



Essex County Council

## Essex Police, Fire and Crime Panel

14:30	Tuesday, 22 March 2022	Council Chamber County Hall, Chelmsford, CM1 1QH
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**For information about the meeting please ask for:**

Sophie Campion, Senior Democratic Services Officer

**Telephone:** 03330 131642

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2	<b>Minutes</b> To approve the minutes of the meeting held on:	
2a	<b>EPFCP Minutes - 3 February 2022 (Confirmation Hearing)</b>	6 - 9
2b	<b>EPFCP Minutes - 3 February 2022 (Precept)</b>	10 - 17
3	<b>Questions to the Chairman from members of the Public</b> The Chairman to respond to any questions relevant to the business of the Panel from members of the public. Please note members of the public wishing to ask a question must email <a href="mailto:democratic.services@essex.gov.uk">democratic.services@essex.gov.uk</a> by noon on the day before the meeting and that questions must relate to an item on the agenda for the meeting.	
4	<b>Essex County Fire and Rescue Service - Quarter 2 Performance Report 2021-2022</b> Report EPFCP/04/22	18 - 97



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| 5  | <b>Police Complaints Reviews</b><br>Report EPFCP/05/22  | 98 - 104  |
| 6  | <b>Police, Fire and Crime Commissioner Decisions Report</b><br>Report EPFCP/06/22   | 105 - 121 |
| 7  | <b>The Police, Fire and Crime Commissioner to update the Panel on any ongoing issues</b>  |           |
| 8  | <b>National Association of Police, Fire and Crime Panels Update</b>   |           |
| 9  | <b>Forward Work Plan</b><br>Report EPFCP/07/22  | 122 - 123 |
| 10 | <b>Date of Next Meeting</b><br>To note that the next meeting will be held on Thursday 23 June 2022.   |           |
| 11 | <b>Urgent Business</b><br>To consider any matter which in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency. |           |

### **Exempt Items**

(During consideration of these items the meeting is not likely to be open to the press and public)

The following items of business have not been published on the grounds that they involve the likely disclosure of exempt information falling within Part I of Schedule 12A of the Local Government Act 1972. Members are asked to consider whether or not the press and public should be excluded during the consideration of these items. If so it will be necessary for the meeting to pass a formal resolution:

**That the press and public are excluded from the meeting during the consideration of the remaining items of business on the grounds that they involve the likely disclosure of exempt information falling within Schedule 12A to the Local Government Act 1972, the specific paragraph(s) of Schedule 12A engaged being set out in the report or appendix relating to that item of business.**

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| 12 | <b>Urgent Exempt Business</b><br>To consider in private any other matter which in the opinion of the Chairman should be considered by reason of special circumstances (to be specified) as a matter of urgency. |
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## Agenda item 1

**Committee:** Essex Police, Fire and Crime Panel

**Enquiries to:** Sophie Campion, Senior Democratic Services Officer

### **Membership, Apologies, Substitutions and Declarations of Interest**

#### **Recommendations:**

To note

1. Membership as shown below
2. Apologies and substitutions
3. Declarations of interest to be made by Members in accordance with the Members' Code of Conduct

#### **Membership**

(Quorum: 7)

#### **Representing**

Councillor A Baggott  
Councillor F Ricci  
Councillor K Barber  
Councillor G Isaacs  
Councillor J Lager  
Councillor B Oxford  
Councillor P Stalker  
Councillor R Playle  
Councillor M Garnett  
Councillor M Heard  
Councillor A Williams  
Councillor I Shead  
Councillor L McWilliams  
Councillor G Collins  
Councillor M Sutton  
John Gili-Ross  
Sheila Murphy  
Councillor J Deakin  
Councillor A McGurran  
Councillor L Scordis

Basildon Borough Council  
Braintree District Council  
Brentwood Borough Council  
Castle Point Borough Council  
Chelmsford City Council  
Colchester Borough Council  
Epping Forest District Council  
Essex County Council  
Harlow District Council  
Maldon District Council  
Rochford District Council  
Southend Borough Council  
Tendring District Council  
Thurrock Council  
Uttlesford District Council  
Independent Member  
Independent Member  
Co-opted Member for Balanced Appointment  
Co-opted Member for Balanced Appointment  
Co-opted Member for Balanced Appointment



Minutes of the meeting of the Essex Police, Fire and Crime Panel Meeting Confirmation Hearing, held in the Chamber of County Hall, Chelmsford on Thursday 3 February 2022

**Present:**

**Councillor**

Daniel Lawrence  
Frankie Ricci  
Godfrey Isaacs (Chairman)  
Paul Stalker  
Ross Playle  
Michael Garnett  
Ian Shead  
Lynda McWilliams  
Gary Collins  
Maggie Sutton  
Jude Deakin  
Aidan McGurran  
Lee Scordis

**Representing**

Basildon Borough Council  
Braintree District Council  
Castle Point Borough Council  
Epping Forest District Council  
Essex County Council  
Harlow District Council  
Southend-on-Sea Borough Council  
Tendring District Council  
Thurrock Council  
Uttlesford District Council  
Co-opted Member for Balanced Appointment  
Co-opted Member for Balanced Appointment  
Co-opted Member for Balanced Appointment

**Co-opted Independent Members**

Sheila Murphy

**Also in attendance**

Gemma Bint	Democratic Services Officer
Pippa Brent-Isherwood	Chief Executive, Office of the Essex Police, Fire and Crime Commissioner
Sophie Campion	Senior Democratic Services Officer, Secretary to the Panel
Annette Chan	Essex Police
Neil Cross	Chief Finance Officer, Essex County Fire and Rescue Service
Jane Gardner	Deputy Essex Police, Fire and Crime Commissioner
Ben-Julian Harrington	Chief Constable, Essex Police
Roger Hirst	Essex Police, Fire and Crime Commissioner
Darren Horsman	Strategic Head of Policy and Public Engagement
Nathan Hutchinson	Essex Police
Rick Hylton	Chief Fire Officer/Chief Executive, Essex County Fire and Rescue Service
Debbie Martin	Essex Police
Janet Perry	Candidate

**1 Membership, Apologies, Substitutions and Declarations of Interest**

The report of the Membership, Apologies and Declarations was received.

1. The membership of the Panel was noted, including changes since the last meeting and the correction of an error with regard to the appointed



representative from Uttlesford District Council being Councillor Maggie Sutton.

2. The Panel welcomed three new members, co-opted for balanced appointment:
  - Councillor Deakin
  - Councillor McGurran
  - Councillor Scordis
3. The following apologies were noted:
  - John Gili-Ross, Chairman
  - Councillor Andrew Baggott, Basildon Borough Council, for whom Councillor Daniel Lawrence substituted
  - Councillor Beverley Oxford, Colchester Borough Council
  - Councillor Jeremy Lager, Chelmsford Borough Council
  - Councillor Keith Barber, Brentwood Borough Council
  - Councillor Arthur Williams, Rochford District Council
  - Councillor Mark Heard, Maldon District Council
4. The following declarations were made by Members:
  - Councillor Lynda McWilliams declared a Code Interest as her son was a serving police officer. Councillor McWilliams participated fully in the meeting.
  - Councillor Frankie Ricci declared a Code Interest as his son was a serving police officer in Essex. Councillor Ricci participated fully in the meeting.

## **2 Urgent Business**

In the opinion of the Chairman, there were no matters that should be considered in public by reason of special circumstances as a matter of urgency.

## **3 Proposed Designation of the Police, Fire and Crime Commissioner's Chief Finance (Section 151) Officer**

The Committee considered report EPFCP/01/22 which set out that the Police, Fire and Crime Commissioner (PFCC) is required always to have in place a Chief Finance Officer (CFO) to be responsible for the proper administration of their financial affairs, who must be a member of an accountancy body specified in section 113 of the Local Government Act 1998.

Following the recent resignation of the current Chief Finance Officer, the PFCC now needed to designate an alternative CFO to assume these statutory responsibilities with effect from 16 March 2022.

The Commissioner provided a brief outline of the background to the situation and the need to designate a new Chief Finance Officer. The Commissioner explained that the current role of Chief Finance (Section 151) Officer was



fulfilled by the Head of Finance who reported to the Strategic Head of Performance and Resources. The Head of Finance had recently resigned from the role and the PFCC together with the Head of Paid Service and senior management team had reviewed the situation and were satisfied that there was an existing member of the senior management team who was qualified to provide the level of financial support required and therefore the Commissioner proposed to designate the existing Strategic Head of Performance and Resources to Chief Finance (Section 151) Officer.

The Commissioner went on to explain that Mrs Perry had been in post for 18 months and had been recruited through a very robust selection process with outstanding feedback. The Commissioner considered that she was very well qualified for the role and was already responsible for providing strategic advice and guidance on all aspects of financial management and performance and supported the Commissioner and Section 151 officers from Essex Police and Essex County Fire and Rescue Service to develop the overall financial strategy. The proposed designation was considered to be a natural extension of her current role.

The Commissioner gave a brief outline of Mrs Perry's suitability for the role. As this would be an additional responsibility for Mrs Perry, the Commissioner outlined his proposed plan for providing support to Mrs Perry in this role, through the creation of two additional posts and realigning some of her existing responsibilities to ensure that she has the capacity for the role.

The hearing then focused on the capability, expertise, professional competence and personal independence of the candidate for this role.

The Chairman invited Mrs Perry to address the Panel and respond to questions.

Mrs Perry thanked the Commissioner for the introduction and thanked the Panel for considering the designation of this role. Mrs Perry gave a brief overview of her career and her values with regard to public services and in particular emergency services. She highlighted aspects of her current role which she considered placed her well for this additional role and felt it was an appropriate move to bring the Section 151 responsibilities into this role.

The Panel asked a number of questions to assess Mrs Perry's suitability for the role in terms of professional competence and personal independence and the process for the proposed designation of the role. The following responses were provided to questions raised:

- The role was an on-going contract and not subject to a fixed term.
- The findings of the Financial Management Capability Review (FMCRC) carried out by CIPFA in 2020 had identified that the positioning of the Chief Finance Officer role was sub-optimal and recommended review. It was clarified that there had been two very senior officers at that level which provided more capacity than was optimal and having reviewed the situation, it was concluded that going forward with the capacity required this could be provided in a more efficient way.



- Mrs Perry outlined some of the projects that she had managed, demonstrating her skills and capabilities relevant to the role.
- The Commissioner explained that there were likely to be changes in the Local Government landscape in the future. However, at the Office of the Police, Fire and Crime Commissioner there was exciting work ongoing and there was engagement and motivation from the workforce. Mrs Perry expressed her commitment to her role going forward.
- Mrs Perry identified the financial climate with efficiencies and savings and the prevention strategies in both services as the challenging areas going forward. However, Mrs Perry considered that the processes for delivering efficiencies and savings were very good and she was confident that the organisation would continue to deliver the budget in line.

**4 Deliberation on Confirmation Hearing for the Proposed Designation of the Police, Fire and Crime Commissioner's Chief Finance (Section 151) Officer**

It was proposed and **RESOLVED** that the press and public be excluded from the meeting during the deliberation stage, on the grounds that it involved the likely disclosure of exempt information as specified in paragraphs 1 and 2 of Schedule 12A of the Local Government Act 1972 (information relating to the financial or business affairs of any particular person).

The press and public left the meeting at this point.

**5 Outcome of the Confirmation Hearing for the Proposed Designation of the Police, Fire and Crime Commissioner's Chief Finance (Section 151) Officer**

The Panel considered the proposed designation and unanimously **RESOLVED** to recommend to the PFCC that he proceed in designating Mrs Janet Perry to the position of Chief Finance (Section 151) Officer. The Chairman would write to the PFCC to confirm this, by way of a letter.

**6** There being no urgent exempt business, the meeting closed at 2.30pm.

**Chairman**  
22 March 2022



Minutes of the meeting of the Essex Police, Fire and Crime Panel, held in the Council Chamber at County Hall, Chelmsford on Thursday, 9 December 2021

**Present:**

**Councillor**

Daniel Lawrence  
Frankie Ricci  
Godfrey Isaacs (Chairman)  
Paul Stalker  
Ross Playle  
Michael Garnett  
Ian Shead  
Lynda McWilliams  
Gary Collins  
Maggie Sutton  
Jude Deakin  
Aidan McGurran  
Lee Scordis

**Representing**

Basildon Borough Council  
Braintree District Council  
Castle Point Borough Council  
Epping Forest District Council  
Essex County Council  
Harlow District Council  
Southend-on-Sea Borough Council  
Tendring District Council  
Thurrock Council  
Uttlesford District Council  
Co-opted Member for Balanced Appointment  
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**Co-opted Independent Members**

Sheila Murphy

**Also in attendance**

Gemma Bint	Democratic Services Officer
Pippa Brent-Isherwood	Chief Executive, Office of the Essex Police, Fire and Crime Commissioner (OPFCC)
Sophie Campion	Senior Democratic Services Officer, Secretary to the Panel
Annette Chan	Essex Police
Neil Cross	Chief Finance Officer, Essex County Fire and Rescue Service
Jane Gardner	Deputy Essex Police, Fire and Crime Commissioner
Ben-Julian Harrington	Chief Constable, Essex Police
Roger Hirst	Essex Police, Fire and Crime Commissioner
Darren Horsman	Strategic Head of Policy and Public Engagement, OPFCC
Nathan Hutchinson	Essex Police
Rick Hylton	Chief Fire Officer/Chief Executive, Essex County Fire and Rescue Service
Debbie Martin	Essex Police
Janet Perry	Strategic Head of Performance and Resources, OPFCC

**1 Membership, Apologies, Substitutions and Declarations of Interest**

The report of the Membership, Apologies and Declarations was received.



1. The membership of the Panel was noted, including the correction of an error with regard to the appointed representative from Uttlesford District Council being Councillor Maggie Sutton.
2. The following apologies were noted:
  - John Gili-Ross, Chairman
  - Councillor Andrew Baggott, Basildon Borough Council, for whom Councillor Daniel Lawrence substituted
  - Councillor Beverley Oxford, Colchester Borough Council
  - Councillor Jeremy Lager, Chelmsford Borough Council
  - Councillor Keith Barber, Brentwood Borough Council
  - Councillor Arthur Williams, Rochford District Council
  - Councillor Mark Heard, Maldon District Council
3. The following declarations were made by Members:
  - Councillor Lynda McWilliams declared a Code Interest as her son was currently a police officer. Councillor McWilliams participated fully in the meeting.
  - Councillor Frankie Ricci declared a Code Interest as his son was currently a police officer in Essex. Councillor Ricci participated fully in the meeting.

## 2 Minutes

The minutes of the meeting held on the 9 December 2021 were approved as a correct record and signed by the Chairman.

With regard to actions arising from the last meeting the Commissioner gave the following update:

- Improvements to 101 – a ring back service has been looked at, there was no immediate plan to install this, the focus was on answering the telephone at the first point of contact, which had already improved. There was further investment planned. The Live Chat had proved very successful.
- Operation Solstice – 355 E-scooters have been seized. A series of communications have been run highlighting the work in this area. The Department for Transport pilot was being extended and this was being looked at.
- Hate Crime Incident Reporting Centres – it was felt that these were working well, but if there were any specific issues raised these would be looked at.
- Anti-Social Behaviour – the detail can be sent by Policing Division or by Council. From the 12 months to the end of January 2021 to the end of this year, anti-social behaviour was down by 34%, although it was noted that this was distorted by the pandemic interventions.



- Convictions relating to Modern Slavery – Essex sat within the top five forces nationally for charges relating to this area. The new team had achieved 21 charges so far. The Crown Prosecution Service had prosecuted those and additional offences relating to drugs and weapons. It was a crime area which was being learnt about as it developed.

### 3 Questions to the Chairman from members of the public

Three questions, relating to items on the agenda, were put to the Chairman on behalf of Jenson Cooper who was unable to attend the meeting and the following responses were provided:

1. Why is ECFRS losing more wholetime firefighters when Essex's population continues growing? Purfleet (On-Thames) or Beaulieu (expanding village near Chelmsford) require new infrastructure and housing which mean emergency incidents nearby could increase.

**Response –** The Commissioner advised that this was the implementation of a decision by the previous Fire Authority of moving day crew staffing to being an on-call based shift system which was being implemented this year. Reassurance was given that a rigorous assessment of risk was carried out across the County. The focus was increasingly on prevention and protection work which had been successful in seeing a continued reduction in the number of people harmed over the period in fire and rescue and road traffic accidents. The demand on the service and the risks presented across the County were constantly being reviewed and took into account new development planned. The Commissioner also advised that he was part of lead group nationally who were pushing for Planning to take into account needs of the emergency services in more depth and provide monies as part of major new developments.

2. Essex Police recruitment pages online make no mention about the force needing operational staff 24/7/365, which means rest day or annual leave cancellations on occasion. (E.g. Local Policing Teams, Force Control Room, OSG, proposed High-Harm Teams).

I totally support encouraging a diverse range of people to join up though ensuring rigorous training and an understanding of what comes with doing said job before starting any application is surely essential?

**Response –** The Chairman reported that the Panel has a meeting of the Ethics and Integrity Sub-Committee scheduled on 22 March 2022. At this meeting it was planned that there would be an item to consider the recruitment process of police officers.

3. Investment into both services if your budget receives approval will be significant, though why not add the last penny onto Essex's police precept? It could provide funds for overtime after major incidents with impact on local ratepayers being minimal. (Unlike energy bills)



**Response** – The Commissioner confirmed that it was £9.99 in Band D, due to the rounding of the other Bands. If it was increased to £10 in this Band it may push the other Bands over the percentage threshold for a potential referendum challenge.

It was noted that further questions had been received from a member of the public after the deadline and would be put to the meeting by the local Member where appropriate.

#### **4 2022/23 Proposed Fire and Rescue Precept**

The Panel received report EPFCP/02/22 which set out the proposed budget and precept proposal for Essex County Fire and Rescue Service for 2022-23. The budget had been set in line with the objectives included within the Fire and Rescue Plan 2019-2024.

The Commissioner thanked the team for the outstanding work in preparing the budgets. The County Fire and Rescue service was currently in a good financial position, having reduced risk and demand over recent years. However, it continued to be an ambitious service with a continuing improvement programme to remain efficient and effective. There was a focus on improving capacity and capability in protection following the report of the Grenfell Tower tragedy in 2017. There had been further work in prevention activity and investment in that area. The budget also allowed for recruitment and retention particularly of on-call firefighters.

The Commissioner acknowledged the current situation with regard to inflationary challenges. The Government had kept in place the local referendum precept increase limit of a 2% for those authorities outside of the lower quartile. A survey had been undertaken to gauge public views on potential increases to the precept. The Commissioner explained that the proposed increase of 1.95% would result in an increase of £900k in Council tax receipts. The priorities for investment and improvement within this budget were highlighted.

In response to questions from the Panel the following points were made:

- The on-call shift system was very successful. In Essex there was a divide between more urban settings where there was a more constant level of activity, it was more wholetime and in the rural settings it was more predominantly on-call. The budget anticipated increasing the number of on-call firefighters by 5 this year and a reduction of 10 in the wholetime firefighter establishment as a result of the move from day crew to on-call. There was no pressure to shrink the service, the desire was to shape it to be as effective as it can be.
- It was clarified that the references in the report to Grey Book staff covered uniformed officers and Green Book staff was non-uniformed fire and rescue staff. There were different negotiating processes for each relating to pay. The Green Book staff came under the Local Government Association negotiation structure. There was a claim of 1.75% which not accepted by the unions but the ballot had resulted in no industrial action.



The claim had not yet been made. The Commissioner was not involved in those negotiations. During the public sector pay pause, the National Joint Council for negotiation of fire and rescue officer pay decided on a 1.5% increase which was accepted for the Grey Book staff. This was found from within internal resources as it was not funded by Government.

- Flood rescue wasn't a separate division, it was delivered by more extensively trained officers as part of the overall service. There was no statutory responsibility for fire and rescue to respond to flooding in England, however the service did respond. There was a number of specialist trained units around the County and a review of water rescue capability was currently being done, but apart from the current equipment and renewal programme there were no plans to further invest in that area.
- In response to concern raised that the online survey was only a small sample of residents and not accessible to everyone, the Commissioner advised that the online survey was one way of gathering feedback, speaking to the Panel was another. The Election was also a source of feedback. Going forward focus groups could be considered. A mix of methods were used to get an insight.

The recommendation that the Essex Fire and Rescue precept be increased by 1.95% was put to the vote by the Panel Chairman. Following consideration of the report and having listened to the Commissioner's justification for the increase, the Panel voted 12 in favour and two against to accept the Commissioner's proposal. It was

#### **Resolved:**

That the Panel supported the Police, Fire and Crime Commissioner's proposed increase in the precept of 1.95%. The precept payable for a Band D Council tax property would increase from £73.89 to £75.33, a change of £1.44 per year.

## **5 2022/23 Proposed Police Precept**

The Panel received report EPFCP/03/22 which presented the Police, Fire and Crime Commissioner's proposed police precept for 2022/23.

The Commissioner introduced the report, setting out the current situation in Essex Police and what the focus of the proposed budget and precept would be. It was highlighted that with the proposed additional police officers, overall there will have been an increase of 900 additional police officers since 2016. There were 450 through the government uplift scheme and 450 from local resources. The Commissioner considered that this would put the service where it needed to be in terms of driving down crime and making Essex a safer county. The tangible reductions in crime were highlighted. However there were also newly designated crimes being reported and demand had increased. There was more to do particularly with regard to violent crime. Public confidence in Police had increased in Essex.



The budget presented reflected investment from Central Government as well as local investment. Attention was drawn to the efficiencies programme and the Commissioner commended the Chief Constable and staff for work on this budget particularly in the area of ongoing improvement and efficiencies. The Government settlement was a three-year settlement and that was matched with an ability to raise the precept by £10 for a Band D property in each of those three years without the need for a referendum. It was considered by the Commissioner that this increase was needed this year in order to reduce the levels of crime across the county, which he felt was a priority for the public. A survey had been undertaken with regard to investments in policing and potential increases to the precept, which had given a positive endorsement to the proposed increase in investment in policing, together with the recent Election. The Commissioner explained that the proposal was to use in full the Government's funding and increase the Police precept element of the funding by £9.99 per year for a Band D property which was 4.79%. This would result in an additional £6.55million of Council tax receipts to invest in policing in Essex. The priorities for investment and improvement within this budget were highlighted, along with where the additional Police Officers would be allocated.

In response to questions from the Panel the following points were made:

- The match funding from Government was related to the efforts of the Police and Crime Commissioners nationally, for which the Commissioner was the finance lead, resulting in the Government being convinced to match fund the local investments, which the Commissioner saw as a positive step. He reminded the Panel that it was all tax-payers money from either central Government or local taxation. However local taxation is directed to investment locally within the county.
- The Town Centre teams were new and were focussed on being more visible and accessible. Community Policing teams had also nearly doubled in size. There was also improved accessibility through shorter waiting times for 101 and through live chat functionality and other investments throughout the county. There was still more work to do in this area.
- Crimes such as burglary, theft and robbery had all reduced prior to the pandemic lockdowns. However other areas of crime such as drug violence, domestic violence and sexual violence had not reduced and this was where the investment was needed.
- It was recognised that there were issues of isolation and communication with rural communities, a rural team had been introduced and feedback had been positive on the difference it had made.
- With regard to investigating crime, the Chief Constable advised that there was a young, enthusiastic, and competent workforce. It was noted that the service needed to ensure that the officers were given the training to develop investigative skills; both uniformed officers and detectives with specialist skills. There were about 890 detective posts, 550 of which were filled by qualified detectives with a further 260 going through the training/qualification process. The focus and investment in this area would build on that capability to support victims, investigate and bring the perpetrators to justice. The ethos was for all officers to have the skills and



capability to gather evidence, investigate crime and support victims as the first response was often key to an investigation. Additionally detectives with specialist expert investigative skills were required.

- Concern was raised regarding the level of crimes relating to fraud, with prosecutions being only in single figures. The Commissioner noted that this was an area which had been significantly enabled by the internet. It was led on by the City of London Police nationally. Essex Police had a significant capability in that area collaborated with Kent. There was an innovative and networked approach. A huge amount of work was done on prevention via the neighbourhood teams, business crime teams, town centre teams and protect and prepare teams.
- The previous peak in the number of police officers in the county had been in 2010 and the number now exceeded that. The additional 200 officers proposed in the budget were to take the service where it needed to be for the investment programme, in response to the shape of policing as recommended by external consultants that had carried out analysis complemented by the Chief Constable and his team. The Commissioner considered that this was needed to support the priority to bring crime down and although it could have been deferred to another year to lower the precept increase, it was felt that there was improved support for this investment through the survey feedback and public feedback.
- The Estates Strategy which had been put before the Panel previously was now being implemented. It was being reviewed in light of the impact of the pandemic and agile working, but there was still a need to modernise the estate. Proceeds from the sale of property would be invested in improvements to the current estate. The biggest single activity was the Essex Police Headquarters, with the level of expenditure therefore increasing.
- The strategic priorities within the Police and Crime Plan highlighted the challenges around violent crime and the increase in crime in these areas. Therefore the focus of allocating the additional officers has been in those areas including investigation. The effectiveness of Town Centre teams and Community teams as well as the Rural Engagement team has been seen and can be tracked through public opinion and a reduction in crime. There was also a focus on training and supervision, particularly as the workforce was younger in service and less experienced and a focus on the police staff support.
- The Commissioner and Chief Constable had been very determined to ensure that their decisions were sustainable over the longer-term.
- With regard to Minimum Revenue Provision (MRP), it was confirmed that the independent Audit Committee had scrutinised this and the Commissioner was confident that the rules on this had been applied correctly. It was reflected in the Medium Term Finance Strategy over the next five years and incorporated the changes.
- The Commissioner was confident that the recruitment was good and had been developed ahead of the national recruitment pattern had started and had been successful. There had been a focus on improving diversity and inclusion which was working. Up to the current time there hadn't been a struggle to recruit. However there were potentially some challenges going forward due to some changes.



- In terms of rural crime compared to urban crime, whilst it was recognised that the approach needed may be different, it was noted that much of the crime was driven by the same things.
- It was clarified that under the proceeds of crime, there was a percentage that went back to the Force into the reserves and the Chief Constable made recommendations on how that was spent on policing.

The recommendation that the Essex Police precept be increased by 4.79% was proposed and seconded and then put to the vote by the Panel Chairman. Following review of the report and having considered the Commissioner's justification for the increase, the Panel voted 11 in favour, two against and one abstention to accept the Commissioner's proposal. It was

**Resolved:**

That the Panel supported the Police, Fire and Crime Commissioner's proposed precept increase of 4.79%, equivalent to an increase of £9.99 a year, from £208.53 to £218.52 for a Band D property, raising an additional £6.55 million of council tax receipts.

The Commissioner took the opportunity to thank the Panel for its review of the precept and to thank the Chief Constable and his team for putting together the reports.

The Chairman advised that the decisions of the Panel would be confirmed to the Commissioner in writing following the meeting.

**6 Date of Next Meeting**

The Chairman confirmed that the reserve meeting date of Thursday 17 February 2022 would not be required due to the Panel's decision to support the proposed precepts.

The Panel noted that the next meeting would take place on Tuesday 22 March 2022.

There being no urgent business, the meeting closed at 4.07pm.



<b>Report title:</b> <b>ESSEX COUNTY FIRE AND RESCUE SERVICE QUARTER 2 PERFORMANCE REPORT 2021/22</b>	
<b>Report to:</b> Essex Police, Fire and Crime Panel	
<b>Report author:</b> Police Fire and Crime Commissioner Fire and Rescue Authority, Roger Hirst	
<b>Date:</b> 22 March 2022	<b>For:</b> Noting and comment
<b>Enquiries to:</b> Enquiries to: Pippa Brent-Isherwood (Chief Executive and Monitoring Officer) Telephone: 01245 291613 Email: <a href="mailto:pippa.brent-isherwood@essex.police.uk">pippa.brent-isherwood@essex.police.uk</a>	
<b>County Divisions affected:</b> All Essex	

### 1. Purpose of Report

The purpose of this report is to provide an overview of the Essex County Fire and Rescue Service's (ECFRS's) progress in delivering the priorities set out in the Fire and Rescue Plan 2019 – 2024 and the Integrated Risk Management Plan 2020-2024, based on data and other information for the period July 2021 to September 2021.

The more detailed report attached at Appendix 1, produced by the Essex County Fire and Rescue Service and scrutinised at the monthly Performance and Resources Board chaired by the Authority, provides highlight and exception reporting against service priorities.

### 2. Recommendations

That members of the Panel note and comment / seek clarity as appropriate on the content of the report and attached appendix.

### 3. Context / Summary

To put into context the circumstances in which these levels of performance were achieved:

- ECFRS attended 3,996 incidents in Quarter 2 of 2021/22, the lowest number of total incidents attended in the second quarter over the last four fiscal years. This is mainly due to a 33% (-476) decrease in fires compared with Quarter 2 of 2020/21. Whilst primary, secondary and tertiary fires all reduced in Quarter 2, the total reduction is attributed predominantly to a 46% (-402) decrease in secondary fires, especially those involving grassland, woodland and crops.



This is likely due to the unsettled weather, including spells of heavy rain and suppressed temperatures, that the county experienced during July and August.

- Conversely, this year saw the highest number of attendances to special services incidents in the second quarter for the last four years; an 8% increase compared with the same period last year. Road Traffic Collisions (RTCs), effecting entry / exit, flooding and assisting other agencies continue to account for the bulk of special services. RTCs increased by 18.6% (from 253 to 300), flooding rose by 6% (from 128 to 148) and assisting other agencies increased by 15.6% (from 128 to 148). The Service also saw increases in other special services incidents compared with the same period the previous year, most notably:
  - A 133.3% increase in medical (first responder) incidents (albeit from the low baseline of three to seven)
  - A 100% increase in hazardous materials incidents (from seven to 14)
  - An 80.8% increase in other rescues / release of persons (from 26 to 47)
  - A 53.3% increase in incidents (that are not false alarms) requiring no further action (from 30 to 46)
- The Safeguarding team received 114.8% more referrals in Quarter 2 of 2021/22 than in the same period the previous year (up from 122 to 262). This correlates with evidence from partners, particularly in social care, that the pandemic has increased vulnerability in our communities. It also reflects enhanced partnership working with Essex Police and the East of England Ambulance Service Trust (EEAST) now that working relationships with these partners are well established. Referrals from the NHS have also increased by 250% since the start of the year due to the increased partnership working undertaken during the pandemic.
- ECFRS attended 1,776 false alarms in Quarter 2 of 2021/22, 169 more than during Quarter 2 of 2020/21. This comprised of a 36% increase in malicious calls, followed by a 17% increase in false alarms due to apparatus and a 5% increase due to good intent. The number of unwanted fire signals attended in every month of the quarter also increased compared to both the previous quarter and the same time the prior year. The Fire Protection Department continues to work closely with the owners of buildings triggering frequent calls and continues to improve its relationships with the business community by working with the Chamber of Commerce and also through the employment of a Business Engagement Officer.

Highlights with regard to performance during Quarter 2 include:

- The number of Accidental Dwelling Fires (ADFs) attended during the quarter was 10.7% lower than during the same period the previous year, at 167 compared with 187. In addition, the percentage of ADFs where a smoke alarm was present and worked was consistently significantly higher during Quarter 2 of 2021/22 than during the same period the previous year, with an overall total of 67% compared with 58%.
- Within the overall reduction in fires, there was an 18.4% reduction in primary deliberate fires (from 103 to 84) and a 12.8% reduction in secondary deliberate



fires (from 94 to 82). The Service is currently in the process of implementing Firestoppers throughout Essex in order to reduce deliberate fires across the county still further.

- There was a notable increase in the number of Safe and Well Visits completed by stations, at 342 compared with just 15 in the same period the previous year. Furthermore, 98% of Safe and Well Visits were delivered within 28 days of referral against a target of 90%. The number of Home Safety Visits completed by stations also increased by 12% over the quarter, continuing the trend from Quarter 1. Assuming that personnel levels remain stable, visit numbers are expected to continue to increase across delivery teams going forward. In addition to this, the Essex Centre for Data Analytics (ECDA) has recently completed and handed over to ECFRS a piece of work that will increase ECFRS's understanding of at-risk groups, which will inform its Home Fire Safety activity and the targeting of interventions going forward.
- The Service continues to deliver its commitment to increasing diversity within the workforce. Compared to March 2021, ECFRS diversity metrics indicate that a larger percentage of the workforce (both whole-time firefighters and across all employee groups) self-identified as female and / or originating from an ethnicity minority as at 30 September 2021. In addition, 36% of the new wholetime firefighter intake who declared their sexual orientation identified as other than heterosexual. During Quarter 2, the Asian Fire Service Association reviewed the Service's recruitment practices and confirmed that the commitments made by ECFRS are being met and that there is evidence of good practice being followed. The AFSA also found that the Service is building key relationships with external groups and organisations and is embedding systemic change in its systems and processes. The AFSA made 25 recommendations which are being progressed by the Service.
- There was a sizable increase in the number of employee relations cases closed in Quarter 2 compared with Quarter 1 (from 13 to 46), with the average time taken to close cases improving by 37 days and the oldest case length reducing by 40 days. The HR team continues to carry out regular case reviews to ensure that the learning from them is captured.
- 99% of Freedom of Information (FoI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests were closed within 20 working days against a target of 90%. The seven complaints received in Quarter 2 were all closed within 20 working days, against a target of 90%.

In terms of areas for continued focus:

- Despite the overall reduction in the number of incidents attended during the quarter, the average time to attend potentially life-threatening incidents remained above the target of 10 minutes.
- Total pumping appliance availability ranged from 72% to 76% against a target of 94%, with total availability being at lower levels for every month in the quarter than during the same period last year. Whole-time and day crew pumping appliance availability was consistent at 91% to 92% against a target of 98% (compared with 94% to 97% during the previous year), whilst on-call availability ranged from 64% to 69% against a target of 90% (compared with 71% to 78% the previous year). Availability levels are now being interrogated



in greater detail by the Service in order to understand better – and therefore address – causation factors.

- Against a backdrop of a long-term trend of reductions in road traffic collisions, it has provisionally been reported that there were 237 people killed or seriously injured in RTCs on the roads of Essex, Southend and Thurrock during Quarter 2 of 2021/22, an increase of 20.9% (+41) compared to the same quarter in the previous year. Within this, there was a 13.3% increase in fatalities (from 15 to 17) and a 21.5% increase in serious injuries (from 181 to 220). Analysis undertaken by the Safer Essex Roads Partnership (SERP) indicates that high speed continues to be a factor in the majority of RTCs. Certain at-risk groups and vehicle types also feature frequently. The SERP has an ambition to achieve zero road deaths and serious injuries on the county's roads by 2040, with an intermediate target of halving the number of deaths and serious injuries by 2030. The Partnership is currently developing a strategy and communications plan to deliver this. Meanwhile, the Service participated in various RTC reduction events during Quarter 2, as detailed on pages 56 – 57 of Appendix 1.
- The Service did not meet its targets in terms of the number of audits of high and very high-risk premises identified within its Risk Based Inspection Programme during Quarter 2, primarily because these audits can only be carried out by qualified inspecting officers holding a Level 4 diploma. 14 inspecting officers achieved this qualification in late 2021, which will significantly increase capacity to complete these audits going forward.
- ECFRS attended 1,776 false alarms in Quarter 2, 10.5% (169) more than during the same period in 2020/21. The Service also attended 326 unwanted fire signals, 16% (45) more than during the previous quarter and 29.9% (75) more than during the same period the previous year.
- The coronavirus pandemic continued to impact on attendance. The easing of restrictions led to higher infection rates, which contributed to 4.8% more people taking sick leave during Quarter 2 compared with the previous period. Time recorded as self-isolating, or otherwise absent from work due to reasons connected with Covid, contributed to the total amount of available working time lost to sickness being above the target of 5% in all areas except Support, with Control reaching 10%. The impact of this was successfully managed through the invocation of business continuity arrangements and plans, including re-training staff in other roles who had previously worked in Control to provide cover if required. The HR service continues to review sickness cases on a weekly basis to ensure that referrals are made to Occupational Health in a timely manner and that supervisors are assisted to manage individual cases and support employees back to work successfully.
- 18 more employee relations cases were opened in Quarter 2 compared with Quarter 1. While attendance cases continue to form the bulk of these, grievance cases rose most significantly, from four to 13 (an increase of 225%). No recurring trends have been identified in the caseload, with grievances being triggered variously by changes in working arrangements, dissatisfaction with policies and procedures and issues with working relationships.
- The majority age band for whole-time firefighters has risen from 36 – 45 as at the end of March 2021 to 46 – 55 as at the end of September, while the



majority age group in Support roles rose from 46 – 55 to 56 – 65. This signals the need for the Service to retain its focus on succession planning, particularly in these areas.

#### **4. Appendices**

Appendix 1 – Essex County Fire & Rescue Service Quarter Two Performance Report 2021 - 2022





Essex County  
Fire & Rescue Service

# Quarter Two Performance Report

2021 - 2022

**Prepared By:**  
Performance & Data Team

**Information Cut Off Date (ICOD):**  
18 October 2021



## ABOUT

A quarterly performance report is produced for the Service Leadership Team (SLT) and other key members of Essex Country Fire and Rescue Service (ECFRS) to monitor performance of the service, ensuring that budgeted resources are aligned to priorities, and being used effectively and efficiently.

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



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



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## KEY STATEMENTS

This report is the Quarter Two performance report for 2021-22. It is structured based on Fire & Rescue Plan priorities, underpinned by a performance framework. Performance is measured in one of the three ways: tolerance, targets, or monitoring, and Appendix A provides the targets outlined in 2021-22 Target Setting paper which was approved by SLT prior to Q2 2021-22.

- ECFRS attended 3996 incidents in Q2 2021-22, the lowest number of total incidents in a quarter two period over the last four fiscal years. This is mainly due to a decrease in attendances to fires, and to a lesser extent, false alarms, and special services.
- The average response time to potentially life-threatening incidents in July was 10mins 57 secs, 10m 21s for August and 10m 26s for September. All months were above the target of an average of 10 minutes.
- In July 2021, 83% of all incidents were attended within 15 minutes, 86% for August and 82% for September (target is 90%). The target was met in July and September for incidents attended within 18 mins, and 17 mins for August 2021.
- Total pumping appliance availability ranged between 72% - 76% during Q2 2021-22 (target is 94%). Wholetime & day crew pumping appliance availability was between 91% - 92% (target, 98%), and on-call availability between 64% - 69% (target, 90%).
- The number of non-residential fires attended by ECFRS during Q2 2021-22 was within the blue tolerance threshold (0 - 24 fires) for the months of August and September, and green for the month of July (25 – 39 fires).
- The number of audits completed against premises measured Very High or High on the Risk Based Inspection Programme (RBIP) was within the red tolerance (0 - 162) for every month in the quarter.
- The Education team delivered safety education programmes to over 21,000 children in the months of July and September. These programmes focused on water and bonfire safety as well as other activities that young people participate in during the summer months.
- ECFRS attended 167 Accidental Dwelling Fires (ADFs) in Q2 2021-22, the green tolerance threshold (44 – 68) for all months of quarter. Other than August 2019, the number of ADFs in the quarter two months are lower than previous years.
- The average percentage of ADFs in the quarter that were cooking related was 30% - monthly percentages were: July 26%, August 37%, and September 28%.
- The average percentage of ADFs where a smoke alarm was present and worked was 67% - monthly percentages were: July 72% and 65% for August and September.
- For deliberate fires, the green tolerance threshold (48 – 116) was met for all months in Q2 2021-22. September had the highest number of deliberate fires.



- In Q2 2021-22, there was 1 fire-related fatality and 8 casualties. There was 1 water related fatality and 2 casualties in Q2 2021-22.
- In Q2 2021-22, ECFRS carried out 1,434 home safety interventions, of which 968 were safe and well visits. During these visits, the Service fitted over 2,200 smoke alarms.
- The Safeguarding team received 269 referrals in Q2 2021-22, an increase compared to the same quarter over the last two years. This correlates with evidence from partners and social care that the pandemic has resulted in an increase in vulnerability in our communities.
- On the roads of Essex, Southend and Thurrock, there were 234 people killed or seriously injured in Road Traffic Collisions (RTCs) in Q2 2021-22, an increase compared to the same quarter in the previous year. Note, these figures are provisional figures.
- ECFRS attended 300 RTCs during Q2 2021-22, an increase compared to Q2 2020-21, but figures are similar to 2019 and lower than 2018's.
- ECFRS attended 1,776 false alarms in Q2 2021-22, 169 more than Q2 2020-21. The largest percentage increase between Q2 2020-21 and 2021-22 for the false alarm types was 36% for malicious calls, followed by 17% increase in false alarms due to apparatus and 5% due to good intent. For unwanted fire signals, the number attended in every month in the quarter was within the red tolerance threshold (96+), an increased compared to Q1 and Q2 2020-21.
- Compared to March 2021, ECFRS diversity metrics indicate that a larger percentage of the workforce self-identified their gender as female or an ethnicity minority as at 30 September 2021. Also, as at 30 September 2021, the majority age band of the workforce is 36-45/46 – 55.
- The overall percentage of working time lost for Q1 was 6.4%, higher than the 5% target.
- In the 12 months up to 30 September 2021, 60.4% of the workforce of current employees have taken sick leave. 51.2% was short term and 48.8% long term absence (>28 calendar days).
- For Q2, there were 50 new employee relations cases and 46 closed in the period. The average time to close a case was 109 days. There were 49 cases open at quarter end.
- The percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed within 20 working days was 99%, which met and exceeded the target of 90%.
- The percentage of complaints closed within 20 working days was 100%, which met and exceeded the target of 90%. ECFRS received 7 complaints and 2 compliments in Q2 2021-22.



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

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

### RESPONSE

As shown in the first table below, ECFRS attended 3996 incidents in Q2 2021-22. This is lowest number of total incidents attended in a quarter two period over the last four fiscal years. It is clear from the second table that this is due to (33%) decrease in attendances to fires when compared with Q2 2020-21. Whereas there was a 11% in false alarms and 8% increase in special service incidents when comparing the same quarters over two years.

#### Numbers:

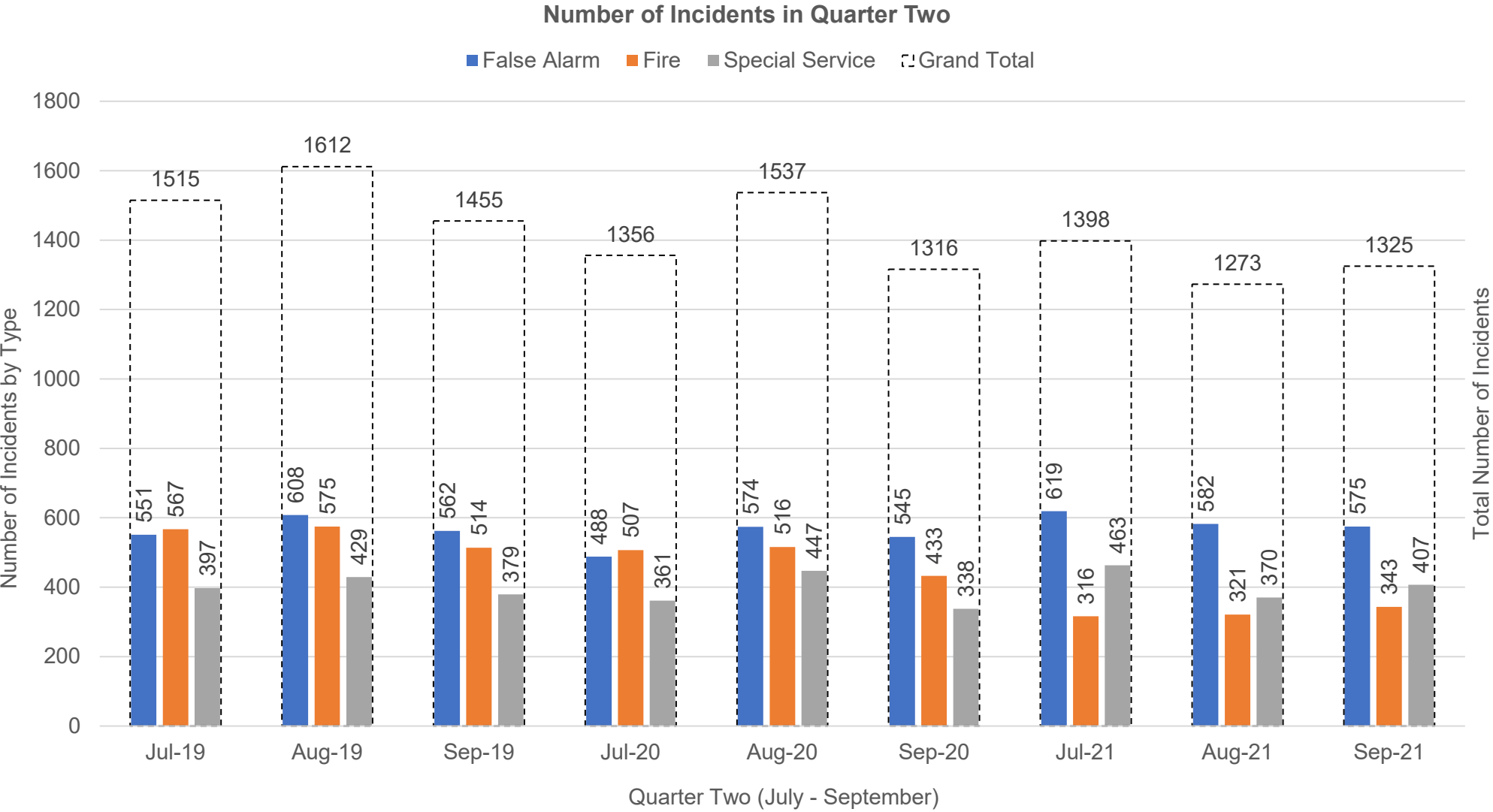
	Total	Fires	Special Service	False Alarms
<b>Q2 2018-2019</b>	<b>4773</b>	1863	1071	1839
<b>Q2 2019-2020</b>	<b>4582</b>	1656	1205	1721
<b>Q2 2020-2021</b>	<b>4209</b>	1456	1146	1607
<b>Q2 2021-2022</b>	<b>3996</b>	<b>980</b>	<b>1240</b>	<b>1776</b>

#### Percentages of Total

	Total	Fires	Special Service	False Alarms
<b>Q2 2018-2019</b>	<b>4773</b>	39%	22%	39%
<b>Q2 2019-2020</b>	<b>4582</b>	36%	26%	38%
<b>Q2 2020-2021</b>	<b>4209</b>	35%	27%	38%
<b>Q2 2021-2022</b>	<b>3996</b>	<b>25%</b>	<b>31%</b>	<b>44%</b>

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







## FIRES

There are three fire classification types: primary, secondary and chimney. The table below shows the number of fires per classification for Q2 periods over the last four years. The 33% decrease in all fires attended in this quarter (compared to Q2 2020-21) can be mainly attributed to a 46% decrease in secondary fires<sup>1</sup>, particularly those involving grassland, woodland, and crops. The latter is likely due to the unsettled weather, with spells of heavy rain and suppressed temperatures by day, during the months of July<sup>2</sup> and August<sup>3</sup>.

	Primary	Secondary	Chimney	Total
<b>Q2 2018-19</b>	724	1133	6	1863
<b>Q2 2019-20</b>	648	1008	0	1656
<b>Q2 2020-21</b>	567	882	7	1456
<b>Q2 2021-22</b>	<b>500</b>	<b>480</b>	<b>0</b>	<b>980</b>

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

## SPECIAL SERVICES

This quarter has seen the highest number of number of attendances to special service incidents for a Q2 period in the last four years, and an 8% increase compared to Q2 2020-21. The special service incident sub-types with the largest percentage increases (over 50%), from Q2 2020-21 to 20201-22, were medical incident first responder, rescue or evacuation from water, no action - false alarm, and other rescue/release of persons. The table on the following page shows the number of special service incidents per type, ordered from highest to lowest for Q2 2021-22.

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

<sup>2</sup> NCIC Monthly Summary (metoffice.gov.uk)

<sup>3</sup> NCIC Monthly Summary (metoffice.gov.uk)



Special Service Incident Type	Q2 2018-19	Q2 2019-20	Q2 2020-21	Q2 2021-22
Road Traffic Collisions (RTC)	336	295	253	300
Effecting entry/exit	173	245	221	205
Assist other agencies	91	80	128	148
Flooding	97	162	132	140
Lift Release	91	93	80	86
Removal of objects from people	31	52	56	61
Animal assistance incidents	32	34	44	50
Other rescue/release of persons	29	31	26	47
No action (not false alarm)	37	42	30	46
Spills and Leaks (not RTC)	29	42	26	29
Making Safe (not RTC)	7	19	26	23
Removal of people from objects	30	34	37	22
Hazardous Materials incident	6	4	7	14
Other Transport incident	8	12	11	14
Advice Only	27	12	19	13
Suicide/attempts <sup>4</sup>	8	14	17	11
Rescue or evacuation from water	12	12	13	9
Medical Incident - First responder	13	7	3	7
Evacuation (no fire)	4	5	6	6
Stand By	4	4	5	6
Medical Incident - Co-responder	4	4	5	3
Water provision	2	2	1	0
<b>Grand Total</b>	<b>1071</b>	<b>1205</b>	<b>1146</b>	<b>1240</b>

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

<sup>4</sup> Noted as per Home Office Incident Recording System Schema Guidance and Fire Statistic Guidance

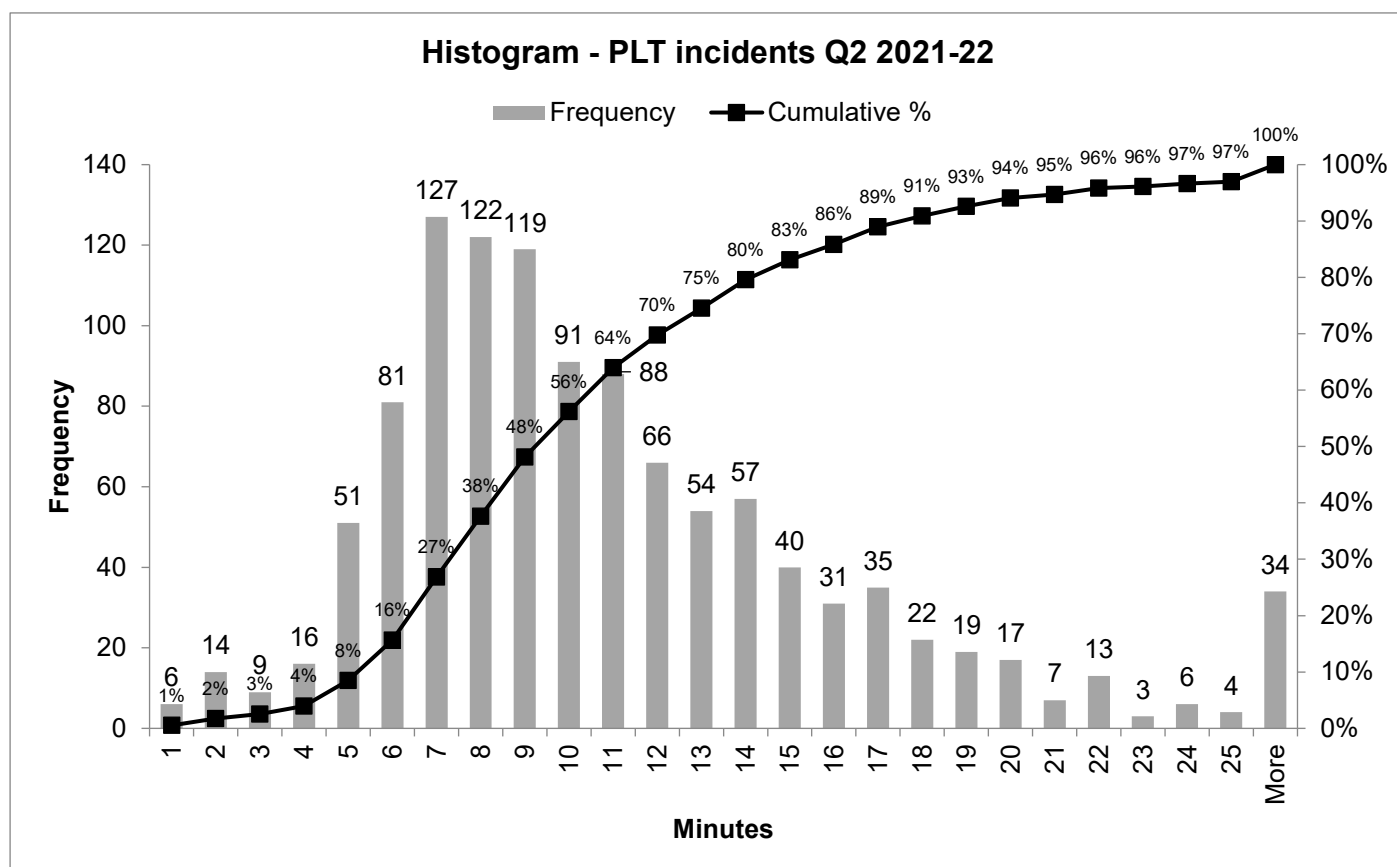


**Service Measure: To get to our first attendance to a potentially life-threatening incident (PLT) within an average of 10 minutes.**

This measure calculates the response time of first attendance to a potentially life-threatening (PLT) incident and the target is a 10-minute average. The table below shows the response time in minutes and seconds for potentially life-threatening incidents for Q2 2021-22 and 2020-21. Values highlighted in green indicate when the 10-minute average was met.

Target: Average of 10 minutes		
	Q2 2021-22	Q2 2020-21
July	10m 57s	9m 52s
August	10m 21s	10m 0s
September	10m 26s	10m 14s

The histogram chart below shows that 56% of PLT incidents (based on type at control) were attended within 10 minutes, 83% within 15 minutes and 94% within 20 minutes.





The table below provides the average call handling, turnout, and travel (the three elements of response time) to PLT incidents for Q2 2021-22 and 2020-21. Between Q2 2021-22 and 2020-21, there is a 30 second difference in average travel times that will highly likely be due to significant reduction in traffic flows due to restrictions related to the COVID-19 pandemic. Average call handling and turnout times for PLT incidents between these quarters were within 5 seconds of each other, although an improvement in turnout times in 2021.

	Q2 2021-22			Q2 2020-21		
	Call Handling	Turnout	Travel	Call Handling	Turnout	Travel
<b>July</b>	2m 06s	2m 31s	6m 20s	1m 46s	2m 27s	5m 39s
<b>August</b>	1m 47s	2m 35s	5m 59s	1m 39s	2m 40s	5m 41s
<b>September</b>	1m 52s	2m 26s	6m 10s	2m 01s	2m 32s	5m 42s
<b>Q2</b>	1m 55s	2m 30s	6m 10s	1m 48s	2m 33s	5m 40s

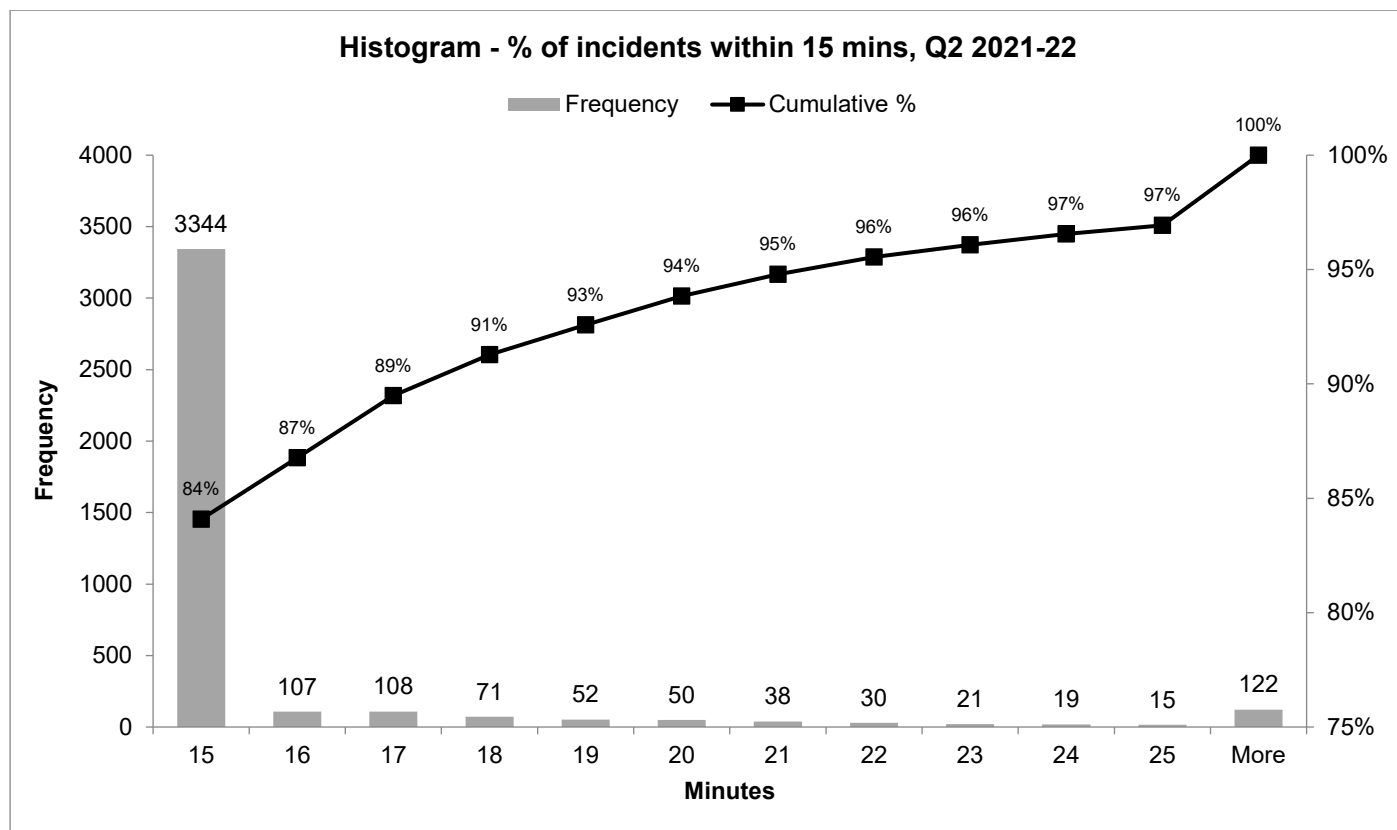


### Service Measure: Percentage of incidents attended within 15 minutes.

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

Target: 90% of incidents within 15 minutes		
	Q2 2021-22	Q2 2020-21
July	83%	84%
August	86%	85%
September	82%	85%

Further analysis, as shown in the histogram chart and table, indicates that 91% of incidents attended in Q2 2021-22 were attended within 18mins (1020 seconds), 95% within 21 mins (1200 seconds) and 97% within 25 mins (1500 seconds). The target of 90% was met in July and September for incidents attended within 18 minutes, and 17 minutes for August 2021.





Seconds	Minutes	Overall		Months		
		Frequency	Cumulative %	July	August	September
900	<= 15	3344	84%	83%	86%	82%
960	16	107	87%	86%	89%	86%
1020	17	108	89%	89%	91%	89%
1080	18	71	91%	91%	93%	90%
1140	19	52	93%	92%	94%	92%
1200	20	50	94%	93%	95%	93%
1260	21	38	95%	94%	96%	94%
1320	22	30	96%	95%	97%	95%
1380	23	21	96%	95%	97%	96%
1440	24	19	97%	96%	97%	96%
1500	25	15	97%	96%	98%	97%
More	>25	122	100%	100%	100%	100%

### Service Measure: Total Pumping Appliance Availability

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

Total Pumping Appliance Availability Target: 94%		
	Q2 2021-22	Q2 2020-21
July	76%	84%
August	72%	78%
September	74%	83%

Wholetime & Day Crew Pumping Appliance Availability, Target: 98%			On-Call Pumping Appliance Availability, Target: 90%	
	Q2 2021-22	Q2 2020-21	Q2 2021-22	Q2 2020-21
July	91%	97%	69%	77%
August	91%	94%	64%	71%
September	92%	95%	66%	78%



The tables below show the availability of pumping appliances for all stations, by command group, from July 2020 to September 2021.

**North East**

Station	Crewing Type	Call Sign	2020						2021								
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Brightlingsea	On Call	20P1	93%	98%	96%	95%	98%	96%	96%	95%	97%	98%	91%	89%	89%	90%	92%
Burnham	On Call	43P1	89%	87%	82%	91%	98%	93%	96%	93%	93%	87%	87%	78%	83%	78%	77%
Clacton	On Call	12P2	91%	78%	94%	90%	83%	65%	93%	92%	93%	92%	84%	77%	61%	65%	76%
Clacton	Wholetime	12P1	98%	98%	98%	100%	98%	94%	100%	99%	98%	98%	98%	97%	97%	100%	98%
Colchester	Wholetime	10P2	96%	95%	91%	87%	95%	95%	95%	98%	95%	96%	94%	92%	94%	94%	89%
Colchester	Wholetime	10P3	100%	99%	99%	99%	100%	99%	99%	99%	100%	99%	98%	99%	99%	100%	99%
Dovercourt	On Call	11P1	93%	95%	99%	100%	100%	98%	100%	99%	100%	100%	95%	100%	99%	97%	95%
Dovercourt	On Call	11P2	61%	35%	37%	37%	47%	30%	47%	75%	70%	47%	31%	46%	33%	21%	19%
Frinton	On Call	18P1	88%	85%	85%	91%	97%	94%	96%	97%	96%	94%	79%	92%	79%	71%	58%
Maldon	On Call	46P1	97%	98%	100%	100%	100%	99%	100%	100%	100%	99%	100%	99%	97%	97%	95%
Maldon	On Call	46P2	66%	73%	80%	74%	84%	76%	82%	83%	80%	80%	66%	63%	62%	48%	44%
Manningtree	On Call	17P1	72%	81%	81%	53%	66%	67%	89%	94%	88%	79%	69%	58%	51%	60%	70%
Tillingham	On Call	44P1	86%	76%	95%	94%	83%	92%	94%	89%	88%	88%	91%	89%	67%	56%	74%
Tiptree	On Call	23P1	66%	72%	80%	72%	84%	77%	82%	83%	89%	83%	77%	83%	76%	58%	62%
Tollesbury	On Call	45P1	66%	51%	66%	67%	68%	69%	67%	63%	60%	53%	59%	52%	50%	44%	46%
Weeley	On Call	19P1	99%	100%	99%	100%	100%	100%	99%	99%	99%	100%	100%	99%	99%	99%	99%
West Mersea	On Call	22P1	82%	77%	82%	91%	75%	80%	70%	75%	71%	86%	88%	84%	86%	90%	76%
Wivenhoe	On Call	21P1	93%	94%	71%	81%	87%	53%	68%	90%	97%	88%	85%	82%	75%	84%	64%



ECFRS QUARTER TWO (Q2)  
PERFORMANCE REPORT

2021 - 2022

North West

Station	Crewing Type	Call Sign	2020						2021								
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Braintree	On Call	78P1	98%	92%	96%	95%	93%	84%	99%	94%	94%	96%	99%	100%	97%	94%	93%
Braintree	On Call	78P2	60%	34%	64%	58%	38%	25%	84%	51%	40%	61%	66%	60%	48%	22%	28%
Coggeshall	On Call	24P1	41%	63%	77%	56%	65%	34%	71%	52%	69%	75%	76%	66%	62%	62%	70%
Dunmow	On Call	87P1	94%	95%	90%	97%	95%	97%	96%	93%	93%	94%	93%	87%	94%	88%	92%
Dunmow	On Call	87P2	31%	31%	42%	51%	41%	43%	27%	23%	29%	28%	37%	19%	12%	15%	22%
Halstead	On Call	81P1	99%	98%	99%	97%	97%	91%	100%	97%	99%	100%	98%	97%	99%	96%	93%
Halstead	On Call	81P2	55%	41%	49%	48%	32%	14%	43%	51%	57%	54%	42%	60%	47%	35%	49%
Harlow Central	Wholetime	70P1	98%	99%	99%	99%	100%	100%	100%	100%	100%	99%	99%	99%	99%	99%	100%
Harlow Central	Wholetime	70P2	95%	94%	98%	94%	94%	77%	98%	98%	96%	96%	92%	90%	90%	92%	89%
Leaden Roding	On Call	88P1	71%	26%	54%	63%	68%	59%	79%	62%	55%	53%	56%	48%	30%	47%	38%
Newport	On Call	84P3	100%	99%	100%	96%	99%	99%	98%	99%	100%	97%	98%	98%	96%	95%	93%
Old Harlow	On Call	82P1	66%	55%	66%	62%	64%	61%	83%	82%	76%	66%	63%	61%	52%	50%	55%
Saffron Walden	On Call	85P1	91%	83%	84%	92%	99%	97%	97%	97%	96%	99%	99%	95%	86%	93%	91%
Saffron Walden	On Call	85P2	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%
Sible Hedingham	On Call	80P1	61%	37%	62%	63%	74%	73%	82%	74%	74%	69%	71%	48%	61%	53%	61%
Stansted	On Call	83P1	99%	99%	93%	98%	98%	99%	96%	98%	97%	97%	90%	95%	93%	92%	91%
Thaxted	On Call	86P1	70%	69%	72%	69%	63%	66%	76%	68%	66%	61%	59%	58%	52%	31%	5%
Wethersfield	On Call	79P1	96%	57%	73%	68%	80%	81%	92%	91%	92%	83%	88%	85%	85%	51%	69%
Witham	On Call	25P1	90%	85%	91%	82%	90%	89%	95%	95%	96%	97%	88%	95%	90%	89%	94%
Witham	On Call	25P2	37%	31%	47%	19%	30%	35%	47%	36%	49%	31%	32%	37%	37%	22%	30%



South East

Station	Crewing Type	Call Sign	2020						2021								
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Canvey	On Call	54P1	100%	99%	100%	100%	100%	99%	100%	100%	99%	71%	72%	82%	88%	78%	92%
Canvey	On Call	54P2	3%	1%	26%	3%	0%	2%	2%	6%	3%	7%	3%	10%	3%	4%	18%
Chelmsford	Wholetime	34P2	98%	92%	84%	95%	95%	93%	97%	89%	93%	91%	95%	90%	91%	95%	89%
Chelmsford	Wholetime	34P3	99%	99%	99%	98%	100%	100%	100%	96%	99%	96%	99%	100%	99%	98%	98%
Great Baddow	Day Crew / On Call	33P1	99%	78%	88%	91%	96%	73%	98%	100%	93%	97%	88%	93%	57%	51%	65%
Hawkeell	On Call	47P1	97%	99%	96%	99%	97%	99%	97%	100%	98%	99%	99%	100%	99%	100%	97%
Leigh	Wholetime	31P1	98%	96%	88%	97%	98%	97%	100%	98%	97%	96%	97%	98%	94%	97%	94%
Rayleigh Weir	Wholetime	35P3	98%	97%	99%	97%	99%	94%	99%	98%	98%	97%	97%	98%	95%	99%	94%
Rochford	On Call	49P1	77%	85%	74%	75%	88%	88%	93%	94%	99%	92%	96%	97%	90%	84%	77%
Shoeburyness	On Call	42P1	97%	97%	99%	99%	99%	97%	81%	96%	91%	90%	95%	93%	92%	83%	83%
South Woodham	Day Crew / On Call	32P1	96%	72%	95%	97%	96%	71%	98%	98%	96%	97%	99%	97%	75%	75%	85%
Southend	Wholetime	30P1	99%	98%	99%	100%	99%	98%	99%	100%	98%	100%	99%	100%	98%	99%	100%
Southend	Wholetime	30P2	99%	93%	97%	97%	94%	80%	98%	99%	96%	95%	99%	94%	93%	88%	92%



## South West

Station	Crewing Type	Call Sign	2020						2021								
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Basildon	Wholetime	52P1	99%	99%	98%	99%	100%	98%	100%	99%	99%	99%	99%	99%	99%	99%	97%
Basildon	Wholetime	52P2	95%	92%	94%	93%	94%	77%	98%	98%	97%	95%	98%	95%	89%	91%	89%
Billericay	On Call	68P1	94%	92%	89%	87%	90%	79%	94%	94%	86%	73%	78%	77%	65%	50%	64%
Brentwood	On Call	51P2	47%	18%	43%	30%	24%	19%	26%	33%	37%	47%	21%	21%	15%	10%	16%
Brentwood	Wholetime	51P3	98%	99%	98%	96%	97%	93%	99%	100%	98%	98%	99%	96%	99%	95%	97%
Corringham	On Call	66P1	98%	100%	97%	97%	97%	97%	98%	99%	96%	100%	97%	93%	92%	94%	97%
Epping	On Call	89P1	96%	98%	97%	99%	98%	98%	98%	94%	98%	97%	95%	96%	83%	96%	97%
Grays	Wholetime	50P2	98%	92%	91%	94%	87%	61%	98%	97%	93%	92%	97%	92%	85%	70%	84%
Grays	Wholetime	50P3	100%	100%	99%	100%	99%	97%	100%	97%	99%	99%	99%	98%	99%	99%	98%
Ingatestone	On Call	67P1	63%	45%	54%	32%	48%	44%	48%	26%	28%	53%	15%	20%	29%	6%	10%
Loughton	Wholetime	72P3	97%	97%	98%	98%	97%	95%	99%	99%	98%	98%	95%	94%	99%	97%	94%
Ongar	On Call	71P1	39%	20%	51%	3%	10%	2%	29%	40%	40%	26%	31%	27%	17%	8%	3%
Orsett	Wholetime	55P1	98%	98%	97%	97%	97%	94%	99%	98%	97%	99%	97%	94%	91%	96%	96%
Waltham Abbey	On Call	73P1	89%	86%	86%	84%	74%	41%	88%	79%	90%	85%	79%	80%	63%	85%	89%
Wickford	On Call	69P1	64%	50%	64%	37%	58%	32%	59%	70%	86%	61%	67%	66%	67%	57%	78%



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## **Commentary (Response)**

### **Observations and insights about the data**

- The data shows that secondary fires saw the biggest drop for a quarter two period in the last 4 years, representing a decrease of over 45% from Q2 2020-21.
- Fires in all 3 categories decreased when compared to Q2 2020-21.
- Special service incident numbers increased when compared to Q2 20-21. Road Traffic Collison (RTC) incidents increased by over 18% to 300 when compared to Q2 2020-21.
- This quarter also saw an increase in those people killed and seriously injured from an RTC when compared to Q2 2020-21. Further exploration by SERP partners of how this increase in RTCs, particularly the KSI collisions differ between periods would be of interest.

### **Key actions taken in the Quarter**

- The data available to the Response managers via Power BI dashboards has been expanded and the roll out of the Commentary App has enabled greater scrutiny.
- A group plan template has been produced for local managers to populate.
- A meeting structure has been developed and implemented to include a multi department meeting
- Budget build has been completed with appropriate support, scrutiny, and challenge from Finance
- High level analysis by local teams has determined that Special service incidents are more complicated when it comes to determining an addressable location.

### **Actions planned for next Quarter**

- Group plans to be populated
- Targets to be developed for operational teams to achieve prevention activity
- Availability levels to be interrogated in greater detail to understand causation factors
- Coverage levels to be developed and reported on.



## PROTECTION

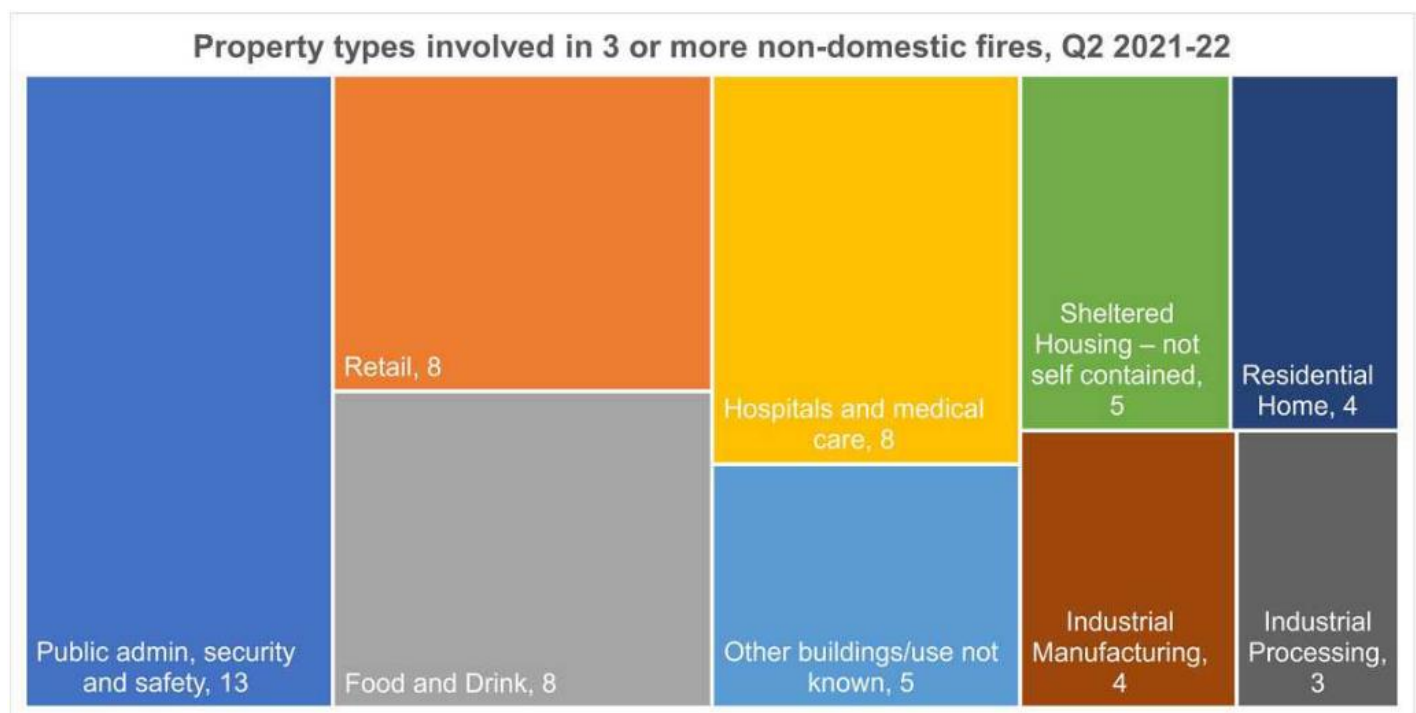
**Service Measure: Number of fires in non-residential properties.**

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

The table below shows the number of fires in non-residential properties, excluding private properties such as greenhouses, summerhouses, or sheds, for each month within quarter two and the total for 2021-22 as well as figures for Q2 2020-21.

	Q2 2021-22	Q2 2020-21
<b>July</b>	33	18
<b>August</b>	25	23
<b>September</b>	21	38
<b>Quarter Total</b>	79	79
<b>Rolling 12 months</b>	269	276

The tree map below shows the property types (excluding private property) associated with more than 3 non-domestic fires in Q2 2021-22.





## Protection Team Activity Overview

	July		August		September		Completed - Quarter Total
Job Type	Completed	Success	Completed	Success	Completed	Success	
Planning	123	120	87	84	108	107	318
Alleged Fire Risk (AFR)	18		23		23		64
Desktop Audits	3		4		1		8
Full Audits	81		90		78		249
Building Regulations	137	133	114	108	112	106	363
HMO	7		8		7		22
Licensing	72	71	48	46	64	64	184
Other Fire Safety Activity <sup>5</sup>	69		46		67		182
Other Consultations <sup>6</sup>	42		41		69		152
<b>Month Total</b>	<b>552</b>	<b>(324)</b>	<b>461</b>	<b>(238)</b>	<b>529</b>	<b>(277)</b>	<b>1542</b>

106 Notifications of Deficiencies were served following 257 Full and Desktop audits = 42%

0 Enforcement Notices issued.

0 Prohibition Notices served.

<sup>5</sup> For example: post-fire visits and general enquiries from public/businesses

<sup>6</sup> Other consultations include BASIS, Consultation, Demolition, SAG



The table below shows the number of audits, either desktop or full, where the outcome was unsatisfactory. In Q2 2021-22, 50% of desktop and 41% of full audit outcomes were unsatisfactory.

<b>Unsatisfactory Audits</b>				
<b>Audit Type</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Total</b>
Desktop Audits	1	3	0	4
Full Audits	37	33	32	102
<b>Month Total</b>	<b>38</b>	<b>36</b>	<b>32</b>	<b>106</b>

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

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

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

	<b>Q2 2021-22</b>	<b>Difference from Monthly (Blue) Target</b>
<b>July</b>	72	-131
<b>August</b>	81	-122
<b>September</b>	67	-136
<b>Quarter Total</b>	220	-389



## **Commentary (Protection)**

### **Observations and insights about the data**

- The first Service measure related to Protection is the number of fires in non-residential properties (excluding private properties), the table shows that the blue tolerance (based on previous 3-year performance prior to the pandemic) was met for the months of August and September in Q2 2021-22.
- In relation to the second Service measure, 85% of Full Audits and 100% of Desktop Audits were carried out at High (H) or Very High (VH) risk premises as defined within the Service's Risk Based Inspection Programme (RBIP). However, the blue monthly target of 203 audits completed against premises measured V or VH on the RBIP was not met in any of the months during Q2 2021-22. H or VH audits can only be carried out by Level 4 Diploma qualified inspecting officers. The Service currently has 14 inspecting officers who will attain this qualification by year end 2021 which will enable audits of H and VH premises to increase substantially in 2022.
- Also, of note related to Protection activity, 97% (839/865) of the statutory consultations (highlighted in light orange) were responded to within 15 working days.

### **Key actions taken in the Quarter**

- Appointment into new post, Station Manager (SM) Business Engagement
- Continuation of a number of prosecutions in relation to Regulatory Reform Order compliance in non-domestic premises.
- Continuing implementation of updated approach to the Building Risk Review (BRR) Delivery Plan
- Training of all Protection Staff in External Wall Systems.
- Refreshed delivery plan for the allocation of surge funding and sign off from Ministry of Housing, Communities and Local Government
- Continued delivery of the BRR and RBIP
- Ongoing implementation of new structure for the Fire Protection Team.
- Tendering for Fire Safety training for all operational Crew Managers and Watch Managers
- Recruitment process for new Training Manager.

### **Actions planned for next Quarter**

- Continuing development of training plan to upskill Watch & Crew Managers to enhance knowledge of Fire Protection
- Conclusion of the recruitment process for fully qualified business fire safety inspectors and appointment of successful candidates into post.
- Temporarily appointed training manager to work with Learning & Development to develop training plan for Inspecting Officers and link to future development portfolios for managers.
- Review of the Fire Protection Strategy and Risk Based Audit Programme.
- Appointment of performance analyst for Fire Protection following forthcoming interviews



- Monitoring of and finalisation of the BRR.
- Continuing review into delivery model for Fire Investigation
- Continuing collaboration with colleague FRSs for compliance to Fire Investigation ISO
- Enhanced Fire Protection training for existing Fire Protection staff.
- Ongoing implementation of new structure for the Fire Protection Team
- Succession planning for Protection department
- Appointment of new Training Manager



## PREVENTION

### Education

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

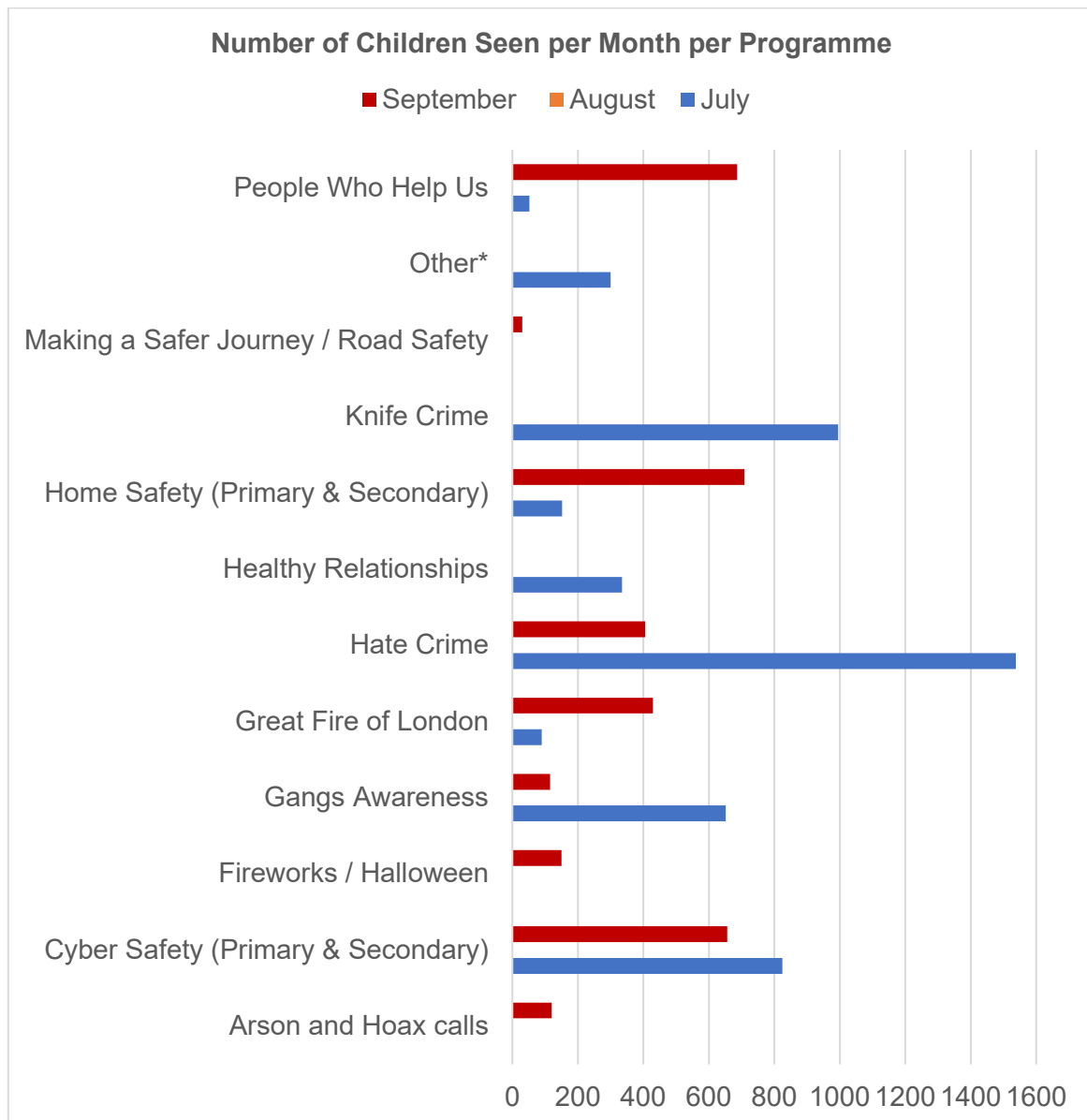
As schools returned to their curriculum and routines, the acceptance of additional education programmes from our team began to increase towards the end of the schools year in July 2021. The team ensured promotion of our Summer Safety campaign in response to NFCC and HMICFRS recommendations regarding the increase in water safety awareness which is included in this programme – this was hugely successful and will inform the creation of a stand-alone water safety presentation next year.

During the month of August schools are closed, but on returning in September there has been significant increase in enquires and requests for visit. After restrictions had been completely lifted within schools and our own organisation, the opportunity to deliver programmes face-to-face increased. This is reflected in the first few weeks of schools returning after their summer break with a shift in delivery from virtual to in-person in contrast to the month of July before summer.

	Face-to-Face	Virtual	Total
<b>July</b>	4,141	13,905	18,046
<b>August</b>	0	0	0
<b>September</b>	2,735	564	3,299
<b>Total</b>	<b>6,876</b>	<b>14,169</b>	<b>21,045</b>



During Q2 2021-22, the Education Team have focused on promoting the Summer Safety Campaign. These programmes focus on water and bonfire safety and other activities which young people participate in during the summer months. This campaign was complimented by the continual delivery of our wider programme offer which looks at several key priorities for both Essex Police and ECFRS. The graph below and table on the following page show the different programmes delivered throughout Q2.



\*Summer safety campaign is not included in the above chart to account for the significantly higher figure during the month of July which skewed the table.



Programme	July	August	September
Arson and Hoax calls	0	0	120
Cyber Safety (Primary & Secondary)	825	0	656
Fireworks / Halloween	0	0	150
Gangs Awareness	652	0	115
Great Fire of London	90	0	429
Hate Crime	1,538	0	405
Healthy Relationships	335	0	0
Home Safety (Primary & Secondary)	152	0	708
Knife Crime	995	0	0
Making a Safer Journey / Road Safety	0	0	30
Other*	300	0	0
People Who Help Us	52	0	686
Summer Safety	12,559	0	0
<b>Total</b>	<b>18,046</b>	<b>0</b>	<b>3,299</b>

\*A large portion of the programmes delivered in the 'Other' category are ad hoc tailored programmes required by the school – these include preschool visits, child safety week campaign, personal safety, and Prison Me! No Way!

## ECFRS & Essex Police Education Steering Board

During September 2021 a formal governance structure was established to provide greater oversight to the joint education programme; the first meeting took place in September, to formally reviewed the board's function and allow a new terms of reference to be agreed between ECFRS and Essex Police.

With this new direction, Essex Police taking an active role in the board; the initial focus of the group has been to review a number of programmes (those that include police messages) to ensure they are appropriate, include the most up-to-date information and any new intelligence and advice is included.

The board will use data from both Fire, Police, Essex County Council and other partners to move education delivery to a more targeted approach. This will involve targeting specific areas and indeed schools with particular messages based on the need identified ensuring the team's resources are most effectively used.

The board will also act as a discussion group for the exploration and creation of new programmes based on police and fire data and assessment of risk.



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

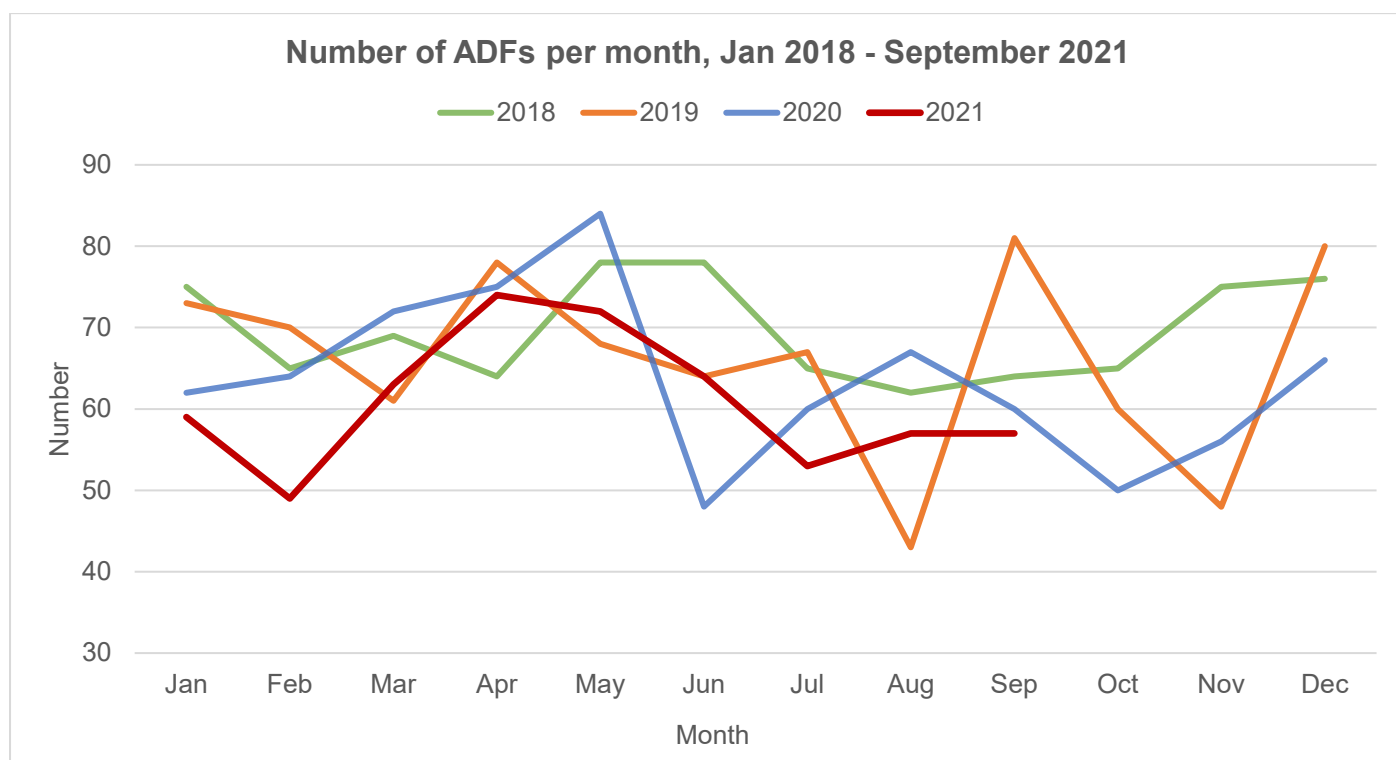
This measure relates to live safe under the Prevention strategy.

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

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

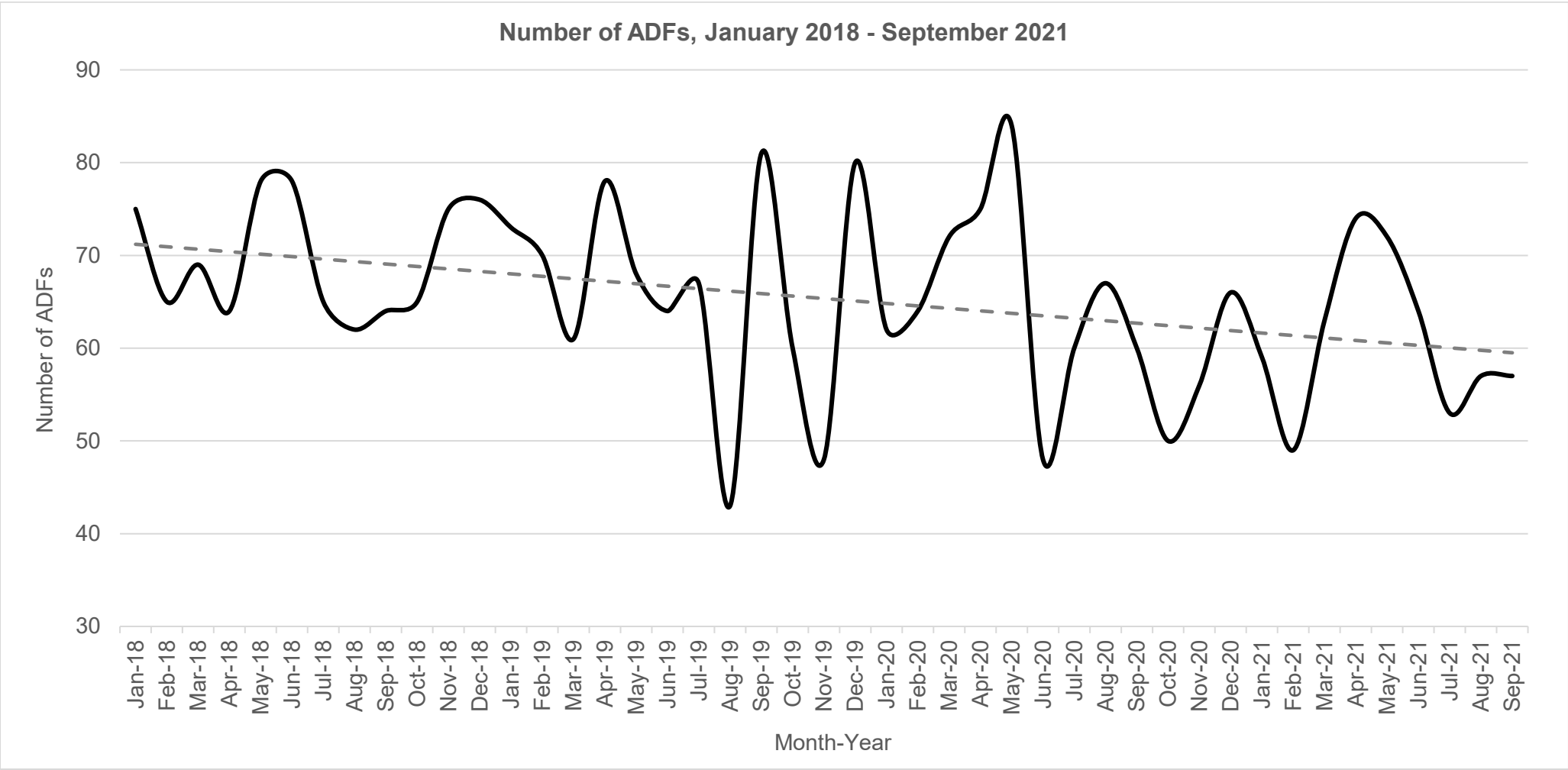
	Rate		Actuals	
	Q2 2021-22	Q2 2020-21	Q2 2021-22	Q2 2020-21
July	0.3	0.3	53	60
August	0.3	0.4	57	67
September	0.3	0.3	57	60
Rolling Quarter	1.0	1.0	167	187
Rolling 12 months	3.9	4.2	720	780

The chart below shows a decrease in the number of ADFs from April to July 2021, with a slight increase to 57 fires in the months of August and September. Other than August 2019 (43 fires), the number of ADFs in the quarter two months are lower than previous years.



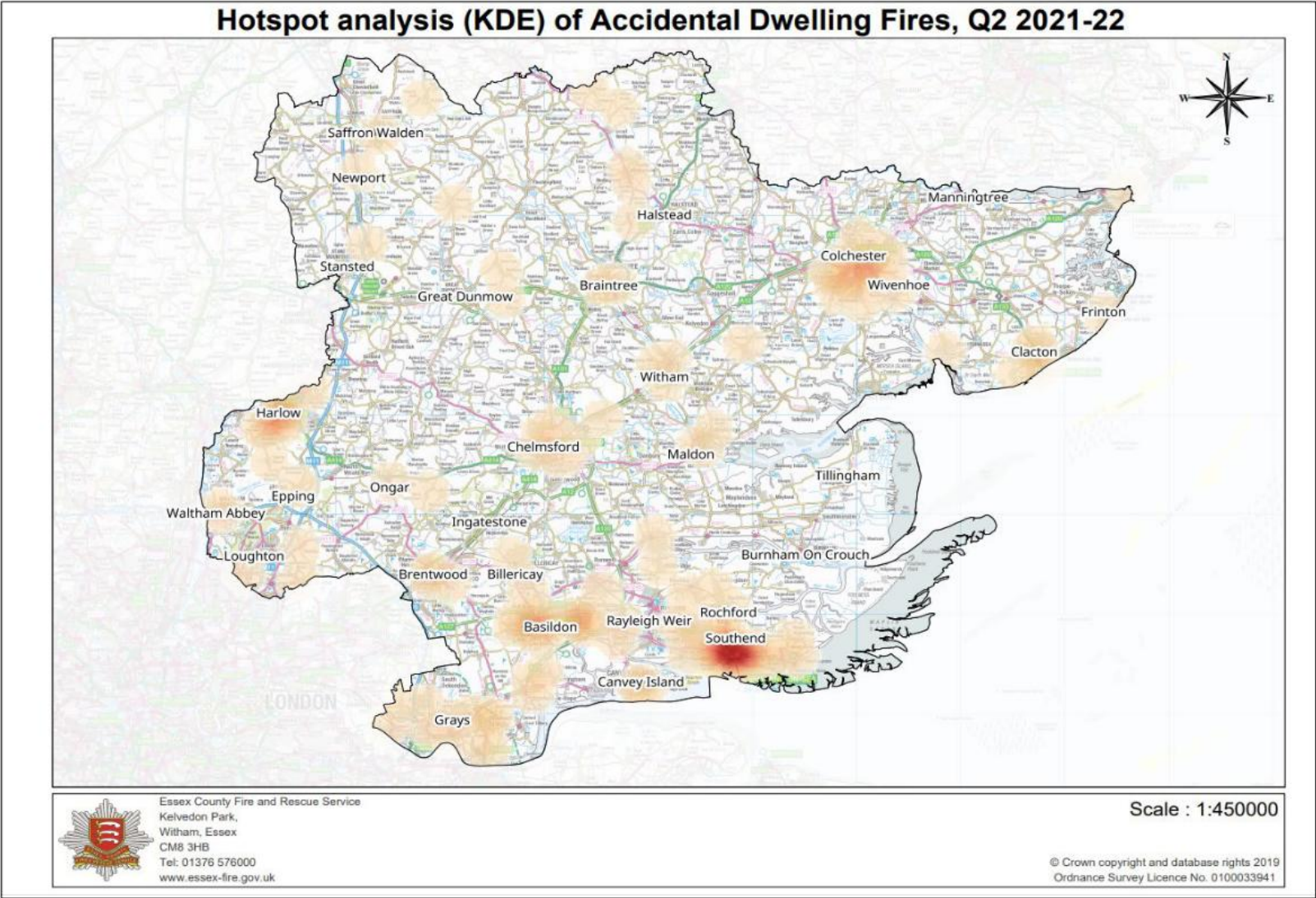


The chart below shows that the number of ADFs from January 2018 to September 2021, with a trendline that depicts a decrease over the period.





The map below shows that the main hotspot for ADFs in Q2 2021-22 was Southend-on-Sea, and to a lesser extent, in Colchester and Harlow.





**Service Measure: Percentage of ADFs that are cooking related.**

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

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

	Percentage		Actuals	
	Q2 2021-22	Q2 2020-21	Q2 2021-22	Q2 2020-21
<b>July</b>	26%	27%	14	16
<b>August</b>	37%	25%	21	17
<b>September</b>	28%	37%	16	22
<b>Rolling Quarter</b>	30%	30%	51	55
<b>Rolling 12 months</b>	28%	30%	204	230

**Service Measure: Smoke alarm ownership.**

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

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

	Percentage		Actuals	
	Q2 2021-22	Q2 2020-21	Q2 2021-22	Q2 2020-21
<b>July</b>	72%	63%	38	38
<b>August</b>	65%	55%	37	37
<b>September</b>	65%	55%	37	33
<b>Rolling Quarter</b>	67%	58%	37	36
<b>Rolling 12 months</b>	57%	57%	34	37

The table above shows that the months of August and September in Q2 2021-22 and 2020-21 had the lowest percentages of ADFs where a smoke alarm was present and worked.



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

This measure relates to live safe under the Prevention strategy.

The table below shows the rate of deliberate fires<sup>7</sup> per 10,000 population, by fire classification with the respective targets for each, for Q2 2021-22 and Q2 2020-21 for comparison.

Rate of Deliberate Fires		Q2 2021-22	Q2 2020-21
<b>Primary</b> Target (Month) – 0.2	July	0.2	0.2
	August	0.2	0.2
	September	0.1	0.2
	Quarter	0.2	0.2
Rolling 12 months		0.1	0.2
<b>Secondary</b> Target (Month) – 0.6	July	0.3	0.6
	August	0.4	0.6
	September	0.4	0.5
	Quarter	0.4	0.6
Rolling 12 months		0.3	0.4

Number of Deliberate Fires		Q2 2021-22	Q2 2020-21
<b>Primary</b> Target (Month) – 39	July	31	28
	August	31	39
	September	22	36
	Quarter Total	84	103
Rolling 12 months		303	385
<b>Secondary</b> Target (Month) – 95	July	56	109
	August	67	105
	September	82	94
	Quarter Total	205	308
Rolling 12 months		724	976

<sup>7</sup> Deliberate fires include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or property of an unknown owner. Despite deliberate fire records including arson, deliberate fires are not the same as arson. Arson is defined under the Criminal Damage Act of 1971 as 'an act of attempting to destroy or damage property, and/or in doing so, to endanger life'. Source: [Fire statistics definitions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/fire-statistics-definitions)

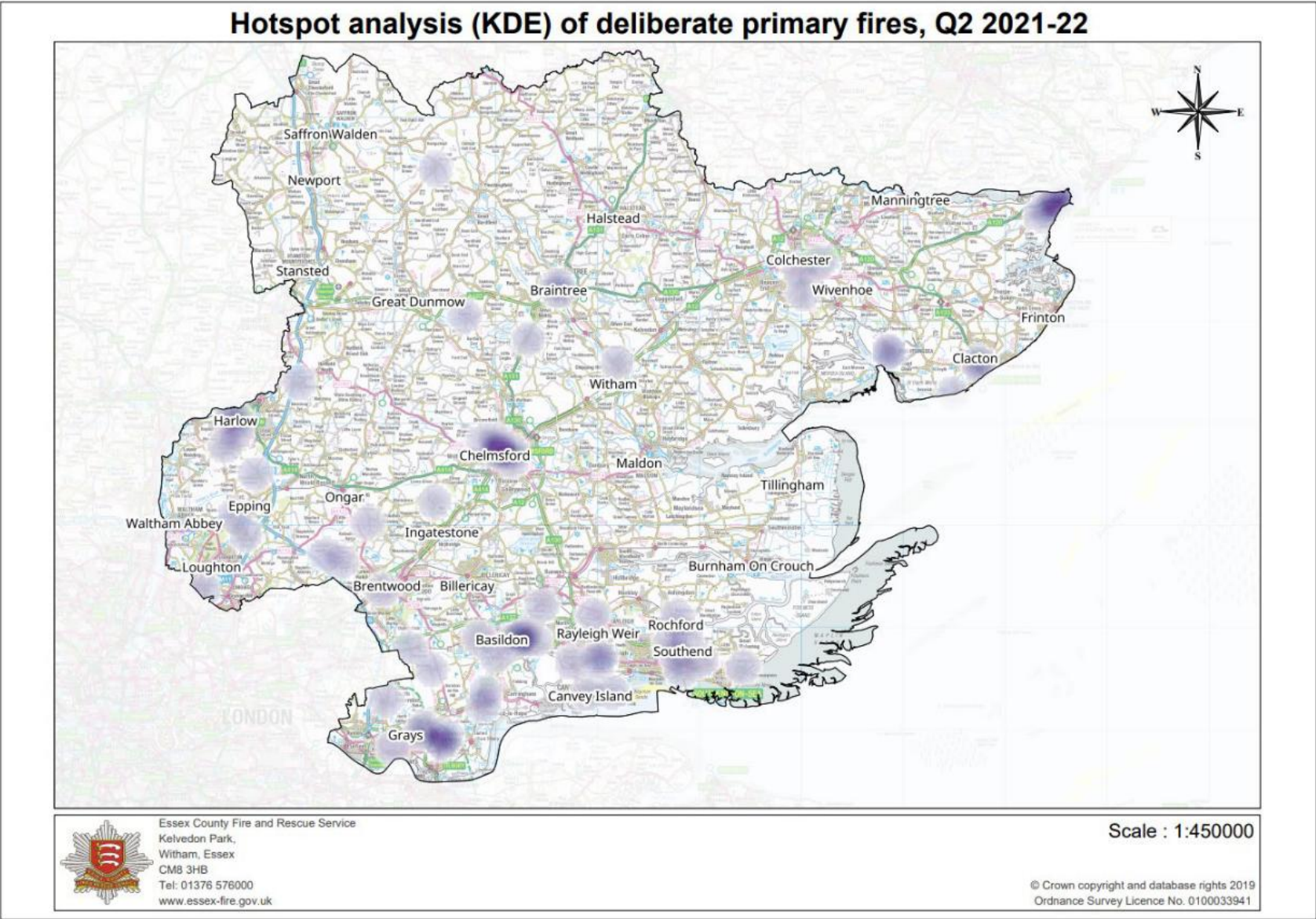


<b>Tolerance (per month) for 2021-22</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Blue</b>
<b>Number of Deliberate Fires</b>	158+	117 - 158	48 - 116	0 - 47

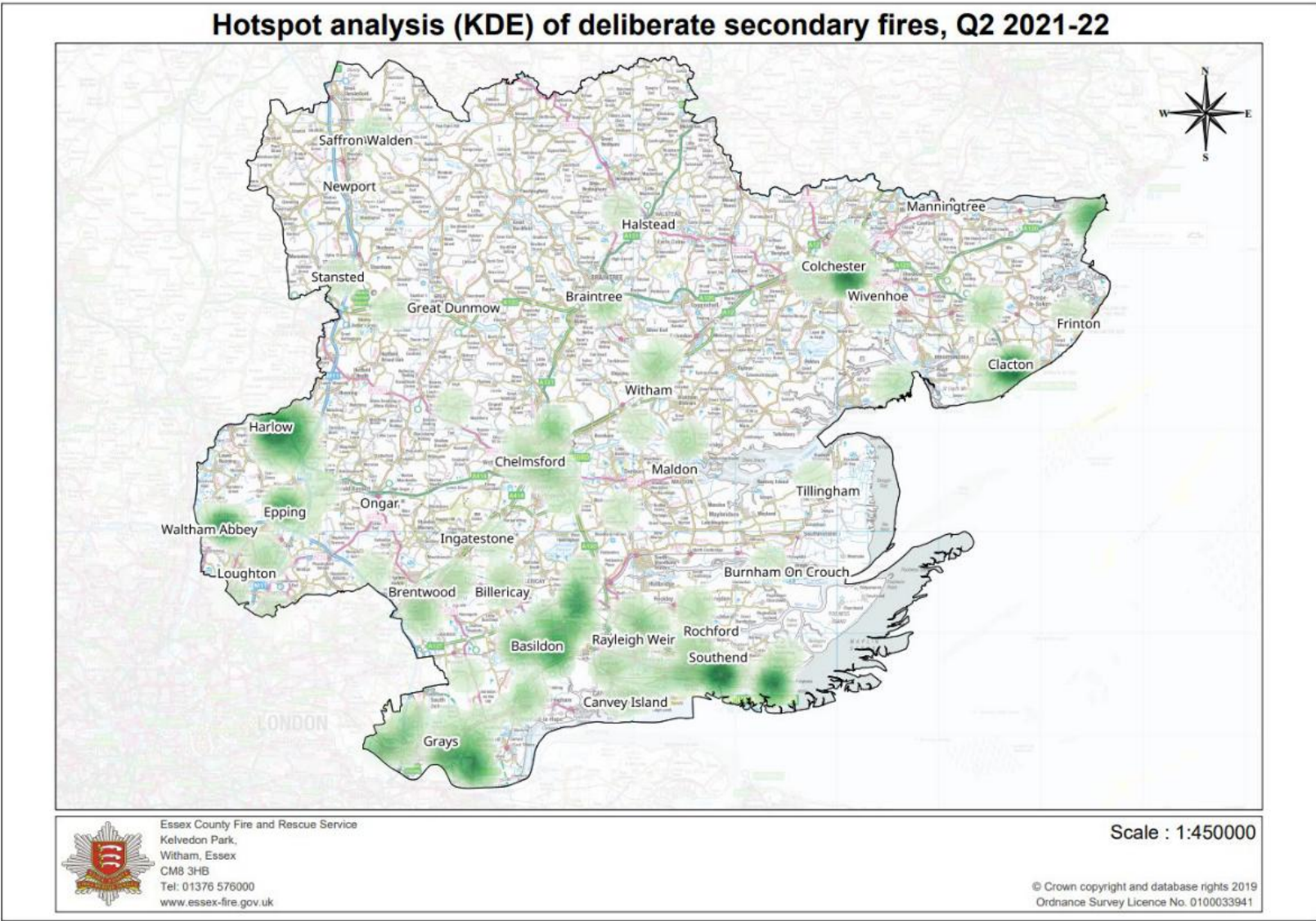
<b>All Deliberate Fires</b>	<b>July</b>	87
	<b>August</b>	98
	<b>September</b>	104
	<b>Total</b>	<b>289</b>

The following two maps show the results of hotspot analysis (Kernel Density Estimation) for deliberate primary and secondary fires that ECFRS attended in Q2 2021-22. For deliberate primary fires, the hotspot areas were in Chelmsford, Dovercourt, Grays, and Basildon, as depicted by the darker purple areas. Deliberate secondary fires were more widespread across the Service area, but urban areas such as Harlow, Basildon, Southend-on-Sea, Clacton, and Colchester featured the largest or more significant (darker in colour) hotspot areas. Smaller hotspot areas for deliberate secondary fires near Waltham Abbey, Epping, Grays, Shoeburyness (east of Southend), and Dovercourt are also of interest.











## Fire and Rescue Plan Measure: Reduction in Fatalities and Injuries

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

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

### Fire-related

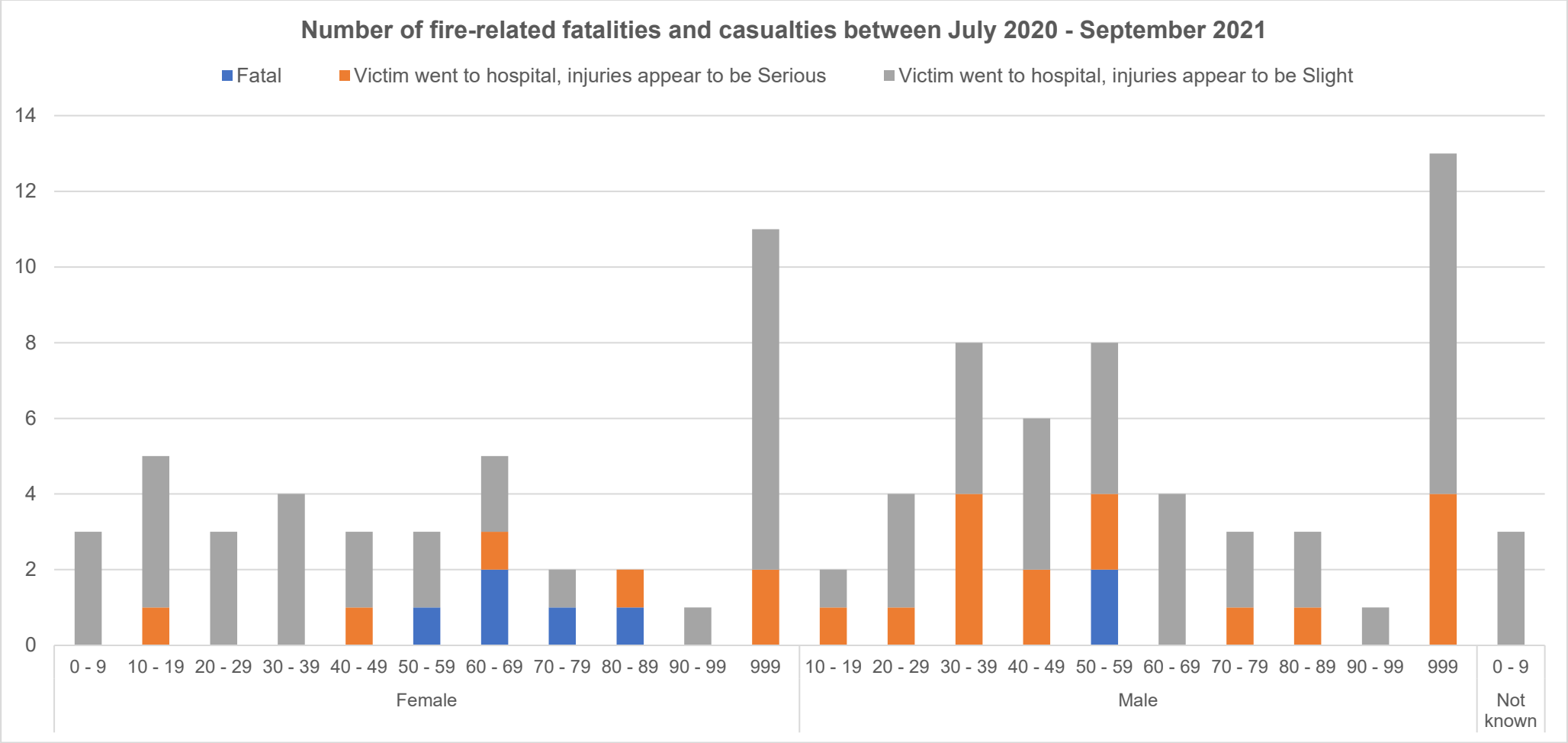
Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Primary Fire Injuries	9+	6 - 9	2 - 5	0 - 1
Accidental Dwelling Fire Injuries	6+	4 - 6	1 - 3	0

Previous performance reports have focused solely on fire-related fatalities and casualties, particularly those that occurred in accidental dwelling fires. The table below shows the number of fire-related fatalities and casualties for Q2 2021-22 and 2020-21 for comparison.

		Q2 2021-22	Q2 2020-21
Primary Fire Fatalities	July	1	0
	August	0	0
	September	0	0
	Quarter Total	0	0
		Q2 2021-22	Q2 2020-21
Primary Fire Casualties (Went to hospital with injuries)	July	3	6
	August	1	1
	September	4	6
	Quarter Total	8	13
ADF Casualties (Went to hospital with injuries)	July	1	2
	August	1	0
	September	2	6



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





## Water-related

The table below shows the number about water-related fatalities and casualties attended by ECFRS during Q2 2021-22, with comparison to Q2 2020-21. The table beneath provides further information about the water-related victims for Q2 2021-22.

		Q2 2021-22	Q2 2020-21
<b>Fatalities</b>	<b>July</b>	1	1
	<b>August</b>	0	0
	<b>September</b>	0	0
	<b>Quarter Total</b>	1	1
<b>Casualties</b> (Went to hospital with injuries)	<b>July</b>	1	0
	<b>August</b>	0	1
	<b>September</b>	1	0
	<b>Quarter Total</b>	2	1

Year	Extent of Harm	Incident Type	Property/Location	Age	Gender
July 2021	Fatal	Suicide/attempts	Lake/pond/reservoir	999/Unknown	Male
July 2021	Hospital with injuries that appeared to be slight	Rescue or evacuation from water	Beach	50 - 55	Female
Jul 2017	Hospital with injuries that appeared to be slight	Other rescue/release of persons	Beach	25 - 30	Male



## **Commentary (Water Safety)**

### **Actions taken in the Quarter**

- As Water Safety has been incorporated into the Prevention Strategy, a significant amount of work has taken place positioning the subject matter within Prevention delivery and response teams.
- Prevention teams, Corporate Communications and response supported the NFCC #BeWaterAware week 26th July - 2nd August 2021
- Prevention and Response supported some key activity looking at reducing the number of rescues for the RNLI in Southend, which resulted in new products being used and shared.
- The NFCC's Drowning prevention and water safety campaign is called Be Water Aware and aims to raise awareness of the risk of accidental drowning.
- Key films and social media clips reached an audience of 1 million people, with the most popular posts relating to the Mersea Strood, Buttsbury Wash – these are areas regularly driven through when flooded.
- In September there were 30 designated water safety events delivered by response:
  - 21 by Community Safer Officers (CSOs)
  - 9 by station personnel (all in the SE and NE)
  - Approximately 3042 people were engaged with
  - Partner agencies at the events include RNLI, Essex Police, Suffolk Water, Swim England, Essex Police Marine Unit, Rochford District Council, Tendring District Council
- Prevention staff and Firefighters delivered waterside responder sessions at key pubs which enjoy waterside locations.
- ECFRS chaired the first NFCC East Region Water Safety meeting with colleagues in the adjoining Fire and Rescue Services
- ECFRS personnel attended the National NFCC Water Safety Forum
- The Prevention Department supported a SAIR for a fatal drowning which occurred across the border in Herts.
- Support for the ECFRS Water Response Steering Group
- Recruited and appointed the Road and Water Safety Officer

### **Actions planned for next quarter**

- Agree partnership arrangements for the RNLI Waterside responder scheme
- Recruitment campaign for the Road and Water Safety Lead begins, following departmental restructure.
- Creation of media content to be used in campaigns and awareness weeks
- Deliver training to all outward facing staff to ensure consistent, relevant water safety messages
- Preparation for other national water safety campaigns
- Exploration of data and intelligence which can help shape wider risks and issues around water
- NFCC Water Safety Practitioners Meeting



In addition, **Operation Union** was borne from a Strategic Co-ordinating Board to combat the anti-social behaviour and crime increase that was seen in Southend and Leigh over the summer months.

The overarching aim was to work together to ensure that those who live in, work on and visit waterfront locations within the borough of Southend-on-Sea are safe; feel safe; have confidence in the emergency services and are able to thrive in and enjoy the town.

ECFRS did this by introducing a programme of events which were primarily focused on water safety and positively influencing the behaviour of people visiting the waterfront locations. This helped to increase the visible presence of 'capable guardians' which were deployed in an intelligent and coordinated way, using up-to-date information and in anticipation of reasonably foreseeable occurrences based on intelligence, local knowledge and cognisant of weather forecasts.

A total of 14 separate events were delivered engaging with hundreds of members of the community.

### **Commentary (Operational Community Risk )**

#### **Actions taken in the Quarter**

- Great Dunmow Safe Well and Secure was delivered as part of the rural engagement activity. The OCR team and partners attended 1513 properties, engaging with 644 of those properties and leaving literature at every address. Out of the 644 residents engaged with, 88 referrals (including 15 Sensory referrals and 8 Gold). Overall, 14% of properties engaged with were referred to the Home Safety Team.
- Canvey Safe Well and Secure was delivered as part of an after-incident action following two separate fatal accidental dwelling fires in a short period of time. The OCR team and partners attended 2650 properties, engaging with 110 of those properties and leaving literature at every address. Out of the 644 residents engaged with, 213 referrals and 1 safeguarding referral were made. Speedwatch attended several locations on Canvey Island and the Education Team visited Northwick School in Canvey to present to years 7-10. The OCR Team were also supported by Castle Point Police and Council, United in Kind, CAVS, and crews from Canvey.
- Grays Safe Well and Secure was delivered to target accidental dwelling fires in the area. The OCR team and partners attended 1270 properties, engaging with 265 of those properties and leaving literature at every address. Out of the 265 residents engaged with, 41 referrals were generated.
- A total of 63 engagement events were attended by Operational Crews within this period, targeting the reduction of accidental and deliberate fires within those groups deemed most at risk and water safety.



- A total of 47 Tactical After Incident Responses (TAIR) following and incident were delivered throughout this period by Operational Crews.
- The OCR team have overseen the delivery of four Strategic After Incident Responses (SAIR) following fatal domestic fires and one drowning incident.
- Throughout this period the OCR team have been working with partners to resolve community issues within Canvey, focussing on an education facility for the Haredi Jewish Community. This has been supported by Protection and Operational teams to help resolve some significant issues that have been raised by partners.
- OCR team supported the SCG / TCG that was established following the re-location of approximately 2000 Afghan citizens following their evacuation from Afghanistan.
- Delivery of a cross border exercise with Operational crews from Hertfordshire and on call personnel from Essex, at the Harvey centre in Harlow. This was to test procedures and build closer intra-operability between services.

### **Actions planned for next quarter**

- Complete the development of the OCR dashboard to enable the recording and reporting of activity for the OCR team and Operational Crews.
- Resolve current vetting issues and embed the Community Safety Officers within the Community Hubs which are located in districts throughout Essex.
- Deliver a multi-agency cross border exercise with Cambridgeshire Fire Service to plan for upcoming risk and intra-operability development.
- Launch and implement Firestoppers throughout Essex to reduce the deliberate fires within the county.
- Review and improve the Safe Well and Secure process, to improve the outcomes for the service and our partners.

### **Commentary (Live Safe)**

#### **Actions taken in the Quarter**

- The number of Safe and Well visits conducted has remained steady between July and September. This is likely to reflect staffing abstractions in the Safe and Well Team over the summer months (a vacancy in the Home Safety Information Team, long term sickness and summer leave). The team has worked hard to successfully keep visit numbers steady during the period and manage demand.
- Compared with Q2 2020, total visit numbers have increased by 31%. This is likely to reflect the substantial relaxation of COVID-19 restrictions in 2021 compared with 2020.
- In Q2 2021, Stations completed 342 visits, compared with 15 in Q2 2020. This is an increase of 2180%. Operational Crews recommenced delivering the full Home Fire Safety Visit in June 2021.



- The number of Home Safety Visits completed by Stations increased by 12% over the quarter. This reflects a continuing increase in the number of Home Safety Visits being completed by Stations, consistent with the trend from Q1 2021.
- Volunteers remained paused during Q2 and as such, volunteer visits remain at zero. In September 2021, the Live Safe Team appointed the new position of Heritage and Volunteering Manager (following the Prevention Restructure). The Heritage and Volunteering Manager has commenced work in reviewing the existing processes for Home Safety Volunteering and is commencing refresher training. Stage One of returning Volunteers to operational activities is to complete shadowing training with the Safe and Well Officers to ensure their competency; 11 Volunteers are currently undertaking this training.
- Of the 1,434 visits recorded complete across the quarter, 85% were for individuals aged over 65, 41% were for individuals who lived alone, 41% were for individuals with a disability that may prevent escaping the property, and 12% were for individuals living in social housing.
- Of the total number of visits this quarter, 68% were completed by Safe and Well Officers, 24% by Stations and 8% by Community Builders.
- Safe and Well Officers made referrals for additional support in 18% of visit they completed in Q2 2021.
- The Home Safety Team produced a report into the Fatal Fires up to August 2021, and circulated this to key decision makers within the organisation. The learning from the report has been embedded in scheduled changes to Home Safety, and the development of new training for our personnel and partners.

### **Actions planned for next quarter**

- A number of factors have affected, and are likely to continue to affect, performance during October, November and December. These factors include continued uncertainty relating to whether the UK Government will introduce additional COVID-19 restrictions. It is also likely, given recent experience, that Prevention could experience absence connected to COVID-19 that affects personnel numbers completing visits in these months.
- Assuming personnel levels remain stable, Q3 is likely to see an increase in visit numbers across all metrics and delivery teams.
- During Q2, the Home Safety Team have also begun collecting evaluation feedback. This will be available for the months of July, August and September and will be reportable in Q3.
- The Home Safety Team are making changes to the way Home Safety Visits are delivered and recorded during Q3. The changes will improve the quality of Home Fire Safety Checks in Essex and make them easier to complete and record for operational personnel. This change will be delivered in October 2021.
- During Summer 2021, the Prevention Team commissioned a target setting paper for Home Fire Safety Visits delivered by Operational Crews against the Home Office Data, the paper outlines 3 options. In October 2021, Area Manager Response & P&P will agree options in relation to target setting for Operational Crews.



- In Autumn 2021, the ECDA (Essex Centre of Data and Analytics) Project on ADF (Accidental Dwelling Fire) will be completed and handed over to ECFRS (Essex County Fire & Rescue Service), this work will form the basis of Home Fire Safety Activity into the future with a renewed understanding of at-risk Groups to continue to deliver targeted interventions.
- During Autumn 2021, the Prevention Team are presenting our intentions outlined in the Prevention Strategy to partners, this is likely to increase partnership activity and referrals.
- In November 2021, the Prevention Team is attending a demonstration of the NFCC (National Fire Chiefs' Council) Online Home Fire Safety Self-Assessment Tool with a view to signing up to the new initiative, a business case is also being developed to consider the purchase of Portal Misting Systems as a future prevention intervention.
- All areas of the Prevention Team will be conducting a Quarterly Self-Assessment of compliance to the NFCC Prevention Standard using the national toolkit template.
- During the next quarter the Prevention Team will be researching additional fire prevention initiatives including Misting Systems and best practice from other FRS.

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



## FIRE AND RESCUE PLAN: HELP THE VULNERABLE STAY SAFE

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

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

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

The table below shows data about prevention activity conducted in Q2 2021-22. In relation to the measure, the second row of the table shows the number of safe and well visits completed

Measure		Q2 2021-22				Trend based on Q2 2020-21
		July	August	September	Total	
Total number of Visits		511	480	443	1,434	↗
Number of Safe and Well Visits		327	346	295	968	→
Number of Home Safety Visits by Stations		112	105	125	342	↗
Number of Home Safety Visits by Volunteers		0	0	0	0	→
Number of Visits by Other (CSO's, CB's, FSO's)		72	29	23	124	↗
Number of FHB10 (standard smoke detectors) fitted		760	696	580	2,036	↗
Number of FHB10W (sensory smoke detectors) fitted		90	88	63	241	↗
How many enquiries did we receive to the Information Centre	Incoming	368	335	441	1,144	↘
	Outgoing	1,097	927	837	2,861	→
	Emails	588	486	629	1,703	↗



<b>Number of cases reviewed by the Home Safety Command and Control Group</b>	1	4	0	5	<b>N/A *</b>
<b>Number of referrals made by Safe and Well Officers to other agencies</b>	49	67	57	173	<b>N/A *</b>
<b>* Not previously measured</b>					

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

<b>Number of individuals visited in the following vulnerable groups:</b>	<b>Q2 2021-22</b>				
	<b>July</b>	<b>August</b>	<b>September</b>	<b>Total</b>	<b>Trend based on Q2 2020-21</b>
<b>The number over 65 years old</b>	472	404	338	1,214	↗
<b>The number who lived alone</b>	217	213	165	595	↗
<b>The number who had a disability</b>	216	199	170	585	↗
<b>The number who lived in Social Housing</b>	38	30	19	87	↗

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

<b>Percentage of Safe &amp; Well visits delivered within 28 days from referral to completion</b>  Target: 90%	<b>Q2 2021-22 Actual:</b>  98%*
	*818 S&Ws in CFRMIS

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

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

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



## Safeguarding

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

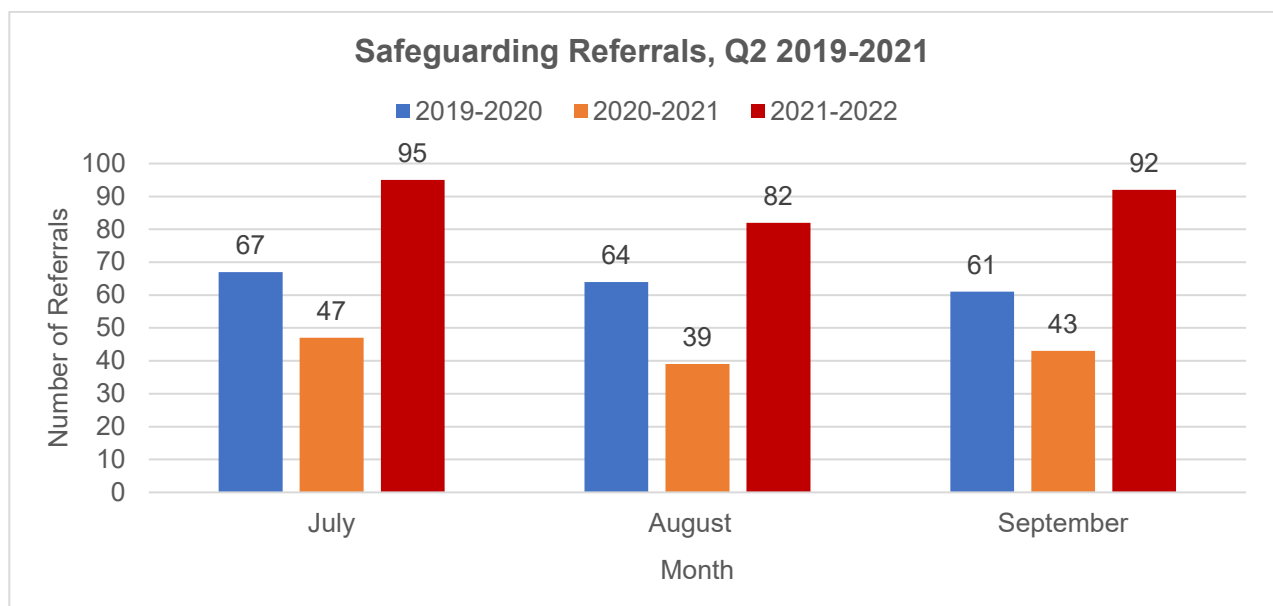
The work associated with Community Development & Safeguarding Team aligns with supporting those who are at higher risk of harm in our communities, thus included under the Fire & Rescue Plan priority of Help the Vulnerable Stay Safe.

The Safeguarding Team process referrals received through the online CFRMIS system by way of a questionnaire. All referrals are assessed against the Essex Effective Support Windscreen to ensure appropriate support and signposting is provided. The table below shows the number of referrals the team have received per month in Q2 2021-22 comparing with the same quarter in previous year, to show how the COVID-19 pandemic has impacted on safeguarding referrals now that certain restrictions have been lifted.

	Q2 2021-22		Q2 2020-21	
	Adults	Children	Adults	Children
July	93	2	45	2
August	81	1	36	3
September	88	4	41	1
<b>Totals</b>	<b>262</b>	<b>7</b>	<b>122</b>	<b>6</b>
	<b>269</b>		<b>128</b>	

As can be seen by the above table the number of safeguarding referrals is still increasing compared to this time last year and in fact the year before. There is significant evidence from partners and social care that the effects of the Covid-19 pandemic has resulted in an increase in vulnerability in our communities and the above data supports these indications, concerns have come to light as restrictions ease and more visits are being carried out. Since we now have well established working relationships with both Police and Ambulance, we are seeing an increase in referrals from these two partners. As you can see in the chart below comparison figures show a marked increase from last year. This was in part due to covid restrictions where many partner agencies stopped house visits and the increase when restrictions began to lift and visits restarted.





The Safeguarding team have been working closely with partner agencies in this quarter as previous months and well-established practice has been set up, with partners using the CFRMIS system to refer. In the below chart you can see the referral numbers for the NHS referrals which have increased 250% since the beginning of the year and with increased partnership working.

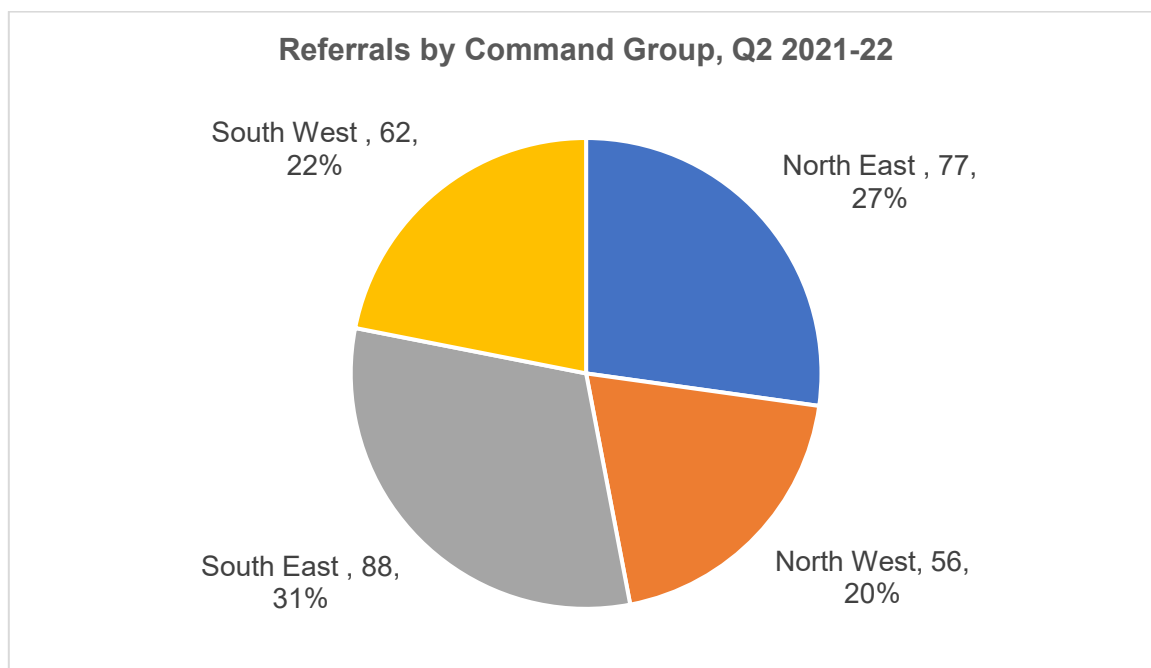
Referrer	Q2 2021-22		
	July	Aug	Sept
Community Partners	9	2	4
Control	0	0	0
Service personnel	27	20	25
Housing	7	9	9
Internal	0	0	0
NHS	21	20	21
Other	0	3	4
Police	18	13	7
Safe and Well Officers	1	1	2
Social care	10	10	18
Volunteer	0	0	0
Care	2	4	2
<b>Total</b>	<b>95</b>	<b>82</b>	<b>92</b>



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

District	July	August	September
Harlow	3	8	2
Epping Forest	8	4	4
Colchester	8	6	12
Southend	15	13	10
Thurrock	9	3	4
Castle Point	3	2	6
Rochford	5	5	5
Chelmsford	7	8	9
Uttlesford	9	2	11
Basildon	12	7	5
Tendring	16	11	13
Braintree	5	7	9
Brentwood	4	2	0
Maldon	5	4	2

Similarly, the number of referrals per Command Group in Q2 2021-22.





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

Concerns	Actions
<p>Oxygen Company requesting our attendance as they have a vulnerable person whom they are looking at removing oxygen due to the concerns around hoarding.</p> <p>Gentleman will not engage with them or other agencies.</p> <p>Hoarding</p> <p>No heating or lighting due to bad electrics</p> <p>Poor living conditions.</p> <p>Gentleman never went out just stayed in that room</p> <p>Gentleman very frail and dependent on oxygen</p>	<p>Community Builder attended and liaised with the gentleman.</p> <p>Found he lived in one room of the property and that was hoarded to a level 8, extreme hoarding.</p> <p>The room was filled with large bottles of urine</p> <p>The Community Builder managed to develop a friendship with the gentleman and encouraged him to liaise with other agencies.</p> <p>Community Builder report was submitted to social care and housing with consent.</p> <p>Family paid for the room to be cleared via a hoarding company</p> <p>Community Builder liaised with housing and they redecorated the property and laid new carpets. New bathroom was put in and electrics were fixed.</p> <p>Community Builder revisited and the gentleman no longer needed oxygen due to renovations to the property.</p> <p>He now goes out shopping and has joined some groups that were signposted to him</p>



## FIRE AND RESCUE PLAN: IMPROVE SAFETY ON OUR ROADS

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

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

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

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

The table below shows the number of people that were killed or seriously injured (KSI) in Q1 2021-22 and 2020-21. Note, these are provisional figures.

	Q2 2021-22*			Q2 2020-21*		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
<b>July</b>	6	82	<b>88</b>	5	51	<b>56</b>
<b>August</b>	6	73	<b>76</b>	6	78	<b>84</b>
<b>September</b>	5	65	<b>70</b>	4	52	<b>56</b>
<b>Total</b>	<b>17</b>	<b>220</b>	<b>234</b>	<b>15</b>	<b>181</b>	<b>186</b>

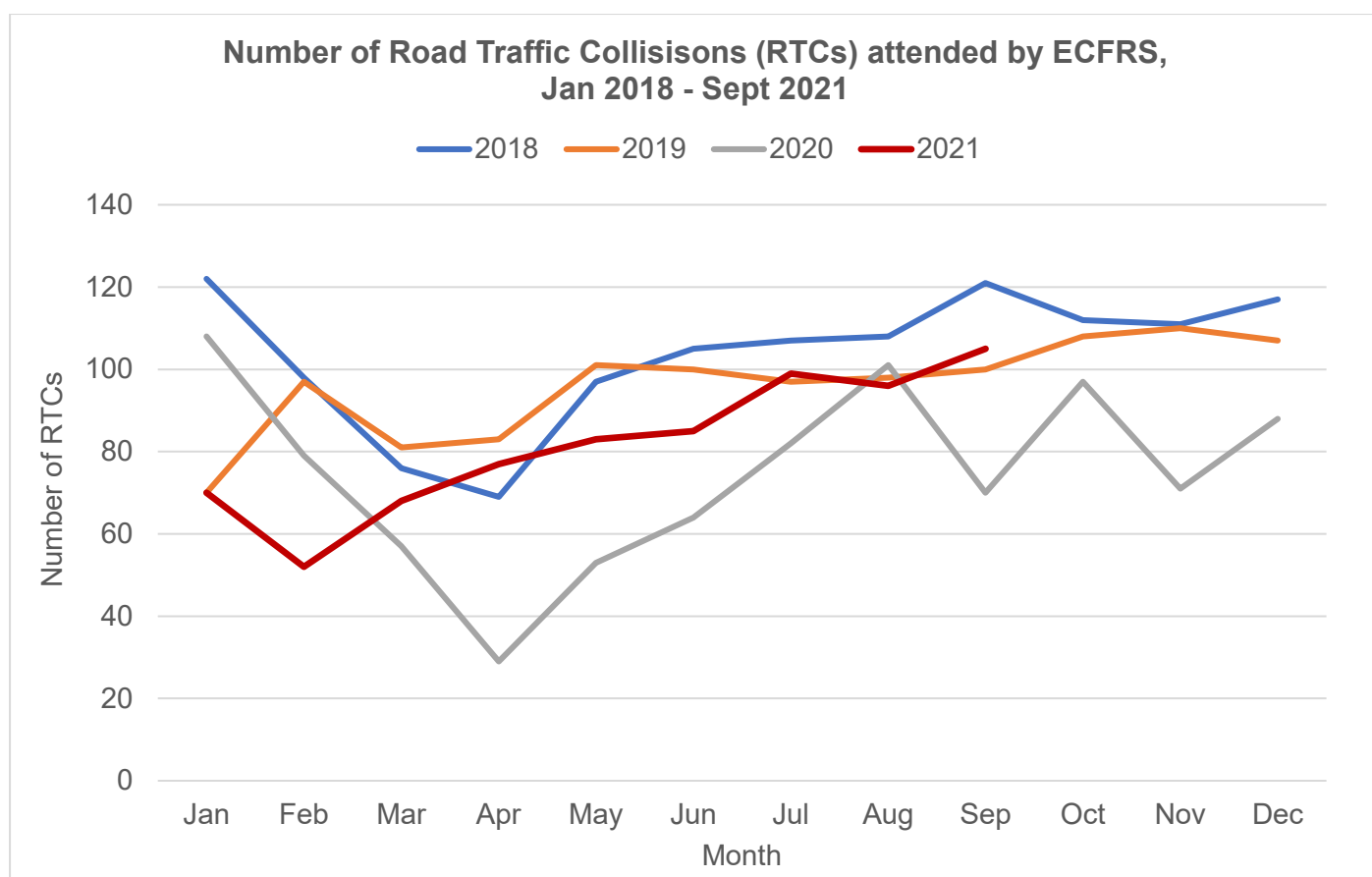
Source: KSI stats as at 11<sup>th</sup> October 2021 from Essex Police.



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

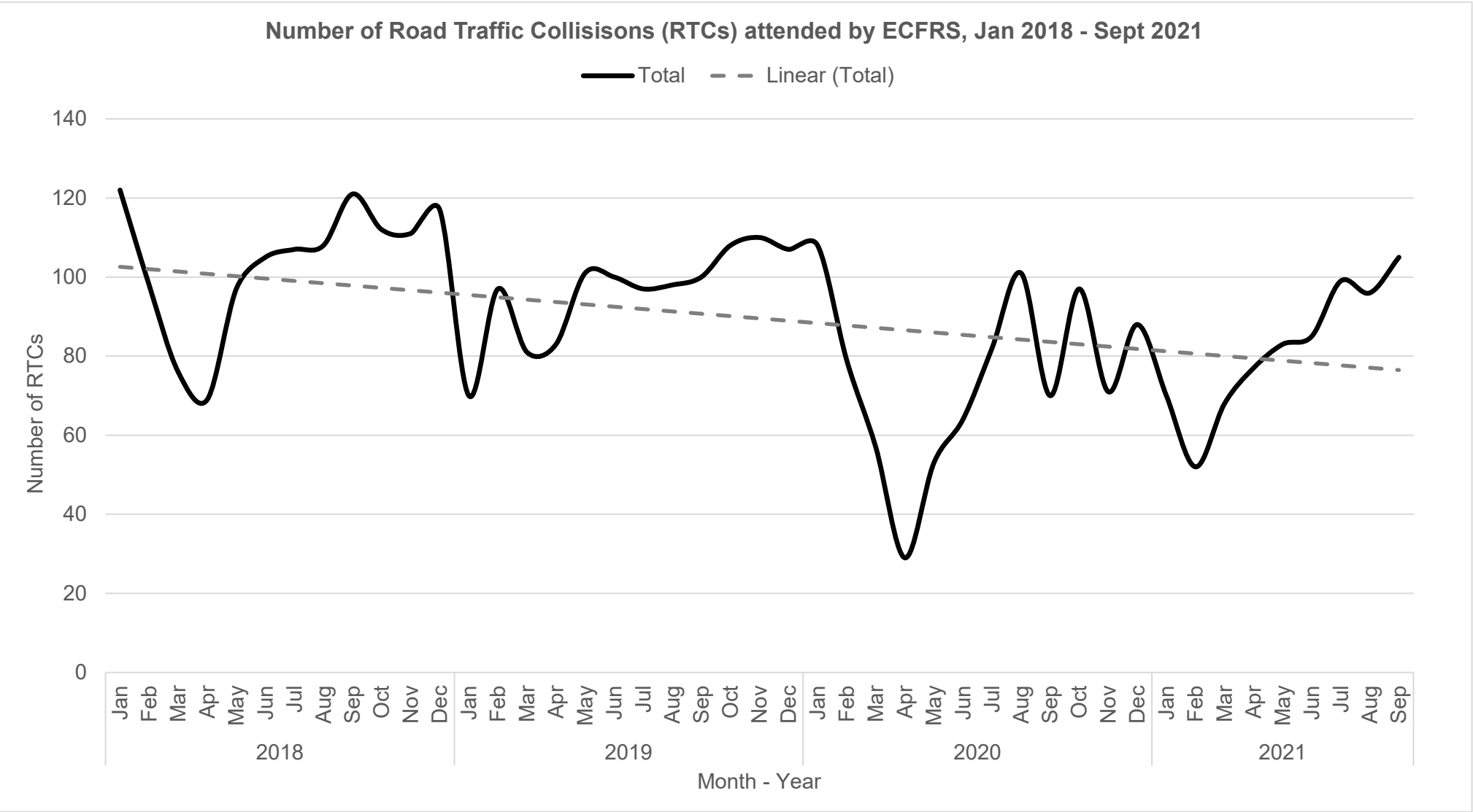
This is a monitoring measure. The table below shows the number of RTCs attended by ECFRS for Q2 2021-22 and Q2 2020-21 as well as a chart to show the number per month since Jan 2018.

	Q2 2021-22	Q2 2020-21
<b>July</b>	99	82
<b>August</b>	96	101
<b>September</b>	105	70
<b>Quarter Total</b>	300	253
<b>Rolling 12 month</b>	991	968



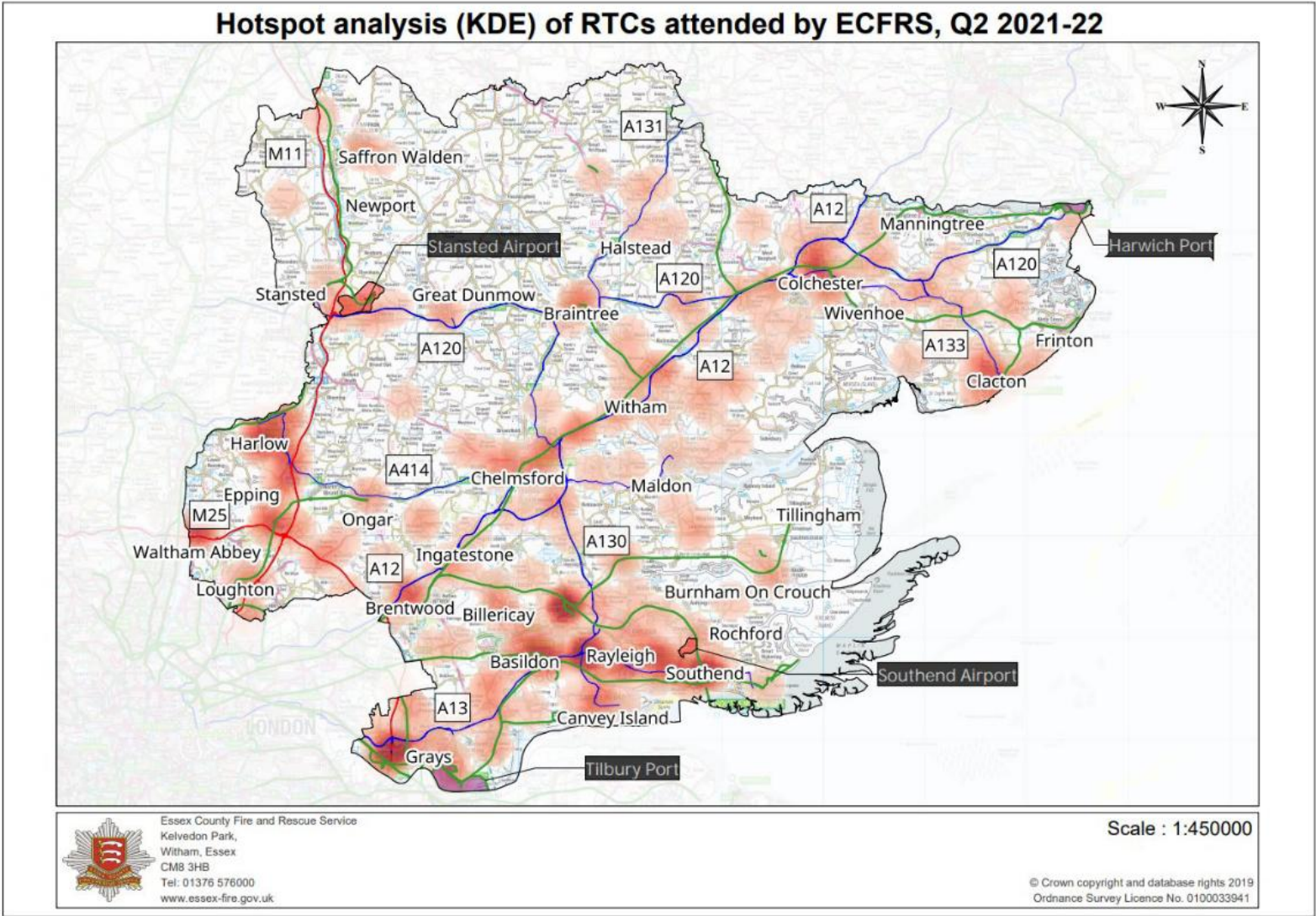
The chart above shows an increase in the number of attendances to RTCs by ECFRS since February 2021. The number of RTCs per month in Q2 2021-22 are similar to 2019's figures (pre-pandemic), however lower than 2018's. However, overall, there is a decrease in the number of RTCs attended by ECFRS since January 2018, as shown on the next chart.







The map below shows that the hotspot areas associated with RTCs attended by ECFRS in Q2 2021-22.





The table below lists the property types involved and the activity undertaken by ECFRS at RTCs attended in Q2 2021-22. 66% of the RTCs involved cars, 22% involved multiple vehicles and 5% motorcycles. 13% of RTCs involved extrication of person/s, the vast majority from cars.

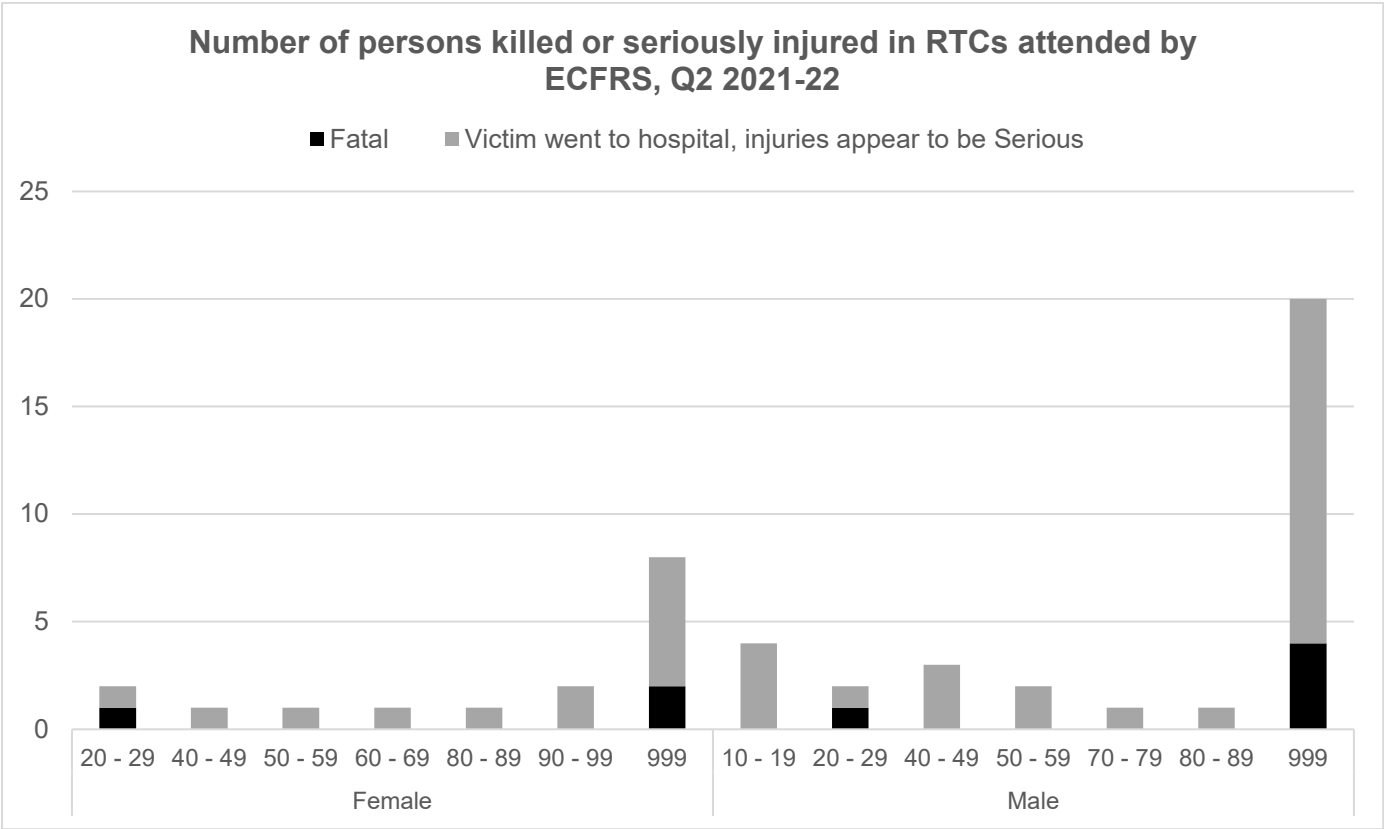
Property Type	Advice only	Extrication of person/s	Make scene safe	Make vehicle safe	Medical assistance	Other	Release of person/s	Stand By	Wash Down Road	Total
Car	7	31	53	52	9	3	17	21	4	197
Multiple Vehicles	1	10	18	14	5		9	4	5	66
Motorcycle			7		1	1		1	4	14
Lorry/HGV		1	4	2			2	1		10
Van	1	1	2	3						7
Other outdoors (including land)					1				1	2
Outdoor equipment and machinery			1							1
Dwelling									1	1
Motor Home		1								1
Other					1					1
<b>Grand Total</b>	<b>9</b>	<b>44</b>	<b>85</b>	<b>71</b>	<b>17</b>	<b>4</b>	<b>28</b>	<b>27</b>	<b>15</b>	<b>300</b>



**Service Measure: Number of fatalities and serious injuries at RTCs attended by ECFRS.**

This is a monitoring measure as ECFRS attends a proportion of RTCs, compared to Essex Police. In Q2 2020-21, ECFRS attended 137 RTCs where there were 49 fatalities or serious injuries as a result of an RTC where ECFRS was in attendance.

The chart below shows the age (if not known, 999) and gender of the people who were killed or went to hospital with serious injuries because of an RTC in Q2 2021-22. 67% of the victims were male, and the main age group involved was 10 – 29 (1 fatal, 5 serious injuries).



Furthermore, the Service also attended 86 RTCs where there were 119 people who went to hospital with injuries that appeared to be slight because of an RTC. The nature of the injury for 36% of these victims was back/neck injury (spinal), 11% cuts/lacerations and 11% bruising. 52% of the victims were female and 47% were male, where the main age group involved was unknown (999/unknown, 46 victims) for both genders.



## **RTC Reduction Events in Q2 2021-22**

### **P2W**

- 6 FireBike Better Biking Courses held, with 58 riders trained. 100% positive feedback received from course participants on the quality and value of the training provided
- 5 FireBike Advanced Machine Skills Courses held, with 58 riders trained. 100 % positive feedback received from course participants.
- 58 referrals made for SERP funded Advanced Instructor Day training, with 28 riders taking advantage of the opportunity
- 1 FireBike team member successfully passed his RoSPA advanced instructor 3-yearly re-test in September
- SERP P2W Review Group, led by Andy Stroulger, continues its review of all P2W road safety initiatives/interventions (including those delivered by ECFRS). 6 meetings have taken place, with one in July and the next scheduled meeting in October.
- Initial discussions have taken place with Cannon Motorcycles regarding the supply of new FireBike machines in 2022 and beyond.
- Business case prepared for changing the operational basis of FireBike (from TOIL to a secondary contract based activity) and for the recruitment of additional FireBike team members
- Draft budget figures prepared for FireBike for 2022/23 and beyond

### **RTC – Other**

- 3 drop-in sessions with secondary contract staff were held, introducing Vision Zero.
- Ran recruitment campaign, interviewed, and selected for a new Road and Water Safety Officer, and prepared to interview for the Road and Water Safety Lead.
- The newly formed CSW steering group, made up of SERP partners including Essex Police colleagues from the Billericay processing team, has met 3 times and reported the action log to SLT for information and discussion with the PFCC.
- Met with SERP partners to prepare for County wide engagement workshops in regards Vision Zero.



## **Commentary (Road Safe)**

### **Observations and insights about the data**

- In Q2 2021-22, there were 238 people killed or seriously injured in road traffic collisions (RTCs) on roads in Essex, Southend and Thurrock.
- Analysis from SERP indicates that high speeds continue to be a factor in the majority of RTC incidents which occur. The data reinforces known trends around most at risk groups and vehicle types.

### **Key actions taken in the Quarter**

- 17 Road Safety events took place, using the Fire Car, Fire van and other outreach tools. These were predominantly aimed at young drivers, and included 2 National Citizenship Service events and 6 fresher / “my small change” events.
- The fire car supported the wider team at Essex Pride.
- ECFRS supported 4 Surround a Town events
- Several sessions were held for secondary contractors to discuss Vision Zero, and a significant amount of time was given to the partnership to prepare for the public engagement events.
- The Road Safety Manager explored options in relation to social value and how we can increase reach of road safety ideology through procurement and commissioning.
- Excellent progress being made in the Post Collision Response pillar within ECFRS, with joint work taking place with Response directorate.

### **Actions planned for next Quarter**

- Various Surround a Town events continue to be planned, as do events with the military and young offenders.
- Recruitment for the Road and Water Safety Lead and induction of both Lead and Officer post planned.
- Continued progress on Vision Zero engagement events and feedback.
- Supporting Kent FRS and CC in their approach to Vision Zero.
- Sharing of Social Value learning to SLT as a discussion point.



## FIRE AND RESCUE PLAN: MAKE BEST USE OF RESOURCES

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

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

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

A tolerance threshold was applied to false alarms due to apparatus only caused by automatic fire detection in property types categorised as either 'non-residential' and 'other residential'.

More commonly referred to as unwanted fire signals.

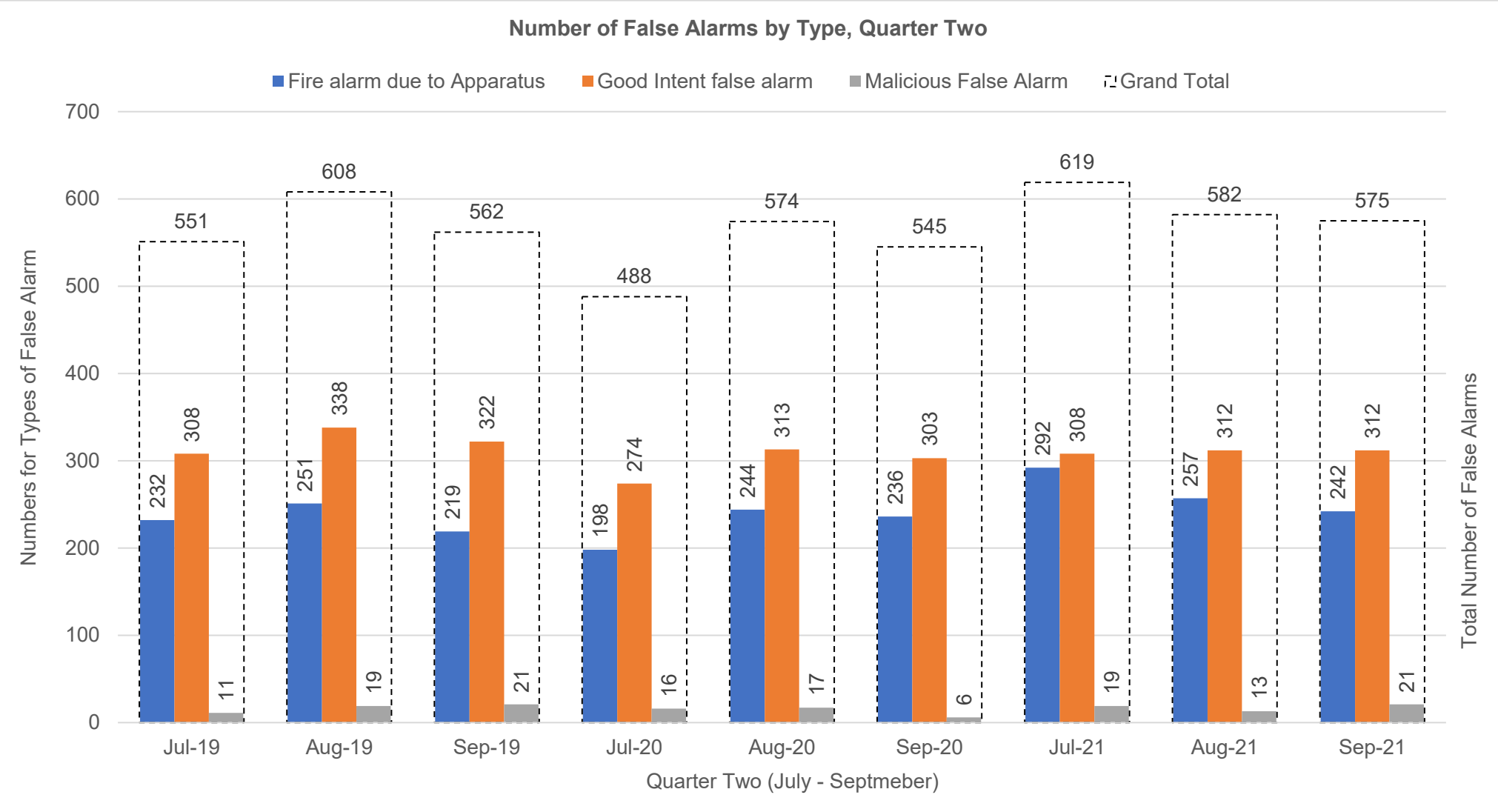
Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of False Alarms Due to Apparatus	96+	93 - 96	56 - 92	0 - 55

The table below shows that ECFRS attended 1776 false alarms in Q2 2021-22, 169 more than Q2 2020-21 and the 12-month rolling total is also higher at quarter two end. The largest percentage increase between Q2 2020-21 and 2021-22 for the false alarm types was 36% for malicious calls, followed by 17% increase in false alarms due to apparatus and 5% due to good intent.

False Alarm Type	Q2 2021-22				Q2 2020-21			
	Jul	Aug	Sep	Total	Jul	Aug	Sep	Total
Due to Apparatus	292	257	242	791	198	244	236	678
Good Intent	308	312	312	932	274	313	303	890
Malicious	19	13	21	53	16	17	6	39
<b>Grand Total</b>	<b>619</b>	<b>582</b>	<b>575</b>	<b>1776</b>	<b>488</b>	<b>574</b>	<b>545</b>	<b>1607</b>
<b>Rolling 12 months</b>	<b>6186</b>				<b>6066</b>			



The chart below shows the number of attendances to false alarms by subtype in Q2 2021-22 with comparison to the last three fiscal years.

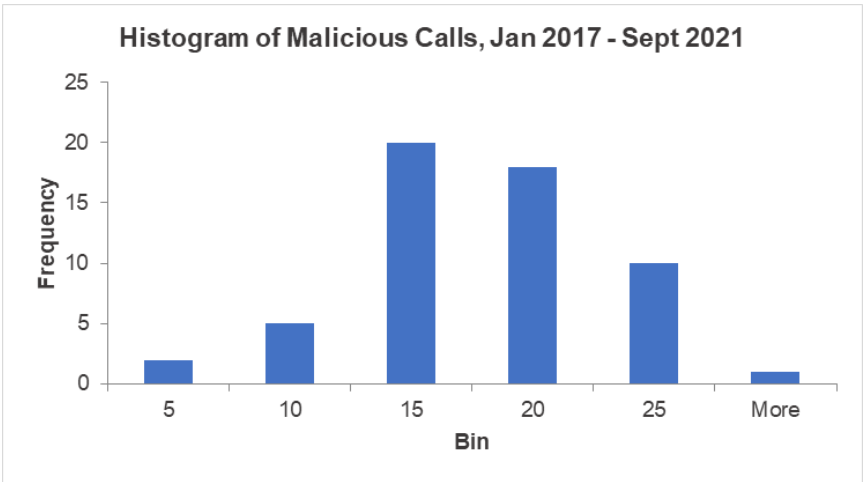
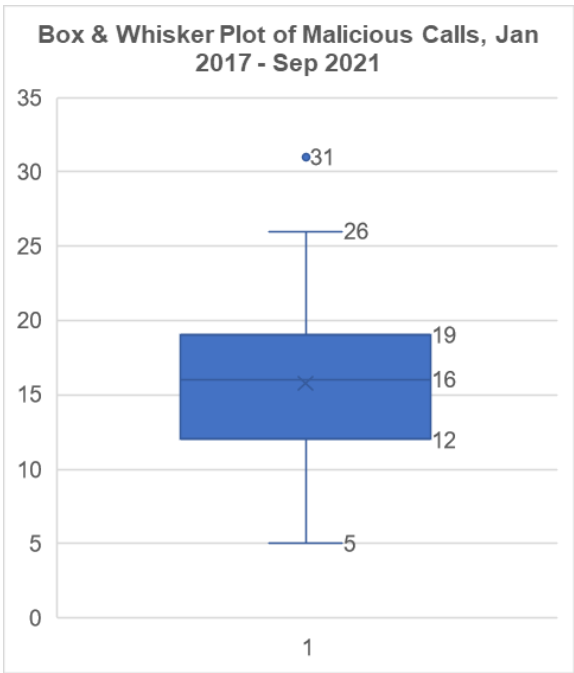




Focus: Malicious Calls

Based on dataset from January 2017 - September 2021, the median number of attendances to malicious calls per month is 16 and the maximum value is 26 (see box and whisker plot below). Note, 31 malicious calls in November 2019 was an outlier.

As the Box & Whisker plot shows, 19 is the upper quartile, meaning that 75% of the data lies below this point therefore the number of malicious calls in July and September's is high. However, the histogram (also below) shows that there has been 10 months during the specified period where there were 20 - 25 malicious calls in a month. Furthermore, based on a count of malicious calls by month over the specified period, September is a peak month (88) alongside August (91) and May (90), whereas October is a low-peak month (65) behind January (56).





The Service monitors unwanted fire signals which are false alarms due to apparatus caused by automatic fire detection in property types categorised as either 'non-residential' and 'other residential'. This monitoring measure has a tolerance threshold for number of unwanted fire signals per month, and for all months in Q2 2021-22 the number attended was in the red band (96+), with September being the closest to this. The table below shows ECFRS attended 326 unwanted fire signals in Q2 2020-21, 45 more than Q1 2021-22 and 75 more than Q2 2020-21.

	Q2 2021-22	Q2 2020-21
<b>July</b>	108	71
<b>August</b>	116	78
<b>September</b>	102	102
<b>Quarter Total</b>	326	251
<b>12-month rolling Total</b>	1119	964



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

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

### Fire and Rescue Plan Measure: Improved workforce diversity.

This measure is for monitoring purposes only and has no targets. The following tables present the Service's headline diversity metrics as at 30 September 2021.

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

Gender - % that are Female <sup>1</sup>			
EE Group	Q2 2021-22	ECFRS, Mar-2021 <sup>8</sup>	England, Mar-2021
Wholetime	7.8%	6.6%	8.0%
On-Call	3.3%	2.8%	6.5%
Control	84.6%	83.3%	76.0%
Support	52.6%	50.3%	54.8%
<b>Overall</b>	<b>18.2%</b>	<b>16.3%</b>	<b>17.9%</b>

% Ethnic Minority <sup>1</sup>			
EE Group	Q2 2021-22	ECFRS, Mar-2021 <sup>9</sup>	England, Mar-2021
Wholetime	4.1%	3.6%	6.3%
On-Call	1.8%	1.9%	3.1%
Control	2.6%	2.9%	3.0%
Support	3.1%	2.9%	8.1%
<b>Overall</b>	<b>3.1%</b>	<b>2.9%</b>	<b>5.7%</b>

<sup>8</sup> Home Office Fire Statistics data table: [FIRE1103a: Staff headcount by gender, fire and rescue authority and role](#)

<sup>9</sup> Home Office Fire Statistics data table: [FIRE1104a: Staff headcount by ethnicity, fire and rescue authority and role](#)



Majority Age Band			
EE Group	Q2 2021-22	ECFRS, Mar-2021 <sup>10</sup>	England, Mar-2021
Wholetime	46-55	36-45	36-45
On-Call	25-35	36-45	36-45
Control	36-45	36-45	36-45
Support	56-65	46-55	46-55
<b>Overall</b>	<b>36-45/46-55</b>	<b>36-45</b>	<b>36-45</b>

EE Group	% LGBQ+ <sup>1</sup>	% Disability
Wholetime	5.8%	4.5%
On-Call	3.3%	3.5%
Control	3.0%	0.0%
Support	5.5%	6.1%
<b>Overall</b>	<b>4.9%</b>	<b>4.4%</b>
No or limited appropriate datasets available for benchmarking for these metrics.		

For benchmarking purposes, Home Office fire statistics data tables provides statistics as at 31 March 2021, and figures as at 31 March 2022 are expected to be published in Autumn 2022.

<sup>10</sup> Home Office Fire Statistics data table: [FIRE1105a: Staff headcount by age, fire and rescue authority and role](#) . This figure is indicative and therefore should be used with caution. It is calculated using average ages for each age band.



### Service Measure: Percentage of working time lost per person, per employee group

The Lost Time Rate measures the amount of available working time that has been lost to sickness, with a target of 5% below working time. The table below shows ECFRS rate (as a percentage, %), for Q2 2021-22:

EE Group	Lost Time Rate
Wholetime	7.2%
On-Call	8.8%
Control	10.0%
Support	3.0%
<b>OVERALL</b>	<b>6.4%</b>

The table below also presents the Service's sickness absence figures for the 12 months up to 30 September 2021. Figures include any time recorded as self-isolating or otherwise absent from the workplace due to COVID-related reasons.

EE Group	% of Current Employees taking sick leave	Median Working Days Lost	Total Working Days Lost	% Short Term <sup>2</sup>	% Long Term <sup>2</sup>
Wholetime	70.4%	9.0	7,742.9	50.2%	49.8%
On-Call	55.0%	13.0	7,935.0	51.0%	49.0%
Control	84.6%	13.0	666.93	52.9%	47.1%
Support	46.4%	7.0	2,222.5	54.9%	45.1%
<b>OVERALL</b>	<b>60.4%</b>	<b>10.0</b>	<b>18,567.3</b>	<b>51.2%</b>	<b>48.8%</b>

Note 2: Periods of absence lasting 28 calendar days or more are classified as 'Long Term', and periods less than this are considered to be Short Term.



### Service Measure: Employee relations casework.

This measure monitors the Service's employee relations casework, and the table below presents the figures for Q2 2021-22.

Case Type	New Cases in Period	Closed Cases in Period	Average Time to Close (days)	Cases Open at Quarter End	Oldest Case (days) <sup>3</sup>
Attendance	24	23	105	31	389
Disciplinary	3	3	162	3	63
Grievance	13	11	53	6	71
Performance	10	9	170	9	267
<b>OVERALL</b>	<b>50</b>	<b>46</b>	<b>109</b>	<b>49</b>	<b>389</b>

Note 3: Cases which are on 'stop the clock' are excluded from oldest case age calculations.



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## **Commentary**

### **Key actions taken in the Quarter**

#### **Diversity**

The Service continues in its commitment to increase gender diversity and whilst there was a very small drop in our overall numbers across all categories during the quarter, there are some positive points of note.

Two (18%) of our new Whole Time Fire Fighter Recruits are female and 2 self-identified as being from an ethnic minority. Additionally, 9 (81%) of the squad are under 35 years of age and of those new who declared their sexual orientation, 36% of the responses were not heterosexual.

Looking across all employee groups, 15% of all the 52 new hires into ECFRS during the quarter are female. Of which 5.8% of declared they are from an ethnic minority.

It is interesting to note that in this quarter we have two age categories with the same number, 29% of employees, those in the 36-45 and 46-55 bands.

During the quarter the Asian Fire Service Association (AFSA) review of our recruitment practices was completed and shared. In summary their findings confirmed that the commitments made by the Service are being met and there is evidence of adoption of good practice. They found too that the Service is building key relationships with external groups and organisations and is embedding systemic change in our practices and processes. The report from the review was shared and representatives from our Employee Groups and Unions were invited to give feedback on the recommendations that AFSA noted. The feedback is being incorporated into a plan of work during Q3.

#### **Attendance**

The COVID-19 impact on attendance continued during the quarter as we saw the impact of the easing of restrictions increasing our cases resulting in 4.8 % more people taking time off for sickness compared to the previous period. The total number of days lost also increased by 656 compared to Q1.

The COVID factor was contributory in the increase in the amount of short-term absence increasing by 5.3% to 48.8% compared to the prior period whereas long term absence reduced by 5.3% to 51.2%.

Close monitoring of COVID cases was put in place as case numbers rose for a period. Information was provided to managers providing guidance and FAQs during the transition period as restrictions were lifted to ensure consistency in our approach.

The HR team continues to review cases on a weekly basis to ensure that referrals to Occupational Health are happening on a timely basis and to ensure manager support. The Fitness Team continued with their commitment to clear their backlog of assessments.



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## Employee Relations

There were 18 more cases initiated in Q2 compared to Q1 with attendance case types continuing to be significantly higher than other types but broadly consistent with prior periods 24 vs 23 in Q1).

Grievance cases rose most significantly from 4 to 13. Whilst there was no specific underlying trend causing the increase, cases were mostly due to changes in working arrangements, policy or procedural dissatisfaction or issues with working relationships.

During the quarter the number of cases closed also rose from 13 to 46 with the average time close reducing by 37 days and the oldest case length reduced by 40 days.

The HR team continue to work closely with managers to support cases and will be including regular case reviews to ensure learnings are incorporated into any future actions.

## Actions planned for next Quarter

- The HR team will be finalising the recruitment for the 2022 whole time fire fighter squad intakes. We will be continuing to offer support for candidates who we identify need it including a review of our Buddying offering and accessibility solutions.
- We will be meeting with the Operational Area Managers to complete a review of our employee absence cases with the aim to identify opportunities to further support timely case resolution .
- The 25 recommendations from the AFSA Recruitment Review have been reviewed by colleagues and will be progressed in line with our prioritised plan.
- Preparations for the launch of the new Fitness Policy in the new year will be taking place to ensure a smooth launch
- The Code of Conduct and Code of Ethics launch preparations are also planned for Q3
- Launch of the new LearnPro software to enable more effective training administration. Particular focus from launch will be ensuring mandatory training is completed on time.
- Undertake a Deep Dive review of our Flexible Benefits, Wellbeing and Mental Health awareness with representatives from the PFCC



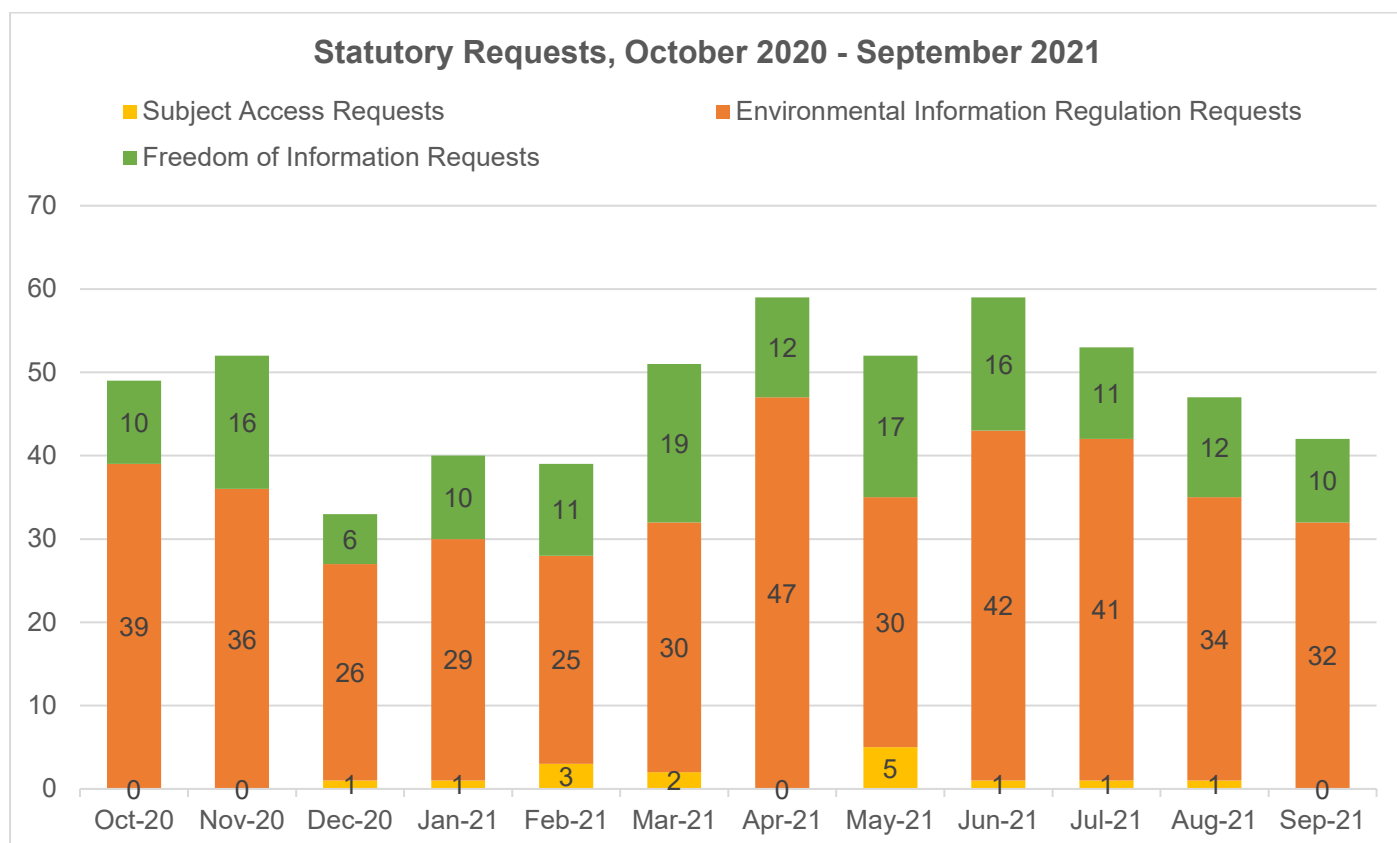
## FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

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

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

<b>Percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed within 20 working days</b> Target: 90%	<b>Q2 2021-22 Actual:</b>  <b>99%</b>
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For monitoring purposes, the Service also provides the number of FOIs, SARs and EIRs received per month.



The total number of statutory requests received in Q2 2021-22 was 142, and the statements provide the number received by type and the main themes:



- 107 EIR Requests. 102 EIRs were for fire reports and 5 EIRs were for other environmental information.
- 33 FOIs. The main themes around FOIs were data requests (14), ICT (4), fire safety (3), HR (3), contracts (2), Finance (2), Operations (2), Property (2) and L&D (1).
- 2 SARs. 1 SAR was received from current member of staff and 1 SAR was from a former member of staff.

#### Service Measure: Complaint Response Rates.

<b>Percentage of complaints closed within 20 working days</b> Target: 90%	<b>Q2 2021-22 Actual:</b> <b>100%</b>
<b>Complaints and Compliments and Data Breaches Themes</b> ECFRS received 9 complaints and compliments between July and September 2021. The main complaint themes were social media (3), staff attitude/behaviour (2), driving (1), and Operations (1). We received 2 compliments between July and September 2021.	

ECFRS Information Governance (IG) team handles reported data breaches. In Q2 2021-22, the team handled 13 data breaches. None of these was reported to the Information Commissioner's Office (ICO) as the required threshold was not met.

#### Information Governance Training and Awareness

To reduce the likelihood of mishandling of data and information, the IG team conducts several training and awareness sessions on managing information securely. There were 3 organised sessions in Q2 2021-22 across the Service. Every member of staff must also complete Data Protection training – a new course was introduced in Q1 2021-22 called Data Protection Essentials. The table on the following page shows the percentage of staff, by employee group, who have completed all (100%) of this training course as of September 2021.



Employee Group	Q2 2021-22
Wholetime	245
On-Call	157
Control	14
Support	288
<b>Overall</b>	<b>699</b>

### Information Asset Register (IAR)

ECFRS' Information Governance Officer facilitates the completion of the IAR, a database that holds all the information assets across the Service. This document is essential to demonstrate compliance with the Data Protection Act 2018 and Records Management Regulations.

At end of Q2 2021-22, 75% of the data in the IAR has been reviewed and recorded in the organisation's records management system. Work is still ongoing with departments across the Service on data cleansing, storage and filing. These steps are helping to identify essential records and their location. Most departments in the Service have updated their information assets and retention periods.



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## **Commentary**

### **Observations and insights about the data**

Performance in both processing statutory requests (EIR, FOI and SAR) and closing complaints has exceeded target in Q2.

The introduction of a new eLearning course for Data Protection has been a positive change. There is more work to do to ensure there is a process in place to provide managers with the necessary information for them to chase non completion.

### **Key actions taken in the Quarter**

Further work has been done in relation to the eLearning package for staff. The existing platform was intended to provide an interim solution whilst work was underway to develop the Services new competency management system PDR Pro. This system is now configured to manage provision of eLearning to all staff and maintains records of completion. Initial work to prepare for the transition from the interim solution to the new solution has been undertaken which will mean all training offered through eLearning is managed on one platform.

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

### **Actions planned for next Quarter**

In the next quarter, the focus will be to keep the information governance framework within the Service working well whilst recruitment into key roles in the Team is underway. The role of Data Protection Officer will be vacant with effect from Monday 22 November. Whilst recruitment is underway the Deputy Data Protection Officer will handle all requests for advise and guidance as well as taking responsibility for managing data protection impact assessments and data sharing agreements.

The Deputy Data Protection Officer will receive specialist training w/c 8 November to further support them through the interim cover period.

Meeting statutory request deadlines may be challenging during this period and will be closely monitored. Requestors will be kept well informed.

A full review of the Information Governance Strategic Risk will be undertaken in Q3 to further align the work of the Information Governance Board to all Information Governance risk areas.



## Appendix A – 2021-22 Target Setting

### Tolerance Measures

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

### Targets

Performance Measure	Target Owner	Target	Comment
Wholetime Pumping Appliances Availability	Assistant Director Response	98%	
On call Pumping Appliances Availability	Assistant Director Response	90% for Key Stations Improvement on previous year for other stations	Targets will be reviewed in line with the new Response Strategy.
To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	Assistant Director Response	10 Minute Average	
Percentage of incidents attended within 15 minutes	Assistant Director Response	90%	
90% of Safe and well visits are delivered within 28 calendar days from referral to completion	Assistant Director P&P	28 calendars days	



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Percentage of working time lost per person per employee group	Director of People Services	To be below 5% of working time	
Percentage of End of year appraisals completed (forms returned to HR)	Director of People Services	100%	
Freedom of Information Response Rates	Assistant Director of Performance and Data	90% Closed within 20 Working days	
Complaint Response Rates	Assistant Director of Performance and Data	90% Closed within 20 Working days	



**[ END OF REPORT – INTENTIONALLY LEFT BLANK ]**



# ANY QUESTIONS OR FEEDBACK...

## CONTACT US

WORKPLACE GROUP:

<https://essexfire.workplace.com/groups/performance/data/>

EMAIL:

[informationgovernance@essex-fire.gov.uk](mailto:informationgovernance@essex-fire.gov.uk)

SUBJECT LINE TO INCLUDE "QUARTER ONE (Q1) PERFORMANCE REPORT 2021-22"



<b>Report title: Police Complaints Update</b>	
<b>Report to:</b> Essex Police, Fire and Crime Panel	
<b>Report author:</b> The Police, Fire and Crime Commissioner for Essex	
<b>Date:</b> 22 March 2022	<b>For:</b> Noting
<b>Enquiries to:</b> Pippa Brent-Isherwood (Chief Executive and Monitoring Officer) Telephone: 01245 291613 Email: <a href="mailto:pippa.brent-isherwood@essex.police.uk">pippa.brent-isherwood@essex.police.uk</a> Suzanne Harris (Head of Performance and Scrutiny – Policing and Crime) Telephone: 01245 282083 Email: <a href="mailto:Suzanne.Harris@essex.police.uk">Suzanne.Harris@essex.police.uk</a>	
<b>County Divisions affected:</b> All Essex	

## 1. Purpose of Report

This report provides an overview of the Commissioner's activities during 2021 in relation to their responsibilities for complaint handling.

## 2. Recommendations

That Panel members note the update.

## 3. Background

The Police, Fire and Crime Commissioner is responsible for handling complaints against the Chief Constable and for holding the Chief Constable to account for the discharging of his responsibilities in relation to handling complaints against the force. In addition, new statutory regulations came into force on 1 February 2020 which gave effect to changes introduced by the Policing and Crime Act 2017. The new regulations significantly altered the handling of police complaints and created a stronger role in the process for the Commissioner, particularly by transferring responsibility for reviewing complaints recorded and handled by Essex Police that do not meet the criteria for referral to the Independent Office for Police Conduct (IOPC) from the constabulary to the Commissioner.

The new regime also broadened the definition of a complaint to include any expression of dissatisfaction with the police force, expressed by or on behalf of a member of the public. The reforms were intended to make the police complaints system more independent and transparent as well as being less concerned with blame and more concerned with service improvement.



#### **4. Activity During 2021**

##### *Complaints against the Chief Constable*

During 2021, the Commissioner received five complaints against the Chief Constable. This is a significant reduction from 21 in 2020 and 22 in 2019.

All five complaints received in 2021 were deemed to be invalid. However, correspondence regarding one of these cases remains ongoing.

##### *Reviews*

A complaint review is not intended to be a re-investigation of the original complaint, but neither is it a simple quality check. The reviewer must reach a conclusion as to whether the complaint was resolved in a “reasonable and proportionate” manner and focus on outcomes. The officer undertaking the review should be provided with, and should review, all paperwork and evidence that was considered by the force, which can be voluminous. Amongst other factors, the reviewer is required to consider:

- Where the original outcome does not meet the complainant’s expectations, whether there were clear and sufficient reasons given for that outcome for the complainant to understand the conclusion reached.
- Whether the complainant was adequately communicated with throughout the process.
- Whether written correspondence demonstrates empathy and is presented in understandable language.
- The seriousness of the incident giving rise to the complaint, the impact on the complainant and the potential for public interest.
- Any additional concerns / learning which are evident from the review.

The detailed review required under the new regulations provides more in-depth insight and understanding. This enables improved scrutiny, which is better for the complainant and produces a more robust outcome. However, as a result, complaint reviews tend to be complex, and so currently take an average of 2.5 days each to complete. Neither regulations nor statutory guidance set any target timescales in which reviews are to be completed, although the Commissioner is required to account to the IOPC if any are not completed within a year. So far, none in Essex have exceeded this threshold.

The review must result in a decision as to whether the request is ‘upheld’ or ‘not upheld’. Upheld reviews can result in recommendations being made to the force which must receive a response (to the complainant and the Commissioner) within 28 days, advising whether the recommendation is accepted, along with any action taken or planned in response to this. The force may also propose an alternative to the original recommendation. Implementation of the actions carried out by the force in response to recommendations is monitored through the PFCC’s usual scrutiny processes, including quarterly meetings with Essex Police’s Professional Standards Department (PSD) (described in greater detail later in this report).

Both outcomes (‘upheld’ and ‘not upheld’) can also result in the identification of



‘organisational learning’ and ‘oversights’ for the force. These do not require a formal response but are summarised in reports to the quarterly meetings with PSD, allowing themes to be identified and further monitoring to be put in place where this would be beneficial. Organisational learning points are also shared with the complainant to provide reassurance that the complaint has resulted in improvement and to inspire confidence. Oversights are additional concerns / learning that emerge from the undertaking of the review, but which do not form part of the original complaint, so do not have to be shared with the complainant.

Since the last report to the Panel on this subject (in February 2021), the Commissioner has received 167 requests for a complaint review. This is a significant increase on the 96 received in the previous 12 months. It was hypothesised in the previous report that the coronavirus pandemic may have increased the number of requests for reviews, due to people having more time available to make a complaint and perhaps the general mood of the nation making people more inclined to complain. It was also noted that the restrictions imposed by the Government precipitated complaints directly relating to the policing of the regulations which would not have featured in the complaints caseload pre-pandemic. Internal audit work carried out during 2021/22 (described in more detail later in this report) has confirmed that the two major peaks in mortality from Covid-19, which coincided with the periods in which England faced the most stringent lockdown restrictions, were indeed followed by subsequent peaks in the number of complaint reviews requested. The pandemic also contributed to delays in dealing with requests for reviews received by letter or answerphone message, as the working from home arrangements that were implemented in line with Government guidance meant that there was not always an individual present in the office to log and process these.

Benchmarking work carried out by Internal Audit against other PCCs in the eastern region identified that Essex receives the second highest number of requests for complaint reviews, at 0.83 per 10,000 population, compared with the highest level of 0.92 per 10,000 and an eastern region average of 0.57 per 10,000. When the benchmarking was undertaken, the Essex PFCC had received 158 requests for complaint reviews since the new regulations came into force, compared with 172 in Kent and an average of just 59 across the other force areas.

Of these 167 requests received in Essex since February 2021:

- 186 have been closed (for example, due to being invalid<sup>1</sup>) or completed (compared with 27 in the previous 12 months).
- 23 have been upheld (compared with none in the previous 12 months). Comparisons with IOPC guidance indicate that the upheld rate in Essex is now in line with the national average.
- 32 recommendations have been made (compared with four in the previous 12 months), all of which have been accepted by the force (one with a minor amendment). These have generally focused on the need to revisit all or part of the complaint, or to provide a more thorough explanation of the outcome to the

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<sup>1</sup> A request for a review may be deemed invalid if, for example, it is submitted to the wrong relevant Review Body, it contains insufficient information to progress the review, or it is subsequently withdrawn by the complainant.



complainant, due to the initial explanation being insufficiently clear and easy to understand, and / or not addressing all of the points raised.

- 43 learning points have been identified (compared with none in the previous 12 months). These commonly relate to contact issues and, again, the clarity of outcome communicated to the complainant.
- 40 oversights have been identified (compared with one in the previous 12 months).

When the Panel last received a report on this subject, in February 2021, there was a backlog of 69 requests for reviews. By 26 March 2021, this had risen to 100 and, by 21 May 2021, it had climbed still higher, to 111.

Since the last report to the Panel, significant scrutiny over the clearance of this backlog has continued to be exercised by the Commissioner's Senior Management Team (SMT). In March 2021, the SMT agreed a detailed plan to eliminate the backlog without reducing the quality of outputs from complaint reviews. Whilst it is clearly imperative to respond to requests for reviews in a timely manner, the scrutiny benefits of undertaking reviews are considerable, so we would not want to lose the organisational learning derived from them by conducting them to a lower standard. The plan agreed in March 2021 worked towards a target of clearing the backlog entirely by the end of December 2023. An updated plan was subsequently agreed by the SMT in September 2021, which brought the target clearance date forward to July 2023.

In addition, as referenced above, an internal audit of the PFCC's approach to complaint reviews was included in the internal audit plan for 2021/22, to allow the Commissioner to take assurance that reviews of complaints against Essex Police are processed in line with the IOPC's statutory guidance and in an efficient and effective manner. This was commissioned by the Chief Executive and Monitoring Officer in order to gain a better understanding of the reasons for the backlog and what further actions might be taken to clear it as swiftly as possible and prevent any reoccurrence, as well as to assist with the identification of resourcing requirements moving forward. The final report was issued in February 2022 and confirmed that appropriate policies and procedures govern the complaints process and are made available to staff. It concluded that the Commissioner can take reasonable assurance that the controls upon which the organisation relies to manage this area of work are suitably designed, consistently applied and effective. It did however identify one medium priority management action relating to the logging and progress tracking of complaint reviews, and two low priority management actions, relating to the initial data / information capture from the complainant, which are in the process of being implemented and due for completion by May 2022.

The initial resourcing of this area of work was based on the pre-existing level of complaints and appeals (prior to the change in the regulations), with allowances made for potential increases due to the reforms. Based on these calculations, 0.2 FTE was initially allocated within the Commissioner's establishment to meet this demand. Within 10 months of the new regulations taking effect, however, the significant increase in the number of police complaints, and the consequential impact on the number of reviews requested of the Commissioner, was apparent. At the time of the last report to the Panel on this subject, the Commissioner had already doubled the amount of permanent resource allocated to this function to 0.4 FTE and was



recruiting 2.0 FTE of additional temporary resource whilst a realistic assessment was made of the ongoing resource requirement. These additional temporary resources have been in place since April 2021.

The previous report to the Panel predicted that the backlog would begin to clear faster as new staff became more familiar with, and therefore proficient in, the process. The Internal Audit confirmed that this has indeed been the case, with the number completed per month rising quickly, from two in April 2021 to nine in May 2021 and four in the first week of June alone. When the fieldwork was undertaken, despite the level of resource allocated not being out of kilter with other areas (with all PCCs in the eastern region allocating a maximum of 0.6 FTE to this task) Essex's completion rate was just 23.4% against an average across the other six forces areas of 80.6%. Essex's current completion rate is now 81%, so in line with comparators.

As at 9 March 2022, the backlog had fallen significantly, to 50 reviews pending an outcome. The plan approved by SMT aimed to have 74 reviews outstanding as at 4 March, so progress is significantly ahead of schedule. Of the 50 reviews pending an outcome, 19 were in progress (of which 12 had been completed and were awaiting sign-off of the outcome letter to the complainant) and 31 had not yet commenced.

The plan approved by the PFCC's SMT aimed for the oldest review in the backlog to be 22 weeks / 5 months as at 4 March 2022. As at 9 March, the oldest review which had commenced but not yet been completed was received on 26 July 2021 (over seven months prior). However, an outcome has been particularly delayed in this case due to an initial lack of clarity regarding the Relevant Review Body, along with the general complexity of the complaint. The oldest request for a review which had not been commenced was received on 26 November 2021 (just over three months prior, so well within the tolerance set out in the plan).

The position in Essex is consistent with that seen nationwide. A workshop and survey of members carried out by the Association of Policing and Crime Chief Executives' (APACCE's) Complaints Network in September 2021 to examine and compare how PCCs across the country were managing complaint reviews concluded that:

- The number of complaint reviews is rising;
- PCCs' offices lack sufficient capacity to manage this workload (with those who, like Essex, have adopted "Model 1" employing between 0.5 and 2.0 FTE on this task), and
- The above two factors combined, along with the absence of statutory timescales, impact timeliness, which in turn creates backlogs of work.

In Essex, the future resourcing requirement has been assessed as part of budget setting for 2022/23, and it is planned to go forward with a total establishment of 2.0 FTE permanent resources along with 1.0 FTE temporary resources (so a further increase from 2.4 to 3.0 FTE), with the temporary resource to be reduced once the current backlog is cleared and the team is processing only the new caseload coming into the organisation. Within this, it is proposed to recruit to a new role of Complaints Manager, which is currently going through the job evaluation moderation stage prior to recruitment.

In conclusion, therefore, progress is running ahead of the agreed plan and the



Commissioner is optimistic that the backlog will be eliminated earlier than the current target date of July 2023. Once the additional post is recruited to, the plan will be revised again with a view to bringing the target date for eliminating the backlog further forward.

*Holding the Chief Constable to account for discharging their responsibilities in relation to handling complaints against the force*

The increase in initial complaints to the force that was seen in 2020 continued into 2021. Simultaneously, there has been an increase in the complexity of complaints, with multiple strands (sometimes up to 10 or even more) often being reported within single complaint cases.

The PFCC undertakes a robust scrutiny programme which includes monitoring all complaints, expressions of dissatisfaction and conduct matters involving Essex Police officers and staff. The Commissioner or their Deputy holds a quarterly formal scrutiny meeting with the Deputy Chief Constable to review current complaints and force wide patterns; to discuss high profile and / or serious cases, and to review organisational improvement activity arising out of this scrutiny. These quarterly meetings are also used by the Commissioner or their Deputy to track the force's progress in implementing recommendations made to Essex Police by the IOPC as a result of complaints it has investigated against the force.

The force's Professional Standards Department provides detailed monitoring information to the Commissioner, covering the volume and categories of complaints received (broken down by Local Policing Area and the ethnicity of the complainant), timeliness and outcomes. A version of this is published on the Commissioner's website for transparency. This report is used to identify themes, trends and patterns in complaints handled by Essex Police as the Appropriate Authority, which are considered in more detail through the quarterly scrutiny meeting between the PFCC's office and the Deputy Chief Constable. A live data dashboard is also in development which, in due course, will allow both the PFCC and the force to monitor such data in real time.

Data indicates that the three areas most commonly complained about to the force are:

- Delivery of service, with "police action following contact" (which includes the general level of service, the police response, timeliness and the quality of investigation) being the most common aspect within this;
- Police powers, policies and procedures, with the use of force and detention in police custody being the most common elements (although complaints relating to police custody reduced by 11 percentage points in Quarter 2 of 2021/22 compared with Quarter 1), and
- Individual behaviours.

The majority (consistently over two-thirds) of initial complaints are finalised within the target of 90 days.

The proportion of initial complaints for which the outcome is that the service provided was acceptable has improved from 38% for the whole of 2020/21 to 43% in Quarter



1 of 2021/22 and 45% in Quarter 2. This remains the most common outcome of initial complaints to the force. Year on year, complaints are resolved to the complainant's satisfaction in around 20% of cases, whilst it is found that the service provided was not acceptable in roughly 10% of cases.

The Commissioner's own staff also carry out a monthly audit of an agreed number of cases (typically seven per month) as part of the PFCC's scrutiny programme. This provides an independent view to the force of the quality of service provided to complainants in respect of:

- Timeliness and delays
- Customer contact
- Case management
- Record keeping

The latest report made observations about the completeness of logs of communication between the PSD and the complainant in several cases. Queries were also raised regarding staff training, which the PSD responded to.

The Commissioner also utilises the findings of the independent public perception survey jointly commissioned with Essex Police to hold the Chief Constable to account for complaints handling. The latest available results (for Quarter 3 of 2021/22) show that 70% of respondents think they would be treated fairly if they made a complaint to Essex Police about an officer or staff member, compared with 74% in Quarter 2 and 88% in Quarter 2 of the previous year. This indicates a reversion to the consistent 70% - 71% response rate reported against this question for the five quarters immediately preceding this. A significant difference has also emerged between respondents from an ethnic minority background (other than white minorities) and white respondents, at 56% and 71% respectively. As this data has only very recently become available, the force is currently exploring the reasons for this, which will be reported back to the Commissioner and monitored through the scrutiny arrangements described in this report.



<b>Report title:</b> Police, Fire and Crime Commissioner (PFCC) Decisions	
<b>Report to:</b> Essex Police, Fire and Crime Panel	
<b>Report author:</b> Police, Fire and Crime Commissioner for Essex	
<b>Date:</b> 22 March 2022	<b>For:</b> Noting
<b>Enquiries to:</b> Pippa Brent-Isherwood (Chief Executive and Monitoring Officer) (01245) 291613 pippa.brent-isherwood@essex.police.uk	
<b>County Divisions affected:</b> All Essex	

# **1. Purpose of Report**

- 1.1 The purpose of this report is to provide the Panel with information about financial and strategic decisions made by the PFCC.

# **2. Recommendations**

- 2.1 The Panel is invited to note the contents of the report, identifying any areas that require further clarification or comment.

# **3. Context / Summary**

- 3.1 This report contains information about decisions made since 26 November 2021 up to and including 9 March 2022.

# **4. Appendices**

Appendix A: PFCP Meeting 22 March 2022: PFCC Decisions Detailed  
Appendix B: PFCP Meeting 22 March 2022: PFCCFRA Decisions Detailed



Ref	Decision On	Value	Outline	Date approved
098/21	SET Local Safeguarding Children Partnership Funding Contributions	£182,415	To seek agreement regarding the funding of the Southend Safeguarding Children's Partnership (SSCP), Thurrock Local Safeguarding Children Partnership (LSCP) and Essex Safeguarding Children's Board (ESCB)	2 March 2022
106/21	7 Force Grounds Maintenance Services	£*	To seek authorisation for the signing of the 7F Grounds Maintenance Services contract, the details of which are commercially sensitive.	1 December 2021
115/21	Data Centre Migration	£*	To provide an update to the previously approved stage 2 capital business case for Essex data centre provision.	14 December 2021
117/21	Dashcams Stage 2 Business Case	£*	A revised requirement to purchase forward and rear facing video recording equipment (dash cams) across the Operational Policing Command (OPC) fleet totalling 80 vehicles.	12 <sup>th</sup> January 2022
131/21	FCIU Scene Pro C1200s for Forensics	£54,673 + £5,322 recurring revenue costs	To seek approval to secure capital monies to purchase 3 x Scene Pro C1200S Accelerometers	14 December 2021
132/21	Stage 2 Business Case – LDMI Accommodation and IT Infrastructure	£170,900 capital + £1,300 revenue recurring w.e.f. 2022/23	Requests capital funds to create ISO compliant hubs at Harlow and Southend in preparation for UKAS audits to achieve ISO 17025 accreditation during 2022 and to relocate the IT infrastructure into vacant space to ensure Public Service Network – Police (PSN-P) information security compliance.	14 December 2021
133/21	Thermal Imagers and Night Intensifiers	£*	To seek approval for the replacement of aging equipment that is necessary for surveillance operatives to undertake their duties.	14 December 2021
137/21	Medium Term Financial Strategy	n/a	To provide an update on the latest position and movements since the June Strategic Board as well as the latest forecast on the Capital Programme and Reserves including additional scenarios for consideration.	14 December 2021
143/21	Southend MARAT	£84,060	To seek approval for the allocation of £84,060 in the form of a crime and disorder reduction grant to Southend-on-Sea Borough Council as a contribution to the costs of the Multi-Agency Risk Assessment Team (MARAT).	1 December 2021



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146/21	Special Services Agreement – Basildon Borough Council and Essex Police	£*	To seek approval to continue the partnership arrangement between Basildon Borough Council and Essex Police, whereby the council agrees to provide annual funding for the provision of additional policing services in the Basildon district.	17 December 2021
150/21	Month 6 Financial Monitoring (appropriation to earmarked reserves)	£0.114m	To seek approval for the appropriation to the Transformation Reserve of £0.114m from the OPC Roads Policing budget to support the slippage in the dashcam capital programme.	25 January 2022
153/21	A4E Business Case	£*	Requests that the PFCC endorses the approach to and approves the finance for the next phase of the Analytics for Everyone project.	25 January 2022
156/21	PFCC Crime Prevention Fund	Fund of £200,000 + £10,000 launch costs	To seek approval to launch a Crime Prevention Fund to coincide with the publication of the 2021-24 Police and Crime Plan.	14 December 2021
157/21	Legacy Digital Data Store (LDDS)	£*	Requests approval of a contract variation notice, the details of which are commercially sensitive	1 December 2021
159/21	Capital bid for DMI equipment	£*	Seeks approval to secure capital monies to purchase 3 x Radio Frequency (RFPS) equipment shared between Kent and Essex.	28 February 2022
160/21	Operational Transformation Reserve funding of IT Research and Development posts	£43,286	To seek approval to roll over £43,286 in Operational Transformational Reserve (OTR) funding from 2021/22 to 2022/23 to continue funding IT Research and Development posts.	28 January 2022
162/21	Co-Location Data Centre Hosting facility	£*	Seeks approval of the procurement process and recommended award for the provision of Data Centre Hosting services for Essex Police.	17 December 2021
163/21	Approval of the Statement of Accounts for the year ended 31 March 2021 for the PFCC Group and the PFCC	n/a	Requests approval and sign-off of the Statement of Accounts for the year ending 31 March 2021 for the PFCC Group and the PFCC following the completion of the external audit by Grant Thornton UK LLP.	30 November 2021



Ref	Decision On	Value	Outline	Date approved
164/21	PFCC portable video conference unit	£335	To approve the purchase of a portable video conferencing device to improve the effectiveness of virtual or hybrid PFCC meetings.	30 November 2021
165/21	Violence & Vulnerability Community Safety (VVCS) Grants Programme 2021/22 & 2022/23	£370,449	To seek approval to allocate £370,449 in the form of grants from the Violence & Vulnerability Community Safety (VVCS) Grants Programme (2021 – 2023) to the organisations listed in section 4 of the decision report	14 December 2021
166/21	Grant for County Lines Intensification Activity	£*	The Mayor's Office for Policing and Crime has approved a grant to the Police, Fire and Crime Commissioner for Essex to enable Essex Police to undertake county lines intensification activity, the details of which are sensitive.	14 December 2021
167/21	CARE Project Extension 2022-23	£50,000	To approve the allocation of £50,000 from the PFCC's Community Safety Fund to The Children's Society to extend the delivery of the Children at Risk of Exploitation (CARE) project in Essex for one year to March 2023.	17 December 2021
168/21	External Audit Procurement and Public Sector Audit Appointments (PSAA)	n/a	To seek the PFCC's approval to continue not to participate in the Public Sector Audit Appointments (PSAA) national scheme.	17 December 2021
169/21	Colchester Safe Night Out campaign	£15,000	To approve the allocation of £15,000 from the PFCC's 2021-22 Community Safety Fund to support a Safe Night Out campaign, led by Colchester Borough Council, but with the potential to be disseminated further across Essex. The aim of this campaign is to reduce drink spiking and alcohol related issues across the county.	17 December 2021
170/21	Month 7 Revenue Appropriations	£0.6m	To seek the Commissioner's approval to appropriate to the earmarked reserve a combination of unutilised budget for the Policing Education Qualifications Framework (PEQF), together with unbudgeted surplus Forfeiture Monies income.	4 February 2022



Ref	Decision On	Value	Outline	Date approved
171/21	ASB Quad Bike Trial	£10,139	Approval to endorse the purchase and deployment of off-road quad bikes being used to combat anti-social behaviour (ASB) in Thurrock.	25 January 2022
172/21	Communications and Engagement Strategy 2021 - 2024	£9,389.94	To approve the Communication and Engagement Strategy 2021-2024 and the allocation of £9,389.94 from the PFCC's communications budget for the annual subscriptions and expenses used to hear from and talk to the public as set out in the strategy.	13 January 2022
174/21	Contract extension for the provision of a Mobile First SaaS Mobile Working Solution	£563,462.50.	To articulate the case and seek approval to extend the Mobile First SaaS Mobile Working Solution contract with HCL for Essex Police for one year to 31/12/23 at a cost of £563,462.50.	22 December 2021
175/21	Victim Support contract extension	£590,666	To seek approval to extend the contract for services provided by Victim Support for a further year from the 2022/23 Victims Commissioning Fund.	21 January 2022
176/21	The Change Project	£80,000	To approve the extension of the grant agreement with The Change Hub for the domestic abuse perpetrator behaviour change programme between 1st April 2022 and 31st March 2023. The PFCC will provide a one-off grant of £80,000 from the 2021-22 Community Safety Fund to The Change Project.	4 February 2022
177/21	Knife bins 2022/23 – 2024/25	£20,000	To approve the allocation of up to £20,000 from the PFCC's 2022-23 Community Safety Fund and 2022-23 Violence and Vulnerability Fund to provide funding for the emptying of knife bins across the county.	21 January 2022
178/21	Financial and Procurement Regulations Update	n/a	To present the Commissioner with the updated Financial and Procurement Regulations and to seek approval for their adoption.	17 January 2022
179/21	BlueLight Commercial Ltd – Next Generation Forensics Procurement Sub-Agreement	n/a	To seek the PFCC's approval to enter into the Next Generation Forensics Procurement Sub-Agreement with BlueLight Commercial Limited	10 January 2022



Ref	Decision On	Value	Outline	Date approved
180/21	Phase 7 of the Essex 'Violence and Vulnerability Joint Budget' funding 2020/21	£98,170	To approve the allocation of £98,170 from the Essex 'Violence and Vulnerability Joint Budget' to the organisations detailed in section 4.1 for delivery against the objectives set out in the Essex V&V Work Programme 2021/22.	4 January 2022
001/22	Granicus online newsletter platform	£3,004.74	Approval to engage Granicus to provide the PFCC with a digital newsletter platform.	7 January 2022
002/22	Precept Leaflet 2022-23	£24,000	To approve the allocation of up to £24,000 from the PFCC's communications budget for the production and distribution of the precept leaflet.	18 January 2022
003/22	2021/22 Revenue Underspend Utilisation Options (Laptops)	£0.435m	To seek the Commissioner's approval that £0.435m of the the forecast 2021/22 revenue underspend is used to support the purchase of laptop computers for frontline officers in Local Policing Teams.	7 January 2022
004/22	2021/22 Revenue Underspend Utilisation Options	£4.804m	Informing options agreed by Essex Police Chief Officers' Group to utilise £4.804m of the forecast £5.239m underspend against the 2021/22 revenue budget. The balance of £0.435m of the forecast underspend will be the subject of a separate Decision Report (003-22).	11 January 2022
005/22	PFCC Websites Technical Support	£36,354 over two years	To gain agreement for Formation Media to provide hosting and ongoing support for the PFCC website, Violence and Vulnerability website and Restorative Justice website including regular testing, updates to maintain navigation functionality and ensuring the correct level of accessibility.	27 January 2022
007/22	Southend MARAT Supplementary Funding 2021-22	£5,060	To seek approval for the allocation of a further £5,060 in the form of crime and disorder reduction grant to Southend-on-Sea Borough Council to account for the incremental increase in costs between 2020-21 and 2021-22. This report should be read in conjunction with original decision sheet 143-21 for the PFCC's contribution to the Southend MARAT.	19 January 2022
008/22	Review of the Police, Fire and Crime Commissioner's Constitution	n/a	To recommend an updated Constitution for adoption by the Commissioner.	18 January 2022



Ref	Decision On	Value	Outline	Date approved
010/22	Domestic Abuse Business Conference	£5,000	Approval to contribute £5,000 from the Community Safety Fund towards to the Essex Chamber of Commerce organising a Domestic Abuse Business Conference on 25th February and three follow up workshops.	27 January 2022
014/22	Fire Alarms and Emergency Lighting Contract Extension	£*	This report outlines the reasons behind the request to exercise the extension options for the Fire Alarms and Emergency Lighting contract for Essex Police and Kent Police, the details of which are commercially sensitive.	28 February 2022
017/22	Capital Funding - Grays 3rd Floor Re-Modelling	£440,657	Approval of a recommendation to invest £440,657 of capital funding in the refurbishment of the 3rd floor of Grays Police Station.	4 February 2022
024/22	NPoCC Section 22A Collaboration Agreement	£*	Changes made to the governance arrangements of the National Police Coordination Centre (NPoCC) require an updated Section 22A Collaboration Agreement to be signed, the details of which are sensitive.	10 February 2022
025/22	ECF Police Property Act Fund Allocations 2022	£15,436	Approval to endorse the allocation of grants from the Essex Police Property Act Fund, an endowed fund managed by the Essex Community Foundation, to six local charities whose activities support the delivery of the Police and Crime Plan.	11 February 2022
026/22	Police Uplift Programme Grant	£*	Acceptance of a grant funding award from the Home Office, the details of which are sensitive.	10 February 2022
028/22	Community Speedwatch Coordinator Funding 2022	£12,070	To approve the allocation of £12,070 to Essex County Fire and Rescue Service as a contribution to the ongoing employment costs of the countywide Community Speedwatch Coordinator.	1 March 2022
032/22	SETDAB Partnership Core Funding 2021-22 and 2022-23	Two annual grants of £120,000 p.a.	To approve the allocation of the core annual grant from the PFCC to the Southend, Essex & Thurrock Domestic Abuse (SETDA) Partnership for 2021-22 and 2022-23.	25 February 2022
034/22	Community Safety Partnership Funding 2022-23	£322,724	To approve the annual allocation of core grants from the PFCC's 2022-23 Community Safety Fund to the 14 Essex Community Safety Partnerships (CSPs) and the SETDAB Domestic Homicide Review (DHR) fund.	1 <sup>st</sup> March 2022



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042/22	Temporary delegation of Section 151 Officer functions	n/a	To delegate the powers and functions of the Chief Finance Officer under the PFCC's Scheme of Delegation to Janet Perry (Strategic Head of Performance and Resources) for the period 3 – 15 March 2022 inclusive.	7 March 2022

\*Denotes decision report which is pending publication due to commercially sensitive information or not published in full due to otherwise sensitive information. Commercial decisions will be published upon completion of the contract.

**For detailed information on each decision, go to the PFCC website at <http://www.essex.pfcc.police.uk/decision-making/>** Decisions can be sorted by reference number and date on the PFCC website.

**Please note:** This report contains PFCC decisions made after 26 November, up to and including 9 March 2022 (ahead of submission for the PFCP meeting of 22 March 2022).



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165/21	Violence & Vulnerability Community Safety (VVCS) Grants Programme 2021/22 & 2022/23	£370,449	To seek approval to allocate £370,449 in the form of grants from the Violence & Vulnerability Community Safety (VVCS) Grants Programme (2021 – 2023) to the organisations listed in section 4 of the decision report	14 December 2021
166/21	Grant for County Lines Intensification Activity	£*	The Mayor's Office for Policing and Crime has approved a grant to the Police, Fire and Crime Commissioner for Essex to enable Essex Police to undertake county lines intensification activity, the details of which are sensitive.	14 December 2021
167/21	CARE Project Extension 2022-23	£50,000	To approve the allocation of £50,000 from the PFCC's Community Safety Fund to The Children's Society to extend the delivery of the Children at Risk of Exploitation (CARE) project in Essex for one year to March 2023.	17 December 2021
168/21	External Audit Procurement and Public Sector Audit Appointments (PSAA)	n/a	To seek the PFCC's approval to continue not to participate in the Public Sector Audit Appointments (PSAA) national scheme.	17 December 2021
169/21	Colchester Safe Night Out campaign	£15,000	To approve the allocation of £15,000 from the PFCC's 2021-22 Community Safety Fund to support a Safe Night Out campaign, led by Colchester Borough Council, but with the potential to be disseminated further across Essex. The aim of this campaign is to reduce drink spiking and alcohol related issues across the county.	17 December 2021
170/21	Month 7 Revenue Appropriations	£0.6m	To seek the Commissioner's approval to appropriate to the earmarked reserve a combination of unutilised budget for the Policing Education Qualifications Framework (PEQF), together with unbudgeted surplus Forfeiture Monies income.	4 February 2022



Ref	Decision On	Value	Outline	Date approved
171/21	ASB Quad Bike Trial	£10,139	Approval to endorse the purchase and deployment of off-road quad bikes being used to combat anti-social behaviour (ASB) in Thurrock.	25 January 2022
172/21	Communications and Engagement Strategy 2021 - 2024	£9,389.94	To approve the Communication and Engagement Strategy 2021-2024 and the allocation of £9,389.94 from the PFCC's communications budget for the annual subscriptions and expenses used to hear from and talk to the public as set out in the strategy.	13 January 2022
174/21	Contract extension for the provision of a Mobile First SaaS Mobile Working Solution	£563,462.50.	To articulate the case and seek approval to extend the Mobile First SaaS Mobile Working Solution contract with HCL for Essex Police for one year to 31/12/23 at a cost of £563,462.50.	22 December 2021
175/21	Victim Support contract extension	£590,666	To seek approval to extend the contract for services provided by Victim Support for a further year from the 2022/23 Victims Commissioning Fund.	21 January 2022
176/21	The Change Project	£80,000	To approve the extension of the grant agreement with The Change Hub for the domestic abuse perpetrator behaviour change programme between 1st April 2022 and 31st March 2023. The PFCC will provide a one-off grant of £80,000 from the 2021-22 Community Safety Fund to The Change Project.	4 February 2022
177/21	Knife bins 2022/23 – 2024/25	£20,000	To approve the allocation of up to £20,000 from the PFCC's 2022-23 Community Safety Fund and 2022-23 Violence and Vulnerability Fund to provide funding for the emptying of knife bins across the county.	21 January 2022
178/21	Financial and Procurement Regulations Update	n/a	To present the Commissioner with the updated Financial and Procurement Regulations and to seek approval for their adoption.	17 January 2022
179/21	BlueLight Commercial Ltd – Next Generation Forensics Procurement Sub-Agreement	n/a	To seek the PFCC's approval to enter into the Next Generation Forensics Procurement Sub-Agreement with BlueLight Commercial Limited	10 January 2022



Ref	Decision On	Value	Outline	Date approved
180/21	Phase 7 of the Essex 'Violence and Vulnerability Joint Budget' funding 2020/21	£98,170	To approve the allocation of £98,170 from the Essex 'Violence and Vulnerability Joint Budget' to the organisations detailed in section 4.1 for delivery against the objectives set out in the Essex V&V Work Programme 2021/22.	4 January 2022
001/22	Granicus online newsletter platform	£3,004.74	Approval to engage Granicus to provide the PFCC with a digital newsletter platform.	7 January 2022
002/22	Precept Leaflet 2022-23	£24,000	To approve the allocation of up to £24,000 from the PFCC's communications budget for the production and distribution of the precept leaflet.	18 January 2022
003/22	2021/22 Revenue Underspend Utilisation Options (Laptops)	£0.435m	To seek the Commissioner's approval that £0.435m of the the forecast 2021/22 revenue underspend is used to support the purchase of laptop computers for frontline officers in Local Policing Teams.	7 January 2022
004/22	2021/22 Revenue Underspend Utilisation Options	£4.804m	Informing options agreed by Essex Police Chief Officers' Group to utilise £4.804m of the forecast £5.239m underspend against the 2021/22 revenue budget. The balance of £0.435m of the forecast underspend will be the subject of a separate Decision Report (003-22).	11 January 2022
005/22	PFCC Websites Technical Support	£36,354 over two years	To gain agreement for Formation Media to provide hosting and ongoing support for the PFCC website, Violence and Vulnerability website and Restorative Justice website including regular testing, updates to maintain navigation functionality and ensuring the correct level of accessibility.	27 January 2022
007/22	Southend MARAT Supplementary Funding 2021-22	£5,060	To seek approval for the allocation of a further £5,060 in the form of crime and disorder reduction grant to Southend-on-Sea Borough Council to account for the incremental increase in costs between 2020-21 and 2021-22. This report should be read in conjunction with original decision sheet 143-21 for the PFCC's contribution to the Southend MARAT.	19 January 2022
008/22	Review of the Police, Fire and Crime Commissioner's Constitution	n/a	To recommend an updated Constitution for adoption by the Commissioner.	18 January 2022



Ref	Decision On	Value	Outline	Date approved
010/22	Domestic Abuse Business Conference	£5,000	Approval to contribute £5,000 from the Community Safety Fund towards to the Essex Chamber of Commerce organising a Domestic Abuse Business Conference on 25th February and three follow up workshops.	27 January 2022
014/22	Fire Alarms and Emergency Lighting Contract Extension	£*	This report outlines the reasons behind the request to exercise the extension options for the Fire Alarms and Emergency Lighting contract for Essex Police and Kent Police, the details of which are commercially sensitive.	28 February 2022
017/22	Capital Funding - Grays 3rd Floor Re-Modelling	£440,657	Approval of a recommendation to invest £440,657 of capital funding in the refurbishment of the 3rd floor of Grays Police Station.	4 February 2022
024/22	NPoCC Section 22A Collaboration Agreement	£*	Changes made to the governance arrangements of the National Police Coordination Centre (NPoCC) require an updated Section 22A Collaboration Agreement to be signed, the details of which are sensitive.	10 February 2022
025/22	ECF Police Property Act Fund Allocations 2022	£15,436	Approval to endorse the allocation of grants from the Essex Police Property Act Fund, an endowed fund managed by the Essex Community Foundation, to six local charities whose activities support the delivery of the Police and Crime Plan.	11 February 2022
026/22	Police Uplift Programme Grant	£*	Acceptance of a grant funding award from the Home Office, the details of which are sensitive.	10 February 2022
028/22	Community Speedwatch Coordinator Funding 2022	£12,070	To approve the allocation of £12,070 to Essex County Fire and Rescue Service as a contribution to the ongoing employment costs of the countywide Community Speedwatch Coordinator.	1 March 2022
032/22	SETDAB Partnership Core Funding 2021-22 and 2022-23	Two annual grants of £120,000 p.a.	To approve the allocation of the core annual grant from the PFCC to the Southend, Essex & Thurrock Domestic Abuse (SETDA) Partnership for 2021-22 and 2022-23.	25 February 2022
034/22	Community Safety Partnership Funding 2022-23	£322,724	To approve the annual allocation of core grants from the PFCC's 2022-23 Community Safety Fund to the 14 Essex Community Safety Partnerships (CSPs) and the SETDAB Domestic Homicide Review (DHR) fund.	1 <sup>st</sup> March 2022



Ref	Decision On	Value	Outline	Date approved
042/22	Temporary delegation of Section 151 Officer functions	n/a	To delegate the powers and functions of the Chief Finance Officer under the PFCC's Scheme of Delegation to Janet Perry (Strategic Head of Performance and Resources) for the period 3 – 15 March 2022 inclusive.	7 March 2022

\*Denotes decision report which is pending publication due to commercially sensitive information or not published in full due to otherwise sensitive information. Commercial decisions will be published upon completion of the contract.

**For detailed information on each decision, go to the PFCC website at <http://www.essex.pfcc.police.uk/decision-making/>** Decisions can be sorted by reference number and date on the PFCC website.

**Please note:** This report contains PFCC decisions made after 26 November, up to and including 9 March 2022 (ahead of submission for the PFCP meeting of 22 March 2022).



Ref	Decision On	Value	Outline	Date approved
046/21	Code of Conduct	n/a	To provide an update and confirm the Authority's approach to implementing the NFCC Code of Ethics.	25 January 2022
052/21	Brigade Manager Pay Awards	n/a	To present to the Commissioner the outcome of the NJC pay award for Brigade Managers.	1 December 2021
056/21	Annual Report and Statement of Assurance	n/a	To gain the Police, Fire and Crime Commissioner's (PFCC) approval for the publication of the Annual Report and Statement of Assurance 2020-2021.	1 March 2022
057/21	Estates Strategy	n/a	To seek approval for the Estates Strategy.	5 January 2022
059/21	Day Crewing Houses – Sale of Surplus Assets	£*	Relates to the sale of PFCCFRA estate	1 March 2022
063/21	Firelink Contract Renewal	£827,304	To seek approval for the renewal of the Firelink Contract and payment of the service fees for the financial year 2021-22.	1 December 2021
065/21	ECFRS Health and Safety Annual Statement of Intent	n/a	To request that the PFCC agrees and signs the Health and Safety (H&S) Annual Statement of intent.	1 December 2021
072/21	Insurance Renewal	£*	To seek authorisation for the payment of the annual Insurance Premium for year, the details of which are sensitive	1 December 2021
073/21	Digital & Data Programme Network Project	£*	To seek agreement from the PFCC to award a contract to the preferred supplier. The details are commercially sensitive.	10 December 2021
074/21	Day Crew Housing Tranche 5	£*	Relates to the sale of PFCCFRA estate	14 December 2021
075/21	Day Crewing Houses – Sale of Surplus Assets	£*	Relates to the sale of PFCCFRA estate	10 December 2021
079/21	External Audit Procurement and PSAA	n/a	To seek the PFCC's approval to continue not to participate in the Public Sector Audit Appointments (PSAA) national scheme	7 March 2022
080/21	Day Crew Houses – Sale of Surplus Assets	£*	Relates to the sale of PFCCFRA estate	1 March 2022
007/22	Breathing Apparatus Training Refurbishment Project	£961,671.90	To give authority to release construction contracts, the details of which are commercially sensitive.	23 February 2022



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<b>Report title:</b> Forward Work Plan	
<b>Report to:</b> Essex Police, Fire and Crime Panel	
<b>Report author:</b> Sophie Campion, Senior Democratic Services Officer	
<b>Date:</b> 22 March 2022	<b>For:</b> Consideration
<b>Enquiries to:</b> Sophie Campion, Senior Democratic Services Officer sophie.campion2@essex.gov.uk	
<b>County Divisions affected:</b> All Essex	

# 1. Purpose of report and background

1.1 To plan the business of the Panel.

1.2 The next Meeting of the Panel is scheduled for **Thursday 23 June 2022**.

1.3 Business proposed to be taken to the meetings is as follows:

Provisional Date	Topic Title	Lead Contact	Purpose and Target Outcomes
23 June 2022	• Election of Chairman and Vice-Chairman	Senior Democratic Services Officer	Annual meeting
	• Appointment of Members to Ethics & Integrity Sub-Committee	Senior Democratic Services Officer	Annual meeting
	• Review of Balanced Appointment Objective	Senior Democratic Services Officer	Annual meeting
	• Essex PFCP Grant Claim and Outturn Report - 2021/22	Democratic Services	To note
	• Essex Police, Fire and Crime Panel Annual Report	Senior Democratic Services Officer	To provide an overview of the Panel's activities during the 2021/22 municipal year



	<ul style="list-style-type: none"> <li>Police Performance – Quarter 4</li> </ul>	OPFCC	Statutory Duty to review the Police and Crime Plan and monitor performance
21 July 2022	<ul style="list-style-type: none"> <li>ECFRS End of Year Performance Report</li> </ul>	OPFCC	Statutory Duty to review the Fire and Rescue Plan and monitor performance
TBC	<ul style="list-style-type: none"> <li>A review of the Panel's Complaints Procedure</li> </ul>	TBC	As agreed at the Panel's meeting on 9 December 2021

## 2. Recommendation

The Panel is asked to identify any other business it would like to consider.