



# Essex County Fire and Rescue Service- Monthly Performance Summary October 2018

PERFORMANCE AND DATA

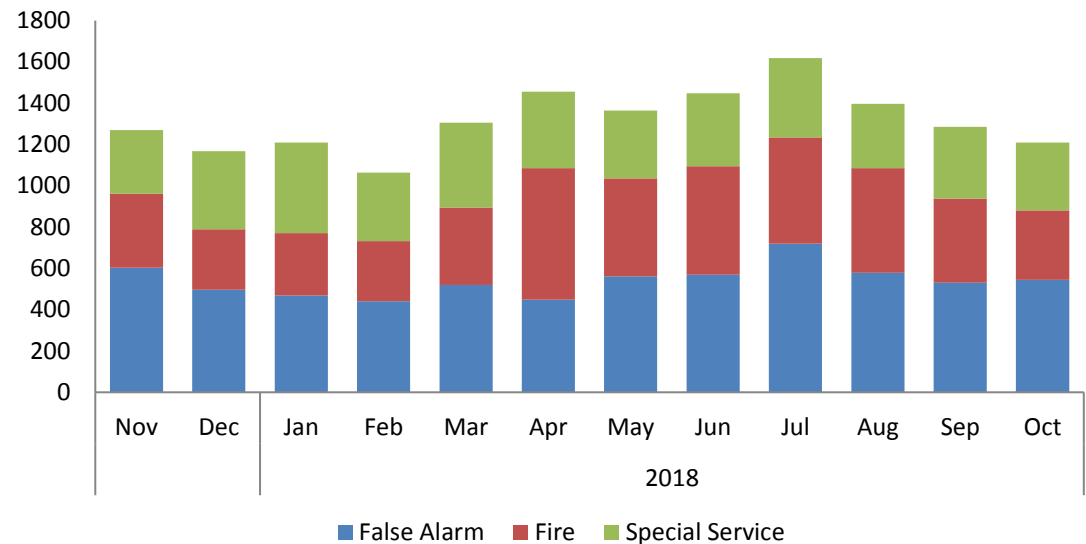
<b>Incidents</b>	<b>1271</b>
<b>1227</b>	October 2017
	<b>1286</b>
October 2018	September 2018

<b>Fires</b>	<b>408</b>
<b>336</b>	October 2017
	<b>408</b>
October 2018	September 2018

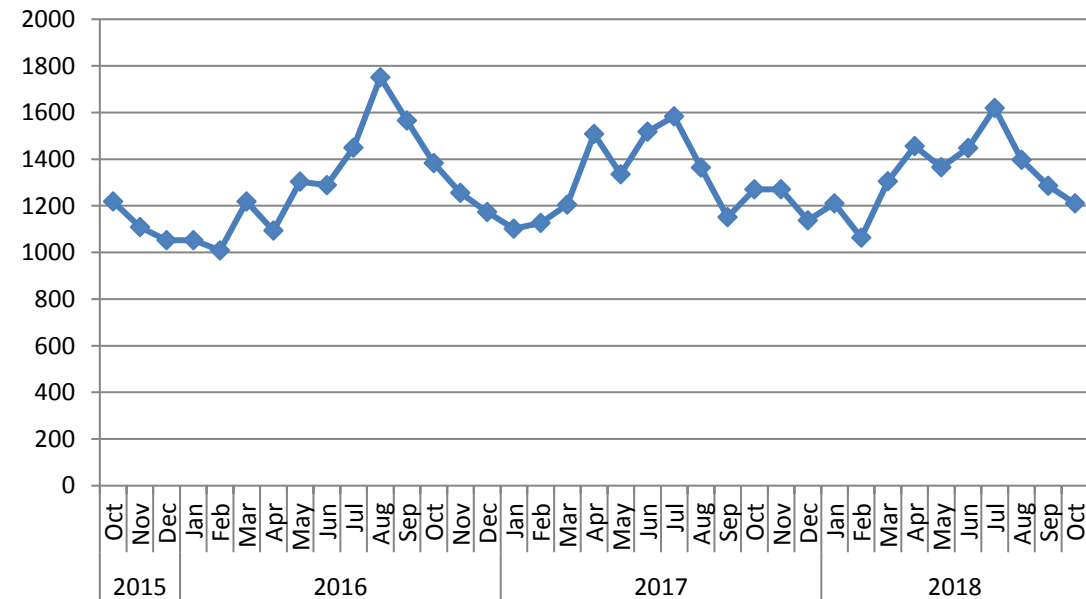
<b>Special Services</b>	<b>324</b>
<b>333</b>	October 2017
	<b>347</b>
October 2018	September 2018

<b>False Alarms</b>	<b>539</b>
<b>558</b>	October 2017
	<b>531</b>
October 2018	September 2018

### Incident Types 12 Months



### Incident 3 Year Trend



# Attendance

**Average First Attendance to Potentially Life Threatening Incidents**

**10m 38s**  
October 2018  
9m.44s  
October 2017  
10m.32s  
September 2018

Target – Average of 10 Minutes

**Time of Call to Arrival - % within 15 minutes**

**86%**

October 2018

**89%**

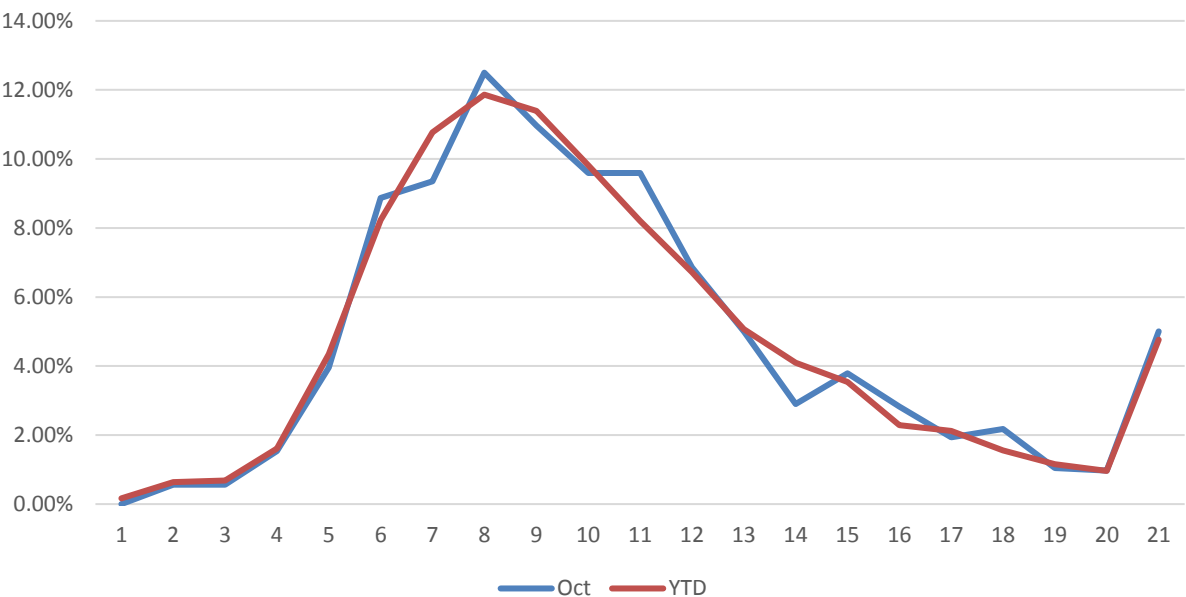
October 2017

**86%**

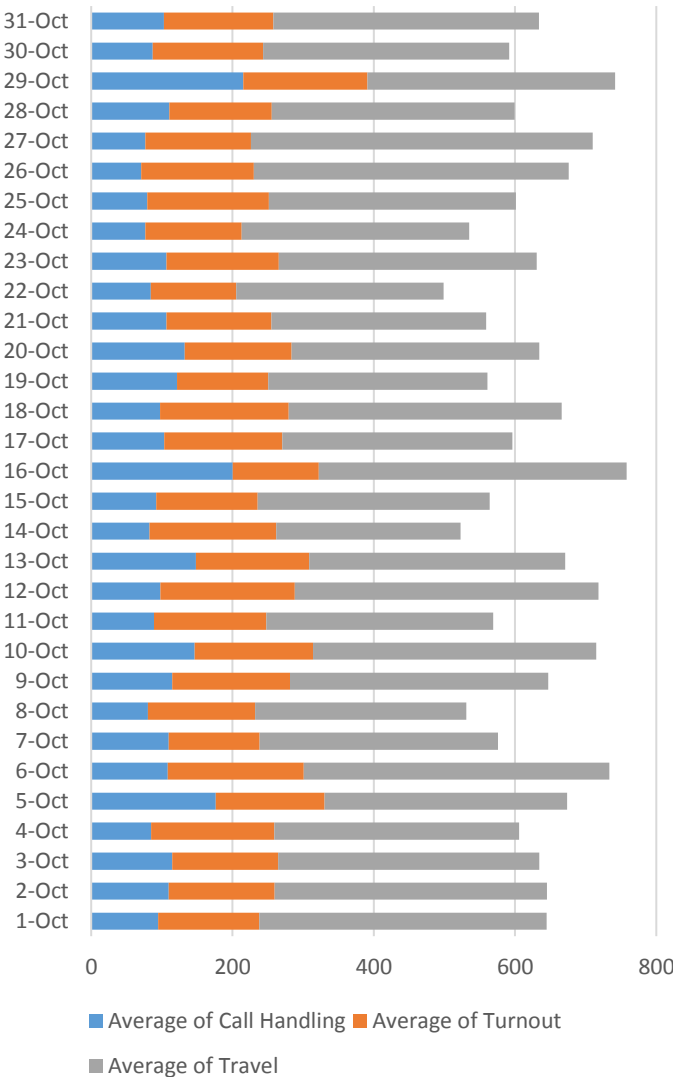
September 2018

Target – 90% of all calls within 15 minutes

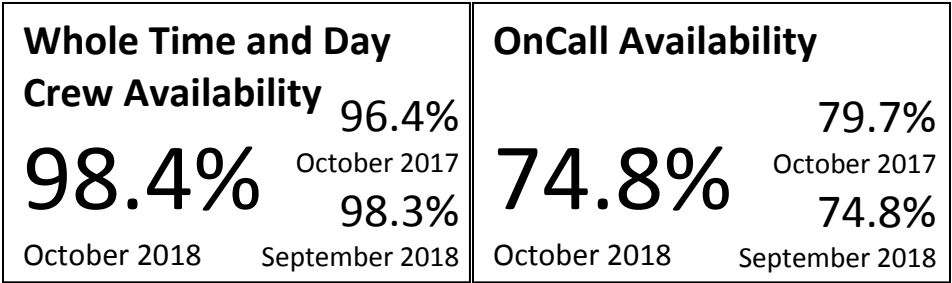
Distribution of Attendance Time October vs YTD



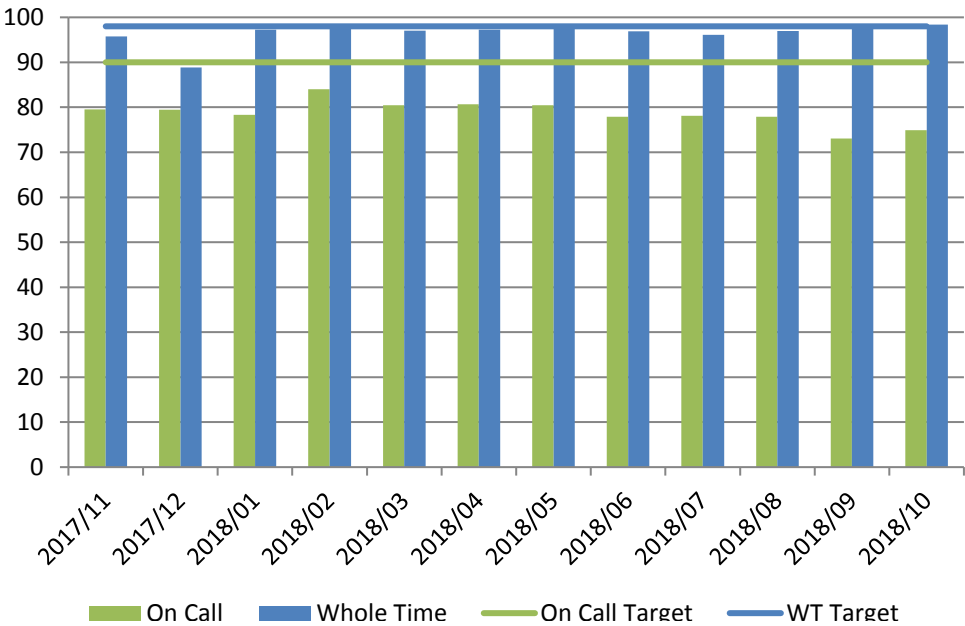
Average 1st Attendance Times



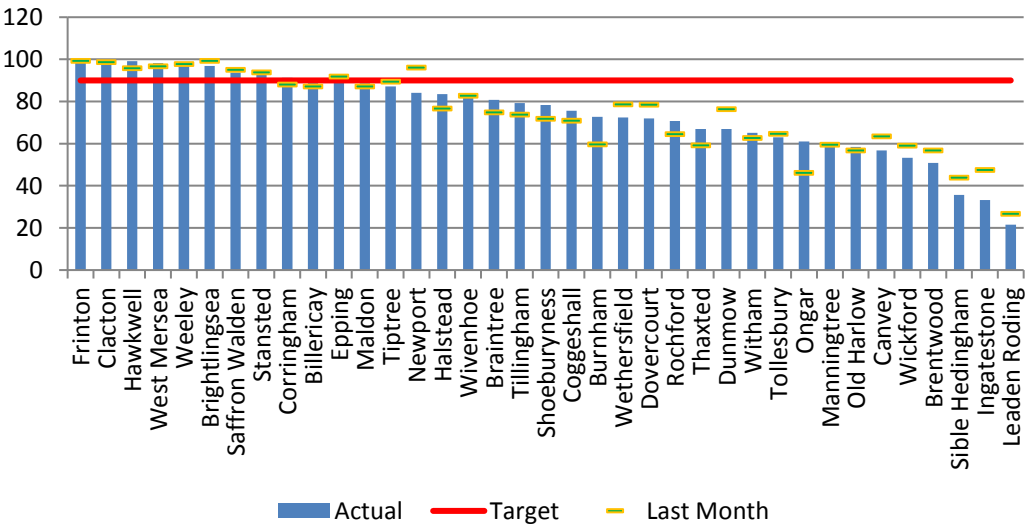
# Availability



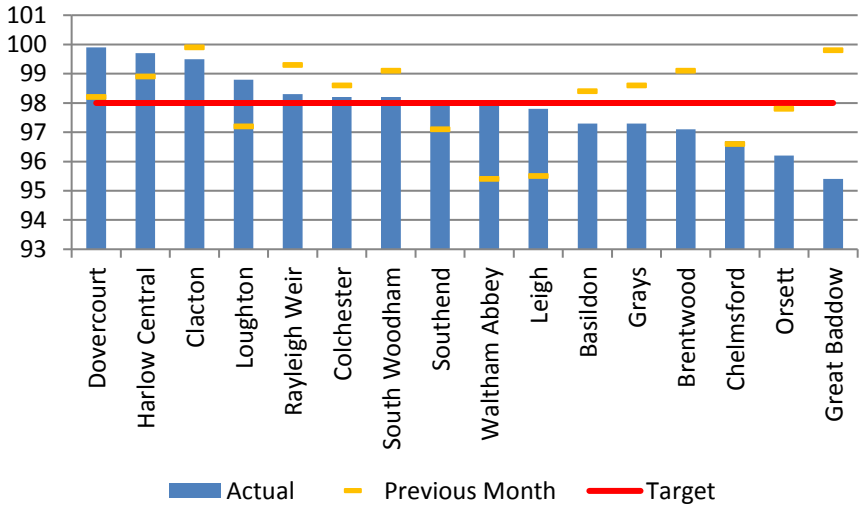
## 12 Month ECFRS Availability



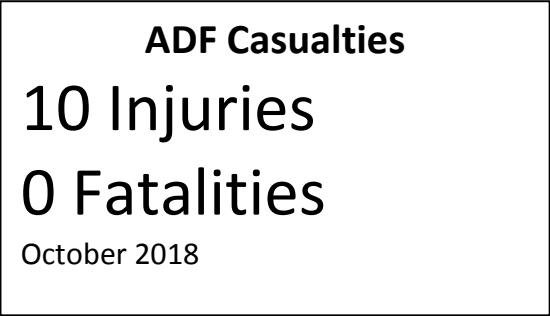
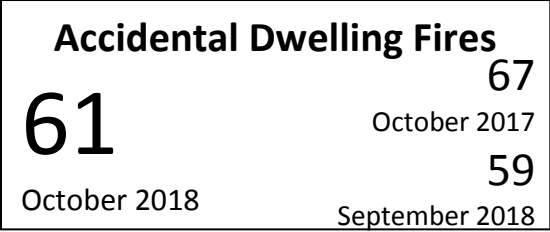
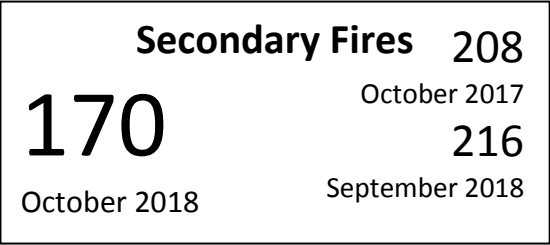
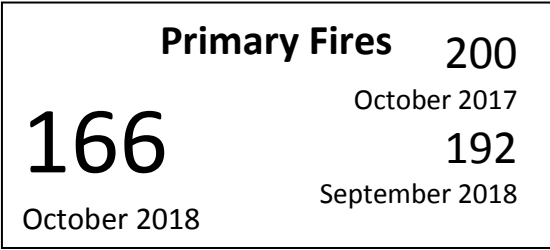
## On Call Availability



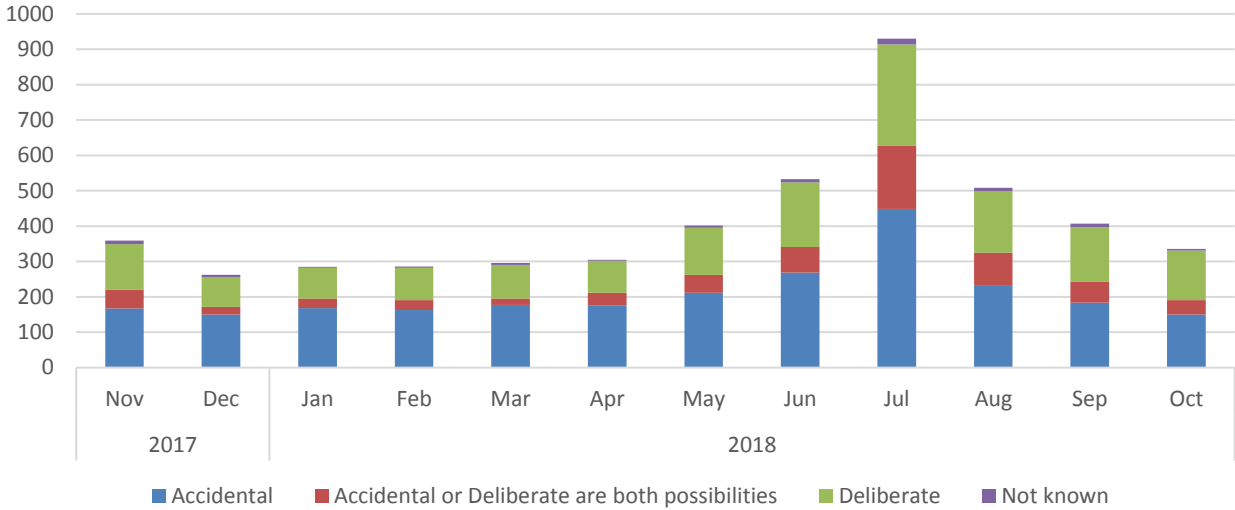
## WT & DC Availability



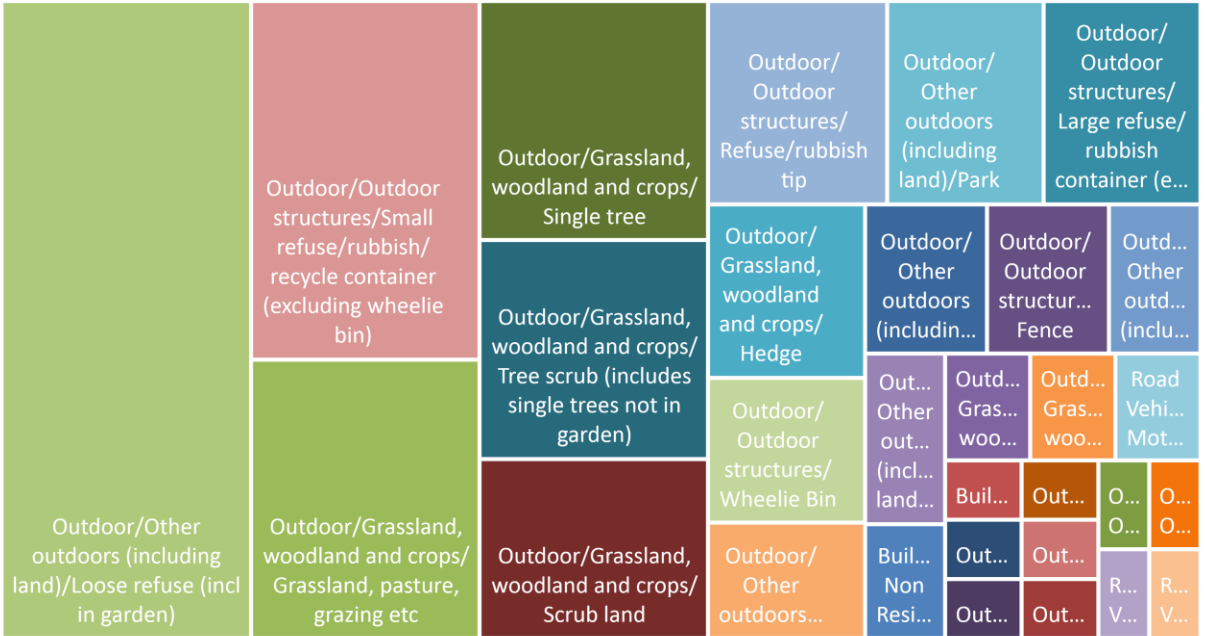
# Fires



Fire Cause/Motivation



Secondary Location Fire Analysis



# HR Report

## Monthly Workforce FTE / Movements / Turnover

	Oct 2018 FTE	12 month Δ	Oct 2018 Leavers	Monthly Turnover <sup>1</sup>
Wholetime	623.0	↑ 22.0	3	0.5% ←
On Call	386.8	↓ 22.5	6	1.2% ↑
Support	278.2	↑ 3.0	5	1.7% ↑
Control	34.2	↑ 1.7	0	0.0% ←

Note: 1) arrow reflects variation compared to turnover 12 months ago

## Monthly Absence Levels

	Days Lost in month <sup>1</sup>	12 month Δ	Paid Special Leave <sup>1</sup>	Unpaid Special Leave <sup>1</sup>
Wholetime	434.0	↓ 28.7	30.3	0
On Call	Data not recorded in SAP		7.0	57.0
Support	204.6	↓ 34.7	7.3	27.0
Control	33.0	↑ 3.0	2.0	0

Note: 1) figures reflect working days/shifts as recorded by line manager

## Monthly Operational Fitech testing results

	Number Tested	Whole Time	On Call	Total <sup>1</sup>
Passed	72	96%	79%	90% ↓
3 monthly review	8	4%	21%	10% ↑
6 weekly review	0	0%	0%	0% ←
3 weekly review	0	0%	0%	0% ←
<b>TOTALS</b>	<b>80</b>	<b>52</b>	<b>28</b>	

Note: 1) arrow reflects movement compared to last month

## Employee Relations – Case Management

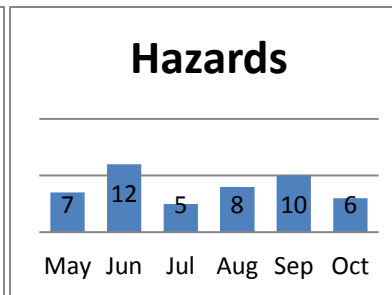
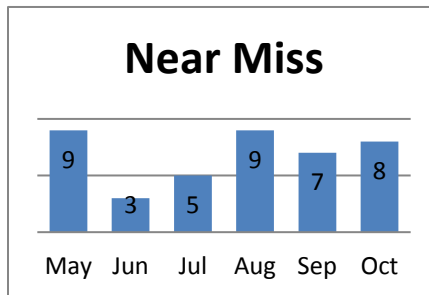
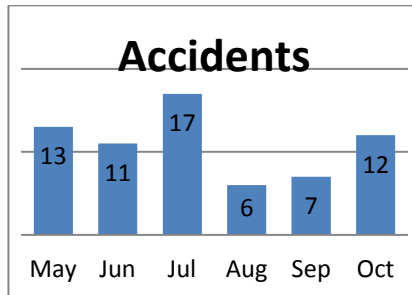
	New Cases <sup>1</sup>	Cases Closed <sup>1</sup>	Cases Open <sup>2</sup>
Attendance	11	13	44
Disciplinary	0	1	3
Grievance	1	1	1
Performance	2	1	10

Note: 1) Number of cases opened or closed during October 2018

Note: 2) Number of cases remaining open at the end of the month

**Note:** All figures provided rounded to one decimal place. Arrows indicate trend in FTE, turnover or absence compared to October 2017, unless noted otherwise.

## HEALTH & SAFETY OVERVIEW – October 2018

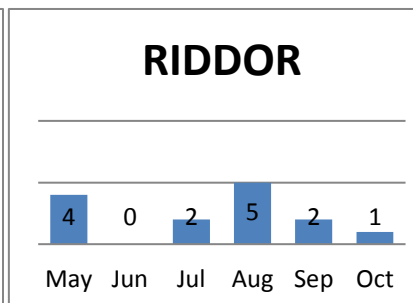
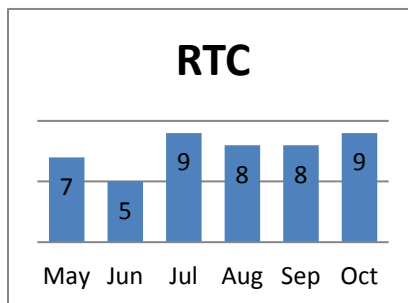
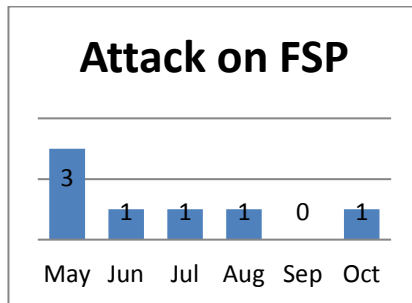


12 Accidents were reported in October, all of which were minor (71% increase from previous month)

6 Hazards (40% decrease from previous month)

8 Near misses (14% increase from previous month)

A good health and safety culture would show that there are more Hazards reported than accidents and near misses. To increase Hazard reporting we will be highlighting the benefits of reporting whilst on our Health & Safety Roadshow visits.



There was 1 attack on Fire Service personnel in October that involved a small cylinder thrown from a high-rise building, which landed and exploded close to a FF.

9 RTC's reported, all minor and at slow speed (12.5% increase from previous month)

1 RIDDOR report this month that was an over 7-day injury

To reduce RTC incidents at slow speed we are sharing the driver training video (using banks persons and hand signals). This will be shared during our Health and Safety Roadshow therefore reaching all watches on every station over the course of the next year, whilst opening up conversation to discuss the issue.

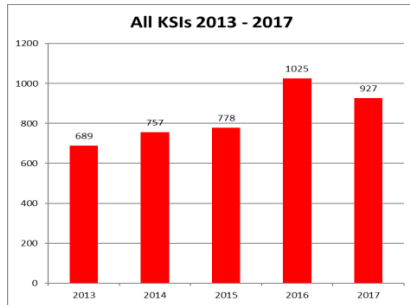
The Health and Safety Roadshow has continued throughout October with visits to Leigh, Loughton, Manningtree, Dunmow, Newport, Maldon, Tollesbury and Old Harlow.

The accident investigation report for the Manningtree Pinzgauer was finalised with the Health and Safety Manager and is ready to go to an SAIB that will be chaired by a Group Manager. Initial recommendations have been completed and further recommendations will be taken to the board.

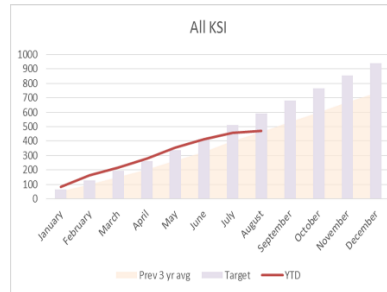
The accident investigation report for the Harlow Dim incident has also been carried out and again initial recommendations have been completed.

## COMMUNITY SAFETY DASHBOARD – October 2018

**Total RTC KSI Jan – Dec 2017**



**KSI Cumulative 2018**



2018/19	KSI Collisions	Fatal Casualties	Serious Casualties	Total	Target	Running Total
APRIL	60	5	69	74		74
MAY	72	2	82	84		158
JUNE	69	4	73	77		235
JULY	75	7	76	83		318
AUGUST	57	4	60	64		382
SEPTEMBER	77	5	78	83		465
OCTOBER	64	3	64	67		532
NOVEMBER						
DECEMBER						
JANUARY						
FEBRUARY						
MARCH						
TOTAL	474	30	502	532	0	532

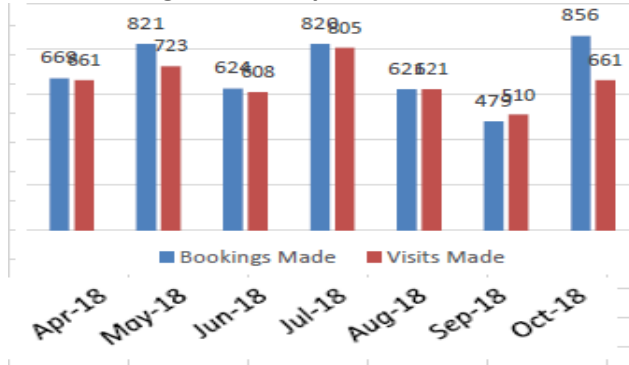
### RTC Reduction Activity

The RTC Reduction Department has continued to deliver road safety education and engagement activities to priority road user risk groups, and worked collaboratively with partners to deliver the SERP Joint Road Safety Delivery Plan for 2018.

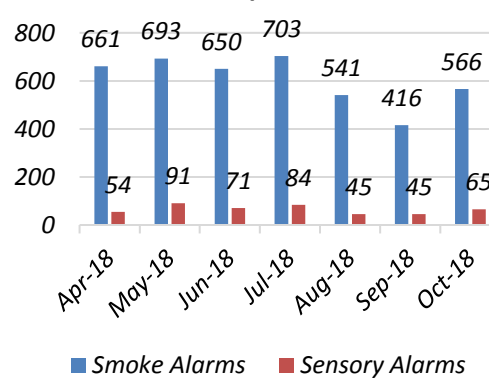
The RTC Reduction Department has a range of products, initiatives and activities designed specifically to engage with and educate road users as to the risks and potential consequences of using the roads. We seek to influence people's driving/riding behaviour so as to reduce death and injury caused by road traffic related incidents.

In the period January to October 2018, the RTC Reduction Team attended 283 different events and engaged with over 30,000 people on road safety risk and consequence. In terms of motorcycles (the highest road user risk group) in the same period the FireBike Team attended 43 events and engaged with 1,549 riders. This included 59 FireBike Better Biking Courses (59 riders trained) and 10 FireBike Advanced Machine Skills Courses (127 riders trained).

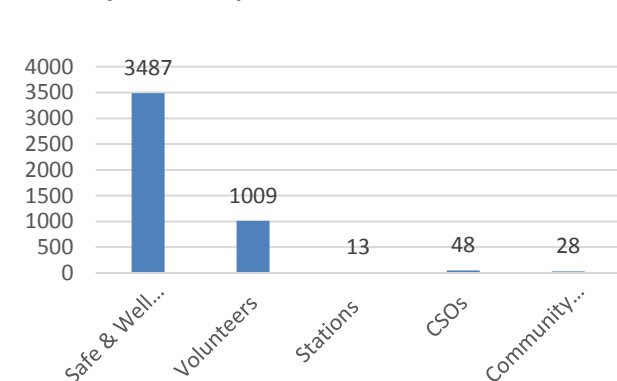
**HSVs Bookings vs visits April to October**



**HSVs Alarms fitted April to October**



**HSVs by owner April to October**



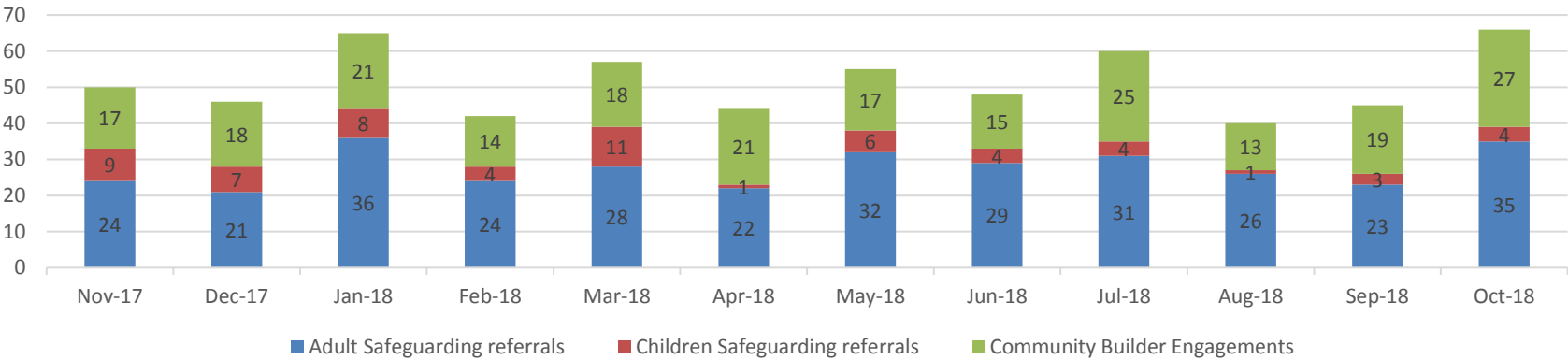
The Home Safety department consists of a team of specifically trained Safe and Well Officers, supported by Home Safety Volunteers, conducting Home Safety Visits in the community. This team is supported by an administrative team based in South Woodham Ferrers. The department's purpose is to reduce the risk of accidental dwelling fires occurring in Essex, and to reduce the risk of death or injury as a result of accidental dwelling fire. This is achieved through the provision of Home Safety and Home Security Advice, as well as the fitting of appropriate smoke detection, in order to achieve the ECFRS strategic objective of ensuring that 100% of Essex households have working smoke detectors.



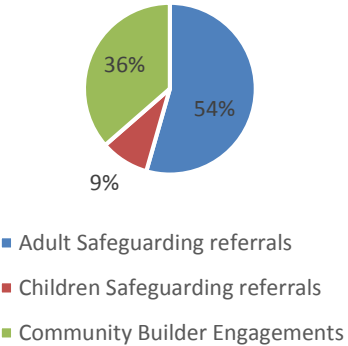
COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM – October 2018

COMMUNITY DEVELOPMENT AND SAFEGUARDING TEAM

Safeguarding referrals



Referral Type



YTD Table

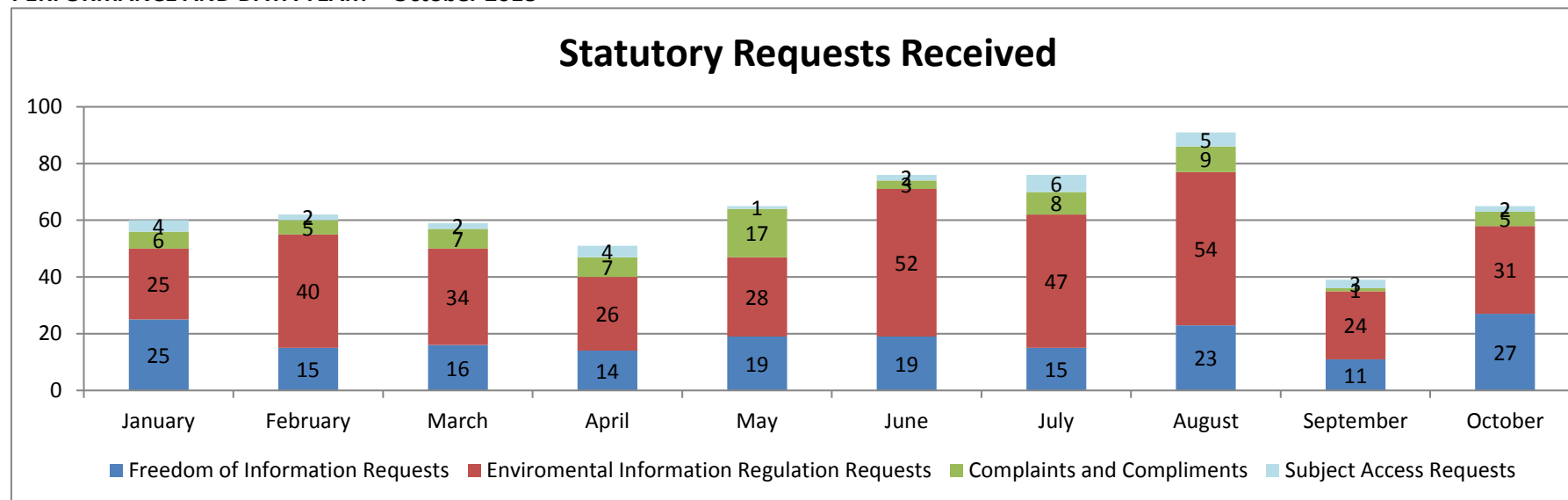
Month	17-18	18-19
Apr	47	44
May	96	99
June	163	147
July	235	207
Aug	299	247
Sept	344	292
Oct	398	353
Nov	448	419
Dec	494	
Jan	559	
Feb	601	
Mar	658	

Adult Referrals by Area October 2018

Crews North West	0
Crews North East	7
Crews South West	2
Crews South East	6
Safe and Well	15
Community Builders	5
Internal referrals	0
<b>TOTAL</b>	<b>35</b>

October Update

- Current number of open cases: 44
- Main concerns: welfare and hoarding



## Complaints and Compliments

There were no complaints received on October and 2 compliments. Both compliments relate to staffs attitudes and behaviours at incidents

## Subject Access Requests

Two were received in October, one from a former member of staff and one from job applicant

## IRS Incidents October

Total Incident Records (inc non attended)	1880
Total Quality Assured	1233
Total Outstanding	18
Non Attended Incident Records	629

## FOI Themes

In October 2018 the most common themes for FOIs were

- Incident Information – 8
- Guidance on Policy – 3
- Contract information – 2
- Fire Safety - 2

## Attendance by Crews at Incidents

Year	Month	Mixed	OC	WT
2017	Nov	14.34%	29.00%	56.66%
2017	Dec	15.01%	25.90%	59.09%
2018	Jan	13.54%	27.83%	58.63%
2018	Feb	12.87%	25.55%	61.58%
2018	Mar	12.41%	28.37%	59.22%
2018	Apr	12.87%	23.76%	63.37%
2018	May	16.15%	24.10%	59.75%
2018	Jun	13.26%	27.28%	59.46%
2018	Jul	11.83%	28.92%	59.25%
2018	Aug	13.29%	26.86%	59.86%
2018	Sep	14.56%	23.19%	62.25%
2018	Oct	14.62%	24.29%	61.09%

