



# ECFRS Quarterly Performance Report Q3 2022/23

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*Report designed and created by the Performance and Analytics Team.*

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# ECFRS Quarterly Performance Report Q3 2022/23

## Response and Call Times

Response times in Q3 remained above the 10-minute target but were 5 seconds better than the 5-year average. This represents a decrease from Q2, although response times increased during the heatwave period, contributing to the higher average.

During Q3, the emphasis was on improving call handling times. The Control Room now has access to the Response Time Dashboard and uses it to identify calls that take more than 1 minute and response times greater than 20 minutes. Incidents falling within these parameters are analysed, and outcomes are reported to Area Manager for Response.

An outcome of this analysis is that the Control Room have introduced a new process during Q3 to manage incidents where mobilisation is not immediately required. This can include when waiting for instructions from the Police or ambulance services. If mobilisation later becomes necessary, the original incident will be closed as "information only," and a new incident will be created for the mobilisation. This approach ensures that response times are accurately recorded, reducing the frequency of long call times while ECFRS waits for a third-party decision. This, in turn, marginally decreases incidents with longer call handling times, affecting the overall response time average.

A call handling performance monitoring dashboard has been developed by the Performance and Analytics team. The dashboard analyses the length of all calls and compares them to a target average. The dashboard provides a Red/Orange/Green indicator based on the call's performance vs the average. This RAG status is worked using a statistical calculation of confidence, which will identify whether someone is consistently meeting/missing their targets or whether there is a outlier effecting the average. This allows for targeted management conversations to improve overall performance. The dashboard is currently being tested and reviewed and will be rolled out to all staff within the Control Room following a period of review.

## Special Services

A deep dive into Special Services has been recently completed following an observation that the frequency of special service incidents has increased during 2022.

The deep dive reviewed all special service incidents during the past 5 years, with a focus on 2022, concluding that a main contributing factor to the increase in the number of incidents was linked to extreme weather. The impact of Storm Eunice in February 2022 was significant, resulting in a very high number of calls in the later stages of the month. There were also short periods of heavy rainfall following the heatwave, and cold freezing weather, rainfall, and snow in the later stages of Q3, which also contributed to higher-than-average incidents. It was also noted that there is an increase in the number of incidents originating from the Ambulance service. The Area Manager for Response is collaborating with their counterpart in the East Anglian Ambulance Service to identify the incidents where Essex County Fire and Rescue Service (ECFRS) are requested and to understand the nature of these calls and to ensure that ECFRS response to these is as effective and efficient as possible.

***Continued on the following page.....***

# ECFRS Quarterly Performance Report Q3 2022/23

## **Fire Fatalities**

Two fatalities were recorded in Q3 as a result of fires, one in an Accidental Dwelling Fire and the other in a Primary fire. Both victims were male of pensionable age.

## **Unwanted Fire Signals**

Unwanted Fire Signals saw a continued increase in the quarter. Analysis into this has been requested from Performance and Analytics. The output of this will be used by the Business Engagement Team (BET) within the Protection Department and will lead a work stream to review the current AFA Policy. The aim is to align the policy with the CFOA Guidance for the Reduction of False Alarms & Unwanted Fire Signals and address the impact of False Alarms. The review will explore resource mobilisation for False Alarms, and the BET will work with Operational Response to gather evidence to support pilot response changes to AFAs, starting in the South-West Group.

Performance & Data will provide data to show the increase in Prevention & Protection activity against any pilots run.

## **People Operations**

In preparation of the new financial year, enhanced performance reporting is in development within the People Directorate, with the aim of providing greater understanding of the work being undertaken and to complement the suit of dashboards currently in production. The proposed measures are displayed in the relevant appendix.

These measures intend to provide valuable insights into the management of sickness and absence within the organisation, and to help ensure that staff are being effectively managed and supported throughout their sickness and recovery periods.

Comparing the organisation's sickness levels against a national FRS benchmark can provide a useful perspective on sickness levels within the organization and the comparison of days lost by absence type can help identify trends and areas for potential intervention. The inclusion of formal employee relation cases provides insight into the types of cases being managed by the Directorate and can assist in identifying areas for improvement in employee relations.

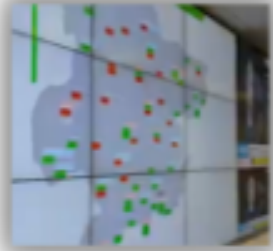
In summary, the addition of these measures to the performance report demonstrates a commitment to managing sickness and absence within the organisation effectively and provides valuable information for decision-making and intervention planning.



# Q3 2022/23 in numbers

#WeAreEssexFire

**96%** Core station coverage



**3,964**

Incidents attended



**2,267**

Home Fire Safety Checks



**464**

Very high / high risk Protection audits



**83%**



Attendance within 15 minutes

Accidental Dwelling Fires

**194**



**7,841**

Calls to Control



**87**

Non domestic fires



**197**

Deliberate fires

**FireStoppers.**  
0800 169 5558

100% anonymous. Always.

**38**

Animal rescues





# ECFRS Quarterly Performance Report

## Q3 2022/23

### Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR
Total Incidents	3,964	↑ 3,625	5,969
Fires	756	↓ 782	2,478
Special Services	1,430	↑ 1,250	1,307
False Alarms	1,778	↑ 1,593	1,802
Fire Fatalities	2	↔ 2	2
Accidental Dwelling Fire Fatalities	1	↔ 1	2

**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	Prev QTR	Tolerance			
Number of Primary Fire Injuries	9	13	14	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	5	8	8	18+	10-17	3-9	0
Number of Deliberate Fires	197	241	600	474+	381-473	267-380	0-266
Number of ADF Fires	194	190	196	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	87	90	121	123+	108-122	78-107	0-77
Number of Unwanted Fire Signals	334	292	320	288+	276-287	165-275	0-164

### Targets

Metric vs Target	Metric	5 Yr Avg	Prev QTR	Target
Global Availability	71%	↓ 76%	73%	80%
Core Station Coverage	96%	↓ 97%	95%	98%
Potential Life-Threatening Incident First Attendance	10:37	↑ 10:32	11:37	10:00
Incidents attended within 15 minutes	83%	↓ 85%	77%	90%
Audits (RBIP V High) <i>Reporting on 3 years of data</i>	292	↑ 55	338	159
Freedom of Information Response Rate	100%	↑ 94%	86%	90%

### RTC

Metric vs 5 Year Average	ECFRS			SERP**		
	Metric	5 Yr Avg	Prev QTR	Metric	3 Yr Avg*	Prev QTR
RTC Incidents Attended	331	↑ 319	301	202	↑ 186	221
RTC Serious injury	25	↓ 29	38	214	↑ 197	236
RTC Fatalities	4	↓ 5	6	9	↓ 11	11

\*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.

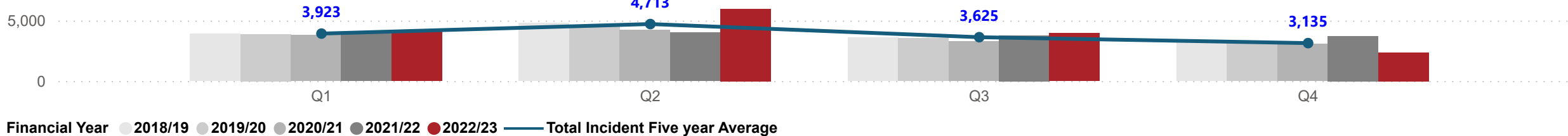
### People

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	6.7%	↑ 6.4%	6.0%	ECFRS data calculated using the Cleveland method.
Turnover	10.5%	↑ 10.0%	10.4%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

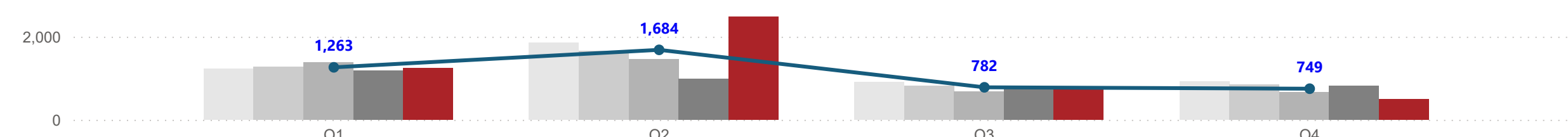


# ECFRS Quarterly Performance Report Q3 2022/23

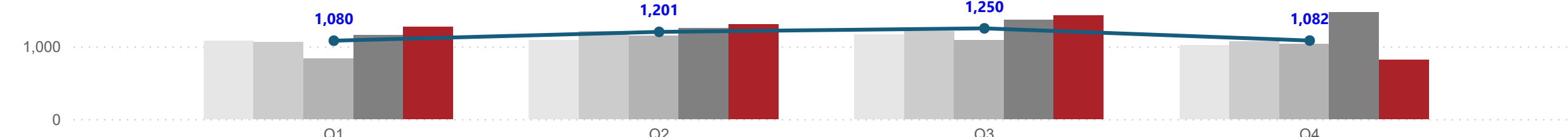
The number of Total Incidents are 5% greater than the same period last year , 9% above the five year average for this period and are -34% below last quarter.



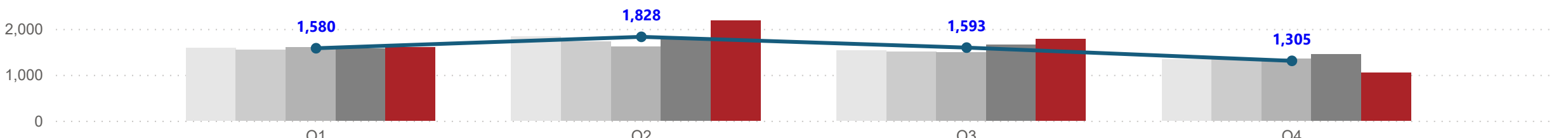
The number of Total Fires are 1% greater than the same period last year , -3% below the five year average for this period and are -69% below last quarter.



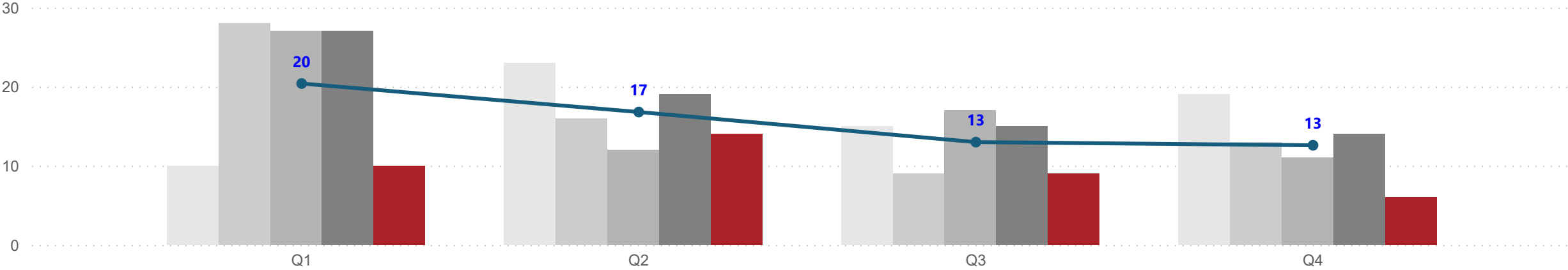
The number of Total Special Service Incidents are 5% greater than the same period last year , 14% above the five year average for this period and are 9% above last quarter.



The number of Total False Alarm Incidents are 7% greater than the same period last year , 12% above the five year average for this period and are -19% below last quarter.

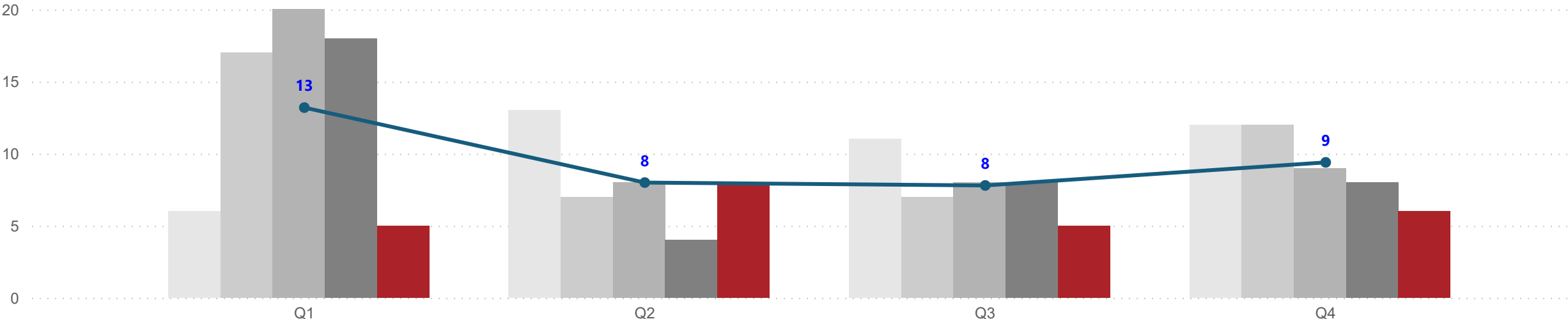


The number of Primary Fire Injuries are -40% less than the same period last year , -31% below the five year average for this period and are -36% below last quarter.



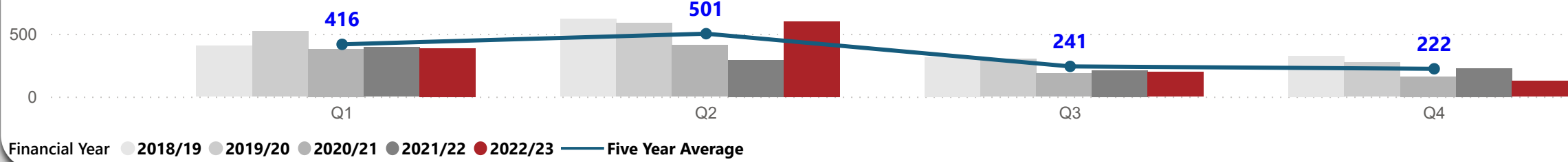
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 — Five Year Average

The number of ADF Injuries are -38% less than the same period last year, -38% below the five year average for this period and are -38% below last quarter.

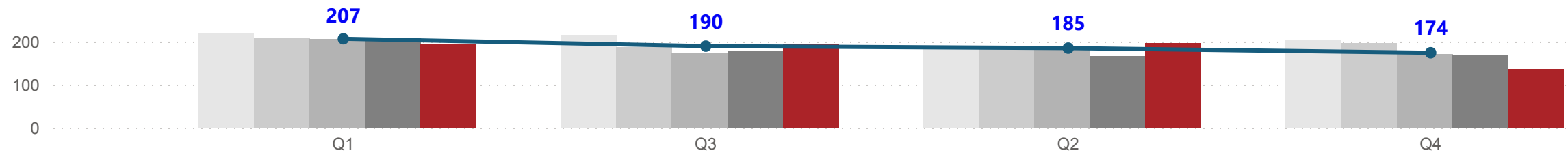


# ECFRS Quarterly Performance Report Q3 2022/23

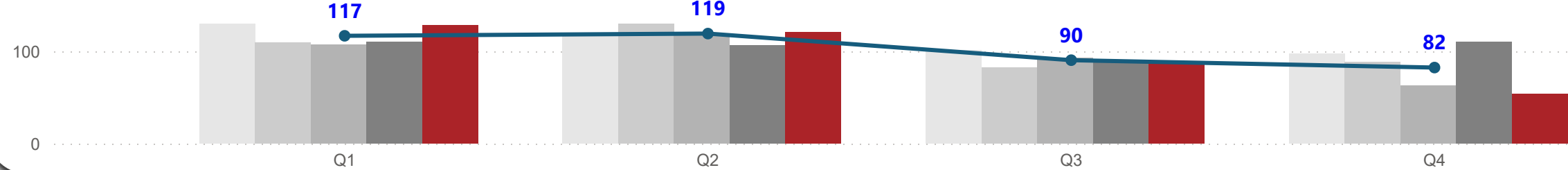
The number of Deliberate Fires are -6% less than the same period last year, -18% below the five year average for this period and are -67% below last quarter.



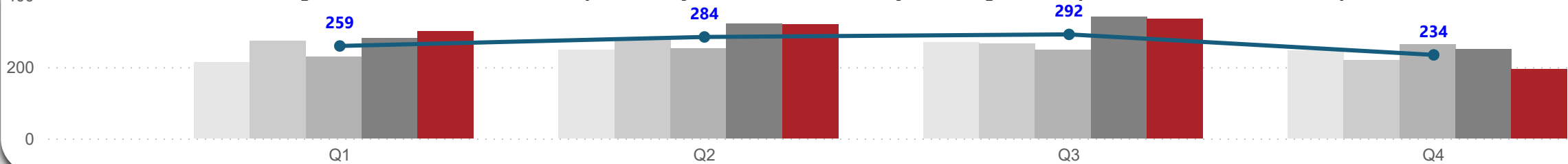
The number of Accidental Dwelling Fires are 8% greater than the same period last year, 2% above the five year average for this period and are -1% below last quarter.



The number of Non Domestic Fires are -2% less than the same period last year, -3% below the five year average for this period and are -28% below last quarter.



The number of Unwanted Fire Signals are -2% less than the same period last year, 14% above the five year average for this period and are 4% above last quarter.

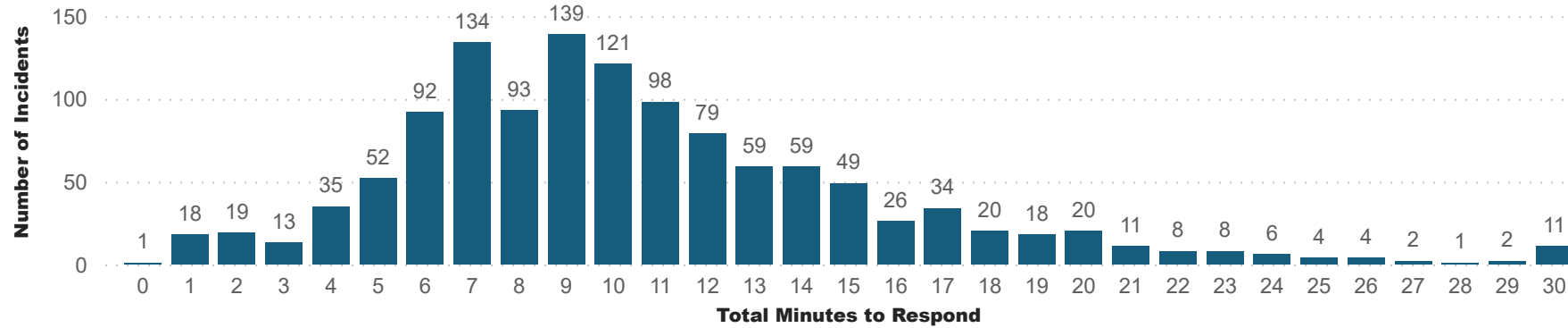




# ECFRS Quarterly Performance Report Q3 2022/23

## Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Qtr	2018/19	2019/20	2020/21	2021/22	2022/23
Q1	89%	88%	89%	86%	84%
Q2	85%	84%	85%	84%	77%
Q3	86%	88%	85%	85%	83%
Q4	88%	89%	85%	85%	85%

Avg Call Handling Time

Qtr	2018/19	2019/20	2020/21	2021/22	2022/23
Q1	01:39	01:52	01:37	01:42	01:51
Q2	01:51	01:43	01:45	01:53	02:07
Q3	01:52	01:44	01:47	01:54	01:57
Q4	01:47	01:46	01:46	01:59	01:45

Avg Turnout Time

Qtr	2018/19	2019/20	2020/21	2021/22	2022/23
Q1	02:30	02:24	02:35	02:27	02:25
Q2	02:25	02:33	02:33	02:28	02:37
Q3	02:33	02:35	02:40	02:38	02:28
Q4	02:34	02:37	02:42	02:38	02:37

Avg Travel Time

Qtr	2018/19	2019/20	2020/21	2021/22	2022/23
Q1	06:02	05:56	05:09	05:50	06:03
Q2	06:23	05:49	05:37	06:03	06:47
Q3	06:09	05:50	06:01	06:05	06:09
Q4	05:50	05:32	05:24	05:43	06:10

Avg Response Time

Qtr	2018/19	2019/20	2020/21	2021/22	2022/23
Q1	10:13	10:15	09:25	10:02	10:24
Q2	10:39	10:11	09:56	10:27	11:37
Q3	10:38	10:13	10:30	10:44	10:37
Q4	10:12	09:59	09:55	10:23	10:35

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.

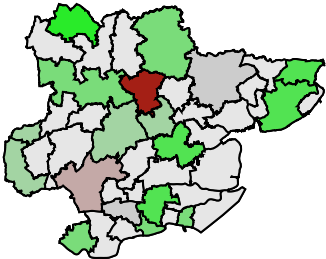
In order to better understand this and research ways to lower the average response time, a response time dashboard has been distributed to the Area Manager Response, who has shared it with the relevant Group Managers.

There were 66 potential life threatening incidents in which took more than 20 minutes to respond. If these are removed, the average response time is 09:48 minutes .

Of the incidents taking over 20 minutes, the average response time was 25:04 minutes, made up of an average call handling time of 05:44 minutes, an average turnout time of 04:21 minutes, and an average travel time of 14:32 minutes.

Joint Station Name	Q1	Q2	Q3	Q4
Basildon	96%	94%	95%	96%
Braintree	94%	88%	86%	90%
Brentwood & Ingatestone	94%	91%	94%	95%
Burnham & Tilligham	96%	96%	96%	98%
Canvey	98%	95%	97%	98%
Chelmsford	96%	94%	96%	96%
Clacton & Weeley	98%	97%	98%	99%
Colchester	96%	94%	95%	97%
Dovercourt	94%	97%	98%	98%
Grays	97%	96%	97%	97%
Harlow Central	96%	94%	96%	97%
Loughton & Waltham Abbey	96%	95%	96%	97%
Maldon	98%	96%	98%	98%
Rayleigh Weir & Hawkwell	98%	97%	98%	98%
Saffron Walden	99%	98%	99%	99%
Sible Hedingham & Halstead	98%	97%	97%	97%
Southend	97%	97%	97%	98%
Stansted & Dunmow	98%	96%	97%	96%
Witham	97%	95%	96%	97%
<b>Total</b>	<b>97%</b>	<b>95%</b>	<b>96%</b>	<b>97%</b>

### Core Station Coverage 2022

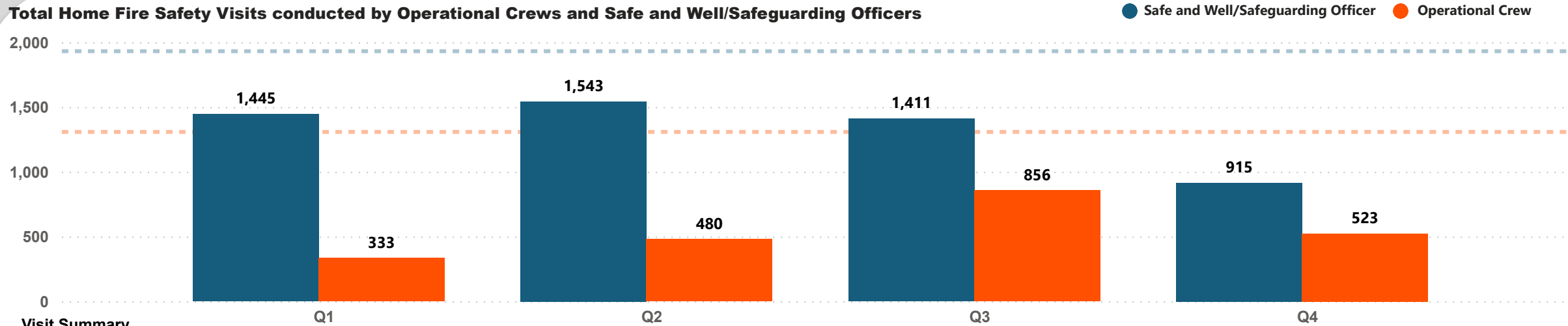


Quarter Average  
**96%**  
 Target 98%

Analysis is currently being undertaken, exploring if there is a link between coverage and response times. If a link can be statistically established, the second phase will be to evaluate the core stations and to confirm that there is the correct number and in the correct locations.

Early results of the analysis will be available during Q4 2022/23.

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



**Visit Summary**

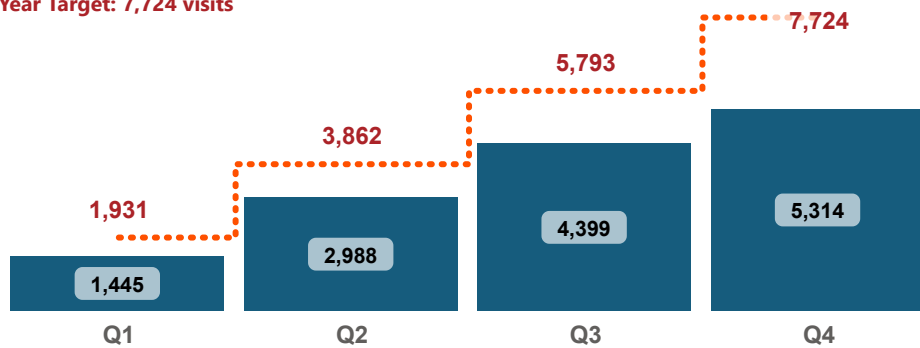
Q3 2022/23 saw a total number of 2,267 visits which were 12% greater than the previous quarter total of 2,023 visits and 34% greater than the total number of 1,686 visits at the same point last year.

Operational Crew visits were 46% greater than the previous quarter visits, 71% 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 -9% less than the previous month's visits, 10% greater 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.

**Quarterly Safe and Well/Safeguarding Officer Visit Target**

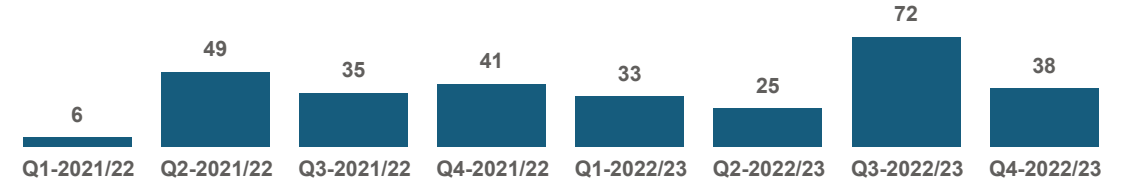
**1,931**

**Quarterly Operational Crew Visit Target**

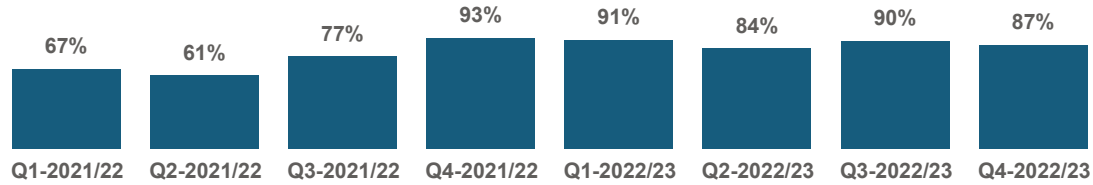
**1,308**

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.

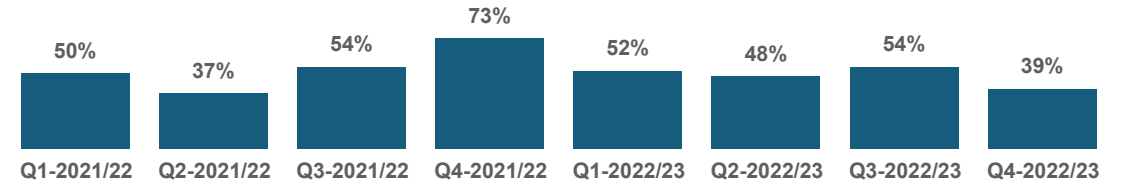
### Home Fire Safety Visit Survey - Number of Responses



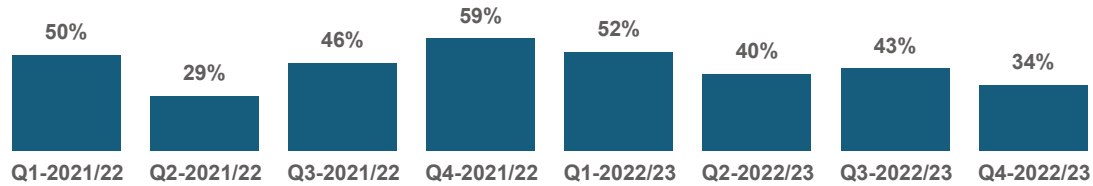
### Did you LEARN about how to stay safe from fire at home (% Yes)



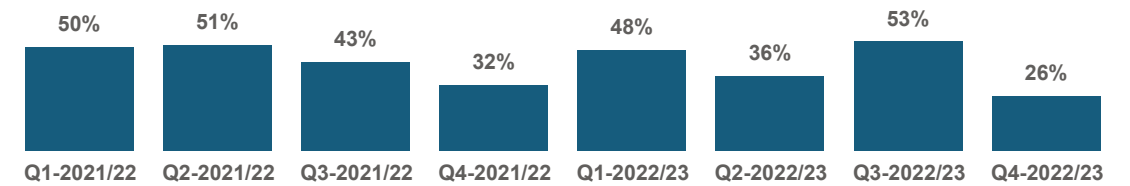
### Have you already done something differently as a result of your visit? (% Yes)



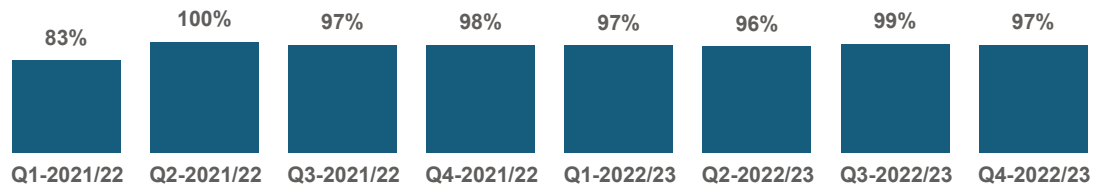
### Do you INTEND to do something different as a result of your visit? (% Yes)



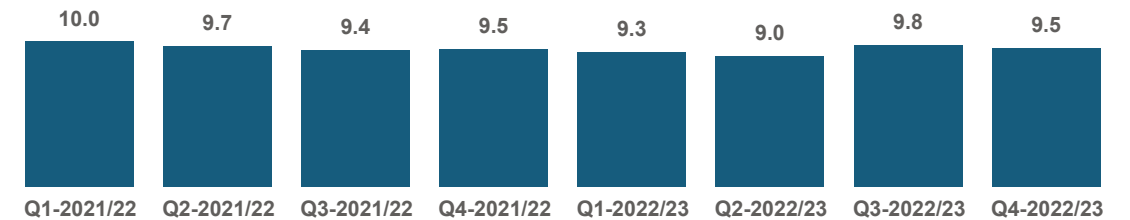
### Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



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



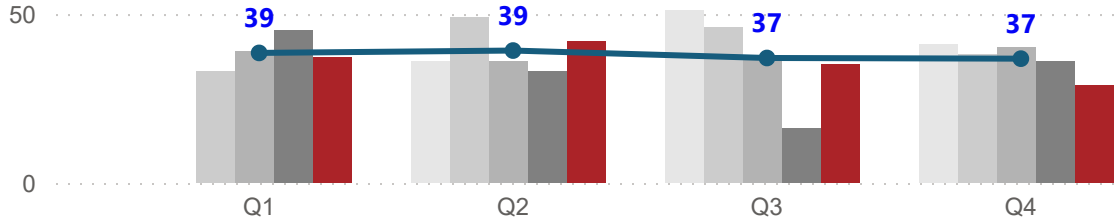
### How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding



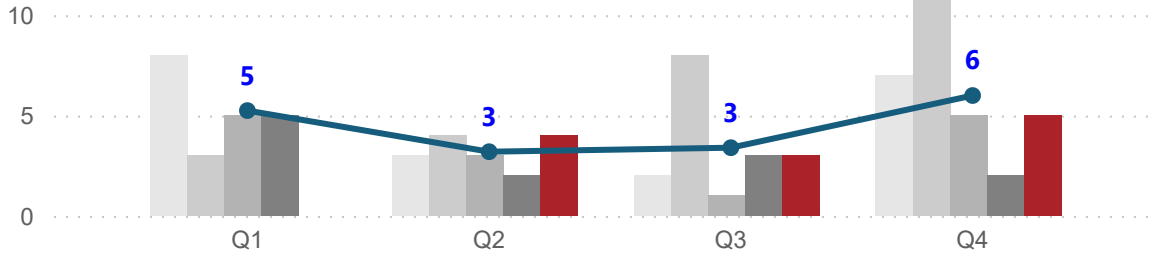
**Information Governance - Be transparent, open and accessible**

**FOIs Received**

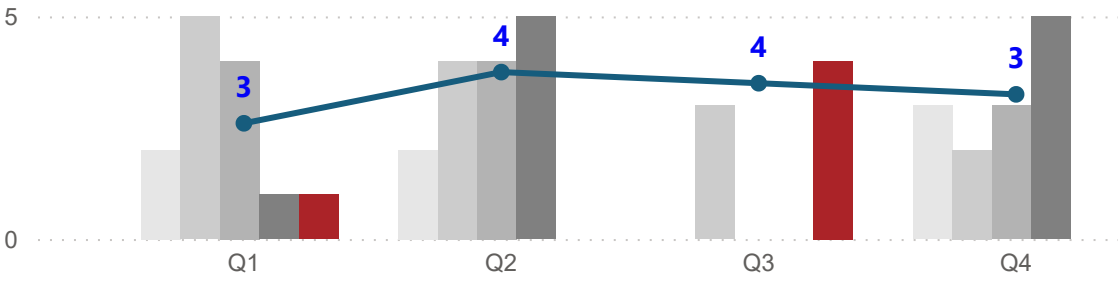
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 — Five Year Average



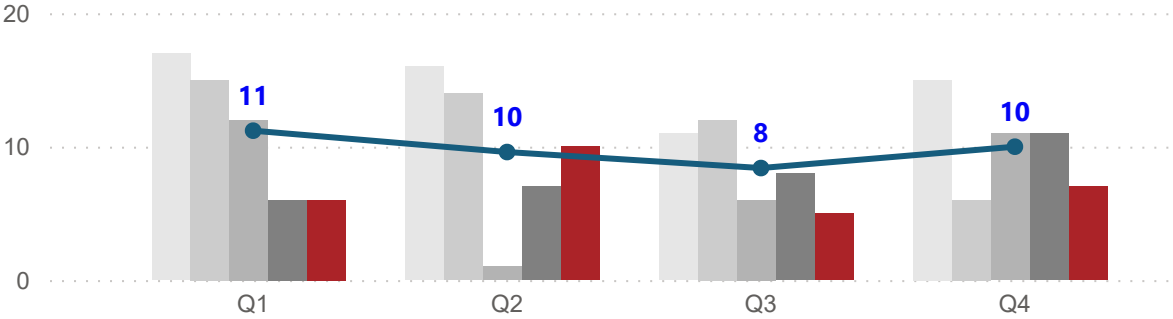
**SARs Received**



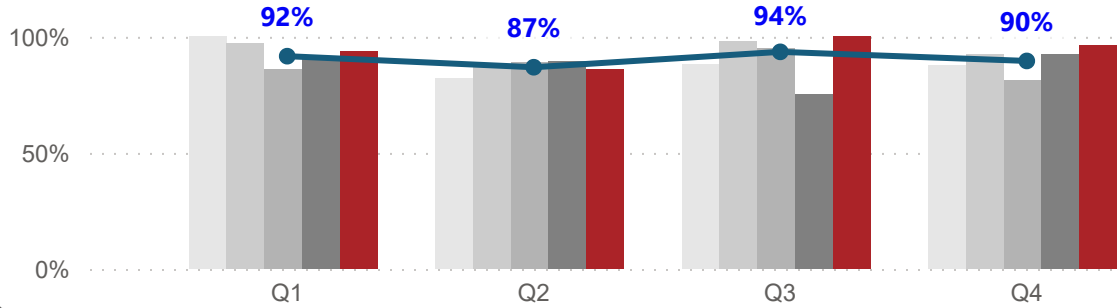
**EIRs Received**



**Complaints Received**

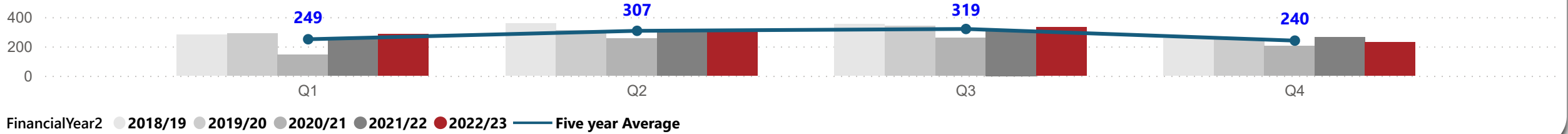


**FOI Completion Rate**

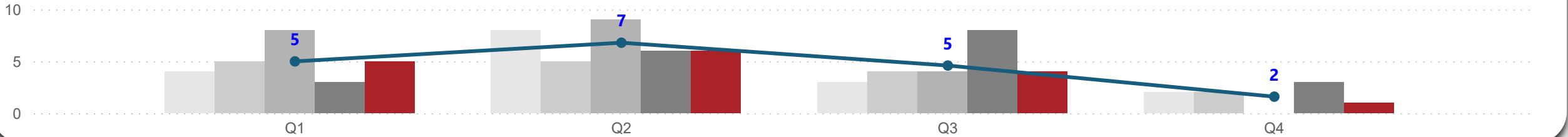


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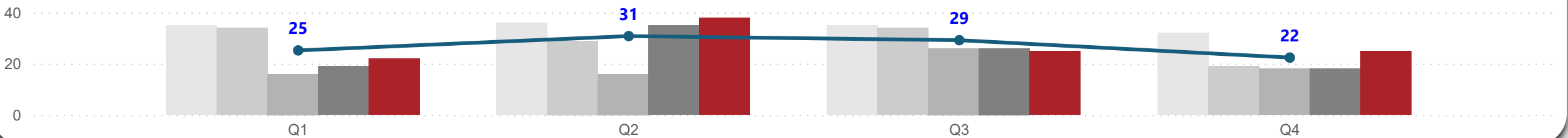
The number of RTCs attended by ECFRS are 6% greater than the same period last year, 4% above the five year average for this period and are 10% above the previous quarter.



The number of fatalities from RTCs attended by ECFRS are -50% less than the same period last year, -20% below the five year average for this period and are -33% below the previous quarter.



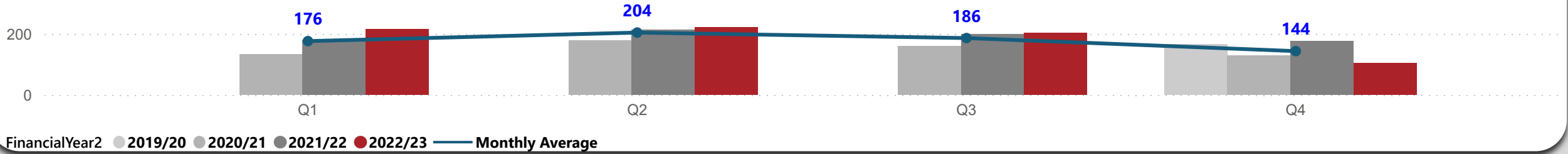
The number of serious injuries from RTCs attended by ECFRS are -4% less than the same period last year, -14% below the five year average for this period and are -34% below the previous quarter.



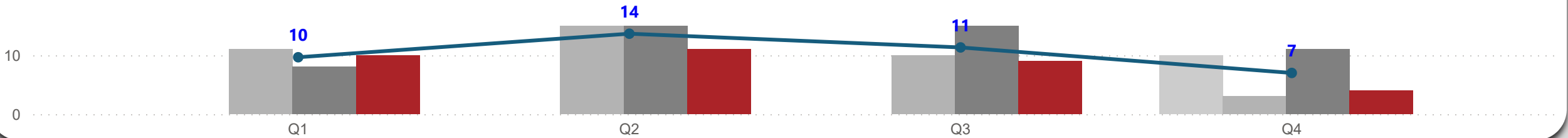
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.



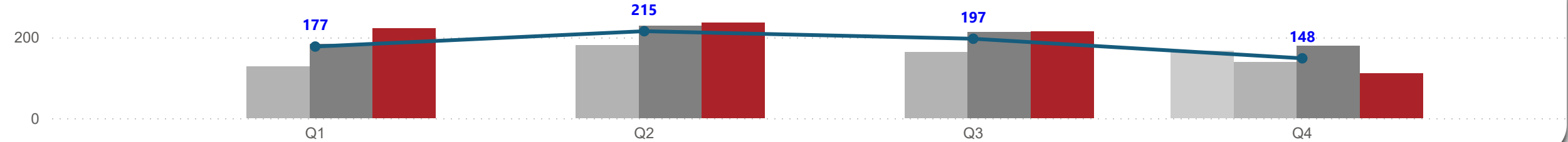
The number of SERP recorded RTCs are 2% greater than the same period last year , 9% above the five year average for this period and are -9% below the previous quarter.



The number of SERP recorded RTC Fatalities are -40% less than the same period last year , -18% below the five year average for this period and are -18% below the previous quarter.



The number of SERP recorded RTC Serious Injuries are 0% greater than the same period last year , 9% above the five year average for this period and are -9% below the previous quarter.

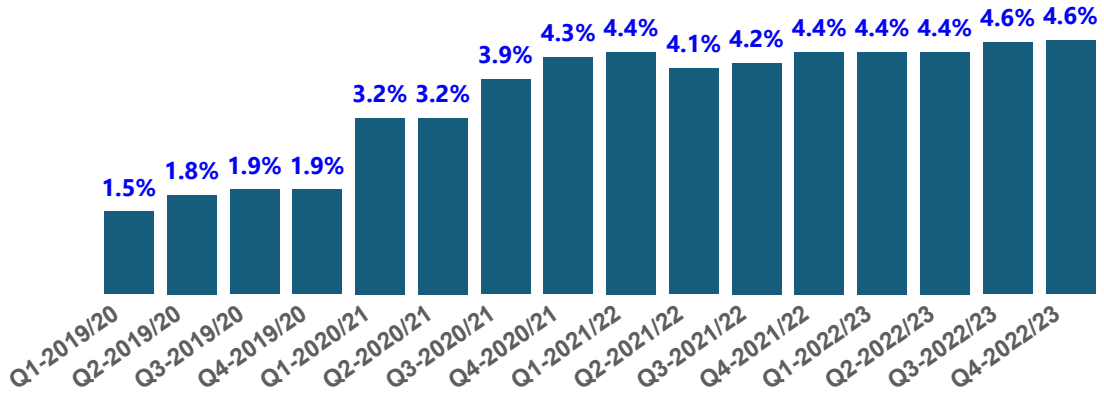


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

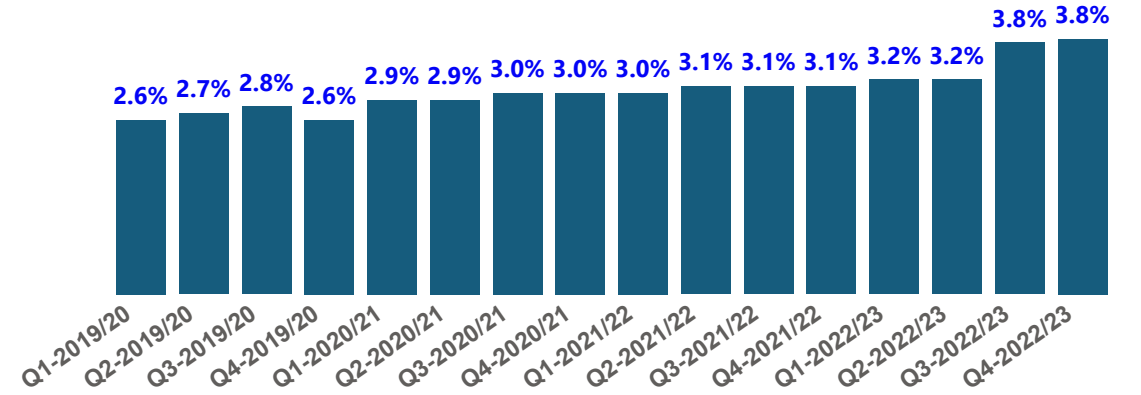
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

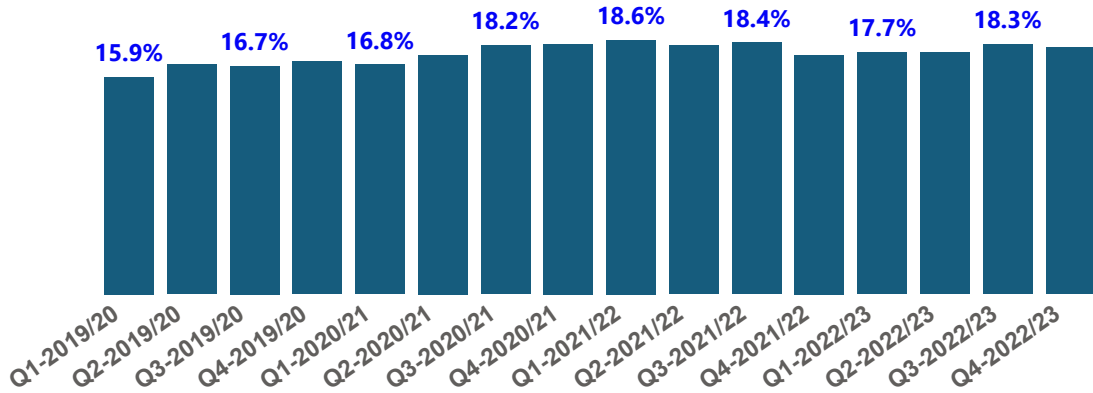
### % Disabled



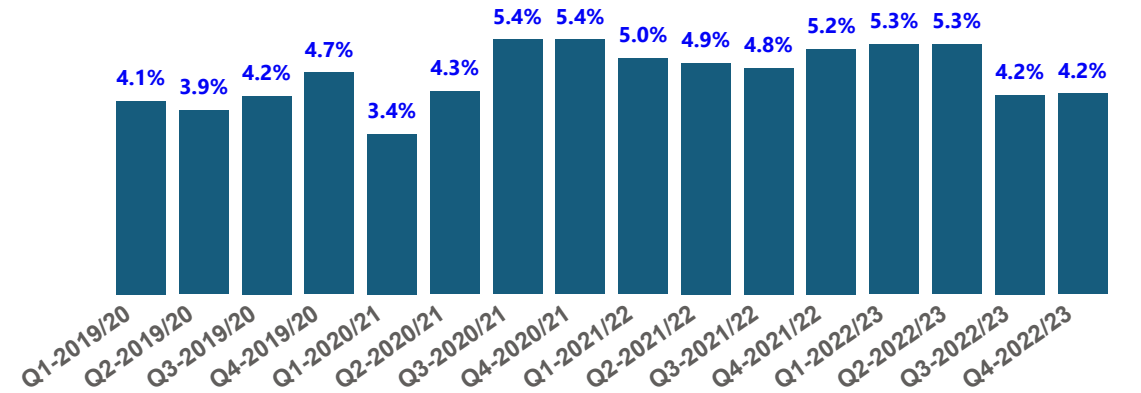
### % Ethnic Minority



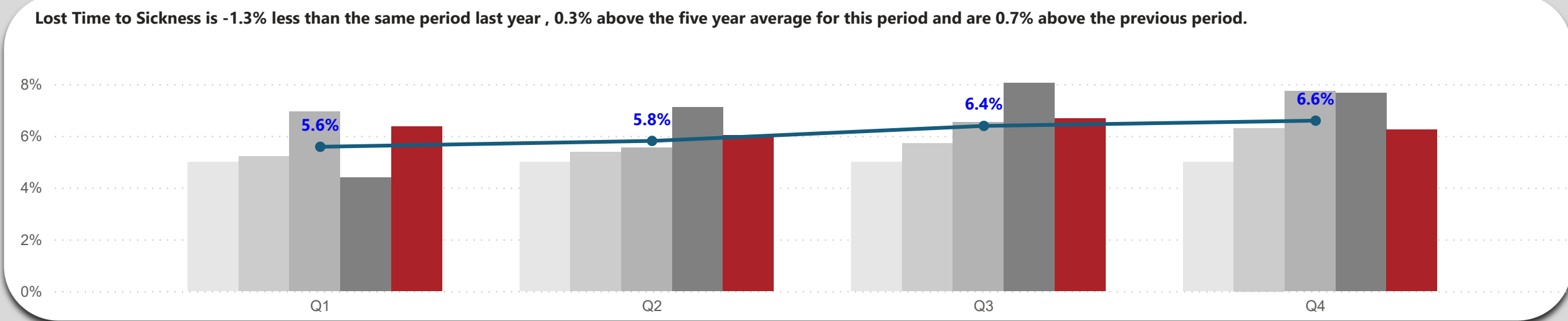
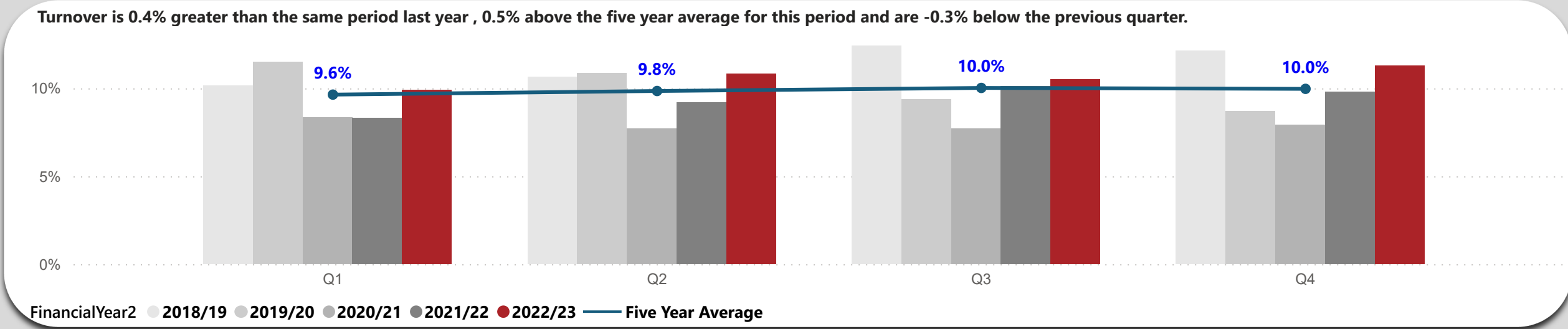
### % Female



### % 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

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

### Incidents

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Incidents</b>	15,777	15,259	14,543	14,768	17,770
<b>Fires</b>	4,854	4,655	4,362	3,588	5,291
<b>Special Services</b>	4,540	4,497	4,134	4,812	5,478
<b>False Alarms</b>	6,383	6,107	6,047	6,368	7,001
<b>ADF Fires</b>	829	786	760	722	751
<b>Deliberate Fires</b>	1,609	1,728	1,247	1,053	1,408
<b>Non Domestic Fires</b>	464	418	407	368	446
<b>Unwanted Fire Signals</b>	987	1,067	946	1,206	1,203
<b>RTC ECFRS</b>	1,295	1,193	910	1,076	1,179
<b>RTC SERP</b>			635	721	814

### Casualties

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fire Fatalities</b>	5	4	3	12	5
<b>ADF Fatalities</b>	3	3	3	11	3
<b>RTC ECFRS Fatalities</b>	20	16	23	17	18
<b>RTC ECFRS Serious Injury</b>	142	129	77	98	103
<b>RTC SERP Fatalities</b>			46	41	41
<b>RTC SERP Serious Injury</b>			638	763	850
<b>Primary Fire Injuries</b>	63	72	69	72	47
<b>ADF Injuries</b>	40	43	48	39	26

### Prevention and Protection

	2020/21	2021/22	2022/23
<b>Home Fire Safety Visits</b>	1,916	5,621	7,561
<b>Home Fire Safety Visits - Operational Crew</b>	82	1,013	1,820
<b>Home Fire Safety Visits - Inspection Officers</b>	1,833	4,608	5,585
<b>RBIP V High\High Audits</b>	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 quarter is Q2 2022/23, then the figures under 2022/23 will be the total of Q2 2021/22-Q2 2022/23.