



ECFRS Quarterly Performance Report Q1 2023/24

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Report designed and created by the Performance and Analytics Team.

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ECFRS Quarterly Performance Report Q1 2023/24

Total Incidents

- Overall there has been a 2% increase in the number of total incidents, and a 6% increase when compared to the 5 year average. The increase is largely attributable to an increase in the number of Special Service incidents, which will be discussed in the section below.
- June witnessed a higher number of incidents compared to the 5-year average, likely to be linked to an increase in accidental secondary fires mainly affecting grassland, woodland and crops and parkland. June experienced some days of high temperatures towards the end of the month, and this is a likely factor contributing to the increase.
- The upward trend is consistent with patterns observed over the past 5 years for the Q1 period.

Incident Types:

Fires:

- Quarter 1 noted an 8% decrease in the total number of fires, and -8% when compared to the five-year average.

Special Services:

- Quarter 1 experienced a 7% increase in the number of Special Service incidents and a 20% increase compared to the 5-year average. This is largely due to a spike in Road Traffic Collision (RTC) incidents attended by Essex Fire and Rescue Service (ECFRS) in June 2023. June 2023 saw a 21% increase in the number of RTC incidents compared to June 2022 and 24% higher than the 5-year average of June 2023. This increase is mirrored by the Safer Essex Road Partnership (SERP) data, although not to the same extent. The number of RTCs appear to be an anomaly and outside of historical trends, however, the number of RTC incidents will be monitored closely in the following months to identify if an increase in these incidents is becoming a trend.
- Of the RTCs attended by ECFRS the most common action at the scene was making the scene and or vehicles safe. On average, 61% of incidents involve making the scene and vehicles safe, 24% requiring extrication/release of persons or medical assistance, 13% involve providing advice, standby, or no action, and the remaining activities include road cleaning/clearing up the scene.

Fatalities

ADF Fatalities:

- April 2023 - Standford Le Hope. A male of pensionable age.
- April 2023 – Loughton – A male of pensionable age.

Fire related Fatality:

- Clacton – A male in 60's possible suicide.

Continued on the following page.....

ECFRS Quarterly Performance Report Q1 2023/24

Injuries

- **Primary fire injuries** are in the higher tolerance levels, although are tracking 18% below the five-year average. There is a large increase of 20% in the number of primary fire injuries compared to Q1 2022/23, although this quarter had an abnormally low number of injuries in comparison to previous and subsequent years.
- **Accidental Dwelling Fire (ADF)** injuries are in acceptable tolerance level, tracking 20% below the number of injuries last year and 69% below that of the five-year average.

Non-Domestic Fires:

- Non-domestic fires exhibited an increase in June, surpassing both the previous month and the five-year average. This will be monitored during the next quarter to determine if a pattern is emerging, potentially leading to more detailed analysis.

Unwanted Fire Signals:

- Unwanted fire signals decreased compared to the previous quarter and are currently tracking below the five-year average.

Response:

- During the next quarter, the monthly Response Performance board will now align to the publication of the monthly performance report, and the agenda will reflect the performance metrics. Those attending the board will be expected to come prepared to discuss their areas and the factors influencing the overall performance measures.
- It has been noted by the Area Manager (AM) Response that the travel times are increasing which is impacting the overall response time. AM Response has requested further analysis into the travel times, breaking this down into Incidents and locations in an attempt to understand what is influencing the travel times.

Coverage:

- Coverage remains below the target, primarily due to the impact of a low coverage of Braintree during May. The response team have been working hard to increase the coverage in Braintree and this has been seen with the coverage rate increasing to 90% in June 2023. This is anticipated to remain or increase during the following quarter.

Protection

- **Audits:** The number of completed audits for very high-risk premises were only slightly under the quarterly target by 9 audits. Audits for high-risk premises remained below the target. A comprehensive review of the audit targets and concise definitions of how the measures are obtained are being undertaken, with the aim of providing more realistic and relevant metrics to reflect the work being undertaken by the team.
- **Staffing:** Additional Level 3 trained officers will be available by the end of September (3 Officers) and February (7 officers), potentially leading to an increase in the number of audits undertaken per month.
- **Risk Based Inspection Programme (RBIP) Premises:** The total number of RBIP premises identified in the address-based premium (ABP) data includes some properties that do not require an audit. For example, individual rooms in a care home are counted as premises in the ABP data, whereas the RBIP considers the care home as a single premises, reducing the count by the number of rooms. A process is in place to identify and adjust the data accordingly on a weekly basis, resulting in a reduction in the total number of RBIP premises.
- **Prohibition Notice:** At the end of June 2023, a block of flats in Colchester received a prohibition notice due to numerous fire safety issues found during an inspection. As a result, all residents were required to vacate the property. Close liaison with the University of Essex and Colchester City Council was conducted to support and inform the residents about the situation.

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ECFRS Quarterly Performance Report Q1 2023/24

Prevention:

The Protection and Prevention Governance Board are also aligning their agenda and meeting times to coincide with the Performance Report publication.

During Q1 2023/24 a data issue was identified concerning operational crew visits, where ad-hoc visits recorded through the Power App application resulted in an error and were stored separately. The error has been resolved, and additional visits are currently being reviewed and verified before being integrated back into the main system. In total, 771 visits from the past two years will be added. Measures have been implemented to prevent similar issues in the future, and an audit of the system has been conducted to ensure no other visits were missed.

Information Governance:

The Information Commissioners Office (ICO) was notified of a data breach in June, specifically a major/critical breach involving the Essex Pension Fund (EPF). The EPF was targeted in a global cyber-attack, potentially affecting 50 ECFRS employees. Security patches have been applied, and the system vendor is conducting a forensic analysis to identify any additional vulnerabilities.

People Data:

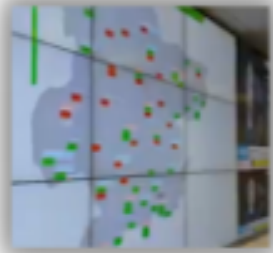
The lost time to sickness percentage rate for Q1 has remained stable and shows a decrease of nearly 1% when compared to the same quarter last year, and tracks below the five-year average. The turnover percentage rate also remains relatively stable and racking slightly higher than quarter 1 last year and the five-year average.



Q1 2023/24 in numbers

#WeAreEssexFire

96% Core station coverage



4,210

Incidents attended



2,485

Home Fire Safety Checks



307

Very high / high risk Protection audits



84%



Attendance within 15 minutes

Accidental Dwelling Fires

162



8,780

Calls to Control



128

Non domestic fires



326

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

84

Animal rescues





ECFRS Quarterly Performance Report

Q1 2023/24

Overall

Metric vs 5 Year Average

Metric	5 Yr Avg	Prev QTR
Total Incidents	4,210 ↑ 3,987	3,516
Fires	1,151 ↓ 1,246	748
Special Services	1,369 ↑ 1,139	1,239
False Alarms	1,690 ↑ 1,602	1,578
Fire Fatalities	3 ↑ 2	2
Accidental Dwelling Fire Fatalities	2 ↔ 2	1

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	Prev QTR	Tolerance				
Number of Primary Fire Injuries	18	22	10	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	4	13	10	18+	10-17	3-9	0
Number of Deliberate Fires	326	401	200	474+	381-473	267-380	0-266
Number of ADF Fires	162	195	200	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	128	116	86	123+	108-122	78-107	0-77
Number of Unwanted Fire Signals	260	268	292	288+	276-287	165-275	0-164

Targets

Metric vs Target

Metric	5 Yr Avg	Prev QTR	Target
Global Availability	71% ↓ 80%	74%	80%
Core Station Coverage	96% ↓ 98%	97%	98%
Potential Life-Threatening Incident First Attendance	10:22 ↑ 10:05	10:36	10:00
Incidents attended within 15 minutes	84% ↓ 86%	85%	90%
Audits (RBIP V High) <i>Reporting on 3 years of data</i>	99 ↓ 43	93	159
Freedom of Information Response Rate	95% ↑ 93%	95%	90%

RTC

Metric vs 5 Year Average

Metric	ECFRS			SERP**		
	5 Yr Avg	Prev QTR		Metric	3 Yr Avg*	Prev QTR
RTC Incidents Attended	306 ↑ 254	320		206 ↑ 184	175	
RTC Serious injury	29 ↑ 24	32		211 ↑ 186	184	
RTC Fatalities	7 ↑ 6	3		11 ↑ 10	8	

*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.

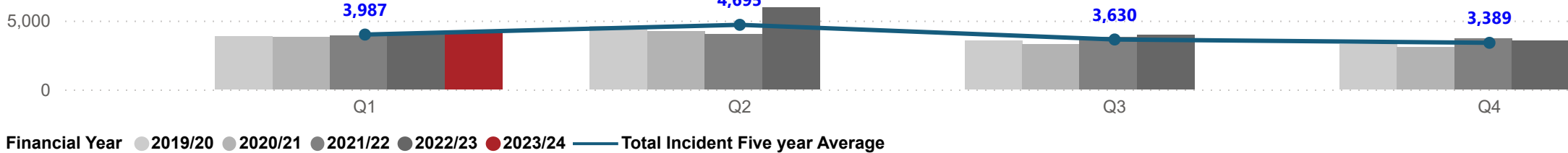
People

Metric vs 5 Year Average

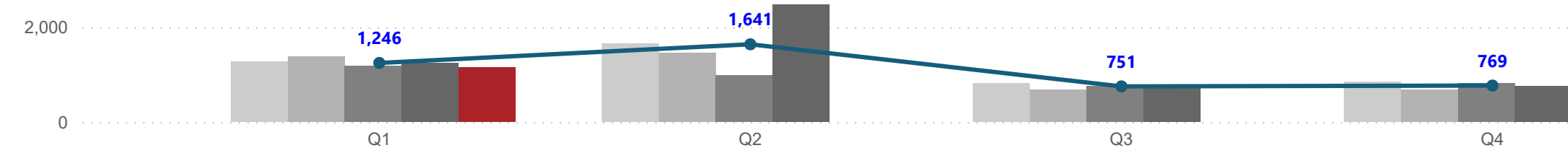
Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	5.5% ↓ 5.7%	6.2%	ECFRS data calculated using the Cleveland method.
Turnover	11.9% ↑ 10.0%	12.0%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

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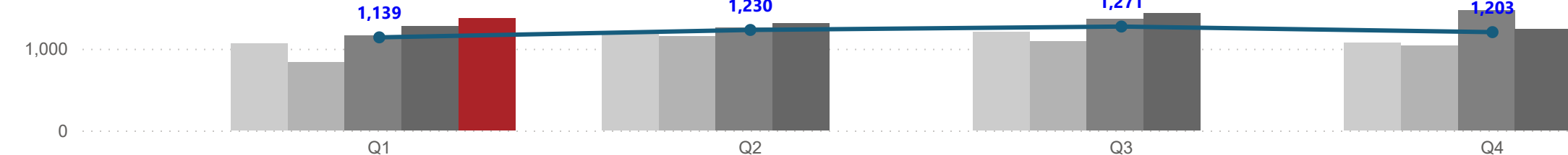
The number of Total Incidents are 2% greater than the same period last year , 6% above the five year average for this period and are 20% above last quarter.



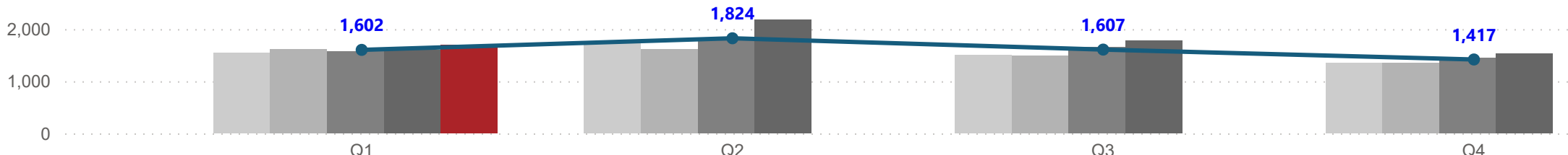
The number of Total Fires are -8% less than the same period last year , -8% below the five year average for this period and are 54% above last quarter.



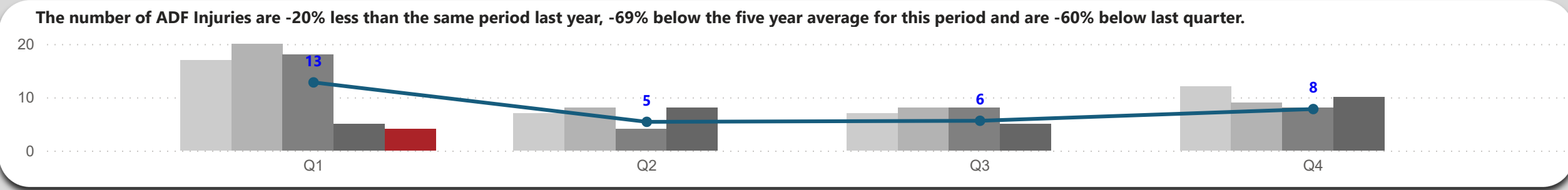
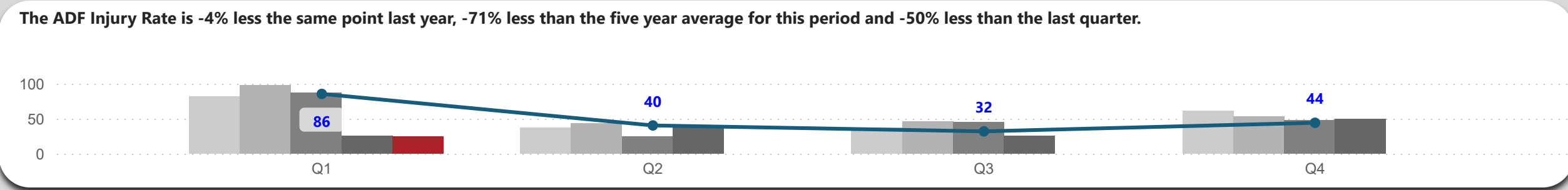
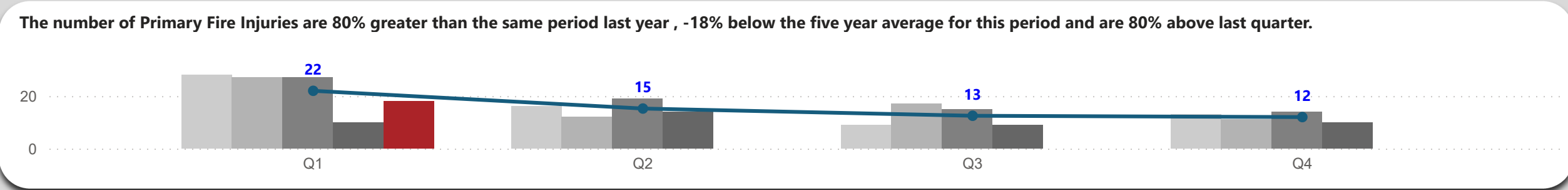
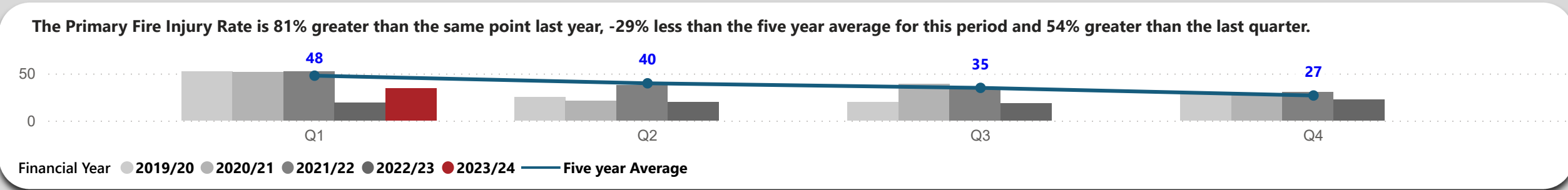
The number of Total Special Service Incidents are 7% greater than the same period last year , 20% above the five year average for this period and are 10% above last quarter.



The number of Total False Alarm Incidents are 6% greater than the same period last year , 5% above the five year average for this period and are 11% above last quarter.

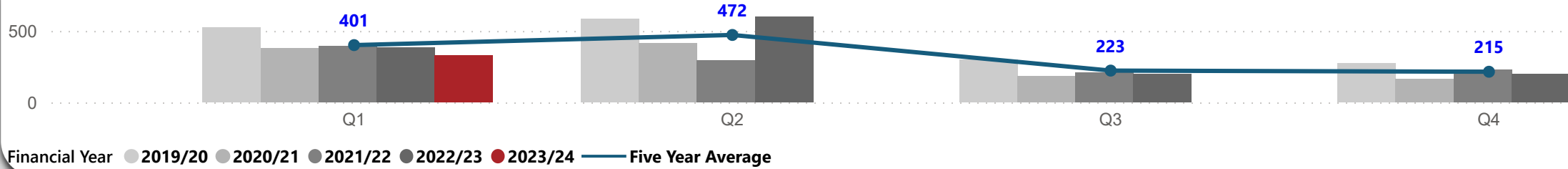


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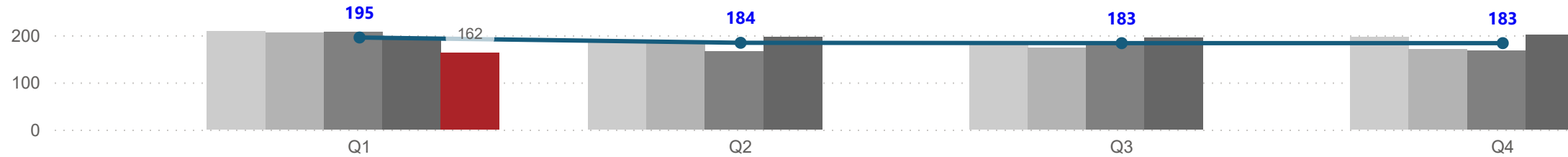


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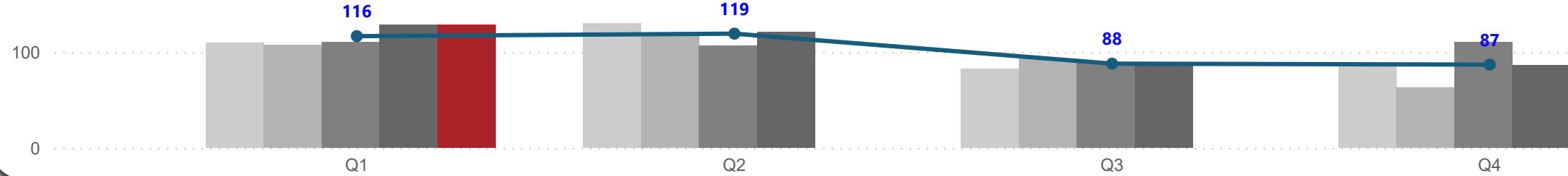
The number of Deliberate Fires are -15% less than the same period last year, -19% below the five year average for this period and are 63% above last quarter.



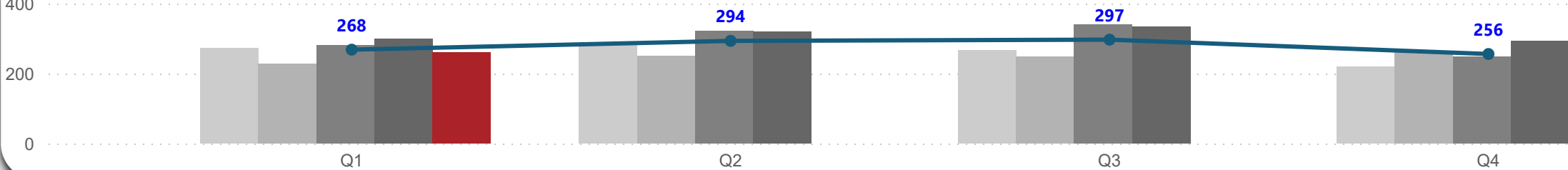
The number of Accidental Dwelling Fires are -16% less than the same period last year, -17% below the five year average for this period and are -19% below last quarter.



The number of Non Domestic Fires are the same as the same period last year, 10% above the five year average for this period and are 49% above last quarter.



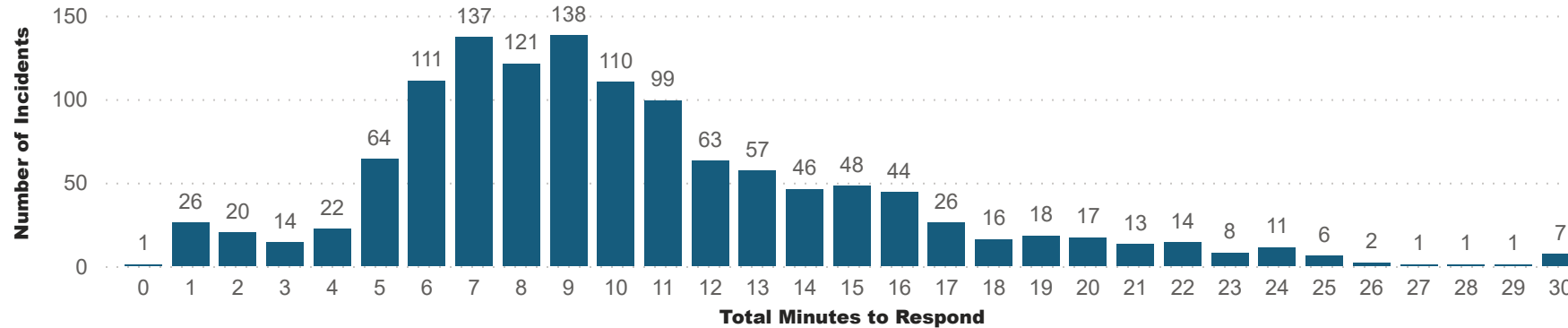
The number of Unwanted Fire Signals are -13% less than the same period last year, -3% below the five year average for this period and are -11% below last quarter.



ECFRS Quarterly Performance Report Q1 2023/24

Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Qtr	2019 /20	2020/ 21	2021/ 22	2022/ 23	2023/24
Q1	88%	89%	86%	84%	84%
Q2	84%	85%	84%	77%	
Q3	88%	85%	85%	83%	
Q4	89%	85%	85%	85%	

Avg Call Handling Time

Qtr	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/24
Q1	01:52	01:37	01:42	01:51	01:47
Q2	01:43	01:45	01:53	02:07	
Q3	01:44	01:47	01:54	01:57	
Q4	01:46	01:46	01:59	01:46	

Avg Turnout Time

Qtr	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/24
Q1	02:24	02:35	02:27	02:25	02:20
Q2	02:33	02:33	02:28	02:37	
Q3	02:35	02:40	02:38	02:28	
Q4	02:37	02:42	02:38	02:38	

Avg Travel Time

Qtr	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/24
Q1	05:56	05:09	05:50	06:03	06:11
Q2	05:49	05:37	06:03	06:47	
Q3	05:50	06:01	06:05	06:09	
Q4	05:32	05:24	05:43	06:09	

Avg Response Time

Qtr	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/24
Q1	10:15	09:25	10:02	10:24	10:22
Q2	10:11	09:56	10:27	11:37	
Q3	10:13	10:30	10:44	10:37	
Q4	09:59	09:55	10:23	10:36	

Incidents

223192809 19/04/2023

223197079 19/06/2023

Abnormally high call handling and are currently excluded.

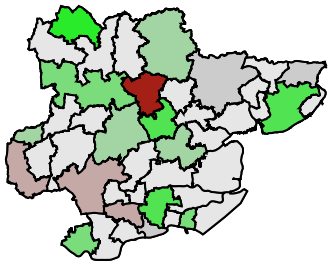
The average response time this month is **10:22 minutes**. The median response time, representing the middle value is **09:15 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **08:30 minutes**. 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 73 potential life threatening incidents in which took more than 20 minutes to respond. If these are removed, the average response time is 09:31 minutes. Of the incidents taking over 20 minutes, the average response time was 24:08 minutes, made up of an average call handling time of 03:45 minutes, an average turnout time of 03:24 minutes, and an average travel time of 16:54 minutes.

ECFRS Quarterly Performance Report Q1 2023/24

Joint Station Name	Q1-2022/23	Q2-2022/23	Q3-2022/23	Q4-2022/23	Q1-2023/24
Basildon	96%	94%	95%	96%	94%
Braintree	94%	88%	86%	89%	90%
Brentwood & Ingatestone	94%	91%	94%	95%	94%
Burnham & Tilligham	96%	96%	96%	98%	97%
Canvey	98%	95%	97%	97%	95%
Chelmsford	96%	94%	96%	96%	96%
Clacton & Weeley	98%	97%	98%	99%	98%
Colchester	96%	94%	95%	97%	95%
Dovercourt	94%	97%	98%	98%	95%
Grays	97%	96%	97%	98%	97%
Harlow Central	96%	94%	96%	96%	96%
Loughton & Waltham Abbey	96%	95%	96%	96%	94%
Maldon	98%	96%	98%	98%	96%
Rayleigh Weir & Hawkwell	98%	97%	98%	98%	98%
Saffron Walden	99%	98%	99%	99%	99%
Sible Hedingham & Halstead	98%	97%	97%	98%	96%
Southend	97%	97%	97%	98%	97%
Stansted & Dunmow	98%	96%	97%	96%	97%
Witham	97%	95%	96%	97%	98%
Total	97%	95%	96%	97%	96%

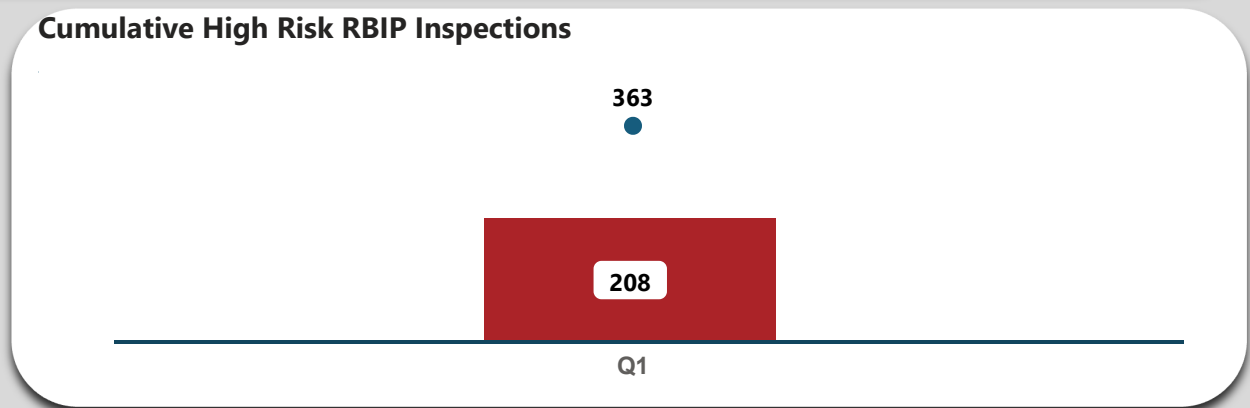
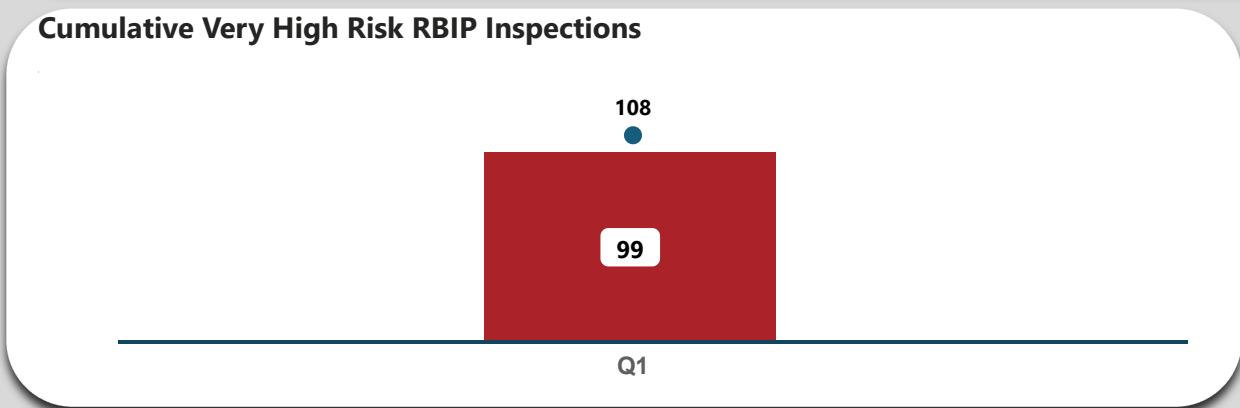
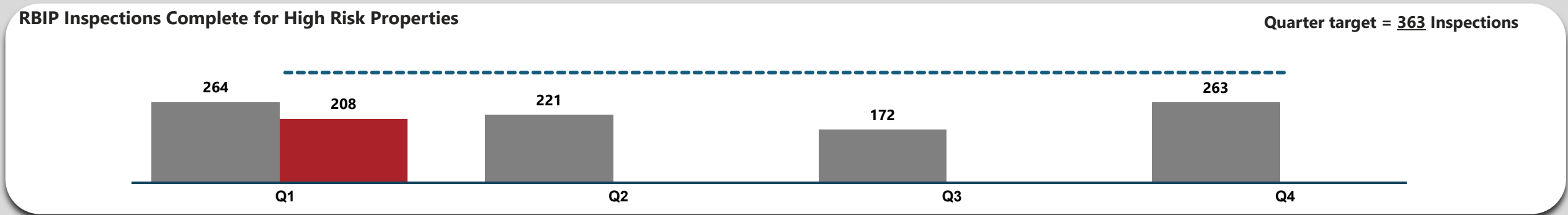
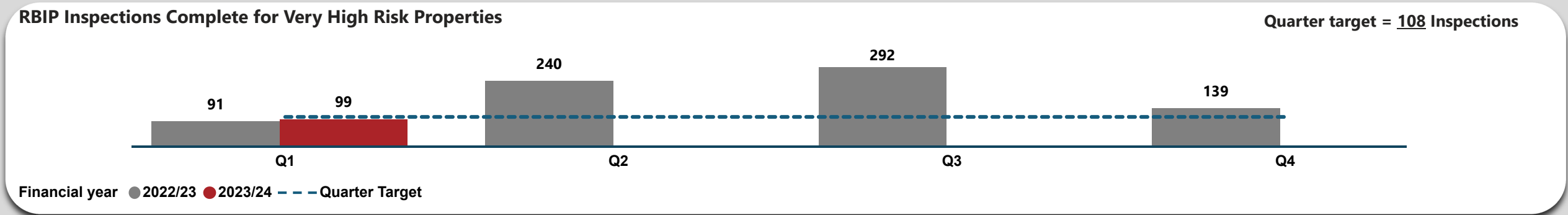
Core Station Coverage 2023



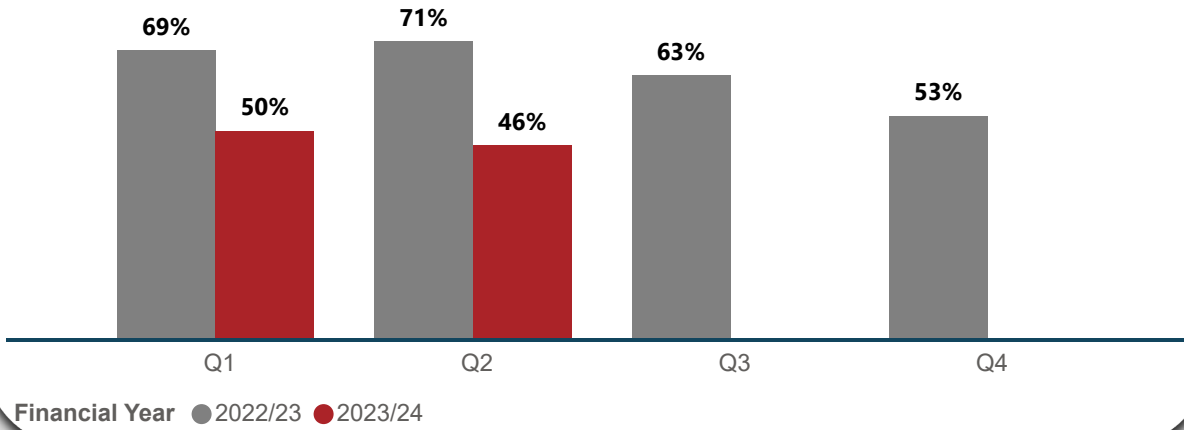
Quarter Average

96%

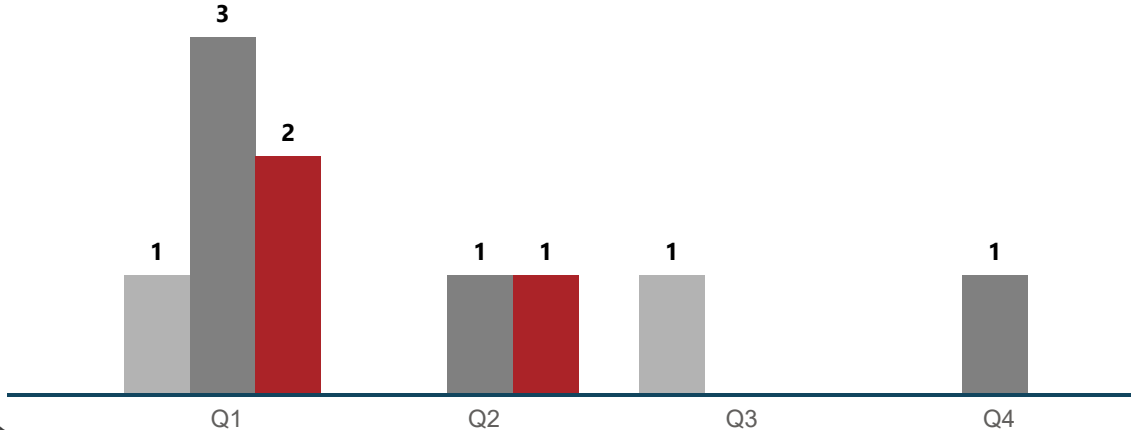
Target 98%



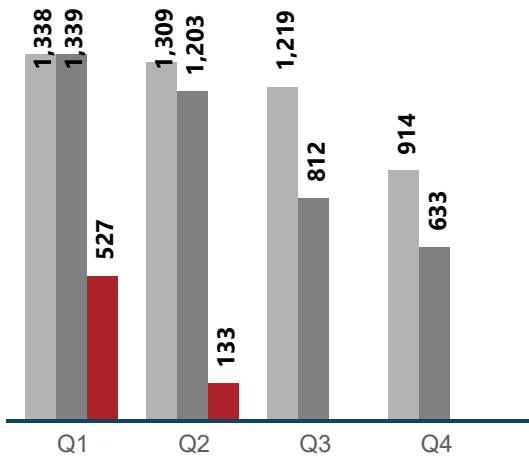
Percentage of Satisfactory Audits



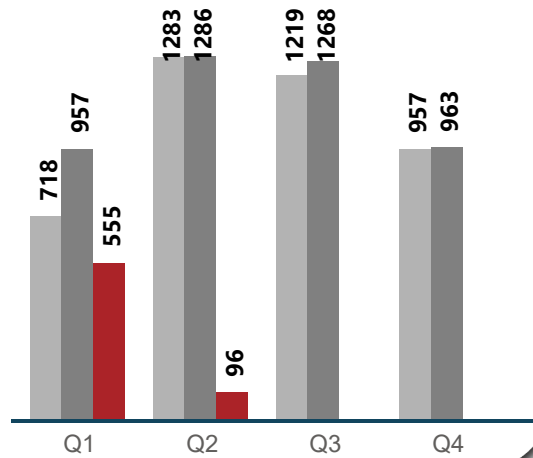
Prohibition Notices Issued



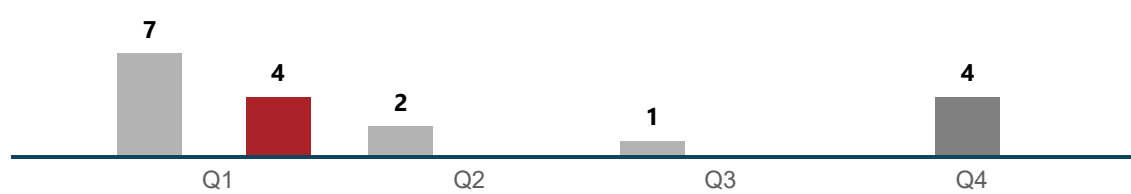
FS040 Referrals



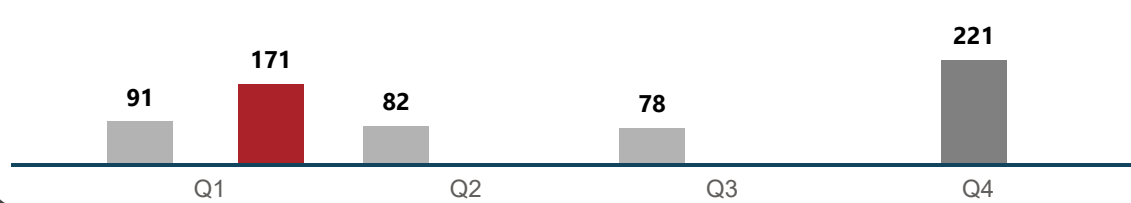
FS040 Completed



Enforcement Notices Issued

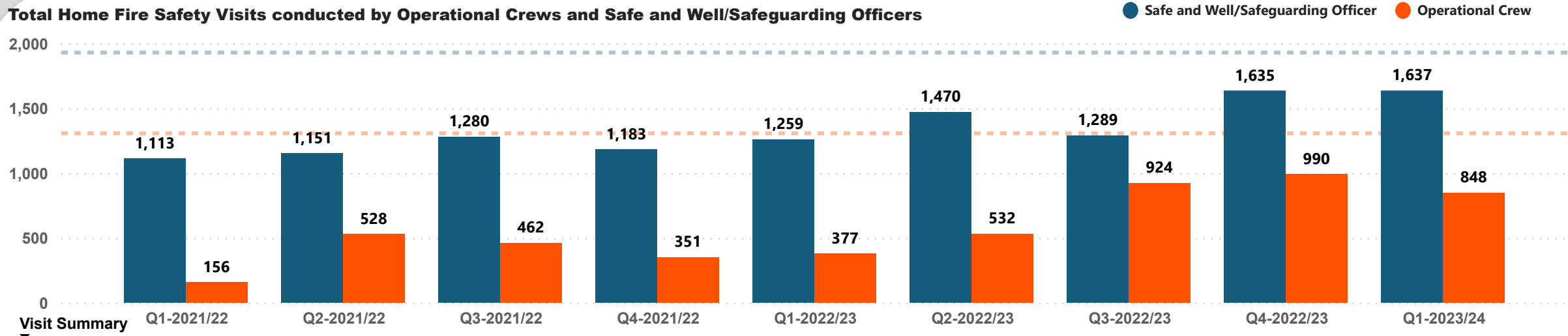


Notice of Deficiencies Issued



FS040s are fire protection visits undertaken by operational crews and are allocated to stations by the central fire protection team. They may not always be completed within the allocated quarter due to processing time, so the number of allocations and completions may not accurately reflect the success rate.

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



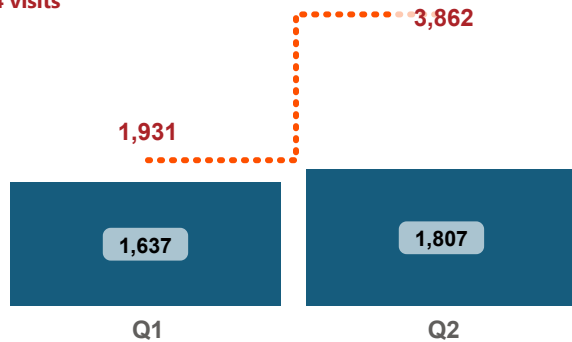
Q1 2023/24 saw a total number of 2,485 visits which were -5% less than the previous quarter total of 2,625 visits and 52% greater than the total number of 1,636 visits at the same point last year.

Operational Crew visits were -10% less than the previous quarter visits, 90% 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 0% greater than the previous month's visits, 30% 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.

Quarterly Safe and Well/Safeguarding Officer Visit Target

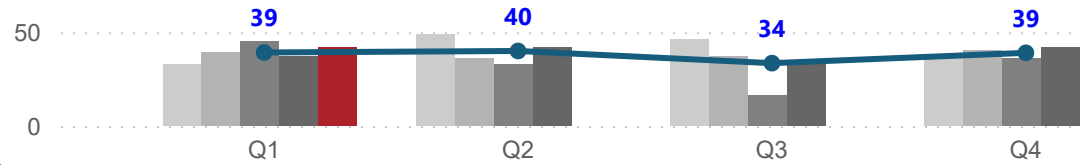
1,931

Quarterly Operational Crew Visit Target

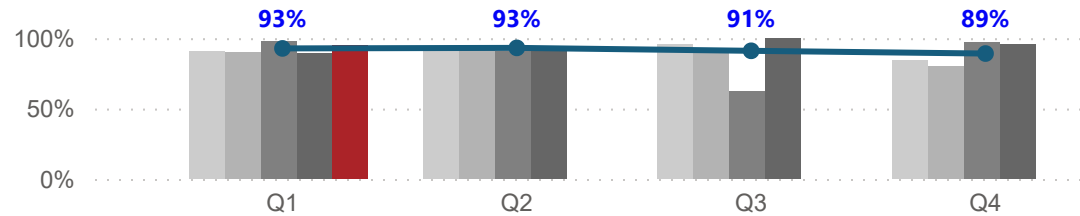
1,308

FOIs Received

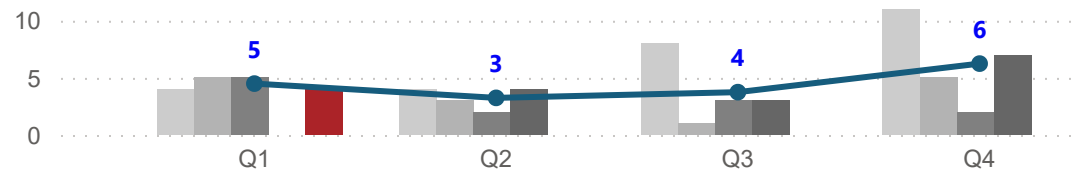
Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Five Year Average



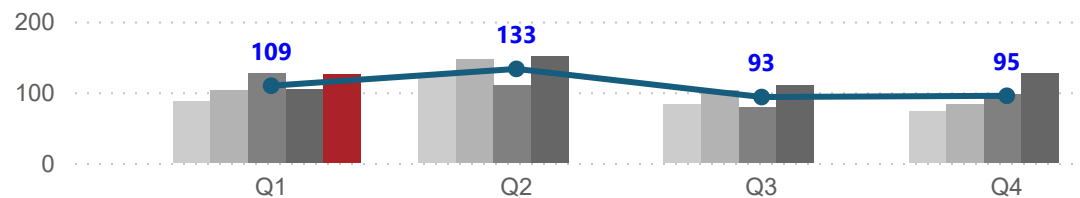
FOI Completion Rate



SARs Received



EIR & Fire EIRs Received

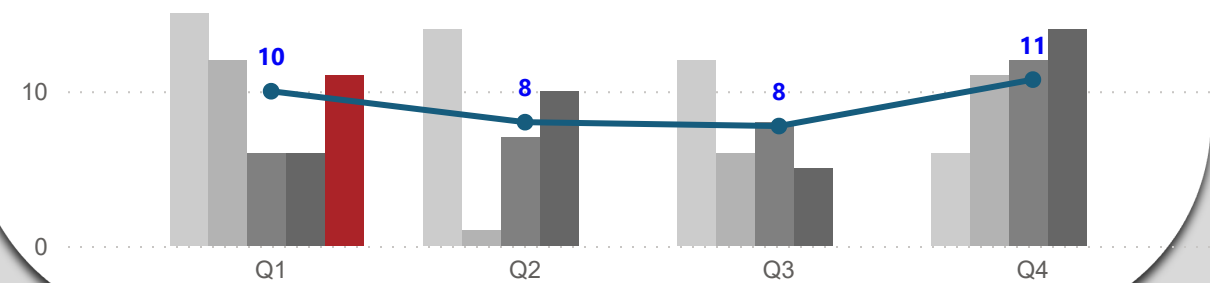


FOI Summary:

Various entities, including private individuals, businesses, media organizations, and a Member of Parliament, submitted Freedom of Information (FOI) requests during Q1 2023/24. The requested information covered a wide range of topics, such as:

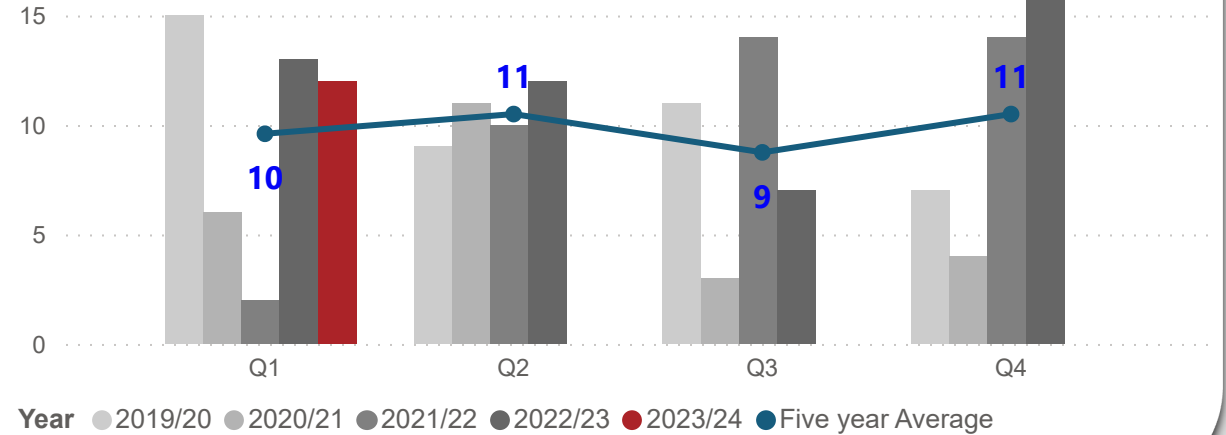
HR systems and costs, incident calls received by stations, financial expenditures, contracts, fire incidents, vehicle fires, fire service dogs, firefighter deaths related to lithium-ion battery fires, fires in recycling centres or scrap yards, body-worn cameras, temporary workers and expenditures, fires near schools, laundry contracts, wildfires and costs handled by the fire service, benchmarking information for a CFO/Director of Community Protection, incidents caused by electric heaters, alterations notices, enforcement notices, prohibition notices, ICT contracting, incidents involving heated hair and beauty tools, assistance provided for moving bariatric patients, lift entrapments, Pride Month events and costs, LGBT-themed merchandise, specific roles, financial transparency files, Covid-19 procedures, premises audits, fire commissioner appointments, mobile phone contact details, whistleblowing reports, electric vehicle fires, lithium battery fires, and animal rescues.

Complaints Received



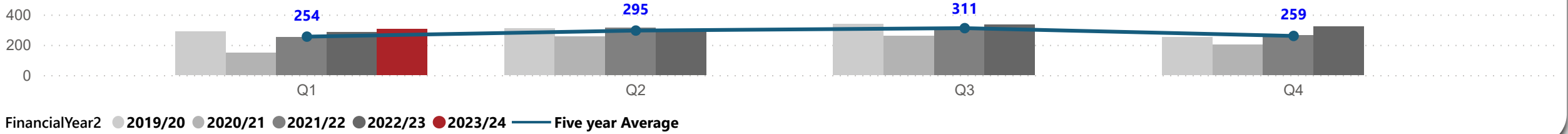
During Q1 2023/24 there were 12 data breaches reported, with one breach being reported to the ICO office. Several valuable lessons were learned from recent incidents. These include refraining from sharing personal information on social media, verifying email recipients' names before sending messages, clarifying roles and responsibilities when handling sensitive data, securely managing departing employees' OneDrive data, storing business information in a secure repository, and updating the complaints policy. Concerns arose regarding data storage and accessibility, prompting the recommendation to provide staff with clear guidelines on using SharePoint/Teams, secure data storage, and managing access permissions. One near-miss breach highlighted the importance of avoiding personal information in unrelated emails. Two moderate breaches in Control and Stations departments stressed the need to prevent personal information disclosure and handle sensitive phone calls properly. The most severe breach involved a partner agency, resulting from a cyber-attack impacting 50 ECFRS employees. Prompt notification, investigations, and security patches were implemented, with the ICO informed and additional security measures adopted.

Data Breaches

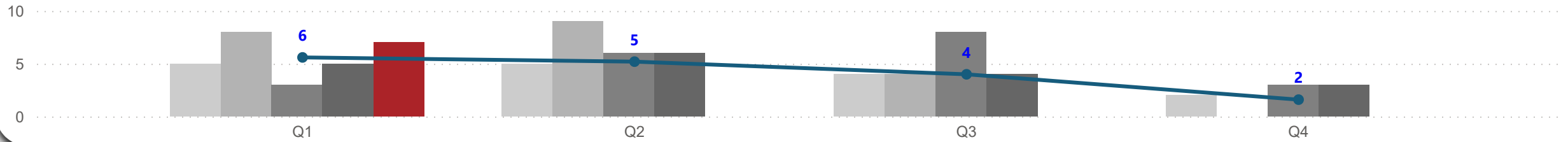


ECFRS Quarterly Performance Report Q1 2023/24

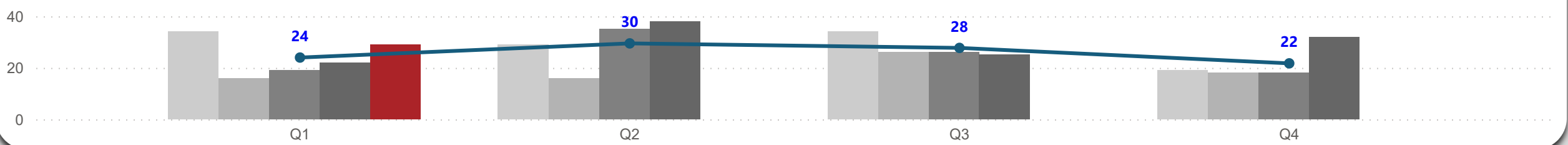
The number of RTCs attended by ECFRS are 8% greater than the same period last year , 20% above the five year average for this period and are -4% below the previous quarter.



The number of fatalities from RTCs attended by ECFRS are 40% greater than the same period last year , 17% above the five year average for this period and are 133% above the previous quarter.

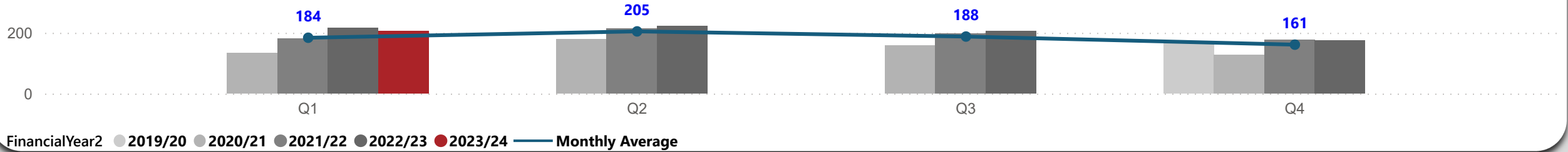


The number of serious injuries from RTCs attended by ECFRS are 32% greater than the same period last year , 21% above the five year average for this period and are -9% below the previous quarter.

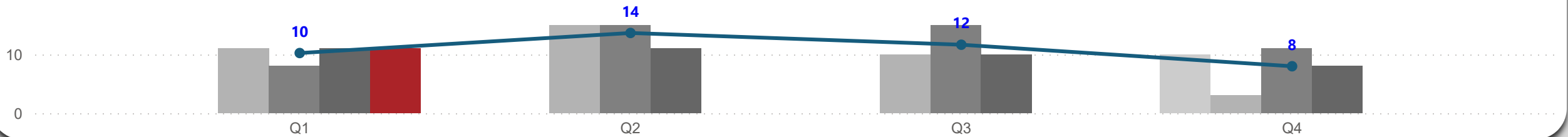


The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

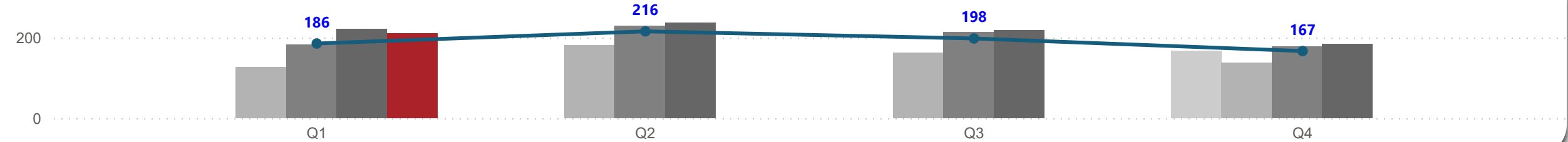
The number of SERP recorded RTCs are -4% less than the same period last year , 12% above the five year average for this period and are 18% above the previous quarter.



The number of SERP recorded RTC Fatalities are the same as the same period last year , 10% above the five year average for this period and are 38% above the previous quarter.



The number of SERP recorded RTC Serious Injuries are -5% less than the same period last year , 13% above the five year average for this period and are 15% above the previous quarter.

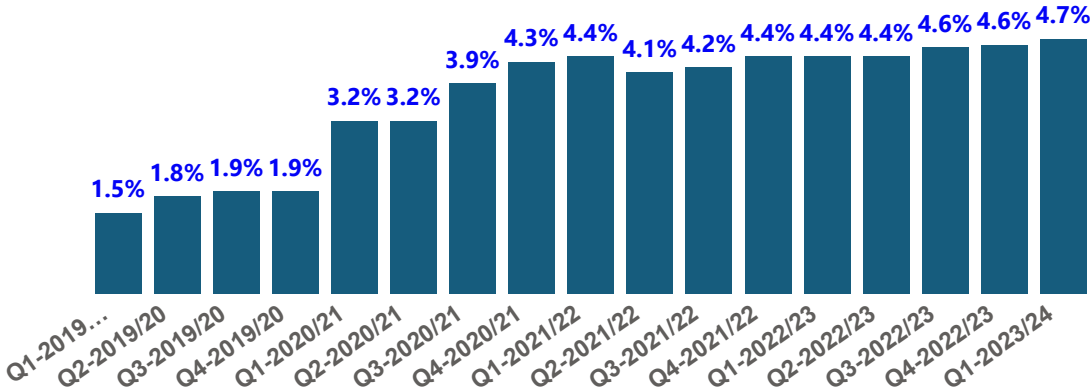


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

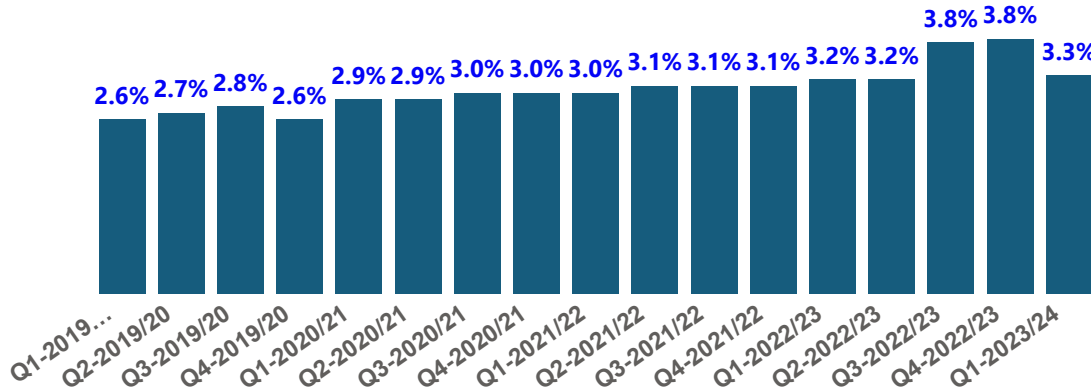
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

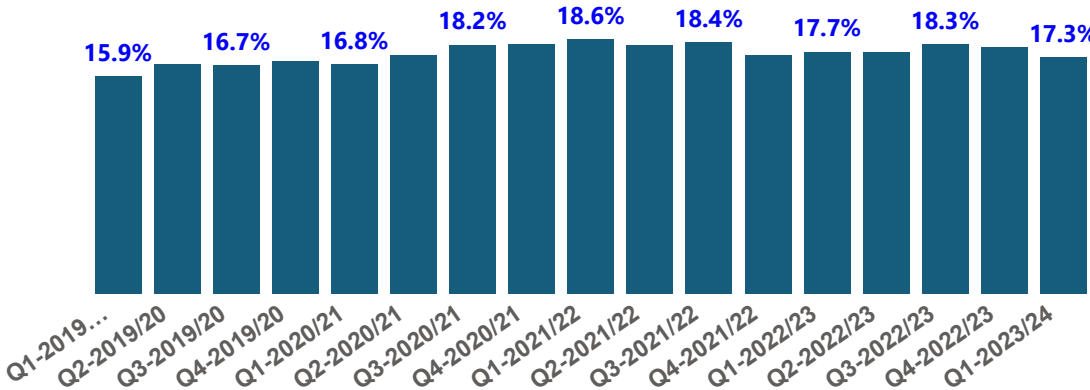
% Disabled



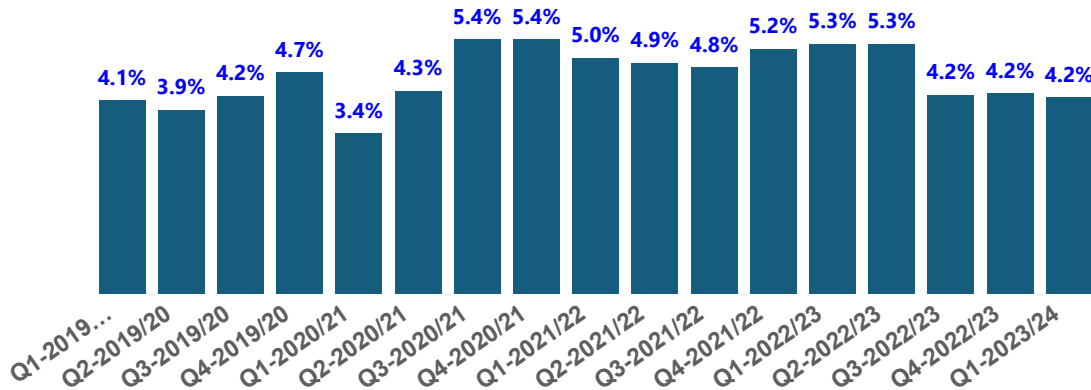
% Ethnic Minority



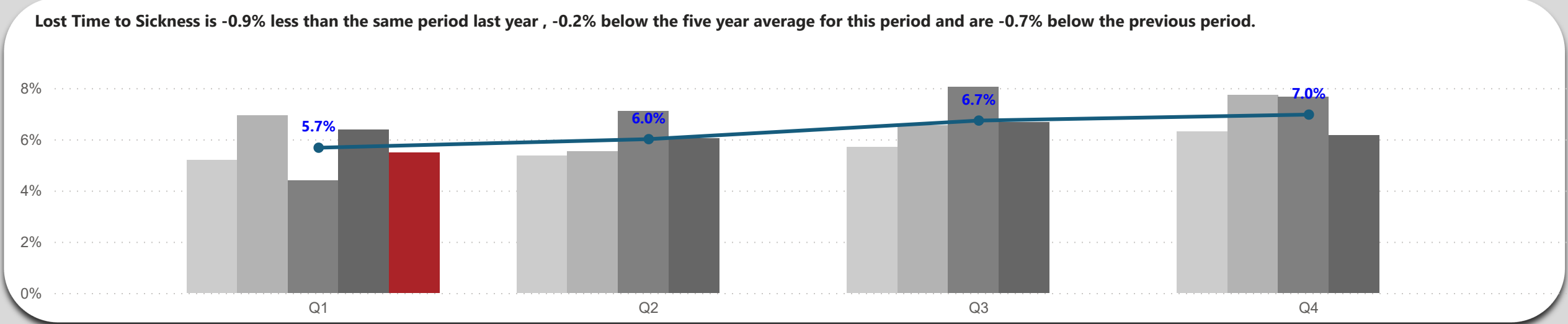
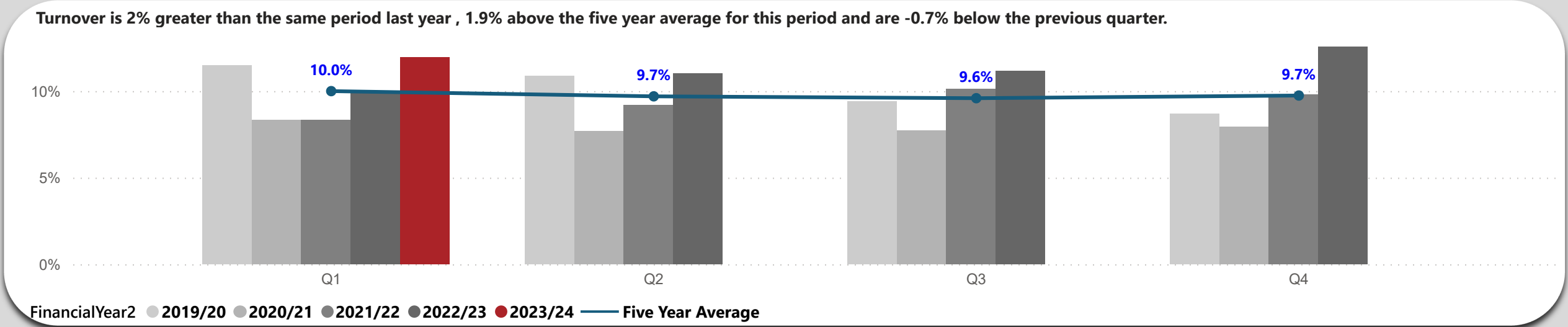
% Female



% 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

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

Incidents

	2019/20	2020/21	2021/22	2022/23	2023/24
Incidents	15,544	15,186	14,443	15,627	17,659
Fires	4,951	4,690	3,994	3,788	5,133
Special Services	4,333	4,317	4,430	5,357	5,345
False Alarms	6,260	6,179	6,019	6,482	7,181
ADF Fires	813	777	736	705	752
Deliberate Fires	1,777	1,534	1,149	1,112	1,323
Non Domestic Fires	427	407	385	433	422
Unwanted Fire Signals	1,037	995	1,044	1,210	1,206
RTC ECFRS	1,254	1,043	966	1,172	1,258
RTC SERP		298	646	803	809

Casualties

	2019/20	2020/21	2021/22	2022/23	2023/24
Fire Fatalities	6	3	6	7	9
ADF Fatalities	3	3	6	4	6
RTC ECFRS Fatalities	18	19	16	22	20
RTC ECFRS Serious Injury	137	98	79	101	124
RTC SERP Fatalities		21	36	52	40
RTC SERP Serious Injury		294	665	841	850
Primary Fire Injuries	85	65	67	58	51
ADF Injuries	53	46	43	25	27

Prevention and Protection

	2020/21	2021/22	2022/23	2023/24
Home Fire Safety Visits	235	4,124	6,591	9,325
Home Fire Safety Visits - Operational Crew	2	277	1,718	2,815
Home Fire Safety Visits - Inspection Officers	233	3,846	4,873	6,031
RBIP V High\High Audits		347	251	770

The above tables summarise the 12 Month rolling totals for each measure, up to and including the reporting month. For example, if the reporting quarter is Q2 2022/23, then the figures under 2022/23 will be the total of Q2 2021/22-Q2 2022/23.