Essex County Fire and Rescue Service-
Quarterly Performance Summary
Quarter 3: October to December 2018



Performance and data

**TARGETS AND MEASURES – Q3: October to December 2018**

Improvement in Performance

Decline in Performance

|  |  |  |  |
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|  | Performance 12 month rolling | Target | Trend |
| To get our first attendance to a potentially life-threating incident within an average of 10 minutes | 10.37 | **10.00** |  |
| Percentage of incidents attended within 15 minutes(Time of Call to Arrival) | 87% | **90%** |  |
| Number of people killed or seriously injured in road traffic collisions | 911 | **942** |  |
| Rate of Accidental Dwelling Fires per 10,000 properties | 10.6 | **10.3** |  |
| Rate of Injuries resulting from Primary Fires per 100,000 population | 3.3 | **3.6** |  |
| Number of End of Year Appraisals Completed | 60% | **100** |  |
| Average (Median) Day/Shifts lost to sickness absence per person (including all staff) | 6 Days | **6.9 Days** | Comparison data not available |
| Total Pumping Appliances Availability | 84% | **94%** |  |
| Wholetime Pumping Appliances Availability | 97% | **98** |  |
| On Call Pumping Appliances Availability | 78% | **90** |  |
| 100% of school children are delivered an age appropriate safety message | 67% this year | **100** | Comparison data not available |
| Working smoke alarms in 100% of households | 91% | **100** |  |
| Fires in Non-Residential Properties | 300 | **333** |  |
| FOI Response Rates12 month Rolling Performance is measured between Jan-Dec 2018Trend compares performance against the 2017/18 End of Year Report**Performance against target**

|  |  |  |
| --- | --- | --- |
|  | >10% Worse than target |  |
|  | 0-10% Worse than target |  |
|  | 0-10% Better than target |  |
|  | >10% Better than target |  |
|  | No data / Measured at end of year |  |

 | 82% | **90%** |  |
| Complaint Response Rates | 80% | **90%** | Comparison data not available |

**INCIDENTS OVERVIEW – Q3: October to December 2018**

At the time of reporting there were 48 incidents in the reporting period 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.

**False Alarms**

1515

Q3 2018

1639

Q3 2017

1837

Q2 2018

**Special Services**

1124

Q3 2018

1010

Q3 2017

1069

Q2 2018

**Fires**

900

Q3 2018

1031

Q3 2017

1869

Q2 2018

**Incidents**

3539

Q3 2018

3680

Q3 2017

4775

Q2 2018

**ATTENDANCE OVERVIEW – Q3: October to December 2018**

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

Rolling 12 Month Performance at Q3 2018/19: 87%

Target: 90%

Performance at end of Quarter: Off Target

Projected end of year: Off Target

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

Q3 2018/19 10minutes 37 Seconds

Target: Average of 10 minutes

Performance at end of Quarter: Off Target

Projected end of year: Off Target

**ATTENDANCE OVERVIEW – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| The response time average for crews hasn’t significantly changed and with some stations being large – Orsett, Harlow and Grays for example, they do raise the average response time as does the NW as they are majority On Call Fire Stations. Some of increase in travelling time in Q3 can be attributed to the dark nights and weather conditions, which increases travelling time due to extra caution by drivers in these conditions. It is noteworthy that call handling times vary the most when analysing the first attendance times. There can a number of factors which may influence this. The type and nature of the calls can lead to delays, an example would be where Control Operators refer a call to a specialist officer. Most frequently this would be for a National Interagency Liaison Officer call when often further detail of the situation or request is needed. Work is currently being done within Control to ensure that a consistent approach is taken in ensuring attendance times reflect those calls that require an immediate response.Significant work is also being completed in ensuring that the all emergency service call receiving centres are working to effectively, both in relaying information to each other correctly, and also in minimising calls between centres. |
| **FORWARD PLAN ACTIONS** |

Time of Call to Arrival % within 15 minutes: End of year target can only be met with 100% performance in the remaining months

The response times are discussed at each GM 1:2:1 and SM 1:2:1 and some improvements are being seen at Orsett and Grays. On call stations that are showing longer times Brentwood, Billericay, Witham, Maldon and Canvey suffer from busy road networks next to or on the station turnout locations for On Call to respond. Other stations such as Burnham and Manningtree are away from the main town area so it takes longer for crews to get there when turning out from their Home Addresses. The 6 minute turnout time for On Call is also different at Wethersfield where it has been increased to 7 minutes so we could recruit further from the station.Control are going to:

* Review figures in a month and, if necessary, commission the ORH report once again at this time.
* Performance - provide the top quartile of calls (2+ mins) to allow Control Management to identify trends etc.
* NILO calls to be extracted for review if possible.
* Contact has been made with Essex Police and East England Ambulance Service Control Managers to propose the creation of a tri-Service forum to discuss and diffuse any potential issues and share best practice etc. which will be progressed.
* Ongoing liaison with appropriate Watch management team on a bi-weekly basis to monitor and assess individual progress in this area.

**AVAILABILITY OVERVIEW – Q3: October to December**

**Whole Time/Day Crew Availability**
Rolling 12 Month Performance at Q3: 97%

Target: 98%

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

**On Call Availability**
Rolling 12 Month Performance at Q3: 78%

Target: 90%

Performance at end of Quarter: Off Target

Projected end of year: Off Target

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| Availability at Waltham Abbey reflects recruitment challenges, low crewing levels and sickness at the station. The team continue to work together to provide the best possible availability within these challenges. There were 6 members against an establishment of 9 and 1 member retired in December taking the station number down currently to 5.Great Baddow has seen a month on month improvement in availability in the last 12 months. We are also looking to recruit individuals into the station for On Call, the same as Waltham Abbey. There is a good uptake on On Call relocation from WT and On Call staff The 2020 places held at Chelmsford are still causing issues for availability and is being addressed at this time with the SM with over establishment and the removal of 2 long term temporary outpostings from the station establishment.Southend has currently 5 people outposted to other stations on temporary duties, there is also 1 retirement in December and 2 long term sick people at the station which are being managed. This has accounted for around a 4% dip in availability.On call still has areas of concern and stations that continue to have challenging availability due to low numbers. Leaden Roding, Ingatestone, Wickford, Sible Hedingham and Ongar are the lowest level of availability, all under 50% in December. The problems are mainly during work hours with low levels of crew and small areas of recruitment to call upon due to town sizes, transient populations, turn out times (6 minutes) and On call to Whole time FFs transferring.  |
| **FORWARD PLAN ACTIONS** |
| The next squad of 12 is already in training and will be passing out in May to be allocated to stations. We have an OC to WT enhancement course running in February, which will see 7 FF going to WT stations and all of which are maintaining their OC contracts. This will see these FF on station by early March.Recruitment for a 12 months secondment to Waltham Abbey from current serving FF was advertised in January, along with movement of staff who can assist in the on Call at the station. Both of these are currently in progress. The current 8 On call firefighters at the station will be able to go on the run from the end of February to cover the shortfalls currently seen at the station once they have completed their BA Course. This has taken nearly 14 months to completeThe Day Duty Officer Riding project is going to target these stations first on a priority basis with day duty staff being placed there to improve availability and enhance the on call availability. To improve the recruitment and retention of On Call FF various methods are being applied around the county.  Leaden Roding is being looked into with the ability to increase the turn out time to include White Roding, Margaret Roding, Beauchamp Roding and Berners Roding. This has been successfully applied at Wethersfield. Ongar we are currently looking at a new WM transferring in from another station, which will increase the daytime availability considerably.Thaxted has seen a continuous improvement in availability since a Surround the Town event held early in 2018 that also focused on recruitment. This was achieved with greater involvement of the station in a local campaign and the opportunity to get new recruits with day cover at the events held in the town. These recruits have recently become available towards the end of 2018 increasing the availability at Thaxted. This is something the new operational and community risk managers will use in the future to target risk and community safety concerns at specific stations, and recruitment at our on call stations. The investment by the service in 2019 -2020 into on call support will improve availability. |

**KSI OVERVIEW – Q3: October to December 2018**

Road Traffic Collisions (RTCs) are a significant and ongoing issue in Essex – between January and December 2018, 911 people were killed or seriously injured on the roads of Essex as a result of RTCs.

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

ECFRS’s Road Safety/RTC reduction activities relate to all road users. However following on-going casualty data analysis our activities are particularly focused on the highest risk groups - motorcycles and other powered two wheelers; young car drivers and their passengers; pedestrians and cyclists.

**Number of people killed or seriously injured in Road Traffic Collisions**
Rolling 12 Month Performance: 911

Target: 942

Performance at end of Quarter: On Target

Projected performance at end of year: On Target

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1213 Interactions

206 Interactions

12 Fire Bike Events

18 Community Wheels Events

**Q3 Community Wheels Events**

603 Interactions

14 Modified Car Events Bike courses

6748 Interactions

**Q3 Fire Car Events**

67 road safety events

**Q3 RTC Reduction Events**

**Q3 Fire Bike Events**

**KSI OVERVIEW – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| **Calendar Year 2018:**In the period January to December 2018, the RTC Reduction Team attended 308 different events and engaged with over 35,726 people on road safety risk and consequence. This is a slight reduction compared with 2017 (318 events, 37,926 engagements) which was a consequence of staff levels/availability. Notwithstanding this, the overall number of RTC KSI’s fell compared with 2017.In terms of motorcycles (the highest road user risk group) in the same period the FireBike Team attended 43 events and engaged with 1,549 riders. This included 59 FireBike Better Biking Courses (59 riders trained) and 10 FireBike Advanced Machine Skills Courses (127 riders trained).**Quarter 3 2018:**

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| --- | --- |
| No Of Events | Event Type |
| 6 | Multi agency SERP ‘Surround a Town’ events in key Towns involving both Police enforcement activity and (on separate sites) road safety education.  |
| 1 | SERP Community Engagement Days - road safety engagement events in Towns where it is not possible to hold full Surround a Town events.  |
| 22 | SERP Roadster events involving young pre-drivers in schools and delivering road safety risk and consequence education focusing on the fatal 4 causes of collisions.  |
| 5 | Young Driver Scheme – delivering road safety education to young, pre and learner drivers, and also to some of their parents. |
| 6 | National Citizenship Service Programme – engagement and education with young students attending the NCS summer and autumn programmes. |
| 1 | Youth Offenders. ECFRS is commissioned to deliver road safety education to youth offenders referred by the Youth Offending Team and who have been through the justice system for motoring related offences such as taking vehicles without consent, driving under the influence etc. ECFRS is able to effectively engage with this high risk, high harm group. |
| 353 | Community Speedwatch. ECFRS co-ordinates CSW volunteers who play a vital role in speed monitoring and reporting across the whole of Essex. |
| 6 | Work Related Road safety. Delivery of intensive and engaging road safety education to fleet drivers of large employers such as in 2018 Essex and Suffolk Water, and Ringway Jacobs. |
| 2 | Military Road Safety – ECFRS organises and delivers road safety risk and consequence education to serving military personnel at both Merville Barracks, Colchester and Carver Barracks near Saffron Walden. |
| 1 | Fire Station Open Days. The RTC Reduction Team wherever possible support local Stations by attending open days and engaging with visiting members of the public on road safety and related issues. |
| 1 | Cycle Safety – ECFRS works in close partnership with SERP’s cycle safety team to deliver close pass/safe pass education to road users through traditional engagement and VR360 technology.  |

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**KSI OVERVIEW – Q3: October to December 2018**

**Number of people killed or seriously injured in Road Traffic Collisions**
Rolling 12 Month Performance: 911

Target: 942

Performance at end of Quarter: On Target

Projected performance at end of year: On Target

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| --- | --- | --- |
| **Long Term Casualty Trend (with Targets)** | **KSI Cumulative 2018** | **Motorcycles/P2Ws 2018** |
| **Car Occupants 2018** | **Pedestrians 2018**  | **Pedal Cycles 2018** |

**KSI OVERVIEW – Q3: October to December 2018 - Continued**

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| **FORWARD PLAN ACTIONS** |
| * The Road Safety/RTC Reduction Team has recently undertaken an internal recruitment process and as a result appointed 9 operational personnel as specialist RTC Reduction Secondary Contractors. Combined with opportunities to utilise Station based personnel to assist with (SERP directed) local road safety initiatives, this will bring additional capacity to the team and enable more road safety deployments/engagements to take place.
* SERP has also reviewed performance and has now approved the joint Road Safety Delivery Plan for 2019/20.
* A project team has been established, to agree the specification for a new replacement Community Wheels vehicle. This will cost in excess of £250,000 and will be the subject of a report to the SLT/PFCC.
* In 2019 the Essex Police Bikesafe (motorcycle riding assessment) scheme has ceased. The ECFRS FireBike Better Biking Courses are therefore now the only assessed riding scheme available in Essex and the team is gearing up to absorb the additional demand.
* The following Road Safety/RTC Reduction events have been programmed during the period January 2019 to March 2019:
* 13 Street Spirit young rider events in schools and colleges
* 10 Multi agency SERP ‘Surround a Town’ events
* 12 SERP Roadster events
* 2 Youth Offending Team events
* 4 Young Driver Schemes
* 2 Firebreak schemes
 |

**Accidental Dwelling Fire Overview – Q3: October to December 2018**

**Rate of Accidental Dwelling Fires (ADF) per 10,000 dwellings**
Rolling 12 Month Performance at Q3 10.6

Target: 10.3

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target



 **ADF OVERVIEW – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| Number of Safe and Well Visits conducted in this period: 1651Number conducted jointly with Essex Police (Domestic Violence) 31Number of Sensory smoke detectors fitted - 184Number of visits made to people with mobility concerns - 464Number of individuals visited who live alone: 571Number of individuals visited who smoke: 72Number of individuals visited aged over 65 - 986* The Evaluation process for Safe and Well continues to be supported by the University of Essex, with a Research Fellow embedded within Safer Communities overseeing this work.
* An evaluation event was held in November, led by Professor Reinhardt from the University of Essex, highlighting the ADF report and encouraging evaluation from the outset. This was attended by colleagues from the east region and the PFCC Office
* Roadshows in the wards suffering the highest risk were conducted by the engagement team.

46 home safety campaign related social media posts, educating and advising the public around staying safe in the home and avoiding ADFs. Resulting in 469 clicks to further information. This is in addition to incidents that are posted on our website and appear on our social media feeds. Targeted social media posts following service safety visits to specific geographical areas and explaining what we are doing and why it is important. A call to action on each ADF incident on our website to direct people to book a Home Safety / Safe and Well visit. |
| **FORWARD PLAN ACTIONS** |
| * Develop an interim strategy for Prevention / reduction in ADF, including the delivery of activity out to stations.
* Develop “live” Performance dashboards in readiness for Operational Managers to track progress in their areas.
* Appoint new Home Safety Data and Performance Officer Role.
* Internal communications (booklet) to educate everyone in our Service around Safe and Well visits and the role they can take to support them.
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**HR OVERVIEW– Q3: October to December 2018**

**Number of End of year appraisals completed (forms returned to HR)**
Snapshot as at December 2018 59.8%
Target – 100%

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

**Number of days/shifts lost to sickness per person per year (Median)**Rolling 12 Months at Q3 – 6 days
Target – 6.9 days

Performance at end of Quarter: On Target

Projected performance at end of year: On Target

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|  | **ATTENDANCE MANAGEMENT** | **DISCIPLINARY** | **GRIEVANCE** | **PERFORMANCE MANAGEMENT** |
| **NE Group** | 14 | 1 | 3 | 5 |
| **NW Group** | 10 | 0 | 0 | 2 |
| **SE Group** | 14 | 1 | 0 | 3 |
| **SW Group** | 18 | 2 | 0 | 3 |
| **Corporate (inc. Control)** | 28 | 1 | 1 | 7 |
| Total | 84 | 5 | 4 | 20 |

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| **SICKNESS ABSENCE SUMMARY – 12 months to 31 Dec 2018** |
|  | **% of EEs taking sick leave** | **Median****Sick Days** | **Mean****Sick Days** | **Max****Sick Days** | **Days Lost to Sickness** |
| **Wholetime 1** | 63% | 3 | 9.8 | 253 | 6,680 |
| **On Call 2** | 18% | 9 | 28.7 | 366 | 2,552 |
| **Green Book Support** | 52% | 4 | 14.8 | 334 | 2,244 |
| **Grey Book Support 3** | 38% | 4 | 9.3 | 75 | 289 |
| **Control** | 19% | 2 | 11.7 | 54 | 82 |
| **OVERALL 4** | 42% | 6 | 18.0 | 366 | 10,973 |

Note 1) Station-based Wholetime employees only.

Note 2) This is the first month in which On-Call sickness data has been extracted

from Civica.

Note 3) Grey book employees working in specialist Support roles.

Note 4) Overall figures will appear distorted when compared to previous quarters,

due to the inclusion of On Call data.

**HR OVERVIEW – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| Absence and Attendance Management - Our median days of sickness absence are within target.  Our more detailed figures highlight some areas of a) higher level of absence and b) frequent short term absence.  Our HRBPs continue to work with department heads/Group Managers to proactively manage these areas.  Our levels of active attendance manage cases reflect these and are a positive indicator. Disciplinary and grievance - Our disciplinary and grievance cases continue to be low.  This is a positive reflection of the level of the work done to encourage informal resolution such as mediation and facilitated conversations. In this quarter we have run training courses focusing on informal resolution and conflict management.Performance Management - We are pleased with the upward trend reflects the actions of our managers and HR colleagues in proactively managing performance. Operational Training - We continue to be compliant with our risk critical training; the detail of this is reported in our monthly L&D report.Performance and Development Review - Appraisal As a result of work done in 2018 (e.g. lighter touch paperwork and a greater variety of tools such as ‘motivation at work’ and ‘let’s talk’), appraisal completion rates increased from 41% in 2017 to 65% in 2018.  In 2018, staff reported (through our Staff Survey) an increased level of satisfaction with their appraisal conversations (from 34% to 42%).  Whilst these figures are still low, they are early signs of a positive trajectory.   |
| **FORWARD PLAN ACTIONS** |
| Attendance - Our HR Business Partners will continue to work with department heads/Group Managers to proactively manage attendance. Disciplinary/Grievance - We have further courses planned on informal resolution and conflict management. Performance Management - Our HR Business Partners and Advisors will continue to proactively support managers in managing performance.  Operational Training - We will continue to offer the courses detailed in our training plan which are part of ensuring that we provide the risk critical training our colleagues need.Appraisals - Since completion of the 2018 Performance and Development Review cycle, we have undertaken further research (using ‘Your Voice’, Managers Feedback, representative body engagement and a pulse survey) to find out what our managers and employees find helpful.  As a result of this research we have further developed our Performance and Development Review offering for 2019.  Our appraisal offering in 2019 is further lighter touch still and continue to focus on meaningful conversation with a variety of tools and training available to support.  This approach is in line with recent CIPD research. We launched our 2019 appraisal season on Monday 11 March 2019 and received positive feedback regarding this approach. 2019 Performance and Development Review conversations need to be completed by 30 April 2019. |

**RATE OF CASUALTIES OVERVIEW – Q3: October to December 2018**

**Injuries and fatalities resulting from Primary Fires**

In quarter 3 there was one fatality in a house fire in Clacton, and is currently subject to a Police investigation.

In Quarter 3 there were 29 injuries resulting from Primary Fires (including 22 in Accidental Dwelling Fires). The severity of the injuries is broken down in the chart below.

**Rate of Injuries resulting from Primary Fires per 100,000 population**

Rolling 12 Months performance at Q3 - 3.3

Target: - 3.6 per 100,000 population

Performance at end of Quarter: On Target

Projected end of year: On Target

 **RATE OF CASUALTIES OVERVIEW – Q3: October to 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)

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| The pilot project “ERIS” (Essex Risk Intervention Service), which sees all our Safe and Well Officers trained as approved assessors for home medical equipment, such as grab rails etc., in order to improve access and egress. * Direct referrals continue to be low, while Safe and Well Officers grow in confidence with this new message, and centrally we try and increase the referrals from a larger health base.
* Attendance at 3 NHS Neighbourhood meetings in Braintree and Uttlesford were attended, as was the West Essex Older Peoples Group. Further dates circulated to Community Builders who have attended.

Information on each ADF incident on the website specifically highlighting safety advice to avoid risk and injury to inform and educate the public. Also links for people to book a Home Safety / Safe and Well visit. These pages continually attract more visits than any other page on our website, and then link to further information on home safety pages. Social media activity focusing on seasonal events, including fireworks, chimney, bonfire, Christmas, cooking and escape routes and how to reduce risk around these events to inform and educate our audience. |
| **FORWARD PLAN ACTIONS** |
| In order to better target our work to prevent people being injured in fires:ECFRS local officers will be attending local Community Safety Partnerships ECFRS representatives will be attending local Community Safety Hubs around the CountyWork is ongoing to ensure we better evaluate the impact of our work so we know how best to help people prevent becoming injured as a result of fire |

**100% OF SCHOOL CHILDREN ARE DELIVERED AN AGE APPROPRIATE SAFETY MESSAGE OVERVIEW** **– Q3: October to December 2018**

**100% of Children are delivered an age appropriate safety message**

**(Measure is percentage of school children delivered a safety message within financial year)**
2018/19 Number of Children – 43%

Target - 100%

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

 –**100% OF SCHOOL CHILDREN ARE DELIVERED AN AGE APPROPRIATE SAFETY MESSAGE OVERVIEW** **– Q3: October to December 2018**

Fire Cadets – 161

- 6 locations: Clacton, Dovercourt, Great Baddow, Harlow, Orsett, Southend

Firebreaks Delivered –16

- 4 in Prisons

- 12 in the community

- 1 one-day Firebreak

Participants – –170

School Visits made – 763
Separate schools seen – 421

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| During quarter 3, a 5 stage engagement process was introduced to target education settings that have yet to engage:* Stage 1 Each known setting is e-mailed with a library of products for their consideration. The e-mail invites the setting to make contact
* Stage 2 E-mail is then followed up after a period of 2 weeks as a reminder of the opportunities available and encourage partnership working
* Stage 3 Should the e-mail not be responded to, a follow up phone call is made approximately 3 weeks after the second e-mail was sent
* Stage 4 If no engagement has been formalised, it is then that the Education Officers are requested to visit the school
* Stage 5 A letter from the team is sent to the Head teacher detailing the contact made and reiterating the programmes on offer

Continue to promote and work our Firebreak and Fire Cadet schemes in order to reach those children demonstrating risky behaviours, at risk of exclusion or those excluded from mainstream education.Community Development & Safeguarding Manager now sits on the Department of Educations Out of School Settings Board. |
| **FORWARD PLAN ACTIONS** |
| Continue the visits to the schools and working towards partnership working with those education settings that have low take up of our options. Continue to build partnerships to promote our services to those children not in mainstream education. |

**WORKING SMOKE ALARMS IN 100% OF HOUSEHOLDS OVERVIEW – Q3: October to December 2018**

With smoke alarm ownership is not routinely measured or reported by other agencies ECFRS commissioned a 4 year research programme to capture the data for Essex. The baseline measurement was made in 2017 will be followed up in 2020 to understand the progress made. During the intermediate years (2018 and 2019) a qualitative follow up is taking place with those without working smoke alarms.

The 2018 report has recently been received. Headlines are:

* Most common reason for not having smoke alarms due to apathy and forgetfulness.
* Most common reason for having alarms that don’t work is due to having overly sensitive or faulty alarms causing respondents to take the batteries out or uninstall them.
* Most respondents with no working smoke alarms do not feel at risk in their homes due to safety measures already put in place. However most would feel safer if they did have alarms fitted in their homes.
* Those who now have working smoke alarms decided to install them for a variety of reasons including the 2017 ORS survey prompting them, the fire service fitting the alarms for them and for safety reasons.
* Majority of all respondents were aware of the home safety team although to varying degrees and many thought that more awareness of the team as well as what they do is needed. Almost all respondents also felt that they could now access this service and would be likely to do so in the future if and when needed.
* Most respondents who do not currently have working smoke alarms indicated that they would change their approach in the future although not all are worried about the consequences of not having a working smoke alarm. Those who would not change their approach mention that this is due to already having sufficient safety measures put in place in the home.
* Many respondents would listen to the fire brigade about fire safety advice and believe that social media is the best tool in encouraging people to listen to advice, followed by televisions advertising.

**100% Working Smoke Alarms by 2020**
Performance at 2017: 91%

Target: 100%

**WORKING SMOKE ALARMS IN 100% OF HOUSEHOLDS OVERVIEW – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| * Number of Safe and Well Visits conducted in this period: 1651
* Number of standard smoke detectors fitted: 1290
* Number of Sensory smoke detectors fitted - 184
* Number of visits made to people with mobility concerns - 464
* Number of individuals visited who live alone: 571
* Number of individuals visited who smoke: 72
* Number of individuals visited aged over 65 – 986
 |
| **FORWARD PLAN ACTIONS** |
| * Develop an interim strategy for Prevention / reduction in ADF, including the delivery of activity out to stations.
* Begin pilot of Fire Fighters delivering the visits from stations.
* Undertake whole service planning workshop to address Peer Review concerns and create whole team approach ADF, with consideration as to how to manage the universal offer combined with a targeted approach.
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**FIRES IN NON RESIDENTIAL PROPERTIES – Q3: October to December 2018**

**Number of Fires in Non-Residential Properties**

Rolling 12 Month Performance at Q3 300

Target 333
Performance at end of Quarter: On Target

Projected performance at end of year: On Target



**\*Data to be updated following 2018/19 Data Submission to Home Office**

Fire Safety Audits: 116 cases resolved, 86 cases active

Number of Commercial Property

Inspections carried out by stations: 1076

Building Regulations Consultations: 323

Licensing Applications: 128

Alleged Fire Risks Investigated: 56

Enforcement etc information

**Quarter 3 Numbers**

**Prohibitions:** None this Quarter **Enforcements:** None this Quarter

ECFRS proactively engage with businesses to resolve fire safety issues without the need for formal enforcement action to achieve compliance whilst promoting business growth within Essex.

**FIRES IN NON RESIDENTIAL PROPERTIES – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE** |
| * Fire Safety Training delivery to new whole-time and on call personal ( total 96 hours)
* Attendance at NFCC/CFOA National and Regional Meetings activities 32 hours (Fire Engineering Technical Standards Group, Fire Investigation Strategic Steering Group, Business Fire Safety Group) To ensure ECFRS follows emerging best practice
* 8 Building Regulations Consultations on Buildings Incorporating Fire Engineering Solutions Within Essex
* 4 Building Regulations Consultations on Buildings Incorporating Fire Engineering Solutions Within Region under contract to Suffolk & Cambridgeshire
* Delivery of training to Building Control, Approved inspectors and architects on Fire Service Access and Facilities Approved Document B, B5 (2 one day courses).
* Service Fire Engineers attending a Level 5 Engineering Course as part of CPD/ Maintenance of skills.
* Enforcement officers attended training on updates to the Police and Criminal Evidence Act (PACE) to ensure compliance with formal prosecution procedures requirements.
 |
| **FORWARD PLAN ACTIONS** |
| * Fire Safety Activity Programme under review for 2019/2020 to identify which premises present higher risk. This is based upon likelihood (incidence of fires and enforcement activity) based on previous 4 years statistical data, and the Outcome of a fire using a PORIS based methodology considering firefighter safety, occupant safety, heritage risk, environmental risk etc.
* Wider review underway to assess alternative Fire Safety Activity Programme Options involving Fire & Rescue Services from across the UK
* Response being developed to National Consultation on Building Regulations following the Grenfell Fire. Response being co-ordinated in line with NFCC Fire Safety Groups
* Recruitment process being underway recruit new fire safety Officers. 4 Applicants from latest process due for assessment in January 2019. This is in addition to 3 applicants from an earlier process in 2018.
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**STATUTORY REQUEST RESPONSE RATES – Q3: October to December 2018**

**FOI Response Rates**
Rolling 12 Month Performance at Q3 82%

Target: 90%

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

**Complaints Response Rates**
Rolling 12 Month Performance at Q3 80%

Target: 90%

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

**Complaints and Compliments**

We received **21** complaints and compliments between October and December. 16 were complaints, the complaint themes were Fire Safety (8), Staff Attitude/behavior (2), Social Media (1), Driving (1), others (4). We received 5 compliments between October and December.

**FOI, SARs and EIR Themes**

The main themes around **FOIs** are Data Requests (29), HR (7), Contracts (5), Policy (4), Fire safety (2), Training (2) and others (2)

2 **Subject Access Requests** were received from former members of staff and 6 were requests for fire reports.

**EIR Themes:** We received 78 fire reports, which were processed as EIRs.

**Number of Freedom of Information Requests (FOI), Subject Access Requests (SAR) and Environmental Information Requests – Including Fire Report Requests (SAR)**

The number of FOIs in this quarter is **51,** the number of SARs in this quarter is **8,** and the number of EIRs in this quarter is **78**

**STATUTORY REQUEST RESPONSE RATES – Q3: October to December 2018**

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| **ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE**  |
| **Training and Awareness** The 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. Total number of organised training and awareness sessions in this quarter is **11****9** of these sessions took place in the Service HQ. These KP based sessions include **3** induction sessions for new employees, tailored data protection training sessions for teams such as HR and Property Services. In this quarter, colleagues from various departments attended a full day’s training on Surveillance, Cameras and Drones: Complying with the Law. **1** organised training and awareness sessions took place in the Service Delivery Point in Harlow and **1** session took place in Workshops. **Personal Data Breaches** The 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 in currently in place. Total number of reported personal data breaches in this quarter were **13**. The Information Commissioner’s Office (ICO) was not made aware of any of these personal data breaches because they did not meet the stipulated threshold.  |
| **FORWARD PLAN ACTIONS** |
| * Educating relevant teams on the statutory duty of the Service to respond to statutory requests in a timely manner
* Building relationships and proactively working with colleagues across the Service to collate, process and respond to requests from members of the public.
* Refresher training for Information officers to further enhance the performance of their role
* Finalise the Service complaints and compliments policy and procedure
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