



Essex County Fire and Rescue Service  
Monthly Performance Summary  
June 2019

**INCIDENTS OVERVIEW– June 2019**

<b>Incidents</b>	<b>1458</b>
June 2018	1277
May 2019	
<b>1226</b>	
June 2019	

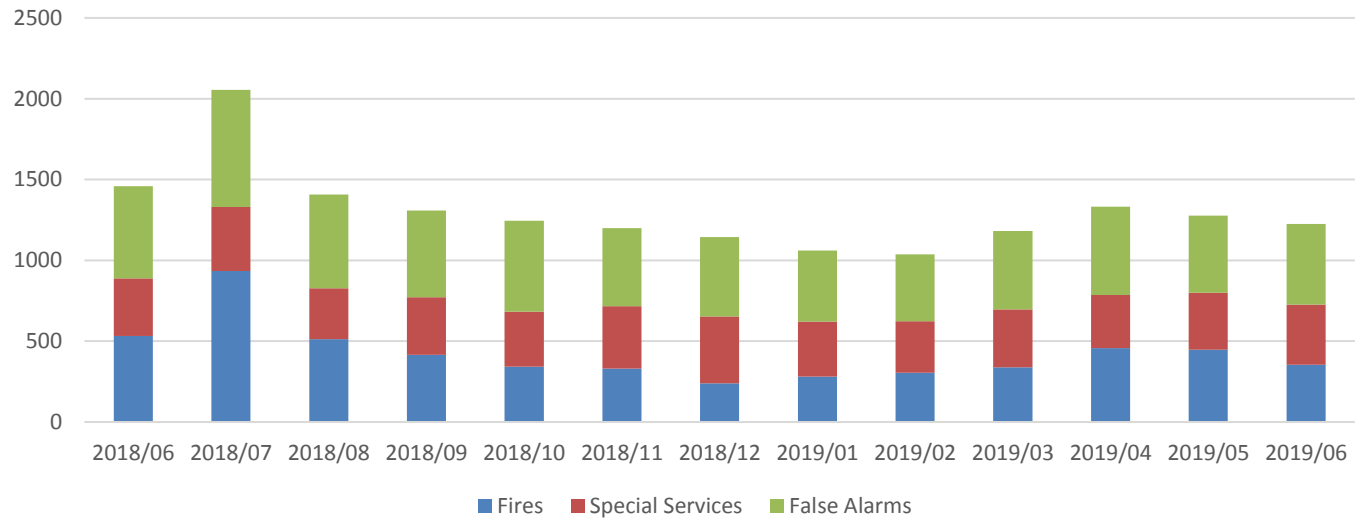
<b>Fires</b>	<b>533</b>
June 2018	477
May 2019	
<b>355</b>	
June 2019	

<b>Special Services</b>	<b>355</b>
June 2018	353
May 2019	
<b>372</b>	
June 2019	

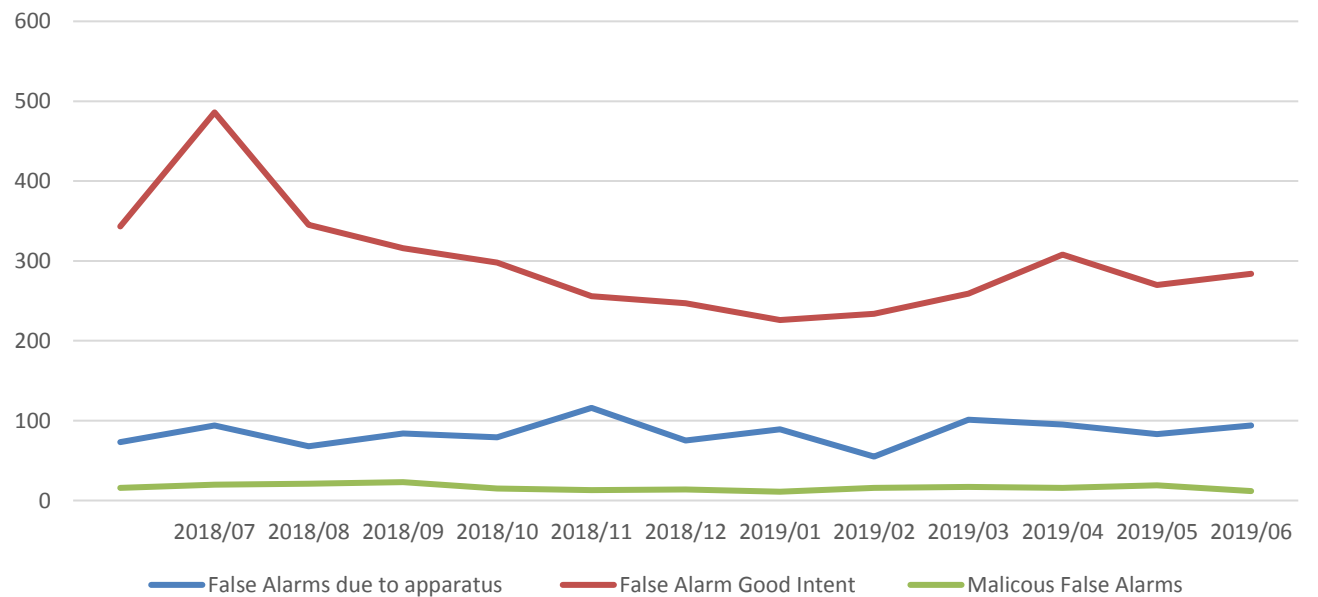
<b>False Alarms</b>	<b>570</b>
June 2018	477
May 2019	
<b>499</b>	
June 2019	

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

**Incident Type Breakdown**



**False Alarm Breakdown**



ATTENDANCE OVERVIEW– June 2019

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

**10m15s**      9m52s

June 2019      June 2018

**10m 44s**

May 2019

Target – Average of 10 Minutes

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

**89%**      89%

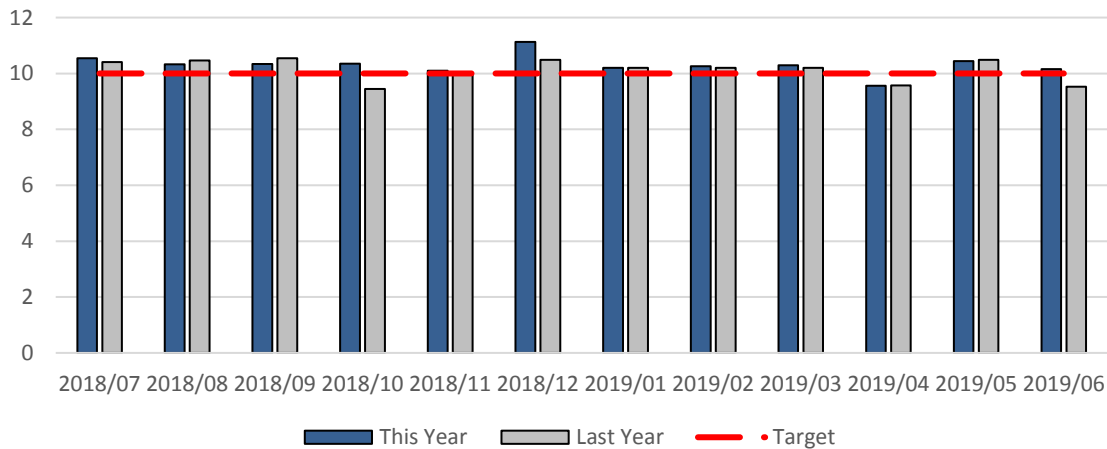
June 2019      June 2018

**86%**

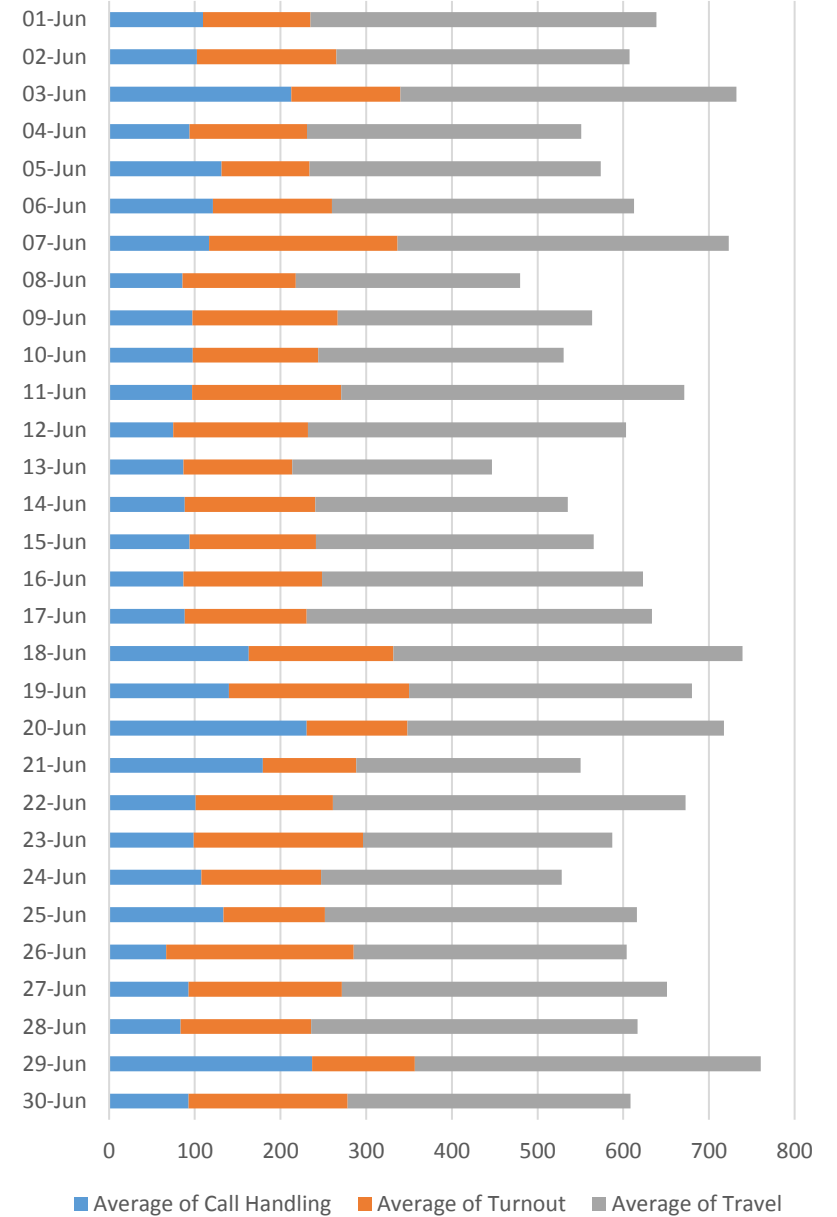
May 2019

Target – 90% of all calls within 15 minutes

Average Attendance Time to Potentially Life Threatening Calls



Average First Attendance Times



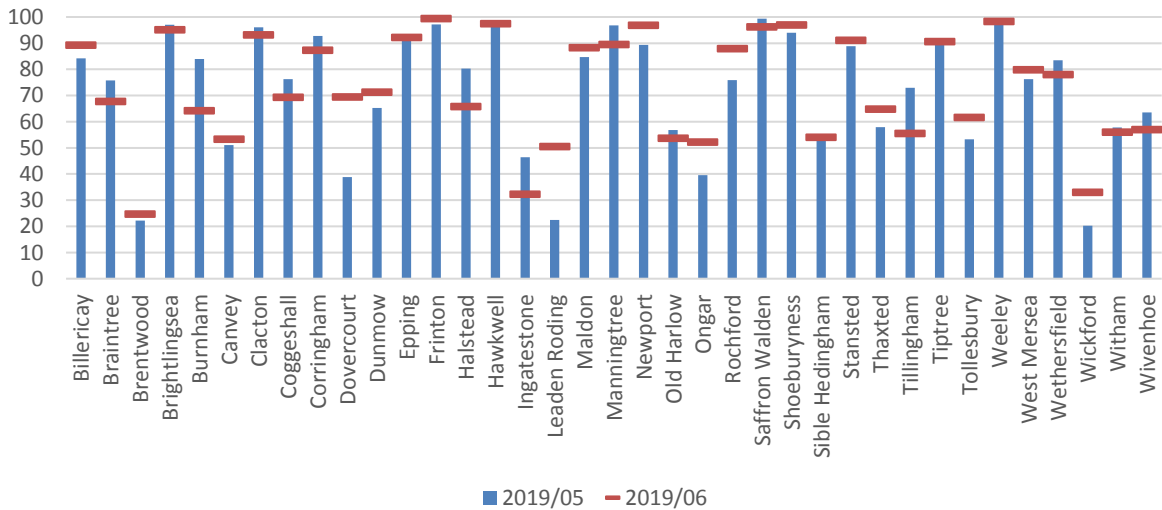
AVAILABILITY OVERVIEW– June 2019

<p><b>Whole Time and Day Crew Availability</b></p> <p><b>97%</b></p> <p>June 2019</p> <p><b>Target – 98%</b></p>	<p><b>On Call Availability</b></p> <p><b>75%</b></p> <p>June 2019</p> <p><b>Target – 90%</b></p>
<p>97%</p> <p>June 2018</p> <p>96%</p> <p>May 2019</p>	<p>78%</p> <p>June 2018</p> <p>72%</p> <p>May 2019</p>

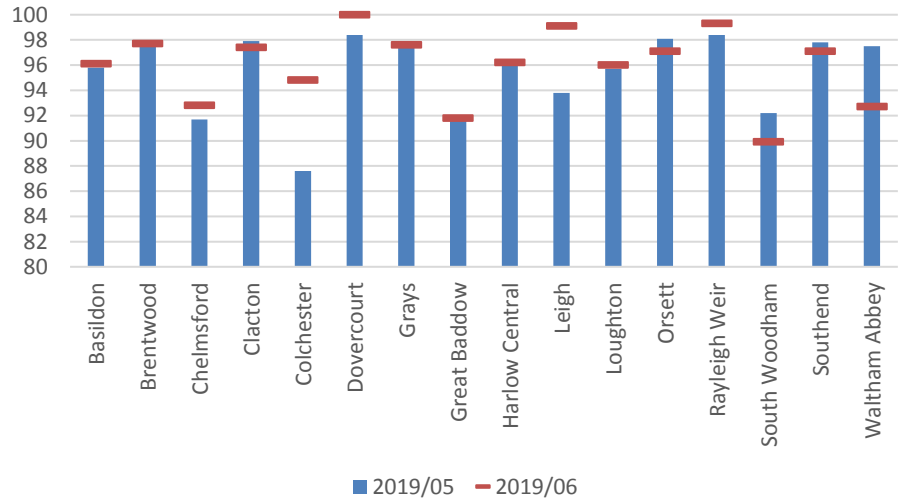
12 Month ECFRS Availability



On Call Availability



WholeTime/Day Crew Availability



**FIRE OVERVIEW– June 2019**

Primary Fires	
<b>154</b>	237 June 2018
June 2019	183 May 2019

Secondary Fires	
<b>201</b>	296 June 2018
June 2019	264 May 2019

Accidental Dwelling Fires	
<b>63</b>	78 June 2018
June 2019	67 May 2019

Casualties/Fatalities			
ADF Casualties	7	ADF Fatalities	0
Other Casualties	2	Other Fatalities	0
<b>Total Casualties</b>	<b>9</b>	<b>Total Fatalities</b>	<b>0</b>

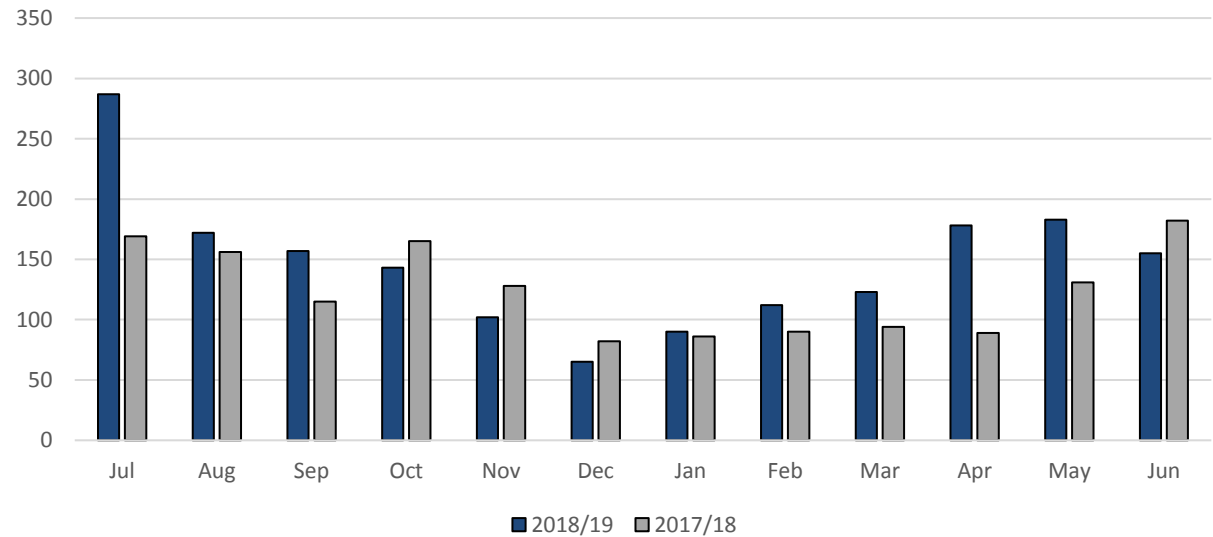
**Primary Fire:** Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

**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).

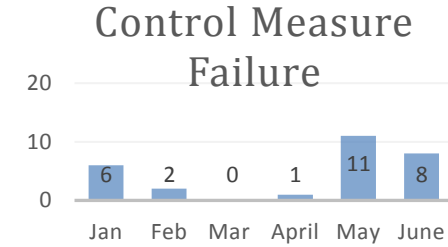
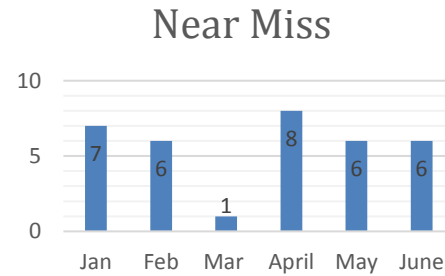
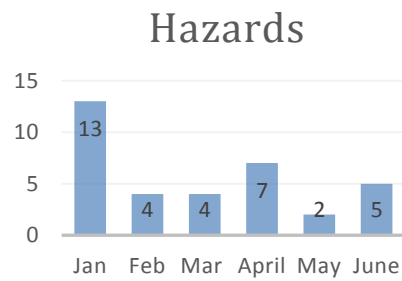
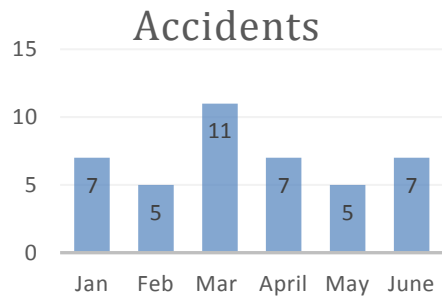
**Cause of Primary Fires**



**12 Month Deliberate Fires Tend**



## HEALTH & SAFETY OVERVIEW – June 2019

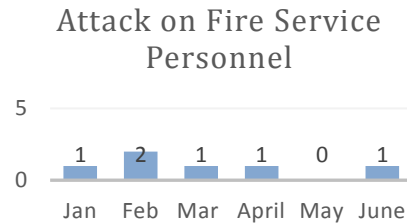


7 accidents this month comprising of 1 minor fall, 5 minor physical injuries and 1 person taken ill whilst at work and requiring an ambulance to be called.

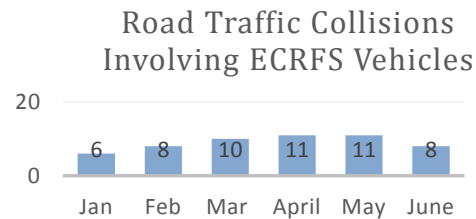
5 Hazards which were made up of 2 relating to equipment and 3 involving other services.

7 near misses reported comprising 5 involving equipment and 1 involving a contractor.

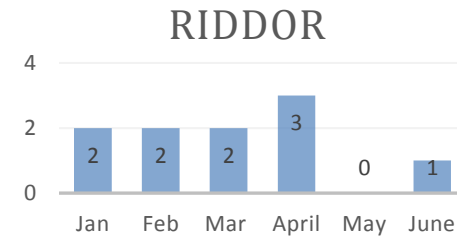
8 control measure failures made up of 3 regarding crewing numbers, 4 pager failures and 1 incident reported incorrectly.



There was 1 attack on Fire Service personnel reported, which was a verbal attack by youths at an operational incident.



8 RTC's reported which were all at slow speed. 2 were the appliance making contact with trees and 6 involved other vehicles.



There was one RIDDOR report this month, which was a dangerous occurrence where a BA set malfunctioned.

The Health & Safety Roadshow visited Sible Hedingham, Braintree, Thaxted, Southend and Coggeshall in June 2019. We have now reached around 450 of our operational staff and visited 76 watches across 40 stations since starting the roadshow in June 2018.

Members of the Health & Safety team attended the regional health & safety group meeting of FRS. This included a presentation from Merseyside FRS about the Echo Arena car park fire in 2017 that we will be using as a case study for operational learning.

A new risk assessment workshop was delivered at KP for Watch Managers and Station Managers. This is the fourth workshop delivered this year to help personnel complete the workplace risk assessments, model risk assessments and model training risk assessments.

Advisors attended the Health & Safety Expo at London's Excel to research new on line safety management systems, to look at potential future suppliers of health & safety software

**Monthly Workforce FTE / Movements / Turnover**

	Jun 2019 FTE	12 month Δ	Jun 2019 Leavers	Monthly Turnover <sup>1</sup>
Wholetime	625.0	↑ 7.0	1	0.2% ←
On Call	401.5	↑ 1.5	4	0.8% ↓
Control	33.3	↓ 0.9	0	0.0% ←
Support	285.0	↑ 1.2	4	1.3% ←

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

**Monthly Absence Levels**

	Days Lost in month <sup>1</sup>	12 month Δ	Paid Special Leave <sup>1</sup>	Unpaid Special Leave <sup>1</sup>
Wholetime	992.0	↑ 168.0	18.0	8.0
On Call	675.0	n/a <sup>2</sup>	2.0	130.0
Control	8.0	↓ 9.0	3.0	0
Support	344.0	↑ 99.0	1.0	0.0

Note: 1) figures reflect calendar days as recorded by line manager  
 Note: 2) 12 month comparisons for On Call employees not available

**Monthly Operational Fitech testing results**

	Number Tested	Whole Time	On Call	Total <sup>1</sup>
Passed	125	87%	90%	89% ↑
3 monthly review	15	12%	10%	11% ↓
6 weekly review	1	2%	0%	1% ↓
3 weekly review	0	0%	0%	0% ↓
<b>TOTALS</b>	<b>141</b>	<b>60</b>	<b>81</b>	

Note: 1) arrow reflects movement compared to last month

**Employee Relations – Case Management**

	New Cases <sup>1</sup>	Cases Closed <sup>1</sup>	Cases Open <sup>2</sup>
Attendance	12	0	51
Disciplinary	1	0	2
Grievance	2	0	8
Performance	2	3	12

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

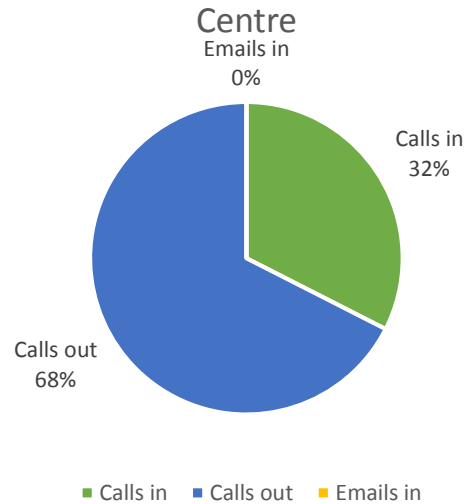
**Note:** All figures provided rounded to one decimal place. Arrows indicate trend in FTE, turnover or absence compared to June 2018, unless noted otherwise.

**HOME SAFETY OVERVIEW - June 2019**

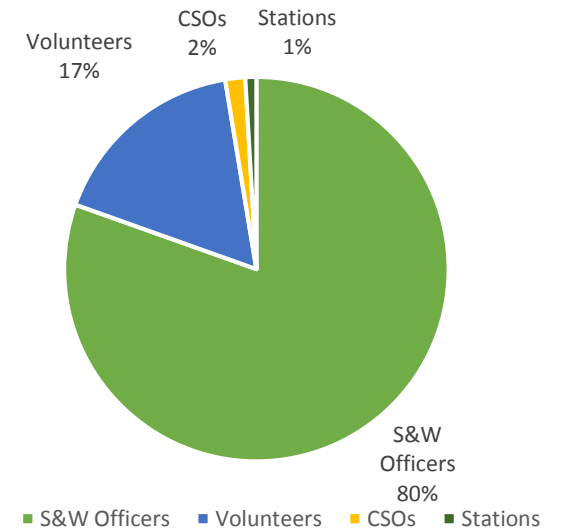
Rag relates to whether there is an increase or decrease in the figure from the preceding month

Data Field	Actual	Rag
Number of visits conducted	547	
Number of visits requested	550	
Number of Essex Police DV visits requested	21	
Number of Essex Police DV visits conducted	19	
Number of visits - Volunteers	91	
Number of standard smoke detectors fitted	410	
Number of sensory smoke detectors fitted	112	
How many calls were taken/made by the Home Safety Information Centre	2259	
How many individuals did we visit with mobility concerns	227	
How many individuals did we visit who lived alone	245	
How many smokers did we visit	32	
How many individuals did we visit who were aged over 65	367	

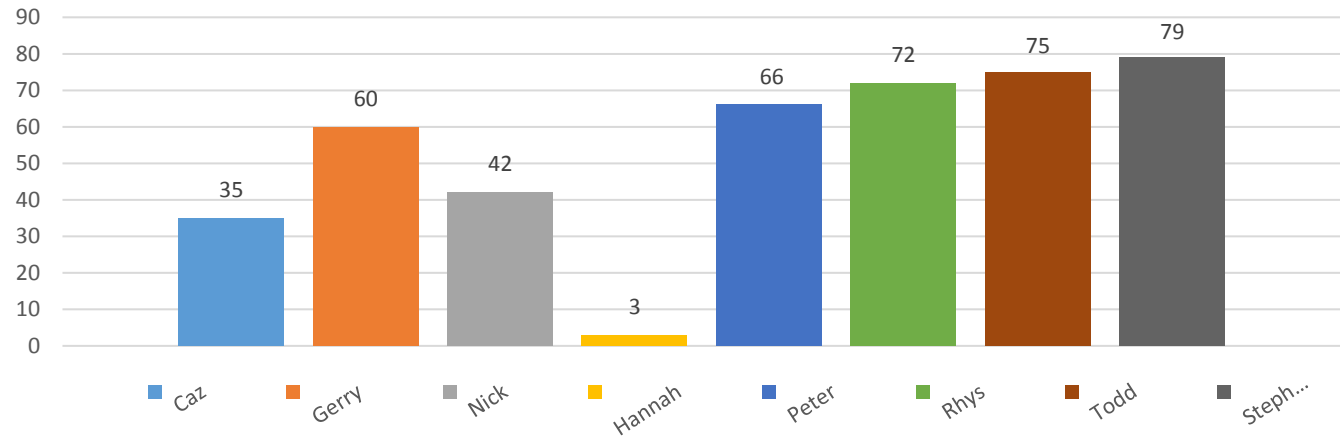
Communications with the Home Safety Information Centre



Visits conducted by:

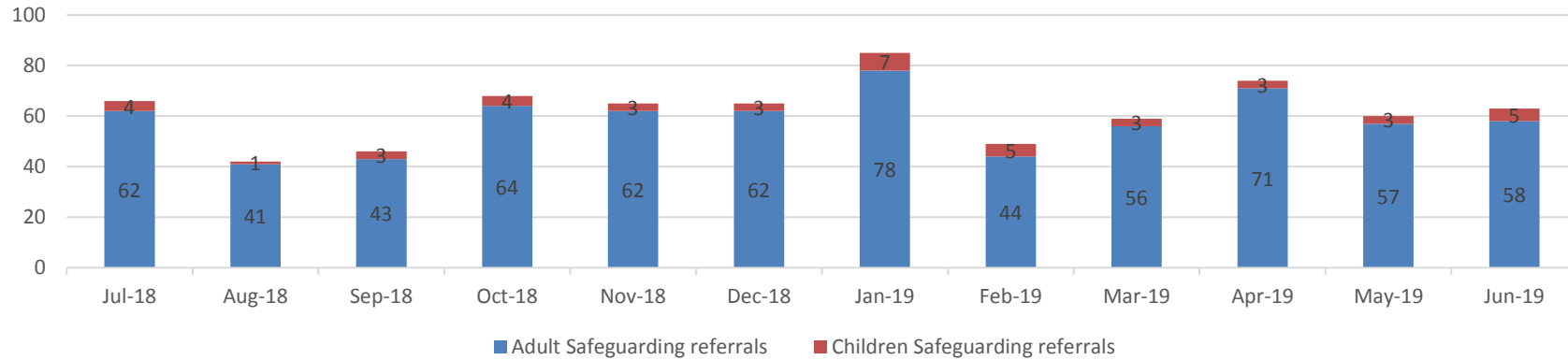


Number of visits conducted

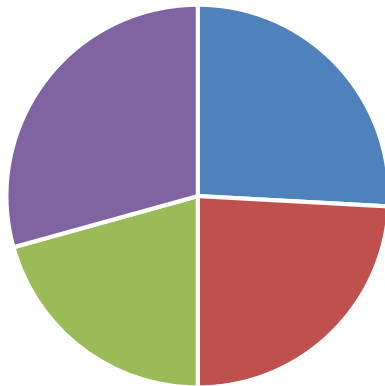




Safeguarding referrals



Vulnerable Adults



■ North East ■ North West ■ South East ■ South West

YTD Table (Adult and Children)

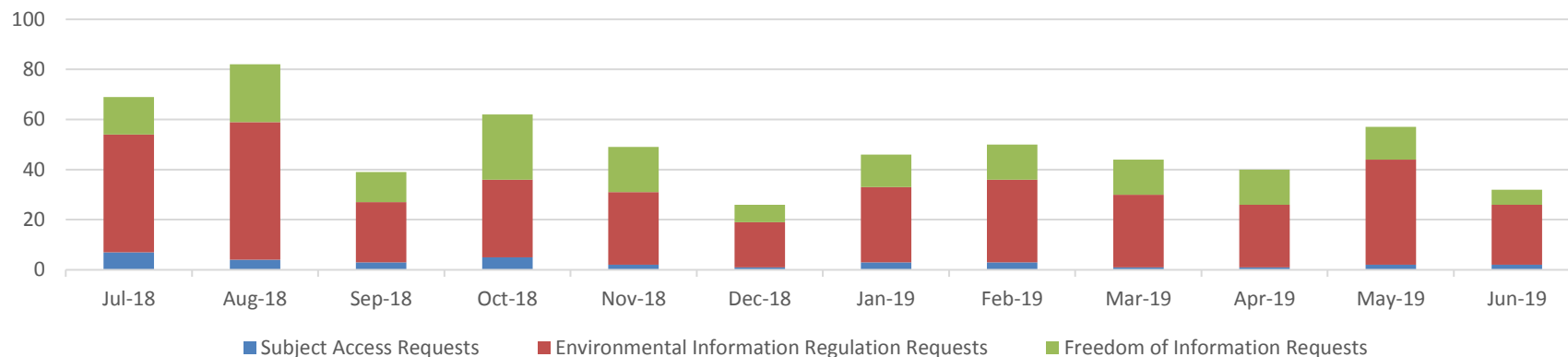
Month	18-19	Total	2019-2020	Total
April	44		74	
May	55	99	60	134
June	56	157	63	197

Adult Referrals by Area June 2019.

Crews North West	2
Crews North East	1
Crews South West	9
Crews South East	5
Partner agencies	29
Technical FS	2
Safe and Well Admin	1
Community Builders	2
Control	1
Safe and Well	5
Fire Break	1
<b>TOTAL</b>	<b>58</b>

**INFORMATION GOVERNANCE OVERVIEW – June 2019**

**Statutory Requests - June 2019**



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

There were 3 organised training and awareness sessions in June 2019 for new employees. 2 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 8 reported personal data breaches in June 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**  
 4 complaints and compliments were received in June 2019. The main complaint themes were Driving (2) and Fire Safety (2).

**Subject Access Requests**  
 2 Subject Access Requests (SAR) were received in June 2019. The 2 SARs were from current members of staff.

**Freedom of Information Themes**  
 6 Freedom of Information requests (FOI) were received in June 2019. The main themes around FOIs were Fire Safety (3), Contracts (2) and Data Request (1).

**Environmental Information Regulation Themes**  
 24 Environmental Information Requests (EIR) were received in May 2019. 20 requests were for Fire Reports and 4 EIRs were for environmental information.