



ECFRS Monthly Performance Report May 2023

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report May 2023

May Performance Report sees the introduction of the new performance targets, these have been reset at the start of the 2023/24 reporting year to ensure that the new performance targets are challenging and if met, will see the continuous improvement of the service against those metrics. To Achieve "Green" for the tolerance targets performance must be below the previous three year average. Unwanted Fire Signals has continued to see an increase in the month. A report has been presented to the Service Leadership Team with proposals in how to reduce the number of attendances to these incidents. It is anticipated that this number should go down once the actions identified within the report are implemented. Following the move across to using Address Based Premium data, the new Risk Based Inspection Process (RBIP) commitment was based on those premises' classifications. Since go live it has been clear that some premises classifications do not accurately reflect the use of the premises. In particular where there are parent and child relationships in the property e.g. individual flats in supported living.

We are working with all 13 Local Authority to cleanse this data and have implemented an internal auditable process to log this. The impact of this is that the numbers of Premises requiring auditing will reduce. Inspecting officer time has been adjusted temporarily to help rectify this issue. It is anticipated that that we will see the impact by July. At this point targets will be adjusted to reflect the number of premises still requiring inspection to meet our commitment in the RBIP.

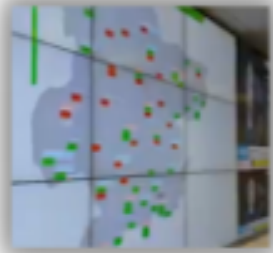
Attendance times to Potentially Life Threatening Incidents have exceeded their target in May, work is being undertaken by Performance and Analytics and AM for Response to understand what the contributing factors to this positive performance were, and if any lessons learnt from this.



May 2023 in numbers

#WeAreEssexFire

96% Core station coverage



1,393

Incidents attended



655

Home Fire Safety Checks



112

Very high / high risk Protection audits



87%



Attendance within 15 minutes

Accidental Dwelling Fires

65



2,936

Calls to Control



34

Non domestic fires



111

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

26

Animal rescues





ECFRS Monthly Performance Report

May 2023

Overall

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month
Total Incidents	1,393 ↑ 1,308	1,206
Fires	363 ↓ 399	271
Special Services	451 ↑ 383	424
False Alarms	579 ↑ 526	511
Fire Fatalities	1 ↑ 0	2
Accidental Dwelling Fire Fatalities	0 ↓ 0	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	Last Month	Tolerance				
Primary Fire Injury Rate per 1,000 Primary Fires	24.0	38.9	29.2	47+	28-46	1-27	0
ADF Fire Injury Rate per 1,000 ADF Fires	15.4	55.13	23.8	75+	40-74	1-39	0
Number of Deliberate Fires	111	123	89	136+	105-136	79-104	0-78
Number of ADF Fires	65	71	42	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	34	34	37	38+	31-37	29-30	0-28
Number of Unwanted Fire Signals	98	92	74	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	25	36	30	0-24	25-29	30-35	36+
Audits (RBIP High)*	87	72	71	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	71% ↓ 80%	72%	80%
Core Station Coverage	96% ↓ 98%	97%	98%
Potential Life-Threatening Incident First Attendance	09:35 ↓ 09:51	10:47	10:00
Incidents attended within 15 minutes	87% ↓ 87%	83%	90%
Freedom of Information Response Rate	100% ↑ 97%	100%	90%
HFSC conducted by Operational Staff	188 ↓ 114	238	436

ECFRS

SERP**

Metric	5 Yr Avg	Last Month	Metric	3 Yr Avg*	Last Month
RTC Incidents Attended	97 ↑ 89	95	36 ↓ 58	45	
RTC Serious injury	7 ↓ 8	7	38 ↓ 60	45	
RTC Fatalities	1 ↓ 2	2	1 ↓ 2	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.

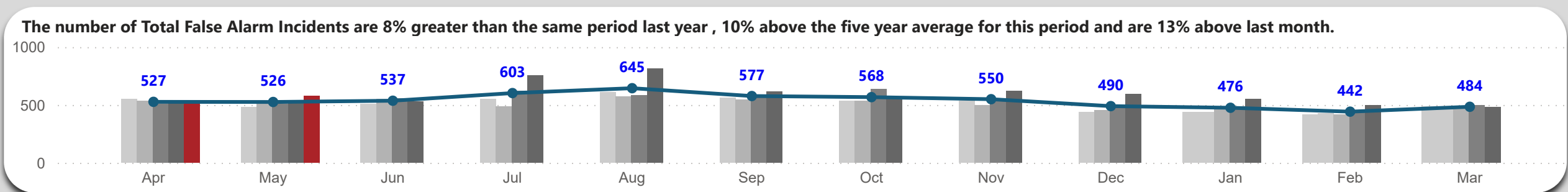
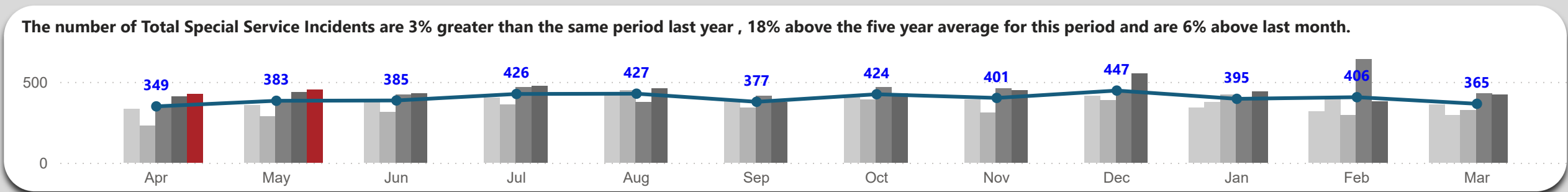
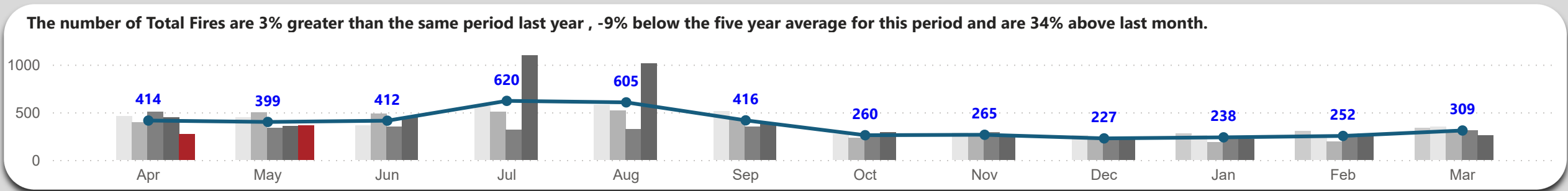
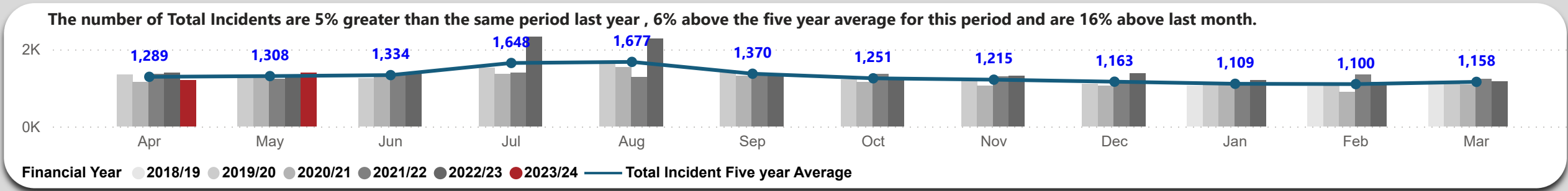
People

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	5.7% ↑ 5.6%	4.8%	ECFRS Data calculated using the Cleavand method
Turnover	12.2% ↑ 10.0%	11.1%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

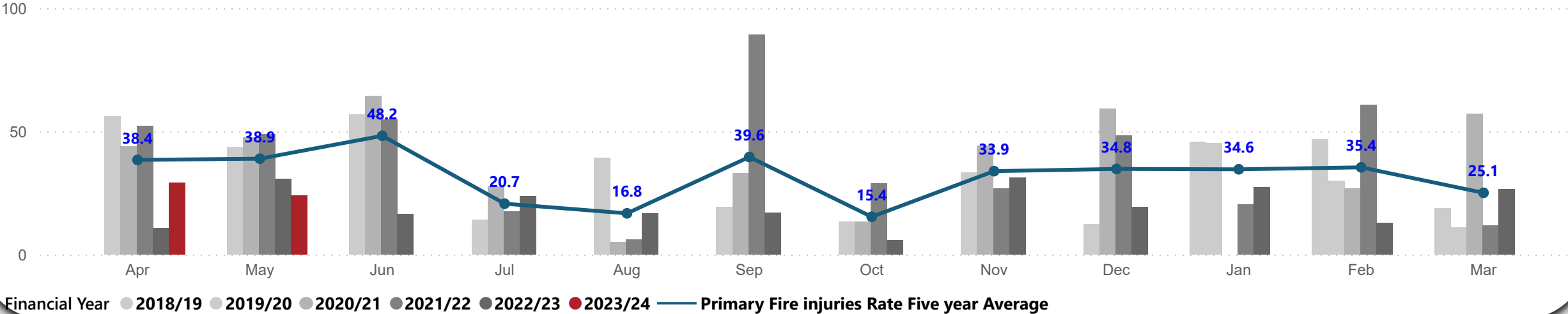
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Overall Summary

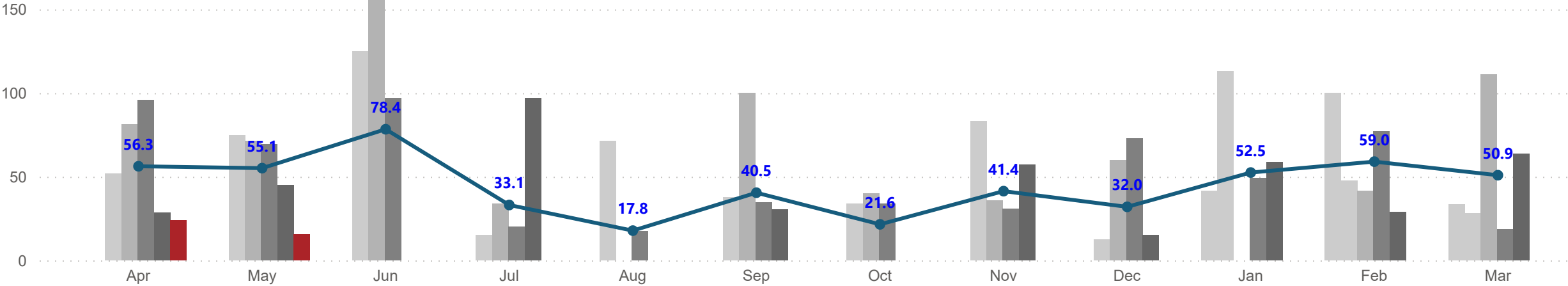


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The Primary Fire Injury Rate per 1,000 Primary Fires is -22% less than the same period last year, -38% less than the five year average for this period and is -18% less than last month.

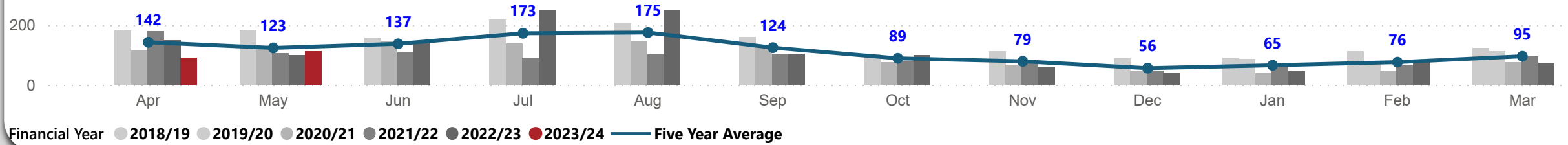


The rate of ADF Injuries per 1,000 ADF Fires is -65.6% less than the same period last year, -72.1% less than the five year average for this period and is -35.3% less than last month.

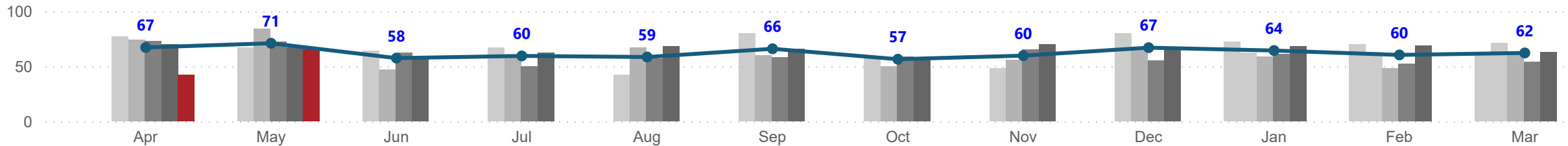


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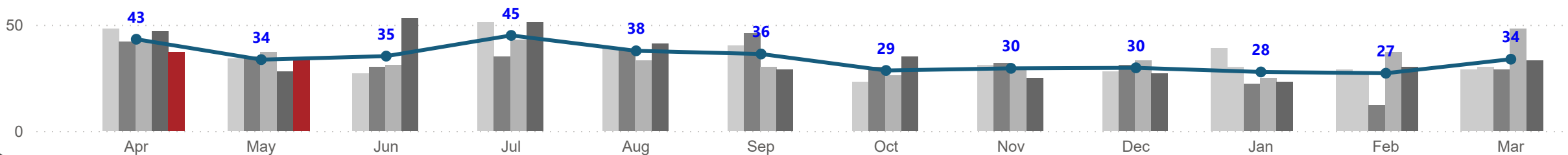
The number of Deliberate Fires are 12% greater than the same period last year, -10% below the five year average for this period and are 25% above last month.



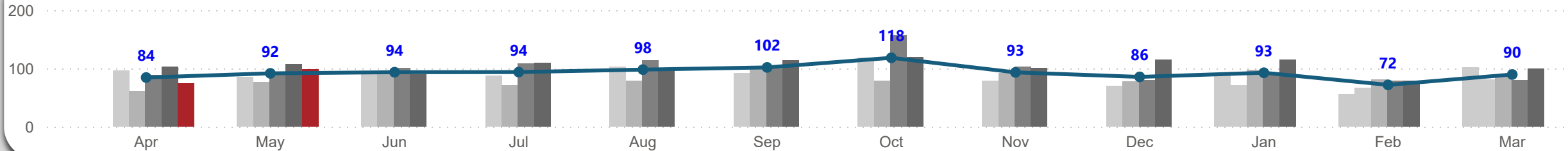
The number of Accidental Dwelling Fires are -3% less than the same period last year, -8% below the five year average for this period and are 55% above last month.



The number of Non Domestic Fires are 21% greater than the same period last year, the same as the five year average for this period and are -8% below last month.



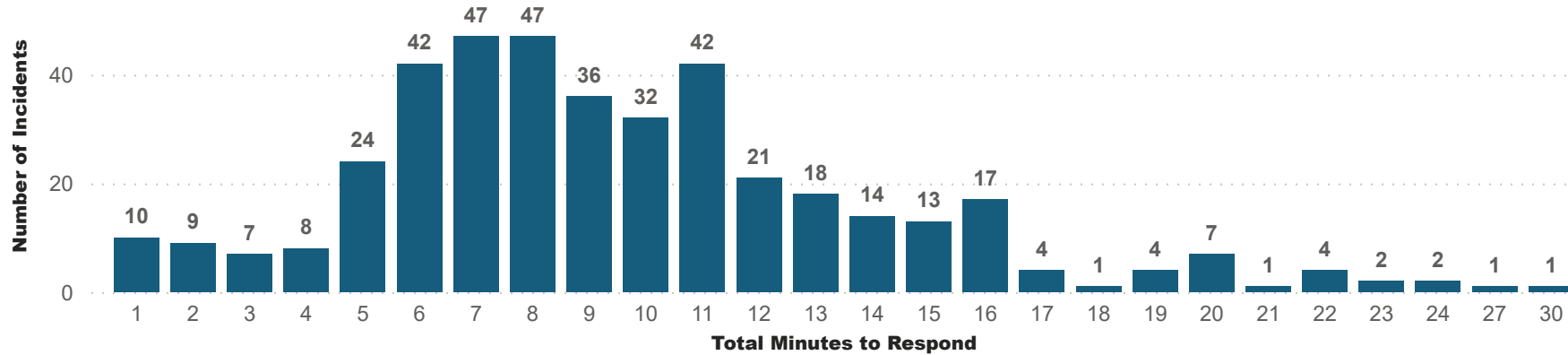
The number of Unwanted Fire Signals are -8% less than the same period last year, 7% above the five year average for this period and are 32% above last month.



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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%	87%
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	01:38
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	02:17
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	05:37
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	09:35
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	

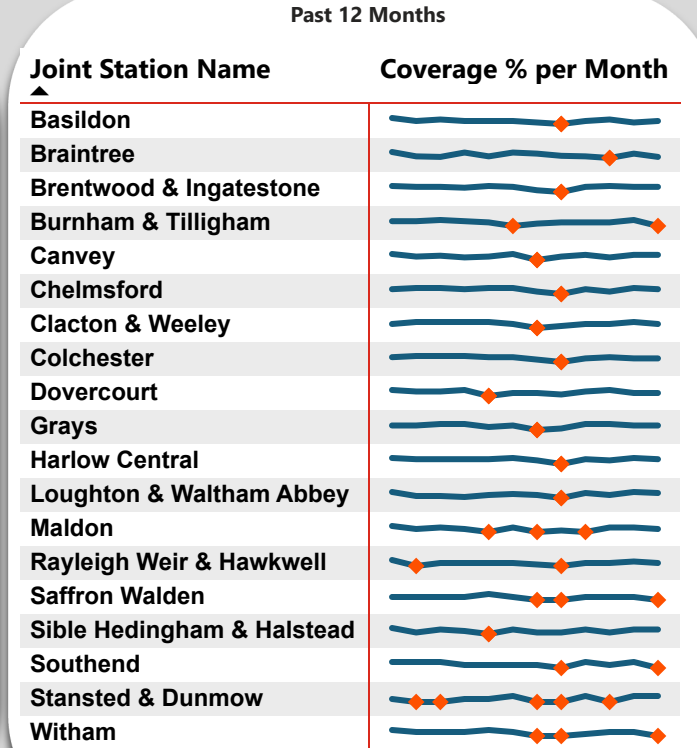
The average response time this month is **09:35 minutes**. The median response time, representing the middle value is **08:44 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **06:10 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

There were 14 potential life threatening incidents in May which took more than 20 minutes to respond. If these are removed, the average response time is 09:07 minutes . Of the incidents taking over 20 minutes, the average response time was 23:12 minutes, made up of an average call handling time of 03:23 minutes, an average turnout time of 04:16 minutes, and an average travel time of 15:33 minutes.

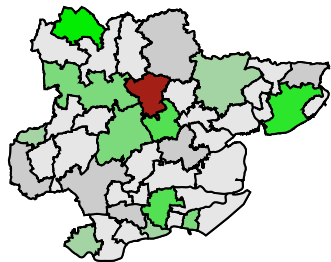
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Coverage

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



Core Station Coverage May 2023



Monthly Average

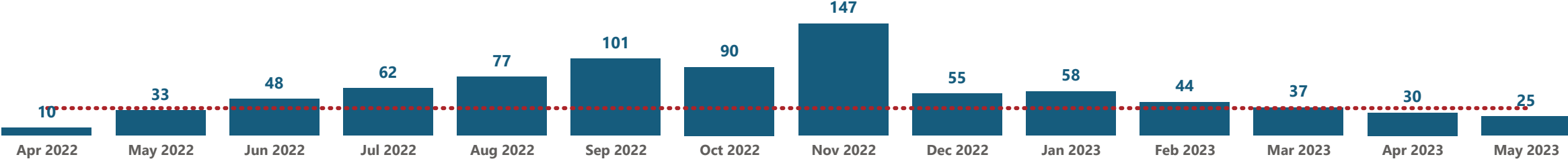
96%

Target 98%

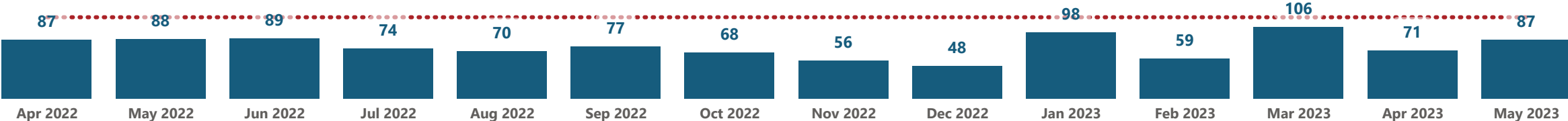
Analysis is currently being undertaken, exploring the link between coverage and response times. This project has been commissioned as a result of analysis backed up by the response time dashboard. The results of this analysis are planned to be released during Q4 2022/23.

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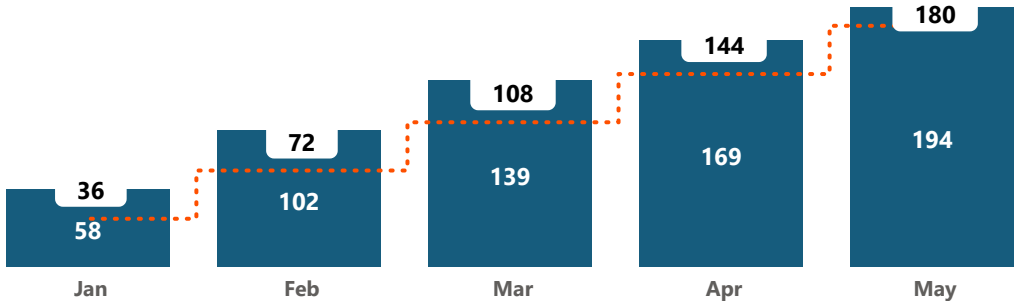
RBIP Inspections Complete for Very High Risk Properties



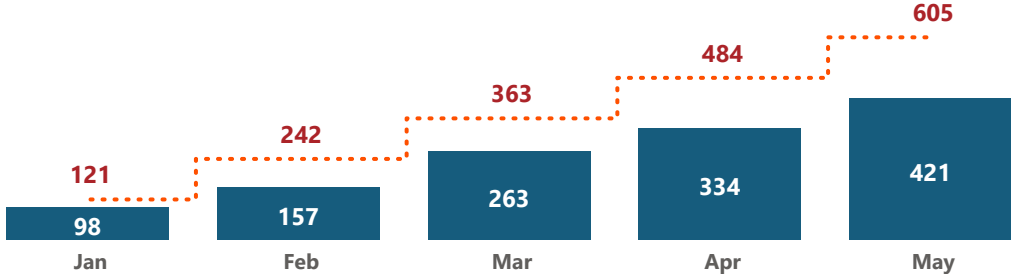
RBIP Inspections Complete for High Risk Properties



Cumulative RBIP Inspections - Very High Risk vs Target

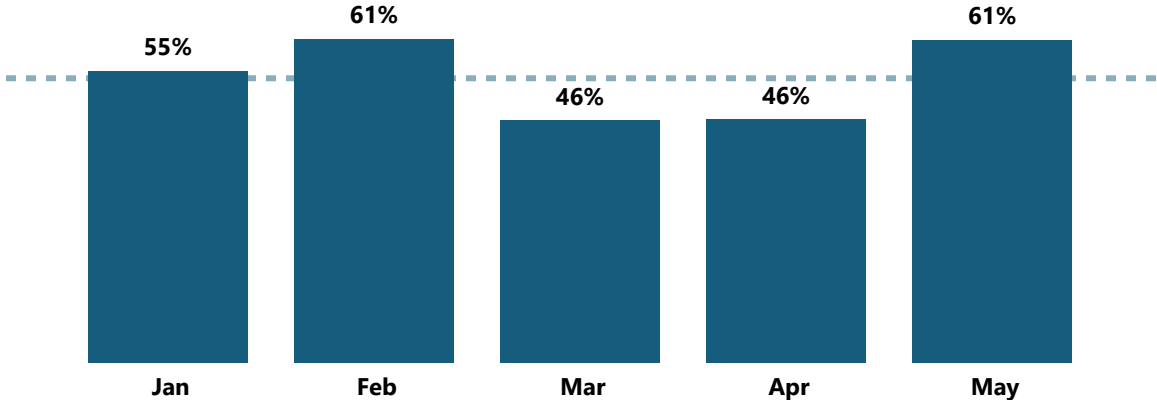


Cumulative RBIP Inspections - Very Risk vs Target

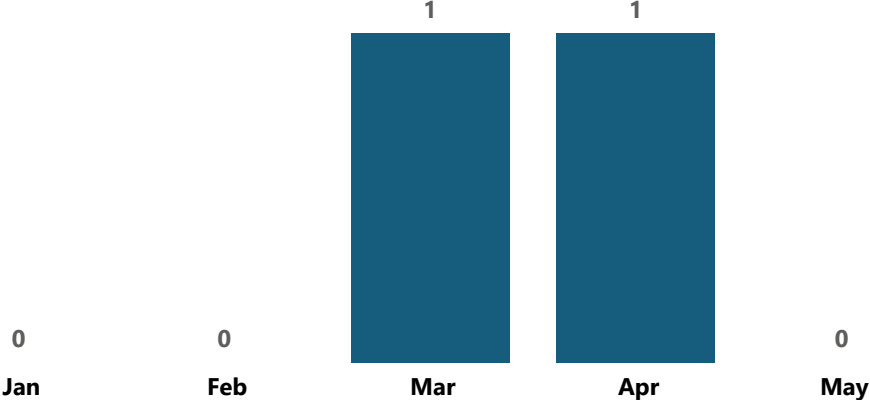


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Percentage of Satisfactory Audits from January 2023

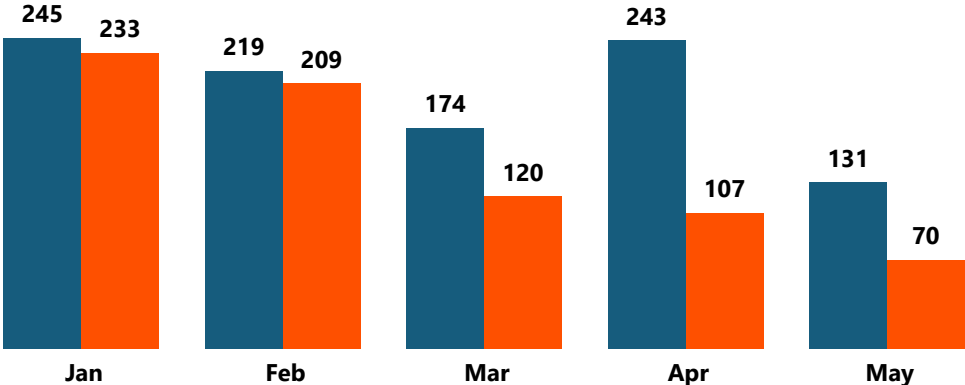


Prohibition Notices Issues per Prohibition Date

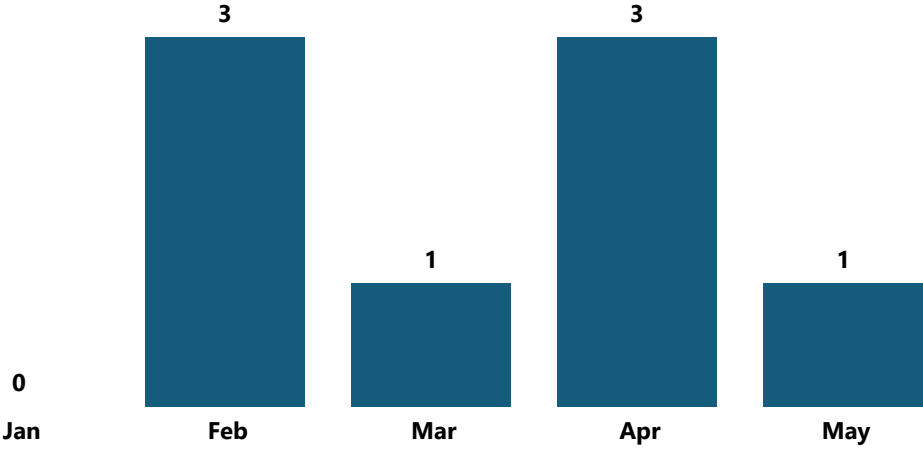


FS040 Referrals by Assigned Date

● Referrals ● Complete



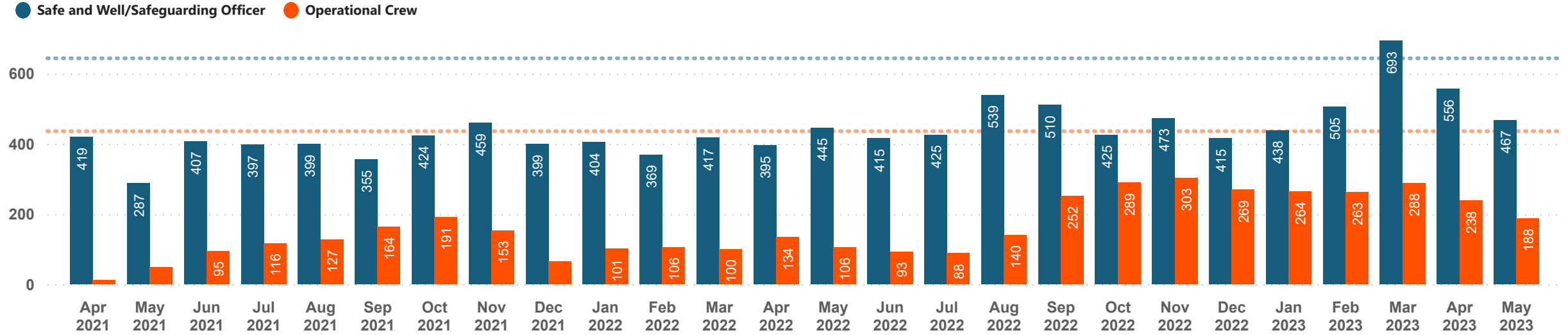
Enforcement Notices Issued by Notice Served Date



There have been **49** Notice Of Deficiencies issued this month vs **66** last month

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



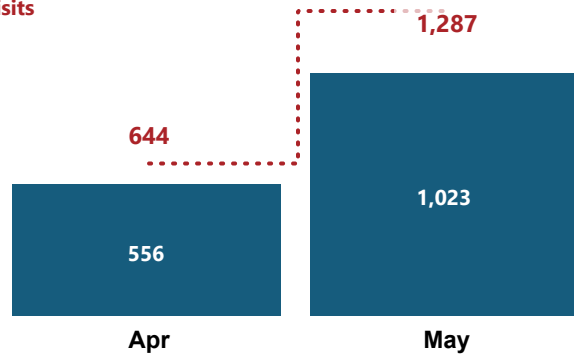
May 2023 saw a total number of 655 visits which were -18% less than the previous month's total of 794 visits and 19% greater than the total number of 551 visits at the same point last year.

Operational Crew visits were -21% less than the previous month's visits, 77% 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 -16% less than the previous month's visits, 5% 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

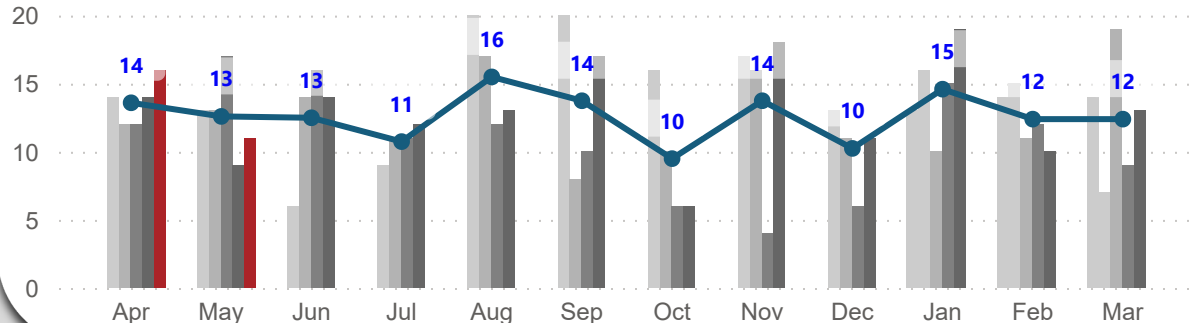
Operational Crew Monthly Visit Target

436

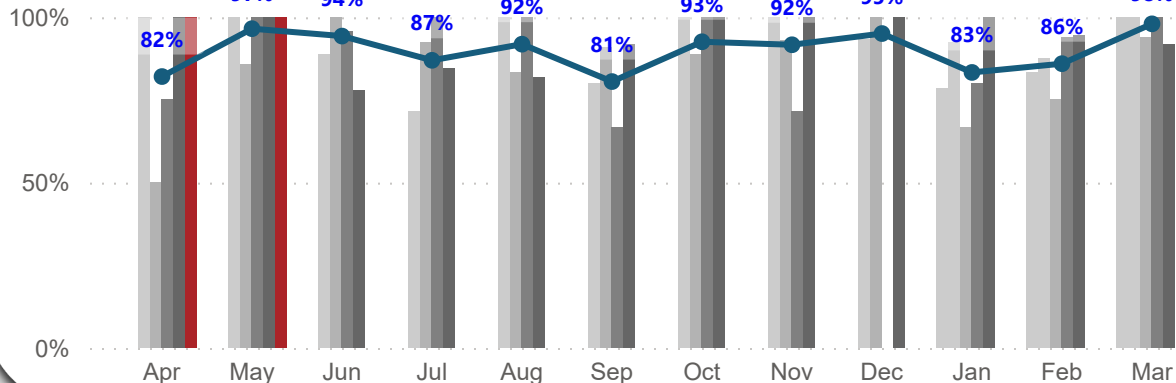
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FOIs Received

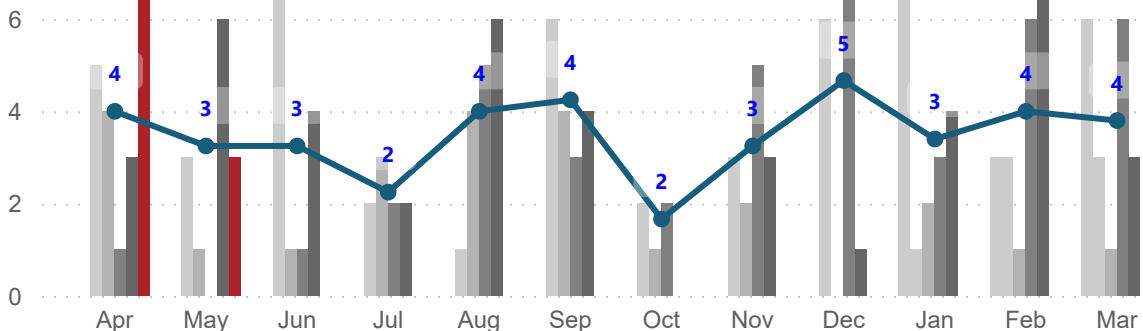
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Five Year Av...



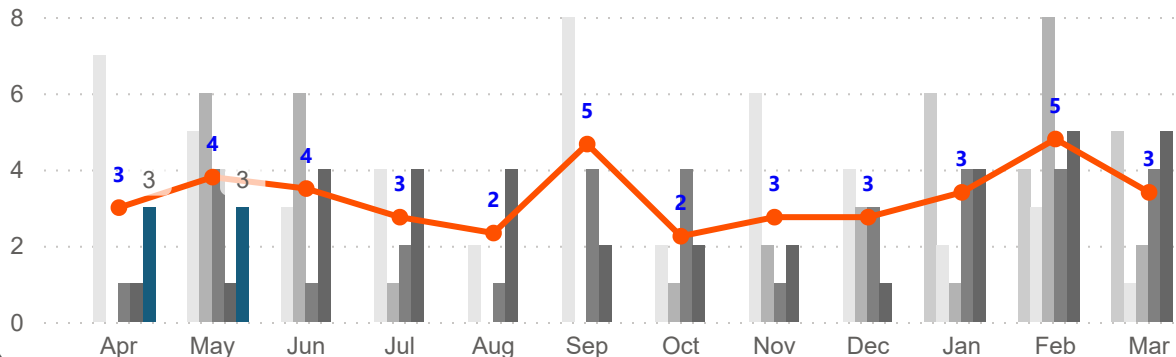
FOI Completion Rate



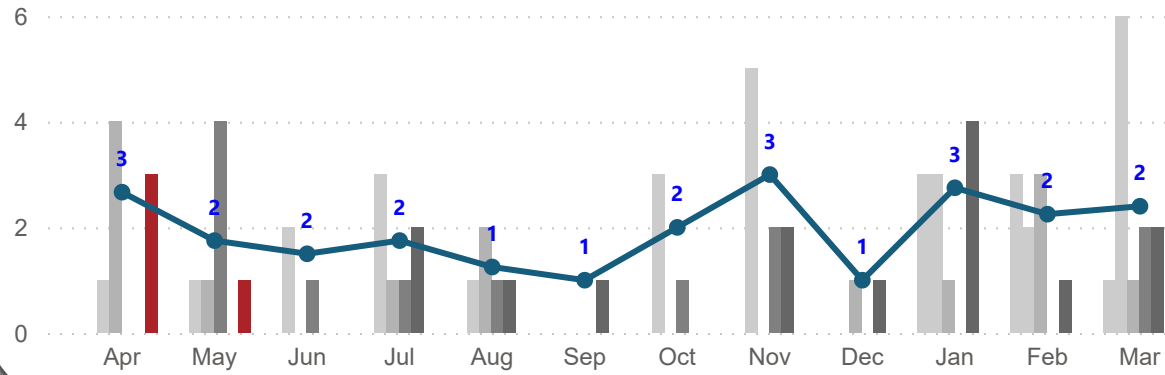
Data Breaches



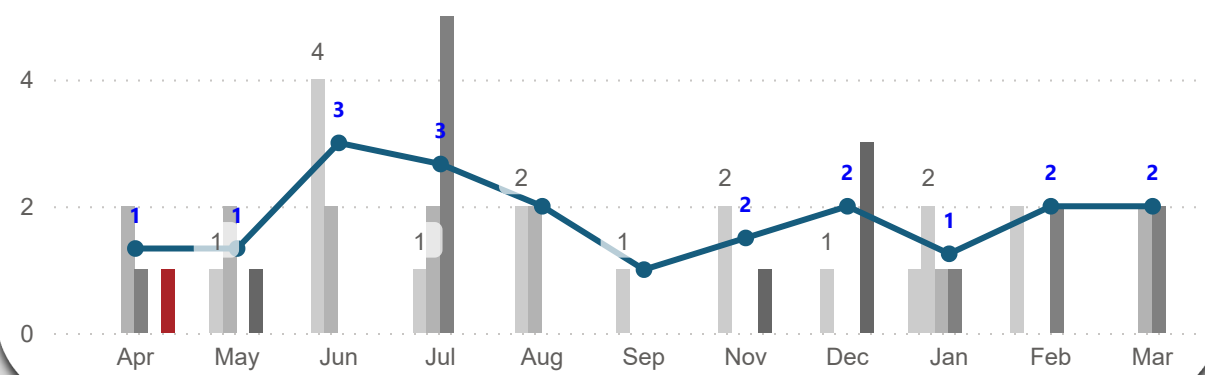
Complaints Received



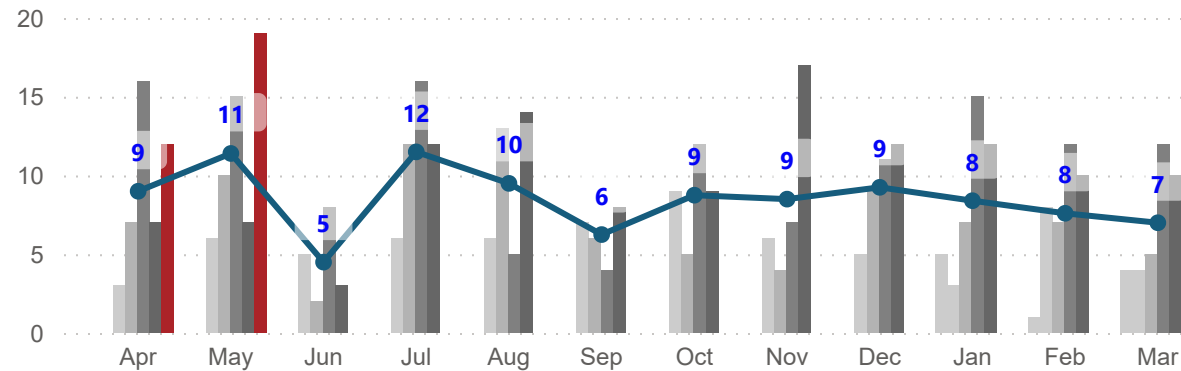
SARs Received



EIRs Received



Other*



Overall Summary - FOI and Data Breaches

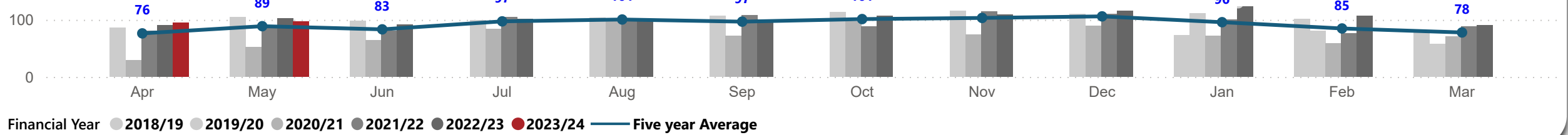
FOI requests during May 2023 included a private individual's request for a report on the number of wildfires and associated costs handled by ECFRS between 2017 and 2022. Another fire service sought benchmarking information for the role of CFO/Director of Community Protection, including additional responsibilities and any involvement in public health. A media organization requested incident data on deaths caused by fires from electric heaters each month, including the age of the deceased. A Member of Parliament sought information on alterations notices, enforcement notices, and prohibition notices issued in the last five years. Other requests included ICT contracting questions, incidents associated with heated hair and beauty tools, assistance provided by firefighters for moving bariatric patients, incident data for lift entrapments, and incident data for various large fires.

In terms of data breaches and near-misses reported in May 2023, there were a total of three breaches. One near-miss/minor breach occurred in the Information Governance (IG) area, emphasising the need to avoid personal information in unrelated emails. Two moderate breaches were reported in the Control and Stations departments, highlighting the importance of not including personal information in emails and ensuring proper handling of phone calls containing sensitive information. There were no major/critical breaches, security incidents or breaches reported to the Information Commissioner's Office (ICO).

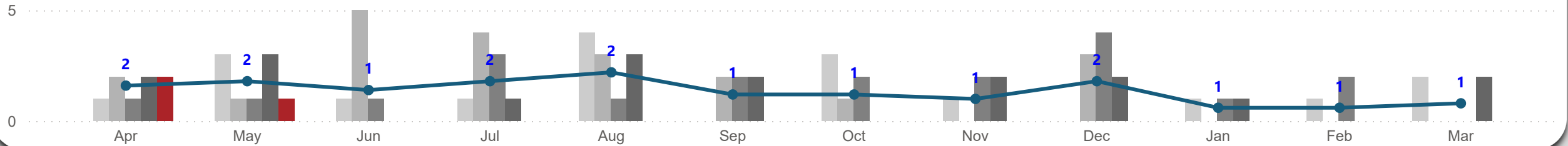
*The 'Other' Section refers to: S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP

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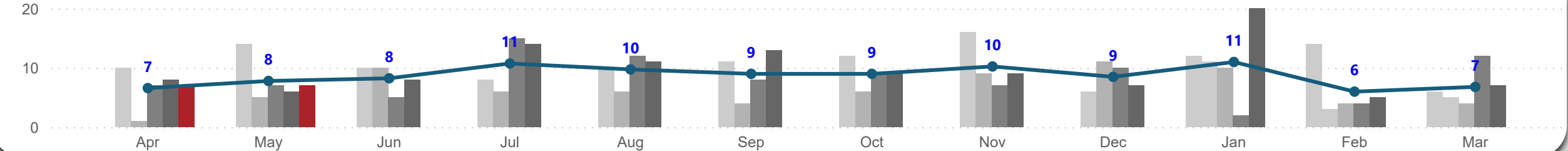
The number of RTCs attended by ECFRS are -5% less than the same period last year, 9% above the five year average for this period and are 2% above last month.



The number of fatalities from RTCs attended by ECFRS are -67% less than the same period last year, -50% below the five year average for this period and are -50% below last month.



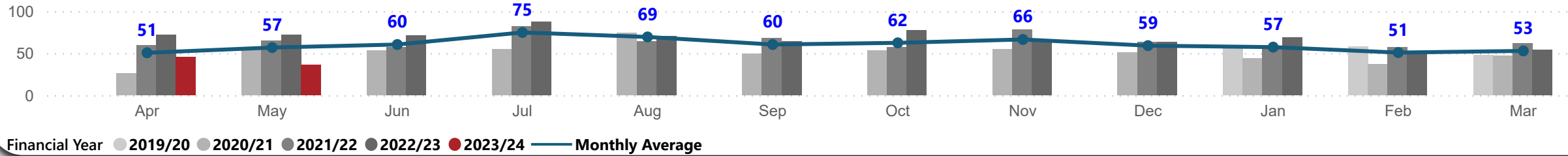
The number of serious injuries from RTCs attended by ECFRS are 17% greater than the same period last year, -13% below the five year average for this period and are the same as last month.



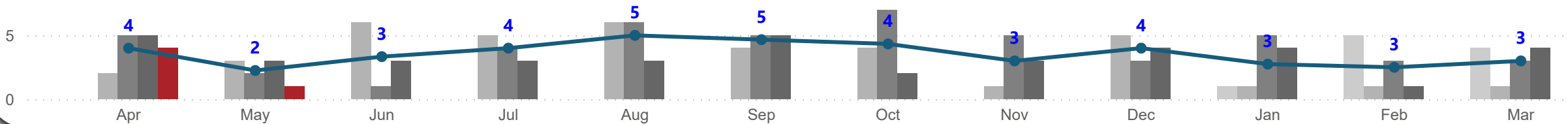
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

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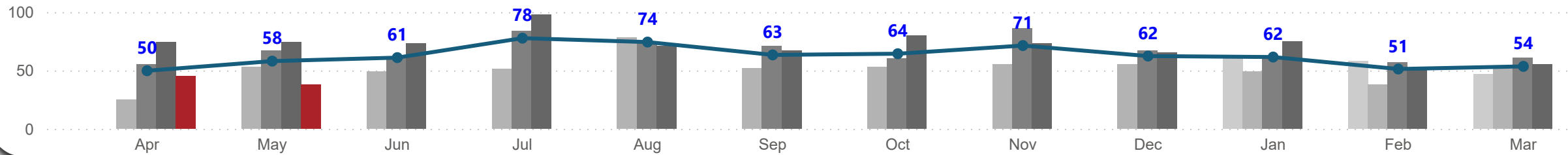
The number of SERP recorded RTCs are -50% less than the same period last year , -37% below the five year average for this period and are -20% below last month.



The number of SERP recorded RTC Fatalities are -67% less than the same period last year , -50% below the five year average for this period and are -75% below last month.



The number of SERP recorded RTC Serious Injuries are -49% less than the same period last year , -34% below the five year average for this period and are -16% below last month.

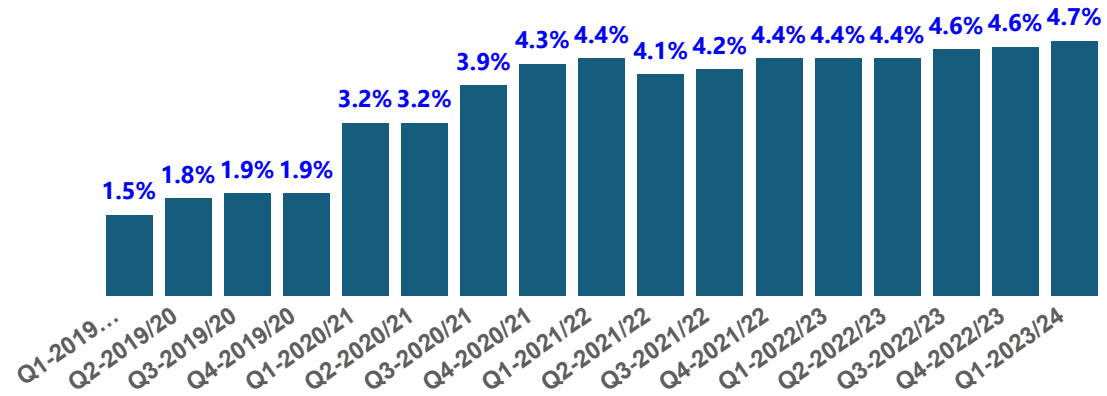


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

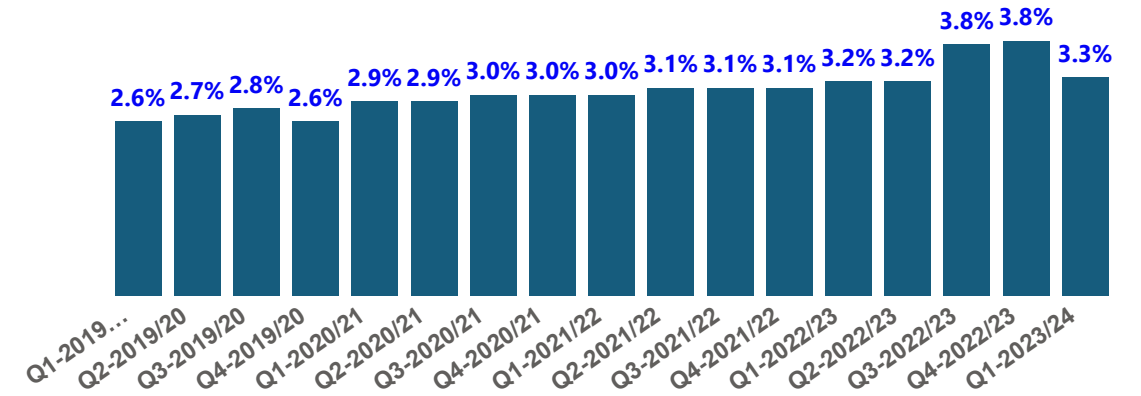
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

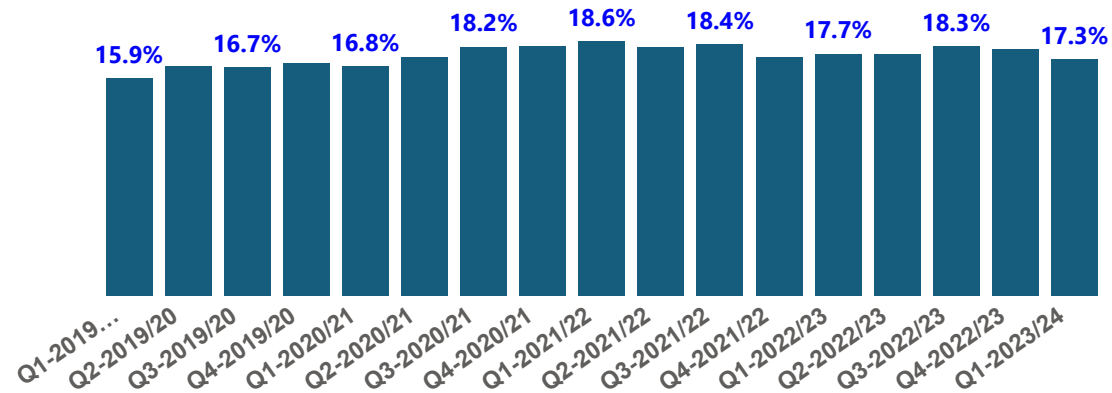
% Disabled



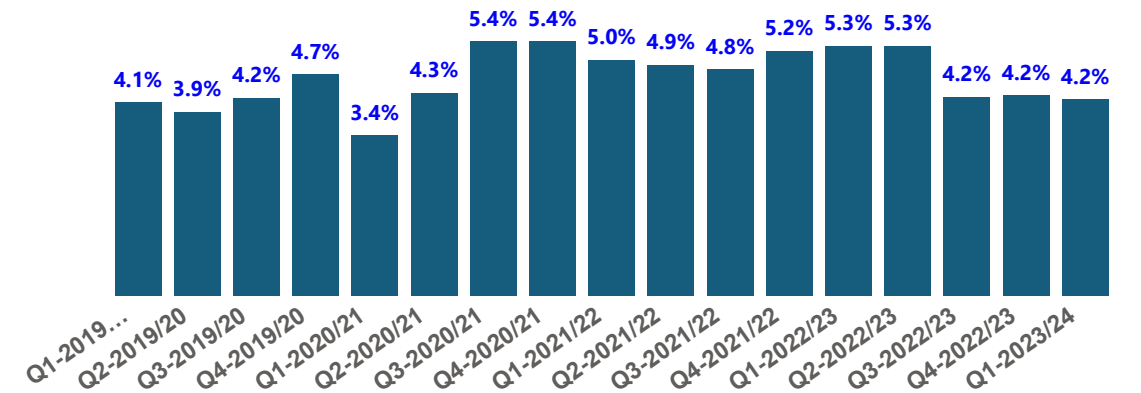
% Ethnic Minority



% Female

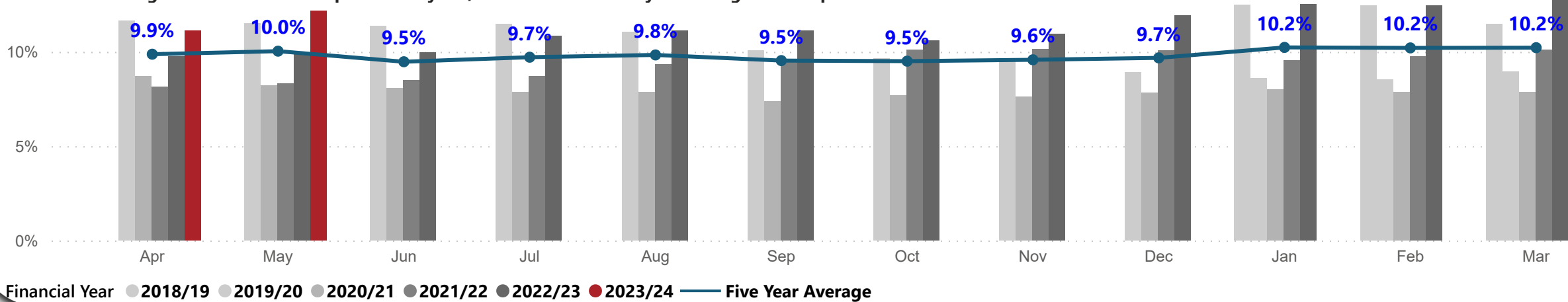


% LGBTQ

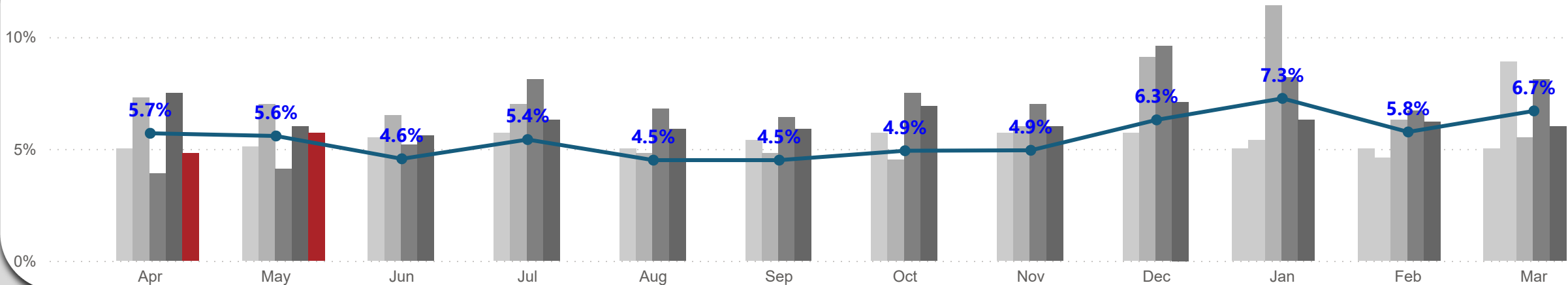


In each case (apart from disability), the figures reflect the number of people that have explicitly stated/recorded an identity in Civica. If a person has not responded to the question, they are excluded from the measures.

Turnover is 2.2% greater than the same period last year , 2.2% above the five year average for this period and are 1.1% above last month.



Lost Time to Sickness is -0.3% less than the same period last year , 0.1% above the five year average for this period and are 0.9% above last month.



Turnover data is calculated using the *Standard CIPD calculation for workforce turnover*.

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

ECFRS Monthly Performance Report May 2023

Appendix - Rolling 12 Month Totals Up To May

Incidents

	2019	2020	2021	2022	2023
Incidents	15,755	15,086	14,468	15,545	17,456
Fires	5,119	4,567	4,133	3,686	5,066
Special Services	4,316	4,381	4,322	5,348	5,281
False Alarms	6,320	6,138	6,013	6,511	7,109
ADF Fires	827	794	721	710	754
Deliberate Fires	1,803	1,544	1,188	1,083	1,334
Non Domestic Fires	448	404	384	411	418
Unwanted Fire Signals	1,019	996	1,034	1,221	1,208
RTC ECFRS	1,262	1,077	950	1,161	1,235
RTC SERP		245	642	789	753

Casualties

	2019	2020	2021	2022	2023
Fire Fatalities	4	3	6	7	8
ADF Fatalities	2	3	6	5	6
RTC ECFRS Fatalities	19	15	20	23	16
RTC ECFRS Serious Injury	139	98	84	98	117
RTC SERP Fatalities *		15	41	50	37
RTC SERP Serious Injury *		245	653	829	792
Primary Fire Injuries	80	64	68	64	44
ADF Injuries	48	46	45	31	25

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	196	3,661	6,328	8,536
Home Fire Safety Visits - Operational Crew	2	183	1,458	2,675
Home Fire Safety Visits - Inspection Officers	194	3,478	4,870	5,861
RBIP V High\High Audits		317	233	774

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