



ECFRS Monthly Performance Report August 2023

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report August 2023

Summary:

Total Incidents: Overall, the total number of incidents decreased from July, they are 3% below the five year average and tracking 29% below the total number from last year. The decrease is most likely linked to the heatwave period experienced last year, where the higher than average temperatures and associated increase in incidents are not reflected during August 2023.

Incident Types: In August 2023, the total number of fires decreased significantly by 56% compared to August 2022 and dropped 23% below the five-year average. This decline is likely attributed to the lingering effects of last year's heatwave. Special Service incidents remained consistent with August 2022 but showed a 6% increase over the five-year average. Notably, Essex County Fire and Rescue Service (ECFRS) has been actively involved in assisting other agencies like the Police and Ambulance, possibly contributing to the slight uptick in incidents. False Alarm incidents have increased by 9% compared to the five-year average but have decreased by 11% compared to the same period last year. This shift may be attributed to a large proportion of goodwill fire alarms during last year's heatwave and a similar pattern this year, where smoke seen near a field triggers a call to the ECFRS, which is in fact a controlled burn by a farmer. Given the recent increase in False Alarms, both Protection and Prevention functions are now receiving detailed incident breakdowns and trend analysis. Collaborating with the Communications function, efforts are underway to gain early insights into trends and implement targeted communication strategies to reduce the false alarms. It's important to note that this strategy is in its early stages, and any impact is unlikely to be immediately observable.

Fatalities: In August, two fire-related fatalities were recorded. The first fatality occurred when a light aircraft crashed in the Dunmow area, resulting in the death of the single passenger, and triggering a large multi-agency response. The casualty was found deceased upon the arrival of emergency services. The cause of the accident and subsequent fatality remains uncertain pending an investigation by the Air Accident Investigation Branch (AAIB). This incident is classified as a fire incident due to the presence of fire at the scene.

The second fatality involved a female of unknown age in the Loughton area. ECFRS responded to a call from a gas company detecting high carbon monoxide levels at the property. Upon arrival, the female was found deceased. There was evidence of a fire in the property, though there was no active fire on arrival of ECFRS. The cause of death is currently unknown, and the investigation is in the hands of Essex Police. Following the incident, a TAIR was conducted in the area, involving members of the Prevention and Community teams and the Loughton Firefighters. A total of 251 properties were targeted, resulting in 116 engagements, 14 Home Fire Safety Check referrals and 2 safeguarding referrals.

Injuries: The number of Primary Fire injuries recorded in August is within acceptable tolerance levels. The number of Accidental Dwelling Fire injuries has increased from the previous month to 4 people. The injuries are from separate incidents, with 3 of the casualties listed as having hospital treatment with 'slight injuries', and 1 receiving 'serious' injuries from burns.

Deliberate Fires: Deliberate fires were within higher tolerance levels for August, although the numbers are 29% less than in August 2022 and only 5% above the five-year average.

Non-Domestic Fires: Non-domestic fires remain in low tolerance levels, tracking 19% below the five-year average and 29% below the same period last year.

Coverage: Coverage has remained stable at 97%. All strategic stations are at 95% or higher, with Colchester increasing from 94% last month to 97% this month.

Information Governance: In August, there were a total of four reported data breaches, comprising one minor, one moderate, and two major incidents. One of the major breaches occurred when an individual reported a data breach on the wrong system, potentially exposing names and details to a wider audience. The breach reported to the Information Commissioner's Office (ICO) involved the accidental attachment of a form to an email sent to a small group, which contained personal details not relevant to the recipients.

Continued on the following page...

ECFRS Monthly Performance Report August 2023

Continued from the following page...

Summary:

Prevention: In August 2023, there were 773 visits, showing a 3% increase from the previous month (750 visits) and an 11% increase compared to the same period last year (694 visits). Operational crew visits surged by 68% compared to the same time last year, while Safe and Well/Safeguarding visits increased by 7% from the previous month.

Efforts are ongoing to strengthen partnerships with Health and Social Care providers, enhancing communication to reach high-risk individuals and generate referrals from agencies serving vulnerable populations.

A review of the Operational and Community Risk team is in progress to align resources with risk and enhance Home Fire Safety Checks (HFSC) in Essex.

The Essex Fire Museum hosted nearly 2,000 visitors during the school holidays, including school holiday clubs, public events, and outreach activities.

The inaugural Essex Water Safety Forum launched on World Drowning Prevention Day in late July, with tactical meetings in August focusing on Data, Communications, and Activity workstreams. This forum aims to collaborate across the Essex System and engage partners to reduce accidental drowning risks, with outcomes reported via Safer Essex.

The Vision Zero initiative saw high attendance in the FireBike Better Biking Courses and Advanced Machine Skills programs during the summer, promoting road safety for vulnerable road users. ECFRS continues to lead the Post Collision Response pillar through the UKRO team in support of the Vision Zero strategy. Discussions regarding managing the risks associated with Electric Vehicle post-collisions are ongoing among various representative groups.

Protection: A project planner has been developed to facilitate audit job planning over 3/5-year periods, accommodating staffing changes, audit workload per staff member, and the distribution of audits between high and very high-risk premises. It will also address the property database cleaning.

In the upcoming Q3 Performance Report, a new Protection metric will be introduced. This planning tool will help predict completion dates for high and very high-risk premise audits, displaying the variance between the RBIP completion date and the planned one, ensuring inspection progress confidence.

Regarding unwanted fire signals, a proposal has been submitted to the Senior Leadership Team, gaining initial approval for altering the response to these incidents. Consultations with representative bodies are forthcoming. In tandem, communication plans are under development to target businesses and commercial premises with frequent alarm activations based on trend and analytical data.

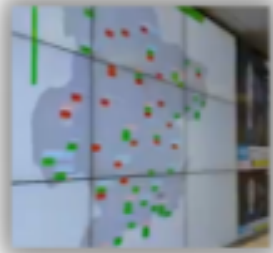
Furthermore, a collaborative project with the East England Ambulance Service is in early planning stages, focusing on ECFRS assistance in patient status assessment and the potential for at-home treatment or hospital care.



August 2023 in numbers

#WeAreEssexFire

97% Core station coverage



1,616

Incidents attended



773

Home Fire Safety Checks



78

Very high / high risk Protection audits



80%



Attendance within 15 minutes

Accidental Dwelling Fires

62



Following the upgrade to the mobilisation system, these figures are not currently available. This is being investigated and figures will be included when available.

Calls to Control



29

Non domestic fires



128

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

18

Animal rescues





ECFRS Monthly Performance Report

August 2023

Overall

Metric vs 5 Year Average

| Metric | 5 Yr Avg | Last Month |
|-------------------------------------|---------------|------------|
| Total Incidents | 1,616 ↓ 1,663 | 1,534 |
| Fires | 439 ↓ 571 | 460 |
| Special Services | 459 ↑ 433 | 426 |
| False Alarms | 718 ↑ 658 | 648 |
| Fire Fatalities | 2 ↑ 0 | 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 | | | | |
|--|----------|------------|-----------|------|---------|--------|------|
| Primary Fire Injury Rate per 1,000 Primary Fires | 24.3 | 18.3 | 15.5 | 47+ | 28-46 | 1-27 | 0 |
| ADF Fire Injury Rate per 1,000 ADF Fires | 64.5 | 30.70 | 21.3 | 75+ | 40-74 | 1-39 | 0 |
| Number of Primary Fire Injuries | 5 | 4 | 3 | 9+ | 6-8 | 3-5 | 0-2 |
| Number of ADF Fire Injuries | 4 | 2 | 2 | 6+ | 4-5 | 1-3 | 0 |
| Number of Deliberate Fires | 128 | 165 | 135 | 136+ | 105-136 | 79-104 | 0-78 |
| Number of ADF Fires | 62 | 59 | 47 | 73+ | 65-72 | 58-64 | 0-57 |
| Number of Non-Domestic Fires | 29 | 36 | 43 | 38+ | 31-37 | 29-30 | 0-28 |
| Number of Unwanted Fire Signals | 114 | 101 | 125 | 94+ | 83-93 | 72-82 | 0-71 |
| Audits (RBIP Very High)* | 19 | 36 | 17 | 0-22 | 23-27 | 28-33 | 34+ |
| Audits (RBIP High)* | 59 | 57 | 81 | 0-80 | 81-90 | 91-101 | 102+ |

* Audit data measured for past 3 years

Targets

Metric vs Target

| Metric | 5 Yr Avg | Last Month | Target | |
|--|----------|------------|--------|-------|
| Global Availability | 66% ↓ | 66% | 69% | 80% |
| Core Station Coverage | 97% ↓ | 96% | 97% | 98% |
| Potential Life-Threatening Incident First Attendance | 10:52 ↓ | 10:40 | 11:22 | 10:00 |
| Incidents attended within 15 minutes | 80% ↓ | 81% | 81% | 90% |
| Freedom of Information Response Rate | 89% ↓ | 92% | 90% | 90% |
| HFSC conducted by Operational Staff | 263 ↓ | 143 | 277 | 436 |

RTC

Metric vs 5 Year Average

| Metric | ECFRS | | | SERP** | | |
|------------------------|----------|------------|--------|-----------|------------|----|
| | 5 Yr Avg | Last Month | Metric | 4 Yr Avg* | Last Month | |
| RTC Incidents Attended | 109 ↑ | 102 | 113 | 60 ↓ | 65 | 74 |
| RTC Serious injury | 9 ↓ | 10 | 16 | 60 ↓ | 68 | 81 |
| RTC Fatalities | 0 ↓ | 2 | 3 | 4 ↓ | 5 | 5 |

*4 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.

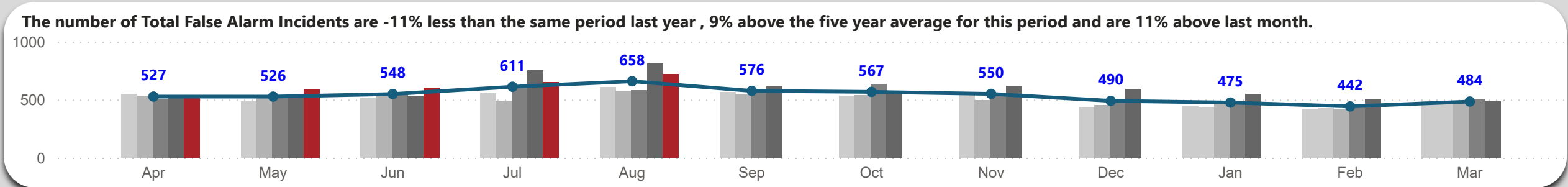
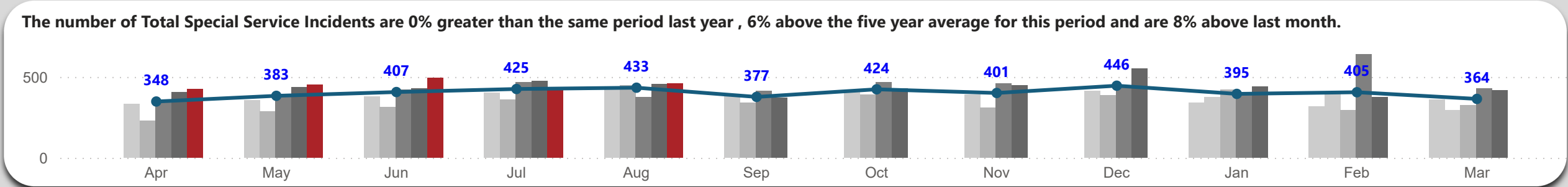
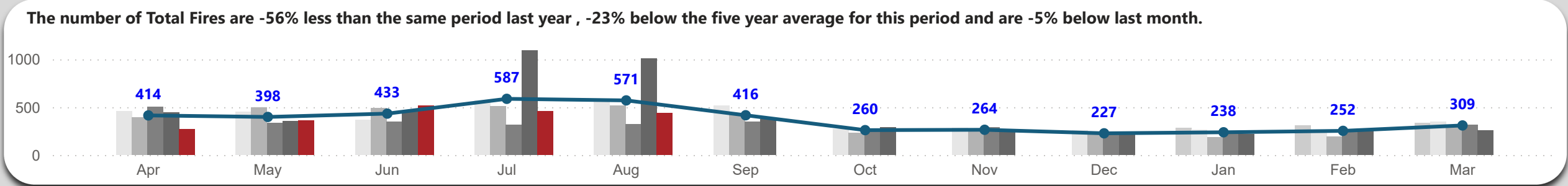
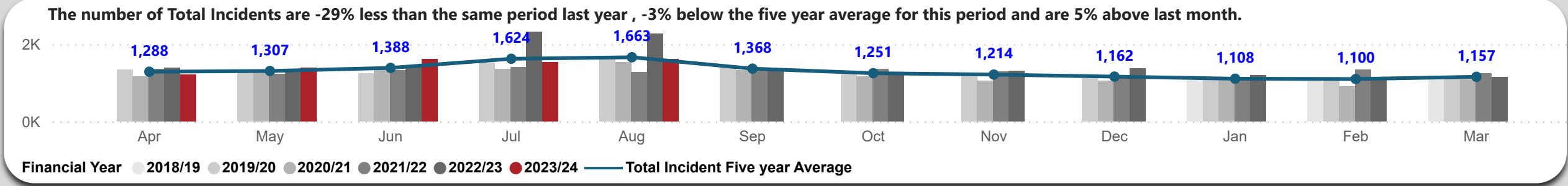
People

Metric vs 5 Year Average

| Metric | 5 Yr Avg | Last Month | Comments | |
|---------------|----------|------------|----------|---|
| Sickness Rate | 7.0% ↑ | 5.9% | 6.0% | ECFRS Data calculated using the Cleavand method |
| Turnover | 11.1% ↑ | 10.1% | 11.8% | Standard CIPD calculation (Number of leavers in period divided by average headcount in period). |

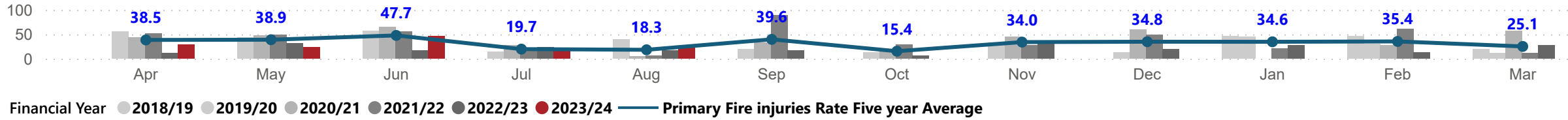
ECFRS Monthly Performance Report August 2023

Overall Summary

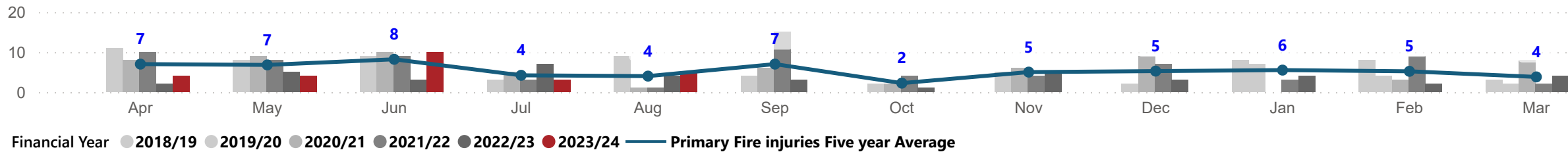


ECFRS Monthly Performance Report August 2023

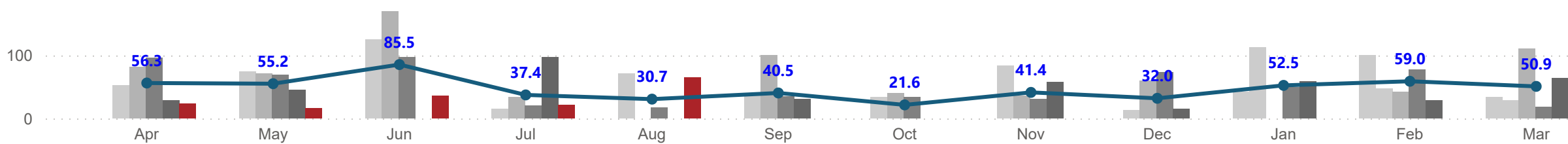
The Primary Fire Injury Rate per 1,000 Primary Fires is 45% greater than the same period last year, 33% greater than the five year average for this period and is 57% greater than last month.



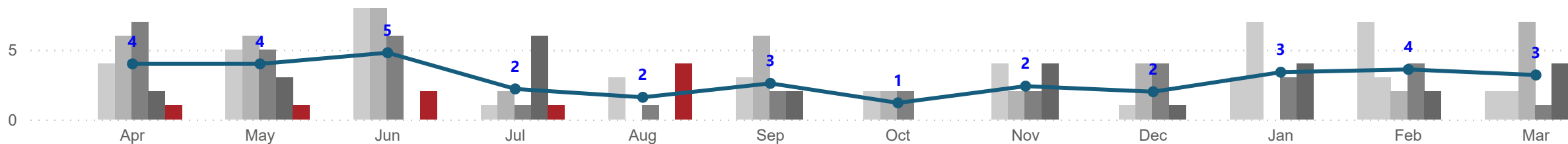
The number of Primary Fire Injuries are 25% greater than the same period last year, 25% greater than the five year average for this period and are 67% greater than last month.



The rate of ADF Injuries per 1,000 ADF Fires is -100% greater than the same period last year, 110.1% greater than the five year average for this period and is 202.8% greater than last month.

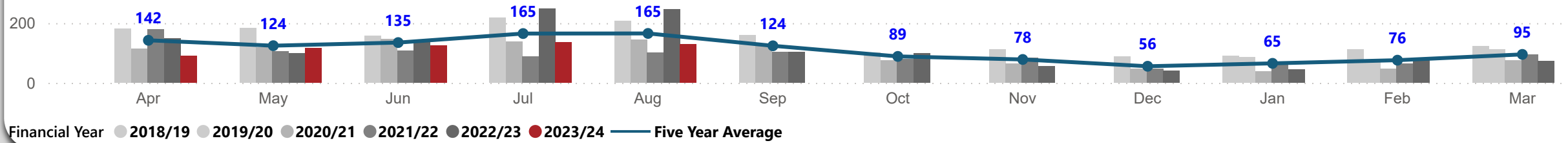


The number of ADF Injuries are -100% greater than the same period last year, 150% greater than the five year average for this period and are 300% greater than last month.

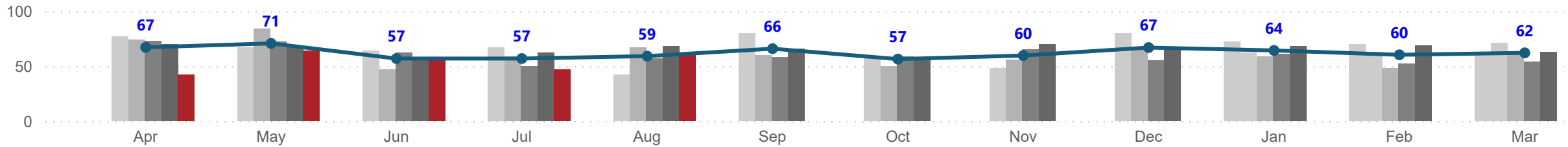


ECFRS Monthly Performance Report August 2023

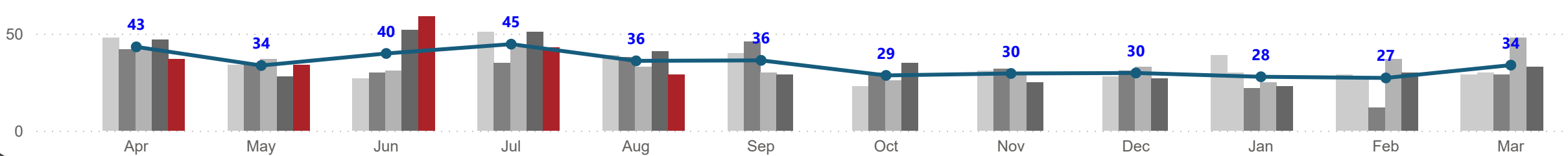
The number of Deliberate Fires are -48% less than the same period last year, -22% below the five year average for this period and are -5% below last month.



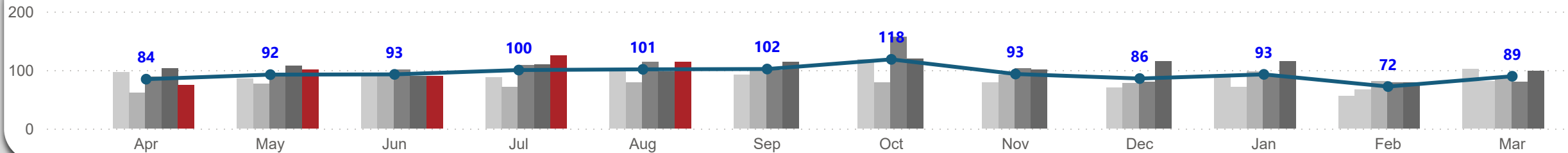
The number of Accidental Dwelling Fires are -9% less than the same period last year, 5% above the five year average for this period and are 32% above last month.



The number of Non Domestic Fires are -29% less than the same period last year, -19% below the five year average for this period and are -33% below last month.



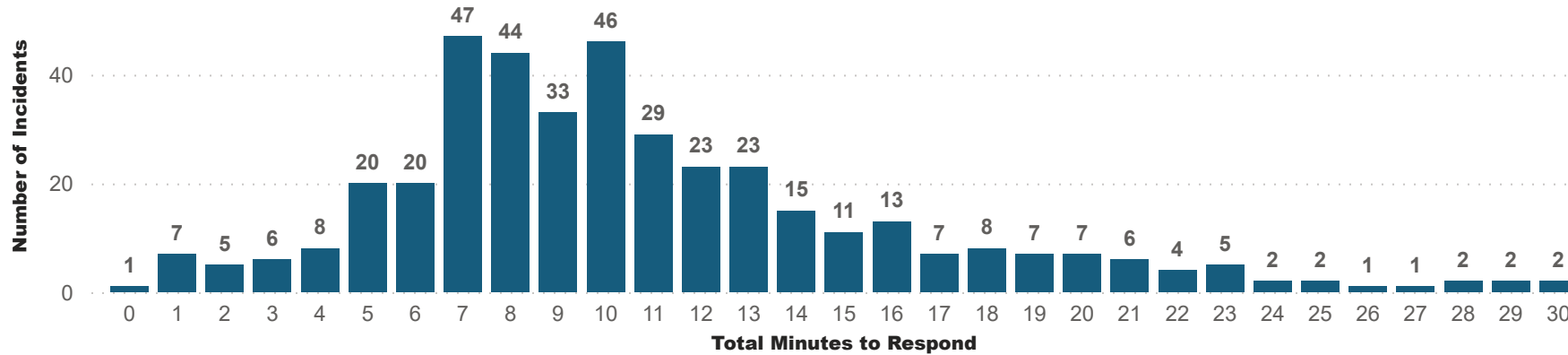
The number of Unwanted Fire Signals are 18% greater than the same period last year, 13% above the five year average for this period and are -9% below last month.



ECFRS Monthly Performance Report August 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% | 86% |
| Jun | 89% | 84% | 84% | 82% |
| Jul | 84% | 83% | 77% | 81% |
| Aug | 85% | 86% | 75% | 80% |
| Sep | 85% | 83% | 82% | |
| Oct | 87% | 85% | 84% | |
| Nov | 87% | 86% | 83% | |
| 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 | 01:51 | 01:53 |
| May | 01:29 | 01:46 | 01:49 | 01:38 |
| Jun | 01:41 | 01:42 | 01:54 | 01:52 |
| Jul | 01:43 | 02:10 | 01:53 | 02:00 |
| Aug | 01:39 | 01:43 | 02:25 | 02:06 |
| Sep | 01:53 | 01:46 | 01:59 | |
| Oct | 01:42 | 01:54 | 02:00 | |
| 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 | 02:23 |
| Jul | 02:27 | 02:27 | 02:38 | 02:24 |
| Aug | 02:39 | 02:34 | 02:37 | 02:17 |
| 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 | 05:56 | 06:31 |
| May | 05:01 | 05:37 | 05:50 | 05:37 |
| Jun | 05:28 | 06:10 | 06:24 | 06:20 |
| Jul | 05:35 | 06:04 | 06:58 | 06:49 |
| Aug | 05:37 | 06:00 | 06:42 | 06:28 |
| Sep | 05:39 | 06:04 | 06:34 | |
| Oct | 05:48 | 05:33 | 06:05 | |
| Nov | 05:39 | 06:14 | 05:49 | |
| Dec | 06:32 | 06:28 | 06:28 | |
| Jan | 05:41 | 05:42 | 06:06 | |
| Feb | 05:15 | 05:48 | 06:09 | |
| Mar | 05:14 | 05:37 | 06:01 | |

Avg Response Time

| Month | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|-------|---------|---------|---------|---------|
| Apr | 09:21 | 09:53 | 10:21 | 10:47 |
| May | 08:58 | 09:59 | 10:10 | 09:35 |
| Jun | 09:57 | 10:14 | 10:41 | 10:39 |
| Jul | 09:48 | 10:44 | 11:38 | 11:22 |
| Aug | 09:55 | 10:22 | 11:49 | 10:52 |
| Sep | 10:05 | 10:17 | 11:15 | |
| Oct | 10:16 | 10:17 | 10:27 | |
| Nov | 10:09 | 10:54 | 10:17 | |
| Dec | 11:00 | 10:58 | 11:00 | |
| Jan | 10:28 | 10:06 | 10:50 | |
| Feb | 09:30 | 10:48 | 10:13 | |
| Mar | 09:40 | 10:10 | 10:36 | |

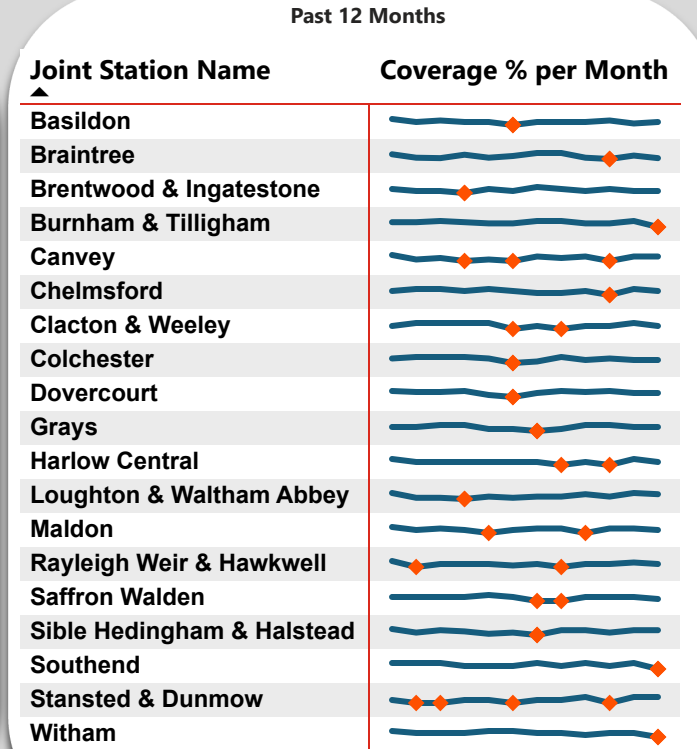
The average response time this month is **10:52 minutes**. The median response time, representing the middle value is **09:45 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **06:50 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

Of the incidents where it took 20 minutes or more to respond, there was a total of 4 individuals involved. One of the individuals is recorded as having minor injuries from a road traffic collision (RTC) and requiring hospital treatment. A individual from another RTC received first aid at the scene. The remaining two individuals didn't sustain any reported injuries.

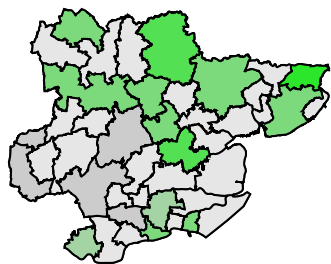
ECFRS Monthly Performance Report August

Coverage

| Joint Station Name | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 |
|----------------------------|------------|------------|------------|------------|------------|------------|
| Basildon | 96% | 95% | 95% | 93% | 95% | 95% |
| Braintree | 85% | 93% | 86% | 90% | 97% | 97% |
| Brentwood & Ingatestone | 94% | 93% | 95% | 94% | 96% | 95% |
| Burnham & Tilligham | 99% | 98% | 97% | 97% | 99% | 99% |
| Canvey | 97% | 95% | 96% | 95% | 98% | 97% |
| Chelmsford | 97% | 96% | 97% | 96% | 95% | 95% |
| Clacton & Weeley | 99% | 99% | 99% | 97% | 98% | 97% |
| Colchester | 97% | 97% | 96% | 93% | 94% | 97% |
| Dovercourt | 98% | 99% | 95% | 93% | 97% | 99% |
| Grays | 98% | 98% | 96% | 96% | 95% | 96% |
| Harlow Central | 96% | 96% | 96% | 96% | 96% | 95% |
| Loughton & Waltham Abbey | 94% | 93% | 95% | 94% | 95% | 95% |
| Maldon | 98% | 97% | 95% | 97% | 98% | 98% |
| Rayleigh Weir & Hawkwell | 98% | 98% | 98% | 97% | 98% | 96% |
| Saffron Walden | 99% | 99% | 100% | 99% | 97% | 97% |
| Sible Hedingham & Halstead | 98% | 97% | 95% | 96% | 94% | 98% |
| Southend | 98% | 97% | 97% | 97% | 98% | 97% |
| Stansted & Dunmow | 96% | 97% | 97% | 96% | 97% | 97% |
| Witham | 97% | 97% | 98% | 98% | 97% | 97% |
| Total | 97% | 97% | 96% | 95% | 97% | 97% |



Core Station Coverage August 2023



Monthly Average

97%

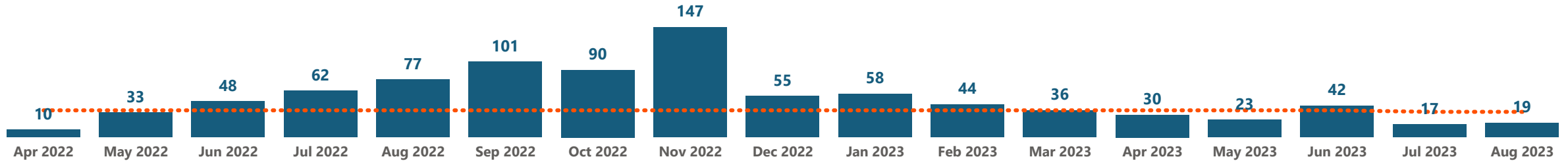
Target 98%

Statistical analysis was recently completed, investigating if there is a link between response times and station coverage. The analysis concluded that there is a correlation between coverage and response times and that the strategic stations are broadly in the right locations.

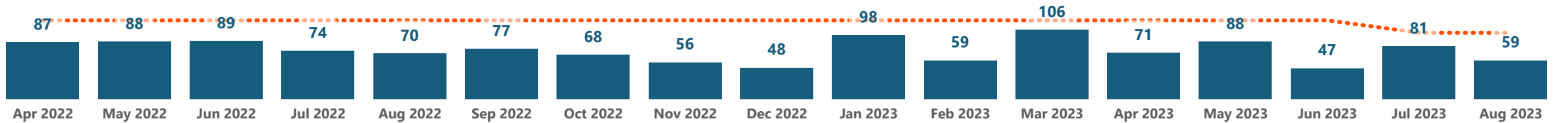
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people and not appliances.

ECFRS Monthly Performance Report August 2023

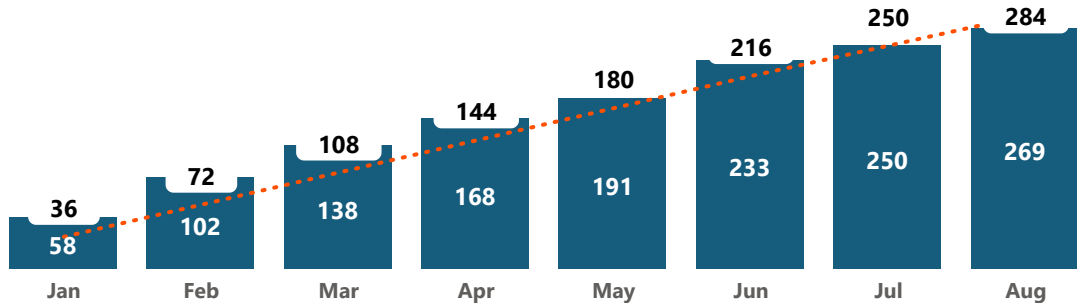
RBIP Inspections Complete for Very High Risk Properties



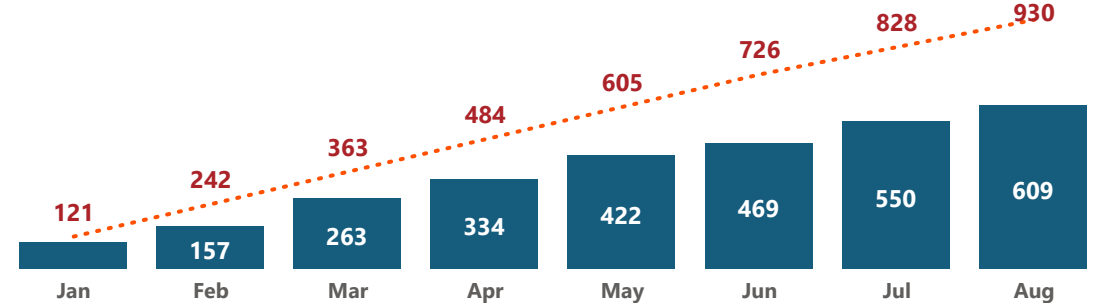
RBIP Inspections Complete for High Risk Properties



Cumulative RBIP Inspections - Very High Risk vs Target

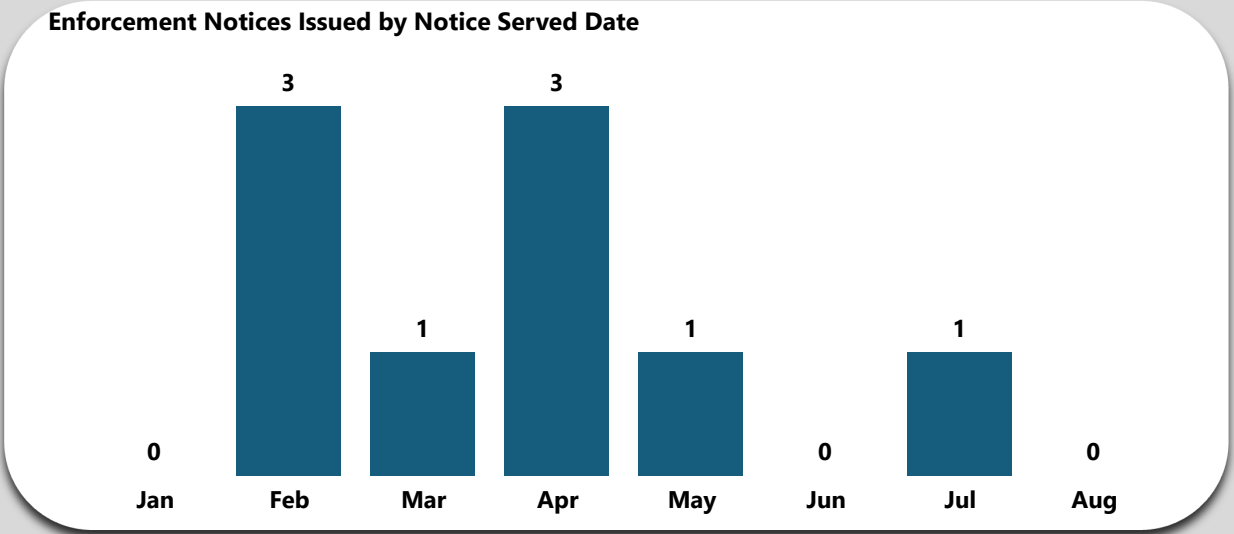
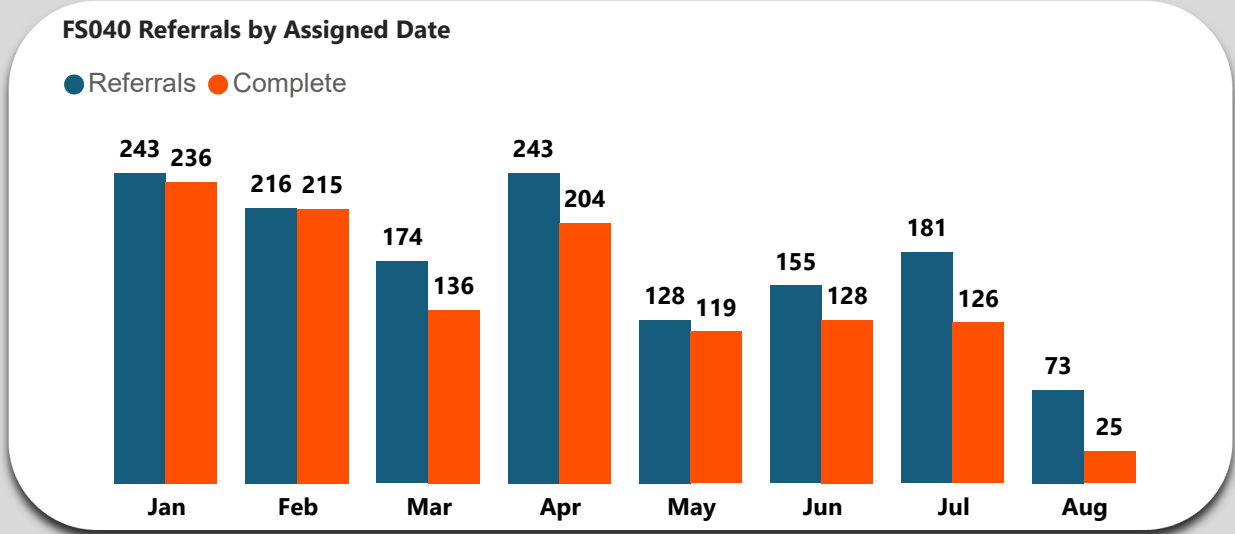
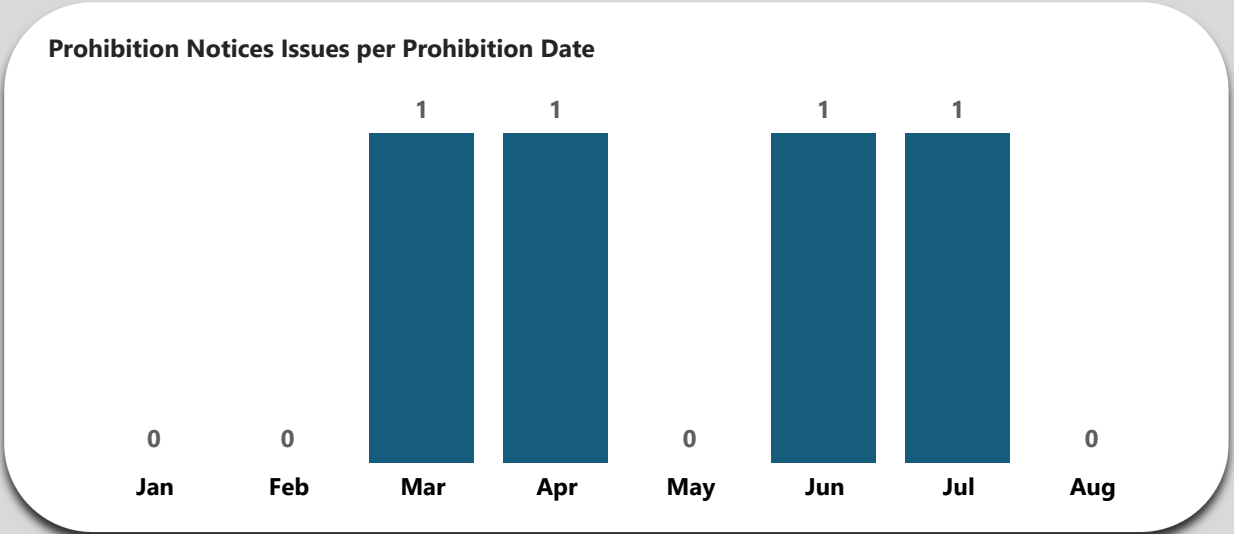
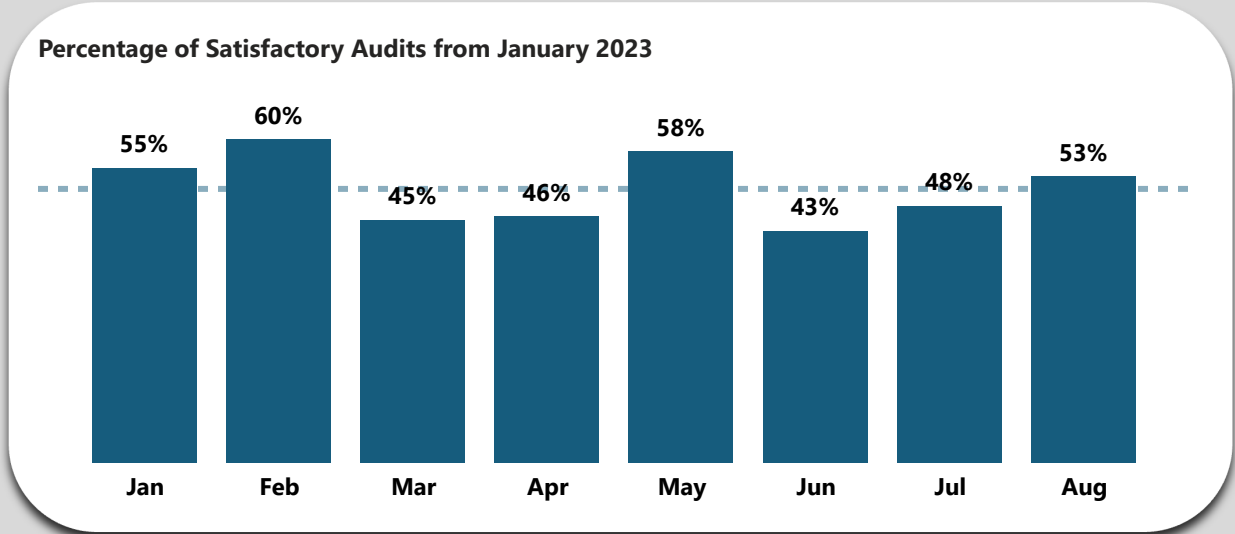


Cumulative RBIP Inspections - High Risk vs Target



ECFRS obtains premises and risk data from Address Based Premium (ABP). ABP is updated on a 6 weekly basis, updating the number of premises and the premises risk categories. At the start of the RBIP process in January 2023, the total number of properties were divided by the number of months that ECFRS would commit to complete audits on the RBIP premises, 60 months for High Risk premises, and 36 months for Very High Risk Premises. An evaluation of the ABP data revealed discrepancies in property risk grading compared to the service's needs. For instance, ABP categorized individual rooms in care homes as Very High Risk, whereas the service only considered the entire building. Consequently, the property count exceeded what the service would audit. To address this, the team is reviewing all properties, removing extras to align with service parameters. This weekly process will lead to a reduction in the total RBIP property count and subsequently reduce the monthly targets split over the remaining months.

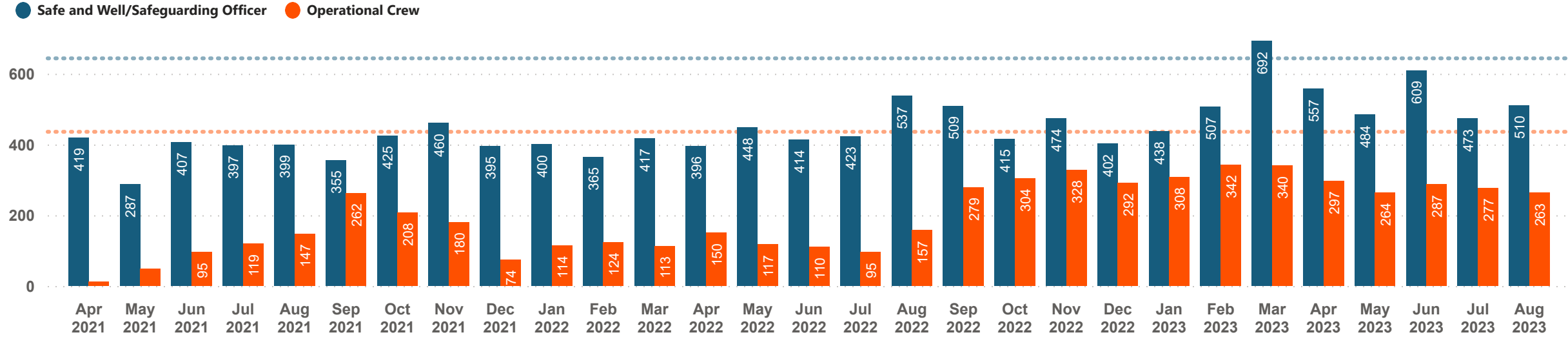
ECFRS Monthly Performance Report August 2023



There have been **41** Notice Of Deficiencies issued this month vs **57** last month

ECFRS Monthly Performance Report August 2023

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



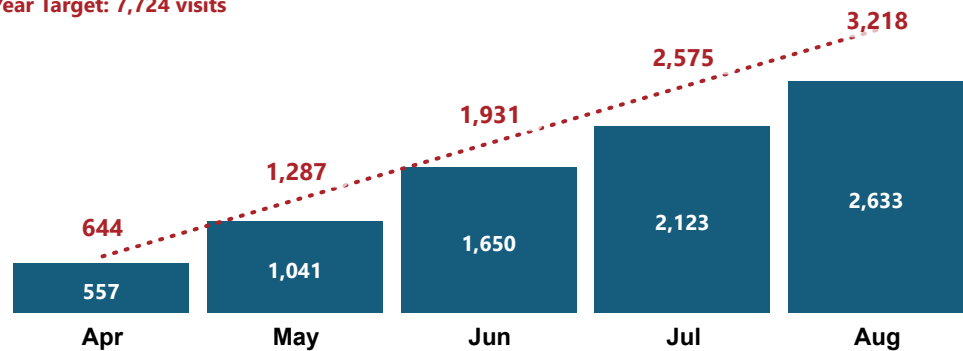
August 2023 saw a total number of 773 visits which were 3% greater than the previous month's total of 750 visits and 11% greater than the total number of 694 visits at the same point last year.

Operational Crew visits were -5% less than the previous month's visits, 68% 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 8% greater than the previous month's visits, -5% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

Cumulative Prevention Visits - Safe and Well/Safeguarding Officers (April-April)

Fiscal Year Target: 7,724 visits



To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.

Safe and Well/Safeguarding Officer Monthly Visit Target

644

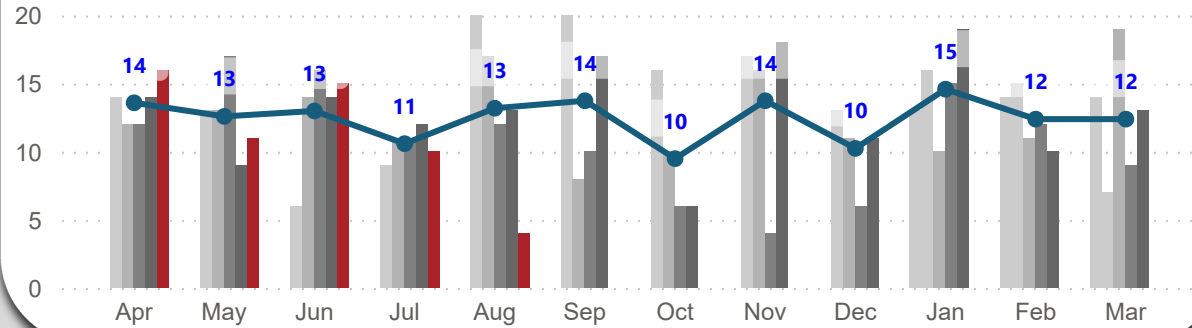
Operational Crew Monthly Visit Target

436

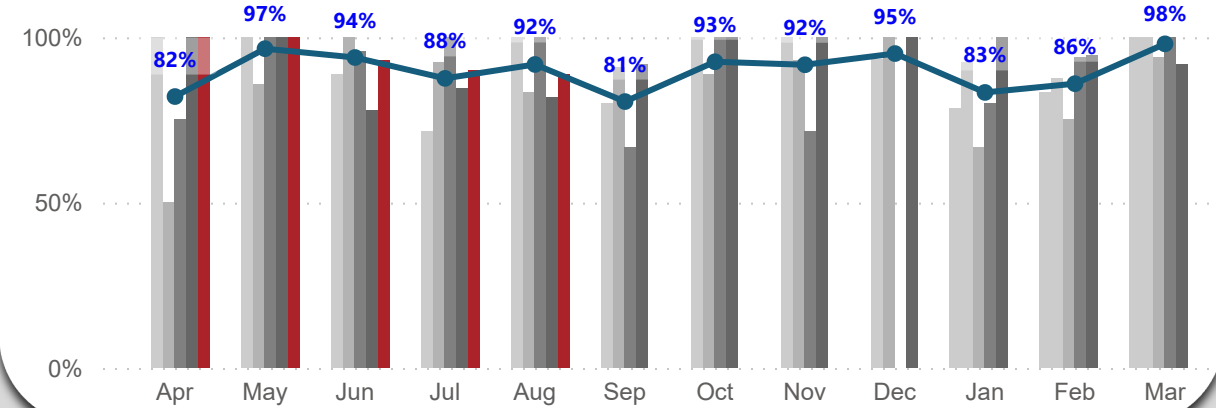
ECFRS Monthly Performance Report August 2023

FOIs Received

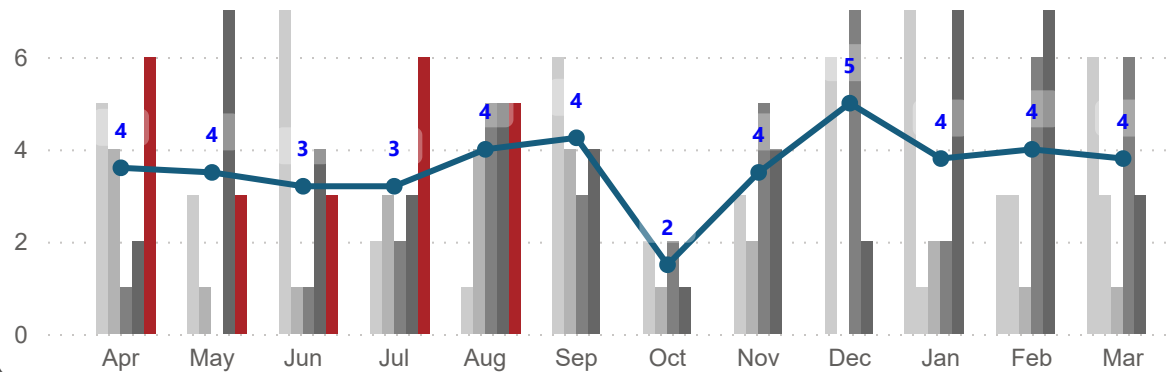
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Five Year Av...



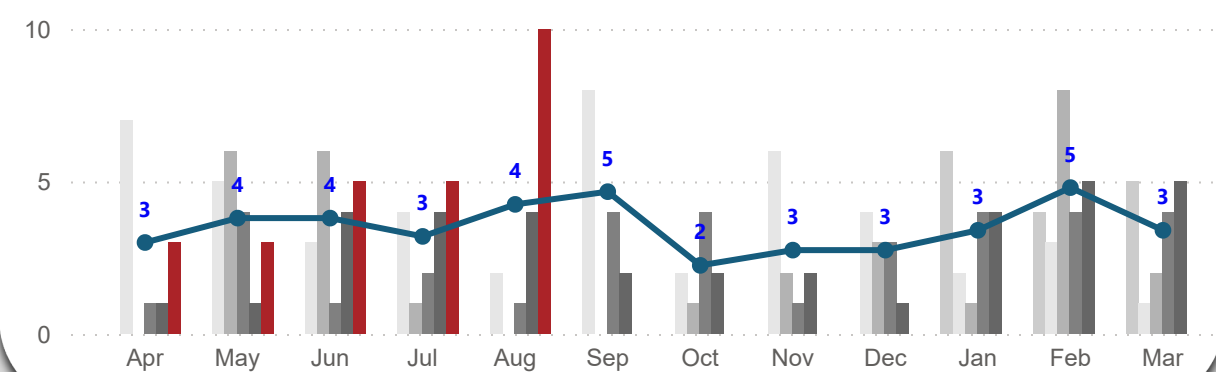
FOI Completion Rate



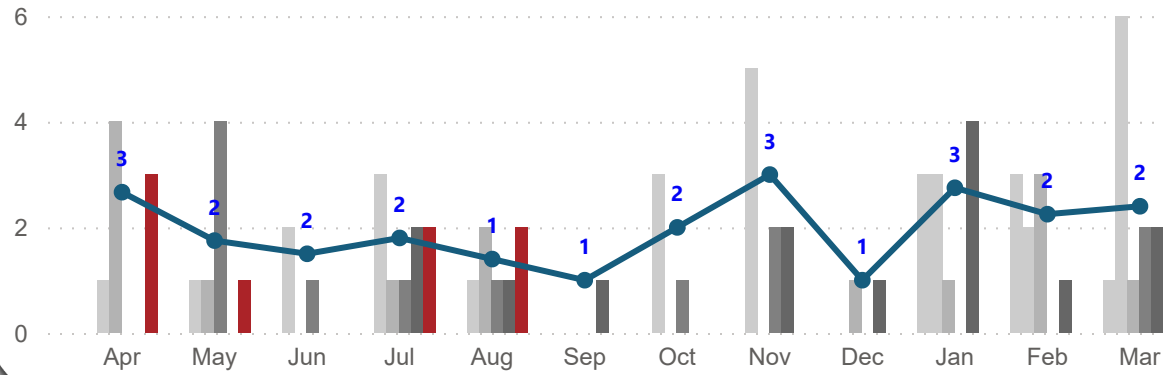
Data Breaches



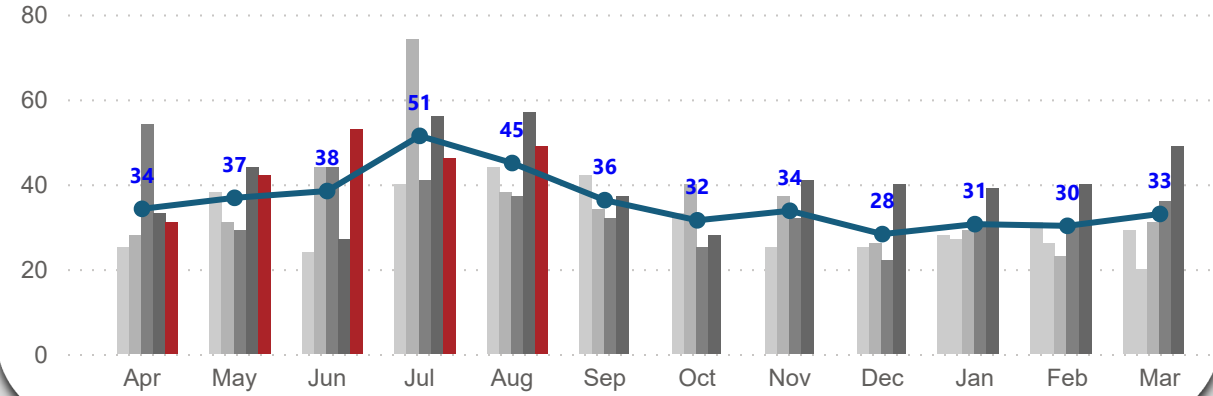
Complaints Received



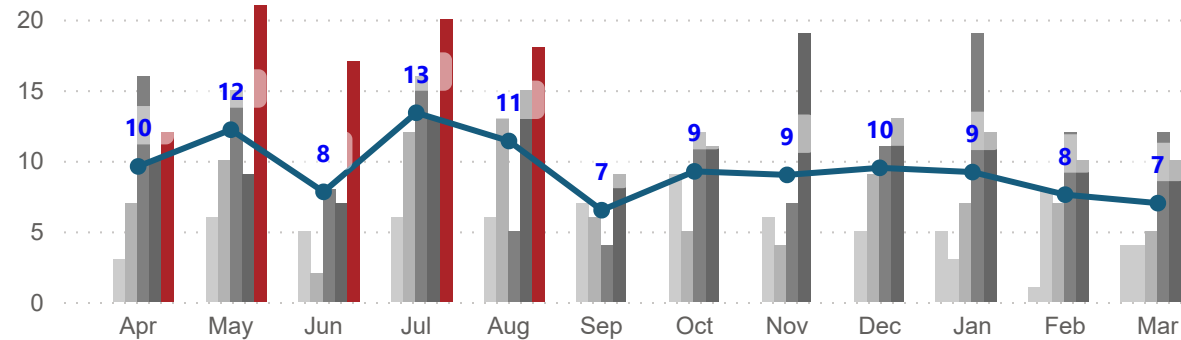
SARs Received



EIR & Fire EIR Received



Other*



Overall Summary - FOI and Data Breaches

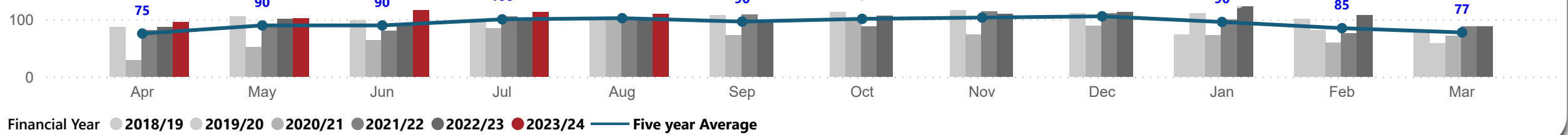
Information Requests: The following is a summary of the FOI requests received during August. A local authority requested data on hoarded or self-neglected properties in Colchester. Private individuals or company requests included a comprehensive list of ECFRS vehicles, causes of balcony fires, responses to fires in specific listed buildings, attendance records at a particular Harlow location, the frequency of bariatric incident responses, removal dates for specific vehicles from the fleet, updated fleet details, historical incident data, biodiversity assessments in Brightlingsea, equipment specifics, station availability percentages for a historical incident in Ongar, appliance timings for an historic fire at Thoby Lane, recent attendances at an address in Saffron Walden, and incidents related to drug farms. Additional requests include vehicle registration and specifications, spending transparency data, software contract details, lists of roles within SLT and ICT, and vehicle connectivity information

Information Breaches: In August, there were a total of four reported data breaches, comprising one minor, one moderate, and two major incidents. One of the major breaches occurred when an individual reported a data breach on the wrong system, potentially exposing names and details to a wider audience. The breach reported to the Information Commissioner's Office (ICO) involved the accidental attachment of a form to an email sent to a small group, which contained personal details not relevant to the recipients.

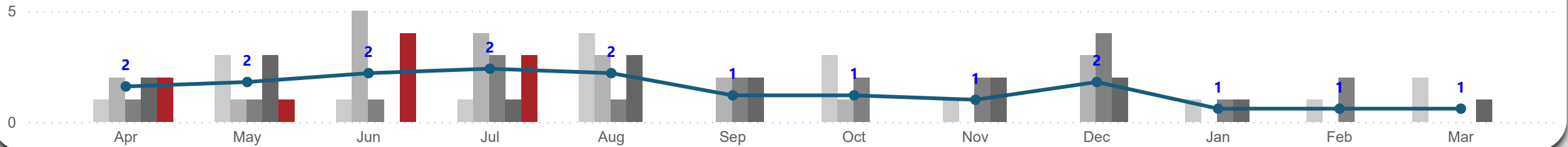
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

ECFRS Monthly Performance Report August 2023

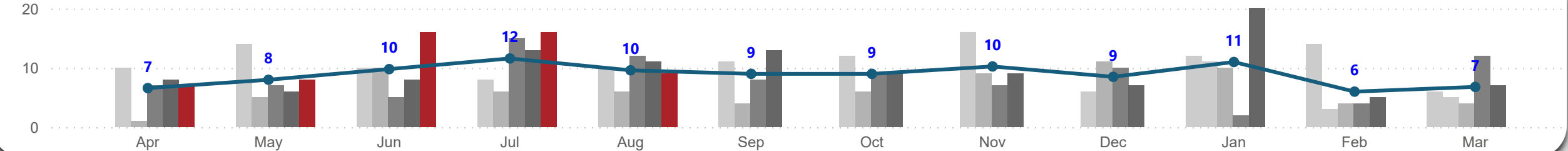
The number of RTCs attended by ECFRS are 9% greater than the same period last year, 7% above the five year average for this period and are -4% below last month.



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



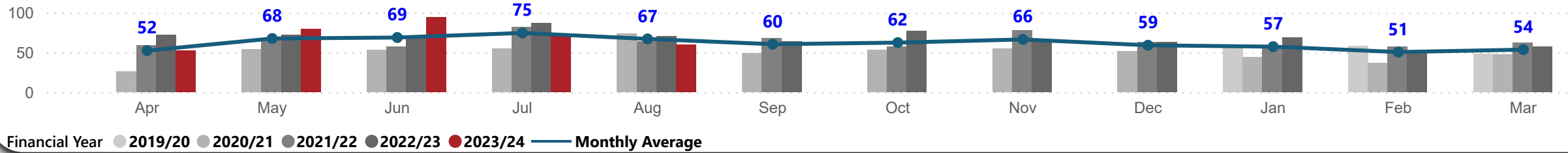
The number of serious injuries from RTCs attended by ECFRS are -18% less than the same period last year, -10% below the five year average for this period and are -44% below last month.



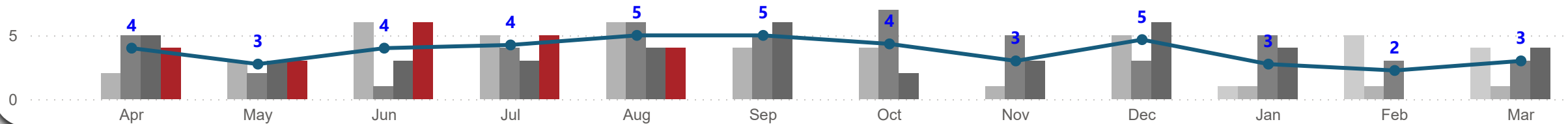
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report August 2023

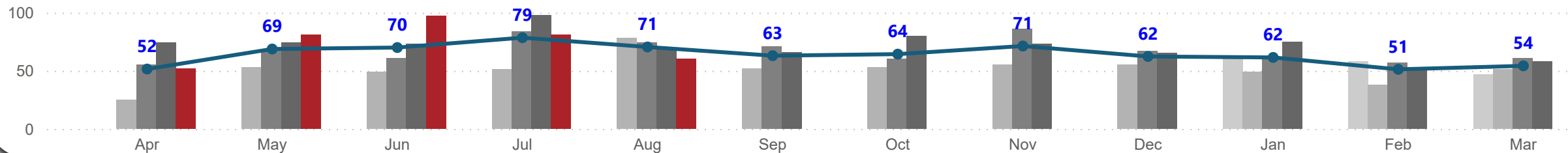
The number of SERP recorded RTCs are -14% less than the same period last year , -10% below the five year average for this period and are -19% below last month.



The number of SERP recorded RTC Fatalities are the same as the same period last year , -20% below the five year average for this period and are -20% below last month.



The number of SERP recorded RTC Serious Injuries are -14% less than the same period last year , -15% below the five year average for this period and are -26% below last month.

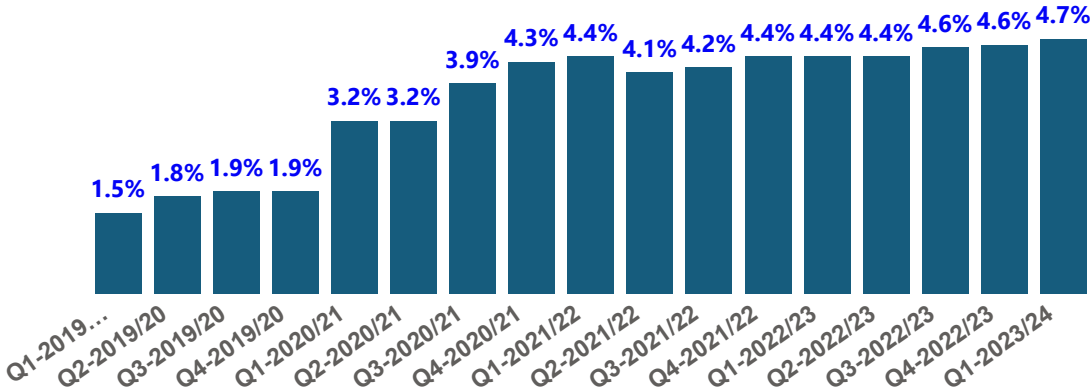


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

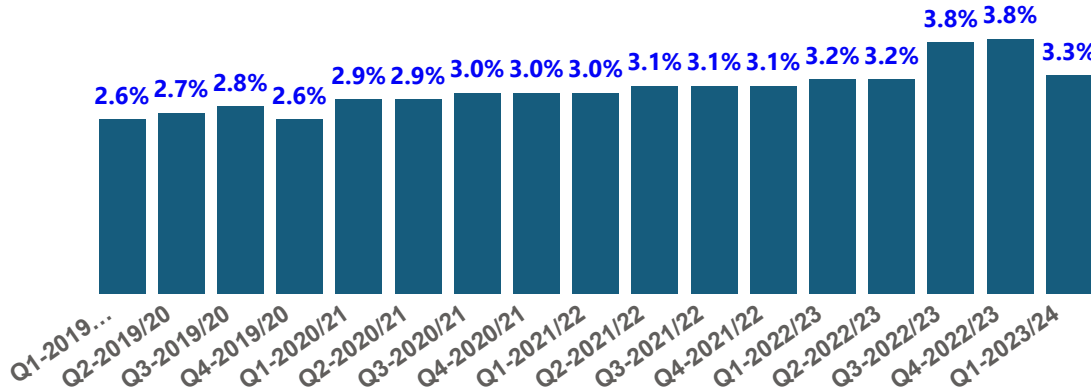
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

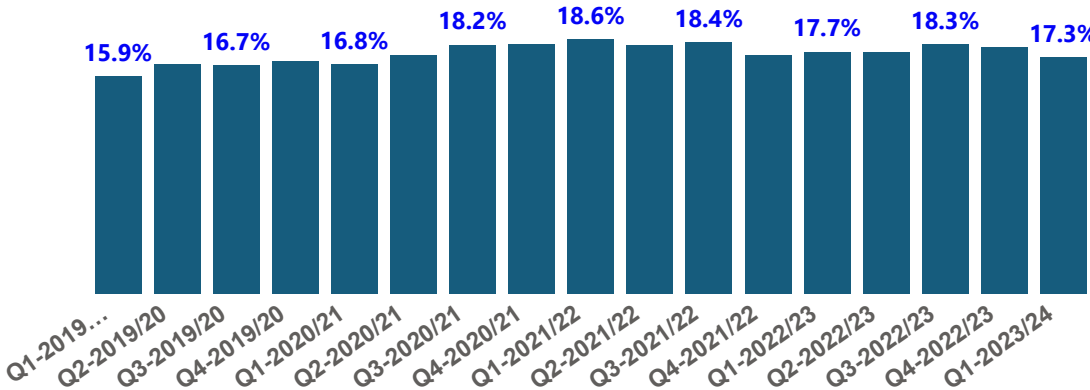
% Disabled



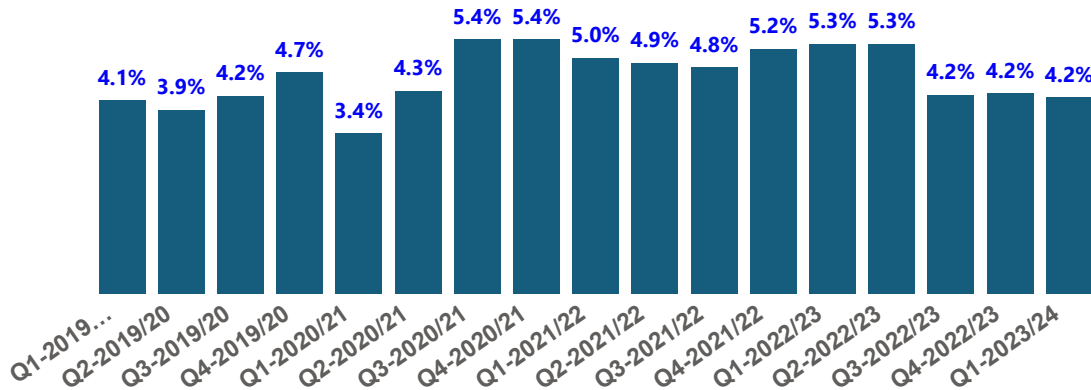
% Ethnic Minority



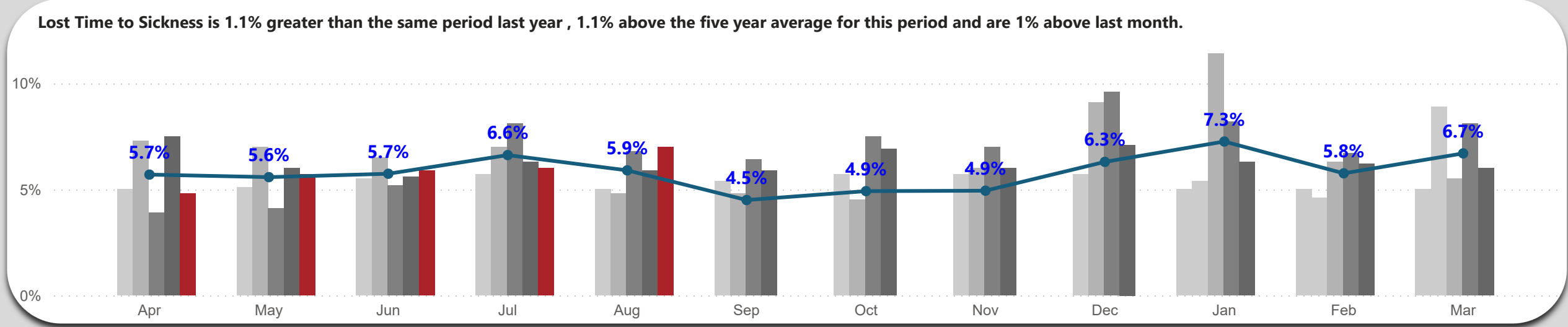
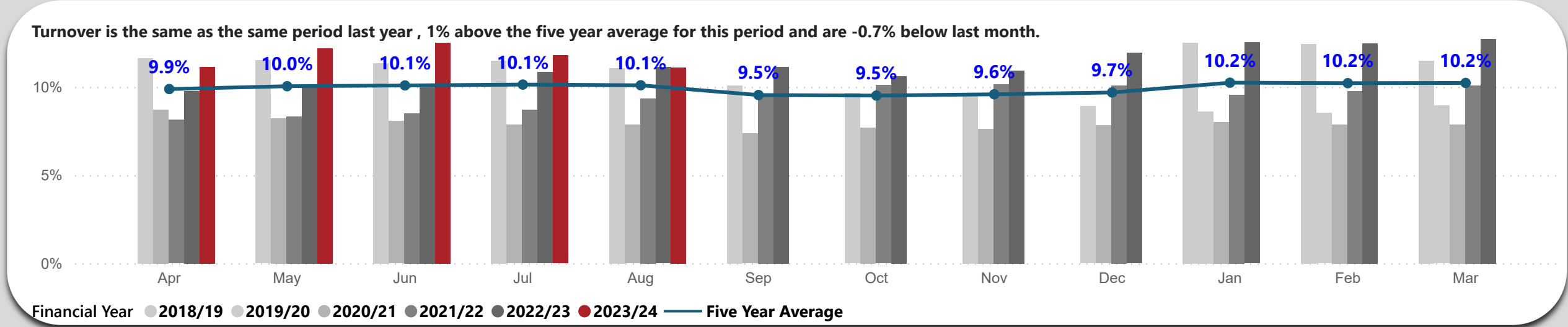
% Female



% 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 August 2023

Appendix - Rolling 12 Month Totals Up To August

Incidents

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|------------------------------|--------|--------|--------|--------|--------|
| Incidents | 15,200 | 14,952 | 14,224 | 17,525 | 16,171 |
| Fires | 4,646 | 4,574 | 3,606 | 5,248 | 3,914 |
| Special Services | 4,440 | 4,296 | 4,460 | 5,443 | 5,284 |
| False Alarms | 6,114 | 6,082 | 6,158 | 6,834 | 6,973 |
| ADF Fires | 798 | 794 | 717 | 727 | 731 |
| Deliberate Fires | 1,741 | 1,390 | 1,056 | 1,419 | 1,091 |
| Non Domestic Fires | 435 | 390 | 388 | 448 | 404 |
| Unwanted Fire Signals | 1,063 | 954 | 1,117 | 1,194 | 1,242 |
| RTC ECFRS | 1,225 | 1,024 | 988 | 1,161 | 1,278 |
| RTC SERP | | 427 | 663 | 814 | 805 |

Casualties

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|----------------------------------|------|------|------|------|------|
| Primary Fire Injuries | 83 | 59 | 65 | 65 | 48 |
| ADF Injuries | 49 | 44 | 43 | 29 | 26 |
| Fire Fatalities | 5 | 3 | 7 | 7 | 8 |
| ADF Fatalities | 3 | 3 | 6 | 6 | 5 |
| RTC ECFRS Fatalities | 19 | 21 | 13 | 22 | 18 |
| RTC ECFRS Serious Injury | 135 | 92 | 94 | 98 | 126 |
| RTC SERP Fatalities * | | 32 | 35 | 49 | 47 |
| RTC SERP Serious Injury * | | 423 | 694 | 851 | 840 |

Prevention and Protection

| | 2020 | 2021 | 2022 | 2023 |
|--|------|-------|-------|-------|
| Home Fire Safety Visits | 291 | 5,125 | 6,739 | 9,651 |
| Home Fire Safety Visits - Operational Crew | 6 | 540 | 1,704 | 3,581 |
| Home Fire Safety Visits - Inspection Officers | 285 | 4,585 | 5,035 | 6,070 |
| RBIP Very High Audits | | 379 | 358 | 662 |
| RBIP High Audits | | 358 | 722 | 858 |

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