Essex County
Fire & Rescue Service

Quarter Four

Performance

Report

2021 - 2022

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.

PFCC POLICE, FIRE AND CRIME COMMISSIONER FOR ESSEX

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 Four 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 3708 incidents in Q4 2021-22, the highest number of total incidents in a quarter four 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 January was 10m21s, 10m18s for February and 10m02s for March. All months were above the target of an average of 10 minutes.

- In January and March 86% and 85.5% of all incidents were attended within 15 minutes. February saw this drop to 83%, which correlates with the protracted attendance times we saw during storm Eunice.

- Total pumping appliance availability ranged between 76% - 81% during Q4 2021-22 (target is 94%). Wholetime & day crew pumping appliance availability was between 97% - 98% (target 98%), and on-call availability between 67% - 74% (target, 90%).

- Fire station coverage on the core stations was between 78% and 100% for Quarter Four.

- The number of non-residential fires attended by ECFRS during Q4 2021-22 was within the green tolerance threshold for January and February (25 - 39 fires) and red for March.

- 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 18,969 children in Q4. These programmes focused on Home Safety and Cyber Safety.

- ECFRS attended 167 Accidental Dwelling Fires (ADFs) in Q4 2021-22, within the green tolerance threshold (44 – 68) for all months of quarter.

- The average percentage of ADFs where a smoke alarm was present and worked was 55%.

- For deliberate fires, the blue tolerance threshold (0 – 47) was met for January and February in Q4 2021-22 and green for March.

- In Q4 2021-22, there was 1 fire-related fatalities and 14 casualties (8 in Accidental Dwelling Fires)

- In Q4 2021-22, ECFRS carried out 1,728 home safety interventions, of which 1,058 were safe and well visits. Home Safety Visits carried out by stations have continued to see an upward trajectory with 306 in the quarter. During these visits, the Service fitted over 1,900 smoke alarms

- The Safeguarding team received 331 referrals in Q4 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 184 people killed or seriously injured in Road Traffic Collisions (RTCs) in Q4 2021-22, an increase compared to the same quarter in the previous year. Note, these figures are provisional figures taken from Essex Police at 19th April 2022.

- ECFRS attended 265 RTCs during Q4 2021-22, an increase compared to Q4 2020-21, but figures are similar the 5 year average.

- ECFRS attended 1,437 false alarms in Q4 2021-22, more than Q4 2020-21. For unwanted fire signals, the number attended in the quarter was within the green tolerance threshold.

- In Q4, of those that have declared their diversity data, the majority age band of the workforce is 36-45, 17.5% of the workforce was female, 5.2% LGBTQ+, 3.1% Ethnic Minority and 4.4% disclosed a disability.

- The overall percentage of working time lost for Q4 was 8.1%, higher than the 5% target, this includes all covid related absences. 35.4% of all working time lost within the quarter was covid related, with a high of 45.9% in support staff.

- For Q4, 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 (96%), Subject Access Requests (SARs) (100%) and Environmental Information Regulation (EIR) (99%) requests closed within 20 working days above the target of 90%.

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 3708 incidents in Q4 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 (41%) increase in attendances to special services when compared with Q4 2020-21. There was a 6% increase in false alarms and 19% increase in fires incidents when comparing the same quarters over two years.

Numbers:

	Total	Fires	Special Service	False Alarms
Q4 2018-2019	3278	923	1015	1340
Q4 2019-2020	3264	851	1065	1348
Q4 2020-2021	3060	679	1029	1352
Q4 2021-2022	**3708**	**811**	**1460**	**1437**

Percentages of Total

	Total	Fires	Special Service	False Alarms
Q4 2018-2019	3278	**28%**	**31%**	**41%**
Q4 2019-2020	3264	**26%**	**33%**	**41%**
Q4 2020-2021	3060	**22%**	**34%**	**44%**
Q4 2021-2022	**3708**	**22%**	**39%**	**39%**

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

Incident Trend since 2020
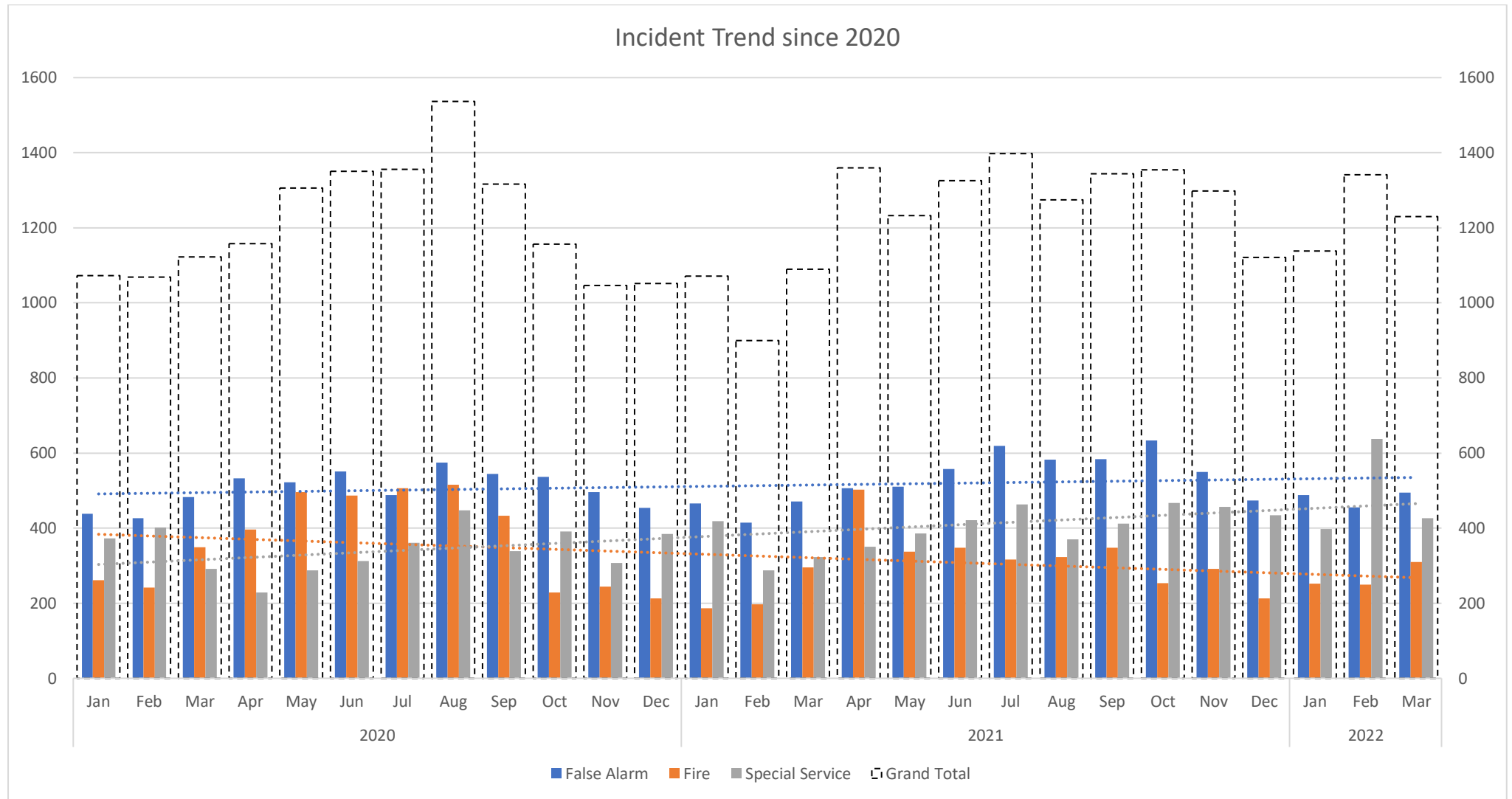
FIRES

There are three fire classification types: primary, secondary and chimney. The table below shows the number of fires per classification for Q4 periods over the last four years. The 19% increase in all fires attended in this quarter (compared to Q4 2020-21), increases were seen in primary and secondary fires, there was a 19% increase in secondary fires[1], particularly those involving outdoor structures and grassland, woodland, and crops.

	Primary	Secondary	Chimney	Total
Q4 2018-19	506	383	34	923
Q4 2019-20	469	349	33	851
Q4 2020-21	377	276	26	679
Q4 2021-22	**465**	**320**	**26**	**811**

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 Q4 period in the last four years, and an 41% increase compared to Q4 2020-21. This continues the trend seen in Q3. The table on the following page shows the number of special service incidents per type, ordered from highest to lowest for Q4 2021-22 and the percentage change in brackets.

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

Special Service Incident Type	Q4 2018-19	Q4 2019-20	Q4 2020-21	Q4 2021-22
RTC	248 (-16%)	244 (-2%)	190 (-22%)	265 (39%)
Effecting entry/exit	237 (1%)	231 (-3%)	220 (-5%)	230 (5%)
Assist other agencies	129 (12%)	134 (4%)	103 (-23%)	191 (85%)
Making Safe (not RTC)	39 (-52%)	76 (95%)	27 (-64%)	161 (496%)
No action (not false alarm)	29 (12%)	18 (-38%)	38 (111%)	118 (211%)
Flooding	84 (-46%)	85 (1%)	171 (101%)	95 (-44%)
Lift Release	74 (16%)	58 (-22%)	51 (-12%)	78 (53%)
Advice Only	6 (-65%)	12 (100%)	15 (25%)	55 (267%)
Removal of objects from people	32 (-24%)	40 (25%)	42 (5%)	54 (29%)
Animal assistance incidents	15 (-40%)	28 (87%)	32 (14%)	45 (41%)
Other rescue/release of persons	25 (4%)	32 (28%)	26 (-19%)	33 (27%)
Spills and Leaks (not RTC)	29 (142%)	23 (-21%)	19 (-17%)	26 (37%)
Suicide/attempts	8 (60%)	8 (0%)	13 (63%)	20 (54%)
Removal of people from objects	10 (-23%)	22 (120%)	9 (-59%)	18 (100%)
Hazardous Materials incident	22 (0%)	13 (-41%)	31 (138%)	17 (-45%)
(blank)	0 (0%)	0 (0%)	0 (0%)	16 (0%)
Rescue or evacuation from water	6 (0%)	8 (33%)	23 (188%)	12 (-48%)
Medical Incident - First responder	2 (-75%)	10 (400%)	6 (-40%)	9 (50%)
Evacuation (no fire)	3 (-25%)	0 (-100%)	4 (0%)	7 (75%)
Other Transport incident	9 (-31%)	6 (-33%)	5 (-17%)	5 (0%)
Stand By	4 (-56%)	14 (250%)	2 (-86%)	4 (100%)
Medical Incident - Co-responder	3 (-40%)	2 (-33%)	2 (0%)	2 (0%)
Water provision	**1 (0%)**	**1 (0%)**	**0 (-100%)**	**0 (0%)**
Grand Total	**1015 (14%)**	**1065 (5%)**	**1029 (3%)**	**1461 (41%)**

False alarms are covered in more detail under the priority, Make Best use 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 Q4 2021-22 and 2020-21.

Target: Average of 10 minutes		
	Q4 2021-22	**Q4 2020-21**
January	10m 21s	11m 00s
February	10m 18s	09m 34s
March	10m 02s	10m 49s

The histogram chart below shows that 50% of PLT incidents (based on type at control) were attended within 10 minutes, 90% within 17 minutes and 95% within 21 minutes.
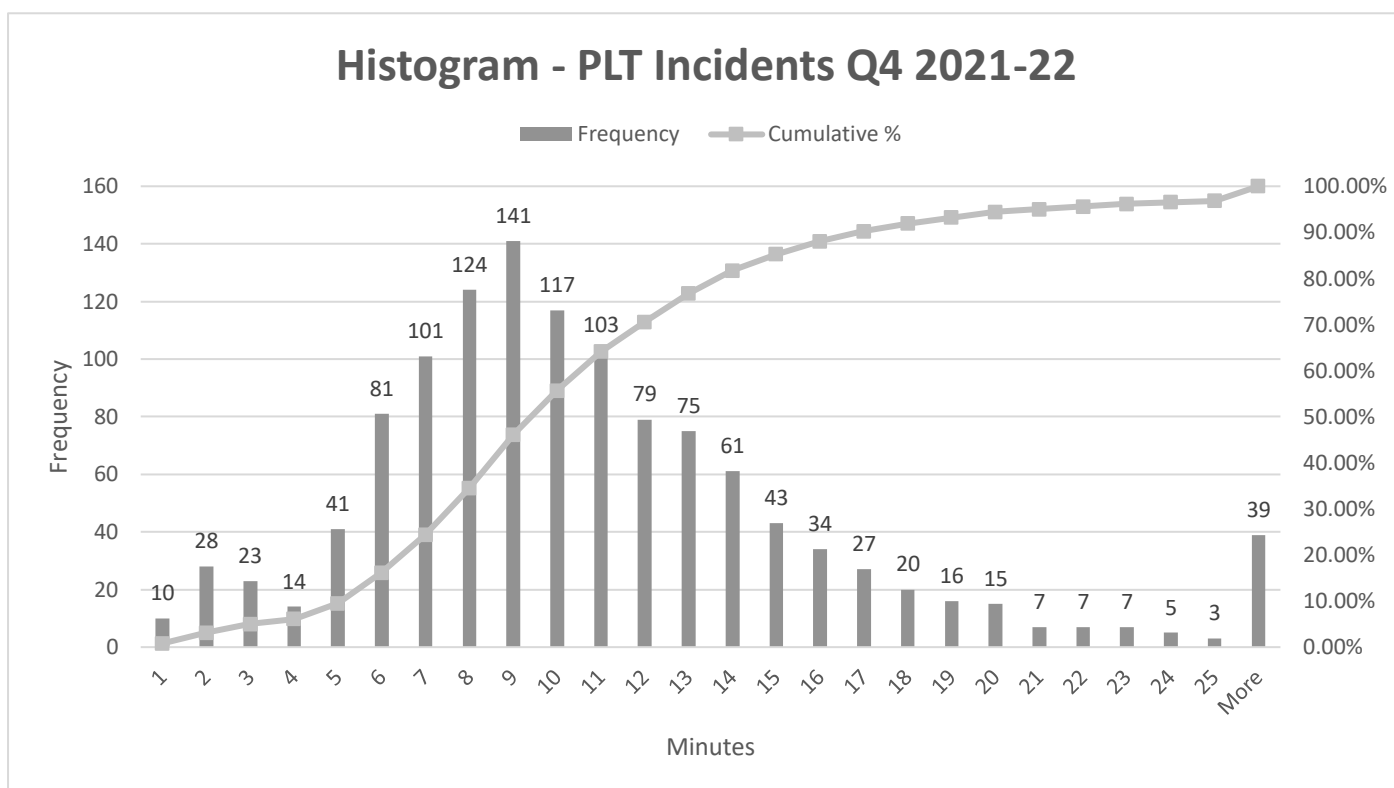
The table below provides the average call handling, turnout, and travel (the three elements of response time) to PLT incidents for Q4 2021-22 and 2020-21. Between Q4 2021-22 and 2020-21,

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.

	Q4 2021-22			Q4 2020-21		
	Call Handling	**Turnout**	**Travel**	**Call Handling**	**Turnout**	**Travel**
January	02:03	02:59	05:58	01:52	02:45	05:47
February	01:45	02:32	05:16	02:14	02:43	06:23
March	01:59	02:44	06:06	01:47	02:37	05:39
Q4	02:03	02:59	05:58	01:52	02:45	05:47

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		
	Q4 2021-22	Q4 2020-21
January	86.3%	83.7%
February	83.0%	86.3%
March	85.5%	86.2%

Further analysis, as shown in the histogram chart and table, indicates that 90% of incidents attended in Q4 2021-22 were attended within 17 mins, 94% within 21 mins.
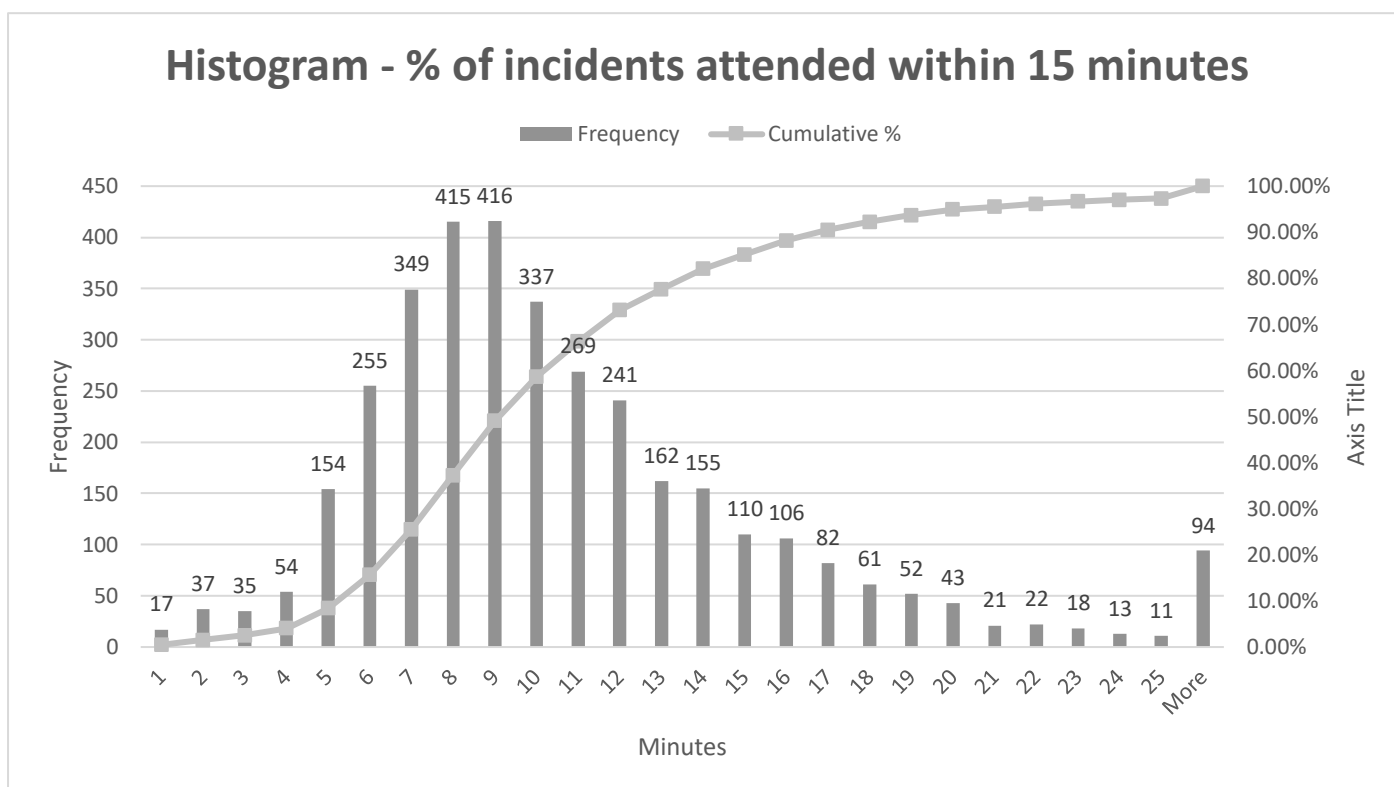
Service Measure: Total Pumping Appliance Availability

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%		
	Q4 2021-22	**Q4 2020-21**
January	81%	85%
February	79%	85%
March	76%	85%

Wholetime & Day Crew Pumping Appliance Availability, Target: 98%			On-Call Pumping Appliance Availability, Target: 90%		
	Q4 2021-22	**Q4 2020-21**		**Q4 2021-22**	**Q4 2020-21**
January	98%	99%	January	74%	80%
February	98%	98%	February	72%	79%
March	97%	98%	March	67%	80%

During Q4 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 January 2022
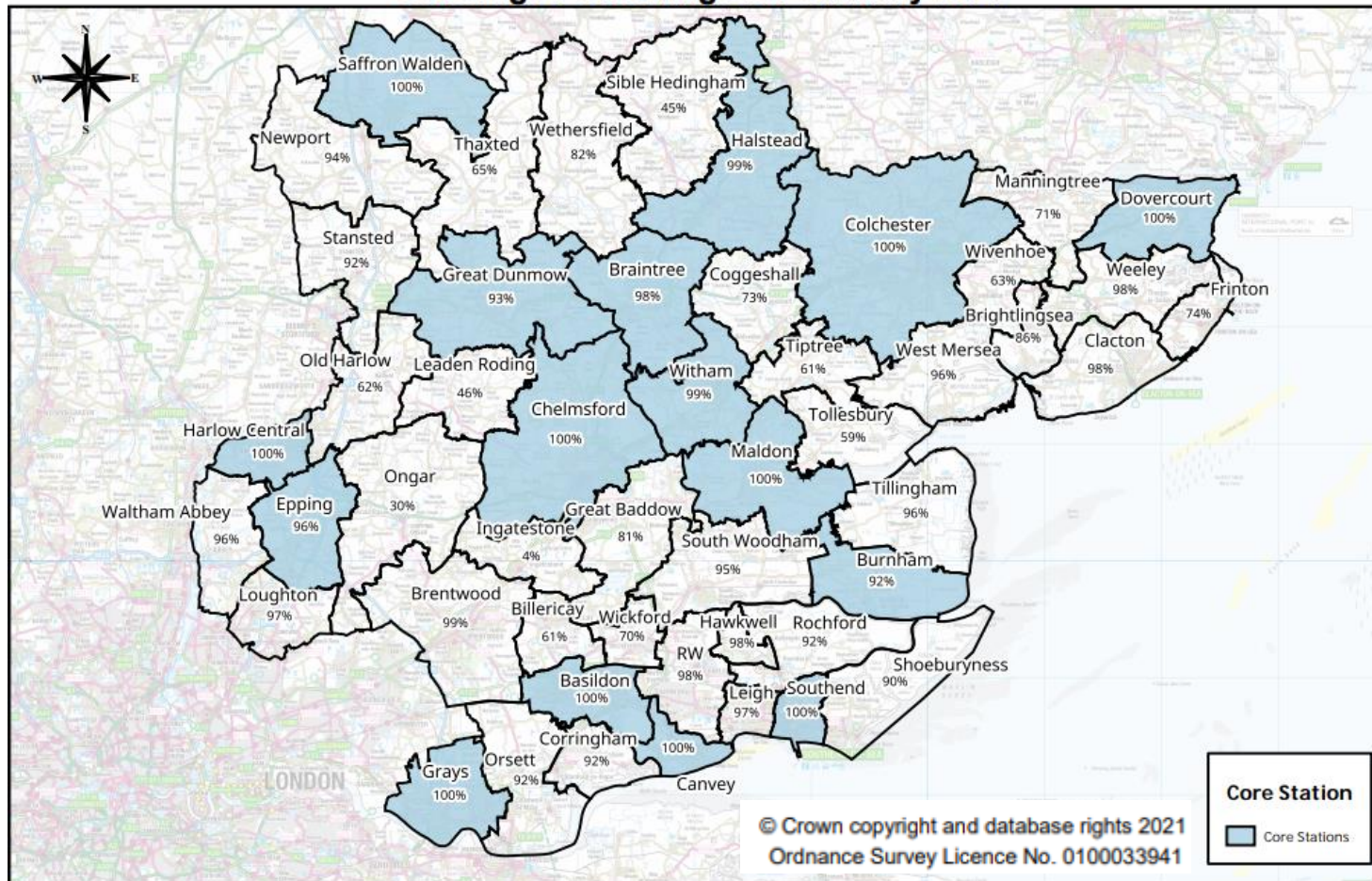
Coverage Percentage February 2022
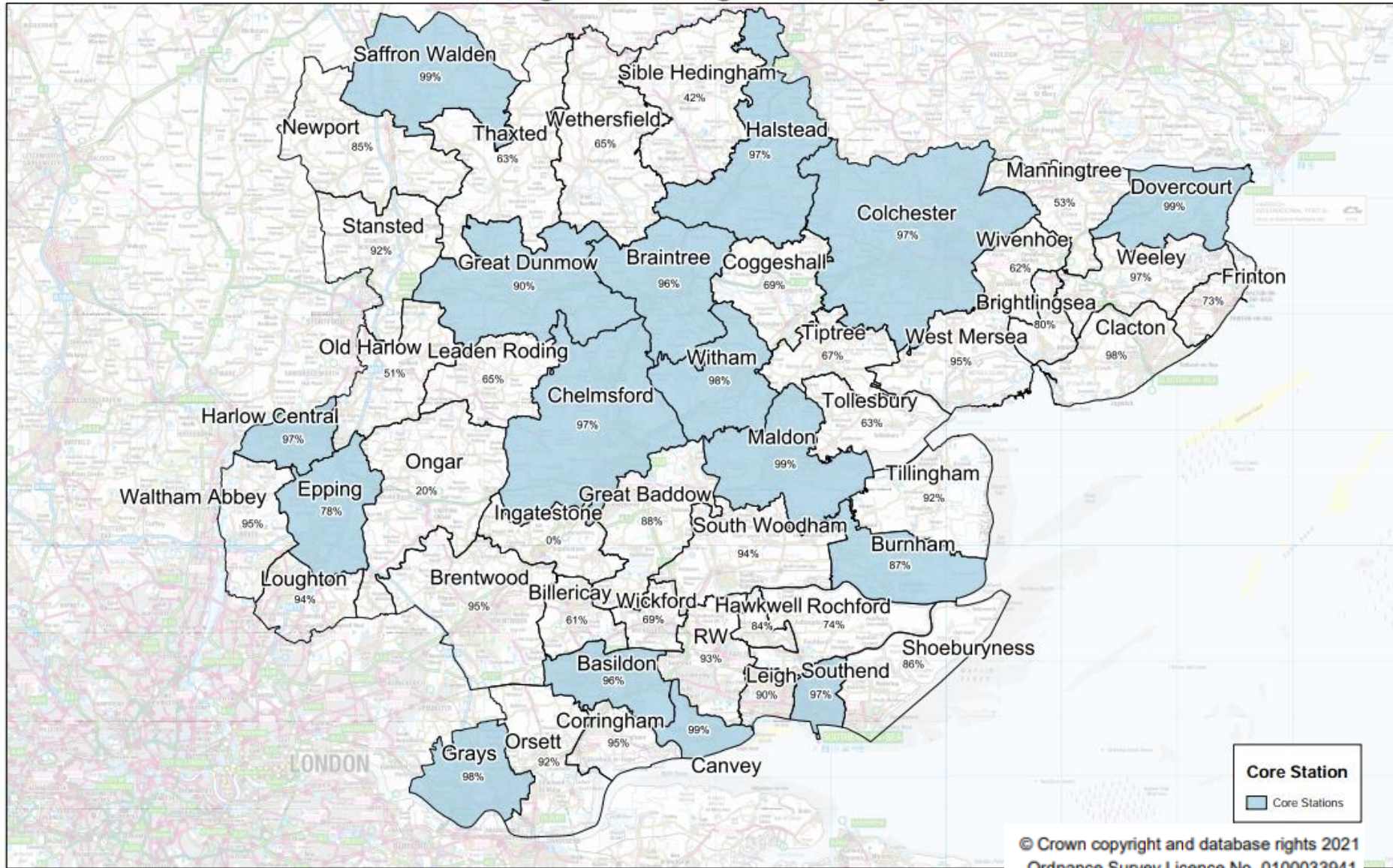
Coverage Percentage March 2022

Saffron Walden 99%
Sible Hedingham 45%
Newport 79%
Thaxted 56%
Wethersfield 55%
Halstead 97%
Manningtree 56%
Dovercourt 96%
Stansted 75%
Colchester 97%
Wivenhoe 49%
Weeley 96%
Great Dunmow 86%
Braintree 85%
Coggeshall 60%
Frinton 61%
Brightlingsea 85%
Old Harlow 55%
Leaden Roding 46%
Tiptree 75%
West Mersea 88%
Clacton 96%
Witham 96%
Chelmsford 97%
Tollesbury 55%
Harlow Central 96%
Maldon 95%
Ongar 11%
Tillingham 85%
Waltham Abbey 90%
Epping 85%
Great Baddow
Ingatestone 0%
South Woodham 91%
Burnham 81%
Loughton 90%
Brentwood 93%
Billericay 57%
Wickford 68%
Hawkwell 97%
Rochford 73%
RW 93%
Shoeburyness 91%
Basildon 96%
Leigh 91%
Southend 97%
Corringham 98%
Grays 95%
Orsett 92%
Canvey

Core Station

Core Stations

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Commentary (Response)

Observations and key insights about the data.

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

Availability is lower when compared to Q4 20/21

Response times improved for 2 of the 3 months in the Quarter when compared to Q4 20/21 and for the month of March the Life Threatening response time was within 2 seconds of target

RTC call numbers were higher than in any of the 3 previous years.

Key actions taken in the Quarter.

The command Group Managers have an appraisal action to create group plans which will identify the risk in each of the groups and ensure the teams are able to effectively resource and prioritise based on that identified risk.

The staff team restructure is fully embedded, this has ensured we have redistributed our current resources and aligned them more effectively to the risks that are identified in the commands.

Area Manager Response has set an action to investigate all life-threatening calls that are significantly longer than target. This has enabled greater scrutiny of incidents and the ability to target remedial actions in the right area to improve performance.

Plan for reaching national average of Home Fire Safety Checks has been developed. The service will be in a position to reach the monthly national average by December 22. For the response teams this means we will be delivering 5200 visits in a 12 month period which represents a significant increase on previous levels.

Actions planned for next Quarter

Internal reporting to take place to understand crew attendance at community events

Preliminary meeting with Group Manager Control and Area Manager Response to scope out options to increase resilience in the control room

HFSC activity to be investigated between Area Manager Response and Area Manager Prevention and Protection to understand blocks and how this can be increased.

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 four 2020-21.

	Q4 2021-22	Q4 2020-21
January	25	22
February	37	12
March	48	29
Quarter Total	110	63
Rolling 12 months	346	314

The tree map below shows the top 10 property types (excluding private property) associated with non-domestic fires in Q4 2021-22.
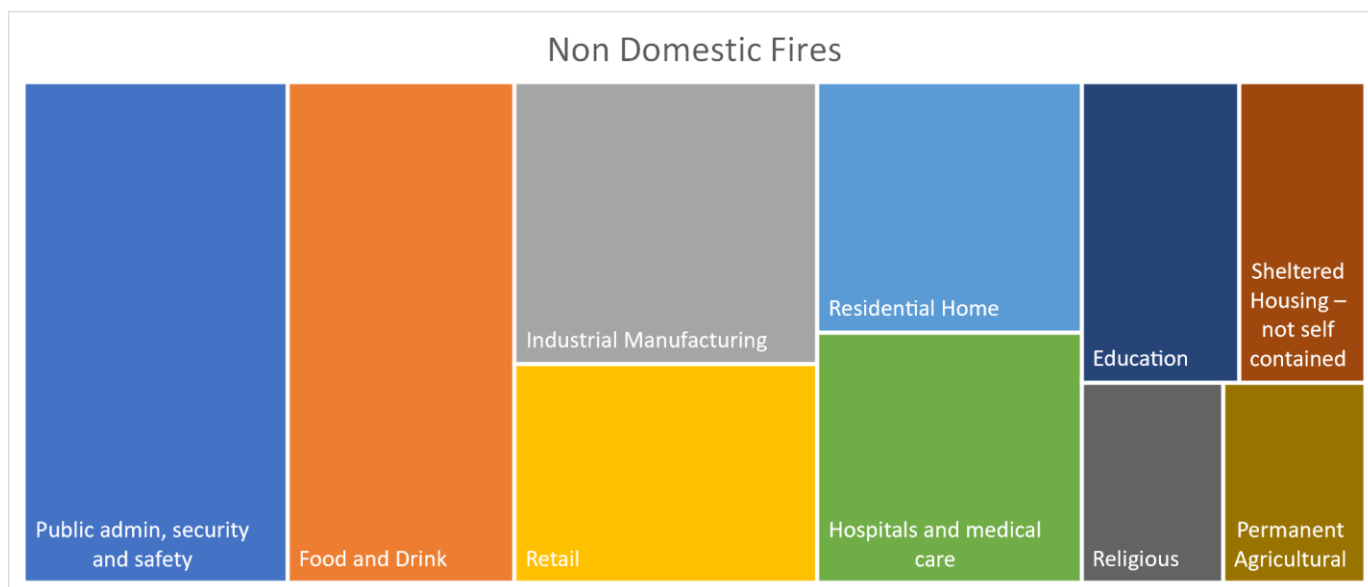
Protection Team Activity Overview

Job Type	January Completed	Success	February Completed	Success	March Completed	Success	Completed - Quarter Total
Planning	108	106	71	70	146	144	**325**
Alleged Fire Risk (AFR)	17		14		13		**44**
Desktop Audits	2	RBIP 1	4	RBIP 4	0		**6 (5 RBIP)**
Full Audits	80	RBIP 57	123	RBIP 91	117	RBIP 80	**320 (228 RBIP)**
Building Regulations	107	104	103	98	147	142	**357**
HMO	9		3		15		**27**
Licensing	10		11		12		**33**
Other Fire Safety Activity[2]	36	34	62	62	68	67	**166**
Other Consultations[3]	96		77		107		**280**

116 Notifications of Deficiencies were served following 326 Full and Desktop audits = 36%

0 Enforcement Notices issued

0 Prohibition Notices served in

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[2] For example: post-fire visits and general enquiries from public/businesses
[3] Other consultations include BASIS, Consultation, Demolition, SAG

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 Number of audits completed against premises measured VH or H on the RBIP (monthly)	Red	Amber	Green	Blue
	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.

	Q4 2021-22	Difference from Monthly (Blue) Target
January	57	146
February	91	112
March	80	123
Quarter Total	**228**	**381**

Commentary (Protection)

Observations and insights about the data

The Assistant Director Prevention and Protection has commissioned a workshop on 17th June 2022 to: -

- Identify why the current 2020- 2024 RBIP is behind target
- Revise the RBIP to meet the requirements of the Protection Strategy
- Identify a resilient delivery process that is achievable and sustainable
- Agree areas of accountability
- Agree content for an SLT paper
- Confirm governance to check progress against targets
- Capture actions and issues
- Agreed the action plan and timescales

Key actions taken in the Quarter

The Protection department continues developing the workforce planning model to ascertain where the uplift fund for additional posts will be spent, to reduce risk, and enable more efficient ways or working. Several areas listed below have been prioritised and making an impact for example. The Business Engagement manager post has enabled a reduction of 350 unwanted fire signals compared to the same period in 2021. Finance meetings have been scheduled monthly to capture the planning forecast from the 2nd round of uplift funding that will be received in two payments. All Grenfell actions are progressing and on target. Monthly meetings have been scheduled to check progress on key actions listed below. The OPFCC have been invited to the monthly meetings to raise awareness and provide scrutiny and challenge on progress.

- 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

- The Protection team are developing plans to upskill Watch & Crew Managers to enhance knowledge of Fire Protection. Utilising recently purchased Virtual reality training to enable interactive training to carry out Fire Safety audits and increase the volume of medium and high visits by Operational crews in Risk Based Inspection Programme targets.

- Appoint an officer to support business engagement in to reduce unwanted fire signals and reduce the Operational response to these incidents

- Appointment of performance analyst to for Fire Protection team to build utilisation databases and enable individual performance to be visible against targets set in the RBIP

- Collaborating with 5 National Fire Services to deliver the ISO 17020 Fire Investigation Standard to be compliant with the NFCC Professional Standards

- Training continues to be delivered on enhanced Fire Protection training for existing Fire Protection staff (Level 4 and 5) to increase the volume of audits completed in the RBIP

- Workforce and Succession planning for the Fire Protection Team remains a priority and forms part of the monthly Performance update

- Roles profiles and job description to recruit to existing vacancies is underway to bring the team up to the required establishment

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 after the Christmas break and the omicron COVID variant, the central team and Education Officers were once again able to quickly return to booking schools with both face-to-face and virtual lessons.

During this period, the team recruited a new member into the team following a resignation and were able to provide appropriate training, awareness, and shadowing to enable their inclusion and development into the role.

Following the last two years with schools having to balance curriculum priorities and additional education from our team, the last quarter has demonstrated our relationship with schools throughout Essex remains strong and respected. These figures reflect the teams hard work and continued resilience to ensure we reach as many children as possible through our programme offer.

	Face-to-Face	**Virtual**	**Total**
January	3913	3312	7225
February	3042	1142	4184
March	6004	1556	7560
Total	**12959**	**6010**	**18969**

During Q4 2021-22, the Education Team continued to promote and deliver 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 Q4.

Number of children seen per programme

Legend: ■ March ■ February ■ January
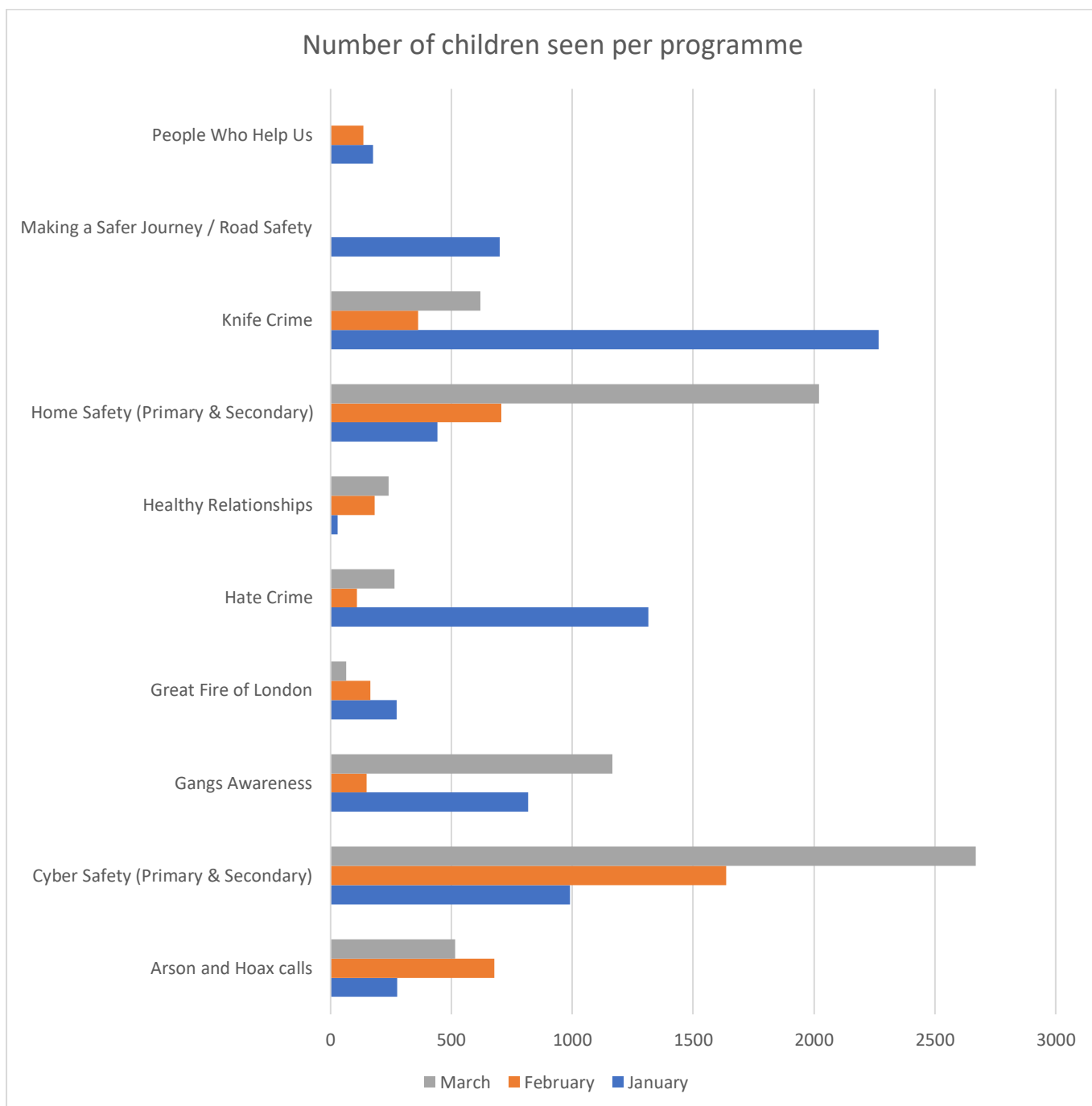
Programme	January	February	March
Arson and Hoax calls	275	677	516
Cyber Safety (Primary & Secondary)	990	1636	2669
Gangs Awareness	818	150	1166
Great Fire of London	273	164	65
Hate Crime	1314	110	264
Healthy Relationships	30	182	240
Home Safety (Primary & Secondary)	442	707	2020
Knife Crime	2268	362	620
Making a Safer Journey / Road Safety	700	0	0
People Who Help Us	175	136	0
Total	**7285**	**4125**	**7560**

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	
	Q4 2021-22	**Q4 2020-21**	**Q4 2021-22**	**Q4 2020-21**
January	0.3	0.3	61	59
February	0.3	0.3	52	49
March	0.3	0.3	54	63
Rolling 12 months	3.9	4	717	734

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.

5 Year Accidental Dwelling Fire Data
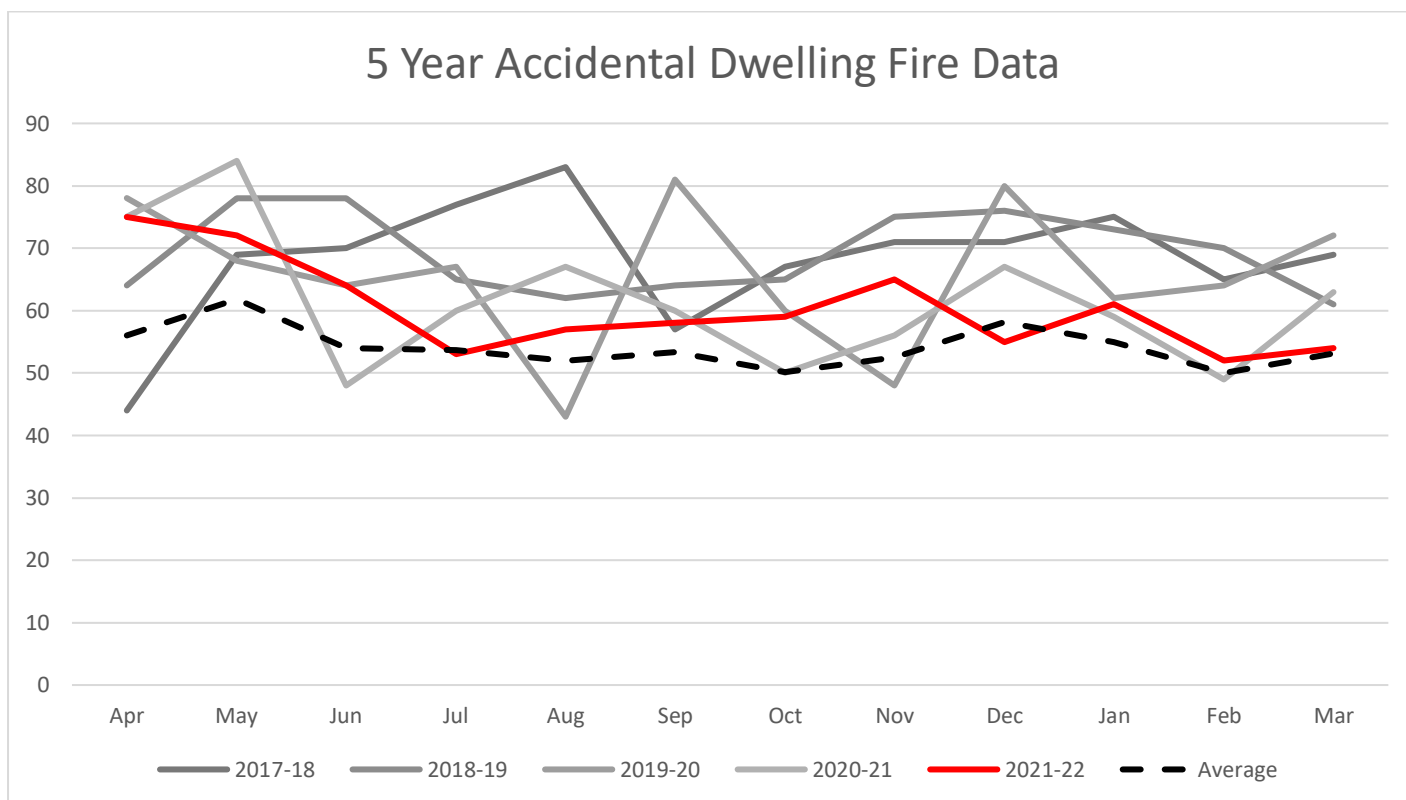
The chart below shows that the number of ADFs from April 2017 to March 2022, with a trendline that depicts a decrease over the period.

5 Year Accidental Dwelling Fire Trend
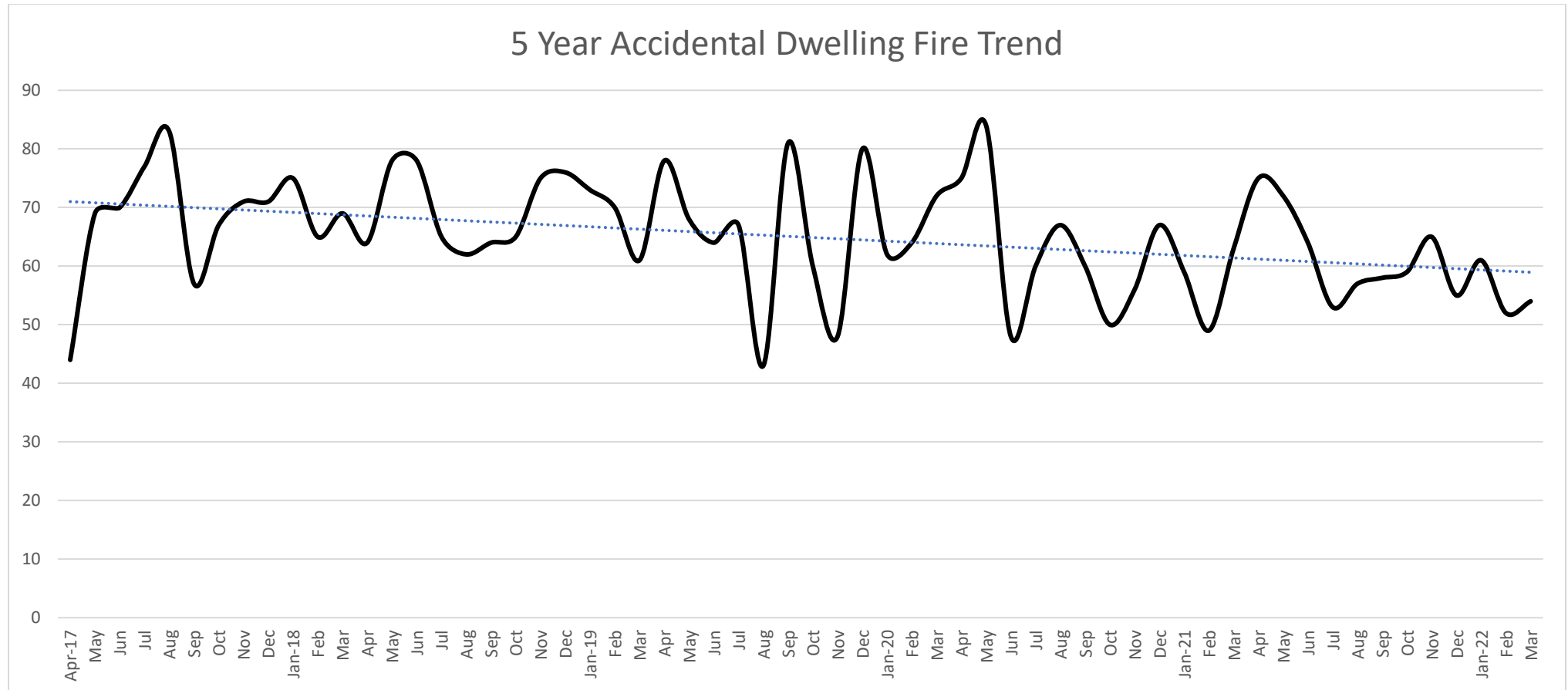
Service Measure: Percentage of ADFs that are cooking related.

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	
	Q4 2021-22	Q4 2020-21	Q4 2021-22	Q4 2020-21
January	30%	34%	18	20
February	23%	22%	12	11
March	20%	22%	11	14

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	
	Q4 2021-22	Q4 2020-21	Q4 2021-22	Q4 2020-21
January	63.93%	55.93%	39	33
February	63.46%	54.17%	33	26
March	58.49%	55.56%	31	35

The table above shows that all months in the quarter 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 fires[4] per 10,000 population, by fire classification with the respective targets for each, for Q4 2021-22 and Q4 2020-21 for comparison.

Rate of Deliberate Fires		Q4 2021-22	Q4 2020-21
Primary **Target (Month) – 0.2**	**January**	0.2	0.1
	February	0.1	0.1
	March	0.2	0.1
Rolling 12 months		1.9	1.7
Secondary **Target (Month) – 0.6**	**January**	0.2	0.1
	February	0.2	0.2
	March	0.3	0.3
Rolling 12 months		4.2	4.5

Number of Deliberate Fires		Q4 2021-22	Q4 2020-21
Primary **Target (Month) – 39**	**January**	31	13
	February	25	15
	March	31	18
Rolling 12 months		346	314
Secondary **Target (Month) – 95**	**January**	36	26
	February	40	32
	March	63	57
Rolling 12 months		772	823

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[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)

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

All Deliberate Fires	January	25
	February	37
	March	48
	Total	**110**

Fire and Rescue Plan Measure: Reduction in Fatalities and Injuries

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 Accidental Dwelling Fire Injuries	6+	4 - 6	1 - 3	0

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 Q4 2021-22 and 2020-21 for comparison.

		Q4 2021-22	Q4 2020-21
Primary Fire Fatalities	January	1	1
	February	0	0
	March	0	1
	Quarter Total	1	2
		Q4 2021-22	Q4 2020-21
Primary Fire Casualties (Went to hospital with injuries)	January	3	0
	February	9	3
	March	2	8
	Quarter Total	14	11
ADF Casualties (Went to hospital with injuries)	January	3	0
	February	4	2
	March	1	7
	Quarter Total	8	9

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 quarter 4 2021-22.
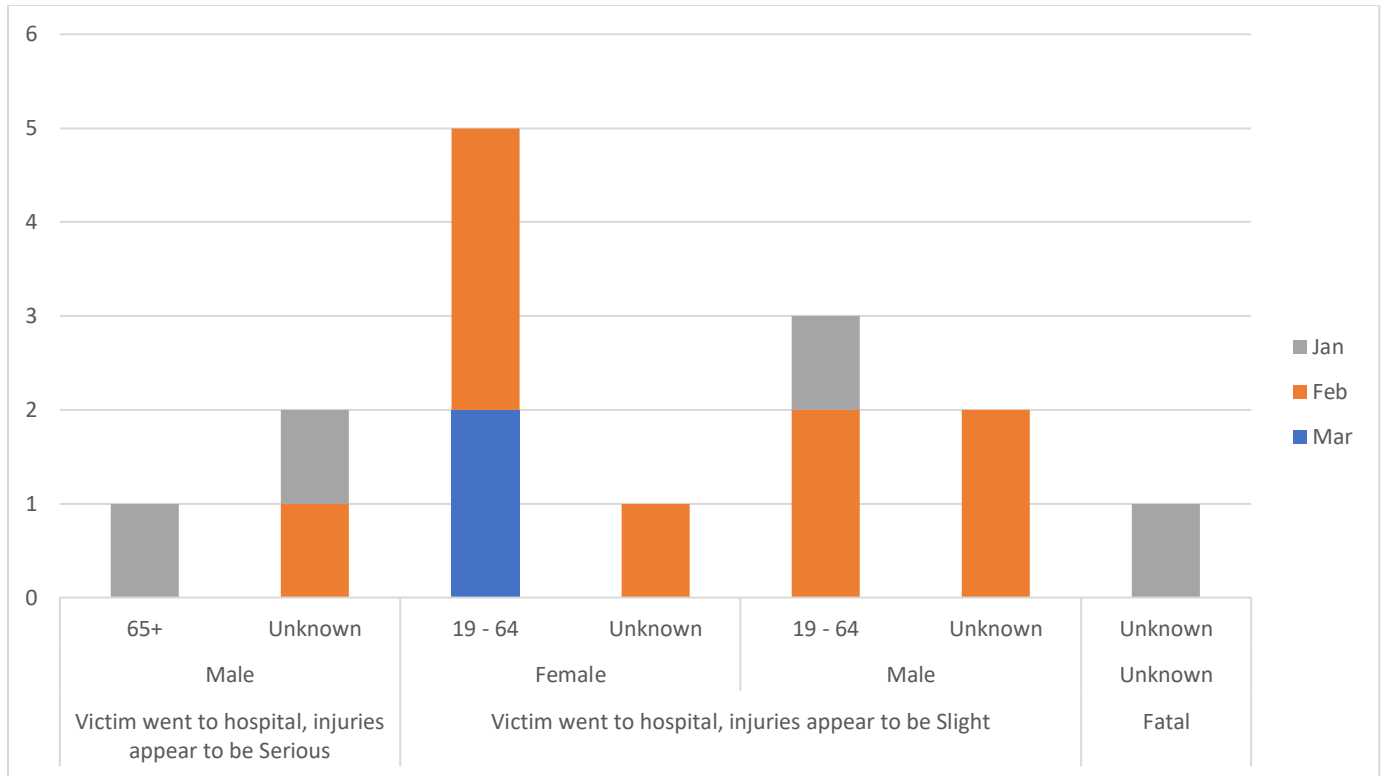
Commentary (Road and Water Safe)

Observations and insights about the data

- In Q4 2021-22, there was one fatality by drowning in March and SAIR undertaken in Q1 2022-23 to identify and understand risk factors about the individual and environment which could be improved on to prevent further drownings.

Key actions taken in the Quarter

- Induction of a Road & Water Safety Lead and Officer continued, with meetings with key stakeholders.

- The Road & Water Safety Lead, met with colleagues in the RNLI to look at data sharing arrangements in order to target most at risk areas.

- Plans to progress the RNLI Waterside Responder Scheme progressed, with information sent to Rep Bodies for their consideration and support.

- Planning begins for the Be Water Aware week, including purchasing of promotional giveaways, leaflets and updates to our internet. A new social media channel was also started.

Actions planned for next quarter

- Planning and coordination of water safety events in Q2 and Q3 2022.
- 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, preparing and delivering 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 231 engagement events throughout this period, engaging with low-income families, minority ethnic groups, older persons and young single parent families totalling over 5751 engagements and generating 304 Home Fire Safety Checks. Some of these events were in partnership with partner agencies which include but are not limited to Essex Police, Local Authorities, Southend Voluntary Service, Essex Youth Services, Environmental Health, Eastlight Community Housing Crimestoppers, Sanctuary Housing, Rainbow Services, Care UK, United in Kind, Dementia Action Alliance, Adult Social Care, RNLI and Essex Faith Covenant.

- During this period 18 referrals have been made to partner agencies

- Following a request from Essex Police the OCR team assisted by Operational crews supported Op Grip. This Operation was targeted at reducing Anti-social Behaviour. ECFRS engaged using visible guardianship and localised delivery of community engagement 54 locations were attended over a four-day period. Engaging with approximately 204 individuals

- Following from the fatal fire in Saffron Walden in the previous quarter, activity continued to target the management and residents of sheltered accommodation and assisted living properties. 127 of these sessions were delivered this quarter reaching approximately 3348 individuals and generating 195 Home Fire Safety Check referrals.

- Within this period 26 targeted intervention activities were delivered in areas where there are increased risks e.g., deprivation, rural area, high numbers of kitchen fires.837 addresses were visited with a total of 710 doorstep engagements gaining 61 Home Fire Safety Check referrals.

- A total of 34 Tactical After Incident Responses (TAIR) following an incident were delivered throughout this period by Operational Crews. 527 addresses were visited with a total of 275 doorstep engagements gaining 16 Home Fire Safety Check referrals

- The OCR team have overseen the delivery of two Strategic After Incident Responses (SAIR) following one fatal domestic fire and one drowning incident.

- The OCR team have met with Community Leaders of the Charedi Jewish Community on Canvey to promote joint working and promote Community Safety. Key areas discussed included:

- A community Fire Safety ambassador – a selected volunteer to work alongside ECFRS and the Jewish community to promote Fire Safety and assist in delivering Home Fire Safety Messages.

- Joint training opportunities between Hatzola (Jewish Community emergency response ambulance service). This will strengthen links between ECFRS and the community as Hatzola are extremely well-respected organisation within the Jewish community worldwide.
- The opportunity to have Hatzola at the ECFRS Open Day on Canvey
- The attendance of ECFRS Operational crews and OCR team at the Jewish Community days and celebrations.
- The Community Safety Partnership Dashboard is now live. The Staff Team are using this to generate briefing packs for those attending partnership meetings with a view to improve understanding and engagement.
- Recording of attendance at Community Safety Partnership hubs and partnership meetings is now active. This enables the uploading of shared intelligence.
- In the last quarter 77 Partnership meetings or hub attendances were recorded.
- OCR team have reached out to and engaged with all CSP Managers and had meetings with many of them to promote engagement with the CSP Network.
- One new Watch Manager (WM) has joined the team enabling an increase in work rate with an additional WM starting mid- June.

Actions planned for next quarter

- Business Continuity exercise to be completed
- Continue planned approach to HFSC generation within Cluster 2 areas across the county.
- A joint activity between Protection and OCR is working on two community action plans to implement at Morello Quarter in Basildon and Joseph Rank House in Harlow. These two

premises are in special measures as part of the BRR and the Protection team have been working closely with them to mitigate risk. This has included involvement of the OCR team and subsequently the development of the action plans. We are looking to deliver these over the next quarter.

- Continue to develop and improve the CSP dashboard to provide improved and relevant data for CSP meetings.

- Offer development sessions for Station Managers and other Staff members who may work with CSP partners in understanding the meeting and ECFRSs place within it.

- 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 externally to the districts, to inform our partners and support CSP attendance.

- Embed Fire Stoppers 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, partners and the community.

- Work with Epping Forest District Council within the Ninefields estate in Waltham Abbey. This is an area of risk where the resident's life expectancy and opportunities are greatly reduced than in other areas of the County. A range of activities are planned which will be evaluated and reported on as part of a partnership approach to 'levelling up'.

Commentary (Live Safe)

Actions taken in the Quarter

- The number of Safe and Well visits conducted has remained steady between January and March

- Compared with Q4 in 2021, as predicted in the previous report, total visit numbers have increased by **55%.** This is likely to reflect the substantial relaxation of COVID-19 restrictions in 2022 compared with 2021.

- In Q4 2022, Stations completed **306** visits, compared with **42** in Q4 2021. This is an increase of **629%.** Operational Crews recommenced delivering the full Home Fire Safety Check in June 2021.

- Volunteer activity resumed this quarter with four volunteers completing **91** visits. All Volunteers have undergone Shadowing training with Safe and Well Officers and had training on the CFRMIS Power Apps system, this allows direct recording of activity assisting

in efficiencies, effectiveness and accurate recording of data.   Recruitment for new volunteers has commenced.

- Of the **1,728** visits recorded complete across the quarter, **74%** were for individuals aged over 65, **41%** were for individuals who lived alone, **38%** were for individuals with a disability that may prevent escaping the property, and **8%** were for individuals living in social housing.

- Of the total number of visits this quarter, **61%** were completed by Safe and Well Officers, **18%** by Stations, **15.5%** by Community Builders, **0.5%** by CSO's and **5%** by Volunteers.

- Safe and Well Officers and Community Builders made referrals for additional support in **13%** of visits they completed in Q4 2022.

- The Home Safety Team have now completed **141** 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 **9.56**. This is a positive result and evidences attention to customer service. **91**% of evaluation respondents *strongly agreed* that they would recommend a Safe and Well Visit to their friends and family. The remaining **9%** *agreed* that they would recommend a Safe and Well Visit to their friends and family.

Action planned for the Next Quarter

- Given the almost complete relaxation of COVID-19 restrictions, it is likely that visit levels will remain stable in Q1 of 2022/23.

- It should be noted, that in the warmer months, the attention of ECFRS community safety and outreach activity must also begin to reflect the need to promote water safety, road traffic collision prevention, and outdoor fire prevention. It is therefore possible, that internally generated referrals into the Home Safety Service decreases with this change of focus.

- The Home Fire Safety Checks target becomes live in April 2022, and the Home Safety Team will begin tracking progress against this over Q1 2022/23.

- In the next quarter, the following Home Safety related highlights will be undertaken.

- The first ECFRS supplied portable misting units will be provided to vulnerable people.

- The Home Safety Team will pilot the Life Safe fire extinguisher product, using a specific criterion for vulnerable people.

- The Safe and Well and Home Safety Information Team will attend a Team 'away day' to focus on department performance and development.

- The Safe and Well Officers will undertake a 3 day, crime and burglary prevention course, sharpening their skills and advisory capability for Safe and Well Visits.

- The Tendring Volunteering Pilot, exploring a new way of allocating and completing Home Fire Safety Checks for volunteers will begin in April 2022.

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 Q4 2021-22. In relation to the measure, the second row of the table shows the number of safe and well visits completed

Measure	Q4 2021-22				
	January	February	March	Total	Trend based on Q4 2020-21
Total number of Visits	596	549	583	1,728	↗
Number of Safe and Well Visits	369	335	354	1,058	↗
Number of Home Safety Visits by Stations	101	106	99	306	↗
Number of Home Safety Visits by Volunteers	28	21	42	91	↗
Number of Visits by Community Builders	98	82	86	266	↗
Number of Visits by CSO's and Other roles	0	5	2	7	↘
Number of FHB10/FHB160 (standard smoke detectors) fitted	545	554	549	1,648	→
Number of FHB10W/FH700HIA (sensory smoke detectors) fitted	62	106	114	282	↗
	Incoming	686	593	678	1,957	↗

How many enquiries did we receive to the Information Centre	Outgoing	1,252	952	1,032	3,236	↗
	Emails	508	513	546	1,567	↗
Number of referrals made by Safe and Well Officers to other agencies		75	79	68	222	N/A
* 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: | Q4 2021-22 | | | | |
	January	February	March	Total	Trend based on Q4 2020-21
The number over 65 years old	439	384	464	1,287	↗
The number who lived alone	238	216	251	705	↗
The number who had a disability	214	194	240	648	↗
The number who lived in Social Housing	41	44	32	117	↗

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

Percentage of Safe & Well visits delivered within 28 days from referral to completion	Q4 2021-22 Actual:
Target: 90%	69%

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 Q4 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.

	Q4 2021-22		Q4 2020-21	
	Adults	Children	Adults	Children
January	115	8	39	2
February	84	2	59	1
March	118	4	63	1
Totals	317	14	161	4
	331		164	

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.
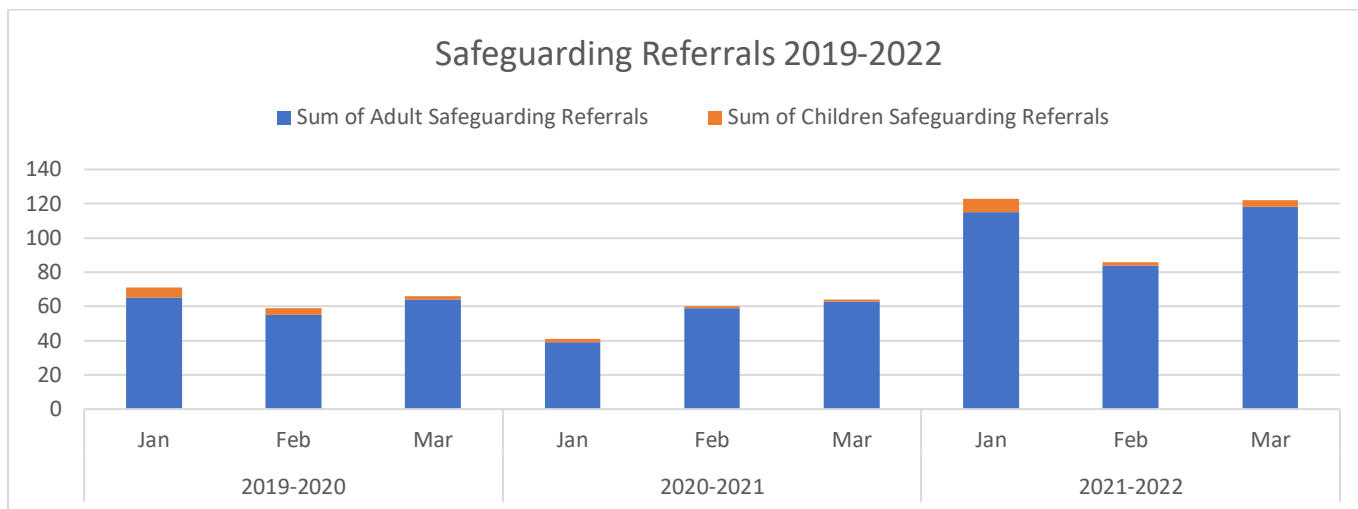

With continued well established working relationships with both Police and Ambulance we are seeing an increase in referrals from these two partners each month. 2019-2020 to 2021-2022 there has been an increase of 64% in the number of referrals received by the Safeguarding team.

Referrer	Q4 2021-22		
	January	February	March
Care Agencies	2	4	2
Community Partners	2	0	4
Control	0	0	0
Housing	11	7	14
Internal	0	0	0
NHS	27	29	44
Other	5	0	5
Police	18	11	19
Safe and Well Officers	4	2	3
Service Personnel	46	21	22
Social Care	8	12	9
Volunteer	0	0	0
Total			

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

The number of referrals per Command Group in Q4 2021-22.

Referrals for the last quarter

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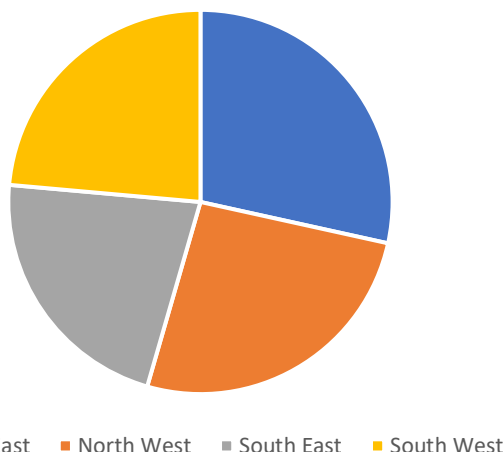
The Community Builders workload has continued to increase and their case load is the highest its ever been. With each case they also complete a detailed report of the risks identified and their actions. These reports are then shared with partner agencies, where consent is given, to support partnership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

Concerns	Actions
• **Example 1:** Oxygen Company requesting our attendance as they have a vulnerable person whom they are looking at removing oxygen due to the concerns around hoarding. • Gentleman will not engage with them or other agencies. • Hoarding • No heating or lighting due to bad electrics • Poor living conditions.	• Community Builder attended and consulted with the gentleman. • Found he lived in one room of the property and that was hoarded to a level 8, extreme hoarding. • The room was filled with large bottles of urine • The Community Builder managed to develop a friendship with the gentleman and encouraged him to consult with other agencies. • Community Builder report was submitted to social care and housing with consent. • Family paid for the room to be cleared via a hoarding company • Community Builder liaised with housing, and they redecorated the property and laid new carpets. • New bathroom was put in and electrics were fixed.

• Gentleman never went out just stayed in that room • Gentleman very frail and dependent on oxygen	• Community Builder revisited and the gentleman no longer needed oxygen due to renovations to the property. • He now is engaging back into the community and has joined support groups that were signposted to him • The Community Builder referred to partner agencies and worked with them to support the gentleman.
• **Example 2** Crews were called to a fire when the occupant fell asleep with a lit cigarette. • The kitchen was piled with empty takeaway cartons and generally in a squalid condition. • The sitting room has a pile of at least 150 empty wine bottles piled in the center of the room along with discarded smoking materials. • The occupant has had the property cleared once and has fallen back into hording rubbish. • The number of wine bottles would indicate an alcohol problem which has probably led to this fire within his property. • When our Community Builder attended the gentleman was still in his hospital gown but covered in soot from the fire and living in the smoke damaged	Last week the Community Builder happened to pass his flat and noticed a skip on the lawn, so they visited on the off chance. In their words: 'OH MY WORD!! the difference in him was huge. A month ago he looked unwell, grey skinned, drunk, wearing a hospital gown with soot black hands from touching all the surfaces in his burnt out flat. Yesterday he was clean, tidy, well dressed and scrubbing his flat from top to bottom - taking off all the layers of wallpaper. He stated that he is not drinking so much and has had brilliant support from his doctor whilst addressing some personal issues. He has gutted the flat of everything, hence the skip which has been therapeutic to him. He did have house insurance so they will complete the repairs while he is living elsewhere. He was taken aback by the fact that I had returned to see him. He didn't know we cared so much. He will be returning to work next week. Fantastic outcome after being rescued from his burning sofa.'

property. There was no electricity and the gentleman had not been able to wash. There appeared to be a drinking problem.	

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 Q4 2021-22 and 2020-21. Note, these are provisional figures.

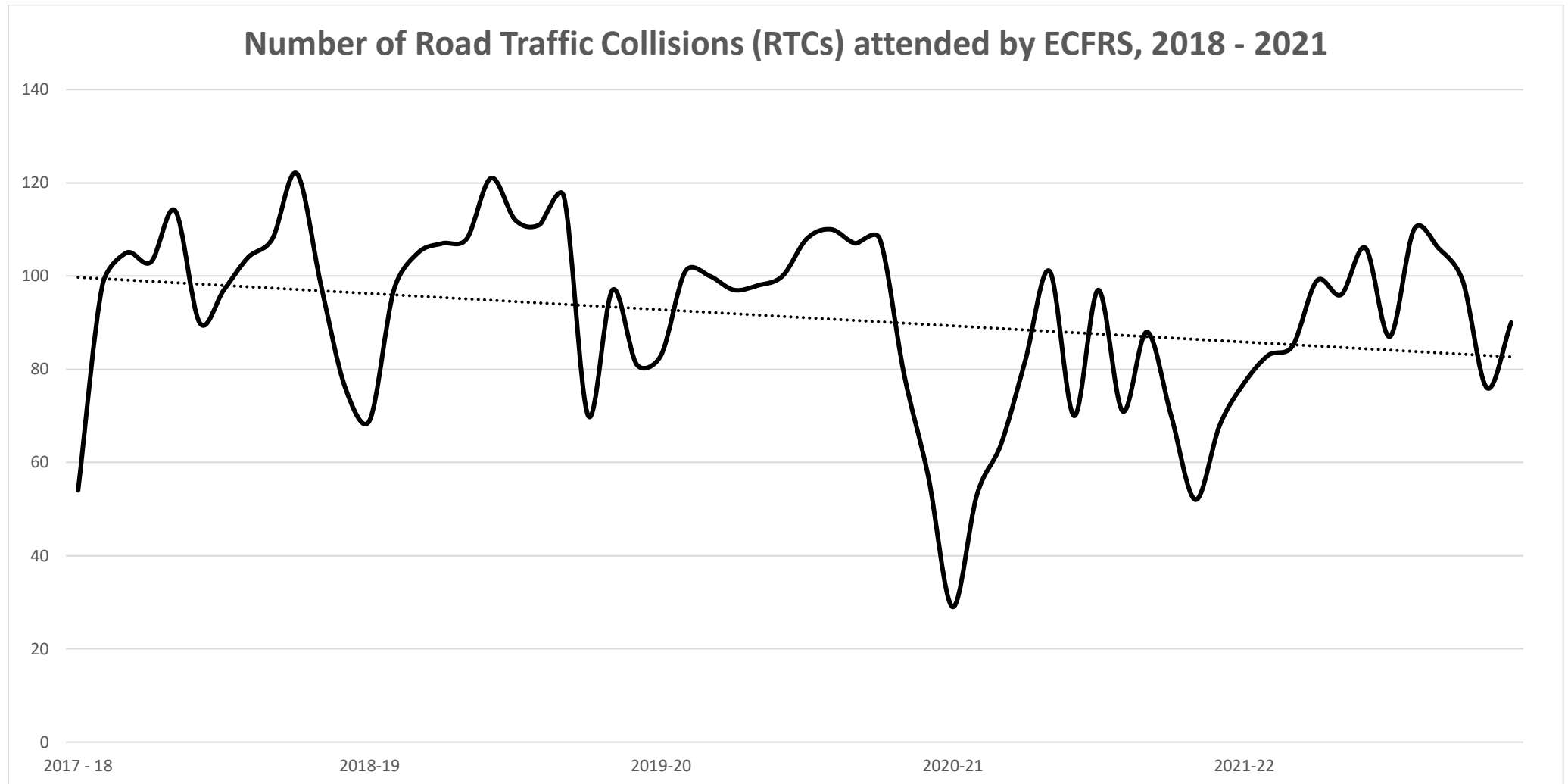|	Q4 2021-22			Q4 2020-21		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
January	5	58	**63**	1	49	**50**
February	3	54	**57**	1	38	**39**
March	2	62	**64**	1	51	**52**
Total	**10**	**174**	**184**	**3**	**138**	**141**
Source: KSI stats as at 19th April 2022 from Essex Police.						

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 Q4 2021-22 and Q4 2020-21. The chart below shows the number of RTCs attended per month over the last four years.

	Q4 2021-22	Q4 2020-21
January	99	70
February	76	52
March	90	68
Quarter Total	265	190
Rolling 12 month	845	1114

Number of Road Traffic Collisisons (RTCs) attended by ECFRS, 2017 - 2022

Number of Road Traffic Collisions (RTCs) attended by ECFRS, 2018 - 2021
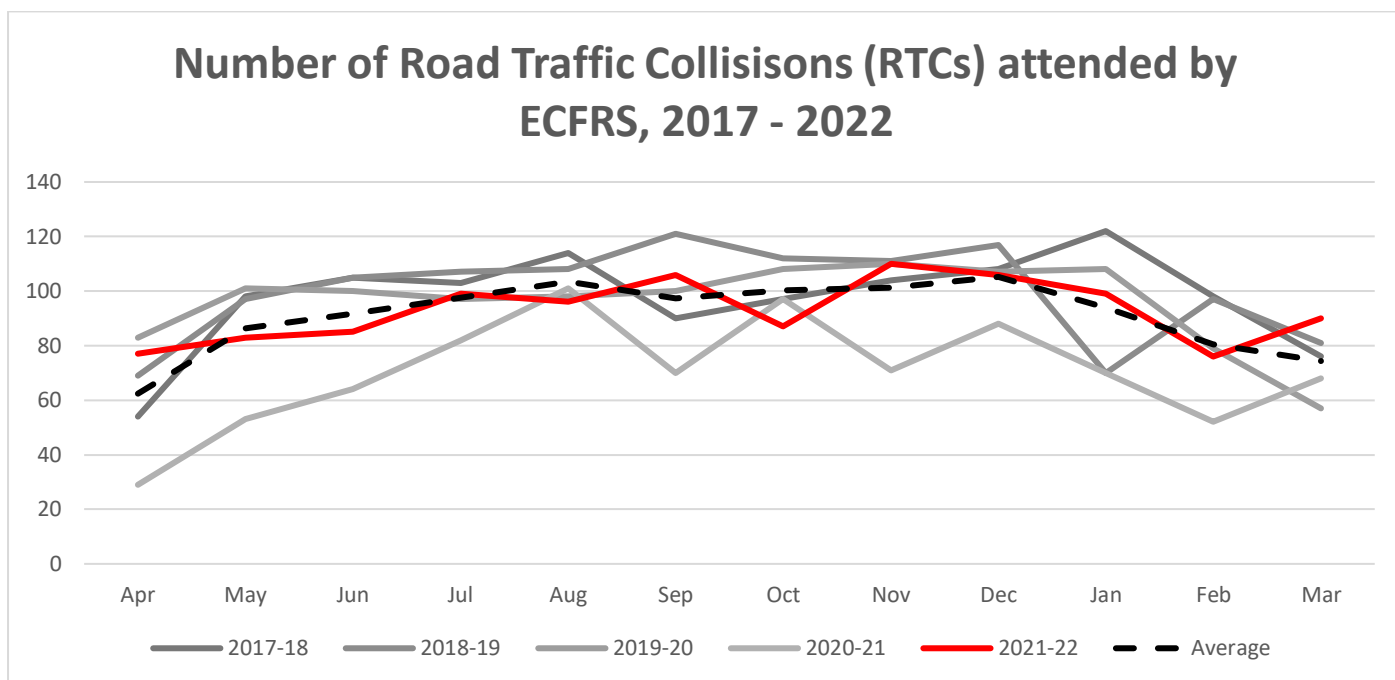
The table below lists the property types involved and the activity undertaken by ECFRS at RTCs attended in Q4 2021-22. 78% of the RTCs involved cars, 19% involved multiple vehicles. 14% of RTCs involved extrication of person/s, the vast majority from cars.

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			2		1					**3**
Bus/coach	1	1	1		1					**4**
Car	34	99	234	192	24	14	67	90	18	**772**
Dwelling			2					1	1	**4**
Lorry/HGV		2	11	2			3	5	1	**24**
Motorcycle	2		16	3	3	1		5	9	**39**
Multiple Vehicles	4	28	69	52	14		22	21	10	**220**
Non-Residential			2							**2**
Other	1		1	1	1		1			**5**
Other outdoors (including land)	1		1		1				8	**11**
Outdoor structures			4							**4**
Van	1	2	7	7	1	1	1	1		**21**
Grand Total	**44**	**132**	**350**	**257**	**46**	**16**	**94**	**123**	**47**	**1109**

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 Q4 2020-21, ECFRS attended 32 RTCs where there were 40 fatalities or serious injuries as a result of an RTC.

RTC Reduction Events in Q4 2021-22

During Q4 2021-22, the Road Traffic Collision Reduction team attended 10 events:

- 5 Vision Zero Days of Action (formerly known as Surround a Town) events in Colchester, Braintree, Chelmsford, Brentwood, and Basildon.
- 3 My Small Change events at the following colleges: Stansted College and New City College
- 2 Fire Car deployments to support SERP activity in Harwich and at a car cruiser event in Southend.

Power 2 Wheeler (P2W)

- The outcomes of the P2W steering group were shared with SERP strategic group.
- Work began on a post collision training course for motorcyclists, with support from the Education and Specialist Intervention Team
- Scoping began on a P2W intervention for young riders in the gig economy (deliveries) began

Road Traffic Collision (RTC) – Other

- ECFRS introduced Vision Zero into the Leading Greater Essex Programme as a challenge for the cohort
- Support of the SERP Community Speed Watch (CSW) Scheme continues with 3 Steering Groups taking place in this quarter, and continued development and support of the Co-ordinator.
- 3416 letters were generated to offending motorists in this quarter, following CSW activity, with an 87% accuracy rate by volunteers

Source: https://saferessexroads.org/policecommunity/community-speed-watch/
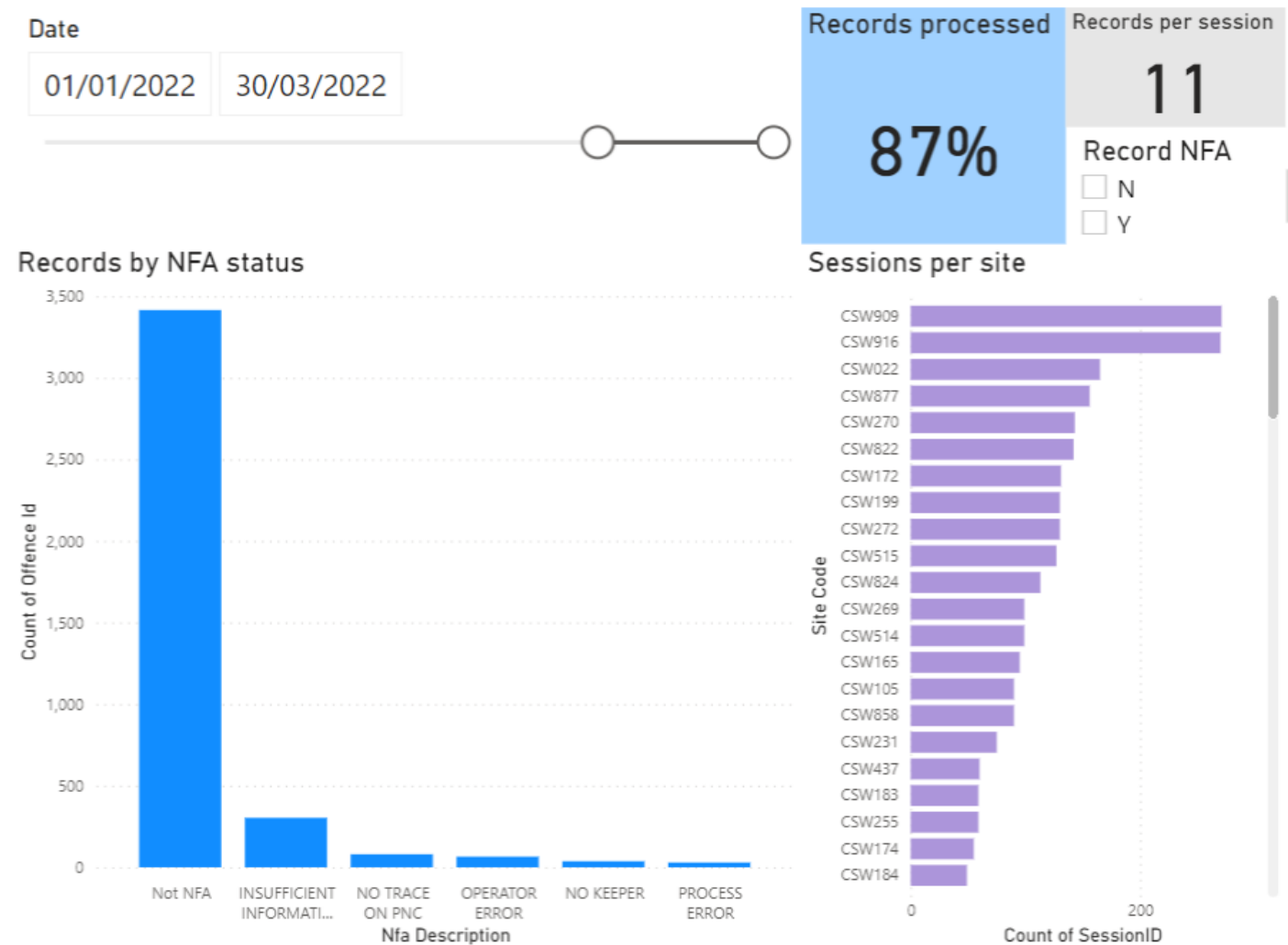
- ECFRS attended the SERP Governance and Strategy Board.

Commentary (Road Safe)

Observations and insights about the data

- In Q4 2021-22, there were 298 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 Q4 is higher than Q4 2020-21. However, it is noted that quarter four in 2021 featured COVID-19 restrictions that would have impacted travel movements of residents and visitors to the area.

- 65% of the victims who were killed or seriously injured in a RTC during Q4 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 new Road and Water Safety Lead and Officer began an audit of all events products and activity, designed and purchased new promotional items and began planning for national events.
- As the previous page details, Essex Fire attended 10 events in total during the quarter across multiple districts in our service area. Many of these events were supporting SERP's Vision Zero Days of Action.

Actions planned for next Quarter

- Continued progress on Vision Zero Days of Action engagement events and feedback.
- Continued progress against Leading Greater Essex challenge and PFCC Conference
- Lead on the post collision response later of protection

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 Q4 2021-22, 169 more than Q4 2020-21 and the 12-month rolling total is also higher at quarter two end. The largest percentage increase between Q4 2020-21 and 2021-22 for the false alarm types was 20% for false alarms due to apparatus.

False Alarm Type	Q4 2021-22				Q4 2020-21			
	Jan	Feb	Mar	Total	Jan	Feb	Marc	Total
Due to Apparatus	209	205	212	626	237	206	196	**639**
Good Intent	268	237	269	774	224	204	262	**690**
Malicious	11	13	13	37	5	5	13	**23**
Grand Total	466	415	471	1437	466	415	471	1352

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 all months months in Q4 2021-22 the number attended was in the green band (56-92+), with December in the green band. The table below shows ECFRS attended 247 unwanted fire signals in Q4 2021-22, 21 fewer than Q4 Q4 2020-21.

	Q4 2021-22	Q4 2020-21
January	91	97
February	78	81
March	78	86
Quarter Total	247	264

Unwanted Fire Signals 5 attended by ECFRS, 2017 – 2022
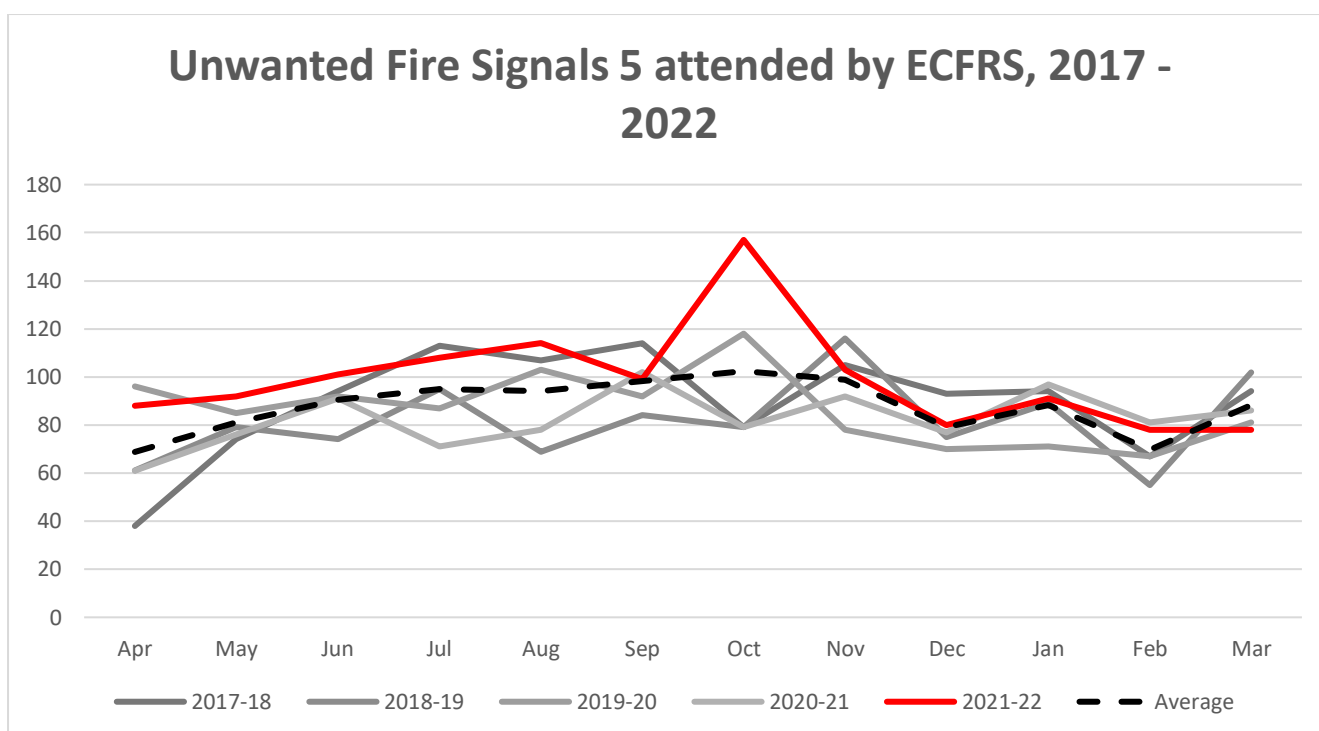
FIRE AND RESCUE PLAN: PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

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	% LGBQ+ [1]	% Ethnic Minority [1]	% Disability
Wholetime / 637	7.2% (44)	46-55	6.2% (29)	4.5% (21)	4.1% (26)
On-Call / 511	3.4% (17)	25-35	3.8% (12)	1.6% (6)	4.0% (21)
Control / 40	85.0% (34)	36-45	2.9% (1)	2.7% (1)	2.5% (1)
Support / 324	50.9% (162)	56-65	5.4% (14)	2.9% (8)	5.9% (19)
Overall / 1512	17.5% (257)	36-45	5.2% (56)	3.1% (36)	4.4% (67)
Prefer Not To Say [3]	3.3% (50)	-	8.5% (129)	0	- [2]
Not Stated [3]	3.7% (57)	-	29.0% (441)	23.7% (360)	- [2]

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 Q4 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 March 2022. 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 Q4 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 Q3 due to COVID. It is marginally lower than Q4 2020/21

The following table presents the proportion of working days lost to sickness in the 12 months to 31 March 2022 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 Q4 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 Q3 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 Q3 (46) and the time to close remains consistent. The oldest open case is now 126 days less than Q3 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 Q4, 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.
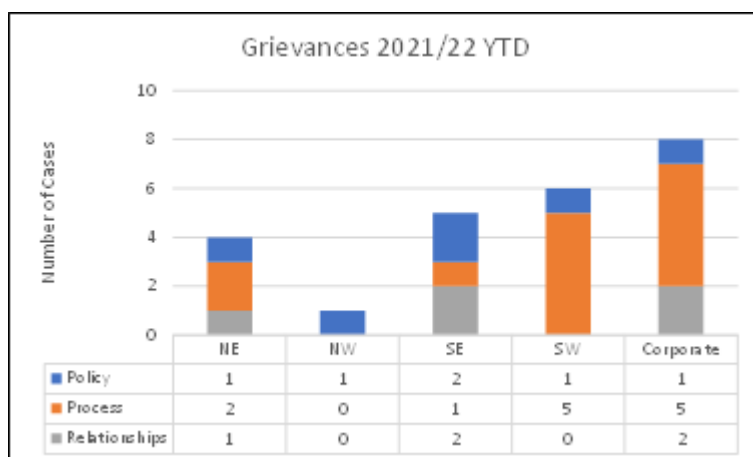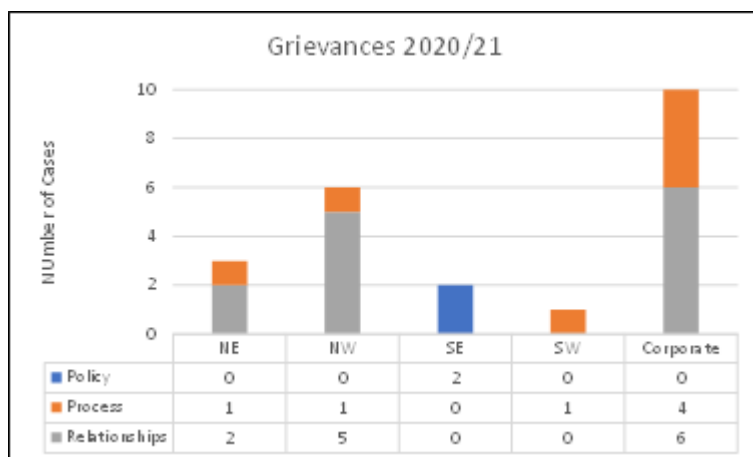
Spotlight on Grievances

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 Q4).

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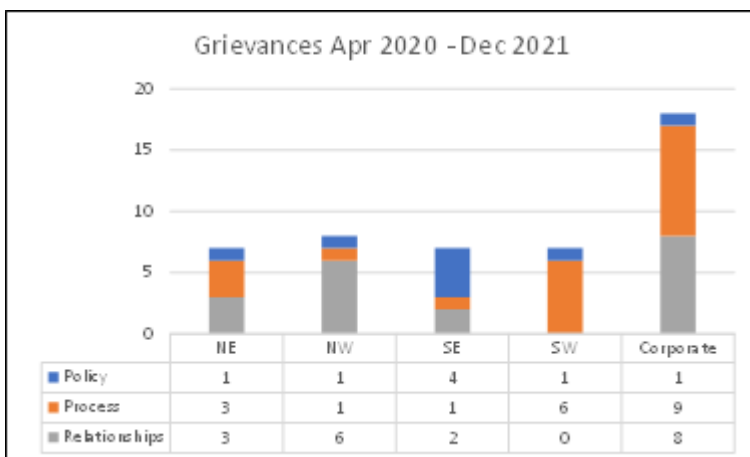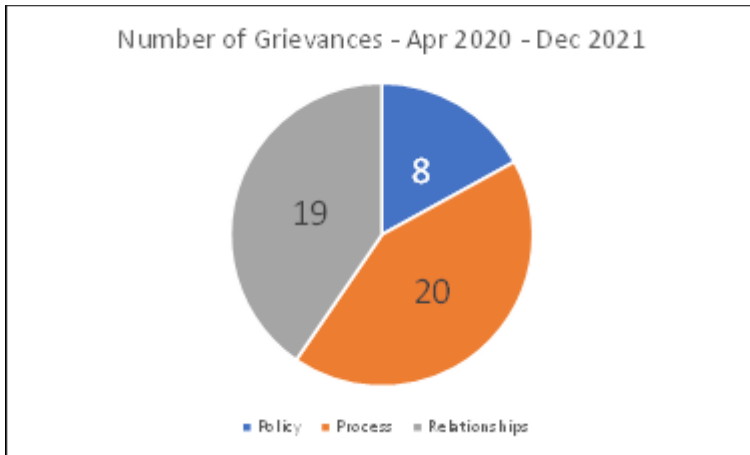
The second pair of charts demonstrate the case distribution between the two year, with a higher number of relationship-related cases in 2020/21, compared to 2021/22 YTD.

Grievances 2020/21

	NE	NW	SE	SW	Corporate
Policy	0	0	2	0	0
Process	1	1	0	1	4
Relationships	2	5	0	0	6

Grievances 2021/22 YTD

	NE	NW	SE	SW	Corporate
Policy	1	1	2	1	1
Process	2	0	1	5	5
Relationships	1	0	2	0	2

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.

Request Type	Corp Target	No. Received	No. Closed	No. Closed in time	% Compliance	Direction of travel
Freedom of Information (FOI)	90%	36	36	34	96%	↑
Environmental Information Regulations (EIR)	90%	93	93	92	99%	↑
Subject Access Requests (SARs)	80%	2	1	1	100%	↑

Statutory Requests - March 2021 - March 2022
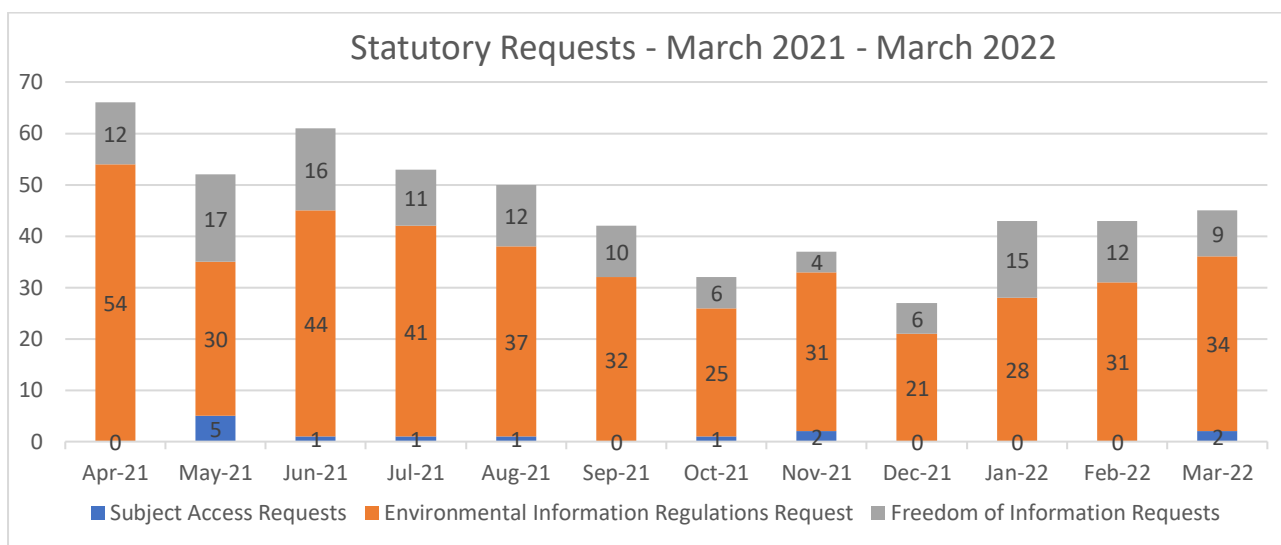
Complaints about statutory requests for information (Internal Reviews)

Request Type	No. Received	No. Closed	No. Upheld
FOI	0	0	0
EIR	0	0	0
SAR	0	0	0

Statutory Data Protection Complaints

Complaint/request type	No, Received	Complaint/request type	No, Received
Rectification	0	Objection	0
Erasure	0	Access	0
Restriction	0	ICO Regulatory Complaint	0

ECFRS Information Governance (IG) team handles reported data breaches.

Breach Level	No.	Affected Business Areas
Near Miss/Minor Breaches	9	IG Team, Control, Health & Safety, Fleet, HR.
Moderate Breaches	1	HR
Major/Critical Breaches	1	ICT
Total Breaches	11	
Breaches reported to the ICO	0	

Requests to access Surveillance footage internally = 6
Computer Aided Dispatches (CAD) Requests = 16

Information Governance Training and Awareness

Training Type	No. Completed
eLearning	Course published 05/05/2022
Ad Hoc sessions	4

Action plan activities delivered in Q4	Action plan activities planned for Q1
To reduce the likelihood of mishandling of data and information, the IG team conducts several training and awareness sessions on managing information securely.	Implementation of DPIAs process.
Every member of staff must complete Data Protection training	The training course published in May 2022 is called Data Protection Essentials.
Performance in processing statutory requests (EIR, FOI and SAR) and closing complaints has met its target in Q4.	Performance processing information requests has clearly improved in Q1 2022
The internal Information Governance team structure has been reviewed and realigned to compliment the new arrangements provided through our outsourced service.	The internal structure of the IG team was reviewed again.
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.	IGS has provided a framework with updated templates that comply with the law for different processes. Many of the templates have been implemented especially on procurement
General Updates	
Our Data Protection Officer carried out an internal audit of all information governance processes and policies	
The audit highlighted 7 risks and an action plan with 30 steps was put in place to achieve good assurance	
The IG team structure was reviewed and realigned following SLT decision and was moved to Corporate Services	
As part of the restructure the SIRO role will now be undertaken by the Director of Corporate Services	

Percentage of complaints closed within 20 working days **Target: 90%**	Q4 2021-22 Actual: 88%
Complaints and Compliments Themes: ECFRS received 15 complaints and compliments between January and March 2022. The main complaint themes were Operational (4) Service Provision (2), social media (1) HR Recruitment (1) Other (2)). We received 5 compliments between January and March 2022, all of which were thanking crews for their hard work.	

Actions planned for next Quarter:
1. Follow the action Plan purposed by the Data Protection Officer
2. Improve and implement an organised approach for surveillance
3. Implement training and awareness following the communication plan and online training course.

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-threating 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