Quarterly Performance Summary – Quarter Three 2019/20

ABOUT

A quarterly performance report is produced for the Senior Leadership Team (SLT) and other key members of Essex Country 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.

This report aligns with the Fire and Rescue Plan 2019 - 2024 and Integrated Risk Management Plan 2016 - 2020. This performance 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.

Contents

PERFORMANCE SUMMARY

This is the quarter three (Q3) 2019/20 performance report for Essex County Fire & Rescue Service (ECFRS). Data and commentary on actions taken in this quarter as well as forward action plans are structured under six priority areas, which align to the Fire and Rescue Plan. Some priorities also have Service Measures, for the Senior Leadership Team and key staff to monitor performance.

Key Figures:

- There were 3,389 incidents in Q3 2019/20, of which 822 were fires. There were 1,186 incidents of special services and 1,381 false alarms. Some monthly performance reports have focused on aspects of incidents attended by ECFRS, as well as provided further information on activities undertaken by ECFRS.

- There was a decrease in the number of enquiries received at the Information Centre, although the total number of visits was similar to the previous quarter.

- The number of visits undertaken by stations increased, as operational personnel are completing training to deliver Home Safety visits.

- This quarterly report also includes information about the responses received from people who have received a Home Safety intervention. Of the 237 responses, 77% of respondents thought their Home Safety Service was outstanding and 62% strongly agreed that they had learnt something that will help them to reduce the risk of having a fire at home in the future.

- The rate of Accidental Dwelling Fires (ADFs) per 10,000 dwellings was below the target of 0.9 for October and November, but 0.1 higher in December 2020. The 12 month rolling total of ADFs was less than the same quarter in 2018/19.

- The rate of primary deliberate fires (for the last 12 months) at the end of Q3 2019/20 is less than the same quarter in 2018/2019. However, the rate of secondary deliberate fires is higher.

- The total number of fires in non-residential properties for this quarter was the same as Q3 2018/19, but the 12 month rolling total is less (by 26 fires). The report includes a highlight from December's monthly performance report which provides analysis on fires in non-residential properties since February 2017.

- First attendance to potentially life threatening calls has been steadily improving over the last year. In Q3 2019/20, there was a reduction in times (based on previous year) in October and December, 27 seconds and 44 seconds respectively. There was a slight increase in November of 15 seconds.

- In relation to attendance to 90% of calls within 15 minutes, there has been a steady improvement on last year - 87% in October (86% in 2018), 89% in November (86% in 2018) and 87% in December (86% in 2018).

- The availability for both Wholetime and On-call has seen a slight decline in Q3 2019/20 – 80.1% in October, 80.5% in November and 78.8% in December which is slightly down on last year (82.8%, 83.5% and 80.2% respectively).

- Wholetime appliance availability continues to mirror previous years and shows a decline in Q3 overall and below target for the period of Q3. On call availability still is below target and continues to be a focus for the Service. We have continued to focus our campaigns at the converting stations of Dovercourt, South Woodham Ferrers, Great Baddow and Waltham Abbey.

- There are pockets of excellent availability and stations performing well relating to their recruitment. Stations performing over 90% include Newport, Shoeburyness, Hawkwell, Frinton, Weeley and Corringham.

- There has been a reduction in the total number of false alarms, when comparing numbers for Q3 2019/20 to Q3 2018/19. November's monthly performance report highlighted a decrease in false alarms due to good intent in October, which did not occur in October 2017 or 2018. This was likely due to wet weather.

- There was a slight increase in the rolling 12 months total number of unwanted fire signals (false alarms due to apparatus caused by automatic fire detection in non-domestic properties).

- Although figures for Q3 2019/20 are provisional, it is likely that there were less people KSI in this quarter than the same quarter in 2018/19. ECFRS also attended less Road Traffic Collisions (RTCs) in Q3 2019/20 when compared to the previous quarter in 2018/19.

- This report provides the Service's diversity, absence and casework metrics as at 31 December 2019. These can be found on pages, 29 – 30 of this report.

- With regards to Information Governance, there is a 72% completion rate for the mandatory e-learning (managing personal information) as at Q3 2019/20. The Information Governance team delivered 11 training and awareness sessions in Q3 2019/20. The sessions complement the mandatory e-learning.

- 98% of Freedom of Information requests, Subject Access Requests and Environmental Information Requests were closed on time, therefore exceeding the performance target of 90%. 85% of complaints were closed on time, therefore did not meet the target.

HELP THE VULNERABLE STAY SAFE

Objective: "To help vulnerable people to be safer in Essex"

Service Measure: Number of Safe and Well Visits delivered to our most vulnerable groups (e.g. over 65s)

The Information Centre based at South Woodham Ferrers fire station handles the requests for Home Safety/Safe and Well visits and the table below indicates the volume of enquiries (phone calls only) per month and total for the quarter.

Enquiries received at the Information Centre

	October	November	December	Total for Q3 2019/20	Trend from Previous Quarter
Incoming	1,059	716	419	**2,194**	⬇
Outgoing	1,917	1,371	1,287	**4,575**	⬇

ECFRS staff and volunteers complete visits across Essex and the following tables and charts provide further information on the vulnerable groups visited, by whom and resources used, to help people be safer[1].

Number of Home Safety/Safe and Well Visits Delivered

	October	November	December	Total for Q3 2019/20	Trend from Previous Quarter
All Visits	684	648	471	**1,803**	→
Safe and Well Visits	475	452	332	**1,259**	→

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[1] The figures for visits etc. are correct as of 16/01/2020 and will change as completed visit forms i.e. FB355s are inputted into the Service database.

ECFRS Quarterly Performance Summary – Quarter Three 2019/20

	Total for Q3 2019/20	Trend from Previous Quarter
Over 65 years old	1,254	→
Lived alone	749	⬆
Had a disability	701	⬆
Lived in Social Housing	121	⬈

Number of Home Safety Visits to Vulnerable Groups

■ The number over 65 years old   ■ The number who lived alone
■ The number who had a disability   ■ The number who lived in Social Housing

Month	Over 65	Lived alone	Disability	Social Housing
October	488	294	273	41
November	435	264	255	54
December	331	191	193	26
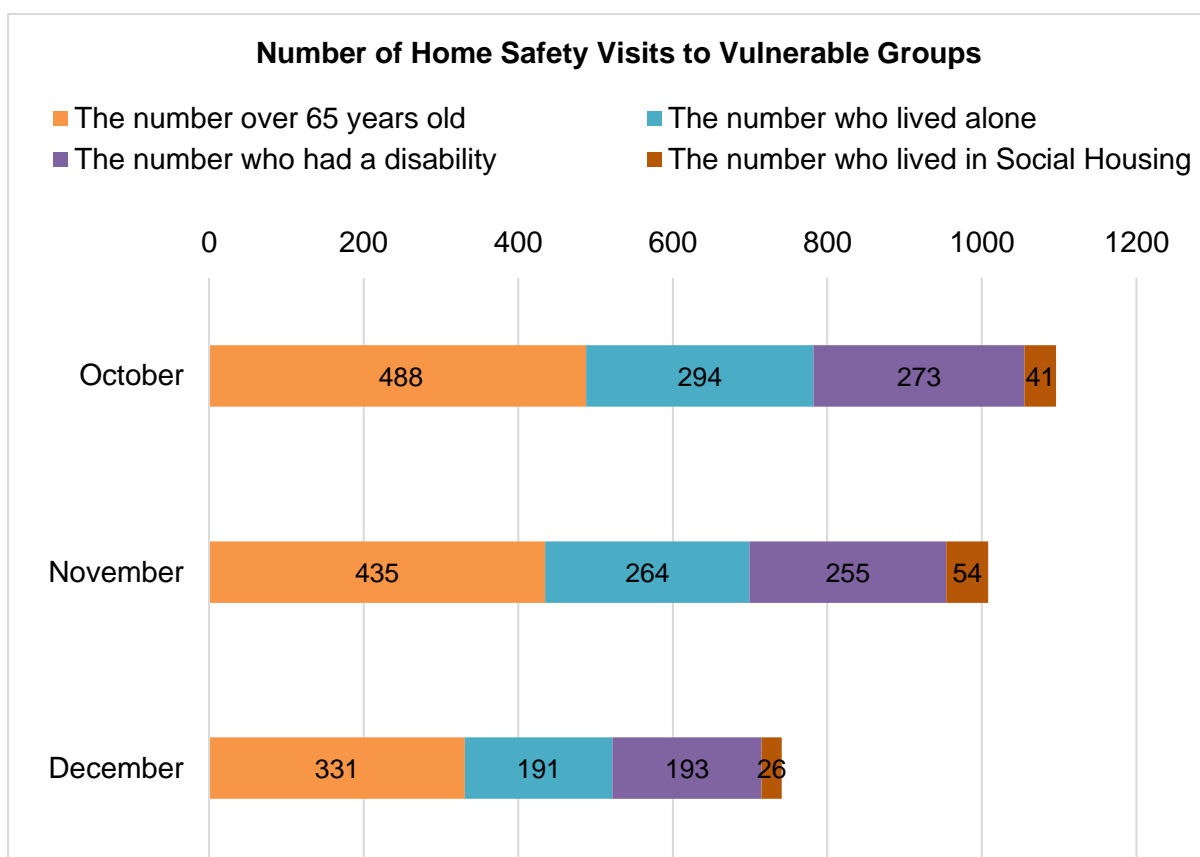
Number of Home Safety Visits By:	Stations	Volunteers
October	24	147
November	10	159
December	20	100
Total for Q3 2019/20	**54**	**406**
Trend from Previous Quarter	⬆	⬇

Number of Smoke Detectors Fitted	Standard	Sensory
October	954	109
November	743	118
December	539	115
Total for Q3 2019/20	**2,236**	**342**
Trend from Previous Quarter	➡	⬆

Fire and Rescue Plan Measure - People who received an intervention feel safer and less at risk

People who have receive a Home Safety intervention have the option to fill out an evaluation form. ECFRS received 237 responses between October and December, which equates to 19% of the total number of Safe and Well visits conducted.

Of the 237 responses, 77% of respondents thought their Home Safety Service was outstanding (rate, 10/10). 22% highly rated their experience (8 or 9) and only 1% rated their experience as a 2.

The Net Promoter Score (NPS) was 93, which is classed as **"Excellent"**. The score ranges from -100 (needs improvement) to +100 (excellent). It is calculated by having three categories of responses: the detractors (1-6), the passives (7-8), and the promoters (9-10). The percentage of detractors is subtracted from the percentage of promoters, giving the NPS score.

The evaluation form asks respondents whether they learnt something from their Home Safety Service that will help them to reduce the risk of having a fire at home in the future, and the chart below shows their response to this question.
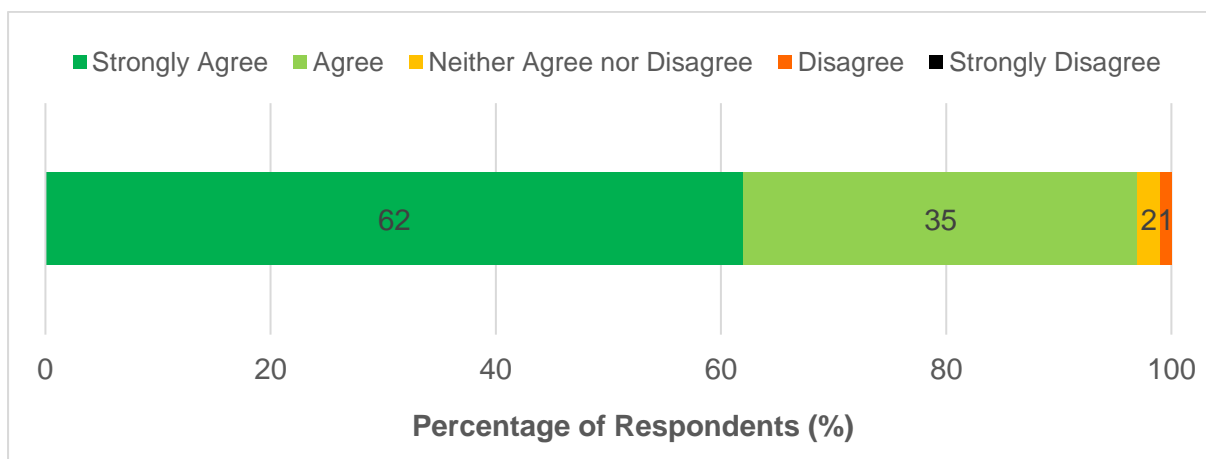
Commentary for this priority is incorporated into the following section.

PREVENTION, PROTECTION AND RESPONSE

Objective: "We will plan and provide effective and efficient prevention, protection and response activities, so the public continue to have trust and confidence in us."

Service Measure: Rate of Accidental Dwelling Fires (ADF) per 10,000 Dwellings

Target – 0.9	Q3 2019/20	Q3 2018/19
October	**0.8**	**0.8**
November	**0.6**	**1.0**
December	**0.9**	**1.0**

Number of ADFs

	Q3 2019/20	Q3 2018/19
October	60	65
November	48	75
December	73	76
Rolling 12 Months Total	**784**	**836**

Percentage (%) of ADF that are cooking related		
	October	**33%**
	November	**35%**
	December	**39%**

Service Measure: Smoke Alarm Ownership

Percentage (%) of ADF where a smoke alarm was present		
	October	**62%**
	November	**90%**
	December	**85%**

Fire and Rescue Plan Measure: Reduction in Injuries and Fatalities

There were no fatalities from fires during Quarter Three 2019/20.

Injuries in this report are those logged into the Incident Recording System (IRS) System as requiring hospital treatment.

Injuries from Primary Fires[2]	Q3 2019/20	Q3 2018/19
October	2	4
November	5	3
December	2	8
Rolling 12 Months Total	**72**	**63**
Injuries from Accidental Dwelling Fires		
October	2	3
November	4	2
December	1	6
Rolling 12 Months Total	**43**	**40**

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[2] Primary fires are generally more serious fires that harm people or cause damage to property. Primary fires are defined as fires that cause damage and meet at least one of the following conditions: any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures; any fire involving fatalities, casualties or rescues; any fire attended by five or more pumping appliances. Source: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/546154/fire-statistics-definitions-hosb0916.pdf

ADF injuries by Severity
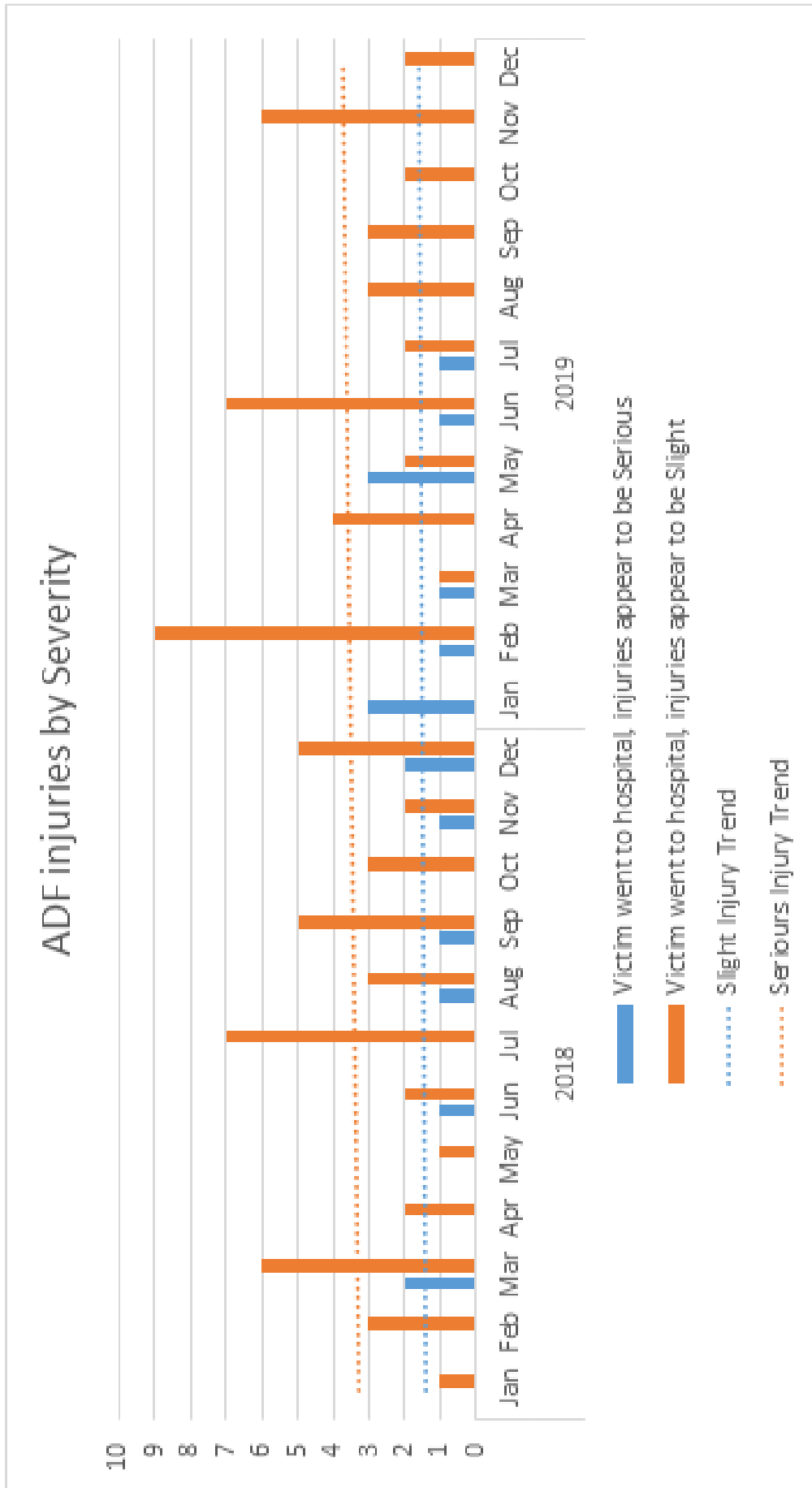
Service Measure: Rate of Deliberate Fires

		Q3 2019/20	Q3 2018/19
Primary	October	0.2	0.3
	November	0.2	0.2
	December	0.2	0.1
Rolling 12 Months Total		2.7	2.9
Secondary	October	0.4	0.5
	November	0.4	0.4
	December	0.3	0.3
Rolling 12 Months Total		7.2	6.3

Number of Deliberate Fires		Q3 2019/20	Q3 2018/19
Primary	October	35	50
	November	35	36
	December	29	22
Rolling 12 Months Total		**469**	**513**
Secondary	October	66	94
	November	76	67
	December	57	44
Rolling 12 Months Total		**1,259**	**1,096**

Command Group	Deliberate Primary Fires	Deliberate Secondary Fires
North East Group	95	204
North West Group	69	194
South East Group	124	259
South West Group	181	602

Number of Deliberate Fires, January to December 2019

■ Primary Fires   ■ Secondary Fires

Month	
Jan-19	
Feb-19	
Mar-19	
Apr-19	
May-19	
Jun-19	
Jul-19	
Aug-19	
Sep-19	
Oct-19	
Nov-19	
Dec-19	

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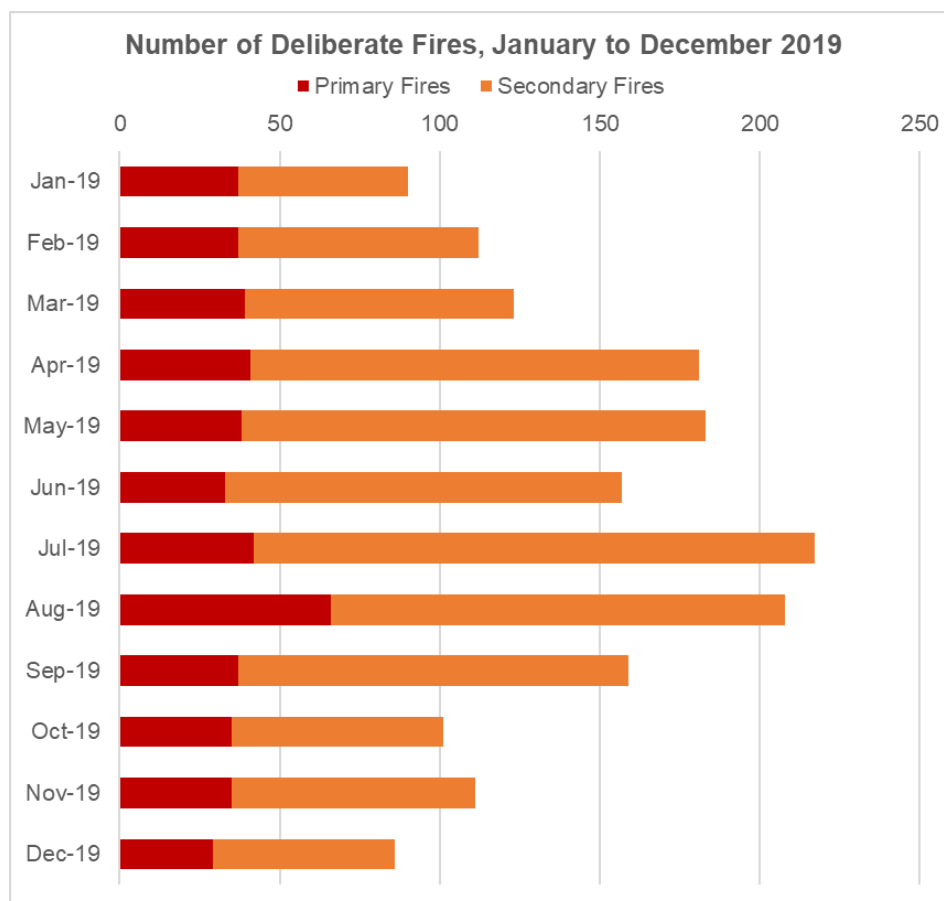
INSIGHT INTO SPOTLIGHT PAPER ON DELIBERATE FIRES (INC. ARSON)

ECFRS attended 7970 deliberate fires between January 2015 and September 2019. There was a peak in the number of deliberate fires during quarter two in 2017. There were nearly 650 incidents.

The paper focuses particularly on deliberate fires between February and September 2019, to align with the Police's analysis of arson. There were 1327 deliberate fires during the time period specified above, of which 25% of these were primary fires and 75% were secondary fires.

Peak days for deliberate fires were Sunday, Saturday and Monday, there were over 200 incidents on these days in total during the period. There was correlation between high numbers of deliberate fires and bank holidays, as well as on significant sporting events in the UK e.g. Cricket World Cup Semi-Final and Final.

The peak times for deliberate primary fires during the period was 21:00 – 23:00. There was also over 25 deliberate fires that occurred between 23:00 – 00:00. The peak time for deliberate secondary fires was 18:00 – 20:00.

The highest number of deliberate fires occurred in Thurrock, followed by Basildon, Tendring and Southend-on-Sea. Maldon and Uttlesford had the lowest number.

Commentary (Prevention)

Actions Taken in Q3 to Improve Performance

- The training package for Operational personnel to deliver Home Safety visits went live, with presentations delivered at Managers Briefings, Operational Awareness Day and the Monthly Shout.
- Stations have been completing the training in their watches and sending the returns to the Home Safety Mailbox.
- The outcome of this should mean we start to see an increase in the total number of visits being completed in the months following the training. An agreement of 8 visits per month per watch for whole time stations, and 5 per month for on call stations has been agreed for this year.
- The next stage of the Home Safety Evaluation has been implemented, specifically the commencement of follow up surveys to test message retention after three months of a Home Safety Visit/Safe and Well Visit having taken place.
- The Home Safety Team explored the cost and implications of heat alarms, as well as started planning a quality assurance exercise for the installation of sensory alarms, planned for the next quarter.
- The Home Safety Team continue to liaise with Performance to agree the risk model to identify areas most vulnerable to fire. This model will then be available via the new Geographic Information System (GIS) platforms to enable operational personnel to target their community safety activity appropriately.

Forward Action Plans

- It is expected that the percentage of fire stations that have completed their online Home Safety training, and can therefore have Home Safety Visits allocated to them. This will enable the Home Safety Information Team to allocate more Home Safety Visits where appropriate and available.
- Phase two of the Home Safety Evaluation is taking place this quarter. The team will be gathering information from residents two months after a visit has taken place in order to better understand the lasting impact of fire prevention activity.
- A paper will be submitted to the Prevention Steering Group outlining the case for heat alarms and presenting some recommendations for next steps.
- An assessment of the quality and reliability of our sensory alarms will continue and be concluded. We will share our findings with our supplier, Fire Hawk and neighbouring Fire and Rescue Services.
- Home Safety are working with Essex Cares Sensory Services to assess how open and accessible our services are to individuals with sensory impairments.

The exploration day is likely to generate some possible improvements and evidence of good working practice.

- Following some recent contact with dementia services, Home Safety are leading a working morning to comprehensively consider the fire risks specific to individuals with dementia and develop resources to assist.

- The Volunteering work stream will shifting its emphasis on supporting the group structure and begin conversations with Community Risk Teams to identify ways in which the volunteers can more effectively support community safety activity in the future.

- Discussions are planned with partners from Essex Vision to look at the possibility pf partnership work linked to ECDA (Essex Centre for Data Analytics), risk and population.

PROTECTION

Service Measure – (Number of) Fires in Non-Residential Properties

	Q3 2019/20	Q3 2018/19
October	42	33
November	31	42
December	28	26
Total in Quarter	**101**	**101**
Rolling 12 Month Total	**438**	**464**

The table above shows that the total number of fires in non-residential properties was the same (101) for quarter three in 2019/20 and 2018/19. However, the 12 month rolling total has reduced (by 26 fires).

HIGHLIGHT FROM DECEMBER'S MONTHLY PERFORMANCE REPORT

Since February 2016, there has been a total of 1,832 fires in non-domestic premises in Essex. There has been a decrease in the total number of fires per year since 2017.

From February 2016 to December 2019, there were over 500 fires recorded in total for quarters two and three. Quarters one and four had just over 400 fires. The average number of fires per month (since February 2016) is 39.

From January to December 2019, there were 436 fires and the peak months were July (51) and April (48). During this period, 60% of the fires in non-domestic premises occurred in the South East or South West Command Group.

Inspections by Crews in Q3 2019/20

	Wholetime	On-Call
October	105	28
November	75	25
December	36	5
Total	**216**	**58**

Number of Audits Completed in Q3 2019/20

	Number of Audits	Number of Satisfactory Audits
October	69	34
November	94	64
December	61	45
Total	**224**	**143**

Based on the figures in table above, 64% of the audits undertaken by ECFRS were satisfactory and the remaining 36% were unsatisfactory.

Summary of Regulatory Action taken following Audits

81	1	0
Notification of Deficiencies Issued	**Number of Prohibition Notices Served**	**Enforcement Notices Issued**

Summary of Prohibition Notices

P00091 served on a hotel in Clacton – restricting use of the second floor.

Fire Engineering Consultations Completed (Essex): 11

Commentary (Protection)

Actions Taken in Quarter to Improve Performance

- Thematic Inspection programme implemented to audit all university buildings and accommodation within Essex in response to the Fire in Bolton involving student accommodation clad with High Pressure Laminate (HPL).
- Continuous Improvement Development event held for Inspecting Officers at Rayleigh Weir covering updates to Building Regulations Approved Document B.
- Technical Fire Safety (TFS) Training delivered for new entrants to ECFRS on a migration course.
- On-line training package developed for operational crews covering TFS topics.
- Recruitment process run to fill existing vacancies, successful candidates due to start Quarter 4 2019/20.
- Recruitment of part-time Admin Assistant at South West SDP.
- Agreement reached for ECFRS to provide Fire Engineering Consultancy Services to Bedfordshire & Luton Fire & Rescue Service, to start January 2020
- ECFRS hosted Regional National Fire Chief Council Heritage Group meeting.
- ECFRS hosted a show and tell session presented by Cambridgeshire Fire & Rescue Service, to look at their risk management information system (CFRMIS).
- Sprinkler installation completed in high rise student accommodation block at the Colchester campus of the University of Essex, the system was part-funded by ECFRS, final hand over to take place in Q4 2019/20.
- Part funding of a sprinkler system agreed for a Lightship operated by the Fellowship Afloat Charitable Trust.

Forward Action Plan

- TFS Fire Protection Summit – Meeting held with TFS Admin and Inspecting Officers to discuss outcome of HMICFRS in relation to TFS and the Action Plan developed.
- Attendance at Regional NFCC working Group on Risk Based Inspection Plans.
- Visit to Hampshire Fire & Rescue Service to view their electronic solution for receiving building plans
- Attendance at Regional NFCC working Group on Fire Engineering.
- Attendance at Regional NFCC Fire Protection meeting.
- Attendance at Fire Safety Engineering Apprenticeship Trailblazer group
- Three Essex Engineers successfully completed the Level 5 Certificate in Fire Engineering Design.
- ECFRS Officer attended second Module of BEng (Hons) Fire Engineering degree course.

RESPONSE

Service Measure: Attendance Times

First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	Q3 2019/20	Q3 2018/19
October	10m 8s	10m 35s
November	10m 25s	10m 10s
December	10m 19s	11m 13s

Time of Call to Arrival - % of all incidents within 15 minutes Based on first Essex appliance at science, excludes resilience appliances Target – 90% within 15 minutes	Q3 2019/20	Q3 2018/19
October	87%	86%
November	89%	86%
December	87%	86%

Command Group	% of all incidents within 15minutes
North East Group	85%
North West Group	77%
South East Group	91%
South West Group	86%

Commentary (Response Part 1)

Observations and Actions Taken in Quarter to Improve Performance

- First attendance to potentially life threatening calls has been steadily improving over the last year. Work is still ongoing to reduce the call handling times as the turnout time and traveling time has seen little change.
- In Q3 2019/20, there has been a reduction in times in October (27 seconds) and December (44 seconds) when comparing them with last year. There was a slight increase in November of 15 seconds on last year.
- In relation to attendance to 90% of all calls within 15 minutes, there has been a steady improvement on last year, with 87% in October (86% in 2018), 89% in November (86% in 2018) and 87% in December (86% in 2018).
- The group that continues to have a lower performance is the North West, which has predominantly On-call stations and adds time onto turning out.
- The response times are discussed at each group manager 1:2:1 and station manager 1:2:1 and some improvements are seen at Orsett and Grays. On-call stations that are showing longer times Brentwood, Billericay, Witham, Maldon and Canvey suffer from busy road networks next to or on the station turnout locations for on-call to respond. Other stations such as Burnham and Manningtree are away from the main town area so it takes longer for crews to get there when turning out from their home addresses

Forward Action Plan

- Over the same Q2 period in 2020, we will be looking to employ the Central Resourcing Team (CRT) within the Control element of the Service to improve out availability, with officers riding at on call stations centrally. This will involve pre planning to ensure we place Officers where they will be needed most.
- We are currently recruiting an additional 57 staff between now and June 2020 which will start to see an improvement in our whole time performance.
- The IRMP 2020 – 2024 is in production but future work as part of this will include a review of the key stations to ensure that the availability of those stations most vital to ensuring county wide attendance times is maximised.

Service Measure: Appliance Availability

Total Pumping Appliance Availability Target – 94%		Q3 2019/20	Q3 2018/19
	October	80.1%	82.8%
	November	80.5%	83.5%
	December	78.8%	80.2%

Whole Time & Day Crew Pumping Appliance Availability Target – 98%		Q3 2019/20	Q3 2018/19
	October	97.1%	98.4%
	November	96.3%	98.7%
	December	95.7%	94.8%

On-call Pumping Appliance Availability Target – 90%		Q3 2019/20	Q3 2018/19
	October	71.7%	74.8%
	November	72.1%	75.6%
	December	70.6%	73.1%

The tables on the next two pages show whole time & day crew and on-call appliance availability per group command for the calendar year, January to December 2019. The colours depict:

- Blue – exceeded target
- Green – met target
- Yellow – close to target
- Red – below target

North West

WholeTime/Day Crew

	January	February	March	April	May	June	July	August	September	October	November	December
						2019						
Harlow Central	98.4%	98.8%	96.4%	96.2%	96.2%	96.2%	95.9%	95.7%	95.5%	97.8%	97.5%	98.1%

On-Call

	January	February	March	April	May	June	July	August	September	October	November	December
						2019						
Braintree	91.1%	73.4%	76.5%	69.9%	75.7%	67.7%	80.0%	70.7%	66.7%	73.5%	78.8%	84.9%
Coggeshall	74.4%	68.8%	77.6%	78.9%	76.2%	69.3%	72.6%	59.2%	68.8%	75.1%	75.8%	63.2%
Dunmow	72.7%	72.5%	64.3%	72.3%	65.2%	71.2%	73.0%	75.2%	68.3%	77.6%	76.3%	73.1%
Halstead	90.5%	88.9%	83.4%	81.4%	80.3%	65.7%	76.6%	68.9%	80.9%	82.0%	78.4%	73.2%
Leaden Roding	4.7%	41.2%	55.8%	53.5%	22.4%	50.5%	60.5%	34.1%	55.9%	50.2%	57.3%	53.7%
Newport	84.1%	91.8%	96.7%	96.5%	89.3%	96.8%	91.7%	95.1%	94.5%	97.9%	95.0%	94.3%
Old Harlow	75.2%	63.2%	57.5%	49.8%	56.8%	53.6%	60.6%	49.1%	54.2%	47.1%	46.1%	36.7%
Saffron Walden	97.7%	92.1%	95.6%	94.8%	99.4%	96.2%	96.3%	85.7%	94.8%	94.0%	96.9%	98.2%
Sible Hedingham	55.9%	59.5%	63.4%	64.1%	53.3%	54.0%	59.6%	46.4%	58.7%	63.9%	63.9%	59.3%
Stansted	94.8%	93.3%	93.3%	96.0%	88.9%	91.0%	91.1%	95.8%	90.3%	92.4%	95.1%	96.9%
Thaxted	75.4%	68.3%	64.3%	66.5%	57.9%	64.7%	60.6%	50.6%	60.5%	62.6%	69.4%	73.8%
Wethersfield	85.0%	79.6%	83.8%	76.6%	83.5%	77.9%	71.6%	34.2%	77.0%	66.4%	68.0%	70.7%
Witham	72.3%	72.9%	65.5%	70.1%	57.8%	55.9%	37.9%	42.7%	38.4%	36.3%	49.6%	46.3%

North East

WholeTime/Day Crew

	January	February	March	April	May	June	July	August	September	October	November	December
						2019						
Clacton	98.3%	98.0%	98.3%	98.8%	97.9%	97.4%	98.8%	98.0%	99.5%	99.5%	97.4%	97.8%
Colchester	99.0%	96.6%	98.0%	89.4%	87.6%	94.8%	93.4%	97.7%	93.2%	98.3%	95.9%	97.5%
Dovercourt	98.3%	97.2%	98.7%	100.0%	98.4%	100.0%	92.0%	96.4%	95.5%	98.1%	96.7%	95.8%

On-Call

	January	February	March	April	May	June	July	August	September	October	November	December
						2019						
Brightlingsea	97.3%	98.8%	98.3%	99.1%	97.0%	95.1%	96.2%	90.7%	96.3%	90.4%	94.8%	79.7%
Burnham	60.7%	67.6%	49.1%	74.1%	84.0%	64.1%	79.0%	77.0%	78.0%	81.6%	81.6%	68.2%
Clacton	97.0%	95.1%	95.4%	97.3%	96.1%	93.1%	95.3%	90.0%	87.3%	90.1%	85.1%	75.7%
Dovercourt	80.1%	72.8%	77.3%	62.1%	38.8%	69.4%	79.6%	66.2%	65.0%	79.1%	82.3%	54.6%
Frinton	99.8%	94.7%	99.9%	99.1%	97.2%	99.4%	99.2%	94.3%	91.8%	95.6%	97.2%	96.3%
Maldon	96.0%	89.8%	91.8%	86.8%	84.7%	88.2%	85.2%	86.8%	86.2%	87.8%	87.6%	84.7%
Manningtree	85.3%	90.6%	85.8%	93.8%	96.8%	89.4%	89.8%	85.5%	72.7%	76.7%	72.5%	65.0%
Tillingham	86.7%	77.9%	66.3%	78.6%	72.9%	55.4%	65.4%	75.3%	53.6%	67.3%	80.5%	77.7%
Tiptree	96.4%	93.6%	93.4%	94.1%	91.7%	90.5%	91.1%	86.1%	92.0%	83.9%	82.6%	78.8%
Tollesbury	50.0%	41.5%	50.0%	47.9%	53.2%	61.6%	65.8%	62.5%	59.0%	60.5%	64.1%	53.6%
Weeley	98.0%	98.8%	99.2%	97.9%	97.1%	98.2%	96.7%	96.4%	98.2%	96.7%	98.0%	97.7%
West Mersea	98.7%	99.5%	99.6%	94.5%	76.3%	79.8%	75.3%	67.9%	74.9%	76.9%	74.2%	85.5%
Wivenhoe	73.2%	82.0%	70.4%	65.5%	63.5%	56.9%	84.9%	81.4%	73.6%	83.6%	80.9%	69.3%

South East

WholeTime/Day Crew

	2019											
	January	February	March	April	May	June	July	August	September	October	November	December
Chelmsford	97.5%	98.2%	97.6%	94.3%	91.7%	92.8%	94.1%	95.9%	92.7%	97.1%	97.0%	95.6%
Great Baddow	97.5%	97.4%	92.7%	98.6%	91.7%	91.8%	88.8%	76.4%	93.2%	88.6%	94.1%	87.8%
Leigh	98.3%	98.1%	97.9%	98.7%	93.8%	99.1%	97.8%	98.1%	97.0%	96.8%	96.4%	97.2%
Rayleigh Weir	98.5%	96.8%	99.0%	99.4%	98.4%	99.3%	98.4%	98.0%	99.3%	98.9%	99.0%	99.0%
South Woodham	98.8%	99.7%	97.4%	96.4%	92.2%	89.9%	79.7%	39.3%	66.3%	79.6%	86.5%	83.7%
Southend	98.5%	99.5%	98.7%	97.2%	97.8%	97.1%	97.4%	98.2%	96.5%	99.5%	94.4%	94.9%

On-Call

	2019											
	January	February	March	April	May	June	July	August	September	October	November	December
Canvey	65.8%	47.8%	47.2%	44.0%	51.0%	48.5%	55.2%	50.9%	53.0%	41.5%	37.4%	51.3%
Hawkwell	99.8%	91.9%	96.1%	98.8%	96.9%	97.4%	96.5%	100.0%	91.1%	95.8%	94.6%	98.5%
Rochford	64.2%	59.3%	86.6%	82.2%	75.9%	87.9%	86.0%	82.0%	83.2%	75.6%	70.7%	80.1%
Shoeburyness	84.3%	71.0%	86.5%	92.7%	94.0%	96.9%	96.4%	92.2%	91.7%	90.7%	88.9%	91.7%

South West

WholeTime/Day Crew

	2019											
	January	February	March	April	May	June	July	August	September	October	November	December
Basildon	97.4%	97.4%	96.1%	97.2%	95.8%	96.1%	96.9%	97.7%	94.4%	95.9%	95.2%	92.2%
Brentwood	98.5%	96.6%	98.4%	97.1%	97.5%	97.7%	98.7%	94.6%	97.1%	99.7%	98.0%	96.8%
Grays	99.4%	98.3%	97.5%	96.0%	97.7%	97.6%	97.2%	95.8%	96.7%	99.2%	96.8%	95.5%
Loughton	98.8%	92.3%	96.9%	91.7%	95.7%	96.0%	92.4%	93.8%	93.9%	97.5%	96.5%	94.9%
Orsett	96.3%	98.7%	96.0%	97.4%	98.1%	97.1%	99.0%	96.9%	95.9%	95.6%	99.0%	98.2%
Waltham Abbey	96.1%	96.5%	93.8%	95.0%	97.5%	92.7%	96.0%	90.9%	85.7%	93.9%	86.2%	76.5%

On-Call

	2019											
	January	February	March	April	May	June	July	August	September	October	November	December
Billericay	90.8%	89.9%	89.0%	92.2%	84.2%	89.2%	85.5%	78.6%	89.2%	91.6%	85.7%	92.7%
Brentwood	42.3%	35.5%	25.7%	24.0%	22.2%	24.6%	25.5%	23.9%	33.4%	14.4%	11.5%	10.5%
Corringham	97.3%	92.1%	96.4%	94.4%	92.7%	87.2%	96.8%	95.5%	91.5%	91.5%	89.5%	91.0%
Epping	93.0%	93.0%	81.3%	94.3%	91.1%	92.1%	95.0%	91.6%	88.8%	74.6%	90.4%	83.9%
Ingatestone	49.2%	46.0%	40.9%	35.3%	46.4%	32.2%	34.7%	20.3%	22.0%	10.9%	27.7%	24.7%
Ongar	74.1%	73.4%	32.8%	41.1%	39.6%	52.1%	61.1%	31.0%	29.2%	38.3%	36.2%	34.5%
Wickford	45.8%	34.3%	31.4%	17.6%	20.3%	32.9%	26.8%	52.3%	46.1%	56.3%	42.0%	43.0%

Commentary (Response, Part 2)

Observations and Actions Taken in Quarter to Improve Performance

- Overall the availability for both Wholetime and On-call has seen a slight decline in Q3 – 80.1% in October, 80.5% in November and 78.8% in December which is slightly down on last year (82.8%, 83.5% and 80.2% respectively).
- Wholetime appliance availability continues to closely mirror previous years, although there was a slight decline in Q3 overall. The performance in October and November is just below 98% (0.9% in October and 1.7% in November) and is 95.7% in December – this is an increase on performance from December 2018. Traditionally, December sees a pattern of reduction in availability due to the holiday season, although the service has seen an improvement in Wholetime availability this year. Converting stations are also having an effect on the availability percentages as they have less crew at the stations on their watches.
- On-call availability is still below target and continues to be a focus for the Service. We have continued to focus our recruitment campaigns at the converting stations of Dovercourt, South Woodham Ferrers, Great Baddow and Waltham Abbey in Q3. Lack of recruitment can be attributed in areas of transient populations, on-call firefighters joining whole-time stations and the retention of those who are recruited. Leaden Roding, Ingatestone, Brentwood, Witham, Ongar and Wickford are the lowest level of availability, all have recorded under 50% at some point in Q3.
- There are pockets of excellent availability and stations performing well relating to their recruitment. Stations performing over 90% include Newport, Shoeburyness, Hawkwell, Frinton, Weeley and Corringham

Forward Action Plan

- On-call recruitment has continued at station level and the appointment in June of the on-call support managers and the activities associated with the role will reinforce and improve this, hopefully with immediate effect.
- Group Managers are prioritising recruitment – highlighting a 2 tier approach to targeting recruitment campaigns and media activity. 4 stations have been highlighted as a priority – Canvey, Witham, Brentwood and Ongar and both have action plans to increase managers and staff at each location.
- The review into mixed crewing and the converting of Dovercourt station to On call in Q4 2019/20 will likely impact statistics in Q1 2020/21. In addition, the On-call support managers will be released to support recruitment at the stations listed above. We are looking to embed Wholetime officers and staff at Ongar, Canvey and Dovercourt in Q4 2019/20 to assist in recruitment and availability during the daytime.
- The first squad of 18 passes out in February 2020 which will likely increase availability of stations in Q4 2019/20, and the continued recruitment drives and intakes during 2020 will ultimately improve organisational performance.

BEST USE OF OUR RESOURCES

Objective: "We will improve the safety of the people of Essex by making best use of our resources and ensuring value for money"

Fire and Rescue Plan Measure: Reduction in the Number of False Alarms

	Q3 2019/20	Q3 2018/19
October	415	563
November	528	484
December	438	491
Total for Quarter	**1,381**	**1,538**

The table above shows that there has been a decrease in the total number of false alarms, when comparing quarter three in 2019/20 with the same quarter in 2018/19.

False Alarms, Jan 2017 - December 2019
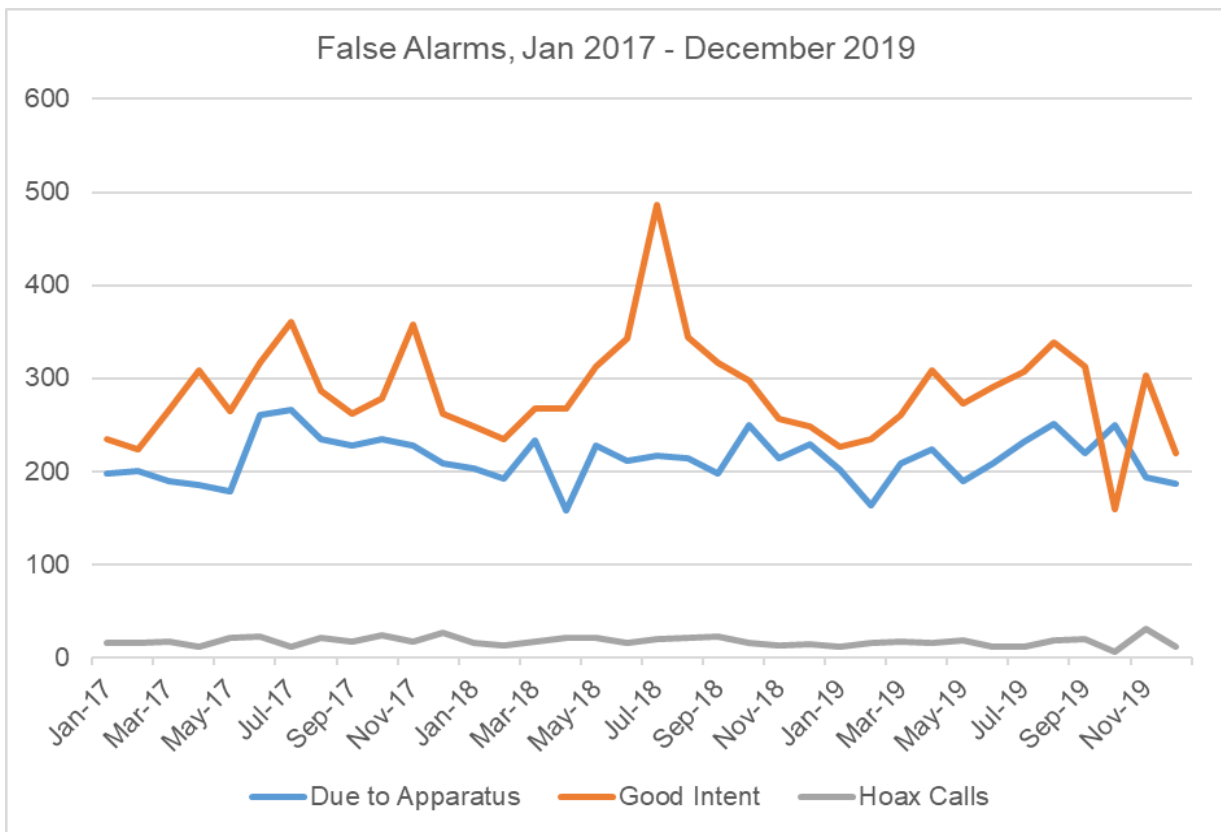
HIGHLIGHT FROM NOVEMBER'S MONTHLY PERFORMANCE REPORT

In Q3 2019/20, there was an increase in the number of false alarms from October to November 2019, and more false alarms than in November 2018.

Further analysis of the number of false alarms reveals that there was a significant decrease in false alarms due to good intent in October. This decrease did not occur in October 2017 or 2018.

The decrease in false alarms due to good intent in October is associated with less incidents concerning bonfires. Other sub-types of good intent false alarms that decreased in October in comparison to September and November were controlled burning, fumes, smoking chimneys, fires elsewhere (not at location), vehicle related fire, cooking and various others. At present, ECFRS' actions and/or social media campaigns cannot be attributed to the decrease in false alarms good intent in October.

A possible reason for the decrease in false alarms related to bonfires and similar incidents in October 2019 is weather. Based on Met Office climate summaries, October's weather was unsettled with frequent low pressure systems and rain belts for most of the month (until 20th, and 24 – 26th). The jet stream was observed to be further south than normal, resulting in wet and cloudy month.

Unwanted Fire Signals – Number of false alarms due to apparatus caused by automatic fire detection in non-domestic properties.	Q3 2019/20	Q3 2018/19
October	113	79
November	77	116
December	72	75
Rolling 12 Months Total	**1,060**	**979**

IMPROVE SAFETY ON OUR ROADS

Objective: "Reduce the personal, social and economic impact of road traffic incidents"

Fire and Rescue Plan Measure - Reduction in the Number of People Killed or Seriously Injured (KSI) On Essex Roads

The table below shows the number of people KSI on Essex Roads during quarter three (Q3) 2019/20. Although figures for Q3 2019/20 are provisional, it is likely that there were less people KSI in this quarter than the same quarter in 2018/19.

	KSI in Q3 2019/20*	Fatalities	Casualties	KSI in Q3 2018/19
October	**58**	6	52	**87**
November	**74**	6	68	**66**
December	**76**	2	74	**70**
Total	**208**	12	194	**223**

2019/20 KSI figures are provisional, received from Essex Police on 07/01/2020.

The table below shows the total number of road safety events and interactions, as well as the number of events/courses for FireBike, FireCar and Community Wheels.

RTC REDUCTION EVENTS	FIREBIKE EVENTS
106 Road Safety Events 10,368 Interactions	7 FireBike Events 6 FireBike Better Biking Courses 1 FireBike Advanced Machine Skills Courses 42 Interactions
FIRE CAR EVENTS	**COMMUNITY WHEELS EVENTS**
8 Modified Car Even 1250 Interactions	4 Events 309 Interactions

ECFRS Quarterly Performance Summary – Quarter Three 2019/20

Service Measure: Number of Road Traffic Collisions attended by ECFRS

	Q3 2019/20	Q3 2018/19
October	101	112
November	110	111
December	107	117
Total	**318**	**340**

ECFRS attended an average of 4 RTCs per day during Q3 2019/20. The maximum number of RTCs attended by the Service in one day during quarter three was 9, and this occurred twice – Thursday 3rd October and 23rd December 2019.

73% of the RTCs attended by ECFRS during the quarter involved a car, 21% involved multiple vehicles, 2% involved a motorcycle and 1% involved lorry/HGV.

RTCs attended by ECFRS Command Groups

	NW	NE	SW	SE
Total	**73**	**63**	**99**	**83**

Commentary

Actions Taken in Quarter to Improve Performance

- Multi agency SERP 'Surround a Town' events in key towns involving both, Police enforcement activity and (on separate sites) road safety education. 9 Surround a Town events held in Q3 2019/20, with 1,520 interactions
- SERP Community Engagement Days: these are road safety engagement events in towns where it is not possible to hold full Surround a Town events. 2 events held in Q3 2019/20, with 210 interactions
- SERP Roadster events involving young pre-drivers in schools and delivering road safety risk and consequence education focussing on the fatal 4 causes of collisions. 16 Roadster events held in Q3 2019/20 with 2,737 interactions
- Young Driver Scheme (YDS) is delivering road safety education to young pre and learner drivers, and also to some of their parents. 3 YDS events attended in Q3 2019/20 with 209 interactions

- Youth Offenders. ECFRS is commissioned to deliver road safety education to youth offenders referred by the Youth Offending Team and who have been through the justice system for motoring related offences such as taking vehicles without consent, driving under the influence etc. ECFRS is able to effectively engage with this high risk, high harm group. 7 events held in Q3 2019/20 with 31 interactions
- National Citizenship Scheme (NCS) events delivering risk and consequence education to young people. 1 NCS event attended in Q3 2019/20 with 55 interactions
- 272 Community Speedwatch (CSW) monitoring sessions were carried out and 2540 offences were reported in Q3 2019/20. 66 CSW volunteers were trained and an additional 14 CSW sites were approved.
- Young P2W Riders Essex young rider activities, including Street Spirit, were the subject of presentations at the Road Safety GB National Conference in November 2019, the National Young Riders Forum in November 2019, and to the National FireBike Forum in December 2019.

Forward Action Plan

- Additional FireBike team members are to be recruited due to improve capability and resilience within the FireBike Team. Operational basis of FireBike under review to increase team member availability.
- New RTC Reduction Team Leader to be recruited early 2020, together with additional RTC Reduction Secondary Contract personnel – to improve resilience and increase capacity to deliver.
- 2020/21 SERP Joint Road Safety Delivery Plan, including ECFRS Road Safety activities, finalised and approved by the SERP Board.
- Calendar of FireBike activities/courses 2020 being prepared. A larger number of 'enhanced' FireBike Better Biking Courses will be held in 2020 (6 were held in 2019) to accommodate extra demand following the cessation of Police Bikesafe courses.
- Street Spirit Young Rider Campaign being reviewed and improved to run again from March 2020, underpinned by the new virtual reality young rider film being rolled out. Opportunities being explored to extend Street Spirit across the Eastern Region.

PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

Objective: "To have a safe and diverse workforce who we enable to perform well in a supportive culture underpinned by excellent training".

Fire and Rescue Plan Measure: Improved Workforce Diversity

The table below presents the Service's headline diversity metrics as at 31 Dec 2019.

EE Group	Gender % that are Female[1]	Majority Age Band	% LGB [1]	% Ethnic Minority [1]	% Disability
Wholetime	6.7%	46-55	4.6%	2.7%	1.4%
On-Call	1.6%	25-35	1.2%	2.5%	1.2%
Control	83.3%	25-35	9.5%	3.7%	0.0%
Support	51.7%	46-55	5.9%	3.3%	4.1%
Overall	**16.7%**	**46-55**	**4.2%**	**2.8%**	**1.9%**

Note 1: reflects the proportion of those individuals that explicitly self-identified their gender, sexual orientation or ethnicity.

Service Measure: Average Number of Days/Shifts Lost per Person per Year

The following table presents the Service's sickness absence metrics for the rolling 12 months to 31 Dec 2019:

EE Group	% of Current Employees taking sick leave	Median Sick Days	Total Days Lost	% Long Term [1]	% Short Term [1]
Wholetime	55.6%	8.0	10,295	70.5%	29.5%
On-Call	32.9%	13.0	5,898	77.0%	23.0%
Control	75.7%	7.5	567	44.4%	55.6%
Support	55.2%	5.0	2,869	61.2%	38.8%
Overall	**48.3%**	**7.0**	**19,629**	**70.3%**	**29.7%**

Note 1: Periods of absence lasting 28 calendar days or more are classified as Long Term. All shorter periods than this are considered to be Short Term.

Service Measure: Employee Casework (Attendance Management, Disciplinary, Grievance Management, Performance Management)

The following table presents the Service's employee relations casework metrics as at 31 Dec 2019:

Case Type	New Cases	Closed Cases	Average Time to Close (days)	Cases Open at Quarter End	Oldest Case (days)
Attendance	27	23	179	61	901
Disciplinary	1	1	31	4	357
Grievance	2	0	0	5	218
Performance	10	7	81	13	359
Overall	**40**	**31**	**152**	**83**	**901**

Commentary

Actions Taken in Quarter to Improve Performance

1. **Following review of the disciplinary policy, HR will provide an update on findings, recommendations and agreed actions.**

The disciplinary policy is under review: We have reviewed the live cases and those that have more recently concluded. We will reflect our observations for improvement in the Policy and supporting guidance notes. As part of this review we have also identified the need to update our Code of Conduct. We are creating a schedule of priority policies for review for 2020 and beyond to ensure that our Policies are fit for purpose and up to date.

2. **HR will provide an update on progress of the on-call recruitment review, proposals for whole time recruitment 2020 and beyond and ATS (Applicant Tracking System) progress.**

We have been researching how other services assess suitable candidates and what tools they use, via the NFCC network. We will be proposing changes to both on-call and whole-time assessment and selection based on the evidence of success to attract and on-board a more diverse workforce. Progress with the ATS has been restricted due to an upgrade in Civica expected in March (we understand they will be moving to a cloud-based solution and so the upgrade will bring significant benefits to us.)

Observations

- Sickness absence still remains high. Nationally, 27% of all Support sickness absence was attributed to Mental Health-related conditions. Our figure of 46.3% exceeds this significantly. Nationally, 38% of all 2018/19 Wholetime sickness absence was attributed to Musculo-Skeletal conditions. This is broadly comparable to our reported figures. (Source: National Fire & Rescue Service OH Performance Report 2018/19, prepared by Cleveland Fire Brigade). Business partner teams are working with managers to provide support via this attendance management process, with a view to achieving a reduction. We are intending to review our absence target with a view to measuring our performance against CIPD (Chartered Institute of Personnel and Development) public sector, Essex County Council (over 90% of ECC employees live in the County), and neighbouring fire services within our region.

- Diversity: There has not been much movement in the data since last quarter. Our actions to improve include continued appeal to individuals to capture their data in Civica as there is still a gap to close here where records are blank. The ATS will significantly improve our ability to capture equal opportunity and diversity data directly into Civica as part of the application process. We are also reviewing our recruitment assessment methodologies to ensure that we continue to attract diverse candidates and that our assessment approaches are fit for purpose. As part of our talent attraction strategies we are creating a video to show-case the diverse backgrounds our current employees have, what it's like to work for the Service, and what we do. This will be part of a number of materials available on our careers website which will help to promote our employer value proposition. Other materials will include digital brochures which promote the type of roles we have in the service in more detail.

- Longer term strategies for diversity & inclusion and wellbeing and health will be set out in the People Strategy 2020-24, expected to be published in April 2020.

- We have reviewed our 'top ten' long term cases in each case management category and agreed appropriate priority actions and support arrangements to help resolve and conclude them. We are expecting to see a reduction in the number of long term cases next quarter as a result of this action.

BE TRANSPARENT, OPEN AND ACCESSIBLE

Objective: "Communities are involved, engaged and consulted in the services they receive."

The following section details how the Service, in particular the Information Governance team is actively working towards compliance with the Data Protection Act 2018. The IG team also team handles statutory requests such as Freedom of Information Requests (FOIs), Subject Access Requests (SARs) and the Environmental Information Regulations 2004 (EIRs). Compliments and complaints for the Service are also processed by this team.

During Q3 2019/20, there was an audit conducted by Essex County Council's Information Governance Support group. **The result for the Service was "Adequate Assurance".** This means, whilst there is basically a sound system of control, there are some areas of weakness, which may put the system/process objectives at risk. There are moderate recommendations indicating weaknesses, but these do not undermine the system's overall integrity. On the back of this audit report, the Service is now taking steps towards achieving full compliance in this area.

An ongoing training and awareness plan complements the mandatory e- learning that all employees are required to undertake. There were **11** organised training and awareness sessions in quarter three (Q3) 2019/20 across the Service. Training and awareness in the Service take various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

> **72%**
> Completion rate for the mandatory
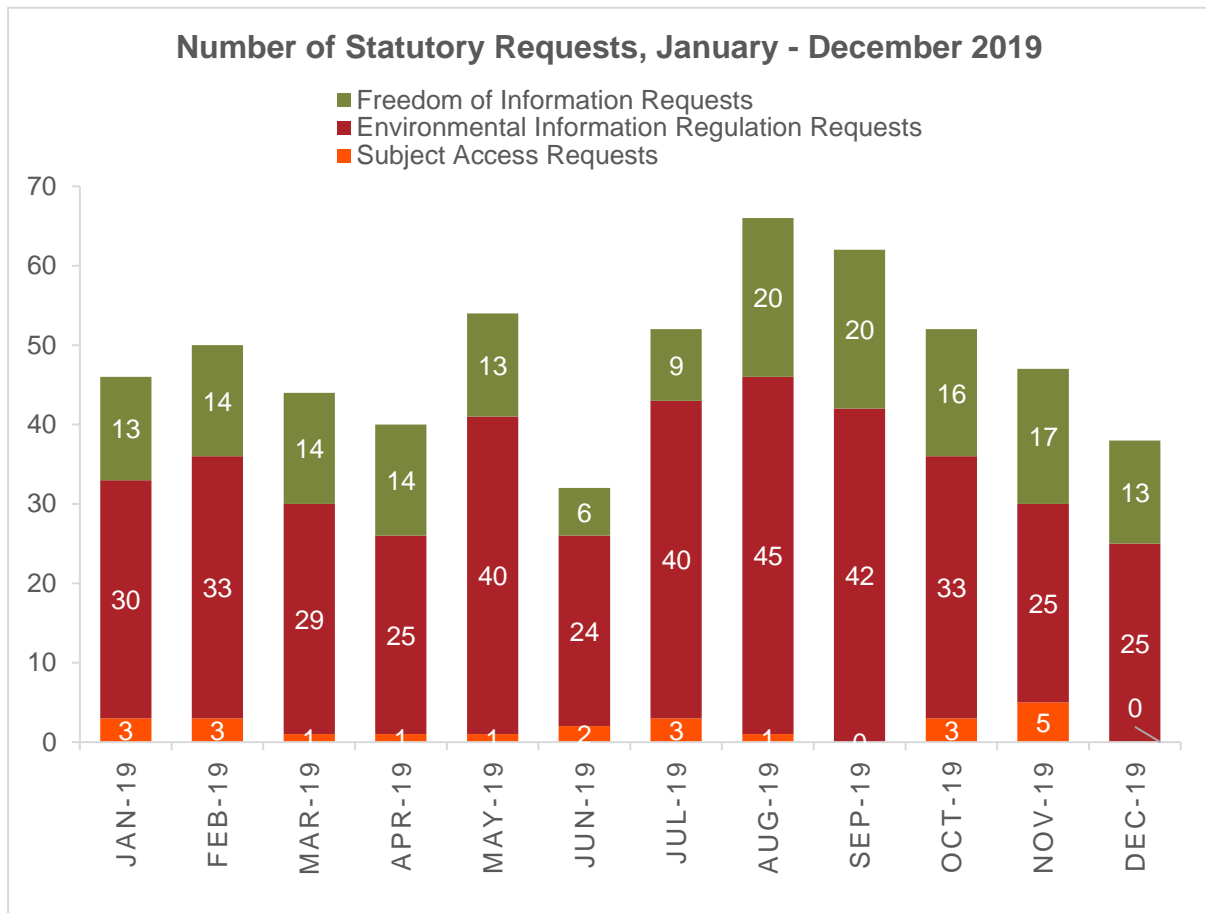> E-learning (managing personal information) as at Q3 2019/20.

The IG also facilitates the completion of Information Asset Registers (IARs). IARs enable the Service to have an understanding and visibility of the personal data that it holds and how the information is being handled.

> **Completion Rate for Information Asset Registers (IARs)**
>
> This is being reviewed and updated by the Information Asset Owners. The migration of the Information Assets will be completed as soon as possible.

Service Measure: Statutory and Complaint Response Rates

Number of Data Breaches	
12	Feedback from the ICO on our data handling were **0** in total **0** on a reported data breach **0** on a complaint by an employee

Percentage of Complaints Closed on Time	
85% Target: 90%	Performance at end of quarter: **OFF TARGET** Projected performance at end of year: **OFF TARGET**

Percentage of FOIs, SARS and EIRS Closed on Time	
98% Target: 90%	Performance at end of quarter: **OFF TARGET** Projected performance at end of year: **OFF TARGET**

Number of Statutory Requests, January - December 2019

- Freedom of Information Requests
- Environmental Information Regulation Requests
- Subject Access Requests

Month	Subject Access Requests	Environmental Information Regulation Requests	Freedom of Information Requests
JAN-19	3	30	13
FEB-19	3	33	14
MAR-19	1	29	14
APR-19	1	25	14
MAY-19	1	40	13
JUN-19	2	24	6
JUL-19	3	40	9
AUG-19	1	45	20
SEP-19	0	42	20
OCT-19	3	33	16
NOV-19	5	25	17
DEC-19	0	25	13

Subject Access Requests

We received **8** Subject Access Requests between October 2019 and December 2019. **5** SARs were received from current members of staff and **3** SARs from former members of staff.

Freedom of Information Themes

We received **46** FOIs between October 2019 and December 2019**.** The main themes around FOIs were Data Requests (**18**), HR (**7**), Fire Safety (**6**), ICT (**6**), Fleet (**3**), Policy (**2**), Contracts (**2**), Finance (**1**) and Other (**1**).

Environmental Information Regulations Themes

We received **83** Environmental Information Regulation Requests between October 2019 and December 2019.The main themes were Fire reports (**80**) and other request for environmental information (**3**).

Complaints and Compliments Themes:

We received **20** complaints and compliments between October 2019 and December 2019.

The main complaint themes were Staff Attitude/Behaviour (**5**), Driving (**3**), Fire safety (**3**), HR (**1)** and Other (**1**).

We received **7** compliments between October 2019 and December 2019.