



Essex County
Fire & Rescue Service

Monthly Performance Report

September 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):

19 October 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 more incidents in September 2021 than the previous month and more than in September 2020.
- There was an increase in average response time to potentially life-threatening incidents. 82.5% of calls were attended within 15 minutes.
- There was an increase in total, on-call, and wholetime & day-crew pumping appliance availability this month compared to the previous month.
- This month's focus is electrical fire safety (NFCC campaign).

INFORMATION GOVERNANCE

- There were three reported personal data breaches in September 2021.
- 42 statutory requests were received in September 2021: 10 FOIs and 32 EIRs.

HUMAN RESOURCES (HR)

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

LEARNING & DEVELOPMENT (L&D)

- Continue work to finalise and refine the automated delivery of training/risk critical compliance data.

HEALTH & SAFETY (H&S)

- During September, the department have focused on the replacement of OSHENS.
- The department reviewed Environmental unit equipment and restowed.

PROTECTION

- The Protection team completed 78 full audits, of which 66 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). The team also completed 1 desktop audit in September 2021 which was H or VH on the RBIP.
- 98% of the planning, building regulations and licensing consultations were responded to within the statutory time limit.

HOME SAFETY

- The number of Home Safety Team visits completed have reduced slightly from August to September 2021. Number of visits completed by stations has remained steady.
- The number of enquiries into the Home Safety Information Team has increased from August to September by 30%. This is likely to reflect the lifting of restrictions in Essex and a public more confident in allowing our personnel to access their homes and also the end of the school summer holidays.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 92 safeguarding referrals to ECFRS in September 2021. The running total over the last 6 months is 531 referrals whereas, as at September 2020, the total was 251 (112% increase).

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

INCIDENTS

**1325 INCIDENTS
SEP 2021**

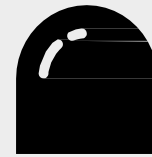
**1273 IN AUG 2021
1316 IN SEP 2020**



**343
Fires**

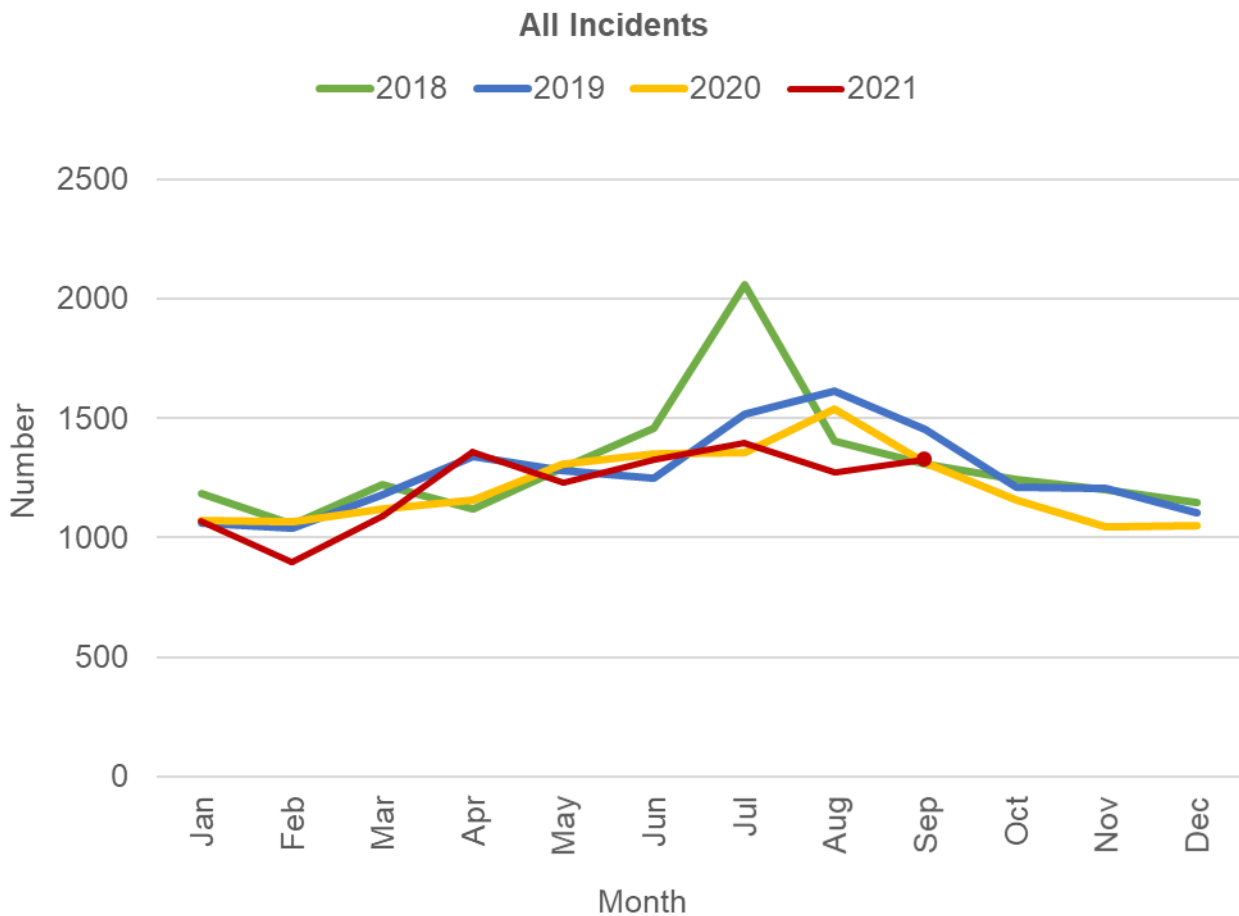


**407
Special
Services**



**575
False
Alarms**

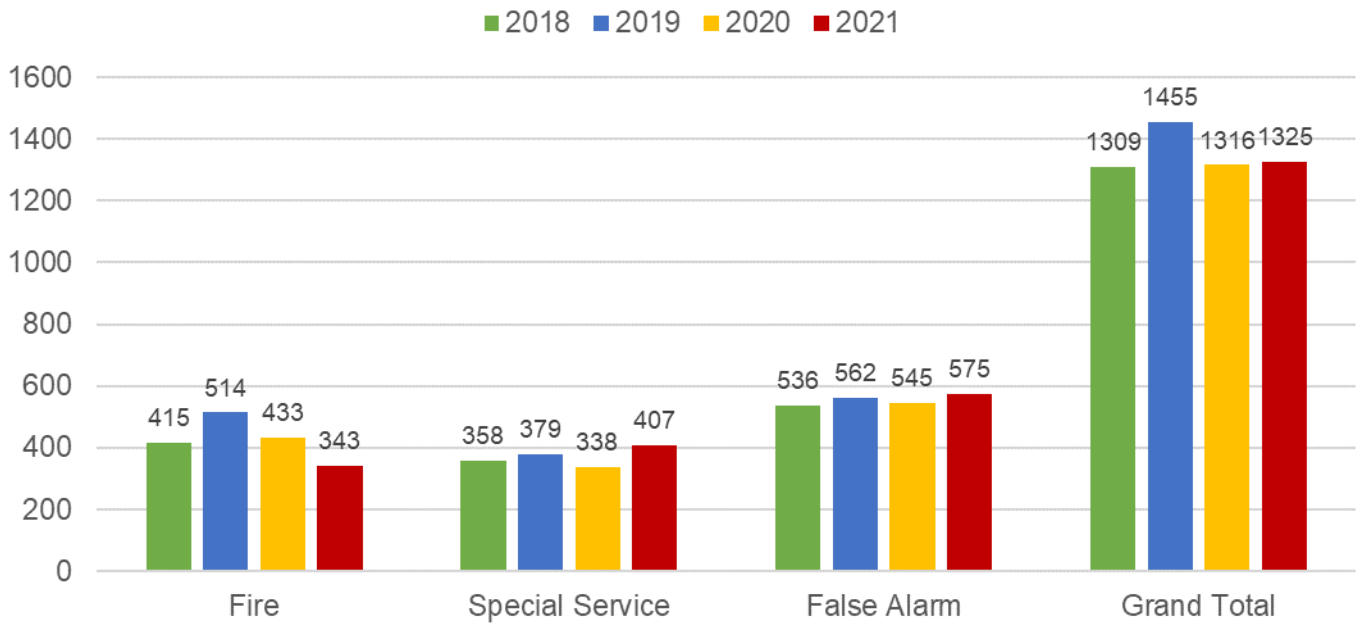
At the time of reporting, 18 incidents are awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.



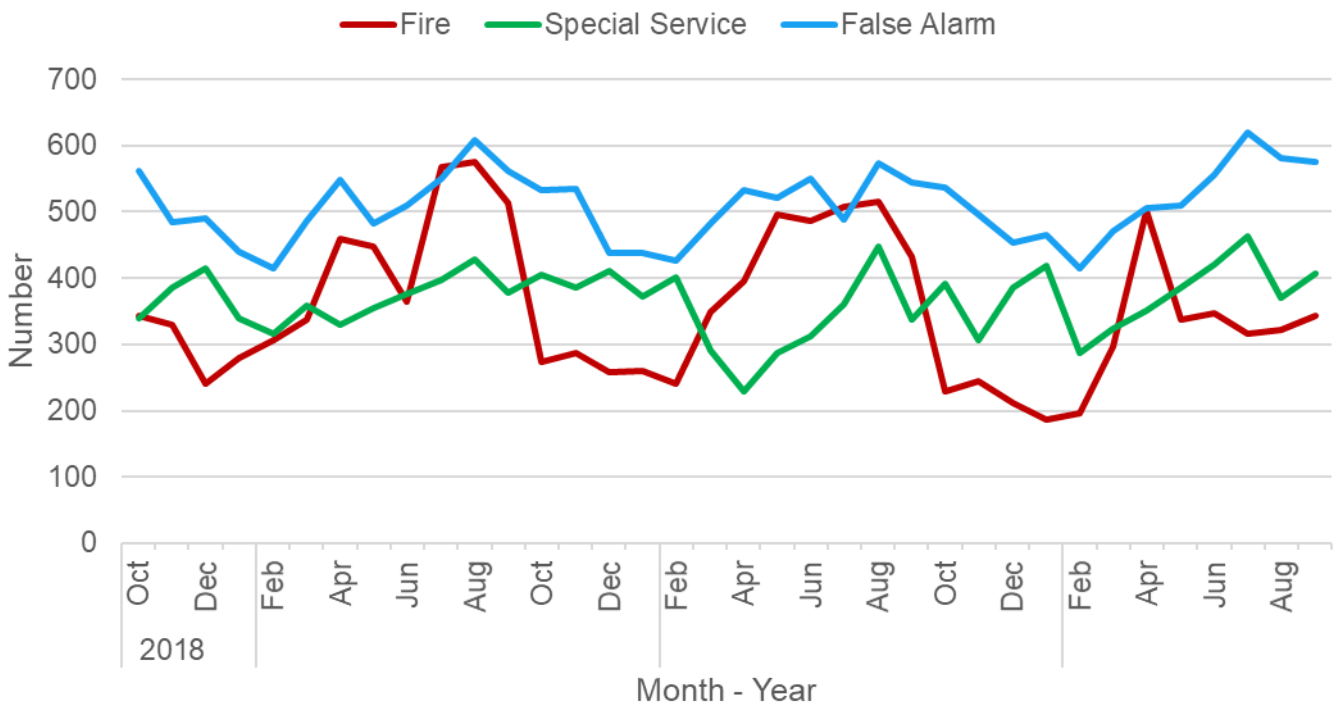
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

INCIDENTS

Incidents in September



Incident Type Breakdown, Oct 2018 - Sep 2021



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

INCIDENTS

FIRE

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

	Sep 2021	Aug 2021	Sep 2020
Primary Fires	164	165	182
Secondary Fires	179	156	247
Accidental Dwelling Fire (ADF)	57	57	60
Fatalities (all Fires)	0	0	0
Casualties (all Fires)	4	1	6

Further Details on Fatalities/ Casualties

- There were two casualties because of an ADF in a flat in Southend – both victims went to hospital with injuries. One victim was female aged between 85 – 90 and the other male aged between 40 – 45. The fire was caused by a fault in equipment (electrical fan) located in the bedroom. A smoke alarm was present and raised an alarm.
- A male aged between 85 – 90 went to hospital with injuries that appeared to be serious because of an accidental fire involving outdoor storage, caused by negligent use of equipment of appliance.
- A male aged between 35 – 40 went to hospital with injuries that appeared to be serious because of an accidental fire that started in the storeroom of a factory, caused by a fault in equipment or appliance.

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

INCIDENTS

SPECIAL SERVICES

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

Based on provisional data received from Essex Police on 11th October 2021, there were 70 people killed (5) or seriously injured (65) involved in road traffic collisions on Essex roads in September 2021, 6 more than previous month and 14 more than September 2020.

	Sep 2021	Aug 2021	Sep 2020
All	407	370	338
Non RTC	302	274	268
RTCs	105	96	70

	Sep 2021	Aug 2021	Sep 2020
Road* - People Killed or Seriously Injured	70	76	56
Water-related Fatal or Casualty	1	0	1

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

FALSE ALARMS

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

	Sep 2021	Aug 2021	Sep 2020
All	575	582	545
Due to Apparatus	242	257	236
Good Intent	312	312	303
Malicious (Hoax)	21	13	6

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

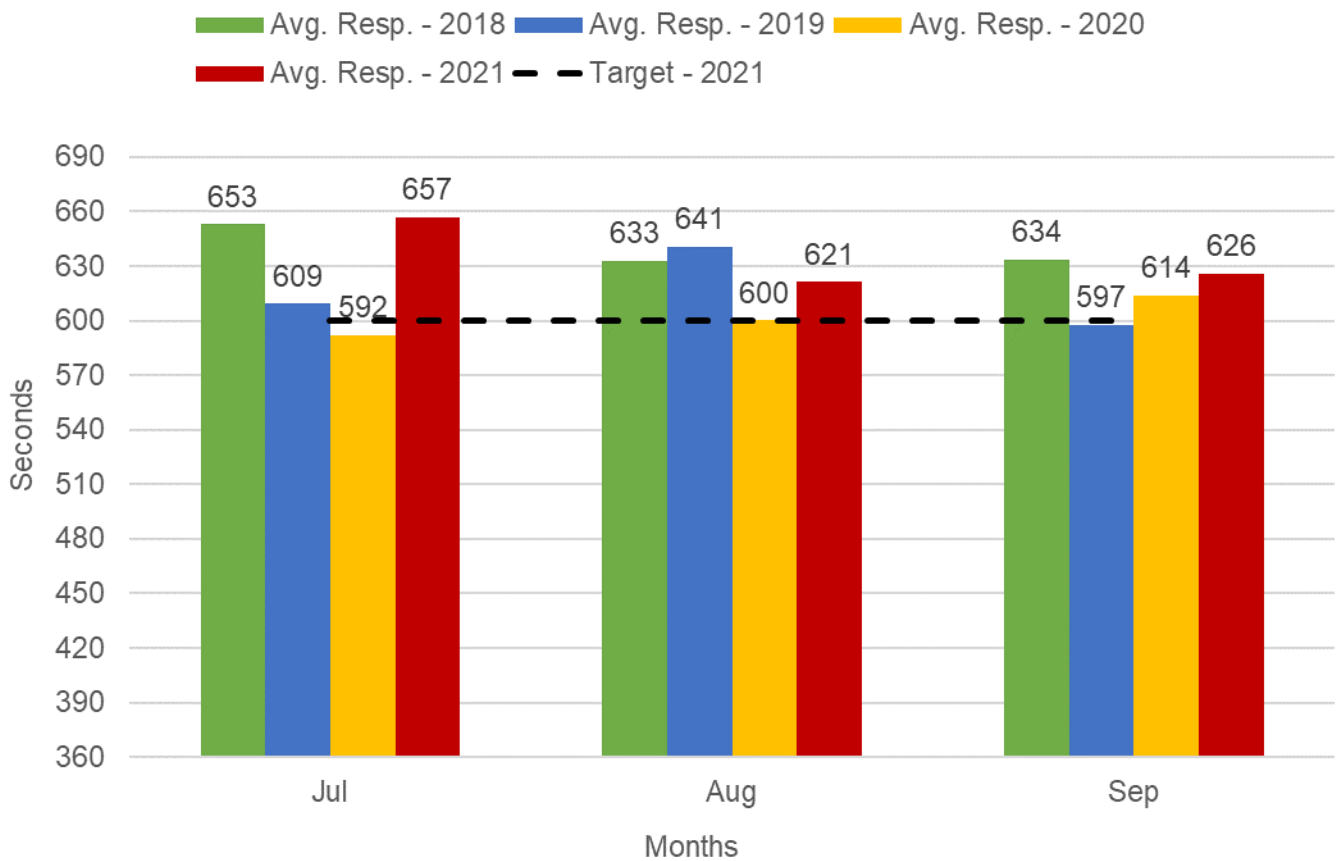
ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – AN AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in September 2021 was 10 minutes and 26 seconds (above the target). This is an increase 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 September 2021, 82.5% of incidents were attended by an ECFRS appliance within 15 minutes. This is a decrease compared to previous month.

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

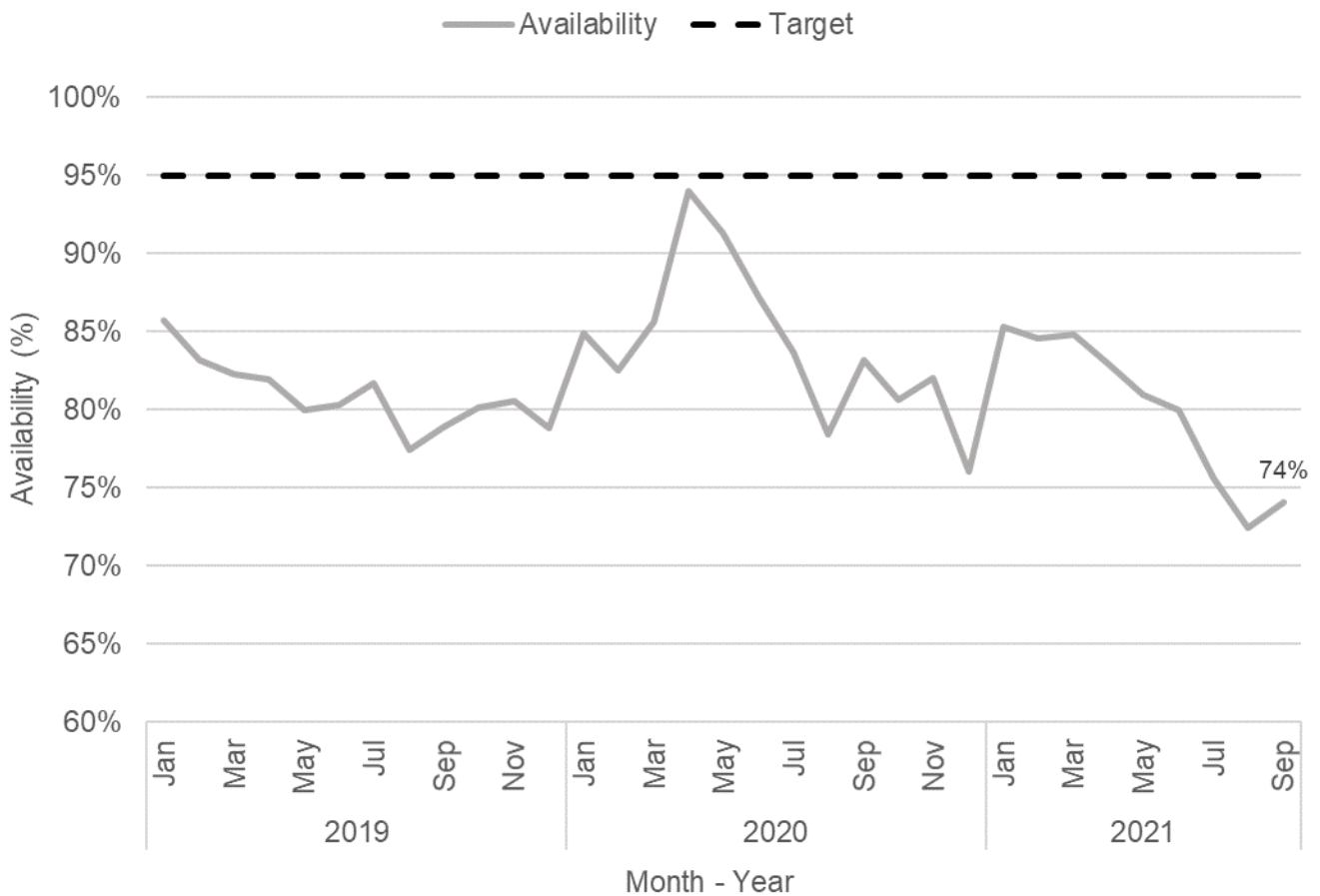
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in September 2021 was 74.1%, an increase from 72.4% in August 2021. September 2020's availability was 83.2%.

Total Pumping Appliance Availability, Jan 2019 - Sep 2021



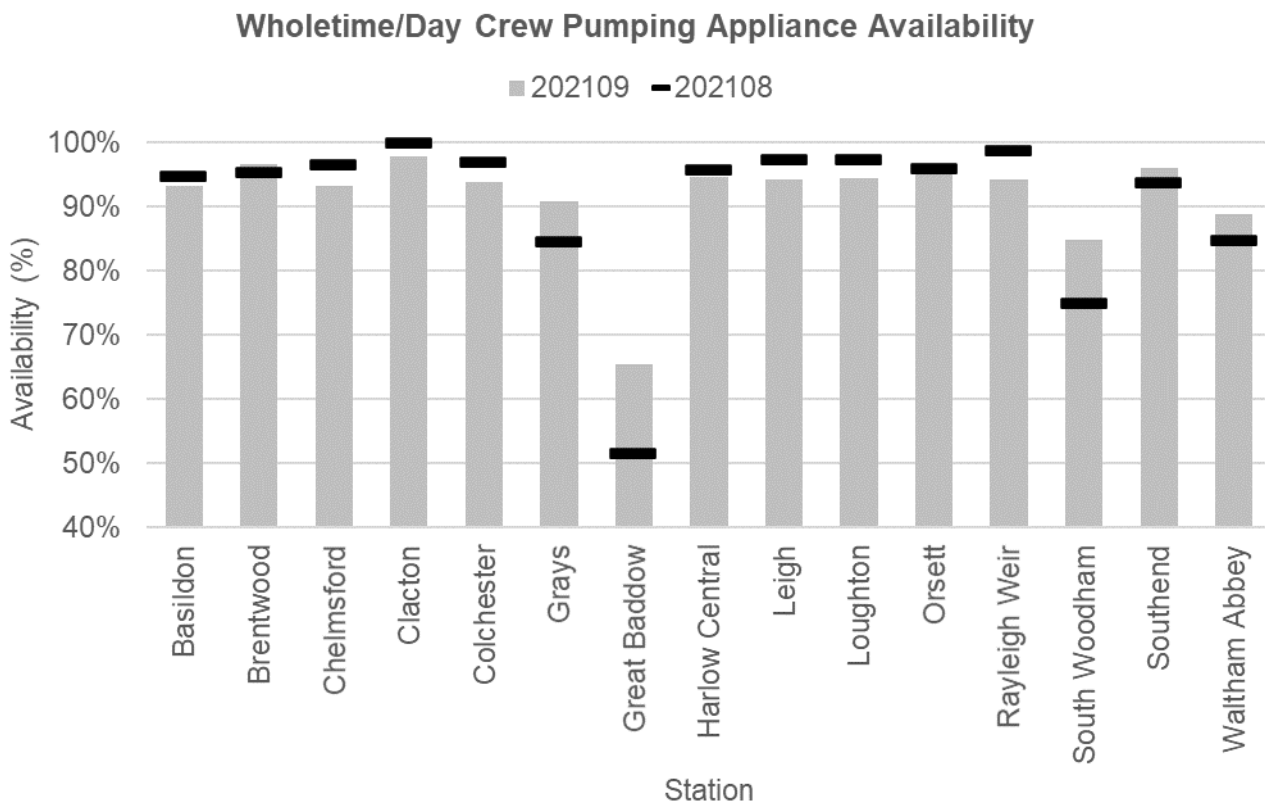
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in September 2021 was 92.2%, an increase from 91.3% in August 2021. September 2020's availability was 95.1%. Pumping appliance availability improved for Brentwood, Grays, Great Baddow, Orsett, South Woodham, Southend and Waltham Abbey.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

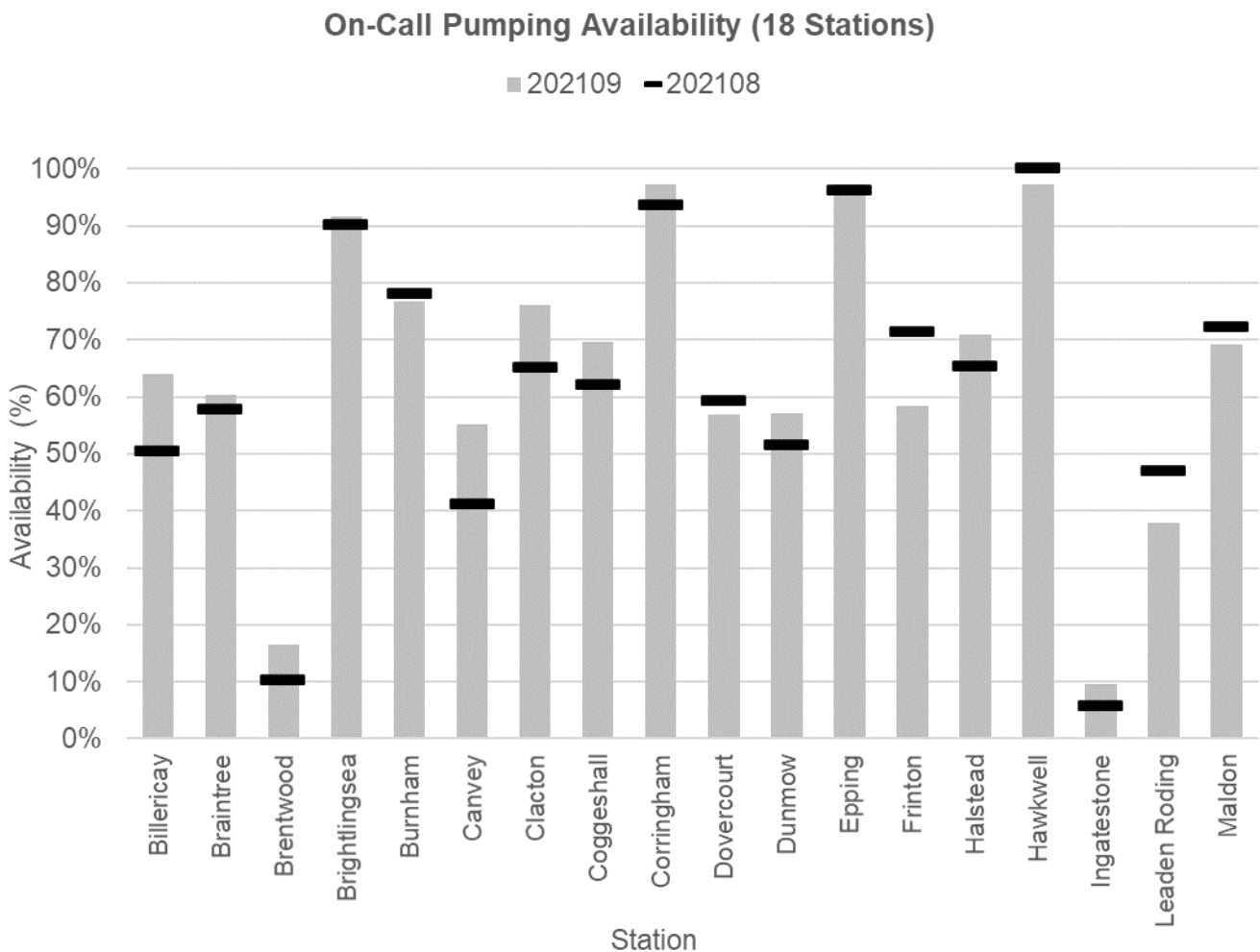
The On-Call pumping appliance availability in September 2021 was 65.6%, an increase from 63.6% in August 2021. September 2020's availability was 77.6%.

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, Brightlingsea, Canvey, Clacton, Coggeshall, Corringham, Dunmow, Epping, Halstead and Ingatestone.

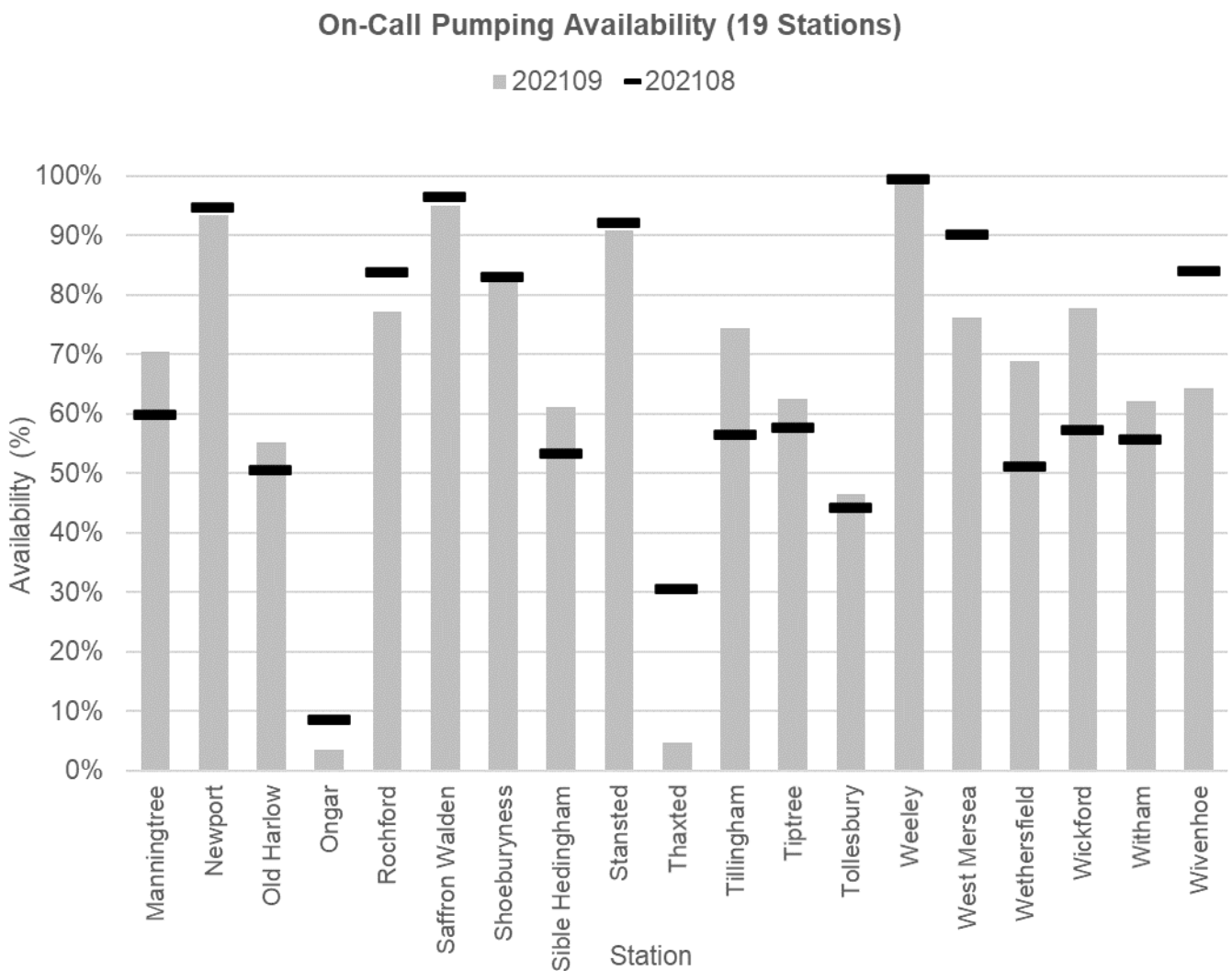


FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Manningtree, Old Harlow, Sible Hedingham, Tillingham, Tiptree, Tollesbury, Wethersfield, Wickford and Witham.



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%	64%	Manningtree	85%	70%
Braintree	75%	60%	Newport	90%	93%
Brentwood	50%	16%	Old Harlow	55%	55%
Brightlingsea	90%	92%	Ongar	50%	3%
Burnham	90%	77%	Rochford	79%	77%
Canvey	90%	55%	Saffron Walden	90%	95%
Clacton	90%	76%	Shoeburyness	90%	83%
Coggeshall	73%	70%	Sible Hedingham	90%	61%
Corringham	90%	97%	Stansted	90%	91%
Dovercourt	75%	57%	Thaxted	66%	5%
Dunmow	90%	57%	Tillingham	90%	74%
Epping	90%	97%	Tiptree	90%	62%
Frinton	90%	58%	Tollesbury	57%	46%
Halstead	90%	71%	Weeley	90%	99%
Hawkwell	90%	97%	West Mersea	85%	76%
Ingatestone	90%	10%	Wethersfield	74%	69%
Leaden Roding	50%	38%	Wickford	50%	78%
Maldon	90%	69%	Witham	55%	62%
			Wivenhoe	75%	64%

ECFRS MONTHLY
PERFORMANCE REPORT

SEPTEMBER 2021

Name	Crewing	Sign	Availability	Name	Crewing	Sign	Availability
Basildon	Wholetime	52P1	97%	Ingatestone	On Call	67P1	10%
	Wholetime	52P2	89%	Leaden Roding	On Call	88P1	38%
Billericay	On Call	68P1	64%	Leigh	Wholetime	31P1	94%
Braintree	On Call	78P1	93%	Loughton	Wholetime	72P3	94%
	On Call	78P2	28%	Maldon	On Call	46P1	95%
Brentwood	On Call	51P3	16%		On Call	46P2	44%
	Wholetime	51P2	97%	Manningtree	On Call	17P1	70%
Brightlingsea	On Call	20P1	92%	Newport	On Call	84P3	93%
Burnham	On Call	43P1	77%	Old Harlow	On Call	82P1	55%
Canvey	On Call	54P1	92%	Ongar	On Call	71P1	3%
	On Call	54P2	18%	Orsett	Wholetime	55P1	96%
Chelmsford	Wholetime	34P2	89%	Rayleigh Weir	Wholetime	35P3	94%
	Wholetime	34P3	98%	Rochford	On Call	49P1	77%
Clacton	Wholetime	12P1	98%	Saffron Walden	On Call	85P1	91%
	On Call	12P2	76%		On Call	85P2	99%
Coggeshall	On Call	24P1	70%	Shoeburyness	On Call	42P1	83%
Colchester	Wholetime	10P2	89%	Sible Hedingham	On Call	80P1	61%
	Wholetime	10P3	99%	South Woodham	Day Crew / On Call	32P1	85%
Corringham	On Call	66P1	97%	Southend	Wholetime	30P1	100%
Dovercourt	On Call	11P1	95%		Wholetime	30P2	92%
	On Call	11P2	19%	Stansted	On Call	83P1	91%
Dunmow	On Call	87P1	92%	Thaxted	On Call	86P1	5%
	On Call	87P2	22%	Tillingham	On Call	44P1	74%
Epping	On Call	89P1	97%	Tiptree	On Call	23P1	62%
Frinton	On Call	18P1	58%	Tollesbury	On Call	45P1	46%
Grays	Wholetime	50P2	84%	Waltham Abbey	Day Crew / On Call	73P1	89%
	Wholetime	50P3	98%	Weeley	On Call	19P1	99%
Great Baddow	Day Crew / On Call	33P1	65%	West Mersea	On Call	22P1	76%
Halstead	On Call	81P1	93%	Wethersfield	On Call	79P1	69%
	On Call	81P2	49%	Wickford	On Call	69P1	78%
Harlow Central	Wholetime	70P1	100%	Witham	On Call	25P1	94%
	Wholetime	70P2	89%		On Call	25P2	30%
Hawkeell	On Call	47P1	97%	Wivenhoe	On Call	21P1	64%

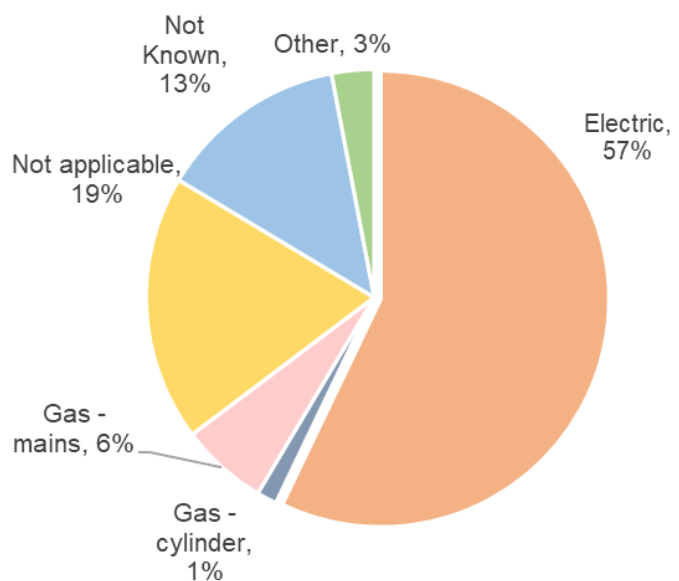
FOCUS: ELECTRICAL FIRES

Electrical fire safety messages can cut across electrical distribution, faulty appliances and wiring and even misuse of electrical equipment. This year, electrical fire safety week runs from 22 – 28 November 2021, focused on two key issues: primarily on counterfeit electrical products and secondly, around electrical product recalls and registration.

The statistics below provide an overview of the electrical-related incidents that ECFRS has attended between January 2019 – September 2021.

57% of primary fires that occurred within a building during the period above, the ignition source was electrical (see pie chart)

31% of these electrical fires were caused by cooking (chip pan or other), 15% by faulty fuel supply and 12% by combustibles brought too close to heat sources. Negligent use of equipment of equipment accounted for 3%.



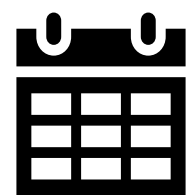
8% of electrical fires involved a victim.

The peak time of call for electrical fires cause by cooking (other) was 01:00 – 02:00, closely followed by 12:00 – 13:00.



The peak month for electrical fires is **September**.

This is closed followed by April (251 fires), March (250 fires), and January (248 fires). So far, in 2021, ECFRS attended 62 electrical fires in March and 61 in May.



21% of electrical fires were caused by fault in equipment of appliance – of which the ignition source of 4% of these fires were from wiring/cabling/plugs, 2% from tumble dryers and 2% from washing machines.



Most electrical fires have previously occurred in dwellings (75%), and the remaining in non-residential (19%) and other residential properties (5%).

Of interest, 10% of these fires (7% in dwellings, 2% in non-residential) have occurred in Basildon.



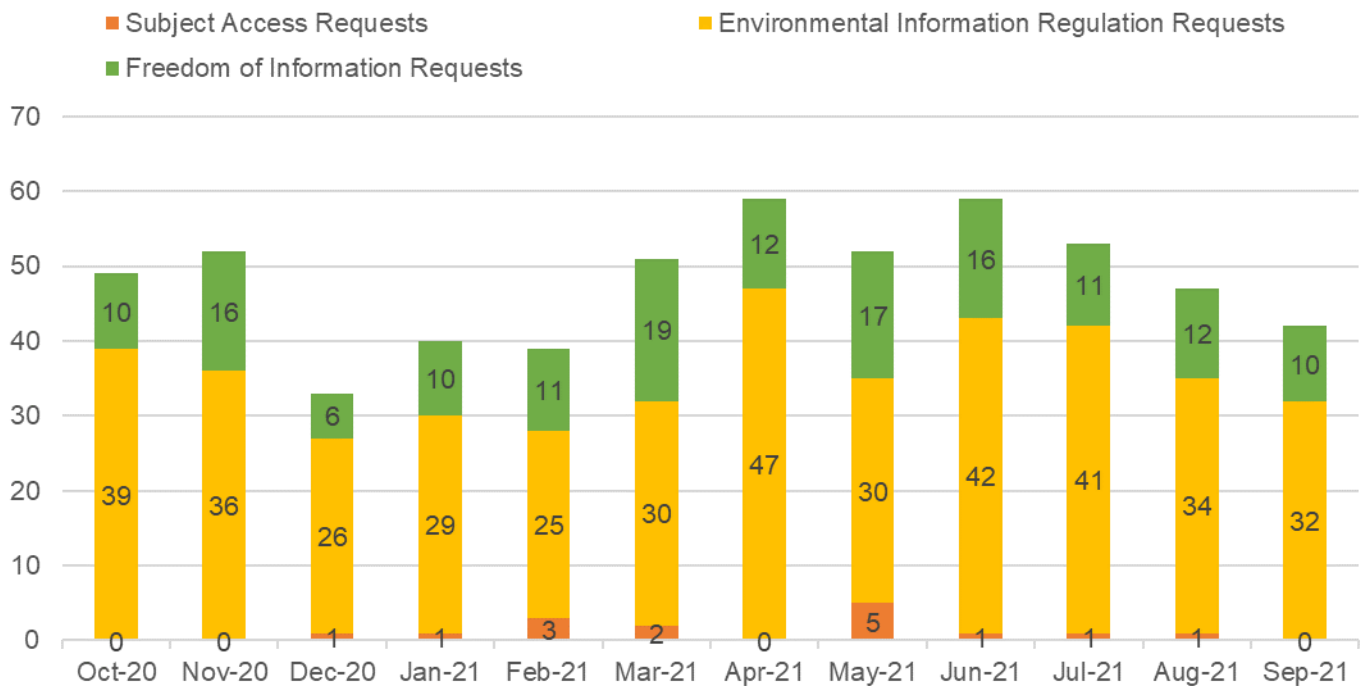
FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

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 September 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 September 2021.

Statutory Requests, October 2020 - September 2021



10 FOIs were received in September 2021. The main themes around FOIs were Data Request (6), Contracts (2), ICT (1) and Protection (1).

All 32 EIRs were for Fire Reports.

0 Subject Access Requests (SAR) was received in September 2021.

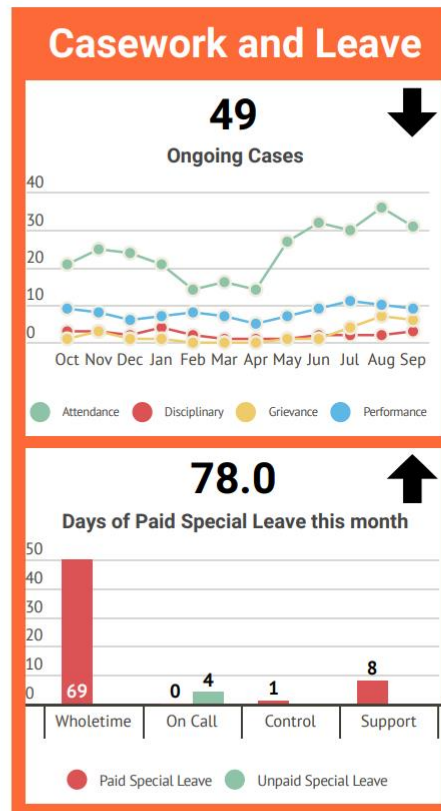
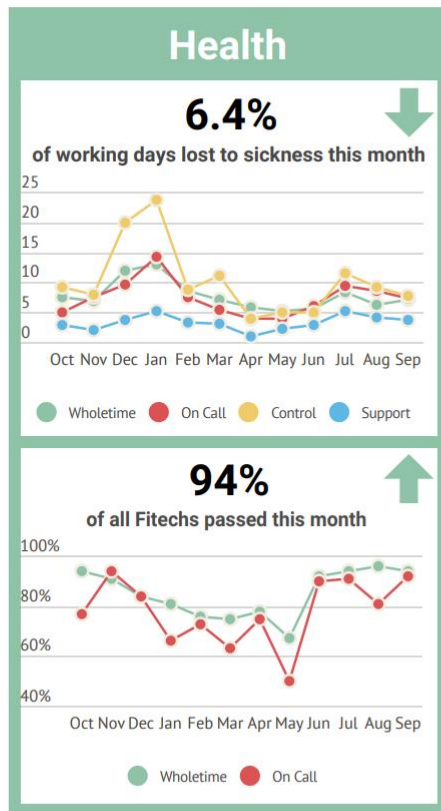
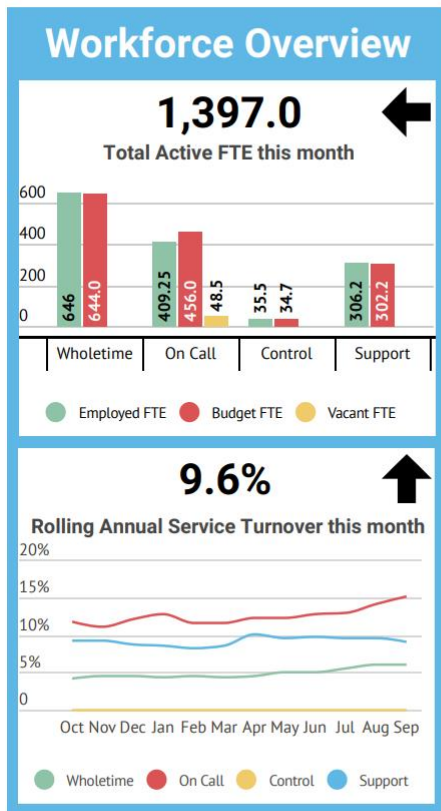
4 complaints and compliments were received in September 2021. The complaint themes were Driving (1), Operations (1), social media (1) and Staff Behaviour/Attitude (1). ECFRS received 0 compliments in September 2021.

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

HUMAN RESOURCES

People Dashboard

September 2021



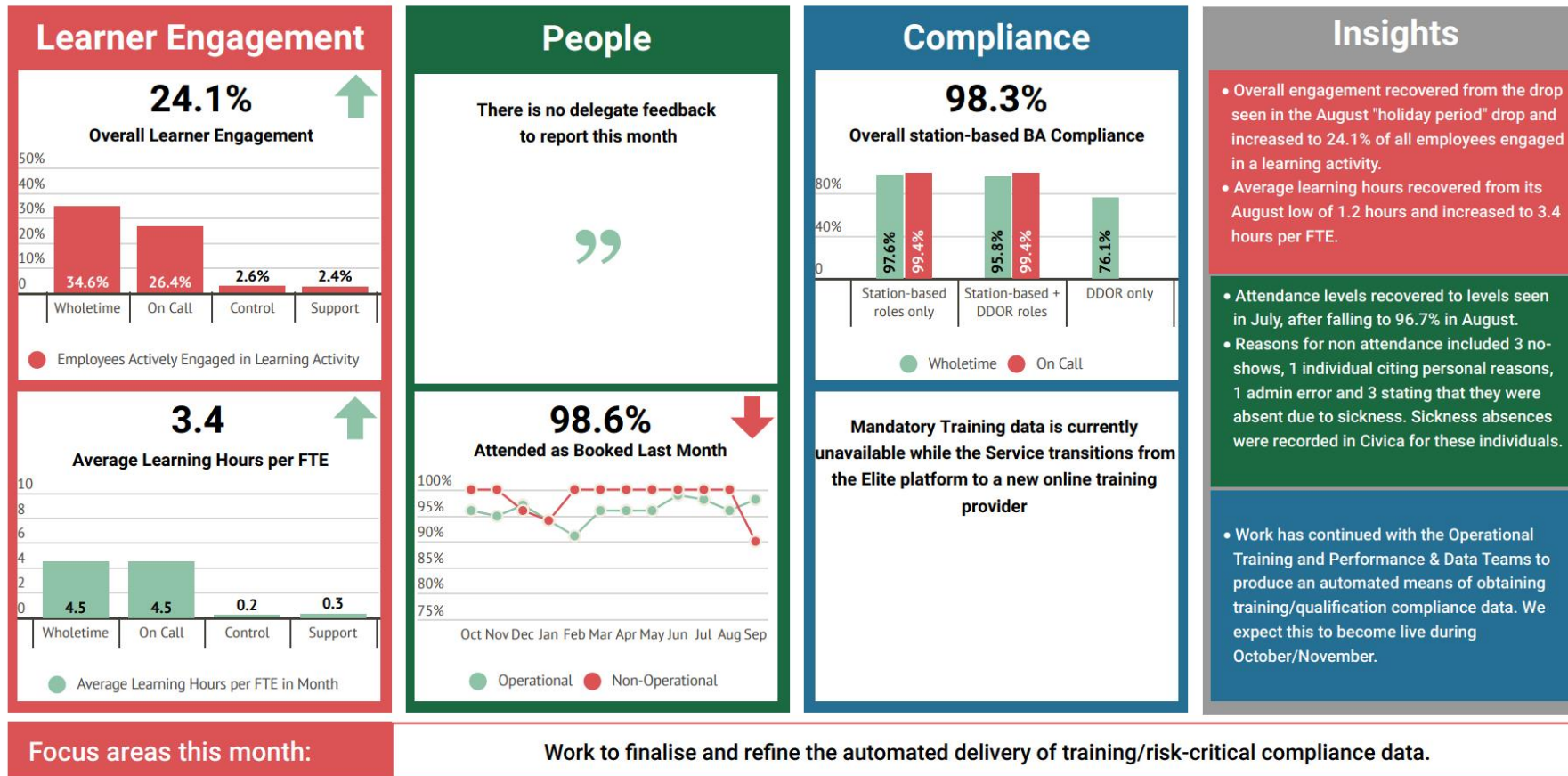
Focus areas this month: Continue development of Workforce Planning tools and collaborate with Performance & Data on report automation

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

LEARNING & DEVELOPMENT

Learning & Development Dashboard

September 2021



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

HEALTH & SAFETY (H&S)

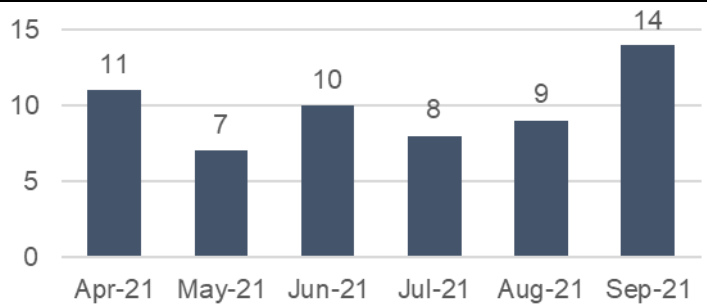
During September, the Health & Safety (H&S) department have:

- Met with providers and seen demos for the new OSHENS replacement.
- The quarterly NFCC Eastern Health & Safety meeting was attended.
- Met with HMICFRS for the Audit interview.
- Reviewed Environmental unit equipment and restowed, including a Manual Handling Assessment.
- Met with Occupational Health to initiate the Psychological Health & Safety at Work Risk Assessment.
- Met with the Operations department to review annual hose testing/checking regimes

All safety data taken from OSHENS on 08/10/2021.

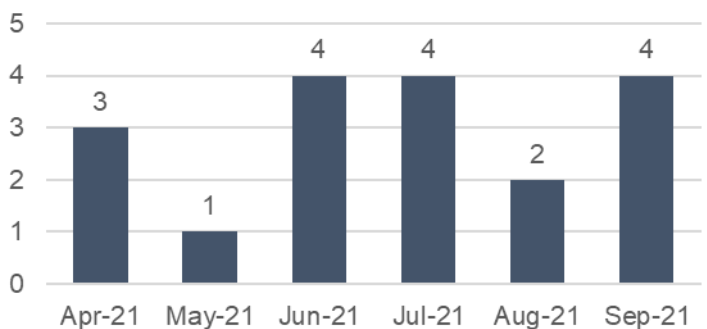
Accidents.

There were 14 accidents reported during September. 3 identified at operational incidents, 1 whilst responding, 3 during routine activities, 6 during operational training, and 1 during physical training.



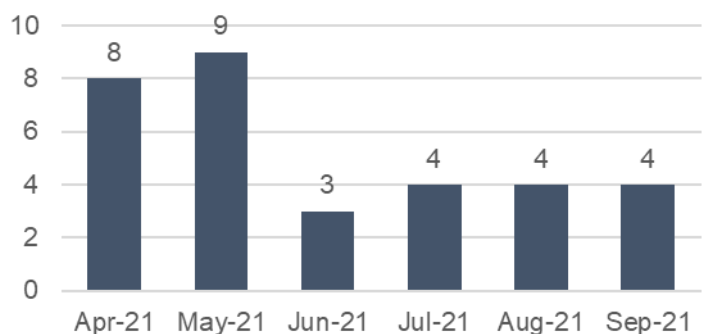
Hazards.

There were 4 hazards reported in September. 1 Identified on Service Premises and 3 relating to vehicle equipment.



Near Misses.

There were 4 near misses reported during September. 2 relating to hose, 1 relating to BA set and 1 relating to a BA guideline drill.



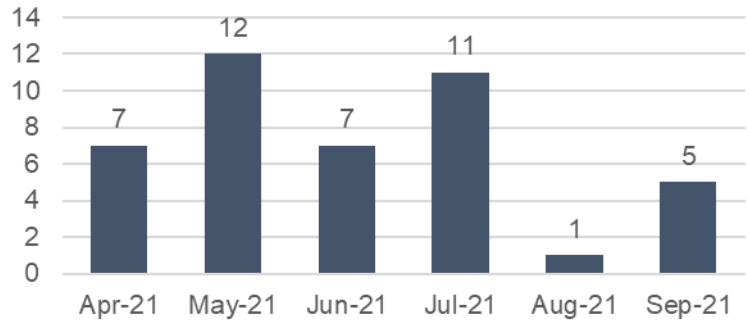
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

HEALTH & SAFETY (H&S)

All safety data taken from OSHENS on 08/10/2021.

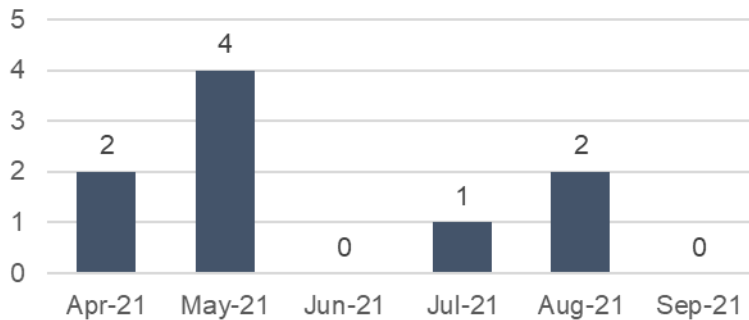
Control Measure Failures.

5 control measure failures were reported during September. 1 relating to pagers, 1 relating to a fire alarm, 1 where Control personnel were working below minimum crewing and 2 relating to PPE.



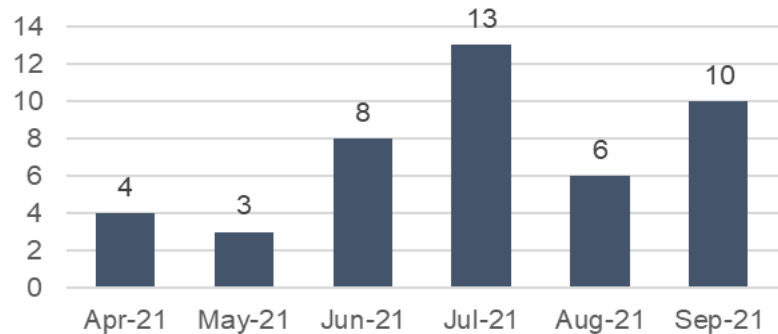
Attacks on Fire Service Personnel.

There were no reported attacks on fire service personnel during September.



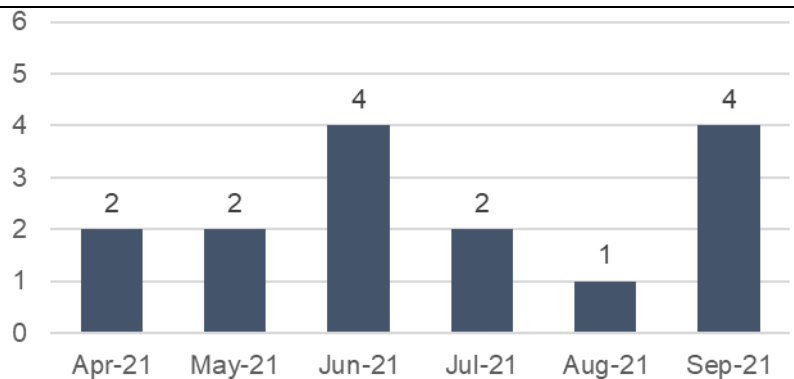
RTC involving ECFRS Vehicles.

There were 10 reported RTC's involving ECFRS vehicles during September. All of which were low speed minor collisions.



RIDDOR.

4 RIDDORs were reported during September. All were 7-day absences.



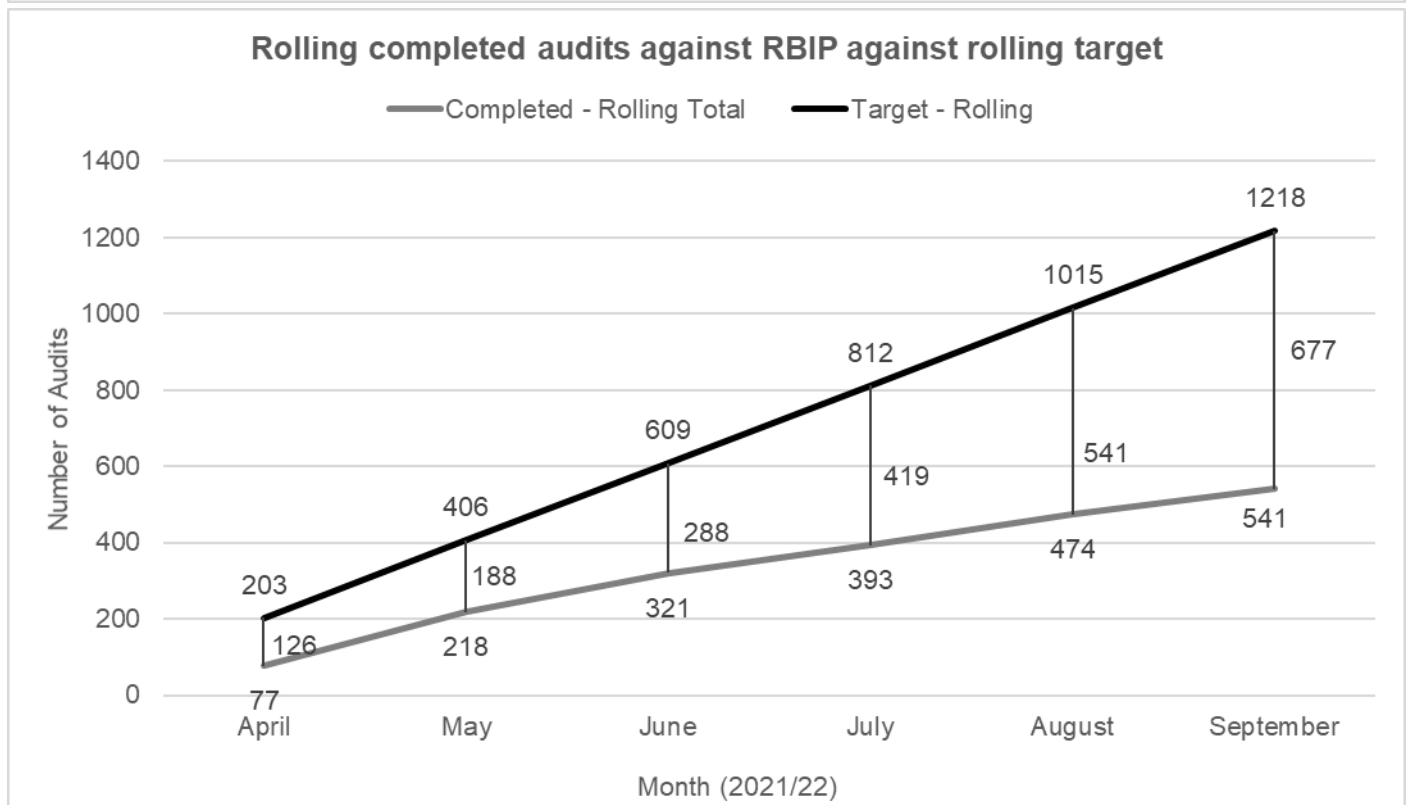
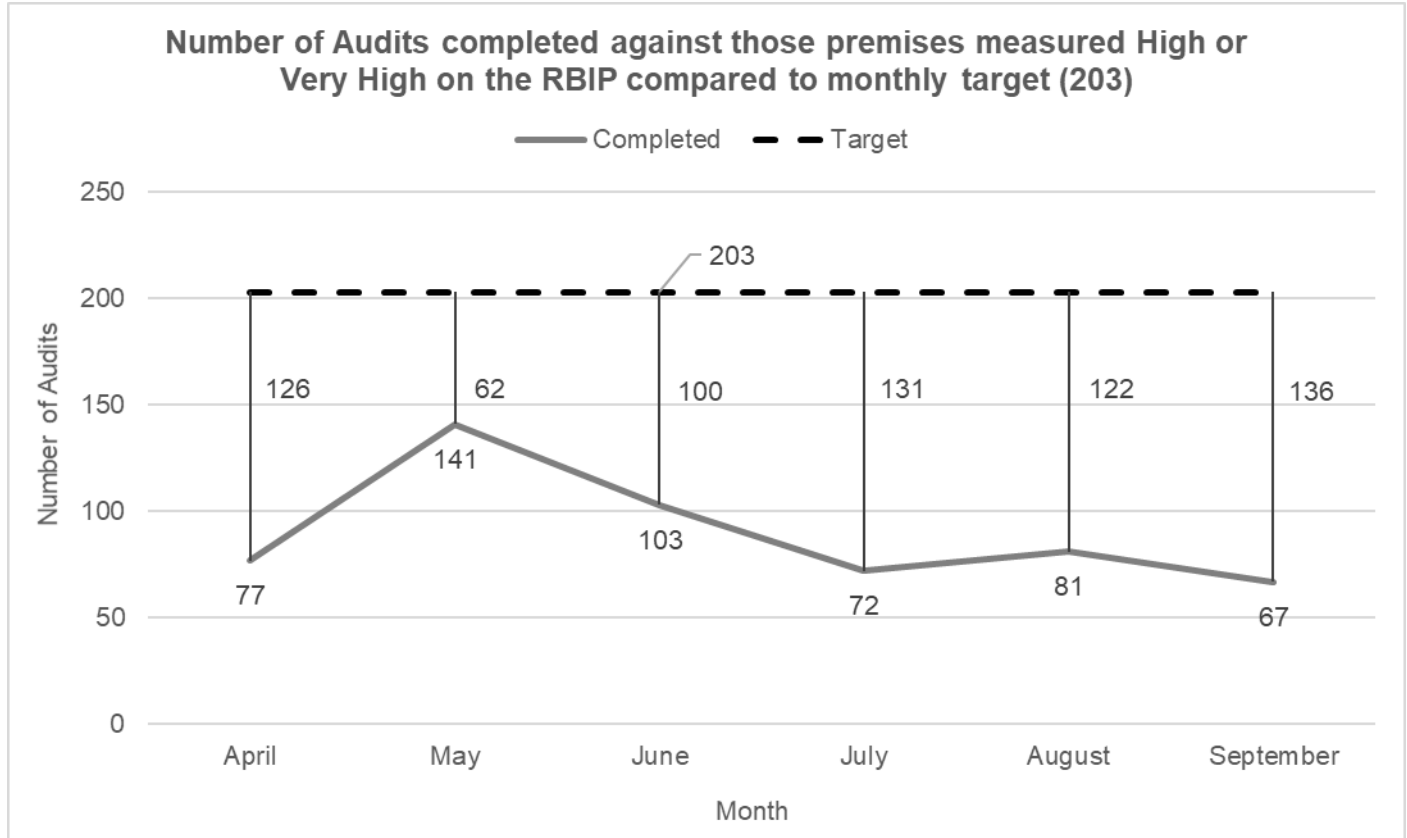
FIRE AND RESCUE PLAN: PREVENTION, PROTECTION & RESPONSE (PPR)

PROTECTION

- The Protection team completed 78 full audits, of which 66 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP). The team also completed 1 desktop audit in September 2021 which was H or VH on the RBIP.
- 98% of the planning, building regulations and licensing consultations (see light orange rows) were responded to within the statutory time limit.

Case Type	Number of Activities Completed	Response Success
Planning	108	107
Alleged Fire Risk (AFR)	23	
Desktop Audits	1 (RBIP 1)	
Full Audits	78 (RBIP 66)	
Building Regulations	112	106
Building Certs	16	
HMO	7	
Licensing	64	64
Other Fire Safety Activity	67	
Other Consultations	69	
Prohibition Notice	0	
Enforcement Notice	0	
Notification of Deficiencies (NOD)	32	
NOD Themes (In order of high to low, and number)	Article 8 General Fire Precautions, 32 Article 14 Emergency Routes and Exits, 27 Article 17 Maintenance, 27 Article 9 Risk Assessment, 21 Article 13 Firefighting and detection, and Article 15 Procedures for serious and imminent danger, 15 (each) Article 21 Training, 14 Article 11 Fire Safety Arrangements, 11 Article 10 Principles for Prevention, Article 19 Provision of information to employees and Article 20 Provision of information to employers and self-employed, 2 (each) Article 18 Safety Assistance and Article 38, Maintenance of Measures to Protect Firefighters, 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 reduced slightly from August to September 2021. However, the number of visits completed by stations has remained steady.
- The number of enquiries into the Home Safety Information Team has increased from August to September by 30%. This is likely to reflect the lifting of restrictions in Essex and a public more confident in allowing our personnel to access their homes and also the end of the school summer holidays.
- Meetings of the Home Safety Command and Control Group have now stopped and been replaced with a Domestic Fire Safety Group Meeting. The first meeting was held on the 29th of September, and these will now occur every other week. This meeting will be used to ensure a one team approach to domestic fire safety across all ECFRS structures.
- Volunteers are currently undertaking refresher training, with a view to returning to volunteering activity in October 2021.

Measure	September 2021	Trend Previous Month
Total number of visits	443	↘
Number of Safe and Well Visits	295	↘
Number of Home Safety Visits by Stations	125	→
Number of Home Safety Visits by Volunteers	0	→
Number of Home Safety Visits by other roles – CSO's, CB's, FSO's	23	↘
Number of FHB10 (standard smoke detectors) fitted	570	↘
Number of FHB10W (sensory smoke detectors) fitted	62	↘
How many enquiries did we receive to the Home Safety Information Team	441 Incoming Calls	↗
	837 Outgoing Calls	→
	629 Email Requests	↗

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

HOME SAFETY

Measure	September 2021	Trend Previous Month
The number over 65 years old	340	↓
The number who lived alone	162	↓
The number who had a disability	169	↓
The number who lived in Social Housing	19	↓
Number of Annotation Requests made by Safe and Well Officers	57	→
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.

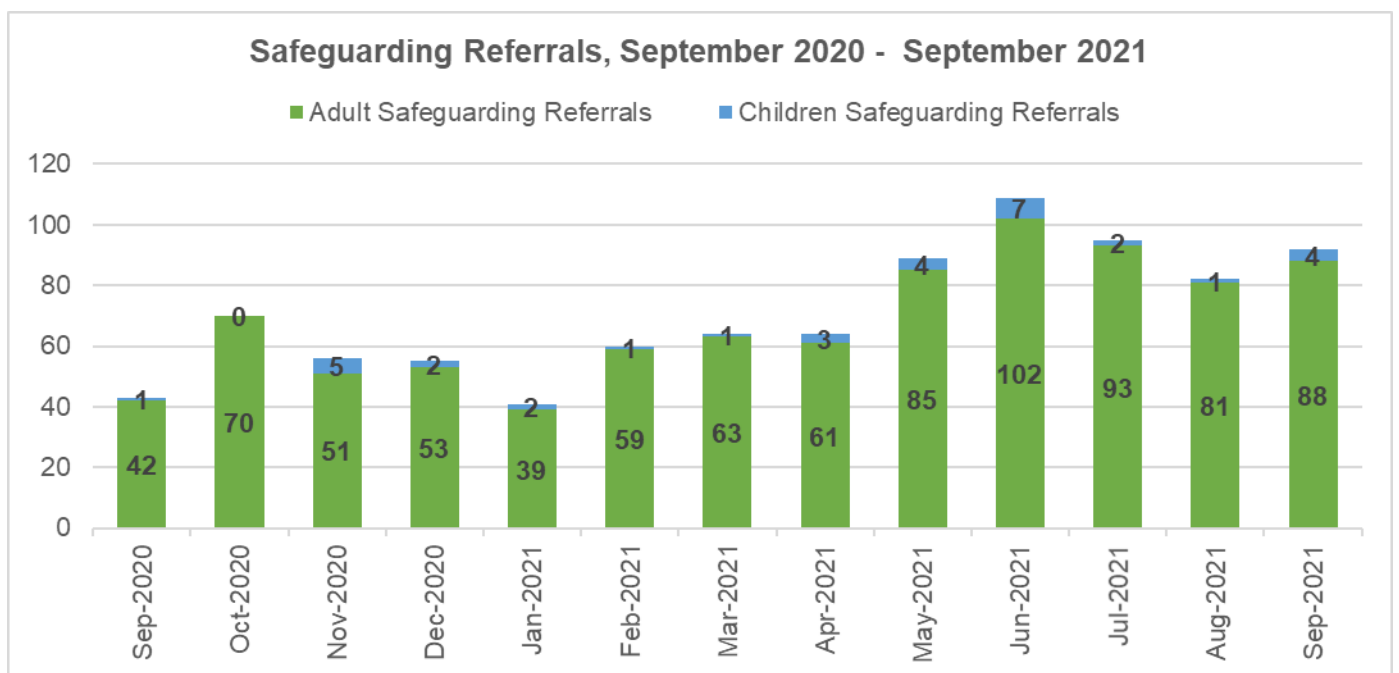
Rural Urban Classification	Count	Percentage
Rural town and fringe	83	20%
Rural village and dispersed	29	7%
Urban city and town	285	67%
Urban major conurbation	27	6%

**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.

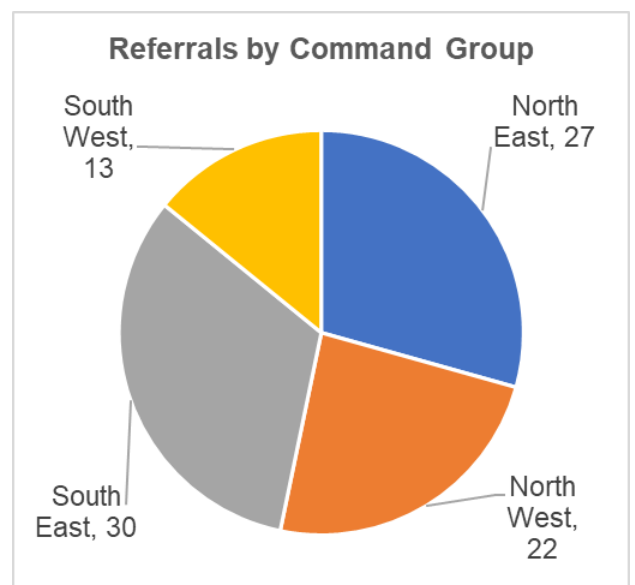
FIRE AND RESCUE PLAN: PPR & HELP THE VULNERABLE STAY SAFE

COMMUNITY DEVELOPMENT & SAFEGUARDING

There were 92 safeguarding referrals to ECFRS in September 2021, an increase of 10 compared to previous month and 53 more than September 2020. The running total over the last 6 months is 531 referrals whereas, as of September 2020, the total was 251 (112% increase).



Referrer	Number of Referrals
Service Personnel	25
NHS	21
Social Care	18
Housing	9
Police	7
Community Partners	4
Other	4
Safe and Well Officers	2
Care Agencies	2



ANY QUESTIONS OR FEEDBACK...

CONTACT US

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

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SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"



Essex County
Fire & Rescue Service