



Monthly Performance Summary February 2020

About

A monthly 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.

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 this month, based on figures from the previous month and year, although there are still 47 incidents awaiting quality assurance in the Incident Recording System.
- There was also a decrease in the number of fires when comparing figures for this month against last and the same month in 2019, as well as a decrease in the number of casualties from primary fires.
- The Service was close to the target to attend 90% of all calls within 15 minutes.
- Wholetime pumping appliance availability was close to the target and on-call pumping appliance availability improved this month.

Information Governance

- There were 2 organised training and awareness sessions during February.
- There were 3 reported personal data breaches in February 2020.
- The Service received 43 statutory requests this month, the same in January.

Health and Safety (H&S)

- H&S produced a tool box talk on Station and Appliance Genie Leads and issued a Safety Flash Essex about Sanitisers and Hygiene Guidance. The team also attended Basildon fire station to deliver a roadshow to crews.
- There was a decrease in reports for accidents, hazards, near misses, control measure failures, RTCs involving ECFRS vehicles.

Human Resources (HR)

- The People Dashboard this month highlights that HR continues to focus on monitoring of casework volumes and on-call unpaid special leave.

Home Safety

- The number of visits undertaken in February are down on the previous year. There are a number of reasons for this, including the availability of fewer Safe and Well Officers in 2020 compared to February 2019 and fewer Volunteers.
- There has been an increase in the number of visits undertaken by stations since enabling all firefighters to conduct Home Safety Visits. However, firefighters are not able to conduct Home Safety Visits without having completed a home safety online training module, and since not all stations have yet completed their Home Safety training, we still expect this figure to increase further in the future.

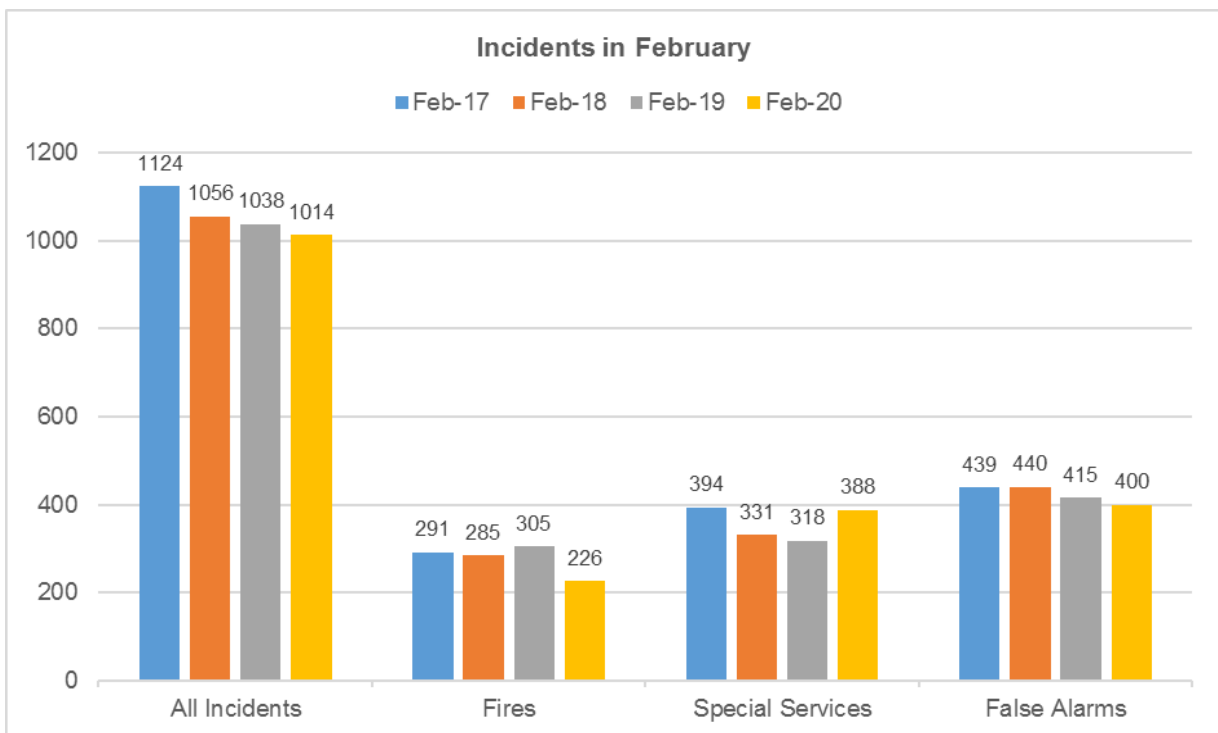
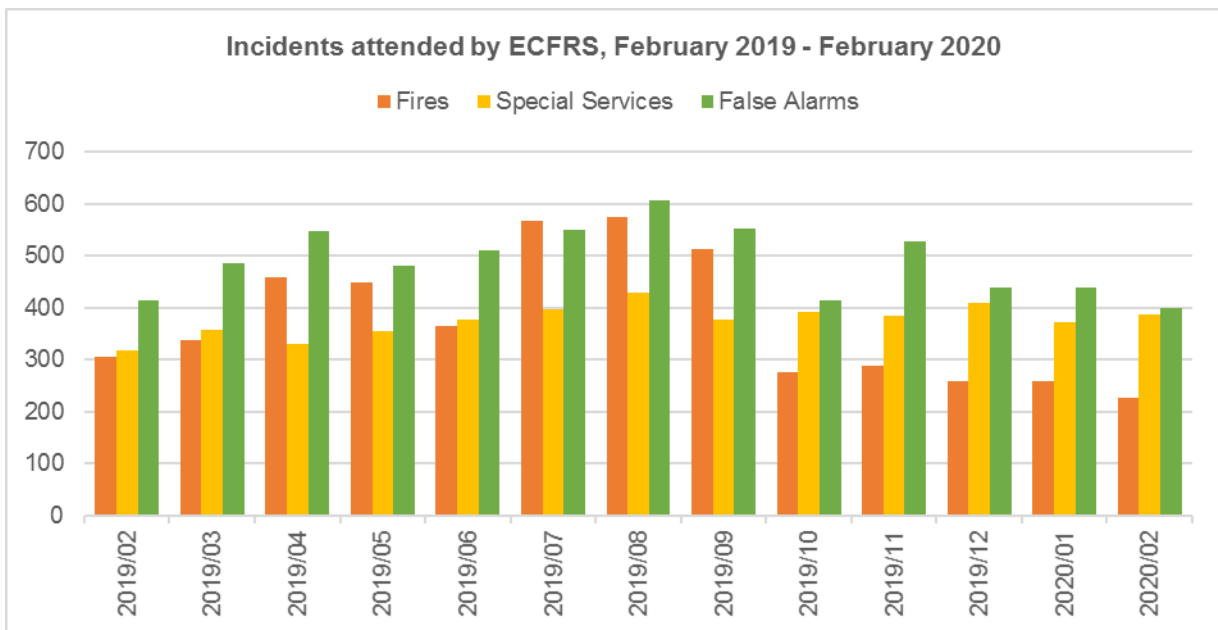
Community Development and Safeguarding

- There was a decrease in the number of safeguarding referrals received in February 2020, albeit though more than received in February 2019. ECFRS crews/officers referred the most cases, 22 related to adults and 4 to children.

Incidents

ALL INCIDENTS	1,014	1,070
	February 2020	January 2020
		1,038
		February 2019

At the time of reporting there were 47 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.



FIRE		
Primary Fires	124 February 2020	154 January 2020
		170 February 2019
Secondary Fires	90 February 2020	98 January 2020
		123 February 2019
Accidental Dwelling Fires (ADF)	60 February 2020	62 January 2020
		68 February 2019
Fatalities and Casualties	<p>0 fatalities from all fires this month and since June 2019. There was 1 fatality in February 2019.</p> <p>3 casualties from two incidents. There were 7 casualties in January 2020 and 8 in February 2019.</p>	
<p><u>Details:</u></p> <ol style="list-style-type: none"> 1. Two males, one aged between 60 – 65 and the other aged 75 – 80, were injured from an accidental fire within self contained sheltered housing. Both individuals were overcome by gas, smoke or toxic fumes, received oxygen at scene and went to hospital, with injuries that appeared to be slight. The call came in at quarter to midnight. The cause of the fire was cooking (in the kitchen). A smoke alarm was present but did not raise as the battery was missing. The individuals evacuated without assistance but they attempted to put the fire out prior to arrival of the Service. 2. One male aged between 85 – 90 years old was injured from returning to a fire and evacuated with assistance (supported/carried out). Oxygen was provided at scene and the individual went to hospital with smoke inhalation. The fire was in the kitchen within a single occupancy house. It was accidental, caused by cooking with a chip pan/deep fat fryer and the human factor was distraction. A smoke alarm was present and raised. The Service used portable extinguishers (dry powder) to put out the fire. 		

SPECIAL SERVICES

Special Services (non RTC). There were 314 incidents in February 2020. 49 more incidents than in January 2020 and 94 more than in February 2019.

RTC. ECFRS attended 74 RTCs in February 2020, 33 less than in January 2020 and 24 less than in February 2019.

Focus: Making Safe (not RTC)

The Special Services section of this report highlighted that there was an increase in the total number of incidents for February. Initial analysis revealed that the top two incident types for both, January and February were ‘effecting entry/exit/for medical case’ and ‘assist other agencies/assistance to other agencies’.

	January	February
Effecting entry/exit /For medical case	37	25
Assist other agencies/Assistance to other agencies	31	38
Total	68	63

Further analysis revealed that ‘Making Safe (not RTC)’ was the incident type that increased the most, from 8 incidents in January to 58 incidents February. 21 of the 58 incidents were to stabilise unsafe structure and 17 incidents involved were removing obstruction from highway, which were mostly trees.

The majority of these incidents occurred on 9th/10th and 15th/16th February that correlate with Storm Ciara and Storm Dennis, which brought very wet and windy weather to much of the country¹. These storms caused considerable disruption to travel, with flooding and falling debris and ECFRS assisted in the aftermath to make it safe to travel throughout the county.

¹ https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/summaries/uk_monthly_climate_summary_202002.pdf

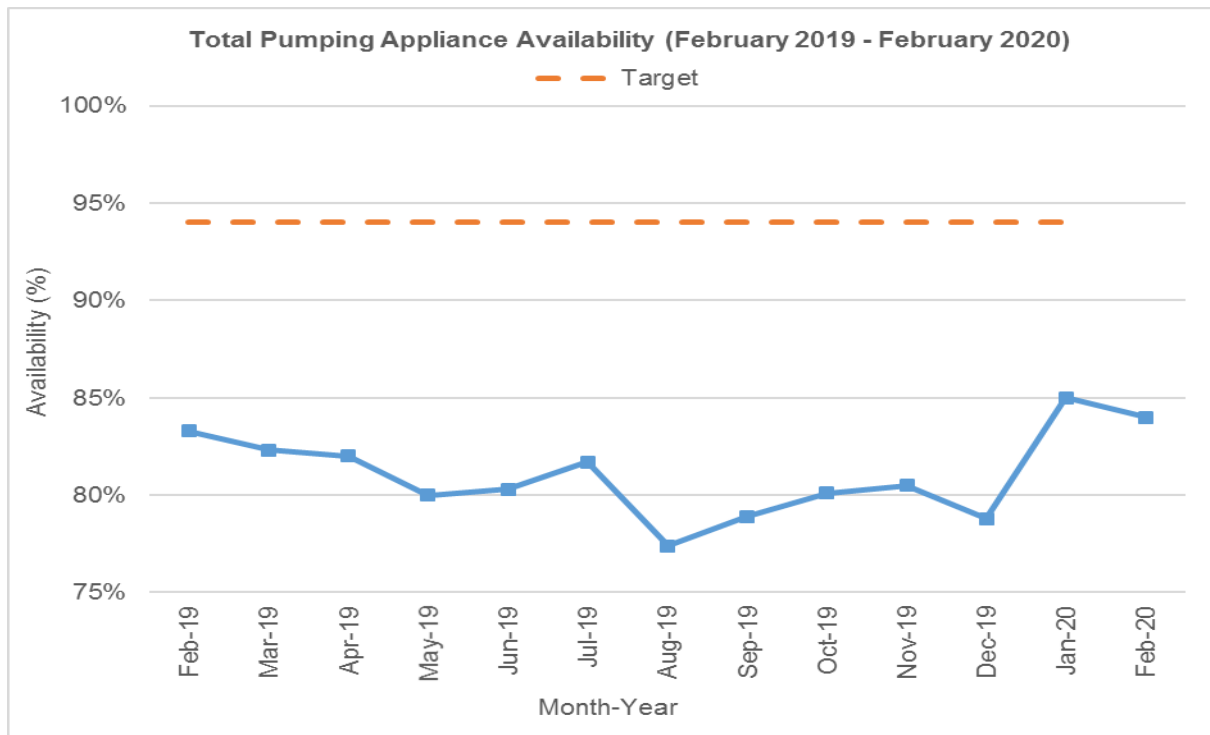
Attendance

Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	10m 27s February 2020	10m 15s January 2020
		10m 26s February 2019
Time of Call to Arrival - % within 15 minutes Target – 90% of all calls within 15 minutes	89% February 2020	88% January 2020
		87% February 2019

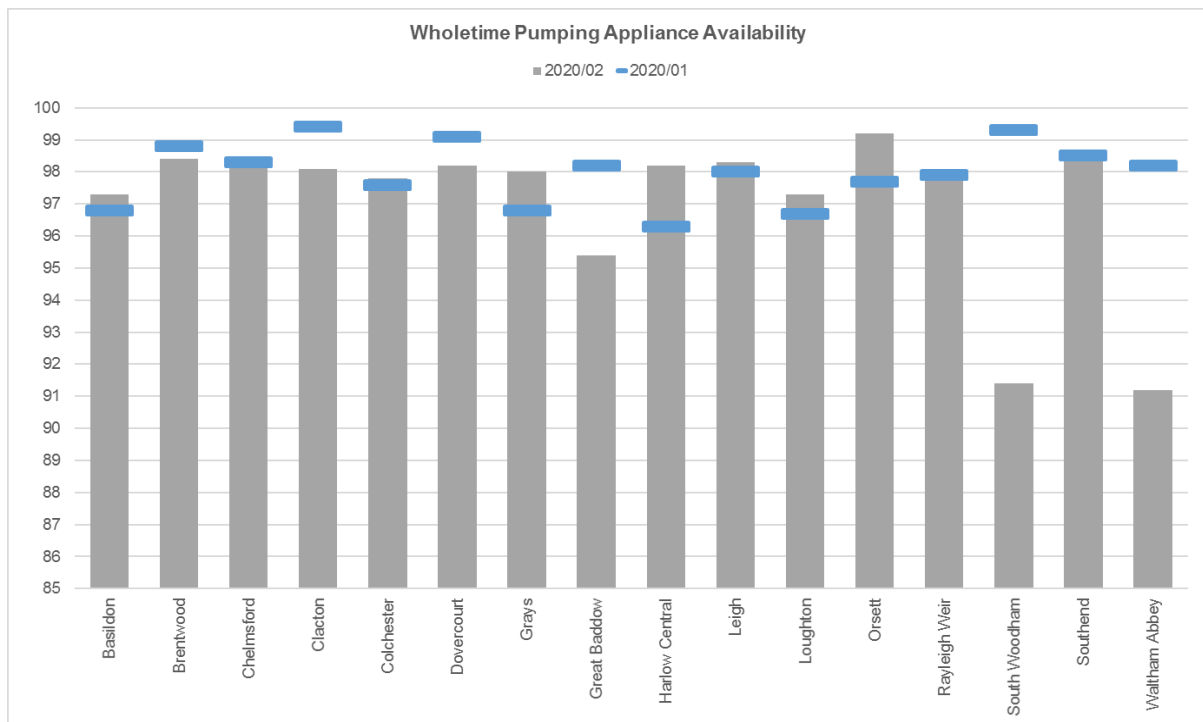
The table below shows the time of call to arrival per station, where the coloured columns indicate the percentage of incidents where the appliance was in first attendance and arrived within 15 minutes.

100%	80 – 99%	< 80%
Billericay Brightlingsea Frinton Great Baddow Hawkwell Newport Old Harlow Rochford Shoeburyness Sible Hedingham West Mersea Wethersfield	Southend Rayleigh Weir Leigh Orsett Grays Basildon Colchester Dovercourt Harlow Central Clacton Braintree Chelmsford Loughton Halstead Witham Saffron Walden Canvey Dunmow Tiptree Wickford Corringham Maldon Wivenhoe	Epping Brentwood Ongar Waltham Abbey South Woodham Stansted Tillingham Coggeshall Manningtree Weeley Burnham

Availability



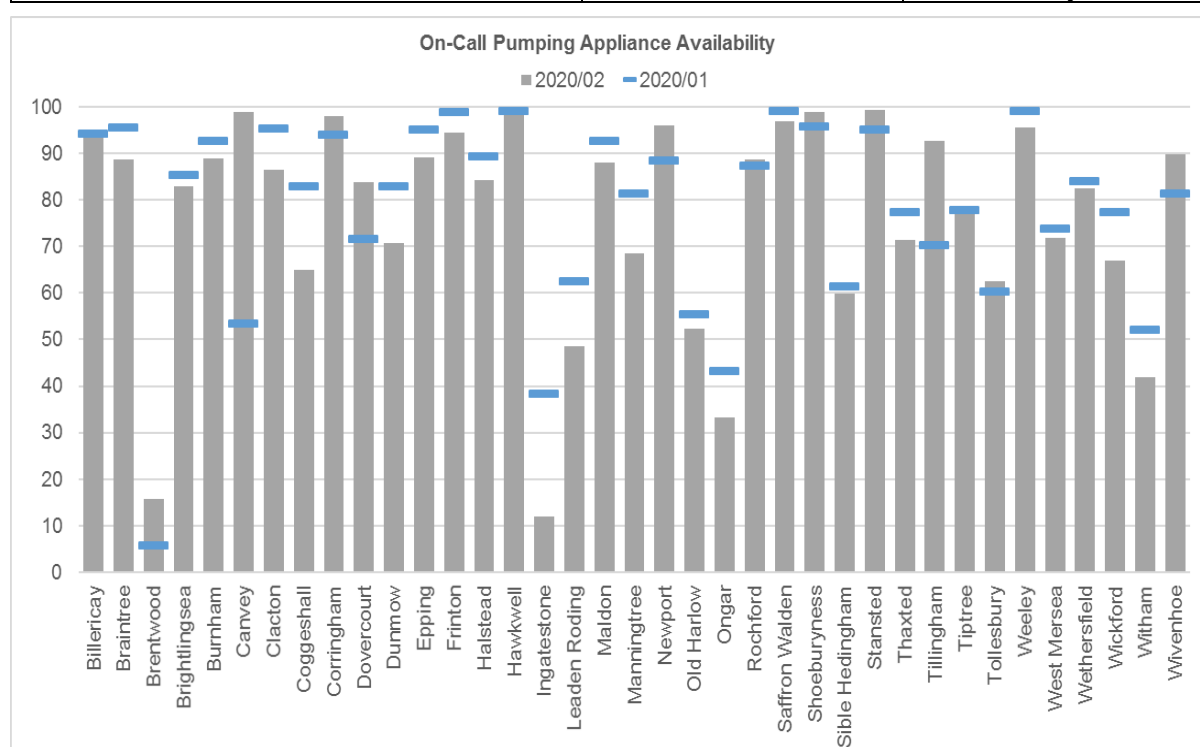
Wholtime and Day Crew Availability Target – 98%	97.7% February 2020	97.7%
		97.9%
		January 2020
		February 2019



ECFRS Monthly Performance Summary – February 2020

9 of the 16 whole time pumping appliances increased their availability from January 2020 to February 2020. Five whole time pumping appliances slightly decreased (less than 3%) their availability and 3 of these were still within the availability target. Also, as the chart above clearly indicates, Waltham Abbey and South Woodham decreased their appliance availability, -7% and -7.9% respectively.

On-Call Availability Target – 90%	80.5%	78.2%
	February 2020	74.2%
		February 2019



12 of the 37 on-call pumping appliances increased their availability from January 2020 to February 2020. The on-call pumping appliance at Carvey increased its availability from 53.4% to 98.9%, exceeding the availability target. Other on-call pumping appliances that met the target were:

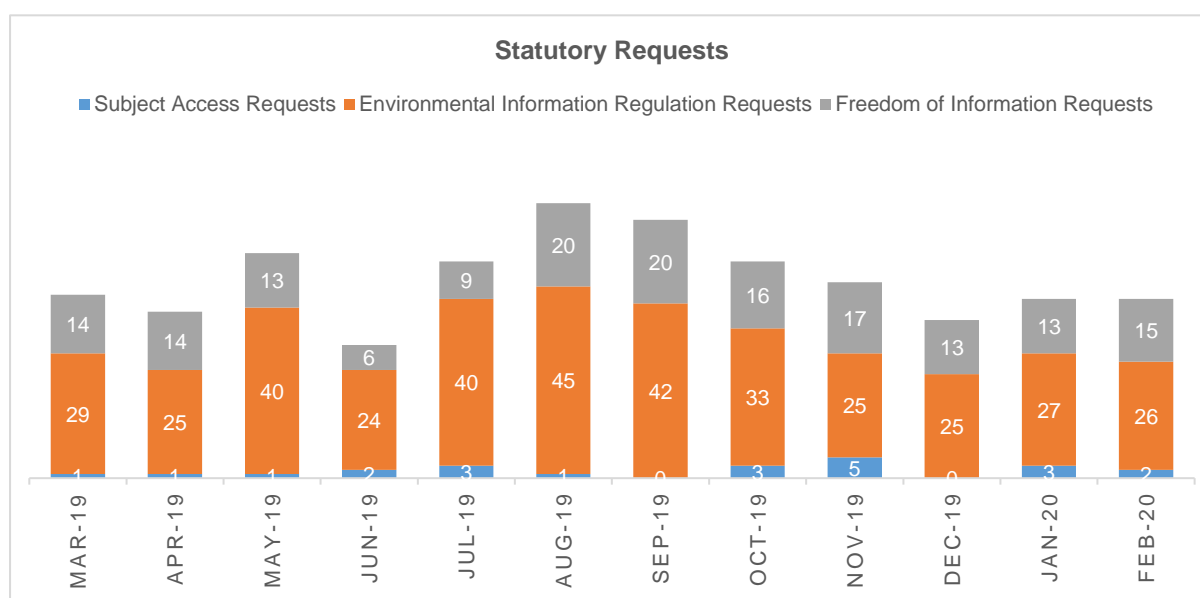
- Tillingham
- Newport
- Corringham
- Stansted
- Shoeburyness
- Hawkwell
- Billericay
- Saffron Walden
- Weeley
- Frinton

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 **2** organised training and awareness sessions held in February 2020.

The Fire Service is required to handle personal data incidents and breaches in a manner that is compliant with the Data Protection Act, 2018. There were **3** reported personal data breaches in February 2020, however they did not meet the stipulated threshold to inform the Information Commissioner’s Officer (ICO).



2 Subject Access Requests (SAR) were received in February 2020. Both SARs were from current members of staff.

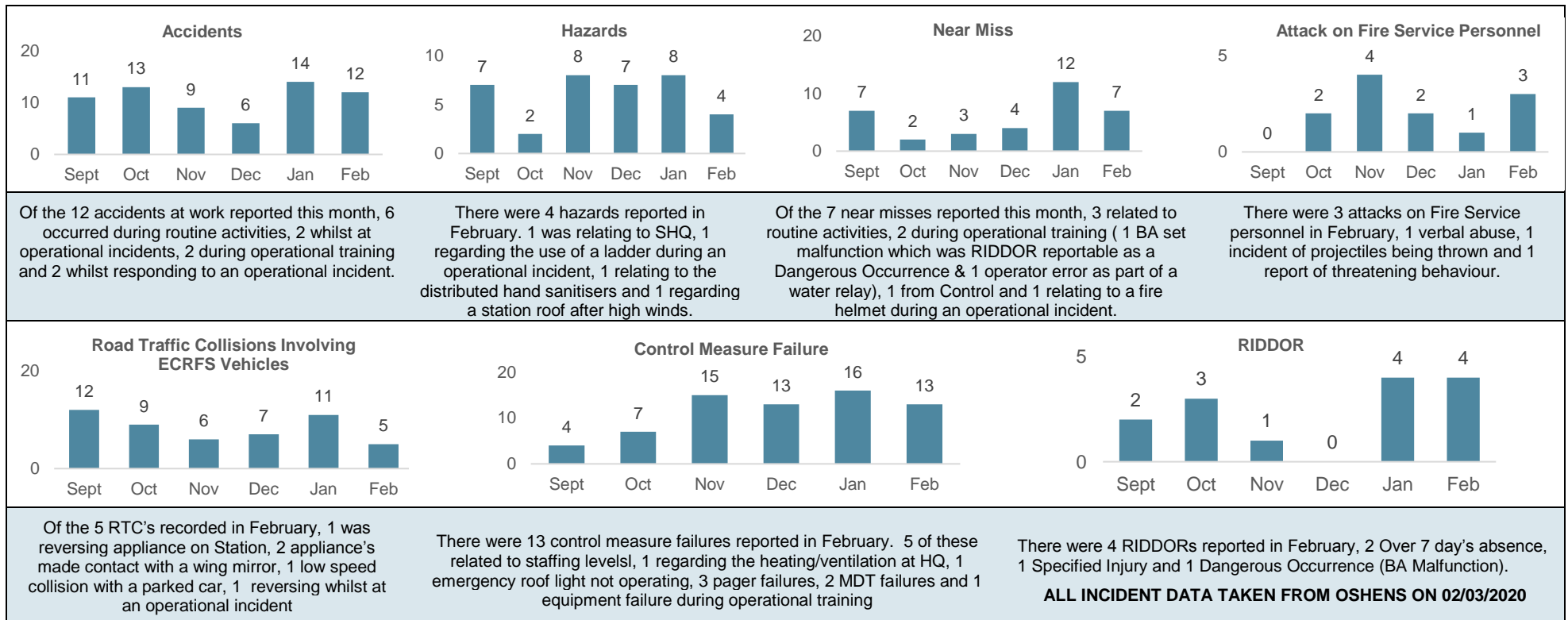
26 Environmental Information Requests (EIR) were received in February 2020. All **26** EIRs were for Fire Reports.

15 Freedom of Information requests (FOI) were received in February 2020. The main themes around FOIs were Data Requests (**4**), Fire Safety (**3**), Fleet (**3**), HR (**3**) and Policy (**2**).

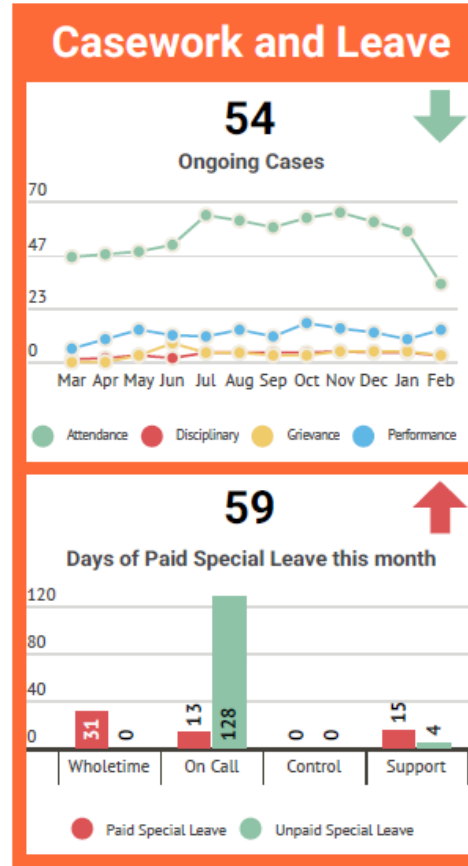
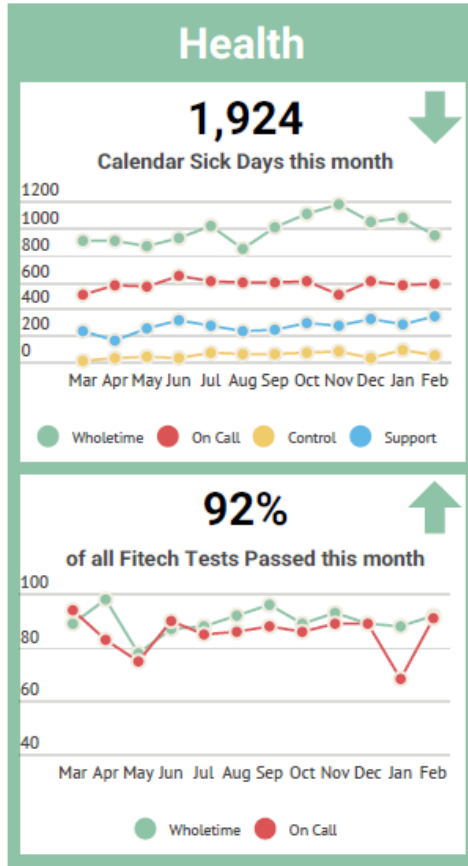
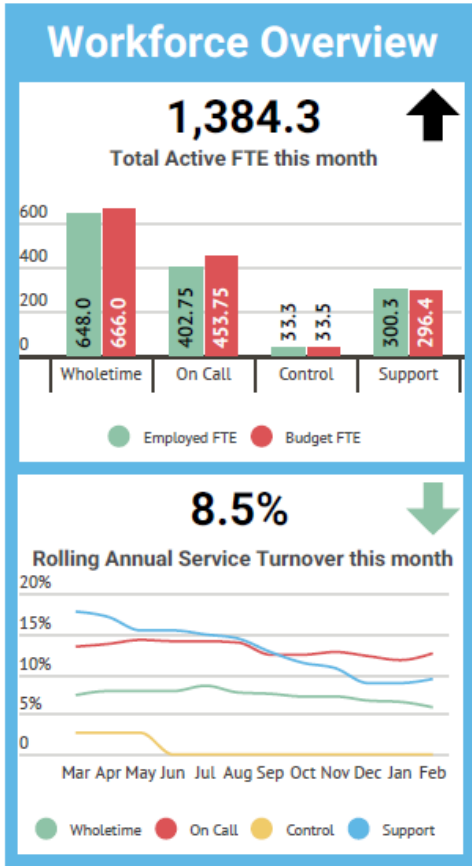
6 compliments and complaints were received in February 2020. The complaint themes were Fire Safety (**2**) and Driving (**1**). We also received 3 compliments in February 2020.

Health & Safety (H&S)

- Tool Box Talk No 41 – Station and Appliance Genie Leads was produced following another OSHENS report of a lead that had not been removed before the appliance was moved out of the bay.
- Safety Flash Essex-SF-10 Sanitisers and Hygiene Guidance was issued to remind all staff on the correct hand washing procedure and how to obtain hand sanitising gel for all personnel and locations.
- The Health & Safety team attended Basildon fire station to deliver the Roadshow to crews who had missed it previously.
- Members of the team attended the Industrial Chemical de-brief after taking part in the immediate response to the incident to carry out an initial accident investigation. This has now been passed to the Operational Assurance team to be used as part of the whole de-brief process. A separate serious accident investigation board is also to be arranged.
- A table top exercise was attended by all of the Health and Safety team to test the new business continuity plan.



Human Resources (HR) – People Dashboard



Insights

- Overall increase of 19 FTE since January, primarily reflecting new Wholetime squad.
- Agency workers (8.9 FTE) takes Support FTE over budget by 12.8 FTE (4.3%)
- Overall turnover continues to drop, but slight increases in On Call and Support turnover.

- 25.1% of all February sickness cases were long-term - a drop from 30.5% in January.
- 13.7% of all time lost to sickness in February was due to respiratory conditions such as cold/cough/flu.
- On Call Fitech pass rates recovered following their unexpected drop in January.

- Further to a review of longstanding cases during early February, the overall number of ongoing cases has dropped by 29%
- 7 individuals took approved single days of Paid Special Leave in order to represent the Service at the Firesports football semi final.
- On Call Unpaid Special Leave accounted for by 5 individuals.

Focus areas this month: Ongoing focused monitoring of casework volumes / On Call Unpaid Special Leave

Home Safety

The number of visits undertaken in February are down on the previous year. There are a number of reasons for this, including the availability of fewer Safe and Well Officers in 2020 compared to February 2019, fewer Volunteers, and continued illness in the Home Safety Information Team.

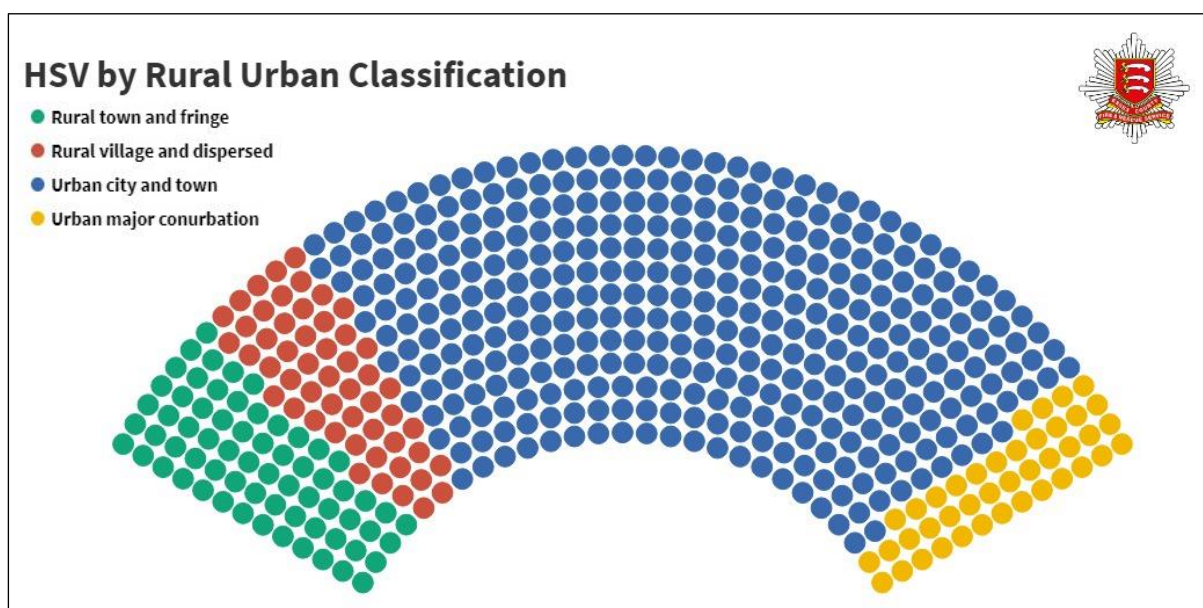
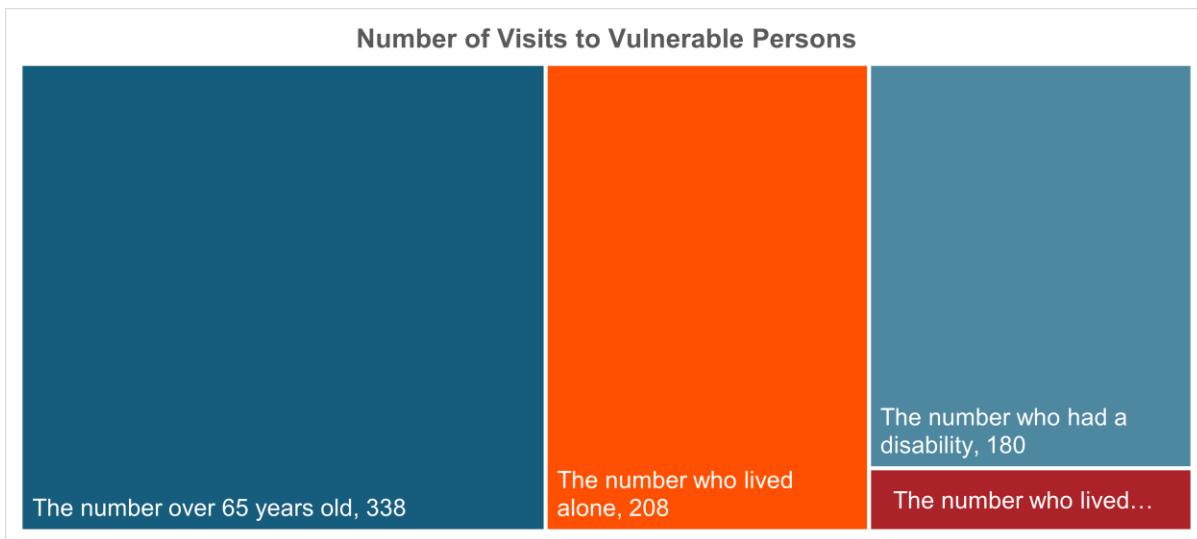
During February there was also above average annual leave for Safe and Well Officers, as well as one Officer being entirely re-deployed to support a different, but equally important Home Safety priority.

Another reason is the decision to allow Safe and Well Officers to set the standard expected number of visits per day, which is currently 4 (reduced from 5). The reduction in the expected visit number takes account of the increasing complexity of each visit. This is in part due to the increased vulnerability of residents we are seeing, but also because Safe and Well Officers now carry a more varied message, including crime prevention.

We have seen an increase in the number of visits undertaken by stations since enabling all firefighters to conduct Home Safety Visits. However, firefighters are not able to conduct Home Safety Visits without having completed a home safety online training module, and since not all stations have yet completed their Home Safety training, we still expect this figure to increase further in the future.

Some caution should still be taken in relation to the smoke detection figures, as we have identified some challenges with extracting the data from CRM. This reporting capability is a key requirement for the exploration of a replacement system for CRM and the Home Safety Team are engaging with the project team leading this work.

	FEBRUARY 2020	TREND
TOTAL NUMBER OF VISITS	526	↓
NUMBER OF SAFE AND WELL VISITS	372	↓
NUMBER OF HOME SAFETY VISITS BY STATIONS	57	↑
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	90	↓
NUMBER OF VISITS BY OTHER (CSO, CB, FSO)	7	↓
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	676	→
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	65	↓
TELEPHONE ENQUIRIES RECEIVED AT THE INFO CENTRE	700 Incoming	↓
	1,348 Outgoing	↓
EMAIL ENQUIRIES RECEIVED AT THE INFO CENTRE	386	↓



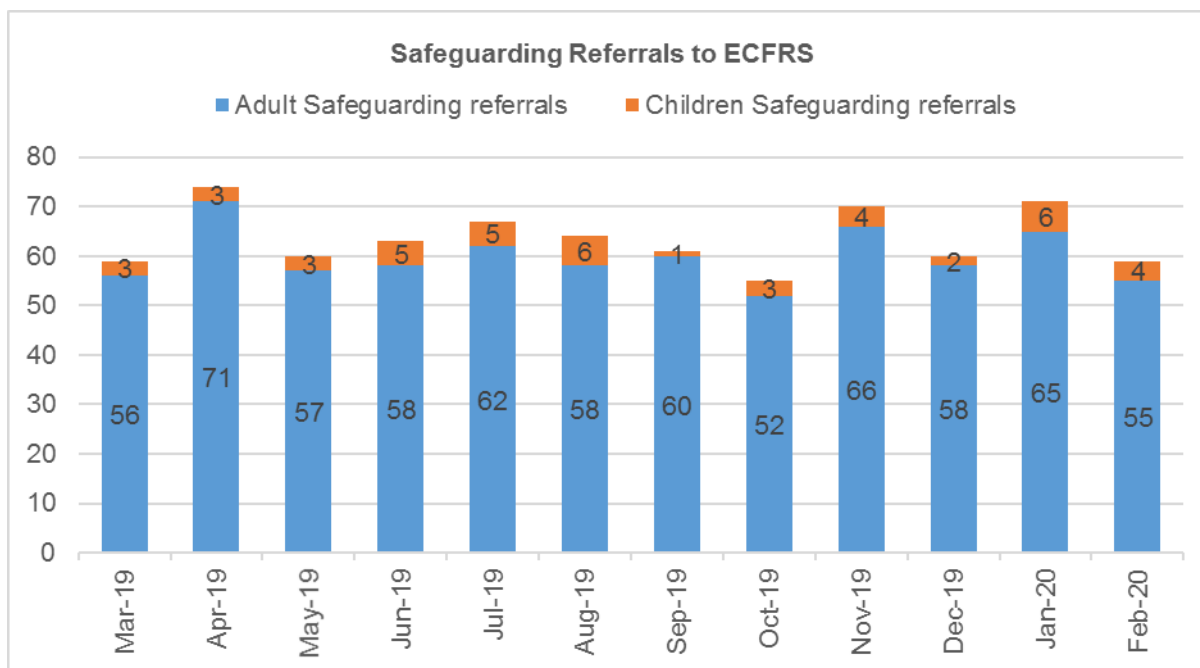
Rural Urban Classification	Number of HSV
Rural town and fringe	66
Rural village and dispersed	53
Urban city and town	358
Urban major conurbation	41

The visualisation (parliament chart) and table shows that the majority of HSVs in February 2020 were in LSOAs classified as ‘Urban city and town’ (highlighted in blue). There were 119 HSVs in rural areas.

Community Development and Safeguarding

Safeguarding Referrals

There were 59 referrals to ECFRS Safeguarding team during February 2020, 12 less than January 2020 but 11 more than February 2019.



REFERRER	ADULT	CHILD
ECFRS CREWS/OFFICERS	22	4
HOUSING	6	
SOCIAL CARE	5	
COMMUNITY PARTNERS	5	
OTHER	4	
POLICE	3	
SAFE AND WELL OFFICERS	3	
NHS	2	
INTERNAL	2	
CONTROL	2	
VOLUNTEER	1	
TOTAL	55	4