities supporting the national infrastructure:

* Urban Search and Rescue units provide a capability to deal with major incidents both in Essex, the UK and overseas.
* High volume pumps that can be used for widespread flooding incidents where greater pumping capacity is required.
* Detection, Identification and Monitoring Unit that supports the identification of chemicals and other substances.
* In addition to this, our Service maintains specially trained officers to support national arrangements to deal with multi-agency security related incidents.

## External Assurance

Our Service has engaged an external firm (RSM Risk Assurance Services LLP) to provide internal audit services. The Audit Committee agrees the annual audit plan of functional audits. These are completed and any recommendations generate action plans that are monitored by the Committee until completed.

## Internal Assurance and Assessment

Risk management, control and governance comprise the policies, procedures and operations that have been established to ensure the achievement of objectives. Our Operational Assurance and Assessment team assesses the compliance with relevant legislation, regulations and guidance, and best practice; moreover, it also assesses compliance with the behavioural and ethical standards set for the organisation. Through a structured process, the Operational Assurance and Assessment team focus on key issues in five ways.

1. By producing an annual plan of the Fire Station assessments to be conducted during the year.
2. By undertaking additional reviews of specific areas of the organisation due to an emerging risk.
3. By directly monitoring the performance of Officers-in-Charge at operational incidents to ensure they have safe systems of work in place and share best practice.
4. Carrying out debriefs for all operational incidents in the spirit of being a learning organisation; local hot debriefs for small incidents, a more formal process for medium size incidents and multi-agency debriefs for large incidents using JESIP principles.
5. Learning from national learning opportunities through NOL and creating gap analysis for each significant national event to ensure lessons learned are adopted with our Service.

Key stakeholders within Operations, Health and Safety and Learning and Development are brought together through the Operational Assurance Group to review the findings of the Operational Assurance and Assessment team. This ensures the arrangements in place for monitoring and measuring health, safety and welfare performance against predetermined plans and standards includes learning from incidents by using the information to improve operational performance and safe systems of work.

The Operational Assurance and Assessment team sets out the process of how assessments will be undertaken in terms of its scope, individual responsibilities, operating framework, quality assurance and a code of conduct. The team then provides a reliable opinion on the management systems and processes by measuring performance against policies and standards and identifying areas for improvement.

## Health and Safety

Our Service recognises and accepts the responsibility for the health, safety and welfare of our employees and undertakes to protect people, assets and the communities in which we work. To achieve this, we meet all relevant requirements of the Health and Safety at Work Act 1974 (together with all other statutory provisions associated with it) and supports staff in meeting their obligations under the act.

Detailed health, safety and welfare specific arrangements, based on the Health and Safety Executives methodology, are set out in our Health and Safety Policy and associated framework of policies, which have been developed to take relevant legislation, guidance and industry best practice into account. The policies provide employees with relevant and comprehensive information on the risks they face and the preventative and protective measures required to minimise them. Quarterly inspections are carried out on all our premises and any defects are reported and monitored until completed.

There is a shared common understanding of the Service’s vision, values and beliefs and a positive health and safety culture is fostered by the visible and active leadership of Senior Managers. Our Health and Safety team continually develops and improves systems for monitoring and improving the effectiveness of our Health and Safety Management Systems.

These processes include peer Health and Safety Audits. We were last audited in 2017 and an action plan has been created, which is monitored at the Health, Safety and Welfare Strategy Group which is chaired by the Assistant Chief Fire Officer for Prevention, Protection and Response. A productive relationship has been established between the Health and Safety Trade Union Safety Representatives and the Health and Safety Team. One Trade Union Safety Rep is seconded 50% of their time to work within the department to show our commitment to work together in an open and transparent environment.

## Health and Safety in 2017/18

Over the last three years, there was a 10% reduction in accidents. This reduction is against a backdrop of 12% increase of incidents over the three-year period. Following a campaign to encourage reporting attacks on fire service employees, there has been an increase of 53% in three years. All were verbal abuse, and none related to physical violence or injury.



Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable incidents have increased by 30% over the last three years.

The 30 reported in 2017/18 consist of:

*  1 dangerous occurrence - breathing apparatus set malfunction.
*  1 - specified injury to a firefighter at an operational incident
*  4 - injuries to members of public - 1 car hit by a fire engine when on blue lights, 1 fall over water hydrant cover, 1 fall on stairs at Service Headquarters, 1 student on Better Biking course .
*  24 - over seven-day reports.

 



Although an increase from last year, the total number of lost working days due to accidents has decreased by 50% over the last three years.

The total number of working days lost to absence last year across our Service was 8,884. The total working days lost following accidents was 393. That means that days lost following accidents made up 4% of the total days lost to absence.

277 of the days lost following accidents were made up by 11 individuals who have been, or were long term absent from the workplace.

# Glossary

AIR After Incident Response

BA Breathing Apparatus

CRT Central Resourcing Team

EPFCCFRA Essex Police, Fire and Crime Commissioner Fire and Rescue Authority

HSV Home Safety Visit

IRMP Integrated Risk Management Plan

JFS Juvenile Fire-setters

PFCC Police, Fire and Crime Commissioner

RTC Road Traffic Collision

SAIR Strategic After Incident Response

SAOR Strategic Assessment of Risk

SERP Safer Essex Roads Partnership

TFS Technical Fire Safety

UKRO United Kingdom Rescue Organisation

USAR Urban Search and Rescue

# Fire safety / recruitment

# Contact details

Essex County Fire and Rescue Service Headquarters

 Kelvedon Park

 Rivenhall

 Witham

 Essex

 CM8 3HB

 Tel: 01376 576000

 Tel: 0300 3035555

 Fax: 01376 570466

To report an emergency please call 999

[essex-fire.gov.uk](http://www.essex-fire.gov.uk)

[facebook.com/ECFRS](http://www.facebook.com/ECFRS)

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