



ECFRS Monthly Performance Report December 2022

Data downloaded on Jan 17, 2023 03:35:38 PM. Data Quality Assurance Percent = 99.68%

Report designed and created by the Performance and Analytics Team.

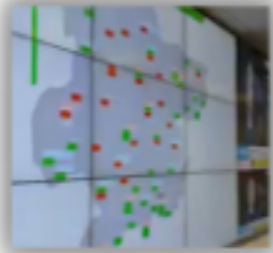
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December 2022 in numbers

#WeAreEssexFire

96% Core station coverage



1,369

Incidents attended



582

Home Fire Safety Checks



55

Very high / high risk Protection audits



83%

Attendance within 15 minutes



Accidental Dwelling Fires

65



2,637

Calls to Control



26

Non domestic fires



40

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

14

Animal rescues





ECFRS Monthly Performance Report

December 2022

Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month
Total Incidents	1,369	↑ 1,161	1,308
Fires	228	↓ 231	243
Special Services	547	↑ 439	447
False Alarms	594	↑ 491	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	5	5	9+	6-8	3-5	0-2
Number of ADF Fire Injuries	1	3	4	6+	4-5	1-3	0
Number of Deliberate Fires	40	57	57	158+	127-158	89-126	0-88
Number of ADF Fires	65	69	70	75+	66-74	44-65	0-43
Number of Non-Domestic Fires	26	29	25	41+	36-40	26-35	0-25
Number of Unwanted Fire Signals	116	84	100	96+	92-95	55-94	0-54

Targets

Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Global Availability	70%	↓ 74%	74%	80%
Core Station Coverage	96%	↓ 97%	97%	98%
Potential Life-Threatening Incident First Attendance	11:03	↑ 10:52	10:18	10:00
Incidents attended within 15 minutes	83%	↓ 85%	82%	90%
Audits (RBIP V High)	55	↓ 34	147	110
Freedom of Information Response Rate	100%	↑ 95%	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	114	↑ 107	107	55	↓ 56	65
RTC Serious injury	6	↓ 9	9	59	↓ 60	71
RTC Fatalities	2	↔ 2	2	5	↑ 4	3

*3 years of SERP data currently available

** The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

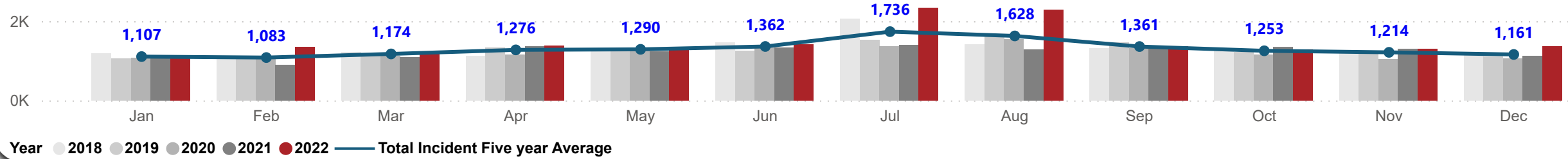
People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	7.1%	↓ 7.3%	6.0%	ECFRS Data calculated using the Cleavand method
Turnover	11.0%	↑ 10.2%	10.3%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

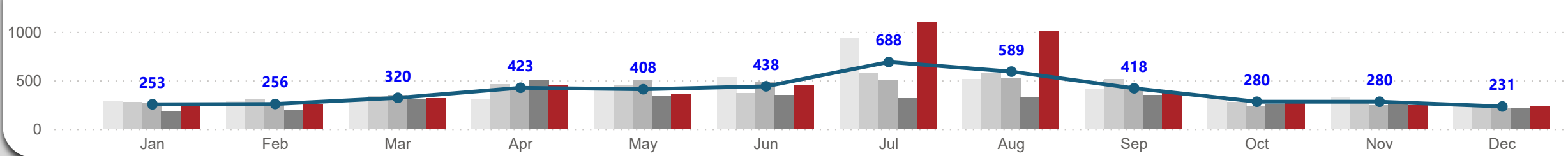
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Overall Summary

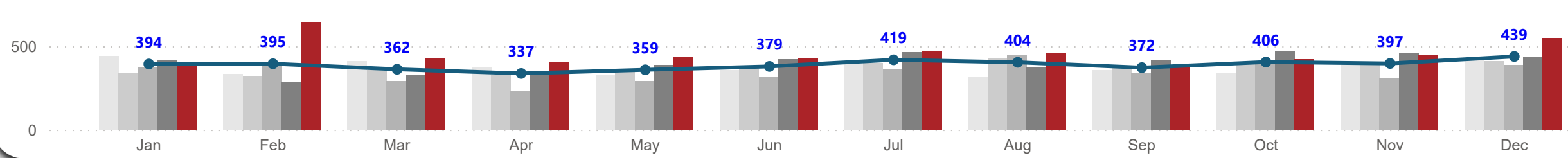
The number of Total Incidents are 22% greater than the same period last year , 18% above the five year average for this period and are 5% above last month.



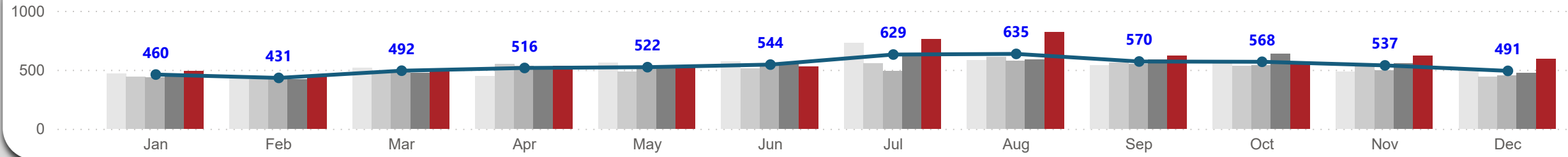
The number of Total Fires are 7% greater than the same period last year , -1% below the five year average for this period and are -6% below last month.



The number of Total Special Service Incidents are 26% greater than the same period last year , 25% above the five year average for this period and are 22% above last month.

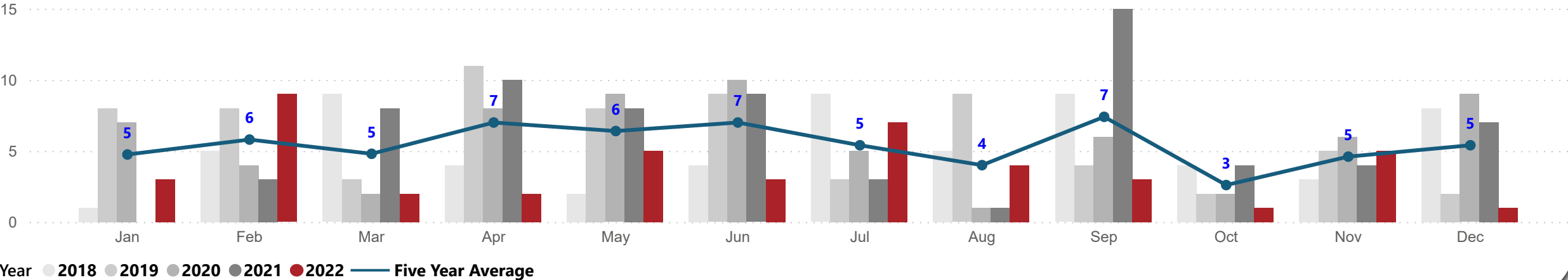


The number of Total False Alarm Incidents are 25% greater than the same period last year , 21% above the five year average for this period and are -4% below last month.

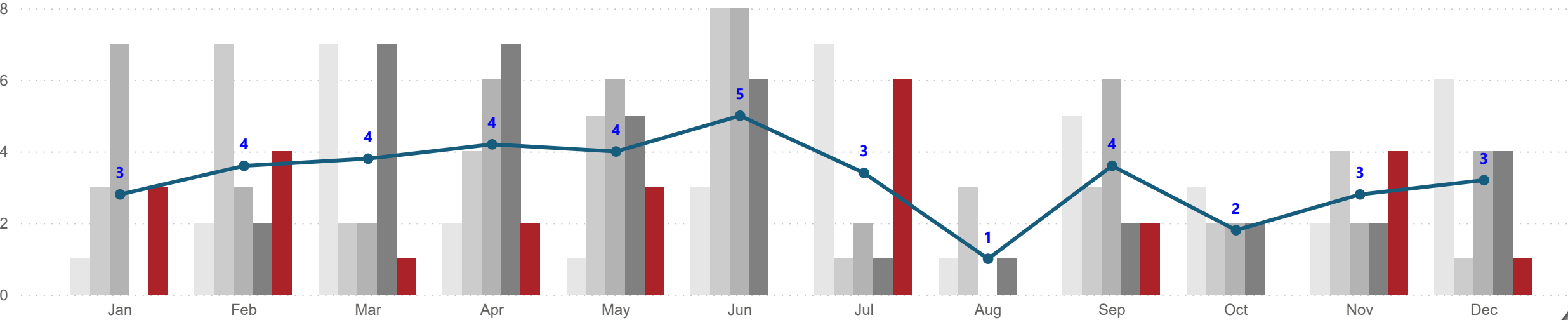


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The number of Primary Fire Injuries are -86% less than the same period last year , -80% below the five year average for this period and are -80% below last month.

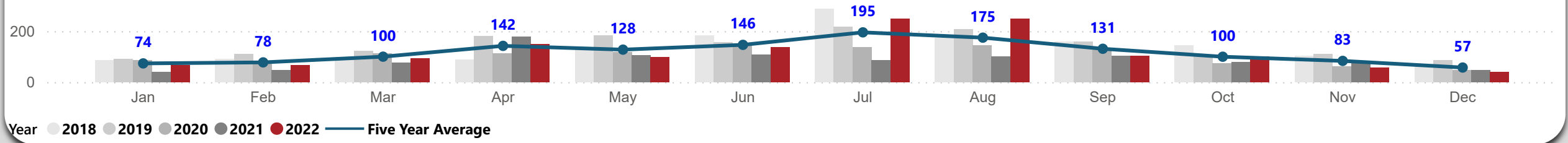


The number of ADF Injuries are -75% less than the same period last year , -67% below the five year average for this period and are -75% below last month.

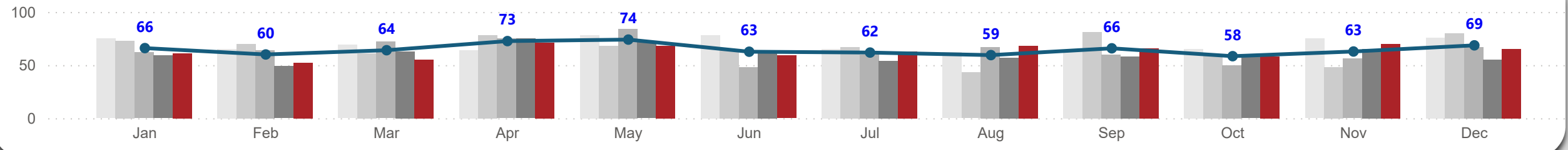


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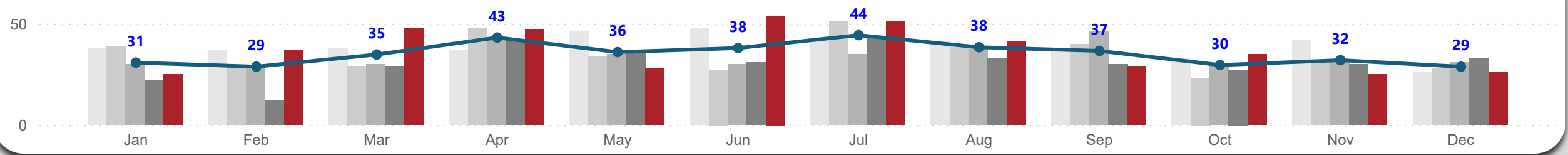
The number of Deliberate Fires are -15% less than the same period last year, -30% below the five year average for this period and are -30% below last month.



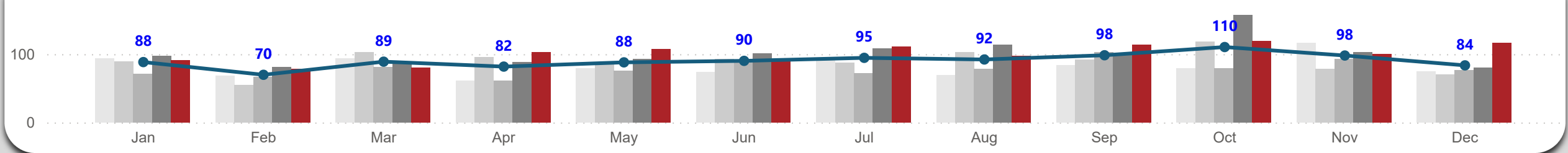
The number of Accidental Dwelling Fires are 18% greater than the same period last year, -6% below the five year average for this period and are -7% below last month.



The number of Non Domestic Fires are -21% less than the same period last year, -10% below the five year average for this period and are 4% above last month.



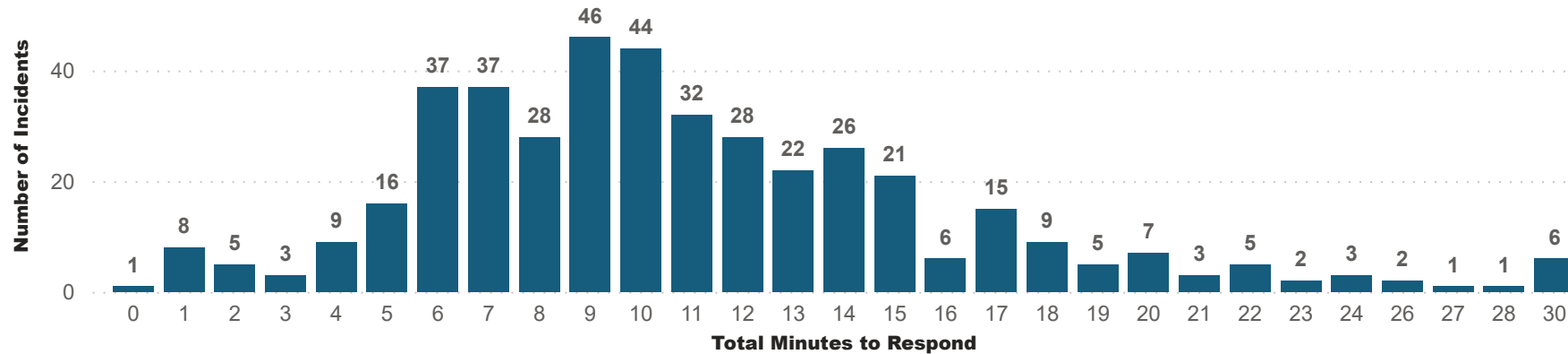
The number of Unwanted Fire Signals are 45% greater than the same period last year, 38% above the five year average for this period and are 16% above last month.



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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%	82%
Dec	86%	87%	82%	85%	83%

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	01:55
Dec	01:58	01:40	01:50	01:55	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	02:28
Dec	02:37	02:28	02:34	02:32	02:34

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	05:50
Dec	06:23	05:55	06:32	06:28	06:31

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	10:18
Dec	11:13	10:07	11:00	10:58	11:03

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.

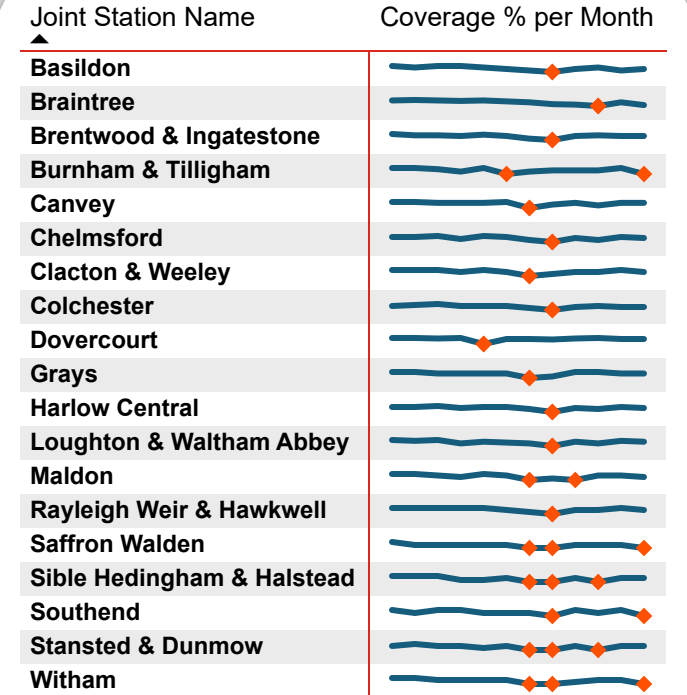
There were 28 potential life threatening incidents in December which took more than 20 minutes to respond. If these are removed, the average response time is 10:02 minutes.

Of the incidents taking over 20 minutes, the average response time was 25:24 minutes, made up of an average call handling time of 04:46 minutes, an average turnout time of 04:24 minutes, and an average travel time of 15:41 minutes.

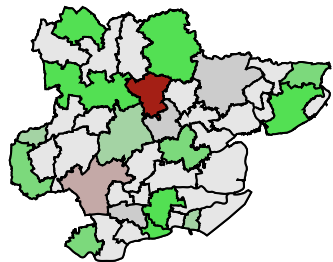
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Coverage

JointStationName	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Basildon	97%	96%	97%	97%	96%	95%	94%	93%	95%	96%	94%	95%
Braintree	95%	96%	95%	94%	95%	93%	91%	87%	86%	83%	91%	85%
Brentwood & Ingatestone	97%	95%	95%	94%	96%	94%	90%	88%	94%	95%	94%	94%
Burnham & Tilligham	99%	99%	98%	96%	99%	94%	96%	97%	97%	97%	99%	94%
Canvey	99%	99%	98%	98%	98%	99%	92%	96%	98%	95%	98%	98%
Chelmsford	97%	97%	98%	95%	98%	97%	94%	92%	96%	94%	97%	96%
Clacton & Weeley	99%	99%	99%	98%	99%	98%	96%	97%	98%	98%	99%	98%
Colchester	96%	97%	98%	96%	96%	96%	94%	92%	95%	96%	95%	95%
Dovercourt	99%	99%	98%	99%	87%	97%	97%	96%	98%	99%	97%	97%
Grays	98%	98%	97%	97%	97%	97%	94%	95%	98%	98%	97%	97%
Harlow Central	97%	97%	98%	96%	97%	97%	95%	92%	96%	95%	97%	96%
Loughton & Waltham Abbey	99%	98%	99%	95%	97%	96%	95%	92%	97%	95%	98%	97%
Maldon	99%	99%	98%	97%	99%	98%	95%	96%	95%	98%	98%	97%
Rayleigh Weir & Hawkwell	99%	99%	99%	99%	99%	98%	97%	96%	98%	98%	99%	98%
Saffron Walden	100%	99%	99%	99%	99%	99%	98%	98%	99%	99%	99%	98%
Sible Hedingham & Halstead	99%	99%	99%	97%	97%	98%	96%	96%	98%	96%	98%	98%
Southend	98%	97%	98%	98%	97%	97%	97%	96%	98%	97%	98%	96%
Stansted & Dunmow	98%	99%	98%	98%	97%	98%	96%	96%	98%	96%	98%	98%
Witham	98%	98%	97%	97%	97%	97%	95%	95%	96%	97%	97%	95%
Total	98%	98%	98%	97%	97%	97%	95%	94%	96%	96%	97%	96%



Core Station Coverage December 2022



Monthly Average

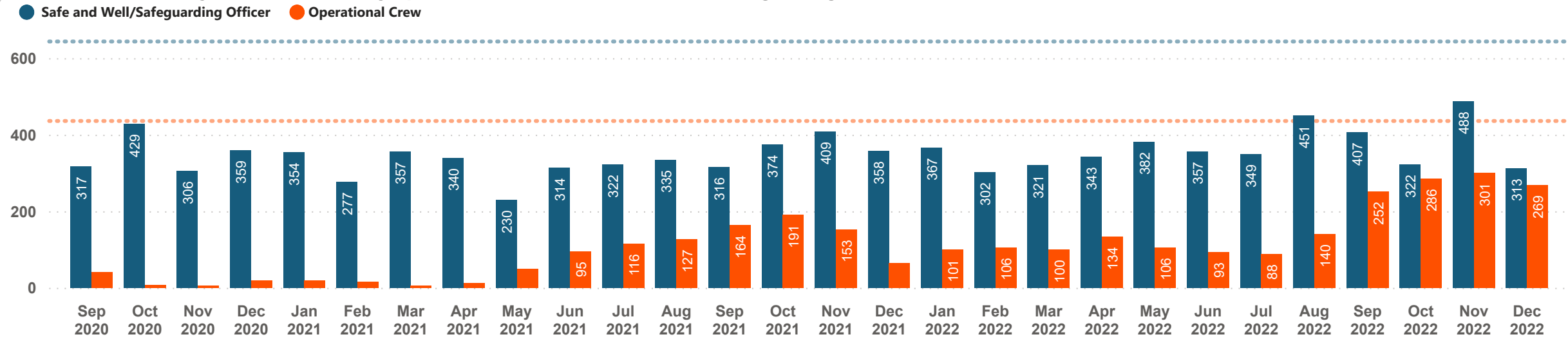
96%

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. The results of this analysis are planned to be released during Q4 2022/23.

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Total Home Fire Safety Visits conducted by Operational Crews and Safe and Well/Safeguarding Officers



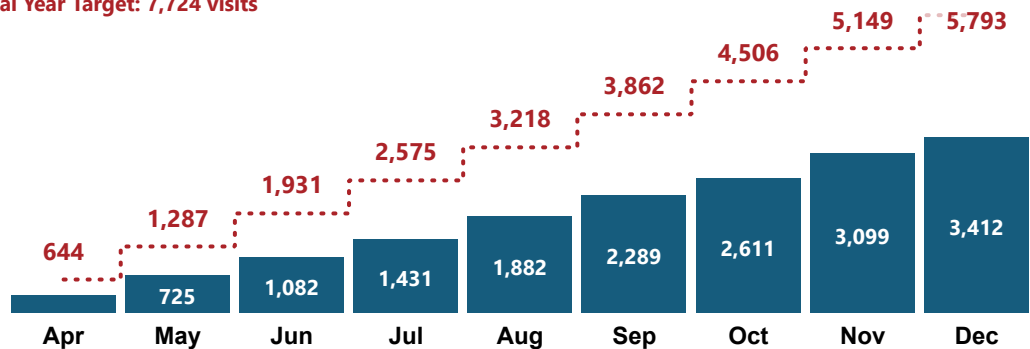
December 2022 saw a total number of 582 visits which were -26% less than the previous month's total of 789 visits and 38% greater than the total number of 423 visits at the same point last year.

Operational Crew visits were -11% less than the previous month's visits, 314% greater than the total number of visits at the same point last year, and were below the target number of visits for the month.

Safe and Well/Safeguarding Officer visits were -36% less than the previous month's visits, -13% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

Cumulative Prevention Visits - Safe and Well/Safeguarding 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.

Safe and Well/Safeguarding Officer Monthly Visit Target

644

Operational Crew Monthly Visit Target

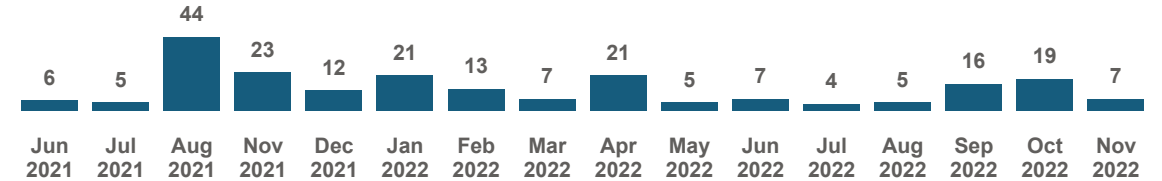
436

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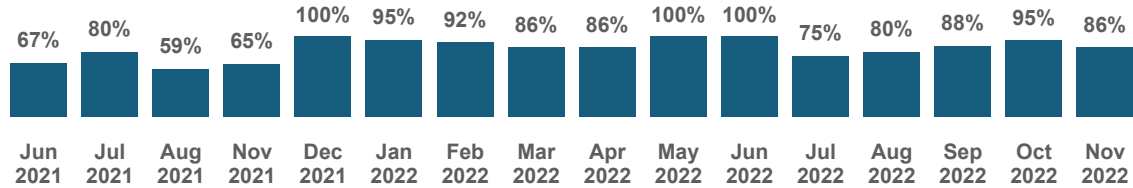
Safe and Well Visit Survey

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.

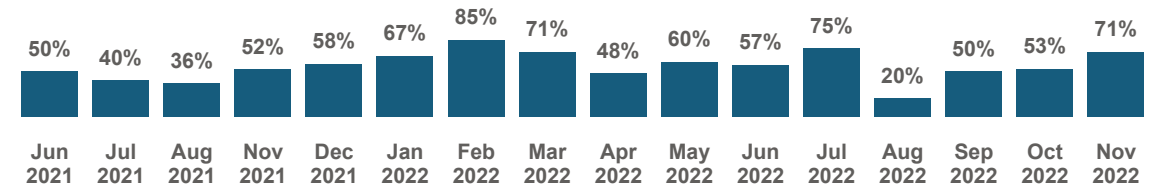
Home Fire Safety Visit Survey - Number of Responses



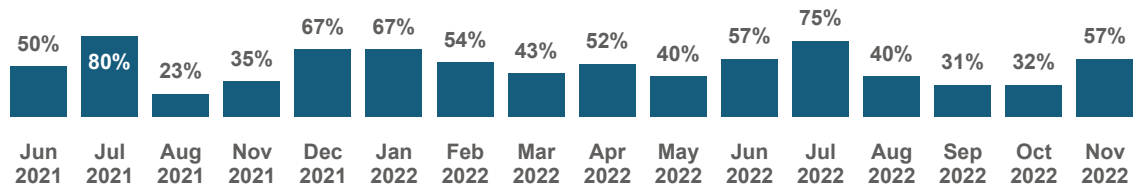
Did you LEARN about how to stay safe from fire at home (% Yes)



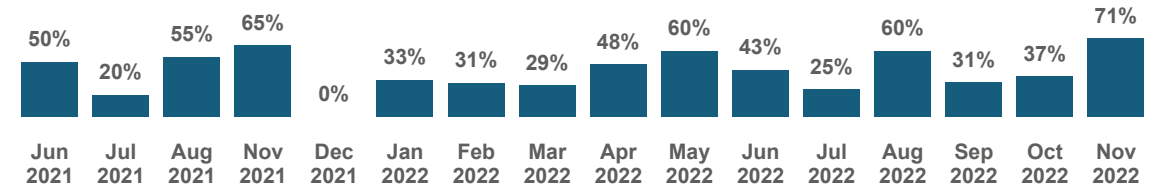
Have you already done something differently as a result of your visit? (% Yes)



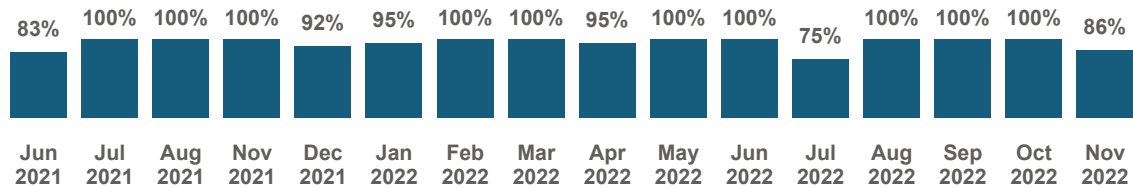
Do you INTEND to do something different as a result of your visit? (% Yes)



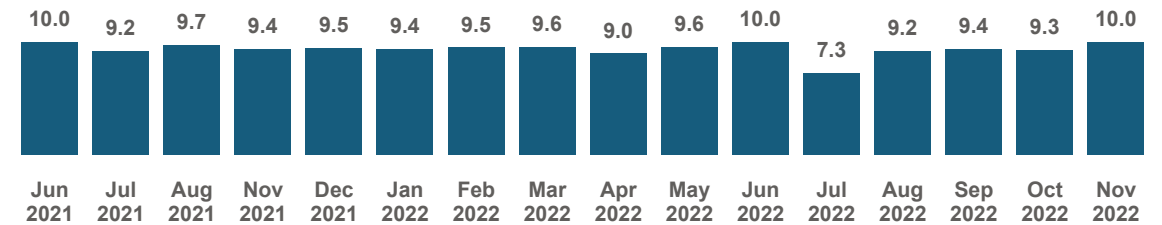
Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



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



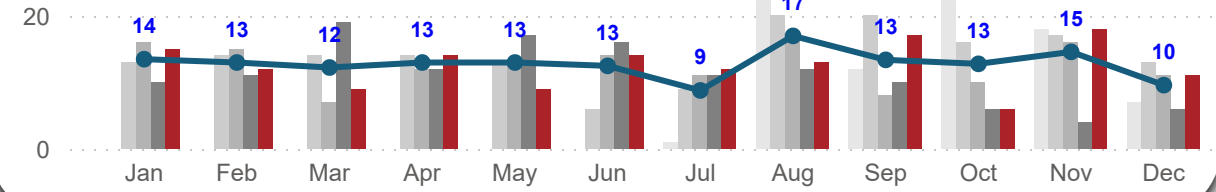
How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding



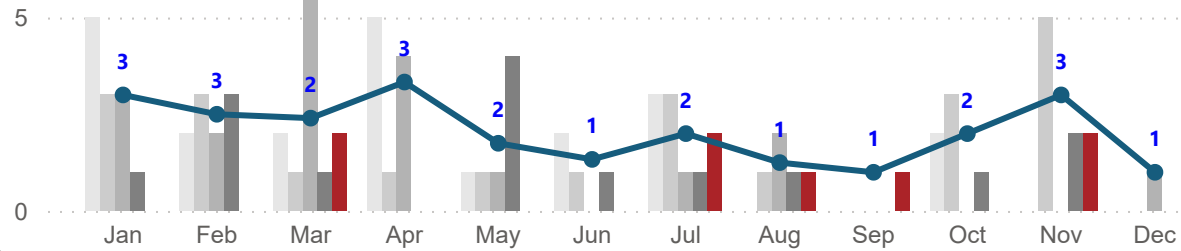
Information Governance - Be transparent, open and accessible

FOIs Received

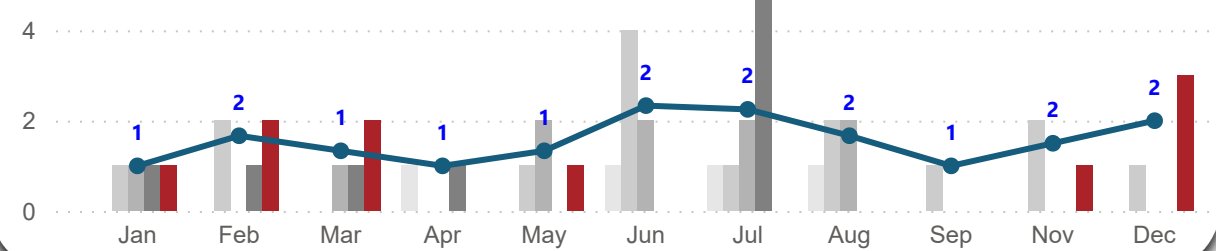
Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022 — Five Year Average



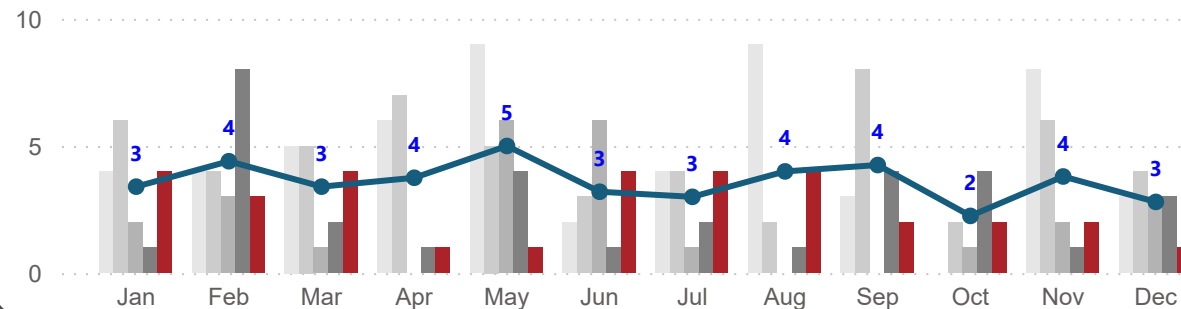
SARs Received



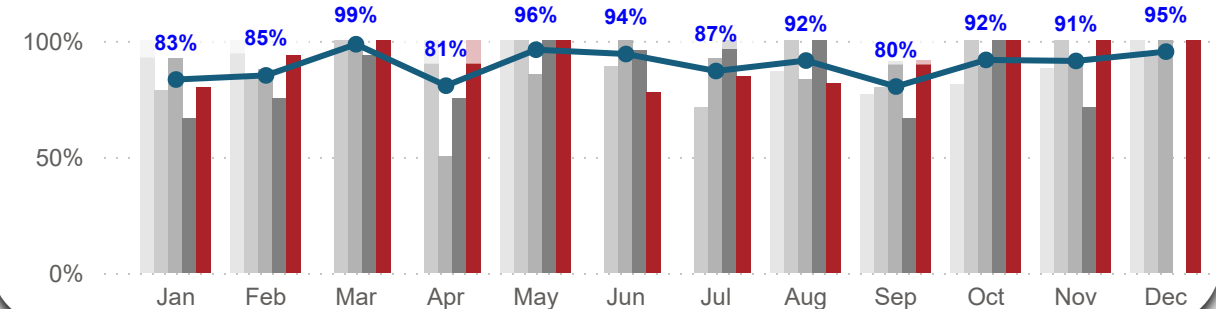
EIRs Received



Complaints Received

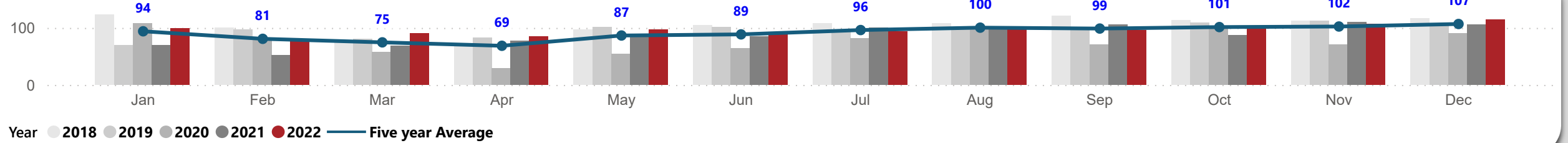


FOI Completion Rate

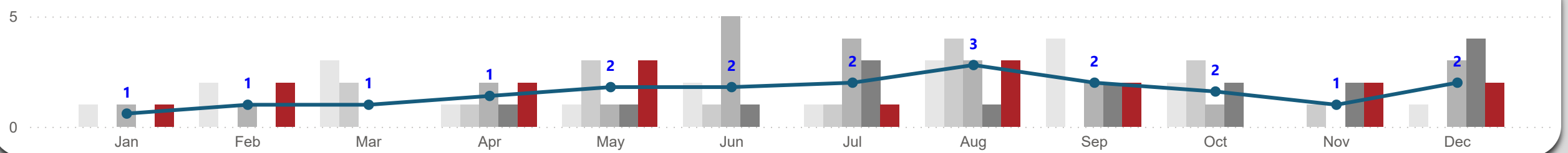


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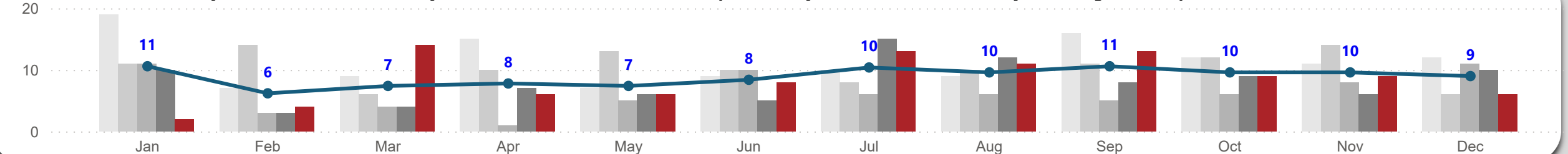
The number of RTCs attended by ECFRS are 8% greater than the same period last year, 7% above the five year average for this period and are 7% above last month.



The number of fatalities from RTCs attended by ECFRS are -50% less than the same period last year, the same as the five year average for this period and are the same as last month.



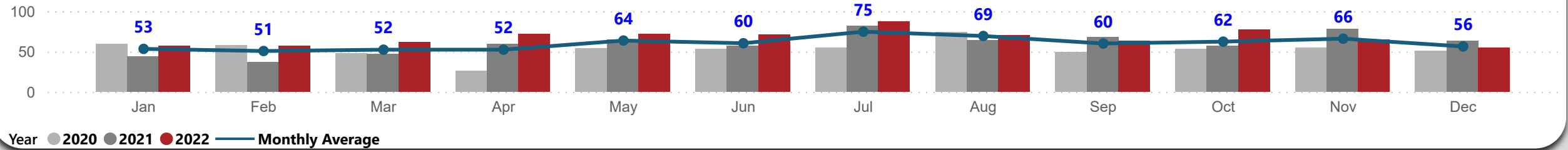
The number of serious injuries from RTCs attended by ECFRS are -40% less than the same period last year, -33% below the five year average for this period and are -33% below last month.



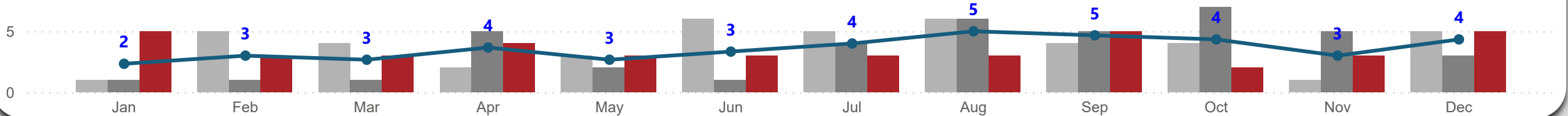
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

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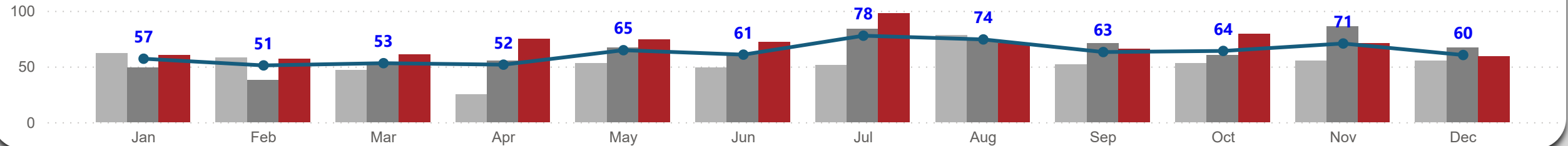
The number of SERP recorded RTCs are -13% less than the same period last year, -2% below the five year average for this period and are -15% below last month.



The number of SERP recorded RTC Fatalities are 67% greater than the same period last year, 25% above the five year average for this period and are 67% above last month.



The number of SERP recorded RTC Serious Injuries are -12% less than the same period last year, -2% below the five year average for this period and are -17% below last month.

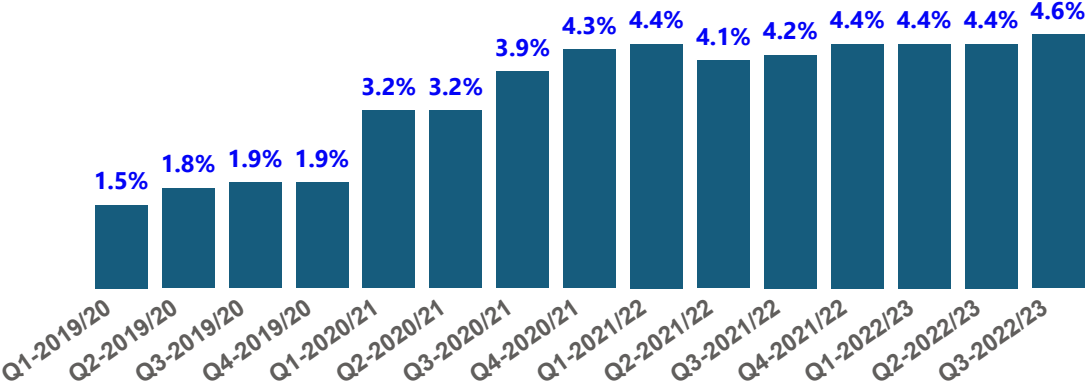


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

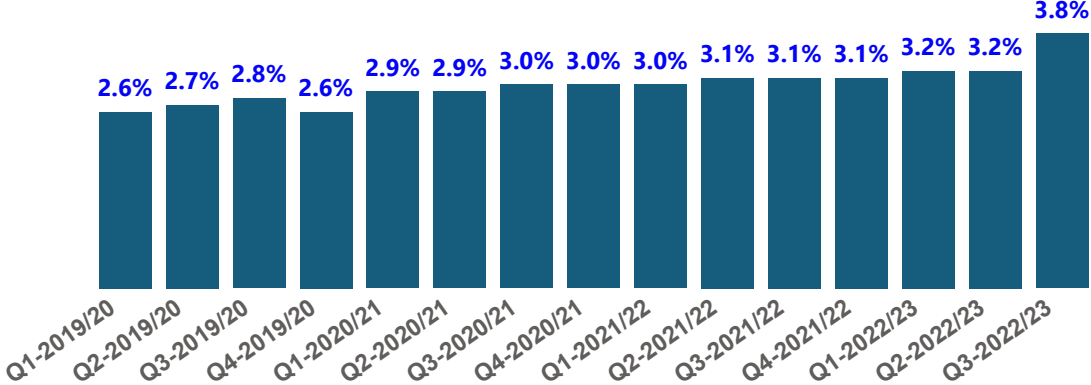
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

The SERP data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

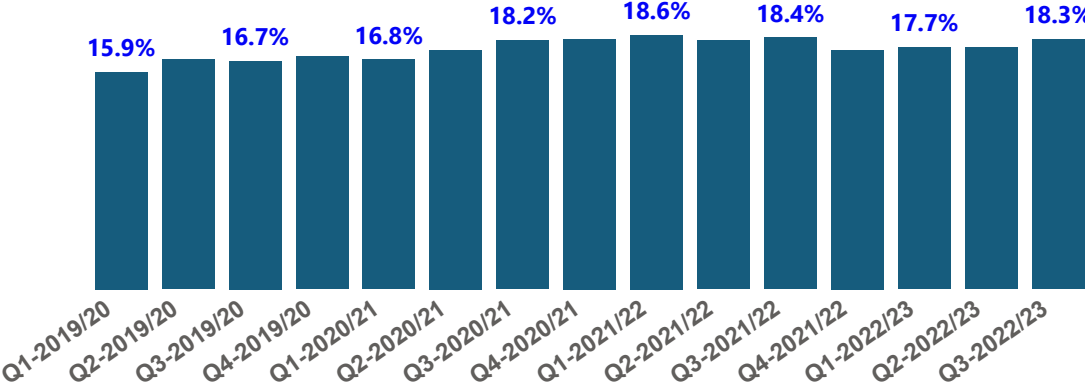
% Disabled



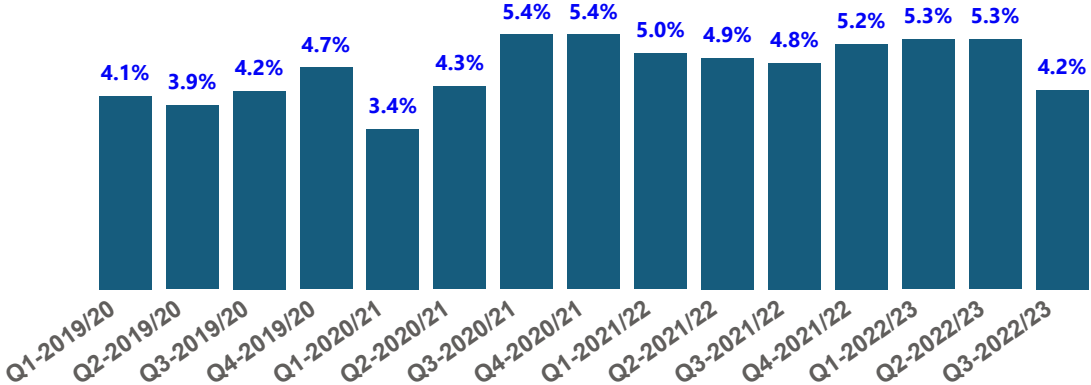
% Ethnic Minority



% Female



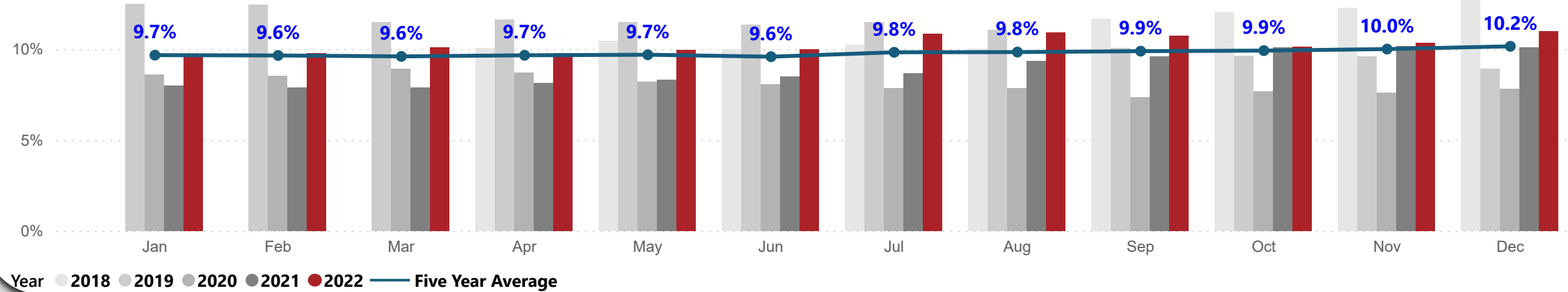
% LGBTQ



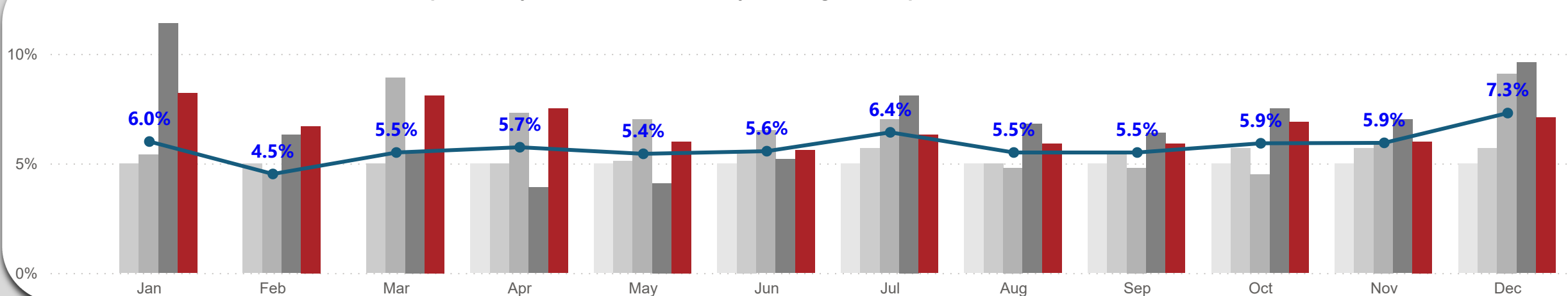
In each case (apart from disability), the figures reflect the number of people that have explicitly stated/recorded an identity in Civica. If a person has not responded to the question, they are excluded from the measures.

ECFRS Monthly Performance Report December 2022

Turnover is 0.9% greater than the same period last year , 0.8% above the five year average for this period and are 0.7% above last month.



Lost Time to Sickness is -2.5% less than the same period last year , -0.2% below the five year average for this period and are 1.1% above last month.



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 December 2022

Appendix - Rolling 12 Month Totals Up To December

Incidents

	2018	2019	2020	2021	2022
Incidents	15,740	15,292	14,580	14,811	17,811
Fires	4,890	4,684	4,387	3,627	5,339
Special Services	4,456	4,488	4,133	4,796	5,450
False Alarms	6,394	6,120	6,060	6,388	7,022
ADF Fires	836	793	765	730	756
Deliberate Fires	1,608	1,728	1,247	1,054	1,409
Non Domestic Fires	466	418	408	369	446
Unwanted Fire Signals	988	1,069	949	1,208	1,208
RTC ECFRS	1,250	1,156	905	1,042	1,143
RTC SERP			635	721	808

Casualties

	2018	2019	2020	2021	2022
Fire Fatalities	5	5	3	12	5
ADF Fatalities	3	3	3	11	3
RTC ECFRS Fatalities	21	16	23	17	18
RTC ECFRS Serious Injury	136	125	76	95	101
RTC SERP Fatalities *			46	41	42
RTC SERP Serious Injury *			638	763	843
Primary Fire Injuries	63	72	69	72	45
ADF Injuries	40	43	48	39	26

Prevention and Protection

	2020	2021	2022
Home Fire Safety Visits	1,638	4,999	6,378
Home Fire Safety Visits - Operational Crew	82	1,013	1,976
Home Fire Safety Visits - Inspection Officers	1,556	3,986	4,402
RBIP V High\High Audits	38	400	692

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