



Essex County
Fire & Rescue Service

Monthly Performance Report

April 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
11 May 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 more incidents in April 2021 than the previous month and more than in April 2020. There was an increase in attendances to all incident category types.
- There was a decrease (an improvement) in average response time to potentially life-threatening incidents to 9mins 53 secs. 87% of calls were attended within 15 minutes.
- There was a decrease in total, on-call, and wholetime & day-crew pumping appliance availability this month compared to the previous month.
- This month's focus is outdoor fire safety (NFCC's June main campaign).

INFORMATION GOVERNANCE

- There were two reported personal data breaches in April 2021.
- 58 statutory requests were received in April 2021; 11 FOIs and 47 EIRs.

HUMAN RESOURCES (HR)

- Ongoing support for appraisals and preparation of the updated Strategic Workplace plan.

LEARNING & DEVELOPMENT (L&D)

- Continuing focus on performance appraisals and making best use of L&D development form.

HEALTH & SAFETY (H&S)

- The H&S team produced toolbox talk No 42: The importance of reporting hazards. This followed a fall in the number of hazards being reported over the last few months.
- Checks were initiated on all Halmatro equipment following a failure of a unit during a training session. The H&S team ensured all crews checked their stations equipment for similar faults.

PROTECTION

- The Protection team completed 46 full audits, of which 39 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). All of the desktop audits completed in April 2021 (38 in total) were H or VH on the RBIP.
- 96% of the planning, building regulations and licensing consultations responded to within the statutory time limit.

HOME SAFETY

- The Home Safety Team visits remained steady in April 2021 compared with previous month. ECFRS have not seen a significant increase in visit requests following the lifting of government restrictions and several possible reasons are listed on page 22.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 64 safeguarding referrals to ECFRS in April 2021, the same number as previous month and 23 more than April 2020 (amid first lockdown).

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

INCIDENTS

1321 INCIDENTS
APR 2021

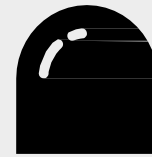
1091 IN MAR 2021
1156 IN APR 2020



486
Fires



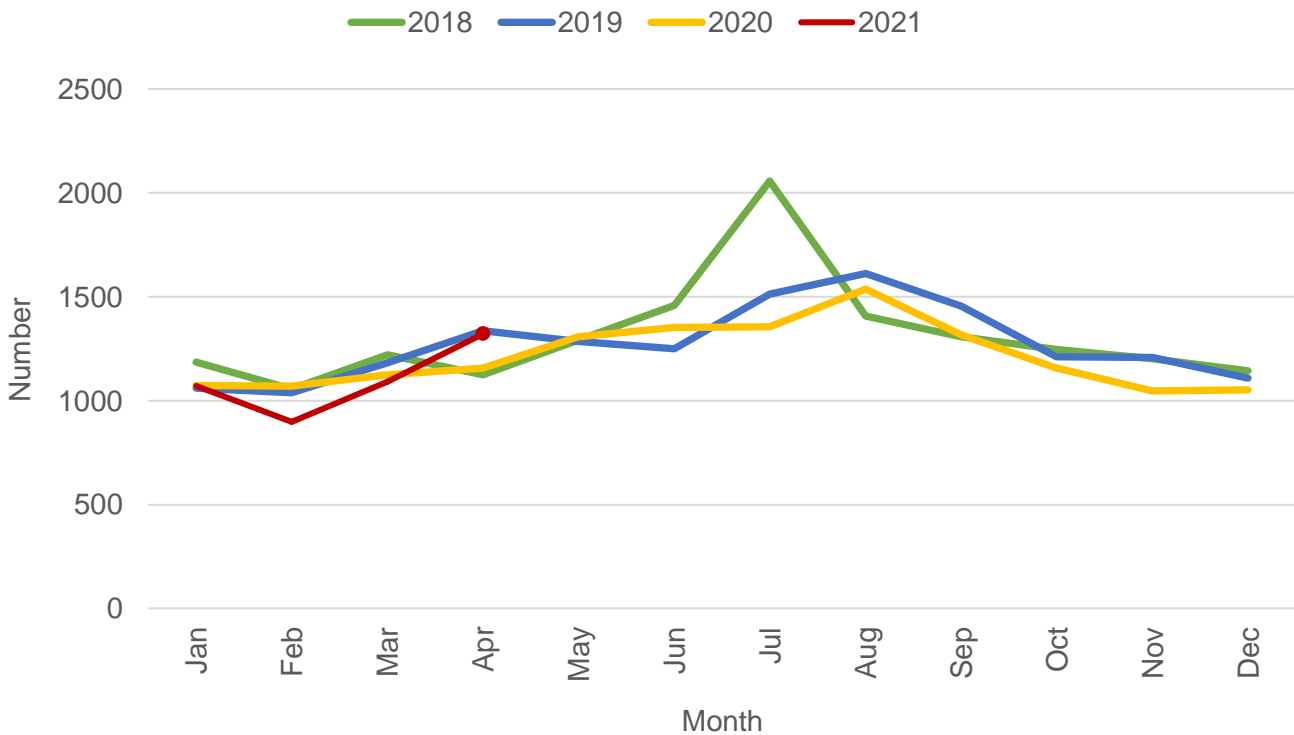
341
Special
Services



494
False
Alarms

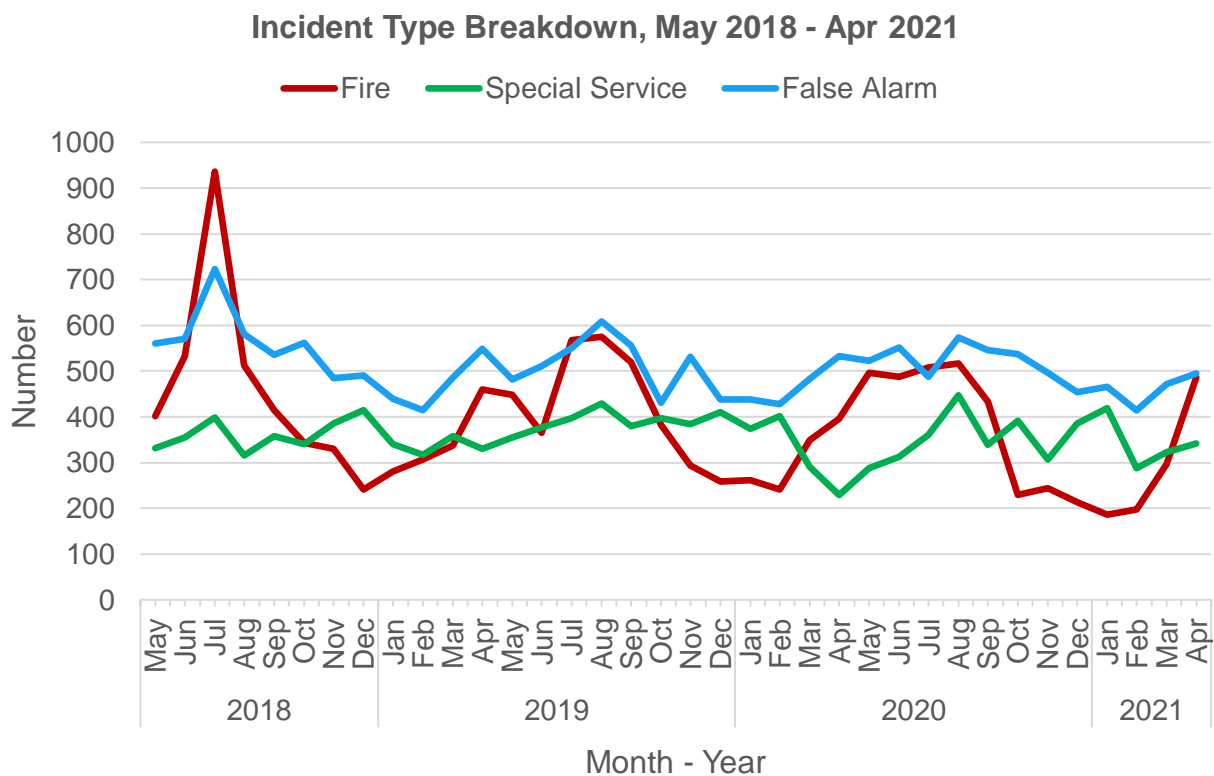
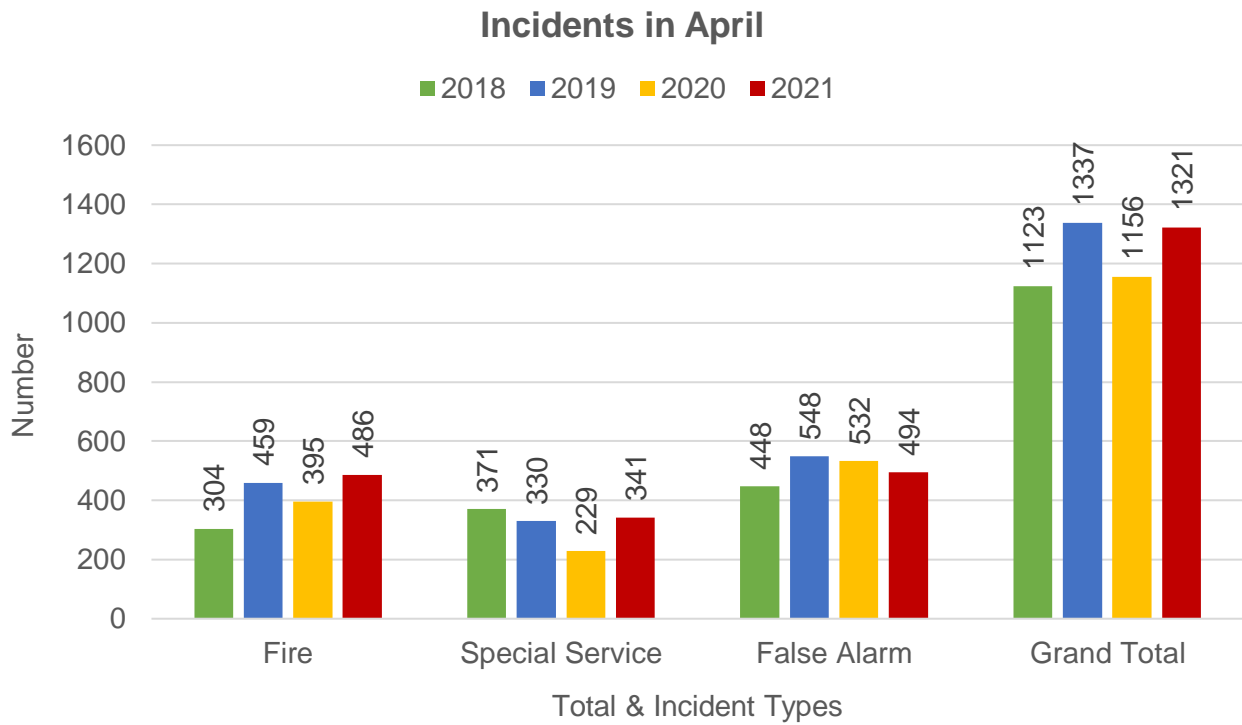
At the time of reporting, 45 incidents awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.

All Incidents



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

INCIDENTS



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

INCIDENTS

FIRE

ECFRS attended more Primary Fires in April 2021 than the previous month and more than in April 2020.

ECFRS attended more Secondary Fires in April 2021 than the previous month and more than in April 2020.

ECFRS attended more ADFs in April 2021 than the previous month but less than in April 2020.

	Apr 2021	Mar 2021	Apr 2020
Primary Fires	184	140	182
Secondary Fires	289	146	210
Accidental Dwelling Fires	68	63	74
Fatalities (all Fires)	2	1	2
Casualties (all Fires)	9	8	8

Further Details on Fatalities/ Casualties

- There were two fire-related fatalities at separate ADFs on Canvey Island, of which one was a late fire call. The deceased were the only victims at both incidents. The gender of both victims was female, one was aged between 60 – 65 and the other, 80 – 85.
 - Victim aged 60 – 65: the cause of the fire was careless handling of an ignition source (candle or smoking materials), excessive and dangerous storage contributed to the fire. No alarm system was present.
 - Victim aged 80 – 85: the cause was cooking (chip pan/deep fat fryer). An alarm system was present on the same floor as the fire but did not operate (reason unknown). The victim reportedly had mobility issues (human factors contributing).
- 6 of the 9 fire-related casualties who sustained injuries and went to hospital were ADFs, 1 was in a hostel and another involving multiple vehicles. One casualty from a deliberate fire (own property) within a dwelling.
 - 3 casualties were female (all aged between 19 – 64) and 6 were male (1 aged under 18, 4 aged between 19 – 64 and 1 unknown).

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

INCIDENTS

SPECIAL SERVICES

ECFRS attended more Special Services in April 2021 than the previous month and more than in April 2020.

Based on provisional data received from Essex Police on 15th April 2021, there were 49 people killed (2) or seriously injured (47) involved in 44 KSI collisions on Essex roads in April 2021, an increase of 8 compared to previous month and 2 less than March 2020.

	Apr 2021	Mar 2021	Apr 2020
All	341	323	229
Non RTC	265	255	200
RTCs	76	68	29

FALSE ALARMS

ECFRS attended more False Alarms in April 2021 than the previous month but less than in April 2020.

	Apr 2021	Mar 2021	Apr 2020
Due to Apparatus	198	197	183
Good Intent	280	262	340
Malicious (Hoax)	16	13	9

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

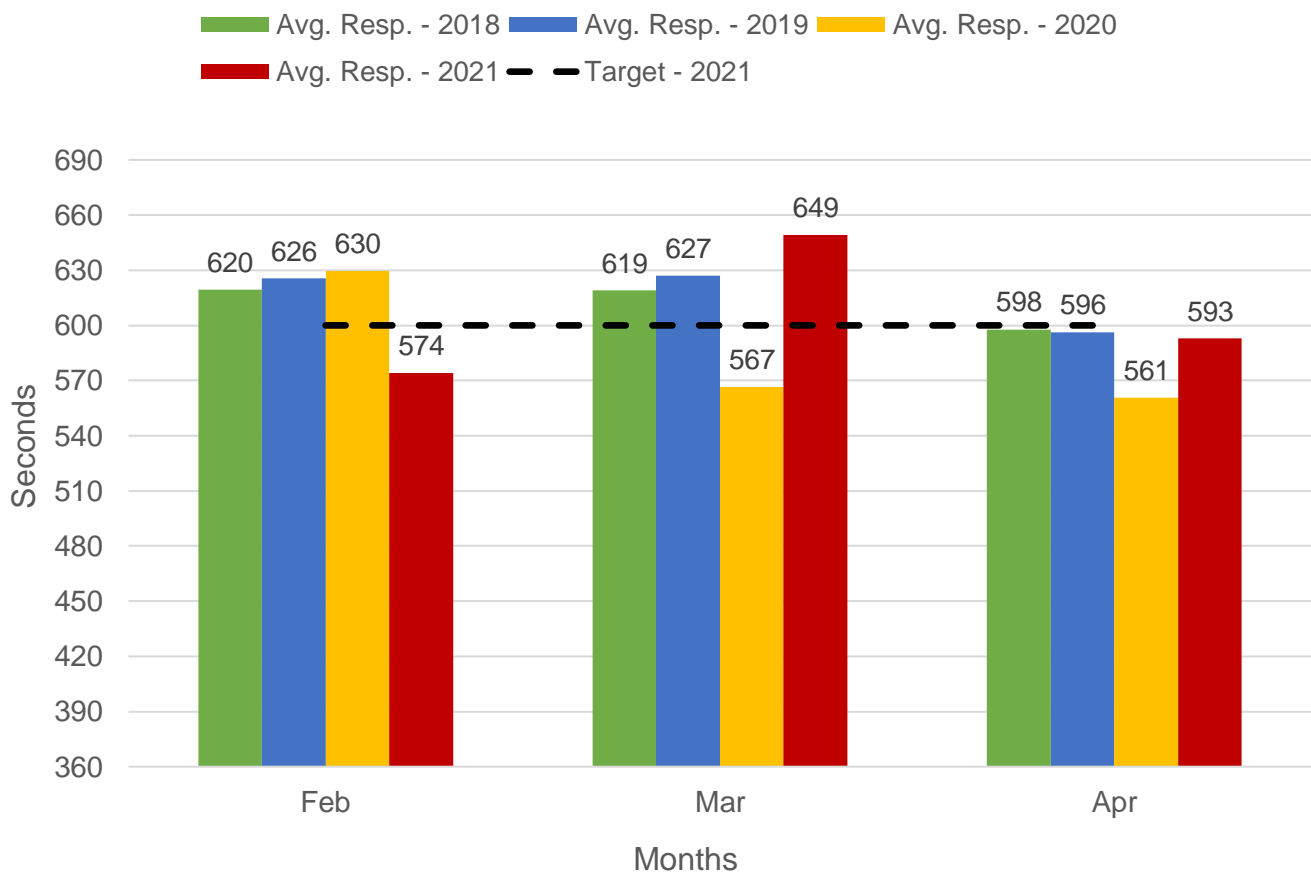
ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – ATTENDANCE WITHIN AN AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in April 2021 was 9 minutes and 53 seconds (below target). This is a decrease of 56 seconds compared to the previous month.

Attendance to Potentially Life Threatening Incidents



TIME OF CALL TO ARRIVAL - % WITHIN 15 MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In April 2021, 87% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes. This is an improvement when compared to last month.

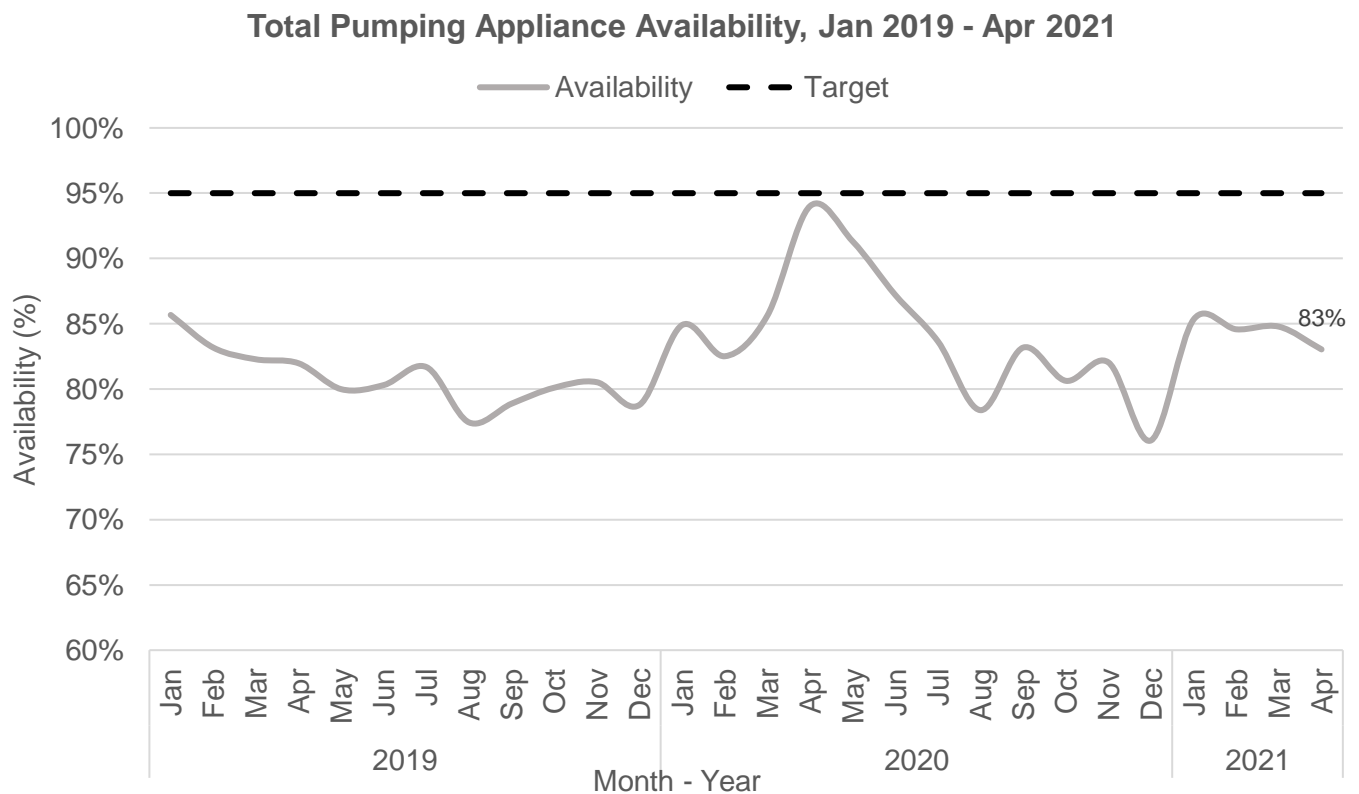
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in April 2021 was 83%, a decrease from 85% in March 2021. April 2020's availability was 94%.



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

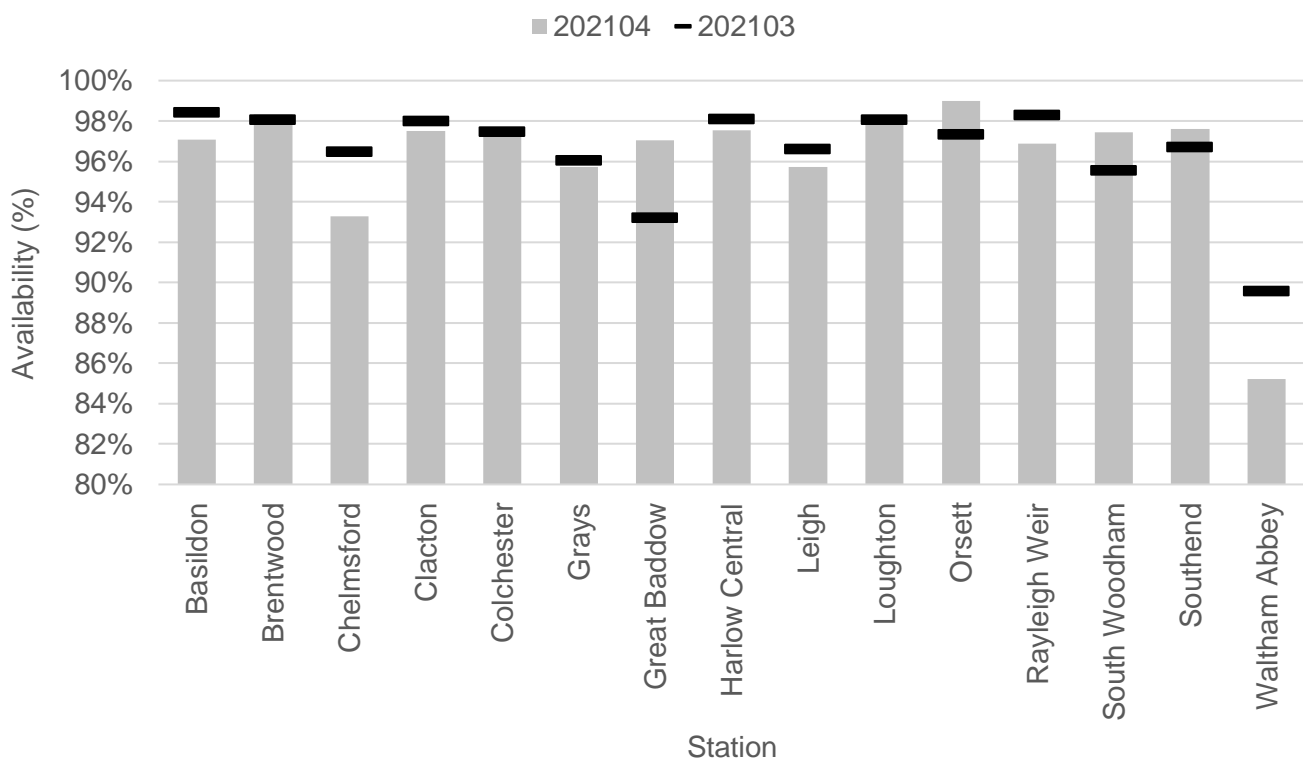
AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in April 2021 was 96%, a decrease from 97% in March 2021. April 2020's availability was 99%. Pumping Appliance availability improved for Brentwood, Colchester, Great Baddow, Orsett, South Woodham and Southend.

Wholetime & Day Crew Pumping Appliance Availability



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

The On-Call pumping appliance availability in April 2021 was 77%, a decrease from 79% in March 2021. April 2020's availability was 92%.

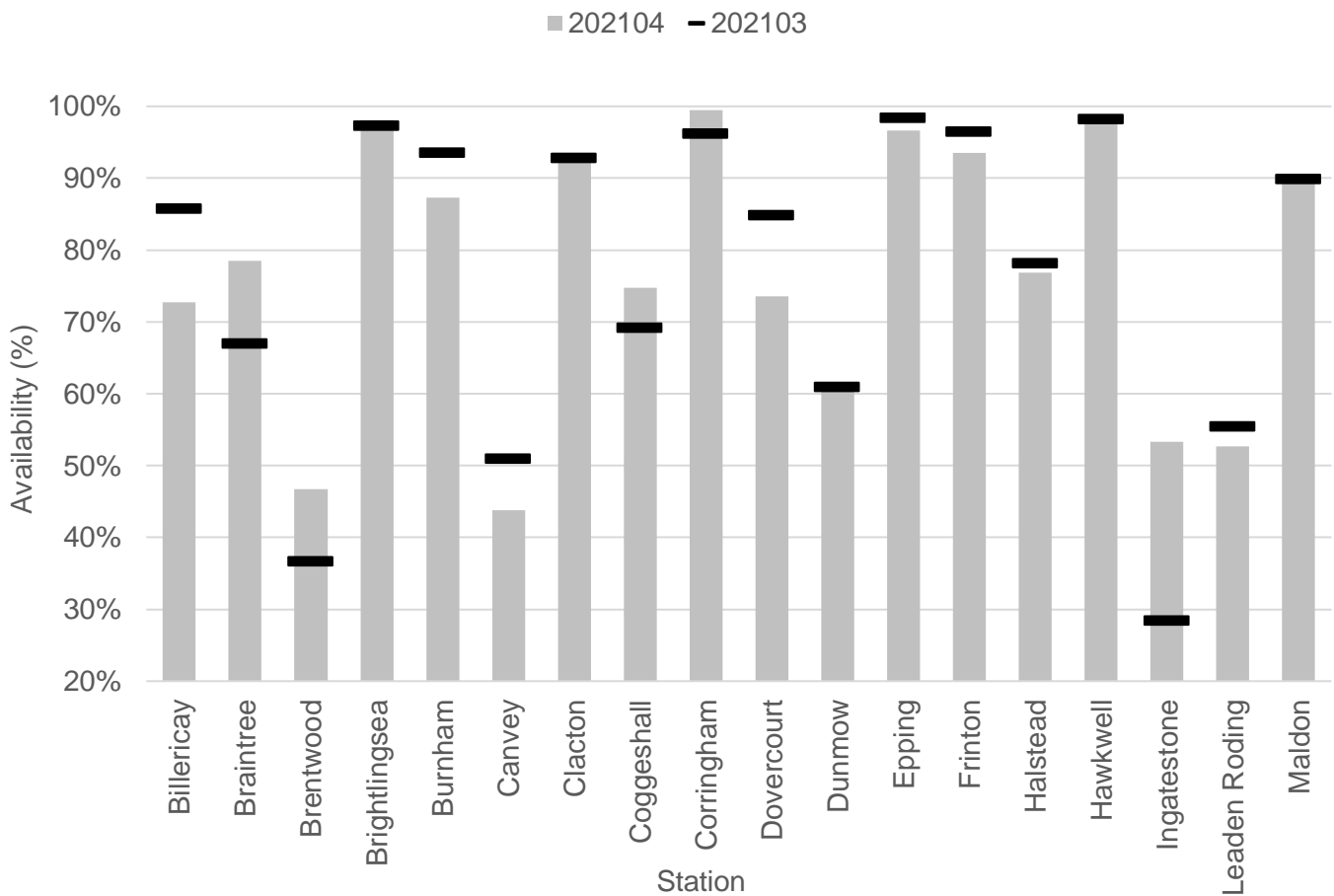
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Braintree, Brentwood, Brightlingsea, Coggeshall, Corringham, Dunmow, Hawkwell and Ingatestone.

On-Call Pumping Availability (18 Stations)



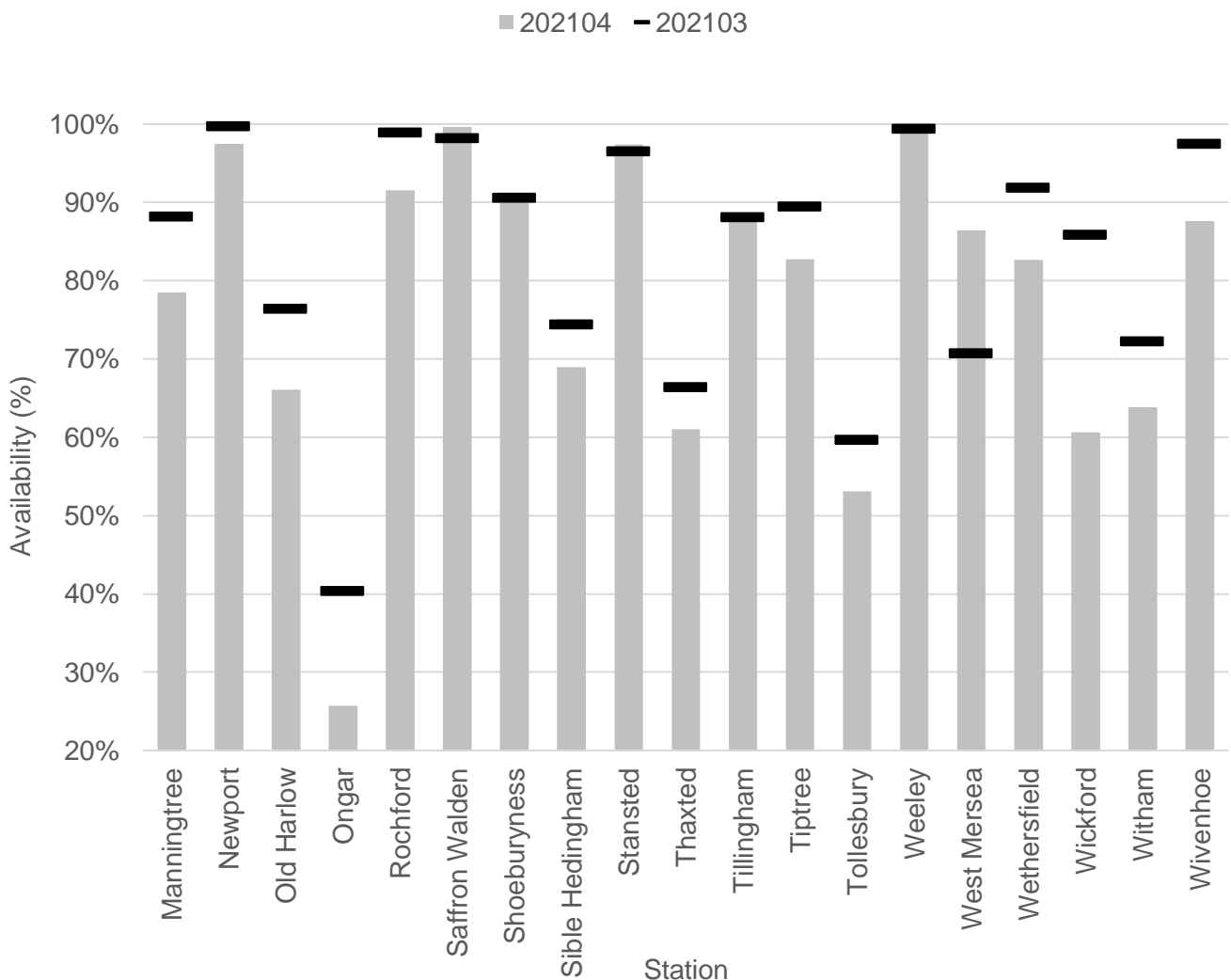
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Saffron Walden, Stansted, Weeley and West Mersea.

On-Call Pumping Availability (19 Stations)



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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

The table below shows the availability target for each On-Call station for 2021/22 and whether it has been met (highlighted in green) or not met (in red). Values (%) rounded up to nearest 10.

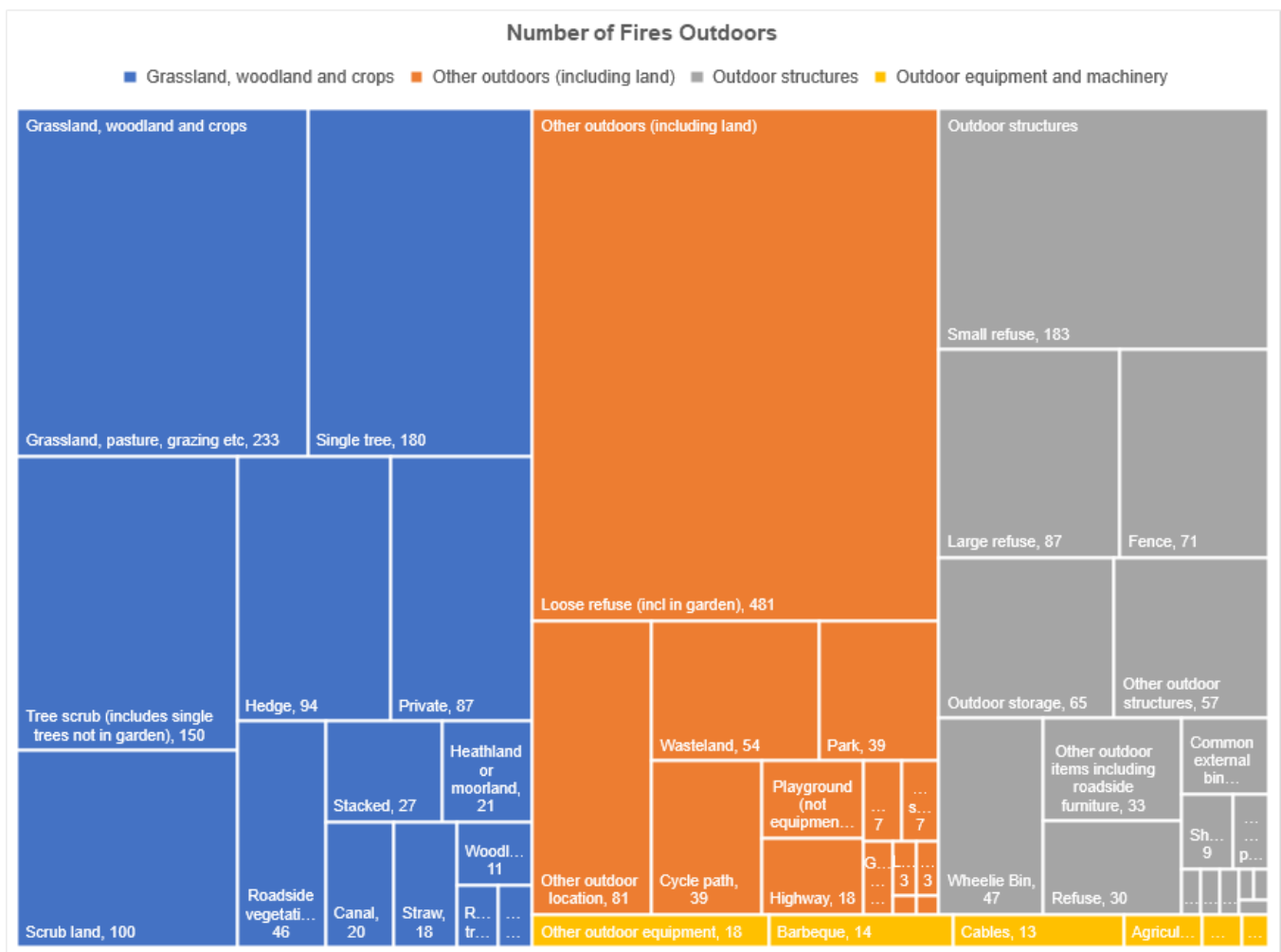
Note, for two pump stations, performance is measured at station level.

Station	Target	Apr-21	Station	Target	Apr-21
Billericay	90	73	Manningtree	85	79
Braintree	75	78	Newport	90	97
Brentwood	50	47	Old Harlow	55	66
Brightlingsea	90	98	Ongar	50	26
Burnham	90	87	Rochford	79	92
Canvey	90	44	Saffron Walden	90	100
Clacton	90	92	Shoeburyness	90	90
Coggeshall	73	75	Sible Hedingham	90	69
Corringham	90	100	Stansted	90	97
Dovercourt	75	74	Thaxted	66	61
Dunmow	90	61	Tillingham	90	88
Epping	90	97	Tiptree	90	83
Frinton	90	94	Tollesbury	57	53
Halstead	90	77	Weeley	90	100
Hawkwell	90	99	West Mersea	85	86
Ingatestone	90	53	Wethersfield	74	83
Leaden Roding	50	53	Wickford	50	61
Maldon	90	90	Witham	55	64
			Wivenhoe	75	88

FOCUS: OUTDOOR FIRE SAFETY

Fires that occur outdoors and attended by fire and rescue services (FRSs) in England are recorded as either a primary fire under the subcategory, 'other outdoor fires', or as secondary fires.

Nationally, in the last five years, on average 55% of fires attended by FRSs were secondary fires. Primary other outdoor fires accounted for about (on average) 4% of all fires. In 2020/21, FRSs attended 4790 primary outdoor fires and 71,628 secondary fires, these figures are the lowest for both types since 2014/15.



ECFRS attended 4390 fires in 2020/21, of which 55% (2210) were secondary fires and 5% (212) were primary other outdoor fires. The treemap below shows the most common type (and sub-types) involved in primary outdoor and secondary fires attended by ECFRS in 2020/21.

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

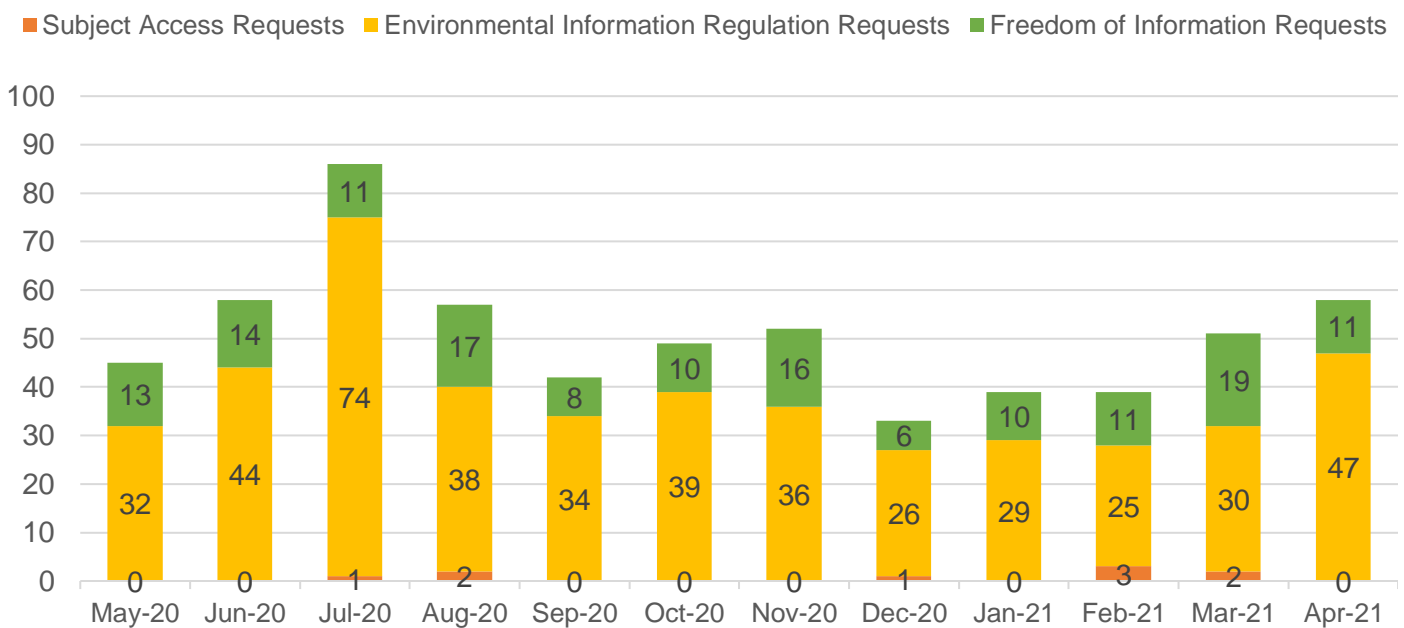
FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

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 2 organised training and awareness sessions in April 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 2 reported personal data breaches in April 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 May 2020 - April 2021



The main themes around FOIs were Data Request (4), ICT (2), Fire Safety (1), HR (1), Operations (1), Property (1) Other (1).

46 EIRs were for Fire Reports and 1 EIR were for other environmental information.

No SARs were received in April 2021.

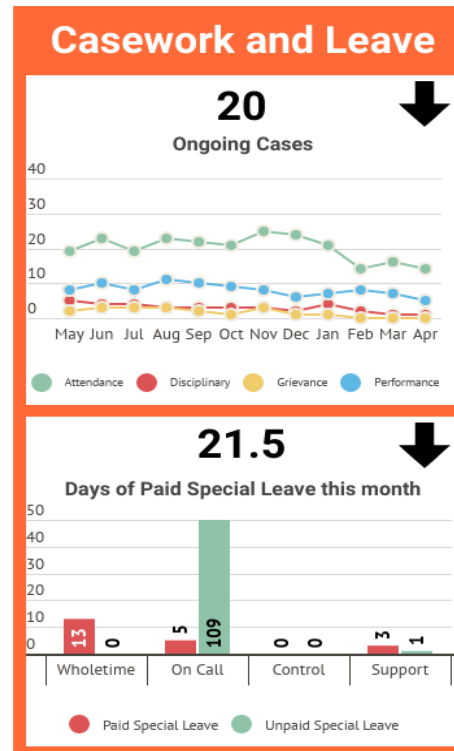
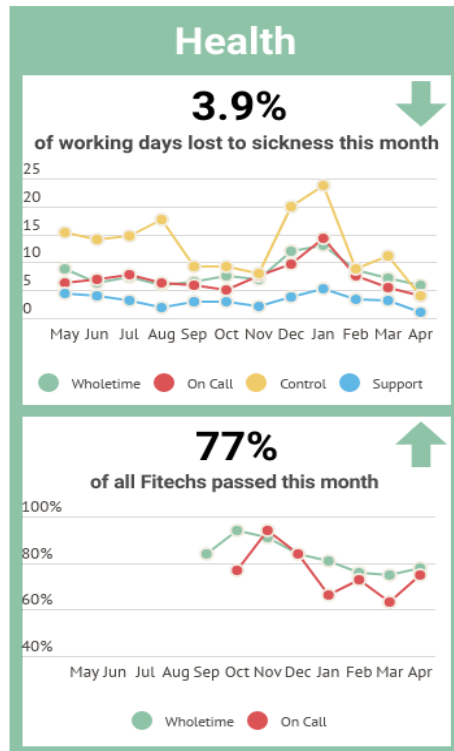
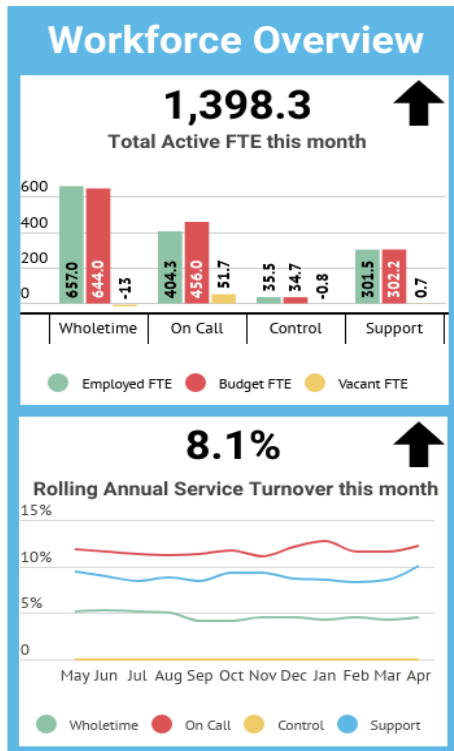
4 complaints and compliments were received in April 2021. ECFRS received 1 complaint about driving and 3 compliments in April 2021.

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

HUMAN RESOURCES

People Dashboard

Apr 2021



Insights

- Overall increase of 10.8 FTE since March (1.6% higher than April 2020), driven by Wholetime and On Call squads joining in the month.
- Support agency worker numbers are currently at their lowest level since records began in April 2017 - currently 0.5 FTE.
- Rolling Service turnover returned to a level not seen since June 2020, driven by increases in On Call and Support turnover.
- The amount of time lost to sickness continues to fall as the effects of the Covid pandemic lessen. (3.9% lost in Apr, compared to 5.7% in March).
- For the first time in almost a year, COVID-19 related absences were not the leading cause of sickness absence. Musculoskeletal-related absence was highest at 40.9%. (50.1% if COVID-related absence is excluded from calculations).
- The overall number of live cases dropped slightly from March levels.
- Levels of Paid Special Leave dropped significantly, falling by almost two thirds. The main reasons for leave were compassionate.
- No information regarding the reasons for Unpaid Special Leave were recorded in Civica, but details have been forwarded to the People Business Partners to investigate.

Focus areas this month:

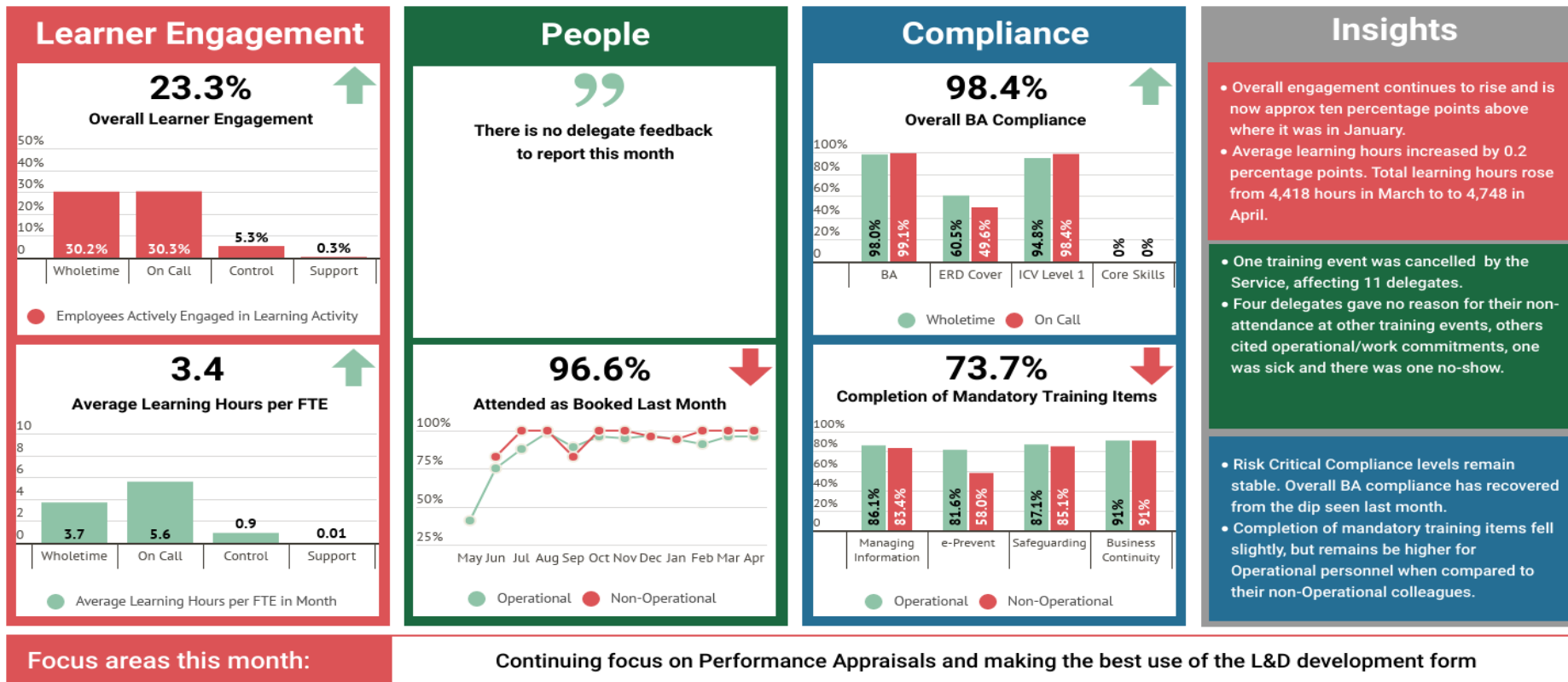
Ongoing support for Performance Appraisals and preparation of the updated Strategic Workforce Plan

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

LEARNING & DEVELOPMENT

Learning & Development Dashboard

Apr 2021



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

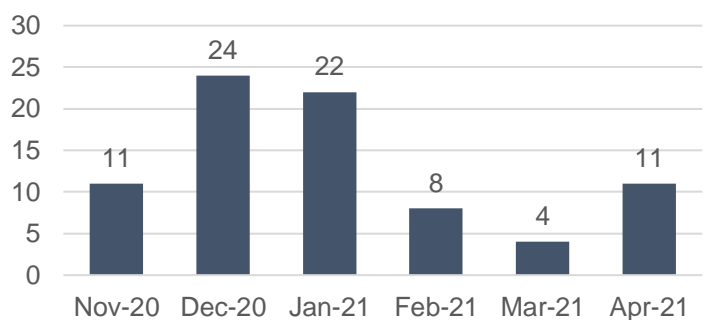
HEALTH & SAFETY (H&S)

- During April, the H&S team produced toolbox talk No 42: The importance of reporting hazards. This followed a fall in the number of hazards being reported on OSHENS over the last few months.
- Checks were initiated on all Halmatro equipment following a failure of a unit during a training session. The H&S team ensured all crews checked their stations equipment for similar faults.
- Serious accident investigation boards were arranged for two incidents, a fatality at USAR and a ceiling hook falling from the roof of a moving appliance.
- Slip tests were carried out on new flooring at Burnham, Orsett and Rochford Fire stations.
- The H&S Team assisted Bureau Veritas with audit visits to several Service locations to complete their independent assessment of COVID-19 arrangements.

All safety data taken from OSHENS on 05/05/2021.

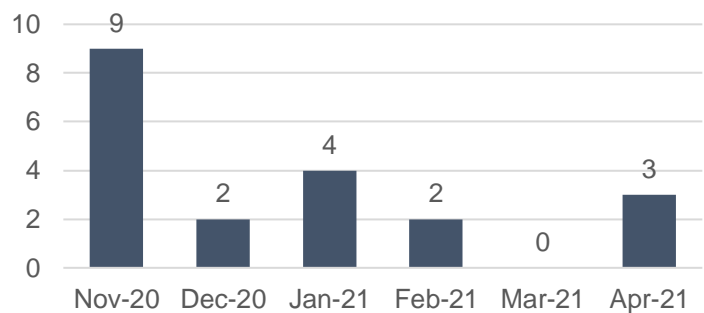
Accidents.

There were 11 accidents/ill health on duty recorded in April. 2 occurred at an operational incident, 1 whilst playing organised sport on station, 5 during routine training activities, 1 to an office staff member on station and 2 routine station activities.



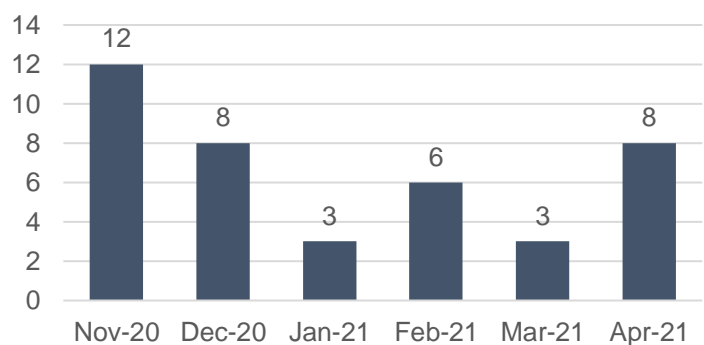
Hazards.

There were 3 hazards recorded in April of which 2 related to Service vehicles and 1 to training activities.



Near Misses.

Of the 8 near misses recorded in April, 3 related to hose reel equipment, 3 to other operational equipment failures, 1 to poor driving by a third party and 1 to vehicle manoeuvres on station.



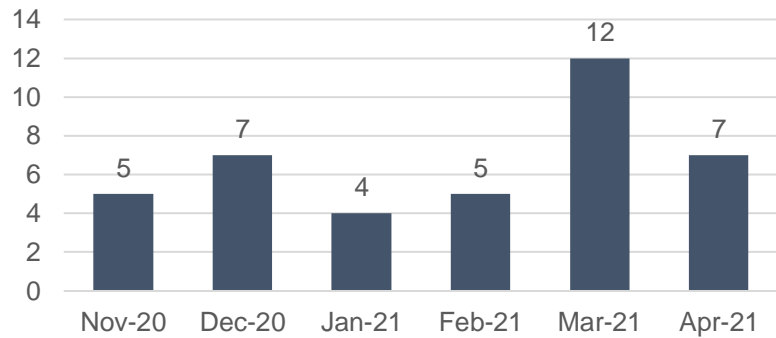
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 05/05/2021.

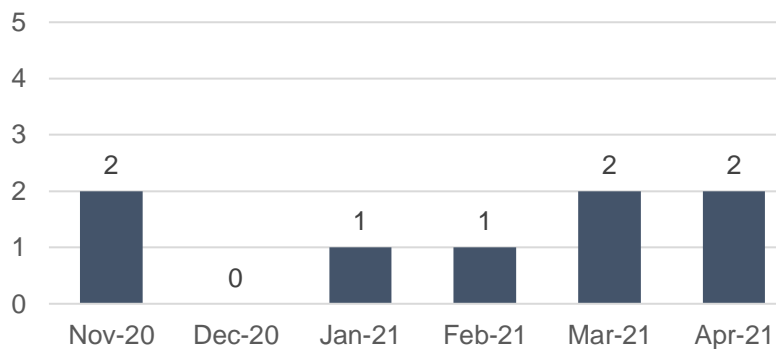
Control Measure Failures.

There were 7 control measure failures recorded in April of which 4 related to pagers failing to activate, 1 to a failure of procedures in Control, 1 to contractors repairing door entry systems on station premises and 1 to PPE.



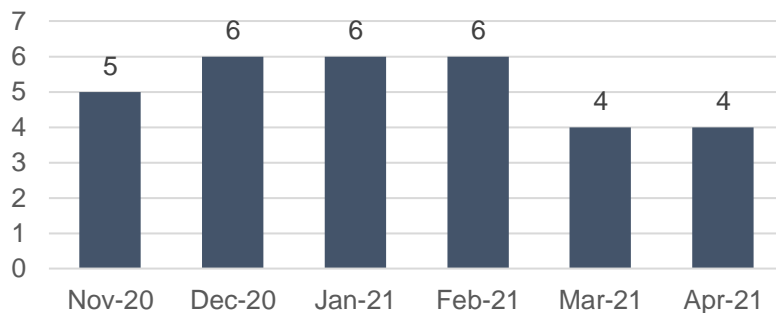
Attacks on Fire Service Personnel.

Of the 2 attacks on Fire Service personnel recorded in April 1 was verbal abuse aimed at crews and 1 was missiles thrown at crews at an operational incident.



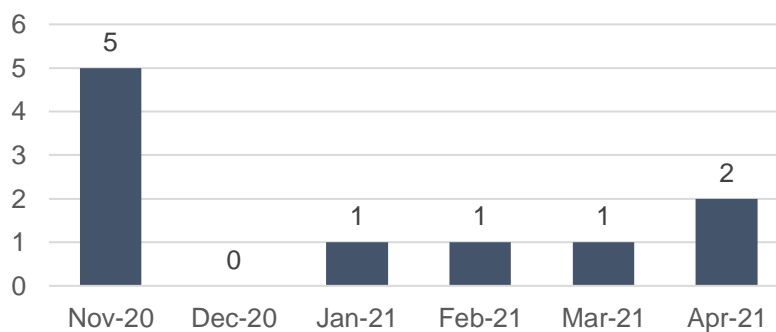
RTC involving ECFRS Vehicles.

There were 4 RTC/vehicle incidents recorded in April of which 1 was a third party at fault, 1 was damage found to a Service vehicle with no knowledge of how it occurred, 1 was on blue lights responding to an incident and 1 was leaving an incident.



RIDDOR.

There were 2 RIDDOR reports in April which were both over 7 day injuries.



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

PROTECTION

- The Protection team completed 46 full audits, of which 39 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). All of the desktop audits completed in April 2021 (38 in total) were H or VH on the RBIP.
- 96% of the planning, building regulations and licensing consultations (see light orange rows) were responded to within the statutory time limit.

Case Type	Number of Activities Completed	Response Success
Planning	125	121
Alleged Fire Risk (AFR)	17	
Desktop Audits	38 (RBIP 38)	
Full Audits	46 (RBIP 39)	
Building Regulations	132	122
Building Certs	29	
HMO	10	
Licensing	106	87
Other Fire Safety Activity	58	
Other Consultations	12	
Prohibition Notice	0	
Enforcement Notice	3	
Notification of Deficiencies (NOD)	24	
NOD Themes (in order of most, and number)	Article 17: Maintenance (testing and servicing of alarms, emergency lighting, FFE), 16 Article 8: General Fire Precautions, 8 Article 9: Risk Assessment, 8 Article 14: Emergency Routes and Exits, 7 Article 11: Fire Safety Arrangements, 6 Article 10: Principles of Prevention & Article 21: Training, 3 each Article 13: Firefighting and detection & Article 18: Safety Assistance, 2 each Article 22: Cooperation and Coordination & Maintenance of Measures to protect firefighters, 1 each.	

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

HOME SAFETY

• On the 19th April (in line with the Government Road Map) the Home Safety Command and Control Group agreed that the Home Safety and Safeguarding Teams would move from Gold to Silver category. The category determines the people who are eligible to receive a face-to-face visit from Safe and Well Officers/Community Builders and is based on individual vulnerability levels. This category change means that more residents in Essex are now eligible for a face-to-face visit.

• The Home Safety Team visits have remained steady in April 2021, compared with March 2021. We have not seen a significant increase in visit requests following the lifting of government restrictions. There are likely to be several reasons for this, including:

- ECFRS community safety activity has not yet resumed at the levels it was pre-pandemic.
- Not all ECFRS partners are yet returned to normal operations in the homes of other people, therefore restricting referral potential.
- Remains a degree of public concern in relation to COVID-19, which is preventing some individuals from reaching out and booking visits.
- The UK still has some restrictions governing activity which is reducing the referral potential into the Home Safety Service.

Measure	March 2021	Trend Previous Month
Total number of visits	422	→
Number of Safe and Well Visits	350	→
Number of Home Safety Visits by Stations	10	↗
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles – CSO's, CB's, FSO's	62	↗
Number of FHB10 (standard smoke detectors) fitted	610	→
Number of FHB10W (sensory smoke detectors) fitted	80	→
How many enquiries did we receive to the Information Centre	208 Incoming Calls	↘
	740 Outgoing Calls	↘
	327 Email Requests	→

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

HOME SAFETY

Measure	March 2021	Trend Previous Month
The number over 65 years old	320	→
The number who lived alone	180	→
The number who had a disability	171	↗
The number who lived in Social Housing	28	↗
Home safety doorstep drop off interactions completed by CSOs	133	→
Number of FHB10 smoke alarms provided by CSOs to the public (during drop offs)	227	→
Number of cases reviewed by the Home Safety Command and Control Group	9	↘

The table below shows the rural urban classification of home safety visits conducted during the month. This is derived from mapping the coordinates (easting, northings) of visits** and counting the number in each LSOA within the service area.

Note, LSOAs were designated a rural urban classification by DEFRA in 2011.

Rural Urban Classification	Count	Percentage
Rural town and fringe	60	15
Rural village and dispersed	29	7
Urban city and town	274	70
Urban major conurbation	31	8

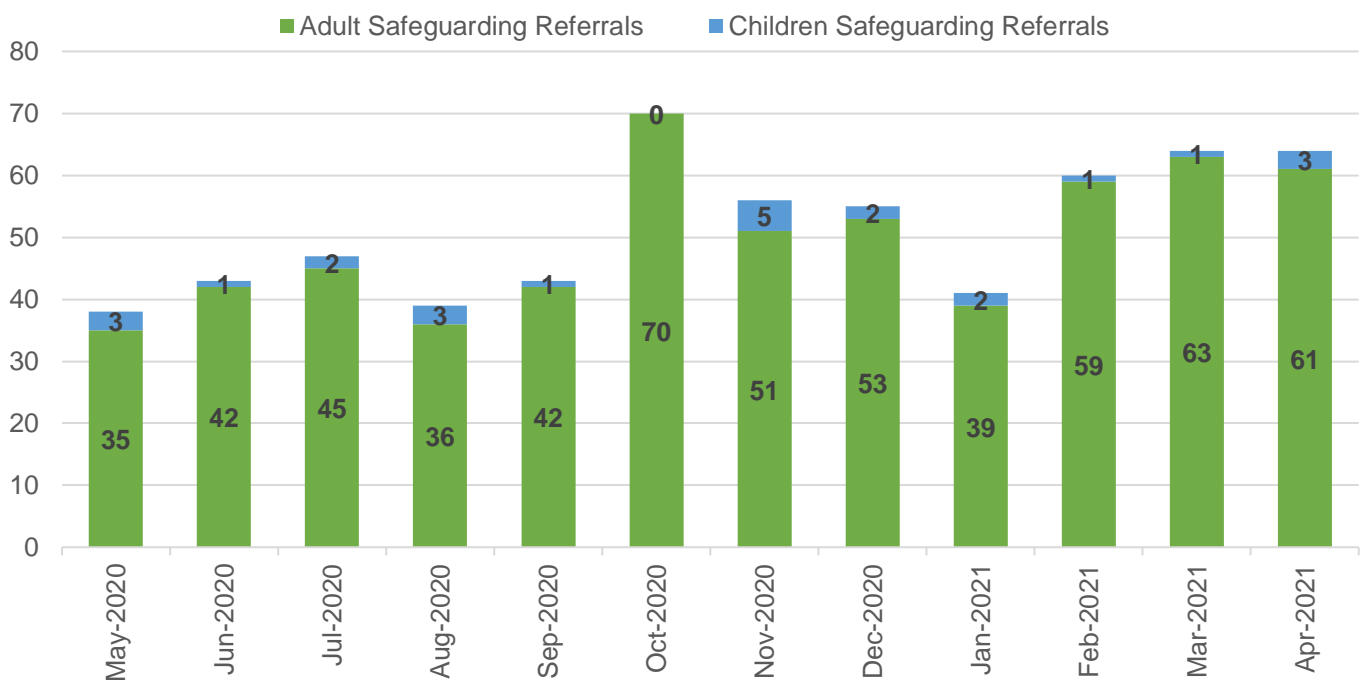
**The count total may not equate the total number of visits displayed in the table on the previous page because some visits are counted in the figures for reporting purposes but have not been inputted into CFRMIS yet. Without the Easting/Northings of the visit, it cannot be mapped.

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

COMMUNITY DEVELOPMENT & SAFEGUARDING

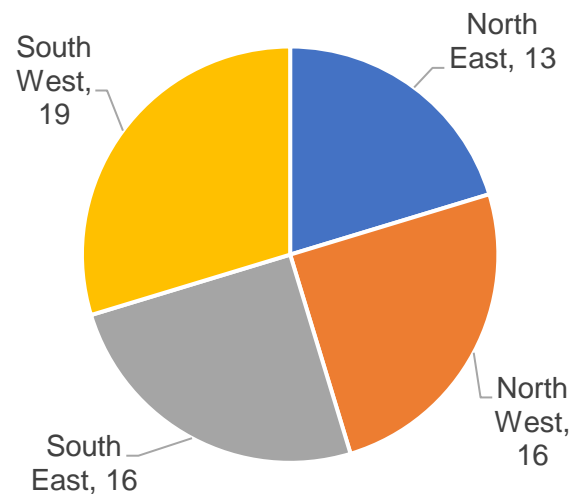
There were 64 safeguarding referrals to ECFRS in April 2021, the same number as previous month and 23 more than April 2020 (first lockdown).

Safeguarding Referrals, May 2020 - April 2021



Referrer	Number of Referrals
Service Personnel	18
Social Care	12
Police	11
Housing	8
NHS	7
Safe and Well Officers	3
Other	3
Community Partners	2

Referrals by Command Group



ANY QUESTIONS OR FEEDBACK...

CONTACT US

WORKPLACE GROUP:

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

EMAIL:

informationgovernance@essex-fire.gov.uk

SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County
Fire & Rescue Service