



# Monthly Performance Summary October 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**

- There was a decrease in the total number of incidents, compared to the previous month and less than the total in October 2018. There was a decrease in the number of fires and false alarms, but a slight increase in special services.
- Attendance and Availability targets were not met this month. However, for the second month running the average first attendance to potentially life threatening incidents was below last year's average.
- This month's focus is on false alarm and fire incidents that were attended by ECFRS on 31 October, which is also known as Halloween.

### **Information Governance**

- The Information Governance team delivered 13 training and awareness sessions in October, six more than last month. 10 of these sessions were at Fire Stations.
- There were 5 reported personal data breaches in October, however the Information Commissioner's Officer (ICO) was not made aware of any of these as they did not meet the stipulated threshold.
- There was a decrease in the number of Environmental Information Regulation (EIR) and Freedom of Information (FOI) requests received in October, but an increase in the number of Subject Access Requests (3 in Oct, 0 in Sept). The Service received the same number of complaints and two more compliments this month.

### **Health and Safety**

- The Health & Safety (H&S) team has continued to deliver training sessions this month including, the Electronic Stability Program and working safely training to new recruits and members of the Control team at Service Headquarters.
- Members of the H&S team visited the Fire Service College ahead of the new whole time recruits attending their 8 weeks induction training.

### **Human Resources**

- The focus areas for this month are analysis of whole time sickness trends and review longstanding cases, with a view to expediting their conclusion.

### **Home Safety**

- There was an increase in the total number of home safety visits (HSV), from 642 in September to 680 in October. There was an upward trend in the number of HSV by volunteers, smoke detectors fitted and telephone enquiries received.
- Going forward, the number of email enquires at the information centre will be included in performance reports. There were 447 email enquiries this month.




### **Community Development and Safeguarding**

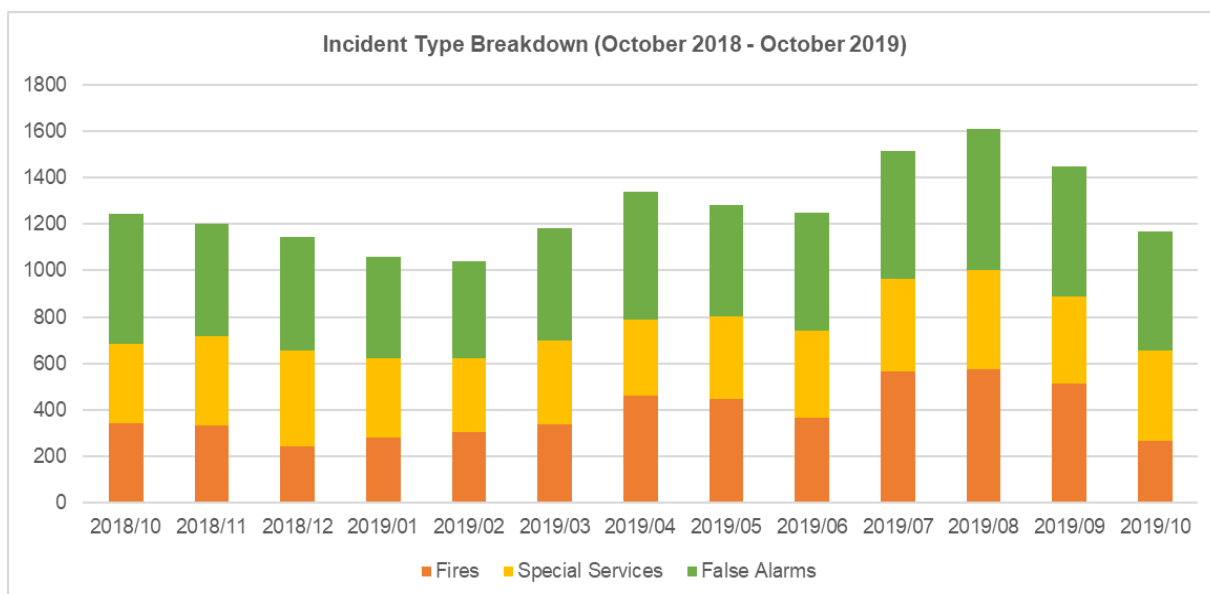
- There were 55 safeguarding referrals during the month of October, a slight decrease from previous month. The total number of referrals this year is 441.

## Incidents<sup>1</sup>

<b>Incidents</b>	<b>1169</b>	1451
	<b>October 2019</b>	September 2019
		1246
		October 2018

At the time of reporting there were 31 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.

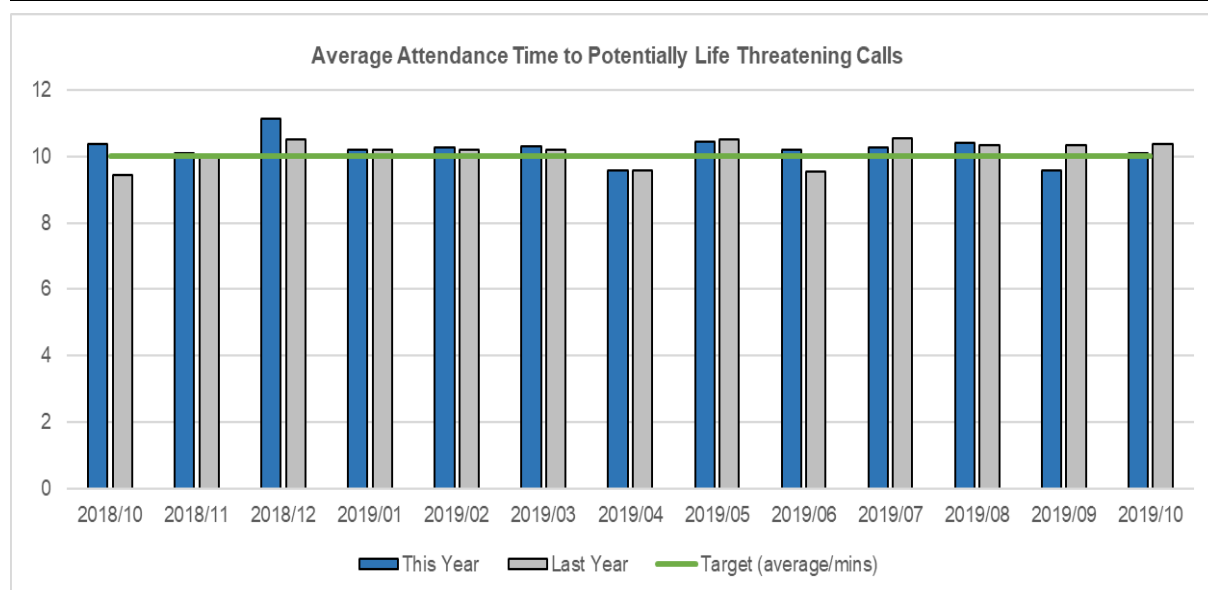
	<b>Fires</b>	<b>265</b>	<b>October 2019</b>	513
				September 2019
				343
				October 2018
	<b>Special Services</b>	<b>392</b>	<b>October 2019</b>	377
				September 2019
				340
				October 2018
	<b>False Alarms</b>	<b>512</b>	<b>October 2019</b>	561
				September 2019
				563
				October 2018



<sup>1</sup> Icons sourced from NounProject

## Attendance

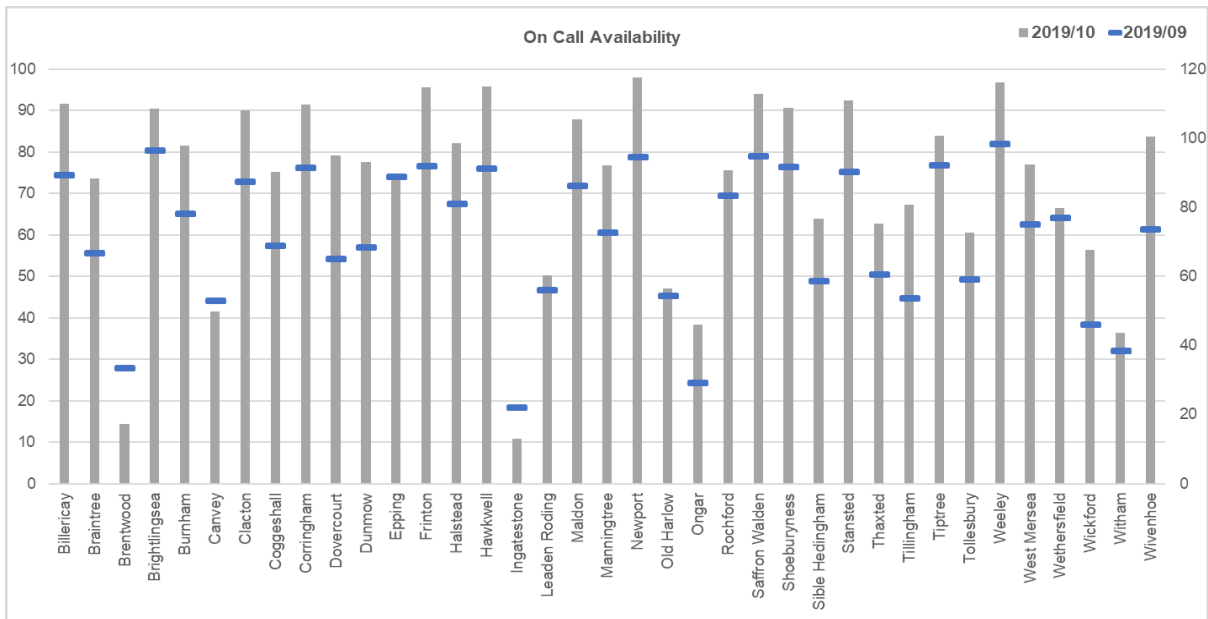
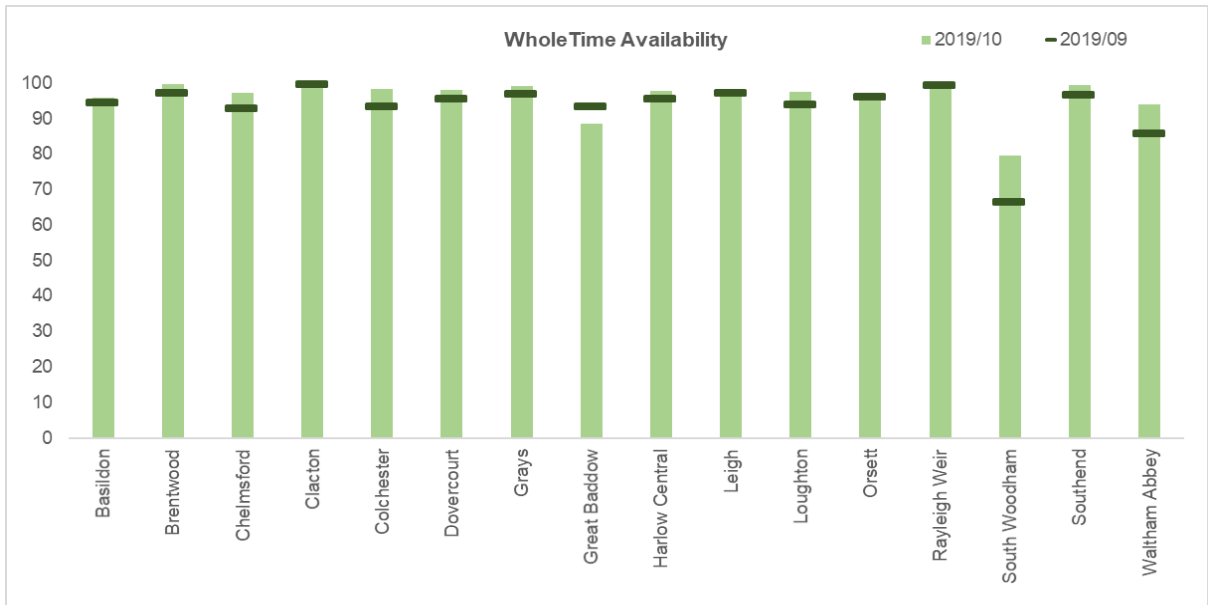
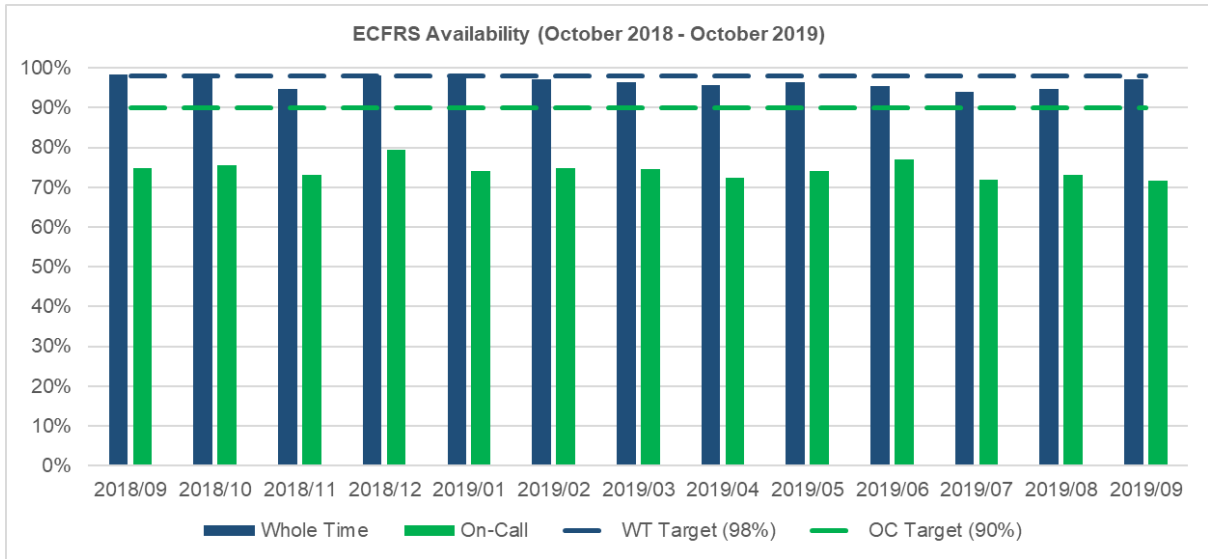
<b>Average First Attendance to Potentially Life Threatening Incidents</b> Target – Average of 10 minutes	<b>10m8s</b> <b>October 2019</b>	9m57s September 2019
		10m35s October 2018
<b>Time of Call to Arrival - % within 15 minutes</b> Target – 90% of all calls within 15 minutes	<b>87%</b> <b>October 2019</b>	84% September 2019
		86% October 2018



## Availability

<b>Whole Time and Day Crew Availability</b> Target – 98%	<b>97.1%</b> <b>October 2019</b>	94.7% September 2019
		98.4% October 2018
<b>On Call Availability</b> Target – 90%	<b>71.7%</b> <b>October 2019</b>	73.2% September 2019
		74.8% October 2018

# ECFRS Monthly Performance Summary – October 2019



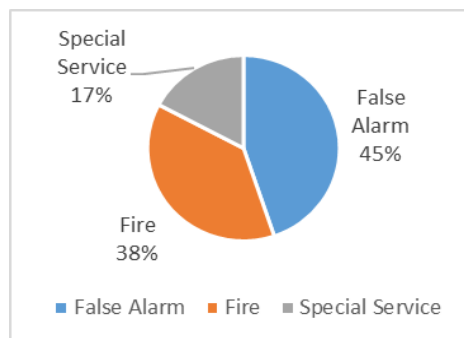
## Fire

<b>Primary Fires</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).	<b>144</b> <b>October 2019</b>	206 September 2019
		170 October 2018
<b>Secondary Fires</b> 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).	<b>116</b> <b>October 2019</b>	307 September 2019
		172 October 2018
<b>Accidental Dwelling Fires (ADF)</b>	<b>59</b> <b>October 2019</b>	81 September 2019
		65 October 2018
<b>Fatalities and Casualties</b>	<b>2 Casualties – both were from ADFs</b> <b>0 Fatalities</b>	

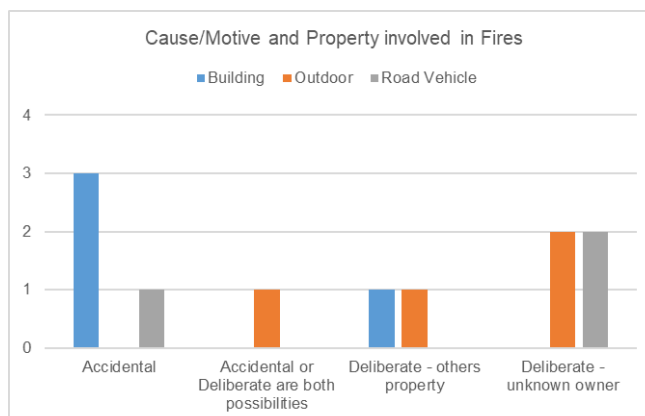
### Focus: Incidents on Halloween

ECFRS attended 29 incidents on Halloween (31 October). Last year there were 40 incidents on this date. The majority of the incidents this year were false alarms (13), followed by fire (11). The number and type of false alarms:

- 8 – Good Intent
- 4 – Alarm due Apparatus
- 1 – Malicious



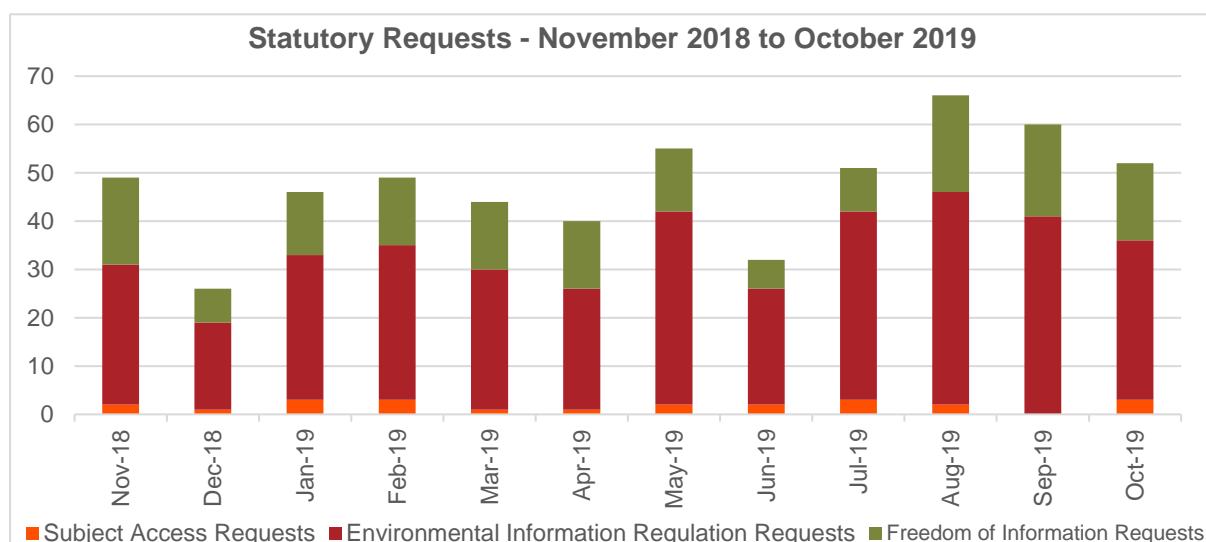
Of the 11 fires, 4 were set outdoors with small pieces of refuse/rubbish or loose refuse. There were also 4 fires in buildings, 2 of which were accidental within non-residential buildings and 1 within a dwelling (single house occupancy). The fire set deliberately took place in a prison. There were no victims (fatalities/causalities) involved in any of the fires.



## 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. There were 13 organised training and awareness sessions in October 2019. 3 sessions were held for existing members of staff at the service headquarters and 10 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 5 reported personal data breaches in October 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

**3** Subject Access Requests (SAR) were received in October 2019.

### Environmental Information Regulation Themes

**33** Environmental Information Requests (EIR) were received in October 2019. **33** requests were for Fire Reports and **0** EIR was for environmental information.

### Freedom of Information Themes

**16** Freedom of Information requests (FOI) were received in October 2019. The main themes around FOIs were HR (**1**), Data Requests (**7**), Fire Safety (**4**), ICT (**2**), Policies (**1**) and Finance (**1**).

### Complaints and Compliments

**6** complaints and compliments were received in October 2019. The main complaint themes were HR (**1**) and Staff behaviour (**1**). We received **3** compliments and **1** query in October 2019.

## Health & Safety

Working safely training was delivered to our new recruits and members of the Control team at Service headquarters.

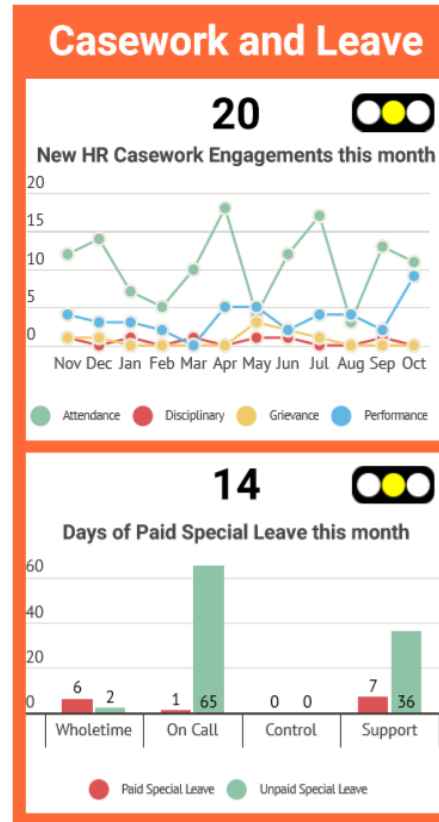
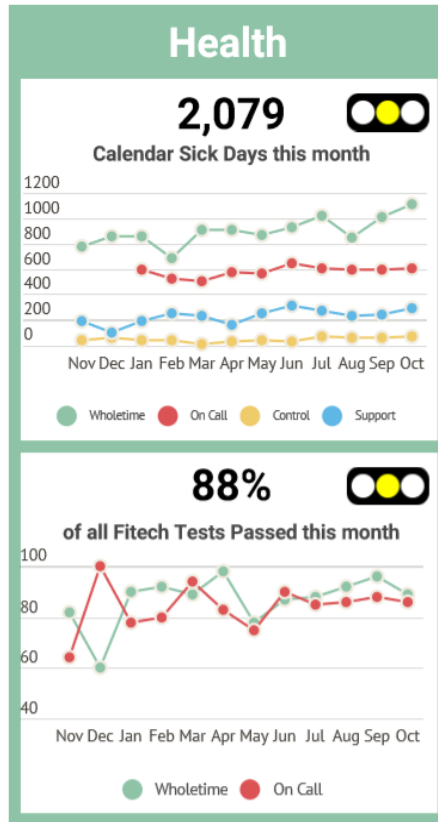
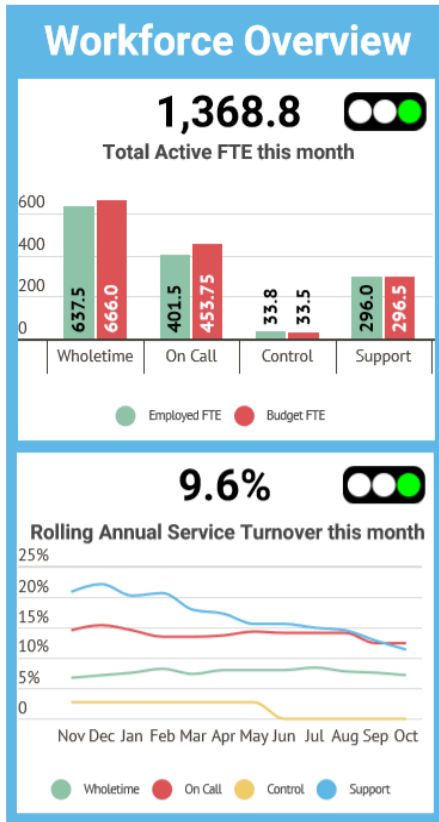
The new Electronic Stability Program (ESRP) training roll out began, with watches being able to choose a date and time to visit Wethersfield to spend time with driver training, learning how to deal with ESP on the appliances when it activates. The training was created following time spent with Cambridgeshire FRS after they had successfully dealt with their unwanted ESP activations.

The Health & Safety team have been working on new presentations for the Health & Safety Roadshow for both Service workshops and Control staff. This will be delivered at the beginning of next year. Members of the Health & Safety team visited the Fire Service College ahead of the new whole time recruits attending their 8 week induction training. *ALL H&S INCIDENT DATA TAKEN FROM OSHENS ON 4/11/19.*

<p style="text-align: center;">Accidents</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Accidents</th> </tr> </thead> <tbody> <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> <tr><td>Oct</td><td>13</td></tr> </tbody> </table>	Month	Accidents	May	5	June	7	July	11	Aug	10	Sept	11	Oct	13	<p style="text-align: center;">Hazards</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Hazards</th> </tr> </thead> <tbody> <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> <tr><td>Oct</td><td>2</td></tr> </tbody> </table>	Month	Hazards	May	2	June	5	July	7	Aug	6	Sept	7	Oct	2	<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>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> <tr><td>Oct</td><td>2</td></tr> </tbody> </table>	Month	Near Miss	May	6	June	6	July	7	Aug	6	Sept	7	Oct	2	<p style="text-align: center;">Attack on Fire Service Personnel</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Attacks</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	Attacks	April	1	May	0	June	1	July	1	Aug	1	Sept	0
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<p><b>There were 13 accidents on duty in October.</b> 7 occurred during operational training, 5 occurred on station and 1 during a home safety visit.</p>	<p><b>2 hazards were reported in October.</b> 1 on station and 1 on the fire appliance.</p>	<p><b>There were 2 near misses reported in October.</b> 1 to do with equipment and 1 crewing incident</p>	<p><b>There were 2 attacks on Fire Service personnel this month which were both verbal.</b></p>																																																								
<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>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> <tr><td>Oct</td><td>7</td></tr> </tbody> </table>	Month	Control Measure Failure	May	11	June	8	July	4	Aug	8	Sept	4	Oct	7	<p style="text-align: center;">Road Traffic Collisions Involving ECRFS Vehicles</p> <table border="1"> <thead> <tr> <th>Month</th> <th>RTC's</th> </tr> </thead> <tbody> <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> <tr><td>Oct</td><td>9</td></tr> </tbody> </table>	Month	RTC's	May	11	June	8	July	11	Aug	6	Sept	12	Oct	9	<p style="text-align: center;">RIDDOR</p> <table border="1"> <thead> <tr> <th>Month</th> <th>RIDDOR</th> </tr> </thead> <tbody> <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> <tr><td>Oct</td><td>3</td></tr> </tbody> </table>		Month	RIDDOR	May	0	June	1	July	1	Aug	1	Sept	2	Oct	3														
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<p><b>There were 7 control measure failures this month.</b> 4 were mobilisation incidents, 2 pager failures and 1 ESP activation.</p>	<p><b>9 RTC's were reported in October,</b> 6 at slow speed whilst proceeding to an incident, 1 during driver training, 1 at slow speed on station and 1 damage found during vehicle checks.</p>		<p><b>There were 3 RIDDOR's reported this month.</b> 1 specified injury and 2 over seven day absence.</p>																																																								



## Human Resources (HR)



### Insights

- Increase in overall FTE of 27.3 since September, primarily attributable to new Wholetime trainees.
- 10.2 Agency FTE in Support functions pushes that employee group over budget.
- Service turnover remains relatively stable.

- 27.4% of all sickness absence cases in October were long term, of which 10 cases had been continually absent for > 6 months.
- 33% (441 days) of time lost to long term absence in October was due to Post Op Recovery or Mental Health - Depression.
- 25% (35) of all fitness team appointments were cancelled or missed in October.

- 10 cases were closed during October. A further 87 remained open at month end, of which 13 were opened > 12 months ago.
- Average age of cases open at October month end is 191 days.
- HRBPs have fed back that Special Leave is being used to retain On Call employees.

Focus areas this month:

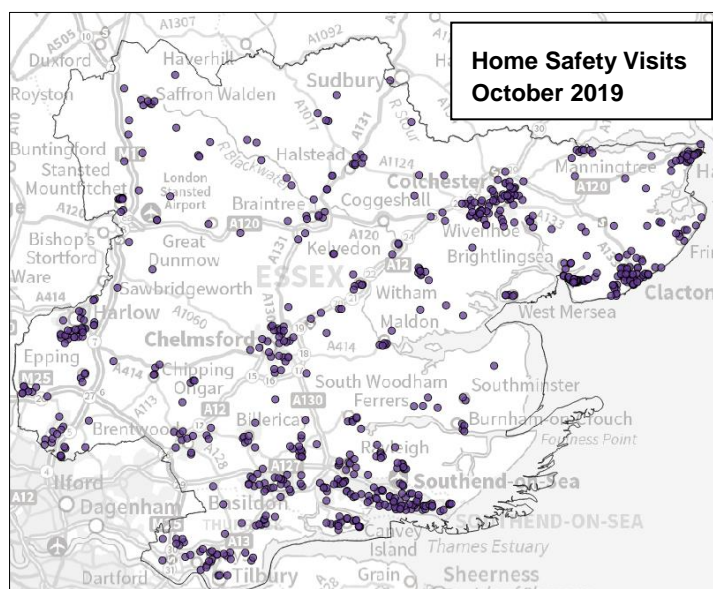
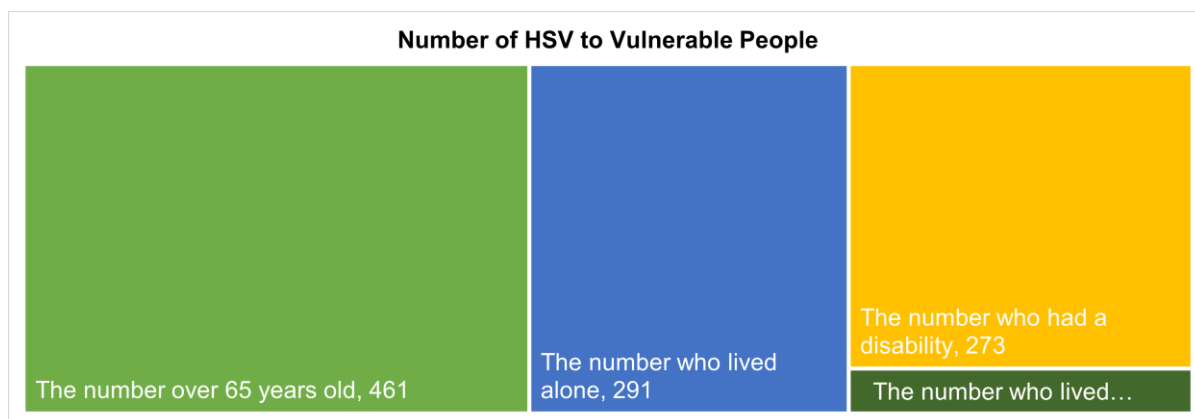
Review longstanding cases, with a view to expediting their conclusion - Analysis of Wholetime sickness trends

## Home Safety

The total number of home safety visits in October 2019 was 680, an increase from the previous month (642 reported in September 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 (461).

	OCTOBER 2019	TREND
TOTAL NUMBER OF VISITS	680	↗
NUMBER OF SAFE AND WELL VISITS	475	↗
NUMBER OF HOME SAFETY VISITS BY STATIONS	16	↘
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	147	↗
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	894	↗
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	107	↗
TELEPHONE ENQUIRIES RECEIVED AT THE INFO CENTRE	975 Incoming	↗
	1,789 Outgoing	↗
EMAIL ENQUIRIES RECEIVED AT THE INFO CENTRE	447	↗

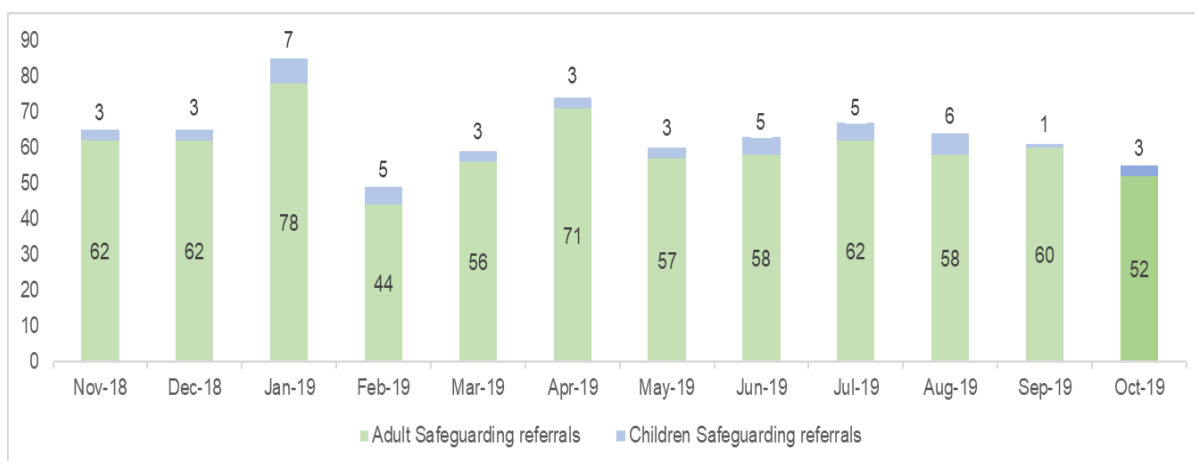


## Community Development and Safeguarding

### Safeguarding Referral

The total number of referrals (adult and children) to the Safeguarding team this year is 441, an increase from last year (369 in October 2018).

There were 55 referrals to the Safeguarding team during the month of October 2019. 52 of the 55 referrals concerned adults, and the (ECFRS) crews/officers raised the most (13) followed by other/agencies (10).



	ADULT	CHILD
CREWS/OFFICERS	13	2
OTHER/AGENCIES	10	
SOCIAL CARE	9	1
SAFE AND WELL TEAM	5	
NHS	4	
HOUSING	4	
TECHNICAL FIRE SAFETY	2	
COMMUNITY SAFETY	2	
POLICE	1	
CONTROL	1	
AMBULANCE	1	
<b>TOTAL</b>	<b>52</b>	<b>3</b>

Location of Vulnerable Adults

