



Monthly Performance Summary March 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 is less than the previous month and in March 2019. However, once all incidents have been quality assured, the total number of incidents this month will surpass February's total.
- There was an increase in the number of fires and false alarms this month compared to February 2020, and less special services. The latter is probably due to fewer Road Traffic Collisions, as a result of the UK-wide lockdown.
- The focus of this month is COVID-19 and its impact on ECFRS incidents
- Both attendance targets were met and appliance availability also increased.

Information Governance

- There were 2 reported personal data breaches in March 2020.
- There were 34 statutory requests in March, 9 less than the previous month.
- There was 1 compliant and 1 complaint received.

Health and Safety (H&S)

- H&S issued two Safety Flashes; SF-11 about operational response where COVID-19 is suspected or confirmed, and SF-12 about station cleaning routines to reduce the risk of contamination on stations where multiple crews used facilities over 24 hours. H&S also produced a Model Risk Assessment (RA) for ECFRS response to a flu pandemic and 24 Site Specific RAs.
- There was an increase in the number of OSHEN reports related to Hazards, but a decrease for all other areas of H&S.

Human Resources (HR)

- The People Dashboard this month highlights that HR will be correlating Civica sickness absence records with those maintained by CIT during the ongoing pandemic.

Home Safety

- Whilst the number of visits conducted in March have remained similar to February, they are likely to decrease in the future, as ECFRS made a difficult strategic decision to reduce the number of visits undertaken during the COVID-19 period. There has already been a reduction in the number of visits conducted by stations to protect operational capabilities.
- This month includes data and information about evaluation forms returned to ECFRS from recipients of a Home Safety Visit. 33 forms were returned this month, of which over 90% scored their experience at 9 or 10 (out of 10).

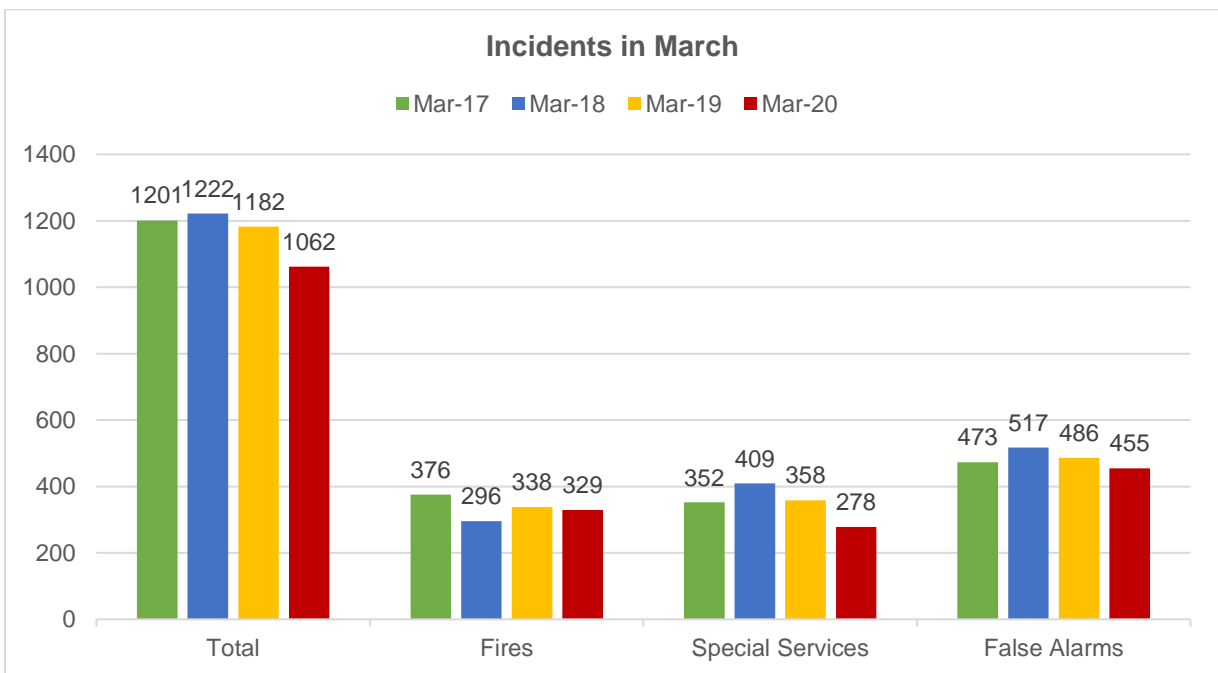
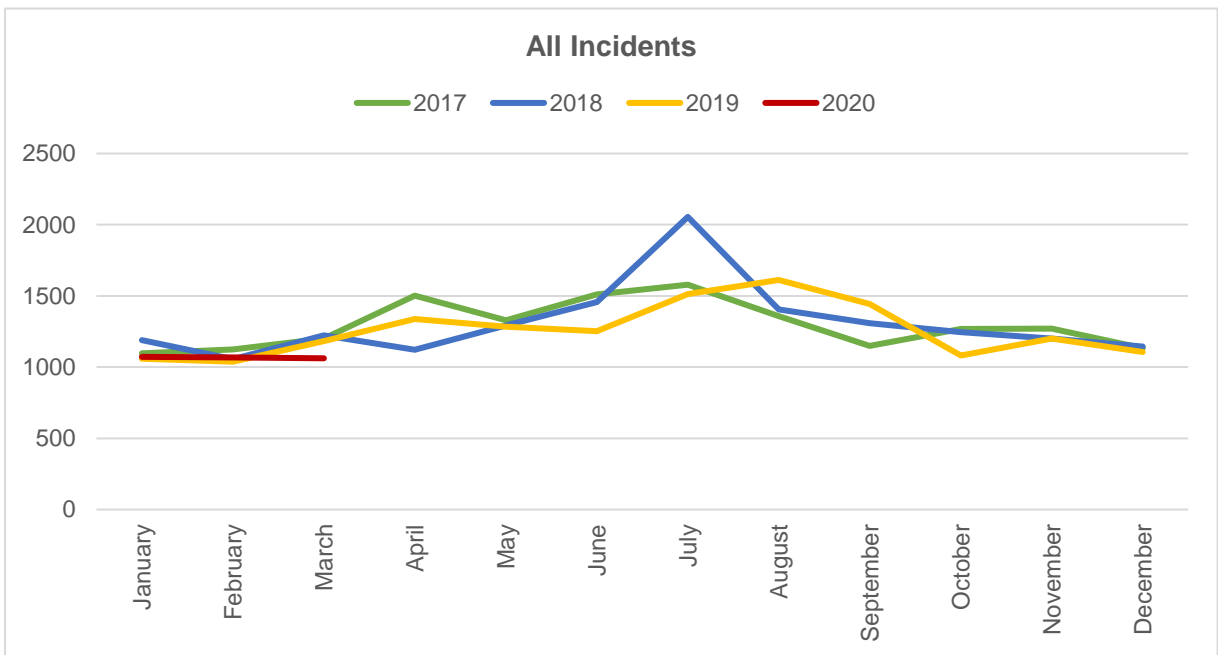
Community Development and Safeguarding

- There were 66 referrals to ECFRS Safeguarding team during March 2020, 7 less than February 2020. There has been a decrease in the number of children safeguarding referrals over the last two months.
- There were 57 new safeguarding visits by Community Builders.
- As of mid-April, there were 19 cases that had been acknowledged by way of download receipt from ECFRS to Social, where work is underway and we are waiting updates on actions taken or closure reports.

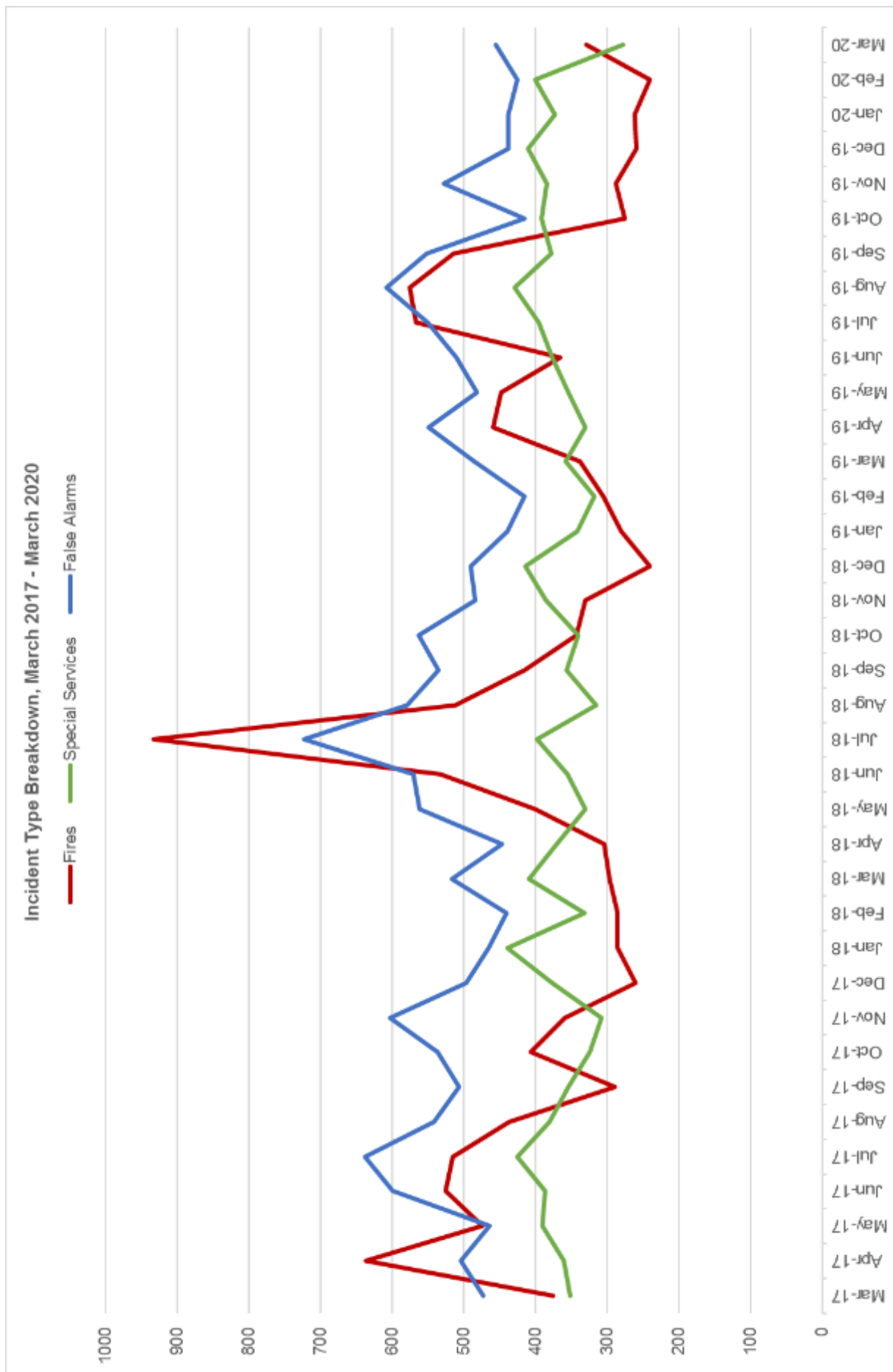
Incidents

ALL INCIDENTS	1,062	1,067
	March 2020	February 2020
		1,182
		March 2019

At the time of reporting, there were **53 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 – March 2020



FIRE		
Primary Fires	168 March 2020	133 February 2020
		161 March 2019
Secondary Fires	149 March 2020	95 February 2020
		168 March 2019
Accidental Dwelling Fires (ADFs)	69 March 2020	63 February 2020
		61 March 2019
Fatalities and Casualties	0 fatalities from all fires this month and since June 2019. There were no fatalities in March 2019. 1 casualty from an accidental dwelling fire in March 2020. There were 2 casualties in March 2019.	
<u>Details:</u>		
<ol style="list-style-type: none"> One woman aged 40 – 45 was taken to hospital with an injury (burn) that appeared to be slight at the scene of the incident. This injury was caused when the victim was escaping from the fire, although there was no alarm system present in the household. The fire started in the kitchen, caused by negligent use of equipment or appliance (heat source) and distraction was a contributing human factor for cause of fire. The source of ignition was matches/candles and there was rapid fire growth due to cooking oil/fat. 		

SPECIAL SERVICES

There were 278 special service incidents in March 2020, as seen in the chart on page 4. 123 less than in February 2020 and 80 less than in March 2019.

222 of the 278 incidents were non-RTC, there was a decrease of 100 incidents when compared to previous month and 55 less than March 2019.

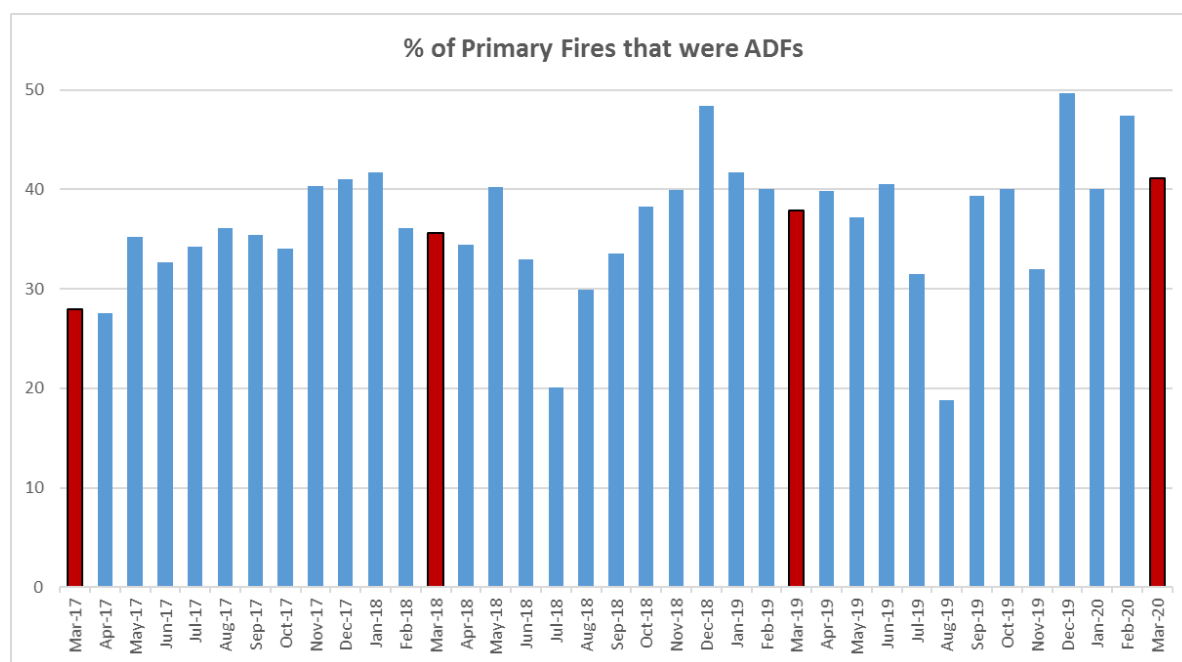
Of the 278 incidents, 56 were Road Traffic Collisions (RTCs), a decrease of 23 from February. This is the fewest number of RTCs attended by ECFRS for over 3 years and the UK-wide lockdown due to COVID-19 is almost certainly highly likely a contributing factor, as it has restricted travel of the population.

March 2020 Focus: COVID-19 and impact on ECFRS incidents

The UK’s response to Coronavirus (COVID-19) ramped up in March 2020 as fatalities and those infected with the virus increased. Daily announcements from the Government and Prime Minister (PM) Johnson advised the UK population against “non-essential travel and to work from home if possible. Lockdown was announced on 23 March – the UK was asked to stay home, protect the NHS and save lives.

It was hypothesised that the number of fires would increase, RTCs would decrease. The latter has already been seen on the previous page. Based on quality-assured incidents, the total number of all fires for March 2020 is less than the total for March 2019 and 2017. The previous page shows that there were more primary fires in March 2020 than the previous month and March 2019, however these totals are far less than other March 2017 and 2018 totals, indicating an improvement over time.

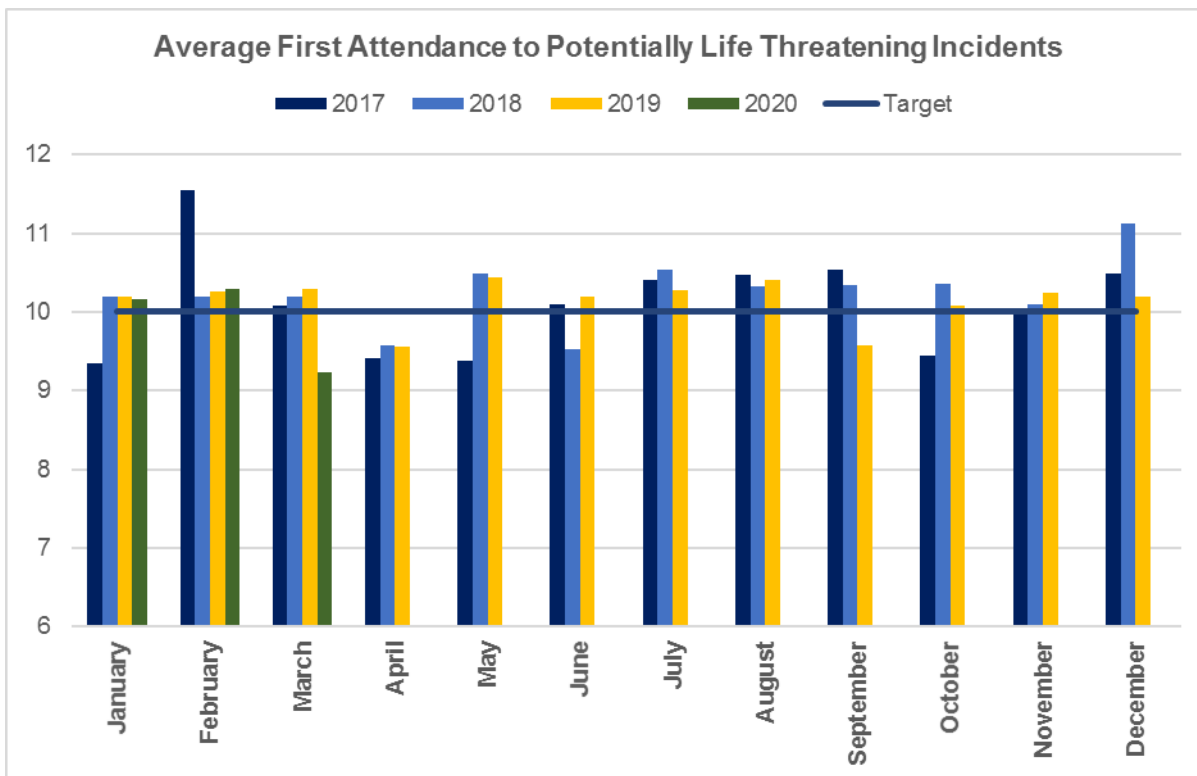
ADF numbers in March have fluctuated between 54 in March 2017 and 69 in both, March 2018 and 2020. Of interest, the chart below shows the percentage of primary fires that were ADFs, where the red bars highlight March 2017 – 2020. It shows that the percentage of primary fires that were ADFs has increased from 28% to 41%.



With the majority of the population at home, ECFRS increased the frequency of its external campaigns to provide home fire safety advice. It is crucial that this activity continues during the pandemic and after to prevent fires from occurring in the home.

Attendance

Average First Attendance to Potentially Life Threatening Incidents Target – Average of 10 minutes	9m 23s March 2020	10m 29s February 2020
		10m 29s March 2019



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

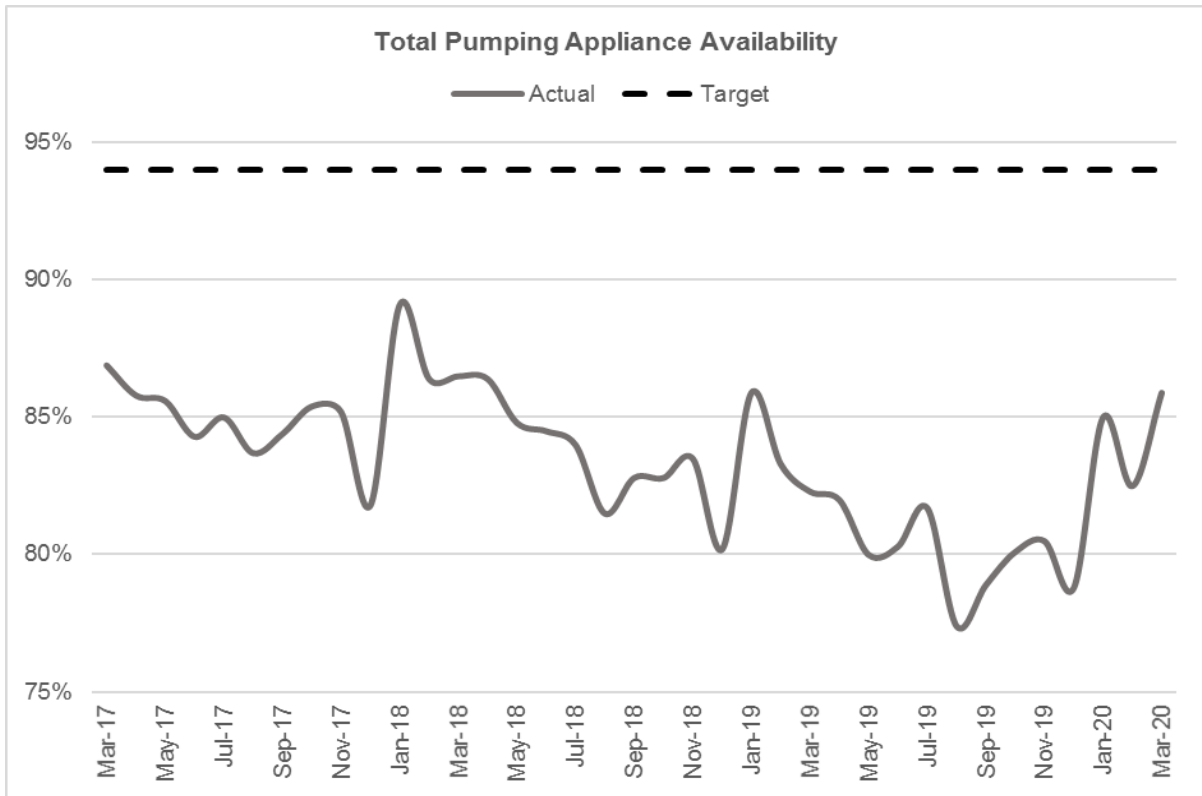
The last time this target was met (Service-wide) was in March 2017.

ECFRS Monthly Performance Summary – March 2020

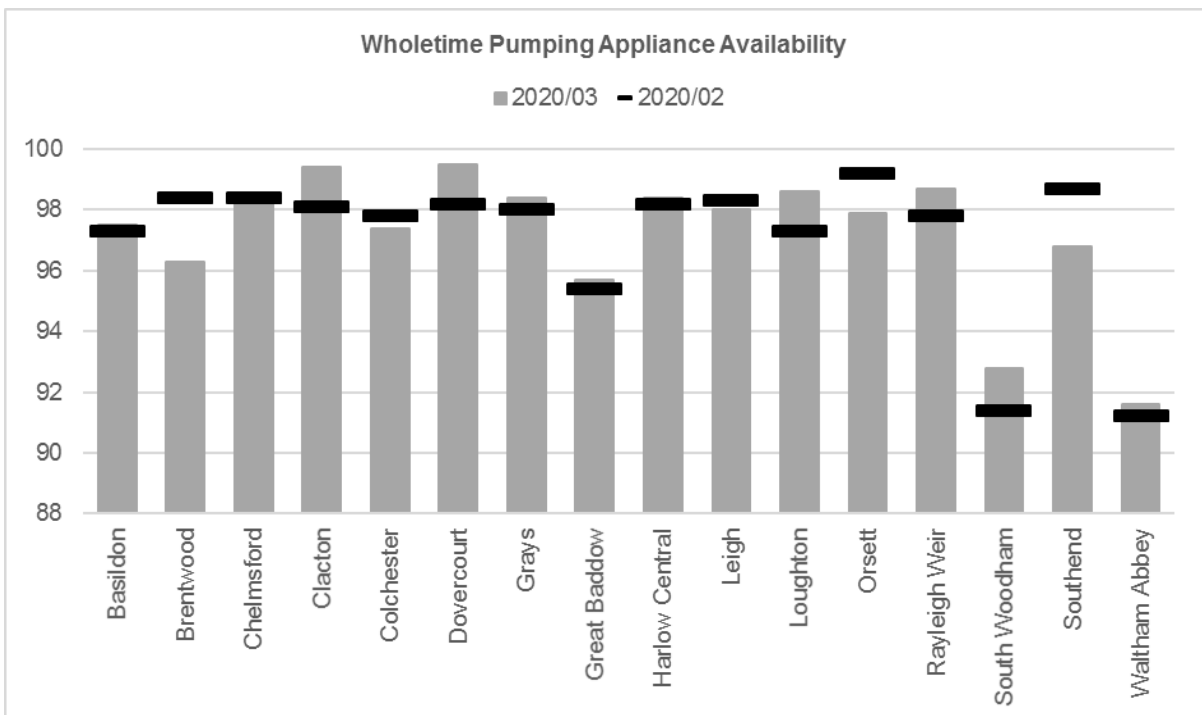
The table below shows the percentage of calls attended within 15 minutes by station for March 2020. 26 of the 50 stations met the target of 90% of calls within 15 minutes.

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

Availability



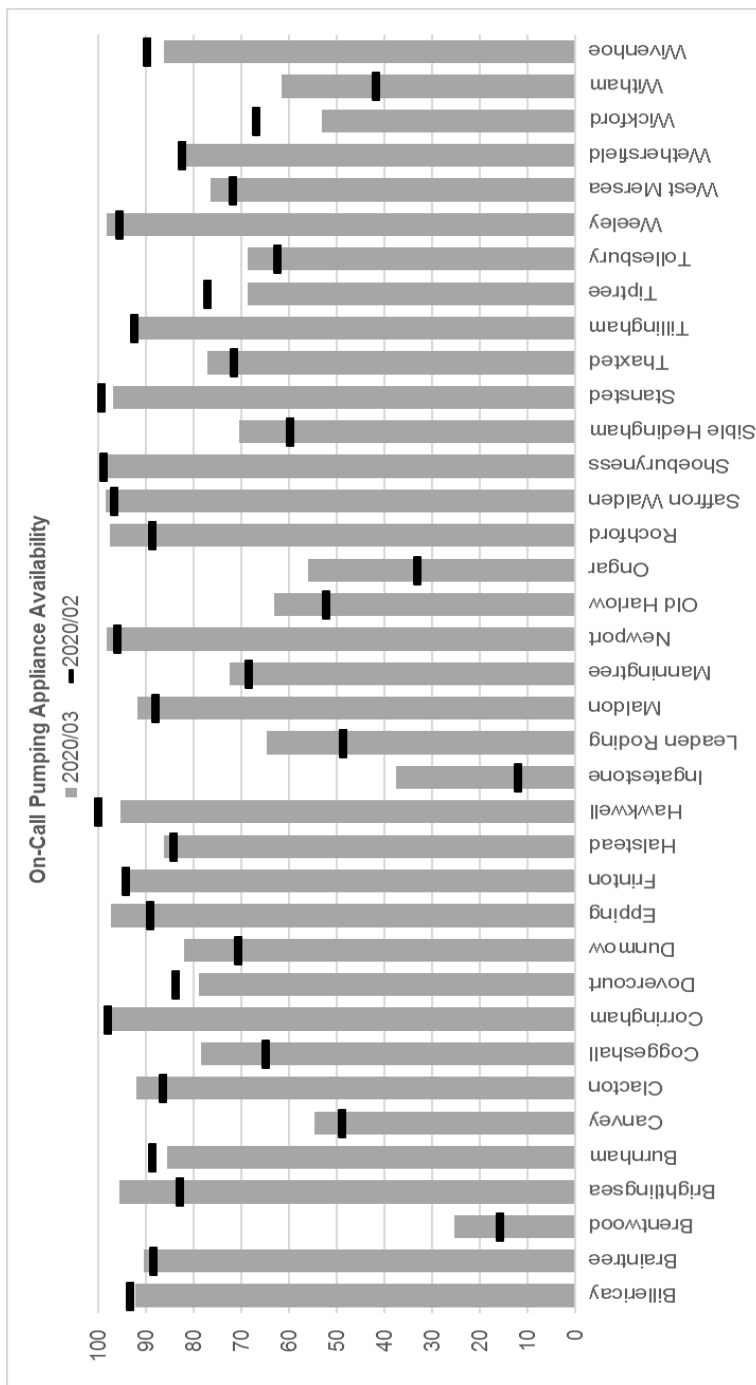
Wholetime and Day Crew Pumping Appliance Availability Target – 98%	97.8%	97.7%
	March 2020	February 2020
		97.2%
		March 2019



ECFRS Monthly Performance Summary – March 2020

8 of the Wholetime and Day Crew stations met the appliance availability target of 98%. 11 of the 16 stations increased their availability from February to March 2020, and the remaining stations decreased their availability. The largest decrease in availability was -2.1% by Brentwood, followed by -1.9% by Southend.

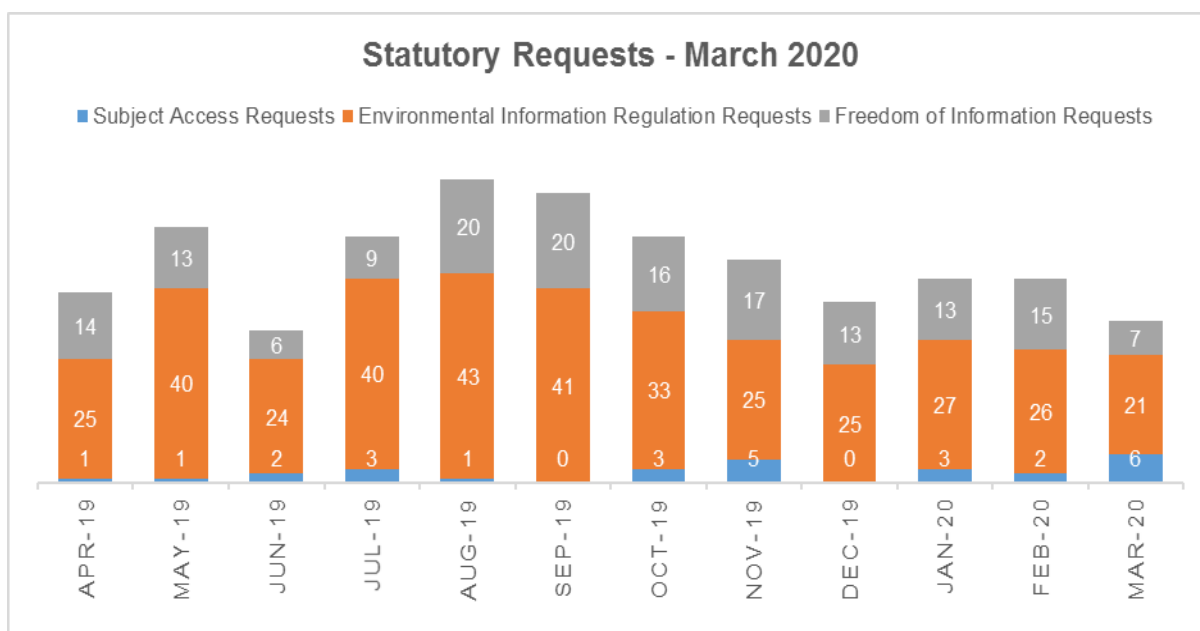
On-Call Pumping Appliance Availability Target – 90%	79.9%	76.3%
	March 2020	February 2020
		74.8%
		March 2019



16 of the 37 on-call pumping appliances met the availability target of 90. 26 of the pumping appliances increased their availability from February to March 2020, this includes two appliances increasing their availability by over 20% which were Ingatstone and Ongar. The largest decrease in pumping appliance availability between February and March was -13.8% at Wickford.

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 organised training and awareness sessions held in March 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 **2** reported personal data breaches in March 2020, however they did not meet the stipulated threshold to inform the Information Commissioner’s Officer (ICO).



6 Subject Access Requests (SAR) were received in March 2020. **3** of the SARs were from current members of staff and **3** were from former members of staff.

7 Freedom of Information requests (FOI) were received in March 2020. The main themes around FOIs were Data Requests (**4**), Fire Safety (**2**) and Fleet (**1**).

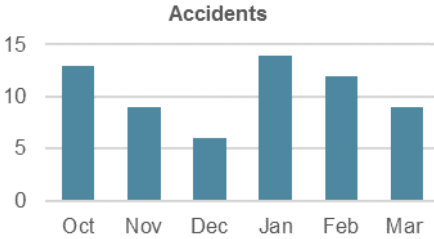
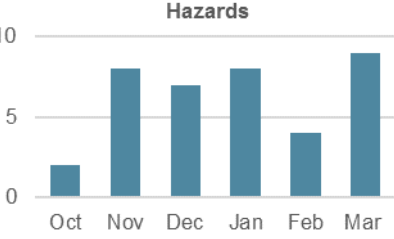
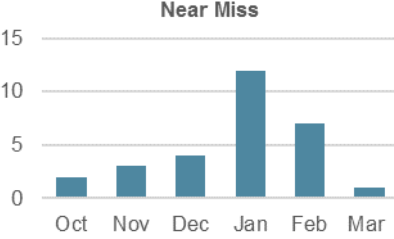
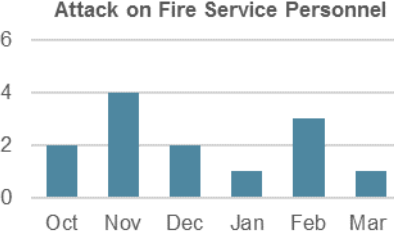
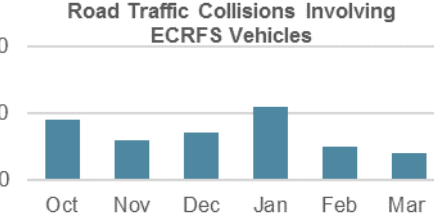
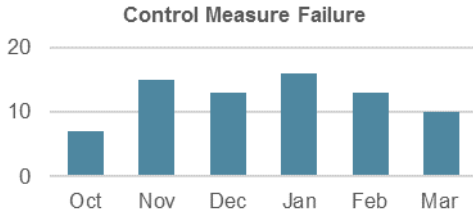
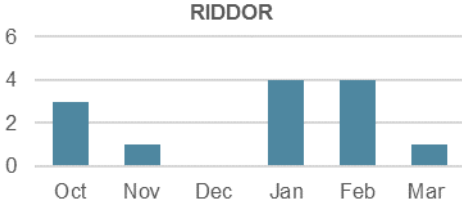
21 Environmental Information Requests (EIR) were received in March 2020. **20** requests were for Fire Reports and **1** EIR was for other environmental information

1 complaint and **1** compliment was received in March 2020. The complaint theme was driving (**1**).

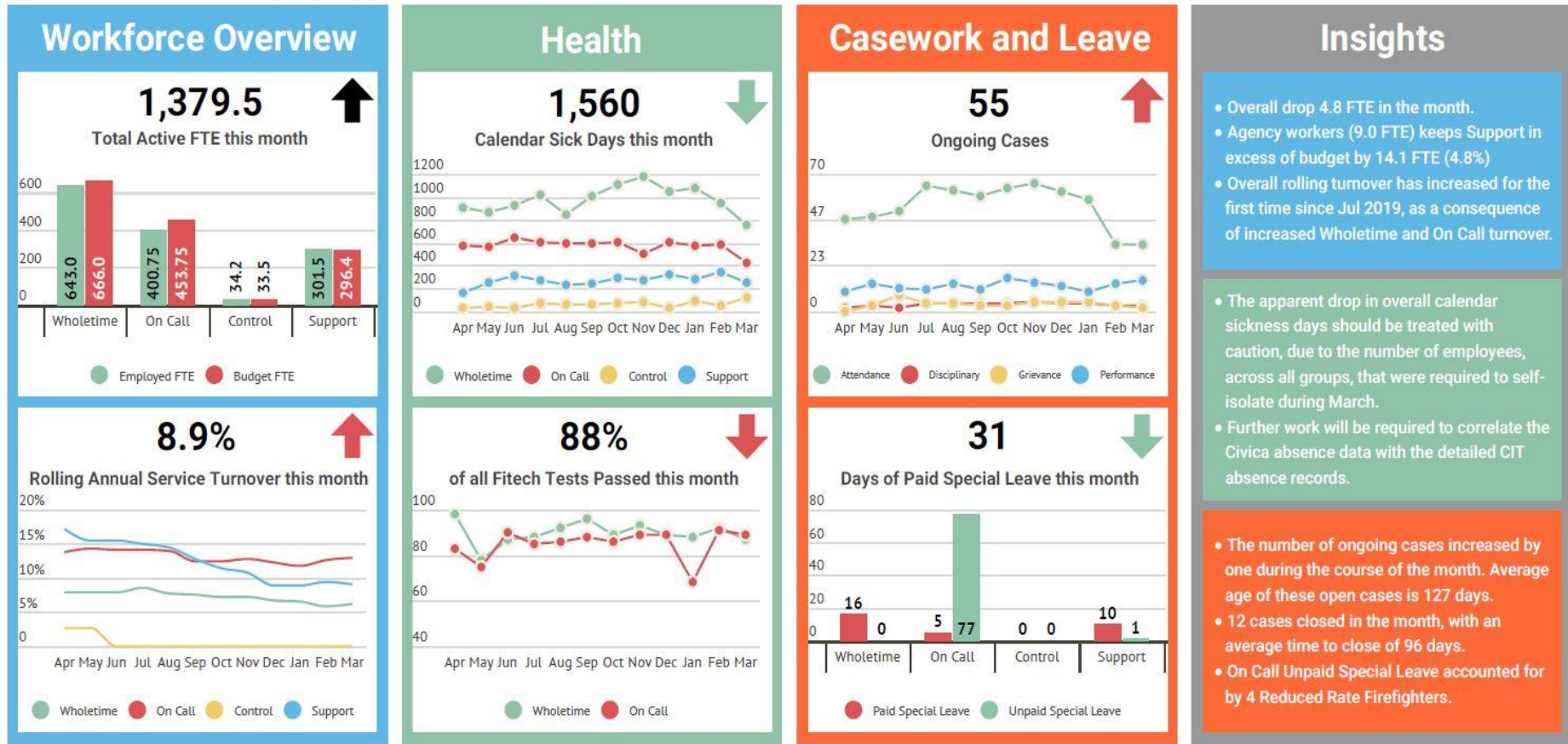
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Health & Safety (H&S)

- Safety Flash Essex-SF-11, Operational Response where COVID-19 is suspected or confirmed was issued giving guidance to all crews on dealing with operational incidents where COVID-19 is suspected to be present or is confirmed.
- Safety Flash Essex-SF-12, Station Cleaning Routines was issued to reduce the risk of contamination on stations where multiple crews use the facilities over 24 hours. All regular cleaning plus additional measures have been put in place to ensure Stations are de contaminated at the end of watch and before the next watch beings work
- Model Risk Assessment Produced for ECFRS response to a flu pandemic and 34 Site Specific Risk Assessments, which accompany the MRA (7-4-20).
- The quarterly Area Command Forum was held in March, which provides a forum for formal consultation between managers and local safety representatives relating to health, safety and welfare matters in the workplace.

			
<p>There were 9 accidents on duty recorded during March. 3 were during training, 4 at operational incidents, 1 at head office and 1 on station ground.</p>	<p>9 hazards were reported in March. 5 of these related to premises, 2 to vehicles, 1 to PPE and 1 related to head office.</p>	<p>The 1 near miss recorded in March was related to fork lift movements at a training area.</p>	<p>There was one attack on Fire Service personnel in March, which involved missiles being thrown at crews.</p>
			
<p>There were 4 reports of road traffic collisions last month. All of these were either at or on the way to operational incidents.</p>	<p>There were 4 reports of road traffic collisions last month. All of these were either at or on the way to operational incidents.</p>	<p>The 1 RIDDOR reported in March was an over 7 day event. ALL SAFETY DATA TAKEN FROM OSHENS ON 3/4/2020.</p>	

Human Resources (HR) – People Dashboard



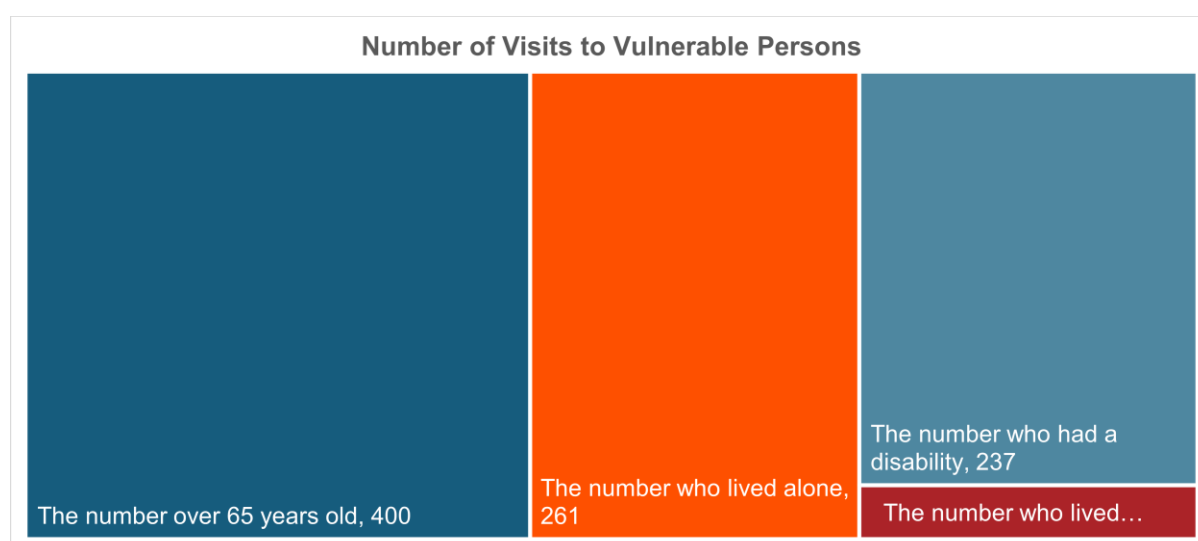
Focus areas this month:

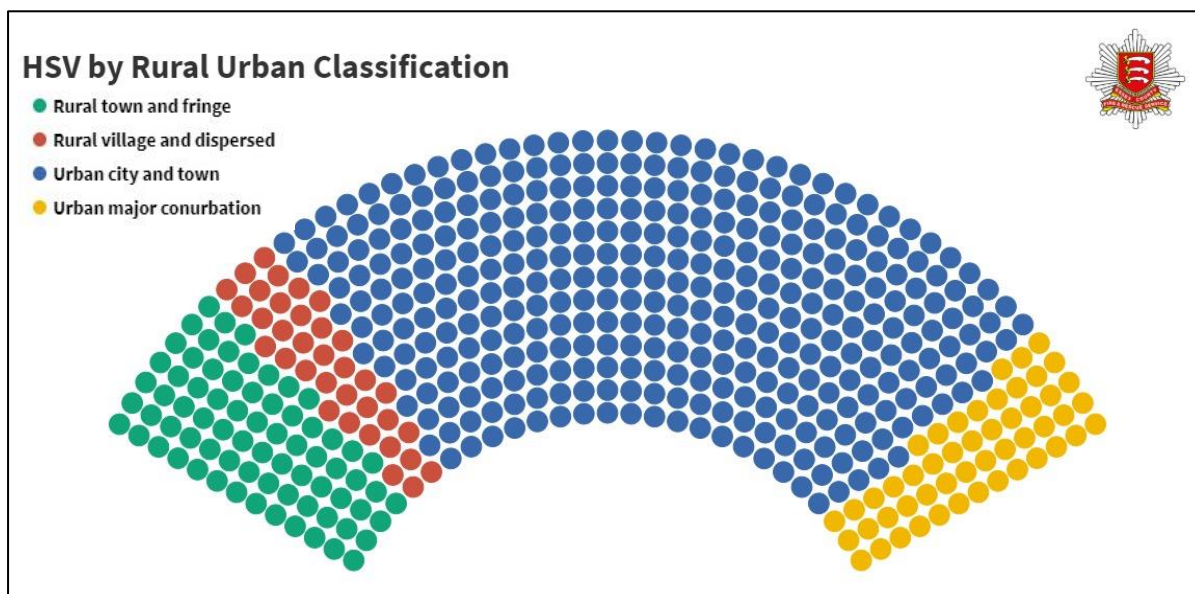
Correlate Civica sickness absence records with those maintained by CIT during the ongoing pandemic

Home Safety

- It is important to note, that whilst the number of visits conducted in March have remained similar to February, they are likely to decrease in the future, as ECFRS made a difficult strategic decision to reduce the number of visits undertaken during the COVID-19 period. We have already seen a reduction in the number of visits conducted by operational personnel this month. This reflects a decision to stop operational personnel conducting visits due the risk of COVID-19 and need to protect our operational capabilities.
- The number of visits undertaken in March 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 March 2019, fewer Volunteers, and fewer personnel in the Home Safety Information Team.

	MARCH 2020	TREND
TOTAL NUMBER OF VISITS	545	→
NUMBER OF SAFE AND WELL VISITS	397	→
NUMBER OF REFERRALS MADE BY SAFE AND WELL OFFICERS TO OTHER AGENCIES	29	↓
NUMBER OF HOME SAFETY VISITS BY STATIONS	30	↓
NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS	102	↗
NUMBER OF VISITS BY OTHER (CSO, CB, FSO)	16	↗
NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED	493	↓
NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED	82	↗
TELEPHONE ENQUIRIES RECEIVED AT THE INFO CENTRE	596 Incoming	↓
	1,296 Outgoing	↓
EMAIL ENQUIRIES RECEIVED AT THE INFO CENTRE	430	↗





RURAL URBAN CLASSIFICATION	COUNT OF HSV	% OF HSV
URBAN CITY AND TOWN	347	69%
RURAL TOWN AND FRINGE	73	14%
URBAN MAJOR CONURBATION	50	10%
RURAL VILLAGE AND DISPERSED	35	7%
TOTAL	505*	100%

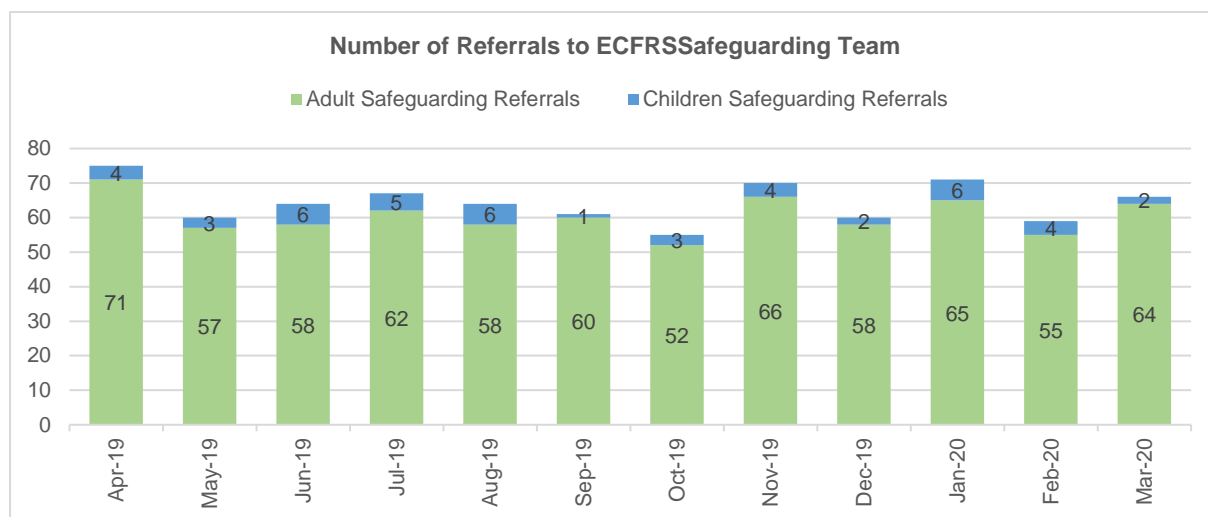
**40 visits conducted this month are included in the total number of visits but are not included in the parliament chart as the location of the visit (postcode or easting/northing) had not been uploaded into CRM by the reporting date*

EVALUATION	MARCH 2020	TREND
NUMBER OF EVALUATION FORMS RETURNED TO ECFRS	33	↘
PERCENTAGE OF EVALUATIONS THAT SCORED THEIR EXPERIENCE OF HOME SAFETY AT 9 OR 10 OUT OF 10	90.9%	→
PERCENTAGE OF EVALUATION RESPONDENTS THAT LEARNED SOMETHING THAT WOULD HELP THEM TO STAY SAFE FROM FIRE OR CRIME IN THE FUTURE	75%	↘

Community Development and Safeguarding

Safeguarding Referrals

There were 66 referrals to ECFRS Safeguarding team during March 2020, 7 less than February 2020. There has been a decrease in the number of children safeguarding referrals over the last two months.



REFERRER	ADULT	CHILD
ECFRS CREWS/OFFICERS	17	2
SOCIAL CARE	14	
NHS	10	
POLICE	7	
COMMUNITY PARTNERS	5	
HOUSING	4	
INTERNAL	3	
SAFE AND WELL OFFICERS	2	
VOLUNTEER	1	
OTHER	1	
TOTAL	64	2

Safe and Well referrals to Safeguarding: 3

Community Builder (New) Safeguarding Visits: 57

As of 14/04/2020, the number of cases that have yet to be acknowledged by way of download receipt from referral from ECFRS to Social Care = **0**

With regards to the number of cases that have been acknowledged by way of download receipt from Social Care, where work is underway and we are waiting updates on actions taken or closure reports = **19**

Out of those **19 cases, 15 referrals** have yet to be chased as the reasonable timeframe for a response from Social Care have yet to be reached. The remaining **4 cases** have been highlighted to Paul Bedwell (ESAB Manager) to seek assistance for a response as to the outcome of the referrals.