Essex County Fire and Rescue – Monthly Performance Summary
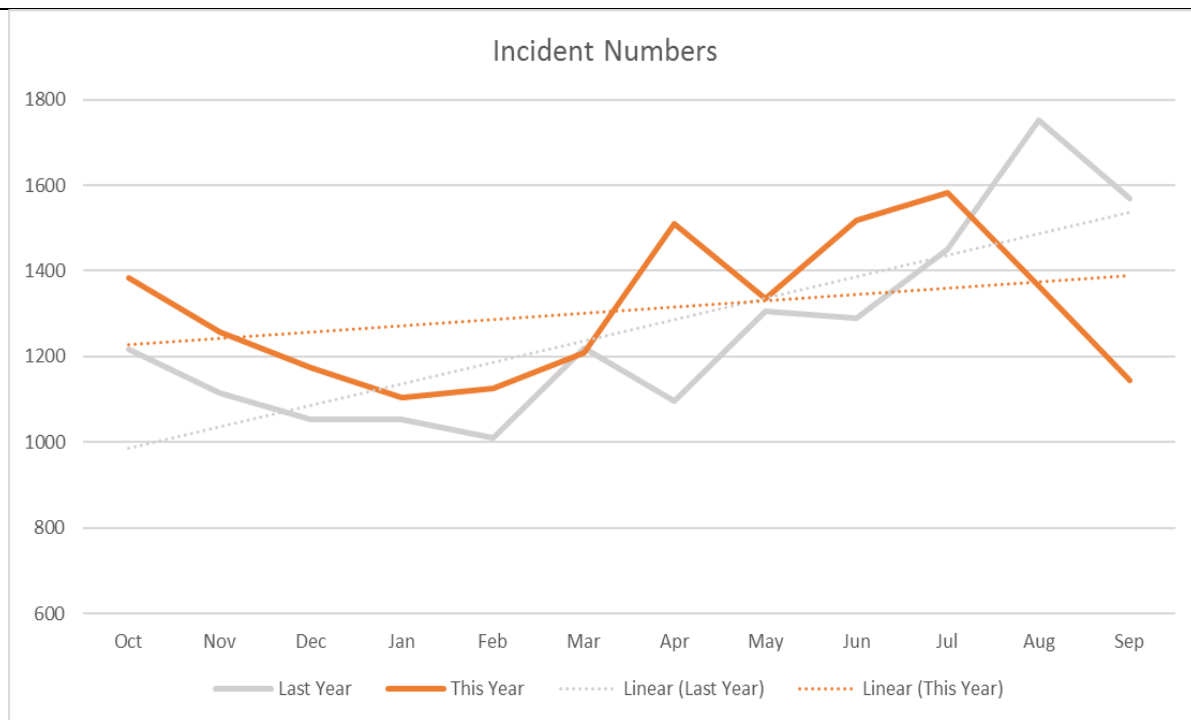
SEPTEMBER 2017

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Incident Numbers

Incident numbers have fallen 16% in the month to 1144 (from 1364), and 27% on the equivalent month last year.

Despite this decrease, the trend shows a gradual increase in incidents over the last twelve months.

The forecast is that incident numbers will continue to decrease slowly over the next three months.

Incident Numbers

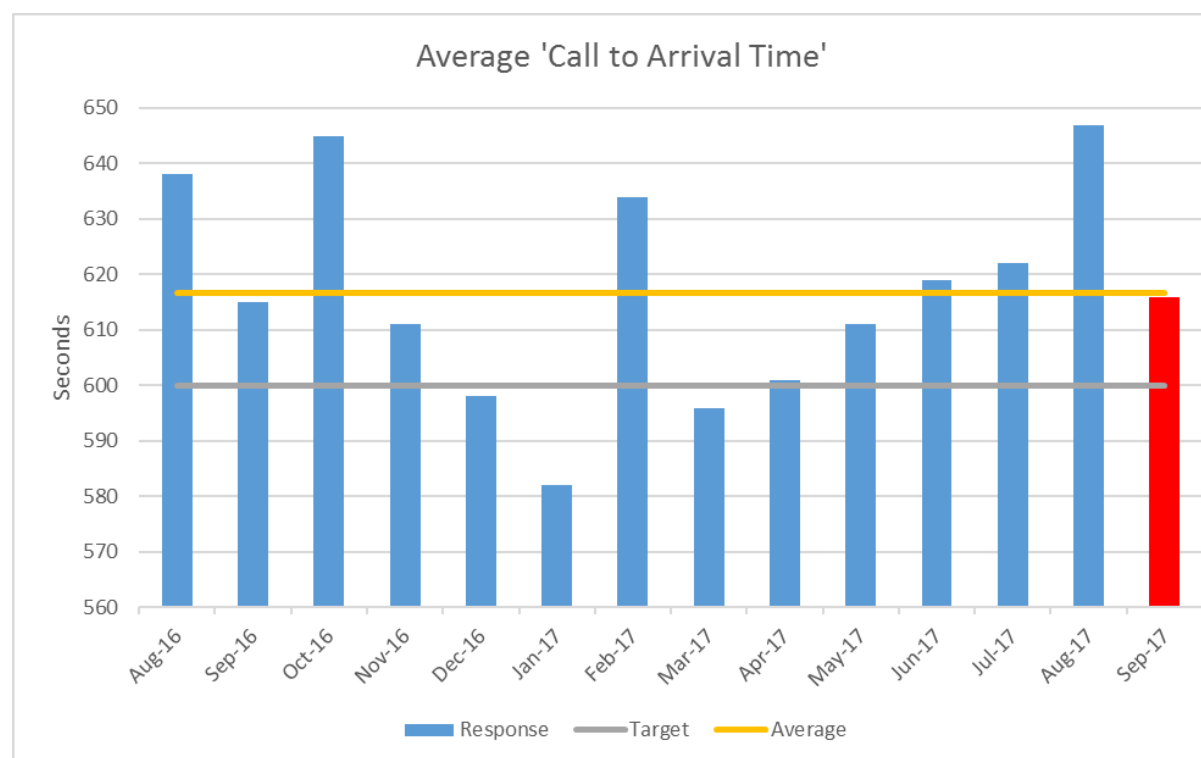Legend: Last Year — This Year — Linear (Last Year) — Linear (This Year)

Response Time

The average response time has decreased by 31 seconds on the previous month to 10 minutes and 16 seconds. This is in line with the same period last year.

The forecast is for average response time to remain constant at around 10mins and 15 seconds or the next three months.

The average response time for the last 12 months is 10 minutes and 16 seconds.

If exceptional incidents that traditionally took longer to respond to were removed, it would reduce the average response rate by 11 seconds per incident.

Average 'Call to Arrival Time'

Legend: Response, Target, Average

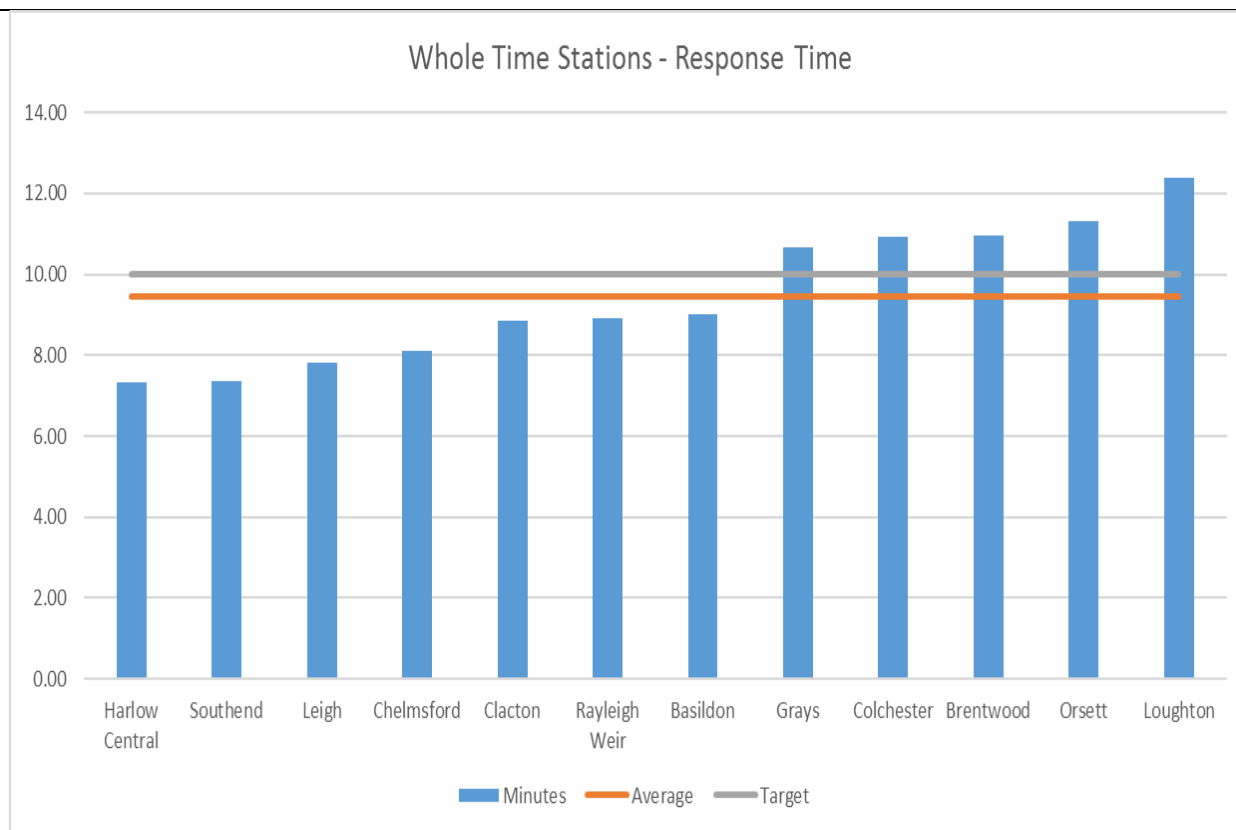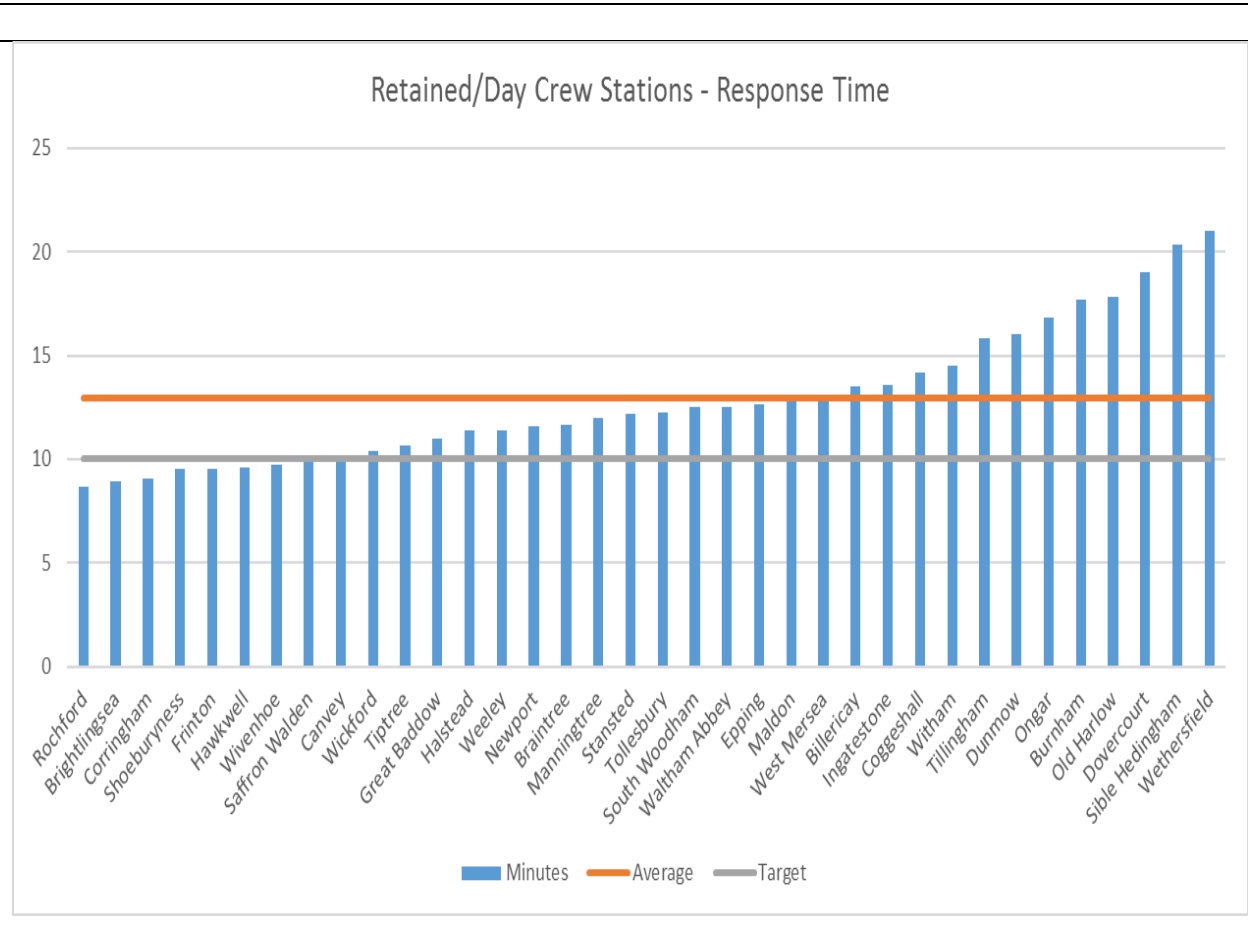| Response Times by Station – Whole Time	
This chart looks at overall average response times. This is from the time the call was received at Control, to ECFR arriving at the incident. Of the Whole Time stations, Harlow Central and Southend were on average fastest to arrive at an incident. Seven of the twelve stations had average times of inside the ten minute target. Orsett and Loughton stations were the slowest on average to attend incidents. The average response from a Whole Time station was 9 minutes 45 seconds	 Whole Time Stations - Response Time

Response Times by Station On Call/Day Crew

Of the thirty six Retained or Day Crewed stations, Rochford and Brightlingsea were on average fastest to arrive at an incident.

Seven of the stations had average times of inside the10 minute target.

Sible Hedingham and Wethersfield were the slowest on average to attend incidents.

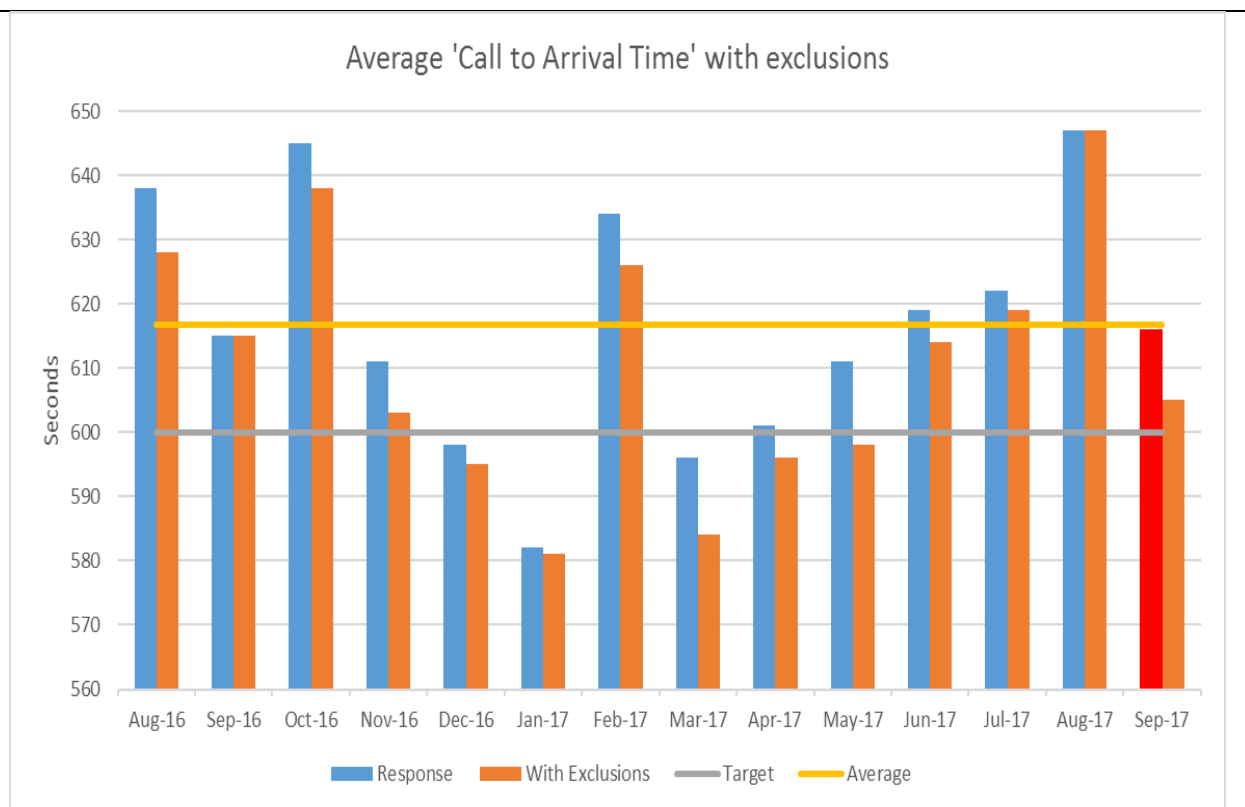The average response time from a Retained/Day Crew station was 13 minutes.

Retained/Day Crew Stations - Response Time

Legend: Minutes — Average — Target

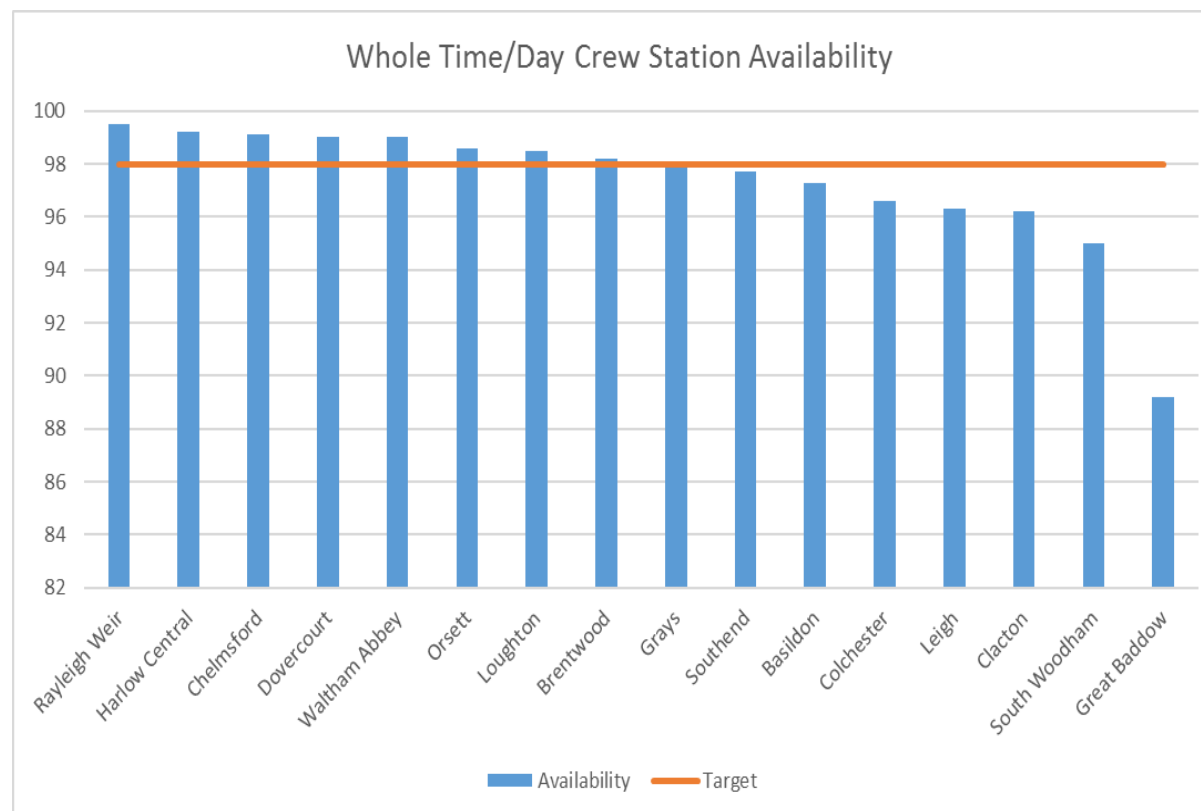| Response Time – With Exclusions	
This graph shows average response times across all stations after removal of exceptional incidents. These incidents are limited to Animal Rescue Incidents Hazardous material incidents Co- responder Incidents If these incidents were removed it would result in an average reduction of 11 seconds per incident.	**Average 'Call to Arrival Time' with exclusions** _Seconds_ 650, 640, 630, 620, 610, 600, 590, 580, 570, 560 Aug-16, Sep-16, Oct-16, Nov-16, Dec-16, Jan-17, Feb-17, Mar-17, Apr-17, May-17, Jun-17, Jul-17, Aug-17, Sep-17 Response, With Exclusions, Target, Average

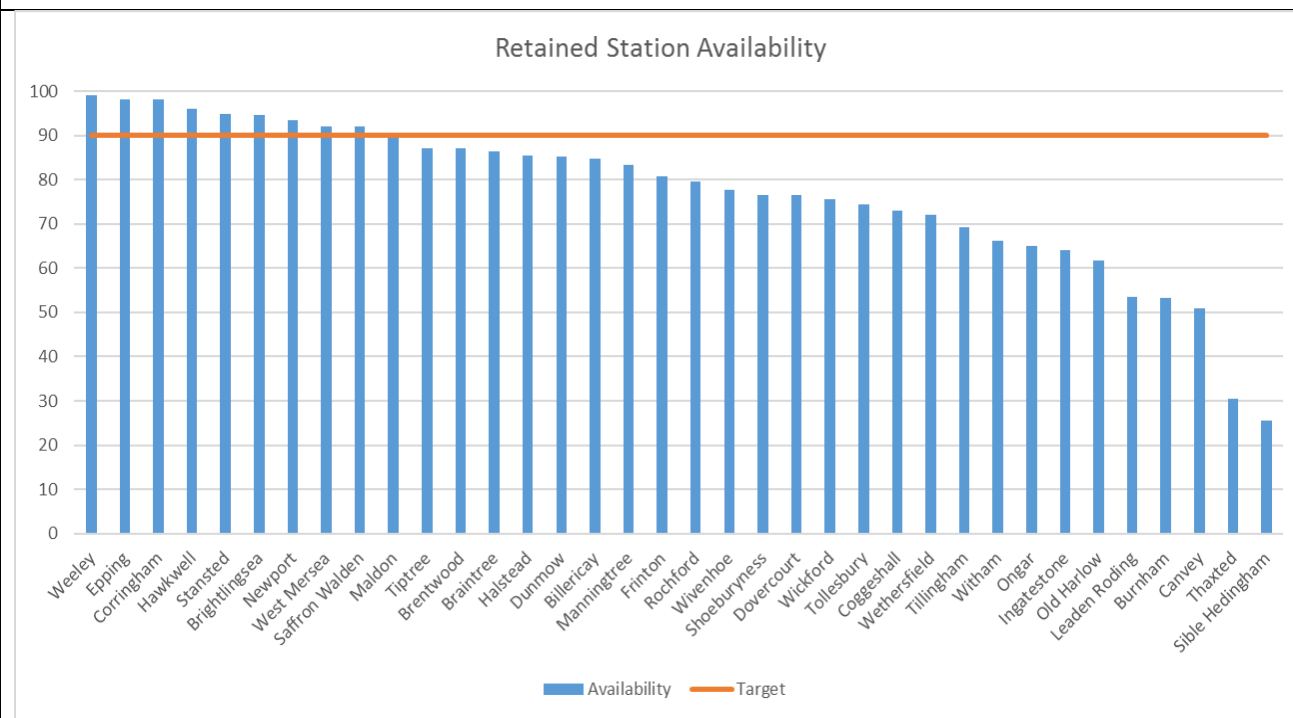| Whole Time Station Availability	
In September, half of the sixteen stations met the 98% target. Rayleigh Weir was the Whole Time station with the greatest availability (99.5%) South Woodham and Great Baddow had the lowest availability in the month.	**Whole Time/Day Crew Station Availability** Availability by station (blue bars) against 98% Target (orange line): Rayleigh Weir 99.5, Harlow Central ~99.2, Chelmsford ~99.1, Dovercourt ~99.0, Waltham Abbey ~99.0, Orsett ~98.6, Loughton ~98.5, Brentwood ~98.2, Grays ~97.9, Southend ~97.7, Basildon ~97.3, Colchester ~96.6, Leigh ~96.3, Clacton ~96.2, South Woodham ~95.0, Great Baddow ~89.2 Legend: Availability, Target

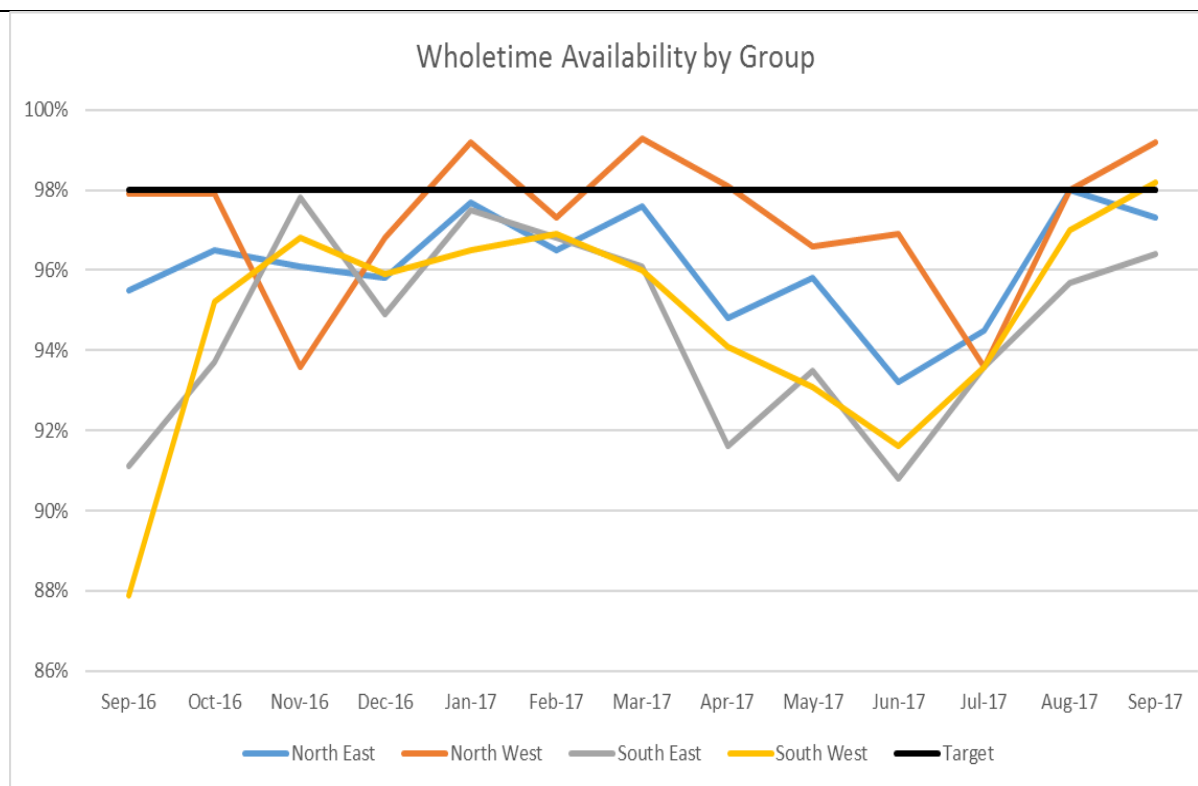| Retained Station Availability	
In September 10 of the 36 retained stations me the 90% target. Weeley was the station with the most availability (99%) followed by Epping and Corringham (both with 98.2%) Thaxted and Sible Hedingham had the lowest availability in the month.	 Retained Station Availability

Appliance Availability - Whole Time Stations

Availability across the County has increased in three of the four Region Groups in September. The North West and South West both exceeded the target of 98%.

The South East Group continue to improve, and had an increase of 0.7%, edging closer towards the target.

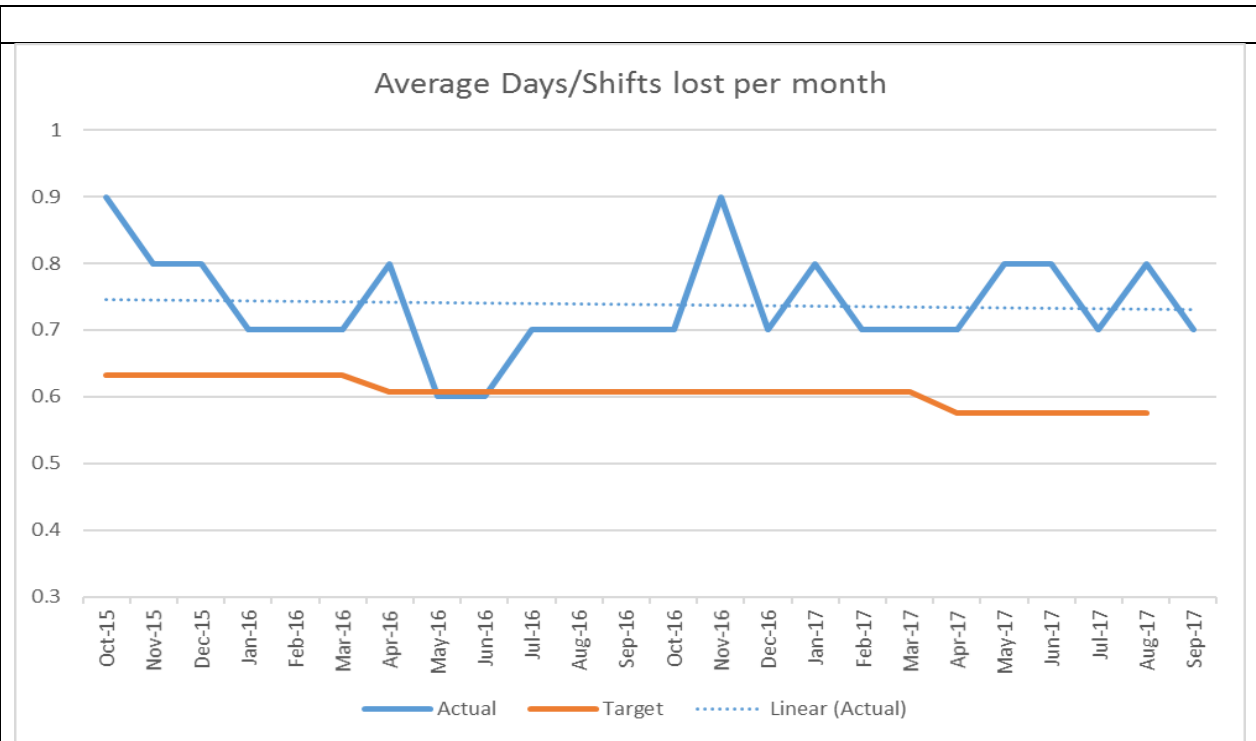The North East Group fell from the target level of 98% to 97.3%.

Wholetime Availability by Group

North East — North West — South East — South West — Target

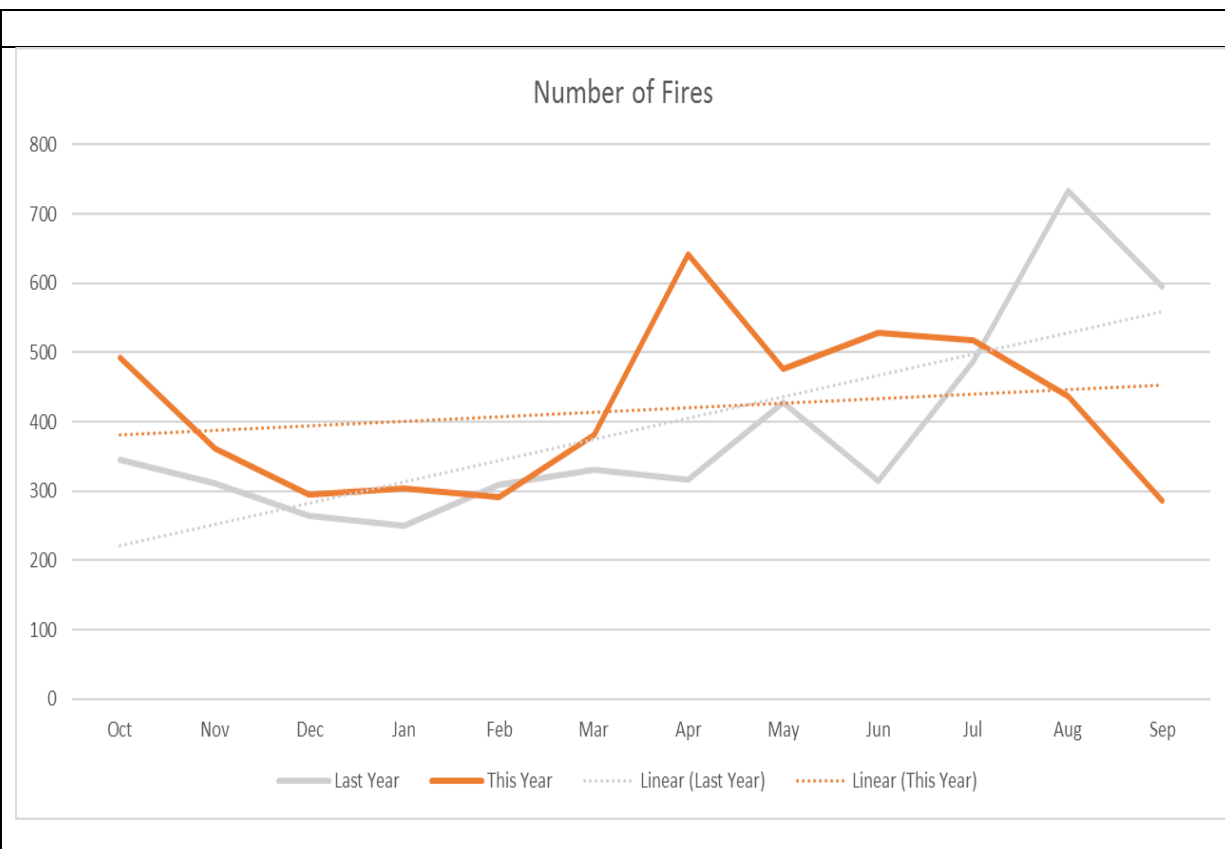| Sickness – All Staff	
Sickness levels across the organisation have improved slightly with a dip to an average of 0.7 days a month being recorded as sick per member of staff. This is the same as the corresponding period last year, with a slow reduction in the sickness level across the year.	**Average Days/Shifts lost per month** Actual — Target — Linear (Actual)

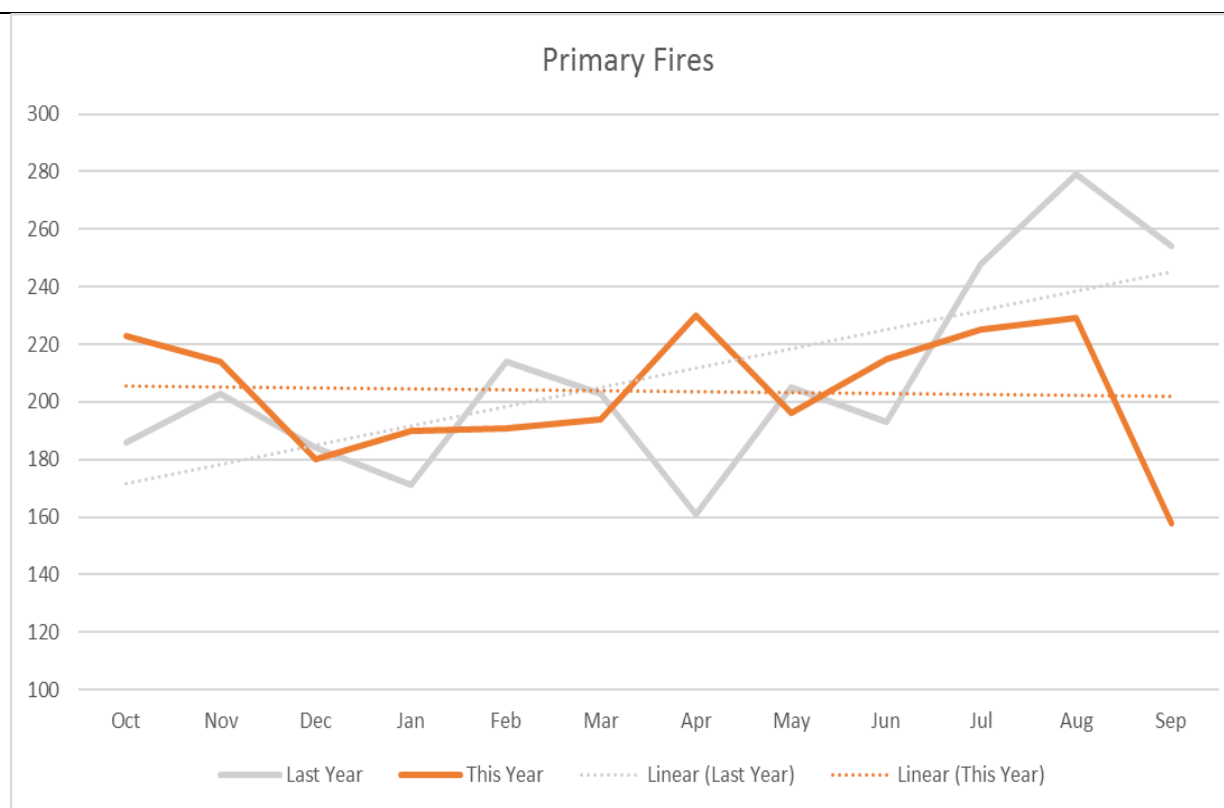| Number of Fires	
The number of fires has fallen by 34% in the month to 286 (from 436), and 52% on the equivalent month last year Despite this decrease, the trend shows a gradual increase in incidents over the last 12 months The forecast is that incident numbers will continue to decrease slowly over the next three months.	 Number of Fires

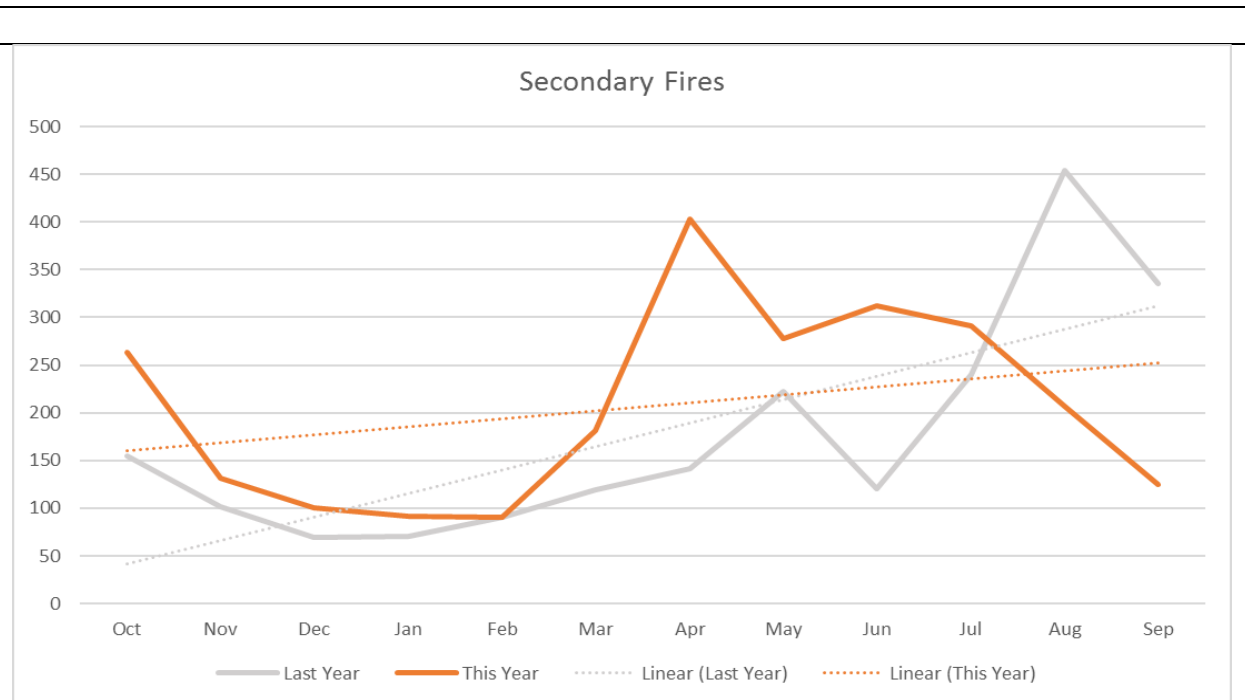| Primary Fires	
The number of Primary Fires has fallen by 31% in the month to 158 (from 229), and 38% on the equivalent month last year The trend indicates a very gradual decrease in the last twelve months The forecast indicates a slight decrease over the next three months.	

Secondary Fires	
The number of secondary fires has fallen by 40% in the month to 125(from 207), and 63% on the equivalent month last year. Despite this reduction, the trend shows a gradual increase in incidents over the last twelve months. The forecast is that incident numbers will continue to fall over the next three months.	

False Alarm Alerts	
The number of false alarms has fallen by 7% in the month to 507 (from 547), and 16% on the equivalent month last year. Despite this, the trend shows an increase in incidents over the last twelve months. The forecast is that incident numbers will decrease slowly over the next three months.	 Number of False Alarms