



Essex County
Fire & Rescue Service

Monthly Performance Report

March 2022

Prepared By:
Performance & Data Team

Information Cut Off Date (ICOD):
12 April 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 less incidents in Mar 2022 than the previous month but more than in Mar 2021.
- ECFRS attended more fires in Mar 2022 than the previous month and more than in Mar 2021.
- There was a decrease in average response time to potentially life-threatening incidents. 85.6% of calls were attended within 15 minutes.
- There was a slight decrease whole time and day-crew availability and an increase on on-call availability this month compared to the previous month.

INFORMATION GOVERNANCE

- There was 4 reported personal data breach in March 2022 which did not meet the stipulated threshold to inform the Information Commissioner's Office
- 9 Freedom of Information requests (FOI) were received
- 36 EIRs received, 34 were requests for Fire Reports
- 1 Subject Access Request
- There were 6 complaints received

HUMAN RESOURCES

- Overall, there was an increase of 2.5 FTE since February 2022
- Rolling staff turnover has increased by a further 0.3 percentage points since February 2021
- Overall Lost Time Rate increased by 1.4 percentage points since February, covid rates have remained constant

LEARNING & DEVELOPMENT

- 163 training events for 55 different courses were delivered in March
- Average learning per FTE remained at 3.9 hours per FTE

HEALTH & SAFETY

- During March members of the Health & Safety department attended the Eastern Regional Health and Safety Practitioners meeting to represent Essex FRS.

PROTECTION

- The Protection team completed 117 full audits, of which 80 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 responded to within the statutory time limit.

HOME SAFETY

- The number of visits completed has increased from February to March by 19%.
- The number of visits completed by stations has remained the same in March 2022 compared to February 2022.
- Volunteer activity has now resumed with 4 volunteers completing 42 visits in March.

COMMUNITY DEVELOPMENT & SAFEGUARDING

- There were 122 safeguarding referrals to ECFRS in March 2022, an increase of 36 compared to previous month. NHS were the main referrer in March 2022.

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

INCIDENTS

1219 INCIDENTS
MAR 2022

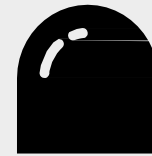
1341 IN FEB 2022
1090 IN MAR 2021



308
Fires

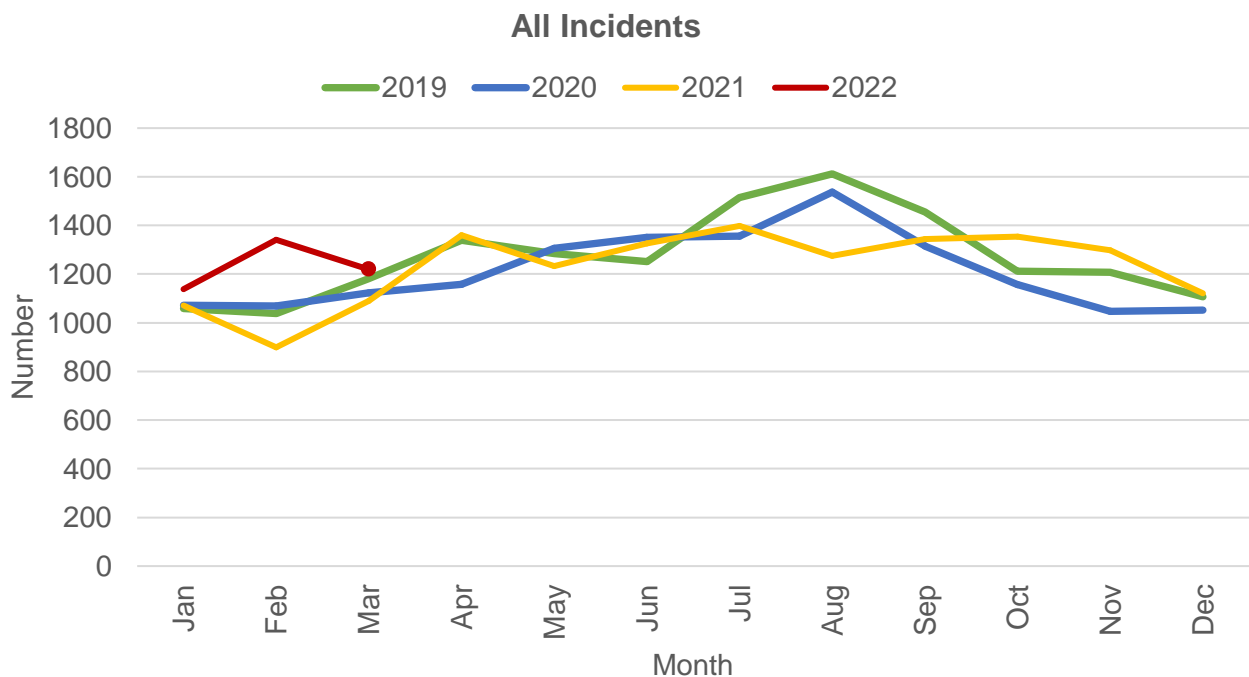


422
Special
Services



489
False
Alarms

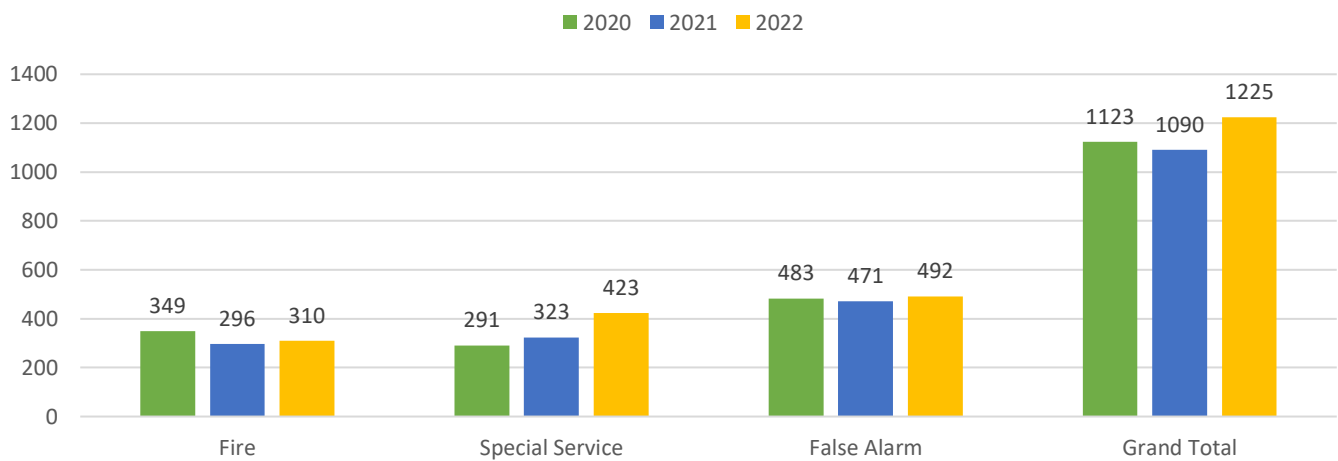
At the time of reporting, 21 incidents (20 for Mar, 1 for Jul) awaiting quality assurance in the Incident Recording System, therefore will not be included in the figures above or analysis.



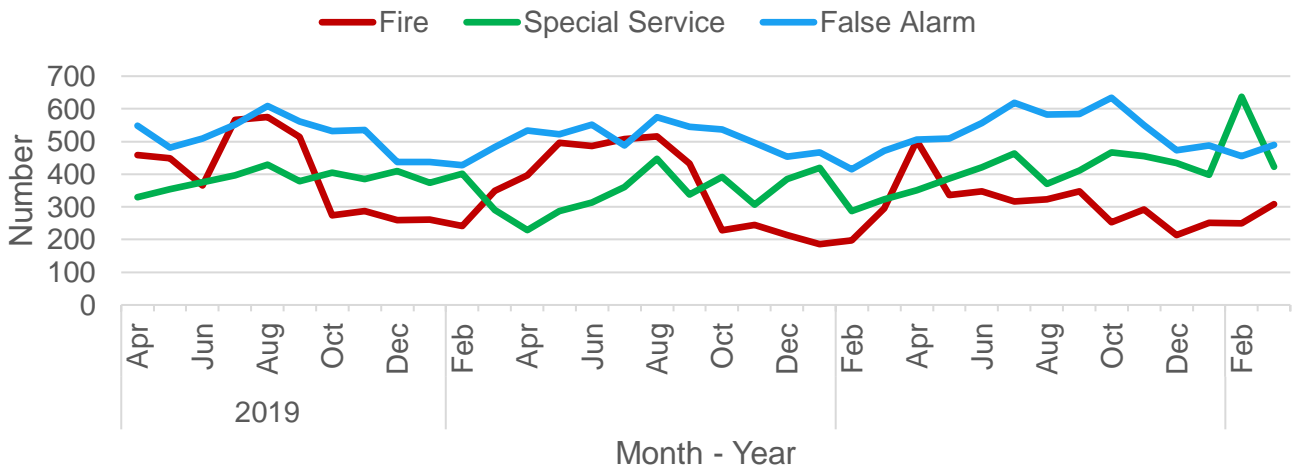
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

INCIDENTS

Incidents in Mar



Incident Type Breakdown, Apr 2019 - Mar 2022



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

FIRE

ECFRS attended more Primary Fires in Mar 2022 than the previous month and more than in Mar 2021.
ECFRS attended more Secondary Fires in Mar 2022 than the previous month but less than in Mar 2021.
ECFRS attended more ADFs in Mar 2022 than the previous month but less than in Mar 2021.

	Mar 2022	Feb 2022	Mar 2021
Primary Fires	167	148	140
Secondary Fires	132	94	146
Accidental Dwelling Fires	52	52	63
Fatalities (all Fires)	0	0	1
Casualties (all Fires)	2	9	8

Further Details on Fatalities/ Casualties

- There was 1 casualty from ADFs in Mar 2022, which was classed as an injury.

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

INCIDENTS

SPECIAL SERVICES

ECFRS attended less Special Services in Mar 2022 than the previous month but more than in Mar 2021.

	Mar 2022	Feb 2022	Mar 2021
All	422	637	323
Non RTC	333	561	255
RTCs	89	76	68

FALSE ALARMS

ECFRS attended more False Alarms in Mar 2022 than the previous month and more than in Mar 2021.

	Mar 2022	Feb 2022	Mar 2021
Due to Apparatus	209	205	196
Good Intent	268	237	262
Malicious (Hoax)	12	13	13

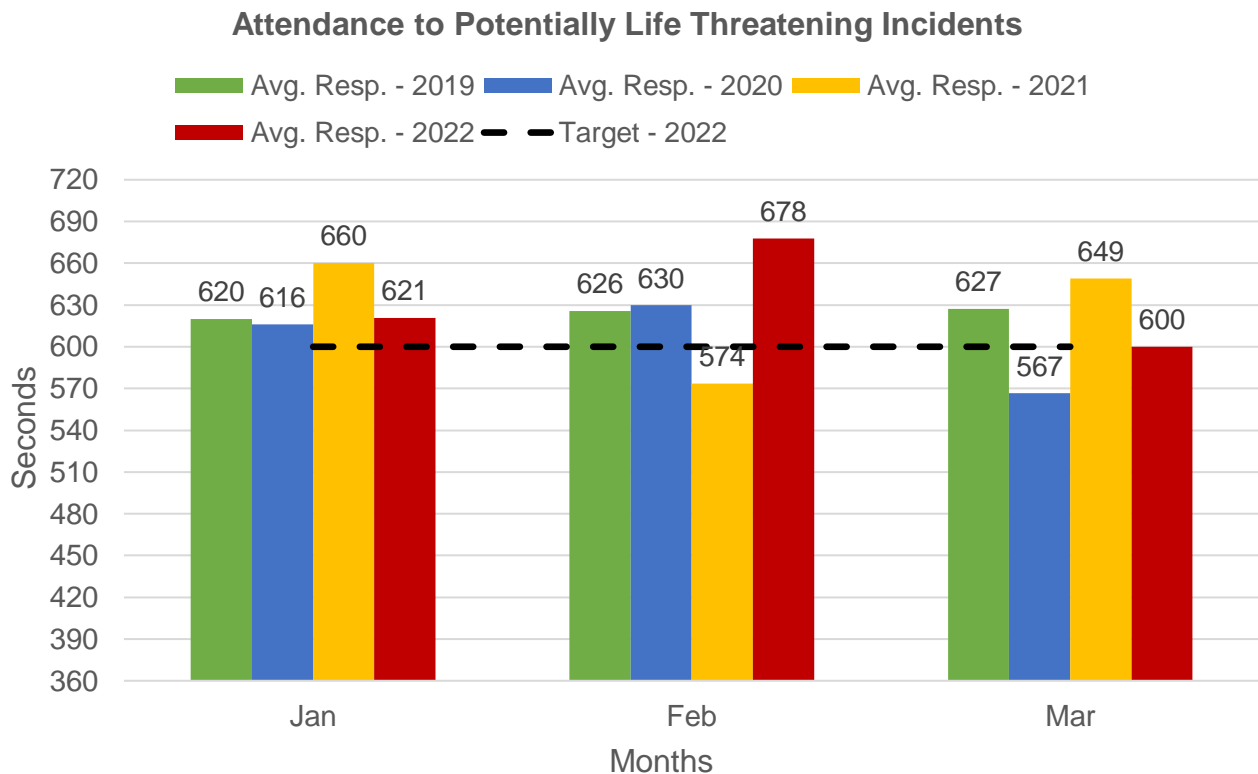
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

ATTENDANCE

TO POTENTIALLY LIFE-THREATENING INCIDENTS

TARGET – AVERAGE OF 10 MINUTES

The average response time to potentially life-threatening incidents in Mar 2022 was 10 minutes and 0 seconds (met the target). This is a decrease of 78 seconds compared to the previous month.



TIME OF CALL TO ARRIVAL - % WITHIN 15 MINUTES

TARGET – 90% OF ALL CALLS WITHIN 15 MINUTES

In Mar 2022, 85.6% of all calls (or incidents) were attended by an ECFRS appliance within 15 minutes.

This is an improvement when compared to last month.

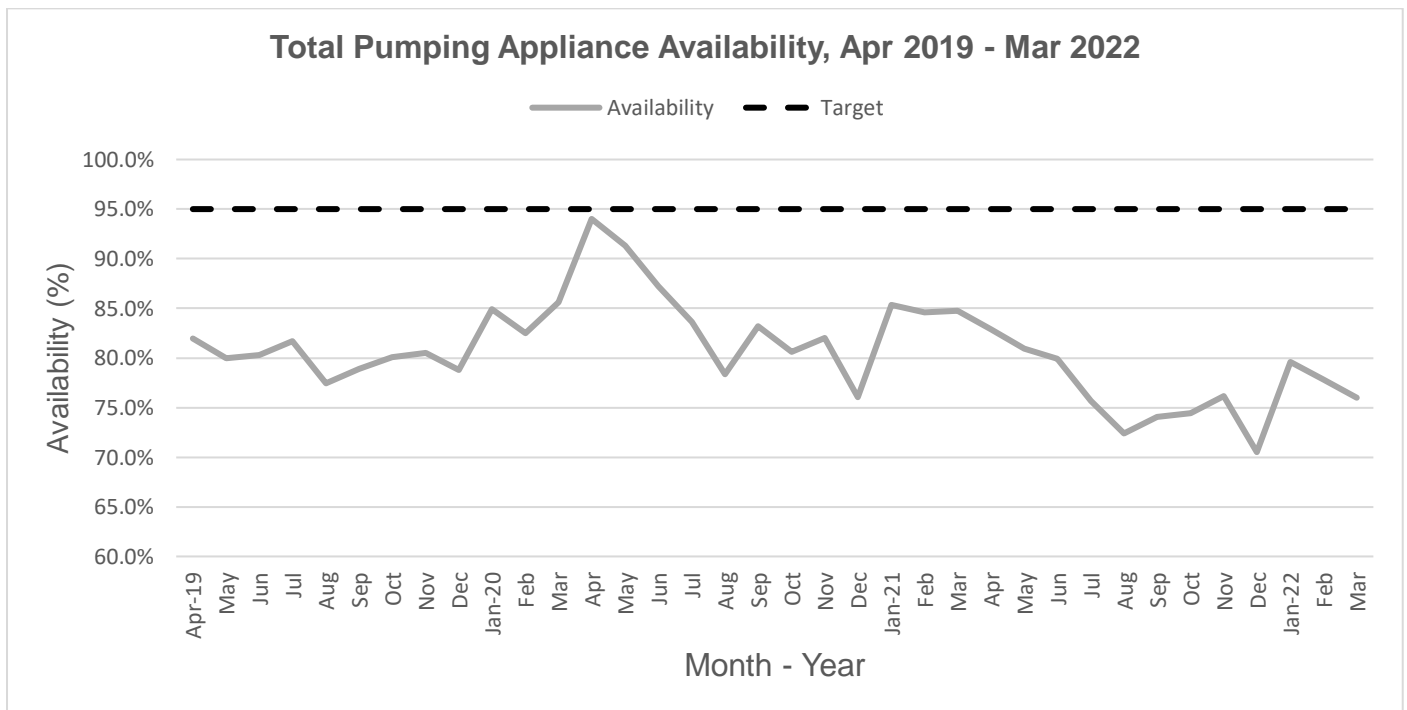
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

TOTAL PUMPING APPLIANCE AVAILABILITY

TARGET – 95%

The total pumping appliance availability in Mar 2022 was 76.3%, a decrease from 77.8% in Feb 2022. Mar 2021's availability was 84.8%.



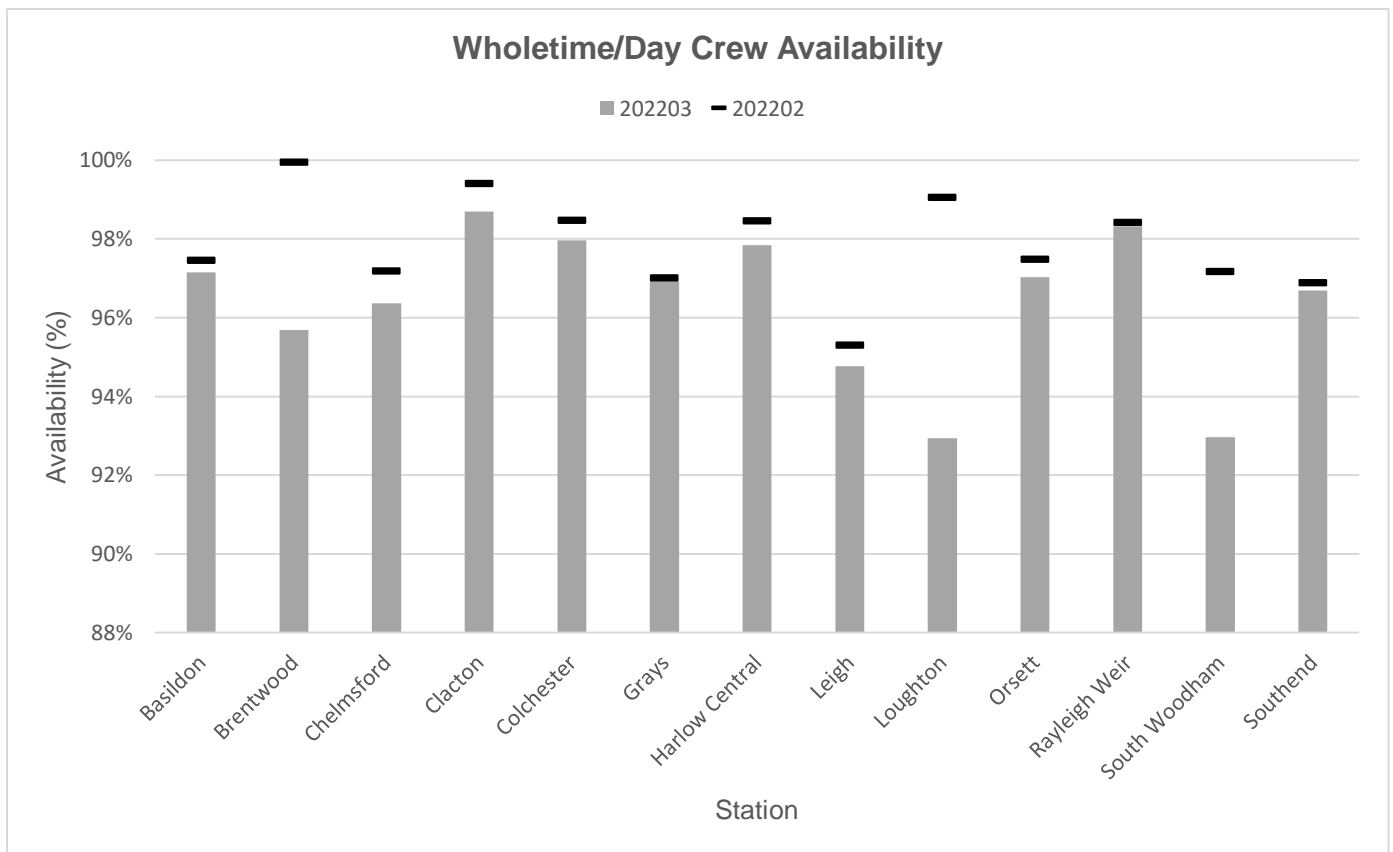
FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

WHOLETIME & DAY CREW PUMPING APPLIANCE AVAILABILITY

TARGET – 98%

The Wholetime & Day Crew pumping appliance availability in Mar 2022 was 96.7%, a slight decrease from 97.8% in Feb 2022.



ON-CALL PUMPING APPLIANCE AVAILABILITY

TARGET – 90%

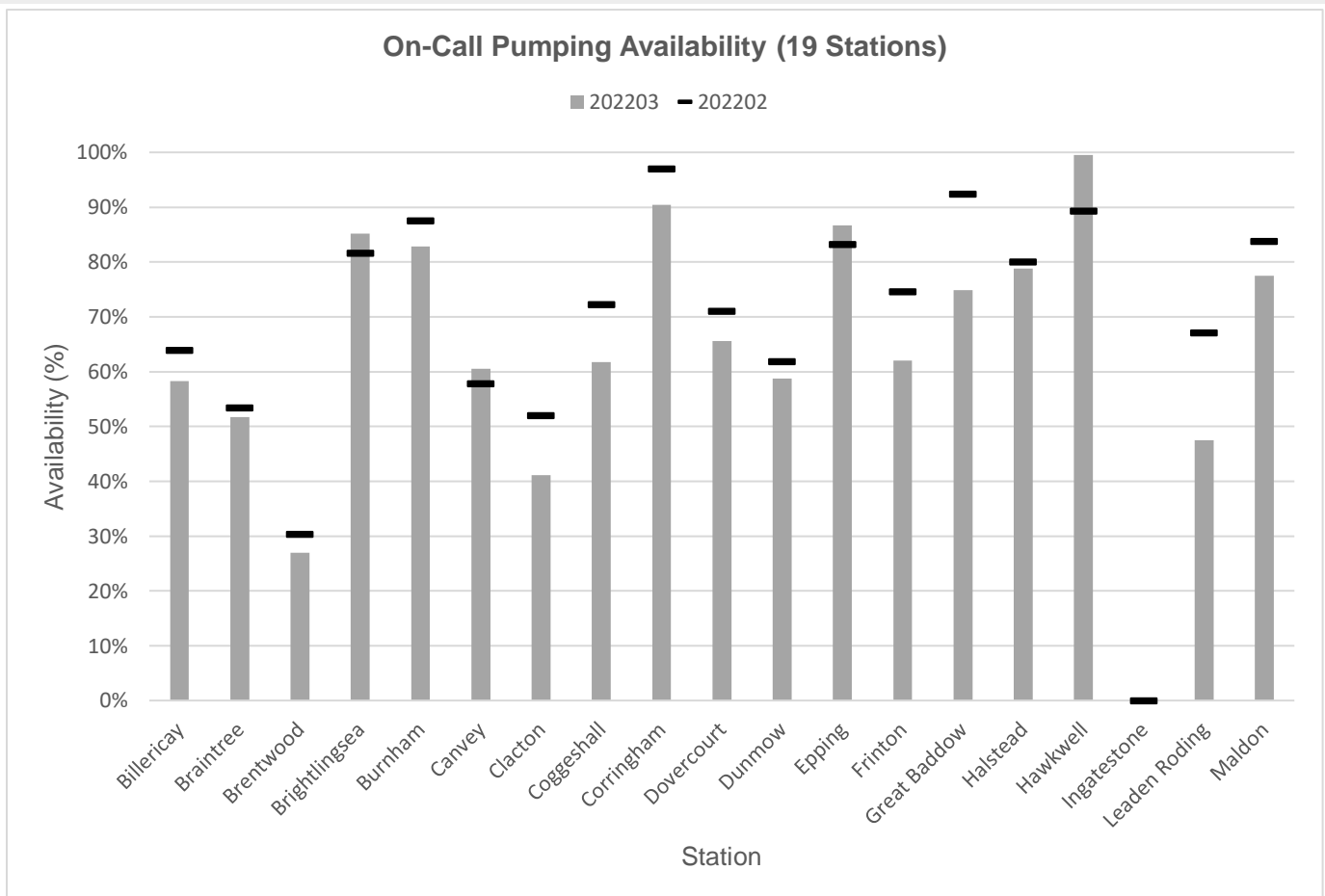
The On-Call pumping appliance availability in Mar 2022 was 67.7%, a increase from 64.2% in Feb 2022.

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

AVAILABILITY

ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping appliance availability improved for Brightlingsea, Canvey, Epping, Canvey and Hawkwell.

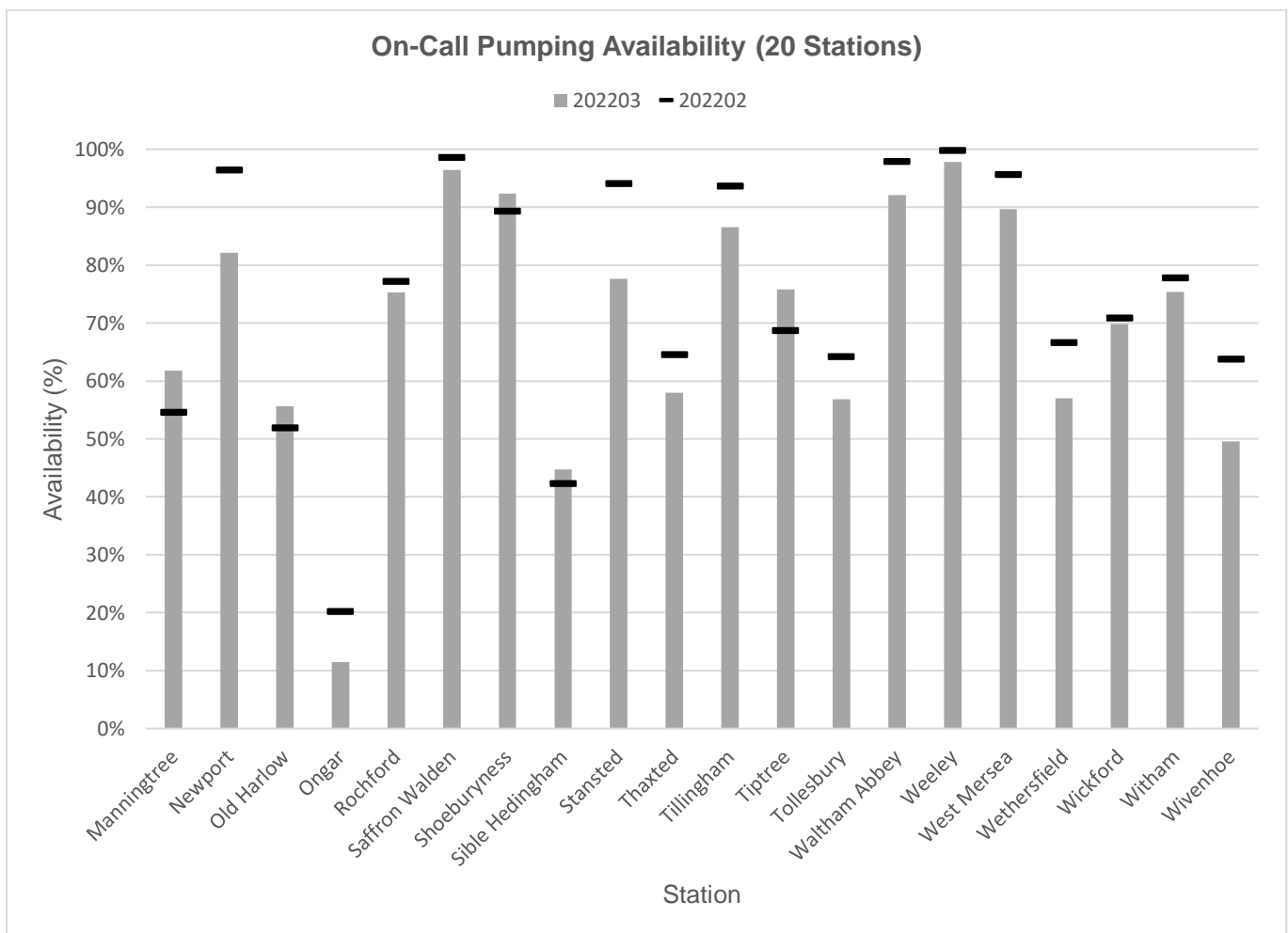


FIRE AND RESCUE PLAN: PREVENTION,
PROTECTION & RESPONSE (PPR)

AVAILABILITY

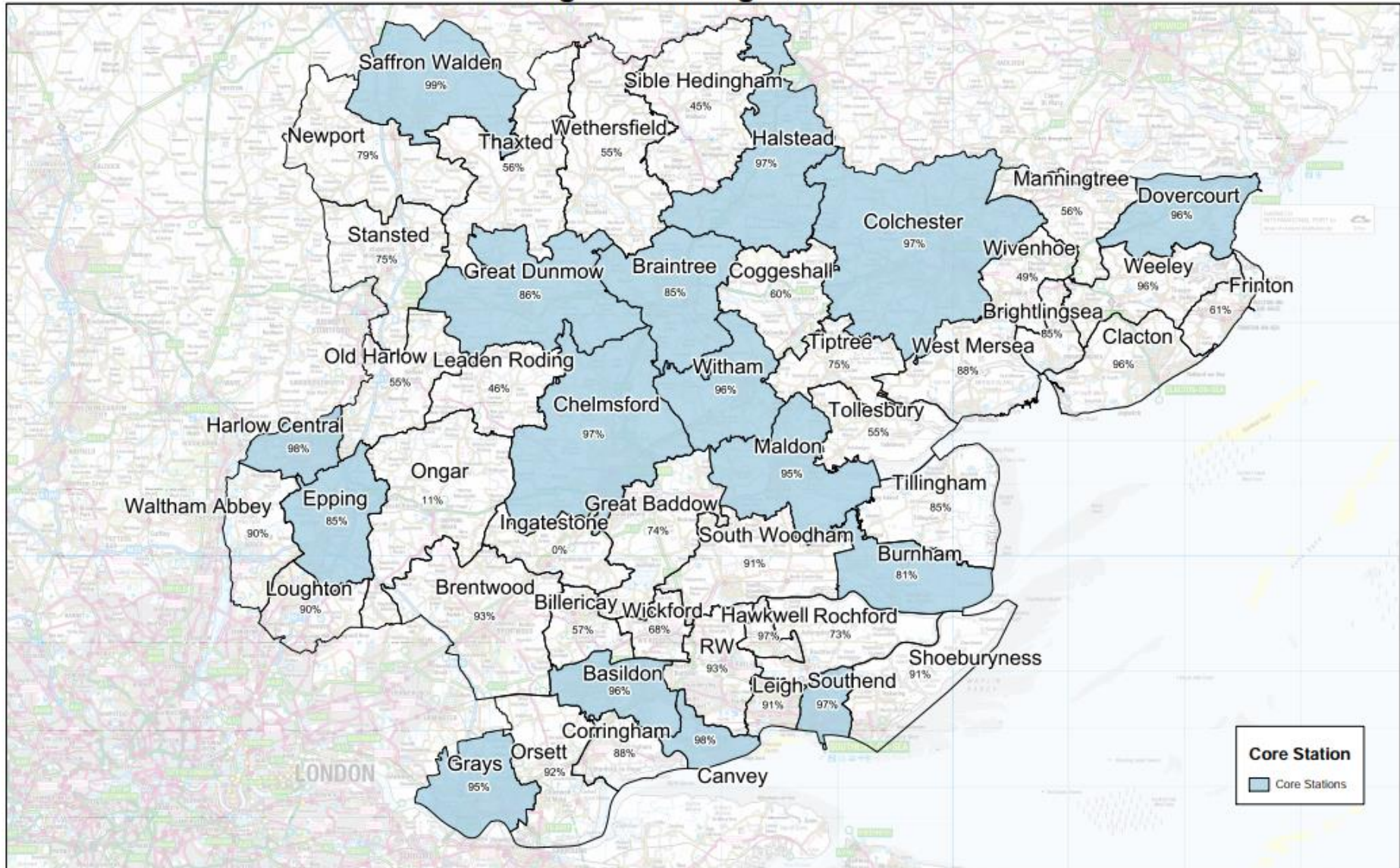
ON-CALL PUMPING APPLIANCE AVAILABILITY

Of the stations given below, pumping Appliance availability improved for Manningtree, Old Harlow Saffron Walden, Sible Hedingham and Tiptree.



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

Coverage Percentage March 2022

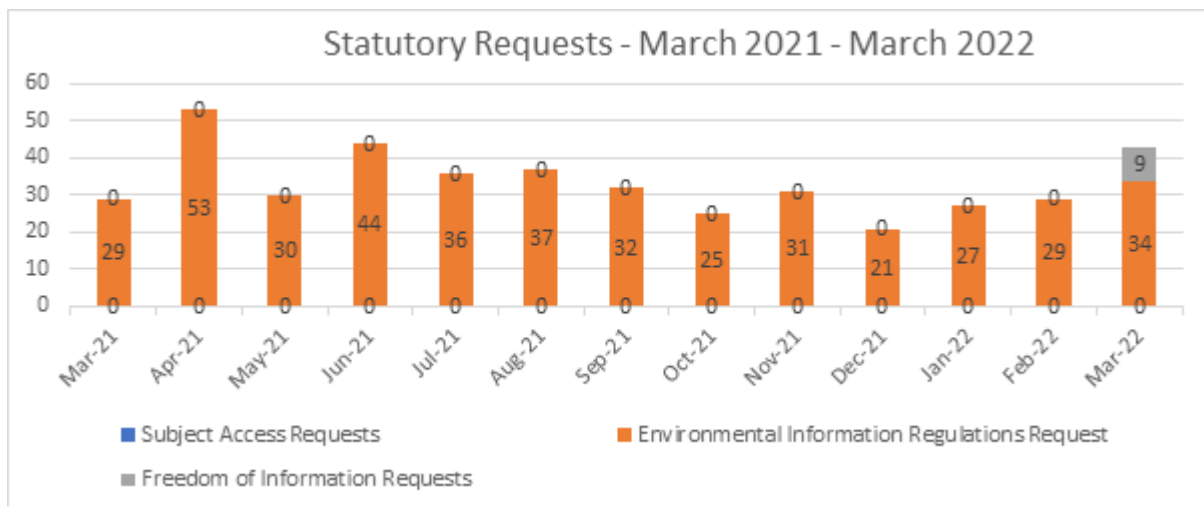


FIRE AND RESCUE PLAN: BE TRANSPARENT,
OPEN AND ACCESSIBLE

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 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 March 2022, none of which met the stipulated threshold to inform the Information Commissioner's Office.



9 Freedom of Information requests (FOI) were received in March 2022.

34 of the 36 EIRs received were requests for Fire Reports.

1 Subject Access Requests (SAR) were received in March.

**FIRE AND RESCUE PLAN: BE TRANSPARENT,
OPEN AND ACCESSIBLE**

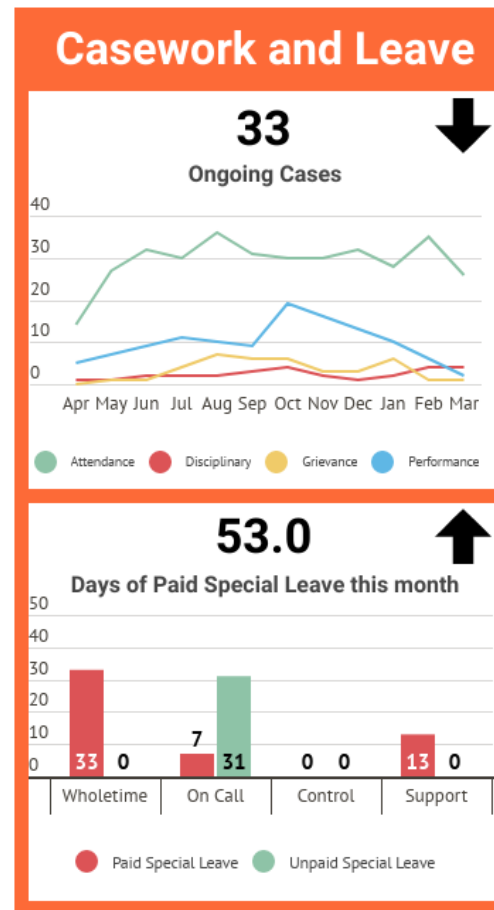
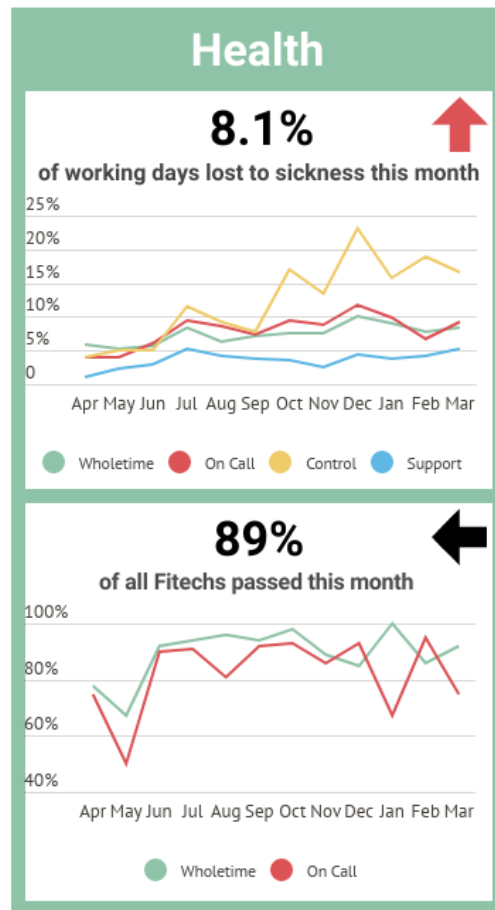
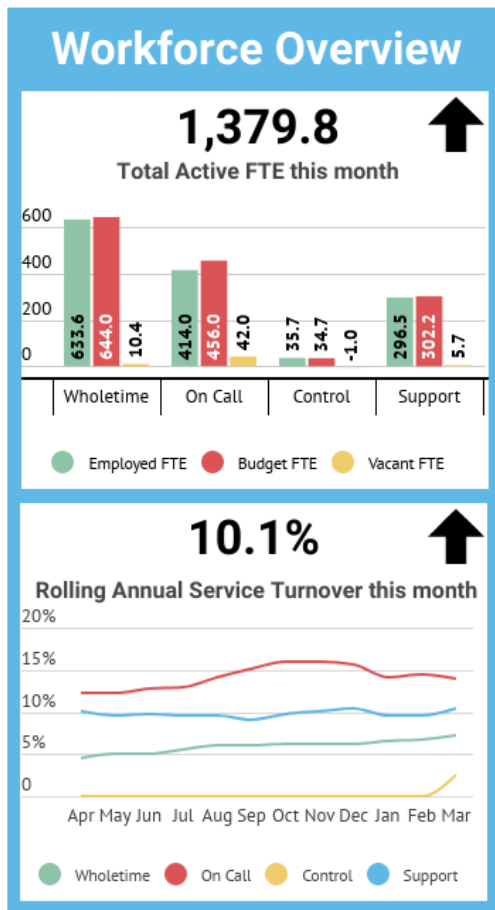
There were 6 complaints. The themes were Recruitment, Service Provision, Operational and social media.

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

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

People Dashboard

March 2022



Insights

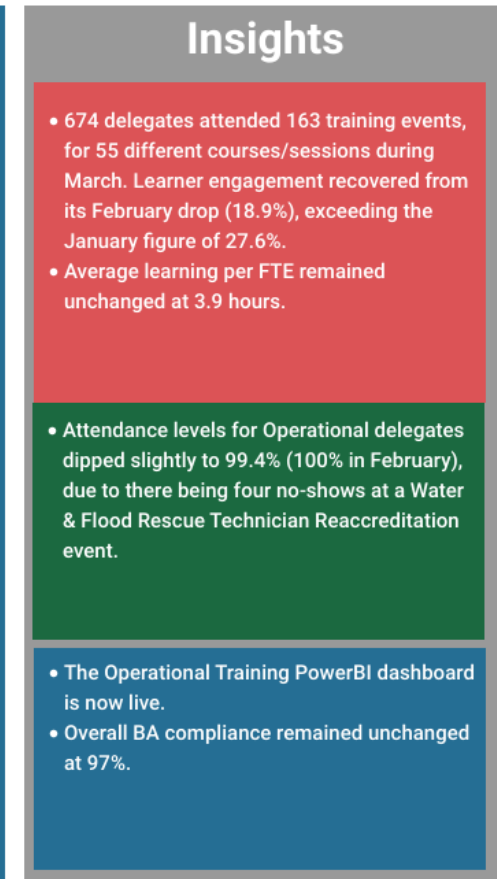
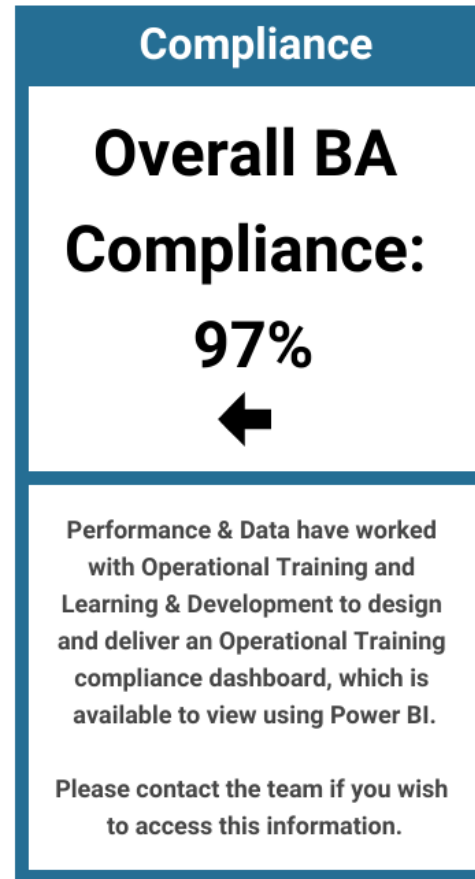
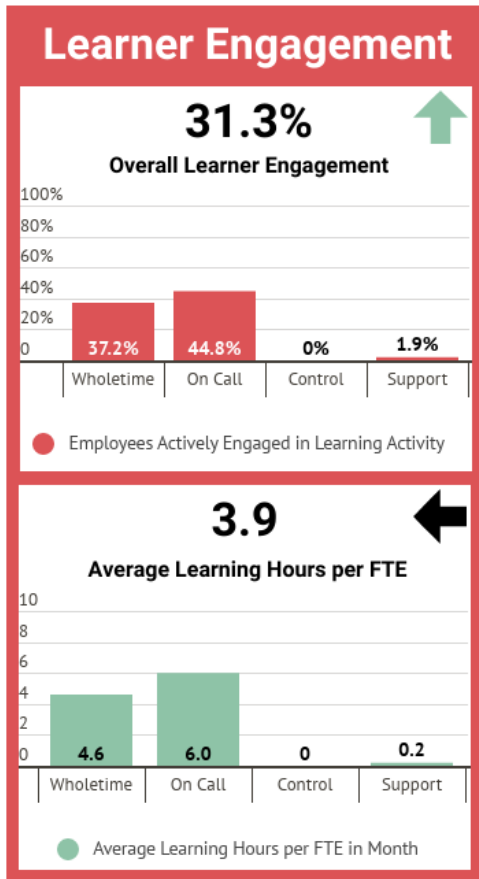
- Overall increase of 2.5 FTE since February.
- Support agency numbers unchanged at 4.5 FTE, with agency workers continuing in Innovation & Change, Finance/Payroll, ICT and Performance.
- Rolling Service Turnover increased by 0.3 percentage points since February. Control rolling turnover increased due to the retirement of one employee.
- The overall Lost Time Rate increased by 1.4 percentage points in the month. COVID related absences remain constant.
- There was a significant drop in COVID related absences in the Control employee group, from 27.5% to 3.3%.
- Musculoskeletal conditions accounted for 34.4% of non-COVID related absences.
- The drop in Attendance Management cases is due to a net reduction in case numbers and an increase in the number of cases with a "Stop The Clock" status.
- For the third consecutive month, the amount of Paid Special Leave increased. 6 individuals suffered bereavement or had time off to attend a family member's funeral, 41.5% of time lost.
- Unpaid Special Leave was taken by two Brentwood On Call Firefighters.

Focus areas this month: Transition to our new dashboard-driven reporting approach

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

Learning & Development Dashboard

March 2022



Focus areas this month: Annual Learning Plan and launch of next phase of Mandatory Training. Leadership Programme dates published.

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

HEALTH & SAFETY (H&S)

During March members of the Health & Safety department attended the Eastern Regional Health and Safety Practitioners meeting to represent Essex FRS.

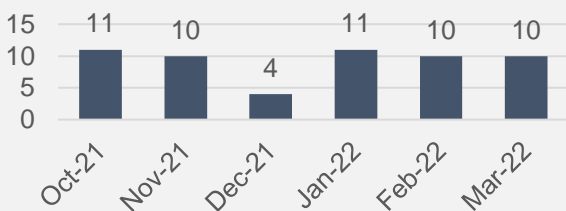
Members of the team assisted the relevant Station Managers in conducting an accident investigation into an incident where a ladder fell in high winds at Service Training Centre and an investigation into the welfare facilities at our swift water rescue training facilities.

The team supported with the procurement of a new Health & Safety management system which will be implemented in the Service as a replacement to OSHENS.

Accident investigation training was undertaken by members of the team as well as other Flexi Officers and Station managers.

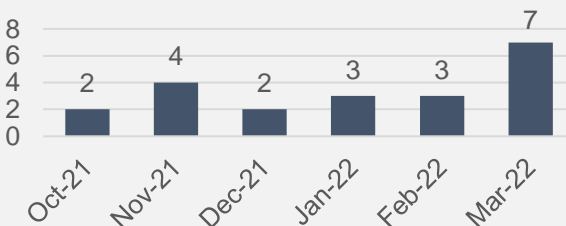
All safety data taken from OSHENS on 04/04/2022.

Accidents.



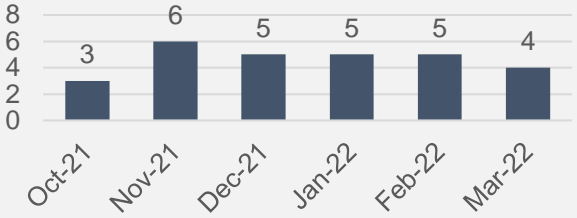
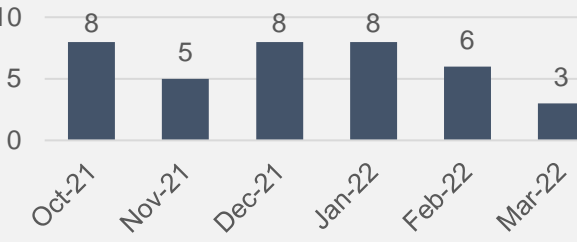
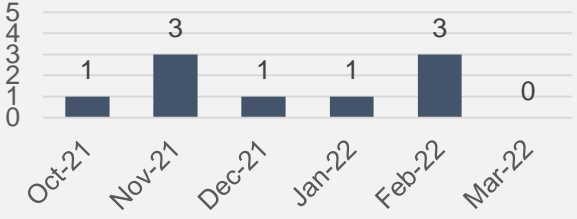
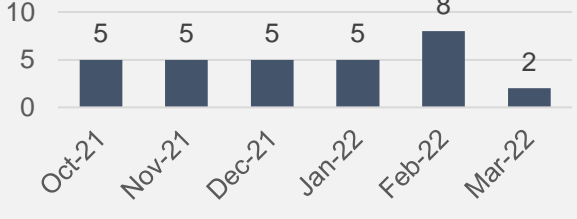
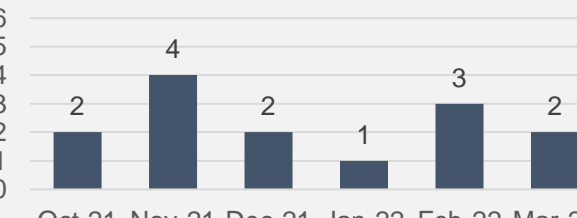
There were 10 accident/ill health incidents reported in March of which 3 occurred during swift water rescue training, 3 during other operational training, 2 on Service premises, 1 at an operational incident and 1 during a safe and well visit at a member of the public's home address.

Hazards.



Of the 7 hazards reported in March 5 related to concerns over contaminated work wear, 1 to a used oxygen mask left in a casualty care bag and 1 to bird faeces on Service premises.

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

<p>Near Misses.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Near Misses</th> </tr> </thead> <tbody> <tr> <td>Oct-21</td> <td>3</td> </tr> <tr> <td>Nov-21</td> <td>6</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>5</td> </tr> <tr> <td>Mar-22</td> <td>4</td> </tr> </tbody> </table>	Month	Near Misses	Oct-21	3	Nov-21	6	Dec-21	5	Jan-22	5	Feb-22	5	Mar-22	4	<p>There were 4 near misses in March 2022</p>
Month	Near Misses														
Oct-21	3														
Nov-21	6														
Dec-21	5														
Jan-22	5														
Feb-22	5														
Mar-22	4														
<p>Control Measure Failures.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Control Measure Failures</th> </tr> </thead> <tbody> <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> <tr> <td>Mar-22</td> <td>3</td> </tr> </tbody> </table>	Month	Control Measure Failures	Oct-21	8	Nov-21	5	Dec-21	8	Jan-22	8	Feb-22	6	Mar-22	3	<p>All of the 3 control measure failures reported in March related to pager failures.</p>
Month	Control Measure Failures														
Oct-21	8														
Nov-21	5														
Dec-21	8														
Jan-22	8														
Feb-22	6														
Mar-22	3														
<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>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> <tr> <td>Mar-22</td> <td>0</td> </tr> </tbody> </table>	Month	Attacks on Fire Service Personnel	Oct-21	1	Nov-21	3	Dec-21	1	Jan-22	1	Feb-22	3	Mar-22	0	<p>There were no attacks on Fire Service personnel recorded in March.</p>
Month	Attacks on Fire Service Personnel														
Oct-21	1														
Nov-21	3														
Dec-21	1														
Jan-22	1														
Feb-22	3														
Mar-22	0														
<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>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> <tr> <td>Mar-22</td> <td>2</td> </tr> </tbody> </table>	Month	RTC involving ECFRS Vehicles	Oct-21	5	Nov-21	5	Dec-21	5	Jan-22	5	Feb-22	8	Mar-22	2	<p>There were 2 RTC incidents reported in March, both of which were at slow speed on route to an operational incident.</p>
Month	RTC involving ECFRS Vehicles														
Oct-21	5														
Nov-21	5														
Dec-21	5														
Jan-22	5														
Feb-22	8														
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<p>RIDDOR.</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>RIDDOR</th> </tr> </thead> <tbody> <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>1</td> </tr> <tr> <td>Feb-22</td> <td>3</td> </tr> <tr> <td>Mar-22</td> <td>2</td> </tr> </tbody> </table>	Month	RIDDOR	Oct-21	2	Nov-21	4	Dec-21	2	Jan-22	1	Feb-22	3	Mar-22	2	<p>There were 2 RIDDOR reports in March both of which were over 7-day absences.</p>
Month	RIDDOR														
Oct-21	2														
Nov-21	4														
Dec-21	2														
Jan-22	1														
Feb-22	3														
Mar-22	2														

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

PROTECTION

The Protection team completed 117 full audits, of which 80 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.

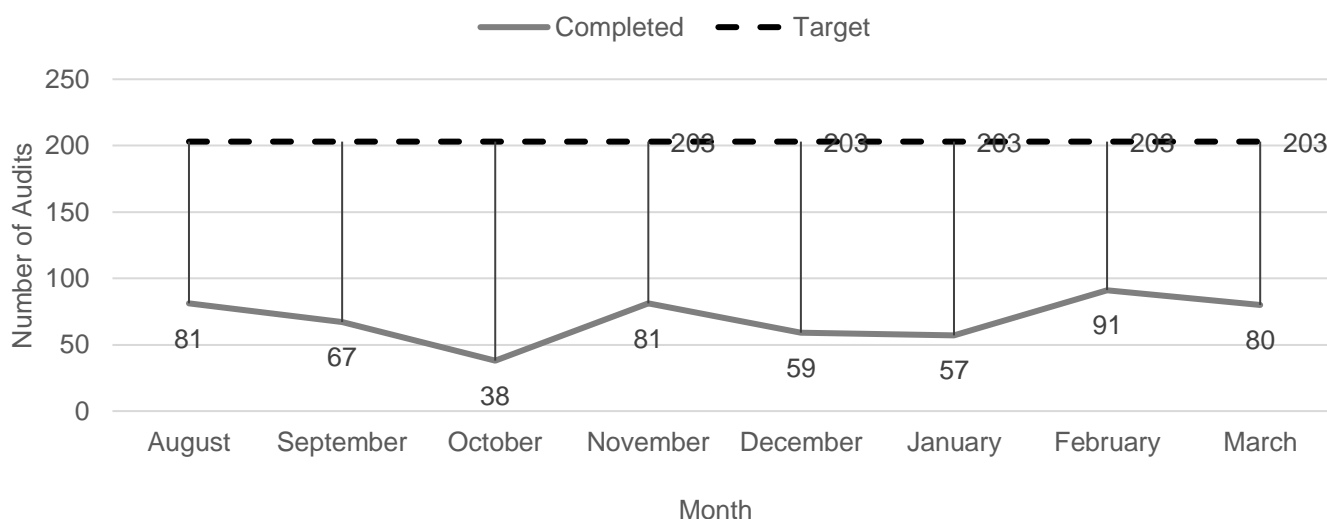
Case Type	Number of Activities Completed	Response Success
Planning	146	144
Alleged Fire Risk (AFR)	14	
Desktop Audits	0	
Full Audits	117 (RBIP 80)	
Building Regulations	147	142
Building Certs	15	
HMO	12	
Licensing	68	67
Other Fire Safety Activity	107	
Other Consultations	60	
Prohibition Notice	0	
Enforcement Notice	0	
Notification of Deficiencies (NOD)		
NOD Themes (In order of high to low, and number)	Article 9 Risk Assessment, 37 Article 17 Maintenance, 31 Article 14 Emergency Routes and Exits, 29 Article 8 General Fire Precautions, 27 Article 11 Fire Safety Arrangements, 23 Article 13 Fire-fighting and Detection, 21 Article 21 Training, 19 Article 15 Procedures for serious and imminent danger, 16 Article 20 Provision of information to employers and self employed, 2 Article 10 Principles of Prevention, 1 Article 18 Safety Assistance, 1 Article 19 Provision of information to employees, 1 Article 22 Co-operation and Co-ordination, 1	

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

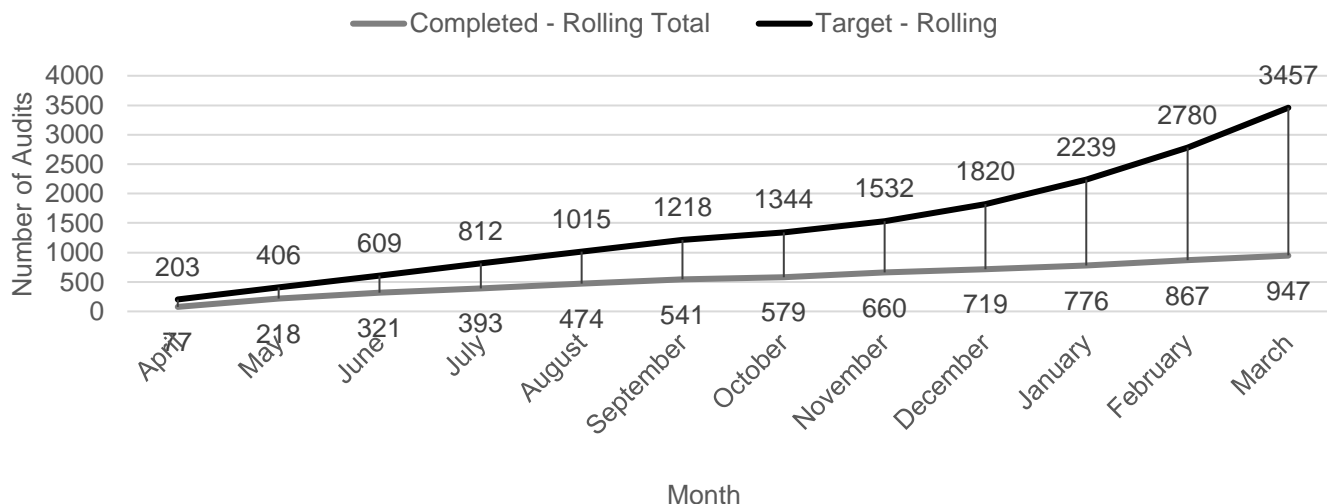
The performance measure related to Protection is the number of audits completed monthly against those premises assessed as High (VH) or Very High (H) on the Risk Based Inspection Programme (RBIP). The charts below show the progress against this measure for financial year 2021/22.

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.

Number of Audits completed against those premises measured High or Very High on the RBIP compared to monthly target (203)



Rolling completed audits against RBIP against rolling target



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

HOME SAFETY

The number of visits completed has increased from February to March by 19%.

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

The number of enquiries into the Home Safety Information Team has increase by 11% from February to March, the number of outgoing calls to residents has also increased by 8%.

Volunteer activity has now resumed with 4 volunteers completing 42 visits in March. In addition, recruitment for new volunteers has resumed.

The evaluation score out of 10 has remained high at 9.56, indicating a high level of satisfaction with the service from visit recipients.

In March 68 referrals were made for additional support or annotations by Safe and Well Officers and Community Builders.

Measure	March 2022	Trend Previous Month
Total number of visits	549	↗
Number of Safe and Well Visits	352	↗
Number of Home Safety Visits by Stations	99	→
Number of Home Safety Visits by Volunteers	42	↗
Number of Home Safety Visits by Community Builders	54	→
Number of Home Safety Visits by CSO's and other roles	2	→
Number of FHB10/FHB160 (standard smoke detectors) fitted	547	→
Number of FHB10W/FH700HIA (sensory smoke detectors) fitted	111	↗
How many enquiries did we receive to the Information Centre	678 Incoming Calls	↗
	1,032 Outgoing Calls	↗
	546 Email Requests	→

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

Measure	March 2022	Trend Previous Month
The number over 65 years old	452	↗
The number who lived alone	237	↗
The number who had a disability	235	↗
The number who lived in Social Housing	24	→
The Number of referrals made by Safe and Well Officers	68	↘
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.

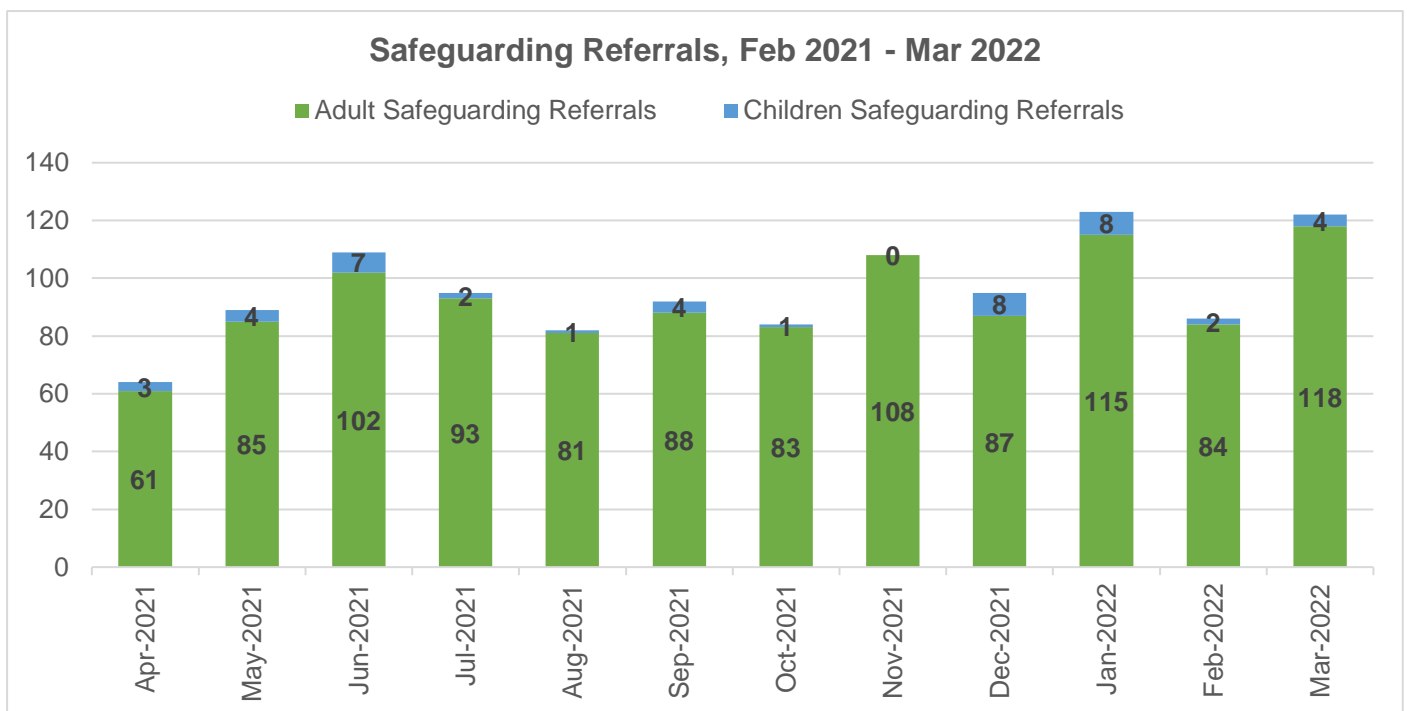
Rural Urban Classification	Count	Percentage
Rural town and fringe	106	19%
Rural village and dispersed	60	11%
Urban city and town	357	65%
Urban major conurbation	24	4%

**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 122 safeguarding referrals to ECFRS in March 2022, an increase of 36 compared to previous month. NHS were the main referrer in March 2022.



Month-Year	Feb 2022
44	NHS
22	Service Personnel
19	Police
14	Housing
9	Social Care
5	Other
4	Community Partners
3	Safe and Well Officers
2	Care Agencies
122	Total

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