



Essex County  
Fire & Rescue Service

# Monthly Performance Report

July 2020

Prepared By:  
Performance & Data Team

Information Cut Off Date (ICOD):  
14 August 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 at least 1,014 incidents in July 2020, of which 369 were fires, 358 were false alarms and 287 special service incidents.
- Incident breakdown and attendance times are not reported due to ongoing issues with the 4i mobilising system.
- Total, wholetime & day crew and on-call pumping appliance availability decreased this month.

### INFORMATION GOVERNANCE

- There were 4 reported personal data breaches in July 2020.
- 74 Environmental Information Regulations (EIRs) requests were received in July 2020, 30 more than July 2020. 72 of these requests were Fire Reports.

### HUMAN RESOURCES

- Focus areas this month are intermittent and longer term sickness absence, in collaboration with Wellbeing and Occupational Health.

### 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 department helped managers and station managers complete their COVID safe risk assessments on all Service locations. The team ensured consistency across all locations by assisting each manager with their first assessment.
- A flow chart for people to follow if they are showing signs of COVID-19 was prepared for the recovery group.

### PROTECTION

- The Protection team had their busiest month since lockdown with 580 consultations and activities completed.

### HOME SAFETY

- July has seen an increase in the number of enquiries into the Home Safety Information Team and also the number of visits carried out by Safe and Well Officers (in suitable PPE). This is reflective of both a steady increase in community safety activities conducted by Community Safety Officers, and also growing public confidence in relation to COVID-19 as the UK lifts lockdown restrictions.

### COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 47 safeguarding referrals to ECFRS in July 2020, an increase of 4 compared to June 2020. No cases are waiting to be allocated to social care but ECFRS are waiting for an update from social care on 10 cases.
- The Community Builder update provides further insight into activities mentioned in June's report but also new activities.

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

# INCIDENTS

**1,014 INCIDENTS  
JULY 2020**

**1,351 IN JUNE 2020  
1,513 IN JULY 2019**



369  
FIRES



287  
SPECIAL  
SERVICES



358  
FALSE  
ALARMS

- At the time of reporting, 99.9% of the incidents for June and 94.3% of July's incidents were completed and have been quality assured.
- 63 incidents have not completed by station nor quality assured therefore not included in the figures above or any analysis.

Due to ongoing issues with the 4i mobilising system, 344 incidents for July (as of ICOD) have not been transferred to the Incident Recording System (IRS), for completion by stations and thus quality assurance. This issue is also impacting the transfer of August's incidents.

Due to the high proportion of incidents not available for reporting, incident breakdown and attendance times will not be reported.

ECFRS is working with the supplier, Remsdaq to resolve the issue as quickly as possible, whilst prioritising the manual transfer of incidents that require debriefs.

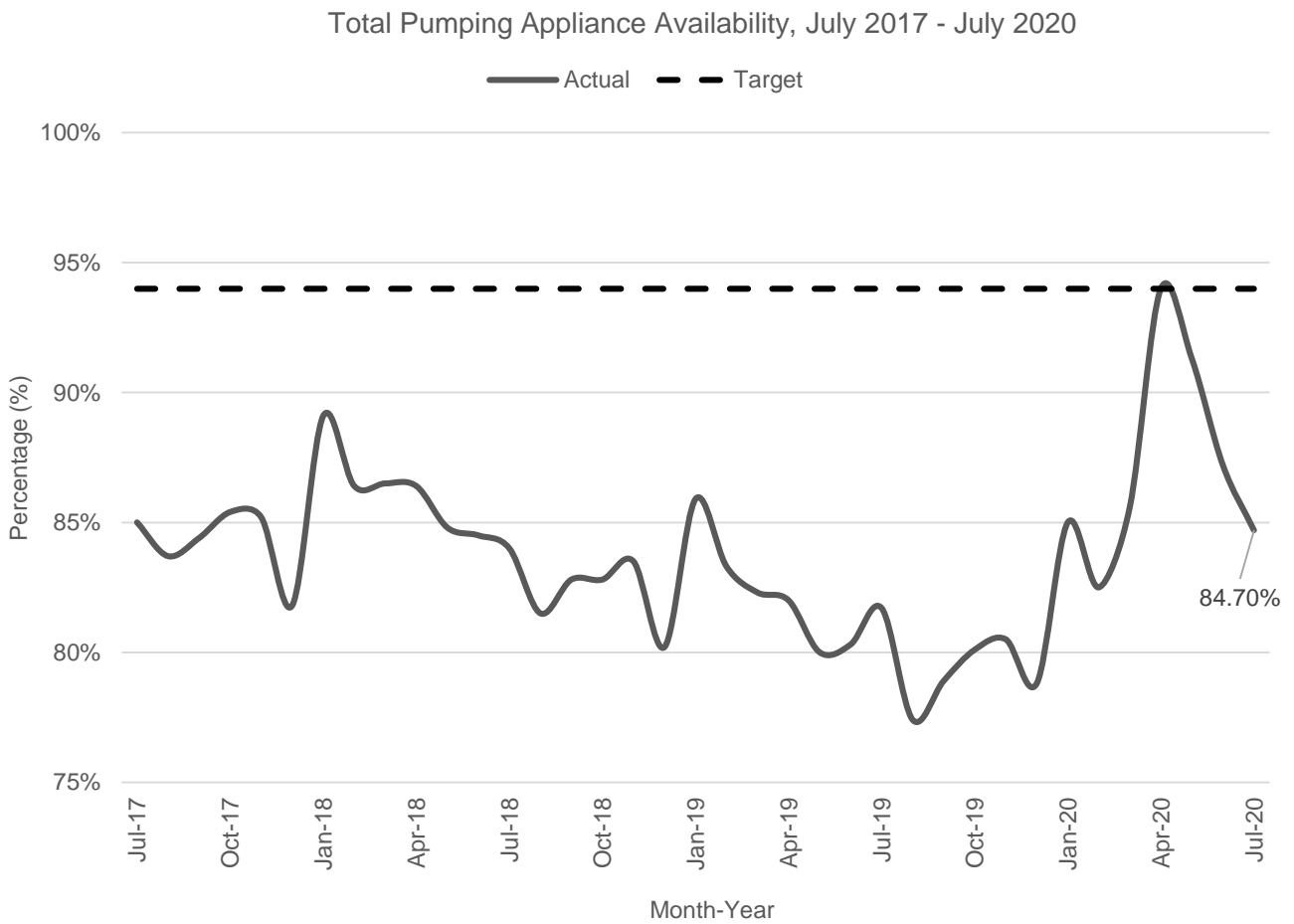
FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)

# AVAILABILITY

## TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 94%

The total pumping appliance availability in July 2020 was 84.7%, a decrease from June 2020 where the availability was 87.2%.



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

# AVAILABILITY

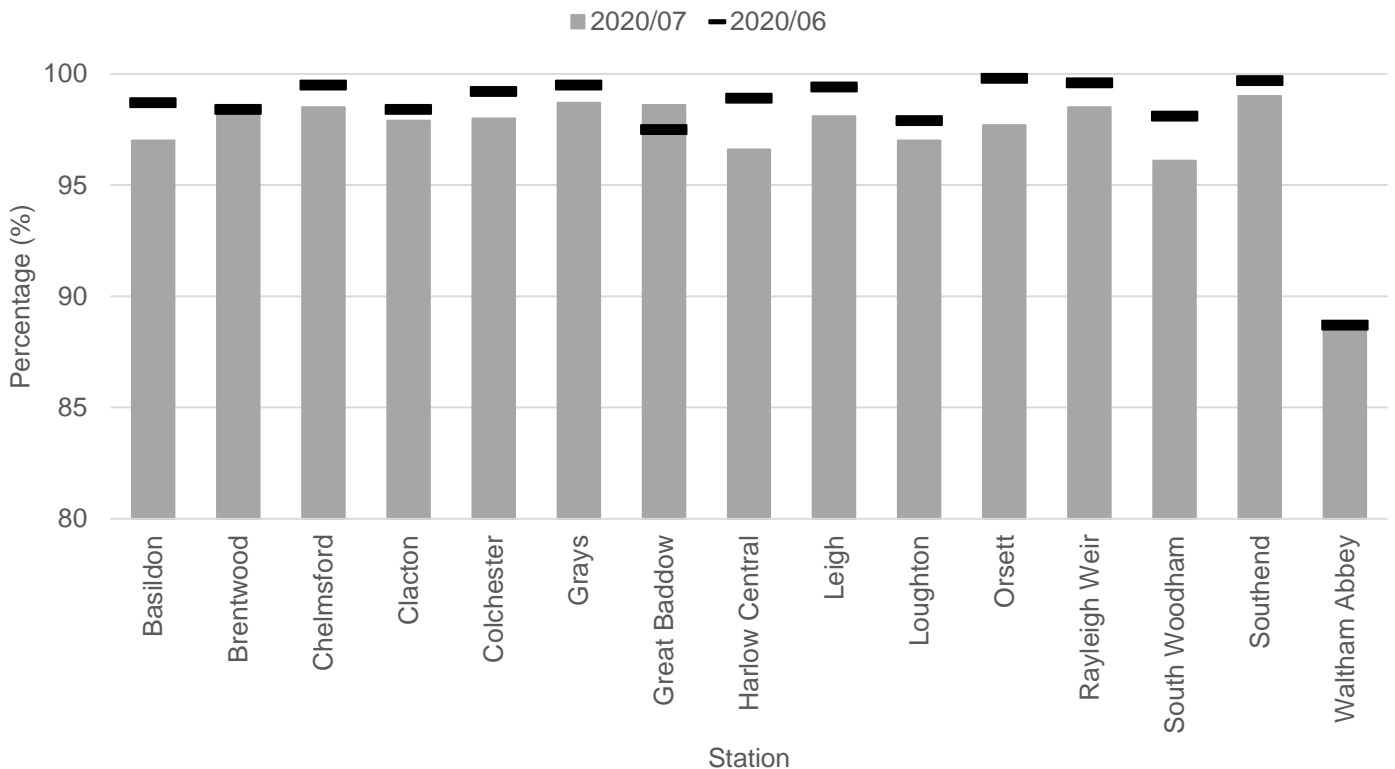


## WHOLETEIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

Wholetime & Day Crew pumping appliance availability in July 2020 was 97.4%, a decrease from June’s availability which was 98.7%. July 2019’s pumping appliance availability was 95.8%.

Wholetime & Day Crew Pumping Appliance Availability



## ON-CALL PUMPING APPLIANCE AVAILABILITY

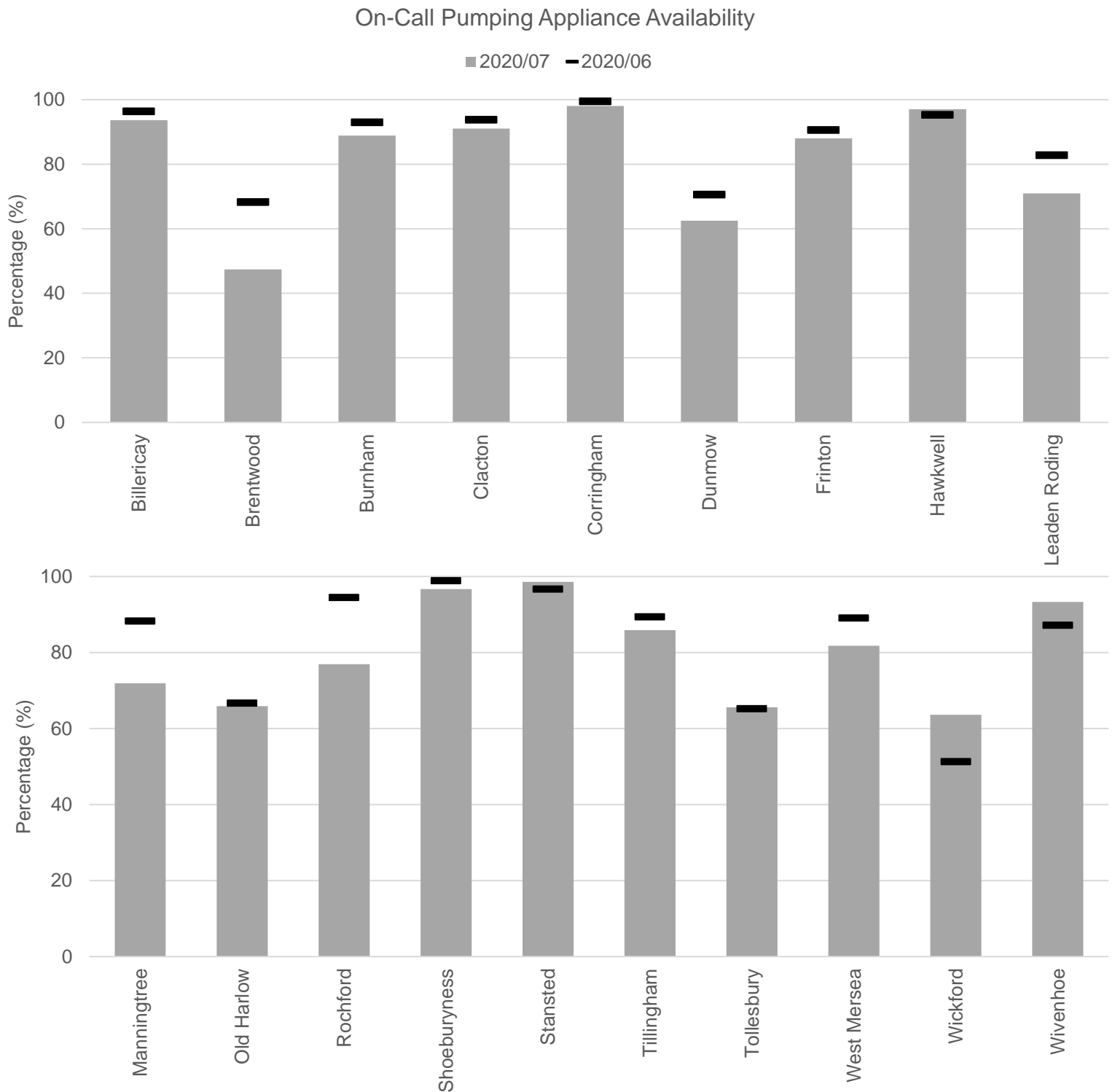
TARGET – 90%

On-call (overall) pumping appliance availability in July 2020 was 81.2%, a decrease from June’s availability which was 82.5%. July 2019’s pumping appliance availability was 77.1%.

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

# AVAILABILITY

## ON-CALL PUMPING APPLIANCE AVAILABILITY



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 July 2020. For two pump stations, performance will be measured at Station level.

Station	Target	Jul-20
Billericay	90	93.7
Braintree	75	78.6
Brentwood	50	47.4
Brightlingsea	90	93.4
Burnham	90	88.9
Canvey	90	87.7
Clacton	90	91.1
Coggeshall	73	41.3
Corringham	90	98.1
Dovercourt	75	77.2
Dunmow	90	62.5
Epping	90	95.8
Frinton	90	88
Halstead	90	77.1
Hawkeell	90	97.1
Ingatestone	90	62.8
Leaden Roding	50	71
Maldon	90	81.7

Station	Target	Jul-20
Manningtree	85	71.9
Newport	90	99.5
Old Harlow	55	65.9
Ongar	50	39
Rochford	79	76.9
Saffron Walden	90	95.7
Shoeburyness	90	96.7
Sible Hedingham	90	60.6
Stansted	90	98.6
Thaxted	66	69.6
Tillingham	90	85.9
Tiptree	90	65.7
Tollesbury	57	65.6
Weeley	90	99.5
West Mersea	85	81.8
Wethersfield	74	96.4
Wickford	50	63.6
Witham	55	63.5
Wivenhoe	75	93.3



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

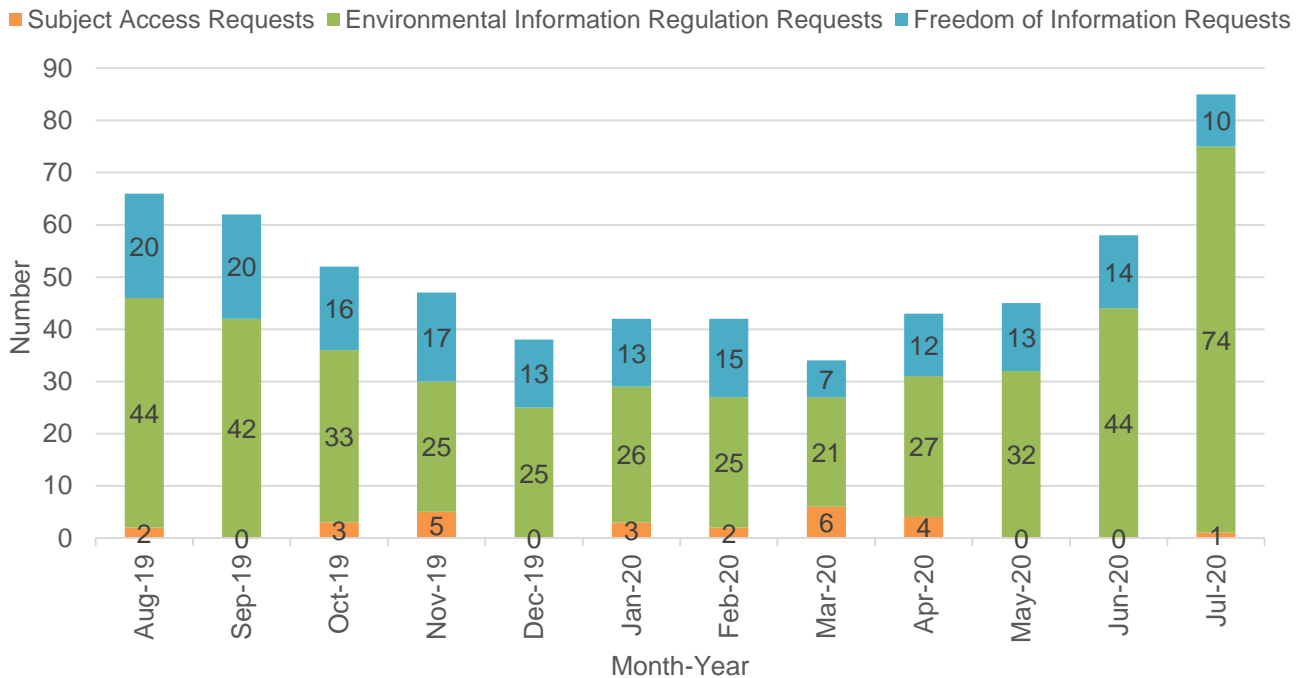
# INFORMATION GOVERNANCE



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 July 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 July 2020, however they did not meet the stipulated threshold to inform the ICO.

Statutory Requests - July 2020



- 10 Freedom of Information requests (FOI) were received in July 2020. The main themes around FOIs were Data Requests (4), Fire Safety (2), ICT (2), Fleet (1) and Purchasing (1).
- 74 Environmental Information Requests (EIR) were received in July 2020. 72 requests were for Fire Reports and 2 EIRs were for other environmental information
- 1 Subject Access Requests (SAR) was received from HM Revenue & Customs in July 2020.
- The Service received 7 compliments and complaints were received in July 2020. The main complaint theme was Environmental Issues (2). We received 5 compliments in July 2020.

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

# HUMAN RESOURCES

## People Dashboard

## July 2020

### Workforce Overview

**1,364.75** Total Active FTE this month

600  
400  
200  
0

Wholetime On Call Control Support

- Employed FTE
- Budget FTE
- Vacant FTE

### Health

**1,792.8** Working Days lost to sickness this month

1,500  
1,000  
500  
0

Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

- Wholetime
- On Call
- Control
- Support

**Fitness Testing activity on hold since April. Approx backlog of 35 Fitech tests per month.**

100%  
80%  
60%  
40%

Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

- Wholetime
- On Call

### Casework and Leave

**34** Ongoing Cases

75  
50  
25  
0

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

- Attendance
- Disciplinary
- Grievance
- Performance

**44** Days of Paid Special Leave this month

80  
60  
40  
20  
0

Wholetime On Call Control Support

- Paid Special Leave
- Unpaid Special Leave

### Rolling Annual Service Turnover this month

**7.9%**

15%  
10%  
5%  
0

Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

- Wholetime
- On Call
- Control
- Support

**Focus areas this month:** Close focus on intermittent and longer term sickness absence, in collaboration with Wellbeing and Occupational Health

### Insights

- Overall drop of 6.0 FTE since last month, (1.4% higher than this time last year - 1,344.8 FTE)
- Support under budget by 3.8 FTE (including 3.0 FTE of agency resource).
- On-Call turnover levels remain an area for attention. HR continue to work closely with the On Call Development Team to identify any trends and consider ways in which we can improve retention.
- COVID-19 related conditions accounted for 49.7% of all July days lost to sickness, continuing the downward trend seen since the peak of 70.8% in April.
- Musculoskeletal conditions remain the top cause of absence, accounting for 40.9% of all non-COVID-19 related working days lost.
- Fitech testing is expected to recommence in August, after appropriate risk assessments are complete.
- The number of ongoing cases is now at its lowest level in over a year. Average age of all open cases is 138 days.
- Paid Special Leave mostly in single day instances, apart from two periods of extended leave taken following bereavement.
- One employee taking 2 days Paid Special Leave following return from foreign travel after quarantine restrictions introduced while they were abroad.

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

# LEARNING & DEVELOPMENT

July 2020

## Learning & Development Dashboard

### Learner Engagement

**23.9%**

Overall Learner Engagement

Employee Type	Engagement %
Wholetime	27.4%
On Call	36.1%
Control	2.7%
Support	0.3%

● Employees Actively Engaged in Learning Activity

### People

Overall Delegate Satisfaction Last Month

**88.6%**

Attended as Booked Last Month

● Operational ● Non-Operational

### Compliance

**98.0%**

Overall BA Compliance

Employee Type	Compliance %
BA	98.8%
ICV L1	96.1%
ERD Cover	61.2%
Core Skills	50.3%

● Wholetime ● On Call

### Insights

- Overall learner engagement dipped slightly from 25.5% in June.
- No overall movement in Average Learning Hours per FTE.
- Any training events that were not attended during July had been cancelled as a result of the current restrictions on movement.
- Delegate satisfaction data was unavailable this month. We are investigating other methods of collecting post-event feedback.
- Risk Critical Compliance measurement now excludes any employees that will be leaving in the coming month. This minor adjustment has resulted in a further small increase in compliance levels.
- A slight dip in Mandatory Training compliance (75.6% last month) due to the impact of a number joiners and leavers.

### Engagement

**3.4**

Average Learning Hours per FTE

Employee Type	Hours per FTE
Wholetime	3.6
On Call	6.0
Control	0.2
Support	0.03

● Average Learning Hours per FTE in Month

### Mandatory Training

**75.4%**

Completion of all Mandatory Training Items

Employee Type	Completion %
Wholetime	82.7%
On Call	83.9%
Control	24.3%
Support	33.1%

● % 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

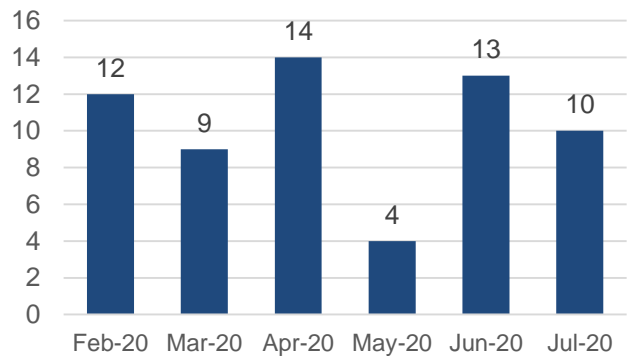
# HEALTH & SAFETY (H&S)

- In July the Health & Safety Department helped managers and station managers complete their COVID safe risk assessments on all Service locations. The team ensured consistency across all locations by assisting each manager with their first assessment. The COVID safe risk assessment for SHQ was also started and will be completed once all the heating and air conditioning works have been completed and the deep clean has been carried out.
- The on call advisors carried out 2 deep cleans of Service premises following a confirmed case of COVID-19 to a staff member. The fogging units were used so that the stations could be used again immediately after the clean took place.
- A flow chart for people to follow if they are showing signs of COVID-19 was prepared for the recovery group.
- The annual report was submitted to SLT in July.

All safety data taken from OSHENS on 11/08/2020.

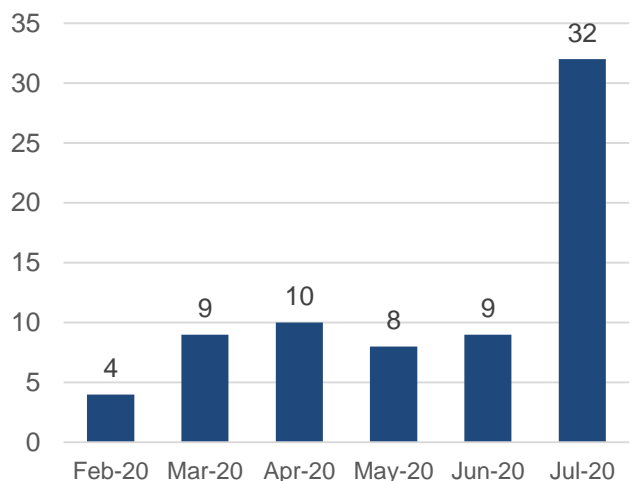
**Accidents.**

There were 10 accidents on duty during July. 3 occurred at operational incidents, 3 at operational training, 2 on station premises, 1 was related to a member self-isolating with possible COVID19 symptoms and 1 was a member of staff with a positive test result for COVID-19.



**Hazards.**

There were 32 hazards reported in July. This high number was attributed to by one Station submitting 23 reports around concerns about the COVID safe risk assessments and measures in place at the Station, the Station Manager and the local Safety Representative have ensured that these issues have now been resolved. 2 other reports related to concerns over social distancing on appliances, 3 related to property, 1 to water rescue training, 1 to a family member with COVID symptoms and 2 regarding out duties during the COVID pandemic.

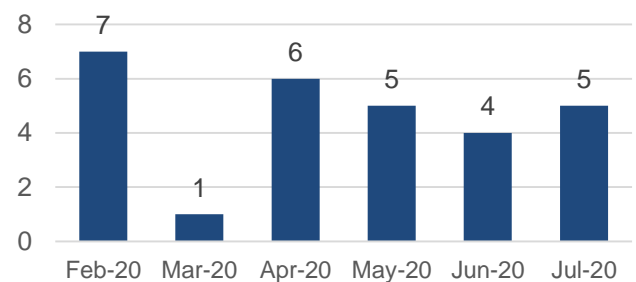
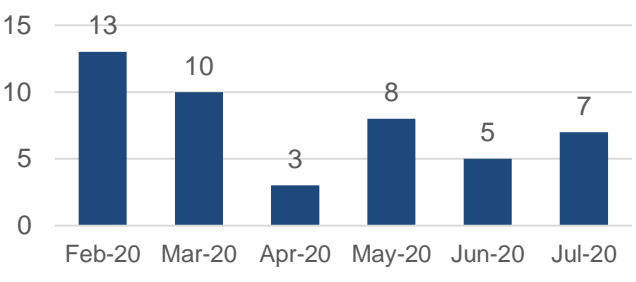
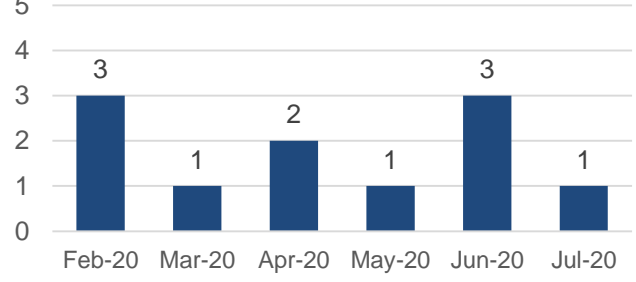
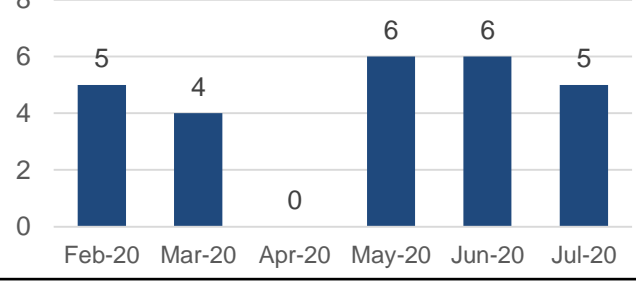
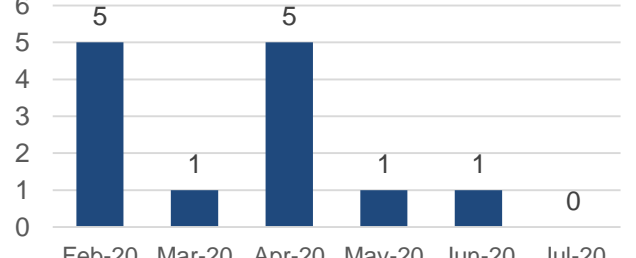


FIRE AND RESCUE PLAN: PROMOTE A  
POSITIVE CULTURE IN THE WORKPLACE

# HEALTH & SAFETY (H&S)



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

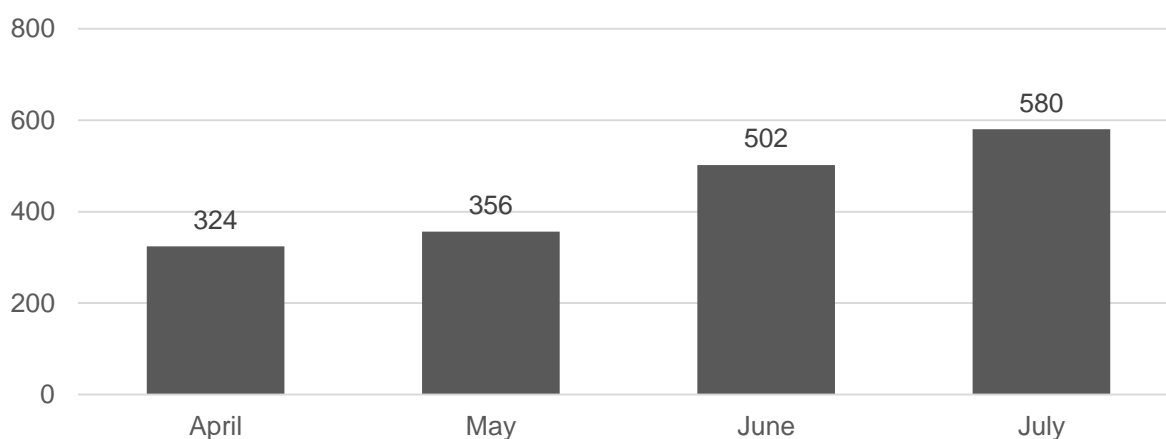
<p><b>Near Misses.</b> There were 5 near miss reports in July of which 4 related to the Ramsdaq/4i mobilising system and 1 to lack on information re an incident, resulting in minimum crew being turned out.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <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> <tr> <td>Jul-20</td> <td>5</td> </tr> </tbody> </table>	Month	Count	Feb-20	7	Mar-20	1	Apr-20	6	May-20	5	Jun-20	4	Jul-20	5
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<p><b>Control Measure Failures.</b> Of the 7 control measure failures in July 3 related to the lack of staff available in Control, 3 to equipment and 1 concern over attending a cross border incident where the other FRS only ride with crews of three.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <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> <tr> <td>Jul-20</td> <td>7</td> </tr> </tbody> </table>	Month	Count	Feb-20	13	Mar-20	10	Apr-20	3	May-20	8	Jun-20	5	Jul-20	7
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<p><b>Attacks on Fire Service Personnel.</b> There was 1 attack on fire service personnel which involved a watch manager being spat on by a member of the public at an operational incident.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <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> <tr> <td>Jul-20</td> <td>1</td> </tr> </tbody> </table>	Month	Count	Feb-20	3	Mar-20	1	Apr-20	2	May-20	1	Jun-20	3	Jul-20	1
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<p><b>RTC involving ECFRS Vehicles.</b> All of the 5 RTC incidents in July were at slow speed and on route to operational incidents.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <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> <tr> <td>Jul-20</td> <td>5</td> </tr> </tbody> </table>	Month	Count	Feb-20	5	Mar-20	4	Apr-20	0	May-20	6	Jun-20	6	Jul-20	5
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<p><b>RIDDOR.</b> There were 0 RIDDOR reports in July.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <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> <tr> <td>Jul-20</td> <td>0</td> </tr> </tbody> </table>	Month	Count	Feb-20	5	Mar-20	1	Apr-20	5	May-20	1	Jun-20	1	Jul-20	0
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FIRE AND RESCUE PLAN: PREVENTION,  
PROTECTION & RESPONSE (PPR)

# PROTECTION

- The Protection team had their busiest month since lockdown with 580 consultations and activities completed. Total for 2020/21 is 1762.
- All 202 planning, building regulations and licensing consultations received responded to within the statutory time limit (highlighted in orange).
- Over 1400 FSO30/40s dealt with by the admin teams

Activities Completed in 2020/21



Case Type	Number of Activities Completed	Response Success
Planning	72	72
AFR	23	
Desktop Audits	267	
Full Audits	2	
Building Regulations	79	79
HMO	5	
Licensing	51	51
Other FS Activity	65	
Other Consultations	16	
Prohibition Notice	-	
Enforcement Notice	-	
Notification of Def	1	

FIRE AND RESCUE PLAN: PPR

# HOME SAFETY



- July has seen an increase in the number of enquiries into the Home Safety Information Team and also the number of visits carried out by Safe and Well Officers (in suitable PPE). This is reflective of both a steady increase in community safety activities conducted by Community Safety Officers, and also growing public confidence in relation to COVID-19 as the UK lifts lockdown restrictions.
- 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 revised Gold and Silver categories.
- It is our intention to enable Safe and Well Officers to complete Silver visits from the 17th of August, and Firefighters/Community Safety Officers to complete Bronze visits from the 10th of August. We predict that there will be an increase in the number of Home Safety/Safe and Well Visits conducted across ECFRS in August, provided Essex does not experience a local lockdown

	JULY 2020	TREND (PREVIOUS MONTH)
Total Number of Visits	330	↗
Number of Safe and Well Visits	330	↗
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	537	↗
Number of FHB10W (sensory smoke detectors) fitted	35	→
Telephone Enquiries received at the Information Centre	621 Incoming	↗
	988 Outgoing	→
Email Requests received at the Information Centre	280	↗
The number over 65 years old	227	↗
The number who lived alone	135	→
The number who had a disability	126	→
The number who lived in Social Housing	14	→



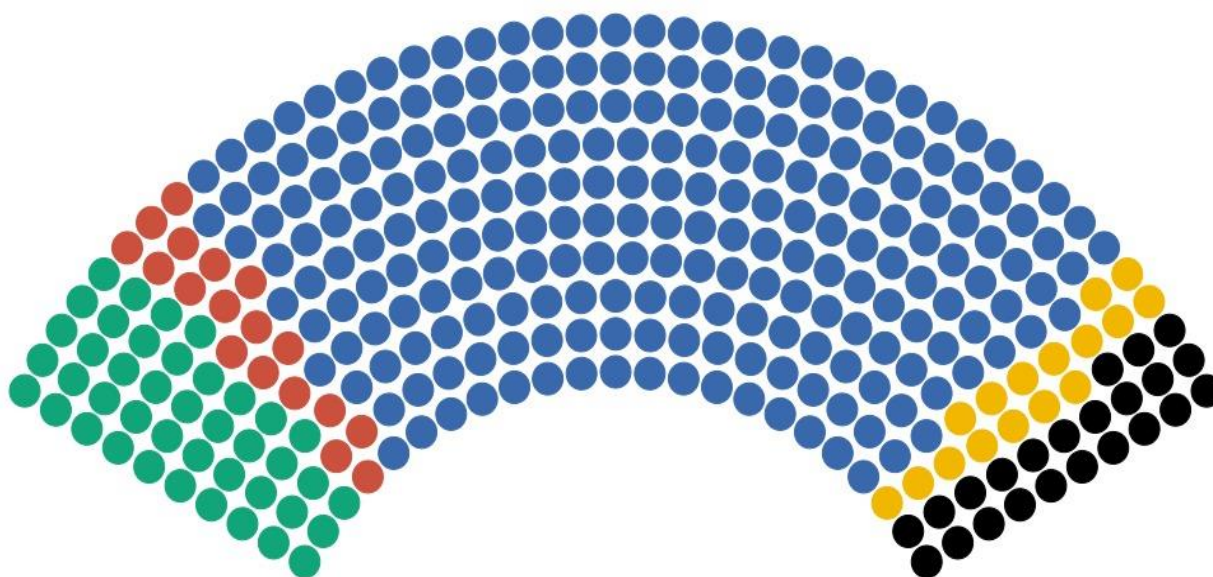
FIRE AND RESCUE PLAN: PPR & HELP THE  
VULNERABLE STAY SAFE


# 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 July 2020. One circle (or seat) equals one visit.

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

Rural/Urban classification of visits



RURAL/URBAN CLASSIFICATION	COUNT OF VISITS	AS PERCENTAGE (%)
 Rural town and fringe	42	13%
 Rural village and dispersed	18	5%
 Urban city and town	231	70%
 Urban major conurbation	16	5%
 Not classified	23	7%
<b>GRAND TOTAL</b>	<b>330</b>	<b>100%</b>



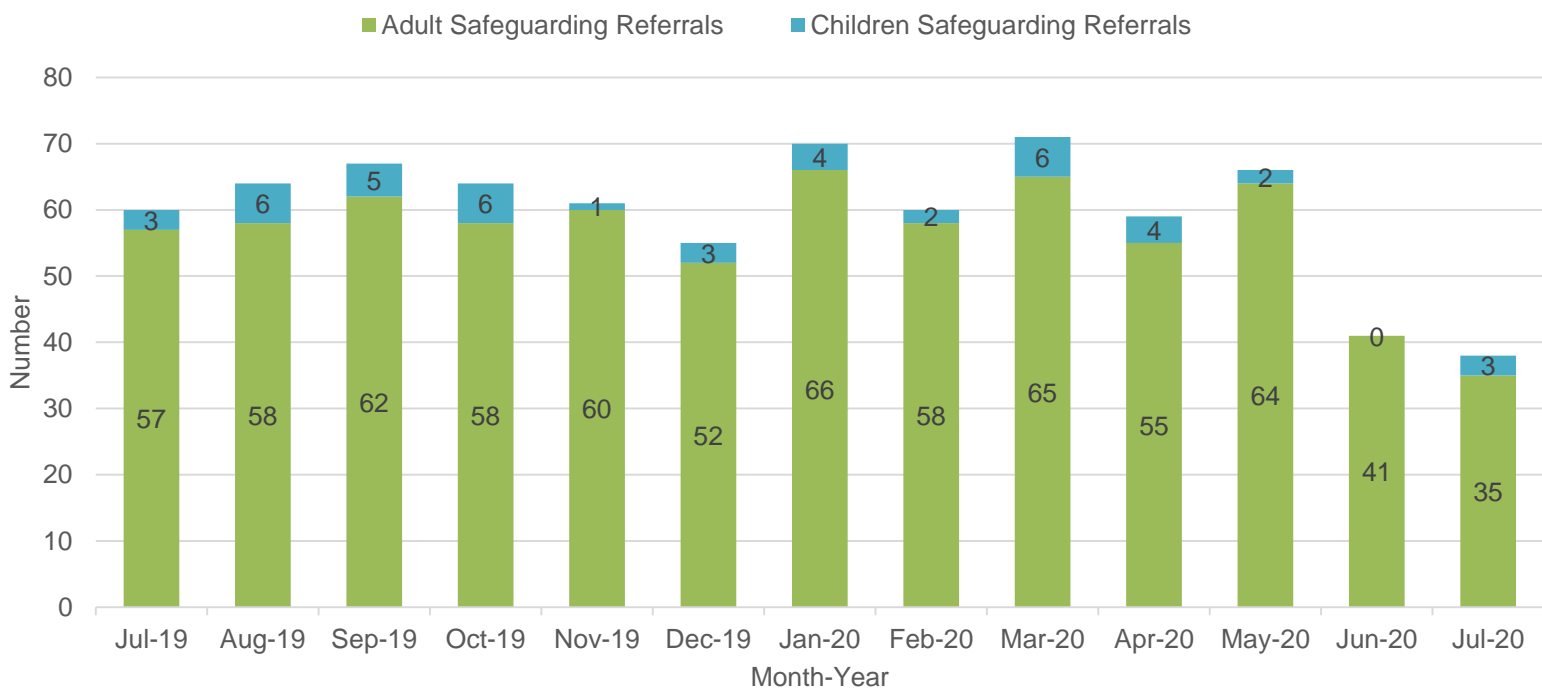
FIRE AND RESCUE PLAN: PPR & HELP THE  
VULNERABLE STAY SAFE

# COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 47 safeguarding referrals to ECFRS in July 2020, an increase of 4 compared to June 2020. 169 referrals to date for FY 2020/21.

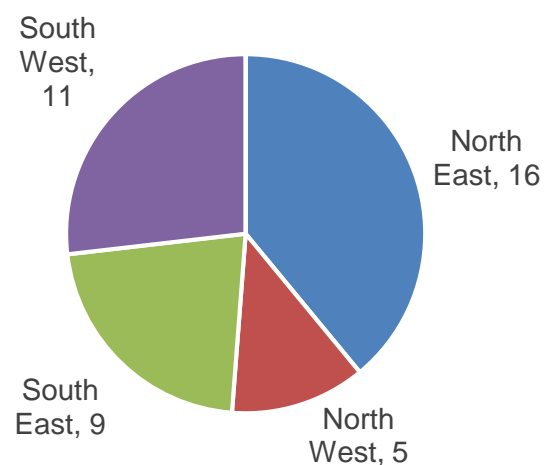
The following page provides more information on the recent activities of Community Builders across Essex.

Safeguarding Referrals, July 2019 - July 2020



REFERRER	JULY 2020
ECFRS Crews	15
Social Care	8
Safe and Well Officers	7
Other	5
Police	4
Control	2
Housing	2
Internal	2
<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

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### Community Builder Update

Community Builders continue to work with partner agencies that agreed to deliver ECFRS' 'Staying Safe Whilst Staying at Home' leaflets when they deliver essentials to members of the public. The leaflet offers general fire safety advice as well as the 0300 number to discuss delivery of smoke alarms. Partner agencies have delivered 1,800 leaflets via this initiative.

Community Builders have produced a list of properties with hoarding concerns (from referrals received of the lockdown period). 44 of these properties have been targeted so far.

The Community Builder covering the North East has been working with a Shielded and Vulnerable Task Force group in Tendring, looking at how they can work with our partner organisations to support these people going forward. Alongside this group the NE Community Builder has been working with a smaller group, including the NHS, and CVS's to look at vulnerability in more detail and the questions that could be asked by organisations working in the community to identify the pathways for support and referral. The focus for many of the groups/meetings attended is how we can all work together to start a recovery phase within the community and the support we can all offer with this.

With water safety being a priority for the service, the Safer Chelmsford Partnership have highlighted an issue with people behaving dangerously in the water around the locks in the Chelmsford. The Community Builder's from the South will be working alongside Chelmsford City Council and the Safer Chelmsford Partnership and will be attending a day of action at Papermill Lock in Chelmsford to raise awareness of water safety and will also utilise the opportunity to promote the Safe and Well visits to members of the public.

Planning to return to Walk and Talks (dementia friendly) in Braintree. The NW community builder has had conversations with a couple of departments in Braintree District Council planning as to how we can socially distance and provide drinks afterwards but in a safe environment. This takes a lot of planning and is time consuming. This will give the group a lift and improve their wellbeing. Braintree Council are also very happy that we can accommodate these arrangements.

Community Builders have also offered assistance with volunteering with the charities we work with. They have signed up to volunteer with Community 360 offering assistance when possible with befriending calls or leaflet deliveries.

# ANY QUESTIONS?

## CONTACT US

WORKPLACE GROUP:

<https://essexfire.workplace.com/groups/performance/>

EMAIL:

[informationgovernance@essex-fire.gov.uk](mailto:informationgovernance@essex-fire.gov.uk)

SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County  
Fire & Rescue Service