



# Essex County Fire and Rescue Service- Monthly Performance Summary November 2018

PERFORMANCE AND DATA

**INCIDENTS OVERVIEW– November 2018**

<b>Incidents</b>		<b>1271</b>
	November 2017	<b>1227</b>
<b>1092</b>	October 2018	
November 2018		

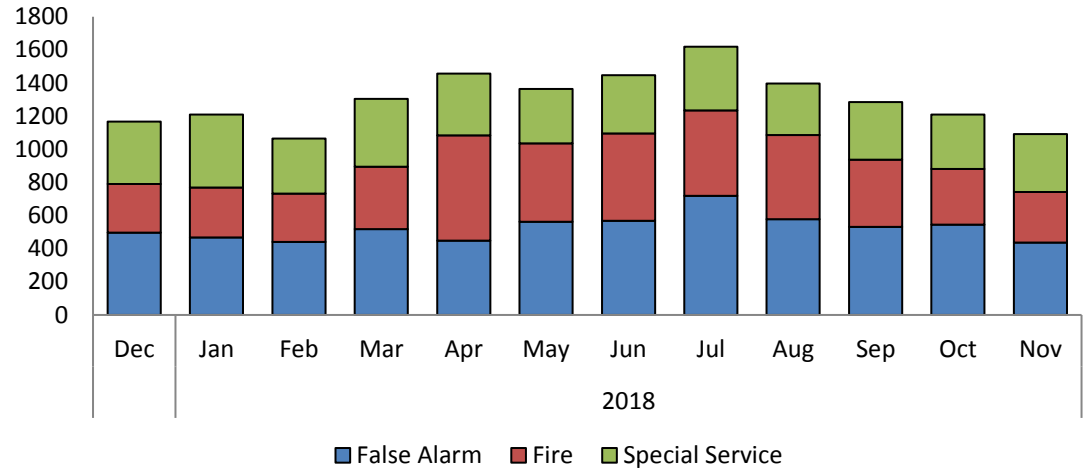
<b>Fires</b>		<b>360</b>
	November 2017	<b>336</b>
<b>304</b>	October 2018	
November 2018		

<b>Special Services</b>		<b>308</b>
	November 2017	<b>334</b>
<b>350</b>	October 2018	
November 2018		

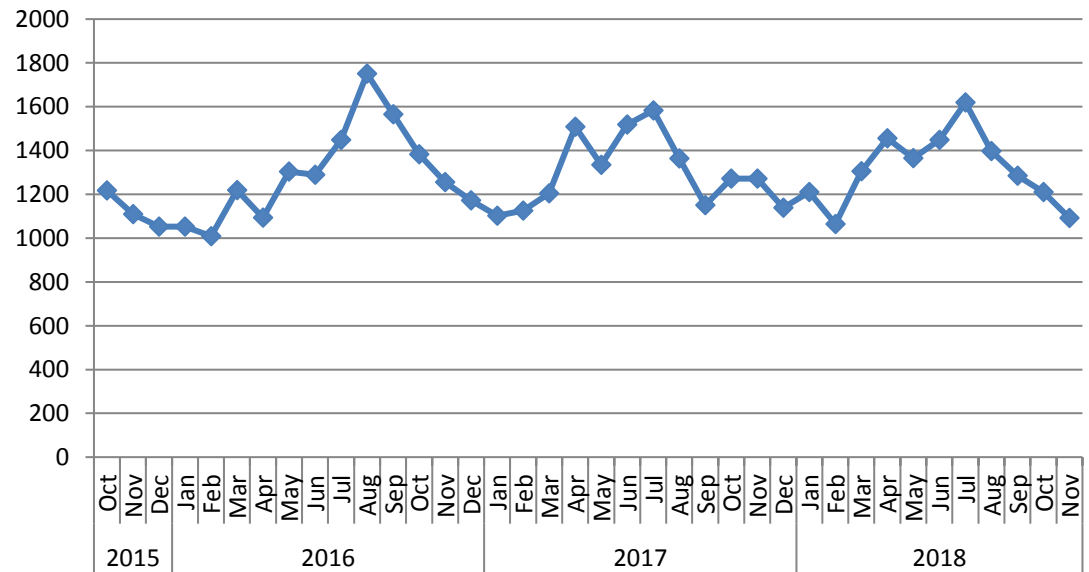
<b>False Alarms</b>		<b>603</b>
	November 2017	<b>557</b>
<b>438</b>	October 2018	
November 2018		

At the time of reporting there were 66 incidents awaiting Quality Assurance. These incidents will not be included for the data used in this report, therefore the numbers presented will vary once Quality Assurance has been complete.

**Incident Types 12 Months**



**Incident 3 Year Trend**



**ATTENDANCE OVERVIEW– November 2018**

**Average First Attendance to Potentially Life Threatening Incidents**

**10m08s** November 2018  
 10m01s November 2017  
 10m37s October 2018

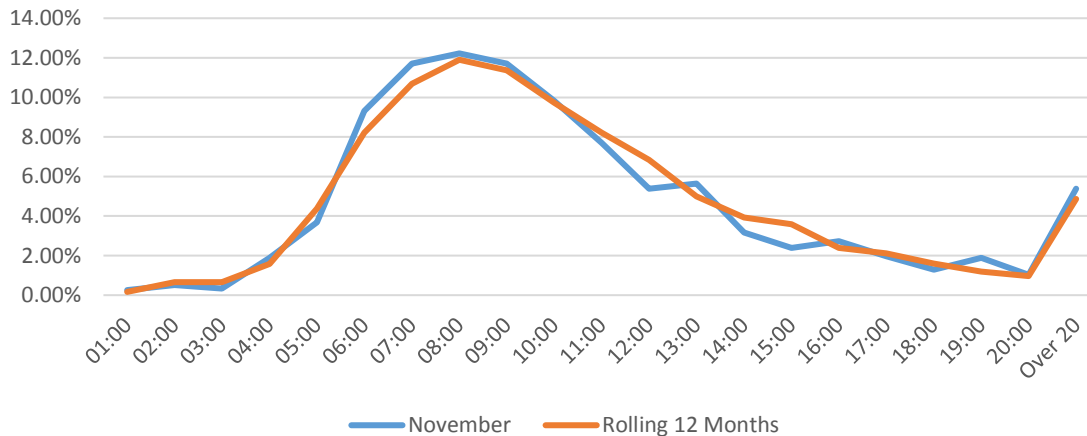
**Target – Average of 10 Minutes**

**Time of Call to Arrival - % within 15 minutes**

**86%** November 2018  
 86% November 2017  
 86% October 2018

**Target – 90% of all calls within 15 minutes**

**Distribution of Attendance in November vs Rolling 12 Months**

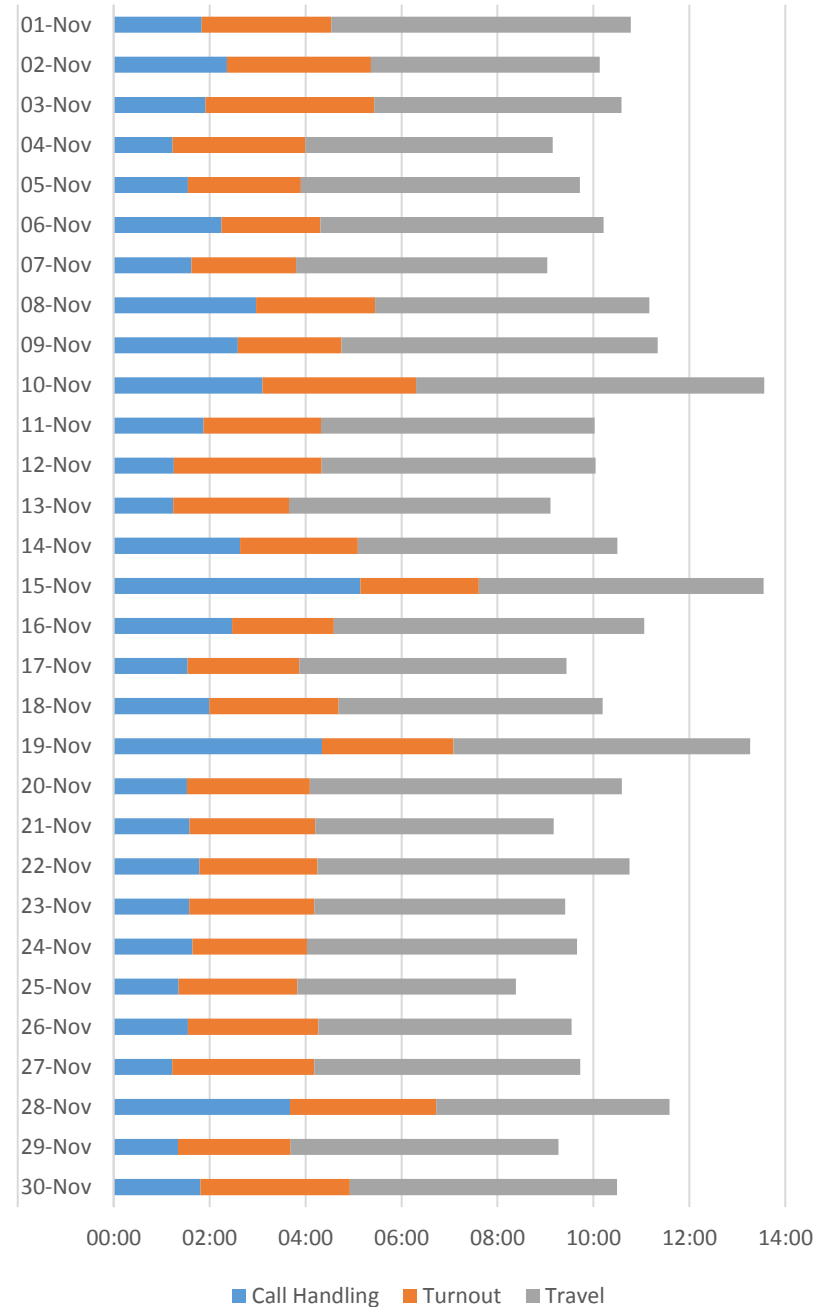


4 calls were received in November that significantly affected the average call handling time in Control, as seen on the Average First Attendance Times chart.

Each of these 4 calls were over 50 minutes in length compared with an average call handling time of under 2 minutes. These calls were all Special Service incidents, with no common theme.

Average call handling would have been reduced from 2min 4secs to 1min 51secs if these incidents were excluded.

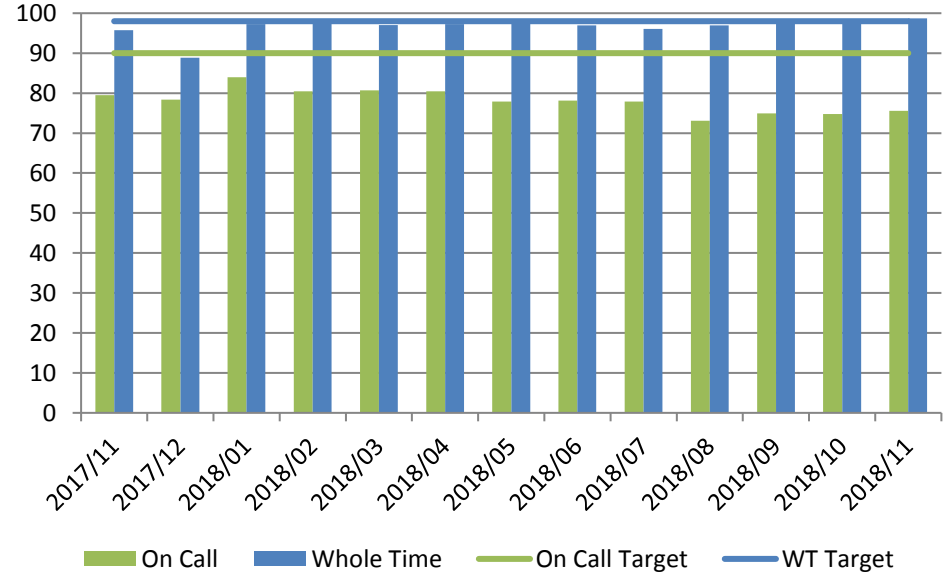
**Average First Attendance Times**



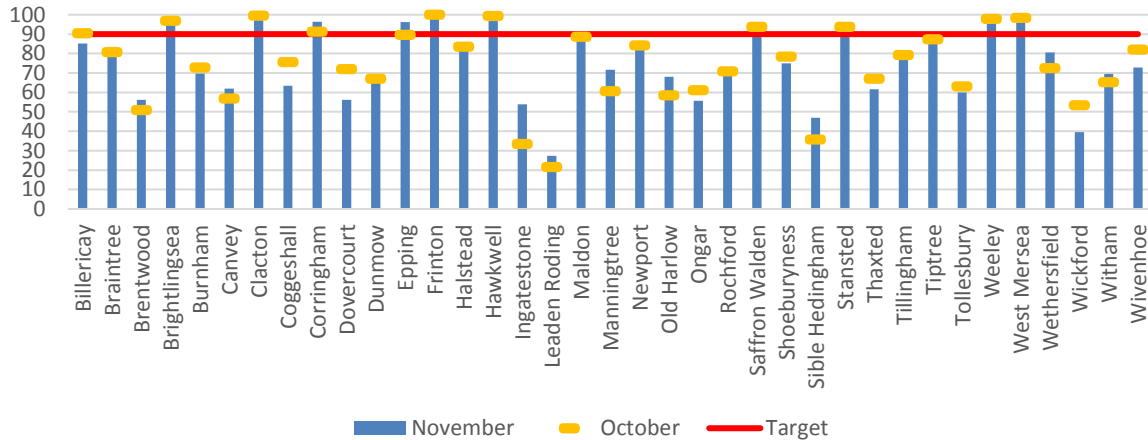
AVAILABILITY OVERVIEW– November 2018

<p><b>Whole Time and Day Crew Availability</b></p> <p>95.8% November 2017</p> <p><b>98.7%</b> November 2018</p> <p>98.4% October 2018</p>	<p><b>On Call Availability</b></p> <p>79.4% November 2017</p> <p><b>75.6%</b> November 2018</p> <p>74.8% October 2018</p>
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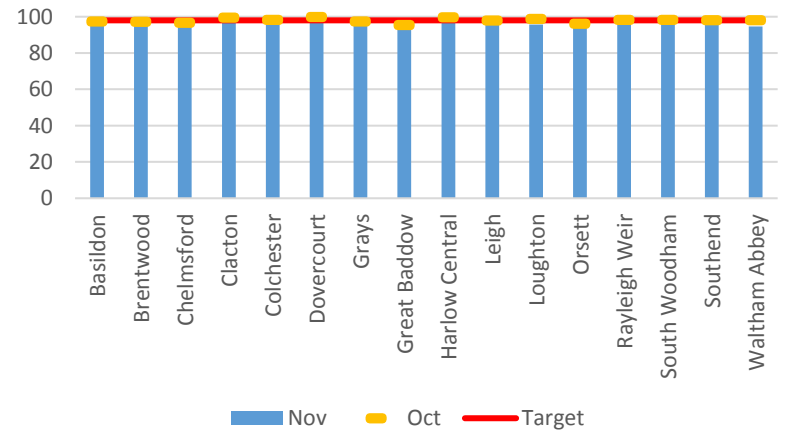
12 Month ECFRS Availability



On Call Availability



Whole Time and Day Crew Availability



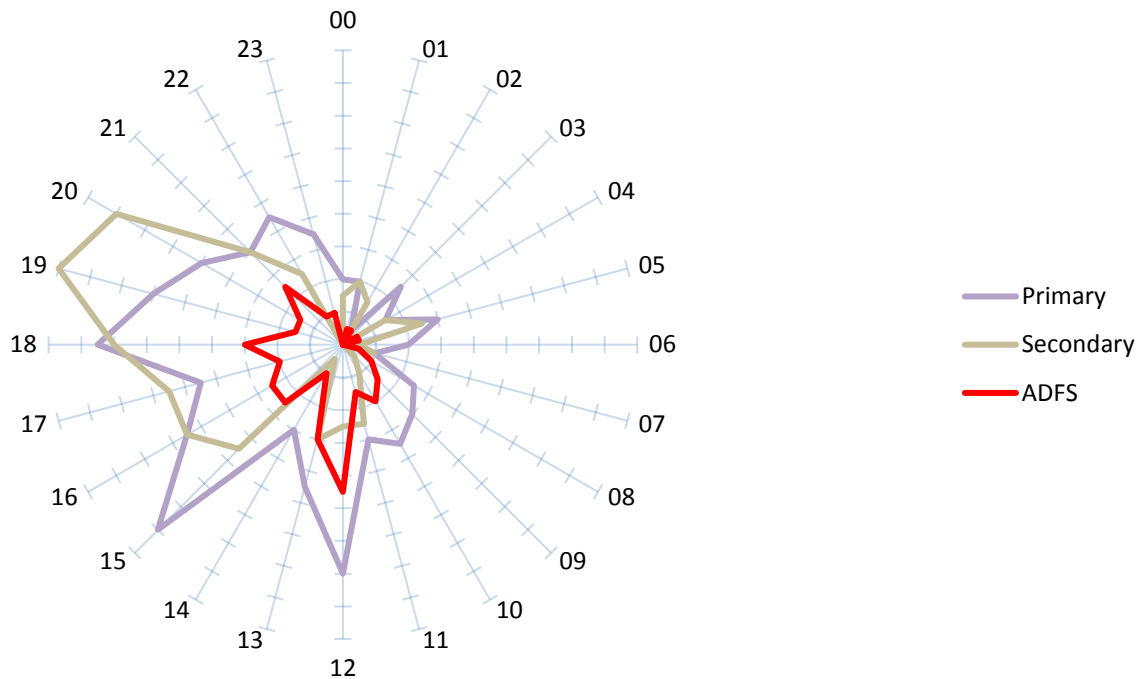
**FIRES OVERVIEW– November 2018**

<b>Primary Fires</b>		182
<b>178</b>	November 2017	166
November 2018		October 2018
<b>Secondary Fires</b>		178
<b>126</b>	November 2017	170
November 2018		October 2018
<b>Accidental Dwelling Fires</b>		71
<b>71</b>	November 2017	64
November 2018		October 2018
<b>ADF Casualties</b>		
<b>8 Injuries</b>		
<b>0 Fatalities</b>		
November 2018		

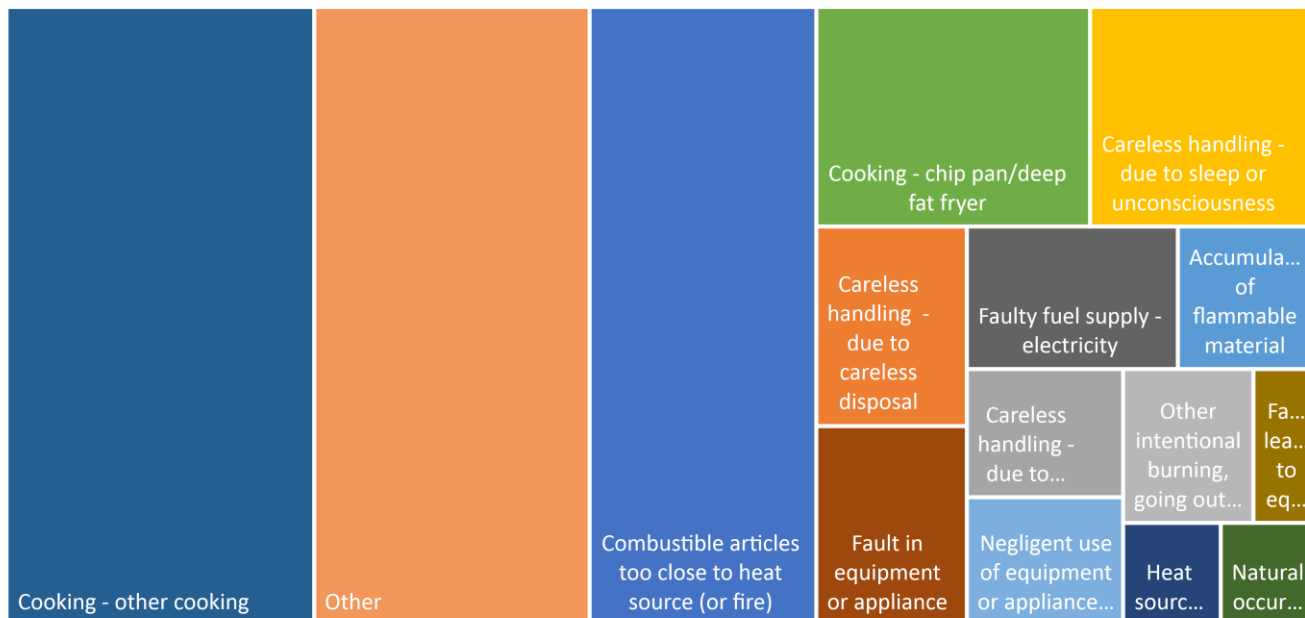
**Primary Fire:** Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

**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).

**Time of Day of Incidents in November**



**Causes of Fires in ADFs where there were injuries**



### Monthly Workforce FTE / Movements / Turnover

	Nov 2018 FTE	12 month Δ	Nov 2018 Leavers	Monthly Turnover <sup>1</sup>
Wholetime	624.0	↑ 23.0	2	0.3% ←
On Call	395.8	↓ 12.0	5	1.0% ↓
Support	276.3	↑ 0.5	6	2.0% ↑
Control	34.2	↑ 1.9	0	0.0% ←

Note: 1) arrow reflects variation compared to turnover 12 months ago

### Monthly Absence Levels

	Days Lost in month <sup>1</sup>	12 month Δ	Paid Special Leave <sup>1</sup>	Unpaid Special Leave <sup>1</sup>
Wholetime	463.0	↓ 39.7	17.8	3.0
On Call	Data not recorded in SAP		0	77.0
Support	159.3	↓ 148.0	21.4	16.0
Control	23.0	↑ 20.0	0	0

Note: 1) figures reflect working days/shifts as recorded by line manager

### Monthly Operational Fitech testing results

	Number Tested	Whole Time	On Call	Total <sup>1</sup>
Passed	45	82%	64%	78% ↓
3 monthly review	13	18%	36%	22% ↑
6 weekly review	0	0%	0%	0% ←
3 weekly review	0	0%	0%	0% ←
<b>TOTALS</b>	<b>58</b>	<b>44</b>	<b>14</b>	

Note: 1) arrow reflects movement compared to last month

### Employee Relations – Case Management

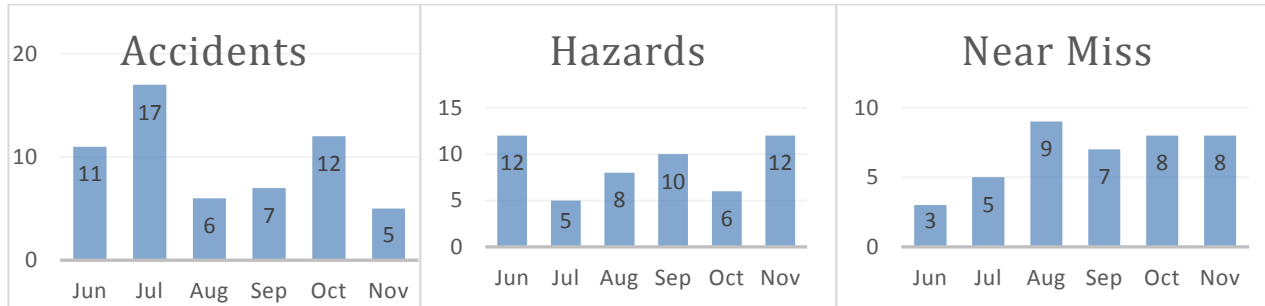
	New Cases <sup>1</sup>	Cases Closed <sup>1</sup>	Cases Open <sup>2</sup>
Attendance	12	15	43
Disciplinary	1	3	1
Grievance	1	1	0
Performance	4	5	11

Note: 1) Number of cases opened or closed during November 2018

Note: 2) Number of cases remaining open at the end of the month

**Note:** All figures provided rounded to one decimal place. Arrows indicate trend in FTE, turnover or absence compared to November 2017, unless noted otherwise.

## HEALTH & SAFETY OVERVIEW – November 2018

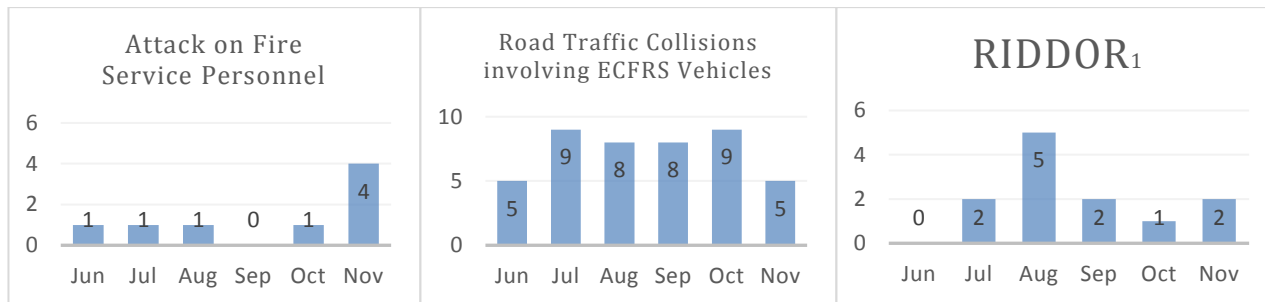


5 Accidents were reported in November, all of which were minor (decrease from 12 in the previous month).

12 Hazards were reported (6 in previous month).

8 Near misses were reported (remains the same) as previous month).

A good health and safety culture would show that there are more Hazards reported than accidents and near misses. To increase Hazard reporting we will be highlighting the benefits of reporting whilst on our Health & Safety Roadshow visits.



There was 4 attacks on Fire Service personnel in November. Three were verbal and one physical. The physical attack was on a FF on his way to work whilst wearing clothing with the Service badge clearly visible.

5 Road Traffic Collisions reported, all minor and at slow speed (decrease from 9 the previous month).

2 RIDDOR reports this month. One specified injury and one dangerous occurrence.

To reduce RTC incidents at slow speed we are sharing the driver training video (using banks persons and hand signals). This will be shared during our Health and Safety Roadshow therefore reaching all watches on every station over the course of the next year, whilst opening up conversation to discuss the issue.

The Health and Safety Roadshow has continued throughout November with visits to Ongar, Rochford and Shoeburyness.

Toolbox Talk No 30 – “Model Risk Assessments (MRA), Model Training Risk Assessments (MTRA) and Site Specific Risk Assessments” was issued to remind staff of the different types of risk assessments, when to use them, how to use them and where to find them on the Intranet.

Toolbox Talk No 31 – “Usage and Wearing of Seat Belts in Service Appliances” was issued following a safety event where seatbelts were found to be incorrectly connected under the breathing apparatus docking unit to silence the audible alarm.

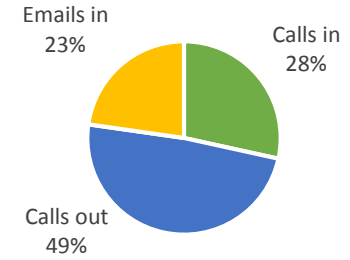
Safety Flash No 005 – “Securing the 10.5m Ladder” was issued following a safety event where the latch-locking pin was found to be missing during a vehicle service. All stations were required to check their 10.5m ladders to ensure all locking pins were in place.

ALL ACCIDENT DATA TAKEN FROM OSHENS ON 3/12/18

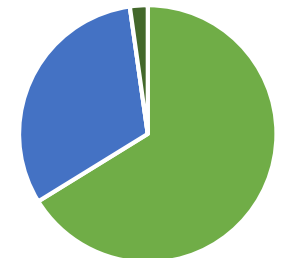
HOME SAFETY DASHBOARD – November 2018

Data Field	Month Last Year	Month Current	YTD Last Year	YTD Current
Number of Home Safety Visits conducted	717	589 ↓	8872	7072 ↓
Number of Home Safety Visits booked	732	654 ↓	8057	7333 ↓
Number of Essex Police Domestic Violence visits requested	25	21 ↓	299	316 ↑
Number of Essex Police Domestic Violence visits conducted	15	10 ↓	199	156 ↓
Number of standard smoke detectors fitted	834	402 ↓	11368	6652 ↓
Number of sensory smoke detectors fitted	132	66 ↓	1233	728 ↓
How many calls were taken/made by the Home Safety Information Centre	N/A	3244	N/A	36783
How many individuals did we visit with mobility concerns	206	161 ↓	2507	1666 ↓
How many individuals did we visit who lived alone	277	195 ↓	3395	2362 ↓
How many smokers did we visit	76	24 ↓	927	423 ↓
How many individuals did we visit who were aged over 65	455	350 ↓	5317	4044 ↓

Communications with the Home Safety Information Centre  
November 2018

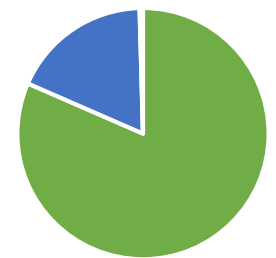


HSV's November 2018



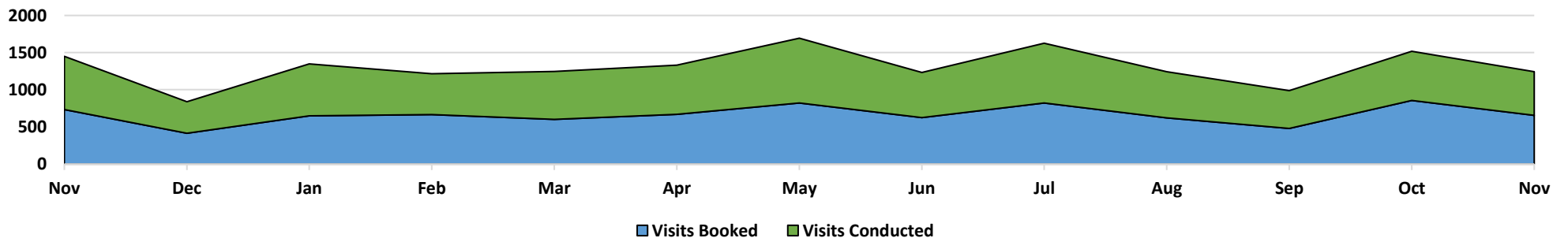
■ Technician ■ Volunteers  
■ CSOs ■ Stations

HSV's November 2017



■ Technician ■ Volunteers  
■ CSOs ■ Stations

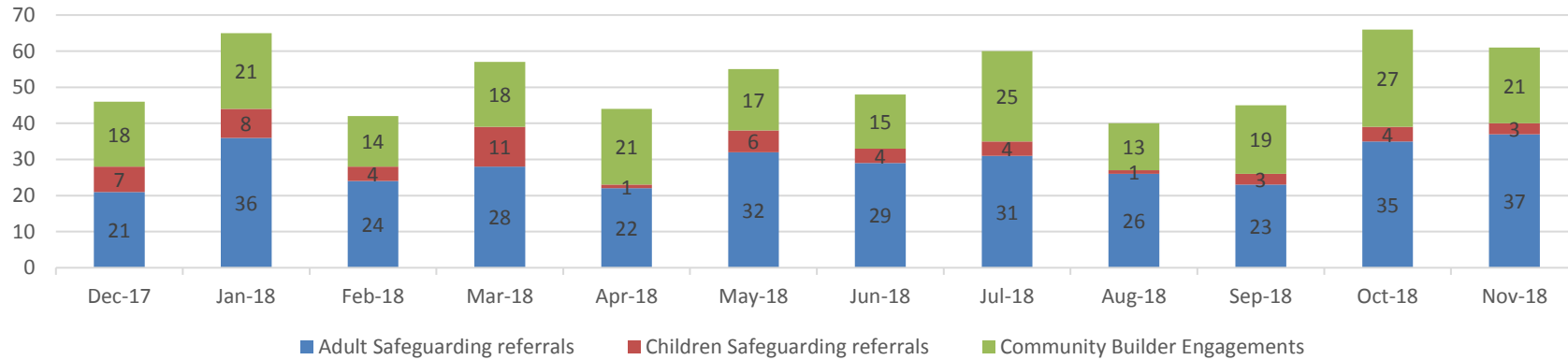
Visits booked/Visits conducted



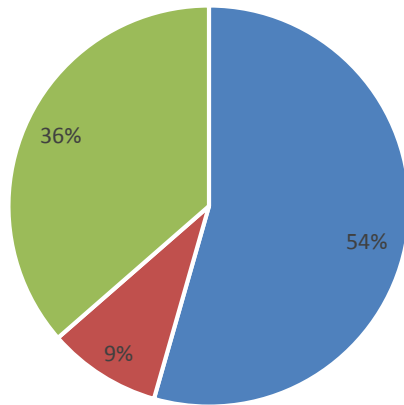


**COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM – November 2018**

Community Development and Safeguarding activity by month



Referral Type - November



- Adult Safeguarding referrals
- Children Safeguarding referrals
- Community Builder Engagements

Year To Date Table

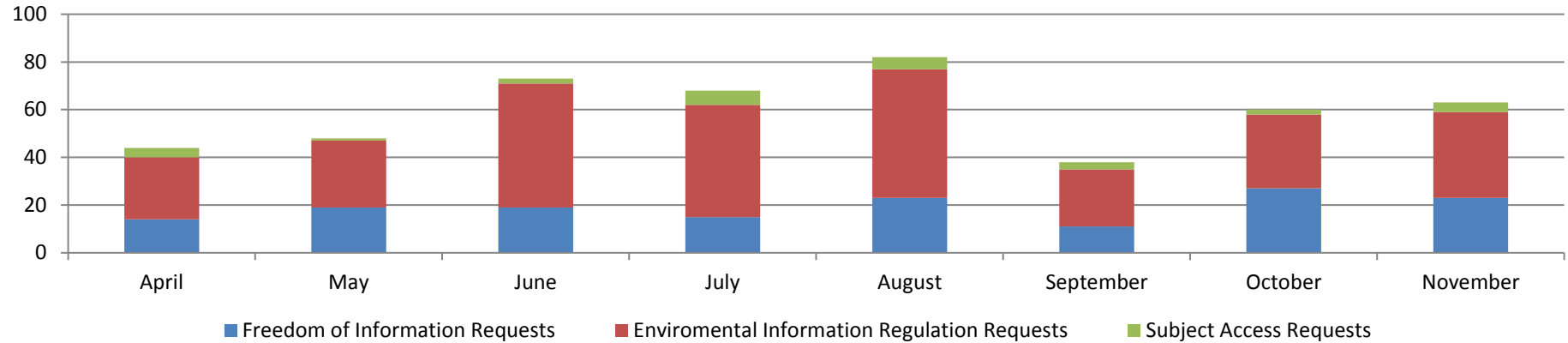
Month	17-18	18-19
Apr	47	44
May	96	99
June	163	147
July	235	207
Aug	299	247
Sept	344	292
Oct	398	353
Nov	448	414

Adult Referrals by Area November 2018

Crews North West	2
Crews North East	9
Crews South West	1
Crews South East	4
Safe and Well	10
Community Builders	6
Volunteer	1
Police	1
Social Care	1
Disability Officer	1
4i Team	1
<b>TOTAL</b>	<b>37</b>

- Current number of open cases: 61
- Main concerns: welfare and hoarding

## Statutory Requests Received



### Subject Access Requests

4 were received in November, one from a former member of staff and 3 were Fire Report requests.

### FOI Themes

In November the most common themes for FOIs were Incident information (11), Workforce data (3) and Technical fire Safety (2)

### Complaints and Compliments

There were 9 complaints and 3 compliments received in November. The complaint themes included Fire Safety, poor driving, staff attitude, and social media postings. The compliments all related to excellent Fire Crew service.