



Essex County
Fire & Rescue Service

Quarter Three Performance Report 2021 - 2022

Prepared By:

Performance & Data Team

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ABOUT

A quarterly 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 to priorities, and being used effectively and efficiently.

The report is structured based on priorities within the Fire and Rescue Plan (FRP). Each priority has one or more performance measures (Service or FRP), data and commentary are aligned to them to demonstrate that ECFRS are using their resources to drive continuous improvements within the Service, as well as make Essex a safer place to live, work and travel.



ECFRS performance reports are used in Performance & Resource Boards to enable the Police, Fire and Crime Commissioner (PFCC) to scrutinise, challenge and support the overall performance of the Service. The end of year and quarterly performance reports are also used at Police, Fire and Crime panel to scrutinise the PFCC.

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KEY STATEMENTS

This report is the Quarter Three performance report for 2021-22. It is structured based on Fire & Rescue Plan priorities, underpinned by a performance framework. Performance is measured in one of the three ways: tolerance, targets, or monitoring, and Appendix A provides the targets outlined in 2021-22 Target Setting paper which was approved by the Service Leadership Team.

- ECFRS attended 3755 incidents in Q3 2021-22, the highest number of total incidents in a quarter three period over the last four fiscal years. This is mainly due to an increase in attendances to special services.
- The average response time to potentially life-threatening incidents in October was 10m51s, 10m58s for November and 11m05s for December. All months were above the target of an average of 10 minutes.
- In all months in the quarter 85% of all incidents were attended within 15 minutes.
- Total pumping appliance availability ranged between 69% - 76% during Q3 2021-22 (target is 94%). Wholetime & day crew pumping appliance availability was between 85% - 93% (target 98%), and on-call availability between 62% - 68% (target, 90%).
- Fire station coverage on the core stations was between 76% and 100% for Quarter three.
- The number of non-residential fires attended by ECFRS during Q3 2021-22 was within the green tolerance threshold (25 - 39 fires).
- The number of audits completed against premises measured Very High or High on the Risk Based Inspection Programme (RBIP) was within the red tolerance (0 - 162) for every month in the quarter.
- The Education team delivered safety education programmes to over 28,000 children in Q3. These programmes focused on Halloween and bonfire safety.
- ECFRS attended 177 Accidental Dwelling Fires (ADFs) in Q3 2021-22, within the green tolerance threshold (44 – 68) for all months of quarter.
- The average percentage of ADFs in the quarter that were cooking related was 24% - monthly percentages were: October 27%, November 20%, and December 25%.

- The average percentage of ADFs where a smoke alarm was present and worked was 55% - monthly percentages were: October 59%, November 51% and December 58%.
- For deliberate fires, the green tolerance threshold (48 – 116) was met for all months in Q3 2021-22. November had the highest number of deliberate fires.
- In Q3 2021-22, there was 4 fire-related fatalities and 14 casualties (8 in Accidental Dwelling Fires)
- In Q3 2021-22, ECFRS carried out 1,778 home safety interventions, of which 1107 were safe and well visits. Home Safety Visits carried out by stations have continued to see an upward trajectory with 384 in the quarter. During these visits, the Service fitted over 1,800 smoke alarms
- The Safeguarding team received 287 referrals in Q3 2021-22, an increase compared to the same quarter over the last two years. This correlates with evidence from partners and social care that the pandemic has resulted in an increase in vulnerability in our communities.
- On the roads of Essex, Southend and Thurrock, there were 211 people killed or seriously injured in Road Traffic Collisions (RTCs) in Q3 2021-22, an increase compared to the same quarter in the previous year. Note, these figures are provisional figures taken from Essex Police at 31st January 2022.
- ECFRS attended 302 RTCs during Q3 2021-22, an increase compared to Q3 2020-21, but figures are similar to 2019 and lower than 2018's.
- ECFRS attended 1,656 false alarms in Q3 2021-22, 169 more than Q3 2020-21. For unwanted fire signals, the number attended in October and November was within the red tolerance threshold (96+), and December within the Green. October saw the largest peak in unwanted fire signals in 5 years.
- As at 31 December 2021, of those that have declared their diversity data the majority age band of the workforce is 36-45, 18.2% of the workforce was female, 4.8% LGBTQ+, 3.1% Ethnic Minority and 4.2% disclosed a disability.
- The overall percentage of working time lost for Q3 was 8.1%, higher than the 5% target and higher than Q3 last year, this includes all covid related absences. 34% of all working time lost within the quarter was covid related, with a high of 46% in support staff.
- In the 12 months up to 31 December 2021, 66.7% of the workforce of current employees have taken sick leave. 53.9% was short term and 46.1% long term absence (>28 calendar days).

- For Q3, there were 56 new employee relations cases and 56 closed in the period. The average time to close a case was 110 days. There were 49 cases open at quarter end.
- The percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed within 20 working days was 68% which was below target of 90%.
- The percentage of complaints closed within 20 working days was 88%, which below the target of 90%. ECFRS received 8 complaints and 7 compliments in Q3 2021-22.

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

The objective of this priority is to plan and provide effective and efficient prevention, protection, and response activities so the public continue to have trust and confidence in us.

RESPONSE

As shown in the first table below, ECFRS attended 3755 incidents in Q3 2021-22. This is highest number of total incidents attended in a quarter three period over the last four fiscal years. It is clear from the second table that this is due to (25%) increase in attendances to special services when compared with Q3 2020-21. There was a 11% increase in false alarms and 9% increase in fires incidents when comparing the same quarters over two years.

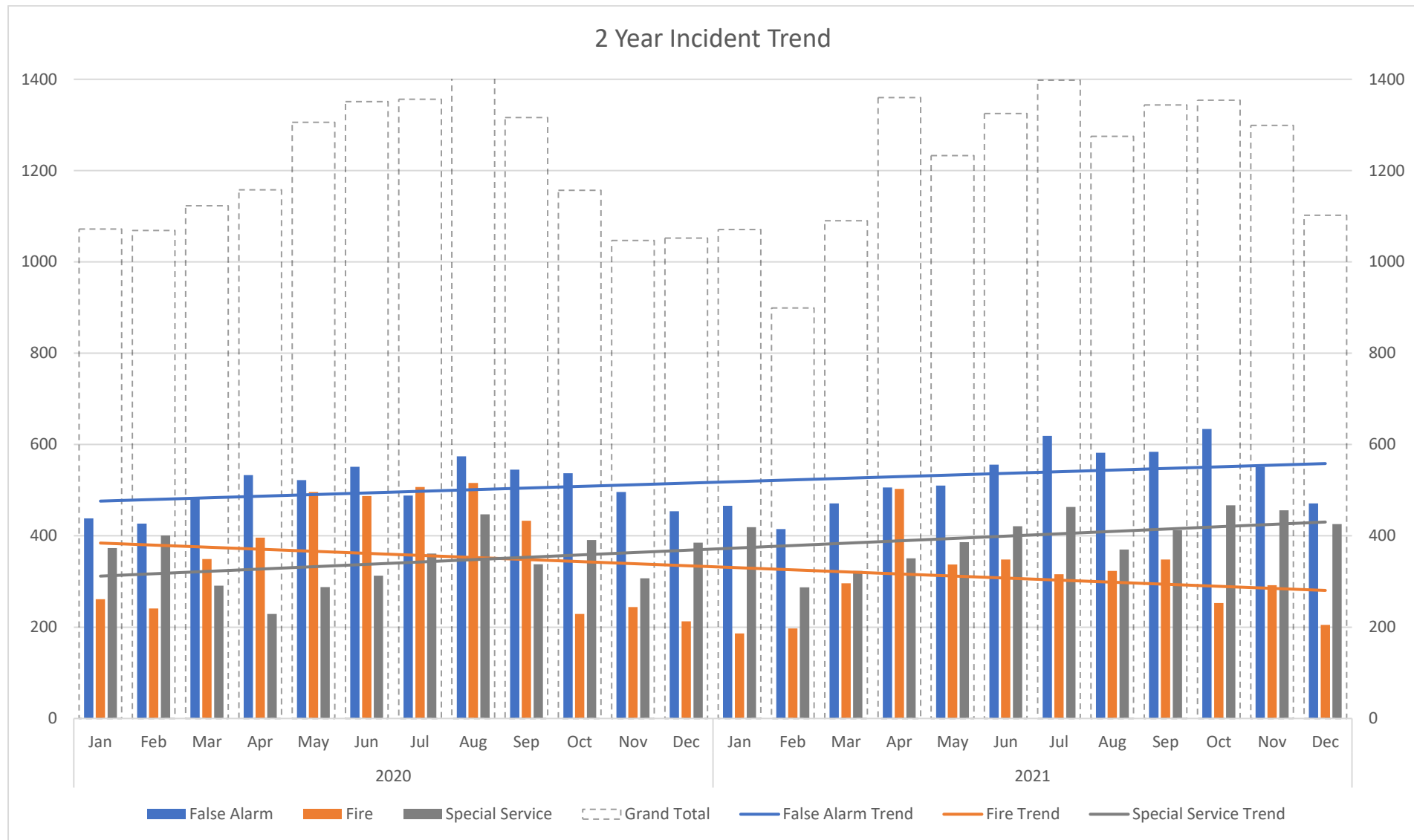
Numbers:

	Total	Fires	Special Service	False Alarms
Q3 2018-2019	3590	914	1140	1536
Q3 2019-2020	3526	821	1200	1505
Q3 2020-2021	3256	686	1083	1487
Q3 2021-2022	3755	750	1349	1656

Percentages of Total

	Total	Fires	Special Service	False Alarms
Q3 2018-2019	3590	25%	32%	43%
Q3 2019-2020	3526	23%	34%	43%
Q3 2020-2021	3256	21%	33%	46%
Q3 2021-2022	3755	20%	36%	44%

The graph on the following page shows the total number of incidents broken down by incident type by months for two years.



FIRES

There are three fire classification types: primary, secondary and chimney. The table below shows the number of fires per classification for Q3 periods over the last four years. The 39% increase in all fires attended in this quarter (compared to Q3 2020-21), reductions were seen in primary and chimney fires, there was a 36% increase in secondary fires¹, particularly those involving outdoor structures and grassland, woodland, and crops.

	Primary	Secondary	Chimney	Total
Q3 2018-19	515	381	18	914
Q3 2019-20	461	343	17	821
Q3 2020-21	437	231	18	686
Q3 2021-22	426	313	11	750

Further analysis on primary fires, such as Accidental Dwelling Fires (ADFs) and deliberate fires are covered in more detail under the prevention section of this report.

SPECIAL SERVICES

This quarter has seen the highest number of number of attendances to special service incidents for a Q3 period in the last four years, and an 25% increase compared to Q3 2020-21. This continues the trend seen in Q2. The table on the following page shows the number of special service incidents per type, ordered from highest to lowest for Q3 2021-22 and the percentage change in brackets.

¹ Fire Service Definitions. Secondary fires: Secondary fires are generally small outdoor fires, not involving people or property

Special Service Incident Type	Q3 2018-19	Q3 2019-20	Q3 2020-21	Q3 2021-22
RTC	340	325 (-4%)	256 (-21%)	302 (18%)
Effecting entry/exit	234	262 (12%)	221 (-16%)	274 (24%)
Flooding	97	97 (0%)	123 (27%)	173 (41%)
Assist other agencies	134	144 (7%)	123 (-15%)	169 (37%)
Lift Release	88	80 (-9%)	61 (-24%)	85 (39%)
Removal of objects from people	32	50 (56%)	33 (-34%)	49 (48%)
No action (not false alarm)	19	27 (42%)	32 (19%)	44 (38%)
Other rescue/release of persons	36	32 (-11%)	33 (3%)	37 (12%)
Animal assistance incidents	39	19 (-51%)	41 (116%)	35 (-15%)
Making Safe (not RTC)	16	29 (81%)	23 (-21%)	35 (52%)
Spills and Leaks (not RTC)	26	24 (-8%)	24 (0%)	33 (38%)
Suicide/attempts	8	14 (75%)	16 (14%)	18 (13%)
Removal of people from objects	13	13 (0%)	15 (15%)	18 (20%)
Hazardous Materials incident	17	22 (29%)	17 (-23%)	17 (0%)
Advice Only	10	9 (-10%)	8 (-11%)	15 (88%)
Rescue or evacuation from water	4	23 (475%)	30 (30%)	13 (-57%)
Medical Incident - First responder	3	11 (267%)	2 (-82%)	10 (400%)
Stand By	8	5 (-38%)	5 (0%)	8 (60%)
Other Transport incident	7	8 (14%)	8 (0%)	7 (-13%)
Evacuation (no fire)	1	3 (200%)	8 (167%)	6 (-25%)
Medical Incident - Co-responder	7	3 (-57%)	4 (33%)	1 (-75%)
Water provision	1	0 (-100%)	0 (0%)	0 (0%)
Grand Total	1140	1200 (5%)	1083 (-10%)	1349 (25%)

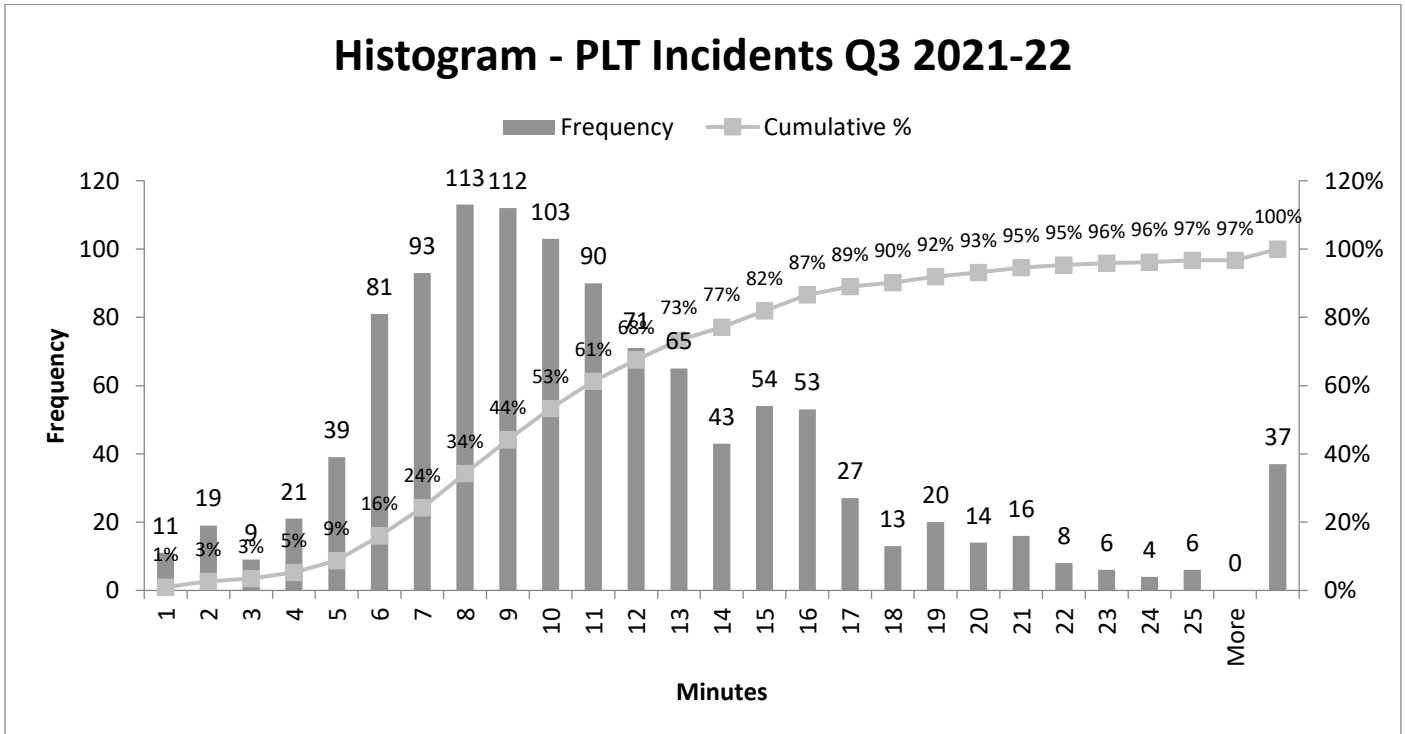
False alarms are covered in more detail under the priority, Make Best of our Resources.

Service Measure: To get to our first attendance to a potentially life-threatening incident (PLT) within an average of 10 minutes.

This measure calculates the response time of first attendance to a potentially life-threatening (PLT) incident and the target is a 10-minute average. The table below shows the response time in minutes and seconds for potentially life-threatening incidents for Q3 2021-22 and 2020-21.

Target: Average of 10 minutes		
	Q3 2021-22	Q3 2020-21
October	10m 51s	10m 22s
November	10m 58s	10m 17s
December	11m 05s	11m 07s

The histogram chart below shows that 53% of PLT incidents (based on type at control) were attended within 10 minutes, 82% within 15 minutes and 93% within 20 minutes.



The table below provides the average call handling, turnout, and travel (the three elements of response time) to PLT incidents for Q3 2021-22 and 2020-21. Between Q3 2021-22 and 2020-21,

there is a 30 second difference in average travel times that will highly likely be due to significant reduction in traffic flows due to restrictions related to the COVID-19 pandemic. Average turnout times for PLT incidents between these quarters were within 8 seconds of each other. Call handling is slower in all quarters in 2021

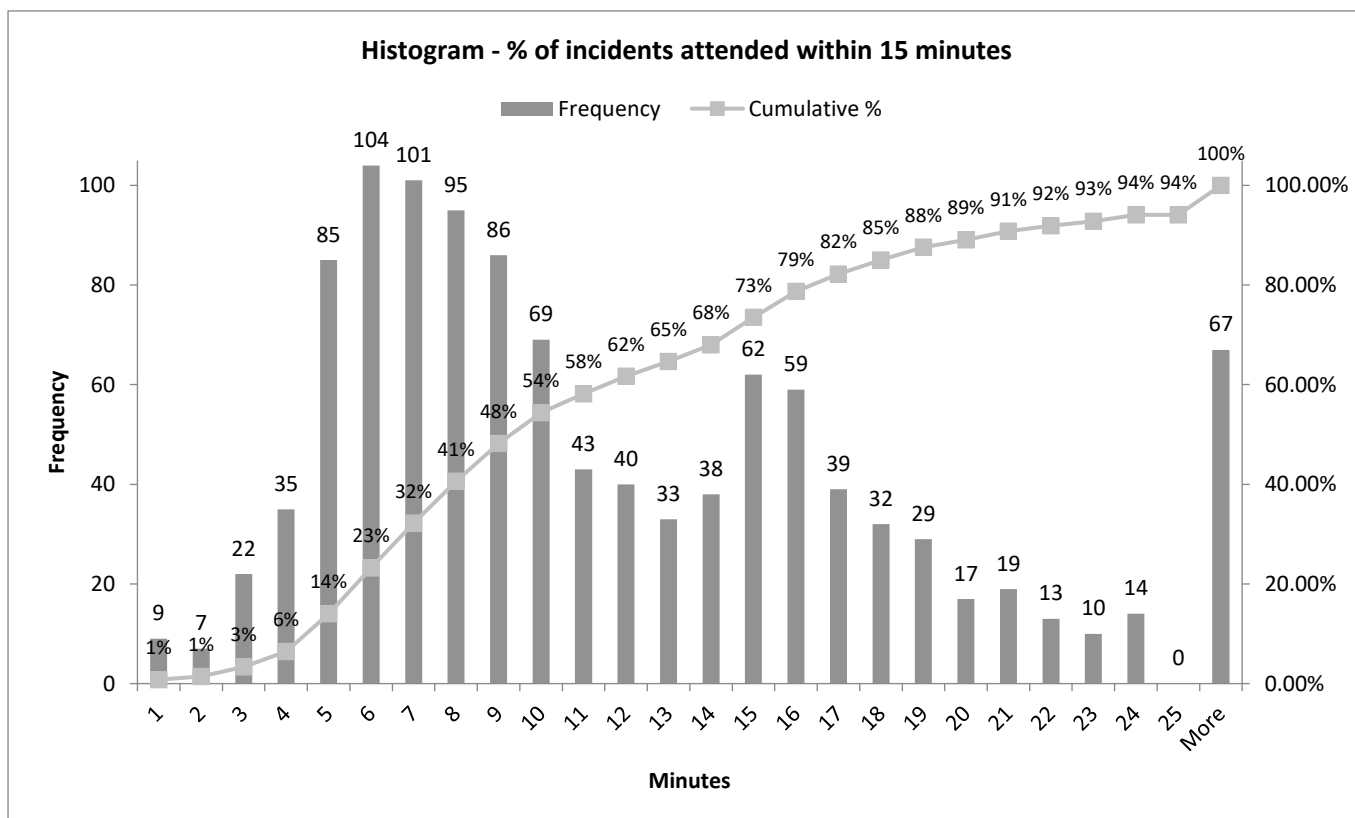
	Q3 2021-22			Q3 2020-21		
	Call Handling	Turnout	Travel	Call Handling	Turnout	Travel
October	2m 17s	2m 42s	5m 53s	1m 44s	2m 46s	5m 52s
November	1m 59s	2m 42s	6m 17s	1m 52s	2m 46s	5m 39s
December	2m 01s	2m 34s	6m 30s	1m 57s	2m 34s	6m 36s
Q3	2m 05s	2m 39s	6m 13s	1m 51s	2m 42s	6m 05s

Service Measure: Percentage of incidents attended within 15 minutes.

This measure calculates the percentage of incidents that were attended by an ECFRS first attending appliance within 15 minutes. The service-wide target is 90%.

Target: 90% of incidents within 15 minutes		
	Q3 2021-22	Q3 2020-21
October	85%	87%
November	85%	86%
December	85%	82%

Further analysis, as shown in the histogram chart and table, indicates that 91% of incidents attended in Q3 2021-22 were attended within 21mins, 94% within 24 mins.



Service Measure: Total Pumping Appliance Availability

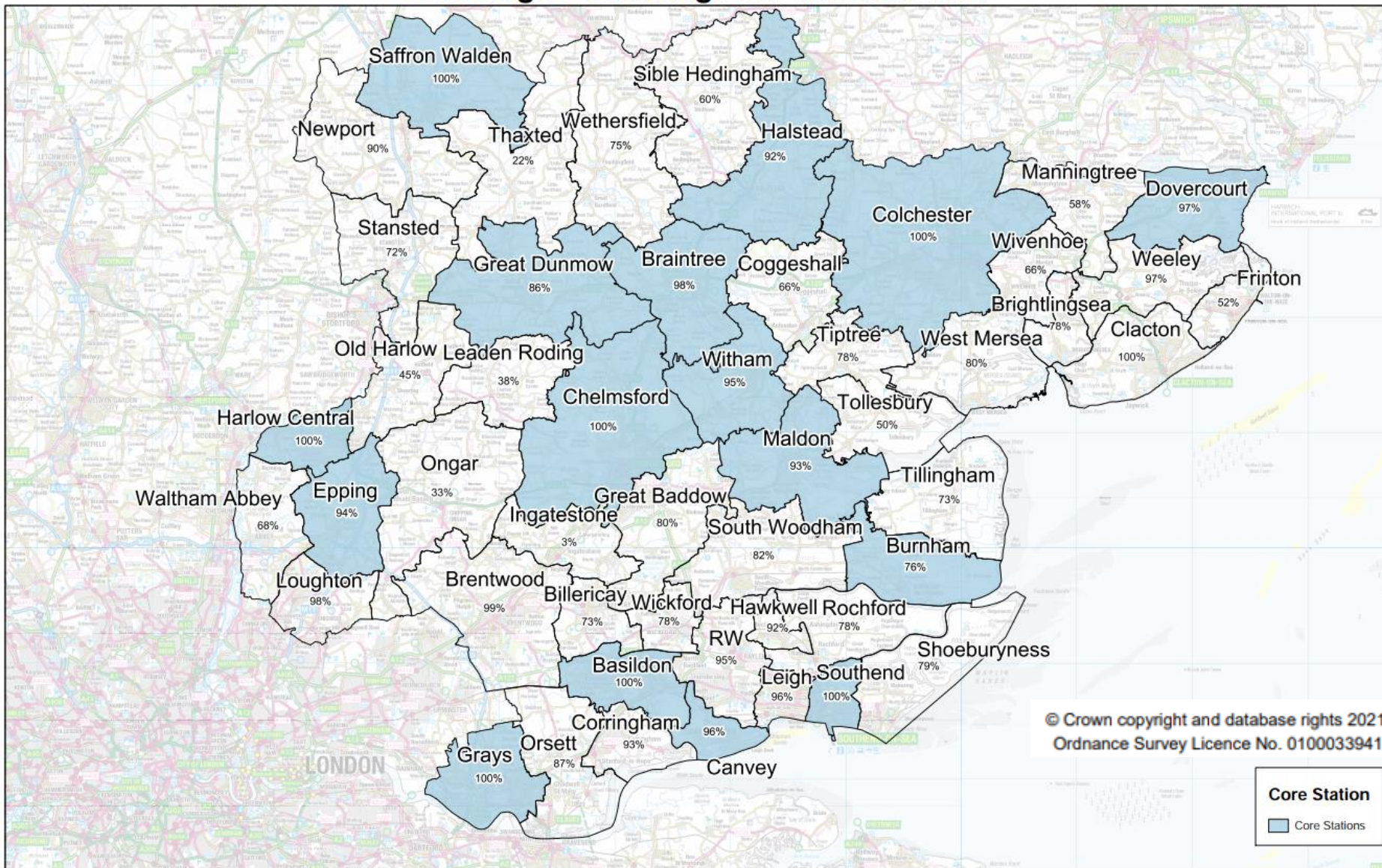
This measure includes the total pumping appliance availability for the Service as well as the Wholetime and Day Crew (WT & DC) and on-call (OC) pumping appliances availability. Each crewing type has a specific target: total is 94%, WT &DC is 98% and OC is 90%. The tables below show the pumping appliance availability by month for the last two financial years.

Total Pumping Appliance Availability Target: 94%		
	Q3 2021-22	Q3 2020-21
October	74%	81%
November	76%	82%
December	69%	76%

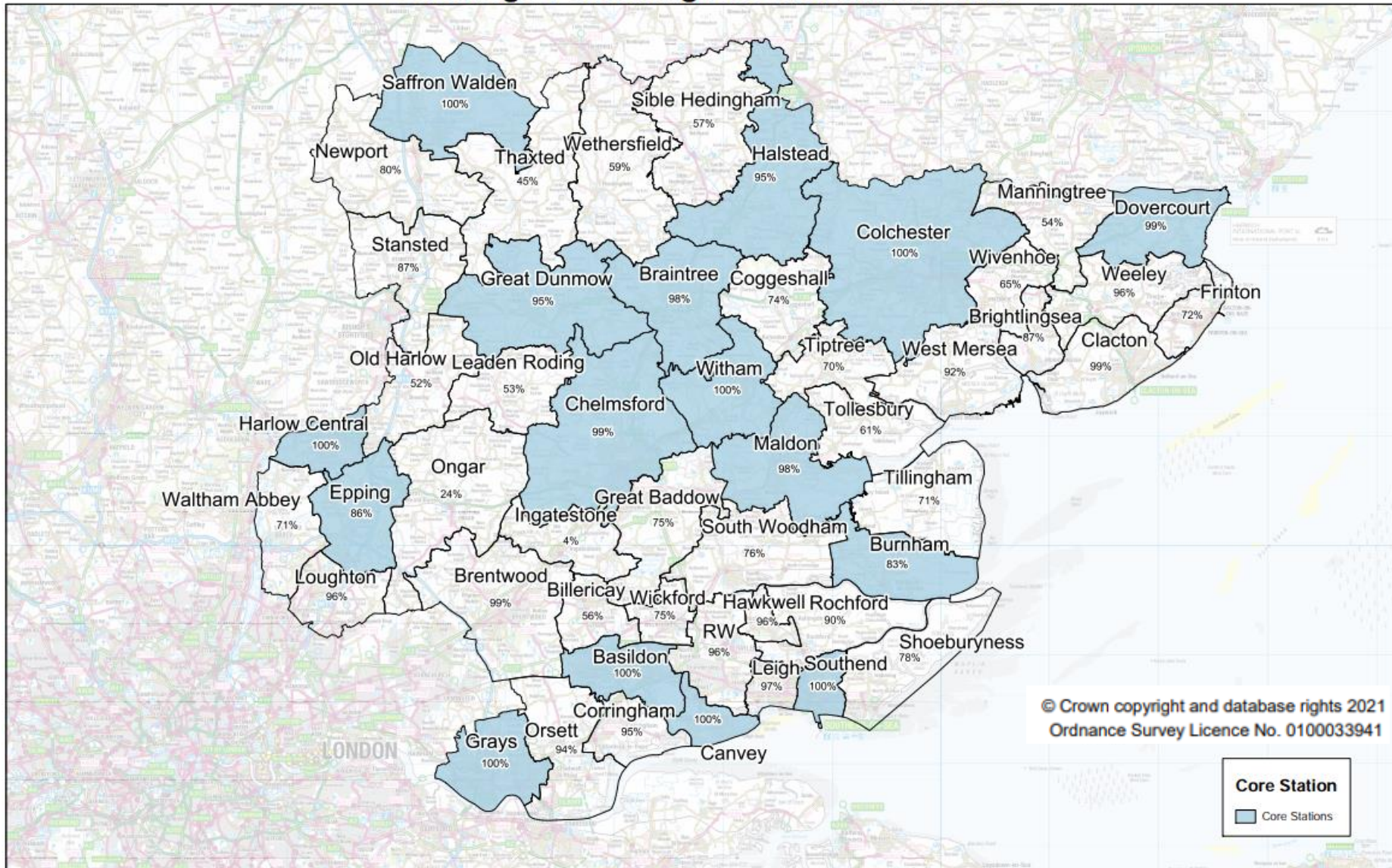
Wholetime & Day Crew Pumping			On-Call Pumping	
Appliance Availability, Target: 98%			Appliance Availability, Target: 90%	
	Q3 2021-22	Q3 2020-21	Q3 2021-22	Q3 2020-21
October	92%	96%	66%	74%
November	93%	96%	68%	76%
December	85%	87%	62%	71%

During Q3 2021/22 ECFRS introduced coverage reporting to the organisation. This looks at the number of minutes within a month where there was one fire appliance available to attend incidents within a station ground, represents as a percentage. This links into the organisations Key Station Policy and allows out Control teams to prioritise standby movements when appliances go “Off The Run”

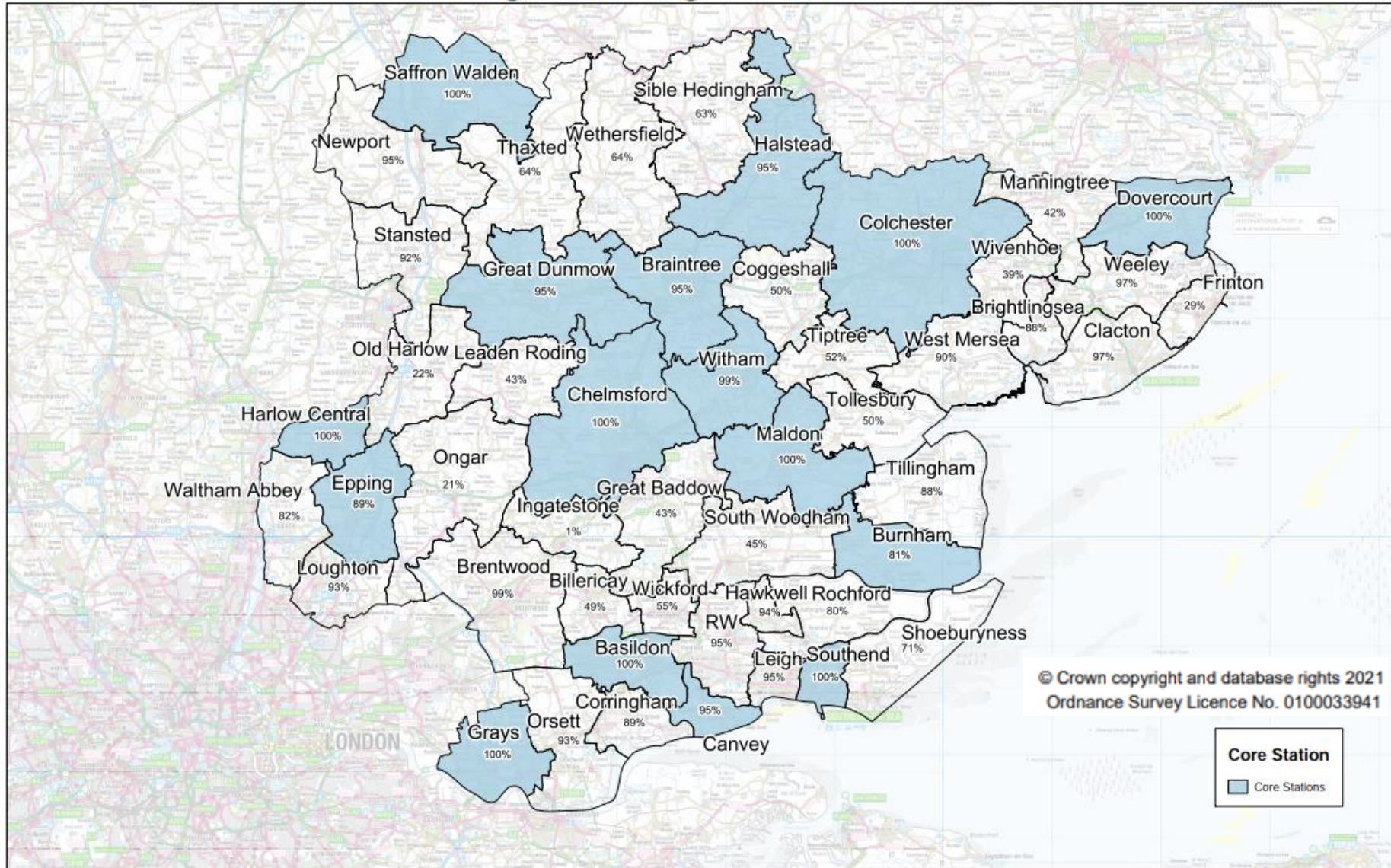
Coverage Percentage for October 2021



Coverage Percentage for November 2021



Coverage Percentage for December 2021



Commentary (Response)

Observations and insights about the data

Coverage is high in key areas with multiple stations showing 100% coverage

Availability is lower than expected across all areas, particularly for wholetime stations for the month of December.

Call handling has been higher when compared to the same period last year, travel time remains the biggest proportion of our total attendance time.

There has been an increase in fires in the period, this is largely attributed to secondary fires.

Key actions taken in the Quarter

Discussions have taken place with teams and the representative bodies around removal of targets for Prevention activity. Targets have been developed at command area level linked to the national average.

The command Group Managers are developing action plans for poor station availability linked to strategic workforce plan and strategic stations.

Coverage of station grounds now being reported on in performance report.

Delivery plan for response strategy completed.

Actions planned for next Quarter

Group delivery plans aligned to overall response strategy delivery plan to be developed

Restructure of staff team to enable it to better meet service needs

Work with control staff to understand the variance in call handling times and develop a best practice.

The command teams will work with Prevention to understand what more we can do to drive down fires particularly secondary fires.

A plan will be drawn up with clear timelines for achieving the national average of Home Fire Safety Checks.

PROTECTION

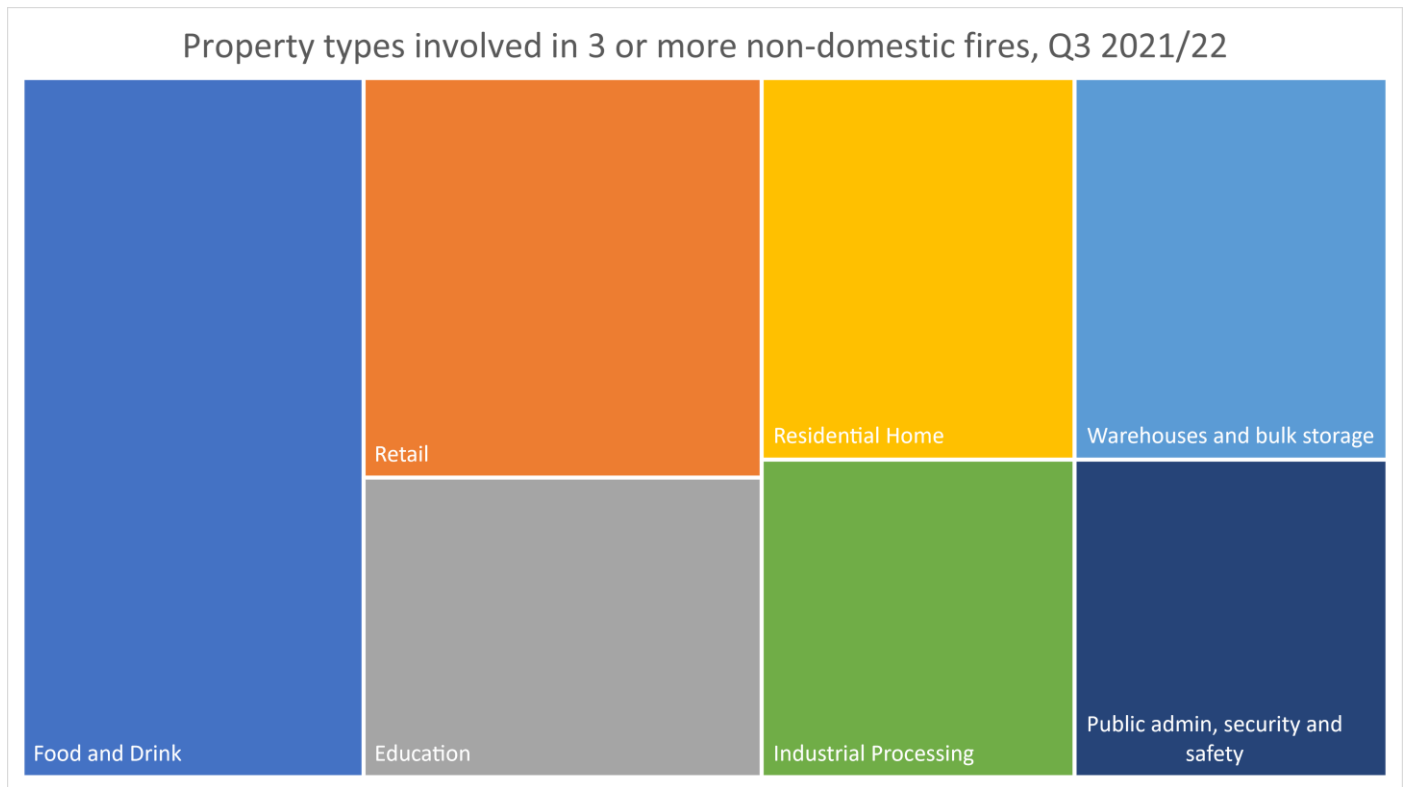
Service Measure: Number of fires in non-residential properties.

Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of Non-Residential Fires	43+	40 - 43	25 - 39	0 - 24

The table below shows the number of fires in non-residential properties, excluding private properties such as greenhouses, summerhouses, or sheds, for each month within quarter three and the total for 2021-22 as well as figures for Quarter three 2020-21.

	Q3 2021-22	Q3 2020-21
October	26	30
November	30	32
December	33	31
Quarter Total	89	93
Rolling 12 months	368	407

The tree map below shows the property types (excluding private property) associated with more than 3 non-domestic fires in Q3 2021-22.



Protection Team Activity Overview

	October		November		December		Completed - Quarter Total
Job Type	Completed	Success	Completed	Success	Completed	Success	
Planning	84	83	127	126	93	92	304
Alleged Fire Risk (AFR)	16		24		20		60
Desktop Audits	0		0		0		0
Full Audits	51		113		85		249
Building Regulations	127	122	126	122	126	122	379
HMO	13		13		15		41
Licensing	7		8		10		25
Other Fire Safety Activity ²	48	46	43	41	35	33	126
Other Consultations ³	115		149		104		368
Month Total	346	251	454	289	384	247	

94 Notifications of Deficiencies were served following 249 Full and Desktop audits = 38%

1 Enforcement Notices issued in December on 11 storey purpose-built block of flats, Brentwood

1 Prohibition Notices served in December on a place of worship, Canvey Island

² For example: post-fire visits and general enquiries from public/businesses

³ Other consultations include BASIS, Consultation, Demolition, SAG

The table below shows the number of audits, either desktop or full, where the outcome was unsatisfactory. In Q3 2021-22, 38% of desktop.

Unsatisfactory Audits				
Audit Type	October	November	December	Total
Desktop Audits	0	0	0	0
Full Audits	24	37	33	94
Month Total	24	37	33	94

Service Measure: Number of audits completed against those premises measured Very High (VH) and High (H) on the Risk Based Inspection Programme (RBIP)

Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of audits completed against premises measured VH or H on the RBIP (monthly)	0 - 162	163 -183	184 - 203	203+

The table below shows the number of audits completed on those premises measured VH and H on the RBIP for each month within quarter three and the total for 2021-22.

	Q3 2021-22	Difference from Monthly (Blue) Target
October	51	-152
November	113	-90
December	85	-118
Quarter Total	249	-360

Commentary (Protection)

Observations and insights about the data

Audits in this quarter include Building Risk Review (BRR) audits

Key actions taken in the Quarter

- Station Manager (SM) Business Engagement post to have a dedicated Watch Manager (WM) resource (Temporary trial, commenced 14th Feb)
- Continuation of a number of prosecutions in relation to Regulatory Reform Order compliance in non-domestic premises.
- Finalisation of BRR project.
- Tender in progress for accredited training for all Crew and Watch managers
- Planning forecast for uplift funding continuing
- Procurement of smoke curtains from uplift fund
- RBIP review underway/work in progress
- Ongoing implementation of new structure for the Fire Protection Team.
- Realignment of Protection support staff to provide admin support at HQ
- Appointment internally into Training and Policy Post - ongoing
- Training Manager (WM) substantiated in post
- Vacant posts advertised/recruitment process (2 x Office Managers (OMs) and one WM Policy)
- Adoption of new reporting spreadsheets for surge funding (Designed between Protection and Finance)
- Representation on Grenfell Project Board

Actions planned for next Quarter

- Continuing development of training plan to upskill Watch & Crew Managers to enhance knowledge of Fire Protection utilising recently purchased Virtual reality training
- Review of Day Duty Officers Riding and Fire Investigation impact against deliverance of RBIP
- Temporarily appoint an officer to support business engagement in areas
- Review of the Fire Protection Strategy and Risk Based Audit Programme continues
- Appointment of performance analyst for Fire Protection following forthcoming interviews
- Wash up period for BRR

- Appointment internally into Training and Policy Post - ongoing
- Continuing review into delivery model for Fire Investigation
- Continuing collaboration with colleague FRSs for compliance to Fire Investigation ISO
- Enhanced Fire Protection training for existing Fire Protection staff (Level 4 and 5)
- Ongoing implementation of new structure for the Fire Protection Team
- Succession planning for Protection department
- Creation of new SM role to manage all national projects and demands, with relevant support
- Finalise recruitment process and appoint into posts, 2 x OMs and 1 x Policy WM
- Four potential new WM posts pending approval from SLT
- Continuing with regular Enforcement update
- GTI Actions, working with Grenfell project board
- Trial of joint visits between Prevention and Protection (WIP/Scoping)
- Collection and reporting on premises with interim measures to NFCC/Gvt.(BRR2?)
- Business Engagement events – planning and attendance
- Procurement/tender for updated Fire Modelling equipment
- Adoption and use of the Virtual Learning Environment (VLE) for CPD and learning
- FOI request streamlining (work in progres)

PREVENTION

Education

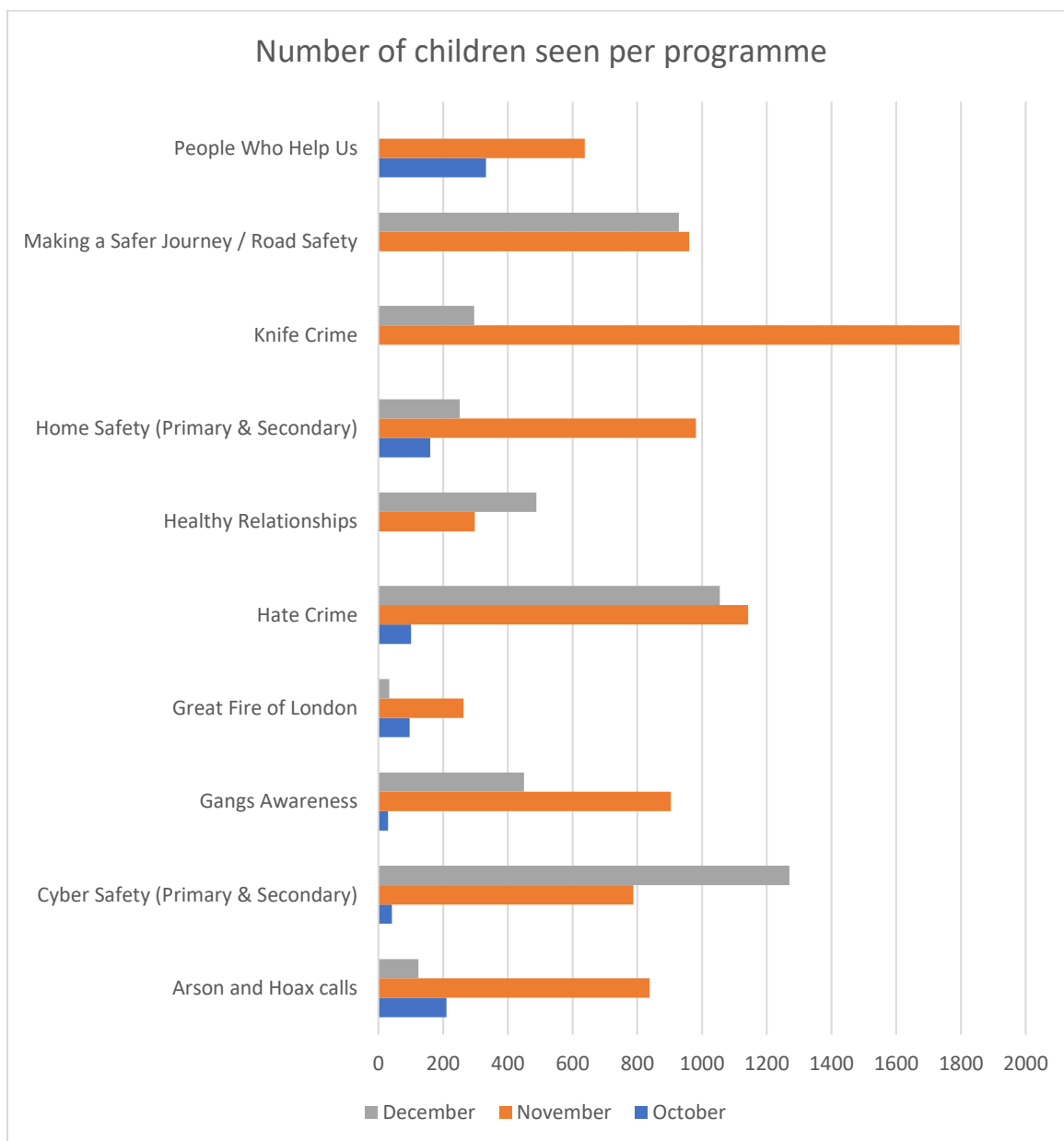
In the Fire & Rescue Plan, there is the following 'we will' statement: 'educate and inform young people, so they live safe lives' under the priority, Prevention, Protection and Response (PPR). At time of reporting, there is no specific performance measure linked to the Education activity. Education is a key activity across the Prevention function and forms part of live safe.

Following the return of schools in September 2021 with no government restrictions, the team were able to significantly increase bookings and engagements with schools – particularly focusing on our annual Firework and Halloween Safety campaign in October.

During the month of December, the new COVID variant started to effect delivery due to school's own risk assessments and guidelines which prevented visitors. However, the team continued to offer a blended approach to delivery and moving bookings to virtual where possible. Over the past two years, the team have become extremely flexible in the different ways we can engage with schools, and this enables the team to quickly respond to changing government advice to ensure messages are still delivered across Essex.

	Face-to-Face	Virtual	Total
October	15,073	6,602	21,566
November	10,256	1,718	11,974
December	2,701	2,195	4,868
Total	28,030	10,515	38,545

During Q3 2021-22, the Education Team have focused on promoting the Firework and Halloween Safety Campaign. These programmes focus on firework and bonfire safety and anti-social behaviour which can be associated around the time of Halloween and 5th November. This campaign was complimented by the continual delivery of our wider programme offer which looks at several key priorities for both Essex Police and ECFRS. The graph below and table on the following page show the different programmes delivered throughout Q3.



*Firework/Halloween campaign is not included in the above chart to account for the significantly higher figure during the month of October which skewed the table.

Programme	October	November	December
Arson and Hoax calls	210	838	124
Cyber Safety (Primary & Secondary)	42	788	1,270
Fireworks / Halloween	20,704	3,366	0
Gangs Awareness	30	904	450
Great Fire of London	96	263	34
Hate Crime	101	1,142	1,055
Healthy Relationships	0	298	488
Home Safety (Primary & Secondary)	160	981	251
Knife Crime	0	1,796	296
Making a Safer Journey / Road Safety	0	960	928
People Who Help Us	332	638	0
Total	21,675	11,974	4,896

Service Measure: Rate of accidental dwelling fires (ADFs) per 10,000 population.

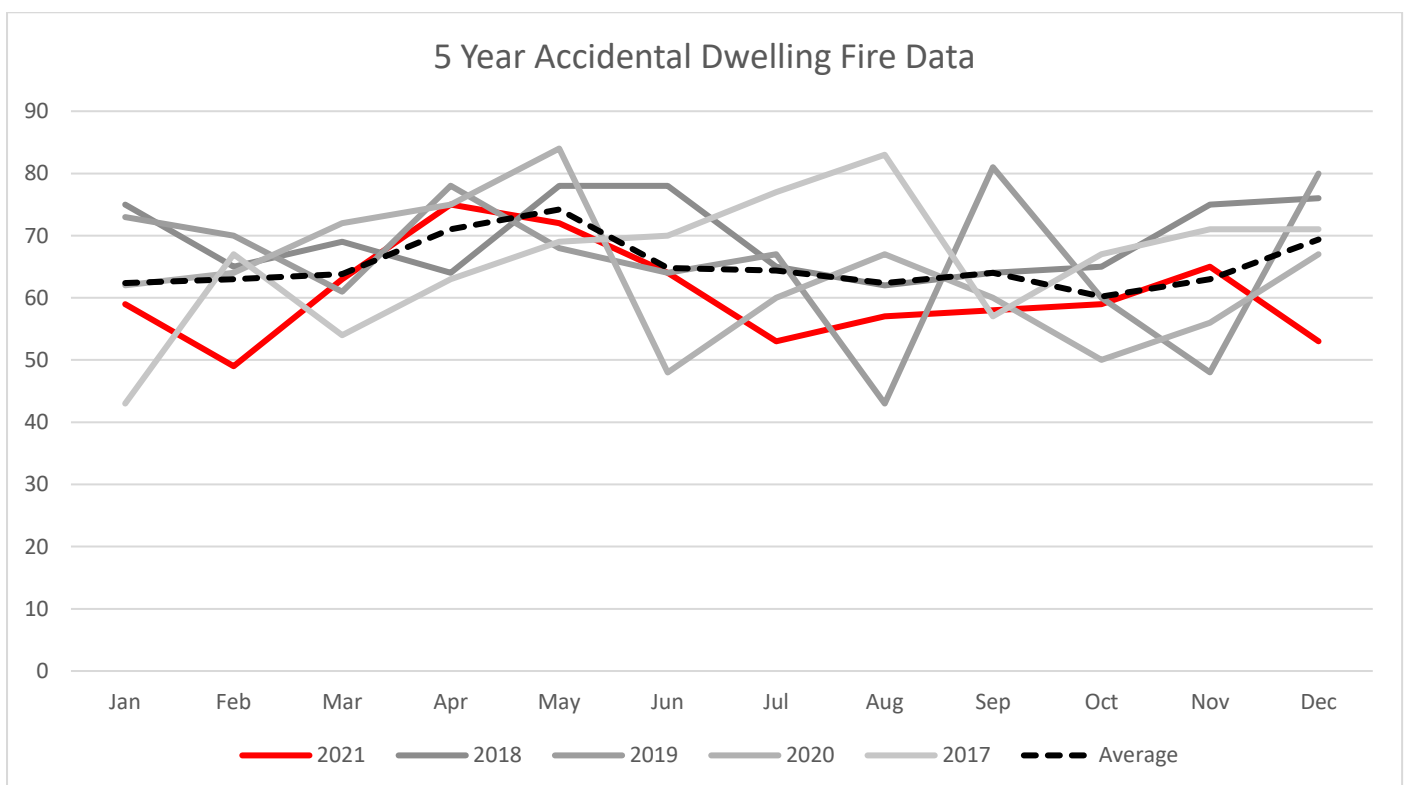
This measure relates to live safe under the Prevention strategy.

Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of ADFs	75+	69 - 75	44 - 68	0 - 43

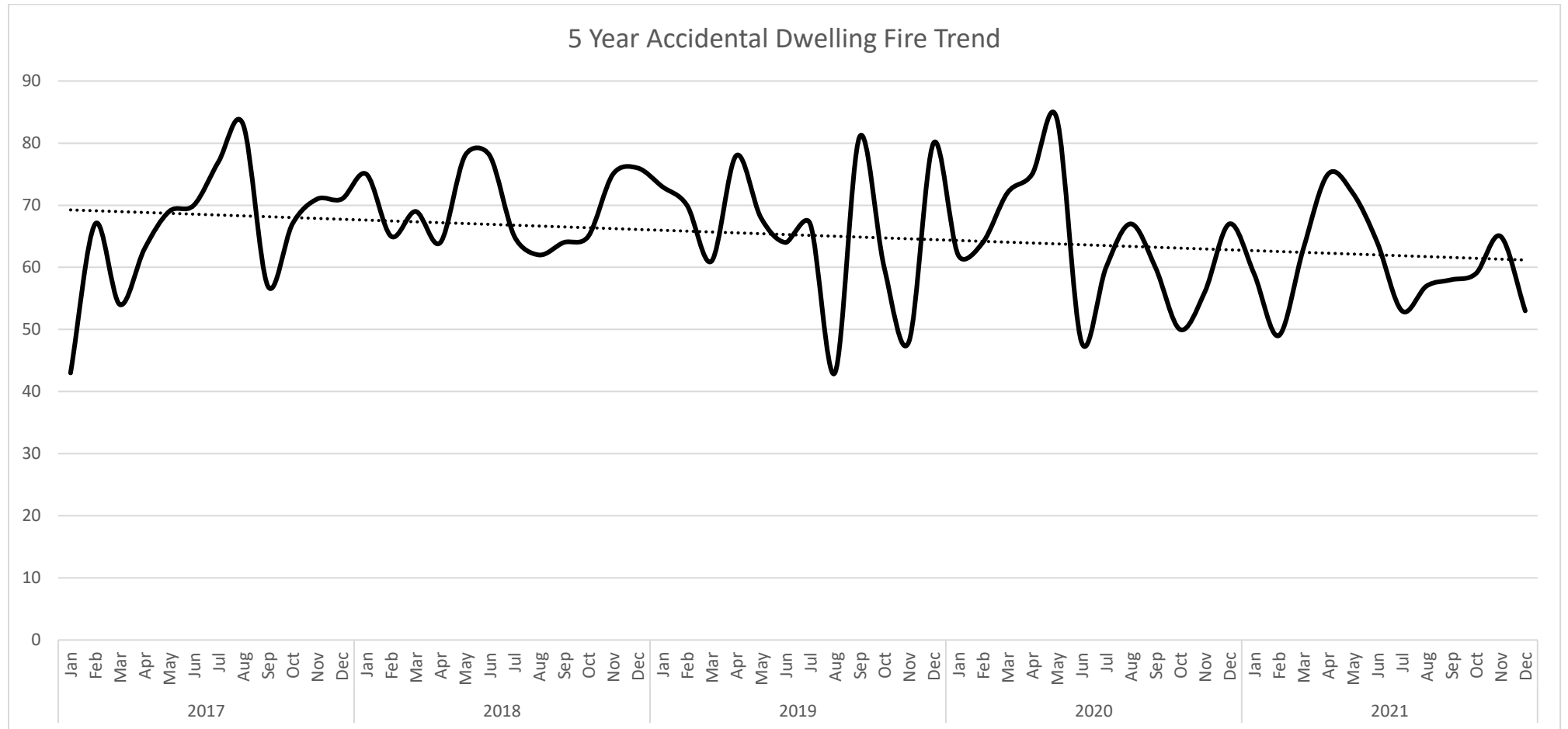
The table below shows the number and rate of ADFs per 10,000 population.

	Rate		Actuals	
	Q3 2021-22	Q3 2020-21	Q3 2021-22	Q3 2020-21
October	0.3	0.3	59	50
November	0.4	0.3	65	56
December	0.3	0.4	53	67
Rolling Quarter	1.0	1.0	177	173
Rolling 12 months	3.9	4.1	727	765

The chart below shows a decrease in the number of ADFs from April to July 2021, with a slight increase to the end of the year. This Year has consistently been near or below the 5 year average.



The chart below shows that the number of ADFs from January 2018 to December 2021, with a trendline that depicts a decrease over the period.



Service Measure: Percentage of ADFs that are cooking related.

This is a monitoring measures and relates to live safe under the Prevention strategy.

The table below shows the percentage and actual numbers of ADFs per month that were cooking related.

	Percentage		Actuals	
	Q3 2021-22	Q3 2020-21	Q3 2021-22	Q3 2020-21
October	27%	24%	16	12
November	20%	25%	13	14
December	25%	33%	13	22
Rolling Quarter	24%	28%	42	48
Rolling 12 months	28%	28%	198	209

Service Measure: Smoke alarm ownership.

This is a monitoring measure and relates to live safe under the Prevention strategy.

The table below shows the percentage and actual numbers of ADFs where a smoke alarm was present and worked.

	Percentage		Actuals	
	Q3 2021-22	Q3 2020-21	Q3 2021-22	Q3 2020-21
October	59%	54%	35	27
November	51%	50%	33	33
December	58%	61%	31	41
Rolling Quarter	56%	58%	99	101
Rolling 12 months	55%	53%	397	421

The table above shows that the months of October and November 2021 had a higher percentage of smoke alarm ownership compared to previous year. The rolling 12 months percentage figure also shows an improvement over previous year.

Service Measure: Rate of deliberate fires per 10,000 population.

This measure relates to live safe under the Prevention strategy.

The table below shows the rate of deliberate fires⁴ per 10,000 population, by fire classification with the respective targets for each, for Q3 2021-22 and Q3 2020-21 for comparison.

Rate of Deliberate Fires		Q3 2021-22	Q3 2020-21
Primary Target (Month) – 0.2	October	0.1	0.2
	November	0.1	0.1
	December	0.1	0.1
Quarter		0.4	0.4
Rolling 12 months		1.6	2.0
Secondary Target (Month) – 0.6	October	0.3	0.2
	November	0.3	0.2
	December	0.1	0.1
Quarter		0.7	0.6
Rolling 12 months		4.0	4.8

Number of Deliberate Fires		Q3 2021-22	Q3 2020-21
Primary Target (Month) – 39	October	27	37
	November	26	18

⁴ Deliberate fires include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or property of an unknown owner. Despite deliberate fire records including arson, deliberate fires are not the same as arson. Arson is defined under the Criminal Damage Act of 1971 as 'an act of attempting to destroy or damage property, and/or in doing so, to endanger life'. Source: [Fire statistics definitions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/fire-statistics-definitions)

	December	19	22
Quarter Total		72	77
Rolling 12 months		300	363
Secondary Target (Month) – 95	October	52	38
	November	57	45
	December	22	25
Quarter Total		131	108
Rolling 12 months		747	884

Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of Deliberate Fires	158+	117 - 158	48 - 116	0 - 47

All Deliberate Fires	October	79
	November	84
	December	49
	Total	212

Fire and Rescue Plan Measure: Reduction in Fatalities and Injuries

This measure relates to live safe and be water safe under the Prevention strategy.

This measure monitors the number of fatalities and casualties that went to hospital with injuries that appeared to be serious or slight.

Fire-related

Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Primary Fire Injuries	9+	6 - 9	2 - 5	0 - 1
Tolerance (per month) for 2021-22	6+	4 - 6	1 - 3	0

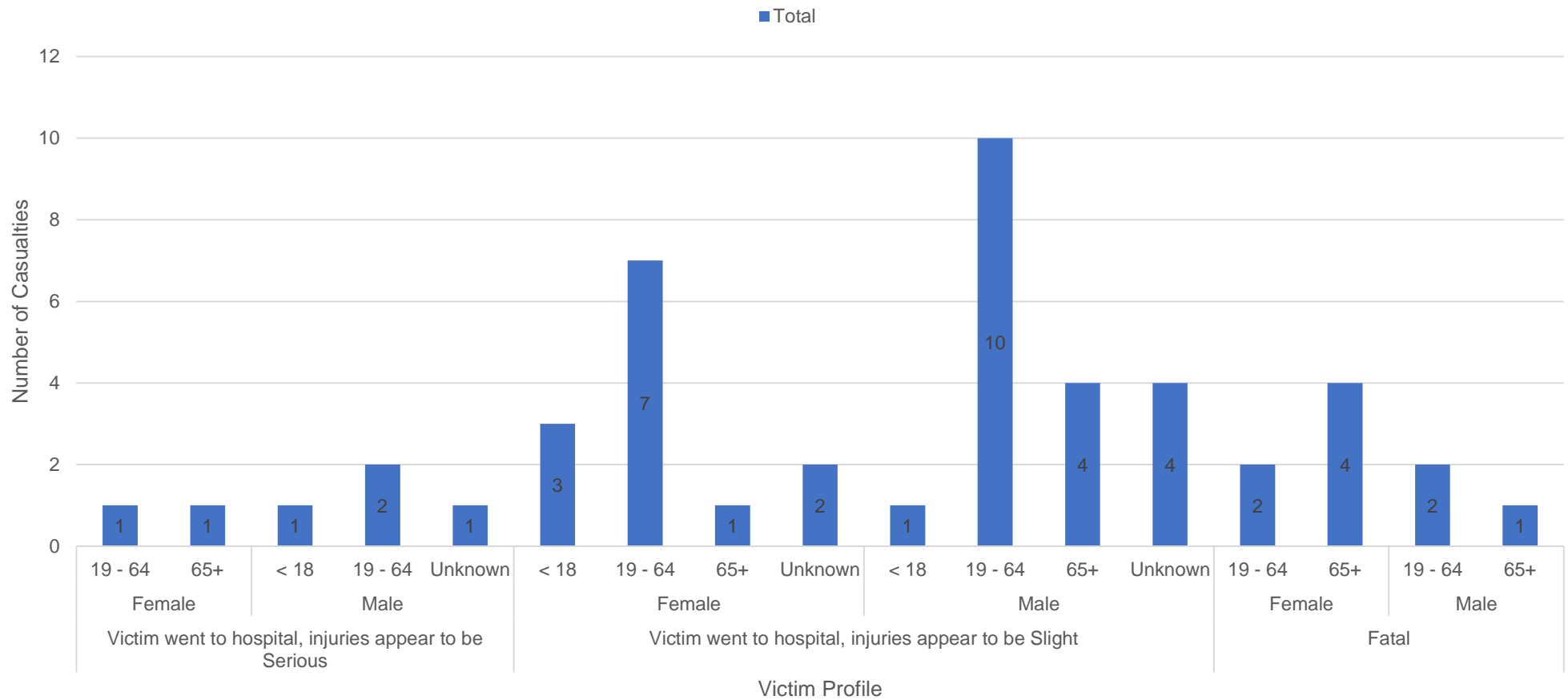
Accidental Dwelling Fire Injuries				
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Previous performance reports have focused solely on fire-related fatalities and casualties, particularly those that occurred in accidental dwelling fires. The table below shows the number of fire-related fatalities and casualties for Q3 2021-22 and 2020-21 for comparison.

		Q3 2021-22	Q3 2020-21
Primary Fire Fatalities	October	1	0
	November	2	0
	December	1	0
	Quarter Total	4	0
		Q3 2021-22	Q3 2020-21
Primary Fire Casualties (Went to hospital with injuries)	October	4	2
	November	4	6
	December	6	9
	Quarter Total	14	17
ADF Casualties (Went to hospital with injuries)	October	2	2
	November	2	2
	December	4	4
	Quarter Total	8	8

The chart below shows the gender and age group of the fire-related fatalities and casualties (including severity of injury) involved in primary fires since for the calendar year of 2021.

2021 Victim Profile of ADF Injuries



Commentary (Water Safe)

Observations and insights about the data

- In Q3 2021-22, there were no outdoor water-related fatalities.

Key actions taken in the Quarter

- Recruitment and induction of a Road & Water Safety Lead and Officer. Induction included two workshops, one focused on road and the other on water, that covered key information about prevention activity already been carried out by the Service, locally and nationally, as well as identifying project/task priorities for the year end and into 2022.
- The Road & Water Safety Manager and Lead, alongside other colleagues within the Service attended the Tendring Water Safety that has representation from key agencies such as the Essex Police Marine Unit, Coastguard, RNLI, Tendring Council, and local groups that inform and educate the public and/or visitors of the risks associated with water. The discussion reviewed the summer's water safety activities, with a focus on collaboration opportunities for 2022.
- These colleagues attended the River Crouch Coastal Community Team Project Group in November to discuss multi-agency water safety campaign plans for spring/summer 2022. The Road & Water Safety lead following the meeting provided the organiser with key information and links to relevant social media content, including Leigh-on-Sea station's #FloatToLive video which was used as part of #BeWaterAware week in 2021.
- In December 2021, Essex Fire signed an agreement with the charity, Royal National Lifeboat Institution to plan and deliver the organisation's Waterside Responder Scheme.
- During this period, the Head of Prevention has worked with ECFRS Finance to restructure the financial allocations for all Prevention Areas, to ensure effective financial arrangements and financial support for key workstreams.

Actions planned for next quarter

- Formalise communication methods for Water Safety team for external purposes, creation of key documents containing water safety messages as well as adequate space for storage of resources for public-facing events and linked to RNLI training.

- Effective and efficient planning for the rollout of the RNLi's Waterside Responder Scheme, this includes liaising with other fire and rescue services who have already achieved this. This also includes communication of the proposed planning and implementation approach to key internal and external stakeholders.
- Research, liaising and preparing for Be Water Aware Week in April and Boat Fire Safety Week in May.

Commentary (Operational Community Risk)

Actions taken in the Quarter

- The OCR (Operational and Community Risk) Team have attended 53 engagement events throughout this period, engaging with low-income families, minority ethnic groups, older persons and young single parent families totalling over 3560 engagements for the Service. Some of these events were in partnership with partner agencies which include but are not limited to Essex Police, Local Authorities, United in Kind, Community 360, Royal British Legion, Essex Libraries, University of the 3rd Age, Action for Family Carers, Barclays Bank, Safer Places, Citizens Advice and Trading Standards.
- Following a fatal fire at a sheltered accommodation in Saffron Walden on the 22nd October 2021, the OCR Team have attended 54 sheltered accommodation premises to offer fire safety advice and engaged with 1841 residents.
- Within this period 33 targeted intervention activities were delivered in areas where there is increased risks e.g., deprivation, rural area, high numbers of kitchen fires. 3191 addresses were visited with a total of 1225 doorstep engagements gaining 221 home safety visit referrals.
- A total of 22 Tactical After Incident Responses (TAIR) following an incident were delivered throughout this period by Operational Crews.
- The OCR team have overseen the delivery of four Strategic After Incident Responses (SAIR) following fatal domestic fires.
- Throughout this period the OCR team have continued to work with partners to resolve community issues within Canvey, focussing on an education facility for the Haredi Jewish Community. The site has been audited by Protection teams with prohibitive measures put in place. We have also been working with Manchester FRS who have experienced similar issues to gather their lessons learnt.
- OCR have worked with Ops Policy to implement a training package for the collation and recording of operational risk by station-based personnel. A presentation was designed to include different levels of training/awareness for different groups of employees (e.g. – control/apprentice/Firefighter/CM/WM/SM and GM), the presentation was colour coded to reflect the requirements per staff group. OCR team also liaised with East Sussex FRS and Humberside FRS to understand what their process was.

Actions planned for next quarter

- Complete the development of the OCR dashboard to enable the recording and reporting of activity for the OCR team and Operational Crews. The dashboard will link through CFRMIS and enable a holistic view of activity against risk.
- Welcome and embed a new station manager and two watch managers to the team.
- Continue to try to resolve vetting issues and embed the Community Safety Officers within the Community Hubs which are in districts throughout Essex.
- Implement Community Safety Partnership (CSP) briefings to the Districts, to inform our partners and support CSP attendance.
- Launch and implement Firestoppers throughout Essex to reduce the deliberate fires within the county.
- Review and improve the Safe Well and Secure process, to improve the outcomes for the service and our partners.

Commentary (Live Safe)

Actions taken in the Quarter

- The number of Safe and Well visits conducted has remained steady between October and November, but with a decrease in December, this is likely to reflect the rise of the Omicron variant in December, and the accompanying public nervousness in the face of a potential increase in virus transmission.
- Compared with Q3 2020, total visit numbers have increased by 41%. This is likely to reflect the substantial relaxation of COVID-19 restrictions in 2021 compared with 2020.
- In Q3 2021, Stations completed 384 visits, compared with 32 in Q3 2020. This is an increase of 1100%. Operational Crews recommenced delivering the full Home Fire Safety Check in June 2021.
- Volunteer activity resumed in December with one volunteer completing 17 visits in December. Further Volunteers will be available during January 2022 in the Colchester and Tendring area, so will be reflected in the next Quarterly reporting. All Volunteers have undergone Shadowing training with Safe and Well Officers, virtual training for the CFRMIS system is to be arranged shortly to complete their return to work.
- Of the 1,778 visits recorded complete across the quarter, 78% were for individuals aged over 65, 37% were for individuals who lived alone, 36% were for individuals with a disability

that may prevent escaping the property, and 4% were for individuals living in social housing.

- Of the total number of visits this quarter, 62% were completed by Safe and Well Officers, 22% by Stations, 13% by Community Builders, 2% by CSO's and 1% by Volunteers.
- Safe and Well Officers and Community Builders made referrals for additional support in 16% of visits they completed in Q3 2021.
- 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. The remaining 10% agreed that they would recommend a Safe and Well Visit to their friends and family.
- In Quarter 3, the Home Safety Team launched a re-brand of the Home Fire Safety Visit, advising crews of the new Home Fire Safety Check. This change in language and simplification of the visit brings ECFRS in line with other Fire and Rescue Services across the country.

During the Next Quarter

- The factor most likely to affect performance during January, February and March remains on-going uncertainty in relation to COVID-19 and its continued transmission in Essex. During the previous quarter, this affected the number of visits completed by ECFRS personnel, though the picture looks more positive in the early stages of 2022.
- Assuming personnel levels remain stable, Q4 is likely to see an increase in visit numbers across all metrics and delivery teams.

Note, Live Safety commentary relates to the measures under the Prevention section of the Fire & Rescue Plan priority as well as the two Service measures in the following Fire & Rescue Plan priority, Help the Vulnerable Stay Safe.

FIRE AND RESCUE PLAN: HELP THE VULNERABLE STAY SAFE

The objective of this priority is to help vulnerable people to be safer in Essex.

Service Measure: Number of Safe and Well visits delivered to our most vulnerable groups.

This measure relates to live safe and safeguard under the Prevention strategy.

The table below shows data about prevention activity conducted in Q3 2021-22. In relation to the measure, the second row of the table shows the number of safe and well visits completed

Measure	Q3 2021-22				Trend based on Q3 2020-21	
	October	November	December	Total		
Total number of Visits	621	653	513	1778	↗	
Number of Safe and Well Visits	374	401	332	1107	□	
Number of Home Safety Visits by Stations	178	141	65	384	↗	
Number of Home Safety Visits by Volunteers	0	0	17	17	↗	
Number of Visits by Other (CSO's, CB's, FSO's)	60	111	99	270	↗	
Number of FHB10 (standard smoke detectors) fitted	621	717	432	1800	↗	
Number of FHB10W (sensory smoke detectors) fitted	86	128	107	321	↗	
How many enquiries did we receive to the Information Centre	Incoming	435	625	443	1503	□
	Outgoing	1,186	1003	934	3123	↗
	Emails	673	681	409	1763	↗

Number of cases reviewed by the Home Safety Command and Control Group	0	0	0	0	
Number of referrals made by Safe and Well Officers to other agencies	51	85	87	223	
* Not previously measured					

The table below shows the number of people who received a visit and had one or more of the vulnerable factors e.g., over 65, lived alone, had a disability, or lived in social housing.

Number of individuals visited in the following vulnerable groups:	Q3 2021-22				Trend based on Q3 2020-21
	October	November	December	Total	
The number over 65 years old	464	517	418	1399	↗
The number who lived alone	208	236	219	663	↗
The number who had a disability	207	234	197	638	↗
The number who lived in Social Housing	20	25	34	79	↗

Service Measure: Percentage of Safe & Well visits delivered within 28 days

Percentage of Safe & Well visits delivered within 28 days from referral to completion	Q3 2021-22 Actual:
Target: 90%	80%

Fire and Rescue Plan Measure: People who received an intervention feel safer and less at risk.

This measure relates to live safe and safeguard under the Prevention strategy.

For the duration of the pandemic, ECFRS ceased handing out paper evaluation forms to be returned by members of the public in line with COVID-19 risk assessment controls. There is, therefore, no data recorded for service evaluations.

Safeguarding

At time of reporting, there is no specific performance measure linked to the Safeguarding.

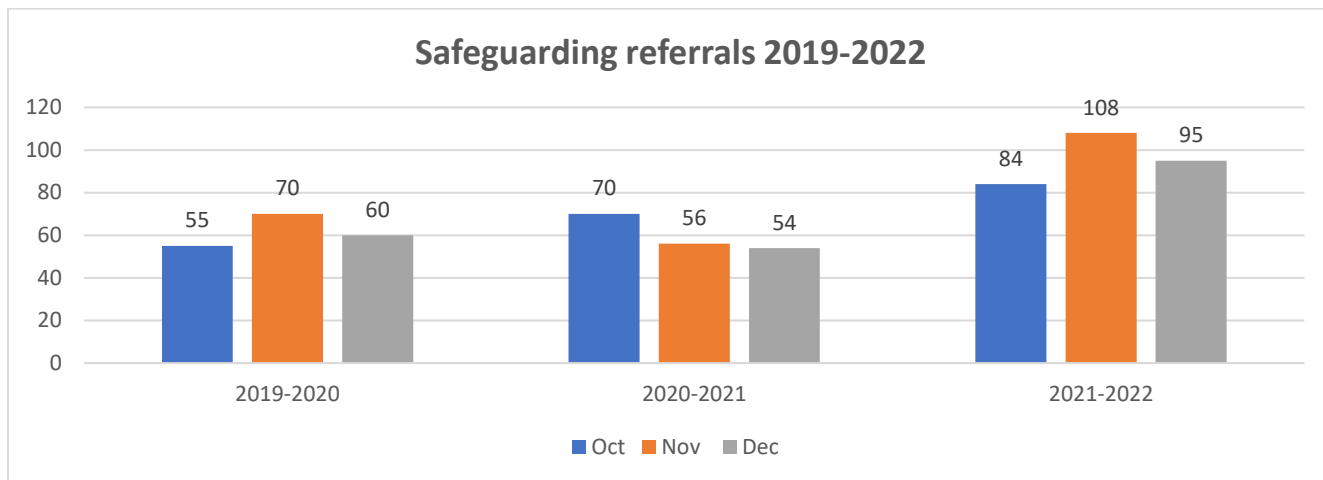
The work associated with Community Development & Safeguarding Team aligns with supporting those who are at higher risk of harm in our communities, thus included under the Fire & Rescue Plan priority of Help the Vulnerable Stay Safe.

The Safeguarding Team process referrals received through the online CFRMIS system by way of a questionnaire. All referrals are assessed against the Essex Effective Support Windscreen to ensure appropriate support and signposting is provided. The table below shows the number of referrals the team have received per month in Q3 2021-22 comparing with the same quarter in previous year, to show how the COVID-19 pandemic has impacted on safeguarding referrals now that certain restrictions have been lifted.

	Q3 2021-22		Q3 2020-21	
	Adults	Children	Adults	Children
October	83	1	70	0
November	108	0	51	5
December	87	8	53	1
Totals	278	9	174	6
	287		180	

As can be seen by the above table the number of safeguarding referrals is still increasing compared to this time last year and in fact the year before. There is significant evidence from partners and social care that the effects of the Covid-19 pandemic has resulted in an increase in vulnerability in our communities and the above data supports these indications, concerns have come to light as restrictions ease and more visits are being carried out. Since we now have well

established working relationships with both Police and Ambulance, we are seeing an increase in referrals from these two partners. As you can see in the chart below comparison figures show a marked increase from last year. This was in part due to covid restrictions where many partner agencies stopped house visits and the increase when restrictions began to lift and visits restarted.



With continued well established working relationships with both Police and Ambulance we are seeing an increase in referrals from these two partners each month. 2019-2020 to 2021-2022 there has been an increase of 64% in the number of referrals received by the Safeguarding team.

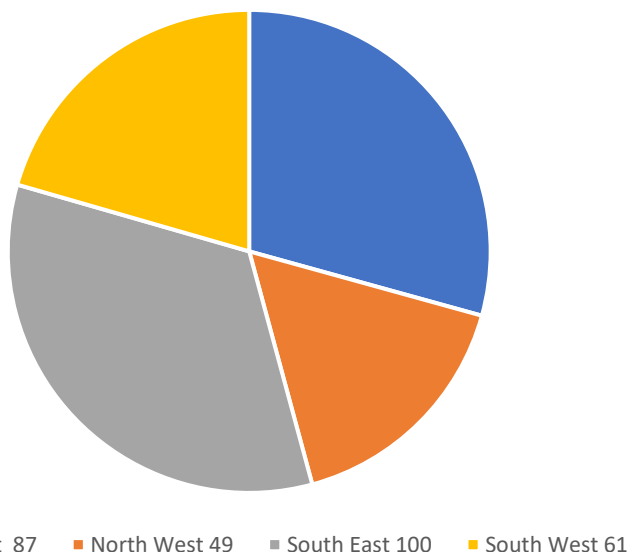
Referrer	Q3 2021-22		
	October	November	December
Community Partners	1	2	1
Control	0	0	0
Service personnel	20	20	39
Housing	7	15	1
Internal	0	0	0
NHS	21	31	22
Other	9	5	2
Police	10	13	9
Safe and Well Officers	1	3	5
Social care	15	15	15
Volunteer	0	0	0
Care	0	4	1
Total	84	108	95

The chart below shows the area the referrals came from for each district

District	October	November	December
Harlow	4	4	5
Epping Forest	3	2	3
Colchester	6	18	10
Southend	20	16	18
Thurrock	4	9	8
Castle Point	1	4	4
Rochford	2	1	1
Chelmsford	8	13	12
Uttlesford	7	5	7
Basildon	7	11	7
Tendring	12	12	8
Braintree	6	5	6
Brentwood	2	3	2
Maldon	2	5	4

Similarly, the number of referrals per Command Group in Q3 2021-22.

Referrals for the last quarter



The Community Builders workload has continued to increase and their case load is the highest its ever been. With each case they also complete a detailed report of the risks identified and their actions. These reports are then shared with partner agencies, where consent is given, to support partnership working moving forward. Please see example case studies below:

Concerns	Actions
<p>Example 1: Following a call to domestic smoke alarm actuating, crews submitted the following concerns for a lady and her 4 children.</p> <ul style="list-style-type: none"> • Property unhygienic • Problem with electrics • Water Leaks in property • Damp 	<p>Concerns were submitted to social care, adult and children. The Community Builder for the area liaised with Housing and the district council to see if there was support for the family. Social Care are now involved with the family.</p> <p>Community Builder contacted Housing who now work with the family, and despite the occupant being embarrassed around the situation they find themselves in, have agreed to work with them.</p> <ul style="list-style-type: none"> • The family now have a new bathroom and water leaks are fixed. • Electrics have been repaired

<ul style="list-style-type: none"> • Linked smoke alarms defective 	<ul style="list-style-type: none"> • Due to damp concerns repairs to the ceiling have been actioned. • Heating system fixed • The linked smoke alarm has been repaired • A new front door has been fitted.
<p>Example 2: Social care requested a visit due to the hoarding concerns as they have been unable to engage.</p> <ul style="list-style-type: none"> • Hoarding concerns • Uninhabitable property • Rejected support from social care 	<ul style="list-style-type: none"> • Community Builder contacted the resident who was open to a visit. • Community Builder was able to gain the residents trust and addressed concerns caused by the evident hoarding. The occupant had lost a child in the past and many of the items were linked to them. • Gradually the occupant started to sort items and stated to make progress. • At each visit the resident has a good relationship with the Community Builder and the level of hoarding is starting to get better. • Social care have been updated • Hoarding annotation added <p>This will be an ongoing case</p>

FIRE AND RESCUE PLAN: IMPROVE SAFETY ON OUR ROADS

The objective of this priority is to reduce the personal, social, and economic impact of road traffic incidents.

All the measures under this priority relate to be road safe under the Prevention strategy.

Fire and Rescue Plan Measure: Reduction in the number of people killed or seriously injured.

The Safer Essex Roads Partnership (SERP) launched Vision Zero in 2020. It is the ambition to have zero road deaths and serious injuries on roads in Essex, Southend and Thurrock by 2040. The intermediate target is to halve the number of deaths and serious injuries by 2030.

The table below shows the number of people that were killed or seriously injured (KSI) in Q3 2021-22 and 2020-21. Note, these are provisional figures.

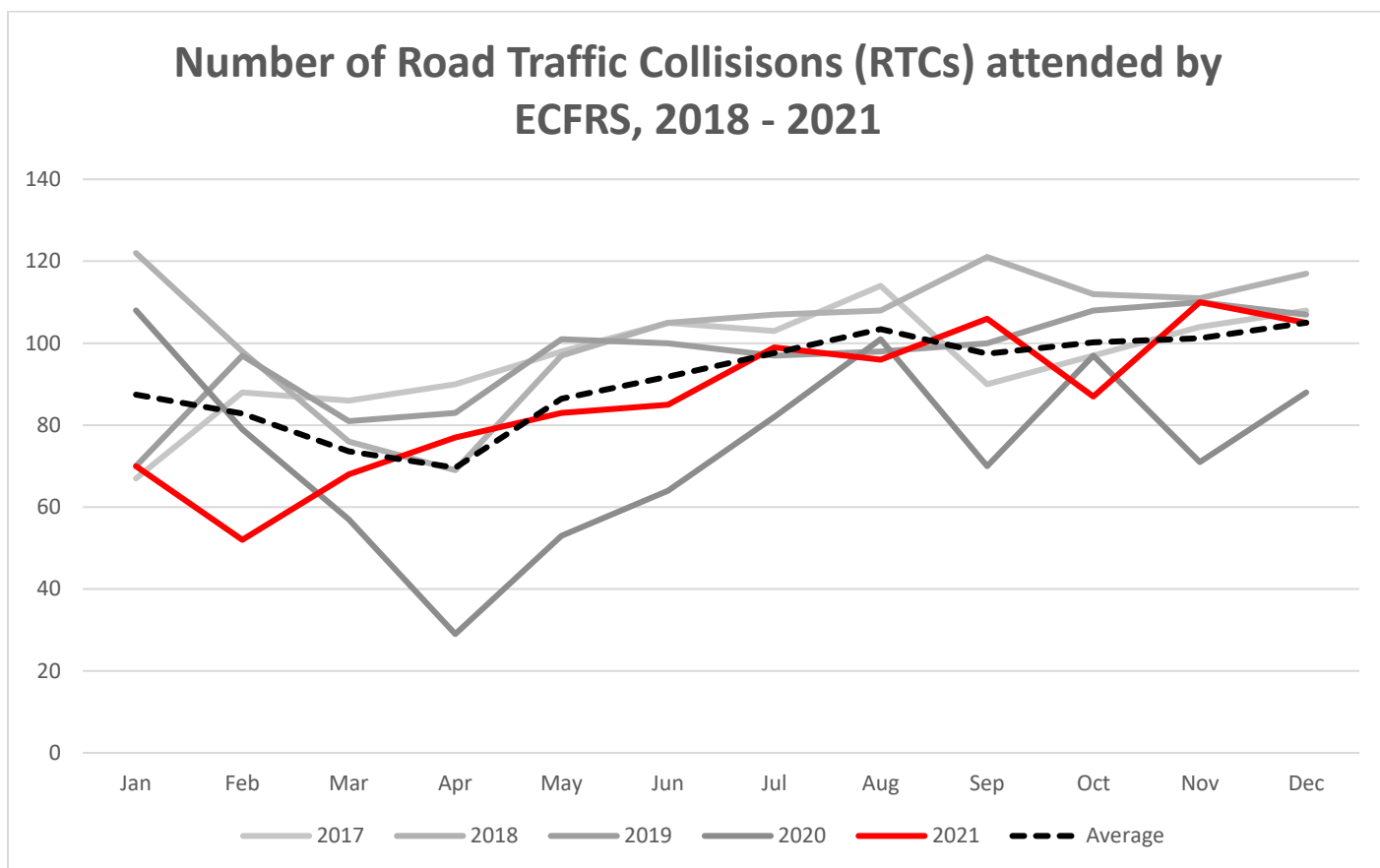
	Q3 2021-22*			Q3 2020-21*		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
October	6	50	56	4	53	57
November	5	85	90	1	55	56
December	6	59	65	5	55	60
Total	17	194	211	10	163	173

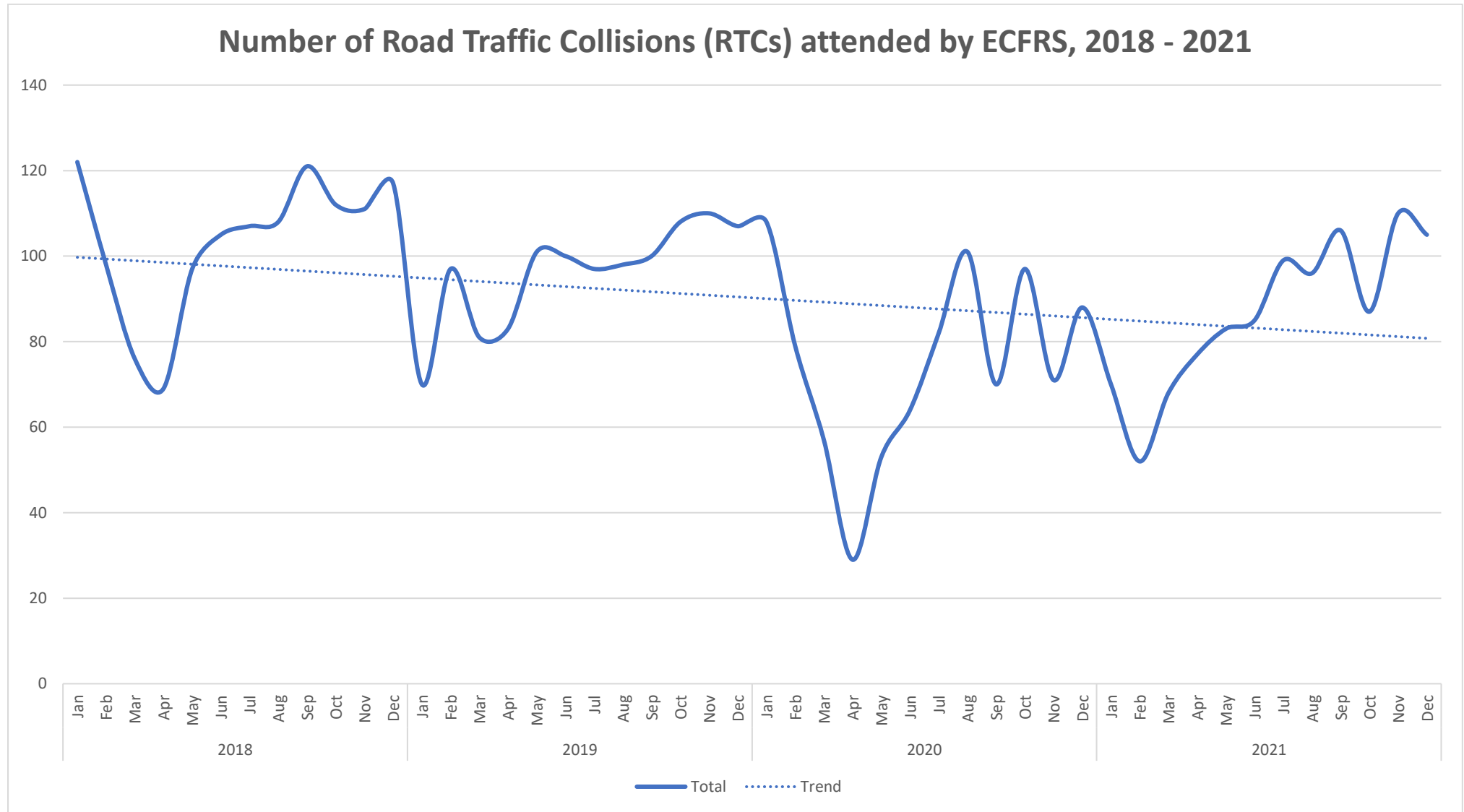
Source: KSI stats as at 31st January 2022 from Essex Police.

Service Measure: Number of Road Traffic Collisions (RTCs) attended by ECFRS.

This is a monitoring measure. The table below shows the number of RTCs attended by ECFRS for Q3 2021-22 and Q3 2020-21. The chart below shows the number of RTCs attended per month over the last four years.

	Q3 2021-22	Q3 2020-21
October	87	97
November	110	71
December	105	88
Quarter Total	302	256
Rolling 12 month	1038	899





The table below lists the property types involved and the activity undertaken by ECFRS at RTCs attended in Q3 2021-22. 78% of the RTCs involved cars, 19% involved multiple vehicles. 14% of RTCs involved extrication of person/s, the vast majority from cars.

Property Type	Advice only	Extrication of person/s	Make scene safe	Make vehicle safe	Medical assistance only	Other	Release of person/s	Stand by - no action	Wash down road	Grand Total
Agricultural					1					1
Bus/coach	1		1		1					3
Car	7	33	68	61	7	4	17	19	3	219
Dwelling								1		1
Lorry/HGV			2					1	1	4
Motorcycle	1							1	3	5
Multiple Vehicles		8	20	10			4	11	1	54
Other							1			1
Other outdoors (including land)	1								2	3
Outdoor structures			1							1
Trains			1							1
Van		1	5	2					1	9

ECFRS QUARTER THREE (Q3)
PERFORMANCE REPORT

2021 - 2022

Grand Total	10	42	98	73	9	4	22	34	11	302
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Service Measure: Number of fatalities and serious injuries at RTCs attended by ECFRS.

This is a monitoring measure as ECFRS attends a proportion of RTCs, compared to Essex Police. In Q3 2020-21, ECFRS attended 32 RTCs where there were 40 fatalities or serious injuries as a result of an RTC.

RTC Reduction Events in Q3 2021-22

- During Q3 2021-22, the Road Traffic Collision Reduction team were invited to 27 events, of which 70% (19) were attended by ECFRS staff and vehicles. Events attended include:
 - 13 Fire Car deployments – this includes 7 visits to colleges across our Service area and at Essex University.
 - 4 Surround a Town events in Castle Point, Basildon, Maldon, and Epping Forest
 - 2 military events – one at Merville barracks in Colchester district and the other, Carver barracks near Saffron Walden.

P2W

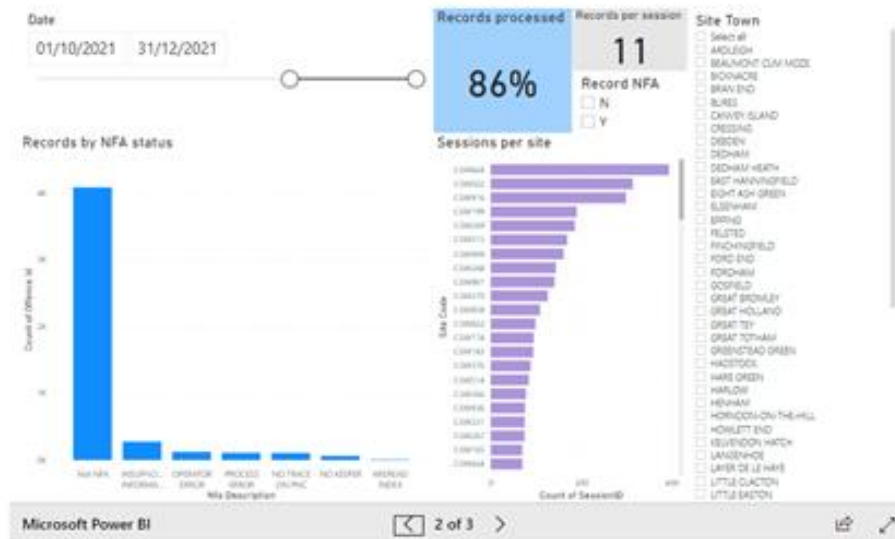
- The Fire Bike team attended the military events on 6th and 7th December 2021 and offered the advanced machine skills courses following the presentation. It was observed that the Fire Bike team had good engagement from several military personnel afterwards.
- The outcomes of the P2W steering group were shared with SERP strategic group.

RTC – Other

- Support of the SERP Community Speed Watch (CSW) Scheme continues with 2 Steering Groups taking place in this quarter, and continued development and support of the Co-ordinator.
- 4081 letters were generated to offending motorists in this quarter, following CSW activity, with an 86% accuracy rate by volunteers
- A new version of the letter received by offending motorists, designed to introduce Vision Zero and improve behaviour change, was sent to volunteers for comment

Community Speedwatch Data

Click on diagonal arrow in the bottom right to view data in full screen mode.



- ECFRS Road Safety team supported the 4 Vision Zero Workshops, facilitated the discussion groups, supported the debriefs and actions for the new strategy.
- Attended the SERP Governance and Strategy Board.

Commentary (Road Safe)

Observations and insights about the data

- In Q3 2021-22, there were 211 people killed or seriously injured in road traffic collisions (RTCs) on roads in Essex, Southend, and Thurrock. Whilst figures are provisional, the number of people killed or seriously injured in Q3 is higher than Q3 2020-21. However, it is noted that quarter three in 2020 featured COVID-19 restrictions that would have impacted travel movements of residents and visitors to the area over the festive period.
- The table and charts show that the number of RTCs attended in Q3 2021-22 are similar to the numbers attended in 2018 and 2019 (before the pandemic).
- 65% of the victims who were killed or seriously injured in a RTC during Q3 2021-21 were male. This high percentage, alongside the 8 males who sustained serious injuries were reported to be at or under the age of 30 reaffirms that road safety reduction work should continue to focus on engaging with this high-risk road user group.

Key actions taken in the Quarter

- The team welcomed a new Road and Water Safety Officer and Lead during Q3 2021-22.
- Introductory workshops for existing and new team members, organised by the Road & Water Safety Manager, covered key information about road and water safety, including ECFRS' current and planned activity for both areas, as well as prioritisation of tasks and projects to complete by year end and into 2022.
- Tasks and projects related to road safety completed by end of December include reviewing the team's Sharepoint structure and progress of IT tasks, learning and observing presentations at road safety events, as well as meeting with internal and external stakeholders that are involved in road safety. This includes partners within the Safer Essex Roads Partnership and other fire and rescue services via Workplace.
- As the previous page details, Essex Fire attended 19 events in total during the quarter, of which 32% were in Colchester district, a known hotspot area for road traffic collisions.
- 7 of these events were in colleges across Greater Essex and at Essex University, where attendees of these education establishments are high risk road users. It was recorded that the team engaged with over 2000 people in one day at the university.

- Also of note are two military events that occurred in December which were attended by over 300 people. These events focused on 'Don't Drink and Drive', to encourage personnel to get home for the festive period and return safely whilst on leave. The presentation contained relevant content such as military-specific videos on this topic, it was well received by the organiser and their audiences. In addition, Essex Audi Group attended Merville barracks with two high-performing vehicles, to encourage young drivers on barracks to discuss road safety and making effective use of the latest safety assistance technologies.
- Over the festive period, the RTC Reduction team were delighted to receive a generous donation of a new Audi 'Fire Car' from Essex Audi Group.

Actions planned for next Quarter

- Road & Water Lead and Officer to continue review of products and lessons concerning road safety, ensuring that the messages and delivery mechanism/s are as effective as possible. This includes the Ford Simulator at Waltham Abbey and Virtual Reality offer.
- Complete audit of key locations that are used to store vehicles, equipment and resources for road safety work e.g. versioning of leaflets, stock control of giveaways.
- Attend eight Surround a Town events alongside SERP partners.
- Continued progress on Vision Zero engagement events and feedback.
- Sharing of Social Value learning to SLT as a discussion point.

FIRE AND RESCUE PLAN: MAKE BEST USE OF RESOURCES

The objective of this priority is to improve the safety of the people of Essex by making best use of our resources and ensuring value for money.

There are three Fire & Rescue Plan measures under this priority and the one reported regularly is related to false alarms. A Service measure monitors unwanted fire signals, a subset of false alarms. The other two measures, the HMICFRS rating of the Service and cost of the service per resident are reported when data is finalised by the relevant department or following inspections.

Fire and Rescue Plan Measure: Reduction in number of false alarms.

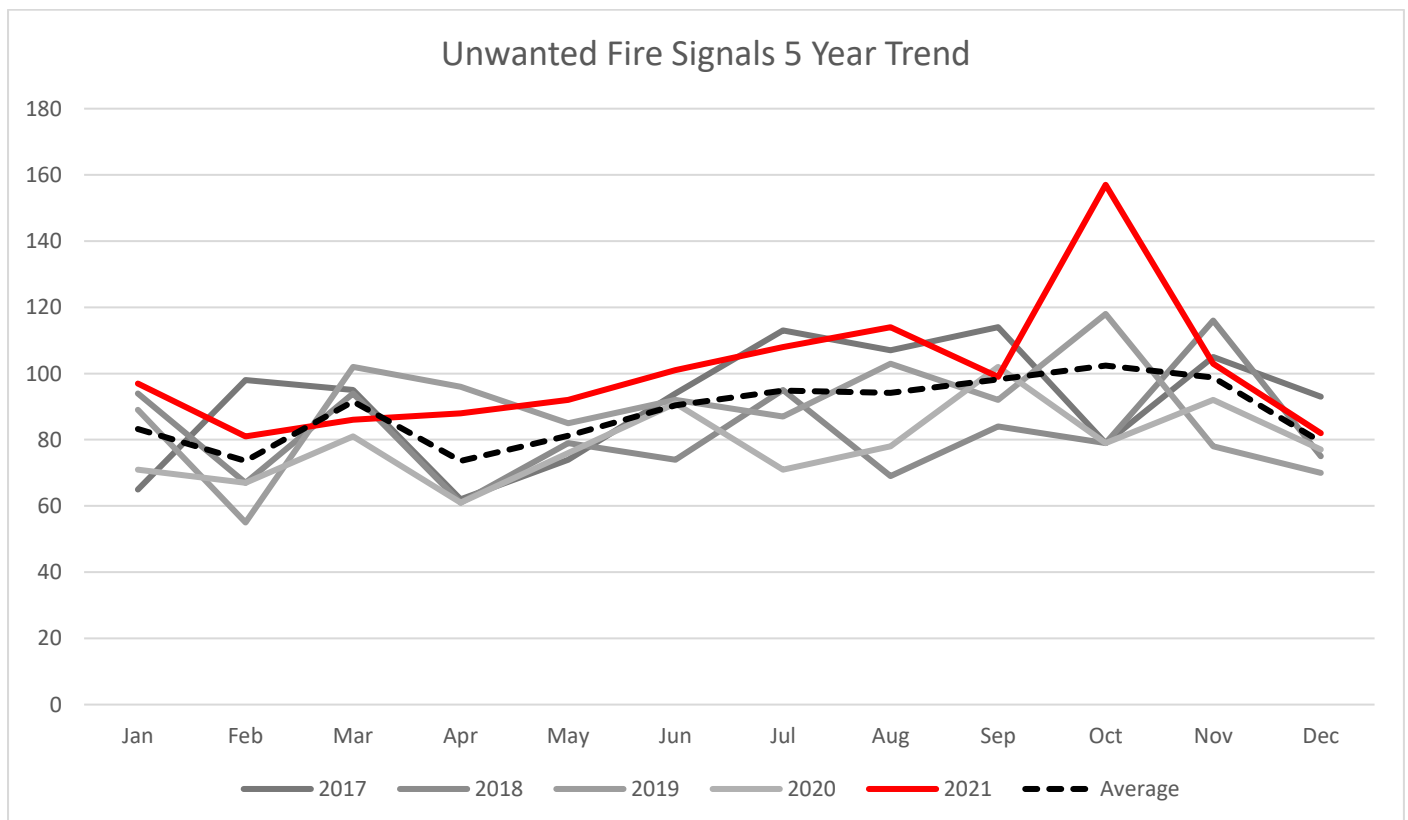
A tolerance threshold was applied to false alarms due to apparatus only caused by automatic fire detection in property types categorised as either 'non-residential' and 'other residential'. More commonly referred to as unwanted fire signals.				
Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of False Alarms Due to Apparatus	96+	93 - 96	56 - 92	0 - 55

The table below shows that ECFRS attended 1656 false alarms in Q3 2021-22, 169 more than Q3 2020-21 and the 12-month rolling total is also higher at quarter two end. The largest percentage increase between Q3 2020-21 and 2021-22 for the false alarm types was 20% for false alarms due to apparatus.

False Alarm Type	Q3 2021-22				Q3 2020-21			
	Oct	Nov	Dec	Total	Oct	Nov	Dec	Total
Due to Apparatus	337	249	233	819	251	227	204	682
Good Intent	287	282	218	787	270	258	237	765
Malicious	10	20	20	50	16	11	13	40
Grand Total	634	551	471	1656	537	496	454	1487
Rolling 12 months	6365				6048			

The Service monitors unwanted fire signals which are false alarms due to apparatus caused by automatic fire detection in property types categorised as either 'non-residential' and 'other residential'. This monitoring measure has a tolerance threshold for number of unwanted fire signals per month, and for two months in Q3 2021-22 the number attended was in the red band (96+), with December in the green band. The table below shows ECFRS attended 342 unwanted fire signals in Q3 2020-21, 21 more than Q2 2021-22 and 91 more than Q3 2020-21.

	Q3 2021-22	Q3 2020-21
October	157	79
November	103	92
December	82	77
Quarter Total	342	251
12-month rolling Total	1208	946



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

The objective of this priority is to have a safe and diverse workforce who we enable to performance well in a supportive culture underpinned by excellent training.

Fire and Rescue Plan Measure: Improved workforce diversity

Diversity Metrics

The following table presents the Service's headline diversity metrics as at 31 Dec 2021 with the addition of count as well as the percentage as before:

EE Group / heads	Gender % that are Female ¹	Majority Age Band	% LGBTQ+ ¹	% Ethnic Minority ¹	% Disability
Wholetime / 637	7.7% (44)	46-55	5.8% (27)	4.3% (20)	4.1% (26)
On-Call / 511	3.4% (16)	25-35	3.0% (9)	1.7% (6)	3.5% (18)
Control / 40	85.0% (34)	36-45	3.0% (1)	2.7% (1)	2.5% (1)
Support / 324	51.4% (164)	56-65	5.3% (14)	2.9% (8)	5.9% (19)
Overall / 1512	18.4% (258)	36-45	4.8% (51)	3.1% (35)	4.2% (64)
Prefer Not To Say ²	3.4% (52)	-	8.5% (129)	0	- ³
Not Stated ²	3.9% (59)	-	29.6% (448)	24.4% (369)	- ³

Note 1: reflects the proportion of those individuals that explicitly self-identified their gender, sexual orientation or ethnicity in response to the request for personal information

Note 2: options for disability response are currently 'yes' or 'no' only

Note 3: reflects the number and percentage of all employees who stated 'prefer not to say' or did not respond

There is no reportable shift in these numbers compared to the prior quarter as all changes are <0.3% different.

Attendance – Lost Time Rate

The following table presents the Q3 lost time rate for each Employee Group and the Service overall. The figure represents the amount of available working time that has been lost to sickness absence in the quarter and includes any time recorded as self-isolating or otherwise absent from the workplace due to Covid-related conditions.

EE Group	Lost Time Rate
Wholetime	8.5%
On-Call	10.1%
Control	17.8%
Support	3.5%
OVERALL	8.1%

Attendance

The following table presents the Service's sickness absence metrics for the rolling 12 months to 31 Dec 2021. Figures include any time recorded as self-isolating or otherwise absent from the workplace due to Covid-related conditions. The table has been updated in Q3 to include additional analysis for the Working Days Lost per person:

Mean: the total number of days lost, divided by the number of employees

Median: the middle value (where the number of days lost are ordered)

Mode: the most common number of days lost

EE Group	% of Current Employees taking sick leave	Working Days Lost per Person			Total Working Days Lost	% Long Term ¹	% Short Term ¹
		Mean	Median	Mode			
Wholetime	75.2%	16.7	9	4	7,985.6	50.8%	49.2%
On-Call	60.9%	29.3	13	11	9,104.7	57.3%	42.7%
Control	95.0%	23.3	12.5	8	886.9	59.5%	40.5%
Support	55.6%	12.5	6.5	1	2,255.1	49.0%	51.0%
OVERALL	66.7%	20.1	10	4	20,232.2	53.9%	46.1%

Note 1: Periods of absence lasting 28 calendar days or more are classified as Long Term. All shorter periods than this are considered to be Short Term. The measure identifies the % of working days lost that form part of a long term (or short term) absence.

Note 2: The overall amount of time lost increased compared to Q2 due to COVID. It is marginally lower than Q3 2020/21

The following table presents the proportion of working days lost to sickness in the 12 months to 31 December 2021 which are attributed to COVID related reasons:

EE Group	% COVID-related
Wholetime	31.8%
On-Call	35.9%
Control	37.3%
Support	45.9%
OVERALL	35.4%

Employee Relations

The following table presents the Service's employee relations casework metrics for Q3 2021/22:

Case Type	New Cases	Closed Cases	Average Time to Close (days)	Cases Open at Quarter End	Oldest Case (days)
Attendance	26	25	129	32	263
Disciplinary	3	5	163	1	99
Grievance	8	11	48	3	80
Performance	19	15	105	13	80
Overall	56	56	110	49	-

The number of cases has increased from Q2 from 50 to 56 however the increases are in attendance and performance management. Grievance numbers are lower (from 13 to 8). More detail of the Grievance data is included below.

Ten more cases were closed compared to Q2 (46) and the time to close remains consistent. The oldest open case is now 126 days less than Q2 which is a significant improvement to note.

Additional Commentary - Key actions taken in the Quarter

Diversity

Positive Impact Assessment completed for the first phase of the Recruitment policy review.

No specific or immediate actions required.

Made a 'proof of concept' change for one of assessment centres to support neuro-divergent needs. This was positively received and will be incorporated into our future recruitment activity

The April and September 2022 squad candidates will see an increase in the numbers identifying as LGBTQ+ and from this we also had an increase of successful candidates moving through the process. We also saw an increase in the number of candidates from an Ethnic Minority background progressing through the process and receiving offers.

Of all joiners in Q3, 20 were On Call firefighters. Of these, 80% were in either the 17-24 or 25-35 age band. Two of the three Support new joiners were in the 56-65 age band, with the third aged between 25 and 35.

30% of the On Call new joiners had not stated their ethnic identity, while the remainder all self-identified as either White British or White British/Irish.

All Support new joiners were of white origin, apart from one employee from a black and minority ethnic background.

Attendance

The latest COVID variant – Omicron had significant impact on staffing levels, particularly in December and daily absence and projected return to work data was shared with the COVID Risk Group (including twice daily at the peak of it's impact). The group met daily throughout the Christmas and extended holiday periods to anticipate and respond to the changing internal and external dynamics.

The whole Service also sought to support departments in Business Continuity during this challenging period with staff from many functions volunteering in Control and as volunteers in our Essex partner organisations where the impact of absence was a concern in meeting the vaccination targets.

The Service also launched the revised Fitness Policy. The Fitness team continue working with individuals and their managers that are currently below the required level to mitigate risk of coming off the run and impact to our Service commitments.

We have 75 personnel on a fitness review; 20 of which are below 37ml/kg/min and when looking at the phased plan, those below 37ml/kg/min would be removed from operational duties in June 2022

The fitness team offer fitness advice/support at every annual fitness test regardless of results, 1 to 1 support given at review fitness appointments, online support available on intranet and Instagram

Employee Relations

We have been proactively supporting absence case management and as part of the wider attendance management agenda, the People partners began coaching with managers following launch of the updated Attendance management policy. Hydra training was provided for WM levels managers.

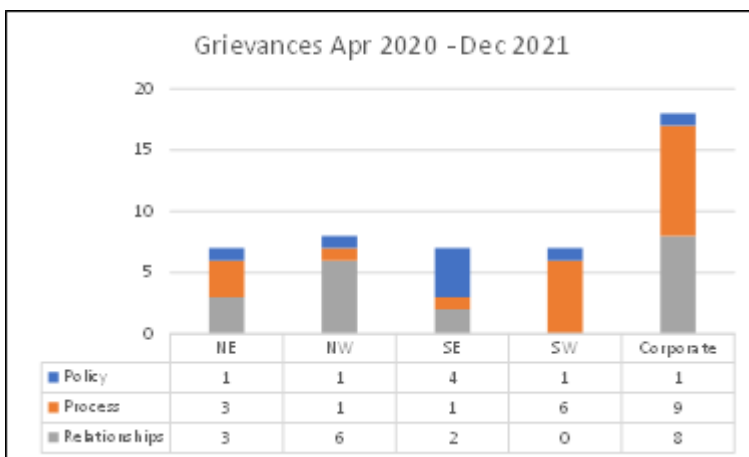
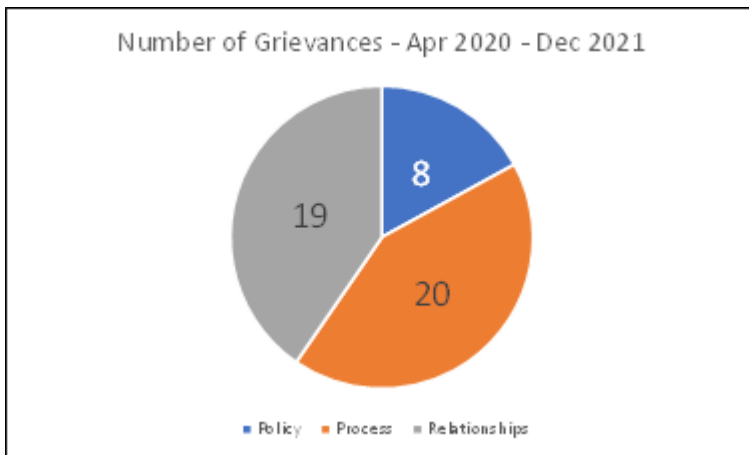
Spotlight on Grievances

In the last report it was noted that there had been an increase in grievances. We undertook a review of the types of cases being raised and where these were arising to check for any trends of themes requiring attention. The following charts illustrate the numbers of grievance cases opened since the start of the 2020/21 financial year, with information regarding the case type.

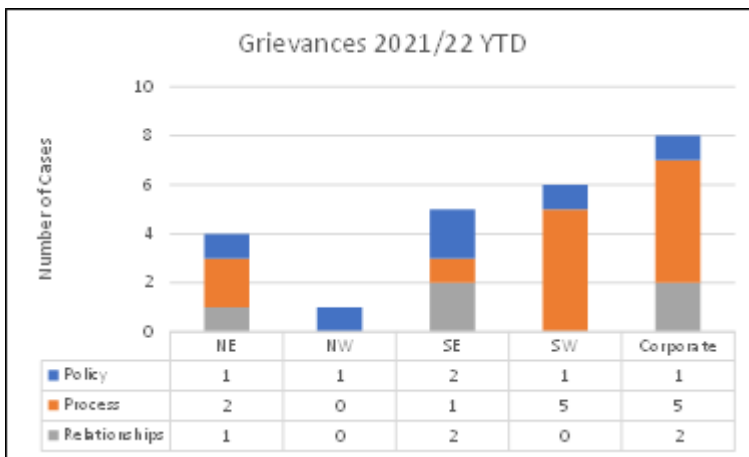
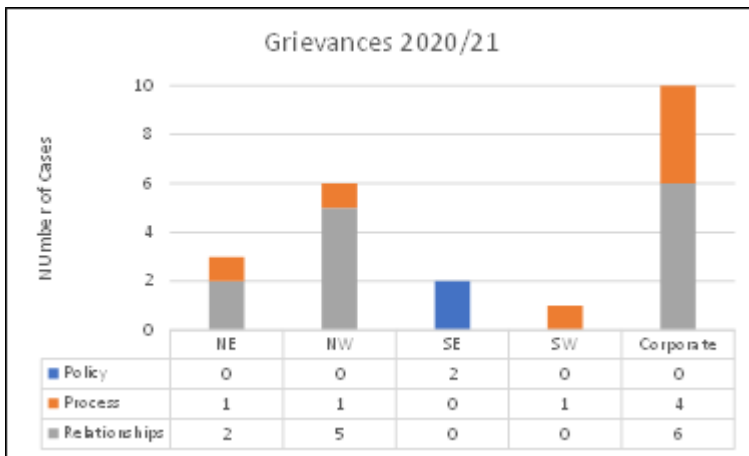
The first two charts illustrate all cases raised in the 21-month period between April 2020 and December 2021 while the second pair of charts compare the data for the full 2020/21 financial

year with the 9 months of data for the 2021/22 year so far (i.e. cases opened prior to the end of Q3).

The primary reasons for grievances being raised were split almost evenly between process-related cases and relationship-related cases, with policy-related cases following behind.



The second pair of charts demonstrate the case distribution between the two year, with a higher number of relationship-related cases in 2020/21, compared to 2021/22 YTD.



Actions planned for next Quarter

- Consultation for a Transitioning policy will be completed in Q4 for launch in Q1 22/23. This will form part of the Equality Policy and will further demonstrate our commitment and support to current and future employees.
- AFSA Review follow up action planning to further progress our diversity in recruitment agenda
- Complete review of Artic Shores to ensure that the tool is meeting the needs of the Service and specifically our commitments to Positive Action
- Develop a revised framework to facilitate redeployment in a fair and effective manner is underway which will enhance the support to employees and managers through an improved process that aligns with the service policies, attendance management, dignity at work, equality, and diversity.

- We are adopting ways to improve our use of technology, how we collect use and analyse data to help identify trends and triggers that will provide for better planning, monitoring, and evaluating of casework and support ways of improving employee wellbeing.
- Spot check Audits planned to review case records for quality and consistency
- Fitness team are working on a process for those on fitness reviews to use SharePoint to access personalised fitness plans
- Launch the Code of Ethics training module and next phase of the communications plan.

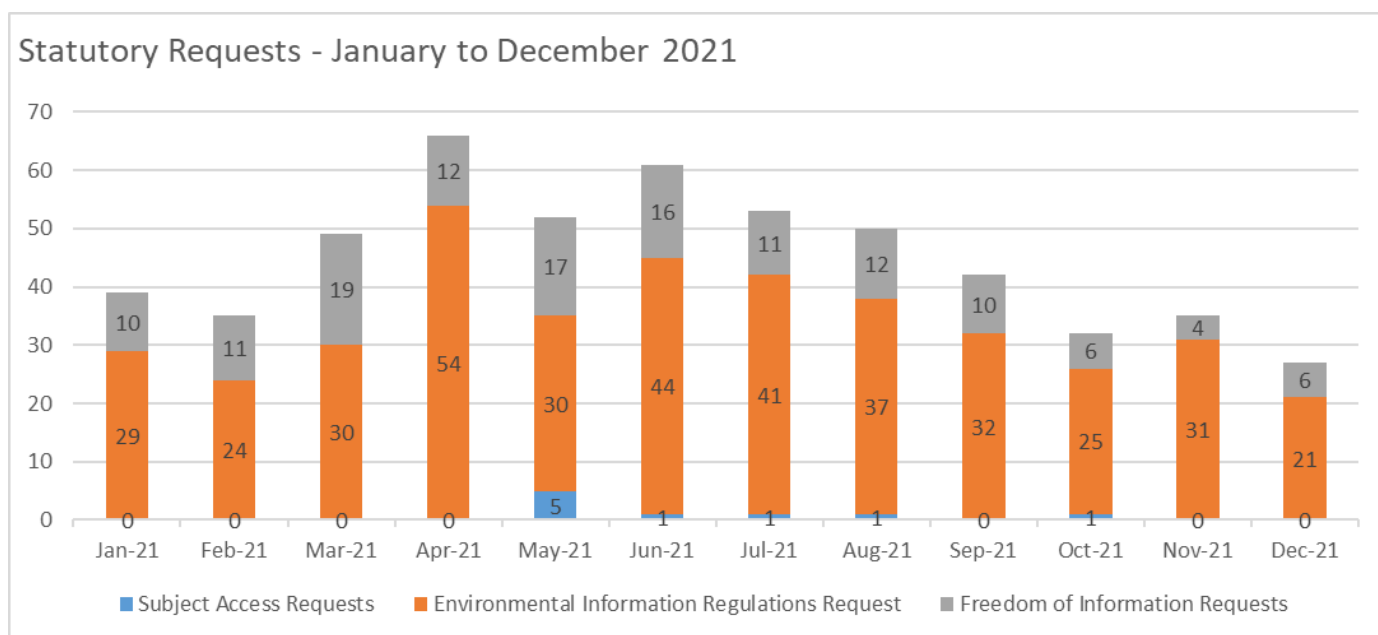
FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

The objective of this priority is to ensure our communities are involved, engaged, and consulted in the service they receive.

Service Measure: Percentage of FOIs, SARs and EIRs closed on time.

Percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed within 20 working days Target: 90%	Q3 2021-22 Actual: 68%
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For monitoring purposes, the Service also provides the number of FOIs, SARs and EIRs received per month.



The total number of statutory requests received in Q3 2021-22 was 94 and the statements provide the number received by type and the main themes:

- 77 EIR Requests, all of which were for fire reports
- 16 FOIs. The main themes around FOIs were data requests (13), ICT (1), HR (1), SLT (1)
- 1 SAR.

Service Measure: Complaint Response Rates.

<p>Percentage of complaints closed within 20 working days Target: 90%</p>	<p>Q3 2021-22 Actual: 88%</p>
<p>Complaints and Compliments and Data Breaches Themes ECFRS received 12 complaints and compliments between October and December 2021. The main complaint themes were staff attitude/behaviour (4), driving (3), and Operations (1). We received 4 compliments between October and December 2021, all of which were thanking crews for their hard work.</p>	

ECFRS Information Governance (IG) team handles reported data breaches. In Q3 2021-22, the team handled 14 data breaches. None of these were reported to the Information Commissioner’s Office (ICO) as the required threshold was not met.

Information Governance Training and Awareness

To reduce the likelihood of mishandling of data and information, the IG team conducts several training and awareness sessions on managing information securely. Every member of staff must complete Data Protection training – a new course was introduced in Q1 2021-22 called Data Protection Essentials.

Commentary

Observations and insights about the data

Performance in both processing statutory requests (EIR, FOI and SAR) and closing complaints has not met its target in Q3. Information Governance is currently acting within its Business Continuity Plan due to resourcing issues.

Key actions taken in the Quarter

We have outsourced our Data Protection Officer statutory function. This arrangement has multiple benefits for the Service including:

- A nominated suitably qualified DPO
- An annual information audit
- Access to Information Governance (IG) advice & guidance 24/7 365 days a year
- Access to a data protection training video
- Data Subject Access Request (DSAR) fulfilment (including redaction services)
- An annual DPO report on IG compliance to Senior Management following the annual audit
- Act as single point of contact for the regulator (ICO) on Data Protection issues
- A quarterly newsletter for the IG Team with topical updates and best practice suggestions

The internal Information Governance team structure has been reviewed and realigned to compliment the new arrangements provided through our outsourced service.

The introduction of a new eLearning course for Data Protection has been a positive change. Our privacy notices and various information governance forms and templates we are using including our data protection impact assessment template have been updated to ensure compliance with the law.

Information Governance Board continues to manage all information governance related matters and put in place effective control measures to manage and mitigate the information governance risk.

Actions planned for next Quarter

In the next quarter the focus will be on transitioning the Information Team out of business continuity and improving performance against statutory deadlines. We will be sourcing a temporary resource to cover staff absences that will assist us with achieving this improvement. Meeting statutory request deadlines may continue to be challenging during this period and will be closely monitored. Requestors will be kept well informed.

Our eLearning provision for data protection will be transferring to a new platform in quarter 4 which will deliver the capability to enable us to provide non-completion data to Managers. This will assist us to improve the completion rates of the mandatory training.

Appendix A – 2021-22 Target Setting

Tolerance Measures

Performance Measure	Target Owner	Red	Amber	Green	Blue
Number of Primary Fire Injuries	Assistant Director P&P	9+	6 – 9	2 – 5	0 - 1
Number of Accidental Dwelling Fire Injuries	Assistant Director P&P	6+	4 - 6	1 – 3	0
Number of Deliberate Fires	Assistant Director P&P	158+	117 - 158	48 - 116	0 - 47
Number of Accidental Dwelling Fires	Assistant Director P&P	75+	69 - 75	44 - 68	0 - 43
Number of Non-Residential Fires	Assistant Director P&P	43+	40 - 43	25 - 39	0 - 24
Reduction in the number of False Alarms Due to Apparatus	Assistant Director P&P	96+	93 - 96	56 - 92	0 - 55
Number Audits completed against those premises measured Very High and High on the Risk Based Inspection Programme on monthly basis	Assistant Director P&P	0 - 162	163 - 183	184 - 203	203+

Targets

Performance Measure	Target Owner	Target	Comment
Wholetime Pumping Appliances Availability	Assistant Director Response	98%	

On call Pumping Appliances Availability	Assistant Director Response	90% for Key Stations Improvement on previous year for other stations	Targets will be reviewed in line with the new Response Strategy.
To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	Assistant Director Response	10 Minute Average	
Percentage of incidents attended within 15 minutes	Assistant Director Response	90%	
90% of Safe and well visits are delivered within 28 calendar days from referral to completion	Assistant Director P&P	28 calendars days	
Percentage of working time lost per person per employee group	Director of People Services	To be below 5% of working time	
Percentage of End of year appraisals completed (forms returned to HR)	Director of People Services	100%	
Freedom of Information Response Rates	Assistant Director of Performance and Data	90% Closed within 20 Working days	
Complaint Response Rates	Assistant Director of Performance and Data	90% Closed within 20 Working days	

[END OF REPORT – INTENTIONALLY LEFT BLANK]

ANY QUESTIONS

OR FEEDBACK...

CONTACT US

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SUBJECT LINE TO INCLUDE "QUARTER THREE (Q3) PERFORMANCE REPORT