



Essex County
Fire & Rescue Service

Monthly Performance Report

August 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):

13 September 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 and attendance figures for the month. It also provides data and information on information governance, health & safety, human resources, learning & development, home safety, community development and safeguarding.



ECFRS performance reports are used in Performance & Resource Boards to enable the Police, Fire and Crime Commissioner to scrutinise, support and challenge the overall performance of the Fire and Rescue Service.

Performance reports align with the [Fire and Rescue Plan](#).

KEY STATEMENTS

INCIDENTS, ATTENDANCE & AVAILABILITY

- ECFRS attended less incidents in August 2021 than the previous month and less than in August 2020. There were decreases across all incident types from July to August.
- There was an improvement in average response time to potentially life-threatening incidents compared to July 2020. 85.9% of incidents were attended within 15 minutes.
- There was a decrease in total and on-call pumping appliance availability this month compared to the previous month but an increase in wholetime & day-crew availability.
- This month's focus is candle fire safety (Fire Kills campaign, 11 – 17 Oct 2021).

INFORMATION GOVERNANCE

- There were five reported personal data breaches in August 2021.
- 47 statutory requests were received in August 2021: 11 FOIs, 35 EIRs and 1 SAR.

HUMAN RESOURCES (HR)

- Continue development of Workforce Planning tools and collaborate with Performance & Data team on report automation.

LEARNING & DEVELOPMENT (L&D)

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

HEALTH & SAFETY (H&S)

- During August, the department issued the 2 new toolbox talks (TBT), and 1 new Safety Flash.
- Two significant accident investigations boards sat in August.

PROTECTION

- The Protection team completed 90 full audits, of which 77 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). The team also completed 4 desktop audits in August 2021, all were H or VH on the RBIP.
- 96% 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 July to August 2021.
- The number of visits completed by stations increased again by 16.50%. At the end of August, there were 280 visits outstanding with Stations to be completed, 121 of which were generated during a Safe, Well, Secure event that took place on Canvey Island.
- Volunteers are currently undertaking refresher training, with a view to returning to volunteering activity in September 2021. 15 Volunteers have already received their refresher training.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 82 safeguarding referrals to ECFRS in August 2021, a decrease of 13 compared to previous month and 43 more than August 2020.

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

INCIDENTS

**1242 INCIDENTS
AUG 2021**

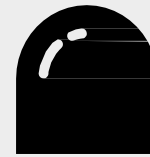
**1398 IN JUL 2021
1537 IN AUG 2020**



**307
Fires**

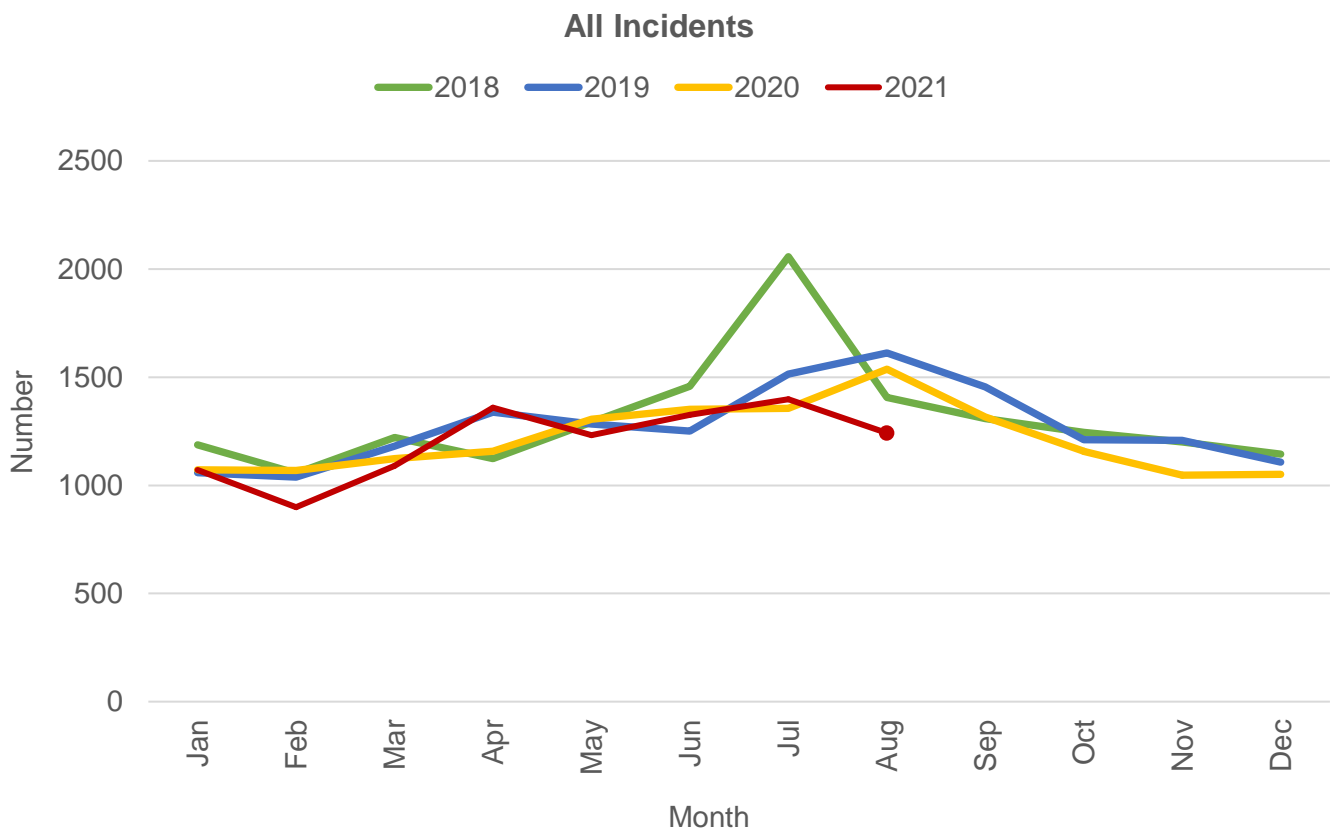


**359
Special
Services**



**576
False
Alarms**

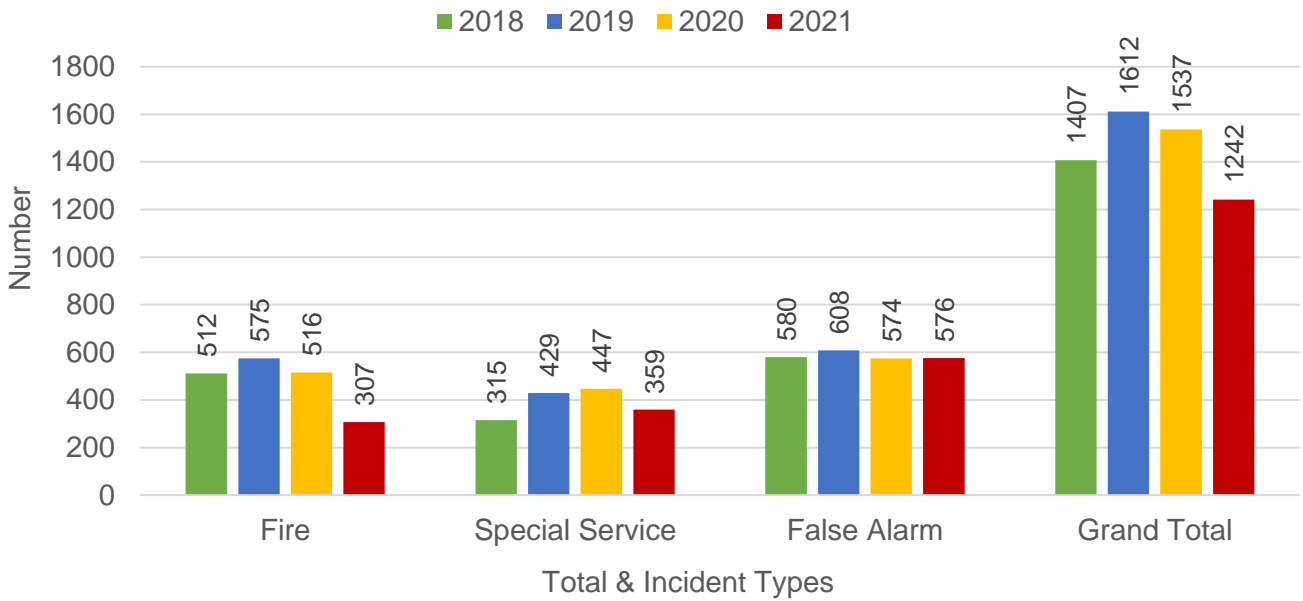
At the time of reporting, 36 incidents are awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.



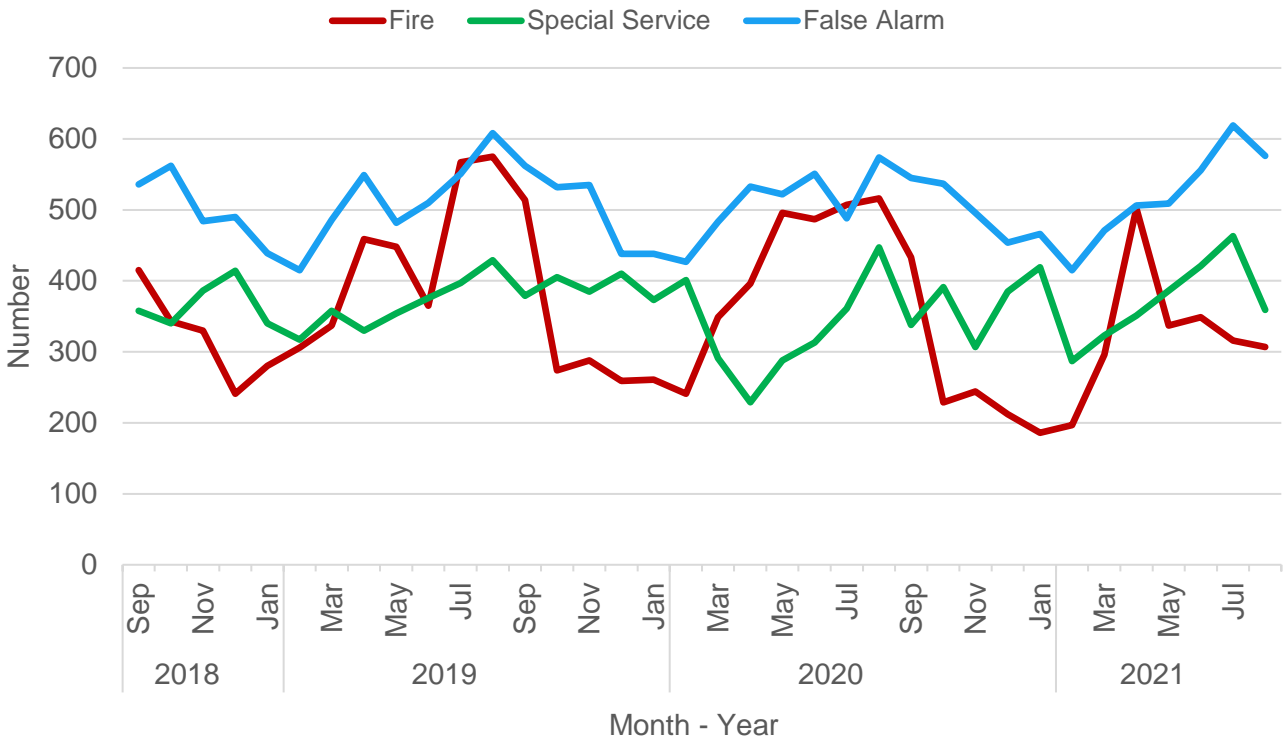
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

INCIDENTS

Incidents in August



Incident Type Breakdown, Sep 2018 - Aug 2021



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

INCIDENTS

FIRE

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

	Aug 2021	Jul 2021	Aug 2020
Primary Fires	159	171	203
Secondary Fires	148	145	311
Accidental Dwelling Fire (ADF)	55	50	67
Fatalities (all Fires)	0	1	0
Casualties (all Fires)	1	4	1

Further Details on Fatalities/ Casualties

- The casualty was involved in a dwelling fire caused by cooking (chip pan/deep fat fryer) and the human factor contributing to the fire was distraction. The household occupancy was categorised as couple both under pensionable age with no children. An alarm system was present and raised the alarm. The victim was male aged between 30 – 35 and went to hospital with injuries that appeared to be slight which were sustained from fighting fire.

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

INCIDENTS

SPECIAL SERVICES

ECFRS attended less Special Services in Aug 2021 than the previous month and less than in Aug 2020.

Based on provisional data received from Essex Police on 6th September 2021, there were 73 people killed (6) or seriously injured (67) involved in road traffic collisions on Essex roads in August 2021, 15 less than previous month and 11 less than August 2020.

	Aug 2021	Jul 2021	Aug 2020
All	359	463	447
Non RTC	264	364	346
RTCs	95	99	101

	Aug 2021	Jul 2021	Aug 2020
Road* - People Killed or Seriously Injured	73	88	84
Water-related Fatal or Casualty	0	1	1
*Based on provisional KSI data received from Essex Police on 6th September 2021			

FALSE ALARMS

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

	Aug 2021	Jul 2021	Aug 2020
All	576	619	574
Due to Apparatus	254	292	244
Good Intent	309	308	313
Malicious (Hoax)	13	19	17

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

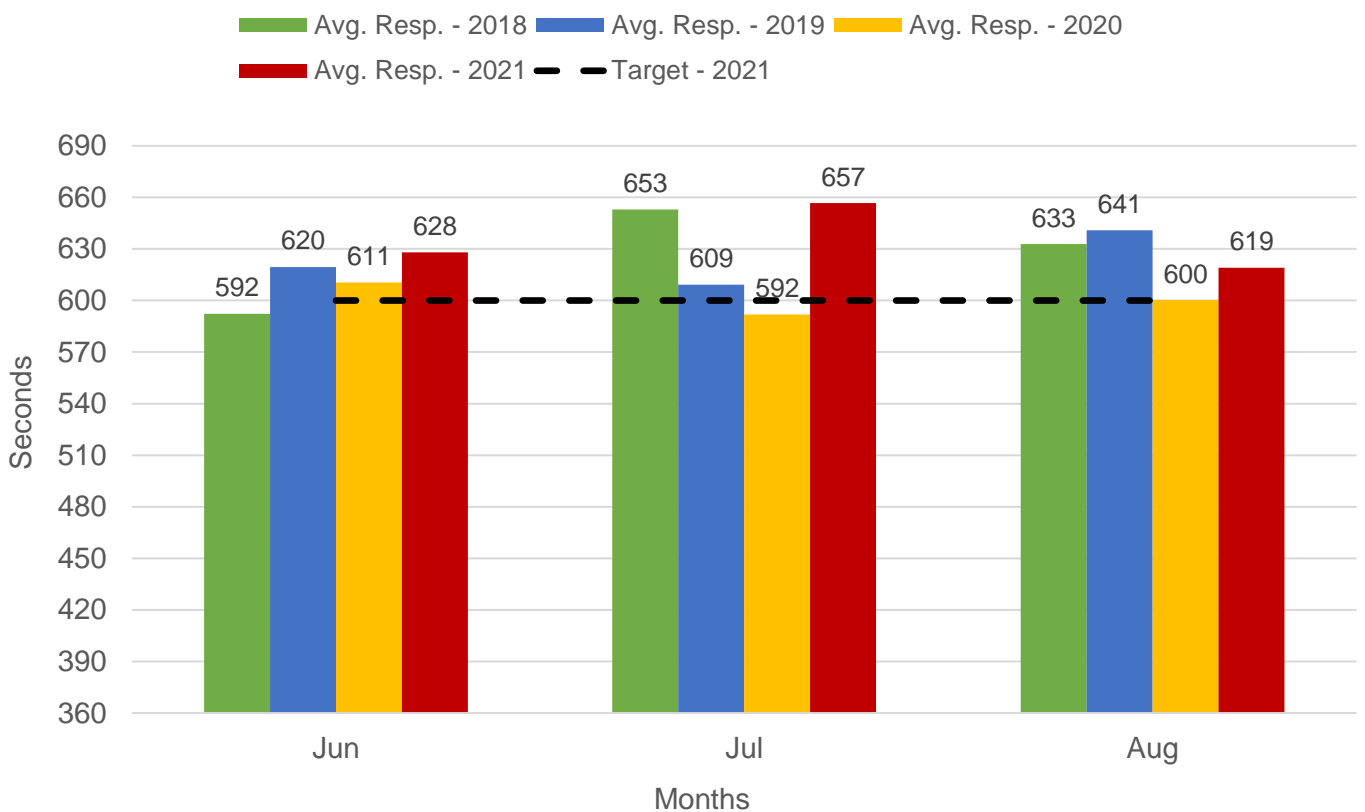
ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – AN AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in May 2021 Aug 2021 was 10 minutes and 19 seconds (above the target). This is a decrease (an improvement) of 38 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 Aug 2021, 85.9% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes. This is an improvement when compared to last month

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

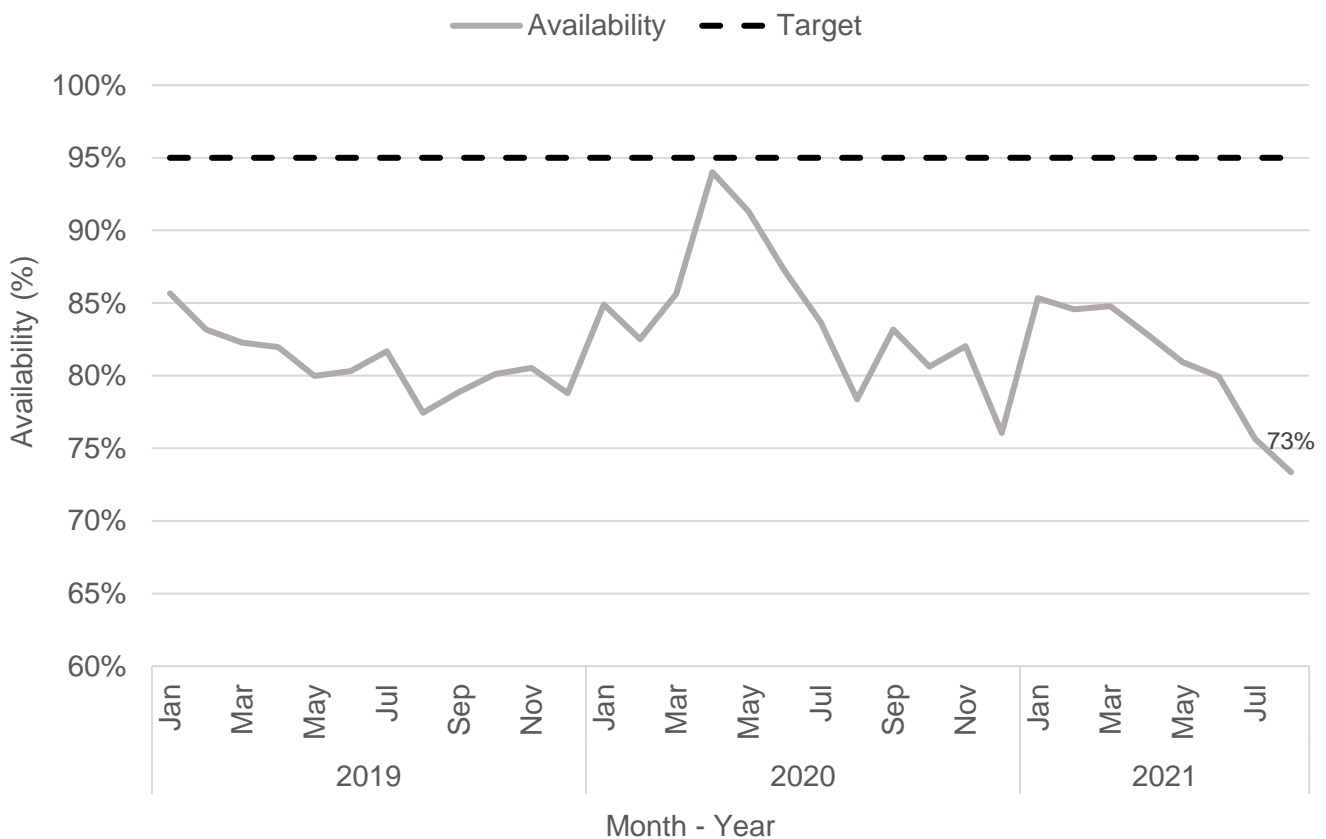
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Aug 2021 was 73.3%, a decrease from 75.7% in Jul 2021. Aug 2020's availability was 78.4%.

Total Pumping Appliance Availability, Jan 2019 - Aug 2021



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

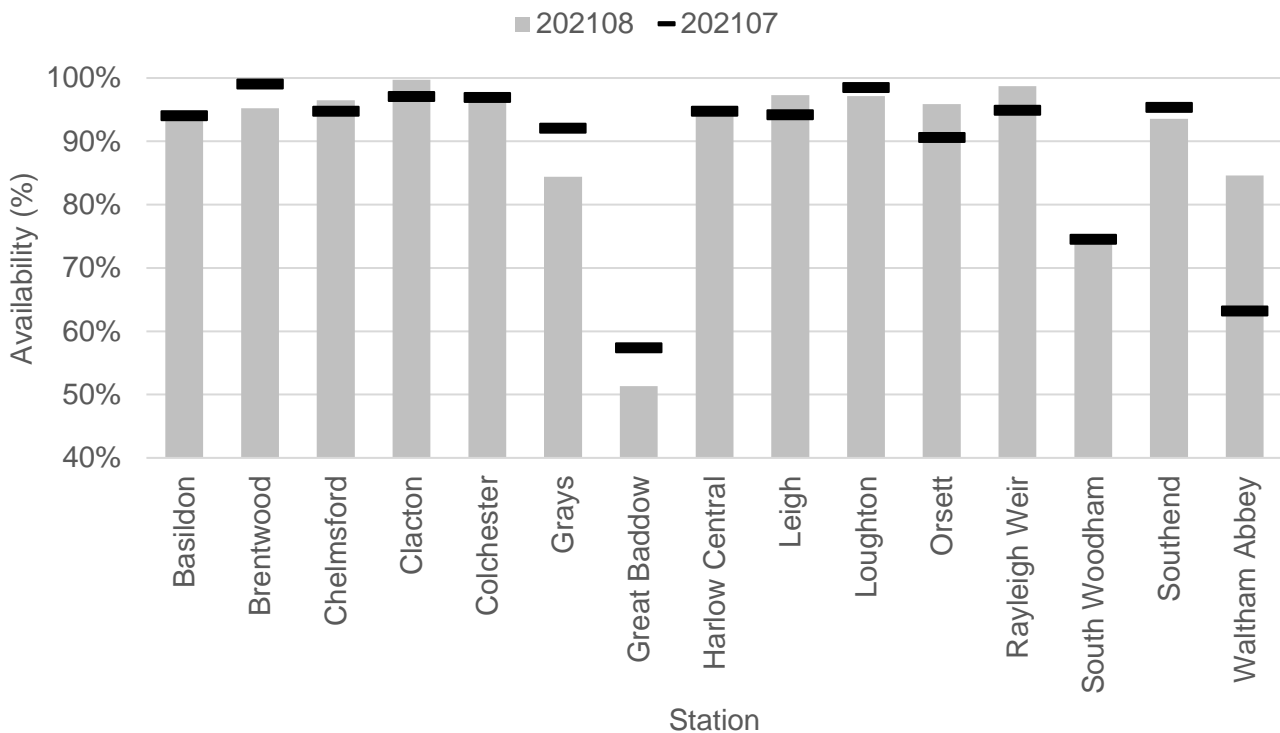
AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Aug 2021 was 91.3%, an increase from 90.7% in Jul 2021. Aug 2020's availability was 94.0%. Pumping Appliance availability improved for Basildon, Chelmsford, Clacton, Harlow Central, Leigh, Orsett, Rayleigh Weir, South Woodham and Waltham Abbey.

Wholetime/Day Crew Pumping Appliance Availability



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

The On-Call pumping appliance availability in Aug 2021 was 65.0%, a decrease from 68.6% in Jul 2021. Aug 2020's availability was 71.1%.

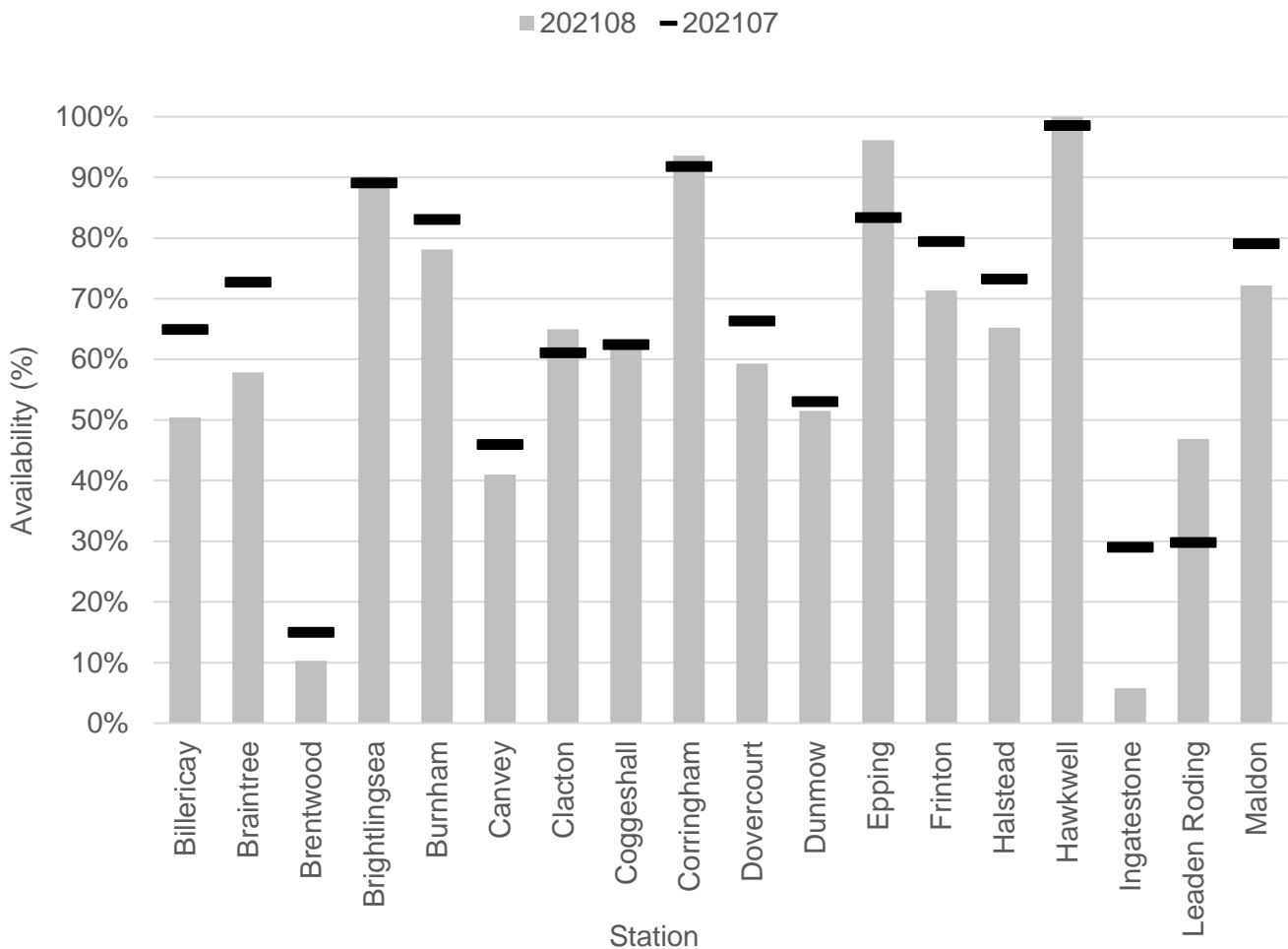
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations below, pumping appliance availability improved for Brightlingsea, Clacton, Corringham, Epping, Hawkwell and Leaden Roding.

On-Call Pumping Availability (18 Stations)



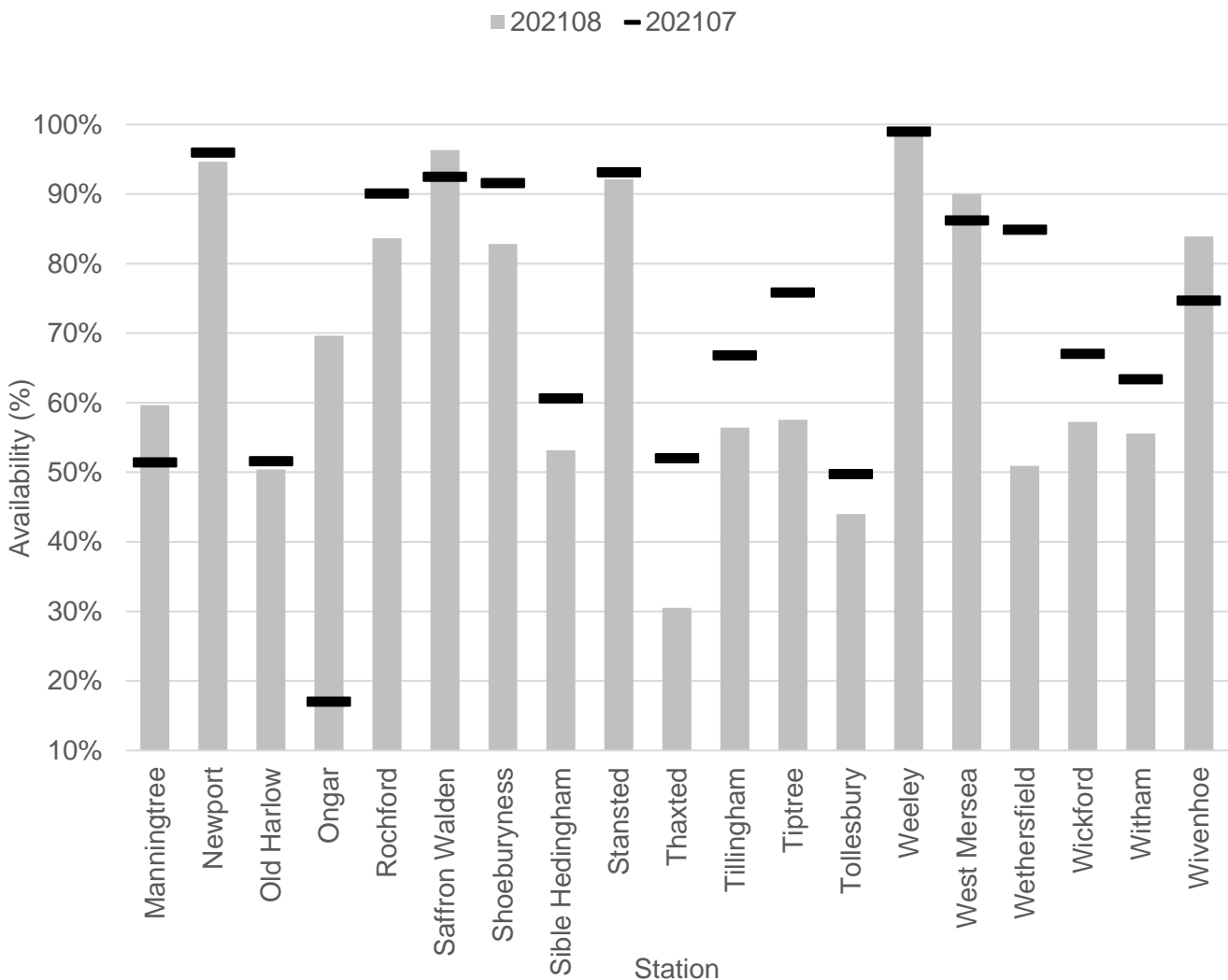
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

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

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	Aug-21	Station	Target	Aug-21
Billericay	90%	50%	Manningtree	85%	60%
Braintree	75%	58%	Newport	90%	95%
Brentwood	50%	10%	Old Harlow	55%	50%
Brightlingsea	90%	90%	Ongar	50%	70%
Burnham	90%	78%	Rochford	79%	84%
Canvey	90%	41%	Saffron Walden	90%	96%
Clacton	90%	65%	Shoeburyness	90%	83%
Coggeshall	73%	62%	Sible Hedingham	90%	53%
Corringham	90%	94%	Stansted	90%	92%
Dovercourt	75%	59%	Thaxted	66%	31%
Dunmow	90%	51%	Tillingham	90%	56%
Epping	90%	96%	Tiptree	90%	58%
Frinton	90%	71%	Tollesbury	57%	44%
Halstead	90%	65%	Weeley	90%	99%
Hawkwell	90%	100%	West Mersea	85%	90%
Ingatestone	90%	6%	Wethersfield	74%	51%
Leaden Roding	50%	47%	Wickford	50%	57%
Maldon	90%	72%	Witham	55%	56%
			Wivenhoe	75%	84%

ECFRS MONTHLY
PERFORMANCE REPORT

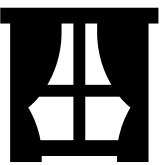



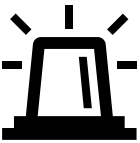



AUGUST 2021

Name	Crewing	Sign	Availability	Name	Crewing	Sign	Availability
Basildon	Wholetime	52P1	99%	Ingatestone	On Call	67P1	6%
	Wholetime	52P2	91%	Leaden Roding	On Call	88P1	47%
Billericay	On Call	68P1	50%	Leigh	Wholetime	31P1	97%
Braintree	On Call	78P1	94%	Loughton	Wholetime	72P3	97%
	On Call	78P2	22%	Maldon	On Call	46P1	97%
Brentwood	On Call	51P3	10%		On Call	46P2	48%
	Wholetime	51P2	95%	Manningtree	On Call	17P1	60%
Brightlingsea	On Call	20P1	90%	Newport	On Call	84P3	95%
Burnham	On Call	43P1	78%	Old Harlow	On Call	82P1	50%
Canvey	On Call	54P1	78%	Ongar	On Call	71P1	70%
	On Call	54P2	4%	Orsett	Wholetime	55P1	96%
Chelmsford	Wholetime	34P2	95%	Rayleigh Weir	Wholetime	35P3	99%
	Wholetime	34P3	98%	Rochford	On Call	49P1	84%
Clacton	Wholetime	12P1	100%	Saffron Walden	On Call	85P1	93%
	On Call	12P2	65%		On Call	85P2	100%
Coggeshall	On Call	24P1	62%	Shoeburyness	On Call	42P1	83%
Colchester	Wholetime	10P2	94%	Sible Hedingham	On Call	80P1	53%
	Wholetime	10P3	100%	South Woodham	Day Crew / On Call	32P1	75%
Corringham	On Call	66P1	94%	Southend	Wholetime	30P1	99%
Dovercourt	On Call	11P1	97%		Wholetime	30P2	88%
	On Call	11P2	21%	Stansted	On Call	83P1	92%
Dunmow	On Call	87P1	88%	Thaxted	On Call	86P1	31%
	On Call	87P2	15%	Tillingham	On Call	44P1	56%
Epping	On Call	89P1	96%	Tiptree	On Call	23P1	58%
Frinton	On Call	18P1	71%	Tollesbury	On Call	45P1	44%
Grays	Wholetime	50P2	70%	Waltham Abbey	Day Crew / On Call	73P1	85%
	Wholetime	50P3	99%	Weeley	On Call	19P1	99%
Great Baddow	Day Crew / On Call	33P1	51%	West Mersea	On Call	22P1	90%
Halstead	On Call	81P1	96%	Wethersfield	On Call	79P1	51%
	On Call	81P2	35%	Wickford	On Call	69P1	57%
Harlow Central	Wholetime	70P1	99%	Witham	On Call	25P1	89%
	Wholetime	70P2	92%		On Call	25P2	22%
Hawkeell	On Call	47P1	100%	Wivenhoe	On Call	21P1	84%

FOCUS: CANDLE FIRE SAFETY

Candle Fire Safety Week runs from 11 – 17 October 2021, with the aim to raise awareness of the candle fire safety. Nationally, from 2010/11 to 2019/20, there has been a 16% decrease in accidental primary fires where the ignition source was candles¹. During this period, 4% of candles fires involved a fatality (107 victims in total) or non-fatal casualty (3,467 victims).

Between January 2018 and July 2021, ECFRS has attended 100 fires where the motive was assessed to be/possibly accidental in nature and the ignition sources was candles. The table below shows some patterns based on these incidents.

	The common first item ignited in candle fires that were attended by ECFRS was window coverings , mainly in bedrooms or living rooms .		Peak time of call: 16:00 – 17:00.
	The peak month was December .		Couples with dependant child/ren were involved in 22% of candle fires.
	73% of candle fires attended by ECFRS had a smoke alarm present. No candles fires with smoke alarms present affected the whole property.		21% of the candle fires attended in Essex were caused by adults (18 – 64) and the contributing human factor was distraction .
	23% of candle fires were in Colchester or Clacton station ground		22% of the candle fires involved a victim. Of which, 7% of these were a lone person over pensionable age.

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

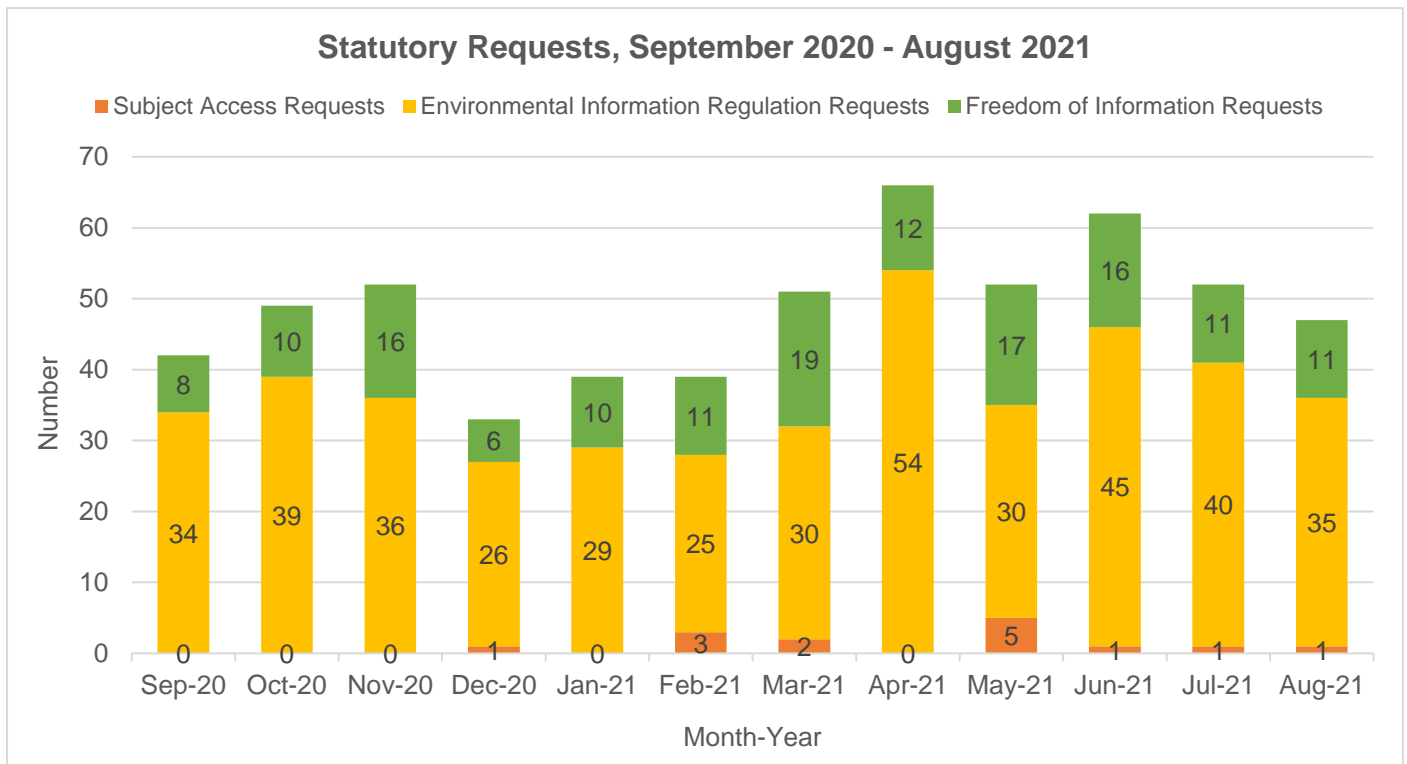
¹ [FIRE0605: Cause of fire and source of ignition of accidental primary fires by area of damage](#)

FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

INFORMATION GOVERNANCE

The Fire Service is continuously working towards compliance with current data protection legislation. An ongoing training and awareness plan complements the mandatory e-learning that all employees are required to undertake. Training and awareness in the Authority takes various forms including induction for new employees, individual meetings, team meetings, station visits, etc. There was 1 organised training and awareness session in August 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 August 2021.



The main themes around FOIs were data request (2), Finance (2), HR (2), ICT (2), Operations (1), Property (1) and Protection (1).

All 35 EIRs were for Fire Reports.

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

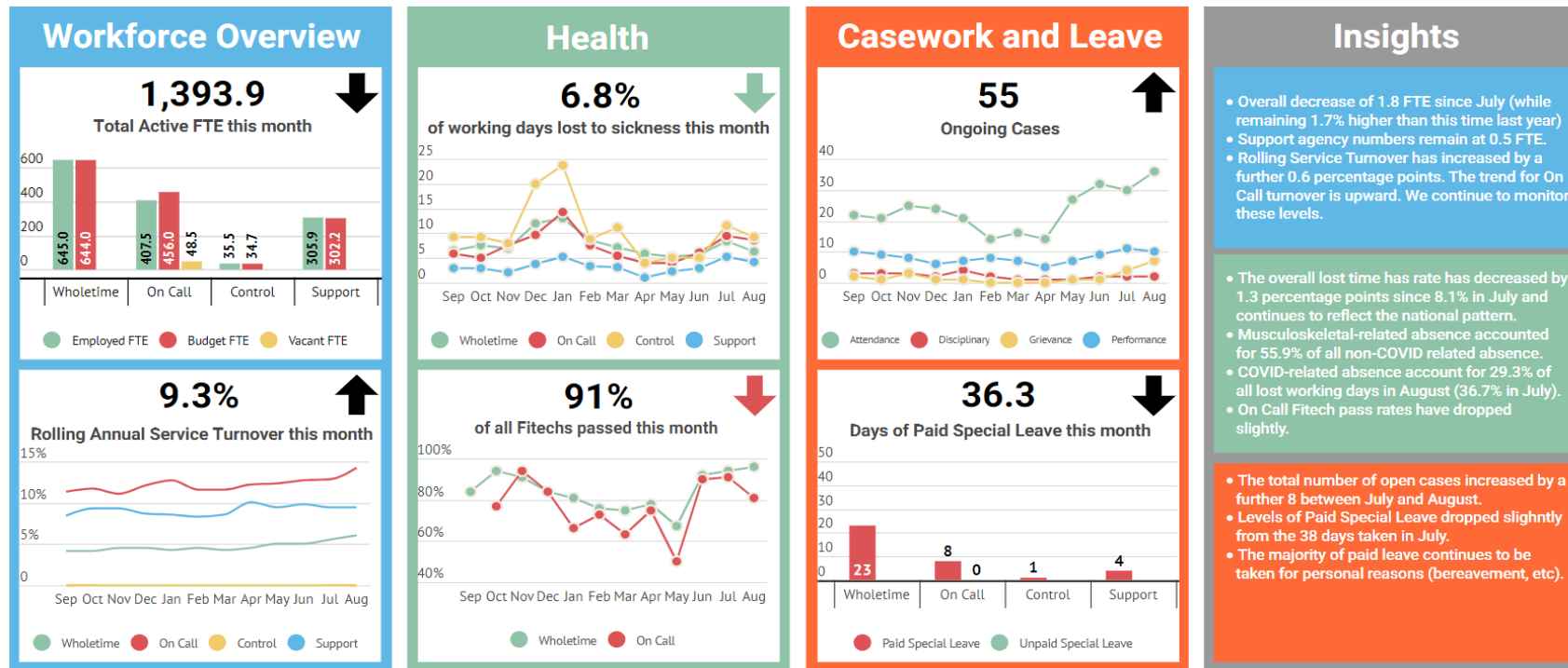
2 complaints and compliments were received in August 2021. The complaint theme was staff behaviour/attitude (1). We received 1 compliment in August 2021.

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

HUMAN RESOURCES

People Dashboard

August 2021



Focus areas this month:

Continue development of Workforce Planning tools and collaborate with Performance & Data on report automation

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

LEARNING & DEVELOPMENT

Learning & Development Dashboard

August 2021



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

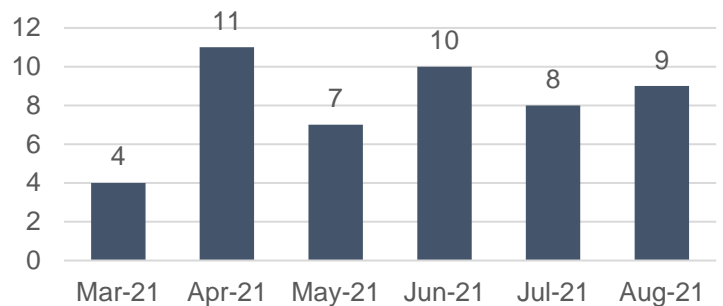
HEALTH & SAFETY (H&S)

- During August, the department issued the 2 new toolbox talks (TBT), and 1 new Safety Flash.
 - TBT 44 Accident/Incident Investigation was issued following on from an action created during a significant accident investigation. This was created to remind personnel of the importance of preserving a scene of an accident. TBT 45 Appropriate Footwear for Driving Appliances was issued to remind those who drive Service vehicles to wear appropriate footwear as it had been noted, some drivers were attending calls wearing flip flops.
 - Safety Flash 21 – Anti Vaccination/Anti Mask posters was issued after Suffolk FRS issued a safety flash regarding razor blades being taped to these posters with the intention of harm if the posters were removed.
- Two significant accident investigations boards sat in August. One regarding a Contractor falling on site, and the second regarding a ceiling hook falling from an appliance whilst on the motorway. Action plans have been put in place from learning outcomes.

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

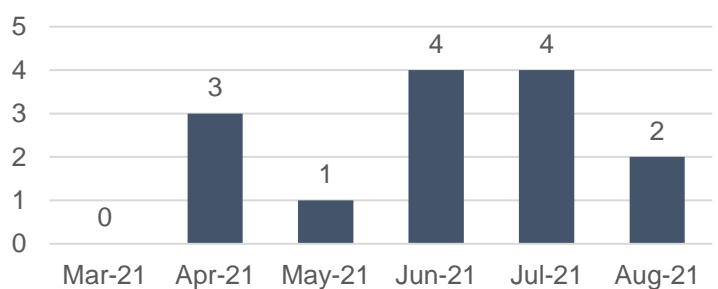
Accidents.

There were 9 accidents reported during August. 2 relating to ill health, 6 identified on Service Premises, and 3 during Operational training.



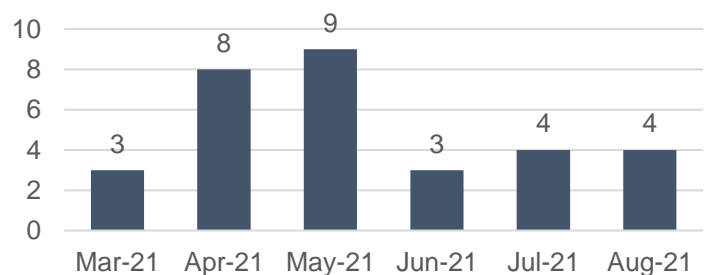
Hazards.

There were 2 hazards reported in August. 1 Identified on Service Premises and 1 relating to equipment.



Near Misses.

There were 4 near misses reported during August. 1 relating to contractors on site, 1 relating to hose testing, 1 relating to equipment and 1 during an Operational incident.



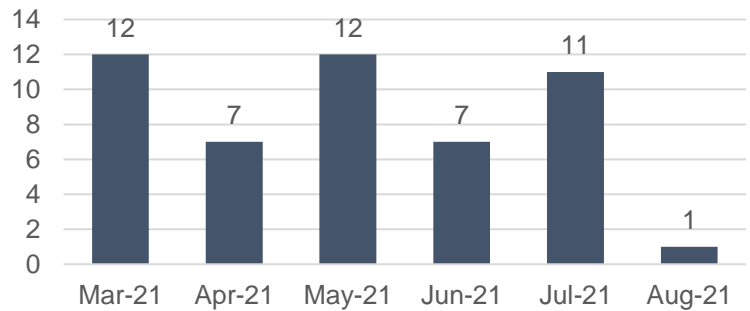
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

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

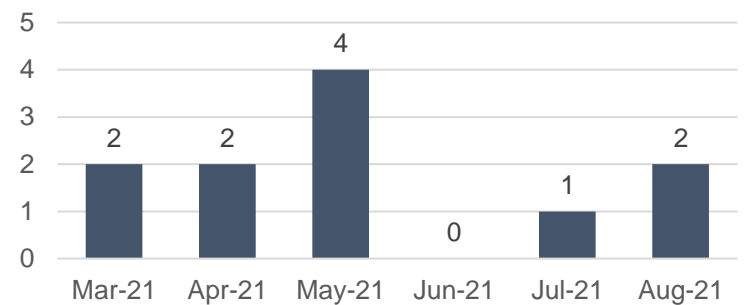
Control Measure Failures.

One control measure failure was reported during August. This was relating to equipment on Station.



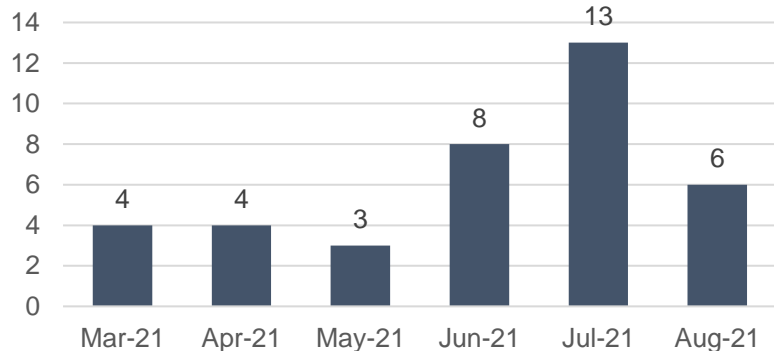
Attacks on Fire Service Personnel.

There were 2 reported attacks on fire service personnel during August. 1 verbal attack and 1 attack involving missiles being thrown at crews.



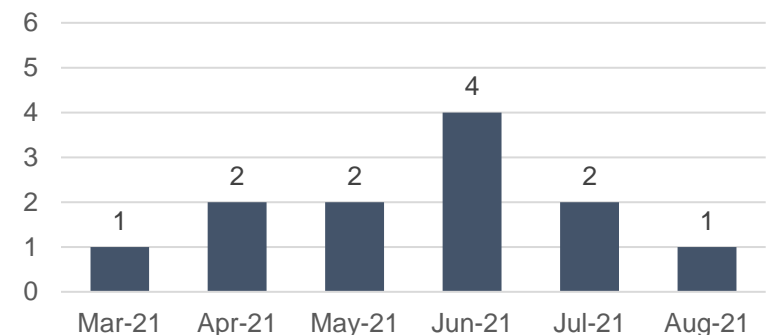
RTC involving ECFRS Vehicles.

There were 6 reported RTC's involving ECFRS vehicles during August. All of which were low speed minor collisions.



RIDDOR.

1 RIDDOR was reported during August. This RIDDOR was a 7 day absence.



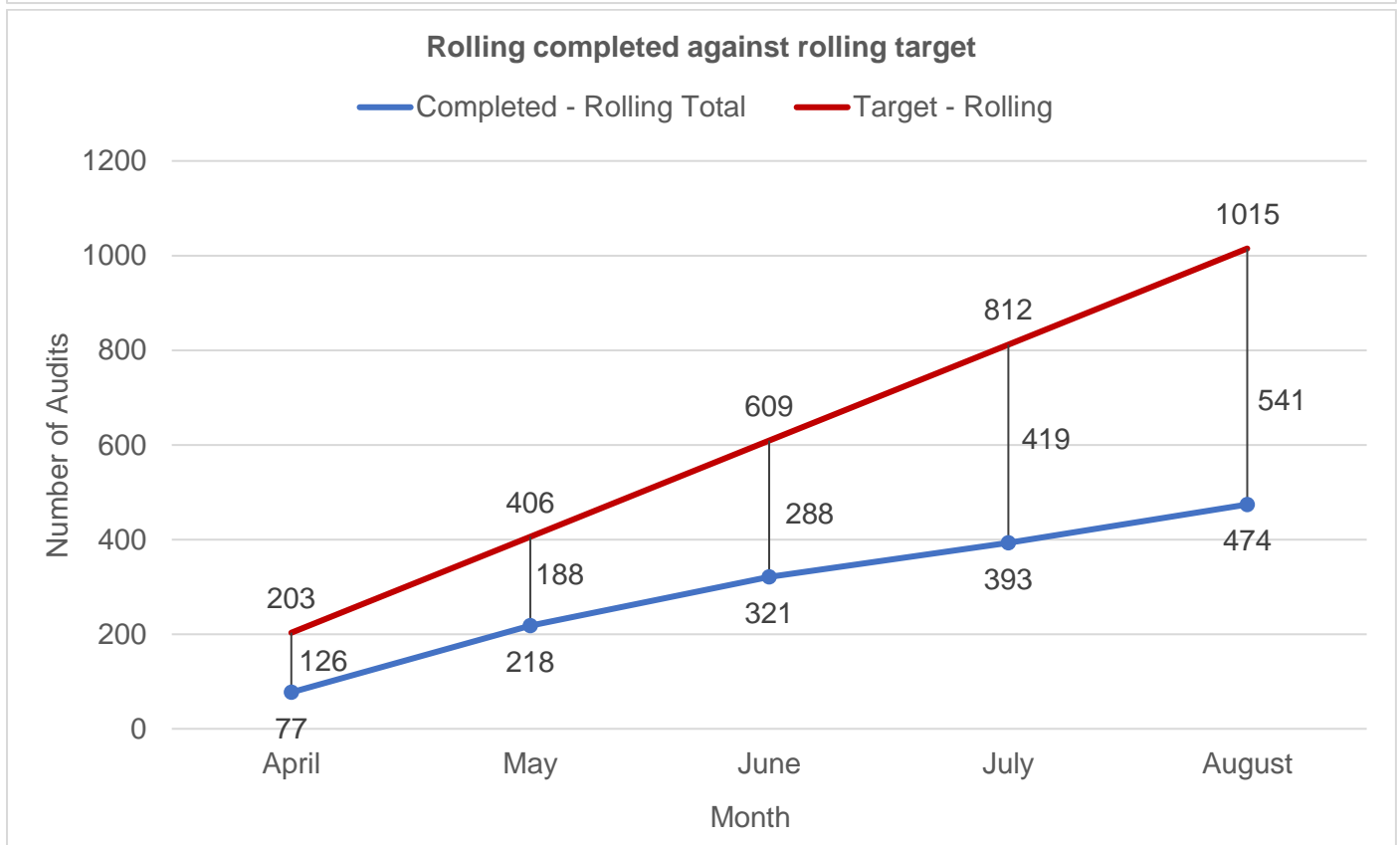
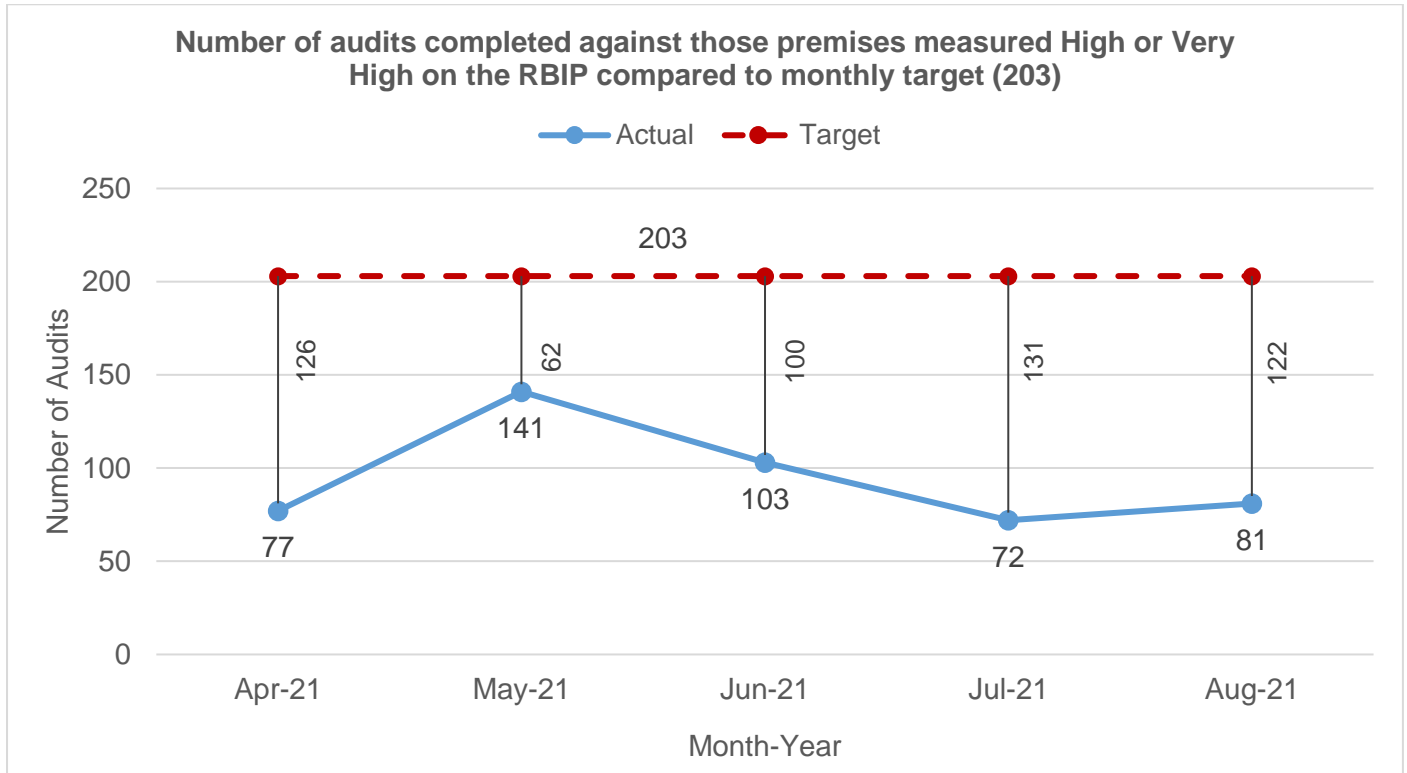
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

PROTECTION

- The Protection team completed 90 full audits, of which 77 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). The team also completed 4 desktop audits in August 2021, all were H or VH on the RBIP.
- 96% of the planning, building regulations and licensing consultations (see light orange rows) were responded to within the statutory time limit.

Case Type	Number of Activities Completed	Response Success
Planning	87	84
Alleged Fire Risk (AFR)	23	
Desktop Audits	4 (4 H/VH in RBIP)	
Full Audits	90 (86 H/VH in RBIP)	
Building Regulations	114	108
Building Certs	14	
HMO	8	
Licensing	48	46
Other Fire Safety Activity	46	
Other Consultations	41	
Prohibition Notice	0	
Enforcement Notice	0	
Notification of Deficiencies (NOD)	36	
NOD Themes (in order of most, and number)	Article 9 Risk Assessment, 28 Article 8 General Fire Precautions, 26 Article 14 Emergency Routes and Exits, 22 Article 17 Maintenance, 20 Article 13 Firefighting and detection, and Article 15 Procedures for serious and imminent danger, 10 (each) Article 11 Fire Safety Arrangements, 9 Article 21 Training, 8 Article 10 Principles for Prevention, 3 Article 20 Provision of information to employers and self-employed, 2 Article 18, 19 and 38, 1 (each)	

The performance measure related to Protection is the number of audits completed monthly against those premises assessed as High (VH) or Very High (H) on the Risk Based Inspection Programme (RBIP). The charts below show the progress against this measure for financial year 2021/22.



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

HOME SAFETY

- The number of Home Safety Team visits completed have remained stable from July to August 2021. However, the number of visits completed by stations increased again by 16.50%.
- At the end of August, there were 280 visits outstanding with Stations to be completed, 121 of which were generated during a Safe, Well, Secure event that took place on Canvey Island.
- The number of enquiries into the Home Safety Information Team (HSIT) has decreased slightly from July to August. This is likely to reflect a usual decrease in visit requests that occurs over the school summer holidays. The HSIT are also currently 1FTE member down due to a vacancy, resulting in 3.5FTE dealing with these enquiries for the month (not taking into account annual leave affecting other team members).
- Volunteers are currently undertaking refresher training, with a view to returning to volunteering activity in September 2021. 15 Volunteers have already received their refresher training.
- 53 requests were made for annotations to ECFRS mobilising system to indicate a resident was restricted to bed or chair.

Measure	August 2021	Trend Previous Month
Total number of visits	491	→
Number of Safe and Well Visits	339	→
Number of Home Safety Visits by Stations	120	↗
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles – CSO's, CB's, FSO's	31	↘
Number of FHB10 (standard smoke detectors) fitted	697	→
Number of FHB10W (sensory smoke detectors) fitted	87	→
How many enquiries did we receive to the Home Safety Information Team	335 Incoming Calls	→
	927 Outgoing Calls	↘
	486 Email Requests	↘

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

HOME SAFETY

Measure	August 2021	Trend Previous Month
The number over 65 years old	400	→
The number who lived alone	224	→
The number who had a disability	198	→
The number who lived in Social Housing	33	↓
Number of Annotation Requests made by Safe and Well Officers	53	↓
Home safety doorstep drop off interactions completed by CSOs	0	↓
Number of FHB10 smoke alarms provided by CSOs to the public (during drop offs)	0	↓
Number of cases reviewed by the Home Safety Command and Control Group	4	↗

The table below shows the rural urban classification of visits conducted during the month. This is derived from mapping the coordinates of visits** and counting the number in each LSOA within the service area. Note, LSOAs were designated a rural urban classification by DEFRA in 2011.

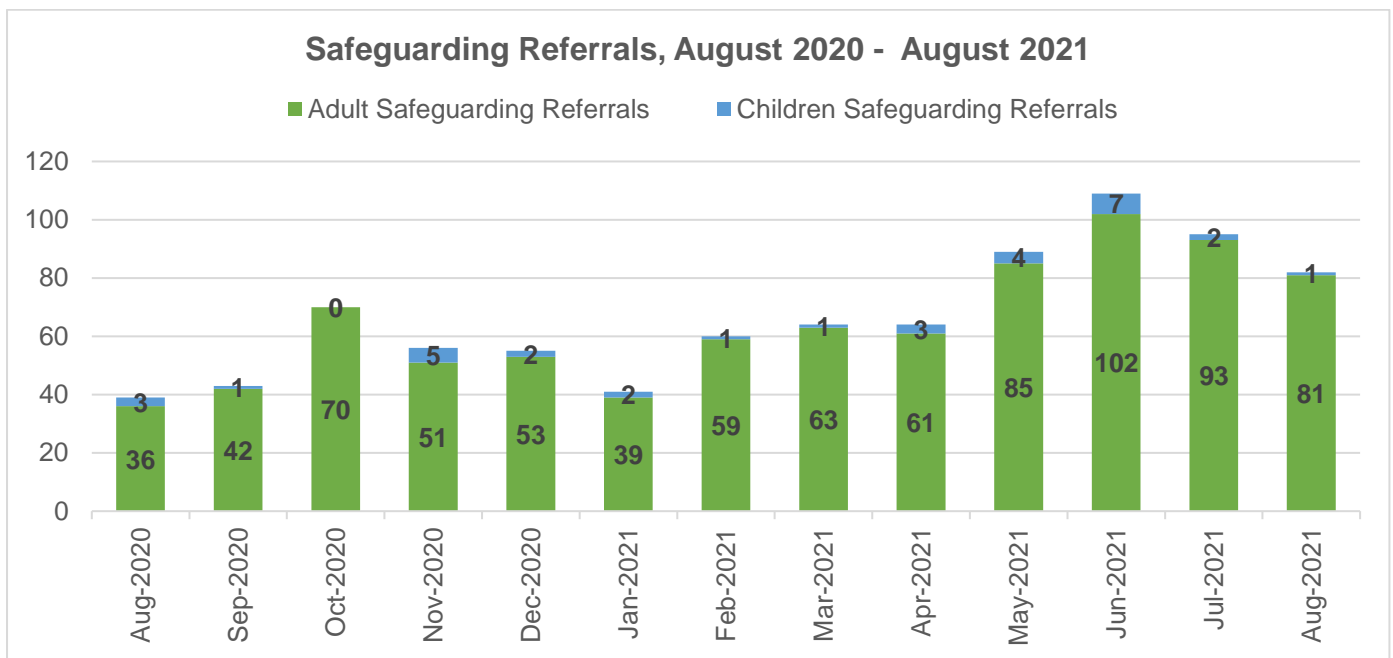
Rural Urban Classification	Count	Percentage
Rural town and fringe	53	13%
Rural village and dispersed	15	4%
Urban city and town	304	77%
Urban major conurbation	25	6%

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

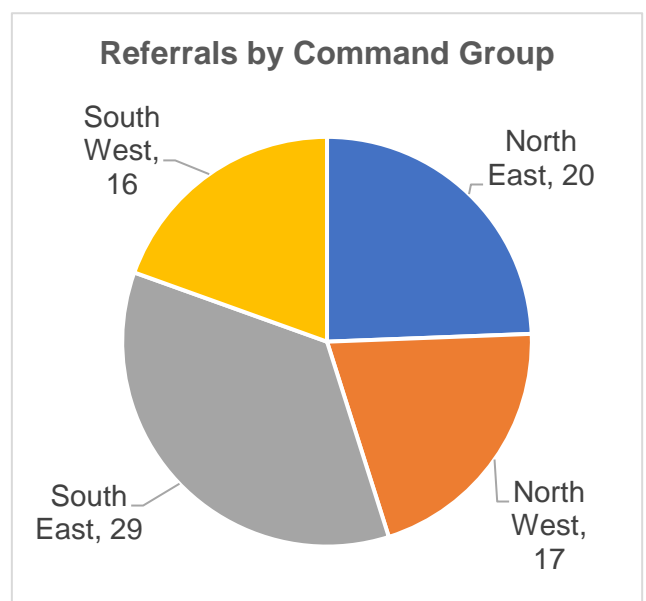
FIRE AND RESCUE PLAN: PPR & HELP THE VULNERABLE STAY SAFE

COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 82 safeguarding referrals to ECFRS in August 2021, a decrease of 13 compared to previous month and 43 more than August 2020.



Referrer	Number of Referrals
Service Personnel	20
NHS	20
Police	13
Social Care	10
Housing	9
Care Agencies	4
Other	3
Community Partners	2
Safe and Well Officers	1



ANY QUESTIONS OR FEEDBACK...

CONTACT US

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SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County
Fire & Rescue Service