



# Essex County Fire and Rescue Service

## Quarterly Performance

### Quarter One 2019/20

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## Performance Summary

This is the quarter one 2019-20 performance report for Essex County Fire & Rescue Service. This report aligns with the Fire and Rescue Plan 2019-2024 and Integrated Risk Management Plan 2016-2020.

In quarter one there were 4,967 incidents, with false alarms accounting for 40%, fires accounting for 33% and Special Services 27% of all incidents attended.

Our overall appliance availability for the rolling 12 months to end of June 2019 has reduced from 85% to 82%, with whole-time appliances showing a slight increase and on-call showing a 5% decrease.

90% of incidents within Essex had a first attendance within 15 minutes and 53 seconds, which is 53 seconds away from our attendance target.

Within quarter one there were 2012 Home Safety Visits conducted by Safe and Well Officers, Volunteers and Operational Crews. Essex County Fire & Rescue Service installed 2,360 smoke detectors, including 332 sensory detectors.

There has been a reduction in the number of Accidental Dwelling Fires in quarter one and the rolling 12 month figure to the end of June. The number of injuries with hospital treatment has increased, despite this downward trend. The vast majority of these attendances (71%) appear to be slight injuries.

Cooking continues to be the most common cause of Accidental Dwelling Fires, followed by combustible articles too close to heat source and fault in equipment. Smoke alarms are present in the majority of Accidental Dwelling Fires. The most common reason of smoke alarms not activating is due to the fire not being close enough to the detector or not in the same area as the system.

The rate of deliberate secondary fires has gone up within Essex but we still remain below the national average.

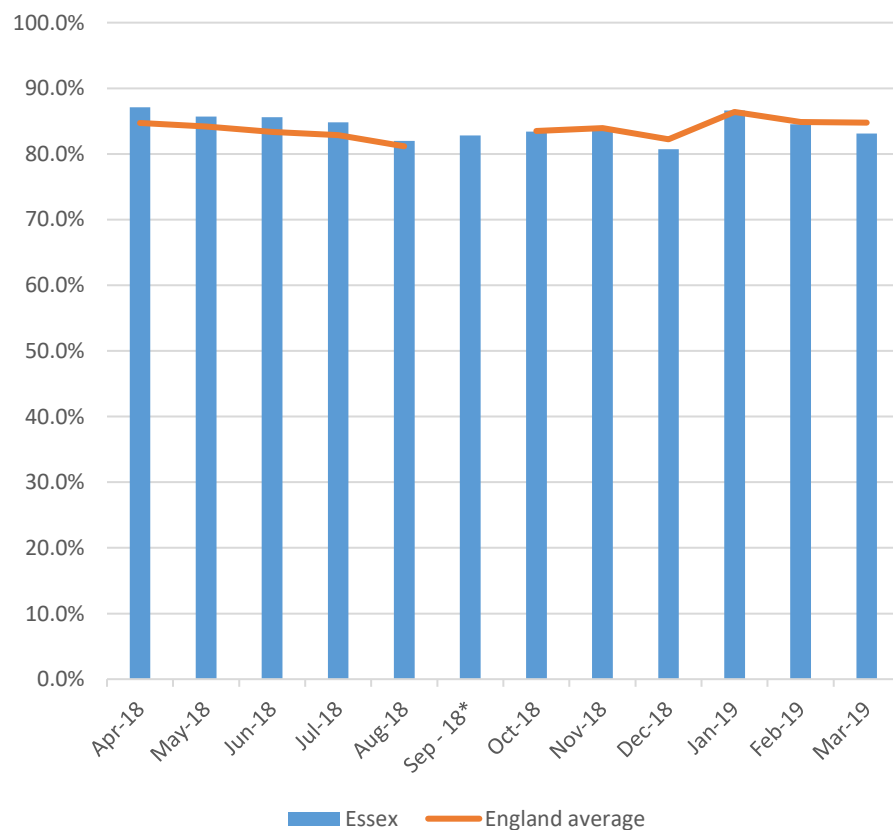
Technical Fire Safety officers carried out 198 Audits of which 48% were unsatisfactory. The officers have implemented regulatory action following the audit to achieve with the Fire Safety Order.

## Prevention Protection Response

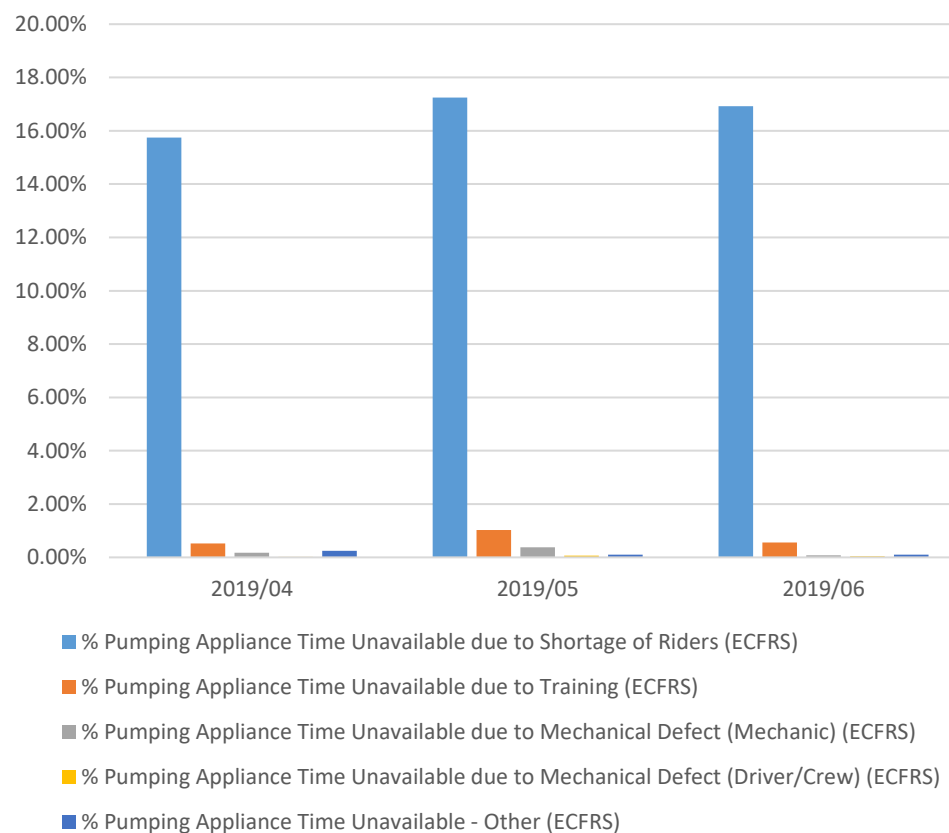
### Service Measures: Appliance Availability

Whole-time /		This year's	Last year's	On-call		This year's	Last year's
Day Crew		Figures	Figures	Appliances		Figures	Figures
Appliances	April	97%	97%		April	75%	81%
	May	96%	98%		May	72%	78%
	June	97%	97%		June	75%	78%
	Rolling 12 Months Total	97%	96%		Rolling 12 Months Total	75%	80%
Target 98%				Target 90%			

Total Pumping Appliance Availability



% Pumping Appliance Time Unavailable -Reasons



\*Sep-18 No National Average data available

## Commentary and action plan

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 will also see a drop in Q2 in wholetime performance due to those seconded into specialist roles and moves into posts connected with operational training. We also continue 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.

Our total appliance availability mirrors the England average and shows above average performance in all but 2 months over the last 12.

On-call availability continues to be a focus for the Service. On-call availability continues to drop based on last years figures and is 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, Wickford, Sible Hedingham and Ongar are the lowest level of availability, all have recorded under 50% at some point in Q1.

On-call recruitment has continued and the appointment in June of the on-call support managers will start 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.

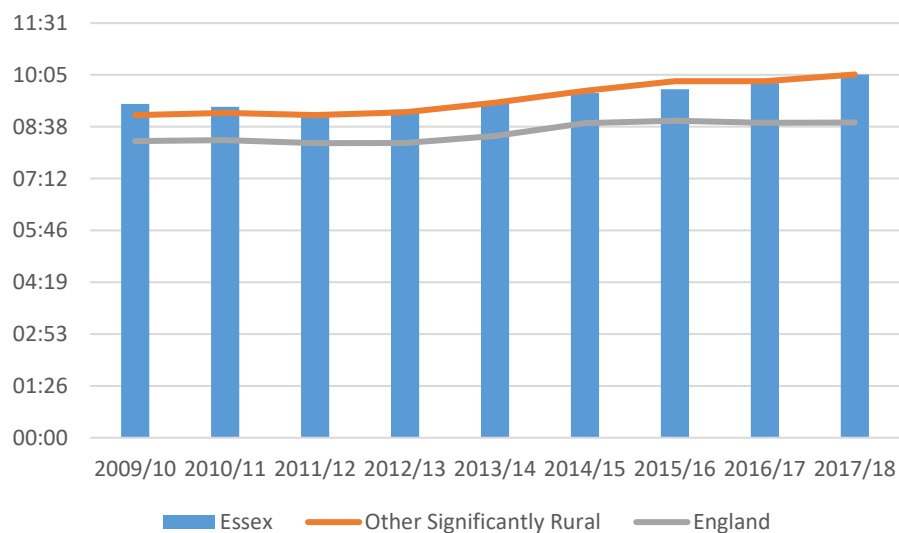
The Service has put in place a freeze on people transferring from whole-time positions into specialist roles, to ensure that we are now working in a joined up approach and controlling the movement of staff. This is being reviewed in October and December 2019.

Recruitment is continuing and courses are 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.

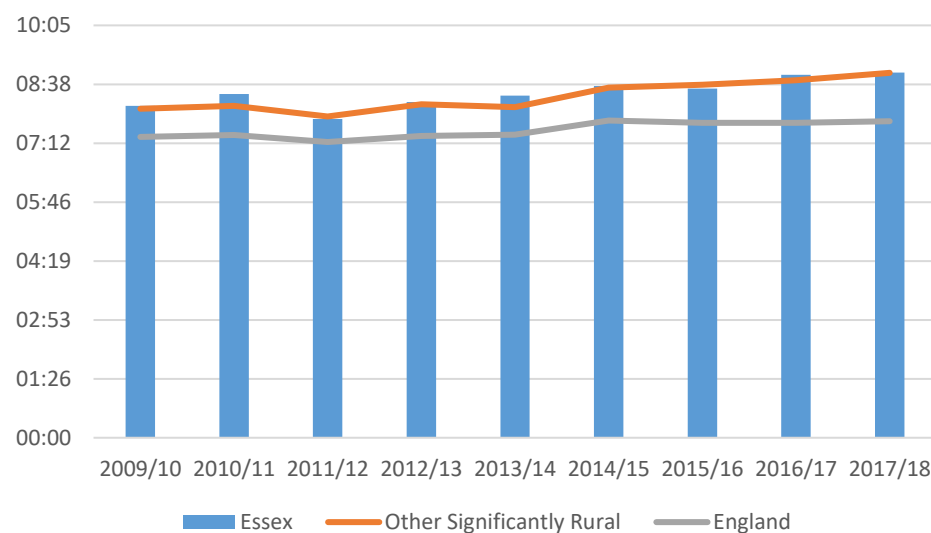
## Service Measures: Attendance Times

First attendance to Potentially Life threatening calls	This year's Figures		Last year's Figures	First attendance to all calls within 15 minutes	This year's Figures		Last year's Figures
	April	9m56s	9m57s		April	88%	89%
	May	10m44s	10m49s		May	86%	88%
	June	10m15s	9m52s		June	89%	89%
Target 10mins				Target 90%			

Attendance Time to Primary Fires



Attendance to Dwelling Fires



## Commentary and action plan

First attendance to potentially life threatening calls has remained almost the same as last year with a slight increase in April 2019 on last April of 23 seconds being the most significant. Work is still ongoing to reduce the call handling times as the turnout time and traveling time has seen little change. Some stations being large – Orsett, Harlow and Grays for example, they do raise the average response time as does the north west group as they are majority on-call fire stations.

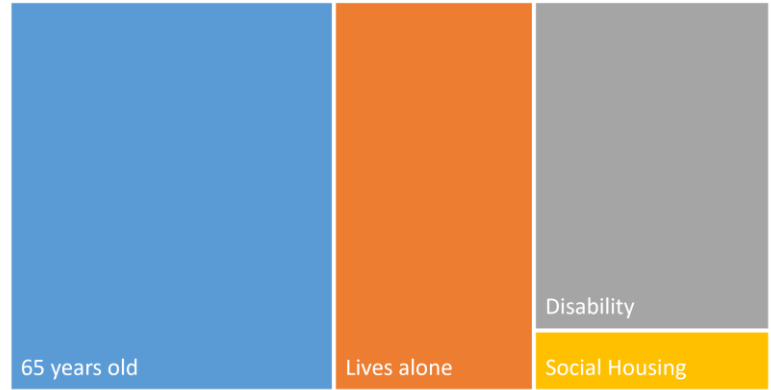
The Service continues to perform above the national average and has seen a slight decrease in the first attendance within 15 minutes to all calls. This can be linked directly to our availability and in particular, the on-call reduction in availability. The increase is linked to appliances having to travel further to other stations areas due to them not being available and thus increases the time taken to attend the call. The Service attended 90% of all calls within 15 minutes 53 seconds, 95.91% in 20 minutes and 97.86% in 25 minutes.

The response times are discussed at each group manager 1:2:1 and station manager 1:2:1 and some improvements are being 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.

Fire and Rescue Plan Measures: Help the vulnerable to stay safe

Total Number of Home Safety Visits		This year's Figures	Total Number of Smoke Detectors Fitted		Standard Smoke Detectors	Sensory Smoke Detectors
	April	743		April	828	91
	May	679		May	732	112
	June	590		June	568	129
	Total Q1 2012			Total Q1	2128	332

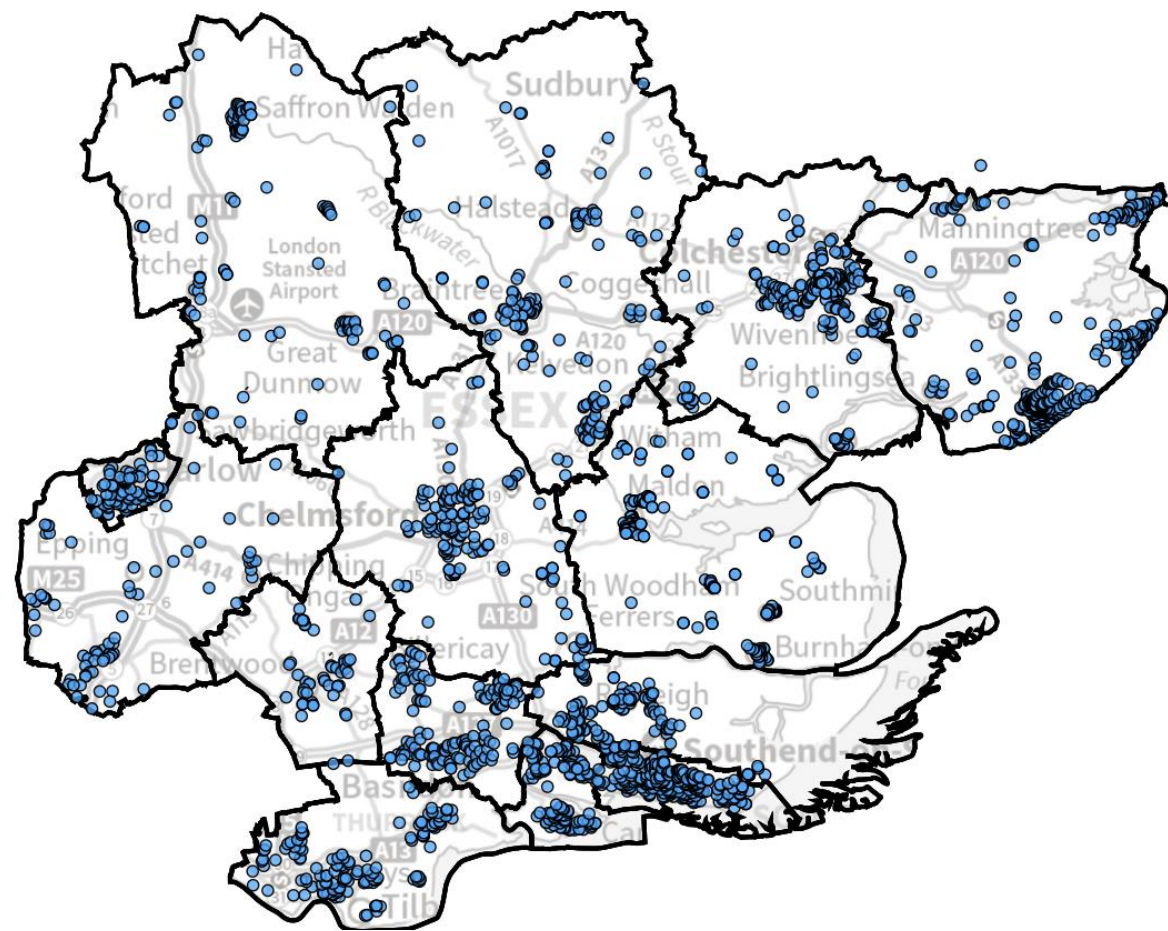
Home Safety Visits by Vulnerability



Visits Conducted by:



Location of Home Safety Visits

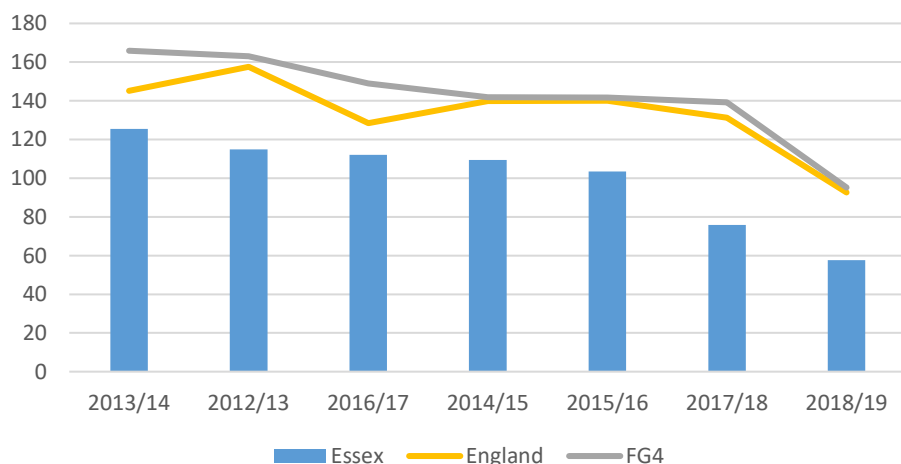




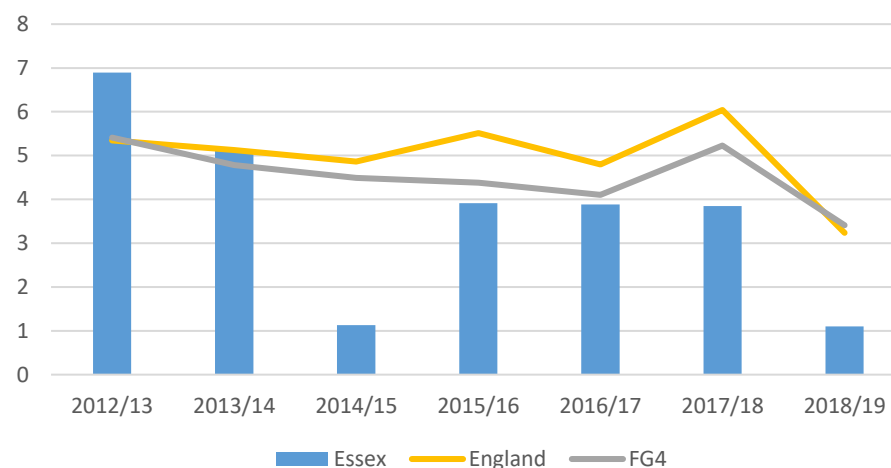
## Fire and Rescue Plan Measures: Reduction in Injuries and Fatalities<sup>1</sup>

All Fire Injuries		This year's Figures	Last year's Figures	Accidental Dwelling Fire Injuries		This year's Figures	Last year's Figures
	April	11	4		April	4	2
	May	8	2		May	5	1
	June	9	4		June	8	3
	Rolling 12 Months Total	82	61		Rolling 12 Months Total	62	45

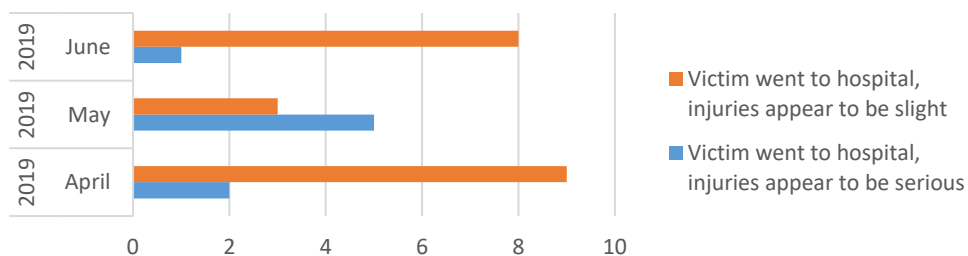
Rate of non-fatal injuries in fires per one million population



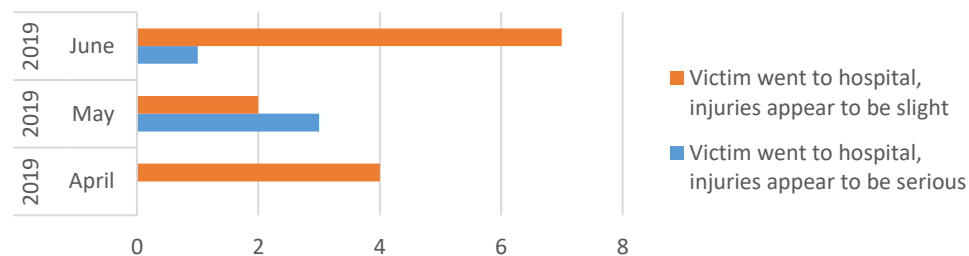
Rate of fatalities in fires per one million population



Primary Fire Injuries by severity of injury



ADF Injuries by severity of injury



<sup>1</sup> Injuries in this report are those logged into the IRS System as requiring hospital treatment

Benchmarking data from HMICFRS Power BI, FG4 services used Avon, Cleveland, Derbyshire, Essex, Hereford and Worcester, Hertfordshire, Humberside, Lancashire, Lincolnshire, Nottinghamshire, Surrey

## Commentary and action plan

### ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

#### Observations

- There appears to have been a significant increase in injuries occurring in accidental dwelling fires in the last three months, although the actual number remains small. Further investigation is needed to understand what lies behind this increase.
- Essex is still below the England average per 10,000 population for injury and fatal accidental dwelling fires.
- The majority of injuries during the quarter were slight.

#### Actions in the last quarter

- The Home Safety Team is working 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 as was demonstrated by the recent fatality in Southend.
- Home Safety & Risk Prevention Team for South Essex met with Southend Housing to discuss future collaboration and input on their safety advice and literature. A similar piece of work was undertaken with Tendring Council where advice was changed from asking people to fight fires if safe to do so, to 'get out, stay out, call the Fire Service out'.
- The Home Safety Team introduced a new digital referral system, which will enable managers to understand and share with frontline staff, the number of additional referrals generated because of a Safe and Well Visit. This is particularly useful for understanding what additional help we are currently linking people to, and whether we could do more, especially when individuals are more vulnerable to injury in the event of an accidental dwelling fire.
- The Home Safety Team also introduced the first stage of a new formal evaluation and quality assurance process, based on feedback and experience of the previous process. The new evaluation (amongst other measures) explores whether individuals will take any action following their Safe and Well Visit and generates a Net Promoter Score for the overall experience. This will help to ensure that Officers are covering the right information during a visit, and that the Service is effective in preventing fire.
- The Risk Prevention Team: North East has produced a plan outlining key at risk groups to be targeted by prevention teams. These priority groups are based on data analysed by The University of Essex in collaboration with the Home Safety Team. The Home Safety Team anticipates a consequent increase in priority groups receiving Safe and Well Visits.
- In quarter 1 North East group started a pilot to look at reinstating Home fire safety visits by operational crews. The pilot included 2 WT shift stations, 1 day crewed station and 13 OC stations. The purpose of the pilot was to ensure that any learning highlighted/identified during the pilot period is considered for improvement before being extended service wide.

### FORWARD PLAN ACTIONS

- Finalise and introduce the flame retardant bedding process.
- The first reports detailing both Home Safety referrals and evaluation results will be produced in early September.
- The second stage of the evaluation process is due to begin this quarter. This will include extending evaluation to volunteers and firefighters, as well as contacting a percentage of individuals who have had a Home Safety/Safe and Well Visit three months after their visit, to understand whether visit impact is sustained.
- 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.

## Service Measures: Rate of Accidental Dwelling Fires

Number of Accidental Dwelling Fires				Rate of Accidental Dwelling Fires			
		This year's Figures	Last year's Figures			This year's Figures	Last year's Figures
	April	78	64		April	1.0	0.8
	May	67	78		May	0.9	1.0
	June	63	78		June	0.8	1.0
	Rolling 12 Months Total	817	855		Rolling 12 Months Total	10.59	10.73

### % of Accidental Dwelling Fires that are cooking related



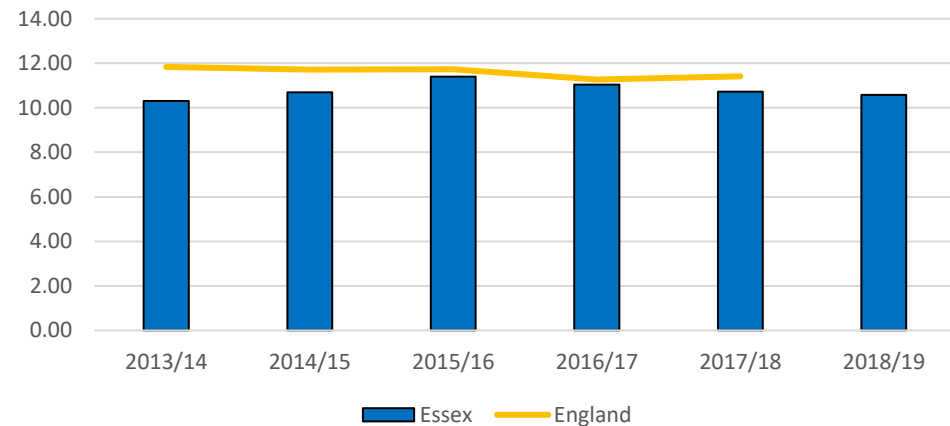
April	26%
May	38%
June	27%

### % of Accidental Dwelling Fires where a smoke alarm was present

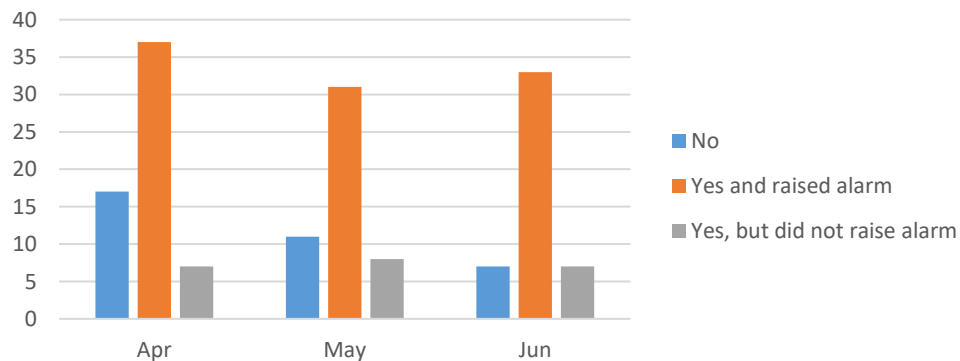


April	77%
May	72%
June	69%

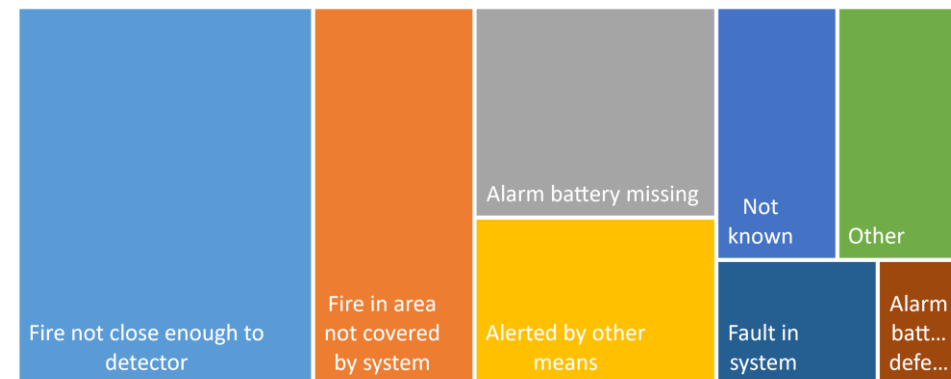
### Rate of Accidental Dwelling Fires per 10,000 Population



### If alarm was present, did it activate?



### Why did the smoke alarm not activate?



## Commentary and action plan

### ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

#### Observations

- We have seen a reduction in accidental dwelling fires over the period, though April did see a spike in accidental dwelling fires from 64 in 2017/18 to 78 in 2018/19
- The rate of accidental dwelling fire per 10,000 population remains below the national average for England, despite Essex reporting increases in factors that increase vulnerability to accidental dwelling fire, such as the population of elderly residents, cases of dementia and other long term health conditions, and the proportion of the population earning under £20,000 annually
- It is interesting to see that a significant proportion of alarms that failed to activate during an accidental dwelling fire, failed to do so because they were too far from the source of fire, or because the fire was in an area not covered by an alarm system

#### Actions in the last quarter

- Continued work with Comms and Media has taken place to promote the Home Safety/Safe and Well offer, as well as focus on Test it Tuesday as a key prevention message
- The pilot process, introducing Home Safety Visits to operational personnel in the north east of Essex has now concluded, and a series of evaluation questionnaires are in circulation for key stakeholders. Once feedback has been collated, it will be reviewed and used to produce a formal plan for the roll out of operational personnel conducting home safety visits to the rest of the County. This plan will be reviewed by the Home Safety Steering Group
- The Home Safety Operations Manager discussed the cost and possibility of sourcing Heat Alarms from current supplier of Fire Hawk alarms in future. Since a significant proportion of accidental dwelling fires start in the kitchen (over 70% nationally), it is hoped that this would begin to address the 'fire not close enough to detector' report in a high number of incidents

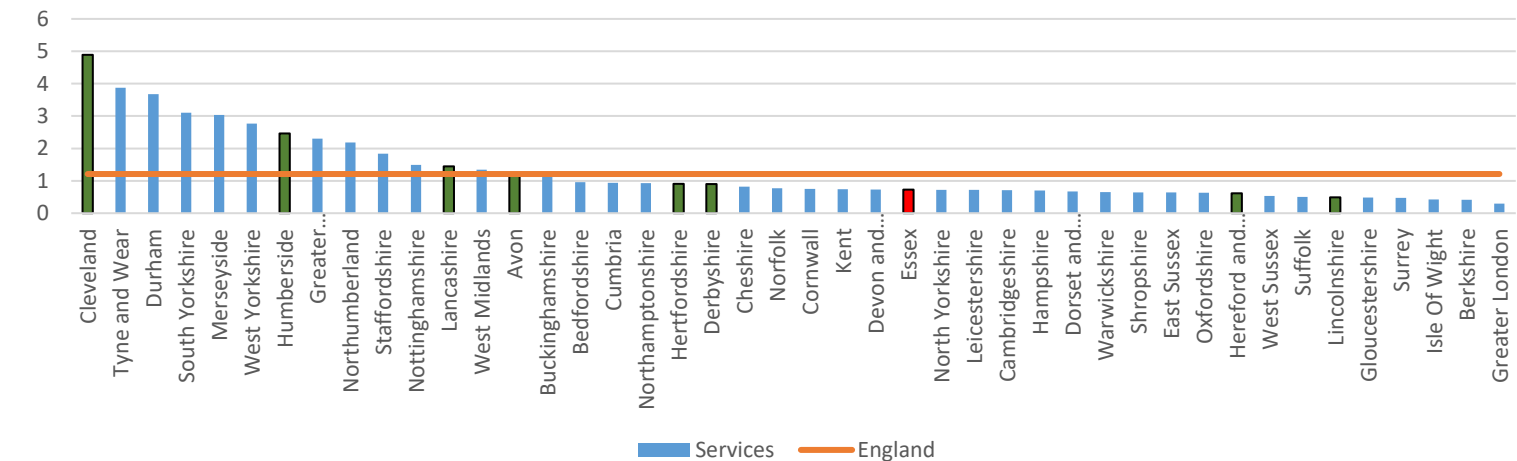
### FORWARD PLAN ACTIONS

- Home Safety to continue to explore the provision of heat alarms as part of a Home Safety/Safe and Well Visit, depending on cost and thoughts of the Home Safety Steering Group
- Finalise and agree next steps for the role out of Home Safety Visits delivered by Operational Personnel
- The Risk Prevention Team in the North East, and North West are planning four Safe, Well, Secure events to engage with target groups and build community resilience
- Roll out operational personnel conducting Home Safety Visits across Essex

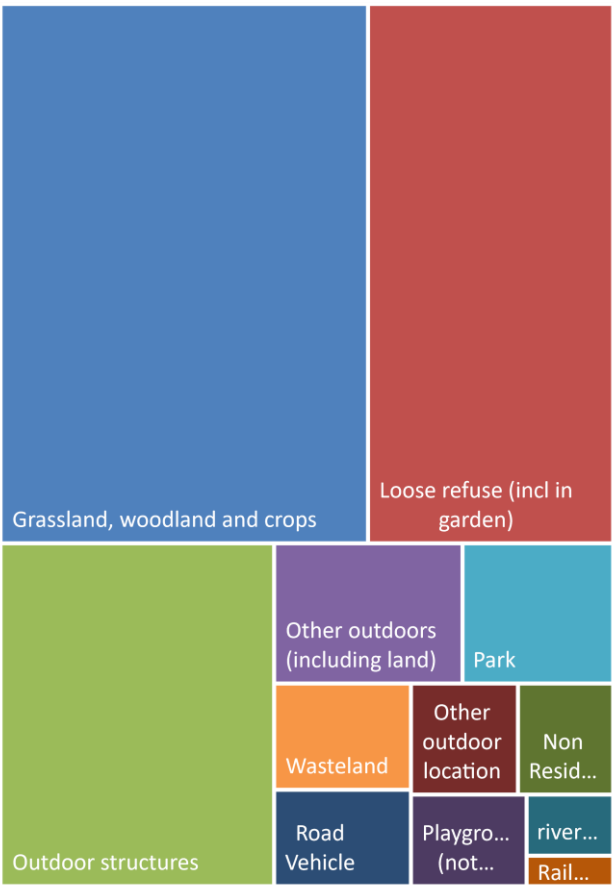
Service Measures: Deliberate Fires

Number of Deliberate Primary Fires	This year's Figures		Last year's Figures		Number of Deliberate Secondary Fires	This year's Figures		Last year's Figures	
	April	41	44			April	139	45	
	May	38	28			May	145	104	
	June	31	47			June	122	136	
	Rolling 12 Months Total	502	503			Rolling 12 Months Total	1271	990	

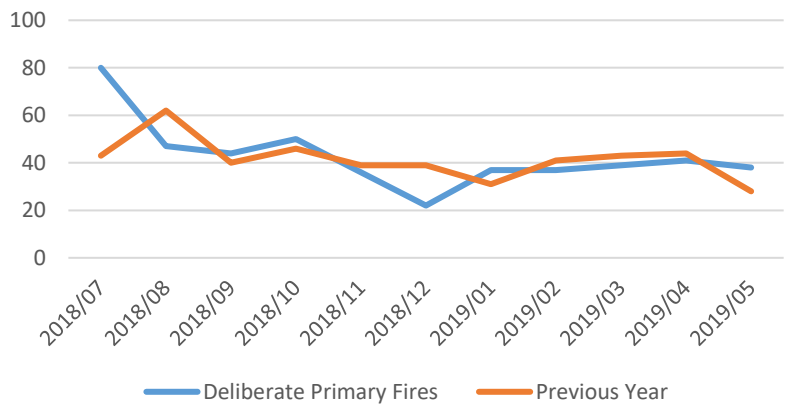
Rate of Deliberate Fires per 1,000 population  
2018-19



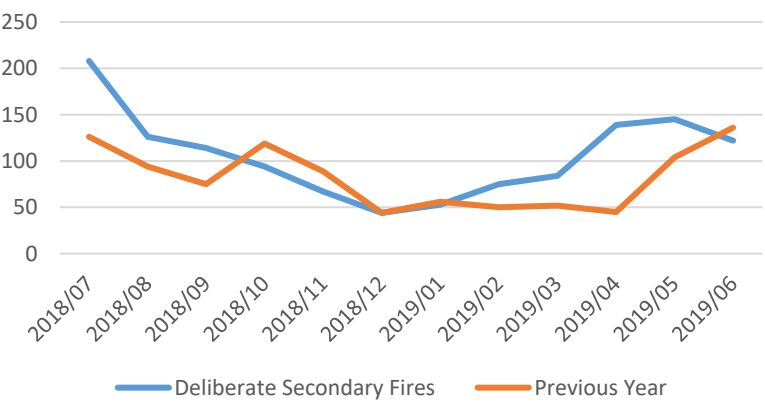
Locations of Deliberate Secondary  
Fire



Deliberate Primary Fires



Deliberate Secondary Fires

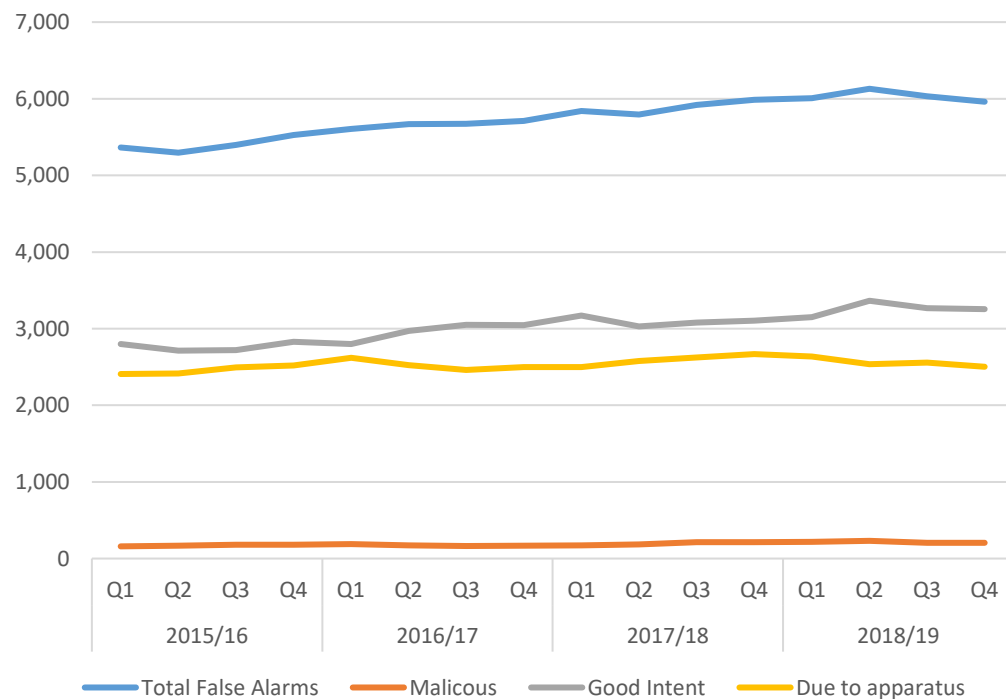


## Make best use of our resources

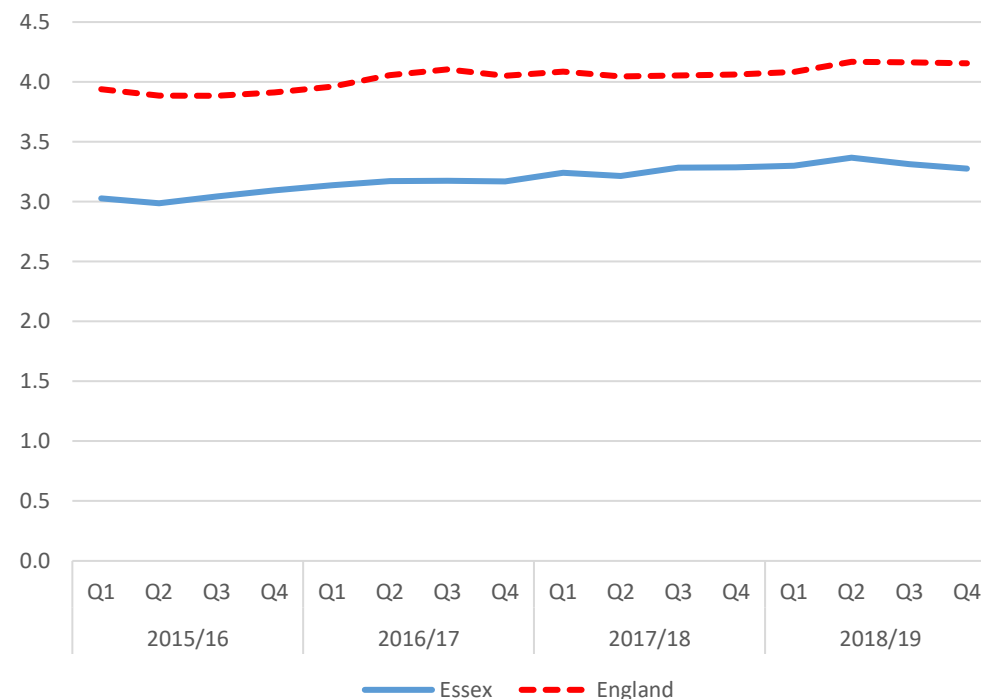
### Fire and Rescue Plan Measures – Reduction in False Alarms

Number of False Alarms		This year's Figures	Last year's Figures	Unwanted Fire Signals		This year's Figures	Last year's Figures
	April	546	447		April	95	61
	May	477	562		May	83	74
	June	499	570		June	94	73
	Rolling 12 Months Total	6237	6326		Rolling 12 Months Total	1,033	1,065
Target Less than previous year				Target Less than previous year			

False Alarm Trend  
Rolling 12 Months

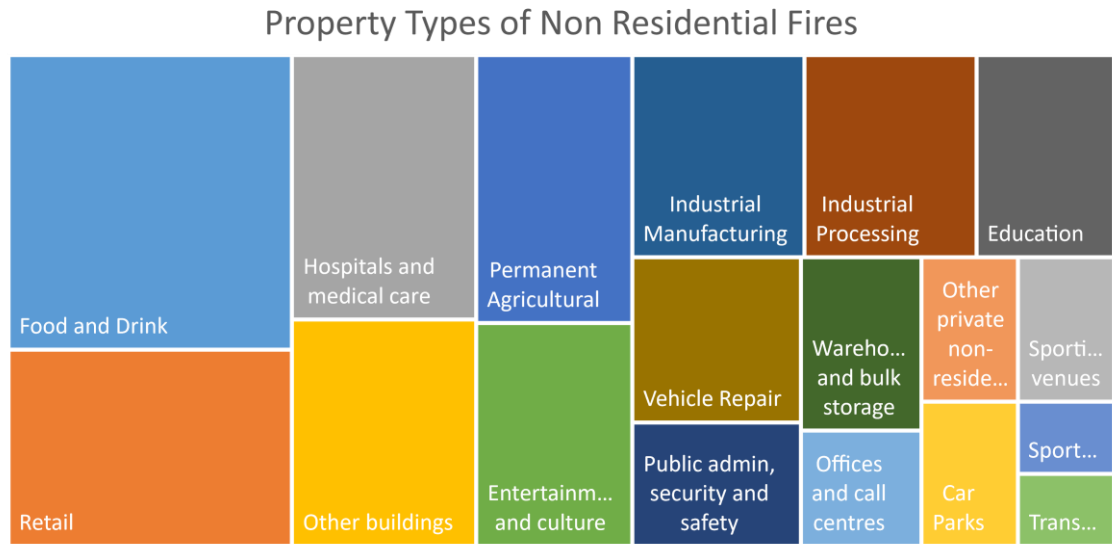


False Alarm per 1,000 population  
Rolling 12 month



Service Measures: Fires in Non Residential Properties

Fires in Non Residential Properties	This year's Figures		Last year's Figures		Number of Audits completed	Number		Number Satisfactory
	April	41	44			April	66	39
	May	38	28			May	75	30
	June	31	47			June	57	32
	Rolling 12 Months Total	502	503					



Inspection by Crews	Wholetime		On-Call	
	April	285	36	
	May	230	52	
	June	180	26	

Summary of regulatory action taken following Audits

<b>Notification of deficiencies issued</b> <b>103</b>	<b>Prohibition notices served</b> <b>2</b>	<b>Enforcements notices issued</b> <b>0</b>
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Summary of prohibition notices

Prohibition notice issued to a food shop in Chelmsford, prohibiting use of the first floor as living accommodation.

Prohibition notice issued to a takeaway in Chelmsford, prohibiting use of the first floor as living accommodation.

## Commentary and action plan

### Actions Taken in Quarter to Improve Performance

- Pre-Inquest Review attended for the Inquest touching on the death at Grampian flats in Southend in May 2016. Counsel engaged and evidence bundle for inquiry being prepared.
- Cheque presentation for part funding of the installation of residential sprinklers in five hostels in the Southend Area.
- All seven Inspecting Officers enrolled on the Level three Fire Safety Course successfully completed their first module 'Principles of Fire Safety', and have attended their second module 'Auditing Simple Premises'.
- 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.
- Attendance at the Regional Training and Competence meeting, Hertfordshire. ECFRS have taken lead role in Fire Engineering project due to in-house expertise
- Officers attended an IFE Register of Risk Auditors information day.
- Agreement reached with Suffolk Fire & Rescue Service to continue to provide Fire Engineering Consultancy Services for a further 3 years.
- Engagement with Lower Thames Crossing project team through attendance at meetings.
- CPD event at London Fire Service attended by Service's Fire Engineers.
- Two Fire Engineering projects worked on for Suffolk Fire & Rescue Service under existing contract.
- 5 Projects worked on for Cambridge Fire & Rescue Service under contract, including the use of Computational Fluid Dynamics modelling software.
- Engagement with existing Primary Authority Scheme partners (Salvation Army, Care UK , Radisson and Co-Op East) through attendance at meetings and assured advice issued totalling 23.5 Hours.

### Forward Action Plan

- 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 Services across the UK and also commercially available projects. This is also a work stream we are engaging with through the Regional Training and Competence Fire Safety meetings.
- Work underway on Home Office Consultations for the Hackitt report (Building a Safer Future and review of the Regulatory Reform (Fire Safety) Order.
- Work undertaken to identify issues with CRM in relation to producing annual Home Office statistics, working with Hitachi and IT to enable accurate data to be generated from system.
- Work ongoing with Hitachi to get the short audit form up and running.
- Authority to recruit forms submitted to fill two vacancies in the South East Command.
- Job Evaluation Questionnaires and associated paperwork submitted for evaluation of posts for Primary Authority Scheme manager and Business Engagement Manager roles.



## Improve safety on our roads

Fire and Rescue Plan Measures: Reduction in the number of people killed or seriously injured on the roads

Reduction in the number of people killed or seriously injured on roads in Essex <sup>2</sup>	12 months to end of June	This year's Figures	Last year's Figures			
					Fatal Casualties	Serious Casualties
				April	2	59
				May	4	71
				June	4	62

\*Provisional 2018 Police data (subject to change)

### Q1 RTC Reduction Events

79 road safety events

4,057 interactions



### Q1 FireBike Events

1 FireBike events

1,500 interactions



### Q1 Fire Car Events

11 Modified Car Events

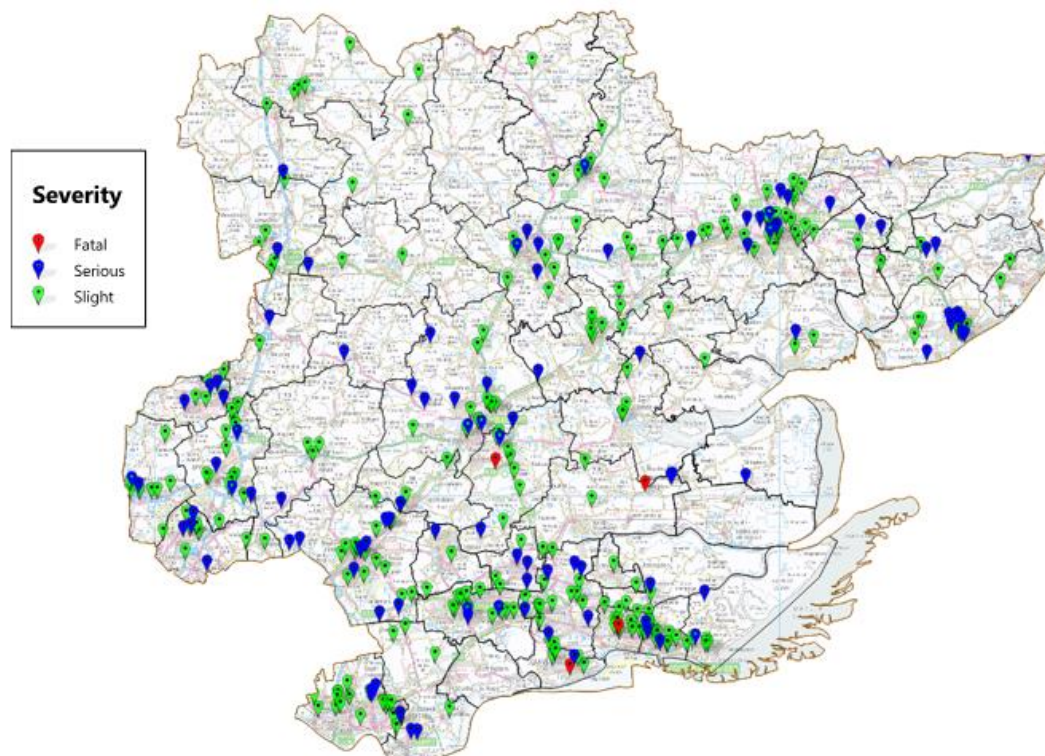
720 interactions



### Q1 Community Wheels Events

19 events

4,026 interactions



<sup>2</sup> Target is to be below 892 for the rolling 12 Months at 31<sup>st</sup> December 2019

## Commentary and action plan

### ACTIONS TAKEN IN QUARTER TO IMPROVE PERFORMANCE

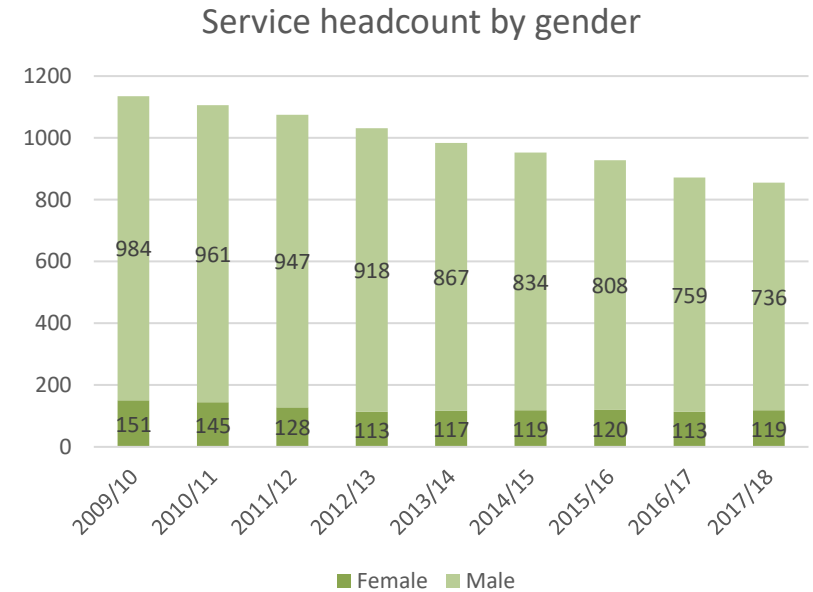
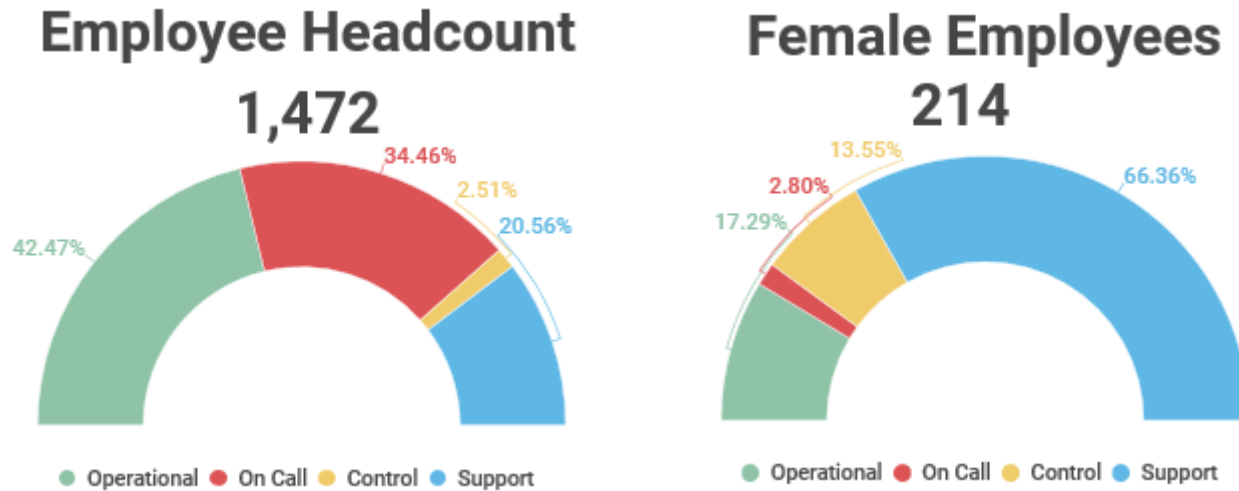
- **Multi agency SERP 'Surround a Town' events** in key Towns involving both Police enforcement activity and (on separate sites) road safety education. 7 Surround a Town events held in Q2 2019
- **SERP Community Engagement Days** These are road safety engagement events in towns where it is not possible to hold full Surround a Town events. 5 events held in Q2 2019
- **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. 6 Roadster events held in Q2 2019
- **Young Driver Scheme** – delivering road safety education to young pre and learner drivers, and also to some of their parents. 7 YDS events attended in Q2 2019
- **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. 2 events held in Q2 2019.
- **Community Speedwatch.** ECFRS co-ordinates CSW volunteers who play a vital role in speed monitoring and reporting across the whole of Essex. Community Speedwatch 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.
- **458 CSW sessions** in the community were carried out in Q4 2018/19.

### FORWARD PLAN ACTIONS

- The Road Safety/RTC Reduction Team has recently undertaken an internal recruitment process and as a result appointed 9 operational personnel as specialist RTC Reduction Secondary Contractors. Combined with opportunities to utilise Station based personnel to assist with (SERP directed) local road safety initiatives, this will bring additional capacity to the team and enable more road safety deployments/engagements to take place.
- Additional FireBike team members are to be recruited in 2019 due to improve capability and resilience within the FireBike Team
- SERP has reviewed performance and has approved the joint Road Safety Delivery Plan for 2019/20. Delivery against the Plan has commenced
- A project team has been established, under the direction of Peter Warner, to agree the specification for a new replacement Community Wheels vehicle. This will cost in excess of £250,000 and will be the subject of a report to the SLT/PFCC in due course.
- In 2019 the Essex Police Bikesafe (motorcycle riding assessment) scheme has 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.

## Promote a Positive Culture in the workplace

### Fire and Rescue Plan Measure - Improve workforce diversity



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

EE Group	Majority Age Band	% LGBT+ <sup>1</sup>	% Ethnic Minority <sup>1</sup>	% Disability
Wholetime	46-55	4.5%	2.8%	1.1%
On-Call	25-35	1.2%	2.5%	0.8%
Control	25-35	10.0%	3.8%	0.0%
Support	46-55	6.2%	2.1%	3.6%
<b>Overall</b>	<b>46-55</b>	<b>4.1%</b>	<b>2.6%</b>	<b>1.5%</b>

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

At the year end 2018/19 53.4% workforce had not provided this data

## Commentary and action plan

### OVERVIEW OF PERFORMANCE MEASURES AND INSIGHTS

- Employee full time equivalents (FTE) totalled 1344.8 this period, compared with 1336 as at June 2018. Operational staff FTE increased slightly from 618 to 625 compared to last year. Support has increased from 283.8 FTE to 285 FTE.
- The number of females has decreased overall compared to June 2018; however it has increased slightly in the operational and on-call employee groups; the largest decrease is in support: 158 in June 2018 compared to 142 in June 2019.
- The number of people explicitly self-identifying their ethnic origin, religious belief and sexual orientation is low. A reminder to complete this was communicated to all employees in August 2019, and a note also placed on the Civica system notice board. As at the end of August around 55% of employees had recorded their ethnic origin, around 25% recorded their religious belief and around 40% their sexual orientation. 70% have declared whether they have a disability.

### FORWARD PLAN ACTIONS

- Future reports will include the vacancy factor for each employee group along with a summary of the recruitment/resourcing activities and priorities associated with this.
- As part of a review of the recent whole time recruitment campaign a review of the number of female candidates was undertaken and the drop-out rate at each of the key assessments. Recommendations will be made to the Service Leadership Team by the end of this calendar year to ensure that our assessment processes for all recruitment will enable the Service to attract and recruit a diverse workforce across the range of whole-time, on-call, control and support groups.
- We will continue to communicate to employees the importance of recording their personal information in Civica and monitor progress. We will also ensure that this information is captured at the recruitment stage and recorded in Civica as part of the on-boarding process.

## Service Measures – End of year appraisals completed

End of year appraisals completed	This year's Figures	Last year's Figures	Average number of Days / Shifts lost per person per year (Median)	Rolling 12 months to 30 June 2019	This Year	Last Year
Target 90%	93%	58%	Target 6.9	7.0	7.0	

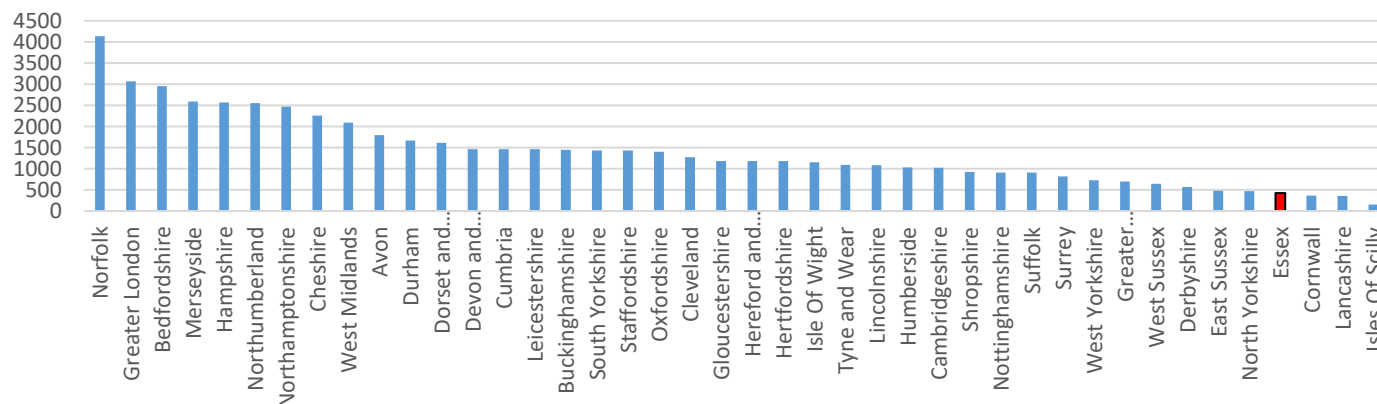
## Temporary Promotions

126



● Crew Manager    ● Watch Manager    ● Station Manager  
● Group Manager    ● Area manager    ● Support Staff  
● Brigade manager

### Longest serving temporary promotion (days) as of 31st March 2019



SICKNESS ABSENCE SUMMARY – Rolling 12 months to 30 June 2019					
	% of Employees taking sick leave	Median Sick Days	Total Days Lost	% Short Term <sup>1</sup>	% Long Term <sup>1</sup>
Wholetime	56%	8.0	8,214	61.1%	38.9%
On-Call <sup>2</sup>	25%	8.0	4,997	31.1%	68.9%
Control	49%	5.5	374	72.9%	27.1%
Support	55%	4.0	2,672	74.4%	25.6%
<b>OVERALL <sup>3</sup></b>	<b>44%</b>	<b>7.0</b>	<b>16,257</b>	<b>57.4%</b>	<b>42.6%</b>

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.

Note 2) On-Call sickness data has not yet been recorded in Civica for a full 12 month period, so these figures are likely to be lower than those for a “standard” 12 months.

Note 3) Overall figures may appear distorted when compared to previous periods, due to the inclusion of On-Call data.

## Commentary and action plan

### OVERVIEW OF PERFORMANCE MEASURES AND INSIGHTS

- The efforts to improve the number of completed appraisals has had a positive impact; this has been achieved through effective briefings, reminders and effective reporting and monitoring.
- The number of temporary promotions remains fairly consistent across the Service, however the duration of the temporary promotions in Essex are in the lower quartile compared to other Fire & Rescue Services.
- The overall sickness absence rates continue to be high compared to national and regional fire & rescue and public sector comparators. It equates to around 31 FTE for whole time employees – the remaining staff groups also represent around a further 31 FTE. The mean salary for whole time staff is ~£33,000 per annum; for support staff this is ~£32,000 and control is ~£30,500, so the overall cost of both short term and long term absence has a significant impact on the Service. In this period 33 new attendance cases were opened and 16 were closed. The average time to close an attendance case during this period was 101 days.

### FORWARD PLAN ACTIONS

- The review and simplification of the appraisal process has had a positive impact on the number of appraisals completed in the last annual cycle; however, more work is required to assess the quality of discussions and collation of outcomes for business performance and development purposes.
- A project will commence in September 2019 to review the number of temporary promotions across the Service, their duration and the reasons for this. Findings and recommendations will be submitted to the Service Leadership Team towards the end of this calendar year.
- HR will take positive and proactive action to work with line managers to identify where attendance does not meet the required standard; this will be in line with the Attendance Management Policy.

## Be Transparent, open and accessible

### Service Measures – Statutory requests completed within 20 day target

<b>Percentage of FOIs, SARs and EIRs closed on-time between April and June 2019</b>  Performance for Q1 <b>97%</b>  Target: <b>90%</b>  Performance at end of Quarter: <b>On Target</b>	<b>Percentage of complaints closed on-time between April 2019 and June 2019</b>  Performance at Q1 <b>80%</b>  Target: <b>90%</b>  Performance at end of Quarter: <b>Off Target</b>	Completion rate for the mandatory Information Governance eLearning as at Q1  <b>61%</b>
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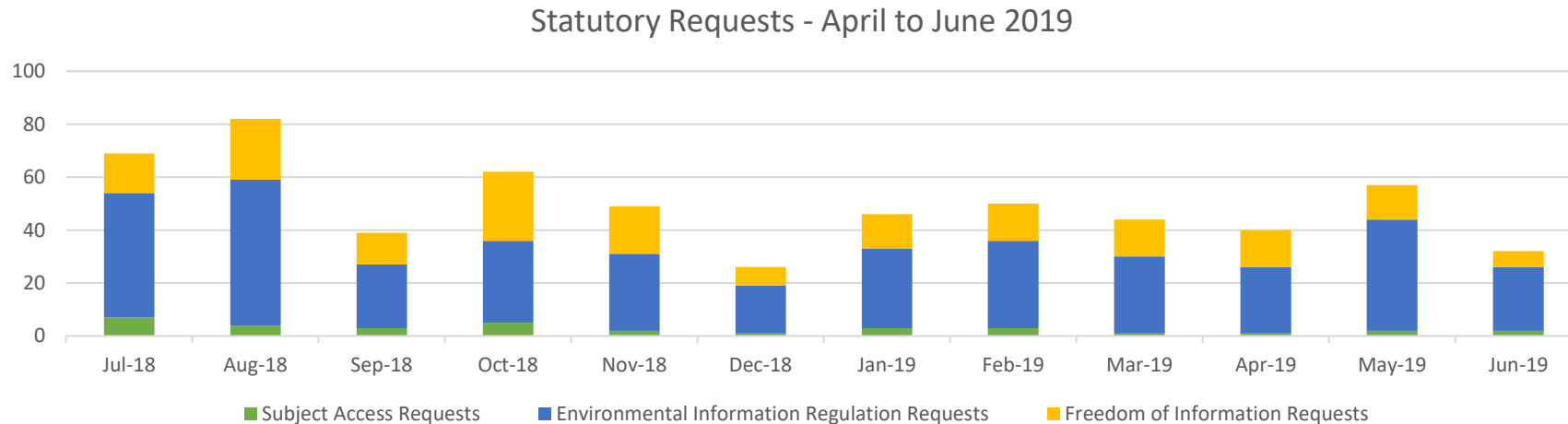
### INFORMATION GOVERNANCE OVERVIEW APRIL TO JUNE 2019 (Q1)

The Information Governance (IG) team actively works towards compliance with the Data Protection Act 2018. This includes handling data breaches when they occur. The Service is required to report some data breaches to the Information Commissioner's Office (ICO). We also handle statutory requests such as Freedom of Information Requests (FOIs), Subject Access Requests (SARs) and The Environmental Information Regulations 2004 (EIRs). The IG team also processes compliments and complaints for the Service. An ongoing training and awareness plan complements the mandatory e- learning that all employees are required to undertake. There were 8 organised training and awareness sessions in Q1 2019 across the Service.

The Information Governance 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. Training and awareness in the Authority take various forms including: induction for new employees, individual meetings, team meetings, station visits, etc.

Data Breaches between April to June 2019  <b>17</b>  Feedback from the ICO on our data handling were <b>0</b> in total <b>0</b> on a reported data breach <b>0</b> on a complaint by an employee	Completion rate for Information Asset Registers  <b>82%</b>
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## STATUTORY REQUEST RESPONSE RATES – Q1 April to June 2019



## Number of Freedom of Information Requests (FOI), Subject Access Requests (SAR) and Environmental Information Requests – Including Fire Report Requests (SAR)

**Complaints and Compliments Themes:** We received **17** complaints and compliments between April 2019 and June 2019. The main themes were Fire Safety (**11**), Driving (**3**) and Staff Attitude/ behavior (**2**). We received **1** compliment between April and June 2019.

### Subject Access Requests

We received **5** Subject Access Requests between April 2019 and June 2019. **2** SARs were received from current members of staff and **3** SARs from members of the public.

### Freedom of Information Themes

We received **41** FOIs between April 2019 and June 2019. The main themes around FOIs were Data Requests (**17**), Policy (**5**), Contracts (**4**), Fire safety (**4**), Fleet (**3**), IT (**3**), Finance (**2**), HR (**2**) and other (**1**).

### Environmental Information Regulations Themes

We received **87** Environmental Information Regulation Requests between April 2019 and June 2019. The main themes were Fire reports (**82**) and other request for environmental information (**5**).