



Essex County
Fire & Rescue Service

Monthly Performance Report

December 2021

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
7 January 2022

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

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](#).

AND RESCUE PLAN: PREVENTION,
ACTION & RESPONSE (PPR)

KEY STATEMENTS

INCIDENTS, ATTENDANCE & AVAILABILITY

- ECFRS attended less incidents in Dec 2021 than the previous month but more than in Dec 2020.
- ECFRS attended less fires in Dec 2021 than the previous month and less than in Dec 2020.
- There was an increase in average response time to potentially life-threatening incidents. 85.3% of calls were attended within 15 minutes.
- There was a decrease in total, on-call, and wholetime & day-crew pumping appliance availability this month compared to the previous month.

INFORMATION GOVERNANCE

- There were 6 reported personal data breaches in December 2021 all of which are below the threshold of reporting to the Information Commissioner's Officer.
- 24 statutory requests were received in November: 3 FOIs, 21 EIRs, and 0 SAR.

HUMAN RESOURCES

- December saw a reduction of FTE of 9.9.
- Overall Lost Time Rate has increased by 2.6%, which can be attributed to Covid. Covid 19 accounted for nearly 50% of all Lost Time Days

HEALTH & SAFETY

- Two new tool box kits have been released by Health and Safety in December
- A Serious Accident Investigation Board was held looking into broken seatbelts on appliances. An action plan has been created following checks by Service Workshops and will be reviewed in January.

PROTECTION

- The Protection team completed 85 full audits, of which 59 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

- Visits undertaken by the Hones Safety Team have decreased by 15% compared to previous month
- Enquiries into the Home Safety Team have already decreased by 35% compared to previous month

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 95 safeguarding referrals to ECFRS in October 2021, an increase compared to previous month and October 2020. Service Personnel made the largest number of referrals.

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

INCIDENTS



**1069 INCIDENTS
DEC 2021**

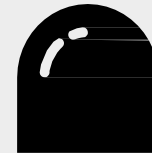
**1299 IN NOV 2021
1052 IN DEC 2020**



**198
Fires**

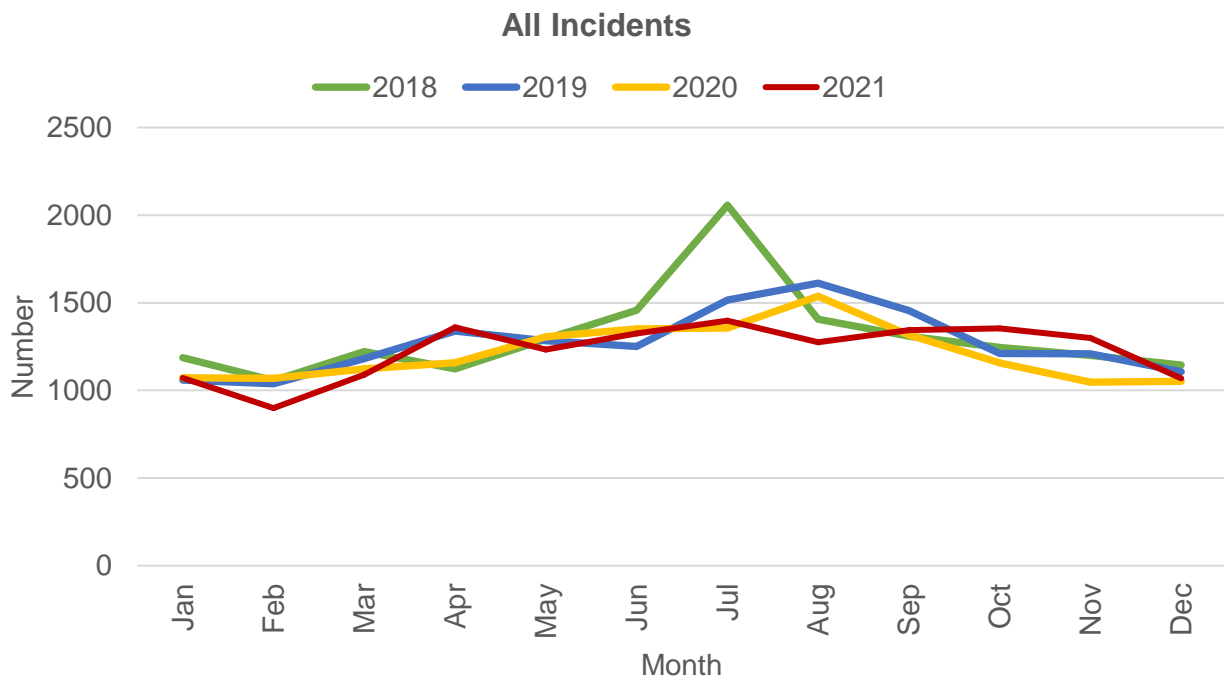


**409
Special
Services**



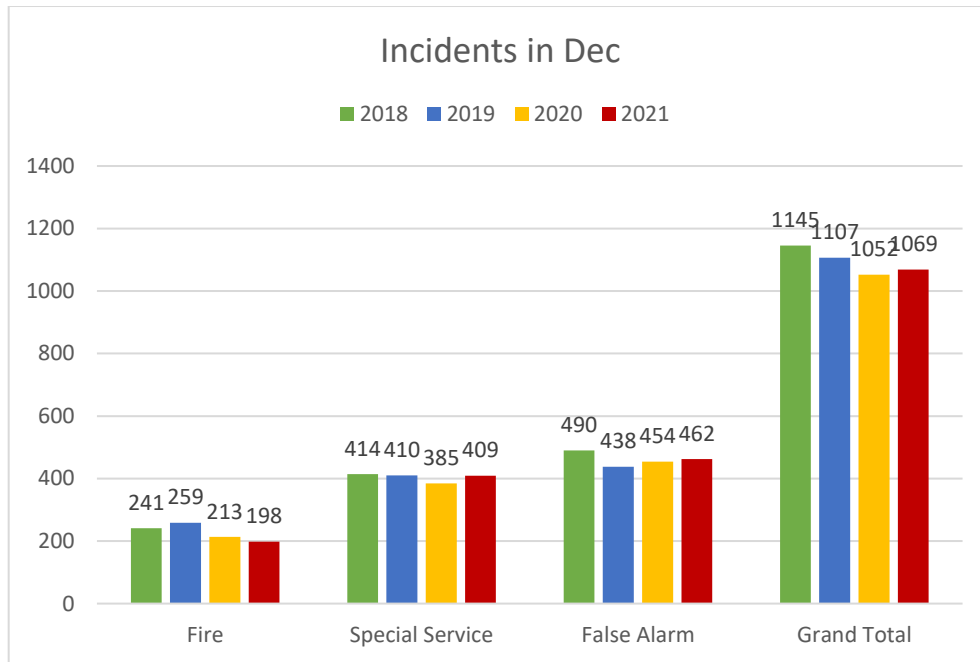
**462
False
Alarms**

At the time of reporting, 56 incidents (1 for Jul, 55 for Dec) awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.

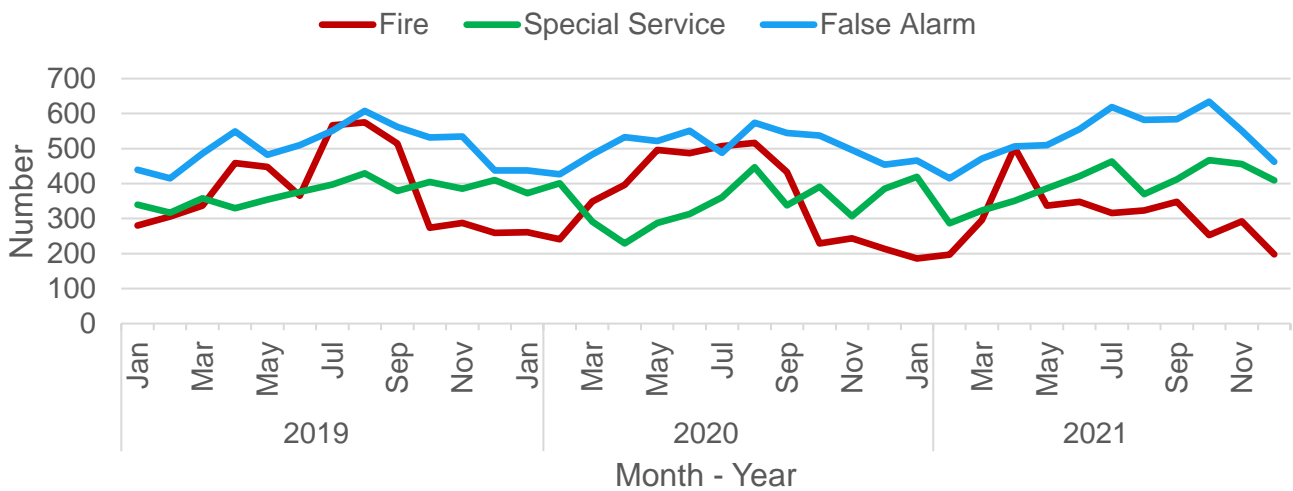


FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

INCIDENTS



Incident Type Breakdown, Jan 2019 - Dec 2021



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

INCIDENTS

FIRE

ECFRS attended less Primary Fires in Dec 2021 than the previous month and less than in Dec 2020.

ECFRS attended less Secondary Fires in Dec 2021 than the previous month but more than in Dec 2020.

ECFRS attended less ADFs in Dec 2021 than the previous month and less than in Dec 2020.

	Dec 2021	Nov 2021	Dec 2020
Primary Fires	133	149	152
Secondary Fires	59	140	53
Accidental Dwelling Fires	53	65	67
Fatalities (all Fires)	1	2	0
Casualties (all Fires)	5	4	9

Further Details on Fatalities/ Casualties

- There were 4 casualties from separate ADFs in Dec 2021. 3 females went to hospital with slight injuries. A male went to hospital with serious injuries. The fire start locations were in the bedroom room (x3) and living room (x1)
- There was one fatality in an Accidental Dwelling Fire in December, the victim was a male aged 79. The fire started in the living room

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

INCIDENTS

SPECIAL SERVICES

ECFRS attended less Special Services in Dec 2021 than the previous month but more than in Dec 2020.

In December there were 59 collisions in Essex resulting in 65 people Killed or Seriously Injured. These figures have been provided by Essex Police.

	Dec 2021	Nov 2021	Dec 2020
All	409	456	385
Non RTC	306	346	297
RTCs	103	110	88

FALSE ALARMS

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

	Dec 2021	Nov 2021	Dec 2020
Due to Apparatus	230	249	204
Good Intent	212	282	237
Malicious (Hoax)	20	20	13

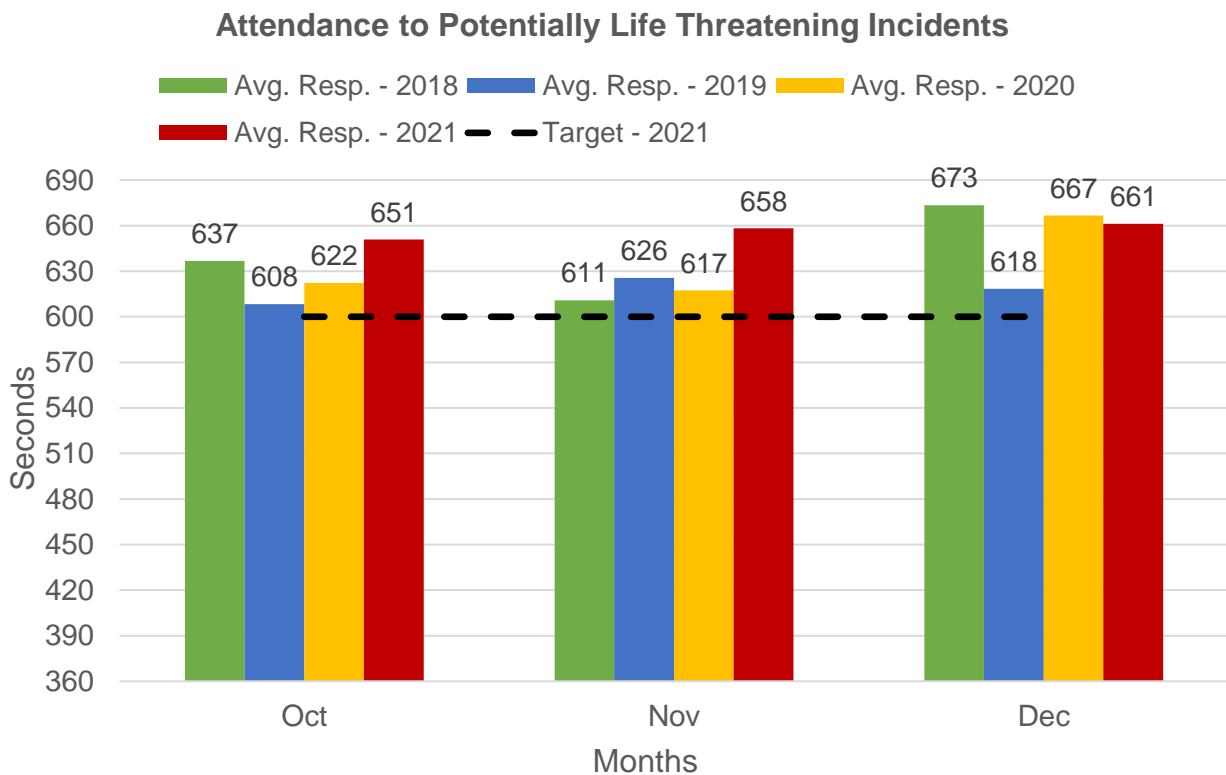
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in Dec 2021 was 11 minutes and 1 seconds (below the target). This is an increase of 3 seconds compared to the previous month.



TIME OF CALL TO ARRIVAL - % WITHIN 15 MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In Dec 2021, 85.3% 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)

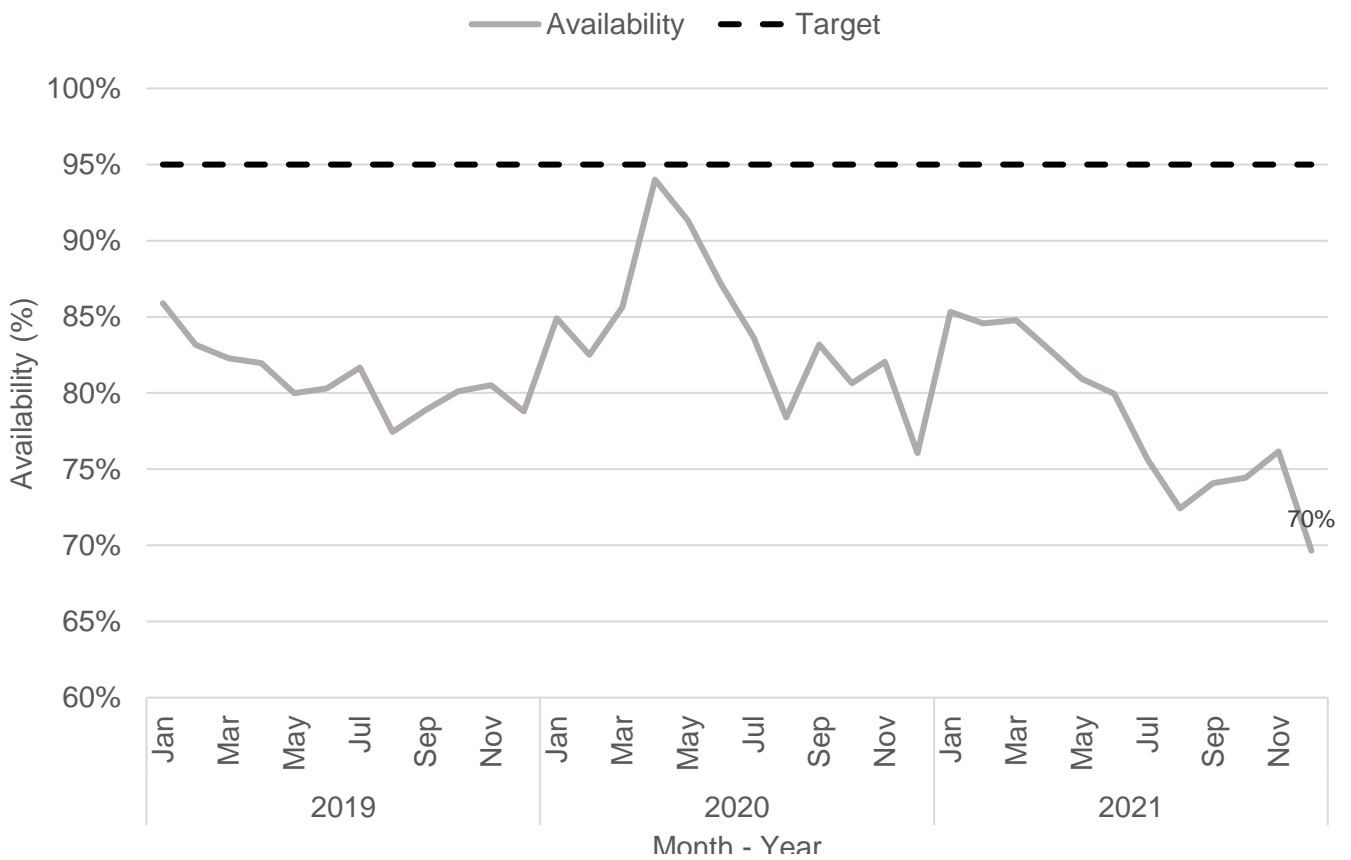
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Dec 2021 was 69.6%, a decrease from 76.2% in Nov 2021. Dec 2020's availability was 76.1%.

Total Pumping Appliance Availability, Jan 2019 - Dec 2021



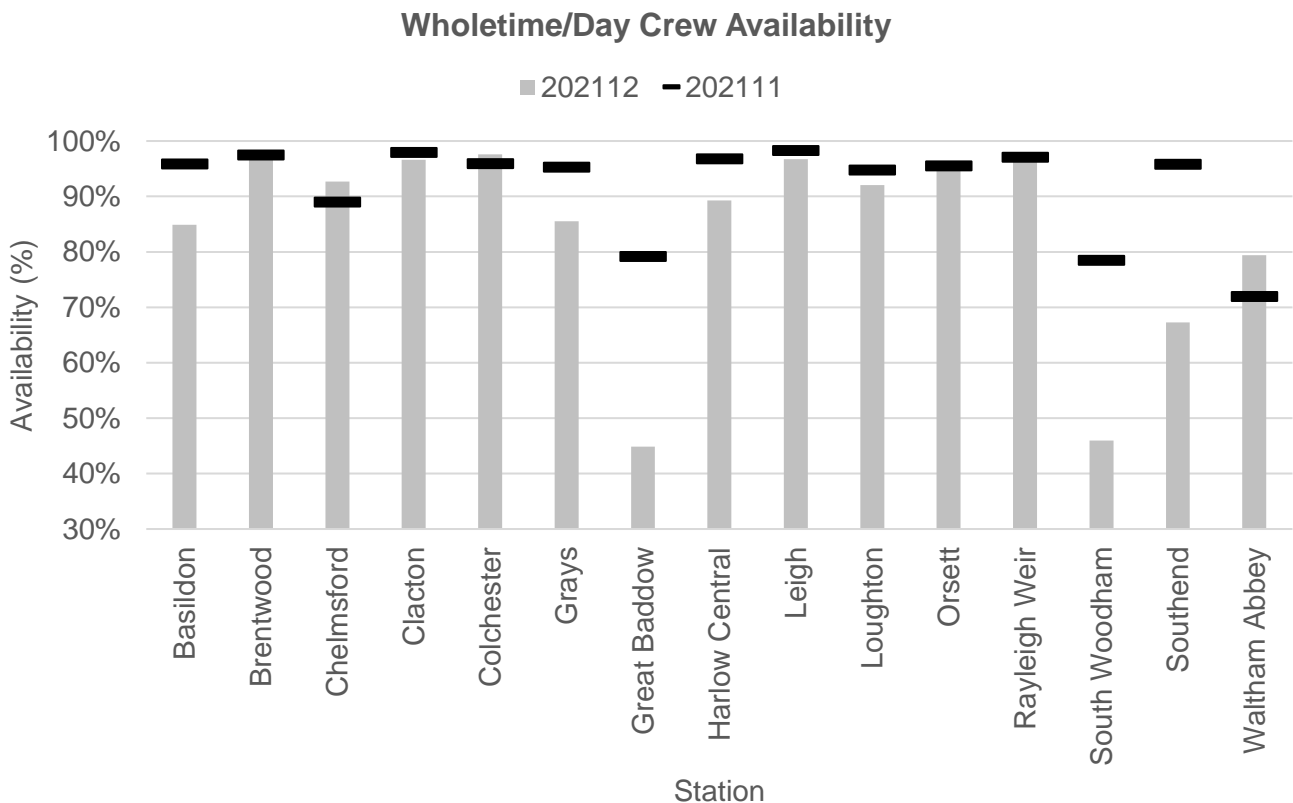
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Dec 2021 was 84.7%, a decrease from 92.8% in Nov 2021. Dec 2020's availability was 87.0%. Pumping Appliance availability improved for Chelmsford, Colchester and Waltham Abbey.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

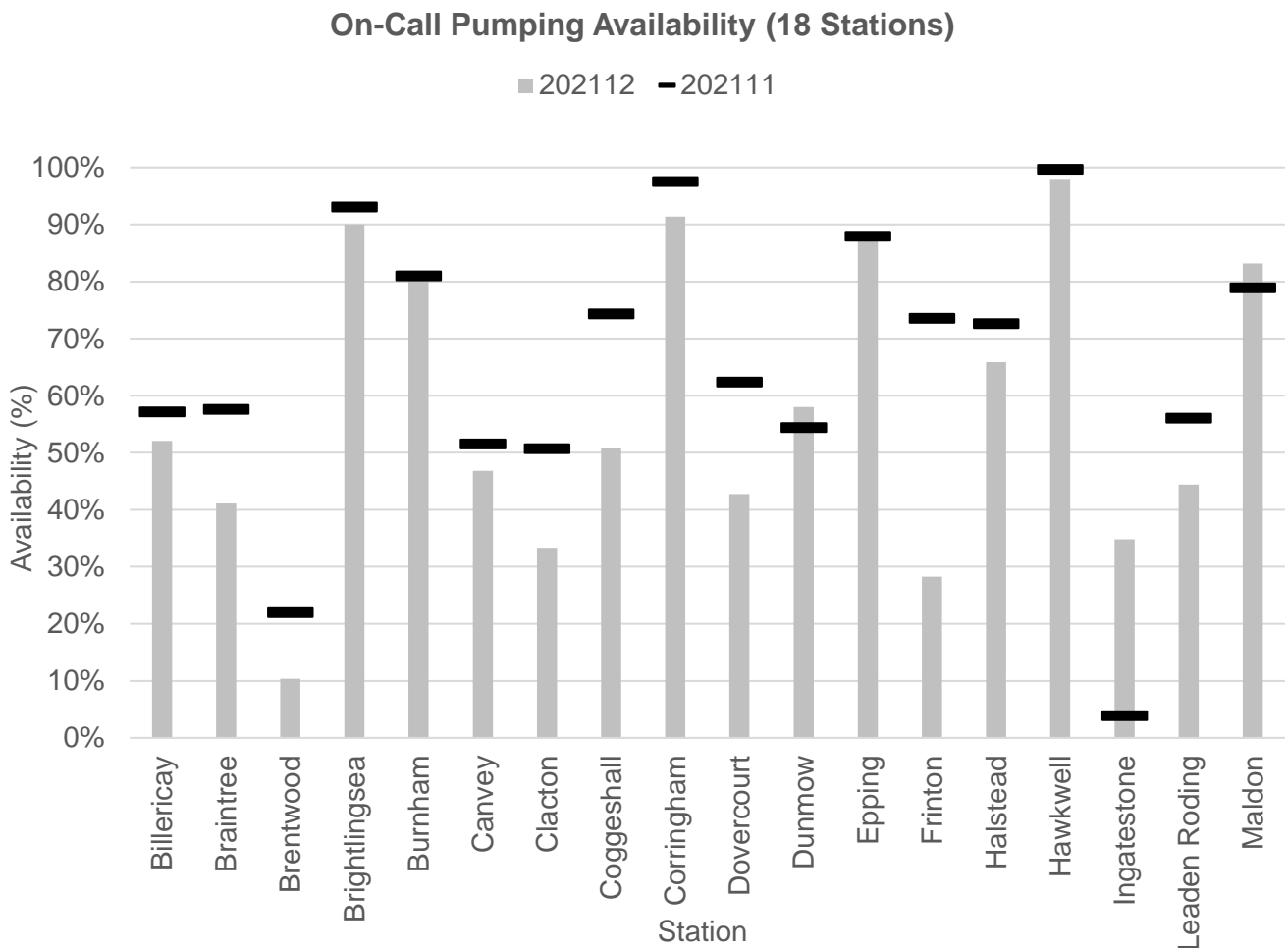
The On-Call pumping appliance availability in Dec 2021 was 62.6%, a decrease from 68.4% in Nov 2021. Dec 2020's availability was 70.9%.

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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Burnham, Dunmow, Ingatestone and Maldon.

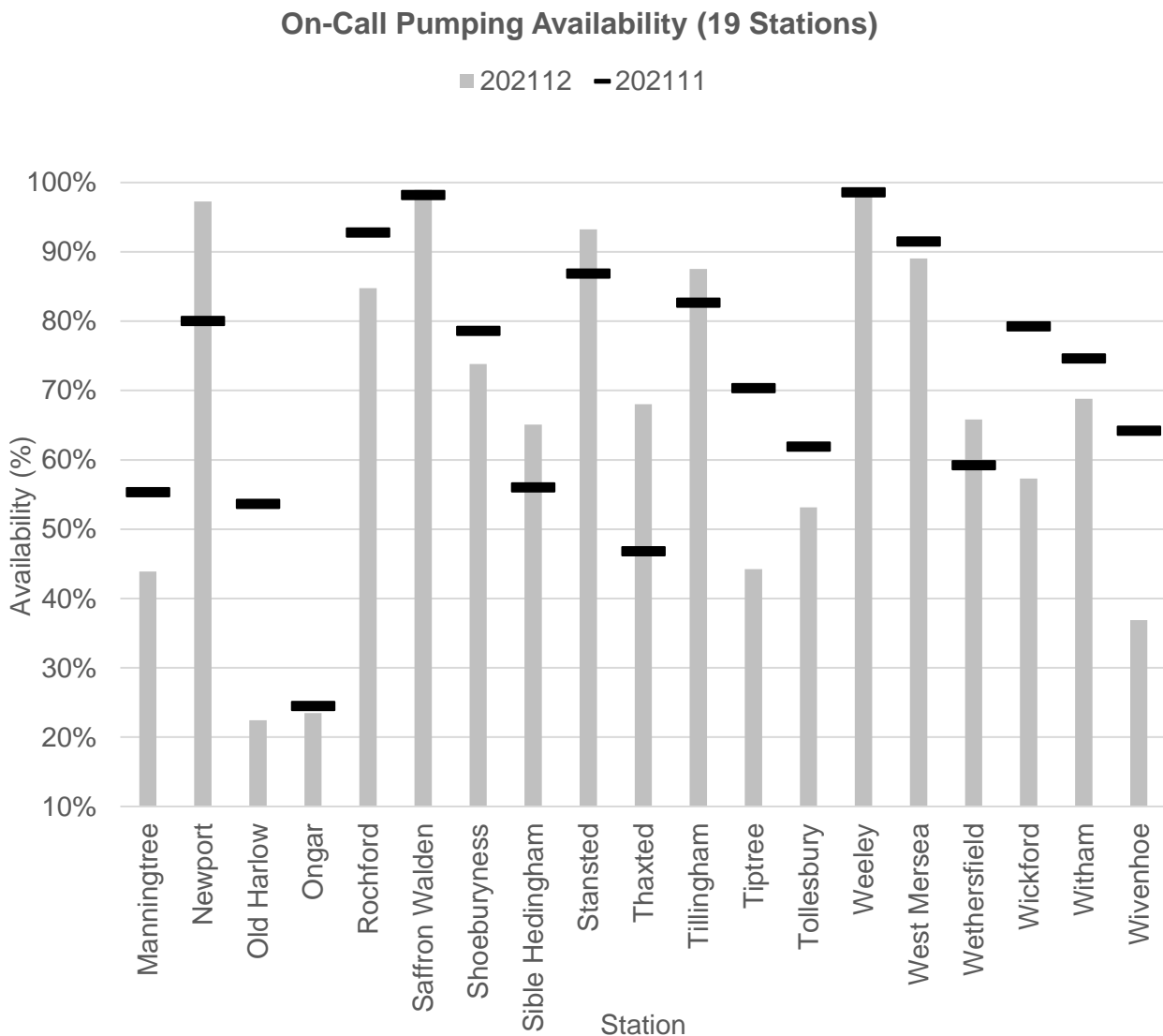


FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

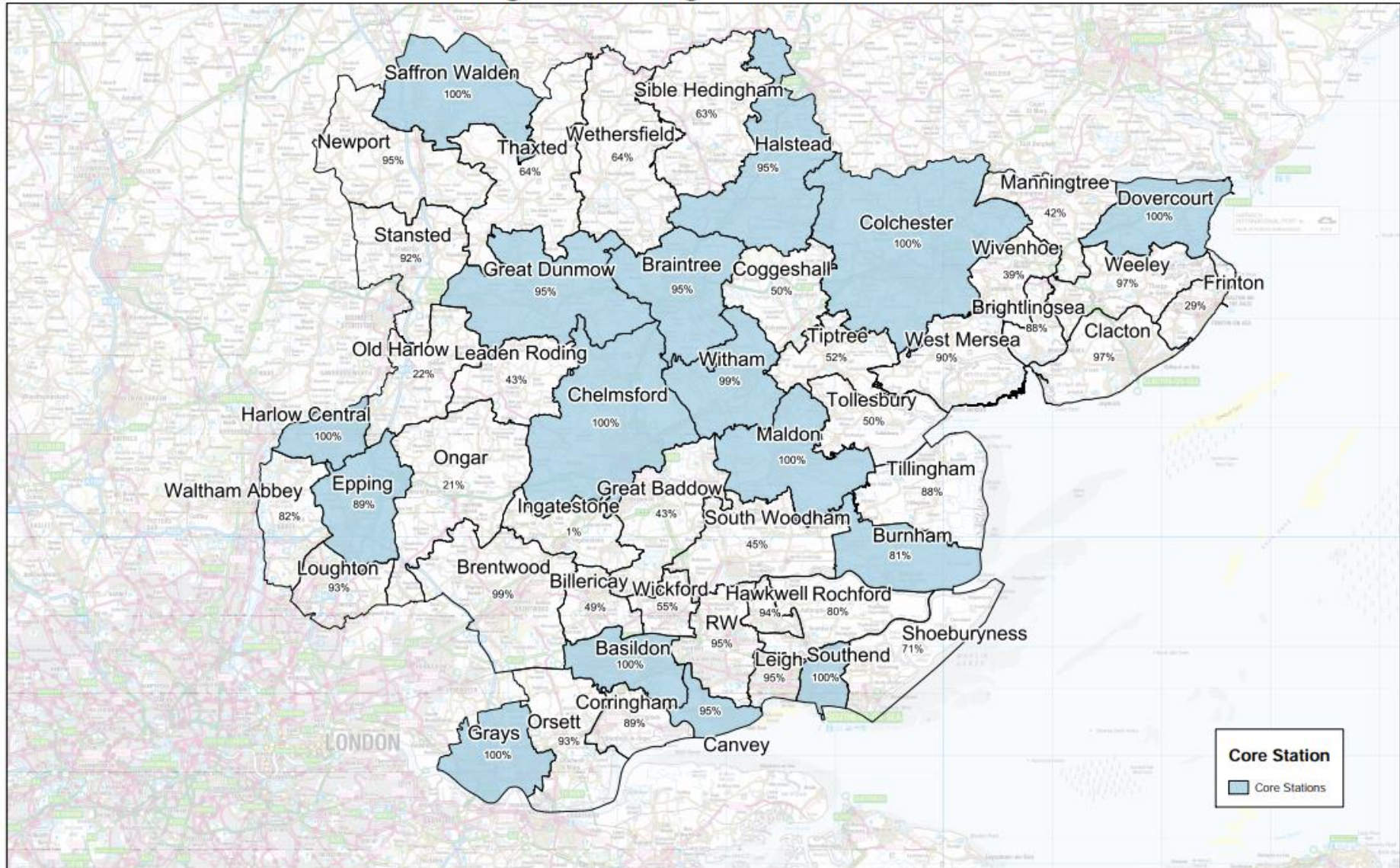
ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Newport, Saffron Walden, Sible Hedingham, Stansted, Thaxted, Tillingham and Wethersfield.



Name	Crewing	Sign	Availability	Name	Crewing	Sign	Availability
Basildon	Wholetime	52P1	96%	Ingatestone	On Call	67P1	35%
	Wholetime	52P2	74%	Leaden Roding	On Call	88P1	44%
Billericay	On Call	68P1	52%	Leigh	Wholetime	31P1	97%
Braintree	On Call	78P1	71%	Loughton	Wholetime	72P3	92%
	On Call	78P2	11%	Maldon	On Call	46P1	100%
Brentwood	On Call	51P3	10%		On Call	46P2	66%
	Wholetime	51P2	97%	Manningtree	On Call	17P1	44%
Brightlingsea	On Call	20P1	90%	Newport	On Call	84P3	97%
Burnham	On Call	43P1	81%	Old Harlow	On Call	82P1	22%
Canvey	On Call	54P1	90%	Ongar	On Call	71P1	23%
	On Call	54P2	4%	Orsett	Wholetime	55P1	95%
Chelmsford	Wholetime	34P2	86%	Rayleigh Weir	Wholetime	35P3	97%
	Wholetime	34P3	100%	Rochford	On Call	49P1	85%
Clacton	Wholetime	12P1	33%	Saffron Walden	On Call	85P1	98%
	On Call	12P2	97%		On Call	85P2	100%
Coggeshall	On Call	24P1	51%	Shoeburyness	On Call	42P1	74%
Colchester	Wholetime	10P2	96%	Sible Hedingham	On Call	80P1	65%
	Wholetime	10P3	99%	South Woodham	Day Crew / On Call	32P1	46%
Corringham	On Call	66P1	91%	Southend	Wholetime	30P1	42%
Dovercourt	On Call	11P1	68%		Wholetime	30P2	92%
	On Call	11P2	17%	Stansted	On Call	83P1	93%
Dunmow	On Call	87P1	95%	Thaxted	On Call	86P1	68%
	On Call	87P2	21%	Tillingham	On Call	44P1	88%
Epping	On Call	89P1	88%	Tiptree	On Call	23P1	44%
Frinton	On Call	18P1	28%	Tollesbury	On Call	45P1	53%
Grays	Wholetime	50P2	72%	Waltham Abbey	On Call	73P1	79%
	Wholetime	50P3	99%	Weeley	On Call	19P1	98%
Great Baddow	Day Crew / On Call	33P1	45%	West Mersea	On Call	22P1	89%
Halstead	On Call	81P1	94%	Wethersfield	On Call	79P1	66%
	On Call	81P2	38%	Wickford	On Call	69P1	57%
Harlow Central	Wholetime	70P1	100%	Witham	On Call	25P1	96%
	Wholetime	70P2	79%		On Call	25P2	41%
Hawkeell	On Call	47P1	98%	Wivenhoe	On Call	21P1	37%

Coverage Percentage for December 2021

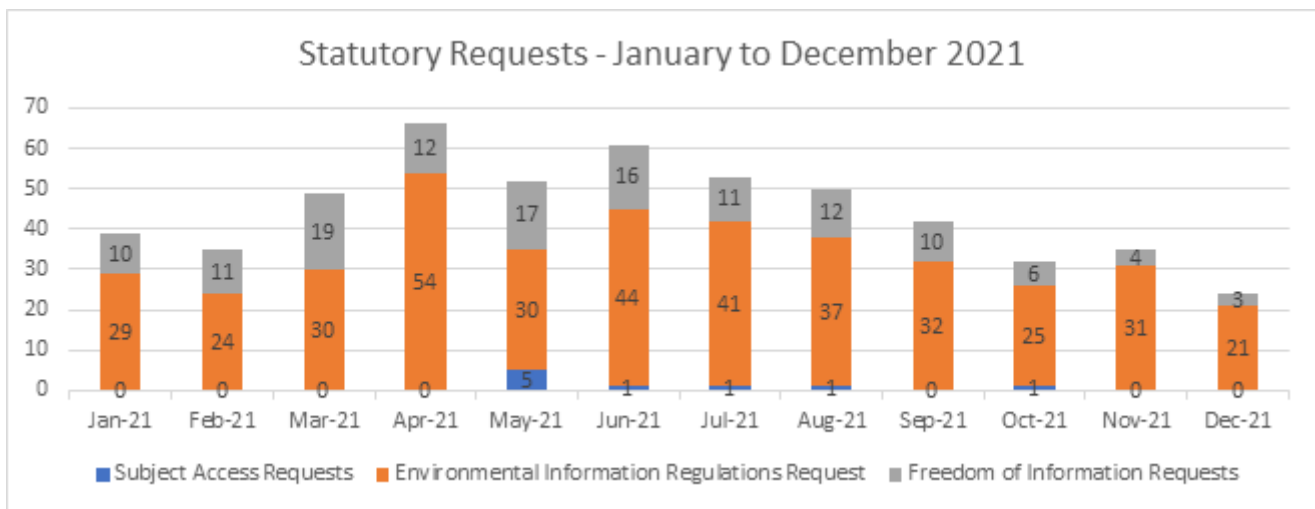


FIRE AND RESCUE PLAN: BE TRANSPARENT,
OPEN AND ACCESSIBLE

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 inductions 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. To achieve this, a data breach handling process is currently in place. There were 6 reported personal data breaches in December 2021, however they did not meet the stipulated threshold to inform the Information Commissioner's Office.



3 Freedom of Information requests (FOI) were received in December 2021. The main themes around FOIs were Data Request (3).

All 21 EIRs received were requests for Fire Reports.

There were no Subject Access Requests (SAR) received in December.

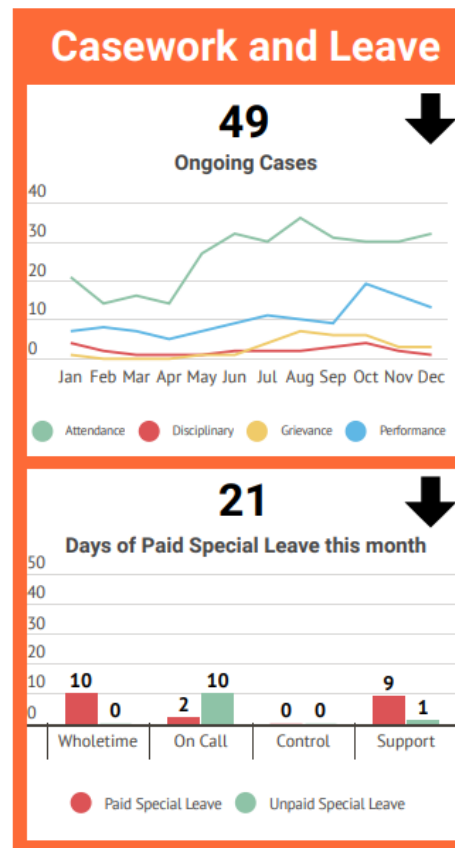
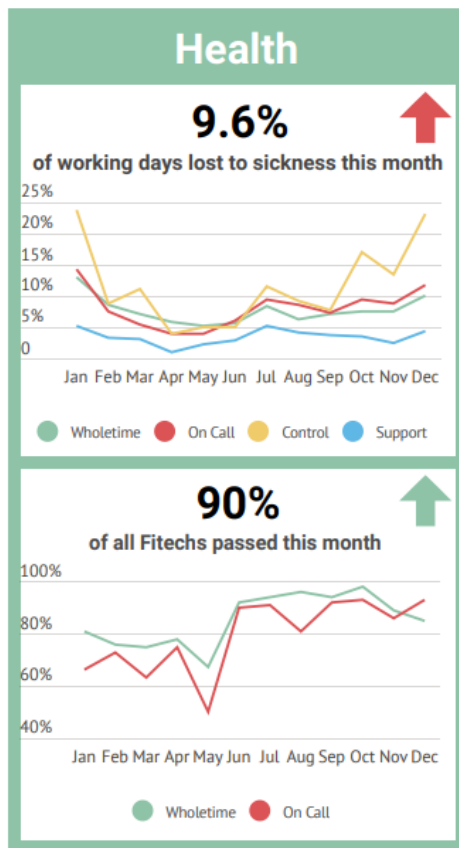
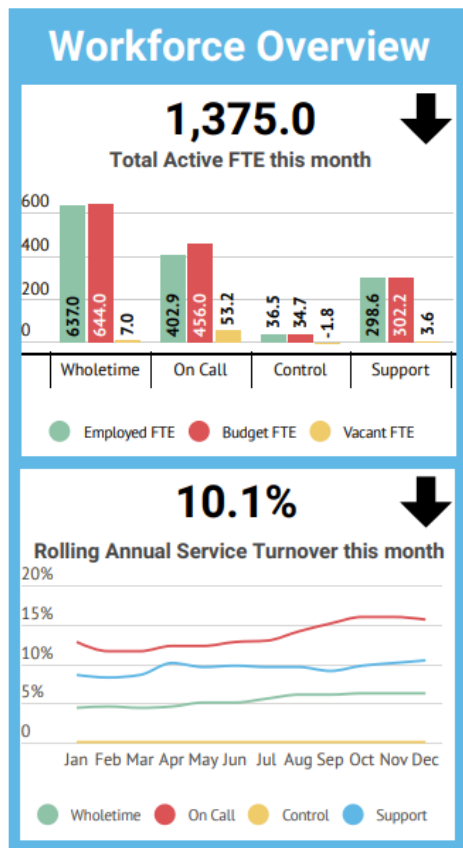
There were 3 complaints and 2 compliments. The complaints were all regarding perceived dangerous driving whilst both compliments were thanking crews for their work at incidents.

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

HUMAN RESOURCES

People Dashboard

December 2021



Insights

- Overall reduction of 9.9 FTE since November.
- Support agency numbers remain unchanged from November, with a total of 3.5 FTE across Innovation & Change, Finance/Payroll and ICT.
- Rolling Service Turnover has levelled off, with a drop of 0.1 percentage points since November. In particular, rolling On Call turnover has fallen slightly, albeit with a continuing upwards trend.

- The overall Lost Time Rate has increased by 2.6 percentage points since November. This can be attributed to the increase in COVID-related absence.
- COVID-related absences account for 47.4% of all lost working days in December. (Up from 30.6% in November).
- Musculoskeletal conditions accounted for 39.2% of non-COVID related absences.

- The total number of open cases fell by 2 during December, despite a slight increase in Attendance cases.
- The total amount of Paid Special Leave continues to fall.

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 Dashboard

December 2021

Learner Engagement

12.0%

Overall Learner Engagement

Role	Engagement %
Wholetime	14.5%
On Call	16.8%
Control	2.5%
Support	0.6%

● Employees Actively Engaged in Learning Activity

People

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

”

”As a result I am going to change the way in which I prioritise tasks.”

”Excellent and motivated trainers, very real life like exercise, valuable training.”

”I came away from the course with greater understanding of behaviour triggers and ways to approach difficult conversations.”

Compliance

Overall BA
Compliance:
97%

Performance & Data have worked with Operational Training and Learning & Development to design and deliver an Operational Training compliance dashboard, which is available to view using Power BI.

Please contact the team if you wish to access this information.

Insights

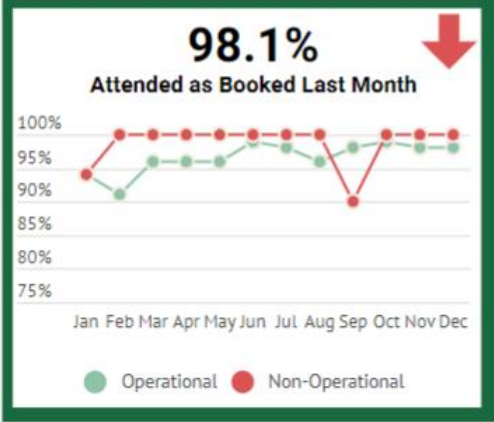
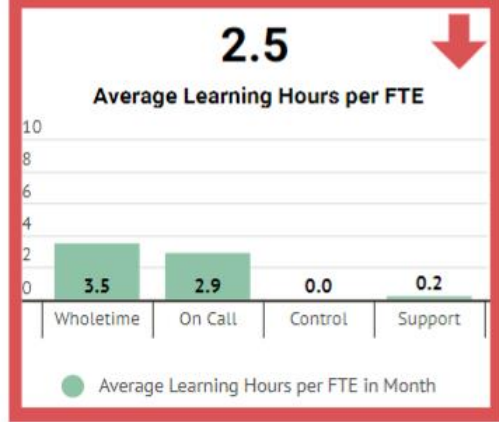
- 63 training events, for 36 different courses/sessions, were delivered during December. Learner engagement more than halved, dropping below its November level of 16.4%.
- Average learning hours per FTE halved, returning to their October levels.

- Attendance levels remained stable in December, dropping by 0.1 percentage points compared to November.
- 5 Wholetime delegates did not attend as booked, 3 as a result of a course event cancellation, one due to being on modified duties and one with no reason given.

- Work continues with the Operational Training and Performance & Data Teams to deliver an automated means of obtaining training compliance data.
- Additional enhancements to the presentation of the data will be introduced, following the publication of the initial BA compliance figures.

Focus areas this month:

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



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

HEALTH & SAFETY (H&S)

During December the Health & Safety department issued the following tool box talks:-

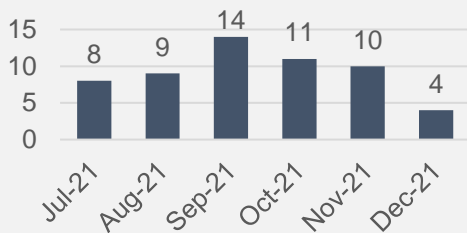
No 48 – Guidance – COVID-19 (OMICRON variant) Additional Control Measures - Following the rapid increase in transmission rates of COVID-19 across the workforce and in anticipation of a 10% absence trigger control measures were re-introduced to protect the Service and enable us to continue carrying out our risk critical business activities. The control measures re introduced were one-way systems in buildings, social distancing, the wearing of IIR face masks in Service vehicles, daily lateral flow tests, suspension of non-essential visitors to workplaces and the segregation of crews at watch handover. It also advised crews to use the Sundstrom half mask at incidents when in close proximity to members of the public.

No 49 – Guidance – COVID-19 Changes to Self-Isolation Periods – This was issued in line with the Government announcement that the self-isolation period following a case of COVID-19 could be reduced from 10 to 7 days with two negative lateral flow tests taken on day 6 and 7. The team also assisted Corporate Communications in issuing comms to clarify the advice.

A follow up SAIB meeting was held for the investigation into the broken seatbelts in appliances. All have now been checked by Service workshop technicians and 32 were found to be damaged and have been replaced. The action plan was updated, and a further meeting scheduled for January 2022 to track any outstanding actions.

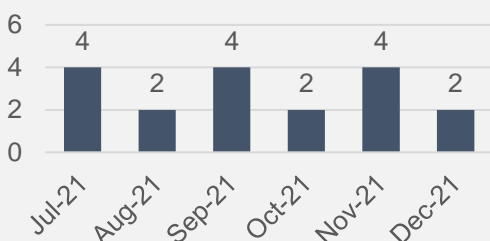
All safety data taken from OSHENS on 07/01/2022.

Accidents.



There were 4 accidents on duty recorded in December. Of these, 3 occurred whilst removing a casualty from an RTC at an operational incident, and 1 during weekly tests on station premises.

Hazards.

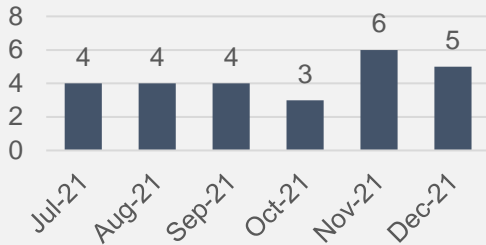


There were 2 hazard reports this month of which 1 related to the non-wearing of seatbelts in an appliance and 1 to exhaust fumes in an appliance bay.

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

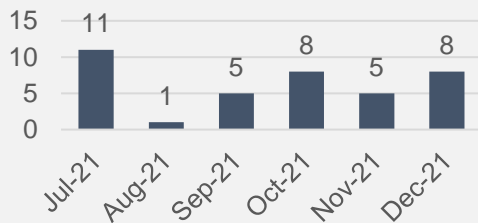
All safety data taken from OSHENS on 07/01/2022.

Near Misses.



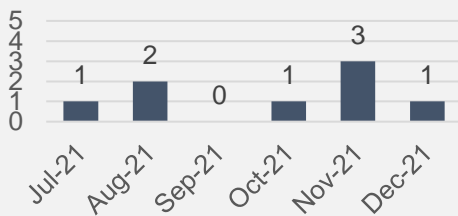
There were 5 near misses reported in December of which 2 related to an appliance failing to start, 1 to another Service vehicle, 1 to a fire hydrant and 1 at a home safety visit.

Control Measure Failures.



Of the 8 control measure failures reported in December, 4 related to Control working below minimum staff levels, 1 related to out duties leaving an appliance with only four riders and 3 to alerting systems operating without Control's knowledge.

Attacks on Fire Service Personnel.



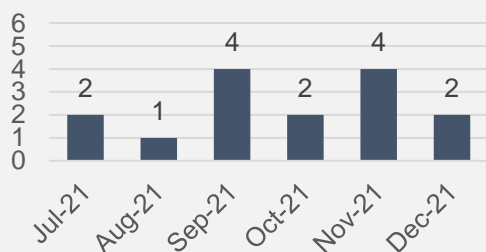
There was 1 attack on Fire Service Personnel reported which was a member of support staff who felt threatened by a member of the public during a home fire safety visit.

RTC involving ECFRS Vehicles.



Of the 5 RTC reports in December 3 occurred to Service vehicles at slow speed whilst on route to an operational incident. 1 was a Service vehicle reversing on Service premises and 1 was damage found to a Service vehicle with no known cause.

RIDDOR.



There were 2 RIDDOR reports submitted this month, both of which were over 7-day injuries.

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

PROTECTION

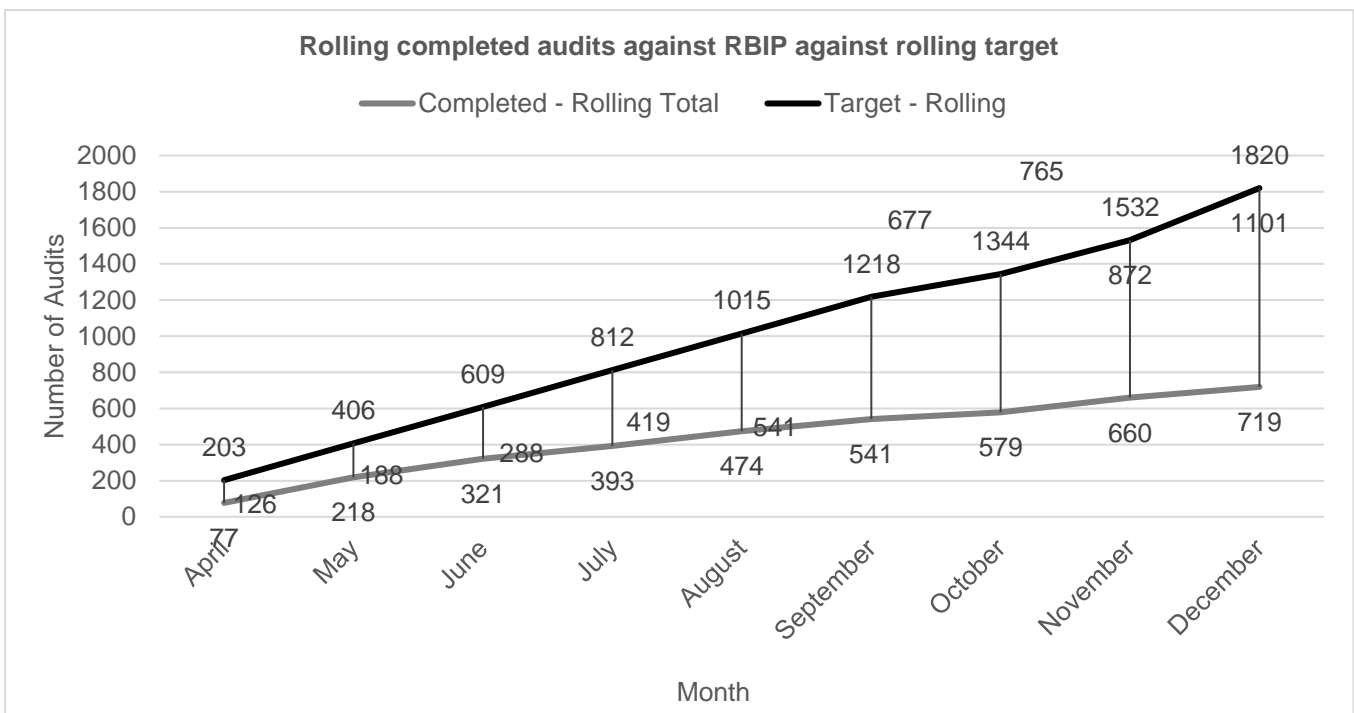
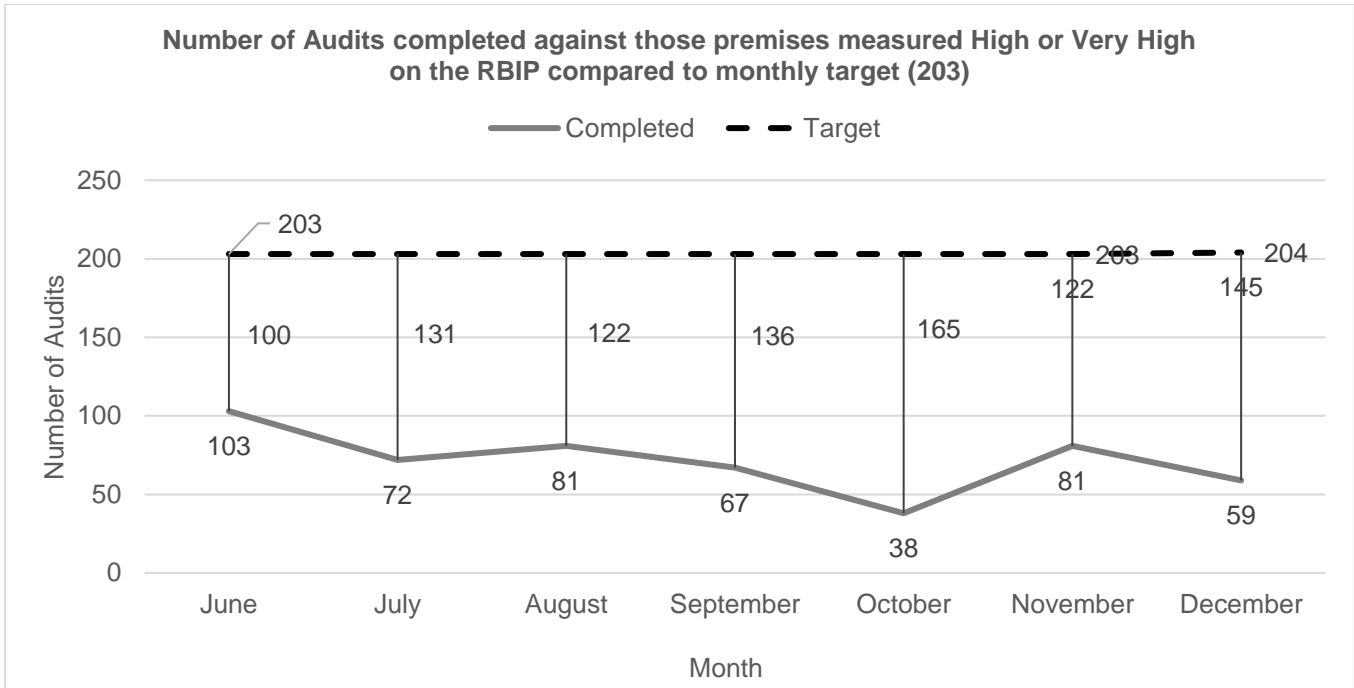
The Protection team completed 85 full audits, of which 59 of these were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP).

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	93	92
Alleged Fire Risk (AFR)	20	
Desktop Audits	0	
Full Audits	85 (RBIP 59)	
Building Regulations	126	122
Building Certs	15	
HMO	10	
Licensing	35	33
Other Fire Safety Activity	104	
Other Consultations	25	
Prohibition Notice	0	
Enforcement Notice	0	126
Notification of Deficiencies (NOD)	33	
NOD Themes (In order of high to low, and number)	Article 8 General Fire Precautions, 33 Article 9 Risk Assessment, 32 Article 17 Maintenance, 26 Article 13 Fire-fighting and Detection, 22 Article 14 Emergency Routes and Exits, 18 Article 11 Fire Safety Arrangements, 13 Article 21 Training, 13 Article 15 Procedures for serious and imminent danger, 11 Article 20 Provision of information to employers and self employed, 4 Article 10 Principles of Prevention, 3 Article 12 Reduction of Risks from Dangerous Substances, 1 Article 22 Co-operation and Co-ordination, 1 Article 38 Maintenance of Measures to Protect Firefighters, 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 Home Safety Team visits completed has decreased by 15% from November 2021 to December 2021. This is likely to reflect the restrictions that were implemented during December and the reduced public appetite for ECFRS personnel in their homes, as well as the Christmas break.

The number of enquiries into the Home Safety Information Team has also decreased from November to December by 35%. However, the number of outgoing calls to residents has remained steady, where the HSIT have continued calling residents for whom referrals were received in November and early December.

Volunteer activity has now resumed with one volunteer completing 17 visits in November. Further Volunteers will be available during January 2022 in the Colchester and Tendring area, so will be reflected in reporting in February for the month of January.

In December, 87 referrals were made for additional support or annotations by Safe and Well Officers and Community Builders.







The number of visits completed by other roles has increased by 15%, reflecting the fact that CSO's were able to enter properties during their Targeted Interventions and install a new type of alarm (FHB160). This alarm can be fixed using a sticky pad and is therefore better suited to personnel in teams outside of Home Safety.

The Home Safety Team have now completed 93 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. This is a positive result and evidences attention to customer service. 90% of evaluation respondents strongly agreed that they would recommend a Safe and Well Visit to their friends and family.

In the February report, we will include data and information relating to message retention, also gathered as part of the Home Safety Evaluation.

Measure	December	Trend Previous Month
Total number of visits	513	↓
Number of Safe and Well Visits	332	↓
Number of Home Safety Visits by Stations	65	↓
Number of Home Safety Visits by Volunteers	17	↑
Number of Home Safety Visits by other roles (CSO's, CB's, FSO's)	99	↑
Number of FHB10/FHB160 (standard smoke detectors) fitted	462	↓
Number of FHB10W/FH700HIA (sensory smoke detectors) fitted	107	↓
How many enquiries did we receive to the Information Centre	443 Incoming Calls	↓
	934 Outgoing Calls	→
	409 Email Requests	↓

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

Measure	November 2021	Trend Previous Month
The number over 65 years old	418	
The number who lived alone	219	
The number who had a disability	197	
The number who lived in Social Housing	34	
The Number of referrals made by Safe and Well Officers	87	
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.

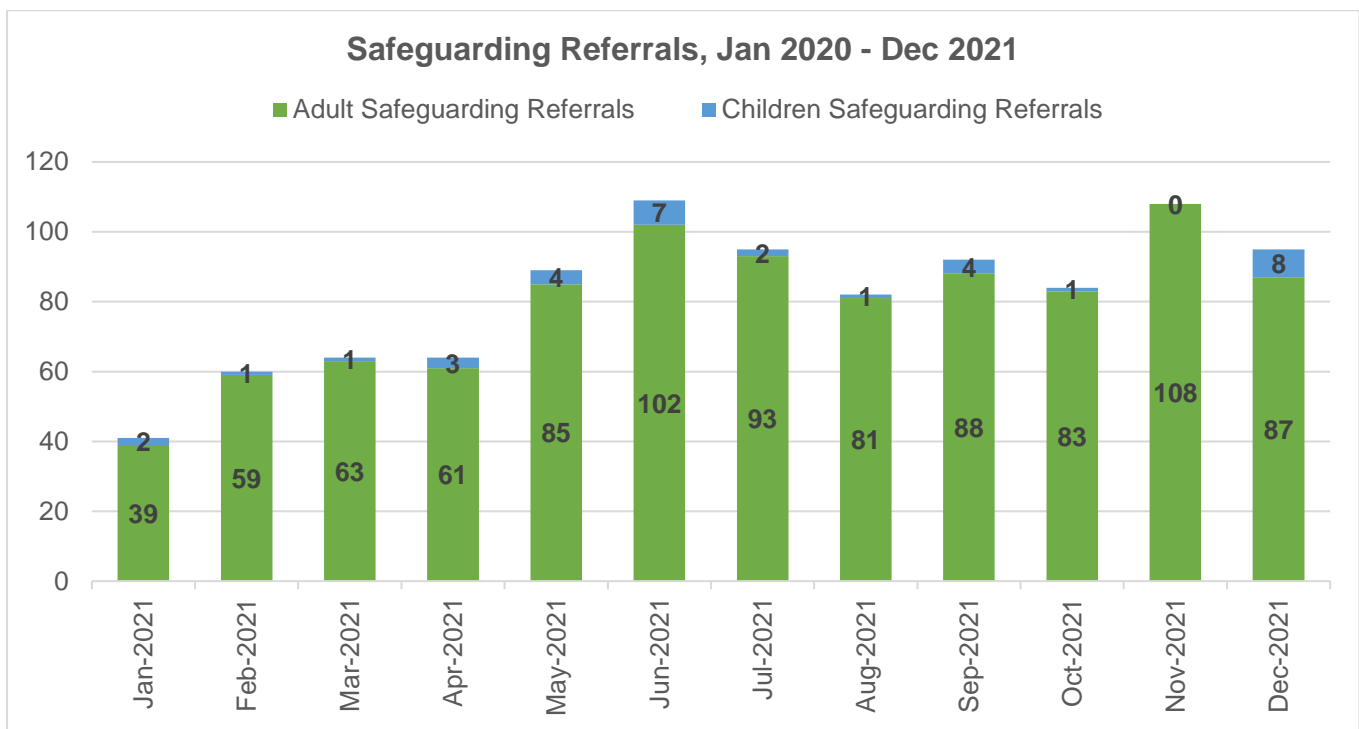
Rural Urban Classification	Count	Percentage
Rural town and fringe	109	21%
Rural village and dispersed	38	7%
Urban city and town	327	64%
Urban major conurbation	39	8%

**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 95 safeguarding referrals to ECFRS in December 2021, a decrease of 13 compared to previous month and 54 more than December 2020. Service Personnel were the main referrer in December 2021.



Month-Year	Dec-2021
Service Personnel	39
NHS	22
Social Care	15
Police	9
Safe and Well Officers	5
Other	2
Care Agencies	1
Community Partners	1
Housing	1
Total	95

ANY QUESTIONS OR FEEDBACK...

CONTACT US

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SUBJECT LINE TO INCLUDE "MONTHLY PERFORMANCE REPORT"