



# Quarterly Performance Report – Quarter Three 2020/21

## ABOUT

A quarterly performance report is produced for the Service Leadership Team (SLT) and other key members of Essex County Fire and Rescue Service (ECFRS) to monitor performance of the service, ensuring that budgeted resources are aligned with fire priorities and are being utilised effectively and efficiently. The quarterly performance reports are also used by the PFCC Performance and Scrutiny Board to scrutinise, support and challenge the overall performance of ECFRS.

This report is structured based on priorities within the [Fire and Rescue Plan](#). Each priority has several measures (Service or Fire and Rescue Plan) and the report provides and commentary on the actions taken to improve performance against these measures. A summary report with high-level figures are measures is available [here](#).

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## PERFORMANCE SUMMARY

This report covers the performance of Essex County Fire and Rescue Service (ECFRS) for quarter three (Q3) of 2020/21.

### **The key statements on Service performance and activity for Q3 2020/21 are:**

- For prevention (help the vulnerable stay safe), there has been a decrease in the total number of home safety visits compared to the same quarter in 2019/20. 1073 visits involved persons aged 65 years and over.
- There were 181 safeguarding referrals in Q3 2020/21, 174 involved adults. Service personnel remain as the key referrer to the Vulnerable Adults and Children Safeguarding Mailbox, others include social care, housing and police.
- The rate of ADFs per 10,000 dwellings for every month in Q3 2020/21 is lower than the target of 0.9, and an improvement compared to Q3 2019/20. For every month, over 52% of ADFs were found to be caused by cooking/cooking related.
- The percentage of ADFs in Q3 2020/21 with a working smoke alarm increased month-on-month, up to 60% in December 2020.
- there were no fire-related fatalities in Q3 2020/21, although 17 casualties from primary fires of which 8 of these were ADFs.
- The rate of deliberate primary fires decreased from 0.2 in October to 0.1 in November and December of Q3 2020/21. Rate of deliberate secondary fires was below the target of 0.6 for every month in the quarter, particularly in December where it was 0.1.
- The Education team delivered both, face-to-face and virtual engagements with children over the quarter. 4,412 children were engaged with in October, 10,932 in November and 2,631 in December.
- There were 89 non-domestic fires in the quarter, 12 fewer than Q3 2019/20.
- The Protection team completed 1937 jobs, responding to 845 (or 99%) of the planning, building regulations and licensing jobs within the statutory time limit.
- 210 full audits and 599 desktop audits were completed, 176 of the full audits were very high or high risk premises within the RBIP.
- ECFRS attended 3231 incidents in Q3, 158 less than Q3 2019/20 and 977 less than the previous quarter. We attended fewer fires and special services, 145 and 110 less respectively, but 97 more false alarms in this quarter when compared to Q3 2019/20.
- The average response time to PLT incidents in the quarter improved from 10m 22s in October to 10m 17s in November, albeit increased to 11m 6s in December.

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- The percentage of calls responded to within 15 minutes decreased month-on-month, from 87% in October to 82% in December. October's percentage of calls attended equalled last year's percentage, but November and December were lower, 89% and 87%, respectively.
- Total pumping appliance availability was 80.6% in October, increasing to 82% in November but decreased by 6% to 74.3% in December 2020.
- Compared to Q3 in 2019/20, the wholetime & day crew pumping appliance availability was similar (96/97%) for the months of October and November, but less when comparing December's figures (89% in 2020/21, 96% 2019/20). On Call pumping appliance availability for all the months in this quarter was an improvement compared to the same quarter in previous year.
- There were 97 more false alarms in Q3 2020/21 than Q3 2019/20. There were less unwanted fire signals in Q3 compared to Q3 2019/20.
- Although figures are provisional, there were 42 less KSI collisions as well as 47 fewer people killed or seriously injured on Essex roads. The number of attendances to RTCs in Q3 2020/21 is 247 less than Q3 2019/20.
- There were 5 RTC reduction events, with a total of 188 interactions. This includes 1 FikeBike Better Biking Course, 2 FireBike Advanced Machine Skills course, 3 Fire Car courses and 1 Community Wheels event.
- Workforce diversity, average number of working days lost per person per year and employee relations case work figures are as of 31 December 2020. The People Report is included in Appendix A of this report provides more people related data, insights and commentary concerning figures related to measures.
- 90% of statutory requests were closed on time in Q3 2020/21. The main themes concerning Freedom of Information requests were data requests, HR and fire safety. All of the Environmental Information Regulation requests were fire reports.
- 92% of complaints were closed on time. The main complaint themes were fire safety and staff attitude/behaviour.
- There were 7 data breaches, with no feedback from ICO.
- The IG team organised 5 training and awareness sessions in the quarter. The completion rate for managing personal information mandatory e-learning course for the Service is 89%.
- 72% of the Information Asst register has been reviewed and recorded on the organisation's data protection management system.
- Benchmarking provides some contextual information about the indicators and includes a comment about ECFRS' performance.

## HELP THE VULNERABLE STAY SAFE

**Objective:** To help vulnerable people to be safer in Essex.

**Service Measure:** Number of Safe and Well Visits delivered to our most vulnerable groups.

The Home Safety Information Centre handles the public’s requests for a home safety intervention and the table shows the volume of enquiries handled per month and the total for Q3 2020/21.

	October	November	December	Total	Trend Based on Q3 2019/20
<b>Incoming</b>	688	499	410	1597	↘
<b>Outgoing</b>	1026	274	994	2294	↘
<b>Emails</b>	302	306	232	840	↘

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ECFRS staff and volunteers complete Home Safety or Safe & Well visits across Essex. The following tables and charts provide further information on the vulnerable persons visited, by whom and resources installed to make them safer.

	October	November	December	Total	Trend Based on Q3 2019/20
<b>Total Number of Visits</b>	492	350	417	1,259	↘
<b>Number of Safe &amp; Well Visits</b>	402	332	383	1,117	↘
<b>Home Safety Visits by Stations</b>	7	4	21	32	↘
<b>Home Safety Visits by Volunteers</b>	0	0	0	0	↘
<b>Visits by Other (CSO's, CB's, FSO's)</b>	83	14	13	110	→
<b>Number of FHB10 (standard smoke detectors) fitted</b>	633	453	601	1,687	↘
<b>Number of FHB10W (sensory smoke detectors) fitted</b>	117	95	83	295	↘

The table below shows the number of visits (per month and total) to people who were over 65 years old, lived alone, had a disability or lived-in social housing in Q3 2020/21.

	October	November	December	Total	Trend Based on Q3 2019/20
<b>Over 65 years old</b>	396	331	346	1073	↓
<b>Lived Alone</b>	238	180	199	617	↓
<b>Had a Disability</b>	250	173	157	580	↓
<b>Live in Social Housing</b>	32	19	20	71	↓

The table below shows the rural/urban classification of visits in Q3 2020/21<sup>1</sup>. The classification is determined by mapping the easting/northing of the visit to a Lower Super Output Area (LSOA), and each LSOA has a rural/urban classification.

Rural/Urban Classification	Number of Visits	AS Percentage (%)
Rural town and fringe	292	23%
Rural village and dispersed	117	9%
Urban city and town	813	63%
Urban major conurbation	63	5%
<b>Total</b>	<b>1285</b>	<b>100%</b>

**Fire and Rescue Plan Measure:** People who received an intervention feel safer and less at risk

Home safety interventions conducted during Q3 2020/21 did not receive an evaluation form due to the more restricted service provided in response to COVID-19. However, the Home Safety Information team (HSIT) received feedback from members of the public who received help from ECFRS staff who received an intervention and were thankful for our service, making them feel safer.

<sup>1</sup> A spreadsheet of visits were received after the initial data input so additional visits had been inputted into the system, hence the difference between the totals in the tables.

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<b>October</b>	A resident from South Woodham Ferrers called to say that a S&W Officer had installed new alarms and wanted to say thank you very much to all of you, they were very helpful and she now feels safe again, thank you to you all and stay safe.
<b>December</b>	Call received into the Home Safety Information Team from a resident in Leigh-on-Sea who wanted to pass on her thanks to a S&W Officer for her wonderful service and very helpful advice.



## Safeguarding

The Community Development & Safeguarding Team process safeguarding referrals received into the Vulnerable Adults and Children Safeguarding Mailbox. Referrals are assessed against the Essex Effective Support Windscreen to ensure appropriate support and signposting is provided. The table below shows the number of referrals per month and the totals for Q3 2020/21.

	October	November	December	Total	Trend Based on Q3 2019/20
<b>Vulnerable Adults</b>	70	51	53	174	↘
<b>Children</b>	0	5	2	7	↘
<b>Total</b>	<b>70</b>	<b>56</b>	<b>55</b>	<b>181</b>	

The decrease in referrals is thought to be caused by the government restrictions preventing many of our partner agencies being able to enter properties. Therefore concerns have not been identified and referrals not created. This has also been attributed to partners and ECFRS staff such as Community Builders, not having the opportunity to ‘sit around the table’ at partnership meetings to discuss cases and vulnerable people in the community.

The team assign case work to Community Builders, managed by the Operational and Community Risk Managers. The Community Builders assess the risk from fire and other forms of harm and mitigate the identified risks through direct support and signposting to universal services and social care. The successful partnership working achieved through the Community Builders results in safeguarding referrals being received from a number of partner agencies.

With the introduction of the high level 4 lockdown we saw a drop in the number of referrals compared to this time last year. Community Builders and Safe & Well Officers visited individuals where they meet the Gold assessment criteria through the Home Safety Control and Command Team. Safeguarding and Safe & Well continue to work effectively together ensuring the most vulnerable are at the forefront of what we do.

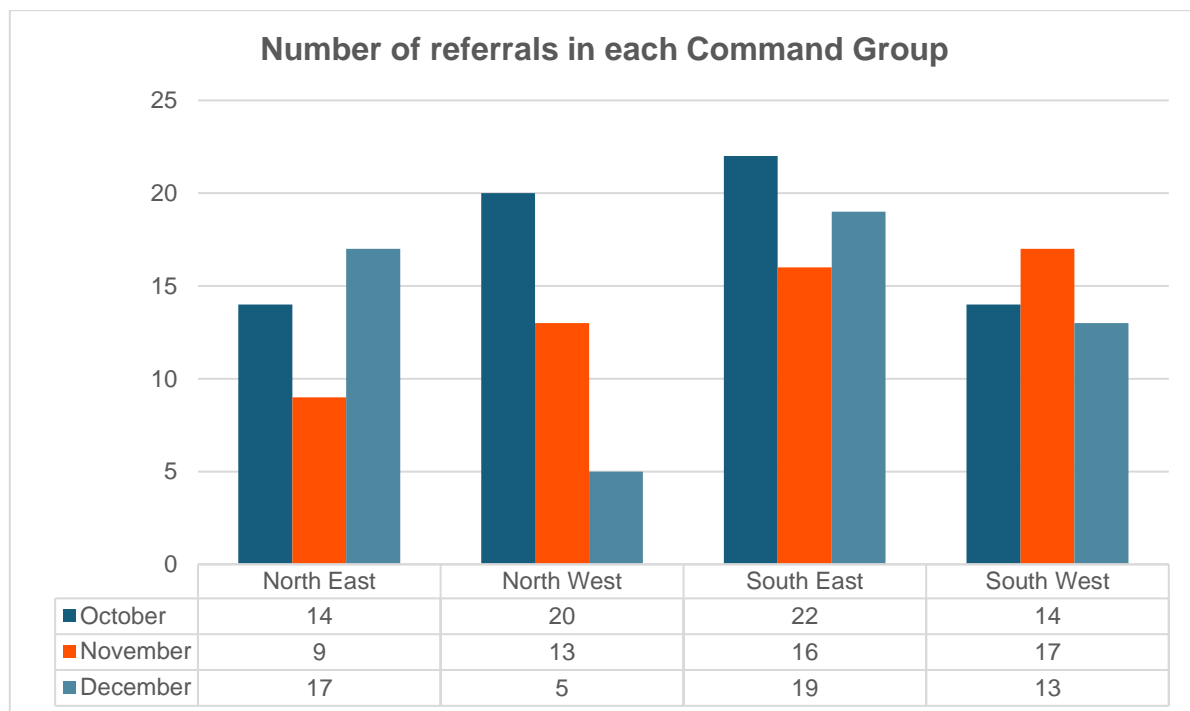
A proportion of Community Builders were able to carry out ‘over the threshold’ visits whilst all Community Builders continued to engage with the most vulnerable, giving thorough safety advice and signposting to partners either over the phone or at the door step. Community Builders continued to engage with their communities as best they could and in some areas are now part of the Vulnerable and Shielded Task Force Group.

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We have been fortunate as an emergency service of still being able to enter properties during the COVID-19 pandemic when responding to incidents therefore still able to identify concerns. We anticipate partner referrals fluctuating depending on government guidelines and restrictions for entering properties/community outreach etc.

Referrer	October	November	December
Service Personnel	25	15	23
Social Care	6	10	4
Police	4	6	9
NHS	7	5	3
Housing	11	3	5
Community Partners	2	1	1
Other	6	5	3
Safe & Well Officers	8	4	3
Control	0	2	0
Care Agencies	0	4	3
Internal	0	1	1
Volunteer	1	0	0
<b>Total</b>	<b>70</b>	<b>56</b>	<b>55</b>

The distribution of the referrals throughout the command groups over Q3 can be seen in the graph and table below.



It is important to recognise, the Community Builders are able to use the trusted position held by the fire service in the community to engage with some of the most vulnerable members of our county. Community Builders are often able to successfully engage otherwise disengaged people to other services, completing many joint visits with Essex Police and Social Care.

On completion of an intervention, the Community Builders completes a detailed report of the risks identified and their actions. An example case study can be seen below.

Concerns	Actions
<p>Referral for a gentleman who had been admitted to hospital after a setting fire to his nasal canula whilst using medical oxygen. BOC had removed the oxygen due to the incident and the risks highlighted. He has a complex split personality diagnosis where his alter ego wants to set fire to himself. He had been in hospital for some time unable to return home without the home oxygen. Both he, his family and the medical professionals at the hospital were keen for him to return home ASAP as he did not medically need to be in hospital anymore.</p>	<p>Community Builder (CB) visited the property to carry out a home fire safety visit with his family whilst he was in hospital.</p>
	<p>Attended several MDT meetings with his hospital medical team, Farleigh Hospice, Social Care, GP, CHP and BOC.</p>
	<p>CB documented a list of control measures that should be implemented to ensure that he could return with the level of risk reduced. His alter ego presented at night so it was arranged for him to have overnight carers in place and sensor pads installed. If he were to move in the night a carer would check on him to ensure he is ok. He returned home on Christmas Eve.</p>

***Commentary for this priority is incorporated into the following priority under Prevention.***


**PREVENTION, PROTECTION AND RESPONSE**

**Objective:** We will plan and provide effective and efficient prevention, protection, and response activities so the public continue to have trust and confidence in us.


**PREVENTION**

**Service Measure:** Rate of accidental dwelling fires (ADFs) per 10,000 dwellings

Target – 0.9	Rate		Actuals	
	Q3 2020/21	Q3 2019/20	Q3 2020/21	Q3 2019/20
<b>October</b>	0.6	0.8	50	60
<b>November</b>	0.7	0.6	56	48
<b>December</b>	0.8	1.0	65	80
<b>Rolling 12 months</b>	9.8	10.2	759	791

Percentage (%) of ADFs in Q3 2020/21 where the cause of fire was cooking related		
	October	52%
	November	60%
	December	57%

**Service Measure:** Smoke alarm ownership

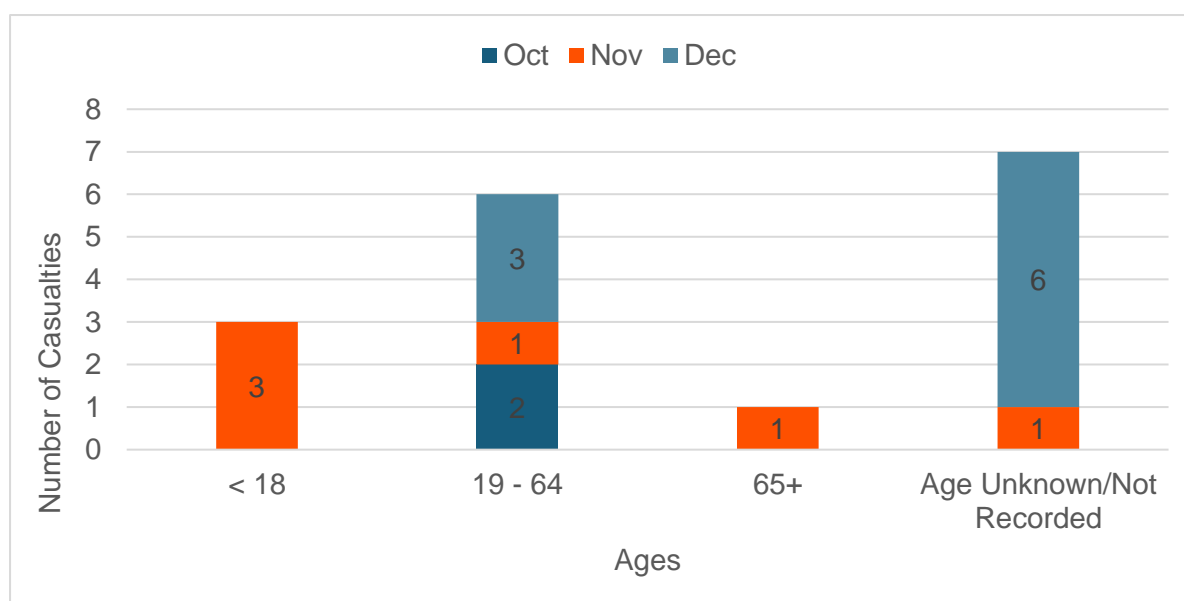
Percentage (%) of ADFs in Q3 2020/21 where a working smoke alarm was present		
	October	54%
	November	58%
	December	60%

**Fire and Rescue Plan Measure: Reduction in fatalities and injuries**

There were 0 fire-related fatalities in Q3 2020/21.

The following table shows the number of fire-related victims (or casualties) taken to hospital where injuries appeared to be serious or slight. There were 17 casualties from primary fires, 8 of these were ADFs.

<b>Casualties from Primary Fires<sup>2</sup></b>	<b>Q3 2020/21</b>	<b>Q3 2019/20</b>
<b>October</b>	2	2
<b>November</b>	6	5
<b>December</b>	9	2
<b>Rolling 12 months</b>	68	72
<b>Casualties from ADFs</b>	<b>Q3 2020/21</b>	<b>Q3 2019/20</b>
<b>October</b>	2	2
<b>November</b>	2	4
<b>December</b>	4	1
<b>Rolling 12 months</b>	47	43



<sup>2</sup> Primary fires are generally more serious fires that harm people or cause damage to property. Primary fires are defined as fires that cause damage and meet at least one of the following conditions: any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures; any fire involving fatalities, casualties or rescues; any fire attended by five or more pumping appliances.

Source of information:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/546154/fire-statistics-definitions-hosb0916.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/546154/fire-statistics-definitions-hosb0916.pdf)

**Service Measure:** Rate of deliberate fires per 10,000 population

The table below shows the rate and number of deliberate fires, by fire classification (primary/secondary).

Rate of Deliberate Fires		Q3 2020/21	Q3 2019/20
<b><u>Primary</u></b> Target (Month) – 0.2	October	0.2	0.2
	November	0.1	0.2
	December	0.1	0.2
Rolling 12 months		2.0	2.7
<b><u>Secondary</u></b> Target (Month) – 0.6	October	0.2	0.4
	November	0.3	0.4
	December	0.1	0.3
Rolling 12 months		5.0	7.2

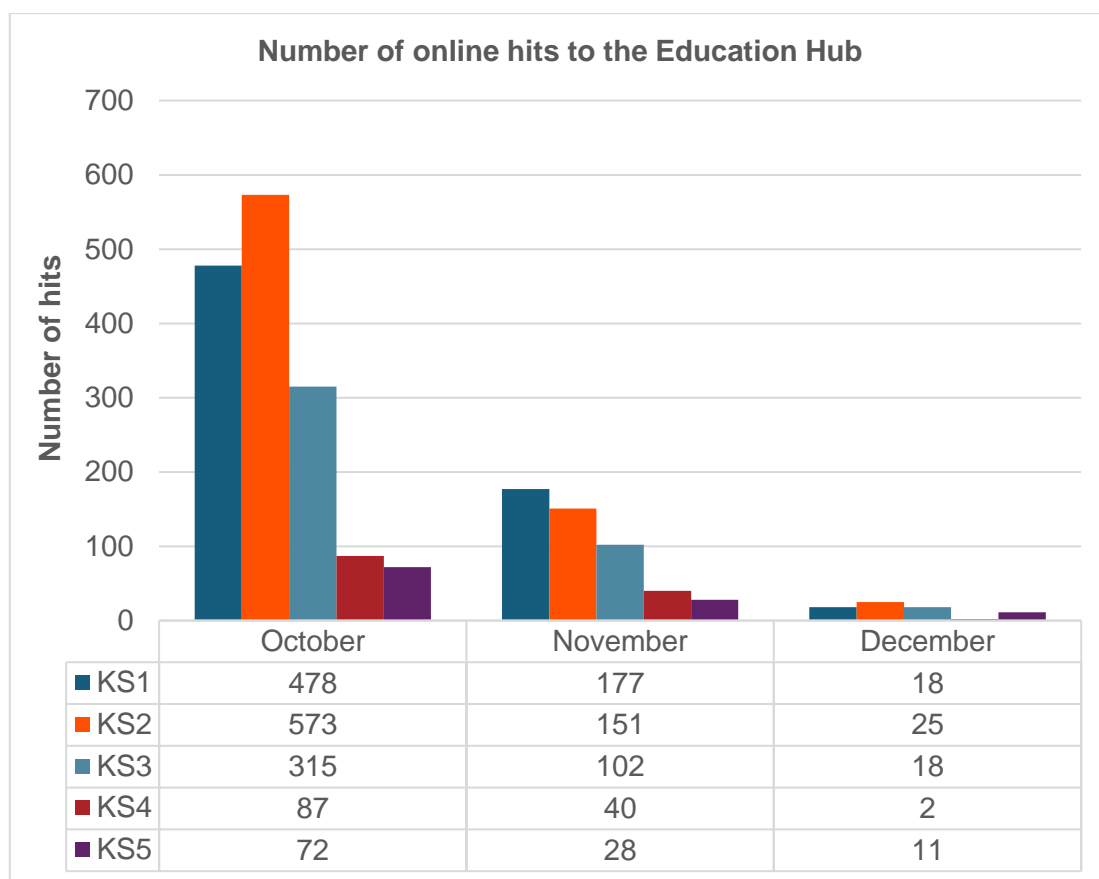
Number of Deliberate Fires		Q3 2020/21	Q3 2019/20
<b><u>Primary</u></b> Target (Month) – 39	October	37	35
	November	18	35
	December	21	29
Rolling 12 months		358	469
<b><u>Secondary</u></b> Target (Month) – 95	October	38	66
	November	44	76
	December	24	58
Rolling 12 months		879	1,260

## Education in Schools

In the Fire & Rescue Plan, there is the following ‘we will’ statement: ‘educate and inform young people, so they live safe lives’ under the priority, Prevention Protection and Response.

During this quarter, schools remained open until December when new restrictions, guidelines and lockdowns were announced. However, promotion and communications regarding the Community Development & Safeguarding Team’s virtual Education Hub has continued to be shared.

All programmes are divided into key stages, so education providers are aware of what programmes are suitable for the children they teach. Below is a graph and table showing the online hits during this quarter.



Whilst schools were open, the team worked hard to contact schools and offer face-to-face visits. Confidence was being built, however announcements, as mention, of the new lockdown created barriers for continued face-to-face engagement.

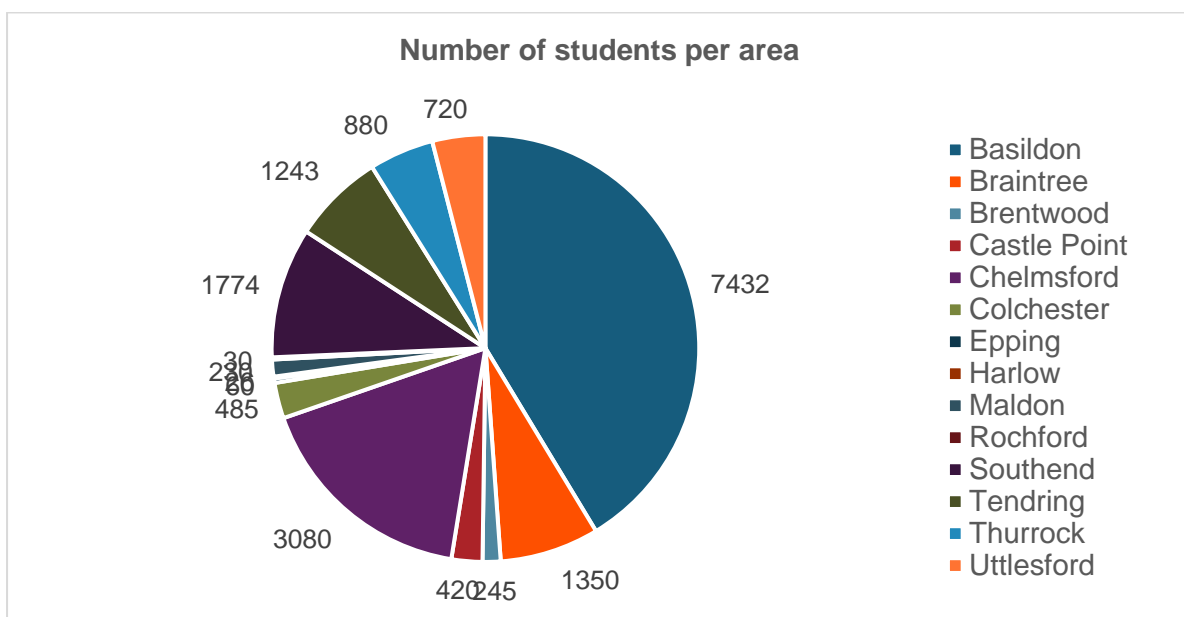
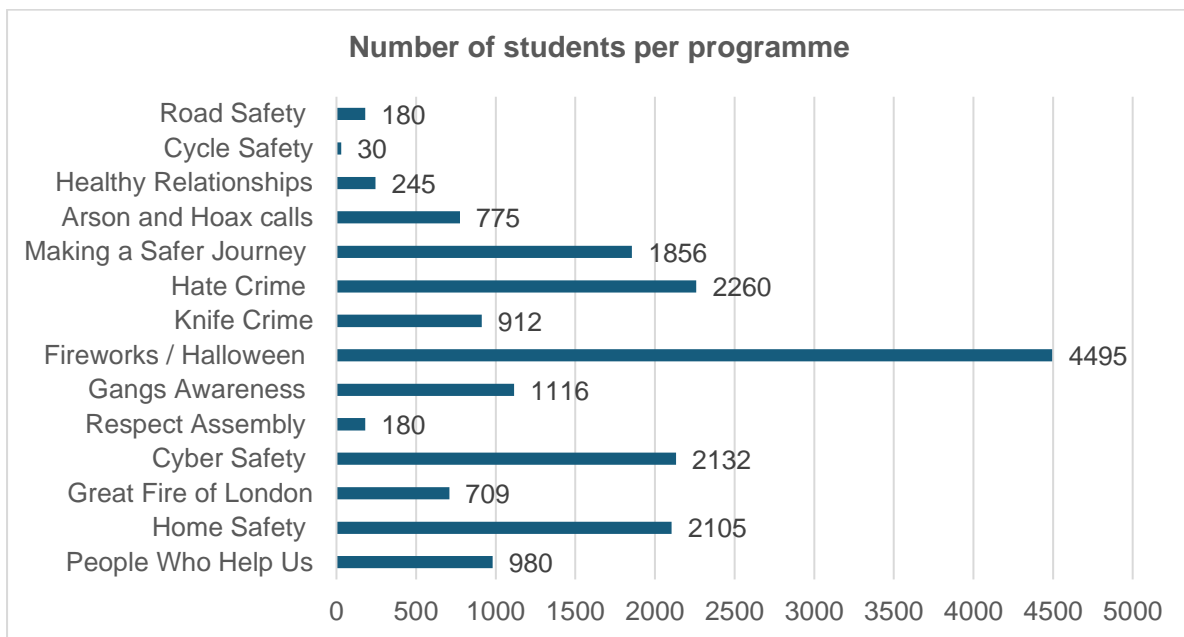
Some schools were willing to accept these during October and November however it became evident that a vast majority of schools were focusing on the content of the curriculum which was missed during Q1 and Q2 of 2019/20.

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The table below shows the number of children engaged during Q3.

	October	November	December
Face-to-face	2,627	1,349	465
Virtual	1,785	9,583	2,166
<b>Total</b>	<b>4,412</b>	<b>10,932</b>	<b>2,631</b>

The graphs below show a breakdown of the types of educational programmes and where they were delivered throughout Q3.





## **Commentary (Education, Prevention)**

### **Observations and Key Insights about the Data**

- Booking changes have been ongoing as many schools have cancelled lessons, even the virtual lessons, as the schools try to find their new normal.
- The officers have reported when in discussion with schools that our emails, education promotions and offers are being put to one side.
- Schools have many other priorities including catching up on the many months they have missed delivering the main curriculum.
- Unfortunately, the schools were gaining confidence and working alongside us but with December announcing another lockdown and restrictions, the team faced another knock back on bookings and engagements.
- The team continued to promote by email and by phone.
- With the announcements in December, it is suspected the virtual lessons may suffer as schools move to remote learning.

### **Actions taken in the Quarter**

- All schools contacted over the phone to let them know what is on offer to them and promote the online Education Hub.
- Intelligence gathered to ensure we are aware of how best to assist schools during the new lockdown.
- The team sent an email to the school Heads to make sure the message is reached in every possible way.
- The Education Officers videos short, concise, safety video messages to put on social media with the help of Comms – ongoing.
- Creation of an Operational Delivery Plan aligned with the Prevention Strategy
- Firework safety videos created.
- Redesigning the school presentations including PowerPoints and adding subtitles to make them more accessible.
- Review the post-engagement quiz/survey currently ran through Wufoo and consider moving to Microsoft form.
- Continual booking of face-to-face and virtual lessons.
- Ongoing support from Cooperate Communications Team and ICT.

### **Actions planned for the next Quarter**

- Consideration to sending 'New Year' message with details of courses available. Due to the difficulties schools are facing during lockdown, this will be reviewed over the Easter period.
- Communications with Heads outlining all the presentations and available materials.

- Review of interactions and methods, including the option of redirecting the 'Ask Hugo' to Education Hub and not the mailbox. Encouraging the child and adult to reach for the hub and find other material.
- Consideration for how the service can interact with children that are unable to read, providing them with a visual content they can relate too.
- Developed and sent Comms/Media visual posters etc. to share with schools for the classroom to remind them of the safety messages.
- Devise competitions for children, encouraging them to revisit the Education Hub.
- Continued Review and updating of existing education programmes.
- Development of Essex Fire / Essex Police steering group to access more targeted data and understand local trends (relating to subjects taught in schools).
- Communication with Victim Support and Essex Police to review current Hate Crime materials delivered in schools (and see where improvements can be made).
- Communication with the RTC reduction team to see if improvements can be made to the year seven pedestrian safety materials.
- Develop some safety education films for adults. This will be done in collaboration with different departments within Prevention.
- Make contact with BBC Essex to see if they could promote our Education hub (to link in the with the BBC's Lockdown Learning platform).
- Investigate options to use search engines such as 'Ask Hugo' to redirect people to our Education Hub. Meetings to be held with ECFRS comms team.
- The development of an Education and Specialist Intervention Operational Delivery Plan to be launched for April 2021.

### **Commentary (Home Safety, Prevention)**

#### **Observations and Key Insights about the Data**

- The Home Safety Team continues to see high percentages of individuals over the age of 65 (85% of total for Q3), who live alone (49% of total for Q3) and who have a disability that would prevent easy escape in the event of a fire (47% of total for Q3). These groups are target communities for ECFRS to reach due to their prevalence as victims of accidental dwelling fire.
- The number of visits conducted for the public, and the number of enquiries handled relating to our Home Safety Service decreased during Quarter 3 compared to Q2. This is likely to be a consequence of a number of impacts linked to the Coronavirus pandemic in the UK, including:

- Increased public concern about allowing other people into their homes, influenced by UK Government Coronavirus advice, guidance and information, leading to decreased numbers of self-referrals for visits.
- ECFRS limiting the situations in which our personnel are authorised to cross the threshold and complete a Home Safety/Safe and Well Visits.
- Partner agencies limiting their interactions with the public, and therefore reducing the likelihood of contact leading to a referral into the Home Safety Service.
- Home Safety Volunteering remains paused at ECFRS in order to mitigate the risk of unnecessary exposure to Coronavirus. This accounts for nil visits being undertaken by volunteers in Q3.
- The majority of Home Safety Visits took place in urban city and town areas. Whilst there was increased targeted activity in rural areas by the Community and Operational Risk Team, visit outcomes have been limited in impact due to restrictions implemented in light of Coronavirus.
- The rate of ADF in Q3 was below the target of 0.9%. This is due to decreases in the number of incidents in October and December 2020, compared with the same months in 2019.

#### **Actions taken in the Quarter**

- The Home Safety Command and Control Group made the decision to move Home Safety and Safeguarding to the most restrictive category of visit in December 2020 – ‘Gold Crisis’. This measure meant that Safe and Well Officers and Community Builders only visited individuals who were at significant risk of imminent harm, or who were in crisis. This will have an impact (probably a reduction) on the number of visits completed in Q4.
- Operational personnel stopped completing Home Safety Visits due to the increased restrictions announced by the UK Government to mitigate the impacts of Coronavirus. Consequently, the Home Safety Visit reallocated referrals with operational personnel to prevention personnel.
- The Safe and Well Officer Team undertook training in relation to the Home Safety Command and Control process, winter warmth/fuel poverty and the relationship between the public in Essex and UK Power Networks and Cadent as part of their monthly training plan.
- The Safe and Well Team made 95 referrals to other agencies during Q3. These referrals include requests to partner agencies for assistance with mobility, smoking cessation and dementia.
- The Home Safety and Safeguarding Team undertook a High Risk Visits Case Review to quality assure the Home Safety Command and Control process. This was a success, and identified points to improve, and some good practice.

### **Actions planned for the next Quarter**

- The Home Safety Command and Control Group review whether to loosen or increase restrictions on what activity can be undertaken by Home Safety personnel on a weekly basis. This will continue in Q4.
- The Home Safety Team have produced Risk Assessments for Arson, Dementia, Restricted to Bed, Safety Beds and Restricted Mobility. These documents will be reviewed and circulated to personnel conducting Home Safety Visits in Q4.
- A module increasing fire prevention skills for individuals who work or volunteer in other people's homes has been developed by the Service Inclusion and Disability Officer/Home Safety Team during Q3. This will be finalised, and piloting commenced during Q4.
- The Home Safety Team will pilot the use of digital homes safety visits using Zoom during Q4 with a view to creating a new digital prevention product for future use. This project will commend and end in Q4, with project closure and if appropriate, embedding in BAU taking place in Q1 2021/22.
- The development of a Home Safety Operational Delivery Plan to be launched for April 2021.
- Commencement of the Pilot of the ECFRS HARM model. The pilot will take place in the central prevention function and the North East Command. This model will enable us to better identify and direct our resources at the most at risk groups.

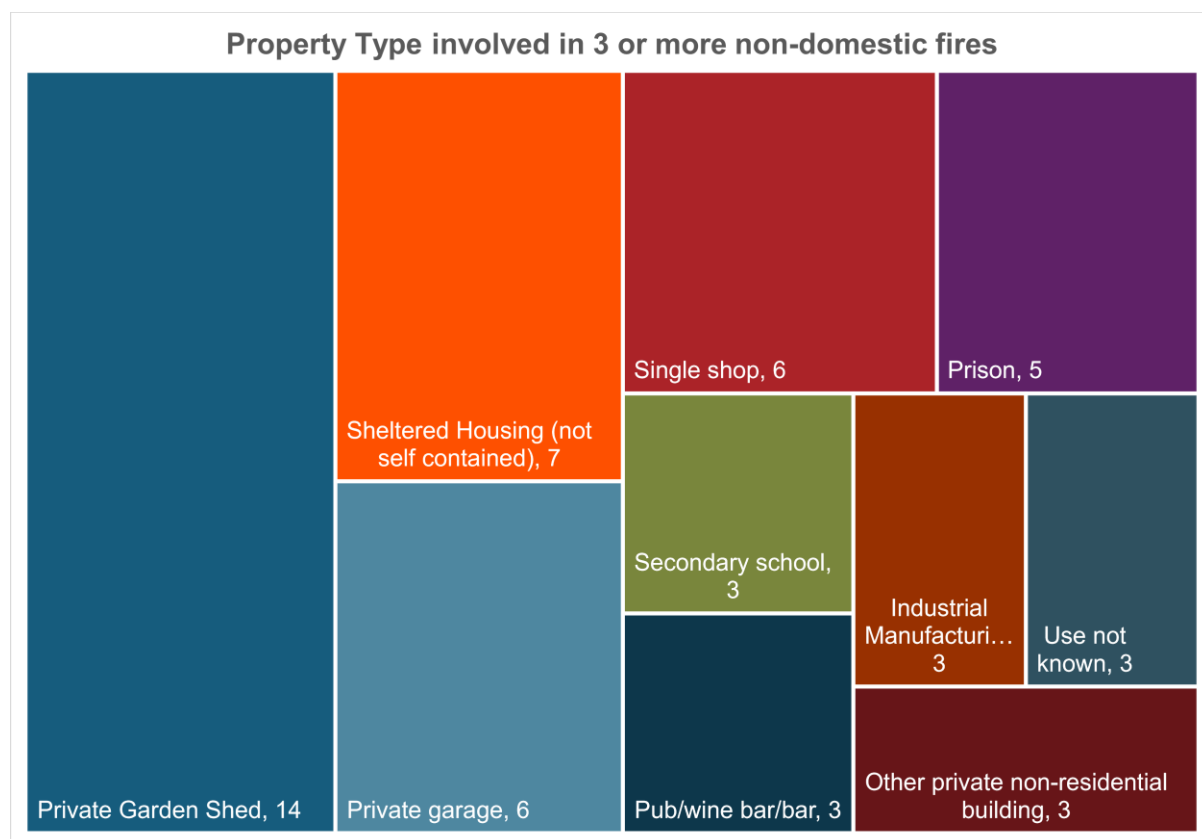
**PROTECTION**

**Service Measure:** Number of fires in non-domestic properties

The table below shows the number of fires in non-domestic properties in Q3 2020/21 and Q3 2019/20. The total in Q3 2020/21 was 89, 12 less than the total for Q3 2019/20 (101 fires).

	Q3 2020/21	Q3 2019/20
<b>October</b>	30	42
<b>November</b>	32	31
<b>December</b>	27	28
<b>12 month Rolling Total</b>	402	438

The tree map below shows the property types that were involved in three or more non-domestic fires in Q3 2020/21.



*Note: Private Garden Sheds and Garages do not fall under the auspices of the Fire Safety Order, and therefore are not manageable by the Protection team.*

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The table below shows the number of Jobs (per month) completed by the Protection team in Q3 2020/21. 1937 Jobs were completed in the quarter and the team responded to 845 (99.8%) of planning, building regulations and licensing Jobs within the statutory time limit.

	October		November		December		Completed - Quarter Total
Job Type	Completed	Success	Completed	Success	Completed	Success	
Planning	97	97	82	82	93	93	272
Alleged Fire Risk (AFR)	21		20		17		58
Desktop Audits	220		229		150		599
Audits	89		57		64		210
Building Regulations	156	156	140	140	162	162	458
HMO	17		7		10		34
Licensing	39	38	39	39	38	38	116
Other Fire Safety Activity <sup>3</sup>	51		55		54		160
Other Consultations <sup>4</sup>	5		9		16		30
<b>Month Total</b>	<b>695</b>	<b>291/292</b>	<b>638</b>	<b>261/261</b>	<b>604</b>	<b>293/293</b>	<b>1937</b>

Of the 210 full audits completed in the quarter, 95 were satisfactory (45%) and the remaining 115 (55%) were unsatisfactory. 176 of 210 full audits were Very High (VH) or High (H) risk premises from the RBIP – 84%.

<sup>3</sup> For example: post-fire visits and general enquiries from public/businesses

<sup>4</sup> Other consultations include BASIS, Consultation, Demolition, SAG

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The table below shows the inspections carried out by crews in Q3 2020/21. The inspections were cancelled earlier in the year due to COVID-19.

Month	Wholetime (and dry riser)	On-Call
October	0	0
November	0	0
December	0	0

**Notification of deficiencies issued:** 115

**Prohibitions notices served:** 0

**Enforcements notices issued:** 2

**Summary of enforcement notice:** Served on a student accommodation premises in Southend. Pertains to exterior cladding

**Summary of prohibition notices:** N/A

## **Commentary (Protection)**

### **Observations and Key Insights about the Data**

- Highest number of non-domestic fires remains private sheds for the quarter. These are not regulated and not covered under the RRO. This remains our highest number of non-domestic fires.
- Numbers of non-domestic fires remains relatively static. They are lower than the same Quarter in 19/20 this is likely to be due to Covid restrictions.
- Audits have continued, due to restrictions these have primarily been desktop audits of High and Very-high risk premises in line with the Risk Based Inspection Programme (RBIP).
- 84% of audits carried out in the quarter were in line with the RBIP. This is an increase on the previous quarter.
- 55% of our audits generated an unsatisfactory outcome. This is higher than previous quarters and indicates that the new RBIP is better targeting our audit activity.
- ECFRS issued 115 Notifications of Deficiencies in the quarter. This is informal enforcement and the most prevalent articles that the buildings were deficient in is outlined below. The article is outlined and the total number of premises where this is identified is in brackets after the definition.

Article 17: Maintenance (testing and servicing of alarms, emergency lighting, fixed firefighting equipment) (85 premises)

Article 8: General fire precautions (taking precautions to ensure safety of staff and public (relevant persons)) (86 Premises)

Article 9: Risk assessment (not having one, or not suitable and sufficient) (56 Premises)

Article 14: Emergency routes and exits (clear, signage, in good order) (55 premises)

Article 11: Fire safety arrangements (effective planning and control over preventative and protection measures) (30 Premises)

Article 21: Training (provided to employees) (29 Premises)

- Progress against the Building Risk review remains on track.

### **Actions taken in the Quarter.**

- First full quarter where the RBIP was used for the entire quarter.



- Operational crews carrying out desktop fire safety checks in premises identified in the RBIP.
- Peer review of the Protection improvement plan commenced the report will be received into the service in January 2021.
- Progress against the Protection Improvement plan remains on track.
- Terms of reference developed for the Prevention and Protection board.
- Protection strategy shared with Safer Essex Board.
- Recruitment commenced for the 6 vacant inspecting officer posts.
- Financial assurance carried out for the Protection restructure. This will deliver a robust structure aligned to risk and enable greater scrutiny and assurance to be carried out.
- On-going training for Business Fire safety Inspectors.
- Reports created from CFRMIS to enable greater scrutiny and accountability for performance.

#### **Actions planned for the next Quarter.**

- An initial hearing for an Appeal against an Enforcement notice to take place on the 23<sup>rd</sup> February 2021, this will assess how much time will be required to hear the case, what witnesses and what evidence is required. Current estimation is that the actual hearing could last 2 – 3 days due to extensive legal arguments.
- Conclusion of the recruitment process for business fire safety inspectors and appointment of successful candidates into post.
- Advertisement of 0.5 FTE engineering officer role.
- All Protection staff to receive training in External Wall Systems. This will upskill our officers and will ensure an action in the Grenfell Improvement plan is met.
- Prevention and Protection governance board first meeting to take place 25<sup>th</sup> February.
- Training plan to be submitted to L&D.
- Continuation of the BRR programme
- New enforcement policy to be taken through internal approval process.
- Continuation of allocation of surge funding including tighter reporting processes.
- Training plan for upskilling operational Watch Managers to be developed.

**RESPONSE**

**Incident Overview**

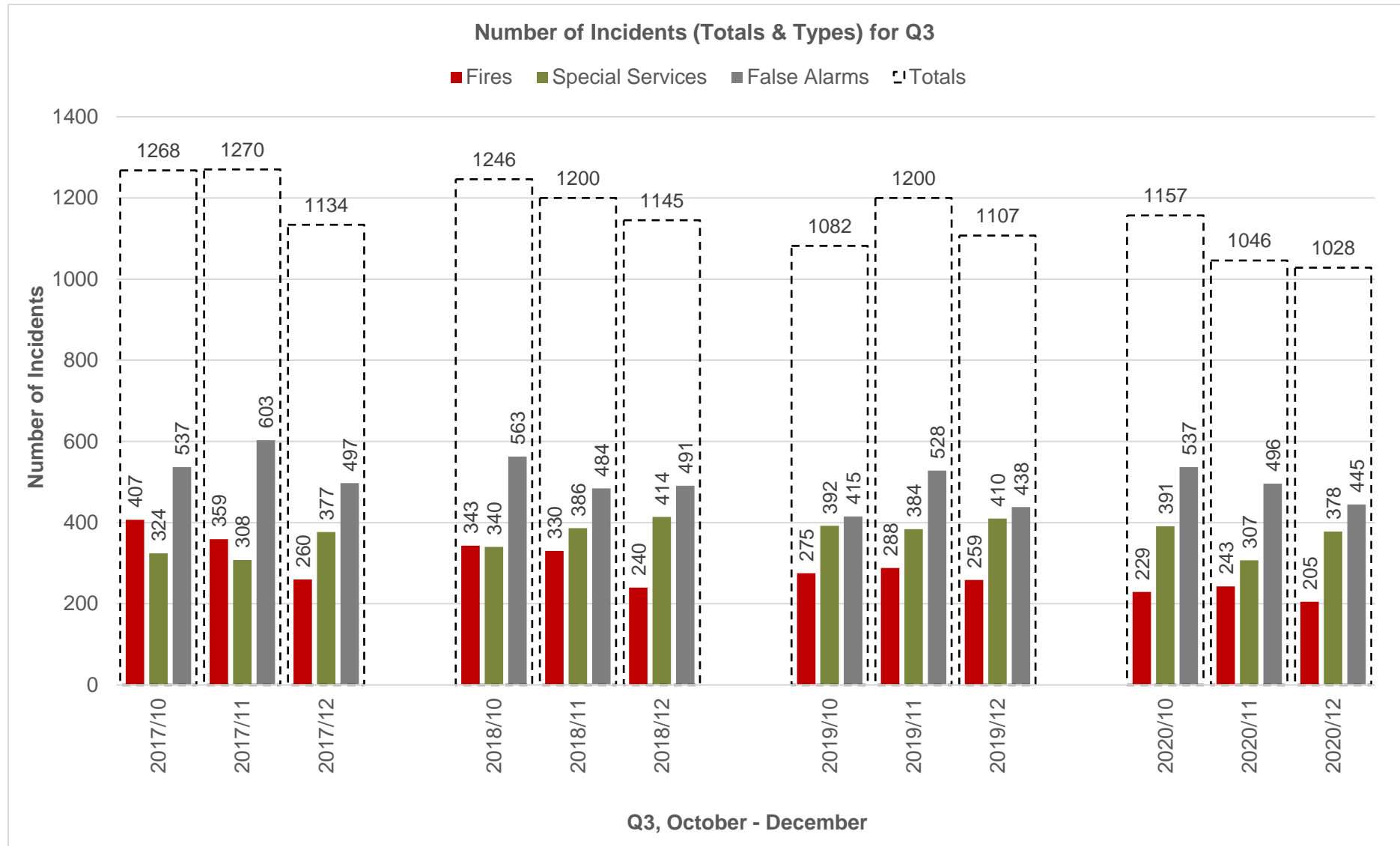
ECFRS attended 3231 incidents in Q3 2020/21 and the table below shows the total and per incident category type for the same quarter in previous years.

	<b>Total</b>	<b>Fires</b>	<b>Special Service</b>	<b>False Alarms</b>
<b>Q3 2017/2018</b>	3672	1026	1009	1637
<b>Q3 2018/2019</b>	3591	913	1140	1538
<b>Q3 2019/2020</b>	3389	822	1186	1381
<b>Q3 2020/2021</b>	3231	677	1076	1478

ECFRS attended 158 less incidents in this quarter than Q3 2019/20, and 977 less than the previous quarter (Q2, 2020/21). Compared to the same quarter in the previous year, ECFRS attended less fires (-145) and special services (-110) but more false alarms (+97). Although there were less attendances to all types of incidents when comparing figures from previous quarter to Q2 2020/21 (-799 fires, -71 special services and -127 false alarms).

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The chart below shows that the number of incidents attended per month by incident type, for Q3 for the last four years.



**Service Measure:** Speed of response to incidents

The table below shows the average response to potentially life-threatening incidents, from time of call to arrival (based on first Essex appliance at scene). Excludes resilience appliances and animal assistance incidents.

<b>Target: Average of 10 minutes</b>		
	<b>Q3 2020/21</b>	<b>Q3 2019/20</b>
<b>October</b>	10m 22s	10m 8s
<b>November</b>	10m 17s	10m 25s
<b>December</b>	11m 6s	10m 20s

The table below shows the percentage (%) of incidents/calls attended within 15 minutes, from time of call to arrival (based on first Essex appliance at scene). Excludes resilience appliances.

<b>Target: 90% of calls within 15 minutes</b>		
	<b>Q3 2020/21</b>	<b>Q3 2019/20</b>
<b>October</b>	87%	87%
<b>November</b>	86%	89%
<b>December</b>	82%	87%

**Service Measure:** Appliance availability

The following tables show the total pumping appliance availability as well as the availability for wholetime & day crewed and on-call pumping appliances.

<b>Total Pumping Appliance Availability Target: 94%</b>		
	<b>Q3 2020/21</b>	<b>Q3 2019/20</b>
<b>October</b>	80.6%	80.1%
<b>November</b>	82.0%	80.5%
<b>December</b>	74.3%	78.8%

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Wholetime & Day Crew Pumping Appliance Availability, Target: 98%			On-Call Pumping Appliance Availability, Target: 90%		
	Q3 2020/21	Q3 2019/20	Q3 2020/21	Q3 2019/20	
October	96.2%	97.1%	74.8%		71.7%
November	96.4%	96.2%	77.7%		72.1%
December	89.2%	95.8%	74.7%		70.6%

The charts below show appliance availability by command group and crewing type.

North East	2019												2020											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Wholetime/Day Crew	98.3%	98.0%	98.3%	98.8%	97.9%	97.4%	96.8%	97.9%	97.4%	98.1%	99.4%	99.8%	98.7%	98.4%	99.8%	99.8%	99.7%	98.4%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
Clacton	99.0%	96.6%	98.0%	89.4%	87.6%	94.8%	93.4%	97.7%	93.2%	98.3%	95.9%	97.4%	97.5%	97.6%	97.8%	97.4%	99.1%	99.6%	99.2%	98.0%	97.2%	95.3%	92.9%	97.4%
Colchester	99.0%	96.6%	98.0%	89.4%	87.6%	94.8%	93.4%	97.7%	93.2%	98.3%	95.9%	97.4%	97.5%	97.6%	97.8%	97.4%	99.1%	99.6%	99.2%	98.0%	97.2%	95.3%	92.9%	97.4%
On-Call	97.3%	97.3%	98.3%	99.1%	97.0%	95.1%	96.2%	96.7%	96.3%	90.8%	94.8%	79.7%	85.4%	85.7%	95.7%	99.5%	99.5%	99.7%	93.4%	98.0%	95.9%	95.1%	98.5%	95.7%
Brightlingsea	97.3%	97.3%	98.3%	99.1%	97.0%	95.1%	96.2%	96.7%	96.3%	90.8%	94.8%	79.7%	85.4%	85.7%	95.7%	99.5%	99.5%	99.7%	93.4%	98.0%	95.9%	95.1%	98.5%	95.7%
Burnham	97.0%	95.1%	95.4%	97.3%	96.1%	93.1%	95.3%	90.0%	78.0%	81.6%	88.2%	85.7%	92.3%	92.3%	93.0%	88.9%	87.4%	81.9%	91.2%	93.9%	89.9%	82.7%	93.2%	64.2%
Clacton	97.0%	95.1%	95.4%	97.3%	96.1%	93.1%	95.3%	90.0%	78.0%	81.6%	88.2%	85.7%	92.3%	92.3%	93.0%	88.9%	87.4%	81.9%	91.2%	93.9%	89.9%	82.7%	93.2%	64.2%
Dovercourt	80.1%	72.0%	77.3%	82.1%	88.0%	89.4%	79.6%	66.2%	65.0%	79.1%	82.3%	54.6%	71.6%	83.8%	89.3%	99.3%	99.3%	97.5%	77.2%	65.0%	68.4%	68.3%	73.6%	64.1%
Frinton	99.8%	99.7%	99.9%	99.1%	97.2%	99.4%	99.2%	94.3%	91.8%	91.8%	95.6%	97.2%	84.7%	92.7%	88.0%	91.9%	99.7%	97.8%	85.0%	81.7%	85.4%	84.7%	91.0%	96.9%
Waldon	99.8%	99.7%	99.9%	99.1%	97.2%	99.4%	99.2%	94.3%	91.8%	91.8%	95.6%	97.2%	84.7%	92.7%	88.0%	91.9%	99.7%	97.8%	85.0%	81.7%	85.4%	84.7%	91.0%	96.9%
Manningtree	85.3%	90.8%	85.8%	93.8%	86.8%	89.4%	89.8%	85.5%	72.7%	76.9%	72.8%	65.0%	81.3%	68.5%	72.4%	89.2%	88.7%	88.3%	71.9%	80.9%	81.0%	53.1%	65.9%	66.8%
Tillingham	86.7%	77.9%	66.3%	78.6%	72.9%	55.4%	55.4%	75.3%	53.6%	67.3%	80.5%	77.7%	70.3%	92.6%	91.9%	98.5%	95.4%	89.4%	85.9%	76.4%	95.5%	94.1%	83.3%	92.0%
Tiptree	96.4%	93.6%	93.4%	94.1%	91.7%	90.5%	91.1%	86.1%	92.0%	83.9%	82.6%	78.8%	77.9%	77.2%	68.8%	81.3%	82.7%	79.2%	65.7%	72.5%	80.3%	71.8%	83.5%	76.8%
Tollesbury	50.0%	41.5%	50.0%	47.9%	63.2%	51.6%	55.8%	67.5%	59.0%	60.5%	64.1%	53.8%	60.4%	62.6%	68.8%	63.0%	55.5%	65.2%	65.6%	51.0%	56.4%	66.6%	68.1%	69.0%
Wesley	96.7%	98.8%	99.2%	97.9%	97.1%	98.2%	96.7%	96.4%	98.2%	96.7%	98.0%	97.7%	99.2%	95.8%	98.2%	99.4%	100.0%	99.6%	99.5%	99.9%	98.6%	99.9%	99.8%	99.9%
West Mersea	96.7%	98.8%	99.2%	97.9%	97.1%	98.2%	96.7%	96.4%	98.2%	96.7%	98.0%	97.7%	99.2%	95.8%	98.2%	99.4%	100.0%	99.6%	99.5%	99.9%	98.6%	99.9%	99.8%	99.9%
Wivenhoe	73.2%	82.0%	70.4%	65.5%	63.3%	56.9%	84.9%	81.4%	73.6%	83.6%	80.9%	69.3%	81.4%	89.8%	86.3%	99.9%	96.7%	87.2%	93.3%	94.3%	70.5%	80.8%	87.3%	52.2%

North West	2019												2020											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Wholetime/Day Crew	98.4%	98.8%	96.4%	96.2%	96.2%	96.2%	95.9%	95.7%	95.5%	97.8%	97.5%	98.1%	96.3%	98.2%	98.4%	99.2%	100.0%	98.9%	96.6%	96.8%	98.5%	96.5%	96.6%	88.6%
Harlow	98.4%	98.8%	96.4%	96.2%	96.2%	96.2%	95.9%	95.7%	95.5%	97.8%	97.5%	98.1%	96.3%	98.2%	98.4%	99.2%	100.0%	98.9%	96.6%	96.8%	98.5%	96.5%	96.6%	88.6%
Central	98.4%	98.8%	96.4%	96.2%	96.2%	96.2%	95.9%	95.7%	95.5%	97.8%	97.5%	98.1%	96.3%	98.2%	98.4%	99.2%	100.0%	98.9%	96.6%	96.8%	98.5%	96.5%	96.6%	88.6%
On-Call	91.1%	73.4%	76.5%	69.9%	75.7%	67.7%	80.0%	70.7%	66.7%	73.5%	78.8%	84.9%	95.6%	88.6%	90.4%	91.3%	86.7%	78.5%	78.6%	63.4%	80.0%	76.4%	65.9%	54.5%
Braintree	91.1%	73.4%	76.5%	69.9%	75.7%	67.7%	80.0%	70.7%	66.7%	73.5%	78.8%	84.9%	95.6%	88.6%	90.4%	91.3%	86.7%	78.5%	78.6%	63.4%	80.0%	76.4%	65.9%	54.5%
Coggeshall	74.4%	68.8%	77.6%	78.9%	76.2%	69.3%	72.6%	59.2%	68.8%	75.4%	75.8%	76.3%	82.9%	64.9%	78.6%	93.5%	89.6%	51.9%	41.3%	62.7%	77.5%	55.8%	64.8%	33.6%
Dunmow	72.7%	72.5%	64.3%	72.3%	65.2%	71.2%	73.0%	75.2%	68.3%	77.6%	76.3%	78.1%	83.0%	70.8%	82.0%	94.2%	77.0%	70.6%	62.5%	63.2%	65.8%	74.1%	68.2%	69.5%
Halestead	90.5%	88.9%	83.4%	81.4%	80.3%	65.7%	76.6%	68.9%	80.9%	82.0%	78.4%	73.2%	89.4%	84.3%	85.2%	98.9%	95.6%	88.0%	87.1%	69.6%	73.6%	72.2%	64.5%	52.6%
Leaden	4.7%	41.2%	55.8%	53.5%	62.4%	50.3%	60.3%	34.1%	55.9%	50.2%	57.3%	53.7%	62.6%	46.6%	64.7%	91.0%	88.1%	85.8%	71.0%	26.5%	54.3%	63.2%	67.5%	58.7%
Rodrig	84.1%	91.8%	95.7%	96.5%	89.3%	96.8%	91.7%	95.1%	94.5%	97.8%	95.0%	94.3%	88.4%	96.0%	98.4%	99.7%	100.0%	99.9%	99.5%	99.0%	99.9%	98.0%	99.2%	99.1%
Old Harlow	75.2%	63.2%	57.5%	49.8%	56.9%	53.6%	60.6%	49.1%	54.2%	47.1%	46.1%	36.7%	55.4%	52.3%	63.1%	85.3%	69.3%	66.7%	85.9%	54.8%	65.7%	61.7%	64.3%	60.8%
Saffron	97.7%	92.1%	95.6%	94.8%	99.4%	96.2%	96.3%	85.7%	94.8%	94.0%	96.9%	98.2%	99.2%	96.8%	98.5%	99.7%	99.6%	97.7%	95.7%	91.7%	91.3%	96.0%	99.4%	98.2%
Walden	55.9%	59.5%	63.4%	64.1%	63.3%	54.0%	59.6%	46.4%	58.7%	63.9%	63.9%	59.3%	61.5%	59.8%	70.5%	86.6%	77.2%	69.3%	80.6%	36.8%	61.7%	63.3%	73.3%	72.8%
Heddingham	94.8%	93.8%	93.3%	96.0%	88.9%	91.0%	91.1%	95.8%	90.3%	92.4%	95.1%	96.9%	95.2%	99.3%	96.9%	100.0%	100.0%	96.7%	98.6%	98.6%	93.5%	98.4%	98.5%	99.3%
Trauxed	74.4%	68.8%	77.6%	78.9%	76.2%	69.3%	72.6%	59.2%	68.8%	75.4%	75.8%	76.3%	82.9%	64.9%	78.6%	93.5%	89.6%	51.9%	41.3%	62.7%	77.5%	55.8%	64.8%	33.6%
Wetherfield	85.0%	79.6%	83.8%	76.6%	83.5%	77.9%	71.3%	84.2%	71.0%	66.4%	68.0%	70.7%	84.0%	82.5%	82.6%	95.8%	94.6%	93.2%	96.4%	56.8%	73.1%	68.3%	80.8%	80.8%
Witham	72.3%	72.9%	65.5%	70.1%	67.6%	55.9%	67.9%	42.7%	58.4%	58.4%	49.6%	46.3%	52.1%	41.8%	61.6%	94.7%	74.3%	55.4%	63.5%	57.6%	69.1%	50.9%	60.0%	62.3%

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**South East**

WholeTime/Day Crew	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December
Chelmsford	97.5%	98.2%	97.6%	94.3%	91.7%	92.8%	94.1%	95.9%	92.7%	97.1%	97.0%	95.6%	98.3%	98.4%	98.3%	99.5%	99.7%	99.5%	98.5%	98.8%	91.5%	96.6%	97.8%	96.6%
Great Baddow	97.5%	97.4%	92.7%	98.6%	91.7%	91.8%	88.8%	76.4%	93.2%	88.6%	94.1%	87.8%	98.2%	95.4%	95.7%	99.7%	99.8%	97.5%	98.6%	77.5%	87.7%	91.2%	96.1%	73.0%
Leigh	98.3%	98.1%	97.9%	98.7%	93.8%	99.1%	97.8%	98.1%	97.0%	96.8%	96.4%	97.2%	98.0%	98.3%	98.0%	99.3%	99.4%	99.4%	98.1%	96.0%	88.2%	96.6%	97.8%	97.1%
Rayleigh Weir	98.5%	96.8%	99.0%	99.4%	98.4%	99.3%	98.4%	98.0%	99.3%	98.9%	99.0%	99.0%	97.9%	97.8%	98.7%	99.4%	98.9%	99.6%	98.5%	97.0%	98.9%	96.5%	99.0%	93.7%
South Woodham	98.8%	99.7%	97.4%	96.4%	92.2%	89.9%	79.7%	39.3%	66.3%	79.6%	86.5%	83.7%	99.3%	91.4%	92.8%	98.3%	99.8%	98.1%	96.1%	72.2%	95.1%	97.1%	96.4%	71.4%
Southend	98.5%	99.5%	98.7%	97.2%	97.8%	97.1%	97.4%	98.2%	96.5%	99.5%	94.4%	94.9%	98.5%	98.7%	96.8%	99.4%	99.8%	99.7%	99.0%	95.5%	97.9%	98.2%	96.7%	88.7%

**On-Call**

On-Call	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December
Canvey	65.8%	47.8%	47.2%	44.0%	51.0%	48.5%	55.2%	50.9%	53.0%	41.5%	37.4%	51.3%	53.4%	48.9%	47.5%	50.6%	50.8%	50.2%	51.6%	50.0%	63.2%	51.5%	50.0%	64.9%
Hawkwell	99.8%	91.9%	96.1%	98.8%	96.9%	97.4%	96.5%	100.0%	91.1%	95.8%	94.6%	98.5%	99.2%	100.0%	95.5%	99.8%	99.9%	95.3%	97.1%	98.6%	95.6%	99.1%	97.1%	98.8%
Rochford	64.2%	59.3%	86.6%	82.2%	75.9%	87.9%	86.0%	82.0%	83.2%	75.6%	70.7%	80.1%	87.4%	88.7%	97.6%	98.9%	99.2%	94.5%	76.9%	84.7%	74.1%	75.0%	88.1%	88.4%
Shoeburyness	84.3%	71.0%	86.5%	92.7%	94.0%	96.9%	96.4%	92.2%	91.7%	90.7%	88.9%	91.7%	95.8%	98.9%	98.8%	99.2%	99.8%	98.9%	96.7%	96.8%	98.7%	99.2%	98.9%	96.7%

**South West**

WholeTime/Day Crew	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December
Basildon	97.4%	97.4%	96.1%	97.2%	95.8%	96.1%	96.9%	97.7%	94.4%	95.9%	95.2%	92.2%	96.8%	97.3%	97.5%	99.2%	98.8%	98.7%	97.0%	95.5%	96.3%	96.0%	96.9%	87.7%
Brentwood	98.5%	96.6%	98.4%	97.1%	97.5%	97.7%	98.7%	94.6%	97.1%	99.7%	98.0%	96.8%	98.8%	98.4%	96.3%	99.7%	99.5%	98.4%	98.3%	99.0%	97.6%	96.2%	97.2%	93.1%
Grays	99.4%	98.3%	97.5%	96.0%	97.7%	97.6%	97.2%	95.8%	96.7%	99.2%	96.8%	95.5%	96.8%	98.0%	98.4%	99.5%	99.5%	99.5%	98.7%	95.8%	95.1%	97.0%	92.7%	79.3%
Loughton	98.8%	92.3%	96.9%	91.7%	95.7%	96.0%	92.4%	93.8%	93.9%	97.5%	96.5%	94.9%	96.7%	97.3%	98.6%	98.8%	99.7%	97.9%	97.0%	97.3%	98.1%	98.2%	97.1%	94.7%
Orsett	96.3%	98.7%	96.0%	97.4%	88.1%	97.1%	99.0%	96.9%	95.9%	95.6%	99.0%	98.2%	97.7%	99.2%	97.9%	99.7%	99.5%	99.8%	97.7%	97.6%	97.4%	97.3%	96.7%	94.0%
Waltham Abbey	96.1%	96.5%	93.8%	95.0%	97.5%	92.7%	96.0%	90.9%	85.7%	93.9%	86.2%	76.5%	98.2%	91.2%	91.6%	88.6%	94.4%	88.7%	86.7%	85.7%	86.1%	83.5%	74.1%	40.8%

**On-Call**

On-Call	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December
Billerica	90.8%	89.9%	89.0%	92.2%	84.2%	89.2%	85.5%	76.6%	89.2%	91.8%	85.7%	92.7%	94.3%	93.4%	92.3%	99.7%	94.7%	93.7%	93.7%	92.2%	88.8%	86.7%	90.8%	79.2%
Brentwood	42.3%	35.5%	25.7%	24.0%	22.2%	24.6%	25.5%	23.9%	33.4%	14.4%	11.5%	10.5%	5.7%	15.8%	25.3%	79.7%	77.0%	68.3%	47.4%	18.2%	43.0%	30.0%	24.2%	19.0%
Corringham	97.3%	92.1%	96.4%	94.4%	92.7%	87.2%	96.8%	95.5%	91.5%	91.5%	89.5%	91.0%	93.9%	98.1%	97.3%	100.0%	99.6%	99.5%	98.1%	99.6%	97.0%	97.0%	97.1%	97.3%
Epping	93.0%	93.0%	91.3%	94.3%	91.1%	92.1%	95.0%	91.6%	88.8%	74.6%	90.4%	83.9%	95.2%	89.1%	97.3%	99.7%	99.2%	96.4%	95.6%	97.7%	97.1%	98.6%	98.3%	98.0%
Ingatestone	49.2%	46.0%	40.9%	35.3%	46.4%	32.2%	34.7%	20.3%	22.0%	10.9%	27.7%	24.7%	38.4%	12.0%	37.5%	83.7%	76.5%	76.5%	62.8%	44.7%	53.8%	31.6%	47.7%	44.5%
Ongar	74.1%	78.4%	32.8%	41.1%	39.6%	32.1%	61.1%	31.0%	29.2%	38.3%	36.2%	34.5%	43.2%	33.2%	56.1%	55.5%	44.7%	81.9%	39.0%	19.7%	3.0%	10.2%	1.8%	
Wickford	45.8%	34.3%	31.4%	17.6%	20.3%	32.9%	26.8%	52.3%	46.1%	56.3%	42.0%	43.0%	77.3%	67.0%	53.2%	85.9%	87.1%	61.3%	49.7%	63.6%	37.1%	58.2%	32.5%	

## **Commentary (Response)**

### **Speed of Response to Incidents**

The Service attended 158 fewer incidents in Q3 2020/21 than in Q3 2019/20, this number is the lowest for comparable time periods for the last four years. In addition, there have been decreases in all incident category type totals for this period since Q3 2018/19.

The average speed of response to potentially life- threatening incidents within Q3 saw an increase on 2019/20 for most of the period. However, for December in particular the time was increased by 46 seconds. The mean average is up from 10.17 minutes/seconds in Q3 2019/20 to 10.35 minutes/seconds Q3 2020/21.

Whilst the percentage of incidents / calls attended within 15minutes is broadly similar too that of the same period last year, looking forward additional work around call handling and the time needed by service control to manage the calls needs to be maintained and offers an opportunity for response and service control to develop further joint working.

Additional variables within the response timings can be linked directly to appliance availability and particularly the reduced availability of on-call appliances. Increases are linked to appliances needing to travel further distances as other stations may not be available therefore increasing attendance times. This quarter is also the time when we historically see a decrease in our on-call availability and the end of the whole-time leave period saw an increase in the taking of leave as this had not been taken during the year, under the current national pandemic restrictions the taking of leave and working from home may have altered previous patterns.

### **Appliance Availability**

We are currently below the total pumping appliance availability target of 94%, with the mean average throughout this period 1.5% reduction on the same period last year. Wholetime availability has been stable throughout the period apart from December which saw a 7% reduction on November. On Call availability has seen an positive increase throughout the period when compared to the same period last year this is positive whilst working within the current regional and national environment.

### **North East**

The availability has much improved when compared with Q3 2019/20, except Tiptree which has seen a slight decline. There has been good availability at Brightlingsea, Frinton and Weeley throughout the period.

### ***North West***

There has been a slight improvement of wholetime availability at Harlow, with on-call improvements at Braintree, Coggeshall, Dunmow and Halstead required. There have been excellent improvements at other on call stations notably Newport, Saffron Walden and Stansted.

### ***South West***

Improved notable availability at Epping and Corringham, however improvement is required at Grays and Waltham Abbey. Improvements still required at Brentwood, Ingatestone and Ongar.

### ***South East***

Consistent wholetime availability across the board, however there is some improvement required at Great Baddow, South Woodham Ferrers. The availability at Canvey is requiring improvement with a new Watch Manager being recruited to take the station forward, and there continues to be excellent availability at Hawkwell and Shoeburyness.

The current day crewed stations that are continuing to show low availability, are due to crewing levels at the station with recruitment continuing to be delivered under the Day Crewing Conversion programme. There has been some good progress made in the transition to on-call from wholetime at Dovercourt, and the lessons learned are being utilised at South Woodham Ferrers by the new Station Manager of which improvements are already being noted.

The Staff Team are undertaking the availability modelling of on-call stations to predict the stations that regularly have short falls during the day as some stations still have areas of concern and continue to have poor availability. The key areas of concern around availability are mainly during daytime hours with already low crewing numbers and the potential opportunities for recruitment being hampered due to town sizes, transient populations, the required turn out times (6 minutes) and on-call to wholetime firefighters transferring.

There is currently an ongoing piece of work to align the actions and activities from the PFCC Fire and Rescue Plan, IRMP, Annual Plan and the HMICFRS Plan which all have elements that focus on workstreams aligned to speed of response and appliance availability. These workstreams are being reviewed and collated to support the development and delivery of the new Response Strategy in Q2 21/22.



## BEST USE OF OUR RESOURCES

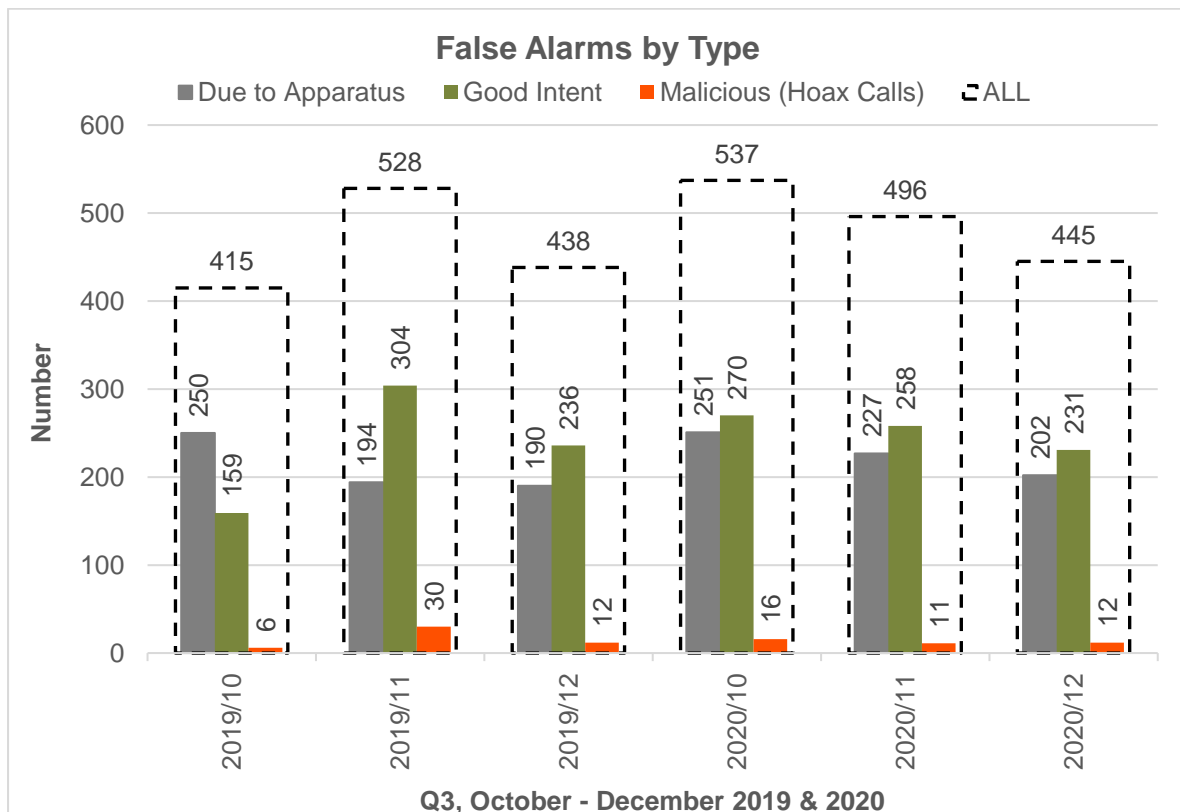
**Objective:** We will improve the safety of the people of Essex by making best use of our resources and ensuring value for money.

**Fire and Rescue Plan Measure:** Reduction in the number of false alarms

The table below shows the number of false alarms per month and 12 month rolling total for Q3 2020/21 and Q3 2019/20. There were 97 more attendances to false alarms in Q3 2020/21 (1478) than the same quarter in 2019/20 (1381).

	Q3 2020/21	Q3 2019/20
<b>October</b>	537	415
<b>November</b>	496	528
<b>December</b>	445	438
<b>12 month Rolling Total</b>	6007	5972

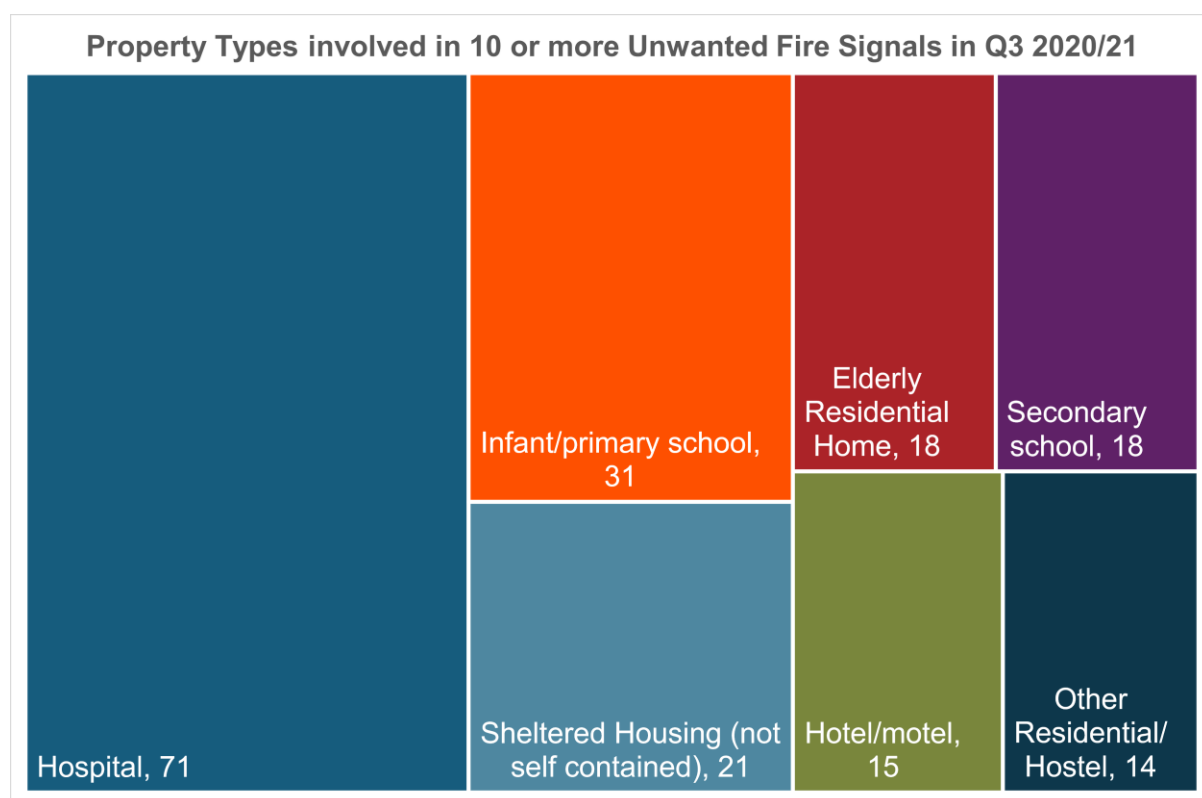
The chart belows the number of false alarms per type; due to apparatus, good intent or malicious (hoax calls) for Q3 2020/21 and Q3 2019/20. There were more false alarms due to apparatus (+46) and good intent (+60), although less malicious calls (-9) compared to the same quarter in 2019/20.



ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21

The Service monitors unwanted fire signals which are false alarms due to apparatus caused by automatic fire detection in non-residential and other residential properties. The table below shows that the number of unwanted fire signals in Q3 2020/21 and Q3 2019/20. The total for Q3 in 2020/21 is 15 less than the total for Q3 2019/20.

	Q3 2020/21	Q3 2019/20
<b>October</b>	79	113
<b>November</b>	92	78
<b>December</b>	75	70
<b>12 month Rolling Total</b>	940	1059



## IMPROVE SAFETY ON OUR ROADS

**Objective:** Reduce the personal, social and economic impact of road traffic incidents

**Fire and Rescue Plan Measure:** Reduction in the number of people killed or seriously injured

Although figures for Q3 2020/21\* are provisional, there were less 42 KSI collisions (158 in 2020/21, 201 in 2019/20) as well as 47 less people killed or seriously injured on Essex roads in Q3 2020/21 compared to Q3 2019/20.

	Q3 2020/21*			Q3 2019/20		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
<b>October</b>	4	51	<b>55</b>	6	53	<b>59</b>
<b>November</b>	1	54	<b>55</b>	5	72	<b>77</b>
<b>December</b>	5	53	<b>58</b>	1	78	<b>79</b>
<b>Total</b>	<b>10</b>	<b>158</b>	<b>168</b>	<b>12</b>	<b>203</b>	<b>215</b>

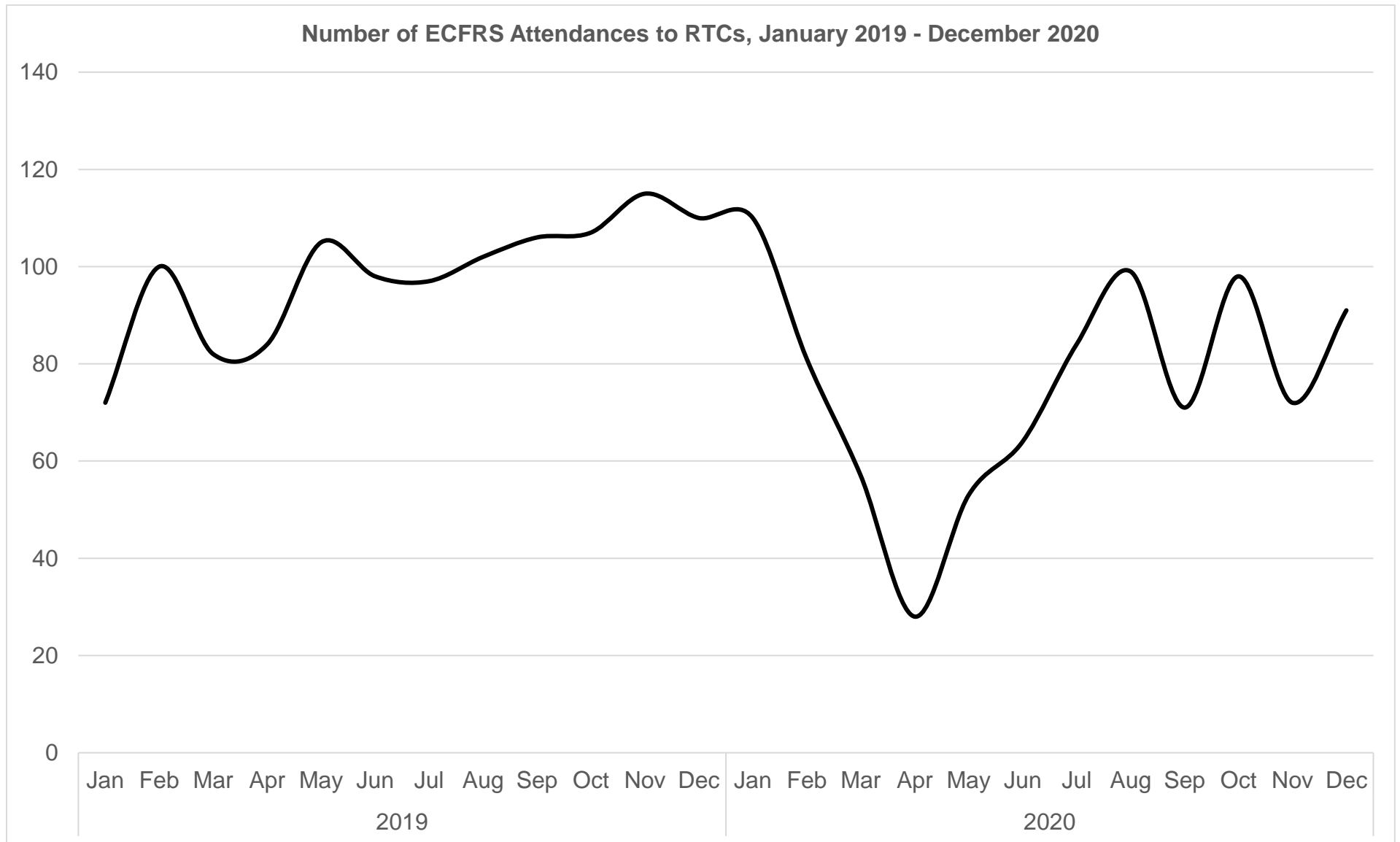
Source: KSI stats as at 1<sup>st</sup> Feb 2021 from Essex Police, sourced from CRASH.

**Service Measure:** Number of road traffic collisions attended by ECFRS

ECFRS attended 255 road traffic collisions in Q3 2020/21, 2 more than the previous quarter and 63 less than the same quarter in 2019/20.

Month	Q3 2020/21	Q3 2019/20
<b>October</b>	97	101
<b>November</b>	71	110
<b>December</b>	87	107
<b>12-month Rolling Total</b>	<b>897</b>	<b>1144</b>

ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21



The table below shows the total number of road safety events and interactions, as well as the number of events/courses for FireBike, FireCar and Community Wheels.

RTC Reduction	FireBike
Total 5 Events, Total 188 interactions	1 FireBike Better Biking Course; 9 participants 2 FireBike Advanced Machine Skills Courses; 24 participants
FireCar	Community Wheels
3	1

**Commentary**

**Observations and Key Insights about the Data**

In terms of road safety generally, traffic flows have returned to almost normal levels following the COVID-19 lockdown period. During that period, the incidence of RTCs fell, but with the easing of restrictions the number of RTCs involving persons KSI has inevitably increased.

The provisional year to date, RTC KSI figures are an improvement compared with 2019.

The COVID pandemic clearly affected FireBike activities for the first half of 2020, however FireBike was able to recommence in mid-August, governed by appropriate risk assessments.

Between August and October 2020, 5 FireBike Better Biking Courses were held (with 50 riders trained) and 6 FireBike Advanced Machine Skills Courses held (with 67 riders trained).

**Actions taken in the Quarter**

With the introduction of the NFCC COVID-19 risk assessment, activity opened up where it was possible and a review of all presentations and the inclusion of a Vision Zero call to action.

SERP continue to push forward strategic approach for Vision Zero including a revised MOU and training for all partners on how Vision Zero can be approached. In addition, work is underway to agree the SERP delivery plan for 21/22, which sees a significant decrease in funding available to ECFRS.

Specific actions taken during the quarter include:

- Support in the design and content of new service strategy,
- SERP Strategic Group meeting held on Teams,
- Management of the Community Speed Watch (CSW) Coordinator vacancy,
- CSW activities recommenced for a short time in some areas in December, with 23 Groups authorised to operate as ‘Phase 1’ on a revised COVID safe basis,
- Onboarding and induction of new RTC Reduction Business Support Assistant,
- Recruitment of new FireBike Manager.

During this quarter, the Community Wheels Vehicle has been subject discussions around its future. As identified by Fleets the vehicle will need to be decommissioned in Summer 2021. The vehicle is also deemed not suitable to remain operational but in a static location. A new replacement vehicle will cost in excess of £250,000 with no funds identified for a replacement. The consideration of a replacement vehicle or alternative means of delivery will be considered in the next quarter.

### **Actions planned for the next Quarter**

- Firebike Manager starts and recommences M/C training as soon as Covid restrictions allow.
- Firebike Manager leads and supports the multi agency review of all P2W activity.
- Continued review of all RTC education packages, with a view to delivery online
- Business case for continued use of RTC Reduction assets – Community Wheels and the Waltham Abbey Simulator specifically
- Internal plan for Vision Zero and its role in post collision response,
- Training for secondary contract staff for Vision Zero principles.
- The development of a RTC Operational Delivery Plan to be launched for April 2021.

## PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

**Objective:** To have a safe and diverse workforce who we enable to perform well in a supportive culture underpinned by excellent training.

**Fire and Rescue Plan Measure:** Improved workforce diversity

The following table presents the Service’s headline diversity metrics as at 31 Dec 2020.

EE Group	Gender % that are Female <sup>1</sup>	Majority Age Band	% LGBT <sup>1</sup>	% Ethnic Minority <sup>1</sup>	% Disability
Wholetime	7.3%	46-55	6.3%	4.1%	3.6%
On-Call	2.4%	25-35	3.6%	2.0%	3.2%
Control	86.8%	25-35	4.0%	2.9%	0.0%
Support	52.4%	46-55	6.0%	2.6%	5.8%
<b>Overall</b>	<b>18.2%</b>	<b>46-55</b>	<b>5.4%</b>	<b>3.0%</b>	<b>3.9%</b>

Note 1: reflects the proportion of those individuals that explicitly self-identified their gender, sexual orientation, or ethnicity.

**Service Measure:** Average number of working days/shifts lost per person per year

The following table presents the Service’s sickness absence metrics for the rolling 12 months to 31 Dec 2020. Figures include any time recorded as self-isolating or otherwise absent from the workplace due to COVID-related conditions.

EE Group	% of Current Employees taking sick leave	Median Working Days Lost	Total Working Days Lost	% Short Term <sup>2</sup>	% Long Term <sup>2</sup>
Wholetime	62.6%	8.0	8,323	42.1%	57.9%
On-Call	47.4%	14.0	8,855	38.1%	61.9%
Control	83.8%	13.5	774	41.8%	58.2%
Support	50.3%	7.0	2,633	41.3%	58.7%
<b>Overall</b>	<b>55.4%</b>	<b>10.0</b>	<b>20,585</b>	<b>40.3%</b>	<b>59.7%</b>

Note 2: Periods of absence lasting 28 calendar days or more are classified as Long Term. All shorter periods than this are considered to be Short Term.

**Service Measure:** Employee Relations

The following table presents the Service’s employee relations casework metrics as at 31 Dec 2020.

<b>Case Type</b>	<b>New Cases in Period</b>	<b>Closed Cases in Period</b>	<b>Average Time to Close (days)</b>	<b>Cases Open at Quarter End</b>	<b>Oldest Case (days)<sup>3</sup></b>
<b>Attendance</b>	16	15	183	24	241
<b>Disciplinary</b>	0	1	228	2	n/a
<b>Grievance</b>	3	5	74	1	52
<b>Performance</b>	1	5	85	6	436
<b>Overall</b>	<b>20</b>	<b>26</b>	<b>145</b>	<b>31</b>	<b>436</b>
Note 3: Cases which are on ‘stop the clock’ are excluded from oldest case age calculations.					

***Commentary is available in the Q3 People Report 2020/21.***



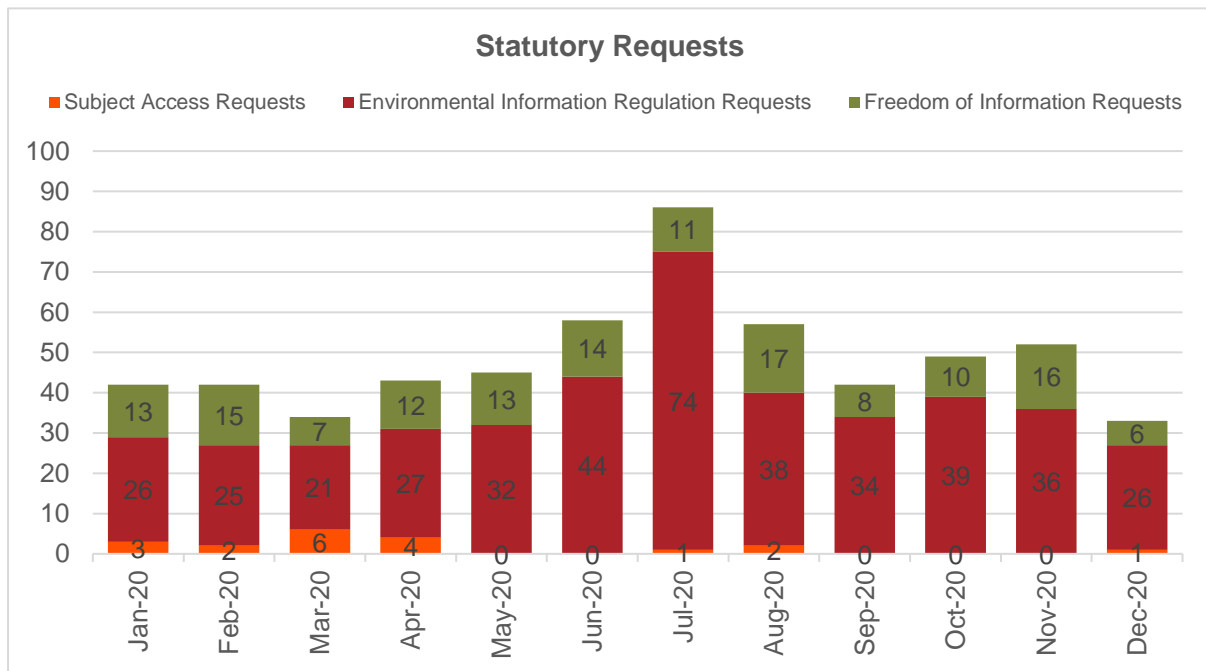
**BE TRANSPARENT, OPEN AND ACCESSIBLE**

**Objective:** Communities are involved, engaged and consulted in the services they receive. In doing so, the public can hold us to account for the service we provide.

**Service Measure:** Statutory Requests and Complaint Response Rates

**Percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed on time in Q3 2020/21. 90%**

Target: 90%



ECFRS received 134 statutory requests in Q3 2020/21, 51 fewer than Q2.

**Freedom of Information Themes**

ECFRS received 32 FOIs in Q3 2020/21. The themes were Data Requests (9), HR (6), Fire Safety (5), ICT (4), Operations (4), Contracts/Purchasing (2), Fleet (1) and Other (1).

**Environmental Information Regulations Themes**

ECFRS received 101 Environmental Information Regulation (EIR) Requests in Q3 2020/21. All EIRs were for fire reports.

**Subject Access Request**

ECFRS received 1 Subject Access Request in Q3 2020/21.

**Percentage of complaints closed on time in Q3 2020/21.**

**92%**

Target: 90%

**Complaints and Compliments Theme**

ECFRS received 12 complaints and compliments in Q3 2020/21. The main complaint themes were Staff Attitude/Behaviour (2) Environmental (1), Fire Safety (1) and Social Media (1)

We also received 7 compliments between October 2020 and December 2020.

The information governance (IG) team actively works towards compliance with the Data Protection Act 2018. This includes handling data breaches when they occur. The Service is required to report some data breaches to the Information Commissioner’s Office (ICO). An ongoing training and awareness plan complements the mandatory e- learning that all employees are required to undertake. There were 5 organised training and awareness sessions in Q3 2020/21 across the Service.

<p><b>Data Breaches in Q3 2020/21</b></p> <p style="text-align: center;"><b>7</b></p> <p>Feedback from the ICO on our data handling were 0 in total.  <b>0</b> on a reported data breach.  <b>0</b> on a complaint by an employee.</p>
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The completion rate for the mandatory e-learning (managing personal information) as at Q3 2020/21 was 89% and the table below shows the completion rate for each employee group.

<b>Employee Group</b>	<b>Completion Rate</b>
Wholetime	93%
On-Call	88%
Control	88%
Support	84%
Overall	89%

The IG team also facilitates the completion of Information Asset Register (IAR), a database that holds all the information assets across the Service. At the time of reporting the Service has 905 Information Assets recorded. This IAR is essential to demonstrate compliance with the Data Protection Act 2018 and Records Management regulations.

In Q3, 72% of the data in the IAR has been reviewed and recorded in the organisation's Data Protection management system, an inventory of new technology implementations and upgrades, as well as data cleansing and records assessments. Most departments have updated their information assets and retention periods, this step is helping to identify essential records across the Service and their data location.

## **Commentary**

### **Observations and Key Insights**

- In Q3, the Information Governance Board considered the current mandatory data protection training package for all staff and decided it was necessary to update the packages and baseline recording of completion rates back to 0% (the existing package has been in operation for 3 years). This will ensure the content of the training package is current and we meet our requirement for all staff to complete data protection training at least once every 18 months.
- The Board also agreed that alongside the data protection eLearning staff would also be asked to undertake cyber security eLearning.
- Work undertaken by the handling complaints working group has been implemented in Q3 including improved triage process and improved templates which set out clearly the responsibilities of the Investigating Officer and timescales. This has already achieved an improvement in the percentage of complaints being closed on time from 89% in Q2 to 90% in Q3.

### **Actions planned for next Quarter**

- New mandatory data protection and cyber security eLearning modules for all staff to be launched and monitoring of completion rates to be reset to 0%.
- Continued improvement in performance against complaints being closed on time.
- Further work to implement the Services agreed records management policy.

## BENCHMARKING

External benchmarking is a useful practice for comparing organisational data with others to be used as a reference for contextual understanding. This section provides selected data and charts on Fire & Rescue Services (FRSs) in England, reflecting the three core strands of FRS activity – prevention, protection, and response. It has been shaped based on the FRS indicator pack produced by the Home Office (of interest to the Fire Minister) and received by ECFRS in July 2020. The indicators included in this section are:

- Accidental dwelling fires per 100,000 population (prevention)
- Deliberate fires per 100,000 population (prevention)
- Number of fire safety audits (protection)
- Proportion of unsatisfactory audits (protection)
- Number of notices of deficiency (informal notices) (protection)
- Number of enforcement and prohibition notices (protection)
- Non-fatal casualties requiring hospital treatment per 1,000,000 population (response)

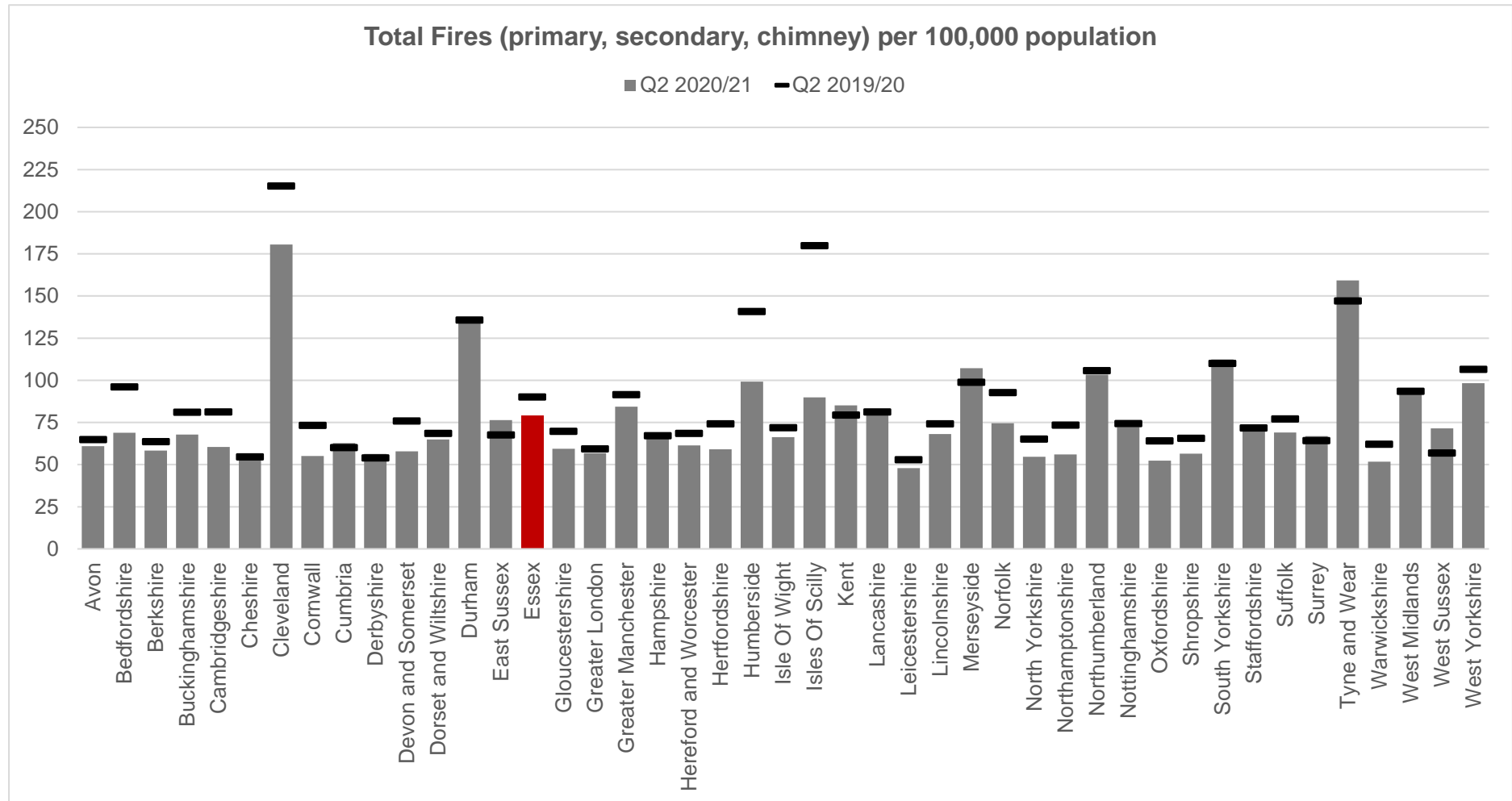
Furthermore, it covers the total number of fires (primary, secondary & chimney) and individual charts for the primary and secondary fires per 100,000 population, which are not included in the FRS indicator pack but provided for additional context.

Prevention focused indicators are useful to understand whether activity undertaken by FRS has resulted in a reduction in fires. Although there should be consideration that various factors influence rates of both fires, for example the local population age, socio-economic deprivation and pertinent to outdoor fires, the weather. Protection indicators indicate the successful identification and assessment of buildings, and where applicable, use of sanctions to those most at risk of fire. For some FRSs, the latter will fluctuate year-on-year as numbers are very low. Finally, rates of non-fatal casualties provide a proxy for response, albeit can be affected by a small number of incidents resulting in multiple casualties in any one quarter.

Deliberate outdoor fires per 100,000 population was an indicator in the FRS pack but not specifically included above (amended to include all deliberate fires instead) as the quarterly data is not published via Home Office fire statistic data tables, therefore not accessible by Essex Fire to include for benchmarking. This is also the case for a response indicator, the proportion of fires which spread beyond the room of origin. Essex Fire will update this section with these indicators, if and when, the data is published by the Home Office. Where possible, quarterly data is presented for each indicator and ECFRS data is highlighted in red on the charts.

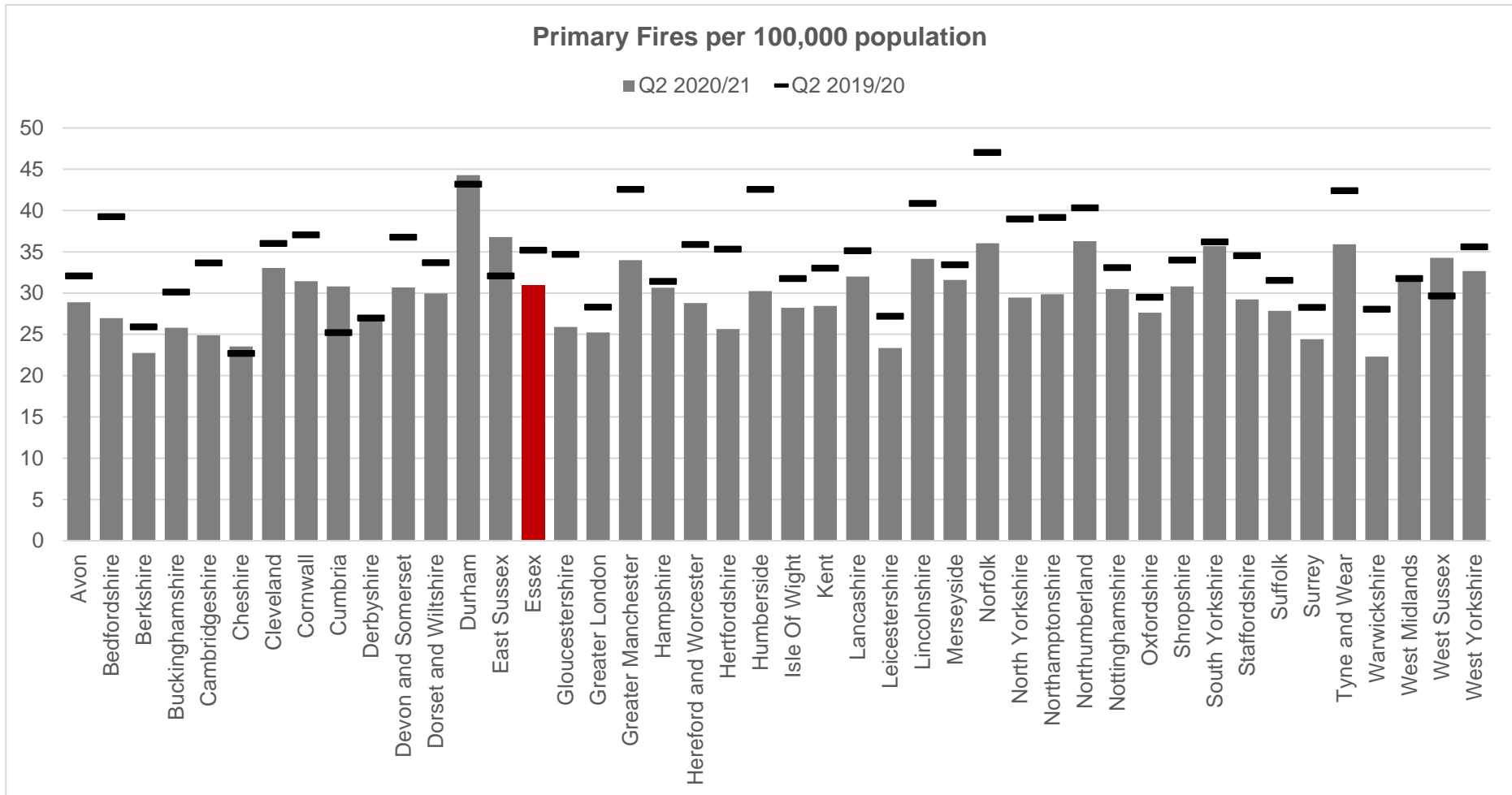
ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21

The chart below shows that the total number of fires per 100,000 population for Essex Fire in Q2 2020/21 was 79.3, and 90.2 in Q2 2019/20.



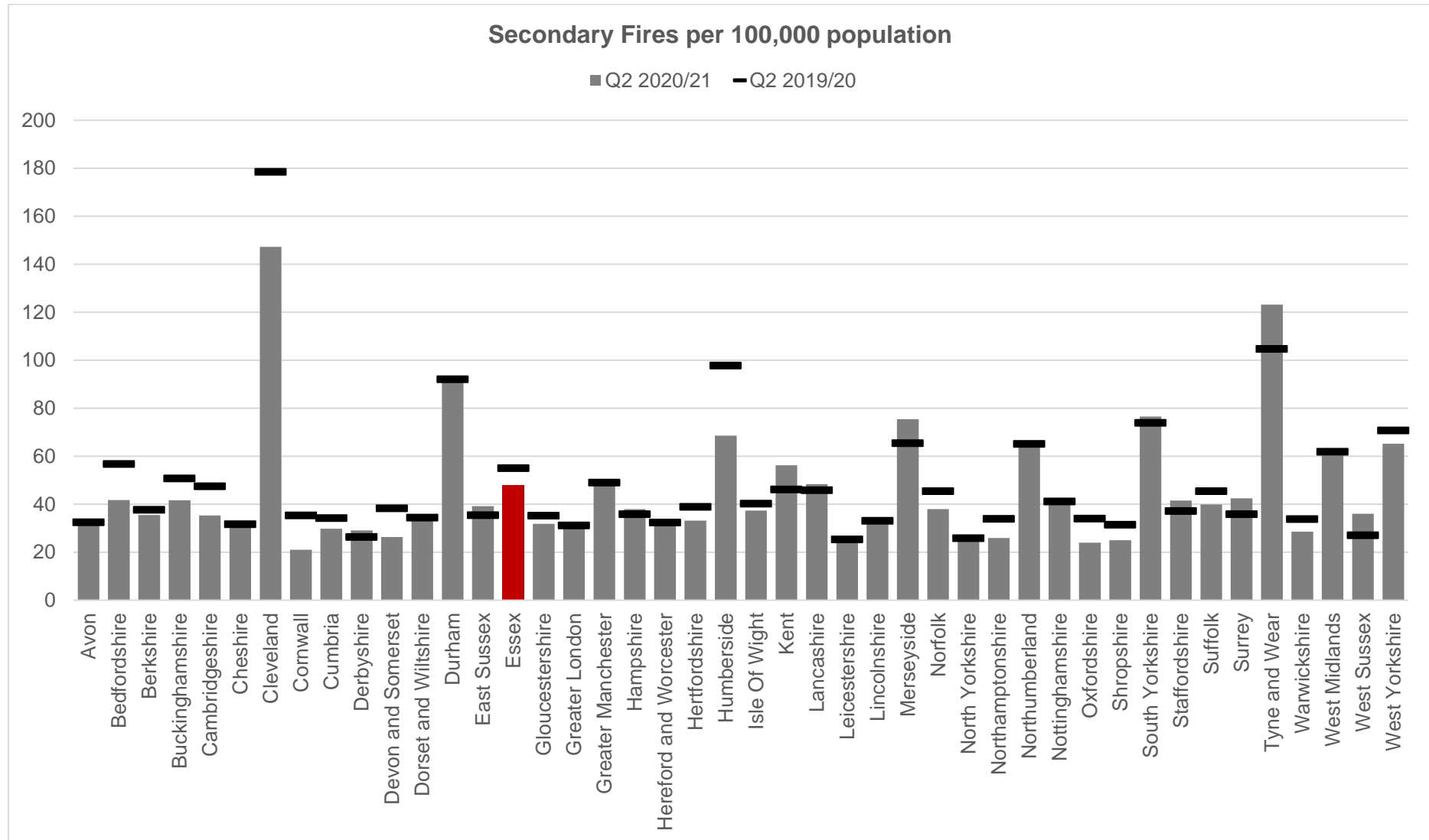
ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21

The chart below shows that the number of primary fires per 100,000 population for Essex Fire in Q2 2020/21 was 31, and 35 in 2019/20.



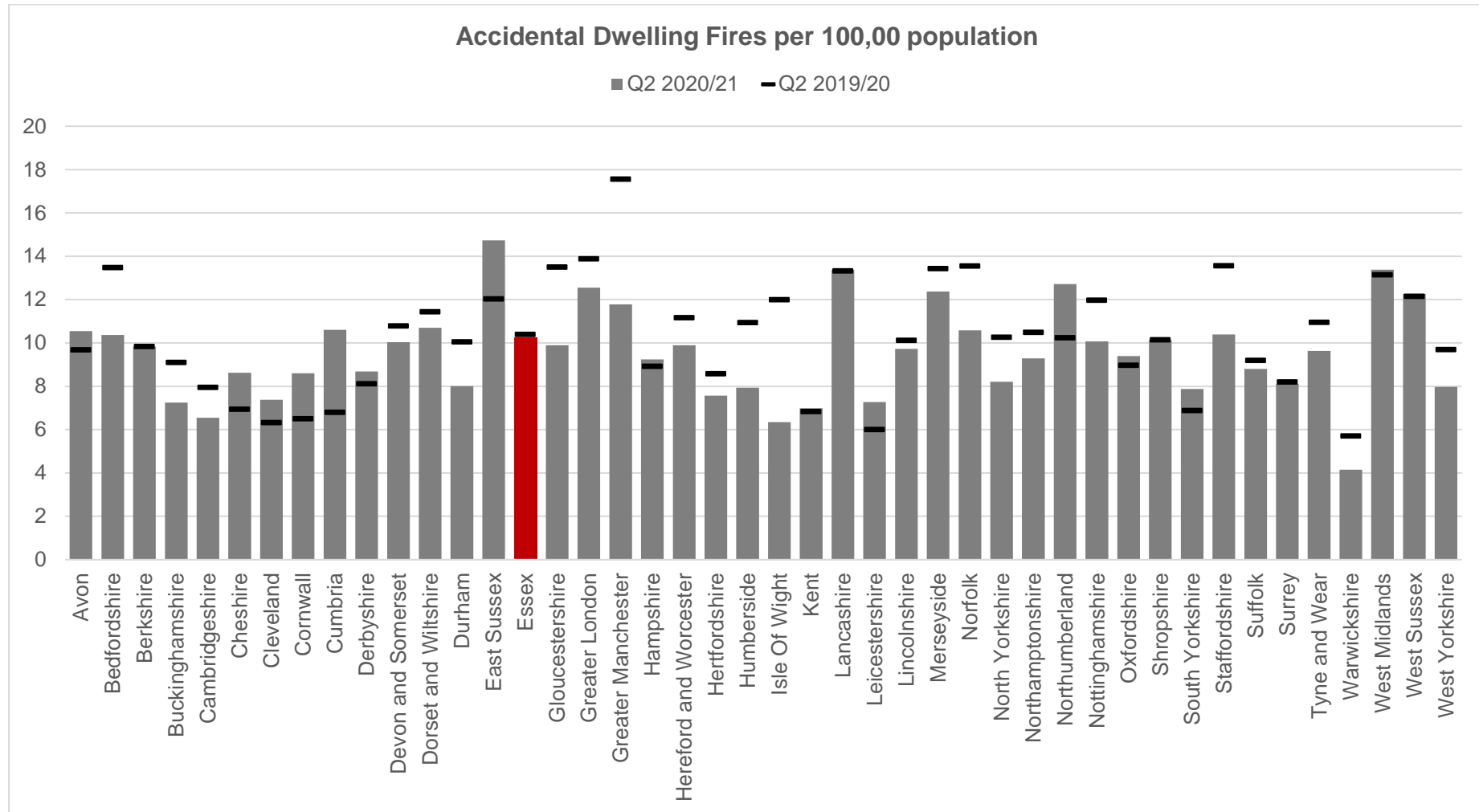
ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21

The number of secondary fires per 100,000 population for Essex Fire in Q2 2020/21 was 48, and 55 in Q2 2019/20.



ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21

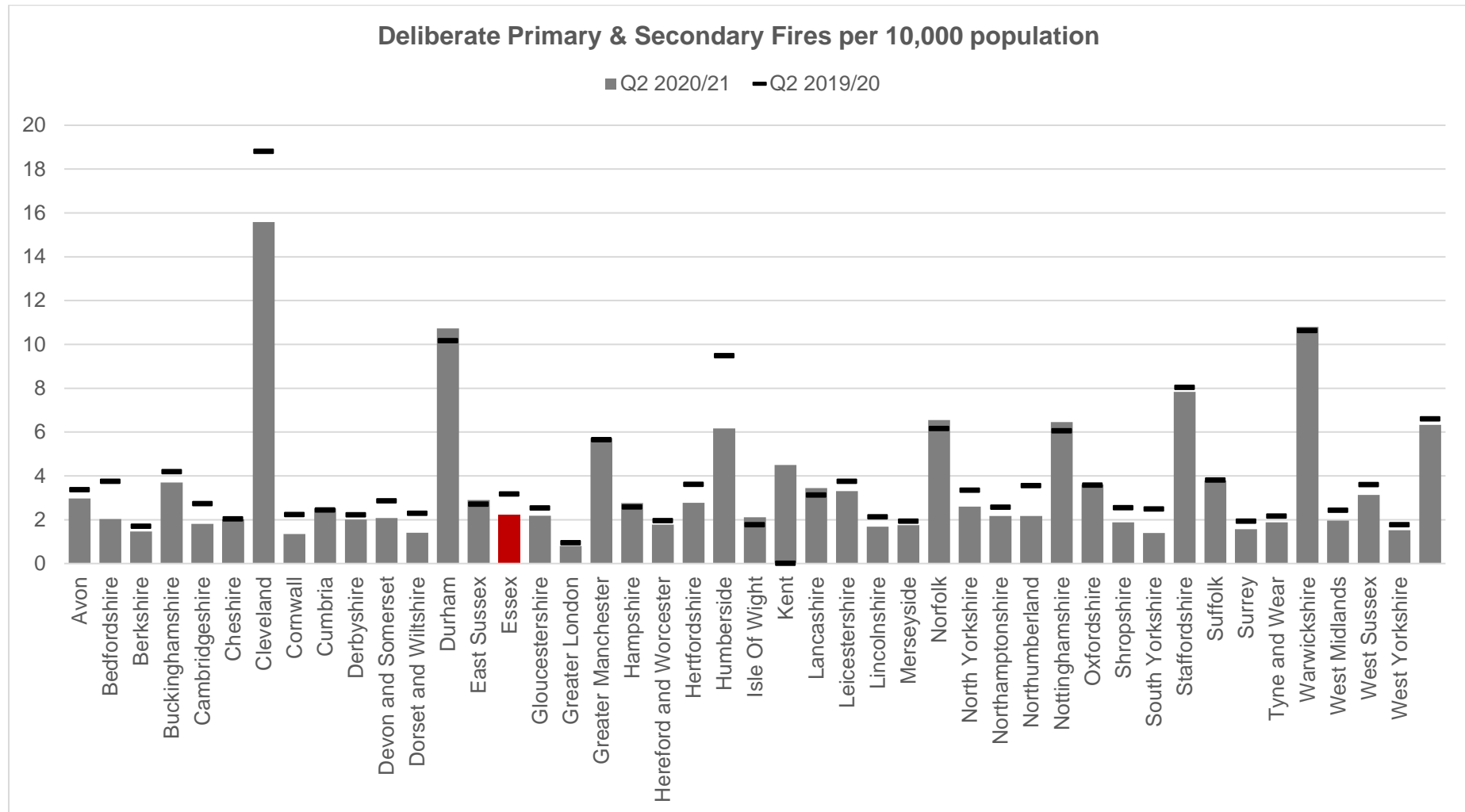
The chart below shows that Essex Fire attended 10.2 accidental dwelling fires (ADF) per 100,000 population in Q2 2020/21, and 10.4 ADFs in Q2 2019/20.





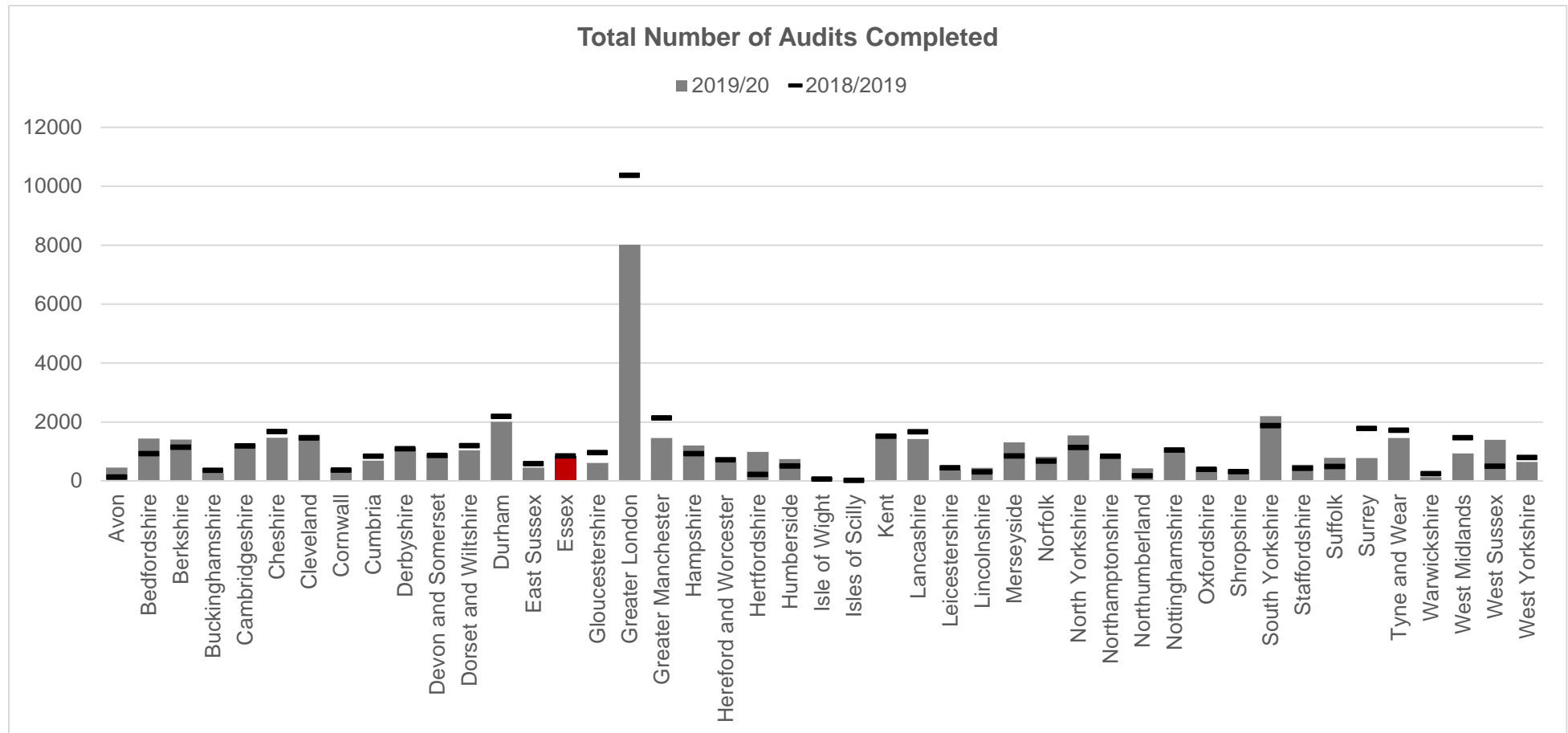
ECFRS Quarterly Performance Report – Quarter Three (Q3) 2020/21

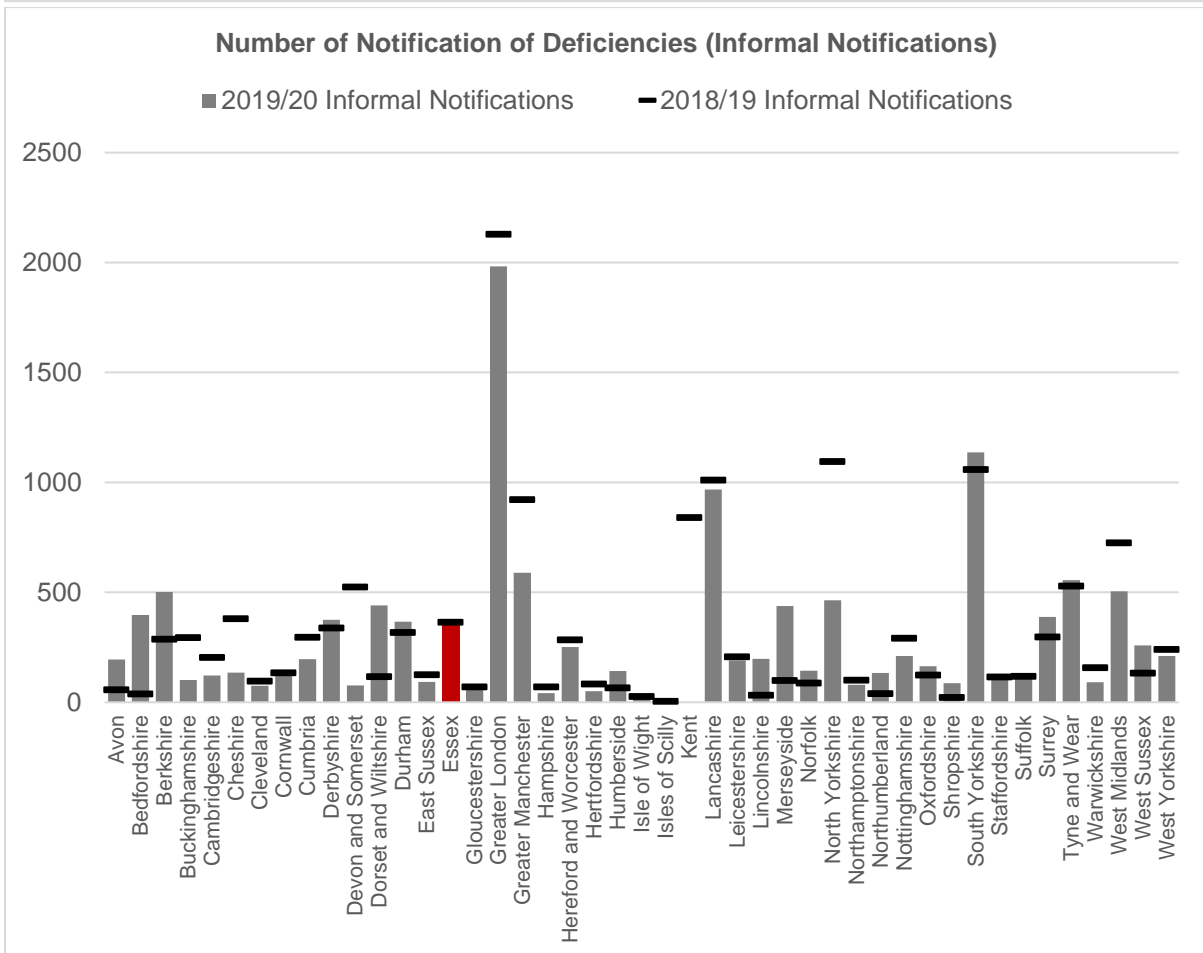
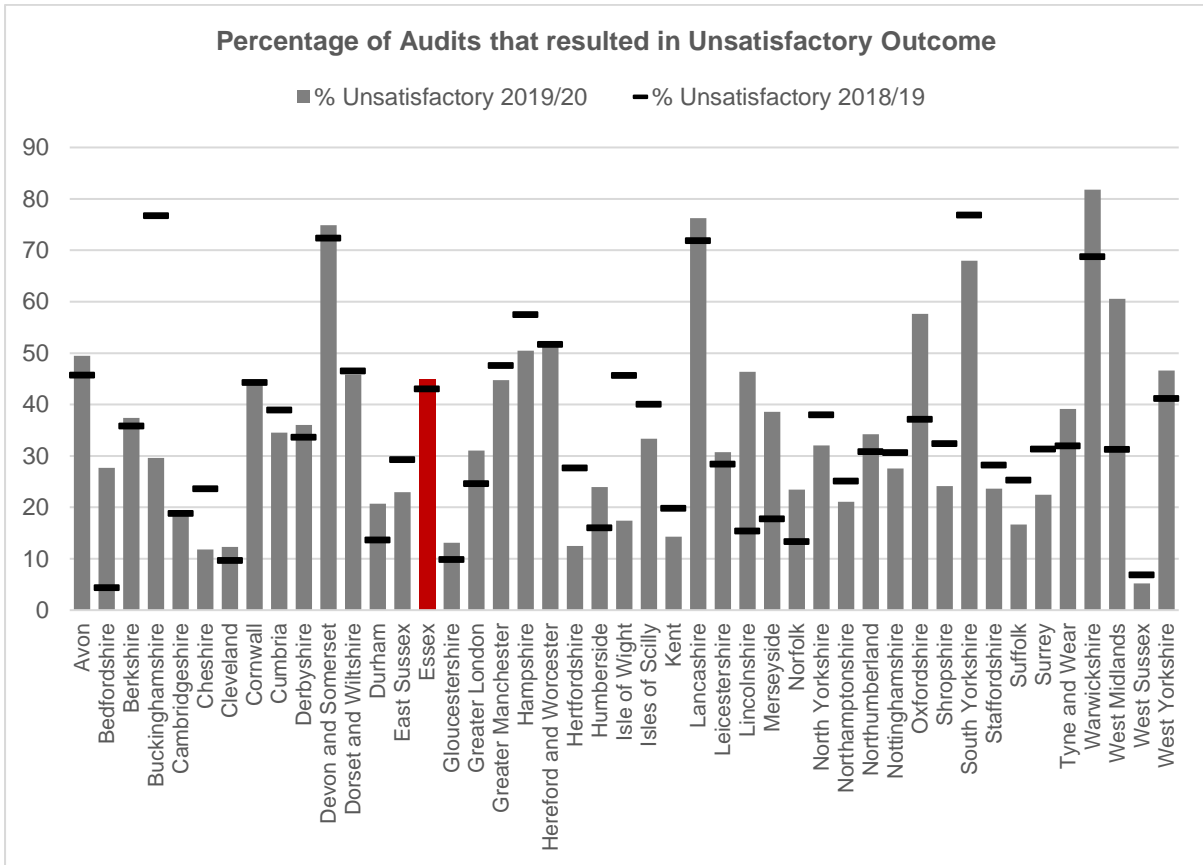
The chart below shows that Essex Fire attended 2.2 deliberate primary and secondary fires per 10,000 population in Q2 2020/21, and 2.5 fires in Q2 2019/20.



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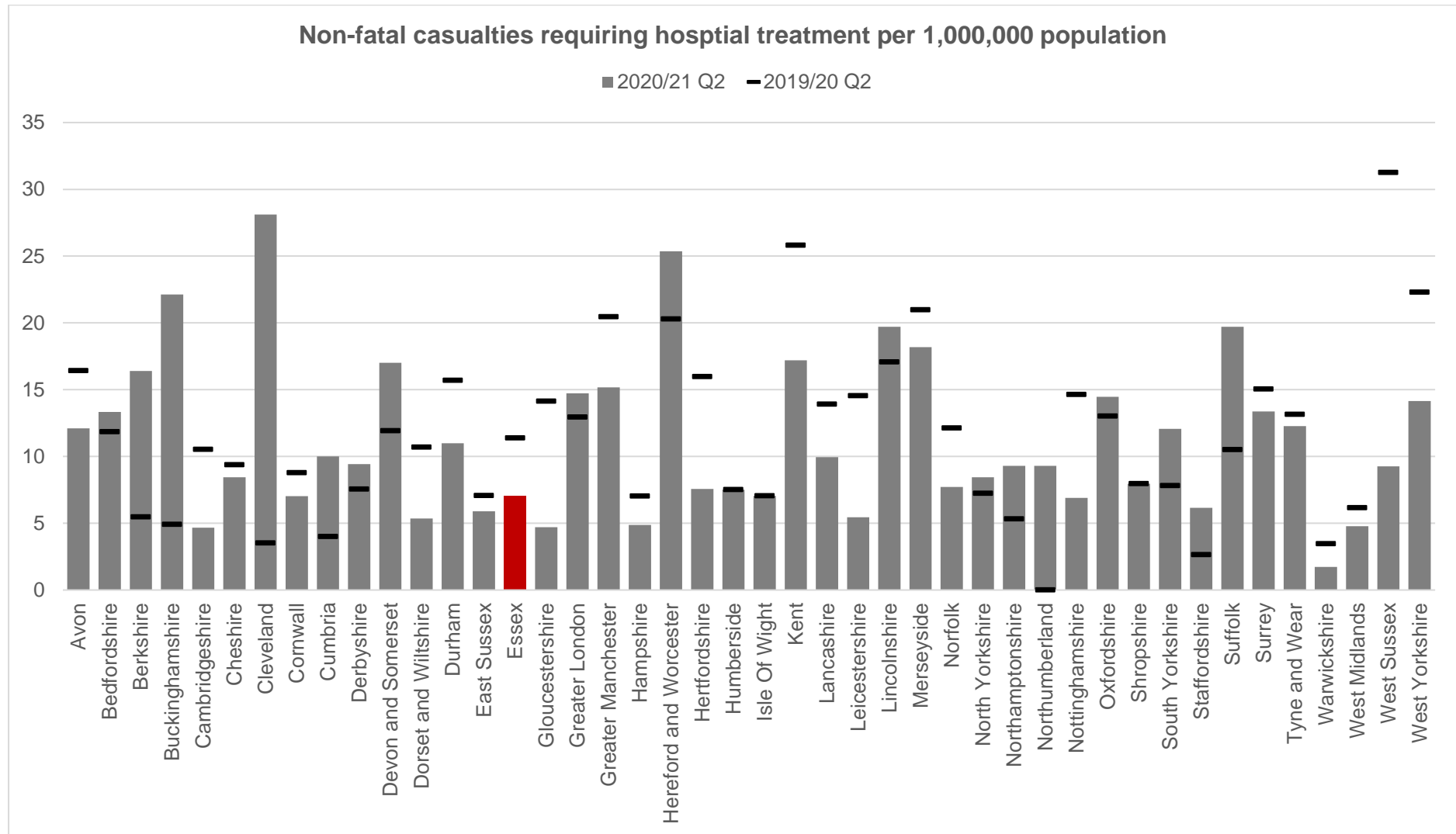
Data concerning fire safety audits was last updated in September 2020 and reported in quarter two performance report. The next update will be autumn 2021. The following charts shows that Essex Fire completed 824 audits in 2019/20 and 846 in 2018/19. 45% of the audits completed by Essex Fire in 2019/20 resulted in unsatisfactory outcome and there were similar results in 2018/29 with 43%. In 2019/20, Essex Fire issued 824 notification of deficiencies and 364 in 2018/19. Essex Fire issued 1 enforcement notice served under Article 30 in 2018/19 and 7 prohibition notices served under Article 31 in 2019/20.





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The chart below shows that there were 7 non-fatal casualties requiring hospital treatment per 1,000,000 population for incidents that occurred and were attended by Essex Fire in Q2 2020/21, and 11.4 casualties in Q2 2019/20.



**END OF REPORT**

