



Quarterly Performance Report – Quarter Two 2020/21

ABOUT

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

The quarterly performance reports are also used by the PFCC Performance and Scrutiny Board to scrutinise, support and challenge the overall performance of ECFRS.

This report is structured based on priorities within the [Fire and Rescue Plan](#). Each priority has several measures (Service or Fire and Rescue Plan) and the report provides and commentary on the actions taken to improve performance against these measures. A summary report with high-level figures are measures is available [here](#).

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PERFORMANCE SUMMARY

This report covers the performance of Essex County Fire and Rescue Service (ECFRS) for quarter two (Q2) of 2020/21. Prior to, and during the quarter (July to September), the UK has been dealing with the COVID-19 pandemic. During the quarter, there was an easing of lockdown restrictions (excluding Leicester), the shielding programme was paused, education resumed in September and encouraged people to return to their workplaces.

The key statements on Service performance and activity for Q2 2020/21 are:

- There was an increase in activity for Home Safety during Q2, particularly visits to our most vulnerable (living alone, aged over 65 and with disabilities) compared to previous quarter although reduction compared to Q2 2019. In Q3 there is likely to be more visits to those living in rural parts of Essex.
- There were 129 safeguarding referrals (123 adult and 6 children related) in Q2 2019/20, a decrease compared to the same quarter in 2019/20. The decrease is thought to be caused by the Government restrictions preventing many of our partner agencies being able to enter properties.
- There were 6% fewer fires in Q2 2020 compared to Q2 2019 and ECFRS exceeded targets (0.9 per 10,000) for Accidental Dwelling Fire (ADF) numbers. Whilst encouraging, ADF numbers are generally lower in summer months, as increased numbers of the population reduce the time spent indoors and take advantage of warmer weather for cooking, drying clothing etc.
- The number and concurrently the rate of deliberate fires (both primary and secondary) in this quarter is less than Q2 2019/20's figures.
- There were no fatalities and 12 fire-related casualties from primary fires, of which 8 were involved in ADFs.
- This quarterly performance report provides a focus on national figures concerning smoke alarm ownership in England, based on data collected in the English Housing Survey. It also provides insight into presence of alarms in fires and if they did not raise an alarm, the reasons for.
- This report also provides data and information on activity undertaken by the Education team. For example, the online hub was utilised the most during the month of July when schools were still open, and this platform has allowed for large audiences to be educated at once e.g., 180 in one class.
- The total number of non-domestic properties in Q2 2020/21 was 15 less than the total for the same quarter in 2019/20.
- There were 748 audits in Q2 2020/21, and were predominantly desktop audits (721). Of the 27 face-to-face audits conducted, 56% were unsatisfactory.

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- 1,682 protection cases were completed in the quarter and all of the 641 planning, building regulations and licensing cases within the statutory time limit.
- 15 notification of deficiencies and 1 enforcement notice was issued.
- ECFRS attended 4,050 incidents in the quarter, 519 less than the same quarter in 2019/20. There were decreases in all incident types in the quarter.
- Average speed of response to potentially life-threatening incidents was an improvement on 2019/20 for most of the period, acknowledging that there has been a slight increase in September. The percentage of incidents / calls attended within 15minutes is broadly similar to that of the same period last year.
- Both, wholetime and on-call pumping appliance availability saw an increase for each month during this quarter compared to the same quarter in 2019/20.
- There were 157 less false alarms, particularly those due to good intent, in Q2 2020/21 than in Q2 2019/20. Attendances to malicious calls decreased to 6 in September, equalling the lowest number attended (October 2019).
- Although figures for the number of persons killed or seriously injured are provisional, there were less in the quarter than Q2 2019/20. There was also less RTCs attended by ECFRS during the quarter. This is despite traffic flows retruning to almost normal levels following the COVID-19 lockdown period.
- There continues to be a slight improvement in the declared personal characteristics; work continues to improve this position. This information is now being captured in our recruitment system and will be transferred to our core HR system.
- Sickness absence trends have improved with closer case management, however COVID related absence is increasing overall numbers.
- Attendance oldest cases include those that have progressed to ill-health retirement consideration and are expected to be shortly concluded. The disciplinary cases include an employment tribunal case which is ongoing a delayed due to COVID and inability for the court to list and progress. Performance cases include cases that are on hold due to factors which include long term absence.
- 89% of freedom of information, subject access requests and environmental information regulation requests as well as complaints were closed on time.
- There were 8 data breaches, of which 1 was reported to the ICO.
- 4 Data Protection Impact Assessments were completed and 70% of the data in the Information Asset Register has been reviewed and recorded in the organisation's Data Protection management system.
- The completion rate for the mandatory e-learning (managing personal information) as at Q2 2020/21 was 84%. There were also 2 training and awareness sessions conducted in the quarter which complements this training.

HELP THE VULNERABLE STAY SAFE

Objective: To help vulnerable people to be safer in Essex.

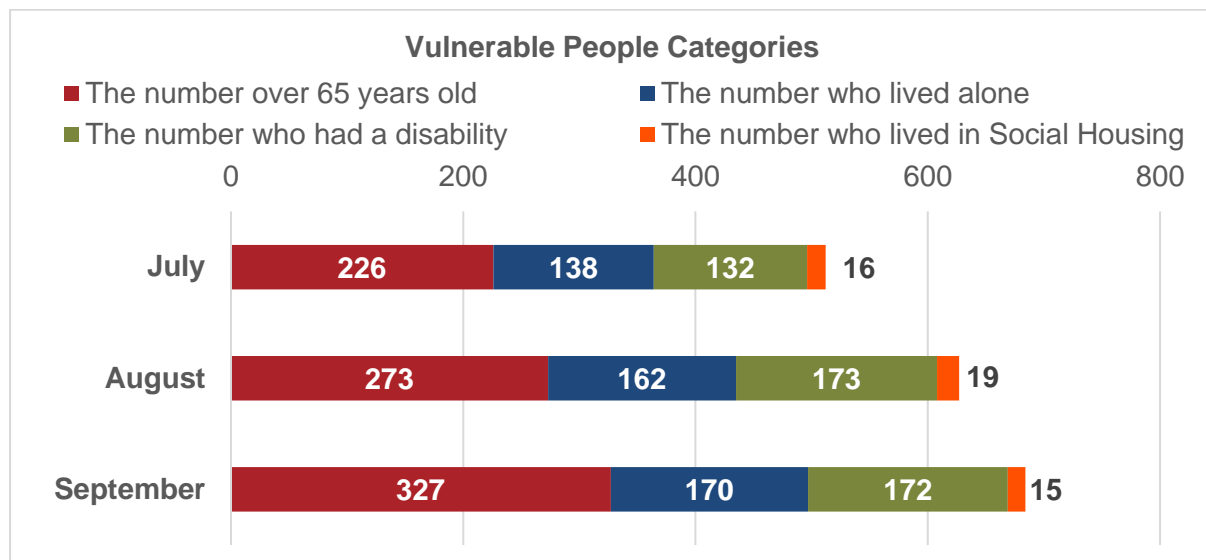
Service Measure: Number of Safe and Well Visits delivered to our most vulnerable groups

The Home Safety Information Centre handles the public's requests for a home safety intervention and the table shows the volume of enquiries handled per month and the total for Q2 2020/21.

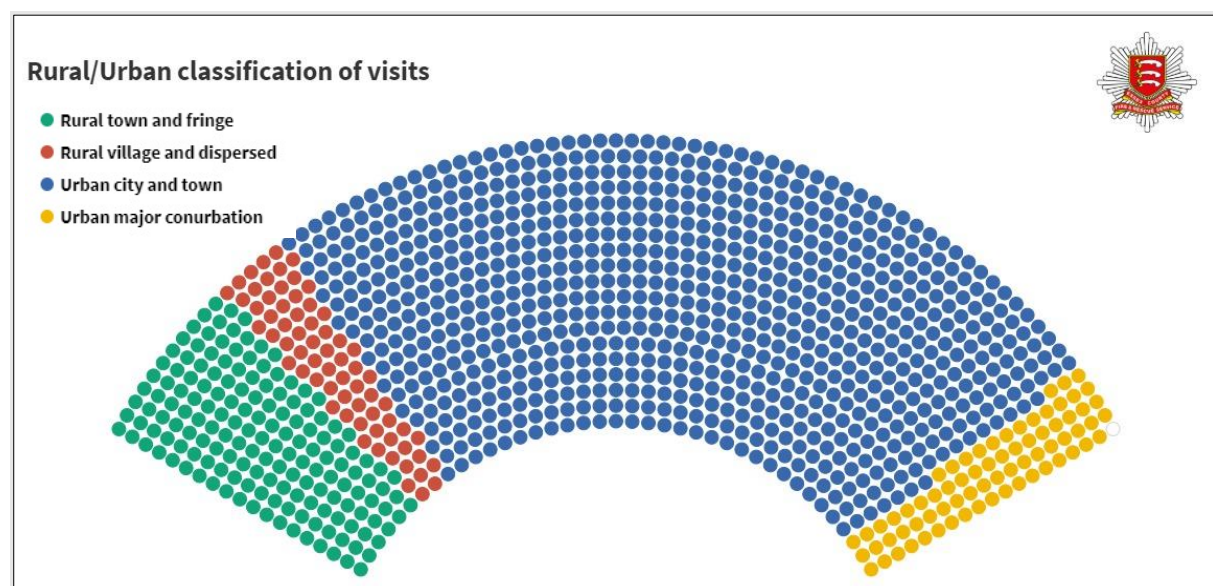
	July	August	September	Total	Trend Based on Q2 2019/20
Incoming	621	611	814	2,046	↓
Outgoing	988	874	1,022	2,884	↓
Emails	280	272	308	860	↓
Total	1,889	1,757	2,144	5,790	

ECFRS staff and volunteers complete Home Safety or Safe & Well visits across Essex. The following tables and charts provide further information on the vulnerable persons visited, by whom and resources installed to make them safer.

	July	August	September	Total	Trend Based on Q2 2019/20
All Visits	348	390	359	1,097	↓
Safe & Well Visits	331	375	358	1,064	↓
Home Safety Visits by Stations	6	9	0	15	↓
Home Safety Visits by Volunteers	0	0	0	0	↓
Visits by Other (CSO's, CB's, FSO's)	11	6	1	18	↓
Number of FHB10 (standard smoke detectors) fitted	569	428	540	1,537	↓
Number of FHB10W (sensory smoke detectors) fitted	34	60	48	142	↓



The chart below shows the rural/urban classification of visits in Q2 2020/21. The classification is determined by mapping the easting/northing of the visit to a Lower Super Output Area (LSOA), and each LSOA has a rural/urban classification. One visit was outside the Essex boundary, based in Stoke-by-Nayland in Suffolk.



Rural/Urban Classification		Number of Visits	AS Percentage (%)
	Rural town and fringe	163	15%
	Rural village and dispersed	68	6%
	Urban city and town	794	72%
	Urban major conurbation	71	6%
Total		1096	100%

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

Home safety interventions conducted during Q2 2020/21 did not receive an evaluation form due to the more restricted service provided in response to COVID-19. However, the Home Safety Information team (HSIT) received feedback from members of the public who received help from ECFRS staff who received an intervention and were thankful for our service, making them feel safer.

July	<ul style="list-style-type: none"> • A resident from Brentwood had a faulty FireAngel replaced said that we provided a “wonderful service” and forwarded thanks to the Safe & Well Officer (SWO) as well as the Home Safety team member who was their helpful, polite and cheerful. • A resident from Basildon forwarded on thanks to the HSIT and SWO as the service was excellent so quick. • A resident from Canvey called to thank the SWO and HSIT for their visit, it was arranged so fast and really put her mind at rest as there had been a fire on the site where she lived. • A resident from Chelmsford thanked HSIT Manager and SWO for our direct advice to replace the faulty unit and prompt response to her property. She was thankful that the SWO was patient due to their hearing impairment, and was an excellent ambassador to the Service.
August	<ul style="list-style-type: none"> • A resident from Harlow called following a visit from a SWO who was described as very informative. • A SWO forwarded thanks on from a resident in Rayleigh for all the service we provided and that the member of HSIT was very cheerful, informative and good listener. • Front of house received feedback from a resident in Colchester after the HSIT arranged a same-day visit to fix a faulty alarm. They were so thankful for a prompt response.
September	<ul style="list-style-type: none"> • A resident from Southend called to forward thanks onto a SWO for fixing a faulty alarm as well as giving advice on escape routes in the event of fire using a wheelchair. • A resident from Stansted called to pass on thanks and gratitude to the SWO who visited earlier in the day.

Safeguarding

The Community Development & Safeguarding Team process safeguarding referrals received into the Vulnerable Adults and Children Safeguarding Mailbox. 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 per month and the totals for Q2 2020/21.

	July	August	September	Total	Trend Based on Q2 2019/20
Vulnerable Adults	45	36	42	123	↓
Children	2	3	1	6	↓
Total	47	39	43	129	

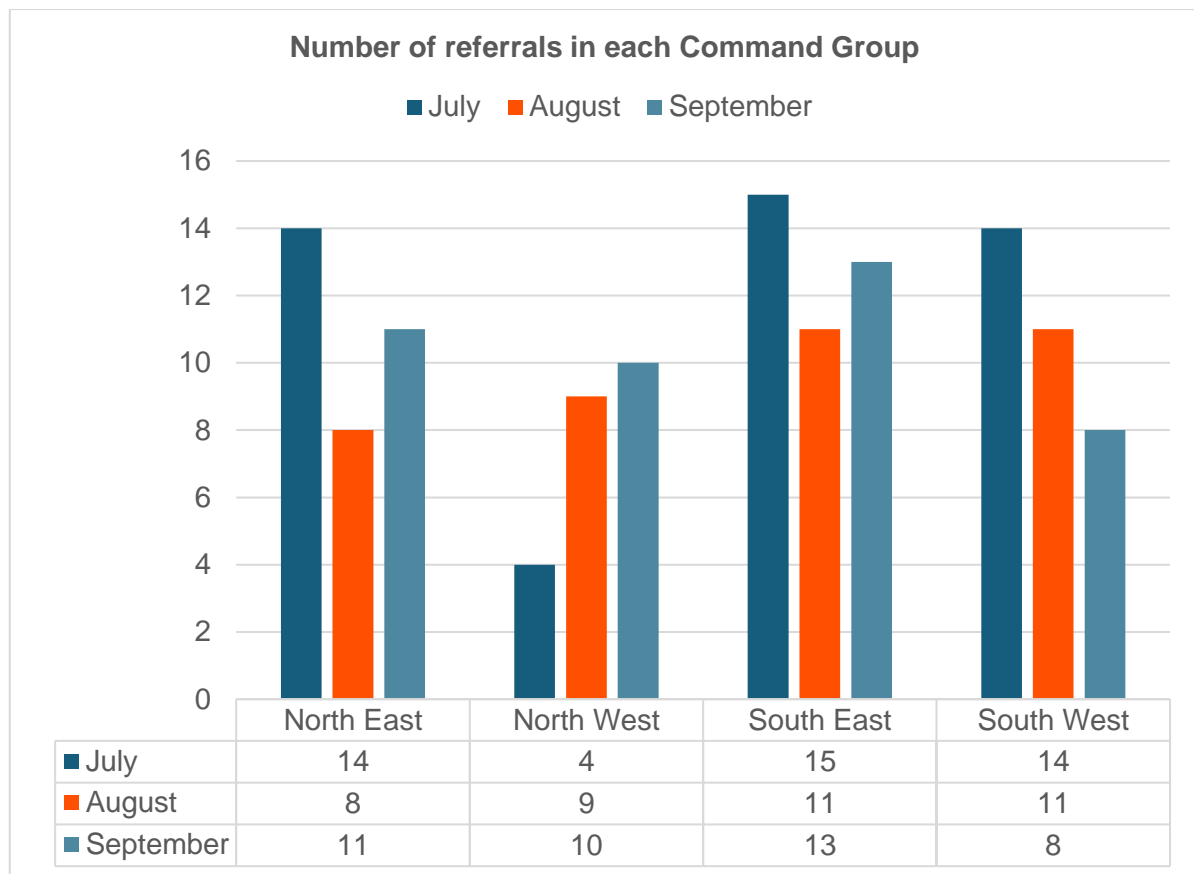
The decrease in referrals is thought to be caused by the government restrictions preventing many of our partner agencies being able to enter properties. Therefore concerns have not been identified and referrals not created.

The team assign case work to Community Builders, managed by the Operational and Community Risk Managers. The Community Builders assess the risk from fire and other forms of harm and mitigate the identified risks through direct support and signposting to universal services and social care. The successful partnership working achieved through the Community Builders results in safeguarding referrals being received from a number of partner agencies.

We have been fortunate as an emergency service of still being able to enter properties during the COVID-19 pandemic when responding to incidents therefore still able to identify concerns. We anticipate partner referrals fluctuating depending on government guidelines and restrictions for entering properties/community outreach etc.

Referrer	July	August	September
Service Personnel	15	12	20
Social Care	8	1	2
Police	4	2	5
NHS	2	2	5
Housing	2	1	7
Other	5	19	3
Safe and Well Officers	7	0	1
Control	2	1	0
Internal	2	0	0
Volunteer	0	1	0
Total	47	39	43

The distribution of the referrals throughout the command groups over Q2 can be seen in the graph and table below.



It is important to recognise, the Community Builders are able to use the trusted position held by the fire service in the community to engage with some of the most vulnerable members of our county. Community Builders are often able to successfully engage otherwise disengaged people to other services, completing many joint visits with Essex Police and Social Care.

On completion of an intervention, the Community Builders completes a detailed report of the risks identified and their actions. An example case study can be seen below.

Concerns	Actions
Community Builder (CB) originally attended a property in 2019 and had attempted to engage but the vulnerable adult (VA) did not answer the door or respond to a service letter. Whilst attending a Hoarding Panel the case	It was agreed that the decluttering company would support with clearing the hoarded items.

<p>was discussed. A social worker was due to visit and it was agreed that the CB would attend with her because there were significant concerns regarding the level of hoarding.</p> <p>The CB attended with the social worker and a representative from a local decluttering service. The property's clutter score was between 7-9 throughout.</p>	
<p>There were also concerns of domestic abuse between the VA and her long-term partner who is an alcoholic.</p> <p>The VA confided in the CB during the visit about the domestic abuse and the alcohol misuse from her partner and that they are making plans to leave.</p>	<p>The CB was able to signpost the VA to Safer Places who operate a regular drop-in service at the local council</p> <p>The next day, she phoned the CB to say that she had visited the drop-in service and was given advice about what their next steps could be.</p> <p>The CB updated the social worker and they arranged to revisit to provide further support for the domestic abuse.</p>
<p>There were no smoke alarms in the house and considering the level of hoarding and compromised escape routes this proved a significant risk</p>	<p>The CB installed smoke alarms on each level and offered to revisit on another date to provide additional fire safety advice.</p>

Commentary for this priority is incorporated into the following priority under Prevention.


PREVENTION, PROTECTION AND RESPONSE

Objective: We will plan and provide effective and efficient prevention, protection and response activities, so the public continue to have trust and confidence in us.


PREVENTION

Service Measure: Rate of accidental dwelling fires (ADFs) per 10,000 dwellings

Target – 0.9			Actual Numbers	
	Q2 2020/21	Q2 2019/20	Q2 2020/21	Q2 2019/20
July	0.8	0.9	59	67
August	0.8	0.6	64	43
September	0.7	1.0	57	81
Rolling 12 months	9.9	10.6	769	819

Percentage (%) of ADFs in Q2 2020/21 where the cause of fire was cooking related		
	July	27%
	August	25%
	September	37%

Service Measure: Smoke alarm ownership

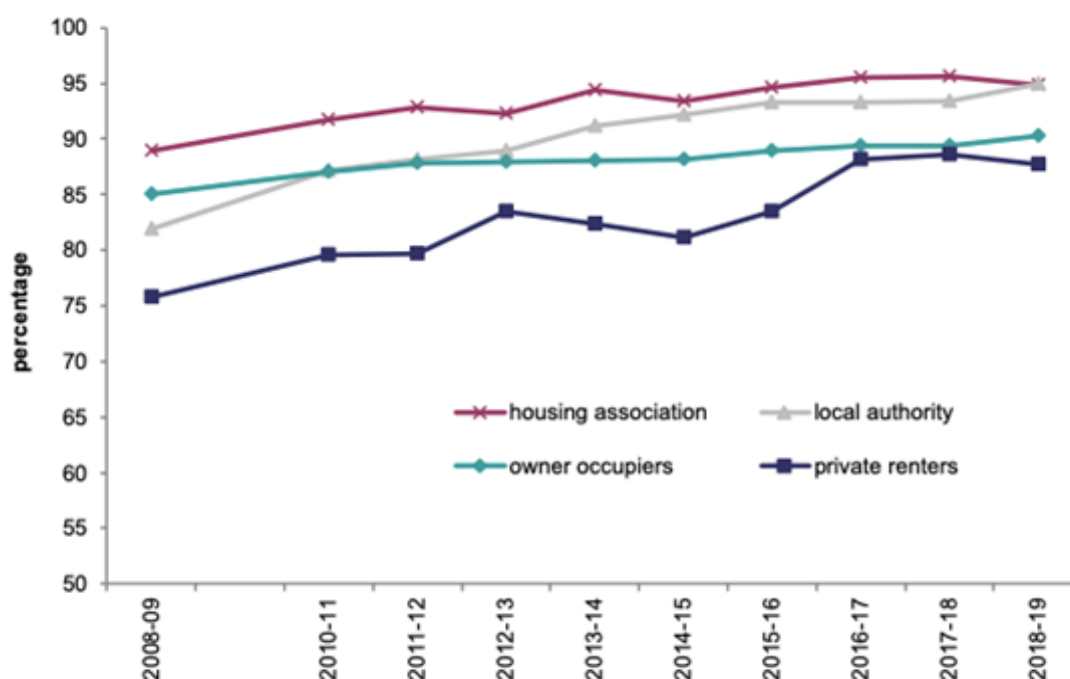
Percentage (%) of ADFs in Q2 2020/21 where a working smoke alarm was present		
	July	70%
	August	61%
	September	64%

FOCUS: NATIONAL FIGURES CONCERNING SMOKE ALARMS**Ownership**

91% of households that responded to the English Housing Survey (EHS) in England owned at least one working smoke alarm in 2018/19¹, an increase from 84% based on 2008/09. There was also an increase, from 38% in 2017 to 42%, of all dwellings that had a carbon monoxide alarm.

The 2018/19 EHS survey found that the proportion of households with working smoke alarms varied depending on tenure (pgs. 40 – 41). Social tenants were most likely to have at least one working smoke alarm (95%), compared with 90% of owner occupiers and 88% of private renters. However, around a fifth of households (22%) reported that they had never tested their smoke alarm. In 2018/19, 29% of private renters and 27% of social renters reported that they had never tested their smoke alarm, higher than the proportion of owner occupiers (18%).

Figure 2.16: Households with at least one working smoke alarm, by tenure, 2008-09 to 2018-19



Base: all households

Notes:

1) data were not collected in 2009-10

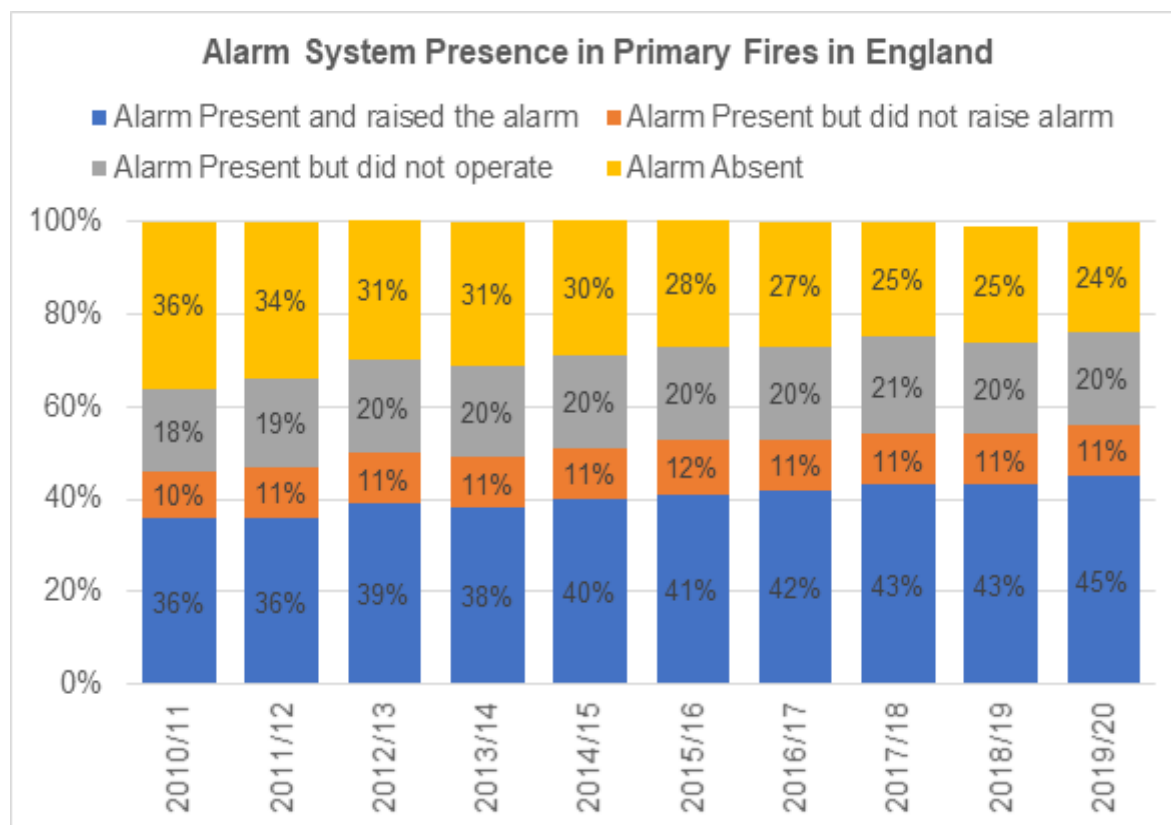
2) underlying data are presented in Annex Table 2.16

Source: English Housing Survey, full household sample

¹ HOME OFFICE FIRE STATISTICS TABLE 0701: Percentage of households owning a smoke alarm or working smoke alarm, England & Wales or England

Alarm System Presence in Fires

In England, the percentage of primary fires where an alarm was present (only) has increased from 64% in 2010/11 to 76% in 2019/20². The graph below shows that the percentage of primary fires where the alarm was present and raised an alarm has also increased. Conversely, percentage of primary fires where there was no alarm has decreased between 2010/11 and 2019/20, from 36% to 24% respectively.



In 2019/20, there was 199 fire-related fatalities from dwelling fires in England and in over a quarter of these (26%), there was no alarm and 74% had one. Similarly, there was 5,133 non-fatal casualties from dwelling fires in England in 2019/20, and for nearly half of these (49%) there was an alarm present, and it raised the alarm.

Alarm present but did not operate

The smoke alarm failure rate (%) in dwelling fires in 2019/20 was 26%, which is an improvement of 3% compared to 2010/11 (29%). The rate of failure of mains powered alarms has remained static at around 21%, and the failure rate for battery powered alarms was 37% in 2019/20, an improvement of 1% compared to previous

² HOME OFFICE FIRE STATISTICS TABLE 0702: Primary fires, fatalities and non-fatal casualties by presence and operation of smoke alarms

year as well as 2010/11. Whereas the failure rate of ‘other/unspecified smoke alarm’ has increased over the last two years to 36% in 2019/20³.

The table below shows the percentage of smoke alarms that did not operate in primary dwelling fires in 2019/20, by type of alarm and reason for failure⁴. The main reason for failure for both alarm types in dwelling fires during 2019/20 was that fire products did not reach detector(s). This reason for failure was the second common in fires resulting in casualties in dwellings, whereas the most common was ‘other’, which includes altered by others, system damaged by fire and don’t know.

Reason for Failure	System Type		Grand Total
	Battery powered	Mains powered	
Fire products did not reach detector(s)	47%	51%	49%
Other	18%	22%	20%
Fire in area not covered by system	13%	15%	14%
Missing battery	10%	1%	5%
Other act preventing alarm from operating	2%	6%	4%
Defective battery	9%	0%	4%
Faulty system / incorrectly installed	2%	4%	3%

Alarm Present but did not raise alarm

Since 2010/11, the main reason for an alarm not being raised in primary fires was that an alarm was raised before the system operated, this occurred in about 60%⁵. For primary fires resulting in casualties where an alarm system was present but did not raise alarm, there were two reasons identified in 2019/20 which were occupants did not respond (27%) and other/unspecified (27%). Although in this year, there was an increase in the reason, ‘no other person responded’ (18%) compared to previous years where the percentage was around 7%.

³ HOME OFFICE FIRE STATISTICS TABLE FIRE0703: Smoke alarm failures in dwelling fires by type of alarm

⁴ HOME OFFICE FIRE STATISTICS TABLE FIRE0704: Percentage of smoke alarms that did not operate in primary dwelling fires and fires resulting in casualties in dwellings, by type of alarm and reason for failure

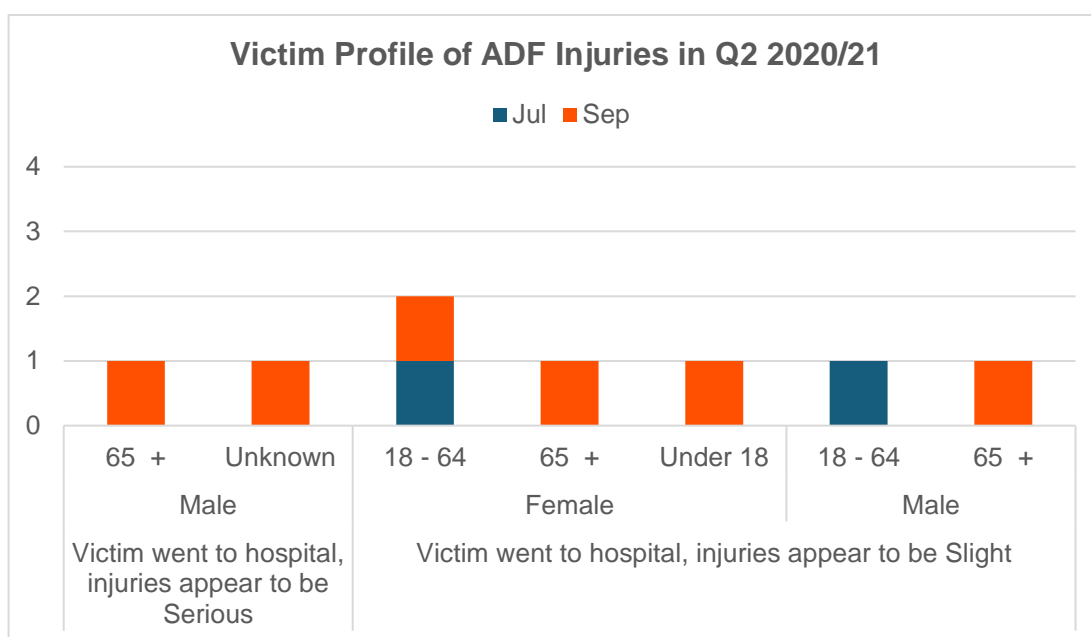
⁵ HOME OFFICE FIRE STATISTICS TABLE FIRE0705: Percentage of smoke alarms that operated but did not raise the alarm in primary fires and fires resulting in casualties in dwellings, by reason for poor outcome

Fire and Rescue Plan Measure: Reduction in fatalities and injuries

There were no fatalities in Q2 2020/21.

The following table shows the number of fire-related victims (or casualties) taken to hospital where injuries appeared to be serious or slight. There were 12 casualties from primary fires, 8 of these were involved in ADFs.

Casualties from Primary Fires⁶	Q2 2020/21	Q2 2019/20
July	5	3
August	1	9
September	6	4
Rolling 12 months	59	78
Casualties from ADFs	Q2 2020/21	Q2 2019/20
July	2	1
August	0	3
September	6	3
Rolling 12 months	45	47



⁶ Primary fires are generally more serious fires that harm people or cause damage to property. Primary fires are defined as fires that cause damage and meet at least one of the following conditions: any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures; any fire involving fatalities, casualties or rescues; any fire attended by five or more pumping appliances.

Source of information:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/546154/fire-statistics-definitions-hosb0916.pdf

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

The table below shows the rate and number of deliberate fires, by fire classification (primary/secondary).

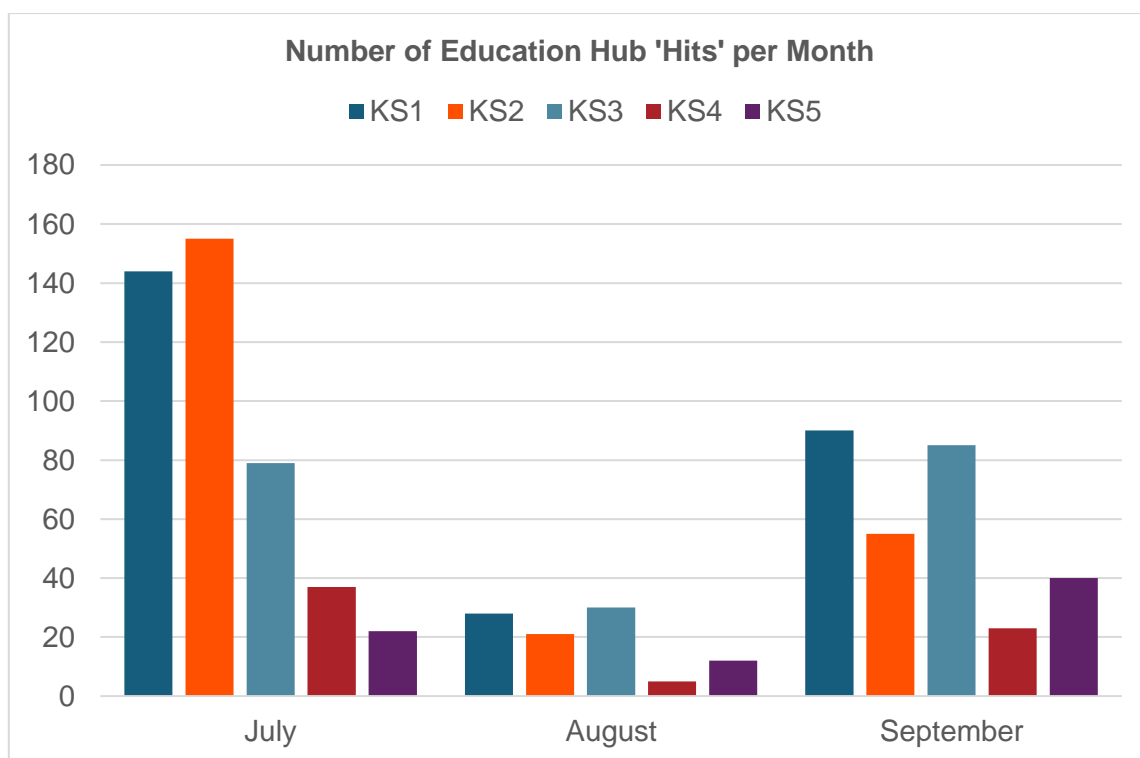
Rate of Deliberate Fires		Q2 2020/21	Q2 2019/20
Primary Target (Month) – 0.2	July	0.2	0.2
	August	0.2	0.4
	September	0.2	0.2
Rolling 12 months		2.1	2.7
Secondary Target (Month) – 0.6	July	0.6	1.0
	August	0.5	0.8
	September	0.5	0.7
Rolling 12 months		5.5	7.2

Number of Deliberate Fires		Q2 2020/21	Q2 2019/20
Primary Target (Month) – 39	July	28	42
	August	35	66
	September	34	37
Rolling 12 months		375	478
Secondary Target (Month) – 95	July	109	175
	August	95	142
	September	90	122
Rolling 12 months		959	1,265

Education in Schools

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.

During this quarter, schools remained closed for the months of July and August due to the COVID-19 pandemic. However, promotion and communications regarding the Community Development & Safeguarding Team's virtual Education Hub has continued to be shared. All programmes are divided into key stages, so education providers are aware of what programmes are suitable for the children they teach. The graph and table below show the online 'hits' to the Education Hub.



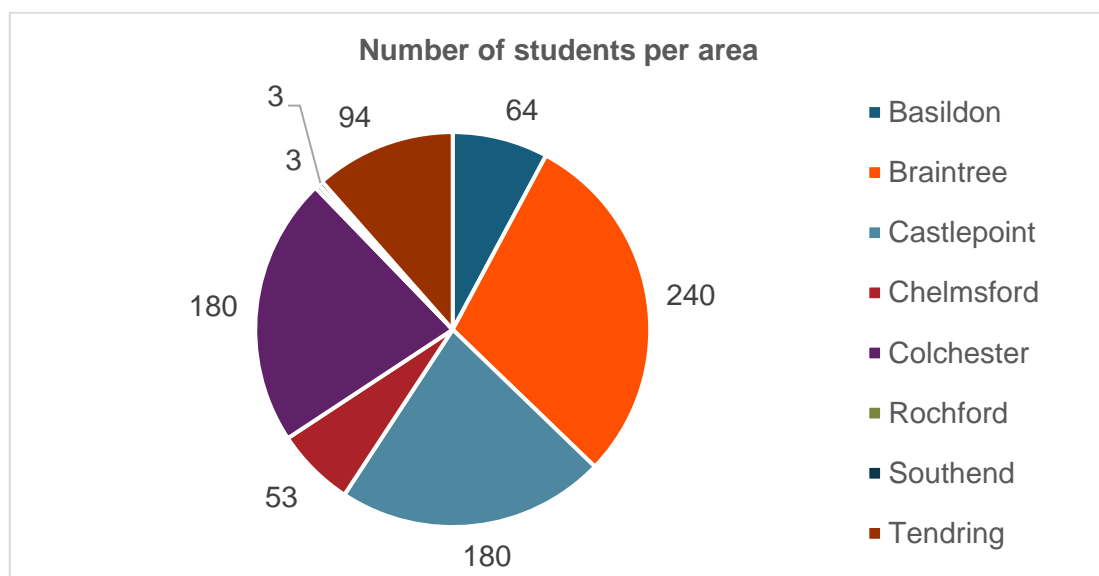
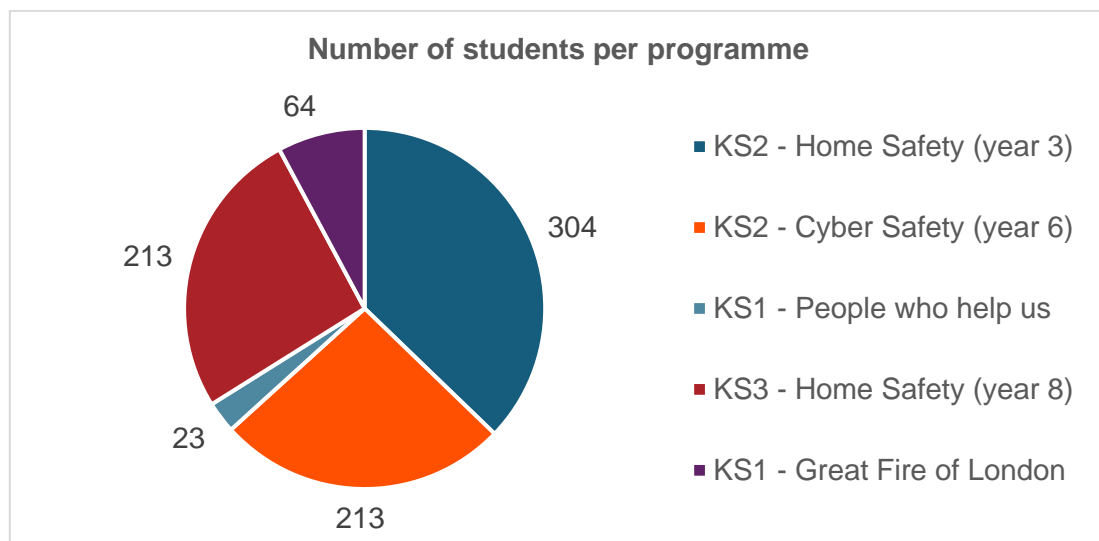
	July	August	September
KS1	144	28	90
KS2	155	21	55
KS3	79	30	85
KS4	37	5	23
KS5	22	12	40
Total	974	176	327

When schools re-opened in September 2020, the team worked hard to contact schools and offer face-to-face visits. Some schools were willing to accept these depending on their own risk assessments and security. Virtual sessions were offered as an alternative to provide accessibility to schools uncomfortable with external visitors.

The table below shows the number of children engaged during Q2.

	July	August	September
Face-to-face	N/A	N/A	637
Virtual	N/A	N/A	180
Total	-	-	817

The table and graphs below show a breakdown of the types of educational programmes and where they were delivered throughout the month of September.



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Area	School Type	Audience Number	Programme
Basildon	Infant	64	KS1 - Great Fire of London (year 2)
Braintree	Primary	120	KS2 - Home Safety (year 3)
	Primary	120	KS2 - Cyber Safety (year 6)
Castlepoint	Junior	90	KS2 - Home Safety (year 3)
	Junior	90	KS2 - Cyber Safety (year 6)
Chelmsford	Primary	23	KS1- People who help us /Home Safety
	Secondary	30	KS3 - Home Safety (year 8)
Colchester	Secondary	180 (virtual)	KS3 - Home Safety (year 8)
Rochford	Special Education	3	KS3 - Home Safety (year 8)
Southend	Alternative Provision	3	KS3 - Cyber Safety
Tendring	Primary	94	KS2 - Home Safety (year 3)
Total		817	

Commentary (Education, Prevention)

Observations and Key Insights about the Data

- The online hub was utilised the most during the month of July when schools had much of their delivery still online. As imagined during August when it was the summer holidays these figures dropped.
- Schools returning to face-to-face delivery in most cases in September also accounts for lower figures than July on the online hubs as schools prepared for their new ways of working and focused on missed curriculum.
- The reintroduction of face-to-face visits in September as government guidelines changed allowed for some delivery however many schools own risk assessments and concerns prevented these from taking place still.
- Online classes have allowed for large audiences to be educated at once as seen with a class of 180 taking part in one of these new sessions during September.
- Home safety programmes across the different year groups remains the most popular.

Actions taken in the Quarter

- Risk assessments completed to allow for staff to restart face-to-face delivery
- Risk assessments agreed to film firework safety videos on station
- Continual bookings took place for schools which accepted face-to-face visits
- Continued to work closely with Corporate Communications to promote the online hub and the lessons available
- Working closely with IT to enable staff with the resources and knowledge to hold virtual classes.

Actions planned for the next Quarter

- Creation of an Operational Delivery Plan aligned with the Prevention Strategy
- Firework safety videos to be created.
- Redesigning the school presentations including PowerPoints and adding subtitles.
- Review the post-engagement quiz/survey currently ran through Wufoo and consider moving to Microsoft form.
- Continual booking of face-to-face and virtual lessons.
- Ongoing support from Cooperate Communications Team and ICT.

Commentary (Home Safety, Prevention)

Observations and Key Insights about the Data

- The number of visits conducted in Q2 for individuals with disabilities, who lived alone, or were aged over 65 increased. This is likely to have reflected a growing public confidence in inviting ECFRS into their homes in the warmer months, when the virus appeared to be at its least prevalent and the national lockdown lifted.
- Although recognising the increase in activity for Home Safety during Q2 2020, this still reflects a significant reduction in activity compared to Q2 2019. This is due to the need for ECFRS to restrict activities in order to protect personnel and the public from transmission of COVID-19.
- The majority of Home Safety Activity was undertaken in areas classed as 'Urban City and Town'. In Q3 there has been a focus from the Community Engagement Team to target rural parts of Essex. It is therefore expected that figures for Q3 will show increased activity in the 'Rural Town and Fringe' and 'Rural Village and Dispersed' categories.
- There were 6% fewer fires in Q2 2020 compared to Q2 2019 and ECFRS exceeded targets (0.9 per 10,000) for Accidental Dwelling Fire (ADF) numbers. Whilst encouraging, ADF numbers are generally lower in summer months, as increased numbers of the population reduce the time spent indoors and take advantage of warmer weather for cooking, drying clothing etc. It is expected that the colder months of Q3 will show an increase in ADF as people return to spending more of their time at home, particularly in light of COVID-19 related lockdown measures.
- As expected, the number of fires that were cooking related showed a decrease in Q2 compared to Q1. This is likely to be due to seasonal trends and resultant behaviour.

Actions taken in the Quarter

- As stated in Q1, Safe and Well Officers were conducting Gold category visits only due to the implications of Covid-19. As of late September, Safe and Well Officers began conducting visits to individuals in the silver category, in addition to the gold category. This is reflected in an increase of 60% of visits conducted in Q2 compared to Q1.
- The Home Safety Team continued to provide alarms for self-fit and telephone advice to anybody else requesting a visit (Bronze category).
- The total number of visits completed increased by 41% between July and August. Similarly, the Home Safety Information Team recorded a 33% increase in calls into the office between August and September. The suggested rationale for these increases includes greater ECFRS activity in local communities (door knocking/leafletting) during the summer months, and

temporary increases in public comfort with ECFRS personnel entering their homes. The levels of public comfort and confidence appear to be variable and influenced by local and national government announcements relating to the pandemic.

- Volunteering remained suspended during the quarter due to COVID-19 implications. The Home Safety and Volunteering Team will work with ECFRS volunteers to facilitate a safe and controlled return to activities.
- The total number of visits to individuals aged over 65 increased from 411 in Q1 to 826 in Q2, reflecting increased appetite for ECFRS prevention engagement in this age range.
- In Q2, the Home Safety Team introduced a process for writing to landlords, both private and public informing them of occasions in which Safe and Well Officers come across rented accommodation with no working smoke detection. These letters serve as a reminder to landlords of their legal responsibility to provide adequate smoke detection for tenants.
- With smoke alarm ownership in the UK estimated at 91%, the Community Engagement Teams have been conducting door knocking exercises in Q2 and Q3. Early figures suggest that officers are finding approximately 30% of households do not have adequate smoke detection. It is expected that more information relating to this activity will be provided in the Q3 Performance Report.
- The number of visits conducted by Operational Crews is highlighted within the table on page 4, and in total 15 visits were conducted during Q2.

Actions planned for the next Quarter

- The COVID 19 National & Local Prevention Risk Assessment and ECFRS Prevention Guidance was agreed in October 2020 (Quarter 3) to allow operational crews to recommence prevention activities. As per the guidance, Community Safety Officers, Firefighters, and Safe and Well Officers will be able to conduct Bronze Home Safety Visits without crossing property thresholds. Bronze visits will consist of doorstep advice, literature and smoke detection for self-fit.
- Gold visits will continue to be conducted by the Safe and Well Team as Essex moves to Tier 4, but this position will be reviewed in light of any changes in government advice and guidance in relation to the pandemic.
- In Q3, there is likely to be an increase in Safe and Well Visits to individuals with a disability, due to the start of a project to explore the durability of sensory alarms fit over the last three years. The project started in Q3 and was intended to finish in the same quarter however, due to increases in COVID-19 related restrictions in Essex, the project end is now forecast for Q4.

- With a new Prevention Strategy having been approved in Q3, the Home Safety Operations Department will have developed a Operational Delivery Plan setting our activities required to deliver the strategy. The plan will have been finalised by end of Q4 2020 ready for implementation in Q1 2021/22.

Commentary (Operational Community Risk, Rural Engagement, Prevention)

- N.B from Head of Prevention, it is noted that key areas of prevention are unreported within the Quarterly reporting process and therefore it is the intention to ensure Operational Community Risk Activity is included from Q1 2021.

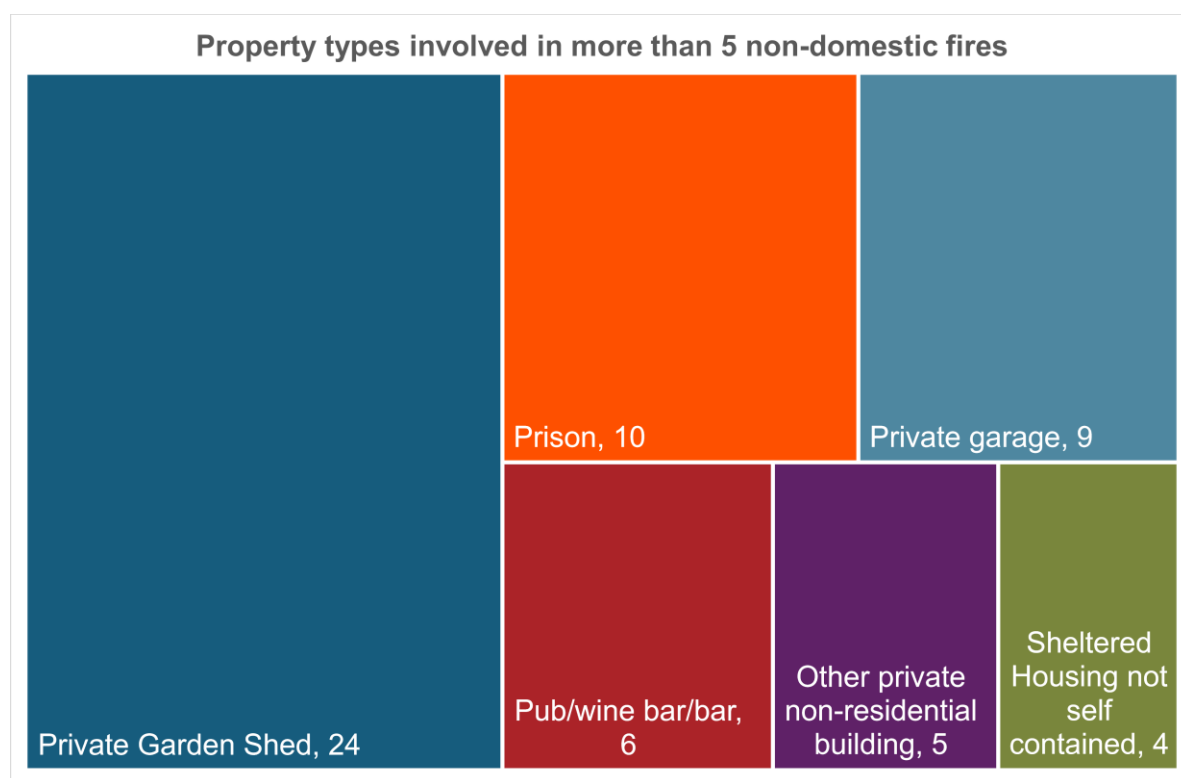
PROTECTION

Service Measure: Number of fires in non-domestic properties

The table below shows the number of fires in non-domestic properties in Q2 2020/21 and Q2 2019/20. The total in Q2 2020/21 was 15 less than the total for Q2 2019/20.

	Q2 2020/21	Q2 2019/20
July	35	51
August	38	39
September	43	41
12 month Rolling Total	411	438

The tree map below shows the property types that were involved in 4 or more non-residential fires in Q2 2020/21.



Note: Private Garden Sheds and Garages do not fall under the auspices of the Fire Safety Order, and therefore are not manageable by the Protection team.

ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21

The table below shows the number of cases (per month) completed by the Protection team in Q2 2020/21. 1,682 cases were completed in the quarter and the team responded to all of the 641 planning, building regulations and licensing cases within the statutory time limit.

	July		August		September		Completed - Quarter Total
Case Type	Completed	Success	Completed	Success	Completed	Success	
Planning	71	71	43	43	85	85	199
Alleged Fire Risk (AFR)	23		15		24		62
Desktop Audits	274		411		36		721
Audits	2		7		18		27
Building Regulations	80	80	91	91	103	103	274
HMO	5		12		14		31
Licensing	51	51	65	65	52	52	168
Other Fire Safety Activity ⁷	64		63		49		176
Other Consultations ⁸	15		1		7		23
Month Total	585	202/202	708	199/199	389	240/240	1,682

Of the 27 face-to-face audits completed in the quarter, 12 were satisfactory (44%) and the remaining 15 (56%) were unsatisfactory.

⁷ For example: post-fire visits and general enquiries from public/businesses

⁸ Other consultations include BASIS, Consultation, Demolition, SAG

ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21

The table below shows the inspections carried out by crews in Q2 2020/21. The inspections were cancelled earlier in the year due to COVID-19.

Month	Wholetime (and dry riser)	On-Call
July	0 (0)	0
August	1 (3)	0
September	0 (0)	0

Notification of deficiencies issued: 15

Prohibitions notices served: 0

Enforcements notices issued: 1

Summary of enforcement notice: Issued on a Hotel in Clacton-on-Sea, 8/9/20.

- Articles/Particulars/Details – Article 8 – Compartmentation issues plus significant findings of your fire risk assessment had not been implemented.
- Article 9 – not reviewed.
- Article 11 – not planning, controlling and monitoring the use of electrical appliances throughout the premises. Not controlling and monitoring the securing of storage rooms. Not monitoring manual call point and detector heads.
- Article 13 – incorrect detection system in place for premises.
- Article 14 – issues with the means of escape.
- Article 15 – no fire action notices.
- Article 17 – fire safety systems maintenance issues.
- Article 21 – no evidence of staff training.

Summary of prohibition notices: None

Commentary (Protection)

Observations and Key Insights about the Data

- Highest number of non-domestic fires remains private garden sheds. These are not regulated premises and as such not covered under the RRO and will be picked up from the prevention team.
- Numbers of non-domestic fires remains relatively static over the quarter. They were lower on the previous year in July this is likely to be due to a gradual easing of COVID restrictions during July that meant less regulated premises were open for business when compared to activity in Q2 2019/20.
- Audit numbers continued to focus more highly on desktop audits of high-risk premises due to COVID restrictions.
- Enforcement either formal or informal remains low across the board. This is likely to be due to the high number of desktop audits as when we carried out a full audit 56% were unsatisfactory.

Actions taken in the Quarter

- CFMIS went live in September replacing CRM.
- Work has continued with the Protection Improvement plan reporting continues to show the service as being on track to deliver.
- Training of new inspecting officers continues which will increase the capacity to deliver audits.
- Inspections continue to focus on Desktop audits due to COVID-19 restrictions
- Head of Prevention and Protection has become a standing attendee at the Safer Essex Board.
- Additional inspecting officers to carry out building regulations training to increase capacity.
- HR business partners and finance business partners attending team meetings to enable greater scrutiny of performance
- Building Risk Review activity commenced. There are no additional resources to do this currently, so it is being absorbed into current staffing levels

Actions planned for the next Quarter

- A peer review of the Protection improvement plan will commence in December to enable the service to critically understand progress made against the plan ahead of an inspection by HMICFRS in 2021.
- Recruitment to the vacant inspecting officer posts to commence in Q3.
- Engagement with the Essex Chamber of Commerce to establish enhanced links with the business community.

ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21

- Protection strategy to be shared with Safer Essex Board.
- Reporting criteria to be developed from CFRMIS to enable effective monitoring of activity.
- Scoping to begin for a Prevention and Protection board.

RESPONSE

Incident Overview

ECFRS attended 4050 incidents in Q2 2020/21 and the table below shows the totals for the same quarter in previous years. ECFRS attended 519 less incidents in Q2 2020/21 than in Q2 2019/20.

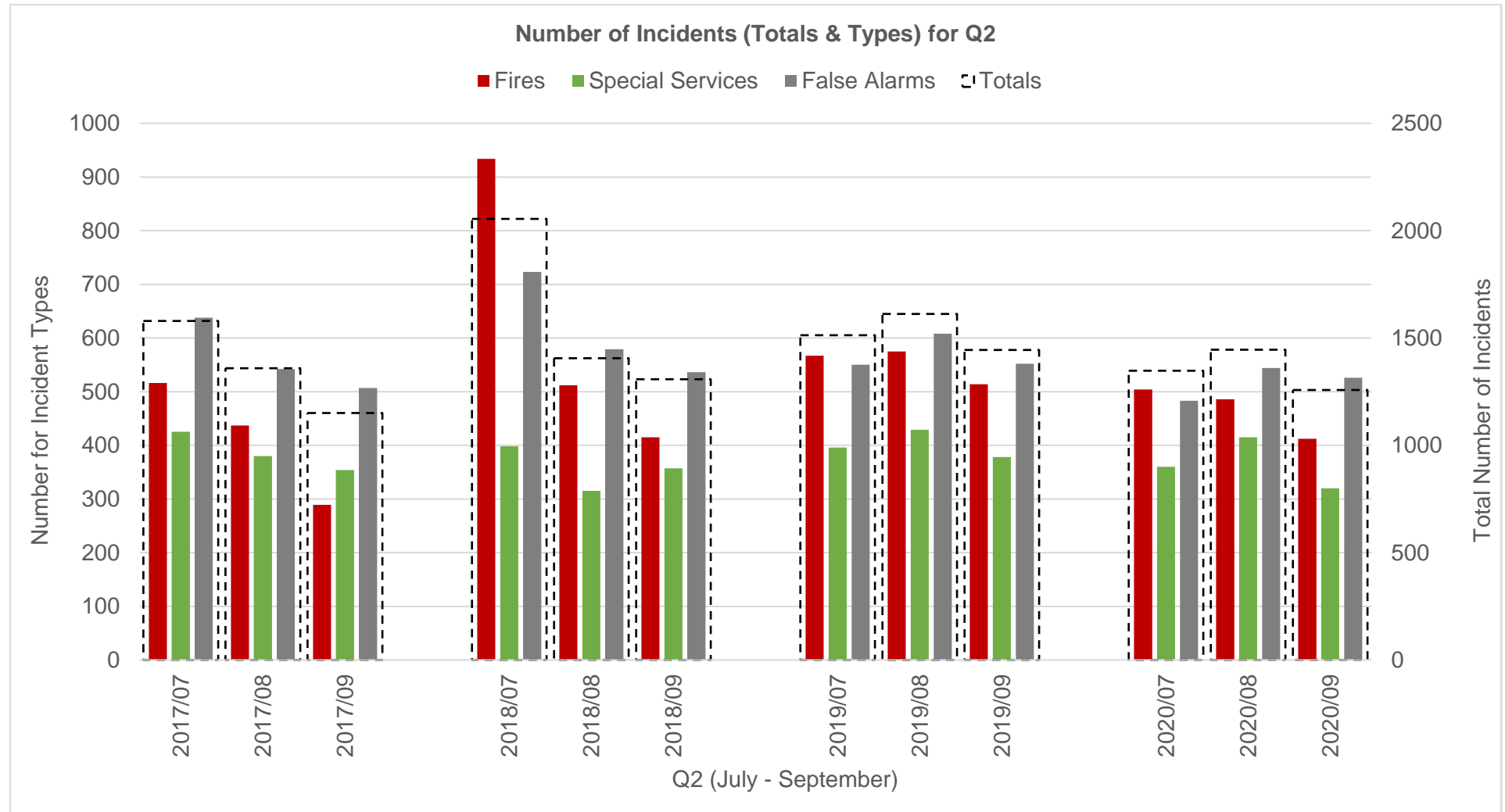
Q2 2017/2018	4088
Q2 2018/2019	4769
Q2 2019/2020	4569
Q2 2020/2021	4050

The table below shows the totals per incident type. There were decreases in all incident category types for this quarter compared to Q2 2019/20.

	Fires	Special Services	False Alarms
Q2 2017/2018	1242	1159	1687
Q2 2018/2019	1861	1070	1838
Q2 2019/2020	1656	1203	1710
Q2 2020/2021	1402	1095	1553

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The chart below shows that the number of incidents attended per month by incident type, for Q1 for the last four years.



Service Measure: Speed of response to incidents

The table below shows the average response to potentially life-threatening incidents, from time of call to arrival (based on first Essex appliance at scene). Excludes resilience appliances and animal assistance incidents.

Target: Average of 10 minutes		
	Q2 2020/21	Q2 2019/20
July	9m 51s	10m 27s
August	9m 54s	10m 41s
September	10m 9s	9m 57s

The table below shows the percentage (%) of incidents/calls attended within 15 minutes, from time of call to arrival (based on first Essex appliance at scene). Excludes resilience appliances.

Target: 90% of calls within 15 minutes		
	Q2 2020/21	Q2 2019/20
July	84%	86%
August	86%	83%
September	86%	84%

Service Measure: Appliance availability

The following tables show the total pumping appliance availability as well as the availability for wholtime & day crewed and on-call pumping appliances.

Total Pumping Appliance Availability Target: 94%		
	Q2 2020/21	Q2 2019/20
July	83.7%	81.7%
August	78.4%	77.4%
September	83.2%	78.9%

ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21

Wholetime & Day Crew Pumping Appliance Availability, Target: 98%			On-Call Pumping Appliance Availability, Target: 90%	
	Q2 2020/21	Q2 2019/20	Q2 2020/21	Q2 2019/20
July	97.4%	95.8%	78.2%	77.1%
August	95.3%	94.2%	73.6%	71.9%
September	96.0%	94.7%	79.2%	73.2%

The charts below show appliance availability by command group and crewing type.

North West												
WholeTime/Day Crew												
	2019						2020					
	January	February	March	April	May	June	July	August	September	October	November	December
Harlow	98.4%	98.8%	96.4%	96.2%	96.2%	96.2%	95.9%	95.7%	95.5%	97.8%	97.5%	98.1%
Central												

North East												
WholeTime/Day Crew												
	2019						2020					
	January	February	March	April	May	June	July	August	September	October	November	December
Braintree	91.1%	73.4%	76.5%	69.9%	75.7%	67.7%	80.0%	70.7%	66.7%	73.5%	78.8%	84.9%
Coggeshall	74.4%	68.8%	77.6%	78.9%	76.2%	69.3%	72.6%	59.2%	68.8%	75.1%	75.8%	75.8%
Dunmow	72.7%	72.5%	64.3%	72.3%	65.2%	71.2%	73.0%	75.2%	68.3%	77.6%	76.3%	73.1%
Halstead	90.5%	88.9%	83.4%	81.4%	80.3%	65.7%	76.6%	68.9%	80.9%	82.0%	78.4%	73.2%
Leaden	4.7%	41.2%	55.8%	53.5%	22.4%	50.5%	60.5%	34.1%	55.9%	50.2%	57.3%	53.7%
Roding												
Newport	84.1%	91.8%	96.3%	96.5%	99.3%	96.8%	91.7%	95.1%	94.5%	97.9%	95.0%	94.3%
Old Harlow	75.2%	63.2%	57.5%	49.8%	56.6%	53.6%	60.6%	49.1%	54.2%	47.1%	46.1%	36.7%
Saffron	97.7%	92.1%	95.6%	94.8%	99.4%	96.2%	96.3%	85.7%	94.8%	94.0%	96.9%	98.2%
Walden												
Sible	55.9%	59.5%	63.4%	64.1%	53.3%	54.0%	59.6%	46.4%	58.7%	63.9%	63.9%	59.3%
Hedingham												
Stansted	94.8%	93.8%	93.3%	96.0%	88.0%	91.0%	91.1%	95.8%	90.3%	92.4%	95.1%	96.9%
Thaxted	75.4%	68.3%	64.3%	66.5%	57.9%	64.7%	60.6%	50.6%	60.3%	62.6%	69.4%	73.8%
Withersfield	85.0%	79.6%	83.4%	76.6%	83.5%	77.9%	71.6%	34.2%	77.0%	66.4%	68.0%	70.7%
Witham	72.3%	72.9%	65.5%	70.1%	57.8%	55.9%	57.9%	42.7%	38.4%	36.3%	49.6%	46.3%

North East												
On-Call												
	2019						2020					
	January	February	March	April	May	June	July	August	September	October	November	December
Brightlingsea	97.3%	98.8%	98.3%	99.1%	97.0%	95.1%	96.2%	90.7%	96.3%	90.4%	94.8%	94.8%
Burnham	60.7%	67.6%	49.1%	74.1%	84.0%	64.1%	79.0%	77.0%	78.0%	81.6%	81.6%	81.6%
Clacton	97.0%	95.1%	95.4%	97.3%	96.1%	93.1%	95.3%	90.0%	87.3%	90.1%	85.1%	85.1%
Dovercourt	80.1%	72.8%	77.3%	62.1%	38.8%	69.4%	79.6%	66.2%	65.0%	79.1%	82.3%	82.3%
Frinton	99.8%	94.7%	99.9%	99.1%	97.2%	99.4%	99.2%	94.3%	91.8%	95.6%	97.2%	96.3%
Malden	96.0%	89.8%	91.8%	86.8%	84.7%	88.2%	85.2%	86.8%	86.2%	87.8%	87.6%	87.6%
Manningtree	85.3%	90.6%	85.8%	93.8%	96.8%	89.4%	89.8%	85.5%	72.7%	76.7%	72.3%	65.0%
Tiltingham	86.7%	77.9%	66.3%	73.6%	72.9%	55.4%	65.4%	75.3%	53.6%	67.3%	77.7%	77.7%
Tiptree	96.4%	93.6%	93.4%	94.1%	91.7%	90.5%	91.1%	86.1%	92.0%	83.9%	82.5%	78.8%
Tollisbury	50.0%	41.5%	30.0%	47.9%	63.2%	61.6%	65.8%	62.5%	59.0%	64.1%	53.6%	53.6%
Weeley	98.0%	98.8%	99.2%	97.9%	97.1%	98.2%	96.7%	96.4%	98.2%	96.7%	98.0%	98.0%
West Mersea	98.7%	99.5%	99.6%	94.5%	76.3%	79.0%	75.3%	67.9%	74.9%	76.9%	74.2%	85.5%
Wivenhoe	73.2%	82.0%	70.4%	65.5%	63.5%	56.9%	84.9%	81.4%	73.6%	83.6%	80.9%	69.3%

ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21

South East

WholeTime/Day Crew

	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	
Chelmsford	97.5%	98.2%	97.6%	94.3%	91.7%	92.8%	94.1%	95.9%	92.7%	97.1%	97.0%	95.6%	98.3%	98.4%	98.5%	99.5%	99.7%	99.5%	98.5%	95.8%	91.5%	96.6%	97.6%	
Great Baddow	97.5%	97.4%	92.7%	98.6%	91.7%	91.8%	88.8%	76.4%	93.2%	88.6%	94.1%	87.8%	98.2%	95.4%	95.7%	99.7%	99.8%	97.5%	98.6%	77.5%	87.7%	91.2%	96.1%	
Leigh	98.3%	98.1%	97.9%	98.7%	93.8%	99.1%	97.8%	98.1%	97.0%	96.8%	96.4%	97.2%	98.0%	98.3%	98.0%	99.8%	99.3%	99.4%	98.1%	96.0%	88.2%	96.6%	97.8%	
Rayleigh Weir	98.5%	96.8%	99.0%	99.4%	98.4%	99.3%	98.4%	98.0%	99.3%	98.9%	99.0%	99.0%	97.9%	97.8%	98.7%	99.4%	98.9%	99.6%	98.5%	97.0%	98.9%	96.5%	99.0%	
South Woodham	98.8%	99.7%	97.4%	96.4%	92.2%	89.9%	79.7%	39.3%	66.3%	79.6%	86.5%	83.7%	99.3%	91.4%	92.8%	98.3%	99.8%	98.1%	96.1%	72.2%	95.1%	97.1%	96.4%	
Southend	98.5%	99.5%	98.7%	97.2%	97.8%	97.1%	97.4%	98.2%	96.5%	99.5%	94.4%	94.9%	98.5%	98.7%	96.8%	99.4%	99.8%	99.7%	99.0%	95.5%	97.9%	98.2%	96.7%	

On-Call

	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	
Canvey	65.8%	47.8%	47.2%	44.0%	51.0%	48.5%	55.2%	50.9%	53.0%	41.5%	37.4%	51.3%	53.4%	48.9%	47.5%	50.6%	50.8%	50.2%	51.6%	50.0%	63.2%	51.5%	50.0%	
Hawkwell	99.8%	91.9%	96.1%	98.8%	96.9%	97.4%	96.5%	100.0%	91.1%	95.8%	94.6%	98.5%	99.2%	100.0%	95.5%	99.8%	99.9%	95.3%	97.1%	98.6%	95.6%	99.1%	97.1%	
Rochford	64.2%	59.3%	86.6%	82.2%	75.9%	87.9%	86.0%	82.0%	83.2%	75.6%	70.7%	80.1%	87.4%	88.7%	97.6%	98.9%	99.2%	94.5%	76.9%	84.7%	74.1%	75.0%	88.1%	
Shoeburyness	84.3%	71.0%	86.5%	92.7%	94.0%	96.9%	96.4%	92.2%	91.7%	90.7%	88.9%	91.7%	95.8%	98.9%	98.8%	99.2%	99.8%	98.9%	96.7%	96.8%	98.7%	99.2%	98.6%	

South West

WholeTime/Day Crew

	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	
Basildon	97.4%	97.4%	97.4%	96.1%	97.2%	95.8%	96.1%	96.9%	97.7%	94.4%	95.9%	95.2%	92.2%	96.8%	97.3%	97.5%	99.2%	98.8%	98.7%	97.0%	95.5%	96.3%	96.0%	96.9%
Brentwood	98.5%	96.6%	98.4%	97.1%	97.5%	97.7%	98.7%	94.6%	97.1%	99.7%	98.0%	96.8%	96.8%	98.8%	98.4%	96.3%	99.7%	99.5%	98.4%	98.3%	99.0%	97.6%	96.2%	97.2%
Grays	99.4%	98.3%	97.5%	96.0%	97.7%	97.6%	97.2%	95.8%	96.7%	99.2%	96.8%	95.5%	96.8%	95.5%	98.4%	99.5%	99.5%	99.5%	98.7%	95.8%	95.1%	97.0%	92.7%	
Loughton	98.8%	92.3%	96.9%	91.7%	95.7%	96.0%	92.4%	93.8%	93.9%	97.5%	96.5%	94.9%	96.7%	97.3%	98.6%	98.8%	99.7%	99.7%	97.9%	97.3%	98.1%	98.2%	97.1%	
Orsett	96.3%	98.7%	96.0%	97.4%	98.1%	97.1%	99.0%	96.9%	95.9%	95.6%	99.0%	98.2%	97.7%	99.2%	97.9%	99.7%	99.5%	99.8%	97.7%	97.6%	97.3%	97.4%	96.7%	
Waltham Abbey	96.1%	96.5%	93.8%	95.0%	97.5%	92.7%	96.0%	90.9%	85.7%	93.9%	86.2%	76.5%	98.2%	91.2%	91.6%	98.6%	94.4%	88.7%	88.7%	85.7%	86.1%	83.5%	74.1%	

On-Call

	2019												2020											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	
Billericay	90.8%	89.9%	89.0%	92.2%	84.2%	89.2%	85.5%	78.6%	89.2%	91.6%	85.7%	92.7%	94.3%	93.4%	92.3%	99.7%	94.7%	96.4%	93.7%	92.2%	88.8%	86.7%	90.0%	
Brentwood	42.3%	35.5%	25.7%	24.0%	22.2%	24.6%	25.5%	23.9%	33.4%	14.4%	11.5%	10.5%	5.7%	15.8%	25.3%	79.7%	77.0%	68.3%	47.4%	18.2%	43.0%	30.0%	24.2%	
Corringham	97.3%	92.1%	96.4%	94.4%	92.7%	87.2%	96.8%	95.5%	91.5%	91.5%	89.5%	91.0%	93.9%	98.1%	97.3%	100.0%	99.6%	99.5%	98.1%	99.6%	96.6%	97.0%	97.1%	
Epping	93.0%	93.0%	81.3%	94.3%	91.1%	92.1%	95.0%	91.6%	88.8%	74.6%	90.4%	83.9%	95.2%	89.1%	97.3%	99.7%	99.2%	96.4%	95.8%	97.7%	97.1%	98.6%	98.3%	
Ingatestone	49.2%	46.0%	40.9%	35.3%	46.4%	32.2%	34.7%	20.3%	22.0%	10.9%	27.7%	24.7%	38.4%	12.0%	37.5%	83.7%	76.5%	76.5%	62.8%	44.7%	53.8%	31.6%	47.7%	
Ongar	74.1%	73.4%	32.8%	41.1%	39.6%	52.1%	61.1%	31.0%	29.2%	38.3%	36.2%	34.5%	43.2%	33.2%	56.1%	55.5%	44.7%	31.9%	39.0%	19.7%	51.3%	3.0%	21.3%	
Wickford	45.8%	34.3%	31.4%	17.6%	20.3%	32.9%	26.8%	52.3%	46.1%	56.3%	42.0%	43.0%	77.3%	67.0%	53.2%	85.9%	87.1%	51.3%	63.6%	49.7%	63.6%	37.1%	58.2%	

Commentary (Response)

Speed of Response to Incidents

The Service attended 519 less incidents in Q2 2020/21 than in Q2 2019/20, this number is the lowest for comparable time periods for the last four years. In addition, there were decreases in all incident category types for this period compared to the same period last year.

The average speed of response to potentially life- threatening incidents was an improvement on 2019/20 for most of the period, acknowledging that there has been a slight increase in the last month. However, for August in particular the time was reduced by 47 seconds. The mean average is down from 10.21 minutes/seconds in Q2 2019/20 to 9.58 minutes/seconds Q2 2020/21.

Whilst the percentage of incidents / calls attended within 15minutes is broadly similar to that of the same period last year, looking forward additional work around call handling and the time needed by service control to manage the calls needs to be maintained and offers an opportunity for response and service control to develop further joint working.

Additional variables within the response timings can be linked directly to appliance availability and particularly the reduced availability of on-call appliances. Increases are linked to appliances needing to travel further distances as other stations may not be available therefore increasing attendance times. This quarter is also the time when we historically see a decrease in our on-call availability and the whole-time summer leave period however under the current national pandemic restrictions the taking of leave and working from home may have altered previous patterns.

Appliance Availability

We are currently below the total pumping appliance availability target of 94%, however the mean average throughout this period is a 2.4% increase on the same period last year. Both wholtime and on-call availability has seen an increase for each month during this quarter, this is positive whilst working within the current regional and national environment.

North East

The availability has much improved when compared with Q2 2019/20, except Tiptree which has seen a slight decline. There has been improvement on availability at Tollesbury, Weeley, West Mersea and Wivenhoe throughout the period.

North West

There has been a slight improvement of wholetime availability at Harlow, with on-call improvements at Dunmow and Halstead required. There have been excellent improvements at other on call stations notably Newport and Old Harlow.

South West

Improved notable availability at Loughton, however improvement is required at Grays and Waltham Abbey. A dedicated Station Manager will be in post from December 1st 2020 at Waltham Abbey to enable a greater degree of engagement and management at the station to support its current availability and future transition to an on-call station. Improvements still required at Brentwood, Ingatestone and Ongar.

South East

Consistent wholetime availability across the board, however there is notable improvement at South Woodham Ferrers following the introduction of a dedicated Station Manager earlier this year. The availability at Canvey is requiring improvement with a new Watch Manager being recruited to take the station forward, and there continues to be excellent availability at Hawkwell and Shoeburyness.

The current day crewed stations that are continuing to show low availability, are due to crewing levels at the station with recruitment continuing to be delivered under the Day Crewing Conversion programme. There has been some good progress made in the transition to on-call from wholetime at Dovercourt, and the lessons learned are being utilised at South Woodham Ferrers by the new Station Manager of which improvements are already being noted.

The Staff Team are undertaking the availability modelling of on-call stations to predict the stations that regularly have short falls during the day as some stations still have areas of concern and continue to have poor availability. The key areas of concern around availability are mainly during daytime hours with already low crewing numbers and the potential opportunities for recruitment being hampered due to town sizes, transient populations, the required turn out times (6 minutes) and on-call to wholetime firefighters transferring.

There is currently an ongoing piece of work to align the actions and activities from the PFCC Fire and Rescue Plan, IRMP, Annual Plan and the HMICFRS Plan which all have elements that focus on workstreams aligned to speed of response and appliance availability. These workstreams are being reviewed and collated to support the development and delivery of the new Response Strategy in Q2 21/22.

BEST USE OF OUR RESOURCES

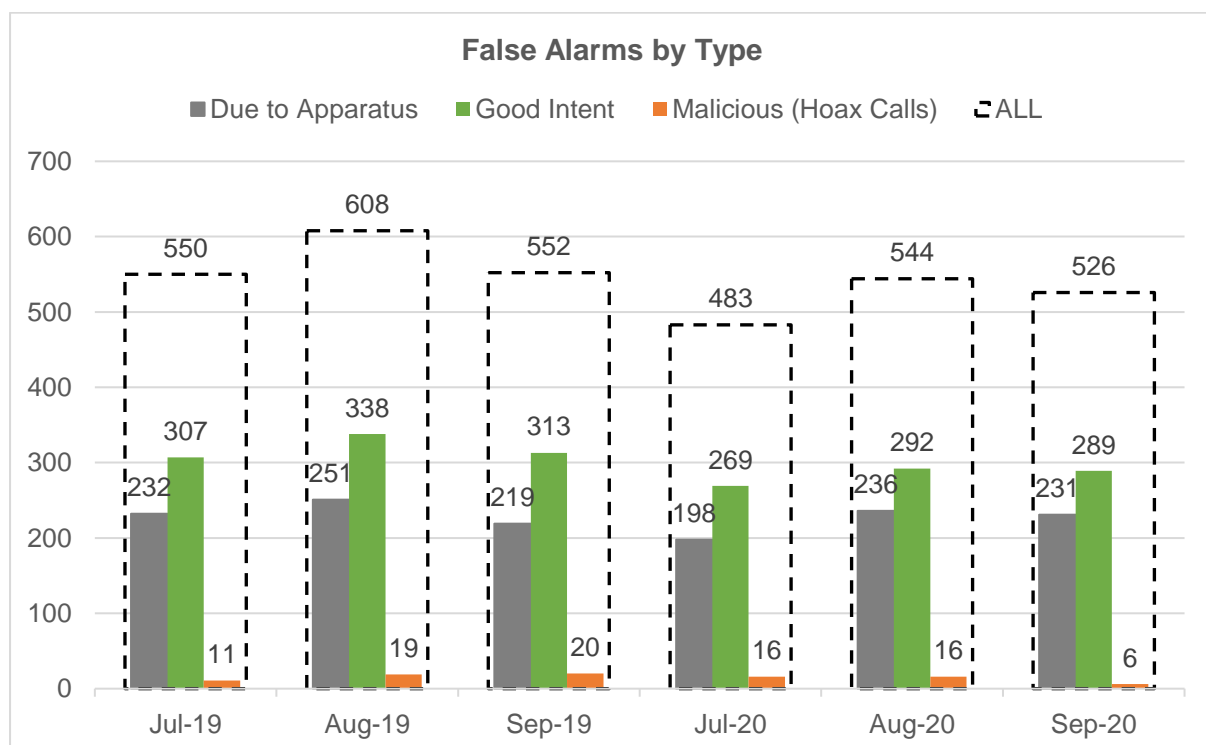
Objective: We will improve the safety of the people of Essex by making best use of our resources and ensuring value for money.

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

The table below shows the number of false alarms per month and 12 month rolling total for Q2 2020/21 and Q2 2019/20. There were 157 less false alarms in Q2 2020/21 than in Q2 2019/20.

	Q2 2020/21	Q2 2019/20
July	483	550
August	544	608
September	526	552
12 month Rolling Total	5,858	6,129

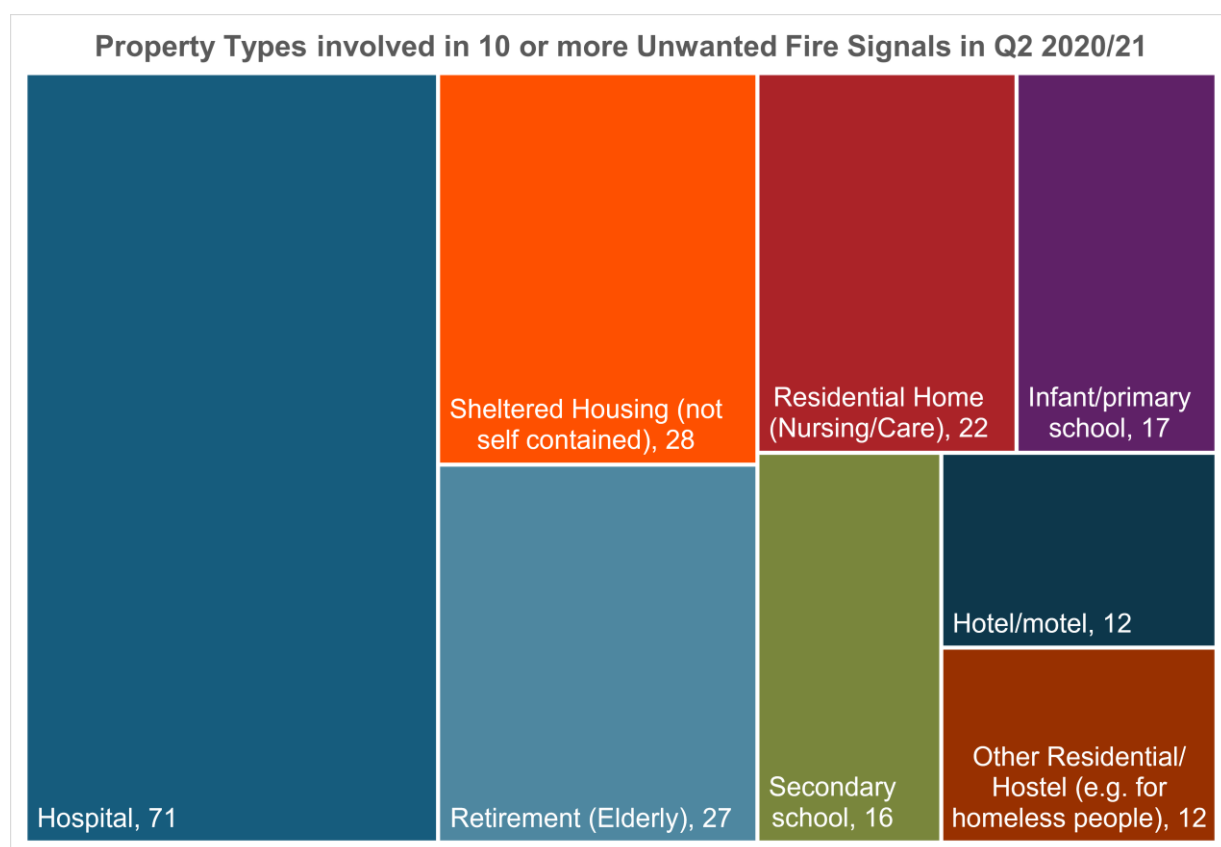
The chart belows the number of false alarms per type; due to apparatus, good intent or malicious (hoax calls) for Q2 2020/21 and Q2 2019/20. There were less false alarms due to good intent in every month in this quarter compared to the same quarter in 2019/20. The number of attendances to malicious calls decreased to 6 in September, equalling the lowest number attended within a month (October 2019)



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The Service monitors unwanted fire signals which are false alarms due to apparatus caused by automatic fire detection in non-residential and other residential properties. The table below shows that the number of unwanted fire signals in Q2 2020/21 and Q2 2019/20. The total for Q2 in 2020/21 is 38 less than the total for Q2 2019/20.

	Q2 2020/21	Q2 2019/20
July	70	87
August	76	102
September	97	92
12 month Rolling Total	951	1,068



IMPROVE SAFETY ON OUR ROADS

Objective: Reduce the personal, social and economic impact of road traffic incidents

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

Although figures for Q2 2020/21* are provisional, there were less collisions (189 in 2020/21 and 222 in 2019/20) and as per the table below, people killed or seriously injured on Essex Roads in this quarter compared to Q2 2019/20 (see table below).

	Q2 2020/21*			Q2 2019/20		
	Fatal	Serious Casualties	Total	Fatal	Serious Casualties	Total
July	4	56	60	1	75	76
August	7	81	88	6	74	80
September	4	65	65	3	78	81
Total	15	202	213	10	227	237

Service Measure: Number of road traffic collisions attended by ECFRS

ECFRS attended 241 road traffic collisions in Q2 2020/21, 95 more than previous quarter and 52 less than the same quarter in 2019/20.

Month	Q2 2020/21	Q2 2019/20
July	81	96
August	96	98
September	64	99
12-month Rolling Total	948	1,166

The table below shows the total number of road safety events and interactions, as well as the number of events/courses for FireBike, FireCar and Community Wheels.

RTC Reduction	FireBike
Total 1 Event, Total 45 interactions	None.
FireCar	Community Wheels
No events, but vehicle in use by RTC Team	None.

Commentary

Observations and Key Insights about the Data

In terms of road safety generally, traffic flows have returned to almost normal levels following the COVID-19 lockdown period. During that period, the incidence of RTCs fell, but with the easing of restrictions the number of RTCs involving persons KSI has inevitably increased.

The provisional year to date, RTC KSI figures are an improvement compared with 2019, this is primarily due to the low numbers in April 2020.

Actions taken in the Quarter

With the introduction of the NFCC COVID-19 risk assessment, activity opened up where it was possible and a review of all presentations and the inclusion of a Vision 0 call to action. SERP continue to push forward strategic approach for vision 0, including a revised MOU and training for all partners on how V) can be approached. In addition, work is underway to agree the SERP delivery plan for 21/22, which sees a significant decrease in funding available to ECFRS.

Specific actions taken during the quarter include:

- Change in management and leadership for the RTC function
- SERP Strategic Group meeting held on Teams
- Community Speed Watch co-ordinator left and managing a vacancy. The work is being supported by capacity within the Department.
- CSW activities recommenced in September, with 23 Groups authorised to operate as 'Phase 1' on a revised COVID safe basis
- A review of the Speed Watch continues to be led by Essex Police.
- Recruitment of new RTC Reduction Business Support Assistant successful
- Recruitment of new FireBike Manager

Actions planned for the next Quarter

- Firebike Manager starts and recommences M/C training as soon as Covid restrictions allow.
- Continued review of all RTC education packages
- Training for secondary contract staff for V0 principles.
- Delivery plan for SETP / ECFRS published.

PROMOTE A POSITIVE CULTURE IN THE WORKPLACE

Objective: To have a safe and diverse workforce who we enable to perform well in a supportive culture underpinned by excellent training.

Fire and Rescue Plan Measure: Improved workforce diversity

The following table presents the Service's headline diversity metrics as at 30 Sep 2020:

EE Group	Gender % that are Female ¹	Majority Age Band	% LGBT ¹	% Ethnic Minority ¹	% Disability
Wholetime	6.7%	46-55	4.8%	3.3%	3.4%
On-Call	2.2%	25-35	2.1%	2.1%	2.4%
Control	83.8%	25-35 / 36-45	4.0%	3.1%	0.0%
Support	53.7%	46-55	5.7%	3.2%	4.6%
Overall	17.5%	46-55	4.3%	2.9%	3.2%

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

Service Measure: Average number of working days/shifts lost per person per year

The following table presents the Service's sickness absence metrics for the rolling 12 months to 30 Sep 2020. Figures include any time recorded as self-isolating or otherwise absent from the workplace due to COVID-related conditions.

EE Group	% of Current Employees taking sick leave	Median Working Days Lost	Total Working Days Lost	% Short Term ²	% Long Term ²
Wholetime	62.6%	9.0	7,972	61.5%	38.5%
On-Call	47.4%	14.0	8,507	68.3%	31.7%
Control	83.8%	15.0	718	64.5%	35.5%
Support	50.3%	6.0	2,714	57.2%	42.8%
Overall	55.4%	9.0	19,911	63.9%	36.1%

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

Service Measure: Employee casework (attendance management, disciplinary, grievance management, performance management)

The following table presents the Service's employee relations casework metrics as at 30 Sep 2020:

Case Type	New Cases in Period	Closed Cases in Period	Average Time to Close (days)	Cases Open at Quarter End	Oldest Case (days)
Attendance	20	22	67	22	813
Disciplinary	0	1	70	0	555
Grievance	3	4	122	3	149
Performance	7	8	88	10	344
Overall	30	35	78	35	813

Commentary

- There continues to be a slight improvement in the declared personal characteristics; work continues to improve this position. This information is now being captured in our recruitment system and will be transferred to our core HR system.
- Sickness absence trends have improved with closer case management, however COVID related absence is increasing overall numbers.
- Attendance oldest cases include those that have progressed to ill-health retirement consideration and are expected to be shortly concluded. The disciplinary cases include an employment tribunal case which is ongoing a delayed due to COVID and inability for the court to list and progress. Performance cases include cases that are on hold due to factors which include long term absence.

BE TRANSPARENT, OPEN AND ACCESSIBLE

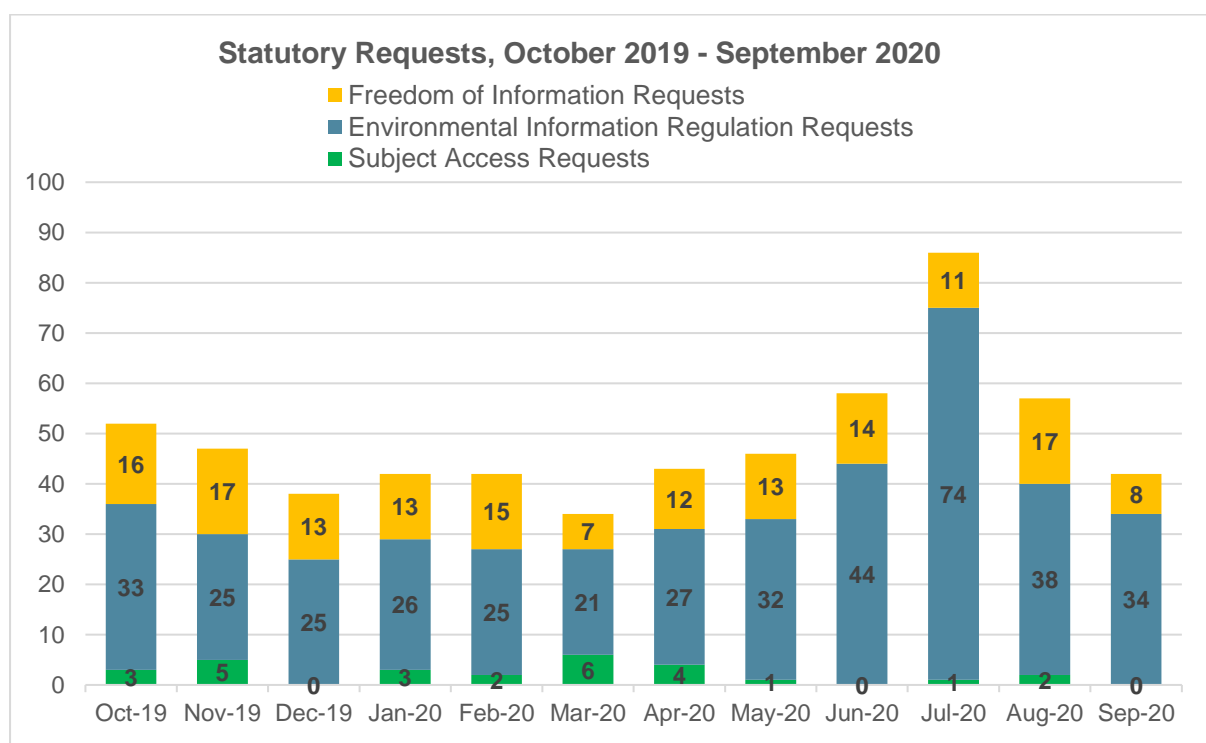
Objective: Communities are involved, engaged and consulted in the services they receive. In doing so, the public can hold us to account for the service we provide.

Service Measure: Statutory Requests and Complaint Response Rates

Percentage of Freedom of Information (FOI) requests, Subject Access Requests (SARs) and Environmental Information Regulation (EIR) requests closed on time in Q2 2020/21.

89%

Target: 90%



ECFRS received 185 statutory requests in Q2 2020/21.

Freedom of Information Themes

ECFRS received 36 FOIs in Q2 2020/21. The themes were Data Requests (20), Fire Safety (5), ICT (4), Contracts/Purchasing (4), Fleet (1), HR (1) and Other (1).

Environmental Information Regulations Themes

We received 146 Environmental Information Regulation Requests in Q2 2020/21. The themes were Fire reports (142) and other requests for environmental information (4).

Subject Access Request

ECFRS received 3 Subject Access Requests in Q2 2020/21. 2 SARs were received from members of staff and 1 SAR from an external organisation.

Percentage of complaints closed on time in Q1 2020/21.

89%

Target: 90%

Complaints and Compliments Theme

ECFRS received 18 complaints and compliments in Q2 2020/21. The complaint themes were Driving (4), Fire safety (3), Environmental (2) and Others (1).

We also received 8 compliments between July 2020 and September 2020.

The information governance (IG) team actively works towards compliance with the Data Protection Act 2018. This includes handling data breaches when they occur. The Service is required to report some data breaches to the Information Commissioner's Office (ICO). An ongoing training and awareness plan complements the mandatory e-learning that all employees are required to undertake. There were 2 organised training and awareness sessions in Q2 2020/21 across the Service. The completion rate for the mandatory e-learning (managing personal information) as at Q2 2020/21 was 84% and the table below shows the completion rate for each employee group.

Employee Group	Completion Rate
Wholetime	93%
On-Call	89%
Control	92%
Support	85%
Overall	84%

Data Breaches in Q2 2020/21

8

Feedback from the ICO on our data handling were **0** in total.

1 on a reported data breach.

0 on a complaint by an employee.

Completed Data Protection Impact Assessments

4

Occupational Health

O365 cloud storage

Control System

Financial health

The IG team also facilitates the completion of Information Asset Register, 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. In Q2, 70% of the data in the IAR has been reviewed and recorded in the organisation's Data Protection management system, an inventory of new technology implementations and upgrades, as well as data cleansing and records assessments. Most departments have updated their information assets and retention periods, this step is helping to identify essential records across the Service and their data location.

Commentary

Observations and Key Insights

- In Q2, the Service Leadership Team (SLT) had a training session on Data Protection in Leadership. This training completes an outstanding audit action. In the session, it was emphasised that SLT was accountable for information governance in the service. The relevant tasks can be delegated to the Information Governance Boards and department heads, but accountability lies with SLT.
- A data breach involving pensions was reported to the Information Commissioner's Office in this quarter. Remedial actions that have been put in place because of that data breach include moving excel files to Sharepoint and checking more carefully before files are sent out externally.
- Also, in this quarter drones were approved for operational use by the Information Governance Board on behalf of the Service. A detailed Data Protection Impact Assessment was completed, and two training sessions were held in USAR for the drone pilots. The relevant requirements from the Civil Aviation Authority were also complied with.
- In this quarter, the Information Governance Board was chaired by the Data Protection Officer as the substantive Chairperson was leading the ECFRS COVID response.

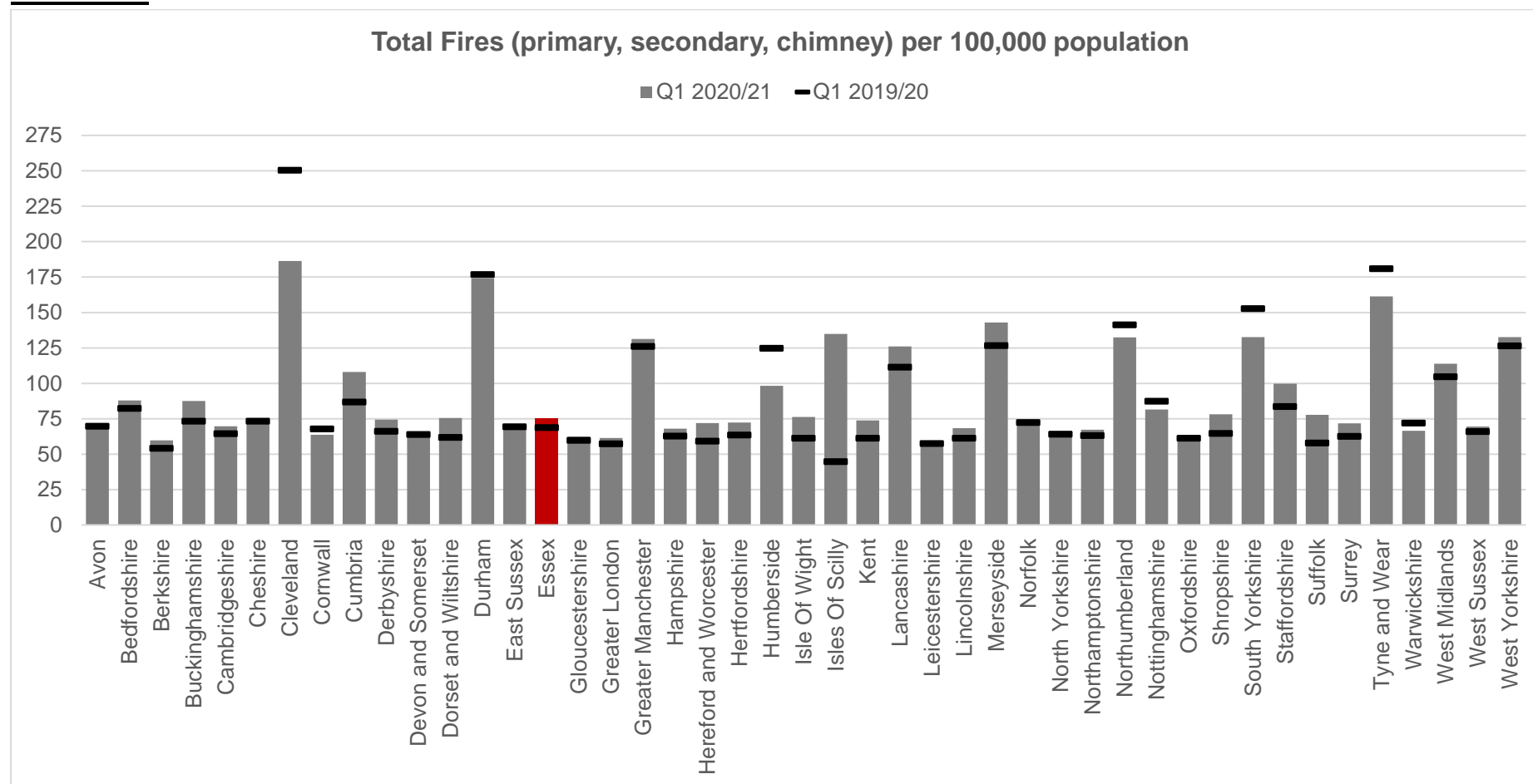
Actions planned for next Quarter

- The Service process for handling complaints and compliments is being reviewed and updated. This involves:
 - Revising templates and standard letters/emails.
 - Improving the triaging and classification of complaints.
 - Identifying and training colleagues who have the potential to handle/investigate complaints on behalf of the Service.
 - Refresher training for Information officers to further enhance the performance of their role.
 - Ensuring that all complaints are answered within the 20 working days deadline.
- Information officers' educating relevant teams on the statutory duty of the Service to respond to statutory requests in a timely manner.
- Identifying ways in which the process for handling SARs can be improved. This involves working with:
 - ICT to improve/streamline the search process for personal data (emails).
 - HR to ensure all files/documents are sent when requested (PRF).

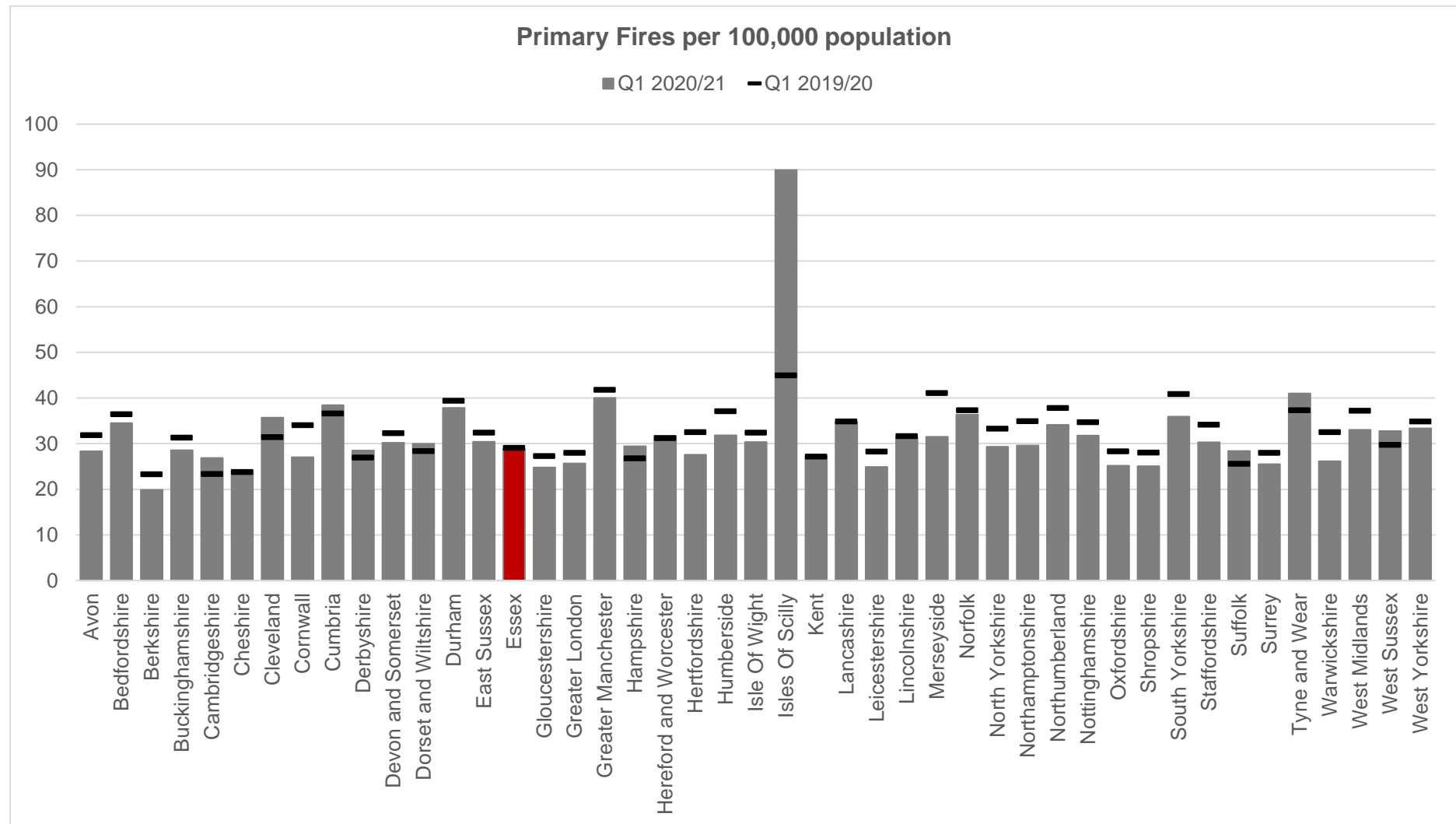
BENCHMARKING

The following section compares data on FRS in England based on the three core stands of activity - prevention, protection, and response. Where possible, quarterly comparisons are provided. ECFRS data is highlighted in red on the charts.

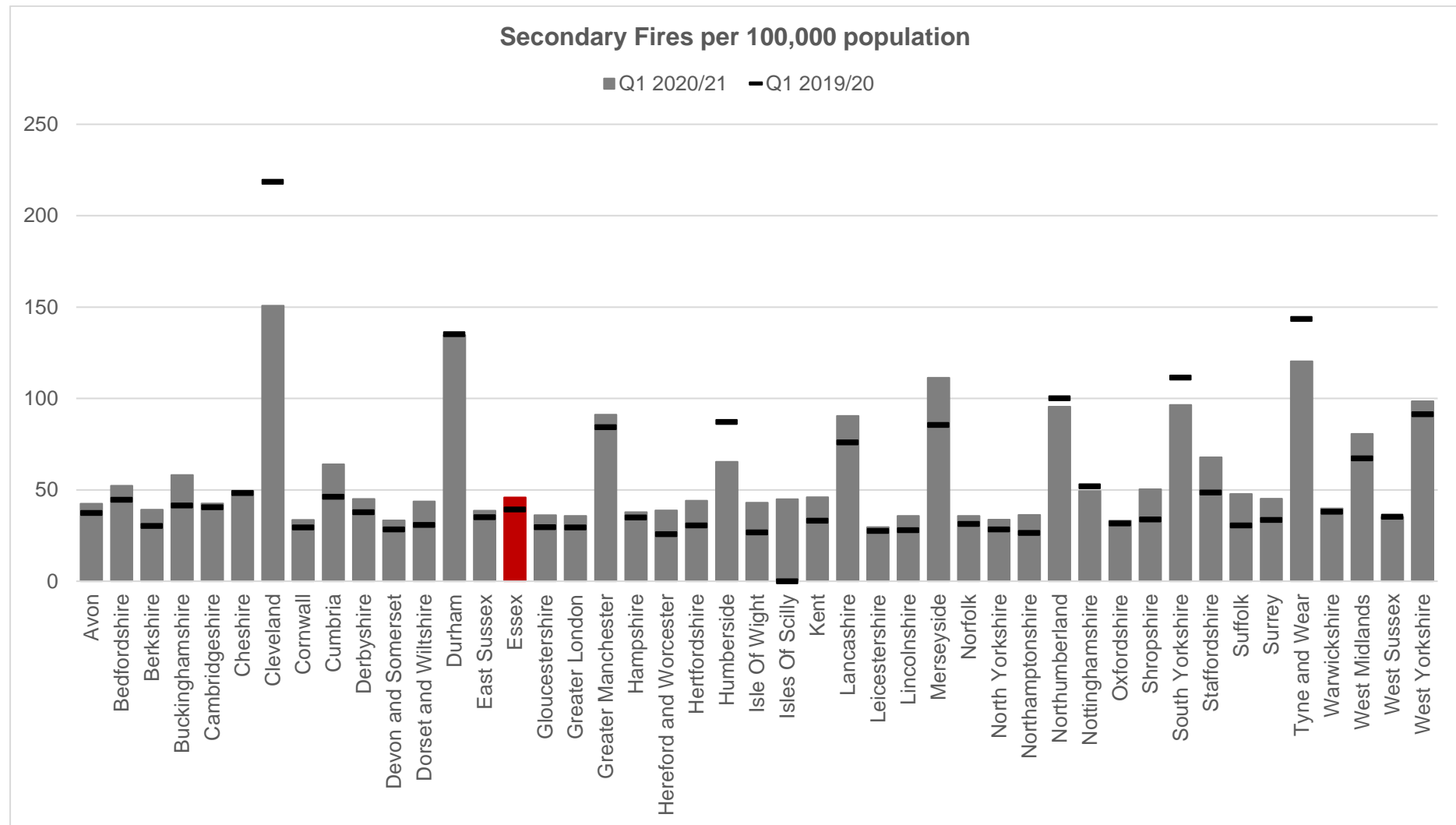
Prevention



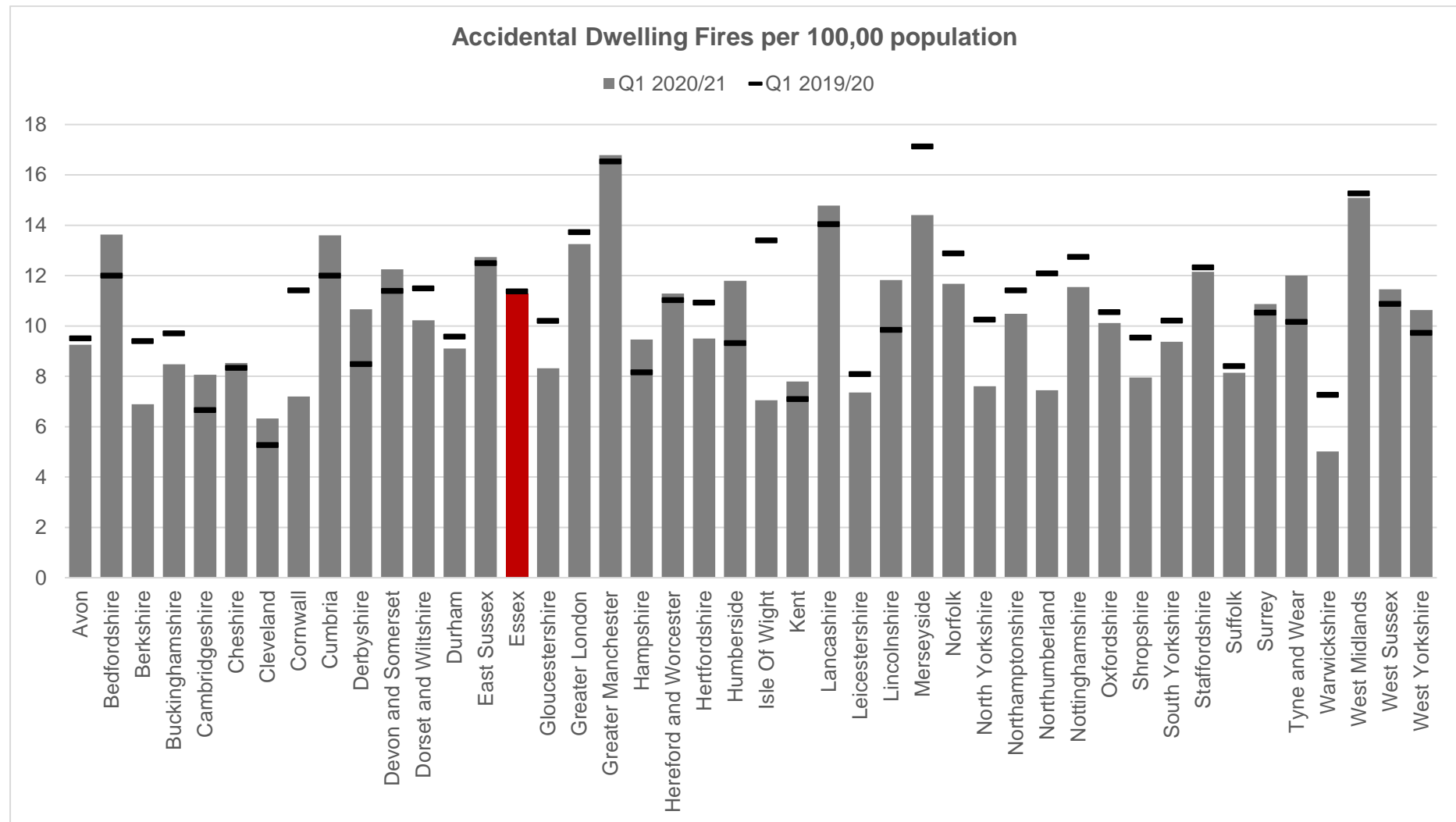
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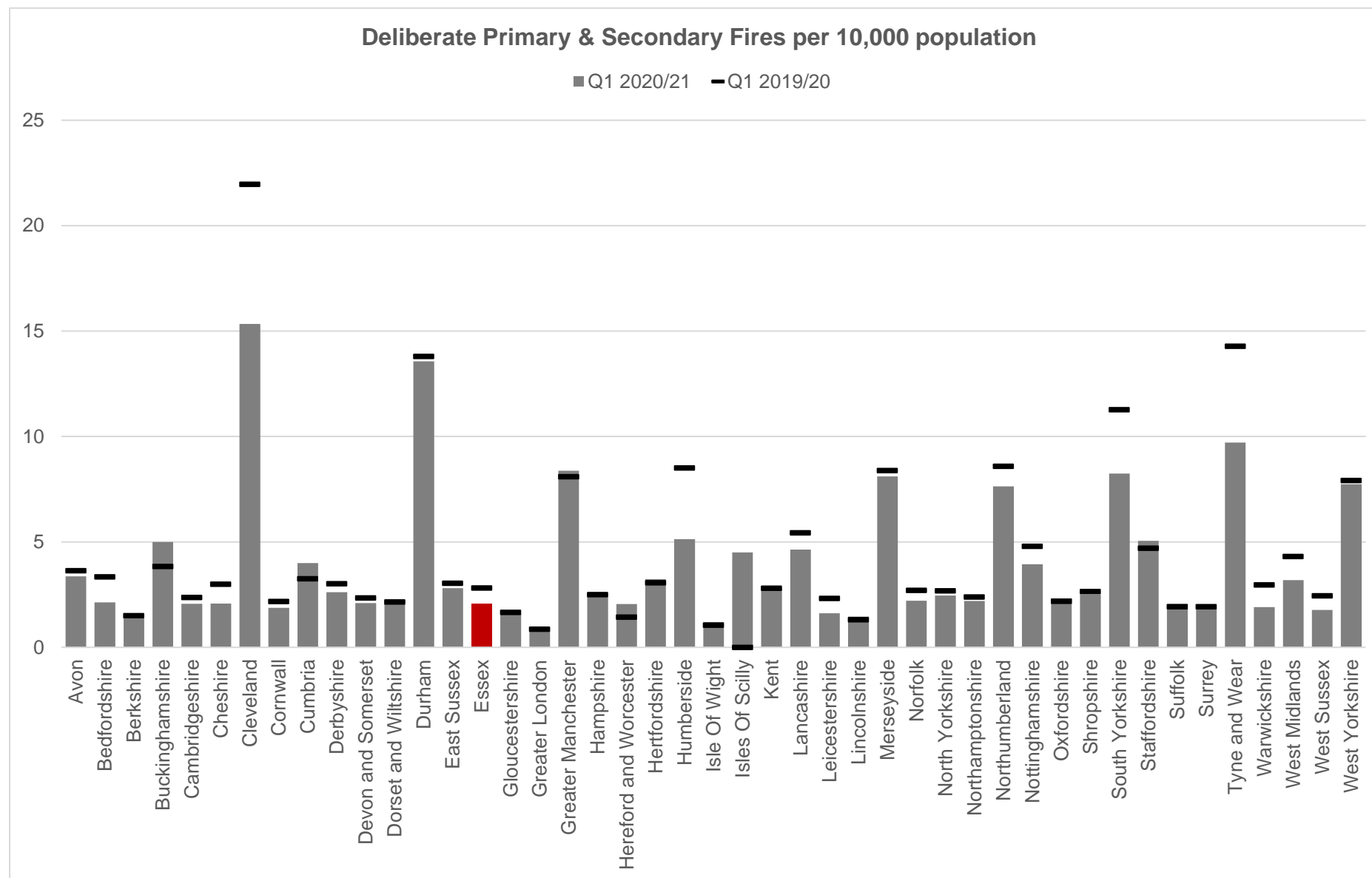


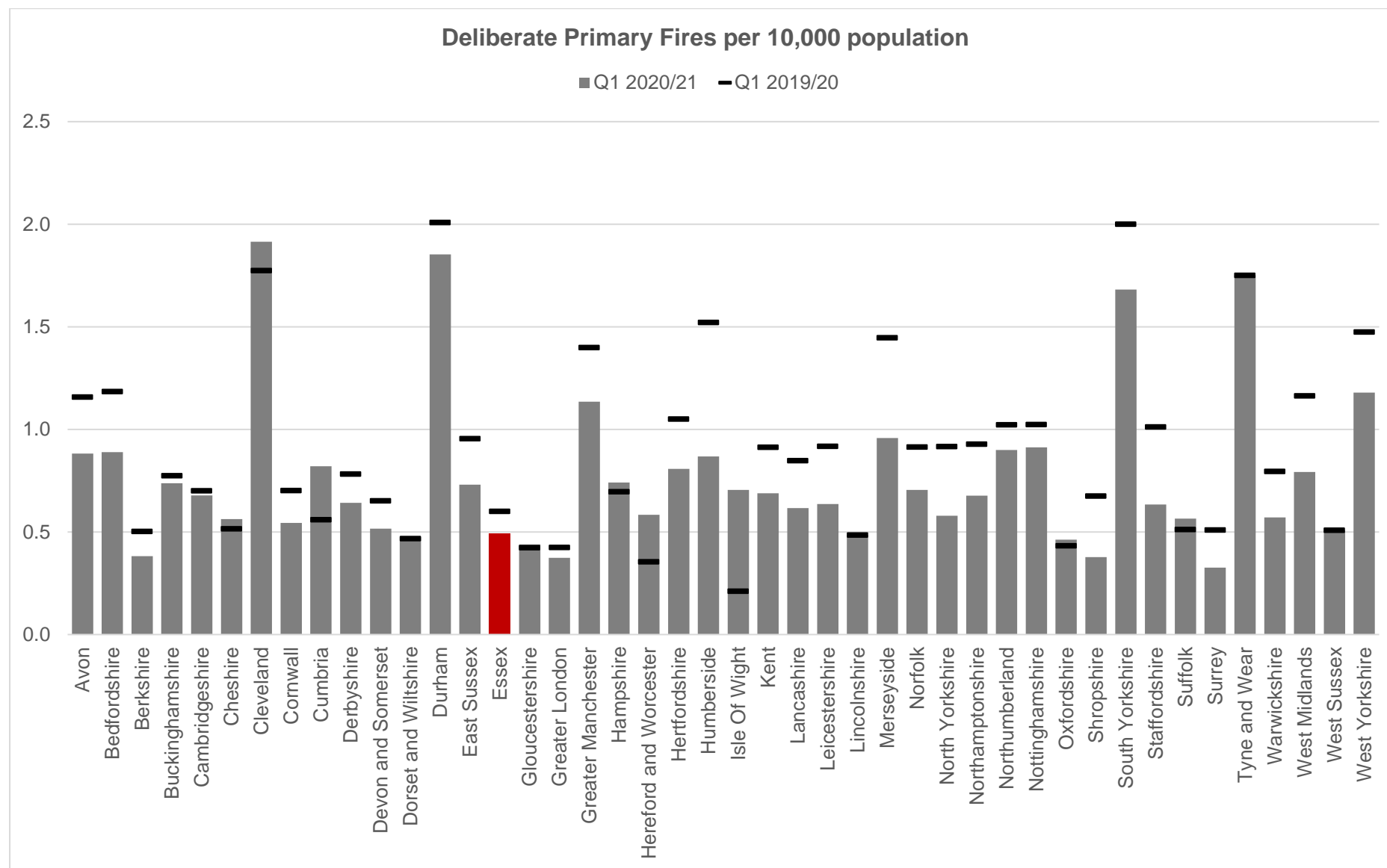
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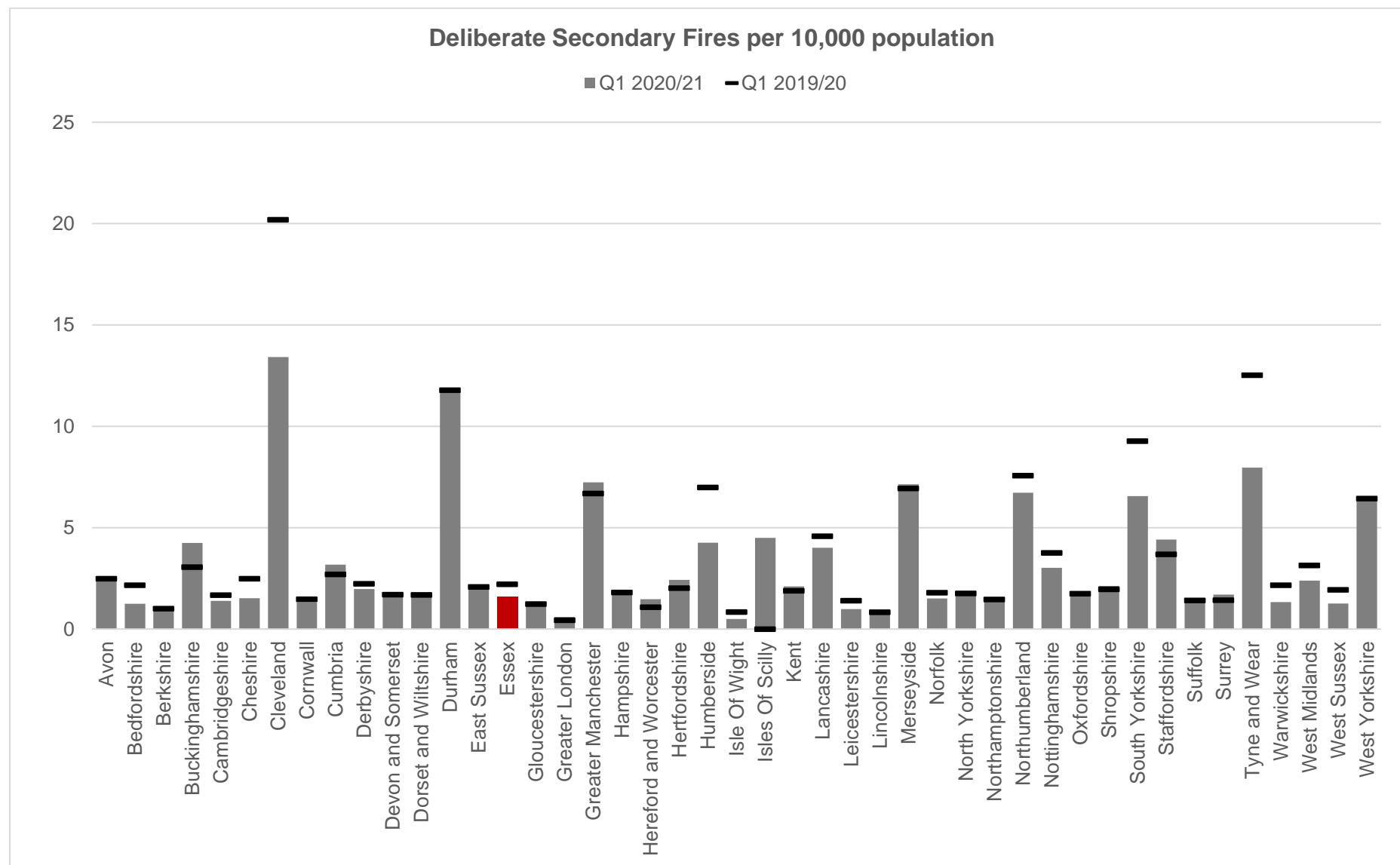


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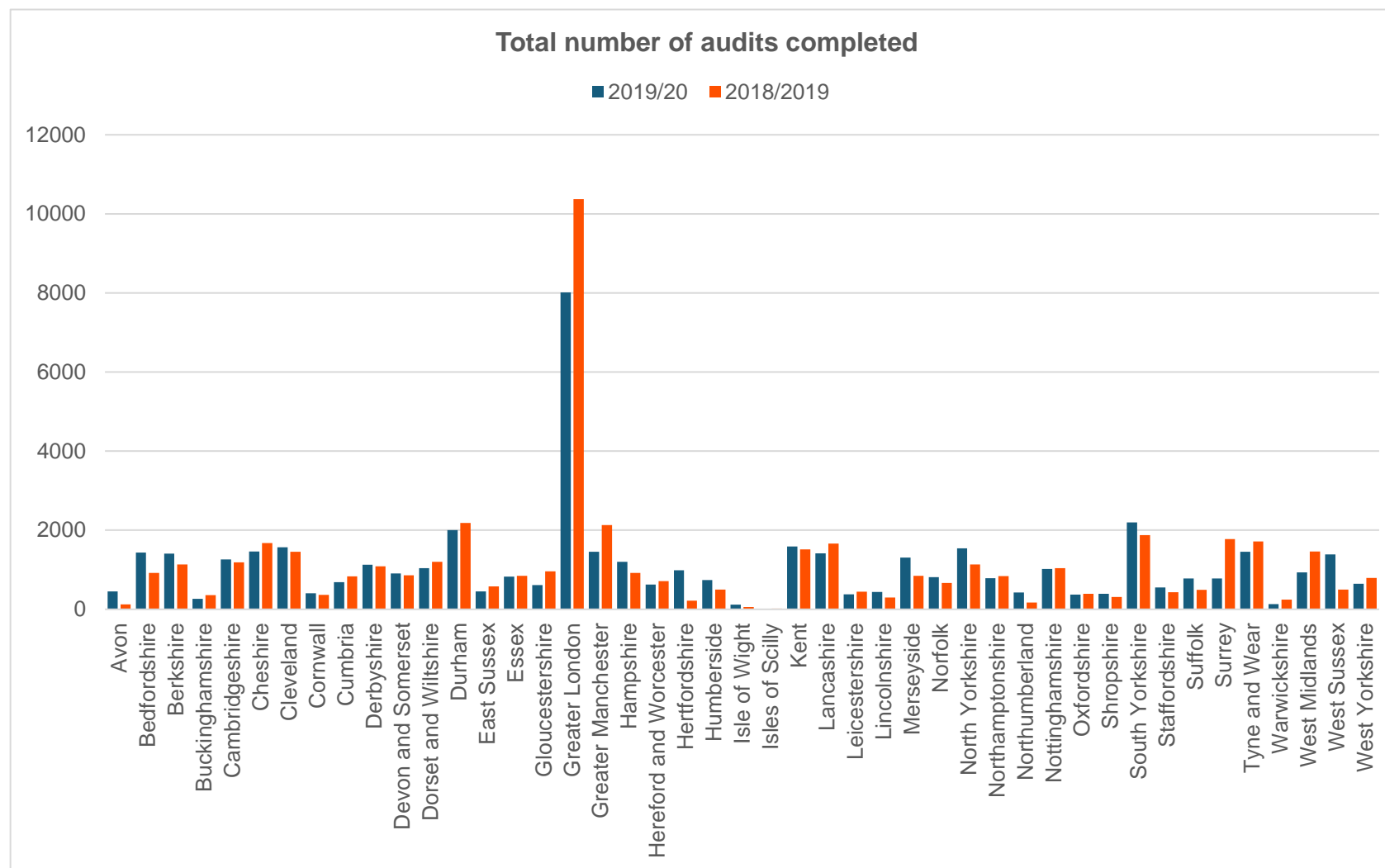




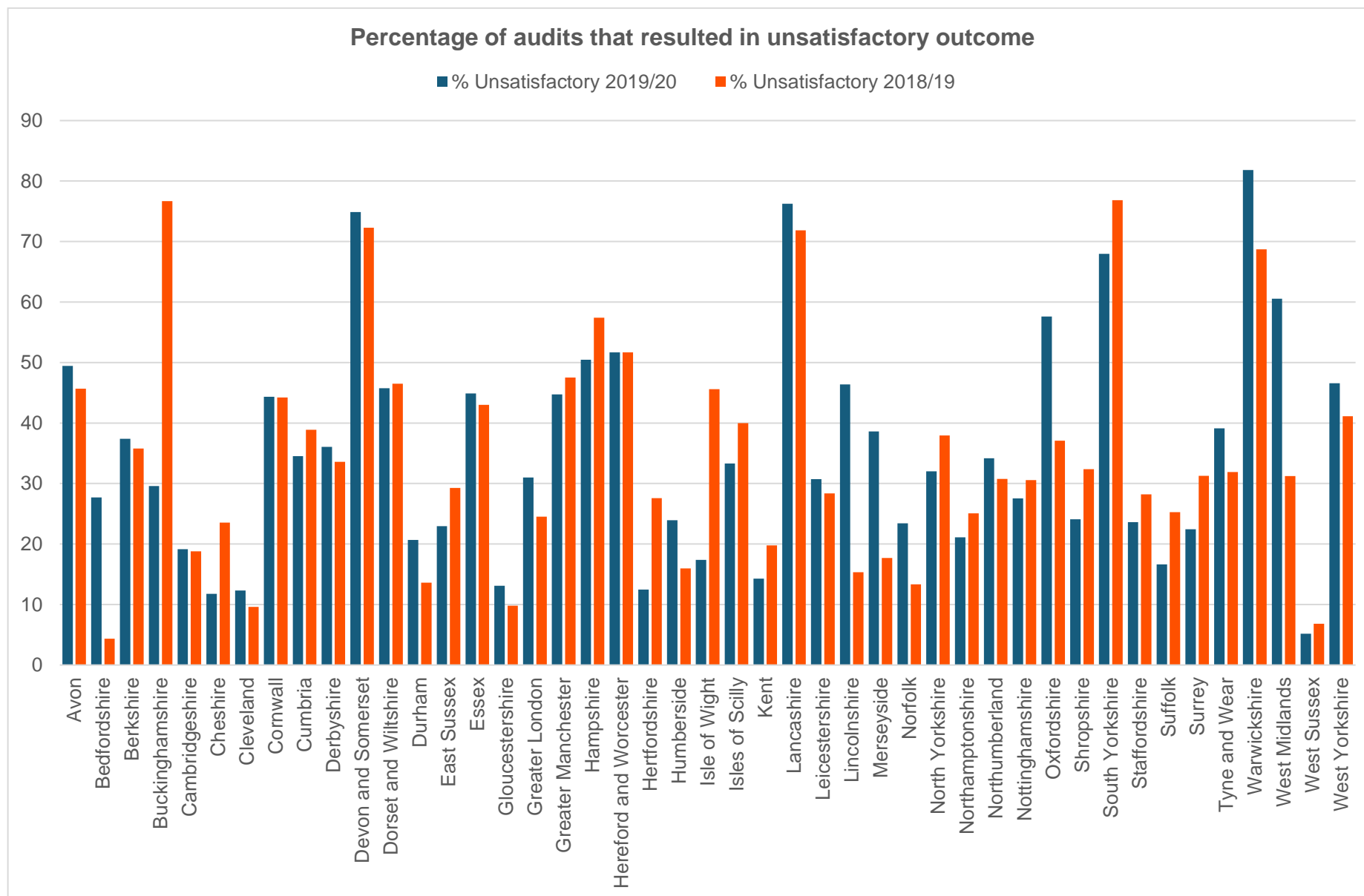


Protection

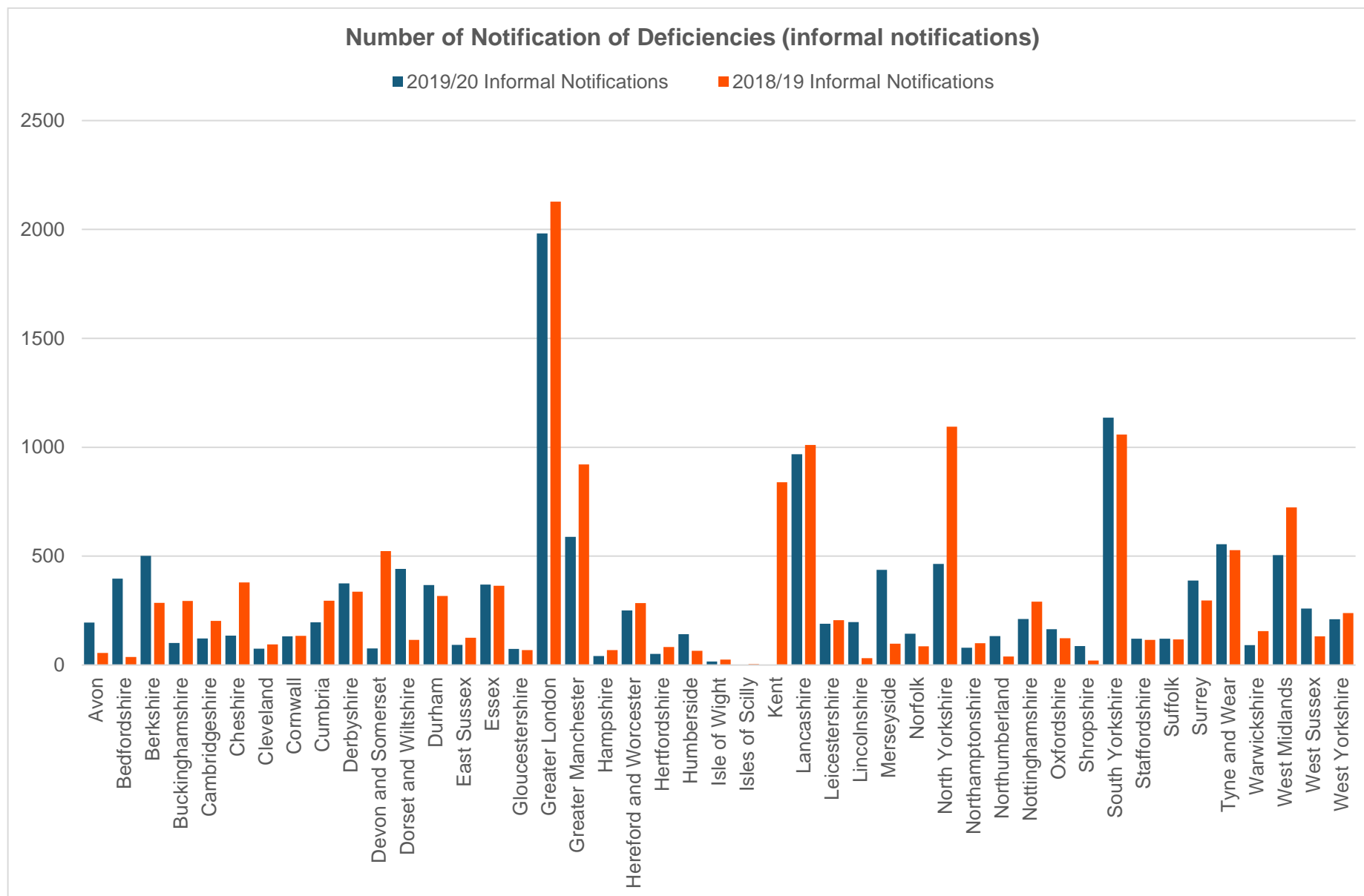
The graphs on the following pages include the number of fire audits, of which the number that were deemed unsatisfactory as well as the number of enforcement notices, prohibition notices and notices of deficiency completed by each FRS including Essex.



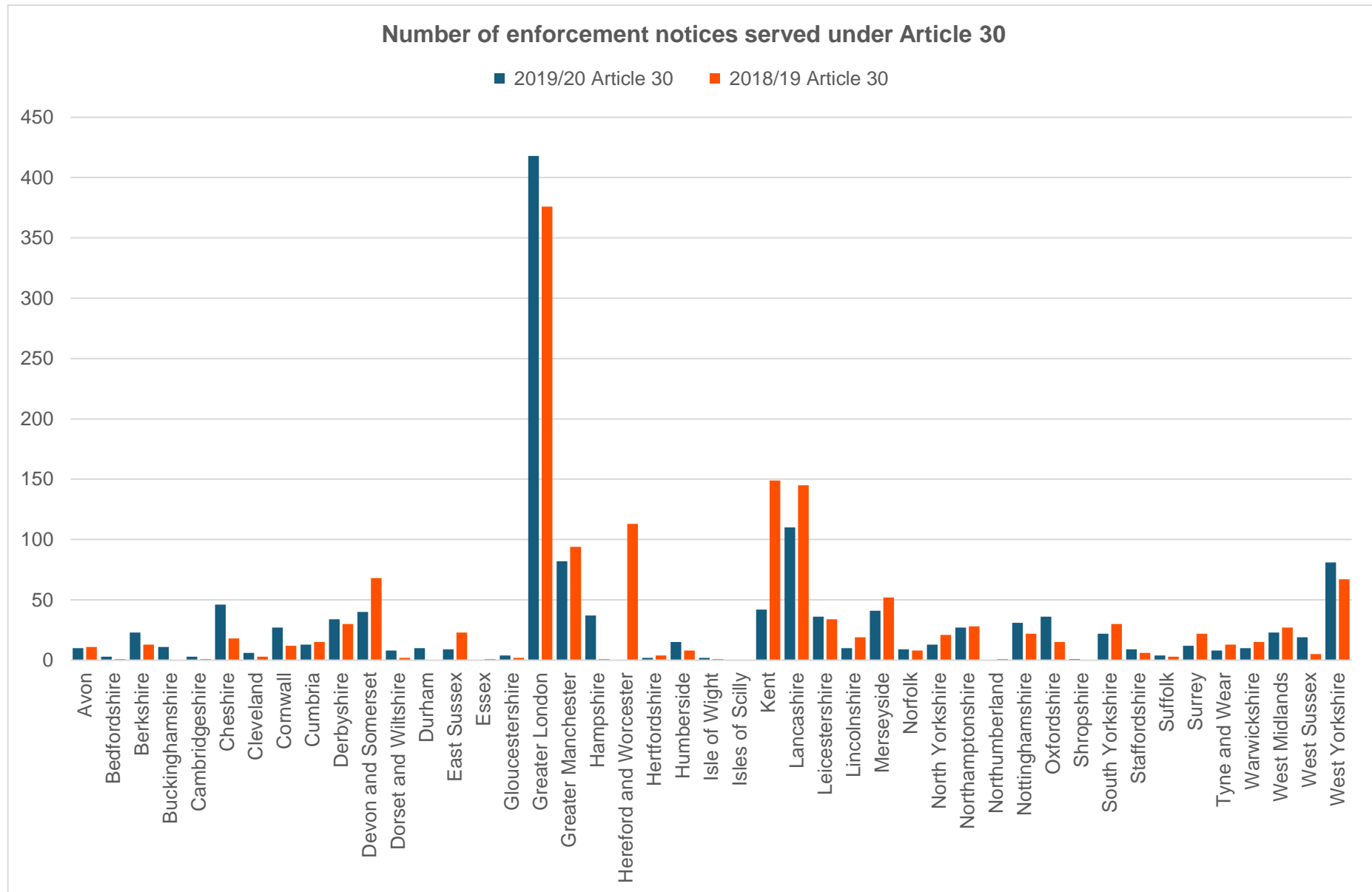
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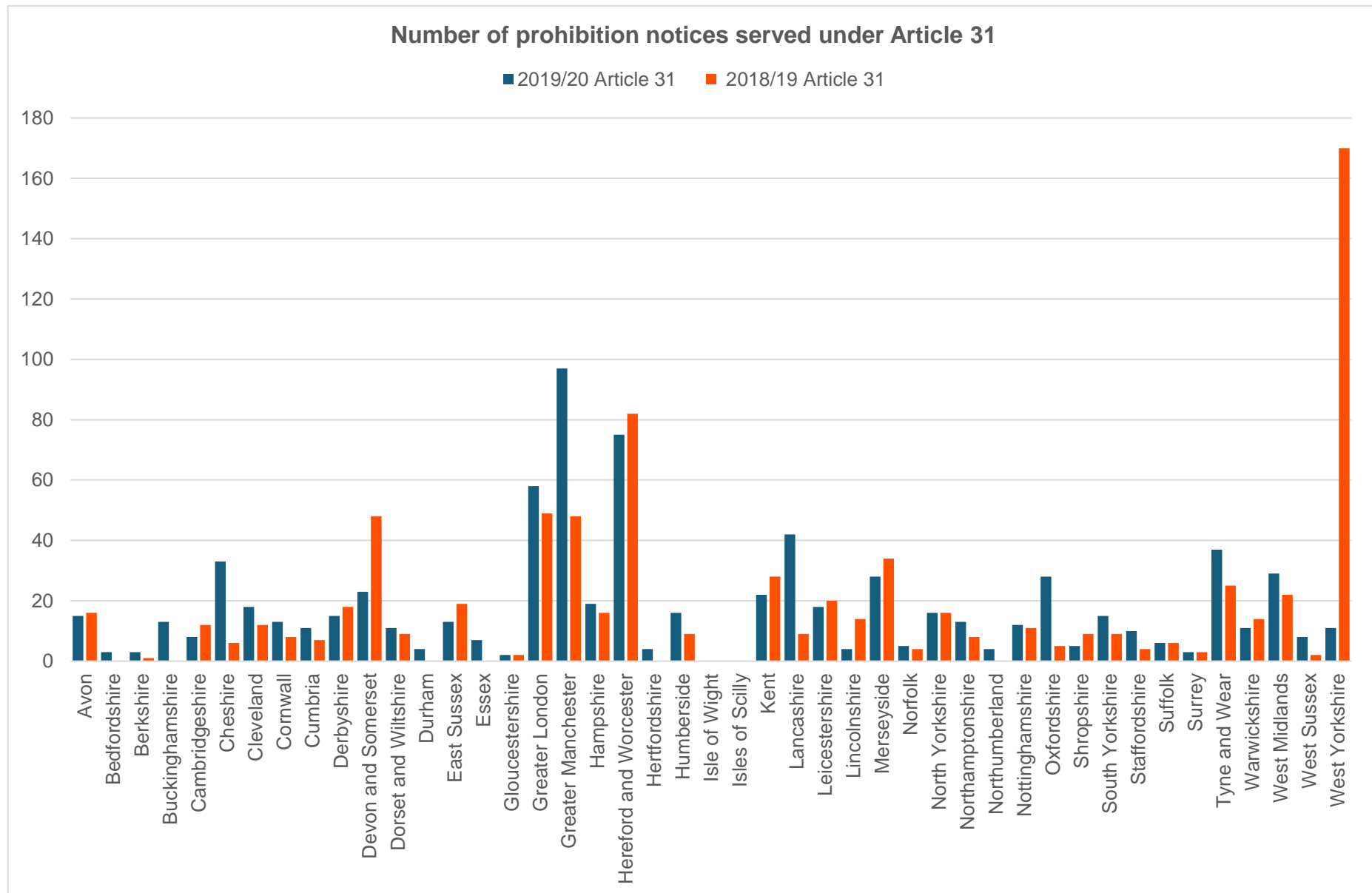
ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21



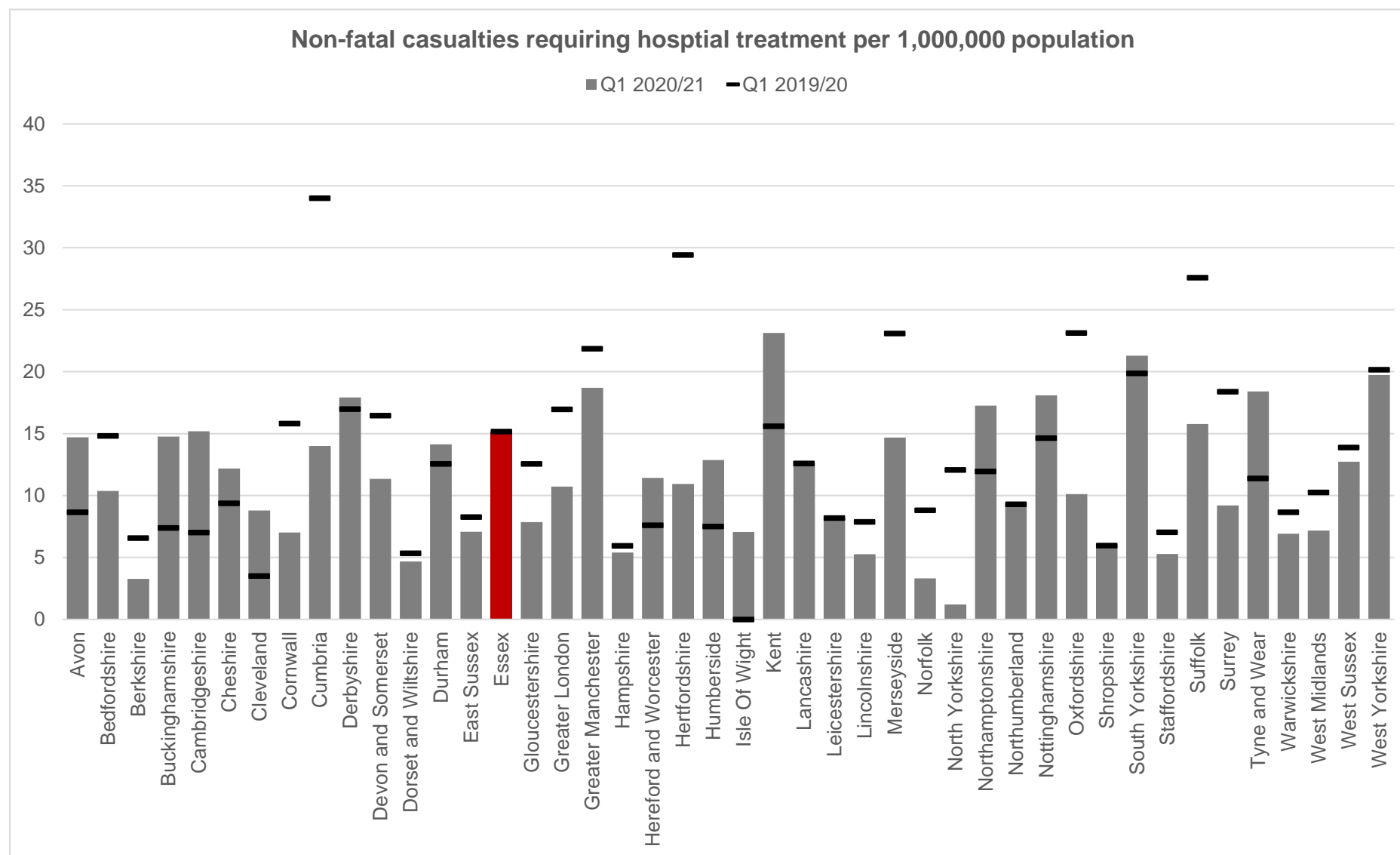
ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21



ECFRS Quarterly Performance Report – Quarter Two (Q2) 2020/21



Response



END OF REPORT