



Meeting	Performance & Resources Board	Agenda Item	10
Meeting Date	27 October 2021		
Report Author:	Leanne Little, Performance and Data		
Presented By	Moira Bruin, Director of Operations		
Subject	Analysis of Performance against ECFRS' Response Standards		
Type of Report:	Information		
Action Point No.	29/21	For Publication	Yes

RECOMMENDATIONS

That the Board note the contents of the report. To facilitate enhanced understanding of the use of data for future reporting it is recommended that the Board set up a meeting with the Area Manager Response and the Performance and Data team.

EXECUTIVE SUMMARY

This paper outlines the key findings from analysis on ECFRS' performance against our response standards conducted by the consultancy company, Process Evolution in 2020. This analysis has identified the Service's core stations that align with the new response strategy.

Key internal stakeholders are in discussion about how to effectively visualise performance-related information for Response within the new performance management capability following the publication of the strategy. This paper and the appendix are a response to P&R action point listed above.

BACKGROUND

Consultancy-based Analysis of Performance against Response Standards

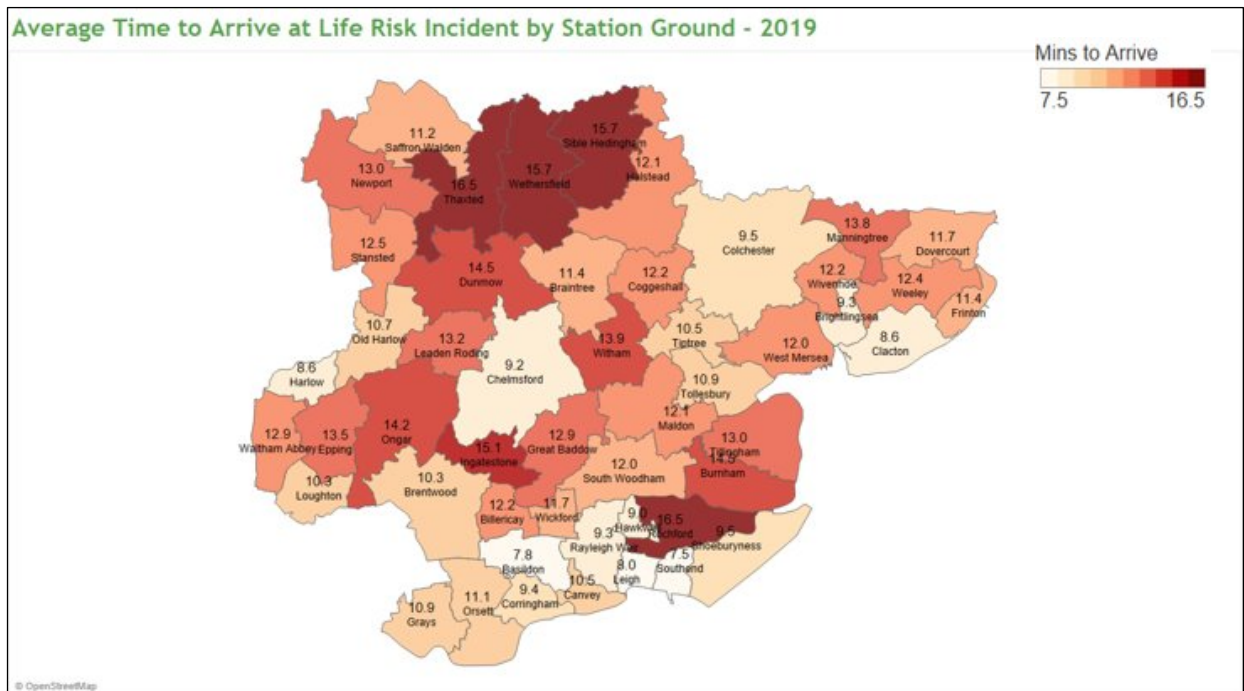
ECFRS commissioned Process Evolution in summer of 2020/21 to provide analytical and modelling support to its 2020 Integrated Risk Management Planning process.

Process Evolution delivered two products:

1. A baseline report that covered current response demand, resource availability and response performance.
2. A location optimisation report that identified optimal locations for resources and their relative priority also known as a degradation list.

First attendance to a potentially life-threatening incidents within 10 minutes (on average).

The map below shows the 2019 performance by station ground for the average response time of first attending appliance to potentially life-threatening incidents. The dark red areas on the map indicate higher average response times. It shows that there were higher average response times in the North as well as in the station grounds of Ingatestone and Rochford. It was noted that some Wholetime stations were averaging more than 10 minutes in attendance to potentially life-threatening incidents, which was attributed to a mix of high mobilisation and long average travel times.



RISKS AND MITIGATIONS

As this paper is a response to a specific question regarding presentation of data and future reporting, there are no directly linked or associated risks.

LINKS TO FIRE AND RESCUE PLAN

This activity links to a number of areas of the Fire and Rescue plan, including:

Make best use of our resources

- Use our resources to help the people of Essex to stay safe and mitigate the changing risks they face, in line with the priorities in this plan.
- Plan the deployment of resources based on strategic priorities, evidenced need, articulated benefits and measurable outcomes.
- Use new technology and business processes to improve service efficiency.

FINANCIAL IMPLICATIONS

None associated with this report

LEGAL IMPLICATIONS

None directly linked to this report.

STAFFING IMPLICATIONS

None associated with this report

EQUALITY AND DIVERSITY IMPLICATIONS

We have considered whether individuals with protected characteristics will be disadvantaged as a consequence of the actions being taken. Due regard has also been given to whether there is impact on each of the following protected groups as defined within the Equality Act 2010:

Race	N	Religion or belief	N
Sex	N	Gender reassignment	N
Age	N	Pregnancy & maternity	N
Disability	N	Marriage and Civil Partnership	N
Sexual orientation	N		

HEALTH AND SAFETY IMPLICATIONS

None associated with this report.

CONSULTATION AND ENGAGEMENT

Consultation regarding the Integrated Risk Management Plan was undertaken both internally and externally and included all rep bodies. The Response Strategy was similarly undertaken with internal colleagues and rep bodies as part of the development process. Discussions concerning the data to be utilised within the reporting process will not be consulted on but the reports will be available for all stakeholders.

FUTURE PLANS

This paper has been produced in response to a specific Board action point. There are plans in train to update the reporting produced on a Monthly and Quarterly basis as discussed separately at the Board.

LIST OF BACKGROUND PAPERS AND APPENDICES

Appendix 1: Process Evolution baseline report