



Monthly Performance Summary May 2020

About

A monthly performance report is produced for the Service 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 May 2020 is more than the previous month and May 2019 (after quality assurance).
- Compared to previous month, there was an increase in the number of fires and special services, but decrease in false alarms. The number of fires and false alarms attended this month was more than May 2019.
- The average response time to potentially life threatening (PLT) incidents in May was 9 minutes and 9 seconds, exceeding the target (of 10mins) by 51 seconds. The focus this month is on speed of response, particularly to PLT incidents.
- On-call pumping appliance availability decreased slightly, whereas wholetime and day-crew pumping appliance availability remained the same.

Information Governance

- There were 45 statutory requests received in May 2020, a slight increase from April. There was an increase in the number of EIRs, 30 were Fire reports.
- There were 7 complaints and 5 compliments received in May 2020. The main complaint themes were staff attitude/behaviour and fire safety.

Health and Safety (H&S)

- Safety Flash 11 was revised and re issued as Safety Flash 11A, COVID 19 Operational Response. The revision took into account that all incidents involving people would be treated as possible COVID-19.
- The H&S team undertook the task of preparing the National risk assessments for Prevention and Protection. These were issued through the NFCC.
- The risk assessment for returning to work was prepared and consulted on in preparation for staff to return to their normal working environments.
- There was an increase in accidents, control measure failures and RTCs.

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. COVID-19 related conditions accounted for 69.2% of all working days lost to sickness (70.8% in April).

Learning and Development (L&D)

- L&D continues to work with line managers to ensure that all staff have completed mandatory training. Although there has been a significant increase in the completion rate since the start of the calendar year.

Home Safety

- The number of visits undertaken is similar to previous months but lower than average due to ECFRS' strategic decision to reduce visits undertaken during the COVID-19 period and only visit the most vulnerable.

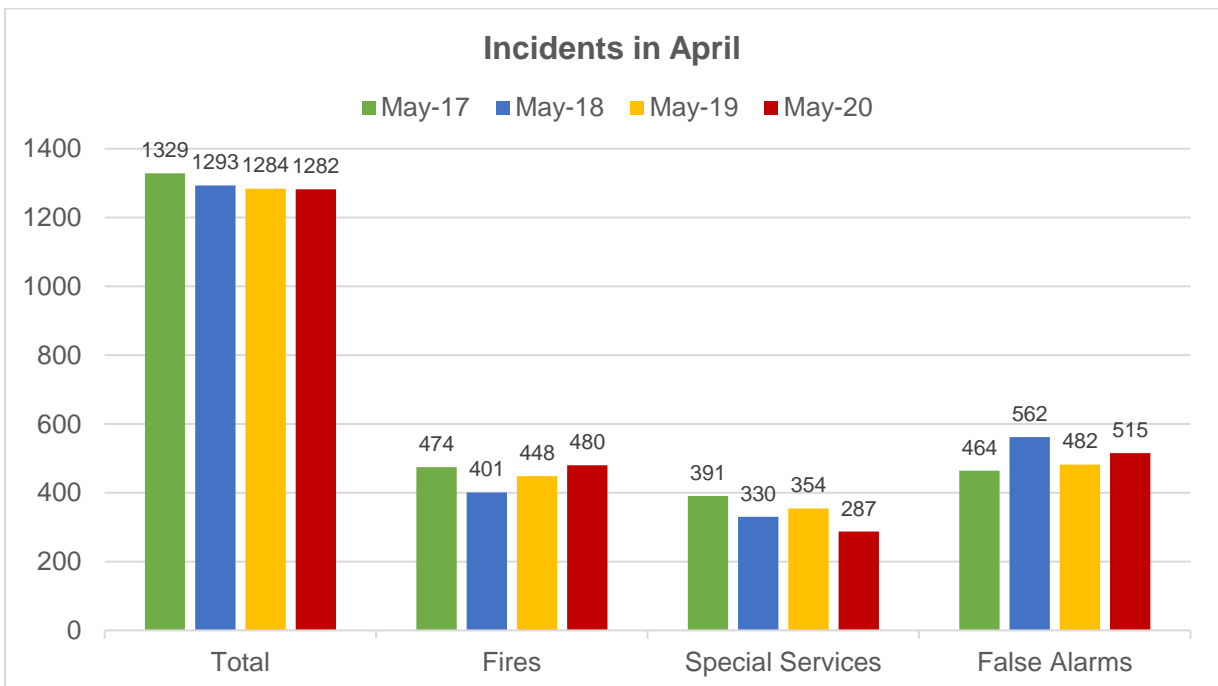
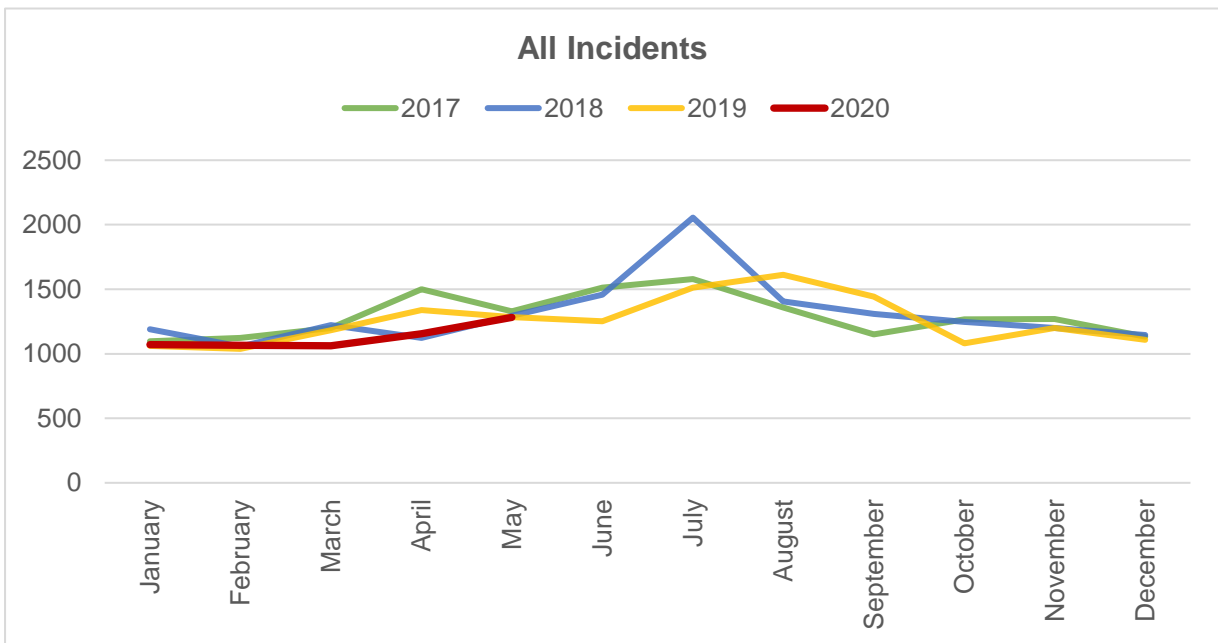
Community Development and Safeguarding

- There were 38 referrals to ECFRS Safeguarding team during May 2020, 3 less than the previous month and 22 less than May 2019.

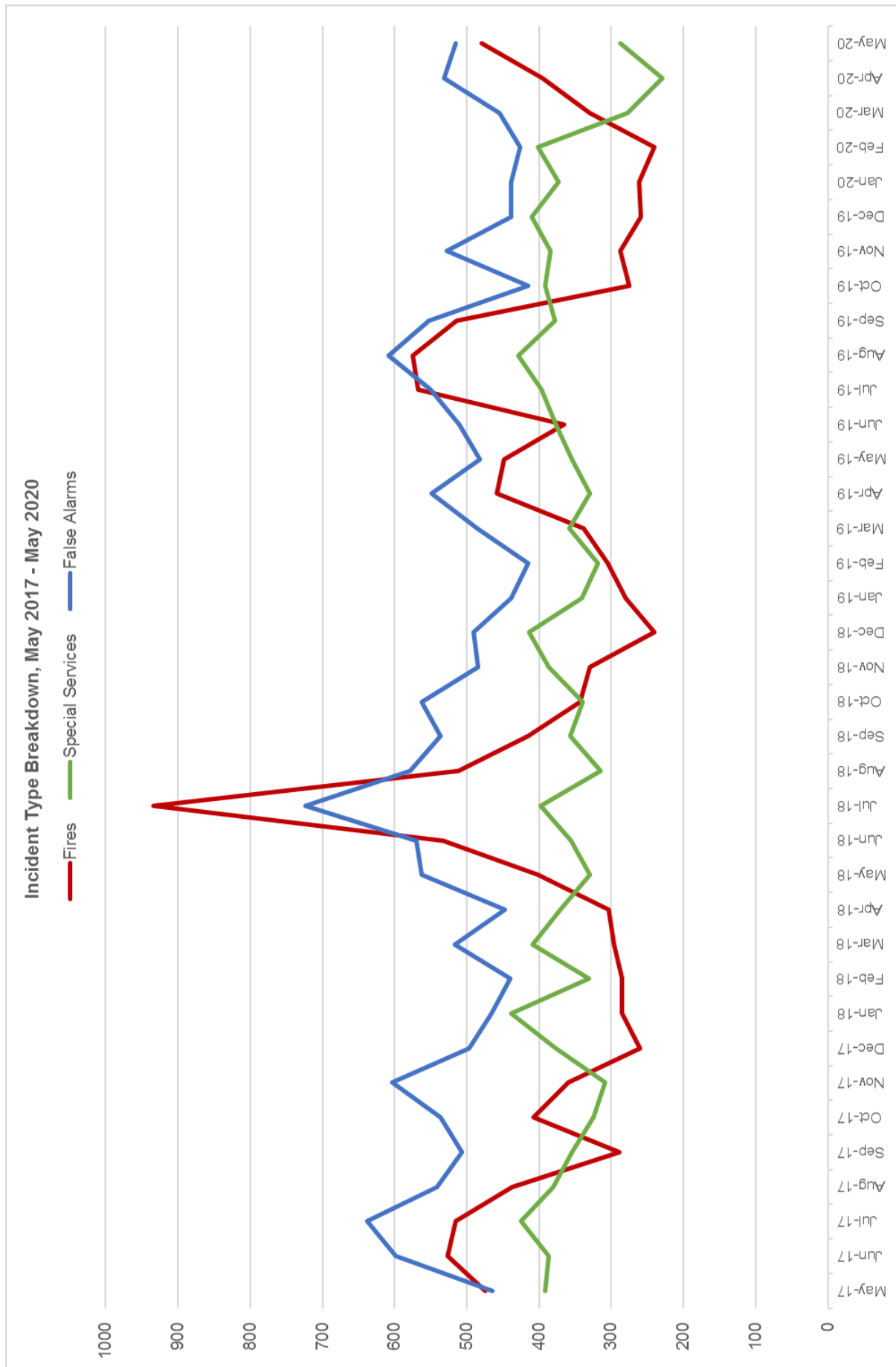
Incidents

| | | |
|----------------------|-----------------|------------|
| ALL INCIDENTS | 1,282 | 1,156 |
| | May 2020 | April 2020 |
| | | 1,284 |
| | | May 2019 |

At the time of reporting, there were **18 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 – May 2020



| FIRE | | |
|---|---|--------------------------|
| Primary Fires | 183 May 2020 | 182 April 2020 |
| | | 183 May 2019 |
| Secondary Fires | 293 May 2020 | 210 April 2020 |
| | | 263 May 2019 |
| Accidental Dwelling Fires (ADFs) | 81 May 2020 | 75 April 2020 |
| | | 68 May 2019 |
| Fatalities and Casualties | 0 fatalities May 2020 | 0 fatalities May 2019 |
| | 7 casualties May 2020 | 8 casualties May 2019 |
| | <p>7 casualties from 5 incidents. 3 casualties occurred from an accidental dwelling fire, where the cause of the fire was deemed as careless disposal of smoking materials onto bedding. A human factor contributing to the fire was excessive and dangerous storage. Two of the victims were female, one aged between 20 -25 and the other, 60 – 65. The other victim was male aged 55 – 60. All three victims went to hospital, with injuries that appeared to be slight. The elder female sustained burns from attempting to put out the fire.</p> <p>The other casualties (separate incidents) were 3 males and 1 female. 2 of the 3 males (the other male’s age is unknown) were aged between 35 – 40, as was the female. The source of the fires include: cooking, fault in equipment or appliance, combustible items to close to heat source (cooker) and smoking materials. Safety systems were present and the alarms were raised, although two male victims were rescued (supported/carried out) from firefighters.</p> | |

SPECIAL SERVICES

There were 287 Special Service incidents in May 2020, an increase of 58 from previous month but decrease compared to 2019 (354 incidents).

There was an increase in the number of Road Traffic Collisions (RTCs), from 29 incidents in April to 53 incidents in May. Based on provisional data provided by Essex Police, as of 1 June 2020, there were 51 KSI collisions during May 2020.

Attendance

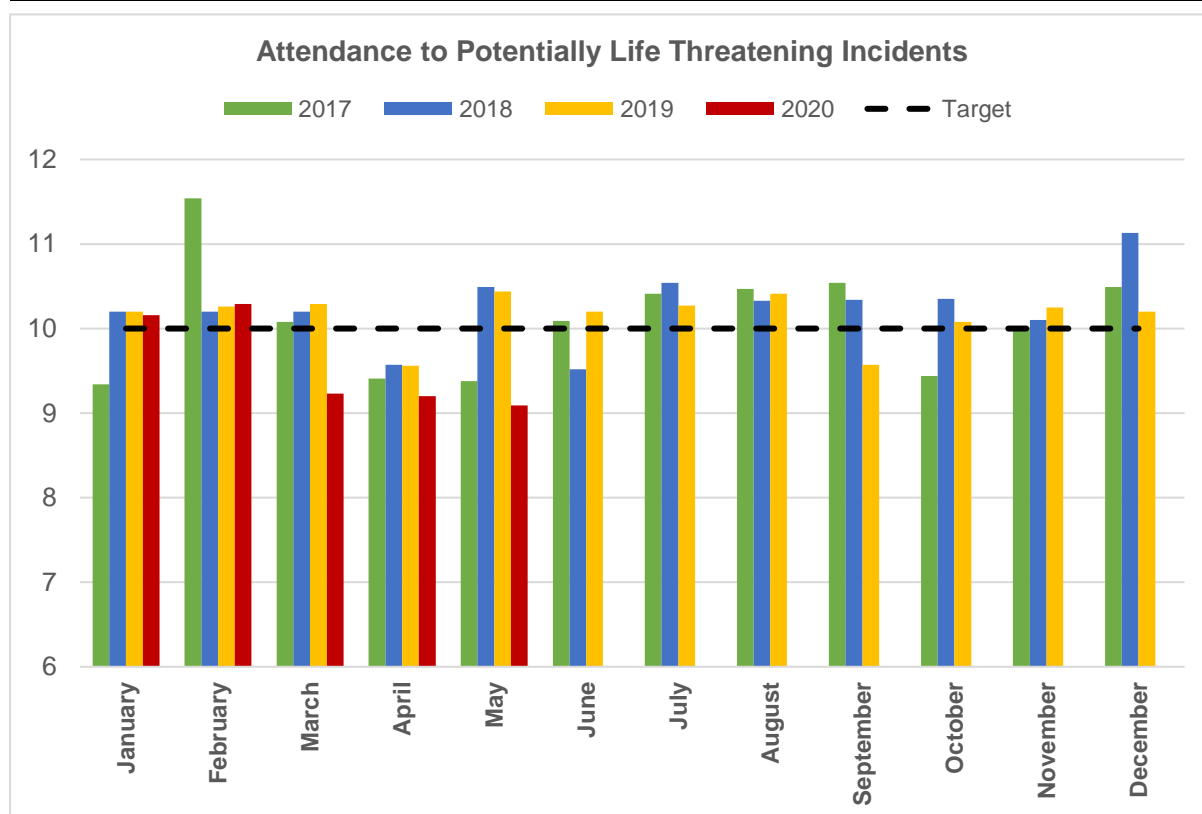
Attendance to Potentially Life Threatening Incidents

Target – Average of 10 minutes

9m 9s
May 2020

9m 20s
April 2020

10m 44s
May 2019



Time of Call to Arrival - % within 15 minutes

Target – 90% of all calls within 15 minutes

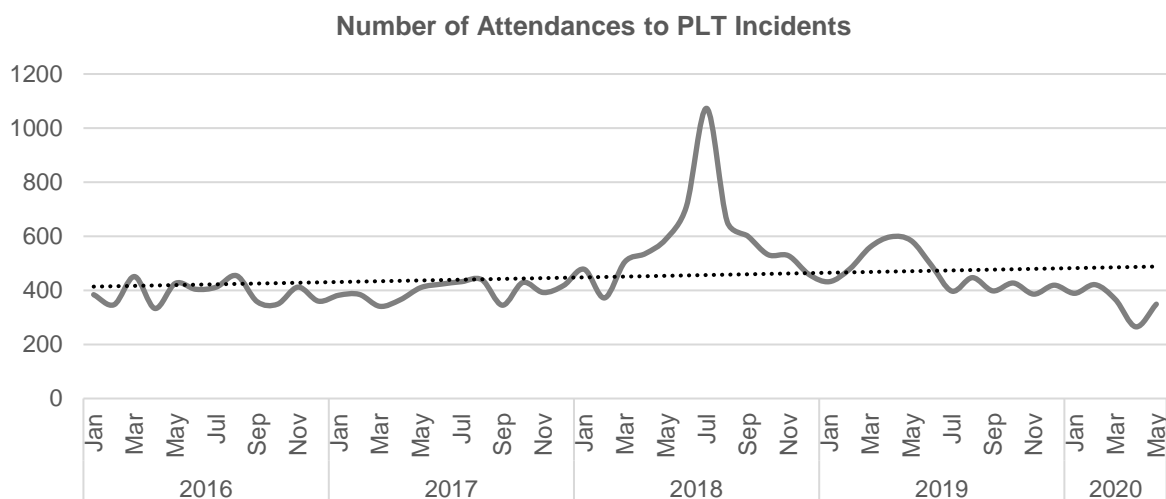
89%
May 2020

90%
April 2020

86%
May 2019

May 2020 Focus: Speed of Response to PLT Incidents (at mobilisation)

Since January 2016, ECFRS has responded to nearly 22,000 incidents that were categorised as potentially life threatening (PLT) at mobilisation/control. The graph shows that there was a significant peak in July 2018 (940 incidents) and decrease in April 2020 (249 incidents). The average number of attendances per month is 409. The peak in July 2018 can be attributed to the heatwave experienced within the country.



46.33% (10,035 incidents) of these PLT incidents were fires in buildings. ECFRS has responded to 447 fires in buildings between March and May 2020. Other PTL incidents that ECFRS has attended:

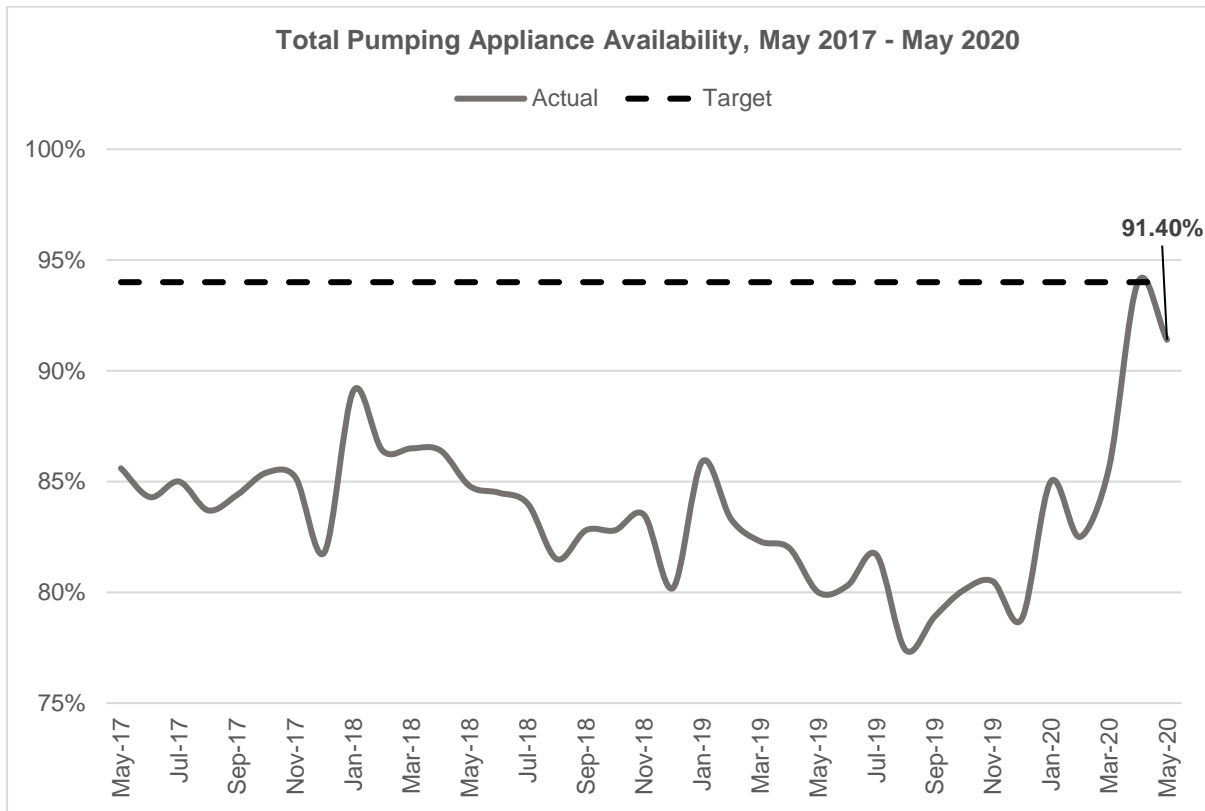
- Rescues – RTC persons trapped (small vehicles): 11.6% (2586 incidents)
- Rescues – Persons locked in: 9.9% (2056 incidents)
- Humanitarian or Assistance – RTC: 7.2% (1569 incidents)
- Rescues – Rescue from entrapment: 5.4% (994 incidents)

Hotspot areas for PLT incidents include Southend-on-Sea, Basildon, Harlow, Chelmsford, Clacton, Colchester and Thurrock.

During the specified time period (Jan 2016 – May 2020), ECFRS average response to fires in buildings was 9 minutes and 32 seconds (572 seconds). Average call handling was 1 minute and 31 seconds (91secs), 2 minutes and 31 seconds for turnout (151 secs) and 5 minutes and 30 seconds (330 secs) for travel/drive time.

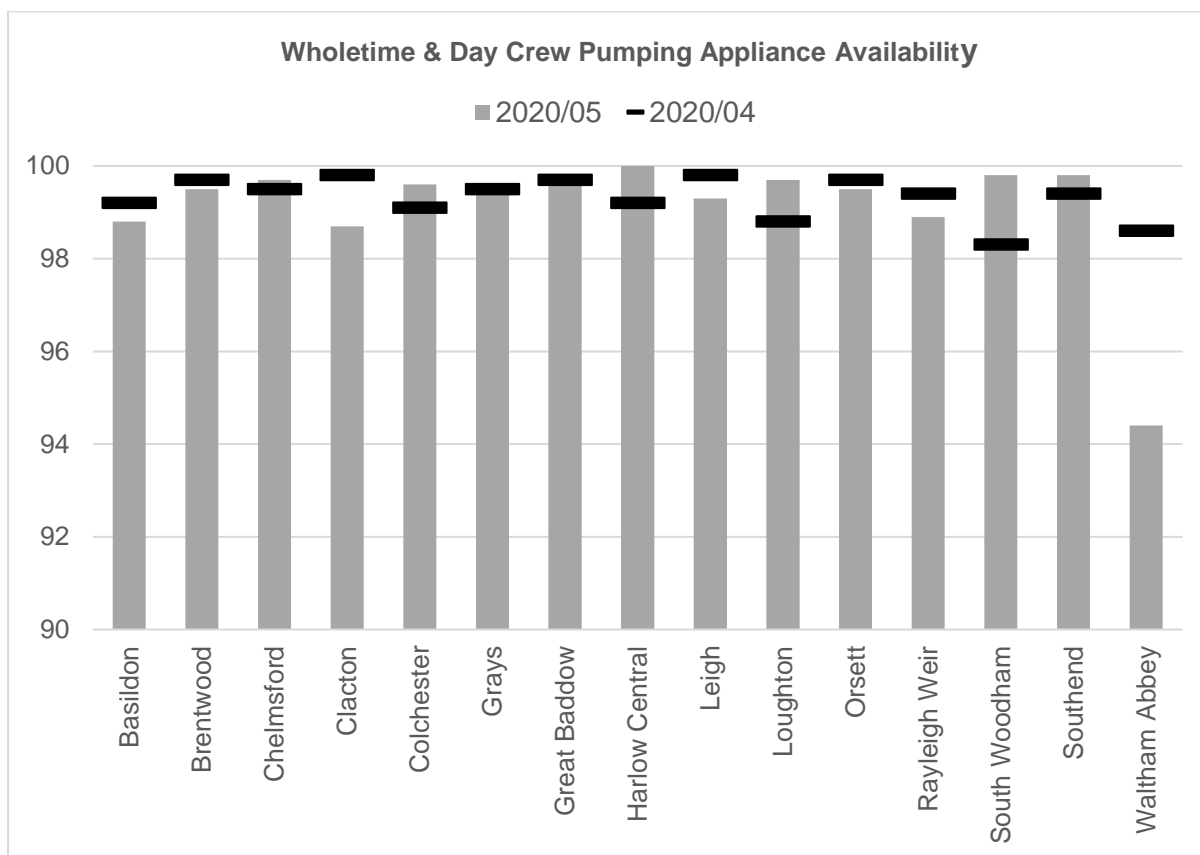
The average response time to 416 fires in buildings during lockdown (01 March – 31 May 2020) was 8 minutes and 11 seconds. Average call handling was 1 minute and 19 seconds, 2 minutes and 17 seconds for turnout and 4 minutes and 33 seconds for travel.

Availability



| | | |
|--|---------------------------------|------------|
| Wholtime % Day Crew Pumping Appliance Availability Target – 98% | 99.4% May 2020 | 99.4% |
| | | April 2020 |
| | | 95.2% |
| | | May 2019 |
| 8 of the 15 stations remained, or improved their availability compared to previous month. Availability at 7 stations decreased slightly, with the largest decrease at Waltham Abbey (-4.2%). | | |

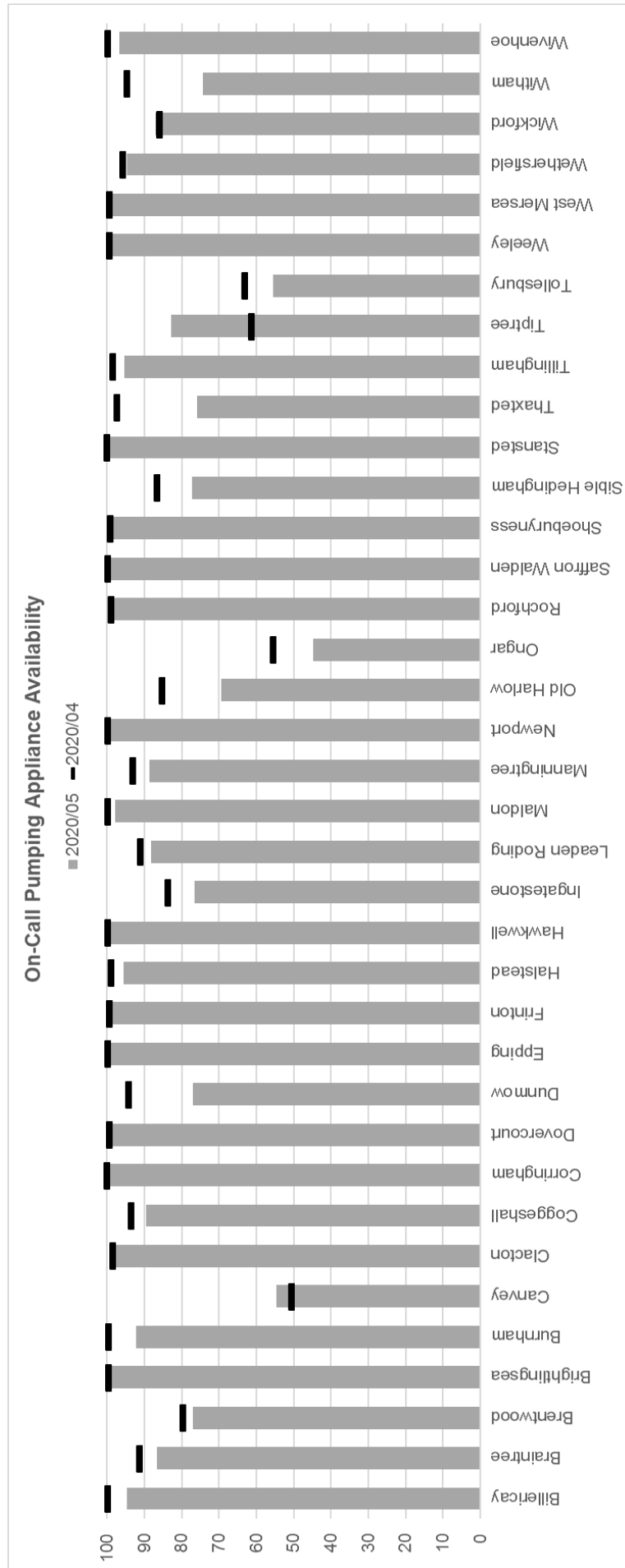
ECFRS Monthly Performance Summary – May 2020



| | | |
|---|---------------------------------|------------|
| On-Call Pumping Appliance Availability Target – 90% | 87.4% May 2020 | 89.2% |
| | | 72.3% |
| | | April 2020 |
| | | May 2019 |

Tiptree significantly improved their availability by 21.4% from April to May. The pumping appliance availability at 25 on-call stations decreased in May (compared to April 2020). The largest decrease occurred at Thaxted (21.5%), where pumping appliance availability was 97.4% in April to 75.9% in May.

ECFRS Monthly Performance Summary – May 2020



ECFRS Monthly Performance Summary – May 2020

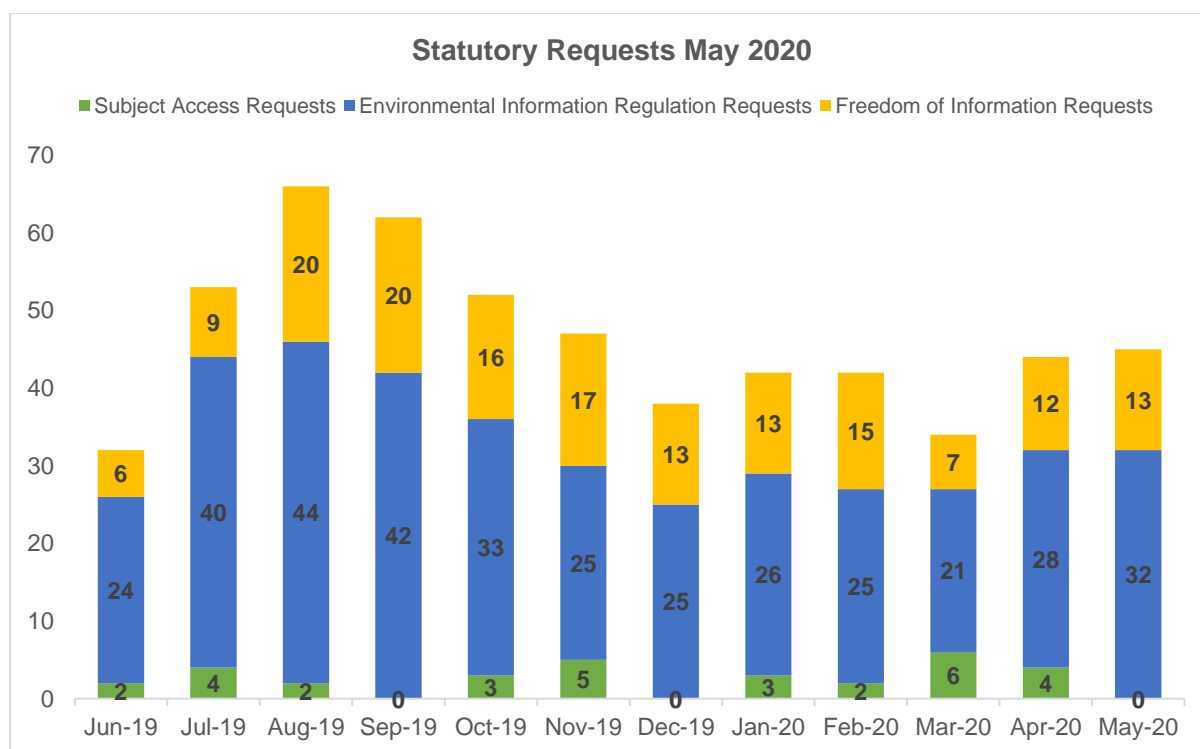
The table below shows the availability targets for each On-Call stations for 2020/2021 and whether it has been met (highlighted green)/not met (red) for May 2020. For two pump stations, performance will be measured at Station level.

| Station | Target | Apr-20 | May-20 |
|------------------------|--------|--------|--------|
| Billericay | 90 | 99.7 | 94.7 |
| Braintree | 75 | 91.3 | 86.7 |
| Brentwood | 50 | 79.7 | 77 |
| Brightlingsea | 90 | 99.5 | 99.8 |
| Burnham | 90 | 99.5 | 92.2 |
| Canvey | 90 | 50.6 | 54.6 |
| Clacton | 90 | 98.4 | 99.2 |
| Coggeshall | 73 | 93.5 | 89.6 |
| Corringham | 90 | 100 | 99.6 |
| Dovercourt | 75 | 99.3 | 99.3 |
| Dunmow | 90 | 94.2 | 77 |
| Epping | 90 | 99.7 | 99.2 |
| Frinton | 90 | 99.3 | 98.6 |
| Halstead | 90 | 98.9 | 95.6 |
| Hawkwell | 90 | 99.8 | 99.9 |
| Ingatestone | 90 | 83.7 | 76.5 |
| Leaden Roding | 50 | 91 | 88.1 |
| Maldon | 90 | 99.7 | 97.8 |
| Manningtree | 85 | 93.2 | 88.7 |
| Newport | 90 | 99.7 | 100 |
| Old Harlow | 55 | 85.3 | 69.3 |
| Ongar | 50 | 55.5 | 44.7 |
| Rochford | 79 | 98.9 | 99.2 |
| Saffron Walden | 90 | 99.7 | 99.6 |
| Shoeburyness | 90 | 99.2 | 99.8 |
| Sible Hedingham | 90 | 86.6 | 77.2 |
| Stansted | 90 | 100 | 100 |
| Thaxted | 66 | 97.4 | 75.9 |
| Tillingham | 90 | 98.5 | 95.4 |
| Tiptree | 90 | 61.3 | 82.7 |
| Tollesbury | 57 | 63 | 55.5 |
| Weeley | 90 | 99.4 | 100 |
| West Mersea | 85 | 99.4 | 98.7 |
| Wethersfield | 74 | 95.8 | 94.6 |
| Wickford | 50 | 85.9 | 87.1 |
| Witham | 55 | 94.7 | 74.3 |
| Wivenhoe | 75 | 99.9 | 96.7 |

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 May 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 May 2020, however they did not meet the stipulated threshold to inform the Information Commissioner’s Officer (ICO).



0 Subject Access Requests (SAR) were received in May 2020.

13 Freedom of Information requests (FOI) were received in May 2020. The main themes around FOIs were Fire Safety (4), Data Requests (2), HR (2) ICT (2), Contracts (1), Finance (1) and Fleet (1).

32 Environmental Information Requests (EIR) were received in May 2020. **30** requests were for Fire Reports and **2** EIRs were for environmental information.

12 compliments and complaints were received in May 2020. The complaint themes were Staff Attitude/Behaviour (3), Fire Safety (2), Driving (1) and Other (1). We also received 5 compliments in May 2020.

Health & Safety (H&S)

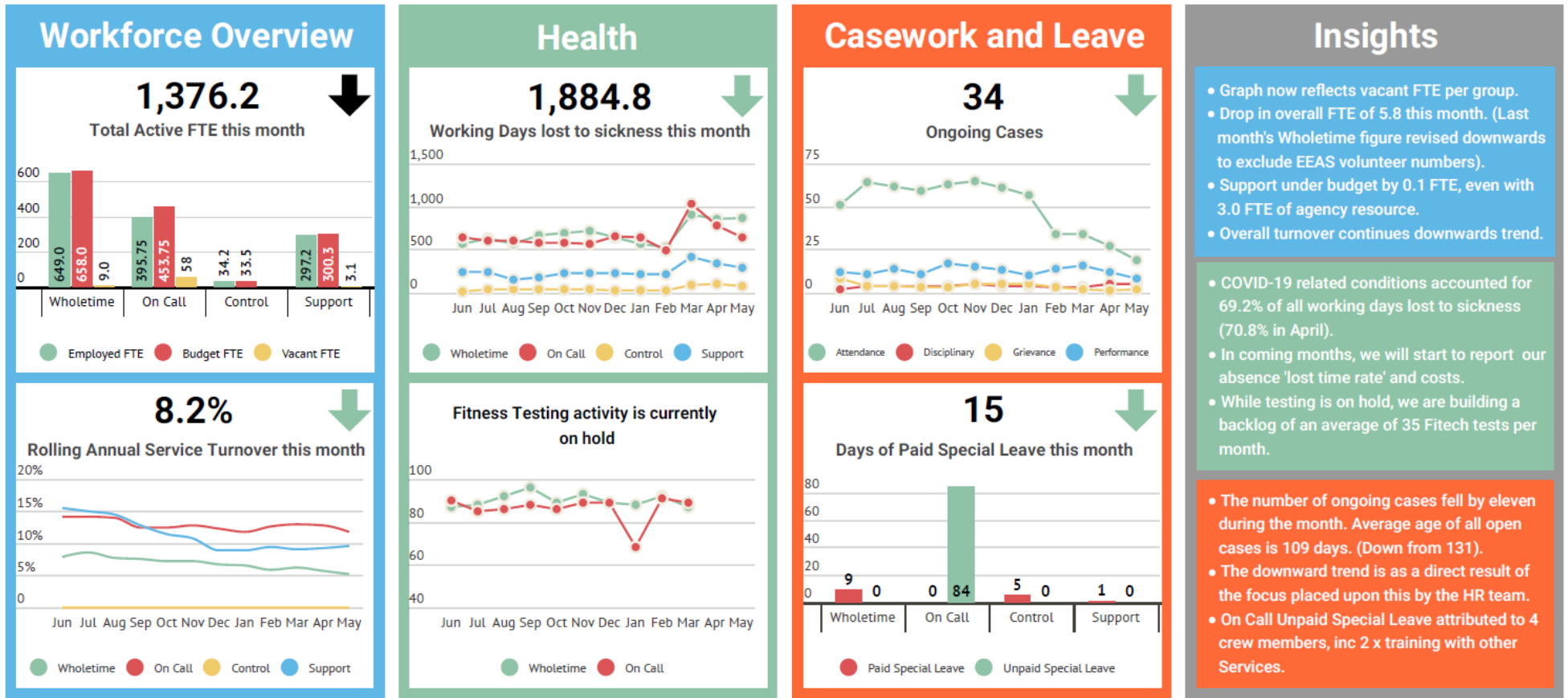
- Safety Flash 11 was revised and re issued as Safety Flash 11A, COVID 19 Operational Response. The revision took into account that all incidents involving people would be treated as possible COVID-19.
- The H&S team undertook the task of preparing the National risk assessments for Prevention and Protection. These were issued through the NFCC.
- The risk assessment for returning to work was prepared and consulted on in preparation for staff to return to their normal working environments.

| <p>Accidents.</p> <p>There were 4 accidents on duty in May. 1 of these occurred during physical training, 1 during operational training, 1 was an injury on a fire appliance and 1 was an employee taken ill at an operational incident.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>Accidents</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>5</td> </tr> <tr> <td>Jan-20</td> <td>7</td> </tr> <tr> <td>Feb-20</td> <td>11</td> </tr> <tr> <td>Mar-20</td> <td>10</td> </tr> <tr> <td>Apr-20</td> <td>11</td> </tr> <tr> <td>May-20</td> <td>13</td> </tr> </tbody> </table> | Month | Accidents | Dec-19 | 5 | Jan-20 | 7 | Feb-20 | 11 | Mar-20 | 10 | Apr-20 | 11 | May-20 | 13 |
|---|--|-------|-------------|--------|---|--------|----|--------|----|--------|----|--------|----|--------|----|
| Month | Accidents | | | | | | | | | | | | | | |
| Dec-19 | 5 | | | | | | | | | | | | | | |
| Jan-20 | 7 | | | | | | | | | | | | | | |
| Feb-20 | 11 | | | | | | | | | | | | | | |
| Mar-20 | 10 | | | | | | | | | | | | | | |
| Apr-20 | 11 | | | | | | | | | | | | | | |
| May-20 | 13 | | | | | | | | | | | | | | |
| <p>Hazards.</p> <p>Of the 8 hazards reported in May 1 related to incorrect PPE being worn, 1 was PPE that was lost, 4 related to cleaning on station and hand sanitiser to do with COVID-19 and 2 related to equipment malfunctions.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>Hazards</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>7</td> </tr> <tr> <td>Jan-20</td> <td>8</td> </tr> <tr> <td>Feb-20</td> <td>4</td> </tr> <tr> <td>Mar-20</td> <td>9</td> </tr> <tr> <td>Apr-20</td> <td>10</td> </tr> <tr> <td>May-20</td> <td>8</td> </tr> </tbody> </table> | Month | Hazards | Dec-19 | 7 | Jan-20 | 8 | Feb-20 | 4 | Mar-20 | 9 | Apr-20 | 10 | May-20 | 8 |
| Month | Hazards | | | | | | | | | | | | | | |
| Dec-19 | 7 | | | | | | | | | | | | | | |
| Jan-20 | 8 | | | | | | | | | | | | | | |
| Feb-20 | 4 | | | | | | | | | | | | | | |
| Mar-20 | 9 | | | | | | | | | | | | | | |
| Apr-20 | 10 | | | | | | | | | | | | | | |
| May-20 | 8 | | | | | | | | | | | | | | |
| <p>Near Miss.</p> <p>There were 5 near misses reported in May, 1 related to equipment in Control malfunctioning, 1 was parked cars delaying response to operational incident, 2 related to equipment on the appliance and 1 related to a drill tower window.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>Near Misses</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>4</td> </tr> <tr> <td>Jan-20</td> <td>12</td> </tr> <tr> <td>Feb-20</td> <td>7</td> </tr> <tr> <td>Mar-20</td> <td>1</td> </tr> <tr> <td>Apr-20</td> <td>6</td> </tr> <tr> <td>May-20</td> <td>5</td> </tr> </tbody> </table> | Month | Near Misses | Dec-19 | 4 | Jan-20 | 12 | Feb-20 | 7 | Mar-20 | 1 | Apr-20 | 6 | May-20 | 5 |
| Month | Near Misses | | | | | | | | | | | | | | |
| Dec-19 | 4 | | | | | | | | | | | | | | |
| Jan-20 | 12 | | | | | | | | | | | | | | |
| Feb-20 | 7 | | | | | | | | | | | | | | |
| Mar-20 | 1 | | | | | | | | | | | | | | |
| Apr-20 | 6 | | | | | | | | | | | | | | |
| May-20 | 5 | | | | | | | | | | | | | | |

ECFRS Monthly Performance Summary – May 2020

| <p>Control Measure Failures.</p> <p>Of the 8 control measure failures reported 2 related to USAR not being paged when required and 2 where both A&B watches were paged at the same time. 1 was a delayed turn out due to a location not being updated, 1 a STOP not being relayed to the appliance, 1 a pager failing to activate and 1 an out duty requested when crews from different stations should not be mixing due to COVID-19 restrictions.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>Failures</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>13</td> </tr> <tr> <td>Jan-20</td> <td>16</td> </tr> <tr> <td>Feb-20</td> <td>13</td> </tr> <tr> <td>Mar-20</td> <td>10</td> </tr> <tr> <td>Apr-20</td> <td>3</td> </tr> <tr> <td>May-20</td> <td>8</td> </tr> </tbody> </table> | Month | Failures | Dec-19 | 13 | Jan-20 | 16 | Feb-20 | 13 | Mar-20 | 10 | Apr-20 | 3 | May-20 | 8 |
|--|---|-------|----------------|--------|----|--------|----|--------|----|--------|----|--------|---|--------|---|
| Month | Failures | | | | | | | | | | | | | | |
| Dec-19 | 13 | | | | | | | | | | | | | | |
| Jan-20 | 16 | | | | | | | | | | | | | | |
| Feb-20 | 13 | | | | | | | | | | | | | | |
| Mar-20 | 10 | | | | | | | | | | | | | | |
| Apr-20 | 3 | | | | | | | | | | | | | | |
| May-20 | 8 | | | | | | | | | | | | | | |
| <p>Attacks on Fire Service Personnel.</p> <p>The 1 attack on Fire Service personnel this month was a FF being bitten by a dog at a residential house.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>Attacks</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>2</td> </tr> <tr> <td>Jan-20</td> <td>1</td> </tr> <tr> <td>Feb-20</td> <td>3</td> </tr> <tr> <td>Mar-20</td> <td>1</td> </tr> <tr> <td>Apr-20</td> <td>2</td> </tr> <tr> <td>May-20</td> <td>1</td> </tr> </tbody> </table> | Month | Attacks | Dec-19 | 2 | Jan-20 | 1 | Feb-20 | 3 | Mar-20 | 1 | Apr-20 | 2 | May-20 | 1 |
| Month | Attacks | | | | | | | | | | | | | | |
| Dec-19 | 2 | | | | | | | | | | | | | | |
| Jan-20 | 1 | | | | | | | | | | | | | | |
| Feb-20 | 3 | | | | | | | | | | | | | | |
| Mar-20 | 1 | | | | | | | | | | | | | | |
| Apr-20 | 2 | | | | | | | | | | | | | | |
| May-20 | 1 | | | | | | | | | | | | | | |
| <p>Road Traffic Collisions Involving ECFRS Vehicles.</p> <p>There were 6 reports of RTC's in May. 1 was noticed on vehicle checks, 4 were damage to the appliance on route to operational incident, 1 was the appliance windscreen being struck by a bird.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>Collisions</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>7</td> </tr> <tr> <td>Jan-20</td> <td>11</td> </tr> <tr> <td>Feb-20</td> <td>5</td> </tr> <tr> <td>Mar-20</td> <td>4</td> </tr> <tr> <td>Apr-20</td> <td>0</td> </tr> <tr> <td>May-20</td> <td>6</td> </tr> </tbody> </table> | Month | Collisions | Dec-19 | 7 | Jan-20 | 11 | Feb-20 | 5 | Mar-20 | 4 | Apr-20 | 0 | May-20 | 6 |
| Month | Collisions | | | | | | | | | | | | | | |
| Dec-19 | 7 | | | | | | | | | | | | | | |
| Jan-20 | 11 | | | | | | | | | | | | | | |
| Feb-20 | 5 | | | | | | | | | | | | | | |
| Mar-20 | 4 | | | | | | | | | | | | | | |
| Apr-20 | 0 | | | | | | | | | | | | | | |
| May-20 | 6 | | | | | | | | | | | | | | |
| <p>RIDDOR.</p> <p>There was one RIDDOR report in May, which was an over 7-day report where a BAI burnt his hands whilst loading a fire crib for training purposes.</p> | <table border="1"> <thead> <tr> <th>Month</th> <th>RIDDOR Reports</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>0</td> </tr> <tr> <td>Jan-20</td> <td>6</td> </tr> <tr> <td>Feb-20</td> <td>5</td> </tr> <tr> <td>Mar-20</td> <td>1</td> </tr> <tr> <td>Apr-20</td> <td>5</td> </tr> <tr> <td>May-20</td> <td>1</td> </tr> </tbody> </table> | Month | RIDDOR Reports | Dec-19 | 0 | Jan-20 | 6 | Feb-20 | 5 | Mar-20 | 1 | Apr-20 | 5 | May-20 | 1 |
| Month | RIDDOR Reports | | | | | | | | | | | | | | |
| Dec-19 | 0 | | | | | | | | | | | | | | |
| Jan-20 | 6 | | | | | | | | | | | | | | |
| Feb-20 | 5 | | | | | | | | | | | | | | |
| Mar-20 | 1 | | | | | | | | | | | | | | |
| Apr-20 | 5 | | | | | | | | | | | | | | |
| May-20 | 1 | | | | | | | | | | | | | | |
| <p style="text-align: center;">All safety data taken from OSHENS on 03/06/2020.</p> | | | | | | | | | | | | | | | |

Human Resources (HR) – People Dashboard



Focus areas this month:

Continue to closely monitor sickness absence levels, cross-referencing with existing CIT absence information.

Learning and Development

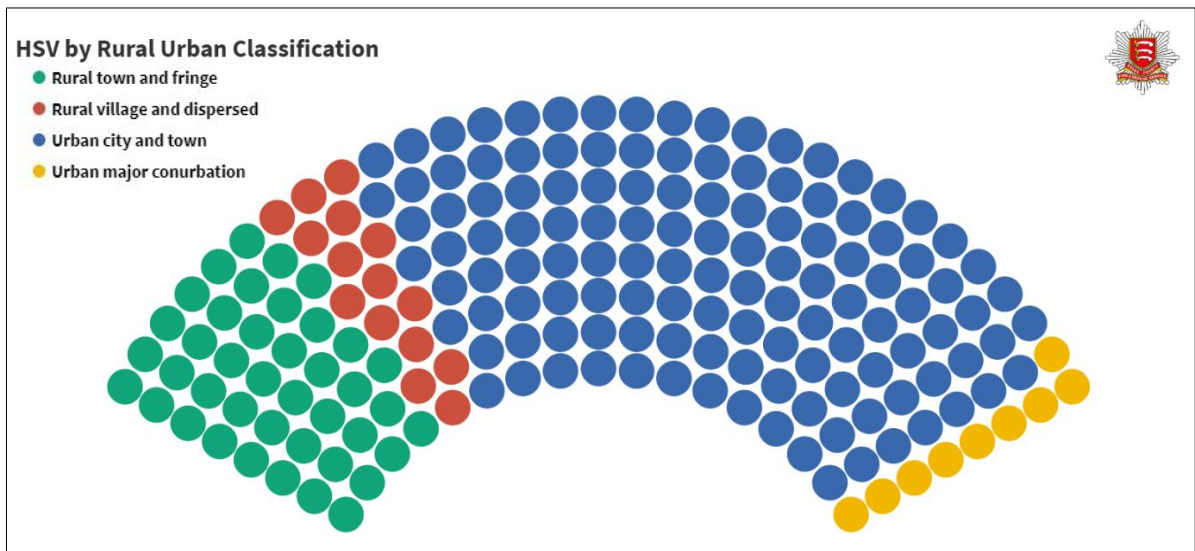


Home Safety

- There has been a reduction in the number of visits conducted as ECFRS made a strategic decision on the 17th March 2020, 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.

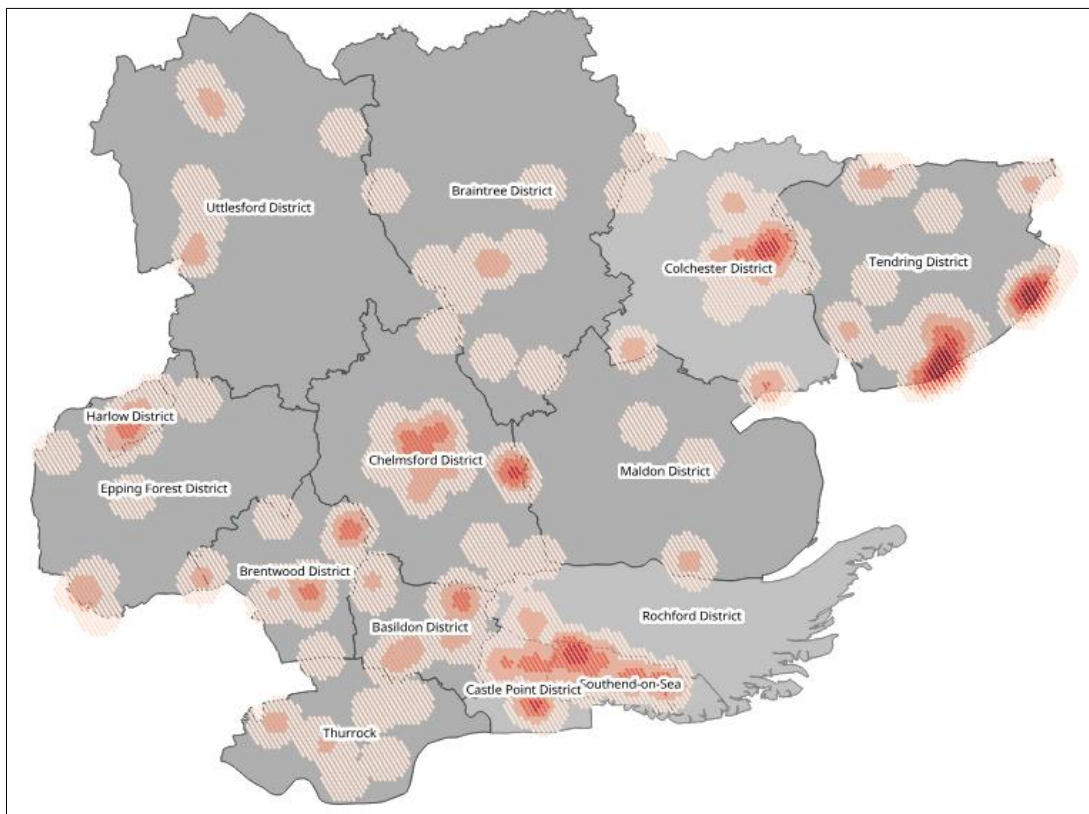
| | MAY 2020 | TREND |
|--|--------------|-------|
| TOTAL NUMBER OF VISITS | 192 | → |
| NUMBER OF SAFE AND WELL VISITS | 191 | → |
| NUMBER OF HOME SAFETY VISITS BY STATIONS | 1 | ↗ |
| NUMBER OF HOME SAFETY VISITS BY VOLUNTEERS | 0 | → |
| NUMBER OF VISITS BY OTHER (CSO, CB, FSO) | 0 | → |
| NUMBER OF FHB10 (STANDARD SMOKE DETECTORS) FITTED | 247 | → |
| NUMBER OF FHB10W (SENSORY SMOKE DETECTORS) FITTED | 37 | ↗ |
| TELEPHONE ENQUIRIES RECEIVED | 480 Incoming | ↗ |
| | 748 Outgoing | ↘ |
| EMAIL ENQUIRIES RECEIVED | 238 | ↗ |





| RURAL URBAN CLASSIFICATION | COUNT OF HSV | % OF VISITS |
|-----------------------------|--------------|-------------|
| URBAN CITY AND TOWN | 127 | 66% |
| RURAL TOWN AND FRINGE | 41 | 21% |
| RURAL VILLAGE AND DISPERSED | 15 | 8% |
| URBAN MAJOR CONURBATION | 9 | 5% |
| TOTAL | 192 | 100% |

Location of HSV Visits in May 2020

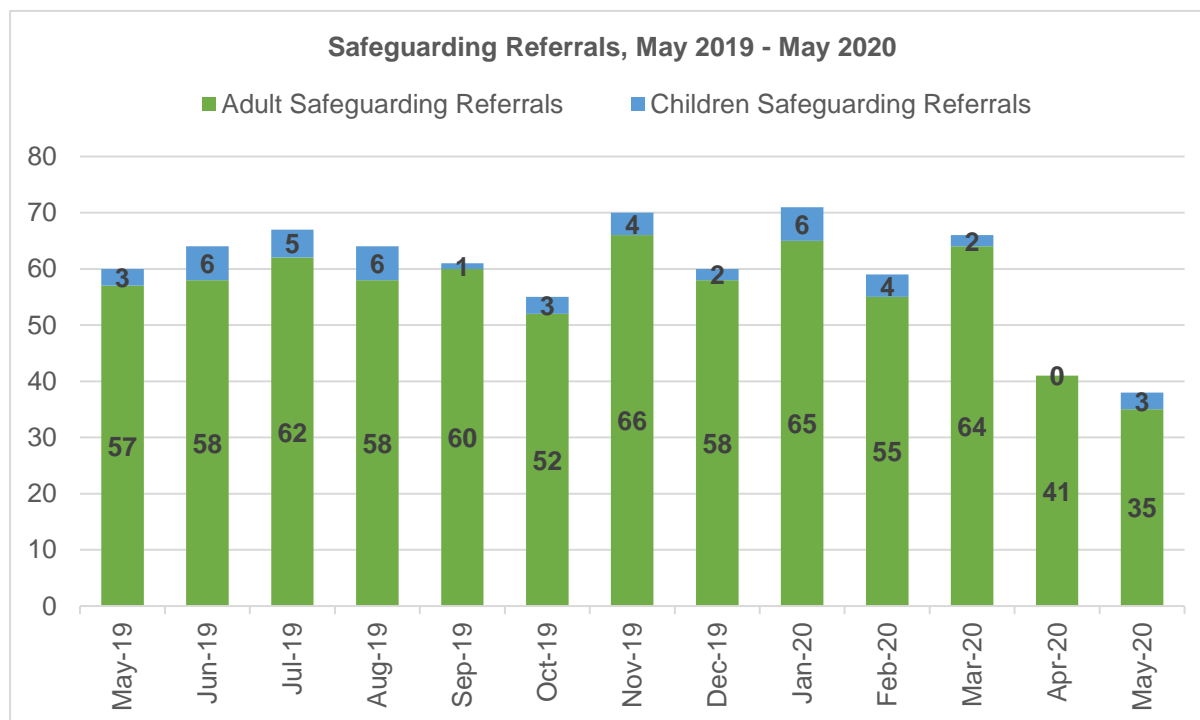


Community Development and Safeguarding

Safeguarding Referrals

There were 38 referrals to ECFRS Safeguarding team during May 2020, 3 less than the previous month and 22 less than May 2019.

There are currently no cases waiting for allocation to either social care or a Community Builder. 9 cases awaiting updates form social care but within reasonable time frames.



| REFERRER | NO. OF REFERRALS |
|-------------------------------------|------------------|
| ECFRS CREWS | 14 |
| SOCIAL CARE | 8 |
| CHARITIES/COMMUNITY PARTNERS | 4 |
| POLICE | 4 |
| SAFE AND WELL OFFICERS | 4 |
| HOUSING | 2 |
| INTERNAL | 1 |
| NHS | 1 |
| TOTAL | 38 |

ECFRS are cold calling hoarders to assess levels, entering the property if permission is given and fitting smoke alarms where necessary.

We are also dropping off smoke alarms if people are able to fit them themselves or put them somewhere high (we will then confirm if they are fitted after COVID, and if not, a visit will be arranged). In addition, the Service are still dropping of fire retardant bedding.