



# Essex County Fire and Rescue Service Monthly Performance Summary December 2018

PERFORMANCE AND DATA

INCIDENTS OVERVIEW– December 2018

**Incidents** 1138  
December 2017

**1084**  
December 2018

1180  
November 2018

**Fires** 263  
December 2017

**219**  
December 2018

321  
November 2018

**Special Services** 378  
December 2017

**401**  
December 2018

382  
November 2018

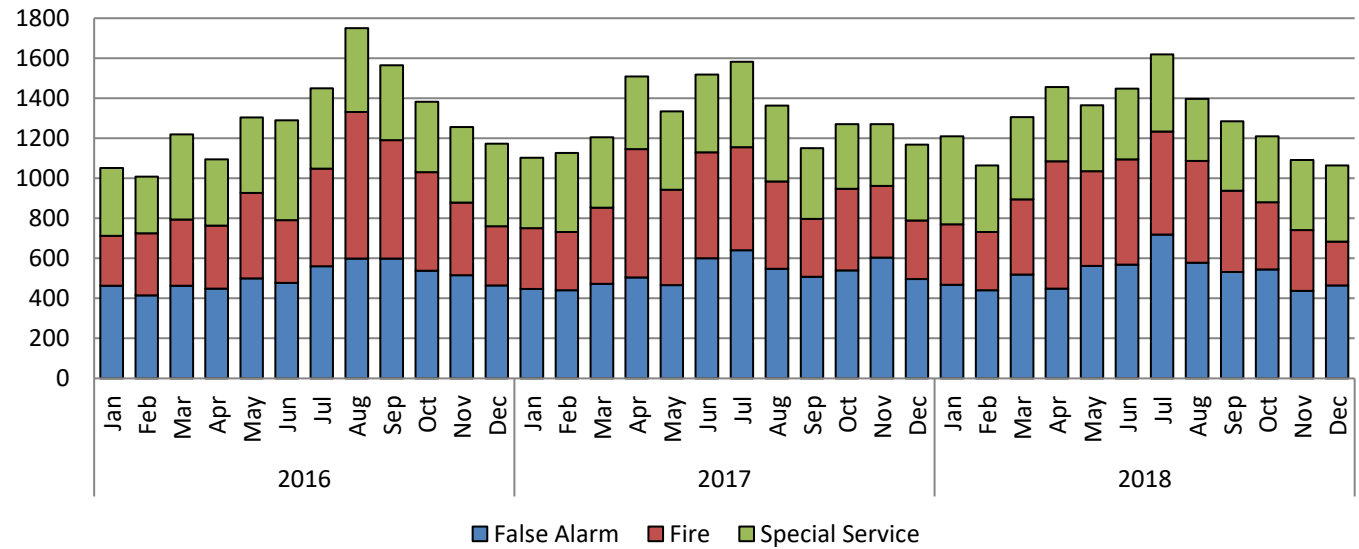
**False Alarms** 497  
December 2017

**464**  
December 2018

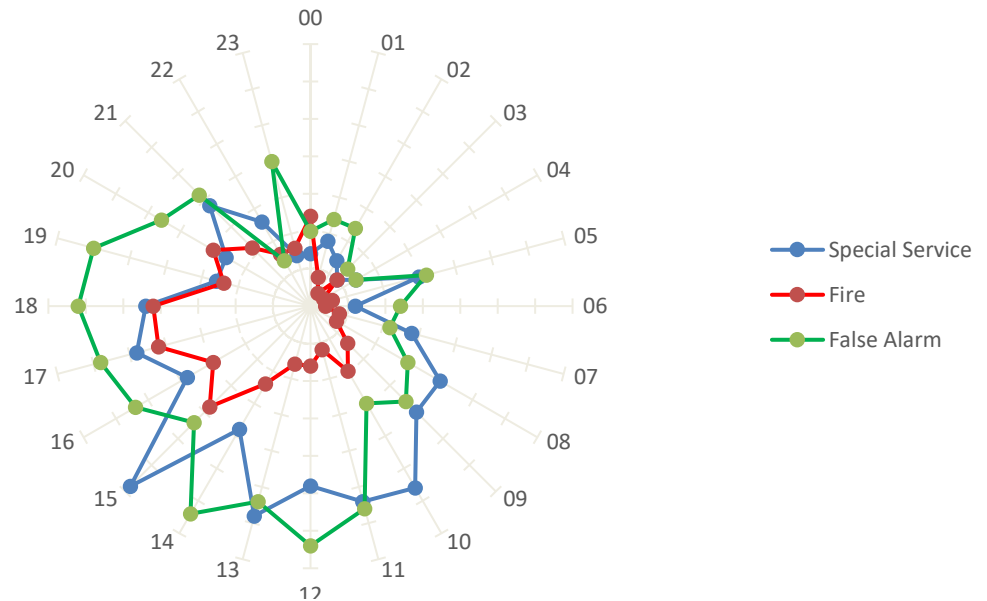
477  
November 2018

At the time of reporting there were 42 incidents awaiting Quality Assurance in the Incident Recording System. 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



Time of Incident Types in December



**ATTENDANCE OVERVIEW– December 2018**

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

10m49s  
December 2017

**11m05s**  
December 2018

10m 11s  
November 2018

**Target – Average of 10 Minutes**

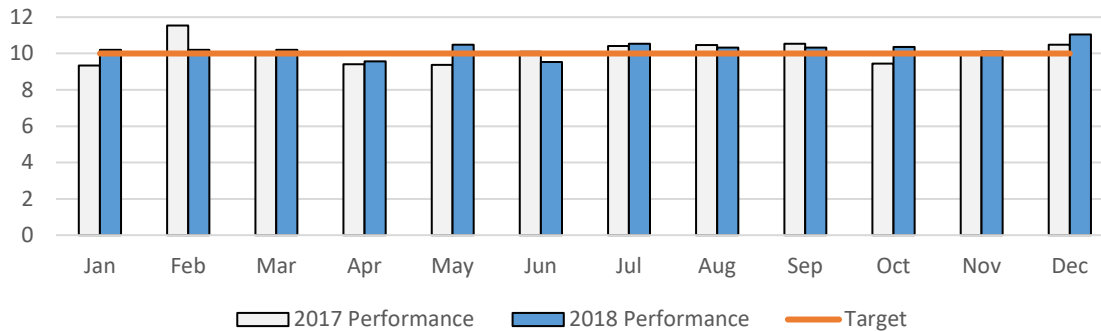
**Time of Call to Arrival - % within 15 minutes**

86%  
December 2018

86%  
November 2018

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

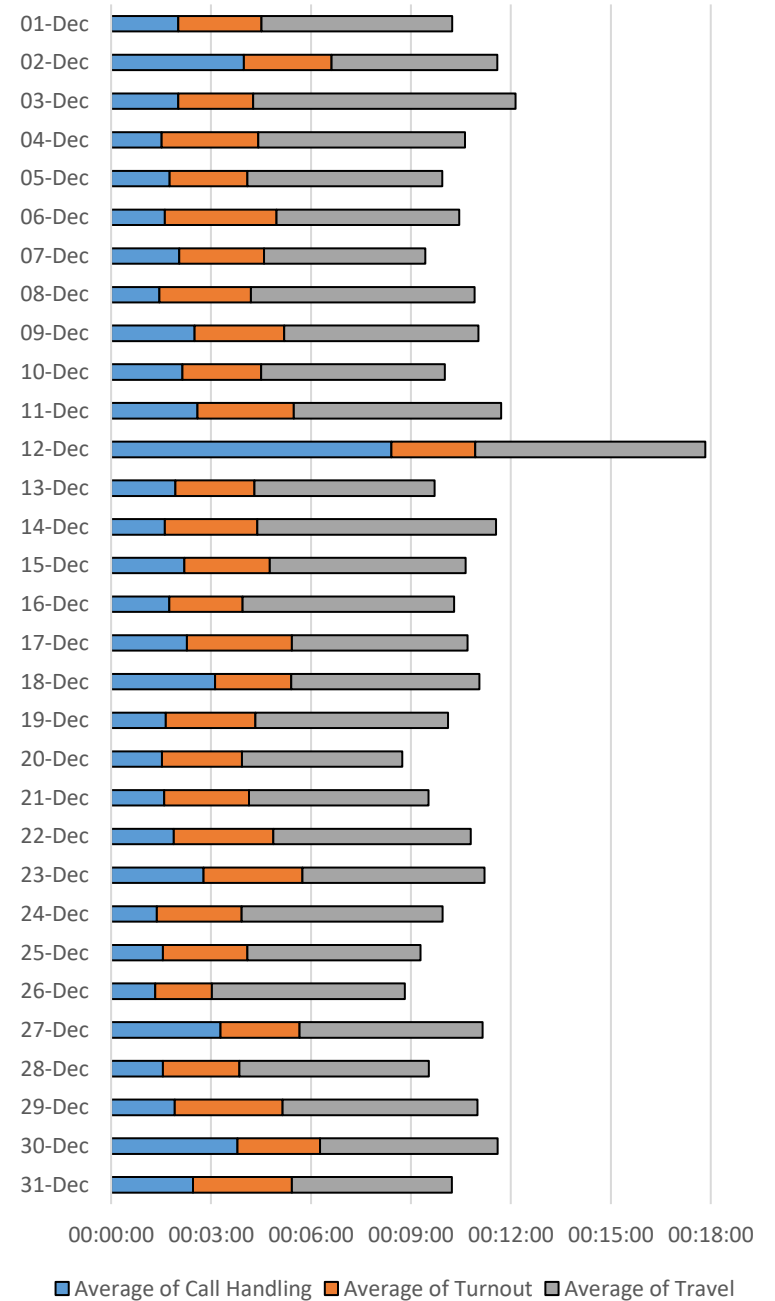
Average first attendance to potentially life threatening incidents



A call was received on the 12<sup>th</sup> December that registered as taking 4 hours and 12 minutes to deal with in Control. This call increased the average call handling that day from 1minute 26 seconds to 8minutes 25 seconds. Control have reported back saying there is no obvious reason why this call was open for that length of time, and they are continuing to investigate it. The call was in relation to a Special Service incident.

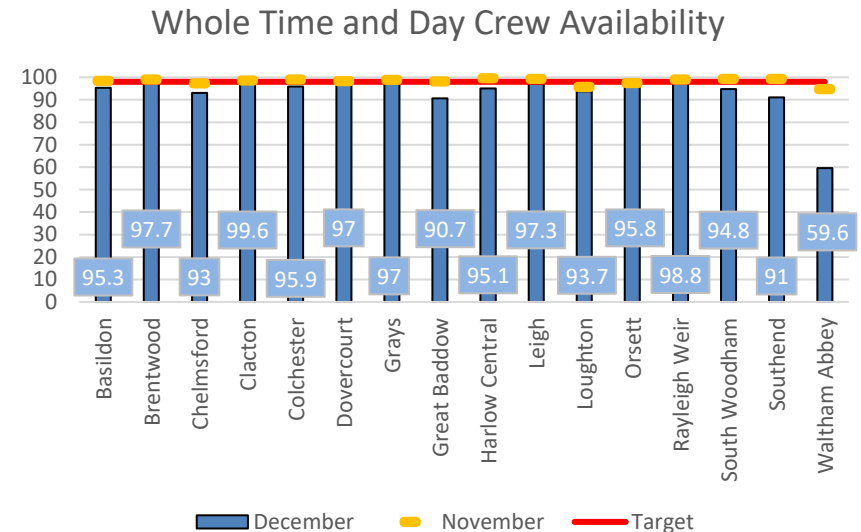
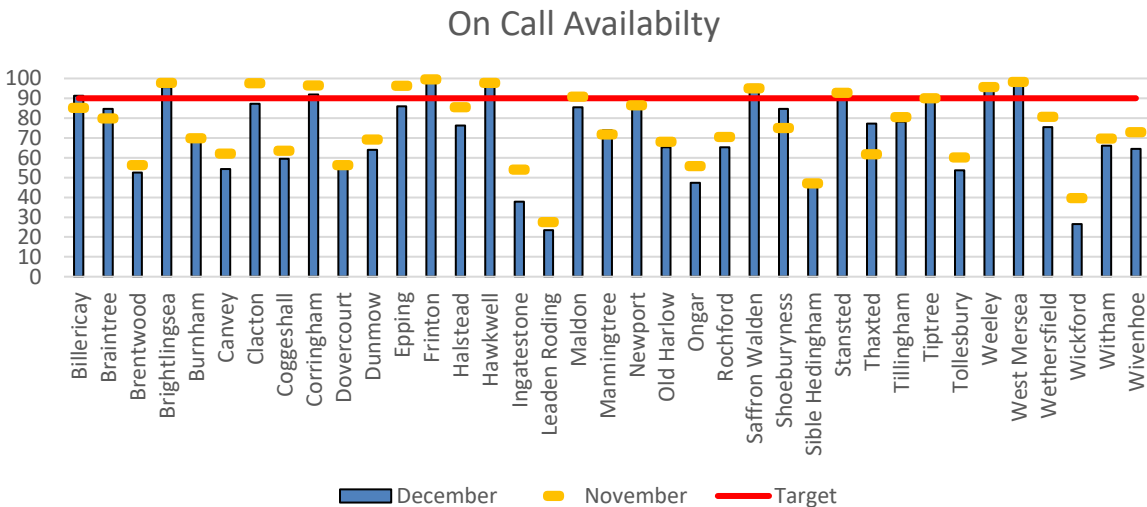
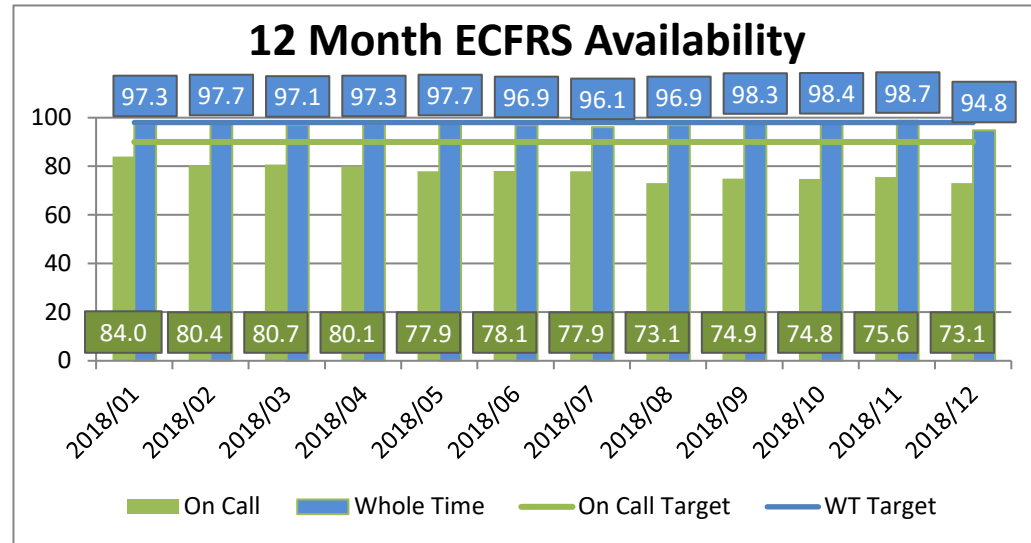
3 other calls were received in December that also significantly affected average call handling. Each of these calls were over 30 minutes in length compared with an average call handling time of under 2 minutes. 2 of these call were Special Service incidents, which involved persons trapped, and the other related to a fire in the open. Average call handling would have been reduced from 2min 12 seconds to 1min 47 seconds without these incidents, and reduced the average attendance to potentially life threatening incidents from 11m 05 seconds to 10m 45 seconds. (This data is sent to Control each month to assist with training and improving call handling times)

**Average First Attendance Times**



AVAILABILITY OVERVIEW– December 2018

<p><b>Whole Time and Day Crew Availability</b></p> <p>88.9% December 2017</p> <p><b>94.8%</b> December 2018</p> <p>98.7% November 2018</p> <p><b>Target – 98%</b></p>	<p><b>On Call Availability</b></p> <p>78.3% December 2017</p> <p><b>73.1%</b> December 2018</p> <p>75.6% November 2018</p> <p><b>Target – 90%</b></p>
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**Waltham Abbey** continues to show low availability, this is due to low crewing levels and sickness at the station. **Great Baddow** has previously seen a month on month improvement in availability in the last 12 months, and we are looking to recruit individuals into the station on a 12 month contract. **Chelmsford** continues to suffer from 2020 vacancies that are held against the watches there, and each watch has an average headcount of 10. **Southend** has currently 5 people out posted to other stations on temporary duties, there was also 1 retirement in December and 2 long term sickness absences at the station which are being managed.

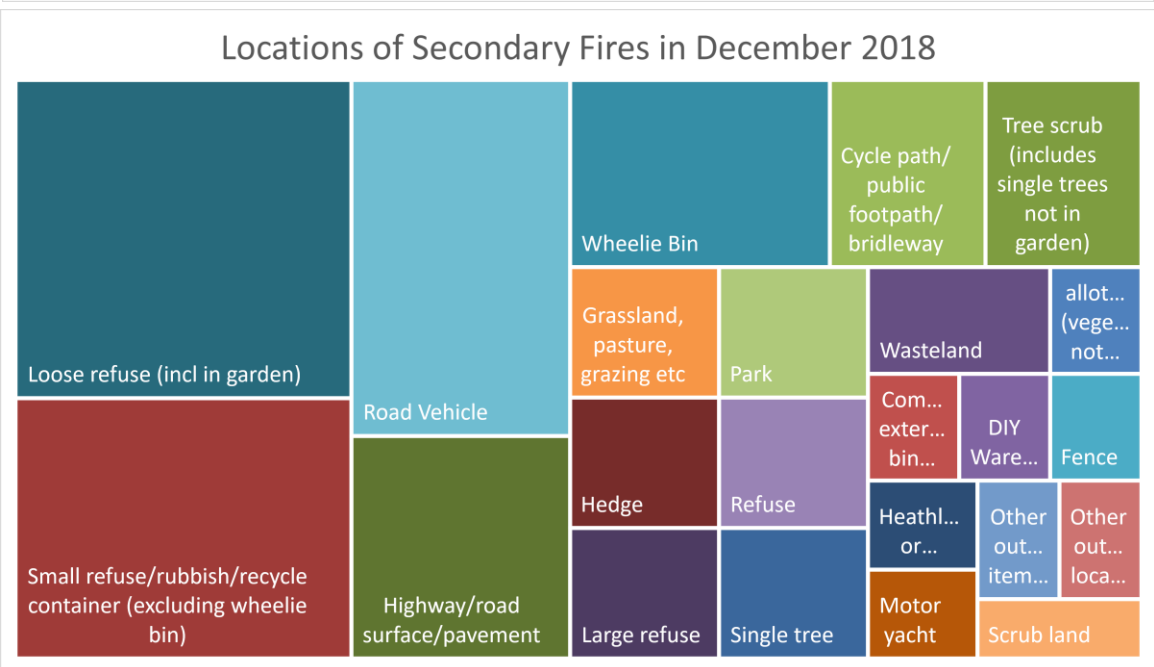
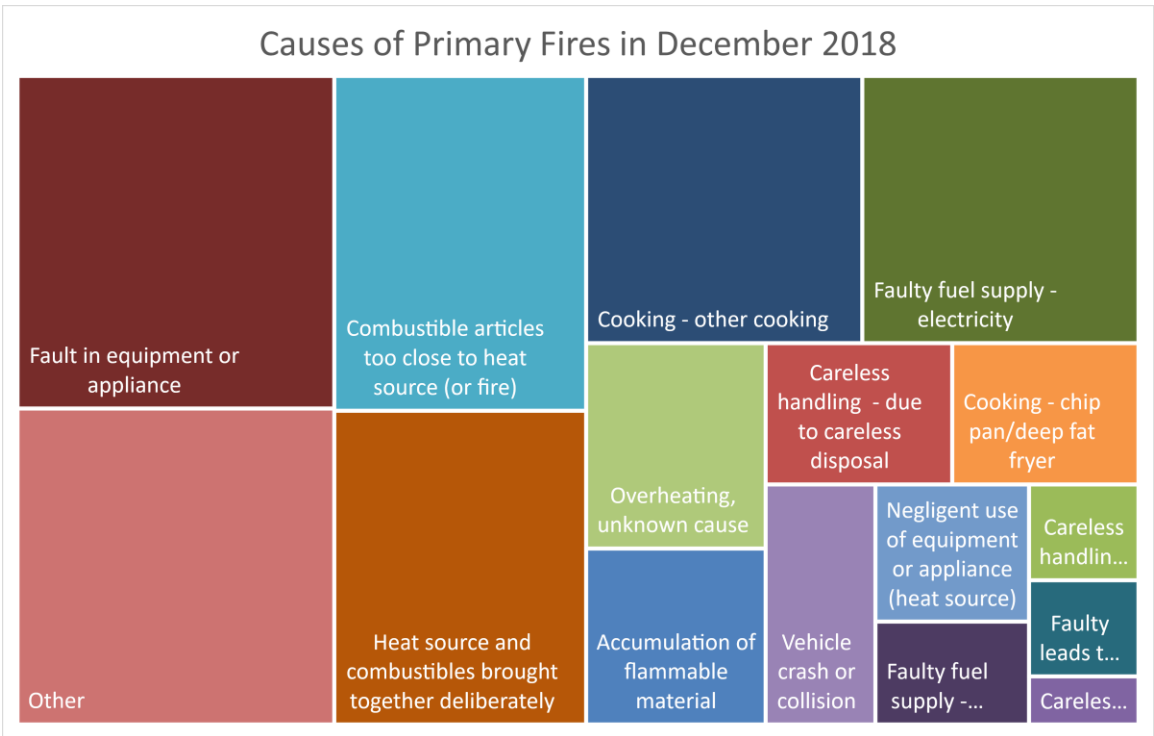
**Leaden Roding, Ingatstone, Wickford, Sible Hedingham** and **Ongar** have the lowest availability (all under 50% in December). The Day Duty Officer Riding project will target these stations first with day duty staff being placed there to improve availability.

**FIRES OVERVIEW– December 2018**

<b>Primary Fires</b>		185
<b>151</b>	December 2017	188
December 2018	November 2018	
<b>Secondary Fires</b>		78
<b>68</b>	December 2017	133
December 2018	November 2018	
<b>Accidental Dwelling Fires</b>		71
<b>70</b>	December 2017	72
December 2018	November 2018	
<b>ADF Casualties</b>		
<b>11 Injuries</b>		
<b>1 Fatality</b>	The fatality relates to a house fire in Clacton and is currently subject to a Police investigation.	
December 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).



### Monthly Workforce FTE / Movements / Turnover

	Dec 2018 FTE	12 month Δ	Dec 2018 Leavers	Monthly Turnover <sup>1</sup>
Wholetime	621.0	↑ 21.0	4	0.6% ↑
On Call	393.3	↓ 13.5	6	1.5% ↑
Support	272.2	↓ 6.1	7	2.6% ↑
Control	34.2	↑ 1.8	0	0.0% ←

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

### Monthly Absence Levels

The introduction of the new HR Information System, Civica, has necessitated the creation of a new selection of data queries, including those required to produce monthly absence figures. These were not available in time to meet this month's submission deadline and so we will report December's information retrospectively on next month's dashboard.

### Monthly Operational Fitech testing results

	Number Tested	Whole Time	On Call	Total <sup>1</sup>
Passed	13	60%	100%	87% ↑
3 monthly review	1	20%	0%	7% ↓
6 weekly review	1	20%	0%	7% ↑
3 weekly review	0	0%	0%	0% ←
<b>TOTALS</b>	<b>15</b>	<b>5</b>	<b>10</b>	

Note: 1) arrow reflects movement compared to last month

### Employee Relations – Case Management

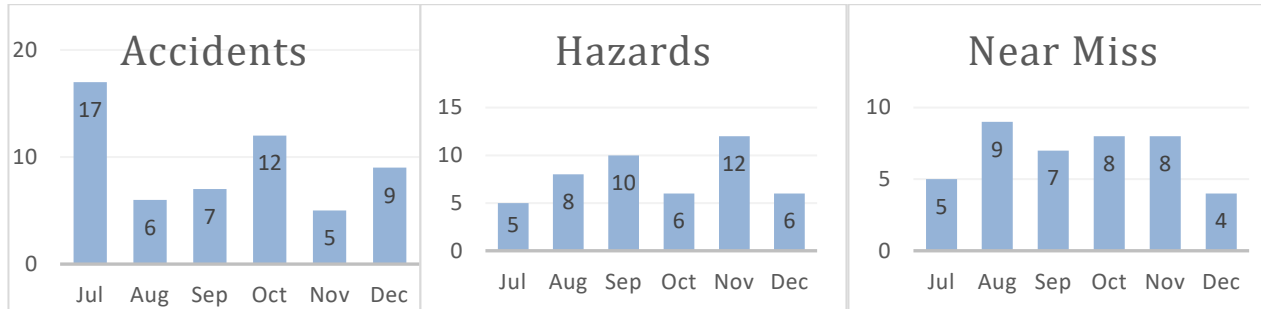
	New Cases <sup>1</sup>	Cases Closed <sup>1</sup>	Cases Open <sup>2</sup>
Attendance	14	8	49
Disciplinary	0	0	1
Grievance	1	2	0
Performance	3	1	13

Note: 1) Number of cases opened or closed during December 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 December 2017, unless noted otherwise.

## HEALTH & SAFETY OVERVIEW – December 2018

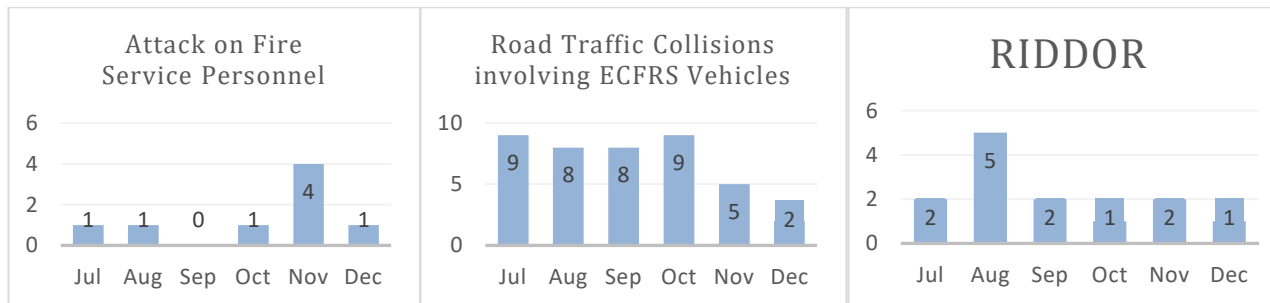


9 Accidents were reported in December, all of which were minor (increase from 5 in previous month).

6 Hazards were reported (Decrease from 12 in previous month).

4 Near misses were reported (Decrease from 8 in 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 1 attack on Fire Service personnel in December, which was verbal.

2 Road Traffic Collisions involving ECFRS vehicles reported, both minor and at slow speed (Decrease from 5 in previous month).

1 RIDDOR report this month which was an over 7-day absence.

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.

There was just one Roadshow visit in December, which was to the on call crews based at Stansted.

Toolbox Talk No 32: Breathing Apparatus (BA) Facemask Protection at Incidents was issued in December. This followed an incident where debris made its way into a facemask whilst being worn at an operational incident last month. This was reported to RIDDOR last month as a dangerous occurrence in line with BA guidance.

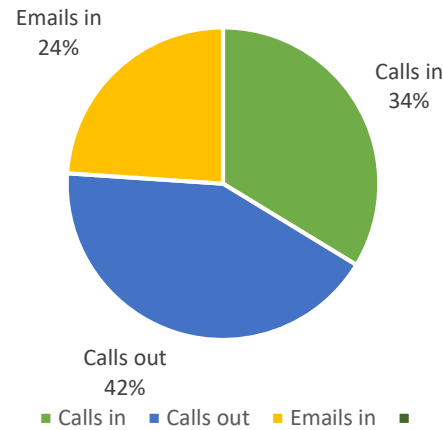
All stations and flexi officers have now been issued with Hero wipes, which are to be used in conjunction with previous toolbox talks. Flexi officers and Fire investigation officers have also been issued with decontamination bags and nitrile gloves.

We are continuing to work with external research groups such as the National Fire Chiefs Council (NFCC) – Carcinogen Project and the Fire Brigades Union (FBU) – National Carcinogen Project in conjunction with the IOSH ‘No time to lose’ campaign.

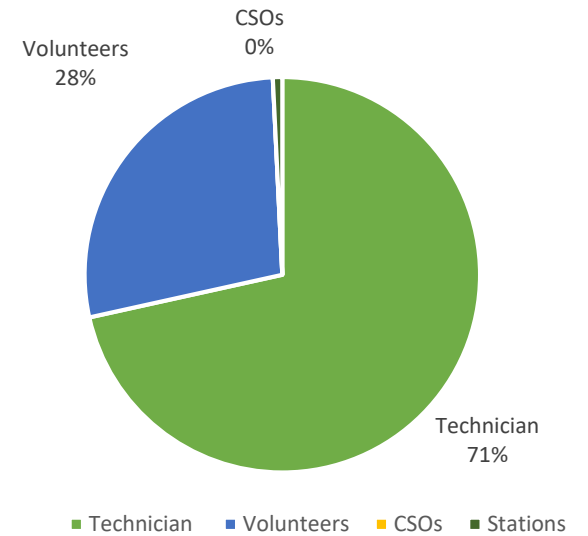
**HOME SAFETY DASHBOARD – December 2018**

	<b>Actual</b>
Number of visits conducted	<b>401</b>
Number of visits requested	<b>423</b>
Number of Essex Police DV visits requested	<b>23</b>
Number of Essex Police DV visits conducted	<b>10</b>
Number of standard smoke detectors fitted	<b>322</b>
Number of sensory smoke detectors fitted	<b>53</b>
How many calls were taken/made by the Home Safety Information Centre	<b>2638</b>
How many individuals did we visit with mobility concerns	<b>118</b>
How many individuals did we visit who lived alone	<b>140</b>
How many smokers did we visit	<b>13</b>
How many individuals did we visit who were aged over 65	<b>238</b>

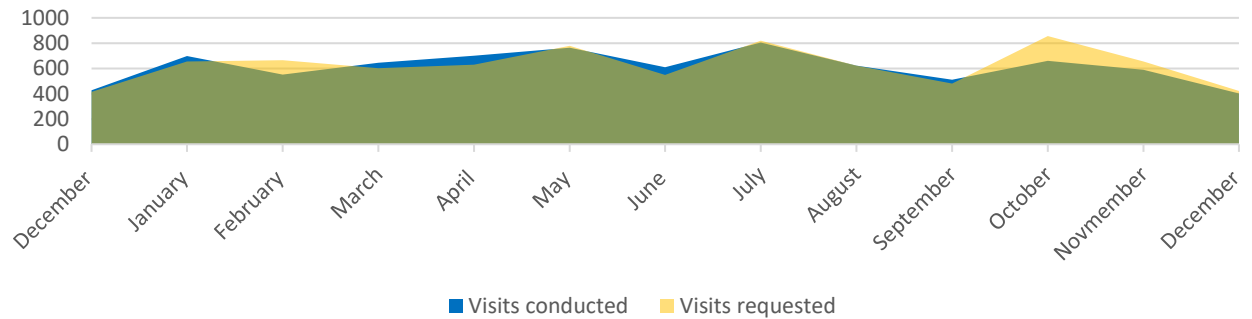
Communications with the Home Safety Information Centre



Visits conducted by:



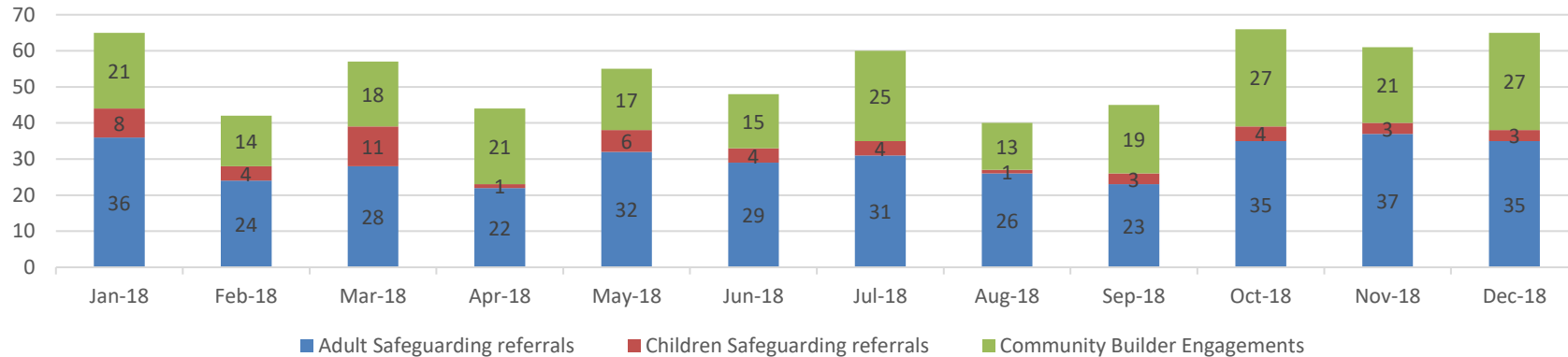
Number of visits **conducted**/**requested**



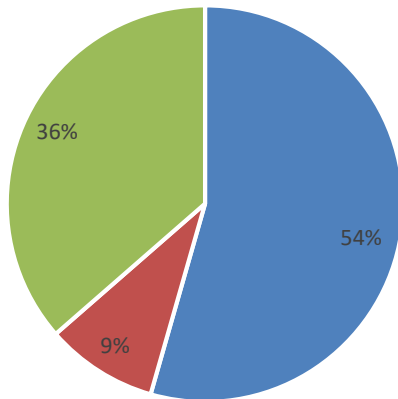


COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM – December 2018

Safeguarding referrals



Referral Type



■ Adult Safeguarding referrals   ■ Children Safeguarding referrals  
■ Community Builder Engagements

Year to Date Table

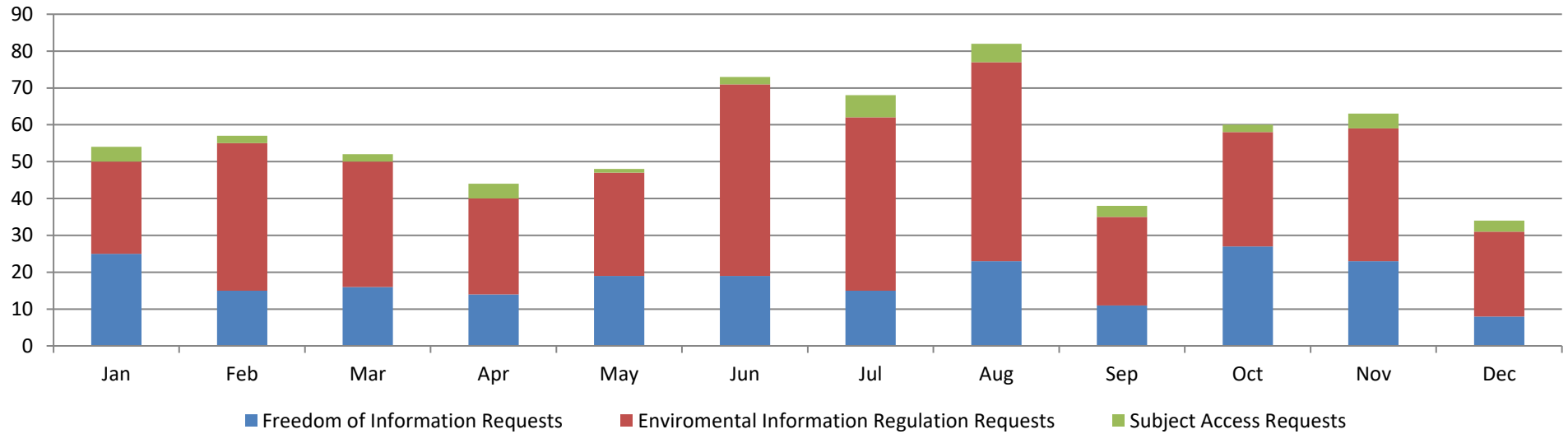
Month	17-18	18-19
Apr	47	44
May	96	99
June	163	147
July	235	207
Aug	299	247
Sept	344	292
Oct	398	353
Nov	448	414
Dec	494	479
Jan	559	
Feb	601	
Mar	658	

Adult Referrals by Area December 2018

Crews North West	1
Crews North East	7
Crews South West	3
Crews South East	8
Safe and Well	9
Community Builders	1
Internal	1
Police	1
Social Care	3
Technical Department	1
<b>TOTAL</b>	<b>35</b>

- Current number of open cases: 28
- Main concerns: welfare and hoarding

### Statutory Requests Received



### Complaints and Compliments

There were 3 complaints received in December, 2 were relating to Fire safety, and the other Customer Service. 1 compliment was received in December.

### FOI Themes

In December the most common themes for FOIs were Data Requests (4), HR requests (3).

### Subject Access Requests

3 Subject Access requests for Fire Reports were received in December.