



Monthly Performance Summary April 2020

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

- At the time of reporting, the total number of incidents attended in April 2020 is more than the previous month. However, following quality assurance of 51 incidents, it is unlikely that the total for the month will be less than April 2018's.
- There was another decrease in the number of special service incidents, and an increase in the number of fires and false alarms.
- There was 2 fatalities (from one incident) and 8 casualties (7 incidents) in April. This focus for this month is on fire fatalities from faulty equipment/appliances.
- Both attendance targets were met and appliance availability also increased.

Information Governance

- There were 3 reported personal data breaches in April 2020.
- There were 44 statutory requests in April, 10 less than the previous month.
- There was 7 complaints received.

Health and Safety (H&S)

- The H&S team issued three Safety Flashes in April. SF-13, CPR (resuscitation) precautions for casualty suspected to have COVID-19; SF-15, Use of oxygen at operational Incidents; and SF-16A (superseding SF-16) about temporary reduction in frontline appliance crewing levels.
- The ECFRS response to a flu pandemic risk assessment has been reviewed and consulted on 23 times since March, with new activities and control measures added.
- April has seen a reduction in RTCs (involving ECFRS) and control measure failures, but increase in accidents, hazards, near misses and RIDDORs.

Human Resources (HR)

- The People Dashboard this month highlights that HR will continue to closely monitor sickness absence levels, cross-referencing with existing CIT absence information.

Home Safety

- There has been a reduction in the number of home safety visits conducted as ECFRS made a strategic decision to reduce the number of visits undertaken during the COVID-19 period and only visit the most vulnerable. These visits are only being carried out by Safe and Well Officers in suitable PPE.

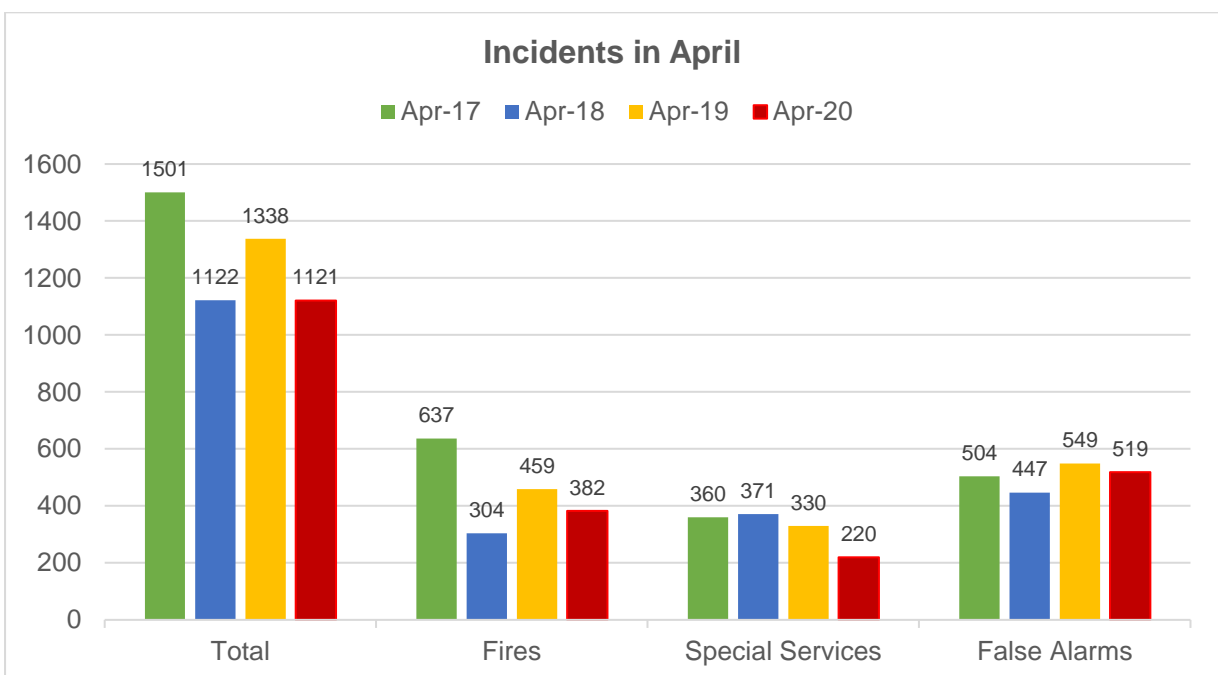
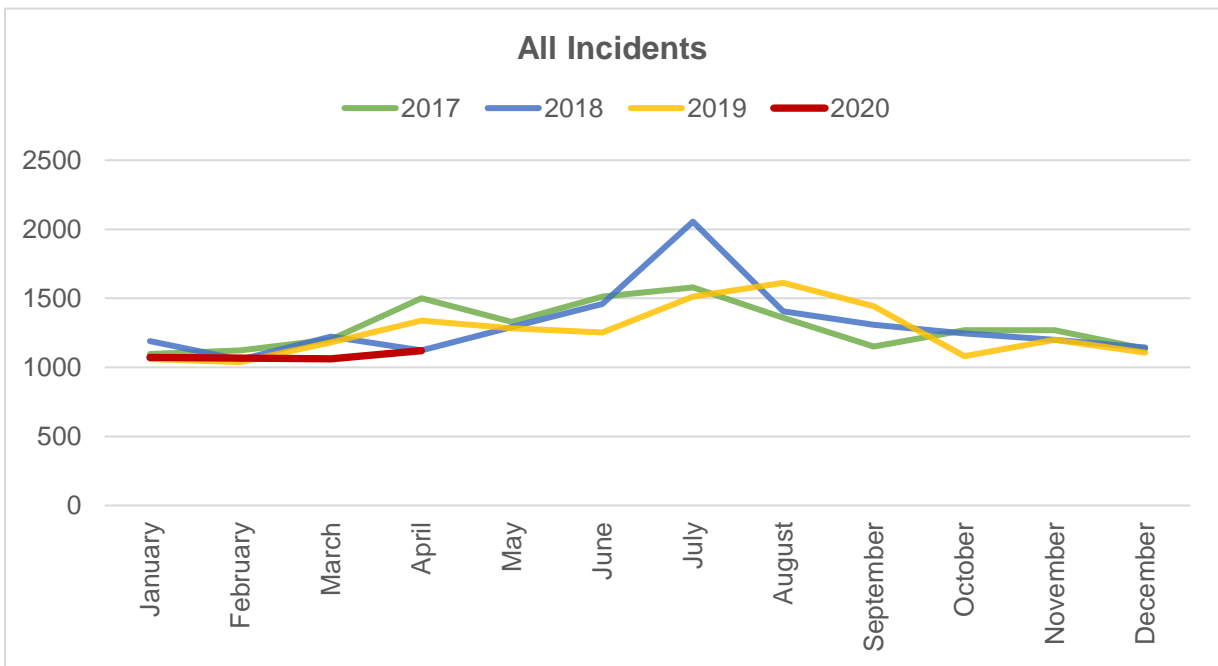
Community Development and Safeguarding

- There were 41 referrals to ECFRS Safeguarding team during April 2020, 25 less than the previous month and 34 less than April 2019.
- There are currently no cases waiting for allocation to either social care or a Community Builder. We are waiting for an update from social care on 8 cases but these are within reasonable timeframes.

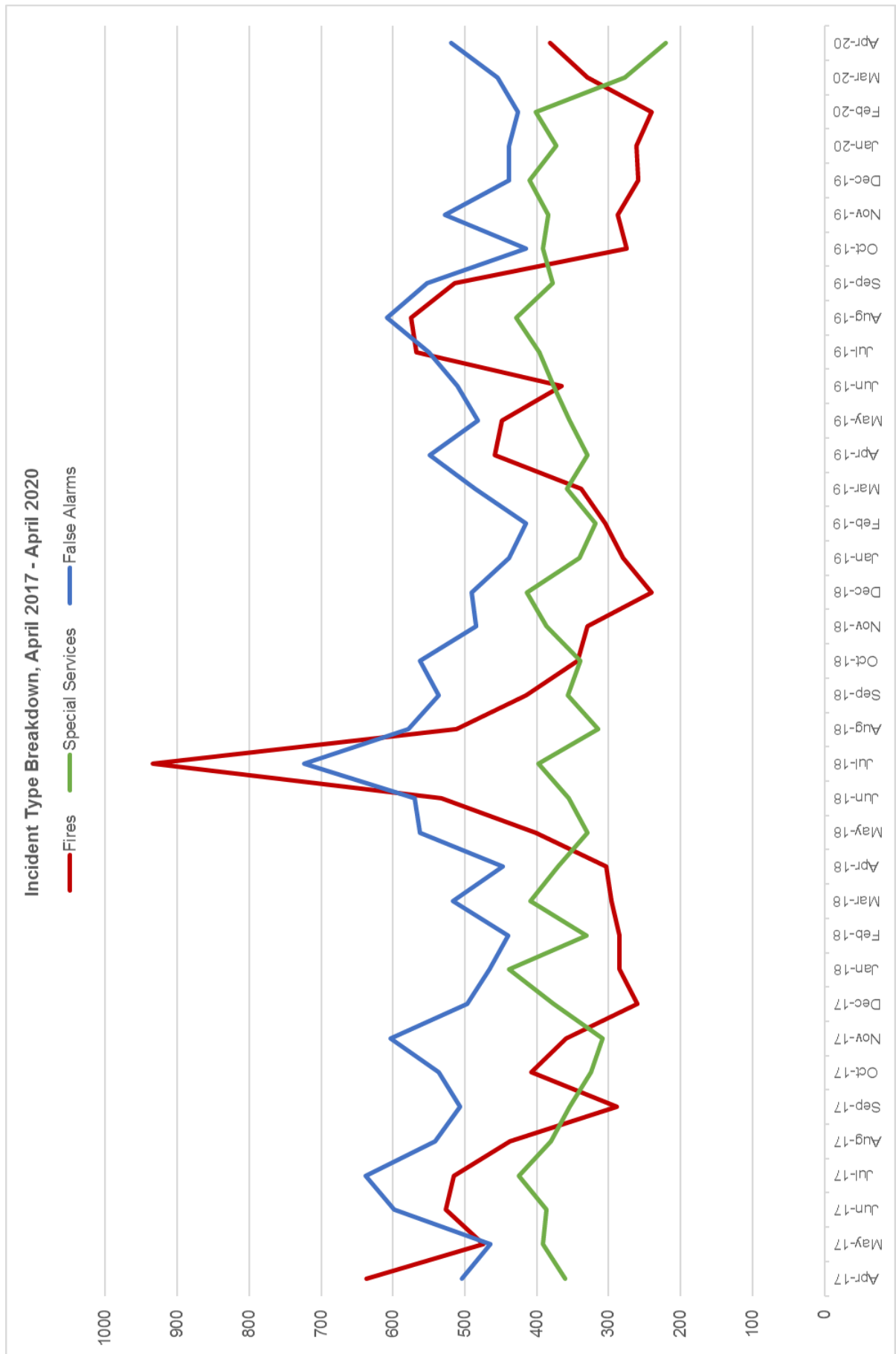
Incidents

ALL INCIDENTS	1,121	1,062
	April 2020	March 2020
		1,338
		April 2019

At the time of reporting, there were **51 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.



ECFRS Monthly Performance Summary – April 2020



FIRE		
Primary Fires	175 April 2020	168 March 2020
		196 April 2019
Secondary Fires	204 April 2020	149 March 2020
		256 April 2019
Accidental Dwelling Fires (ADFs)	74 April 2020	67 March 2020
		78 April 2019
Fatalities and Casualties	2 fatalities April 2020	1 fatality April 2019
<p>Two fatalities from one incident, where a fire was caused by a fault in an electrical cable to equipment or appliance which was located in the living room of the dwelling. The fire damaged the wiring insulation first and at stop, limited to the floor of origin (not whole building). A human factor contributing to the fire was excessive and dangerous storage.</p> <p>There was no alarm system present in the property, but the call was raised by another person. Time of call was 18:51:53, on a Wednesday evening.</p> <p>The persons involved were a couple (no children), both aged 70 – 75. The cause of death for both persons was asphyxiation. One person was alive on leaving scene (left with Ambulance Service), as they were rescued by a firefighter (with breathing apparatus) but died later. Both persons had mobility issues, including one that was bedridden.</p> <p>6 pumping appliances were in attendance and a Level 2 Fire Investigation was carried out, which deemed the cause/motive of the fire as Accidental.</p>		

Fatalities and Casualties continued.	8 casualties April 2020	11 casualties April 2019
	<p>8 casualties from 7 incidents. There was a fire in self-contained sheltered housing that resulted in the injury of two persons. It was caused by careless handling due to sleep or unconsciousness, but an alarm system was present and raised the alarm. Another accidental fire in the same property type was caused by cooking by a lone male aged 40 – 45.</p> <p>4 casualties were caused by fires in dwellings, and three were deemed as accidental. For two separate incidents, fire-related injuries were sustained by males, both in their 20s, from cooking with a chip pan/deep fat fryer. The other person injured in an accidental dwelling fire was a female aged 90 – 95, whose heat pack overheated on their mattress.</p> <p>There was one deliberate fire within a dwelling that resulted in an injury (burns) to a male aged 30 – 35.</p> <p>The remaining incident was deemed as an accidental fire but occurred with a private/domestic garden/allotment. A fire-related injury was sustained by a male in his mid-30s, when intentional burning of materials went out of control.</p>	

SPECIAL SERVICES

There were 220 special service incidents in April 2020, a decrease compared to previous month (278, March 2020) and year (330, April 2019).

28 of the 220 special service incidents (13%) were Road Traffic Collisions (RTCs). Based on provisional data provided by Essex Police on 7 May 2020, there were 27 KSI collisions during April 2020.

April 2020 Focus: Fatalities and Casualties from Faults in Households

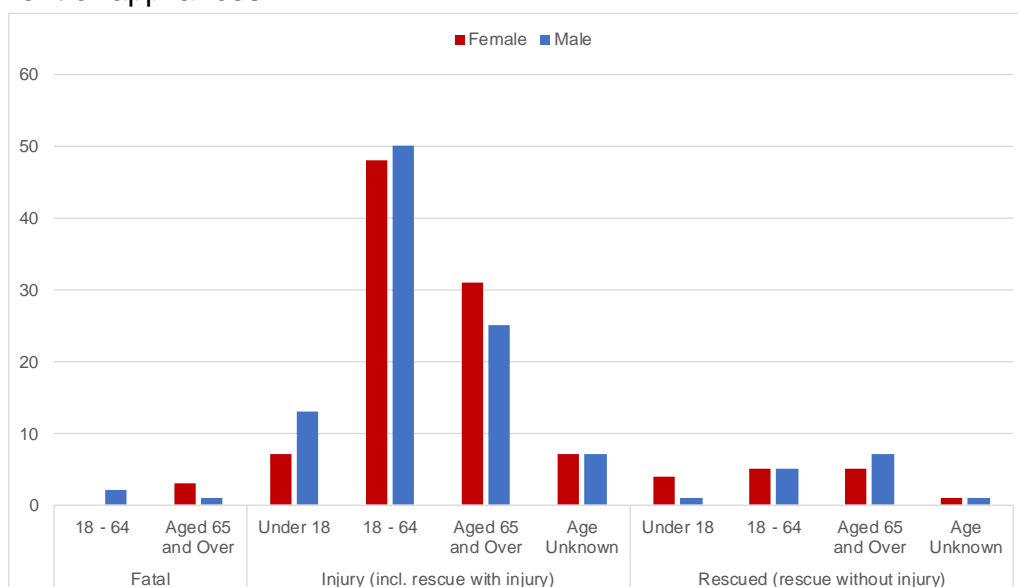
The fatalities in April 2020 were due to faulty leads to equipment or appliance and this focus will review whether this has occurred over the last decade (2009 onwards). Furthermore, it will also provide some insight into the victims that have been impacted by fires caused by faults. Fires caused by faults can be one of the following:

- Fault in equipment or appliance
- Faulty leads to equipment or appliance
- Faulty fuel supply - electricity
- Faulty fuel supply - gas
- Faulty fuel supply - petrol product

The table shows the number of fatalities, persons injured or rescued from fires caused by a fault in/to equipment or appliance as well as by faulty fuel supplies since April 2009. This month's fatalities are highlighted in the table.

	Fatal	Injury	Rescued (without injury)
Fault in equipment or appliance	4	177	27
Faulty leads to equipment or appliance	2	11	2
Faulty fuel supply - electricity	1	30	9
Faulty fuel supply - gas	1	13	
Faulty fuel supply - petrol product		1	
Grand Total	8	232	38

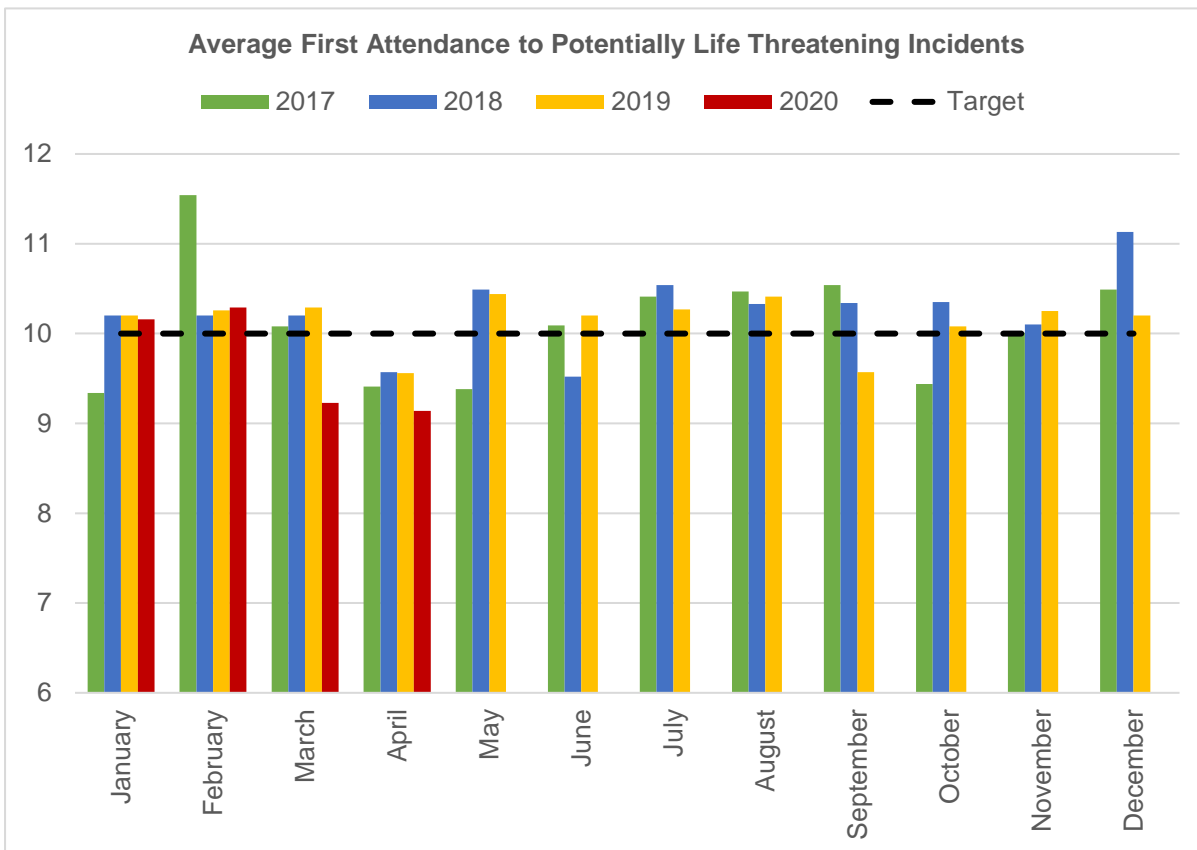
It also shows that there has been a high number of injuries sustained to persons from fires caused by a fault in equipment or appliance, which is second to cooking (261 incidents since April 2009). The gender and age profiles of those involved in fires from fault in/leads to equipment or appliances:



There have been 2 fatalities from faulty fuel supplies and 44 injuries, of which the 30 injuries were from faulty electrical supplies to dwellings.

Attendance

Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	9m 14s April 2020	9m 23s
		March 2020
		9m 56s
		April 2019



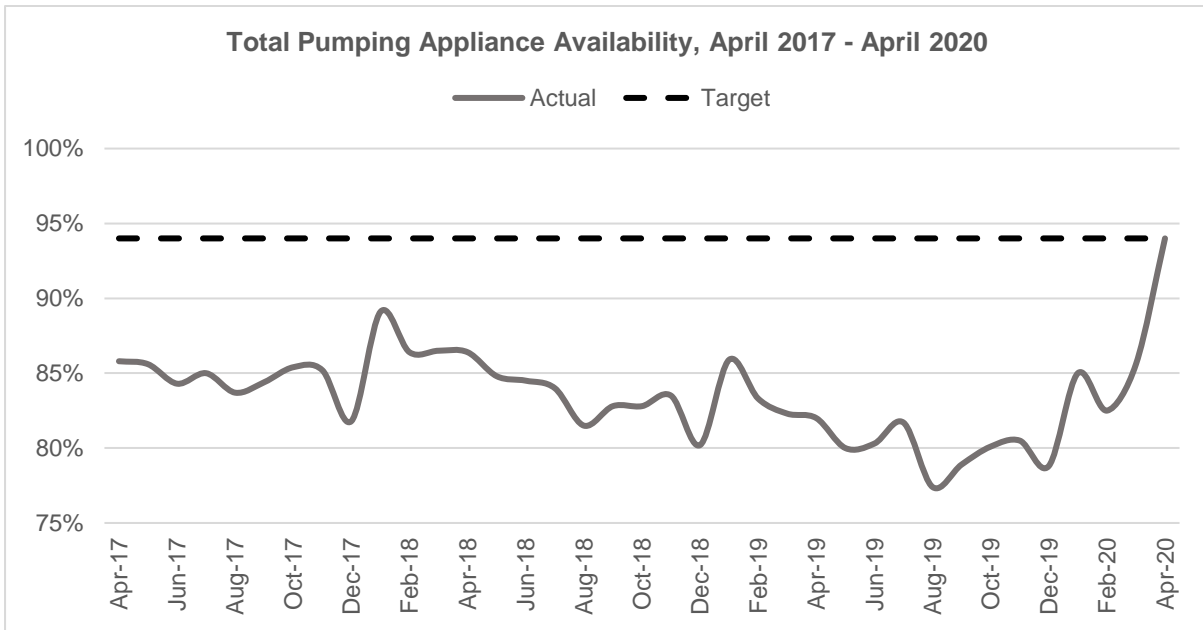
Time of Call to Arrival - % within 15 minutes Target – 90% of all calls within 15 minutes	90% April 2020	90%
		March 2020
		88%
		April 2019

ECFRS Monthly Performance Summary – April 2020

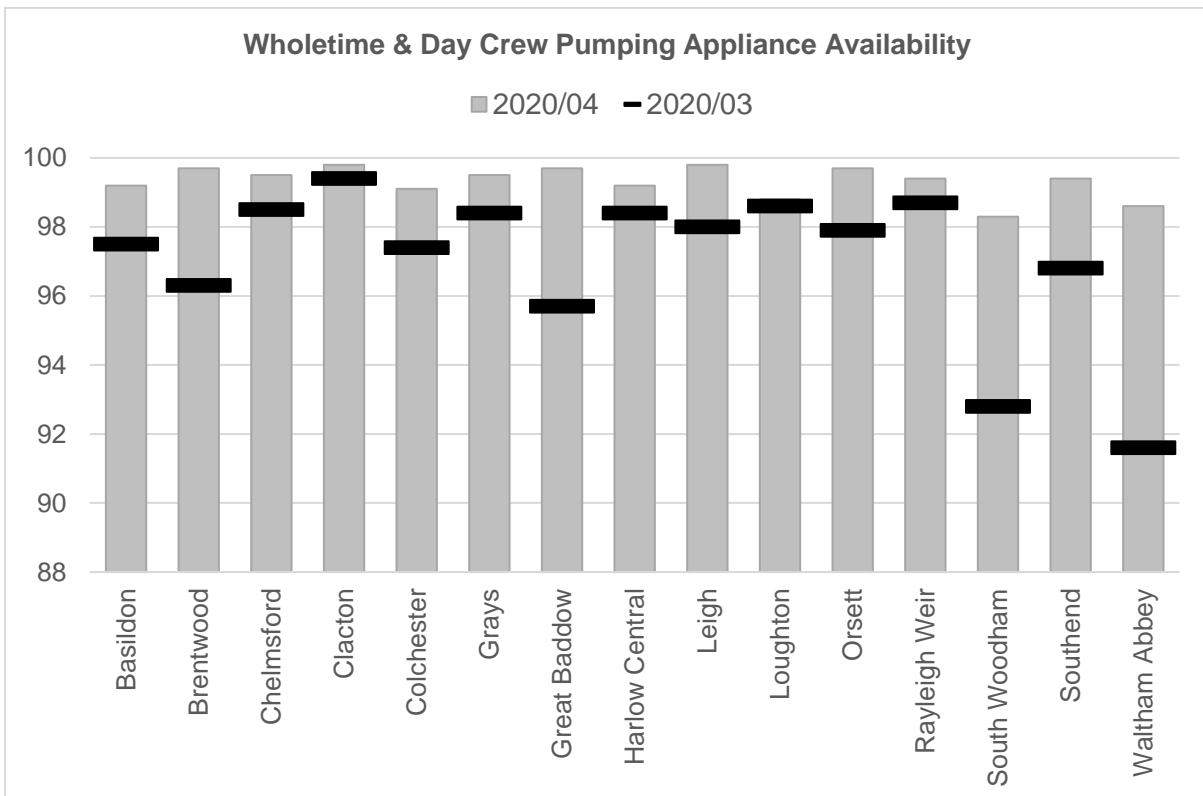
The table below shows the percentage of calls attended within 15 minutes by station for April 2020. 27 of the 50 stations met the target of 90% of calls within 15 minutes.

Met Target 90 – 100%	Close to Target 80 – 89%	Target Not Met < 79%
Billericay	Dovercourt	Coggeshall
Brightlingsea	Saffron Walden	Halstead
Epping	Loughton	Maldon
Hawkevell	Manningtree	Waltham Abbey
Ingatstone	Old Harlow	Great Baddow
Newport	Corringham	Wivenhoe
Rochford	Stansted	Brentwood
Shoeburyness		Burnham
Sible Hedingham		Frinton
South Woodham		Ongar
Tillingham		Thaxted
Tollesbury		Tiptree
West Mersea		Weeley
Wickford		Wethersfield
Basildon		Dunmow
Leigh		
Southend		
Grays		
Rayleigh Weir		
Braintree		
Colchester		
Clacton		
Harlow Central		
Orsett		
Canvey		
Chelmsford		
Witham		

Availability

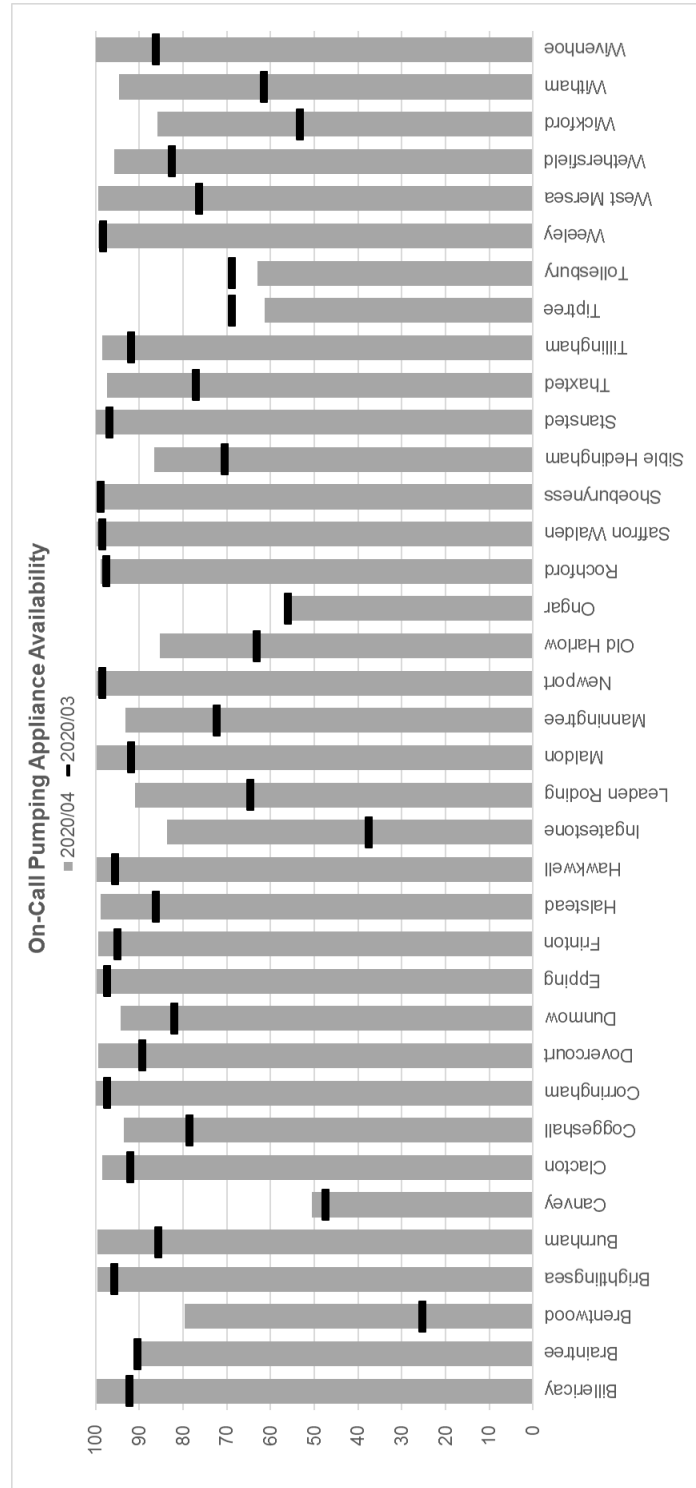


Wholetime % Day Crew Pumping Appliance Availability Target – 98%	99.4% April 2020	97.7% March 2020
		96% April 2019
Every wholetime & day crew station pumping appliance improved on availability.		



ECFRS Monthly Performance Summary – April 2020

On-Call Pumping Appliance Availability Target – 90%	89.2% April 2020	79.8% March 2020
		74.5% April 2019
34 of the 37 on-call stations improved their pumping appliance availability.		



ECFRS Monthly Performance Summary – April 2020

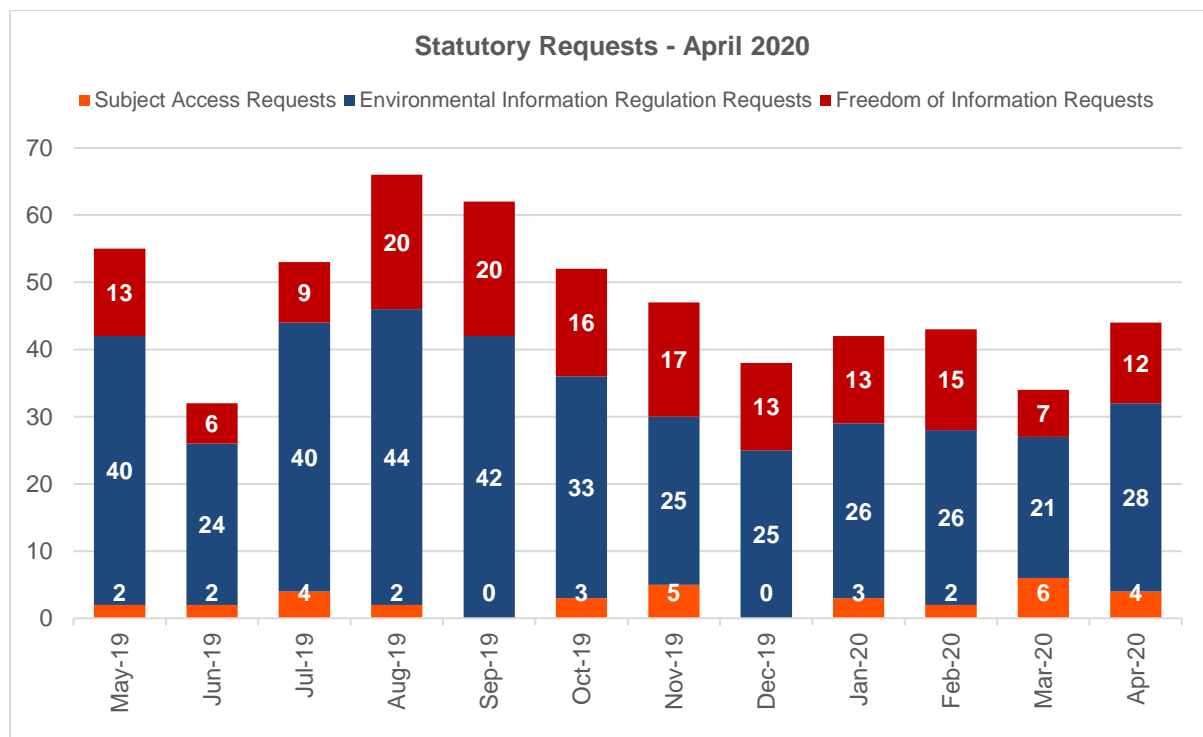
The table below shows new availability targets for each On-Call stations for 2020/2021 and whether the station has met this for April 2020. Key stations have an availability target of 90%, whereas the other stations have been set targets which will change them to improve but not unrealistic that it feels impossible to meet. No station will have a target of less than 50% availability,

Station	Target	Apr-20	Target
Billericay	90	99.7	Met
Braintree	75	91.3	Met
Brentwood	50	79.7	Met
Brightlingsea	90	99.5	Met
Burnham	90	99.5	Met
Canvey	90	50.6	Not Met
Clacton	90	98.4	Met
Coggeshall	73	93.5	Met
Corringham	90	100	Met
Dovercourt	75	99.3	Met
Dunmow	90	94.2	Met
Epping	90	99.7	Met
Frinton	90	99.3	Met
Halstead	90	98.9	Met
Hawkeell	90	99.8	Met
Ingatestone	90	83.7	Not Met
Leaden Roding	50	91	Met
Maldon	90	99.7	Met
Manningtree	85	93.2	Met
Newport	90	99.7	Met
Old Harlow	55	85.3	Met
Ongar	50	55.5	Met
Rochford	79	98.9	Met
Saffron Walden	90	99.7	Met
Shoeburyness	90	99.2	Met
Sible Hedingham	90	86.6	Not Met
Stansted	90	100	Met
Thaxted	66	97.4	Met
Tillingham	90	98.5	Met
Tiptree	90	61.3	Not Met
Tollesbury	57	63	Met
Weeley	90	99.4	Met
West Mersea	85	99.4	Met
Wethersfield	74	95.8	Met
Wickford	50	85.9	Met
Witham	55	94.7	Met
Wivenhoe	75	99.9	Met

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. However, there were no (0) organised training and awareness sessions held in April 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. In order to achieve this, a data breach handling process is currently in place. There were 3 reported personal data breaches in April 2020, however they did not meet the stipulated threshold to inform the Information Commissioner’s Officer (ICO).



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

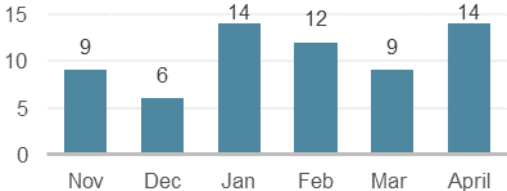
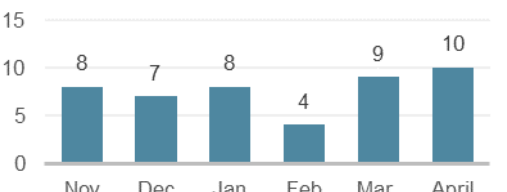
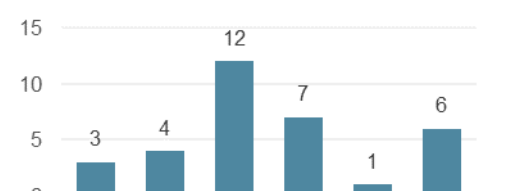
12 Freedom of Information requests (FOI) were received in April 2020. The main themes around FOIs were Data Requests (**6**), HR (**2**), ICT (**2**), Finance (**1**) and Purchasing (**1**).

28 Environmental Information Requests (EIR) were received in April 2020. **26** requests were for Fire Reports and **2** EIRs were for other environmental information.

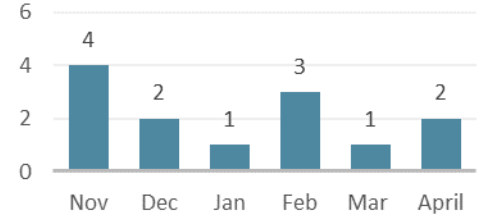
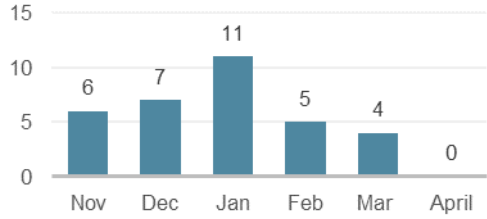
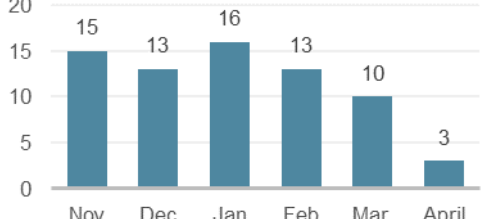
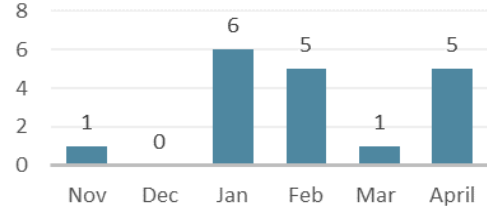
7 compliments and **0** complaints were received in April 2020.

Health & Safety (H&S)

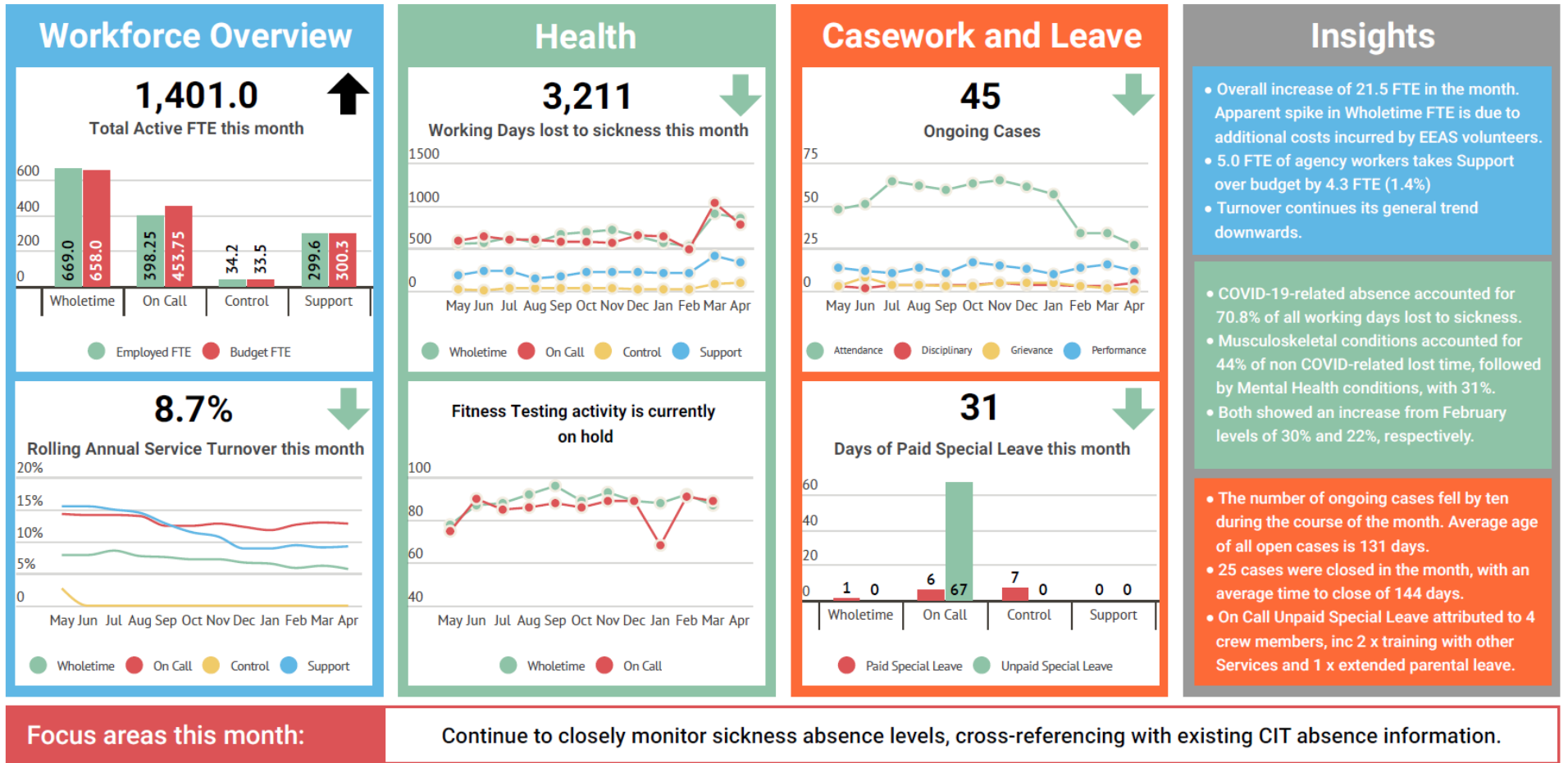
- The H&S team issued three Safety Flashes in April:
 - SF-13, CPR (Resuscitation) Precautions for casualty suspected to have COVID-19 was released for heightened awareness of the possibility a casualty may have COVID-19. It contained revise resuscitation guidance.
 - SF-15, Use of Oxygen at Operational Incidents was released as guidance to all FRS who use oxygen gas in cylinders.
 - SF-16 was released and then superseded by Safety Flash Essex-SF-16A, Temporary reduction in frontline appliance crewing levels (four members per front line appliance). The Service took the decision to help reduce the potential exposure to crew members from COVID-19 by reducing personnel on appliances to a default crew of 4 unless notified by Service Control to take maximum crew available.
- Our Model risk assessments have been continuously reviewed and updated during April, with the Risk Assessment Officer assisting Station Managers to complete SSRA's with their COVID-19 control measures. The ECFRS response to a flu pandemic risk assessment has been reviewed and consulted on 23 times since March, with new activities and control measures added. There have been 47 SSRA's completed for department activities.

<p>Accidents.</p> <p>There were 14 accidents on duty in April. 8 of these occurred at operational incidents, of which 6 were physical injuries and 2 were personnel feeling unwell. 4 incidents occurred on station premises, 1 during training and 1 at SHQ involving personnel walking into faulty doors.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Accidents</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>9</td> </tr> <tr> <td>Dec</td> <td>6</td> </tr> <tr> <td>Jan</td> <td>14</td> </tr> <tr> <td>Feb</td> <td>12</td> </tr> <tr> <td>Mar</td> <td>9</td> </tr> <tr> <td>April</td> <td>14</td> </tr> </tbody> </table>	Month	Accidents	Nov	9	Dec	6	Jan	14	Feb	12	Mar	9	April	14
Month	Accidents														
Nov	9														
Dec	6														
Jan	14														
Feb	12														
Mar	9														
April	14														
<p>Hazards.</p> <p>10 Hazards were reported in April, of which 7 related to concerns over professional cleaning on whole time stations. 1 concerned vehicles, 1 the collection of laundry and 1 cross border attendance at incidents.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Hazards</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>8</td> </tr> <tr> <td>Dec</td> <td>7</td> </tr> <tr> <td>Jan</td> <td>8</td> </tr> <tr> <td>Feb</td> <td>4</td> </tr> <tr> <td>Mar</td> <td>9</td> </tr> <tr> <td>April</td> <td>10</td> </tr> </tbody> </table>	Month	Hazards	Nov	8	Dec	7	Jan	8	Feb	4	Mar	9	April	10
Month	Hazards														
Nov	8														
Dec	7														
Jan	8														
Feb	4														
Mar	9														
April	10														
<p>Near Miss.</p> <p>There were 6 near miss reports in April, of which 1 related to PPE, 4 to equipment and one to a member of the public crossing the path of an appliance whilst responding.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Near Miss</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>3</td> </tr> <tr> <td>Dec</td> <td>4</td> </tr> <tr> <td>Jan</td> <td>12</td> </tr> <tr> <td>Feb</td> <td>7</td> </tr> <tr> <td>Mar</td> <td>1</td> </tr> <tr> <td>April</td> <td>6</td> </tr> </tbody> </table>	Month	Near Miss	Nov	3	Dec	4	Jan	12	Feb	7	Mar	1	April	6
Month	Near Miss														
Nov	3														
Dec	4														
Jan	12														
Feb	7														
Mar	1														
April	6														

ECFRS Monthly Performance Summary – April 2020

<p>Attacks on Fire Service Personnel.</p> <p>Both attacks this month were incidents where missiles were thrown at Operational staff but no injuries were received.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Attacks</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>4</td> </tr> <tr> <td>Dec</td> <td>2</td> </tr> <tr> <td>Jan</td> <td>1</td> </tr> <tr> <td>Feb</td> <td>3</td> </tr> <tr> <td>Mar</td> <td>1</td> </tr> <tr> <td>April</td> <td>2</td> </tr> </tbody> </table>	Month	Attacks	Nov	4	Dec	2	Jan	1	Feb	3	Mar	1	April	2
Month	Attacks														
Nov	4														
Dec	2														
Jan	1														
Feb	3														
Mar	1														
April	2														
<p>Road Traffic Collisions.</p> <p>There were no road traffic collisions reported in April.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Collisions</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>6</td> </tr> <tr> <td>Dec</td> <td>7</td> </tr> <tr> <td>Jan</td> <td>11</td> </tr> <tr> <td>Feb</td> <td>5</td> </tr> <tr> <td>Mar</td> <td>4</td> </tr> <tr> <td>April</td> <td>0</td> </tr> </tbody> </table>	Month	Collisions	Nov	6	Dec	7	Jan	11	Feb	5	Mar	4	April	0
Month	Collisions														
Nov	6														
Dec	7														
Jan	11														
Feb	5														
Mar	4														
April	0														
<p>Control Measure Failures.</p> <p>Of the 3 control measure failures reported in April 1 related to PPE, 1 to equipment and 1 to the number of staff in Control.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Failures</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>15</td> </tr> <tr> <td>Dec</td> <td>13</td> </tr> <tr> <td>Jan</td> <td>16</td> </tr> <tr> <td>Feb</td> <td>13</td> </tr> <tr> <td>Mar</td> <td>10</td> </tr> <tr> <td>April</td> <td>3</td> </tr> </tbody> </table>	Month	Failures	Nov	15	Dec	13	Jan	16	Feb	13	Mar	10	April	3
Month	Failures														
Nov	15														
Dec	13														
Jan	16														
Feb	13														
Mar	10														
April	3														
<p>RIDDOR.</p> <p>There were 5 RIDDOR's in April, all of which were over seven day reports. 1 was an injury at an operational incident, 1 during physical training, 1 descending stairs on station and 2 were personnel taken to hospital after feeling unwell at operational incidents.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>RIDDOR</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>1</td> </tr> <tr> <td>Dec</td> <td>0</td> </tr> <tr> <td>Jan</td> <td>6</td> </tr> <tr> <td>Feb</td> <td>5</td> </tr> <tr> <td>Mar</td> <td>1</td> </tr> <tr> <td>April</td> <td>5</td> </tr> </tbody> </table>	Month	RIDDOR	Nov	1	Dec	0	Jan	6	Feb	5	Mar	1	April	5
Month	RIDDOR														
Nov	1														
Dec	0														
Jan	6														
Feb	5														
Mar	1														
April	5														
<p align="center">ALL SAFETY DATA TAKEN FROM OSHENS ON 4/5/2020</p>															

Human Resources (HR) – People Dashboard

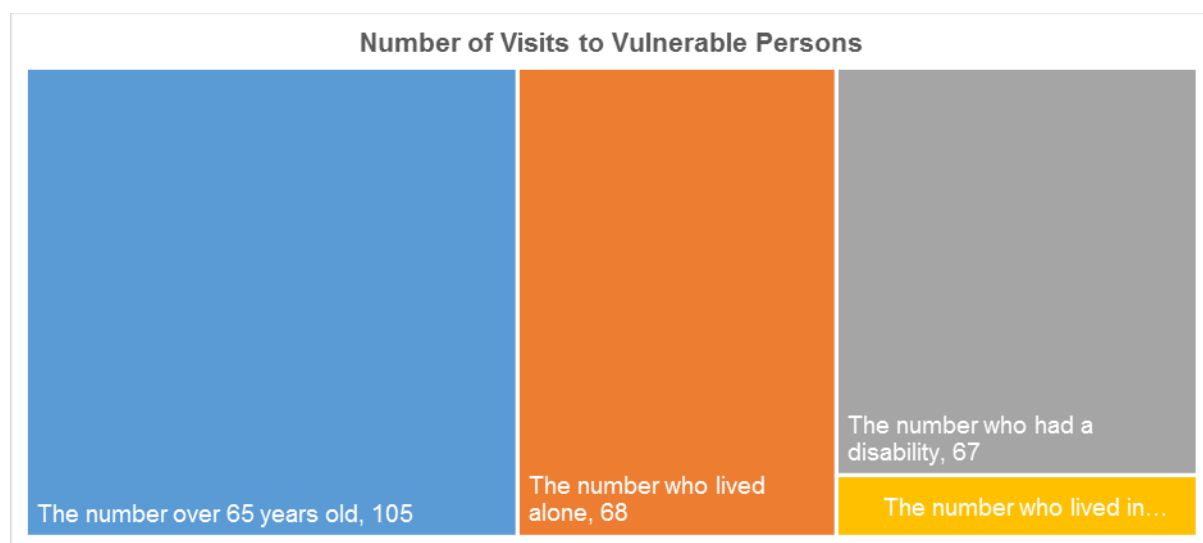


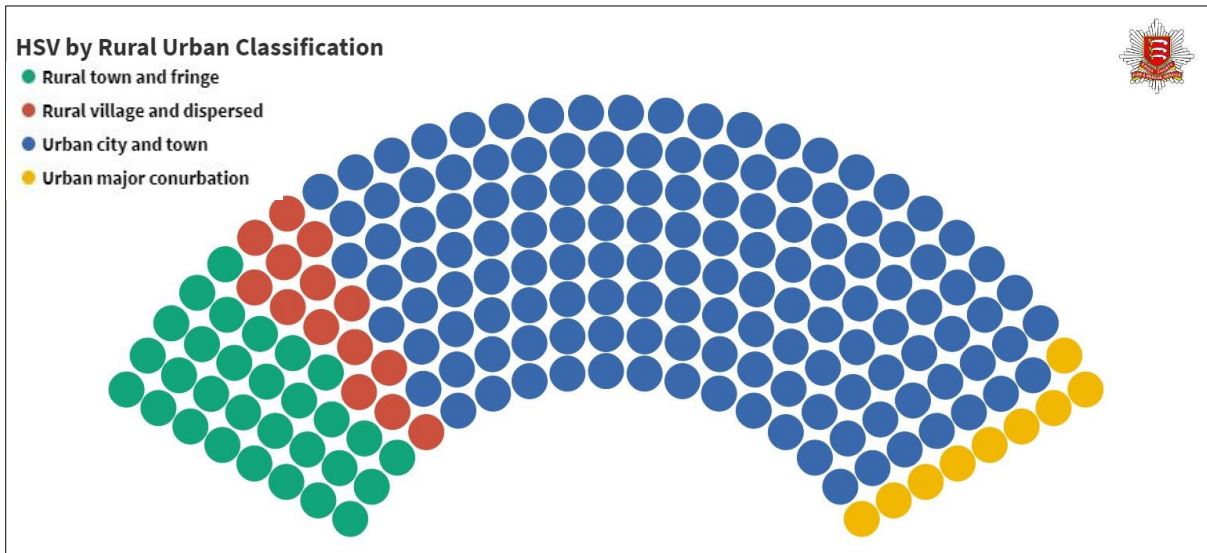
Home Safety

- There has been a reduction in the number of visits conducted as ECFRS made a strategic decision to reduce the number of visits undertaken during the COVID-19 period and only visit the most vulnerable, these visits are only being carried out by Safe and Well Officers in suitable PPE.
- In order to continue to see those individuals who are most at risk, but also to keep our personnel safe, the Home Safety Team introduced a revised GOLD category
- One visit was conducted and allocated to a volunteer in the period. This was an error, and Volunteers are no longer able to conduct visits until the Home Safety Command and Control Group lifts restrictions on which ECFRS

	APRIL 2020	TREND
TOTAL NUMBER OF VISITS	191	↓
NUMBER OF SAFE AND WELL VISITS	190	↓
NUMBER OF HOME SAFETY VISITS BY STATIONS	0	↓
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	1	↓
NUMBER OF VISITS BY OTHER (CSO, CB, FSO)	0	↓
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	271	↓
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	24	↓
TELEPHONE ENQUIRIES RECEIVED	342 Incoming	↓
	936 Outgoing	↓
EMAIL ENQUIRIES RECEIVED	180	↓

personnel can conduct visits.





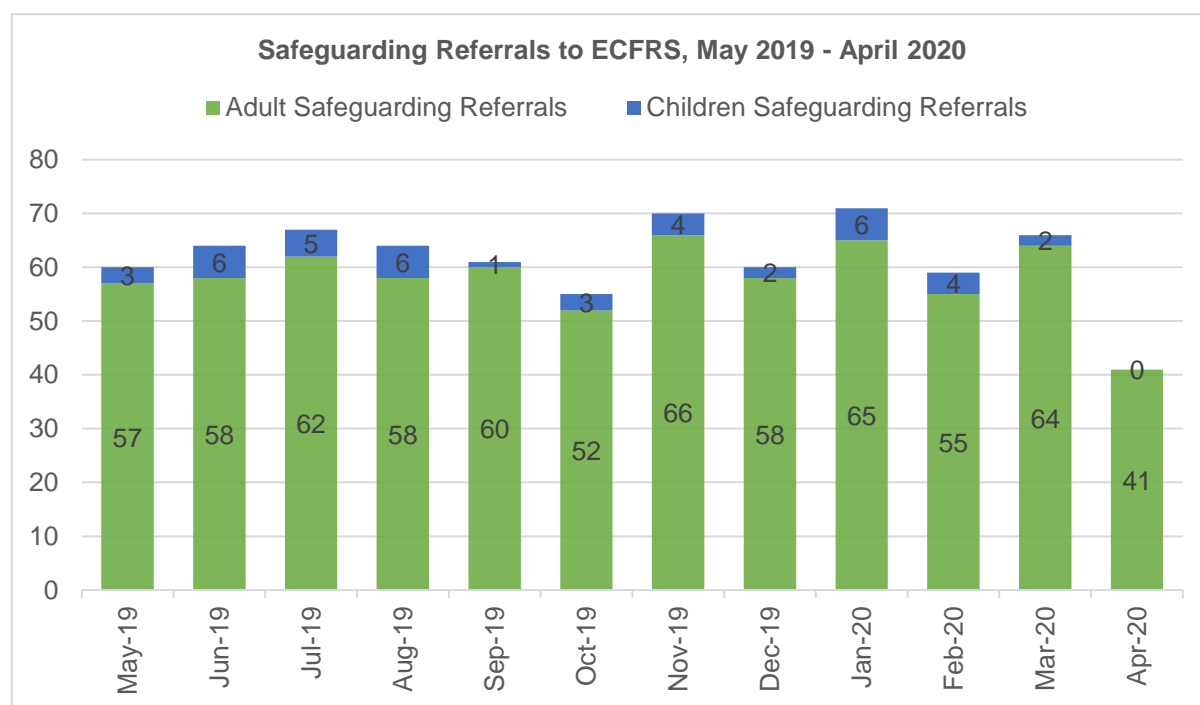
RURAL URBAN CLASSIFICATION	COUNT OF HSV	% OF HSV
URBAN CITY AND TOWN	138	72%
RURAL TOWN AND FRINGE	30	16%
RURAL VILLAGE AND DISPERSED	14	7%
URBAN MAJOR CONURBATION	9	5%
TOTAL	191	100%

Community Development and Safeguarding

Safeguarding Referrals

There were 41 referrals to ECFRS Safeguarding team during April 2020, 25 less than the previous month and 34 less than April 2019.

There are currently no cases waiting for allocation to either social care or a Community Builder. We are waiting for an update from social care on 8 cases but these are within reasonable timeframes.



REFERRER	ADULT	CHILD
ECFRS CREWS/SP	20	
SOCIAL CARE/CARE AGENCIES	8	
POLICE	5	
HOUSING	2	
CHARITIES/COMMUNITY	2	
NHS	2	
SAFE AND WELL	1	
OTHER	1	
TOTAL	41	0

Currently with only urgent visits taking place to ensure working smoke alarms, Community Builders are following up every safeguarding concern by making contact over the phone, giving appropriate advice, support, signposting/liasing with partner agencies and providing fire retardant bedding where needed. Calls are followed up with a letter and HFS booklet if appropriate. If there are no working smoke alarms, this is assessed by the Control HFS team and a visit actioned. If we have no contact details and unable to establish if there are working smoke alarms a cold call is also assessed and actioned. The Community Builder are completing reports for each engagement as a record of advice, support given etc. When visits are resumed these will be prioritised and actioned. We currently have 67 visits diarised.