



Quarterly Performance Report – Quarter One 2020/21

ABOUT

A quarterly performance report is produced for the Service Leadership Team (SLT) and other key members of Essex Country Fire and Rescue Service (ECFRS) to monitor performance of the service, ensuring that budgeted resources are aligned with fire priorities and are being utilised effectively and efficiently.

The report aligned with priorities within the [Fire and Rescue Plan](#). Each priority has several measures and the report provides data and commentary on the actions taken to improve performance against these measures.

The quarterly performance reports are also used by used by the Board that has been established to enable the Police, Fire and Crime Commissioner in his role as the Essex Police, Fire and Crime Commissioner Fire and Rescue Authority to scrutinise, support and challenge the overall performance of the fire and rescue service.

TABLE OF CONTENTS

PERFORMANCE SUMMARY3

HELP THE VULNERABLE STAY SAFE.....5

Service Measure: Number of Safe and Well Visits delivered to our most vulnerable groups5

Fire and Rescue Plan Measure: People who received an intervention feel safer and less at risk.....6

PREVENTION, PROTECTION AND RESPONSE8

PREVENTION8

Service Measure: Rate of accidental dwelling fires (ADFs) per 10,000 dwellings8

Service Measure: Smoke alarm ownership8

Fire and Rescue Plan Measure: Reduction in fatalities and injuries9

Service Measure: Rate of deliberate fires per 10,000 population.....11

PROTECTION14

Service Measure: Number of fires in non-domestic properties.....14

RESPONSE.....18

Service Measure: Speed of response to incidents19

Service Measure: Appliance availability.....19

BEST USE OF OUR RESOURCES.....24

Fire and Rescue Plan Measure: Reduction in the number of false alarms24

IMPROVE SAFETY ON OUR ROADS26

Fire and Rescue Plan Measure: Reduction in the number of people killed or seriously injured26

Service Measure: Number of road traffic collisions attended by ECFRS26

PROMOTE A POSITIVE CULTURE IN THE WORKPLACE.....31

Fire and Rescue Plan Measure: Improved workforce diversity31

Service Measure: Average number of working days/shifts lost per person per year31

Service Measure: Employee casework (attendance management, disciplinary, grievance management, performance management).....32

BE TRANSPARENT, OPEN AND ACCESSIBLE.....36

Service Measure: Statutory and Complaint Response Rates.....36

BENCHMARKING40

PERFORMANCE SUMMARY

This report covers the performance of Essex County Fire and Rescue Service (ECFRS) for quarter one (Q1) of 2020/21. Prior to, and during the quarter (April to June), the UK has been dealing with the COVID-19 pandemic. The UK Government imposed a country-wide full lockdown from 26 March to 10 May, which meant that the majority of the population (except key workers) were to work from home, if possible, and to only go out when necessary. Since 10 May, there has been a phased lifting of restrictions in England and the Government can impose local lockdowns to control the spread of the virus – to save lives and protect the NHS.

With the above in mind, the key statements on performance for Q1 2020/21:

- ECFRS conducted 660 visits during Q1 2020/21 and fitted 941 smoke alarms. We received feedback that demonstrates that residents felt safer and less at risk as we provided a timely, high-quality intervention despite the pandemic.
- The number (concurrently, the rate) of Accidental Dwelling Fires (ADFs) increased in April and May in Q1 2020/21, but significantly less happened in June. The same (percentage) pattern occurred for ADFs where the source of the fire was cooking related and where there was a working smoke alarm.
- There were three fatalities in Q1 2020/21, two fatalities occurred at one incident.
- The rolling 12-month total for casualties from primary fires (and ADFs) is less than the total for the same quarter in 2019/20. There were more casualties from ADFs in the months of April and May, compared to Q1 2019/20. 13 males and 10 females were casualties in ADFs this quarter. Of note, 2 males went to hospital (in April) with injuries that appeared to be serious.
- The 12-month rolling totals (concurrently, the rate) of deliberate (primary and secondary) fires for Q1 2020/21 is less the same quarter in the previous year. Further analysis, particularly spatial and temporal analysis, of deliberate fires is planned for September 2020 to be published in October.
- The total number of non-domestic fires in Q1 2020/21 was 5 less than the total for Q1 2019/20 and the difference in 12 month rolling totals is 3. Further analysis is planned for October to be published in November.
- 1,170 cases were completed by the Protection team in Q1 2020/21 and responded to 99% of the planning, building regulations and licensing cases within the statutory time limit.
- The 5 audits completed in the quarter all generated a Notification of Deficiencies. No notices were issued.
- ECFRS attended 3,769 incidents in Q1 2020/21, 105 less than Q1 2019/20. There was a decrease in the number of attendances to special service incidents in this quarter compared to the same quarter in the last four years.

- The average response to potentially life-threatening incidents from time of call to arrival of first appliance at scene in the months of April and May were below the average of 10 minutes and slightly above, by 8 seconds, in June.
- ECFRS attended 90% of all calls within 15 minutes in April and 89% in the months of May and June. The Service-wide target is 90%.
- Total pumping appliance availability was 94% in April, and slightly decreased month-on-month in May and June, but an improvement on 2019/20 availability. Availability of wholetime and day crewed pumping appliances was above 99% in the months of April and May. On-call pumping appliance availability improved to 89% in April and has slightly decreased but remained above 80%, an improvement compared to Q1 2019/20.
- There were 53 more false alarms in Q1 2020/21 than in Q1 2019/20. May 2020 had 40 more false alarms than the same month in 2019. Further analysis is planned for November to be published in December.
- The total number of unwanted fire signals in Q1 2020/21 is less than the total for Q1 2019/20. April saw the lowest number of unwanted fire signals in the quarter and since February 2019. Analysis on false alarm will include these.
- Although figures for Q1 2020/21 are provisional, 61 less people were killed or seriously injured on Essex roads. There were 140 less RTCs attended by ECFRS in Q1 2020/21 compared to Q1 2019/20.
- Overall workforce diversity statistics are as follows:
 - 16.8% of the workforce explicitly self-identify their gender as female
 - 3.4% of the workforce explicitly self-identify sexual orientation as LGB
 - 2.9% of the workforce explicitly self-identify their ethnic minority
 - 16.8% of the workforce have a disability
 - The majority age band is 46 - 55
- The overall Service's sickness absence metrics for the 12-month period to 30 June 2020:
 - 58.3% of current employees taking sick leave
 - The median working days lost is 14
 - A total of 27,127 working days lost.
 - 86.1% of sickness was short term and 13.9% was long term (lasting 28 calendar days or more)
- With regards to employee casework, there were 28 new cases, 56 cases were closed in the quarter. There are 40 cases open at quarter end.
- 88% of statutory requests received by the Service were closed on time in Q1 2020/21. 147 requests were received, of which 103 were EIRs, 39 were FOIs and 5 were SARs.
- 85% of complaints received by the Service were closed on time in Q1 2020/21. The main theme of the complaints was fire safety, with 5 complaints.
- Benchmarking compares data on FRSs in England based on the three core strands of activity – prevention, protection, and response. Where possible, quarterly comparisons are provided and ECFRS data is highlighted in red.

HELP THE VULNERABLE STAY SAFE

Aim: Those who are at higher risk of harm are safer and more resilient.

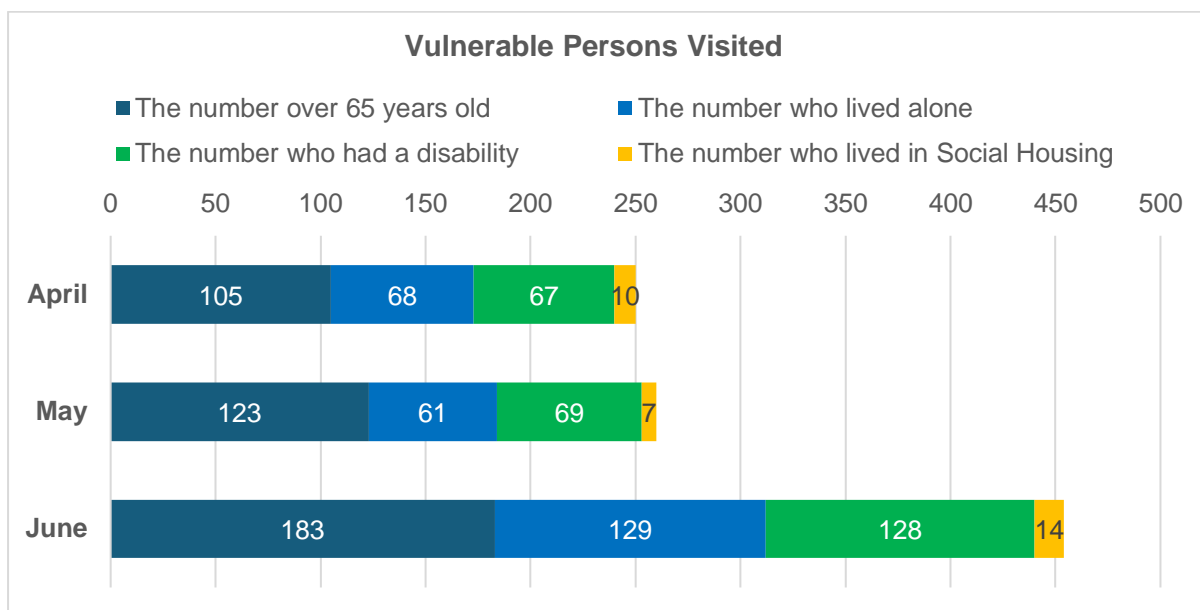
Service Measure: Number of Safe and Well Visits delivered to our most vulnerable groups

The Home Safety Information Centre handles the public's requests for Home Safety/Safe and Well visits and the table below indicates the volume of enquiries per month and total for the quarter.

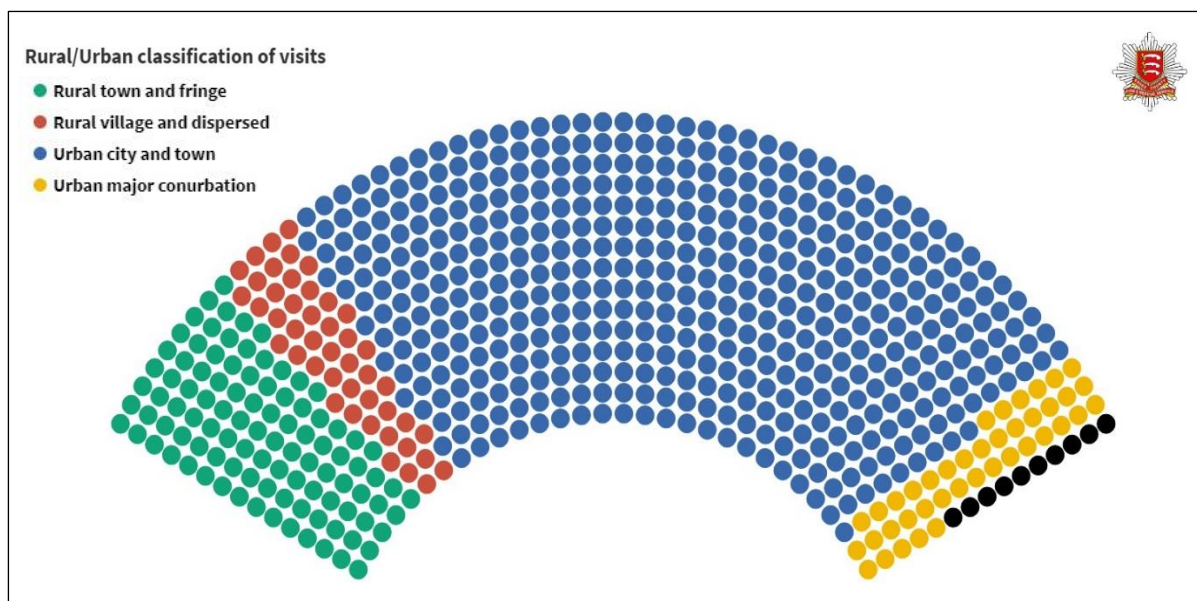
	April	May	June	Total	Trend Based on Q1 2019/20
Incoming	342	480	531	1,353	↓
Outgoing	936	748	1,053	2,737	↓
Emails	180	238	235	653	↓
Total	1,458	1,466	1,819	4,743	

ECFRS staff and volunteers complete Home Safety/Safe & Well visits across Essex. The following tables and charts provide further information on the vulnerable persons visited, by whom and resources installed to make them safer.

	April	May	June	Total	Trend Based on Q1 2019/20
All Visits	191	192	277	660	↓
Safe & Well Visits	190	191	277	658	↓
Home Safety Visits by Stations	0	1	0	1	↓
Home Safety Visits by Volunteers	1	0	0	1	↓
Visits by Other (CSO's, CB's, FSO's)	0	0	0	0	↓
Number of FHB10 (standard smoke detectors) fitted	282	247	310	839	↓
Number of FHB10W (sensory smoke detectors) fitted	24	37	41	102	↓



The chart below shows the rural/urban classification of visits in Q1 2020/21. The classification is determined by mapping the X/Y of the visit to a Lower Super Output Area (LSOA), and each LSOA has a rural/urban classification.



RURAL/URBAN CLASSIFICATION	COUNT OF VISITS	AS PERCENTAGE (%)
■ Rural town and fringe	100	15.15
■ Rural village and dispersed	46	6.97
■ Urban city and town	464	70.30
■ Urban major conurbation	40	6.06
■ Classification unknown	10	1.52
GRAND TOTAL	660	100%

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

Home safety interventions conducted during Q1 2020/21 did not receive an evaluation form. Regardless, the Home Safety Information team received feedback from members of the public who received help from ECFRS staff during the pandemic. The feedback demonstrates that the Service made people feel safe and less at risk.

<p>April 2020</p>	<ul style="list-style-type: none"> • A resident from Leigh forwarded on his father’s thanks to the Service (via email), naming two members of staff, for their excellent service. A member of the Home Safety Information team was thanked for their speed and efficiency in organising a visit. The Safe & Well Officer (SWO) was thanked for taking all the precautions to protect the gentleman and himself, and fitted a new alarm system with sensory pads.
<p>May 2020</p>	<ul style="list-style-type: none"> • A resident from Harlow called following a visit from a SWO. She commended the SWO’s professionalism and wanted to thank everyone involved in the Service. The resident said that felt safer after the installation of a new system and thought the whole visit was a total pleasure. • A resident from Harlow contacted the Service following a visit, to say thank you to the SWO who replaced two alarms. • A resident from Southend received a smoke alarm via a SWO and thought that they were very professional. She was impressed with the Service, so much so that she said she would clap for the NHS and the Fire Service on a Thursday night (Reference: https://clapfourcarers.co.uk/) • A resident from Benfleet called to say thank you to the SWO who had fitted two smoke alarms and that she really appreciated the visit.
<p>June 2020</p>	<ul style="list-style-type: none"> • A resident’s sister-in-law emailed the Service to thank the Service for responding so fast. The SWO who fitted smoke alarms in the right locations of the house (from bedroom to hall) and added a sensory alarm. The resident was also given useful advice and received leaflets. The sister-in-law (based in Canvey) was very pleased with the visit and the resident could sleep better knowing that this concern was ticked off their to-do-list. • A member of staff forwarded on thanks from their neighbour to the Home Safety information team member and SWO for; their quick response. Their neighbour really appreciated it.

Commentary is incorporated into the following priority under Prevention.


PREVENTION, PROTECTION AND RESPONSE

Aim: The trust and confidence of communities in Essex is maintained through effective pre-planning, monitoring and evaluation.


PREVENTION

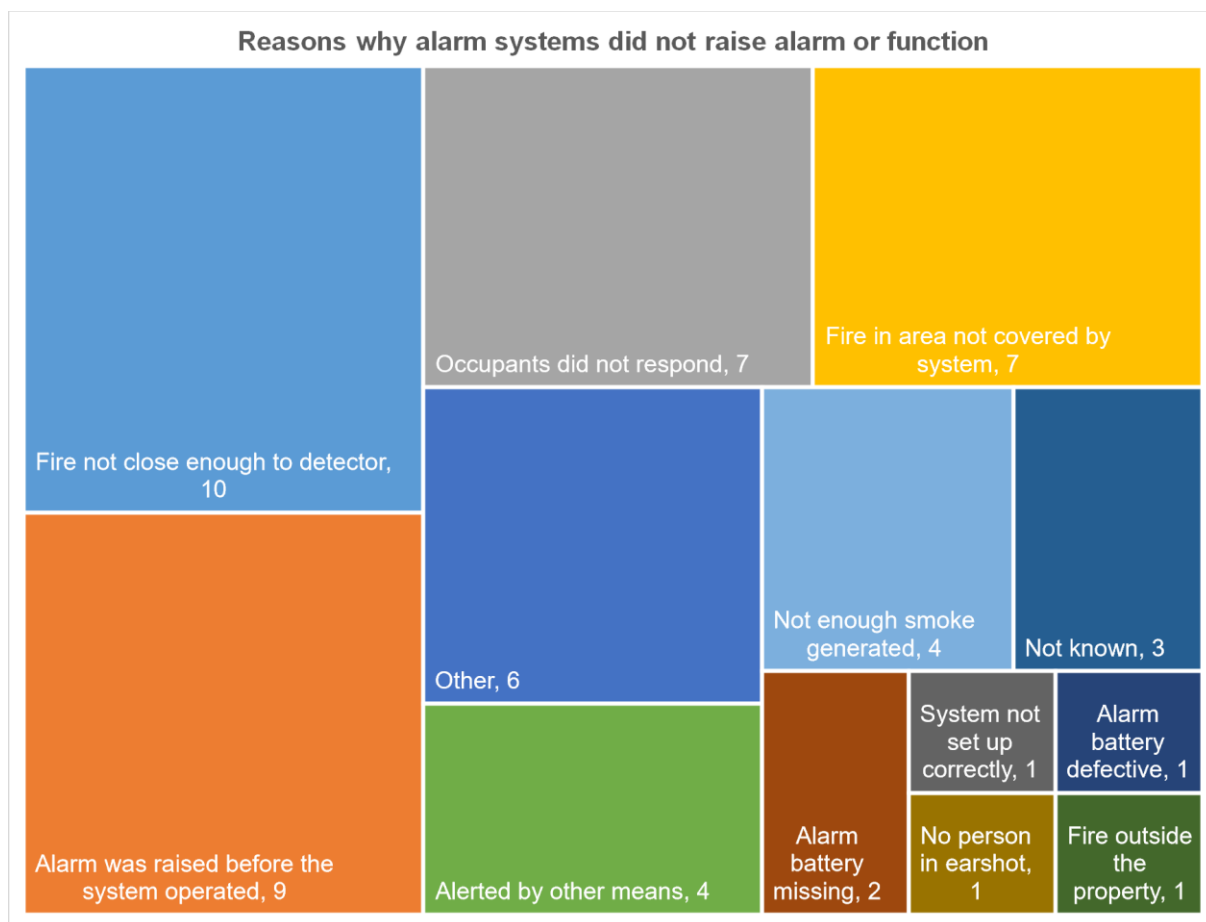
Service Measure: Rate of accidental dwelling fires (ADFs) per 10,000 dwellings

Target – 0.9			Actual Numbers	
	Q1 2020/21	Q1 2019/20	Q1 2020/21	Q1 2019/20
April	1.0	1.0	75	78
May	1.1	0.9	84	68
June	0.6	0.8	48	64
Rolling 12 months	10.0	10.6	777	819

Percentage (%) of ADFs in Q1 2020/21 where the source was cooking related		
	April	27%
	May	26%
	June	33%

Service Measure: Smoke alarm ownership

Percentage (%) of ADFs in Q1 2020/21 where a working smoke alarm was present		
	April	67%
	May	63%
	June	75%



Fire and Rescue Plan Measure: Reduction in fatalities and injuries

There were three fatalities (two incidents) in Q1 2020/21. There were two fatalities at one incident.

The following tables show the number of fire-related victims (or casualties) taken to hospital where injuries appeared to be serious or slight. There were 26 casualties from primary fires, 18 of these were involved in ADFs.

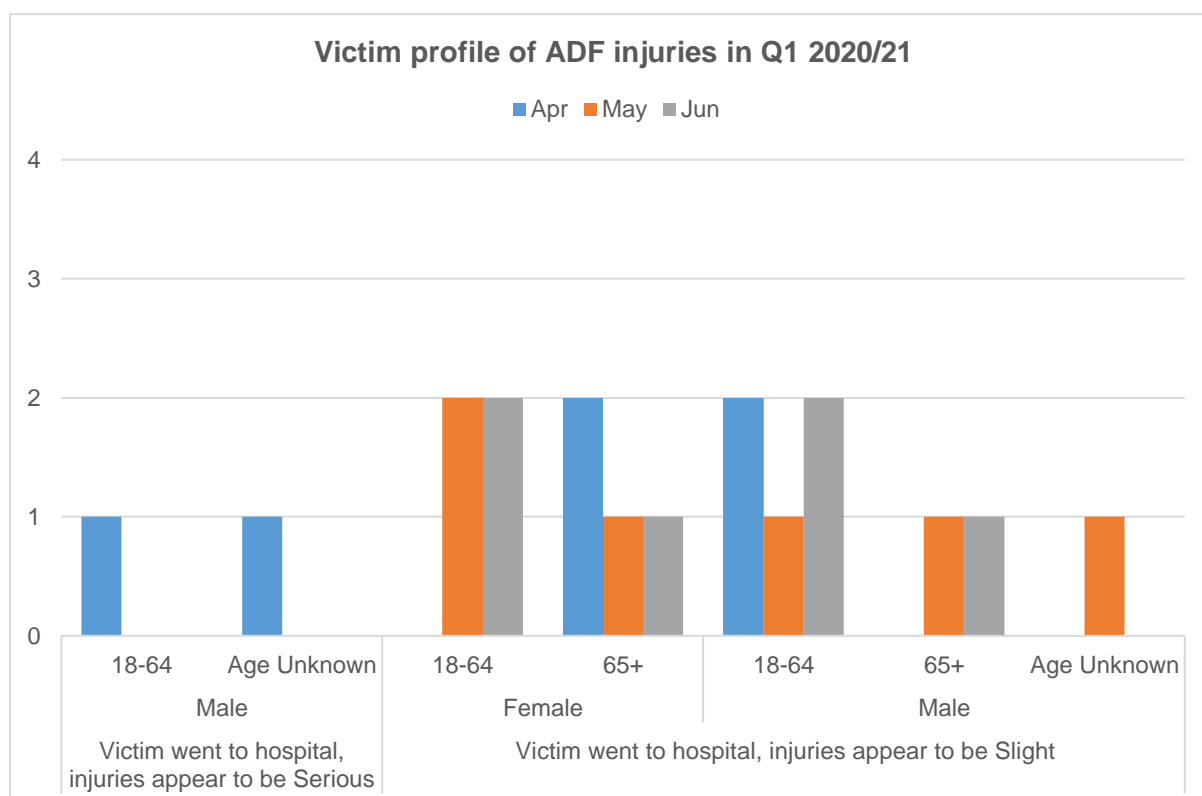
Casualties from Primary Fires ¹	Q1 2020/21	Q1 2019/20
April	9	11
May	9	8
June	8	9
Rolling 12 months	62	85

¹ Primary fires are generally more serious fires that harm people or cause damage to property. Primary fires are defined as fires that cause damage and meet at least one of the following conditions: any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures; any fire involving fatalities, casualties or rescues; any fire attended by five or more pumping appliances. Source: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/546154/fire-statistics-definitions-hosb0916.pdf

ECFRS Quarterly Performance Report – Quarter One 2020/21

Casualties from ADFs	Q1 2020/21	Q1 2019/20
April	6	4
May	6	5
June	6	8
Rolling 12 months	43	53

The following chart shows the victim profiles of those injured (based on severity) in ADFs during Q1 2020/21.



Based on mid-2019 population estimates, the rate of injury in ADFs in Q1 2020/21 is 1.1 per 100,000 males and 0.8 per 100,000 for females (all age groups). The rate of injury per 100,000 persons by gender and age group is shown below.

	Males	Females
18 - 64	1.1	0.7
65 and over	1.2	2.0

Service Measure: Rate of deliberate fires per 10,000 population

The table below shows the rate and number of deliberate fires, by fire classification (primary/secondary).

Rate of Deliberate Fires		Q1 2020/21	Q1 2019/20
Primary Target (Month) – 0.2	April	0.2	0.2
	May	0.2	0.2
	June	0.2	0.2
Rolling 12 months		2.4	2.9
Secondary Target (Month) – 0.6	April	0.5	0.8
	May	0.5	0.8
	June	0.6	0.7
Rolling 12 months		6.3	7.3

Number of Deliberate Fires		Q1 2020/21	Q1 2019/20
Primary Target (Month) – 39	April	28	41
	May	28	38
	June	30	33
Rolling 12 months		421	504
Secondary Target (Month) – 95	April	85	140
	May	91	145
	June	111	124
Rolling 12 months		1,100	1,274

Commentary (Prevention)

The COVID-19 lockdown is likely to be a significant factor in the increased number of accidental dwelling fires in April and May. Contributory factors include...

- Individuals who are already vulnerable to fire spent an abnormally high amount of time within their own homes, thus increasing the opportunity for accidental dwelling fire.
- We are aware through liaison with partners across the health and third sectors that COVID-19 and the lockdown has led to an exacerbation of negative impacts and crisis across a number of areas, from long term health concerns such as dementia and Parkinsons to mental health, social isolation and financial hardship. We know that negative welfare of social impacts are also likely to increase vulnerability to fire (Analysis of Accidental Dwelling Fires in Essex (2009-2017) University of Essex report 2018).
- The Lockdown period has seen a partial, and sometimes complete withdrawal of face to face health, wellbeing and support services provided by the third, public and health sectors. Consequently, there has been a reduction in referrals from partner agencies to ECFRS, demonstrating a general decrease in the number of supporting individuals able to identify safety (and specifically fire) concerns in the homes of the public.

It is not surprising that June saw a decrease in accidental dwelling fires, as the less time individuals spend inside their own homes, the less opportunity there is for fire to start through behaviour causes. The warmer weather presents its own challenges for secondary fires, but usually leads to a decrease in ADF.

It remains concerning that in a large percentage of fires, alarms did not activate due to their proximity to the fire. Consideration has been given to whether current advice recommending one smoke alarm per floor is sufficient, and the potential cost implications and benefits to ECFRS of providing heat alarms.

Activity during the Quarter

- For most of Q1, ECFRS has reduced face to face prevention activities in public, following advice provided by the NFCC and Government. In some cases, it has been possible to move our key prevention advice onto digital platforms, however it is not clear how effective these platforms are in reaching our most vulnerable residents but maintains a prevention offer for everyone in Essex.
- The Home Safety and Safeguarding Teams have continued to operate a revised triaging system for deciding whether or not to visit an individual face to face. This has meant that we are still providing a face to face visit to those who are *most* vulnerable, and offering telephone advice, literature and alarms

for self-fit to everyone else. This approach reduces the risk of virus transmission within, and from our personnel.

- The Community Safety Engagement, Museum and Education Officer Teams have been driving digital content on social media, using new channels to push safety advice whilst face to face community events are not possible. In June, some leafleting and public assurance activity has been possible, increasing interest in the Home Safety service. This has continued in Q2.
- Full Strategic After Incident Responses were conducted for fatalities in the period, utilising resources from across ECFRS as well as partner organisations.

Activity during the next period

- The Home Safety and Safeguarding Teams have prepared to conduct visits to all individuals who request one, lifting the restrictions on who the team are able to visit applied on the 17th of March 2020. This is likely to increase the number of visits completed during Q2.
- Although all personnel will be able to conduct visits in Q2, with appropriate PPE, including operational personnel, there is likely to be some reluctance from vulnerable members of the public to allow other people into their homes for the duration of this pandemic.
- The Community Engagement Teams will be able to complete increased leafleting and public awareness activities in Q2. This is likely to lead to an increase in requests for Home Safety Visits and Safe and Well Visits.
- The Volunteering and Museum Team will re-introduce some activity, in line with government guidance during Q2. This will contribute to an increase in the number of visits conducted during Q2, and an increase in opportunity for prevention activity with the public in Essex.
- The September return for schools in Essex is likely to lead to an increase in engagement opportunities for young people, and also a potential increase in the number of referrals for Home Safety Visits.

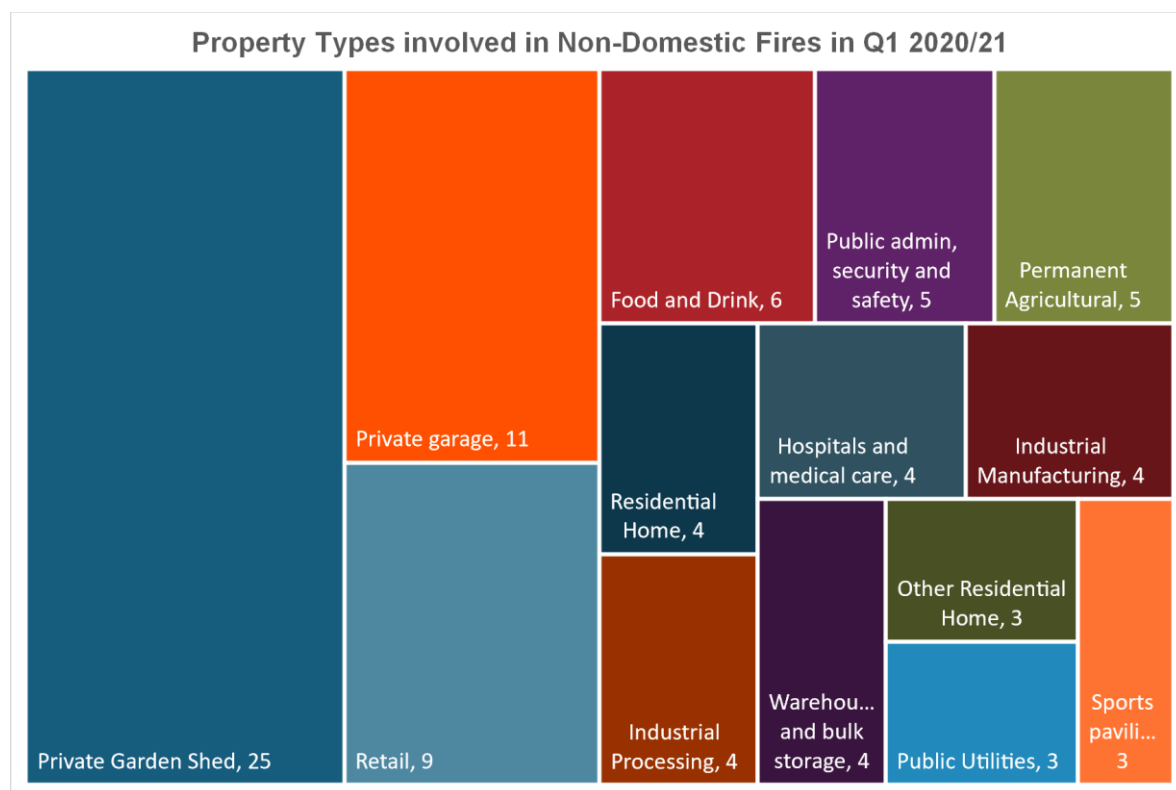
PROTECTION

Service Measure: Number of fires in non-domestic properties

The table below shows the number of fires in non-domestic properties in Q1 2020/21 and Q1 2019/20. The total in Q1 2020/21 was 5 less than the total for Q1 2019/20.

	Q1 2020/21	Q1 2019/20
April	42	48
May	35	34
June	27	27
12 month Rolling Total	423	426

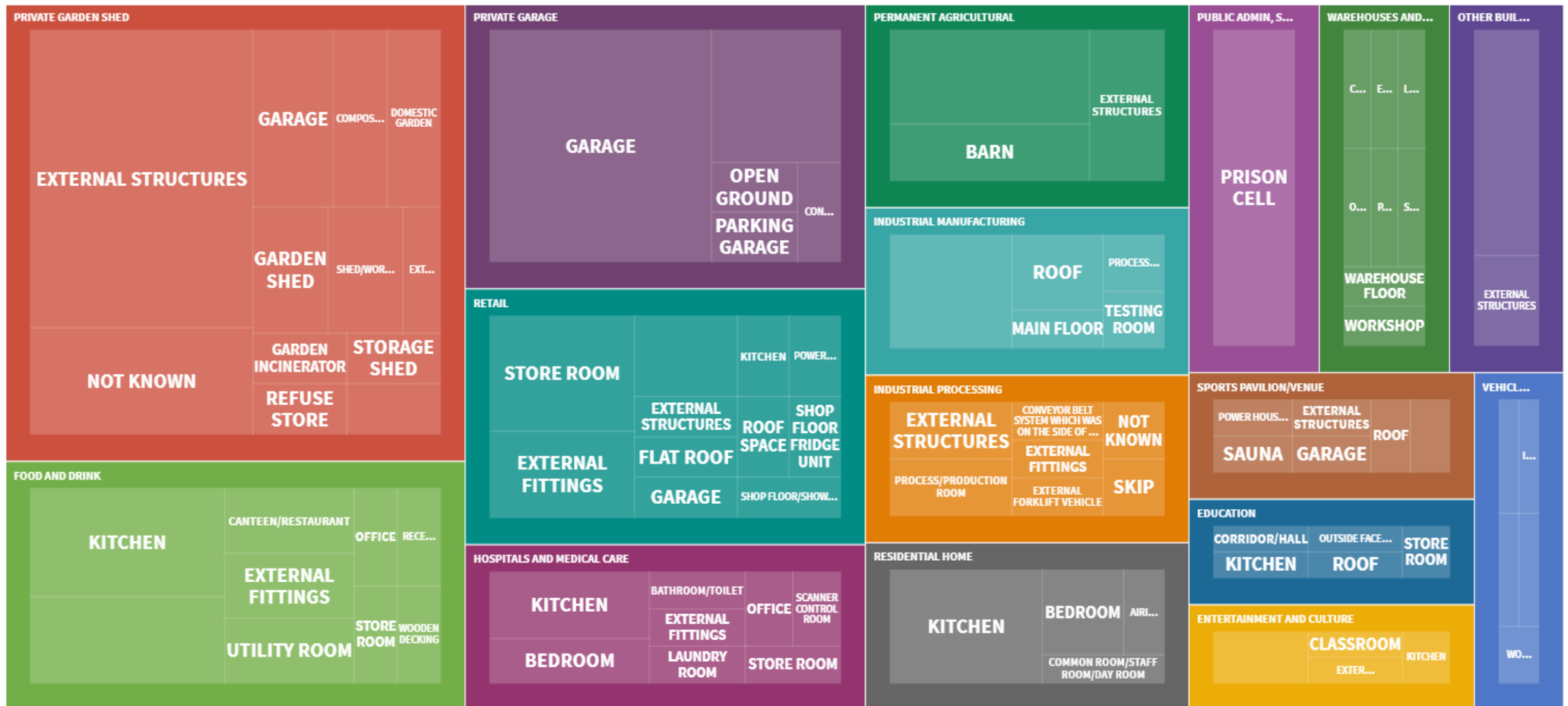
The tree map below shows the property types that were involved in more than 3 non-domestic fires in Q1 2020/21. Compared to Q1 2019/20, the number of non-domestic fires increased in the following property types: sports pavilions, private garden sheds, private garages, public admin, security, and safety as well as retail. There were a number of fires in the following property types in Q1 2019/20 but not in Q1 2021, entertainment and culture premises, sheltered housing (not self-contained), offices and call centres as well as transport buildings.



Note: Private Garden Sheds and Garages do not fall under the auspices of the Fire Safety Order, and therefore are not manageable by the Protection team.

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The diagram below further details the fire start location (if known) in each of the property types.



ECFRS Quarterly Performance Report – Quarter One 2020/21

The table below shows the number of cases (per month) undertaken by the Protection team in Q1 2020/21. 1,170 cases have been completed between April and June 2020. The Protection team responded to 451 of the 455 (99%) planning, building regulations and licensing cases within the statutory time limit.

	April		May		June	
Case Type	Completed	Success	Completed	Success	Completed	Success
Planning	66	66	39	39	50	50
Alleged Fire Risk (AFR)	11		11		25	
Desktop Audits	82		148		230	
Audits	2		1		2	
Building Regulations	93	92	67	66	68	66
HMO	9		10		8	
Licensing	16	16	30	30	26	26
Other Fire Safety Activity ²	36		39		68	
Other Consultations ³	9		12		12	
Month Total	324	174/175	357	135/136	489	142/144

The 5 audits completed in the quarter all generated a Notification of Deficiencies. No notices were issued.

² For example: post-fire visits and general enquiries from public/businesses

³ Other consultations include BASIS, Consultation, Demolition, SAG

Commentary (Protection)

Whilst the COVID-19 pandemic has impacted our ability to audit premises in line with the Service's Risk Based Inspection Programme, we have implemented a new desktop audit process to enable the department to engage with and assess risk in premises posing higher levels of risk, 460 in total within the quarter.

Other consultations are taking place as normal, although we have developed the ability to receive building plans for Building Regulations Consultations electronically. Benefits of this are that it is quicker, environmentally friendly as it reduces paper and ink usage as well as reduces costs due to postage.

Due to the recent large intake of new inspecting Officers, it is critical that those new Officers receive training to develop their competence for the role. We have worked with the course provider and the courses are now being delivered in a virtual classroom, enabling the training to proceed as planned. Feedback on the courses delivered in this format has been good.

Project CRIS, the project to replace CRM with CFRMIS has also been moving on during this period with the new system being introduced to all personnel and training courses undertaken to allow personnel to use the new system.

RESPONSE

Incident Overview

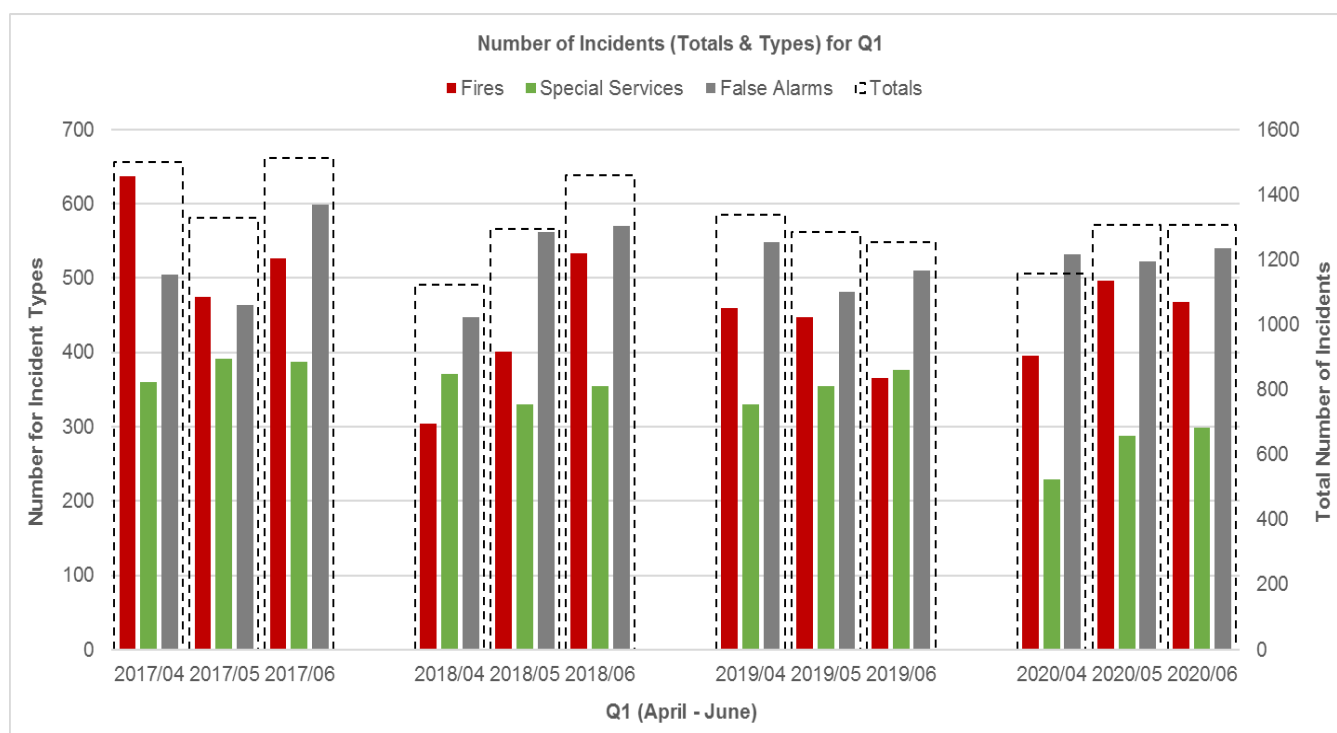
ECFRS attended 3769 incidents in Q1 2020/21 and the table below shows the totals for the same quarter in previous years. The difference between this quarter and Q1 2019/20 is 105 incidents.

Q1 2017/2018	4342
Q1 2018/2019	3873
Q1 2019/2020	3874
Q1 2020/2021	3769

The table below shows the totals per incident type for Q1 for the last four years. The number of fires for Q1 2020/21 increased slightly, compared to the same quarter in 2018/2019 and 2019/20. There was a decrease in the number of special service incidents attended in Q1 2019/20, 245 less than the same quarter in the previous year. This can be attributed the lockdown for the COVID-19 pandemic. False alarms have remained static, approximately 1500 for this quarter over the last four years.

	Fires	Special Services	False Alarms
Q1 2017/2018	1637	1138	1567
Q1 2018/2019	1238	1056	1579
Q1 2019/2020	1272	1061	1541
Q1 2020/2021	1359	816	1594

The chart below shows that the number of incidents attended per month by incident type, for Q1 for the last four years.



Service Measure: Speed of response to incidents

The table below shows the first performance measure, the average response to potentially life-threatening incidents, from time of call to arrival (based on first Essex appliance at scene). Excludes resilience appliances and animal assistance incidents.

Target: Average of 10 minutes		
	Q1 2020/21	Q1 2019/20
April	9m 20s	9m 56s
May	9m 11s	10m 44s
June	10m 8s	10m 20s

The table below shows the second performance measure, the percentage (%) of incidents attended within 15 minutes, from time of call to arrival (based on first Essex appliance at scene). Excludes resilience appliances.

Target: 90% of calls within 15 minutes		
	Q1 2020/21	Q1 2019/20
April	90%	88%
May	89%	86%
June	89%	89%

Service Measure: Appliance availability

The following tables show the total pumping appliance availability as well as the availability for wholetime & day crewed and on-call pumping appliances.

Total Pumping Appliance Availability Target: 94%		
	Q1 2020/21	Q1 2019/20
April	94.0%	82%
May	91.3%	80%
June	87.2%	80.3%

ECFRS Quarterly Performance Report – Quarter One 2020/21

Wholetime & Day Crew Pumping Appliance Availability, Target: 98%			On-Call Pumping Appliance Availability, Target: 90%		
	Q1 2020/21	Q1 2019/20	Q1 2020/21	Q1 2019/20	
April	99.4%	96%	89.2%	74.5%	
May	99.4%	95.2%	87.1%	72.3%	
June	98.7%	96.2%	82.5%	74.2%	

The charts below show appliance availability by command group and crewing type

North East	Wholetime/Day Crew																		
	2019						2020												
	January	February	March	April	May	June	July	August	September	October	November	December							
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%	99.8%	98.7%	98.4%	97.9%
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%	99.1%	99.6%	99.2%	98.0%
On-Call																			
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July
Brightingsea	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%	99.5%	99.8%	99.7%	93.4%
Burnham	60.7%	67.6%	49.1%	74.1%	84.0%	84.1%	79.0%	77.0%	78.0%	81.6%	81.6%	68.2%	92.6%	88.8%	85.7%	99.5%	92.2%	93.0%	88.9%
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%	98.4%	99.2%	93.8%	91.1%
Dovercourt	80.1%	72.8%	77.3%	62.1%	38.8%	59.4%	79.6%	66.2%	65.0%	79.1%	82.3%	54.6%	71.6%	83.8%	89.3%	99.3%	99.3%	97.5%	77.2%
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%	99.3%	98.6%	90.6%	88.0%
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%	99.7%	97.8%	85.0%	81.7%
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%	93.2%	88.7%	88.3%	71.9%
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%	98.5%	95.4%	89.4%	85.9%
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%	61.3%	82.7%	79.2%	65.7%
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%	63.0%	55.5%	65.2%	65.6%
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%	99.4%	100.0%	99.6%	99.5%
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%	99.4%	98.7%	89.1%	81.8%
Wivenhoe	73.2%	82.0%	70.4%	65.5%	63.5%	66.9%	84.9%	81.4%	73.6%	83.6%	80.9%	69.3%	81.4%	89.8%	86.3%	99.9%	96.7%	87.2%	83.3%

North West	Wholetime/Day Crew																		
	2019						2020												
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July
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%	99.2%	100.0%	98.9%	96.6%
On-Call																			
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July
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%	91.3%	86.7%	78.5%	78.6%
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%	93.5%	89.6%	61.9%	41.3%
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%	94.2%	77.0%	70.6%	62.5%
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%	98.9%	95.6%	88.0%	77.1%
Leaden Roding	4.7%	41.2%	55.8%	53.5%	22.4%	50.5%	60.5%	34.1%	55.9%	57.3%	57.3%	53.7%	62.6%	48.6%	64.7%	91.0%	82.8%	71.0%	
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%	99.7%	100.0%	99.9%	99.5%
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%	85.3%	69.3%	66.7%	65.9%
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%	99.7%	99.6%	97.7%	95.7%
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%	86.6%	77.2%	69.3%	60.6%
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%	100.0%	100.0%	96.7%	98.6%
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%	97.4%	75.9%	66.1%	69.6%
Wethersfield	85.0%	79.6%	83.8%	76.6%	83.5%	77.9%	71.6%	84.2%	77.0%	66.4%	68.0%	70.7%	84.0%	82.5%	82.6%	95.8%	94.6%	93.2%	96.4%
Witham	72.3%	72.9%	65.5%	70.1%	57.8%	55.9%	87.9%	42.7%	38.4%	36.3%	49.6%	46.3%	52.1%	41.8%	61.6%	94.7%	74.3%	65.4%	63.5%

ECFRS Quarterly Performance Report – Quarter One 2020/21

South East

WholeTime/Day Crew	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July					
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%	99.5%	99.7%	99.5%	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%	99.7%	99.8%	97.5%	98.6%					
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%	99.8%	99.3%	99.4%	98.1%					
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%	99.4%	98.9%	99.6%	98.5%					
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%	98.3%	99.8%	98.1%	96.1%					
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%	99.4%	99.8%	99.7%	99.0%					

On-Call

	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July					
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%	47.5%	50.6%	50.8%	50.2%	87.7%					
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%	99.8%	99.9%	95.3%	97.1%					
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%	98.9%	99.2%	94.5%	76.9%					
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%	99.2%	99.8%	98.9%	96.7%					

South West

WholeTime/Day Crew	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July					
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%	99.2%	98.8%	98.7%	97.0%					
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%	99.7%	99.5%	98.4%	98.3%					
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%	99.5%	99.5%	99.5%	98.7%					
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%	98.8%	99.7%	97.9%	97.0%					
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%	99.7%	99.5%	99.8%	97.7%					
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%	98.6%	94.4%	88.7%	88.7%					

On-Call

	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July					
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%	99.7%	94.7%	96.4%	93.7%					
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%	79.7%	77.0%	68.3%	47.4%					
Corringham	97.3%	92.1%	96.4%	94.4%	92.7%	92.2%	96.8%	95.5%	91.5%	91.5%	89.5%	91.0%	93.9%	98.1%	97.3%	100.0%	99.6%	99.5%	98.1%					
Epping	93.0%	93.0%	81.3%	94.3%	91.1%	92.1%	95.0%	91.6%	88.8%	74.0%	90.4%	83.9%	95.2%	89.1%	97.3%	99.7%	99.2%	96.4%	95.8%					
Ingatstone	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%	83.7%	76.5%	76.5%	62.8%					
Ongar	74.1%	73.4%	32.8%	41.1%	59.6%	52.1%	61.1%	31.0%	29.2%	38.3%	36.2%	34.5%	43.2%	33.2%	56.1%	55.5%	44.7%	31.9%	39.0%					
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%	85.9%	87.1%	51.3%	63.6%					

Commentary (Response)

Speed of Response to Incidents

Quarter one of 2020/21 has seen in both performance measures in relation to speed of response to incidents. The most significant improvement in the measure related to response for potentially life-threatening incidents was seen in April and May of Q1, where the average total response time was below 10 minutes (target). There was a slight increase, above the target, to 10 minutes and 8 seconds in June. In comparison to the same quarter in 2019/20, the average speed of response in this quarter is a significant improvement, particularly for the months of May and June. The other performance response-related measure also met the target of 90% of all calls within 15 minutes in the month of April and below by 1% in the months of May and June. This was also an improvement on average response in Q1 2019/20.

A major factor that has contributed towards the improvements in performance is the Government control measures related to the pandemic. The UK population were asked to work from home where possible and some were put on the furlough scheme, to prevent the spread of the virus. As a result, more staff were available during normal working hours and able to attend station to respond to incidents. Another contributing factor is that drive time to incidents may be reduced as there was less traffic on the roads. In order to understand these improvements, further analysis of response performance will be conducted in the next quarter to determine the influence of availability as well as the other measures imposed by the government which impacted population movement. We also need to be cognisant that pumping appliance availability in next coming months will fluctuate in relation to the COVID-19 response from central government, which may include a local lockdown.

Appliance Availability

As previously mentioned, pumping appliance availability for wholetime and on-call has improved in Q1 due to the COVID-19 restrictions imposed by the Government. It is anticipated in Q3 that we will see another uplift in the whole-time availability when the next squad of 11 wholetime firefighters will complete their training. The current squad were all existing on-call firefighters which will see an impact on availability in Q2 and Q3 due to the individuals being detached for 4 months to train.

We have made continued improvements in the way we recruit and the targeting of recruitment to areas of greatest need. Stations were identified and prioritised through group identification and 4 stations were highlighted in each group. On call recruitment has been targeted at Dovercourt, the South West and Canvey and has resulted in a number of new recruits. It is anticipated that we will see the impact on availability performance in the reporting year.

ECFRS Quarterly Performance Report – Quarter One 2020/21

COVID-19 Test and Trace has also influenced availability in Q2 which hadn't been realised in Q1 where a positive or suspected case of Covid results in a number of staff being sent home or told to isolate. This has affected whole time and on call stations and the situation is continually being monitored.

We have switched off DDOR and pre-arranged out duties in the period of Q1 and has been reintroduced in Q2.

BEST USE OF OUR RESOURCES

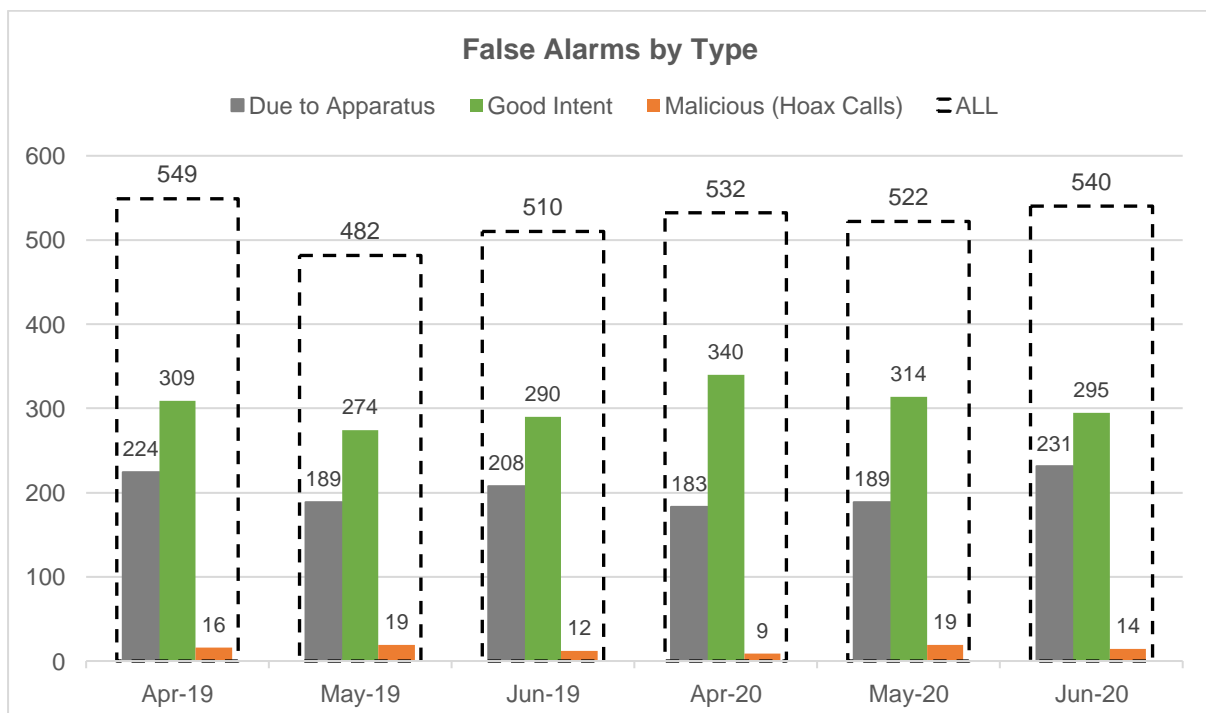
Aim: The people of Essex are reassured their money is being used efficiently and effectively.

Fire and Rescue Plan Measure: Reduction in the number of false alarms

The table below shows the number of false alarms per month and total for Q1 2020/21 and Q1 2019/20. There were 53 more false alarms in Q1 2020/21 than in Q1 2019/20. May 2020 had 40 more false alarms than the same month in 2019.

	Q1 2020/21	Q1 2019/20
April	532	549
May	522	482
June	540	510
12 month Rolling Total	6,004	6,257

The chart belows the number of false alarms per type; due to apparatus, good intent or malicious (hoax calls) for Q1 2020/21 and Q1 2019/20. There were more false alarms due to good intent for every month (particularly for April and May) in Q1 in 2020/21 compared to Q1 2019/20. In April and May 2020, there were less or the same number of false alarms due to apparatus when compared to the same months in 2019/20. There were only 9 hoax calls in April 2020, 7 less than April 2019 and fewer than average. The lowest number of hoax calls received is 6 in October 2019.

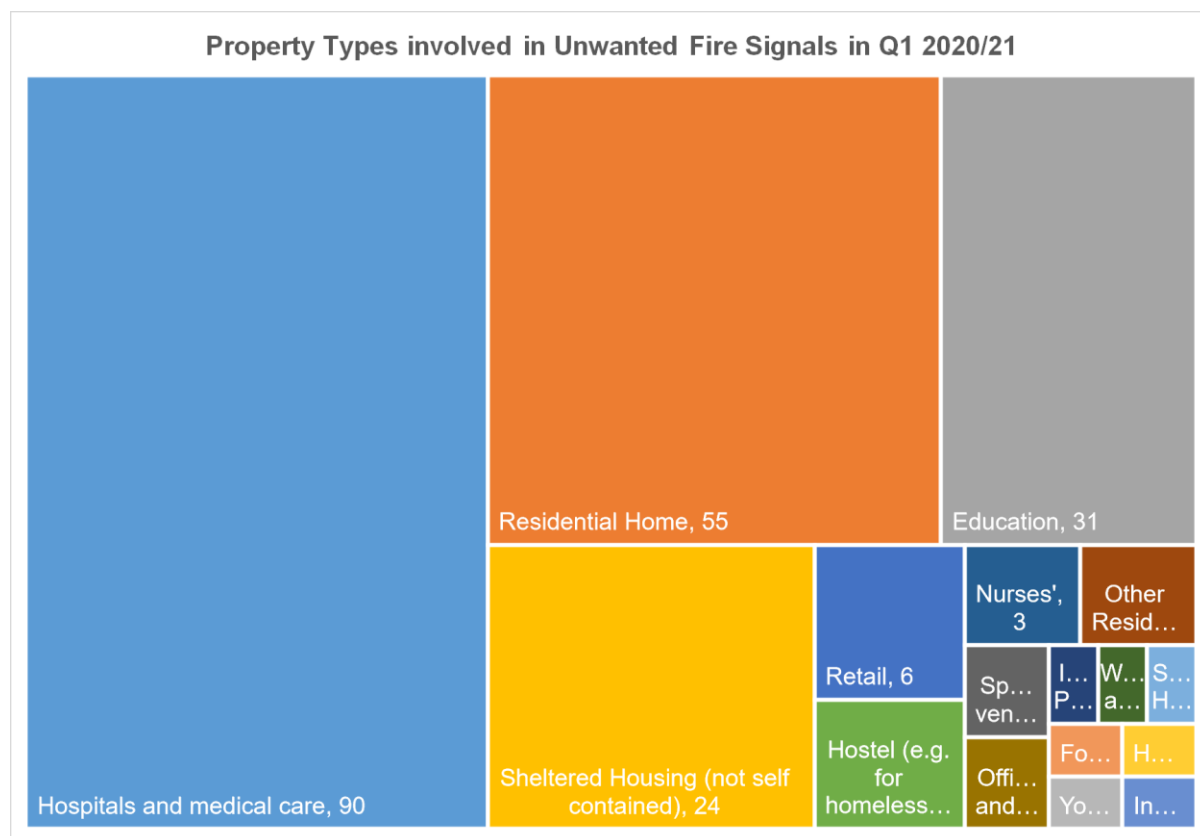


ECFRS Quarterly Performance Report – Quarter One 2020/21

The Service monitors unwanted fire signals which are false alarms due to apparatus caused by automatic fire detection in non-residential and other residential properties.

The table below shows that the total number of unwanted fire signals in Q1 2020/21 is less than the total for Q1 2019/29. April 2020 saw the lowest number of unwanted fire signals in the quarter and since February 2019.

	Q1 2020/21	Q1 2019/20
April	61	96
May	76	84
June	91	92
12 month Rolling Total	989	1,033



The top two reasons that caused unwanted fire signals in hospitals and medical care facilities in Q1 2020/21 was faulty smoke alarm (17 incidents) and alarm accidentally set off (16 incidents). Within residential homes, the reason main for unwanted fire signals in retirement homes was burnt toast (11 of the 35 incidents) and for nursing homes, the alarm was raised due to actions from external factors i.e. 'dust from building work' or 'engineers on site' (4 of 20 incidents).

IMPROVE SAFETY ON OUR ROADS

Aim: Fewer people killed or seriously injured on Essex roads

Fire and Rescue Plan Measure: Reduction in the number of people killed or seriously injured

Although figures for Q1 2020/21 are provisional, 61 less people were killed or seriously injured on Essex roads when comparing the totals of Q1 2020/21 and Q1 2019/20.

	Q1 2020/21*			Q1 2019/20		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
April	2	25	27	2	60	62
May	5	55	60	4	79	83
June	7	52	59	5	68	73
Total	14	132	146	11	207	218

Service Measure: Number of road traffic collisions attended by ECFRS

There were 140 less RTCs attended by ECFRS in Q1 2020/21 than Q1 2019/20. Similar to the above, this is due to fewer RTCs in April and to a lesser extent, May and June. All four command groups attended less RTCs in Q1 2020/21 than Q1 2019/20, where the largest reduction was 40 for the South West Command Group.

Month	Q1 2020/21	Q1 2019/20	Command Group	Q1 2020/21	Q1 2019/20
April	29	83	North East	31	61
May	53	101	North West	24	61
June	62	100	South East	39	72
12-month Rolling Total	998	1,209	South West	50	90

The table on the following page shows the number of RTCs per vehicle type and action undertaken by the Service at these incidents. 69% of RTCs involve a car, where the main action undertaken by ECFRS was make scene safe. 34 (or 24%) of the RTCs involved extrication or release of person/s. Based on the difference between time of call and the stop message, the average attendance time for ECFRS at RTCs involving extrication of persons was 1 hour 16 minutes. For comparison, the average attendance time for RTCS where ECFRS made the scene safe was 29 minutes.

ECFRS Quarterly Performance Report – Quarter One 2020/21

ECFRS Action	Car	Multiple Vehicles	Van	Motorcycle	Lorry/HGV	Bicycle	Minibus	Agricultural	Grand Total
Make scene safe	27	8	3	4					42
Make vehicle safe	30	5		1					36
Extrication of person/s	14	4	1		1		1		21
Release of person/s	10	2	1						13
Stand by - no action	8	1	1	1	1	1			13
Medical assistance only	4	1	1						6
Wash down road	3			2					5
Advice only	1	2	1						4
Other	2								2
Other Transport incident/Make vehicle safe								1	1
Making Safe (not RTC)/Other	1								1
Grand Total	100	23	8	8	2	1	1	1	144

Commentary

Observations and Key Insights about the Data

In terms of road safety generally during the key lockdown period, traffic flows fell significantly, with a consequent reduction in the number of RTCs experienced in the county. SERP data for this period shows:

- Traffic flows fell by 62%
- Recorded RTC collisions overall fell by 77%
- RTC KSI collisions fell by 67%
- Speeding by 15mph or more above the speed limit increased by 90%

The reduction in traffic flows and collisions was seen most particularly during March, April and May 2020. The effect was mainly experienced in April with the incidence of collisions increasing towards more 'normal' levels in May, commensurate with the Government's gradual easing of the lockdown restrictions.

The provisional year to date RTC KSI figures (142 KSI) are an improvement compared with 2019 (206 KSI) but only because the numbers were so low in April 2020.

Actions taken in the Quarter

With the COVID-19 crisis and the Government's introduction of the lockdown, ECFRS' RTC Reduction engagement, education and training activities were suspended, as were those of other SERP partners. This was initially for a 6-week period but was extended since then in line with the national emergency.

A number of actions were however taken in preparation for the easing of the COVID lockdown and the eventual resumption of road safety activities. Specific actions taken during the quarter include:

- Recruitment of a new Community Speed Watch Co-ordinator – Lydia Bennie, who replaced Mary Whiley who left the Service in April. The appointment of the new Co-ordinator was crucial in order to get CSW ready for the resumption of activity, albeit on a modified and phased basis.
- Recruitment of an RTC Reduction Officer - Harry Clack (former Executive Support Apprentice) – a new post to improve the capacity and resilience of the RTC Reduction department
- The acquisition of 2 new BMW FireBikes courtesy of Cannon Motorcycles – a BMW R1250 GSA and a BMW S1000R Sport (images below).



- A new Audi S3 Fire Car was secured from Group 1 Audi



- Safer Essex Roads Partnership meetings have continued to take place remotely via Microsoft Teams
- SERP developed and adopted a Financial and Road Safety Activity Recovery Plan
- Annual FireBike refresher training completed for 7 FireBike Team members (RoSPA examination standard annual evaluation).
- COVID related Risk Assessments prepared and submitted for resumption of FireBike activities (planned for August 2020)
- Permission secured from the MoD Wethersfield for the FireBike team to have access to the site for the resumption of FireBike Advanced Machine Skills Courses. We are the only external body to be granted site access as Wethersfield remains closed due to COVID-19 restrictions.
- Launched 'Street Spirit' virtual reality young rider safety film – developed by ECFRS on behalf of SERP. Provides essential advice for young riders



- ‘Are you looking out for me?’ motorcycle safety campaign launched - focussed on encouraging other road users to look out for motorcycles. To be repeated in July and September.



- Modified and adapted existing RTC Reduction risk and consequence presentation package so it can be delivered in real time via video conferencing. To be delivered in July to young people involved with the annual National Citizenship Service summer activity programme. The model is to be used for other products.

Actions Planned for the next Quarter

- SERP risk assessments to be completed and approved for the resumption of Community Speed Watch activities with effect from early September on a limited, phased basis
- FireBike Advanced Machine Skills Courses to resume from 16th August
- FireBike Better Biking Courses to resume with effect from 30th August
- Recruitment of new RTC Reduction Business Support Assistant
- Development of risk assessments for the resumption of Young Driver scheme activities at Earls Colne (planned for late September)
- Development of arrangements for resumption of ‘Drive to Arrive’ Young Offender engagements

PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

Aim: A modern, forward looking, innovative and collaborative culture of the Service and anticipates and delivers against the changing needs of communities in Essex.

Fire and Rescue Plan Measure: Improved workforce diversity

The table below presents the Service’s diversity metrics as at 30 Jun 2020.

	Gender % that are Female¹	Majority Age Band	% LGB¹	% Ethnic Minority¹	% Disability
Wholetime	6.6%	46-55	3.9%	3.3%	6.6%
On-Call	1.6%	25-35	1.0%	2.3%	1.6%
Control	83.3%	25-35	4.2%	3.3%	83.3%
Support	52.8%	56-65	5.3%	3.1%	52.8%
Overall	16.8%	46-55	3.4%	2.9%	16.8%

Note 1: reflects the proportion of those individuals that explicitly self-identified their gender, sexual orientation, or ethnicity.

Service Measure: Average number of working days/shifts lost per person per year

The following table presents the Service’s sickness absence metrics for the 12 month period to 30 Jun 2020:

	% of Current Employees taking sick leave	Median Working Days Lost	Total Working Days Lost	% Short Term²	% Long Term²
Wholetime	66.0%	14.0	13,907	85.7%	14.3%
On-Call	47.0%	14.0	7,925	81.1%	18.9%
Control	86.5%	19.5	1,244	88.6%	11.4%
Support	57.9%	8.0	4,051	90.8%	9.2%
Overall	58.3%	14.0	27,127	86.1%	13.9%

Note 2: 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.

Service Measure: Employee casework (attendance management, disciplinary, grievance management, performance management)

The following table presents the Service’s employee relations casework metrics as at 30 Jun 2020:

Case Type	New Cases in Period	Closed Cases in Period	Average Time to Close (days)	Cases Open at Quarter End	Oldest Case (days)
Attendance	22	35	147	23	721
Disciplinary	4	3	210	4	463
Grievance	2	1	69	3	400
Performance	10	17	106	10	252
Overall	38	56	137	40	721

Commentary

A culture of positive action in recruitment

Our approach to further developing a culture of positive action in recruitment was agreed and the following is in place:

1. Our overarching approach

- a. An 18-month approach of attraction positioning ECFRS as an employer of choice and a career of choice that welcomes all and provides an inclusive public service to the communities of Essex.
- b. 4 proposed attraction workstreams; all, age, gender, BAME.
- c. A continuous recruitment approach which creates 'candidate pools' combined with approaches to colleges and partner agencies to source potential candidates alongside an open invitation to apply for future opportunities.

2. Our attraction strategy - Broadened attraction via Fire Cadets, schools, public service students and partner organisations alongside more traditional advertising using social media, careers page and job boards.

3. Our selection methodology - Use of neuroscience based technology to assess behaviour and personality traits matched to the role, a more varied range of physical assessments, an alternative to the verbal and numerical reasoning test and a values and success-based interview approach

4. Our resources - Approval to recruit a fixed term Positive Action Co-ordinator to front end our activity and transition it to business as usual for a 12-month fixed term contract.

As part of this approach, additional internal assessors being trained to provide a more diverse pool of interview assessor and our Inclusion and Diversity Action Group has formed some sub-groups which have focus on gender and ethnicity.

Neurodiversity

A Neurodiversity Toolkit is being created for individuals, Managers and HR colleagues. Coaching for neurodiverse colleagues is now available through our coaching programme. We have assessed 3 Firefighters for Dyslexia this quarter with relevant support and adjustments being put in place.

Data

Relevant information is being shared with Group Managers and Heads of Department to identify the number of people in each team that still need to update their personal diversity data in Civica.

Gender Pay Gap reports for March 2019 and March 2020 are expected to be received from XpertHR by the end of September.

NFCC Equality Impact Assessment form is in consultation until the end of August 2020. It is our intention to adopt the national EIA process as our approach to People Impact Assessments ASAP

Dignity

Dignity in our Workplace sessions continue to be delivered remotely to KP based departments, including Control.

Inclusive employer of choice

IDAG (Inclusion and Diversity Action Group) members have formed 2 sub-groups to identify and develop positive action initiatives that are aimed at women and BAME individuals as part of our 2020/21 recruitment campaign.

Recruitment to the Inclusion Coordinator role is in progress. The role is temporarily led until appointment.

A Positive Action Plan being developed based on all engagement that has been undertaken with focus groups and stakeholders.

A Neurodiversity Toolkit is being created for individuals, Managers and HR colleagues. Coaching for neurodiverse colleagues is now available through our coaching programme.

We have assessed 3 Firefighters for Dyslexia this quarter with relevant support and adjustments being put in place.

Additional internal assessors being trained in order to provide a more diverse pool of interview assessor.

Attendance Management cases

We continue to focus our efforts on supporting line managers to manage cases. Compared to Q1 last year, the average duration of cases (i.e. the "time to close") has decreased by 25%. All cases are being managed through the formal attendance management review process.

Disciplinary cases

The current number of cases includes an ACAS reconciliation case following a hearing and appeal by the individual which was not upheld. Contributing factors to

the duration of cases is the length of suspension pending any police investigations and subsequent internal investigation.

Grievance cases

The number of open grievances at the end of the quarter is significantly lower compared to Q1 last year. All current cases are being actively managed - two recently raised station-based Wholetime grievances and one Support grievance, which is currently on hold, pending a return from long term absence.

Performance Management cases

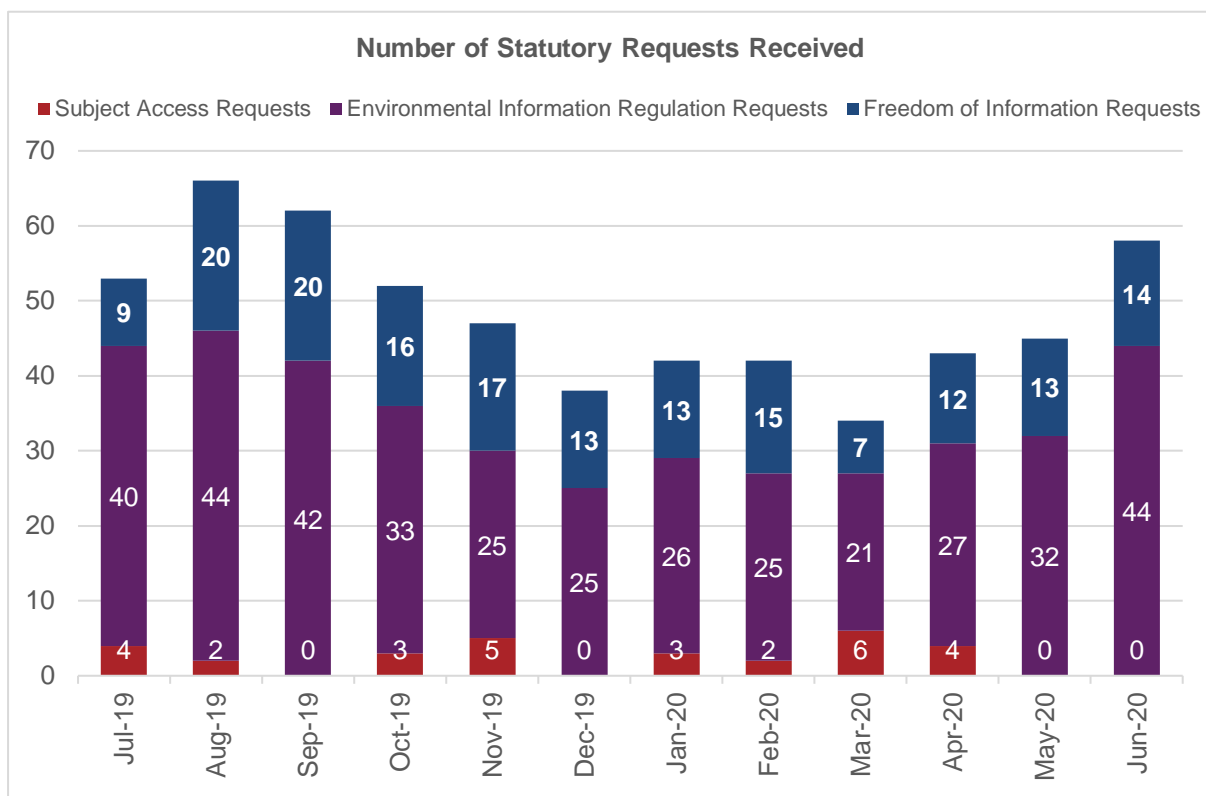
The number of open cases at the end of the quarter is 17% lower than this time last year (and the average case age is down by 27%. As elsewhere, current cases are being actively managed and support provided to line managers to resolve issues at the lowest practicable level, before any formal improvement action plans become necessary.

BE TRANSPARENT, OPEN AND ACCESSIBLE

Aim: The public hold the Essex County Fire & Rescue Service to account for the services it provides.

Service Measure: Statutory and Complaint Response Rates

<p>Percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed on time in Q1 2020/21.</p> <p>Target: 90%</p>	<p>88%</p>
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Freedom of Information Themes

ECFRS received **39** FOIs between April 2020 and June 2020. The main themes around FOIs were Data Requests (**14**), Fire Safety (**6**), ICT (**6**), HR (**5**), Contracts/Purchasing (**4**), Finance (**3**) and Fleet (**1**).

Subject Access Requests

We received **5** Subject Access Requests between April 2020 and June 2020. **2** SARs were received from current members of staff and **1** SAR from a former member of staff. We also received **2** SARs from members of the public.

Environmental Information Regulations Themes

ECFRS received **103** Environmental Information Regulation Requests between April 2020 and June 2020. The main themes were Fire reports (**99**) and other requests for environmental information (**4**).

Percentage of complaints closed on time in Q1 2020/21. Target: 90%	85%
Complaints and Compliments Themes ECFRS received 26 complaints and compliments between April 2020 and June 2020. The main complaint themes were Fire safety (5), Staff Attitude/Behaviour (4), Driving (1), HR (1) and Others (2). We received 13 compliments between April 2020 and June 2020.	

Data breaches in Q1 2020/21

8

1 data breach was reported to the ICO in this quarter.

The information governance (IG) team actively works towards compliance with the Data Protection Act 2018. This includes handling data breaches when they occur. The Service is required to report some data breaches to the Information Commissioner’s Office (ICO).

An ongoing training and awareness plan complements the mandatory e- learning that all employees are required to undertake. The completion rate for the mandatory e-learning (managing personal information) as at Q1 2020/21 was **81%**.

There were **0** organised training and awareness sessions in Q1 2020/21 across the Service.

Employee Group	Completion Rate
Wholetime	89%
On-Call	70%
Control	89%
Support	82%
Overall	81%

The IG team also facilitates the completion of Information Asset Registers (IARs). IARs enable the Service to have an understanding and visibility of the personal data that it holds and how the information is being handled. Training and awareness in the Authority take various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

Commentary

In response to the COVID-19, the Information Governance Team worked from home entirely during this quarter. Different ways of working meant fire reports, FOIs and SARs were signed electronically by the Information Officers.

Due to human error, a data breach involving pensions occurred. The initial report to the Information Commissioner's Office (ICO) indicated that there was the potential for the pension details of nearly 100 colleagues to have been sent to the wrong addresses. The risk of financial harm that this could pose made the breach reach the reporting threshold as indicated by the ICO. After further investigations, it became clear that two colleagues have been affected so far. The Service Leadership Team is aware of this.

The ICO decided not to take any further action for the following reasons:

- This appears to have been an isolated incident, caused by human error, rather than systemic failure;
- There is no evidence detriment has been caused to date. We therefore consider the risk of significant detriment being caused at this time to be limited;
- The ECFRS had informed the ICO that you have now implemented remedial measures, namely resubmitting the files with the correct addresses, and cancelling any communications to be sent by the Essex Pension Fund to anyone affected.

The ICO recommended that we do the following:

- Ensure there are robust checking procedures in place and that employees are aware of these and have access to the written policies;
- Contact the incorrect recipients and request the destruction or return of the P60s. This step will help prevent the further dissemination of personal data.

The ECFRS has taken the following actions regarding this data breach:

1. The spreadsheets have been re-issued with the correct addresses and Essex Pension Fund have been asked to urgently update their records.
2. Essex Pension Fund have been asked to identify anybody listed on the spreadsheets who has been sent a communication to the incorrect address.

3. A note has been added to the pension records of the affected people stating that Essex Pension Fund should perform additional security checks in order to protect their data.
4. P60s can now be accessed digitally by colleagues when needed and sent to specified email addresses with password protection when requested instead of by post.
5. Extra caution and checking by colleagues handling pensions and finance data

As required by the Data Protection Act 2018, the Service conducted various Data Protection Impact Assessments (DPIAs) for new projects, etc. that involve the handling of personal information. A DPIA for office 365 was conducted retrospectively because the roll out was undertaken quickly in March and there was no time to conduct a DPIA in advance.

There are discussions and considerations of what needs to be in place to enable drones to be deployed by the ECFRS operationally. The final decision on roles and responsibilities will be made by the SLT.

The Information Governance Board has met once in this quarter to review actions from audits and the records management framework for the Service.

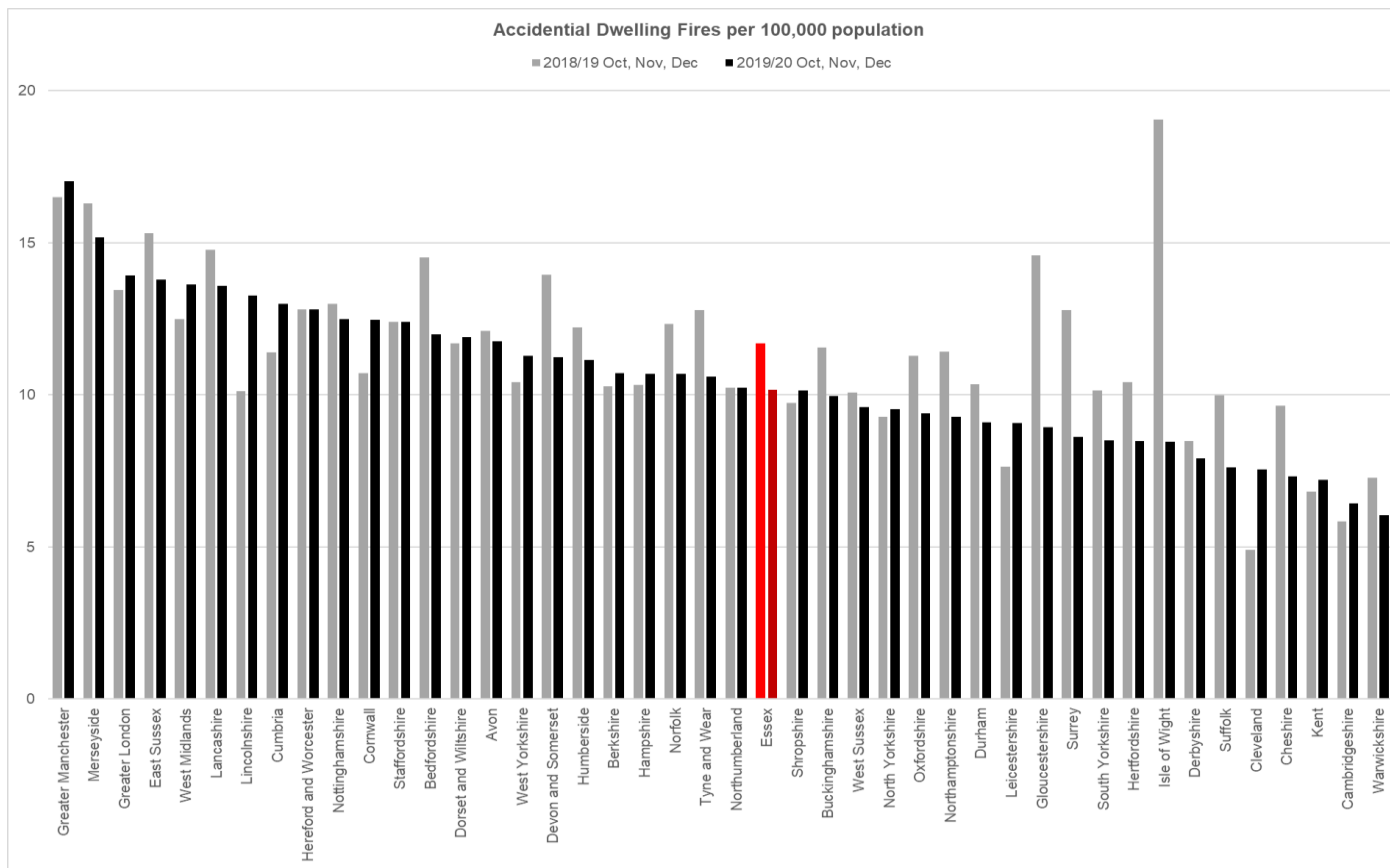
More training and awareness will be undertaken in Q2. SLT has been booked to undertake a tailored data protection training, commensurate to their roles and responsibilities.

BENCHMARKING

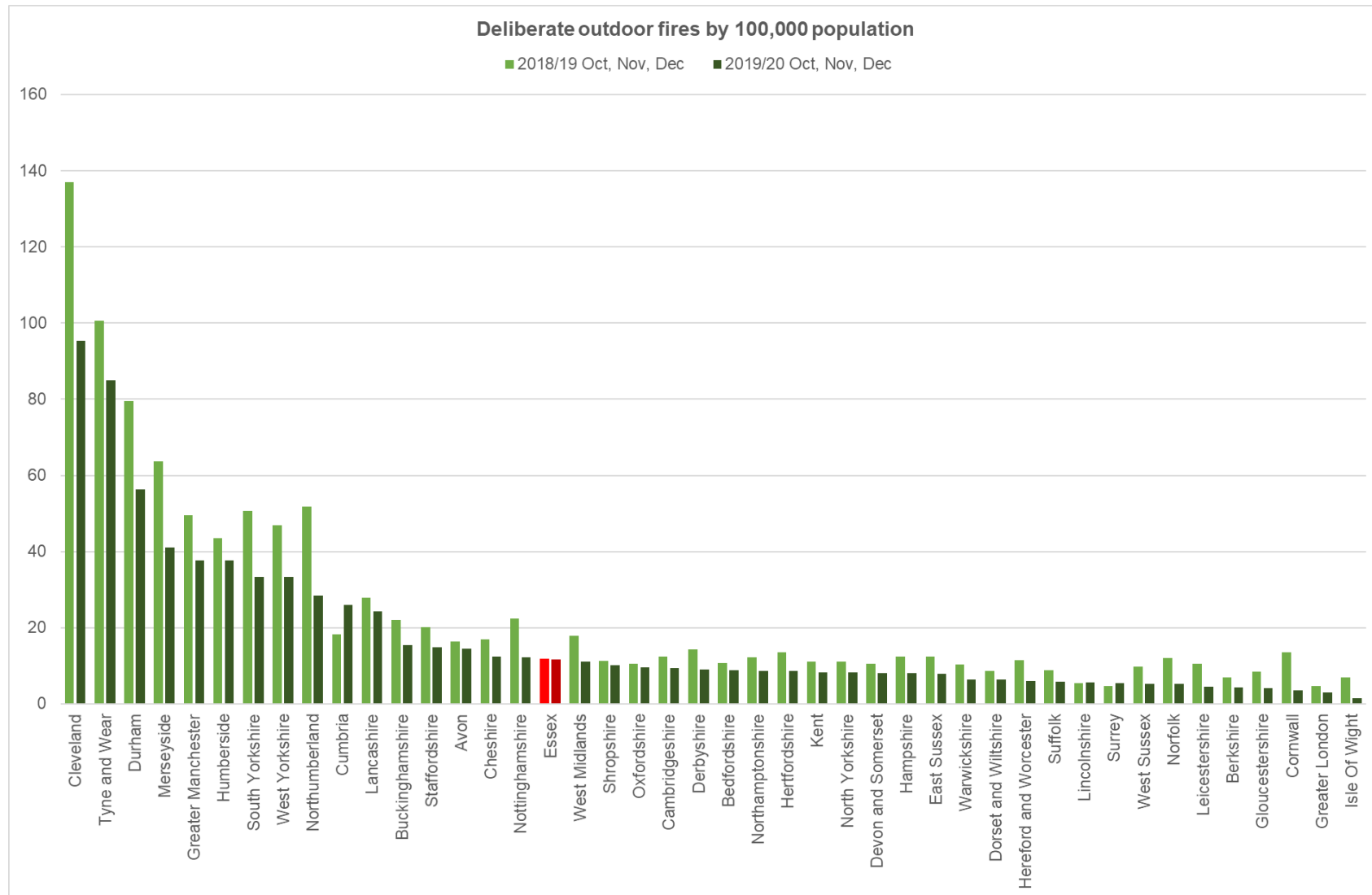
The following section compares data on FRS in England (Isles of Sicily FRS excluded from analysis) based on the three core stands of activity - prevention, protection, and response. Where possible, quarterly comparisons are provided. The charts are ordered by highest to lowest for the most recent quarter, if applicable. ECFRS data is highlighted in red on the charts.

Prevention

The indicators presented include the rate of accidental dwelling fires and deliberate outdoor fires per 100,000 population.

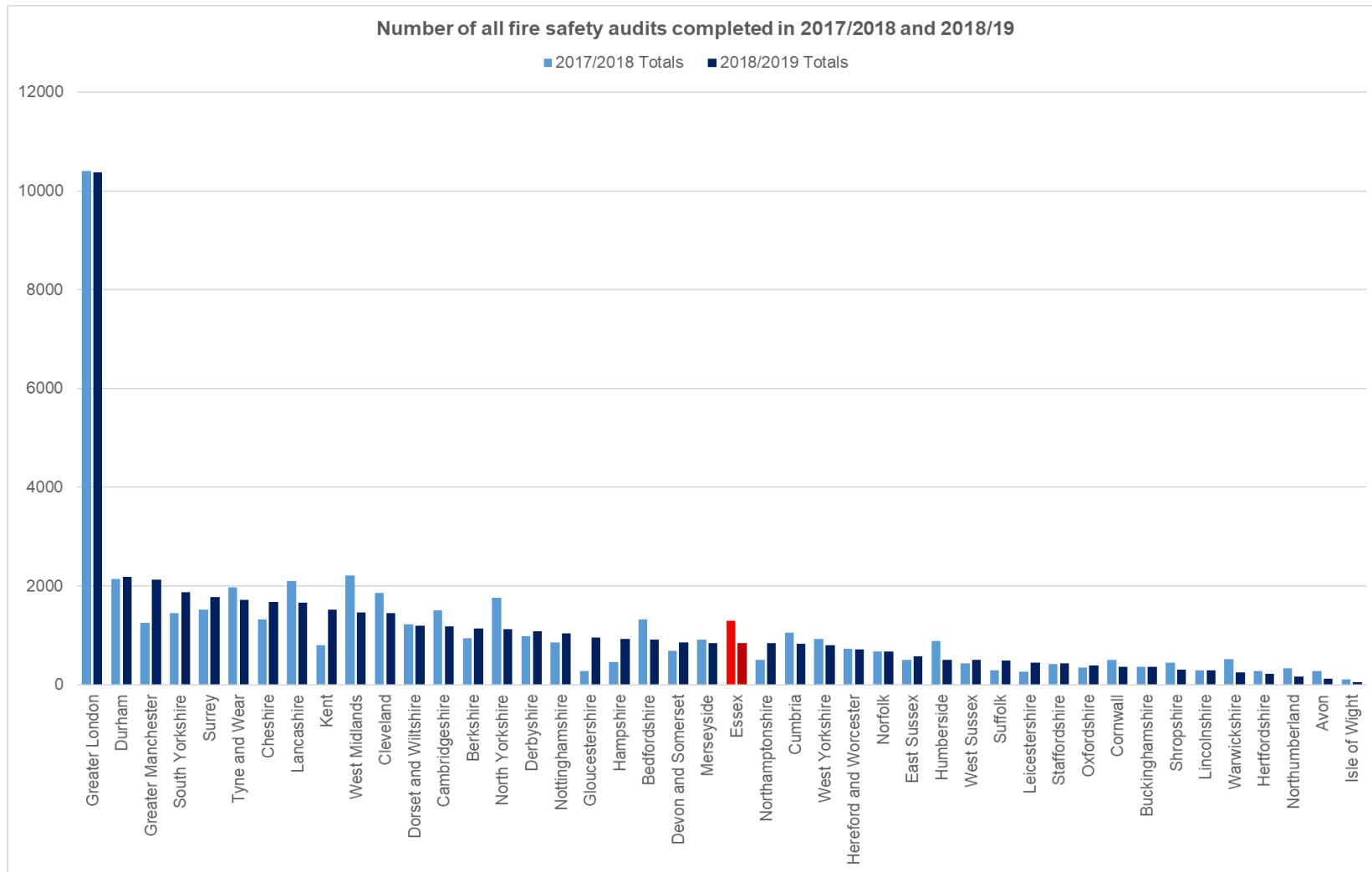


ECFRS Quarterly Performance Report – Quarter One 2020/21

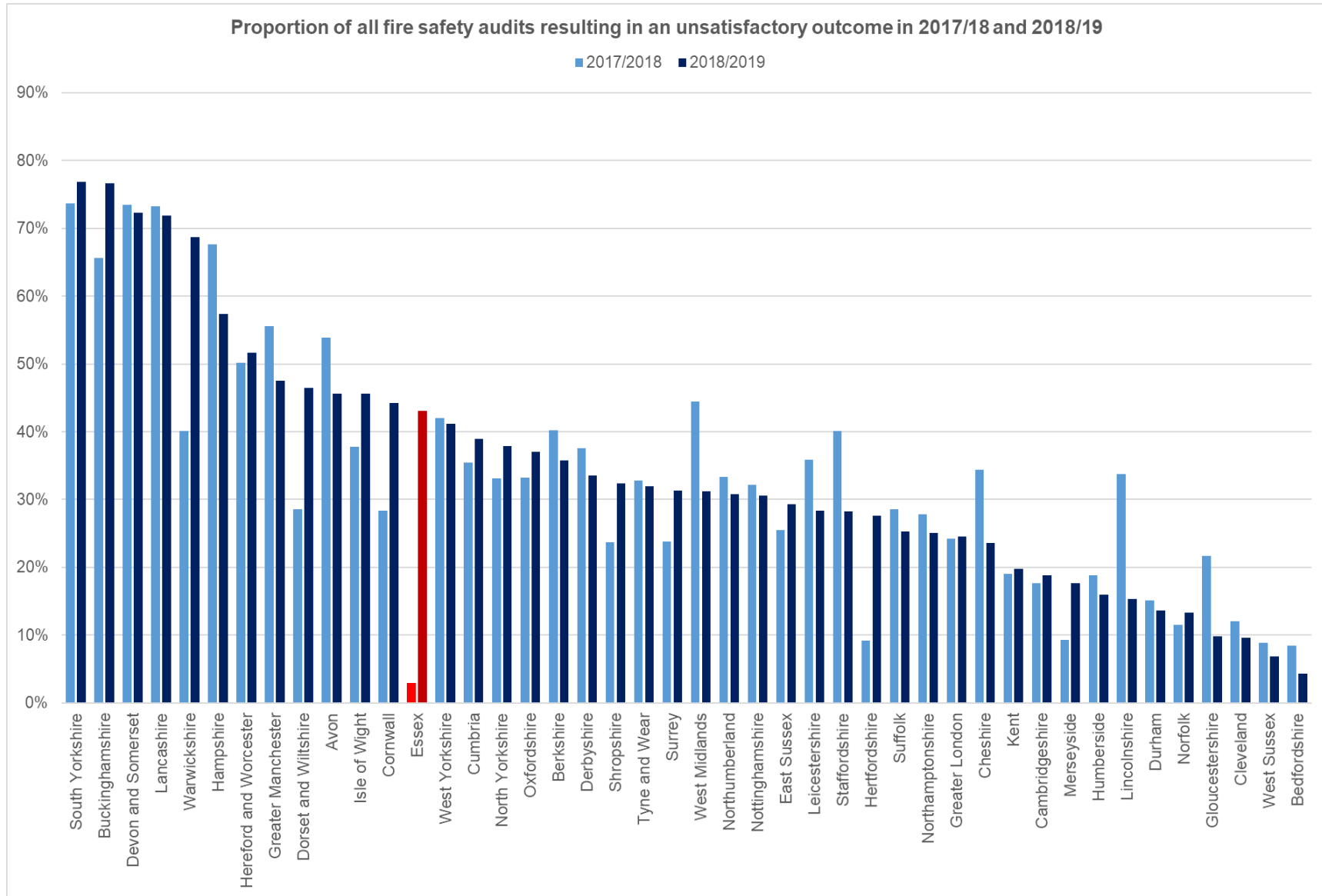


Protection

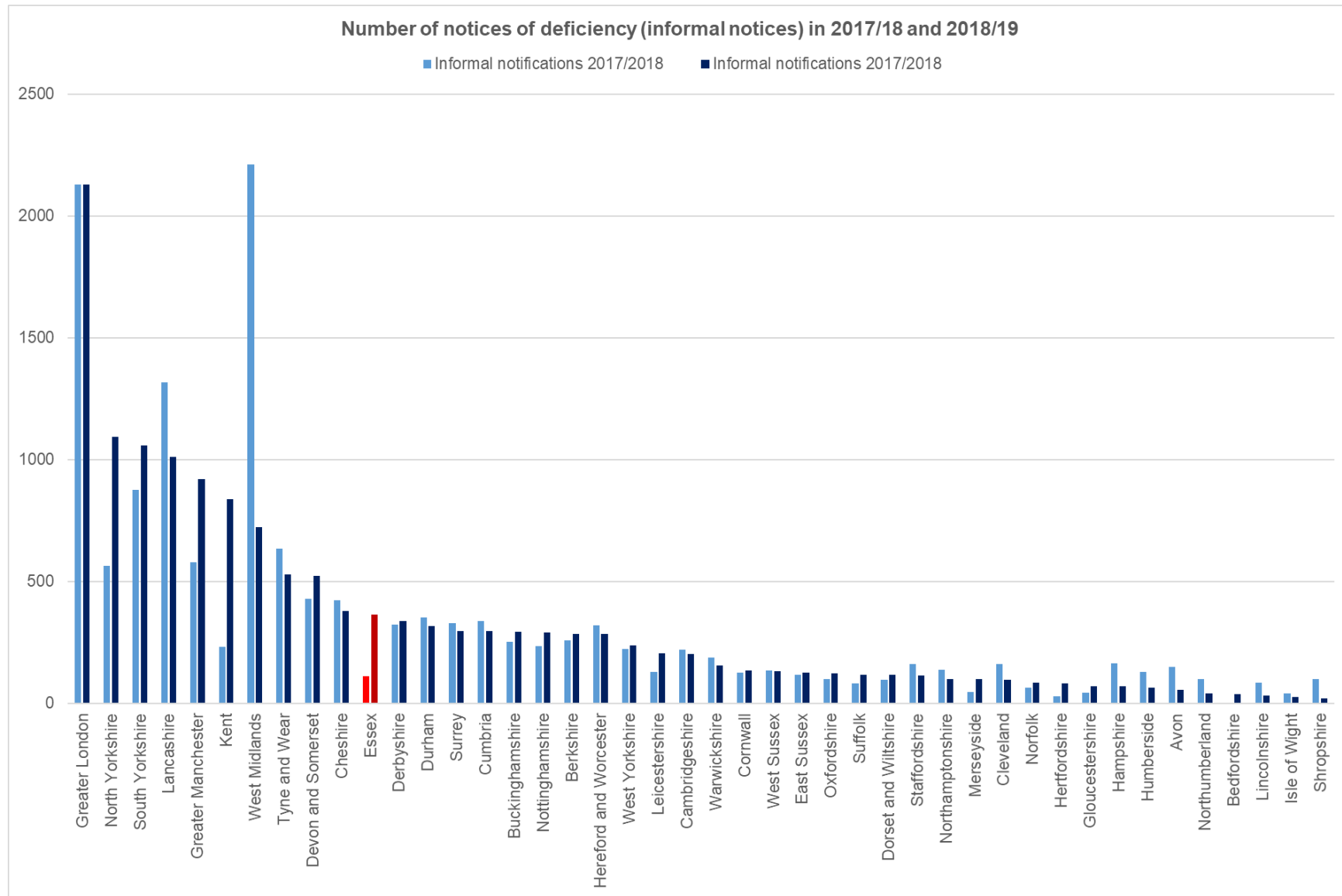
The indicators presented include the number of fire audits, of which the number that were deemed unsatisfactory as well as the number of enforcement notices, prohibition notices and notices of deficiency.



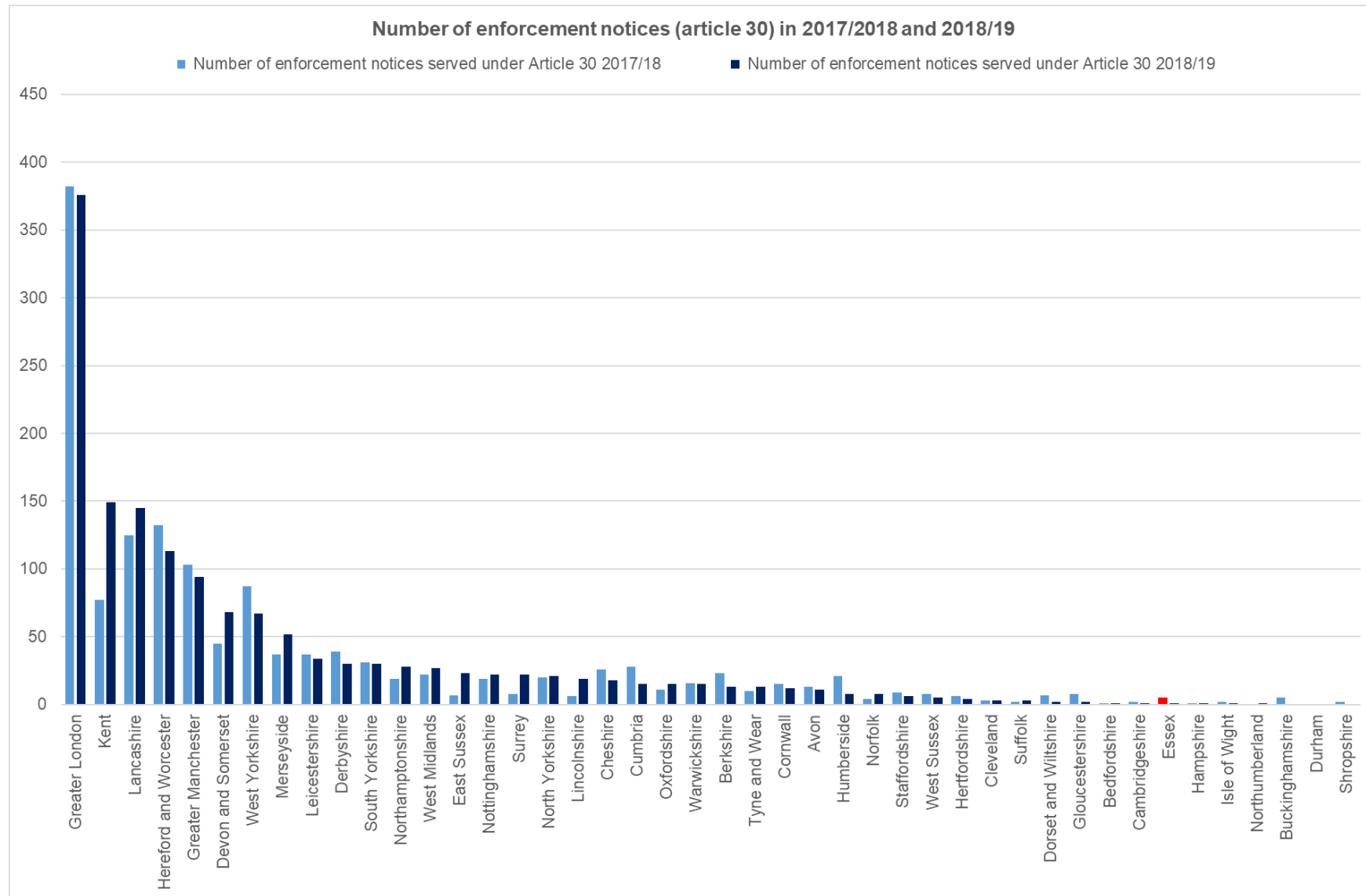
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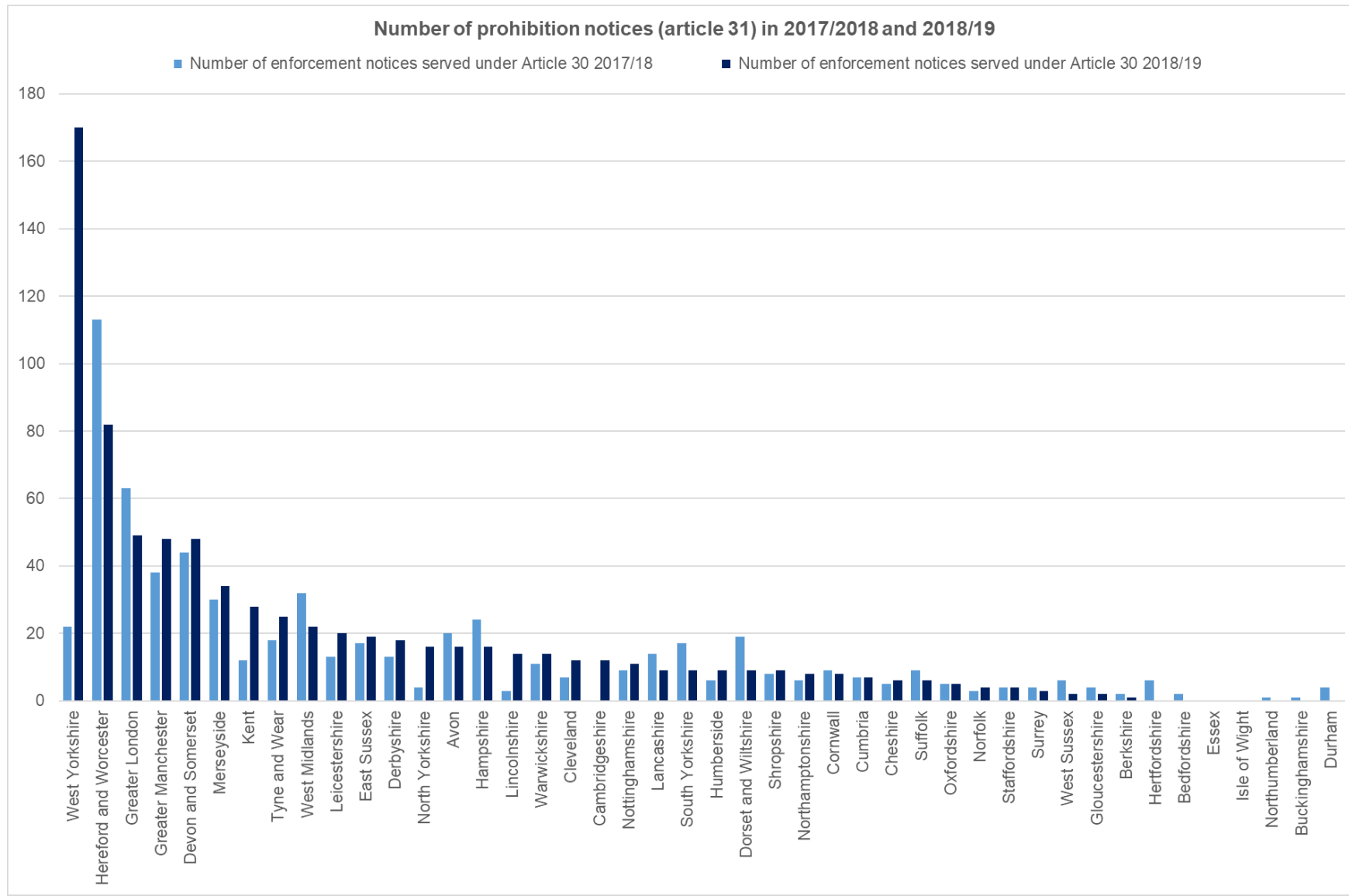
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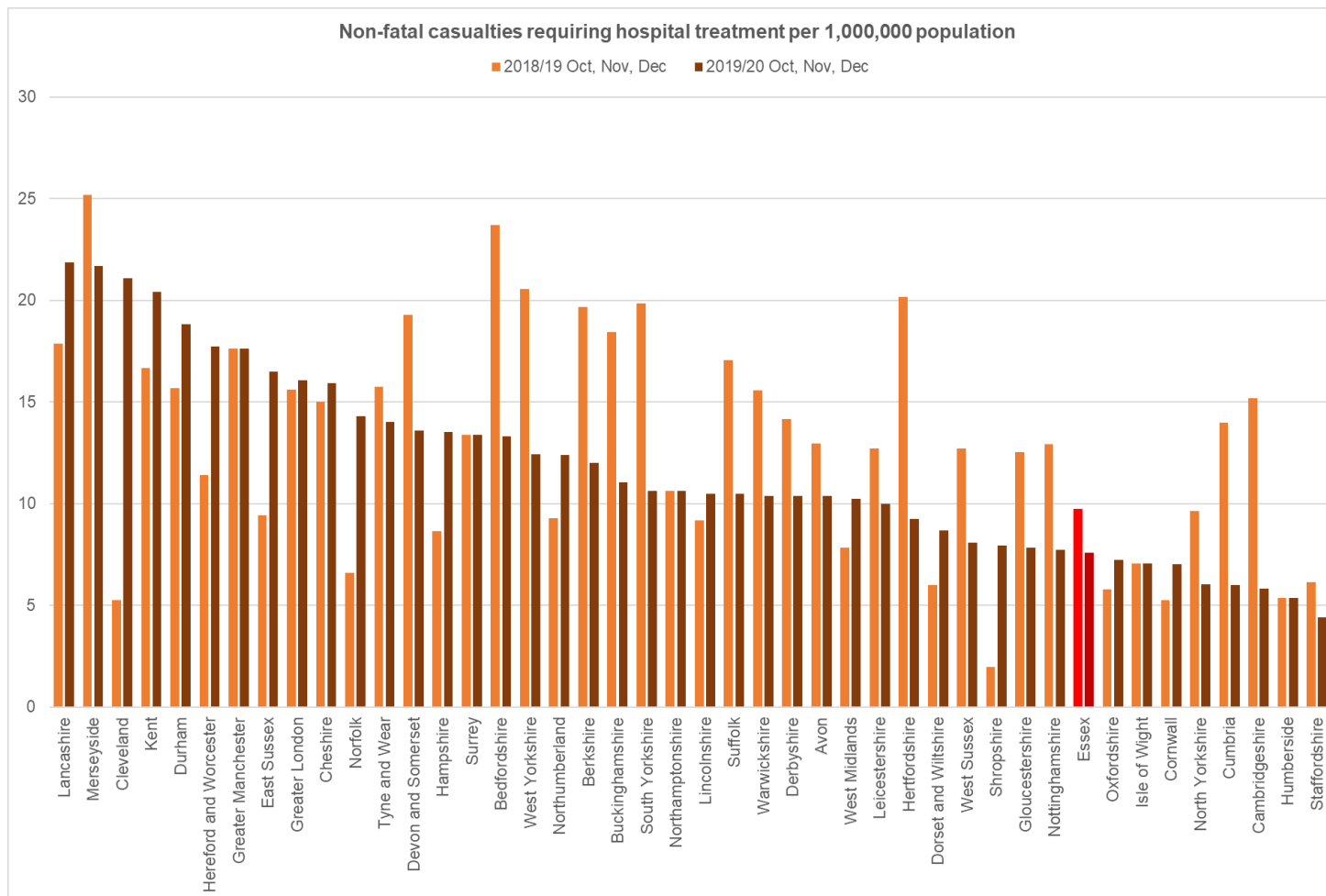


ECFRS Quarterly Performance Report – Quarter One 2020/21



Response

The indicator for response is non- fatal casualties requiring hospital treatment per 1,000,000 population.



END OF REPORT

