



ECFRS Monthly Performance Report April 2023

Data downloaded on May 19, 2023 12:37:30 PM. Data Quality Assurance Percent = 99.25%

Report designed and created by the Performance and Analytics Team.

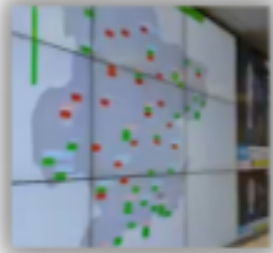
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April 2023 in numbers

#WeAreEssexFire

97% Core station coverage



1,206

Incidents attended



788

Home Fire Safety Checks



101

Very high / high risk Protection audits



83%

Attendance within 15 minutes



Accidental Dwelling Fires

43



2,525

Calls to Control



37

Non domestic fires



89

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

21

Animal rescues





Year

20

MonthNameLong

April

ort

April 2023

Overall

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month
Total Incidents	1,206 ↓ 1,289	1,160
Fires	273 ↓ 414	256
Special Services	424 ↑ 349	421
False Alarms	509 ↓ 526	483
Fire Fatalities	2 ↑ 1	1
Accidental Dwelling Fire Fatalities	2 ↑ 1	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				
Primary Fire Injury Rate per 1,000 Primary Fires	29.0	38.4	26.7	47+	28-46	1-27	0
ADF Fire Injury Rate per 1,000 ADF Fires	23.3	56.15	63.5	75+	40-74	1-39	0
Number of Deliberate Fires	89	142	73	136+	105-136	79-104	0-78
Number of ADF Fires	43	67	63	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	37	43	33	38+	31-37	29-30	0-28
Number of Unwanted Fire Signals	74	84	99	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	30	25	37	0-24	25-29	30-35	36+
Audits (RBIP High)*	71	60	106	0-99	100-109	110-120	121+

* Audit data measured for past 3 years

Targets

Metric vs Target

Metric	5 Yr Avg	Last Month	Target
Global Availability	72% ↓ 81%	73%	80%
Core Station Coverage	97% ↓ 98%	97%	98%
Potential Life-Threatening Incident First Attendance	10:47 ↑ 10:03	10:40	10:00
Incidents attended within 15 minutes	83% ↓ 86%	86%	90%
Freedom of Information Response Rate	100% ↑ 85%	92%	90%
HFSC conducted by Operational Staff	236 ↓ 127	287	436

ECFRS

SERP**

RTC

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month	Metric	3 Yr Avg*	Last Month
RTC Incidents Attended	95 ↑ 76	90	44 ↓ 58	54	
RTC Serious injury	7 ↔ 7	7	44 ↓ 58	54	
RTC Fatalities	2 ↔ 2	2	4 ↓ 5	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.

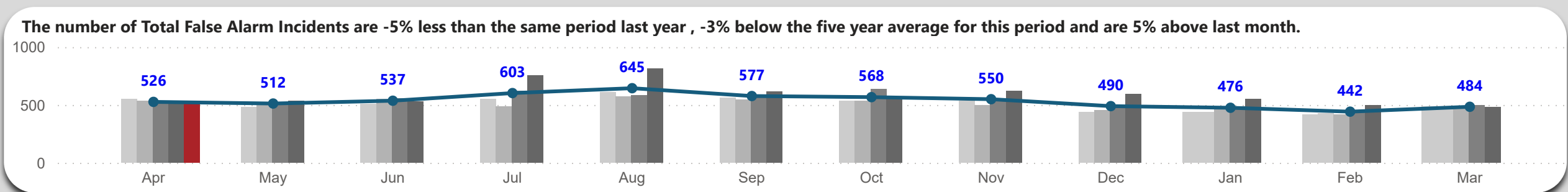
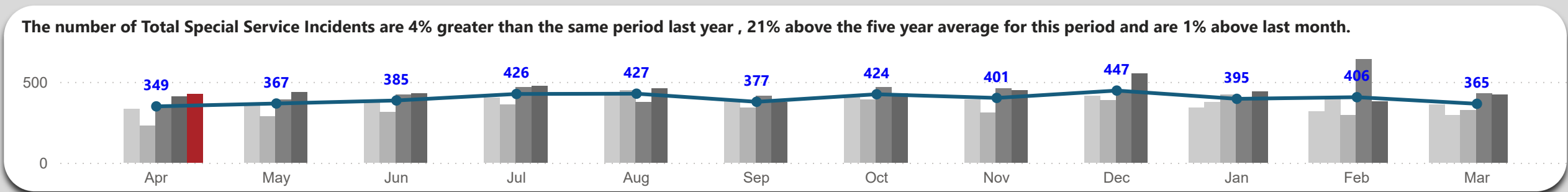
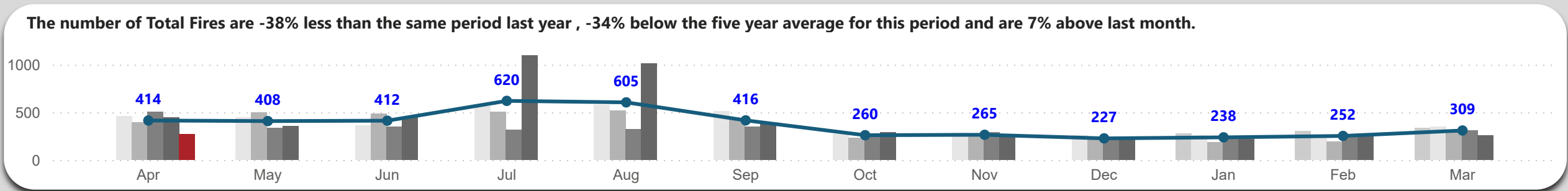
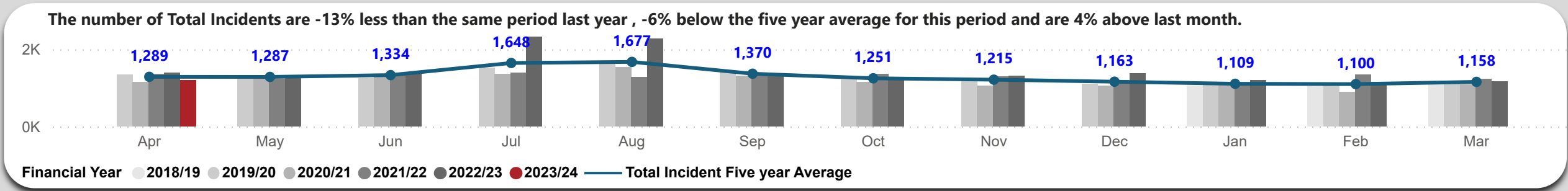
People

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	4.8% ↓ 5.7%	6.0%	ECFRS Data calculated using the Cleavand method
Turnover	11.1% ↑ 9.9%	12.7%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

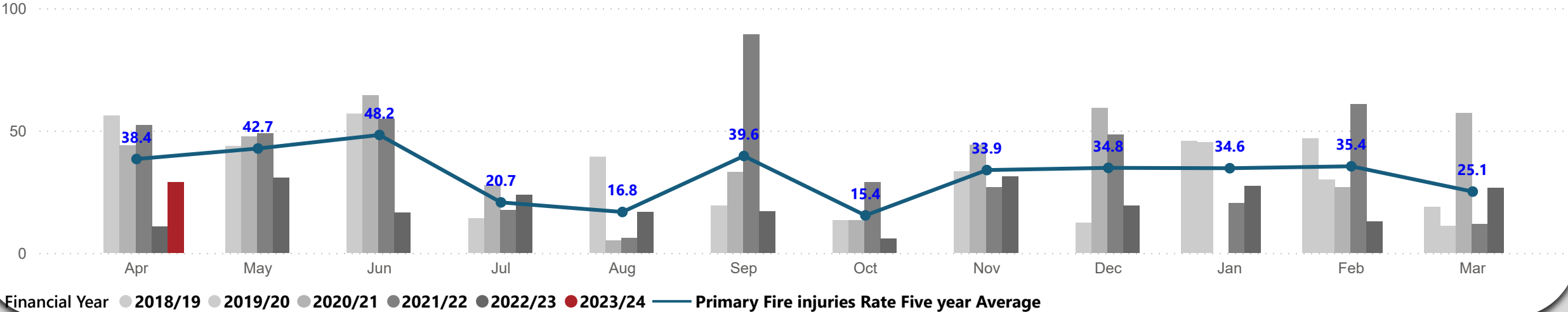
ECFRS Monthly Performance Report April 2023

Overall Summary

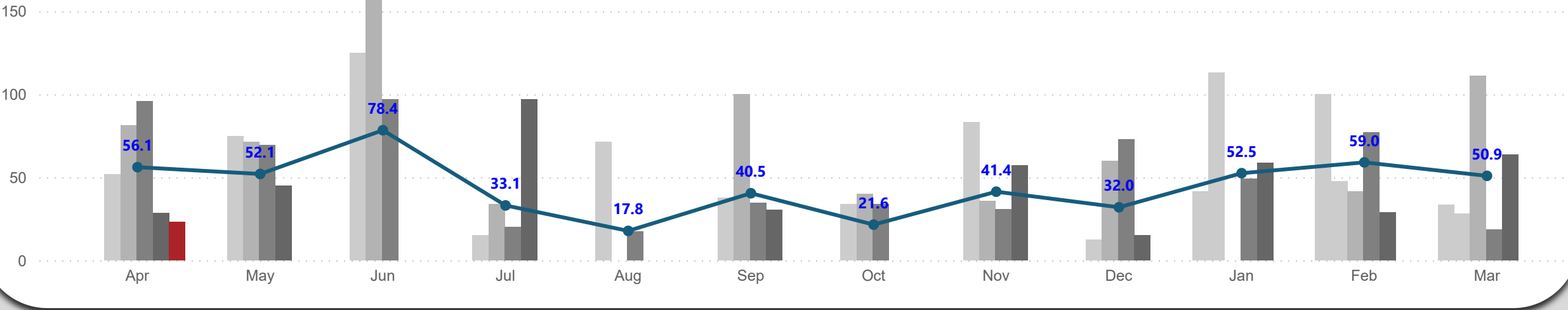


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The Primary Fire Injury Rate per 1,000 Primary Fires is 166% greater than the same period last year, -24% less than the five year average for this period and is 9% greater than last month.

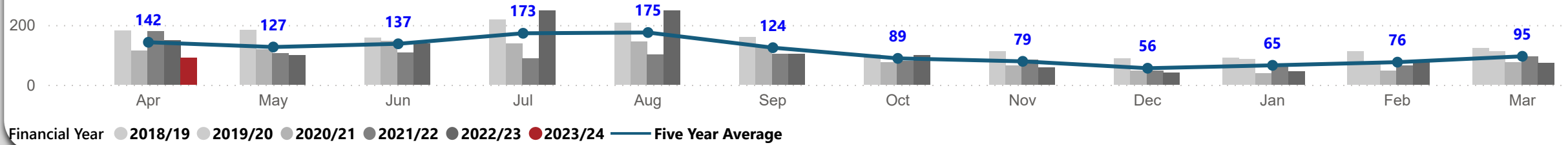


The rate of ADF Injuries per 1,000 ADF Fires is -18.5% less than the same period last year, -58.5% less than the five year average for this period and is -63.3% less than last month.

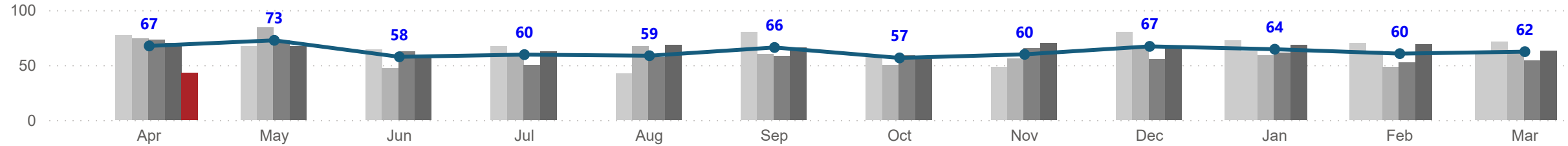


ECFRS Monthly Performance Report April 2023

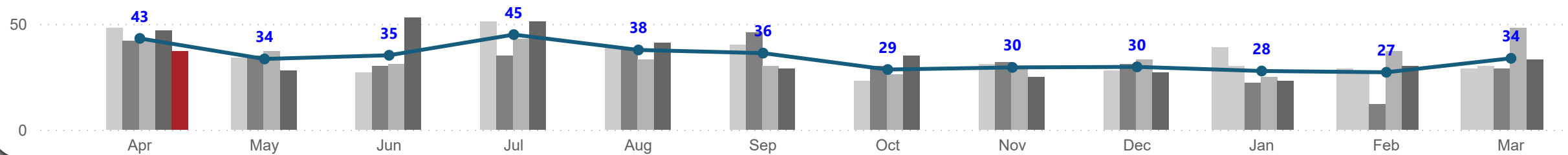
The number of Deliberate Fires are -40% less than the same period last year, -37% below the five year average for this period and are 22% above last month.



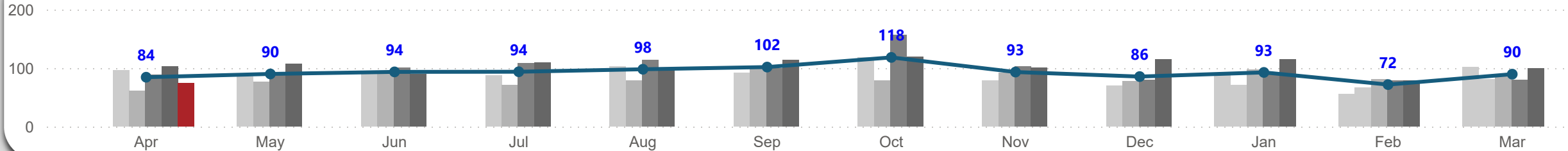
The number of Accidental Dwelling Fires are -39% less than the same period last year, -36% below the five year average for this period and are -32% below last month.



The number of Non Domestic Fires are -21% less than the same period last year, -14% below the five year average for this period and are 12% above last month.



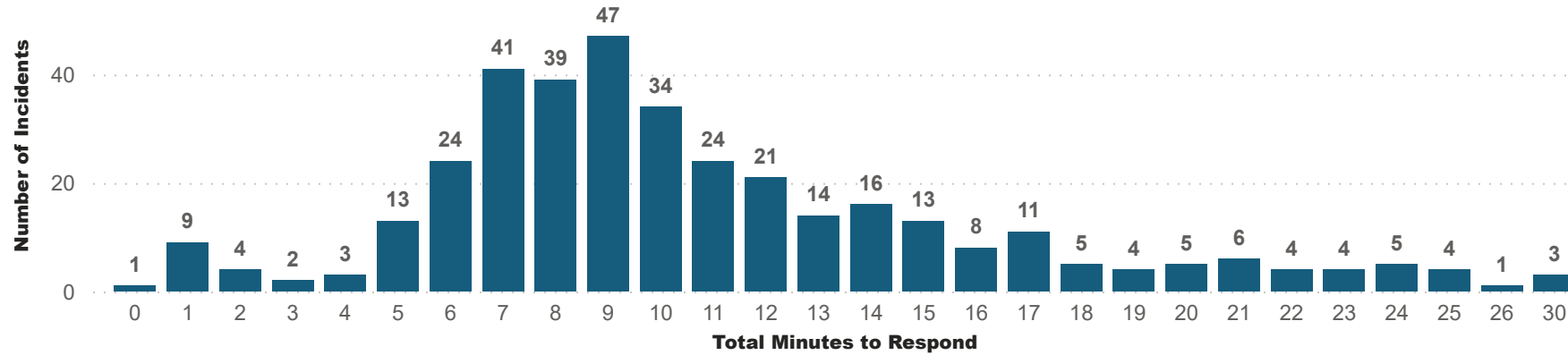
The number of Unwanted Fire Signals are -28% less than the same period last year, -12% below the five year average for this period and are -25% below last month.



ECFRS Monthly Performance Report April 2023

Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Month	2020/21	2021/22	2022/23	2023/24
Apr	90%	87%	83%	83%
May	89%	86%	86%	
Jun	89%	84%	84%	
Jul	84%	83%	77%	
Aug	85%	86%	75%	
Sep	85%	83%	82%	
Oct	87%	85%	84%	
Nov	87%	86%	82%	
Dec	82%	85%	83%	
Jan	84%	87%	85%	
Feb	87%	82%	84%	
Mar	86%	86%	86%	

Avg Call Handling Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	01:41	01:38	01:52	01:53
May	01:29	01:46	01:49	
Jun	01:41	01:42	01:54	
Jul	01:43	02:10	01:53	
Aug	01:39	01:43	02:25	
Sep	01:53	01:46	02:00	
Oct	01:42	01:54	02:01	
Nov	01:49	01:54	01:55	
Dec	01:50	01:55	01:55	
Jan	01:47	01:43	01:48	
Feb	01:43	02:15	01:41	
Mar	01:46	01:55	01:50	

Avg Turnout Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	02:37	02:27	02:29	02:19
May	02:25	02:33	02:30	
Jun	02:44	02:20	02:17	
Jul	02:27	02:27	02:38	
Aug	02:39	02:34	02:36	
Sep	02:32	02:24	02:38	
Oct	02:45	02:42	02:20	
Nov	02:41	02:42	02:28	
Dec	02:34	02:32	02:35	
Jan	02:56	02:42	02:52	
Feb	02:31	02:36	02:21	
Mar	02:36	02:36	02:40	

Avg Travel Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	04:59	05:42	05:55	06:31
May	05:01	05:37	05:50	
Jun	05:28	06:10	06:25	
Jul	05:35	06:04	06:58	
Aug	05:37	06:00	06:43	
Sep	05:39	06:04	06:35	
Oct	05:48	05:33	06:07	
Nov	05:39	06:14	05:50	
Dec	06:32	06:28	06:28	
Jan	05:41	05:42	06:10	
Feb	05:15	05:48	06:10	
Mar	05:14	05:37	06:06	

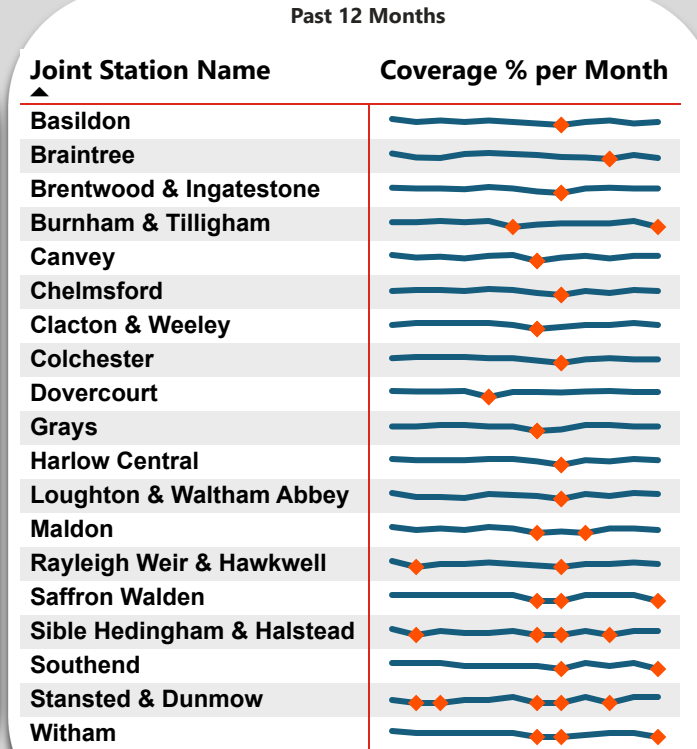
Avg Response Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	09:21	09:53	10:20	10:47
May	08:58	09:59	10:11	
Jun	09:57	10:14	10:41	
Jul	09:48	10:44	11:38	
Aug	09:55	10:22	11:49	
Sep	10:05	10:17	11:17	
Oct	10:16	10:17	10:30	
Nov	10:09	10:54	10:18	
Dec	11:00	10:58	11:01	
Jan	10:28	10:06	10:53	
Feb	09:30	10:48	10:14	
Mar	09:40	10:10	10:40	

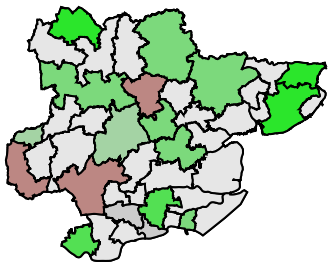
ECFRS Monthly Performance Report April

Coverage

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



Core Station Coverage April 2023



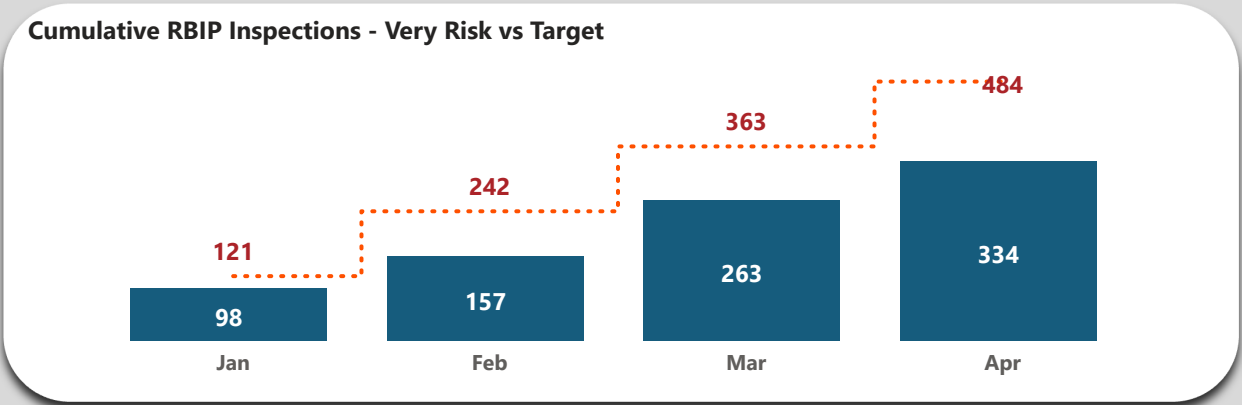
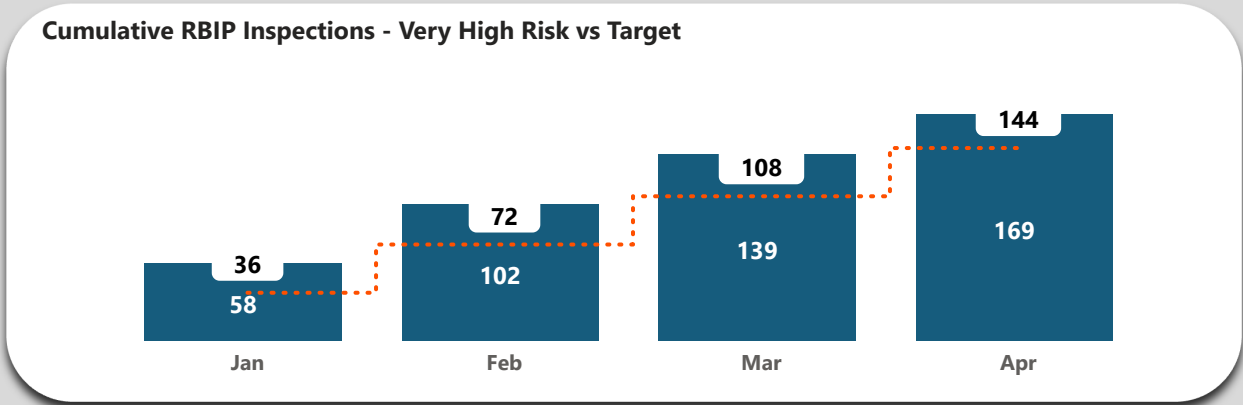
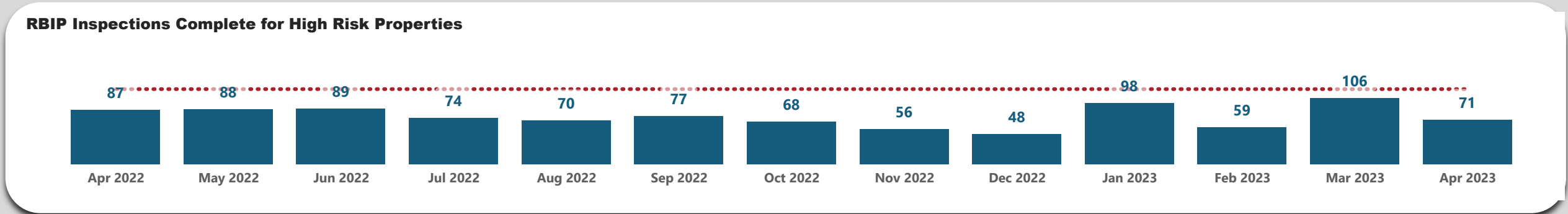
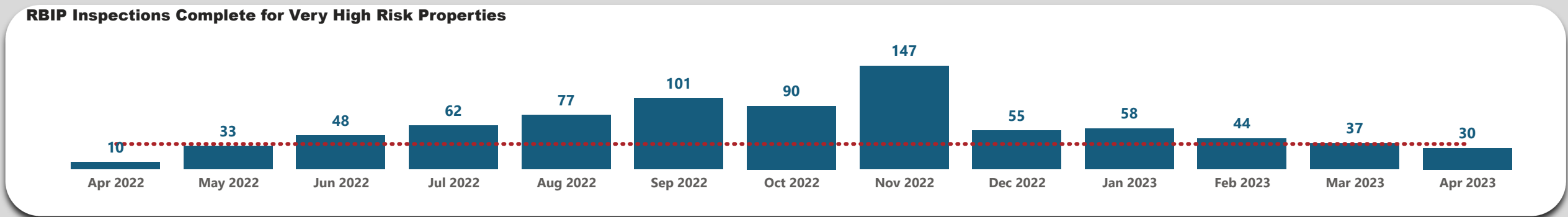
Monthly Average

97%

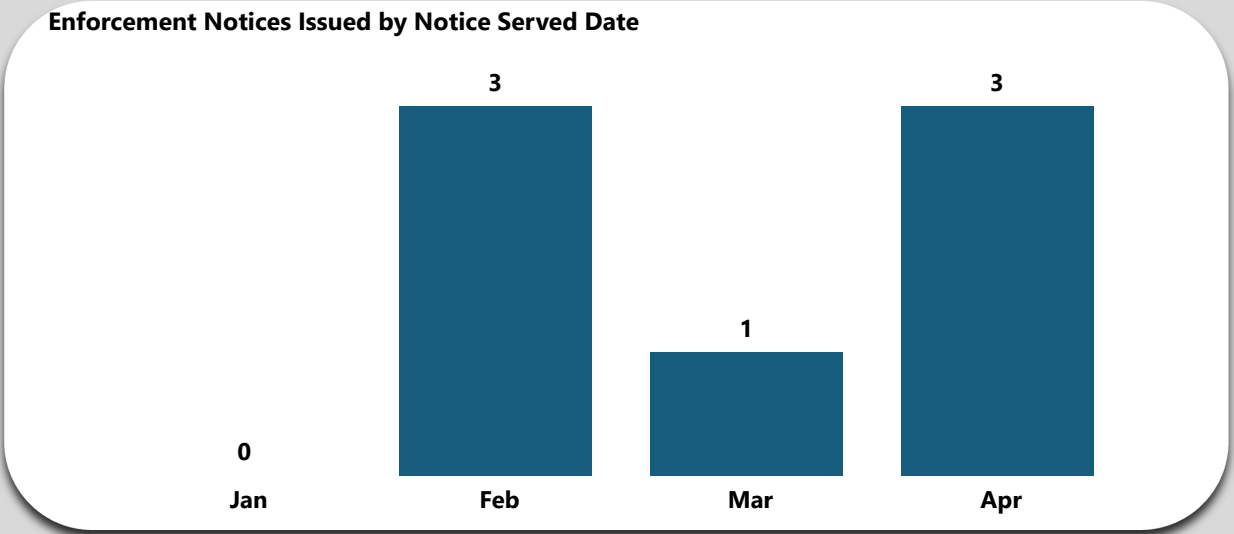
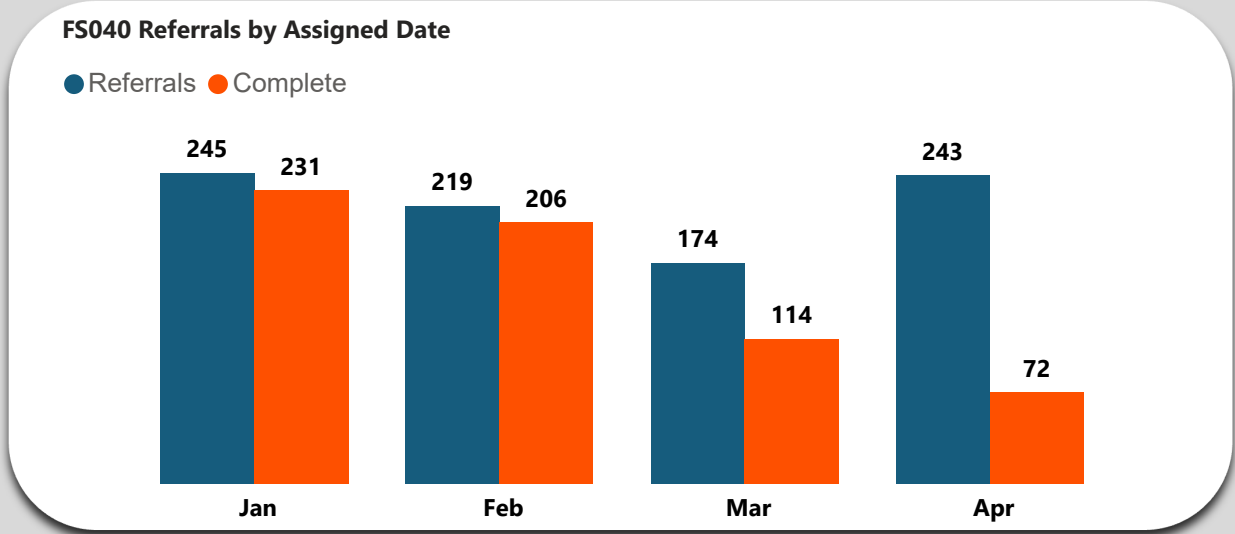
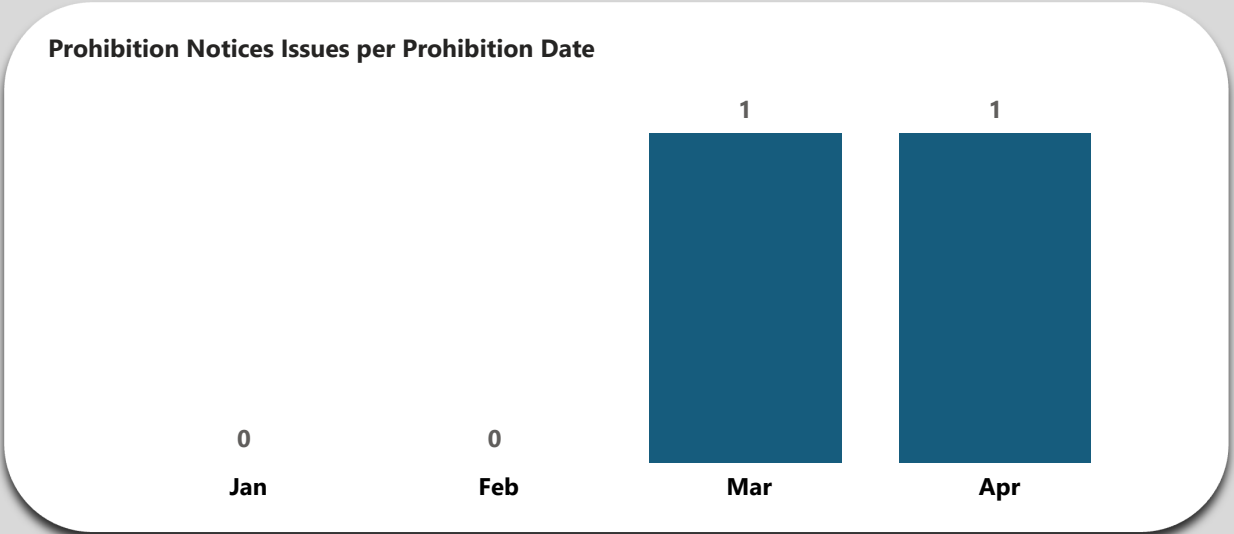
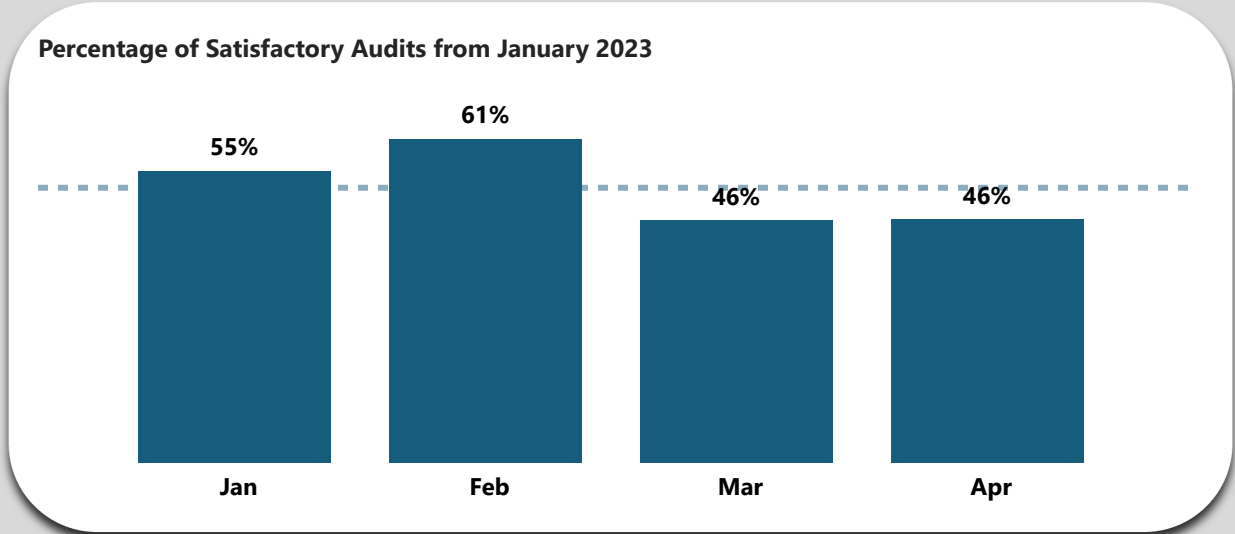
Target 98%

Analysis is currently being undertaken, exploring the link between coverage and response times. This project has been commissioned as a result of analysis backed up by the response time dashboard. The results of this analysis are planned to be released during Q4 2022/23.

ECFRS Monthly Performance Report April 2023



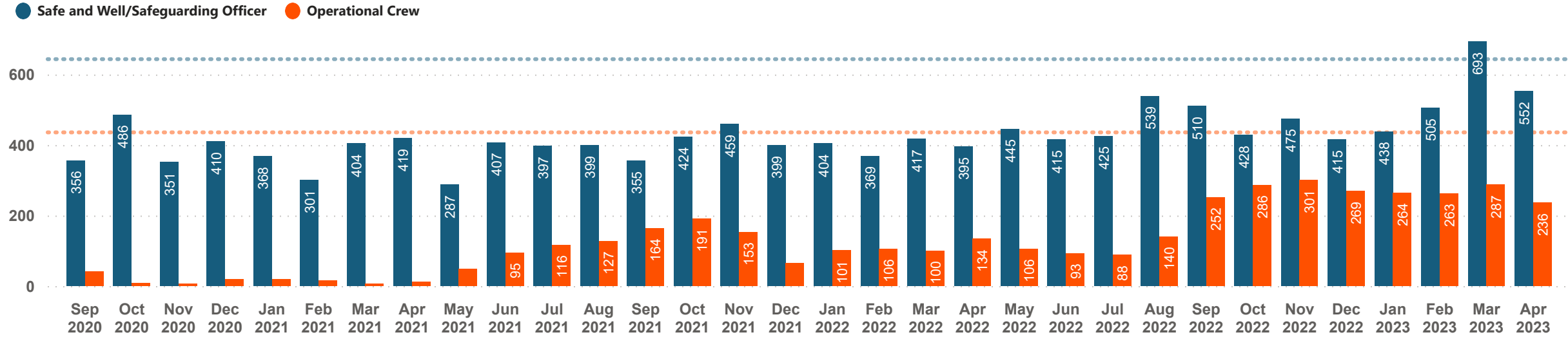
ECFRS Monthly Performance Report April 2023



There have been **66** Notice Of Deficiencies issued this month vs **90** last month

ECFRS Monthly Performance Report April 2023

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



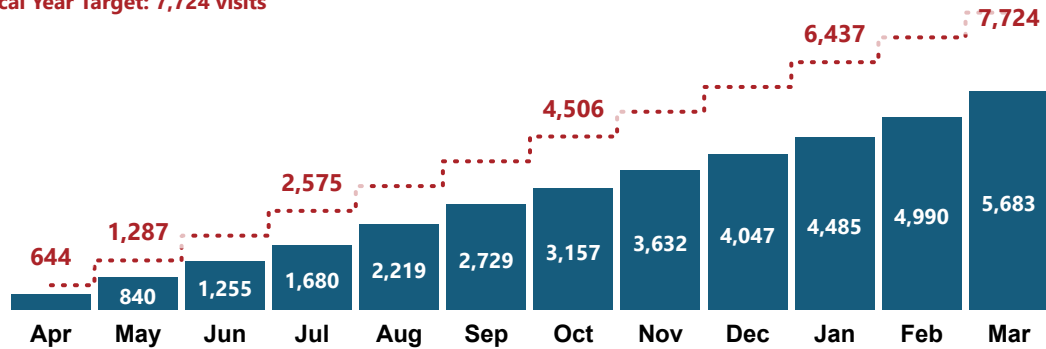
April 2023 saw a total number of 788 visits which were -20% less than the previous month's total of 980 visits and 49% greater than the total number of 529 visits at the same point last year.

Operational Crew visits were -18% less than the previous month's visits, 76% 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 -20% less than the previous month's visits, 40% 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.

Safe and Well/Safeguarding Officer Monthly Visit Target

644

Operational Crew Monthly Visit Target

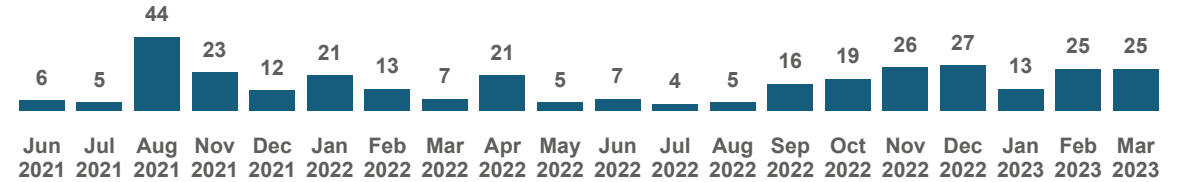
436

ECFRS Monthly Performance Report April 2023

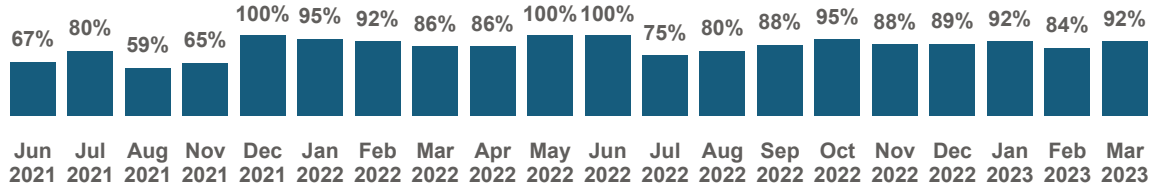
Safe and Well Visit Survey

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.

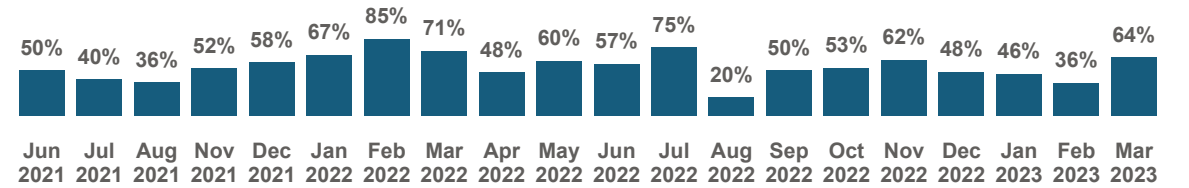
Home Fire Safety Visit Survey - Number of Responses



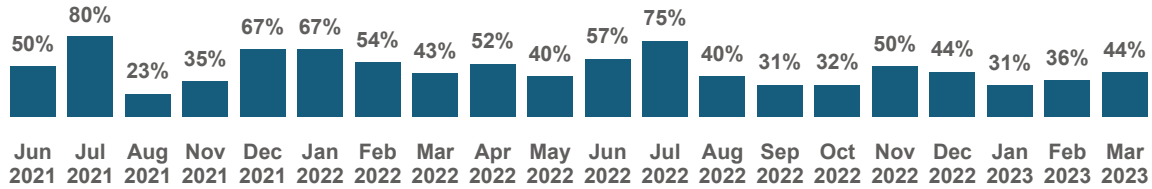
Did you LEARN about how to stay safe from fire at home (% Yes)



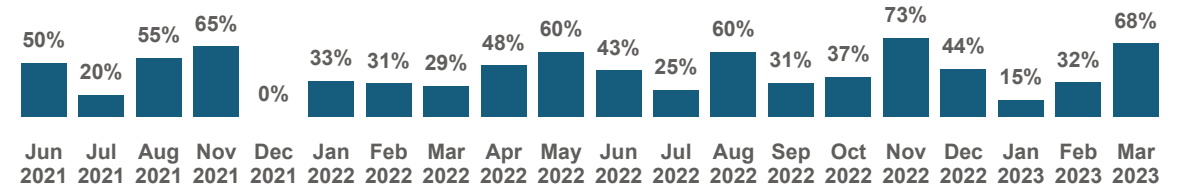
Have you already done something differently as a result of your visit? (% Yes)



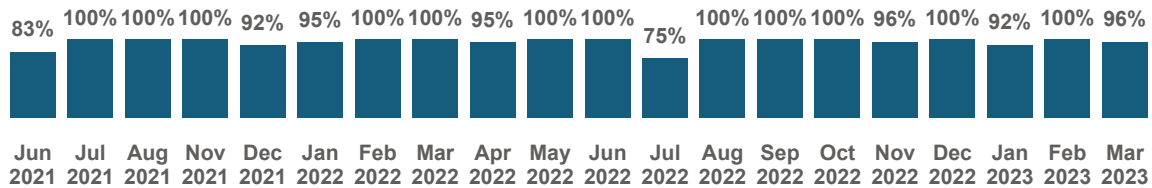
Do you INTEND to do something different as a result of your visit? (% Yes)



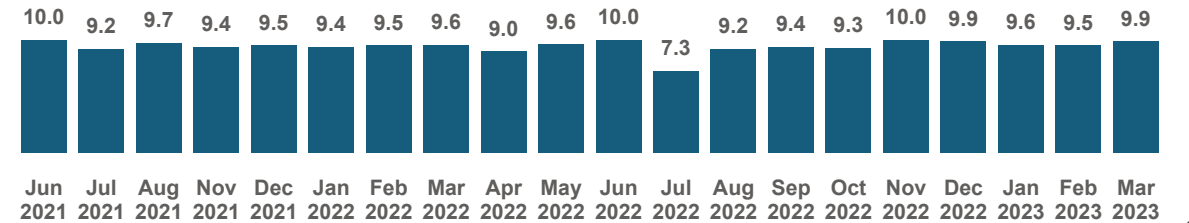
Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



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



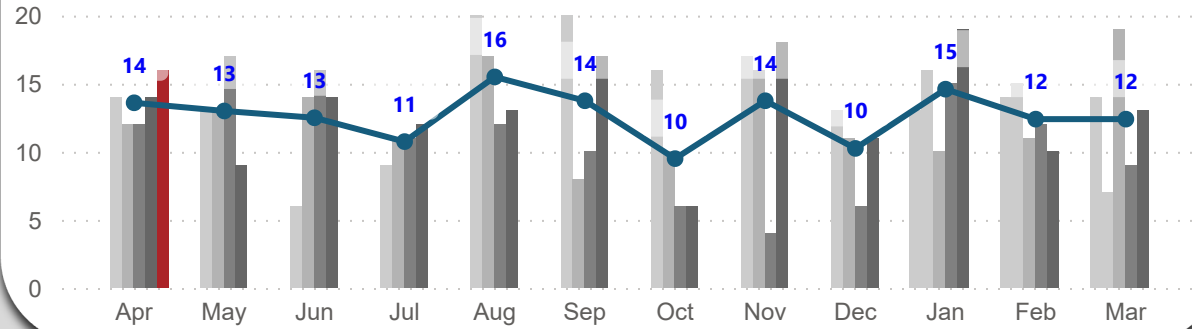
How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding



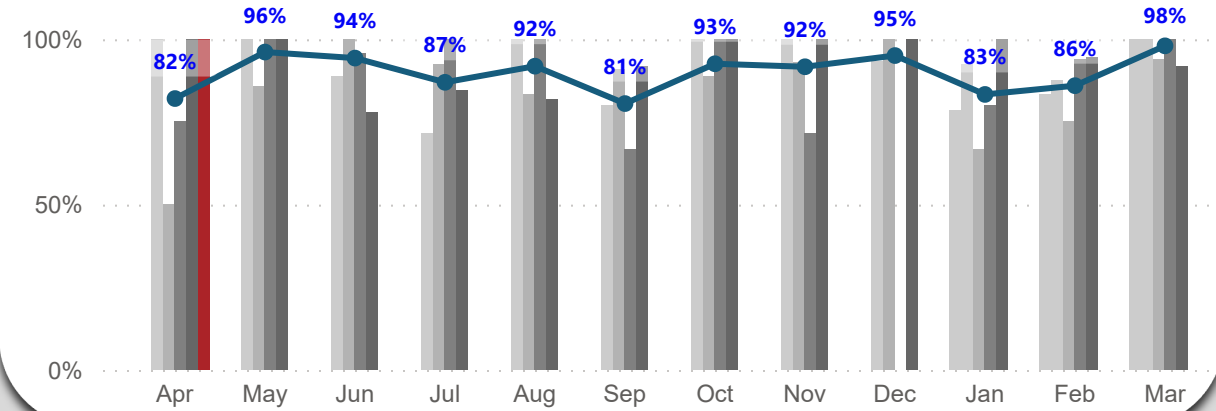
ECFRS Monthly Performance Report April 2023

FOIs Received

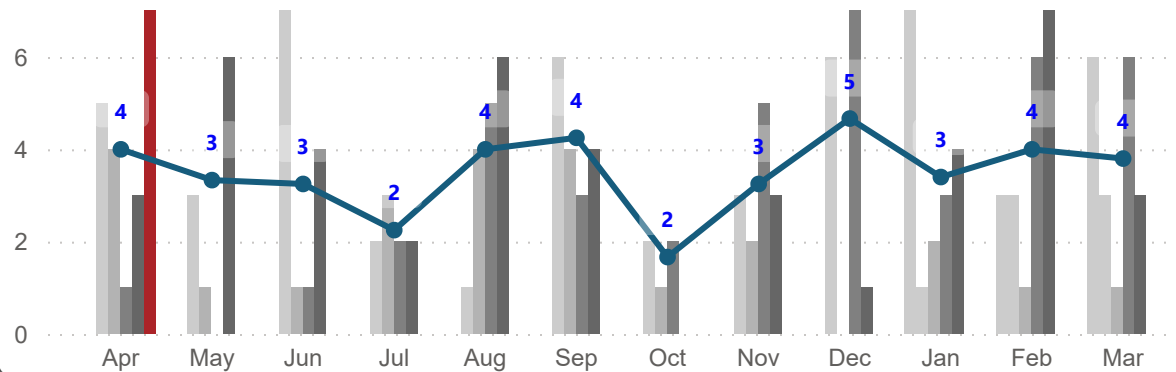
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Five Year Av...



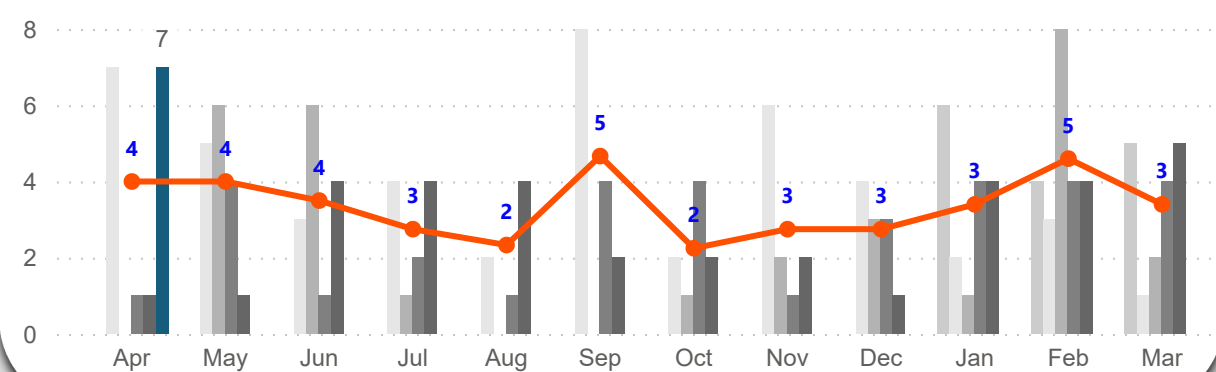
FOI Completion Rate



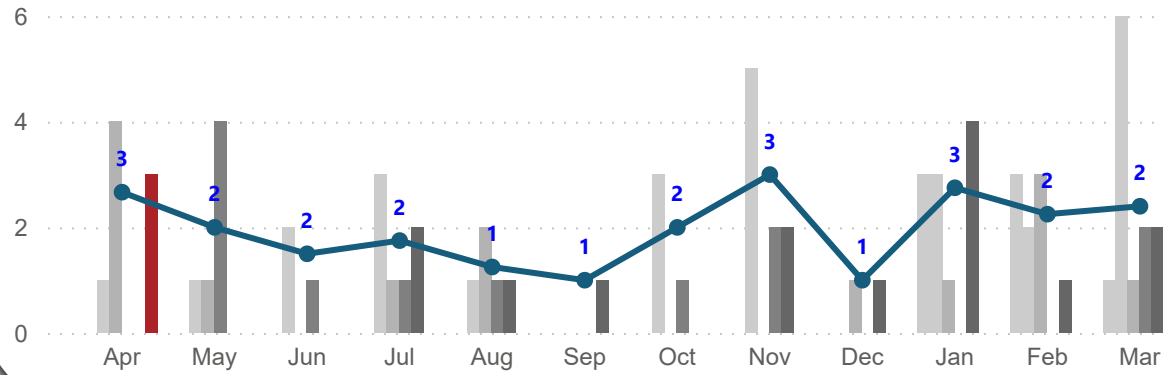
Data Breaches



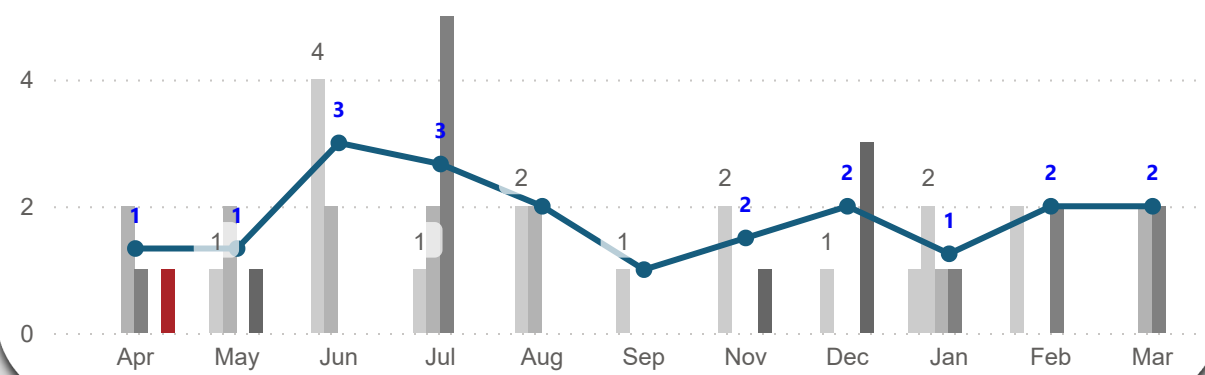
Complaints Received



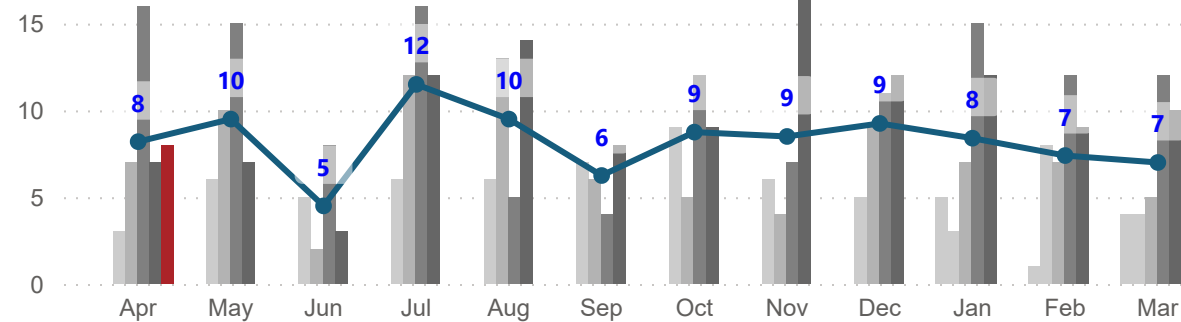
SARs Received



EIRs Received



Other*



Overall Summary - FOI and Data Breaches

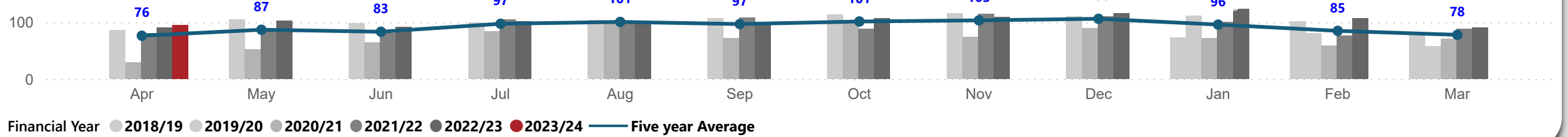
Private individuals requested information on various topics, including HR systems and associated costs, incident calls received by each station, financial spend with electrical suppliers, support warehouse contract information, incidents attended in a specific park, data on fire incidents, and any new pumping appliances at stations. A media organisation requested information on vehicle fires attended by the fire service, details about the fire service dogs, firefighter deaths due to lithium-ion battery fires, and fires in recycling centres or scrap yards. Members of the public/business sought information on body-worn cameras, temporary workers and expenditures, local fires in the proximity of schools, and laundry contract details.

There were five reported data breaches and near-misses within ECFRS. Lessons learned from these incidents include: ensuring personal information is not shared on social media, double-checking recipient names before sending emails, clarifying roles and responsibilities when dealing with personal or confidential information, cleaning up departing employees' OneDrive data, securely storing business information in a repository location, and updating the complaints policy. Major concerns were identified regarding the storage and accessibility of data, leading to the recommendation of providing clear guidance to staff on using SharePoint/Teams, storing data securely, and managing access permissions.

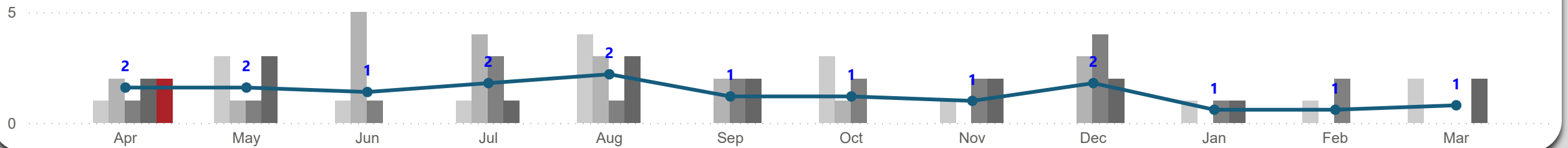
*The 'Other' Section refers to: S212, CCTV, Correspondence, Compliments, Data Rights, DPIA, ISP

ECFRS Monthly Performance Report April 2023

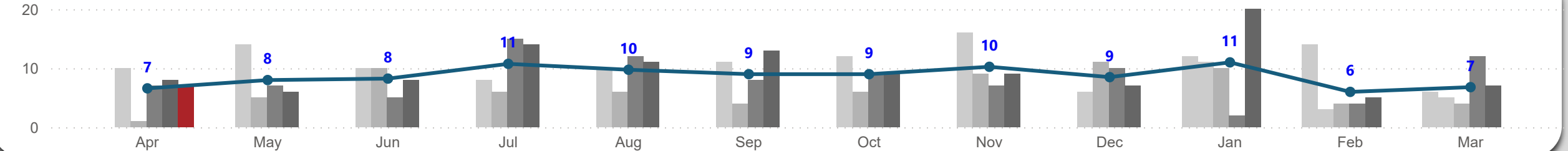
The number of RTCs attended by ECFRS are 6% greater than the same period last year , 25% above the five year average for this period and are 6% above last month.



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 the same as last month.



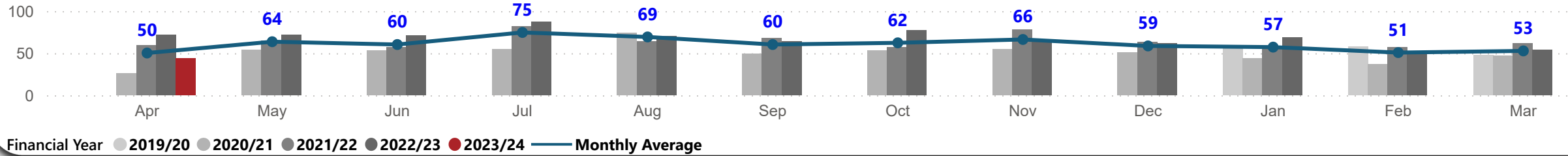
The number of serious injuries from RTCs attended by ECFRS are -13% less than the same period last year , the same as the five year average for this period and are the same as last month.



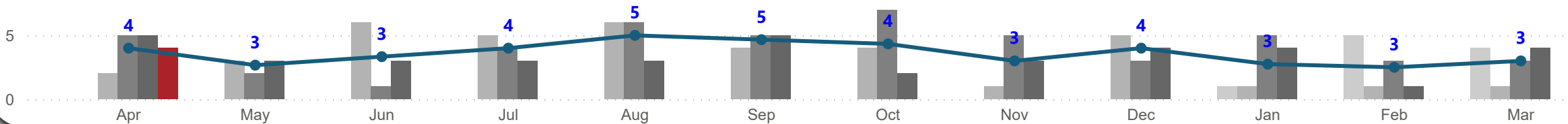
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report April 2023

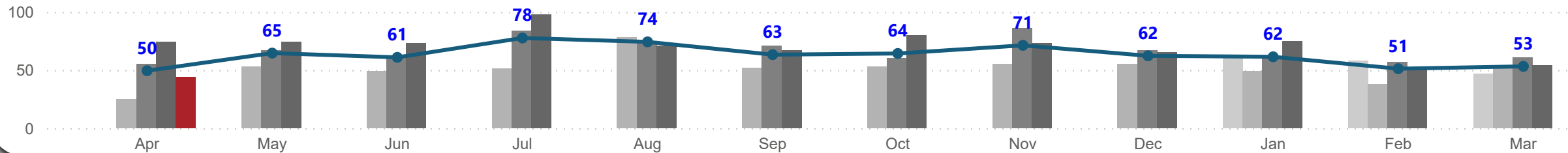
The number of SERP recorded RTCs are -39% less than the same period last year , -12% below the five year average for this period and are -19% below last month.



The number of SERP recorded RTC Fatalities are -20% 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 SERP recorded RTC Serious Injuries are -41% less than the same period last year , -12% below the five year average for this period and are -19% below last month.

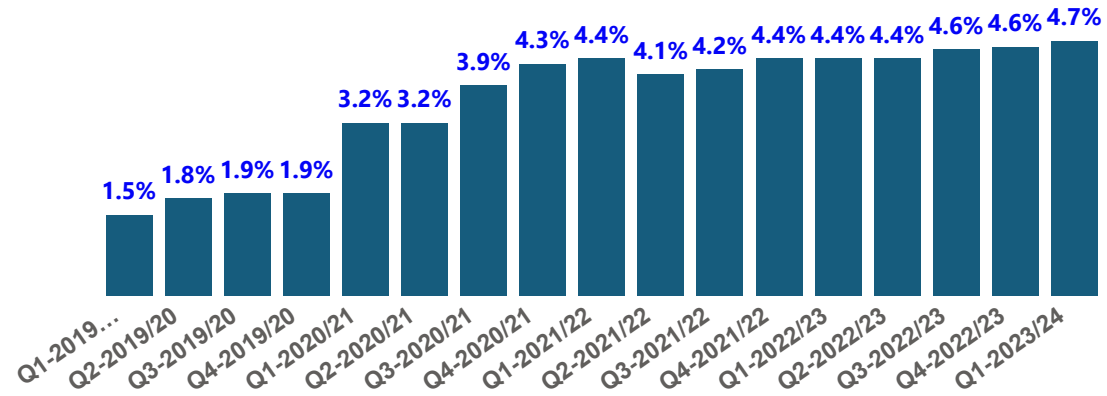


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

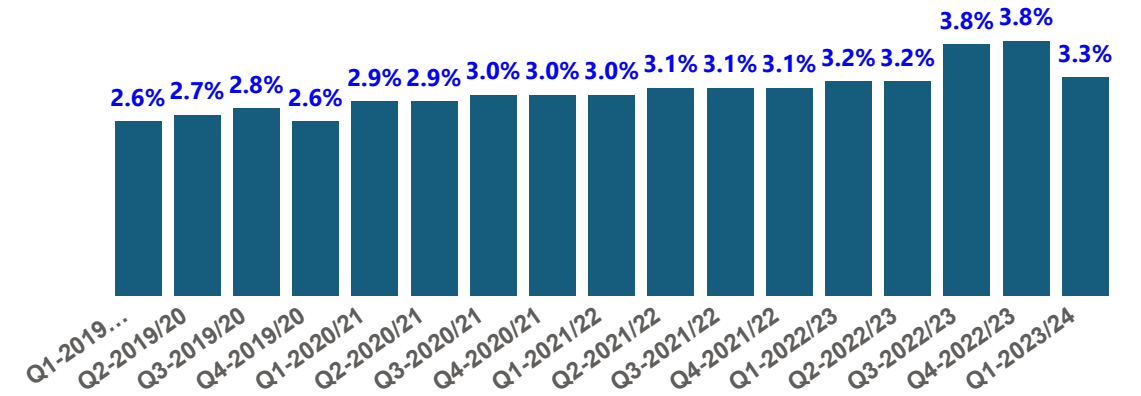
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

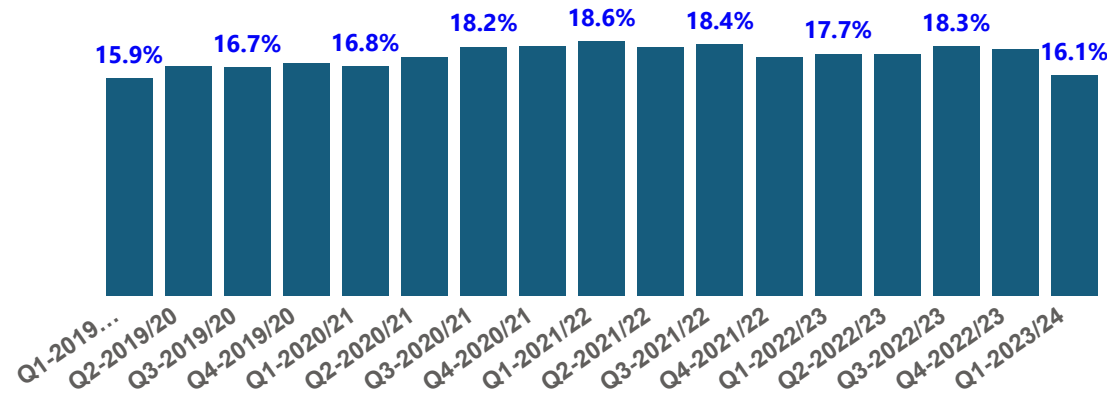
% Disabled



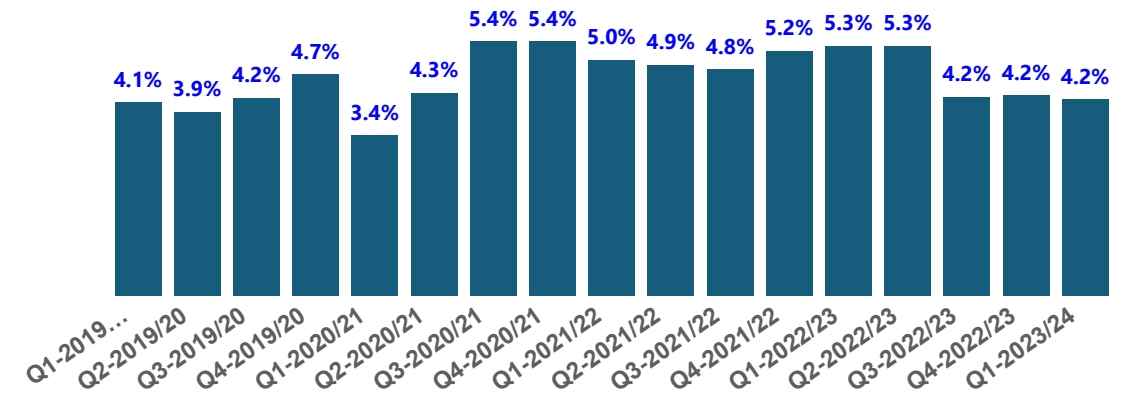
% Ethnic Minority



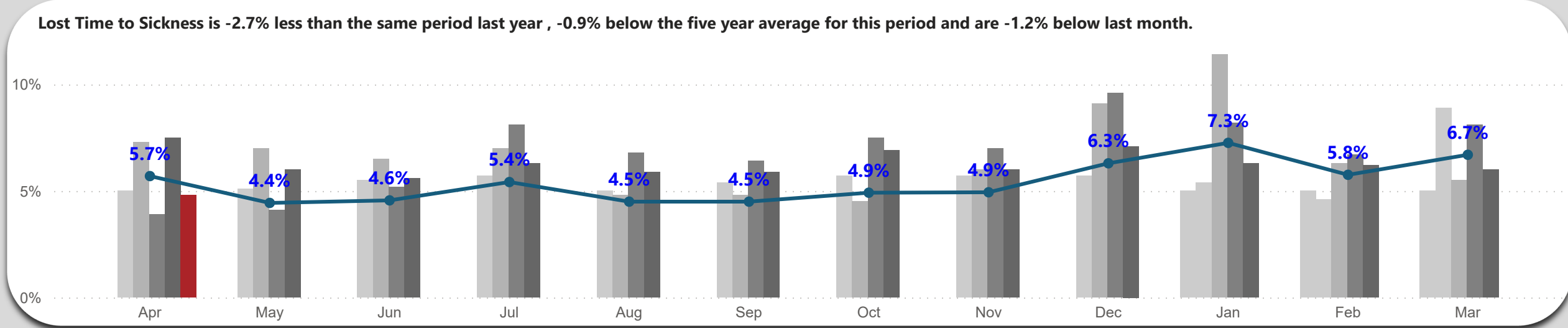
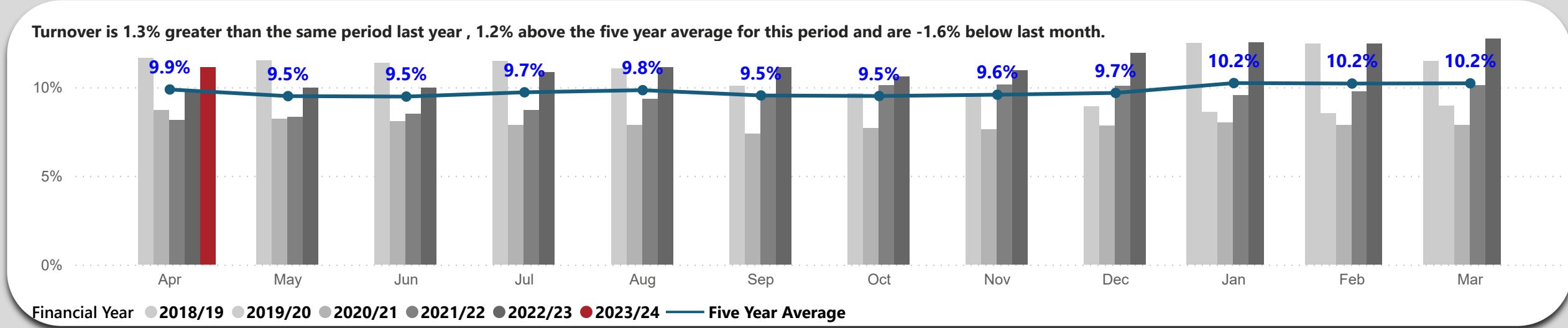
% Female



% 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.



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 April 2023

Appendix - Rolling 12 Month Totals Up To April

Incidents

	2019	2020	2021	2022	2023
Incidents	15,765	15,064	14,541	15,453	17,388
Fires	5,072	4,519	4,294	3,667	5,059
Special Services	4,293	4,447	4,222	5,300	5,266
False Alarms	6,400	6,098	6,025	6,486	7,063
ADF Fires	838	777	733	715	757
Deliberate Fires	1,752	1,608	1,202	1,089	1,322
Non Domestic Fires	460	403	382	420	412
Unwanted Fire Signals	1,013	1,005	1,018	1,206	1,217
RTC ECFRS	1,258	1,130	914	1,147	1,240
RTC SERP		191	631	782	787

Casualties

	2019	2020	2021	2022	2023
Fire Fatalities	4	3	5	8	7
ADF Fatalities	2	3	5	6	6
RTC ECFRS Fatalities	17	17	20	21	18
RTC ECFRS Serious Injury	133	107	82	99	116
RTC SERP Fatalities *		12	42	49	39
RTC SERP Serious Injury *		192	639	822	826
Primary Fire Injuries	74	63	69	67	45
ADF Injuries	44	45	46	33	27

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	182	3,339	6,113	8,42
Home Fire Safety Visits - Operational Crew	2	134	1,401	2,58
Home Fire Safety Visits - Inspection Officers	180	3,205	4,712	5,84
RBIP V High\High Audits		266	251	78

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