



Essex County
Fire & Rescue Service

Monthly Performance Report

November 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
8 December 2021

ABOUT

A monthly performance report is produced for the Service Leadership Team (SLT) and other key members of Essex Country Fire and Rescue Service (ECFRS) to monitor performance of the service, ensuring that budgeted resources are aligned with fire priorities and are being used effectively and efficiently.

This report provides high level figures on incidents attended by ECFRS, availability (at station level) and attendance figures for the month. It also provides data and information on information governance, health & safety, human resources, learning & development, home safety, community development and safeguarding.



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

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

KEY STATEMENTS

INCIDENTS, ATTENDANCE & AVAILABILITY

- ECFRS attended fewer incidents in Nov 2021 than the previous month but more than in Nov 2020.
- ECFRS attended more fires in Nov 2021 than the previous month and more than in Nov 2020.
- There was an increase in average response time to potentially life-threatening incidents. 85.8% of calls were attended within 15 minutes.
- There was an increase in total and on-call pumping appliance availability this month compared to the previous month but a decrease in wholetime & day-crew availability.

INFORMATION GOVERNANCE

- There were 4 reported personal data breaches in November 2021 all of which are below the threshold of reporting to the Information Commissioner's Officer.
- 35 statutory requests were received in November: 4 FOIs, 30 EIRs, and 1 SAR.

HUMAN RESOURCES

- HR continue to collaborate with Performance & Data team on report automation

LEARNING & DEVELOPMENT

- HR continue to collaborate with Performance & Data team on report automation

HEALTH & SAFETY

- Evaluation of suppliers has been undertaken for the new Health and Safety system to replace OSHENS
- The Operational Road Risk Group has been re-instated and has held its first meeting.

PROTECTION

- The Protection team completed 113 full audits, of which 81 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP).
- 97% of the planning, building regulations and licensing consultations (see light orange rows) were responded to within the statutory time limit.

HOME SAFETY

- Visits undertaken by the Home Safety Team have increased by 10% compared to previous month
- Enquiries into the Home Safety Team have already increased by 18% compared to previous month

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 108 safeguarding referrals to ECFRS in October 2021, an increase compared to previous month and October 2020. The NHS, for the second month running, have been the main referrer, followed by Service Personnel.

INCIDENTS

**1270 INCIDENTS
NOV 2021**

**1353 IN OCT 2021
1047 IN NOV 2020**

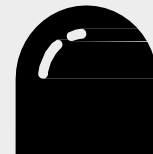
283
Fires



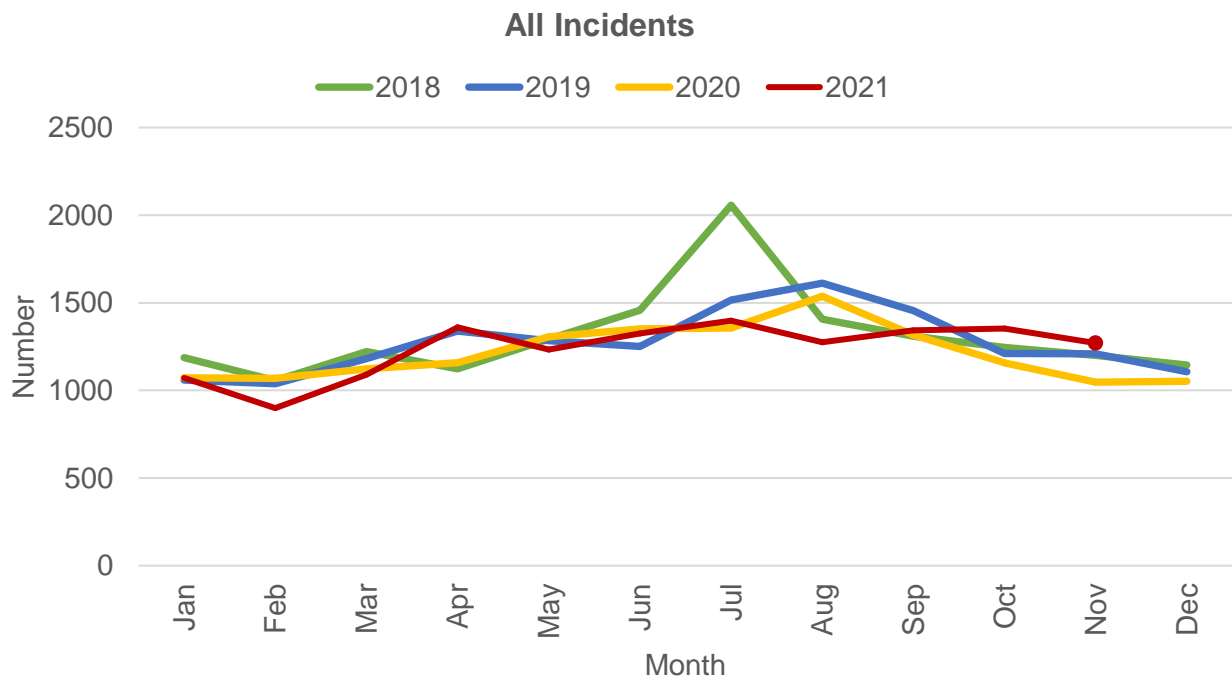
445
Special
Services



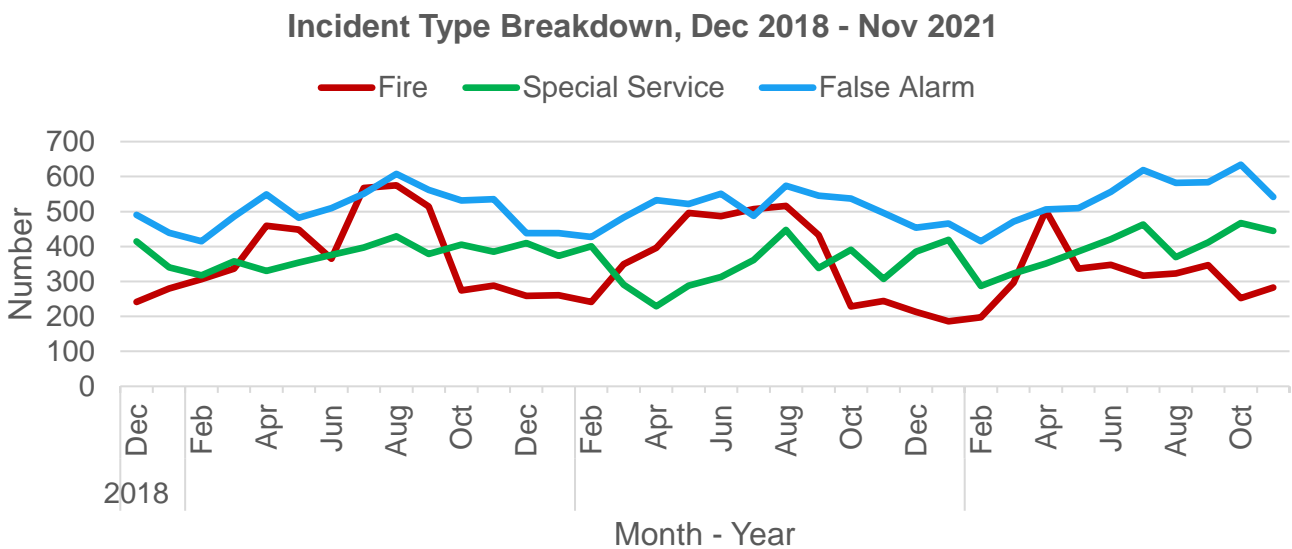
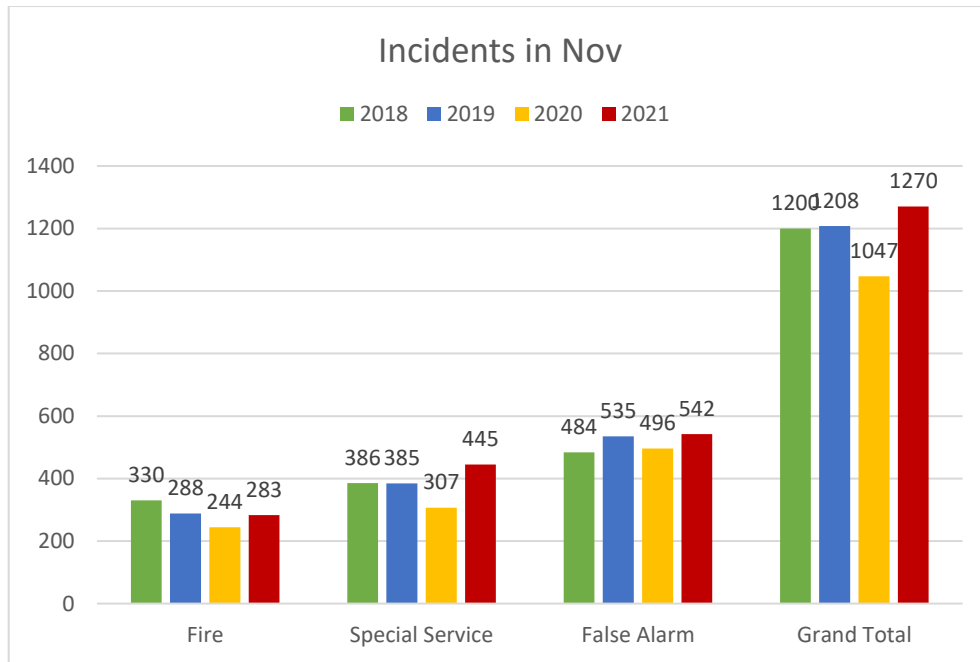
542
False
Alarms



At the time of reporting, 34 incidents (1 for Jul, 1 for Sep, 2 for Oct, 30 for Nov) awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.



INCIDENTS



INCIDENTS

FIRE

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

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

ECFRS attended more Accidental Dwelling Fires in Nov 2021 than the previous month and more than in Nov 2020.

	Nov 2021	Oct 2021	Nov 2020
Primary Fires	140	138	136
Secondary Fires	140	113	103
Accidental Dwelling Fires	61	58	56
Fatalities (all Fires)	2	0	0
Casualties (all Fires)	4	4	6

Further Details on Fatalities/ Casualties

- There were 2 casualties from Accidental Dwelling Fires in November 2021, one female and one male, both were aged between 30-35 and went to hospital with slight injuries. A working smoke alarm was present at both properties.
- At the time of reporting there was two fire fatalities, one was in a deliberate fire. The victim was a male aged over 95.
- The other fire fatality is subject to an ongoing police investigation and further details cannot be provided at this time.

INCIDENTS

SPECIAL SERVICES

ECFRS attended fewer Special Services in Nov 2021 than the previous month but more than in Nov 2020.

	Nov 2021	Oct 2021	Nov 2020
All	445	467	307
Non RTC	338	380	236
RTCs	107	87	71

There is an ongoing issues with access to the Killed or Seriously Injured in Road Traffic Collisions (RTCs) data from the Department of Transport, this is being worked on by the DoT and data will be provided when available.

FALSE ALARMS

ECFRS attended fewer False Alarms in Nov 2021 than the previous month but more than in Nov 2020.

	Nov 2021	Oct 2021	Nov 2020
Due to Apparatus	244	337	227
Good Intent	278	287	258
Malicious (Hoax)	20	10	11

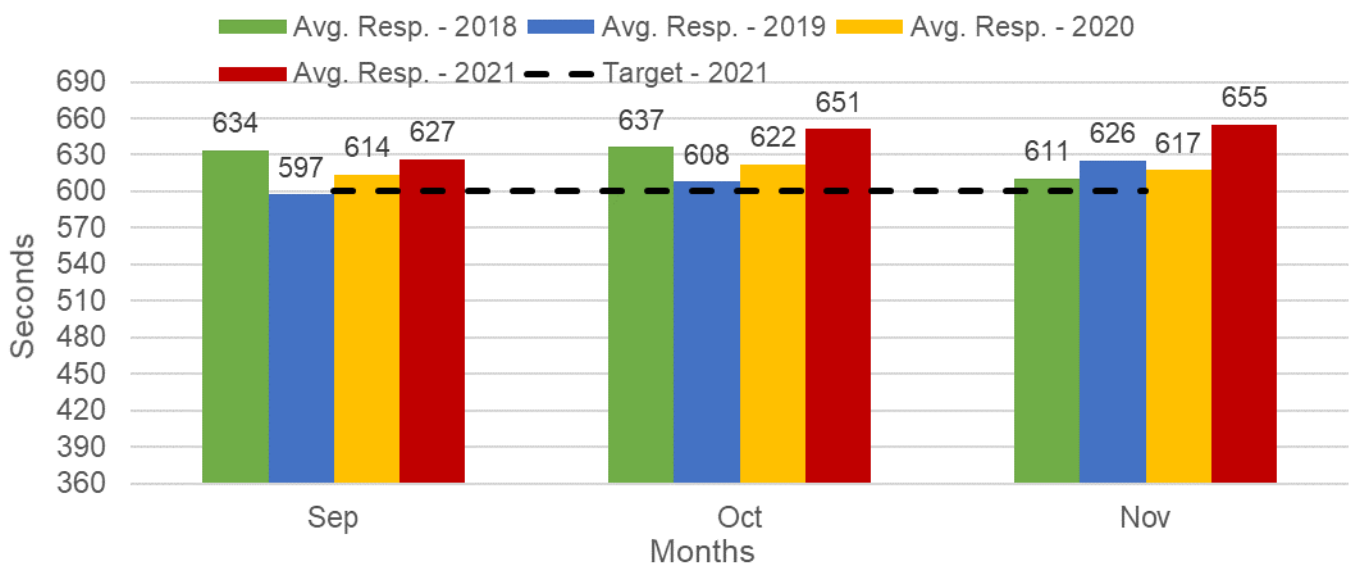
ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

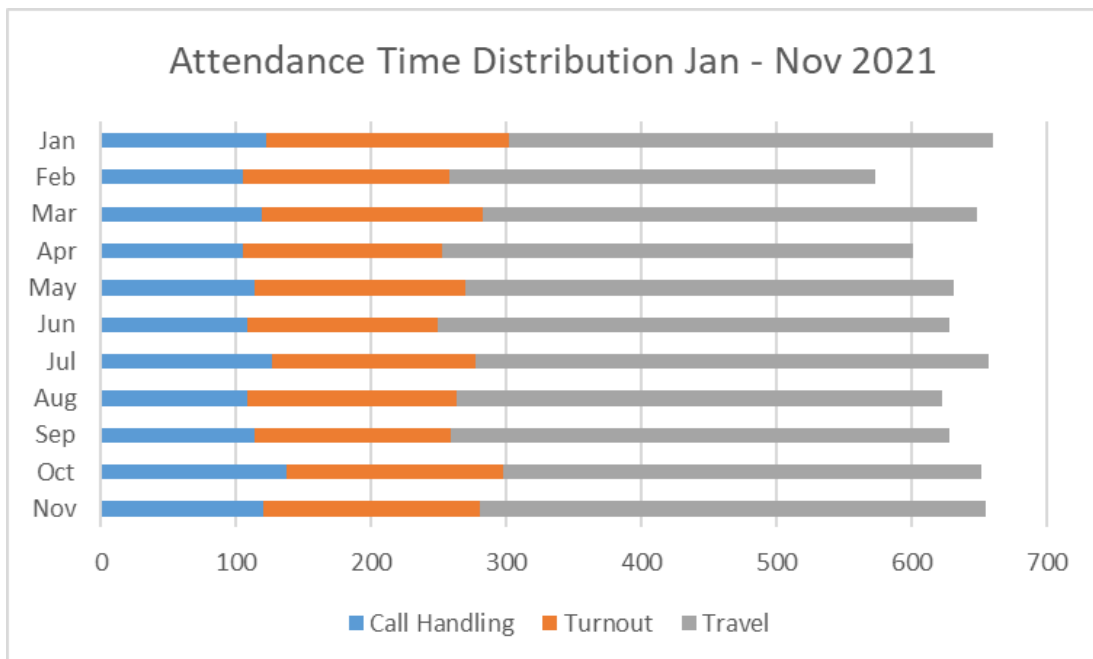
TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in Nov 2021 was 10 minutes and 55 seconds (below the target). This is an increase of 4 seconds compared to the previous month.

Attendance to Potentially Life Threatening Incidents



Attendance Time Distribution Jan - Nov 2021



TIME OF CALL TO ARRIVAL - % WITHIN 15 MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In Nov 2021, 86% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes.

This is an improvement when compared to last month.

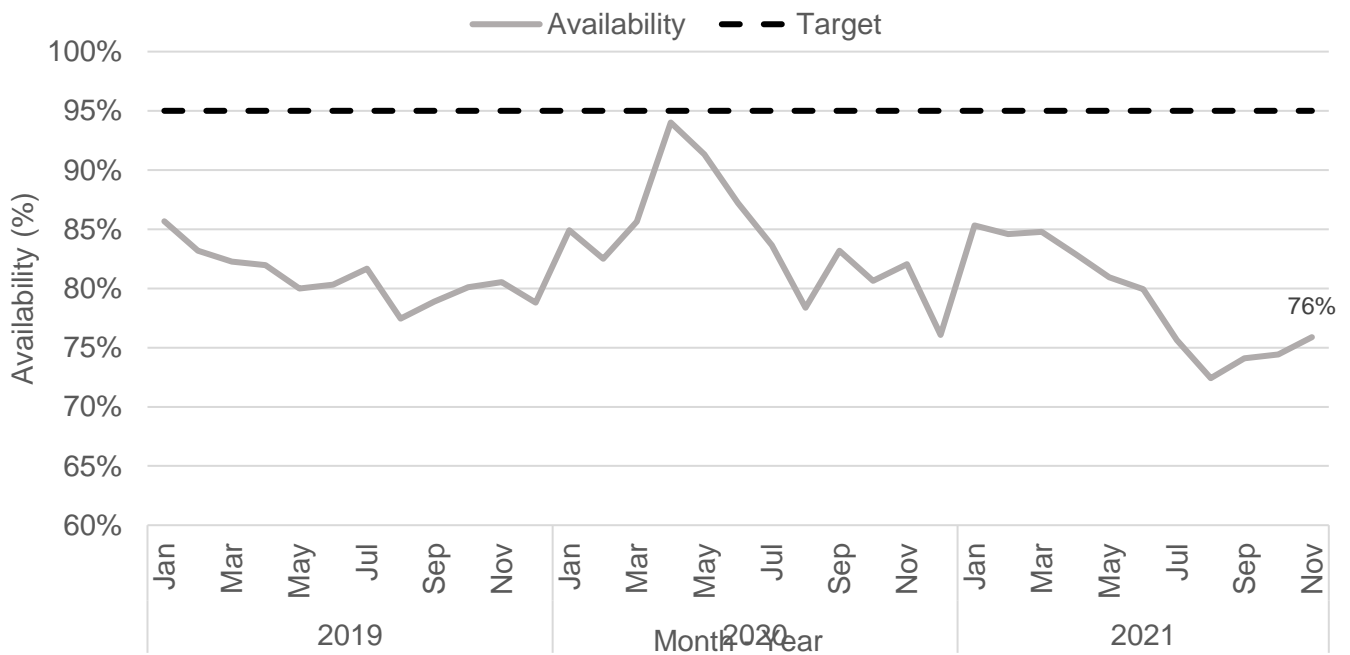
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Nov 2021 was 76%, an increase from 74% in Oct 2021. Nov 2020's availability was 82%.

Total Pumping Appliance Availability, Jan 2019 - Nov 2021

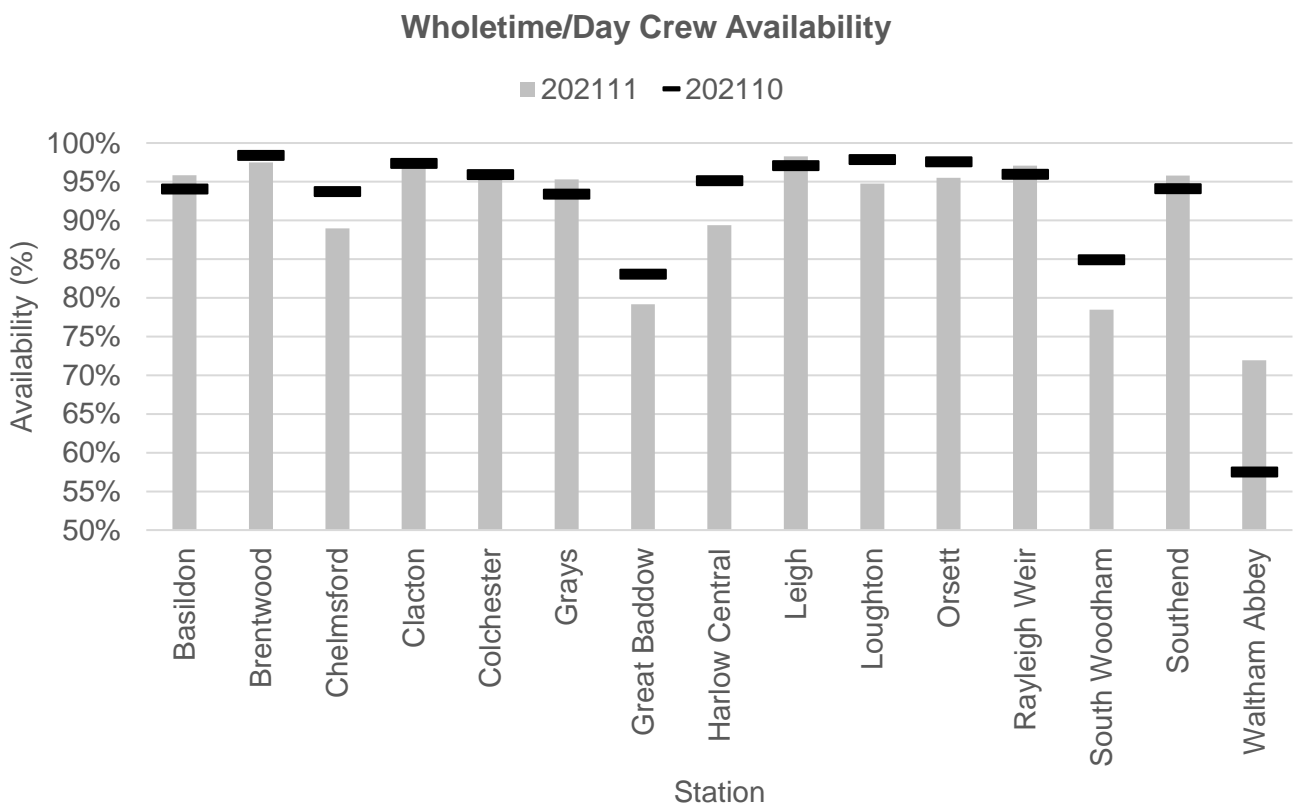


AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Nov 2021 was 92%, a decrease from 93% in Oct 2021. Nov 2020's availability was 95.6%. Pumping Appliance availability improved for Basildon, Clacton, Colchester, Grays, Leigh, Rayleigh Weir, Southend and Waltham Abbey.



ON-CALL PUMPING APPLIANCE AVAILABILITY

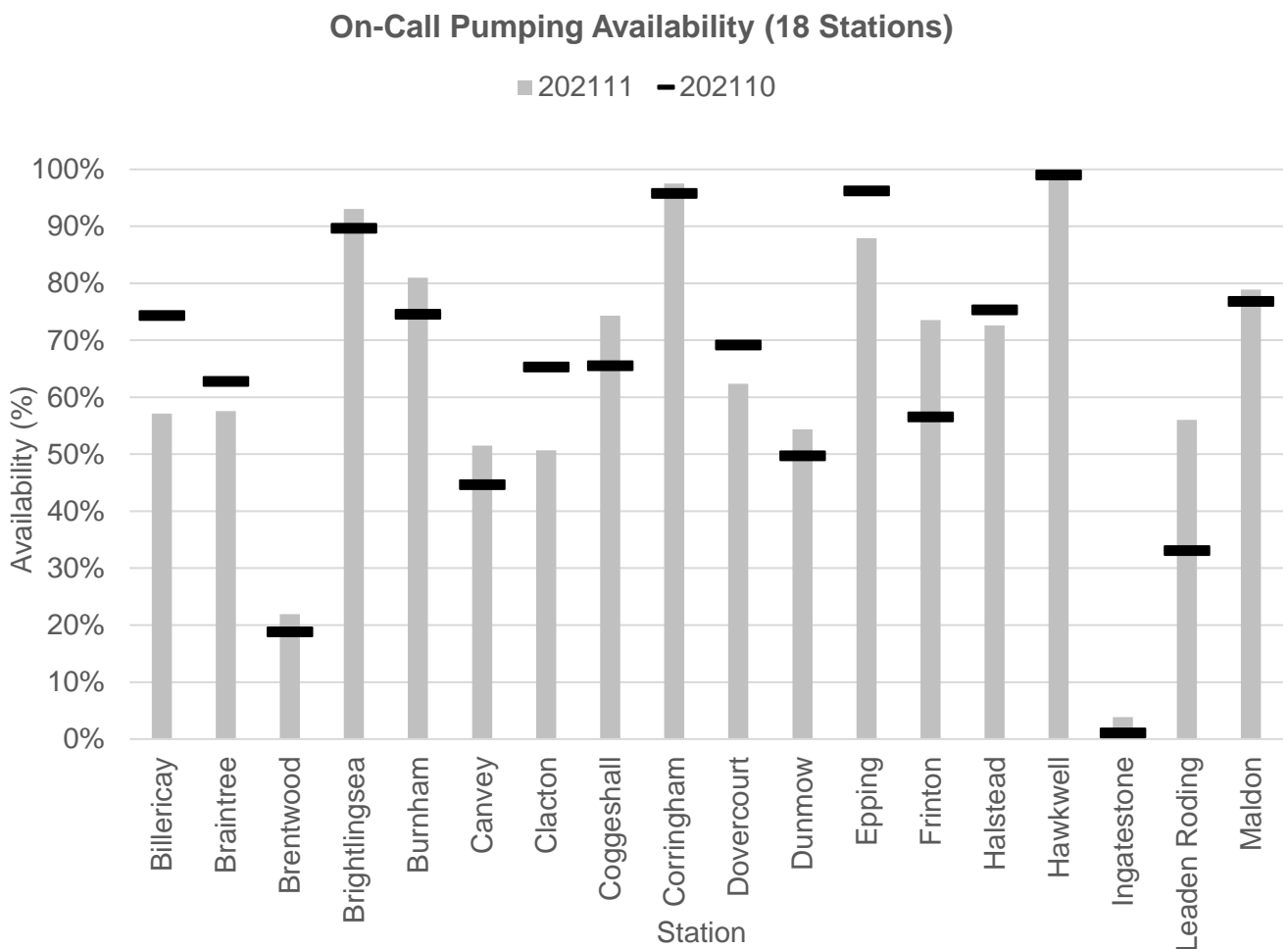
TARGET – 90%

The On-Call pumping appliance availability in Nov 2021 was 68%, an increase from 66% in Oct 2021. Nov 2020's availability was 76%.

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

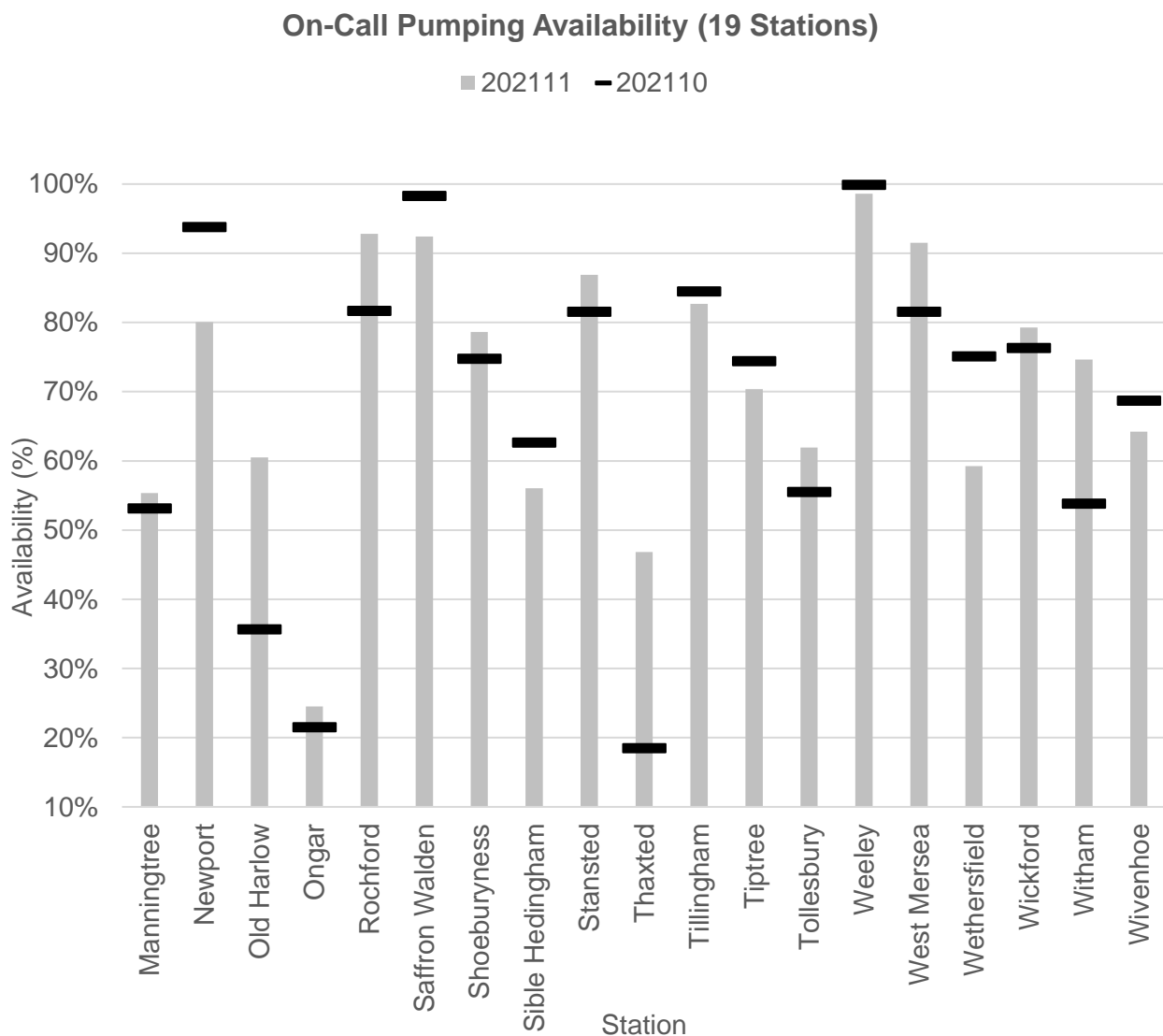
Of the stations given below, pumping appliance availability improved for Brentwood, Brightlingsea, Burnham, Canvey, Coggeshall, Corringham, Dunmow, Frinton, Hawkwell, Ingatestone, Leaden Roding and Maldon.



AVAILABILITY

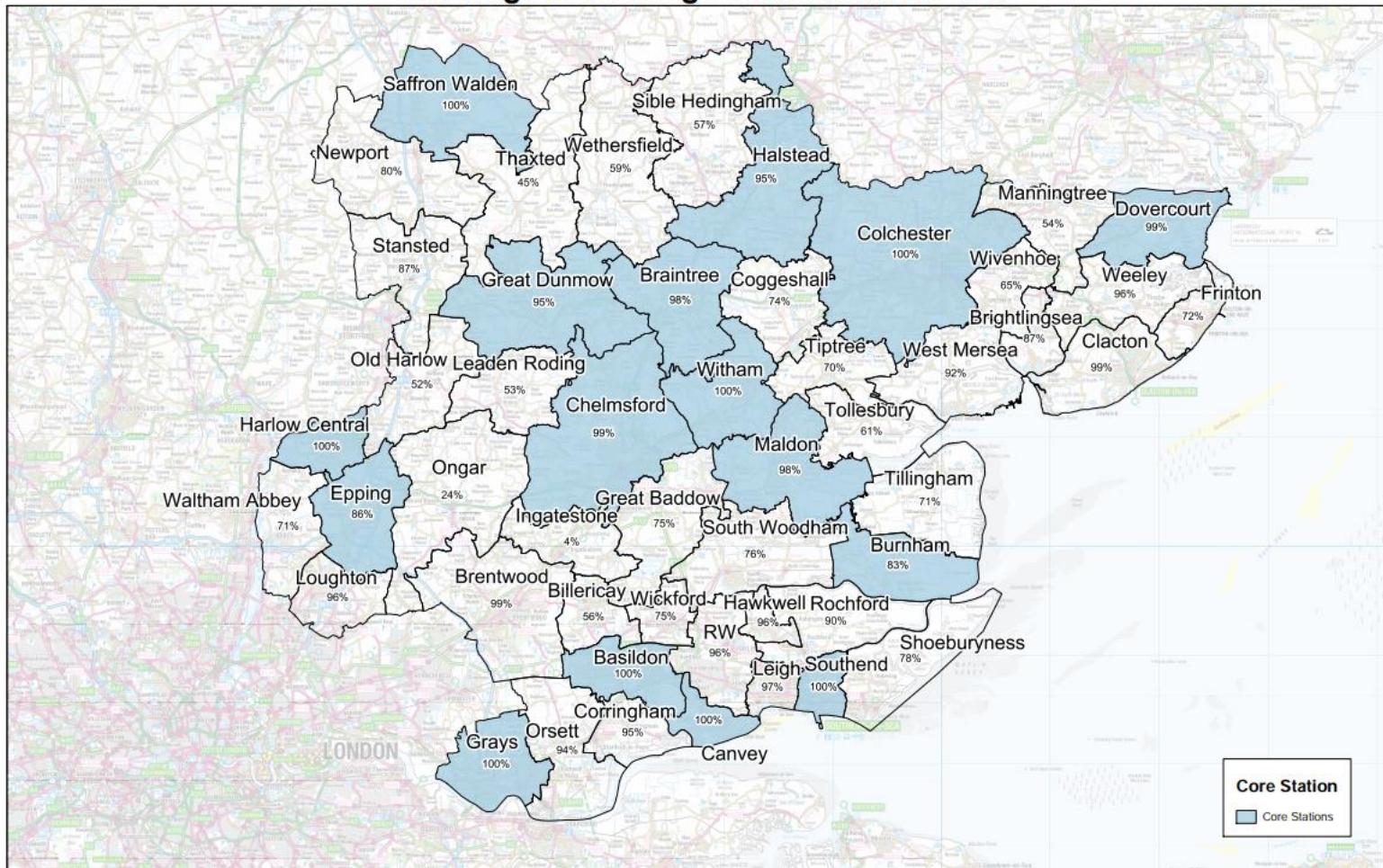
ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Manningtree, Old Harlow, Ongar, Rochford, Shoeburyness, Stansted, Thaxted, Tollesbury, West Mersea, Wickford and Witham.



Name	Crewing	Sign	Availability	Name	Crewing	Sign	Availability
Basildon	Wholetime	52P1	98%	Ingatestone	On Call	67P1	4%
	Wholetime	52P2	93%	Leaden Roding	On Call	88P1	56%
Billericay	On Call	68P1	57%	Leigh	Wholetime	31P1	98%
Braintree	On Call	78P1	86%	Loughton	Wholetime	72P3	95%
	On Call	78P2	29%	Maldon	On Call	46P1	97%
Brentwood	On Call	51P3	22%		On Call	46P2	61%
	Wholetime	51P2	97%	Manningtree	On Call	17P1	55%
Brightlingsea	On Call	20P1	93%	Newport	On Call	84P3	80%
Burnham	On Call	43P1	81%	Old Harlow	On Call	82P1	60%
Canvey	On Call	54P1	96%	Ongar	On Call	71P1	25%
	On Call	54P2	7%	Orsett	Wholetime	55P1	95%
Chelmsford	Wholetime	34P2	82%	Rayleigh Weir	Wholetime	35P3	97%
	Wholetime	34P3	96%	Rochford	On Call	49P1	93%
Clacton	Wholetime	12P1	51%	Saffron Walden	On Call	85P1	85%
	On Call	12P2	98%		On Call	85P2	100%
Coggeshall	On Call	24P1	74%	Shoeburyness	On Call	42P1	79%
Colchester	Wholetime	10P2	94%	Sible Hedingham	On Call	80P1	56%
	Wholetime	10P3	98%	South Woodham	Day Crew / On Call	32P1	78%
Corringham	On Call	66P1	97%	Southend	Wholetime	30P1	99%
Dovercourt	On Call	11P1	98%		Wholetime	30P2	93%
	On Call	11P2	26%	Stansted	On Call	83P1	87%
Dunmow	On Call	87P1	88%	Thaxted	On Call	86P1	47%
	On Call	87P2	20%	Tillingham	On Call	44P1	83%
Epping	On Call	89P1	88%	Tiptree	On Call	23P1	70%
Frinton	On Call	18P1	74%	Tollesbury	On Call	45P1	62%
Grays	Wholetime	50P2	91%	Waltham Abbey	On Call	73P1	72%
	Wholetime	50P3	99%	Weeley	On Call	19P1	99%
Great Baddow	Day Crew / On Call	33P1	79%	West Mersea	On Call	22P1	91%
Halstead	On Call	81P1	96%	Wethersfield	On Call	79P1	59%
	On Call	81P2	49%	Wickford	On Call	69P1	79%
Harlow Central	Wholetime	70P1	85%	Witham	On Call	25P1	93.9%
	Wholetime	70P2	94%		On Call	25P2	13.8%
Hawkeell	On Call	47P1	100%	Wivenhoe	On Call	21P1	68.7%

Coverage Percentage for November 2021



Essex County Fire and Rescue Service
Kelvedon Park, Rivenhall
Witham, Essex
CM8 3HB
Tel: 01376 576000
www.essex-fire.gov.uk

Scale: 1:340000

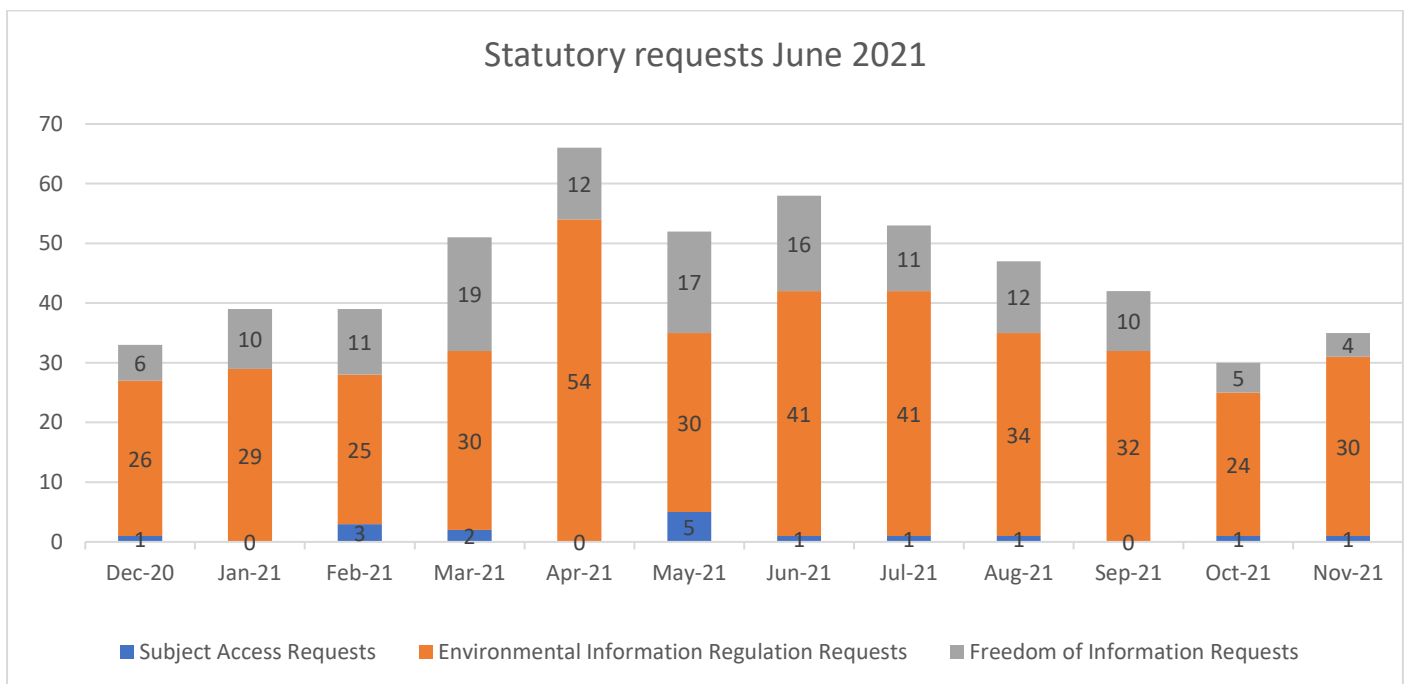
© Crown copyright and database rights 2021
Ordnance Survey Licence No. 0100033941

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.

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 4 reported personal data breaches in November 2021, however they did not meet the stipulated threshold to inform the Information Commissioner's Office.



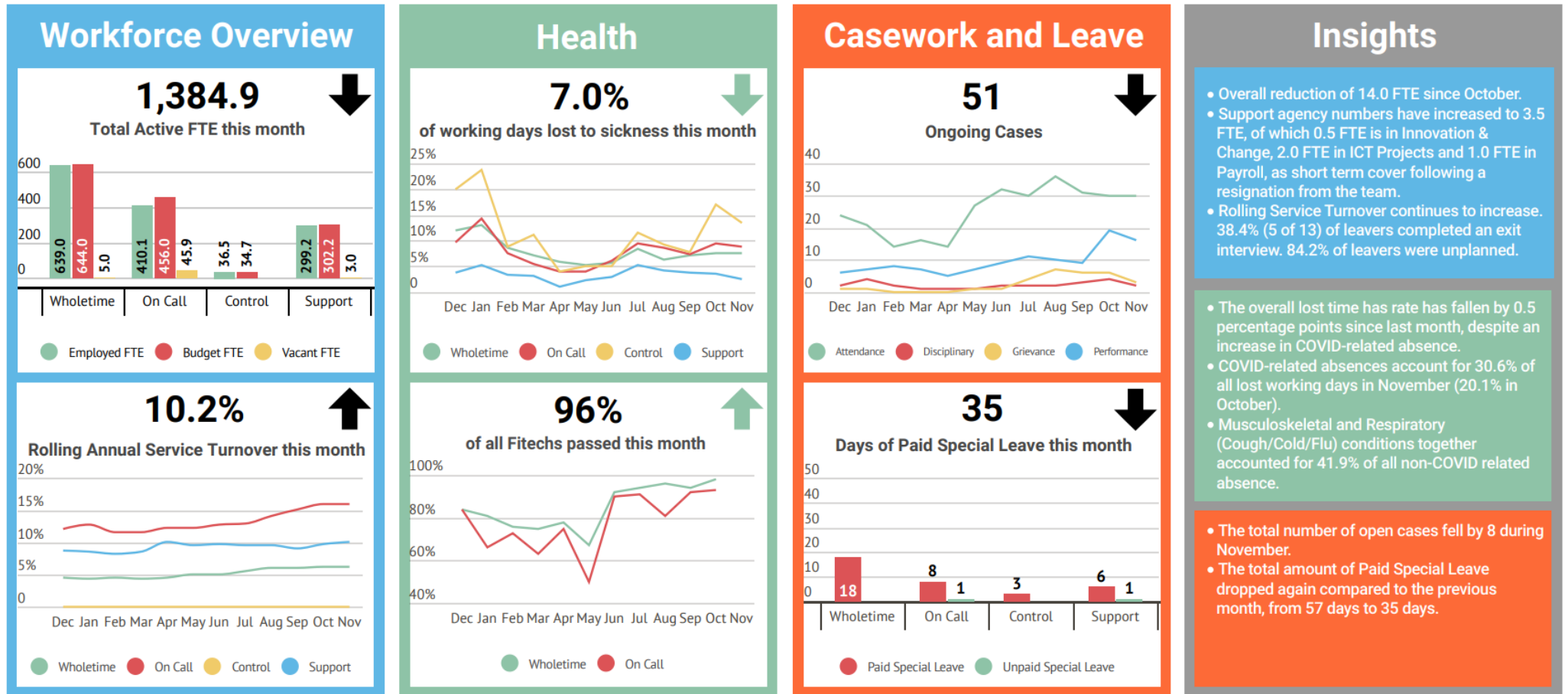
4 Freedom of Information requests (FOI) were received in November 2021. The main themes around FOIs were Data Request (4)

All 30 EIRs received were requests for Fire Reports

There was 1 Subject Access Request (SAR) received in November from a former employee
There was 1 complaint and 2 compliments. The complaint was regarding a intruder alarm activating at a fire station

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

HUMAN RESOURCES



Focus areas this month:

Continue collaborative working with Performance & Data on report automation

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

LEARNING & DEVELOPMENT

Learner Engagement

30.8% ↑

Overall Learner Engagement

Role	Engagement %
Wholetime	42.4%
On Call	30.3%
Control	60.0%
Support	5.2%

● Employees Actively Engaged in Learning Activity

People

The following are a representative sample of delegated feedback received this month.

”

"Enjoyed all of the session and all was valuable learning, delegation for team morale."

"I found the four-point chart, High Power, High Interest etc. very useful for future planning."

"...great delivery of training, real world needs"

"The watch thoroughly enjoyed the day and got a lot out of it"

98.2% ↓

Attended as Booked Last Month

● Operational ● Non-Operational

Compliance

98.7% ←

Overall station-based BA Compliance

Role	Wholetime %	On Call %
Station-based role holders only	98.4%	99.1%
Station-based + DDOR	94.9%	99.1%
DDOR role holders only	70.8%	-

● Wholetime ● On Call

Mandatory Training data is currently unavailable while the Service transitions from the Elite platform to LearnPro.

LearnPro will launch week commencing 13 December. Individual training modules will be rolled out in a phased approach, with the intention of having all modules available by mid January 2022.

Insights

- 174 training events, for 64 different courses/sessions, were delivered in the month. Learner engagement almost doubled between October and November, rising from 16.4% to 30.8%.
- Average learning hours per FTE more than doubled from 2.5 hours in October to 5.2 hours in November, reflecting an increase in full day events.

- Attendance levels remained stable in November, falling by just under 1.0 percentage point compared to October.
- 12 delegates did not attend as booked. 7 of these were due to sickness or personal reasons, 3 others due to a COVID-related course cancellation.

- Work continues with the Operational Training and Performance & Data Teams to deliver an automated means of obtaining training compliance data.
- We now anticipate January 2022's month-end information to be the first produced using this method, following a data reconciliation process in December.

Focus areas this month:
Ongoing collaboration with Performance & Data team to automate production of this and the monthly People dashboard

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

HEALTH & SAFETY (H&S)

During November Provision and Use of Work Equipment Regulations (PUWER) inspections were carried out by the H&S team at Service Workshops.

We worked with Innovation and Change to evaluate suppliers for a new health & safety management system to replace OSHENS.

A serious accident investigation board was held following a contractor falling on scaffolding at Coggeshall fire station and suffering broken ribs. An action plan has been produced which will be tracked and completed by the relevant departments.

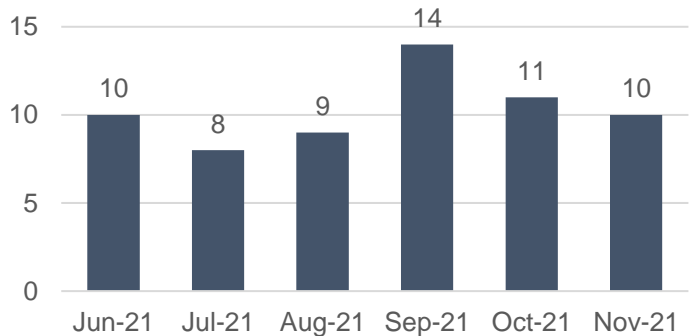
We re-instated the Operational Road Risk Group and held the first meeting.

A serious accident investigation board was held following several broken seat belt stalks being identified. Urgent actions have all been completed, 32 seat belt stalks have been replaced and work is ongoing to re-educate staff to avoid a recurrence.

All safety data taken from OSHENS on 05/12/2021.

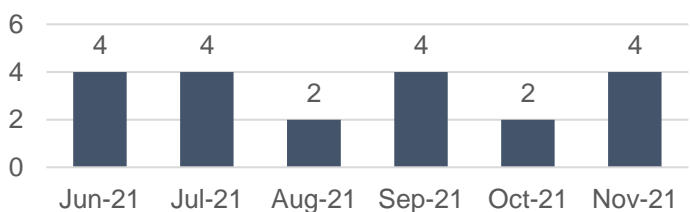
Accidents.

During November there were 10 accidents/ill health at work reported of which 1 occurred during operational training, 5 at an operational incident, 1 in the drill yard whilst using equipment, 1 whilst an on-call fire fighter was responding to a call and 2 at Fleet Workshops



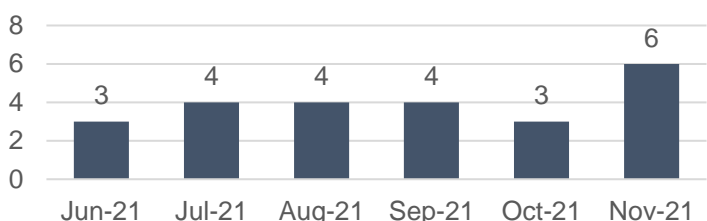
Hazards.

There were 4 hazards reported in November of which 2 related to Service vehicles, 1 to a boiler out of service and 1 to crews not wearing seatbelts.



Near Misses.

Of the 6 near misses reported in November 2 related to the equipment in the appliance, 2 to other Service vehicles, 1 to the surface in a drill yard on station and 1 to equipment at BA workshops.



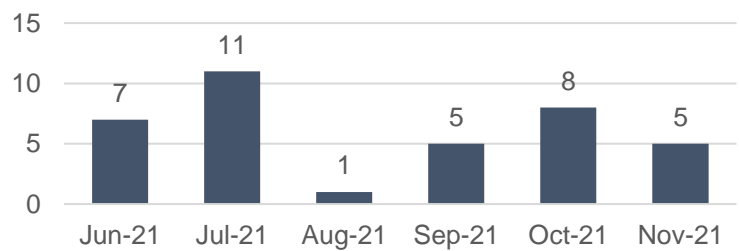
FIRE AND RESCUE PLAN: PPR & HELP THE
VULNERABLE STAY SAFE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 05/12/2021.

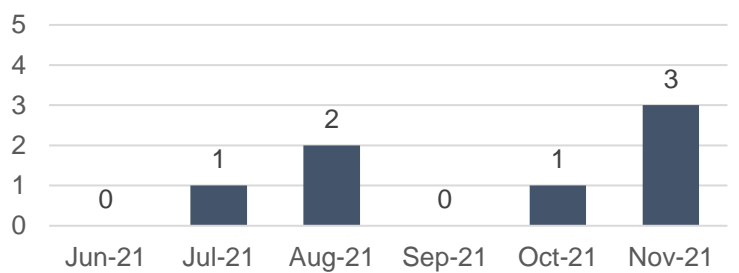
Control Measure Failures.

There were 5 control measure failures reported in November of which 2 were Control working below minimum numbers, 1 an appliance location not being updated on 4i, 1 seat belt stalk broken and 1 an out duty leaving the station short staffed



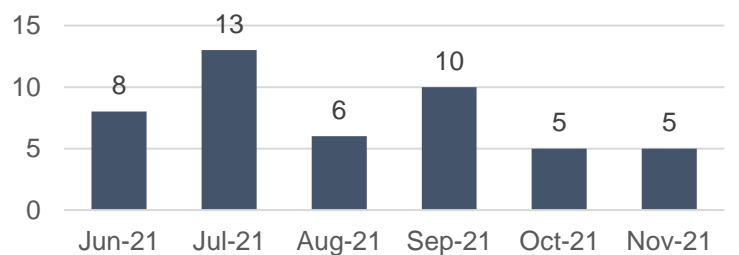
Attacks on Fire Service Personnel.

There were 3 attacks on Fire Service personnel in November which were all verbal.



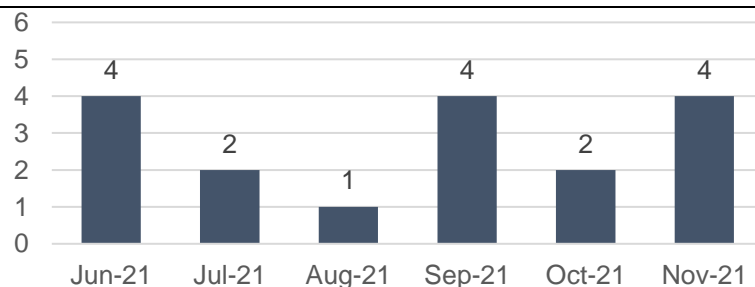
RTC involving ECFRS Vehicles.

Of the 5 RTC reports in November, 4 occurred at slow speed whilst attending incidents and 1 was a Service vehicle that slipped into the verge whilst turning around.



RIDDOR.

There were 4 RIDDOR reports in November which were all over 7 day injuries.



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

PROTECTION

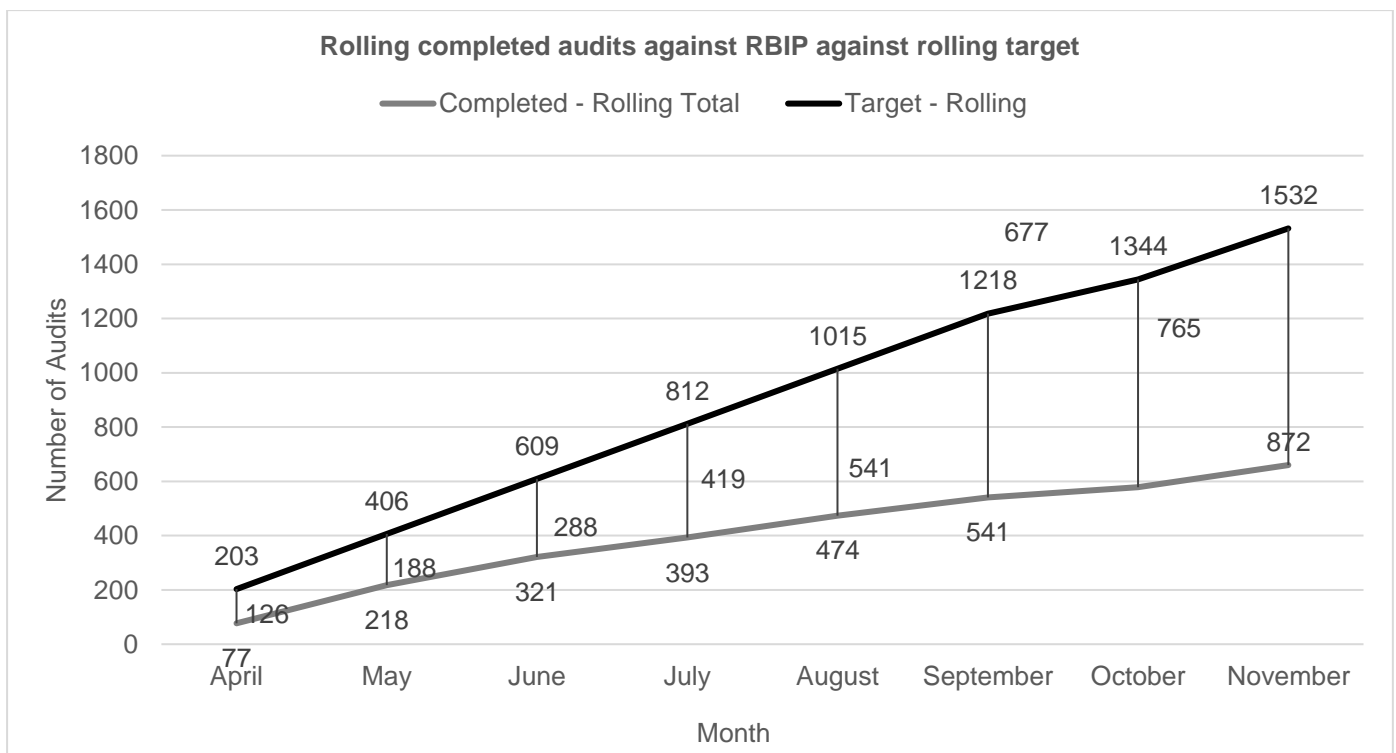
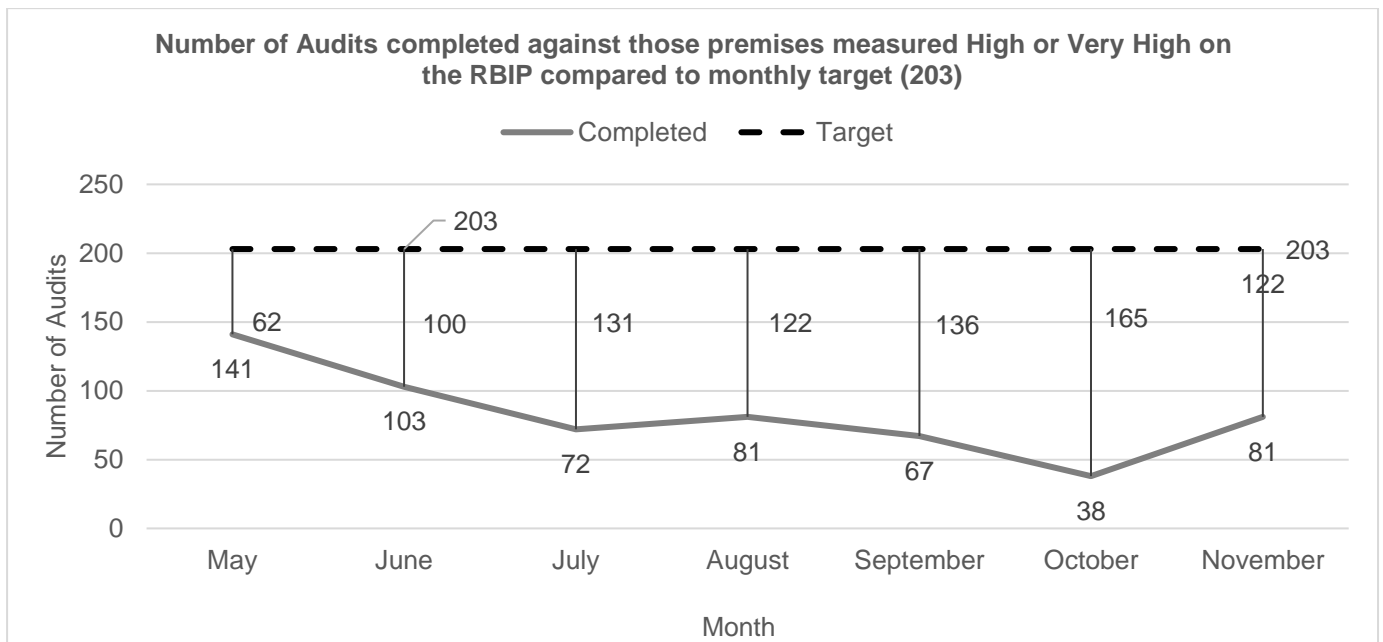
The Protection team completed 113 full audits, of which 81 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP).

97% 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	127	126
Alleged Fire Risk (AFR)	24	
Desktop Audits	0	
Full Audits	113 (RBIP 81)	
Building Regulations	126	122
Building Certs	13	
HMO	8	
Licensing	43	41
Other Fire Safety Activity	149	
Other Consultations	22	
Prohibition Notice	0	
Enforcement Notice	0	126
Notification of Deficiencies (NOD)	44	
NOD Themes (In order of high to low, and number)	Article 8 General Fire Precautions, 47 Article 9 Risk Assessment, 45 Article 17 Maintenance, 42 Article 14 Emergency Routes and Exits, 34 Article 13 Firefighting and detection, 27 Article 11 Fire Safety Arrangements, 19 Article 21 Training, 17 Article 15 Procedures for serious and imminent danger, 16 Article 20 Provision of information to employers and self-employed, 6 Article 10, Principles of Prevention, 4 Article 38, Maintenance of Measures to Protect Firefighters, 3 Article 12, Reduction of Risks from Dangerous Substances, 1 Article 22, Co-operation and Co-ordination, 1	

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

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 visits the Home Safety Team have completed has increased by 10% from October 2021 to November 2021

The number of enquiries into the Home Safety Information Team has again increased from October to November by 18%. This is likely to reflect the lifting of restrictions in Essex and a public more confident in allowing our personnel to access their homes.

The number of visits completed by volunteers remains at 0. Our first volunteers resumed their activities in early December, and their work will be reflected in reporting in January for the month of December.

In November, 85 referrals were made for additional support or annotations by Safe and Well Officers.

The number of visits completed by other roles has increased, reflecting process improvements for the reporting of visits by the Community Builder Team.

The Home Safety Team have now completed 78 evaluation discussions with individuals who have received Safe and Well Visits. The average score for a Safe and Well Visit out of 10, is currently 9.61.

92% of evaluation respondents strongly agreed that they would recommend a Safe and Well Visit to their friends and family. The remaining 8% chose 'agree'.

Measure	November	Trend Previous Month
Total number of visits	607	↗
Number of Safe and Well Visits	381	↗
Number of Home Safety Visits by Stations	140	↘
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles (CSO's, CB's, FSO's)	86	↗
Number of FHB10/FHB160 (standard smoke detectors) fitted	670	↘
Number of FHB10W/FH700HIA (sensory smoke detectors) fitted	128	↗
How many enquiries did we receive to the Information Centre	625 Incoming Calls	↗
	1,003 Outgoing Calls	↘
	681 Email Requests	→

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

HOME SAFETY

Measure	November 2021	Trend Previous Month
The number over 65 years old	498	↗
The number who lived alone	227	↗
The number who had a disability	221	↗
The number who lived in Social Housing	23	↗
The Number of referrals made by Safe and Well Officers	85	↗
Number of cases reviewed by the Home Safety Command and Control Group	0	↘

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.

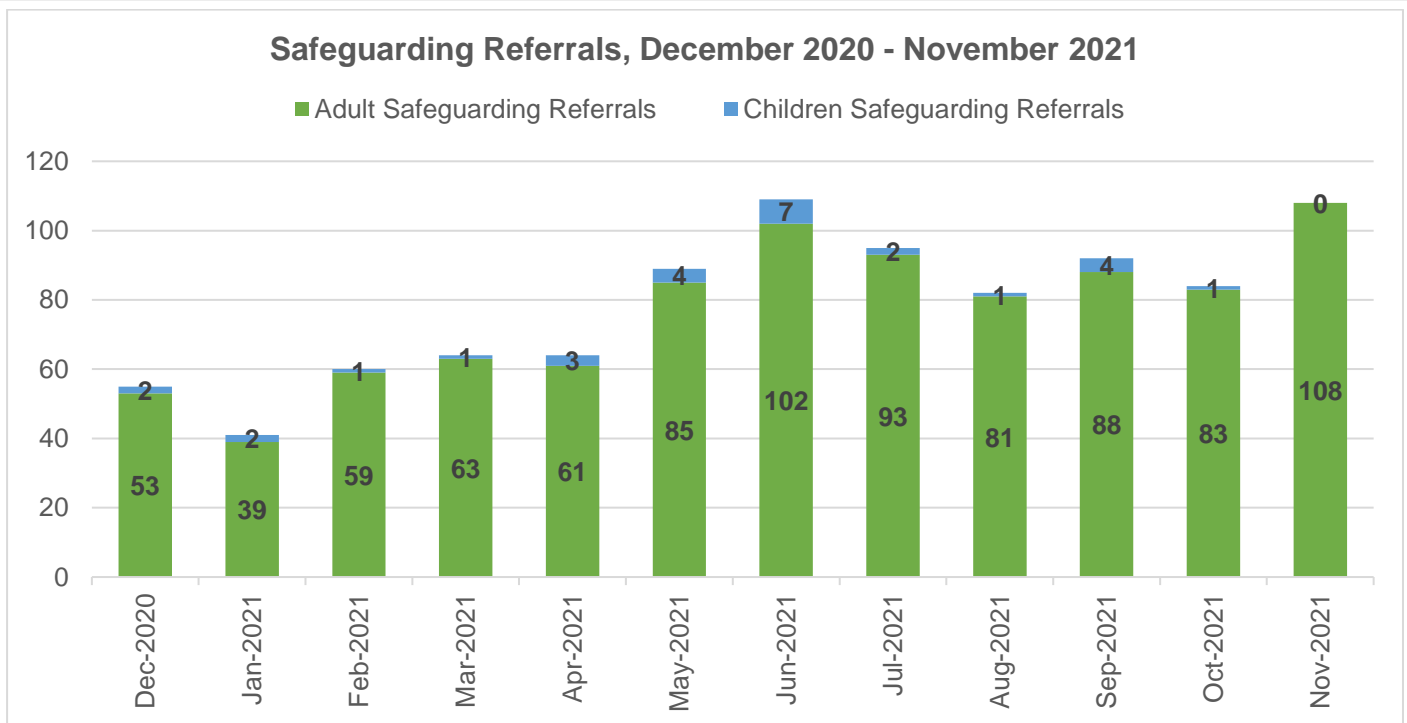
Rural Urban Classification	Count	Percentage
Rural town and fringe	110	18%
Rural village and dispersed	34	6%
Urban city and town	422	70%
Urban major conurbation	40	7%

**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

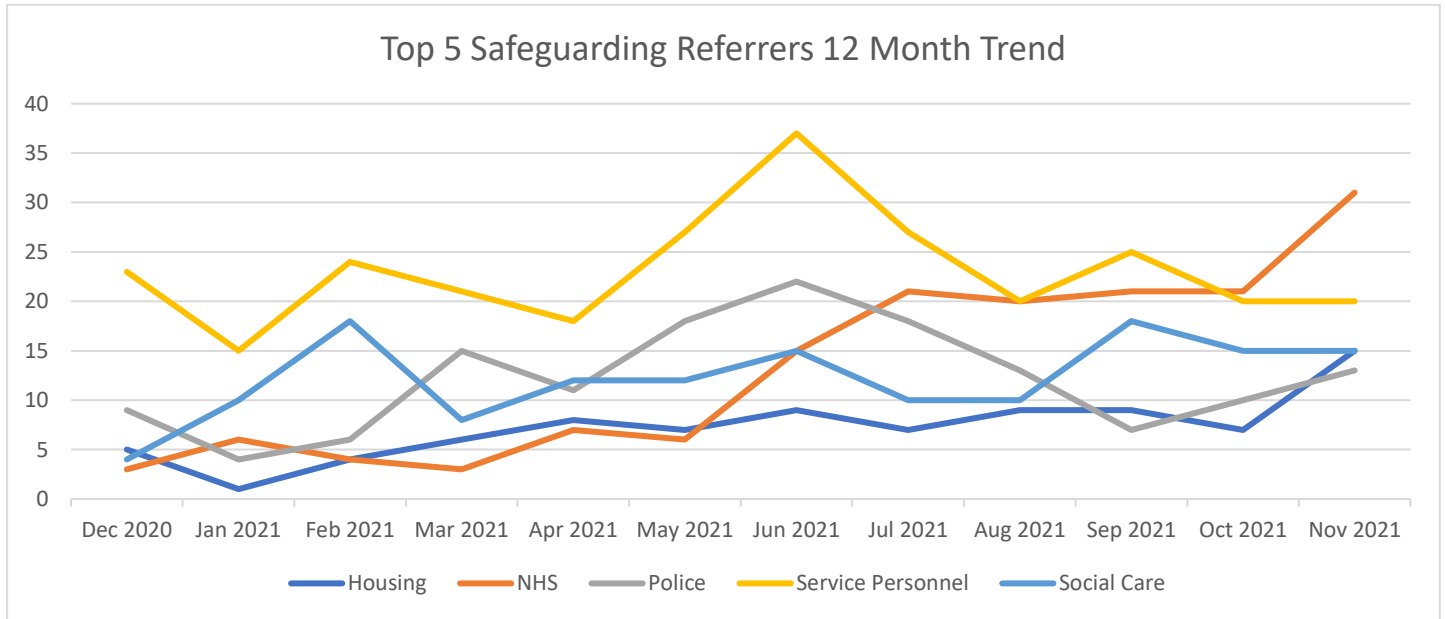
COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 108 safeguarding referrals to ECFRS in November 2021, an increase of 25 compared to previous month and 38 more than November 2020. The NHS was the continued to be main referrer in November 2021, which was also seen in October, followed by Service Personnel.



Month-Year	Nov-2021
NHS	31
Service Personnel	20
Housing	15
Social Care	15
Police	13
Other	5
Care Agencies	4
Safe and Well Officers	3
Community Partners	2
Total	108

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



ANY QUESTIONS OR FEEDBACK...

CONTACT US

WORKPLACE GROUP:

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

EMAIL:

informationgovernance@essex-fire.gov.uk

SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County
Fire & Rescue Service