



Monthly Performance Summary September 2019

About

A monthly performance report is produced for the Senior Leadership Team (SLT) and other key members of Essex County Fire and Rescue Service (ECFRS) to monitor performance of the service, ensuring that budgeted resources are aligned with fire priorities as well as effectively and efficiently being utilised.

Performance of areas/departments in the service covered within this report can vary month to month, although the main focus is primarily on incidents that ECFRS have attended or activities being undertaken by the service to prevent and protect incidents from occurring in the first place.

This report is also used by the Board that has been established to enable the Police, Fire and Crime Commissioner in his role as the Essex Police, Fire and Crime Commissioner Fire and Rescue Authority to scrutinise, support and challenge the overall performance of the fire and rescue service.

Key Statements

Incidents

- The total number of incidents this month (1333) was similar to the number of incidents in September last year. The number of incidents across all three types of incidents all decreased, in comparison to the previous month.
- The target (10mins) of average first attendance time to a potentially life threatening incident was met. Performance targets for availability were not met.
- There was a decrease in the number of primary and secondary fires this month in comparison to last. However, there was an increase in the number of Accidental Dwellings Fires.

Information Governance

- There were 7 organised training and awareness sessions in September 2019. 5 sessions were held for existing members of staff at the service headquarters and 2 training sessions at a Fire Station.
- There were 10 reported personal data breaches in September 2019, however the Information Commissioner's Officer (ICO) was not made aware of any of these as they did not meet the stipulated threshold.

Health and Safety

- The Health & Safety Roadshow visited five Stations in September 2019.
- Two Toolbox Talks were issued this month, concerning "Control Measure Failures" and "Data Breaches & OSHENS Reporting".

Human Resources

- HR has highlighted three insights into the following: workforce overview (blue box), health (green box), casework and leave (orange box). The focus areas for September is to review findings from focus area investigations and draft recommendations.

Home Safety

- There was an increase in the number of home safety visits, from 635 in August to 642 in September. The highest number of visits were to people aged 65 and over (431 in total), similar to previous months.

Community Development and Safeguarding

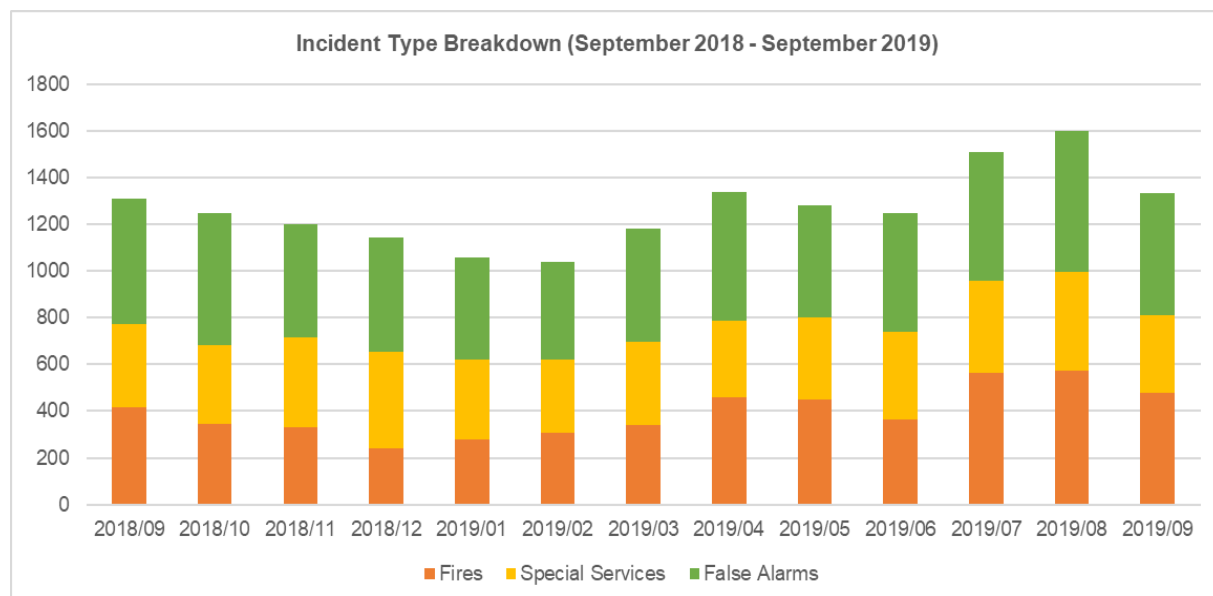
- There were 61 safeguarding referrals in September 2019, of which almost all were adults. The total number of referrals this year is 389, in comparison to last year this is an increase of 79 referrals (310 in September 2018).

Incidents

Incidents	1333	1599
	September 2019	August 2019
		1308
		September 2018

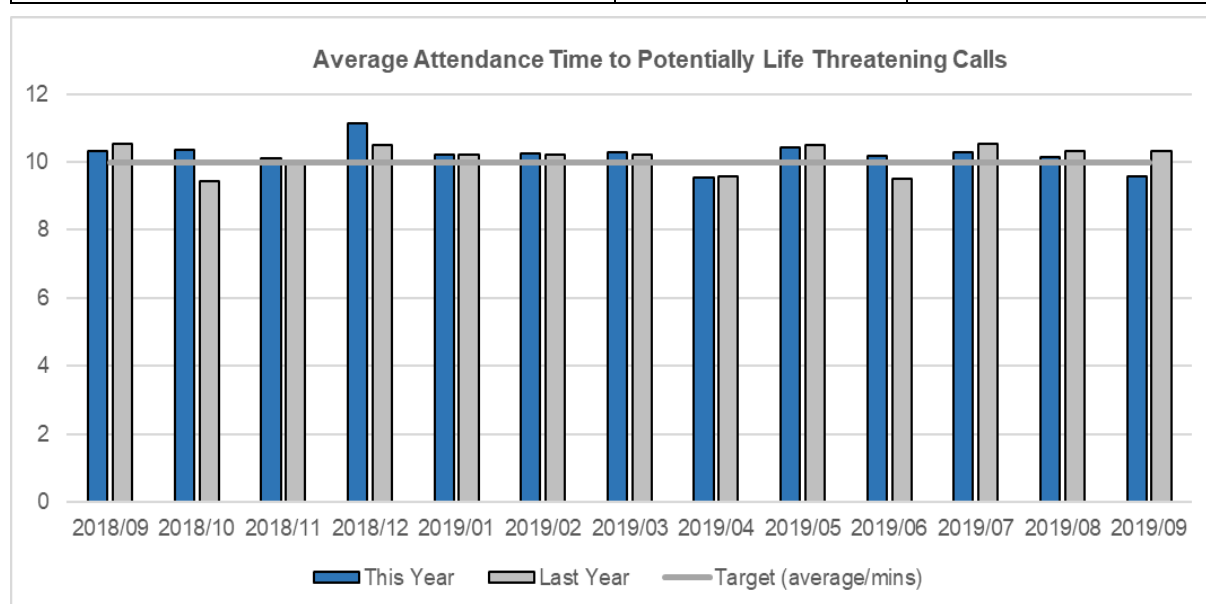
At the time of reporting there were 107 incidents awaiting Quality Assurance in the Incident Recording System (IRS). These incidents will not be included in the analysis, therefore the numbers presented and performance outcomes for this month will vary until Quality Assurance has been completed.

	Fires	476	573
			August 2019
		September 2019	415
			September 2018
	Special Services	336	422
			August 2019
		September 2019	357
			September 2018
	False Alarms	521	604
			August 2019
		September 2019	536
			September 2018



Attendance

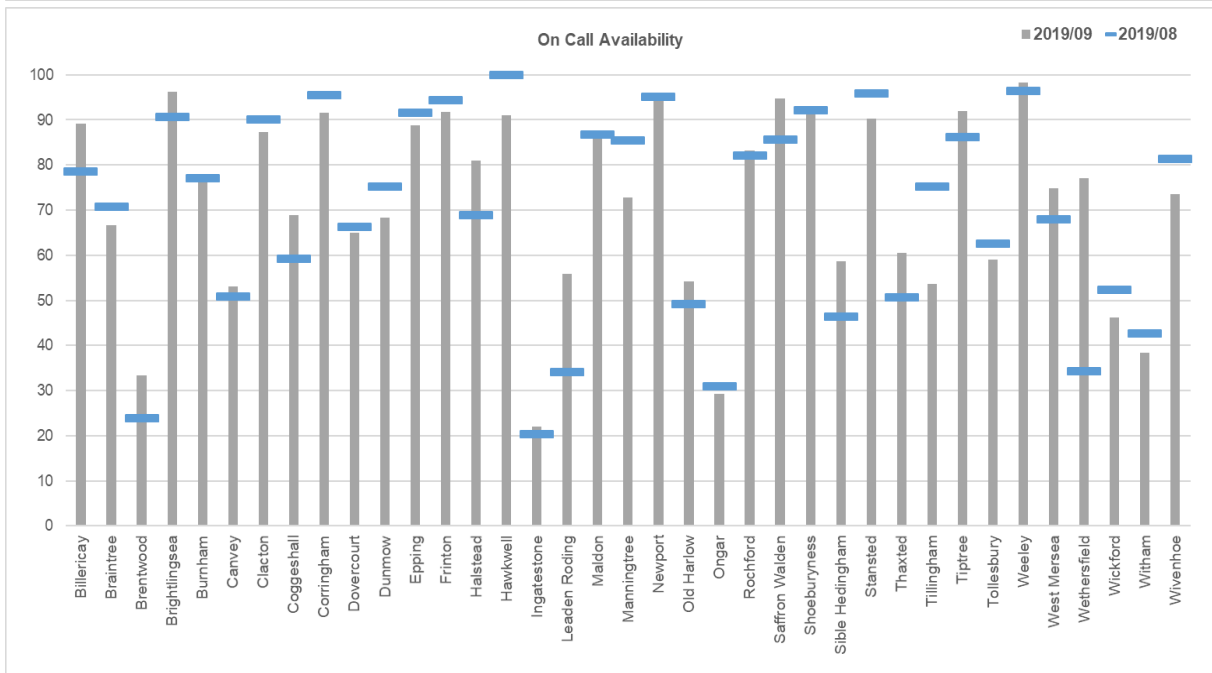
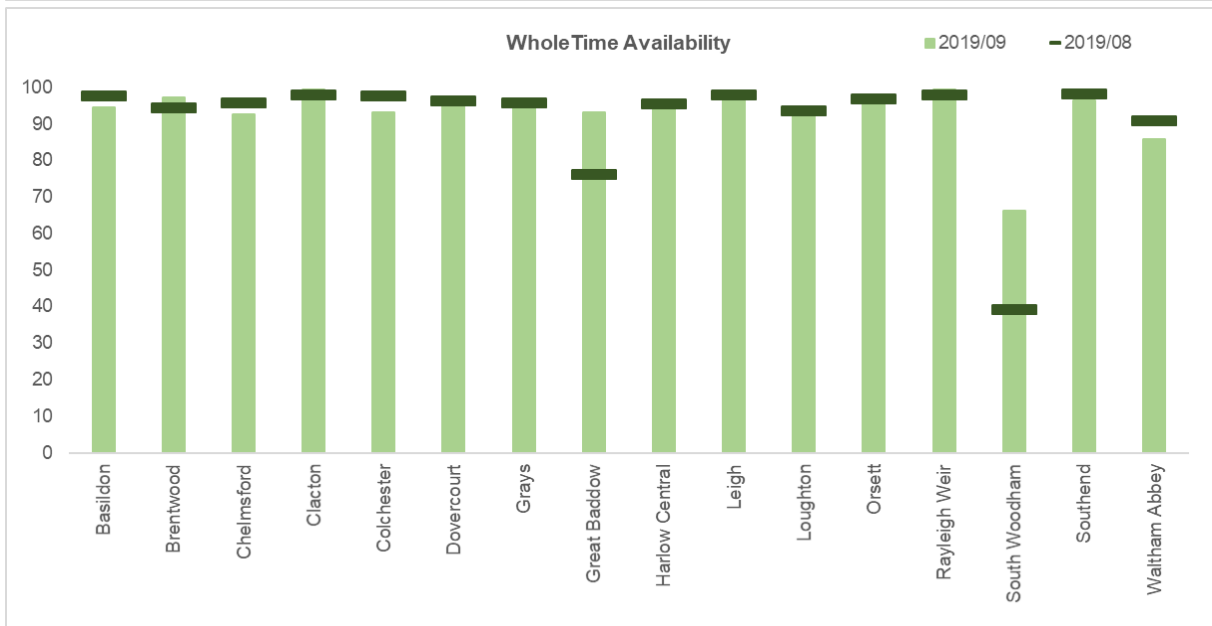
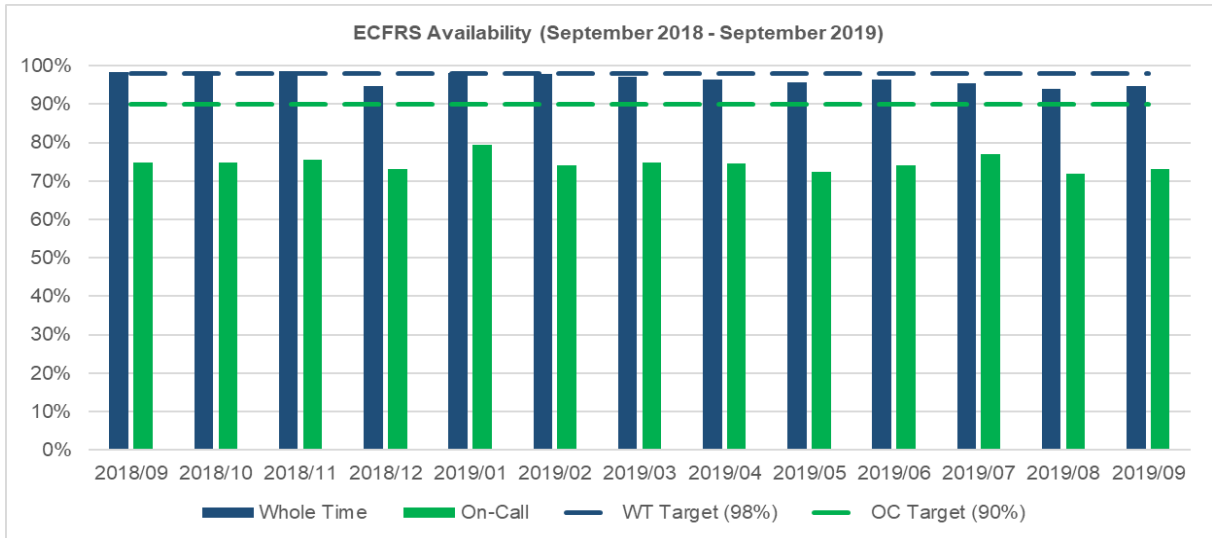
Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	9m59s September 2019	10m16s August 2019
		10m34s September 2018
Time of Call to Arrival - % within 15 minutes Target – 90% of all calls within 15 minutes	84% September 2019	83% August 2019
		86% September 2018



Availability

Whole Time and Day Crew Availability Target – 98%	94.7% September 2019	94.1% August 2019
		98.3% September 2018
On Call Availability Target – 90%	73.2% September 2019	74.2% August 2019
		74.9% September 2018

ECFRS Monthly Performance Summary – September 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)	192 September 2019	225 August 2019
		191 September 2018
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).	284 September 2019	348 August 2019
		220 September 2018
Accidental Dwelling Fires (ADF)	77 September 2019	42 August 2019
		64 September 2018
Fatalities and Casualties	4 Casualties 0 Fatalities	3 Casualties from ADF

FOCUS: ADF in September 2019

In comparison to the previous month, there was an increase in the number of ADF. The number of ADF this month is also higher than in September 2018.

ADF occurred every day this month and the highest number of ADF per day was five. Two days of the month had five ADFs which were both Fridays (20 and 27 September).

16:00 – 17:00 (9 incidents) was the peak time for ADF this month.

64% of ADF this month started in the kitchen (49) and 9% in the bedroom (7). The source of the ignition for ADF in kitchens was cooking appliances particularly electric cookers (26 incidents). The most common first item ignited was cooking oil or fat.

Households with highest number of ADF:

- Couple with dependent children (21 incidents)
- Lone person over pensionable age (17 incidents)

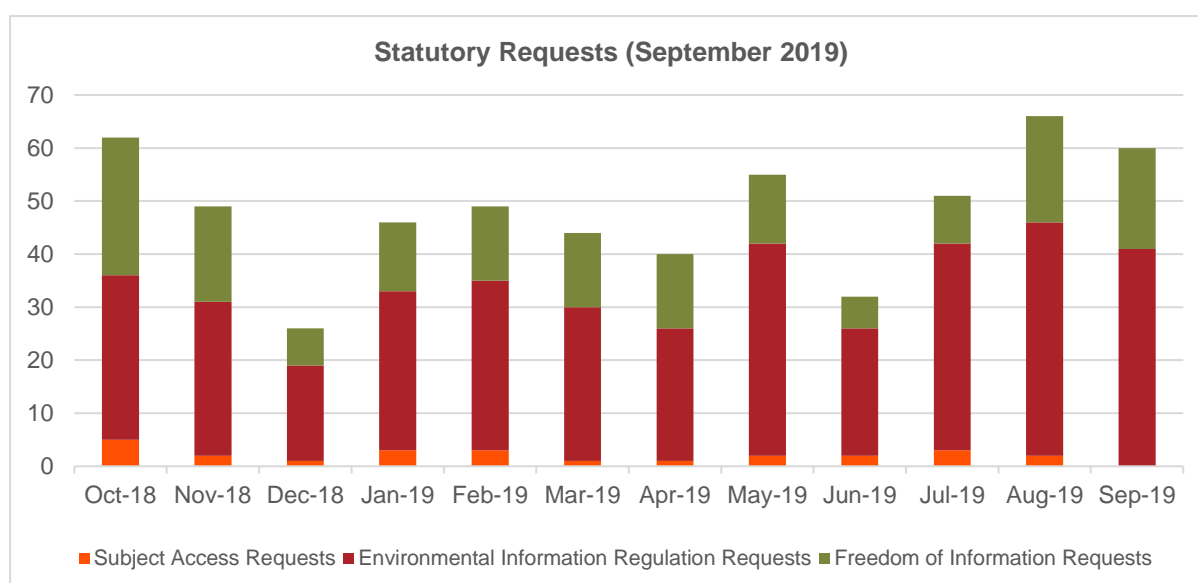
Station Grounds with five or more ADF:

- Basildon
- Colchester
- Brentwood

Information Governance

There were 7 organised training and awareness sessions in September 2019. 5 sessions were held for existing members of staff at the service headquarters and 2 training sessions 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 10 reported personal data breaches in September 2019, however the Information Commissioner’s Officer (ICO) was not made aware of any of these as they did not meet the stipulated threshold.



Subject Access Requests

0 Subject Access Requests (SAR) were received in September 2019.

Environmental Information Regulation Themes

41 Environmental Information Requests (EIR) were received in September 2019. **40** requests were for Fire Reports and **1** EIR was for environmental information.

Freedom of Information Themes

19 Freedom of Information requests (FOI) were received in September 2019. The main themes around FOIs were HR (**9**), Data Requests (**5**) Fire Safety (**2**), Training (**2**) and Fleet (**1**).

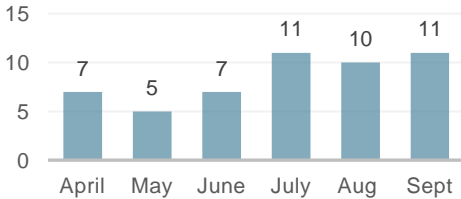
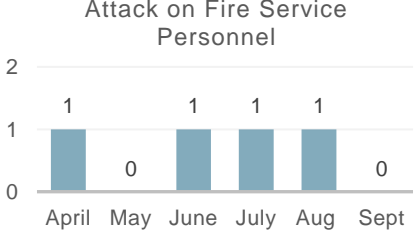
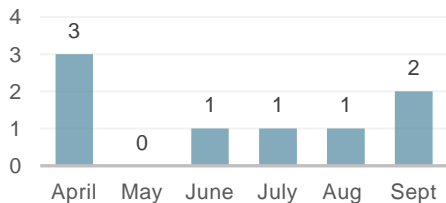
Complaints and Compliments

3 complaints and compliments were received in September 2019. The main complaint themes were Driving (**1**) and Noise (**1**). We received **1** compliment in September 2019.

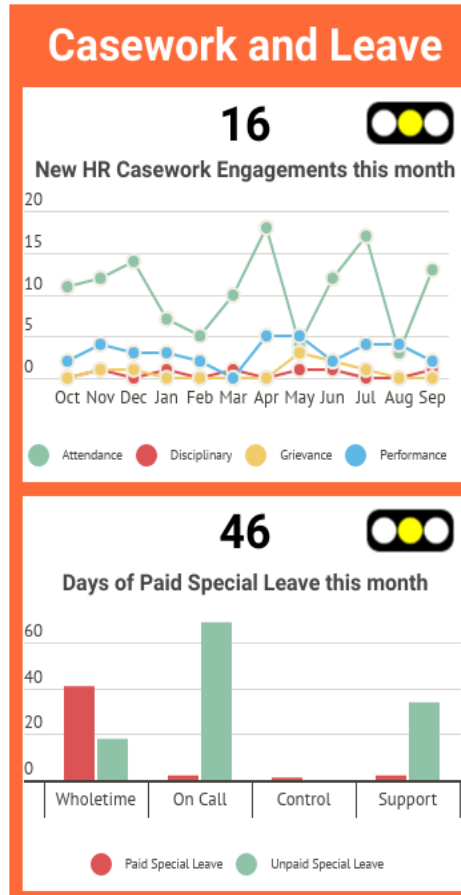
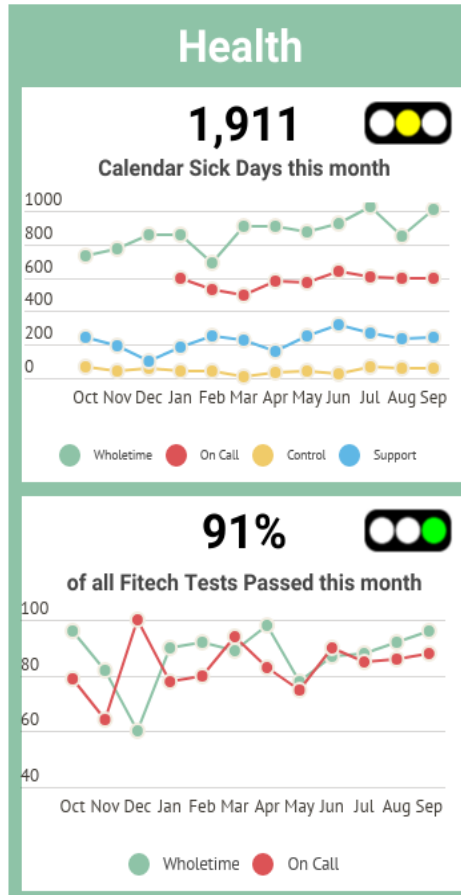
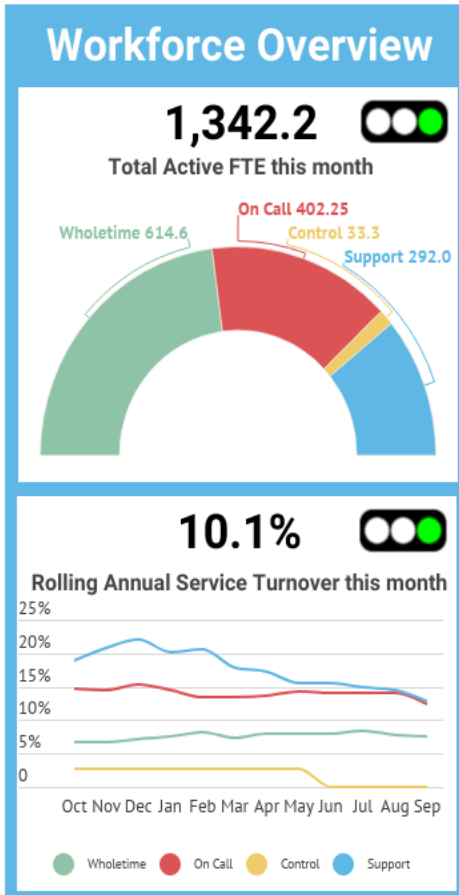
Health and Safety

The Health & Safety Roadshow visited Harlow, Waltham Abbey, Great Baddow, Colchester and Saffron Walden in September 2019.

There were two issues of Toolbox Talk this month. No 39 “Control Measure Failures” and No 40 “Data Breaches & OSHENS Reporting”. Safety Flash 009 “Series 19 Hydrant Clamp” was issued following a notification from another FRS. It details a new control measure that has been installed and supplementary information to Safety Flash 002 (issued May 2018).

<p style="text-align: center;">Accidents</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Accidents</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>7</td> </tr> <tr> <td>May</td> <td>5</td> </tr> <tr> <td>June</td> <td>7</td> </tr> <tr> <td>July</td> <td>11</td> </tr> <tr> <td>Aug</td> <td>10</td> </tr> <tr> <td>Sept</td> <td>11</td> </tr> </tbody> </table>	Month	Accidents	April	7	May	5	June	7	July	11	Aug	10	Sept	11	<p style="text-align: center;">Hazards</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Hazards</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>7</td> </tr> <tr> <td>May</td> <td>2</td> </tr> <tr> <td>June</td> <td>5</td> </tr> <tr> <td>July</td> <td>7</td> </tr> <tr> <td>Aug</td> <td>6</td> </tr> <tr> <td>Sept</td> <td>7</td> </tr> </tbody> </table>	Month	Hazards	April	7	May	2	June	5	July	7	Aug	6	Sept	7
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<p>There were 11 accidents on duty in September. 4 occurred at operational incidents, 3 during training, 3 in the workplace and 1 was a member of the public.</p>	<p>7 hazards were reported in September. 4 of these were related to premises and 3 at operational incidents.</p>																												
<p style="text-align: center;">Near Miss</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Near Miss</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>8</td> </tr> <tr> <td>May</td> <td>6</td> </tr> <tr> <td>June</td> <td>6</td> </tr> <tr> <td>July</td> <td>7</td> </tr> <tr> <td>Aug</td> <td>6</td> </tr> <tr> <td>Sept</td> <td>7</td> </tr> </tbody> </table>	Month	Near Miss	April	8	May	6	June	6	July	7	Aug	6	Sept	7	<p style="text-align: center;">Control Measure Failure</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Control Measure Failure</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>1</td> </tr> <tr> <td>May</td> <td>11</td> </tr> <tr> <td>June</td> <td>8</td> </tr> <tr> <td>July</td> <td>4</td> </tr> <tr> <td>Aug</td> <td>8</td> </tr> <tr> <td>Sept</td> <td>4</td> </tr> </tbody> </table>	Month	Control Measure Failure	April	1	May	11	June	8	July	4	Aug	8	Sept	4
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<p>There were 7 near misses reported in September. 4 of these related to equipment, 2 were related to premises and 1 was related to another agency.</p>	<p>There were 4 control measure failures this month. 2 were mobilisation incidents, 1 was related to equipment and 1 was an ESP activation.</p>																												
<p style="text-align: center;">Attack on Fire Service Personnel</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Attack on Fire Service Personnel</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>1</td> </tr> <tr> <td>May</td> <td>0</td> </tr> <tr> <td>June</td> <td>1</td> </tr> <tr> <td>July</td> <td>1</td> </tr> <tr> <td>Aug</td> <td>1</td> </tr> <tr> <td>Sept</td> <td>0</td> </tr> </tbody> </table>	Month	Attack on Fire Service Personnel	April	1	May	0	June	1	July	1	Aug	1	Sept	0	<p style="text-align: center;">Road Traffic Collisions Involving ECRFS Vehicles</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Road Traffic Collisions Involving ECRFS Vehicles</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>11</td> </tr> <tr> <td>May</td> <td>11</td> </tr> <tr> <td>June</td> <td>8</td> </tr> <tr> <td>July</td> <td>11</td> </tr> <tr> <td>Aug</td> <td>6</td> </tr> <tr> <td>Sept</td> <td>12</td> </tr> </tbody> </table>	Month	Road Traffic Collisions Involving ECRFS Vehicles	April	11	May	11	June	8	July	11	Aug	6	Sept	12
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<p>There were no attacks on Fire Service personnel this month.</p>	<p>12 RTC's were reported in September. 5 whilst proceeding to an incident, 3 at the operational incident, 2 during training, 1 on station and 1 was found on return to the workplace.</p>																												
<p style="text-align: center;">RIDDOR</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>RIDDOR</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>3</td> </tr> <tr> <td>May</td> <td>0</td> </tr> <tr> <td>June</td> <td>1</td> </tr> <tr> <td>July</td> <td>1</td> </tr> <tr> <td>Aug</td> <td>1</td> </tr> <tr> <td>Sept</td> <td>2</td> </tr> </tbody> </table>	Month	RIDDOR	April	3	May	0	June	1	July	1	Aug	1	Sept	2	<p>There were 2 RIDDOR's reported this month. One was an injury to a member of the public during an open day and the other was a dangerous occurrence during BA training.</p> <p>All accident data taken from OSHENS on 1/10/19.</p>														
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Human Resources (HR)



Insights

- Decrease in overall FTE of 6.2 since August.
- Monthly overall Service turnover remains relatively stable since the start of the 2019/20 financial year.
- Increase in Wholetime turnover reflects 6 retirements in September.

- 25% of all sickness absences in September were long term, of which 7 cases have been continually absent for more than 6 months.
- 30% of time lost to long term absence was due to Post Operative Recovery or Mental Health - Stress.
- 6% (8) of all Fitech appointments were cancelled or missed in September.

- 23 cases were closed during August.
- A further 77 remained open at month end, of which, 11 were opened more than 12 months ago.
- Average age of cases open at September month end is 190 days.

Focus areas this month: Review findings from focus area investigations and draft recommendations

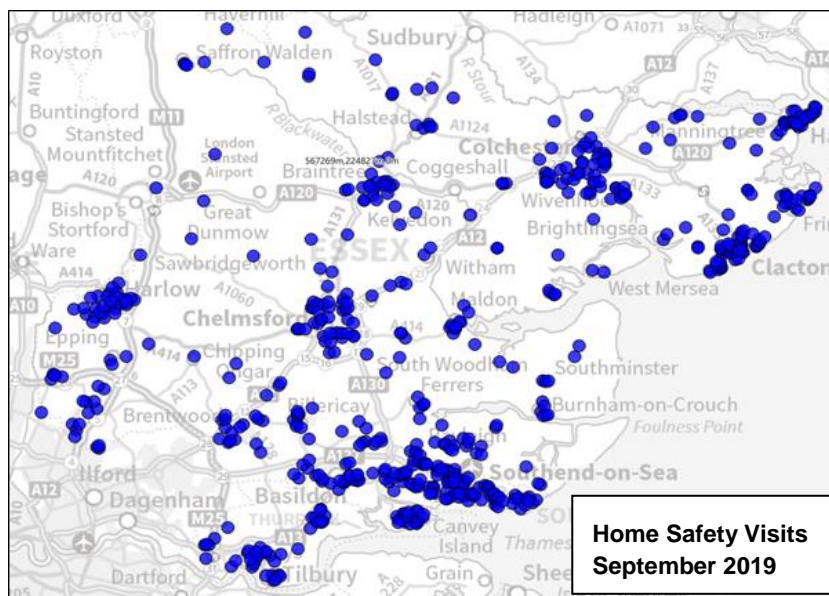
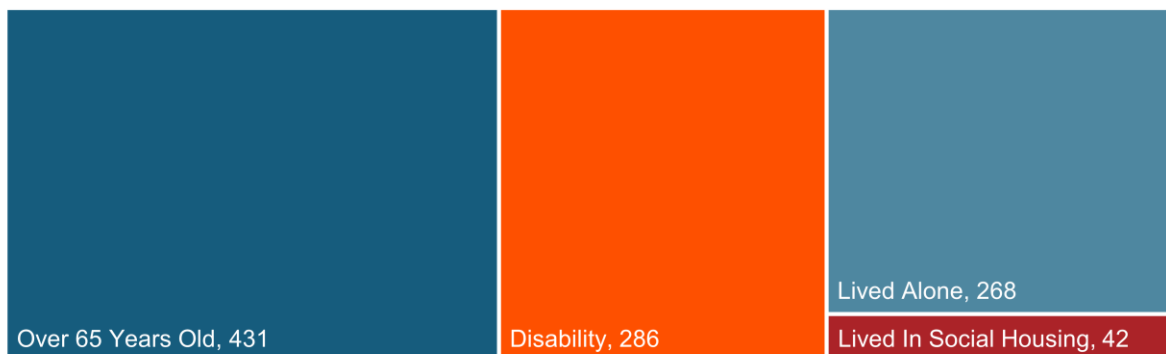
Home Safety

The total number of home safety visits in September 2019 was 642, an increase from the previous month (635 reported in August 2019).

There was an increase in the number of visits across all groups of vulnerable people, with the highest number of visits to people aged 65 and over (431).

	SEPTEMBER 2019	TREND
TOTAL NUMBER OF VISITS	642	↗
NUMBER OF SAFE AND WELL VISITS	460	→
NUMBER OF HOME SAFETY VISITS BY STATIONS	23	↗
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	127	→
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	552	↘
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	86	↗
ENQUIRIES RECEIVED AT THE INFORMATION CENTRE	951 Incoming	↘
	1,576 Outgoing	→

Number of HSV to Vulnerable People



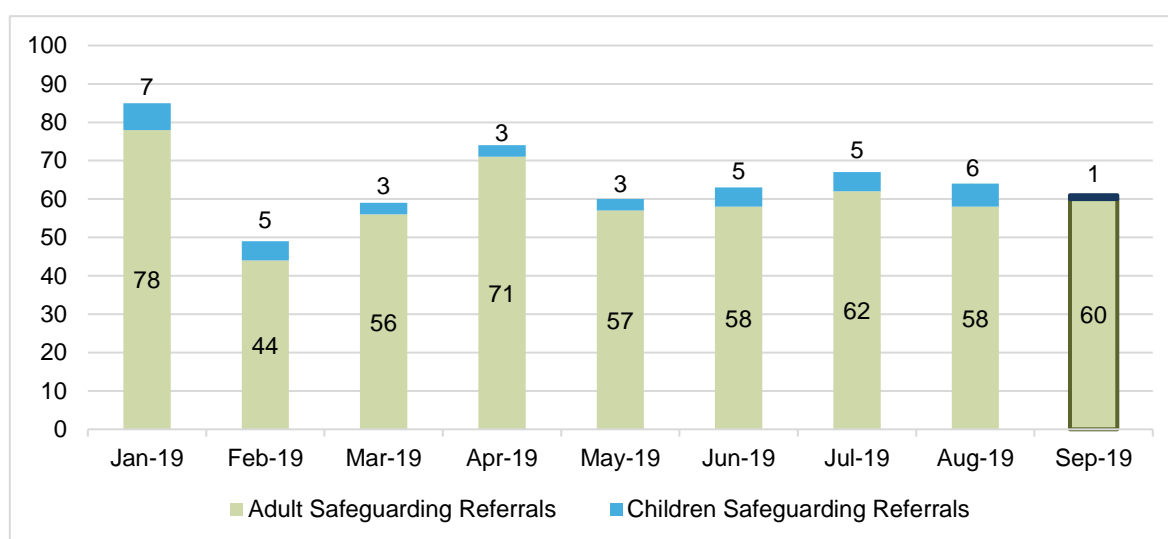
Community Development and Safeguarding

Safeguarding Referrals

The total number of referrals (adult and children) this year is 389, an increase from last year (310 in September 2018).

There were 61 safeguarding referrals during the month of September 2019.

Of the 60 adult safeguarding cases, crews/officers raised the most referrals (16) followed by social care (10). The crews/officers raised one child safeguarding referral during the month of September, in comparison to six in August 2019.



	ADULT	CHILD
Crews/Officers	16	1
Social Care	10	
Housing	9	
Other/Agencies	9	
NHS	6	
Police	3	
Safe and Well Team	3	
Control	3	
Internal Cases	1	
TOTAL	60	1

