



Essex County Fire and Rescue Service- Quarterly Performance Summary Quarter 4: January to March 2019

PERFORMANCE AND DATA

TARGETS AND MEASURES – Rolling 12 month performance at Q4 2018/19

	Rolling 12 Month Performance at Q4	Target	Trend	Q4 Performance	Quarterly Target
<i>To get our first attendance to a potentially life-threatening incident within an average of 10 minutes</i>	10m26s	10.00	↔	10.32	10%
<i>Percentage of incidents attended within 15 minutes (Time of Call to Arrival)</i>	87%	90%	↔	88%	88%
<i>Total Pumping Appliances Availability</i>	84%	94%	↑	84%	94%
<i>Wholetime Pumping Appliances Availability</i>	97%	98%	↑	98%	98%
<i>On Call Pumping Appliances Availability</i>	76%	90%	↓	76%	90%
<i>Number of people killed or seriously injured in road traffic collisions</i>	893	Not to Exceed 942	↑	-	-
<i>Rate of Accidental Dwelling Fires per 10,000 properties</i>	10.7	Not to Exceed 10.3	↑	0.86	0.9
<i>Rate of Injuries resulting from Primary Fires per 100,000 population</i>	3.8	Not to Exceed 3.6	↑	0.4	0.3
<i>100% of school children are delivered an age appropriate safety message</i>	82%	100%	Comparison data not available	14%	100%
<i>Working smoke alarms in 100% of households</i>	91%	100%	↑	-	-
<i>Fires in Non-Residential Properties</i>	384	Not to Exceed 410	↑	77	96
<i>Number of End of Year Appraisals Completed</i>	58%	100%	↓	-	-
<i>Average (Median) Day/Shifts lost to sickness absence per person (including all staff)</i>	7 Days	Not to Exceed 6.9 Days	Comparison data not available	-	-
<i>FOI Response Rates</i>	91%	90%	↑	95%	90%
<i>Complaint Response Rates</i>	83%	90%	Comparison data not available	83%	90%

12 month Rolling Performance is measured between April 2018 and Dec 2019
 Trend compares performance against the 2017/18 End of Year Report

Performance against target

 >10% Worse than target	 	Improvement in Performance
 0-10% Worse than target		Decline in Performance
 0-10% Better than target		
 >10% Better than target		
 No data/ Measured at end of year		

INCIDENTS OVERVIEW – Q4: January to March 2019

Incidents 3478
 Q4 2017/18
3262 3592
 Q4 2018/19 Q3 2018/19

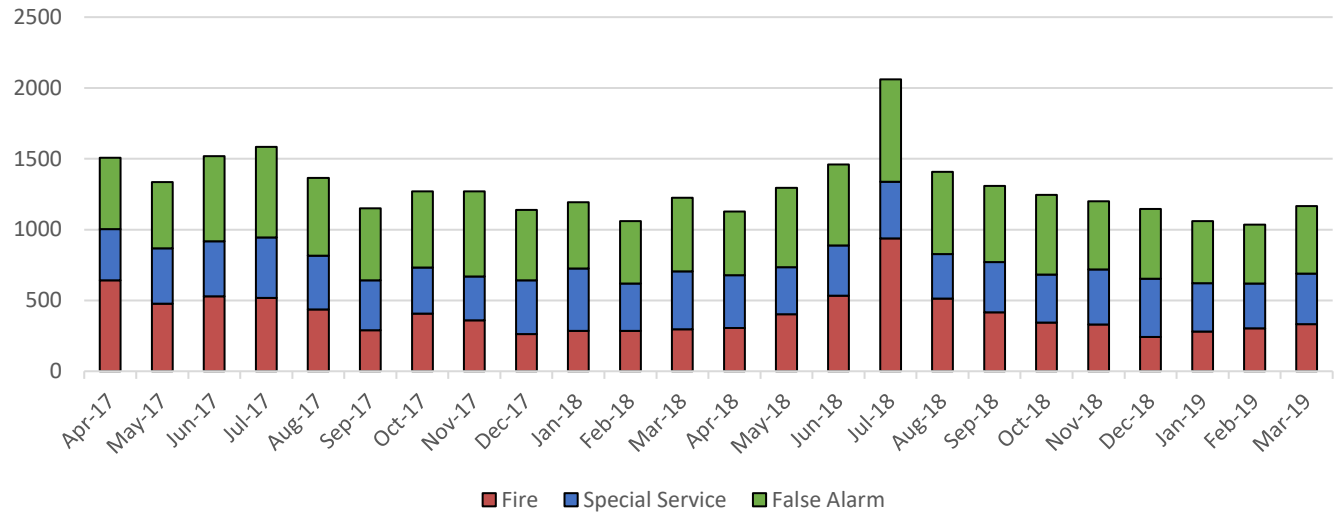
Fires 867
 Q4 2017/18
914 915
 Q4 2018/19 Q3 2018/19

Special Services 1183
 Q4 2017/18
1015 1140
 Q4 2018/19 Q3 2018/19

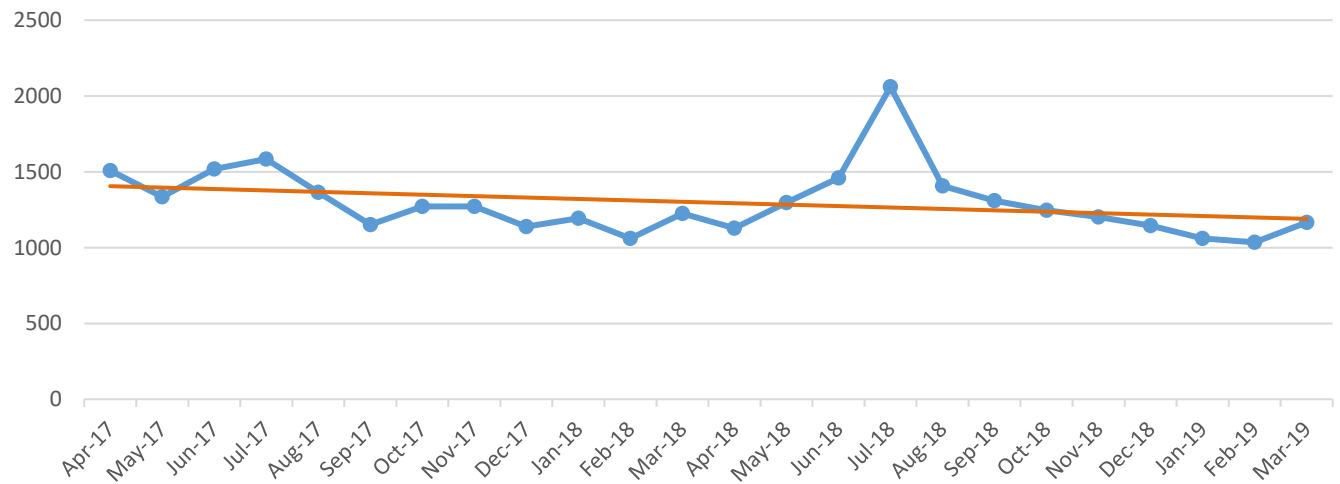
False Alarms 1428
 Q4 2017/18
1333 1537
 Q4 2018/19 Q3 2018/19

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.

Incidents by Type over Two Years



Two Year incident Trend



ATTENDANCE OVERVIEW – Rolling 12 month performance at Q4 2018/19

Average First Attendance to Potentially Life Threatening Incidents

Rolling 12 month Performance at Q4 2018/19: **10m 26 Seconds**

Target: **Average of 10 minutes**

Performance at end of Quarter: Off Target

End of year position: Off Target

Time of Call to Arrival % within 15 minutes

Rolling 12 Month Performance at Q4 2018/19: **87%**

Target: **90%**

Performance at end of Quarter: Off Target

End of year position: Off Target

Average Turnout Time WholeTime

Between 9am and 6pm – **1m37s**

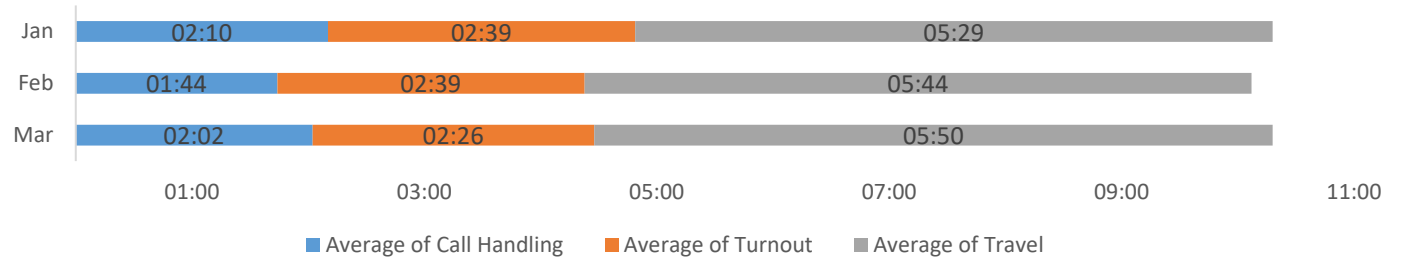
Between 6pm and 9am – **1m 54s**

OnCall

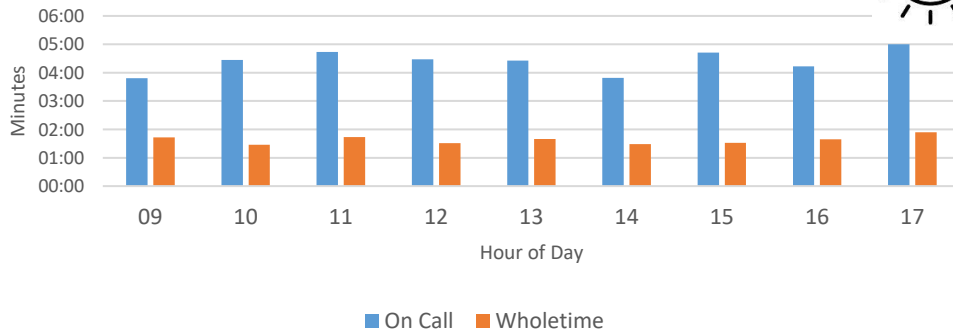
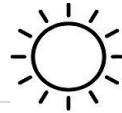
Between 9am and 6pm – **4m28s**

Between 6pm and 9am – **5m 10s**

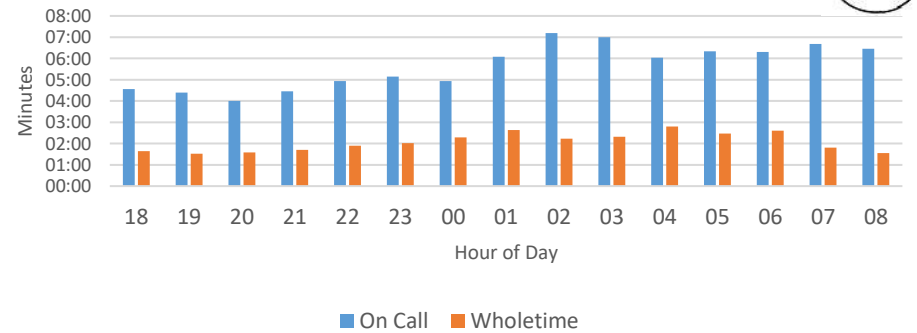
Average First Attendance Times
Quarter 4 2018/19



Day Shift Turnout Time



Night Shift Turnout Time



ATTENDANCE OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

The response time average for crews has not significantly changed, although it has dropped 5 seconds since Q3. Some stations being large – Orsett, Harlow and Grays for example, do raise the average response time as does the NW as they are majority On Call Fire Stations and the time taken to get to the station and turnout.

Attendance is discussed at each monthly 1:2:1s with Group Managers and Station Managers. Particular attention has been made to the time taken to turn out with a look with the performance team at the trajectory of the turnout time taken. The information from the performance team is showing an improving picture, which is a slow and gradual reduction, which is improving each quarter. Time taken is attributed to time taken to respond to the appliance bay or station for On Call, time to rig in Fire gear and then book on the Mobile Data Terminal (MDT) to show proceeding.

This is continuing to be monitored and ensure that any measures of spikes are highlighted with stations.

FORWARD PLAN ACTIONS

On call stations that consistently show longer times to turn out are Brentwood, Billericay, Witham, Maldon and Canvey which suffer from busy road networks next to or on the station turnout locations. 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 address. 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:

- Ongoing monitoring by Group Manager and Station Managers at monthly 1:2:1 meetings
- 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 progress in this area.

AVAILABILITY OVERVIEW – Rolling 12 month performance at Q4 2018/19

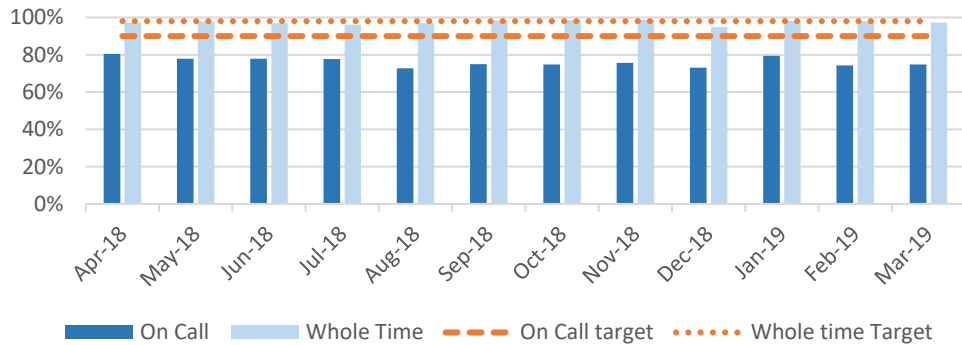
Whole Time/Day Crew Availability

Rolling 12 Month Performance at Q4: **97%**
 Target: **98%**
 Performance at end of Quarter: Off Target
 End of year position: Off Target

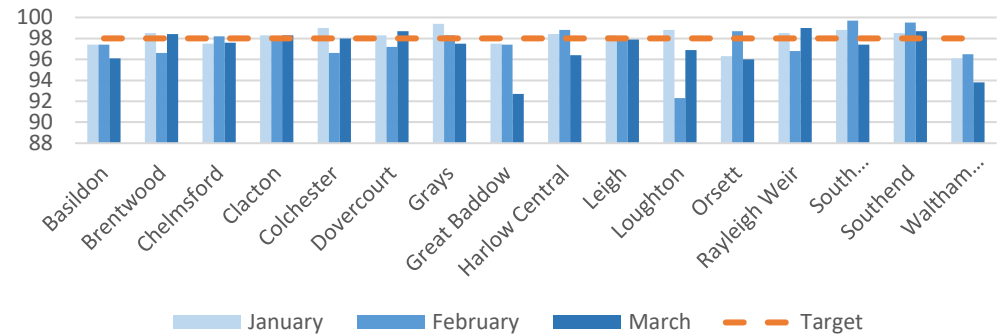
On Call Availability

Rolling 12 Month Performance at Q4: **76%**
 Target: **90%**
 Performance at end of Quarter: Off Target
 End of year position: Off Target

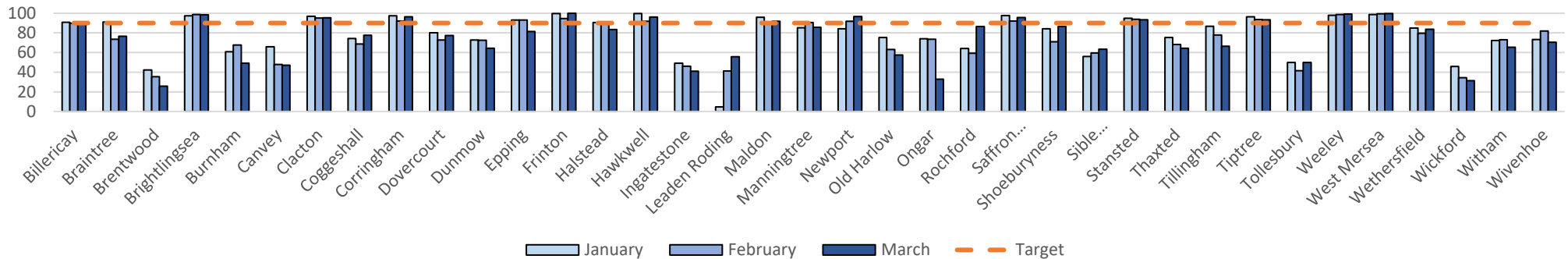
12 Month ECFRS Availability



Whole Time and Day Crew Availability



On Call Availability



AVAILABILITY OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

Great Baddow and Waltham Abbey continue to show low availability, this is due to crewing levels at the station and issues around policy with the on call supporting evening and weekend cover. Recruitment is being dealt with under the Day Crewing Conversion programme, with individuals recruited into Great Baddow and South Woodham for On Call, the same as Waltham Abbey and Dovercourt. There is a good uptake on On Call relocation from Whole Time and On Call staff and the model used at Dovercourt will be replicated at South Woodham Ferrers

The 2020 places held at Chelmsford are still causing issues for availability and is being addressed at this time with over establishment and the removal of long term outposts into Day Work. Additionally issues at Rayleigh Weir around 2020 places has now occurred as positions have been transferred from Chelmsford to Rayleigh. Central Resourcing Team are still using Additional Shift Working, Pre-arranged Out Duties and Day Duty Officer Riding to supplement both WT and OC stations with staff. The Central Resourcing Team Function is under review at this time to look at efficiency, systems, staffing and additional functions that could be assigned to the team to improve availability. Modelling of On Call stations is taking place by the staff team to predict the stations that regularly have short falls during the day.

On call still has areas of concern and stations that continue to have poor availability. Leaden Roding, Brentwood, Ingatestone, Wickford, Tollesbury, Canvey and Ongar are the lowest level of availability, all under 50%. The problems are mainly during work hours with low crew numbers and low areas of recruitment to call upon due to town sizes, transient populations, turn out times (6 minutes) and On call to Whole Time Fire Fighters transferring. Crew and Watch Managers are also needing support at some of these stations with management, training, resilience and recruitment

FORWARD PLAN ACTIONS

The On call support officer roles have been advertised and should see the role become 'active' in the Q2 of 2019. In the South West, an additional staff officer has been recruited for a 6 month trial and is now in role to support Ingatestone, Ongar, Wickford and Canvey. The role is aimed at supporting the stations management, training, recruitment trailing a new recruitment techniques – funded by on call underspend and to be available during the day and training evenings to increase awareness, drive change and increase availability at each station. They will assist in the development of current managers and support them through coaching and experiences and links to central functions to speed up processes and training. The Day Duty Officer Riding project is still in pilot phase and a summary of activity and findings will produced in June. Currently we have seen cover provided on 21 occasions in Q4. This will continue with renewed effort to get all department heads to allow staff to be released for DDOR and for them to be engaged.

The next squad of Fire Fighters has been identified and will be in training from mid-May. The current Wholetime squad has just passed out and will be going to stations in the next 2 weeks. There has been a recent On Call squad, which has recently completed its training at training center and will now be developed on on call stations. Recruitment for a 12 months secondment to Waltham Abbey from current serving Fire Fighter, along with movement of staff who can assist in the on Call at the station - both of these are still currently in progress under the Day crewing Conversion project. Some on-call stations are awaiting phase 2-3 courses from Learning & Development to enable them to be on the run and give daytime cover, numbers are currently being collated as previous courses have been cancelled by Learning & Development. This will give an overview of stations that need Phase 3 Fire Fighter and drivers.

Number of people Killed or Seriously Injured (KSI) in Road Traffic Collisions (at December 2018)

Rolling 12 Month Performance : **893**

Target: **942**

Performance at end of Quarter: On Target

Projected performance at end of year: On Target


Killed or Seriously Injured data is provided by Essex Highways.




The Safer Essex Roads Partnership (SERP) is working to reduce casualty numbers, and has set a target to reduce the number of KSIs in 2020 by 40% from the 2005-2009 average.

Collision data is recorded for the calendar year (Jan to December) as per the DfT's national reporting arrangements.


Q4 RTC Reduction Events

 51 road safety events

 6965 Interactions


Q4 Fire Car Events

 5 Modified Car Events

 608 Interactions


Q4 Fire Bike Events

 1 Fire Bike Events

 120 Interactions

Q4 Community Wheels Events

 11 Community Wheels Events

 1661 Interactions

KSI OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

- **Multi agency SERP ‘Surround a Town’ events** in key Towns involving both Police enforcement activity and (on separate sites) road safety education. 9 Surround a Town events held in Q4 2018/19
- **SERP Community Engagement Days** these are road safety engagement events in Towns where it is not possible to hold full Surround a Town events. 1 event held in Q4 2018/19
- **SERP Roadster** events involving young pre-drivers in schools and delivering road safety risk and consequence education focussing on the fatal 4 causes of collisions. 10 Roadster events held in Q4 2018/19
- **Young Driver Scheme** – delivering road safety education to young pre and learner drivers, and also to some of their parents. 4 YDS events attended in Q4 2018/19
- **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. 2 event held in Q4 2018/19.
- **Community Speedwatch.** ECFRS co-ordinates CSW volunteers who play a vital role in speed monitoring and reporting across the whole of Essex. Community Speedwatch volunteers undertook 2120 sessions in 2018/19, which was a significant contribution to road safety activities in Essex on behalf of SERP. Some 12 new CSW groups were established in the year with 386 new volunteers recruited and trained.
- **458 CSW sessions** in the community were carried out in Q4 2018/19.

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.
- Additional FireBike team members are to be recruited in 2019 due to improve capability and resilience within the FireBike Team
- SERP has reviewed performance and has approved the joint Road safety Delivery Plan for 2019/20. Delivery against the Plan has commenced
- A project team has been established, under the direction of Peter Warner, 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 due course.
- 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. 6 enhanced FireBike Better Biking Courses will be held in 2019 to accommodate demand that would have existed for Bikesafe courses.

ACCIDENTAL DWELLING FIRE OVERVIEW – Rolling 12 month performance at Q4 2018/19

Rate of Accidental Dwelling Fires (ADF) per 10,000 dwellings

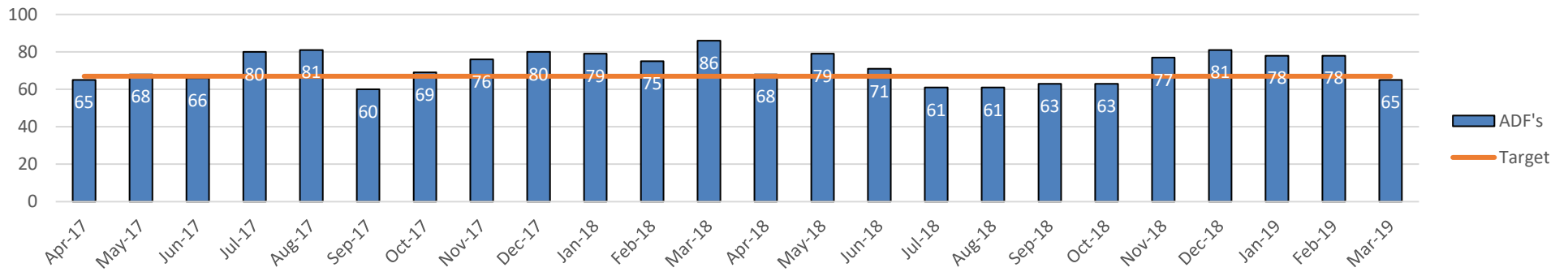
Rolling 12 Month Performance at Q4 **10.7**

Target: **10.3**

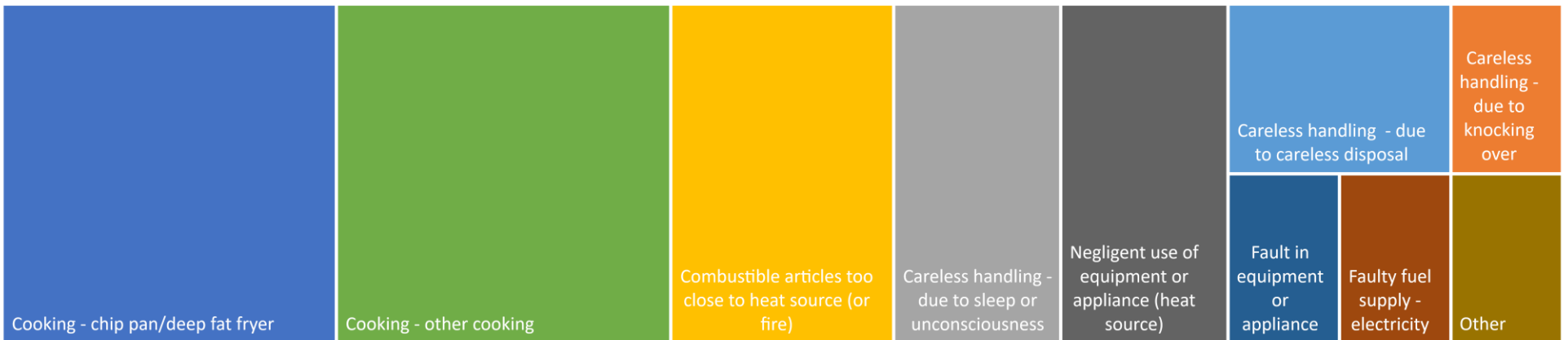
Performance at end of Quarter: On Target

End of year position: Off Target

Accidental Dwelling Fires by Month



Causes of Fires in Accidental Dwelling Fires where there were Injuries



Accidental Dwelling Fire OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

- Number conducted jointly with Essex Police (Domestic Violence): 12
- Number of Sensory smoke detectors fitted: 156
- Number of visits made to people with mobility concerns: 511
- Number of individuals visited who live alone: 708
- Number of individuals visited who smoke: 94
- Number of individuals visited aged over 65: 1232
- An interim strategy for Prevention / reduction in Accidental Dwelling Fires, including the delivery of activity out to stations has been circulated for consultation by the Head of Department.
- Presented the evaluation and data work at the LGA Fire Conference alongside the University of Essex
- Officers supporting the development of a “live” Performance dashboard for Stations have come under the line management of this work stream. Discussions with performance team in relation to data extraction and systems.
- Successful recruitment to the role of Home Safety Data and Performance Officer Role, and they are settling in well.
- Pilot for Fire Fighters delivering Home Safety visits planned. Equipment purchased and delivered, processes put in place and training delivered.

FORWARD PLAN ACTIONS

Framework being devised in order to supply Fire Retardant Bedding for individuals bed bound and smoking in bed. Budget allocation made for the supply of these items.

Launch the pilot of Fire Fighters delivering visits in the North East Group, whilst supporting and monitoring the effect throughout

RATE OF INJURIES OVERVIEW – Rolling 12 month performance at Q4 2018/19

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

Rolling 12 Months performance at Q4 - **3.8**

Target: - **3.6** per 100,000 population

Performance at end of Quarter: Off Target

Projected end of year: Off Target

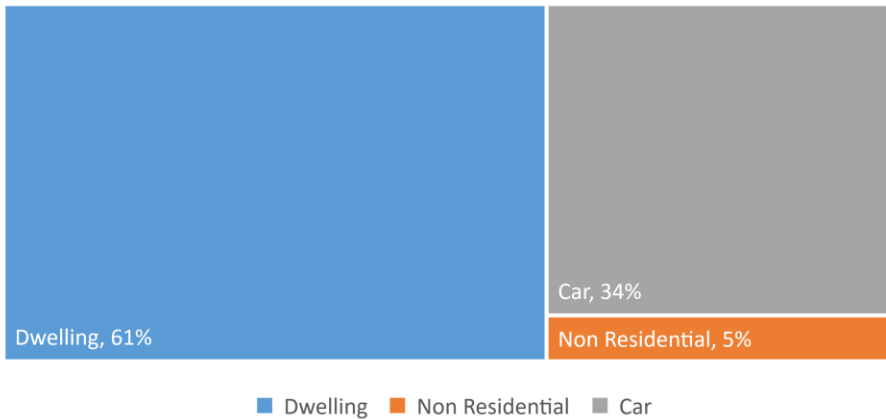
Primary Fire: Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

Injuries and fatalities resulting from Primary Fires

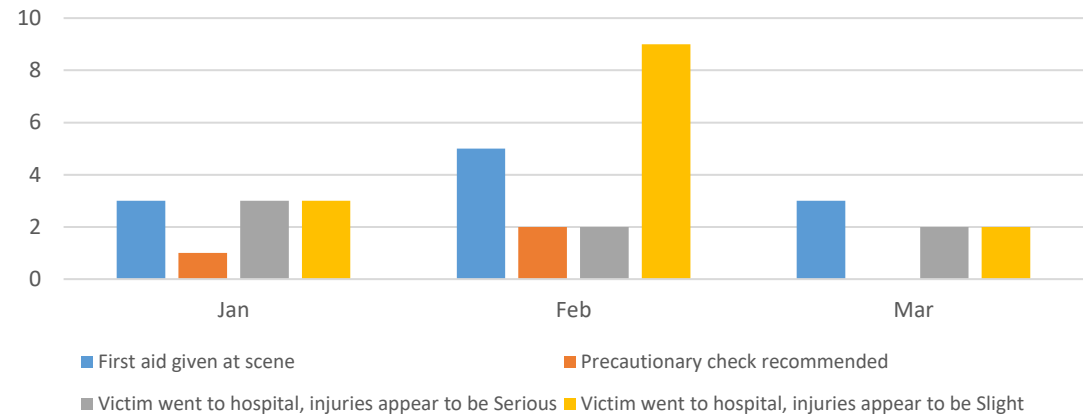
In Quarter 4 there was 1 fatality involving a light aircraft crash.

In Quarter 4 there were 35 injuries resulting from Primary Fires (including 27 in Accidental Dwelling Fires). The severity of the injuries is broken down in the chart below.

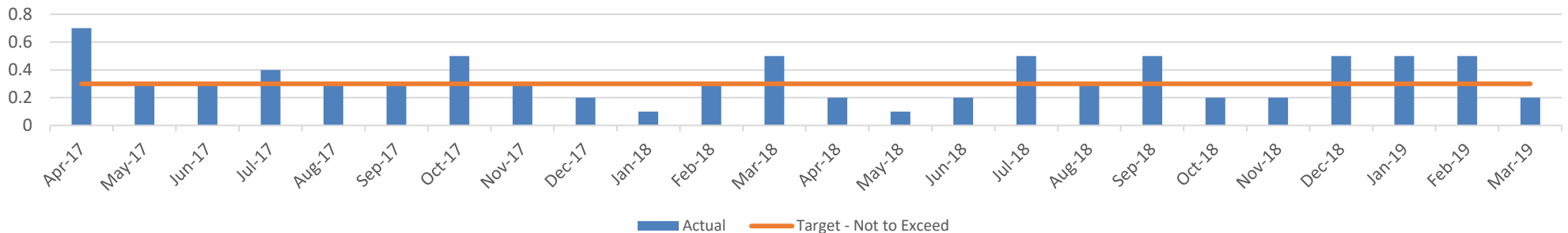
Locations of primary Fires where there have been injuries



Severity of Injury from Primary Fire



Rate of injuries from Primary Fires per 100,000 population



RATE OF CASUALTIES OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

Number of Safe and Well Visits conducted in this period - 2119

Number of standard smoke detectors fitted - 1586

Number of Sensory smoke detectors fitted - 156

Number of visits made to people with mobility concerns - 511

Number of individuals visited who live alone - 708

Number of individuals visited who smoke - 94

Number of over 65 year olds visited - 1232

The pilot project “ERIS” (Essex Risk Intervention Service), which sees all our Safe and Well Officers trained as approved assessors for home medical equipment, has come to an end in terms of funding from Collaboration, however the activity continues by our Officers.

Group Managers have started attending Community Safety Partnership Meetings, and engagement staff are supporting hubs – attendance at these events will start to be managed via the Data and Insight work referred to in Accidental Dwelling Fire report.

Information on each Accidental Dwelling Fire 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

Work with colleagues in the Regional NFCC (National Fire Chiefs Council) Home Safety Group to look for trends in Accidental Dwelling Fires and fatal fires across the region.

Framework being devised in order to supply Fire Retardant Bedding for individuals bed bound and smoking in bed. Budget allocation made for the supply of these items.

Work 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 – Rolling 12 month performance at Q4 2018/19

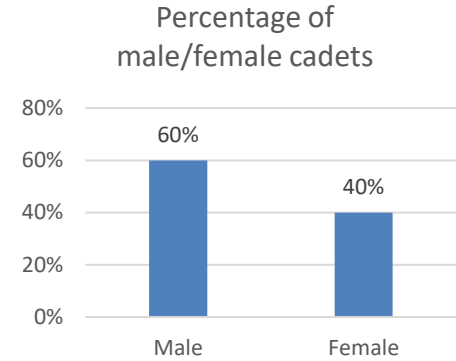
100% of Children are delivered an age appropriate safety message

2018/19 Number of Children **82%**

Target **100%**

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target



Quarter 4

40,216 of 280,000 School Children received a school visit
 School Visits made – 662
 Separate schools seen – 303

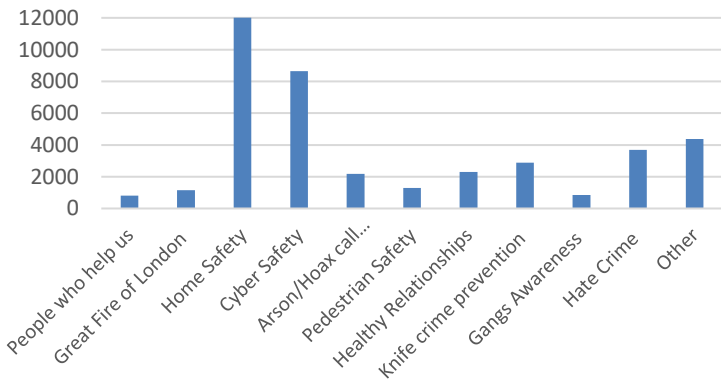
Quarter 4

18 Firebreaks delivered
 3 in Prisons
 15 in the community
 191 participants

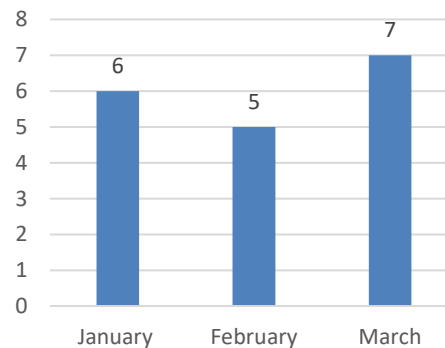
Quarter 4

141 Fire Cadets
 3 Units: Bronze, Silver Gold

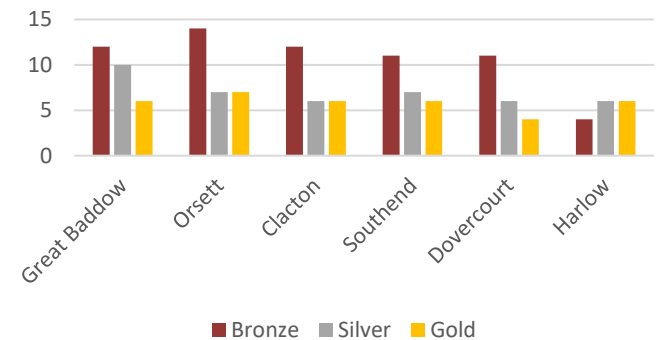
Number of Students per Programme



Number of courses per month



D of E Fire Cadets per unit per location



100% OF SCHOOL CHILDREN ARE DELIVERED AN AGE APPROPRIATE SAFETY MESSAGE OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

During quarter 4, 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

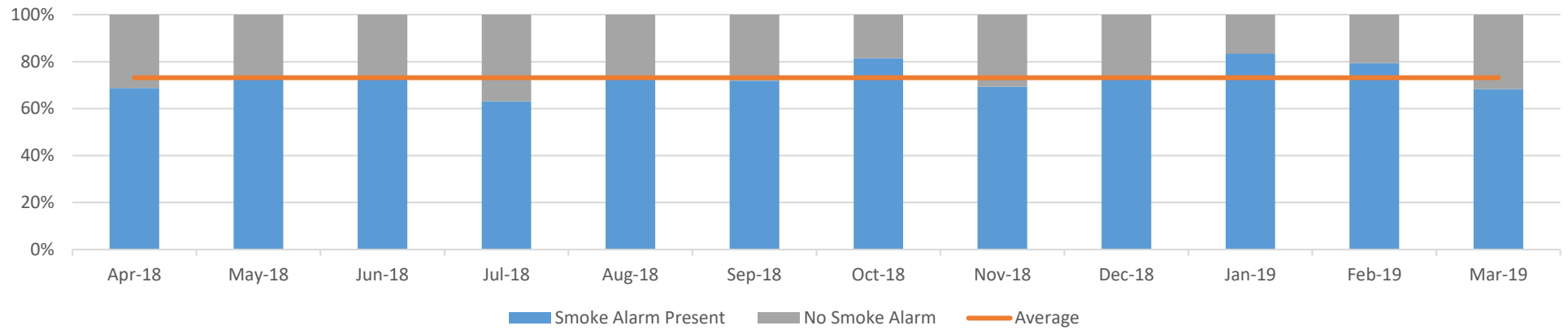
Continue the visits to the schools and working towards partnership working with those education settings that have low take up of our options. Continue to build partnerships to promote our services to those children not in mainstream education.

WORKING SMOKE ALARMS IN 100% OF HOUSEHOLDS OVERVIEW – Rolling 12 month performance at Q4 2018/19

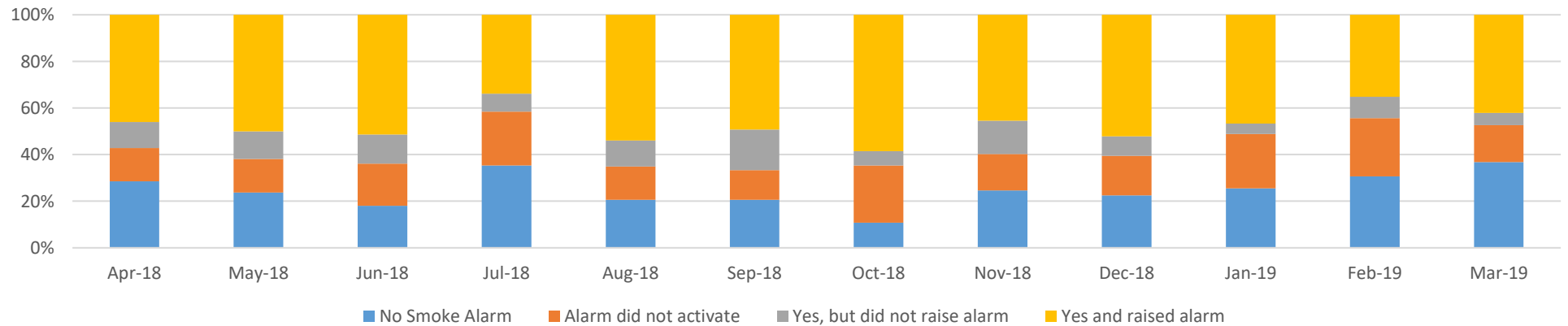
100% Working Smoke Alarms by 2020	
Performance at 2017:	91%
Target:	100%

Whilst 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.

Smoke Alarm Presence in ADF's



Where there was a Smoke Alarm, did it activate?



WORKING SMOKE ALARMS IN 100% OF HOUSEHOLDS OVERVIEW – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

An interim strategy for Prevention / reduction in Accidental Dwelling Fire, including the delivery of activity out to stations has been circulated for consultation by the Head of Department.

Pilot for Fire Fighters delivering the visits began – Equipment purchased and delivered, processes for visit information put in place and training delivered.

Undertook a whole service planning workshop to address Peer Review concerns and create whole team approach Accidental Dwelling Fire, with consideration as to how to manage the universal offer combined with a targeted approach. Results forwarded to Steering Group.

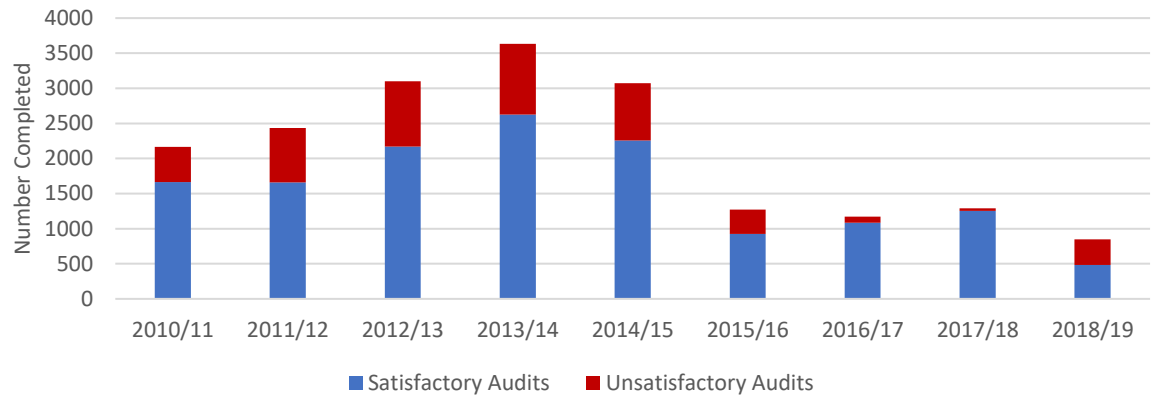
FORWARD PLAN ACTIONS

Home Safety Steering Group to discuss the commissioning of a service wide strategic approach to Smoke Detector / Accidental Dwelling Fire ownership

FIRES IN NON RESIDENTIAL PROPERTIES – Rolling 12 month performance at Q4 2018/19

Number of Fires in Non-Residential Properties	
Rolling 12 Month Performance at Q4	384
Target – Lower than previous year	410
Performance at end of Quarter:	On Target
Projected performance at end of year:	On Target

Fire Safety Audits by Quantity and Outcome



Quarter 4 Numbers

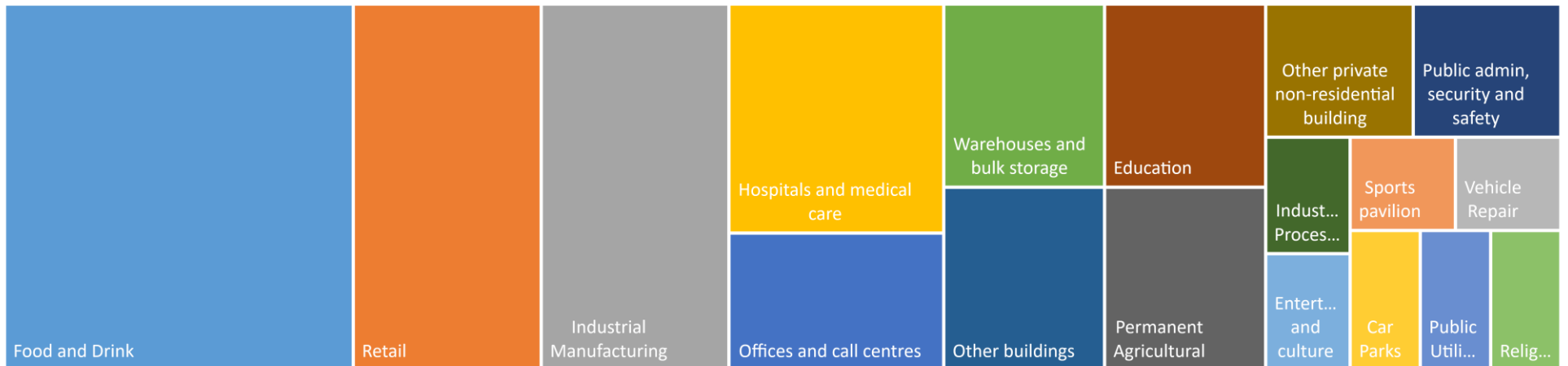
Prohibitions: None this Quarter

Enforcements: One Enforcement Notice

An Enforcement Notice was issued to a restaurant in Benfleet in March. The work was satisfactorily completed and the notice was withdrawn in April.

Number of Commercial Property Inspections carried out by stations:	1230
Building Regulations Consultations:	337
Licensing Applications:	155
Alleged Fire Risks Investigated:	56

Non Residential Building Fires Q4 2018/19



FIRES IN NON RESIDENTIAL PROPERTIES – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

- Due to CRM being unable to create cases for Audits, Audits were suspended and Officers were engaged in other meaningful activities including assessing content of paper files etc.
- Themed inspection programme initiated following fatal fire in an 'Escape Room' in Poland TFS Officers identified and inspected 12 premises across the county giving appropriate advice.
- Response made on behalf of Service to call for evidence on required changes to the Building Regulations.
- Response being prepared on behalf of Service in relation to call for evidence for BB100 Guidance for fire safety in schools.
- Attendance at NFCC CFOA National and Regional Meetings (Fire Engineering Technical Standards, Business Safety Group, Fire Investigation)
- Attendance at Coroners court for an Inquest following a murder/suicide incident attended in Benfleet in 2018. Guidance and support provided to officers called to give evidence.
- Attendance at Chester Crown Court in relation to a fire investigation to a fire that occurred on New Year's Eve 2017. Expert evidence provided to the Court. Defendant found guilty and is currently awaiting sentencing.
- 19 Building Regulations incorporating Fire Engineered Solutions dealt with within Essex
- 8 Building Regulations incorporating Fire Engineered Solutions dealt with under contract for Suffolk and Cambridgeshire Fire & Rescue Service.
- 25 Enquiries dealt with from Partnership Authority Scheme partners.
- CPD Event held for TFS Officers at Rayleigh Weir incorporating a presentation following a fatal care home fire in Hertfordshire from the investigating Officer
- Three new Officers have been appointed to the Department as Inspecting Officers as part of the succession plan
- Formal training of all new inspecting Officers in underway with seven Officers beginning pre-course study prior to attendance at a residential course starting in April.
- Participation in the Trailblazer group set up to develop a Level 6 Apprenticeship Course for Fire Engineers.

FORWARD PLAN ACTIONS

- New Risk Based Inspection Programme Completed and uploaded to the Intranet for implementation in 2019-20
- Ongoing project for a wider assessment of the suitability and sufficiency of the Service's Risk Based Inspection Programme, to assess those in use in other Service's across the UK and also commercially available projects.
- Work undertaken to identify issues with CRM in relation to producing annual Home Office statistics, working with Hitachi and IT to enable accurate data to be generated from system.

HR OVERVIEW– Rolling 12 month performance at Q4 2018/19

Number of End of year appraisals completed (forms returned to HR)

Snapshot as at March 2019 **58%**

Target – **100%**

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

* The yearly performance appraisal window opened in March 2019. At the time of writing, in the first week of April, 4.1% of employees had met with their line manager and submitted an appraisal for 2018-19.

Number of days/shifts lost to sickness per person per year (Median)

Rolling 12 Months at Q4 – **7 days**

Target – **6.9 days**

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

EMPLOYEE RELATIONS – CASE MANAGEMENT – 12 months to 31 March 2019				
	ATTENDANCE MANAGEMENT	DISCIPLINARY	GRIEVANCE	PERFORMANCE MANAGEMENT
NE Group	33	3	5	13
NW Group	22	0	0	7
SE Group	32	2	1	9
SW Group	41	6	0	7
Corporate (inc. Control)	55	3	6	11
OVERALL	183	14	12	47

SICKNESS ABSENCE SUMMARY – 12 months to 31 March 2019					
	% of Employees taking sick leave	Median Sick Days	Total Days Lost	% Short Term	% Long Term
Wholetime	60%	8	8,431	41.8%	58.2%
On-Call¹	23%	9.5	4,680	14.1%	85.9%
Support	55%	5	2,589	42.6%	57.4%
Control	40%	6	297	29.3%	70.7%
OVERALL²	43%	7	16,539	33.9%	66.1%

¹ This is the first month in which On-Call sickness data has been extracted from Civica.

² Overall figures will appear distorted when compared to previous quarters, due to the inclusion of On Call data.

HR OVERVIEW – Rolling 12 month performance at Q4 2018/19 ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

Absence and Attendance Management – Our median days of sickness absence is just over target (6.9 days) at 7 days. Nationally the number of days lost due to sickness absence per employee was 6.6 days per employee per year, absence is highest in the public sector (8.5 days compared with 5.6 days in private sector) (Source: Health and Well-being at Work). Our more detailed figures highlight some areas of a) higher level of absence and b) frequent short term absence. The top 5 causes of sickness absence in 2018/19 were musculo skeletal - shoulder, mental health (stress), respiratory – cold/cough/influenza, musculo skeletal - lower limb and musculo skeletal – back. Our HR Business Partner’s continue to work with department heads/Group Managers to proactively manage these areas. Our levels of active attendance management 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. A cohort of managers have also been trained to undertake disciplinary investigations.

Performance Management - We are pleased with the upward trend reflects the actions of our managers and HR colleagues in proactively managing performance.

Appraisals – We have used the results of a Survey Monkey and two Your Voice Employee Engagement Forums to feed into a review of our appraisal process to ensure that it is as meaningful as possible. During Q4 additional support was offered to managers in the form of workshops/briefings and a toolkit which provided resources for both employees and line managers. This support and a simpler approach was introduced to enhance the conversation, some differentiation between appraisal for those that are seeking development/promotion and those that are not, a less formal structure and more regular feedback meetings.

FORWARD PLAN ACTIONS

Attendance – Our HR Business Partners will continue to work with department heads/Group Managers to proactively manage attendance. The National Fire & Rescue Service Occupational Health Performance Report, coordinated and prepared by Cleveland Fire Brigade is typically published up to three months after the period to which it refers. In addition, the national report references absence on a cumulative quarterly basis, whereas our current practice is to report on a rolling annual basis. We will work to explore ways of providing a direct comparison between ours and national data.

Disciplinary/Grievance – We have further courses planned on informal resolution and conflict management, including a facilitated conversation course for our HRBP team to assist managers to intervene before relationships deteriorate.

Performance Management – Our HR Business Partners and Advisors will continue to proactively support managers in managing performance.

Appraisals – The deadline for the 2019 cycle of performance and development reviews will be the deadline for completion will be the 30 April. Performance and development statistics will be provided to SLT members and ‘heads of’ so they can monitor and encourage returns.

STATUTORY REQUEST RESPONSE RATES – Rolling 12 month performance at Q4 2018/19

FOI Response Rates

Rolling 12 Month Performance at Q4 **91%**

Target: **90%**

Performance at end of Quarter: On Target

Projected performance at end of year: On Target

Complaints Response Rates

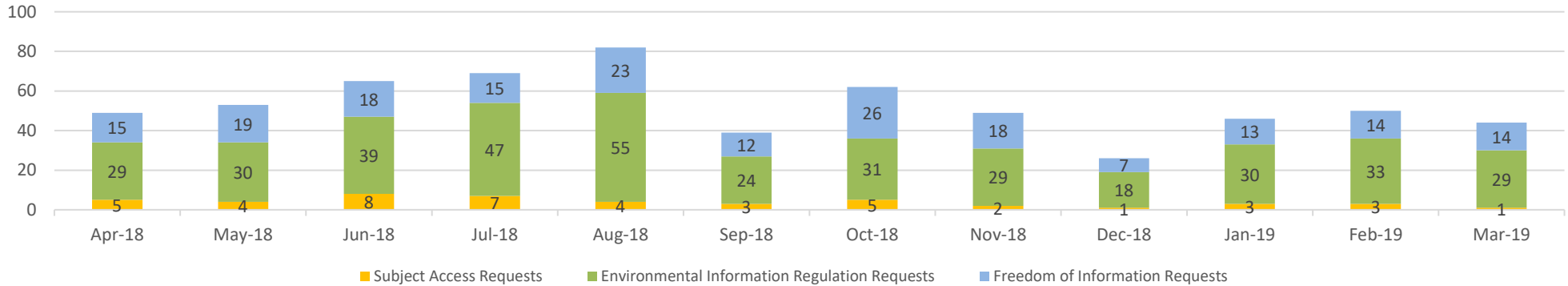
Rolling 12 Month Performance at Q4 **83%**

Target: **90%**

Performance at end of Quarter: Off Target

Projected performance at end of year: Off Target

Statutory Requests Received by month



The Information Governance (IG) team actively works towards compliance with the Data Protection Act 2018. This includes handling data breaches when they occur. The Service is required to report some data breaches to the Information Commissioner’s Office (ICO). There were a total of 15 data breaches in Q4 of which we received feedback on 2 from the ICO. 1 on a reported data breach and the other regarding a complaint from an Employee.

A number of statutory requests were received and dealt with by the team and the numbers are reflected in the chart above. An ongoing training and awareness plan complements the mandatory e- learning that all employees are required to undertake (currently at 58%). There were 8 organised training and awareness sessions in Q4 2019 across the Service.

The Information governance team also facilitates the completion of Information Asset registers (IARs). IARs enable the Service to have an understanding and visibility of the personal data that it holds and how the information is being handled. The current completion rate is 60%. Training and awareness in the Authority take various forms including: induction for new employees, individual meetings, team meetings and station visits.

STATUTORY REQUEST RESPONSE RATES – Rolling 12 month performance at Q4 2018/19

ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

- There is an ongoing training and awareness programme across the Service. Information Asset Owners and Senior managers have had workshops that focused on Surveillance and on records management.
- Station based/focused training and awareness to improve awareness about our statutory requirements and build relationships
- The Service complaints and compliments policy and procedure has been finalised
- Information Officers engaging proactively with other departments to collate data for FOIs, SARs, EIRs and other statutory requests
- Proactively handling personal data breaches and emphasising the need for colleagues to report breaches promptly
- Making the Service aware of the process for requesting surveillance data and fob records.

FORWARD PLAN ACTIONS

- There will be monthly data protection clinics held in KP beginning from May 2019
- A records management policy/framework will be put together, consulted upon, piloted and rolled out across the Service
- A plan for handling surveillance equipment such as CCTVs will be outlined
- Further training for information officer to improve their performance
- Raise awareness on the acceptable complaints process in the Service
- Make SLT aware of the state of Information Asset Registers in the Service and how put plans in place on how to improve in this area.
- The service retention schedule is being updated, revised reviewed