



ECFRS Monthly Performance Report July 2023

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report July 2023

Summary:

Total Incidents:

- Overall, the total number of incidents decreased from June, are 5% below the five year average and tracking 34% below the total number from last year. The decrease is most likely linked to the heatwave period experienced last year and associated increase in the number of incidents.

Incident Types:

- Fires and Special Service incidents are tracking below previous month and five-year average, likely due to the impact of last year's heatwave.
- July 2023 shows increased false alarm incidents, aligning with historical trends for July/August.
- A Significant rise (around 40%) in false alarms at educational establishments has been noted, likely due to end of school term and increased maintenance/building work during school holidays. The Protection team will be provided with regular data sets, providing trend analysis, allowing the team to proactively direct marketing and communication materials to the relevant premises.

Fatalities:

- No fire related or Accidental Dwelling Fire (ADF) fatalities were recorded in July.

Injuries:

- The number of Primary Fire and Accidental Dwelling Fire injuries recorded in July fall within acceptable tolerance levels, showing a drop compared to June and tracking below the five-year average levels.

Deliberate Fires:

- Deliberate fires were within higher tolerance levels for July, although the numbers were lower than the five-year average and 3% higher than seen in June.

Non-Domestic Fires:

- Non-domestic fires remain in low tolerance levels, however, are tracking below the five year average and experienced a 34% drop when compared to June.
- Monitoring this trend over the next 3 months will help determine if a pattern is emerging, potentially leading to a detailed analysis.

Coverage:

- Coverage has risen from 95% to 97% compared to last month. Successful efforts to enhance Braintree coverage, now at 97% from 90% last month and 86% two months ago.

Prevention:

- There has been a 192% increase in the number of Operational crew visits compared to the same point last year. During July, a total of 532 visits were allocated to Operational crews, above the target of 438 visits.
- A dashboard is now live with all operational fire stations and respective Station Managers. This gives the stations visibility of all visits allocated, completed and outstanding, allowing Station Managers to allocate tasks more effectively. Stations also have the ability to complete self-generated visits, so do not have to rely on centrally generated visits.
- The decrease in the Inspecting Officer number of visits has been anticipated for the short term while the team enters a consultation/restructuring process.

Protection:

- Surge in inspection requests, inquiries and tasks due to the prohibition order issued to the block of flats in Colchester at the end of June.
- Temporary shift in the team's focus from maintaining RBIP visits this month to managing increased workload.
- New dashboard provided to the Senior Leadership Team providing an enhanced view of the Risk Based Inspection Programme (RBIP) activity and progression against the commitments made at the start of the current RBIP process.

Road Traffic Collisions (RTC)

- A peak in last months number of RTC attended by Essex Fire and Rescue Service has not been noted this month. A deep dive into ECFRS RTC attendance will be conducted and referenced in the Q2 2023/24 Performance Report.

People:

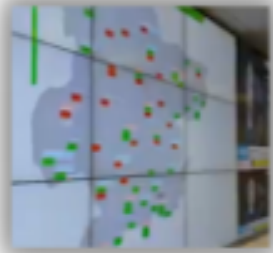
- The sickness rate remains stable in July and below the five-year average.
- A reduction in 6 staff members on long term sickness has been noted when compared to the previous month.
- Turnover has dropped marginally from the previous month, largely linked to a decrease in the turnover rate of



July 2023 in numbers

#WeAreEssexFire

97% Core station coverage



1,537

Incidents attended



741

Home Fire Safety Checks



98

Very high / high risk Protection audits



81%



Attendance within 15 minutes

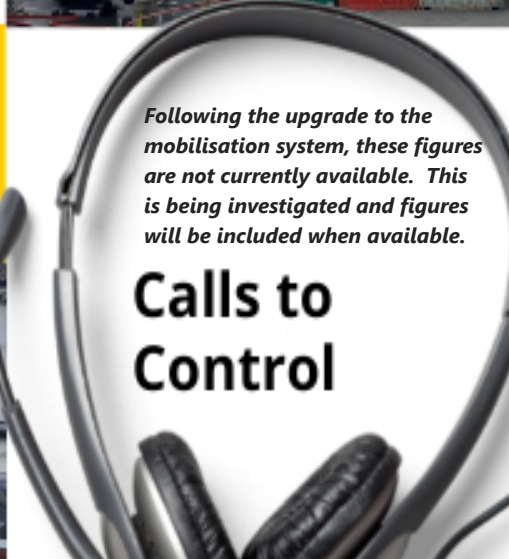
Accidental Dwelling Fires

46



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



41

Non domestic fires



130

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

35

Animal rescues





ECFRS Monthly Performance Report

July 2023

Overall

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month
Total Incidents	1,537 ↓ 1,626	1,609
Fires	464 ↓ 589	516
Special Services	426 ↑ 426	493
False Alarms	647 ↑ 611	600
Fire Fatalities	0 ↓ 1	0
Accidental Dwelling Fire Fatalities	0 ↓ 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	15.9	19.7	45.5	47+	28-46	1-27	0
ADF Fire Injury Rate per 1,000 ADF Fires	21.7	37.47	35.7	75+	40-74	1-39	0
Number of Primary Fire Injuries	3	4	10	9+	6-8	3-5	0-2
Number of ADF Fire Injuries	1	2	2	6+	4-5	1-3	0
Number of Deliberate Fires	130	164	125	136+	105-136	79-104	0-78
Number of ADF Fires	46	57	56	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	41	44	59	38+	31-37	29-30	0-28
Number of Unwanted Fire Signals	121	99	89	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	17	33	42	0-22	23-27	28-33	34+
Audits (RBIP High)*	81	61	47	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	69% ↓ 77%	70%	80%
Core Station Coverage	97% ↓ 97%	95%	98%
Potential Life-Threatening Incident First Attendance	11:34 ↓ 10:48	10:43	10:00
Incidents attended within 15 minutes	81% ↓ 82%	82%	90%
Freedom of Information Response Rate	90% ↔ 89%	93%	90%
HFSC conducted by Operational Staff	277 ↓ 164	287	436

RTC

Metric vs 5 Year Average

Metric	ECFRS			SERP**		
	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	108 ↑ 99	116	68 ↓ 79	91		
RTC Serious injury	16 ↑ 12	16	74 ↓ 85	94		
RTC Fatalities	3 ↑ 2	4	5 ↑ 4	6		

*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.

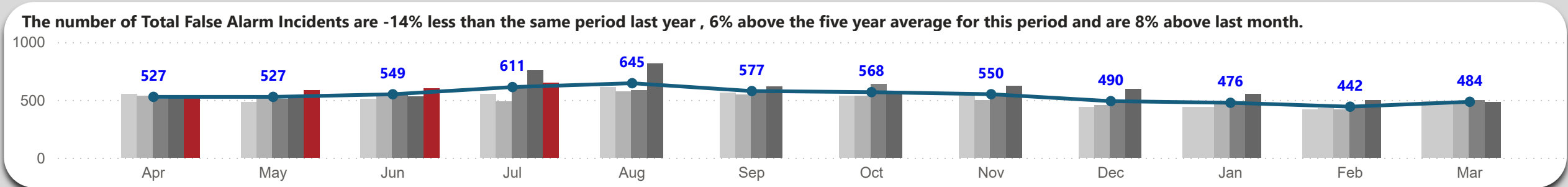
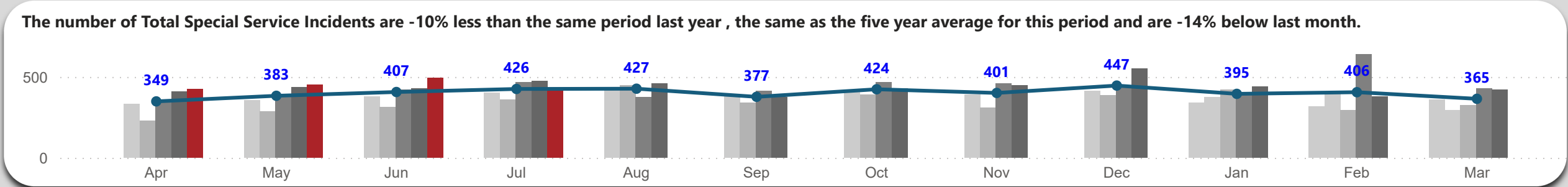
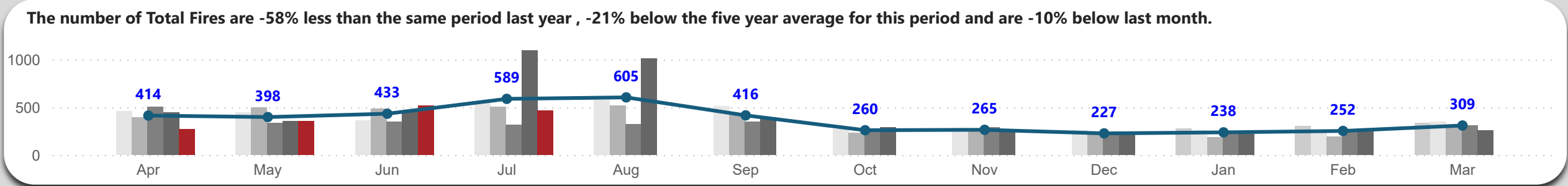
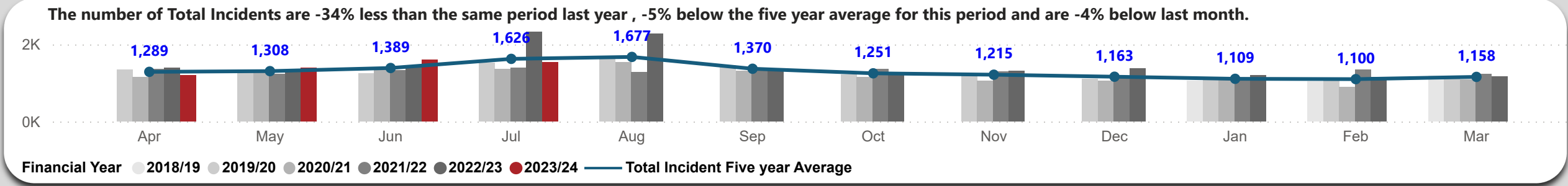
People

Metric vs 5 Year Average

Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.0% ↓ 6.6%	5.9%	ECFRS Data calculated using the Cleavand method
Turnover	11.8% ↑ 10.1%	12.5%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

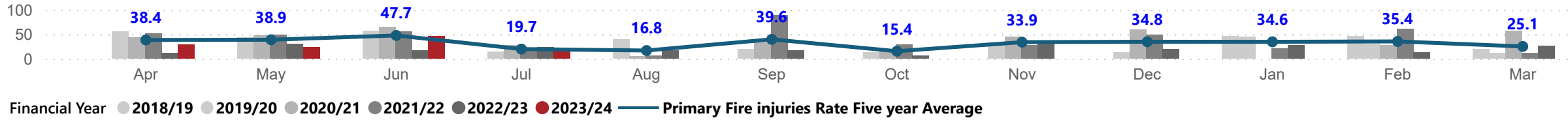
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Overall Summary

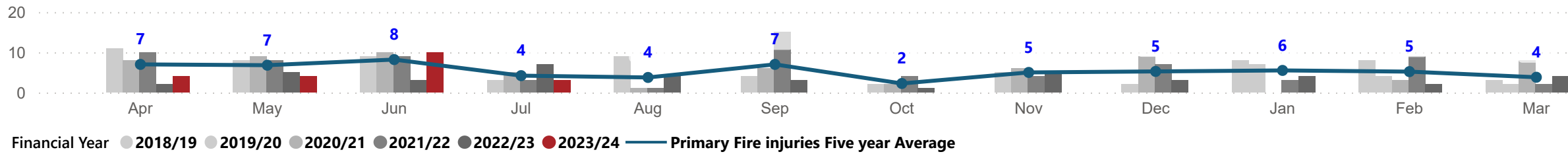


ECFRS Monthly Performance Report July 2023

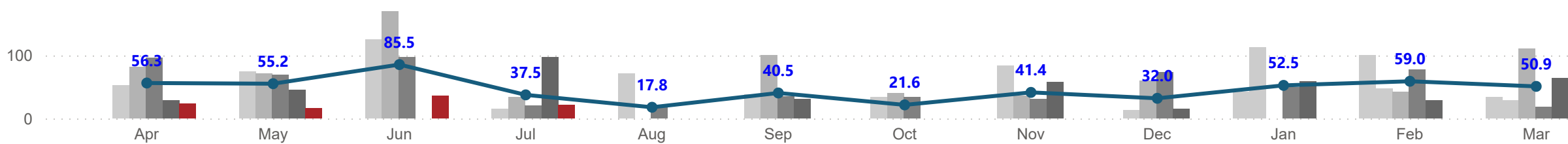
The Primary Fire Injury Rate per 1,000 Primary Fires is -33% less than the same period last year, -19% less than the five year average for this period and is -65% less than last month.



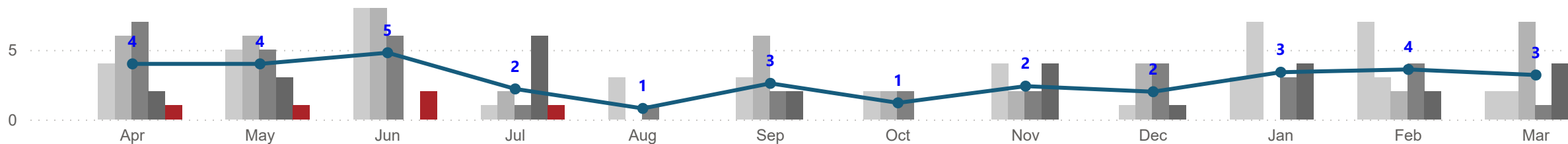
The number of Primary Fire Injuries are -57% less than the same period last year, -29% less than the five year average for this period and are -70% less than last month.



The rate of ADF Injuries per 1,000 ADF Fires is -77.6% less than the same period last year, -42.1% less than the five year average for this period and is -39.2% less than last month.

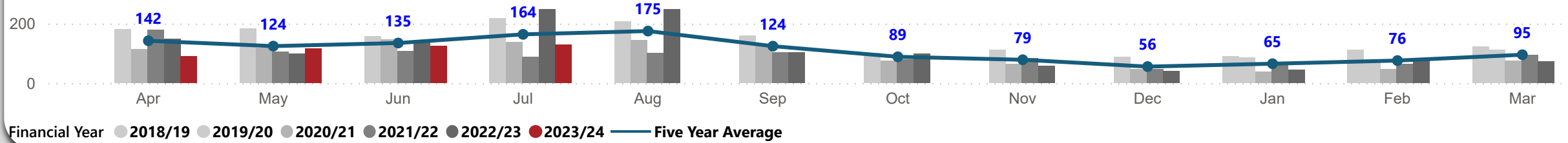


The number of ADF Injuries are -83.3% less than the same period last year, -54.5% less than the five year average for this period and are -50% less than last month.

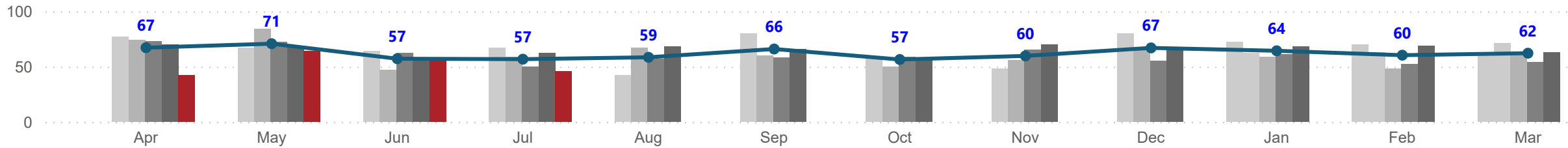


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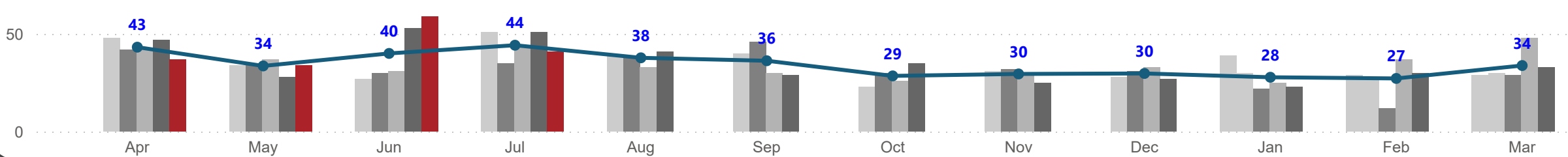
The number of Deliberate Fires are -48% less than the same period last year, -21% below the five year average for this period and are 4% above last month.



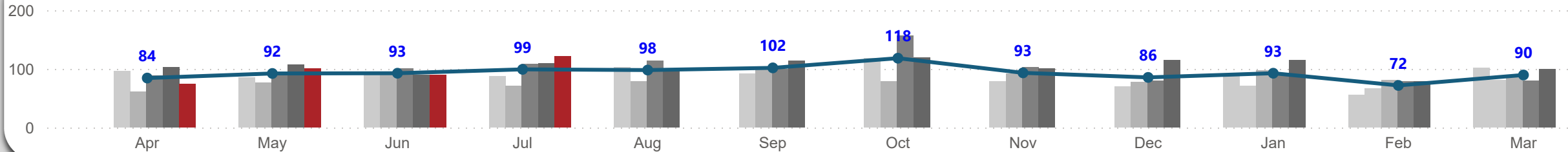
The number of Accidental Dwelling Fires are -26% less than the same period last year, -19% below the five year average for this period and are -18% below last month.



The number of Non Domestic Fires are -20% less than the same period last year, -7% below the five year average for this period and are -31% below last month.



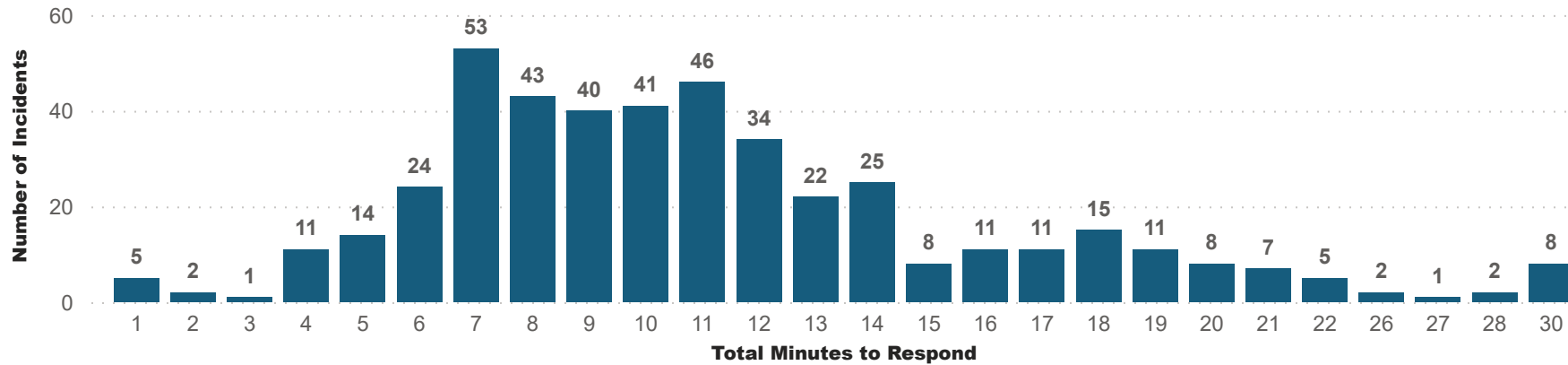
The number of Unwanted Fire Signals are 11% greater than the same period last year, 22% above the five year average for this period and are 36% above last month.



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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%	86%
Jun	89%	84%	84%	82%
Jul	84%	83%	77%	81%
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	01:51
Jul	01:43	02:10	01:53	02:05
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	02:24
Jul	02:27	02:27	02:38	02:24
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	06:24
Jul	05:35	06:04	06:58	06:59
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	10:43
Jul	09:48	10:44	11:38	11:34
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	

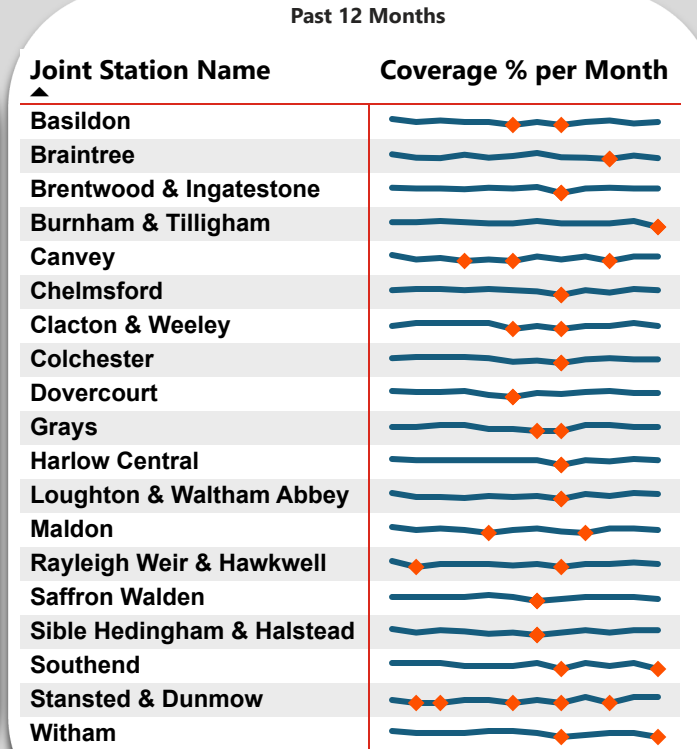
The average response time this month is **11:34 minutes**. The median response time, representing the middle value is **10:12 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **07:10 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

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.

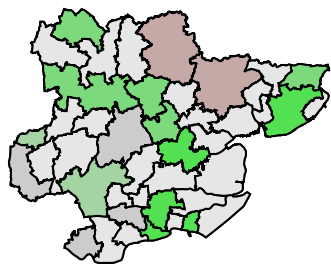
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Coverage

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



Core Station Coverage July 2023



Monthly Average

97%

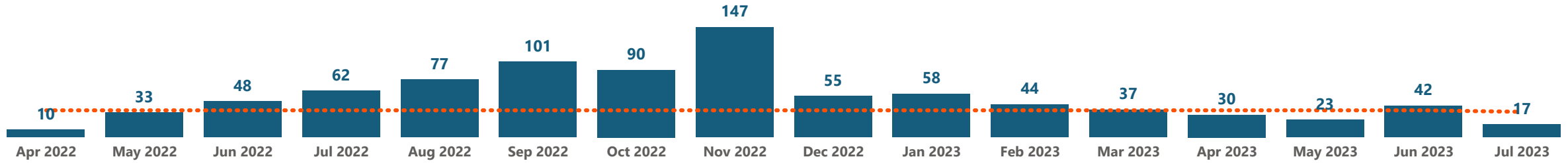
Target 98%

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.

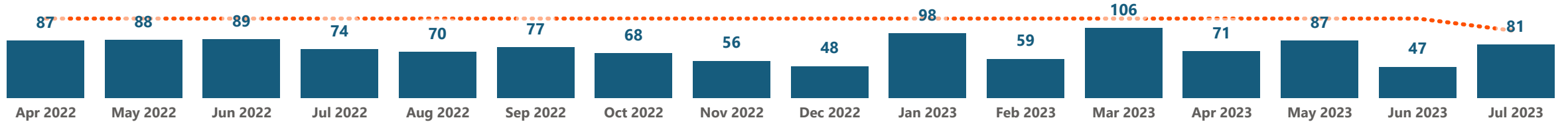
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

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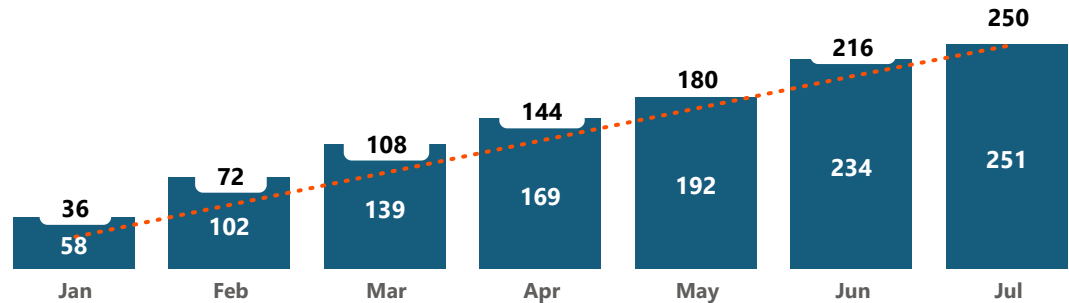
RBIP Inspections Complete for Very High Risk Properties



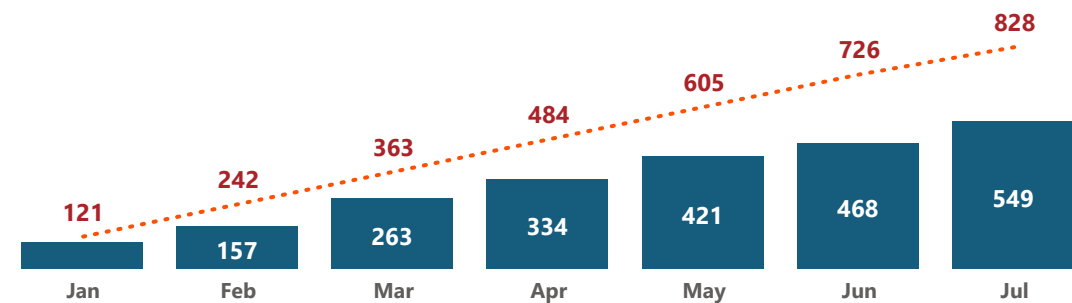
RBIP Inspections Complete for High Risk Properties



Cumulative RBIP Inspections - Very High Risk vs Target

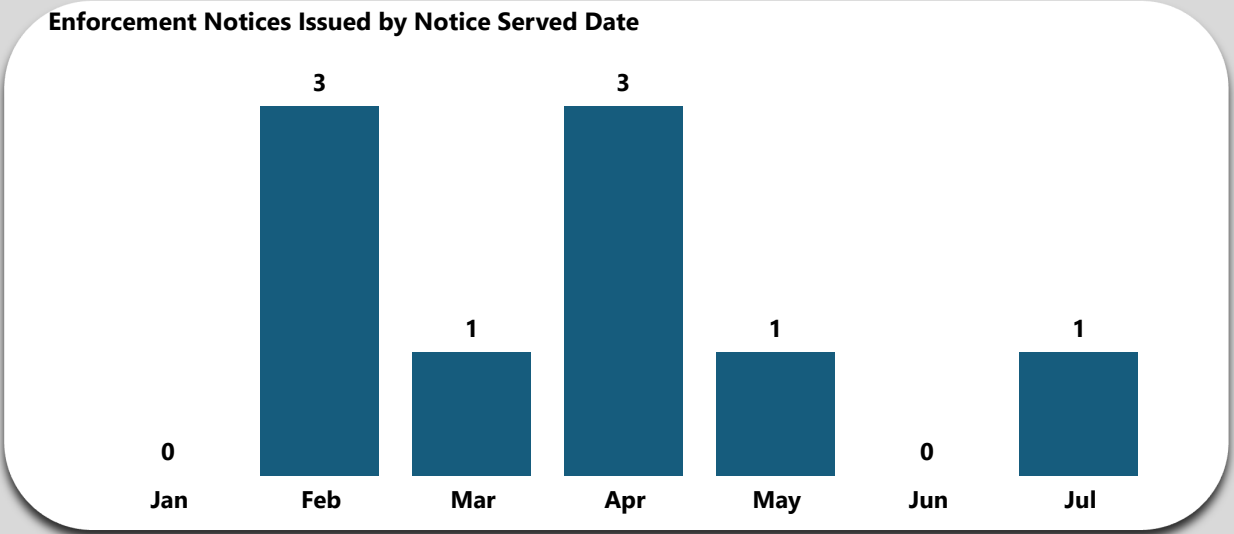
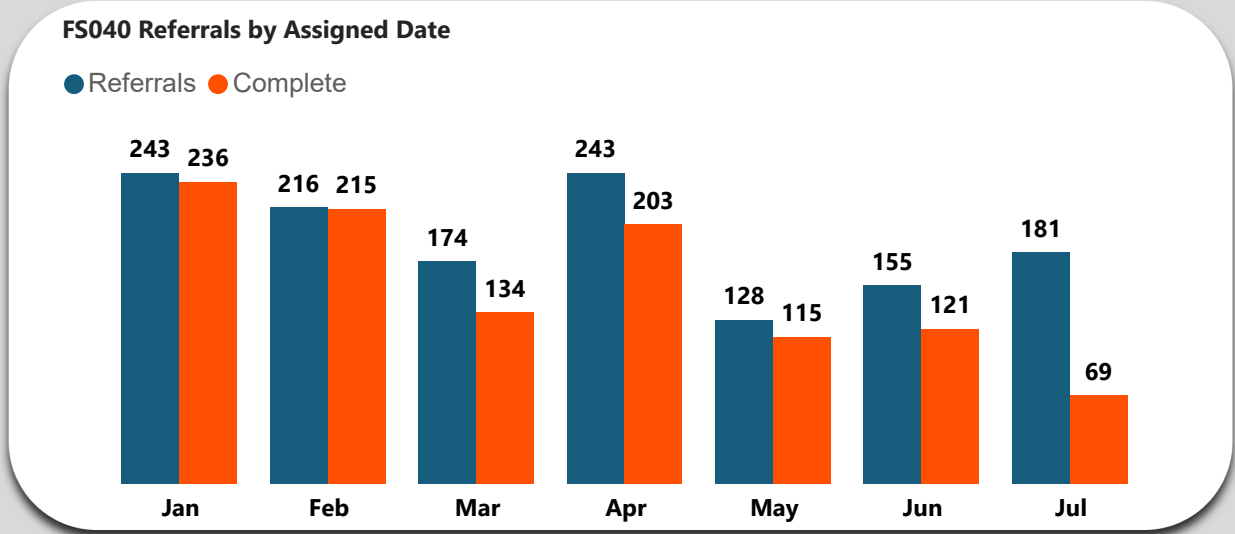
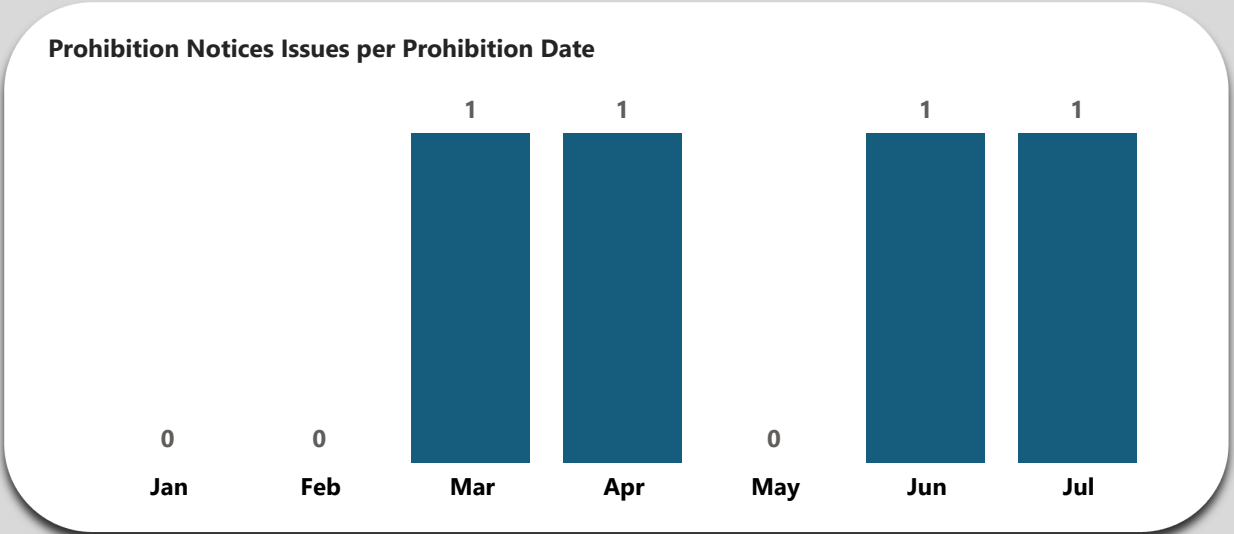
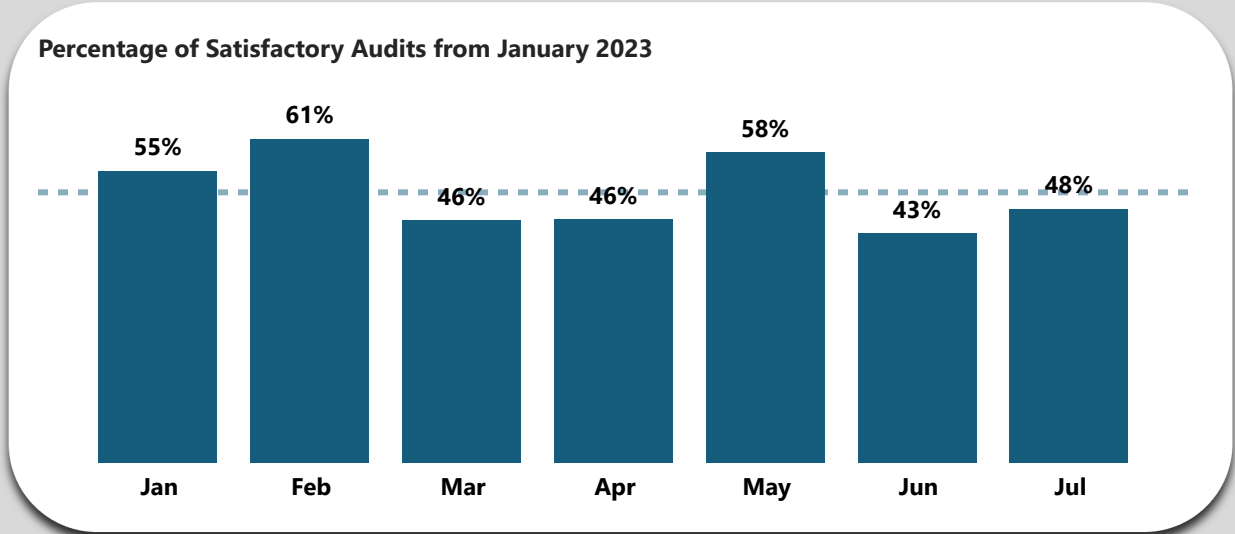


Cumulative RBIP Inspections - High Risk vs Target



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.

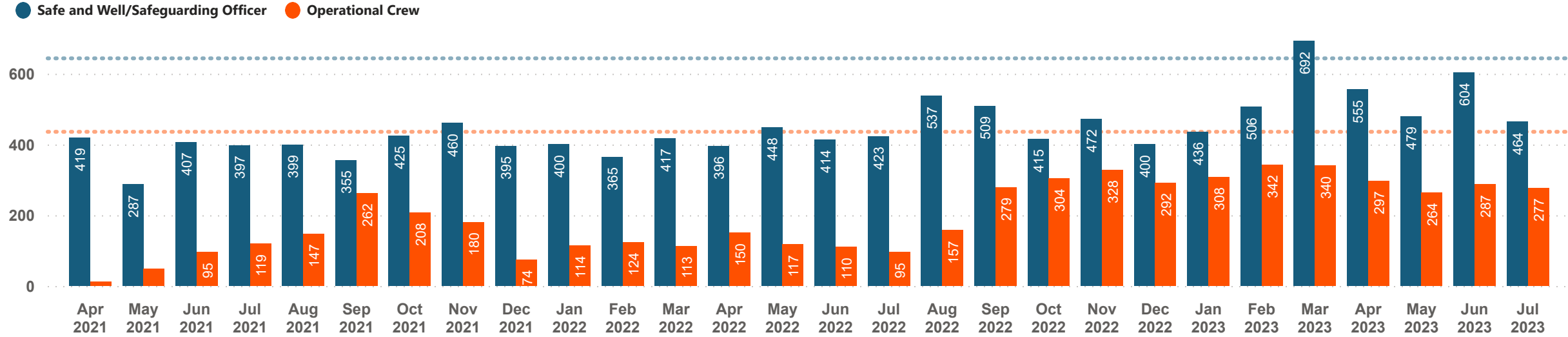
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There have been **56** Notice Of Deficiencies issued this month vs **53** last month

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



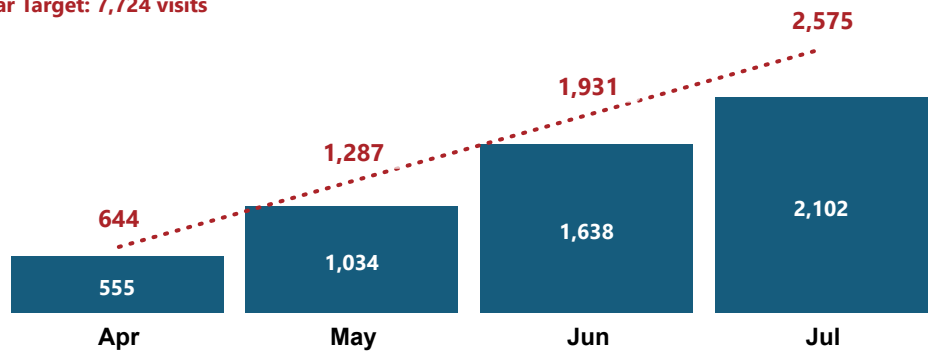
July 2023 saw a total number of 741 visits which were -17% less than the previous month's total of 891 visits and 43% greater than the total number of 518 visits at the same point last year.

Operational Crew visits were -3% less than the previous month's visits, 192% 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 -23% less than the previous month's visits, 10% greater than the total number of visits at the same point last year, and were below the target number of visits for the month.

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

Fiscal Year Target: 7,724 visits



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

Safe and Well/Safeguarding Officer Monthly Visit Target

644

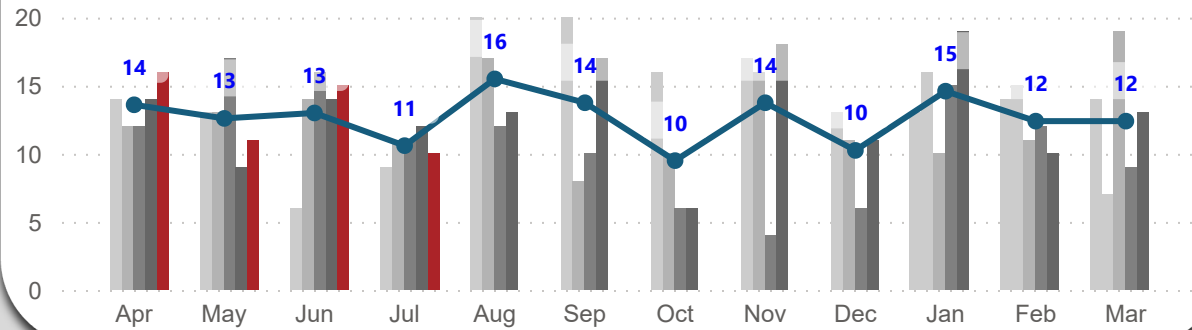
Operational Crew Monthly Visit Target

436

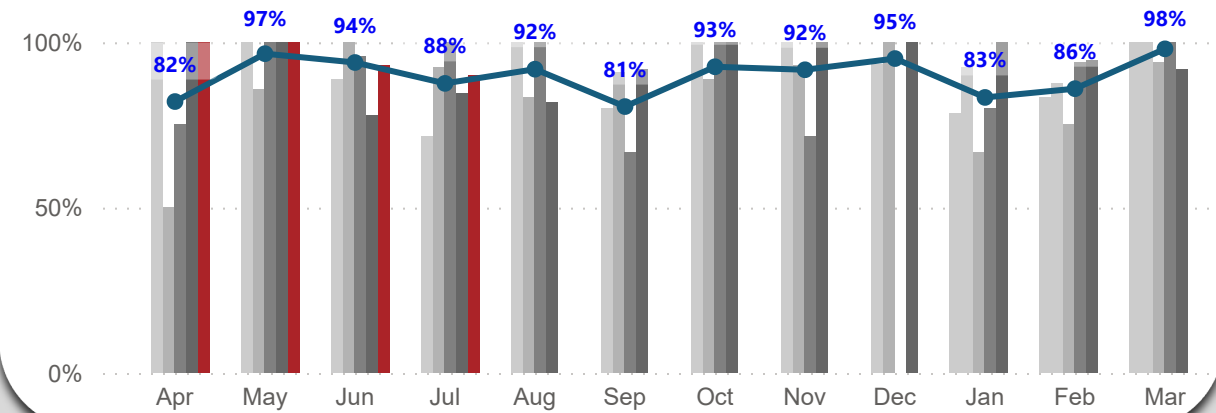
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FOIs Received

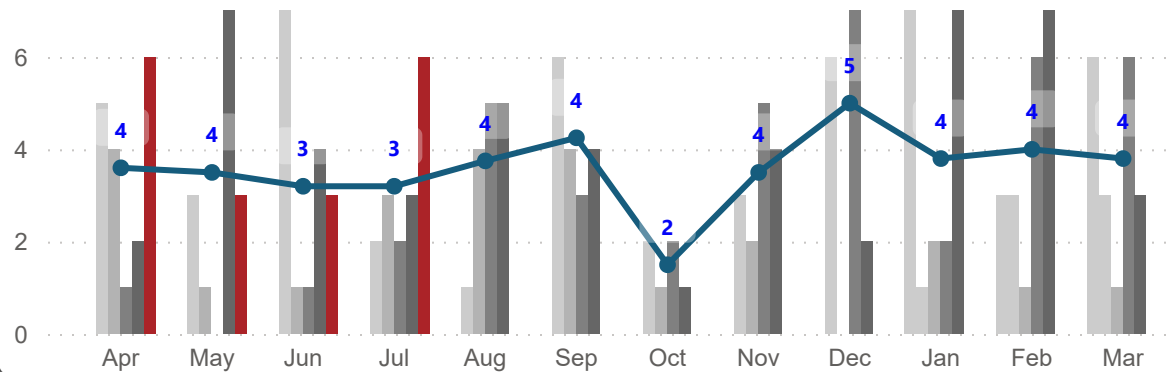
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Five Year Av...



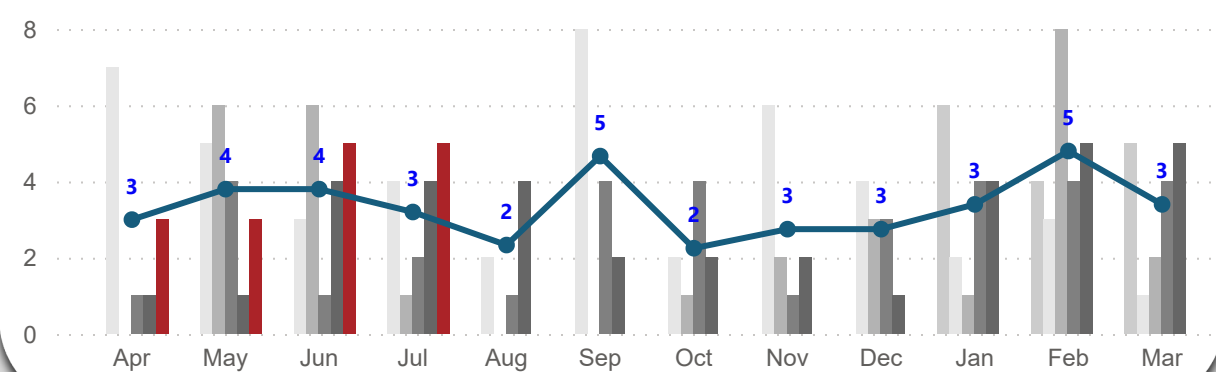
FOI Completion Rate



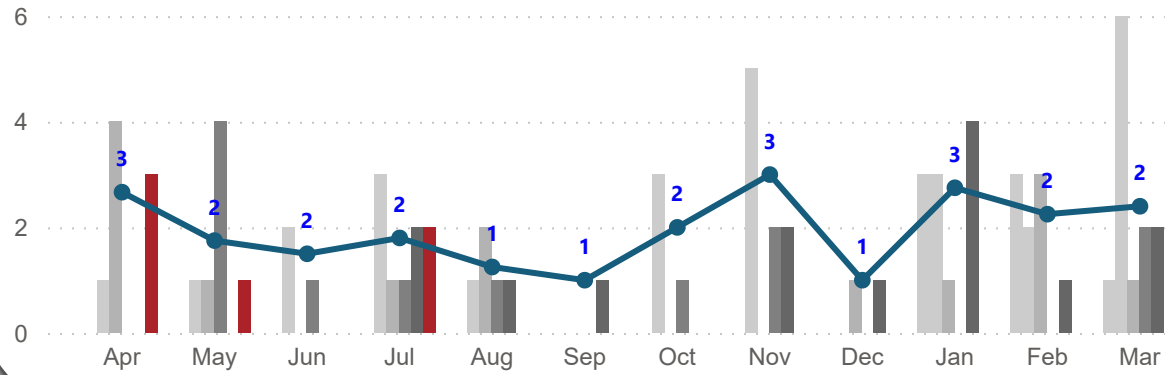
Data Breaches



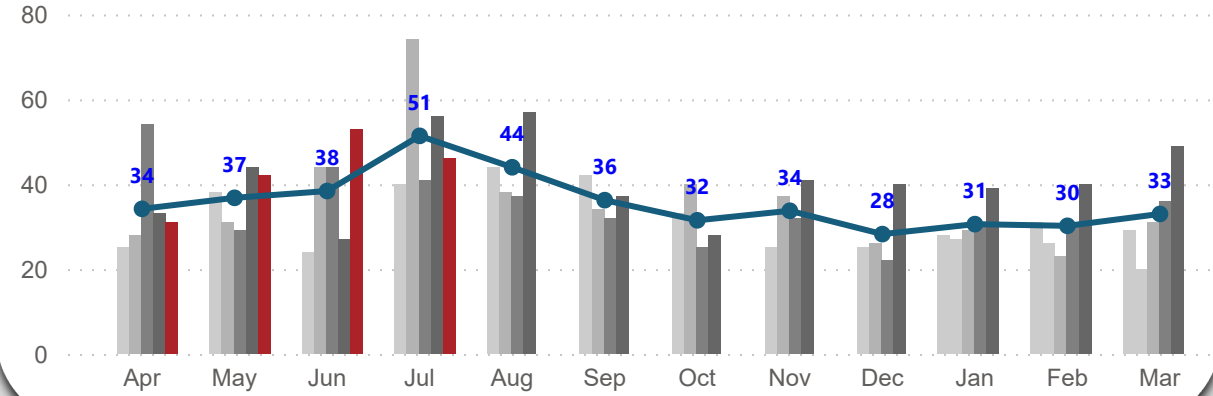
Complaints Received



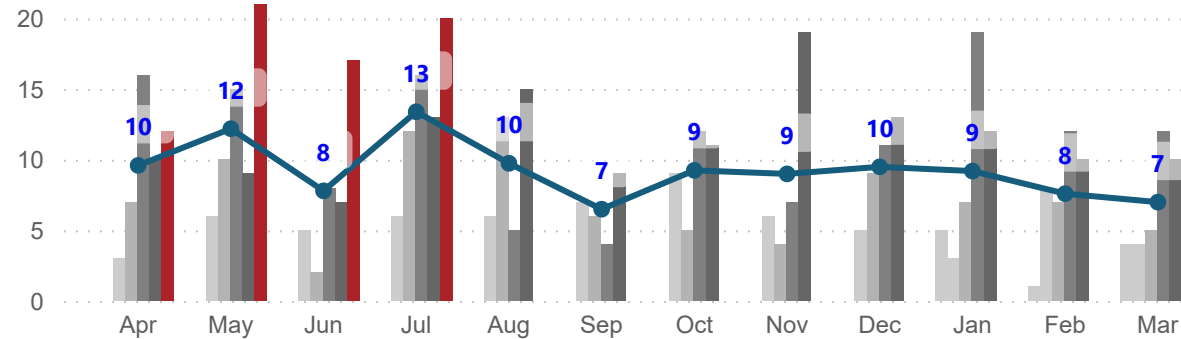
SARs Received



EIR & Fire EIR Received



Other*



Overall Summary - FOI and Data Breaches

Information Requests:

During July 2023, a range of FOI requests were received. Private individuals and businesses sought information on incidents, software contracts, mobile phone contracts, and staffing at fire stations. Other government organisations inquired about recruitment schemes. Media organisations asked about complaints, investigations, and fire statistics. Local councils requested fire data at various levels, while individuals and businesses sought details on payments, establishment figures, criminal record checks, stairlift incidents, protection data, and more. Topics spanned fires caused by chargers, electric vehicles, solar panels, and construction industry incidents. Notably, inquiries about high-rise plans, Frinton incident data, ULEZ compliance, and prohibition notices were made.

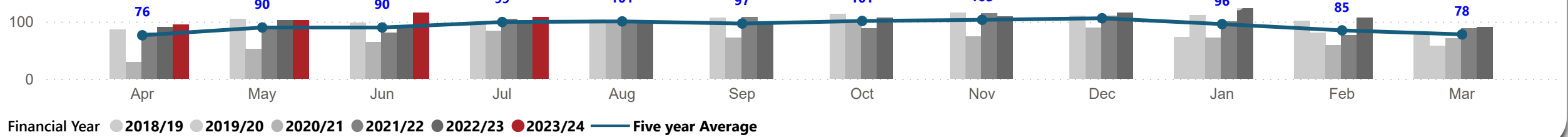
Information Breaches:

Of the 6 data breaches, one Near Miss incident emphasised personal information access consent. Four Moderate breaches highlighted lessons in recipient checks, confidentiality, data protection, and incident handling. A Major breach underscored SharePoint/Teams management, data visibility, access control, and employee data transfer. To tackle these challenges, comprehensive guidelines and policies will be introduced, clarifying responsibilities for using SharePoint/Teams, securing documents, and managing access. The Data Protection Officer recommended swift, simplified actions, including instructive guides to enhance staff understanding of data storage, sensitivity, accessibility, and repository management.

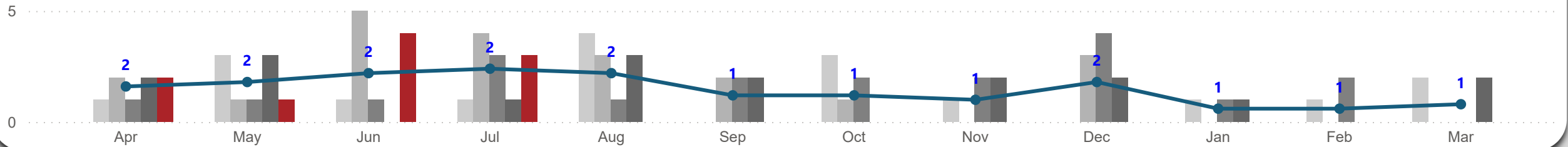
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

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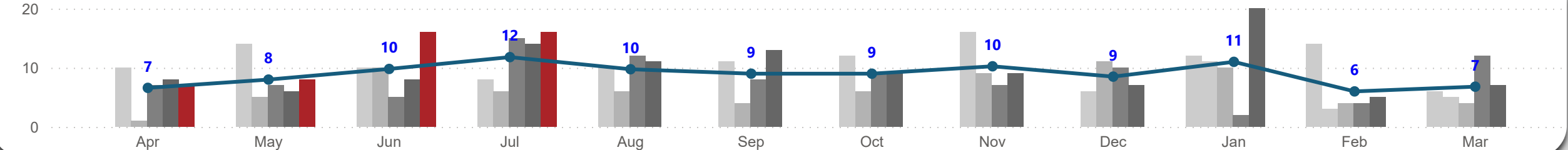
The number of RTCs attended by ECFRS are 7% greater than the same period last year , 9% above the five year average for this period and are -7% below last month.



The number of fatalities from RTCs attended by ECFRS are 200% greater than the same period last year , 50% above the five year average for this period and are -25% below last month.



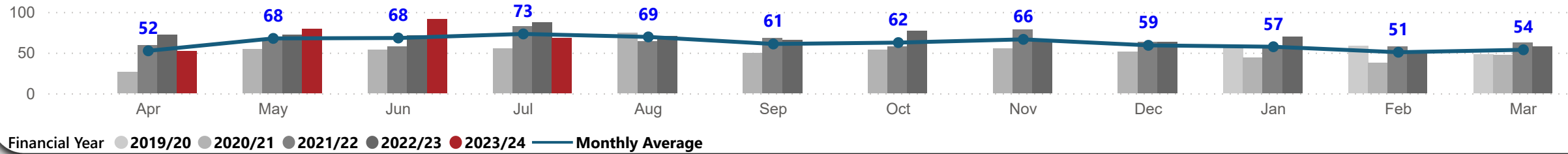
The number of serious injuries from RTCs attended by ECFRS are 14% greater than the same period last year , 33% above the five year average for this period and are the same as last month.



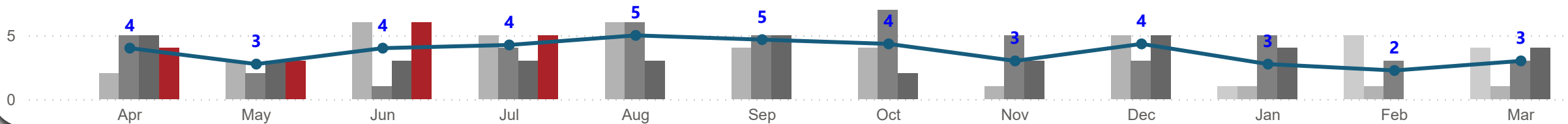
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

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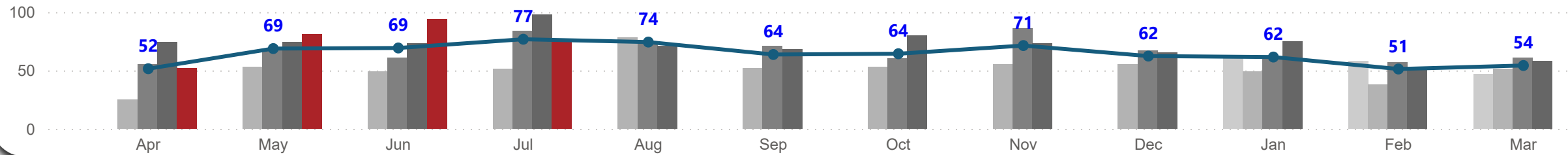
The number of SERP recorded RTCs are -22% less than the same period last year , -7% below the five year average for this period and are -25% below last month.



The number of SERP recorded RTC Fatalities are 67% greater than the same period last year , 25% above the five year average for this period and are -17% below last month.



The number of SERP recorded RTC Serious Injuries are -24% less than the same period last year , -4% below the five year average for this period and are -21% below last month.

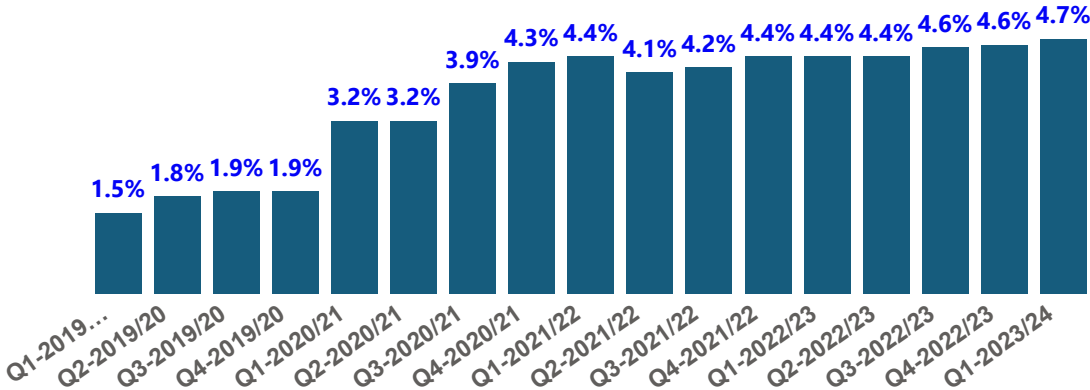


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

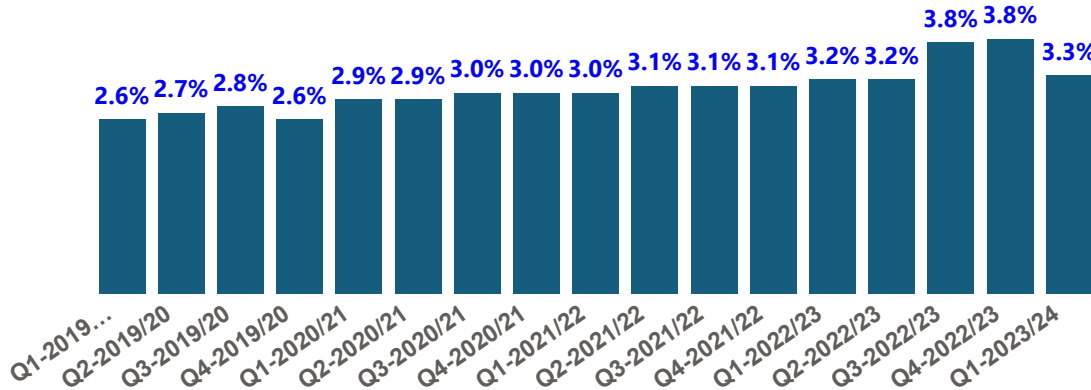
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

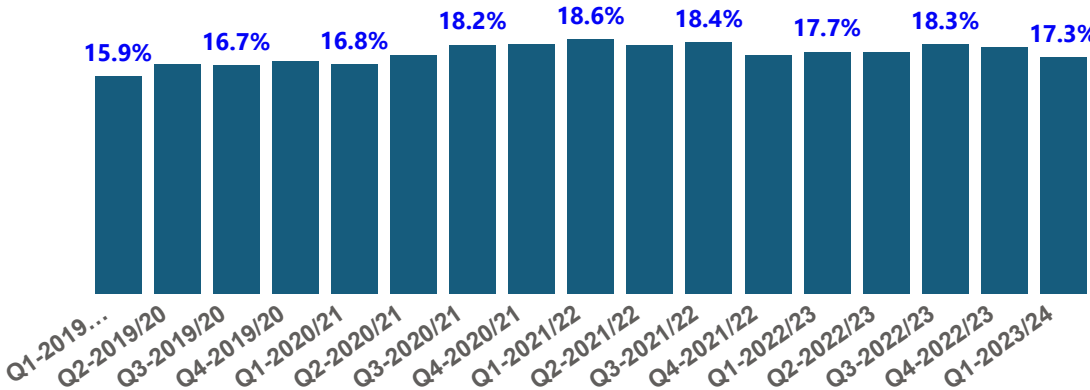
% Disabled



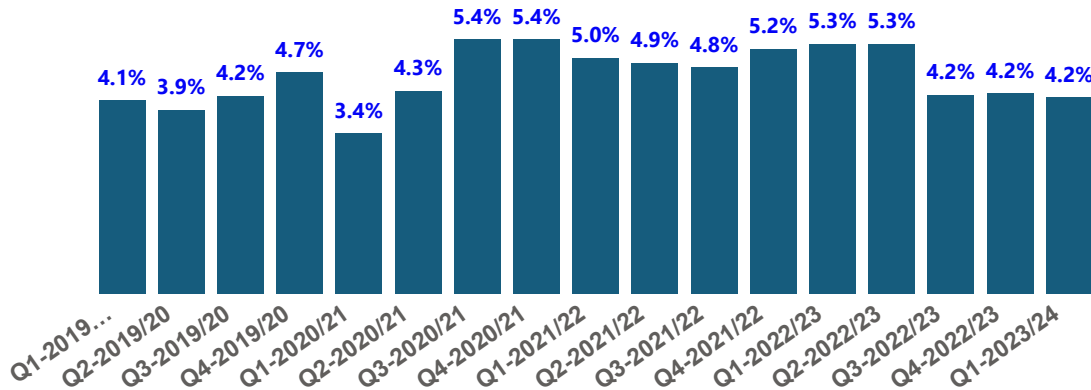
% Ethnic Minority



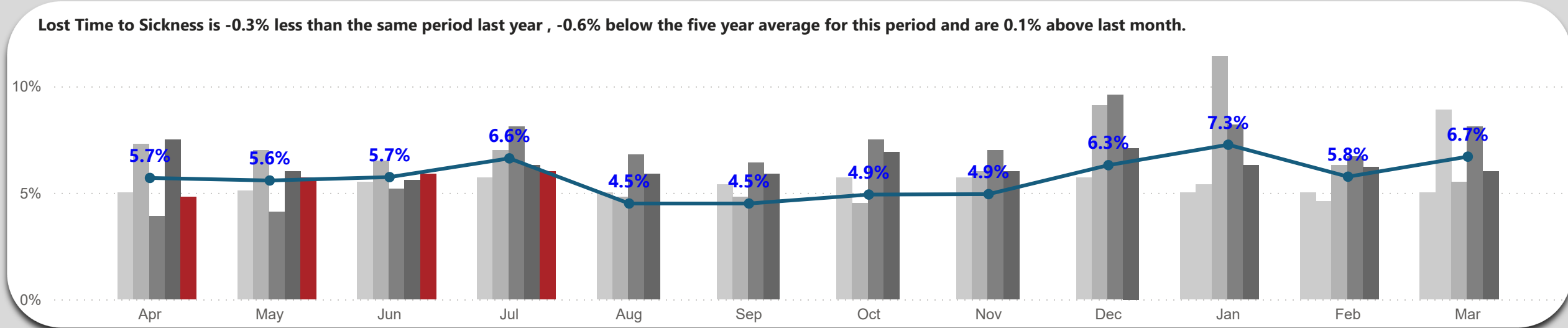
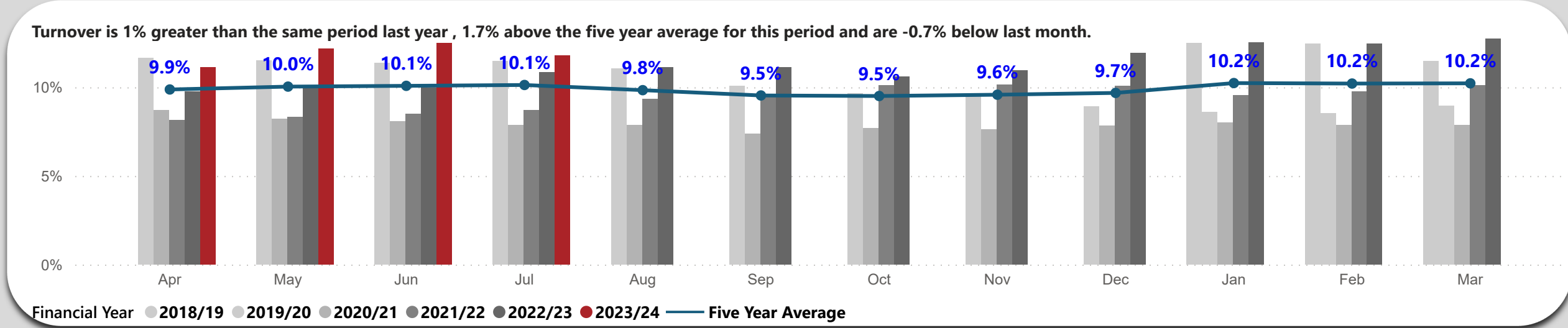
% Female



% 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.

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Appendix - Rolling 12 Month Totals Up To July

Incidents

	2019	2020	2021	2022	2023
Incidents	14,998	15,027	14,486	16,551	16,870
Fires	4,582	4,633	3,801	4,570	4,494
Special Services	4,330	4,278	4,535	5,366	5,295
False Alarms	6,086	6,116	6,150	6,615	7,081
ADF Fires	816	769	727	717	736
Deliberate Fires	1,706	1,454	1,100	1,272	1,209
Non Domestic Fires	436	391	393	441	414
Unwanted Fire Signals	1,029	979	1,081	1,211	1,222
RTC ECFRS	1,241	1,028	987	1,168	1,272
RTC SERP		353	673	808	807

Casualties

	2019	2020	2021	2022	2023
Primary Fire Injuries	79	67	65	62	47
ADF Injuries	47	47	42	30	22
Fire Fatalities	5	3	7	7	6
ADF Fatalities	3	3	6	6	4
RTC ECFRS Fatalities	18	22	15	20	22
RTC ECFRS Serious Injury	135	96	88	100	128
RTC SERP Fatalities *		26	35	51	44
RTC SERP Serious Injury *		345	698	855	843

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	276	4,594	6,591	9,544
Home Fire Safety Visits - Operational Crew	2	397	1,694	3,475
Home Fire Safety Visits - Inspection Officers	274	4,197	4,897	6,069
RBIP Very High Audits		368	292	721
RBIP High Audits		317	693	868

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