



<b>Classification</b>	<b>Official</b>		
<b>Meeting</b>	<b>Service Leadership Team</b>	<b>Agenda no.</b>	<b>6c</b>
	<b>Performance and Resources Board</b>		<b>8</b>
<b>Meeting Date</b>	<b>11 July 2023</b>		
	<b>31 August 2023</b>		
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<b>Presented By</b>	<b>Moira Bruin, Deputy Chief Fire Officer</b>		
<b>Subject</b>	<b>National Performance Benchmarking</b>		
<b>Type of Report</b>	<b>Information</b>		
<b>SLT Action No.</b>	<b>325</b>	<b>For Publication</b>	<b>Yes</b>
<b>P&amp;R Action No.</b>			

### RECOMMENDATION(S)

None. This report is for information.

### EXECUTIVE SUMMARY

The report provides an overview of the Essex County Fire and Rescue Service (ECFRS) benchmarked against other UK Fire and Rescue Services.

Benchmarking data allows the ECFRS to assess the performance and efficiency of fire service as well as to compare the ECFRS against national standardised data and identify areas for improvement and best practices.

This benchmarking report covers the following sections:

- Total incidents.
- Primary Fires.
- Non-Dwelling Fires.
- Deliberate fires.
- Fire fatalities and casualties.
- Non-Fire Incidents attended.
- Average response times.
- Workforce diversity.

### BACKGROUND

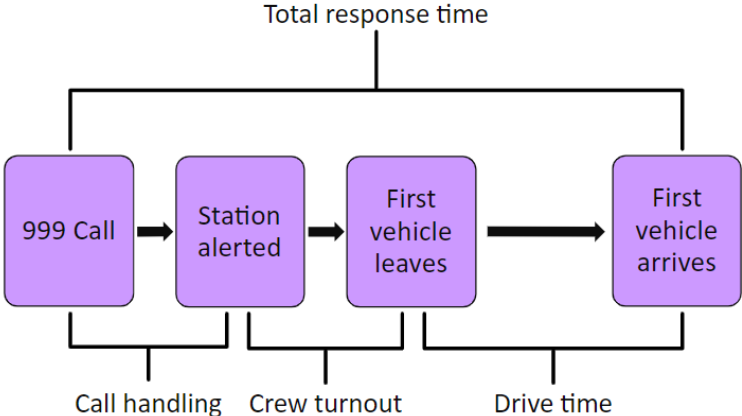
Benchmarking is an annual exercise undertaken by the Performance and Analytics team. This allows informs us how the service is performing against national metrics.

The data used within the report is published on the [National Fire Statistics Website](#). The Performance and Analytics team have downloaded the data and have presented it within a PowerBI dashboard accessible to the organisation.

The dashboard has been designed to allow users to benchmark against all services, regional services, and the new family groups.

Family groups is a term used to cluster “similar” Fire and Rescue Services. These have been recently relaunched with a focus on clustering services according to similar risks posed to each Service. ECFRS is now part of the **English and Northern Irish County Services with Coastline** Family Group.

Nationally, Incident and response time information is gathered from the National IRS system, and aggregated together by the Home Office on the Fire Statistics website. This ensures that the data is collected and measured in a standardised way, even if local reporting functions measure this differently. A good example of this is response times. This is a metric that each Fire Service will measure differently based on their CRMP/IRMP. Nationally the data is measured the same way as ECFRS as described below:



Due to this, some data in the dashboard may differ to the data presented within performance reports produced by the Service.

**This next section summarises the data in the benchmarking dashboard.**

In terms of total incidents, ECFRS ranks third in actual numbers, positioned behind Kent and Lancashire but surpassing the family group average. However, when considering the rate of total incidents per 10,000 population, ECFRS falls to the seventh position, below the family group average. The incident rate per 10,000 population provides a more accurate basis for comparing services, accounting for varying population levels among different FRS within the family group.

Regarding primary fires, the population rate has a similar effect as with the total incidents metric. ECFRS ranks fourth in the total number of primary fires, exceeding the family group average. However, when the rate per 10,000 population is applied, ECFRS drops to the sixth position, only slightly above the family group average. ECFRS also shows lower casualty and fatality rates compared to the family group average, ranking in the bottom three for both measures.

Non-dwelling fires present another metric where the population rate significantly impacts the comparison of ECFRS to other FRS within the family group. In terms of actual numbers, ECFRS falls in the middle, with similar figures to Hampshire, the Isle of White, and Lancashire. However, when the population rate is considered, ECFRS ranks as the second lowest ranking FRS, falling below the family group average and only slightly higher than Hampshire and the Isle of White.

Deliberate fires follow a similar pattern to the metrics mentioned above. In terms of actual numbers, ECFRS ranks seventh out of the twelve FRS in the family group, matching the average. When the population rate is considered, ECFRS falls to the tenth position, with a rate below the family group average. ECFRS reports no fatalities resulting from deliberate fires during the reporting period, unlike North Yorkshire and Cumbria, which recorded fatalities.

Considering all fire-related casualties and fatalities per property type, ECFRS ranks in the bottom quarter for all fire-related casualties per 10,000 population and has the lowest rate of fatalities among all twelve members of the family group.

Non-fire incidents see ECFRS ranking eleventh out of twelve in terms of the rate per 10,000 population, below the family group average. Notable incident types where ECFRS ranks higher than total incidents are flooding and the removal of objects from people. ECFRS reports the highest number of total flooding incidents within the family group, followed closely by East Sussex. When the population rate is applied, ECFRS ranks second, above the average. Exploring the reasons for this disparity, it may be worth examining whether Humberside reports similar incidents as flooding or categorises domestic burst pipes differently, as they have a much lower rate of incidents. This could shed light on the potential reasons behind the higher number of flooding incidents reported by ECFRS.

Average response times reveal that ECFRS falls in the middle of the family group, slightly above the group average. ECFRS performs below average in call handling time, slightly above average in turn out time, and matches the average in average travel time. The FRS with the highest average response time is North Yorkshire, while Lancashire reports the lowest average response time.

Workforce diversity is another area of interest. While the available data does not provide extensive details, ECFRS generally ranks in the middle of the family group across various diversity metrics. However, ECFRS stands out with the highest percentage of the whole-time workforce from an ethnic minority amongst the family group.

## **OPTIONS AND ANALYSIS**

None in relation to this report

## **RISKS AND MITIGATIONS**

None in relation to this report

**LINKS TO FIRE AND RESCUE PLAN**

Make best use of our resources:

- Benchmark our performance with other fire and rescue services and leading public and private sector bodies to improve our own performance

**FINANCIAL IMPLICATIONS**

Details of any financial implications, include breakdown of costs etc, including any on-costs if relating to staffing

**LEGAL IMPLICATIONS**

None in relation to this report

**STAFFING IMPLICATIONS**

None in relation to this report

**EQUALITY AND DIVERSITY IMPLICATIONS**

The actions being taken will not have a disproportionate impact on individuals with protected characteristics (as defined within the Equality Act 2010), when compared to all other individuals and will not disadvantage people with protected characteristics.

Race	No	Religion or belief	No
Sex	No	Gender reassignment	No
Age	No	Pregnancy & maternity	No
Disability	No	Marriage and Civil Partnership	No
Sexual orientation	No		

The Core Code of Ethics Fire Standard has been fully considered and incorporated into the proposals outlined in this paper.

**HEALTH AND SAFETY IMPLICATIONS**

None in relation to this report

**CONSULTATION AND ENGAGEMENT**

None in relation to this report

**FUTURE PLANS**

Currently the benchmarking data does not contain data for Home Fire Safety Visits or Protection data. This is intentional due to the timeliness of the data refresh on the page. A new cut of the data will be published in Autumn 2023 following the return of the Home Office data returns. At this point the data will be downloaded into our Azure data lake and the dashboard will be updated to show this data. Once the data is refreshed a mid-year benchmark report will be produced.

When full year data is available, the analysis will include year on year comparisons, providing a greater insight into trends and areas of future focus. Additional data to include in future releases of the dashboard will be a section on unwanted fire signals.

Recently we presented this dashboard at our Family Group 4 meeting. Family Group 4 was our previous Family Group who have been producing benchmarking reports since their inception. As part of our collaborative approach, it is our intention to share the

PowerBI file with this network of services as we have fostered strong working relationships and identified potential collaboration opportunities.

We would also like to share the dashboard with our new Family Group. We aim to gauge their interest in collaborating further with the aim of providing more layers of data and to truly understand the factors influencing the trends seen within the dashboard.

## **LIST OF BACKGROUND PAPERS AND APPENDICES**

Appendix A: Extract of Benchmarking dashboard filtered to Family Group