



Essex County
Fire & Rescue Service

Quarter Two Performance Report

2021 - 2022

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Performance & Data Team

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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:

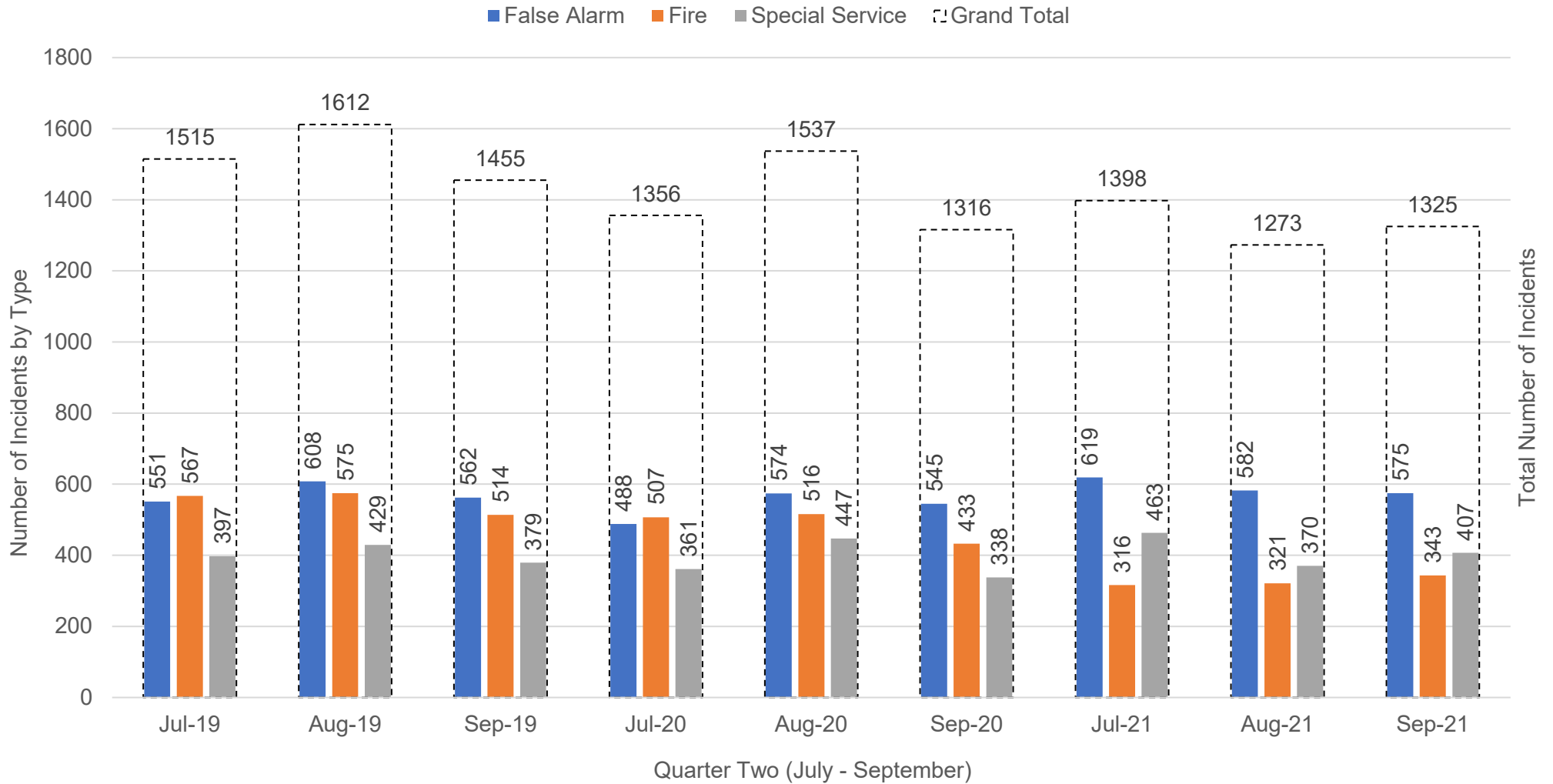
	Total	Fires	Special Service	False Alarms
Q2 2018-2019	4773	1863	1071	1839
Q2 2019-2020	4582	1656	1205	1721
Q2 2020-2021	4209	1456	1146	1607
Q2 2021-2022	3996	980	1240	1776

Percentages of Total

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

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.

Number of Incidents in Quarter Two



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 fires¹, 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 July² and August³.

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

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.

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

² NCIC Monthly Summary (metoffice.gov.uk)

³ 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 ⁴	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
Grand Total	1071	1205	1146	1240

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

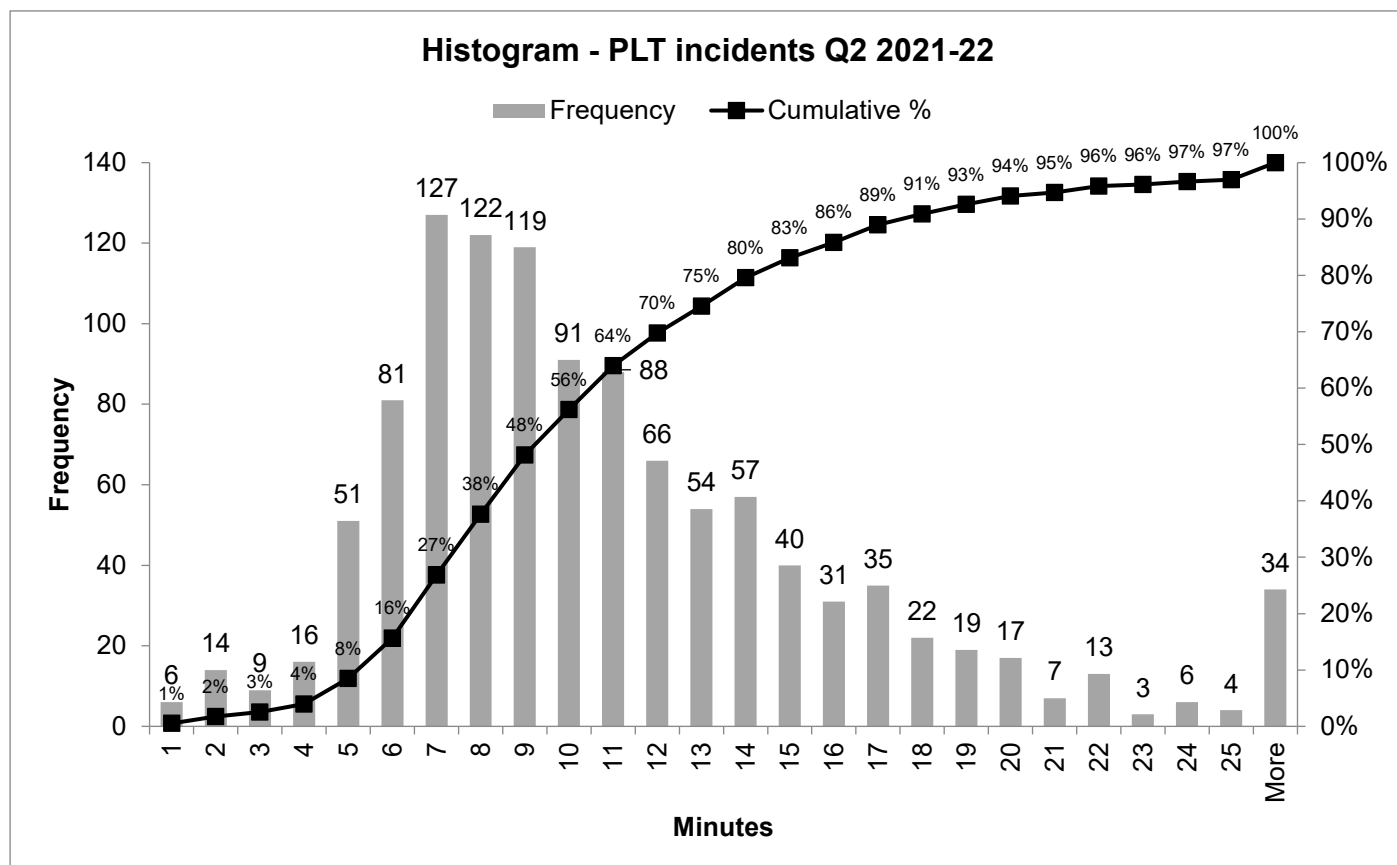
⁴ Noted as per Home Office Incident Recording System Schema Guidance and Fire Statistic Guidance

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.

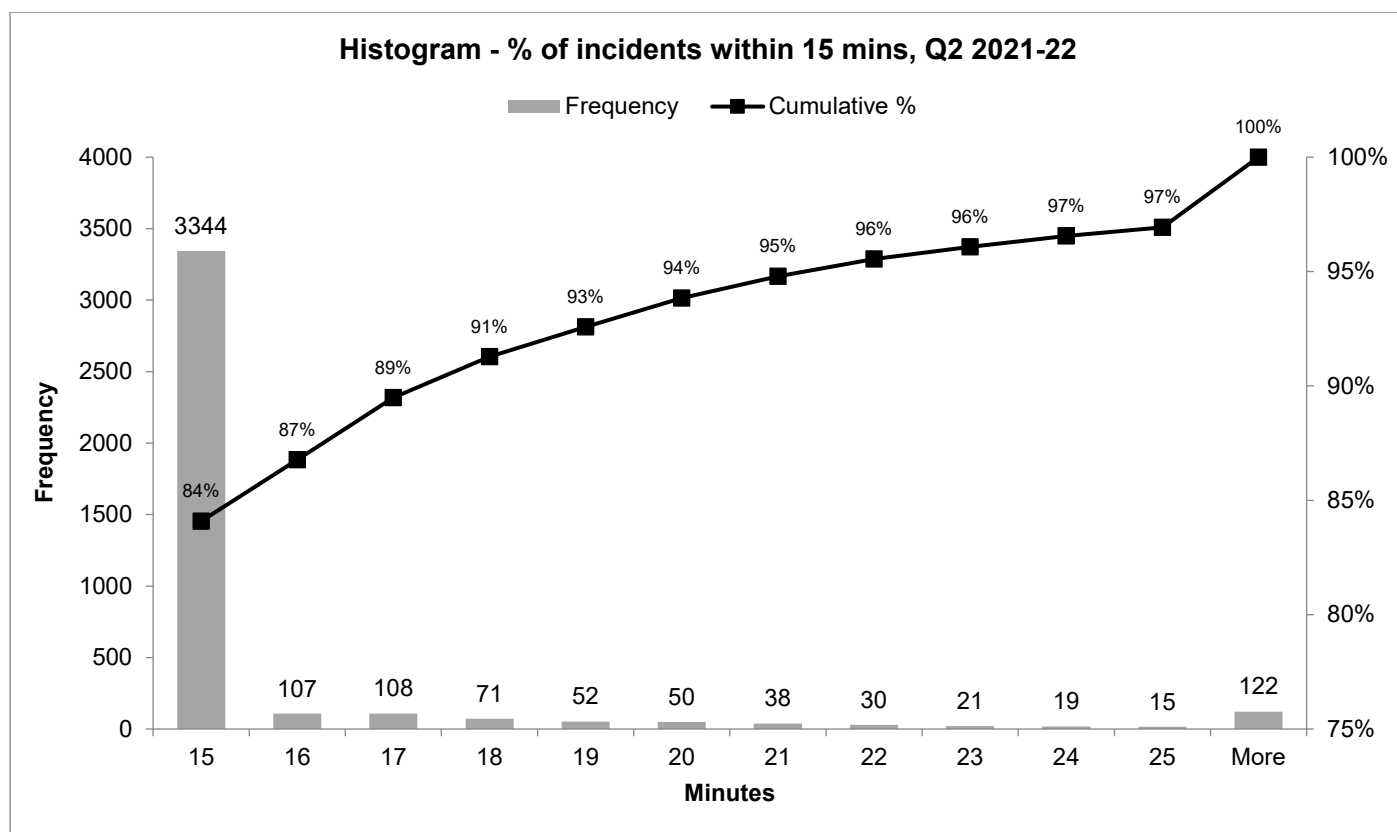
	Q2 2021-22			Q2 2020-21		
	Call Handling	Turnout	Travel	Call Handling	Turnout	Travel
July	2m 06s	2m 31s	6m 20s	1m 46s	2m 27s	5m 39s
August	1m 47s	2m 35s	5m 59s	1m 39s	2m 40s	5m 41s
September	1m 52s	2m 26s	6m 10s	2m 01s	2m 32s	5m 42s
Q2	1m 55s	2m 30s	6m 10s	1m 48s	2m 33s	5m 40s

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%

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

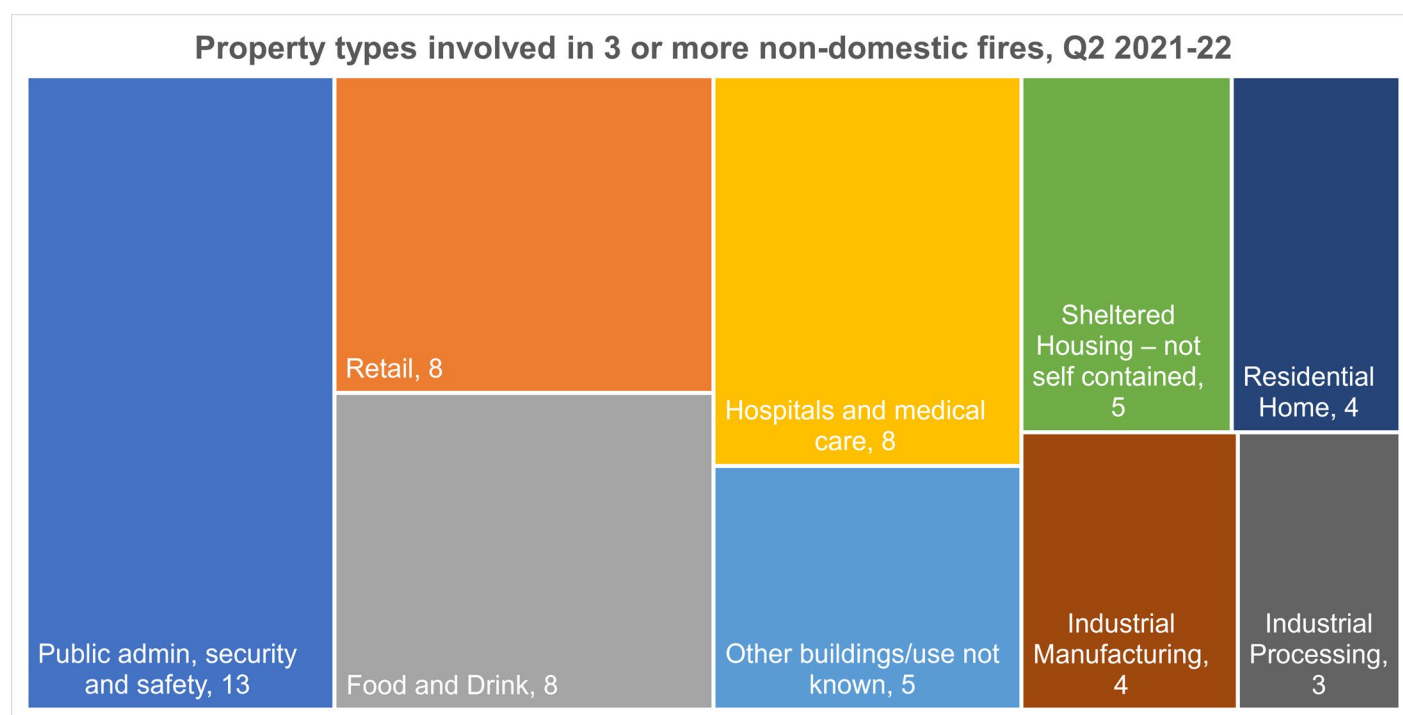
Service Measure: Number of fires in non-residential properties.

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
July	33	18
August	25	23
September	21	38
Quarter Total	79	79
Rolling 12 months	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 ⁵	69		46		67		182
Other Consultations ⁶	42		41		69		152
Month Total	552	(324)	461	(238)	529	(277)	1542

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

0 Enforcement Notices issued.

0 Prohibition Notices served.

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

⁶ 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.

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

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

Tolerance (per month) for 2021-22	Red	Amber	Green	Blue
Number of audits completed against premises measured VH or H on the RBIP (monthly)	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.

	Q2 2021-22	Difference from Monthly (Blue) Target
July	72	-131
August	81	-122
September	67	-136
Quarter Total	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

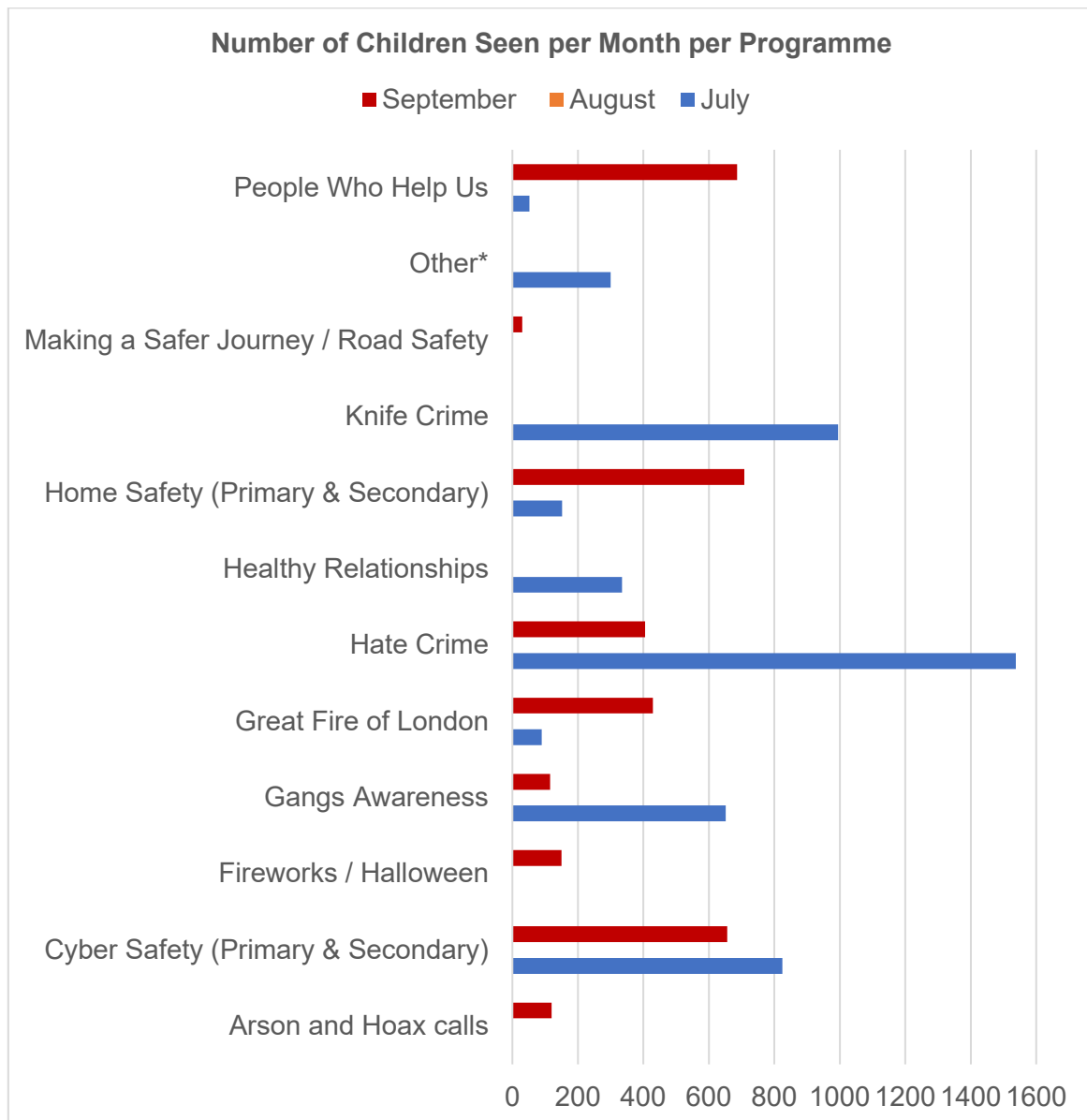
In the Fire & Rescue Plan, there is the following 'we will' statement: 'educate and inform young people, so they live safe lives' under the priority, Prevention, Protection and Response (PPR). At time of reporting, there is no specific performance measure linked to the Education activity. Education is 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
July	4,141	13,905	18,046
August	0	0	0
September	2,735	564	3,299
Total	6,876	14,169	21,045

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
Total	18,046	0	3,299

*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.

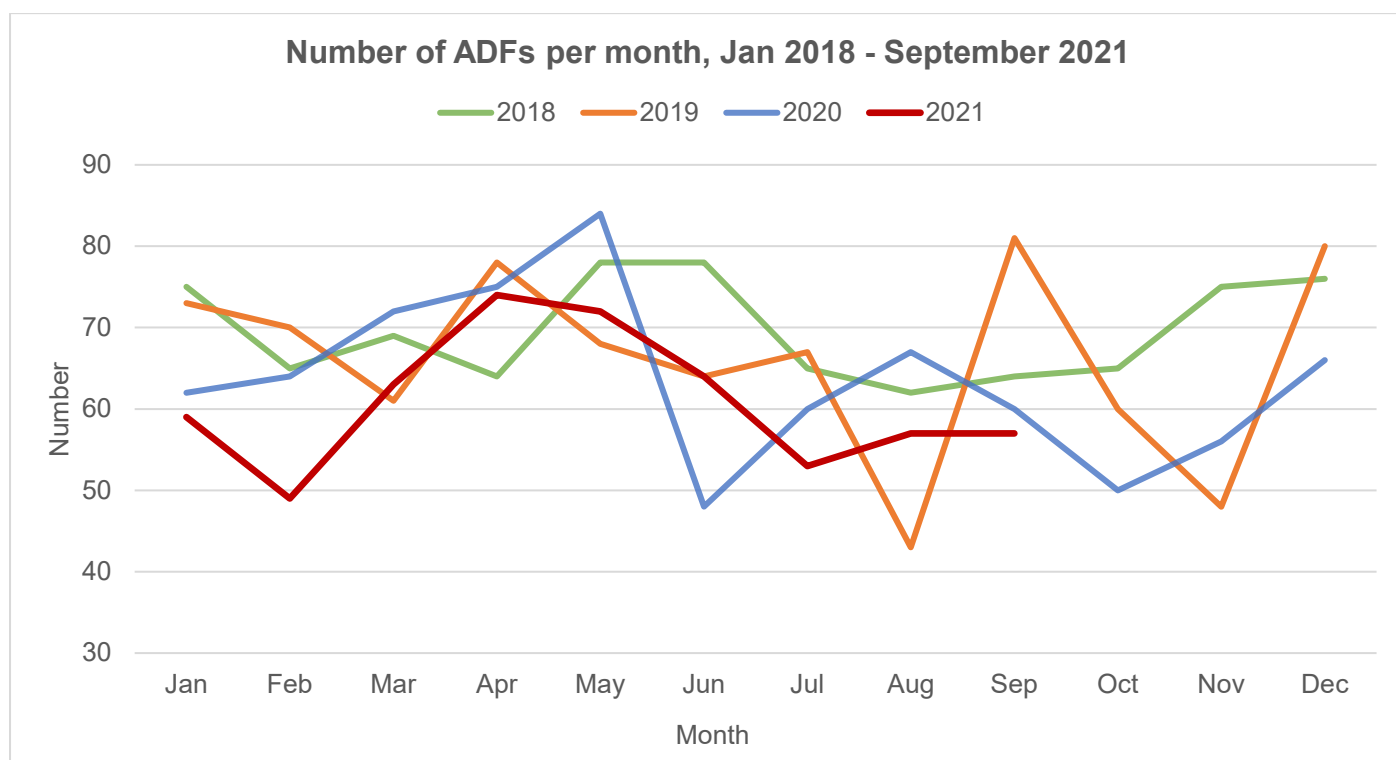
This measure relates to live safe under the Prevention strategy.

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

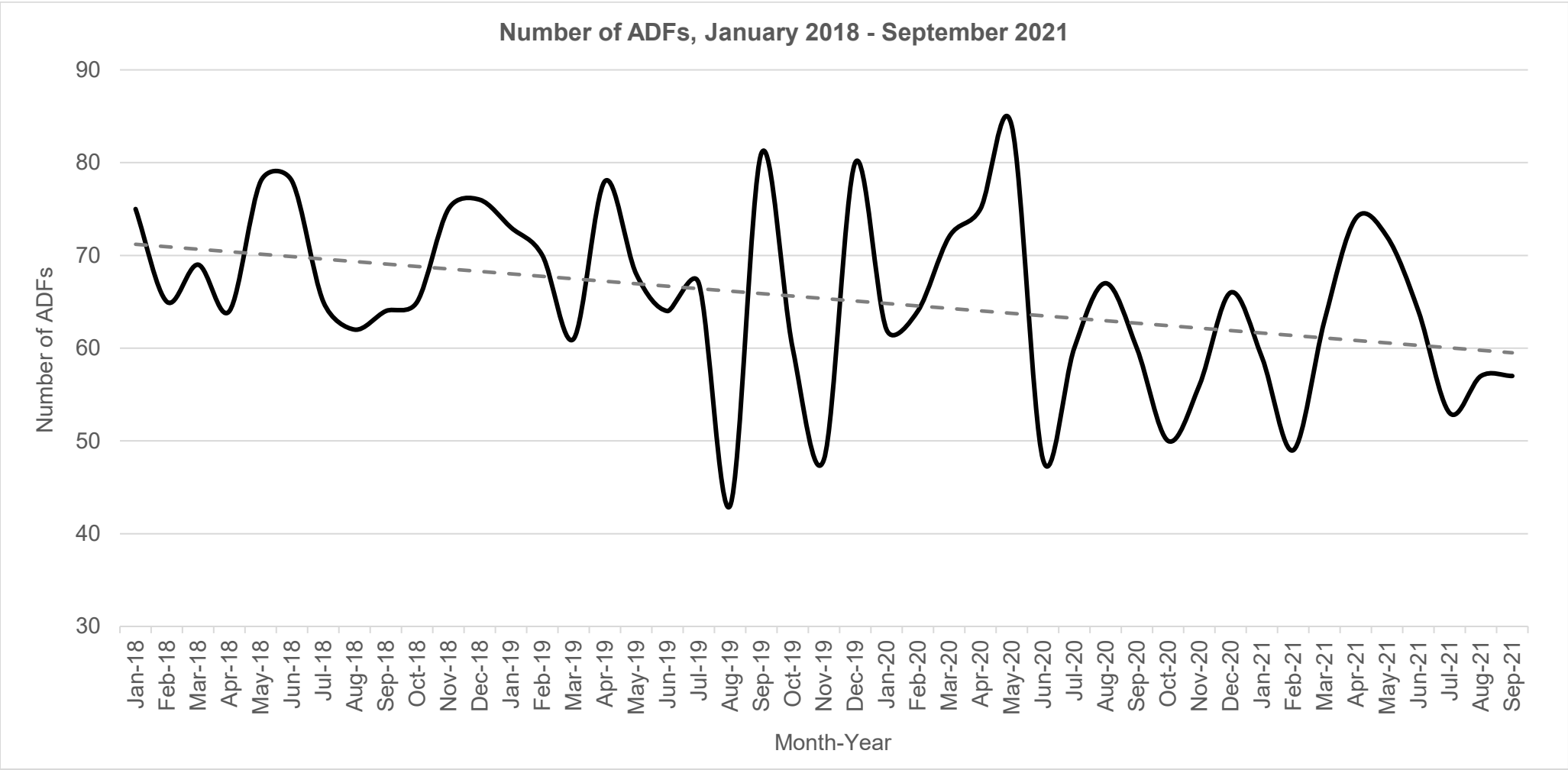
The table below shows the number and rate of ADFS per 10,000 population.

	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

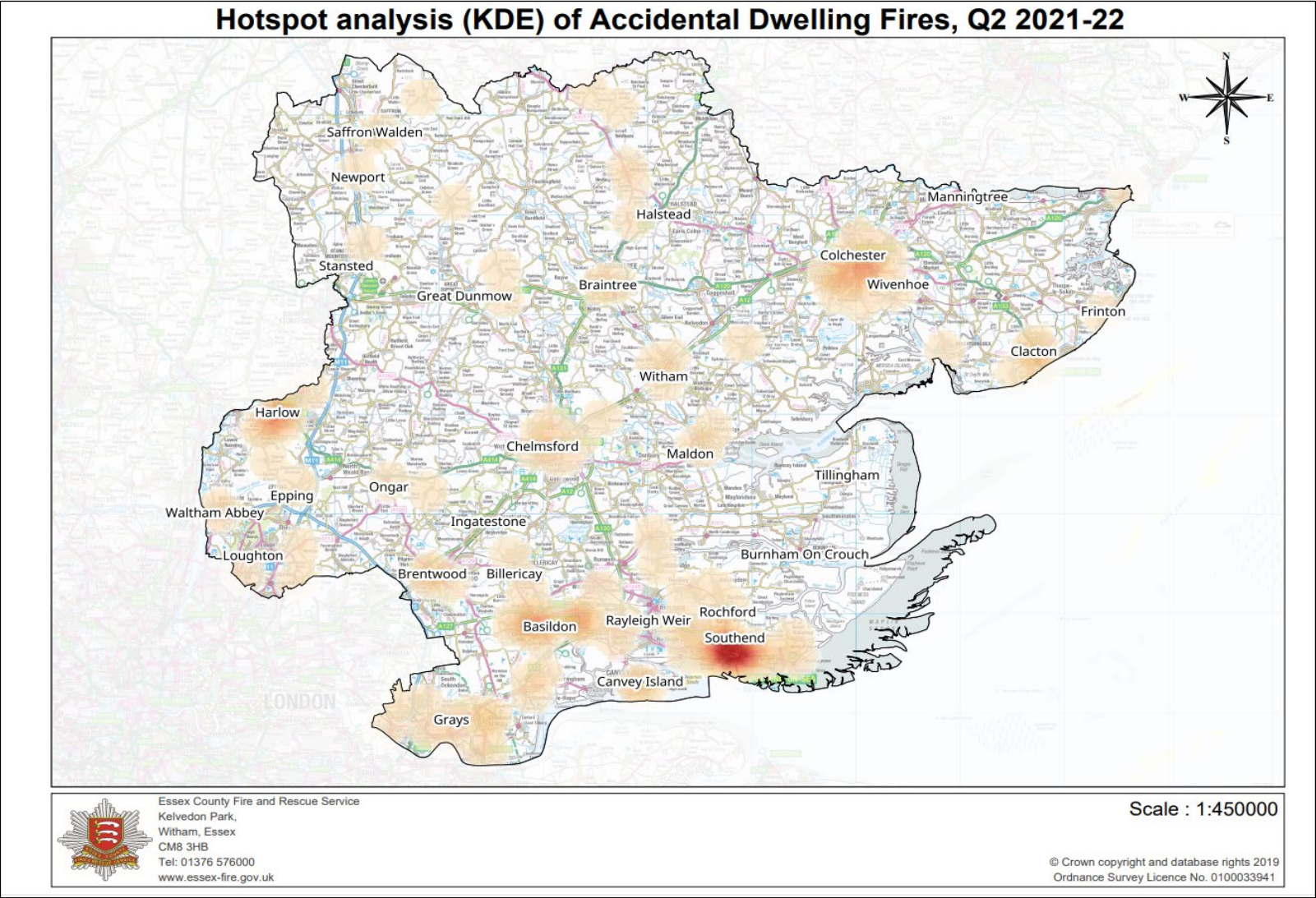
The chart below shows a decrease in the number of ADFs from April to July 2021, with a slight increase to 57 fires in the months of August and September. Other than August 2019 (43 fires), the number of ADFs in the quarter two months are lower than previous years.



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
July	26%	27%	14	16
August	37%	25%	21	17
September	28%	37%	16	22
Rolling Quarter	30%	30%	51	55
Rolling 12 months	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
July	72%	63%	38	38
August	65%	55%	37	37
September	65%	55%	37	33
Rolling Quarter	67%	58%	37	36
Rolling 12 months	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 fires⁷ 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
Primary 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
Secondary 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

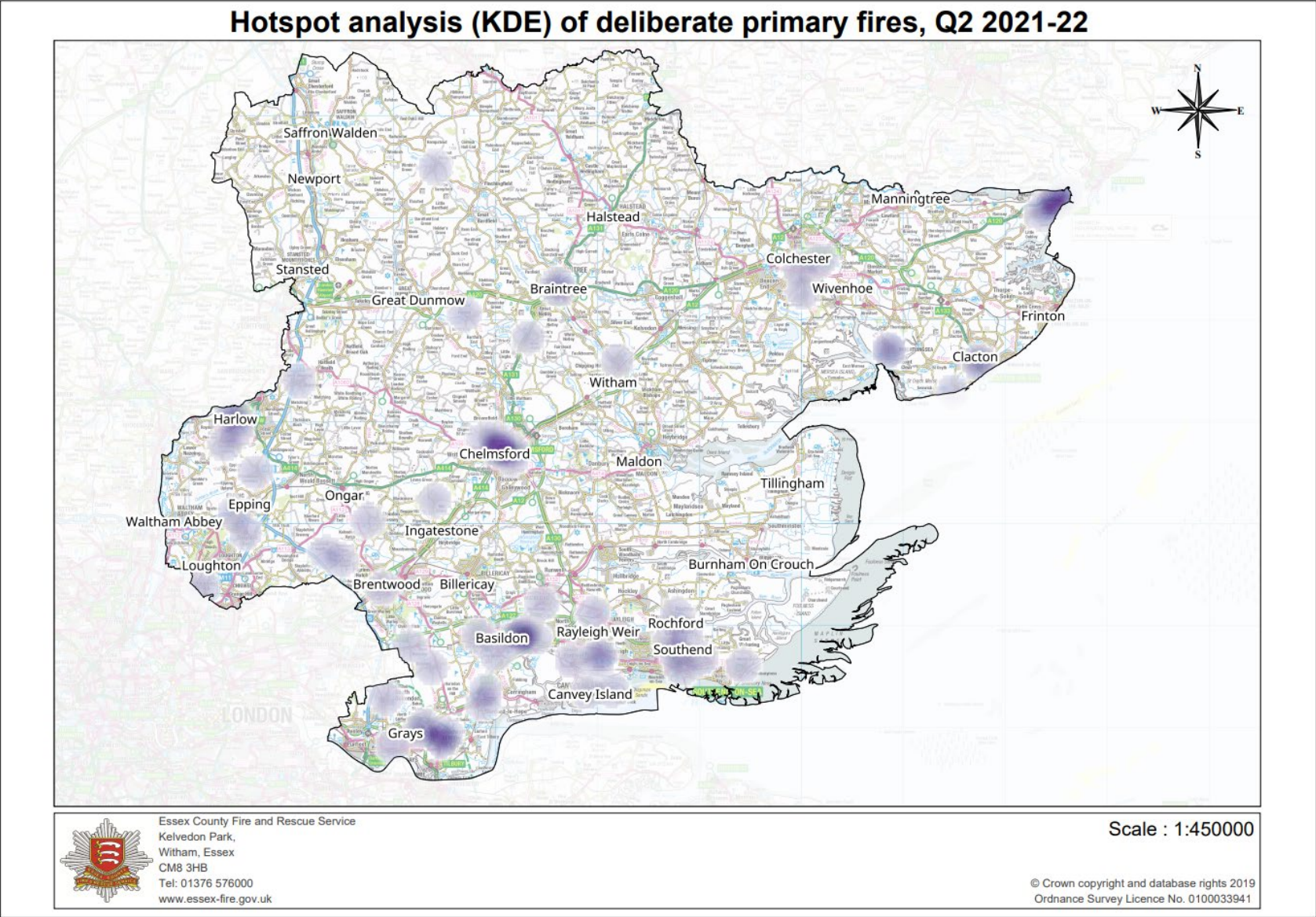
Number of Deliberate Fires		Q2 2021-22	Q2 2020-21
Primary Target (Month) – 39	July	31	28
	August	31	39
	September	22	36
	Quarter Total	84	103
Rolling 12 months		303	385
Secondary Target (Month) – 95	July	56	109
	August	67	105
	September	82	94
	Quarter Total	205	308
Rolling 12 months		724	976

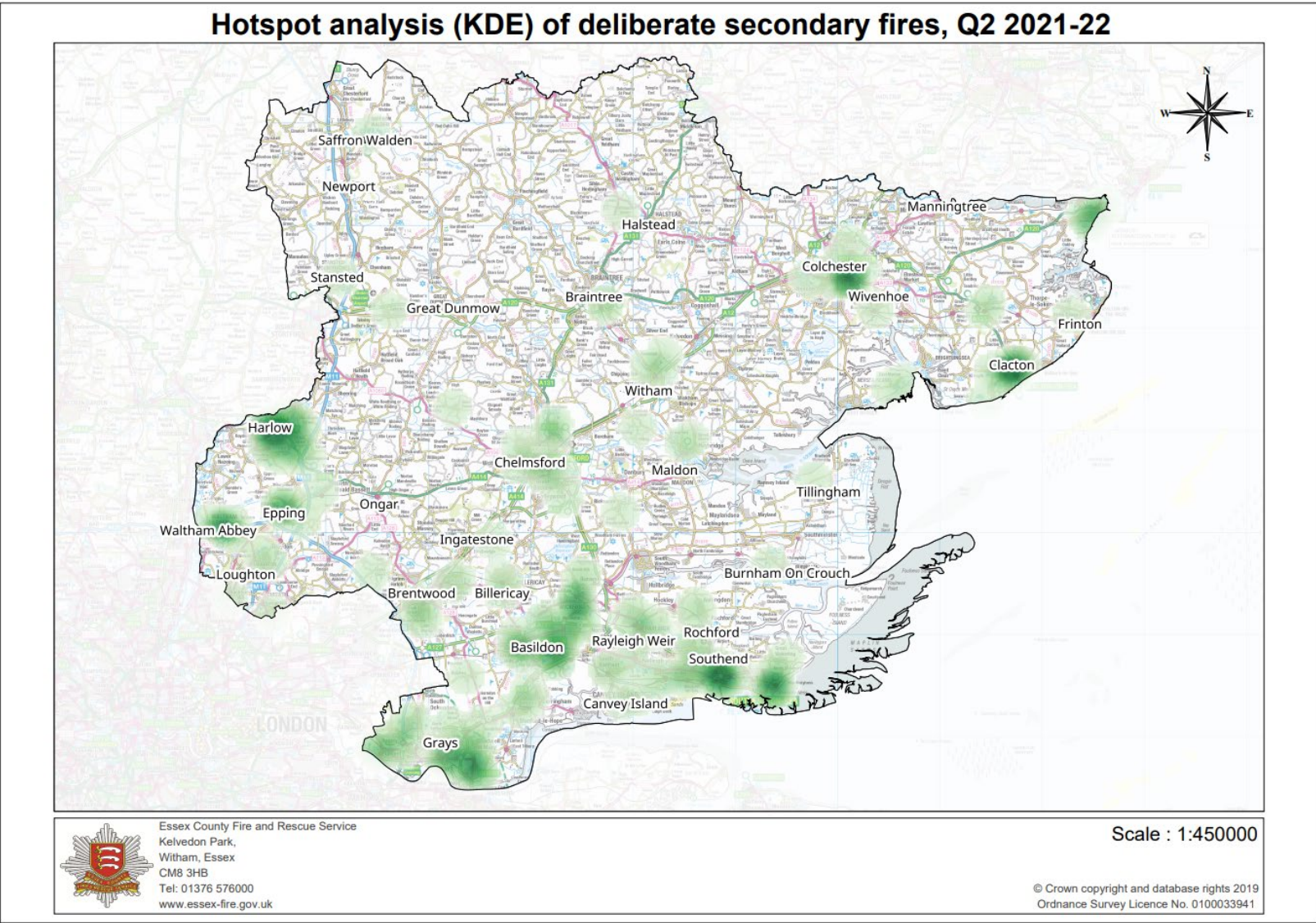
⁷ Deliberate fires include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or property of an unknown owner. Despite deliberate fire records including arson, deliberate fires are not the same 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)

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

All Deliberate Fires	July	87
	August	98
	September	104
	Total	289

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.

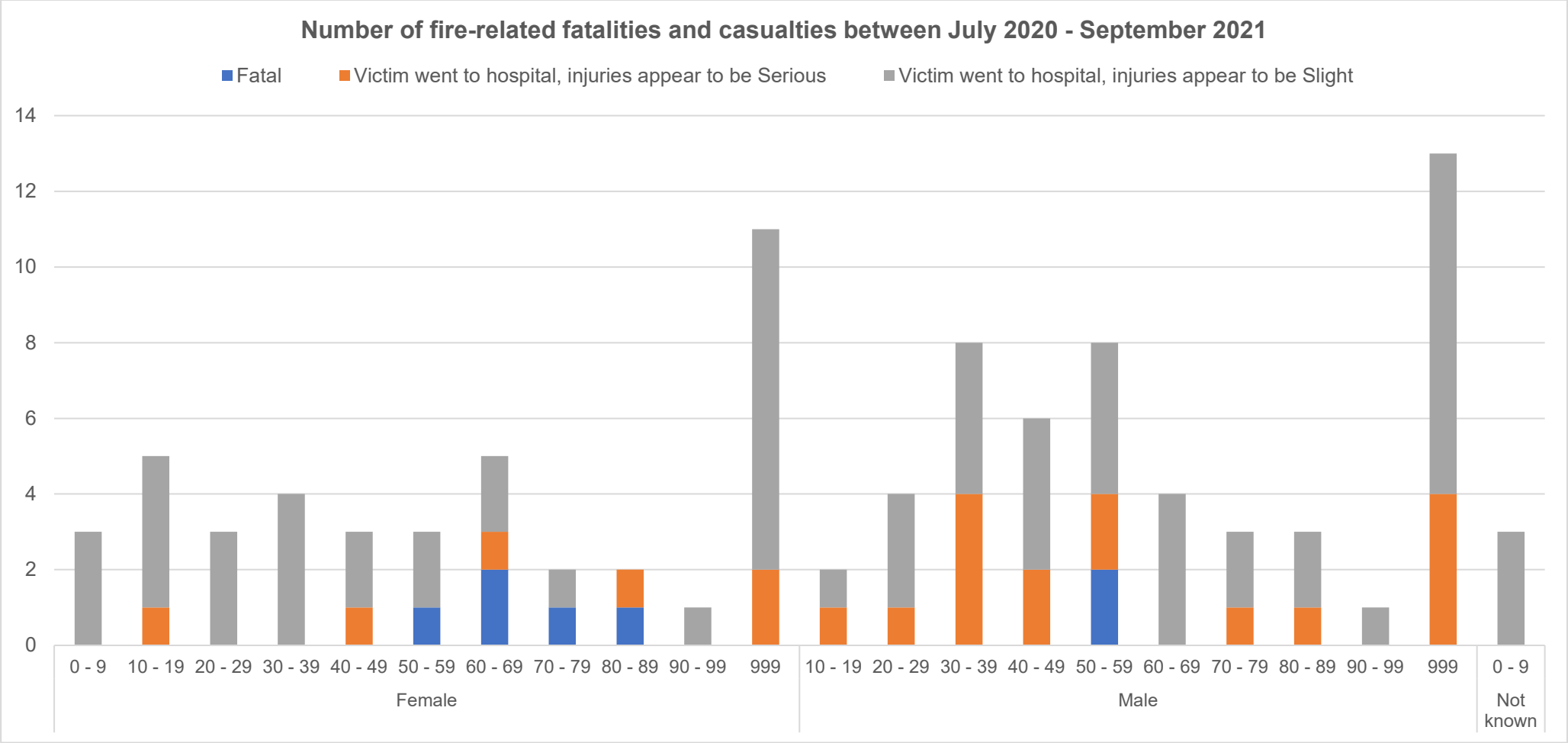
Fire-related

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

Previous performance reports have focused solely on fire-related fatalities and casualties, particularly those that occurred in accidental dwelling fires. The table below shows the number of fire-related fatalities and casualties for 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
Fatalities	July	1	1
	August	0	0
	September	0	0
	Quarter Total	1	1
Casualties (Went to hospital with injuries)	July	1	0
	August	0	1
	September	1	0
	Quarter Total	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	↗

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

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

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

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

Percentage of Safe & Well visits delivered within 28 days from referral to completion Target: 90%	Q2 2021-22 Actual: 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

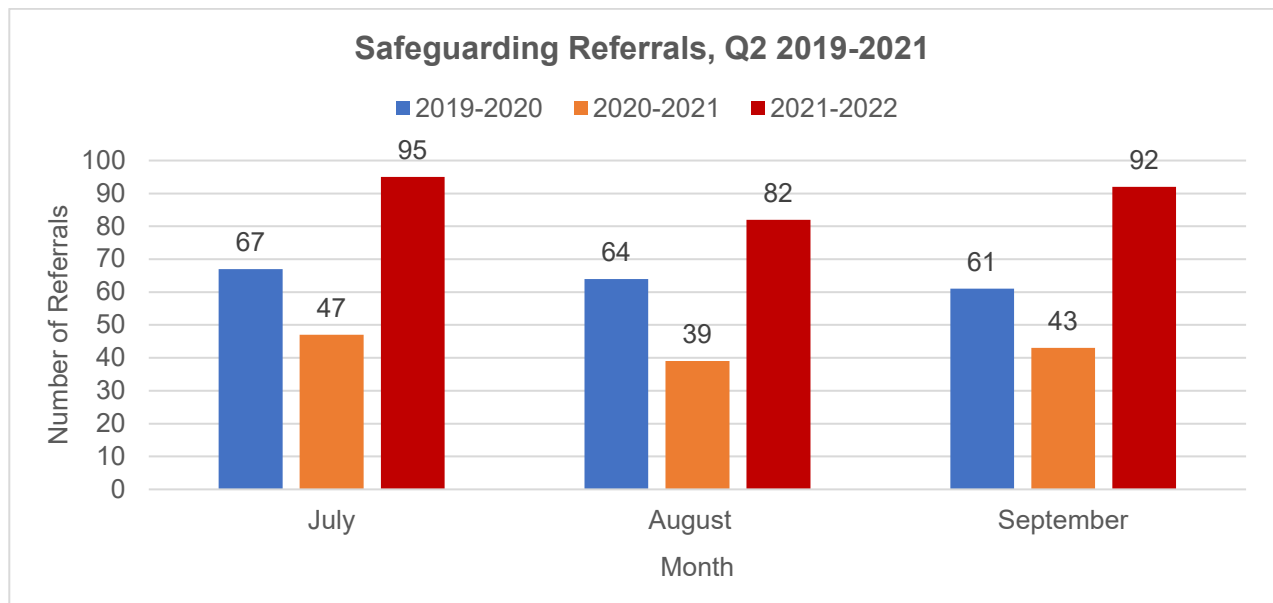
At time of reporting, there is no specific performance measure linked to the Safeguarding.

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
Totals	262	7	122	6
	269		128	

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.



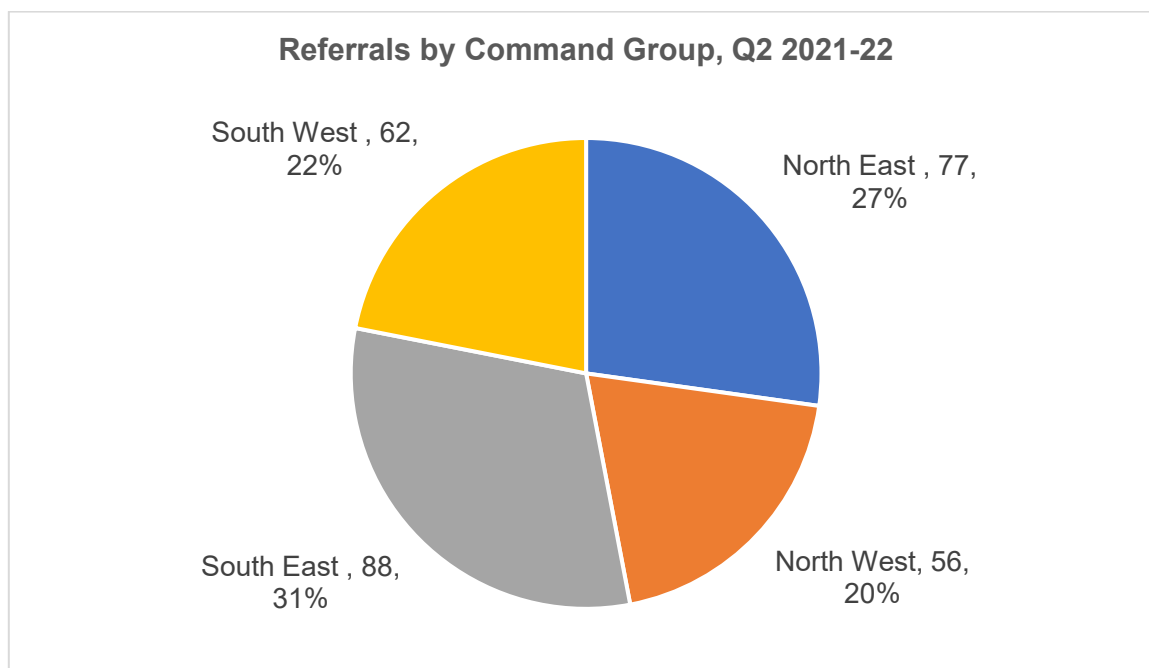
The Safeguarding team have been working closely with partner agencies in this quarter as previous months and well-established practice has been set up, with partners using the CFRMIS system to refer. In the below chart you can see the referral numbers for the NHS referrals which have increased 250% since 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
Total	95	82	92

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.

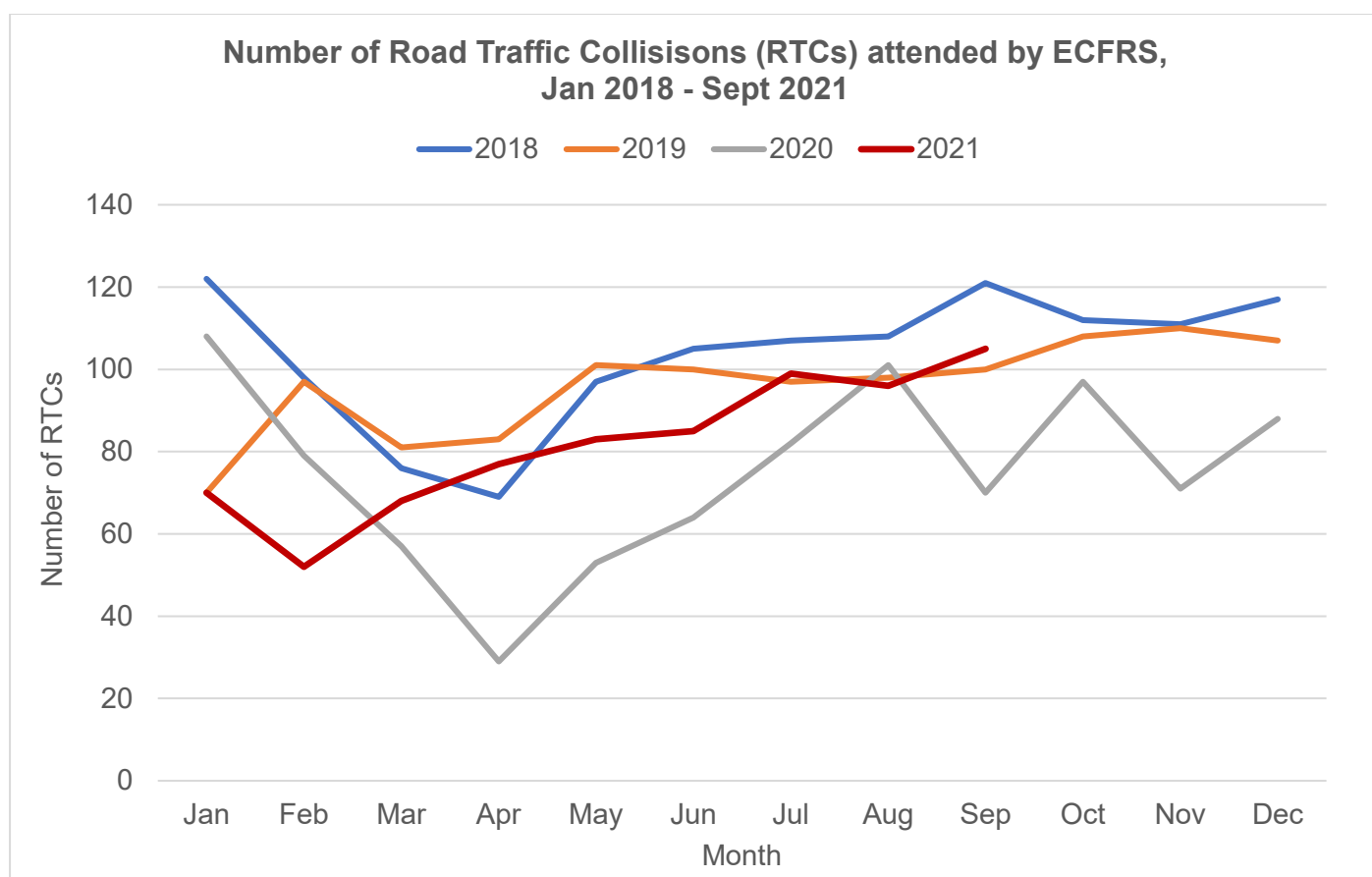
	Q2 2021-22*			Q2 2020-21*		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
July	6	82	88	5	51	56
August	6	73	76	6	78	84
September	5	65	70	4	52	56
Total	17	220	234	15	181	186

Source: KSI stats as at 11th October 2021 from Essex Police.

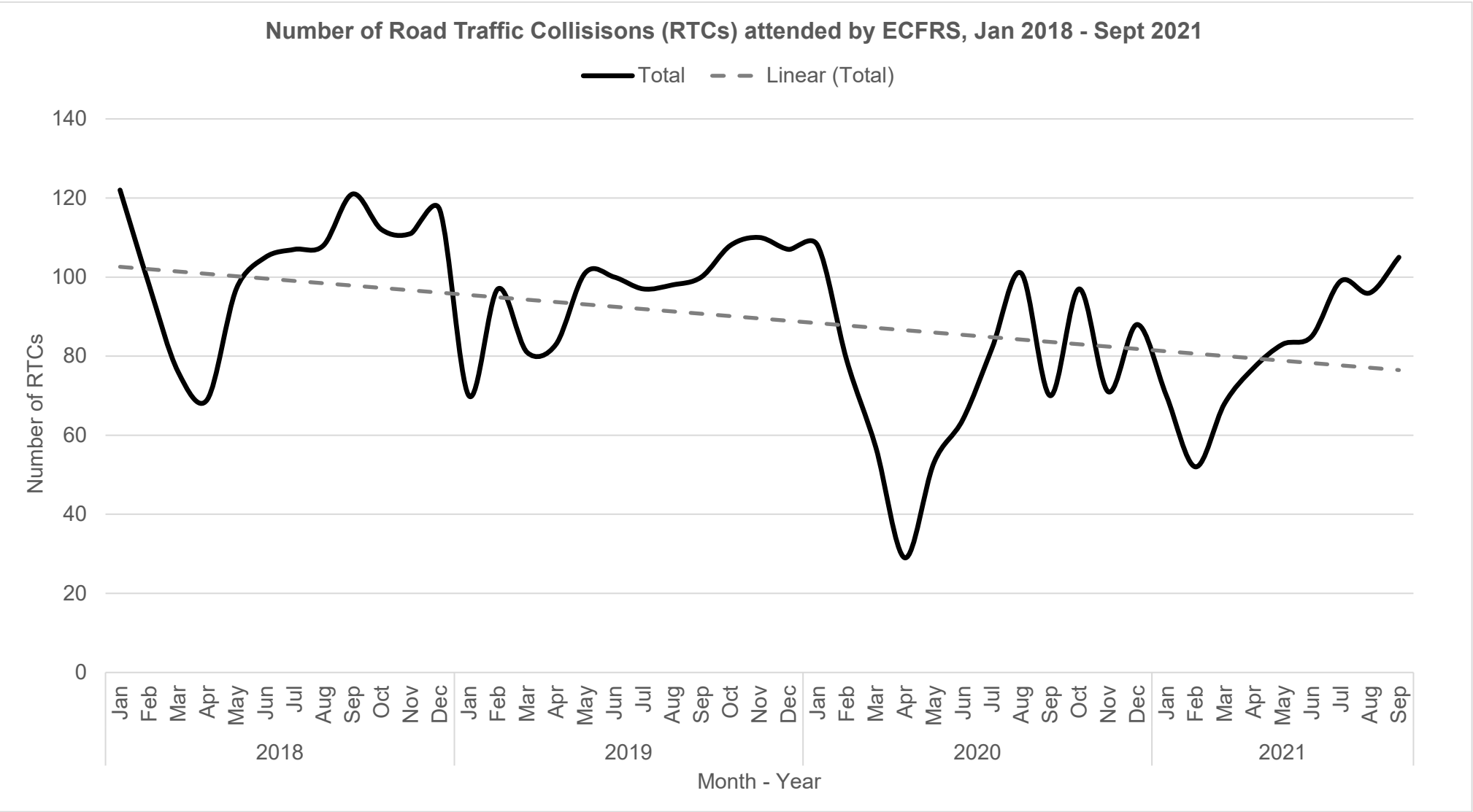
Service Measure: Number of Road Traffic Collisions (RTCs) attended by ECFRS.

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.

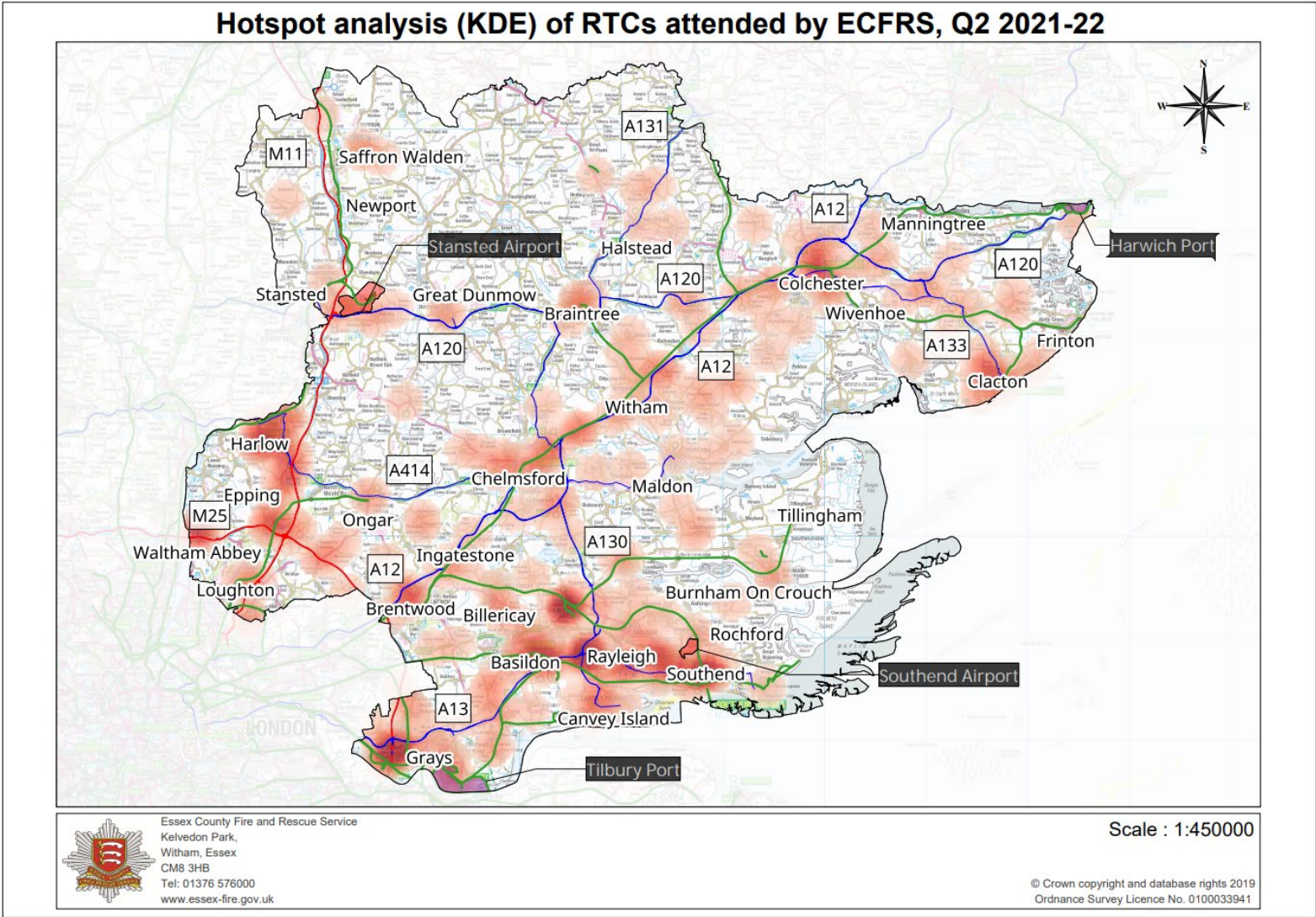
	Q2 2021-22	Q2 2020-21
July	99	82
August	96	101
September	105	70
Quarter Total	300	253
Rolling 12 month	991	968



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.



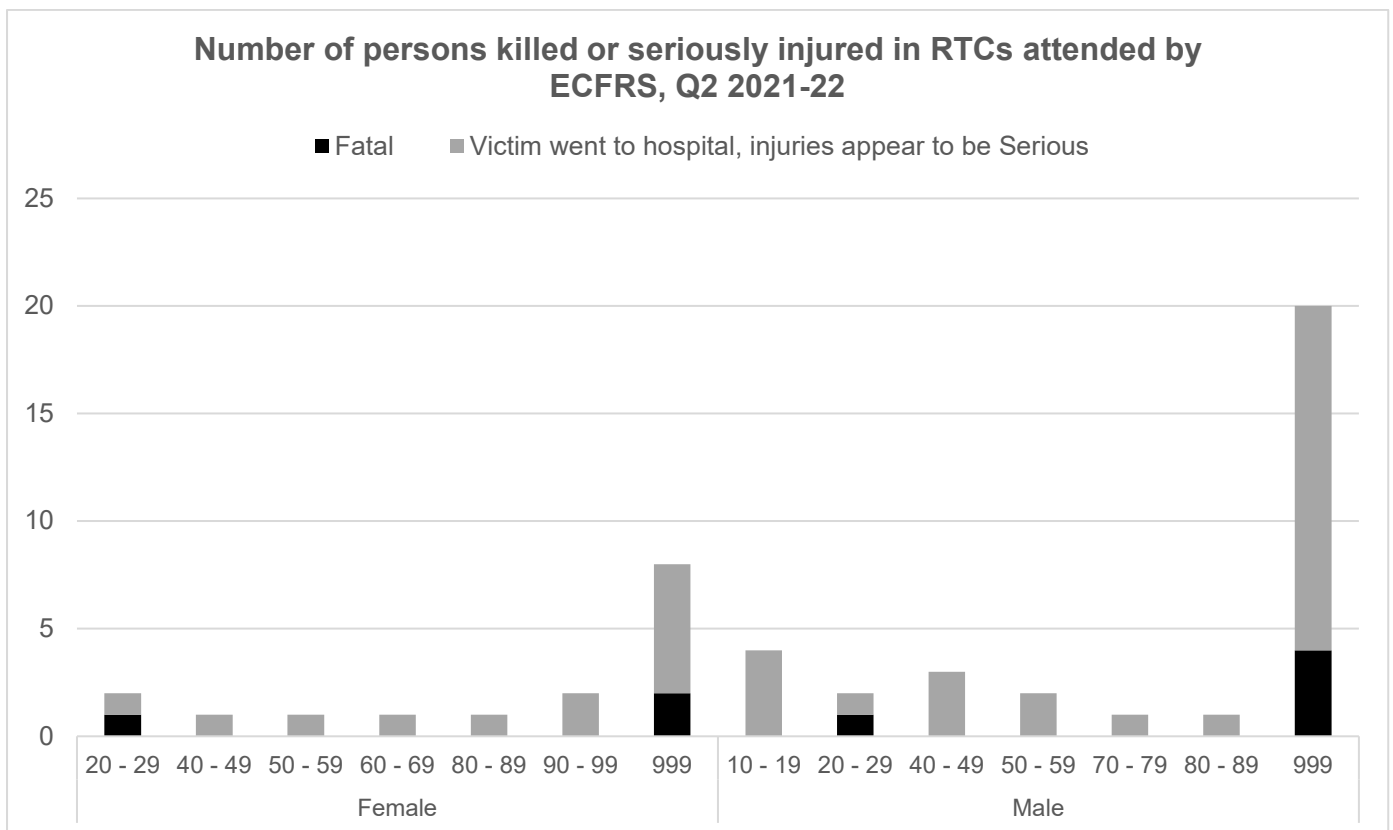
The table below lists the property types involved and the activity undertaken by ECFRS at RTCs attended in Q2 2021-22. 66% of the RTCs involved cars, 22% involved multiple vehicles and 5% motorcycles. 13% of RTCs involved extrication of person/s, the vast majority from cars.

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
Grand Total	9	44	85	71	17	4	28	27	15	300

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'.

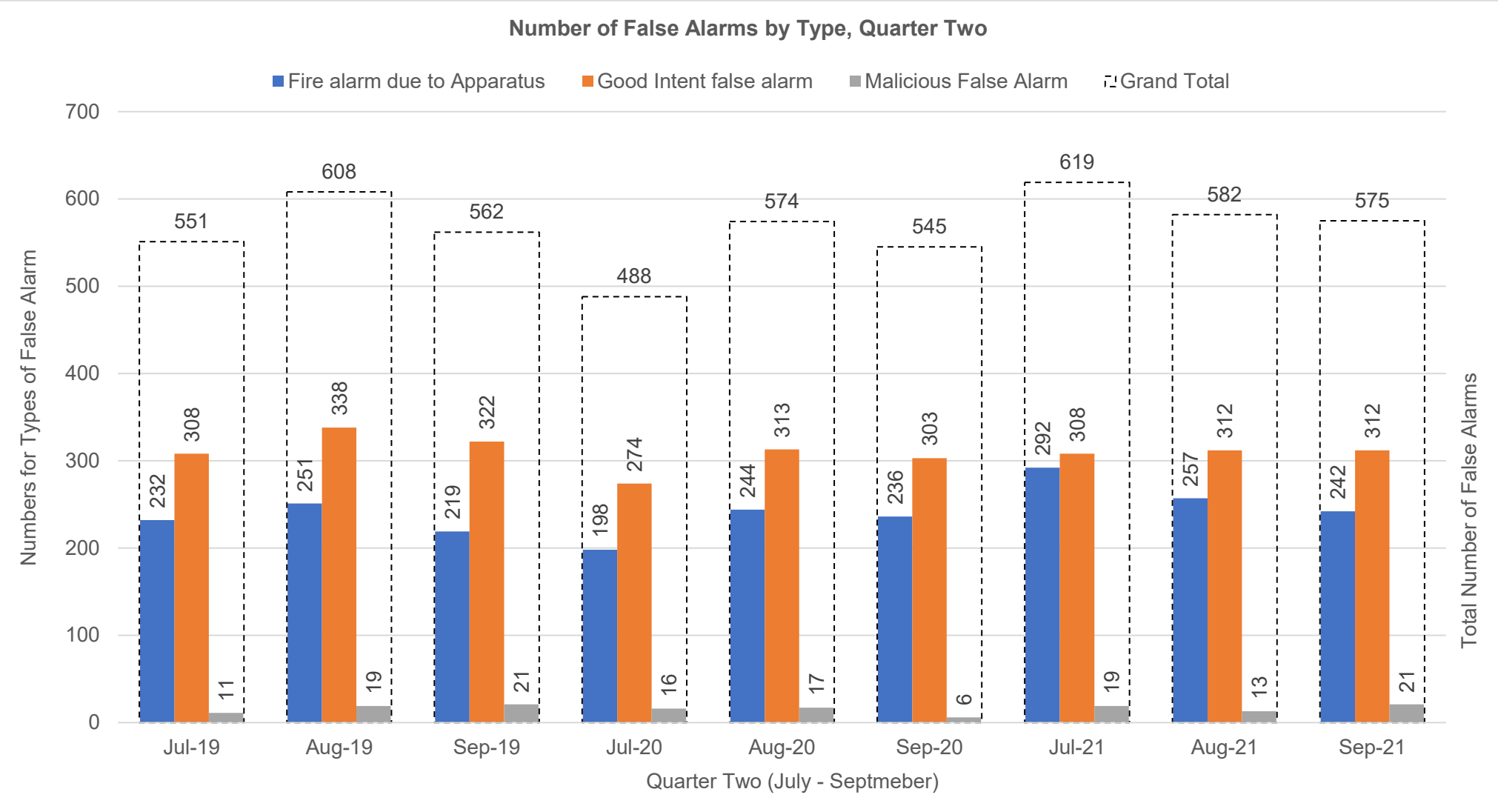
More commonly referred to as unwanted fire signals.

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
Grand Total	619	582	575	1776	488	574	545	1607
Rolling 12 months	6186				6066			

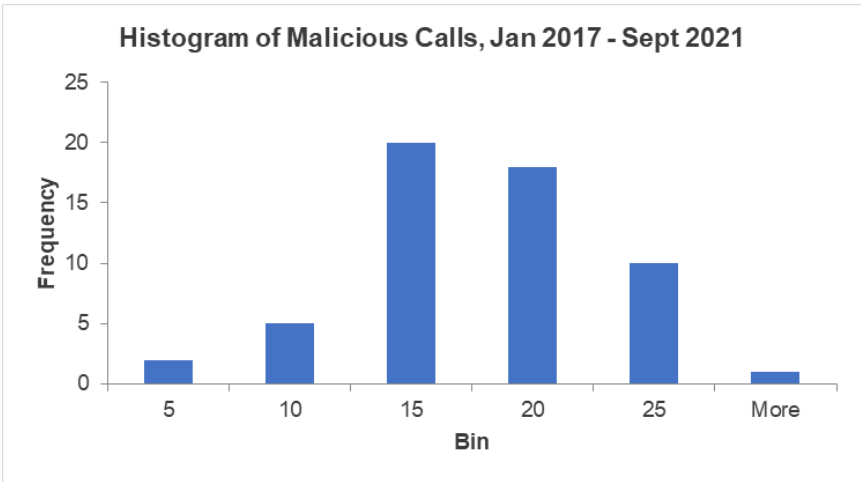
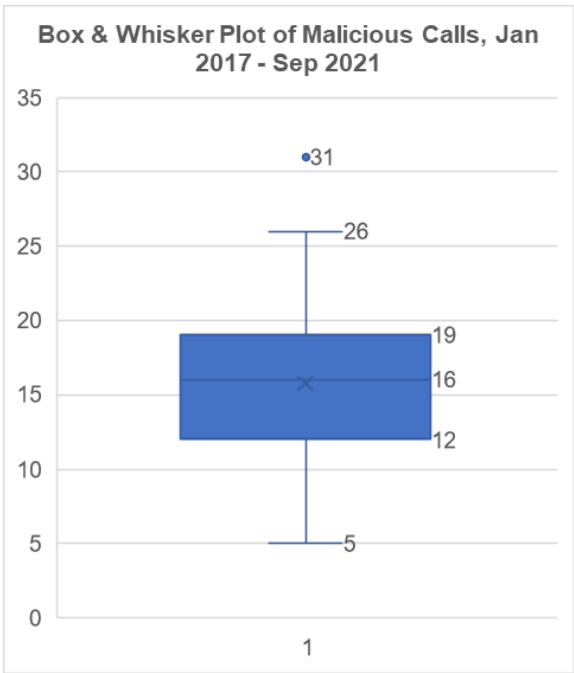
The chart below shows the number of attendances to false alarms by subtype in Q2 2021-22 with comparison to the last three fiscal years.



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
July	108	71
August	116	78
September	102	102
Quarter Total	326	251
12-month rolling Total	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 ¹			
EE Group	Q2 2021-22	ECFRS, Mar-2021 ⁸	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%
Overall	18.2%	16.3%	17.9%

% Ethnic Minority ¹			
EE Group	Q2 2021-22	ECFRS, Mar-2021 ⁹	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%
Overall	3.1%	2.9%	5.7%

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

⁹ 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 ¹⁰	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
Overall	36-45/46-55	36-45	36-45

EE Group	% LGBQ+ ¹	% Disability
Wholetime	5.8%	4.5%
On-Call	3.3%	3.5%
Control	3.0%	0.0%
Support	5.5%	6.1%
Overall	4.9%	4.4%
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.

¹⁰ 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%
OVERALL	6.4%

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 ²	% Long Term ²
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%
OVERALL	60.4%	10.0	18,567.3	51.2%	48.8%

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) ³
Attendance	24	23	105	31	389
Disciplinary	3	3	162	3	63
Grievance	13	11	53	6	71
Performance	10	9	170	9	267
OVERALL	50	46	109	49	389

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

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.

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

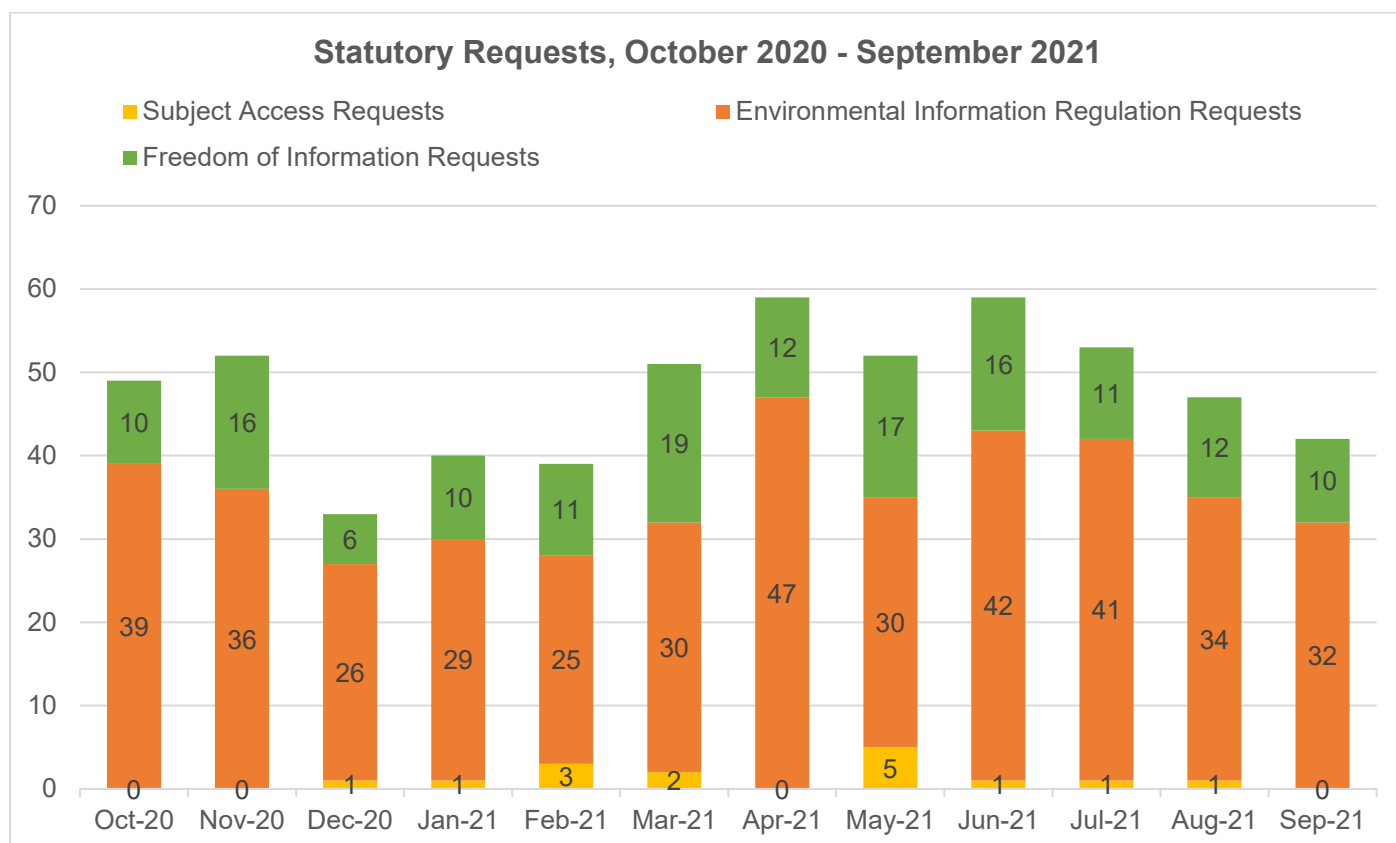
FIRE AND RESCUE PLAN: BE TRANSPARENT, OPEN AND ACCESSIBLE

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.

Percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed within 20 working days Target: 90%	Q2 2021-22 Actual: 99%
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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.

Percentage of complaints closed within 20 working days Target: 90%	Q2 2021-22 Actual: 100%
Complaints and Compliments and Data Breaches Themes 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
Overall	699

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.

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	

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

[END OF REPORT – INTENTIONALLY LEFT BLANK]

ANY QUESTIONS OR FEEDBACK...

CONTACT US

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