



Essex County Fire and Rescue Service Monthly Performance Summary January 2019

PERFORMANCE AND DATA

INCIDENTS OVERVIEW- January 2019

Incidents 1193
 January 2018 1130
945
 January 2019

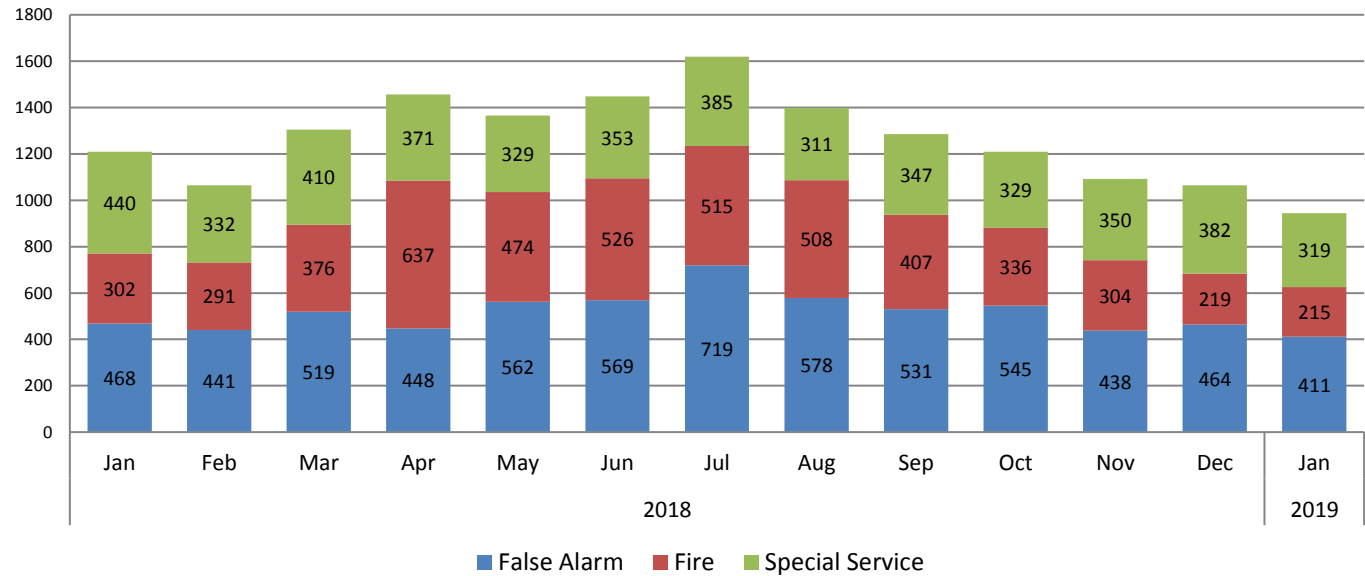
Fires 285
 January 2018 236
215
 January 2019

Special Services 440
 January 2018 407
319
 January 2019

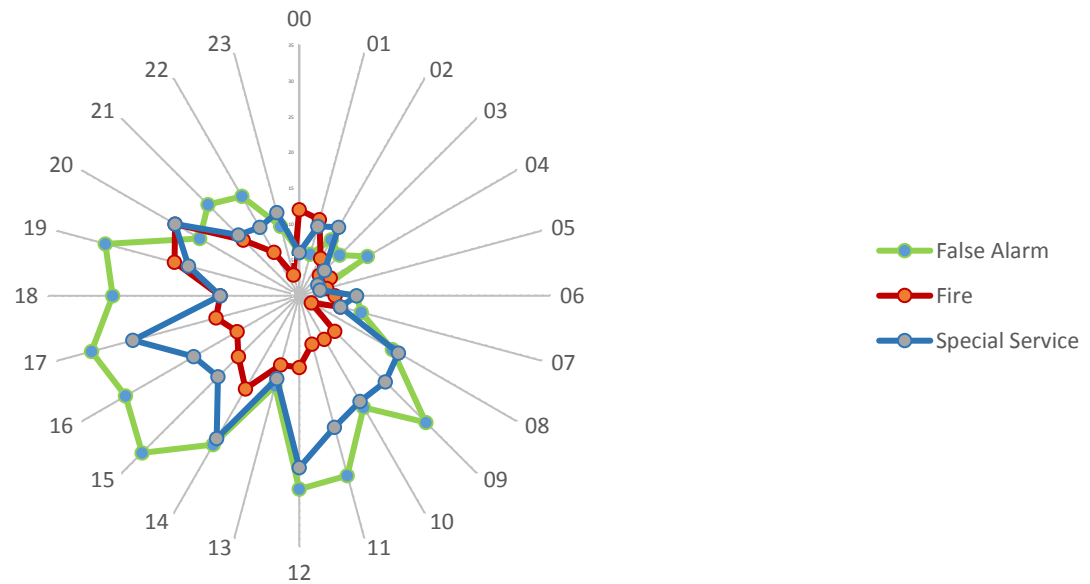
False Alarms 468
 January 2018 487
411
 January 2019

At the time of reporting there were 17 incidents awaiting Quality Assurance in the Incident Recording System. These incidents will not be included in the data used in this report, therefore the numbers presented will vary once Quality Assurance has been complete.

Incident Types 12 Months



Incidents by Hour of Day- January 2019



ATTENDANCE OVERVIEW– January 2019

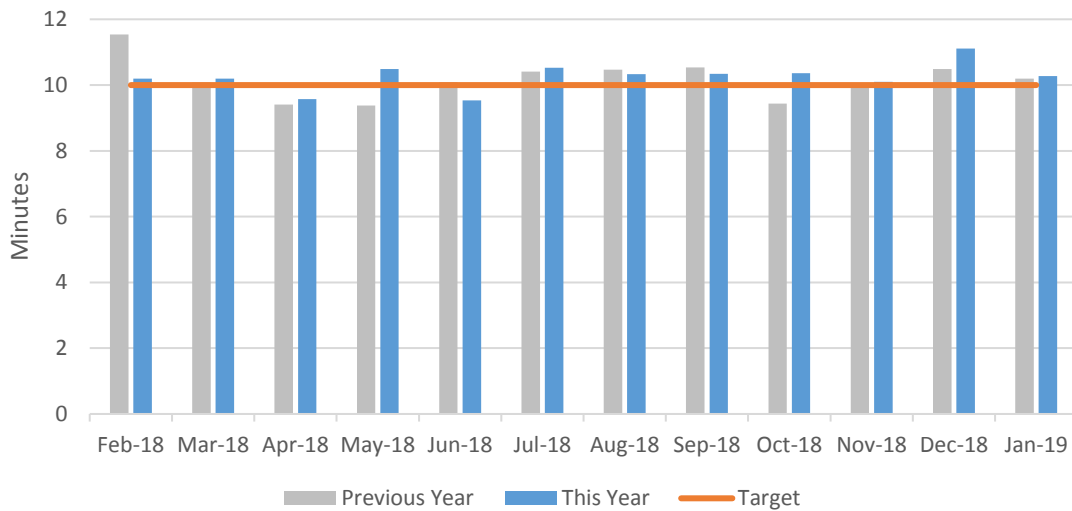
Average First Attendance to Potentially Life Threatening Incidents

10m27s 10m20s
 January 2019 January 2018
 11m 11s
 December 2018
 Target – Average of 10 Minutes

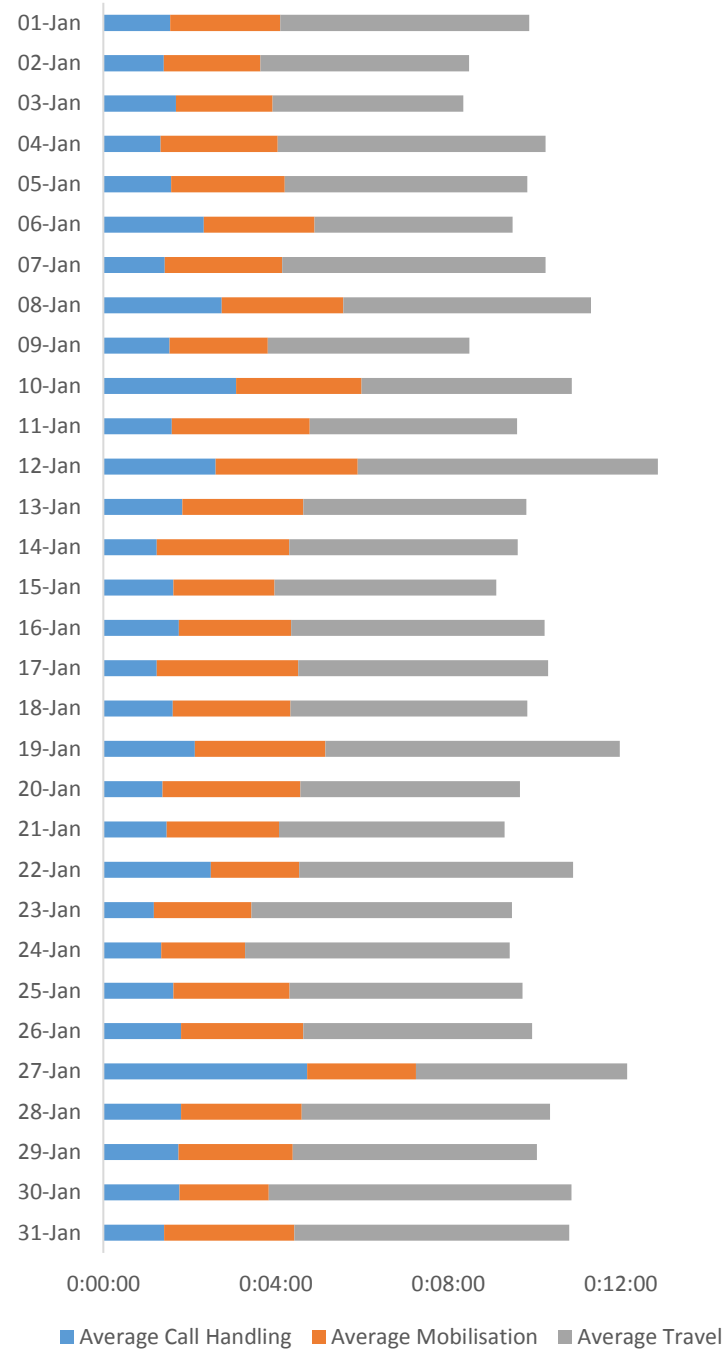
Time of Call to Arrival - % within 15 minutes

90% 88%
 January 2019 January 2018
 86%
 December 2018
 Target – 90% of all calls within 15 minutes

Average first attendance to potentially life threatening incidents

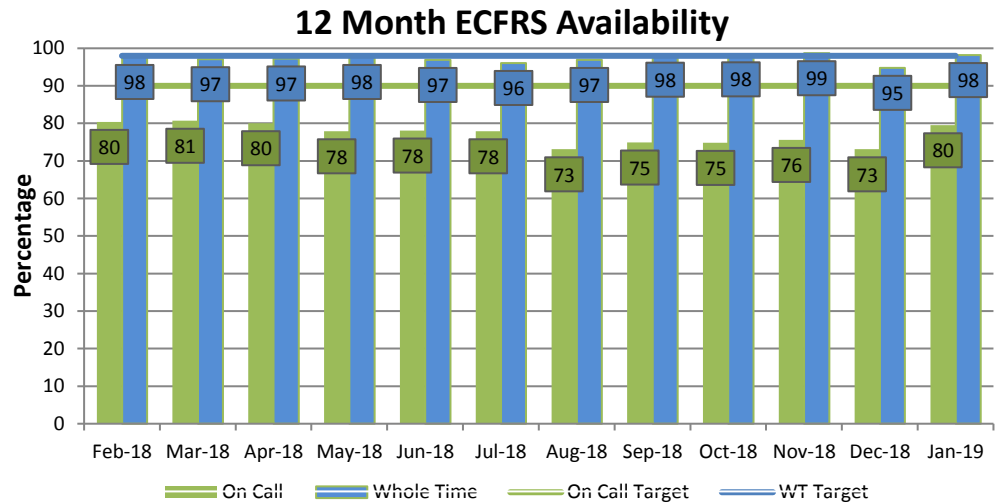


Average First Attendance Times



AVAILABILITY OVERVIEW– January 2019

<p>Whole Time and Day Crew Availability</p> <p>97.3% January 2018</p> <p>98.2% January 2019</p> <p>94.8% December 2018</p> <p>Target – 98%</p>	<p>On Call Availability</p> <p>84.2% January 2018</p> <p>79.5% January 2019</p> <p>73.1% December 2018</p> <p>Target – 90%</p>
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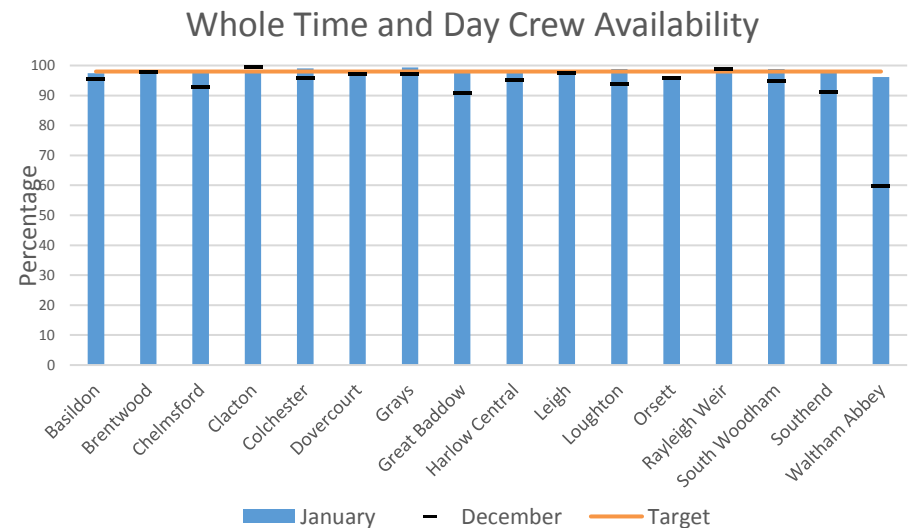
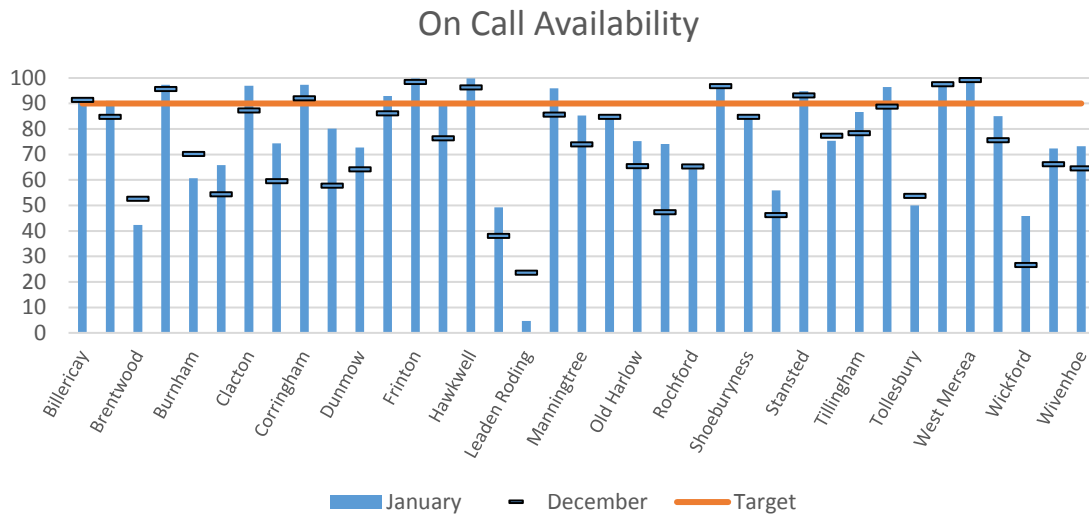


On Call Station Availability

There has been an increase in availability across most areas and good performance with all groups seeing an increase on last month’s availability.

There has been an increase in 28 On call stations availability since December and a reduction in only 9. Some stations have seen an increase in double figures which is exceptional work.

Monitoring of Braintree, Leaden Roding, Brentwood ,Wickford, Rochford and Ingatestone is needed as availability has fallen month on month since January, Brentwood, Leaden Roding, Tollesbury, Ingatestone and Wickford are all 50% or below and will now be placed as priority for action by the Group Managers. This is being addressed through 1:2:1s with Group Managers and Station Managers as to causation and what help can be given centrally



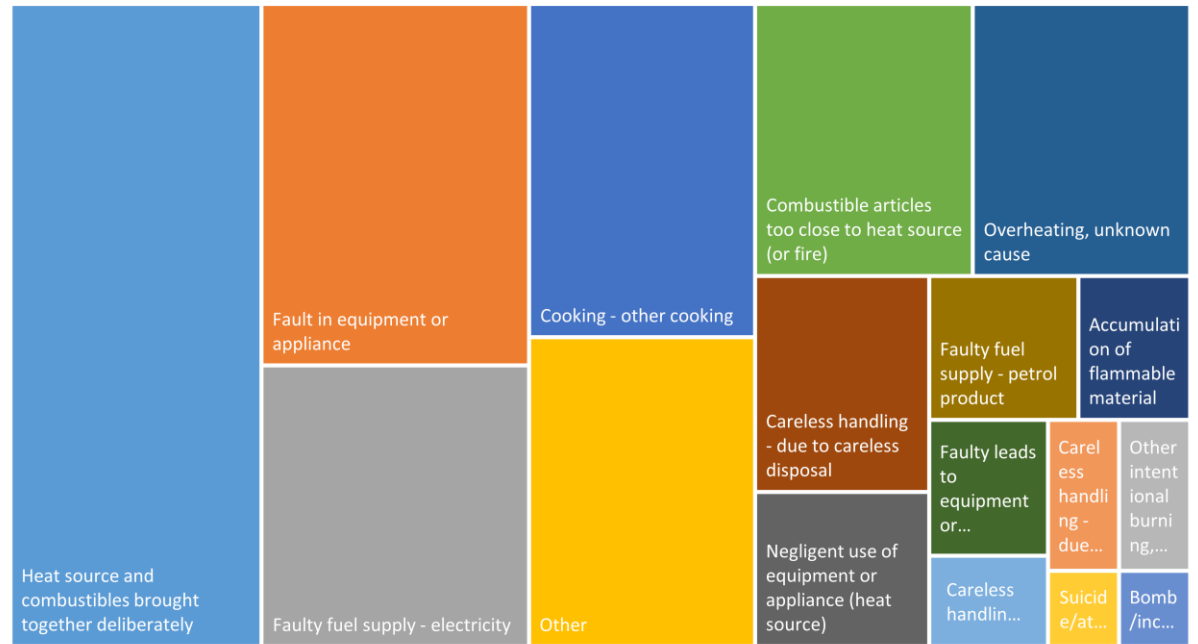
FIRES OVERVIEW– JANUARY 2019

Primary Fires	
153	192 January 2018
January 2019	164 December 2018
Secondary Fires	
62	93 January 2018
January 2019	72 December 2018
Accidental Dwelling Fires	
50	75 January 2018
January 2019	74 December 2018
ADF Casualties	
11 Injuries	
0 Fatality	
January 2019	

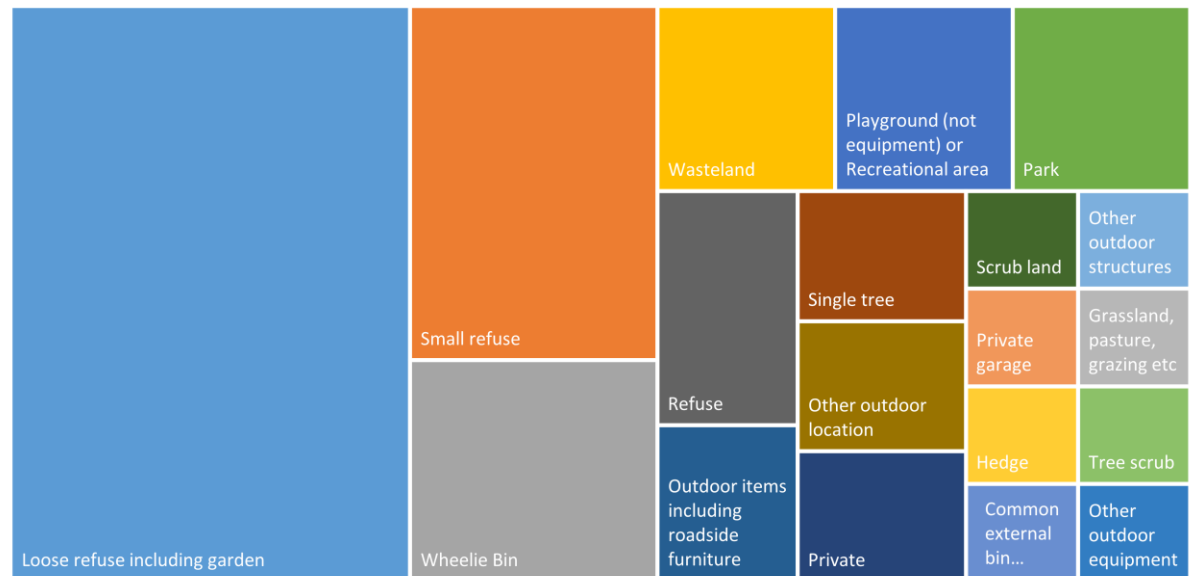
Primary Fire: Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

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).

Causes of Primary Fires January 2019



Locations of Secondary Fires January 2019



Monthly Workforce FTE / Movements / Turnover

	Jan 2019 FTE	12 month Δ	Jan 2019 Leavers	Monthly Turnover ¹
Wholetime	628.0	↑ 11.0	5	0.8% ↑
On Call	386.0	↓ 19.8	8	1.6% ↓
Support	268.3	↓ 12.9	3	1.0% ↓
Control	34.2	↑ 1.9	0	0.0% ←

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

Monthly Operational Fitech testing results

	Number Tested	Whole Time	On Call	Total ¹
Passed	33	90%	78%	85% ↓
3 monthly review	6	10%	22%	15% ↑
6 weekly review	0	0%	0%	0% ↓
3 weekly review	0	0%	0%	0% ←
TOTALS	39	21	18	

Note: 1) arrow reflects movement compared to last month

Note: All figures provided rounded to one decimal place. Arrows indicate trend in FTE, turnover or absence compared to January 2018, unless noted otherwise.

Monthly Absence Levels

The introduction of Civica has created a query about our sickness absence data which we are working to resolve. Whilst this is being resolved, we are unsure about the validity of the data being reported. In order that we do not provide inaccurate data, we have made a decision not to report this month. Once the issue is resolved we will retrospectively produce data for December and January so that we do not have data/trend gaps.

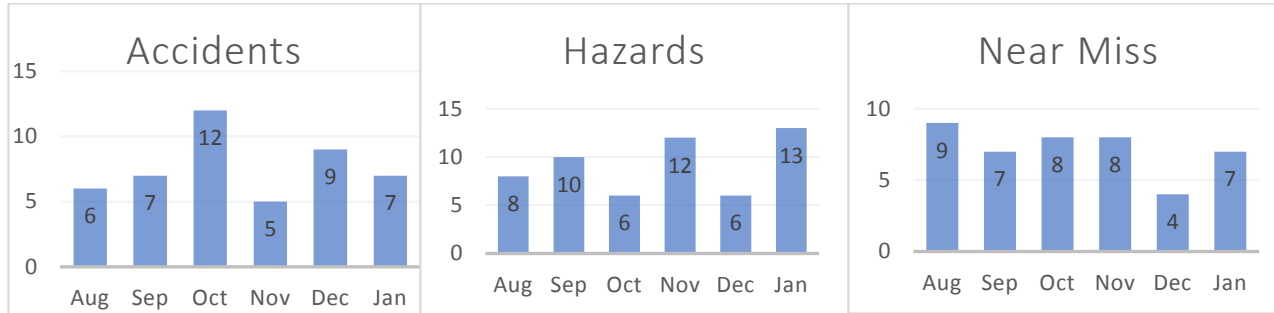
Employee Relations – Case Management

	New Cases ¹	Cases Closed ¹	Cases Open ²
Attendance	7	13	46
Disciplinary	1	0	2
Grievance	0	0	0
Performance	3	3	14

Note: 1) Number of cases opened or closed during January 2019

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

HEALTH & SAFETY OVERVIEW – January 2019

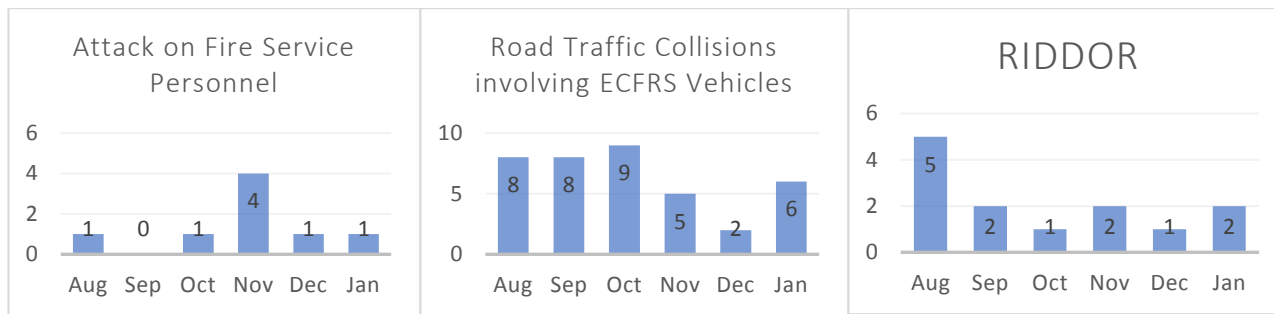


7 Accidents were reported in January 2019 (decrease from 9 from previous month).

13 Hazards were reported (increase of 6 from previous month).

7 Near misses were reported (increase from 4 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 January, which was verbal.

6 RTC's reported, 5 minor and 1 involving a member of the public (increase from 2 in previous month).

2 RIDDOR reports this month, 1 Over 7 day and 1 member of the public.

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 & Safety Roadshow visited Weeley, Tiptree, Wickford, West Mersea, Witham, Wethersfield, Corringham and Clacton in January 2019. Visits are being well received and feedback is given to all the crews on any points raised. This is also being supported with the monthly Health & Safety Update that is sent to all Watch and Station Managers and will also be sent out by Weekly eBrief, Daily News and the 60-second on call briefing going forward.

The Clean Cab and contaminated firefighting PPE guidance was released in conjunction with the Operational department. The guidance has been developed to reduce exposure to personnel from contaminated PPE and equipment at operational incidents or training activities.

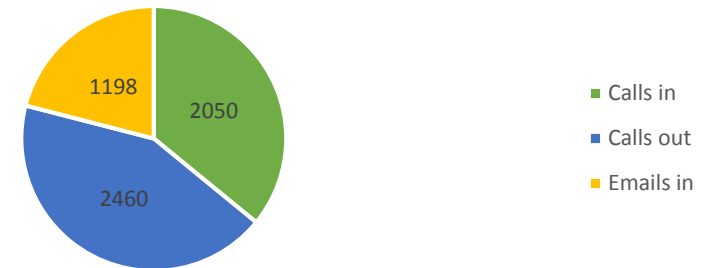
PUWER inspections were completed on all equipment at Service workshops that has the potential to cause a major injury. Inspection on other equipment across the Service will follow over the next few months.

ALL ACCIDENT DATA TAKEN FROM OSHENS ON 5/02/19

HOME SAFETY OVERVIEW - January 2019

	Jan 2019	Jan 2018	Month Direction	YTD 18/19
Number of Home Safety Visits conducted	828	698	↑	8301
Number of Home Safety Visits booked	836	649	↑	8723
Number of Essex Police DV visits requested	13	58	↓	356
Number of Essex Police DV visits conducted	1	26	↓	183
Number of visits - Volunteers	179	120	↑	1848
Number of standard smoke detectors fitted	686	1083	↓	7660
Number of sensory smoke detectors fitted	74	98	↓	855
How many calls were taken/made by the Home Safety Information Centre	4510	3623	↑	43931
How many individuals did we visit with mobility concerns	216	183	↑	2000
How many individuals did we visit who lived alone	283	231	↑	2785
How many smokers did we visit	46	42	↑	482
How many individuals did we visit who were aged over 65	520	419	↑	4802

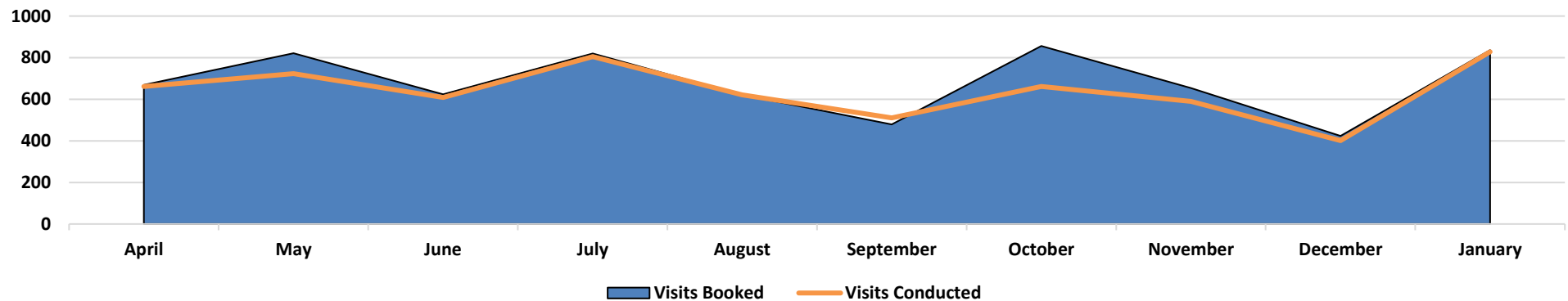
Contact with the Home Safety Information Centre



Home Safety Visits

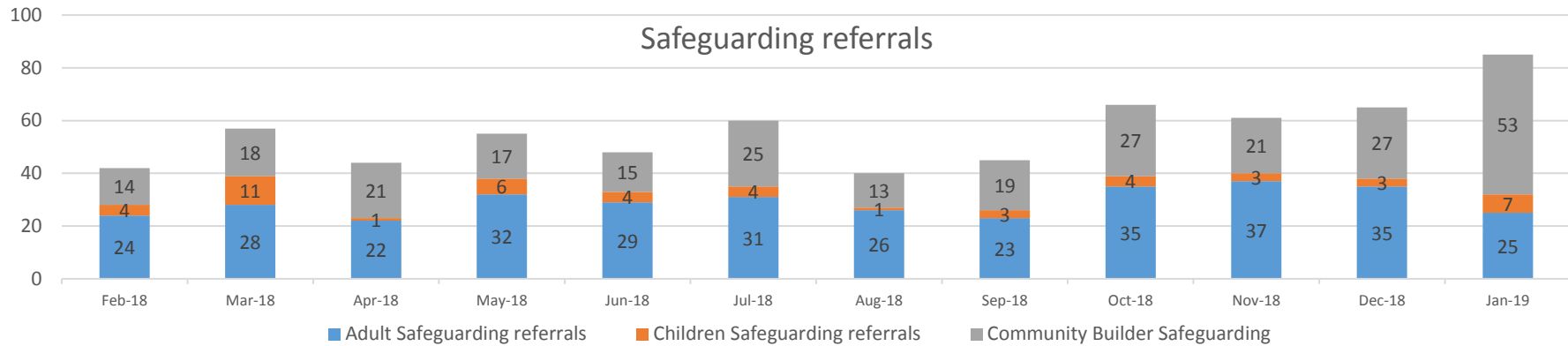


Visits booked/Visits conducted

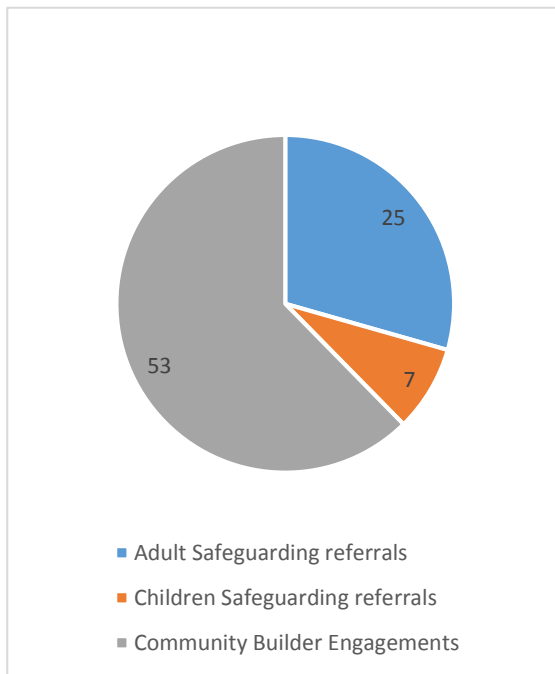


COMMUNITY DEVELOPMENT AND SAFEGUARDING OVERVIEW January 2019

COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM



Referral Type



Year to Date Table

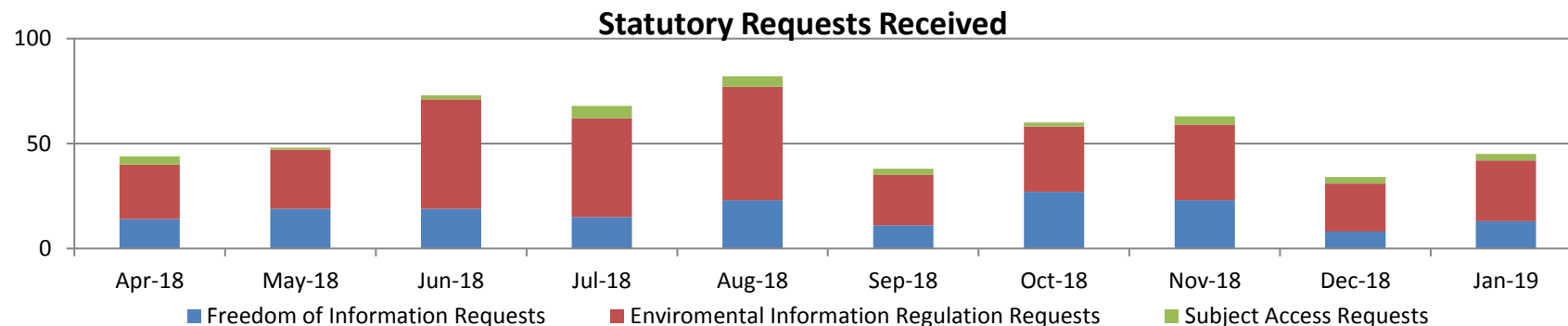
Month	17-18	18-19
Apr	47	44
May	96	99
June	163	147
July	235	207
Aug	299	247
Sept	344	292
Oct	398	353
Nov	448	414
Dec	494	479
Jan	559	564
Feb	601	
Mar	658	

Adult Referrals by Area January 2018

Crews North West	1
Crews North East	2
Crews South West	4
Crews South East	3
Safe and Well	3
Community Builders	8
Control	2
Community Support Officer	1
Agency referral	53
Volunteer	1
TOTAL	78

- Current number of open cases: 24
- Current number of Community Builder Safeguarding cases open: 57
- Main concerns: welfare and hoarding
- Housing Agencies have submitted numerous hoarding concerns in January to be followed up with a safeguarding Community Builder visit

INFORMATION GOVERNANCE OVERVIEW – January 2019



The Fire Service is continuously working towards compliance with current data protection legislation. An ongoing training and awareness plan complements the mandatory e-learning that all employees are required to undertake. Training and awareness in the Authority take various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

There were 2 organised training and awareness sessions in January 2019 for new employees. 1 at service headquarters and the other at a Fire Station

The Fire Service is required to handle personal data incidents and breaches in a manner that is compliant with the Data Protection Act, 2018. In order to achieve this, a data breach handling process is currently in place. There were 6 reported personal data breaches in January, however the Information Commissioner's Officer (ICO) was not made aware of any of these as they did not meet the stipulated threshold.

Complaints and Compliments

7 complaints and 2 compliments were received in January. The main complaint themes were Fire Safety (4), Staff Attitude/behaviour (2), and Driving (1).

Subject Access Requests

3 Subject Access Requests were received in January. 2 Subject Access Requests were received from former members of staff and 1 was from a current employee.

Freedom of Information Themes

The main themes around FOIs are Data Requests (9), Contracts (3) and Policy (1).

EIR Themes

29 fire reports requests which we processed as Environmental Information Requests were received.