

**ESSEX POLICE, FIRE AND CRIME COMMISSIONER  
FIRE & RESCUE AUTHORITY**  
Essex County Fire & Rescue Service



<b>Meeting</b>	SLT	<b>Agenda Item</b>	6g
	Performance and Resources Board		7
<b>Meeting Date</b>	9 June 2020		
	29 June 2020		
<b>Report Author:</b>	Leanne Little		
<b>Presented By:</b>	Rick Hylton, Deputy Chief Fire Officer		
	Rick Hylton, Deputy Chief Fire Officer		
<b>Subject:</b>	End of Year Performance Report		
<b>Type of Report:</b>	Information		

## RECOMMENDATIONS

It is recommended that members of the Performance and Resource Board review the contents of the End of Year Performance Report previously sent to the Continuous Improvement Board and SLT.

## BACKGROUND

An End of Year Performance Report is produced for the Senior Leadership Team (SLT) and other key members of Essex Country Fire and Rescue Service (ECFRS) to review organisational performance against targets for current and emerging priorities, while ensuring that budgeted resources are being utilised effectively and efficiently.

This report aligns with the Fire and Rescue Plan 2019-2024 and Integrated Risk Management Plan 2016-2020. This performance report is also used by the board that has been established to enable the Police, Fire and Crime Commissioner for Essex 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.

This report also includes a Benchmarking section using data extracted from the Local Government Association's 'Fire Benchmarking Club'.

## OPTIONS AND ANALYSIS

None in relation to the content of this report

## **BENEFITS AND RISK IMPLICATIONS**

The End of Year Performance report gives an in-depth analysis and commentary the services that Essex County Fire and Rescue Service provide. The report is aligned to the Fire and Rescue Plan which enables scrutiny and provide assurance of the work undertaken. This is a key piece of work that enables the service to be transparent, open, and accessible.

## **FINANCIAL IMPLICATIONS**

None in relation to the content of this report

## **EQUALITY AND DIVERSITY IMPLICATIONS**

None in relation to the content of this report

## **WORKFORCE ENGAGEMENT**

None in relation to the content of this report

## **LEGAL IMPLICATIONS**

None in relation to the content of this report

## **HEALTH AND SAFETY IMPLICATIONS**

None in relation to the content of this report



Essex County  
Fire & Rescue Service

# **End of Year Performance Report April 2019 – March 2020**

## **About**

An end of year performance report is produced for the Service Leadership Team (SLT) and other key members of Essex Country Fire and Rescue Service (ECFRS) to review organisational performance against targets for current and emerging priorities, while ensuring that budgeted resources are being utilised effectively and efficiently.

This report aligns with the Fire and Rescue Plan 2019-2024 and Integrated Risk Management Plan 2016-2020. This performance report is also used by the board that has been established to enable the Police, Fire and Crime Commissioner for Essex 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.

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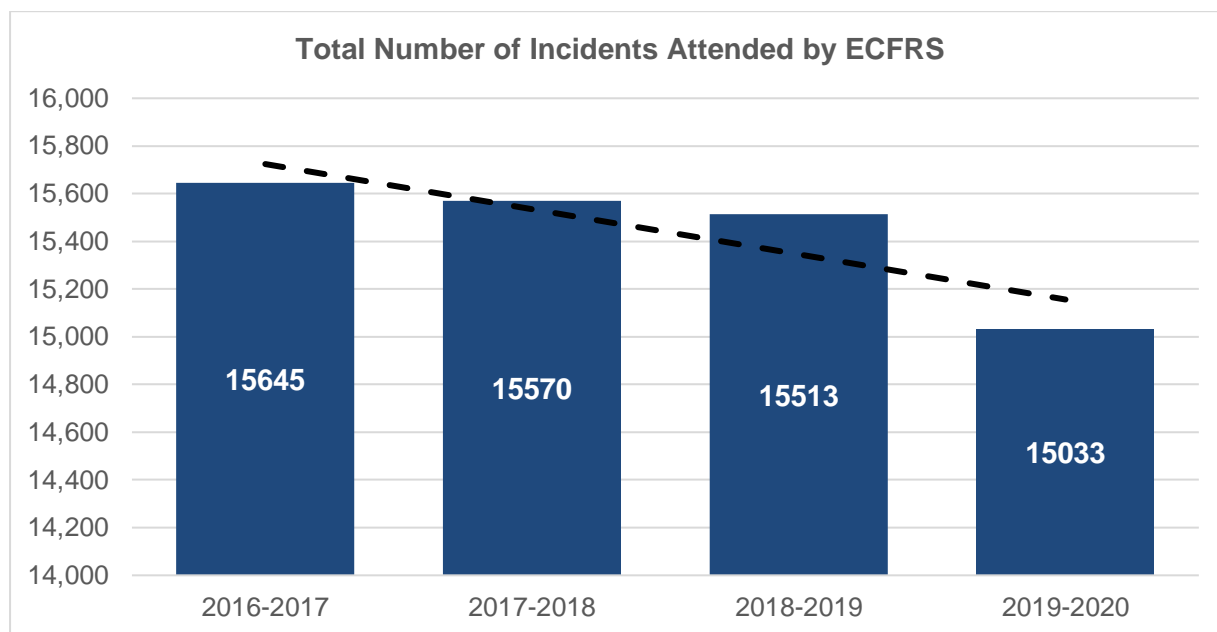
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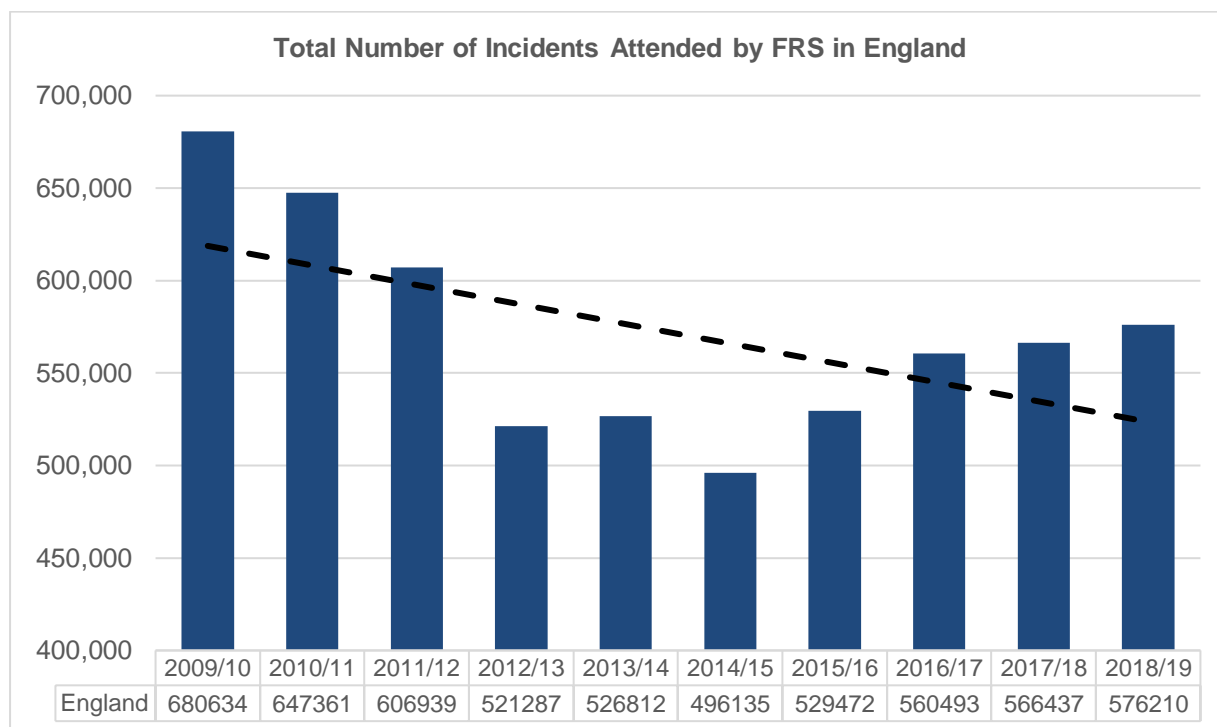
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## INCIDENT OVERVIEW

Essex County Fire and Rescue Service (ECFRS) attended 15,033 incidents from April 2019 to March 2020. The chart below shows that the total number of incidents attended by the Service has decreased incrementally over the last four years.

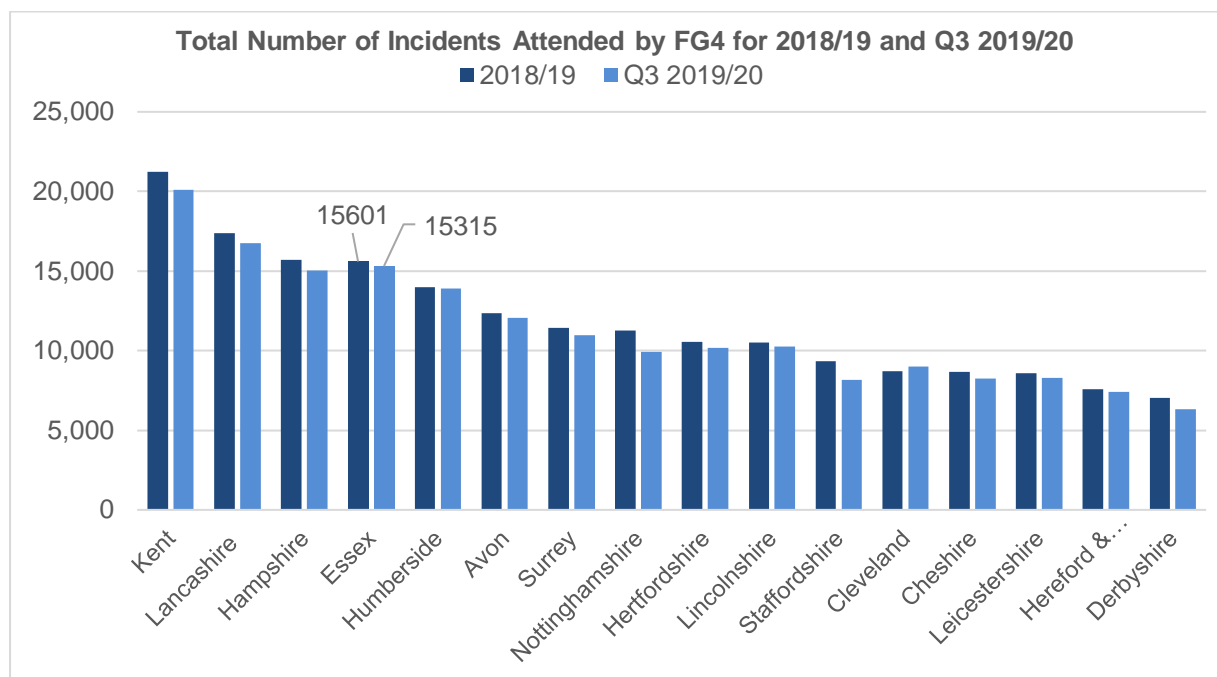


The chart below shows that there has also been a decrease in the total number of incidents attended by Fire and Rescue Services (FRS) in England, which is indicated by the trend line.

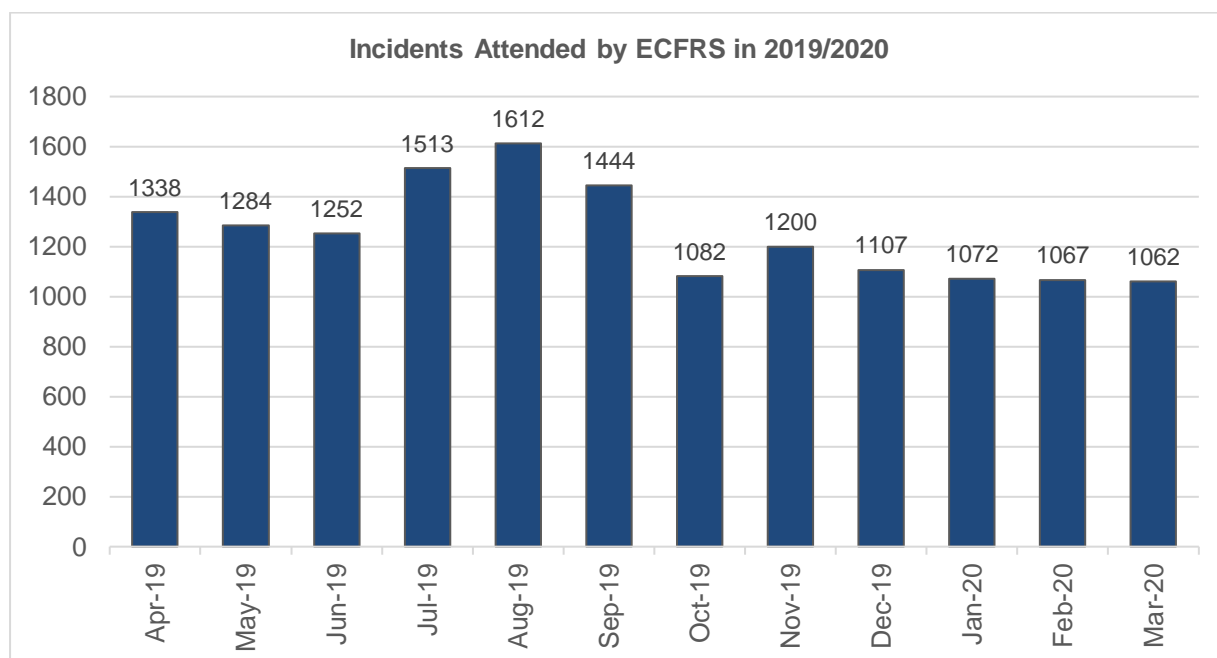


## ECFRS End of Year Performance Report – 2019/20

In 2018/2019, ECFRS had the fourth highest total number of incidents attended in Family Group Four (FG4)<sup>1</sup>, as shown in the chart below. Based on data for Q3 2019/20, Essex had the third highest totals, slightly overtaking Hampshire FRS.



The chart below shows the number of incidents attended per month by ECFRS in 2019/2020.



<sup>1</sup> UK Fire and Rescue Services (FRS) are divided up into five family groups, these groups are used to aid analysis and comparisons between similar FRS. ECFRS is grouped together with other similar sized FRS, which are deemed to have some, but by no means all of the same key characteristics.

## ECFRS End of Year Performance Report – 2019/20

As the chart on the previous page shows, August was the peak month as the Service attended 1,612 incidents. ECFRS also attended a high number of incidents in July and September, and these months collectively align with the summer period. February and March were months where ECFRS attended fewer incidents.

The table below shows that February is a month where the Service has historically attended less incidents.

Number of Incidents attended by ECFRS					
	Lowest		Highest		Difference
2016/2017	April	1091	August	1746	655
2017/2018	February	1056	July	1579	523
2018/2019	February	1038	July	2055	1017
2019/2020	<b>March</b>	<b>1062</b>	<b>August</b>	<b>1612</b>	<b>550</b>

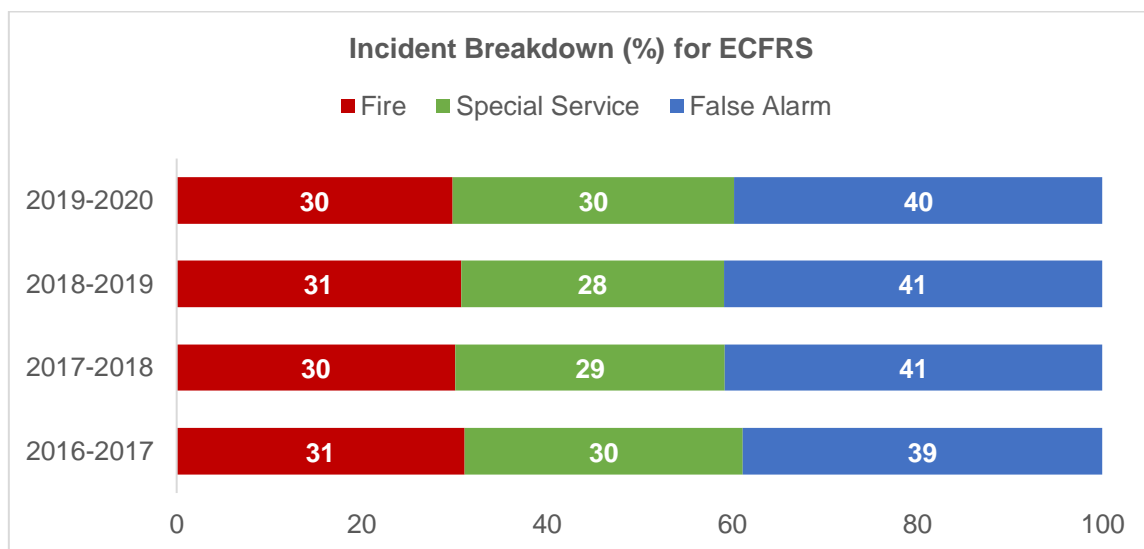
In March 2020 and at the time of reporting, the UK is dealing with a health pandemic, where the population has been asked by the Government to stay at home to stop the spread of the virus. Despite this, ECFRS are responding to fire and non-fire related incidents, although likely less than the norm.

**Of the 15,033 incidents attended by ECFRS in 2019/20, the breakdown is:**

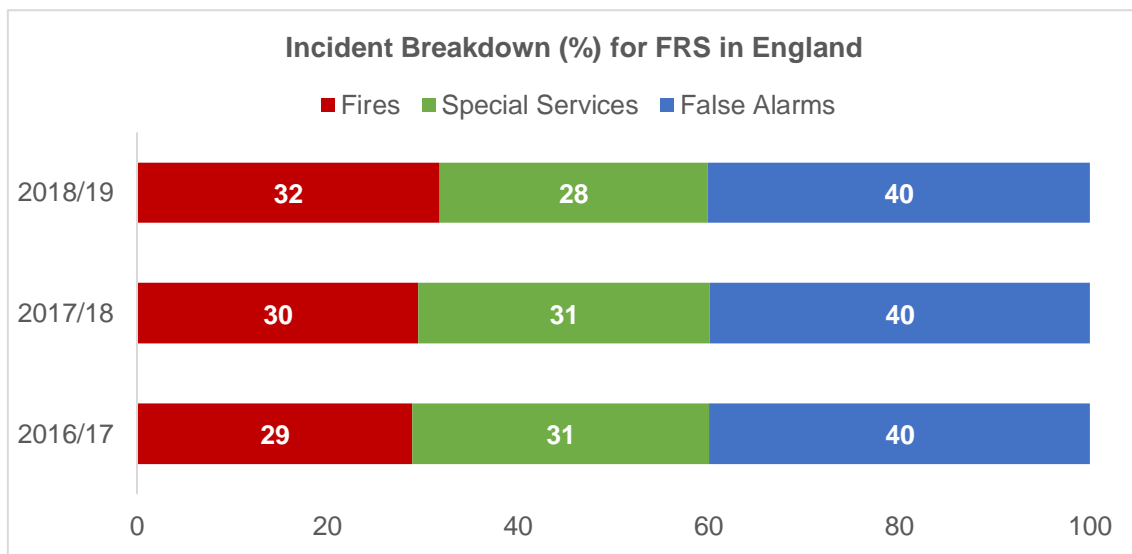
<b>4580</b>	<b>30%</b>	<b>4502</b>	<b>30%</b>	<b>5951</b>	<b>40%</b>
<b>Fires</b>		<b>Special Services</b>		<b>False Alarms</b>	



The chart below shows that there has been little variation in the percentage of incidents attended by ECFRS for other financial years. The largest increase was 2% for false alarms between 2016/17 and 2017/18.



In a comparative year, 2018-2019, ECFRS' incident breakdown was similar to FRS in England. ECFRS attended less fires but more special services than other FRSs.

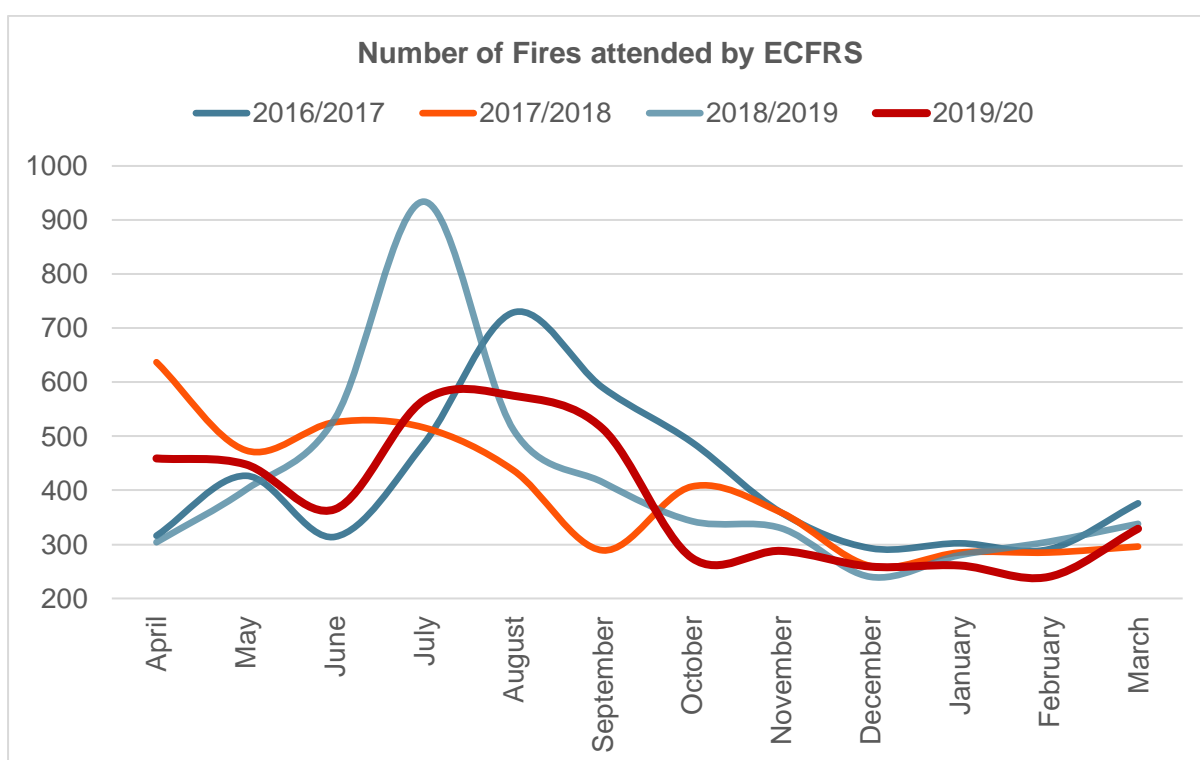


## Fires

As previously mentioned, there were 4,580 fires attended by ECFRS in 2019/2020 and the lowest number attended per year since (at least) 2016/2017. The table of the following pages shows that the average number of fires per month in a year has decreased to 382, the minimum (or lowest) number of fires has equalled 2018/2019's figure. The maximum (or highest) number of fires in a month during this year has decreased considerably, when compared with maximums in previous years.

	Sum of Fires	Average	Minimum	Maximum
<b>2016/2017</b>	4973	414	291 (Feb 17)	729 (Aug 16)
<b>2017/2018</b>	4771	398	260 (Dec 17)	637 (Apr 17)
<b>2018/2019</b>	4935	411	240 (Dec 18)	934 (Jul 18)
<b>2019/2020</b>	<b>4580</b>	<b>382</b>	<b>240 (Feb 20)</b>	<b>575 (Aug 19)</b>

The chart shows the temporal distribution of fires for the last four years, where the red line depicts 2019/2020. It shows an increase in the number of fires around July and August, a gradual decrease from September to October and then plateaus for the remaining months of the year. Other years have seen a peak in fires during the months of July or August, except for 2017/2018 when the peak month was April.

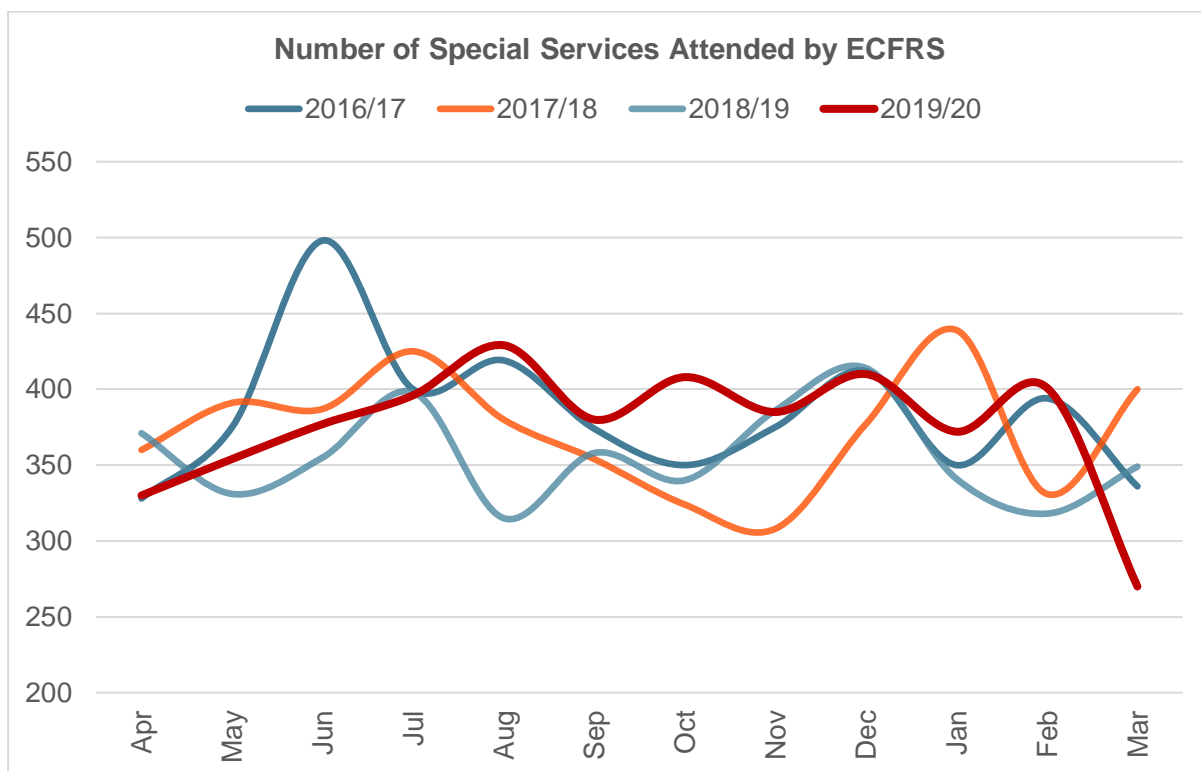


### Special Services

There were 4,502 special services attended by ECFRS in 2019/2020, which is higher than the previous two years. The table on the following pages shows that the average number of special services attended per month in a year has increased to 376, an increase of 20 compared to 2018/2019. This year's minimum number of special services attended in a month is the lowest figure in the last 4 years, whereas the maximum is higher than last year's, but lower than 2017/2018 and 2016/017's maximums.

	Sum of Special Services	Average	Minimum	Maximum
<b>2016/2017</b>	4611	384	328 (Apr 17)	498 (Jun 16)
<b>2017/2018</b>	4476	373	308 (Nov 17)	439 (Jan18)
<b>2018/2019</b>	4276	356	315 (Aug19)	414 (Dec 18)
<b>2019/2020</b>	<b>4502</b>	<b>376</b>	<b>270 (Mar 20)</b>	<b>429 (Aug 19)</b>

The chart shows the temporal distribution of special services for the last four years. The red line depicts the total number of special services for every month in 2019/2020. It shows the numbers have remained similar month on month with a large decrease in March 2020, which is likely due to pandemic (COVID-19).

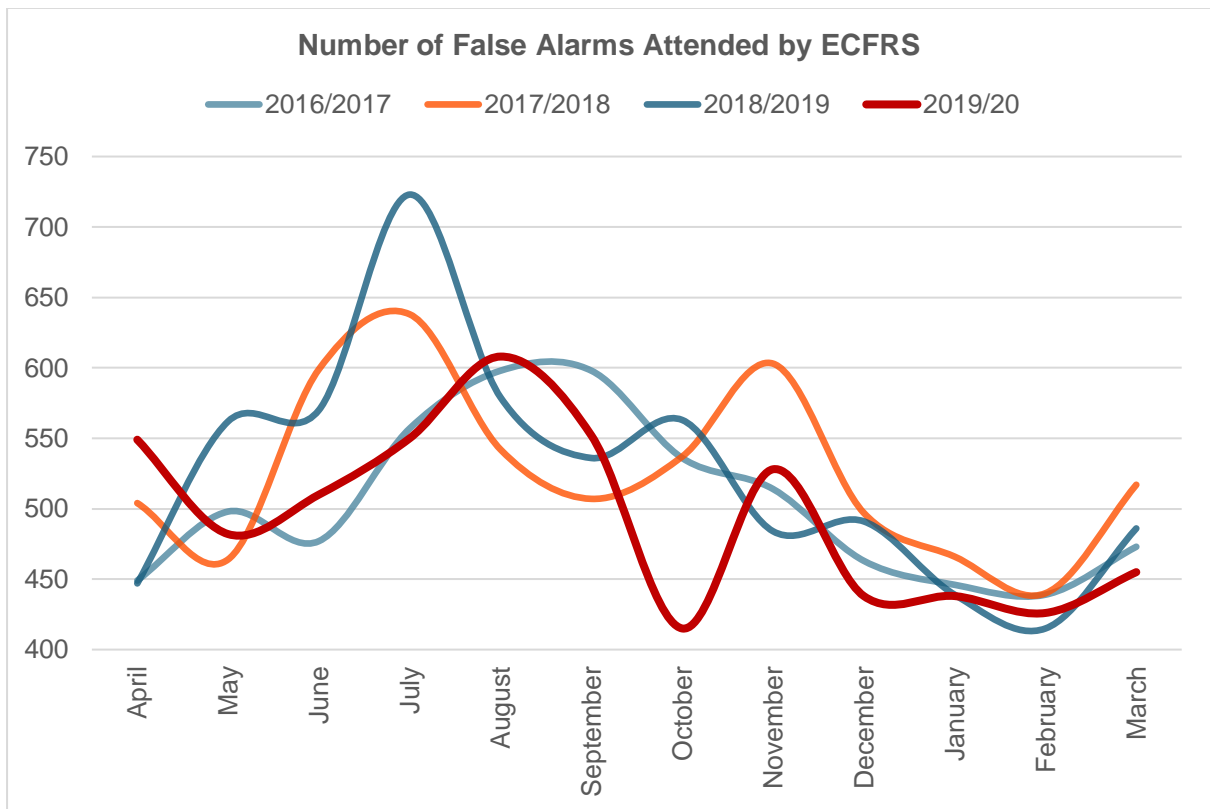


### False Alarms

ECFRS attendances to false alarms are covered in greater detail under the priority, 'Best Use of Our Resources' but a summary table and chart is provided on the following page for reference. The total number of false alarm attendances by ECFRS in 2019/20 was 5,951, a decrease of 344 compared to 2018/2019. There was an increase in the number of false alarms per month between May and August, as well as a peak in November in 2019.

ECFRS End of Year Performance Report – 2019/20

	Sum of False Alarms	Average	Minimum	Maximum
<b>2016/2017</b>	6048	504	439 (Feb 17)	598 (Aug 16)
<b>2017/2018</b>	6314	526	440 (Feb 18)	638 (Jul 17)
<b>2018/2019</b>	6295	525	415 (Feb 19)	723 (Jul 18)
<b>2019/2020</b>	<b>5951</b>	<b>496</b>	<b>415 (Oct 19)</b>	<b>608 (Aug 19)</b>



## HELP THE VULNERABLE STAY SAFE

**Objective:** “To help vulnerable people to be safer in Essex”

**Service Measure:** Number of Safe and Well Visits delivered to our most vulnerable groups (e.g. over 65s)

The Information Centre based at South Woodham Ferrers Fire Station handles the requests for Home Safety and Safe and Well visits. The table below indicates the volume of telephone enquiries, although requests via email are also possible.

### Telephone Enquiries Received at the Information Centre:

	Incoming	Outgoing
<b>2017/2018</b>	17,839	12,728
<b>2018/2019</b>	14,414	20,185
<b>2019/2020</b>	<b>10,452</b>	<b>19,011</b>

ECFRS staff and volunteers undertake Home Safety and Safe and Well visits across Essex, and the following tables and charts provide further information on the vulnerable groups visited, by whom and the resources installed to help the most vulnerable in our communities.

### Number of Home Safety and Safe and Well Visits

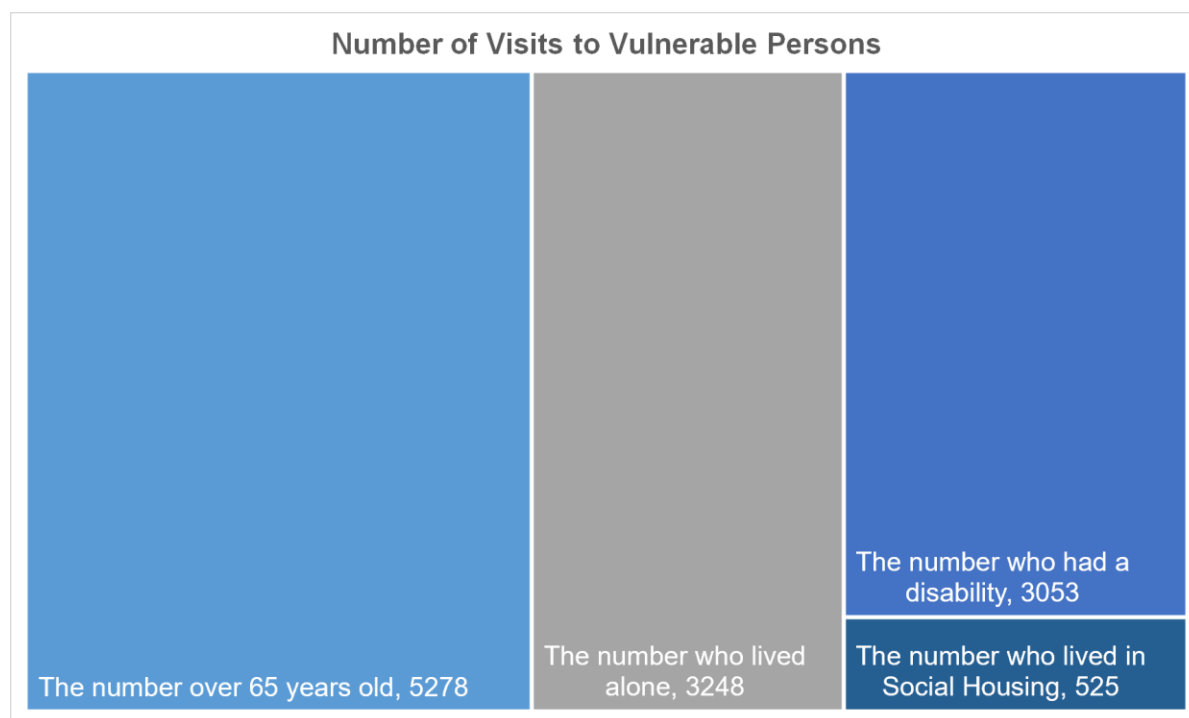
	Total	Home Safety	Safe and Well
<b>2017/2018</b>	8,600	<b>2608</b>	5,992
<b>2018/2019</b>	8,401	<b>2409</b>	5,992
<b>2019/2020</b>	<b>7,718</b>	<b>2430</b>	<b>5,288</b>

	% of Prevention visits that were Safe and Well
<b>2017/2018</b>	70%
<b>2018/2019</b>	71%
<b>2019/2020</b>	<b>69%</b>

Home Safety Visits (HSV) are undertaken by Operational personnel and volunteers:

HSV By:	Operational Personnel	Volunteers	Others incl. CSOs, CBs, FSOs
2017/2018	14	1,508	1059
2018/2019	104	1,888	417
2019/2020	<b>295</b>	<b>1,480</b>	<b>655</b>
Number of referrals made by Safe and Well Officers to other agencies: <b>332</b>			

The treemap below shows that the vast majority of visits (both HSV and Safe & Well) in 2019/2020 were with persons aged 65 and over. There was also over 3,000 visits conducted for persons that lived alone as well as those that had a disability.

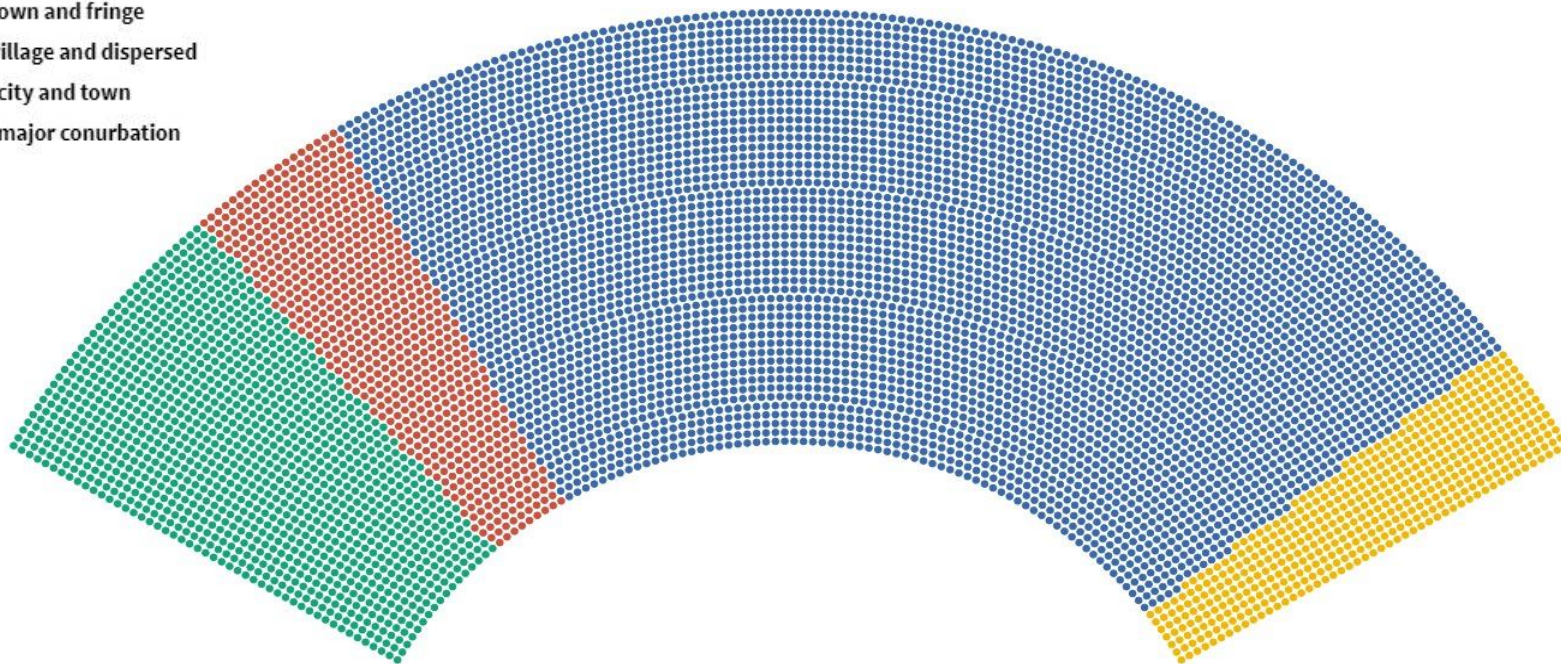


	Over 65 years old	Lived Alone	Had a Disability	Lived in Social Housing
2017/2018	5087	3127	2727	680
2018/2019	5023	2814	2363	465
2019/2020	<b>5278</b>	<b>3248</b>	<b>3053</b>	<b>525</b>



## HSV by Rural Urban Classification

- Rural town and fringe
- Rural village and dispersed
- Urban city and town
- Urban major conurbation



Some Lower Super Output Areas (LSOAs) have not been designated a Rural Urban Classification by the Department for Environment, Food & Rural Affairs (DEFRA). The classification defines rural as areas if they are outside settlements with more than 10,000 resident population. In 2019/20, ECFRS conducted 259 home safety visits that were within LSOAs with no rural/urban classification and thus not included in the parliament.

The Easting/Northings of two visits undertaken in the last year were not located within the Essex boundary.



Rural Urban Classification (DEFRA, 2011)	Number of Visits
Rural town and fringe	1200
Rural village and dispersed	666
Urban city and town	5091
Urban major conurbation	496

The parliament chart on the previous page and table above shows that the majority of home safety visits undertaken in 2019/2020 were within Lower Super Output Areas (LSOAs) that were classified as ‘urban city and town’. However, the table below shows that the LSOA that received the most home safety visits was Tendring 018A which is classified as ‘rural town and fringe’. Tendring 018A, more commonly known as Jaywick, is the most deprived neighbourhood in England. The table below shows that the top 10 LSOAs visited by the Service in 2019/20, 8 of them were in the Tendring district. 347 visits were conducted in the 8 LSOAs.

LSOA Name	Classification	Number of HSV
Tendring 018A	Rural town and fringe	71
Tendring 011E	Rural village and dispersed	68
Tendring 001D	Urban city and town	40
Tendring 017A	Urban city and town	38
Tendring 008H	Urban city and town	36
Tendring 015B	Urban city and town	36
Tendring 018C	Rural town and fringe	30
Uttlesford 005D	Rural town and fringe	30
Braintree 007D	Urban city and town	29
Tendring 004D	Urban city and town	28

The table below shows the type of smoke alarm that was fitted into a person’s property, in addition to giving home safety messages.

	Number of Standard Smoke Detectors (FHB10) Fitted	Number of Sensory Smoke Detectors (FHB10W) Fitted
<b>2017/2018</b>	10,065	1,065
<b>2018/2019</b>	9,855	915
<b>2019/2020</b>	<b>8,459</b>	<b>1,307</b>



**Fire and Rescue Plan Measure:** People who received an intervention feel safer and less at risk

People who receive a Home Safety intervention from ECFRS have the option to fill out an evaluation form. While the data below is less than a full years' worth of data, the responses to date are reported below:

<b>Number of evaluation forms returned to ECFRS</b>	<b>621</b> <b>26% of residents visited</b>
<b>Percentage of evaluations that scored their experience of Home Safety at 9 or 10 (out of 10)</b>	<b>93%</b>
<b>Percentage of evaluation respondents that learned something that would help them to stay safe from fire</b>	<b>96%</b>

## **Commentary**

There has been a reduction in the number of visits conducted over the last three years, and again in 2019/20. The following factors have an impact on the number of visits conducted by ECFRS.

In late 2018 to 2019, the amount of training provided to Safe and Well Officers has been steadily increased again, in recognition that the provision of quality Safe and Well visits requires officers to have a far deeper knowledge of a wider range of subjects. Today, officers have a minimum of one full day set aside for training each month, in addition to one afternoon each week for administration and personal development. While this has reduced the amount of time that officers have available to complete Safe and Well Visits, this time is well spent ensuring that visits are as useful to residents as possible.

In early 2019, the decision was taken to review the number of visits undertaken per day, by Safe and Well Officers. Following this review, it was decided to decrease the target number of visits completed each day from 5 to 4. This decision was taken in recognition that Safe and Well Visits have become more complex, covering a wider range of topics including burglary prevention and health and wellbeing. Each visit can therefore, take longer to complete and include a greater amount of administration, as officers increase the number of referrals or recommendations they make following a visit.

Over the past three years, the number of personnel in both the Home Safety Information/Bookings Team and the Safe and Well Officer team has fluctuated, but ultimately reduced. The overall impact of a reduction in personnel to book and conduct visits is a reduction in the total number of visits completed year on year.

As referenced above, the Home Safety Team has increased the quantity and quality of training provided to officers in 2019/2020 to ensure that they have the skillset and knowledge to provide a high quality service to the public. Training has included Disability Champion training, Dementia Awareness training, smoking cessation, falls prevention and Making Every Contact Count training.

Also, in early 2019, the Home Safety Team worked with the North East Group to pilot a return to operational personnel completing Home Safety Visits. Following successful completion of the pilot, training and equipment has been provided to all stations in Essex. From December 2019, all operational personnel were asked to complete the training, and began completing visits allocated to them by the Home

Safety Information Team from January 2020. It is expected that the number of visits completed by operational personnel will continue to increase in 2020.

The Home Safety Team introduced an evaluation of Safe and Well Visits in August 2019. To date, 621 residents have voluntarily returned evaluation forms to ECFRS, 26% of the residents we've visited. Of the evaluations returned:

- 98% strongly agree or agree that they would recommend us to their family or friends
- 93% scored their experience of our service as 9 or above
- 96% strongly agreed or agreed, that they had learned something that would keep them safe from fire in the future, and 87% strongly agreed or agreed, that they had learned something that would help to keep their property secure from burglary
- 51% of residents told us that they would do something differently to live more safely from fire at home following their visit. 41% of residents told us that they would do something differently to live more securely from burglary following their visit

We're continuing to identify ways of improving the number of evaluations returned to our service and have already made changes to our operations following feedback from residents we've visited. In 2020/21 we will further explore the data we are collating through evaluation to better understand how our prevention advice is received and acted upon by residents.

In September 2019, the Home Safety Team introduced a new process to enable Safe and Well Officers to make referrals to other agencies and organisations directly. This is a separate process and is not used if a Safeguarding referral is made. Previously, officers have informally signposted individuals to assistance offered by other agencies, but this new process is more efficient and easier to use. It has already led to an increase in the number of referrals made by officers.

In February 2020, the Home Safety Team telephoned 65 residents, two to three months after their visit had taken place. We asked them a range of questions to assess whether our prevention activity had helped them to live more safely and securely at home, and whether they could recall our key messages. Of the individuals we spoke to:

- 22% of residents told us they remembered 'all of our advice', and a further 56% of residents told us they remembered 'most of our advice'
- 54% of residents told us that they had made changes to their property or lifestyle following our visits. They reported a range of changes, including fitting outside lights, removing keys from doors or out of sight, and testing smoke alarms

## ECFRS End of Year Performance Report – 2019/20

- 24% of residents told us that our officers provided additional help following their visit, by signposting them to other services or making direct referrals
- 97% of residents told us that our visit had helped them to improve their safety at home

The Home Safety Team will be repeating this exercise in June and October, to increase the data set available to us and continue to monitor whether our prevention activity achieves the outcomes we intend it to. Our goal is to speak to 200 residents by December 2020.

Also, in February 2020, ECFRS invited Essex Cares Sensory Service to review our Home Safety Service and its accessibility for individuals with hearing and sight impairments. ECSS personnel spent nearly 24 hours with the Home Safety Team, shadowing our personnel while they carried out their roles, they interviewed department management and reviewed our public information available on the internet. While there has been some delay in the report production due to the Covid-19 pandemic, early findings are positive and have indicated some development work that the team can work on through 2020/21.

In March 2020, the Home Safety Team started a programme of risk reviews. Working with specialist partner agencies, we are reviewing the specific fire risks relating to subjects such as Dementia, foster caring and Parkinson's. This will be a rolling process that continues into 2020/21 and will ensure that the voice of those most at risk of fire is key to shaping our prevention activity.

**PREVENTION, PROTECTION AND RESPONSE**

**Objective:** “We will plan and provide effective and efficient prevention, protection and response activities, so the public continue to have trust and confidence in us.”

**PREVENTION**

**Service Measure:** Rate of Accidental Dwelling Fires (ADF) per 10,000 Dwellings

The target for this measure over a rolling 12 month period is 10.3. The table below shows that the rolling 12 month performance for rate of ADF per 10,000 dwellings has improved every year, from 11.1 in 2016/2017 to 10.1 (below target) in 2019/20.

	Rate for Rolling 12 Months	Increase/Decrease
<b>2016/2017</b>	11.1	-
<b>2017/2018</b>	10.8	Decrease by 0.3
<b>2018/2019</b>	10.7	Decrease by 0.1
<b>2019/2020</b>	<b>10.1</b>	<b>Decrease by 0.6</b>

The target for this measure for a month is 0.9. The table below shows that the average rate of ADF in 10,000 dwellings has decreased this year. The minimum rate of ADF per 10,000 dwellings has also decreased to 0.6, below the target. However, the maximum rate is close to target, 1.0.

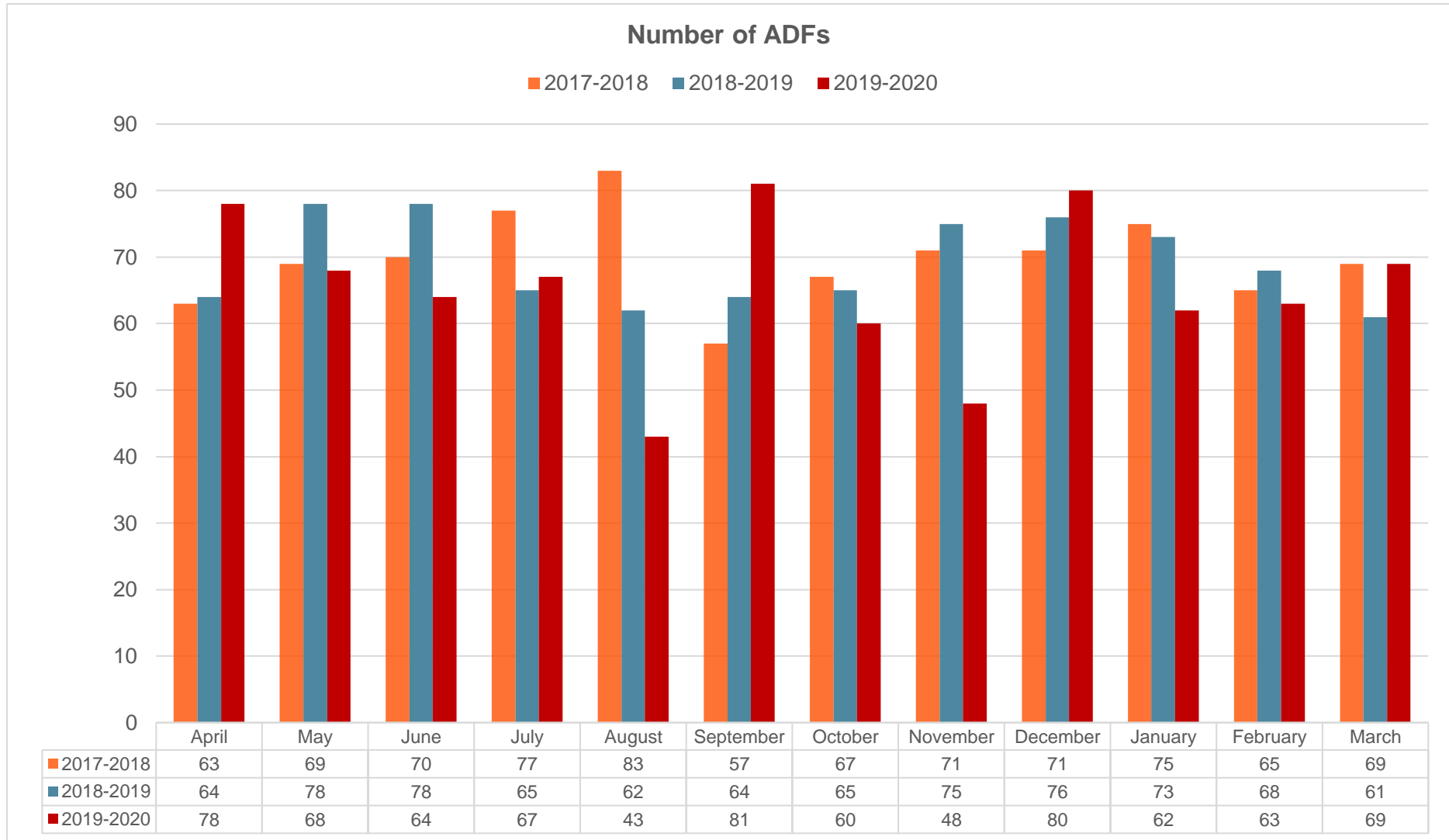
	Average	Minimum	Maximum
<b>2016/2017</b>	0.9	0.7	1.2
<b>2017/2018</b>	0.9	0.7	1.1
<b>2018/2019</b>	0.9	0.8	1.0
<b>2019/2020</b>	<b>0.8</b>	<b>0.6</b>	<b>1.0</b>

**Service Measure:** Number of ADF

The table below shows the average minimum and maximum number of ADFs that have occurred per month each year since April 2017. The average has improved year on year, from 70 in 2017/2018 to 65 in 2019/2020. This year has seen the lowest number of ADFs per month, with 43 in August 2019. The maximum number has had less variation over the last three years. The chart on the following page shows the number of ADFs per month for the last three years.

	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>
2017/2018	70	57 (Sept)	83 (August)
2018/2019	69	61 (March)	78 (May & June)
<b>2019/2020</b>	<b>65</b>	<b>43 (August)</b>	<b>81 (September)</b>

ECFRS End of Year Performance Report – 2019/20

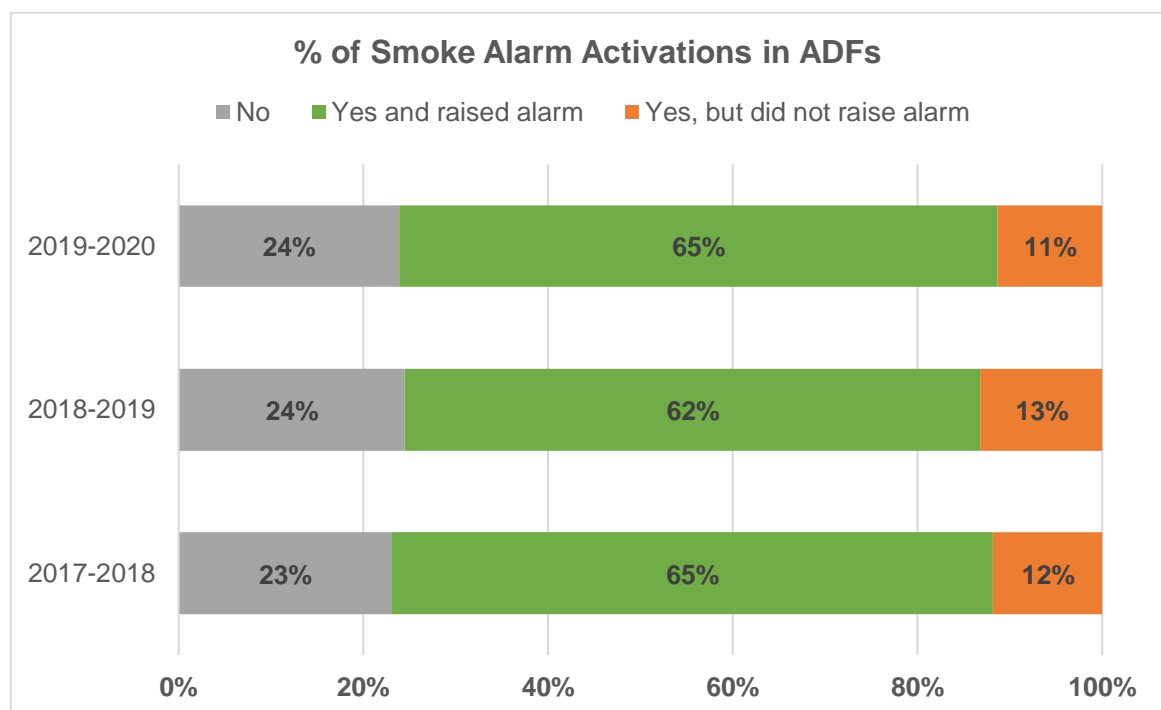


**Service Measure: Smoke Alarm Ownership**

The table below shows the percentage (%) of ADFs where a smoke alarm was present. There has been a small decrease in the percentage of ADF where a smoke was present, when compared to the previous year but more than 2017/2018.

	Present (%)	Not Present (%)
<b>2017/2018</b>	74%	26%
<b>2018/2019</b>	77%	23%
<b>2019/2020</b>	<b>75%</b>	<b>25%</b>

The chart below shows whether the smoke alarms activated during the ADFs, if there was one present. In 65% of ADFs during 2019/2020, a smoke alarm was present and raised the alarm to occupants. The top three reasons for why the alarm did not activate include: the fire was not close enough to the detector (on average, 39% of incidents in the last three years), fire was in an area not covered by system (16%) and alerted by other means (13%). In ADFs where the alarm was present but not raised – for about 60% of the incidents, an alarm was raised before the system operated.



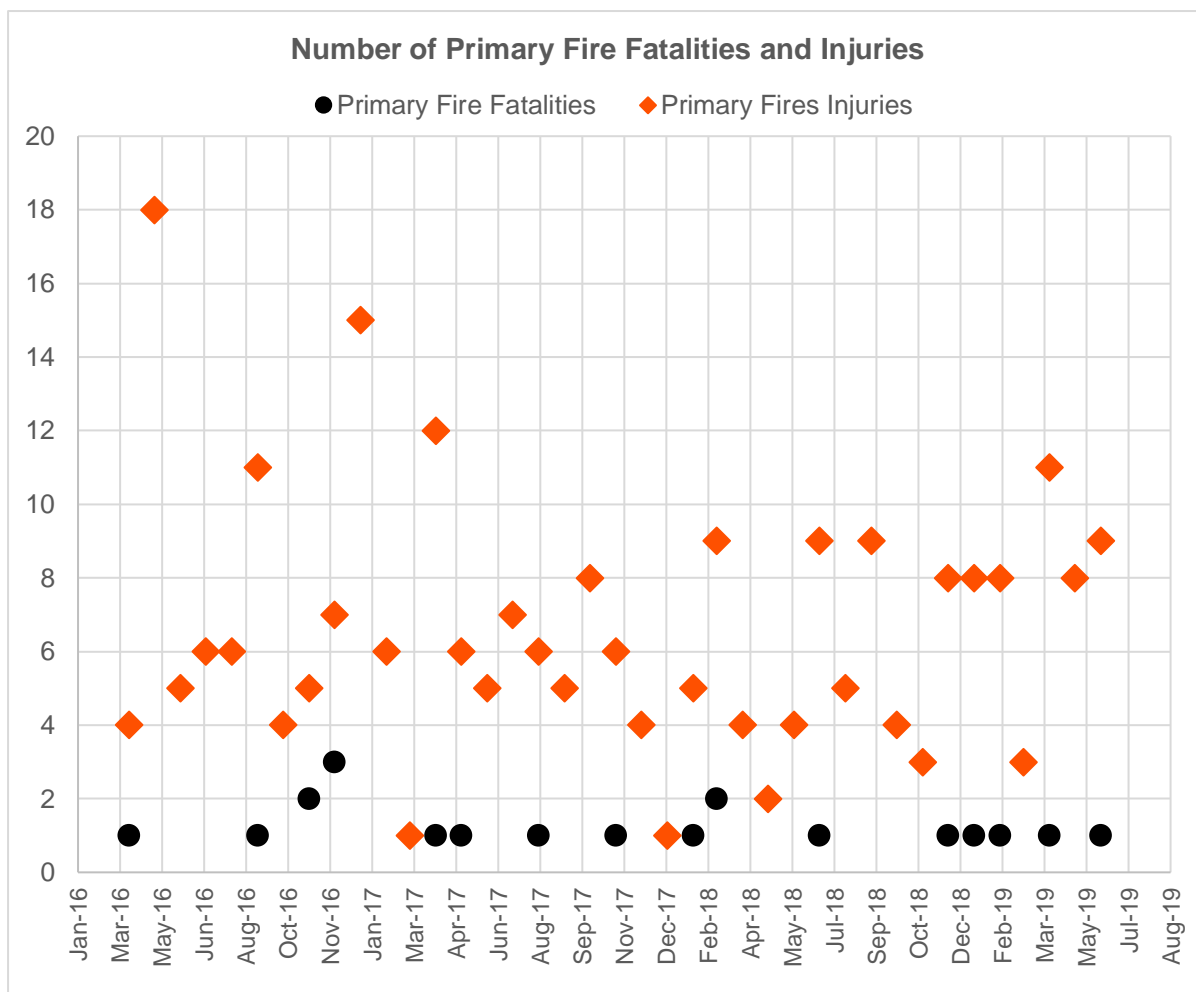


**Fire and Rescue Plan Measure: Reduction in Injuries and Fatalities**

The table below shows that the number of primary fire fatalities and injuries have decreased every year for the last four years.

	Primary Fire Fatalities	Primary Fire Injuries
<b>2016/2017</b>	7	88
<b>2017/2018</b>	7	74
<b>2018/2019</b>	4	67
<b>2019/2020</b>	2	65

The chart below shows the count and temporal distribution of the primary fire fatalities and injuries. The highest number of primary fire fatalities in a month was 3 in November 2016 and highest number of primary fire injuries was 18 in May 2016.



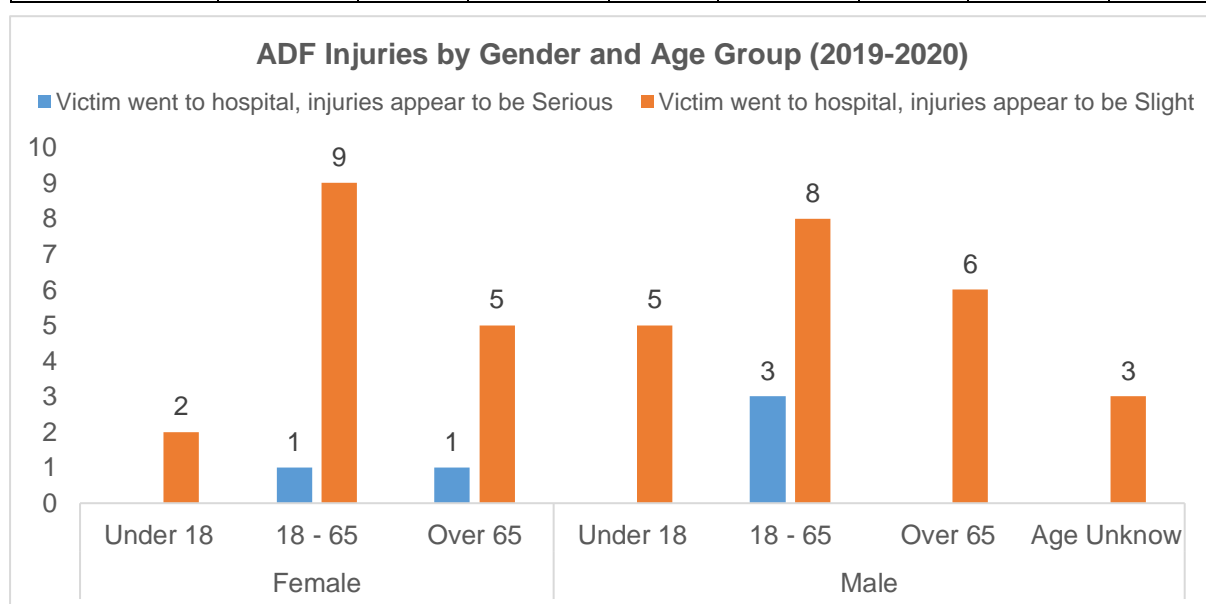
Similar to the previous table, the number of fatalities and injuries caused from ADFs.

	ADF Fatalities	ADF Injuries
<b>2016/2017</b>	6	55
<b>2017/2018</b>	6	48
<b>2018/2019</b>	1	42
<b>2019/2020</b>	<b>2</b>	<b>43</b>

The tables below show the age groups and gender of ADF fatalities and injuries. It shows that males, particularly those aged 65 and over, have been the main victims of ADFs.

Fatalities	Aged 0 - 17		Aged 18 - 64		Over 65		Age Unknown	
	Female	Male	Female	Male	Female	Male	Female	Male
2016-2017	1		1		1	2	1	
2017-2018		1		1	1	2	1	
2018-2019				1				
2019-2020						1		1

Injuries	Aged 0 - 17		Aged 18 - 64		Over 65		Age Unknown	
	Female	Male	Female	Male	Female	Male	Female	Male
2019-2020	2	5	10	11	6	6		3



The main source of ADF injuries for females was careless handling, either due to knocking over or sleep/unconsciousness. For males, the main source of ADF injuries was cooking. Combustible articles too close to heat source (or fire) was another source of ADF injuries across all age groups and gender.

**Service Measure: Rate of Deliberate Fires**

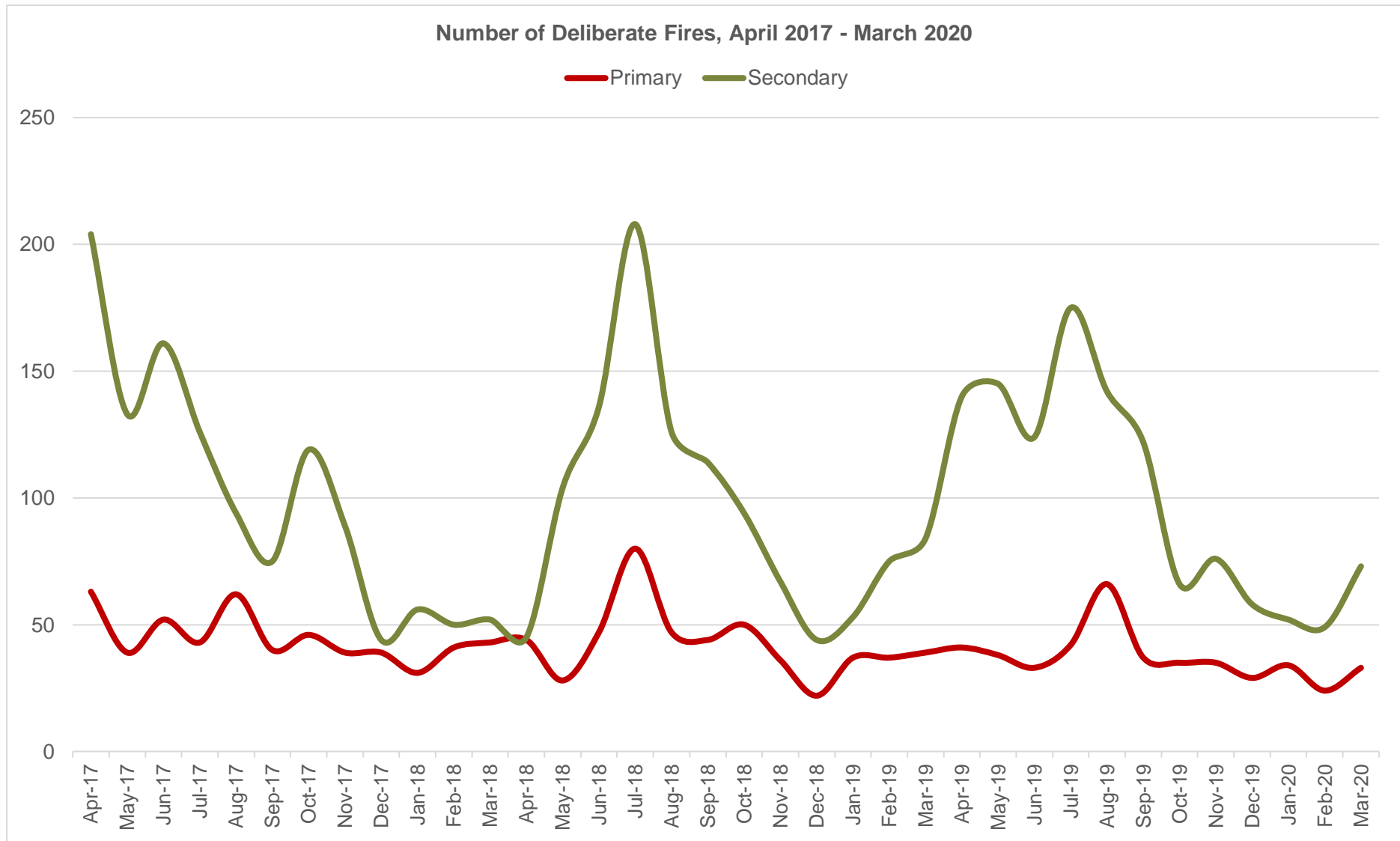
The table below shows that the number and rate of deliberate primary fires has decreased every year. The number of deliberate secondary fires has increased slightly this year, in comparison to last, and the rate has remained the same at 0.6.

	Primary Fires		Secondary Fires	
	Average	Rate	Average	Rate
<b>2017/2018</b>	45	0.3	100	0.6
<b>2018/2019</b>	43	0.3	96	0.6
<b>2019/2020</b>	<b>37</b>	<b>0.2</b>	<b>102</b>	<b>0.6</b>

The chart on the following page shows the number of deliberate fires since April 2017. The number of deliberate primary fires has generally remained below 50 incidents a month, except for peaks in July 2018 and August 2019. The lowest number of deliberate primary fires during this period was 22 in December 2018.

The peak month for deliberate secondary fires is July 2018, as there were 208 incidents. In 2019/20, there were 175 incidents, also in July. There was another small peak in deliberate secondary fires in April last year.

ECFRS End of Year Performance Report – 2019/20



**PROTECTION**

**Service Measure: Fires in Non-Residential Properties**

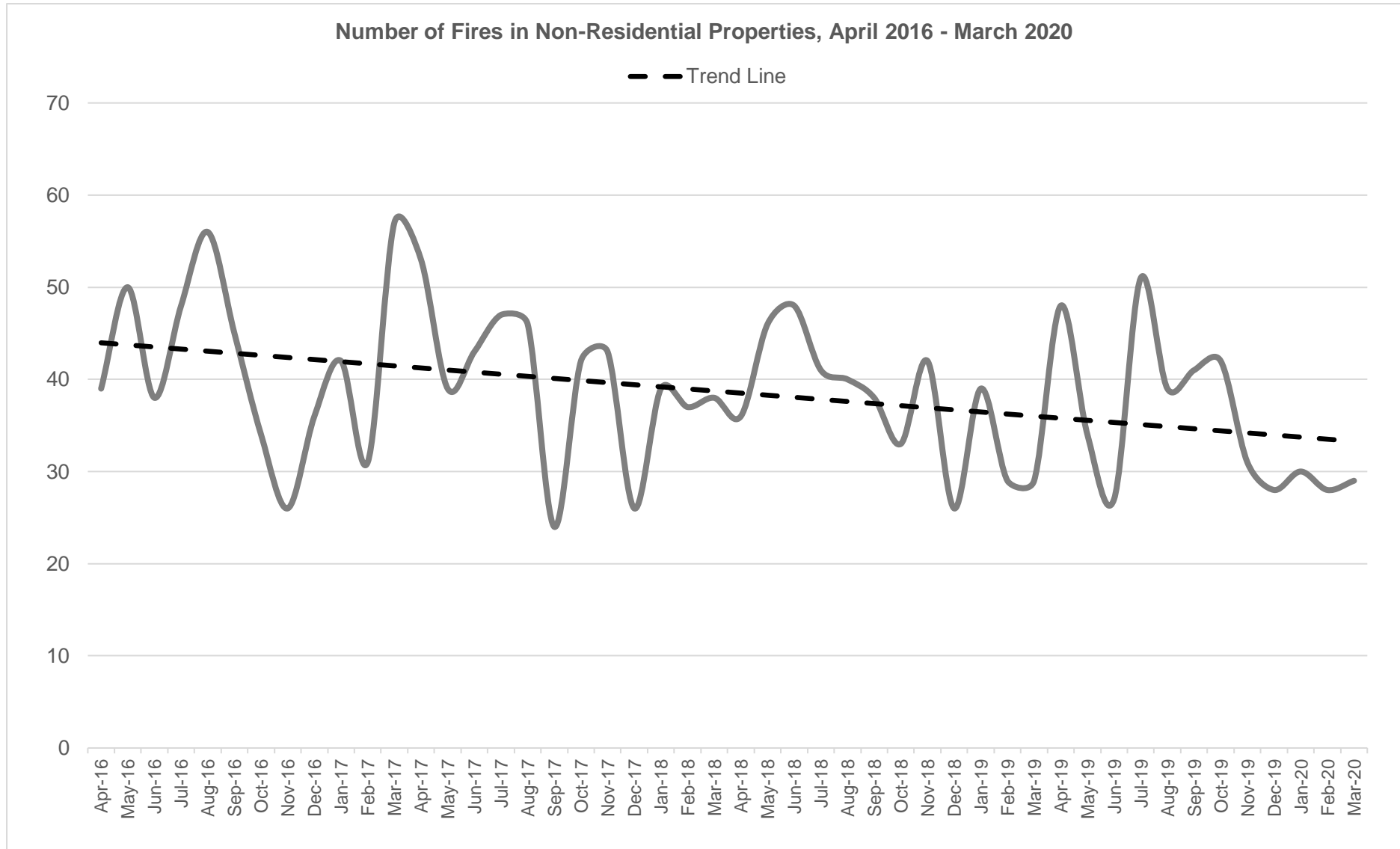
The table below shows that the number of fires in non-residential properties has decreased gradually since 2016/2017. This decrease is reinforced by the direction of the trend line on the chart, which is on the following page.

	<b>Total</b>	<b>Increase/Decrease</b>
<b>2016/2017</b>	502	-
<b>2017/2018</b>	477	Decrease by 25
<b>2018/2019</b>	447	Decrease by 30
<b>2019/2020</b>	<b>428</b>	<b>Decrease by 19</b>

The table below shows the average number of fires attended in a month per year, as well as the minimum (lowest) and maximum (highest) number of fires attended and in which month they occurred in. The average number of fires per month has decreased year on year, from 42 in 2016/2017 to 36 in 2019/2020.

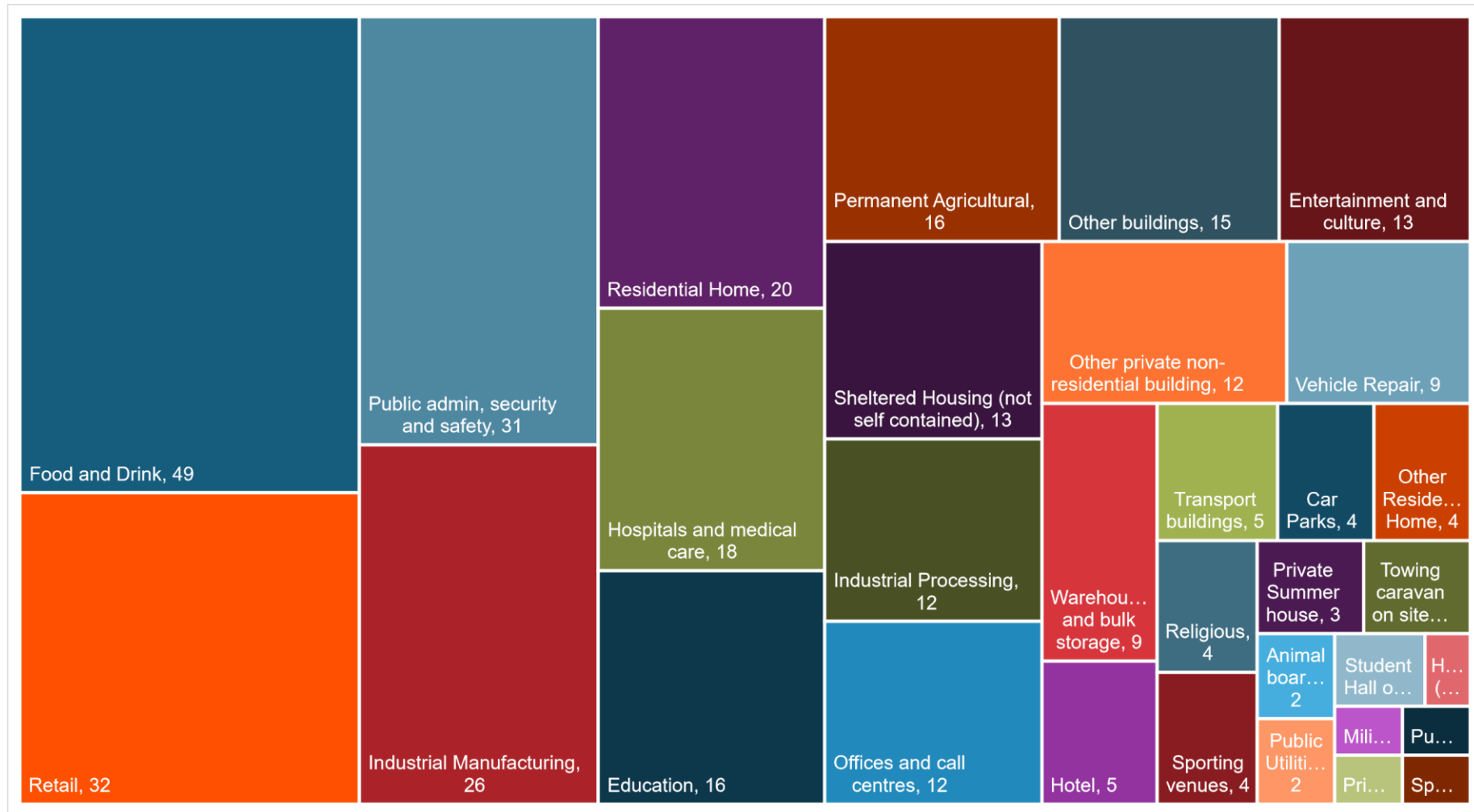
The table also shows that the lowest number of fires (in non-residential property) attended per month was 24 in September 2017, whereas the lowest in 2019/20 was 27 in June. The highest number of fires in this property type was 57 in March 2017. In 2019/20, the number was 51 in July 2019, which is slightly more than previous year’s maximums but still lower than 2016/17 and 2017/2018’s maximums.

	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>
<b>2016/2017</b>	42	26 (Nov 16)	57 (Mar 17)
<b>2017/2018</b>	40	24 (Sept 17)	53 (Apr 17)
<b>2018/2019</b>	37	26 (Dec 18)	48 (Jun 18)
<b>2019/2020</b>	<b>36</b>	<b>27 (Jun 19)</b>	<b>51 (Jul 19)</b>



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The treemap below shows the property types that were involved in non-domestic fires in 2019/20. Food and drink premises were involved in the most fires, with 49 incidents, followed by retail with 32 incidents.



**ECFRS Protection Activities**

**Inspections**

Number of inspections carried out by Operational Personnel: **6842 issued**

As of mid-April, 2305 (34%) of the 6842 inspections have been inputted to CRM. Approximately 50 – 75 inspections are being inputted on a daily basis, despite an ongoing pandemic.

**Audits**

In FY 2019/20, there were 824 audits undertaken by ECFRS. Over half, 55% (454) of the audits were satisfactory and the remaining 45% (370) were unsatisfactory.

**Enforcement**

Totals for 2019/2020		Details
<b>370</b>	<b>Notification of Deficiencies</b>	-
<b>7</b>	<b>Number of Prohibition Notices Served</b>	<b>3 Licensed premises</b> <b>2 Shops</b> <b>1 Hotel</b> <b>1 HMO</b>
<b>0</b>	<b>Enforcement Notices</b>	-

**Statutory Consultations**

- Building Regulations Consultations: **1326**
- Other Consultations: **1289**

**Other Protection Activity**

Alleged Fire Risks investigated: **234**



## **Commentary**

The number of Fire Safety Audits has remained almost the same as last year, our ability to audit has been affected by increased work in other areas of TFS, along with changes to the staffing of the department. The resignation of two Inspecting Officers and the appointment of ten new members of staff, all who have required to be mentored to some degree and the majority of whom (8), have no prior fire safety experience and require training, has clearly impacted the capacity of the experienced officers to audit. However, training of the new personnel is underway, and it is anticipated that by mid to late 2020 they will be considered competent to independently undertake simple audits, increasing the department's capacity.

There has been an increase in the number of Building Regulations consultations dealt with, rising from 1287 in 2018-19 to 1326 in 2019-20. Other consultations, which include planning, licensing and consultations in respect to HMO's, have risen significantly from 393 in 2018-19 to 1289 in 2019-20, considered to be due to increases in building projects proposed across the county along with changes in legislation relating to HMOs. The increase in Building Regulations and other consultations has meant that our most competent inspecting officers are required to spend more time assessing the consultations and negatively impacting their ability to audit complex premises. Training is underway to train those already competent to audit simple premises to audit complex premise and also assess consultations.

Alleged Fire Risks reported to the Protection Team have also increased significantly from 146 in 2018-19 to 234 in 2019-20. Alleged Fire Risks are prioritised over normal workstreams by inspecting officers, due to the potential seriousness of their nature and therefore, come at the expense of routine audits.

## **Actions Following HMICFRS**

Following on from the HMICFRS inspection in the summer of 2019, the Protection Department responded quickly to feedback received. A Protection Improvement Plan was developed to address the issues identified, covering four main areas:

- 1. A Strategy**
- 2. Risk Based Inspection Programme (RBIP) and capacity to audit premises identified**
- 3. Quality Assurance of Audits/ Inspections**
- 4. Training of operational personnel in fire safety to demonstrate competence to inspect**

A summit was held in September 2019 to engage with all Protection Team Members, to present the improvement plan and to invite feedback.

At the end of 2019/20, activities against the Protection Improvement Plan are:

1. A strategy has been developed.
2. A new risk-based inspection programme is currently at an advanced stage of development. The Service has attended conferences and regional meetings to discuss this and has engaged with a National Fire Chief's Council initiative in relation to Risk Based Inspection Programmes.

The new RBIP will be more data driven, assessing a variety of factors including levels of enforcement activity taken against property types and fires and their severity/ impact. The intention is also to move to a more accurate database of premises using Ordnance Survey's AddressBase Premium product, which is regularly updated.

3. The department has recently recruited ten new inspecting officers, two of whom were already trained and competent protection officers.

The department's succession plan has been reviewed, it has been acknowledged that due to the age profile of the department there is a risk of 15 officers retiring at short notice, with many of these being experienced/ qualified team members. Two other officers resigned to work in another sector.

A quality assurance process has been developed and is due to be rolled out imminently.

4. Training is underway for protection staff, with six team members recently successfully completing their BTEC Level 3 Certificate in Fire Safety and are due to start their Level 4 Diploma Course. The eight new entrants without prior fire safety experience have been enrolled on the Level 3 Course and completed their first module in March 2020.

Wholetime operational crews have received a new training package, the initial part of which was delivered by protection officers and followed up by online modules completed on the Elite system. A revised FSO40 form has also been developed and is likely to be implemented with the adoption of the replacement for CRM. A project is currently underway replace the Service's CRM system, personnel from Protection and Prevention have had a workshop to view the system currently used by Cambridgeshire.

The Service now has three qualified fire engineers, having recently successfully completed a Level 5 Diploma in Fire Engineering as CPD for their specialism. In addition to this, as part of the Service's succession planning, a further protection team member has been enrolled on the BEng (Hons) Fire Engineering Degree Course at the University of Central Lancashire.

Protection officers have attended NFCC CFOA National and Regional Meetings (Fire Engineering Technical Standards, Business Safety Group, Fire Investigation).

New posts have been developed within the department, which are:

- **Primary Authority Scheme Manager post** – the purpose of this post is to provide assured advice on fire safety to businesses that operate premises in different counties across the UK, to ensure that the advice they receive in the different counties is consistent. Partners we currently have are The Salvation Army, Care UK, Co-Op East and the Radisson Hotel Group. An officer has recently been appointed to the role and is in discussion with a number of potential new partners.
- **Business Engagement Manager** – the purpose of this post will be to increase engagement with businesses in relation to fire safety messages and compliance, through arranging seminars with market sectors and groups, they will also be responsible for monitoring and assessing unwanted fire signals and a point of contact for the department in relation to human trafficking/ modern day slavery.

The Protection Team has engaged with many calls for evidence issued by the Ministry of Housing, Communities and Local Government (MHCLG) and the National Fire Chiefs Council (NFCC). Many of these have been related to the Grenfell fire in 2017, to pave the way for a new fire Safety Regime. For example, how to implement the recommendations of the Hackitt Report 'Building a Safer Future', changes to the Building Regulations, changes to the Regulatory Reform (Fire Safety) Order 2005 and recommendations from Phase 1 of the Grenfell Tower Inquiry.

### **Thematic Inspection Programme Focus: University Buildings**

Following the fire affecting student accommodation in Bolton in November 2019, the Protection Team implemented a thematic inspection programme of all university buildings including student accommodation. Key activities during the programme:

- Over a hundred buildings were audited within a 4-week period
- A small number of premises were identified as being clad with High Pressure Laminate (HPL) following on from the Grenfell fire where Aluminium Composite Material (ACM) has been identified as being responsible for the rapid spread of the fire, HPL has been identified as having the potential to cause similar fire spread. Protection officers are working with those responsible for those buildings to ensure that appropriate safety arrangements are in place to ensure the occupants are safe while the buildings are remediated

- Similarly, in Southend, a university building self-presented itself to the department as a survey had revealed that it had HPL cladding prior to the Bolton fire that was not compliant with the requirements of the Building Regulations. Protection officers have worked with the university to ensure that the building remains as safe as possible while remediation takes place, this includes protection officers attending on site meetings with students.

### **Sprinklers and Automatic Water Suppression Systems**

The Protection Team continues to promote and support the use of sprinklers and automatic water suppression systems. The Service has processed two successful applications, the first for Joseph Rank House in Harlow which provides housing for tenants who have a broad range of physical mobility and social communication issues. Joseph Rank House also provides accommodation for key workers who work long shifts at all hours of the day and night.

The second project is a Lightship owned by the Fellowship Afloat Charitable Trust (FACT). The trust provides outdoor adventure activities, it is based on a converted light vessel permanently moored on the coast, and it's an activity venue for youth clubs, schools, churches, special needs groups and those wishing to gain sailing qualifications.

Additionally, a part funded sprinkler installation has been completed at the 16 storey Bertrand Tower student accommodation block at the university campus in Colchester. This will enhance the safety of both students residing in the premises as well as firefighters attending a fire there.

### **Fire Investigation**

The department is working towards attaining ISO17020 for Fire Scene Investigation, in doing this we have been working closely with the police and crime scene investigators.

The department has been continuously developing Tier 1 Fire Investigation course and our cold fire scene at Wethersfield, with the intention of getting the course accredited to a BTEC Level 2 Standard. The scene at Wethersfield is imminently due to undergo a refit to enable us to set some more challenging fire scenes up for our operational officers to investigate.

Our Tier 2 fire investigation officers are currently trained or due to be trained to reach a Level 5 qualification as recommended by the NFCC to comply with the ISO Standard recommendations. In 2019/2020, Level 2 officers completed 121 Tier 2 Fire Investigations.

Officers in the protection department also offer advice and assistance to personnel requested to attend interviews with representatives of insurance companies or to attend Crown, Magistrates or Coroners Courts. As an example of the impact our fire investigation officers have, following a murder in Clacton on Boxing Day 2018, which was attended initially as a fire by local crews. Essex FI officers assisted the police with their investigation which culminated in a trial in summer 2019, where the officers' investigation assisted in the successful prosecution of the two suspects who were both sentenced to 23 years in jail.

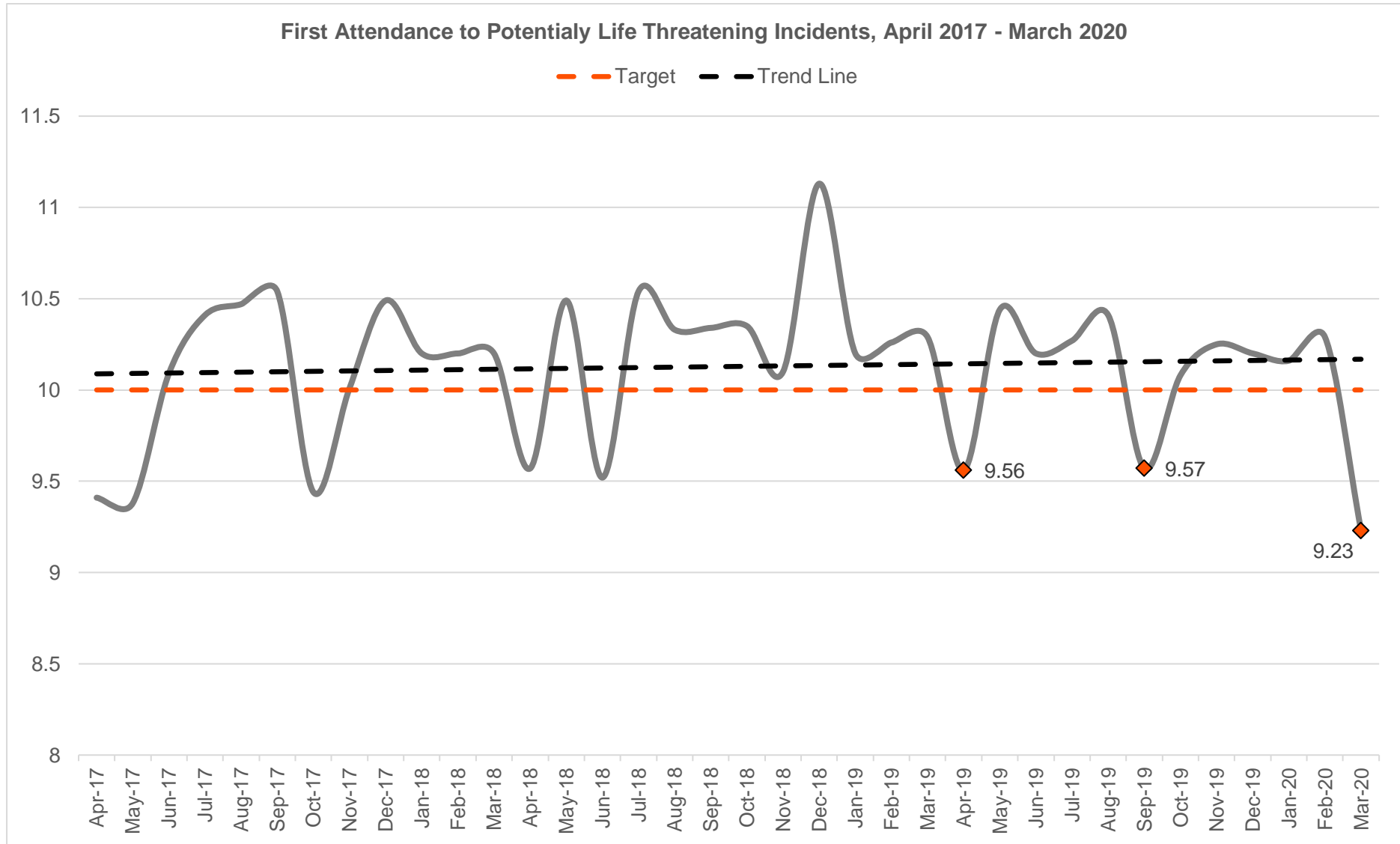
**RESPONSE**

**Service Measure:** First Attendance to a Potentially Life-Threatening Incident within an Average of 10 minutes

The table below shows that the Service has improved its performance against this Service measure, when compared with previous years. The Service is 6 seconds away from reaching the target of a 10-minute average for first attendance to potentially life-threatening incidents.

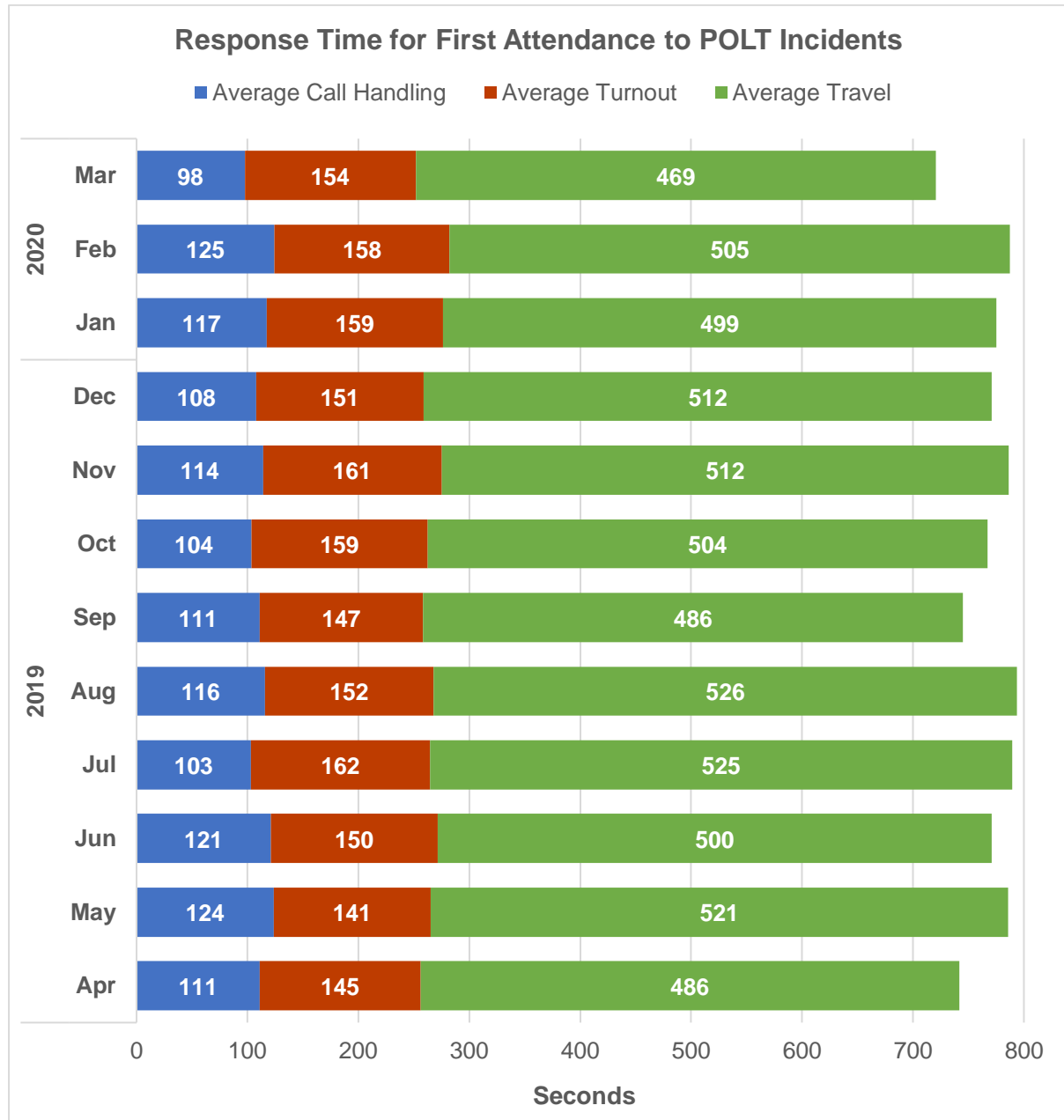
<b>First Attendance to Potentially Life-Threatening Incidents</b> Target – Average of 10 minutes	
<b>2017/2018</b>	10 minutes 7 seconds
<b>2018/2019</b>	10 minutes 26 seconds
<b>2019/2020</b>	<b>10 minutes 6 seconds</b>

The chart on the following page shows that the Service has met the target for this measure eight times since April 2017, and three of these were in 2019/2020. They occurred in April 2019, September 2019 and March 2020. The chart also shows that the Service has normally been within 30 seconds of the average, except for December 2018 when the attendance time was 11 minutes and 13 seconds.



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The chart below shows the average times for call handling, turnout and travel for appliances that were in first attendance to potentially life threatening (POLT) incidents for 2019/2020. The averages for the year: 1 minute 53 seconds for call handling, 2 minutes 33 seconds for turnout and 8 minutes and 24 seconds for travel.



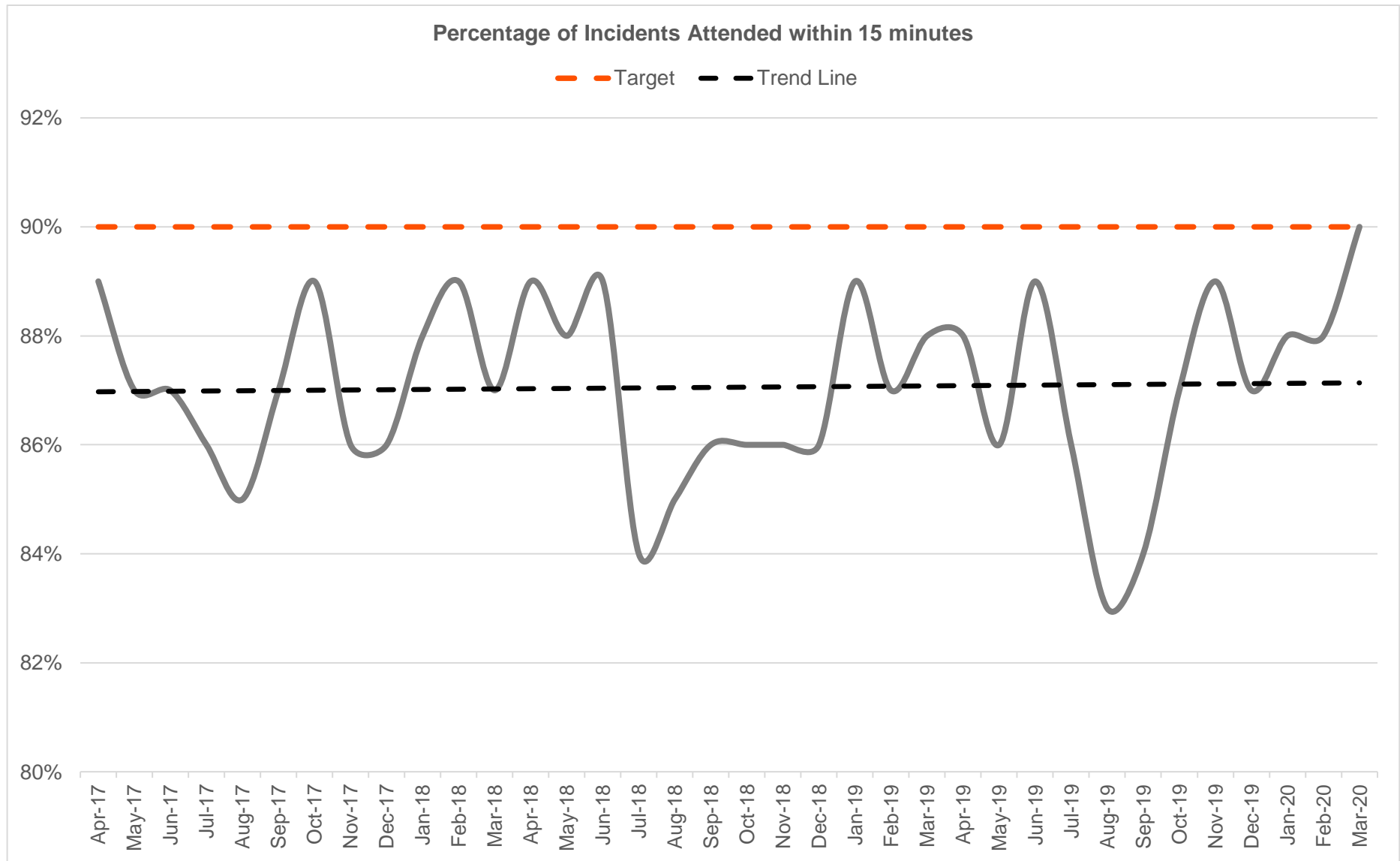


**Service Measure:** Percentage of Incidents Attended within 15 minutes

The table below and chart on the following page shows that in the last three years, the Service has met the target for this measure once, in March 2020. However, the Service has been close to it, within 3%, every year. This is shown in the line chart below and there are two months (July 2018 and August 2019) in the last few years where the percentage of incidents attended within 15 minutes was below 84%.

<b>Time of Call to Arrival - % of all incidents within 15 minutes</b>	
Based on first Essex appliance at scene, excludes resilience appliances	
Target – 90% within 15 minutes	
<b>2017/2018</b>	<b>87%</b>
<b>2018/2019</b>	<b>87%</b>
<b>2019/2020</b>	<b>87%</b>

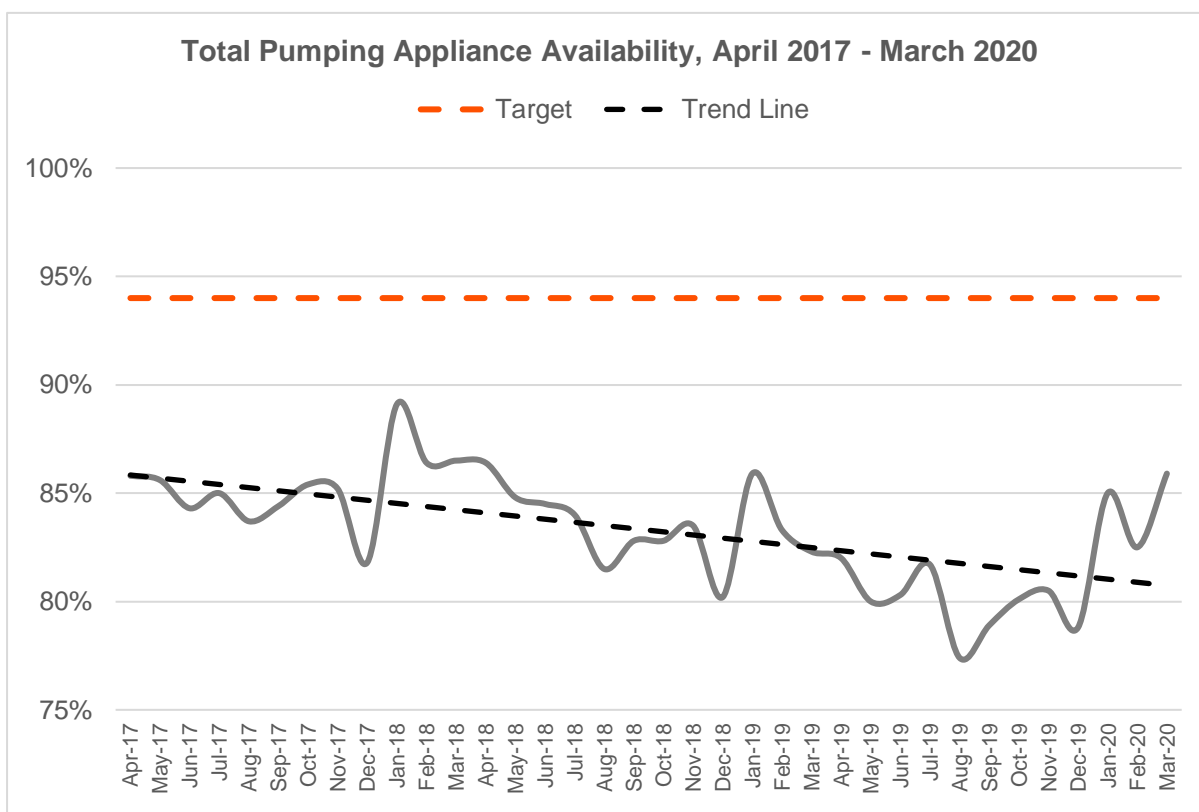
ECFRS End of Year Performance Report – 2019/20



**Service Measure: Total Pumping Appliance Availability**

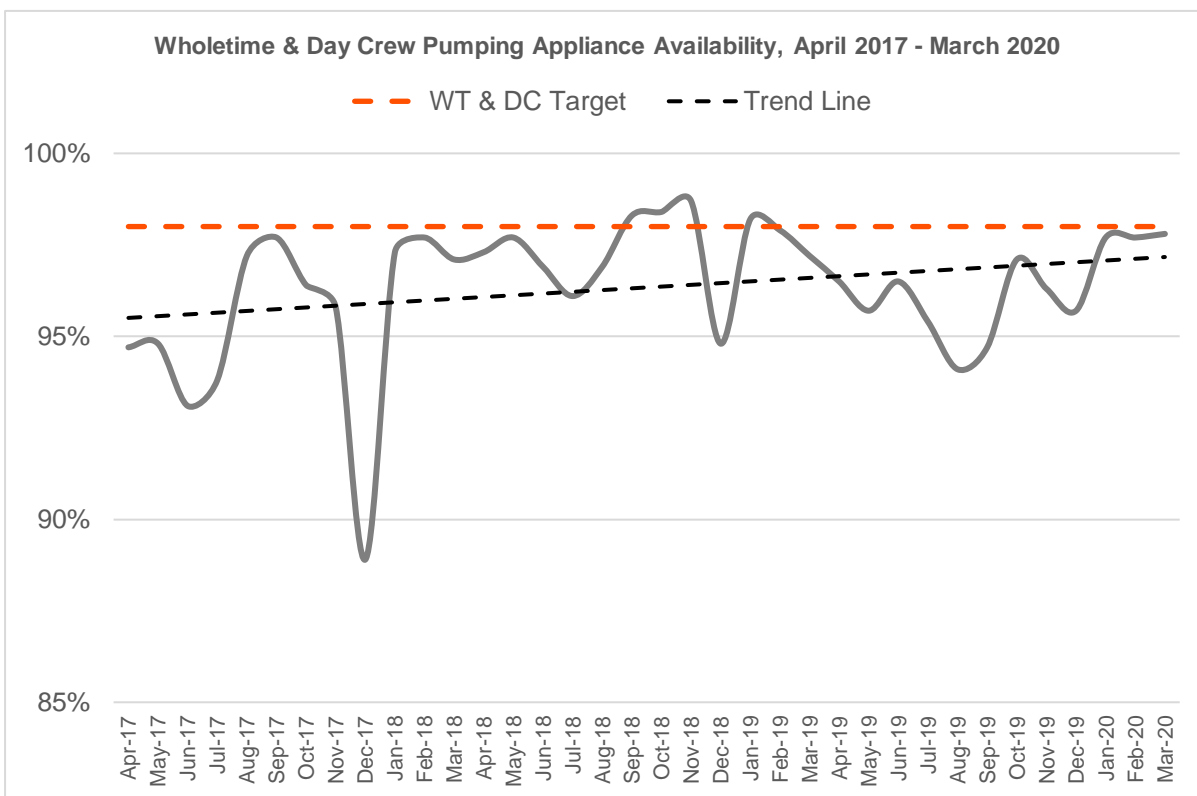
The total pumping appliance availability for this year was 81% and did not meet the target of 94%. The Service has not met the target since April 2017, reinforced by the downward direction of the trend line on the chart. The lowest availability during this period was in July 2019 at 77.4% and highest was 89.1% in December 2017. There are notable increases in total appliance availability in January.

Total Pumping Appliance Availability	
Target – 94%	
2017/2018	85%
2018/2019	84%
2019/2020	81%



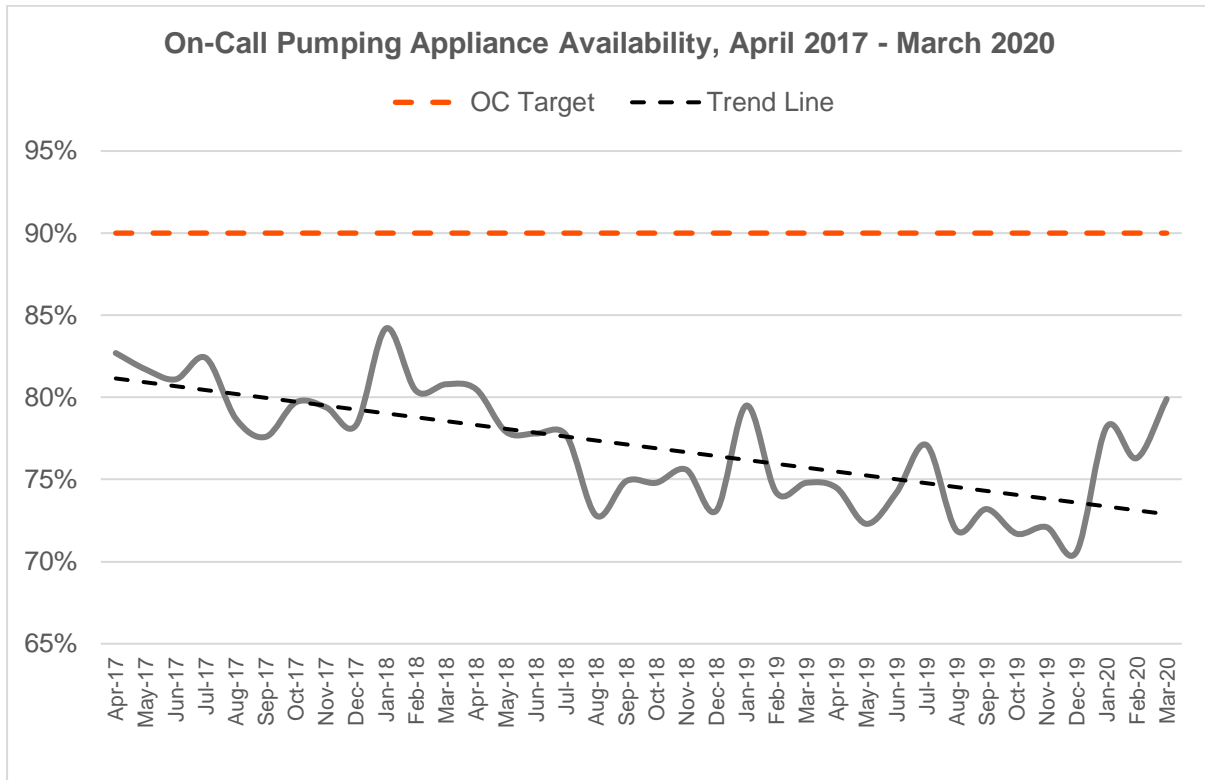
The table and chart on the following page shows that the Service has not met the target for Wholtime and Day Crew pumping appliance availability in the last three years. In 2019/2020, there was a gradual decrease in availability for the first five months, followed by an increase in September and October 2019. Availability decreased between October and December 2019 but has increased again (nearly to target) to over 97% from January to March 2020.

<b>Wholetime &amp; Day Crew Pumping Appliance Availability</b> Target – 98%	
<b>2017/2018</b>	<b>95%</b>
<b>2018/2019</b>	<b>97%</b>
<b>2019/2020</b>	<b>96%</b>



The Service has not met the On-Call pumping appliance availability of 90% for the last three years, as shown in the table below and chart on the following page. However, similar to Wholetime and Day Crew pumping appliance availability, the total availability for On-call pumping appliances has increased in the last two months of the year.

<b>On-Call Pumping Appliance Availability</b> Target – 90%	
<b>2017/2018</b>	<b>81%</b>
<b>2018/2019</b>	<b>76%</b>
<b>2019/2020</b>	<b>74%</b>



The tables on the next four pages show Wholetime & Day Crew and On-Call pumping appliance availability by command group from January 2019 – March 2020. The colours depict:

- Blue – exceeded target
- Green – met target
- Yellow – close to target
- Red – below target

## ECFRS End of Year Performance Report – 2019/20

<b>North East</b>															
WholeTime/Day Crew															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Clacton	98.3%	98.0%	98.3%	98.8%	97.9%	97.4%	98.8%	98.0%	99.5%	99.5%	97.4%	97.8%	99.4%	98.1%	99.4%
Colchester	99.0%	96.6%	98.0%	89.4%	87.6%	94.8%	93.4%	97.7%	93.2%	98.3%	95.9%	97.5%	97.6%	97.8%	97.4%
Dovercourt	98.3%	97.2%	98.7%	100.0%	98.4%	100.0%	92.0%	96.4%	95.5%	98.1%	96.7%	95.8%	99.1%	98.2%	99.5%
On- Call															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Brightlingsea	97.3%	98.8%	98.3%	99.1%	97.0%	95.1%	96.2%	90.7%	96.3%	90.4%	94.8%	79.7%	85.4%	83.0%	95.7%
Burnham	60.7%	67.6%	49.1%	74.1%	84.0%	64.1%	79.0%	77.0%	78.0%	81.6%	81.6%	68.2%	92.6%	88.8%	85.7%
Clacton	97.0%	95.1%	95.4%	97.3%	96.1%	93.1%	95.3%	90.0%	87.3%	90.1%	85.1%	75.7%	95.3%	86.5%	92.1%
Dovercourt	80.1%	72.8%	77.3%	62.1%	38.8%	69.4%	79.6%	66.2%	65.0%	79.1%	82.3%	54.6%	71.6%	83.8%	79.0%
Frinton	99.8%	94.7%	99.9%	99.1%	97.2%	99.4%	99.2%	94.3%	91.8%	95.6%	97.2%	96.3%	98.8%	94.4%	95.0%
Maldon	96.0%	89.8%	91.8%	86.8%	84.7%	88.2%	85.2%	86.8%	86.2%	87.8%	87.6%	84.7%	92.7%	88.0%	91.9%
Manningtree	85.3%	90.6%	85.8%	93.8%	96.8%	89.4%	89.8%	85.5%	72.7%	76.7%	72.5%	65.0%	81.3%	68.5%	72.4%
Tillingham	86.7%	77.9%	66.3%	78.6%	72.9%	55.4%	65.4%	75.3%	53.6%	67.3%	80.5%	77.7%	70.3%	92.6%	91.9%
Tiptree	96.4%	93.6%	93.4%	94.1%	91.7%	90.5%	91.1%	86.1%	92.0%	83.9%	82.6%	78.8%	77.9%	77.2%	68.8%
Tollesbury	50.0%	41.5%	50.0%	47.9%	53.2%	61.6%	65.8%	62.5%	59.0%	60.5%	64.1%	53.6%	60.4%	62.6%	68.8%
Weeley	98.0%	98.8%	99.2%	97.9%	97.1%	98.2%	96.7%	96.4%	98.2%	96.7%	98.0%	97.7%	99.2%	95.6%	98.2%
West Mersea	98.7%	99.5%	99.6%	94.5%	76.3%	79.8%	75.3%	67.9%	74.9%	76.9%	74.2%	85.5%	73.9%	71.8%	76.4%
Wivenhoe	73.2%	82.0%	70.4%	65.5%	63.5%	56.9%	84.9%	81.4%	73.6%	83.6%	80.9%	69.3%	81.4%	89.8%	86.3%

Wholetime and Day Crew pumping appliances in the North East command group have largely been close to, met or exceeded the availability target. For example, Dovercourt's day crewed appliance hit 100% availability twice, in April and June 2019. On-Call pumping appliance availability at Brightlingsea, Clacton, Frinton and Weeley has consistently been met during 2019/20. In recent months, Tillingham's and to a lesser extent, Wivenhoe's appliances availability has also increased.

December is a month where on-call pumping appliance (except for Frinton and Weeley) availability significantly decreases, which is almost certainly due to the holiday season.

ECFRS End of Year Performance Report – 2019/20

<b>North West</b>															
WholeTime/Day Crew															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Harlow Central	98.4%	98.8%	96.4%	96.2%	96.2%	96.2%	95.9%	95.7%	95.5%	97.8%	97.5%	98.1%	96.3%	98.2%	98.4%
On-Call															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Braintree	91.1%	73.4%	76.5%	69.9%	75.7%	67.7%	80.0%	70.7%	66.7%	73.5%	78.8%	84.9%	95.6%	88.6%	90.4%
Coggeshall	74.4%	68.8%	77.6%	78.9%	76.2%	69.3%	72.6%	59.2%	68.8%	75.1%	75.8%	63.2%	82.9%	64.9%	78.6%
Dunmow	72.7%	72.5%	64.3%	72.3%	65.2%	71.2%	73.0%	75.2%	68.3%	77.6%	76.3%	73.1%	83.0%	70.8%	82.0%
Halstead	90.5%	88.9%	83.4%	81.4%	80.3%	65.7%	76.6%	68.9%	80.9%	82.0%	78.4%	73.2%	89.4%	84.3%	86.2%
Leaden Roding	4.7%	41.2%	55.8%	53.5%	22.4%	50.5%	60.5%	34.1%	55.9%	50.2%	57.3%	53.7%	62.6%	48.6%	64.7%
Newport	84.1%	91.8%	96.7%	96.5%	89.3%	96.8%	91.7%	95.1%	94.5%	97.9%	95.0%	94.3%	88.4%	96.0%	98.4%
Old Harlow	75.2%	63.2%	57.5%	49.8%	56.8%	53.6%	60.6%	49.1%	54.2%	47.1%	46.1%	36.7%	55.4%	52.3%	63.1%
Saffron Walden	97.7%	92.1%	95.6%	94.8%	99.4%	96.2%	96.3%	85.7%	94.8%	94.0%	96.9%	98.2%	99.2%	96.8%	98.5%
Sible Hedingham	55.9%	59.5%	63.4%	64.1%	53.3%	54.0%	59.6%	46.4%	58.7%	63.9%	63.9%	59.3%	61.5%	59.8%	70.5%
Stansted	94.8%	93.8%	93.3%	96.0%	88.9%	91.0%	91.1%	95.8%	90.3%	92.4%	95.1%	96.9%	95.2%	99.3%	96.9%
Thaxted	75.4%	68.3%	64.3%	66.5%	57.9%	64.7%	60.6%	50.6%	60.5%	62.6%	69.4%	73.8%	77.3%	71.5%	77.1%
Wethersfield	85.0%	79.6%	83.8%	76.6%	83.5%	77.9%	71.6%	34.2%	77.0%	66.4%	68.0%	70.7%	84.0%	82.5%	82.6%
Witham	72.3%	72.9%	65.5%	70.1%	57.8%	55.9%	37.9%	42.7%	38.4%	36.3%	49.6%	46.3%	52.1%	41.8%	61.6%

Harlow Central is the only wholetime pumping appliance station in the North West command group, and their availability has consistently remained above 95.5% during 2019/2020. In recent months, Harlow Central has met the target several times. The on-call pumping appliances at Newport, Saffron Walden and Stansted have consistently met the target. In the last three months, there has been considerable improvement in availability at Braintree, Halstead, Wethersfield as their availability becomes close to the target.

ECFRS End of Year Performance Report – 2019/20

<b>South East</b>															
WholeTime/Day Crew															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Chelmsford	97.5%	98.2%	97.6%	94.3%	91.7%	92.8%	94.1%	95.9%	92.7%	97.1%	97.0%	95.6%	98.3%	98.4%	98.5%
Great Baddow	97.5%	97.4%	92.7%	98.6%	91.7%	91.8%	88.8%	76.4%	93.2%	88.6%	94.1%	87.8%	98.2%	95.4%	95.7%
Leigh	98.3%	98.1%	97.9%	98.7%	93.8%	99.1%	97.8%	98.1%	97.0%	96.8%	96.4%	97.2%	98.0%	98.3%	98.0%
Rayleigh Weir	98.5%	96.8%	99.0%	99.4%	98.4%	99.3%	98.4%	98.0%	99.3%	98.9%	99.0%	99.0%	97.9%	97.8%	98.7%
South Woodham	98.8%	99.7%	97.4%	96.4%	92.2%	89.9%	79.7%	39.3%	66.3%	79.6%	86.5%	83.7%	99.3%	91.4%	92.8%
Southend	98.5%	99.5%	98.7%	97.2%	97.8%	97.1%	97.4%	98.2%	96.5%	99.5%	94.4%	94.9%	98.5%	98.7%	96.8%
On-Call															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Canvey	65.8%	47.8%	47.2%	44.0%	51.0%	48.5%	55.2%	50.9%	53.0%	41.5%	37.4%	51.3%	53.4%	48.9%	54.8%
Hawkwell	99.8%	91.9%	96.1%	98.8%	96.9%	97.4%	96.5%	100.0%	91.1%	95.8%	94.6%	98.5%	99.2%	100.0%	95.5%
Rochford	64.2%	59.3%	86.6%	82.2%	75.9%	87.9%	86.0%	82.0%	83.2%	75.6%	70.7%	80.1%	87.4%	88.7%	97.6%
Shoeburyness	84.3%	71.0%	86.5%	92.7%	94.0%	96.9%	96.4%	92.2%	91.7%	90.7%	88.9%	91.7%	95.8%	98.9%	98.8%

Within the South East command group, Rayleigh Weir has consistently met the pumping appliance availability target, except for the months of January and February 2020. The vast majority of Wholetime and Day pumping appliances have been close to the target over the last year. South Woodham Ferrers did not meet the appliance availability target for 6 months, from July – December 2019, but in the last three months has improved to over 90% availability.

On-Call availability at Hawkwell and Shoeburyness has consistently met or, on several occasions, exceeded the target of 90%. Rochford's availability has fluctuated throughout the year but in March 2020, met the availability target. Canvey's appliance has not met the availability target in 2019/2020, with the average availability at around 49% and highest is 54.8% in March 2020.



ECFRS End of Year Performance Report – 2019/20

<b>South West</b>															
WholeTime/Day Crew															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Basildon	97.4%	97.4%	96.1%	97.2%	95.8%	96.1%	96.9%	97.7%	94.4%	95.9%	95.2%	92.2%	96.8%	97.3%	97.5%
Brentwood	98.5%	96.6%	98.4%	97.1%	97.5%	97.7%	98.7%	94.6%	97.1%	99.7%	98.0%	96.8%	98.8%	98.4%	96.3%
Grays	99.4%	98.3%	97.5%	96.0%	97.7%	97.6%	97.2%	95.8%	96.7%	99.2%	96.8%	95.5%	96.8%	98.0%	98.4%
Loughton	98.8%	92.3%	96.9%	91.7%	95.7%	96.0%	92.4%	93.8%	93.9%	97.5%	96.5%	94.9%	96.7%	97.3%	98.6%
Orsett	96.3%	98.7%	96.0%	97.4%	98.1%	97.1%	99.0%	96.9%	95.9%	95.6%	99.0%	98.2%	97.7%	99.2%	97.9%
Waltham Abbey	96.1%	96.5%	93.8%	95.0%	97.5%	92.7%	96.0%	90.9%	85.7%	93.9%	86.2%	76.5%	98.2%	91.2%	91.6%

On-Call															
	2019												2020		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Billericay	90.8%	89.9%	89.0%	92.2%	84.2%	89.2%	85.5%	78.6%	89.2%	91.6%	85.7%	92.7%	94.3%	93.4%	92.3%
Brentwood	42.3%	35.5%	25.7%	24.0%	22.2%	24.6%	25.5%	23.9%	33.4%	14.4%	11.5%	10.5%	5.7%	15.8%	25.3%
Corringham	97.3%	92.1%	96.4%	94.4%	92.7%	87.2%	96.8%	95.5%	91.5%	91.5%	89.5%	91.0%	93.9%	98.1%	97.3%
Epping	93.0%	93.0%	81.3%	94.3%	91.1%	92.1%	95.0%	91.6%	88.8%	74.6%	90.4%	83.9%	95.2%	89.1%	97.3%
Ingatestone	49.2%	46.0%	40.9%	35.3%	46.4%	32.2%	34.7%	20.3%	22.0%	10.9%	27.7%	24.7%	38.4%	12.0%	37.5%
Ongar	74.1%	73.4%	32.8%	41.1%	39.6%	52.1%	61.1%	31.0%	29.2%	38.3%	36.2%	34.5%	43.2%	33.2%	56.1%
Wickford	45.8%	34.3%	31.4%	17.6%	20.3%	32.9%	26.8%	52.3%	46.1%	56.3%	42.0%	43.0%	77.3%	67.0%	53.2%

The majority of the Wholetime and Day Crew pumping appliances in the South West command group have been close to or exceeded the target. Waltham Abbey did not meet the target for three months of the year – September, November and December.

Corringham in particular, but also Epping and more recently Billericay have consistently met or are close to the availability target for On-Call pumping appliances. The other On-Call pumping appliances in the South West have had considerably low availability over the last year. Brentwood in particular had under 25% availability for 9 months of the year. Despite low availability for the majority of the year, Wickford had improved its availability in January and February, dipping slightly in March.

## BENCHMARKING: AVERAGE RESPONSE TIMES FOR FIRES<sup>2</sup>

### Average Response Times to Primary Fires in 2018/2019

**Essex.** The table below shows ECFRS' total response time (in bold) to primary fires and the number of incidents. ECFRS' total response time to primary fires increased every year between 2011/12 and 2017/2018, including an increase of 16 seconds from 2016/2017 to 2017/2018. The table clearly shows that there has been an increase in average time for call handling and travel time, particularly in the last two years. Whereas average for crew turnout has improved over time, from 3 minutes 01 seconds in 2009/10 to 2 minutes 15 seconds in 2018/19.

	Average of Call Handling	Average of Crew Turnout	Average of Travel	Total Response Time	No. of Incidents
2009/10	1m 11s	3m 01s	4m 49s	<b>9m 01s</b>	2835
2010/11	1m 04s	2m 53s	4m 59s	<b>8m 57s</b>	2589
2011/12	1m 01s	2m 35s	5m 08s	<b>8m 45s</b>	2446
2012/13	1m 02s	2m 30s	5m 14s	<b>8m 46s</b>	2182
2013/14	1m 04s	2m 34s	5m 20s	<b>8m 58s</b>	2124
2014/15	1m 11s	2m 39s	5m 26s	<b>9m 16s</b>	1968
2015/16	1m 11s	2m 41s	5m 27s	<b>9m 19s</b>	2046
2016/17	1m 11s	2m 37s	5m 40s	<b>9m 29s</b>	2263
2017/18	1m 21s	2m 21s	6m 03s	<b>9m 45s</b>	2116
2018/19	1m 23s	2m 15s	6m 06s	<b>9m 44s</b>	2152

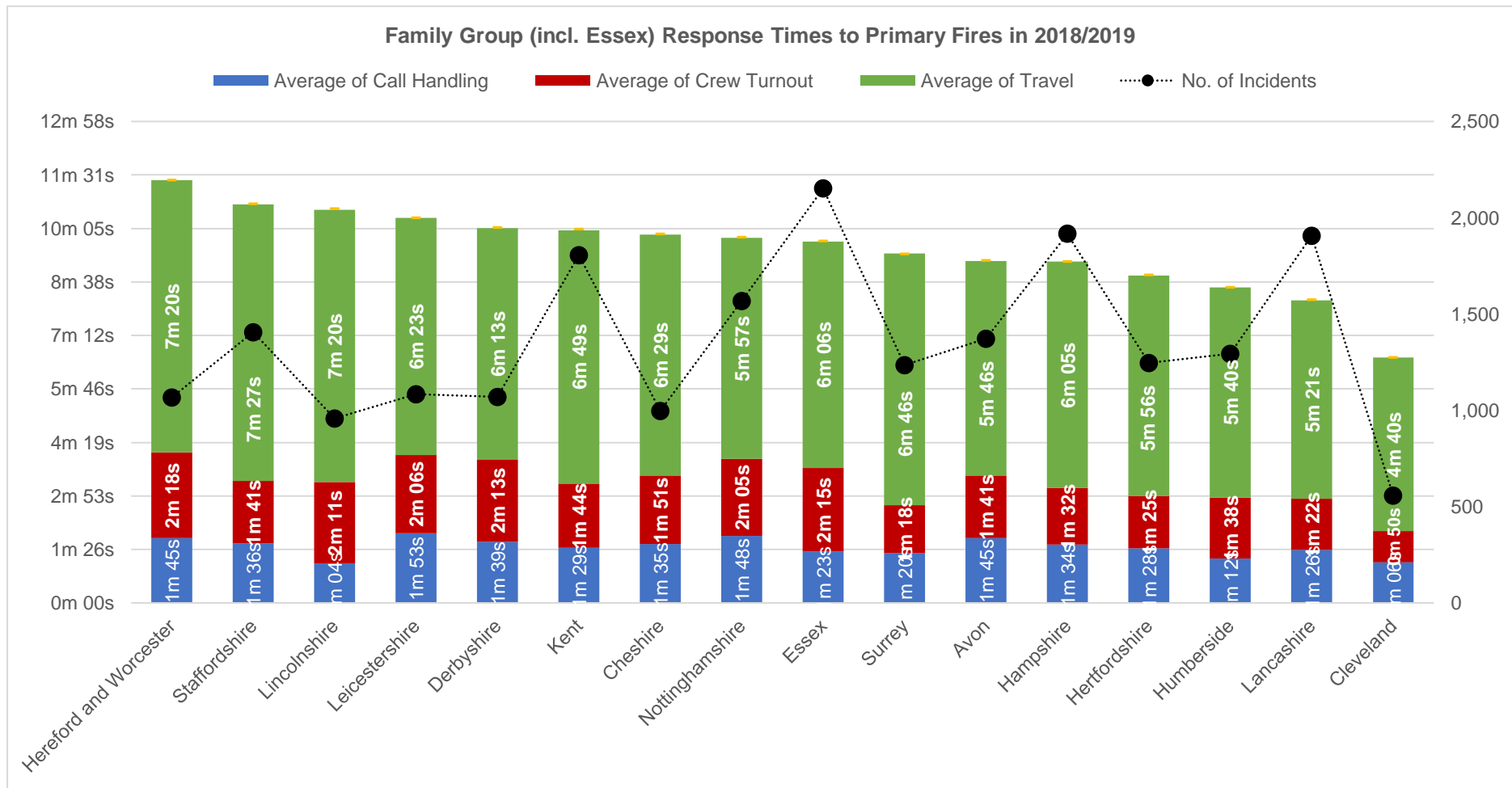
**Family Group Four (FG4).** ECRS responded to the most primary fires in this year and its total response time was less than 8 other FRS within FG4. The element of response that likely led to this was the average call handling, as ECFRS' average is significantly better than 11 other FRS within the group. Compared to other FRS in FG4, average crew turnout time should be reduced even further, as the difference between ECFRS' and Cleveland's average times (in 2019/20) was 1 minute and 25 seconds.

**England.** ECFRS' total response time to primary fires was higher than the average time for FRS in England. Average time for call handling equalled the England average, whereas crew turnout time was 38 seconds away and travel time was 18 seconds away from the average.

<sup>2</sup> Includes heat and/or smoke damage

ECFRS End of Year Performance Report – 2019/20

	Average of Call Handling	Average of Crew Turnout	Average of Travel	Total Response Time
<b>Essex</b>	1m 23s	2m 15s	6m 06s	<b>9m 44s</b>
<b>England</b>	1m 23s	1m 37s	5m 48s	<b>8m 49s</b>



## ECFRS End of Year Performance Report – 2019/20

### Response Times to Secondary Fires in 2018/2019

**Essex.** ECFRS' total response time to secondary fires has fluctuated over the last decade, from 8 minutes 57 seconds in 2011/12 to 10 minutes 32 seconds in 2018/19. Similar to primary fires, this can be attributed to an increase in the average times for call handling and travel. Average crew turn out times have gradually decreased over the last decade.

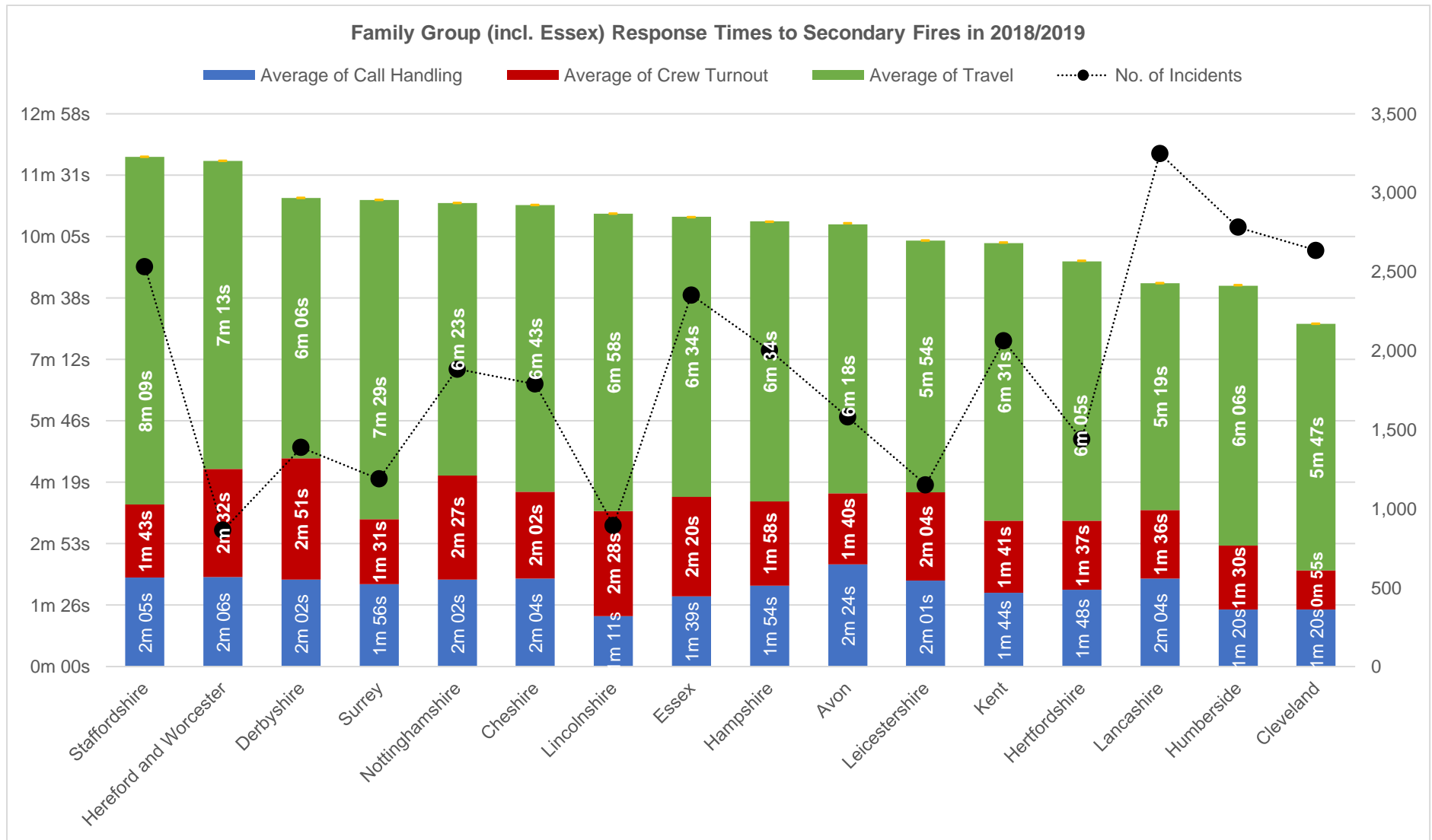
	Average of Call Handling	Average of Crew Turnout	Average of Travel	Total Response Time	No. of Incidents
2009/10	1m 20s	3m 04s	4m 56s	9m 21s	3096
2010/11	1m 16s	2m 56s	5m 00s	9m 12s	2628
2011/12	1m 10s	2m 41s	5m 06s	8m 57s	2944
2012/13	1m 10s	2m 42s	5m 08s	9m 00s	1635
2013/14	1m 11s	2m 33s	5m 24s	9m 09s	1783
2014/15	1m 21s	2m 49s	5m 31s	9m 42s	1549
2015/16	1m 21s	2m 48s	5m 31s	9m 40s	1862
2016/17	1m 24s	2m 50s	5m 50s	10m 03s	2208
2017/18	1m 38s	2m 30s	6m 01s	10m 10s	2146
2018/19	1m 39s	2m 20s	6m 34s	10m 32s	2352

**Family Group Four (FG4).** The chart on the following page shows that ECFRS total response time to secondary fires is the median of the group (for 2018/19). Similar to primary fires, the element of the response that requires improvement, compared to FG4 FRS, is crew turnout time. Excluding Cleveland FRS, the difference between ECFRS' and Humberside's average crew turnout time is 50 seconds.

**England.** ECFRS' total response time to secondary fires was higher than the average time for FRS in England. Average time for call handling was below the England average and average time is within 14 seconds of the average. However, ECFRS' average crew turnout time is 45 seconds above the England average.

	Average of Call Handling	Average of Crew Turnout	Average of Travel	Total Response Time
<b>Essex</b>	1m 39s	2m 20s	6m 34s	<b>10m 32s</b>
<b>England</b>	1m 47s	1m 35s	6m 20s	<b>9m 42s</b>

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**Average Response Times to Fires Excluding Heat and/or Smoke Damage**

The tables below show excluding fires that caused heat and/or smoke damage, ECFRS’ total response times for both types of fires was lower than the average for FRS in England. For primary fires, the averages for all three elements of response for the Service are below the average for England FRS. Whereas for secondary fires, average time for crew turnout and travel was below the England average and call handling was slightly higher (8 seconds away).

**Primary Fires in 2018/19**

	Average of Call Handling	Average of Crew Turnout	Average of Travel	Total Response Time
<b>Essex</b>	1m 24s	1m 38s	5m 55s	<b>8m 58s</b>
<b>England</b>	1m 26s	2m 17s	6m 21s	<b>10m 05s</b>

**Secondary Fires in 2018/19**

	Average of Call Handling	Average of Crew Turnout	Average of Travel	Total Response Time
<b>Essex</b>	1m 47s	1m 35s	6m 20s	<b>9m 42s</b>
<b>England</b>	1m 39s	2m 20s	6m 34s	<b>10m 32s</b>

**NUMBER OF INCIDENTS BY 1 MINUTE RESPONSE TIME BANDS<sup>3</sup>**

The table on the following page shows the number of fire incidents (primary or secondary) by 1-minute response bands (some have been grouped into 5's) for FRS in FG4 for 2018/19.

Over 55% incidents involving primary fire and nearly 52% of secondary fires were responded to by ECFRS within 5-10 minutes. For primary fires, 13.6% were responded to within 6-7 minutes whereas for secondary fires, 11.5% were responded to within 7-8 minutes and 11.8% within 8-9 minutes. The percentage of incidents responded to, per time band, for ECFRS was like other FRS in the FG4. Cleveland, Humberside and Lancashire are FRS that responded to over 10% of their primary and secondary fires within 1-5 minutes.

<sup>3</sup> Includes heat and/or smoke damage

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Time Band:	Primary Fires							Secondary Fires						
	< 1	1-5	5-10	10-15	15-20	20-60	> 60	< 1	1-5	5-10	10-15	15-20	20-60	> 60
Avon	0.00%	6.05%	63.53%	23.34%	5.54%	1.53%	0.00%	0.00%	3.10%	52.28%	33.61%	7.53%	3.42%	0.06%
Cheshire	0.10%	8.52%	52.51%	27.05%	8.02%	3.81%	0.00%	0.17%	5.41%	50.70%	28.17%	9.59%	5.86%	0.11%
Cleveland	0.18%	29.75%	60.93%	6.99%	1.61%	0.54%	0.00%	0.49%	24.07%	53.30%	14.18%	5.47%	2.38%	0.11%
Derbyshire	0.09%	4.94%	54.52%	28.70%	8.29%	3.26%	0.19%	0.07%	4.03%	50.29%	29.97%	9.08%	6.56%	0.00%
<b>Essex</b>	<b>0.05%</b>	<b>6.90%</b>	<b>55.93%</b>	<b>26.09%</b>	<b>8.16%</b>	<b>2.64%</b>	<b>0.23%</b>	<b>0.13%</b>	<b>4.37%</b>	<b>51.78%</b>	<b>29.90%</b>	<b>8.52%</b>	<b>5.17%</b>	<b>0.13%</b>
Hampshire	0.05%	12.20%	56.52%	22.05%	5.74%	3.39%	0.05%	0.35%	9.42%	48.07%	27.25%	9.42%	5.10%	0.40%
Hereford and Worcester	0.00%	4.49%	42.90%	32.99%	13.18%	6.17%	0.28%	0.00%	4.16%	40.46%	34.57%	12.60%	7.98%	0.23%
Hertfordshire	0.00%	8.59%	63.48%	21.43%	4.74%	1.77%	0.00%	0.00%	5.35%	60.60%	25.36%	6.18%	2.50%	0.00%
Humberside	0.00%	15.60%	55.98%	20.00%	6.49%	1.78%	0.15%	0.47%	10.31%	60.59%	21.94%	4.51%	2.18%	0.00%
Kent	0.11%	8.07%	49.20%	29.91%	9.12%	3.48%	0.11%	0.19%	8.14%	52.49%	27.65%	8.28%	3.24%	0.00%
Lancashire	0.00%	13.63%	65.18%	16.10%	3.46%	1.57%	0.05%	0.34%	11.19%	61.91%	17.85%	5.27%	3.40%	0.03%
Leicestershire	0.00%	4.32%	54.00%	26.22%	11.68%	3.50%	0.28%	0.00%	4.17%	56.77%	28.30%	8.33%	2.34%	0.09%
Lincolnshire	0.00%	8.78%	46.29%	27.69%	12.12%	5.12%	0.00%	0.11%	7.26%	46.70%	27.49%	12.85%	5.47%	0.11%
Nottinghamshire	0.00%	4.08%	60.19%	23.63%	8.66%	3.25%	0.19%	0.16%	3.44%	48.31%	33.42%	9.85%	4.71%	0.11%
Staffordshire	0.00%	4.27%	51.00%	29.02%	11.02%	4.62%	0.07%	0.16%	3.82%	42.76%	31.79%	12.67%	8.62%	0.20%
Surrey	0.00%	6.80%	58.58%	26.86%	5.66%	2.02%	0.08%	0.50%	4.61%	46.15%	31.24%	12.23%	5.28%	0.00%
<b>Total</b>	<b>0.03%</b>	<b>8.64%</b>	<b>56.03%</b>	<b>24.52%</b>	<b>7.66%</b>	<b>3.01%</b>	<b>0.11%</b>	<b>0.23%</b>	<b>8.02%</b>	<b>52.46%</b>	<b>26.43%</b>	<b>8.32%</b>	<b>4.45%</b>	<b>0.10%</b>

## Commentary

### First Attendance to Potentially Life-Threatening Incidents

First attendance to potentially life-threatening calls has been steadily improving over the last year (as indicated by the trend line) and has seen the best performance in three years with 10 minutes and 6 seconds. The Service has been close to (within 30secs) the target, an average of 10minutes, throughout the year and below it in April 2019, September 2019 and March 2020.

The months of May and August, and to a lesser extent, February were months where the average was higher. The likely reason for May and February's times was call handling as the average times were 125 (2mins 5 secs) and 124 (2mins 4 secs) seconds respectively, and higher than other months' average call handling times. ECFRS continues to work with Control to reduce call handling times.

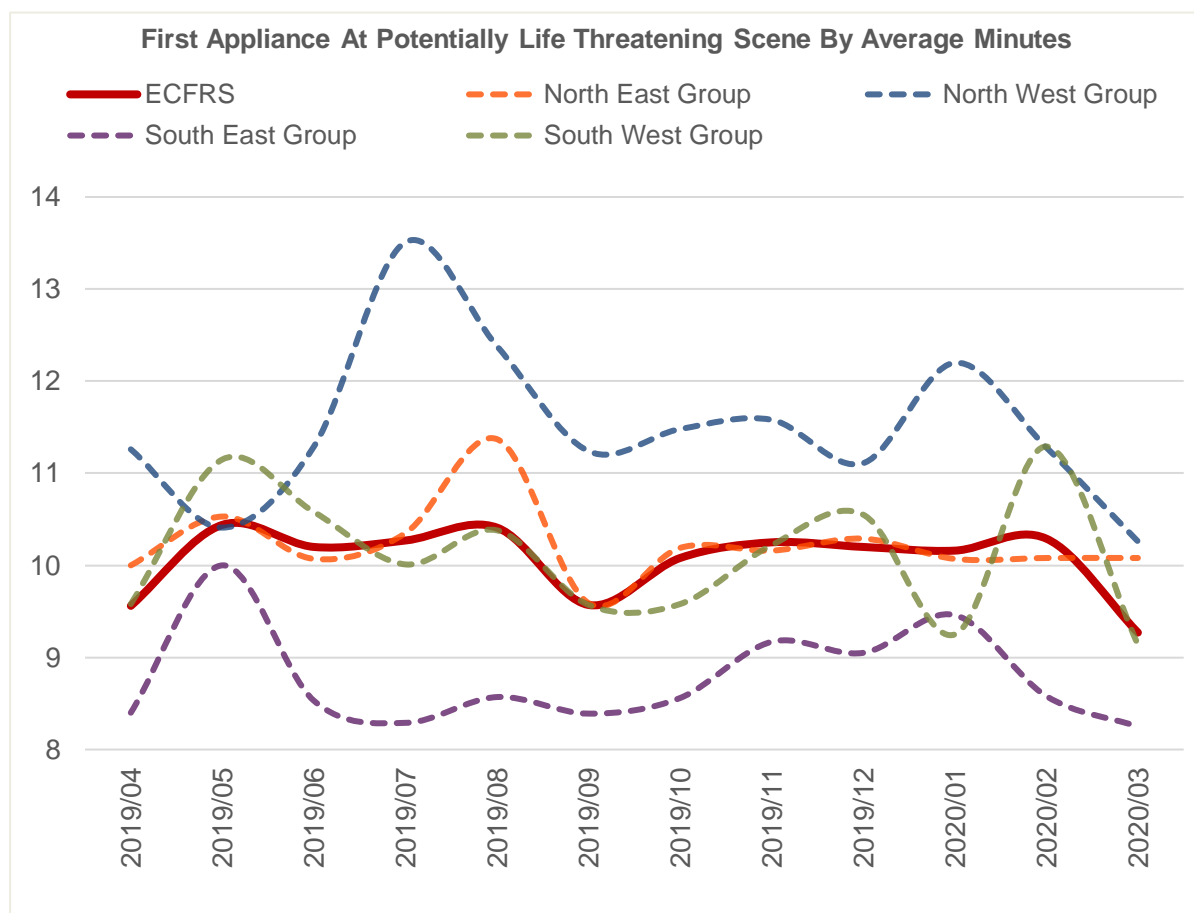
August is a key month for higher numbers of incidents, with 1612 incidents this year. August's average is higher due to travel, 526 seconds (8mins 46 secs). August and July are months associated with British summer time where the majority of the population will travel to visit others or tourist areas in Essex. A higher volume of vehicles on the roads and parked vehicles will likely mean that appliances will have to manoeuvre further around the public to reach incidents, thus increasing travel time. In the last year, ECFRS has released information to the public via our website and other social media channels asking the public to consider their parking, ensuring that they leave enough space for appliances and do not block access to hydrants.

This increase in traffic volumes is in addition to the large volume of traffic on Essex's road network. Stations such as Brentwood, Billericay, Witham, Maldon and Canvey are next to busy road networks, and this continues to impact their turn-out and travel times to incidents.

The variance for average turn-out is 21 seconds, from May with 141 (2mins 21 secs) and July with 162 (2mins 42 secs). November also had a higher than average turn-out time, with 161 seconds (2mins 41 secs). Turn-out times and travelling times can be directly linked directly to our availability and in-particular, the on-call reduction in availability at certain times of the year. The summer months, i.e. July, is the normal leave period so availability for both Wholetime and On-Call often decreases. This means that stations fail to respond, and other appliances have to respond as well as travel further into another station ground, which may not be as familiar.



These issues are more predominant in the North West Command Group (see additional chart below) due to the large numbers of On-Call appliances and the reliance on seasonal availability of staff – in summer, work on farms / agriculture. Some On-Call stations such as Burnham and Manningtree are also geographically located away from the main population centres of their station ground so it takes longer for crews to get there when turning out from their home addresses, increasing the average turn-out time.



Performance for response times are discussed at each group manager 1:2:1 and station manager 1:2:1 and possible solutions are considered. For example, rigging in operational PPE before proceeding was investigated in 2019 and discussions about rigging whether on route / at station were best for turnout times. This was discounted due to the number of potential accidents and injuries that can occur during rigging on route to an incident. Looking forward, discussions of the same nature will continue in 2020/2021 to ensure that the Service continues to strive for improvement.

Analysis of ECFRS’ average response times to (primary & secondary) fires compared to FRS in Family Group Four (FG4) has been included in this report. This analysis will be conducted annually due to the frequency of the data released from the Home Office.

### **Percentage of Incidents Attended within 15 minutes**

In the last three years, the measure has been 87%, just short of the target of 90% for attendance of all incidents within 15 minutes.

The chart shows that over the last year, there has been some variation in the percentage of incidents attended within 15 minutes. For example, 83% in August to 89% in November. Low percentages in the summer months can be attributed to the Service activity level (busier in relation to calls), staff on annual leave as well as lack of availability of On-Call personnel, which was mentioned in the previous section. March 2020 was the first time that this Service measure has been met for the last three years, however, this month was the start of the UK's response to a global health pandemic. The UK population, except key workers, were asked to stay home to prevent the spread of the virus and protect the National Health Service.

We are continuing to target On-Call recruitment and availability management to improve the cover along with highlighting areas of response that fall outside the 15 minutes attendance time. This is being undertaken through station and group risk plans. In addition, there are ongoing discussions about mapping risk data through local knowledge from our community safety teams and community builders identifying those most vulnerable, to improve our response knowledge.

### **Total Pumping Appliance Availability**

Overall, the total pumping appliance availability for the last three years has decreased (as shown by the trend line and table). The availability was 81% in 2019/2020 to 81%, a reduction of 3% on 2018/2019 and 4% on 2017/2018.

Wholetime & Day Crew pumping appliance availability continues to mirror previous years, although a slight decrease compared to 2018/19 but better than 2017/18's availability. The trend line on the chart indicates that pumping appliance availability has improved over the last three years. In the last three months of 2019/2020, availability has significantly improved.

Despite an improvement, availability fluctuates throughout the year. Traditionally, June, July and December sees a pattern of reduction in availability in Wholetime and Day Crew availability due to the holiday season, although the service has seen an improvement in availability this year due to continued application of additional shift working. Training for stations in specialisms, part of the 2020 programme, has seen reductions in availability in 2019/2020, with boat courses and animal rescue courses taking appliances away from stations for shifts at a time. Converting stations are also

having an effect on availability, as they have less crew at the stations on their watches which impacts on stations going off the run.

On-Call pumping appliance availability still is below target and has decreased over the last 3 years from 81% in 2017/18 to 74% in 2019/2020. Although recent months has seen an improvement in On-Call availability that can be attributed to the health pandemic, where the UK population are to stay at home (working is possible). There was also an improvement in availability this year around June and July.

The focus for the Service in the last year has been recruitment at the converting stations of Dovercourt, South Woodham Ferrers, Great Baddow and Waltham Abbey, which has seen not as much emphasis on other areas of the county from central resources. We have placed resources into stations at South Woodham Ferrers, Great Baddow and Dovercourt to co-ordinate the conversion and at Dovercourt, support the On-Call crews to recruit and manage now it has converted to on-call status. The service also recruited a number of On-Call staff into wholetime positions in 2019/2020, which has had an effect on availability at on-call stations. As converting stations go over to on-call shifts, there will be an increase at stations holding open spaces for firefighters who will be transferring, starting to take up their positions

Lack of recruitment in the prioritised areas but also across wider Essex can be attributed to transient populations, on-call firefighters joining whole-time stations and the retention of those who are recruited. We are in the process of looking at On-Call recruitment and conditions of service including ways of improving and making the On-Call service more attractive to potential recruits. In 2020/2021, On-Call recruitment is a priority for all groups with a list of priority stations identified and concentration around those stations to ensure we target and support stations to recruit.

Specific availability targets have been set for each station for 2020/21, as it was recognised that a one-size-fits-all target of 90% was unachievable for a number of stations. Setting unrealistic targets can have a negative impact on performance and can fail to recognise the improvements stations are making to their availability as they had still “missed the target”. In order to support this, key stations availability targets remain at 90% and others have challenging yet realistic targets. No station will have a target of less than 50% availability. For two pump stations, performance will be measured at station level and supported with additional information in performance reports.

## BEST USE OF OUR RESOURCES

**Objective:** “We will improve the safety of the people of Essex by making best use of our resources and ensuring value for money”

**Fire and Rescue Plan Measure:** Reduction in the Number of False Alarms

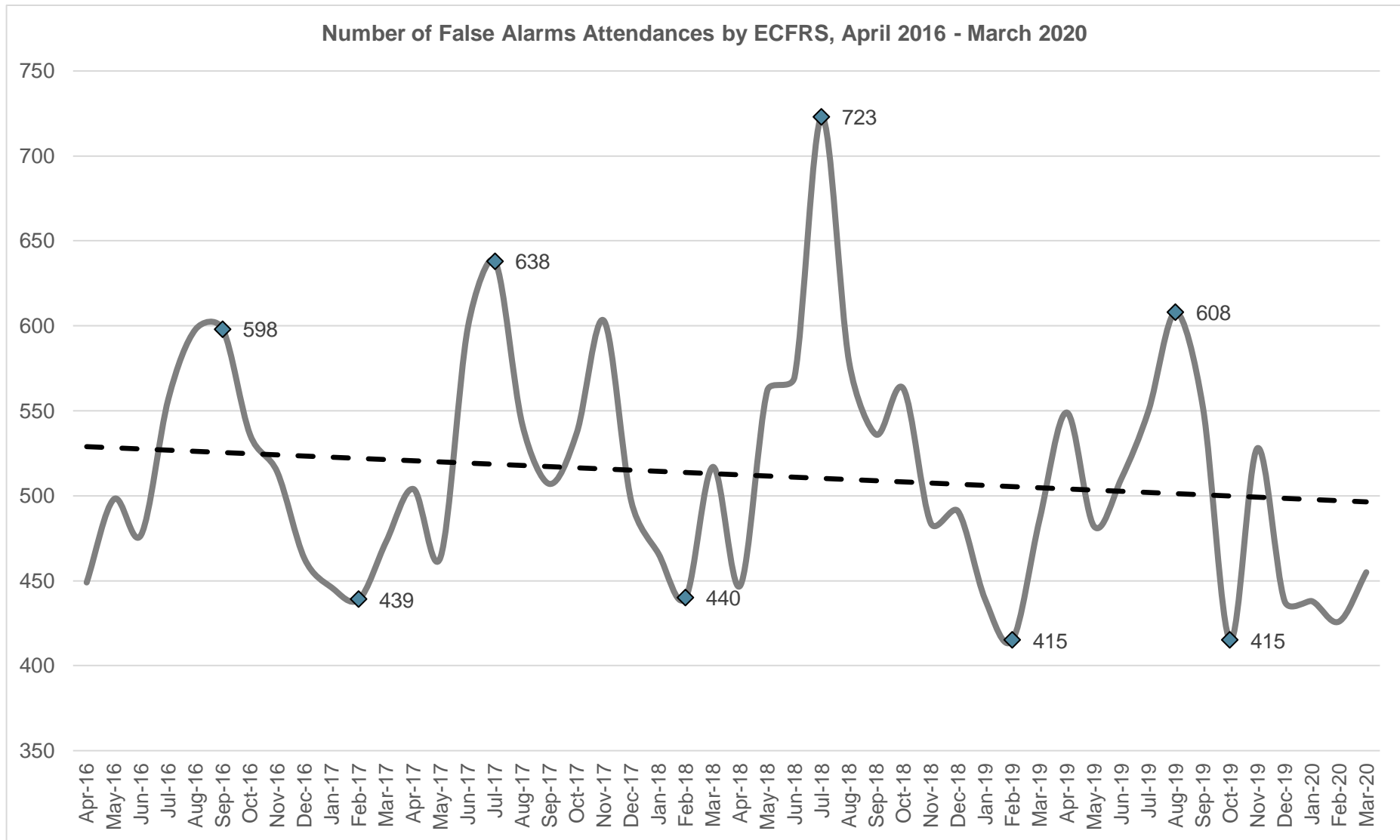
The table below shows the total number of false alarm attendances, as well as the average, minimum and maximum number of false alarms per month by year.

	Attendances	Average	Minimum	Maximum
<b>2016/2017</b>	6048	504	439 (Feb 17)	598 (Aug 16)
<b>2017/2018</b>	6314	526	440 (Feb 18)	638 (Jul 17)
<b>2018/2019</b>	6295	525	415 (Feb 19)	723 (Jul 18)
<b>2019/2020</b>	<b>5951</b>	<b>496</b>	<b>415 (Oct 19)</b>	<b>608 (Aug 19)</b>

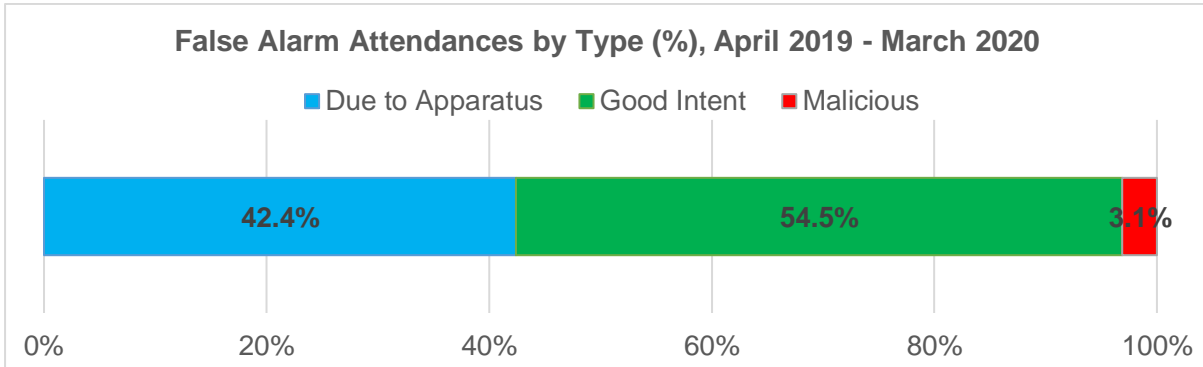
The total number of false alarm attendances by the Service increased between 2016/2017 and 2017/2018, however since this point, there has been a decrease. This is also shown in the chart below, with a slight downward trend line.

The average number of false alarms per month in a financial year has decreased since 2017/2018, to just below 500 in 2019/2020. The minimum or lowest number of false alarms in a month over the last two financial years has remained the same, at 415. This occurred in October 2019. This year’s maximum number of false alarms in a month, 608, is significantly lower than previous year’s figure, 723. The latter is clearly visible on the chart which is on the following page.

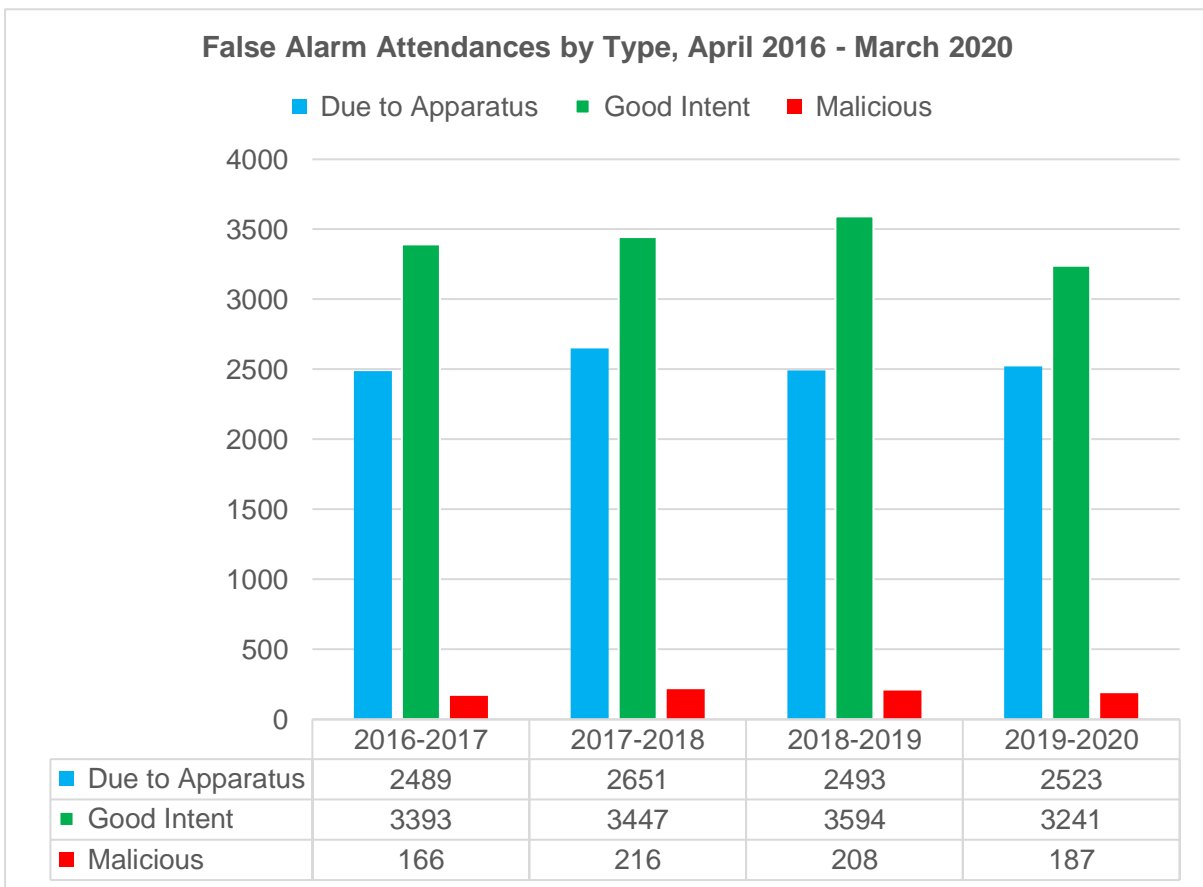
ECFRS End of Year Performance Report – 2019/20



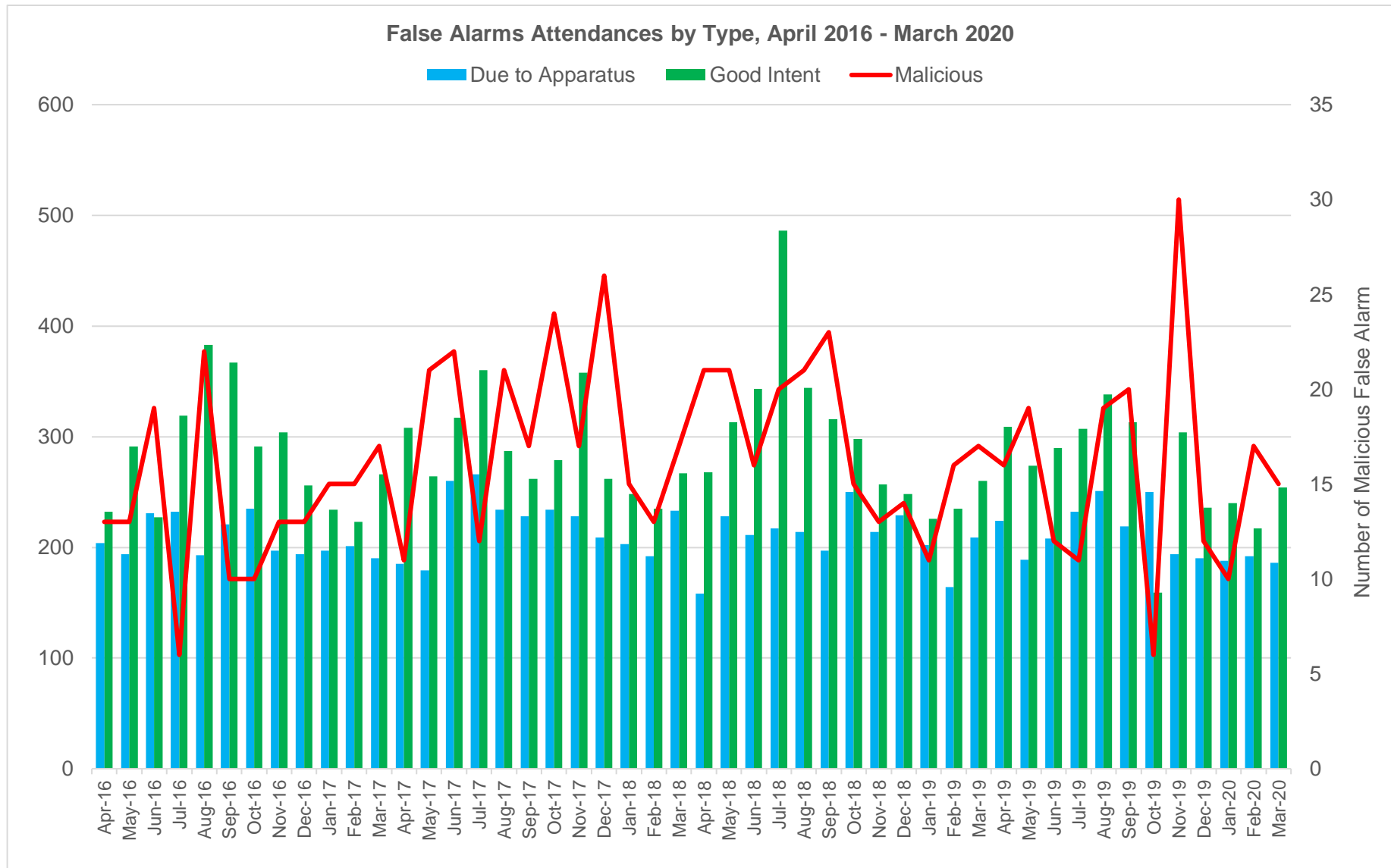
The chart below shows the type (in percentage, %) of false alarm attendances by the Service in 2019/2020. It shows that over 50% (2523) of false alarm attendances were good intent, approximately 42% (3241) were due to apparatus and just over 3% (187) were malicious (hoax calls).



The chart (including data table) below shows the total number of false alarm attendances per type over the last four years. It shows that the number of attendances due to apparatus has fluctuated between 2489 (2016/2017) and 2651 (2017/2018), a difference of 162 incidents. This year has seen a decrease in the number of false alarm attendances due to good intent, with a decrease of 353 incidents. The number of malicious or hoax calls has also decreased by 21 this year.



ECFRS End of Year Performance Report – 2019/20



### Unwanted Fire Signals

A priority area for the Service is unwanted fire signals, which are false alarm attendances due to apparatus caused by automatic fire direction in non-domestic properties. The table below shows the number of attendances by the Service to unwanted fire signals per year, and how much (in percentage, %) these accounted for false alarm attendance due to apparatus (FADA) and false alarm (FA) attendances.

The table shows that unwanted fire signals have accounted for about 40% of false alarm attendances due to apparatus since 2016/17. This year, unwanted fire signals accounted for about 17.4% of all false alarm attendances, a slight increase based on previous year, albeit less than those attended in 2016/2017.

	Unwanted Fire Signals	% of FADA	% of FA Attendances
<b>2016/2017</b>	1102	44.3%	18.2%
<b>2017/2018</b>	1086	41.0%	17.2%
<b>2018/2019</b>	969	38.9%	15.4%
<b>2019/2020</b>	<b>1033</b>	<b>40.9%</b>	<b>17.4%</b>

The table below shows that based on the sum of unwanted fire signals over the last four years, July has been a key month for this false alarm type. However, September, October and November are also significant months with high numbers of attendances. In 2019/20, October was the peak month was 113 incidents.

Month	Sum of Unwanted Fire Signals
Jan	347
Feb	286
Mar	370
Apr	219
May	320
Jun	360
Jul	419
Aug	379
Sep	397
Oct	390
Nov	390
Dec	313



## IMPROVE SAFETY ON OUR ROADS

**Objective:** “Reduce the personal, social and economic impact of road traffic incidents”

**Fire and Rescue Plan Measure:** Reduction in the Number of People Killed or Seriously Injured (KSI) on Essex Roads

The table below shows the number of people KSI on Essex Roads in 2019/20 was 60 less than in 2018/2019, although figures are provisional and subject to change.

KSI Overview – 2019/2020 Performance	
2018/2019	888*
<b>2019/2020</b>	<b>828*</b>
<i>*KSI figures are provisional Police data therefore subject to change</i>	

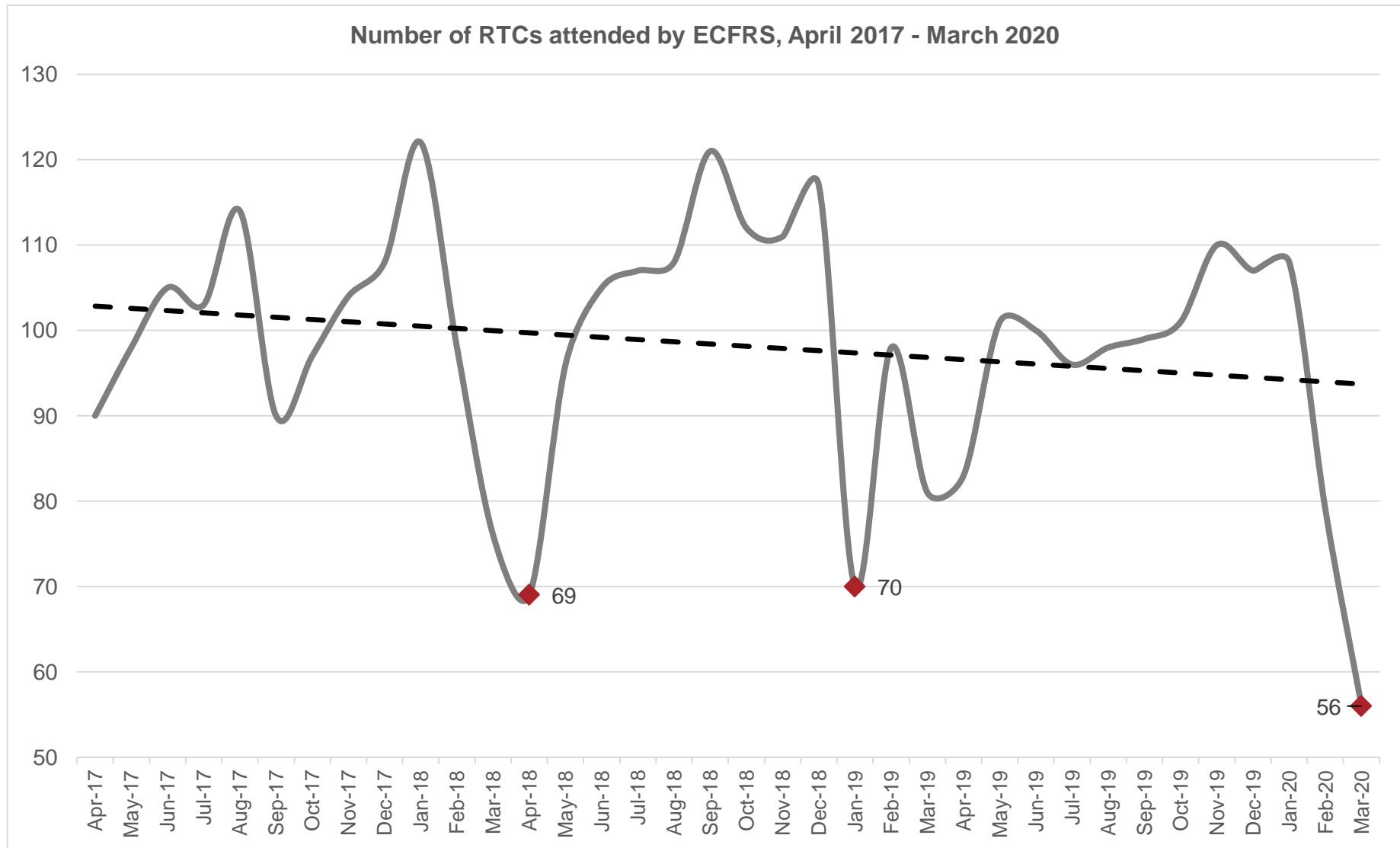
**Service Measure:** Number of Road Traffic Collisions (RTCs) attended by ECFRS

The table below shows that ECFRS attended 1138 RTCs during 2019/2020, another incremental decrease since 2016/2017. RTC attendances by ECFRS accounted for 25% of special service incidents in 2019/20.

	RTC Attendances	% of Special Service Incidents
<b>2016/2017</b>	1291	28%
<b>2017/2018</b>	1205	27%
<b>2018/2019</b>	1195	28%
<b>2019/2020</b>	<b>1138</b>	<b>25%</b>

The chart on the following page shows the number of RTCs attended by per month by the Service since April 2017. The direction of the trend line reinforces the statement above that RTC attendance by ECFRS has decreased since 2016/2017. The chart also clearly shows three months where the number of RTCs attendances per month was 70 or below. Likely reasons for these large decreases are explained below:

- **April 2018, 69 incidents** – warm weather, where the 19<sup>th</sup> was the hottest day in April since 1949 with temperatures of 28.5°C.
- **January 2019, 70 incidents** – wet and snowy weather, including strong winds.
- **March 2020, 56 incidents** – UK on lockdown due to COVID-19 pandemic



**Road Safety Events in 2019/20**

**Total RTC Reduction Events**

392 Road Safety Events

39,038 Interactions

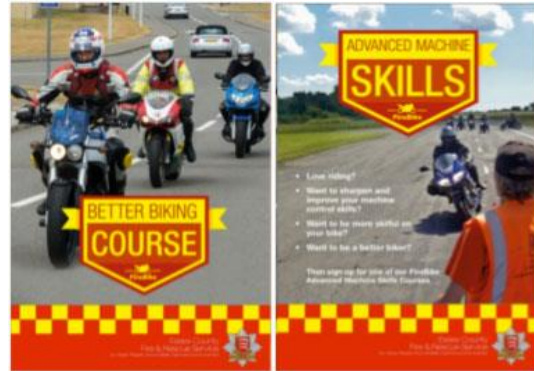
**FireBike**

39 FireBike Events

21 FireBike Better Biking Courses

12 FireBike Advanced Machine Skills Course

2,384 Interactions



**FireCar**

34 Modified Car Events

3,637 Interactions

**Community Wheels**

66 Events

10,236 Interactions



**Community Speech Watch (CSW)**

1,839 CSW sessions conducted

21,229 warning letters generated

259 new CSW volunteers recruited

15 new CSW groups established

Images sourced from Safer Essex Roads Partnership website - <https://saferessexroads.org/>

<b>Road Safety Activities</b>		
<b>Description</b>	<b>2019/2020</b>	<b>2018/2019</b>
<b>SERP ‘Surround a Town’ events:</b> Multi agency events in key towns involving both Police enforcement activity and (on separate sites) road safety education.	<b>39 events</b> <b>5,285 interactions</b>	32 events 2,603 interactions
<b>SERP Community Engagement Days:</b> Road safety engagement events in towns where it is not possible to hold full ‘Surround a Town’ events.	<b>12 events</b> <b>865 interactions</b>	10 events 410 interactions
<b>SERP Roadster events:</b> Involving young pre-drivers in schools and delivering road safety risk and consequence education focussing on the fatal 4 causes of collisions.	<b>51 events</b> <b>6,006 interactions</b>	61 events 8,705 interactions
<b>Young Driver Scheme:</b> Delivering road safety education to young pre and learner drivers, and also to some of their parents.	<b>21 events</b> <b>1,918 interactions</b>	20 events 1,724 interactions
<b>Youth Offenders:</b> Delivery of road safety education to youth offenders referred to ECFRS by the Youth Offending Team and who have been through the justice system for motoring related offences. A high risk, high harm group.	<b>18 events</b> <b>88 interactions</b>	8 events 36 interactions
<b>National Citizenship Scheme events:</b> Delivery of risk and consequence education to young people at NCS summer and autumn events	<b>11 events</b> <b>811 interactions</b>	17 events 1,330 interactions
<b>Young P2W Riders Essex:</b> Young rider activities, including Street Spirit Campaign.	<b>19 specific events (schools and colleges)</b> <b>3,080 face to face interactions</b> <b>4,687 website visits</b> <b>494 competition entries</b> <b>2 young people won brand new bikes with full PPE</b> <b>Virtual reality P2W education film produced providing guidance on key risk areas – roundabouts, junctions and filtering</b>	

## Commentary

In 2019/20, 828\* people were killed or seriously injured on the roads in Essex (*\*provisional Essex Police figure*). Whilst the number of casualties has been falling over time, the number of people killed or seriously injured on our roads remains unacceptably high. Road safety is therefore a key priority for ECFRS; it is included as such in the Fire and Rescue Plan 2019-2024, and the current and emerging Integrated Risk Management Plan (IRMP). This also aligns with the road safety priority in the Essex Police and Crime Plan 2016-2020.

As a key partner of the Safer Essex Roads Partnership (SERP), ECFRS is working collaboratively to reduce the number of people killed or seriously injured on our roads to zero. This is an ambitious vision and cannot be tackled by SERP partners alone - each road user has to play a part. In the majority of cases, death and injury can be prevented through better awareness and responsibility amongst all road users.

As an emergency response service, ECFRS is regularly called upon to deal with the aftermath of RTCs due to our specialist equipment and highly trained firefighters. However, we also seek to prevent those RTCs from occurring in the first place through specific educational interventions, training courses, campaigns, products, schemes and initiatives. The activities of the ECFRS RTC Reduction Department relate to all road users. However, on-going casualty data analysis particularly focuses activities on the highest risk groups:

- Motorcycles and other powered two wheelers
- Young car drivers and their passengers
- Children and young people
- Cyclists and pedestrians.

In 2019/20 our Road Safety/RTC Reduction Team attended/delivered 392 separate events, engaging with 39,000 road users on various aspects of road safety risk and consequence. Through our road safety activities, we seek to influence people's driving/riding behaviour, to reduce death and injury caused by road traffic related incidents. We have a range of products, initiatives and activities designed specifically to engage with road users about the risks and potential consequences of using the roads. These include:

- **FireBikes**: used to promote motorcycle safety and reduce collisions and injury amongst this highest road user risk group. The FireBike team delivers rider

skills and road-craft training through our 'Better Biking' and 'Advanced Machine Skills' Courses

- **Community Wheels:** bespoke multi-media classroom/display vehicle used to deliver road safety education to a wide audience in their own localities. Used as a SERP partnership platform at a wide variety of engagement events
- **Fire Car:** An Audi S3 performance car used to promote road safety risk and consequence particularly, but not exclusively, to young performance/modified car enthusiasts. Also used at road safety events more widely
- **Ford's Driving Simulator:** a fully immersive driving simulator using half of a Ford Fiesta with full panoramic projection screens to create a realistic experience for young prospective and newly qualified drivers.
- **Virtual Reality Road Safety:** cutting-edge virtual reality headsets used to provide a truly immersive experience of being involved in a road traffic collision and the emergency response in the aftermath
- **Community Speed Watch:** an initiative where active members of local communities monitor speeds of vehicles using speed detection devices. Vehicles exceeding the speed limit are referred to the Police with the aim of educating drivers to reduce their speed.

**PROMOTE A POSITIVE CULTURE IN THE WORKPLACE**

**Objective:** “To have a safe and diverse workforce who we enable to perform well in a supportive culture underpinned by excellent training”.

**Fire and Rescue Plan Measure:** Improved Workforce Diversity

The table below presents the Service’s headline diversity metrics as at 31 Dec 2019.

Employee Group	Gender % that are Female <sup>4</sup>	Majority Age Band	% LGB <sup>5</sup>	% Ethnic Minority <sup>6</sup>	% Disability
Wholetime	6.62%	46-55	4.76%	2.56%	1.40%
On-Call	1.55%	25-35	1.22%	2.49%	1.37%
Control	83.33%	25-35	9.52%	3.70%	0.00%
Support	52.63%	56-65	6.04%	2.73%	4.02%
<b>Overall</b>	<b>16.96%</b>	<b>46-55</b>	<b>4.25%</b>	<b>2.62%</b>	<b>1.91%</b>

**Service Measure:** Average Number of Days/Shifts Lost per Person per Year

The following table presents the Service’s sickness absence summary for 2019/2020.

Employee Group	% employees taking sick leave	Median Calendar Sick Days Lost	Total Calendar Days Lost 19/20	Total Calendar Days Lost 18/19	% Short Term Absences	% Long Term Absences
Wholetime	63.4%	10	12,610	8,431	88.1%	11.9%
On-Call	42.7%	14	7,572	4,680	80.1%	19.9%
Control	80.6%	14	791	297	90.9%	9.1%
Support	63.3%	7	3,644	2,589	92.7%	7.3%
<b>Overall</b>	<b>56.7%</b>	<b>10</b>	<b>24,617</b>	<b>16,539</b>	<b>87.7%</b>	<b>12.3%</b>

Note 1: Periods of absence lasting 28 calendar days or more are classified as Long Term. All shorter periods than this are considered to be Short Term.

<sup>4</sup> % of those that recorded a self-identified gender

<sup>5</sup> % of those that recorded a sexual orientation

<sup>6</sup> % of those that identified their ethnicity

**Service Measure:** Employee Casework (Attendance Management, Disciplinary, Grievance Management, Performance Management)

The following table below shows case employee relations management volumes in 2019/2020. These figures represent the total number of cases that were active during the financial year.

	<b>Attendance</b>	<b>Disciplinary</b>	<b>Grievance</b>	<b>Performance</b>
North East Group	42	0	1	18
North West Group	21	1	2	5
South East Group	32	1	1	9
South West Group	38	3	1	7
Corporate (incl. Control)	45	3	4	19
<b>Overall</b>	<b>178</b>	<b>8</b>	<b>9</b>	<b>58</b>

## Commentary

### Improved Workforce Diversity

There has been a small improvement in the collection of data for LGB, Ethnicity and Disability and work continues to encourage our people to update their records on Civica so the Service can get a better picture of our workforce diversity profile.

The applicant tracking system (ATS) which we are planning to implement by the summer of 2020 will enable us to capture this information at the early stages of recruitment. This data will be transferred into the core HR system (Civica) for successful candidates so that we are able to build a more accurate picture. This will also help us to monitor the effectiveness of our recruitment and selection methodologies.

### Average Number of Days/Shifts Lost per Person per Year

This is the first full financial year where all absence records have been recorded in and extracted from one system, rather than being taken from SAP and Civica and combined. It is also the first time that the Service has had a full year's worth of recorded data for On-Call employees. Prior to Civica, On-Call absence was not recorded in SAP.



In 2020/2021, HR will be reporting sickness as 'actual' duty days lost. This will give us a more accurate measure with which to benchmark and compare performance in the public sector and other FRS.

**Employee Casework (Attendance Management, Disciplinary, Grievance Management, Performance Management)**

Since April 2020 line managers and HR have provided a focus on the number of cases and the duration, ensuring that all cases in all categories are being kept under review and supported and progressed as early as possible. As a result, the number of open cases continues to fall.

**BE TRANSPARENT, OPEN AND ACCESSIBLE**

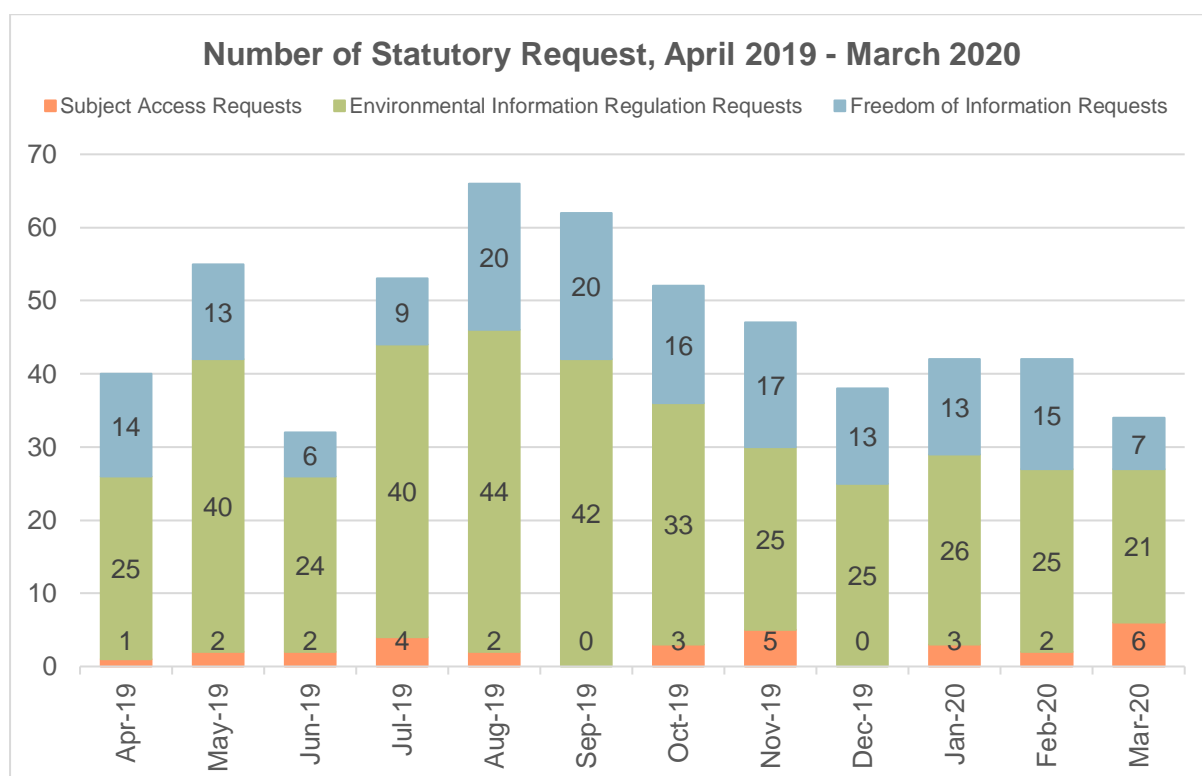
**Objective:** “Communities are involved, engaged and consulted in the services they receive.”

**Service Measure(s):** Statutory Request and Complaint Response Rates

	Percentage of Statutory Requests (FOIs, SARs and EIRs <sup>7</sup> ) closed on-time		Percentage of complaints closed on-time	
<b>Target for both measures: 90%</b>				
<b>2017/2018*</b>	<b>89%</b>	<b>OFF TARGET</b>	<b>89%</b>	<b>ON TARGET</b>
<b>2018/2019*</b>	<b>91%</b>	<b>ON TARGET</b>	<b>83%</b>	<b>OFF TARGET</b>
<b>2019/2020</b>	<b>95%</b>	<b>ON TARGET</b>	<b>81%</b>	<b>OFF TARGET</b>

*\*2017/2018 and 2018/2019 response rates were taken from published end of year performance reports.*

The chart below shows the number of statutory requests received per month by the Service during 2019/20. August 2019 was the peak month with 66 statutory requests, closely followed by September with 62 requests. The fewest number of statutory requests in a month was 32 in June 2019.



<sup>7</sup> Statutory requests include Freedom of Information (FOI), Subject Access Request (SAR) and Environmental Information Regulation (EIR)

### Freedom of Information (FOI) Themes

We received **163** FOIs between April 2019 and March 2020. The main themes around FOIs were Data Requests (**56**), HR/Recruitment (**31**), Fire Safety (**20**), Fleet (**13**), ICT (**13**), Contracts (**11**), Policy (**9**), Finance (**5**), Training (**3**) and others (**2**).

### Environmental Information Regulation (EIR) Themes

We received **370** Environmental Information Regulation requests between April 2019 and March 2020. The main EIR themes were fire reports (**356**) and other environmental information requests (**14**).

### Subject Access Requests (SARs)

We received **30** Subject Access Requests between April 2019 and March 2020. **14** SARs were received from current members of staff, **9** SARs from former members of staff, **4** SARs from members of the public and **3** SARs were requests for fire reports.

### Complaint and Compliment Themes

We received **63** complaints and compliments between April 2019 and March 2020. The main complaint themes were Fire Safety (**17**), Driving (**14**), Staff Attitude/Behaviour (**10**), Operational Capability/Service Provision (**3**), HR/Recruitment (**2**), Noise (**1**) and others (**3**).

We received **13** compliments between April 2019 and March 2020.

### Number of Data Breaches from April 2019 – March 2020

**43**

The ICO made recommendations on reported data breaches and complaints but took no enforcement action. The regulator is keeping a record of our data protection practices.

The Information Governance (IG) team provides training and awareness sessions across the Service, which complements the mandatory e-learning about managing personal information (see table for completion rate). **The IG team organised 33 training and awareness sessions from April 2019 to March 2020.**

Employee Group	Completion Rate
Operational	89%
On Call	70%
Control	89%
Support	82%
<b>Overall</b>	<b>81%</b>

## **Commentary**

In 2019/20, the key highlights include data protection audits. The Essex County Council's IGS audit moved our compliance level from no assurance to adequate assurance. We are now working towards a higher compliance. We had a second audit from RSM that highlighted some compliance risks with the W: drive and some historical employee records. The RSM audit also highlighted the need for SLT members to have tailored training on data protection.

The appointment of an Information Governance Officer that is tasked with the effective management of our records in the ECFRS is a big step in the right direction. Our Information Asset Registers that are in large and unmanageable excel sheets are now being moved to DPOrganizer - a modern, illustrative and electronic piece of software, which will aid in the effective management of information assets. In addition to this, a records management tool, a detailed framework for managing electronic, paper and historical records in the Service has been formulated. Implementation will resume as quickly as practicable depending on post COVID-19 working arrangements.

Statutory requests for information are still being handled in the lawful manner with over 96% completion rates as seen above, despite staffing and other challenges that the Information Governance team have had to deal with. This year, there was a surge in the number of employees and ex-employees requesting for their records, files and emails. This sometimes involves going through thousands of pages, redacting and checking before sending the information to the requestor. More members of our team have been trained in handling complaints and compliments. This has equipped the team to better handle complaints more positively.

Training and awareness on our data protection obligations have continued this year. Teams such as HR, Control and Finance have had face to face sessions. Station visits have been made to speak to colleagues about data protection also. The e-learning complements the weekly awareness activities that go on in the Service. The number of sessions completed and completion rate of the mandatory e-learning is detailed above.

## ECFRS End of Year Performance Report – 2019/20

This year, some lessons learned/changes made from data breach handling in the Service include:

1. Follow me printing that has reduced the risks of confidential information being left on printers
2. Payroll has suspended and is reviewing the monthly sending of pay details to fleet for checking
3. OSHENS reporting form has been amended to make colleagues aware of the need to protect the privacy of colleagues that are involved in accidents at work.
4. Emails now have prompts to remind staff to double check when sending some confidential messages externally.

The financial year ended with the Information Governance team carrying on business as usual from home. We envisage to have some delays in responding to the spike in subject access requests that coincided with the upsurge in COVID-19. The Information Commissioner's Office is understanding of the limitations that organisations may face in some of their compliance work.

## BENCHMARKING

The data and information presented in this section of the end of year performance report has been extracted from the Local Government Association's 'Fire Benchmarking Club, which focuses on key metrics from the Home Office publication 'Fire Statistics Monitor', and supplemented with measures available direct from Incident Recording System (IRS) or FRS mobilisation systems. ECFRS is not part of the official Fire Benchmarking Club, however, incident data that we have and continue to submit to the Home Office is available. Anonymised results have been used in this public-facing report.

**Benchmarking should be seen as part of a wider approach to understanding and responding to local communities.**

**Benchmarking provides context but is only one element of this approach and helps raise lines of enquiry rather than providing answers.**

Whilst there was a basket of metrics available, the following were identified as ones that were closely associated with the Service or Fire and Rescue Plan measures:

- Total fires (primary, secondary, chimney) per 100,000 population
- Primary fires per 100,000 population
- Secondary fires per 100,000 population
- Chimney fires per 10,000 dwellings
- Fatalities in primary fires per 100,000 population
- Casualties (exc. pre-cautionary checks and first aid) in primary fires per 100,000 population
- Accidental dwelling fires per 10,000 dwellings
- Deaths arising from accidental dwelling fires per 100,000 population
- Deliberate primary and secondary fires per 10,000 population
- Deliberate primary fires per 10,000 population
- Deliberate secondary fires per 10,000 population
- Malicious false alarms attended per 1,000 population

The following measures were also identified as potential metrics for benchmarking, however, due to a lack of data from ECFRS and other FRS, particularly those in Family Group Four (FG4), they were excluded from analysis.

- Injuries (excluding pre-cautionary checks) arising from accidental dwelling fires per 100,000 population
- Fires in non-domestic premises per 1,000 non-domestic premises
- False alarms caused by automatic fire detection apparatus per 1,000 non-domestic premises

Information about the metrics listed above are listed in the Annex.

**Due to a lack of data submitted for Q3 & Q4 2019/2020 by all FRSs, the time period for the analysis on the following pages was from Q1 2016/2017 to Q2 2019/2020.**

**Total fires (primary, secondary, chimney) per 100,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	1250	793	Equal or Higher	920	Equal or Higher
<b>2017/2018</b>	1201	814	Equal or Higher	951	Equal or Higher
<b>2018/2019</b>	1244	909	Equal or Higher	1039	Equal or Higher
<b>2019/2020</b>	1460	932	Equal or Higher	1046	Equal or Higher

**Primary fires per 100,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS vs England
<b>2016/2017</b>	633	381	Equal or Higher	426	Equal or Higher
<b>2017/2018</b>	592	374	Equal or Higher	422	Equal or Higher
<b>2018/2019</b>	593	374	Equal or Higher	416	Equal or Higher
<b>2019/2020</b>	590	366	Equal or Higher	413	Equal or Higher

**Secondary fires per 100,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	593	389	Equal or Higher	471	Equal or Higher
<b>2017/2018</b>	591	417	Equal or Higher	506	Equal or Higher
<b>2018/2019</b>	635	517	Equal or Higher	604	Equal or Higher
<b>2019/2020</b>	866	559	Equal or Higher	625	Equal or Higher

**Chimney fires per 10,000 dwellings**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	0.33	0.45	Lower	0.60	Lower
<b>2017/2018</b>	0.23	0.44	Lower	0.57	Lower
<b>2018/2019</b>	0.20	0.35	Lower	0.46	Lower
<b>2019/2020</b>	0.05	0.16	Lower	0.21	Lower

### Fatalities in primary fires per 100,000 population

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	0.10	0.11	Lower	0.12	Lower
<b>2017/2018</b>	0.09	0.14	Lower	0.13	Lower
<b>2018/2019</b>	0.05	0.12	Lower	0.11	Lower
<b>2019/2020</b>	0.06	0.12	Lower	0.09	Lower

### Casualties (exc. pre-cautionary checks & first aid) in primary fires per 100,000 population

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	1.4	1.3	Equal or Higher	1.3	Equal or Higher
<b>2017/2018</b>	1.2	1.3	Lower	1.3	Lower
<b>2018/2019</b>	1.1	1.2	Lower	1.3	Lower
<b>2019/2020</b>	1.3	1.2	Equal or Higher	1.2	Equal or Higher

### Accidental dwelling fires per 10,000 dwellings

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	2.8	2.5	Equal or Higher	2.6	Equal or Higher
<b>2017/2018</b>	2.7	2.5	Equal or Higher	2.6	Equal or Higher
<b>2018/2019</b>	2.7	2.4	Equal or Higher	2.5	Equal or Higher
<b>2019/2020</b>	2.5	2.1	Equal or Higher	2.3	Equal or Higher

This differs from the rate of accidental dwelling fires per 10,000 dwellings, as seen in the main report (under Prevention priority) because ECFRS's scorecard uses Office of National Statistics data, which was last updated in August 2012.

### Deaths arising from accidental dwelling fires per 100,000 population

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	0.09	0.08	Equal or Higher	0.08	Equal or Higher
<b>2017/2018</b>	0.08	0.09	Lower	0.08	Lower
<b>2018/2019</b>	0.01	0.07	Lower	0.08	Lower
<b>2019/2020</b>	0.06	0.07	Lower	0.05	Equal or Higher



**Deliberate primary and secondary fires per 10,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	2.4	3.3	Lower	3.4	Lower
<b>2017/2018</b>	2.3	3.5	Lower	3.7	Lower
<b>2018/2019</b>	2.2	3.9	Lower	3.9	Lower
<b>2019/2020</b>	3.0	4.4	Lower	4.2	Lower

**Deliberate primary fires per 10,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	2.4	3.3	Lower	3.4	Lower
<b>2017/2018</b>	2.3	3.5	Lower	3.7	Lower
<b>2018/2019</b>	1.9	3.3	Lower	3.3	Lower
<b>2019/2020</b>	0.7	0.9	Lower	0.9	Lower

**Deliberate secondary fires per 10,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2018/2019</b>	0.3	0.6	Lower	0.6	Lower
<b>2019/2020</b>	2.3	3.5	Lower	3.3	Lower

*There was a lack of data from some FRS for 2016/2017 and 2017/2018.*

**Malicious false alarms attended per 1,000 population**

	ECFRS Mean	FG4 Mean	ECFRS v FG4	England Mean	ECFRS v England
<b>2016/2017</b>	0.023	0.028	Lower	0.029	Lower
<b>2017/2018</b>	0.030	0.028	Equal or Higher	0.030	Lower
<b>2018/2019</b>	0.025	0.028	Lower	0.029	Lower
<b>2019/2020</b>	0.030	0.028	Equal or Higher	0.028	Equal or Higher

**Annex: Metrics for Benchmarking**

Per 100,000 Population	Description	Data Source
<b>Total fires (primary, secondary, chimney) per 100,000 population</b>	Total fires - quarterly - All fires, including primary and secondary fires in buildings and outdoors, and chimney fires.	Home Office
<b>Primary fires per 100,000 population</b>	Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire.	Home Office
<b>Fatalities in primary fires per 100,000 population</b>	<p>This data is derived using the Home Office Fire statistics monitors 'Number of fatal casualties, (per 100,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>• Number of fatal casualties, (per 100,000 people): This is the number of people whose death is attributed to a fire, even if death occurred weeks or months later. As death can occur sometime after the event and the cause of death is not always apparent this data is subject to potential revision</li> <li>• Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Number of fatal casualties, (per 100,000 people) / Population - Total resident population (mid-year population estimates) * 100000.00</i></p>	Home Office  Nomis
<b>Casualties (exc. pre-cautionary checks and first aid) in primary fires per 100,000 population</b>	<p>This data is derived using the Home Office Fire statistics monitors 'Number of non-fatal casualties, excluding precautionary checks and first aid cases, (per 100,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>• Number of non-fatal casualties, excluding precautionary checks and first aid cases, (per 100,000 people): Non-fatal casualties consist of persons requiring medical treatment beyond first aid given at the scene of the fire, and those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups' This data item focuses on the number of non-fatal casualties where the person went to hospital</li> <li>• Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population</li> </ul>	Home Office  Nomis

	<p>of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</p> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Number of non-fatal casualties, excluding precautionary checks and first aid cases, (per 100,000 people)/ Population - Total resident population (mid-year population estimates) * 100000.0</i></p>	
<p><b>Deaths arising from accidental dwelling fires per 100,000 population</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'Fatalities in accidental dwelling fires, (per 100,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>• Fatalities in accidental dwelling fires, (per 100,000 people): Accidental fires includes all fires where the cause was not known or unspecified. It excludes fires where the cause was, malicious, deliberate or doubtful. Dwellings are buildings and non-permanent structures occupied solely by households, including mobile homes, caravans, houseboats, etc. It excludes hotels, hostels and residential institutions. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property (caravan, vehicle etc.). This data item focuses on the number of people whose death is attributed to a fire, even if death occurred weeks or months later. As death can occur sometime after the event and the cause of death is not always apparent this data is subject to potential revision</li> <li>• Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available <a href="https://lginform.local.gov.uk/search?related=3281&amp;op=Search">https://lginform.local.gov.uk/search?related=3281&amp;op=Search</a></li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Fatalities in accidental dwelling fires, (per 100,000 people)/ Population - Total resident population (mid-year population estimates) * 100000.00</i></p>	<p>Home Office</p> <p>Nomis</p>
<p><b>Injuries (excluding pre-cautionary checks and first aid) arising from accidental dwelling fires per 100,000 population</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'Non-fatal casualties excluding precautionary checks and first aid cases in accidental dwelling fires, (per 100,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>• Non-fatal casualties excluding precautionary checks and first aid cases in accidental dwelling fires, (per 100,000 people): Accidental fires includes all fires where the cause was not known or unspecified. It excludes fires where the cause was</li> </ul>	<p>Home Office</p> <p>Nomis</p>

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	<p>malicious, deliberate or doubtful. Dwellings are buildings and non-permanent structures occupied solely by households, including mobile homes, caravans, houseboats, etc. It excludes hotels, hostels and residential institutions. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property (caravan, vehicle etc.). Non-fatal casualties consist of persons requiring medical treatment beyond first aid given at the scene of the fire, and those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as precautionary check-ups. This data item focuses on the number of non-fatal casualties in accidental dwelling fires where the person went to hospital</p> <ul style="list-style-type: none"> <li>Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Non-fatal casualties excluding precautionary checks and first aid cases in accidental dwelling fires, (per 100,000 people)/ Population - Total resident population (mid-year population estimates) * 100000.0</i></p>	
<p><b>Secondary fires per 100,000 population</b></p>	<p>Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or five or more appliances attend. They include fires in single derelict buildings.</p>	<p>Home Office</p>

Per 10,000 Population	Description	Data Source
<p><b>Deliberate primary and secondary fires per 10,000 population</b></p>	<p>This data is derived using the Local Government Association LGI Benchmarking Club 'Number of deliberate primary and secondary fires - quarterly, (per 10,000)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>Number of deliberate primary and secondary fires - quarterly, (per 10,000): The total number of deliberate primary fires in the quarter. This was previously NI 33i Primary fire is any fire involving casualties, rescue or escape OR any fire involving property (including non-derelict vehicles) OR any fire where at least 5 fire appliances attend. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire. Secondary fires - secondary fires are reportable fires that were not involving property; were not chimney fires in buildings; did not involve casualties or rescues; were attended by four or fewer appliances. Derelict building or derelict vehicle fires are secondary fires. Deliberate fire is any fire where the cause of fire is suspected deliberate (excludes accidental and unknown)</li> <li>Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Number of deliberate primary and secondary fires - quarterly, (per 10,000) / Population - Total resident population (mid-year population estimates) * 10000.0</i></p>	<p>Local Government Association</p> <p>Nomis</p>
<p><b>Deliberate primary fires per 10,000 population</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'Deliberate primary fires, (per 10,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>Deliberate primary fires, (per 10,000 people): This is the number of deliberate primary fires. Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire. The motive for the fire can be recorded as one of: Accidental, Deliberate or Not Known. For the purpose of this metric deliberate is defined as when the motive was recorded as deliberate (only)</li> <li>Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of</li> </ul>	<p>Local Government Association</p> <p>Nomis</p>

	<p>UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</p> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Deliberate primary fires, (per 10,000 people)/ Population - Total resident population (mid-year population estimates) * 10000.0</i></p>	
<p><b>Deliberate secondary fires per 10,000 population</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'Deliberate secondary fires, (per 10,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <ul style="list-style-type: none"> <li>Deliberate secondary fires, (per 10,000 people): This is the number of secondary fires. Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or five or more appliances attend. They include fires in single derelict buildings. The motive for the fire can be recorded as one of: Accidental, Deliberate or Not Known. For the purpose of this metric deliberate is defined as when the motive was recorded as deliberate (only).</li> <li>Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Deliberate secondary fires, (per 10,000 people)/ Population - Total resident population (mid-year population estimates) * 10000.0</i></p>	<p>Local Government Association</p> <p>Nomis</p>

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Per 1,000 People	Description	Data Source
<p><b>Malicious false alarms attended per 1,000 population</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'Number of malicious false alarms, (per 1,000 people)' and Nomis mid-year population estimates 'Population - Total resident population (mid-year population estimates)';</p> <p>Number of malicious false alarms, (per 1,000 people): The number of false alarms is an event in which the fire and rescue service believes they are called to a reportable fire and then find there is no such incident. This data item focuses on malicious false alarms where the calls were made with the intention of getting the fire and rescue service to attend a non-existent fire-related event. This includes deliberate and suspected malicious intentions</p> <p>Population - Total resident population (mid-year population estimates): This is the total resident population based on mid-year population estimates. The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included and UK forces stationed outside the UK are excluded. This value is provided as rounded to the nearest hundred, unrounded estimates are available</p> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Number of malicious false alarms, (per 1,000 people) / Population - Total resident population (mid-year population estimates) * 1000.00</i></p>	<p>Home Office</p> <p>Nomis</p>

Per 10,000 Dwellings	Description	Data Source
<p><b>Accidental dwelling fires per 10,000 dwellings</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'Accidental dwelling fires, (per 10,000 dwellings)' and Ministry of Housing, Communities &amp; Local Government Council Taxbase statistics 'Total number of dwellings on valuation list';</p> <ul style="list-style-type: none"> <li>• Accidental dwelling fires, (per 10,000 dwellings): Accidental fires includes all fires where the cause was not known or unspecified. It excludes fires where the cause was malicious, deliberate or doubtful. Dwellings are buildings and non-permanent structures occupied solely by households, including mobile homes, caravans, houseboats, etc. It excludes hotels, hostels and residential institutions. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property (caravan, vehicle etc.). This data item focuses on accidental dwelling fires</li> <li>• Total number of dwellings on valuation list: The number of dwellings on the Valuation Office Agency (VOA) Valuation list as at September of the reference year. This metric is the starting point from which councils determine the number of chargeable dwellings liable for council tax in their area. This figure will be higher than the Number of liable for council tax as it includes dwellings which would otherwise be exempt from council tax</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Accidental dwelling fires, (per 10,000 dwellings)/ Total number of dwellings on valuation list * 10000.0</i></p>	<p>Home Office</p> <p>Ministry of Housing, Communities &amp; Local Government Council Taxbase</p>
<p><b>Chimney fires per 10,000 dwellings</b></p>	<p>This data is derived using the Home Office Fire statistics monitors 'All chimney fires, (per 10,000 dwellings)' and Ministry of Housing, Communities &amp; Local Government Council Taxbase statistics 'Total number of dwellings on valuation list';</p> <ul style="list-style-type: none"> <li>• All chimney fires, (per 10,000 dwellings): Chimney fire are fires in buildings (usually residential - this does NOT cover industrial chimneys which are reported as a Primary fires) where the fire was contained within the chimney structure and did not involve injuries, fatalities, rescues or attendance by five or more appliances</li> <li>• Total number of dwellings on valuation list: The number of dwellings on the Valuation Office Agency (VOA) Valuation list as at September of the reference year. This metric is the starting point from which councils determine the number of chargeable dwellings liable for council tax in their area. This figure will be higher than the Number of liable for</li> </ul>	<p>Home Office</p> <p>Ministry of Housing, Communities &amp; Local Government Council Taxbase</p>



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	<p>council tax as it includes dwellings which would otherwise be exempt from council tax</p> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>All chimney fires, (per 10,000 dwellings)/ Total number of dwellings on valuation list * 10000.0</i></p>	
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Per 1,000 Premises	Description	Data Source
<p><b>Fires in non-domestic premises per 1,000 non-domestic premises</b></p>	<p>This data is derived using the Local Government Association LGI Benchmarking Club 'Number of fires in non-domestic properties - quarterly, (per 1,000)' and Valuation Office Agency Non-domestic rating: stock of properties 'Rateable properties (hereditaments) count in an area';</p> <ul style="list-style-type: none"> <li>Number of fires in non-domestic properties - quarterly, (per 1,000): The total number of fires in non-domestic premises in the quarter. This was previously BVPI 207. Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. Non-domestic premises includes all premises which are not dwellings or derelict buildings</li> <li>Rateable properties (hereditaments) count in an area: Non-domestic rateable properties (known as "hereditaments") fall either into a local rating list or the central rating list. There is a single local rating list for each billing authority in England and Wales, and two central rating lists, one for England and one for Wales. The majority of rateable value is contained in local rating lists (over 95% across England and Wales). The central list is smaller and contains the rating assessments for the network property of major transport, utility and telecommunications undertakings and cross-country pipelines. The Valuation Office Agency (VOA) is required, by the Local Government Finance Act 1988, to compile (and maintain) rating lists specifying a rateable value for all non-domestic rateable properties in England and Wales. These rateable values provide the basis for national non-domestic rates bills, which are issued by local authorities. The current rating lists came into effect on 1 April 2010. New lists are usually compiled every five years containing updated rateable values. However, the next revaluation will be with effect from 1 April 2017</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Number of fires in non-domestic properties - quarterly, (per 1,000)/ Rateable properties (hereditaments) count in an area * 1.0</i></p>	<p>Local Government Association</p> <p>Valuation Office Agency, Non-domestic rating</p>
<p><b>False alarms caused by automatic fire detection apparatus per 1,000 non-domestic premises</b></p>	<p>This data is derived using the Local Government Association LGI Benchmarking Club 'Number of false alarms due to apparatus, (per 1,000 properties)' and Valuation Office Agency Non-domestic rating: stock of properties 'Rateable properties (hereditaments) count in an area';</p> <ul style="list-style-type: none"> <li>Number of false alarms due to apparatus, (per 1,000 properties): The number of false alarms is an event in which the fire and rescue service believes they are called to a reportable fire and then find there is no such incident. This data item focuses on false alarms due to apparatus in non-domestic properties where the call was initiated by fire alarm and firefighting equipment operating (including accidental initiation of alarm apparatus by person)</li> </ul>	<p>Local Government Association</p> <p>Valuation Office Agency, Non-domestic rating</p>

	<ul style="list-style-type: none"> <li>• Rateable properties (hereditaments) count in an area: Non-domestic rateable properties (known as “hereditaments”) fall either into a local rating list or the central rating list. There is a single local rating list for each billing authority in England and Wales, and two central rating lists, one for England and one for Wales. The majority of rateable value is contained in local rating lists (over 95% across England and Wales). The central list is smaller and contains the rating assessments for the network property of major transport, utility and telecommunications undertakings and cross-country pipelines. The Valuation Office Agency (VOA) is required, by the Local Government Finance Act 1988, to compile (and maintain) rating lists specifying a rateable value for all non-domestic rateable properties in England and Wales. These rateable values provide the basis for national non-domestic rates bills, which are issued by local authorities. The current rating lists came into effect on 1 April 2010. New lists are usually compiled every five years containing updated rateable values. However, the next revaluation will be with effect from 1 April 2017</li> </ul> <p>The value was calculated by the Local Government Association, the calculation performed is detailed below:</p> <p><i>Number of false alarms due to apparatus, (per 1,000 properties)/ Rateable properties (hereditaments) count in an area * 1.0</i></p>	
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