



Essex County Fire and Rescue Service Monthly Performance Summary March 2019

PERFORMANCE AND DATA

INCIDENTS OVERVIEW– March 2019

Incidents	1225
1136	March 2018
March 2019	1035
	February 2019

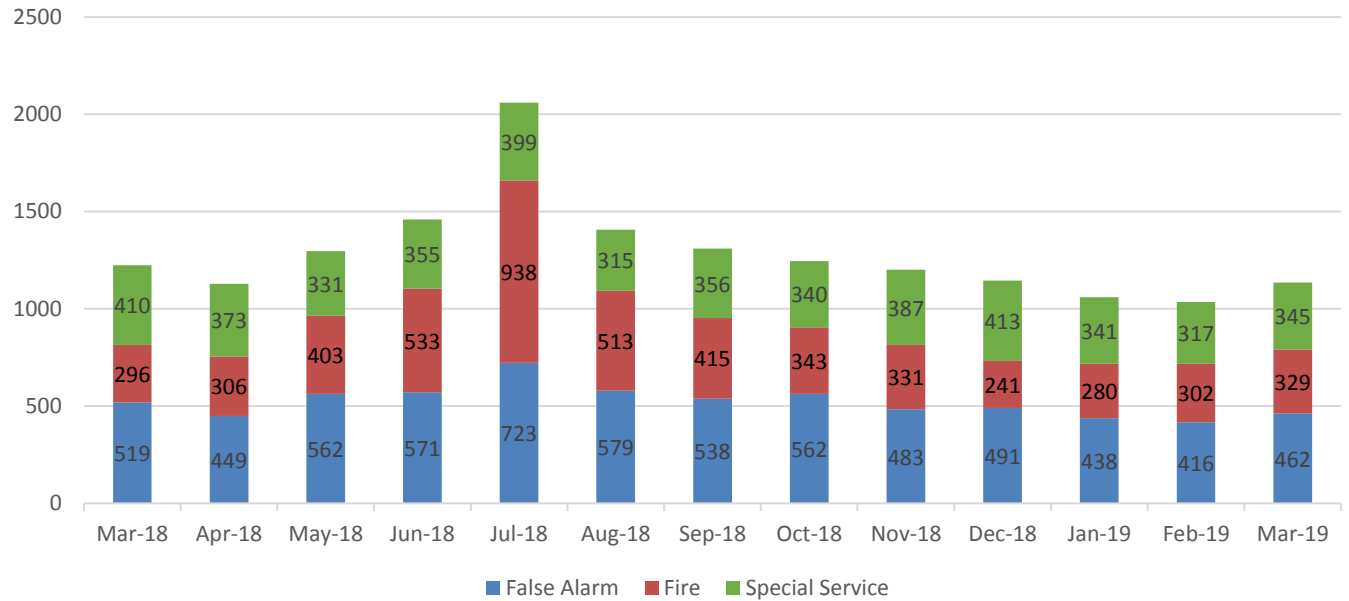
Fires	296
329	March 2018
March 2019	302
	February 2019

Special Services	410
345	March 2018
March 2019	317
	February 2019

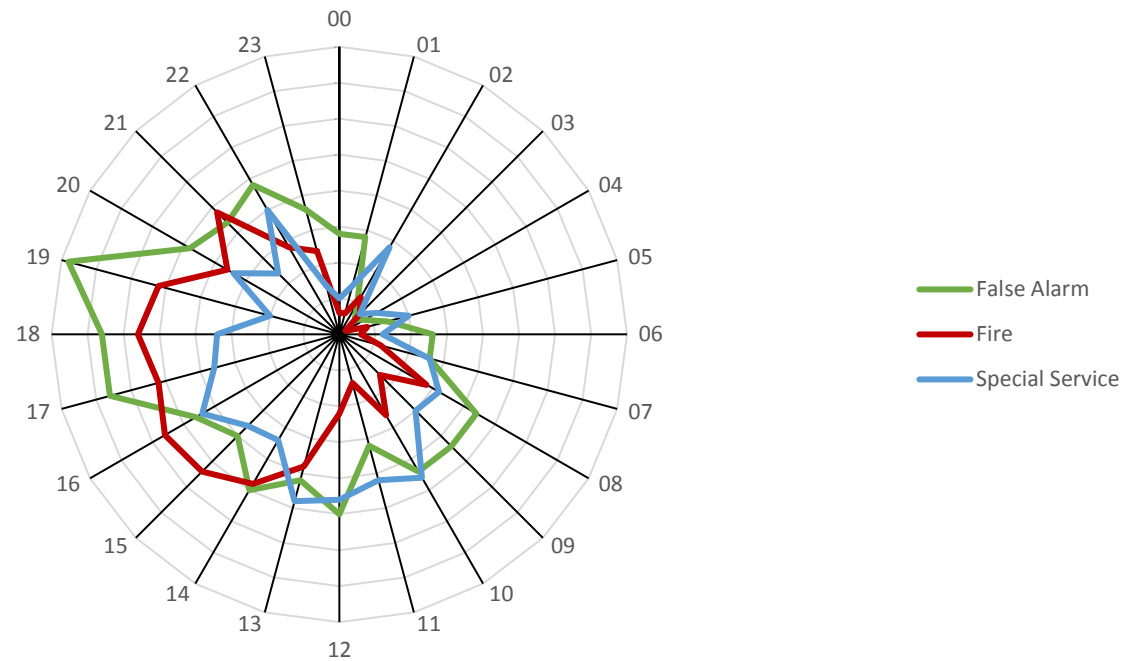
False Alarms	519
462	March 2018
March 2019	416
	February 2019

At the time of reporting there were 7 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 Type Breakdown



Incidents by Hour - March

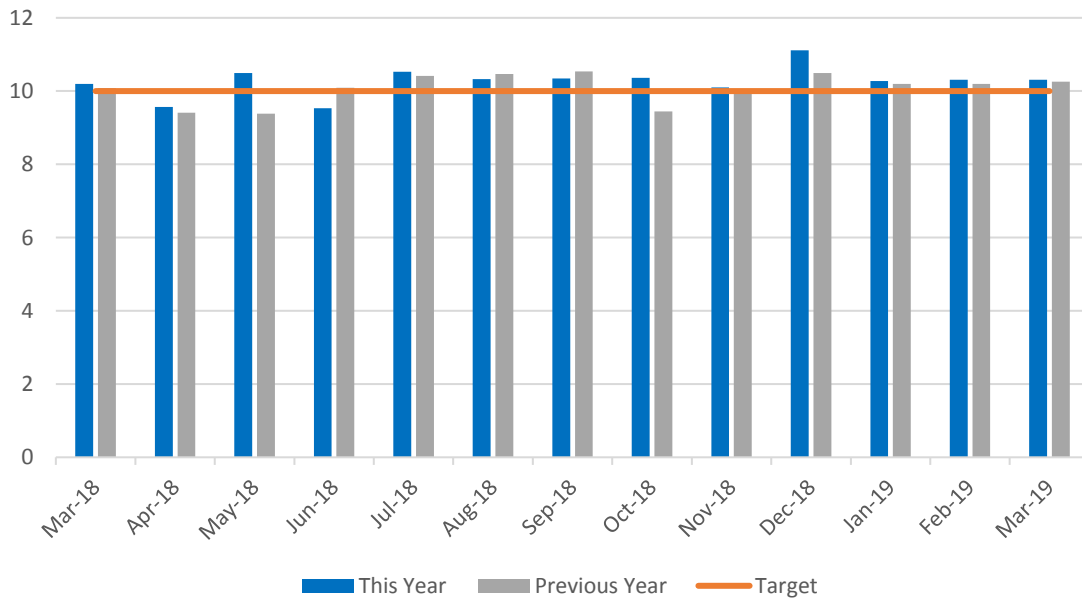


ATTENDANCE OVERVIEW – March 2019

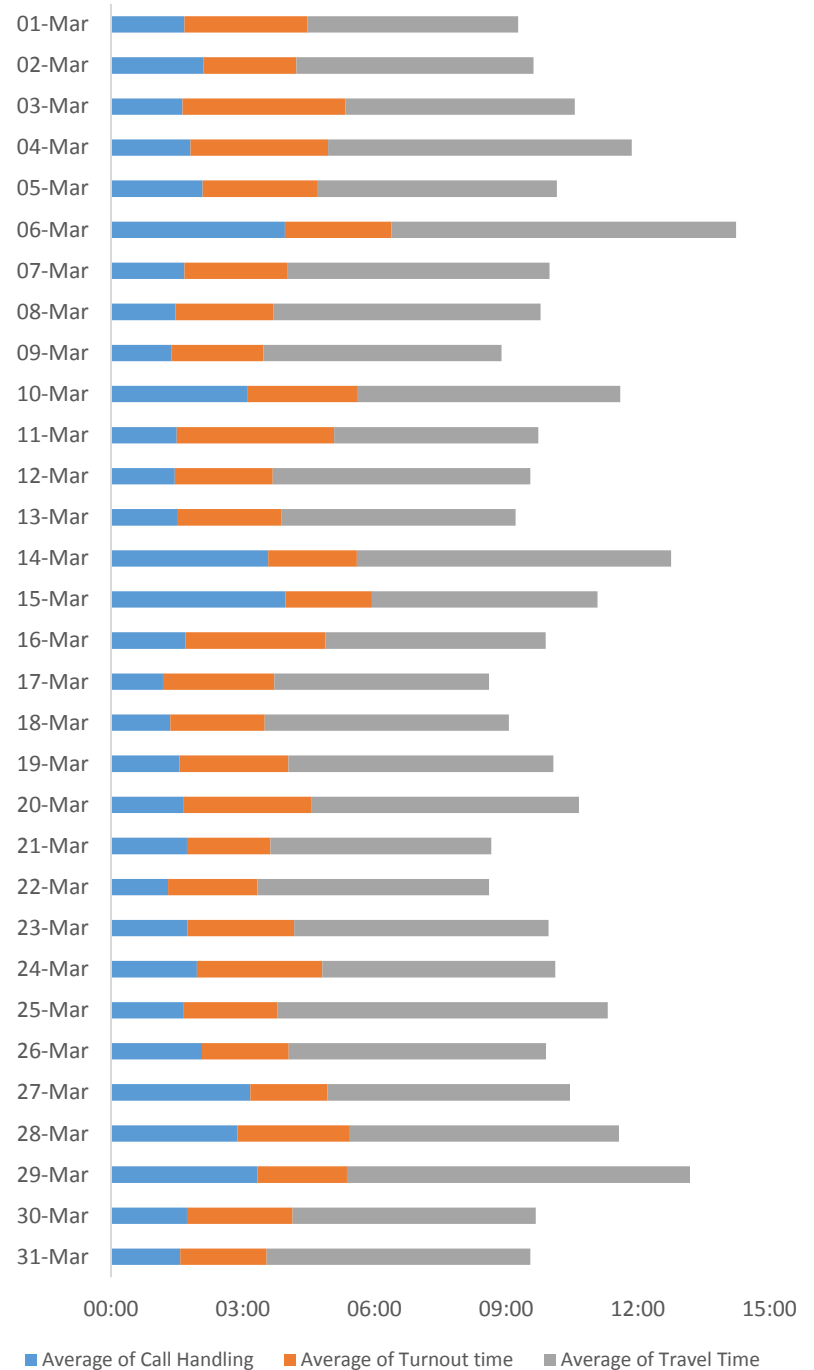
<p>Average First Attendance to Potentially Life Threatening Incidents</p> <p>10m31s March 2019</p> <p>10m26s March 2018</p> <p>10m 26s February 2019</p> <p>Target – Average of 10 Minutes</p>		<p>Time of Call to Arrival - % within 15 minutes</p> <p>87% March 2019</p> <p>87% March 2018</p> <p>87% February 2019</p> <p>Target – 90% of all calls within 15 minutes</p>	
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8 incidents have been identified where Control took more than 30 minutes to mobilise an appliance. These incidents have been passed to Control for further investigation.

Average first attendance to Potentially Life Threatening Incidents



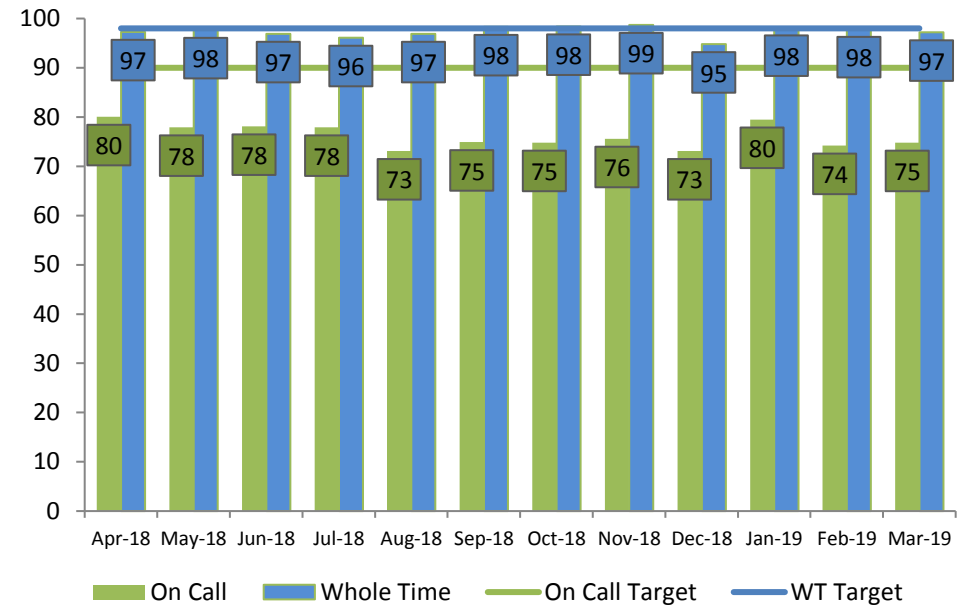
Average First Attendance Times



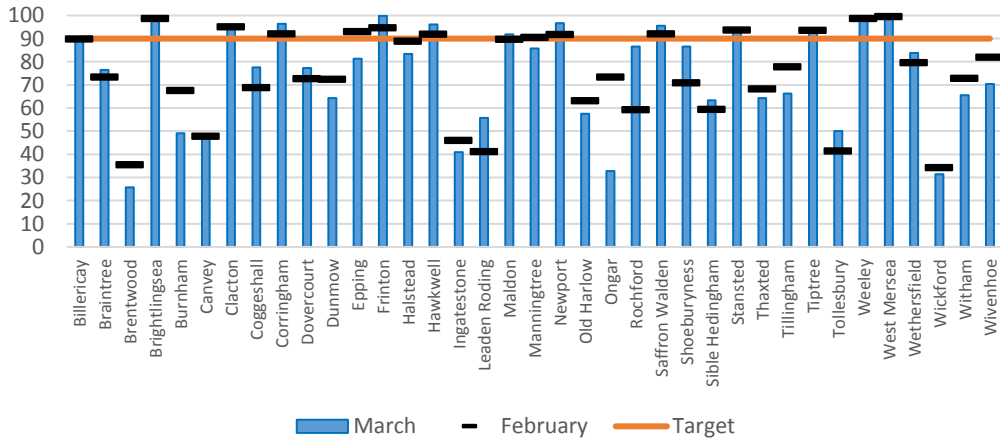
AVAILABILITY OVERVIEW – March 2019

Whole Time and Day Crew Availability		On Call Availability	
97%	97%	75%	75%
February 2018	February 2018	February 2018	February 2018
98%	98%	74%	74%
March 2019	February 2019	March 2019	February 2019
Target – 98%		Target – 90%	

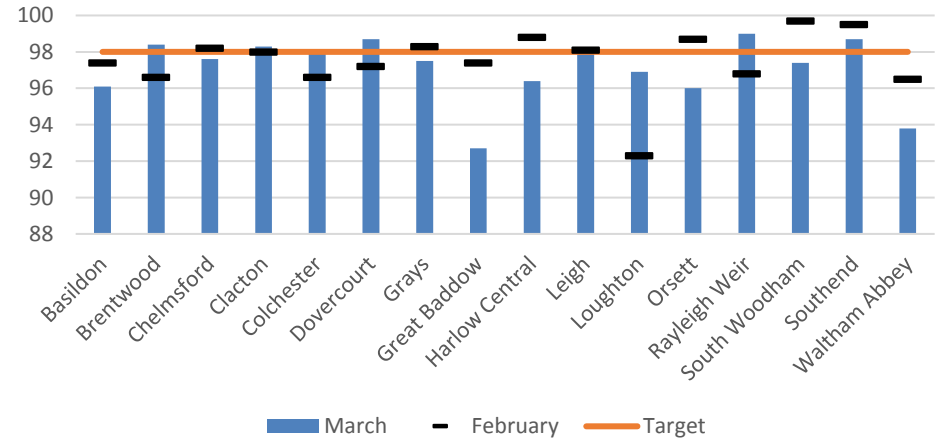
12 Month ECFRS Availability



On Call Availability



Whole Time / Day Crew Availability

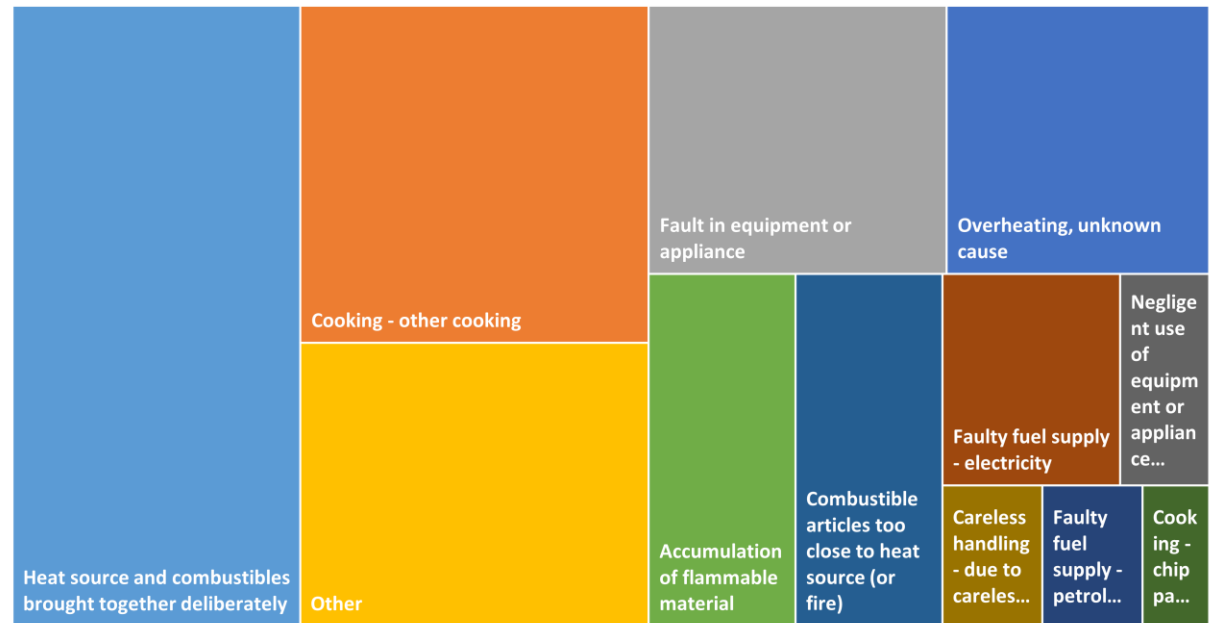


Primary Fires			
167		212	
March 2019		March 2018	
		February 2019	
		180	
Secondary Fires			
162		84	
March 2019		March 2018	
		February 2019	
		122	
Accidental Dwelling Fires			
60		68	
March 2019		March 2018	
		February 2019	
		68	
Casualties/Fatalities			
ADF Casualties	4	ADF Fatalities	0
Other Casualties	3	Other Fatalities	0
Total Casualties	7	Total Fatalities	0

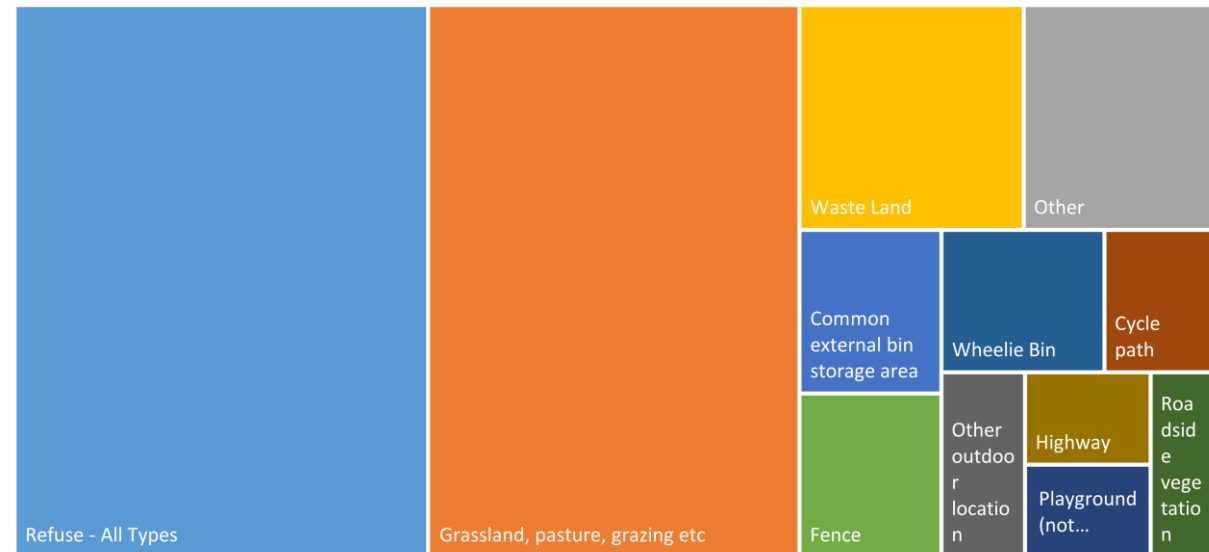
Primary Fire: Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

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).

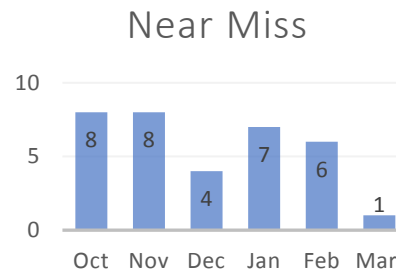
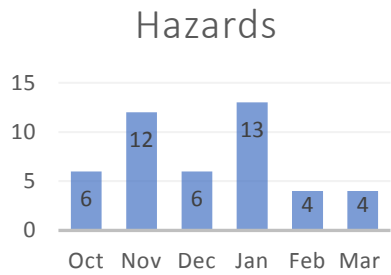
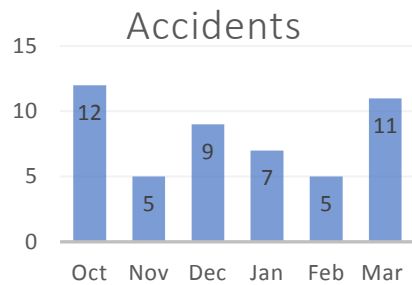
Causes of Primary Fires



Locations of Secondary Fires



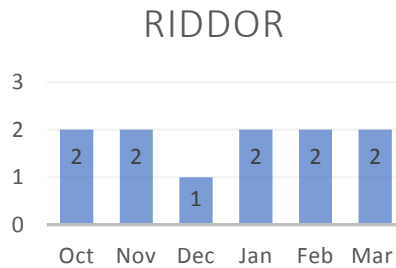
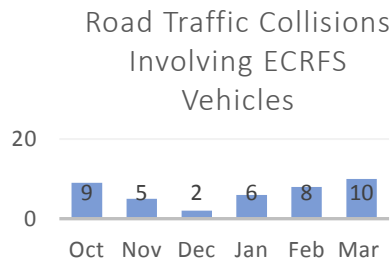
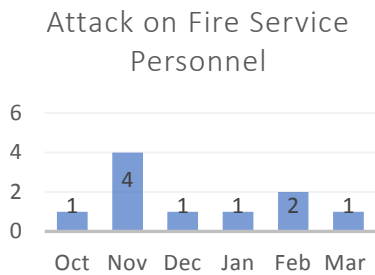
HEALTH & SAFETY OVERVIEW – March 2019



11 Accidents were reported in March 2019, 6 more than last month.

4 Hazards were reported, the same amount as last month.

1 Near miss was reported, 5 less than last month.



There was 1 attack on Fire Service personnel in February which was verbal.

10 RTC's reported which were all minor incidents either at slow speed or whilst appliance was stationary. This is an increase of 2 from last month

2 RIDDOR reports this month, both were over 7-day injuries.

The Health & Safety Roadshow visited Dovercourt, Basildon, Canvey, Chelmsford and Leigh in March 2019. We have now reached 326 of our operational staff and visited 62 watches across 34 stations since starting the roadshow in June 2018.

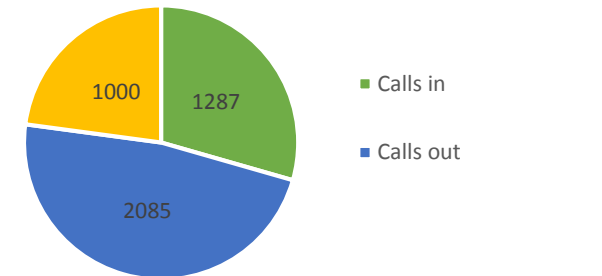
Service representatives attended a driver/training familiarisation event at Alconbury in relation to ESP familiarisation training. Cambridgeshire Fire and Rescue Service and their driver trainers hosted the training. The day was very successful and our drivers found the training extremely beneficial. We will now be looking to retrain all our drivers at Wethersfield where they can experience and understand vehicle reactions in a safe environment. The quality of the training has given those that attended the skills to understand why and how the vehicle reacts when ESP activates. Following the training, our drivers will be more confident to drive to the conditions of the road to prevent ESP activating, and if it does, allows the drivers to be confident on how to react and trust the vehicle.

A second risk assessment workshop was held at KP for Watch managers and any other staff that wanted to know more about our model risk assessments (MRA), model training risk assessments (MTRA) and analytical risk assessments (ARA). Other workshops are planned due to further interest.

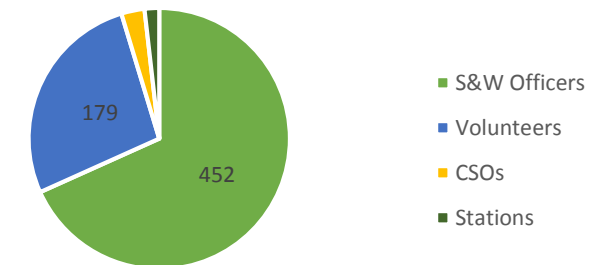
HOME SAFETY OVERVIEW - March 2019

	March 2019 Performance	YTD 2019	Equivalent YTD 2018	YTD Comparison
Number of Home Safety Visits conducted	695	8986	8496	↑
Number of Home Safety Visits booked	816	7997	7960	↑
Number of Essex Police DV visits requested	35	306		
Number of Essex Police DV visits conducted	0	156	191	↓
Number of visits - Volunteers	179	1603	1066	↑
Number of standard smoke detectors fitted	773	9563	9962	↓
Number of sensory smoke detectors fitted	68	859	1037	↓
How many calls were taken/made by the Home Safety Information Centre	3372	34599	30567	↑
How many individuals did we visit with mobility concerns	191	2026	2447	↓
How many individuals did we visit who lived alone	257	2804	3129	↓
How many smokers did we visit	33	454	860	↓
How many individuals did we visit who were aged over 65	408	4777	5025	↓

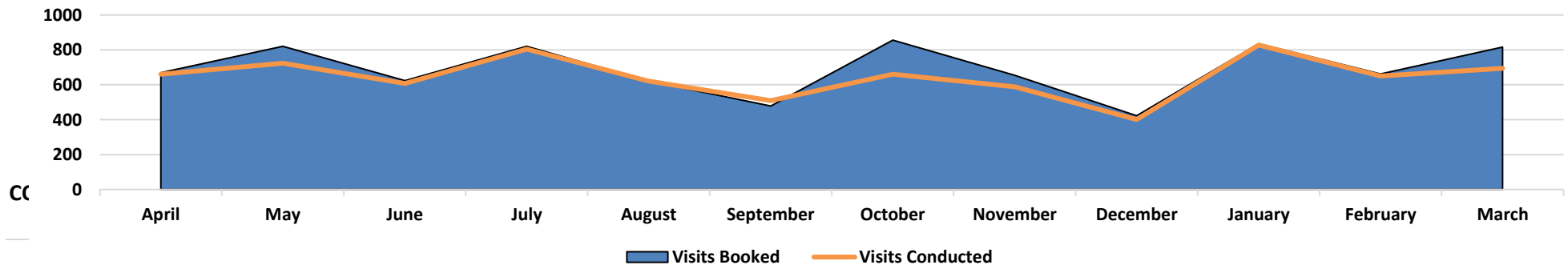
Contact with the Home Safety Information Centre



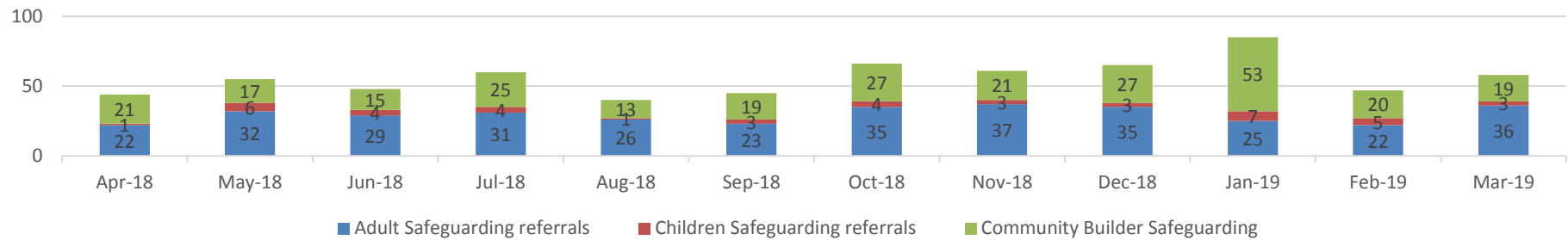
Home Safety Visits



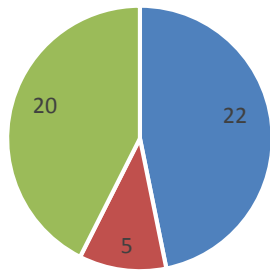
Visits booked/Visits conducted



Safeguarding referrals



Referral Type



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

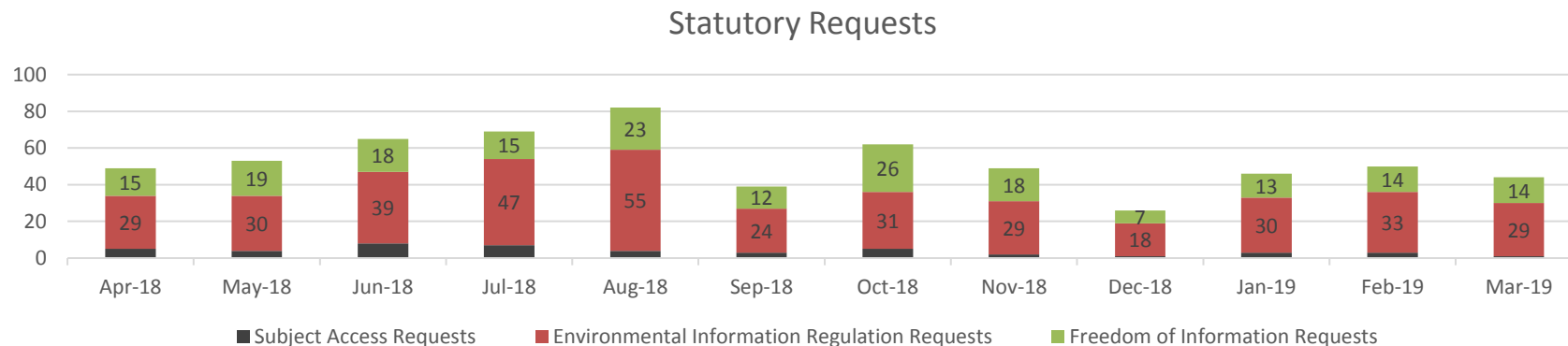
Year to Date

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	611
Mar	658	670

Adult Referrals by Area March 2019

Crews North West	0
Crews North East	4
Crews South West	1
Crews South East	4
Safe and Well	7
Community Builders	11
Volunteer	1
Control	3
Other Brigades	1
HFS Admin	4
TOTAL	36

- Open cases: 44
- Community Builder Safeguarding open cases: 31
- Main concerns: welfare and hoarding
- Community Builders are continuing to address the hoarding concerns coming in from Housing and revisiting cases where we have annotated to ensure information is correct.
- Control Safeguarding training on going and has resulted in 3 referrals in the initial month of training



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 takes various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

There was 1 organised training and awareness session in March 2019 for new employees. 6 sessions were held for existing members of staff at the service headquarters and 1 training session 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 March 2019, 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

5 complaints and 1 compliment were received in March 2019. The main complaint themes were Fire Safety (2), Staff attitude/behavior (2), and HR/Recruitment (1).

Subject Access Requests

1 Subject Access Request was received in March 2019. The Subject Access Request was from a current member of staff.

Freedom of Information Themes

14 Freedom of Information requests were received in March 2019. The main themes around FOIs were Data Requests (4), Finance (2), Fleet (2), IT (2), Fire Safety (1), HR (1), Policy (1) and other (1).

Environmental Information Regulation Themes

29 requests for Fire Reports were received in March 2019 which were processed as Environmental Information Regulation requests.