ECFRS Monthly Performance Report October 2022

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

October 2022 in numbers

#WeAreEssexFire

96% Core station coverage
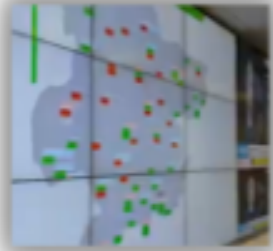
1,286 Incidents attended

248 Home Fire Safety Checks

157 Very high / high risk Protection audits

84% Attendance within 15 minutes

58 Accidental Dwelling Fires

2,595 Calls to Control

35 Non domestic fires

100 Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

13 Animal rescues

ECFRS Monthly Performance Report
October 2022

Overall
Metric vs 5 Year Average

	Metric	5 Yr Avg	Last Month
Total Incidents	1,286 ↑	1,253	1,365
Fires	296 ↑	280	374
Special Services	421 ↑	406	373
False Alarms	569 ↑	568	618
Fire Fatalities	1 ↑	1	0
Accidental Dwelling Fire Fatalities	1 ↔	1	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	1	3	2	9+	6-8	3-5	0-2
Number of ADF Fire Injuries	0	2	2	6+	4-5	1-3	0
Number of Deliberate Fires	100	100	104	158+	127-158	89-126	0-88
Number of ADF Fires	58	58	65	75+	66-74	44-65	0-43
Number of Non-Domestic Fires	35	30	28	41+	36-40	26-35	0-25
Number of Unwanted Fire Signals	119	110	114	96+	92-95	55-94	0-54
Audits (RBIP High/ V High)	157	128	176	0-162	163-183	184-203	203+

Targets
Metric vs Target

	Metric	5 Yr Avg	Last Month	Target
Global Availability	70% ↓	76%	72%	80%
Core Station Coverage	96% ↓	97%	96%	98%
Potential Life-Threatening Incident First Attendance	10:33 ↑	10:21	11:17	10:00
Incidents attended within 15 minutes	84% ↓	86%	81%	90%
Freedom of Information Response Rate	100% ↑	94%	92%	90%

RTC
Metric vs 5 Year Average

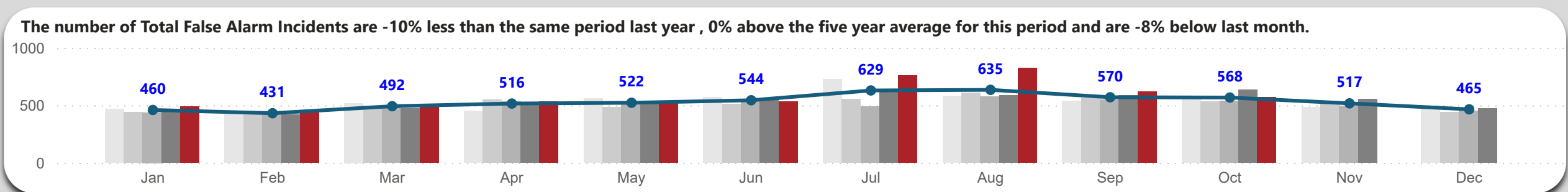|	ECFRS Metric	5 Yr Avg	Last Month	SERP Metric	3 Yr Avg*	Last Month
RTC Incidents Attended	100 ↓	101	96	72 ↑	60	63
RTC Serious injury	9 ↓	10	13	74 ↑	63	66
RTC Fatalities	0 ↓	2	2	2 ↓	4	5

3 years of SERP data currently available

People
Metric vs 5 Year Average

|	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.9% ↑	5.9%	5.9%	*ECFRS Data calaulated using the Cleavand method*
Turnover	10.1% ↑	9.9%	10.7%	*Standard CIPD calculation for workforce turnover*

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The number of Total Incidents are -5% less than the same period last year , 3% above the five year average for this period and are -6% below last month.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	1,107	1,083	1,174	1,276	1,290	1,362	1,736	1,628	1,360	1,253	1,191	1,109

Year ⬜ 2018 ⬜ 2019 ⬜ 2020 ⬛ 2021 🟥 2022 ──⬤── Total Incident Five year Average

The number of Total Fires are 17% greater than the same period last year , 6% above the five year average for this period and are -21% below last month.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	253	256	320	423	408	438	688	589	418	280	289	232

The number of Total Special Service Incidents are -10% less than the same period last year , 4% above the five year average for this period and are 13% above last month.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	394	395	362	337	359	379	419	404	372	406	385	412

The number of Total False Alarm Incidents are -10% less than the same period last year , 0% above the five year average for this period and are -8% below last month.

|	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	460	431	492	516	522	544	629	635	570	568	517	465

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Injuries

The number of Primary Fire Injuries are -75% less than the same period last year , -67% below the five year average for this period and are -50% below last month.

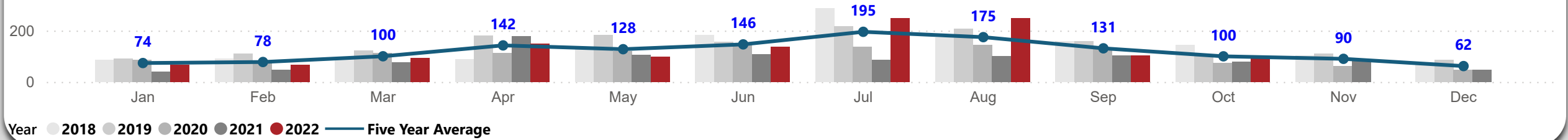Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022 —— Five Year Average
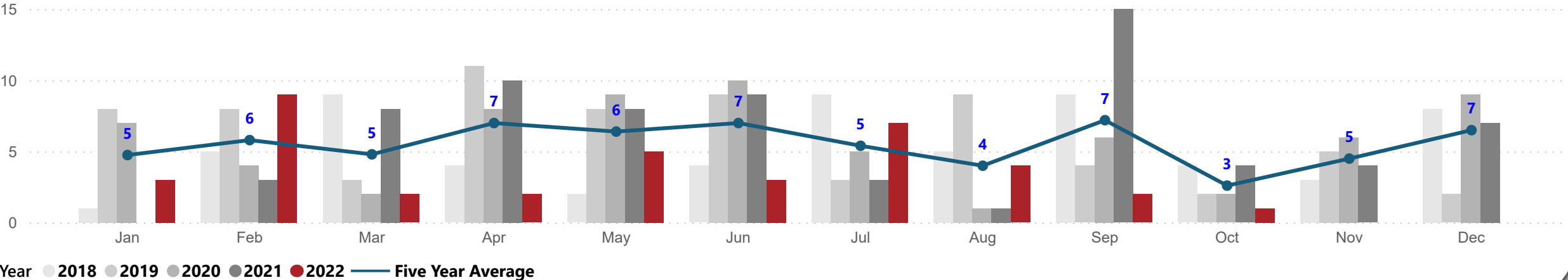
The number of ADF Injuries are -100% less than the same period last year, -100% below the five year average for this period and are -100% below last month.
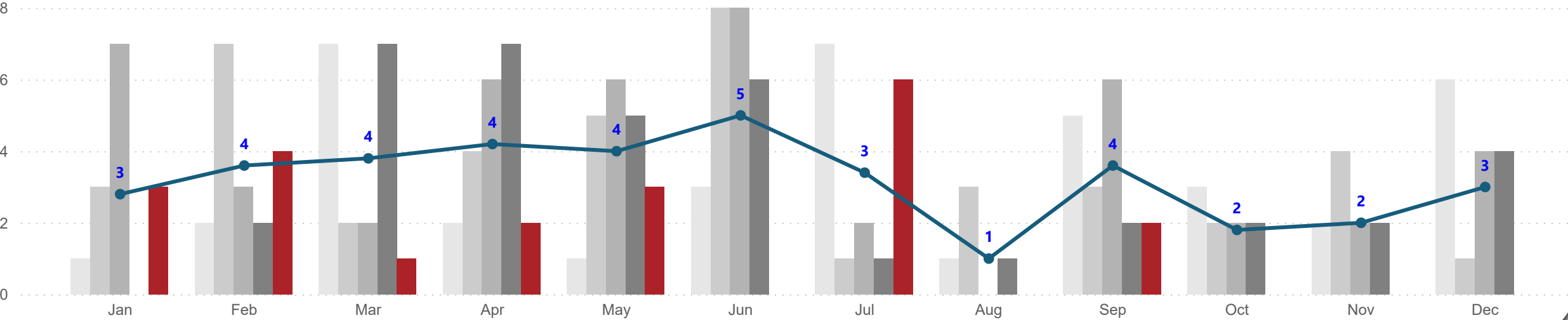
The number of Deliberate Fires are 27% greater than the same period last year, the same as the five year average for this period and are -4% below last month.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Value	74	78	100	142	128	146	195	175	131	100	90	62

Year: 2018 2019 2020 2021 2022 — Five Year Average

The number of Accidental Dwelling Fires are -2% less than the same period last year, the same as the five year average for this period and are -11% below last month.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Value	66	60	64	73	74	63	62	59	66	58	61	70
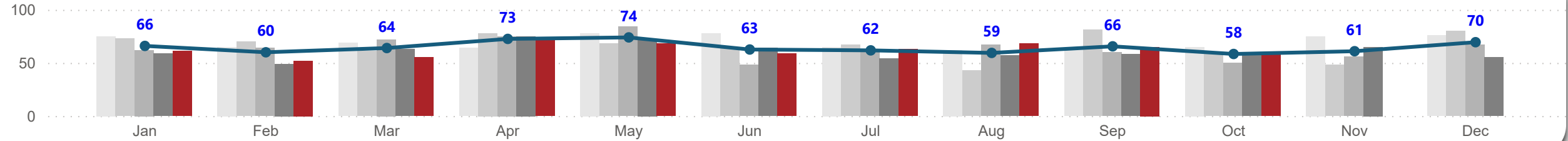
The number of Non Domestic Fires are 30% greater than the same period last year, 17% above the five year average for this period and are 25% above last month.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Value	31	29	35	43	36	38	44	38	36	30	34	30
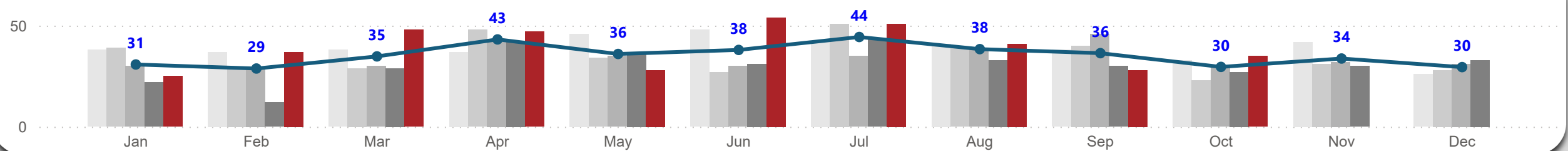
The number of Unwanted Fire Signals are -24% less than the same period last year, 8% above the five year average for this period and are 4% above last month.
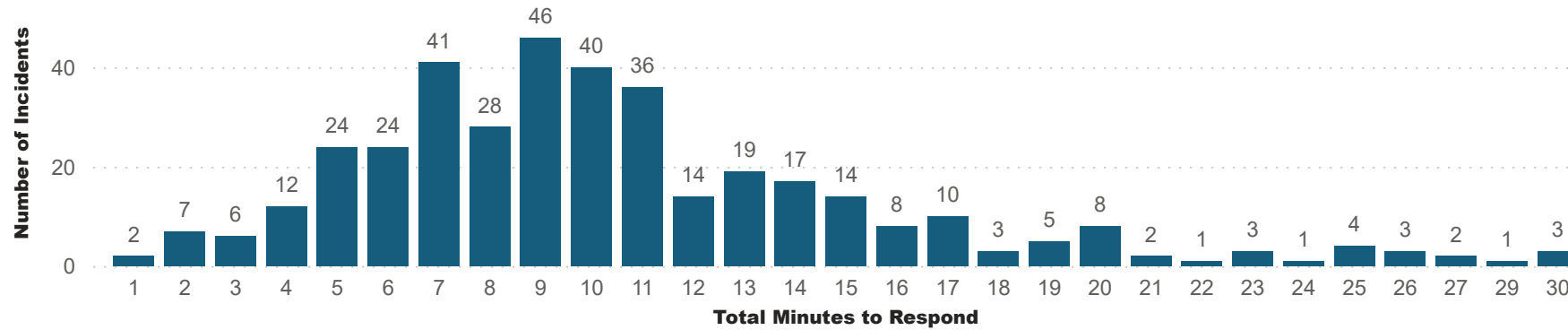
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Value	88	70	89	82	88	90	95	92	98	110	98	76
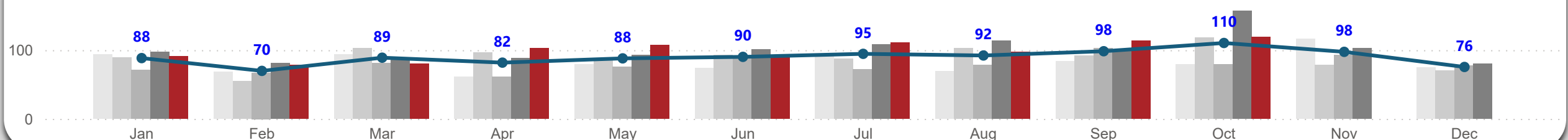
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Number of Potential Life Threatening Incidents Per Minutes to Respond

% 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%	81%
Oct	86%	87%	87%	85%	84%
Nov	86%	89%	87%	86%	
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	02:01
Oct	01:45	01:39	01:42	01:54	02:01
Nov	01:52	01:52	01:49	01:54	
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	
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	06:36
Oct	06:19	05:46	05:48	05:33	06:10
Nov	05:45	05:51	05:39	06:14	
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	10:33
Nov	10:12	10:24	10:09	10:54	
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.
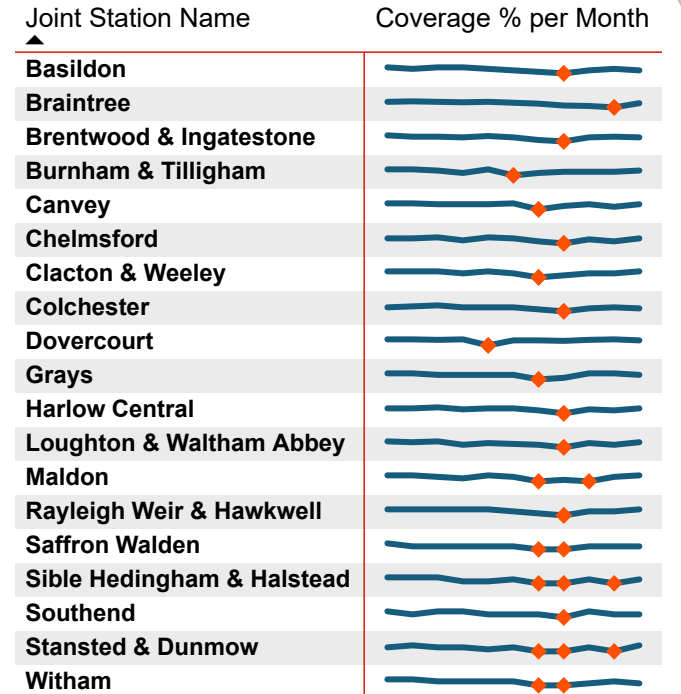
There were 22 potential life threatening incidents in October which took more than 20 minutes to respond. If these are removed, the average response time is 09:39 minutes .

Of the incidents taking over 20 minutes, the average response time was 25:24 minutes, made up of an average call handling time of 06:33 minutes, an average turnout time of 04:06 minutes, and and average travel time of 14:21 minutes.
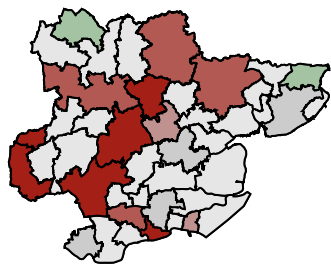
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JointStationName ▲	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Basildon	97%	96%	97%	97%	96%	95%	94%	93%	95%	96%	95%
Braintree	95%	96%	95%	94%	95%	93%	91%	87%	86%	83%	92%
Brentwood & Ingatestone	97%	95%	95%	94%	96%	94%	90%	88%	94%	95%	94%
Burnham & Tilligham	99%	99%	98%	96%	99%	94%	96%	97%	97%	97%	98%
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%	99%
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%	97%
Stansted & Dunmow	98%	99%	98%	98%	97%	98%	96%	96%	98%	96%	99%
Witham	98%	98%	97%	97%	97%	97%	95%	95%	96%	97%	96%

Joint Station Name ▲	Coverage % per Month
Basildon	
Braintree	
Brentwood & Ingatestone	
Burnham & Tilligham	
Canvey	
Chelmsford	
Clacton & Weeley	
Colchester	
Dovercourt	
Grays	
Harlow Central	
Loughton & Waltham Abbey	
Maldon	
Rayleigh Weir & Hawkwell	
Saffron Walden	
Sible Hedingham & Halstead	
Southend	
Stansted & Dunmow	
Witham	

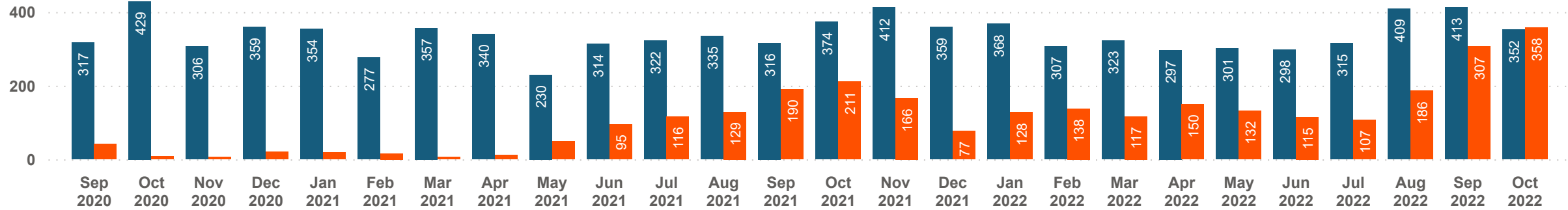## Core Station Coverage October 2022

Global Average

96%

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.

ECFRS Monthly Performance Report October 2022

Total 'Home Fire Safety' and 'Safe and Well' Visits conducted by Operational Crews and Inspecting Officers
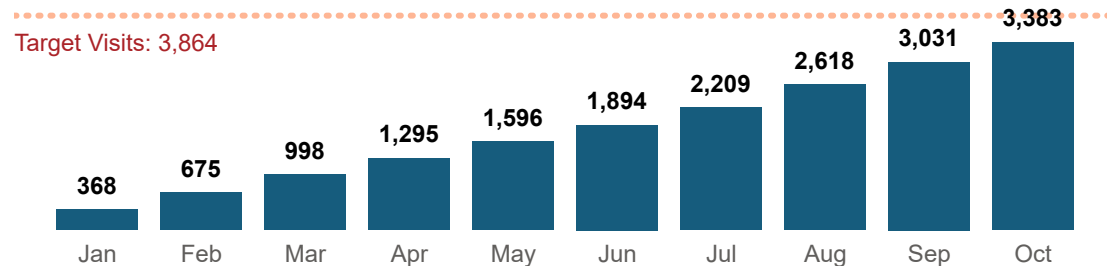
● Inspecting Officer ● Operational Crew

	Inspecting Officer	Operational Crew
Sep 2020	317	
Oct 2020	429	
Nov 2020	306	
Dec 2020	359	
Jan 2021	354	
Feb 2021	277	
Mar 2021	357	
Apr 2021	340	
May 2021	230	
Jun 2021	314	95
Jul 2021	322	116
Aug 2021	335	129
Sep 2021	316	190
Oct 2021	374	211
Nov 2021	412	166
Dec 2021	359	77
Jan 2022	368	128
Feb 2022	307	138
Mar 2022	323	117
Apr 2022	297	150
May 2022	301	132
Jun 2022	298	115
Jul 2022	315	107
Aug 2022	409	186
Sep 2022	413	307
Oct 2022	352	358

Visit Summary

October 2022 saw a total number of 710 visits which were -1% less than the previous month's total of 720 visits and 21% greater than the total number of 585 visits at the same point last year.

Operational Crew visits were 17% greater than the previous month's visits and 70% greater than the total number of visits at the same point last year.

Inspection Officer visits were -15% less than the previous month's visits and -6% less than the total number of visits at the same point last year.

Cumulative Prevention Visits

Target Visits: 3,864

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
368	675	998	1,295	1,596	1,894	2,209	2,618	3,031	3,383

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.
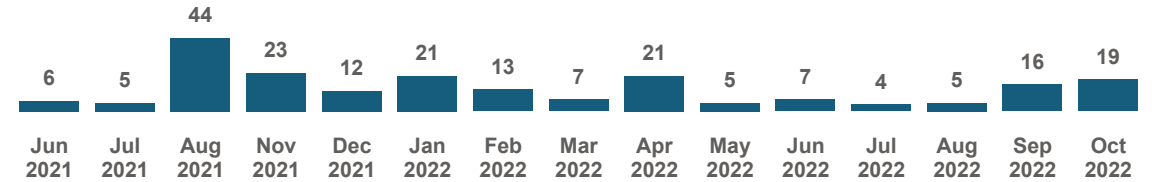
A key driver to this is our Fire Fighters delivering visits within their local communities.
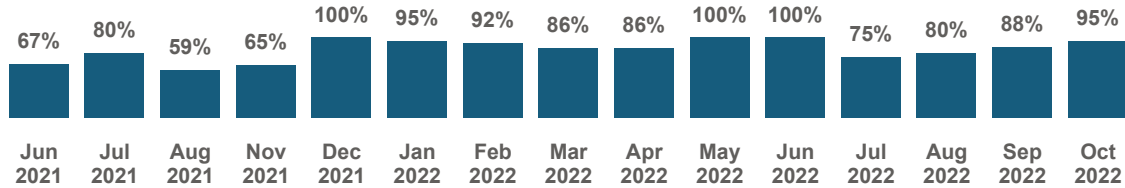
An electronic survey is emailed to the resident of the property where a Safe and Well visit was conducted. The main results of the surveys are highlighted below.
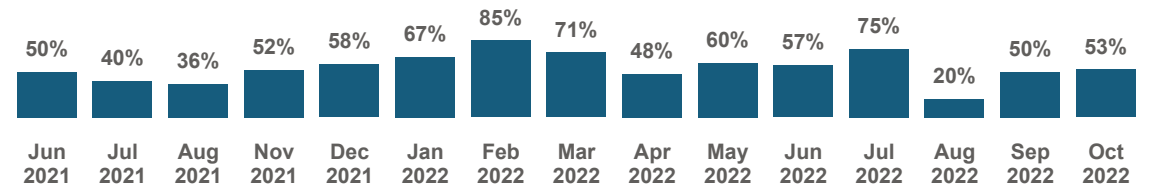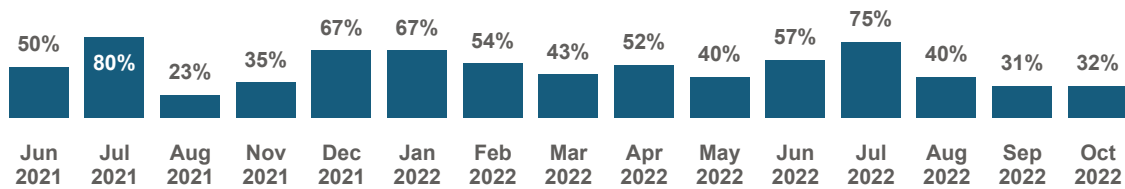
Safe and Well Survey Number of Responses

Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
6	5	44	23	12	21	13	7	21	5	7	4	5	16	19

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

Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
67%	80%	59%	65%	100%	95%	92%	86%	86%	100%	100%	75%	80%	88%	95%

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

Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
50%	40%	36%	52%	58%	67%	85%	71%	48%	60%	57%	75%	20%	50%	53%

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

Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
50%	80%	23%	35%	67%	67%	54%	43%	52%	40%	57%	75%	40%	31%	32%

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

Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
50%	20%	55%	65%	0%	33%	31%	29%	48%	60%	43%	25%	60%	31%	37%
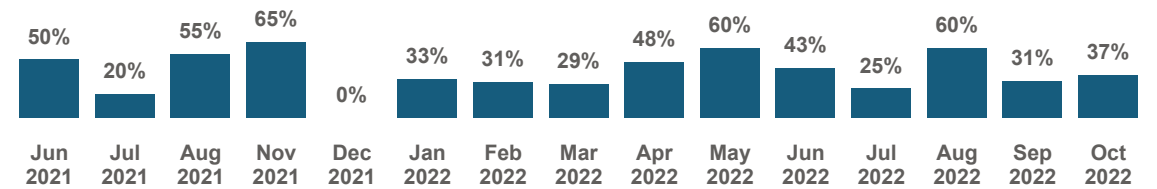
I would RECOMMEND a Safe and Well visit to my friends and family (% Strongly Agree/Agree)

Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
83%	100%	100%	100%	92%	95%	100%	100%	95%	100%	100%	75%	100%	100%	100%
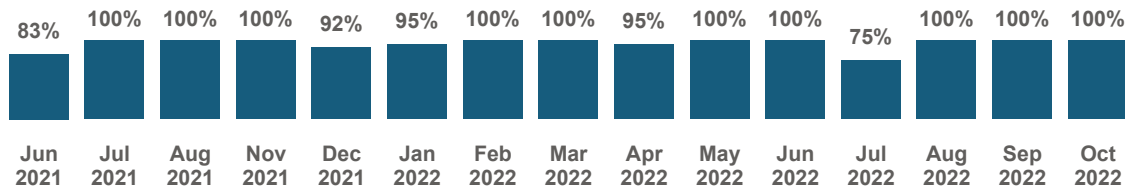
How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding

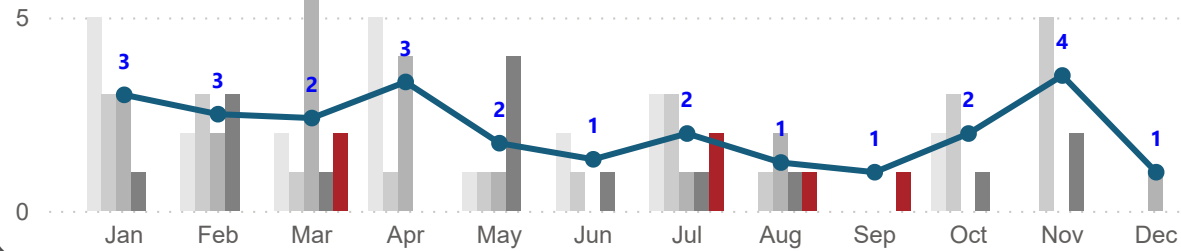| Jun 2021	Jul 2021	Aug 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
10.0	9.2	9.7	9.4	9.5	9.4	9.5	9.6	9.0	9.6	10.0	7.3	9.2	9.4	9.3
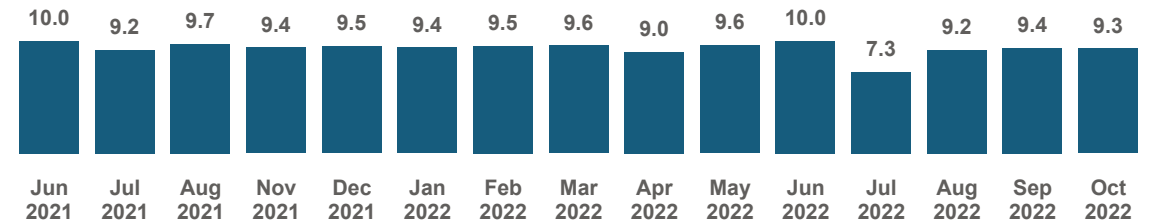
Information Governance - Be transparent, open and accessible
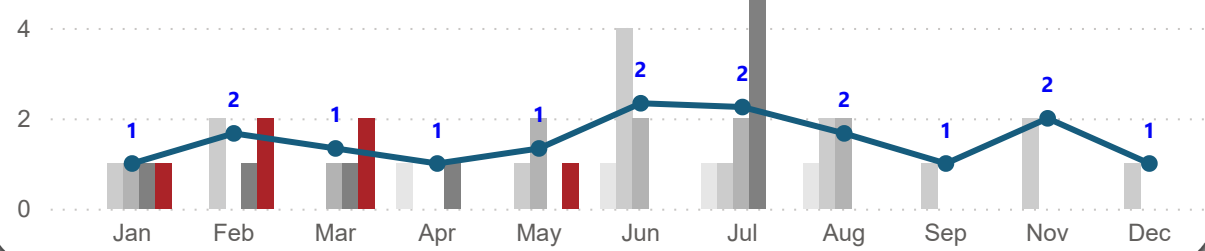
FOIs Received

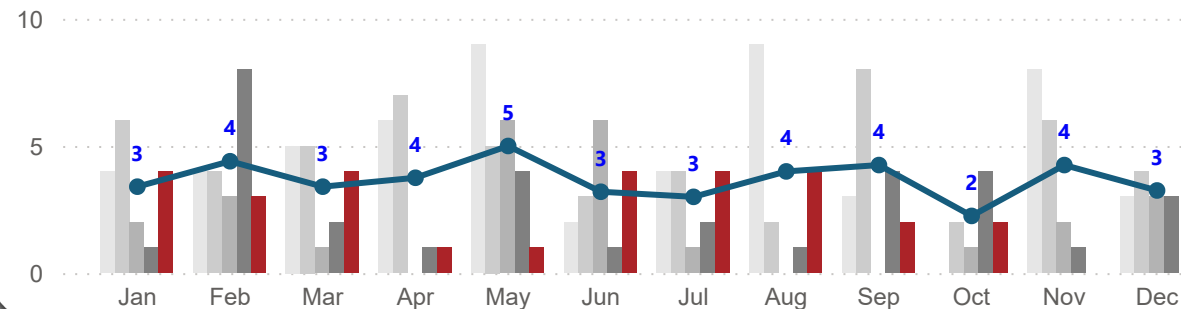Year ⚪ 2018 ⚪ 2019 ⚪ 2020 ⚫ 2021 🔴 2022 ── Five Year Average
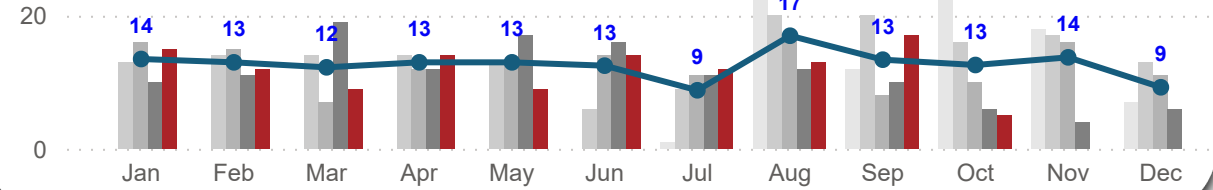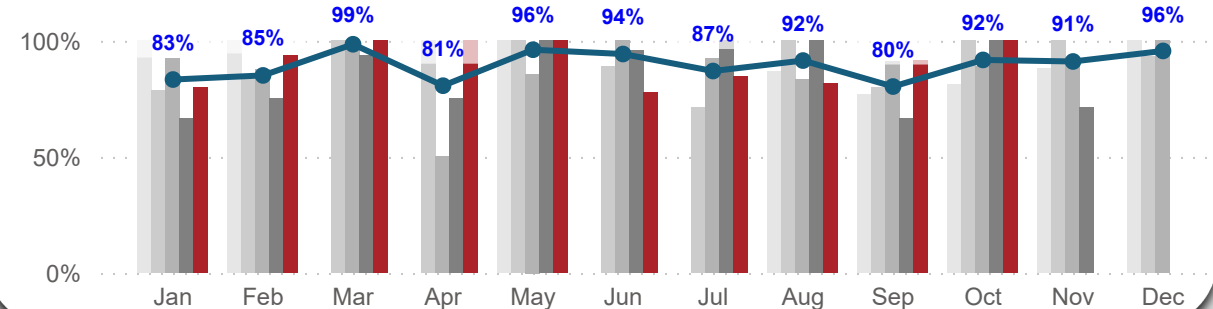

SARs Received
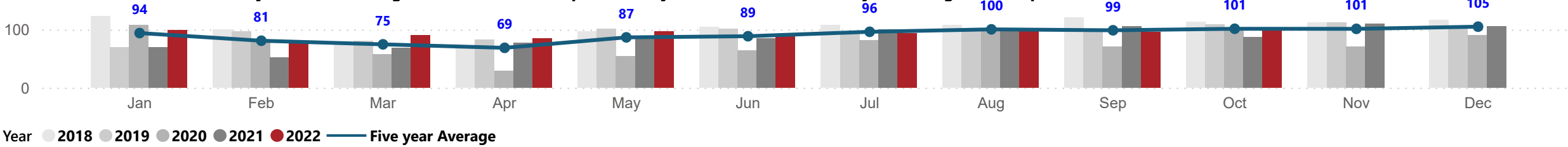

EIRs Received

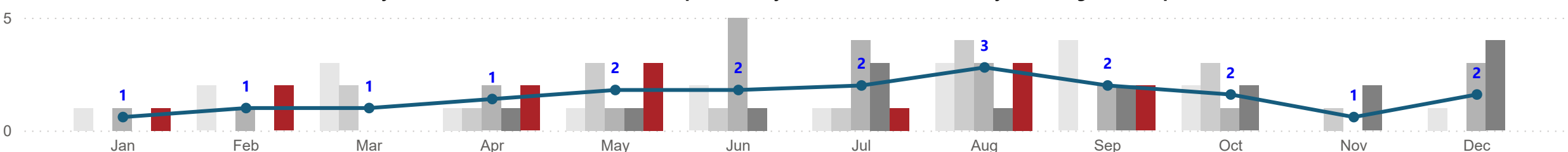### Complaints Received

FOI Completion Rate

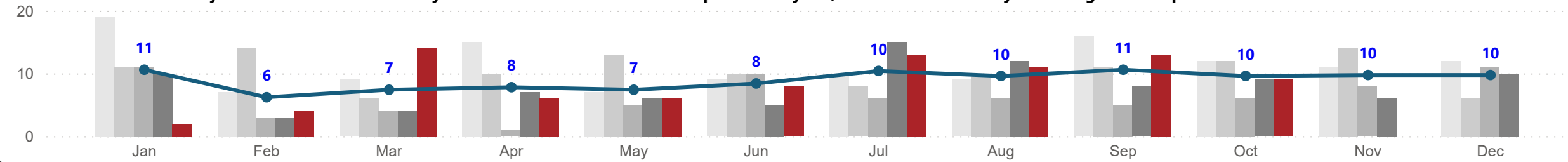# ECFRS Monthly Performance Report October 2022

The number of RTCs attended by ECFRS are 15% greater than the same period last year , -1% below the five year average for this period and are 4% above last month.

Year   2018   2019   2020   2021   2022   —— Five year Average

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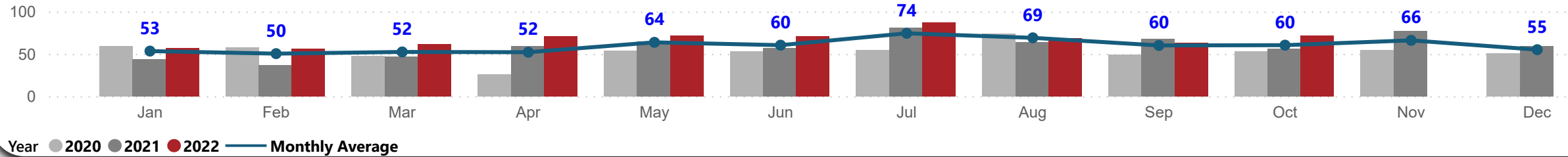

The number of serious injuries from RTCs attended by ECFRS are the same as the same period last year , -10% below the five year average for this period and are -31% below last month.
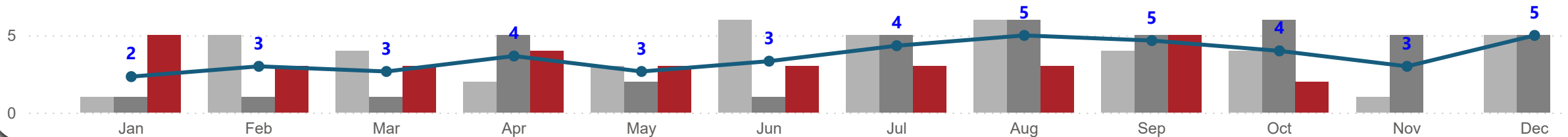
The number of SERP recorded RTCs are 29% greater than the same period last year , 20% above the five year average for this period and are 14% above last month.

Year ● 2020 ● 2021 ● 2022 —— Monthly Average

The number of SERP recorded RTC Fatalities are -67% less than the same period last year , -50% below the five year average for this period and are -60% below last month.
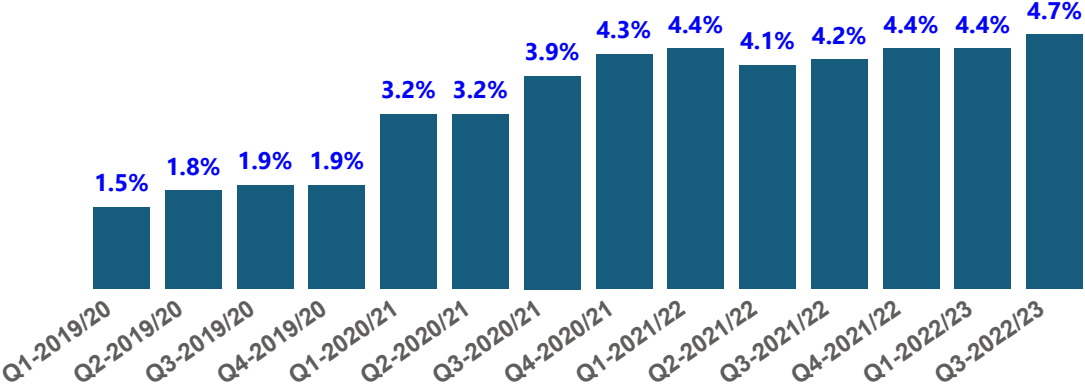

The number of SERP recorded RTC Serious Injuries are 21% greater than the same period last year , 17% above the five year average for this period and are 12% above last month.
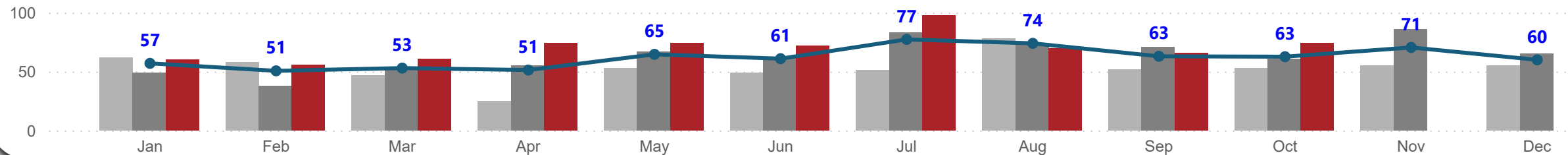
Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police: Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance 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.

ECFRS Monthly Performance Report October 2022

% Disabled

Quarter	%
Q1-2019/20	1.5%
Q2-2019/20	1.8%
Q3-2019/20	1.9%
Q4-2019/20	1.9%
Q1-2020/21	3.2%
Q2-2020/21	3.2%
Q3-2020/21	3.9%
Q4-2020/21	4.3%
Q1-2021/22	4.4%
Q2-2021/22	4.1%
Q3-2021/22	4.2%
Q4-2021/22	4.4%
Q1-2022/23	4.4%
Q3-2022/23	4.7%

% Ethnic Minority

Quarter	%
Q1-2019/20	2.6%
Q2-2019/20	2.7%
Q3-2019/20	2.8%
Q4-2019/20	2.6%
Q1-2020/21	2.9%
Q2-2020/21	2.9%
Q3-2020/21	3.0%
Q4-2020/21	3.0%
Q1-2021/22	3.0%
Q2-2021/22	3.1%
Q3-2021/22	3.1%
Q4-2021/22	3.1%
Q1-2022/23	3.2%
Q3-2022/23	3.4%

% Female

Quarter	%
Q1-2019/20	15.9%
Q2-2019/20	16.8%
Q3-2019/20	16.7%
Q4-2019/20	17.0%
Q1-2020/21	16.8%
Q2-2020/21	17.5%
Q3-2020/21	18.2%
Q4-2020/21	18.3%
Q1-2021/22	18.6%
Q2-2021/22	18.2%
Q3-2021/22	18.4%
Q4-2021/22	17.5%
Q1-2022/23	17.7%
Q3-2022/23	18.0%

% LGBTQ

Quarter	%
Q1-2019/20	4.1%
Q2-2019/20	3.9%
Q3-2019/20	4.2%
Q4-2019/20	4.7%
Q1-2020/21	3.4%
Q2-2020/21	4.3%
Q3-2020/21	5.4%
Q4-2020/21	5.4%
Q1-2021/22	5.0%
Q2-2021/22	4.9%
Q3-2021/22	4.8%
Q4-2021/22	5.2%
Q1-2022/23	5.3%
Q3-2022/23	5.9%

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.

ECFRS Monthly Performance Report October 2022

Turnover is the same as the same period last year , 0.2% above the five year average for this period and are -0.6% below last month.
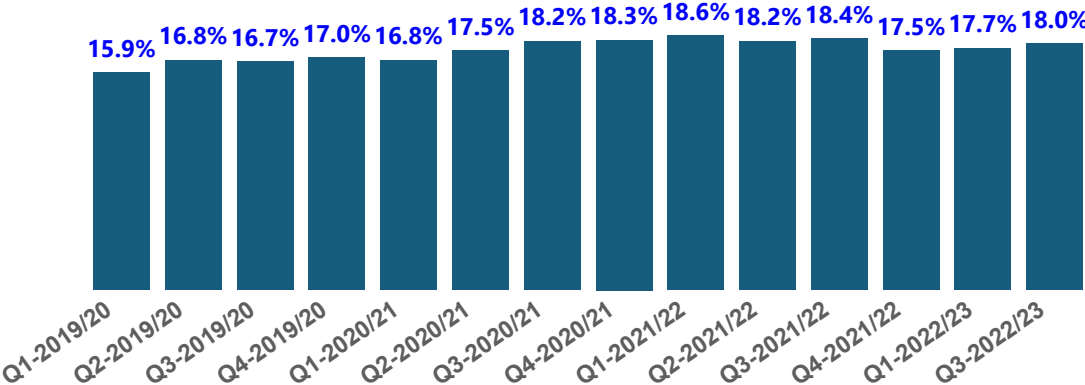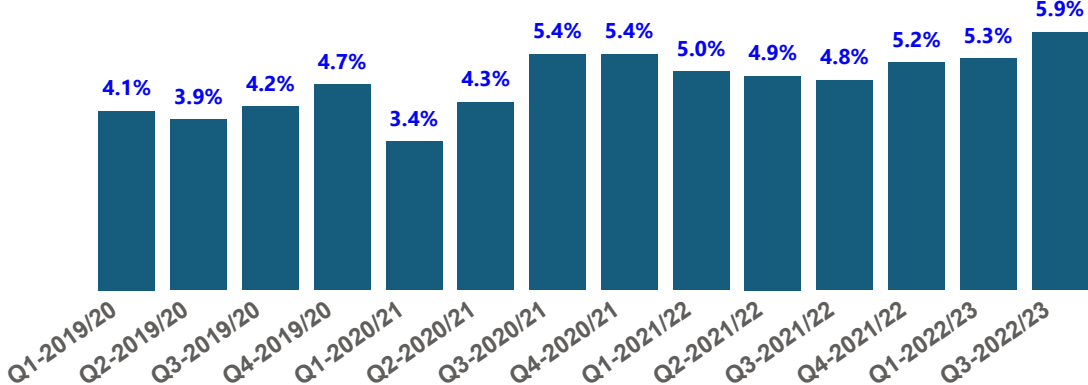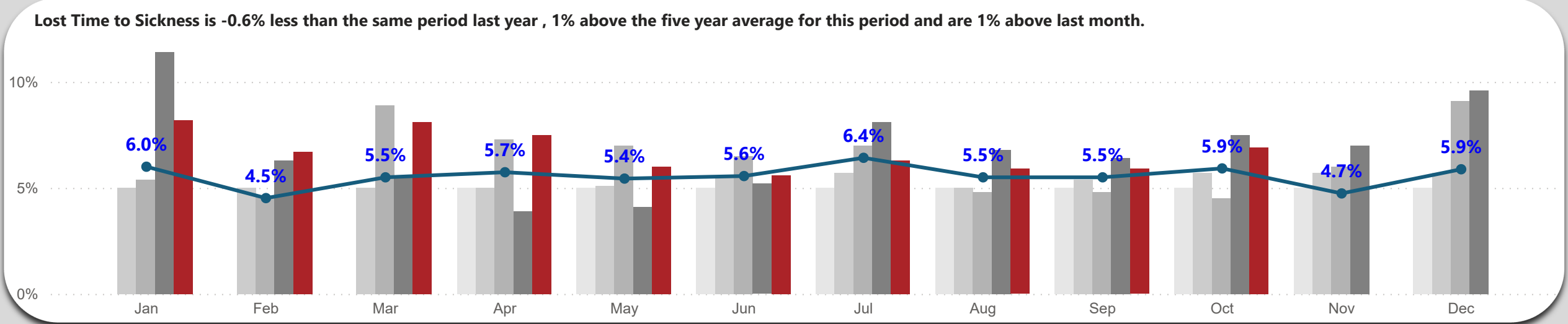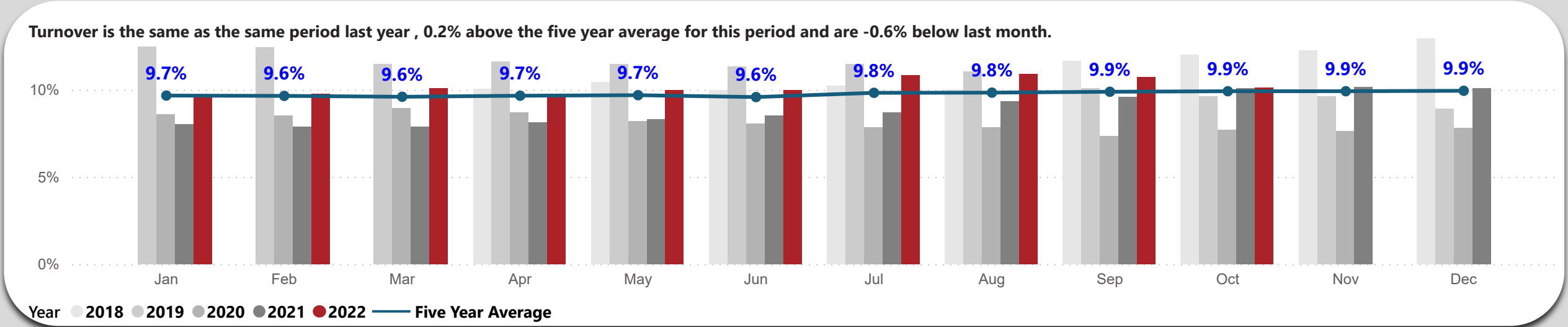

Turnover chart with monthly values (2022, red): Jan 9.7%, Feb 9.6%, Mar 9.6%, Apr 9.7%, May 9.7%, Jun 9.6%, Jul 9.8%, Aug 9.8%, Sep 9.9%, Oct 9.9%, Nov 9.9%, Dec 9.9%

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

Lost Time to Sickness is -0.6% less than the same period last year , 1% above the five year average for this period and are 1% above last month.

Lost Time to Sickness chart with monthly values (Five Year Average): Jan 6.0%, Feb 4.5%, Mar 5.5%, Apr 5.7%, May 5.4%, Jun 5.6%, Jul 6.4%, Aug 5.5%, Sep 5.5%, Oct 5.9%, Nov 4.7%, Dec 5.9%

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.

ECFRS Monthly Performance Report October 2022

Incidents

	2018	2019	2020	2021	2022
Incidents	15,799	15,321	14,796	14,493	17,553
Fires	4,940	4,707	4,476	3,581	5,371
Special Services	4,341	4,490	4,237	4,600	5,346
False Alarms	6,518	6,124	6,083	6,312	6,836
ADF Fires	827	816	770	733	740
Deliberate Fires	1,650	1,699	1,335	1,034	1,442
Non Domestic Fires	467	427	404	369	457
Unwanted Fire Signals	995	1,112	927	1,195	1,175
RTC ECFRS	1,234	1,166	963	987	1,138
RTC SERP			529	684	816

Casualties

	2018	2019	2020	2021	2022
Fire Fatalities	5	6	3	8	8
ADF Fatalities	4	3	3	8	5
RTC ECFRS Fatalities	23	16	21	14	20
RTC ECFRS Serious Injury	144	128	77	98	102
RTC SERP Fatalities *			40	39	44
RTC SERP Serious Injury *			528	721	856
Primary Fire Injuries	62	76	61	76	49
ADF Injuries	39	46	47	39	27

Prevention and Protection

	2019	2020	2021	2022
Safe and Well Visits	37	970	4,753	6,135
Safe and Well Visits - Operational Crew		56	869	1,981
Safe and Well Visits - Inspection Officers	37	914	3,884	4,154
RBIP V High\High Audits		221	1,110	1,361

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