



ECFRS Quarterly Performance Summary – Quarter Two 2019/20

About

A quarterly performance report is produced for the Senior Leadership Team (SLT) and other key members of Essex County Fire and Rescue Service (ECFRS) to monitor performance of the service, ensuring that budgeted resources are aligned with fire priorities as well as effectively and efficiently being utilised. This report aligns with the Fire and Rescue Plan 2019 - 2024 and Integrated Risk Management Plan 2016-2020.

This performance report is also used by the Board that has been established to enable the Police, Fire and Crime Commissioner in his role as the Essex Police, Fire and Crime Commissioner Fire and Rescue Authority to scrutinise, support and challenge the overall performance of the fire and rescue service.

Contents

PERFORMANCE SUMMARY	3
PREVENTION, PROTECTION AND RESPONSE	5
Fire and Rescue Plan Measure: Reduction in Injuries and Fatalities	5
Service Measure: Rate of Deliberate Fires.....	8
Commentary and Action Plan.....	6
Service Measure: Fires in Non-Residential Properties	6
Commentary and Action Plan.....	8
Service Measure: Attendance Times.....	11
Commentary and Action Plan.....	12
Service Measure: Appliance Availability	13
Commentary and Action Plan.....	14
HELP THE VULNERABLE STAY SAFE	16
Service Measure: Number of Safe and Well Visits	16
Service Measure: Rate of Accidental Dwelling Fires (ADF)	17
Commentary and Action Plan.....	19
IMPROVE SAFETY ON OUR ROADS	21
Fire and Rescue Plan Measure: Reduction in the number of people killed or seriously injured (KSI) on Essex Roads*	21
Commentary and Action Plan.....	22
BEST USE OF OUR RESOURCES.....	24
Fire and Rescue Plan Measure: Reduction in the Number of False Alarms.....	24
BE TRANSPARENT, OPEN AND ACCESSIBLE	26
Service Measure: Statutory Request Response Rates	26
Service Measure: Complaint Response Rates.....	26
Number of Freedom of Information (FOI) Requests, Subject Access Requests (SAR) and Environmental Information Regulation Requests, including Fire Report Requests (SAR).	27
PROMOTE A POSITIVE CULTURE IN THE WORKPLACE	28
Fire and Rescue Plan Measure: Improved Workforce Diversity	28
Service Measure: Average Number of Days/Shifts Lost Per Person per Year	28
Service Measure: Employee Casework (Attendance Management, Disciplinary, Grievance Management, Performance Management).....	28
Commentary and Action Plan.....	29

PERFORMANCE SUMMARY

This is the quarter two (Q2) 2019/20 performance report for Essex County Fire & Rescue Service (ECFRS). This report aligns with the Fire and Rescue Plan 2019 - 2024 and Integrated Risk Management Plan 2016 - 2020.

There were no fatalities from fires during Q2 2019/20 but there were 16 injuries, of which seven were from Accidental Dwelling Fires (ADF). The number of injuries overall are less than Q2 2018/19. The Home Safety Team continue to work with operational colleagues to introduce a process to govern the process of flame retardant bedding to residents who are at risk of fire at home and roll-out of reinstating Home Safety visits by crews. The team also refreshed and digitised the process for Safe and Well Officers to make referrals to other agencies and organisations.

There were 121 fires in non-residential properties during Q2 2019/20, which is more than previous quarter. However, the 12 month rolling total is less than the same quarter last year. Technical Fire Safety (TFS) carried out 228 Audits of non-residential properties during Q2, of which 48% were unsatisfactory. TFS officers continue to implement regulatory action following the audit to comply with the Fire Safety Order.

TFS has completed the installation of sprinklers at University of Essex high rise student accommodation block (16 storeys) and attended a hearing for the inquest on the death at Grampian flats in Southend in May 2016.

In Q2 2019/20 there were 4,567 incidents, with False Alarms accounting for 38%, Fires 36% and Special Services 26% of all incidents attended.

First attendance to potentially life threatening calls has been steadily improving over the last year. Work is still ongoing to reduce the call handling times as the turnout time and traveling time has seen little change. The Service attended 90% of all calls within 17 minutes 10 seconds, 95% in 20 minutes 47 seconds and 98% in 26 minutes and 20 seconds during quarter two 2019/20. This is an increase on Q1 and can be attributed to an increase in the volume of calls and the availability of appliances.

Q2 2019/20 covers the summer period where we see an increase in the calls to the service and a decrease in on call and whole-time availability due to the summer holiday period. This is shown in the comparison with last year. The Service has seen a drop in Q2 in whole time performance due to those seconded into specialist roles and moves into posts connected with operational training. On-call availability continues to drop based on last year's figures and is approximately 15% below target. This is due to lack of recruitment in areas of transient populations, on-call firefighters joining whole-time stations and the retention of those who are recruited.

ECFRS have undertaken more Home Safety, and Safe and Well Visits this year compared to last year. Home and Safety visits are being undertaken by both stations and volunteers. Stations are slowly increasing the number of visits they are undertaking, and this is expected to increase throughout 2020.

The number of Accidental Dwelling Fires (ADFs) are down against the same quarter last year and are currently on target (against our target of 10.5). We expect the number of ADFs to increase over the next quarter as the weather becomes colder in line with the trends outlined in the ADF research undertaken by the University of Essex.

ECFRS has been involved in a number of Safer Essex Road Partnership (SERP) initiatives and events that aim to reduce the number of people killed or seriously injured on Essex roads. Looking forward, additional FireBike team members and a new Road Traffic Collision Team Leader will be recruited. SERP has also reviewed performance against the joint Road safety Delivery Plan for 2019/20 in preparation for 2020/21 SERP Joint Road Safety Delivery Plan.

As at September 2020 the service employed 35 female fire fighters. Human Resources (HR) will be looking to National Fire Chiefs Council HR Forum colleagues to share their approach and successes in attracting more diversity. In the meantime, ECFRS HR are considering ways in which we can attract more diversity including the provision of different types of media on our careers website.

HR are reviewing our recruitment approach across the board, starting with on-call recruitment campaigns, including the candidate journey, the application process, the assessment and selection methodology and on-boarding arrangements.

HR will also be implementing the Civica applicant tracking module, expected to go live in April 2020. This will streamline our processes, introducing significant efficiencies and delivering a better experience for candidates and hiring managers. The applicant tracking system will enable us to have a candidate-led approach to managing data, which will include the collection of diversity data as well as qualifications and professional memberships; all of the applicant data will travel through to the core HR system.

HR quarterly report also outlines the next steps that the Service will be undertaking to understand levels of sickness absence, in particular mental health. The findings from this review is likely to feed into the new People Strategy (2020 and beyond) 'well-being and health' element which is currently under development.

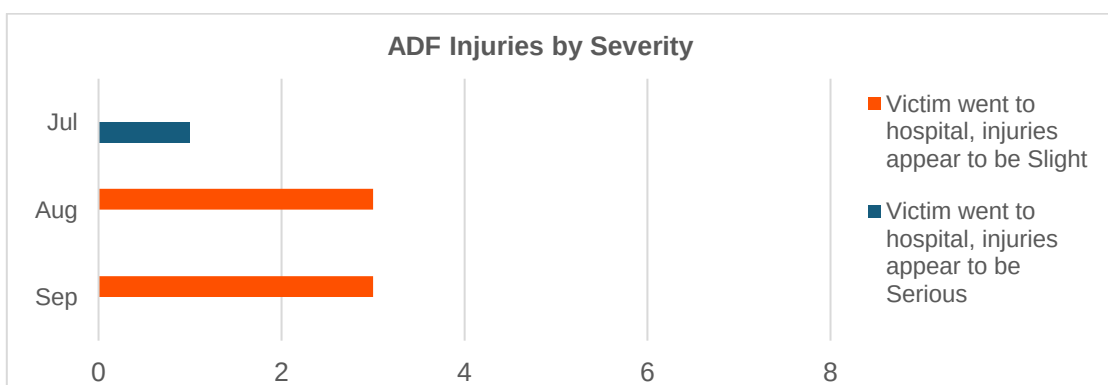
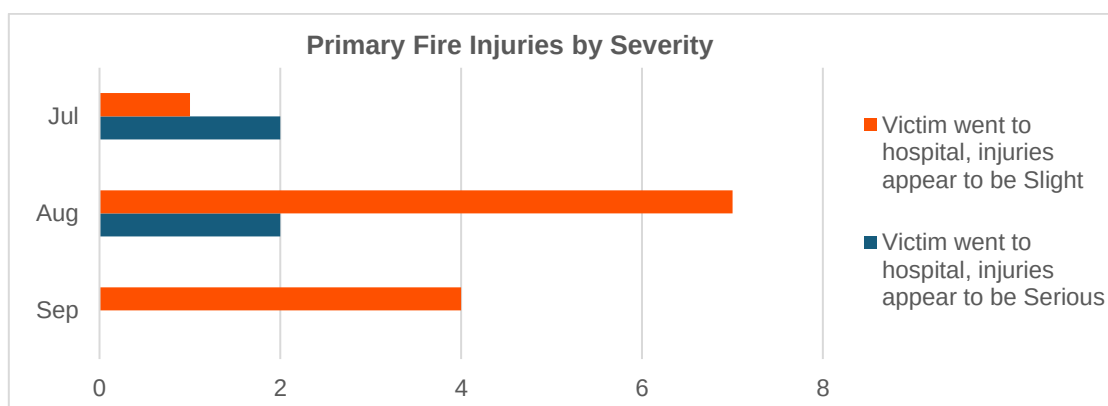
PREVENTION, PROTECTION AND RESPONSE

Fire and Rescue Plan Measure: Reduction in Injuries and Fatalities

There were no fatalities during Quarter Two 2019/20. In Quarter One 2019/20, there were two fatalities at incidents attended by ECFRS.

Injuries in this report are those logged into the Incident Recording System (IRS) System as requiring hospital treatment.

Injuries from Primary Fire Injuries	Q2 2019/20	Q2 2018/19
July	3	9
August	9	5
September	4	9
Rolling 12 Months Total	78	66
Injuries from Accidental Dwelling Fires		
July	1	7
August	3	1
September	3	5
Rolling 12 Months Total	47	40



Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

Observations

- There are no fatalities in Q2
- Injury overall are down from this time last year.
- Primary Fire injuries peaked in August, the opposite of last year.

Actions in the last quarter

- The Home Safety Team continue to work with operational colleagues to introduce a process to govern the provision of flame retardant bedding to residents who are at risk of fire at home, are bed/chair bound and who smoke. These people often also use emollient products, increasing their vulnerability in the event of a fire. This is a small but significantly vulnerable community in Essex.
- The Home Safety Team refreshed and digitised the process for Safe and Well Officers to make referrals to other agencies and organisations. This new process is easier to undertake for Officers on the ground, and is also easier for managers to measure and track referrals. Since its introduction, the Safe and Well Team have made 166 referrals to external agencies to secure additional help for the people they have visited. This includes 32 referrals to help with mobility and 28 for assistance with sensory impairments. This is a huge increase in the number of referrals made by the team and reflects the broad range of complex people visited by the Safe and Well team. The simpler process also means that Officers are able to spend more time with residents and less time navigating multiple referral processes.
- In quarter 2 North East group continued the pilot to look at reinstating Home fire safety visits by operational crews. The group contributed to the evaluation and subsequent roll out for the rest of the service.
- A volunteer role profile has been designed to support the introduction of follow up phone call evaluations to understand whether visit impact is sustained.

Forward Action Plans

- Finalise and introduce the flame retardant bedding process.
- The first reports detailing both Home Safety referrals and evaluation results will be included in the next quarterly report.
- North East crews will continue to deliver Home Fire Safety Visits until a service wide roll out begins taking into account the learning from the pilot.
- Further promote the research findings from the research with Anglia Ruskin University regarding emollients.

Service Measure: Fires in Non-Residential Properties

Fires in Non Residential Properties	Q2 2019/20	Q2 2018/19
July	49	41
August	36	40
September	36	38
Rolling 12 Months Total	428	474

Inspections by Crews

Q2 2019/20	Wholetime	On-Call
July	186	25
August	122	21
September	78	20

Number of Audits Completed

Q2 2019/20	Number of Audits	Number of Satisfactory Audits	%
July	78	40	51
August	78	43	55
September	72	35	49

Summary of Regulatory Action taken following Audits

110	2	0
Notification of Deficiencies Issued	Number of Prohibition Notices Served	Enforcement Notices Issued

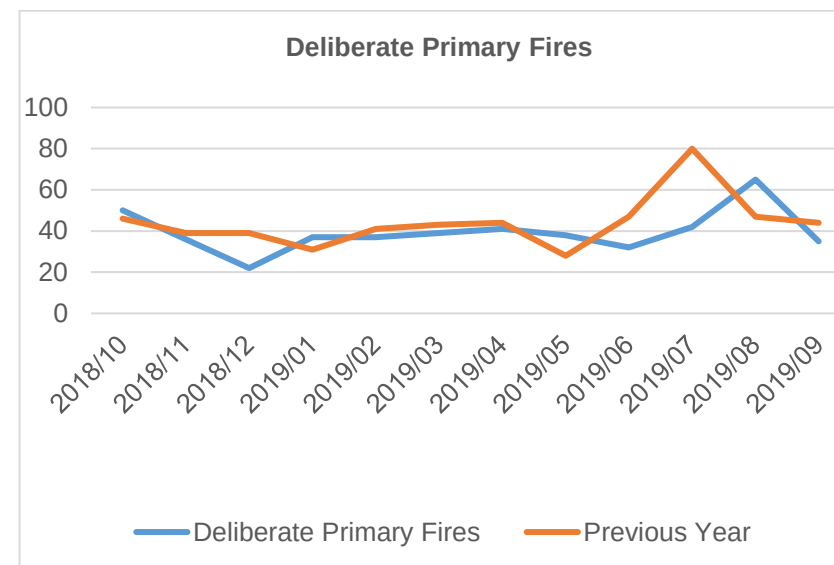
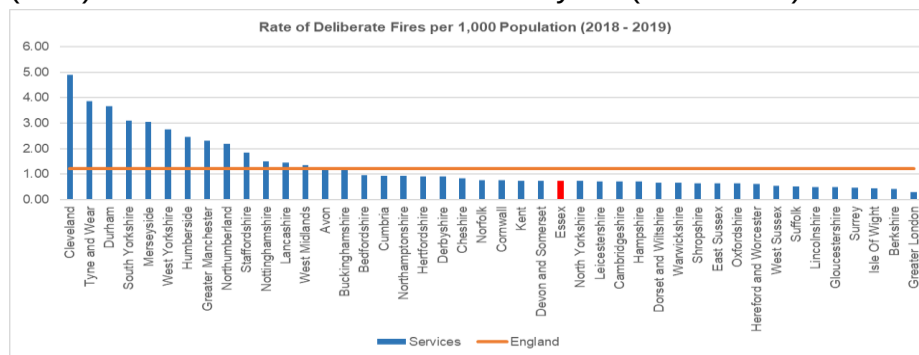
Summary of Prohibition Notices

- Prohibition notice (P00088) issued to a restaurant with HMO above in Westcliff on Sea, prohibiting use of the upper floors.
- Prohibition notice (P00089) issued to a public house/restaurant in Maldon, prohibiting use of the first floor.

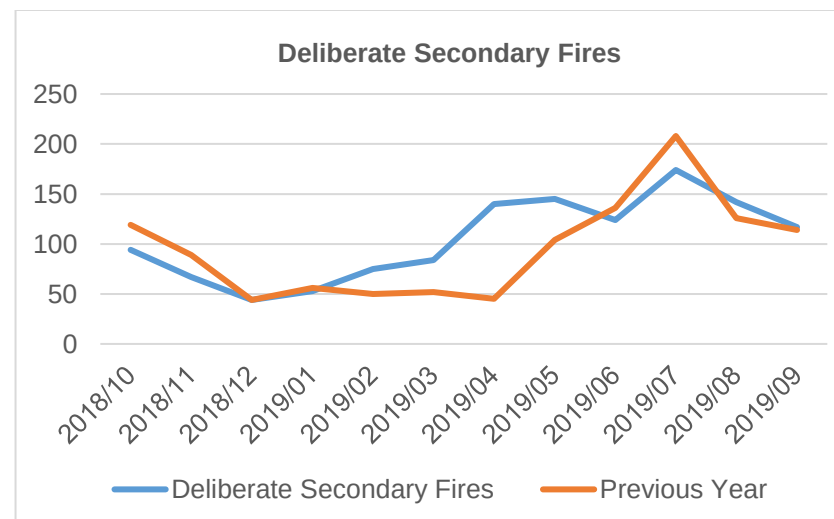
ECFRS Quarterly Performance Summary – Quarter Two 2019/20

Service Measure: Rate of Deliberate Fires

The rate of deliberate rates at the end of Quarter Two 2019/20 for Essex is 1 per 1,000 population (12 months rolling), which is below the average rate for all Fire and Rescue Services in England (1.21). ECFRS rate at the end of last year (2017/2018) was 0.7.



Number of Deliberate Fires		Q2 2019/20	Q2 2018/19
Target - Improvement on previous year			
Primary	July	42	80
	August	65	47
	September	35	44
Rolling 12 Months Total		474	529
Secondary	July	174	208
	August	142	126
	September	117	114
Rolling 12 Months Total		1,259	1,143



Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

Observations

- Hearing attended for the Inquest touching on the death at Grampian flats in Southend in May 2016. Full evidence bundle compiled and submitted on behalf of ECFRS. Due to incomplete submissions by other interested parties, inquest adjourned until 14th April 2020, 4 days set aside for evidence.
- Sprinkler installation completed at University of Essex high rise student accommodation block (16 storeys). Project was awarded £50,000 from ECFRS sprinkler fund. Formal check hand over to be arranged with media department.
- All seven Inspecting Officers enrolled on the Level 3 Fire Safety Course successfully completed their Second module 'Auditing Simple Premises', and have attended their final module 'Planning and Gathering Evidence'. All Officers will progress on to the Level 4 Certificate course in early 2020.
- Participation in the Trailblazer group set up to develop a Level 6 Apprenticeship Course for Fire Engineers.
- Participation in the Trailblazer group set up to develop a Level 4 Apprenticeship Course for Fire Safety Officers.
- Regional training initiative is now underway, with Essex due to provide a regional training day on Hospital Fire Safety (HTM) in Q2 of 2020.
- Engagement with Lower Thames Crossing project team through attendance at meetings.
- CPD event at London Fire Service attended by Service's Fire Engineers.
- Engagement with existing Primary Authority Scheme partners (Salvation Army, Care UK, Radisson and Co-Op East) through attendance at meetings and assured advice issued.
- Fire Safety Training delivered to apprentice firefighters in July 2019.
- Fire Investigation CPD day held at Rayleigh Weir with presentations delivered by Audi UK on Electric vehicles and the associated hazards.
- Building Regulations practical course delivered at Orsett to eight practicing fire engineers on the requirements of Approved Document B, Part B5 Access and facilities for firefighters, with practical exercises.
- Eight Freedom of Information requests (FOI's) responded to.

Forward Action Plans

- A new protection strategy has drafted and is due to go live by 31 January 2020, following on from this a new risk based inspection programme will be developed for the service using our historic incident data and known risk profiles to enable our staff to effectively target activity.
- A training programme has been developed for our operation crews to enable them to carry out Fire Safety Checks in lower risk, simple premises.

- 11.4 Inspection officers have been recruited, due to start in January. This will increase the auditing capacity.
- A Technical Fire Safety (TFS) Officer began training as a Fire Engineer on a Bachelor of Engineering Degree Course at the University of Central Lancashire. This is a 4 year part-time degree course.
- ECFRS have taken lead role in the Regional Work stream Fire Engineering project for the Eastern Region due to in-house expertise. Options for the provision of Fire Engineering Services have been discussed with regional Fire Services, with a decision pending.
- TFS Training lead attended Regional Work stream for Training and Competence in Hertfordshire. First regional training event to be held in November 19. Essex due to deliver regional event in Early 2019.
- Ongoing project for a wider assessment of the suitability and sufficiency of the Service's Risk Based Inspection Programme, to assess those in use in other Service's across the UK and also commercially available projects. This is also a subject of a Regional Work stream which we are engaged in. Meeting to be held 5/11/19
- Response made to the National Fire Chiefs Council (NFCC) Consultation on National Occupational Standards for Fire Safety Personnel.
- Awaiting response from Hay review panel in relation to Job Evaluation Questionnaires and associated paperwork previously submitted for evaluation of posts for Primary Authority Scheme manager and Business Engagement Manager roles.

Service Measure: Attendance Times

First Attendance to Potentially Life Threatening Incidents	Q2 2019/20	Q2 2018/19
Target – Average of 10 minutes		
July	10m27s	10m54s
August	10m16s	10m33s
September	9m59s	10m34s

First Attendance to All Calls within Target	Q2 2019/20	Q2 2018/19
Target – 90% of all calls within 15 minutes		
July	87%	84%
August	83%	85%
September	84%	86%

% of All Calls Attended within Target by ECFRS Station Type*	Not Within Target	Within Target
Day Crew / On Call	22%	78%
On Call	21%	79%
Wholetime	11%	89%
Wholetime / On Call	24%	76%
Total	15%	85%
*ECFRS special appliances/cars such as officer car's and other FRS appliances that attended calls first during quarter two are excluded from this calculation to provide clearer insight into ECFRS attendance times.		

Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

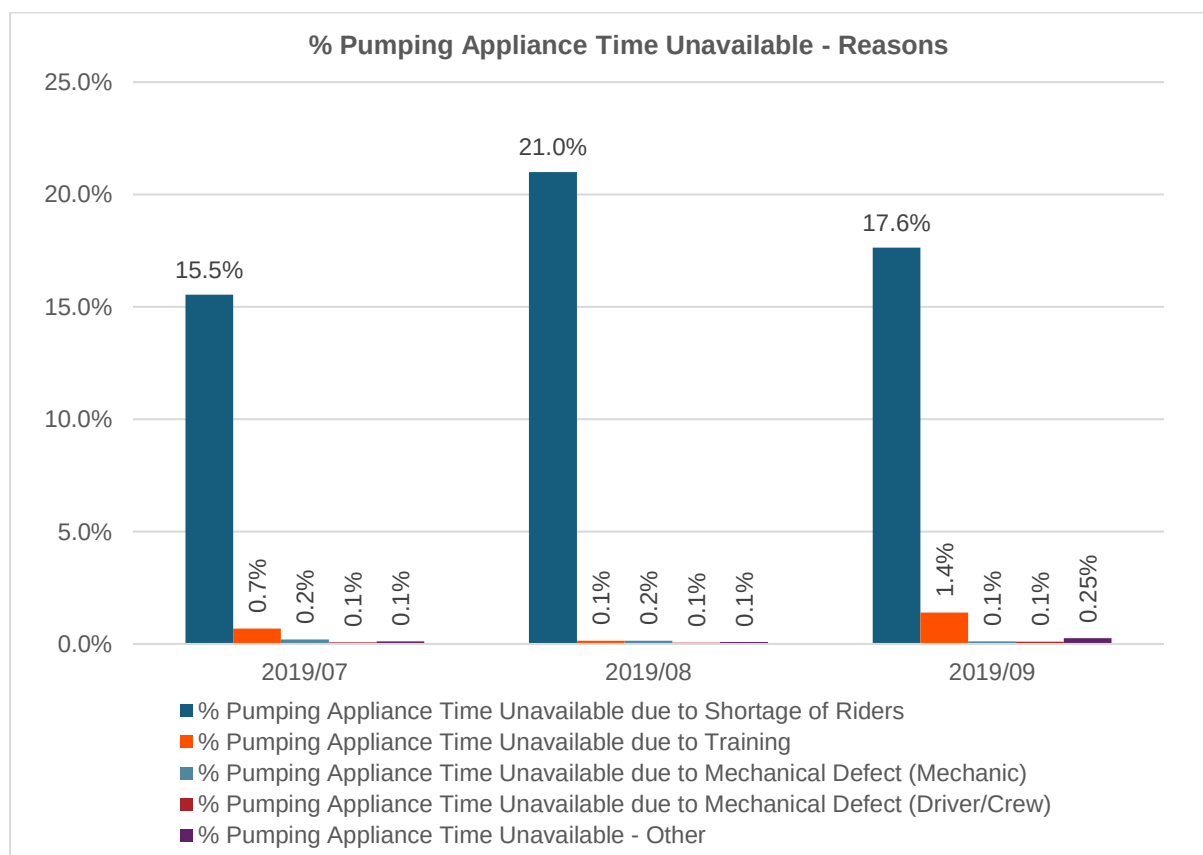
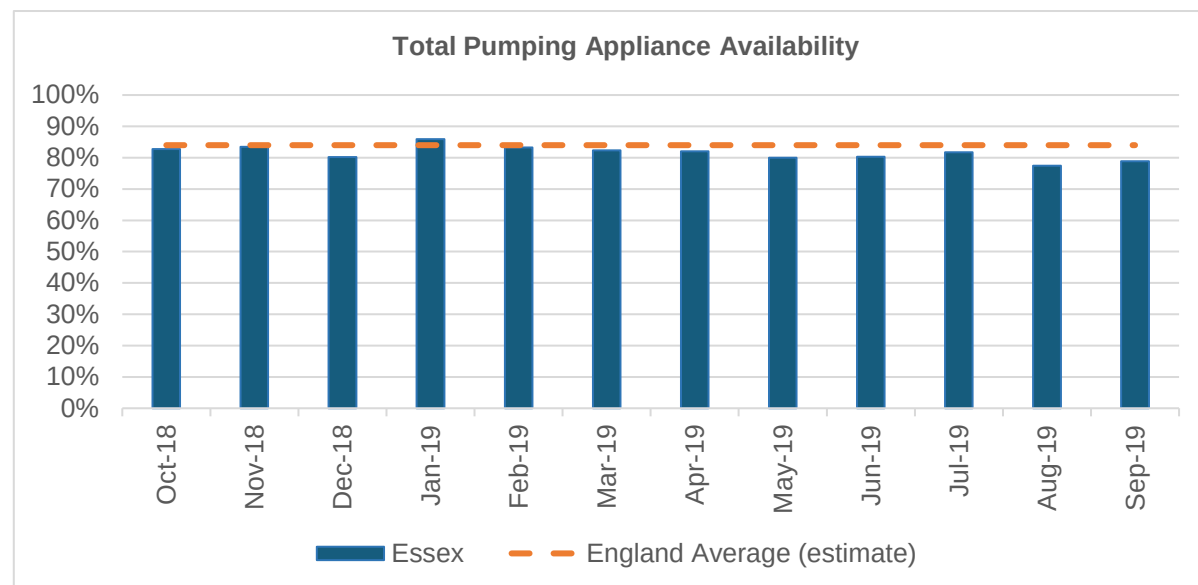
- First attendance to potentially life threatening calls has been steadily improving over the last as last year. Work is still ongoing to reduce the call handling times as the turnout time and traveling time has seen little change. The Q2 period has previously seen an increase in response times due to the amount of calls the service receives, travel distance to cover others stations and availability issues for on-call and whole time over the summer period.
- The Service continues to perform above the national average and has seen a slight decrease in the first attendance within 15 minutes to all calls by 1% in aggregate over the Q2, compared to last year. This can be linked directly to our availability and in particular, the on-call reduction in availability. The increase is linked to appliances having to travel further to other stations areas due to them not being available and thus increases the time taken to attend the call. This quarter is also the time when we see a decrease in our on-call availability and the whole time summer leave period coupled with recent moves to centralised functions within the service of staff.
- The Service attended 90% of all calls within 17 minutes 10 seconds, 95% in 20 minutes 47 seconds and 98% in 26 minutes and 20 seconds during quarter two 2019/20. For reference, the Service attended 90% of all calls for both quarters within 16 minutes 41 seconds. This is an increase on Q1 and can be attributed to an increase in the volume of calls and the availability of appliances.
- The response times are discussed at each group manager 1:2:1 and station manager 1:2:1 and some improvements are seen at Orsett and Grays. On-call stations that are showing longer times Brentwood, Billericay, Witham, Maldon and Canvey suffer from busy road networks next to or on the station turnout locations for on-call to respond. Other stations such as Burnham and Manningtree are away from the main town area so it takes longer for crews to get there when turning out from their home addresses.

Forward Action Plans

- Additional work around the call handling element of the time is needed and being action with service control. We have now removed all animal related incidents where the service responds with an officer (non-emergency response) from the 15 minute call element and single officer attendance at other calls. This will give a better picture of the current service performance.
- Over the same Q2 period in 2020, we will be looking to employ the Central Resourcing Team (CRT) within the Control element of the service to have better plan our availability and officers riding at on call stations centrally. This will involve pre planning and projecting by staff to ensure we place staff where they will be needed most.
- We are currently recruiting an additional 57 staff between now and June 2020 which will start to see an improvement in our whole time performance.
- The IRMP 2020 – 2024 in its production will include a review of the key stations to ensure that the availability of those stations most vital to ensuring county wide attendance times is maximised.

Service Measure: Appliance Availability

Total Pumping Appliance Availability	Q2 2019/20	Q2 2018/19
Target – 94%		
July	81.7%	84%
August	77.4%	81.5%
September	78.9%	82.8%



Wholetime Pumping Appliance Availability	Q2 2019/20	Q2 2018/19
*including Day Crewed Appliances		
Target – 98%		
July	95.4%	96.1%
August	94.1%	96.9%
September	94.7%	98.3%
Rolling 12 Months Total	96.5%	96.4%

On-call Pumping Appliance Availability	Q2 2019/20	Q2 2018/19
Target – 90%		
July	77.1%	77.7%
August	71.9%	72.8%
September	73.2%	74.9%
Rolling 12 Months Total	74.6%	78.8%

Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

Observations

- Wholetime appliance availability continues to be close to the target and on the rolling year total, increasing. This is due to the use and reliance on additional shift working and the use of pre-arranged and dynamic out duties to supplement Watches that are currently lower on numbers.
- The Service is aware of the need to update its leave policy and time off in lieu process on watches to ensure maximum availability and ridership.
- The Service has seen a drop in Q2 in whole time performance due to those seconded into specialist roles and moves into posts connected with operational training.
- The Service continues to have low availability at the day crewed converting stations due to lower watch numbers and the move towards them becoming wholly on-call stations in 2020 and 2021.
- Q2 covers the summer period where we see an increase in the calls to the service and a decrease in on-call and whole-time availability due to the summer holiday period. This is shown in the comparison with last year. We have also seen a lower availability in whole-time watches because of training and in swift water rescue training which necessitates appliances away from their stations for whole days training.

Actions in the last quarter

- On-call availability continues to be a focus for the Service. On-call availability continues to drop based on last year's figures and is approximately 15% below target. This is due to lack of recruitment in areas of transient populations, on-call firefighters joining whole-time stations and the retention of those who are recruited. Leaden Roding, Ingatestone and Wickford are the lowest level of availability, all have recorded under 50% at some point in Q2. There have been improvements at Ongar, Canvey and Shoeburyness in availability over the last Q2.
- The Service has put in place a freeze on people transferring from whole-time positions into specialist roles, to ensure that we are now working in a joined approach and controlling the movement of staff. This is being reviewed in October and December 2019.

Forward Action Plans

- On-call recruitment has continued and the appointment in June of the on-call support managers will started to be realised in Q2 2020 and the activities associated with the role. Managers are prioritising the need for recruitment in each of the 4 groups – highlighting a 2 tier approach to targeting recruitment campaigns and media activity. 2 stations have been highlighted as a priority – Canvey and Ongar and both have action plans to increase managers and staff at each location. There has been a problem with officer cover at Witham which will be resolved in Q3 and co-ordinated availability between Tillingham and Burnham has also seen a steady increase in their availability.
- Recruitment is continuing and courses planned in October for transfers in from other Services and a new recruits course. Further recruits courses are planned in February 2020 and April 2020 which will see an improvement in availability for wholetime staff in Q3 /4 2019 and Q1 and Q2 in 2020.

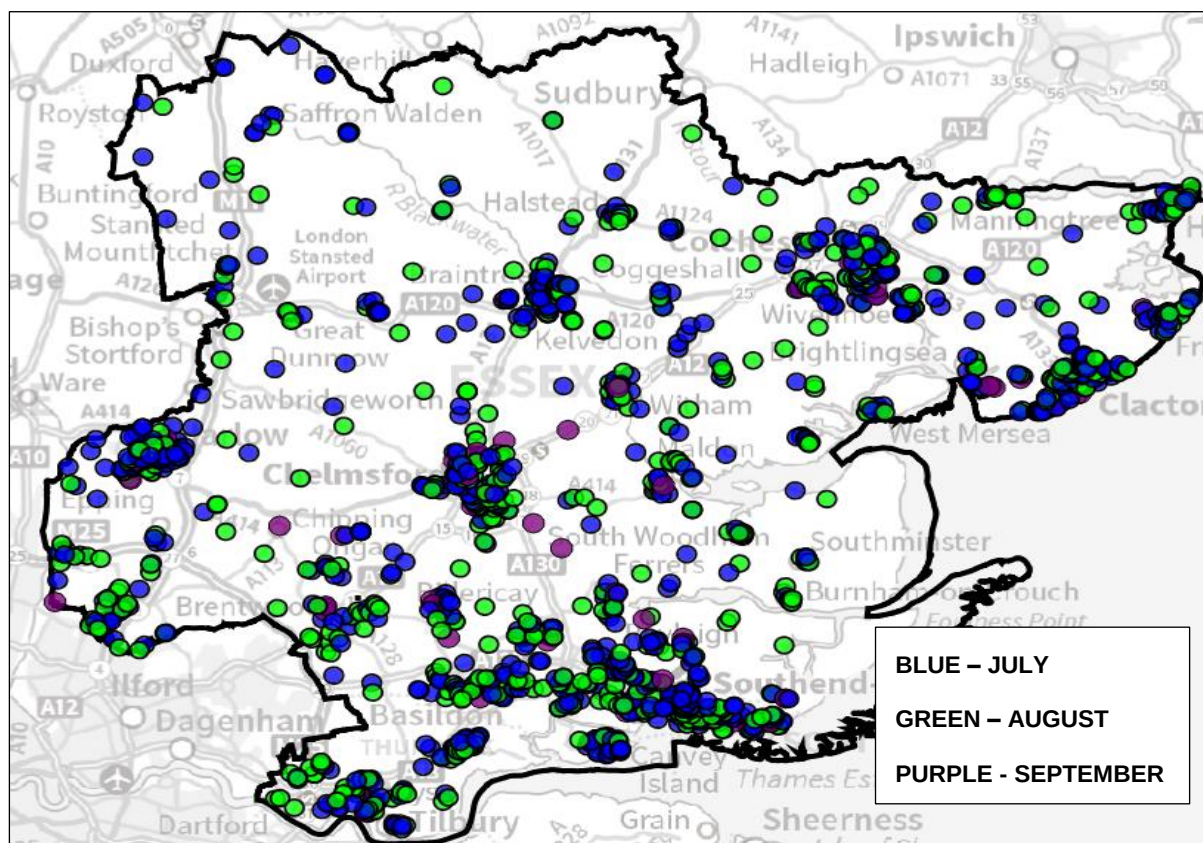
HELP THE VULNERABLE STAY SAFE

Service Measure: Number of Safe and Well Visits

Home Safety - Quarter Two 2019/20			
1994		1404	
Total Number of Visits		Number of Safe and Well Visits	
July	713	July	488
August	636	August	452
September	645	September	464

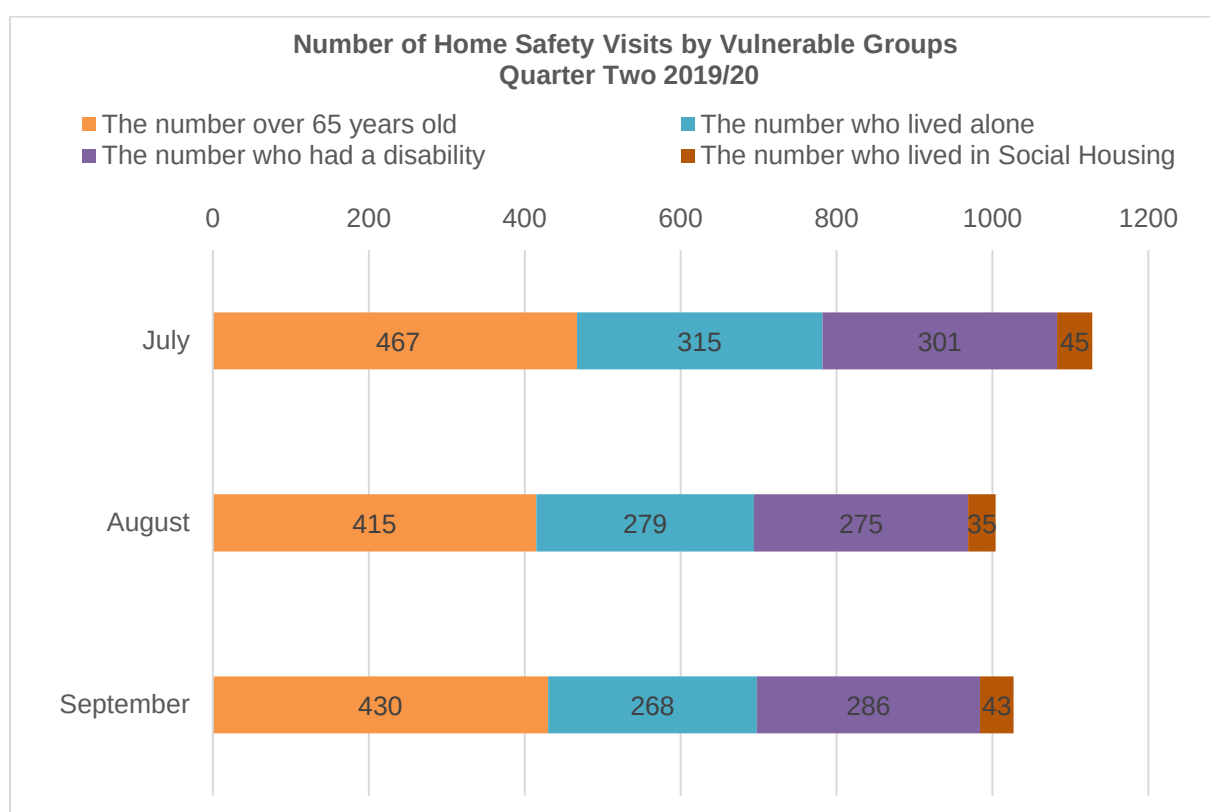
Number of Home Safety Visits By:	Stations	Volunteers
July	9	145
August	26	135
September	29	128
Total for Quarter Two	64	408

Location of Home Safety Visits



ECFRS Quarterly Performance Summary – Quarter Two 2019/20

Total Number of Enquiries Received at the Information Centre		Number of standard smoke detectors fitted	1731
	Incoming	3,512	
	Outgoing	5,574	
		Number of sensory smoke detectors fitted	330



Service Measure: Rate of Accidental Dwelling Fires (ADF)

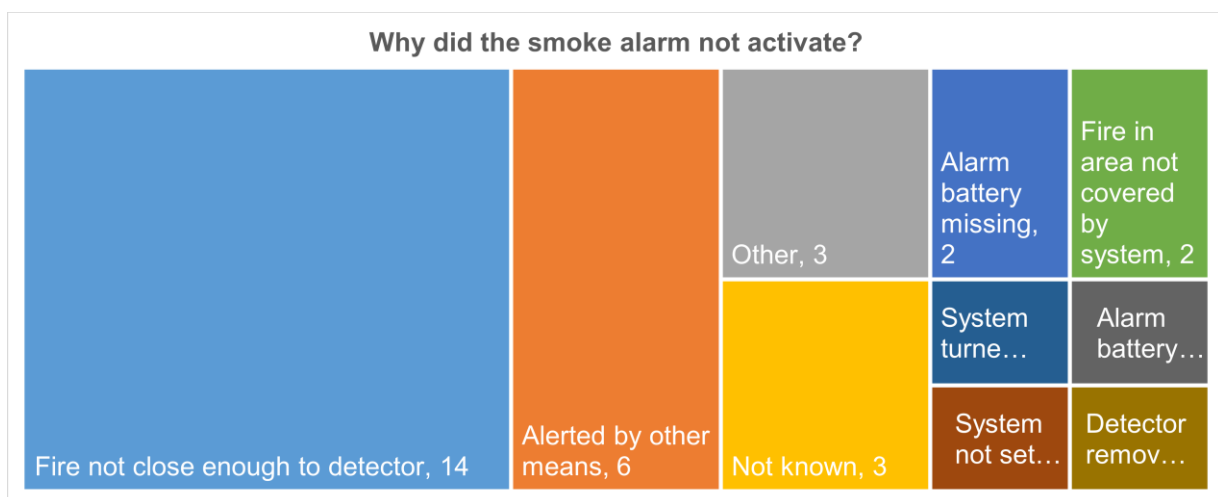
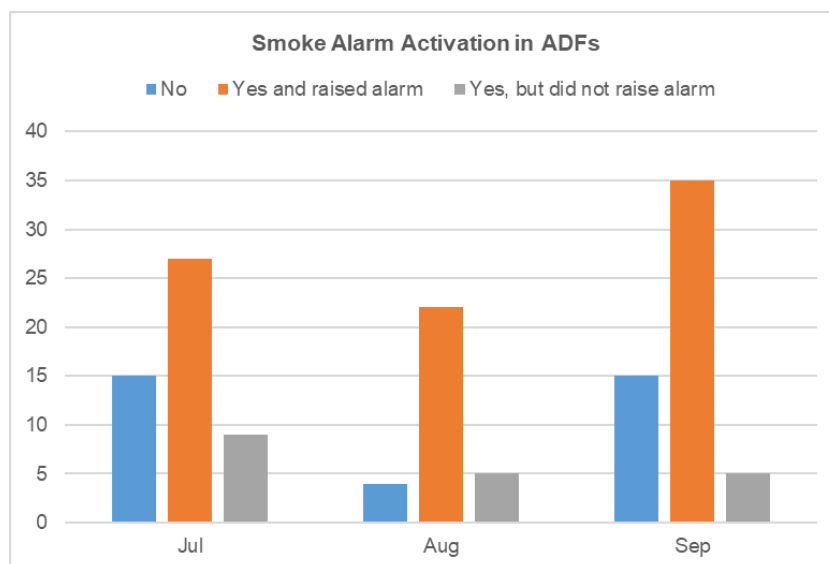
Rate of Accidental Dwelling Fires per 10,000 Dwellings	Q2 2019/20	Q2 2018/19
Target – 0.9		
July	0.9	0.8
August	0.5	0.8
September	1.0	0.8
Rolling 12 Months Total (Target 10.5)	10.5	10.7

ECFRS Quarterly Performance Summary – Quarter Two 2019/20

Number of Accidental Dwelling Fires (ADF)	Q2 2019/20	Q2 2018/19
July	67	65
August	42	62
September	77	64
Rolling 12 Months Total	814	829

% of ADF that are cooking related		
	July	34%
	August	41%
	September	30%

% of ADF where a smoke alarm was present		
	July	76%
	August	73%
	September	74%



Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

Observations

- ECFRS have undertaken more Home Safety/Safe and Well Visits this year compared to last year. There are likely to be multiple interrelated reasons for this. Firstly, there have been lower levels of sickness in the Safe and Well Officer team this year, secondly, we have an increased number of Home Safety Volunteers in key, high demand areas. Finally, the Home Safety Information Team has become more effective now that it sits within the Home Safety management structure, and has a full time manager based at the office in South Woodham Ferrers.
- Stations are slowly increasing the number of visits they are undertaking, though because operational personnel are using a paper-based process to report visit completion, there is some delay in counting and adding visits completed by operational personnel to the organisation risk management system. As all stations are asked to undertake Home Safety Visits in the coming months, we expect this figure to increase throughout 2020.
- The number of Accidental Dwelling Fires (ADFs) are down against the same quarter last year and are currently on target (against our target of 10.5). We expect the number of ADFs to increase over the next quarter as the weather becomes colder in line with the trends outlined in the ADF research undertaken by the University of Essex.

Actions in the last quarter

- The new home safety formal evaluation was initiated on the 28th of August. This enables the Home Safety Team to measure what activity they have undertaken, how well it was delivered, and whether anybody benefited from it. 313 forms have been returned to ECFRS since the evaluation started and the team intends to include evaluation results in future quarterly reports. A similar version of this evaluation process will also be introduced to volunteers and firefighters in the first quarter of 2020.
- The Home Safety Team refreshed and digitised the process for Safe and Well Officers to make referrals to other agencies and organisations. This new process is easier to undertake for Officers on the ground, and is also easier for managers to measure and track referrals. Since its introduction, the Safe and Well Team have made 166 referrals to external agencies to secure additional help for the people they have visited. This includes 32 referrals to help with mobility and 28 for assistance with sensory impairments. This is a huge increase in the number of referrals made by the team and reflects the broad range of complex people visited by the Safe and Well team. The

simpler process also means that Officers are able to spend more time with residents and less time navigating multiple referral processes.

- The Home Safety Visits for Operational Personnel Pilot continued in the North East of Essex and the learning has been applied to the design of the full roll out due to take place across Essex.

Forward Action Plan

- Operational personnel across Essex will be enabled to conduct Home Safety Visits
- The next stages of the Home Safety Evaluation will be implemented, specifically the commencement of follow up surveys to test message retention after two months of a Home Safety Visit/Safe and Well Visit having taken place.
- The Home Safety Team continue to discuss and explore the provision of heat alarms, considering the high percentage of fires that start in the kitchen.
- The Home Safety Team are liaising with Performance to finalise the risk model to identify areas most vulnerable to fire. This model will then be available via the new Geographic Information System (GIS) platforms to enable operational personnel to target their community safety activity appropriately.

IMPROVE SAFETY ON OUR ROADS

Fire and Rescue Plan Measure: Reduction in the number of people killed or seriously injured (KSI) on Essex Roads*

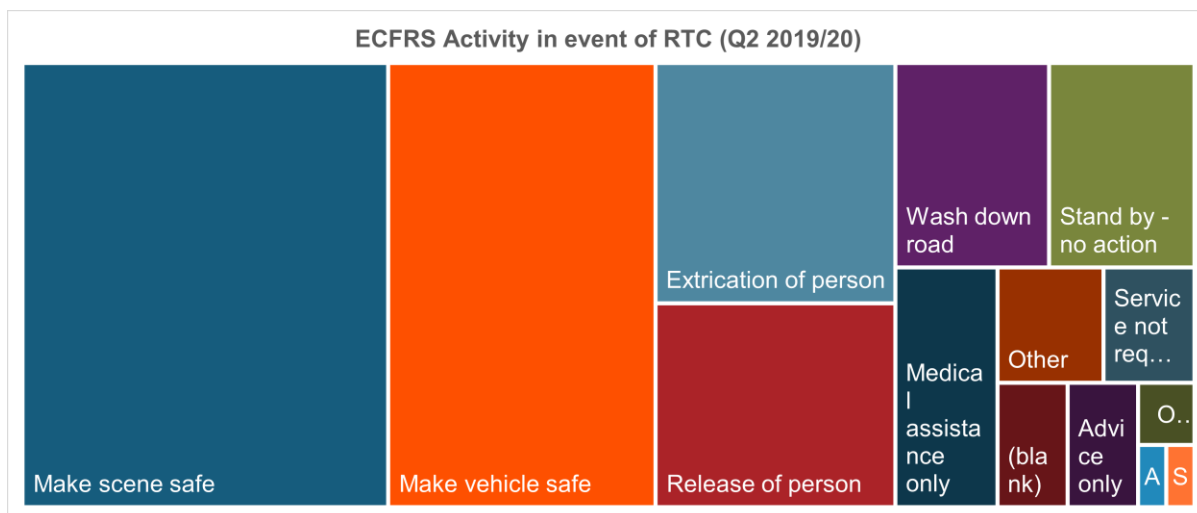
Reduction in the Number of People KSI on roads in Essex	Total This Year (Jul – Sep)	Fatalities	Casualties	Total Last Year (Jul – Sep)
July	75	1	74	83
August	66	3	63	69
September	79	3	76	89
Rolling Total	220	7	213	241

** 2019/20 KSI figures are provisional*

Events for Quarter 2019/20	
 RTC REDUCTION EVENTS 106 Road Safety Events 11,408 Interactions	 FIREBIKE EVENTS 17 FireBike Events 10 FireBike Better Biking Courses 6 FireBike Advanced Machine Skills Courses 251 Interactions
 FIRE CAR EVENTS 9 Modified Car Events 222 Interactions	 COMMUNITYWHEELS EVENTS 23 Events 3,565 Interactions

Number of Road Traffic Collisions attended by ECFRS	Q2 2019/20
July	96
August	95
September	90

Number of Road Traffic Collisions attended by ECFRS Group	
North West	71
North East	51
South East	65
South West	94



Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

- **Multi agency Safer Essex Roads Partnership (SERP) 'Surround a Town' events** in key Towns involving both Police enforcement activity and (on separate sites) road safety education. 10 Surround a Town events held in Q2 2019, with 1,680 interactions
- **SERP Community Engagement Days** these are road safety engagement events in Towns where it is not possible to hold full Surround a Town events. 2 events held in Q2 2019, with 230 interactions
- **SERP Roadster** events involving young pre-drivers in schools and delivering road safety risk and consequence education focussing on the fatal 4 causes of collisions. 16 Roadster events held in Q2 2019 with 1,850 interactions
- **Young Driver Scheme (YDS)** – delivering road safety education to young pre and learner drivers, and also to some of their parents. 6 YDS events attended in Q2 2019 with 491 interactions
- **Youth Offenders.** ECFRS is commissioned to deliver road safety education to youth offenders referred by the Youth Offending Team and who have been through the justice system for motoring related offences such as taking vehicles without consent, driving under the influence etc. ECFRS is able to effectively engage with this high risk, high harm group. 4 events held in Q2 2019, with 19 interactions
- **National Citizenship Scheme (NCS)** events delivering risk and consequence education to young people. 10 NCS events attended in Q2 2019/20 with 721 interactions
- **Community Speedwatch (CSW).** ECFRS co-ordinates CSW volunteers who play a vital role in speed monitoring and reporting across the whole of Essex. CSW volunteers undertook 2120 sessions in 2018/19, which was a significant contribution to road safety activities in Essex on behalf of SERP.

Some 12 new CSW groups were established in the year with 386 new volunteers recruited and trained.

- **SERP Street Spirit Young Rider Campaign** (designed and developed by ECFRS) concluded in September 2019. Two young people won the two main prize motorcycles with full Personal Protective Equipment. The campaign resulted in a significant increase in the level of rider safety engagement with young people aged 16-25 years, over 3,000 face to face interactions, 4,500 Street Spirit website visits, and 450 competition entries
- **Virtual Reality 360° film produced to support Street Spirit campaign produced** – highlighting dangers and correct riding approaches to deal with roundabouts, junctions and filtering through traffic

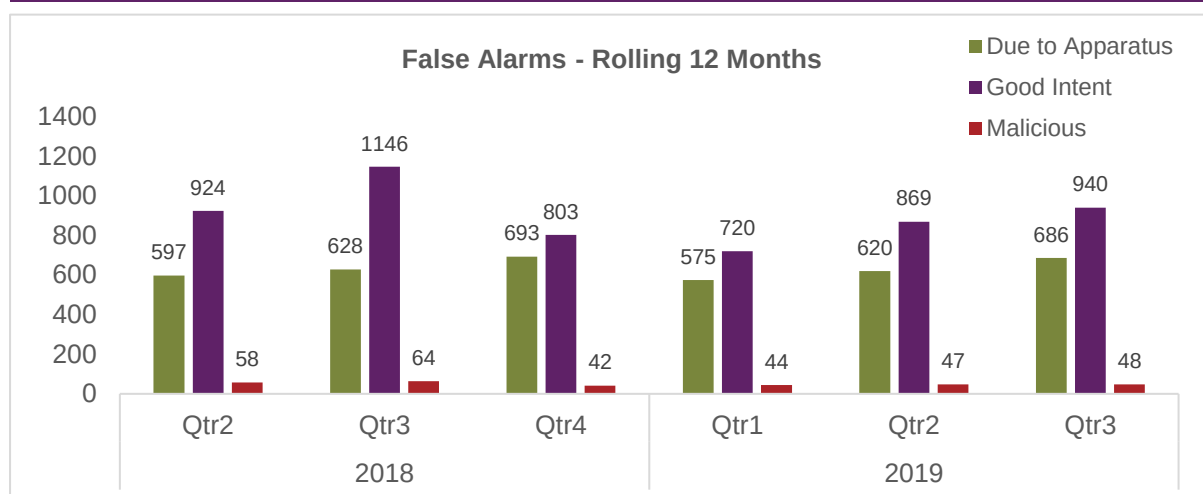
Forward Action Plans

- Additional FireBike team members are to be recruited due to improve capability and resilience within the FireBike Team. Operational basis of FireBike under review to increase
- New Road Traffic Collision (RTC) Reduction Team Leader to be recruited late 2019/early 2020, together with additional RTC Reduction Secondary Contract personnel
- SERP has reviewed performance against the joint Road safety Delivery Plan for 2019/20. Preparation of the 2020/21 SERP Joint Road Safety Delivery Plan has commenced
- In 2019 the Essex Police Bikesafe (motorcycle riding assessment) scheme ceased. The ECFRS FireBike Better Biking Courses are therefore now the only assessed riding scheme available in Essex. 6 enhanced FireBike Better Biking Courses will be held in 2019 to accommodate demand that would have existed for Bikesafe courses.
- Street Spirit Young Rider Campaign being reviewed and improved to run again from March 2020, underpinned by the new virtual reality young rider film being rolled out.

BEST USE OF OUR RESOURCES

Fire and Rescue Plan Measure: Reduction in the Number of False Alarms

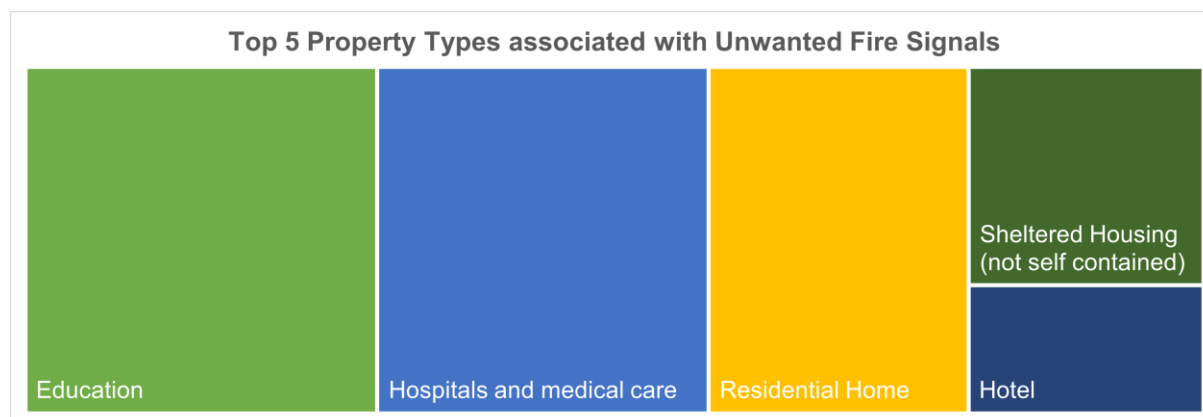
Number of False Alarms	Q2 2019/20	Q2 2018/19
July	549	723
August	604	580
September	521	536
Rolling 12 Months Total	6,086	6478



Unwanted Fire Signals

Number of false alarms due to apparatus caused by automatic fire detection in non-domestic properties.

	Q2 2019/20	Q2 2018/19
July	87	94
August	102	68
September	85	84
Rolling 12 Months Total	1,060	980



The tree map associated with unwanted fire signals indicates that a large proportion of false alarms (due to apparatus caused by automated fire detection) occurred in education buildings. Further analysis indicates that primary schools were involved in 39 (57%) out of the 69 unwanted fire signals.

- The incidents occurred throughout Q2 (no peak days), including seven days in August, which are often associated with the school summer holidays.
- The main reason for the unwanted fire signals in primary schools was due to humans (13 incidents) that either set the alarm off accidentally (7 incidents), by testing (4 incidents) or cooking (2 incidents). The second reason was due to smoke alarm (11 incidents), primarily due to a fault in the system (5 incidents).
- Nearly 25% of the unwanted fire signals that occurred in primary schools during Q2 were located within Orsett station ground. Two primary schools, one in Stanford Le Hope and the other in Tilbury, both have 4 incidents each.

BE TRANSPARENT, OPEN AND ACCESSIBLE

The Information Governance (IG) team actively works towards compliance with the Data Protection Act 2018. This includes handling data breaches when they occur and ECFRS is required to report some breaches to the Information Commissioner's Office.

Quarter Two (Q2) 2019/20	Feedback from the ICO on our data handling were 0 in total
16 Data Breaches	0 on a reported data breach 0 on a complaint by an employee

Service Measure: Statutory Request Response Rates

The IG team handles statutory requests such as Freedom of Information Requests (FOIs), Subject Access Requests (SARs) and The Environmental Information Regulations 2004 (EIRs).

Percentage of FOIs, SARs and EIRs closed on-time in Q2 2019/20

Target: 90%
Performance: **97%**
Performance at end of Q2:
ON TARGET

Service Measure: Complaint Response Rates

The IG team also processes compliments and complaints for the Service.

Percentage of complaints closed on-time in Q2 2019/20

Target: 90%
Performance for Q2: **88%**
Performance at end of Q2:
OFF TARGET

The IG team also facilitates the completion of Information Asset registers (IARs). IARs enable the Service to have an understanding and visibility of the personal data that it holds and how the information is being handled.

Completion rate for Information Asset Registers (IARs): **60%**

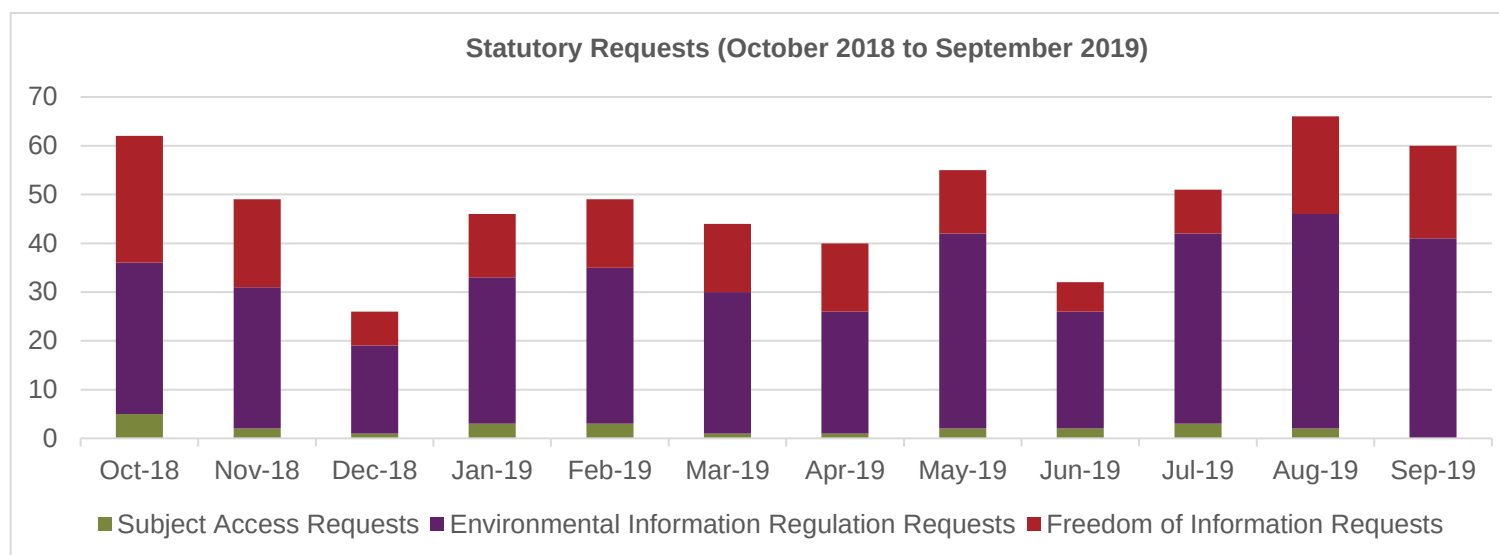
An ongoing training and awareness plan complements the mandatory e-learning that all employees are required to undertake. Training and awareness in the Authority take various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

There were **13** organised training and awareness sessions in Q2 2019/20 across the Service.

Completion rate for the mandatory e-learning as at Q2:

46% CIVICA - reports on the number of contracts
62% ELITE – reports on the number of employees

Number of Freedom of Information (FOI) Requests, Subject Access Requests (SAR) and Environmental Information Regulation Requests, including Fire Report Requests (SAR).



Subject Access Requests

2 Subject Access Requests were received between July 2019 and September 2019. **1** SAR was received from a current member of staff and **1** SAR from a member of the public.

Freedom of Information Themes

48 FOIs were received between July 2019 and September 2019. The main themes around FOIs were Data Requests (**16**), HR (**12**), Fire Safety (**5**), Fleet (**5**), IT (**3**), Policy (**3**), Training (**2**), Contracts (**1**) and Finance (**1**).

Environmental Information Regulations Themes

125 Environmental Information Regulation Requests were received between July 2019 and September 2019. The main themes were Fire reports (**121**) and other request for environmental information (**4**).

PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

Fire and Rescue Plan Measure: Improved Workforce Diversity

The table presents the Service's headline diversity metrics as at 30 September 2019.

EE Group	Gender % that are Female ¹	Majority Age Band	% LGBTQ+ ¹	% Ethnic Minority ¹	% Disability
Wholetime	6.2%	46-55	4.0%	2.9%	1.3%
On-Call	1.0%	25-35	1.2%	2.5%	1.0%
Control	81.1%	25-35	9.6%	3.7%	0.0%
Support	48.9%	46-55	6.0%	2.8%	4.5%
Overall	15.4%	46-55	3.9%	2.7%	1.8%

Note 1: reflects the proportion of those individuals that explicitly self-identified their gender, sexual orientation or ethnicity.

Service Measure: Average Number of Days/Shifts Lost Per Person per Year

	% of EEs taking sick leave	Median Sick Days	Total Calendar Days Lost	% Short Term	% Long Term
Wholetime	46.6%	7.5	9,269	58.2%	41.8%
On Call	29.6%	9.0	5,636	36.8%	63.2%
Control	64.9%	11.0	546	80.3%	19.7%
Support	53.8%	5.0	2,691	61.9%	38.1%
Overall	46.6%	7.0	18,142	54.8%	45.2%

Service Measure: Employee Casework (Attendance Management, Disciplinary, Grievance Management, Performance Management)

	New Cases	Closed Cases	Average Time to Close (days)	Cases Open at Quarter End	Oldest Case (days)
Attendance	34	34	90	59	809
Disciplinary	1	1	97	4	265
Grievance	1	2	84	3	126
Performance	10	13	74	11	347
Overall	46	50	86	77	809

Commentary and Action Plan

Actions Taken in Quarter to Improve Performance

Observations

- The Human Resources (HR) team have recently conducted a deep dive of all employee performance and conduct cases to understand the complete picture, including the duration, complexity, likely impact on organisational resources (time and cost) and potential outcomes. HR will be considering themes and making any recommendations for improvement to Service Leadership Team (SLT).
- The grievance policy review has now been concluded and recommended to PFCC. The disciplinary policy is under review; it is our intention to adopt ACAS principles and adapt good practice arrangements from other fire services throughout its development.
- HR are reviewing our recruitment approach across the board, starting with on-call recruitment campaigns, including the candidate journey, the application process, the assessment and selection methodology and on-boarding arrangements. HR will also be implementing the Civica applicant tracking module, expected to go live in April 2020. This will streamline our processes, introducing significant efficiencies and delivering a better experience for candidates and hiring managers. The applicant tracking system (ATS) will enable us to have a candidate-led approach to managing data, which will include the collection of diversity data as well as qualifications and professional memberships; all of the applicant data will travel through to the core HR system.
- As at September 2020 the service employed 35 female fire fighters. We will be looking to NFCC HR Forum colleagues to share their approach and successes in attracting more diversity. In the meantime we are considering ways in which we can attract more diversity including the provision of different types of media on our careers website, for example digital brochures, videos and case studies which give a real sense of who we are, what we do, what our values are and why diversity is important to us.
- Our recent quarterly HR report (to be renamed 'quarterly People Report' next period) outlines the steps we will be taking to understand levels of sickness absence, in particular mental health, which is one of the main causes of absence in the Service. The findings from this review is likely to feed into the new People Strategy (2020 and beyond) 'well-being and health' element which is currently under development.

Forward Action Plans

- Following review of the disciplinary policy, HR will provide an update on findings, recommendations and agreed actions.
- HR will provide an update on progress of the on-call recruitment review, proposals for whole time recruitment 2020 and beyond and ATS progress