



# Monthly Performance Summary January 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

- Compared to the previous month, there has been a decrease in the total number of incidents in January 2020. This is the third consecutive year of a reduction in the number of incidents in the month of January.
- Similarly, there was a decrease in the number of fires, special services and false alarms when comparing figures from December 2019 to January 2020.
- This month's focus is chimney fires, which has highlighted that there has been a gradual decrease in the total number of these fires since January 2017. Peak months align with winter, particularly cold spells of weather.
- Attendance has improved across both measures and total pumping appliance availability has increased from December 2019 to January 2020.

### Information Governance

- There were 3 organised training and awareness sessions held in January 2020.
- There were 3 reported personal data breaches in January 2020.
- There was an increase in the total number of statutory requests, particularly Subject Access Requests and Environmental Information Requests.

### Health and Safety

- The Health and Safety team conducted an accident investigation into the chemical incident in Thurrock. Evidence and witness statements will be included in the final report and used for debriefs run by Operational Assurance.
- Slip testing was carried out at several locations around Service premises.
- There was an increase in the number of H&S incidents this month.

### Human Resources

- The People Dashboard this month highlights that HR will review all long term (over 6 months duration) cases and of support paid special leave.

### Learning & Development

- **PENDING**

### Home Safety

- January shows an increase in overall engagements in comparison to December 2019. There has been an increase in the number of visits undertaken by stations since enabling all firefighters to conduct Home Safety Visits.
- This month's report includes parliament charts and tables that show the number of HSVs (in LSOAs), based on their decile from the Indices of Multiple Deprivation (IMD) and Rural Urban Classification.

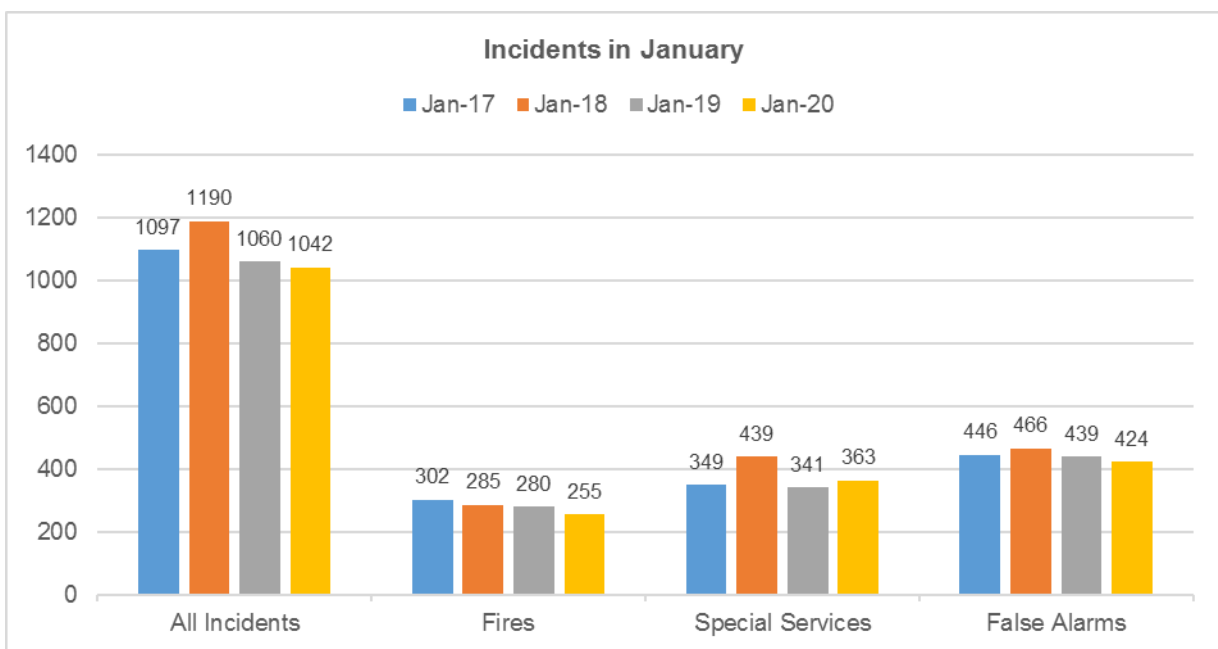
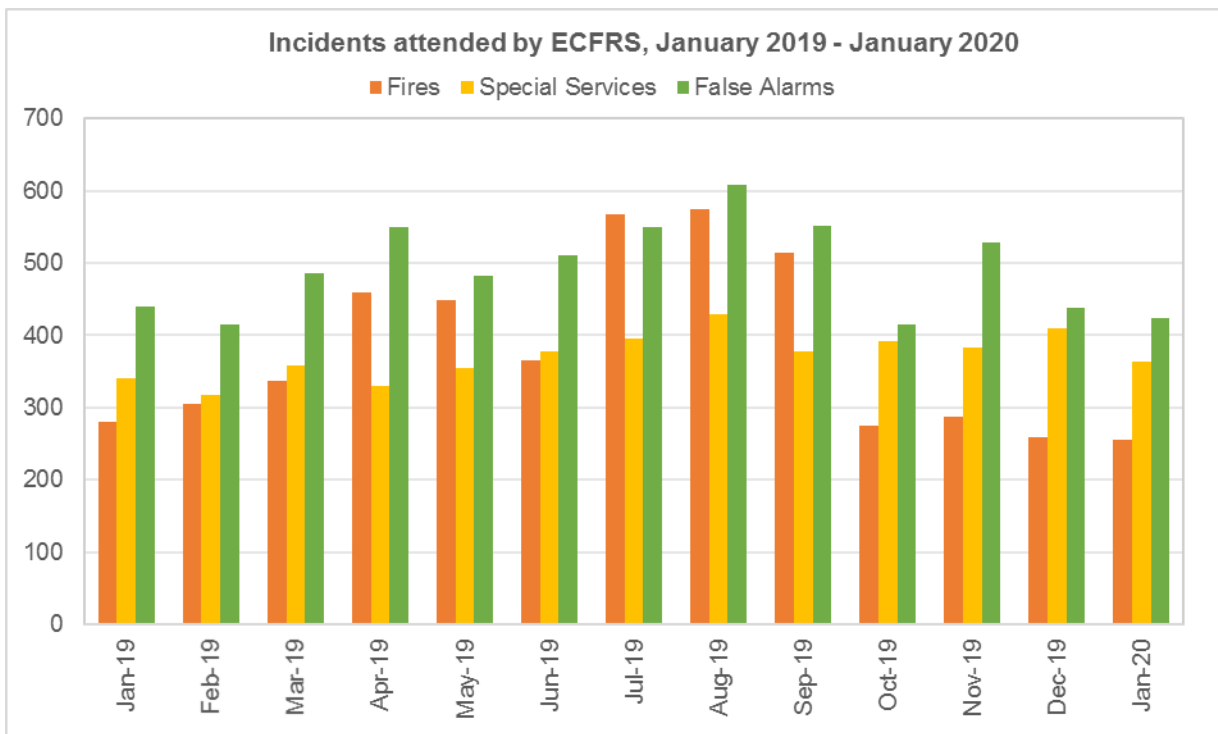
### Community Development and Safeguarding

- There was an increase in the number of safeguarding referrals from 60 in December 2019 to 71 in January 2020.
- This month's performance report includes the number of Community Builder engagements, broken down into North and South of Essex.

**Incidents**

<b>ALL INCIDENTS</b>	<b>1,042</b>	1,107
	<b>January 2020</b>	December 2019
		1,060
		January 2019

At the time of reporting there were 27 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>FIRE</b>		
<b>Primary Fires</b>	<b>150</b> <b>January 2020</b>	161 December 2019
		175 January 2019
<b>Secondary Fires</b>	<b>97</b> <b>January 2020</b>	89 December 2019
		92 January 2019
<b>Accidental Dwelling Fires (ADF)</b>	<b>62</b> <b>January 2020</b>	80 December 2019
		73 January 2019
<b>Fatalities and Casualties</b>	<p><b>0 fatalities</b> from all fires this month and since June 2019. There was 1 fatality in January 2019.</p> <p><b>7 casualties</b> from 2 incidents. There were 2 injuries casualties in December 2019 and 8 injuries in January 2019.</p>	
<p><b><u>Details:</u></b></p> <ol style="list-style-type: none"> <li>1. 16 persons were evacuated (2 with assistance) during an accidental dwelling fire that was caused by a candle being knocked over and had set alight a bed/mattress. There was a delay to the evacuation as the exits was locked. There were 4 casualties (2 males, 2 females) who were sent to hospital with injuries that appeared to be slight. Three had breathing difficulties and one had slight burns from fighting the fire. Oxygen was provided to all four persons.</li> <li>2. 3 persons (1 male, 2 females aged 15 - 25) were injured during an accidental dwelling fire that was caused by incense sticks that had fallen on bedding and a pile clothing. One person sustained burns and the other two were overcome by gas, smoke or toxic fumes. They went accidentally sustained at the start of fire and sent to hospital with injuries that appeared to be slight.</li> </ol>		

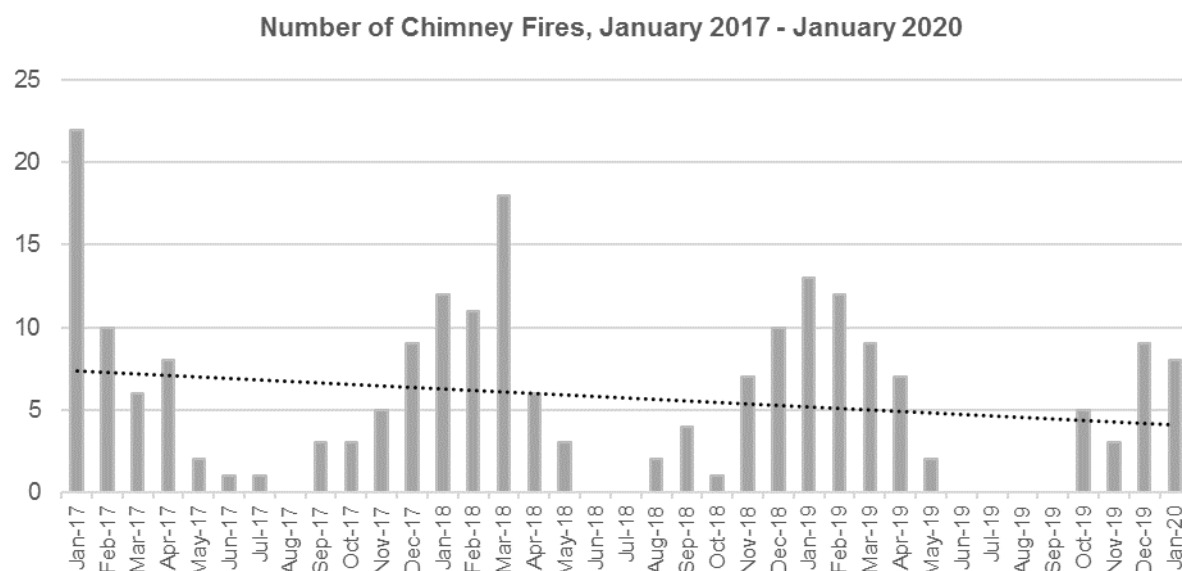
## SPECIAL SERVICES

**Special Services (non RTCs).** There were 258 incidents in January 2020. 45 less incidents than in December 2019 and 13 less than in January 2019.

**RTCS.** ECFRS attended 105 RTCs in January 2020, two less than in December 2019 and 35 more than in January 2019.

### Focus: Chimney Fires

The chart below shows the number of chimney fires per month, from January 2017 to January 2020. Over this time period, there has been a gradual decrease in the total number of chimney fires, as indicated by the (black) linear trend line.



The peak months for chimney fires in each year were as follows:

- 2017 – January, 22 fires
- 2018 – March, 18 fires
- 2019 – January, 13 fires

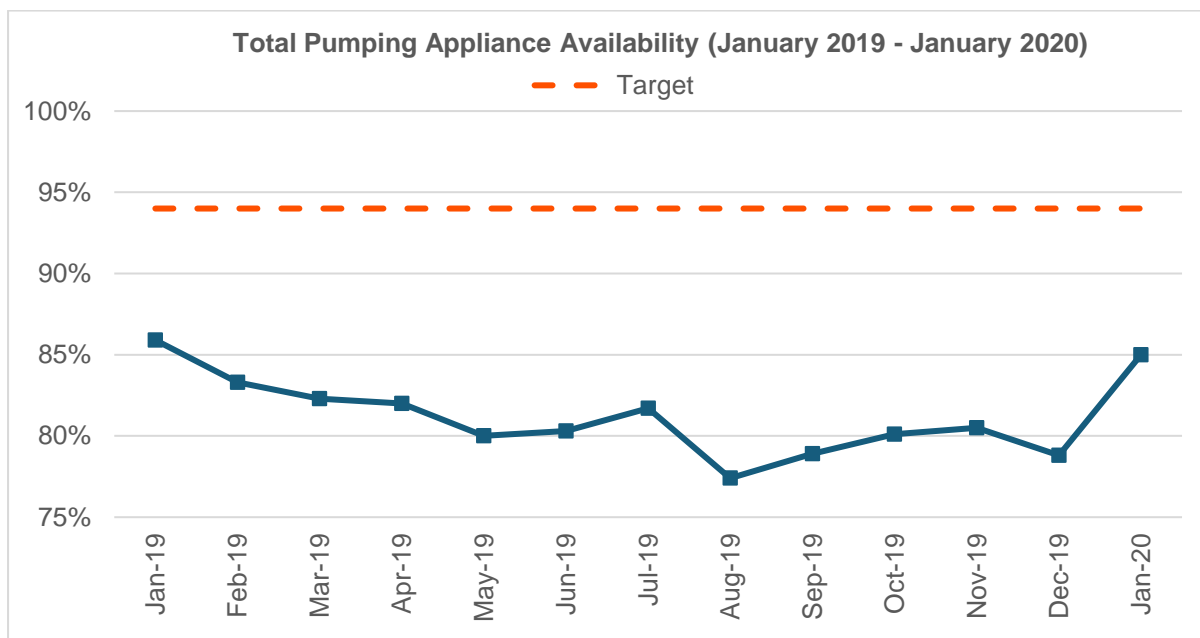
The month of December and February are also months where ECFRS has attended a large number of chimney fires. It is expected that February 2020 will also see a high number of fires, especially if there is cold/wet weather. For example, March 2018 was an exceptionally cold month, as there was widespread snow across the UK – coined “the Beast from the East”<sup>1</sup>.

<sup>1</sup> <https://www.theweatherclub.org.uk/node/482>

### Attendance

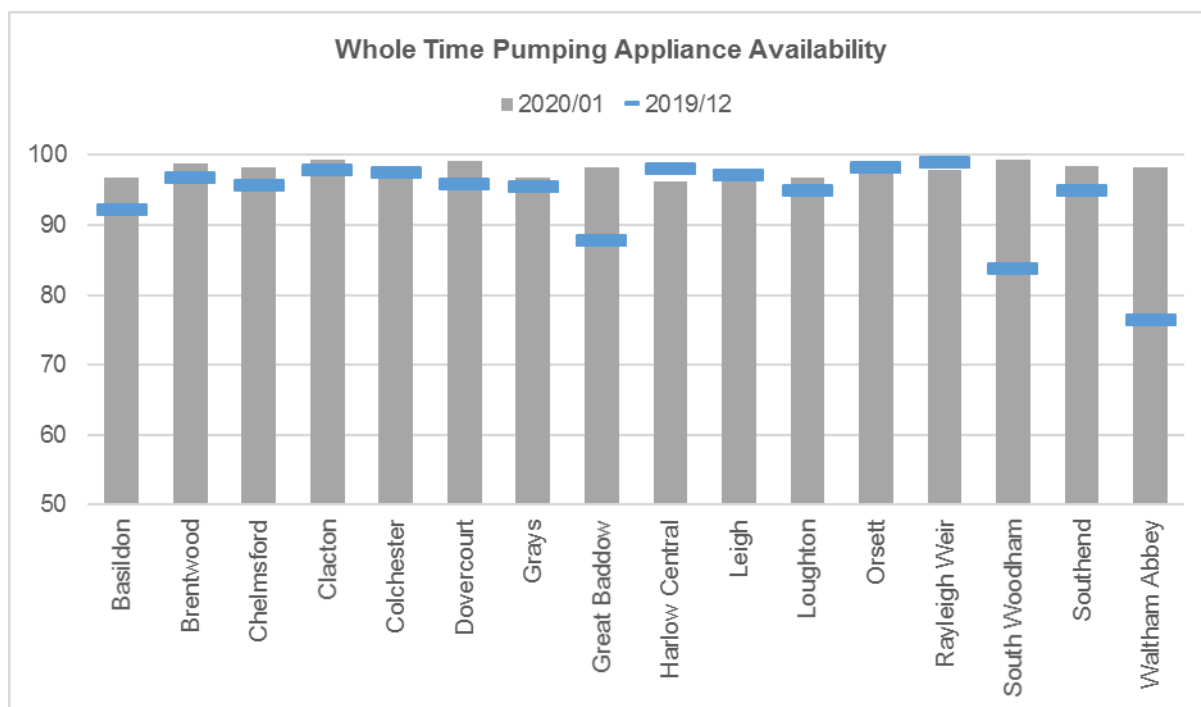
<b>Average First Attendance to Potentially Life Threatening Incidents</b> Target – Average of 10 minutes	<b>10m 18s</b> <b>January 2020</b>	10m 20s December 2019
		10m 20s January 2019
<b>Time of Call to Arrival - % within 15 minutes</b> Target – 90% of all calls within 15 minutes	<b>88%</b> <b>January 2020</b>	87% December 2019
		89% January 2019

### Availability



<b>Whole Time and Day Crew Availability</b> Target – 98%	<b>97.7%</b> <b>January 2020</b>	95.7% December 2019
		98.2% January 2019
<b>On Call Availability</b> Target – 90%	<b>78.2%</b> <b>January 2020</b>	70.6% December 2019
		79.5% January 2019

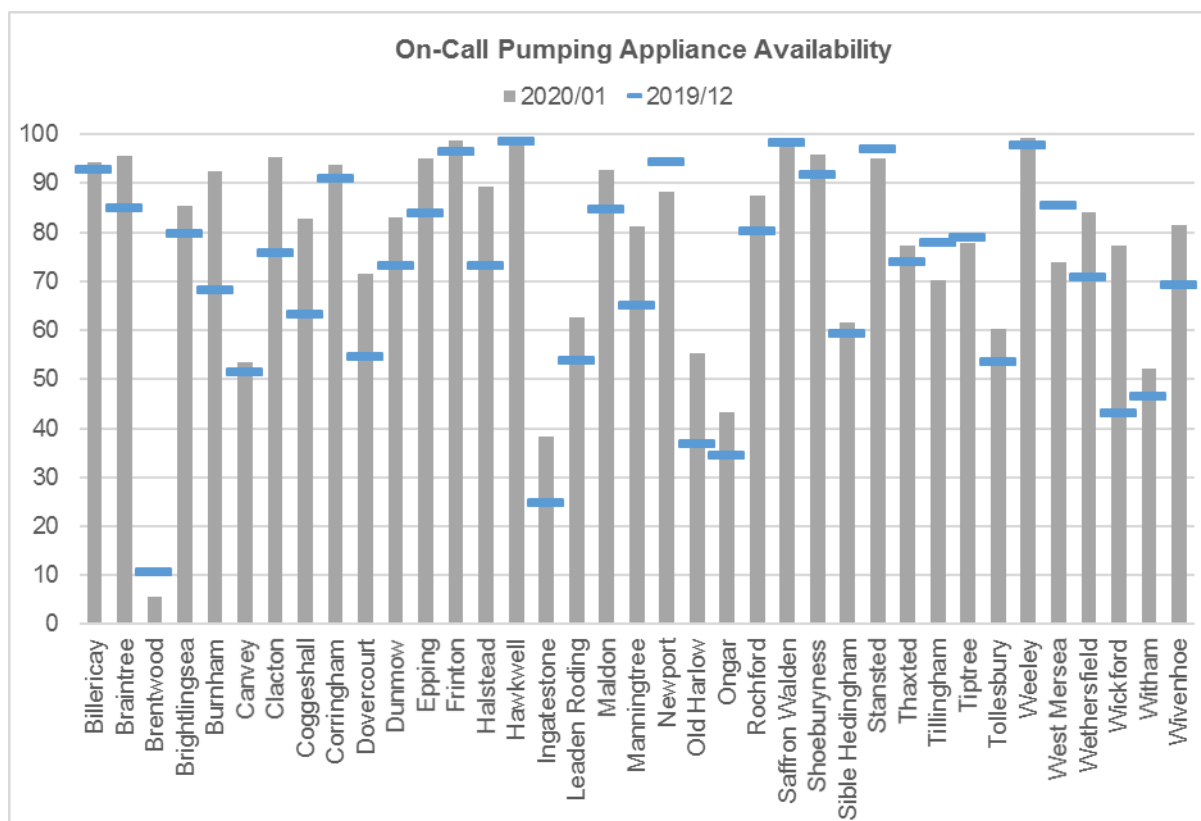
## ECFRS Monthly Performance Summary – January 2020



13 of the 16 whole time pumping appliances increased their availability from December 2019 to January 2020. The three appliances that slightly decreased (less than 2%) their availability were Orsett, Rayleigh Weir and Harlow Central. The table below has three columns that show the whole time pumping appliances that met/exceeded the availability target of 98%, within 10% and below.

Met/Exceeded Target	Within 10%	Below Target
Clacton	Rayleigh Weir	-
South Woodham	Orsett	
Dovercourt	Colchester	
Brentwood	Grays	
Southend	Basildon	
Chelmsford	Loughton	
Great Baddow	Harlow Central	
Waltham Abbey		
Leigh		

## ECFRS Monthly Performance Summary – January 2020



31 of the 37 on-call pumping appliances increased their availability from December 2019 to January 2020. The table below has three columns that show the on-call pumping appliances that exceeded the on-call availability target of 90%, within 10% and below.

Exceeded Target	Within 10%	Below Target, < 80%
Hawkeell	Halstead	Tiptree
Saffron Walden	Newport	Thaxted
Weeley	Rochford	Wickford
Frinton	Brightlingsea	West Mersea
Shoeburyness	Wethersfield	Dovercourt
Braintree	Dunmow	Tillingham
Clacton	Coggeshall	Leaden Roding
Epping	Wivenhoe	Sible Hedingham
Stansted	Manningtree	Tollesbury
Billericay		Old Harlow
Corringham		Canvey
Maldon		Witham
Burnham		Ongar
		Ingatstone
		Brentwood

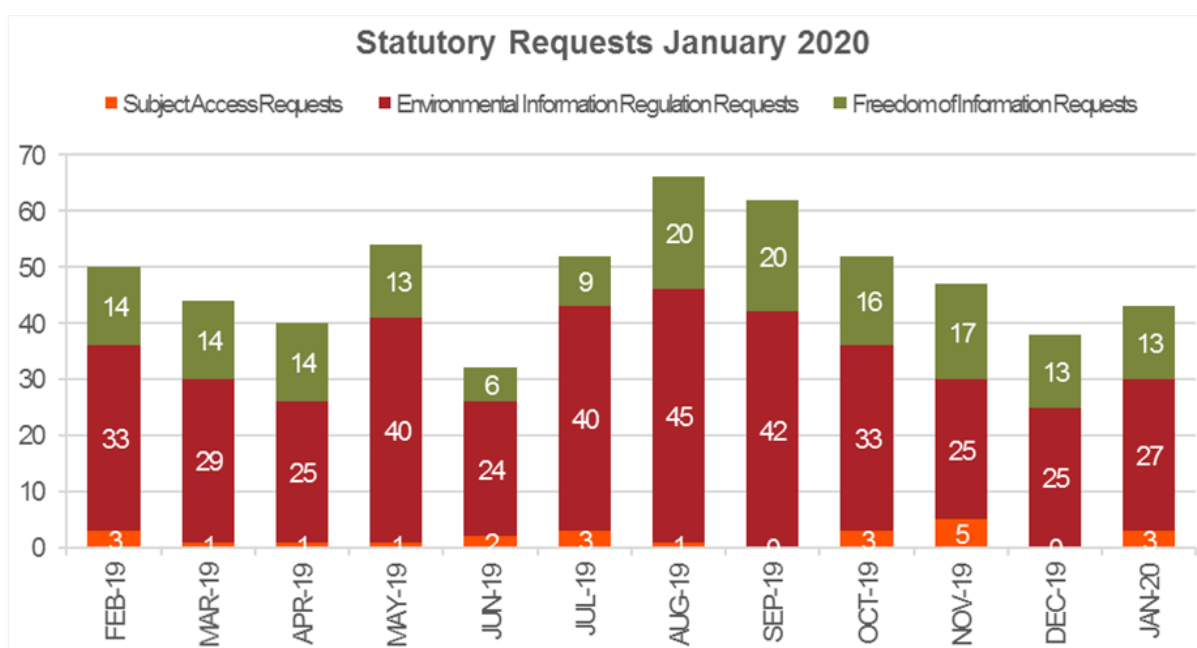


## Information Governance

The Fire Service is continuously working towards compliance with current data protection legislation. An ongoing training and awareness plan complements the mandatory e-learning that all employees are required to undertake. Training and awareness in the Authority takes various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

There were **3** organised training and awareness sessions held in January 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 January 2020, however they did not meet the stipulated threshold to inform the Information Commissioner’s Officer (ICO).



**3** Subject Access Requests (SAR) were received in January 2020. **2** of the SARs were from current members of staff and **1** was from a former member of staff.

**27** Environmental Information Requests (EIR) were received in January 2020. **25** requests were for Fire Reports and **2 EIRs** were for environmental information.

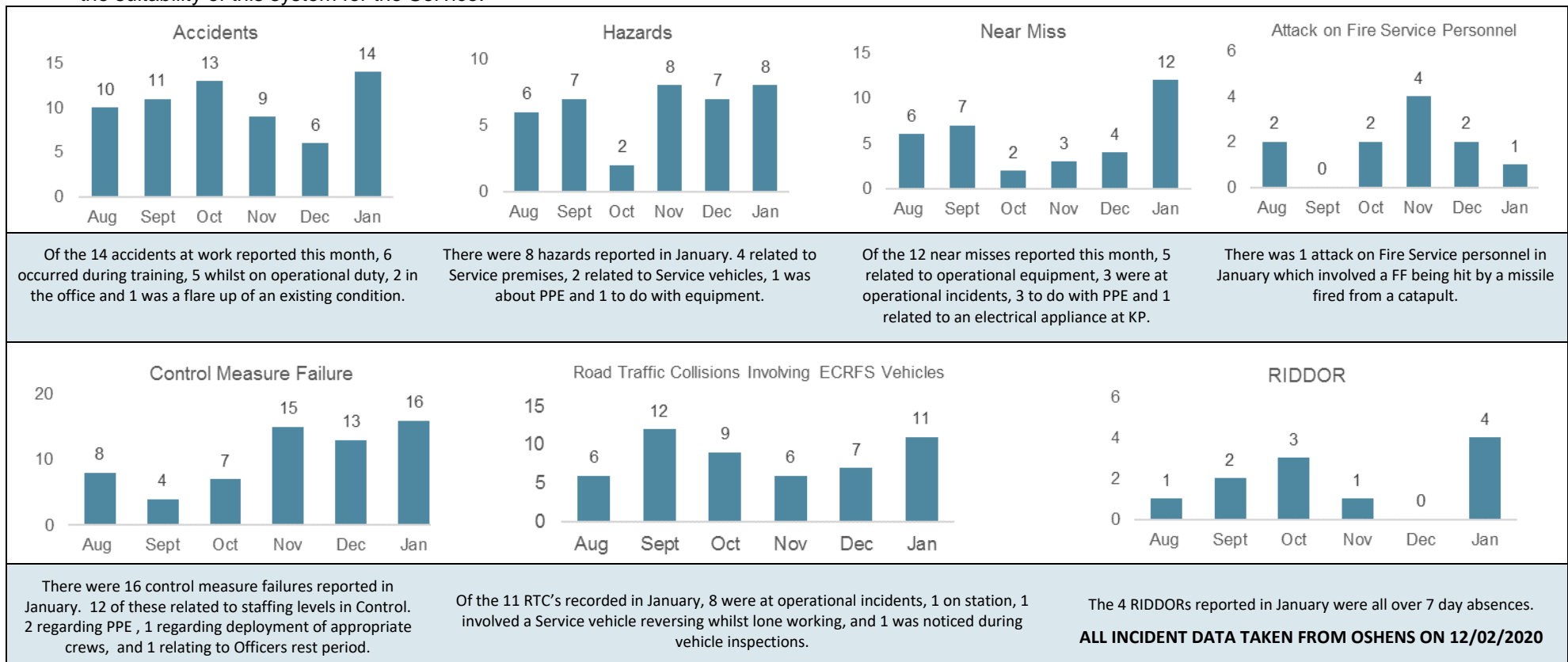
**13** Freedom of Information requests (FOI) were received in January 2020. The main themes around FOIs were Data Requests (3), Contracts (2), HR (2) ICT (2), Policy (2), Finance (1) and Training (1).

**1** complaint was received in January 2020. The complaint theme was Fire Safety (1).

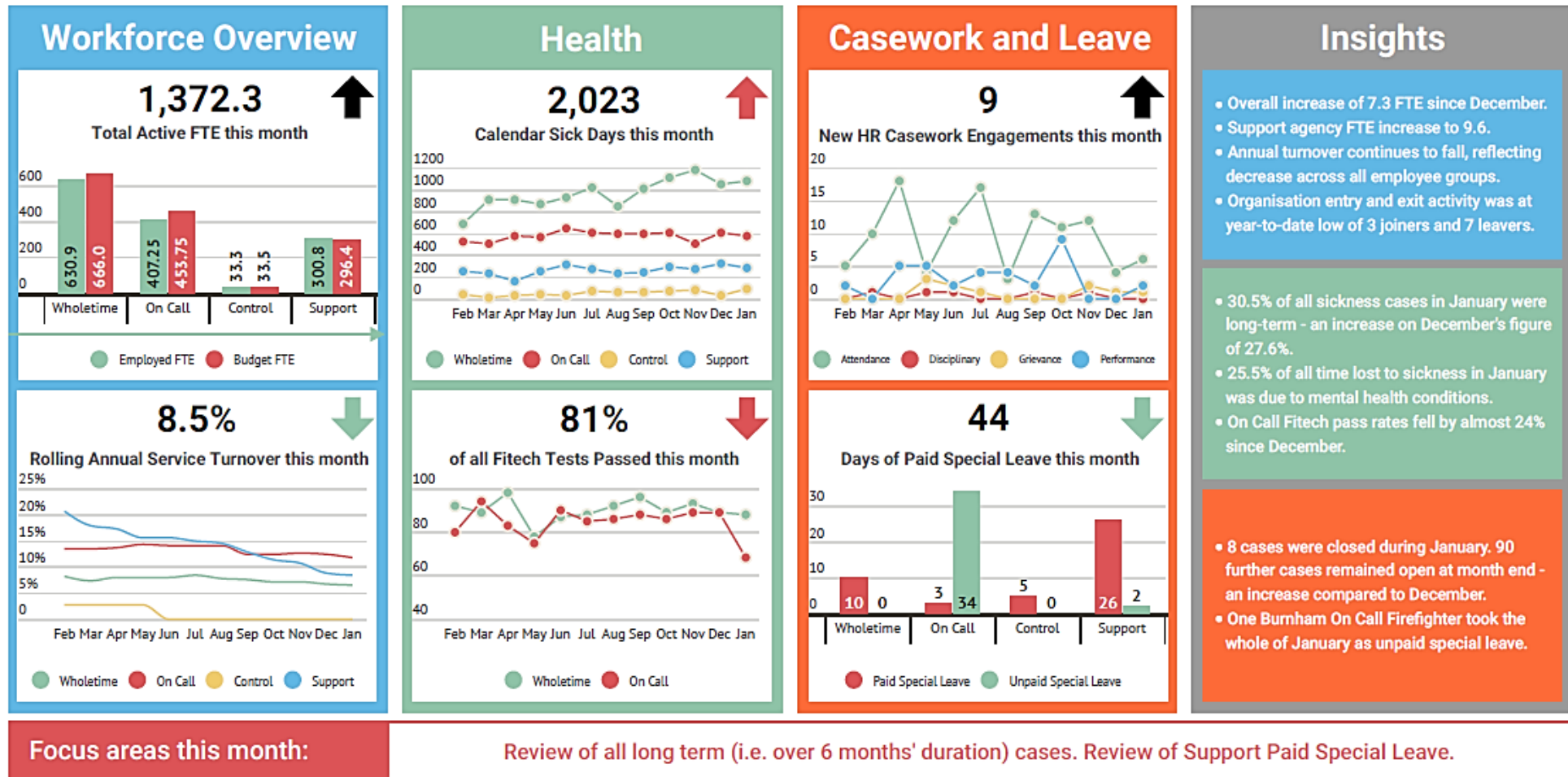
## ECFRS Monthly Performance Summary – January 2020

### Health & Safety (H&S)

- The Health & Safety team conducted an accident investigation into the chemical incident in Thurrock. Advisors attended the scene to gather evidence and take witness statements and then produced a full report to pass on to the Operations Assurance department to assist with de-briefs.
- Slip testing was carried out at several locations around Service premises.
- The external company who conducted our hand arm vibration testing produced the full report. The Health & Safety department are now liaising with workshops to put control measures in place where required, and the report provider will inform us of what we need to do going forward and in the future.
- The department attended a webinar to look at a new health & safety online management system. The current provider of OSHENS, Optima, have recently been acquired by Ideagen who will phase out OSHENS over the next 3-5 years. They will replace it with a system called Q Pulse so the team is looking into the suitability of this system for the Service.



## Human Resources (HR)

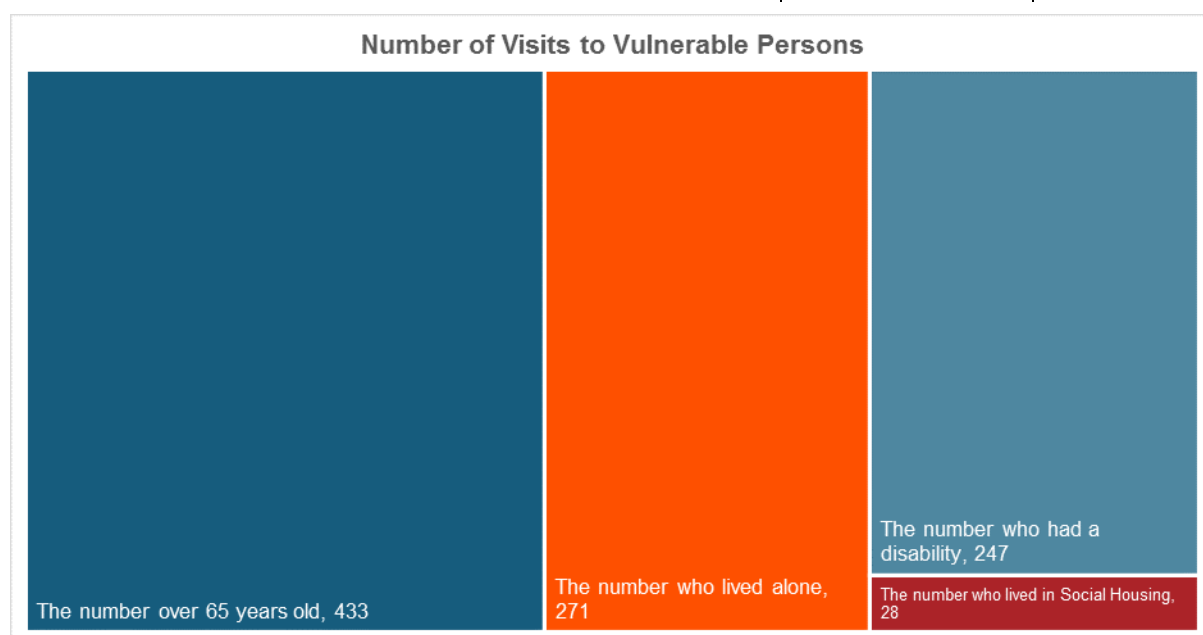


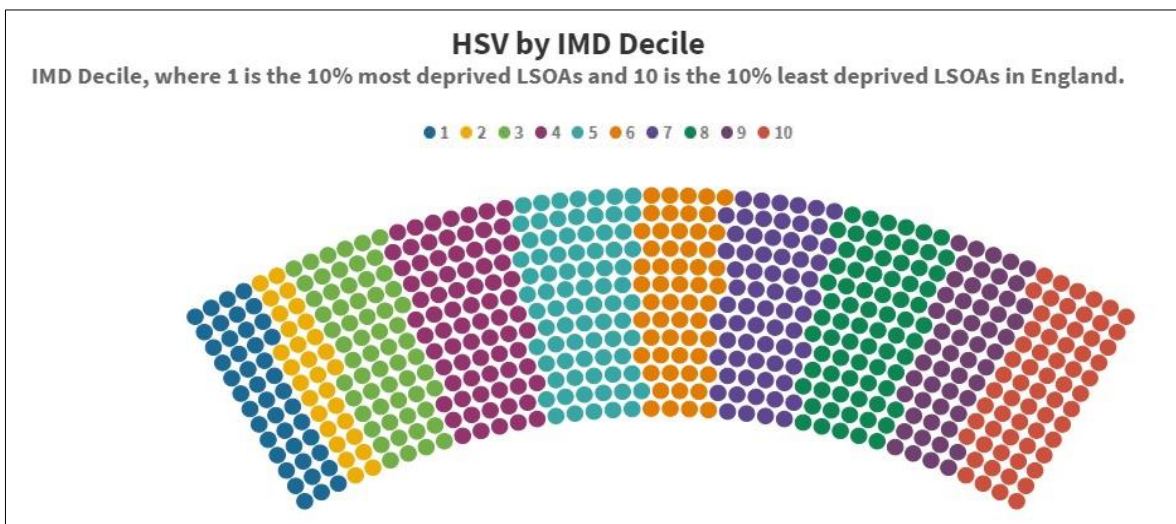
## Home Safety

January shows an increase in overall engagements in comparison to December 2019. December is traditionally a quieter month due to the festive activities and their impact on staff availability and demand for the service.

There has been an increase in the number of visits undertaken by stations since enabling all firefighters to conduct Home Safety Visits. This followed the successful piloting of the process in the North East Group. 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 expect this figure to increase in the coming months.

	JANUARY 2020	TREND
<b>TOTAL NUMBER OF VISITS</b>	604	↗
<b>NUMBER OF SAFE AND WELL VISITS</b>	452	↗
<b>NUMBER OF HOME SAFETY VISITS BY STATIONS</b>	28	↗
<b>NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS</b>	104	→
<b>NUMBER OF VISITS BY OTHER (CSO, CB, FSO)</b>	20	↗
<b>NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED</b>	738	↗
<b>NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED</b>	129	↗
<b>TELEPHONE ENQUIRIES RECEIVED AT THE INFO CENTRE</b>	822 Incoming	↗
	1,486 Outgoing	↗
<b>EMAIL ENQUIRIES RECEIVED AT THE INFO CENTRE</b>	521	↗

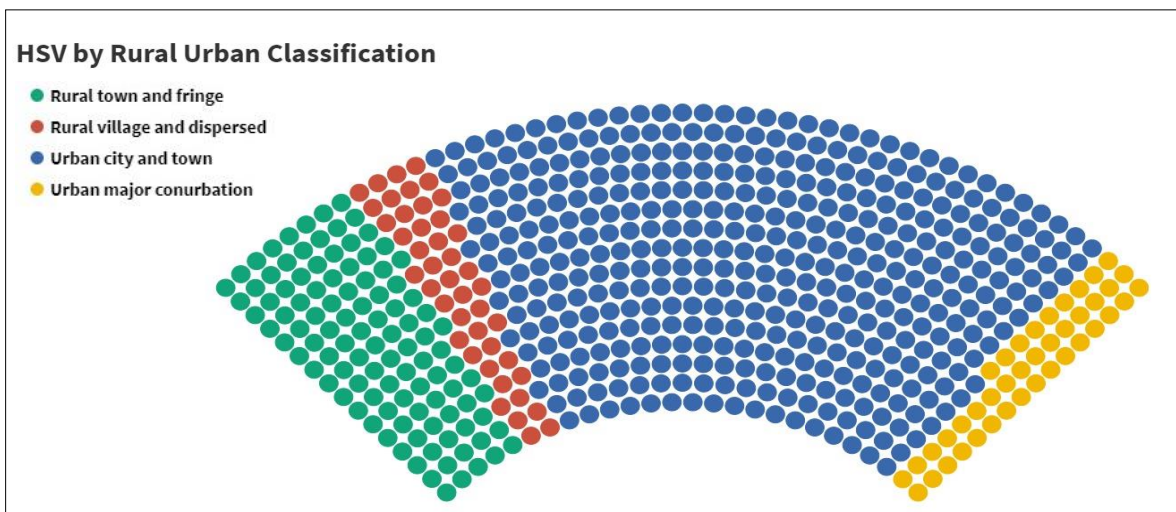




Indices of Multiple Deprivation Decile	Number of HSV
1	43
2	29
3	61
4	77
5	77
6	55
7	67
8	75
9	55
10	65

The visualisation (parliament chart) and table shows that 154 HSVs in January 2020 were in LSOAs with a deprivation decile of 4 or 5.

There were 7 HSVs in LSOA, Tendring 018A which has a decile of 1 (10% most deprived). This LSOA also received the highest number of HSVs in 2019.



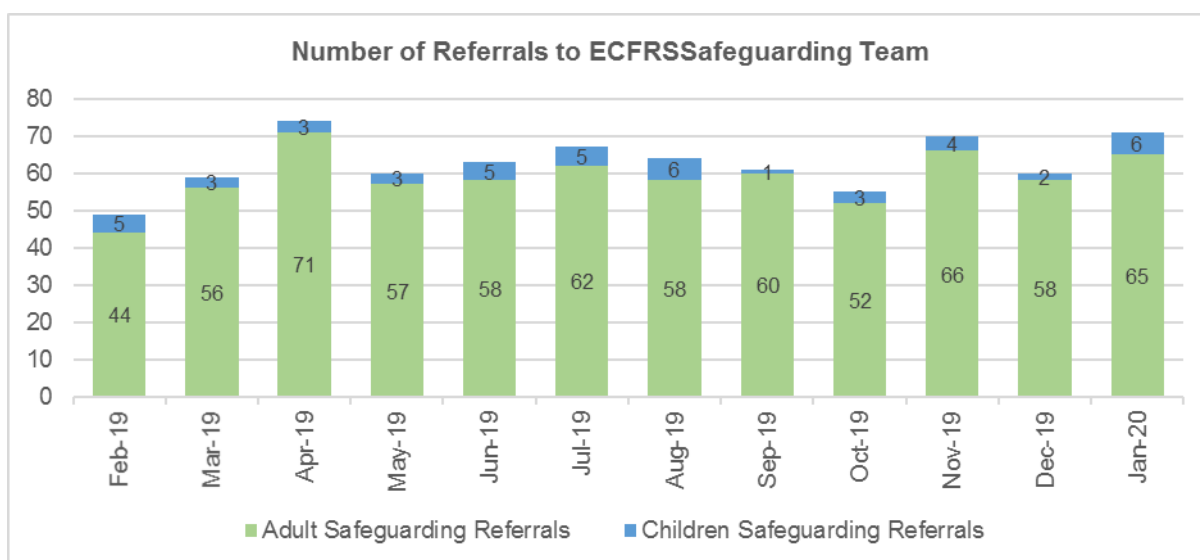
Rural Urban Classification	Number of HSV
Rural town and fringe	107
Rural village and dispersed	44
Urban city and town	412
Urban major conurbation	41

The visualisation (parliament chart) and table shows that the majority of HSVs in January 2020 were in LSOAs classified as 'Urban city and town' (highlighted in blue). There were 151 HSVs in rural areas.

## Community Development and Safeguarding

### Safeguarding Referrals

The total number of referrals to ECFRS’ Safeguarding team this year is 642, which is 60 more visits than the team received by January 2019. There were 71 referrals to ECFRS Safeguarding team during January 2020.



	ADULT	CHILD
SOCIAL CARE	14	
ECFRS CREWS/OFFICERS	12	4
HOUSING/DISTRICT COUNCIL	9	
SAFE AND WELL OFFICERS	7	
NHS	6	
COMMUNITY PARTNERS	5	
OTHER	4	
CARE	2	2
ENVIRONMENTAL HEALTH	2	
POLICE	1	
COMMUNITY SAFETY	1	
VOLUNTEER	1	
INTERNAL	1	
<b>TOTAL</b>	<b>65</b>	<b>6</b>

### Community Builder

#### Engagements

**North – 35**

**South – 24**