



ECFRS Monthly Performance Report January 2023

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Report designed and created by the Performance and Analytics Team.

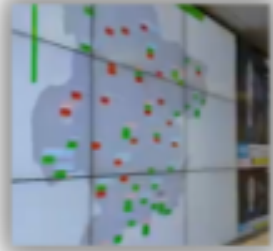
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January 2023 in numbers

#WeAreEssexFire

98% Core station coverage



1,204

Incidents attended



657

Home Fire Safety Checks



155

Very high / high risk Protection audits



85%

Attendance within 15 minutes



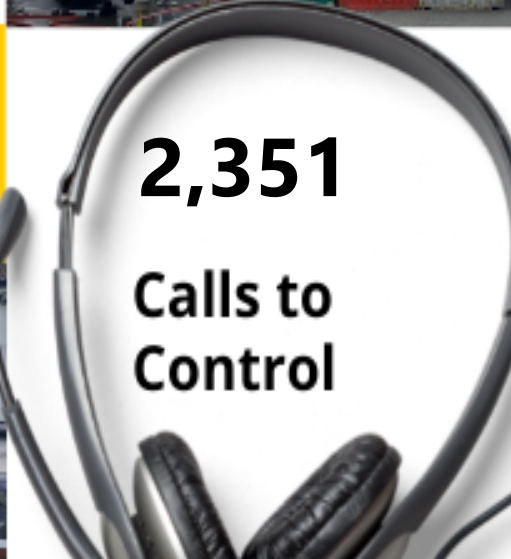
Accidental Dwelling Fires

68



2,351

Calls to Control



23

Non domestic fires



43

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

10

Animal rescues





ECFRS Monthly Performance Report

January 2023

Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month
Total Incidents	1,204	↑ 1,109	1,373
Fires	215	↓ 238	227
Special Services	441	↑ 395	553
False Alarms	548	↑ 476	593
Fire Fatalities	0	↓ 1	1
Accidental Dwelling Fire Fatalities	0	↔ 0	1

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	4	6	3	9+	6-8	3-5	0-2
Number of ADF Fire Injuries	4	3	1	6+	4-5	1-3	0
Number of Deliberate Fires	43	65	41	158+	127-158	89-126	0-88
Number of ADF Fires	68	64	66	75+	66-74	44-65	0-43
Number of Non-Domestic Fires	23	28	27	41+	36-40	26-35	0-25
Number of Unwanted Fire Signals	115	93	115	96+	92-95	55-94	0-54

Targets

Metric vs Target	Metric	5 Yr Avg	Last Month	Target	* Audit data measured for past 3 years
Global Availability	78%	↓ 82%	70%	80%	
Core Station Coverage	98%	↔ 98%	96%	98%	
Potential Life-Threatening Incident First Attendance	10:53	↑ 10:21	11:01	10:00	
Incidents attended within 15 minutes	85%	↓ 86%	83%	90%	
Audits (RBIP V High)*	59	↑ 52	55	53	
Freedom of Information Response Rate	100%	↑ 84%	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	122	↑ 96	115	59	↑ 53	57
RTC Serious injury	20	↑ 11	7	63	↑ 57	61
RTC Fatalities	1	↔ 1	2	2	↓ 3	4

*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.

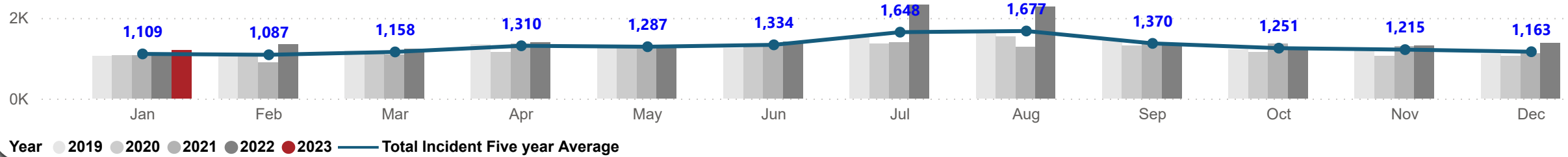
People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.3%	↓ 7.3%	7.1%	ECFRS Data calculated using the Cleavand method
Turnover	11.5%	↑ 10.0%	11.0%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

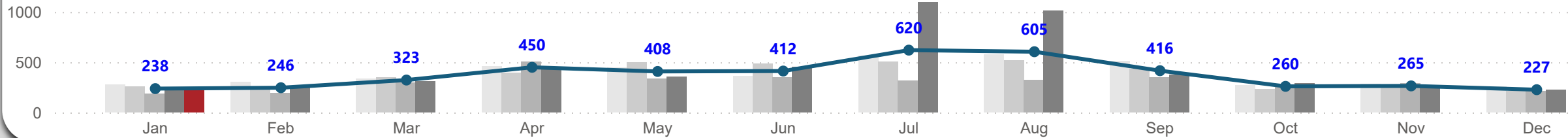
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Overall Summary

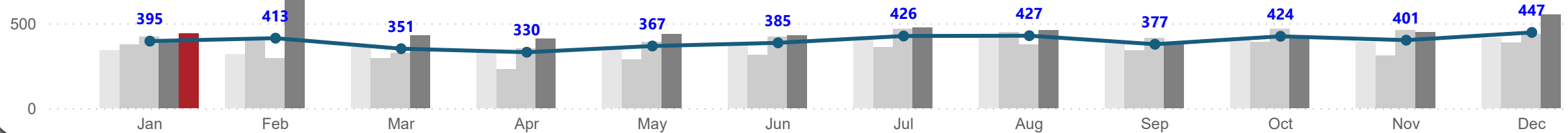
The number of Total Incidents are 6% greater than the same period last year , 9% above the five year average for this period and are -12% below last month.



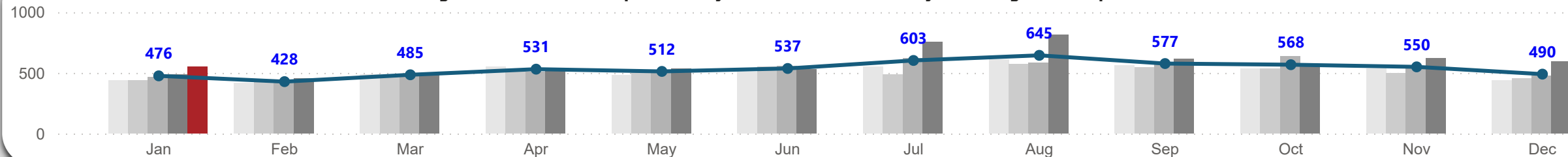
The number of Total Fires are -14% less than the same period last year , -10% below the five year average for this period and are -5% below last month.



The number of Total Special Service Incidents are 10% greater than the same period last year , 12% above the five year average for this period and are -20% below last month.

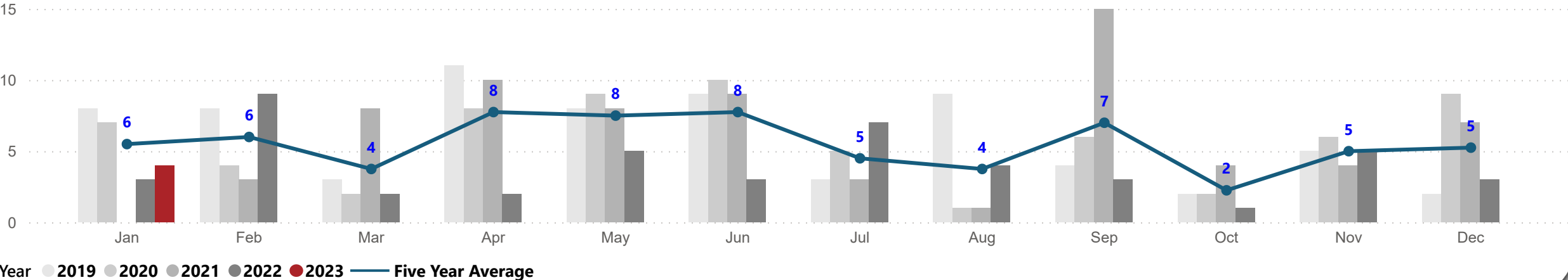


The number of Total False Alarm Incidents are 12% greater than the same period last year , 15% above the five year average for this period and are -8% below last month.

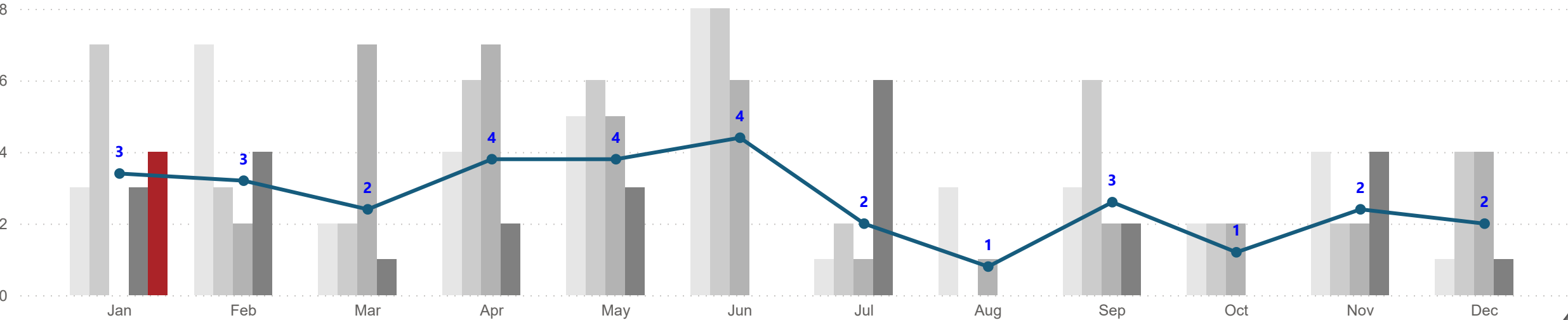


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The number of Primary Fire Injuries are 33% greater than the same period last year , -33% below the five year average for this period and are 33% above last month.

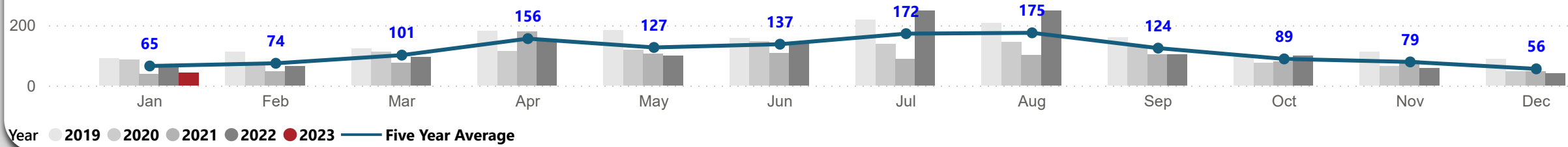


The number of ADF Injuries are 33% greater than the same period last year, 33% above the five year average for this period and are 300% above last month.

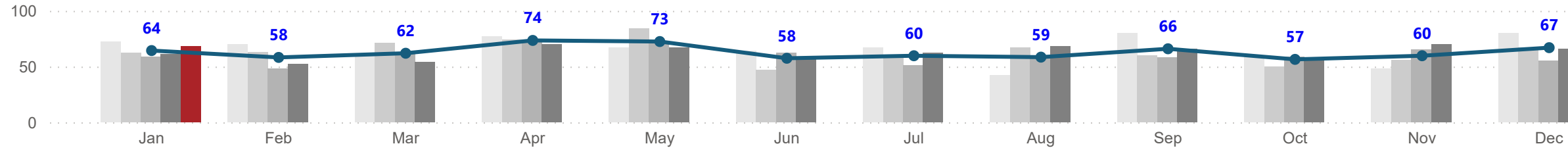


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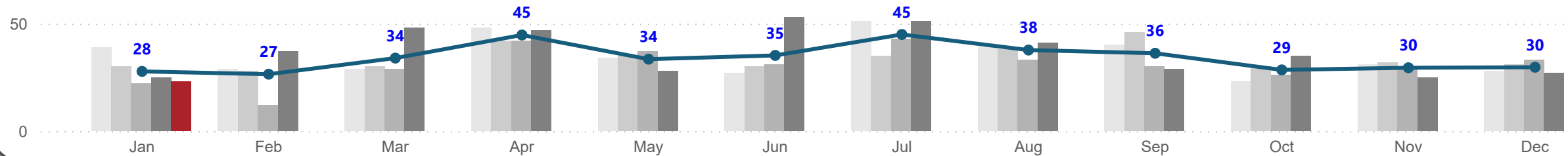
The number of Deliberate Fires are -36% less than the same period last year, -34% below the five year average for this period and are 5% above last month.



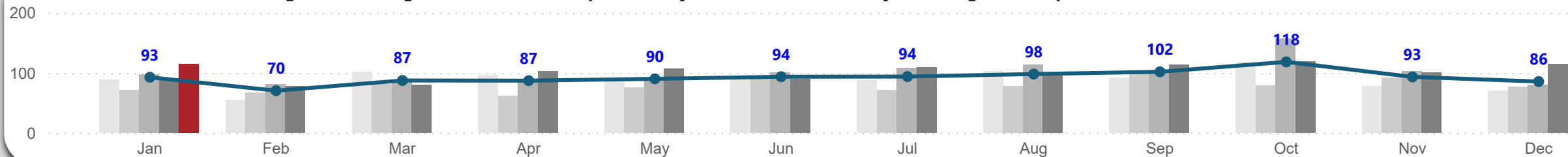
The number of Accidental Dwelling Fires are 11% greater than the same period last year, 6% above the five year average for this period and are 3% above last month.



The number of Non Domestic Fires are -8% less than the same period last year, -18% below the five year average for this period and are -15% below last month.



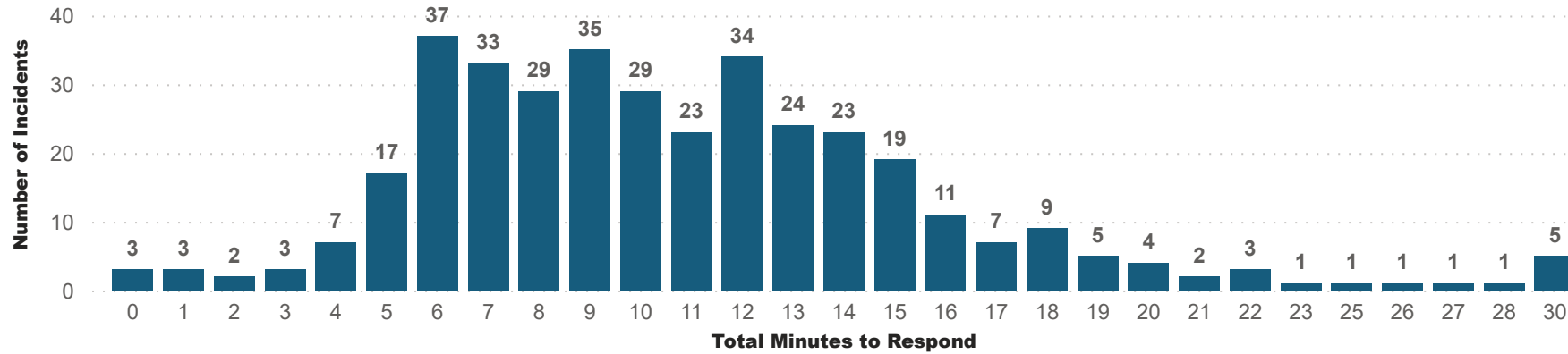
The number of Unwanted Fire Signals are 26% greater than the same period last year, 24% above the five year average for this period and are the same as last month.



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Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Month	2019	2020	2021	2022	2023
Jan	89%	88%	84%	87%	85%
Feb	87%	88%	87%	82%	
Mar	88%	90%	86%	86%	
Apr	88%	90%	87%	83%	
May	86%	89%	86%	86%	
Jun	89%	89%	84%	84%	
Jul	86%	84%	83%	77%	
Aug	83%	85%	86%	75%	
Sep	84%	85%	83%	82%	
Oct	87%	87%	85%	84%	
Nov	89%	87%	86%	82%	
Dec	87%	82%	85%	83%	

Avg Call Handling Time

Month	2019	2020	2021	2022	2023
Jan	01:47	01:52	01:47	01:43	01:48
Feb	01:46	01:53	01:43	02:15	
Mar	01:49	01:32	01:46	01:55	
Apr	01:47	01:41	01:38	01:52	
May	01:54	01:29	01:46	01:49	
Jun	01:55	01:41	01:42	01:54	
Jul	01:35	01:43	02:10	01:53	
Aug	01:47	01:39	01:43	02:25	
Sep	01:46	01:53	01:46	02:00	
Oct	01:39	01:42	01:54	02:01	
Nov	01:52	01:49	01:54	01:55	
Dec	01:40	01:50	01:55	01:55	

Avg Turnout Time

Month	2019	2020	2021	2022	2023
Jan	02:40	02:39	02:56	02:42	02:52
Feb	02:37	02:36	02:31	02:36	
Mar	02:27	02:35	02:36	02:36	
Apr	02:25	02:37	02:27	02:29	
May	02:19	02:25	02:33	02:30	
Jun	02:29	02:44	02:20	02:17	
Jul	02:43	02:27	02:27	02:38	
Aug	02:29	02:39	02:34	02:36	
Sep	02:28	02:32	02:24	02:38	
Oct	02:39	02:45	02:42	02:20	
Nov	02:40	02:41	02:42	02:28	
Dec	02:28	02:34	02:32	02:35	

Avg Travel Time

Month	2019	2020	2021	2022	2023
Jan	05:43	05:36	05:41	05:42	06:10
Feb	06:00	05:41	05:15	05:48	
Mar	05:47	05:16	05:14	05:37	
Apr	05:42	04:59	05:42	05:55	
May	06:15	05:01	05:37	05:50	
Jun	05:51	05:28	06:10	06:25	
Jul	05:45	05:35	06:04	06:58	
Aug	06:04	05:37	06:00	06:43	
Sep	05:37	05:39	06:04	06:35	
Oct	05:46	05:48	05:33	06:07	
Nov	05:51	05:39	06:14	05:50	
Dec	05:55	06:32	06:28	06:28	

Avg Response Time

Month	2019	2020	2021	2022	2023
Jan	10:09	10:09	10:28	10:06	10:53
Feb	10:23	10:16	09:30	10:48	
Mar	10:05	09:28	09:40	10:10	
Apr	09:56	09:21	09:53	10:20	
May	10:32	08:58	09:59	10:11	
Jun	10:19	09:57	10:14	10:41	
Jul	10:15	09:48	10:44	11:38	
Aug	10:20	09:55	10:22	11:49	
Sep	09:56	10:05	10:17	11:17	
Oct	10:08	10:16	10:17	10:30	
Nov	10:24	10:09	10:54	10:18	
Dec	10:07	11:00	10:58	11:01	

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.

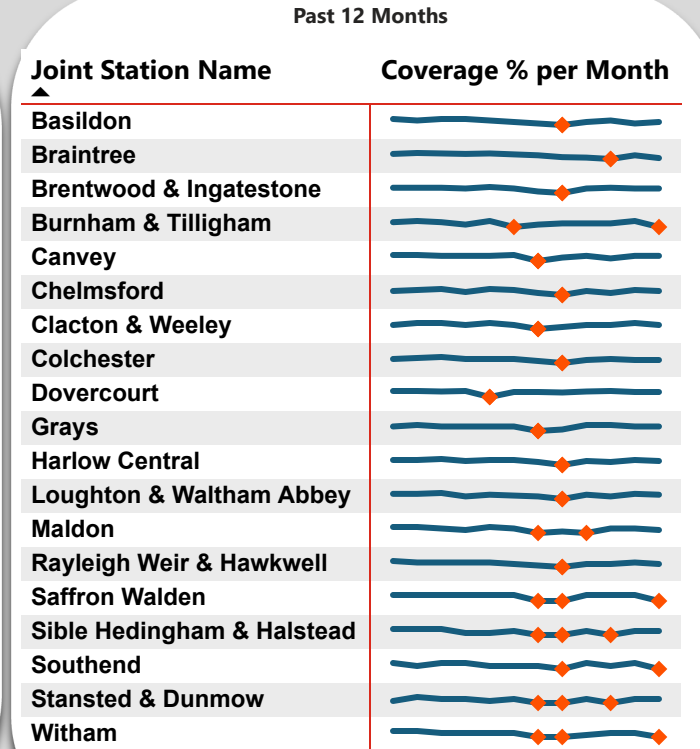
There were 17 potential life threatening incidents in January which took more than 20 minutes to respond. If these are removed, the average response time is 10:08 minutes .

Of the incidents taking over 20 minutes, the average response time was 26:54 minutes, made up of an average call handling time of 04:17 minutes, an average turnout time of 03:49 minutes, and an average travel time of 18:48 minutes.

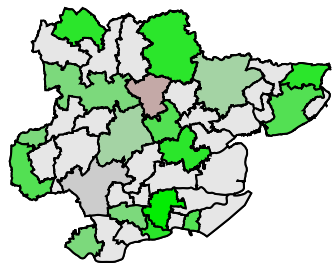
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Coverage

Joint Station Name	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Basildon	93%	95%	96%	94%	95%	97%
Braintree	87%	86%	83%	91%	85%	94%
Brentwood & Ingatestone	88%	94%	95%	94%	94%	95%
Burnham & Tilligham	97%	97%	97%	99%	94%	98%
Canvey	96%	98%	95%	98%	98%	99%
Chelmsford	92%	96%	94%	97%	96%	96%
Clacton & Weeley	97%	98%	98%	99%	98%	98%
Colchester	92%	95%	96%	95%	95%	96%
Dovercourt	96%	98%	99%	97%	97%	99%
Grays	95%	98%	98%	97%	97%	97%
Harlow Central	92%	96%	95%	97%	96%	97%
Loughton & Waltham Abbey	92%	97%	95%	98%	97%	98%
Maldon	96%	95%	98%	98%	97%	99%
Rayleigh Weir & Hawkwell	96%	98%	98%	99%	98%	100%
Saffron Walden	98%	99%	99%	99%	98%	99%
Sible Hedingham & Halstead	96%	98%	96%	98%	98%	99%
Southend	96%	98%	97%	98%	96%	98%
Stansted & Dunmow	96%	98%	96%	98%	98%	97%
Witham	95%	96%	97%	97%	95%	98%
Total	94%	96%	96%	97%	96%	98%



Core Station Coverage January 2023



Monthly Average

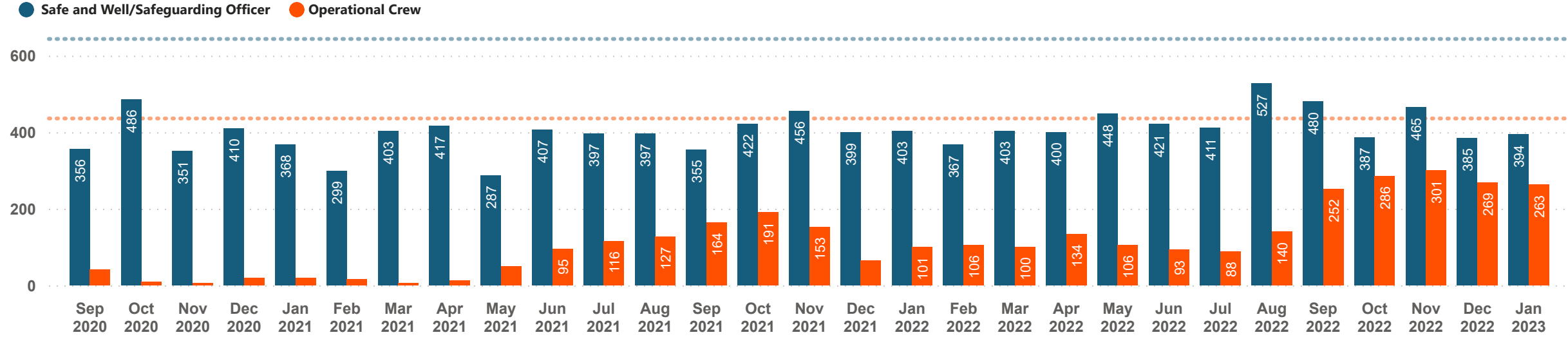
98%

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



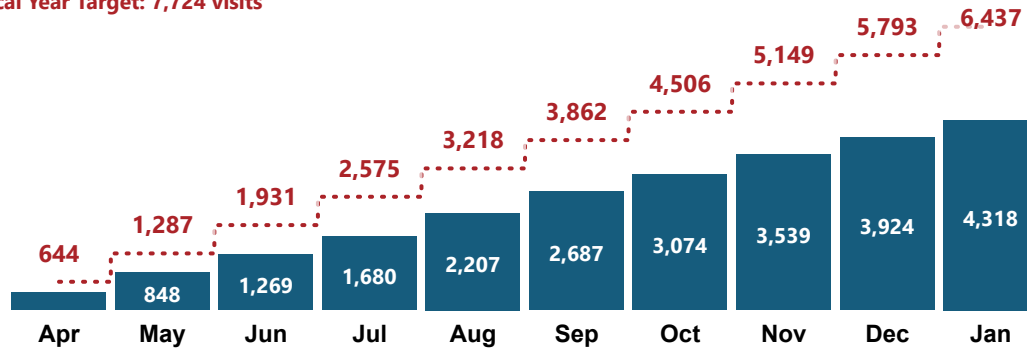
January 2023 saw a total number of 657 visits which were 0% greater than the previous month's total of 654 visits and 30% greater than the total number of 504 visits at the same point last year.

Operational Crew visits were 22% greater than the previous month's visits, 142% 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 2% greater than the previous month's visits, -2% 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

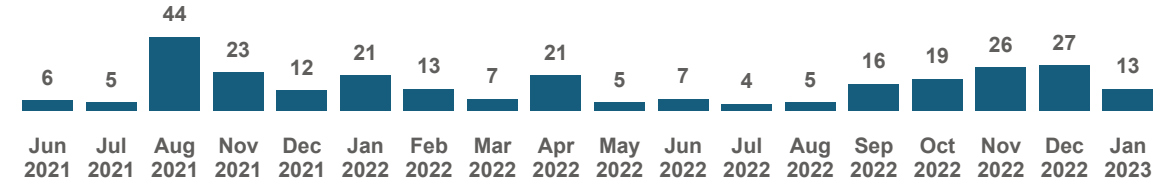
436

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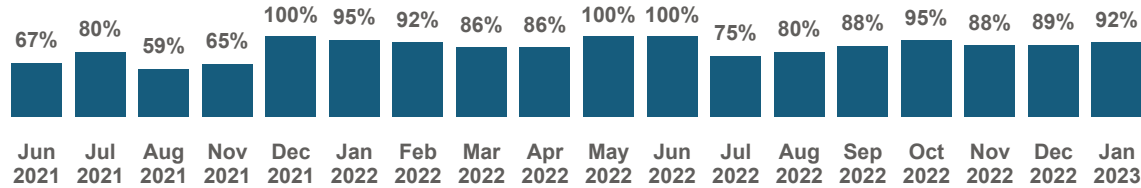
Safe and Well Visit Survey

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.

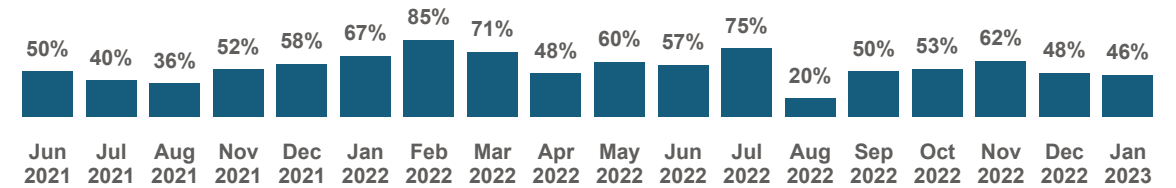
Home Fire Safety Visit Survey - Number of Responses



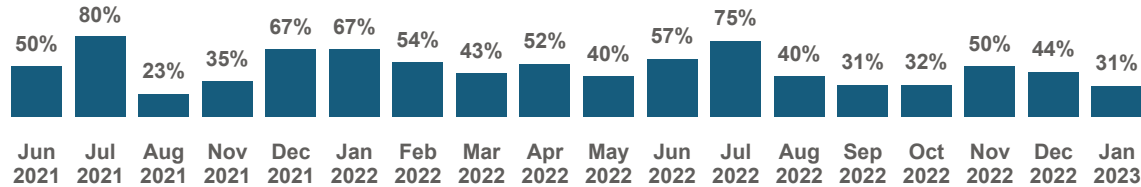
Did you LEARN about how to stay safe from fire at home (% Yes)



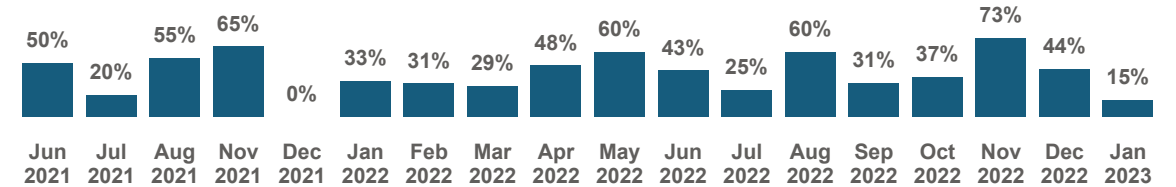
Have you already done something differently as a result of your visit? (% Yes)



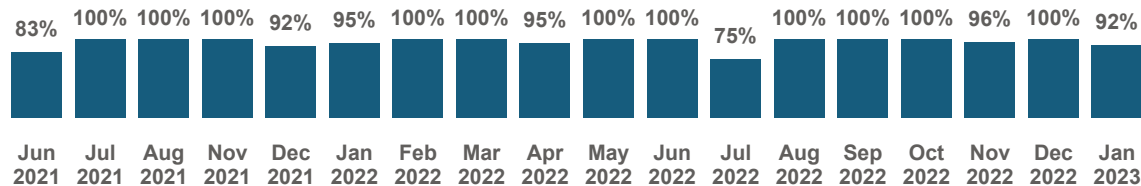
Do you INTEND to do something different as a result of your visit? (% Yes)



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)



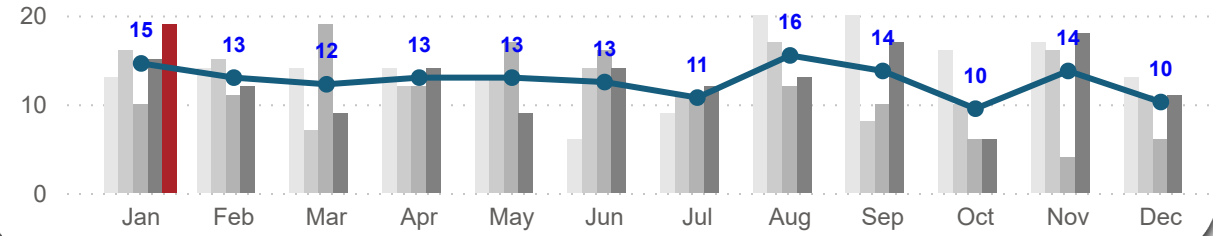
How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding



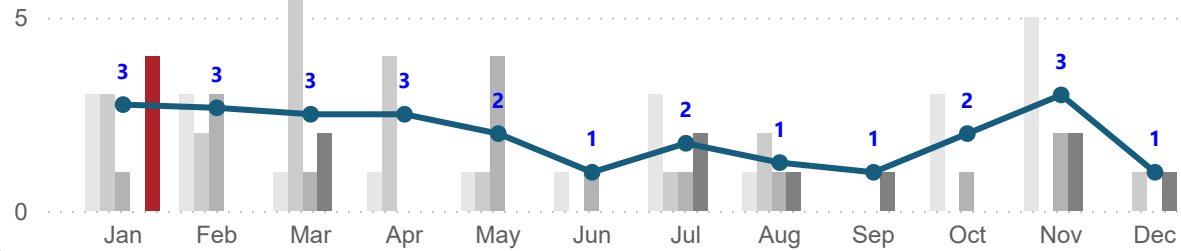
Information Governance - Be transparent, open and accessible

FOIs Received

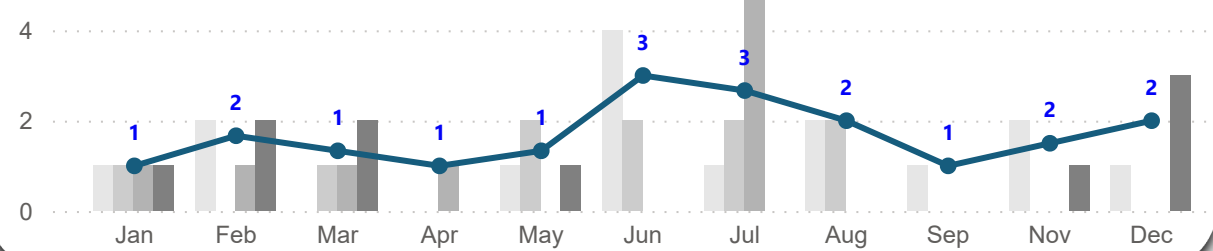
Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 — Five Year Average



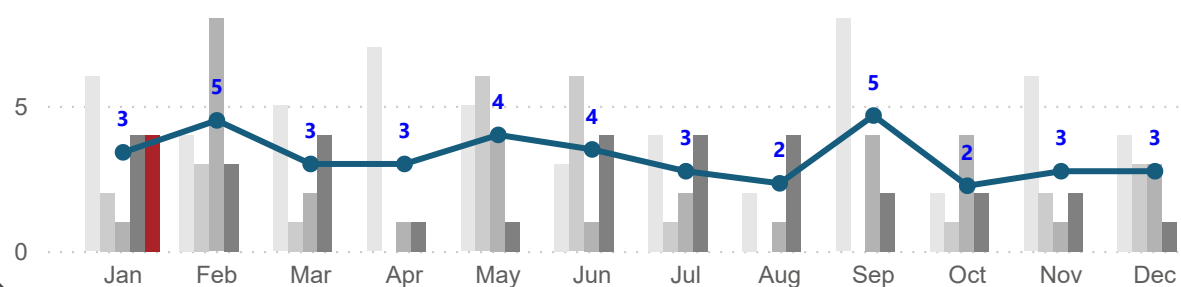
SARs Received



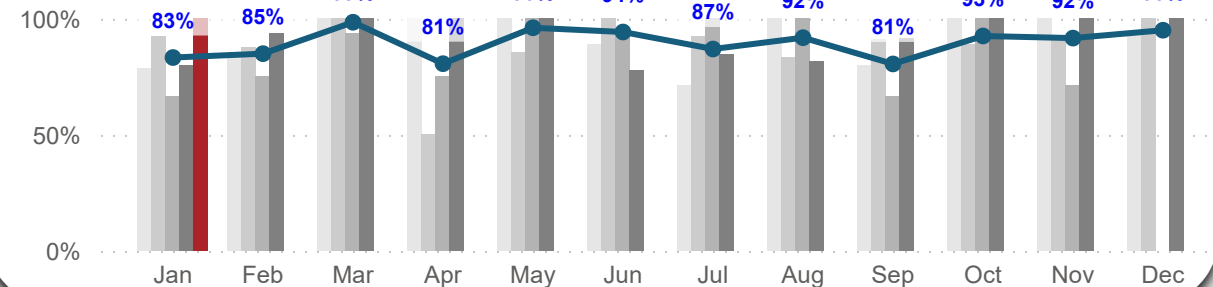
EIRs Received



Complaints Received

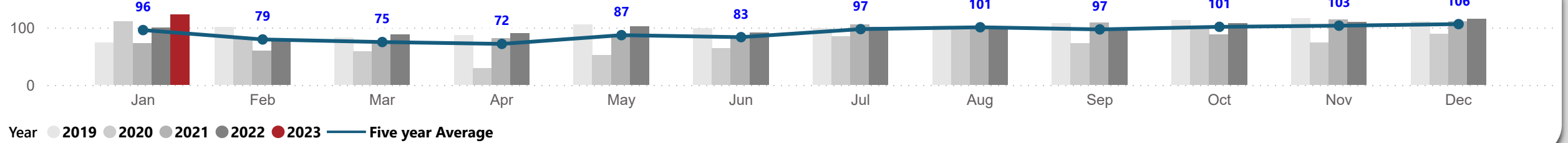


FOI Completion Rate

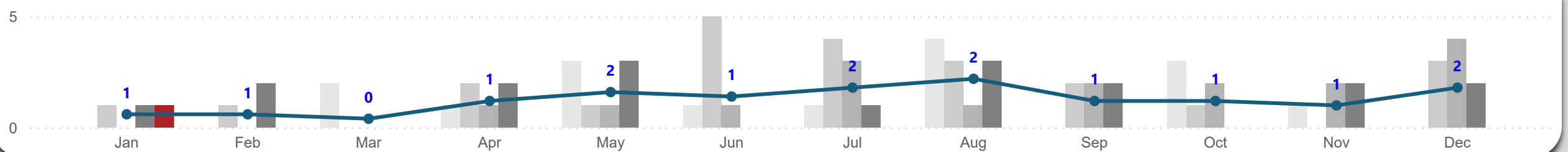


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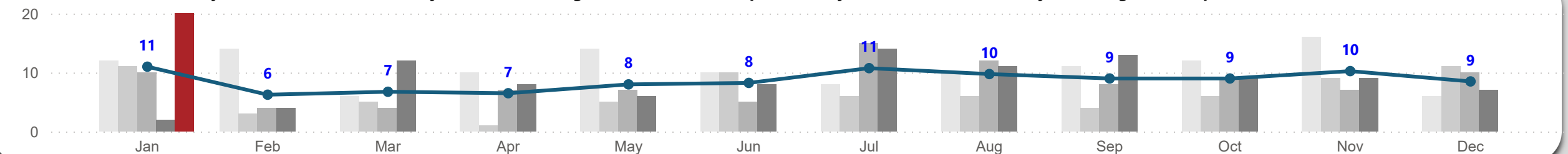
The number of RTCs attended by ECFRS are 22% greater than the same period last year , 27% above the five year average for this period and are 6% above last month.



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



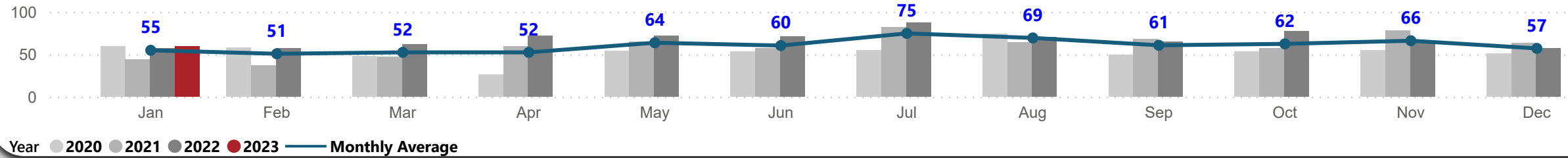
The number of serious injuries from RTCs attended by ECFRS are 900% greater than the same period last year , 82% above the five year average for this period and are 186% above last month.



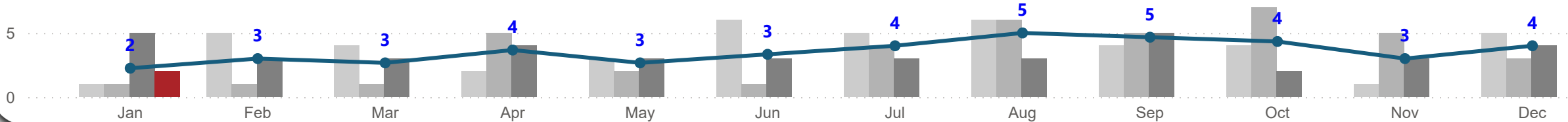
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

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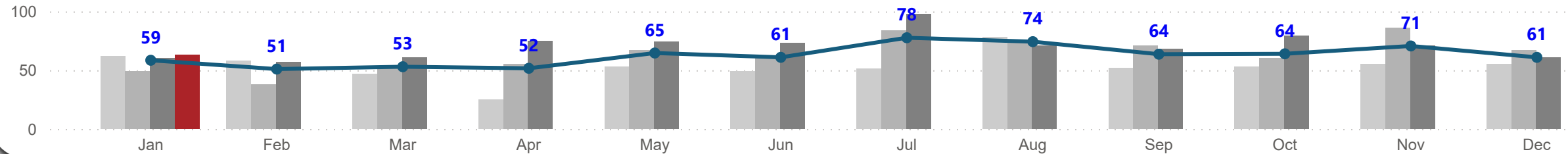
The number of SERP recorded RTCs are 4% greater than the same period last year , 7% above the five year average for this period and are 4% above last month.



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



The number of SERP recorded RTC Serious Injuries are 5% greater than the same period last year , 7% above the five year average for this period and are 3% above last month.

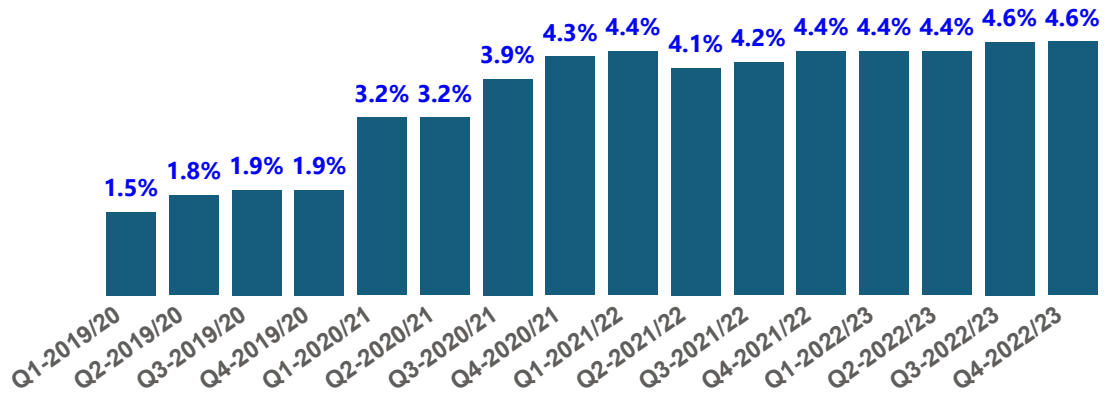


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

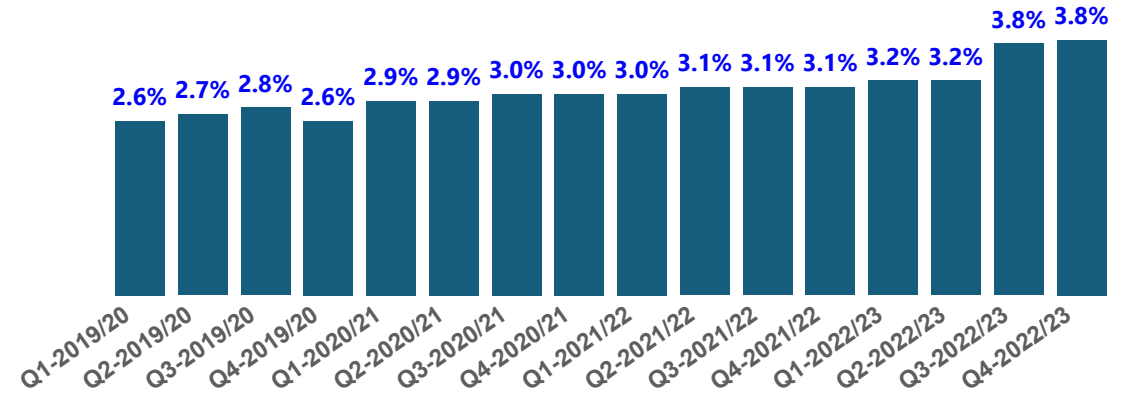
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

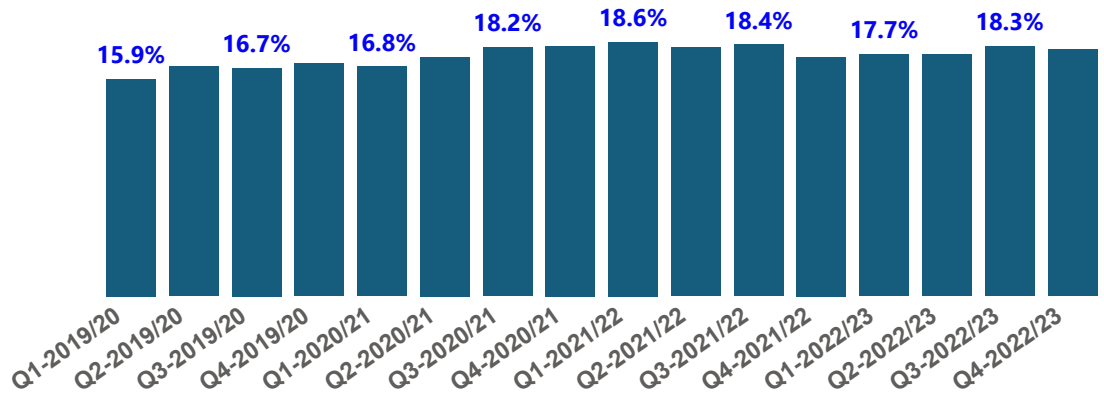
% Disabled



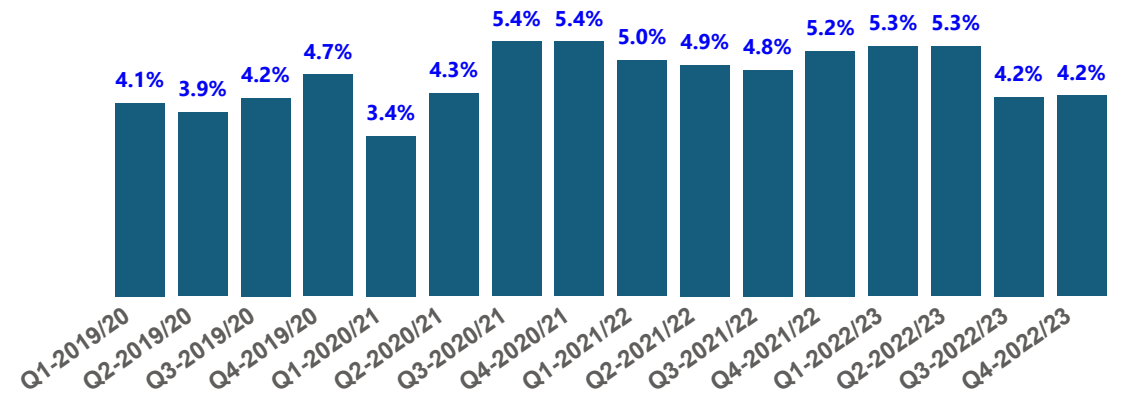
% Ethnic Minority



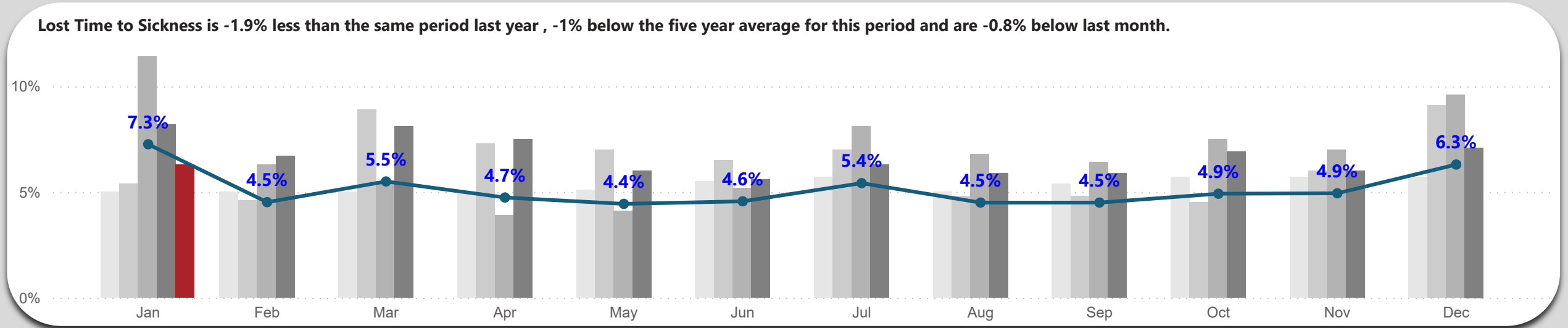
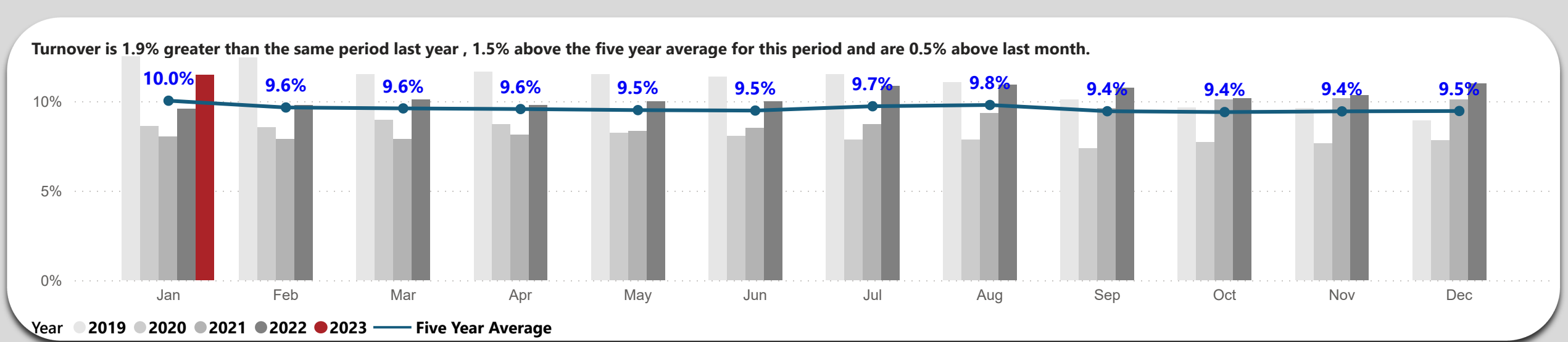
% Female



% 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.



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.

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Appendix - Rolling 12 Month Totals Up To January

Incidents

	2019	2020	2021	2022	2023
Incidents	15,639	15,271	14,543	14,835	17,836
Fires	4,854	4,636	4,286	3,654	5,256
Special Services	4,428	4,530	4,181	4,791	5,519
False Alarms	6,357	6,105	6,076	6,390	7,061
ADF Fires	828	776	757	724	758
Deliberate Fires	1,612	1,724	1,200	1,081	1,384
Non Domestic Fires	465	409	399	371	444
Unwanted Fire Signals	982	1,049	972	1,200	1,227
RTC ECFRS	1,242	1,231	871	1,104	1,201
RTC SERP		59	620	734	814

Casualties

	2019	2020	2021	2022	2023
Fire Fatalities	6	3	4	12	4
ADF Fatalities	4	2	4	10	3
RTC ECFRS Fatalities	19	17	22	18	18
RTC ECFRS Serious Injury	135	128	76	90	121
RTC SERP Fatalities *		1	46	45	38
RTC SERP Serious Injury *		62	625	774	851
Primary Fire Injuries	70	71	62	75	48
ADF Injuries	42	47	41	42	27

Prevention and Protection

	2021	2022	2023
Home Fire Safety Visits	2,274	5,737	7,226
Home Fire Safety Visits - Operational Crew	101	1,095	1,963
Home Fire Safety Visits - Inspection Officers	2,172	4,642	5,088
RBIP V High\High Audits	117	339	733

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