



Essex County
Fire & Rescue Service

Monthly Performance Report

October 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
11 November 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 October 2021 than the previous month but more than in Oct 2020.
- There was an increase in average response time to potentially life-threatening incidents. 84.9% of calls were attended within 15 minutes.
- There was a decrease in total and wholtime & day-crew pumping appliance availability this month compared to the previous month but an increase in on-call availability.
- This month's focus is Christmas ([NFCC campaign](#)).

INFORMATION GOVERNANCE

- There were three reported personal data breaches in October 2021.
- 30 statutory requests were received in October: 5 FOIs, 24 EIRs, and 1 SAR.

HUMAN RESOURCES (HR)

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

LEARNING & DEVELOPMENT (L&D)

- A monthly input for October from Learning & Development was not received.

HEALTH & SAFETY (H&S)

- H&S issues two new toolbox talks and one safety flash in October as well as delivered accident investigation refresher training.
- H&S also met with providers and saw demos for the OSHENS replacement

PROTECTION

- The Protection team completed 51 full audits, of which 38 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 were responded to within the statutory time limit.

HOME SAFETY

- The number of Home Safety Team visits completed has increased by 22% from September 2021 to October 2021 and the number of visits completed by stations has also increased by 34% for the same period.
- The Home Safety Team have now completed 69 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 9.65.

SAFEGUARDING

- There were 84 safeguarding referrals to ECFRS in October 2021, an increase compared to previous month and October 2020. The NHS was the main referrer in October 2021 (usually, Service Personnel are the higher referrers), a 200% increase since October 2020.

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

INCIDENTS

**1327 INCIDENTS
OCT 2021**

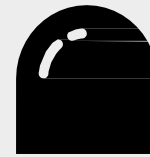
**1342 IN SEP 2021
1157 IN OCT 2020**



246
Fires

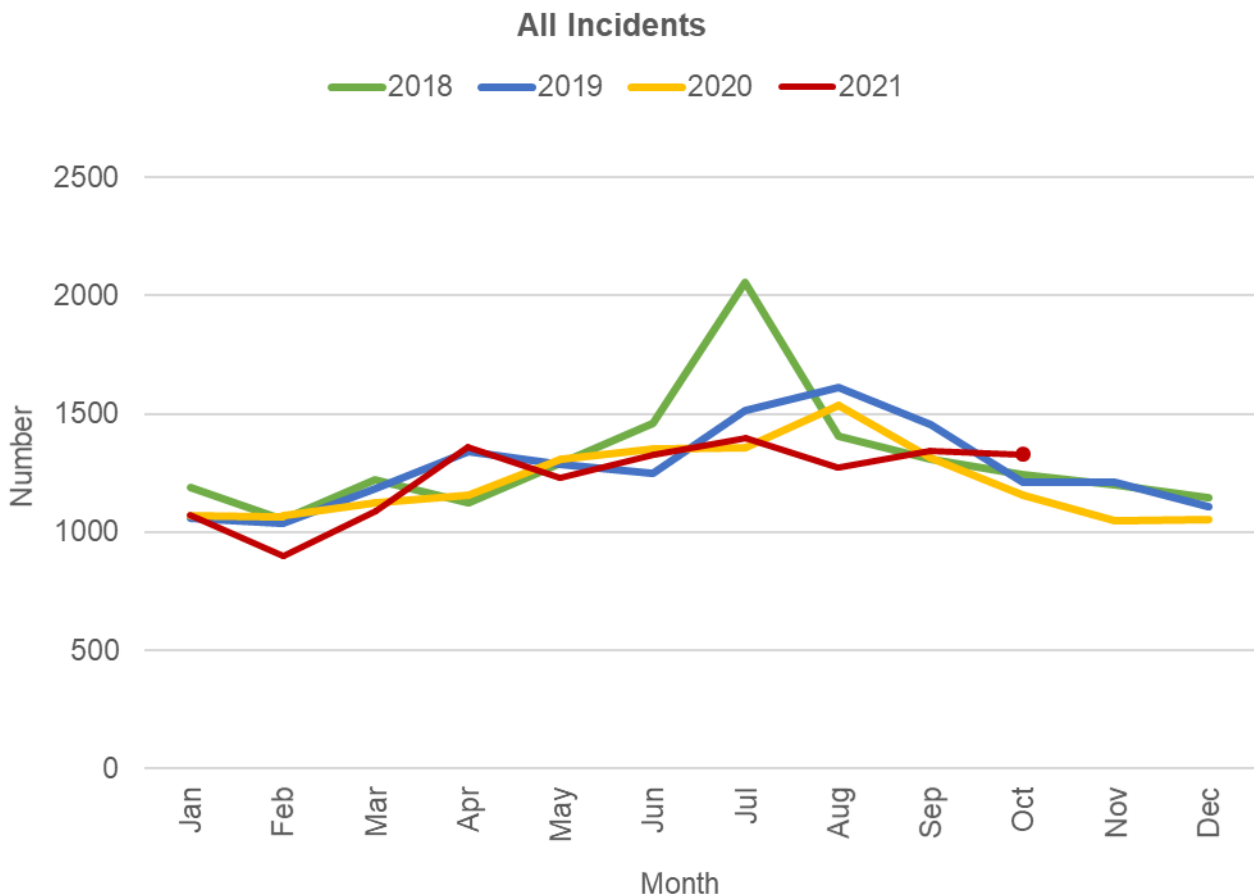


456
Special
Services



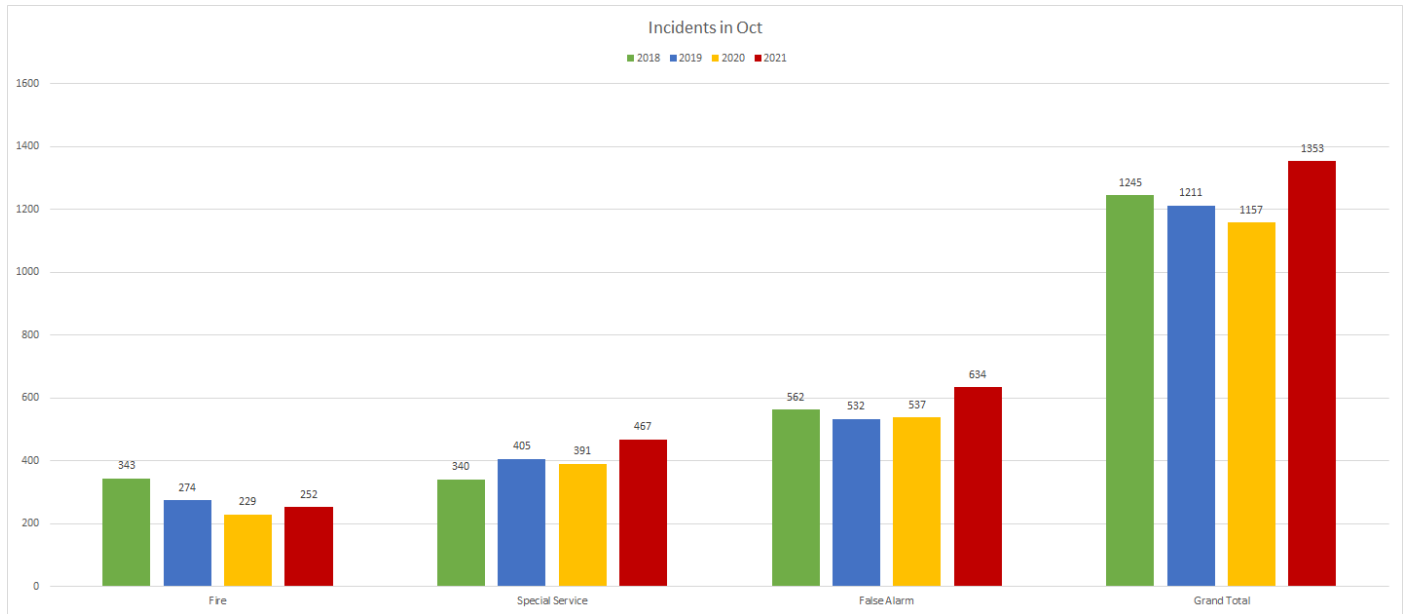
625
False
Alarms

At the time of reporting, 32 incidents are awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.

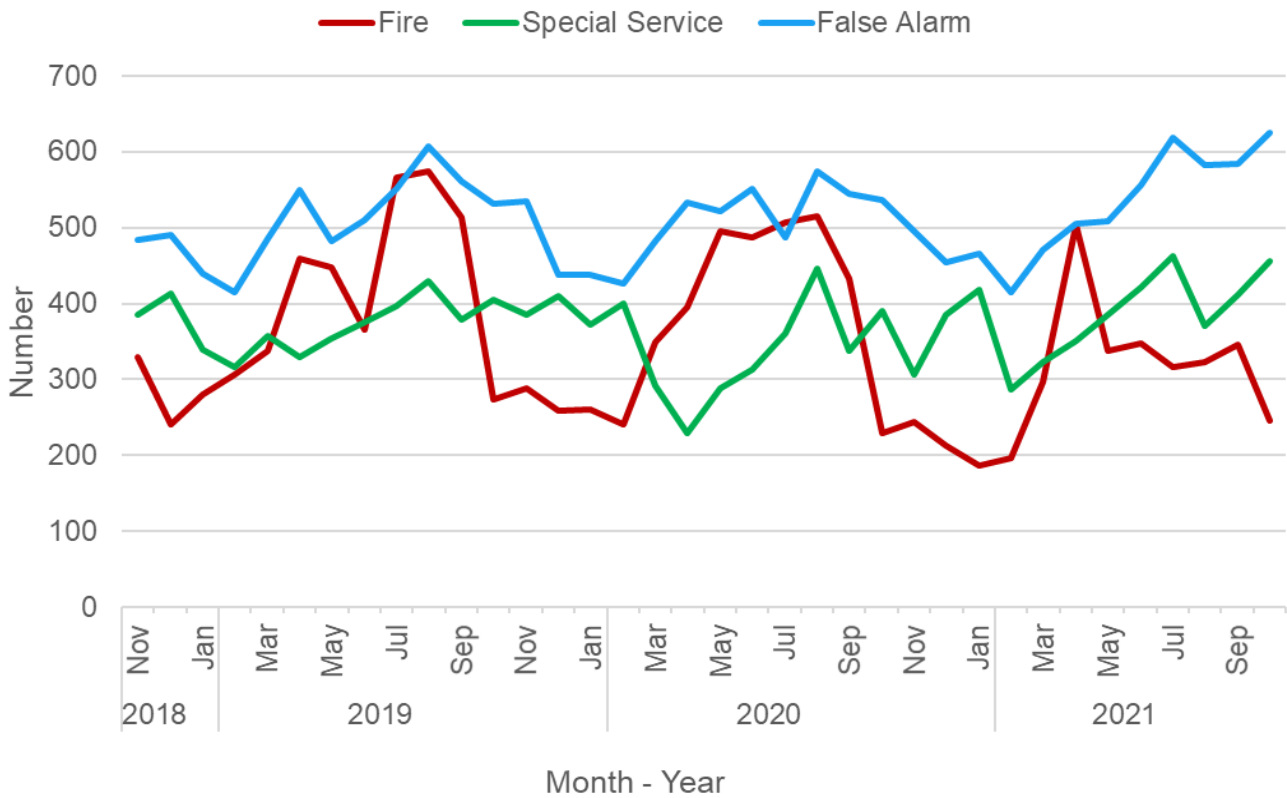


FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

INCIDENTS



Incident Type Breakdown, Nov 2018 - Oct 2021



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

INCIDENTS

FIRE

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

	Oct 2021	Sep 2021	Oct 2020
Primary Fires	132	166	149
Secondary Fires	113	180	75
Accidental Dwelling Fire (ADF)	57	58	50
Fatalities (all Fires)	1	0	0
Casualties (all Fires)	4	4	2

Further Details on Fatalities/ Casualties

- At time of reporting, a fire investigation was ongoing. The information available indicates that the fatal was a female aged between 60 – 65. A smoke alarm was present, and alarm raised.
- The casualties were all involved in fires where the cause/motive was deemed to be accidental. Two of these fires were caused by cooking and started in the kitchen of dwellings (one in a flat, and other in self-contained sheltered housing). One of the victims was male aged between 85 – 90, and the other female aged between 20 – 25. Both were injured from trying to fight / put the fire out. A working alarm system was present at both properties.
- A male aged between 35 – 40 was injured in a car fire caused by engine-related overheating (unknown cause). The victim went to hospital with injuries that appeared to be slight.
- A female aged between 30 – 35 went to hospital with injuries that appeared to be slight following a fire that started in the reception area of a fast-food takeaway shop. This victim was one of five people (including two children) who had to evacuate from the property. The cause of the fire was an electrical fault with fish tank equipment. No alarm system was present.

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

INCIDENTS

SPECIAL SERVICES

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

Based on provisional data received from Essex Police on 18th October 2021, there were 27 people killed (3) or seriously injured (24) involved in road traffic collisions on Essex roads in October.

	Oct 2021	Sep 2021	Oct 2020
All	456	412	391
Non RTC	370	306	294
RTCs	86	106	97

	Oct 2021	Sep 2021	Oct 2020
Road* - People Killed or Seriously Injured	27	71	57
Water-related Fatal or Casualty	0	2	0

*Based on provisional KSI data received from Essex Police on 6th September 2021

FALSE ALARMS

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

	Oct 2021	Sep 2021	Oct 2020
All	625	584	537
Due to Apparatus	332	244	251
Good Intent	284	318	270
Malicious (Hoax)	9	22	16

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

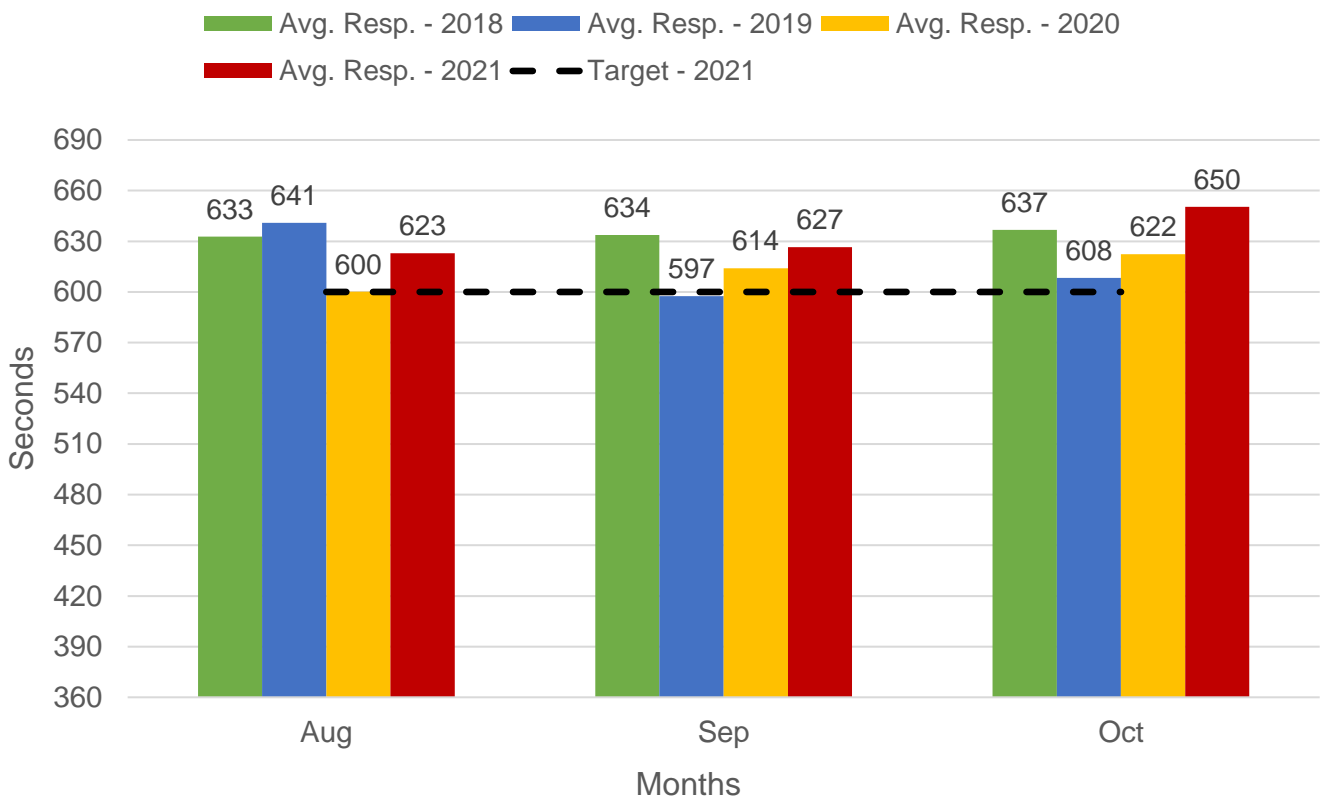
ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – AN AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in October 2021 was 10 minutes and 50 seconds (above the target). This is an increase of 24 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 October 2021, 84.9% 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)

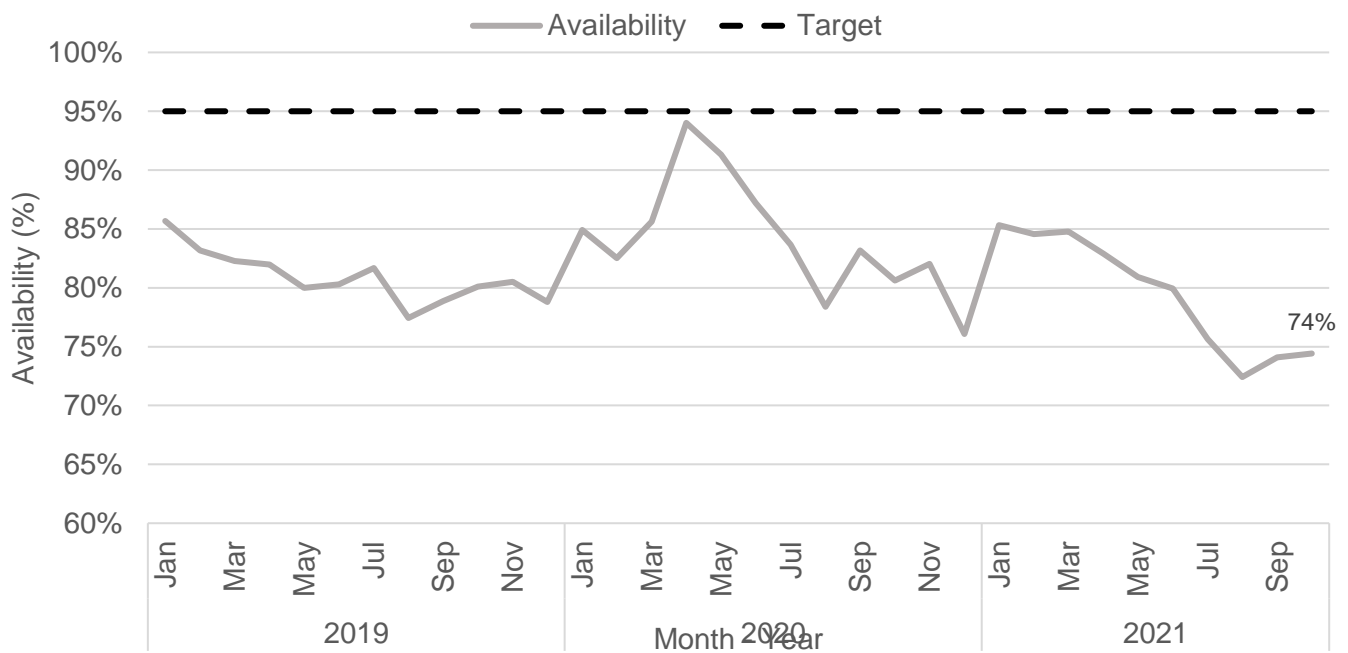
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Oct 2021 was 74.4%, an increase from 74.1% in Sep 2021. Oct 2020's availability was 80.6%.

Total Pumping Appliance Availability, Jan 2019 - Oct 2021



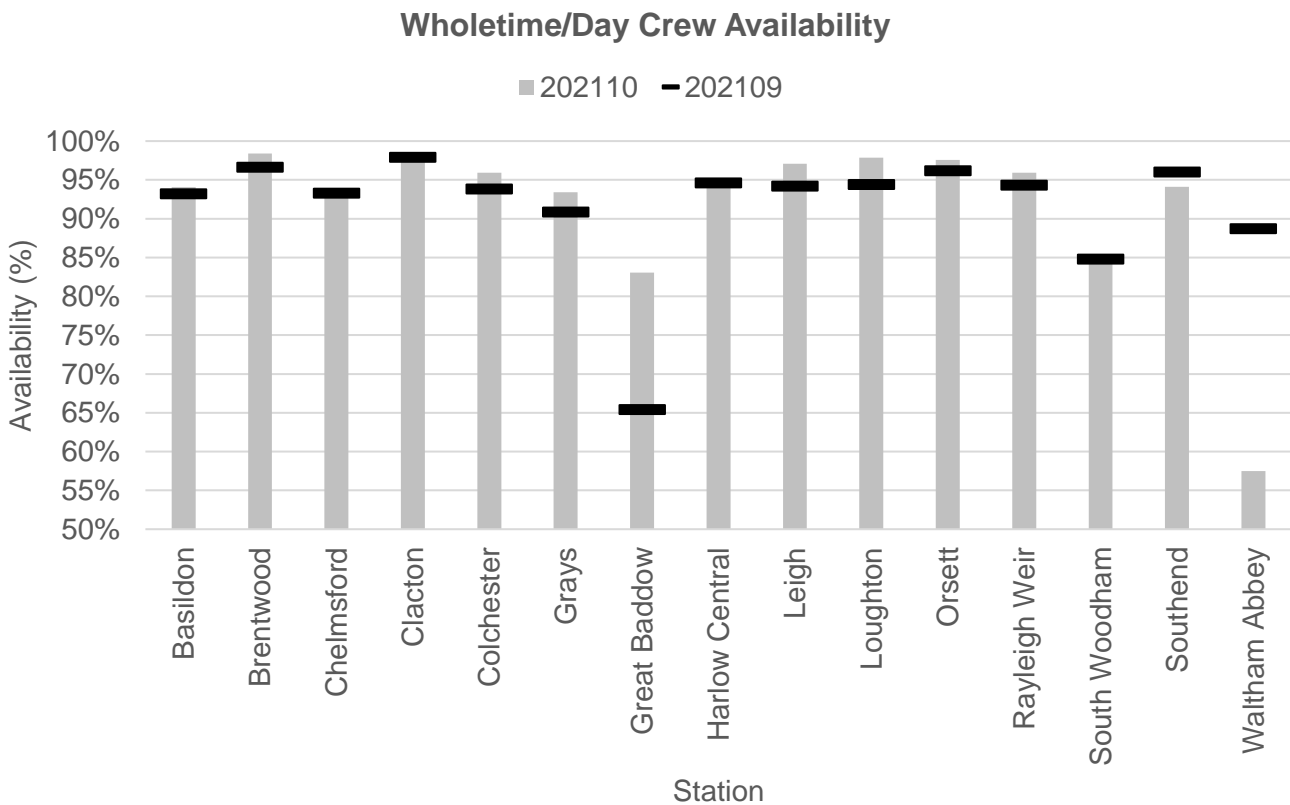
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Oct 2021 was 92.5%, an increase from 92.2% in Sep 2021. Oct 2020's availability was 95.8%. Pumping Appliance availability improved for Basildon, Brentwood, Chelmsford, Colchester, Grays, Great Baddow, Harlow Central, Leigh, Loughton, Orsett, Rayleigh Weir and South Woodham.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

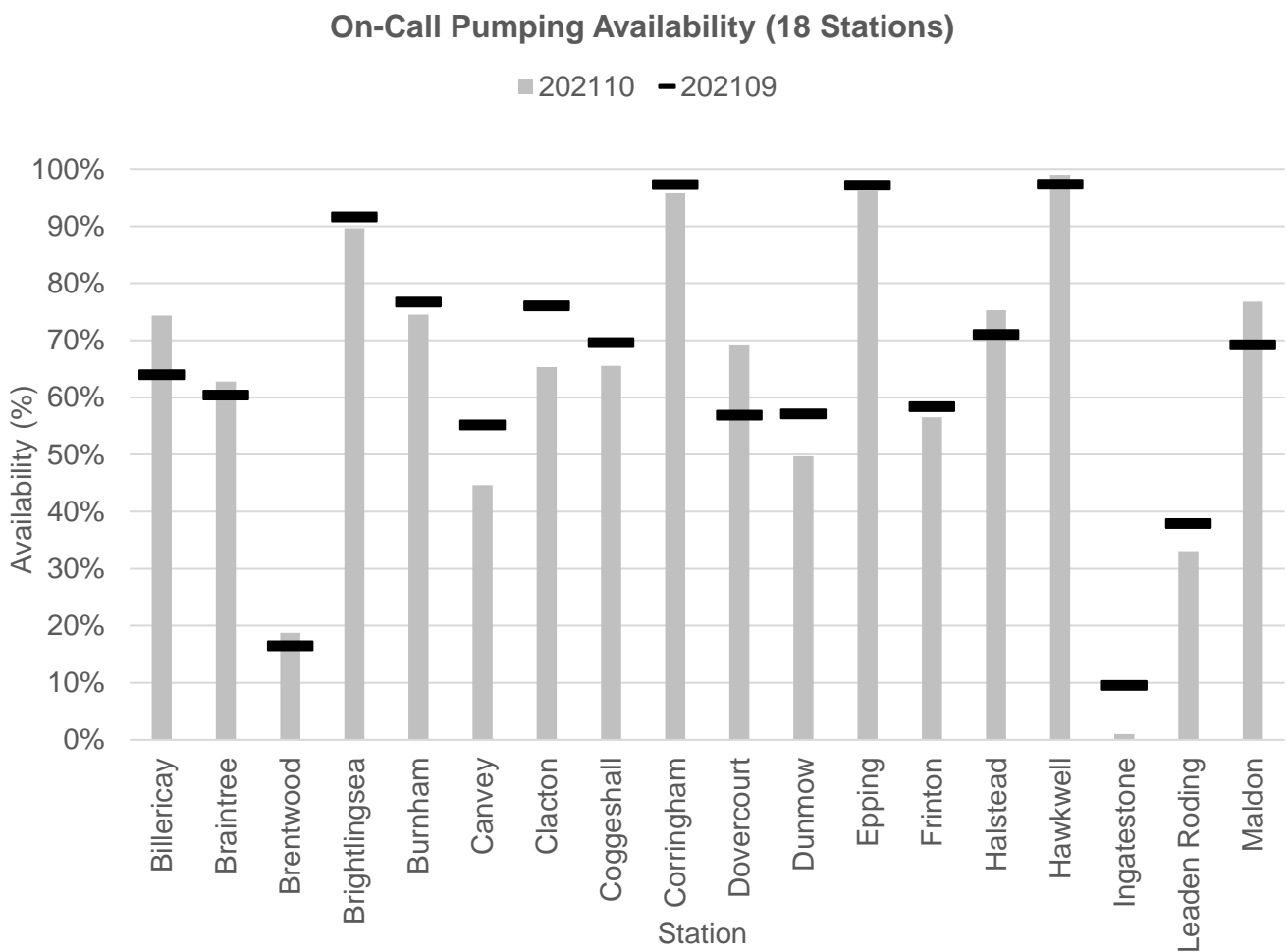
The On-Call pumping appliance availability in Oct 2021 was 66.0%, an increase from 65.6% in Sep 2021. Oct 2020's availability was 73.6%.

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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Billericay, Braintree, Brentwood, Dovercourt, Halstead, Hawkwell and Maldon.



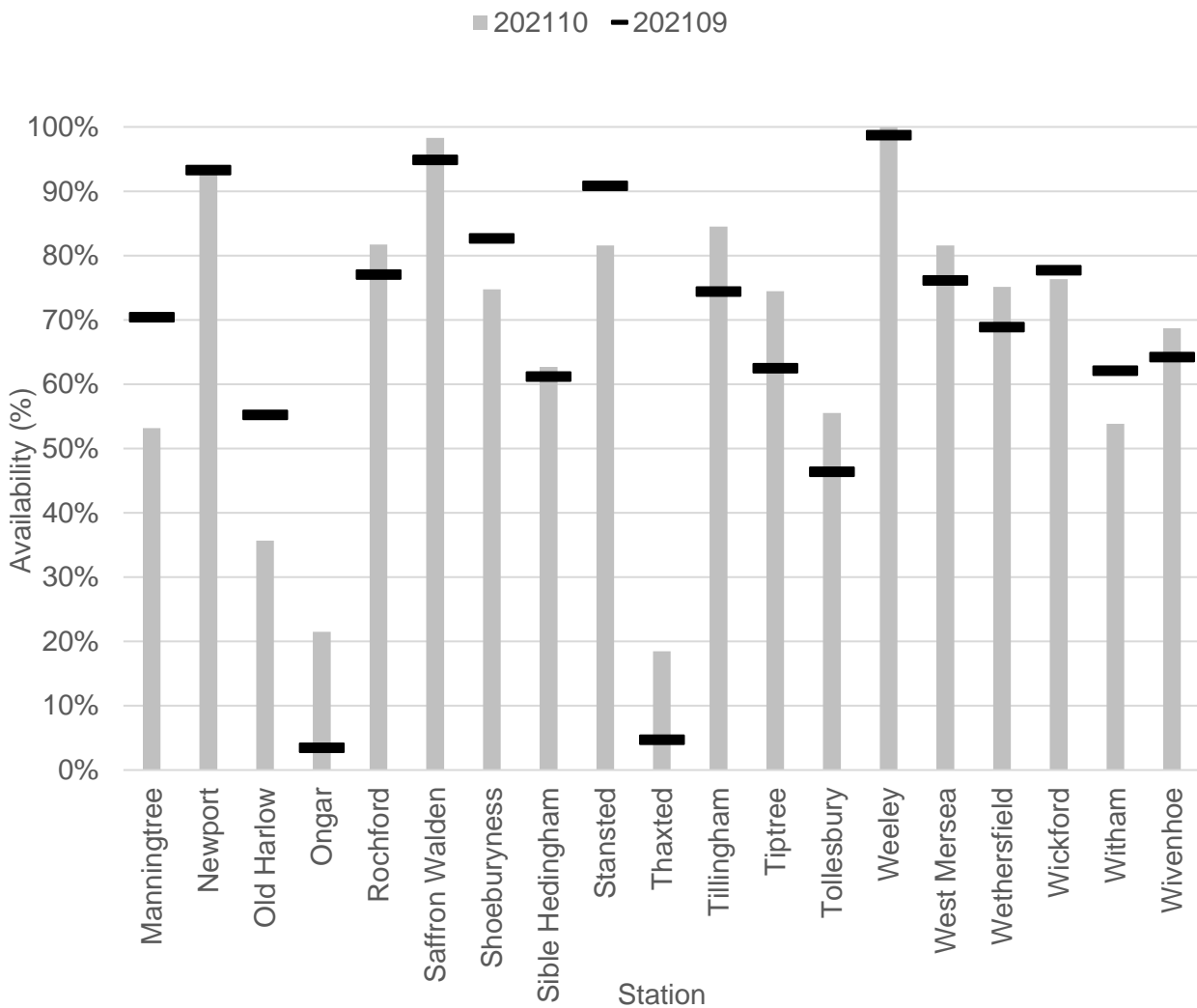
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Newport, Ongar, Rochford, Saffron Walden, Sible Hedingham, Thaxted, Tillingham, Tiptree, Tollesbury, Weeley, West Mersea, Wethersfield 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.

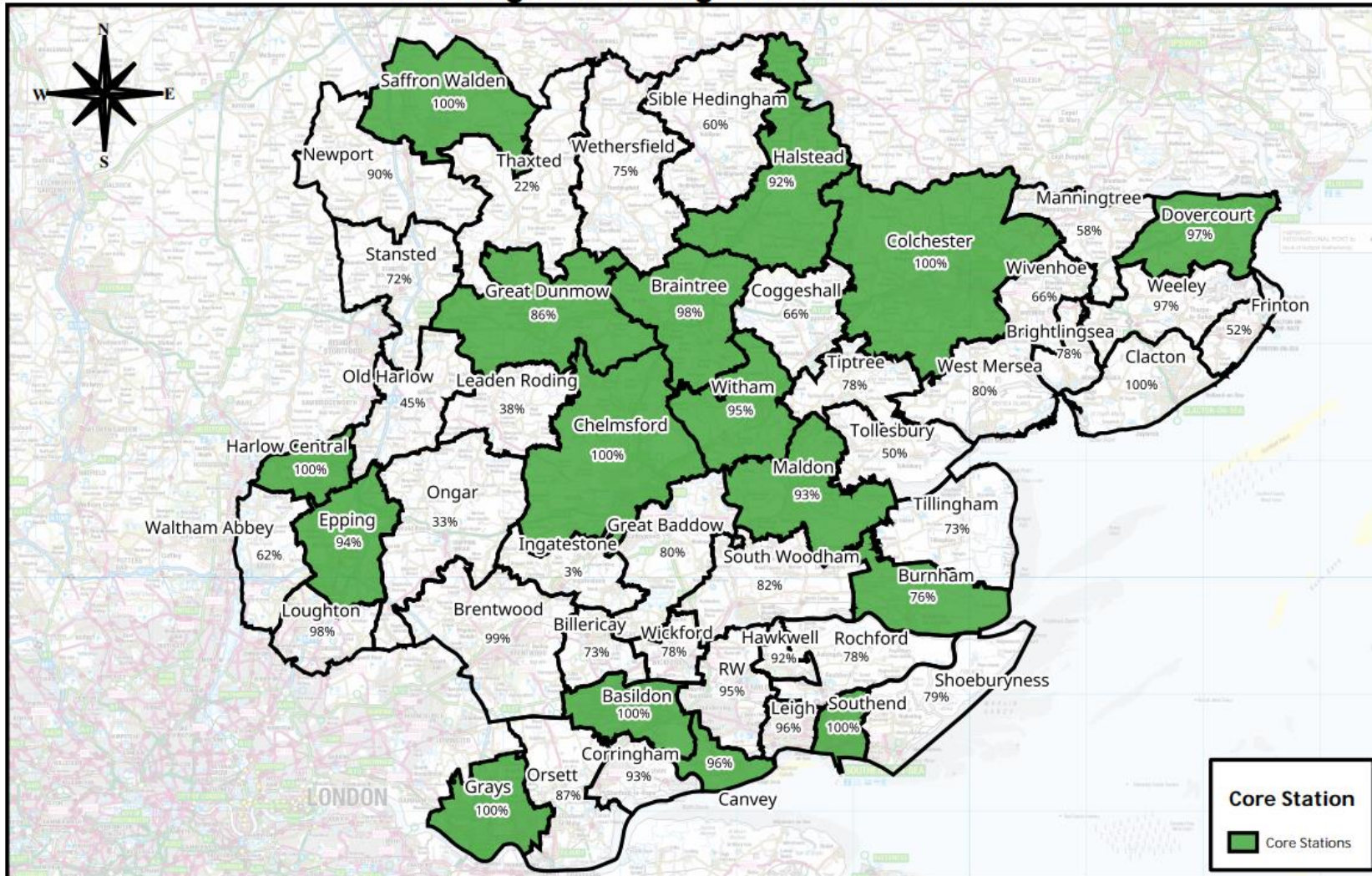
Station	Target	Oct-21	Station	Target	Oct-21
Billericay	90%	74%	Manningtree	85%	53%
Braintree	75%	63%	Newport	90%	94%
Brentwood	50%	19%	Old Harlow	55%	36%
Brightlingsea	90%	90%	Ongar	50%	22%
Burnham	90%	75%	Rochford	79%	82%
Canvey	90%	45%	Saffron Walden	90%	98%
Clacton	90%	65%	Shoeburyness	90%	75%
Coggeshall	73%	66%	Sible Hedingham	90%	63%
Corringham	90%	96%	Stansted	90%	82%
Dovercourt	75%	69%	Thaxted	66%	18%
Dunmow	90%	50%	Tillingham	90%	85%
Epping	90%	96%	Tiptree	90%	74%
Frinton	90%	57%	Tollesbury	57%	56%
Halstead	90%	75%	Weeley	90%	100%
Hawkeell	90%	99%	West Mersea	85%	82%
Ingatestone	90%	1%	Wethersfield	74%	75%
Leaden Roding	50%	33%	Wickford	50%	76%
Maldon	90%	77%	Witham	55%	54%
			Wivenhoe	75%	69%

ECFRS MONTHLY
PERFORMANCE REPORT

OCTOBER 2021

Name	Crewing	Sign	Availability	Name	Crewing	Sign	Availability
Basildon	Wholetime	52P1	98%	Ingatestone	On Call	67P1	1%
	Wholetime	52P2	90%	Leaden Roding	On Call	88P1	33%
Billericay	On Call	68P1	74%	Leigh	Wholetime	31P1	97%
Braintree	On Call	78P1	95%	Loughton	Wholetime	72P3	98%
	On Call	78P2	31%	Maldon	On Call	46P1	97%
Brentwood	On Call	51P3	19%		On Call	46P2	56%
	Wholetime	51P2	98%	Manningtree	On Call	17P1	53%
Brightlingsea	On Call	20P1	90%	Newport	On Call	84P3	94%
Burnham	On Call	43P1	75%	Old Harlow	On Call	82P1	36%
Canvey	On Call	54P1	88%	Ongar	On Call	71P1	22%
	On Call	54P2	2%	Orsett	Wholetime	55P1	98%
Chelmsford	Wholetime	34P2	88%	Rayleigh Weir	Wholetime	35P3	96%
	Wholetime	34P3	99%	Rochford	On Call	49P1	82%
Clacton	Wholetime	12P1	97%	Saffron Walden	On Call	85P1	97%
	On Call	12P2	65%		On Call	85P2	100%
Coggeshall	On Call	24P1	66%	Shoeburyness	On Call	42P1	75%
Colchester	Wholetime	10P2	92%	Sible Hedingham	On Call	80P1	63%
	Wholetime	10P3	100%	South Woodham	Day Crew / On Call	32P1	85%
Corringham	On Call	66P1	96%	Southend	Wholetime	30P1	99%
Dovercourt	On Call	11P1	100%		Wholetime	30P2	89%
	Dunmow	On Call	11P2	38%	Stansted	On Call	83P1
On Call		87P1	92%	Thaxted	On Call	86P1	18%
Epping	On Call	87P2	7%	Tillingham	On Call	44P1	85%
	On Call	89P1	96%	Tiptree	On Call	23P1	74%
Frinton	On Call	18P1	57%	Tollesbury	On Call	45P1	56%
Grays	Wholetime	50P2	88%	Waltham Abbey	On Call	73P1	58%
	Wholetime	50P3	99%	Weeley	On Call	19P1	100%
Great Baddow	Day Crew / On Call	33P1	83%	West Mersea	On Call	22P1	82%
Halstead	On Call	81P1	97%	Wethersfield	On Call	79P1	75%
	On Call	81P2	54%	Wickford	On Call	69P1	76%
Harlow Central	Wholetime	70P1	100%	Witham	On Call	25P1	94%
	Wholetime	70P2	90%		On Call	25P2	14%
Hawkeell	On Call	47P1	99%	Wivenhoe	On Call	21P1	69%

Coverage Percentage for October 2021



Core Station
 Core Stations



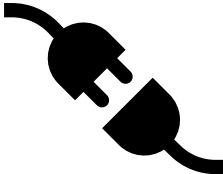



Scale : 1:450000

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FOCUS: CHRISTMAS

The statistics below provide an overview of previous fire incidents that ECFRS has attended between 25th – 31st December in the last three years. The purpose of this is to reinforce key messages that will be shared with our public about being safe during the festive period.

<p>26% of primary accidental fires attended during the festive period over the last three years were caused by cooking, with the majority occurring on Christmas Day (25th Dec).</p> 	<p>7 primary accidental fires involved a victim, where the two main causes were cooking and fault in equipment of appliance.</p> 
<p>26% of primary accidental fires were caused by faulty equipment or appliance and faulty fuel supplies. Previous incidents attended mainly occurred on 30 and 31st December.</p> 	<p>72% of primary accidental fires occurred in dwellings, where the main household occupancy type was recorded as couple with dependant child/ren (19%). Lone person over pensionable age also accounted for 13% of accidental dwelling fires.</p> 
<p>Over the last three years, there has been 11 primary accidental fires in the station grounds of Colchester and Grays.</p> 	<p>ECFRS has attended 7 chimney fires over the festive period in the last three years – of which 3 of these occurred in the station ground of Colchester. The other 4 fires occurred across the North West Command Group.</p> 

Next month: Smoke Alarm Testing (January), [NFCC Fire and Rescue Campaign Calendar 2022](#)

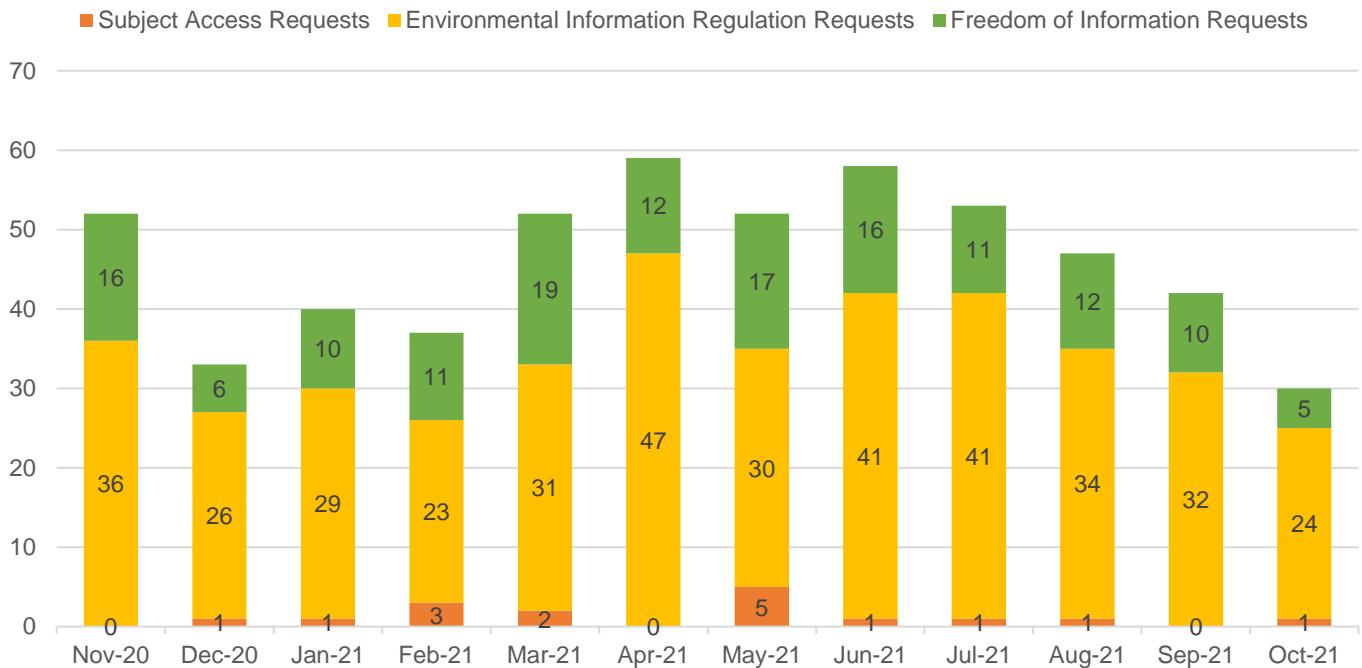
FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

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 0 organised training and awareness session in October 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 3 reported personal data breaches in October 2021, however they did not meet the stipulated threshold to inform the Information Commissioner’s Office.

Statutory requests November - October 2021



5 Freedom of Information requests (FOI) were received in October 2021. The main themes around FOIs were Data Request (5).

All 24 EIRs were for Fire Reports.

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

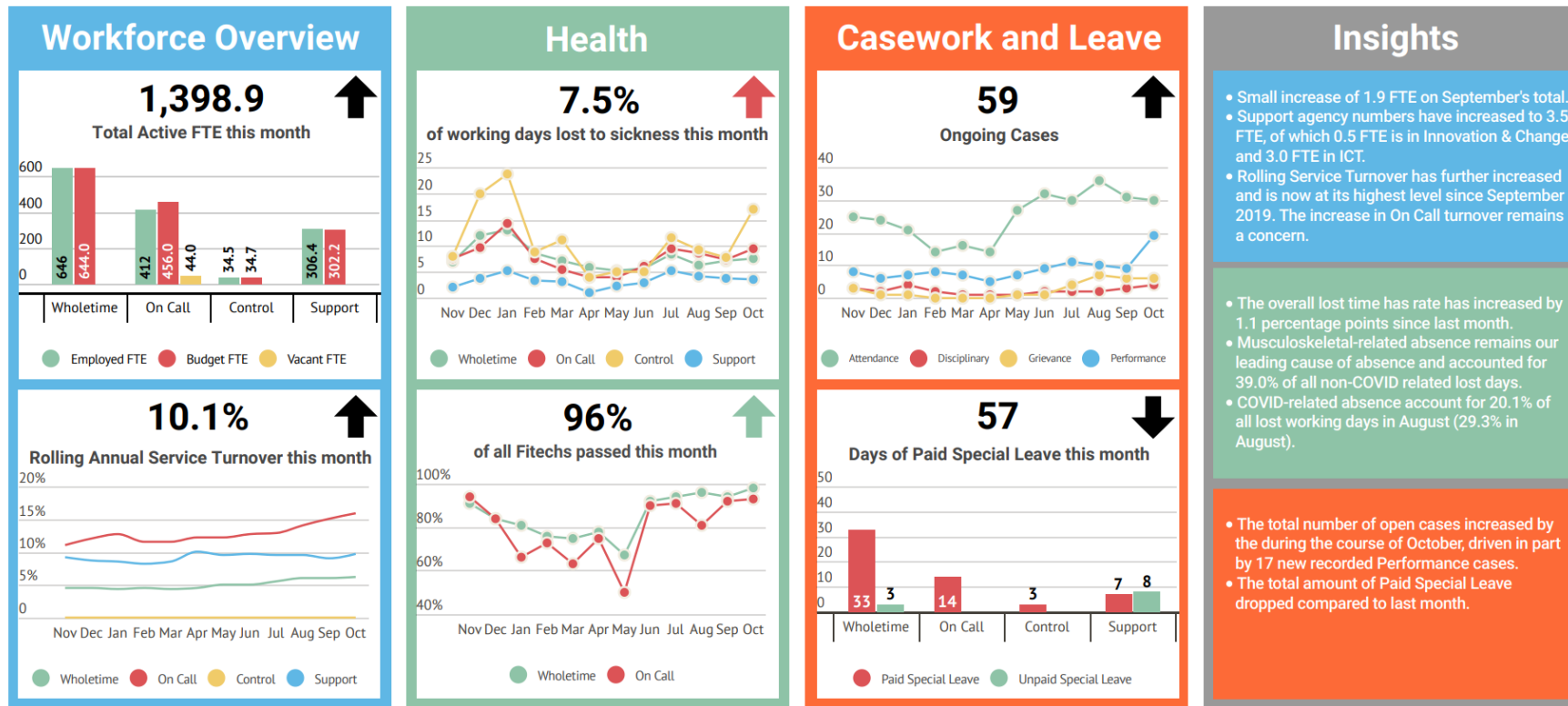
4 complaints and compliments were received in October 2021. The complaint themes were Staff Behaviour/Attitude (4). We received 0 compliments in October 2021.

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

HUMAN RESOURCES

People Dashboard

October 2021



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

Learning & Development Dashboard

October 2021

Learner Engagement

16.4%

Overall Learner Engagement

Wholetime	On Call	Control	Support
26.0%	16.2%	0%	0%

● Employees Actively Engaged in Learning Activity

People

There is no delegate feedback to report this month

99.1%

Attended as Booked Last Month

Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

● Operational ● Non-Operational

Compliance

98.7%

Overall station-based BA Compliance

Station-based role holders only	Station-based + DDOR	DDOR role holders only
98.4%	94.5%	69.2%

● Wholetime ● On Call

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

Insights

- Learner engagement fell from the September figure of 24.1% to 16.4% - a drop of 7.7 percentage points.
- Average learning hours fell from 3.4 hours per FTE in September to 2.5 hours in October.

- Attendance levels remained stable in October, increasing by 0.5 percentage points when compared to September.
- Other than the cancellation of a Driving BRONTO Cage Operator course, which affected 3 delegates, the only other non-attendance was a single no-show for a Train-The-Trainer session.

- Work continues with the Operational Training and Performance & Data Teams to deliver an automated means of producing compliance data for training/qualifications.
- We now anticipate January 2022's month-end information to be the first produced using this method.

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

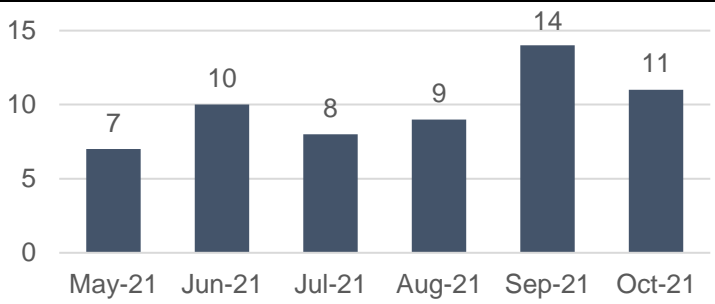
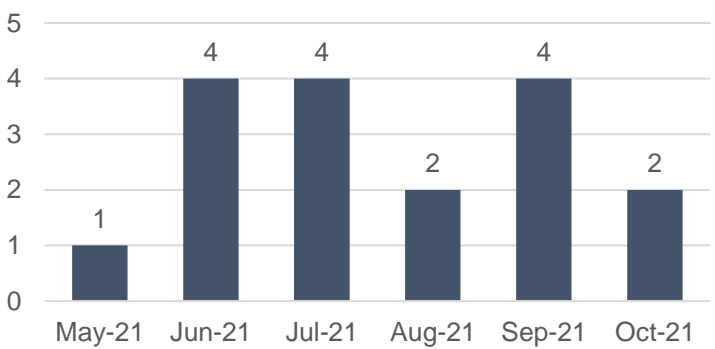
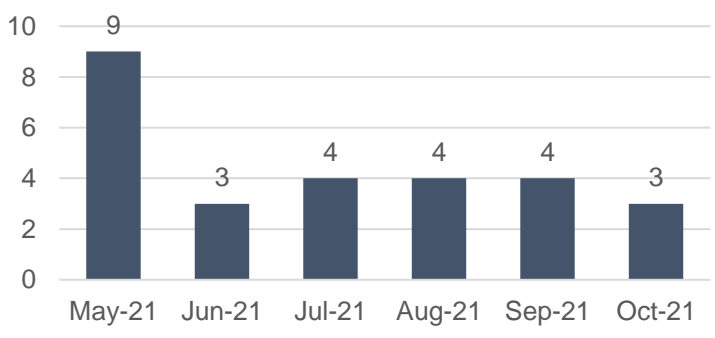
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

During October, the department have issued the following Toolbox Talks (TBT) & Safety Flashes (SF): TBT No:46 – Guidance – Lifting of COVID-19 Restrictions, TBT No: 47 – Correct use of Step Blocks to Support a Load and SF No: 021 – Anti-vaccination and Anti-mask Posters.

Other department activity this month includes:

- Delivered Accident Investigation Refresher Training,
- Met with providers, and observed demos for the OSHENS replacement project
- Reviewed the Health & Safety Policy, and the Statement of Intent
- Delivered Working Safely Training out of hours at several Stations

All safety data taken from OSHENS on 10/11/2021.															
<p>Accidents.</p> <p>There were 11 accidents reported this month: 4 during operational incidents, 5 during operational training, 1 during routine activities, and 1 during physical training</p>	 <table border="1"> <caption>Accidents by Month</caption> <tr><th>Month</th><th>Count</th></tr> <tr><td>May-21</td><td>7</td></tr> <tr><td>Jun-21</td><td>10</td></tr> <tr><td>Jul-21</td><td>8</td></tr> <tr><td>Aug-21</td><td>9</td></tr> <tr><td>Sep-21</td><td>14</td></tr> <tr><td>Oct-21</td><td>11</td></tr> </table>	Month	Count	May-21	7	Jun-21	10	Jul-21	8	Aug-21	9	Sep-21	14	Oct-21	11
Month	Count														
May-21	7														
Jun-21	10														
Jul-21	8														
Aug-21	9														
Sep-21	14														
Oct-21	11														
<p>Hazards.</p> <p>There were 2 hazards reported this month. 1 in relation to housekeeping on station, and 1 relating to reduced station availability.</p>	 <table border="1"> <caption>Hazards by Month</caption> <tr><th>Month</th><th>Count</th></tr> <tr><td>May-21</td><td>1</td></tr> <tr><td>Jun-21</td><td>4</td></tr> <tr><td>Jul-21</td><td>4</td></tr> <tr><td>Aug-21</td><td>2</td></tr> <tr><td>Sep-21</td><td>4</td></tr> <tr><td>Oct-21</td><td>2</td></tr> </table>	Month	Count	May-21	1	Jun-21	4	Jul-21	4	Aug-21	2	Sep-21	4	Oct-21	2
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Jun-21	4														
Jul-21	4														
Aug-21	2														
Sep-21	4														
Oct-21	2														
<p>Near Misses.</p> <p>There were 3 near misses reported this month: 1 BA face mask suspected malfunction, 1 relating to PPE, and 1 relating to entrance to Station.</p>	 <table border="1"> <caption>Near Misses by Month</caption> <tr><th>Month</th><th>Count</th></tr> <tr><td>May-21</td><td>9</td></tr> <tr><td>Jun-21</td><td>3</td></tr> <tr><td>Jul-21</td><td>4</td></tr> <tr><td>Aug-21</td><td>4</td></tr> <tr><td>Sep-21</td><td>4</td></tr> <tr><td>Oct-21</td><td>3</td></tr> </table>	Month	Count	May-21	9	Jun-21	3	Jul-21	4	Aug-21	4	Sep-21	4	Oct-21	3
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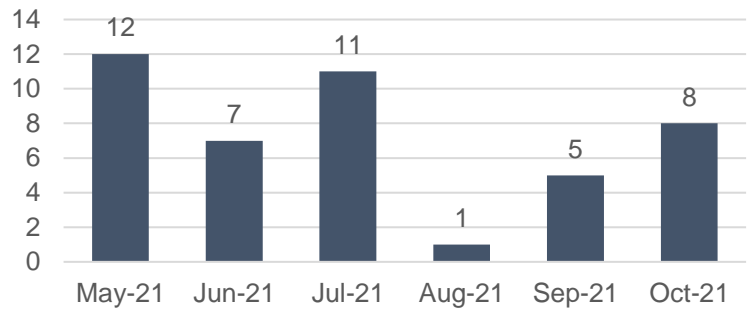
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 10/11/2021.

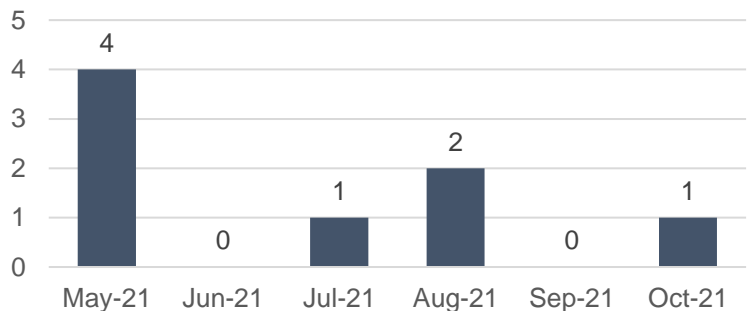
Control Measure Failures.

8 control measure failures were reported this month. 5 relating to alerter failures and 3 relating to Control working below minimum crewing levels



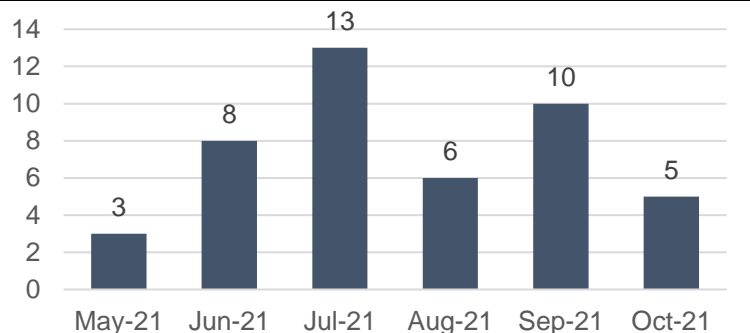
Attacks on Fire Service Personnel.

There was 1 report of an Attack on Fire Service Personnel this month. This attack was verbal and physically threatening. This attack resulted in no injury to personnel.



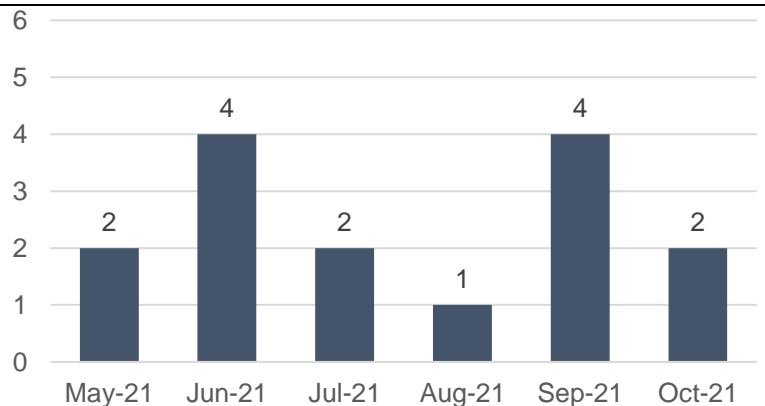
RTC involving ECFRS Vehicles.

There were 5 reports of vehicle collisions this month. All collisions were minor and at low speed.



RIDDOR.

There were 2 RIDDORs reported during October. Both were injuries that resulted in an absence of over 7 days.



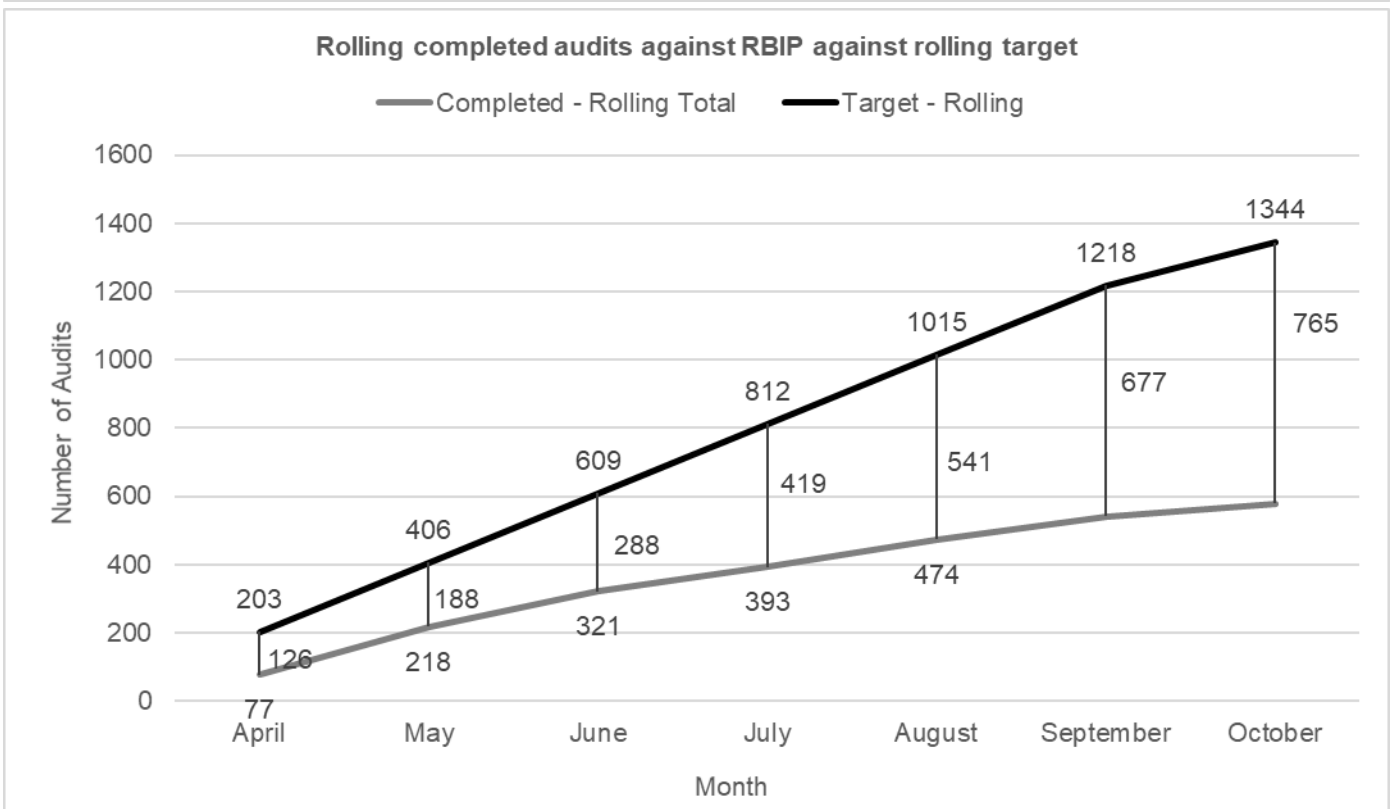
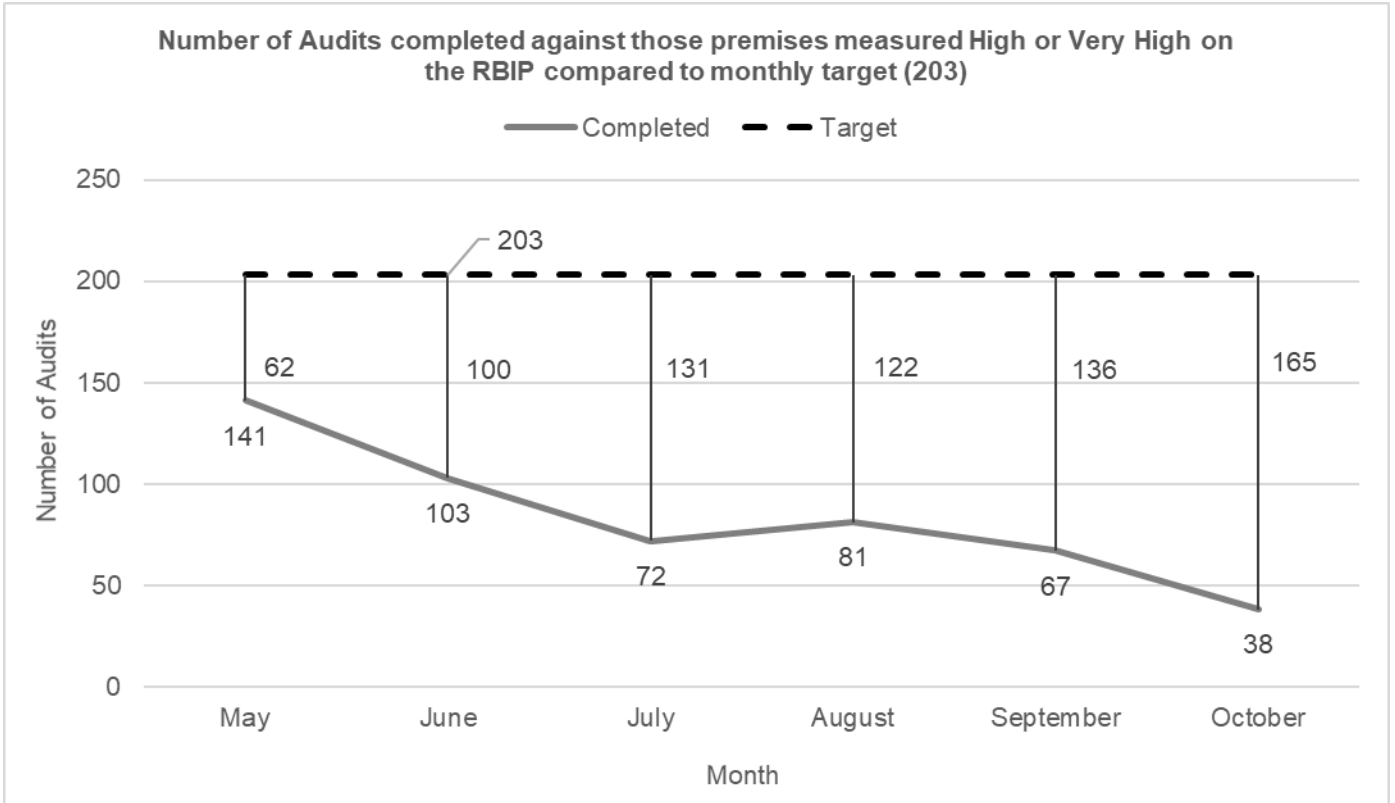
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

PROTECTION

- The Protection team completed 51 full audits, of which 38 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	84	83
Alleged Fire Risk (AFR)	16	
Desktop Audits	0	
Full Audits	51 (RBIP 38)	
Building Regulations	127	122
Building Certs	13	
HMO	7	
Licensing	48	46
Other Fire Safety Activity	115	
Other Consultations	51	
Prohibition Notice	0	
Enforcement Notice	0	
Notification of Deficiencies (NOD)	24	
NOD Themes (In order of high to low, and number)	Article 8 General Fire Precautions, 16 Article 17 Maintenance, 15 Article 9 Risk Assessment, and Article 14 Emergency Routes and Exits, 14 (each) Article 15 Procedures for serious and imminent danger, 12 Article 13 Firefighting and detection, 10 Article 11 Fire Safety Arrangements, 9 Article 21 Training, 8 Article 19 Provision of information to employees and Article 20 Provision of information to employers and self-employed, 3 (each) and Article 38, Maintenance of Measures to Protect Firefighters, 1	

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 has increased by 22% from September 2021 to October 2021 and the number of visits completed by stations has also increased by 34% for the same period.
- The number of enquiries into the Home Safety Information Team has again increased from September to October by 4%, however, outgoing calls has also increased by 42%. 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 Home Safety Team have now completed 69 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 9.65.

Measure	October 2021	Trend Previous Month
Total number of visits	550	↗
Number of Safe and Well Visits	361	↗
Number of Home Safety Visits by Stations	167	↗
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles – CSO's, CB's, FSO's	22	→
Number of FHB10/FHB160 (standard smoke detectors) fitted	783	↗
Number of FHB10W/FH700HIA (sensory smoke detectors) fitted	86	↗
How many enquiries did we receive to the Home Safety Information Team	435 Incoming Calls	→
	1,186 Outgoing Calls	↗
	673 Email Requests	↗

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

HOME SAFETY

Measure	October 2021	Trend Previous Month
The number over 65 years old	449	↗
The number who lived alone	198	↗
The number who had a disability	202	↗
The number who lived in Social Housing	20	→
The number of referrals made by Safe and Well Officers	51	→
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.

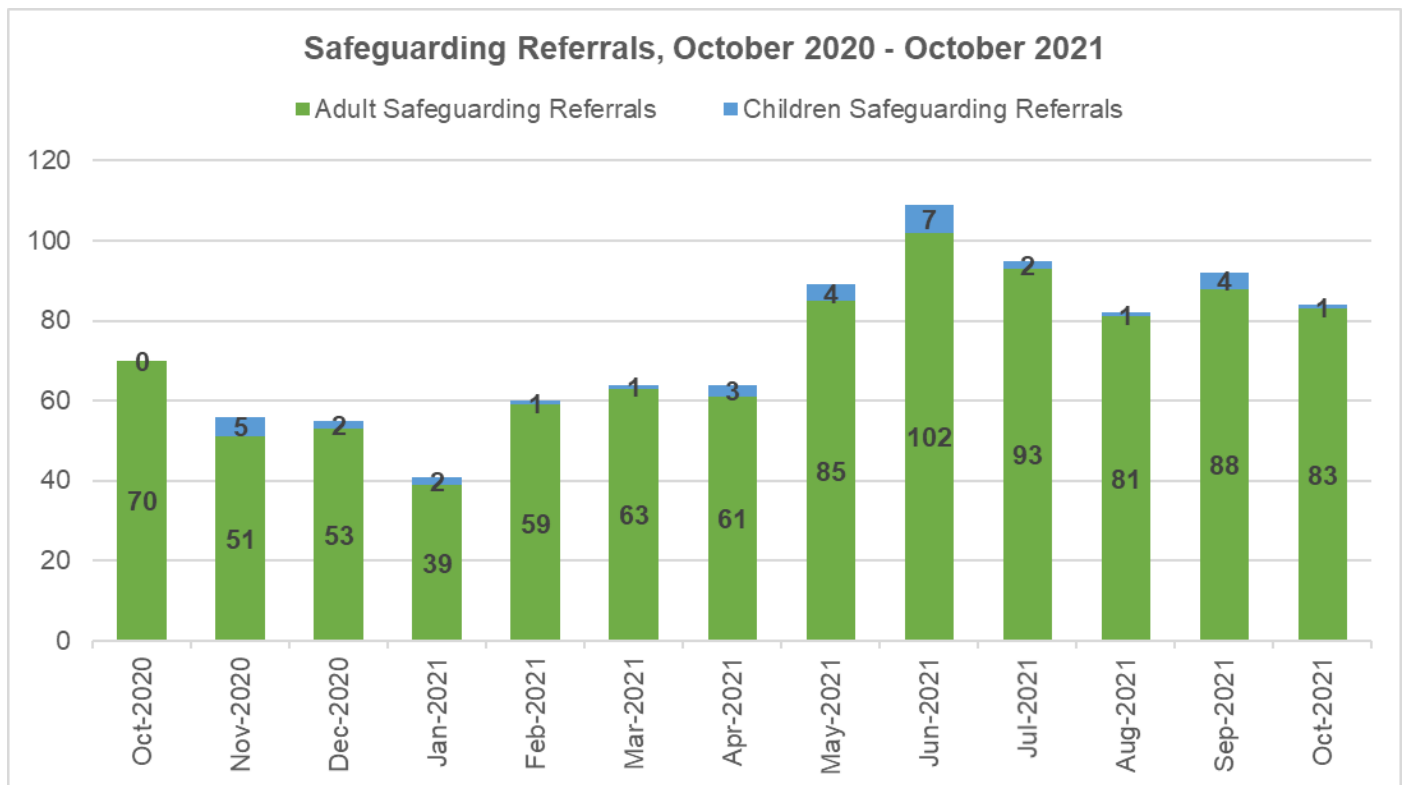
Rural Urban Classification	Count	Percentage
Rural town and fringe	91	17%
Rural village and dispersed	34	6%
Urban city and town	391	71%
Urban major conurbation	34	6%

**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.

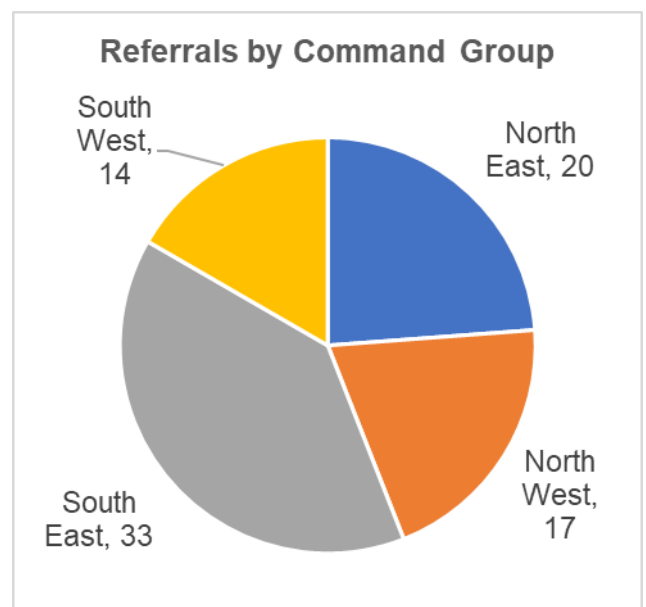
FIRE AND RESCUE PLAN: PPR & HELP THE VULNERABLE STAY SAFE

SAFEGUARDING

There were 84 safeguarding referrals to ECFRS in October 2021, an increase of 8 compared to previous month and 14 more than October 2020. The NHS was the main referrer in October 2021 (usually it is Service Personnel), a 200% increase compared to October 2020 and have submitted over 20 referrals every month since July 2021.



Referrer	Number of Referrals
NHS	21
Service Personnel	20
Social Care	15
Police	10
Housing	7
Other	9
Community Partners	1
Safe and Well Officers	1



ANY QUESTIONS OR FEEDBACK...

CONTACT US

WORKPLACE GROUP:

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

EMAIL:

informationgovernance@essex-fire.gov.uk

SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County
Fire & Rescue Service