



Essex County
Fire & Rescue Service

Monthly Performance Report

February 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
11 March 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 Feb 2021 than the previous month and less than in Feb 2020. This is due to a decrease in the number of attendances to special services and false alarms.
- There was an improvement in average response time to potentially life-threatening incidents to 9 minutes and 25 seconds. 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 on smoking (NFCC's April campaign).

INFORMATION GOVERNANCE

- There were 6 reported personal data breaches in Feb 2021.
- 37 statutory requests were received, 2 less than received in Jan 2021.

HUMAN RESOURCES (HR)

- HR is providing ongoing 7-days per week COF support, plus the formal launch of the 2021/22 performance appraisal cycle.

LEARNING & DEVELOPMENT (L&D)

- L&D focus areas for March are coaching and mentoring.

HEALTH & SAFETY (H&S)

- The H&S team collated and submitted all our COVID-19 documentation to the HSE following a complaint received by them. After inspection, the HSE agreed that ECFRS were following all Government guidelines and had sufficient control measures in place so no further action was required.

PROTECTION

- The Protection team completed 19 full audits, of which 18 of these were High (H) or Very High (VH) on the RBIP, and 144/153 desktop audits were H or VH.
- 99% of the planning, building regulations and licensing consultations were responded to within the statutory time limit.

HOME SAFETY

- The Home Safety Team completed a reduced number of visits in Feb 2021, compared with Jan 2021. This is likely to reflect the continuing impacts of the national lockdown introduced by the UK Government to mitigate the impact of Coronavirus.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 60 safeguarding referrals to ECFRS in Feb 2021, 19 more than received in Jan 2021 and 1 less than Feb 2020.

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

INCIDENTS

882 INCIDENTS

FEB 2021

1071 IN JAN 2021

1069 IN FEB 2020



191
Fires

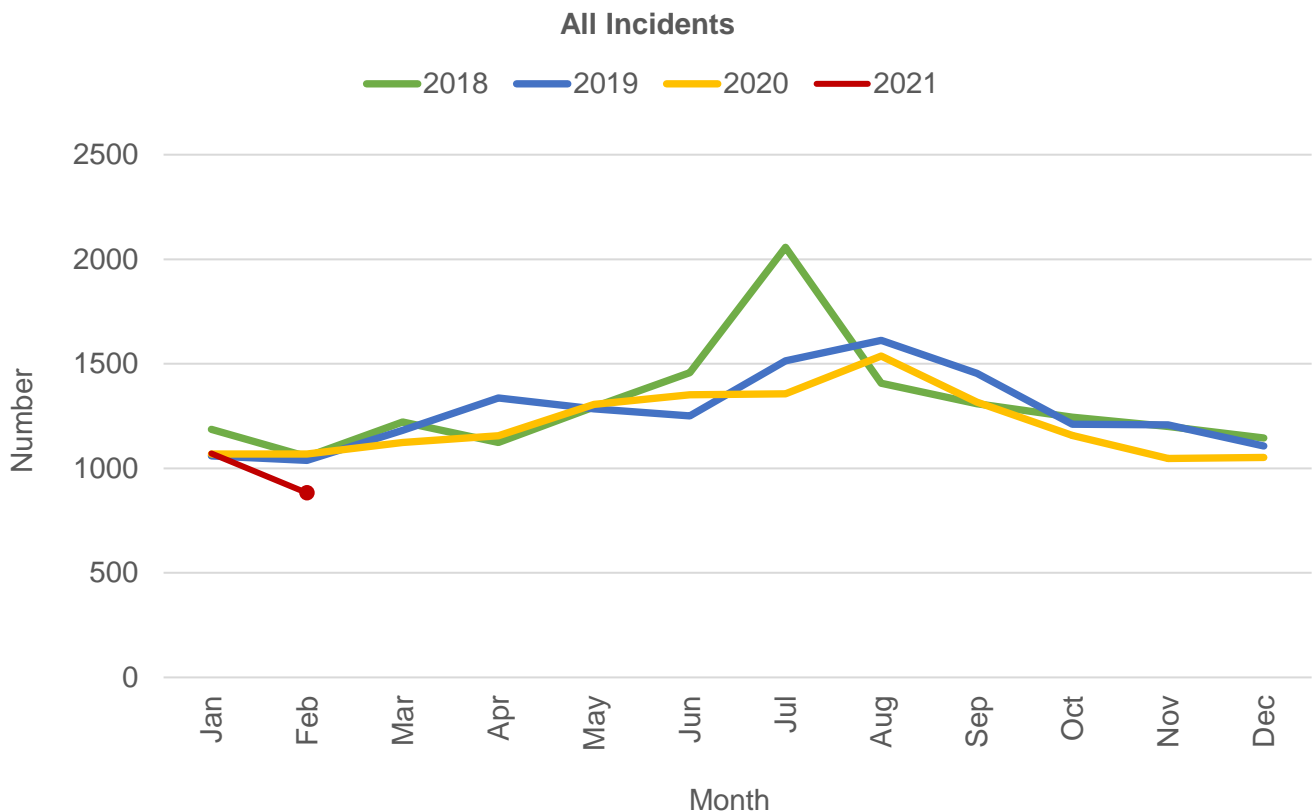


282
Special
Services



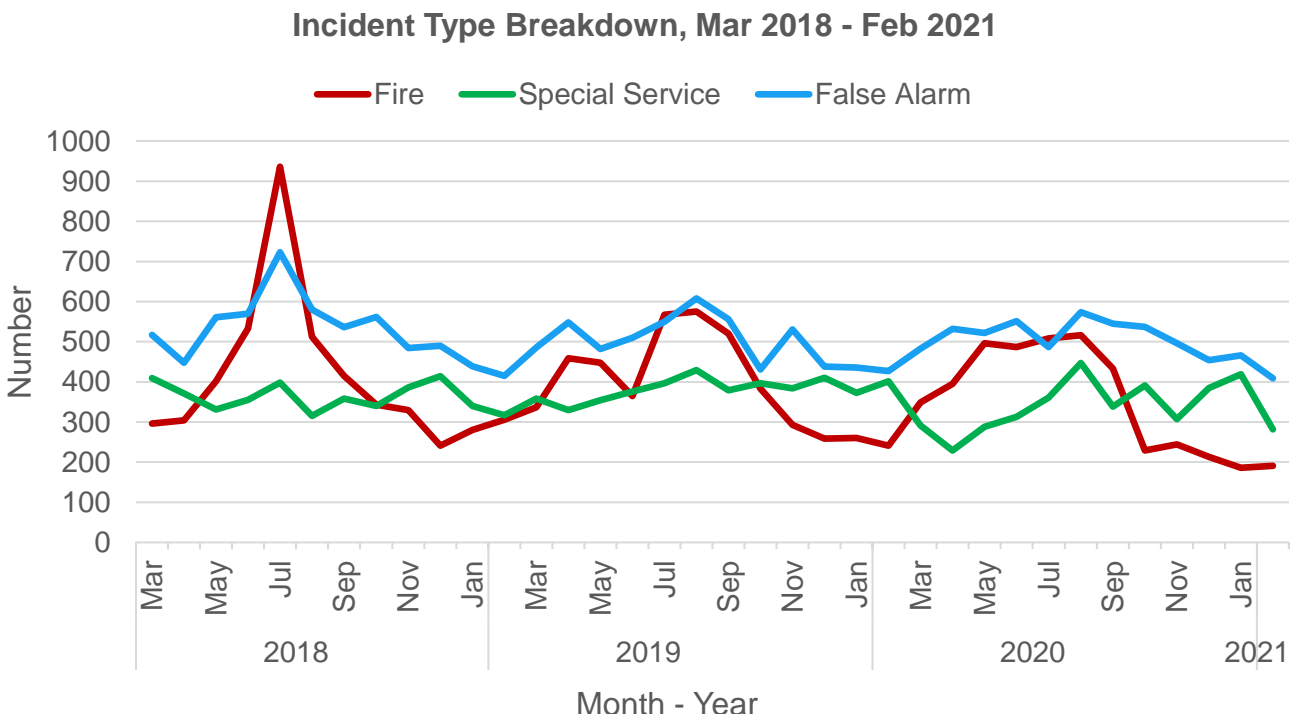
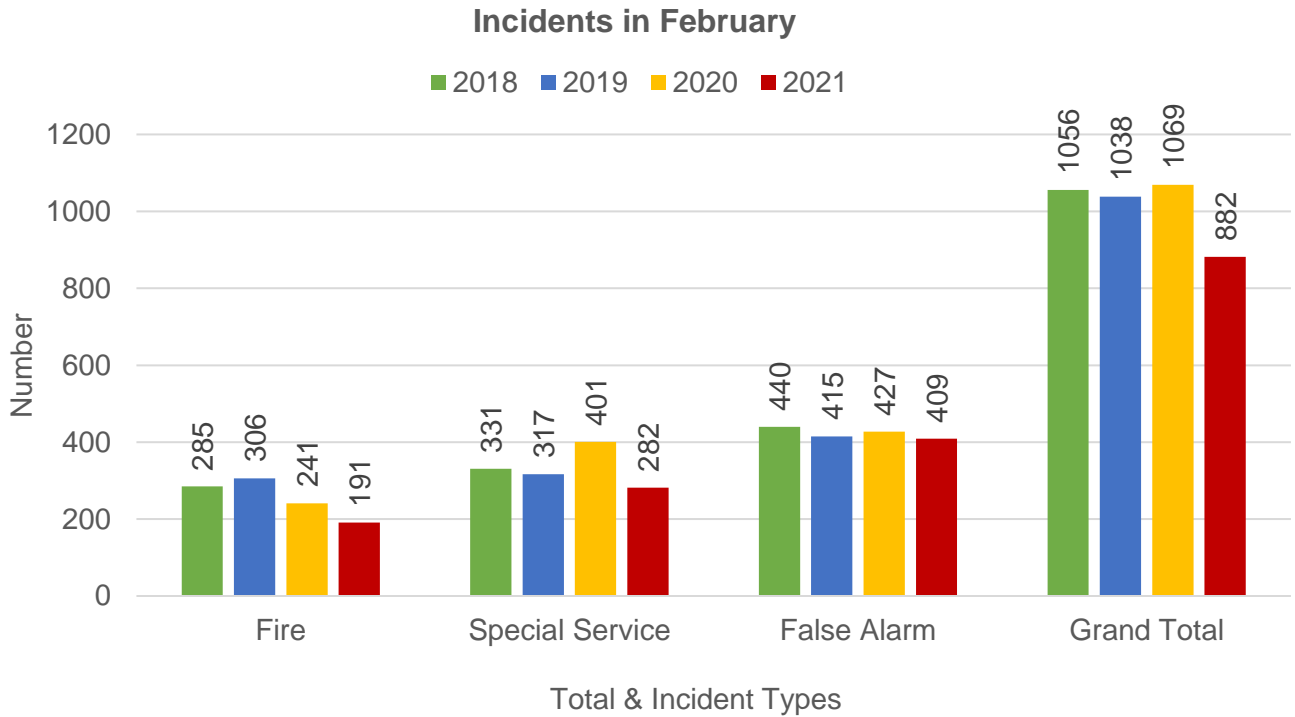
409
False
Alarms

At the time of reporting, 17 incidents (17 for Feb) awaiting quality assurance in the Incident Recording System, 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

ECFRS attended less Primary Fires in Feb 2021 than the previous month and less than in Feb 2020.

ECFRS attended more Secondary Fires in Feb 2021 than the previous month but less than in Feb 2020.

ECFRS attended less ADFs in Feb 2021 than the previous month and less than in Feb 2020.

	Feb 2021	Jan 2021	Feb 2020
Primary Fires	109	125	134
Secondary Fires	74	55	95
Accidental Dwelling Fires	47	59	64
Fatalities (all Fires)	0	1	0
Casualties (all Fires)	3	0	4

Further Details on Fire-Related Fatalities/ Casualties

There were 3 casualties from fires in Feb 2021, 2 of which were involved in (separate) ADFs. One of the fires started in the bedroom at around 4 PM due to a fault in electric lighting and the other started in the living room in the early hours of the morning (3.44 AM) due to combustible articles too close to heat source (fire). Both victims were male and went to hospital with injuries that appeared to be serious. One of the victims was aged 15 – 20 who was injured from fighting fire (burns) and the other was 50 – 55 who was injured when discovering the fire.

The other fire was deemed as deliberate within student hall of residence. The victim was female aged between 20 – 25 and went to hospital with injuries that appeared to be slight.

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

INCIDENTS

SPECIAL SERVICES

ECFRS attended less Special Service incidents in Feb 2021 than the previous month and less than in Feb 2020.

There were 35 people killed (1) or seriously injured (34) on Essex roads in February (provisional figures received from Essex Police on 1 Mar 2021), a decrease of 15 compared to previous month and 29 from Feb 2020.

	Feb 2021	Jan 2021	Feb 2020
All	282	419	401
Non RTC	230	349	322
RTCs	52	70	79

FALSE ALARMS

ECFRS attended less False Alarms in Feb 2021 (409) than the previous month (466) and less than in Feb 2020 (427).

	Feb 2021	Jan 2021	Feb 2020
Due to Apparatus	204	237	192
Good Intent	200	224	218
Malicious (Hoax)	5	5	17

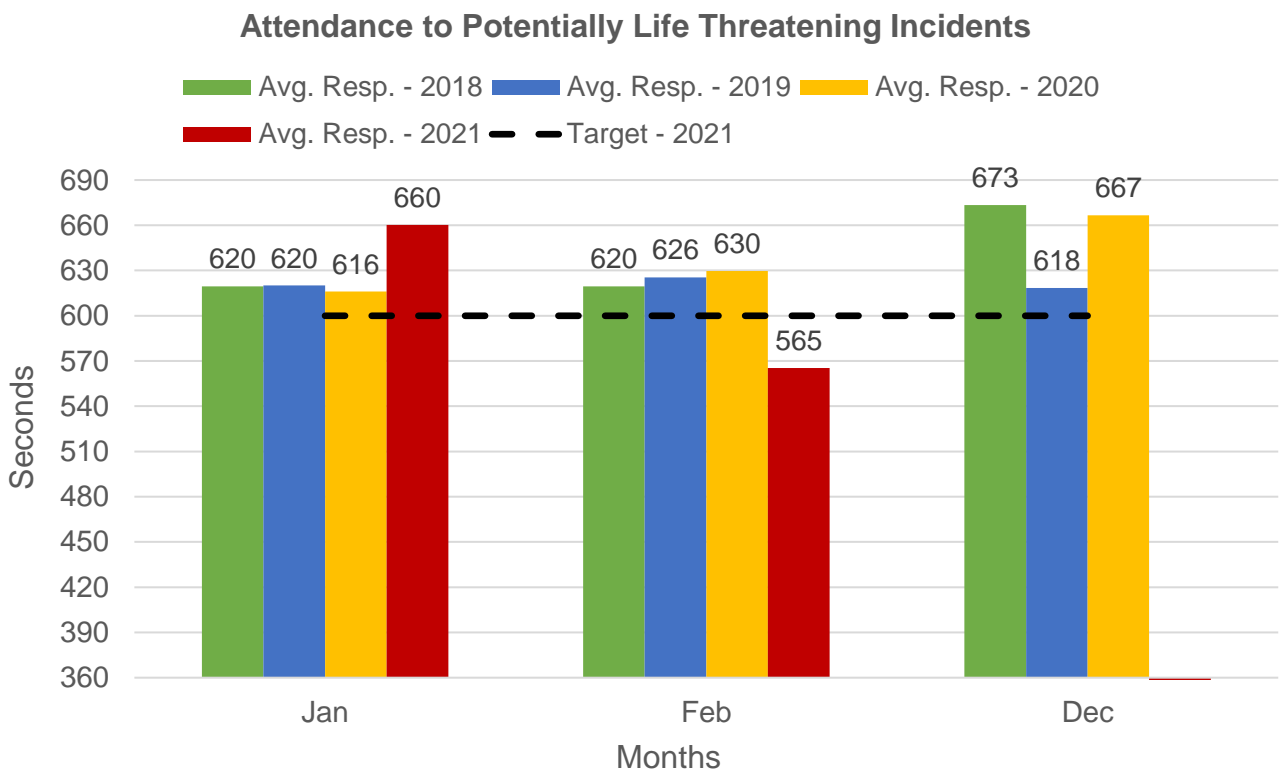
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in Feb 2021 was 9 minutes and 25 seconds (below the target). This is a decrease of 95 seconds compared to the previous month.



TIME OF CALL TO ARRIVAL - % WITHIN 15 MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In Feb 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)

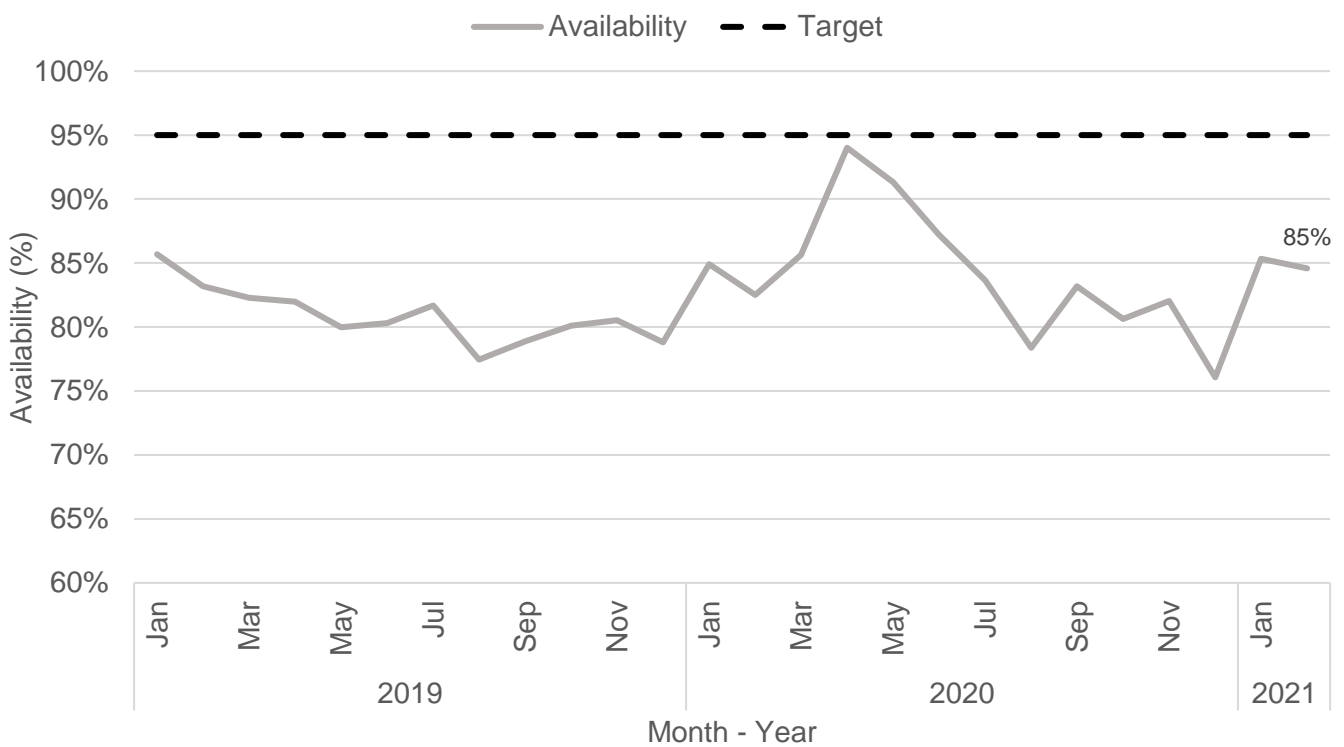
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Feb 2021 was 84.6%, a decrease from 85.3% in Jan 2021, although an improvement compared to Feb 2020's availability which was 82.5%.

Total Pumping Appliance Availability, Jan 2019 - Feb 2021



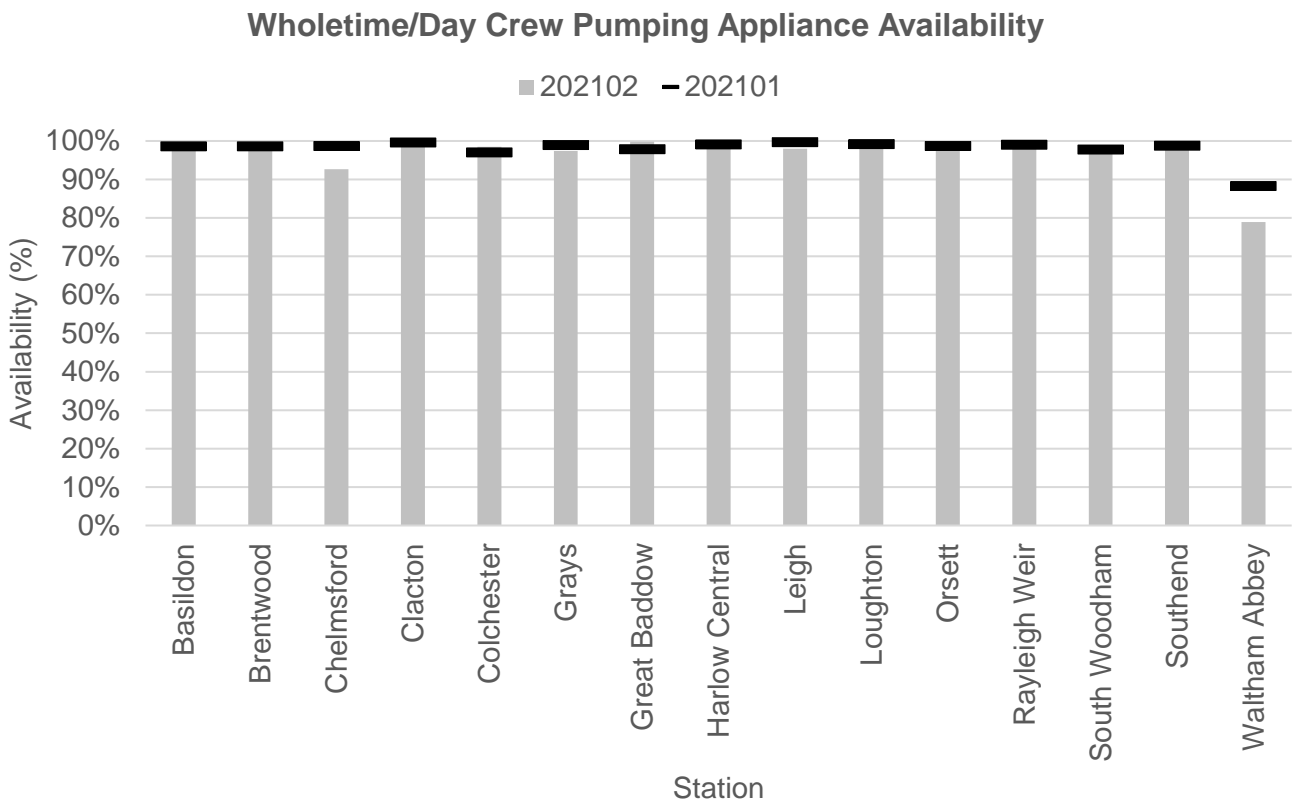
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Feb 2021 was 98.1%, a slight decrease from 98.5% in Jan 2021. Feb 2020's availability was 97.7%. Pumping appliance availability improved for Brentwood, Colchester, Great Baddow, South Woodham and Southend.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

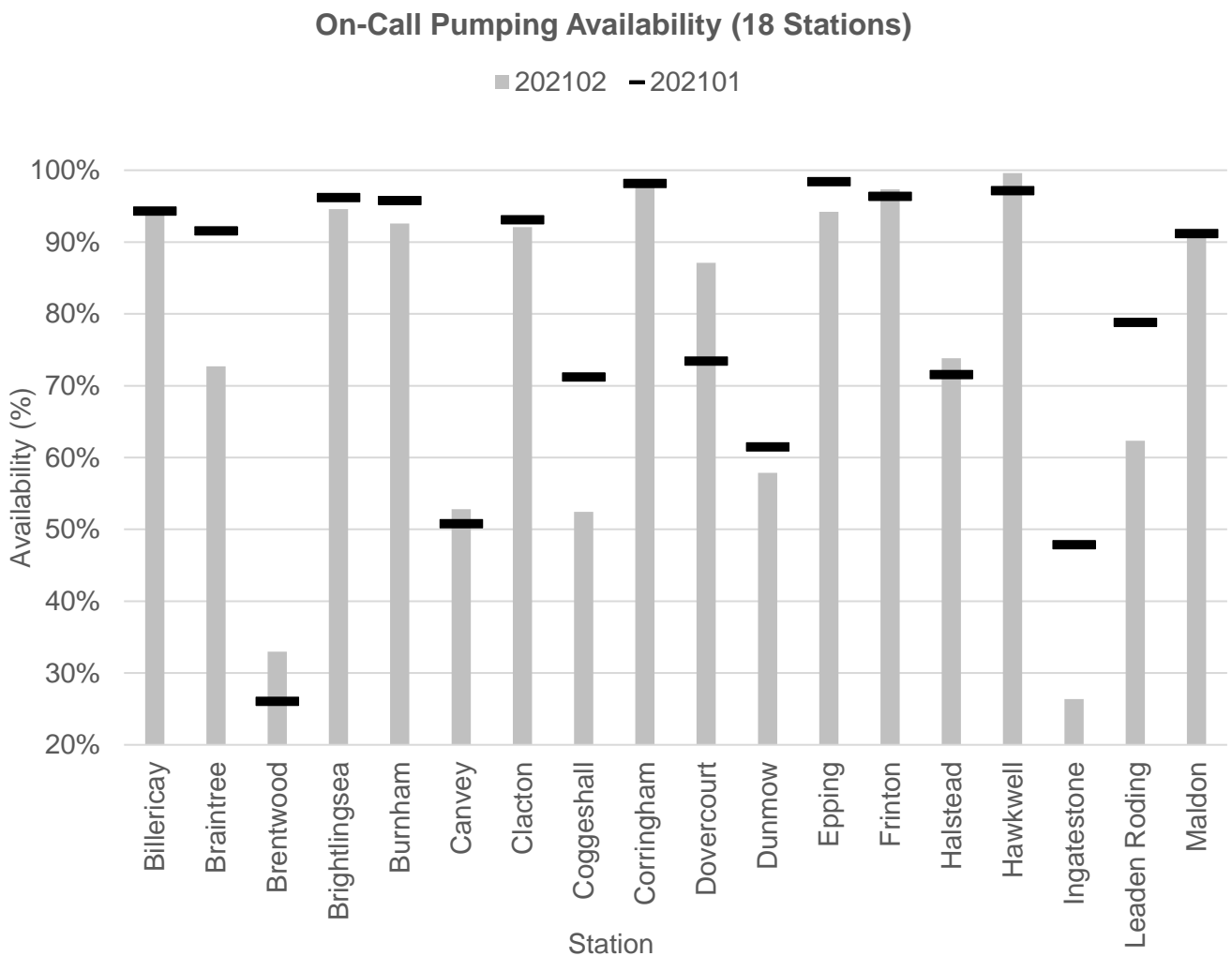
The On-Call pumping appliance availability in Feb 2021 was 81.1%, a decrease from 79.7% in Jan 2021. Feb 2020's On-Call pumping appliance availability was 76.3%.

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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Brentwood, Canvey, Corringham, Dovercourt, Frinton, Halstead, Hawkwell and Maldon.

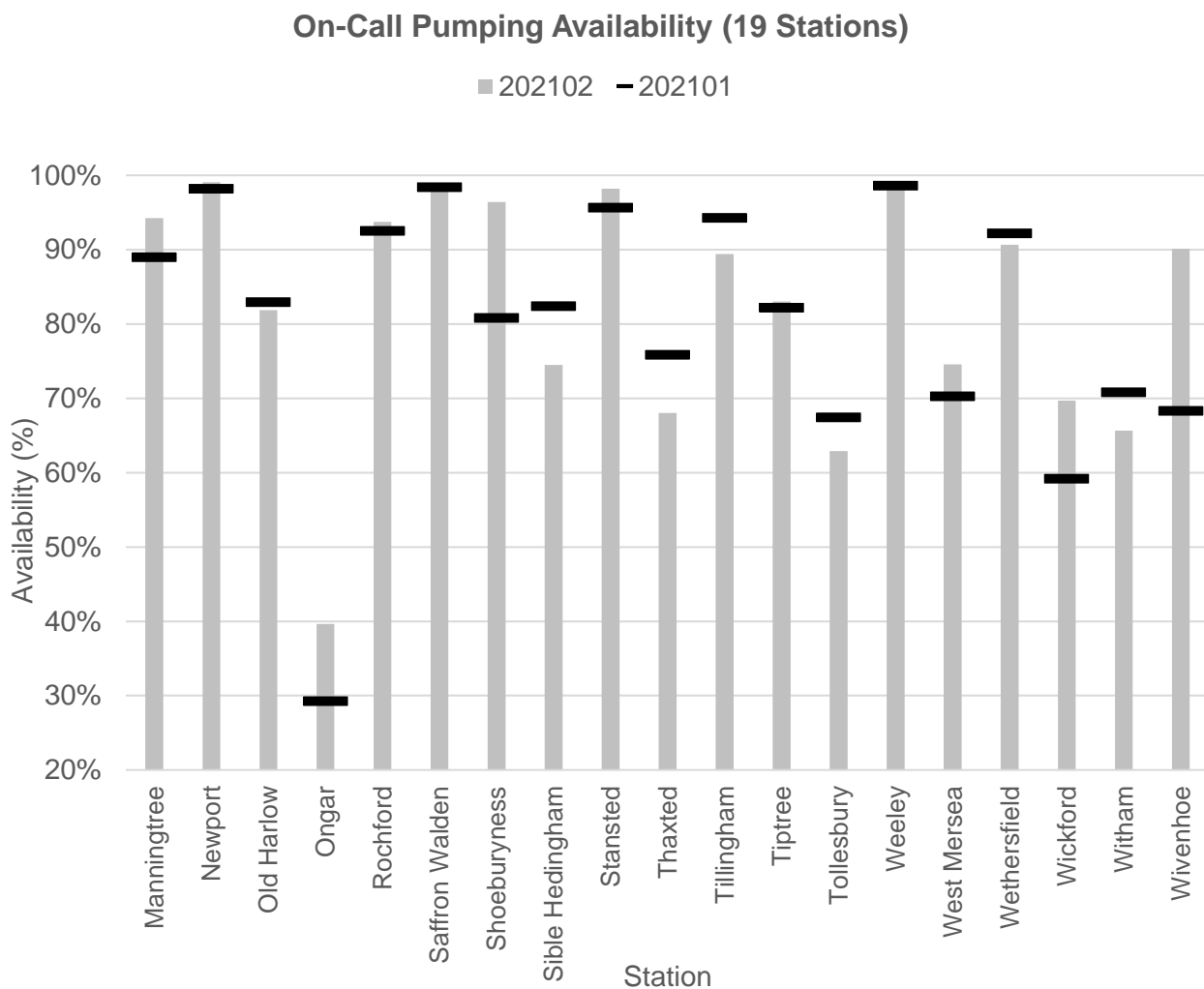


FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Manningtree, Newport, Ongar, Rochford, Saffron Walden, Shoeburyness, Stansted, Tiptree, Weeley, West Mersea, Wickford and Wivenhoe.



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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

The table below shows the availability targets for each On-Call station for 2020/21 and whether it has been met (highlighted in green) or not met (in red) for Feb 2021. Values (%) rounded up to nearest 10. Note, for two pump stations, performance is measured at station level.

Station	Target	Feb 2021	Station	Target	Feb 2021
Billericay	90	94	Newport	90	99
Braintree	75	73	Old Harlow	55	82
Brentwood	50	33	Ongar	50	40
Brightlingsea	90	95	Rochford	79	94
Burnham	90	93	Saffron Walden	90	99
Canvey	90	53	Shoeburyness	90	96
Clacton	90	92	Sible Hedingham	90	75
Coggeshall	73	52	Stansted	90	98
Corringham	90	99	Thaxted	66	68
Dovercourt	75	87	Tillingham	90	89
Dunmow	90	58	Tiptree	90	83
Epping	90	94	Tollesbury	57	63
Frinton	90	97	Weeley	90	99
Halstead	90	74	West Mersea	85	75
Hawkwell	90	100	Wethersfield	74	91
Ingatestone	90	26	Wickford	50	70
Leaden Roding	50	62	Witham	55	66
Maldon	90	92	Wivenhoe	75	90
Manningtree	85	94			

FOCUS: SMOKING

Nationally¹, there has been a 25% decrease in the number of primary fires where the source of ignition was smokers' materials (includes cigarette lighters) over the last decade (from 6930 fires in 2010/11 to 5197 fires in 2019/20).

In 2019/20, 38% of the fires (1988) with this source of ignition were accidental dwelling fires (ADFs), where 94% of them were caused by human factors². **The main cause of ADFs related to this ignition source for all years over the last decade was careless handling of fire or hot substances³.**

There have been 884 fire related fatalities associated with the source ignition of smoking materials over a ten-year period. **People aged between 65 – 79, particularly males, have been the main victims of smoking related fires⁴ (see chart on right).**

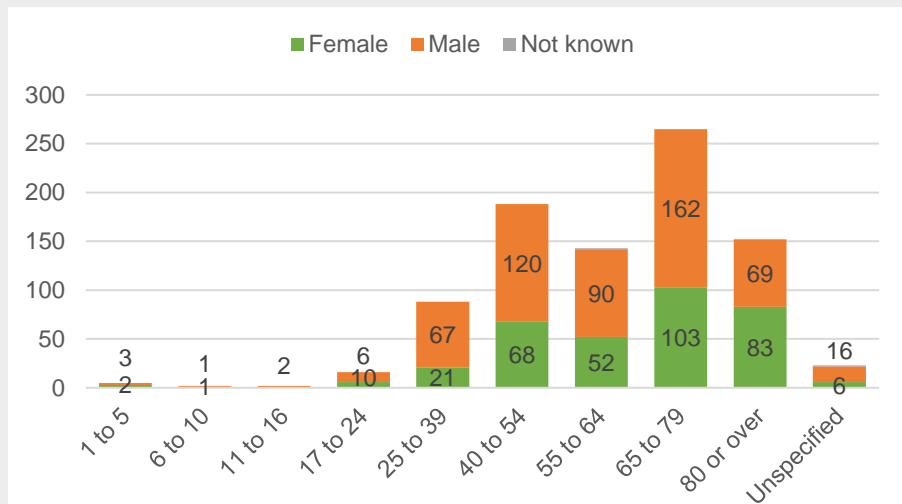


Figure 1: National figures concerning fire-related fatalities, by age group and gender, involving smoking materials.

In 2019/20, there were 65 fatalities and 821 non-fatal casualties in primary fires where the ignition source was smoking materials, the lowest figure since 2015/16.

In calendar year, 2020, **ECFRS attended 98 fires (5% of all primary fires) where the source of ignition was smoking related materials including cigarette lighters.** 56% of these fires were ADFs and for the majority, the main cause of the fire was careless handling/disposal of the smoking materials. The most common first item ignited for all locations was household paper/cardboard.



The peak day of the week for smoking materials related primary fires was Thursday.

The peak hour for time of call, regardless of day, was 5 – 6 PM.



The unitary authority of Southend-on-Sea and the districts of Chelmsford, Basildon and Harlow had 10 or more fires where the ignition source was smoking related materials.

In 2020, there were no fatalities and 12 casualties from fires involving smoking materials.

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

¹ Data sourced from Home Office [Fire Statistics Table 0602a](#) on 16/03/2021.

² Human/Non-Human factors are defined as whether the cause of the fire was out of a person's control or not.

³ Data sourced from [Home Office Fire Statistics Table 0605](#) on 16/03/2021.

⁴ Data sourced from Home Office [fire-related fatalities dataset](#) on 16/03/2021.

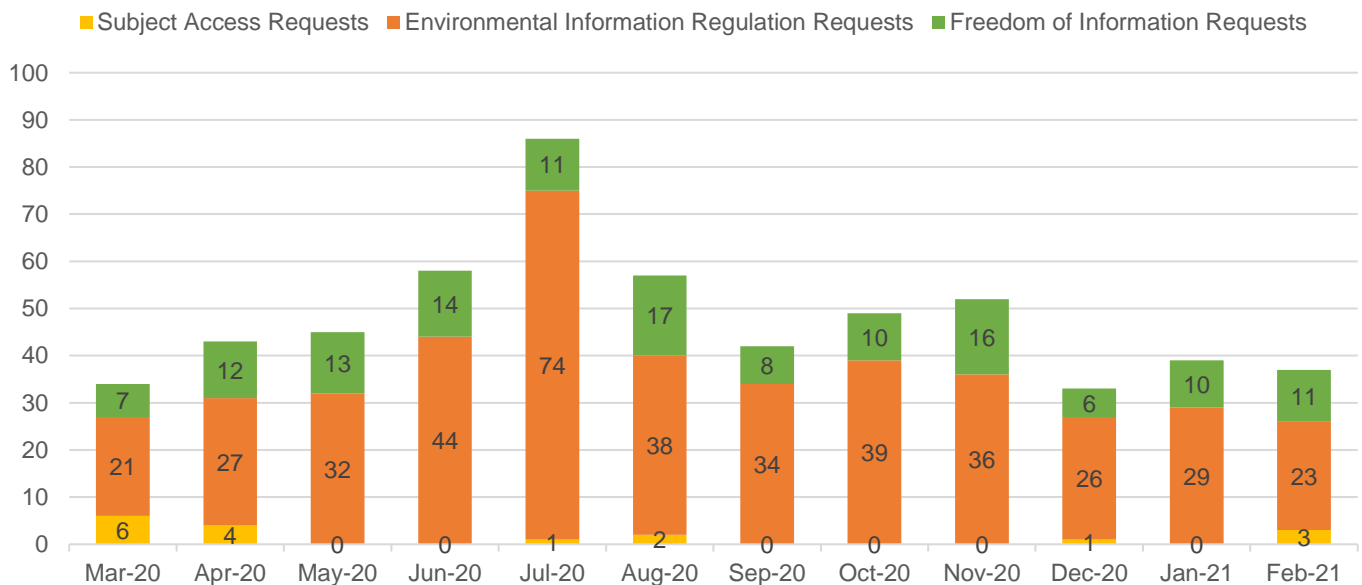
FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

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 take various forms including induction for new employees, team meetings, station visits etc. There was 1 organised training and awareness session with Information Asset Owners in February 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 6 reported personal data breaches in February 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 February 2021



The main themes around the 11 FOIs received were Contracts (2), Data Request (2), Fire Safety (2), HR (2), Fleet (1), H&S (1) and Other (1).

21 EIRs were for Fire Reports and 2 EIRS were for other environmental information.

3 Subject Access Requests (SAR) were received in February 2021. 1 SAR was from a current member of staff and 2 were from former members of staff.

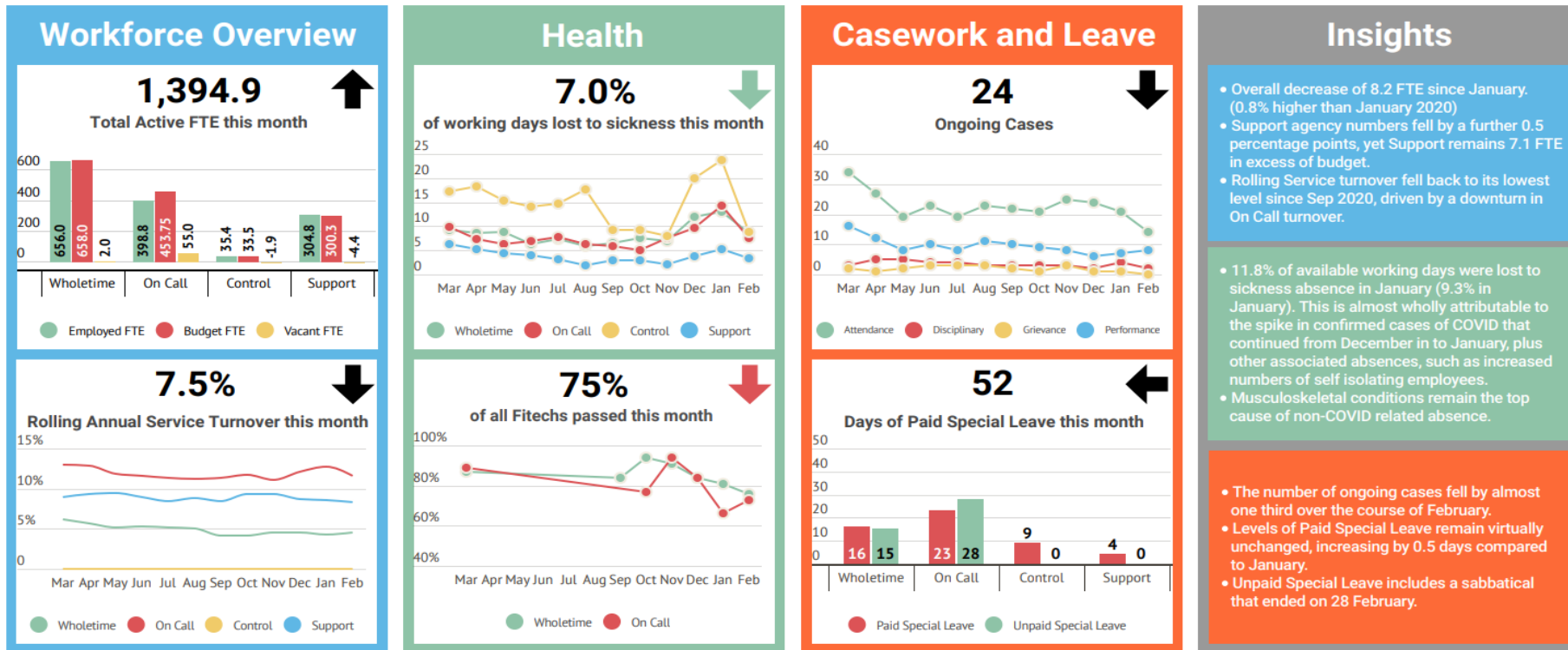
14 complaints and compliments were received in February 2021. The 10 complaint themes were Operations (4), Staff Behaviour/Attitude (3), Driving (1) and Other (2). We also received 4 compliments in February 2021.

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

HUMAN RESOURCES

People Dashboard

Feb 2021



Focus areas this month:

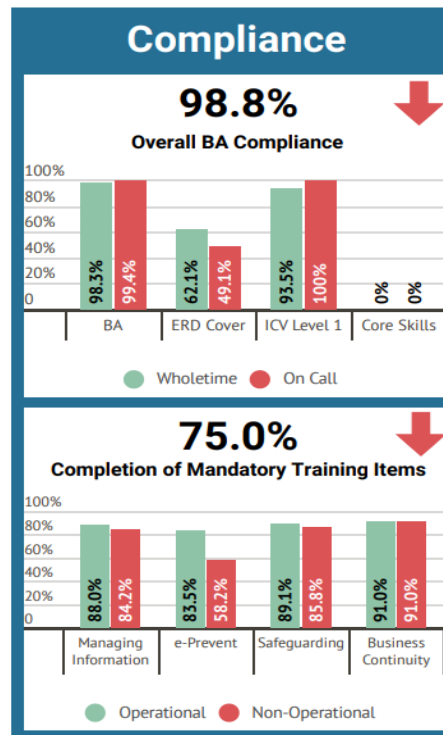
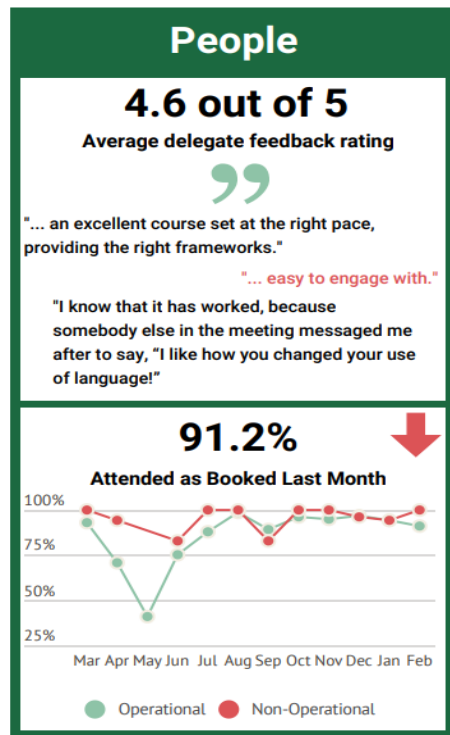
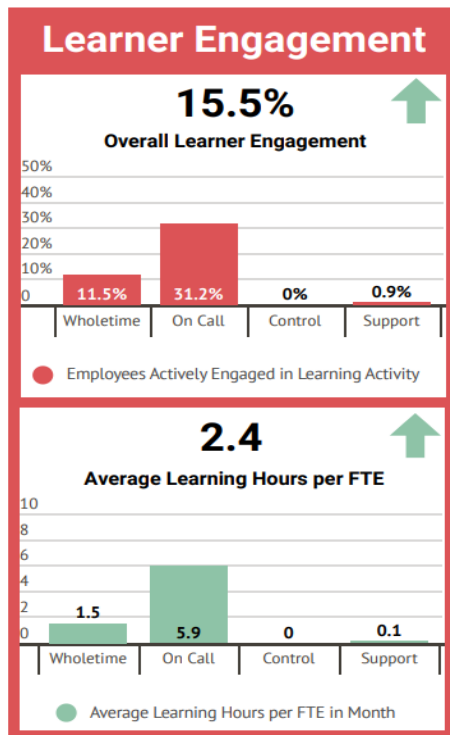
Ongoing 7-days per week COF support, plus the formal launch of the 2021/22 performance appraisal cycle

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

LEARNING & DEVELOPMENT

Learning & Development Dashboard

Feb 2021



Insights

- Overall engagement rose by 1.9 percentage points compared to January.
- Average learning hours increased from 1.3 hours per FTE in January to 2.4 hours in February.
- Training attendance levels dropped slightly in February.
- 442 hours of Professional Development activity were delivered to 92 delegates.
- 10 training events were cancelled by the Service, affecting 37 delegates. There was one no show and two non-attendances due to illness.
- Risk Critical Compliance levels remain generally stable. Overall BA compliance has dropped by a further 0.1 percentage points since January.
- Completion of mandatory training items dropped in the month, yet remains higher for Operational personnel when compared to their non-Operational colleagues.

Focus areas this month:

Our focus areas for March are Coaching and Mentoring

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

HEALTH & SAFETY (H&S)

During February, the Health & Safety team collated and submitted all our COVID-19 documentation to the HSE following a complaint received by them. After inspection, the HSE agreed that ECFRS were following all Government guidelines and had sufficient control measures in place so no further action was required.

The Service has commissioned an external COVID audit by Bureau Veritas and the H&S team prepared all the documents required ready for the start of the audit visits in March.

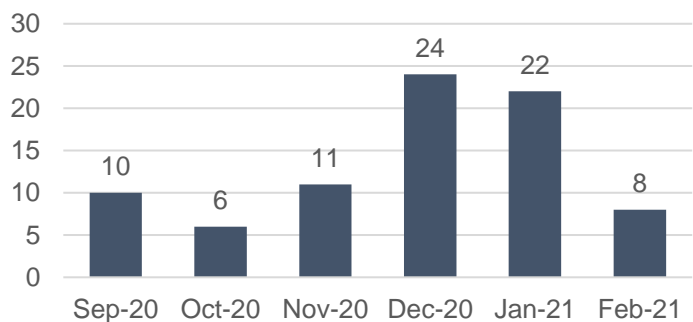
All the COVID risk assessments were reviewed and sent to the trade union representatives for agreement and sign off.

An accident investigation was completed by the on-call H&S Advisor following an appliance colliding with a member of the public's car at traffic lights on route to an operational incident.

All safety data taken from OSHENS on 04/03/2021.

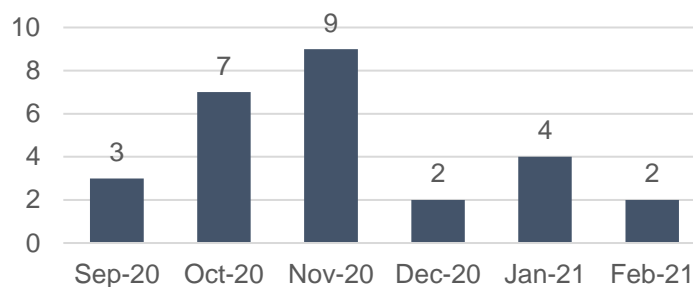
Accidents.

There were 8 accidents/ill health at work reported in February of which 2 happened on station during routine activities, 3 during training drills on Service premises, 1 at an operational incident, 1 playing recreational sport on station and 1 slip/trip/fall during training off site.



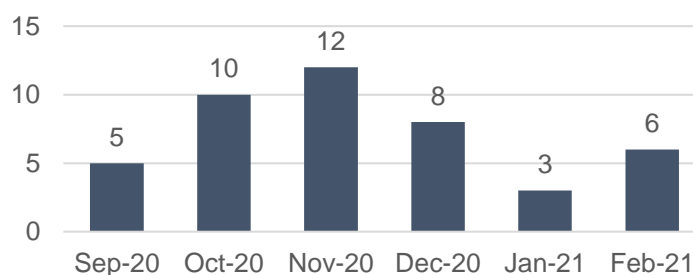
Hazards.

There were just 2 hazards reported in February of which 1 related to procedures at an operational incident and 1 around manual handling concerns.



Near Misses.

Of the 6 near misses reported in February, 3 related to equipment, 2 to PPE failure and 1 to pager failure.



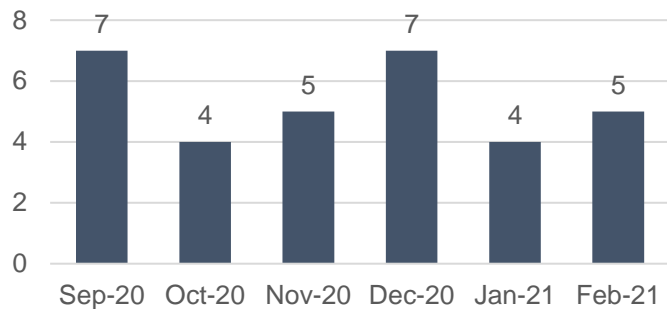
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 04/03/2021.

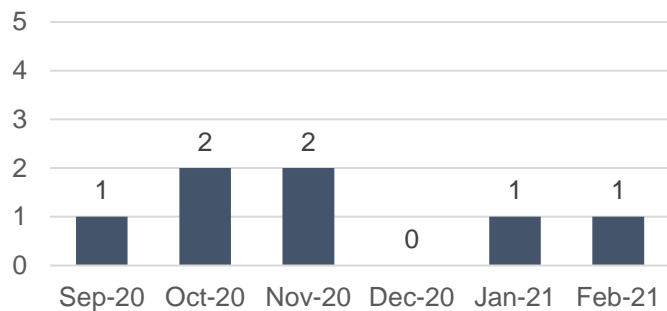
Control Measure Failures.

There were 5 control measure failures reported in February of which 2 related to the lack of changing facilities for crews in the open, 1 to PPE stowage not being adequate, 1 to Control working below minimum numbers and 1 to concerns over a premise's fire alarms.



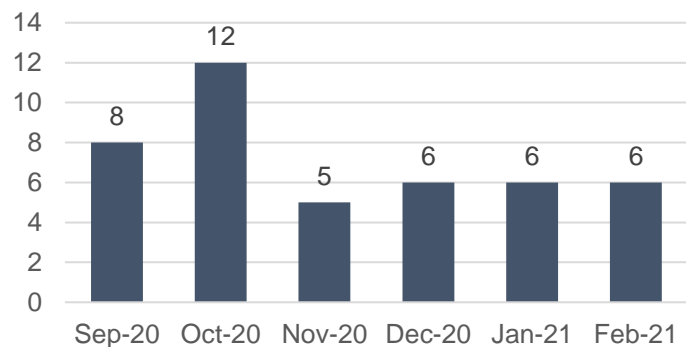
Attacks on Fire Service Personnel.

There was 1 attack on Fire Service personnel in February which was verbal abuse from a member of the public at an operational incident.



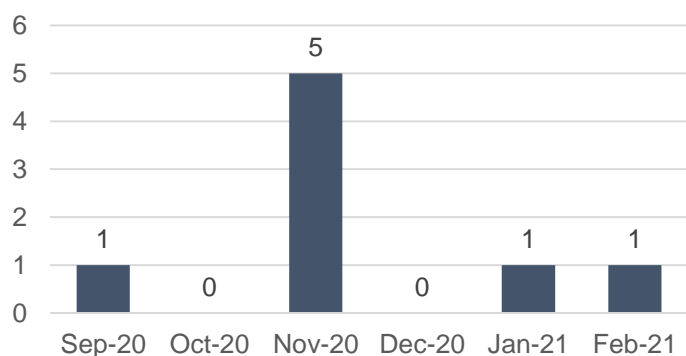
RTC involving ECFRS Vehicles.

Of the 6 RTC's reported in February 3 were vehicles reversing on Service premises, 1 a collision with a member of the public's car on route to an operational incident, 1 with a parked car whilst refuelling and 1 due to incorrect equipment storage causing damage to an appliance.



RIDDOR.

There was 1 RIDDOR report in February which was an over 7-day injury.



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

PROTECTION

The Protection team completed 19 full audits, of which 18 of these were High (H) or Very High (VH) on the RBIP, and 144 of the 153 desktop audits were H or VH.

99% of the planning, building regulations and licensing consultations (see light orange rows below) were responded to within the statutory time limit.

Case Type	Number of Activities Completed	Response Success
Planning	89	86
Alleged Fire Risk (AFR)	20	
Desktop Audits	153	
Full Audits	19	
Building Regulations	133	133
HMO	9	
Licensing	43	43
Other Fire Safety Activity	65	
Other Consultations	18	
Prohibition Notice	-	
Enforcement Notice	-	
Notification of Deficiencies (NOD)	49	
NOD Themes (in order of most, and number)	Article 9: Risk assessment (not having one, or not suitable and sufficient) 8 Article 8: General fire precautions (taking precautions to ensure safety of staff and public (relevant persons)) 7 Article 17: Maintenance (testing and servicing of alarms, emergency lighting, FFE) 4 Article 11: Fire safety arrangements (effective planning and control over preventative and protection measures) 2 Article 10: Principles of prevention (avoiding, evaluating, combating risk; adapting to progress) 2	

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

HOME SAFETY

The Home Safety Team completed a reduced number of visits in February 2021, compared with January 2021, although the number of interactions with the Home Safety Information Team remained steady. 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 (Gold Crisis significantly reduces the number of cases in which ECFRS personnel will cross the threshold to complete a visit, in order to protect our own people, and the public from Coronavirus).

The number of visits completed by volunteers remains at 0, as ECFRS Home Safety volunteering remains paused.

Measure	February 2021	Trend
Total number of visits	279	↘
Number of Safe and Well Visits	257	↘
Number of Home Safety Visits by Stations	6	↘
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles (CSO's, CB's, FSO's)	16	↘
Number of FHB10 (standard smoke detectors) fitted	421	↘
Number of FHB10W (sensory smoke detectors) fitted	50	↗
How many enquiries did we receive to the Information Centre	234 Incoming	→
	798 Outgoing	↗
	277 Email Requests	→

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

HOME SAFETY

Measure	February 2021	Trend
The number over 65 years old	220	↘
The number who lived alone	108	↘
The number who had a disability	93	→
The number who lived in Social Housing	13	→
Home safety doorstep drop off interactions completed by CSOs	67	↗
Number of FHB10 smoke alarms provided by CSOs to the public (during drop offs)	103	↗
Number of cases reviewed by the Home Safety Command and Control Group	67	↗

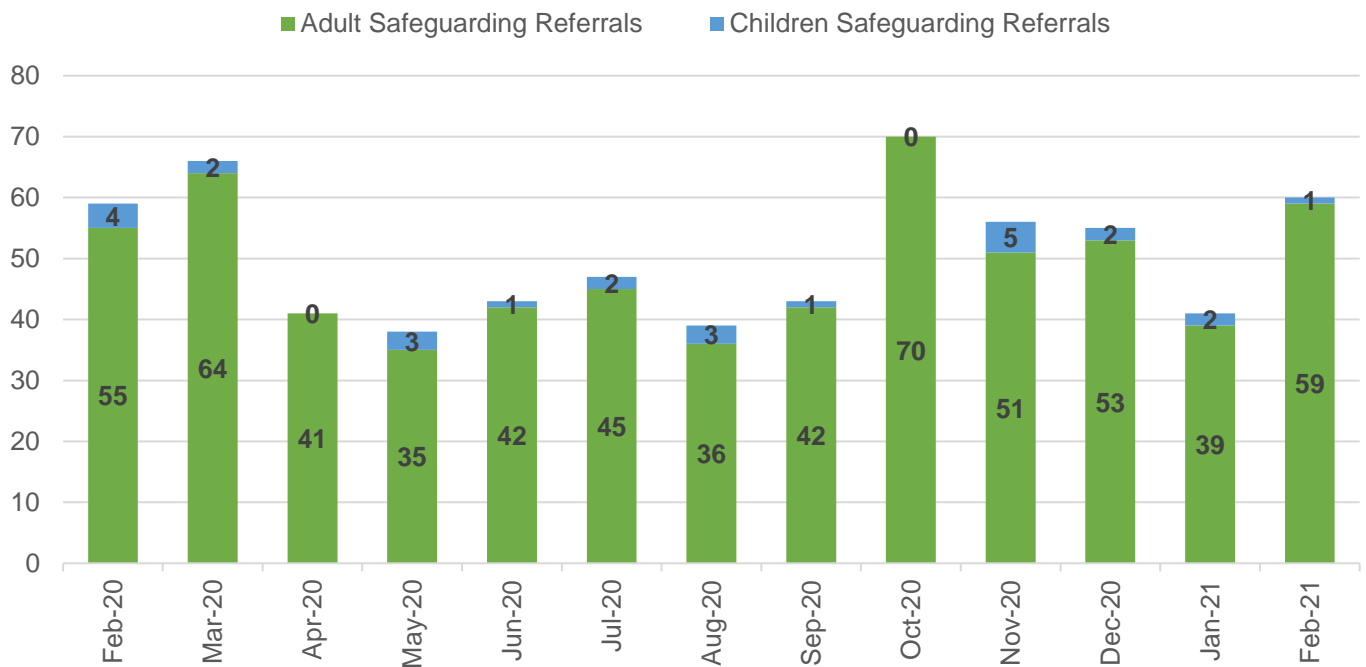
Rural / Urban Classification	Count of Visits	As Percentage (%)
Rural town and fringe	37	14%
Rural village and dispersed	15	6%
Urban city and town	182	71%
Urban major conurbation	22	9%
Grand Total	256*	100%
**Some visits are not included as they are awaiting input onto CFRMIS.		

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

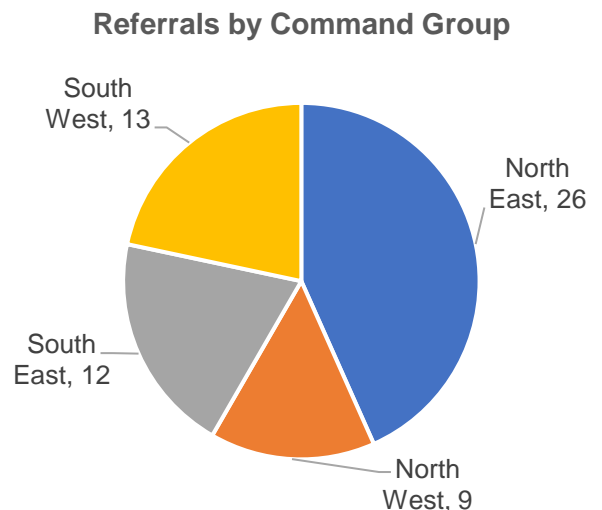
COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 60 safeguarding referrals to ECFRS in February 2021, 19 more than January 2021 and 1 less than received in February 2020. 533 referrals received to date in FY 2020/21.

Safeguarding Referrals, February 2020 - February 2021



Referrer	Number of Referrals
Service Personnel	24
Social Care	18
Police	6
Housing	4
NHS	4
Community Partners	1
Control	1
Safe & Well Officers	1
Other	1



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