



Essex County  
Fire & Rescue Service

# HMICFRS Inspection: Response to COVID-19

## About

This short paper outlines Essex County Fire & Rescue Service's levels of activity for prevention, protection and response between March and September in 2019 and 2020. Comparative datasets have been provided to show the level of activity undertaken prior to and during the pandemic.

This data was collected from prevention and protection teams and extracted from the Service's Business Intelligence Reporting tool in October 2020.

## Prevention

The tables below show the number of home safety visits conducted between March and September in 2019 and 2020.

### Period: 01/03/2019 to 30/09/2019

Measure		March	April	May	June	July	August	September	Total
<b>Total number of visits</b>		<b>707</b>	<b>745</b>	<b>680</b>	<b>612</b>	<b>724</b>	<b>637</b>	<b>699</b>	<b>4,804</b>
Number of visits where (at least one) person in the household was:	Over 65 years old	437	493	471	408	492	431	474	3,206
	Lived alone	267	270	277	268	319	280	278	1,959
	Had a disability	213	271	275	265	301	276	289	1,890
	Lived in Social Housing	61	46	53	52	48	35	45	340
% of visits where (at least one) person in the household was:	Over 65 years old	61.8	66.2	69.3	66.7	68.0	67.7	67.8	66.7
	Lived alone	37.8	36.2	40.7	43.8	44.1	44.0	39.8	40.8
	Had a disability	30.1	36.4	40.4	43.3	41.6	43.3	41.3	39.3
	Lived in Social Housing	8.6	6.2	7.8	8.5	6.6	5.5	6.4	7.1

**Period: 01/03/2020 to 30/09/2020**

Measure		March	April	May	June	July	August	September	Total
<b>Total number of visits</b>		<b>549</b>	<b>199</b>	<b>199</b>	<b>311</b>	<b>375</b>	<b>395</b>	<b>416</b>	<b>2,444</b>
Number of visits where (at least one) person in the household was:	Over 65 years old	397	107	125	187	232	280	376	1,704
	Lived alone	267	78	63	136	144	165	194	1,047
	Had a disability	239	68	69	129	130	176	179	990
	Lived in Social Housing	35	15	10	18	15	20	22	135
% of visits where (at least one) person in the household was:	Over 65 years old	72.3	53.8	62.8	60.1	61.9	70.9	90.4	69.7
	Lived alone	48.6	39.2	31.7	43.7	38.4	41.8	46.6	42.8
	Had a disability	43.5	34.2	34.7	41.5	34.7	44.6	43.0	40.5
	Lived in Social Housing	6.4	7.5	5.0	5.8	4.0	5.1	5.3	5.5

**Comments:**

- Safe and Well Officers resumed completing Safe and Well Visits on Monday 6<sup>th</sup> April, following a pause when the government introduced national lockdown measures, and whilst ECFRS sourced PPE and completed risk assessments.
- Visits resumed on the 6<sup>th</sup> of April for those who were most at risk of fire (Gold category referrals). For everybody else, Safe and Well Officers could provide advice over the phone, and smoke alarms for self-fit.
- In September 2020, the Home Safety Team widened the number of people the team could visit to include individuals who were at higher risk of fire (Silver category referrals) in addition to Gold category referrals. In practice, many drop offs during summer months had been upgraded to ‘Gold category’ by Safe and Well Officers on the doorstep, in recognition of the reality of their situation when face to face, and obvious inability of the individual to fit their own alarms.
- The number of referrals has steadily increased since April 2020. Referral numbers fluctuate in line with government advice, but generally the public and our partners appear to have become more confident in operating with the virus present in Essex through summer months.

**Protection**

The table below shows the number of audits (physical and desktop) carried out per month between March and September in 2019 and 2020, as well as the number of audits related to the Risk Based Inspection Programme (RBIP).

<b>2019</b>	Audits	Desktop	FSO-2	FSO-3	<b>2020</b>	Audits	Desktop	FSO-2	FSO-3
March	48	-	23	25	March	36	-	16	20
April	68	-	40	28	April	2	82	-	2
May	80	-	33	47	May	1	148	-	1
June	61	-	34	27	June	2	230	-	2
July	81	-	41	40	July	2	274	1	1
August	81	-	45	36	August	7	411	2	5
September	76	-	36	40	September	18	36	9	9
<b>Totals</b>	<b>495</b>	<b>0</b>	<b>252</b>	<b>243</b>		<b>68</b>	<b>1181</b>	<b>28</b>	<b>40</b>
<b>From RBIP</b>	<b>436</b>					<b>65</b>			

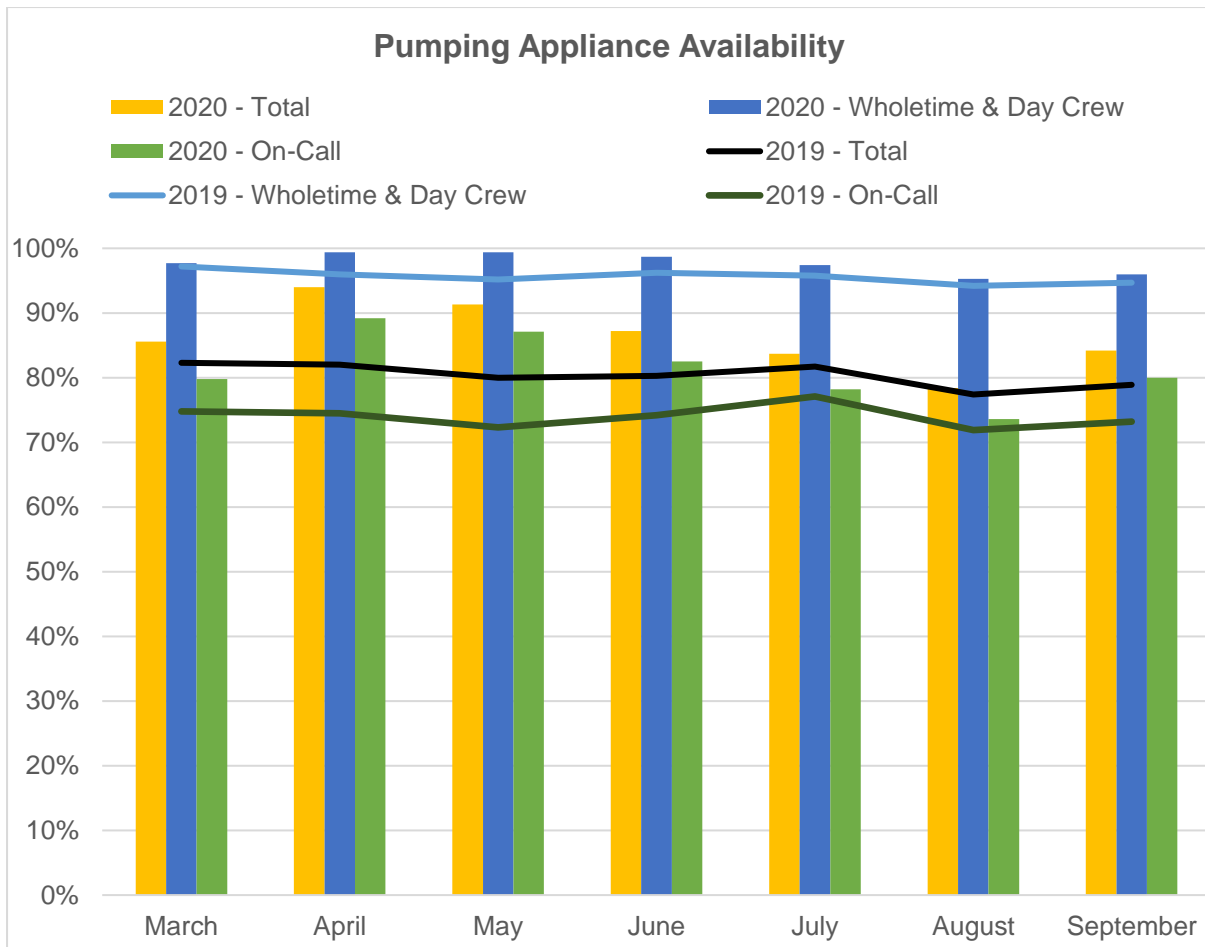
## Response

### Availability

The following tables and chart show the total, wholetime and day crew and on-call pumping availability between March and September in 2019 and 2020. It also shows the difference (in percentage) between months for pumping appliance availability.

<b>Total</b>	<b>2019</b>	<b>2020</b>	<b>Difference</b>
March	82.30%	85.60%	3.30%
April	82.00%	94.00%	12.00%
May	80.00%	91.30%	11.30%
June	80.30%	87.20%	6.90%
July	81.70%	83.70%	2.00%
August	77.40%	78.40%	1.00%
September	78.90%	84.20%	5.30%

	<b>Wholetime &amp; Day Crew</b>			<b>On-Call</b>		
	<b>2019</b>	<b>2020</b>	<b>Difference</b>	<b>2019</b>	<b>2020</b>	<b>Difference</b>
March	97.20%	97.70%	0.50%	74.80%	79.80%	5.0%
April	96.00%	99.40%	3.40%	74.50%	89.20%	14.7%
May	95.20%	99.40%	4.20%	72.30%	87.10%	14.8%
June	96.20%	98.70%	2.50%	74.20%	82.50%	8.3%
July	95.80%	97.40%	1.60%	77.10%	78.20%	1.1%
August	94.20%	95.30%	1.10%	71.90%	73.60%	1.7%
September	94.70%	96.00%	1.30%	73.20%	80.00%	6.8%



**Speed of Response**

The following two tables show speed of response to potentially life-threatening incidents and the percentage of incidents attended within 15 minutes (from time of call to arrival in both instances) between March and September in 2019 and 2020.

<b>Speed of Response to Potentially Life-Threatening Incidents</b>			
Target: Average of 10 minutes			
	<b>2019</b>	<b>2020</b>	<b>Difference</b>
March	10.29	9.23	1 min 6s
April	9.56	9.20	36s
May	10.44	9.11	1 min 33s
June	10.20	10.12	8s
July	10.27	9.36	1m 9s
August	10.41	9.42	1min 1s
September	9.57	10.02	5s

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<b>Percentage of (all) incidents attended within 15 minutes</b>			
Target: 90%			
	<b>2019</b>	<b>2020</b>	<b>Difference</b>
March	88%	90%	2%
April	88%	90%	2%
May	86%	89%	3%
June	89%	89%	0%
July	86%	84%	-2%
August	83%	87%	4%
September	84%	87%	3%