



Essex County
Fire & Rescue Service

Monthly Performance Report

July 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
16 August 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 July 2021 than the previous month but less than in July 2020. This is due to more special service incidents and false alarms.
- There was an increase in average response time to potentially life-threatening incidents. 83.6% of incidents were attended by an ECFRS appliance 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.

INFORMATION GOVERNANCE

- 52 statutory requests were received in July 2021: 11 FOIs, 40 EIRs and 1 SAR.
- There were five reported personal data breaches in July 2021.

HUMAN RESOURCES (HR)

- Development of the tools required for supporting and developing the Strategic Workforce Plan.

LEARNING & DEVELOPMENT (L&D)

- Continuing focus on quality of professional development learning data held in Civica.

HEALTH & SAFETY (H&S)

- During July the H&S department created a new risk assessment to reflect the lifting of Government guidelines for COVID-19 and the Service position in response to these. The COVID-19 handbook was then revised and updated to align with the new risk assessment. Safety flash 11A was updated and rereleased as 11B to reflect changes.
- Toolbox talk 43, Reporting safety observations through OSHENS was created and released Service wide. This was to remind all staff that OSHENS can be used to submit suggestions or ideas for health & safety as well as reporting incidents.

PROTECTION

- The Protection team completed 81 full audits, of which 69 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). The team also completed 3 desktop audits in July 2021, all of these were H or VH on the RBIP.
- 98% of the planning, building regulations and licensing consultations were responded to within the statutory time limit.

HOME SAFETY

- The number of Home Safety Team visits completed have remained stable from June to July 2021. However, the number of visits completed by stations increased by 91%.
- 81 requests were made for annotations to ECFRS mobilising system to indicate a resident was restricted to bed or chair. This is the first time this figure has been reported.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 95 safeguarding referrals to ECFRS in July 2021, an increase of 14 compared to previous month and 48 more than July 2021.

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

INCIDENTS

**1351 INCIDENTS
JULY 2021**

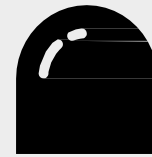
**1325 IN JUNE 2021
1356 IN JULY 2020**



309
Fires



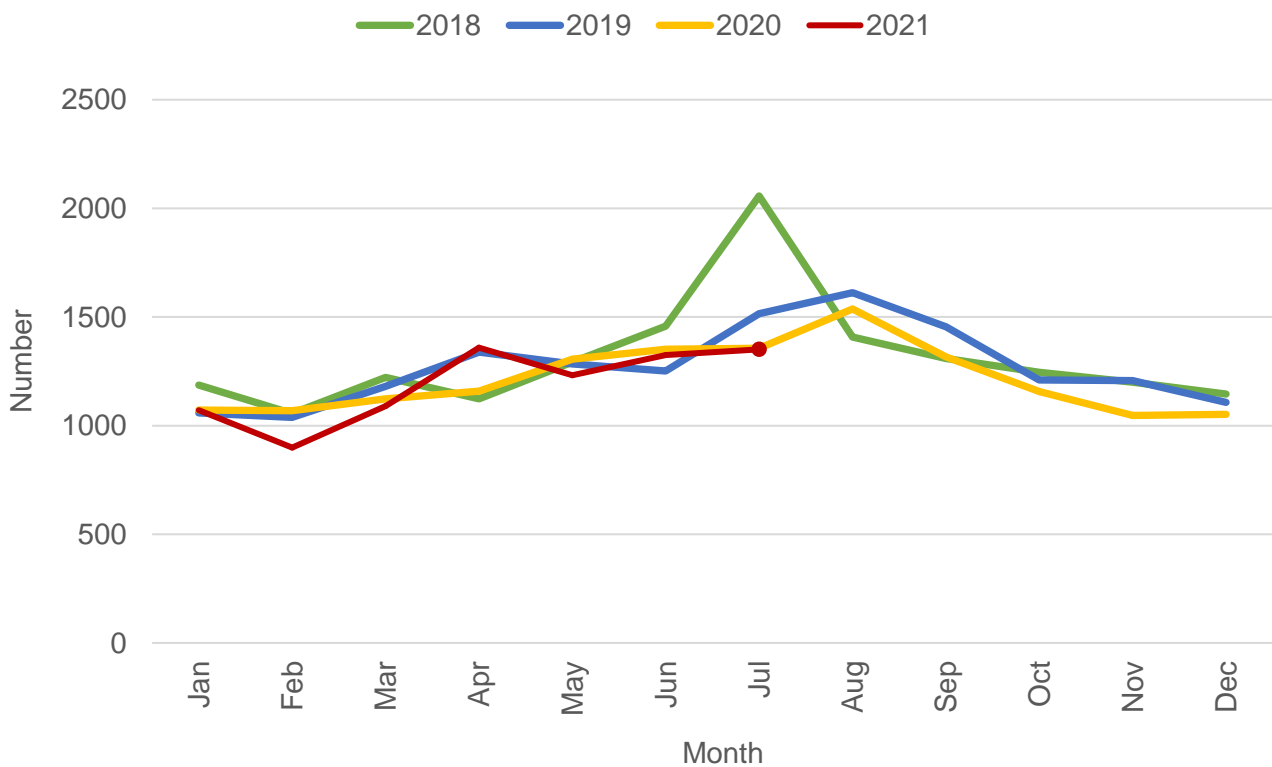
437
Special
Services



605
False
Alarms

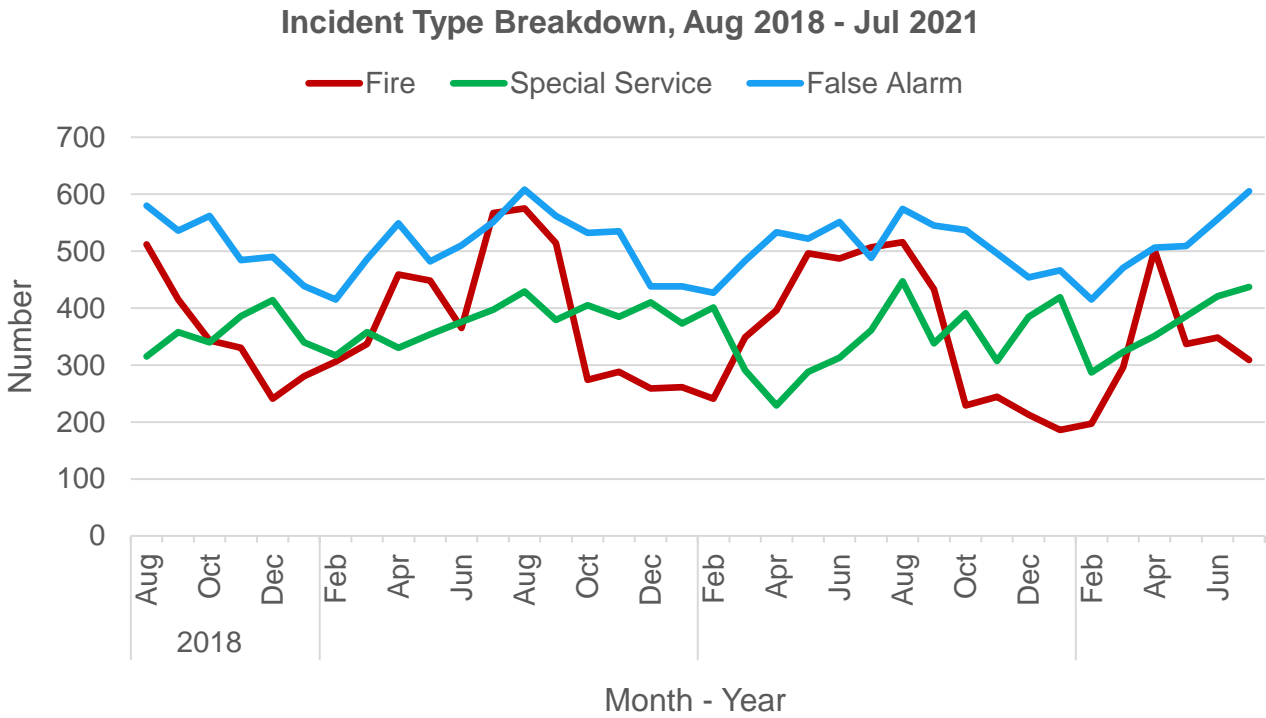
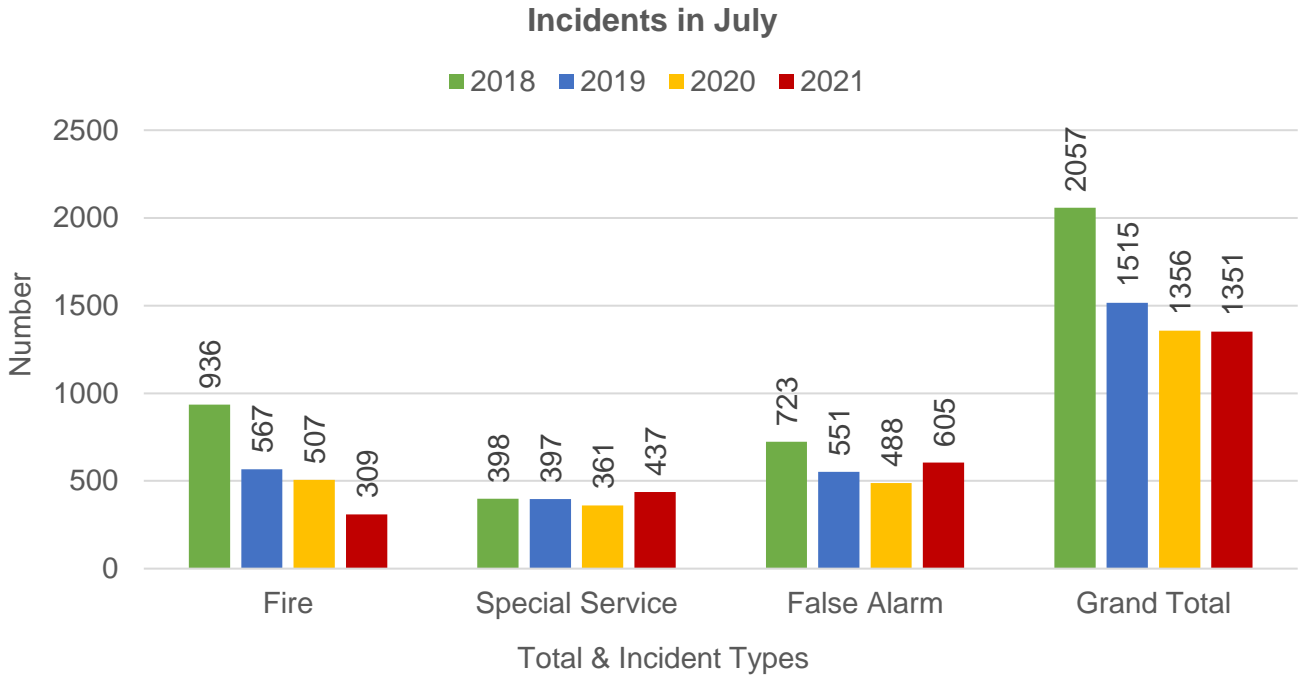
At the time of reporting, 48 incidents (1 for Apr, 1 for Jun, 46 for Jul) awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.

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 July 2021 than the previous month but less than in July 2020.
- ECFRS attended less Secondary Fires in July 2021 than the previous month and less than in July 2020.
- ECFRS attended less ADFs in July 2021 than the previous month and less than in July 2020

	Jul 2021	Jun 2021	Jul 2020
Primary Fires	168	164	182
Secondary Fires	141	184	324
Accidental Dwelling Fires (ADFs)	50	62	59
Fire-related Fatalities	1	1	0
Fire-related Casualties	3	10	5

Further Details on Fire-related Fatalities and Casualties

- At ICOD, the fire investigation is ongoing and as a result, information about the incident and its victim has not been completed. The sparse information available in the record indicates that the fire-related fatality was female aged between 65 – 70. The incident occurred in Southend.
- 2 of the 3 fire-related casualties were from two fire incidents that also occurred in Southend. One of the incidents was an accidental dwelling caused by faulty leads to equipment or appliance located within the living room of a flat. No alarm system was present. The victim was male (age unknown) and went to hospital with injuries that appeared to be serious.
- The other Southend-based incident was involving a fire in a car that caused injury to a female victim aged between 25 – 30 who went to hospital with injuries that appeared to be slight. This incident was not a road traffic collision, and motive could not be confirmed.
- The third fire-related casualty was involved in a car fire within Loughton station ground. The victim was female aged between 45 – 50 with injuries that appeared to be slight. This was not a road traffic collision and motive deemed as accidental.

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

INCIDENTS

SPECIAL SERVICES

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

	Jul 2021	Jun 2021	Jul 2020
All	437	421	361
Non RTC	339	336	279
RTCs	98	85	82

	Jul 2021	Jun 2021	Jul 2020
Road* – Killed or Seriously Injured (KSI)	78	63	56
Water-related Fatality	1	0	1

*Based on provisional KSI data received from Essex Police on 2nd August 2021

FALSE ALARMS

ECFRS attended more False Alarms in July 2021 than the previous month and more than in July 2020.

	Jul 2021	Jun 2021	Jul 2020
All	605	556	308
Due to Apparatus	286	247	198
Good Intent	300	297	274
Malicious (Hoax)	19	12	16

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

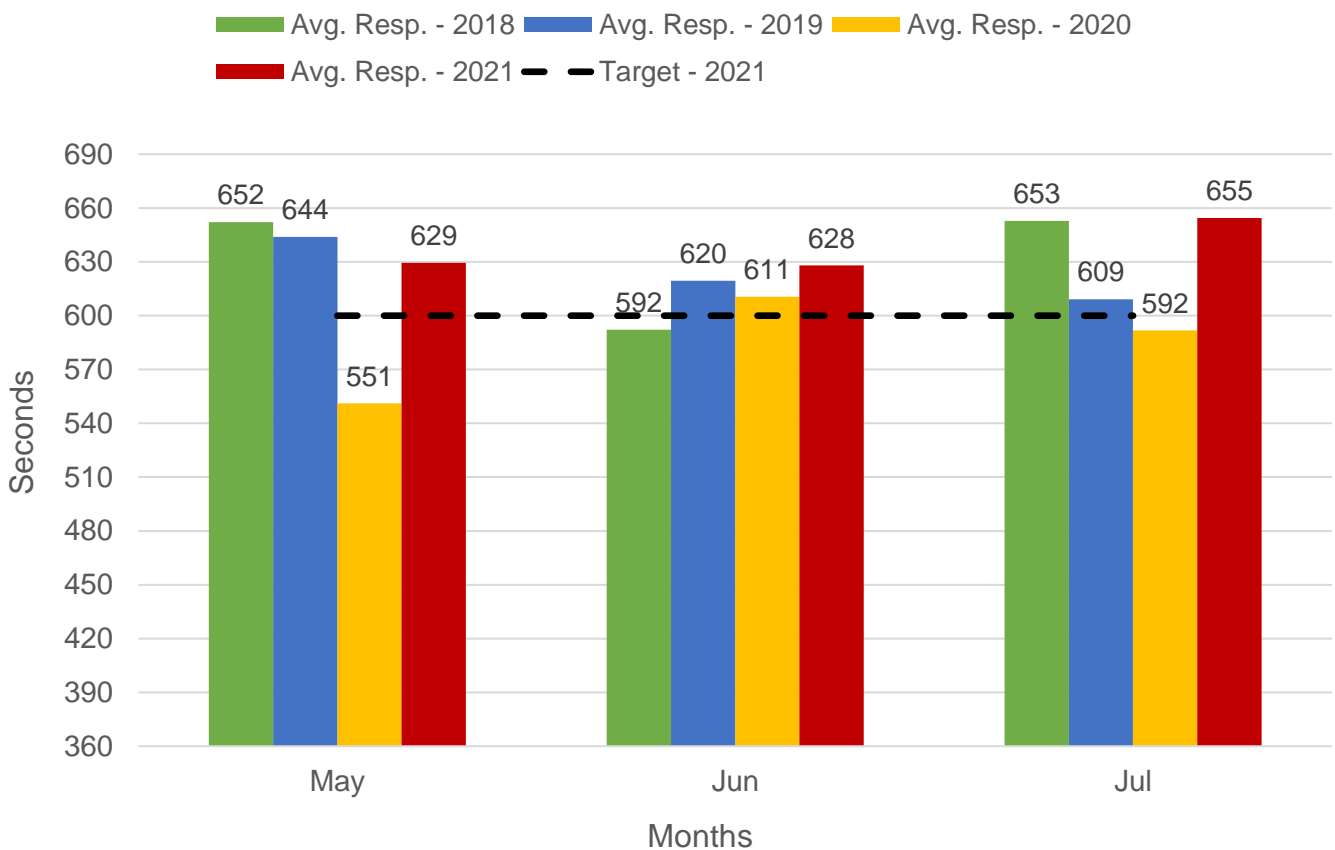
ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – ATTENDANCE WITHIN AN AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in Jul 2021 was 10 minutes and 55 seconds (below the target). This is an increase of 27 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 July 2021, 83.6% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes. For comparison, 84% were attended within 15 mins in June 2021.

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

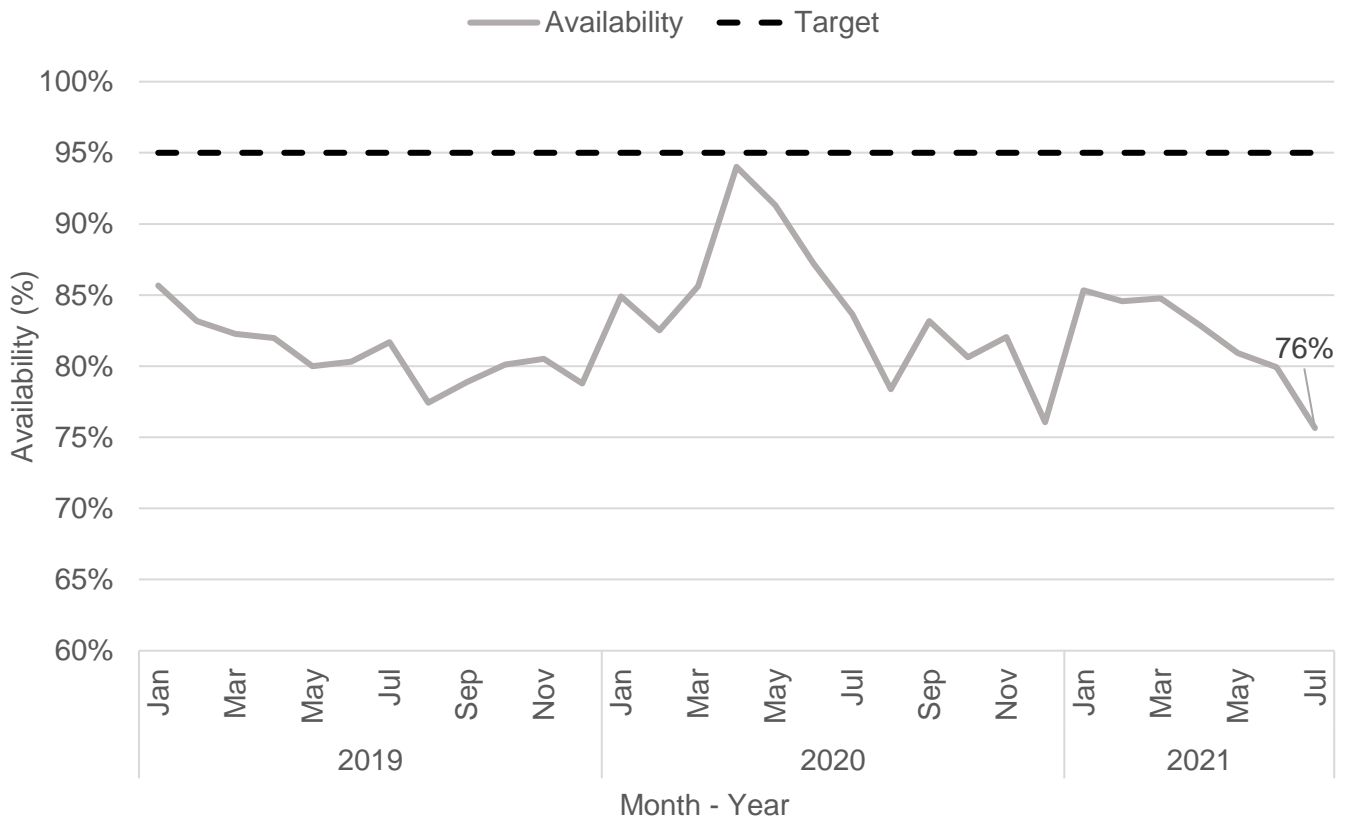
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in July 2021 was 75.7% (76%, rounded to nearest 10), a decrease from 79.9% in June 2021. July 2020's total pumping appliance availability was 83.7%.

Total Pumping Appliance Availability, Jan 2019 - Jul 2021



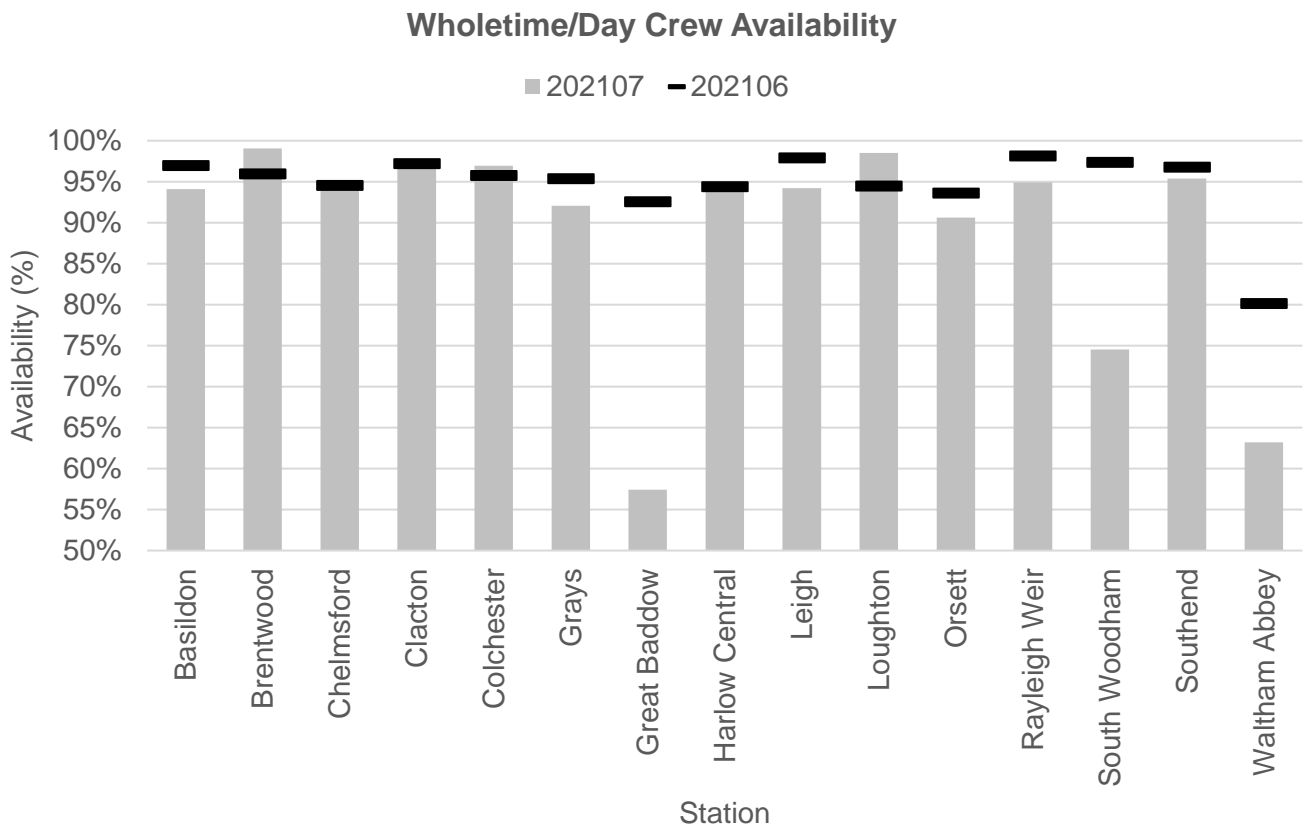
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in July 2021 was 90.7%, a decrease from 95.0% in June 2021. July 2020's availability was 97.5%. Pumping appliance availability improved for Brentwood, Chelmsford, Colchester, Harlow Central and Loughton.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

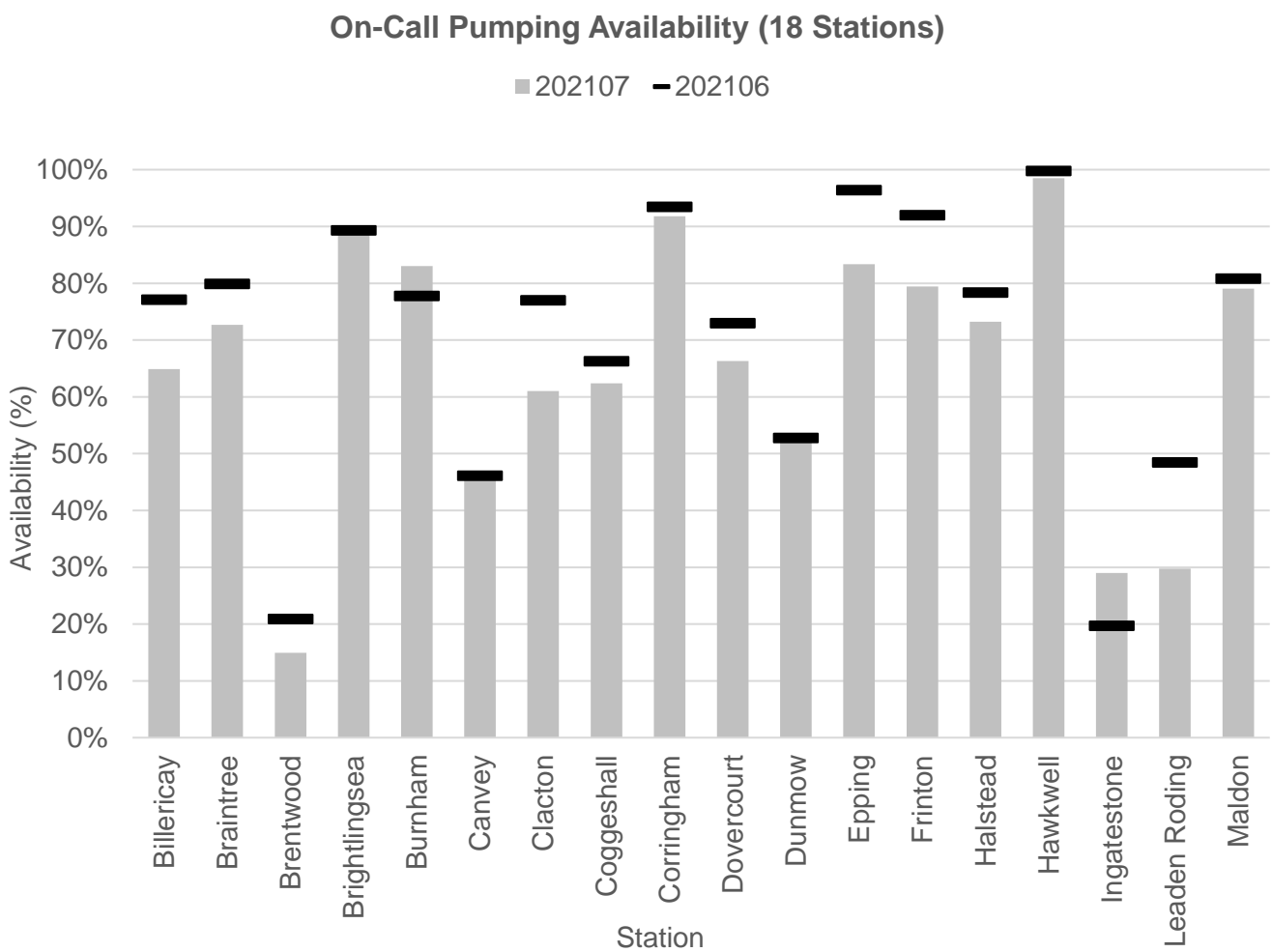
The On-Call pumping appliance availability in July 2021 was 68.6%, a decrease from 72.9% in June 2021. July 2020's availability was 77.2%.

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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Burnham, Dunmow and Ingatestone.



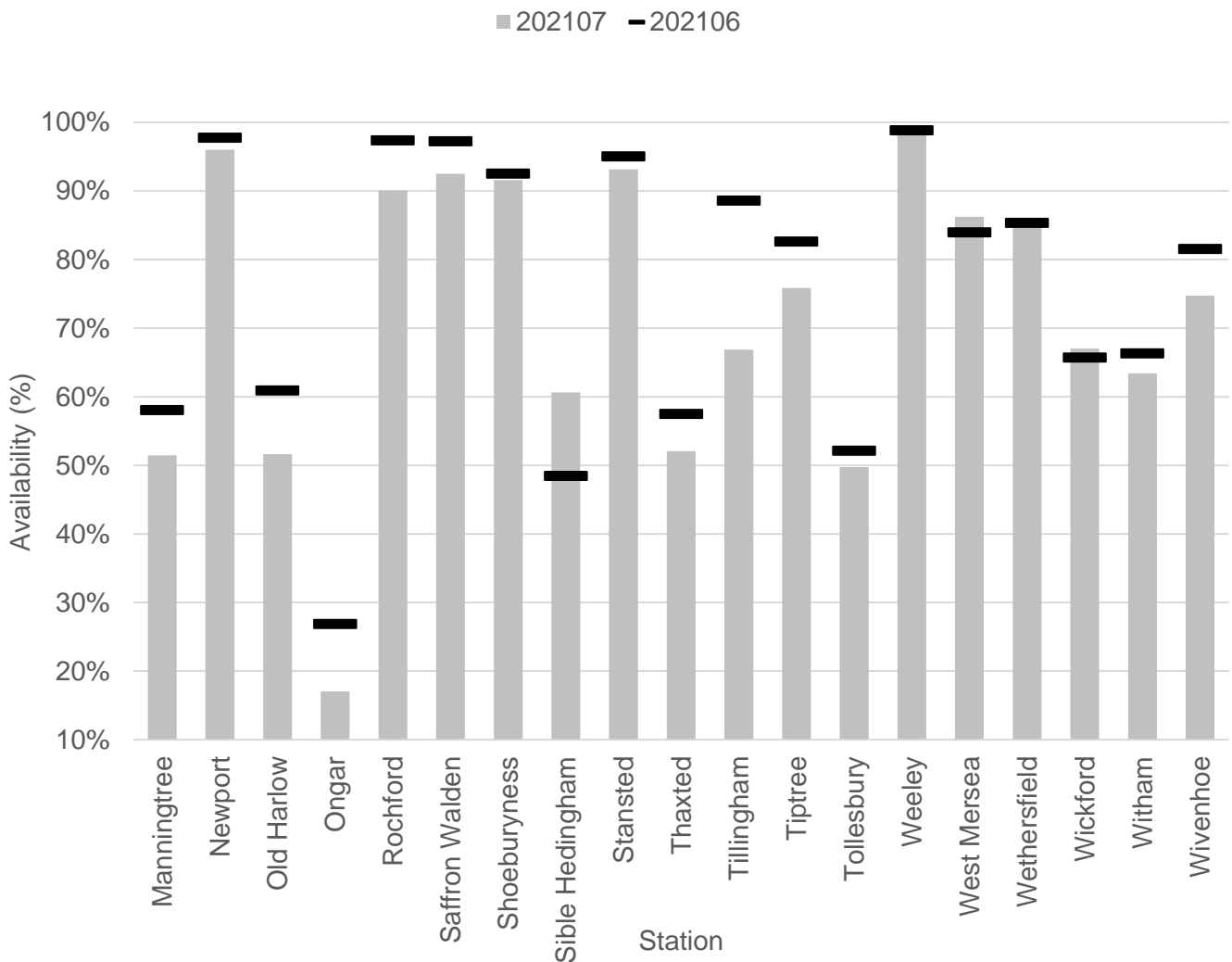
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Sible Hedingham, Weeley, West Mersea and Wickford.

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. For transparency, individual pumping appliance availability is available on the following page.

Station	Target	Jul-21	Station	Target	Jul-21
Billericay	90%	65%	Manningtree	85%	51%
Braintree	75%	73%	Newport	90%	96%
Brentwood	50%	15%	Old Harlow	55%	52%
Brightlingsea	90%	89%	Ongar	50%	17%
Burnham	90%	83%	Rochford	79%	90%
Canvey	90%	46%	Saffron Walden	90%	92%
Clacton	90%	61%	Shoeburyness	90%	92%
Coggeshall	73%	62%	Sible Hedingham	90%	61%
Corringham	90%	92%	Stansted	90%	93%
Dovercourt	75%	66%	Thaxted	66%	52%
Dunmow	90%	53%	Tillingham	90%	67%
Epping	90%	83%	Tiptree	90%	76%
Frinton	90%	79%	Tollesbury	57%	50%
Halstead	90%	73%	Weeley	90%	99%
Hawkwell	90%	99%	West Mersea	85%	86%
Ingatestone	90%	29%	Wethersfield	74%	85%
Leaden Roding	50%	30%	Wickford	50%	67%
Maldon	90%	79%	Witham	55%	63%
			Wivenhoe	75%	75%

ECFRS MONTHLY
PERFORMANCE REPORT

JULY 2021

Name	Crewing	Sign	Availability	Name	Crewing	Sign	Availability
Basildon	Wholetime	52P1	99%	Ingatestone	On Call	67P1	29%
	Wholetime	52P2	89%	Leaden Roding	On Call	88P1	30%
Billericay	On Call	68P1	65%	Leigh	Wholetime	31P1	94%
Braintree	On Call	78P1	97%	Loughton	Wholetime	72P3	99%
	On Call	78P2	48%	Maldon	On Call	46P1	97%
Brentwood	On Call	51P2	15%		On Call	46P2	62%
	Wholetime	51P3	99%	Manningtree	On Call	17P1	51%
Brightlingsea	On Call	20P1	89%	Newport	On Call	84P3	96%
Burnham	On Call	43P1	83%	Old Harlow	On Call	82P1	52%
Canvey	On Call	54P1	88%	Ongar	On Call	71P1	17%
	On Call	54P2	3%	Orsett	Wholetime	55P1	91%
Chelmsford	Wholetime	34P2	91%	Rayleigh Weir	Wholetime	35P3	95%
	Wholetime	34P3	99%	Rochford	On Call	49P1	90%
Clacton	Wholetime	12P1	61%	Saffron Walden	On Call	85P1	86%
	On Call	12P2	97%		On Call	85P2	99%
Coggeshall	On Call	24P1	62%	Shoeburyness	On Call	42P1	92%
Colchester	Wholetime	10P2	94%	Sible Hedingham	On Call	80P1	61%
	Wholetime	10P3	99%	South Woodham	Day Crew / On Call	32P1	75%
Corringham	On Call	66P1	92%	Southend	Wholetime	30P1	98%
Dovercourt	On Call	11P1	99%		Wholetime	30P2	93%
	On Call	11P2	33%	Stansted	On Call	83P1	93%
Dunmow	On Call	87P1	94%	Thaxted	On Call	86P1	52%
	On Call	87P2	12%	Tillingham	On Call	44P1	67%
Epping	On Call	89P1	83%	Tiptree	On Call	23P1	76%
Frinton	On Call	18P1	79%	Tollesbury	On Call	45P1	50%
Grays	Wholetime	50P2	85%	Waltham Abbey	Day Crew / On Call	73P1	63%
	Wholetime	50P3	99%	Weeley	On Call	19P1	99%
Great Baddow	Day Crew / On Call	33P1	57%	West Mersea	On Call	22P1	86%
Halstead	On Call	81P1	99%	Wethersfield	On Call	79P1	85%
	On Call	81P2	47%	Wickford	On Call	69P1	67%
Harlow Central	Wholetime	70P1	99%	Witham	On Call	25P1	90%
	Wholetime	70P2	90%		On Call	25P2	37%
Hawkeell	On Call	47P1	99%	Wivenhoe	On Call	21P1	75%

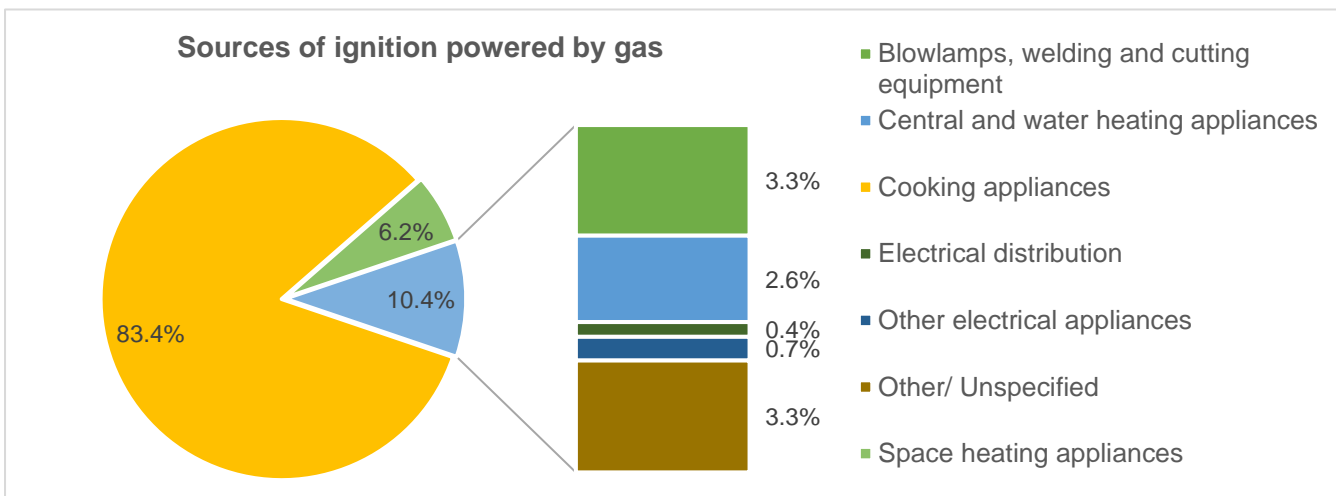
FOCUS: GAS SAFETY

The NFCC's main fire and rescue campaign for September is Home Safety, as well as Business Safety Week, Gas Safety Week and Fire Door Safety¹. This month's reporting focus will be on fires involving gas to support Gas Safety Week² which will be taking place on 13 – 19 September 2021.

It is reported that 1 in 6 homes in the UK has a dangerous gas appliance³. Gas safety is important all year, but it is not always a household's top priority. It is pertinent, more so than ever with more people staying at home, that the public are of gas safety dangers at home such as gas leaks, fire explosions and carbon monoxide poisoning as well as use a qualified Gas Safe registered engineer to carry out gas work.



10% of dwelling fires attended by non-metropolitan fire and rescue services (FRSs) since April 2010 have been caused by an ignition source that was powered by gas. The pie chart below shows that the main gas-source of ignition involved in these fires was cooking appliances.



ECFRS attended 5% of these dwelling fires involving as gas-powered cooking appliance, the third highest after Lancashire (8%) and Hampshire (6%). The top three causes of fire were misuse of equipment or appliances, placing articles too close to heat and chip/fat pan fires. However, it is pertinent to note that the number of attendances to this type of fire by ECFRS has decreased (37%) over the 11-year period, from 85 fires in 2010/11 to 53 fires in 2020/21.

Next topic: [NFCC Fire & Rescue Campaign Calendar 2021](#)

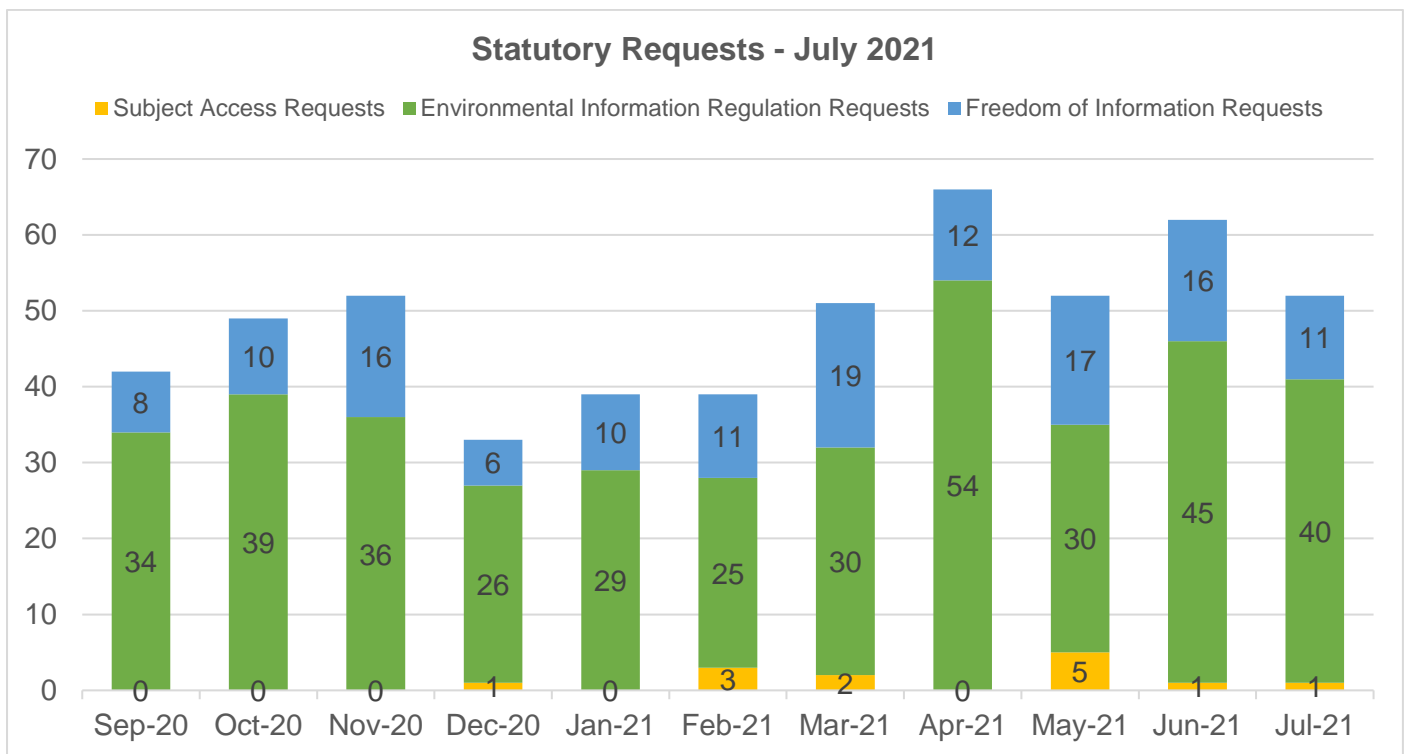
¹ [CPFG FRS CALENDAR 2021 \(nationalfirechiefs.org.uk\)](http://nationalfirechiefs.org.uk)
² [Gas Safety Week | Keeping the nation safe - Gas Safety Week \(gassaferegister.co.uk\)](http://gassaferegister.co.uk)
³ [Fire Starts when your attention stops \(nationalfirechiefs.org.uk\)](http://nationalfirechiefs.org.uk)

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 2 organised training and awareness sessions in July 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 5 reported personal data breaches in July 2021.



The main themes around FOIs were Data Request (6), HR (2), L&D (1), Operations (1) and Protection (1).

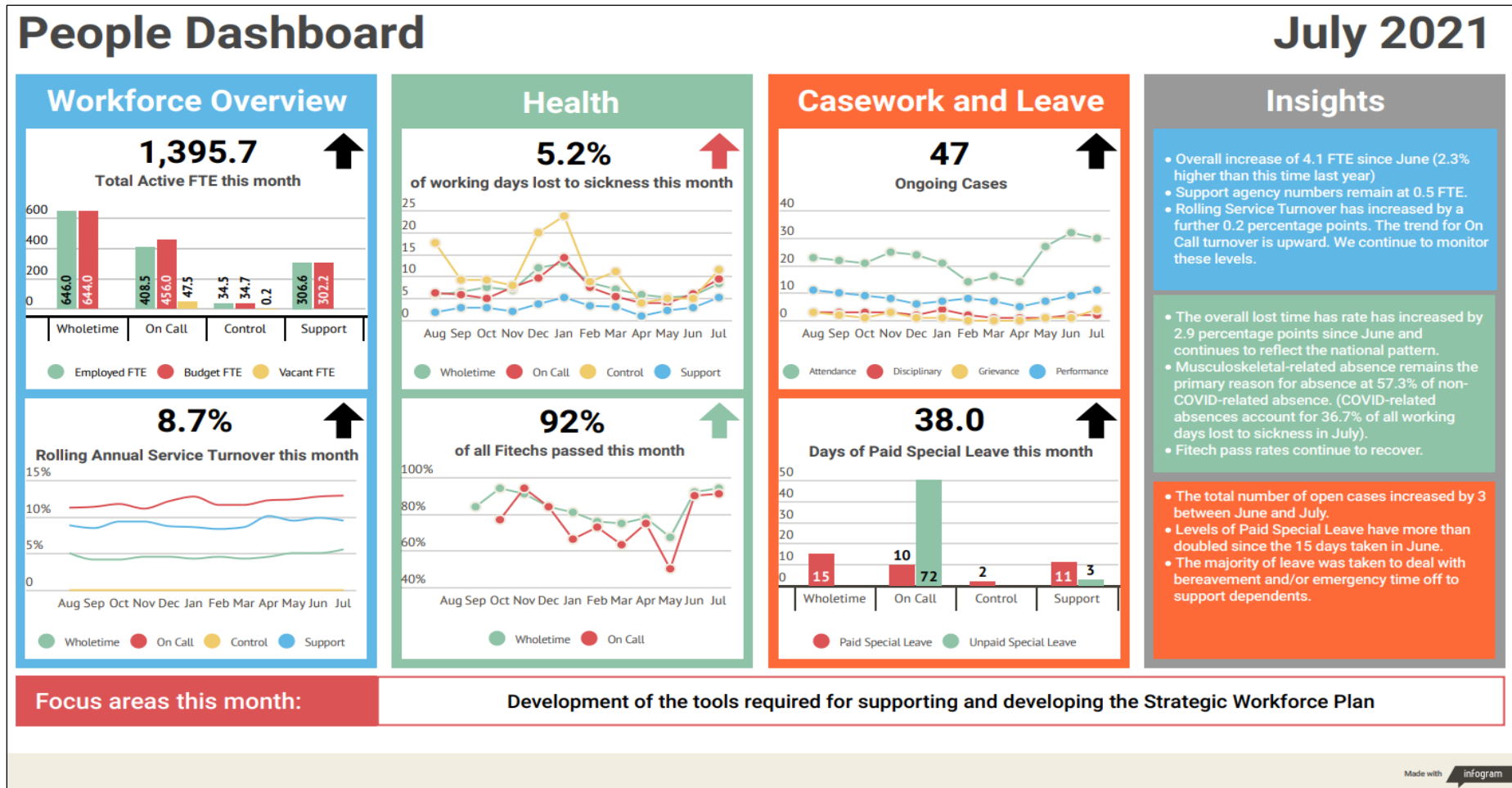
35 EIRs were for Fire Reports and 5 EIRs were for other types of environmental information such as hydrant location and flooding prevalence.

1 Subject Access Requests (SAR) was received from a former member of staff in July 2021.

3 complaints and compliments were received in July 2021. The complaint themes were social media (2).

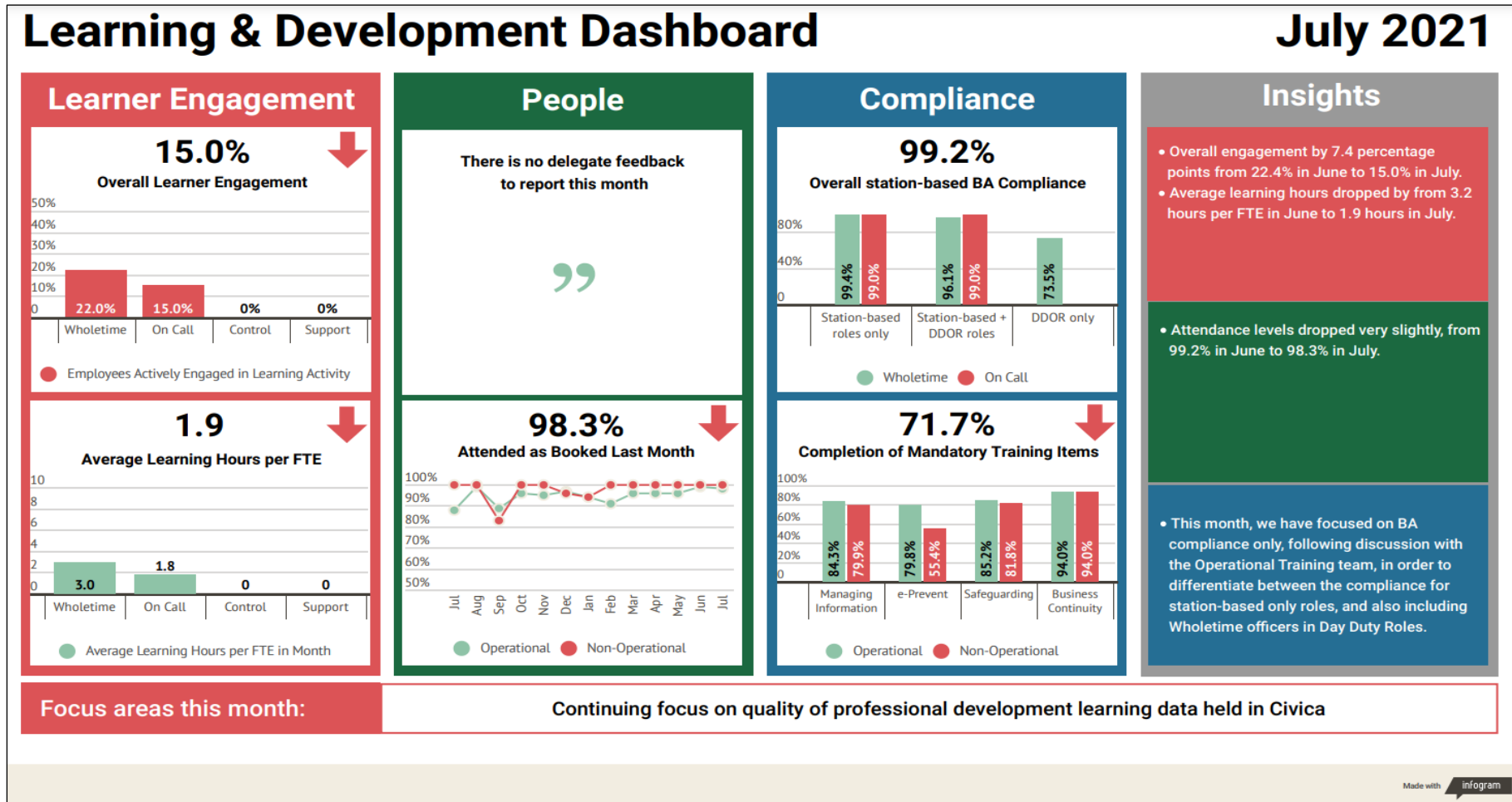
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HUMAN RESOURCES



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

LEARNING & DEVELOPMENT



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

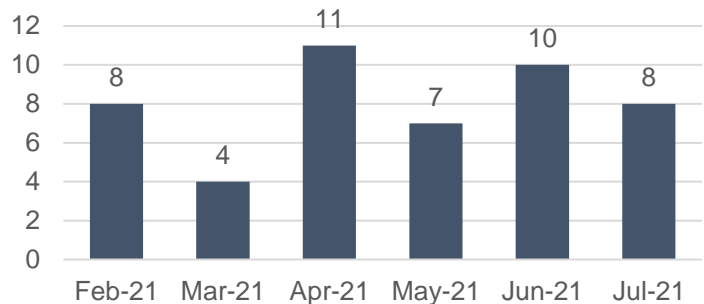
HEALTH & SAFETY (H&S)

- During July the H&S department created a new risk assessment to reflect the lifting of Government guidelines for COVID-19 and the Service position in response to these. The COVID-19 handbook was then revised and updated to align with the new risk assessment.
- As part of the revision of the COVID-19 handbook, safety flash 11A was updated and rereleased as 11B to reflect changes made to the documents.
- Toolbox talk 43, Reporting safety observations through OSHENS was created and released Service wide. This was to remind all staff that OSHENS can be used to submit suggestions or ideas for health & safety as well as reporting incidents.
- The Management of road risk policy was reviewed in line with the NFCC guidelines, updated and re-released.

All safety data taken from OSHENS on 09/08/2021.

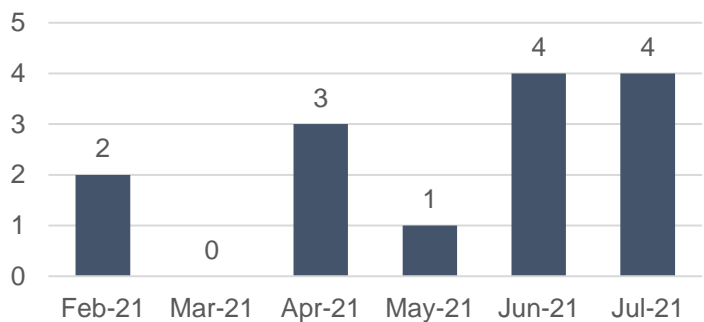
Accidents.

There were 8 accidents/ill health on duty reported in July, of which 3 occurred on Service premises, 4 at an operational incident and 1 following ladder drill training.



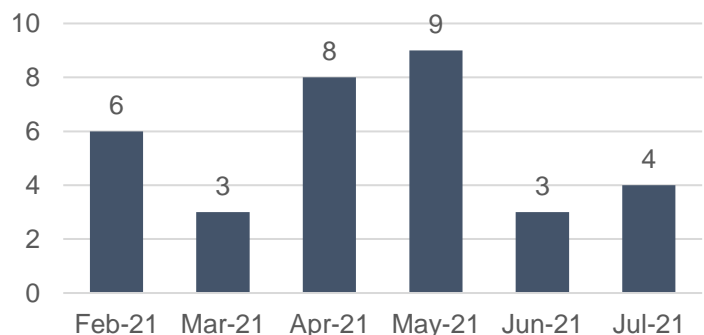
Hazards.

Of the 4 hazards reported in July 2 were identified on Service premises, 1 related to equipment and 1 to storage and manual handling.



Near Misses.

There were 4 near misses reported in July of which 1 related to Service premises, 1 to equipment failure, 1 to BA at an operational incident and 1 to lone working.



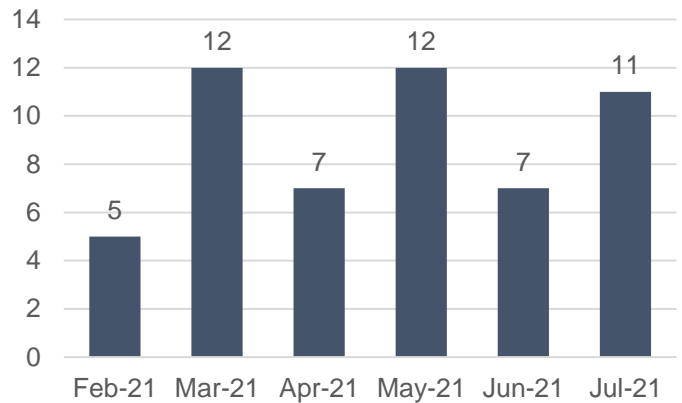
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 06/07/2021.

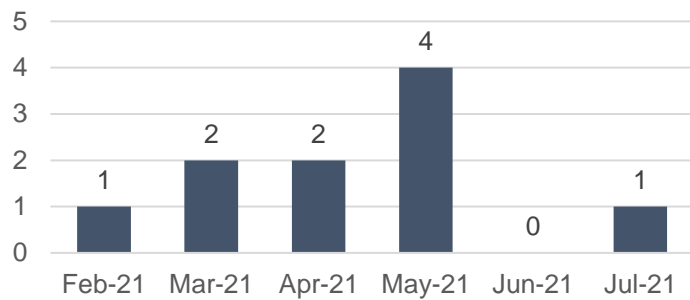
Control Measure Failures.

There were 11 control measure failures reported in July of which 3 were bells/alerters failing to operate on station, 2 were delayed activation of bells/alerters on station, 2 were individual pager failures, 2 Service Control working below minimum staff levels, 1 related to 4i mobilising system and 1 to out duties arranged by Control that left a crew deficient and off the run.



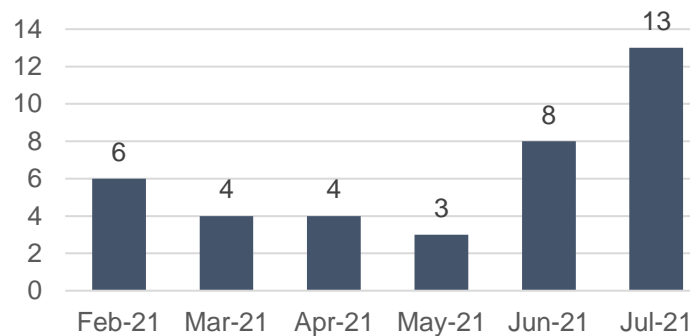
Attacks on Fire Service Personnel.

There was just 1 attack on Fire Service personnel last month which was verbal at an operational incident.



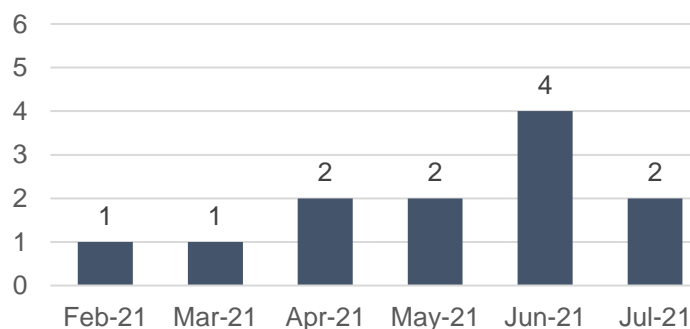
RTC involving ECFRS Vehicles.

Of the 13 RTC's reported in July 3 were relating to damage that occurred at an operational incident, 6 on route to an operational incident, 1 when a vehicle was un attended, 2 were a third party at fault and 1 was a Service vehicle making contact with a stationery object.



RIDDOR.

There were 2 RIDDOR reports in July which were both over 7-day absences.



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

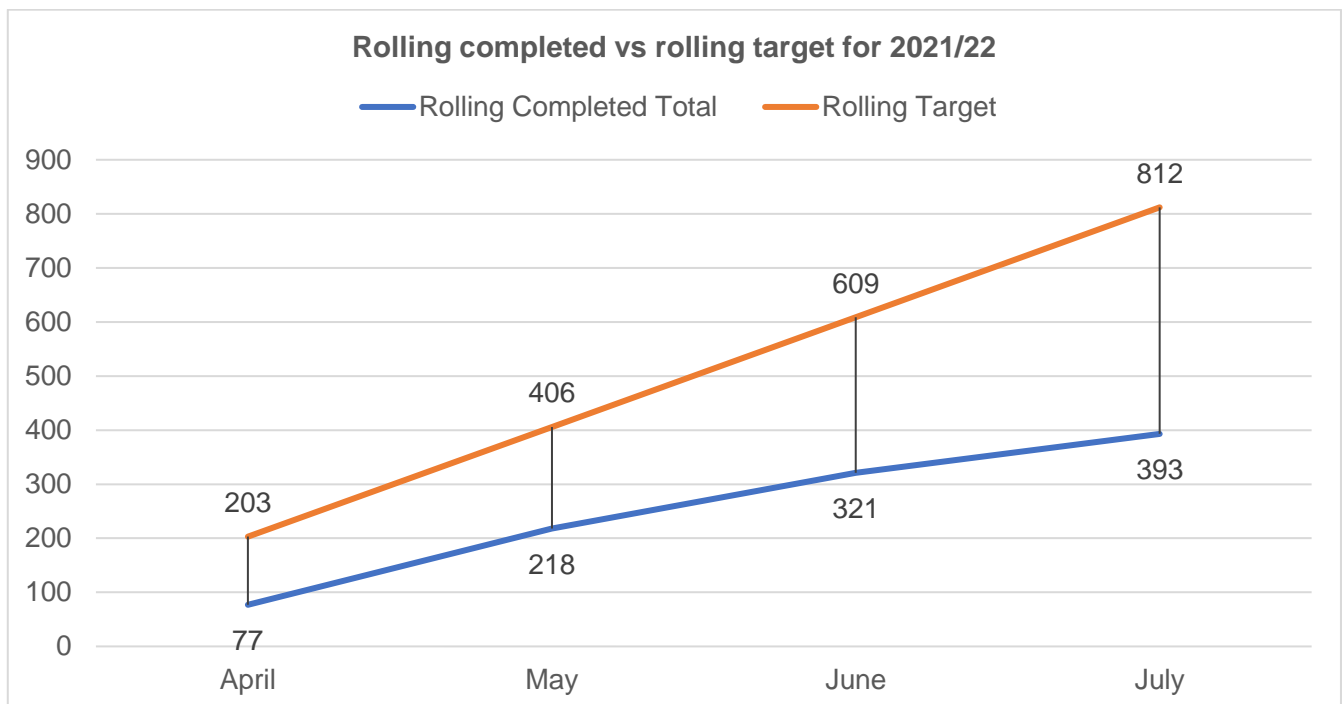
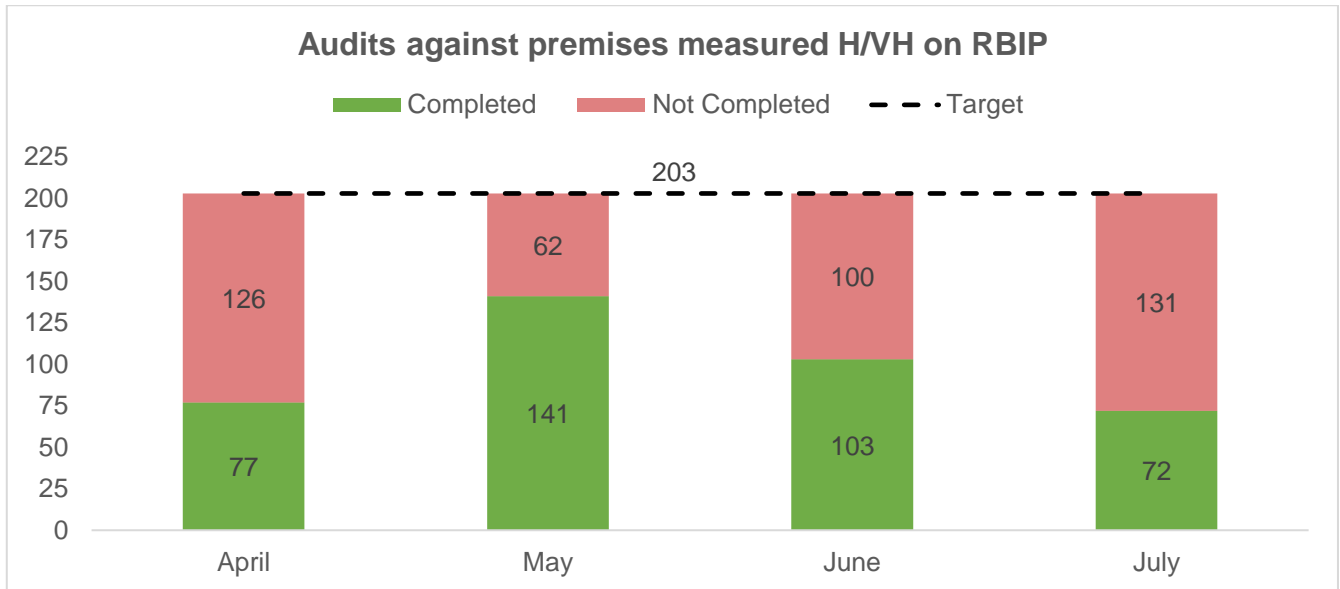
PROTECTION

- The Protection team completed 81 full audits, of which 69 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). The team also completed 3 desktop audits in July 2021, all of these were H or VH on the RBIP.
- 98% 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	123	120
Alleged Fire Risk (AFR)	18	
Desktop Audits	3 (3 H/VH on RBIP)	
Full Audits	81 (68 H/VH on RBIP)	
Building Regulations	137	133
Building Certs	12	
HMO	7	
Licensing	72	71
Other Fire Safety Activity	69	
Other Consultations	42	
Prohibition Notice	0	
Enforcement Notice	0	
Notification of Deficiencies (NOD)	38	
NOD Themes (in order of most, and number)	Article 8: General Fire Precautions, 26 Article 17: Maintenance (testing and servicing of alarms, emergency lighting, FFE), 21 Article 9: Risk Assessment, 19 Article 14: Emergency Routes and Exits, 12 Article 11: Fire Safety Arrangements, 9 Articles 15: Procedures for serious and imminent danger, 8 Article 21: Training, 8 Article 13: Firefighting and detection, 5 Article 20: Provision of information to employers and self-employed, 3 Articles 10, 12, 19 - 2 Articles 18, 37 and 28 - 1	

The performance measure related to Protection is the number of audits completed against those premises measured Very High (VH) or High (H) on the Risk Based Inspection Programme monthly and figures are aggregated for quarterly and year end. The monthly target is 203 audits.

The charts below show the current progress against this measure for financial year 2021/22.



The Service needs to complete 419 audits, in addition to the monthly target (203), against premises H or VH on the RBIP over the next 8 months to meet the year-end target.

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

HOME SAFETY

- The number of Home Safety Team visits completed have remained stable from June to July 2021. However, the number of visits completed by stations increased by 91%.
- At the end of July, there were 290 visits outstanding with Stations to be completed, 131 of which were generated during a Safe, Well & Secure event that took place on Canvey Island.
- The number of email enquiries into the Home Safety Information Team as increased by 20% in July compared to June, and outgoing calls has increased by 7%. This is likely to reflect the lifting of restrictions in Essex and a public more confident in allowing our personnel to access their homes.
- Whilst the number of visits completed by volunteers remains at 0, volunteers are currently undertaking refresher training, with a view to returning to volunteering activity in September 2021.
- In July, 81 requests were made for annotations to ECFRS mobilising system to indicate a resident was restricted to bed or chair. This is the first time this figure has been reported.

Measure	July 2021	Trend Previous Month
Total number of visits	483	→
Number of Safe and Well Visits	310	→
Number of Home Safety Visits by Stations	103	↗
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles – CSO's, CB's, FSO's	70	↘
Number of FHB10 (standard smoke detectors) fitted	706	↗
Number of FHB10W (sensory smoke detectors) fitted	85	→
How many enquiries did we receive to the Information Centre	368 Incoming Calls	↘
	1097 Outgoing Calls	↗
	588 Email Requests	↗

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

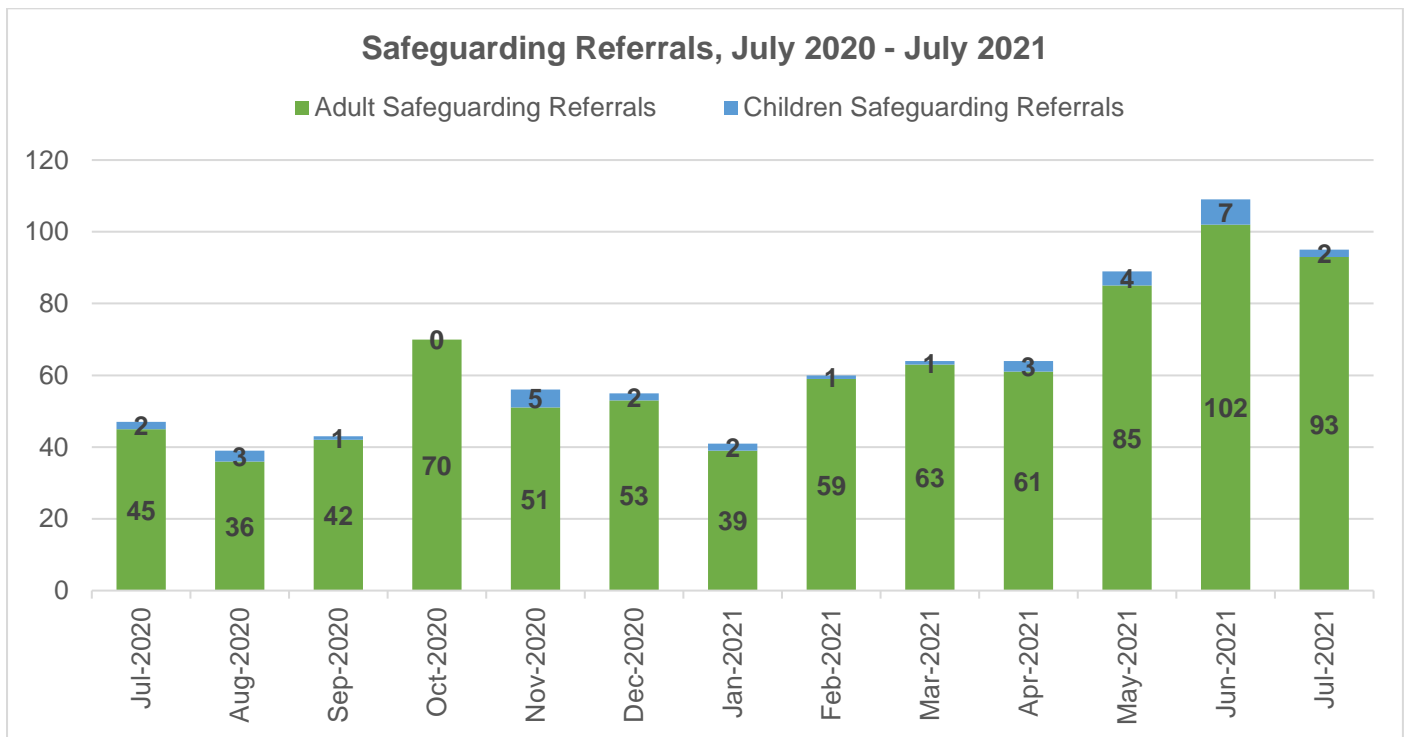
HOME SAFETY

Measure	July 2021	Trend Previous Month
The number over 65 years old	433	→
The number who lived alone	202	↘
The number who had a disability	203	→
The number who lived in Social Housing	39	↘
The number of Annotation Requests made by Safe and Well Officers	81	N/A
Home safety doorstep drop off interactions completed by CSOs	5	↘
Number of FHB10 smoke alarms provided by CSOs to the public (during drop offs)	10	↘
Number of cases reviewed by the Home Safety Command and Control Group	1	→

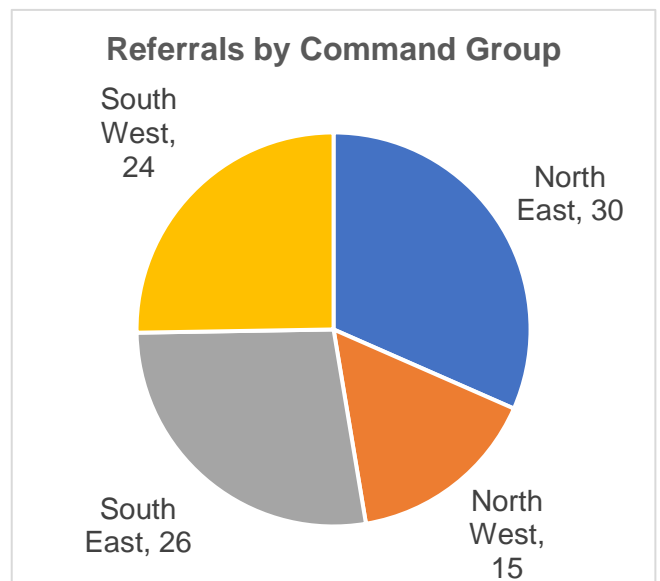
FIRE AND RESCUE PLAN: PPR & HELP THE VULNERABLE STAY SAFE

COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 95 safeguarding referrals to ECFRS in July 2021, an increase of 14 compared to previous month and 48 more referrals than July 2020.



Referrer	Number of Referrals
Service Personnel	27
NHS	21
Police	18
Social Care	10
Community Partners	9
Housing	7
Care Agencies	2
Safe and Well Officers	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