



# ECFRS Monthly Performance Report March 2023

*Data downloaded on Apr 19, 2023 09:27:37 AM. Data Quality Assurance Percent = 98.97%*

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

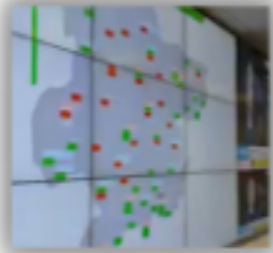
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# March 2023 in numbers

#WeAreEssexFire

**97%** Core station coverage



**1,160**

Incidents attended



**979**

Home Fire Safety Checks



**143**

Very high / high risk Protection audits



**86%**

Attendance within 15 minutes



Accidental Dwelling Fires

**63**



**2,423**

Calls to Control



**32**

Non domestic fires



**71**

Deliberate fires

**FireStoppers.**  
0800 169 5558

100% anonymous. Always.

**11**

Animal rescues





# ECFRS Monthly Performance Report

## March 2023

### Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month
Total Incidents	1,160	1,158	1,153
Fires	257	310	278
Special Services	421	365	377
False Alarms	482	484	498
Fire Fatalities	2	1	0
Accidental Dwelling Fire Fatalities	1	0	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	4	4	2	9+	6-8	3-5	0-2
Number of ADF Fire Injuries	4	3	2	6+	4-5	1-3	0
Number of Deliberate Fires	71	95	83	158+	127-158	89-126	0-88
Number of ADF Fires	63	62	68	75+	66-74	44-65	0-43
Number of Non-Domestic Fires	32	34	31	41+	36-40	26-35	0-25
Number of Unwanted Fire Signals	99	90	78	96+	92-95	55-94	0-54

### Targets

Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Global Availability	73%	81%	72%	80%
Core Station Coverage	97%	98%	96%	98%
Potential Life-Threatening Incident First Attendance	10:40	10:01	10:14	10:00
Incidents attended within 15 minutes	86%	87%	84%	90%
Audits (RBIP V High)*	37	44	44	53
Freedom of Information Response Rate	92%	97%	93%	90%

\* Audit data measured for past 3 years

### RTC

Metric vs 5 Year Average	ECFRS			SERP**		
	Metric	5 Yr Avg	Last Month	Metric	3 Yr Avg*	Last Month
RTC Incidents Attended	89	78	107	53	54	50
RTC Serious injury	7	7	5	53	55	51
RTC Fatalities	1	1	0	5	3	1

\*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.

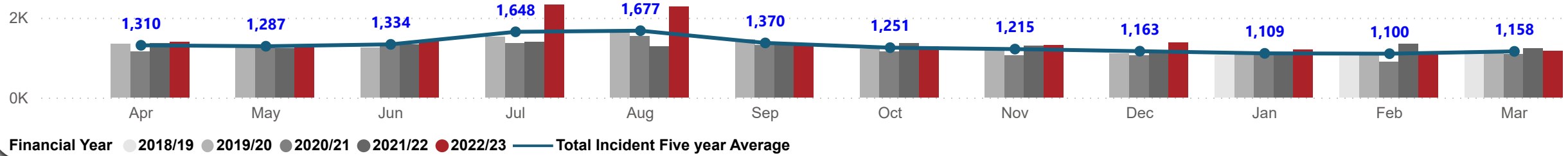
### People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.0%	6.7%	6.2%	ECFRS Data calculated using the Cleavand method
Turnover	11.3%	9.9%	11.1%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

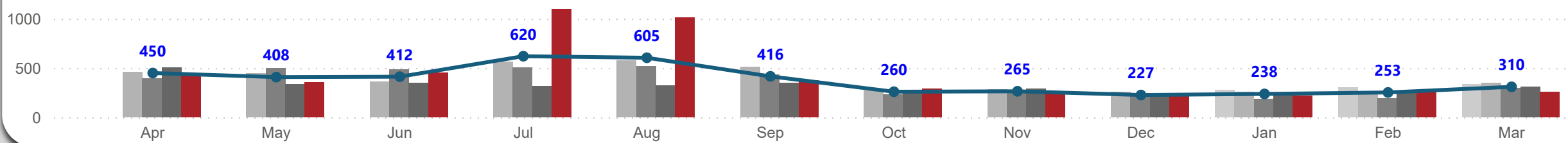
# ECFRS Monthly Performance Report March 2023

Overall Summary

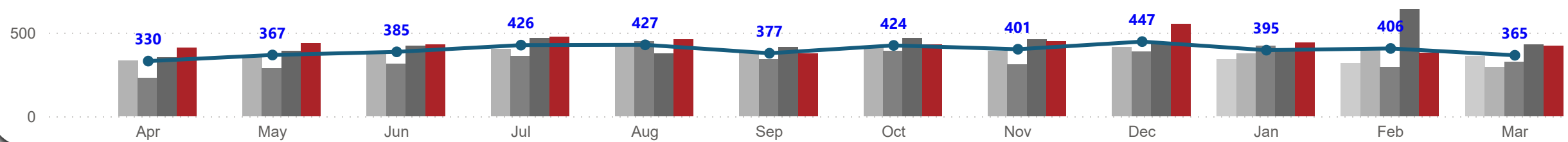
The number of Total Incidents are -6% less than the same period last year , 0% above the five year average for this period and are 1% above last month.



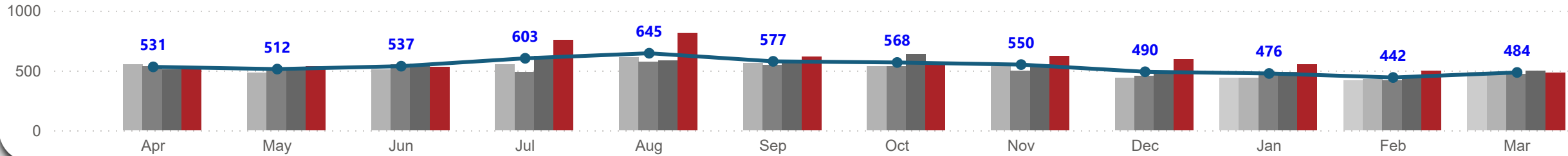
The number of Total Fires are -18% less than the same period last year , -17% below the five year average for this period and are -8% below last month.



The number of Total Special Service Incidents are -2% less than the same period last year , 15% above the five year average for this period and are 12% above last month.

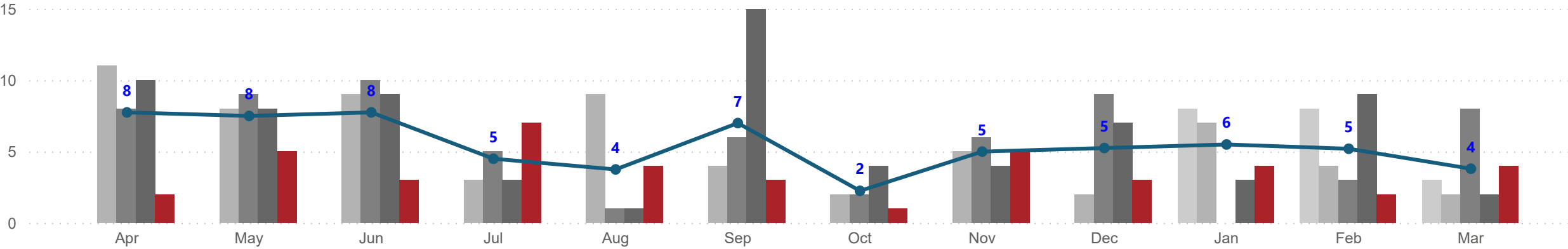


The number of Total False Alarm Incidents are -3% less than the same period last year , 0% below the five year average for this period and are -3% below last month.



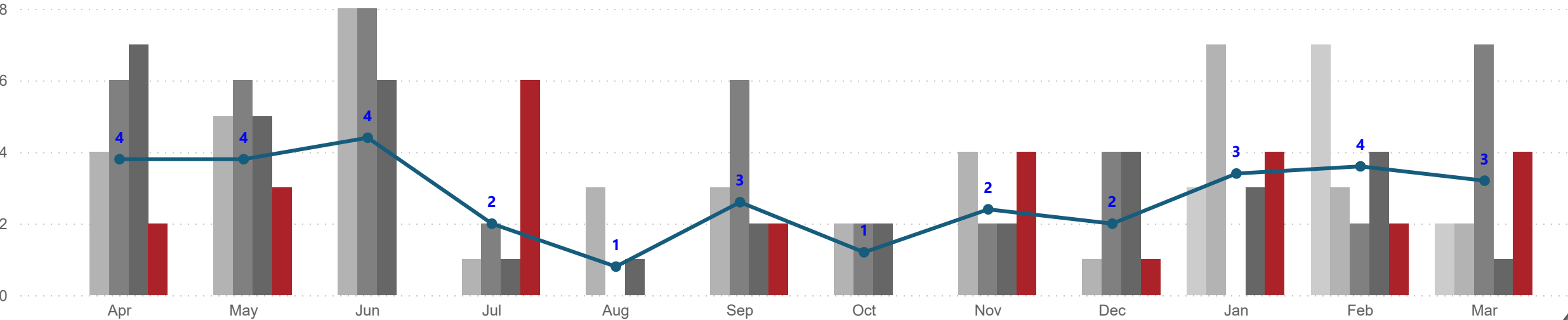
# ECFRS Monthly Performance Report March 2023

The number of Primary Fire Injuries are 100% greater than the same period last year , the same as the five year average for this period and are 100% above last month.



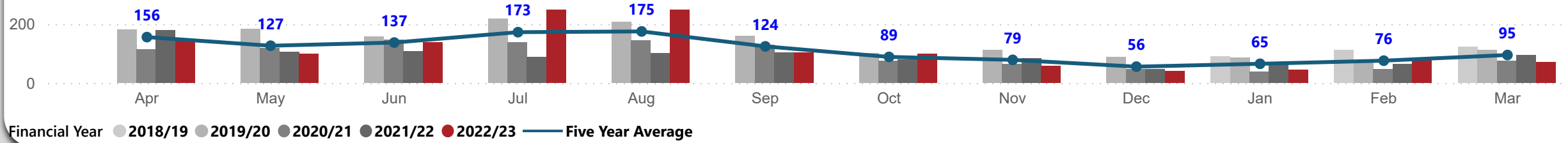
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 — Five Year Average

The number of ADF Injuries are 300% greater than the same period last year, 33% above the five year average for this period and are 100% above last month.

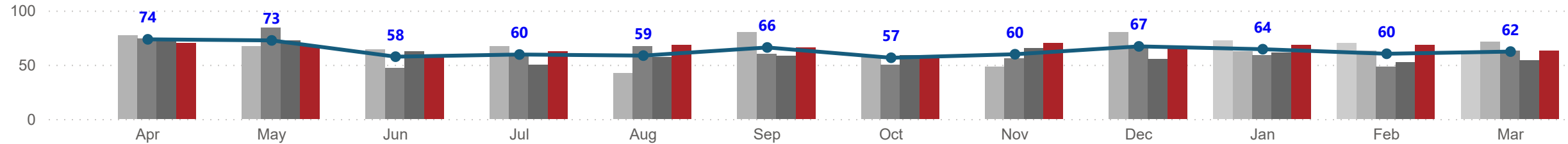


# ECFRS Monthly Performance Report March 2023

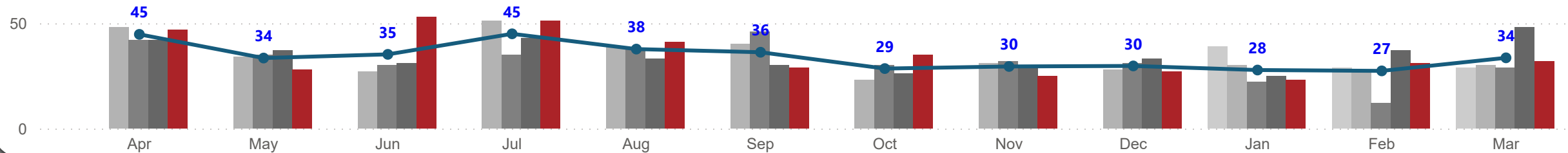
The number of Deliberate Fires are -24% less than the same period last year, -25% below the five year average for this period and are -14% below last month.



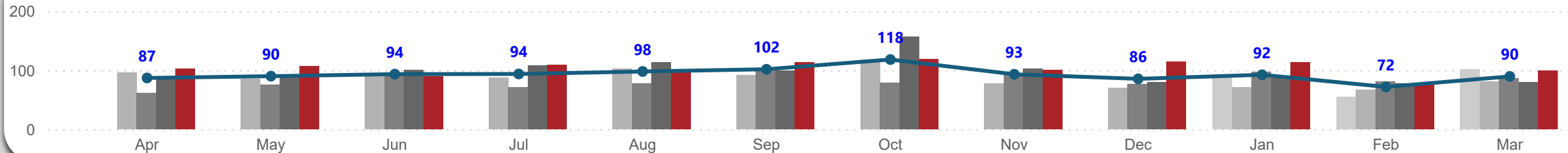
The number of Accidental Dwelling Fires are 17% greater than the same period last year, 2% above the five year average for this period and are -7% below last month.



The number of Non Domestic Fires are -33% less than the same period last year, -6% below the five year average for this period and are 3% above last month.



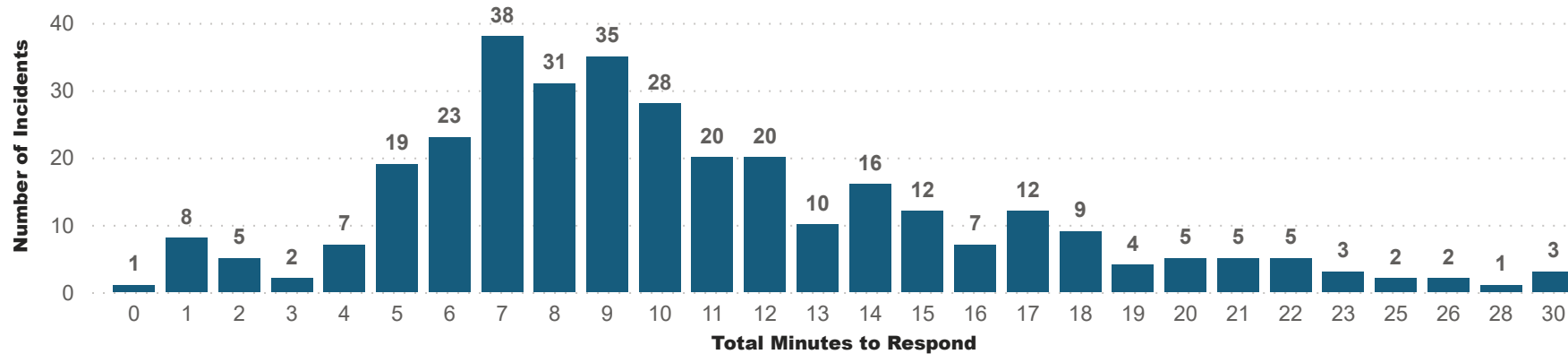
The number of Unwanted Fire Signals are 24% greater than the same period last year, 10% above the five year average for this period and are 27% above last month.



# ECFRS Monthly Performance Report March 2023

## Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Month	2019/20	2020/21	2021/22	2022/23
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%
Jan	88%	84%	87%	85%
Feb	88%	87%	82%	84%
Mar	90%	86%	86%	86%

Avg Call Handling Time

Month	2019/20	2020/21	2021/22	2022/23
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
Jan	01:52	01:47	01:43	01:48
Feb	01:53	01:43	02:15	01:41
Mar	01:32	01:46	01:55	01:50

Avg Turnout Time

Month	2019/20	2020/21	2021/22	2022/23
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
Jan	02:39	02:56	02:42	02:52
Feb	02:36	02:31	02:36	02:21
Mar	02:35	02:36	02:36	02:40

Avg Travel Time

Month	2019/20	2020/21	2021/22	2022/23
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
Jan	05:36	05:41	05:42	06:10
Feb	05:41	05:15	05:48	06:10
Mar	05:16	05:14	05:37	06:06

Avg Response Time

Month	2019/20	2020/21	2021/22	2022/23
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
Jan	10:09	10:28	10:06	10:53
Feb	10:16	09:30	10:48	10:14
Mar	09:28	09:40	10:10	10:40

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.

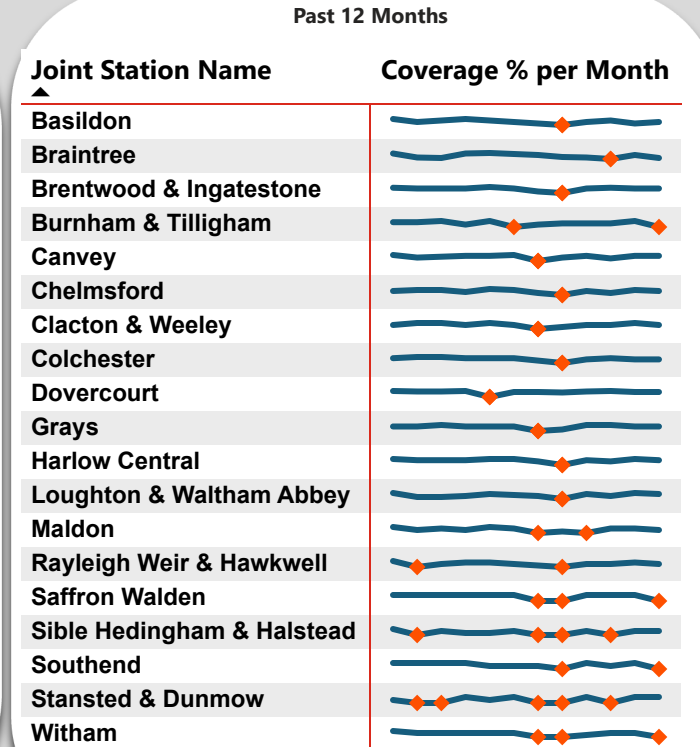
There were 25 potential life threatening incidents in March which took more than 20 minutes to respond. If these are removed, the average response time is 09:36 minutes .

Of the incidents taking over 20 minutes, the average response time was 23:53 minutes, made up of an average call handling time of 04:19 minutes, an average turnout time of 04:48 minutes, and an average travel time of 14:18 minutes.

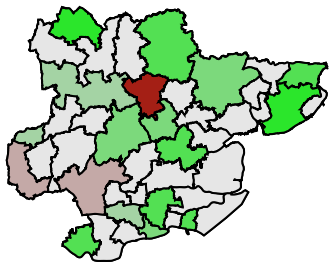
# ECFRS Monthly Performance Report March

Coverage

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



## Core Station Coverage March 2023



Monthly Average

97%

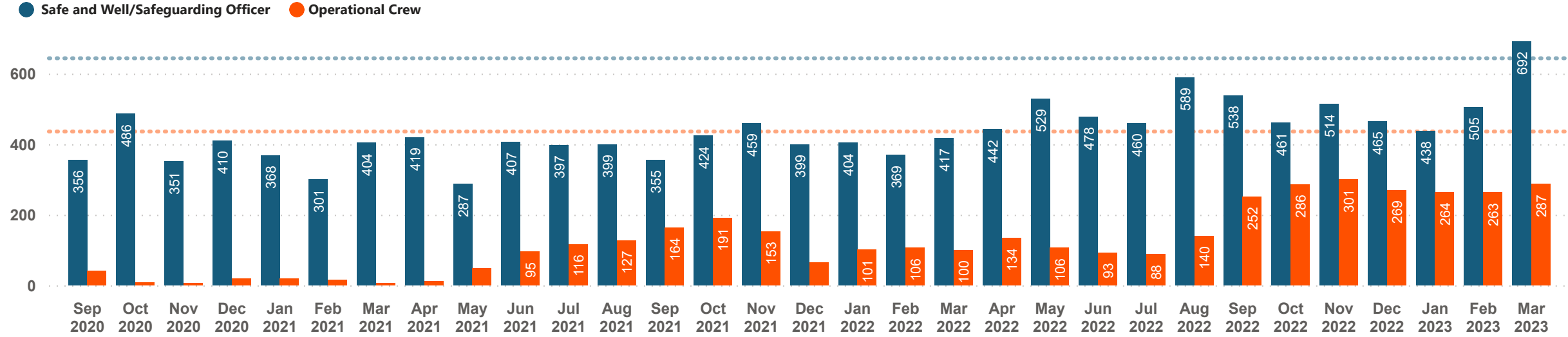
Target 98%

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 March 2023

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



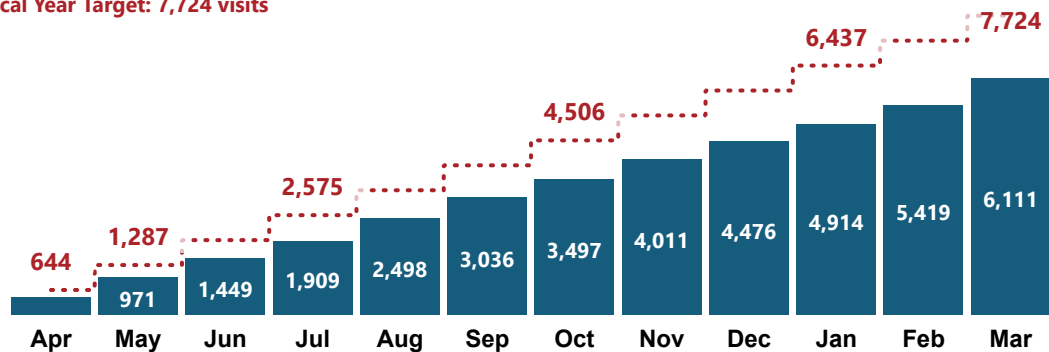
March 2023 saw a total number of 979 visits which were 27% greater than the previous month's total of 768 visits and 89% greater than the total number of 517 visits at the same point last year.

Operational Crew visits were -14% less than the previous month's visits, 75% 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 37% greater than the previous month's visits, 66% greater than the total number of visits at the same point last year, and were above 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

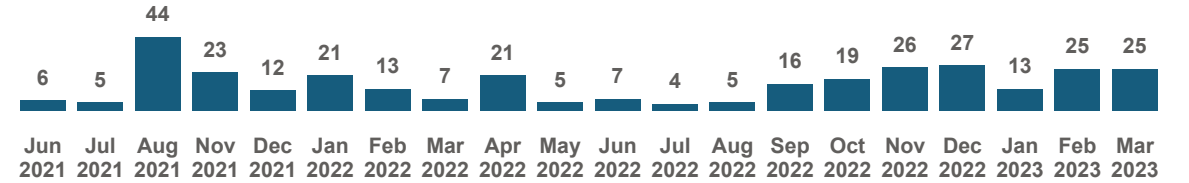
436

# ECFRS Monthly Performance Report March 2023

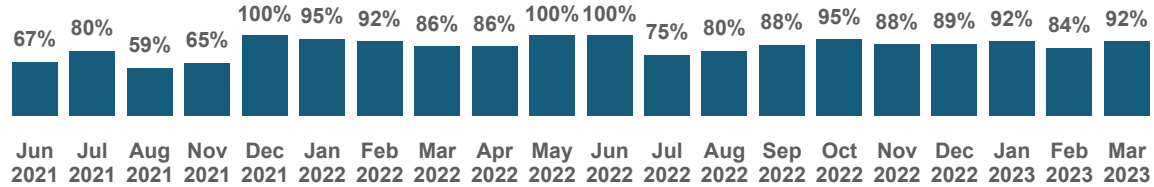
## Safe and Well Visit Survey

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.

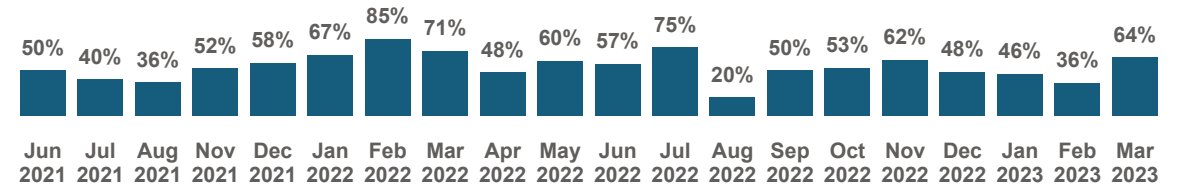
### Home Fire Safety Visit Survey - Number of Responses



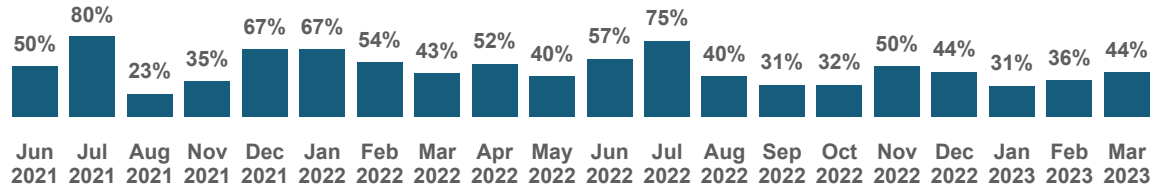
### Did you LEARN about how to stay safe from fire at home (% Yes)



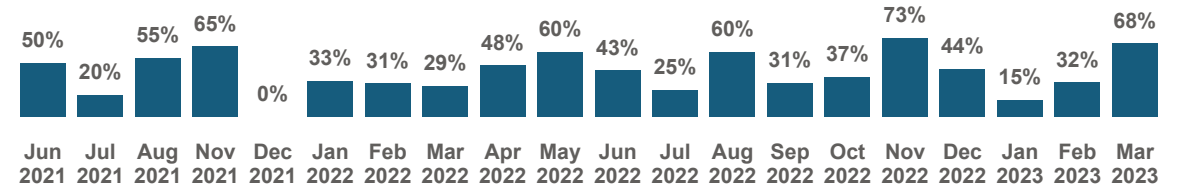
### Have you already done something differently as a result of your visit? (% Yes)



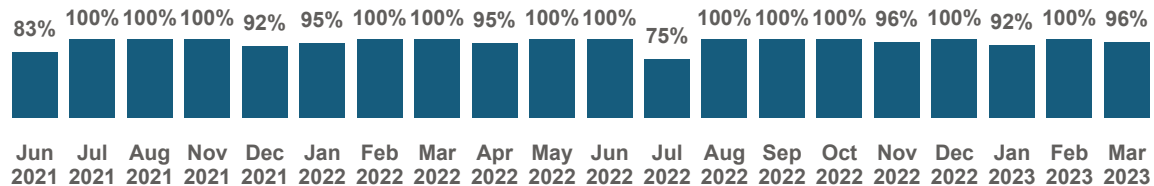
### Do you INTEND to do something different as a result of your visit? (% Yes)



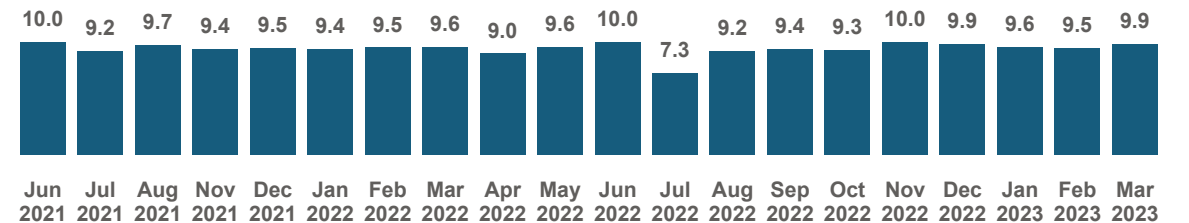
### Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



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



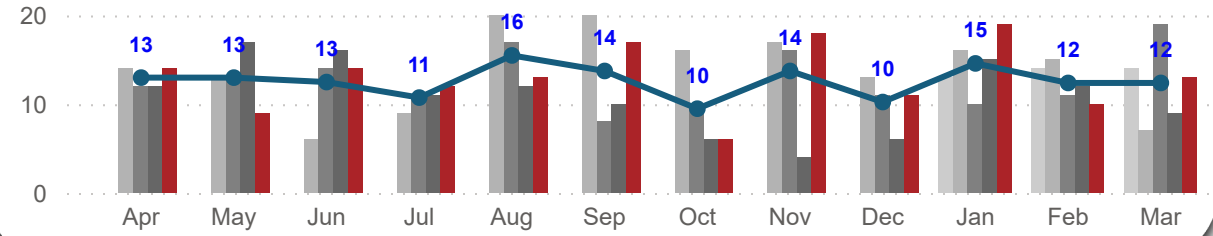
### How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding



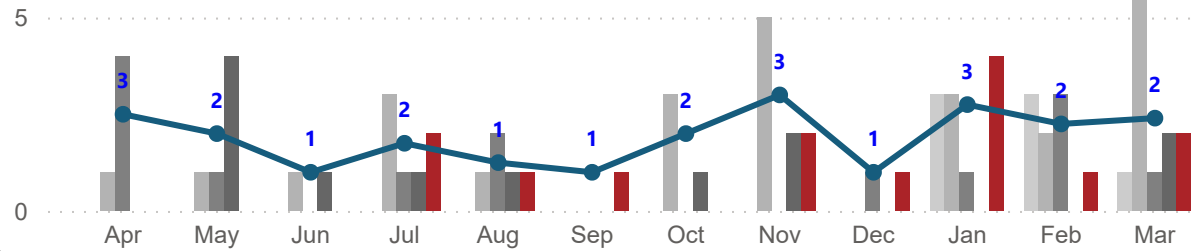
## Information Governance - Be transparent, open and accessible

### FOIs Received

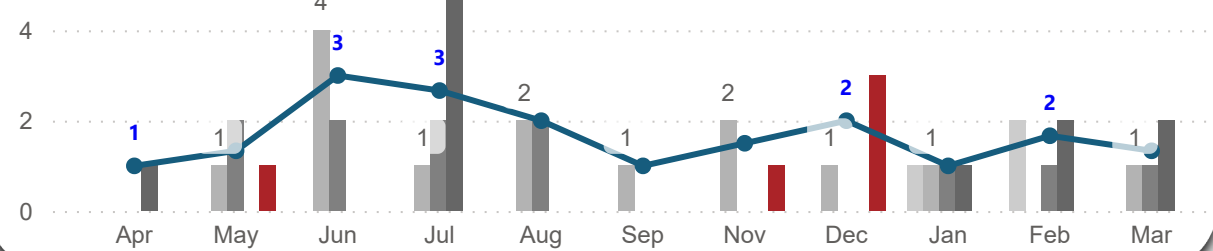
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 — Five Year Average



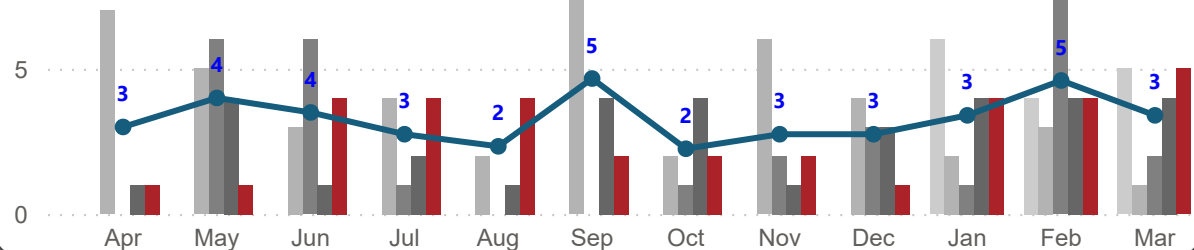
### SARs Received



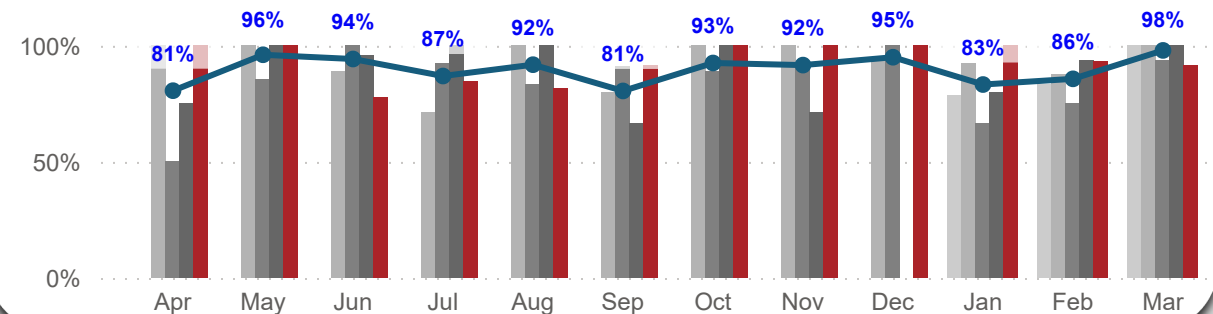
### EIRs Received



### Complaints Received

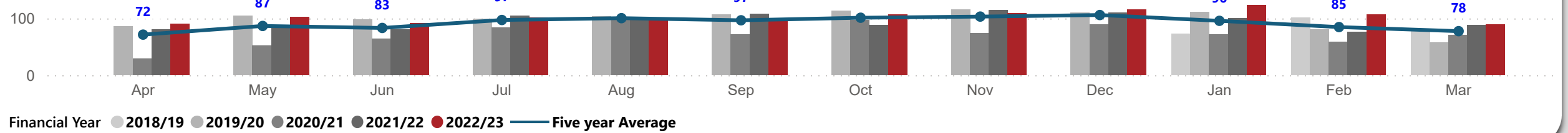


### FOI Completion Rate

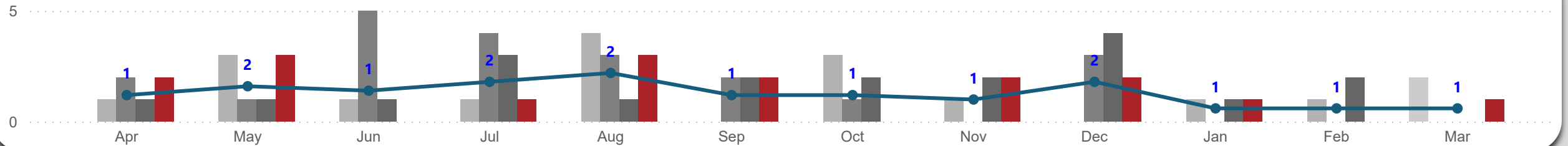


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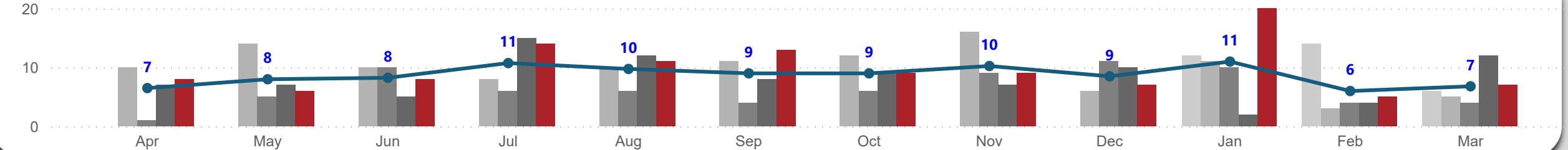
The number of RTCs attended by ECFRS are 1% greater than the same period last year, 14% above the five year average for this period and are -17% below last month.



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



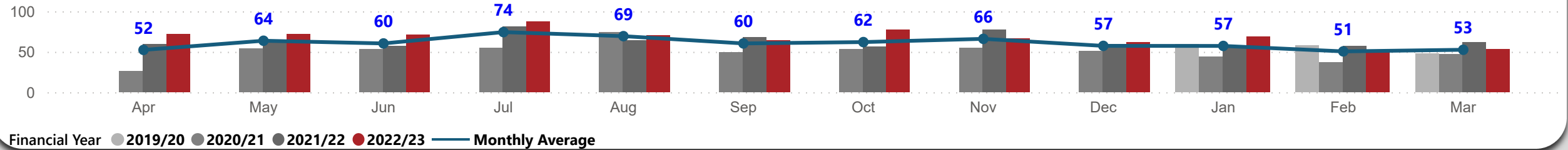
The number of serious injuries from RTCs attended by ECFRS are -42% less than the same period last year, the same as the five year average for this period and are 40% above last month.



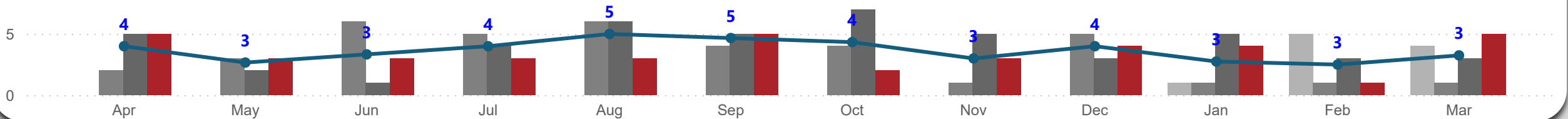
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

# ECFRS Monthly Performance Report March 2023

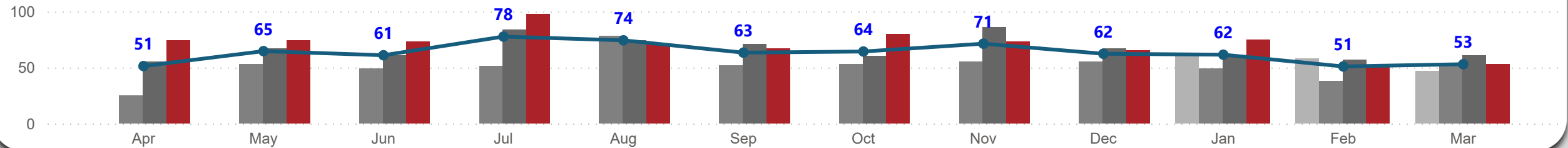
The number of SERP recorded RTCs are -15% less than the same period last year, the same as the five year average for this period and are 6% above last month.



The number of SERP recorded RTC Fatalities are 67% greater than the same period last year, 67% above the five year average for this period and are 400% above last month.



The number of SERP recorded RTC Serious Injuries are -13% less than the same period last year, the same as the five year average for this period and are 4% above last month.

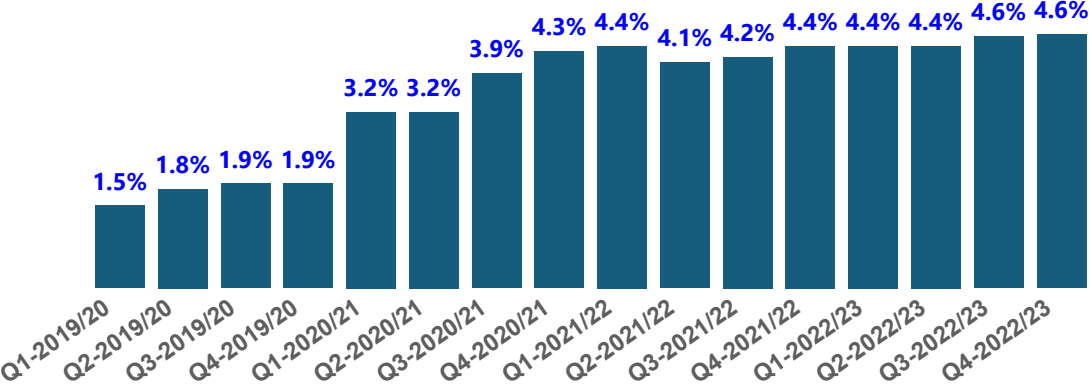


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

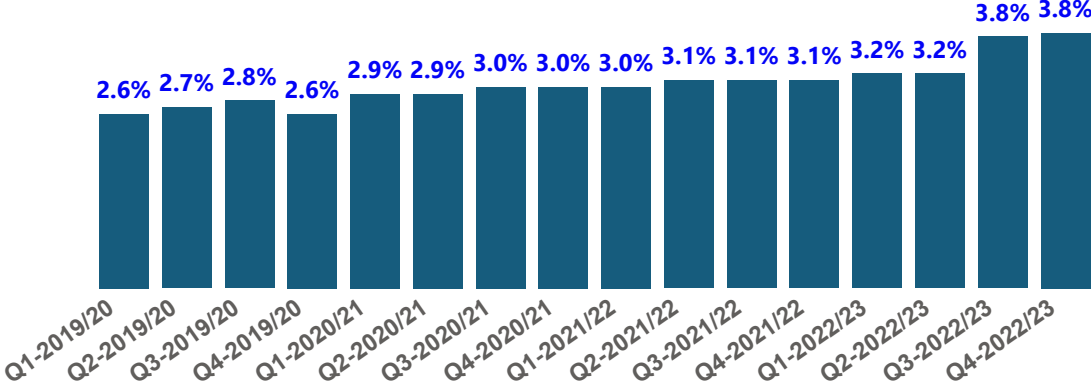
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

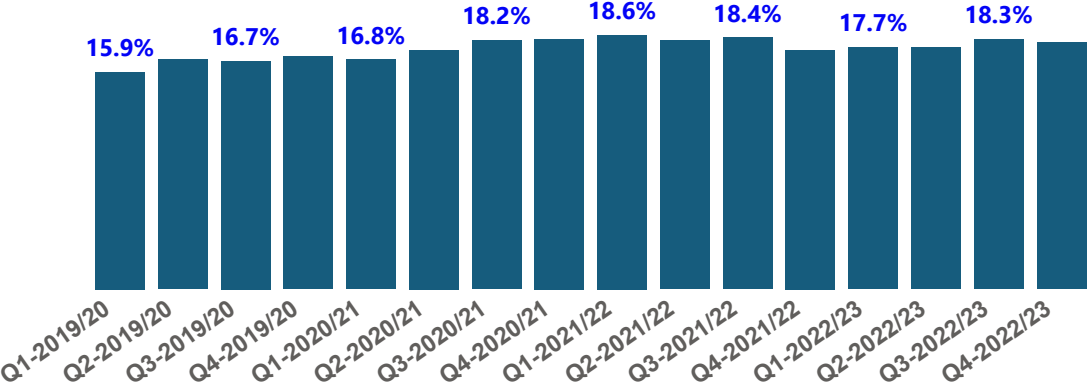
### % Disabled



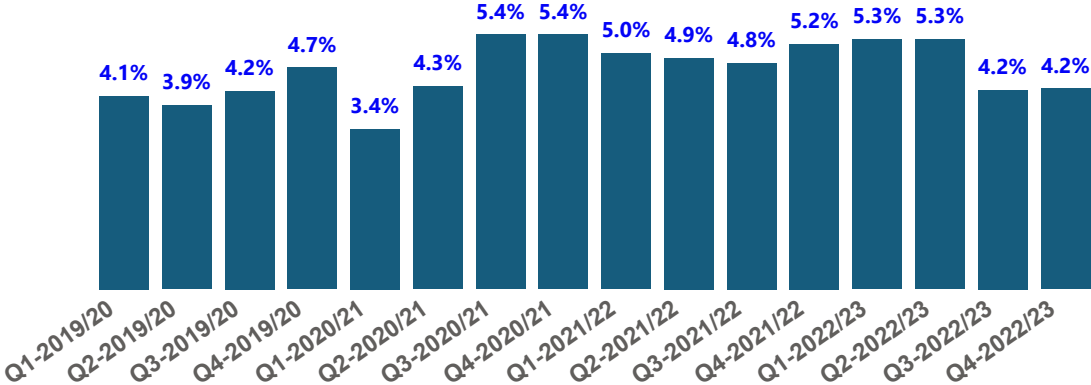
### % Ethnic Minority



### % Female



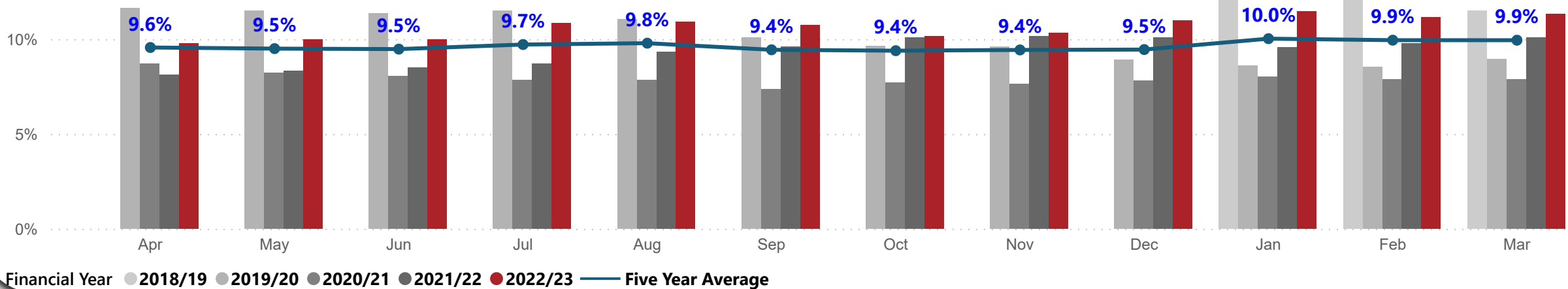
### % LGBTQ



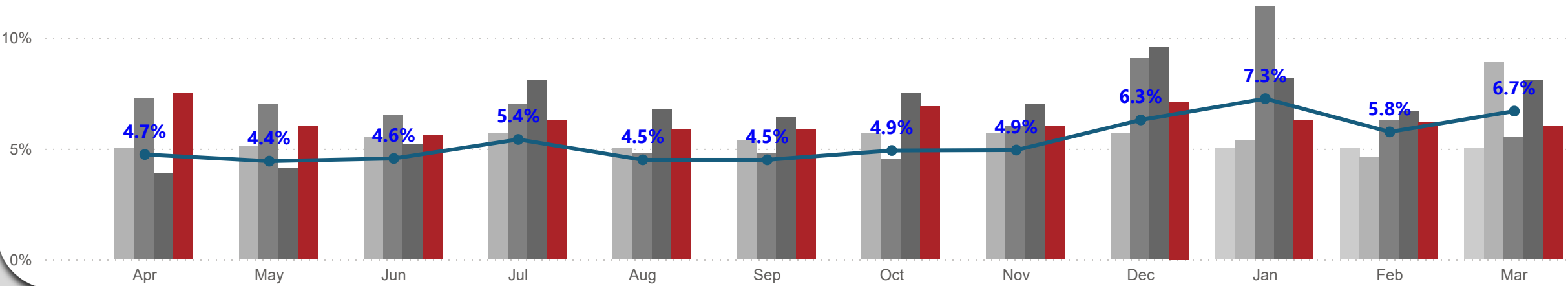
*In each case (apart from disability), the figures reflect the number of people that have explicitly stated/recorded an identity in Civica. If a person has not responded to the question, they are excluded from the measures.*

# ECFRS Monthly Performance Report March 2023

Turnover is 1.2% greater than the same period last year , 1.4% above the five year average for this period and are 0.2% above last month.



Lost Time to Sickness is -2.1% less than the same period last year , -0.7% below the five year average for this period and are -0.2% below 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 March 2023

## Appendix - Rolling 12 Month Totals Up To March

### Incidents

	2019	2020	2021	2022	2023
<b>Incidents</b>	15,560	15,244	14,340	15,426	17,569
<b>Fires</b>	4,917	4,581	4,186	3,727	5,231
<b>Special Services</b>	4,344	4,549	4,102	5,242	5,250
<b>False Alarms</b>	6,299	6,114	6,052	6,457	7,088
<b>ADF Fires</b>	824	780	734	718	783
<b>Deliberate Fires</b>	1,660	1,675	1,137	1,119	1,380
<b>Non Domestic Fires</b>	448	409	382	415	422
<b>Unwanted Fire Signals</b>	978	1,040	991	1,191	1,245
<b>RTC ECFRS</b>	1,245	1,187	862	1,138	1,234
<b>RTC SERP</b>		165	598	762	813

### Casualties

	2019	2020	2021	2022	2023
<b>Fire Fatalities</b>	4	2	5	11	6
<b>ADF Fatalities</b>	1	2	5	8	4
<b>RTC ECFRS Fatalities</b>	17	16	21	20	17
<b>RTC ECFRS Serious Injury</b>	138	116	76	98	117
<b>RTC SERP Fatalities *</b>		10	39	49	41
<b>RTC SERP Serious Injury *</b>		167	609	803	854
<b>Primary Fire Injuries</b>	67	66	67	75	43
<b>ADF Injuries</b>	42	43	45	38	28

### Prevention and Protection

	2021	2022	2023
<b>Home Fire Safety Visits</b>	2,929	6,015	8,594
<b>Home Fire Safety Visits - Operational Crew</b>	121	1,279	2,137
<b>Home Fire Safety Visits - Inspection Officers</b>	2,807	4,736	6,111
<b>RBIP V High\High Audits</b>	230	277	762

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