



April 2017

Quarterly Performance report






Quarter 3 2016 - 17

Performance Report

Performance Summary

Output Headlines

Incidents – Attended by ECFRS in Quarter 3

	Incident numbers	Fire	Special Services	False Alarms	RTC KSI
	3797	1151	1130	1516	205
					
Previous Quarter Change	962-	660-	50-	244-	7-
Previous Year Change	430	230	203	1	0

- In the Quarter 3 all incident types saw a decrease with Fires seeing the largest. This is reflective of trends of incidents peaking over summer months and decreasing over the winter months
- When comparing to Quarter 3 of 2015 we actually see increases across all incident types. Incidents numbers are up by 430, Fires by 230, Special Services by 203 and False Alarms by 1.
- The largest increase of Fires, when comparing Quarter 3 2015/16 and Quarter 3 2016/17, is seen in Secondary Fires with 171 additional incidents, Primary Fires are up by 42 and Chimney by 16.
- The Largest increase of Special Service incidents, when comparing Quarter 3 2015/16 and Quarter 3 2016/17, are Medical Co-Responder (41), Assisting Other Agencies (36), Flooding (15) and Rescue from water (6)
- The largest decrease in False Alarms, when comparing Quarter 3 2015/16 and Quarter 3 2016/17, are in False alarm to apparatus (63) and Malicious False Alarm (12)

Volunteer Hours

1790.5



HFSV

2378



Key

Trend



Towards Target

Trend is positively moving towards target



Away from Target

Trend is negatively moving away from target



Static

Trend has not changed

Target

Where Targets are blank, this is a new performance measure and proposed targets will be submitted as part of Q4 end of year performance pack.

Horizon Scanning



This symbol denotes that an issue has been identified as part of Horizon Scanning that could have an impact on the performance measure

Prevention

01 October – 31 December 2016

We keep people safe when they travel in and through Essex

2016/17	2015/16	Vs Last Year	Target	Off Target
839	798	Away from Target	673	Off Target
Number of people killed or seriously injured in Road Traffic Collisions (RTCs)				
Month	2016/17	2015/16	Target	Target
October	72	59	56	Off Target
November	66	76	56	Off Target
December	67	70	56	Off Target

This data is collated Essex wide from the Essex Highway at Essex County Council. The data shows incidents attended by the police, but not all incidents are attended by Essex County Fire and Rescue Service (ECFRS). ECFRS work as part of a wider working group called the Safer Essex Roads Partnership with a focus on Making Essex Roads Safer.

Targets for this measure are due to be reviewed as part of the Quarter 4 End of Year performance pack 1.

If we look more widely at all RTCs that occur throughout Essex for Q3 the following data presents some statistics that can be deduced from the data (it is important to note that the broken down statistics will not total 908 as there can be multiple fatalities/injuries in a single RTC):

925	Road Traffic Collisions recorded across Essex
340	Road Traffic Collisions attended by Essex County Fire and Rescue
11	Fatal Road Traffic Collisions
214	Serious Injuries
624	Occurred on Single Carriage Ways
484	Occurred within a 30 mph limits

Information from this measure has been shared with the Community Safety Team to influence their safety campaigns. Further information on campaigns and commentaries from the RTC reduction team will be sourced for the Q4 report.

1. due to the way that data is collected by the police and quality assured by Essex Highways at Essex County Council this data can change as reports are received late

We will educate young people in Essex, so they become safer adults. 100% of school children are delivered an age appropriate safety message.

Between October and December 2016 ECFRS carried out 436 school visits across Essex. The talks given are broken down below. Please note in the table the acronym KS stands for Key Stage.

Talk Type	Number Conducted
Firework Safety (KS1 - KS4)	235
KS2 - Year 3 (Home Fire Safety)	93
KS3- Year 7 (Heat of the Moment)	40
KS3 - Year 8 (Home Fire Safety)	22
KS3 - Year 7 (RTC - pedestrian safety)	16
KS1 - Year 2 (Great Fire of London)	8
KS1 and KS2 - Whole School Assemblies	4
KS3 - other (Home Fire Safety)	4
KS3 - Elements	3
KS1-Year 1	2
KS2 - Other	2
Reception	2
KS4 - other	1
KS1-Year 2 How We Help	1
KS2 - Cyber Safety	1
Pre-school	1

Special Schools (mixed ages)	1
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We keep people safe in their workplaces and at leisure in Essex.

Fires in Non-Residential Properties

Month	2016/17	2015/16	Target	Target
October	31	41		
November	23	27		
December	30	26		
Rolling 12 Months	414	407		

In 2016, the average number of fires in non-residential premises per month was 35. October, November and December recorded totals less than average, and with the exception of December saw figures less than their corresponding months in previous reporting year.

In 2016 Fires in non-residential properties has seen a moderate increase of 2% or 7 incidents. Deliberate fires saw an increase of 29 incidents where as Accidental Fires decreased by 17 incidents.

Within 2016, Technical Fire Safety changed their approach to visiting Non-residential properties. Previously on visiting a property a revisit would be arranged on a calendar system (12, 24, 36, 48 months) depending on the outcomes of the visit.

This has now been changed to a risk based approach where the highest risk premises will be visited regularly regardless of inspection outcomes. Other forms of engagement are being explored with those premises who are not within the high risk groups.

Enforcements

In Q3 there was one enforcement case recorded relating to a premises in Basildon

Prohibitions

In Q3 there was one prohibition case recorded relating to a fast food premises in Dovercourt having an inadequate means of escape.

Prosecutions

No prosecution cases for the period recorded in CRM system.

Visits to Non Residential properties

Data currently unavailable due to some non-residential visits being held in paper form and not being captured on the Services CRM system. This issue has been raised with the Technical Fire Safety Team for resolution and incorporation into the end of year report.

Safety messages relevant to all potentially life threatening calls attended by the Fire Service are shared with the communities we are here to serve.

The Press Team look for any safety messages that can be partnered with incidents, such as the house did not have a smoke alarm, and include safety advice in the summary. This information is then shared on the website and social media and always links back to more information around the topic.

Planning for the Fire Kills monthly safety campaigns took place with the intention of linking relevant incidents with monthly safety messages.

Example:

Firefighters issue safety warning following chip pan fire

Eagle Way, Shoeburyness
17/11/2016 @ 21:00
Incident Number: **43763**
In attendance: **2 x Southend**

Firefighters were called to a fire in a sheltered accommodation property.

When crews arrived they found the hallway and a kitchen in a flat smoke logged. They quickly extinguished the fire and ventilated the property to clear the smoke.

Sub Officer Wright from Southend Fire Station said:

"The male occupant had been using a chip pan, but had not turned the hob off properly after he had finished with it. This caused the oil to overheat, produce a lot of smoke and then catch fire."

"The occupant did exactly the right thing, he heard his smoke alarm alert and got out of the building immediately."

"Crews wearing breathing apparatus entered the building and extinguished the fire".

Incidents like this show how important it is to take extra care while cooking, especially with chip pans.

The fire service has issued the following safety advice:

- Take care when cooking with hot oil – it sets alight easily. If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool. Ideally cook oven chips but if you are deep fat frying then use a thermostat controlled electric deep fat fryer - they can't overheat.
- Never leave cooking unattended.
- Keep tea towels and cloths away from the cooker and hob.
- Keep the oven, hob and grill clean and in good working order. A build up of fat and grease can ignite a fire.

- Never try to cook after a night out drinking. It is far better to grab a kebab on the way home than to attempt to cook while intoxicated

Protection

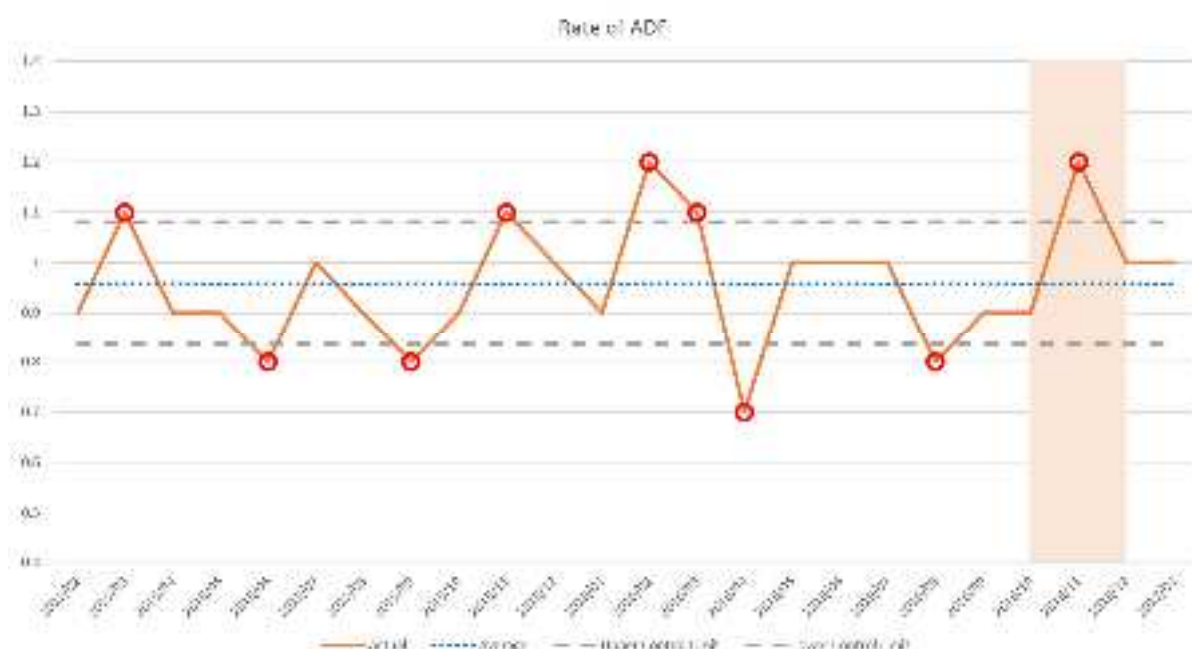
01 October – 31 December 2016

We keep people - including the elderly and vulnerable - safe in their homes protected by a working smoke alarm, and for higher risk buildings, a sprinkler.

Rate of Accidental Dwelling Fires

2016/17	2015/16	Vs Last Year	Target	Off Target
11.6	11.4	Away from Target	10.3	Off Target

Month	2016/17	2015/16	Target	Target
October	0.9	0.9	0.9	On Target
November	1.2	1.1	0.9	Off Target
December	1	1	0.9	Off Target



Whist target was missed twice in the current reporting period, only once did the rate of Accidental Dwelling Fires (ADF) exceed the Upper Control Limit in November.

November saw 104 ADF, this is the largest number seen in any month since 2014. The average number of ADF is 74 per month.

In the reporting quarter Colchester Station Ground saw the largest number of ADFs with a total of 30 incidents, 11% of the total number. This is double the number recorded in previous reporting quarters in 2016.

Top 5 ADFs by Station Ground (Quarter view)

Station Ground	October 2016	November 2016	December 2016	Q3 Total	Q2 Total	Q1 Total	Q4 (15/16) Total
Colchester	10	14	6	30	16	16	24
Chelmsford	7	4	6	17	9	14	15
Southend	2	8	7	17	24	27	23
Grays	4	4	7	15	12	16	14
Basildon	5	6	4	15	15	12	17

Top 5 ADFs by Station Ground (2016 YTD View)

Station Ground	Year Total
Southend	91
Colchester	86
Basildon	67
Grays	57
Chelmsford	55

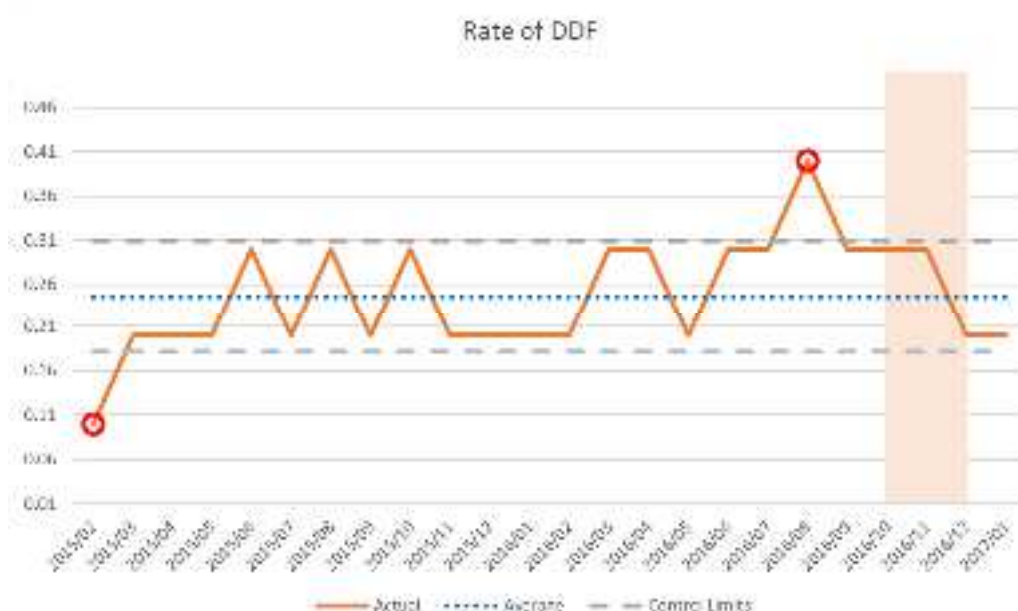
The most common fire start location of ADFs in the reporting quarter is the kitchen (51%), the living room (8%) and the bedroom (5%). This reflects the 12 month view. This trend was also represented in Colchester in Q3.

The most common causes for fires in Q3 were Cooking (29%), Fault in the Electrical Equipment (15%) and Combustible articles too close to heat source (10%). This follows the 12 month trend.

Rate of Deliberate Dwelling Fires

2016/17	2015/16	Vs Last Year	Target	Off Target
3.4	2.5	Towards Target	2.8	Off Target

Month	2016/17	2015/16	Target	Target
October	0.3	0.3	0.2	Off Target
November	0.3	0.2	0.2	Off Target
December	0.2	0.2	0.2	On Target



Whist target was missed twice in the current reporting period the rate of Deliberate Dwelling Fires (DDF) did not exceed the Upper Control Limit in the reporting period.

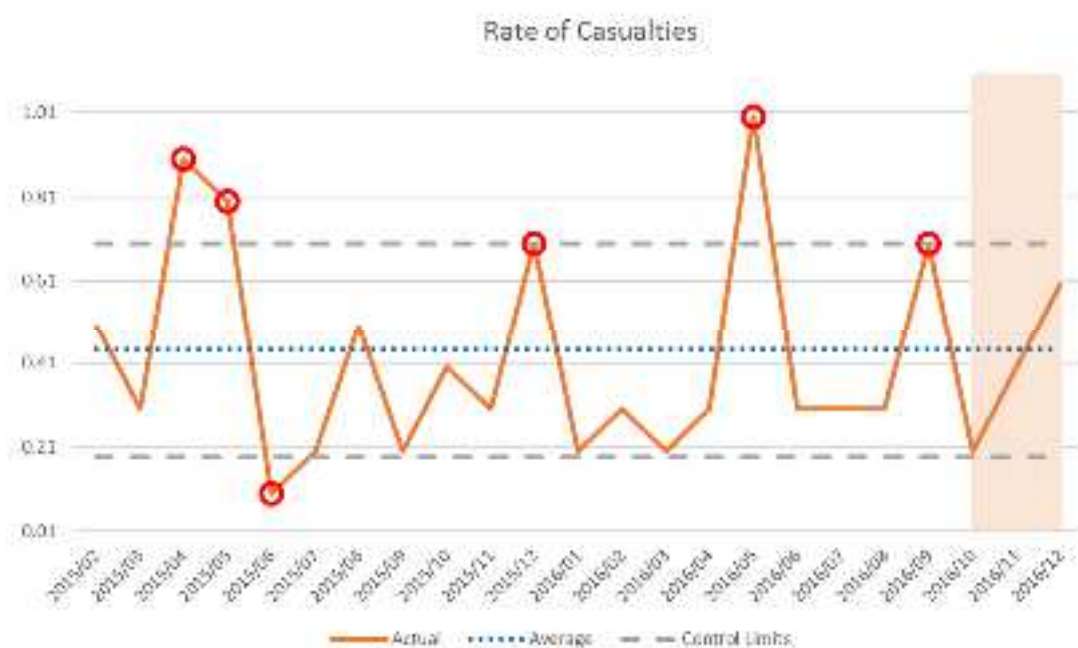
The total number of Deliberate Dwelling Fires seen in Quarter 3 was 20, this is an increase of 5 over quarter 3 in 2015. Overall, the total number of Deliberate Dwelling Fires has increased by 20 fires in the 12 months leading to December 2016. This is a 33% increase over previous years.

The most common cause of a Deliberate Dwelling Fire is **heat source and combustibles brought together deliberately** accounting for 70% of Incidents.

Rate of Casualties resulting from Fires

2016/17	2015/16	Vs Last Year	Target	Off Target
5.0	5.0	Improving on Target	5.0	On Target

Month	2016/17	2015/16	Target	Target
October	0.2	0.4	0.4	On Target
November	0.4	0.3	0.4	On Target
December	0.6	0.7	0.4	Off Target



Whist target was missed once in the current reporting period the rate of Casualties did not exceed the Upper Control Limit in the reporting period.

Month	Fatalities	Injuries
October	0	7
November	2	15
December	3	14
Rolling 12 Months	9	78

Number of Home Safety Visits

	Community Safety Officers	Parish Safety Volunteers	Technician	Volunteer	Other	Total
October	27	79	538	126	10	780
November	16	124	679	493	14	966
December	19	58	492	50	13	632

Number of Targeted Interventions

Work is currently underway to relaunch how Targeted Interventions are delivered throughout the county. This is currently with SLT to agree a new approach and this measure will be reported on in Quarter 1 in 2017/18.

Volunteer hours provided

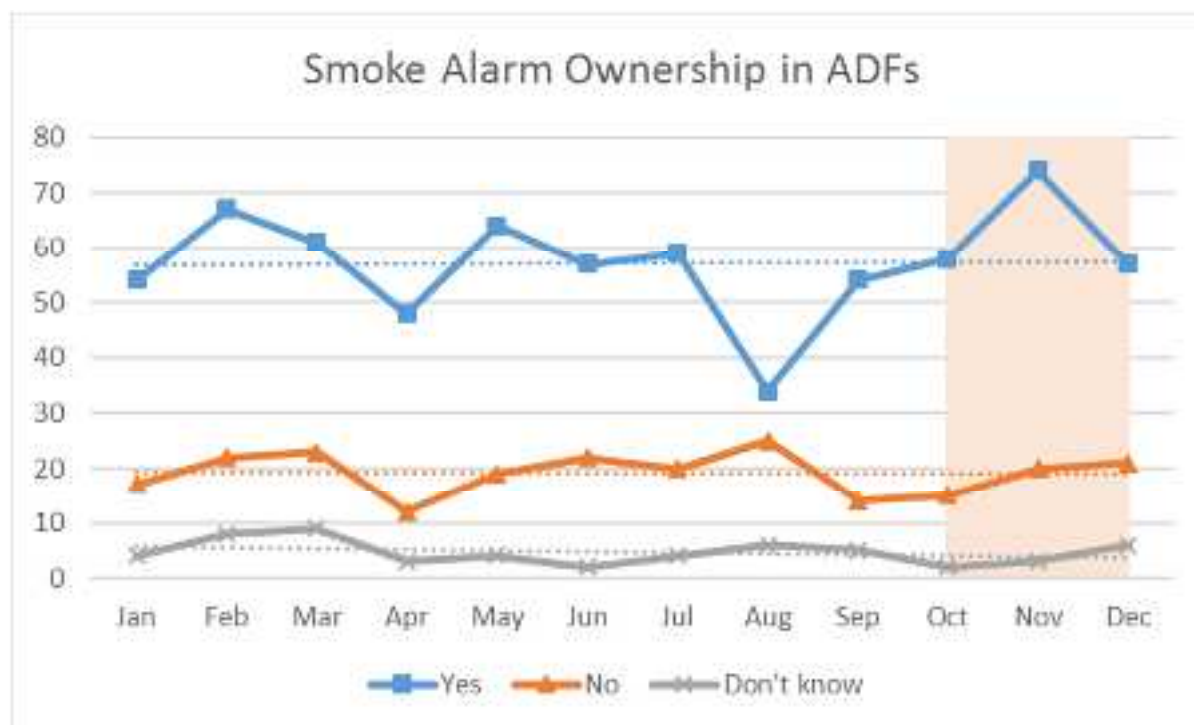
Total volunteer hours provided within Quarter 3 is 1790.5. The graph below breaks down the activities undertaken by our service volunteers.

	Home Safety Visits	Community Safety Activities	Training	Museum	Total
October	325	192	20.5	125.5	663
November	383.5	233	33	116	765.5
December	116.5	82	70.5	93	362

Fires, fatalities and casualties in dwellings, by presence or operation of smoke alarms

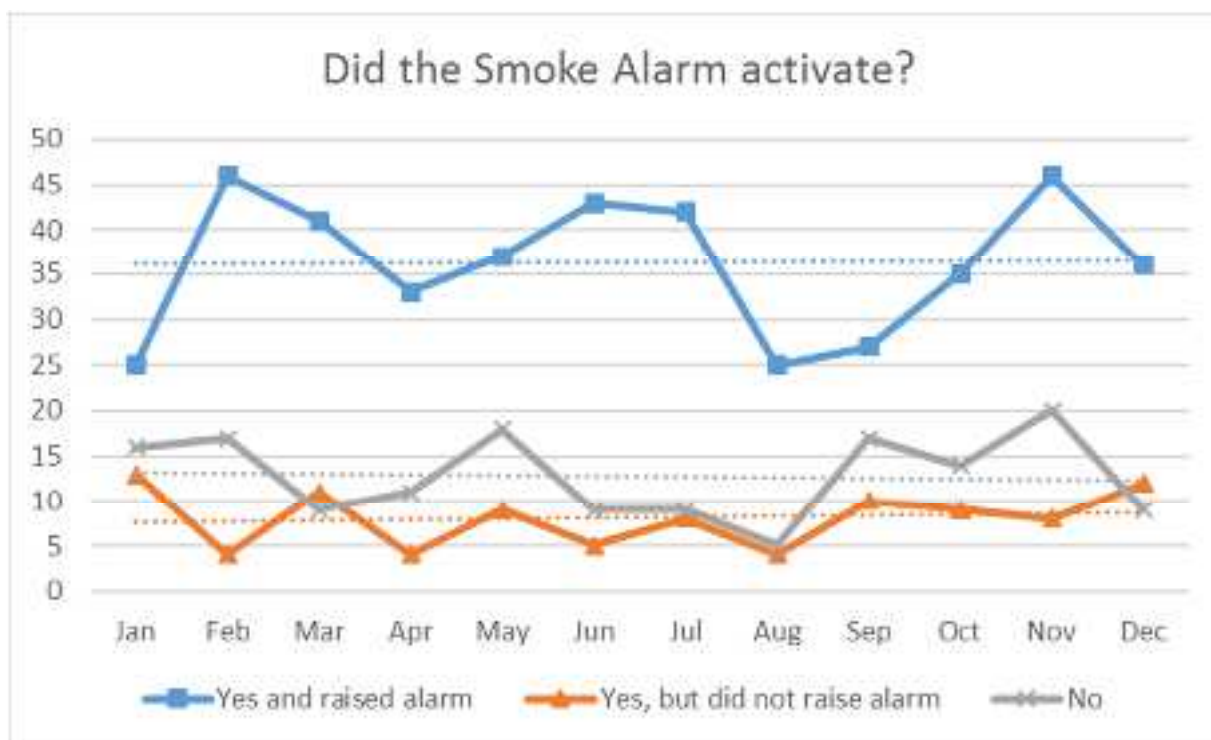
Smoke Alarms were present within the Dwelling of 74% of Accidental Dwelling Fires (ADFs) attended by ECFRS within Quarter 3. This accounts for 189 incidents.

For comparison, the 12 month figure (January 2016 – December 2016) stands at 70.61%. The trend is that Smoke Alarm Ownership in ADFs is gradually increasing over time.



In Quarter 3, where Smoke Alarms are present, they activated and raised alarm in 62% occasions, 15% of occasions; they activated but did not raise alarm, and 23% the alarm did not activate.

For comparison the 12 Month figures (January 2016 – December 2016), they activated and raised alarm in 63% occasions, 14% of occasions; they activated but did not raise alarm, and 22% the alarm did not activate. These values have remained static over the year.



To compare the number of casualties in Accidental Dwelling Fires by Presence of Smoke Alarms we have looked at a rate of 1000 Accidental Dwelling Fires. This allows a closer comparison where the numbers are so different.

	3 Month Rate per 1000 ADFs			12 Month Rate per 1000 ADFs		
	Rescue with injury	Fatal	Rescue No injury	Rescue with injury	Fatal	Rescue No injury
No Smoke Alarm	71.43	0	17.86	121.74	4.35	37.78
Smoke Alarm Present	195.77	10.58	63.49	145.56	4.37	36.39

The 12 month rate of casualties initially suggest that the numbers are similar whether you have a smoke alarm or not within the dwelling.

Where the data becomes telling is when you drill down into whether the smoke alarm activated and raised an alarm to the occupants you can much lower rates which suggest that where the smoke alarm has activated people are much more likely to be rescued without an injury.

What this data does not highlight is where people have left the premises before ECFRS turn up.

	3 Month Rate per 1000 ADFs			12 Month Rate per 1000 ADFs		
	Rescue with injury	Fatal	Rescue No injury	Rescue with injury	Fatal	Rescue No injury
Smoke alarm working - Raised Alarm	111.11	5.29	121.69	81.51	1.46	82.97
Smoke alarm	21.16	0	21.16	18.92	0	20.38

working - Did Not Raise Alarm						
Smoke Alarm Not working	63.49	5.29	42.33	45.12	2.91	34.93

Fires in high rises where a sprinkler was present and activated

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

Response

01 October – 31 December 2016

We ensure the safety of firefighters at all operational incidents, regardless of the nature and scale and that those with responsibility for incident command decision-making are consistently competent to undertake that role.

Task Book Completion

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

Fire Fighter Fitness

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

Have any new training courses, or adjustment to content, been rolled out due to lessons learnt

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

% of essential competencies due to expire in next 3 months

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

Time Loss Incidents due to Health and Safety Incidents

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

Days/Shifts lost due to Health and Safety Incidents

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

Number of Health and Safety Incidents

Accidents

Month	2016/17	2015/16	Target	Target
October	7	19		
November	10	5		
December	10	8		

Hazards

Month	2016/17	2015/16	Target	Target
October	6	8		
November	9	4		
December	8	8		

Near Miss

Month	2016/17	2015/16	Target	Target
October	3	7		
November	1	9		
December	8	4		

RIDDOR

Month	2016/17	2015/16	Target	Target
October	0	4		
November	0	1		
December	1	1		

What were the key Lessons Learnt from a Health and Safety Incident?

In Quarter 3, there were 49 recommended actions as a result of a Health and Safety Gap analysis into national issues.

One of the GAP analyses performed related to the use of E45 cream, which is a highly flammable paraffin based product. Actions implemented as a result of the GAP analysis include suggested improved labelling on the products to ensure users are aware of the risks associated with using the cream and reviewing the guidance given to our operational crews on this matter.

We deal with incidents safely and effectively and that for every known high risk location in Essex there is an up-to-date and effective Tactical Fire Plan where the content is understood by those who are most likely to discharge it.

To get our first attendance to an incident within 15 minutes 90% of occasions

2016/17	2015/16	Vs Last Year	Target	Off Target
89%	90%	Towards Target	90%	Off Target

Month	2016/17	2015/16	Target	Target
October	87%	91%	90%	Off Target
November	89%	91%	90%	Off Target
December	89%	90%	90%	Off Target

In Q3 88.23% of incidents were attended within 15 minutes. Whilst this missed the target, the figure has been continuously improving month on month over the financial year.

The worst performing month was October where the average call handling time and the time of alert to time proceeding were both higher than the averages of the following month and the second highest of the year. This could be attributed to the introduction of the new mobilising system.

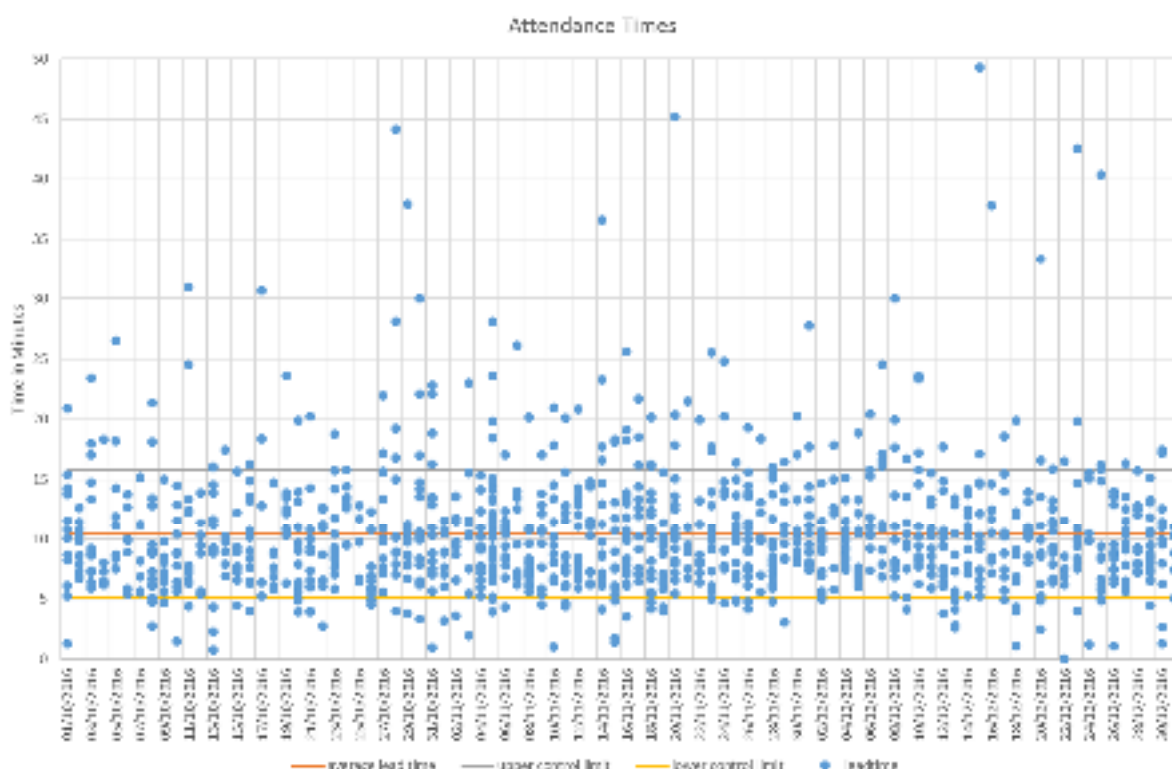
November and December both show the lowest averages for call handling for the financial year. Staff within Control should be congratulated for imbedding the new 4i system as quickly as they have and being able to see the benefits of quicker call handling times already.

To get our first attendance to a potentially life-threatening incident within an average of 10 minutes

2016/17	2015/16	Vs Last Year	Target	Off Target
11.59	10.02	Away from Target	10.00	Off Target

Month	2016/17	2015/16	Target	Target
October	10.40	9.48	10.00	Off Target
November	10.32	10.14	10.00	Off Target
December	10.26	9.38	10.00	Off Target

In Q3, the average attendance time to potentially Life Threating incidents was 10.5, which is slightly below our target of 10 minutes.



132 incidents fell outside of the Upper Control Limit of 15.08. The majority of these incidents (92) the first appliance attended within 15-20 Minutes. Incidents further away from the upper control limit tend to be Animal Rescues. The service currently categorises these incidents as potentially life threatening due to owners putting themselves at risk to save animals, although first response is often an officer on scene to determine the best course of action, which can slow down response time.

Local Risks are signed off within Task books

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

We ensure that lessons learned from all operational incidents, regardless of the nature and scale, are captured, fed back and acted upon.

Completion rate of debriefs

In Quarter 3 there were 25 Debriefs carried out by the service.

- 11 Level 1 Operational Debriefs
- 3 Level 2 Strategic
- 11 Level 2 Tactical

What are the key lessons learnt from the debrief process

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

We maximise the availability and utilisation of resources within our operational response model.

Total Pumping Appliances Availability

2016/17	2015/16	Vs Last Year	Target	Off Target
86%	86%	Away from Target	94%	Off Target

Month	2016/17	2015/16	Target	Target
October	78.40%	79.30%	90.00%	Off Target
November	80.80%	79.30%	90.00%	Off Target
December	77.40%	77.10%	90.00%	Off Target

Wholetime Pumping Appliances Availability

2016/17	2015/16	Vs Last Year	Target	Off Target
95.1%	98%	Static	98%	Off Target

Month	2016/17	2015/16	Target	Target
October	96.10%	93.60%	98.00%	Off Target
November	96.20%	96.50%	98.00%	Off Target
December	96.30%	95.30%	98.00%	Off Target

On Call Pumping Appliances Availability

2016/17	2015/16	Vs Last Year	Target	Off Target
81.6%	80.7%	Static	90%	Off Target

Month	2016/17	2015/16	Target	Target
October	78.40%	79.30%	90.00%	Off Target
November	80.80%	79.20%	90.00%	Off Target

December	77.40%	77.10%	90.00%	Off Target
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Number of out duties

	Pre-Arranged Out Duties		Dynamic Out Duties	
	Total No.	Total Cost	Total No.	Total Cost
Oct-16	Data not available		Data not available	
Nov-16	128	£6,243.24	233	£5,641.23
Dec-16	125	£6,154.05	255	£7,576.11

Have the out duties been effective

ECFRS have two types of out duties Pre-arranged and Dynamic.

Pre-arranged are arranged by Stations. They requests resource from another Station with a minimum of 4 days' notice, Dynamic out duties are arranged by Control. Control contact a Station on the day an out duty is required and request resources are sent immediately to the Station requiring cover. The number and cost of these are given above. Further in-depth analysis into the effectiveness of out-duties will be incorporated in the End of Year report.

What is the progress on On Call Recruitment?

2016/17	Enquiries	Suitability confirmed	Passed pre-fitness tests	Passed assessment day	Completed Basic Training Course
Oct	103	-	-	No AD	6
Nov	133	-	-	No AD	No BTC
Dec	29	18	10	8	No BTC

People and Leadership

01 October – 31 December 2016

Our leaders are clear on our aims, our expectations of each other, and how we make decisions and how we measure success.

Have the new performance measures been signed off

New Performance Measures are being developed for the Service. These are being developed under the 5 key themes from the Strategy People and Leadership, Public Value and Collaboration, Prevention, Protection and Response. The proposed new measures and targets alongside a Performance Reporting timetable will be presented to the Fire Authority in June for approval. This Performance Report is using the new style of reporting that will be adopted for reporting on the new measures/targets going forward.

Revised governance of Leadership meetings agreed

The Service Leadership Team have agreed Terms of Reference and a Code of Conduct. These have been published and used to brief managers and the 'Leadership Forum'.

At each meeting of Essex Fire Authority, Members are provided with updates on cultural and workforce issues.

A cultural review Sub-Group of the Principal Officers Human Resources Committee was formed and meets, when necessary, to consider progress against the cultural review.

The 2020 Transformation Programme has established an 'Advisory Panel' with representatives from the Essex Fire Authority and all Representative Bodies invited and attending. (This is however currently under review, as it is not meeting the needs of all stakeholders).

Results of leadership questions on Engagement Surveys

The Staff Satisfaction Survey is due to be carried out in Q4 of the current reporting year. A separated report will be presented to Audit Governance & Review, and will be reported in the end of year performance report

We ensure our values are lived, we create a kind culture we are proud of and we reward people for what they do AND how they do it.

Staff identified within the reward and recognition process

Within Q1 of 17/18, we will initiate a reward and recognition process that allows for employees extraordinary efforts to be celebrated. This will include peer to peer and management awards. More details to be finalised.

How are we ensuring that the values are lived?

Values being lived will; be embedded in training connected to the re-launch of our Dignity at Work Policy. Part of the Reward and Recognition process will also be directly linked to contribution to our values.

Number of Exit Interviews

In 2016 the service carried out 21 exit interviews for a total of 190 leavers

Why are people leaving our Organisation?

This data is not currently captured by the service.

Number of Inductions

The Service has refreshed its local area induction materials, which are delivered by line managers using the on-line Welcome Induction Programme. The process for notifying line managers of what to do when a new employee starts has been strengthened and is a standard part of the recruitment process. We are expecting the first reports on completion of the package by June 2017. As a complement to this, the content of a face-to-face session have been scoped. This will cover the vision and values of the organisation in support of the job related information given during the local area induction.

Number of Grievances and Disciplines

In the 12 months to Dec 2016, we recorded 29 formal disciplinary investigations and 20 formal grievances.

We are committed to become a learning organisation.

Number of Complaints, Compliments and suggestions received within the service

The responsibility for this section is transferring to the Performance and Data Team in Q1 2017/18. As part of the transfer, new corporate policies and procedures will be agreed. Improved recording of feedback will allow complaints to be used as learning opportunities and compliments will be incorporated into Reward and Recognition process.

What lessons have been learnt from projects

Change closed within the report period include:-

Delivering Differently in Neighbourhoods

Water Gate Barriers

Fire Ground Radios

Safer Communities RTC reduction team relocation

Pensions, Payroll and HR Admin

How have we ensured that these lessons have been recognised across the organisation

All Change Managers are now requested to compile a lessons learnt overview once each piece of change they have managed has closed. This is then shared with the Change Managers networking forum enabling sharing of these lessons with the Change community across ECFRS. An overview of these lessons is then placed on the Portfolio Management Office site on the Service Intranet.

We create forums for regular feedback on our talent, their strengths and suitability for promotion as well as identify future opportunities for development.

Number of End of Year Appraisals Completed

Within Quarter three the percentage of s

What are the recognised forums for feedback?

We hold a number of recognised forums where our employees are able to share their feedback with other members of staff and senior leaders, including:

- Your Voice Employee Engagement Forum
- Leadership Forum
- Manager Briefings

How well are these forums attended?

Date	Forum	Attendance
October 2016	Your Voice Employee Engagement Forum	19 people
November 2016	Leadership Forum	42 people
	Manager Briefing	61 people
December 2016	Your Voice Employee Engagement Forum	12 people
	Leadership Forum	36 people

We ensure that every manager has the skills and attitude to effectively discharge the role expected of them.

Have management competencies been identified

This will be reported on at the end of Q4

Is the Learning and Development Strategy aligned to ensure Competencies are met?

This will be reported on at the end of Q4

Completion of mandatory Management Training Courses for all new Line Managers

This will be reported on at the end of Q4

Development of managers is built into appraisals

This will be reported on at the end of Q4

We develop ourselves and our teams to deliver more in a complex and uncertain environment.

Average Day/Shifts lost to sickness absence per person (including all staff)

October	9.1
November	9.0
December	9.0

Absence levels for uniformed staff (days)

October	457
November	538
December	437

Absence levels for non-uniformed staff (days)

October	208
November	281
December	189

Sickness Absence reasons and lessons learnt

Data not available at the time of reporting; work will be undertaken to ensure data available for Q4 reporting.

We will ensure that our Service reflects the diversity of our communities.

Gender Statistic

Gender	Operational	Retained	Engineers	Support	Volunteers	Service Total
Female	9%	1%	0%	51%	32%	15%
Male	91%	99%	100%	49%	68%	85%

Age Statistics

Age Group	Operational	Retained	Engineers	Support	Volunteers	Service Total
18-24	0%	12%	15%	3%	11%	5%
25-34	11%	32%	5%	15%	14%	18%
35-44	36%	24%	15%	19%	14%	28%
45-54	49%	24%	35%	30%	14%	37%
55-64	4%	8%	30%	25%	18%	10%
65+	0%	0%	0%	8%	29%	2%

Ethnicity Statistics

Ethnic Origin	Operational	Retained	Engineers	Support	Volunteers	Service Total
Asian Indian	0%	0%	0%	0%	4%	0%
Black African	0%	0%	0%	0%	4%	0%
Black Caribbean	0%	0%	0%	0%	0%	0%
Chinese	0%	0%	0%	1%	0%	0%
Mixed Other	0%	0%	0%	0%	0%	0%
Mixed White&Asian	0%	0%	0%	0%	0%	0%
Mixed White&Black Caribbean	0%	0%	0%	0%	0%	0%
White Any Other	1%	1%	5%	1%	0%	1%
White British	35%	55%	20%	54%	68%	45%
White Irish	0%	0%	0%	0%	0%	0%

Not Stated	63%	43%	75%	44%	25%	53%
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The Service will soon be required to start reporting on Gender Pay Gap

Public Value and Collaboration

01 October – 31 December 2016

We demonstrate value for money in our activities.

Cost per head compared to other fire services

This will be reported on at the end of Q4

Annual reduction in budget

This will be reported on at the end of Q4

We maximise the impact of our activity, ensuring that we make evidence based decisions and generate an understanding of what works.

Increase in the proportion of expenditure on prevention and protection activity

This will be reported on at the end of Q4

We maximise the impact of our activity, ensuring that we make evidence based decisions and generate an understanding of what works.

Collaboration projects resource savings

This will be reported on at the end of Q4

Number of Collaboration Projects

This will be reported on at the end of Q4

Freedom of Information Requests

In Quarter 3 we received 25 requests, 73% were completed within the statutory requirement of 20 working days.



The Information Commissioner has raised the threshold that triggers the ICO's monitoring of public authorities when responding to freedom of information requests. Public authorities will now be considered for monitoring if fewer than 90% (previously 85%) of their FOI responses fall within the statutory timescale.