



ECFRS Monthly Performance Report November 2022

Report designed and created by the Performance and Analytics Team.

Data downloaded on 14 December 2022. Data Quality Assurance Percent = 99%

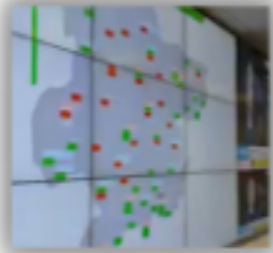
If you require this report in a different format, please contact us at performance@essex-fire.gov.uk



November 2022 in numbers

#WeAreEssexFire

97% Core station coverage



1,296

Incidents attended



1,008

Home Fire Safety Checks



201

Very high / high risk Protection audits



83%



Attendance within 15 minutes

Accidental Dwelling Fires

69



2,609

Calls to Control



25

Non domestic fires



56

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

10

Animal rescues





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Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month
Total Incidents	1,296 ↑	1,212	1,287
Fires	238 ↓	279	296
Special Services	442 ↑	396	421
False Alarms	616 ↑	537	570
Fire Fatalities	0 ↓	0	1
Accidental Dwelling Fire Fatalities	0 ↔	0	0

Target indicators - If a metric compares favourably against the target then the arrow will be green. If the metric is within 10% of the target, then it is orange. Anything greater than 10% of the target is shown as red.

Tolerance

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Primary Fire Injuries	5	5	1	9+	6-8	3-5	0-2
Number of ADF Fire Injuries	4	3	0	6+	4-5	1-3	0
Number of Deliberate Fires	56	83	100	158+	127-158	89-126	0-88
Number of ADF Fires	69	63	58	75+	66-74	44-65	0-43
Number of Non-Domestic Fires	25	32	35	41+	36-40	26-35	0-25
Number of Unwanted Fire Signals	100	98	119	96+	92-95	55-94	0-54
Audits (RBIP High/ V High)	201	127	157	0-162	163-183	184-203	203+

Targets

Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Global Availability	74% ↓	78%	70%	80%
Core Station Coverage	97% ↓	97%	96%	98%
Potential Life-Threatening Incident First Attendance	10:16 ↑	10:23	10:30	10:00
Incidents attended within 15 minutes	83% ↓	86%	84%	90%
Freedom of Information Response Rate	100% ↑	92%	100%	90%

RTC

Metric vs 5 Year Average	ECFRS			SERP		
	Metric	5 Yr Avg	Last Month	Metric	3 Yr Avg*	Last Month
RTC Incidents Attended	105 ↑	102	100	61 ↓	64	77
RTC Serious injury	9 ↓	10	9	67 ↓	69	79
RTC Fatalities	2 ↑	1	0	3 ↔	3	2

*3 years of SERP data currently available

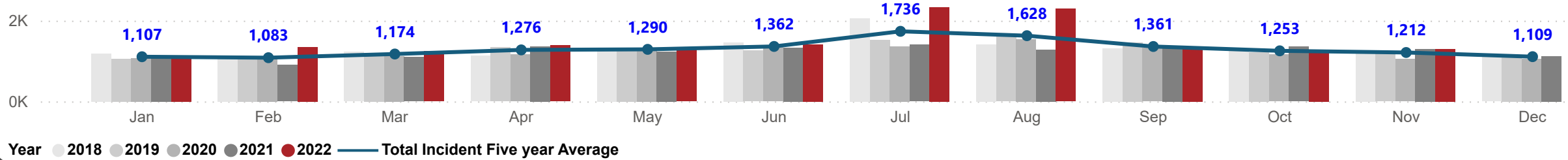
People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.0% ↑	5.9%	6.9%	ECFRS Data calculated using the Cleavand method
Turnover	10.3% ↑	10.0%	10.1%	Standard CIPD calculation for workforce turnover

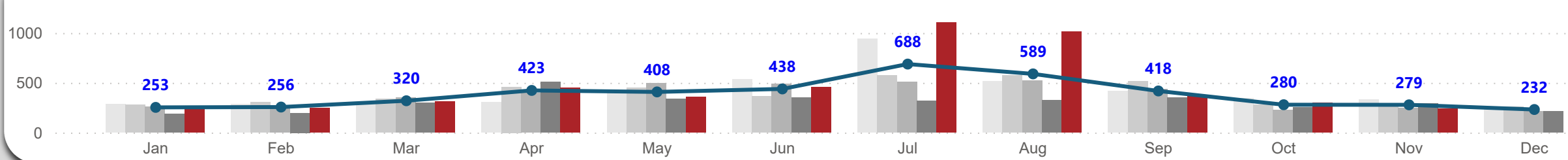
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Overall Summary

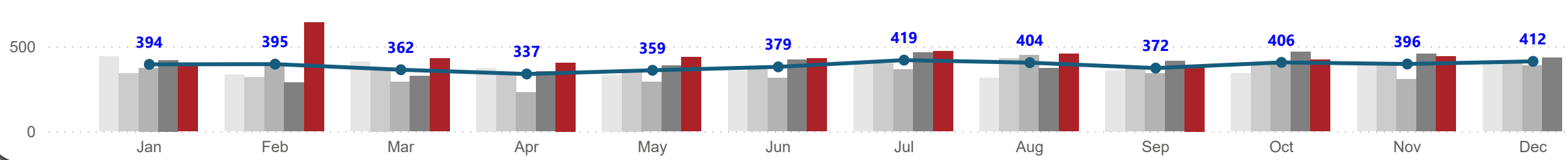
The number of Total Incidents are 0% less than the same period last year , 7% above the five year average for this period and are 1% above last month.



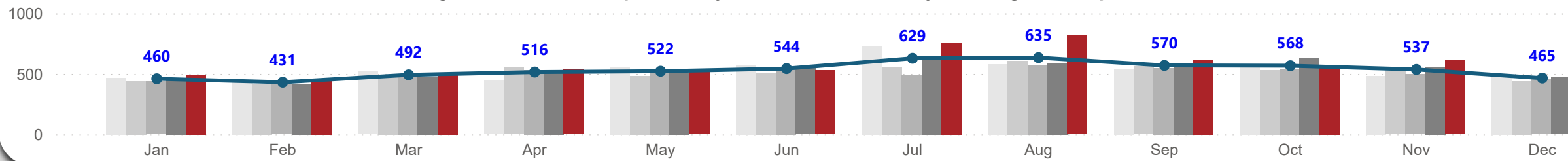
The number of Total Fires are -18% less than the same period last year , -15% below the five year average for this period and are -20% below last month.



The number of Total Special Service Incidents are -3% less than the same period last year , 12% above the five year average for this period and are 5% above last month.

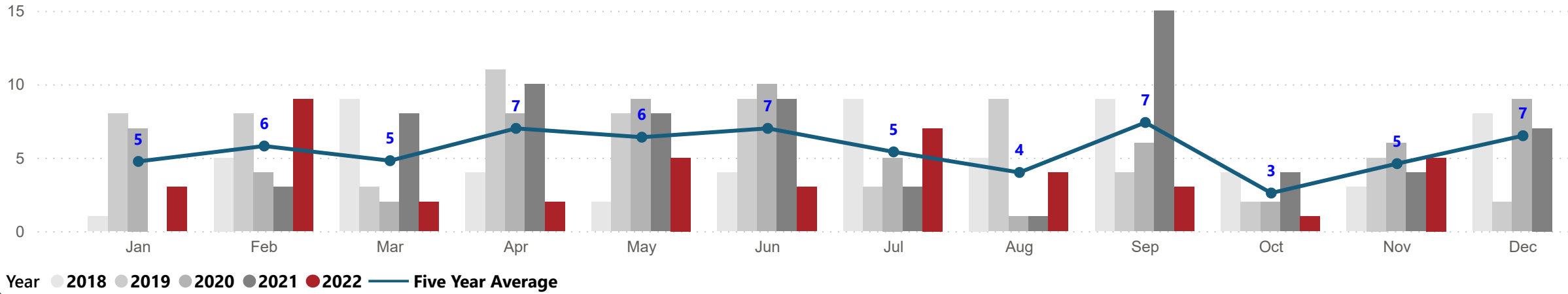


The number of Total False Alarm Incidents are 12% greater than the same period last year , 15% above the five year average for this period and are 8% above last month.

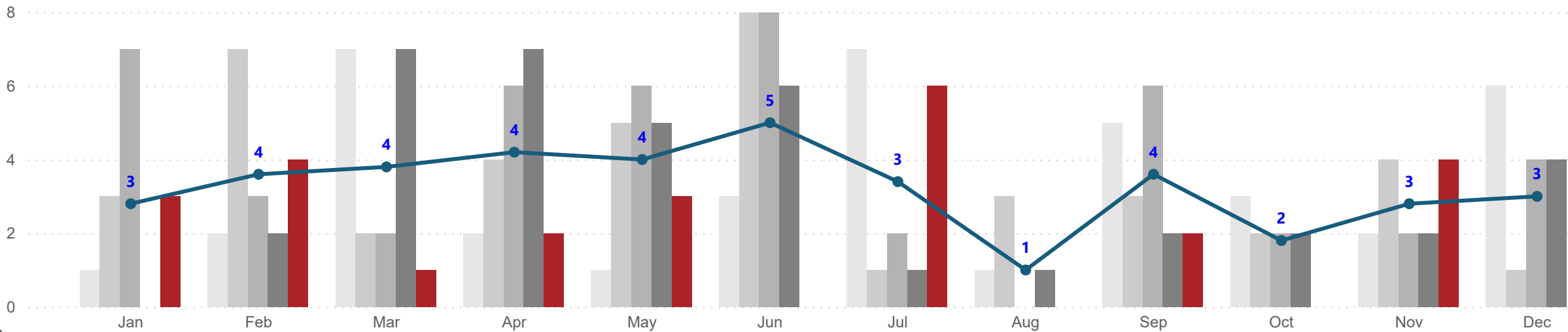


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The number of Primary Fire Injuries are 25% greater than the same period last year , the same as the five year average for this period and are 400% above last month.

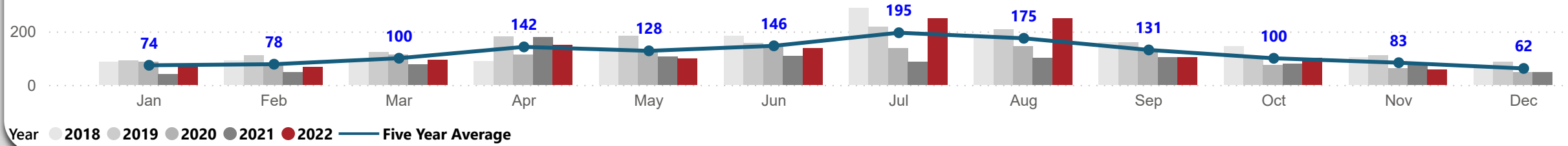


The number of ADF Injuries are 100% greater than the same period last year, 33% above the five year average for this period and are -100% above last month.

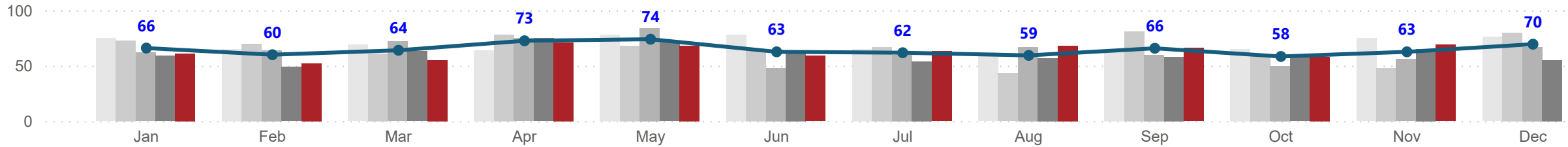


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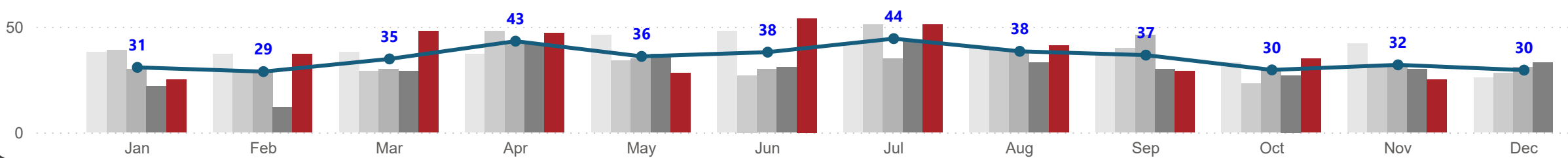
The number of Deliberate Fires are -33% less than the same period last year, -33% below the five year average for this period and are -44% below last month.



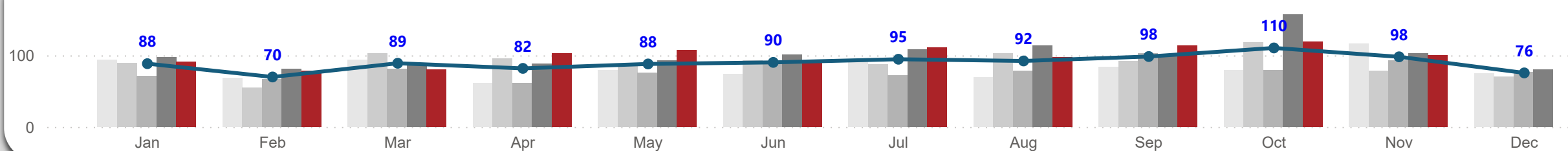
The number of Accidental Dwelling Fires are 6% greater than the same period last year, 10% above the five year average for this period and are 19% above last month.



The number of Non Domestic Fires are -17% less than the same period last year, -22% below the five year average for this period and are -29% below last month.



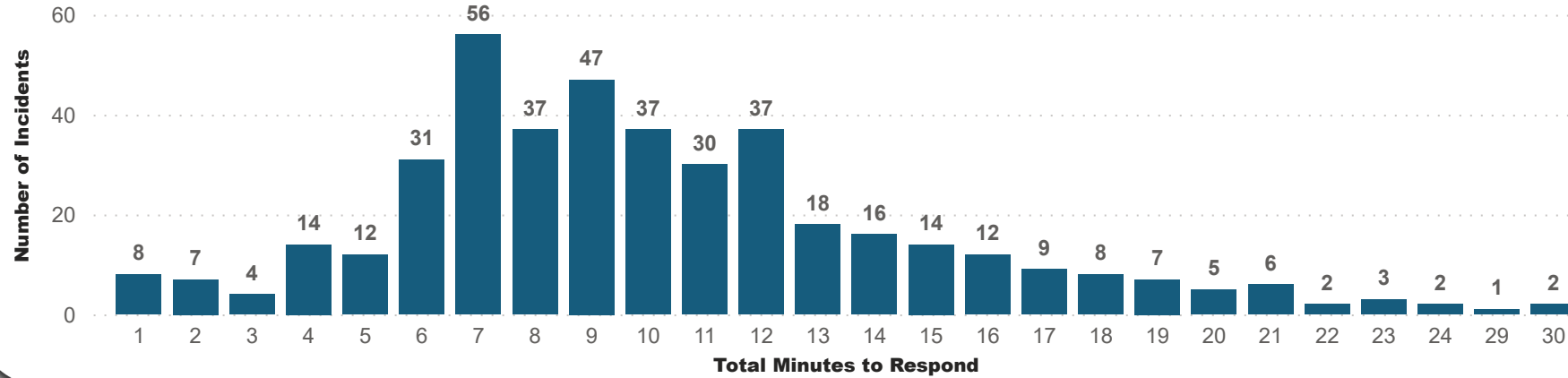
The number of Unwanted Fire Signals are -3% less than the same period last year, 2% above the five year average for this period and are -16% below last month.



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Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Month	2018	2019	2020	2021	2022
Jan	88%	89%	88%	84%	87%
Feb	89%	87%	88%	87%	82%
Mar	87%	88%	90%	86%	85%
Apr	89%	88%	90%	87%	83%
May	88%	86%	89%	86%	86%
Jun	89%	89%	89%	84%	84%
Jul	84%	86%	84%	83%	77%
Aug	85%	83%	85%	86%	75%
Sep	86%	84%	85%	83%	82%
Oct	86%	87%	87%	85%	84%
Nov	86%	89%	87%	86%	83%
Dec	86%	87%	82%	85%	

Avg Call Handling Time

Month	2018	2019	2020	2021	2022
Jan	01:37	01:47	01:52	01:47	01:43
Feb	01:41	01:46	01:53	01:43	02:15
Mar	01:48	01:49	01:32	01:46	01:55
Apr	01:38	01:47	01:41	01:38	01:52
May	01:41	01:54	01:29	01:46	01:49
Jun	01:38	01:55	01:41	01:42	01:54
Jul	01:54	01:35	01:43	02:10	01:53
Aug	01:43	01:47	01:39	01:43	02:25
Sep	01:52	01:46	01:53	01:46	02:00
Oct	01:45	01:39	01:42	01:54	02:01
Nov	01:52	01:52	01:49	01:54	01:56
Dec	01:58	01:40	01:50	01:55	

Avg Turnout Time

Month	2018	2019	2020	2021	2022
Jan	02:45	02:40	02:39	02:56	02:42
Feb	02:32	02:37	02:36	02:31	02:36
Mar	02:32	02:27	02:35	02:36	02:36
Apr	02:33	02:25	02:37	02:27	02:29
May	02:29	02:19	02:25	02:33	02:30
Jun	02:28	02:29	02:44	02:20	02:17
Jul	02:24	02:43	02:27	02:27	02:38
Aug	02:27	02:29	02:39	02:34	02:36
Sep	02:26	02:28	02:32	02:24	02:38
Oct	02:29	02:39	02:45	02:42	02:20
Nov	02:35	02:40	02:41	02:42	02:27
Dec	02:37	02:28	02:34	02:32	

Avg Travel Time

Month	2018	2019	2020	2021	2022
Jan	05:51	05:43	05:36	05:41	05:42
Feb	05:57	06:00	05:41	05:15	05:48
Mar	05:57	05:47	05:16	05:14	05:37
Apr	05:46	05:42	04:59	05:42	05:55
May	06:38	06:15	05:01	05:37	05:50
Jun	05:43	05:51	05:28	06:10	06:25
Jul	06:32	05:45	05:35	06:04	06:58
Aug	06:21	06:04	05:37	06:00	06:43
Sep	06:09	05:37	05:39	06:04	06:35
Oct	06:19	05:46	05:48	05:33	06:07
Nov	05:45	05:51	05:39	06:14	05:48
Dec	06:23	05:55	06:32	06:28	

Avg Response Time

Month	2018	2019	2020	2021	2022
Jan	10:16	10:09	10:09	10:28	10:06
Feb	10:10	10:23	10:16	09:30	10:48
Mar	10:17	10:05	09:28	09:40	10:10
Apr	09:58	09:56	09:21	09:53	10:20
May	10:51	10:32	08:58	09:59	10:11
Jun	09:52	10:19	09:57	10:14	10:41
Jul	10:51	10:15	09:48	10:44	11:38
Aug	10:32	10:20	09:55	10:22	11:49
Sep	10:28	09:56	10:05	10:17	11:17
Oct	10:33	10:08	10:16	10:17	10:30
Nov	10:12	10:24	10:09	10:54	10:16
Dec	11:13	10:07	11:00	10:58	

The majority of incidents are responded to within 15 minutes, although there are several incidents which are taking longer to respond to and are driving up the average.

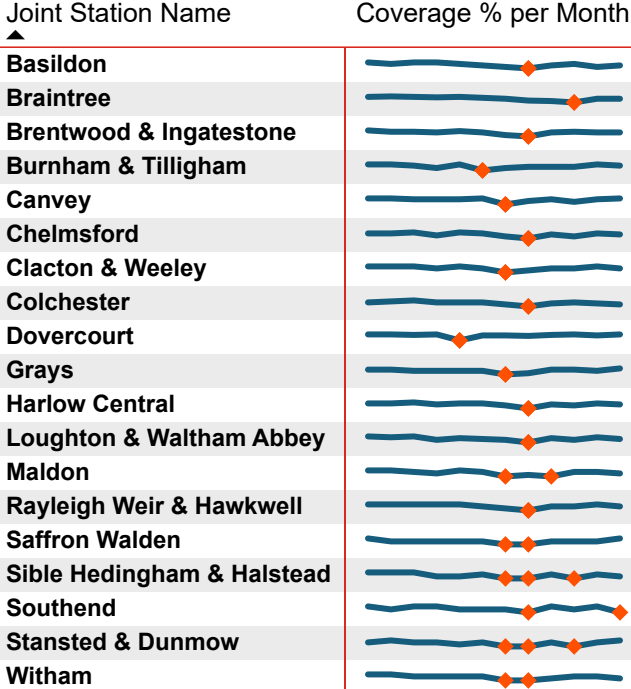
In order to better understand this and research ways to lower the average response time, a response time dashboard has been distributed to the Area Manager Response, who has shared it with the relevant Group Managers.

There were 16 potential life threatening incidents in November which took more than 20 minutes to respond. If these are removed, the average response time is 09:42 minutes .

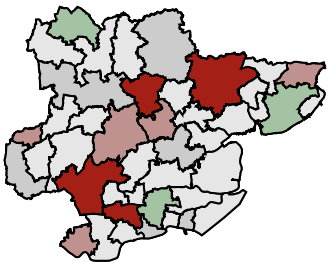
Of the incidents taking over 20 minutes, the average response time was 24:22 minutes, made up of an average call handling time of 06:36 minutes, an average turnout time of 04:14 minutes, and an average travel time of 13:16 minutes.

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JointStationName	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Basildon	97%	96%	97%	97%	96%	95%	94%	93%	95%	96%	94%
Braintree	95%	96%	95%	94%	95%	93%	91%	87%	86%	83%	91%
Brentwood & Ingatestone	97%	95%	95%	94%	96%	94%	90%	88%	94%	95%	94%
Burnham & Tilligham	99%	99%	98%	96%	99%	94%	96%	97%	97%	97%	99%
Canvey	99%	99%	98%	98%	98%	99%	92%	96%	98%	95%	98%
Chelmsford	97%	97%	98%	95%	98%	97%	94%	92%	96%	94%	97%
Clacton & Weeley	99%	99%	99%	98%	99%	98%	96%	97%	98%	98%	99%
Colchester	96%	97%	98%	96%	96%	96%	94%	92%	95%	96%	95%
Dovercourt	99%	99%	98%	99%	87%	97%	97%	96%	98%	99%	97%
Grays	98%	98%	97%	97%	97%	97%	94%	95%	98%	98%	97%
Harlow Central	97%	97%	98%	96%	97%	97%	95%	92%	96%	95%	97%
Loughton & Waltham Abbey	99%	98%	99%	95%	97%	96%	95%	92%	97%	95%	98%
Maldon	99%	99%	98%	97%	99%	98%	95%	96%	95%	98%	98%
Rayleigh Weir & Hawkwell	99%	99%	99%	99%	99%	98%	97%	96%	98%	98%	99%
Saffron Walden	100%	99%	99%	99%	99%	99%	98%	98%	99%	99%	99%
Sible Hedingham & Halstead	99%	99%	99%	97%	97%	98%	96%	96%	98%	96%	98%
Southend	98%	97%	98%	98%	97%	97%	97%	96%	98%	97%	98%
Stansted & Dunmow	98%	99%	98%	98%	97%	98%	96%	96%	98%	96%	98%
Witham	98%	98%	97%	97%	97%	97%	95%	95%	96%	97%	97%
Total	98%	98%	98%	97%	97%	97%	95%	94%	96%	96%	97%



Core Station Coverage November 2022



Monthly Average

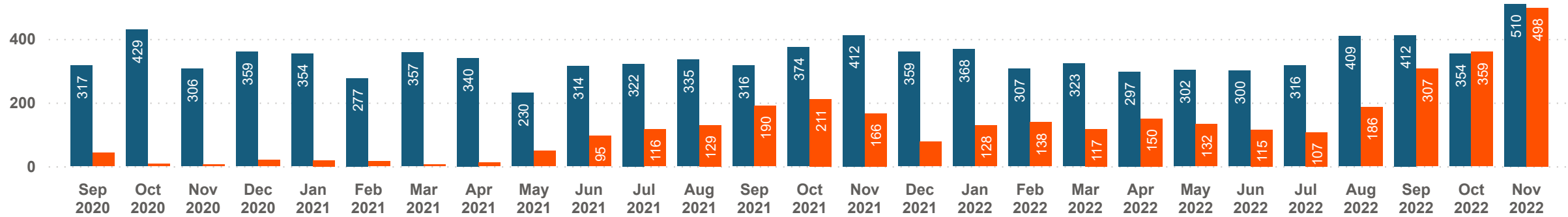
97%

Target 98%

Analysis is currently being undertaken, exploring the link between coverage and response times. This project has been commissioned as a result of analysis backed up by the response time dashboard.

Total Home Fire Safety Visits conducted by Operational Crews and Inspecting Officers

● Inspecting Officer ● Operational Crew



Visit Summary

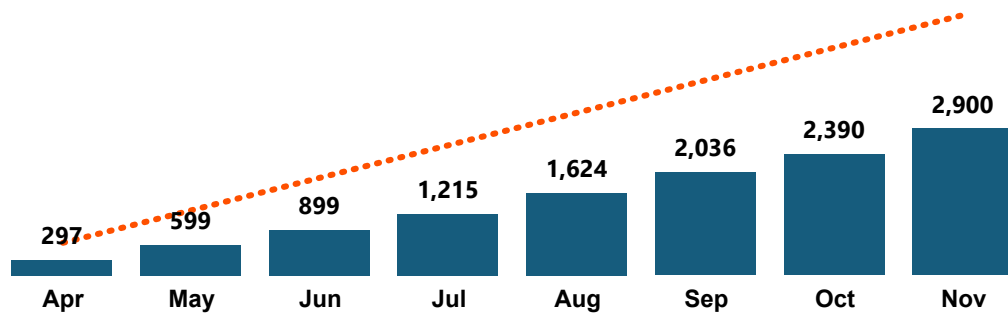
November 2022 saw a total number of 1,008 visits which were 41% greater than the previous month's total of 713 visits and 74% greater than the total number of 578 visits at the same point last year.

Operational Crew visits were 39% greater than the previous month's visits and 200% greater than the total number of visits at the same point last year.

Inspection Officer visits were 44% greater than the previous month's visits and 24% greater than the total number of visits at the same point last year.

Cumulative Prevention Visits - Inspection Officers (April-April)

Fiscal Year Target: 7,724 visits



To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.

The service has set itself a target to meet or exceed the monthly national average for prevention visits by December 2022.

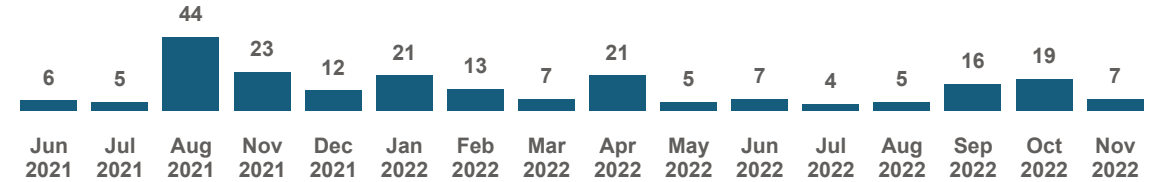
A key driver to this is our Fire Fighters delivering visits within their local communities.

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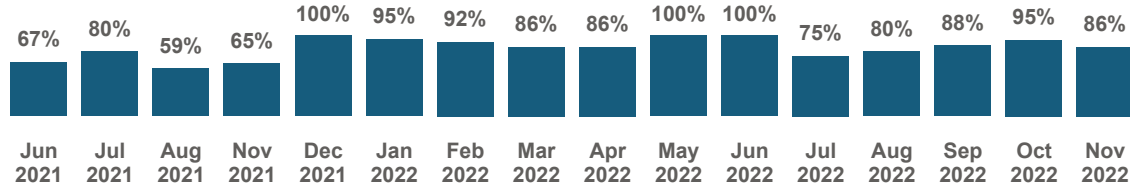
Safe and Well Visit Survey

An electronic survey is emailed to the resident of the property where a Home Fire Safety visit was conducted. The main results of the surveys are highlighted below.

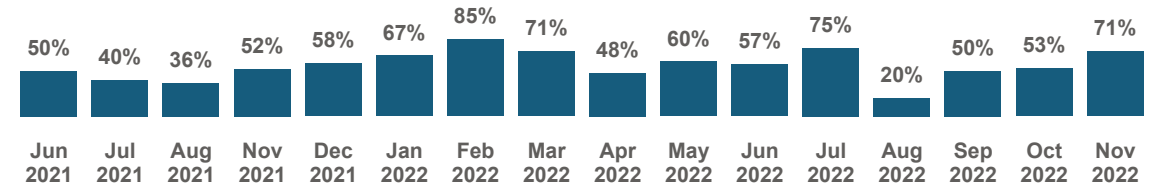
Home Fire Safety Visit Survey - Number of Responses



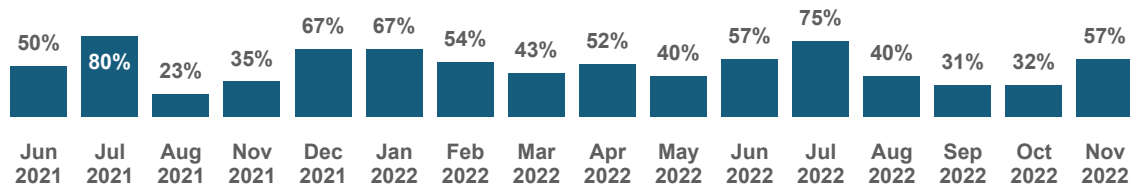
Did you LEARN about how to stay safe from fire at home (% Yes)



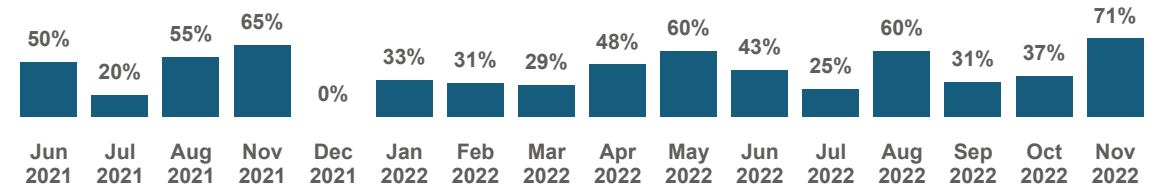
Have you already done something differently as a result of your visit? (% Yes)



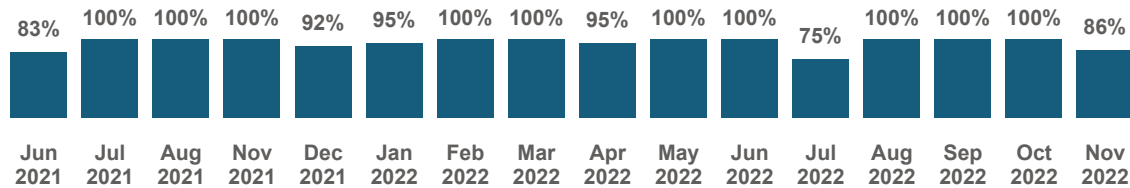
Do you INTEND to do something different as a result of your visit? (% Yes)



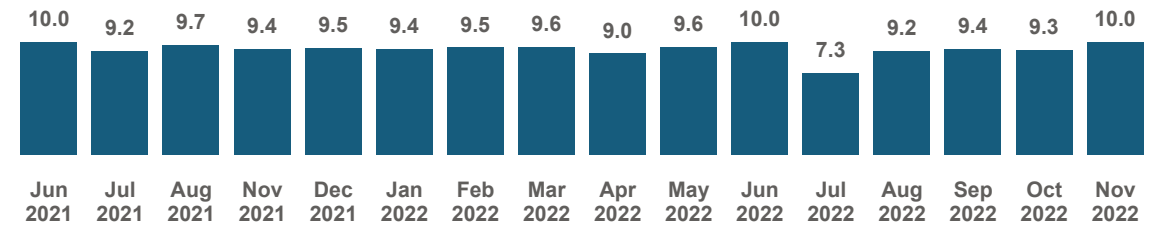
Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



I would RECOMMEND a Home Fire Safety visit to my friends and family (% Strongly Agree/Agree)



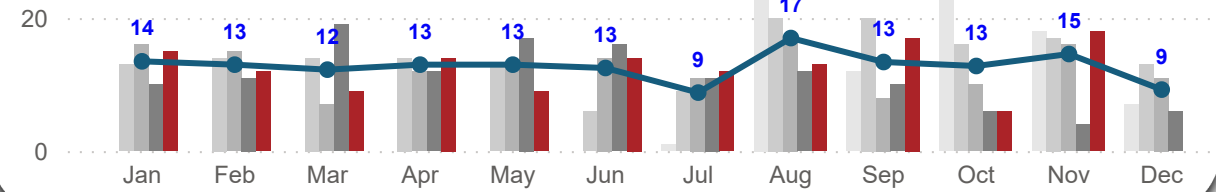
How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding



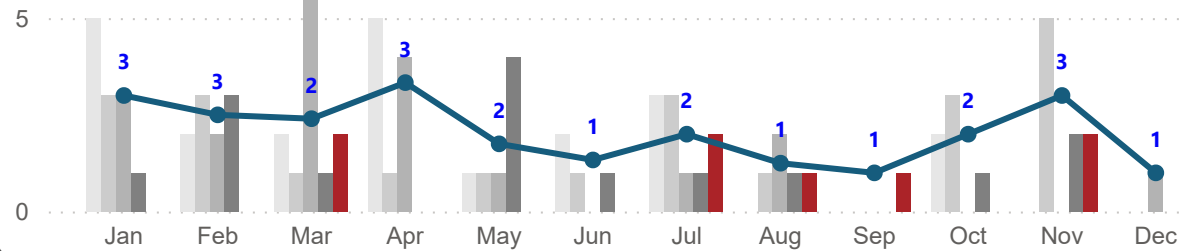
Information Governance - Be transparent, open and accessible

FOIs Received

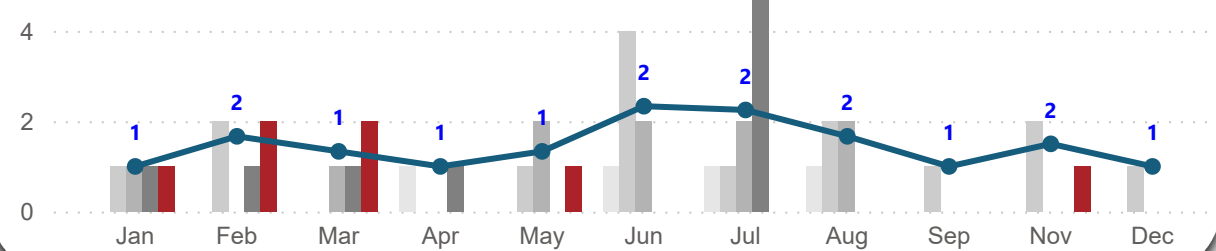
Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022 — Five Year Average



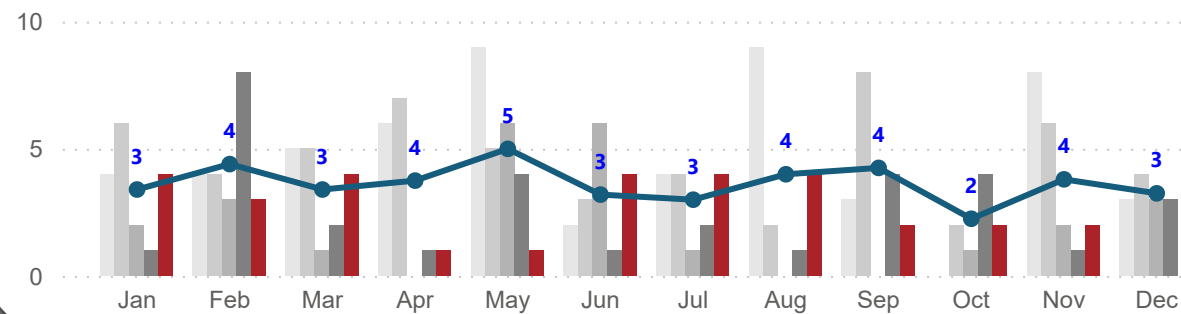
SARs Received



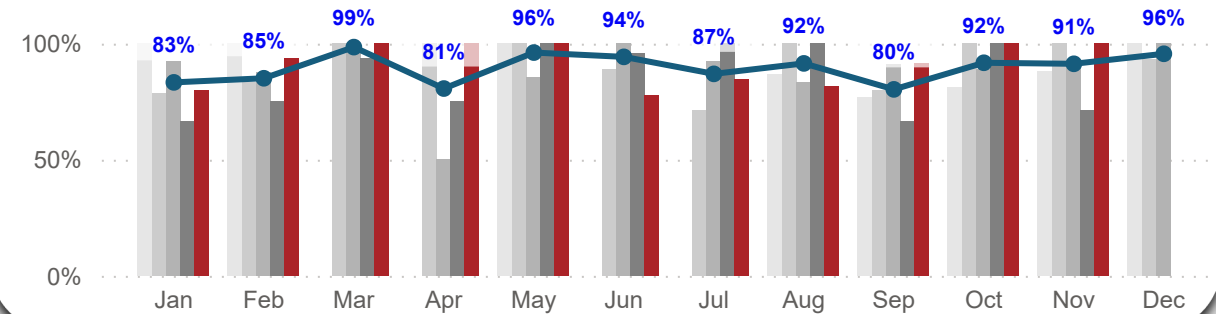
EIRs Received



Complaints Received

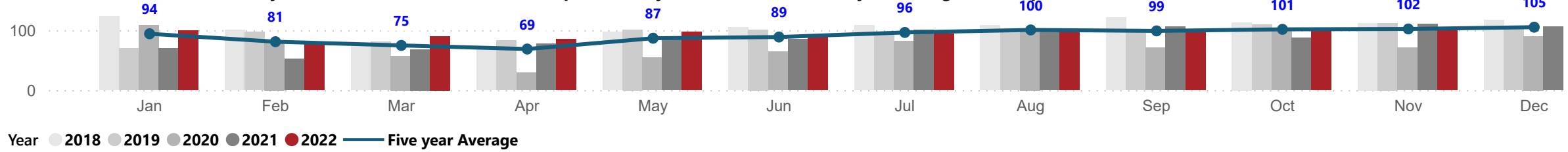


FOI Completion Rate

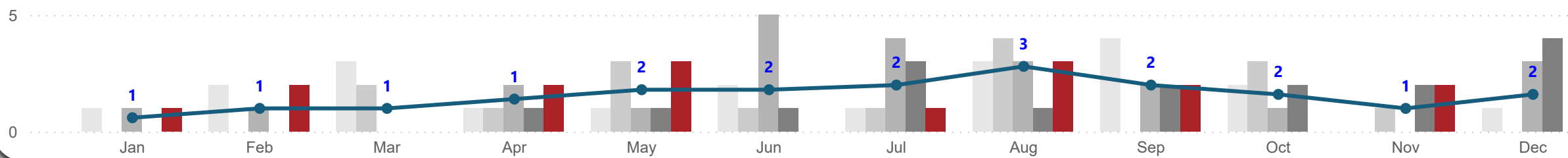


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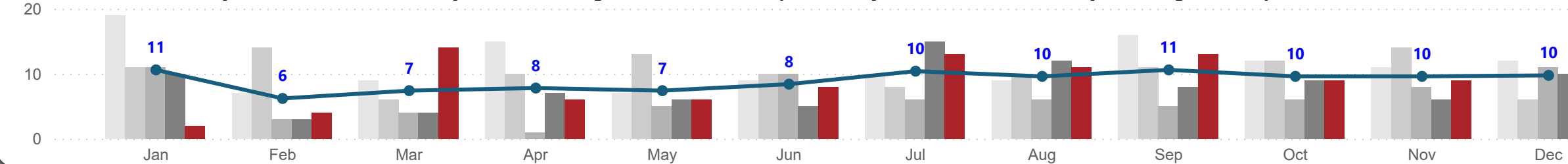
The number of RTCs attended by ECFRS are -5% less than the same period last year, 3% above the five year average for this period and are 5% above last month.



The number of fatalities from RTCs attended by ECFRS are the same as the same period last year, 100% above the five year average for this period and are -100% above last month.

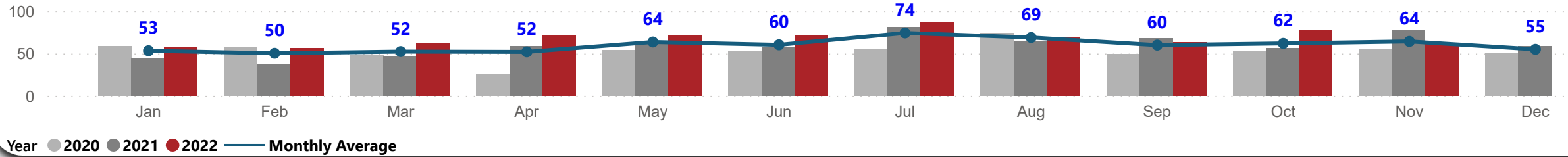


The number of serious injuries from RTCs attended by ECFRS are 50% greater than the same period last year, -10% below the five year average for this period and are the same as last month.

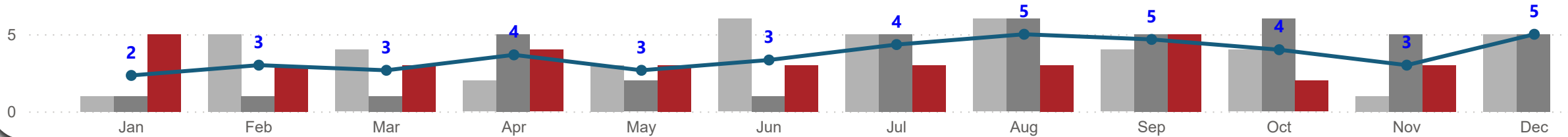


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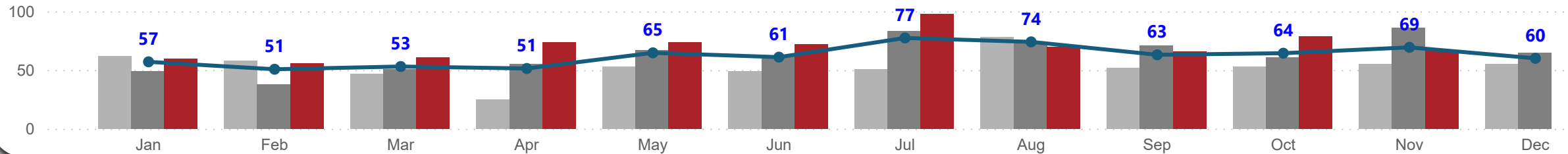
The number of SERP recorded RTCs are -21% less than the same period last year , -5% below the five year average for this period and are -21% below last month.



The number of SERP recorded RTC Fatalities are -40% less than the same period last year , the same as the five year average for this period and are 50% above last month.



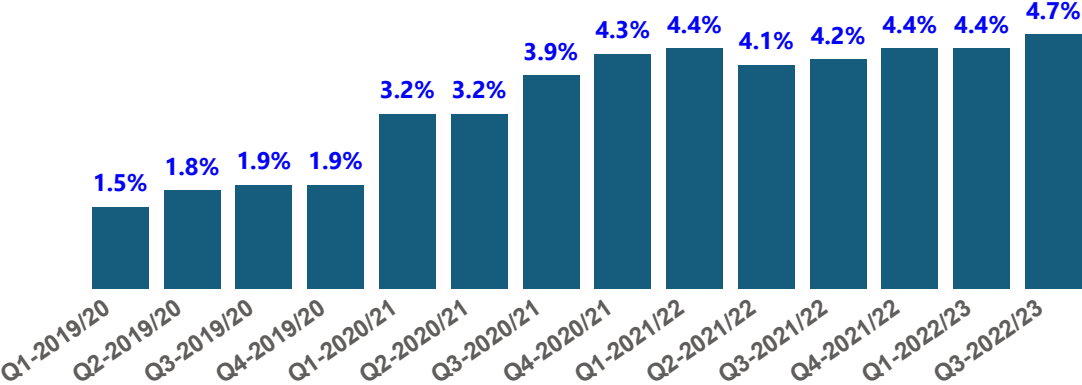
The number of SERP recorded RTC Serious Injuries are -22% less than the same period last year , -3% below the five year average for this period and are -15% below last month.



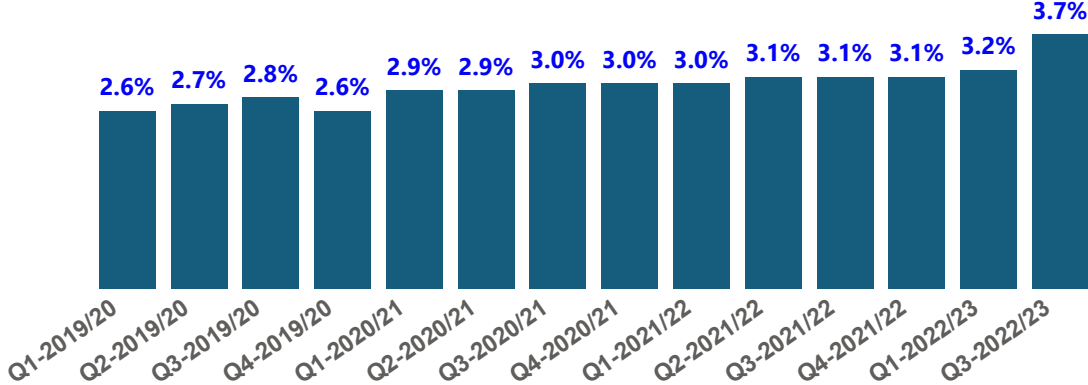
Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance Service Trust; Essex and Herts Air Ambulance Service Trust; and The Safer Roads Foundation (Registered Charity)

Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

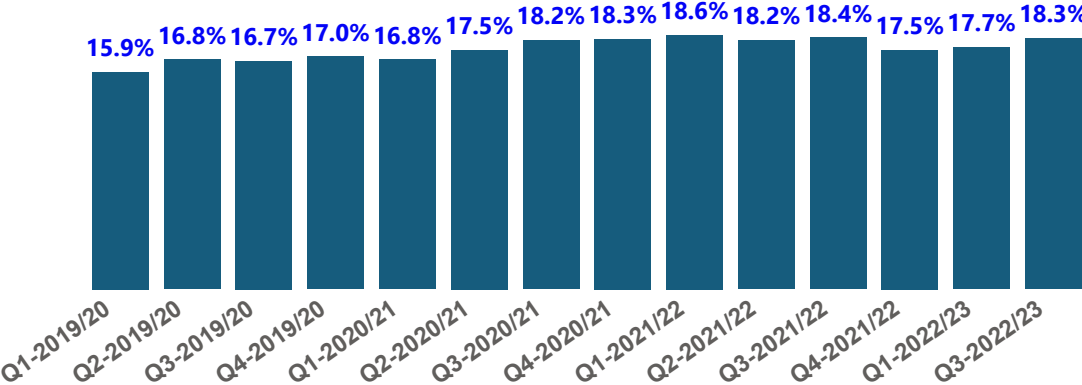
% Disabled



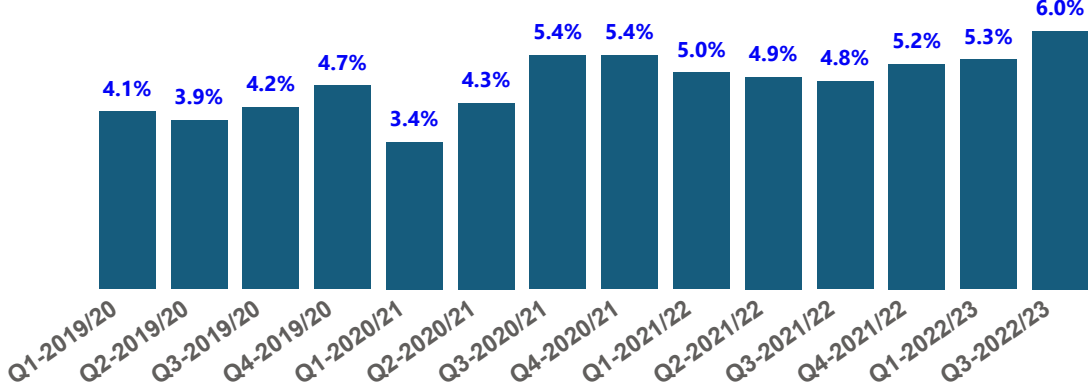
% Ethnic Minority



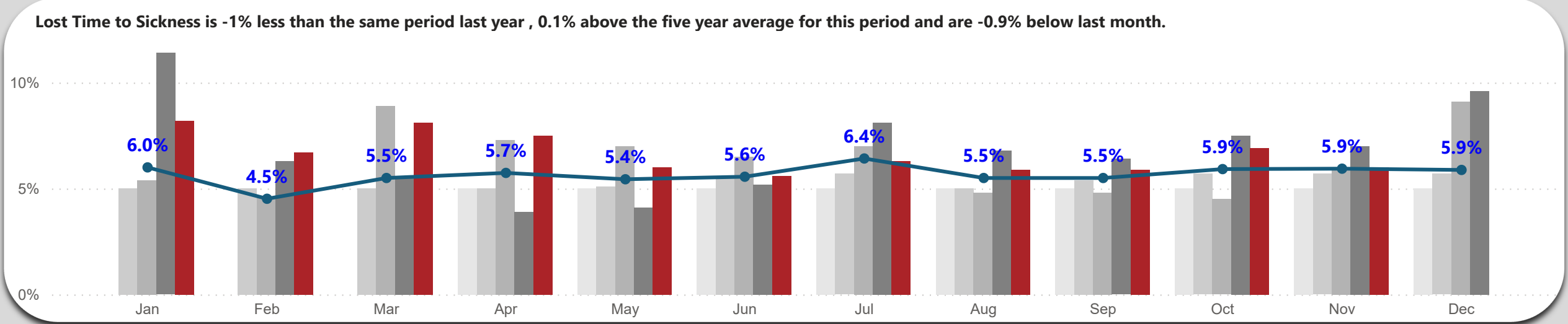
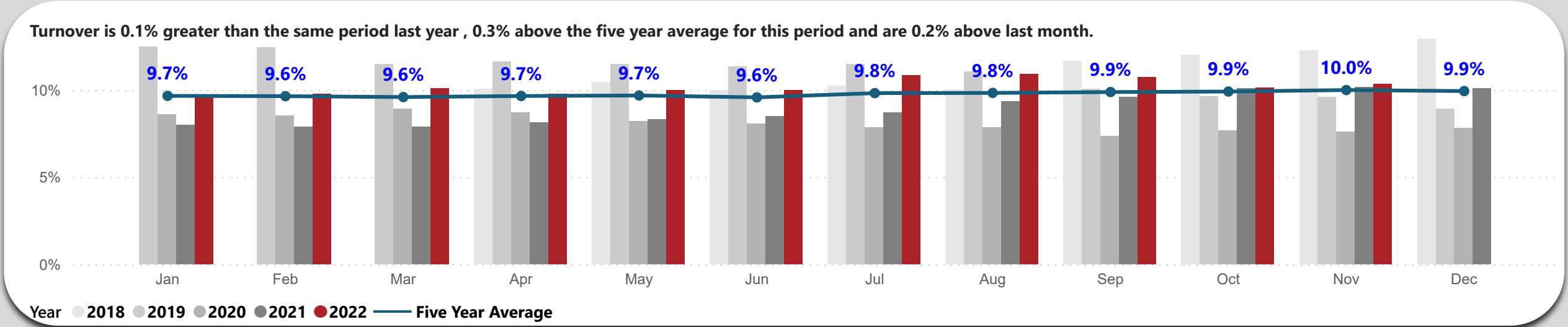
% Female



% LGBTQ



In each case (apart from disability), the figures reflect the number of people that have explicitly stated/recorded an identity in Civica. If a person has not responded to the question, they are excluded from the measures.



Turnover data is calculated using the *Standard CIPD calculation for workforce turnover*.

The 'Lost Time To Sickness' percentage is calculated from data obtained via Civica and applying the **Cleveland method** for calculation.

Incidents

	2018	2019	2020	2021	2022
Incidents	15,730	15,331	14,633	14,745	17,552
Fires	4,911	4,666	4,432	3,628	5,319
Special Services	4,420	4,491	4,156	4,750	5,332
False Alarms	6,399	6,174	6,045	6,367	6,901
ADF Fires	831	789	778	742	745
Deliberate Fires	1,625	1,707	1,287	1,054	1,415
Non Domestic Fires	467	416	405	367	453
Unwanted Fire Signals	1,006	1,074	942	1,205	1,172
RTC ECFRS	1,242	1,166	922	1,026	1,133
RTC SERP			584	706	805

Casualties

	2018	2019	2020	2021	2022
Fire Fatalities	4	6	3	10	6
ADF Fatalities	3	3	3	9	4
RTC ECFRS Fatalities	23	17	20	16	20
RTC ECFRS Serious Injury	137	131	71	96	105
RTC SERP Fatalities *			41	43	42
RTC SERP Serious Injury *			583	752	842
Primary Fire Injuries	59	78	62	74	51
ADF Injuries	35	48	45	39	29

Prevention and Protection

	2020	2021	2022
Home Fire Safety Visits	1,266	5,019	6,571
Home Fire Safety Visits - Operational Crew	62	1,029	2,314
Home Fire Safety Visits - Inspection Officers	1,204	3,990	4,257
RBIP V High\High Audits	335	1,063	1,498

The above tables summarise the 12 Month rolling totals for each measure, up to and including the reporting month. For example, if the reporting month is October 2022, then the figure under 2022 will be the total of November 2021-October 2022.

* SERP data is only provided for the past 3 years