



Essex County  
Fire & Rescue Service

# Monthly Performance Report

June 2020

**Prepared By:**  
Performance & Data Team

**Information Cut Off Date (ICOD):**  
14 July 2020

## ABOUT

A monthly 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.

This report provides high level figures on incidents attended by ECFRS, availability (at station level) and attendance figures for the month. It also provides data and information on information governance, health & safety, human resources, learning & development, home safety, community development and safeguarding.

## ECFRS MISSION

**TO MAKE ESSEX A SAFE PLACE TO LIVE,  
WORK AND TRAVEL**



ECFRS performance reports are used in Performance & Resource Boards to enable the Police, Fire and Crime Commissioner to scrutinise, support and challenge the overall performance of the Fire and Rescue Service.

Performance reports align with the [Fire and Rescue Plan](#).

## KEY STATEMENTS

### INCIDENTS, ATTENDANCE & AVAILABILITY

- ECFRS attended more incidents in June 2020 than last month and June 2019. Although less than June 2017 and 2018.
- There was a large decrease in the number of ADFs.
- There was an increase in response time to potentially life threatening incidents. 89% of calls attended within 15 minutes.
- A decrease in total, wholetime & day crews and on-call availability this month, compared to May 2020.

### INFORMATION GOVERNANCE

- There were 4 reported personal data breaches in June 2020. 1 personal data breach was reported to the Information Commissioner's Officer (ICO).
- An increase in number of statutory requests, particularly Environmental Information Regulations (EIRs).

### HUMAN RESOURCES

- Human Resources continue to monitor sickness absence and started the process of cleansing COVID-10 related absence data.

### LEARNING & DEVELOPMENT

- Learning and Development continue to work with line managers to ensure that their staff complete all mandatory training.

### HEALTH & SAFETY

- The Health & Safety team produced the COVID-19 Workplace Safety guidance in June 2020.
- Safety Flash 11A was revised and re-released to ensure that all personnel were clear on decontamination that is required following contact with members of the public at incidents.
- 57 COVID-19 safe risk assessments were completed.

### HOME SAFETY

- June has seen an increase in the number of enquiries into the Home Safety Information Team and a consequent increase in the number of visits undertaken by Safe and Well Officers.
- The Team is looking to expand the number of people that can be visited by introducing a revised Silver category in July.

### COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 43 safeguarding referrals to ECFRS in June 2020, an increase of 5 compared to May 2020.
- There are no cases waiting to be allocated to Community Builders or Social care. ECFRS are waiting for an update from Social Care on 8 cases
- This month's performance report includes a comprehensive update of Community Builder's activities during the pandemic.

FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)

# INCIDENTS

**1,307 INCIDENTS**  
**JUNE 2020**

**1,306 IN MAY 2020**  
**1,252 IN JUNE 2019**



**468**  
**FIRES**

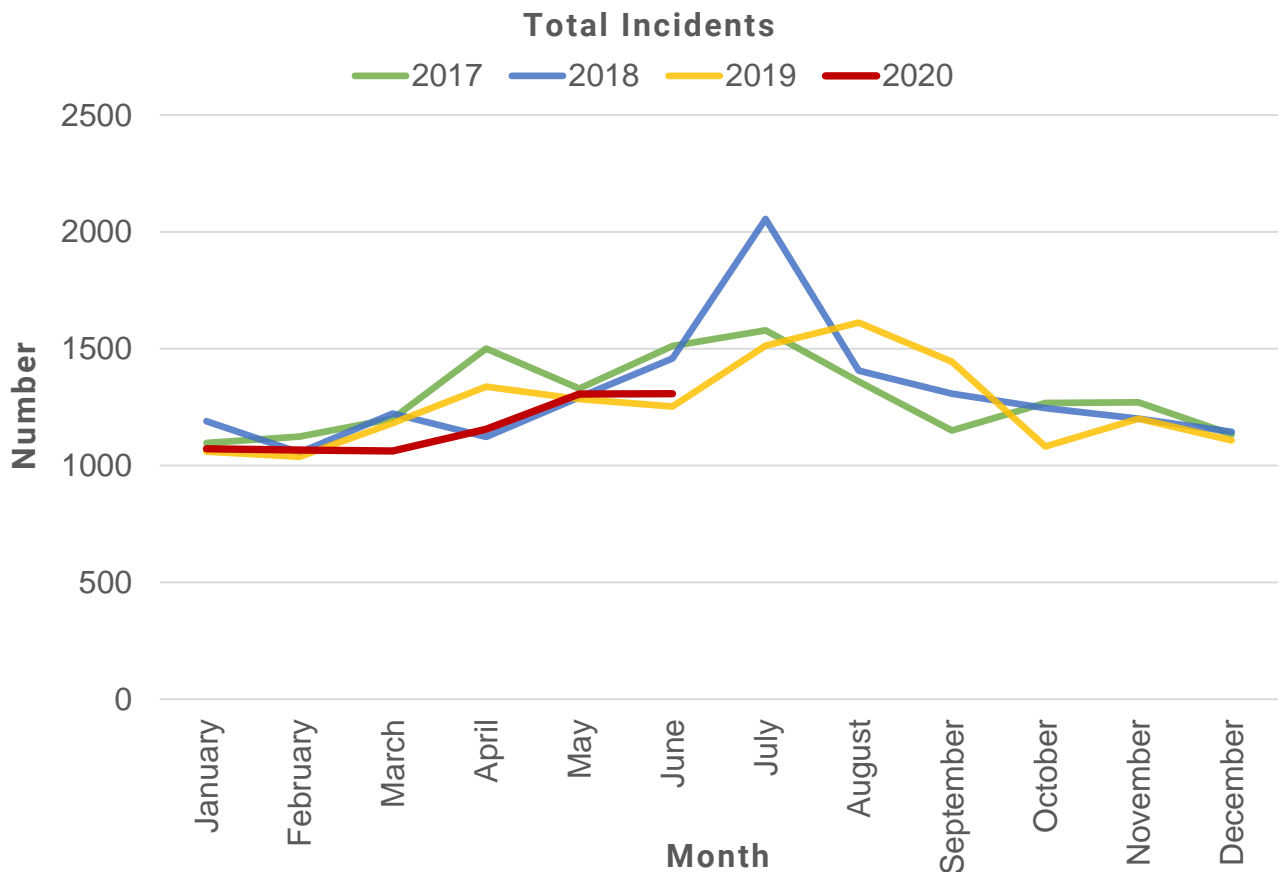


**299**  
**SPECIAL**  
**SERVICES**



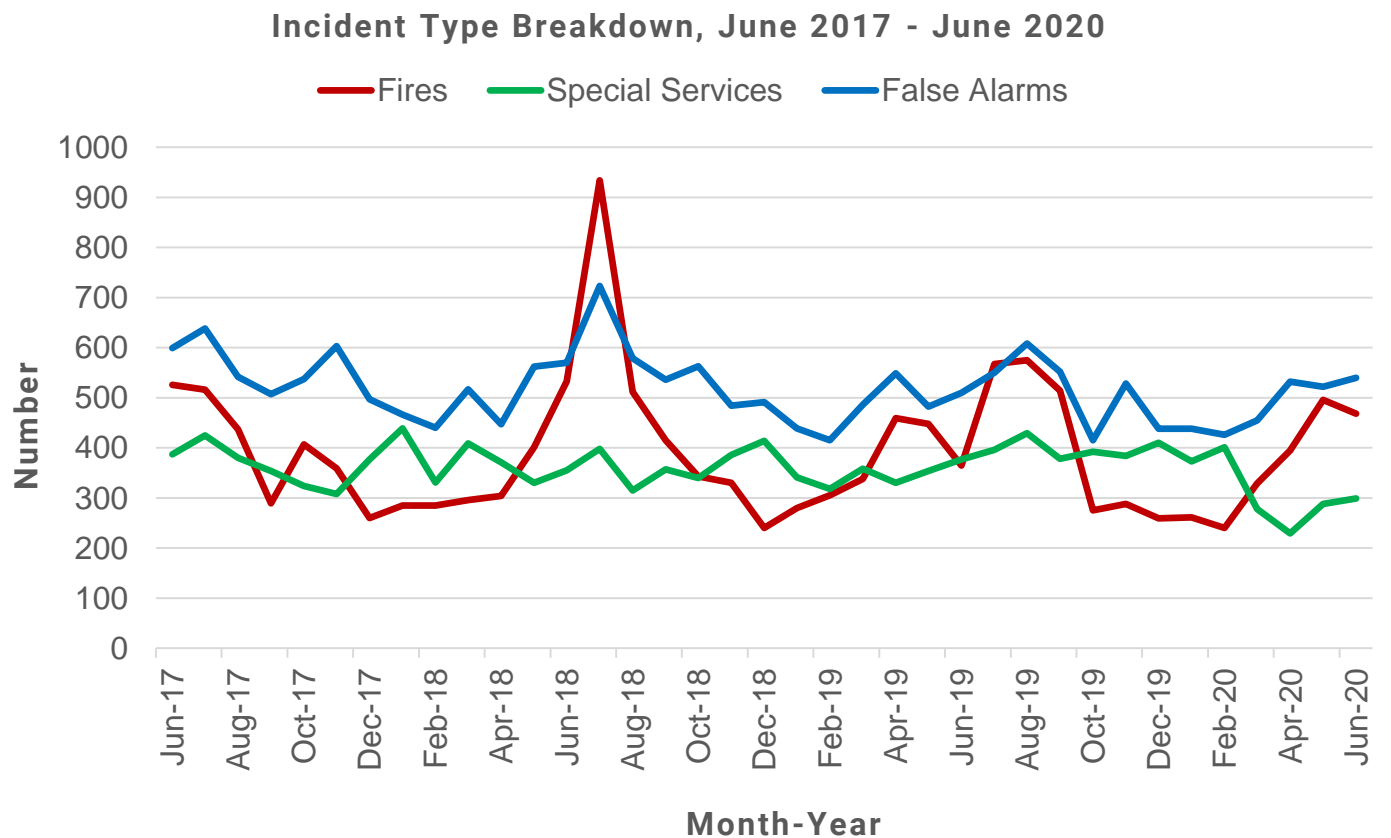
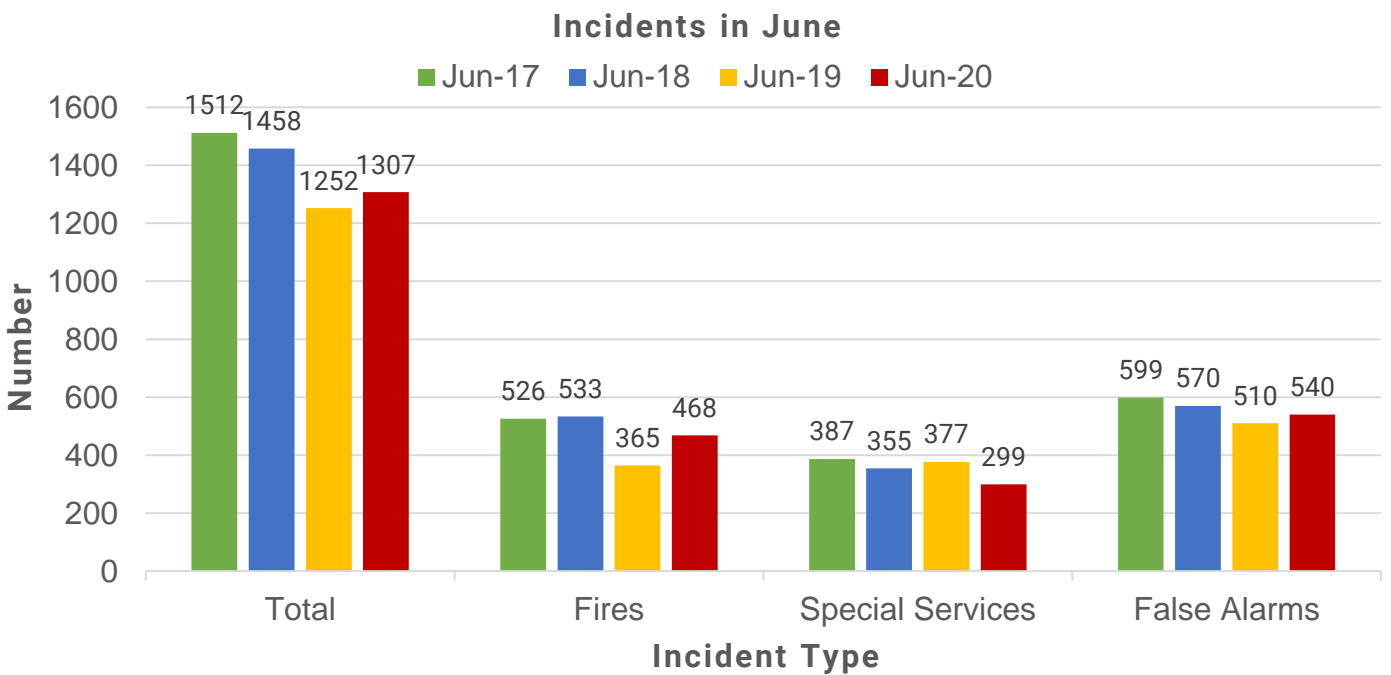
**540**  
**FALSE**  
**ALARMS**

At the time of reporting, 96.8% of incidents were Quality Assured. There were 43 incidents awaiting quality assurance in the Incident Recording System (IRS), therefore will not be included in the figures above or analysis.



**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# INCIDENTS



**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# INCIDENTS

## FIRE

There has been a decrease in the number of primary fires, particularly Accidental Dwelling Fires (ADFs), this month compared to May 2020.

The number of secondary fires increased this month, higher than May 2020 and June 2019's figures.

	June 2020	Previous Month/Year
<b>Primary Fires</b>	144	189 - May 2020 158 - June 2019
<b>Secondary Fires</b>	322	303 - May 2020 207 - June 2019
<b>Accidental Dwelling Fires (ADFs)</b>	45	84 - May 2020 64 - June 2019
<b>Fatalities</b>	0	0 - May 2020 1 - June 2019
<b>Casualties</b>	8	9 - May 2020 9 - June 2019

### Further Details on Fatalities/Casualties

- 8 casualties from 6 ADFs. 4 of the ADFs were in multiple occupancy flats and the other 2 were in single occupancy houses.
- A safety system was present in 5 of 6 incidents, of which 4 raised an alarm.
- One incident involving cooking caused injury to 3 victims, 2 females. One female was aged 25 – 30 the other, 45 – 50. The male aged 35 – 40.
- Cooking was the source for two other ADFs. One victim was female aged 30 – 35 and the other was male aged 65 – 70.
- Combustible articles too close to heat source (or fire) and careless handling - due to careless disposal were other sources of ADFs.

**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# INCIDENTS

## SPECIAL SERVICES

There has been an increase in the number of Special Services this month compared to May 2020. This can be attributed to the increase (by 9) in number of attendances to Road Traffic Collisions (RTCs) by ECFRS.

Based on provisional data provided by Essex Police, as of 1 July, there were 50 Killed or Seriously Injured (KSI) collisions on Essex roads in June 2020.

	June 2020	Previous Month/Year
<b>All</b>	299	288 - May 2020 377 - June 2019
<b>Non RTC</b>	237	235 - May 2020 277 - June 2019
<b>RTCs</b>	62	53 - May 2020 100 - June 2019

## FALSE ALARMS

There has been an increase in the number of False Alarms, from 522 in May 2020 to 540 in June 2020.

Type	June 2020	Previous Month/Year
<b>Due to Apparatus</b>	231	208 - May 2020 377 - June 2019
<b>Good Intent</b>	295	290 - May 2020 277 - June 2019
<b>Malicious (Hoax)</b>	14	19 - May 2020 12 - June 2019

**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# ATTENDANCE

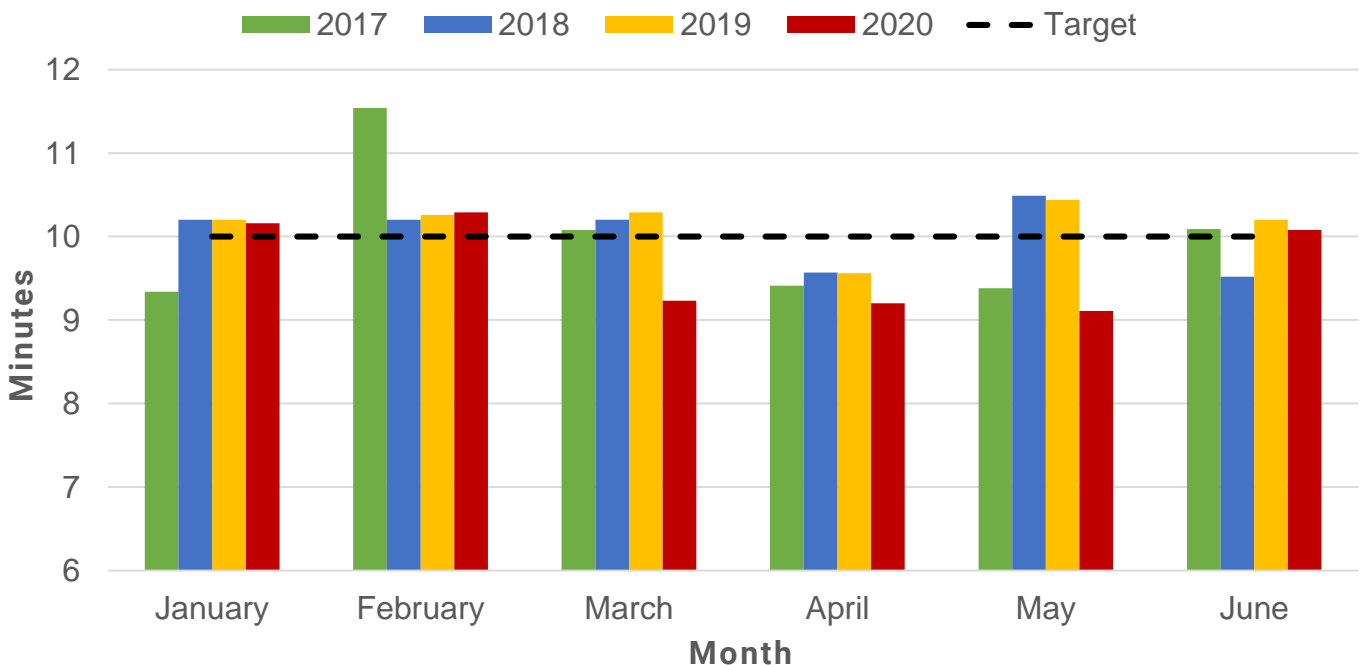
## TO POTENTIALLY LIFE THREATENING INCIDENTS

TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life threatening (PLT) incidents in June 2020 was **10 minutes and 8 seconds**. This is slightly above the target.

This is an increase of 57 seconds compared to previous month, where the average response to PLT incidents was 9 minutes and 11 seconds. However, it is an improvement on last June's average response time which was 10 minutes and 20 seconds (see yellow bar on the chart).

Attendance to Potentially Life Threatening Incidents



## TIME OF CALL TO ARRIVAL - % WITHIN MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In June 2020, 89% of all calls(or incidents) were attended by an ECFRS appliance within 15 minutes. May 2019 and June 2020 had the same percentage, 89%, indicating consistent performance and close to the target.



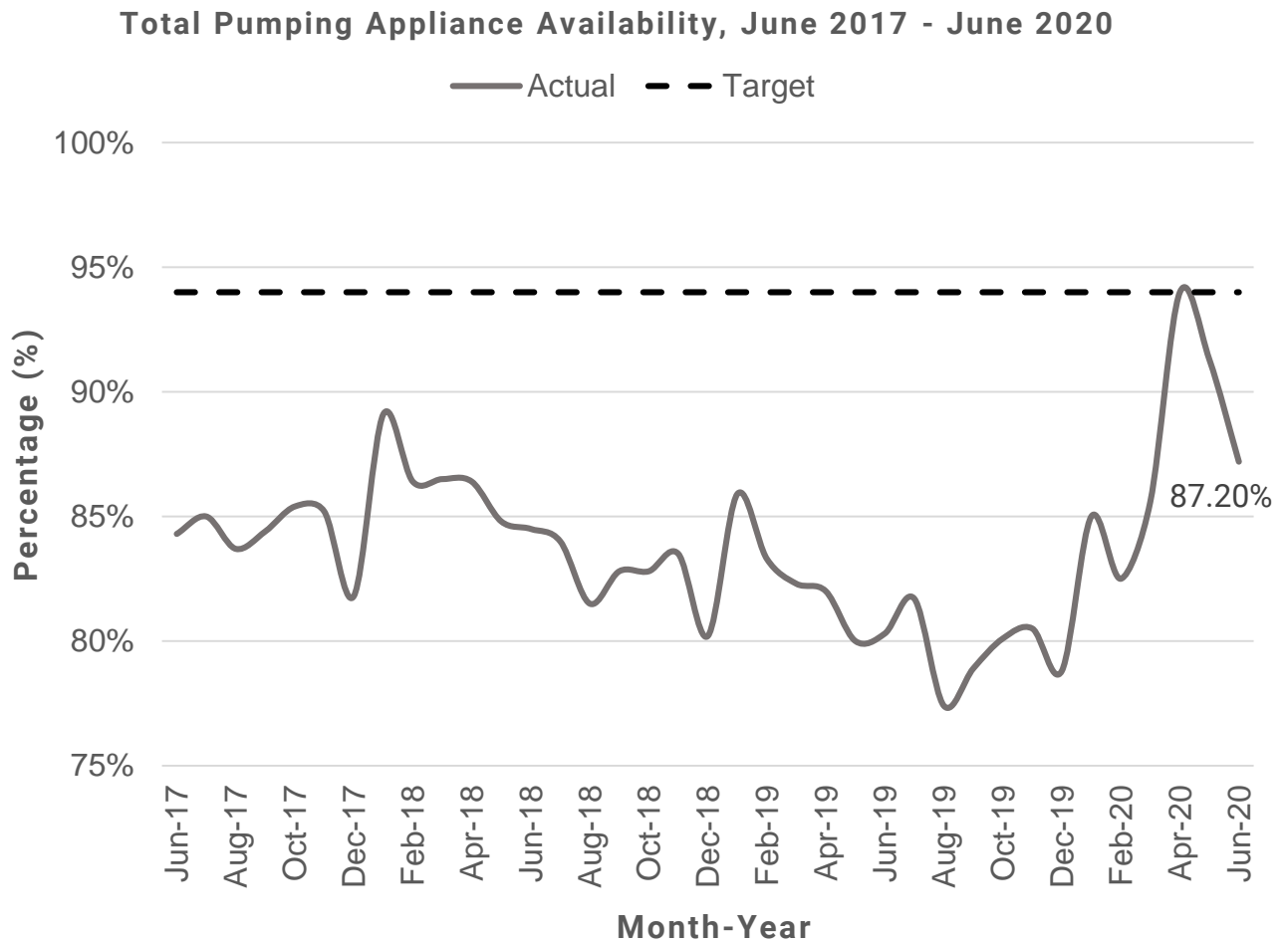
**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# AVAILABILITY

## TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 94%

The total pumping appliance availability in June 2020 was 87.2%, a decrease from 91.3% in May 2020.



**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

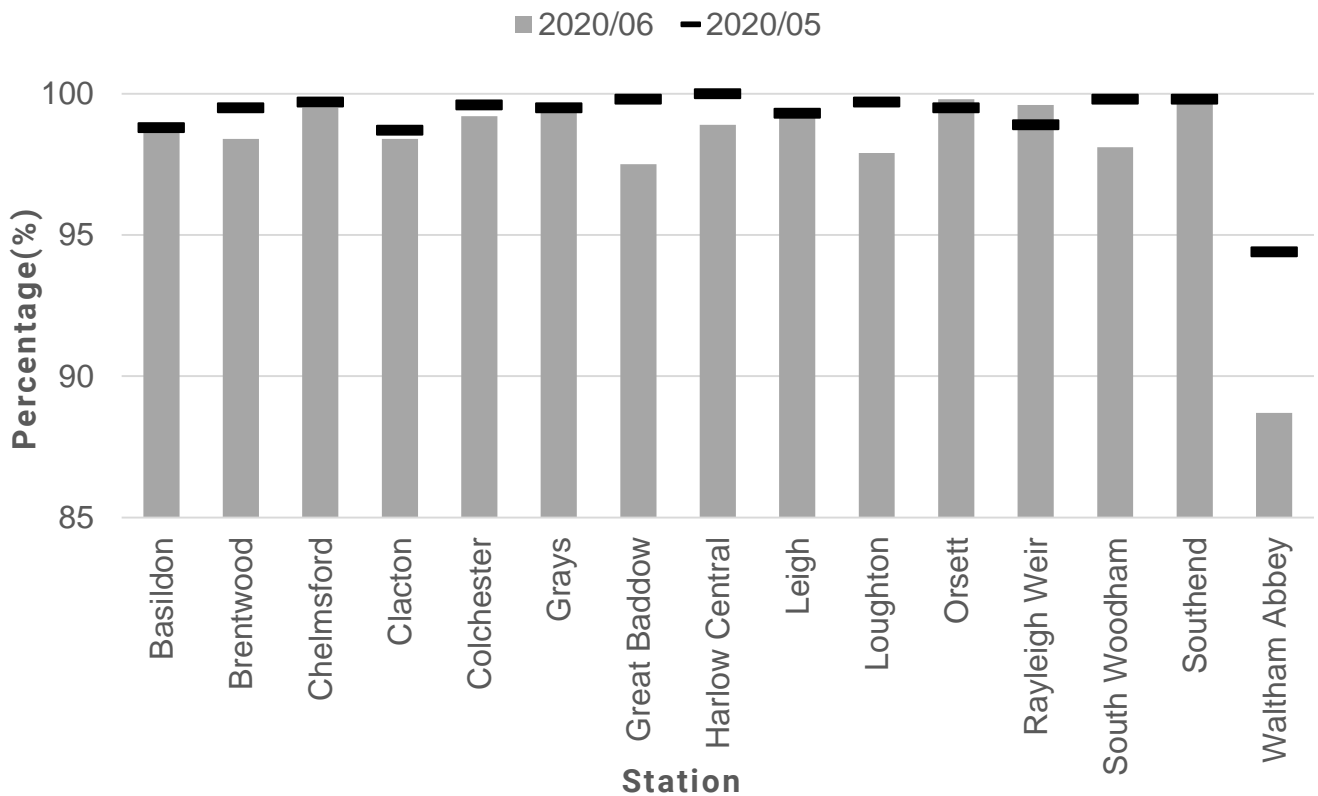
# AVAILABILITY

## WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

Wholetime & Day Crew pumping appliance availability in June 2020 was 98.7%, a decrease from 99.4% in May 2020. June 2019’s availability was 97%.

Wholetime & Day Crew Pumping Appliance Availability



## ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

On-call (overall) pumping appliance availability in June 2020 was 82.5%, a decrease from 87.1% in May 2020. June 2019’s availability was 74.9%

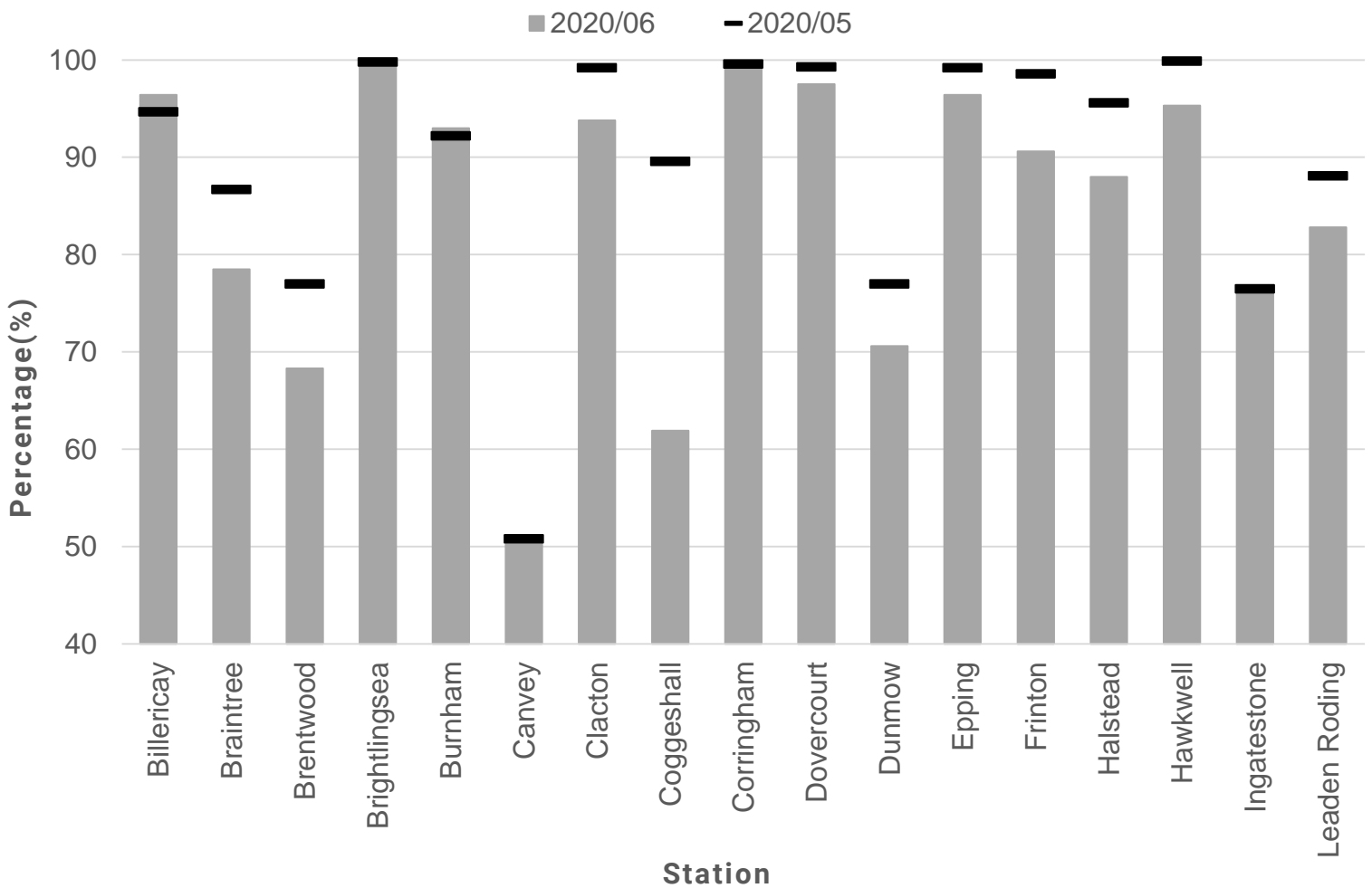
**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# AVAILABILITY

## ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations below, Burnham and Billericay improved their availability from May to June 2020. Ingatestone’s availability remained at 76.5%. The other 15 stations’ availability decreased from May to June 2020.

**On-Call Pumping Appliance Availability (18 Stations)**



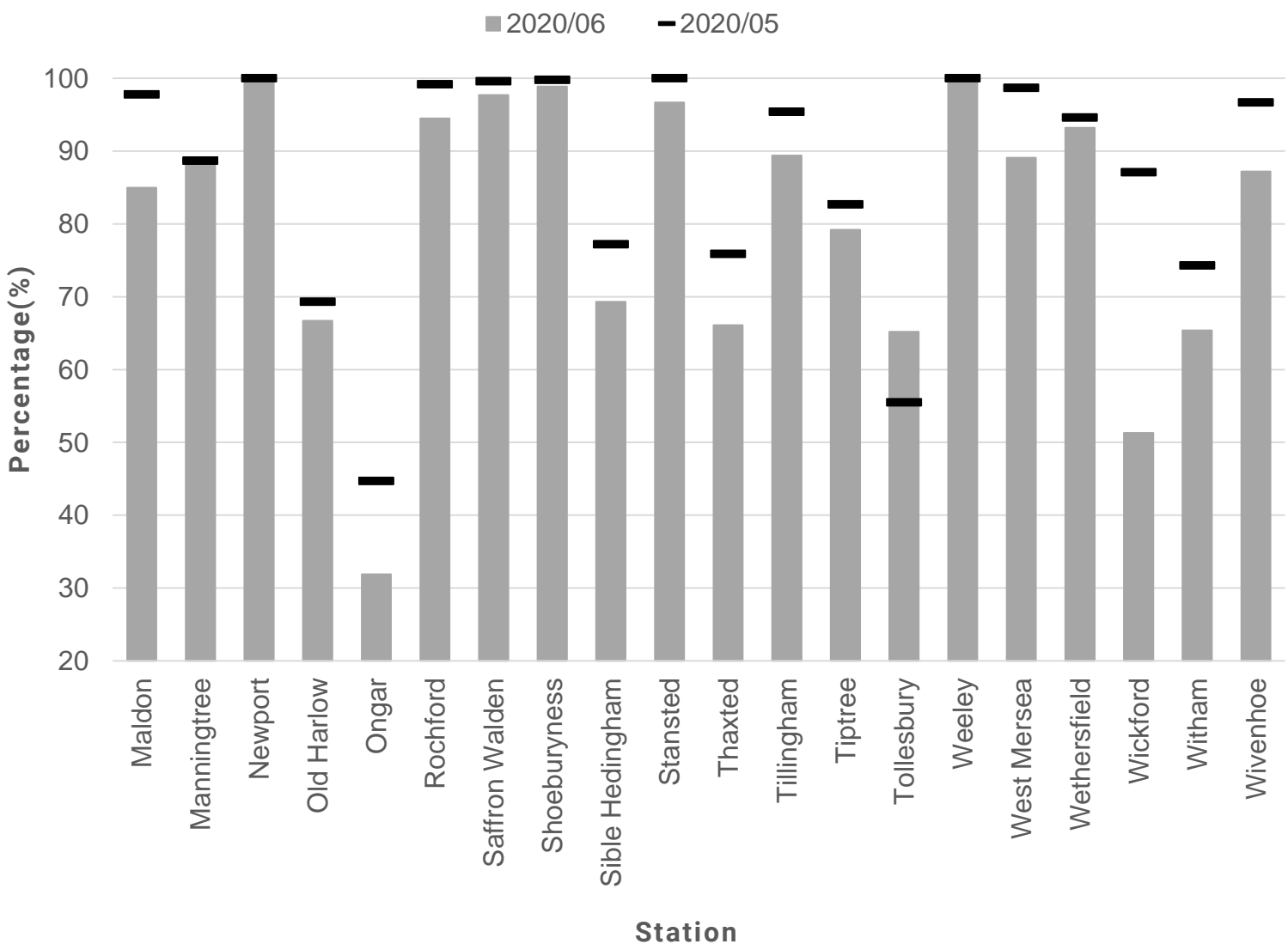
**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# AVAILABILITY

## ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations below, Tollesbury improved their availability by 9.7%. All the other stations' availability decreased this month (compared to May). Wickford availability decreased the most, from 87.1% in May to 51.3 in June 2020.

**On-Call Pumping Appliance Availability (20 Stations)**



**FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)**

# AVAILABILITY

## ON-CALL PUMPING APPLIANCE AVAILABILITY

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

Station	Target	Jun-20
Billericay	90	Met
Braintree	75	Met
Brentwood	50	Met
Brightlingsea	90	Met
Burnham	90	Met
Canvey	90	Not Met
Clacton	90	Met
Coggeshall	73	Not Met
Corringham	90	Met
Dovercourt	75	Met
Dunmow	90	Not Met
Epping	90	Met
Frinton	90	Met
Halstead	90	Not Met
Hawkwell	90	Met
Ingatestone	90	Not Met
Leaden Roding	50	Met

Station	Target	Jun-20
Maldon	90	Not Met
Manningtree	85	Met
Newport	90	Met
Old Harlow	55	Met
Ongar	50	Not Met
Rochford	79	Met
Saffron Walden	90	Met
Shoeburyness	90	Met
Sible Hedingham	90	Not Met
Stansted	90	Met
Thaxted	66	Met
Tillingham	90	Not Met
Tiptree	90	Not Met
Tollesbury	57	Met
Weeley	90	Met
West Mersea	85	Met
Wethersfield	74	Met
Wickford	50	Met
Witham	55	Met
Wivenhoe	75	Met

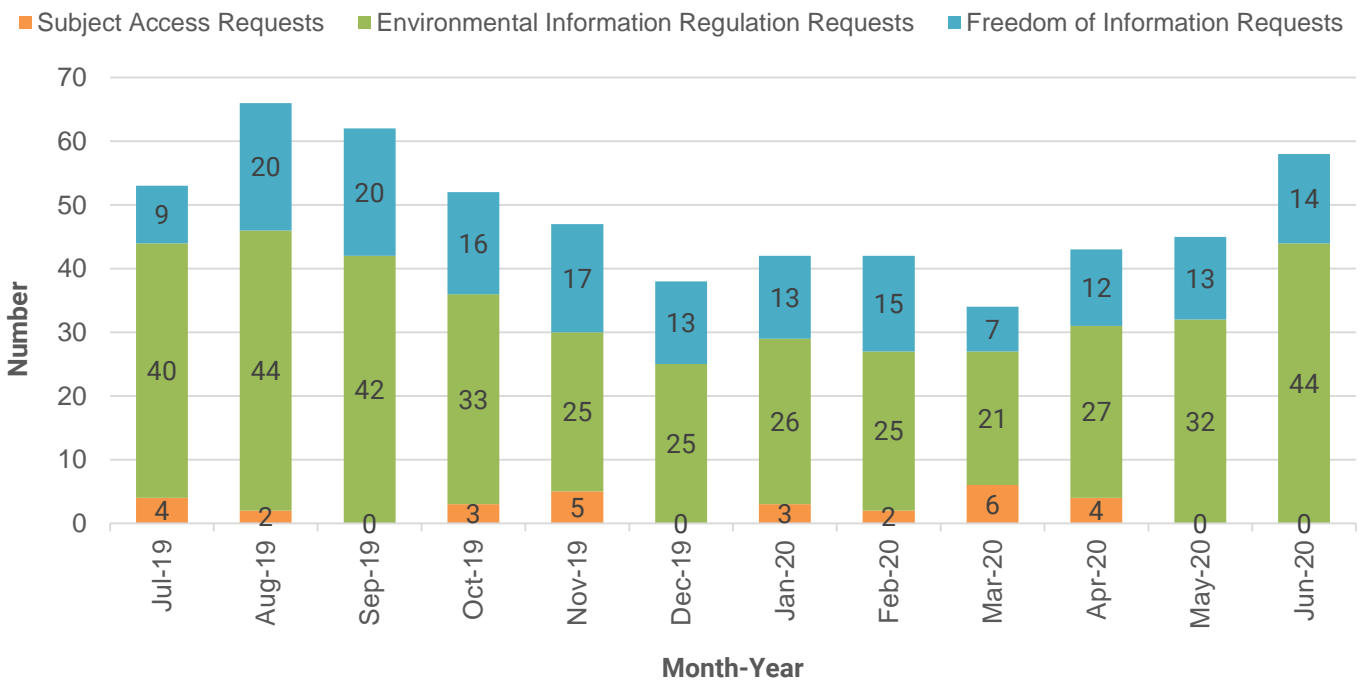
**FIRE AND RESCUE PLAN: BE TRANSPARENT,  
OPEN AND ACCESSIBLE**

# INFORMATION GOVERNANCE

The Fire Service is continuously working towards compliance with current data protection legislation. An ongoing training and awareness plan complements the mandatory e-learning that all employees are required to undertake. Training and awareness in the Authority takes various forms including: induction for new employees, individual meetings, team meetings, station visits, etc. There were 0 organised training and awareness sessions held in June 2020.

The Fire Service is required to handle personal data incidents and breaches in a manner that is compliant with the Data Protection Act, 2018. In order to achieve this, a data breach handling process is currently in place. There were 4 reported personal data breaches in June 2020. 1 personal data breach was reported to the Information Commissioner’s Officer (ICO).

**Statutory Requests - June 2020**



- The Freedom of Information requests themes were Data Requests (6), Contracts (2), Fire Safety (2), ICT (2), Finance (1) and HR (1).
- 42 of the Environmental Information Regulation (EIR) requests were for Fire Reports and 2 EIRs were for other environmental information.
- The Service received 6 complaints and 1 compliments in June 2020. The complaint themes were Fire Safety (3), Driving (1), HR (1) and Staff Behaviour (1).

FIRE AND RESCUE PLAN: PROMOTE A  
POSITIVE CULTURE IN THE WORKPLACE

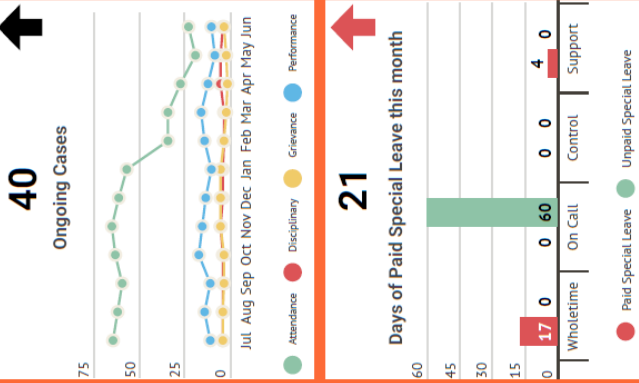
# HUMAN RESOURCES (HR)

June 2020

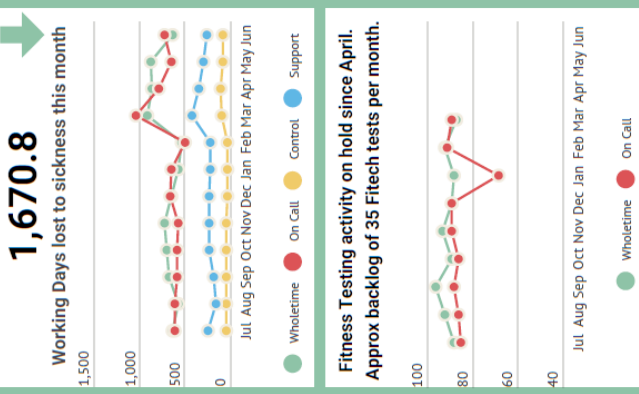
## Insights

- Overall drop of 6.0 FTE since last month. (1.9% higher than this time last year - 1,344.8 FTE)
- Support under budget by 3.8 FTE (including 3.0 FTE of agency resource).
- While overall turnover is favourable, compared to public sector, On Call turnover levels remain a concern and a focus for the Programme Board.
- COVID-19 related conditions accounted for 55.7% of all working days lost to sickness in June. (Down 69.2% in April). However, despite this reduction, absence levels are still 14.5% higher than this time last year.
- Musculoskeletal conditions accounted for 46.7% of all non-COVID-19 related absence.
- Fitech testing will recommence after appropriate risk assessments are completed - backlog of approx. 100 tests to make up.
- The number of ongoing cases increased by six last month. Average age of all open cases is 108 days. (Minimal change from 109 days in May).
- Almost half of the incidents of Paid Special Leave in June were on the basis of compassionate leave, either for family bereavements or time off work to attend a funeral. Other reasons included emergency time for caring responsibilities.

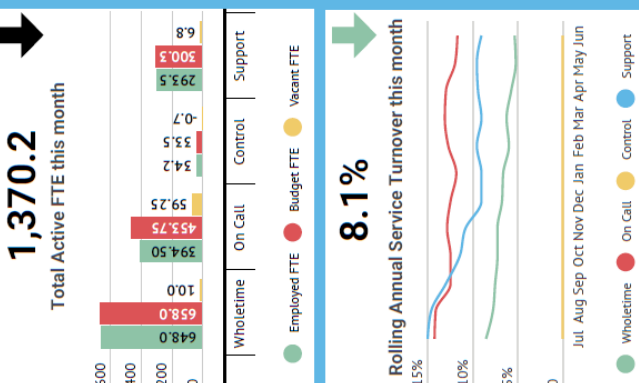
## Casework and Leave



## Health



## Workforce Overview



Continue to monitor sickness absence and start the process of cleansing COVID-related absence data.

Focus areas this month:

FIRE AND RESCUE PLAN: PROMOTE A  
POSITIVE CULTURE IN THE WORKPLACE

# LEARNING & DEVELOPMENT

### Learner Engagement

25.5%

Overall Learner Engagement

Category	Value
Wholetime	34.5%
On Call	30.5%
Control	0%
Support	1.9%

● Employees Actively Engaged in Learning Activity

### People

-

Overall Delegate Satisfaction Last Month

75.3%

Attended as Booked Last Month

### Compliance

97.7%

Overall BA Compliance

Category	Value
BA	98.4%
ICV L1	93.4%
ERD Cover	61.2%
Core Skills	48.5%

● Wholetime ● On Call

### Insights

- Overall learner engagement increased from 20.3% in April. This represents an increase of slightly more than 25%, month on month.
- The ongoing reduction in average learning hours per FTE can be attributed to the number of cancelled training events and additional work volumes created as a result of the pandemic.
- Any Operational training events that were not attended during Jun had been cancelled as a result of the current restrictions on movement.
- Delegate satisfaction data was unavailable this month.
- Risk Critical Compliance and Mandatory Training compliance figures are now reported on a per person basis, rather than a per contract basis, to overcome a known issue with how Civica training records are updated. This has resulted in increased levels of compliance in both sets of measures.

### Completion of all Mandatory Training Items

75.6%

Category	Value
Wholetime	82.8%
On Call	84.5%
Control	24.3%
Support	52.7%

● % that have completed all mandatory items

Focus areas this month: We continue to work with line managers to ensure that their staff complete all mandatory training.



**FIRE AND RESCUE PLAN: PROMOTE A  
POSITIVE CULTURE IN THE WORKPLACE**

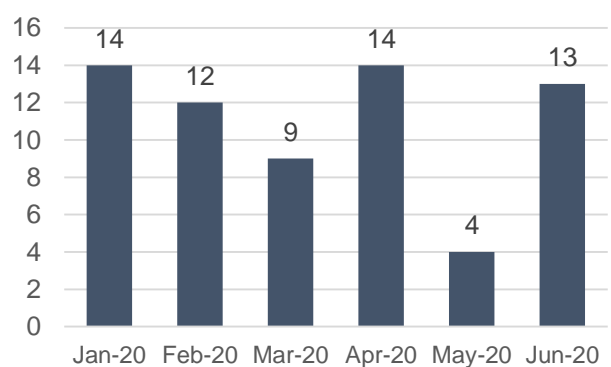
# HEALTH & SAFETY (H&S)

- In June the Health & Safety team produced the COVID-19 Workplace Safety Guidance, The 12 page document was based on social distancing, enhanced cleaning and hygiene to allow colleagues to return to working sites safety.
- Safety Flash 11A was revised and re-released to ensure that all personnel were clear on when de contamination is required following contact with members of the public at operational incidents.
- In addition to the above Safety Flash 11A, a matrix was produced in consultation with the HMEPA group to ensure a unified approach is taken for de contamination of staff at operational incidents.
- A new template was produced on iAutior to allow all Station Managers to complete a COVID-19 Safe risk assessment at each premise. The H&S team then assisted each Station Manager at their main location to ensure a consistent approach.
- 57 COVID-19 Safe risk assessments were completed to ensure staff could get back to working on stations and other Service premises in compliance with Government recommendations.

**All safety data taken from OSHENS on 06/07/2020.**

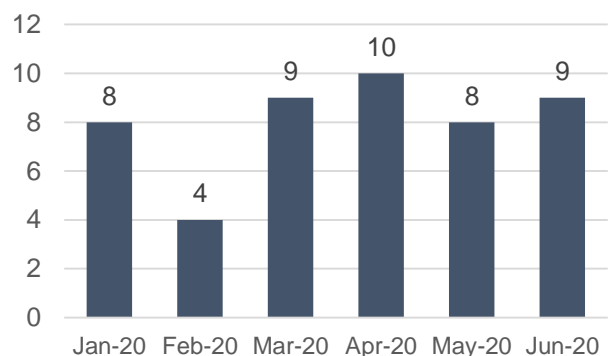
**Accidents.**

There were 3 injuries at operational incident. 4 injuries to staff on station premises. 1 case each of the following: person taken unwell at an incident, injury at operational training, injury to a mechanic at Service workshops, injury during recreational sport on station, discomfort from home working, and 3<sup>rd</sup> party accident at an operational incident.



**Hazards.**

Of the 9 hazards reported in June 2020; 2 related to station premises, 1 to equipment in Service Control, 1 to process in Service Control, 1 to BA equipment, 2 to COVID-19 control measures not being adhered to, 1 due to poor housekeeping and 1 to equipment on the appliance being short.



**FIRE AND RESCUE PLAN: PROMOTE A  
POSITIVE CULTURE IN THE WORKPLACE**

# HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 06/07/2020.

<p><b>Near Misses.</b> Of the 4 near misses reported in June 2020; 2 related to equipment at an operational incident, 1 equipment on station and 1 was to do with software systems.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Jan-20</td> <td>12</td> </tr> <tr> <td>Feb-20</td> <td>7</td> </tr> <tr> <td>Mar-20</td> <td>1</td> </tr> <tr> <td>Apr-20</td> <td>6</td> </tr> <tr> <td>May-20</td> <td>5</td> </tr> <tr> <td>Jun-20</td> <td>4</td> </tr> </tbody> </table>	Month	Count	Jan-20	12	Feb-20	7	Mar-20	1	Apr-20	6	May-20	5	Jun-20	4
Month	Count														
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<p><b>Control Measure Failures.</b> There were 5 control measure failures in June 2020, of which 4 related to the staff levels in Service Control and the other (1) was related to RPE.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Jan-20</td> <td>16</td> </tr> <tr> <td>Feb-20</td> <td>13</td> </tr> <tr> <td>Mar-20</td> <td>10</td> </tr> <tr> <td>Apr-20</td> <td>3</td> </tr> <tr> <td>May-20</td> <td>8</td> </tr> <tr> <td>Jun-20</td> <td>5</td> </tr> </tbody> </table>	Month	Count	Jan-20	16	Feb-20	13	Mar-20	10	Apr-20	3	May-20	8	Jun-20	5
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<p><b>Attacks on Fire Service Personnel.</b> All 3 of the attacks on Fire Service personnel were verbal. 2 occurred at operational incidents and 1 outside of a Fire station.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Jan-20</td> <td>1</td> </tr> <tr> <td>Feb-20</td> <td>3</td> </tr> <tr> <td>Mar-20</td> <td>1</td> </tr> <tr> <td>Apr-20</td> <td>2</td> </tr> <tr> <td>May-20</td> <td>1</td> </tr> <tr> <td>Jun-20</td> <td>3</td> </tr> </tbody> </table>	Month	Count	Jan-20	1	Feb-20	3	Mar-20	1	Apr-20	2	May-20	1	Jun-20	3
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<p><b>RTC Involving ECFRS Vehicles.</b> Of the 6 RTCs in June 2020; 3 were incidents of an appliance coming into contact with stationary articles, 2 involved contact with a third party at slow speed, and 1 was a Service vehicle reversing at slow speed.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Jan-20</td> <td>11</td> </tr> <tr> <td>Feb-20</td> <td>5</td> </tr> <tr> <td>Mar-20</td> <td>4</td> </tr> <tr> <td>Apr-20</td> <td>0</td> </tr> <tr> <td>May-20</td> <td>6</td> </tr> <tr> <td>Jun-20</td> <td>6</td> </tr> </tbody> </table>	Month	Count	Jan-20	11	Feb-20	5	Mar-20	4	Apr-20	0	May-20	6	Jun-20	6
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<p><b>RIDDOR.</b> The 1 RIDDOR report in June 2020 was an over seven day event for an injury that occurred during operational training.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Jan-20</td> <td>6</td> </tr> <tr> <td>Feb-20</td> <td>5</td> </tr> <tr> <td>Mar-20</td> <td>1</td> </tr> <tr> <td>Apr-20</td> <td>5</td> </tr> <tr> <td>May-20</td> <td>1</td> </tr> <tr> <td>Jun-20</td> <td>1</td> </tr> </tbody> </table>	Month	Count	Jan-20	6	Feb-20	5	Mar-20	1	Apr-20	5	May-20	1	Jun-20	1
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**FIRE AND RESCUE PLAN: PPR & HELP THE  
VULNERABLE STAY SAFE**

# HOME SAFETY

We have seen a reduction in the number of visits conducted as ECFRS made a strategic decision on the 17th March 2020, to reduce the number of visits undertaken during the COVID-19 period and only visit the most vulnerable, these visits are only being carried out by Safe and Well Officers in suitable PPE.

June has seen an increase in the number of enquiries into the Home Safety Information Team and a consequent increase in the number of visits undertaken by Safe and Well Officers

In order to continue to see those individuals who are most at risk, but also to keep our personnel safe, the Home Safety Team introduced a revised GOLD category. The Team is looking to expand the number of people that can be visited by introducing a revised Silver category in July.

	JUNE 2020	TREND (PREVIOUS MONTH)
Total Number of Visits	276	↗
Number of Safe and Well Visits	276	↗
Number of Home Safety Visits by Stations	0	→
Number of Home Safety Visits by Volunteers	0	→
Number of Visits by Other (CSO's, CB's, FSO's)	0	→
Number of FHB10 (standard smoke detectors) fitted	302	↗
Number of FHB10W (sensory smoke detectors) fitted	39	→
Telephone Enquiries received at the Information Centre	531 Incoming	↗
	1,053 Outgoing	↗
Email Requests received at the Information Centre	235	→

**Number of Visits to Vulnerable Persons**



**FIRE AND RESCUE PLAN: PPR & HELP THE  
VULNERABLE STAY SAFE**

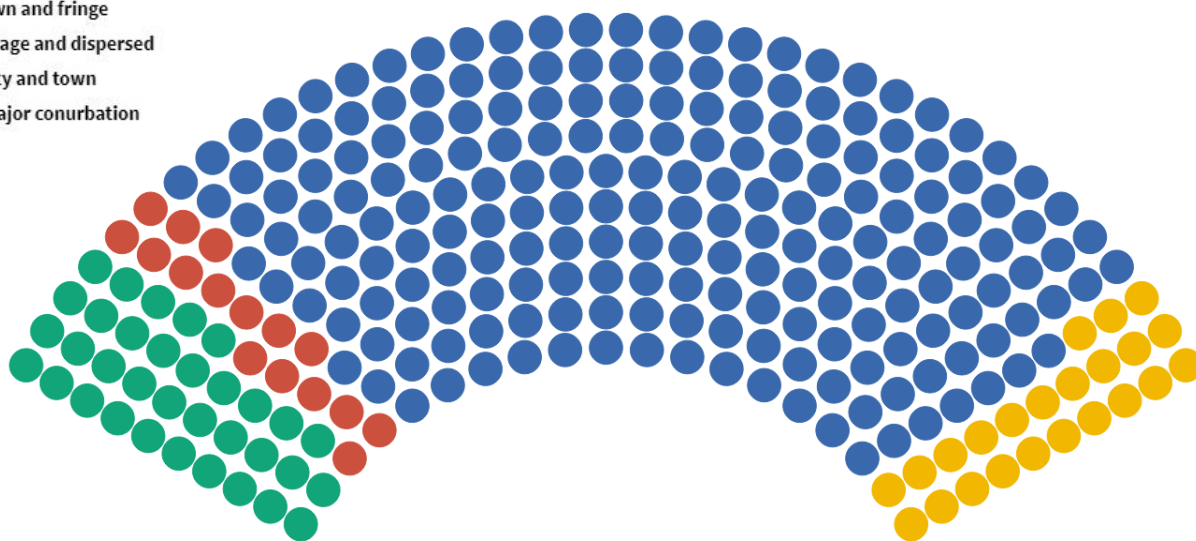
# HOME SAFETY

The parliament chart below shows the rural/urban classification (designated by DEFRA, 2011) of the households that received a home safety visit in June 2020. Note - One circle equals one visit.

The majority of visits in June 2020 were in households that fell within an area that was classified as 'Urban city and town' (blue).

### HSV by Rural Urban Classification

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



RURAL/URBAN CLASSIFICATION	COUNT OF VISITS	AS PERCENTAGE (%)
Rural town and fringe	34	12%
Rural village and dispersed	16	6%
Urban city and town	203	74%
Urban major conurbation	23	8%
<b>GRAND TOTAL</b>	<b>276</b>	<b>100%</b>

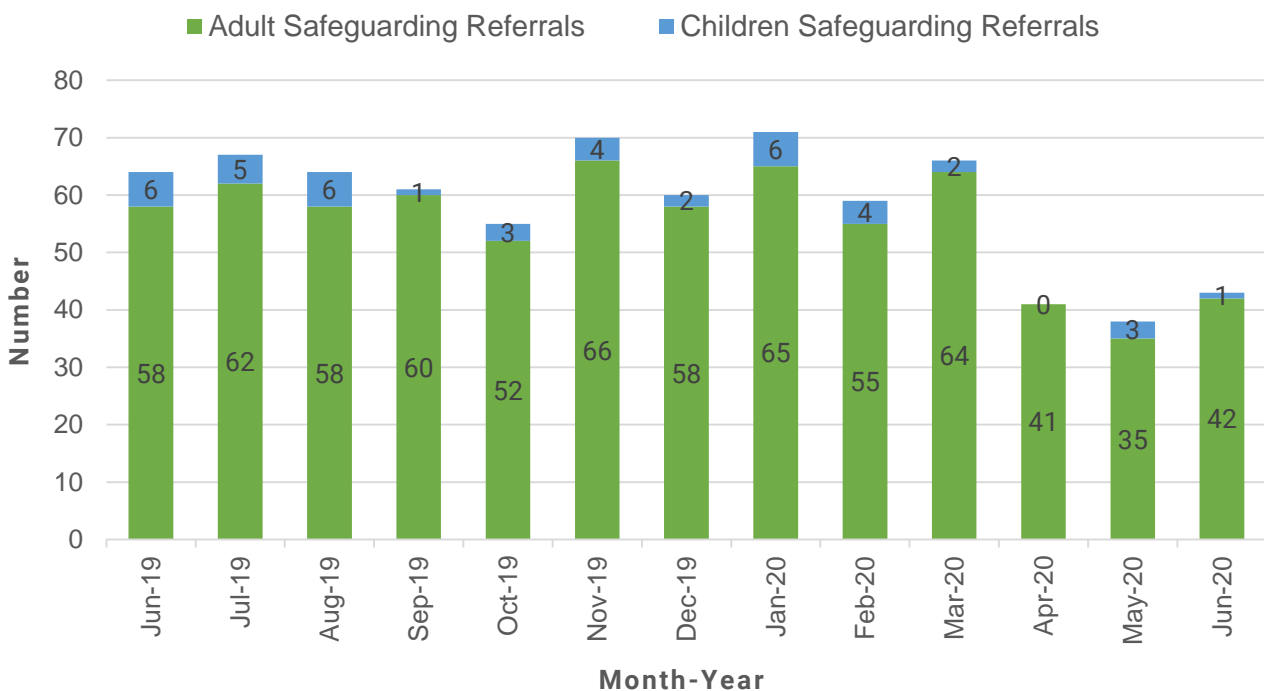
**FIRE AND RESCUE PLAN: PPR & HELP THE  
VULNERABLE STAY SAFE**

# COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 43 safeguarding referrals to ECFRS in June 2020, an increase of 5 compared to May 2020. 122 referrals to date in Q1 2020/21.

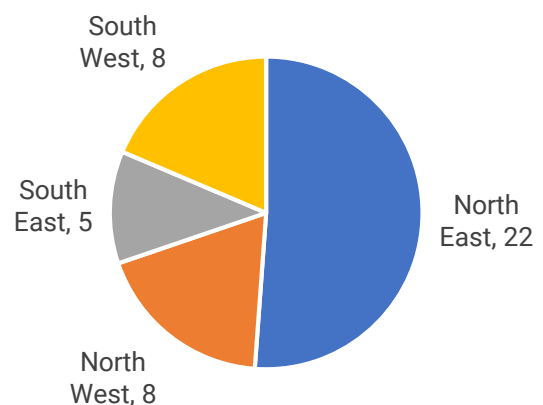
There are no cases waiting to be allocated to Community Builders or Social care. ECFRS are waiting for an update from Social Care on 8 cases

**Safeguarding Referrals, June 2019 - June 2020**



REFERRER	JUNE 2020
Safe and Well Officers	17
ECFRS Crews	7
Other	6
Housing	4
Social Care	4
NHS	2
Police	2
Charities/Community Partners	1
<b>TOTAL</b>	<b>43</b>

**Safeguarding Referrals by  
Command Group**



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**FIRE AND RESCUE PLAN: PPR & HELP THE  
VULNERABLE STAY SAFE**

## **COMMUNITY DEVELOPMENT & SAFEGUARDING**

### **Community Builder Update**

Community Builders have arranged for some of their partner agencies and charities to deliver the ECFRS 'Staying Safe Whilst Staying at Home' leaflets (when they deliver food parcels and medical supplies to shielded members of the public). The leaflet offers general fire safety advice as well as the 0300 number to discuss delivery of smoke alarms. The following partner agencies have agreed to deliver the leaflets:

- Community 360
- Rainbow services Harlow
- Uttlesford District Council
- Southend SAVS
- Chelmsford CVS
- Castle Point Association of Voluntary Services
- Mersea Parish Council
- Elmstead Parish Council
- Salvation Army, Maldon
- Weeley Parish Council
- Abbots wood Church, Benfleet

Community Builders have produced a list of properties with hoarding concerns (from referrals received of the lockdown period). This list has been used to help create a targeted approach for home safety leaflet distribution. This means that residents living near hoarded properties will receive advice about home fire safety. The community safety officers and volunteers have been carrying out the delivery of the leaflets.

taken the opportunity (through increased contact) to promote all the services offered by ECFRS (home safety advice, fitting of smoke alarms, schools education programmes). They have also explained ECFRS' commitment to support the ambulance service (drivers, trainers and body transportation – if necessary).

Since the start of the lockdown, the Community Builders have been involved in the development of risk assessments. These have looked at the way we work currently (home visits / phone interventions) and where we might move to as the recovery phase develops.

Some of the Community Builders have also been involved in the volunteer control group. This has seen them make contact with partner agencies assessing their needs and providing ECFRS volunteers (and accompanying risk assessments) where possible.

The Community Builders have continued to cover Gold visits and have provided support for ECFRS On call and control services.

# ANY QUESTIONS?

## CONTACT US

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SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County  
Fire & Rescue Service