



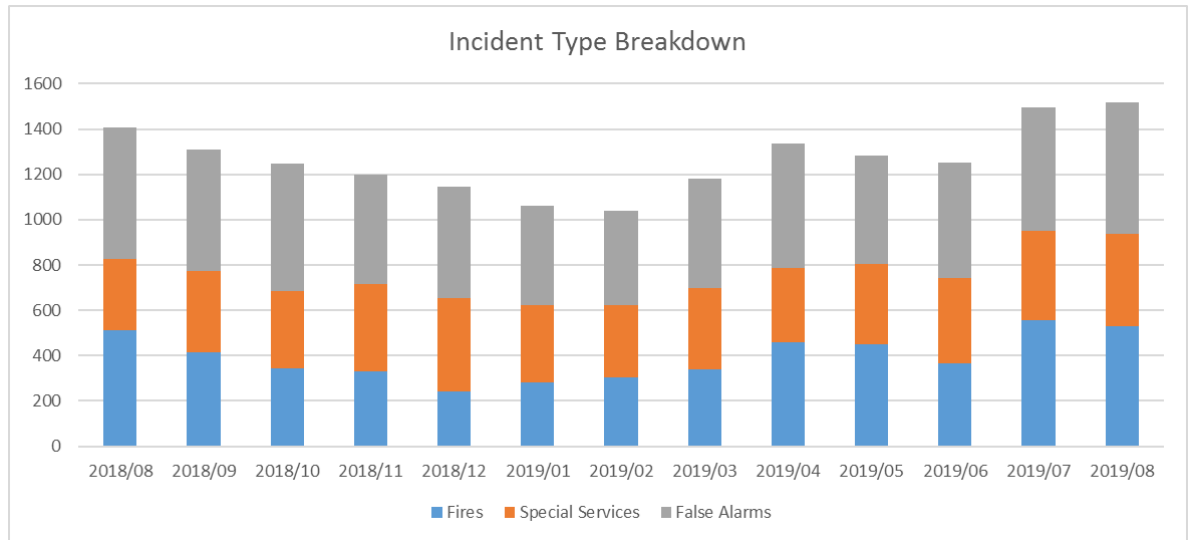
Essex County
Fire & Rescue Service

Monthly Performance Summary August 2019

ECFRS Monthly Performance Summary - August 2019

Incidents

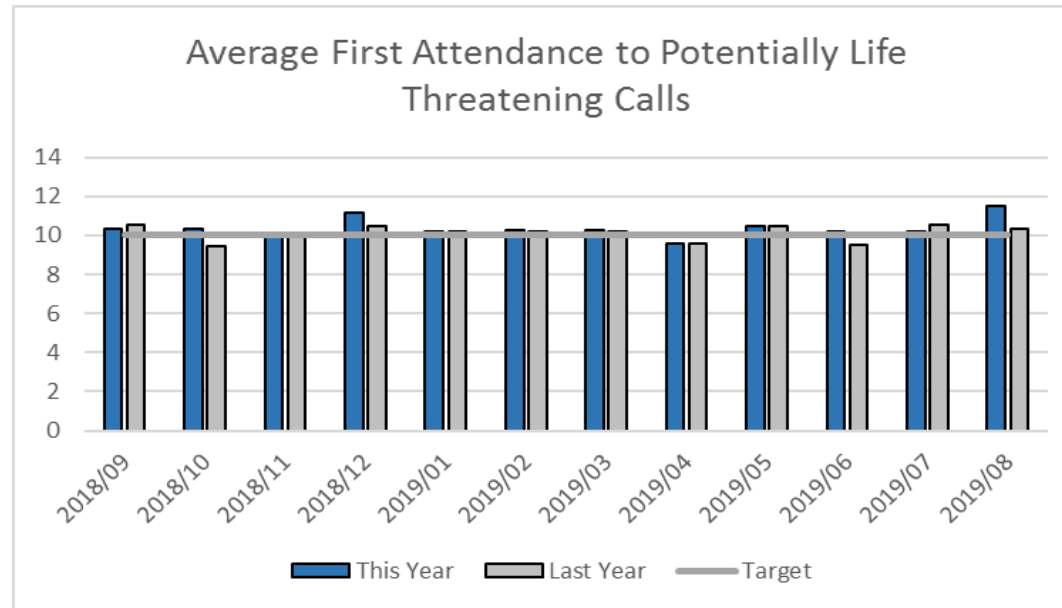
Incidents	1519 August 2019	1497 July 2019
		1407 August 2018
Fires	531 August 2019	557 July 2019
		512 August 2018
Special Services	406 August 2019	392 July 2019
		315 August 2018
False Alarms	582 August 2019	548 July 2019
		580 August 2018



At the time of reporting there were 87 incidents awaiting Quality Assurance in the IRS. 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

Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	10m16s August 2019	10m 20s
		July 2019
Time of Call to Arrival - % within 15 minutes Target – 90% of all calls within 15 minutes	84% August 2019	10m33s
		August 2018
		87%
		July 2019
		85%
		August 2018

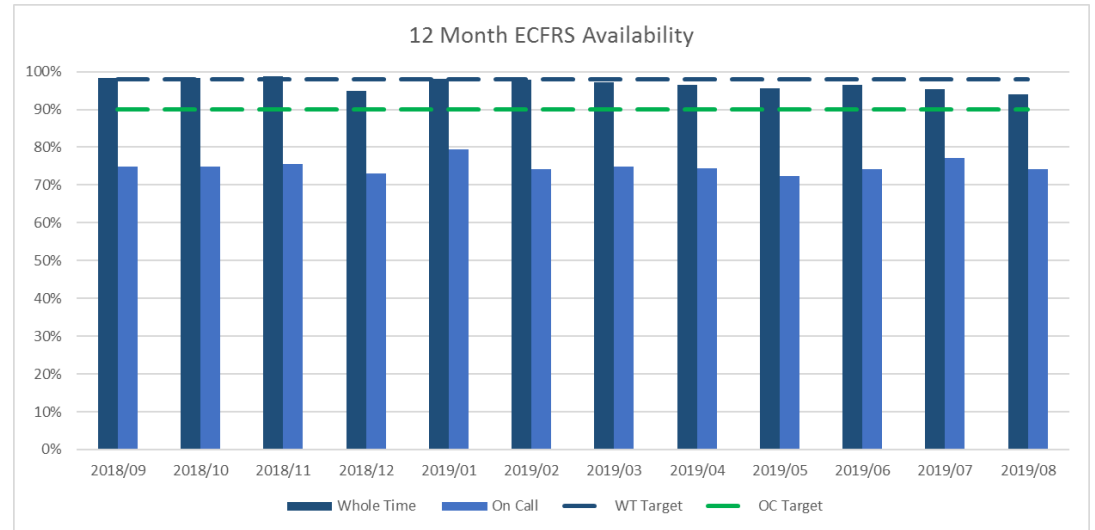


Within the month there were two incidents that took over an hour for first attendance. These have been excluded from the Potentially Life Threatening figure above due to skewing the results. These have been passed back to relevant teams for further analysis.

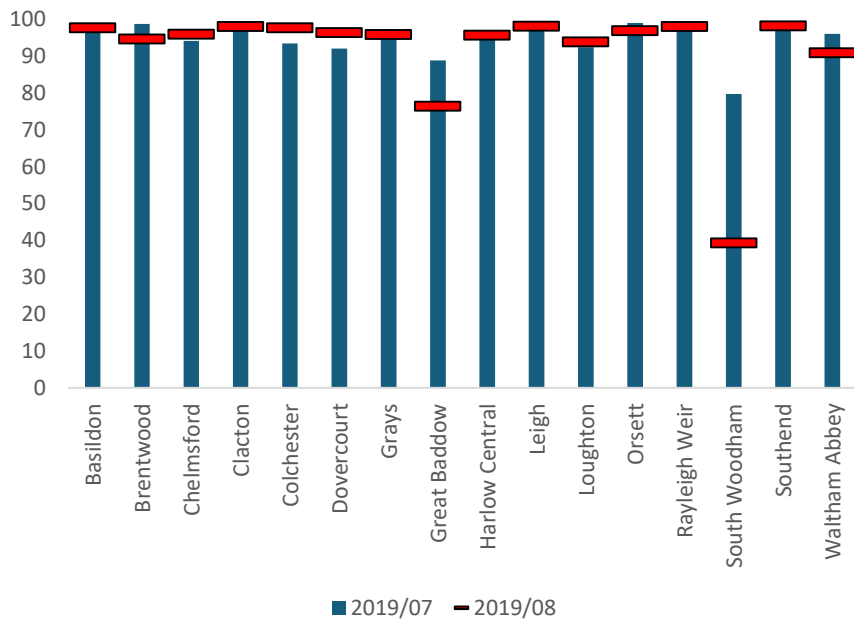
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Availability

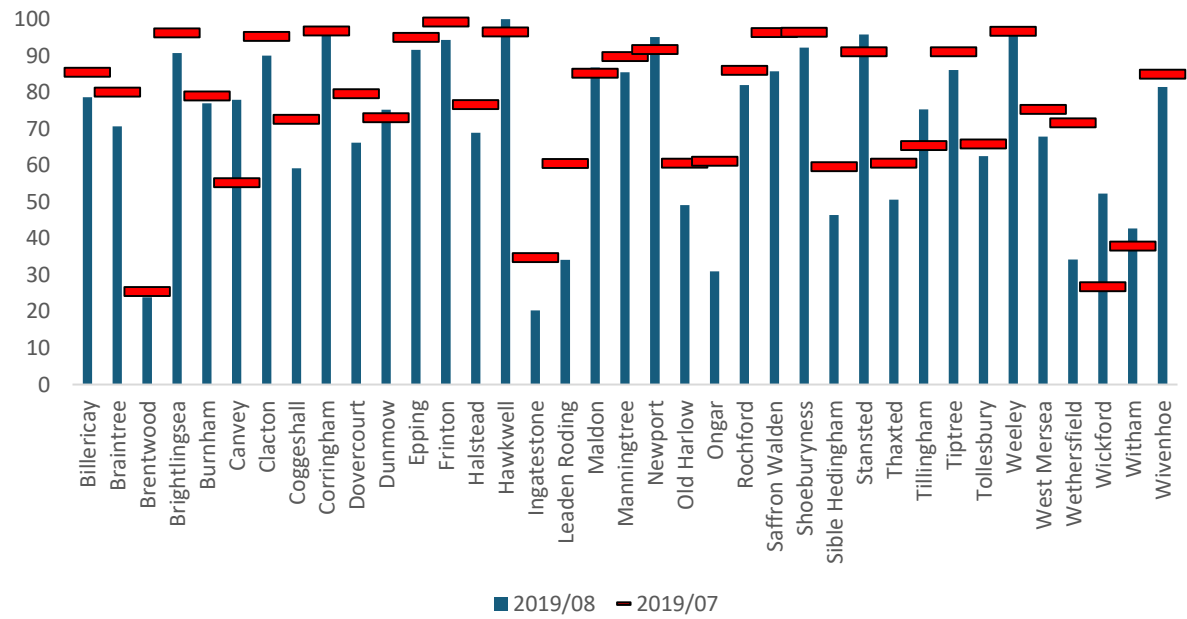
Whole Time and Day Crew Availability Target – 98%	94.1% August 2019	95.4%
		July 2019
On Call Availability Target – 90%	74.2% August 2019	96.9%
		August 2018
On Call Availability Target – 90%	74.2% August 2019	77.1%
		July 2019
		72.8%
		August 2018



WholeTime Availability



On Call Availability

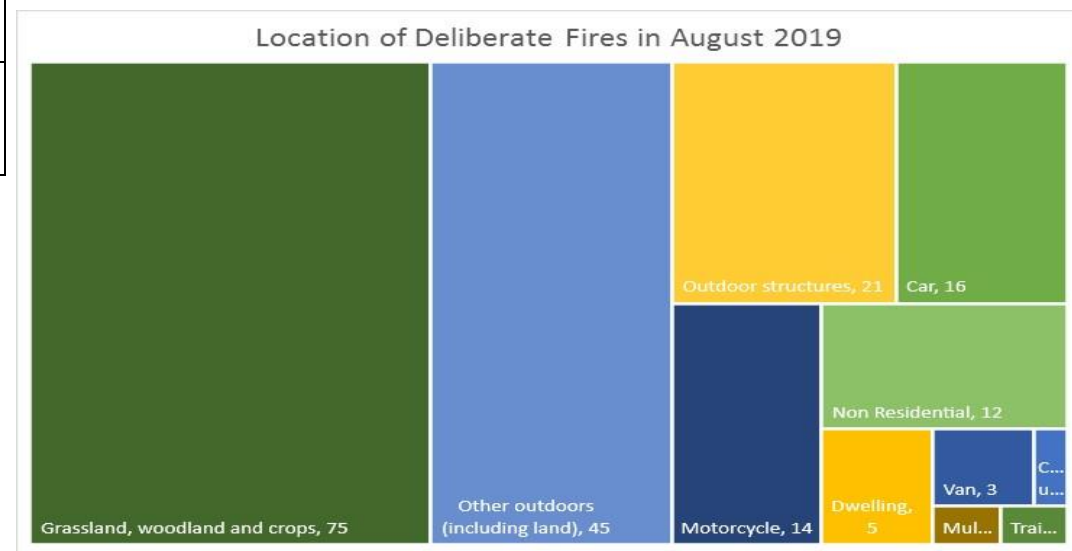
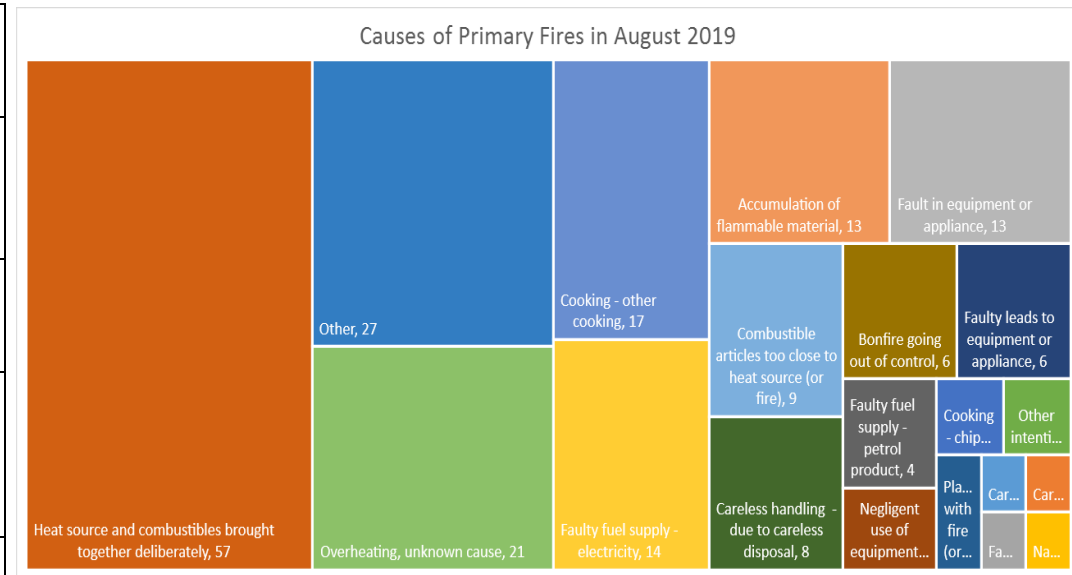


ECFRS Monthly Performance Summary - August 2019

Fire

Primary Fires 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)	203 August 2019	206
		July 2019
Secondary Fires 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).	328 August 2019	207
		August 2018
Accidental Dwelling Fires (ADF)	42 August 2019	351
		July 2019
		303
		August 2018
		66
		July 2019
		62
		August 2018

	Casualties	Fatalities
ADF	3	0
Other	6	0
Total	9	0



Health & Safety

The Health & Safety Roadshow visited Dunmow, Loughton and Basildon during August 2019 and will now be booking in the last few remaining stations and watches to complete the Roadshow. This will then be rolled out to other locations including Workshops, Control, SHQ, Wethersfield and other training sites.

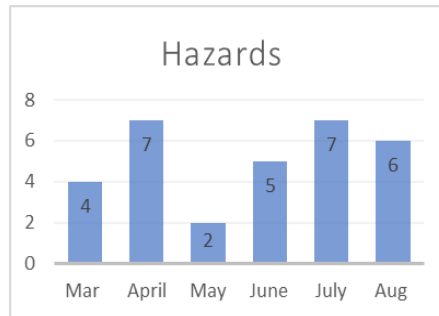
Toolbox Talk No 38 “Managing Evidence at the Scene of a Safety Event” was issued following an incident where faulty equipment was removed from the scene before being impounded for investigation. This will ensure the correct procedure is always followed in future when equipment and/or evidence is required to be inspected by the team and other departments.

Following the release last month of Safety Flash SF-007, Operational Bulletin No 126 “Pseudomonas Aeruginosa in Appliance Tanks” was published which superseded the safety Flash. This details the hierarchy of control measures to be used when cooling thermal burns.

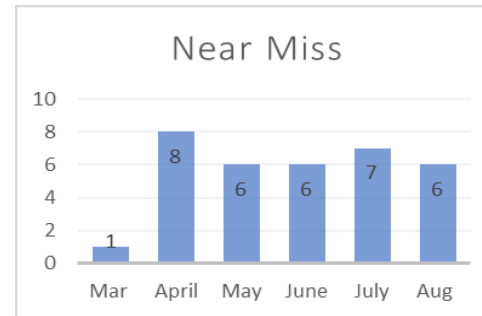
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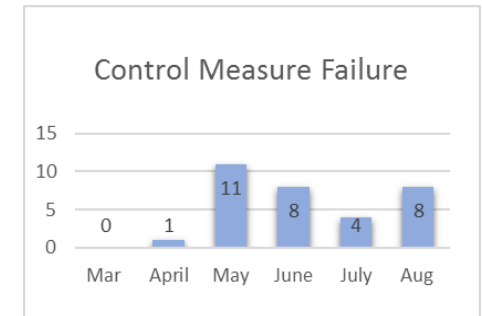
10 accidents were reported this month. 3 were minor injuries during operational incidents, 2 minor injuries in drill yard, 3 minor injuries involving the appliance and 2 other minor injuries on station



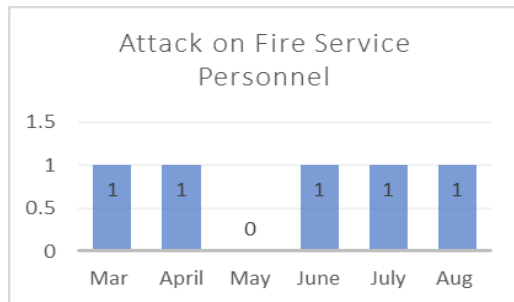
6 hazards were reported this month. 3 were defects found on premises, 2 related to equipment, and 1 was access to the station for fire crew.



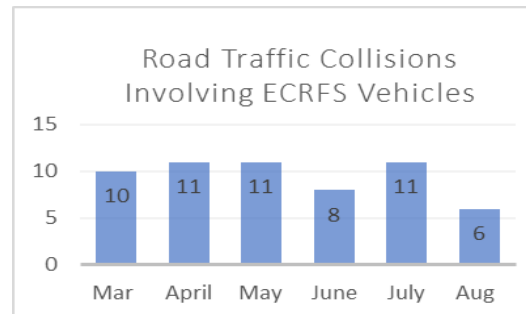
6 near misses reported this month comprising of 5 relating to equipment and 1 due to PPE.



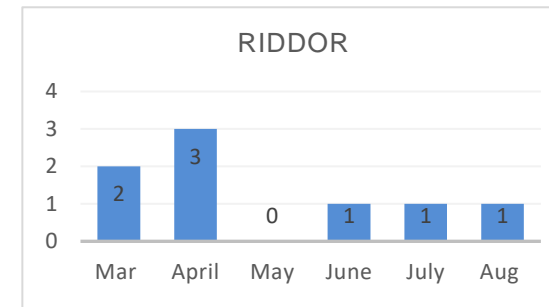
8 control measure failures were reported this month. 2 were 4i mobilisation issues, 1 ESP report, 3 relating to the MDT and 2 due to equipment failure.



There was 1 verbal attack on Fire Service personnel this month.



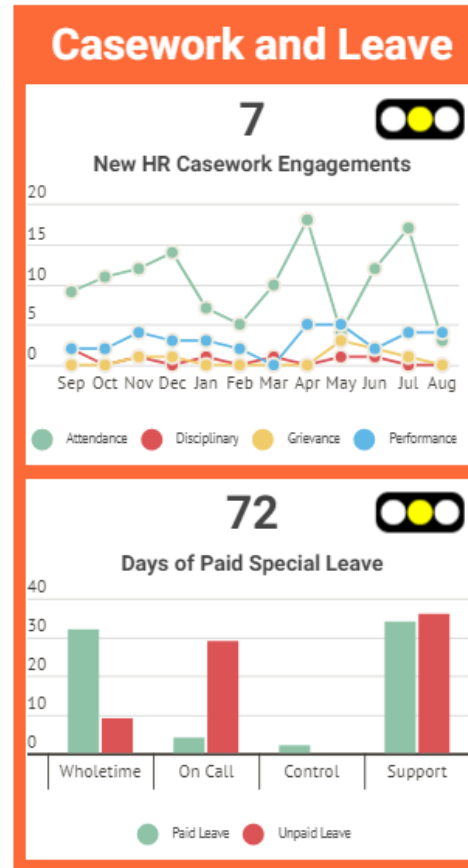
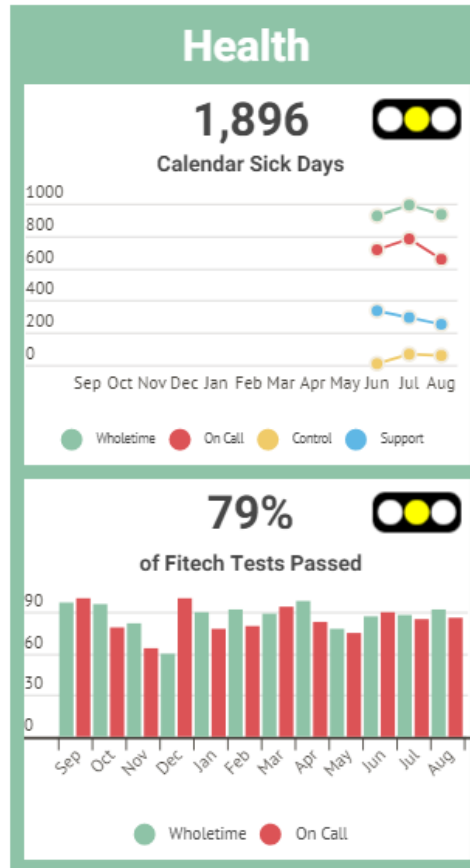
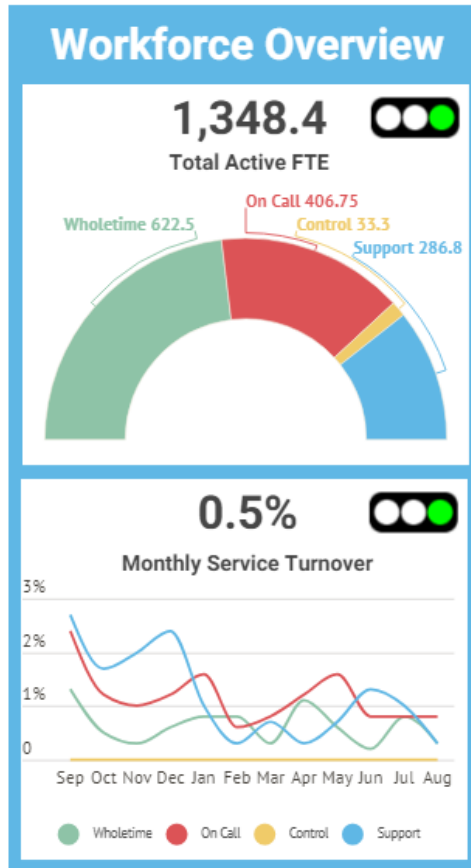
6 RTC's were reported this month, which were all at slow speed. 5 involved the appliance striking other objects and 1 was due to uneven ground damaging the appliance.



There was 1 RIDDOR report this month which was an over 7 day absence.

All accident data taken from Occupational Safety and Health Environmental Notification System (OSHENS) on 03/09/2019

Human Resources (HR)



Insights

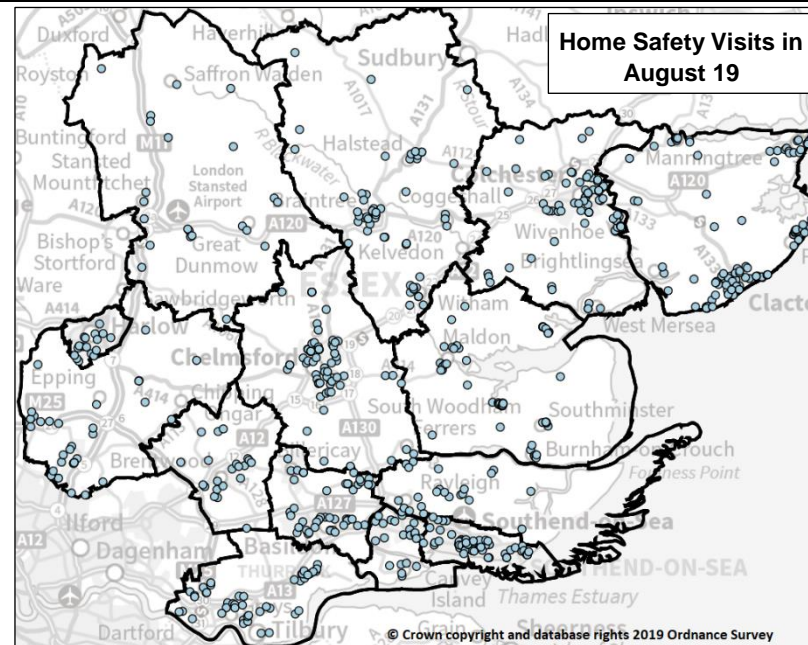
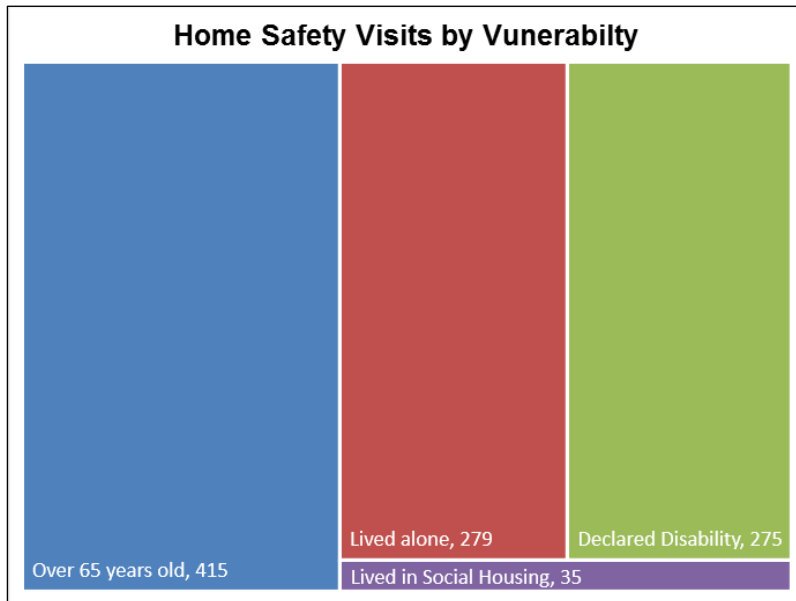
- Overall FTE increase of 3.3 since last month.
- Employee turnover relatively stable since the start of the 2019/20 financial year, but shows a drop over the past 12 months.
- 76% of all sickness absences in August were long term, of which 9 cases have been continually absent for more than 6 months.
- 30% (23) of station-based Fitech appointments and 7% (4) of SHQ-based appointments were cancelled or missed in August.
- 8 cases were closed during August. 84 remained open at month end.
- Average age of cases open at August month end is 100 days.

Focus areas this month:

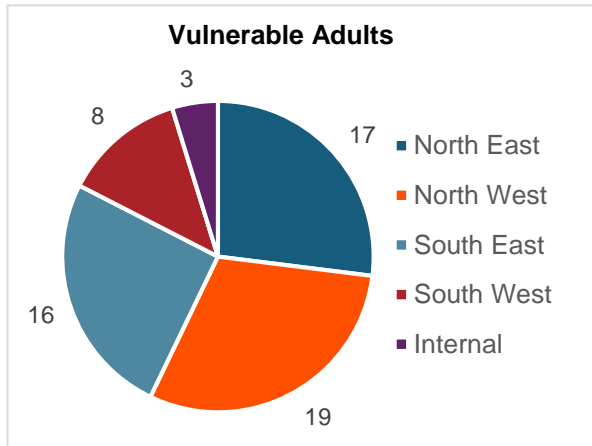
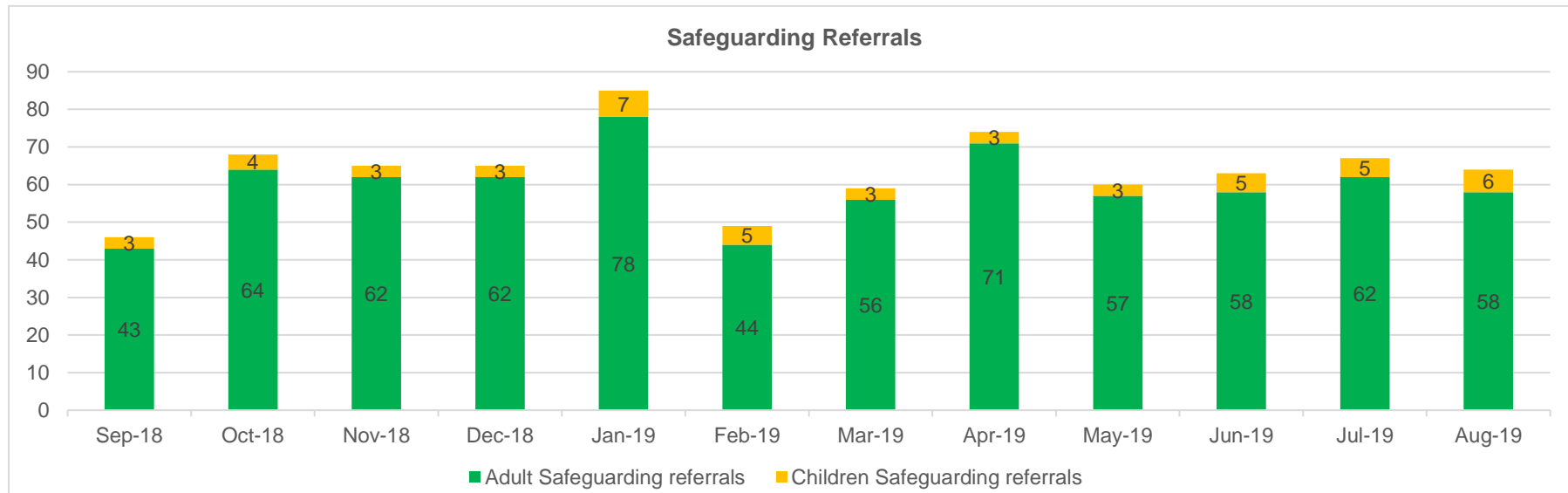
Review active absence case management - Identify reasons for missed Fitech appts - Review reasons for Special Leave

Home Safety

	August 19	Trend (from previous month)
Total number of visits	635	→
Number of Safe and Well Visits	441	↓
Number of Home Safety Visits by Stations	28	↗
Number of Home Safety Visits by Volunteers	134	→
Number of standard smoke detectors (FHB10) fitted	496	↓
Number of sensory smoke detectors (FHB10W) fitted	106	↗
How many enquiries did we receive to the Information Centre	1,534 Incoming	↗
	2,098 Outgoing	↗



Community Development and Safeguarding



**YTD Table
(Adult and Children)**

Month	18-19	Total	19-20	Total
April	44		74	
May	55	99	60	134
June	56	157	63	197
July	65	222	67	264
Aug	42	264	64	328

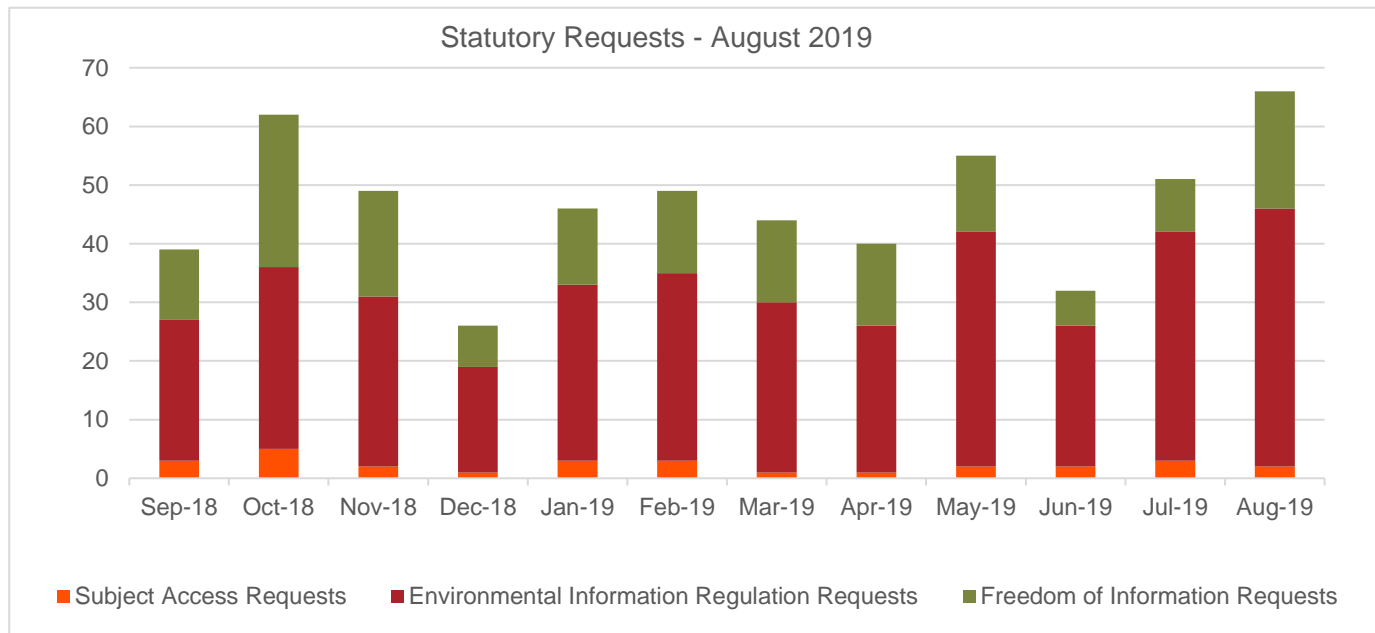
Adult/Child Referrals received from:

	Adult	Child
Crews	16	5
Internal cases	3	
Safe and Well team	4	1
Community Safety	1	
Partner agencies	32	
Police	2	
TOTAL	58	6

Information Governance

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 held in August 2019 for existing members of staff at the service headquarters.

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 was **1** reported personal data breach in August 2019, however the Information Commissioner's Officer (ICO) was not made aware of this as it did not meet the stipulated threshold.



ECFRS Monthly Performance Summary - August 2019

Complaints and Compliments

2 complaints and compliments were received in August 2019. The main complaint theme was Driving (**2**).

Subject Access Requests

2 Subject Access Requests (SAR) were received in August 2019. **1** SAR was from a current member of staff and **1** SAR was for a fire report.

Freedom of Information Themes

20 Freedom of Information requests (FOI) were received in August 2019. The main themes around FOIs were Data Requests (**6**), Fleet (**3**), Policy (**3**), Fire Safety (**3**), and HR (**2**), Contracts (**1**), Finance (**1**) and ICT (**1**).

Environmental Information Regulation Themes

44 Environmental Information Requests (EIR) were received in May 2019. **42** requests were for Fire Reports and **2** EIRs were for environmental information.

