



Essex County
Fire & Rescue Service

Monthly Performance Report

JANUARY 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
12 February 2021

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 used 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 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 less incidents in January 2021 than previous month and in January 2020.
- There was a decrease in the number of attendances to fires, but an increase in attendances to special service and false alarms.
- The average response time to potentially life-threatening incidents in January was 10 minutes and 44 seconds.
- Total, on-call and wholetime & day crew pumping appliance availability improved this month compared to last and January 2020's availability.
- The focus for this month is smoke alarm testing.

INFORMATION GOVERNANCE

- There were three reported personal data breaches in January 2021.
- 39 statutory requests were received, an increase from December 2020.

HUMAN RESOURCES

- Ongoing COF support and collaboration with Finance function on 2021/22 headcount management.

LEARNING & DEVELOPMENT

- Learning & Development continue to embed the four L&D pillars of learning.

HEALTH & SAFETY

- During January the Health & Safety on call Advisors fogged 11 locations following positive COVID-19 test results of staff who had been in the workplace in the previous 48 hours.
- Members of the H&S team attended the daily Testing Management Group meeting to ensure clear guidance and instructions were issued for personnel using the lateral flow tests.

PROTECTION

- The Protection team conducted 234 desktop and 53 full audits.
- 99% of planning, building regulations and licensing consultations were responded to within the statutory time limit.
- 45 notification of deficiencies were issued this month.

HOME SAFETY

- The Home Safety Team completed a reduced number of visits in January 2021, compared with January 2020. This is likely to reflect the continuing impacts of the national lockdown introduced by the UK Government to mitigate the impact of Coronavirus.
- Community Safety Officers assisted the Home Safety Team by contacting referrals that had been allocated to Stations for completion.
- The Home Safety team committed to exploring Digital Home Safety Visits and commenced a project to test the concept for delivery in February.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 41 safeguarding referrals to ECFRS in January 2021.

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

INCIDENTS

**1040 INCIDENTS
JANUARY 2021**

**1052 IN DECEMBER 2020
1072 IN JANUARY 2020**



**183
FIRES**



**400
SPECIAL
SERVICES**

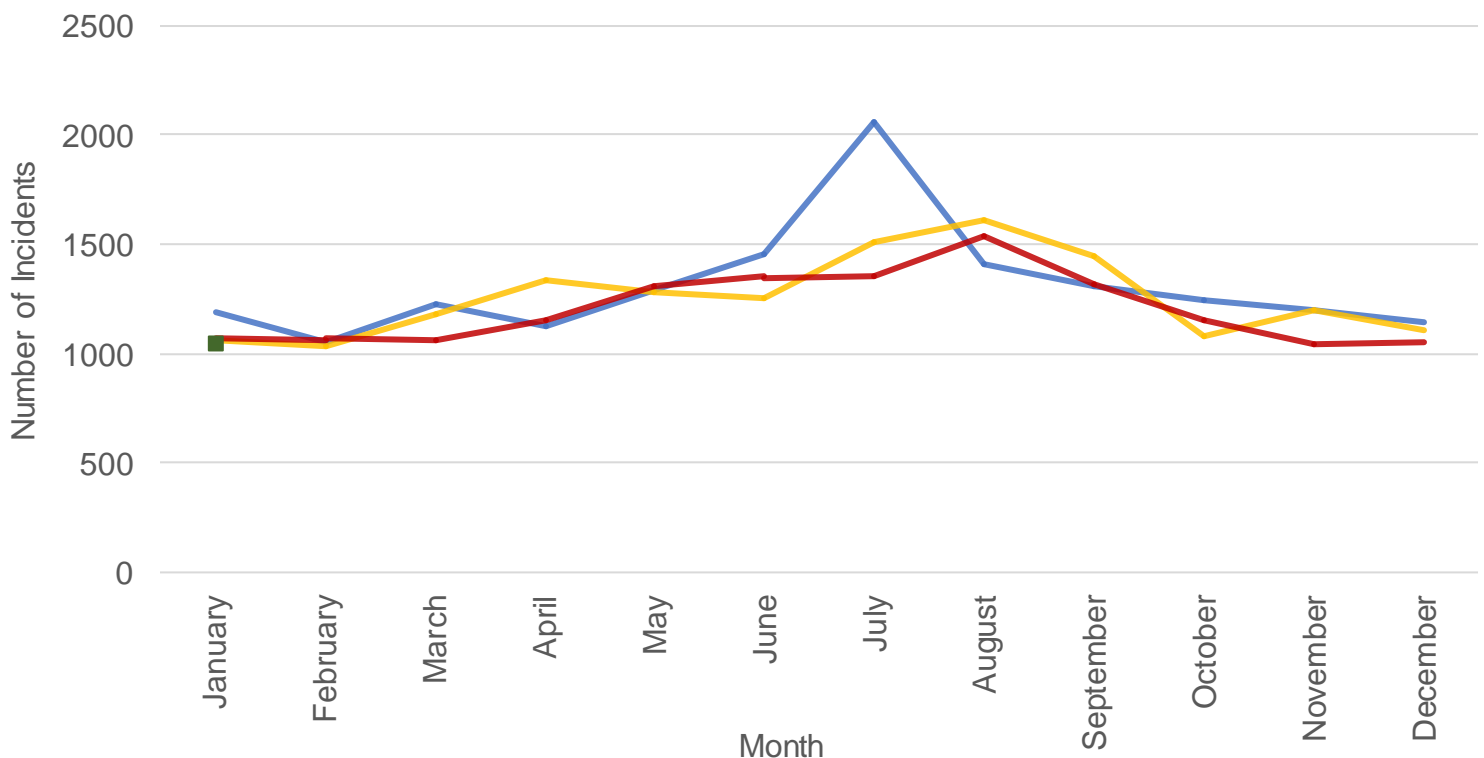


**457
FALSE
ALARMS**

At the time of reporting, 15 incidents are awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above.

All Incidents

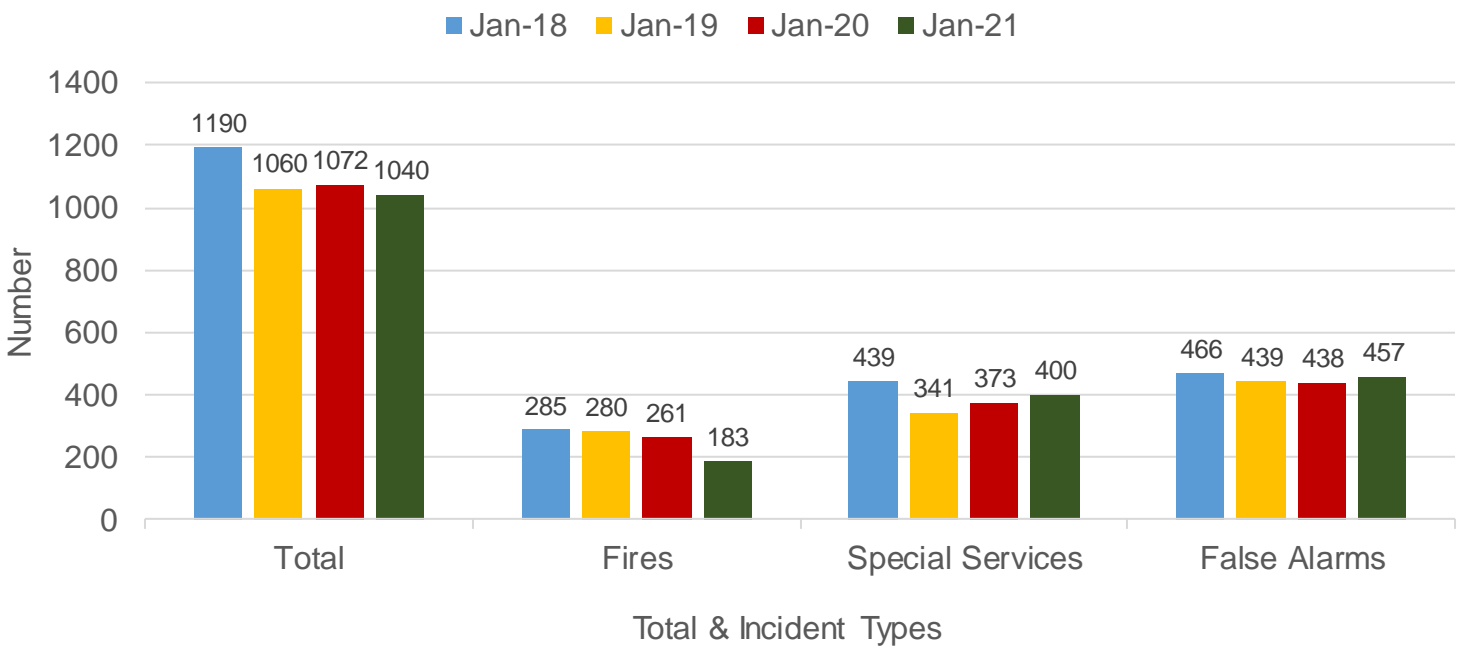
— 2018 — 2019 — 2020 — 2021



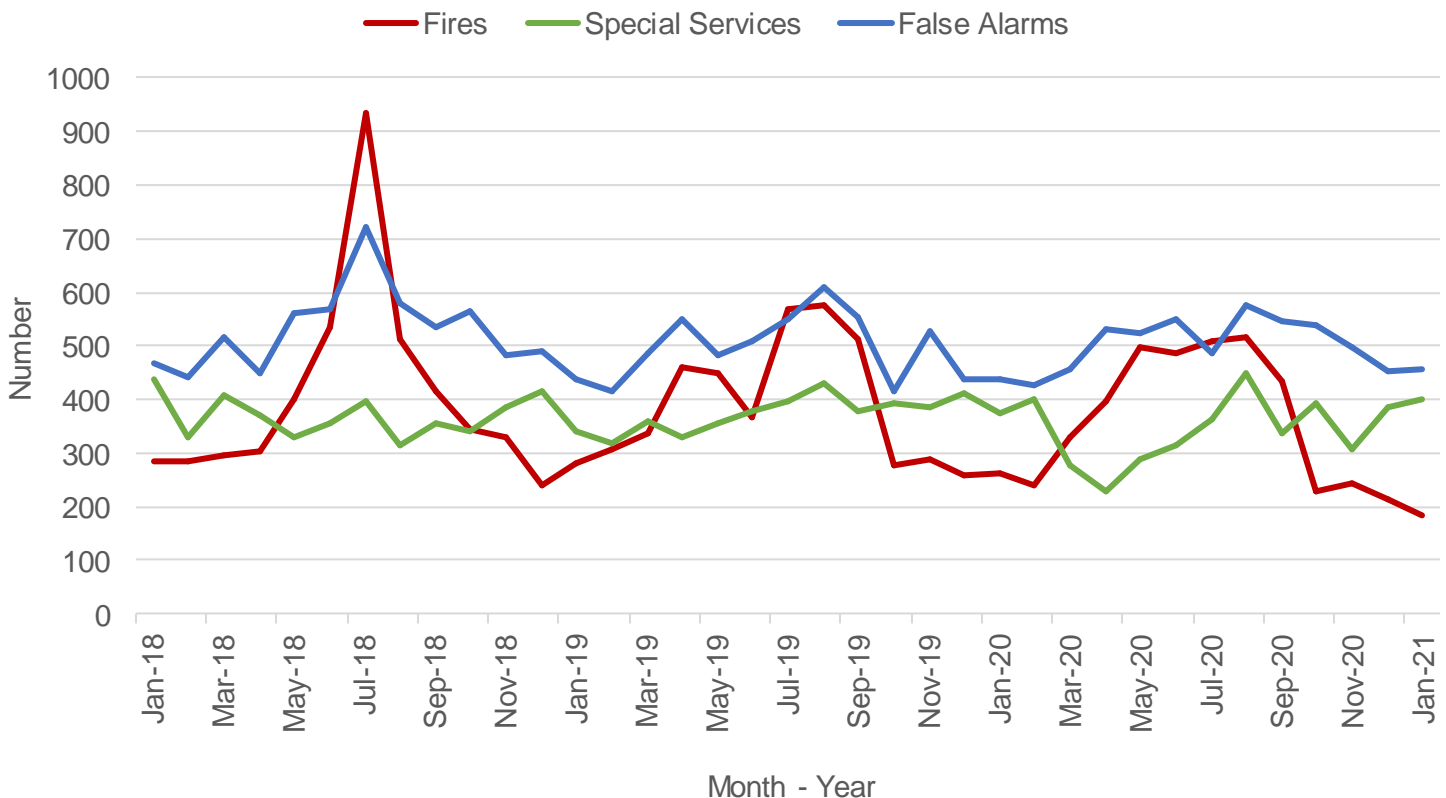
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

INCIDENTS

Incidents in January



Incident Type Breakdown, January 2018 - January 2021



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

INCIDENTS

FIRES

There has been a decrease in the total number of primary fires in January 2021 compared to last month and January 2020. This pattern is also seen in the number of ADFs.

There was 1 fire-related fatality in January 2021 and no casualties.

	JANUARY 2021	Previous Month/Year
Primary Fires	122	151 - DECEMBER 2020 155 - JANUARY 2020
Secondary Fires	55	54 - DECEMBER 2020 98 - JANUARY 2020
Accidental Dwelling Fires (ADFs)	58	66 - DECEMBER 2020 62 - JANUARY 2020
Fatalities (all Fires)	1	0 - DECEMBER 2020 0 - JANUARY 2020
Casualties (all Fires)	0	9 - DECEMBER 2020 7 - JANUARY 2020

Further Details on Fatalities/Casualties:

- The fire related fatality was a male aged between 55 – 60 who lived alone.
- The cause of fire was the accumulation of flammable material and gases were involved, however it was not possible due to the structural integrity of the building to conduct a full investigation to understand the source of ignition or item, if any, mainly responsible for the spread of fire. The whole building was damaged by the fire, and no other property was affected.
- 7 pumping appliances and 5 officers attended the incident.
- A tactical after incident review identified that 45% of the 97 households engaged with in the near vicinity of the victim’s property did not have smoke alarms. ECFRS fitted 37 alarms and generated 5 gold referrals.

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

INCIDENTS

SPECIAL SERVICES

There has been an increase in the number of attendances to Special Service incidents in January 2021 compared to previous month and the same month in 2020. This is likely due to an increase in non-RTC incidents.

There were 47 people killed or seriously injured on Essex roads in January 2021 (provisional figures received from Essex Police on 1/2/2021), a decrease from 58 people KSI in December 2020.

	JANUARY 2021	Previous Month/Year
All	400	385 - DECEMBER 2020 373 - JANUARY 2020
Non RTC	331	297 - DECEMBER 2020 265 - JANUARY 2020
RTCs	69	88 - DECEMBER 2020 108 - JANUARY 2020

FALSE ALARMS

There has been a slight increase (of 3) in the total number of attendances to false alarms, from 454 in December 2020 to 457 in January 2021.

False Alarm Type	JANUARY 2021	Previous Month/Year
Due to Apparatus	235	204 - DECEMBER 2020 188 - JANUARY 2020
Good Intent	217	237 - DECEMBER 2020 240 - JANUARY 2020
Malicious (Hoax)	5	13 - DECEMBER 2020 10 - JANUARY 2020

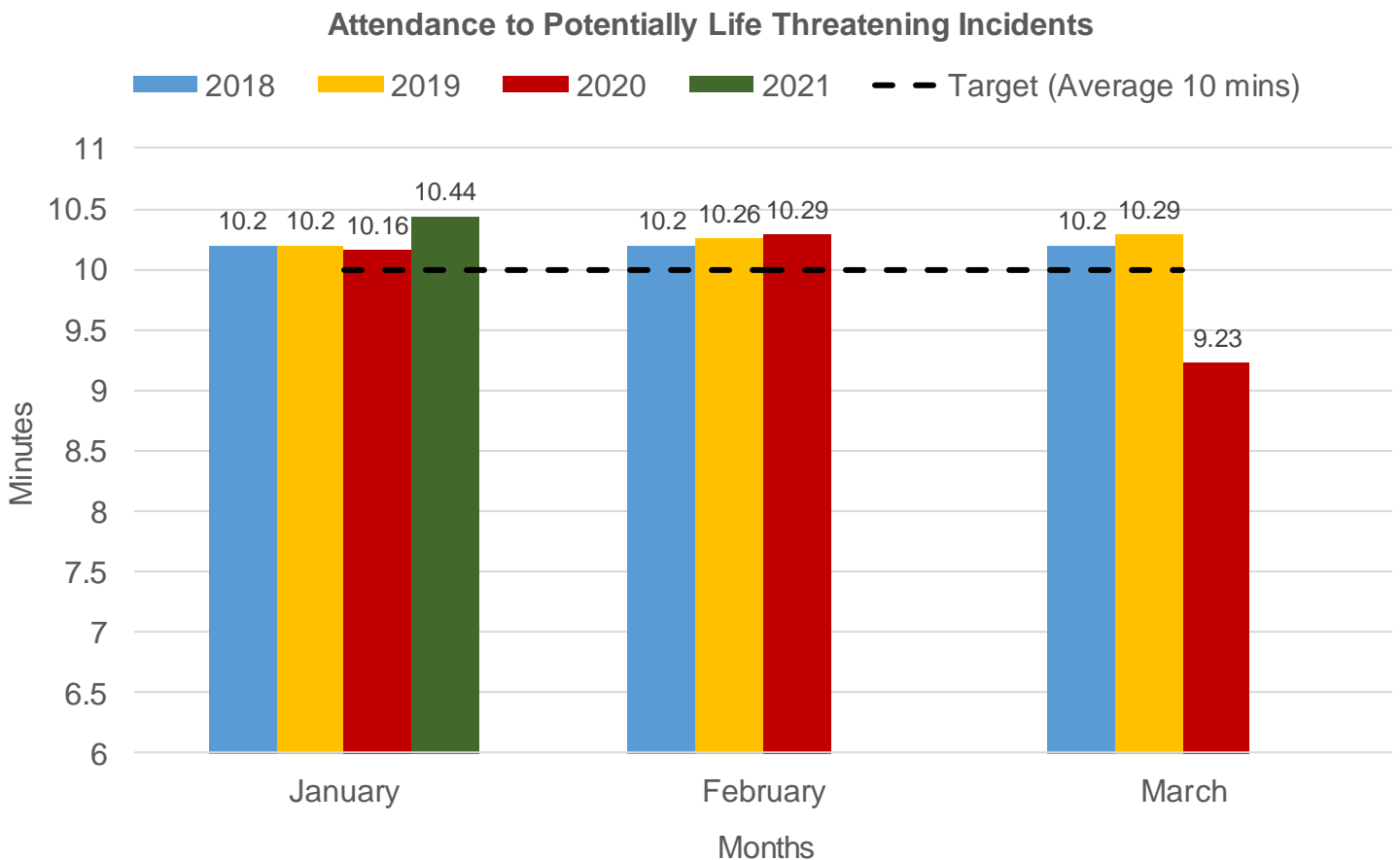
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

ATTENDANCE

TO POTENTIALLY LIFE THREATENING INCIDENTS

TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in November was 10 minutes and 44 seconds (above the target).



TIME OF CALL TO ARRIVAL - % WITHIN MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In January, 85% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes. This is an increase from 81% in December 2020, but 3% less than January 20202 (88%).

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

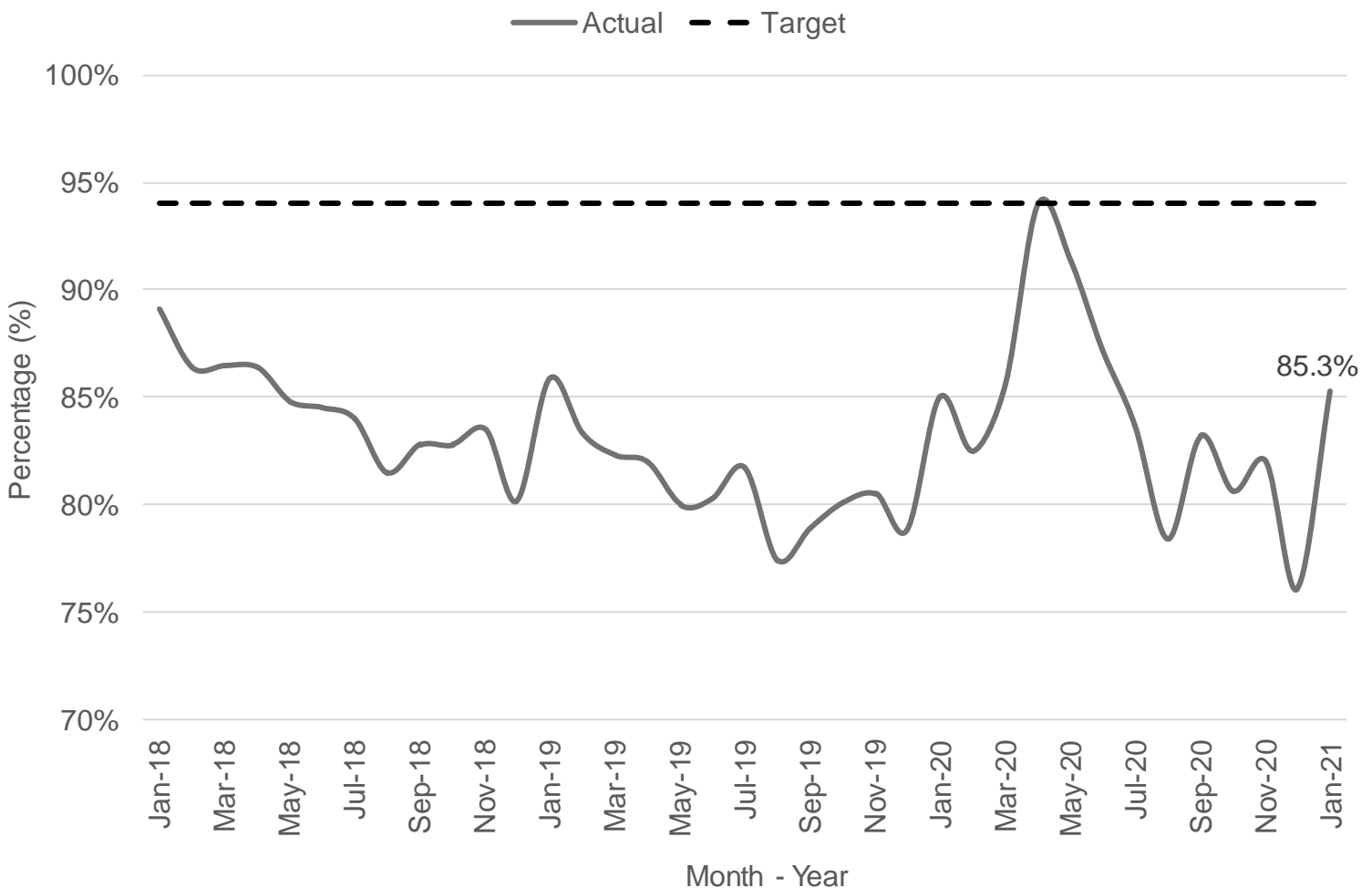
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 94%

The total pumping appliance availability in January 2021 was 85.3%, an increase from 76.1% in December 2020. January 2020's total pumping appliance availability was 85%.

Total Pumping Appliance Availability, January 2018 - January 2021



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

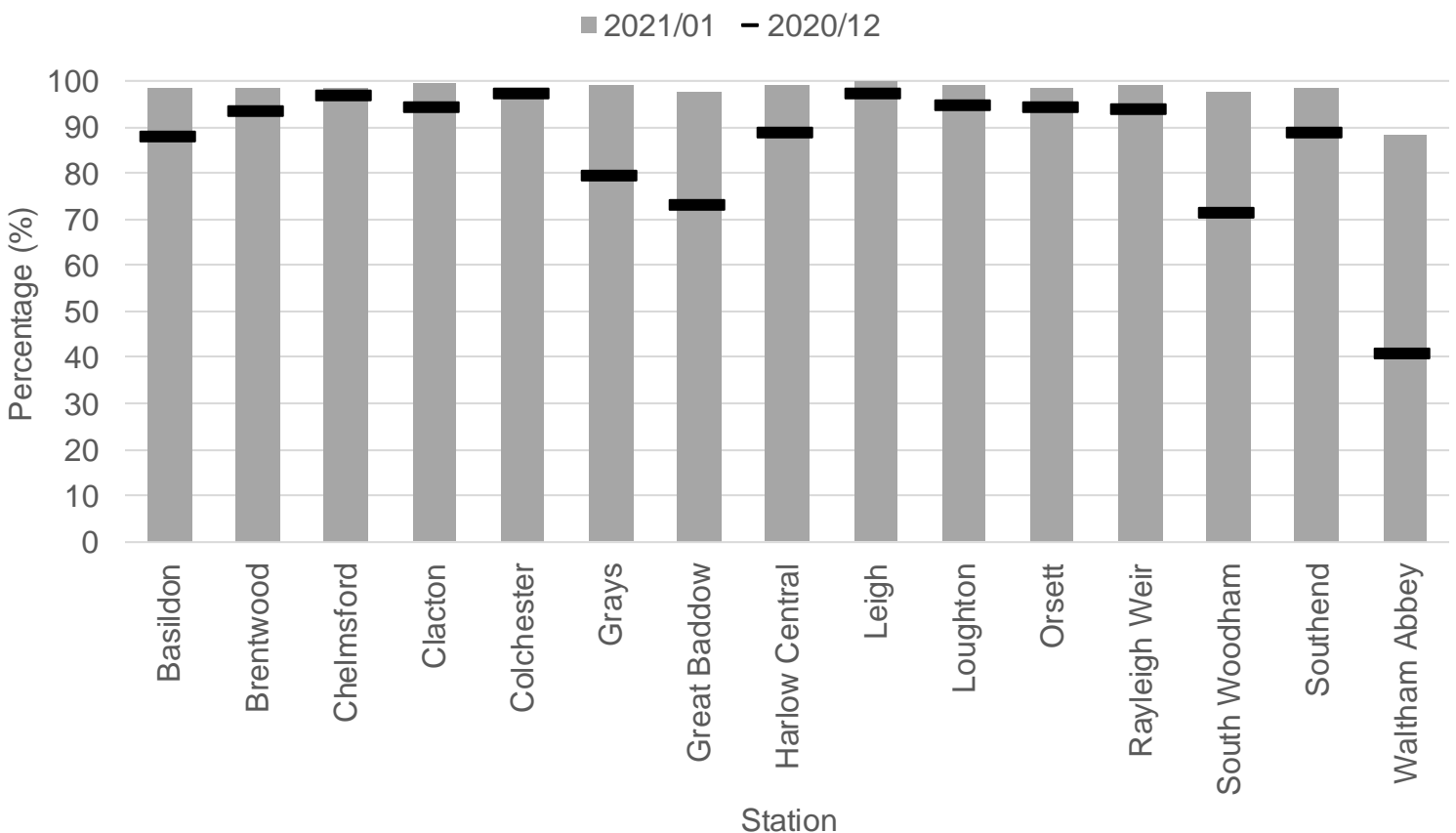
AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

Wholetime & Day Crew pumping appliance availability in January 2021 was 98.5%, an increase from 89.2% in December 2020. January 2020's availability was 97.7%. 11 of the 15 wholetime & day crew pumping appliances had 99% or more availability during the month.

Wholetime & Day Crew Pumping Appliance Availability



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

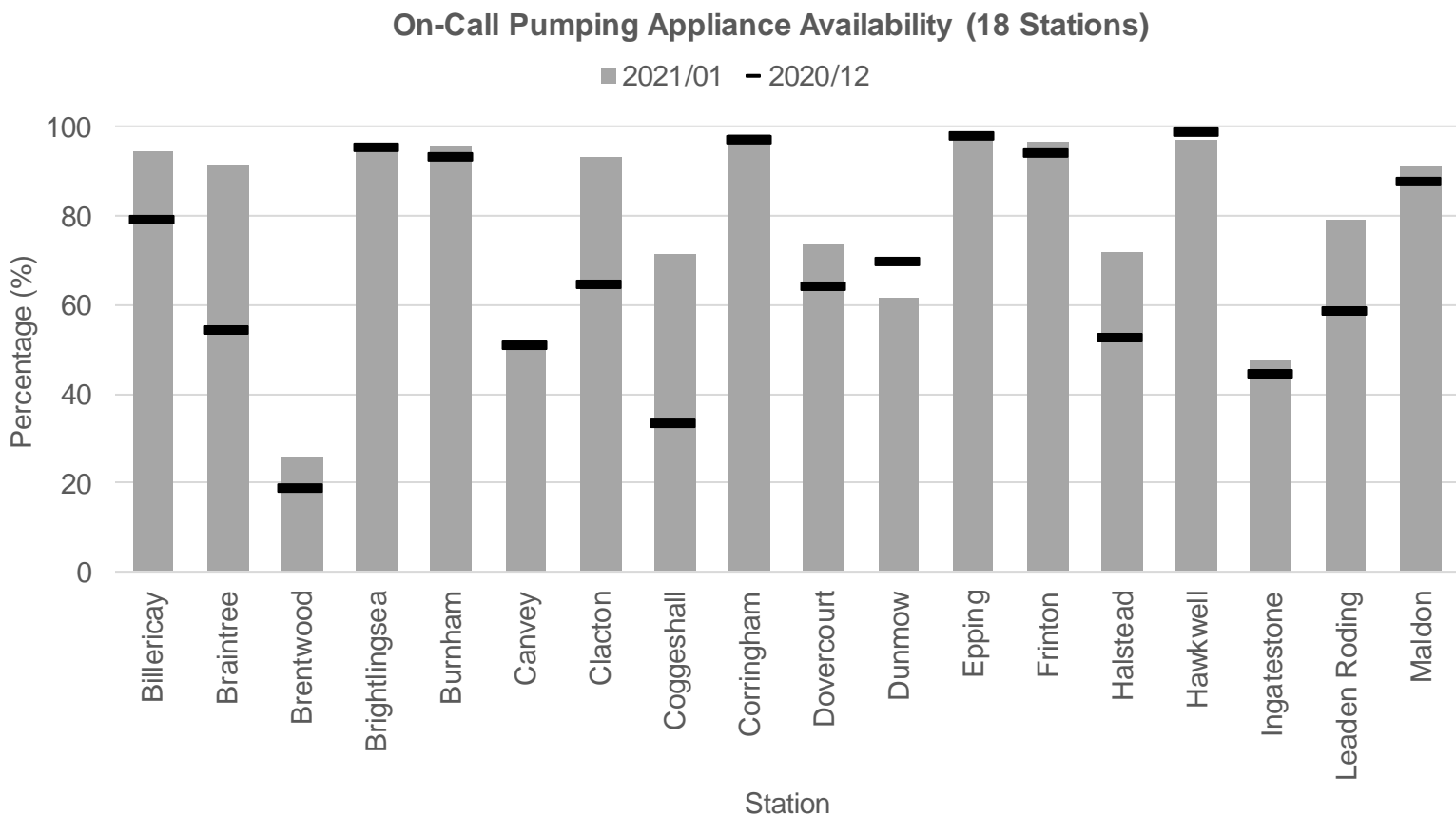
On-call pumping appliance availability in January 2021 was 79.7%, an increase from 73.5% December 2020. January 2020's availability was 78.2%.

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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the 18 stations below, 16 stations improved their pumping appliance availability this month compared to last.



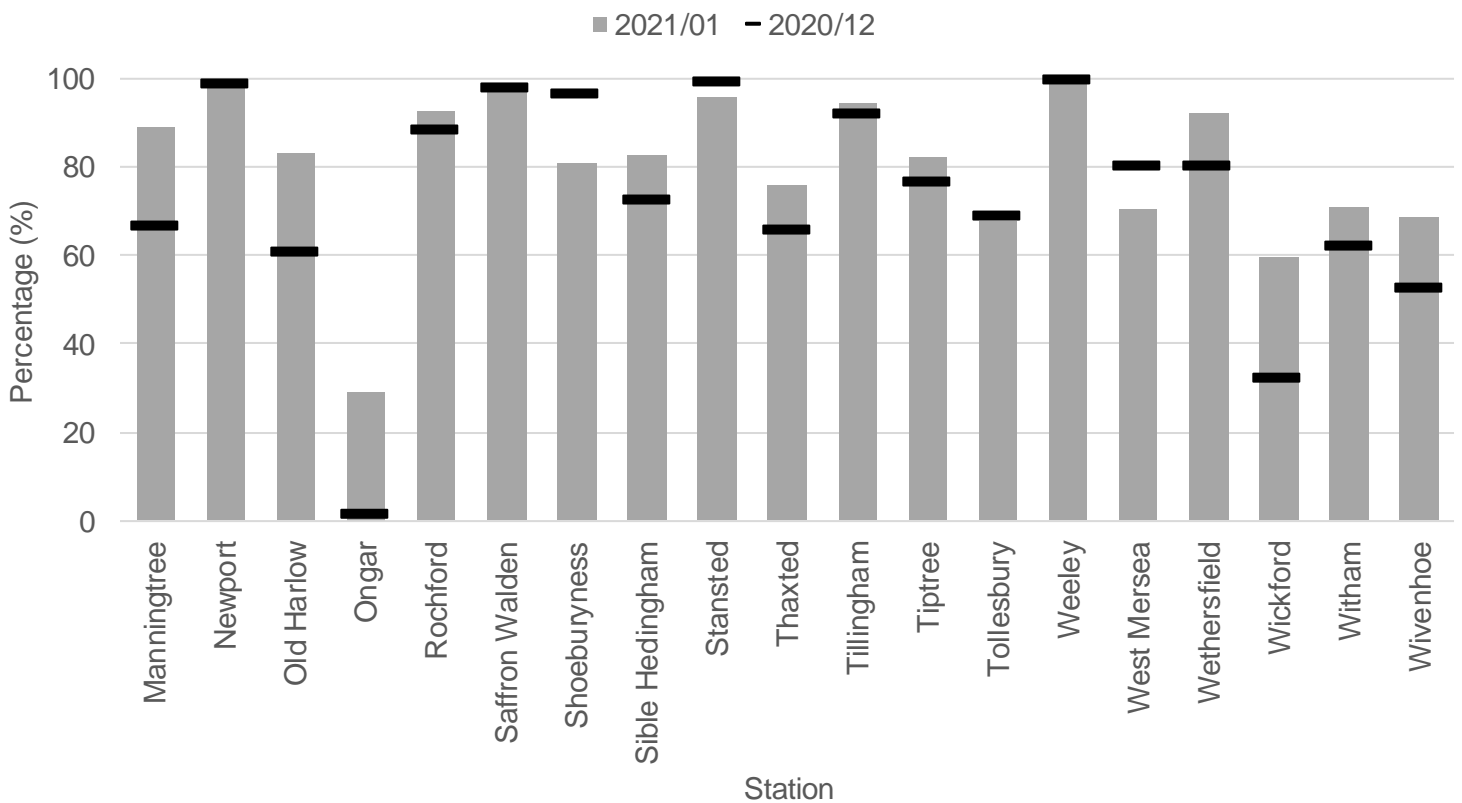
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the 19 stations below, 13 improved their pumping appliance availability this month compared to last. They were: Manningtree, Old Harlow, Ongar, Rochford, Saffron Walden, Sible Hedingham, Thaxted, Tillingham, Tiptree, Wethersfield, Wickford, Witham and Wivenhoe.

On-Call Pumping Appliance Availability (19 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 in green)/not met (in red) for January 2021. For two pump stations, performance is measured at Station level.

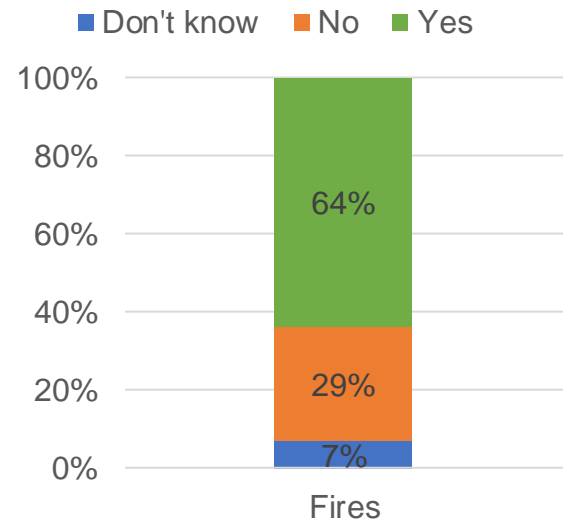
Station	Target	Jan-21
Billericay	90	94.3
Braintree	75	91.6
Brentwood	50	26.1
Brightlingsea	90	96.2
Burnham	90	95.8
Canvey	90	50.8
Clacton	90	93.1
Coggeshall	73	71.2
Corringham	90	98.2
Dovercourt	75	73.5
Dunmow	90	61.5
Epping	90	98.4
Frinton	90	96.4
Halstead	90	71.6
Hawkwell	90	97.2
Ingatestone	90	47.9
Leaden Roding	50	78.8

Station	Target	Jan-21
Maldon	90	91.2
Manningtree	85	89
Newport	90	98.2
Old Harlow	55	83
Ongar	50	29.3
Rochford	79	92.6
Saffron Walden	90	98.4
Shoeburyness	90	80.8
Sible Hedingham	90	82.4
Stansted	90	95.7
Thaxted	66	75.9
Tillingham	90	94.3
Tiptree	90	82.2
Tollesbury	57	67.4
Weeley	90	98.6
West Mersea	85	70.3
Wethersfield	74	92.2
Wickford	50	59.2
Witham	55	70.8
Wivenhoe	75	68.3

FOCUS: SMOKE ALARM TESTING

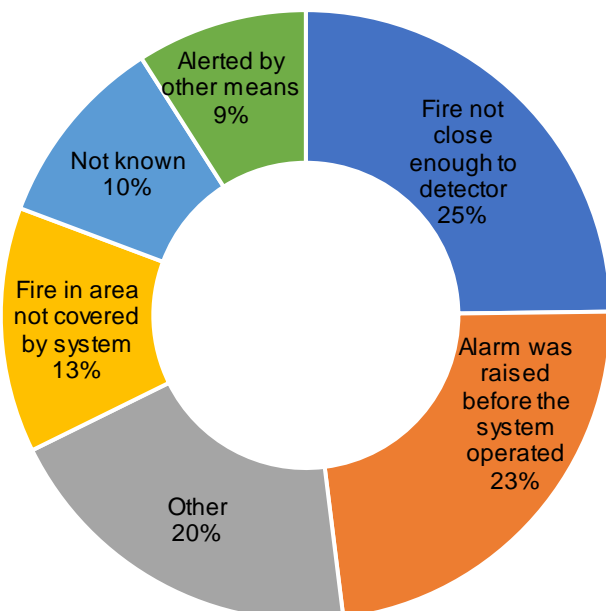
- Of the 1256 fires that were recorded between January 2020 – December 2020, 796 (64%) had a smoke alarm, 364 did not have one (29%) and 86 not known (7%).
- The top 3 reported smoke alarm types involved in fires were:
 1. Mains and battery – 302 fires
 2. Mains – 134 fires
 3. Long life battery – 104 fires
- The table shows that for 41% of the fires in 2020, a smoke alarm was present on the same floor as the fire and raise the alarm.

Smoke Alarm Presence in Fires (2020)



Alarm System Location	Alarm System Operation			Grand Total
	No	Yes and raised alarm	Yes, but did not raise alarm	
On same floor as fire	17%	41%	10%	69%
In room of origin of fire	5%	18%	2%	25%
Different floor from fire	3%	2%	0%	6%
Grand Total	26%	62%	13%	100%

Reasons why fire alarm system did not raise alarm or operate in fires (2020)



- The two main reasons why a smoke alarm did not operate or was present but did not raise alarm was that the fire was not close enough to detector and the alarm was raised before the system operated.
- 68% (73) of fires with a smoke alarm involved a victim, and 32% did not/don't know.
- There was 1 fatality and 63 casualties (injured) from 47 fires where a smoke alarm was present. Whereas there were 37 victims (2 fatalities, 35 casualties/injured) involved in 30 fires where there was no smoke alarm or presence was not known.

Next month's topic: Smoking
[NFCC Fire & Rescue Campaign Calendar 2021](#)

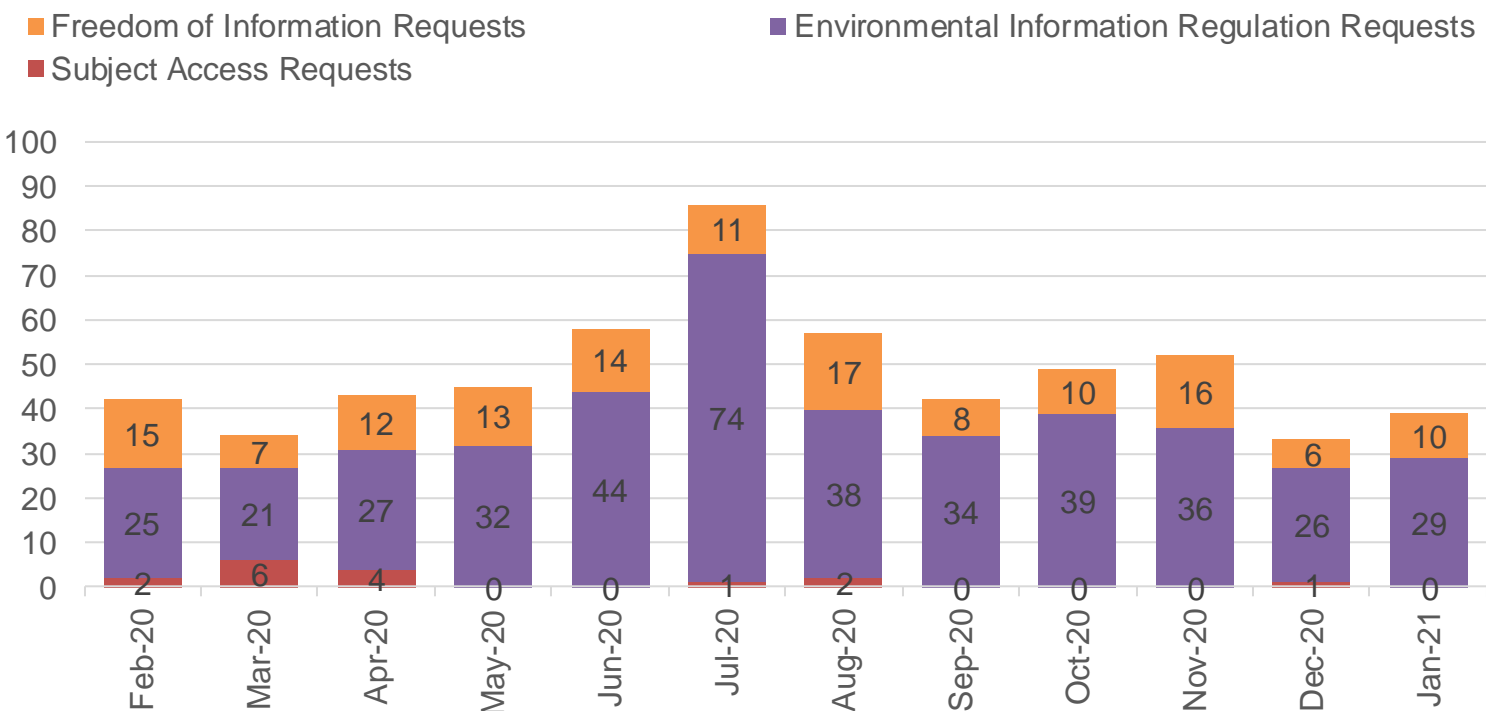
FIRE AND RESCUE PLAN: BE TRANSPARENT,
OPEN AND ACCESSIBLE

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 was 1 organised training and awareness sessions in January 2021.

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 3 reported personal data breaches in January 2021, however the Information Commissioner’s Officer (ICO) was not made aware any of these as they did not meet the stipulated threshold.

Statutory Requests January 2021



- The main themes around FOIs were Data Request (4), Policy (2), Finance (1), Fire Safety (1), HR (1) and ICT (1).
- 28 EIRs were for Fire Report and 1 EIR was for other environmental information (flooding).
- 3 complaints and compliments were received in January 2021. We received 1 complaint about the use of the Track and Trace app by firefighters. We also received 2 compliments in January 2021.

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

HUMAN RESOURCES

Jan 2021

People Dashboard

Workforce Overview

1,386.7
Total Active FTE this month

Category	FTE
Wholetime	654.0
On Call	453.75
Budget FTE	305.3
Support	300.3

Health

11.8%
of working days lost to sickness this month

Casework and Leave

33
Ongoing Cases

Insights

- Overall decrease of 9.2 FTE since November (0.2% higher than December 2019)
- Support agency numbers dropped back to pre excess of 2020/21 budget by 8.1 FTE in total.
- Rolling Service turnover increased by 0.1 percentage points this month. On Call turnover has increased by 1.4 percentage points over Nov.
- 11.8% of available working days were lost to sickness absence in January (9.3% in January). This is almost wholly attributable to the spike in confirmed cases of COVID that continued from December in to January, plus other associated absences, such as increased numbers of self isolating employees.
- Musculoskeletal conditions remain the top cause of non-COVID related absence.
- The total number of ongoing employee relations cases remains stable.
- Paid Special Leave returned to November overall levels. Reasons for use continue to include family bereavement and emergency time off for dependents.
- Unpaid Special Leave includes a sabbatical that ends in February and an employee self isolating after foreign travel.

Rolling Annual Service Turnover

7.2%
this month

Days of Paid Special Leave

52
this month

Category	Days
Wholetime	15
On Call	14
Control	19
Support	4

COF support ongoing, now 7 days per week and collaboration with Finance function on 2021/22 headcount management

Focus areas this month:

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

LEARNING & DEVELOPMENT

Jan 2021

Learning & Development Dashboard

Learner Engagement

13.6%

Overall Learner Engagement

Wholetime	10.2%	On Call	26.6%	Control	0%	Support	2.4%
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● Employees Actively Engaged in Learning Activity

People

There is no delegate feedback to report this month

94.4%

Attended as Booked Last Month

Month	Operational	Non-Operational
Feb	~75%	~75%
Mar	~75%	~75%
Apr	~75%	~75%
May	~75%	~75%
Jun	~75%	~75%
Jul	~75%	~75%
Aug	~75%	~75%
Sep	~75%	~75%
Oct	~75%	~75%
Nov	~75%	~75%
Dec	~75%	~75%
Jan	94.4%	94.4%

● Operational ● Non-Operational

Compliance

98.9%

Overall BA Compliance

BA	98.8%	ERD Cover	61.9%	ICV Level 1	92.3%	Core Skills	100%
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● Wholetime ● On Call

Completion of Mandatory Training Items

75.7%

Managing Information	84.6%	e-Prevent	84.7%	Safeguarding	90.3%	Business Continuity	91.7%
Operational	89.1%	Non-Operational	58.0%	Operational	85.9%	Non-Operational	83.3%

● Operational ● Non-Operational

Insights

- Overall engagement fell by 3.4 percentage points compared to December.
- Average learning hours fell by 27.8% compared to December (1.8 hours per FTE down to 1.3 hours).
- In both cases, reduction in engagement can be directly attributed to ongoing high sickness absence levels.
- Training attendance levels remain stable, although slightly lower than in December.
- Of 19 recorded non-attendances, 15 were due to planned courses being cancelled as a result of the pandemic, one was cancelled for non-COVID-related reasons and three employees were unable to attend due to sickness.
- Risk Critical Compliance levels remain generally stable. Overall BA compliance has dropped by 0.1 percentage points since December.
- Completion of mandatory training items remains higher for Operational personnel, compared to their non-Operational colleagues.

Focus areas this month:

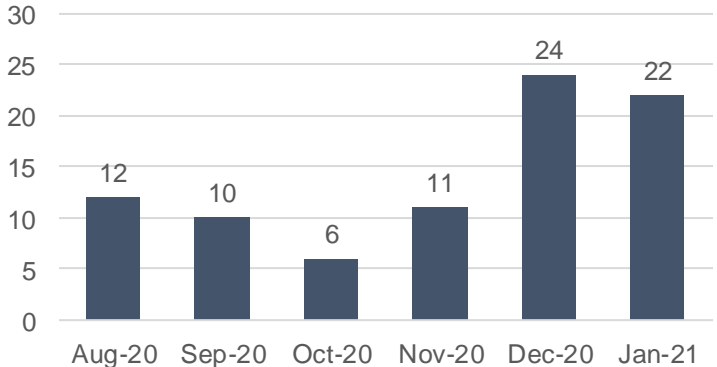
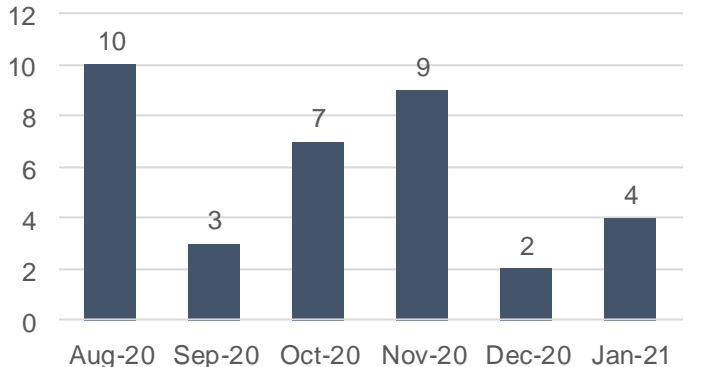
Continue to imbed the four L&D pillars of learning

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

HEALTH & SAFETY (H&S)

- During January the Health & Safety on call Advisors fogged 11 locations following positive COVID-19 test results of staff who had been in the workplace in the previous 48 hours.
- Following the discovery of a broken seatbelt stalk the H&S team, in conjunction with Service Workshops, conducted a campaign to get all appliance seat belts checked for damage that could lead to failure whilst in operation.
- Members of the team attended the daily Testing Management Group meeting to ensure clear guidance and instructions were issued for personnel using the lateral flow tests.
- The Health & Safety quarterly SLT report was completed and submitted.
- The COVID-19 Handbook and Flow chart was reviewed and updated.

All safety data taken from OSHENS on 09/02/2021.

<p>Accidents. In January there were 22 Accident/ill health on duty reports. 17 of these were positive COVID-19 test results, 3 occurred whilst training in the station gym and 2 happened at an operational incident.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Accidents</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>12</td> </tr> <tr> <td>Sep-20</td> <td>10</td> </tr> <tr> <td>Oct-20</td> <td>6</td> </tr> <tr> <td>Nov-20</td> <td>11</td> </tr> <tr> <td>Dec-20</td> <td>24</td> </tr> <tr> <td>Jan-21</td> <td>22</td> </tr> </tbody> </table>	Month	Accidents	Aug-20	12	Sep-20	10	Oct-20	6	Nov-20	11	Dec-20	24	Jan-21	22
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Dec-20	24														
Jan-21	22														
<p>Hazards. Of the 4 hazards reported in January, 1 related to equipment, 1 to a radio message not being received, 1 to personnel noting that some guidance had not been updated and 1 was a disagreement with a CIT decision around isolating crew.</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Hazards</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>10</td> </tr> <tr> <td>Sep-20</td> <td>3</td> </tr> <tr> <td>Oct-20</td> <td>7</td> </tr> <tr> <td>Nov-20</td> <td>9</td> </tr> <tr> <td>Dec-20</td> <td>2</td> </tr> <tr> <td>Jan-21</td> <td>4</td> </tr> </tbody> </table>	Month	Hazards	Aug-20	10	Sep-20	3	Oct-20	7	Nov-20	9	Dec-20	2	Jan-21	4
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FIRE AND RESCUE PLAN: PROMOTE A POSITIVE
CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 09/02/2021.

<p>Near Misses. Of the 3 near misses reported in January, 2 related to equipment and 1 to PPE.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>8</td> </tr> <tr> <td>Sep-20</td> <td>5</td> </tr> <tr> <td>Oct-20</td> <td>10</td> </tr> <tr> <td>Nov-20</td> <td>12</td> </tr> <tr> <td>Dec-20</td> <td>8</td> </tr> <tr> <td>Jan-21</td> <td>3</td> </tr> </tbody> </table>	Month	Count	Aug-20	8	Sep-20	5	Oct-20	10	Nov-20	12	Dec-20	8	Jan-21	3
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<p>Control Measure Failures. In January there were 4 reports of Control measure failures. 1 regarding concerns that control measures were not being followed, 1 to a pager failure, 1 to PPE failure and 1 to Control staff working below minimum numbers.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>5</td> </tr> <tr> <td>Sep-20</td> <td>7</td> </tr> <tr> <td>Oct-20</td> <td>4</td> </tr> <tr> <td>Nov-20</td> <td>5</td> </tr> <tr> <td>Dec-20</td> <td>7</td> </tr> <tr> <td>Jan-21</td> <td>4</td> </tr> </tbody> </table>	Month	Count	Aug-20	5	Sep-20	7	Oct-20	4	Nov-20	5	Dec-20	7	Jan-21	4
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<p>Attacks on Fire Service Personnel. There was 1 attack on Fire Service Personnel this month. This was an attempt at a physical attack which did not make contact. The member of the public was restrained by crews until Police arrived.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>0</td> </tr> <tr> <td>Sep-20</td> <td>1</td> </tr> <tr> <td>Oct-20</td> <td>2</td> </tr> <tr> <td>Nov-20</td> <td>2</td> </tr> <tr> <td>Dec-20</td> <td>0</td> </tr> <tr> <td>Jan-21</td> <td>1</td> </tr> </tbody> </table>	Month	Count	Aug-20	0	Sep-20	1	Oct-20	2	Nov-20	2	Dec-20	0	Jan-21	1
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<p>RTC Involving ECFRS Vehicles. Of the 6 RTC reports in January, 5 were at slow speed where a Service vehicle came into contact with a third party vehicle. The other 1 was an appliance slipping on wet surface causing damage to the rear axle.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>9</td> </tr> <tr> <td>Sep-20</td> <td>8</td> </tr> <tr> <td>Oct-20</td> <td>12</td> </tr> <tr> <td>Nov-20</td> <td>5</td> </tr> <tr> <td>Dec-20</td> <td>6</td> </tr> <tr> <td>Jan-21</td> <td>6</td> </tr> </tbody> </table>	Month	Count	Aug-20	9	Sep-20	8	Oct-20	12	Nov-20	5	Dec-20	6	Jan-21	6
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<p>RIDDOR. There was 1 RIDDOR report in January which was a fatality. This was not work related but happened on Service premises. We carried out a full investigation which was sent to the HSE who did not want to investigate further.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>1</td> </tr> <tr> <td>Sep-20</td> <td>1</td> </tr> <tr> <td>Oct-20</td> <td>0</td> </tr> <tr> <td>Nov-20</td> <td>5</td> </tr> <tr> <td>Dec-20</td> <td>0</td> </tr> <tr> <td>Jan-21</td> <td>1</td> </tr> </tbody> </table>	Month	Count	Aug-20	1	Sep-20	1	Oct-20	0	Nov-20	5	Dec-20	0	Jan-21	1
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FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

PROTECTION

- The Protection team conducted 234 desktop and 53 full audits.
- 99% of planning, building regulations and licensing consultations (see light orange rows below) were responded to within the statutory time limit.
- 45 notification of deficiencies were issued this month.

JANUARY 2021:

Case Type	Number of Activities Completed	Response Success
Planning	101	101
AFR	12	
Desktop Audits	234	
Full Audits	53	
Building Regulations	120	118
HMO	15	
Licensing	29	29
Other FS Activity	47	
Other Consultations	13	
Prohibition Notice	-	
Enforcement Notice	-	
Notification of Deficiencies**	45	

**Protection team are working with CFRMIS on reporting the breakdown of notification of deficiencies themes.

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

HOME SAFETY

- The Home Safety Team completed a reduced number of visits in January 2021, compared with January 2020. This is likely to reflect the continuing impacts of the national lockdown introduced by the UK Government to mitigate the impact of Coronavirus. Impacts on demand include reduced public appetite for ECFRS personnel in their homes, reduced partner activity and subsequent referrals, and the continued implementation of 'Gold Crisis' by Home Safety Command and Control.
- In January 2021, Community Safety Officers assisted the Home Safety Team by contacting referrals that had been allocated to Stations for completion. In the process of contacting these referrals, 9 were found to have already been completed, without the submission of appropriate paperwork. These have therefore, been attributed to Stations and show in figures this month for 'Number of Home Safety Visits completed by Stations'.
- The Home Safety team committed to exploring Digital Home Safety Visits and commenced a project to test the concept for delivery in February.

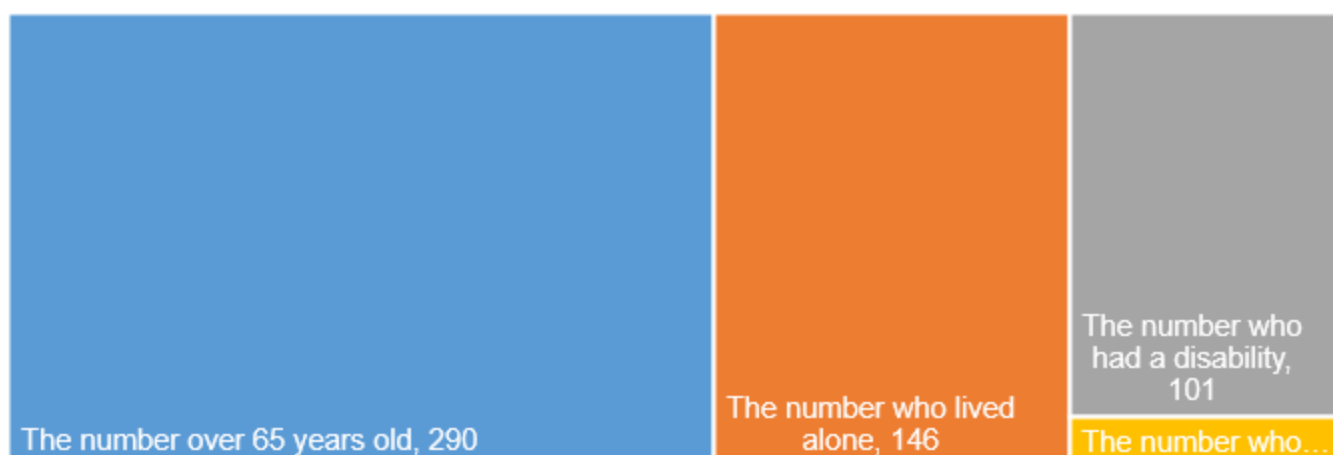
	JANUARY 2021	TREND (PREVIOUS MONTH)
Total Number of Visits	378	↘
Number of Safe and Well Visits	302	↘
Number of Home Safety Visits by Stations	9	↘
Number of Home Safety Visits by Volunteers	0	→
Number of Visits by Other Roles (CSO's, CB's, FSO's)	67	↗
Number of FHB10 (standard smoke detectors) fitted	560	↘
Number of FHB10W (sensory smoke detectors) fitted	39	↘
Telephone Enquiries received at the Information Centre	259 Incoming	↘
	710 Outgoing	↘
Email Requests received at the Information Centre	258 Email Requests	↘

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

HOME SAFETY

	JANUARY 2021	TREND (PREVIOUS MONTH)
The number over 65 years old	290	↘
The number who lived alone	146	↘
The number who had a disability	101	↘
The number who lived in Social Housing	12	↘
Home safety doorstep drop off interactions completed by CSOs	44	↘
Number of FHB10 smoke alarms provided by CSOs (drop offs)	79	↘
Number of Cases reviewed by the Home Safety Command and Control Group	39	→

Number of Visits to Vulnerable Persons



RURAL/URBAN CLASSIFICATION	COUNT OF VISITS	AS PERCENTAGE (%)
Rural town and fringe	66	21%
Rural village and dispersed	16	5%
Urban city and town	212	68%
Urban major conurbation	16	5%
GRAND TOTAL	311	100%

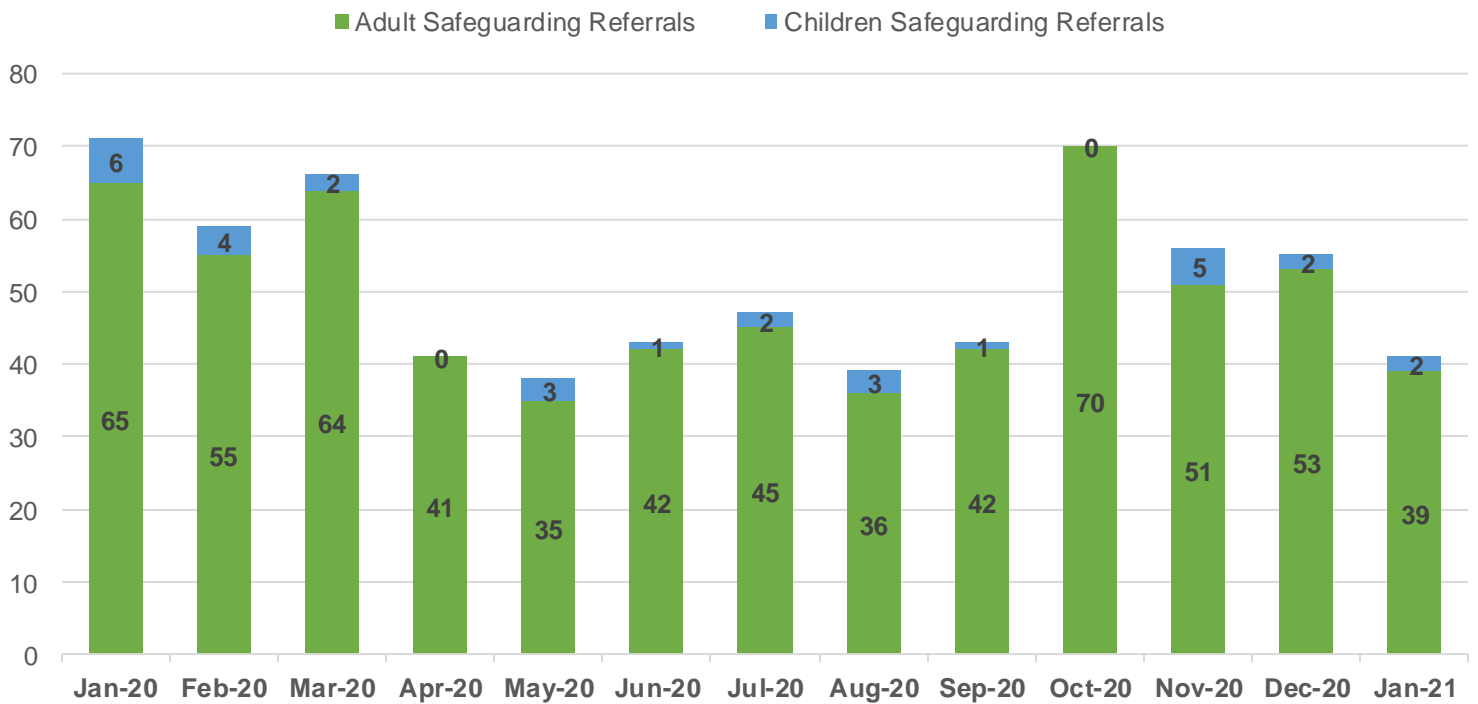
1 visit was conducted outside ECFRS boundary and the full details, including location (easting/northings), of 67 visits were yet to be added to CFRMIS.

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

COMMUNITY DEVELOPMENT & SAFEGUARDING

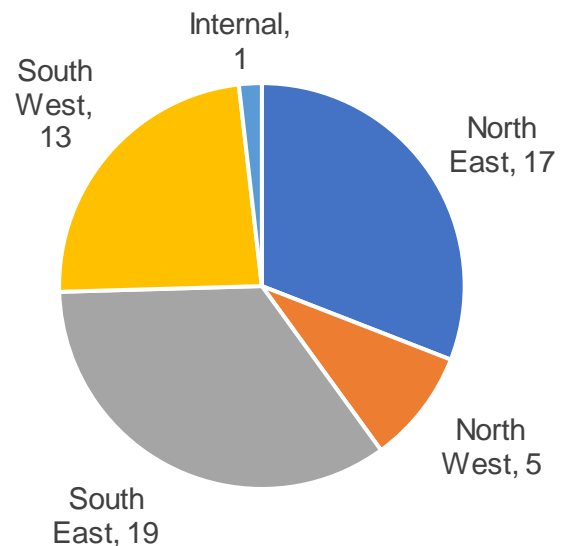
There were 41 safeguarding referrals to ECFRS in January 2021. 473 safeguarding referrals to date in FY 2020/21.

Safeguarding Referrals, January 2020 - January 2021



Referrals by Command Group

REFERRER	JANUARY 2021
Service Personnel	15
Social Care	10
NHS	6
Police	4
Internal	2
Other	2
Housing	1
Safe and Well Officers	1



ANY QUESTIONS/ FEEDBACK

CONTACT US

WORKPLACE GROUP:

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

EMAIL:

informationgovernance@essex-fire.gov.uk

SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County
Fire & Rescue Service