



Essex County
Fire & Rescue Service

Monthly Performance Report

February 2022

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
17 March 2022

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 more incidents in Feb 2022 than the previous month and more than in Feb 2021.
- ECFRS attended less fires in Feb 2022 than the previous month but more than in Feb 2021.
- There was an increase in average response time to potentially life-threatening incidents. 84.0% of calls were attended within 15 minutes.
- There was a decrease in total and on-call pumping appliance availability this month compared to the previous month but an increase in wholetime & day-crew availability.

INFORMATION GOVERNANCE

- There was 4 reported personal data breach in February 2022 which did not meet the stipulated threshold to inform the Information Commissioner's Office
- 12 Freedom of Information requests (FOI) were received
- 31 EIRs received, 29 were requests for Fire Reports
- There were 4 complaints received

HUMAN RESOURCES

- Overall, there was an increase of 5.4 FTE since January 2022
- Rolling staff turnover has dropped by a further 0.1 percentage points since January 2021
- Overall Lost Time Rate dropped by 1.5 percentage points since January, which corresponds with an overall reduction in Covid related cases

LEARNING & DEVELOPMENT

- 108 training events for 54 different courses were delivered in February
- Average learning per FTE dropped back to 3.9 hours per FTE

HEALTH & SAFETY

- The team hosted the Health, Safety and Welfare Strategy Group which is held quarterly and attended by managers of other departments and trade union representatives to discuss health and safety matters of concern.

PROTECTION

- The Protection team completed 123 full audits, of which 91 were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP).
- 98% of the planning, building regulations and licensing consultations (see light orange rows) were responded to within the statutory time limit.

HOME SAFETY

- The number of visits completed by stations has remained the same in February 2022 compared to January 2022.
- The number of visits completed has remained within 10% of the total completed in January 2022.
- Volunteer activity has now resumed with 3 volunteers completing 21 visits in February

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 86 safeguarding referrals to ECFRS in February 2022, a decrease of 37 compared to previous month and 26 more than February 2021. NHS were the main referrer in February 2022.

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

INCIDENTS

**1198 INCIDENTS
FEB 2022**

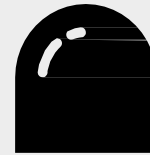
**1138 IN JAN 2022
899 IN FEB 2021**



243
Fires

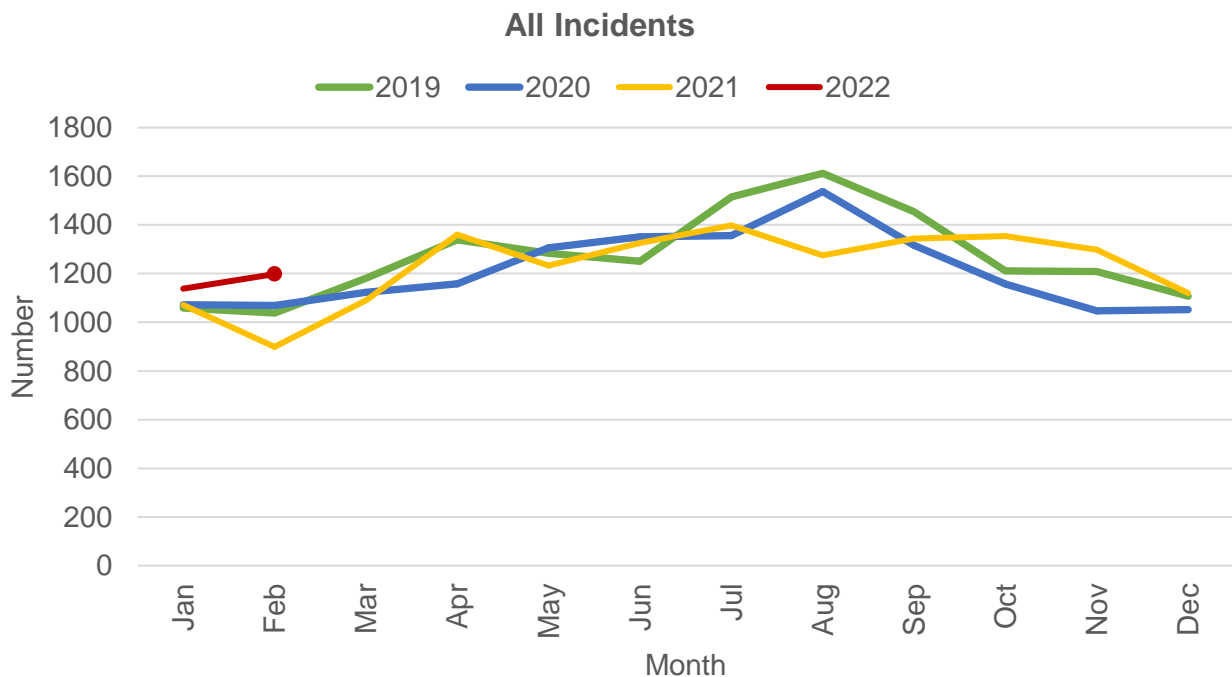


514
Special
Services



441
False
Alarms

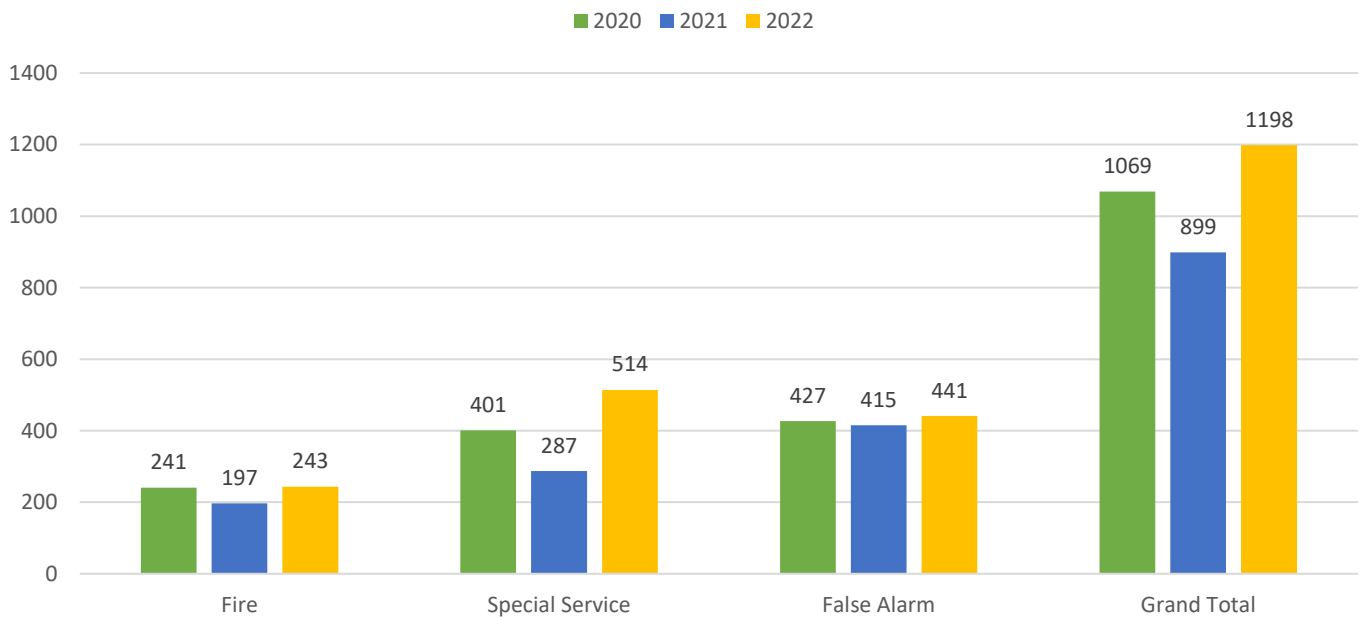
At the time of reporting, 144 incidents (143 for Feb, 1 for Jul) awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.



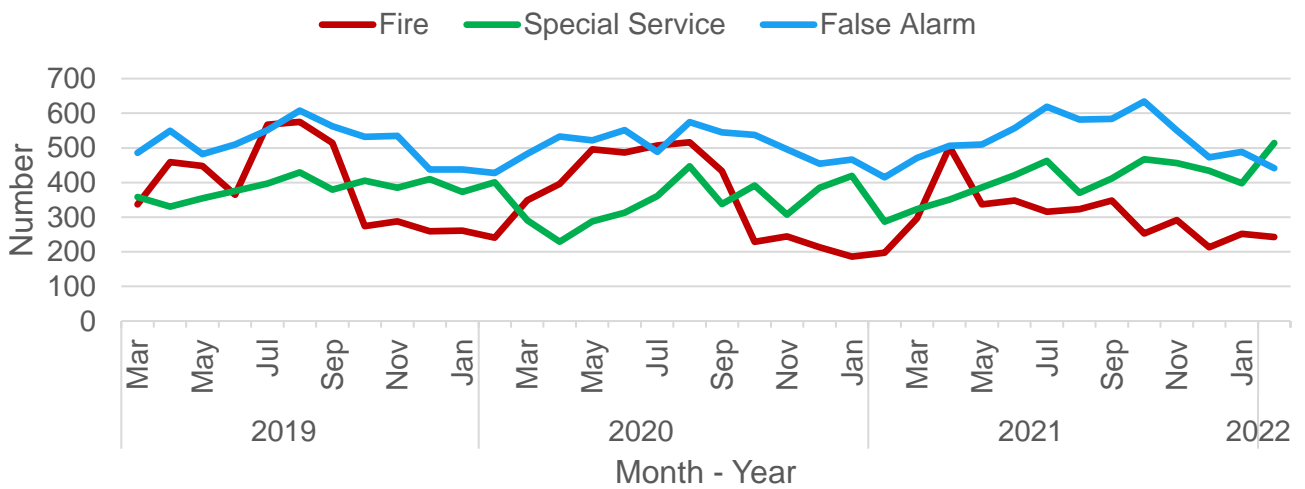
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

INCIDENTS

Incidents in Feb



Incident Type Breakdown, Mar 2019 - Feb 2022



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

INCIDENTS

FIRE

ECFRS attended less Primary Fires in Feb 2022 than the previous month but more than in Feb 2021.

ECFRS attended less Secondary Fires in Feb 2022 than the previous month but more than in Feb 2021.

ECFRS attended less ADFs in Feb 2022 than the previous month but more than in Feb 2021.

	Feb 2022	Jan 2022	Feb 2021
Primary Fires	146	148	112
Secondary Fires	90	94	75
Accidental Dwelling Fires	50	61	48
Fatalities (all Fires)	0	1	0
Casualties (all Fires)	9	3	3

Further Details on Fatalities/ Casualties

- There were 4 casualties from 3 ADFs in Feb 2022, all of which were classed as injuries.
- The fire start location was living room (Fault in equipment or appliance), refuse store (Accumulation of flammable material) and kitchen (Cooking - chip pan/deep fat fryer).
- There were two female victims aged 30 and two male victims age unknow.

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

INCIDENTS

SPECIAL SERVICES

ECFRS attended more Special Services in Feb 2022 than the previous month and more than in Feb 2021.

	Feb 2022	Jan 2022	Feb 2021
All	514	398	287
Non RTC	439	299	235
RTCs	75	99	52

FALSE ALARMS

ECFRS attended less False Alarms in Feb 2022 than the previous month but more than in Feb 2021.

	Feb 2022	Jan 2022	Feb 2021
Due to Apparatus	204	209	206
Good Intent	225	268	204
Malicious (Hoax)	12	11	5

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

ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

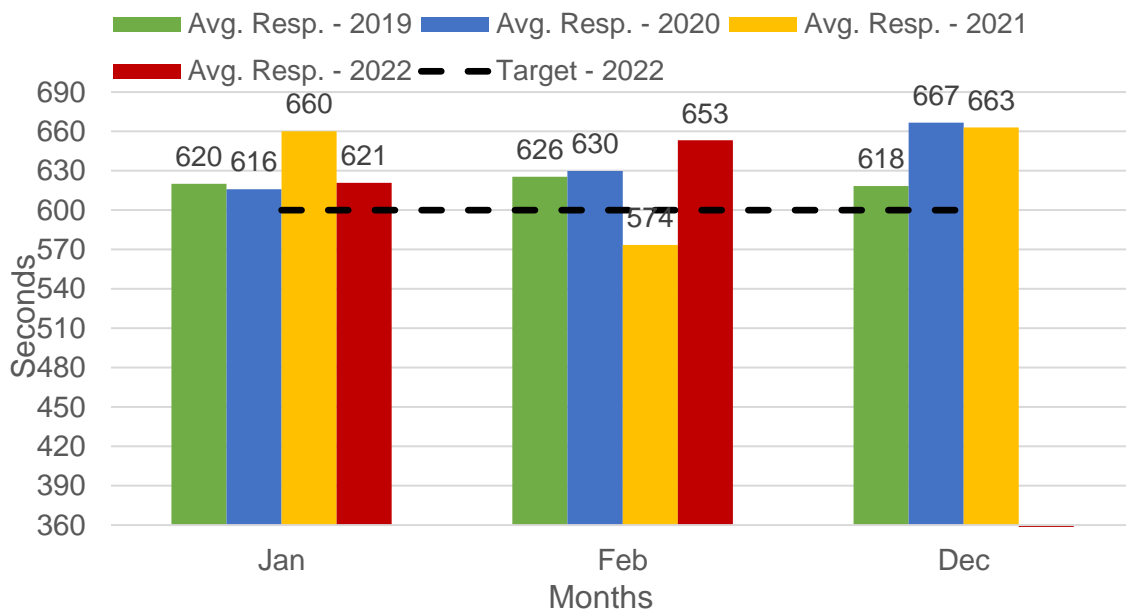
TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in Feb 2022 was 10 minutes and 53 seconds (below the target). This is an increase of 33 seconds compared to the previous month.

Please note several incidents have been removed from this calculation due to the spate conditions during storm Eunice. Incidents removed are:

- Officer mobilisations (18th – 20th Feb inclusive)
- Protracted call handling times of over 1000 seconds (18th – 20th Feb inclusive)

Attendance to Potentially Life Threatening Incidents



TIME OF CALL TO ARRIVAL - % WITHIN 15 MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In Feb 2022, 84.0% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes.

This is worse when compared to last month.

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

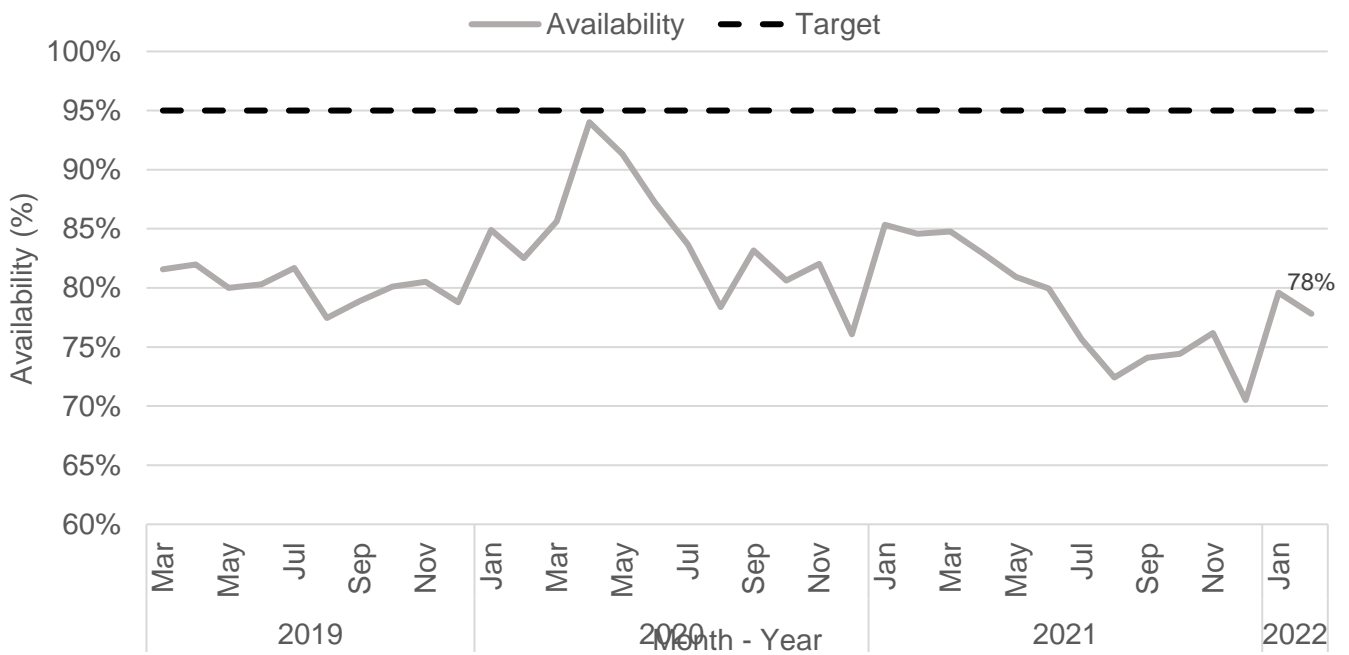
AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Feb 2022 was 77.8%, a decrease from 79.6% in Jan 2022. Feb 2021's availability was 84.6%.

Total Pumping Appliance Availability, Mar 2019 - Feb 2022



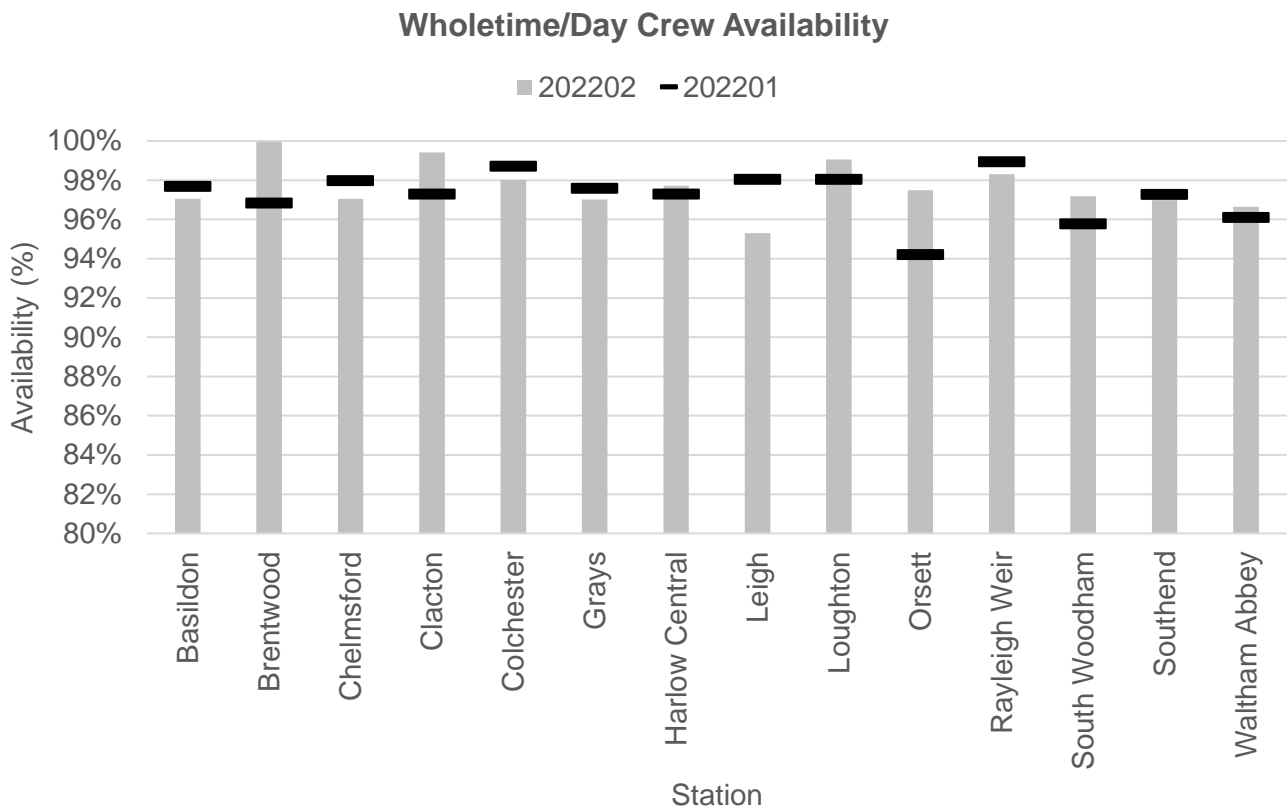
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Feb 2022 was 97.6%, an increase from 97.4% in Jan 2022. Feb 2021's availability was 97.0%. Pumping Appliance availability improved for Brentwood, Clacton, Harlow Central, Loughton, Orsett, South Woodham and Waltham Abbey.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

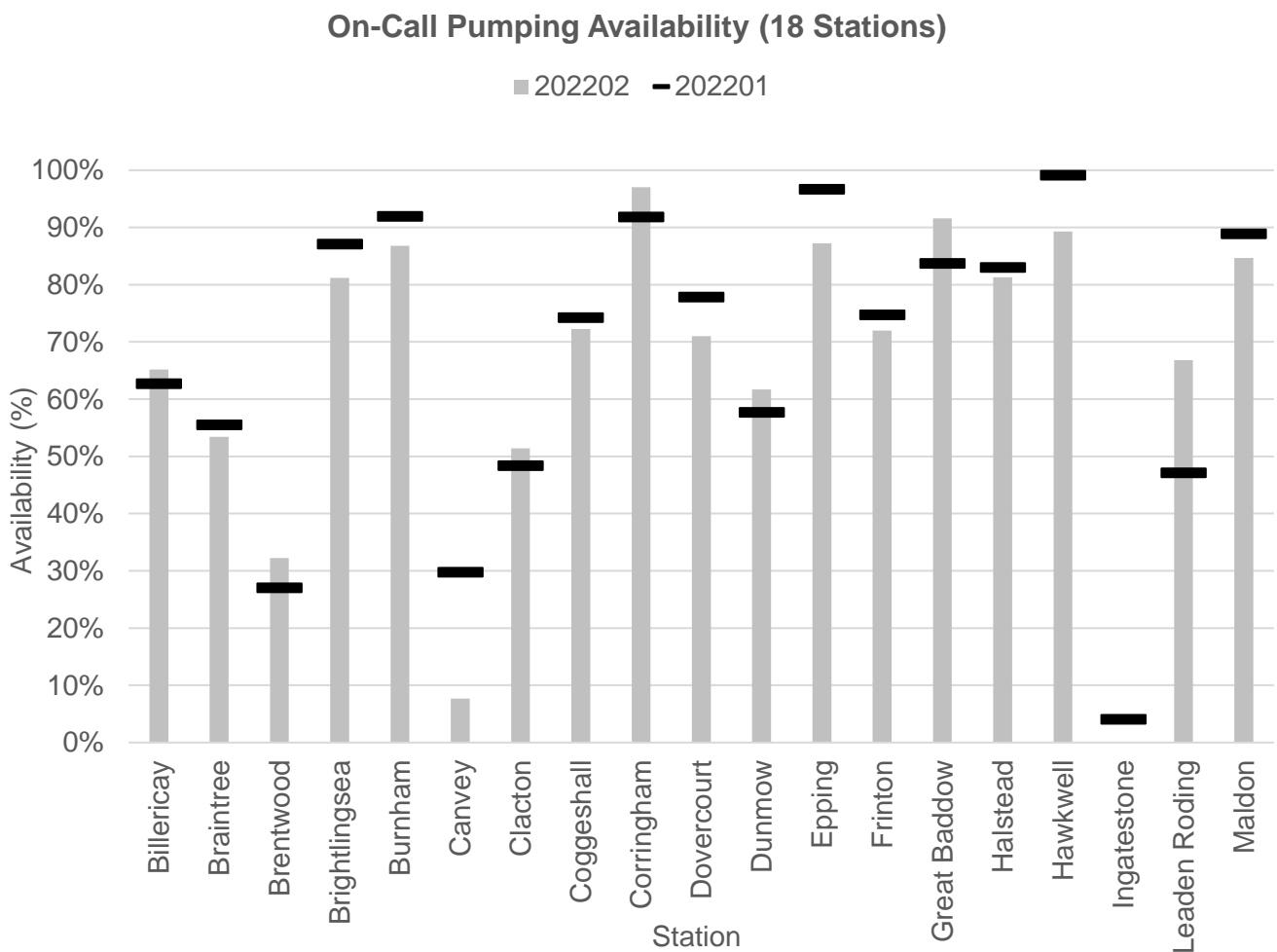
The On-Call pumping appliance availability in Feb 2022 was 69.2%, a decrease from 71.9% in Jan 2022. Feb 2021's availability was 79.2%.

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, Brentwood, Clacton, Corringham, Dunmow, Great Baddow and Leaden Roding.

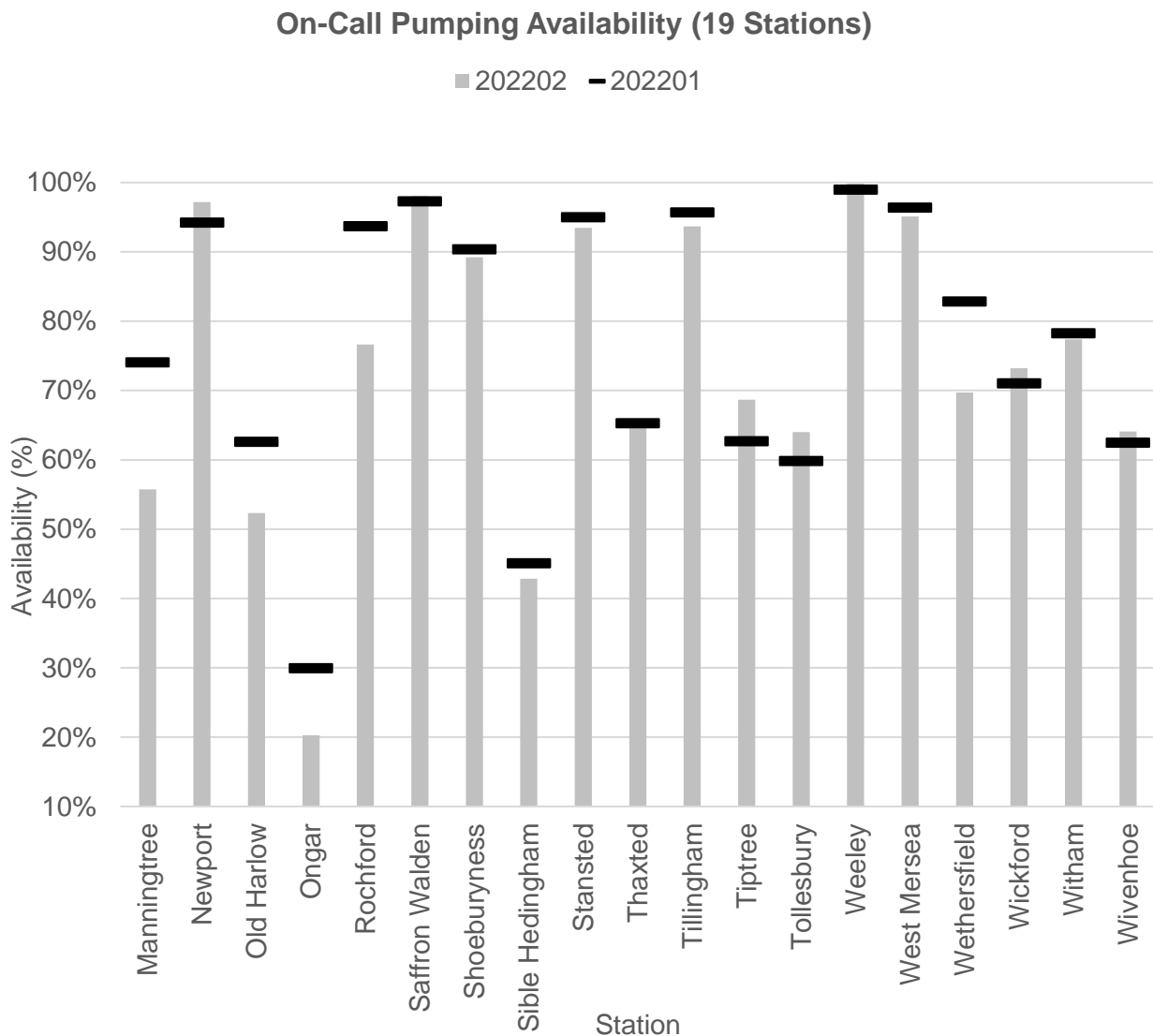


FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Newport, Saffron Walden, Tiptree, Tollesbury, Weeley, Wickford and Wivenhoe.



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

Coverage Percentage February 2022



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

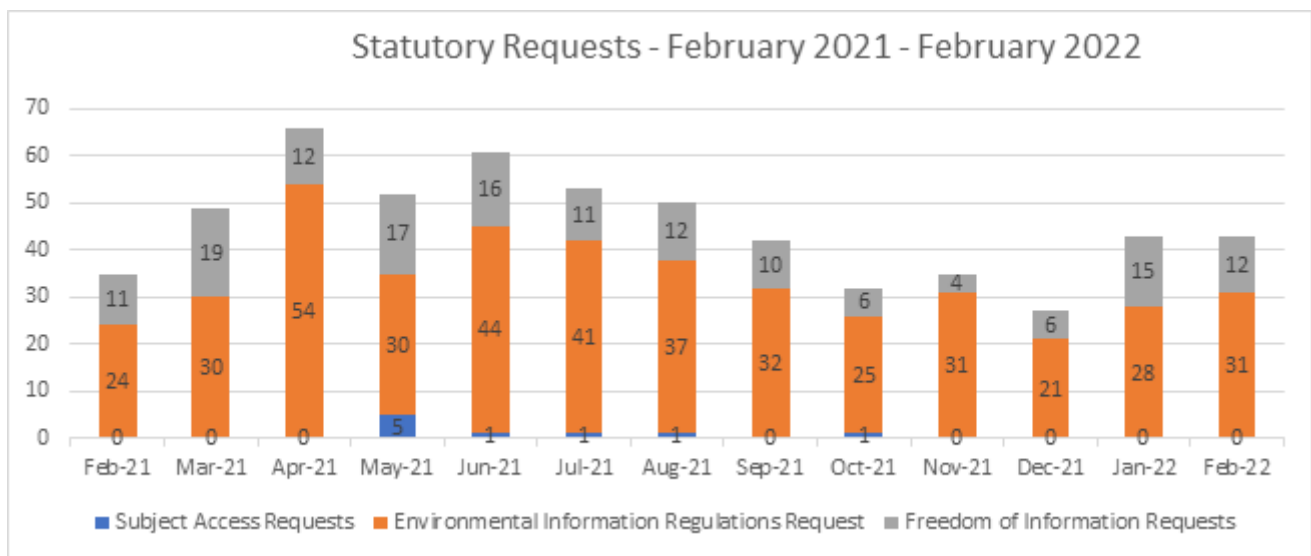
Scale: 1:320000

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 4 reported personal data breaches in February 2022, none of which met the stipulated threshold to inform the Information Commissioner’s Office.



12 Freedom of Information requests (FOI) were received in February 2022. The main themes around FOIs were Incident Data (5) and HR Information (2)

29 of the 31 EIRs received were requests for Fire Reports.

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

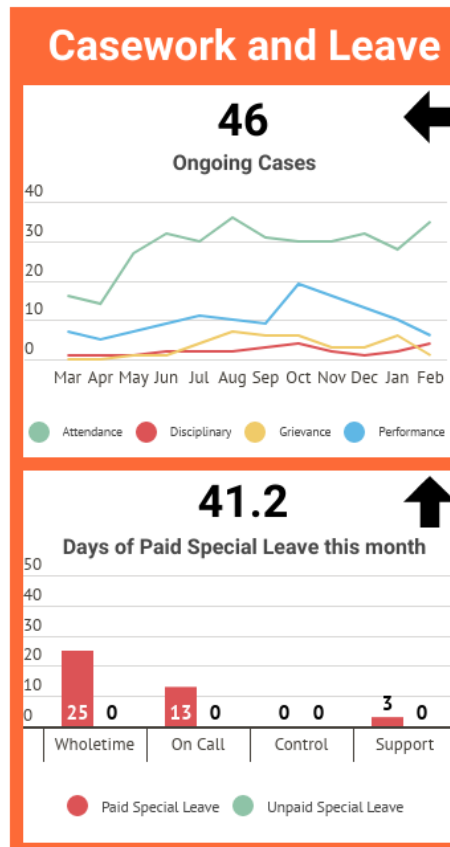
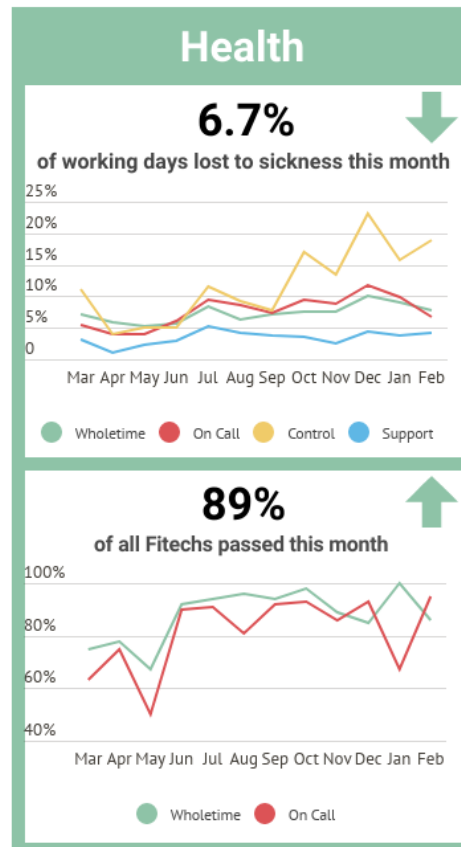
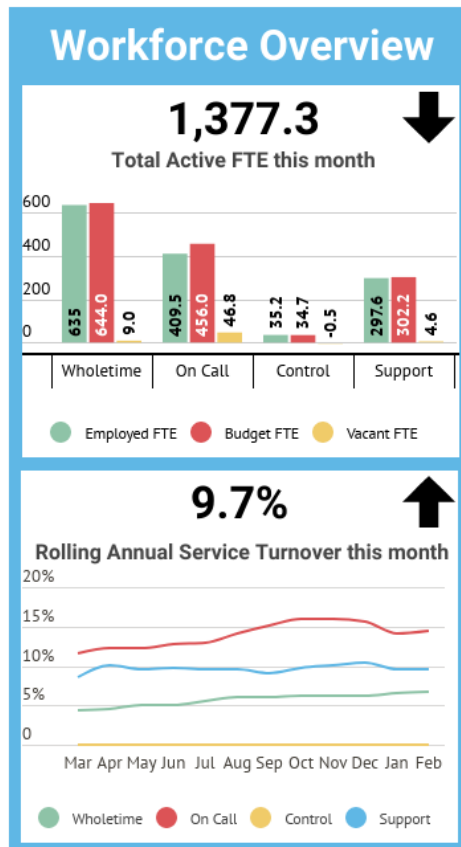
There were 4 complaints. The themes were Recruitment, damage caused during an incident and social media usage.

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

HUMAN RESOURCES

People Dashboard

February 2022



- ### Insights
- Overall decrease of 5.4 FTE since January.
 - Support agency numbers increased to 4.5 FTE, with agency workers in Innovation & Change, Finance/Payroll, ICT and Performance.
 - Rolling Service Turnover increased by 0.1 percentage points since January. Wholetime and On Call turnover has increased. Other rolling turnover figures remain unchanged.
 - The overall Lost Time Rate dropped by a further 1.5 percentage points in the month. This corresponds with a continuing reduction in COVID related absence.
 - Wholetime and On Call absence levels dropped, while Support and Control absence levels increased.
 - Musculoskeletal conditions accounted for 38.1% of non-COVID related absences.
 - The overall number of ongoing cases remained unchanged, despite an increase in recorded Attendance Management cases.
 - For the second month in a row, the amount of Paid Special Leave increased, although there was no Unpaid Special Leave taken during the month.
 - 10 individuals suffered bereavement or had time off to attend a family member's funeral.

Focus areas this month:

Use of pensions data to assess impact upon our workforce planning assumptions and required actions

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

Learning & Development Dashboard

February 2022

Learner Engagement

18.9%

Overall Learner Engagement

Wholetime	On Call	Control	Support
22.7%	27.4%	0%	0.3%

● Employees Actively Engaged in Learning Activity

People

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

”

“The course tutor was very engaging, good knowledge, well delivered, made it a very good experience, thank you”

“Very good experience and look forward to being involved with assessing and supporting the LRS process”

“It would have been helpful to have opportunity to attend this course before i undertook the LRS presentations and interviews, especially as the feedback i received was around my presentation”

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

- 344 delegates attended 108 training events, for 54 different courses/sessions during February. Learner engagement in February (18.9%) was approximately two thirds of the January level of 27.6%.
- Average learning per FTE dropped back to 3.9 hours after rising to 9.5 hours in January. 3.5 hours per FTE in January (2.5 hours in December).
- Attendance levels reached 100% for both Operational and Non Operational employees in February
- There were no non-attendees.
- The Operational Training PowerBI dashboard is now live.
- Overall BA compliance has dropped by 1 percentage point since January.

Focus areas this month:

Learnpro and mandatory training modules

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

HEALTH & SAFETY (H&S)

During February the Health & Safety department prepared and submitted the SLT quarterly report.

An update to COVID Government guidance was relayed to all staff advising the return to plan A and various COVID measures being removed.

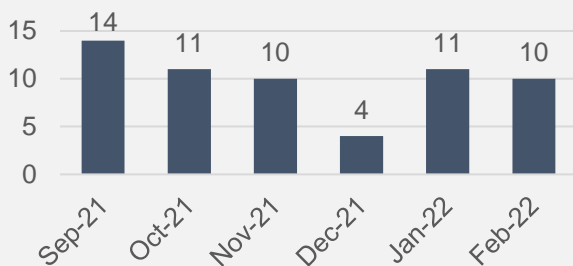
Members of the team visited Angloco to view and assess the specification for future fire appliances.

Slip tests were carried out on new floors at Stansted Fire station and new Station Managers were assisted in completing their quarterly premises inspections as well as updating their COVID risk assessments.

The team hosted the Health, Safety and Welfare Strategy Group which is held quarterly and attended by managers of other departments and trade union representatives to discuss health and safety matters of concern.

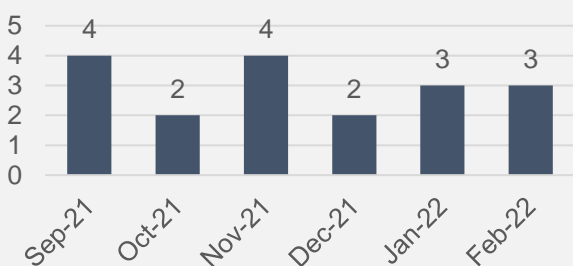
All safety data taken from OSHENS on 07/03/2022.

Accidents.



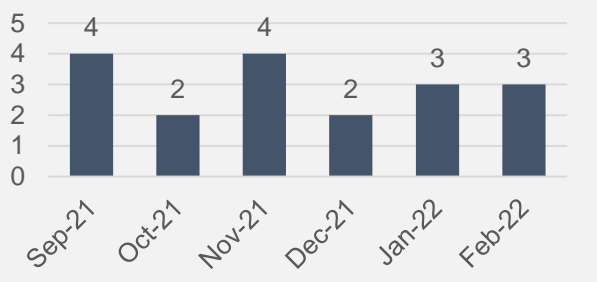
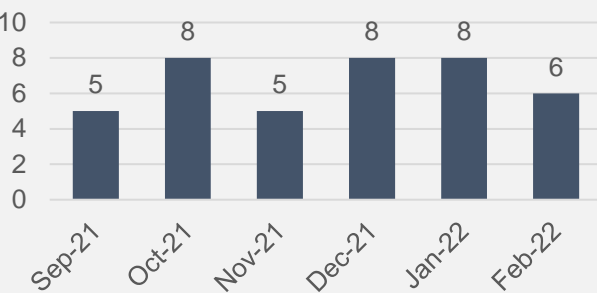
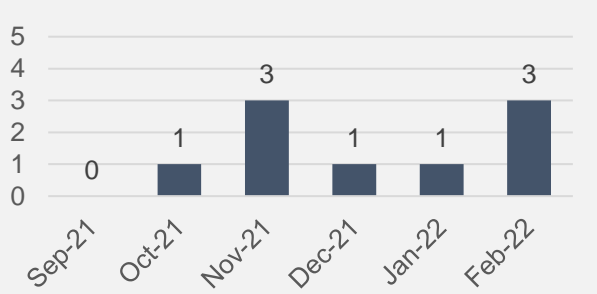
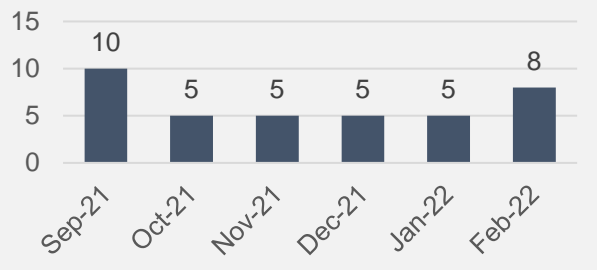
There were 10 accidents reported in February of which 2 occurred during vehicle servicing, 1 when a FF was stepping down from an appliance, 1 whilst stowing equipment on an appliance, 1 during BA training, 2 whilst using the hooligan tool, 1 during ladder drills and 2 trips while entering the workplace.

Hazards.



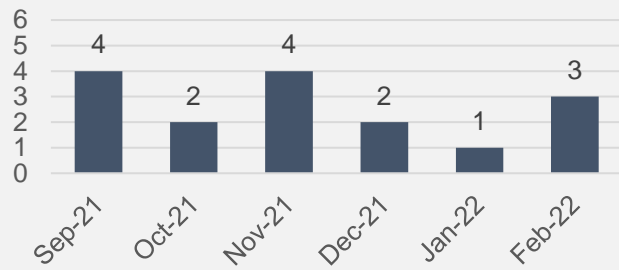
Of the 3 hazards reported in February 1 related to a broken genie lead, 1 to seatbelts being incorrectly positioned in an appliance and 1 related to the fixing of external lights on Service premises.

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

<p>Near Misses.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Near Misses</th> </tr> </thead> <tbody> <tr> <td>Sep-21</td> <td>4</td> </tr> <tr> <td>Oct-21</td> <td>2</td> </tr> <tr> <td>Nov-21</td> <td>4</td> </tr> <tr> <td>Dec-21</td> <td>2</td> </tr> <tr> <td>Jan-22</td> <td>3</td> </tr> <tr> <td>Feb-22</td> <td>3</td> </tr> </tbody> </table>	Month	Near Misses	Sep-21	4	Oct-21	2	Nov-21	4	Dec-21	2	Jan-22	3	Feb-22	3	<p>There were 5 near misses reported in February of which 1 related to seat belt fixings, 1 to equipment failures during testing, 1 object falling off a wall on Service premises, 1 live electricity cables at an operational incident and 1 an unknown vehicle on Service premises.</p>
Month	Near Misses														
Sep-21	4														
Oct-21	2														
Nov-21	4														
Dec-21	2														
Jan-22	3														
Feb-22	3														
<p>Control Measure Failures.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Control Measure Failures</th> </tr> </thead> <tbody> <tr> <td>Sep-21</td> <td>5</td> </tr> <tr> <td>Oct-21</td> <td>8</td> </tr> <tr> <td>Nov-21</td> <td>5</td> </tr> <tr> <td>Dec-21</td> <td>8</td> </tr> <tr> <td>Jan-22</td> <td>8</td> </tr> <tr> <td>Feb-22</td> <td>6</td> </tr> </tbody> </table>	Month	Control Measure Failures	Sep-21	5	Oct-21	8	Nov-21	5	Dec-21	8	Jan-22	8	Feb-22	6	<p>There were 6 control measure failures reported in February of which 1 was Control working below minimum staff levels, 1 BA set malfunction at a car fire, 1 PPE shrinkage during the laundry process, 1 MDT showing incorrect crew numbers leaving the appliance off the run, 1 concern over decontamination methods and 1 Service Workshop technicians not attending station for an urgent defect.</p>
Month	Control Measure Failures														
Sep-21	5														
Oct-21	8														
Nov-21	5														
Dec-21	8														
Jan-22	8														
Feb-22	6														
<p>Attacks on Fire Service Personnel.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Attacks on Fire Service Personnel</th> </tr> </thead> <tbody> <tr> <td>Sep-21</td> <td>0</td> </tr> <tr> <td>Oct-21</td> <td>1</td> </tr> <tr> <td>Nov-21</td> <td>3</td> </tr> <tr> <td>Dec-21</td> <td>1</td> </tr> <tr> <td>Jan-22</td> <td>1</td> </tr> <tr> <td>Feb-22</td> <td>3</td> </tr> </tbody> </table>	Month	Attacks on Fire Service Personnel	Sep-21	0	Oct-21	1	Nov-21	3	Dec-21	1	Jan-22	1	Feb-22	3	<p>There were 3 attacks on Fire Service personnel reported in February of which 1 was verbal abuse at an operational incident, 1 where missiles were thrown at crews and 1 brick thrown at station premises smashing the bay door.</p>
Month	Attacks on Fire Service Personnel														
Sep-21	0														
Oct-21	1														
Nov-21	3														
Dec-21	1														
Jan-22	1														
Feb-22	3														
<p>RTC involving ECFRS Vehicles.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>RTC involving ECFRS Vehicles</th> </tr> </thead> <tbody> <tr> <td>Sep-21</td> <td>10</td> </tr> <tr> <td>Oct-21</td> <td>5</td> </tr> <tr> <td>Nov-21</td> <td>5</td> </tr> <tr> <td>Dec-21</td> <td>5</td> </tr> <tr> <td>Jan-22</td> <td>5</td> </tr> <tr> <td>Feb-22</td> <td>8</td> </tr> </tbody> </table>	Month	RTC involving ECFRS Vehicles	Sep-21	10	Oct-21	5	Nov-21	5	Dec-21	5	Jan-22	5	Feb-22	8	<p>Of the 8 RTC incidents reported in February 1 was at slow speed whilst reversing on Fire Service premises, 3 were at slow speed on route to an operational incident, and 4 were damage caused by a third party to a Service vehicle.</p>
Month	RTC involving ECFRS Vehicles														
Sep-21	10														
Oct-21	5														
Nov-21	5														
Dec-21	5														
Jan-22	5														
Feb-22	8														

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

RIDDOR.



There were 3 RIDDOR reports made in February of which 2 were dangerous occurrences, i.e., 1 BA malfunction at a car fire and 1 battery ignited whilst on charge at Service workshops. The other report was an over 7-day absence event where a FF injured his hand on broken glass whilst using the hooligan tool.

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

PROTECTION

The Protection team completed 123 full audits, of which 91 were High (H) or Very High (VH) risk premises from the Risk Based Inspection Programme (RBIP).

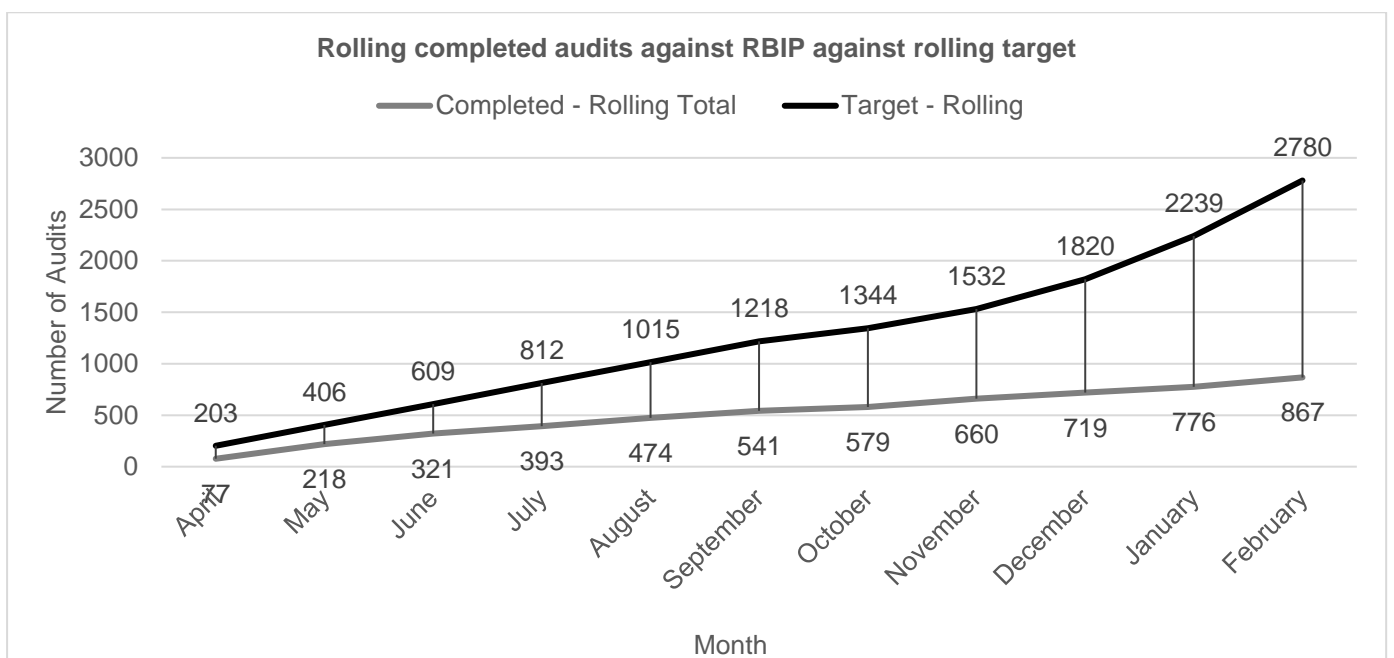
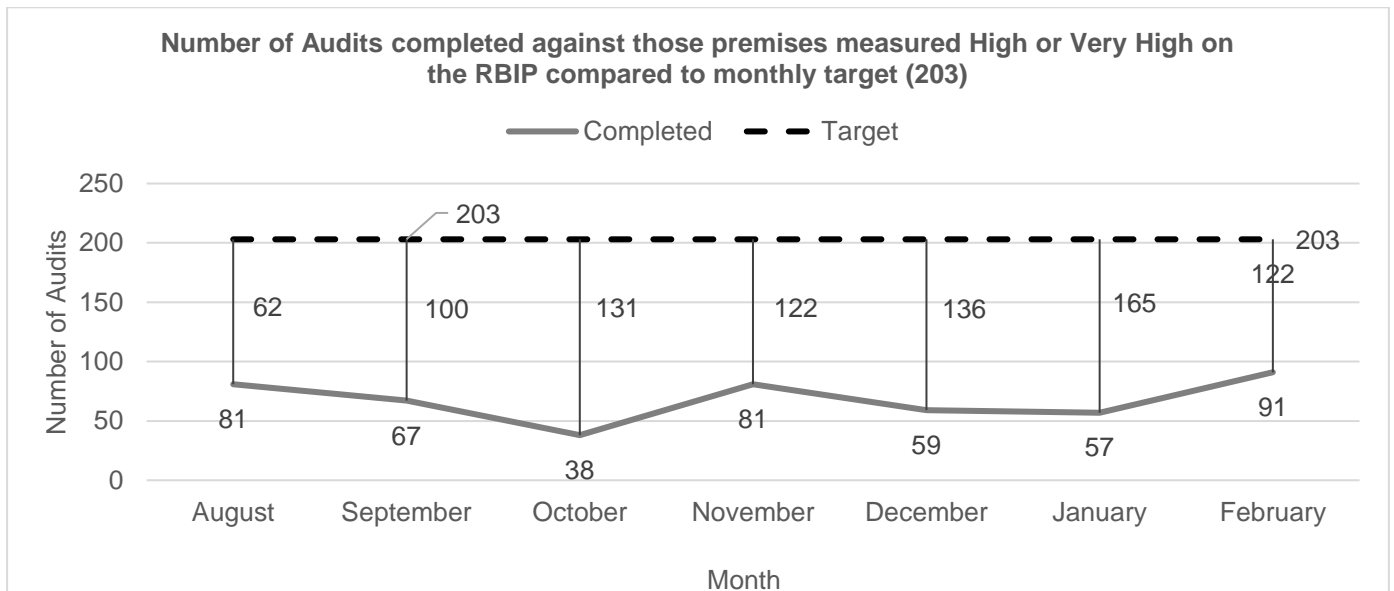
98% of the planning, building regulations and licensing consultations (see light orange rows) were responded to within the statutory time limit.

Case Type	Number of Activities Completed	Response Success
Planning	71	70
Alleged Fire Risk (AFR)	14	
Desktop Audits	4 (RBIP 4)	
Full Audits	123 (RBIP 91)	
Building Regulations	103	98
Building Certs	3	
HMO	11	
Licensing	62	62
Other Fire Safety Activity	77	
Other Consultations	13	
Prohibition Notice	0	
Enforcement Notice	0	
Notification of Deficiencies (NOD)	61	
NOD Themes (In order of high to low, and number)	Article 17 Maintenance, 50 Article 9 Risk Assessment, 49 Article 8 General Fire Precautions, 39 Article 21 Training, 36 Article 14 Emergency Routes and Exits, 33 Article 11 Fire Safety Arrangements, 31 Article 15 Procedures for serious and imminent danger, 27 Article 13 Fire-fighting and Detection, 26 Article 10 Principles of Prevention, 7 Article 19 Provision of information to employees, 7 Article 20 Provision of information to employers and self employed, 4 Article 22 Co-operation and Co-ordination, 3 Article 18 Safety Assistance, 2 Article 12 Reduction of Risks from Dangerous Substances, 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.

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 completed has remained within 10% of the total completed in January 2022.

The number of visits completed by stations has remained the same in February 2022 compared to January 2022.

The number of enquiries into the Home Safety Information Team has dropped by 7% from January to February by 40%, the number of outgoing calls to residents has also decreased by 24%. This is likely to reflect the half term holiday and annual leave within the department.

Volunteer activity has now resumed with 3 volunteers completing 21 visits in February. Additional volunteers have completed refresher training during February and will be available to complete visits during March. In addition, recruitment for new volunteers has resumed.

The evaluation score out of 10 has remained high at 9.57, indicating a high level of satisfaction with the service from visit recipients.

In February 79 referrals were made for additional support or annotations by Safe and Well Officers and Community Builders.

Measure	February 2022	Trend Previous Month
Total number of visits	463	→
Number of Safe and Well Visits	288	→
Number of Home Safety Visits by Stations	102	→
Number of Home Safety Visits by Volunteers	21	↓
Number of Home Safety Visits by other roles (CSO's, CB's, FSO's)	52	↓
Number of FHB10/FHB160 (standard smoke detectors) fitted	501	→
Number of FHB10W/FH700HIA (sensory smoke detectors) fitted	87	↗
How many enquiries did we receive to the Information Centre	593 Incoming Calls	↓
	952 Outgoing Calls	↓
	513 Email Requests	→

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

Measure	February 2022	Trend Previous Month
The number over 65 years old	326	↓
The number who lived alone	178	→
The number who had a disability	154	↓
The number who lived in Social Housing	28	→
The Number of referrals made by Safe and Well Officers	79	→
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.

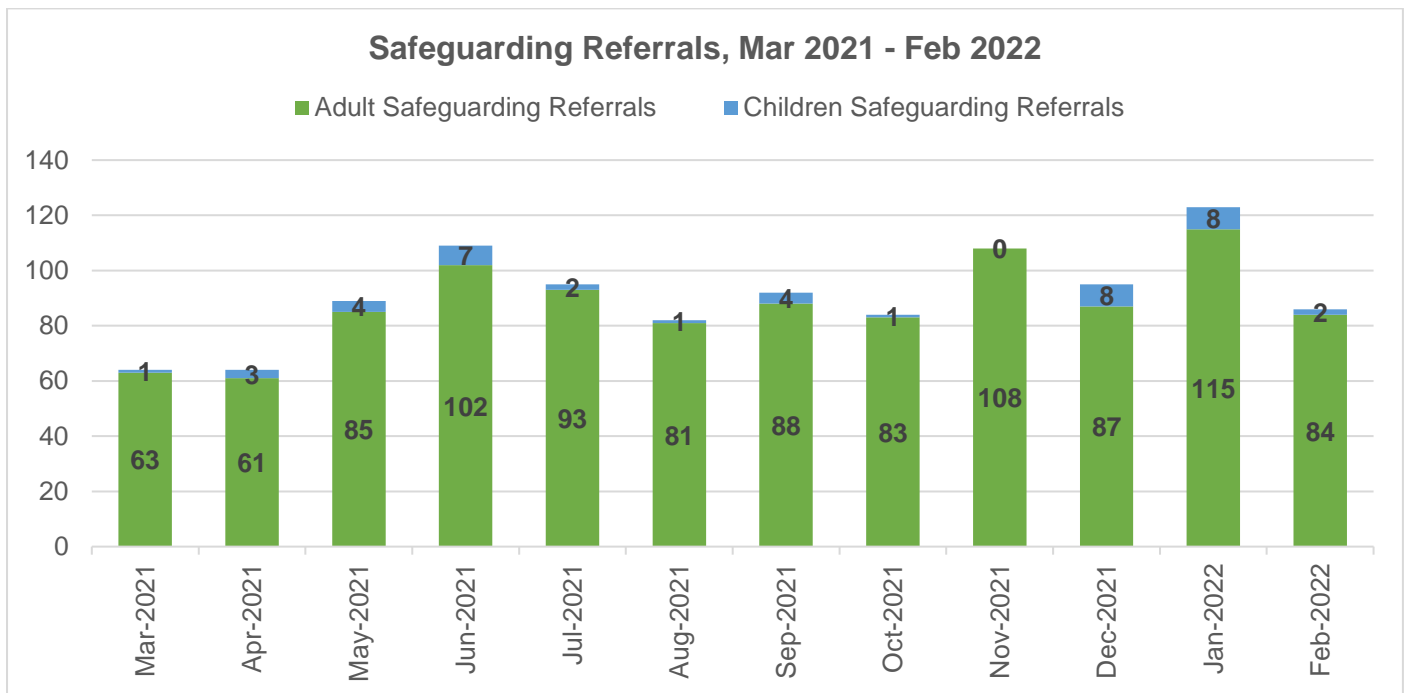
Rural Urban Classification	Count	Percentage
Rural town and fringe	98	21%
Rural village and dispersed	27	6%
Urban city and town	296	64%
Urban major conurbation	42	9%

**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 86 safeguarding referrals to ECFRS in February 2022, a decrease of 37 compared to previous month and 26 more than February 2021. NHS were the main referrer in February 2022.



Month-Year	Feb 2022
NHS	29
Service Personnel	21
Social Care	12
Police	11
Housing	7
Care Agencies	4
Safe and Well Officers	2
Total	86

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