



Monthly Performance Summary November 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 an increase in the total number of incidents, compared to the previous month but less than the total in November 2018. There was a decrease in the number of special services, and an increase in fires and false alarms. This month's focus is on false alarms as there was a significant decrease in the previous month and subsequent increase, and possible reasons for this pattern are considered.
- The Service was within 1% of its target to attend all calls within 15 minutes.
- Availability of on-call increased in November 2019, whereas availability of whole time decreased slightly.

Information Governance

- There were 5 reported personal data breaches in November, they did not meet the stipulated threshold to inform the Information Commissioner's Officer.
- There was a decrease in the total number of statutory requests received in November 2019. There was a continued decrease in the number of Environmental Information Regulation requests, but an increase in the number of Subject Access Requests and Freedom of Information Requests.
- There were 5 complaints and 4 compliments received in November 2019.

Health and Safety

- The Health and Safety department, in conjunction with Occupational Health, had workplace equipment measured for the health effects of hand arm vibrations (HAV). This included tools and equipment used at Fleet Workshops as well as operational equipment used by our front line crews.
- There was a decrease in the number of accidents, RTCs involving ECFRS vehicles and RIDDOR, as well as an increase in number of hazards, near misses, attacks on Fire Service personnel and Control Measure Failures.

Human Resources

- The People Dashboard this month highlights that HR continue reviewing all attendance cases over one year old and explore why there has been an increase in whole time absence over the last 9 months.

Home Safety

- There was a slight decrease in the total number of home safety visits (HSV), from 680 in October to 638 in November. There was an increase in the number of visits to people who lived alone, had a disability and lived in social housing.
- Tendring district had the highest number of HSV visits in November, with two wards that had 9 or more HSV by Safe & Well Officers, Volunteers, a Community Builder, a Community Safety Officer and a station.




Community Development and Safeguarding

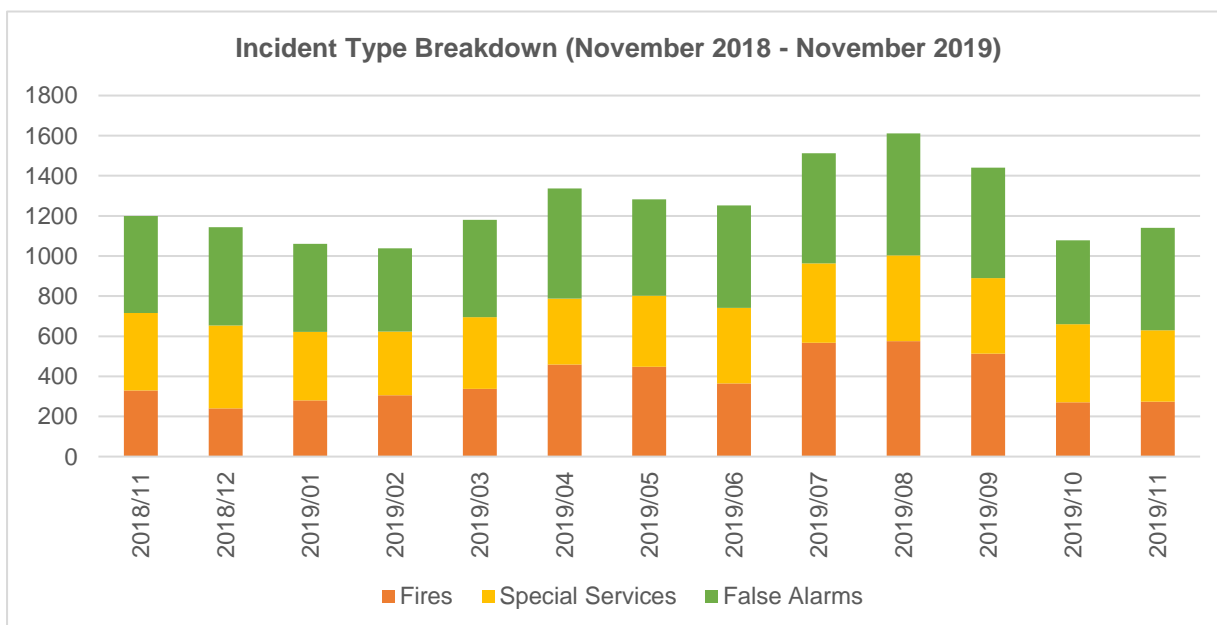
- There was an increase in the number of safeguarding referrals from 55 in October to 70 in November 2019. The total number of referrals this year is 511.
- This month has seen a number of safeguarding referrals to ECFRS from Housing and Social Care during collaborative stakeholder meetings.

Incidents¹

Incidents	1140	1079
	November 2019	October 2019
		1200
		November 2018

At the time of reporting there were 59 incidents awaiting Quality Assurance in the Incident Recording System (IRS). These incidents will not be included in the analysis, therefore the numbers presented and performance outcomes for this month will vary until Quality Assurance has been completed.

	Fires	274	271
		November 2019	October 2019
			330
			November 2018
	Special Services	355	389
		November 2019	October 2019
			386
			November 2018
	False Alarms	511	419
		November 2019	October 2019
			484
			November 2018



¹ Icons sourced from NounProject

Focus: False Alarms

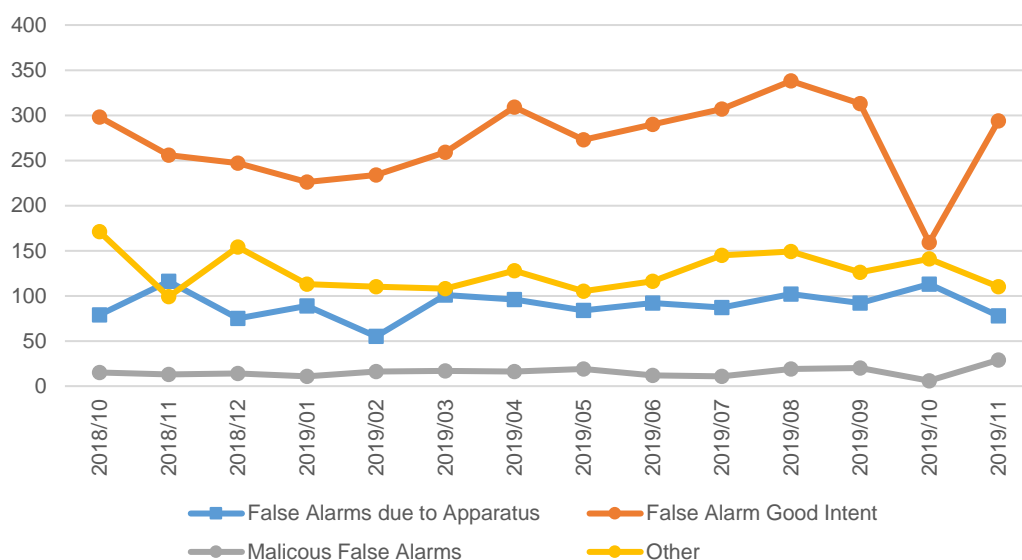
There was an increase in the number of false alarms from October to November 2019 (92 incidents), and 27 more incidents than in November 2018. Further analysis of the number of false alarms reveals that there was a significant decrease in false alarms due to good intent in October. This decrease did 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 phenomena in October 2019 is weather. Based on Met Office climate summaries², October’s weather was unsettled with frequent low pressure systems and rain belts for most of the month (until 20th, and 24 – 26th). The weather turned cold, dry and sunny from the 21st to 23rd, and 27th to 30th. The jet stream was observed to be further south than normal, resulting in wet and cloudy month. Some parts of eastern England, Yorkshire and the far south-west had more than twice the normal rainfall. Whilst the jet stream has continued to track further south than usual, the weather in November 2019 was more settled at times in the third week and on the last two days³.

The weather in October 2018 was mainly fine and dry over the south of England. Sunshine was generally above normal, especially in East Anglia⁴.

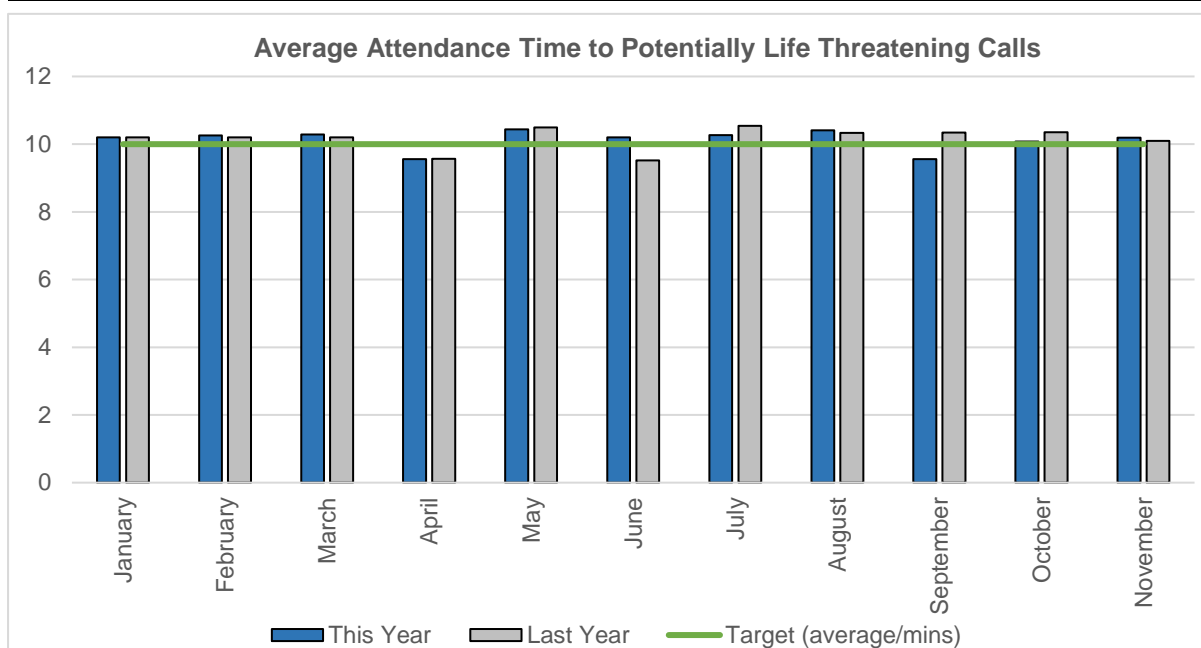
False Alarm Breakdown (October 2018 - November 2019)



² https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/summaries/uk_monthly_climate_summary_201910.pdf
³ https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/summaries/uk_monthly_climate_summary_201911.pdf
⁴ https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/summaries/uk_monthly_climate_summary_201810.pdf

Attendance

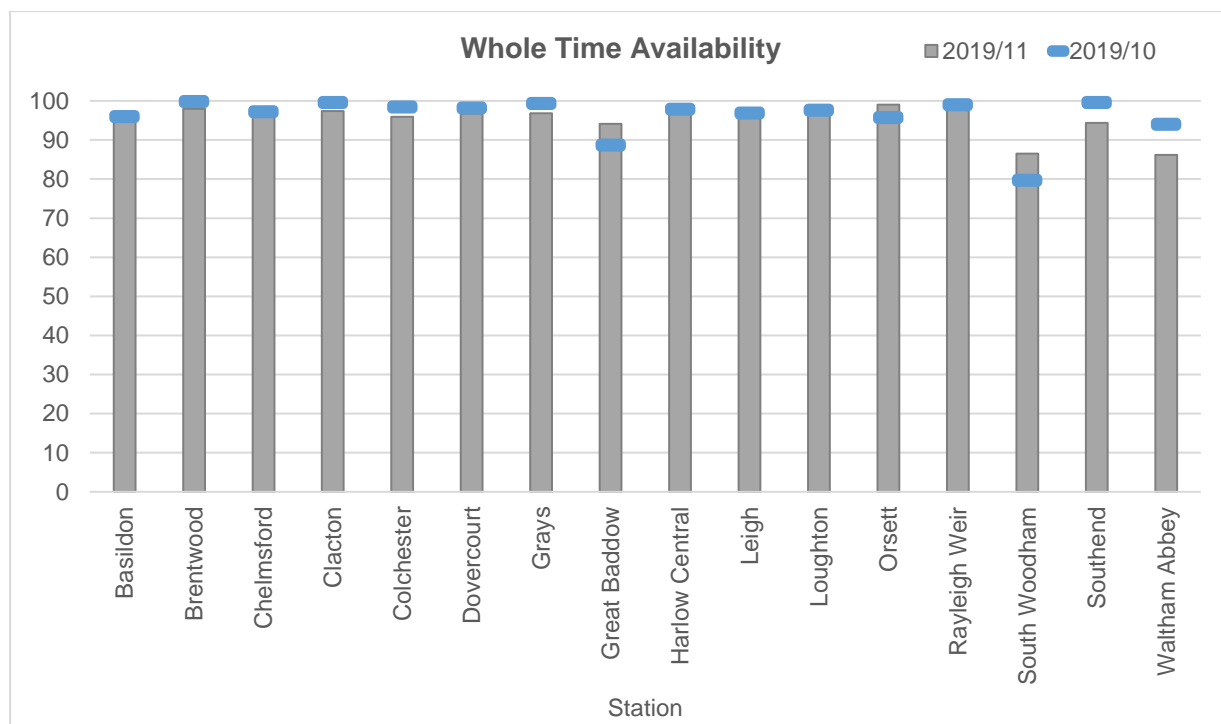
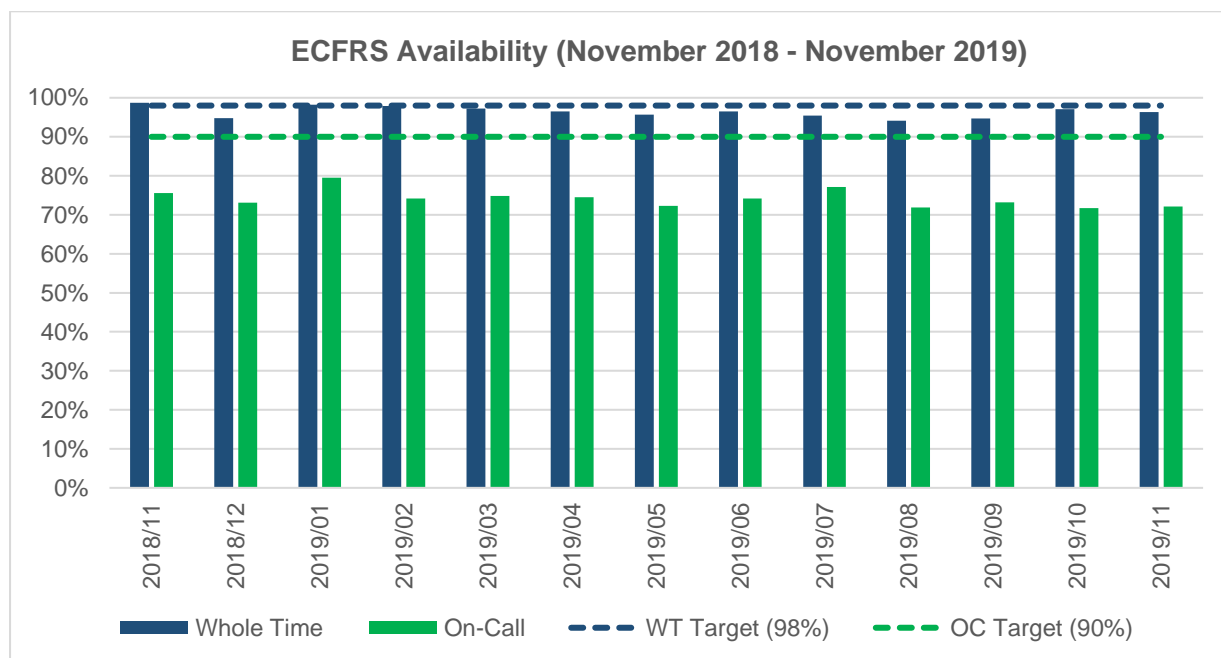
Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	10m19s November 2019	10m8s October 2019
		10m10s November 2018
Time of Call to Arrival - % within 15 minutes Target – 90% of all calls within 15 minutes	89% November 2019	87% October 2019
		86% November 2018



Availability

Whole Time and Day Crew Availability Target – 98%	96.3% November 2019	97.1% October 2019
		98.7% November 2018
On Call Availability Target – 90%	72.1% November 2019	71.7% October 2019
		75.6% November 2018

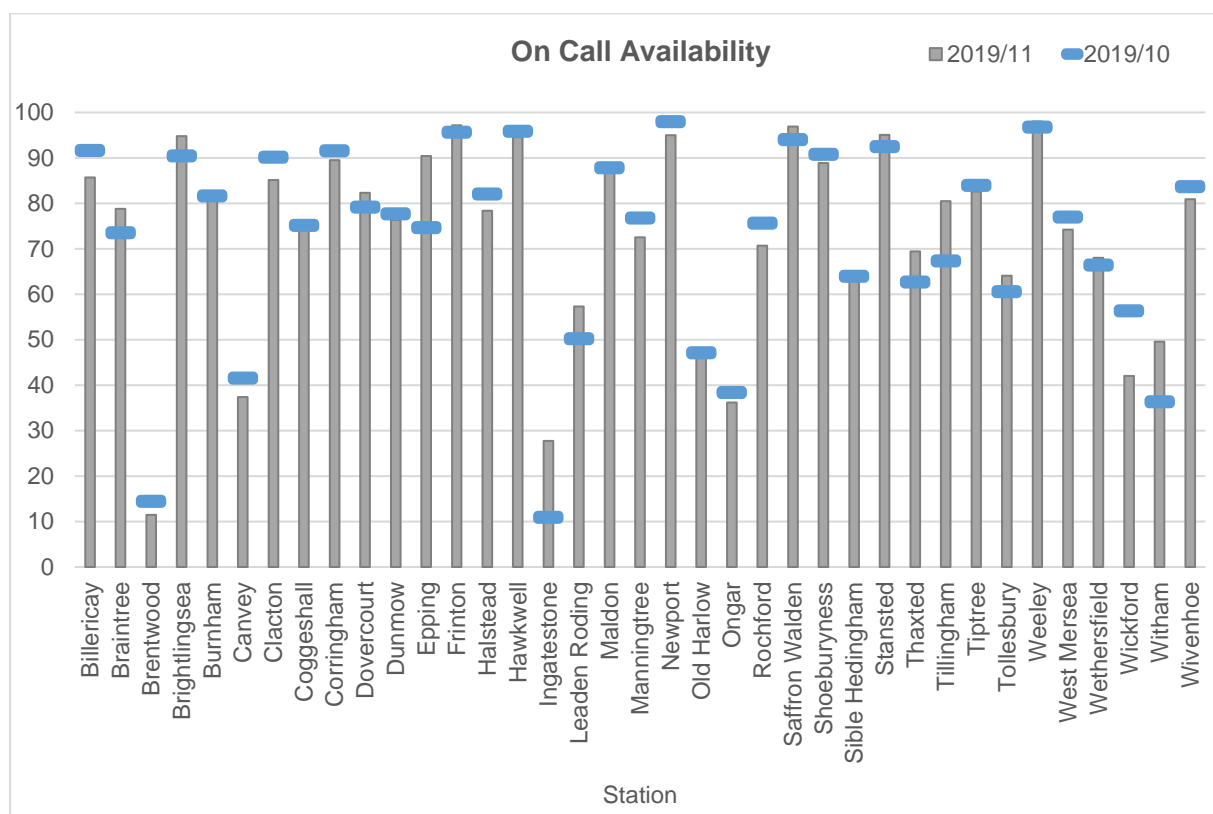
ECFRS Monthly Performance Summary – November 2019



The table below shows the whole time stations that have improved or decreased their availability (%) from October to November 2019.

South Woodham	↑ 6.90	Chelmsford	→ -0.10	Brentwood	↓ -1.70
Great Baddow	↑ 5.50	Harlow Central	→ -0.30	Clacton	↓ -2.10
Orsett	↑ 3.40	Leigh	→ -0.40	Colchester	↓ -2.40
Rayleigh Weir	↑ 0.10	Basildon	→ -0.70	Grays	↓ -2.40
		Loughton	→ -1.00	Southend	↓ -5.10
		Dovercourt	→ -1.40	Waltham Abbey	↓ -7.70

ECFRS Monthly Performance Summary – November 2019



The table below shows the on-call stations that have improved or decreased their availability (%) from October to November 2019.

Ingatestone	↑	16.8	Burnham	→	0.0
Epping	↑	15.8	Sible Hedingham	→	0.0
Witham	↑	13.3	Maldon	→	-0.2
Tillingham	↑	13.2	Old Harlow	→	-1.0
Leaden Roding	↑	7.1	Hawkwell	→	-1.2
Thaxted	↑	6.8	Dunmow	→	-1.3
Braintree	↑	5.3	Tiptree	→	-1.3
Brightlingsea	↑	4.4	Shoeburyness	↓	-1.8
Tollesbury	↑	3.6	Corringham	↓	-2.0
Dovercourt	↑	3.2	Ongar	↓	-2.1
Saffron Walden	↑	2.9	Wivenhoe	↓	-2.7
Stansted	↑	2.7	West Mersea	↓	-2.7
Frinton	↑	1.6	Brentwood	↓	-2.9
Wethersfield	↑	1.6	Newport	↓	-2.9
Weeley	↑	1.3	Halstead	↓	-3.6
Coggeshall	↑	0.7	Canvey	↓	-4.1
			Manningtree	↓	-4.2
			Rochford	↓	-4.9
			Clacton	↓	-5.0
			Billericay	↓	-5.9
			Wickford	↓	-14.3

Fire

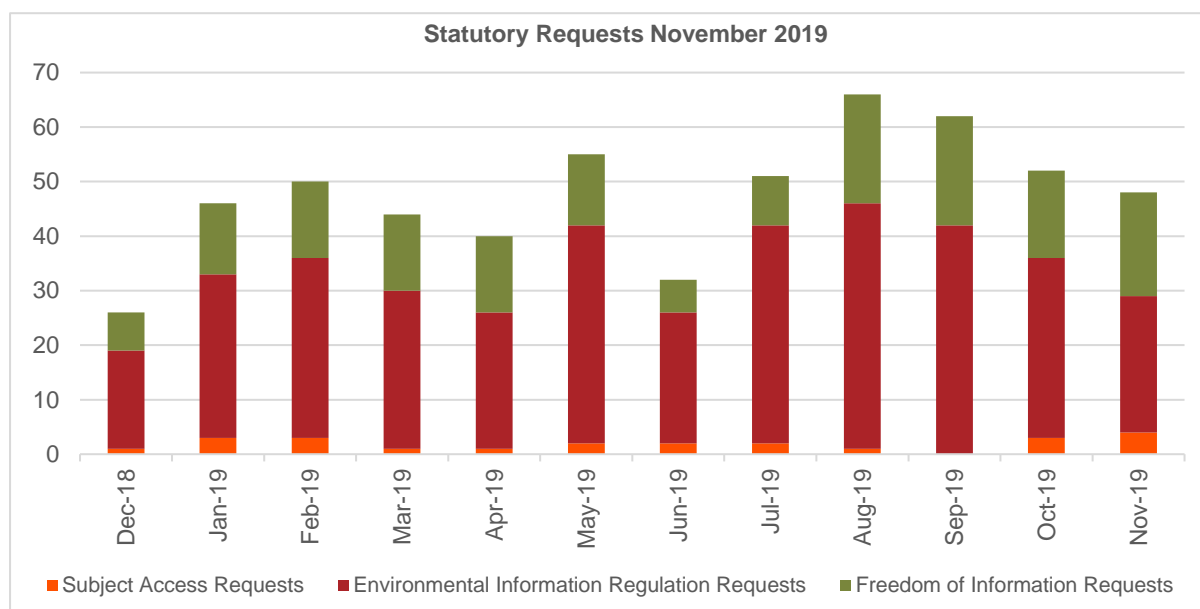
Primary Fires	144 November 2019	147 October 2019
		188 November 2018
Secondary Fires	127 November 2019	119 October 2019
		172 November 2018
Accidental Dwelling Fires (ADF)	47 November 2019	57 October 2019
		75 November 2018
Fatalities and Casualties	<p>0 Fatalities from all fires this month and since June 2019.</p> <p>4 casualties from 3 incidents this month, which is two more than in October 2019.</p> <p>All 3 incidents were ADFs, and an alarm system was present at all incidents. Two of the systems raised an alarm.</p>	
<p><u>Details:</u></p> <p>One incident involved a couple over pensionable age who were rescued and went to hospital with a slight injury - shock. The fire started from smoking materials coming into contact with paper/cardboard in the living room.</p> <p>The other two casualties were lone males under pensionable age living in multi-occupancy purpose built flats, involved in separate incidents. Both individuals went to hospital with slight injuries – one with burns and the other with asphyxiation/overcome by gas, smoke or toxic fumes. Both received oxygen at the scene. The source of ignition for both fires was a cooking appliance, where the first items ignited for one incident was cooking oil/fat and the other involved plastic.</p>		

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 **0** organised training and awareness sessions held in November 2019.

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 5 reported personal data breaches in November 2019, however they did not meet the stipulated threshold to inform the Information Commissioner's Officer (ICO).



4 Subject Access Requests (SAR) were received in November 2019. **3** SARs received were from current members of staff and **1** SAR was from a former member of staff.

25 Environmental Information Requests (EIR) were received in November 2019. **23** requests were for Fire Reports and **2** EIRs were for environmental information.

17 Freedom of Information requests (FOI) were received in November 2019. The main themes around FOIs were Data Requests (**6**), HR (**5**), Contracts (**2**), ICT (**2**), Fire Safety (**1**) and Fleet (**1**).

5 complaints were received in November 2019. The main complaint themes were Staff Attitude/Behaviour (**3**), Driving (**1**) and Fire Safety (**1**). We also received **4** compliments in November 2019.

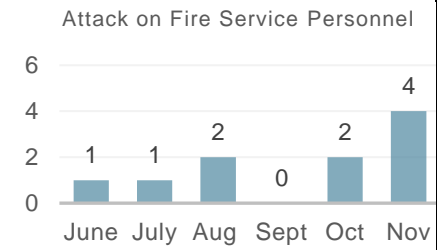
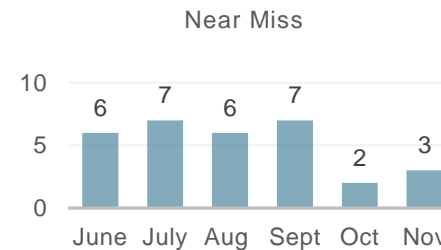
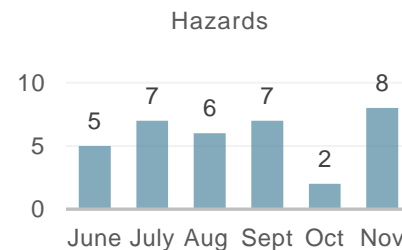
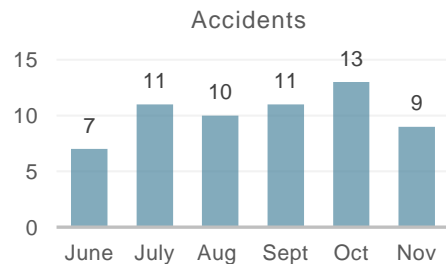
Health & Safety

The Health and Safety department, in conjunction with Occupational Health, had workplace equipment measured for the health effects of hand arm vibrations (HAV). This included tools and equipment used at Fleet Workshops as well as operational equipment used by our front line crews.

Terms of reference (TOR's) for the Area Command Forum (AHSWF), Functional Forum (HSWFF) and Strategy Group (HSWSG) were reviewed and updated and then sent out for consultation with the group members and safety reps.

The Control of Noise at Work policy and the Control of Exposure to Vibration policy were both reviewed and updated.

ALL H&S INCIDENT DATA TAKEN FROM OSHENS ON 10/12/2019.

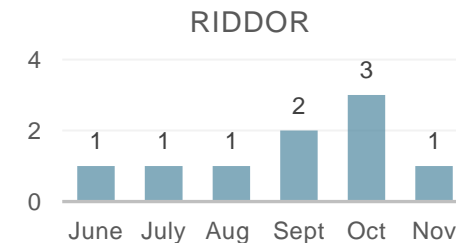
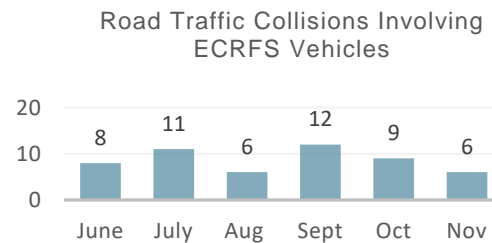
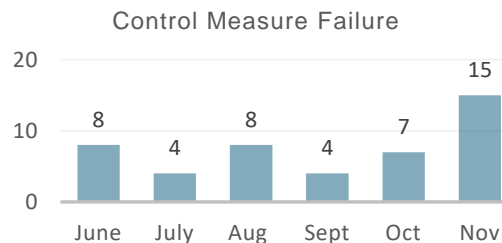


There were 9 accidents/ill health on duty reported in November. 4 were during training sessions, 4 due to incidents on station, and 1 due to illness.

There were 8 reports of hazards in November. 3 were on station, 5 related to equipment.

3 near misses were reported in November, all at operational incidents.

There were 4 attacks on fire service personnel in November. 2 of these were verbal and 2 where crews came under attack from objects being thrown.



Of the 15 control measure failures reported in November, 8 were in connection with staffing levels, 3 were attributed to equipment failure, 2 due to other agencies and 2 regarding pump availability.

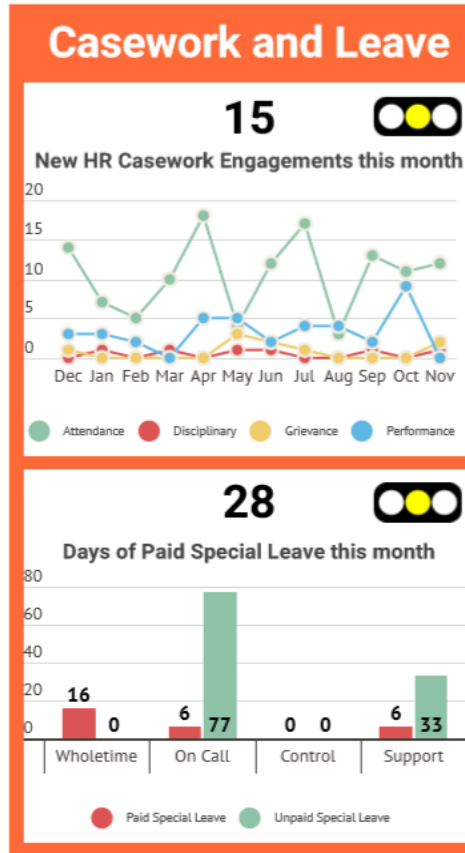
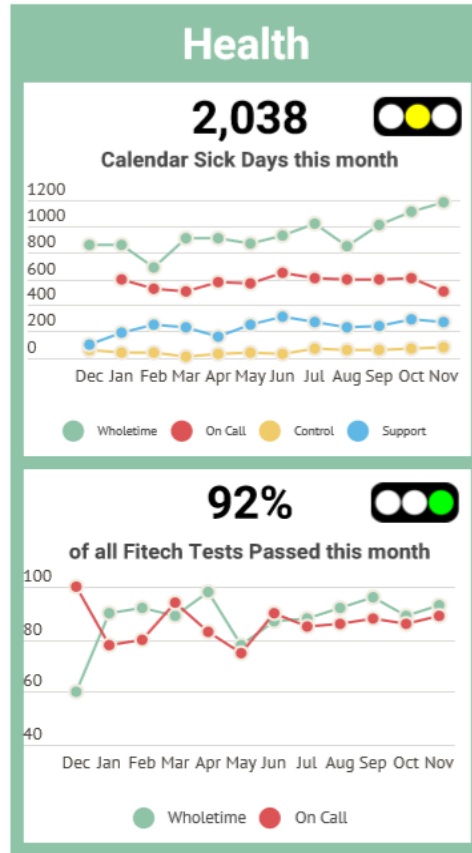
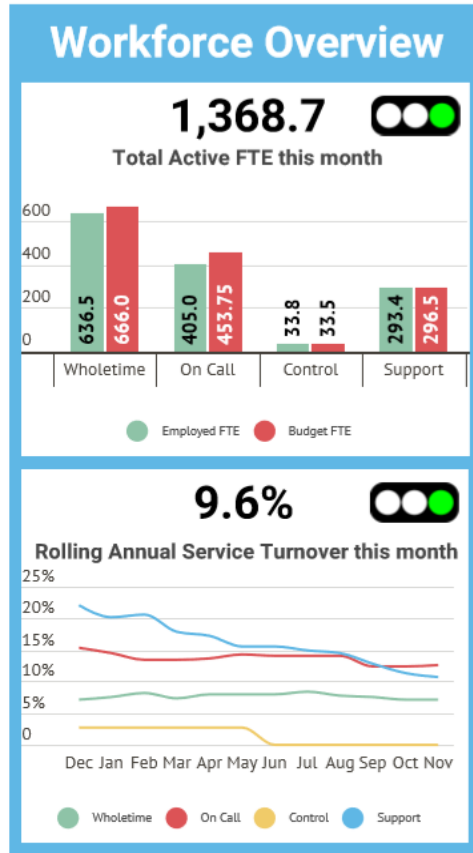
All 6 of the RTC reports were the appliance coming into contact with other objects whilst on route to operational incidents.

There was 1 RIDDOR report in November which was an over seven day injury.

Human Resources

People Dashboard

November 2019



Insights

- Increase in overall FTE of 0.9 since October.
- Further reduction in Agency FTE from 10.2 in Oct to 7.0 in Nov. Support total FTE (300.1) still exceeds budget (296.5).
- Rolling Service turnover remains static at 9.6%, although Support turnover continues to decrease.
- 27.9% of all sickness absence cases in November were long term, of which 10 cases had been continually absent for > 6 months.
- 32% (416 days) of time lost to long term absence in November was due to Post Op Recovery or Musculo Skeletal - Lower Limb.
- 12% (22) of all Fitness Team appointments were cancelled or missed this month.
- 13 cases were closed during November. A further 90 remained open at month end, of which 13 were opened > 12 months ago.
- Average age of cases open at November month end is 198 days (191 days in Oct).
- Total Paid Special Leave for Wholetime employees doubled from 8 days in October to 16 in November

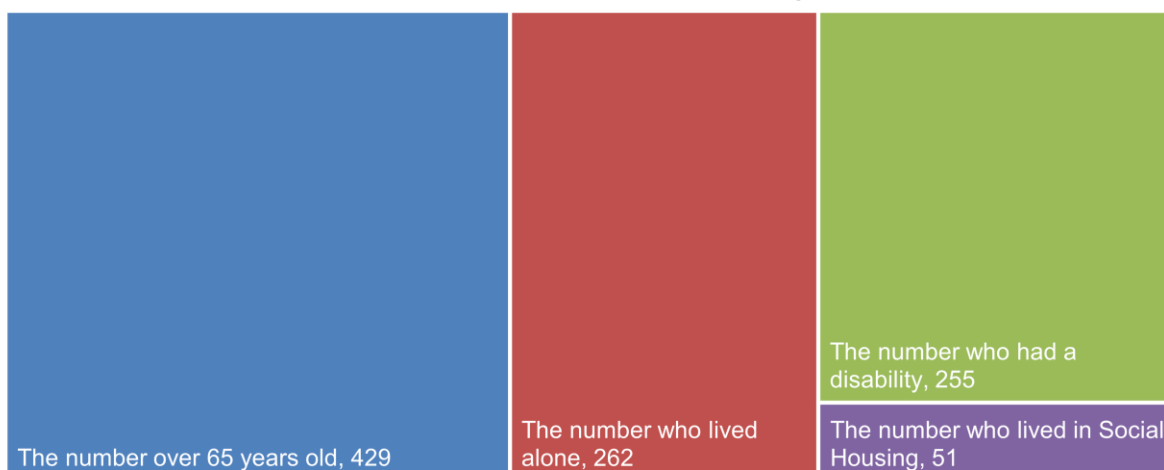
Focus areas this month: Ongoing review of all attendance cases over one year old - Why has Wholetime absence increased by 70% in 9 months?

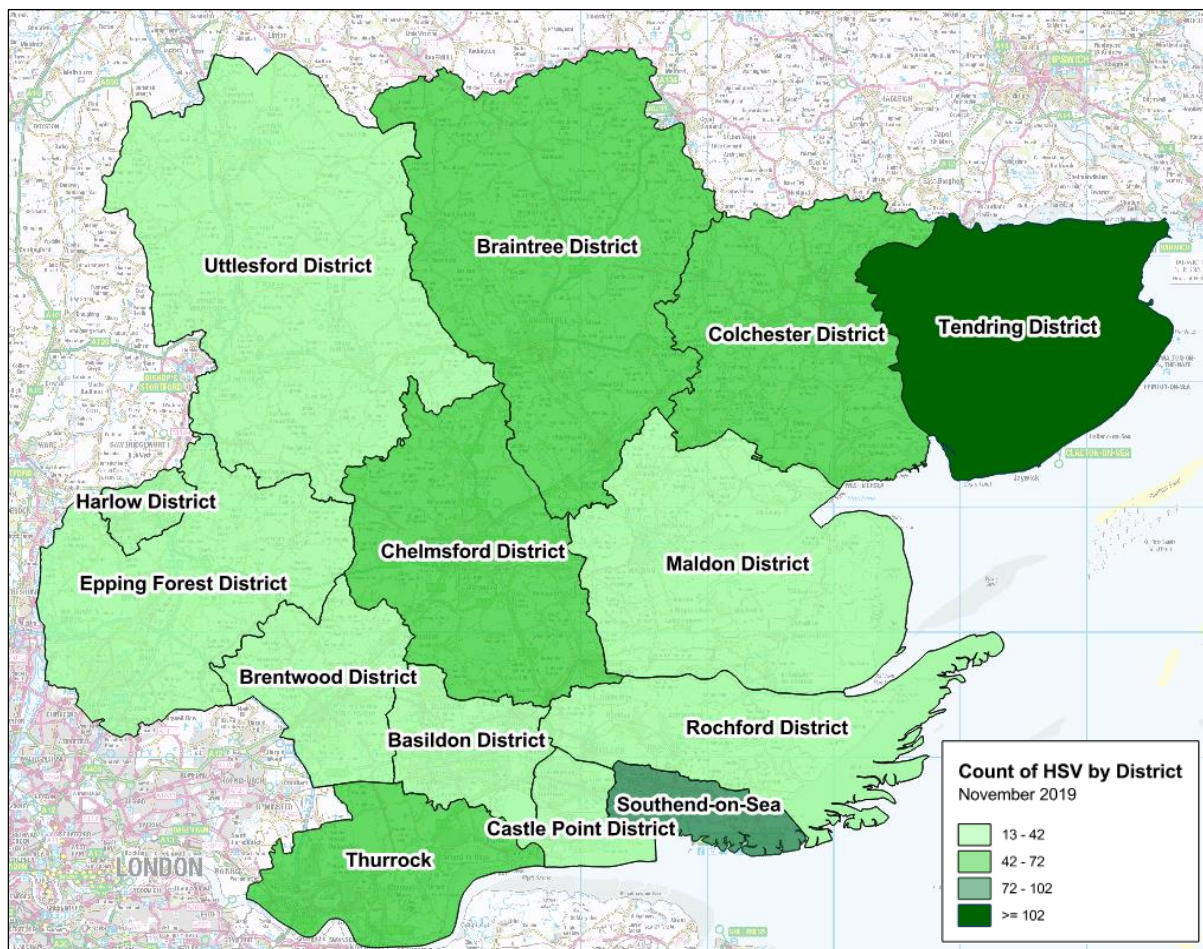
Home Safety

The total number of home safety visits in November 2019 was 638, a slight decrease from the previous month (680, October 2019). There was an increase in the number of visits to people who lived alone, had a disability and /or lived in social housing, with a slight decrease in the number of visits to those aged 65 and over.

	NOVEMBER 2019	TREND
TOTAL NUMBER OF VISITS	638	→
NUMBER OF SAFE AND WELL VISITS	455	→
NUMBER OF HOME SAFETY VISITS BY STATIONS	3	↓
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	158	↗
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	675	↓
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	118	↗
TELEPHONE ENQUIRIES RECEIVED AT THE INFO CENTRE	716 Incoming	↓
	1,371 Outgoing	↓
EMAIL ENQUIRIES RECEIVED AT THE INFO CENTRE	339	↓

Number of Visits to Vulnerable People





There were 132 home safety visits in Tendring district during the month of November. The wards in this district that had 9 or more home safety visits include: Harwich East Central and Little Clacton and Weeley.

100 of these visits were conducted by two Safe & Well Officers, 29 visits by Volunteers and the remaining 3 visits completed (separately) by a station (Dovercourt), a Community Builder and a Community Safety Officer. The table shows how many visits were in each station ground within Tendring district.

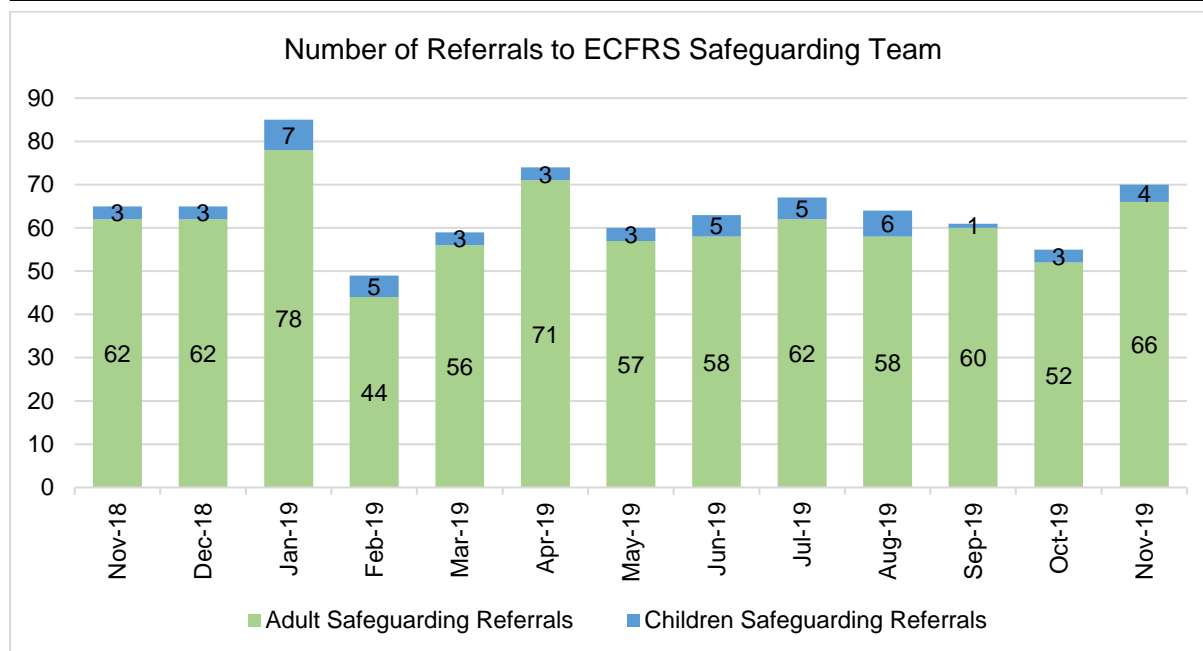
Station Ground	Number of Visits
Clacton	62
Dovercourt	33
Frinton	15
Weeley	8
Brigtingsea	6
Wivenhoe	4
Manningtree	4

Southend-on-Sea also had 78 home safety visits in November, of which 11 occurred in the ward of St.Luke’s and 8 were in the ward of Thorpe.

Community Development and Safeguarding

Safeguarding Referrals

The total number of referrals to ECFRS' Safeguarding team this year is 511, which is 77 more visits than the team received by November 2018. There were 70 referrals to the Safeguarding team during the month of November (2019).



	ADULT	CHILD
HOUSING	20	
SOCIAL CARE	13	
CREWS/OFFICERS	12	1
CARE & COMMUNITY	9	
SAFE AND WELL TEAM	5	
COMMUNITY BUILDER	2	
CONTROL	2	
AMBULANCE	1	
NHS	1	
INTERNAL	1	
EDUCATION OFFICER		3
TOTAL	66	4

There was an increase in the number of safeguarding referrals to ECFRS from Housing and Social Care. Some of these referrals were made 'in bulk', following meetings with attendance from these agencies/organisations and Community Builders.

Collaborative key stakeholder meetings are crucial for information sharing on vulnerable persons in Essex.