Monthly Performance Summary – December 2019

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 and 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

- From January to December 2019, ECFRS attended over 15,000 incidents. Of which, nearly 6,000 were false alarms, followed by fires and special services.
- The total number of incidents in December 2019 was less than the previous month and December 2018.
- The Service is close to the target for first attendance to potentially life threatening incidents, improving on the previous month and last December.
- Pumping appliance availability targets for whole time and on-call were not met.
- This month includes tables that show the difference in availability (%) for whole time and on-call pumping appliance from November to December 2019, as well as between December 2018 and December 2019. The tables, particularly the former (month-month) may help indicate whether stations have undertaken activities which have impacted their availability.

Information Governance

- There were 3 reported personal data breaches in December, 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 in December 2019, 10 less than November. This pattern has occurred since August 2019.
- There were 4 complaints received in December 2019, two concerning Driving and the others concerning Fire Safety.

Health and Safety (H&S)

- The H&S team delivered COSHH training for staff who utilise our Alcumus Sypol system and were visited by an external company to assess the effects of hand arm vibration, which resulted in a report with follow-up actions.
- The H&S system, OSHENS will be phased out over the next 3 years and the team will determine if the company's new system is a suitable replacement.

Human Resources (HR)

- The People Dashboard this month highlights that HR will soon investigate why Paid Special Leave for Wholetime employees has tripled since October 2019.

Learning and Development (L&D)

- A new addition to the monthly performance reporting, using the same visualisation method as the People Dashboard. This dashboard provides insight into internally delivered events (recorded in Civica) only.
- L&D are currently working with all department heads to formulate departmental and Service training plans against identified needs for 2020/21, as well as work with line managers to ensure that all staff have completed mandatory training.

Home Safety

- There was a decrease in the number of enquiries received at the Information Centre and consequently visits undertaken in December 2019. This trend can also be attributed to annual leave of ECFRS staff over the Christmas period.
- There was an increase in the number of home safety visits conducted by stations in December, and this number is expected to increase in the New Year as stations complete relevant training and visits are allocated.

Community Development and Safeguarding

- The average number of safeguarding referrals per month during the calendar year, 2019 was 64. There were 60 referrals in December 2019, slightly less than the number received in November and average for the year.
- ECFRS Crews/Officer referred the highest number of vulnerable adults (17) this month, closely followed by Housing/District Council (11).

Incidents

| All Incidents	**1,049** **December 2019**	1,194 November 2019
		1,145 December 2018

At the time of reporting there were 54 incidents from December as well as 6 incidents from November 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	**248** **December 2019**	287 November 2019
			240 December 2018
	Special Services	**384** **December 2019**	381 November 2019
			414 December 2018
	False Alarms	**417** **December 2019**	526 November 2019
			491 December 2018

From January to December 2019, ECFRS attended 15,043 incidents. 658 less incidents than in 2018. Other key statistics:

- ECFRS attended 4659 incidents of fire. July, August and September were peak months with over 500 incidents.
- Special Services had two peak months, where there were 429 incidents in August, closely followed by 414 in January.
- ECFRS attended nearly 6000 incidents of false alarms, where August was the peak month with 608.

Incidents attended by ECFRS, January 2019 - December 2019
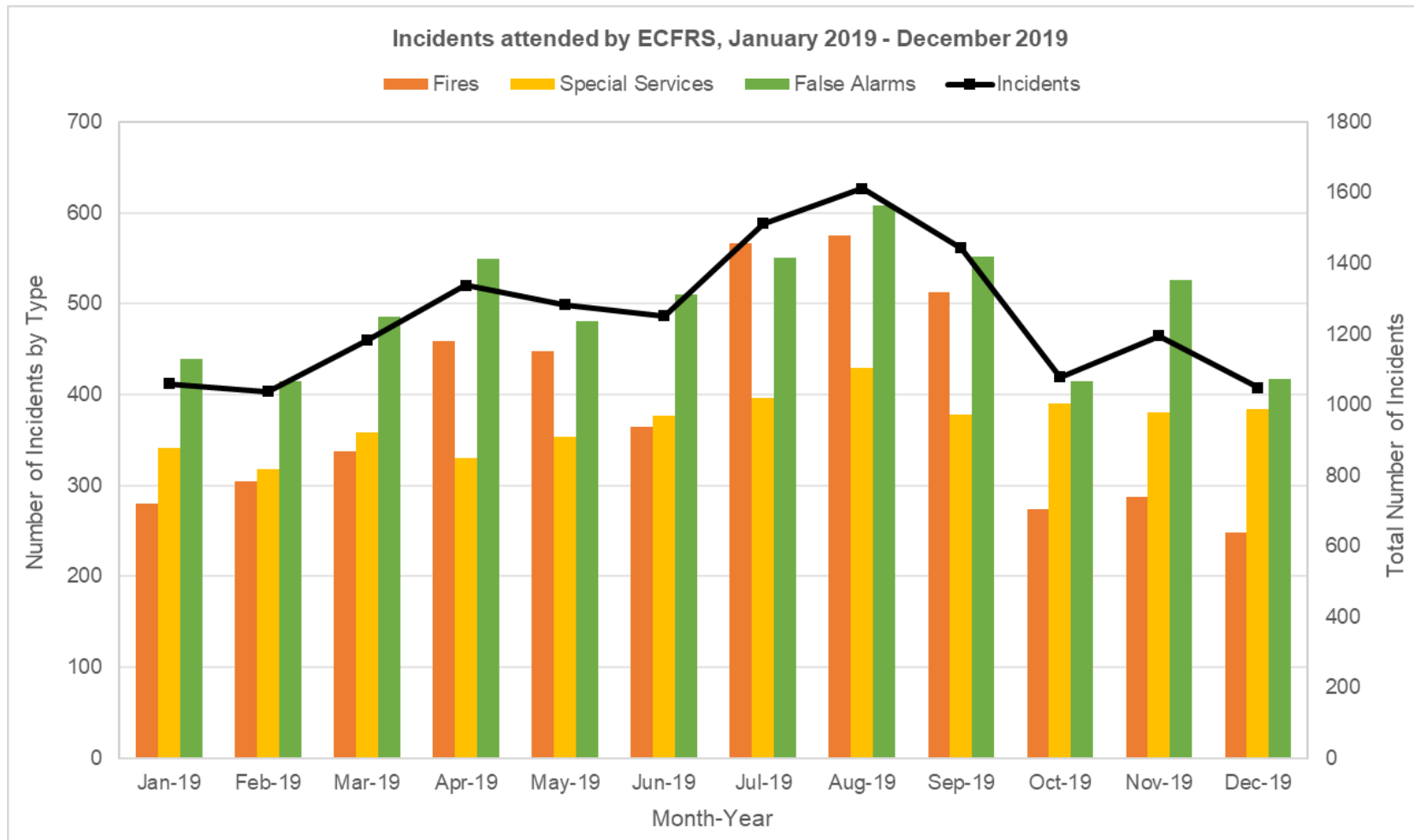
Attendance

Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	10m 19s December 2019	10m 25s November 2019
		11m 13s December 2018

The target for first attendance to potentially life threatening incidents was not met in December 2019. However, there was a slight improvement from the previous month and significant improvement compared to the performance in December 2018.

Average First Attendance to Potentially Life Threatening Incidents
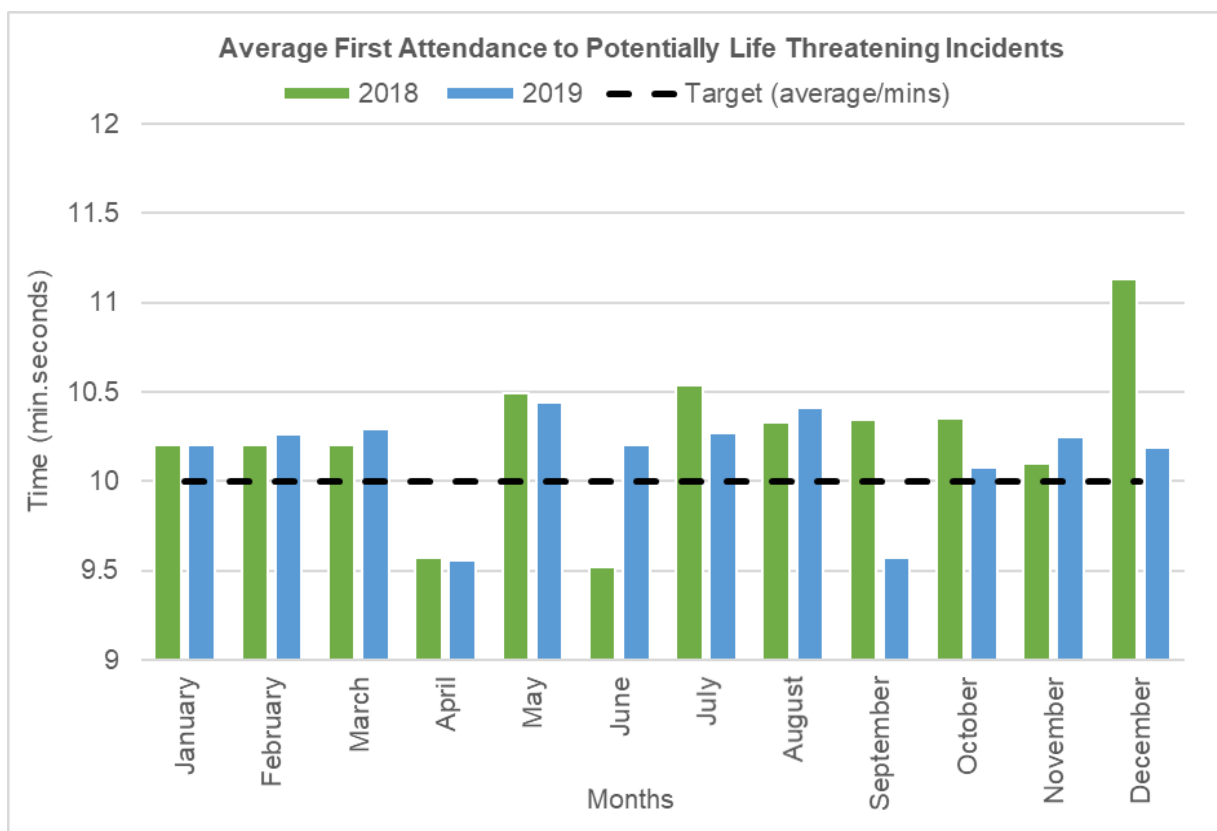
Time of Call to Arrival - % of incidents within 15 minutes Based on first Essex appliance at scene, excludes resilience appliances Target – 90% within 15 minutes	87% December 2019	89% November 2019
		86% December 2018

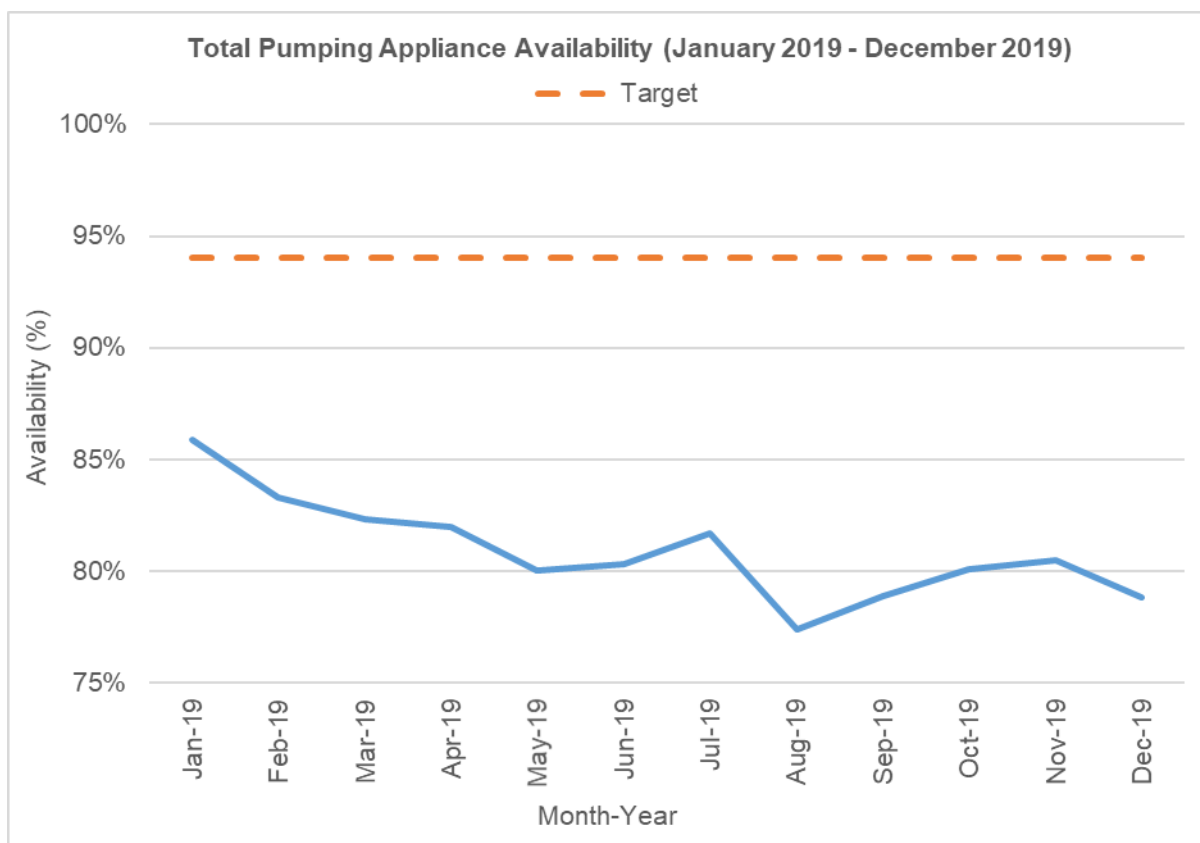| Command Group	% of incidents within 15 minutes
North East	85%
North West	85%
South East	94%
South West	84%

There was a very slight decrease in performance for this measure in December, compared to the previous month, but still close to the target.

The table above indicates that the South East command group surpassed the performance target to attend 90% of all incidents within 15 minutes, from time of call to arrival. The other command groups are within close range of the target for this month and compared to the performance figures for December 2018, there has been a significant improvement by stations within the North West Group.

Availability

The average total pumping appliance availability from January to December 2019 was 80.9%. As the line chart below indicates, the lowest total pumping appliance availability was in August (77.4%), and the highest was in January (85.9%).

		96.3%
Whole Time and Day Crew Pumping Appliance Availability	**95.7%**	November 2019
Target – 98%	**December 2019**	94.8%
		December 2018
On Call Pumping Appliance Availability	**70.6%**	72.1%
		November 2019
Target – 90%	**December 2019**	73.1%
		December 2018

The availability of whole time and day crew pumping appliances decreased slightly from November to December (2019), although was an improvement on previous year's performance. The vast majority of whole time and day crewed stations improved or were within 5% of their availability (%) of November's performance.

Compared to December 2018, pumping appliance availability at Waltham Abbey greatly improved, whereas South Woodham's availability decreased.
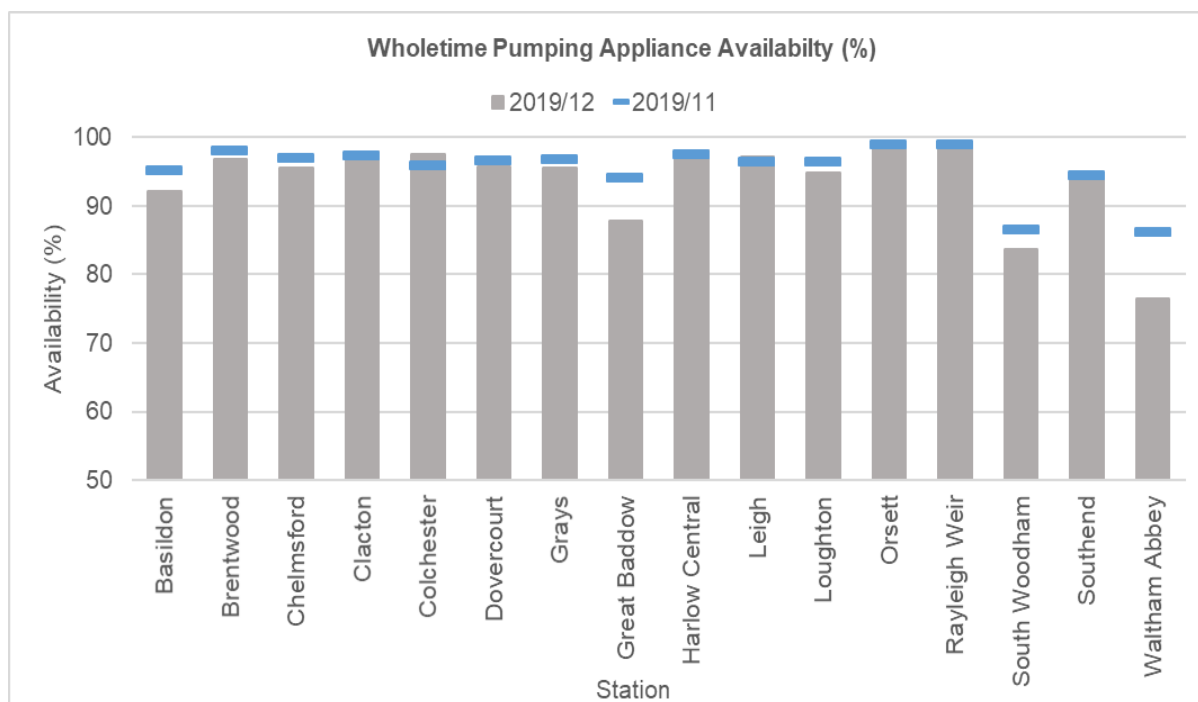
Alternatively, the table below shows the percentage difference in pumping appliance availability between November and December, to clearly highlight stations that have improved/decreased their availability.

Colchester	⬆	1.6	Orsett	➡	-0.8	Great Baddow	⬇	-6.3
Leigh	⬆	0.8	Dovercourt	➡	-0.9	Waltham Abbey	⬇	-9.7
Harlow Central	⬆	0.6	Brentwood	➡	-1.2			
Southend	⬆	0.5	Grays	➡	-1.3			
Clacton	⬆	0.4	Chelmsford	➡	-1.4			
Rayleigh Weir	⬆	0	Loughton	➡	-1.6			
			South Woodham	➡	-2.8			
			Basildon	➡	-3			

Similarly, the table below shows the percentage difference in whole time and day crew pumping appliance availability between December 2018 and December 2019.

Waltham Abbey	⬆	16.9	Leigh	➡	-0.1
Southend	⬆	3.9	Brentwood	➡	-0.9
Harlow Central	⬆	3	Dovercourt	➡	-1.2
Chelmsford	⬆	2.6	Grays	➡	-1.5
Orsett	⬆	2.4	Clacton	➡	-1.8
Colchester	⬆	1.6	Great Baddow	➡	-2.9
Loughton	⬆	1.2	Basildon	➡	-3.1
Rayleigh Weir	⬆	0.2	South Woodham	⬇	-11.1

The availability of on-call pumping appliances also decreased slightly from November to December 2019, and an improvement on previous' year's performance. Stations that improved their availability this month were Canvey and West Mersea, whereas there were significant decreases at 11 stations.

On-Call Pumping Appliance Availability

The table below shows the percentage difference in on-call pumping appliance availability between November and December, to clearly highlight stations that have improved/decreased their availability.
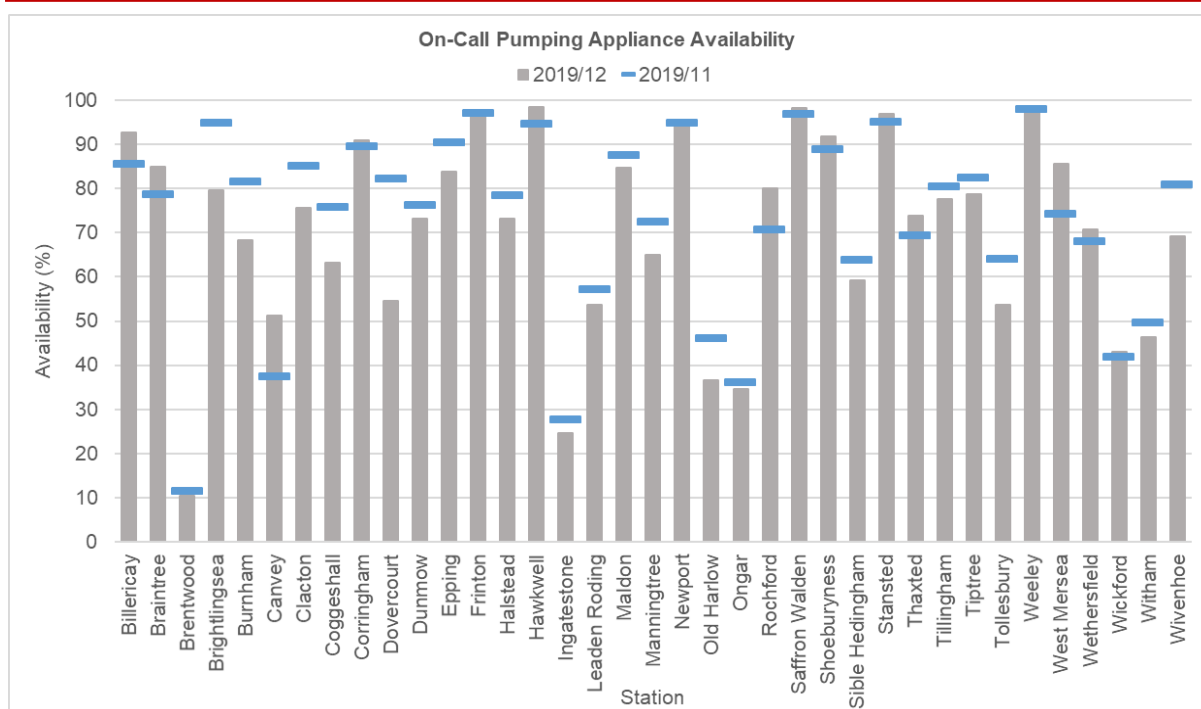
ECFRS Monthly Performance Summary – December 2019

Location		Value	Location		Value	Location		Value
Canvey	↑	13.9	Weeley	→	-0.3	Halstead	↓	-5.2
West Mersea	↑	11.3	Newport	→	-0.7	Epping	↓	-6.5
Rochford	↑	9.4	Frinton	→	-0.9	Manningtree	↓	-7.5
Billericay	↑	7	Brentwood	→	-1	Clacton	↓	-9.4
Braintree	↑	6.1	Ongar	→	-1.7	Old Harlow	↓	-9.4
Thaxted	↑	4.4	Tillingham	→	-2.8	Tollesbury	↓	-10.5
Hawkwell	↑	3.9	Maldon	→	-2.9	Wivenhoe	↓	-11.6
Shoeburyness	↑	2.8	Ingatestone	→	-3	Coggeshall	↓	-12.6
Wethersfield	↑	2.7	Dunmow	→	-3.2	Burnham	↓	-13.4
Stansted	↑	1.8	Witham	→	-3.3	Brightlingsea	↓	-15.1
Corringham	↑	1.5	Leaden Roding	→	-3.6	Dovercourt	↓	-27.7
Saffron Walden	↑	1.3	Tiptree	→	-3.8			
Wickford	↑	1	Sible Hedingham	→	-4.6			

Similarly, the table below shows the percentage difference in on-call pumping appliance availability between December 2018 and December 2019.

Location		Value	Location		Value	Location		Value
Leaden Roding	↑	30	Tillingham	→	-0.5	Manningtree	↓	-8.9
Wickford	↑	17	Maldon	→	-0.8	Tiptree	↓	-9.9
Rochford	↑	15	Corringham	→	-0.9	Clacton	↓	-11.5
Sible Hedingham	↑	13	Burnham	→	-1.9	Ongar	↓	-12.8
Newport	↑	9.6	Frinton	→	-2	Ingatestone	↓	-13.2
Dunmow	↑	9.1	Epping	→	-2.1	West Mersea	↓	-13.6
Shoeburyness	↑	7.1	Canvey	→	-3	Brightlingsea	↓	-15.9
Wivenhoe	↑	4.8	Dovercourt	→	-3	Witham	↓	-19.8
Stansted	↑	3.8	Halstead	→	-3.1	Old Harlow	↓	-28.6
Coggeshall	↑	3.8	Thaxted	→	-3.4	Brentwood	↓	-42
Hawkwell	↑	2.3	Wethersfield	→	-4.8			
Saffron Walden	↑	1.5						
Billericay	↑	1.4						
Braintree	↑	0.3						
Weeley	↑	0.2						
Tollesbury	↑	0						

Fire

Primary Fires	**151** **December 2019**	150 November 2019
		157 December 2018
Secondary Fires	**88** **December 2019**	134 November 2019
		73 December 2018
Accidental Dwelling Fires (ADF)	**73** **December 2019**	48 November 2019
		76 December 2018
Fatalities and Casualties	**0 Fatalities** from all fires this month and since June 2019. **2 Casualties** from 2 incidents this month.	

Further Details on Casualties: Both victims were male. One victim was aged 25 – 30 and supported/carried out by crews near the building (single occupancy house). The victim went to hospital where injuries appeared to be slight. The fire was caused by cooking (chip pan/deep fat fryer).

The other victim was aged, 60 – 65 and went to hospital where injuries (burns) appeared to be serious. The injuries were sustained when the victim attempted to rescue property or animals, following a fire in a private garden shed.

FOCUS: FIRES IN NON-DOMESTIC PREMISES

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 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 over 400 fires.

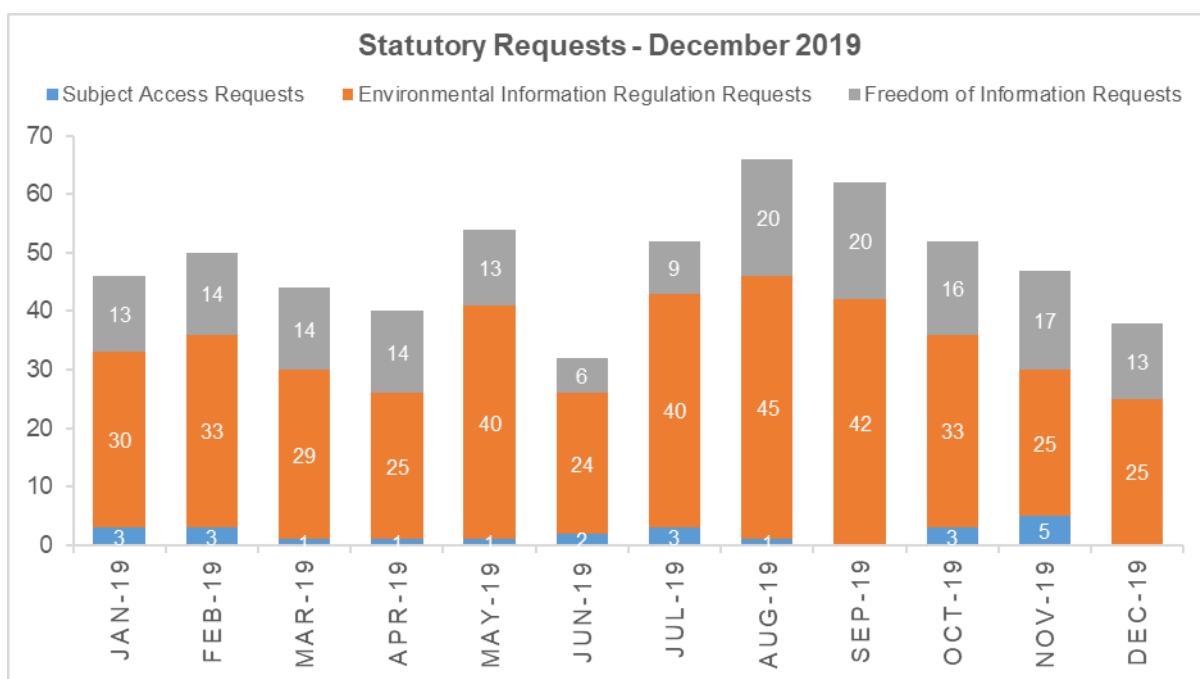The average number of fires per month (since February 2016) is 39.

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.

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 December 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 **3** reported personal data breaches in December 2019, however they did not meet the stipulated threshold to inform the Information Commissioner's Officer (ICO).

Statutory Requests - December 2019

■ Subject Access Requests   ■ Environmental Information Regulation Requests   ■ Freedom of Information 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		42	20
OCT-19	3	33	16
NOV-19	5	25	17
DEC-19		25	13

0 Subject Access Requests (SAR) were received in December 2019**.**

25 Environmental Information Requests (EIR) were received in December 2019. **24** requests were for Fire Reports and **1** EIR was for environmental information.

13 Freedom of Information requests (FOI) were received in December 2019. The main themes around FOIs were Data Requests (**5**), Fleet (**2**), ICT (**2**), Fire Safety (**1**), HR (**1**), Policy (**1**) and Other (**1**).

4 complaints were received in December 2019. The complaint themes were Driving (**2**) and Fire Safety (**2**). No compliments were received.
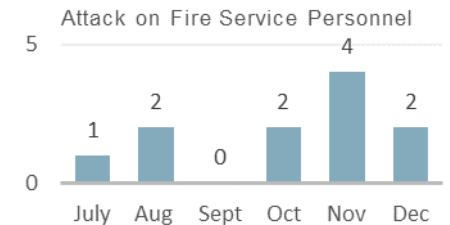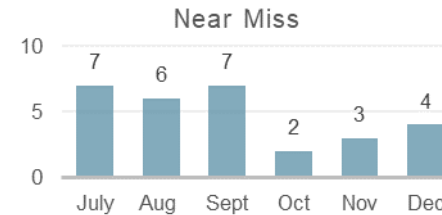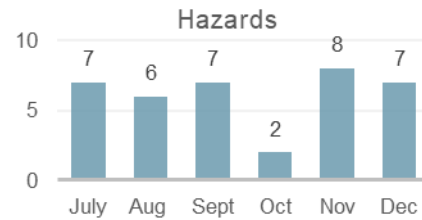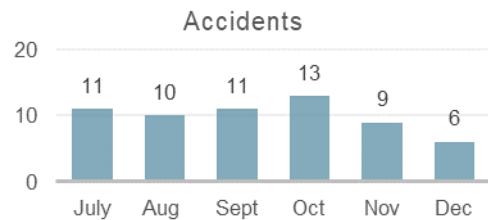
Health & Safety (H&S)

The H&S team delivered Control of Substances Hazardous to Health (COSHH) training for staff (H&S and Stores) who utilise our Alcumus Sypol system and COSHH information was updated.

The annual Provision and Use of Work Equipment (PUWER) assessments were completed at workshops by our Risk Assessment Officer on all our machinery and equipment.

The H&S team were visited by an outside company to assess the effects of hand arm vibration (HAV). The equipment was tested and a report produced which the Service will now act on, to ensure we are protecting our workforce. This has been highlighted by a campaign run by the HSE.

Members of the H&S team attended a seminar to find out more about the new provider of our Health & Safety system, OSHENS. The company who have taken this over will be phasing the system out over the next 3 years and moving customers onto their own system, Q Pulse. The team needs to determine if the system will be a suitable replacement for OSHENS.

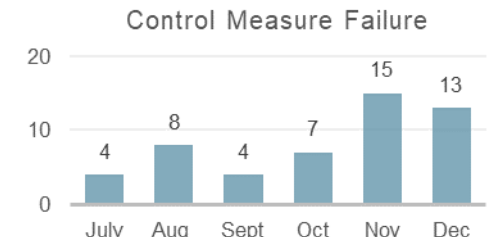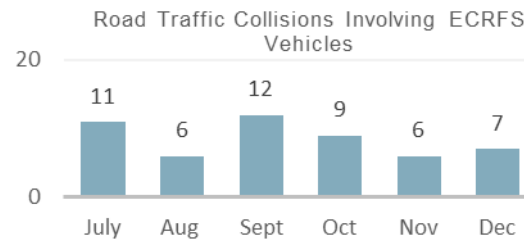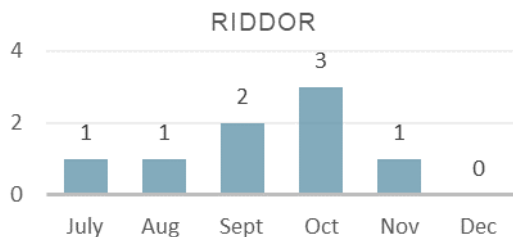ALL INCIDENT DATA TAKEN FROM OSHENS ON 14/02/2020

Accidents

July	Aug	Sept	Oct	Nov	Dec
11	10	11	13	9	6

Hazards

July	Aug	Sept	Oct	Nov	Dec
7	6	7	2	8	7

Near Miss

July	Aug	Sept	Oct	Nov	Dec
7	6	7	2	3	4

Attack on Fire Service Personnel

July	Aug	Sept	Oct	Nov	Dec
1	2	0	2	4	2

There were 6 accidents/ill health on duty reported this month. 3 of these involved the fire appliance, 1 injury during training, 1 on the station and 1 at an operational incident.

There were 7 hazards reported this month. 3 of these were on Station premises, 1 was related to PPE, and 3 were related to equipment.

4 near misses were reported in December, 2 at operational incidents and 2 during training.

The **2 attacks on Fire Service personnel this month** were both verbal.

RIDDOR

July	Aug	Sept	Oct	Nov	Dec
1	1	2	3	1	0

Road Traffic Collisions Involving ECRFS Vehicles

July	Aug	Sept	Oct	Nov	Dec
11	6	12	9	6	7

Control Measure Failure

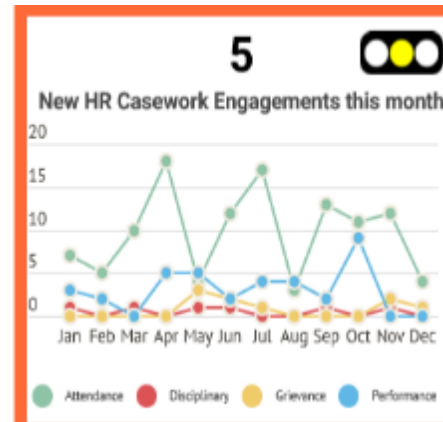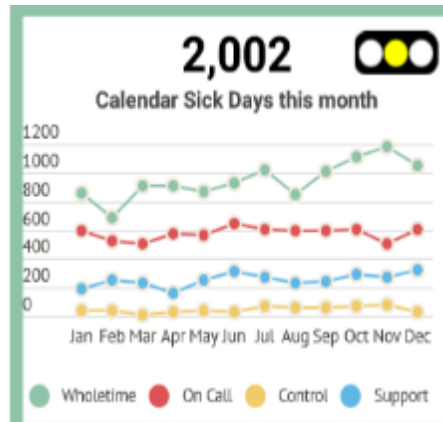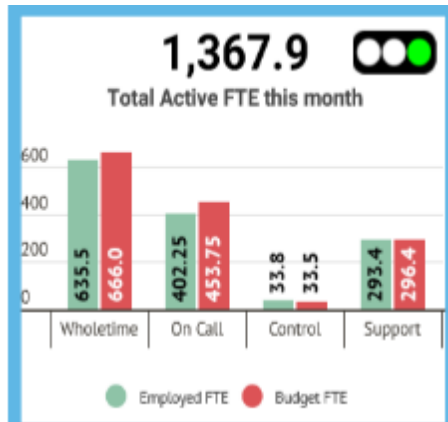| July	Aug	Sept	Oct	Nov	Dec
4	8	4	7	15	13

There were **no RIDDOR reports in December.**

There were 7 reports of RTC/vehicle damage in December. 5 of these occurred at operational incidents or on the way to incidents, 1 on Station and 1 was found during a routine service.

There were 13 control measure failures reported in December, mostly from control regarding staffing numbers and 1 regarding a 4i mobilisation.

Human Resources

1,367.9 — Total Active FTE this month
- Wholetime: 635.5 / 666.0
- On Call: 402.25 / 453.75
- Control: 33.8 / 33.5
- Support: 293.4 / 296.4

Legend: Employed FTE, Budget FTE

2,002 — Calendar Sick Days this month

Legend: Wholetime, On Call, Control, Support

5 — New HR Casework Engagements this month

Legend: Attendance, Disciplinary, Grievance, Performance

8.9% — Rolling Annual Service Turnover this month

Legend: Wholetime, On Call, Control, Support

89% — of all Fitech Tests Passed this month

Legend: Wholetime, On Call

45 — Days of Paid Special Leave this month
- Wholetime: 23 / 0
- On Call: 8 / 26
- Control: 0 / 0
- Support: 14 / 35

Legend: Paid Special Leave, Unpaid Special Leave

- Decrease in overall FTE of 0.8 since Nov.
- Further reduction in Agency FTE from 8.0 in Nov to 7.4 in Dec. Total Support FTE (300.8) continues to exceed budget (296.4).
- Rolling Annual Service turnover continues downward trend at 8.9%, primarily driven by ongoing reduction in Support turnover.
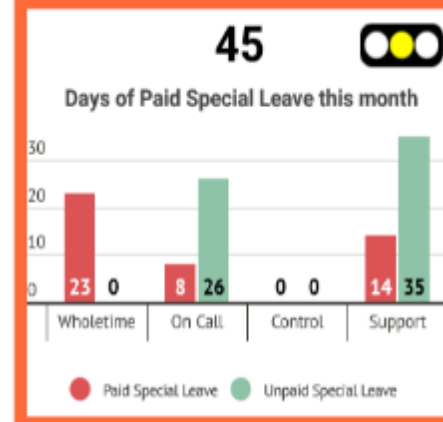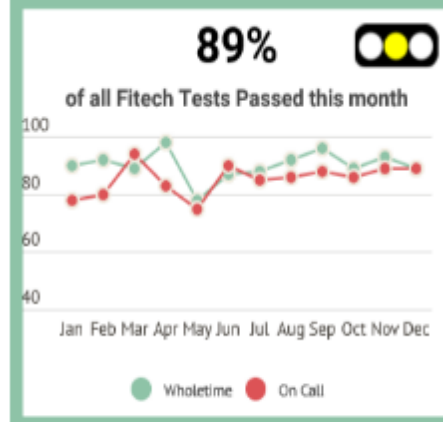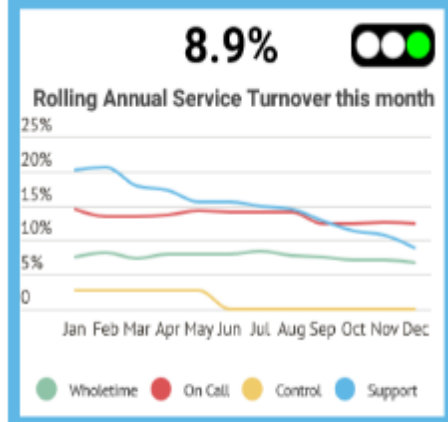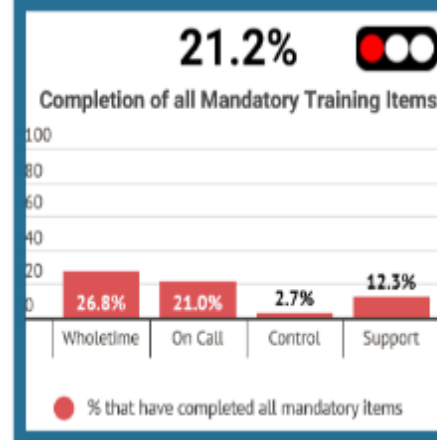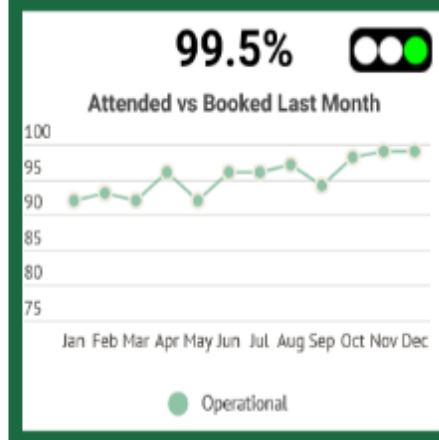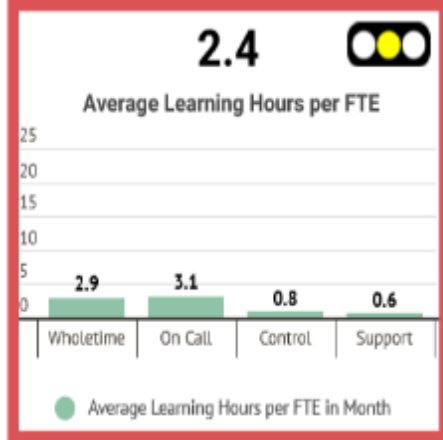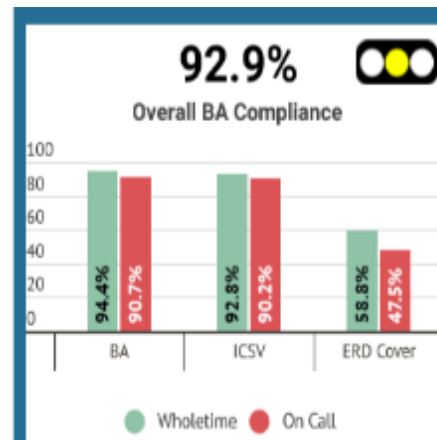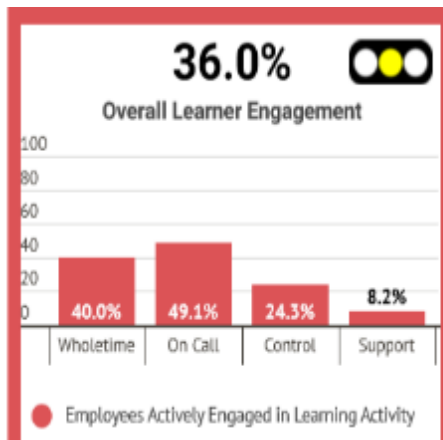
- 27.6% of all sickness absence cases in December were long term, of which 9 cases had been continually absent for > 6 months.
- 31.2% (412 days) of time lost to long term absence in December was due to Post Op Recovery or Musculo Skeletal - Lower Limb.
- 9.5% (9) of all Fitness Team appointments were cancelled or missed this month.

- 8 cases were closed during December. A further 83 remained open at month end, of which 13 were opened prior to 2019.
- Average age of cases open at December month end was 213 days (198 days in Nov).
- Total Paid Special Leave for Wholetime employees increased from 16 days in November to 23 in December.

Focus areas this month: Investigate why the volume of Paid Special Leave for Wholetime employees has almost tripled since Oct 2019

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Learning and Development (L&D)

36.0%

Overall Learner Engagement

	Wholetime	On Call	Control	Support
	40.0%	49.1%	24.3%	8.2%

● Employees Actively Engaged in Learning Activity

100%

Overall Delegate Satisfaction Last Month

(Line chart, Jan–Dec)

● Operational ● Non-Operational

92.9%

Overall BA Compliance

	BA	ICSV	ERD Cover
Wholetime	94.4%	92.8%	58.8%
On Call	90.7%	90.2%	47.5%

● Wholetime ● On Call

- L&D currently record internally delivered events ONLY in Civca. We will look into recording all learning activity, to achieve more reflective figures.
- L&D are currently working with all department heads (including Control) to formulate departmental and Service training plans against identified needs for 2020/21.

- 100% (21) of respondents indicated that they were "Satisfied" or "Very Satisfied" with their learning experience in December.
- Survey response rate was 3.2% in Dec 2019.
- All L&D/Training activity is subject to the QA Framework for Training - a key principle of which is that the learner voice permeates all aspects of departmental activity.

2.4

Average Learning Hours per FTE

	Wholetime	On Call	Control	Support
	2.9	3.1	0.8	0.6

● Average Learning Hours per FTE in Month

99.5%

Attended vs Booked Last Month

(Line chart, Jan–Dec)

● Operational

21.2%

Completion of all Mandatory Training Items

	Wholetime	On Call	Control	Support
	26.8%	21.0%	2.7%	12.3%

● % that have completed all mandatory items

- Core Skills will be included in Risk Critical Compliance measures once data is available (expected to be within the next 2-3 months).
- Full completion of Mandatory Training items is low across all employee groups. Regular targeted communications are expected to assist in driving completion rates up.

Focus areas this month: We will work with line managers and individuals to ensure that all staff completed required mandatory training.
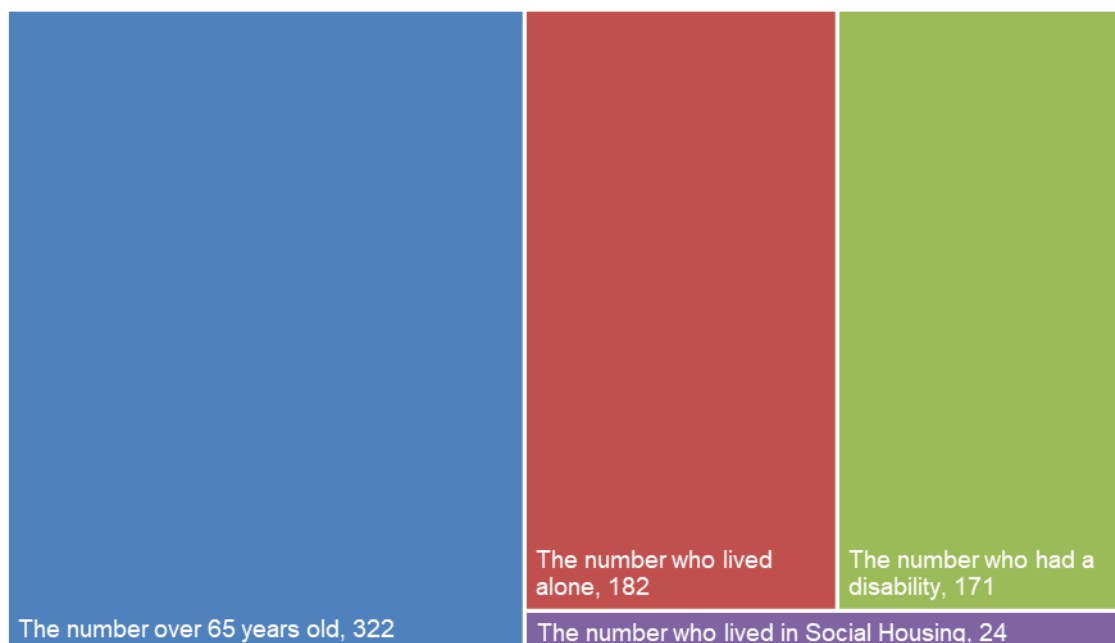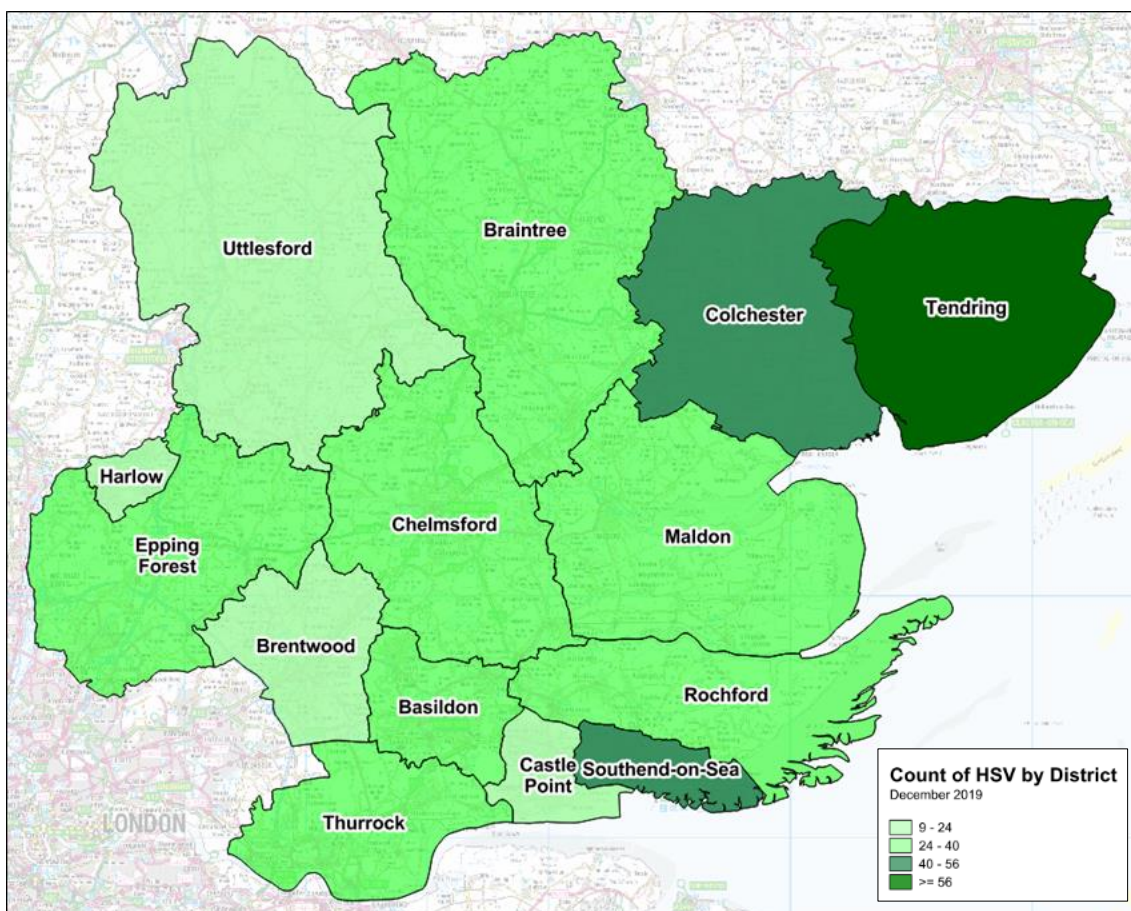
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Home Safety

There was a decrease in the number of enquiries received at the Information Centre and consequently visits undertaken in December 2019. This trend can also be attributed to annual leave of ECFRS staff over the Christmas period.

There was an increase in the number of home safety visits conducted by stations in December, and this number is expected to increase in the New Year as stations complete relevant training and visits are allocated by the Information Centre.

	DECEMBER 2019	TREND
TOTAL NUMBER OF VISITS	454	↘
NUMBER OF SAFE AND WELL VISITS	330	↘
NUMBER OF HOME SAFETY VISITS BY STATIONS	7	↗
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	100	↘
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	494	↘
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	115	→
TELEPHONE ENQUIRIES RECEIVED AT THE INFO CENTRE	491	↘
	1,287	↘
EMAIL ENQUIRIES RECEIVED AT THE INFO CENTRE	299	↘

Number of HSV to Vulnerable Persons

The number over 65 years old, 322

The number who lived alone, 182

The number who lived in Social Housing, 24

The number who had a disability, 171

As the map above illustrates, Tendring district received 56 or more home safety visits by ECFRS during the month of December. 49 of the visits were in Clacton's station ground, of which 14 occurred within one Lower Layer Super Output Area*, Tendring 011E. This LSOA covers Point Clear in St. Osyth.

Tendring also received the most home safety visits by ECFRS in November 2019.

The districts of Colchester and Southend-on-Sea also received a large proportion of home safety visits during the month of December.

*Lower Layer Super Output Area (LSOA) is a geospatial statistical unit used in England and Wales to facilitate the reporting of small area statistics. They were created by the Office for National Statistics. LSOA have a minimum population of 1000 with a mean of 1,500.

Community Development and Safeguarding

Safeguarding Referrals

From January to December 2019, there were 767 referrals to ECFRS Safeguarding team. The month of January had the highest number of referrals (85), as well as the highest number of referrals of children, to relevant agencies/organisations. February had the lowest number of referrals, with 49.

The average number of referrals per month during the calendar year was 64, and this was equalled or exceeded in the months of January, April, July, August and November. There were 60 referrals in December 2019, less than the average.
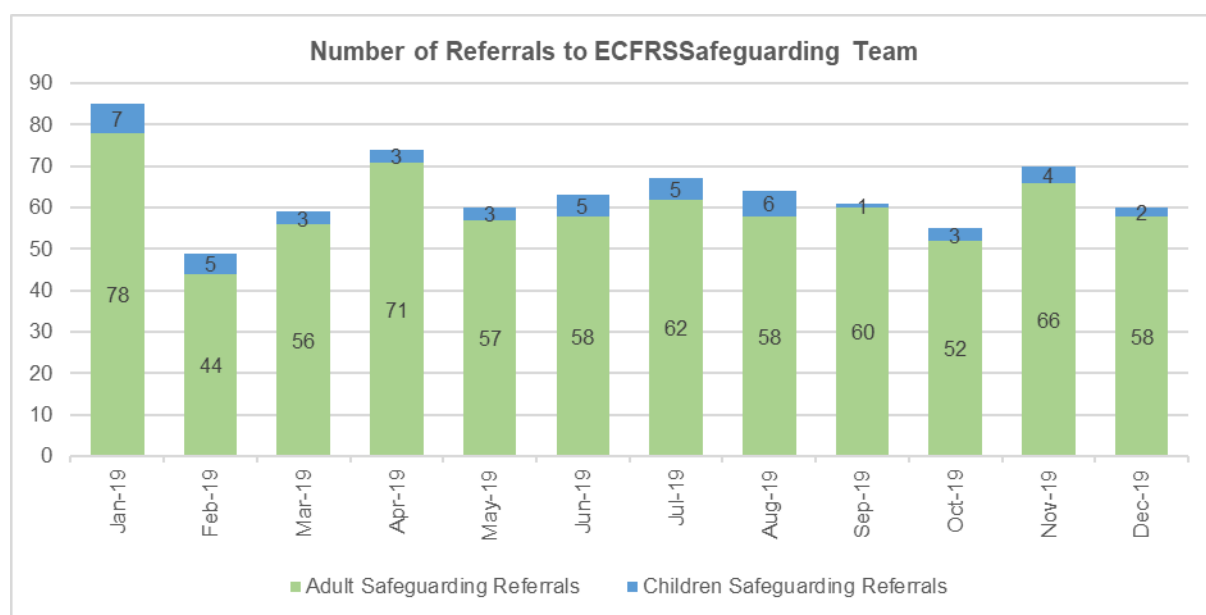
REFERRER	ADULT	CHILD
ECFRS CREWS/OFFICERS	17	1
HOUSING/DISTRICT COUNCIL	11	
SOCIAL CARE	7	
SAFE AND WELL OFFICERS	6	
POLICE	5	1
OTHER	3	
COMMUNITY AGENTS	3	
AMBULANCE	2	
NHS	1	
INTERNAL	1	
ENVIRONMENTAL HEALTH	1	
CARE COMPANY	1	
TOTAL	**58**	**2**