



Essex County Fire and Rescue Service  
Monthly Performance Summary  
May 2019

**INCIDENTS OVERVIEW– May 2019**

**Incidents**      1294

May 2018

**1254**

1322

April 2019

May 2019

**Fires**              401

May 2018

**434**

452

April 2019

May 2019

**Special Services**      331

May 2018

**347**

326

April 2019

May 2019

**False Alarms**              562

May 2018

**473**

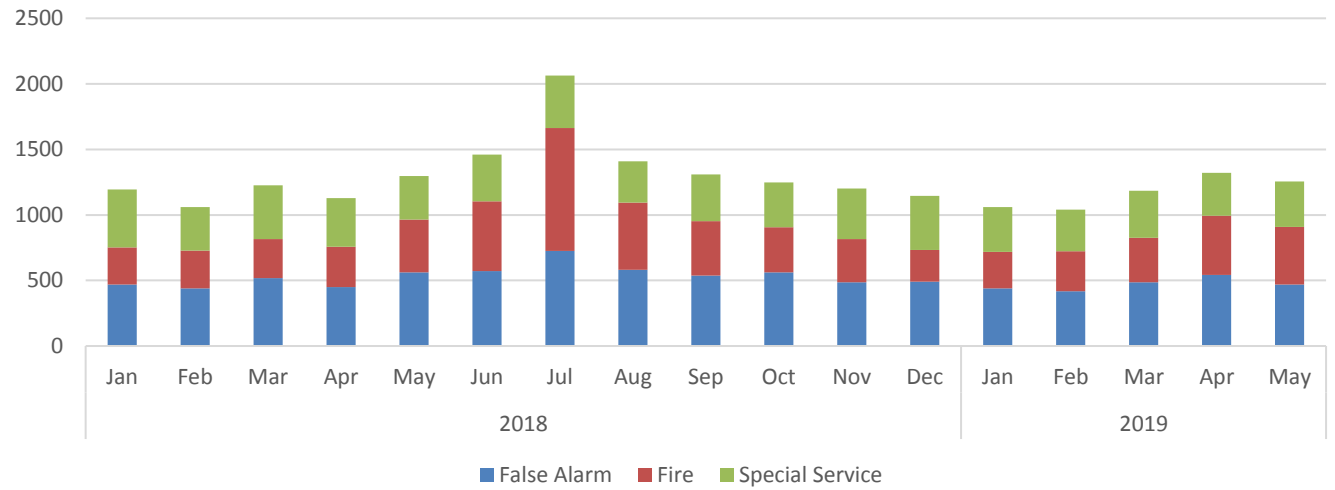
544

April 2019

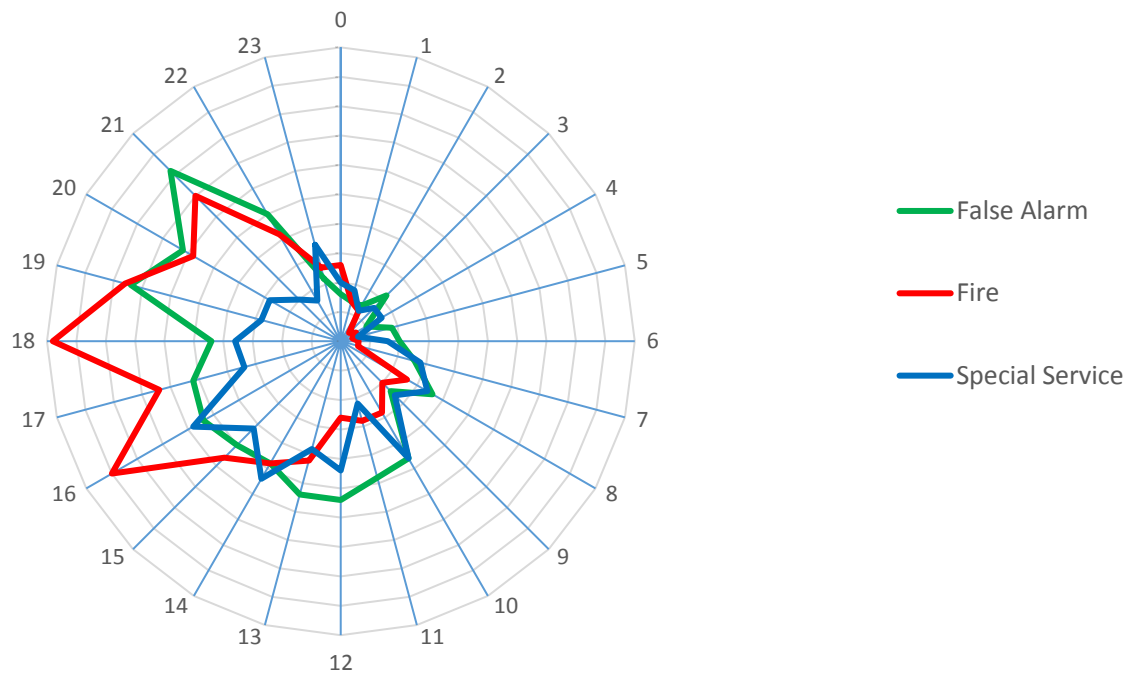
May 2019

At the time of reporting there were 23 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 completed.

**Incident Type Breakdown**



**Incidents by Hour - May**



ATTENDANCE OVERVIEW– May 2019

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

**10m42s** 10m 49s  
 May 2019 May 2018

9m56s  
 April 2019

Target – Average of 10 Minutes

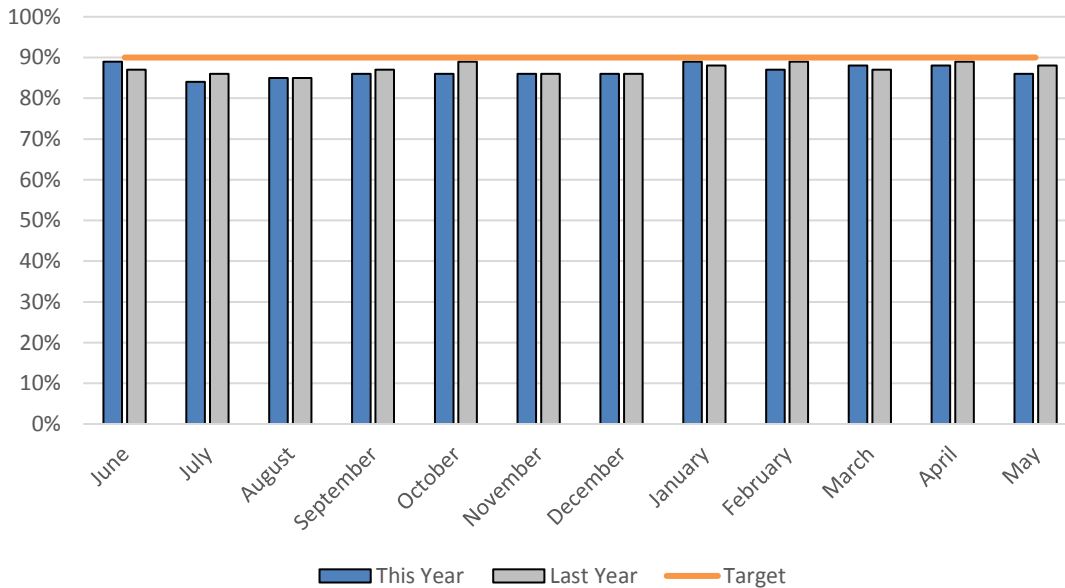
**Time of Call to Arrival - % within 15 minutes**

**86%** 88%  
 May 2019 May 2018

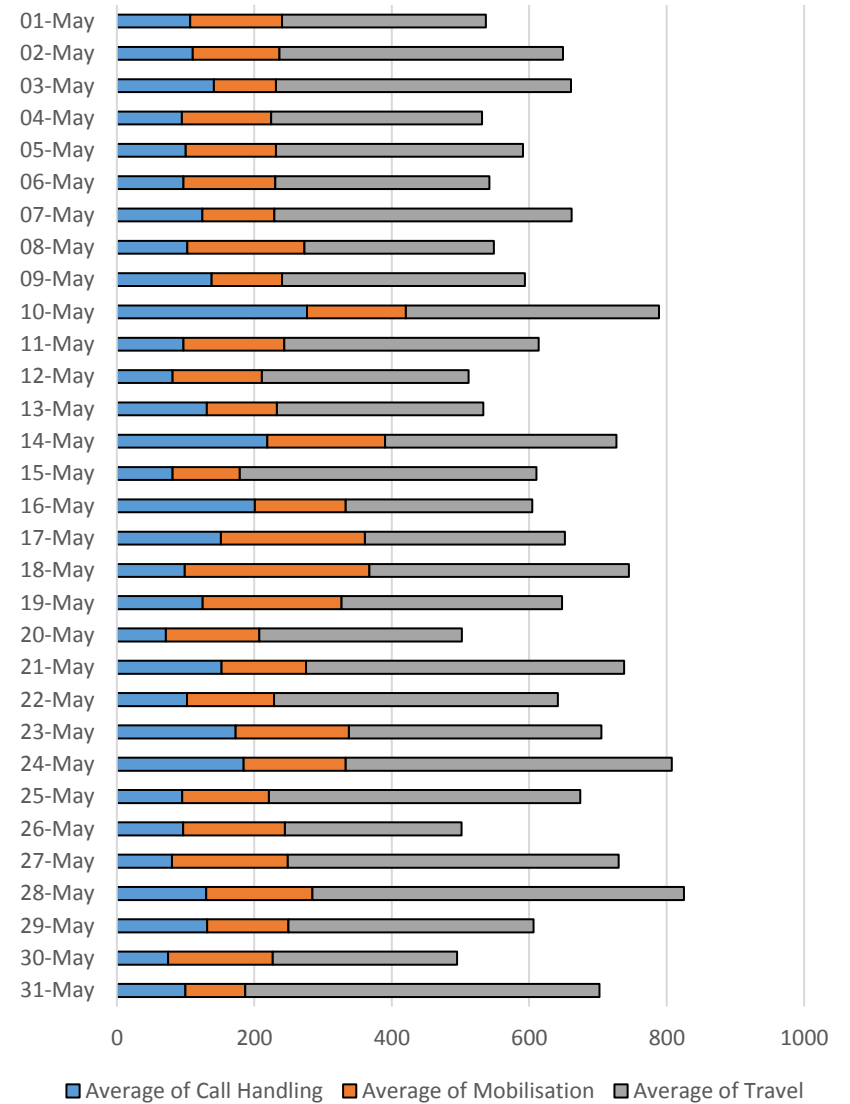
88%  
 April 2019

Target – 90% of all calls within 15 minutes

Attendances within 15 Minutes



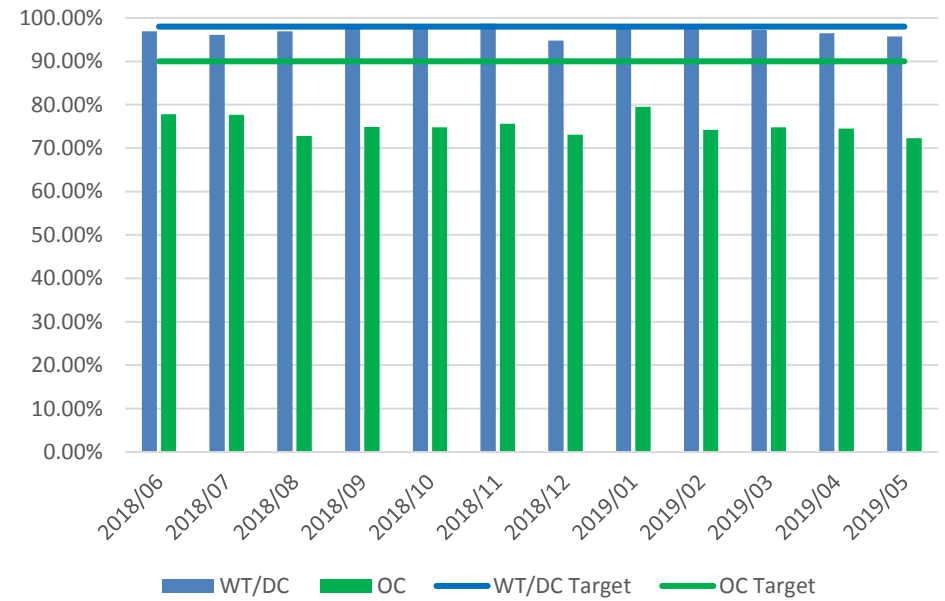
Average Potentially Life Threatening Calls  
 May



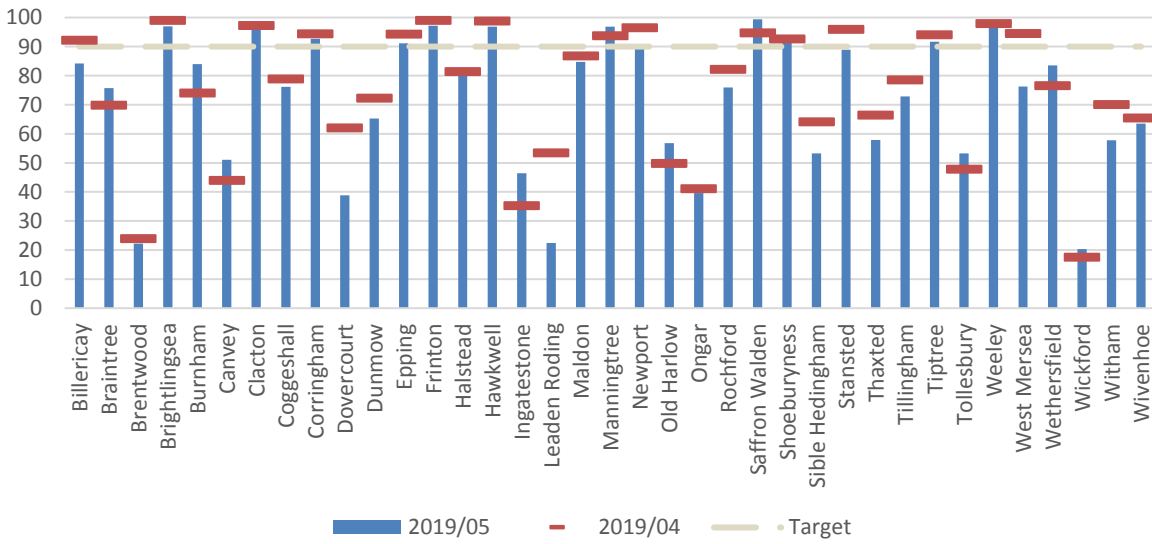
AVAILABILITY OVERVIEW – May 2019

<b>Whole Time and Day Crew Availability</b> <b>96%</b> May 2019 Target – 98%	<b>On Call Availability</b> <b>72%</b> May 2019 Target – 90%
98% May 2018	78% May 2018
97% April 2019	76% April 2019

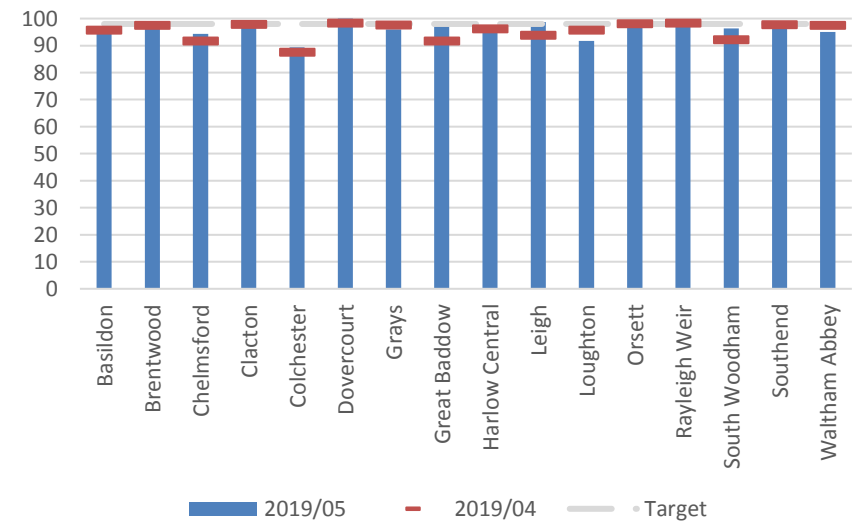
12 Month ECFRS Availability



On Call Availability



WholeTime/ Day Crew Availability



Primary Fires	
<b>177</b>	197 May 2018
May 2019	199 April 2019

Secondary Fires	
<b>257</b>	204 May 2018
May 2019	253 April 2019

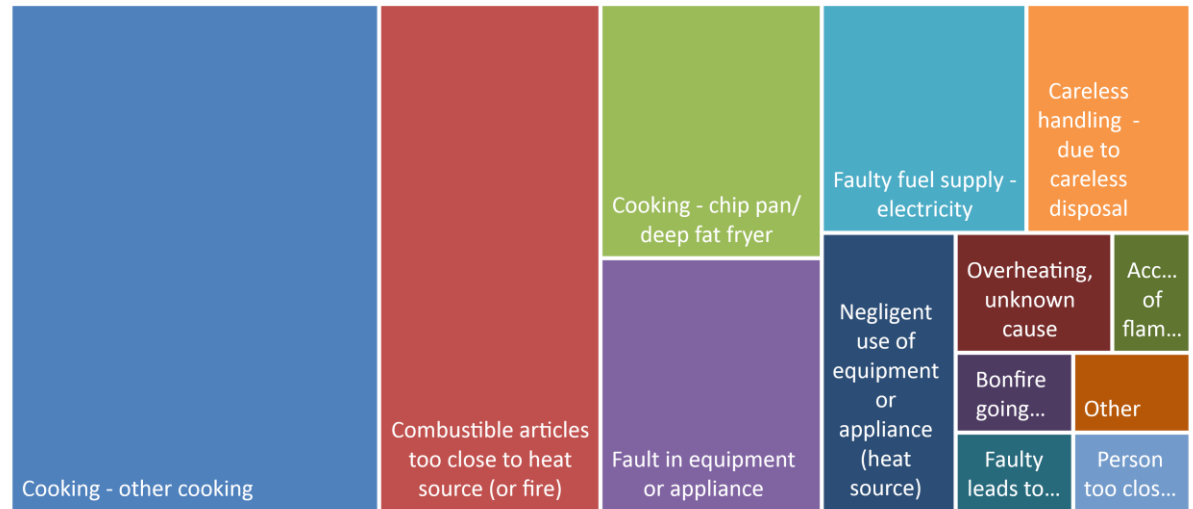
Accidental Dwelling Fires	
<b>65</b>	78 May 2018
May 2019	76 April 2019

Casualties/Fatalities			
ADF Casualties	4	ADF Fatalities	0
Other Casualties	3	Other Fatalities	0
<b>Total Casualties</b>	<b>7</b>	<b>Total Fatalities</b>	<b>0</b>

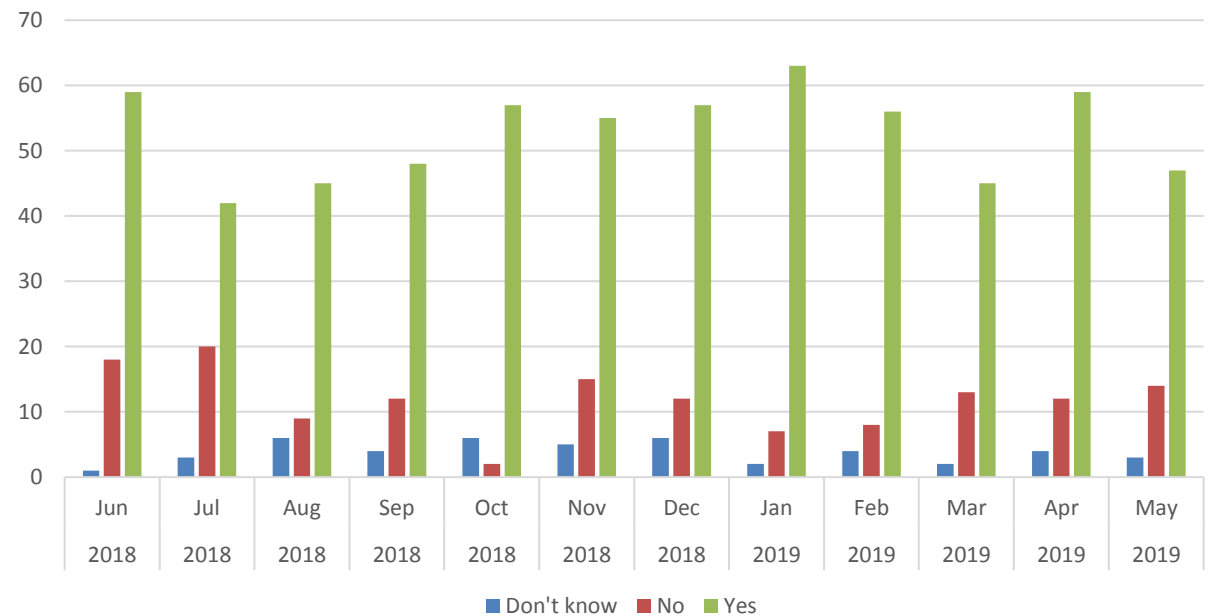
**Primary Fire:** Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances (For this report the numbers include chimney fires)

**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).

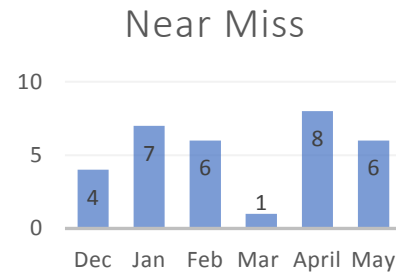
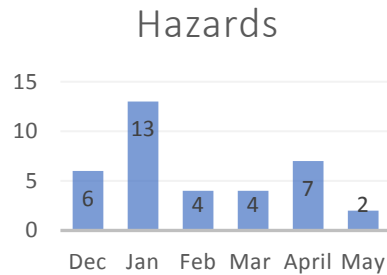
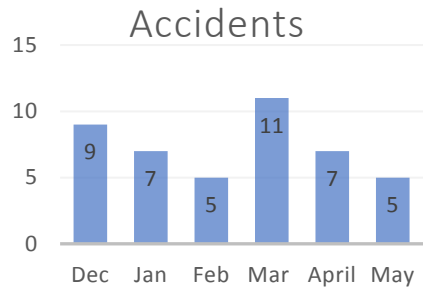
Causes of Accidental Dwelling Fires in May 2019



Smoke Alarm Presence in Accidental Dwelling Fires



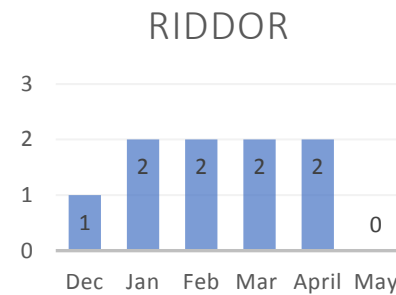
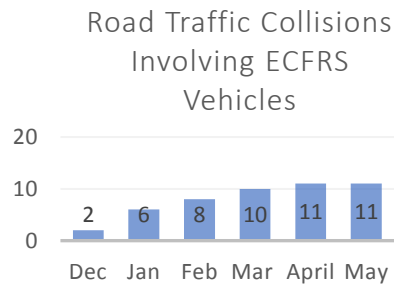
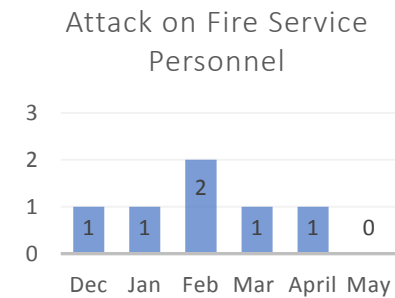
## HEALTH & SAFETY OVERVIEW – May 2019



5 Accidents were reported in May 2019, 2 fewer than last month.

2 Hazards were reported, 5 fewer than last month.

6 Near misses were reported, 2 fewer than last month.



There was 0 attacks on Fire Service personnel in May 2019.

11 RTC's involving Fire Service Vehicles reported which were all minor incidents at slow speed. This is the same number as last month.

0 RIDDOR reports this month.

The Health & Safety H&S) Roadshow visited USAR, Orsett and Rayleigh Weir in May 2019. We have now reached around 416 of our operational staff and visited 70 watches across 36 stations since starting the roadshow in June 2018.

RSM Risk Assurance Services LLP carried out an external audit on the H&S department in May. The initial feedback highlighted 11 points to be looked at with the final report due by the end of June.

A second NEBOSH workshop was delivered to support Station Managers with their distance learning before they sit the NEBOSH National General Certificate, which is a requirement for their role.

Toolbox talks No 36 – “COSHH” and No 37 – “OSHENS Completing Reports and Carrying out a Review and Close” were both issued. These are loaded onto TASK as well as going on the H&S Intranet page and sent out via The Shout.

A Working Safely training package was delivered to new staff at the latest Service welcome day.

ALL ACCIDENT DATA TAKEN FROM OSHENS ON 3/6/19

**Monthly Workforce Full Time Equivalent / Movements / Turnover**

	May 2019 FTE	12 month Δ	May 2019 Leavers	Monthly Turnover <sup>1</sup>
Wholetime	623.0	↑ 16.0	4	0.6% ↓
On Call	403.0	↓ 0.8	8	1.6% ↑
Support	280.1	↓ 6.7	2	0.7% ↓
Control	31.3	↓ 1.9	0	0.0% ←

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

**Monthly Operational Fitech testing results**

	Number Tested	Whole Time	On Call	Total <sup>1</sup>
Passed	49	78%	75%	77% ↓
3 monthly review	11	19%	16%	17% ↑
6 weekly review	3	3%	6%	5% ↑
3 weekly review	1	0%	3%	2% ↑
<b>TOTALS</b>	<b>64</b>	<b>32</b>	<b>32</b>	

Note: 1) arrow reflects movement compared to last month

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

**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	974.0	↑ 261.0	29.0	0
On Call	615.0	n/a <sup>2</sup>	0	86.0
Support	270.0	↑ 36.0	16.0	22.0
Control	48.0	↑ 9.0	0	0

Note: 1) figures reflect calendar days as recorded by line manager

Note: 2) comparisons for On Call employee not available

**Employee Relations – Case Management**

	New Cases <sup>1</sup>	Cases Closed <sup>1</sup>	Cases Open <sup>2</sup>
Attendance	4	4	48
Disciplinary	1	0	3
Grievance	3	0	3
Performance	5	1	14

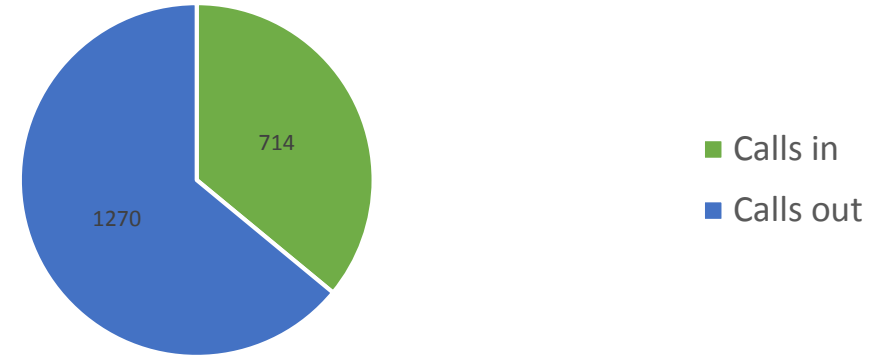
Note: 1) Number of cases opened or closed during May 2019

Note: 2) Number of cases remaining open at the end of the month

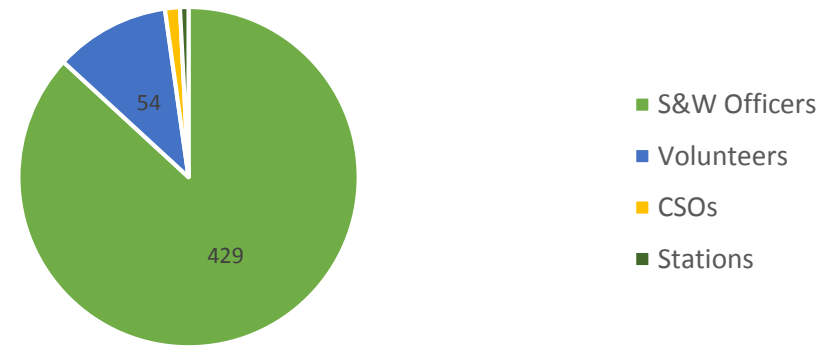
## HOME SAFETY OVERVIEW - May 2019

	May 2019 Performance	Equivalent YTD 2018	YTD Comparison
Number of Home Safety Visits conducted	497	1384	↓
Number of Home Safety Visits booked	521	1490	↓
Number of Essex Police DV visits requested	12	54	↓
Number of Essex Police DV visits conducted	8	27	↓
Number of visits - Volunteers	54	298	↓
Number of standard smoke detectors fitted	389	1354	↓
Number of sensory smoke detectors fitted	61	145	↑
How many calls were taken/made by the Home Safety Information Centre	1984	6606	↓
How many individuals did we visit with mobility concerns	167	292	↑
How many individuals did we visit who lived alone	182	512	↓
How many smokers did we visit	11	92	↓
How many individuals did we visit who were aged over 65	297	875	↓

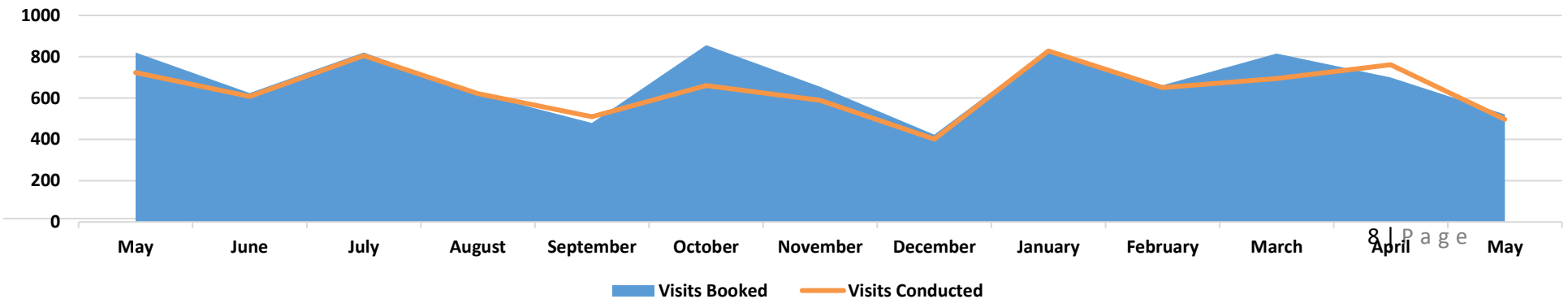
### Contact with the Home Safety Information Centre



### Home Safety Visits



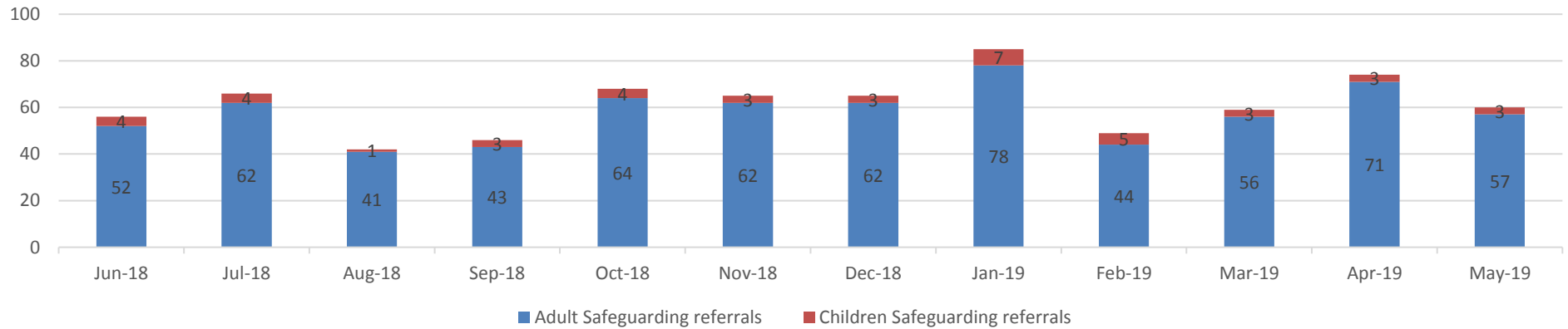
### Visits booked/Visits conducted





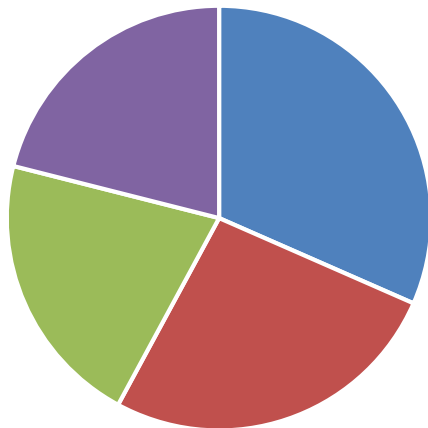
**COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM – May 2019**

**Safeguarding referrals**



**Referral Type**

**Vulnerable Adult Referrals**



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

**Referral Year to Date**

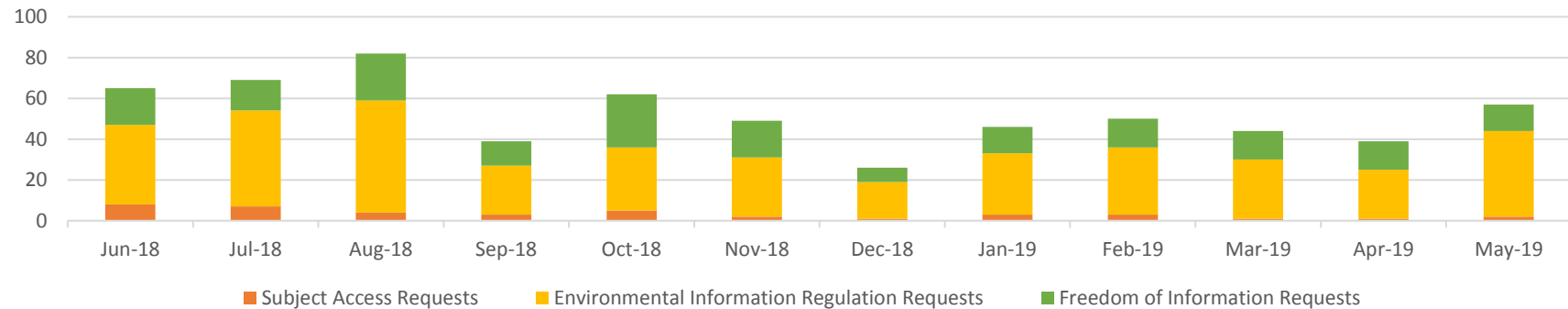
Month	17-18	18-19
June	163	147
July	235	207
Aug	299	247
Sept	344	292
Oct	398	353
Nov	448	414
Dec	494	479
Jan	559	564
Feb	601	611
Mar	658	670
Month	18-19	19-20
April	44	74
May	99	131

**Adult Referrals by Area - May 2019**

Crews North West	2
Crews North East	3
Crews South West	3
Crews South East	7
Social Care	14
Housing/Care agencies	14
Safe and Well Admin	1
Community Builders	1
Control	1
Police/Ambulance	6
Safe and Well	3
Volunteers	1
RTC Reduction	
<b>TOTAL</b>	<b>57</b>

## INFORMATION GOVERNANCE OVERVIEW – May 2019

### Statutory Requests - May 2019



Essex County Fire and Rescue Service (ECFRS) 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 2 organised training and awareness sessions in May 2019 for new employees. 1 session was held for existing members of staff at the service headquarters and 3 training sessions at Fire Stations. ECFRS 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 3 reported personal data breaches in May 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

6 complaints and compliments were received in May 2019. The main complaint themes were Fire Safety (4) and Driving (1) with (1) Compliment.

#### Subject Access Requests

2 Subject Access Requests (SAR) were received in May 2019. 1 SAR was for a Fire Report and 1 SAR was from a current member of staff.

#### Freedom of Information Themes

13 Freedom of Information requests (FOI) were received in May 2019. The main themes around FOIs were Data Requests (5), Finance (2), HR (2), ICT (2), Fleet (1) and Contracts (1).

#### Environmental Information Regulation Themes

42 Environmental Information Requests (EIR) were received in May 2019. 41 requests were for Fire Reports and 1 request was for information on Fire Safety.