



Essex County Fire and Rescue Service
Monthly Performance Summary
April 2019

INCIDENTS OVERVIEW– April 2019

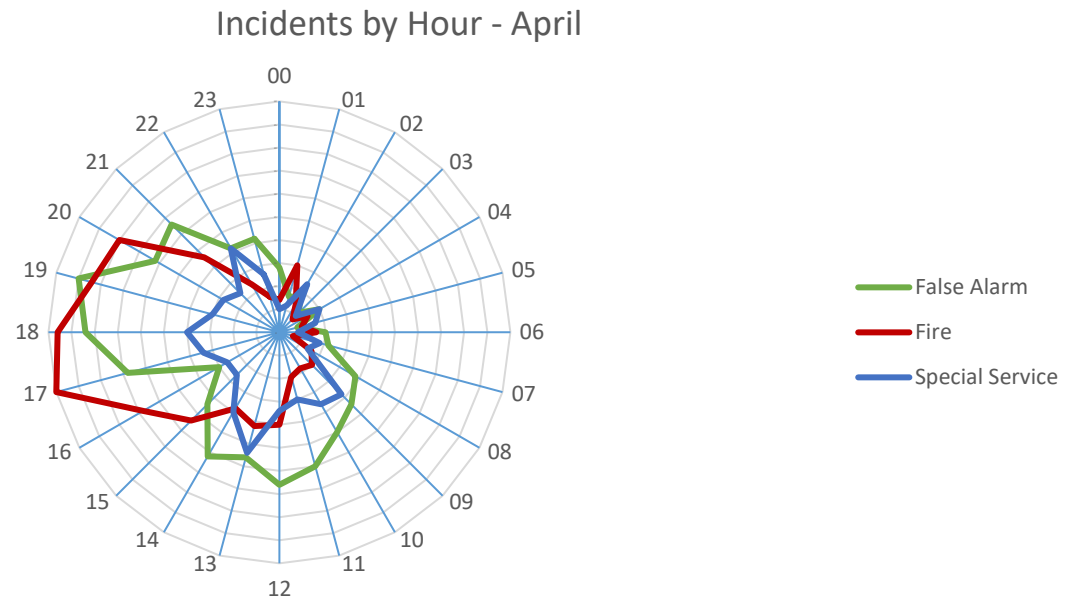
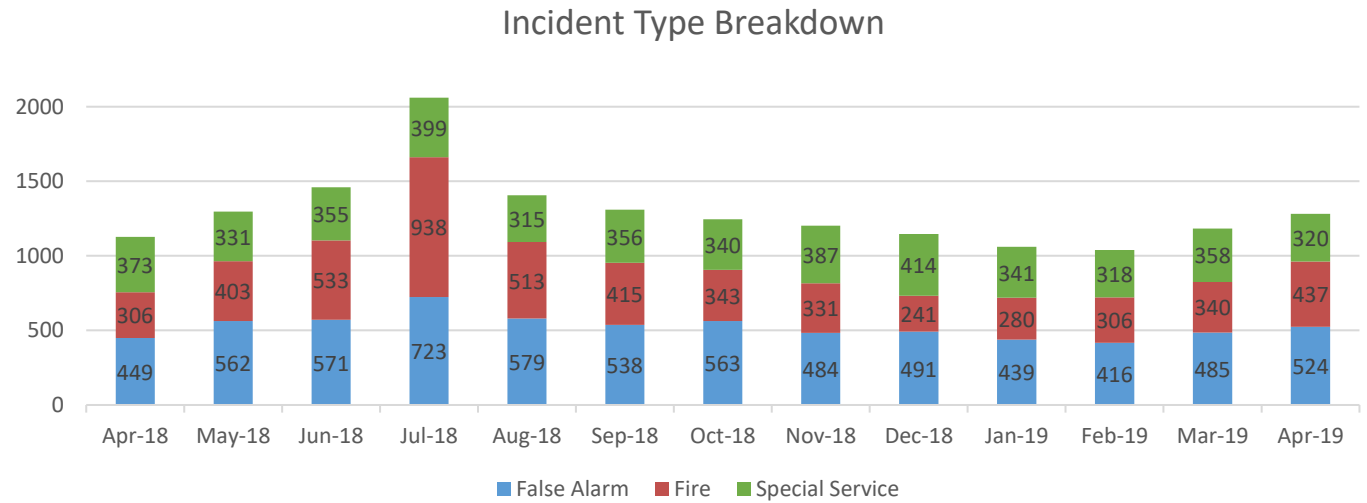
Incidents 1128
 April 2018
1281 1183
 April 2019 March 2019

Fires 306
 April 2018
437 340
 April 2019 March 2019

Special Services 373
 April 2018
320 358
 April 2019 March 2019

False Alarms 449
 April 2018
524 485
 April 2019 March 2019

At the time of reporting there were 5 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.

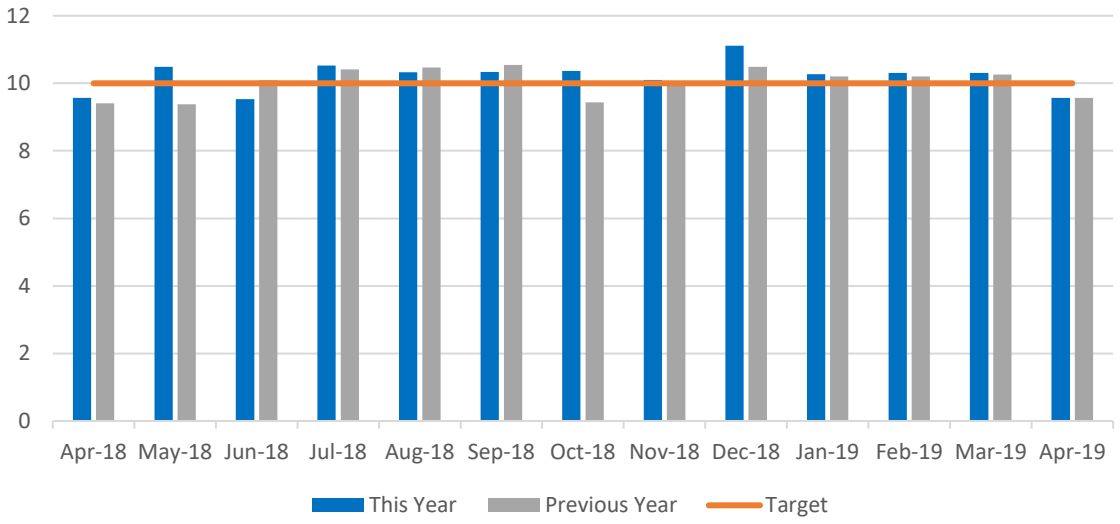


ATTENDANCE OVERVIEW– April 2019

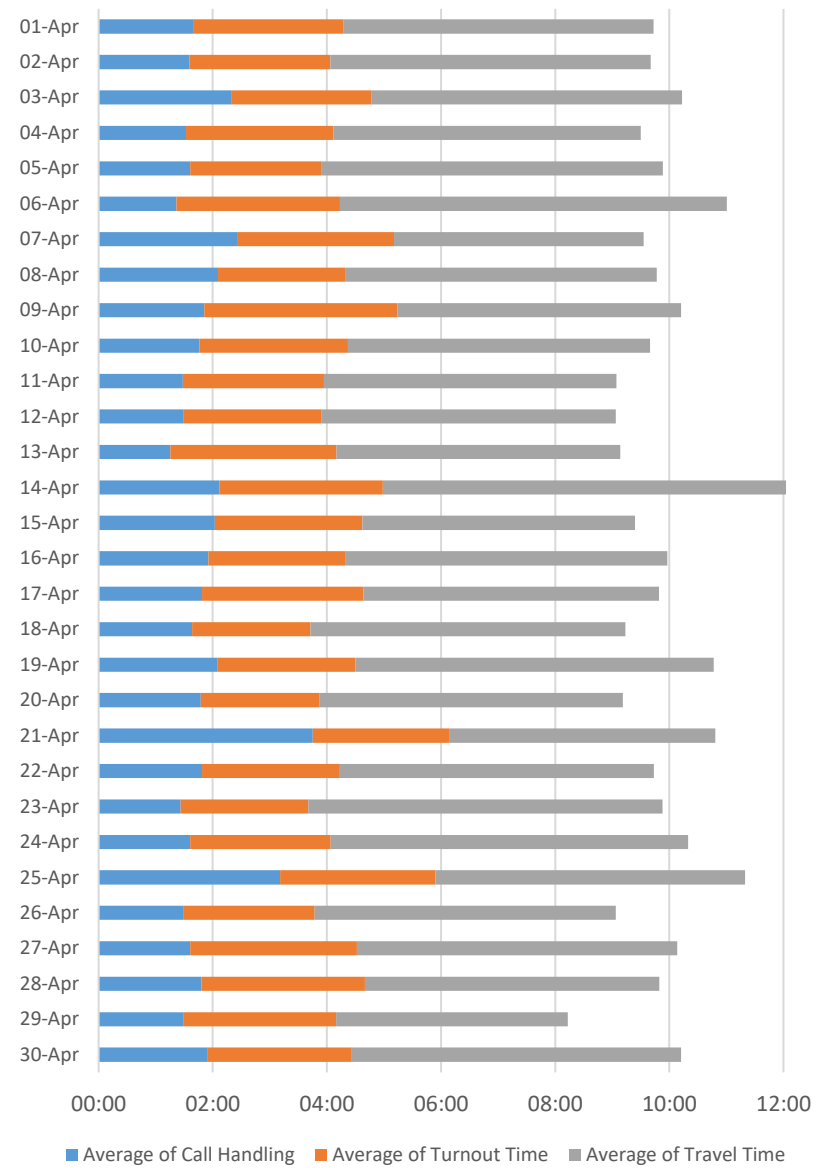
<p>Average First Attendance to Potentially Life Threatening Incidents</p> <p>9m57s 9m57s April 2019 April 2018</p> <p>Target – Average of 10 Minutes</p>		<p>Time of Call to Arrival - % within 15 minutes</p> <p>88% 89% April 2019 April 2018</p> <p>88% 88% March 2019</p> <p>Target – 90% of all calls within 15 minutes</p>	
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8 incidents have been identified where Control took longer than 15 minutes to mobilise an appliance. One call received on the 21st April is logged as taking over 2 hours, and a call received on the 25th April is logged as taking 48 minutes. All 8 incidents have been passed to Control for further investigation.

Average first attendance to Potentially Life Threatening Incidents



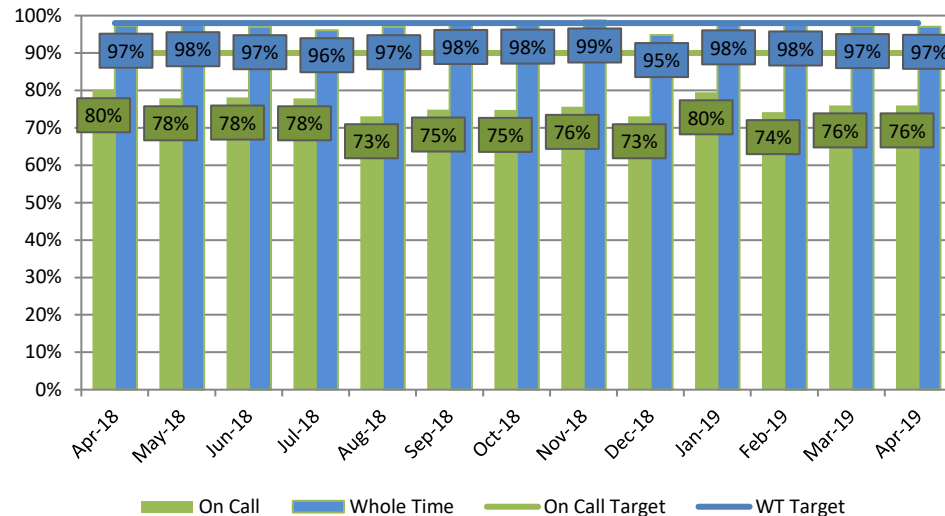
Average First Attendance Times



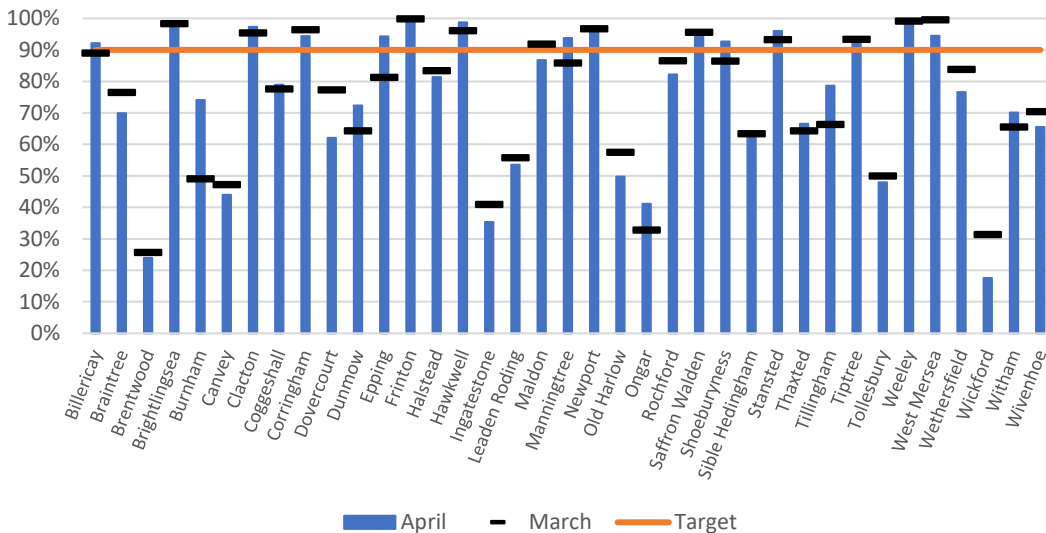
AVAILABILITY OVERVIEW – April 2019

Whole Time and Day Crew Availability 97% April 2019 Target – 98%	On Call Availability 76% April 2019 Target – 90%
97% April 2018 97% March 2019	81% April 2018 76% March 2019

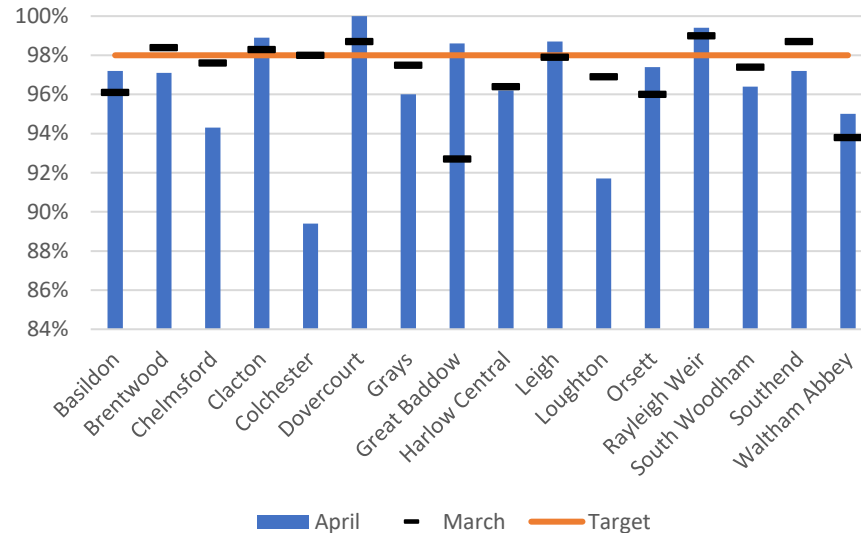
12 Month ECFRS Availability



On Call Availability



WholeTime/ Day Crew Availability



FIRE OVERVIEW– April 2019

Primary Fires	
191	193 April 2018
April 2019	172 March 2019

Secondary Fires	
246	113 April 2018
April 2019	168 March 2019

Accidental Dwelling Fires	
75	64 April 2018
April 2019	61 March 2019

Casualties/Fatalities			
ADF Casualties	4	ADF Fatalities	1
Other Casualties	7	Other Fatalities	0
Total Casualties	11	Total Fatalities	1

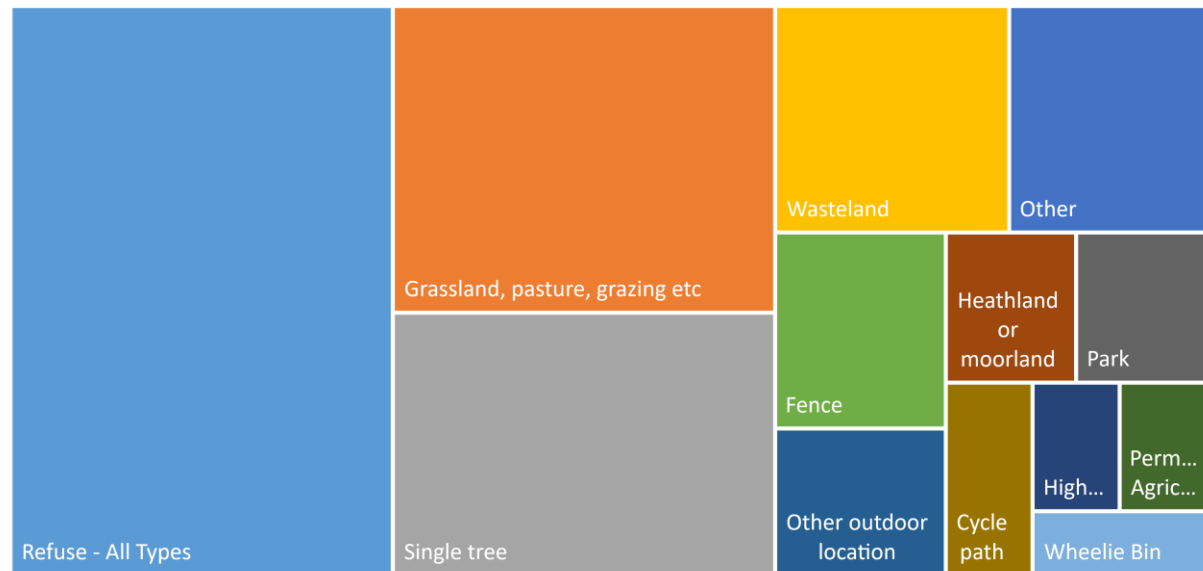
Primary Fire: Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

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).

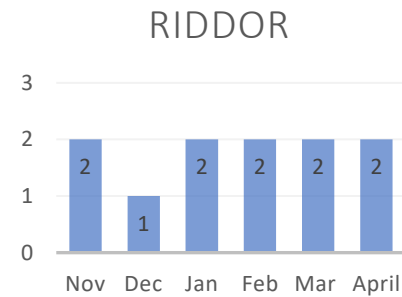
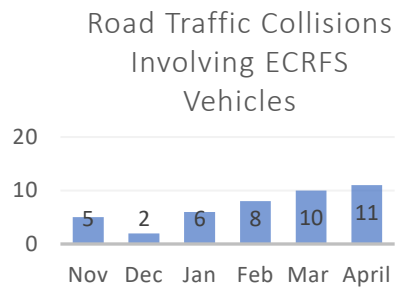
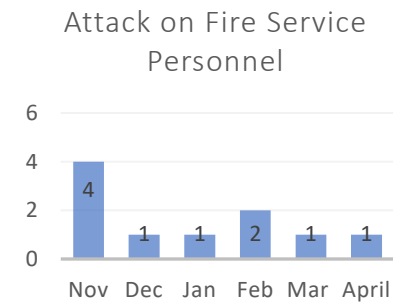
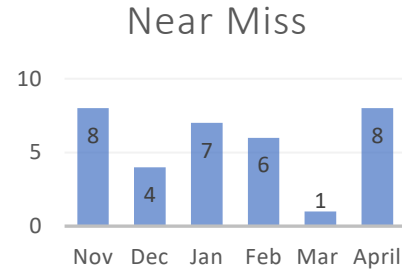
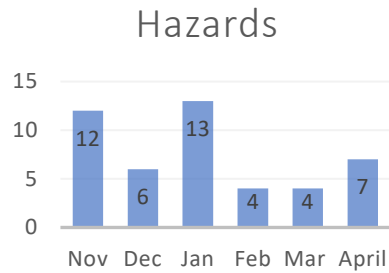
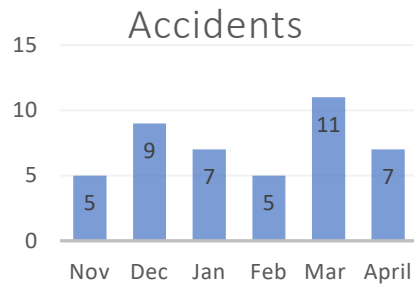
Cause of Primary Fires



Locations of Secondary Fires



HEALTH & SAFETY OVERVIEW – April 2019



7 Accidents were reported in April 2019, 4 less than last month.

7 Hazards were reported, 3 more than last month.

8 Near misses were reported, 7 more than last month.

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

11 RTC's involving ECRFS vehicles were reported, all of which were minor incidents at slow speed. This is an increase of 1 from last month.

2 RIDDOR reports this month, 1 a member of the public and the other an over 7 day incident.

The Health & Safety Roadshow visited Chelmsford, Brentwood, Orsett and Southend in April 2019. We have now reached around 400 of our operational staff and visited 68 watches across 36 stations since starting the roadshow in June 2018.

The Health & Safety department prepared and delivered a workshop to help staff complete the workplace risk assessments as well as a NEBOSH workshop for Station Managers who are preparing to take the NEBOSH National General Certificate.

Following a Serious Accident Investigation Board action point we launched a seat belt campaign to highlight the importance of wearing seatbelts in Service appliances on every trip. We wanted to highlight a good news story following an accident late last year where crews avoided serious injury as they were all wearing their seatbelts. Posters were sent to all stations and information sent out on the Intranet and via The Shout.

Posters were sent to all stations in relation to the No Time To Lose campaign. These include the "Think Contaminants" poster to be placed prominently to show no fire gear beyond a certain point, "Fire Contaminated Laundry" to remind for gloves, aprons and Respiratory Protective Equipment (RPE) to be worn when handling, and "Fire Contaminated Breathing Apparatus" to remind for gloves, apron and RPE to be worn when handling.

Monthly Workforce FTE / Movements / Turnover

	Apr 2019 FTE	12 month Δ	Apr 2019 Leavers	Monthly Turnover ¹
Wholetime	620.0	↑ 7.0	7	1.1% ↑
On Call	398.3	↓ 4.3	6	1.2% ↑
Support	276.5	↓ 9.8	1	0.3% ↓
Control	31.3	↓ 2.0	0	0.0% ←

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

Monthly Absence Levels

	Days Lost in month ¹	12 month Δ	Paid Special Leave ¹	Unpaid Special Leave ¹
Wholetime	1042.0	↑ 400.0	12.0	1.0
On Call	716.0	n/a ²	9.0	34.0
Support	253.0	↓ 27.0	32.0	1.0
Control	40.0	↑ 0.0	0	0

Note: 1) figures reflect calendar days as recorded by line manager
 Note: 2) comparisons for On Call employee not available

Monthly Operational Fitech testing results

	Number Tested	Whole Time	On Call	Total ¹
Passed	80	98%	83%	92% ↓
3 monthly review	6	2%	14%	7% ←
6 weekly review	1	0%	3%	1% ↑
3 weekly review	0	0%	0%	0% ←
TOTALS	87	51	36	

Note: 1) arrow reflects movement compared to last month

Employee Relations – Case Management

	New Cases ¹	Cases Closed ¹	Cases Open ²
Attendance	17	18	48
Disciplinary	0	1	2
Grievance	0	0	0
Performance	5	1	10

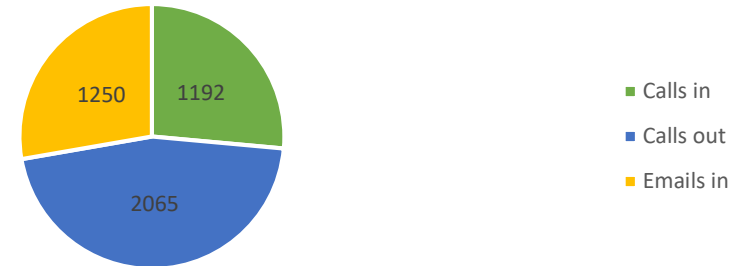
Note: 1) Number of cases opened or closed during April 2019
 Note: 2) Number of cases remaining open at the end of the month

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

HOME SAFETY OVERVIEW - April 2019

	April 2019 Performance	Equivalent YTD 2018	YTD Comparison
Number of Home Safety Visits conducted	761	661	↑
Number of Home Safety Visits booked	700	669	↑
Number of Essex Police DV visits requested	20	27	↓
Number of Essex Police DV visits conducted	14	13	↑
Number of visits - Volunteers	195	154	↑
Number of standard smoke detectors fitted	534	661	↓
Number of sensory smoke detectors fitted	99	54	↑
How many calls were taken/made by the Home Safety Information Centre	3257	3122	↑
How many individuals did we visit with mobility concerns	194	144	↑
How many individuals did we visit who lived alone	234	237	↓
How many smokers did we visit	27	51	↓
How many individuals did we visit who were aged over 65	461	395	↑

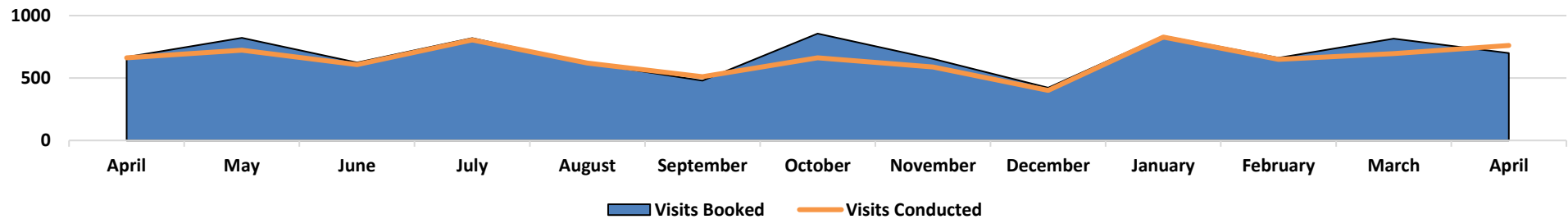
Contact with the Home Safety Information Centre



Home Safety Visits

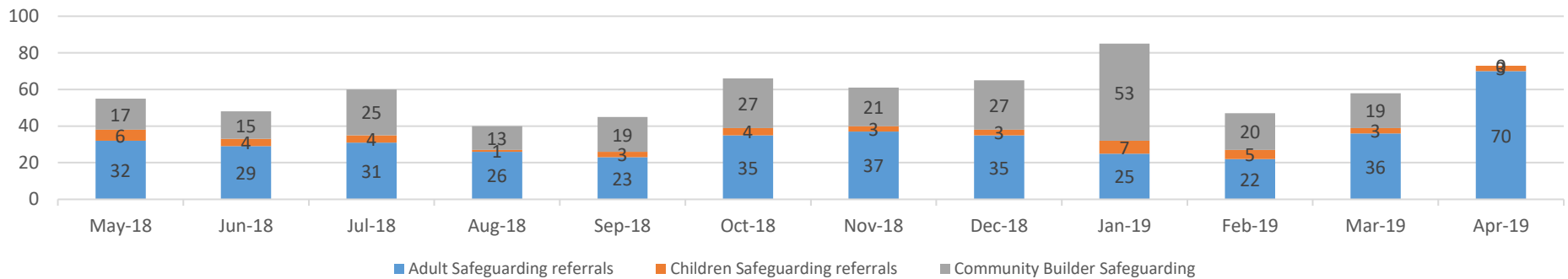


Visits booked/Visits conducted



COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM – April 19

Safeguarding Referrals



YTD Table

Month	17-18	18-19
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
Month	18-19	19-20
April	44	74

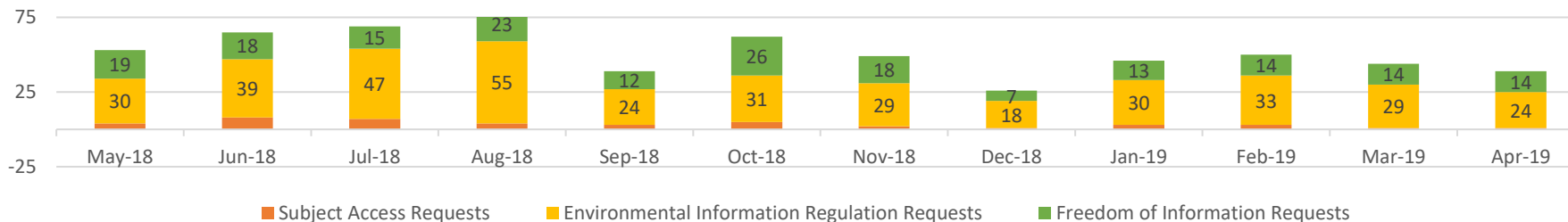
Adult Referrals by Area - April 2019

Crews North West	1
Crews North East	8
Crews South West	4
Crews South East	6
Safe and Well Admin	3
Community Builders	8
Control	4
Other Brigades	1
Police	3
Safe and Well	7
Partner agencies/other	18
Flexi Officer	2
CSO Officer	6
TOTAL	70

Historically we have kept recorded safeguarding referrals received by Community Builders from other agencies as separate records but as they are all safeguarding concerns the decision has been made, to ease collation, to keep one record for all safeguarding concerns received into the team.

- Current number of open cases: 90
- 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.

Statutory Requests



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 no organised training and awareness session in April 2019 for new employees. There was a full day’s training session on information governance for Information Asset Owners and senior managers at the Service HQ.

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 5 reported personal data breaches in April 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

7 complaints in April 2019. The main complaint themes were Fire Safety (4) and Staff Attitude/behavior (2) and other (1).

Subject Access Requests

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

Freedom of Information Themes

14 Freedom of Information requests in April 2019. The main themes around FOIs were Data Requests (5), HR (4), Contracts (3), Fire Safety (1) and other (1).

Environmental Information Regulation Themes

24 requests for Fire Reports in April 2019 which we processed as Environmental Information Regulation requests.