



ECFRS Monthly Performance Report November 2023

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report November 2023

Overall	This Month		5 Yr Avg
Total Incidents	1,257	↑	1,223
Fires	197	↓	250
Special Services *	357	↑	309
False Alarms	594	↑	559
RTC**	109	↑	104

* Total number of Special Service incidents excluding RTC Incidents
 ** Total number of RTC incidents responded to by ECFRS

Overall: The number of **total incidents** are -4% less than the same period last year, 3% above the five year average for this period and are -10% below last month. The number of **total fire incidents** are -18% less than the same period last year, -21% below the five year average for this period and are -32% below last month. The number of **total special service incidents** are 4% greater than the same period last year, 13% above the five year average for this period and are 1% above last month. The number of **total false alarm incidents** are -4% less than the same period last year, 6% above the five year average for this period and are -9% below last month. The number of **RTCs attended by ECFRS** are the same as the same period last year, 5% above the five year average for this period and are -4% below last month.

Protection: The numbers of Very High and High audits are now moving in the right direction and are found outside of the unacceptable tolerance levels. The scenario planner also provides a high degree of confidence that RBIP activity will be completed before the planned target outlined in the RBIP, if activity remains at the same pace as the past 3 months. The planner considers anticipated staffing levels and activity, projecting that High-risk visits will be completed 12 months ahead of the RBIP target **31st August 2026**, and Very High-risk premises being completed on target, **31st May 20126**. However, this plan assumes that each inspecting officer will perform a minimum of 6 visits per month.

Prevention: While the numbers of visits in November are not as high as the previous month, in comparison with the last 6 months performance, the number of Safe and Well visits in November is average for Prevention and above average for Operations. Mitigating circumstances specific for November in Prevention include the abstraction of 2 team members to the Community Wellbeing Officer team. In December is it anticipated there will be a lessening of the impact of this as they undertake self-generated Home Fire Safety Visits and alternative resources are in place to support their absence from the Safe and Well team.

Response: Global Availability is up 2 points on last month but remains below target. The service has developed an availability improvement plan which has 17 points and will be reported through response governance and the Office of the Police and Fire and Crime Commissioner (OPFCC).

Home Fire Safety Check levels by operational crews remains below target however the last 2 months have been higher than previous months. This has largely been impacted by low availability and high numbers of standby moves. The service is developing a technological solution to support crews doing prevention activity in other station areas.

Response times remain above the 10-minute target, largely down to increased travel times. While not directly correlated to extended travel times, there have been some mention in the Incident Reporting System (IRS) logs that parked cars have caused a delay – this is potentially an area of focus for review. This has been highlighted to the Communications team with the aim to share social media updates around parked cars and emergency service access.

Continued on the following page...

ECFRS Monthly Performance Report November 2023

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Road Traffic Collisions (RTC): In terms of RTC attendance, around 60% of Essex County Fire and Rescue Service (ECFRS) activity is concerned with making the scene or vehicles safe, and around 20% of incidents where there is release or extrication of persons – this is reflected not only in November's RTC activity, but also in 12 month rolling data. Most of the RTC incidents that ECFRS attended during November occurred in the Southend, Grays, Loughton areas. A wider analysis will be completed reviewing RTC incidents over the past 12 months and a discussion around trends/patterns. This will be available on the December report.

A new data analyst has been recently employed at Safer Essex Road Partnership team, so efforts will be to align our data with that of SERP to build a more accurate picture of RTC activity across the county.

Information Governance: Since July, Freedom of Information (FOI) requests and Environmental Information Requests (EIR) have been split. This has resulted in very low numbers of FOI requests and associated completion rates, as most requests are EIR. These have now been combined, and the completion rate now reflects the efforts that the team put in to complete all requests within the statutory time periods.

During November 2023, 10 FOI/EIR requests were completed in time, with a completion rate of 100%. Requests for information included: information on retail fires in the Thurrock area, Electric vehicle fires over the past 6 months, log entries containing the words 'Father Christmas', updated fleet lists, incident details of fires in recycling sites, data on wild fires and a list of all new appliances.

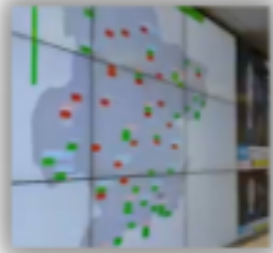
Of the data breaches reported in November, there was 1 near miss/minor breaches and 1 major breach regarding sensitive documents being left on a desk. There were no referrals to the ICO.



November 2023 in numbers

#WeAreEssexFire

97% Core station coverage



1,257

Incidents attended



859

Home Fire Safety Checks



96

Very high / high risk Protection audits



80%



Attendance within 15 minutes

Accidental Dwelling Fires

57



2,462

Calls to Control



11

Non domestic fires



46

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

16

Animal rescues





ECFRS Monthly Performance Report

November 2023

Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	46	72	75	136+	105-136	79-104	0-78
Number of ADF Fires	57	59	68	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	11	26	13	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	2	4	8	9+	6-8	3-5	0-2
Number of ADF Injuries	2	3	8	6+	4-5	1-3	0
Number of Unwanted Fire Signals	90	93	117	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	16	46	24	0-15	16-25	26-35	36+
Audits (RBIP High)*	80	44	56	0-75	76-85	86-95	95+

* Audit data measured for past 3 years.

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.7% ↑	6.3%	6.9%	ECFRS Data calculated using the Cleavand method
Turnover	10.7% ↑	9.8%	11.6%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

Inputs

Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Core Station Coverage	97% ↓	97%	97%	98%
Potential Life-Threatening Incident First Attendance	11:25 ↓	10:43	10:51	10:00
Potential Life-Threatening Incident Call Handling	02:12	01:57	01:56	-
Potential Life-Threatening Incident Turnout	02:28	02:36	02:23	-
Incidents attended within 15 minutes	80% ↓	85%	82%	90%
Fire Fatalities	1 ↑	1	0	-
Accidental Dwelling Fire Fatalities	1 ↑	0	0	-
Safe and Well Visits conducted by Inspecting Officers	512 ↓	363	663	644
HFSC conducted by Operational Staff	347 ↓	215	401	436
Global Availability	69% ↓	69%	67%	80%
Freedom of Information Response Rate	100% ↑	95%	93%	90%

** 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.

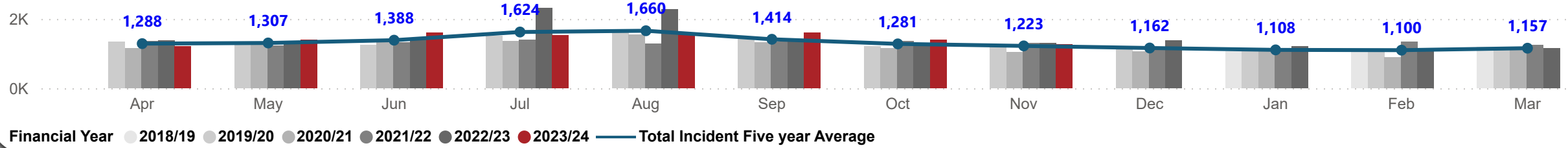
RTC

Metric vs 5 Year Average	ECFRS			SERP**		
Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	109 ↑	104	114	49 ↓	64	70
RTC Serious injury	4 ↓	10	8	50 ↓	70	67
RTC Fatalities	1 ↔	1	1	2 ↓	3	5

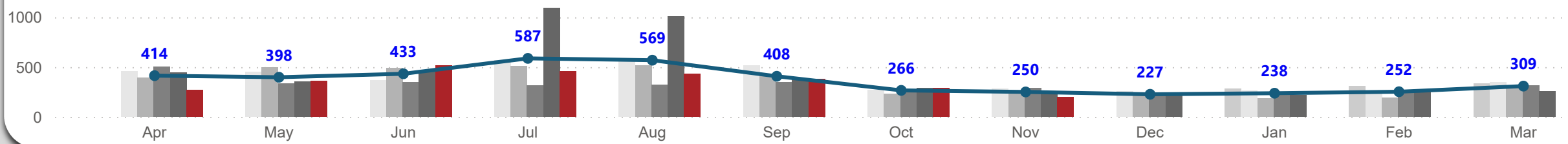
ECFRS Monthly Performance Report November 2023

Overall Summary

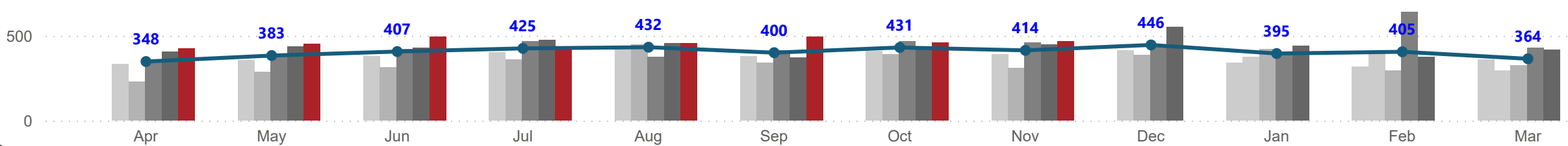
The number of **total incidents** are -4% less than the same period last year, 3% above the five year average for this period and are -10% below last month.



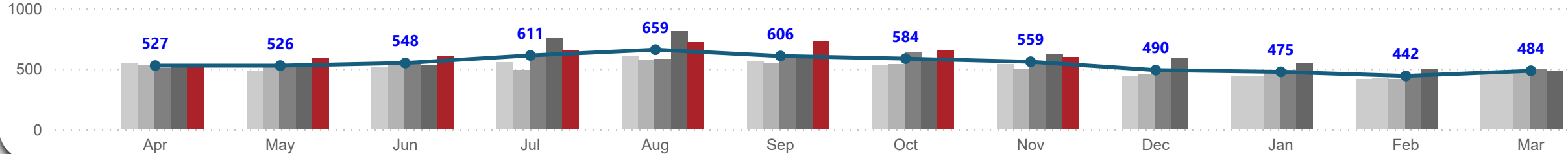
The number of **total fire incidents** are -18% less than the same period last year, -21% below the five year average for this period and are -32% below last month.



The number of **total special service incidents** are 4% greater than the same period last year, 13% above the five year average for this period and are 1% above last month.

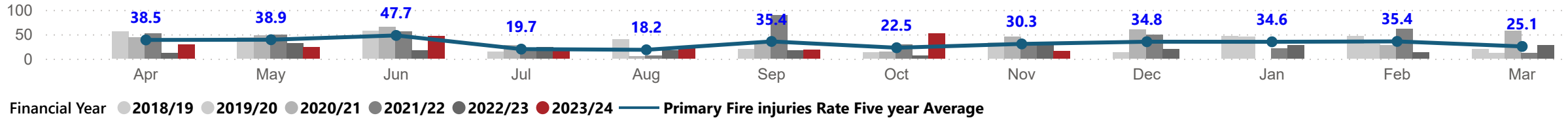


The number of **total false alarm incidents** are -4% less than the same period last year, 6% above the five year average for this period and are -9% below last month.

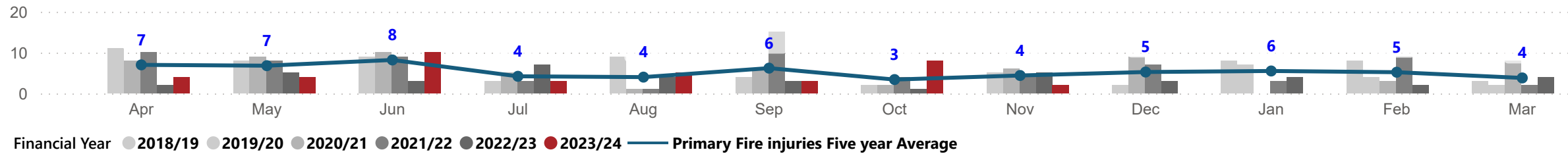


ECFRS Monthly Performance Report November 2023

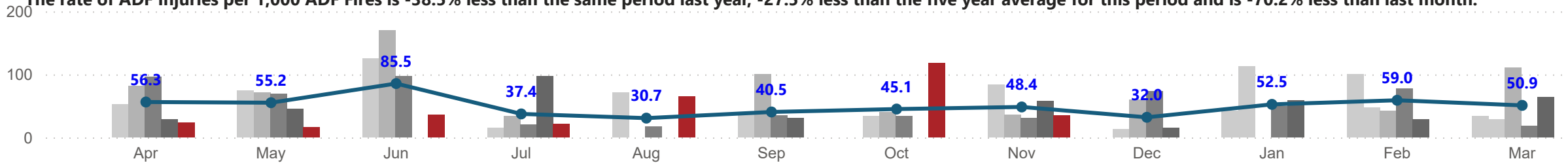
The Primary Fire Injury Rate per 1,000 Primary Fires is -52% less than the same period last year, -49% less than the five year average for this period and is -70% less than last month.



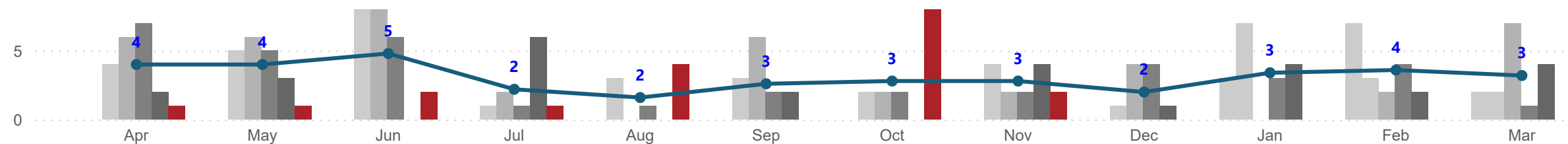
The number of Primary Fire Injuries are -60% less than the same period last year, -55% less than the five year average for this period and are -75% less than last month.



The rate of ADF Injuries per 1,000 ADF Fires is -38.5% less than the same period last year, -27.5% less than the five year average for this period and is -70.2% less than last month.

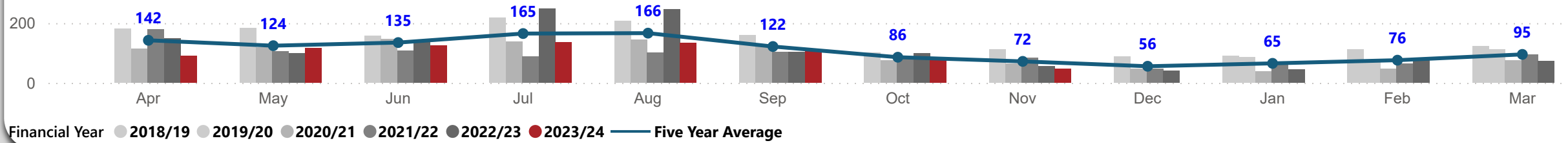


The number of ADF Injuries are -50% less than the same period last year, -28.6% less than the five year average for this period and are -75% less than last month.

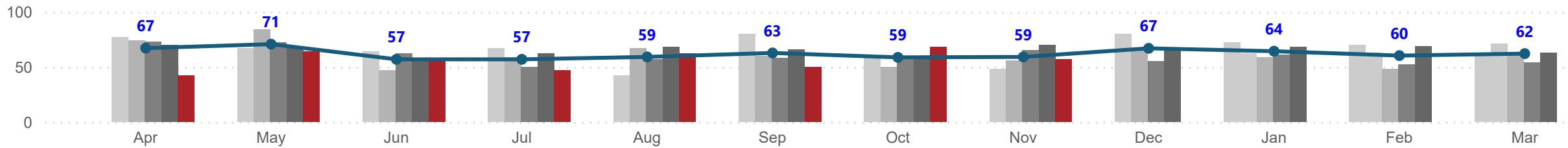


ECFRS Monthly Performance Report November 2023

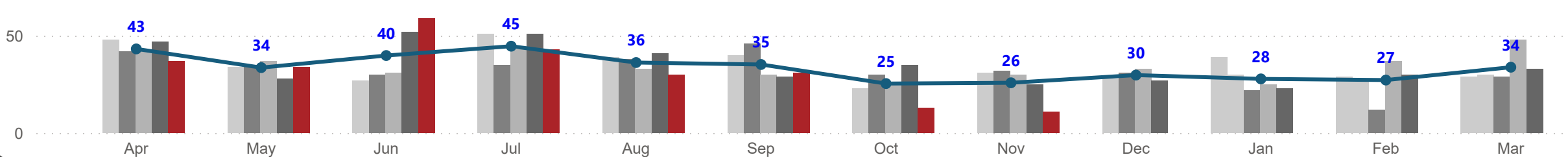
The number of Deliberate Fires are -18% less than the same period last year, -36% below the five year average for this period and are -39% below last month.



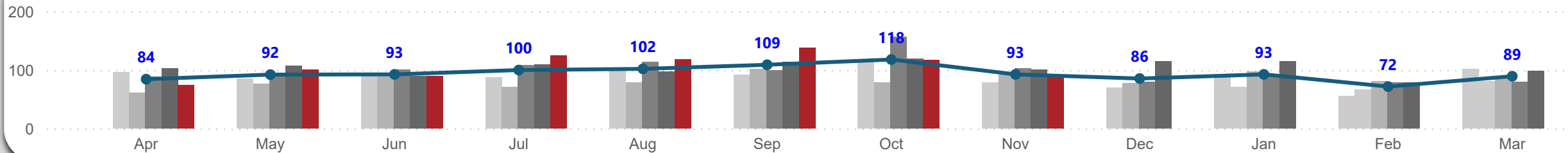
The number of Accidental Dwelling Fires are -19% less than the same period last year, -3% below the five year average for this period and are -16% below last month.



The number of Non Domestic Fires are -56% less than the same period last year, -58% below the five year average for this period and are -15% below last month.



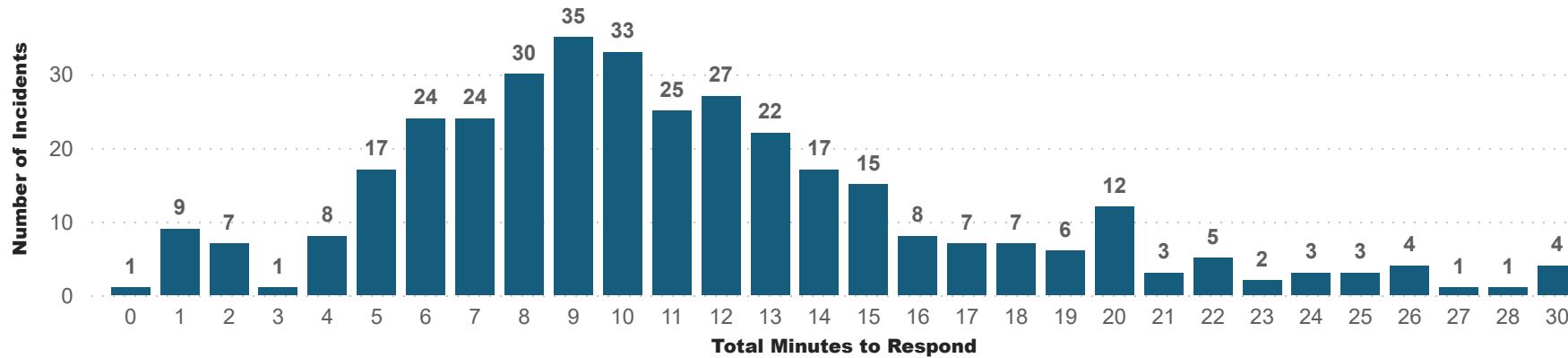
The number of Unwanted Fire Signals are -10% less than the same period last year, -3% below the five year average for this period and are -23% below last month.



ECFRS Monthly Performance Report November 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%	82%
Oct	87%	85%	84%	82%
Nov	87%	86%	83%	81%
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	02:05
Sep	01:53	01:46	01:59	01:58
Oct	01:42	01:54	02:00	01:56
Nov	01:49	01:54	01:55	02:12
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	02:20
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	02:18
Sep	02:32	02:24	02:38	02:19
Oct	02:45	02:42	02:20	02:23
Nov	02:41	02:42	02:28	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	06:30
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	06:44
Aug	05:37	06:00	06:42	06:26
Sep	05:39	06:04	06:34	06:28
Oct	05:48	05:33	06:05	06:28
Nov	05:39	06:14	05:49	06:40
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	11:16
Aug	09:55	10:22	11:49	10:50
Sep	10:05	10:17	11:15	10:50
Oct	10:16	10:17	10:27	10:51
Nov	10:09	10:54	10:17	11:25
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	

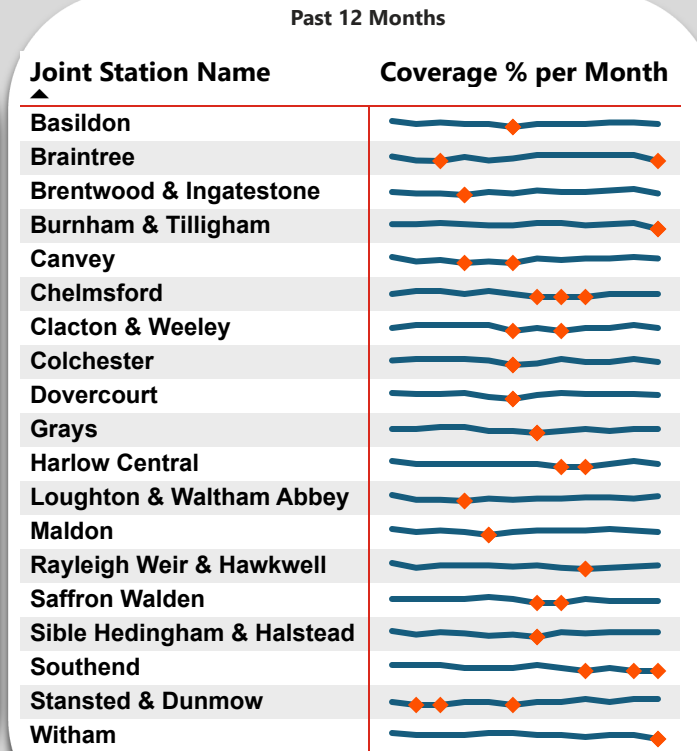
The average response time this month is **11:25 minutes**. The median response time, representing the middle value is **10:00 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **06:10 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

Of the incidents where it took 20 minutes or more to respond, there was a total of 7 individuals involved. Two of the individuals are recorded as having minor injuries from road traffic collisions (RTC) and required hospital treatment. No other individuals are recorded as having injuries which required hospital treatment.

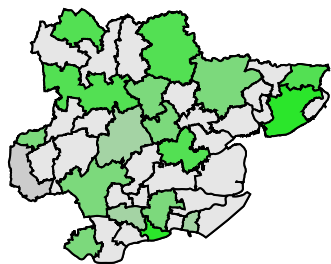
ECFRS Monthly Performance Report November

Coverage

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



Core Station Coverage November 2023



Monthly Average

97%

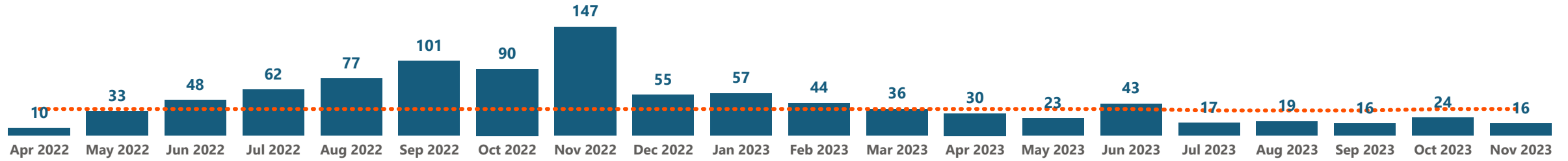
Target 98%

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.

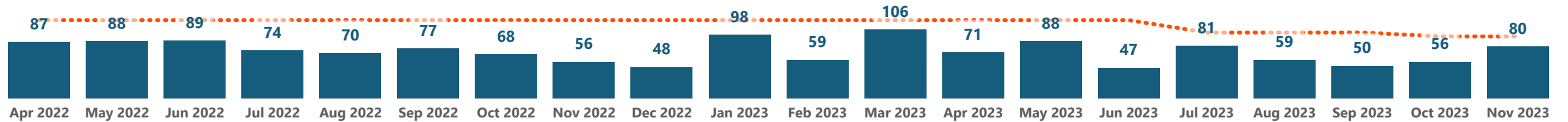
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

ECFRS Monthly Performance Report November 2023

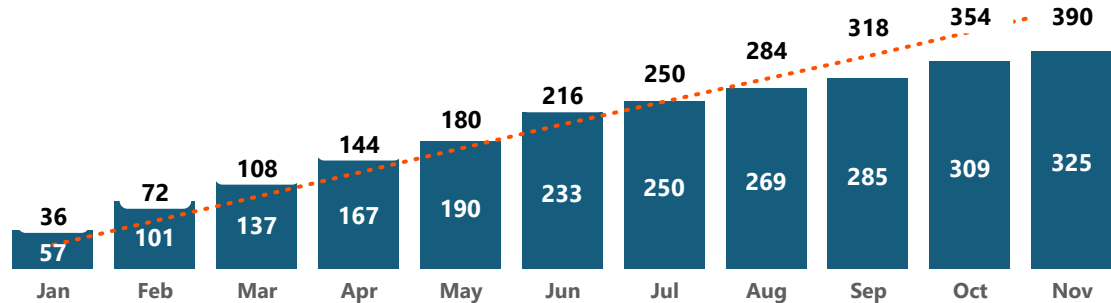
RBIP Inspections Complete for Very High Risk Properties



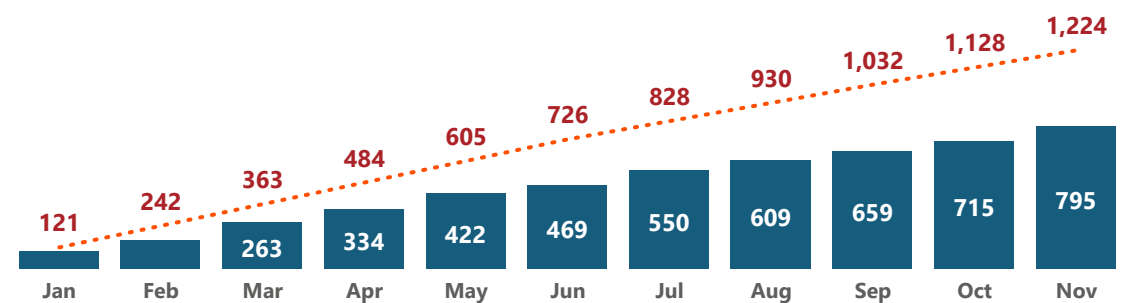
RBIP Inspections Complete for High Risk Properties



Cumulative RBIP Inspections - Very High Risk vs Target



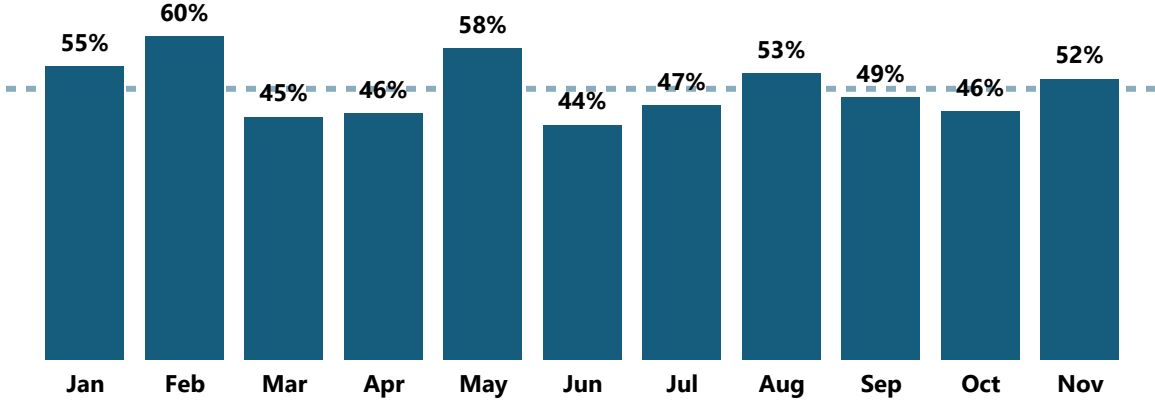
Cumulative RBIP Inspections - High Risk vs Target



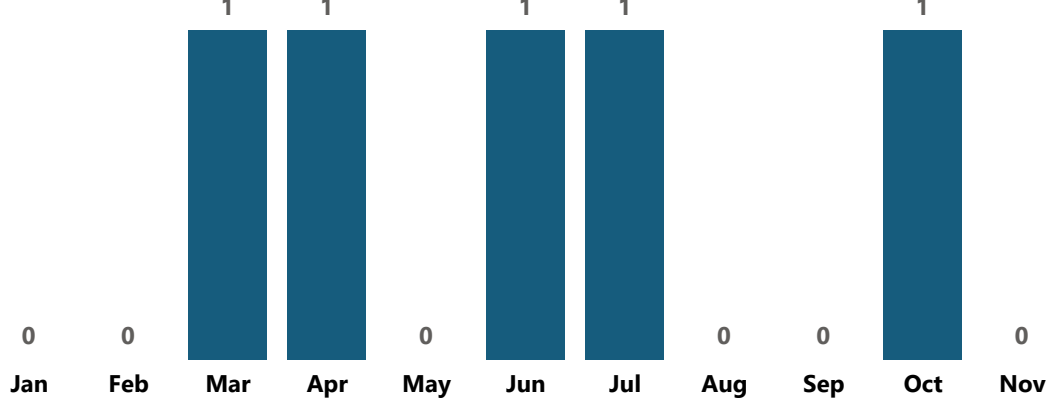
ECFRS obtains premises and risk data from Address Based Premium (ABP). ABP is updated on a 6 weekly basis, updating the number of premises and the premises risk categories. At the start of the RBIP process in January 2023, the total number of properties were divided by the number of months that ECFRS 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 November 2023

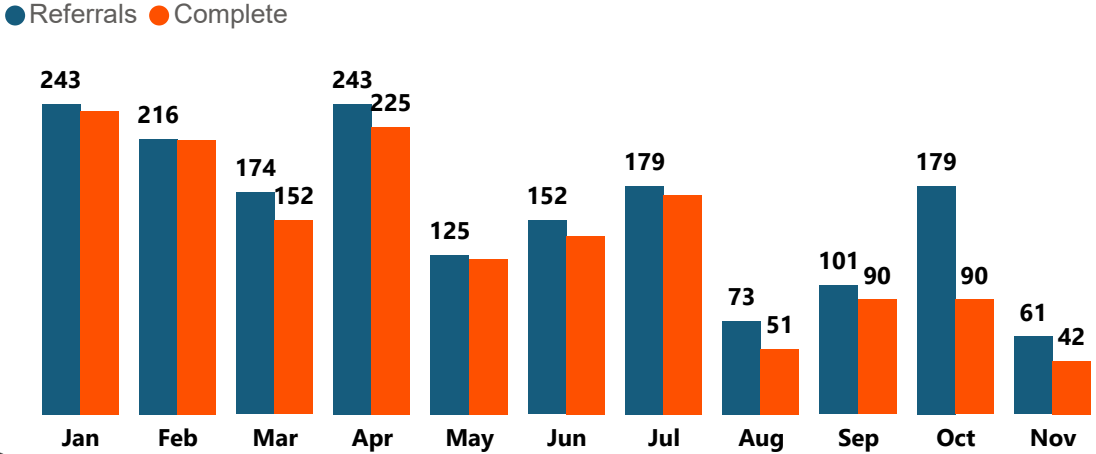
Percentage of Satisfactory Audits from January 2023



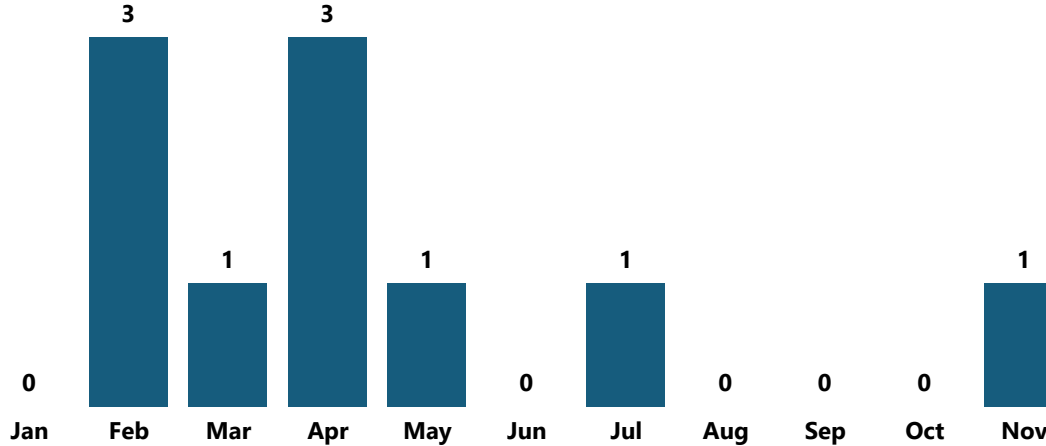
Prohibition Notices Issues per Prohibition Date



FS040 Referrals by Assigned Date



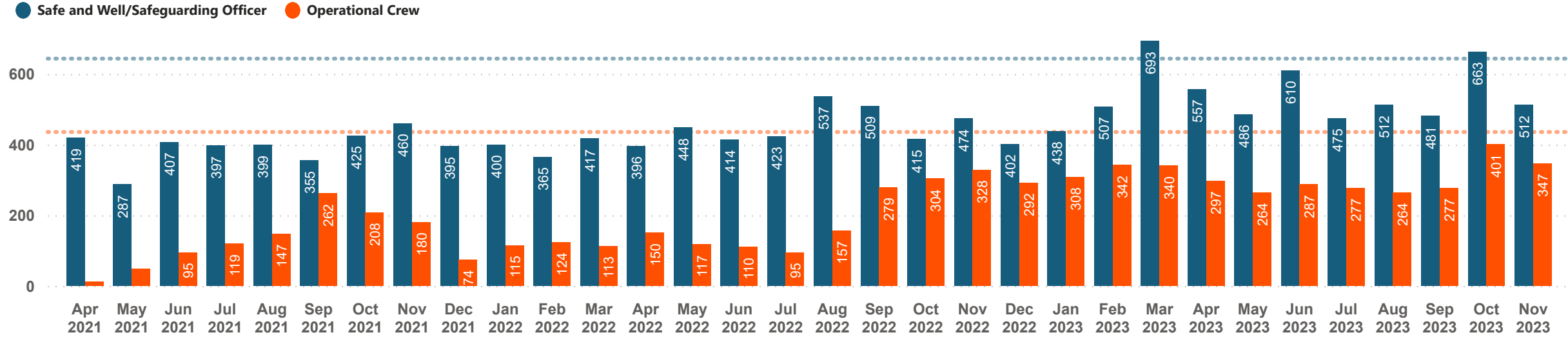
Enforcement Notices Issued by Notice Served Date



There have been **56** Notice Of Deficiencies issued this month vs **49** last month

ECFRS Monthly Performance Report November 2023

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



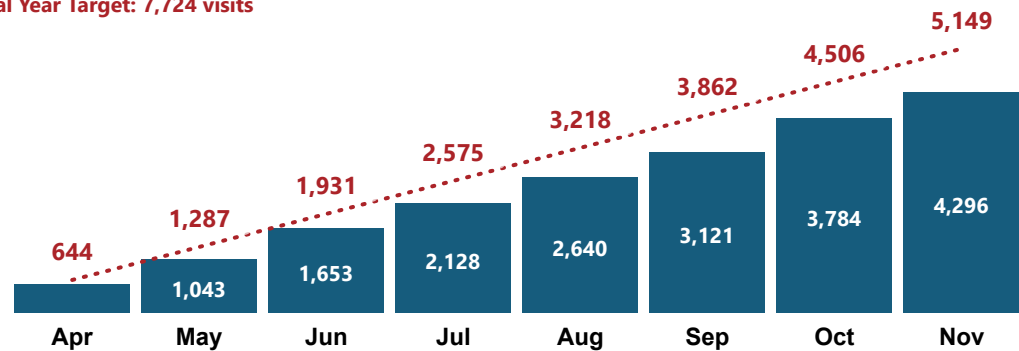
November 2023 saw a total number of 859 visits which were -19% less than the previous month's total of 1,064 visits and 7% greater than the total number of 802 visits at the same point last year.

Operational Crew visits were -13% less than the previous month's visits, 6% 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, 8% 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.

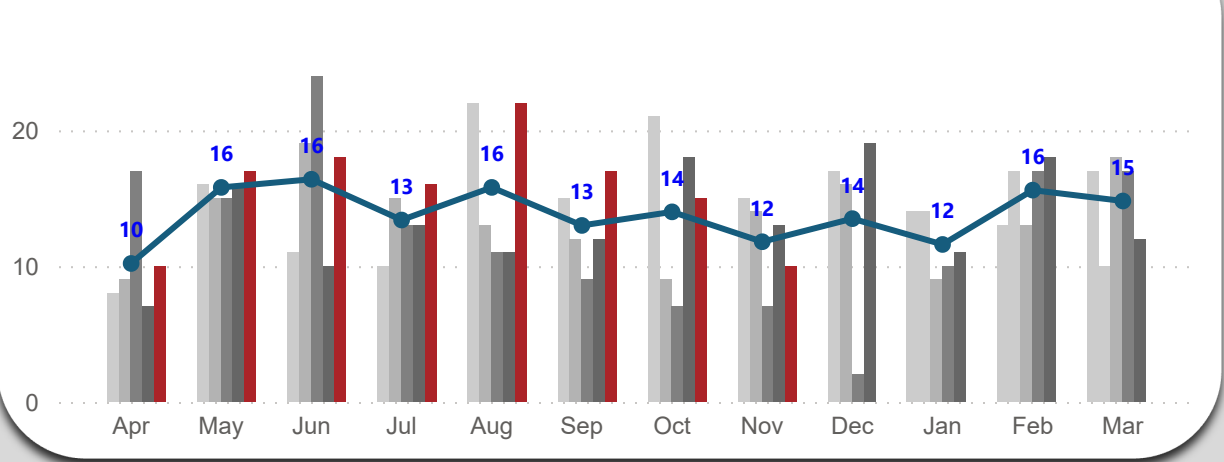
Safe and Well/Safeguarding Officer Monthly Visit Target

644

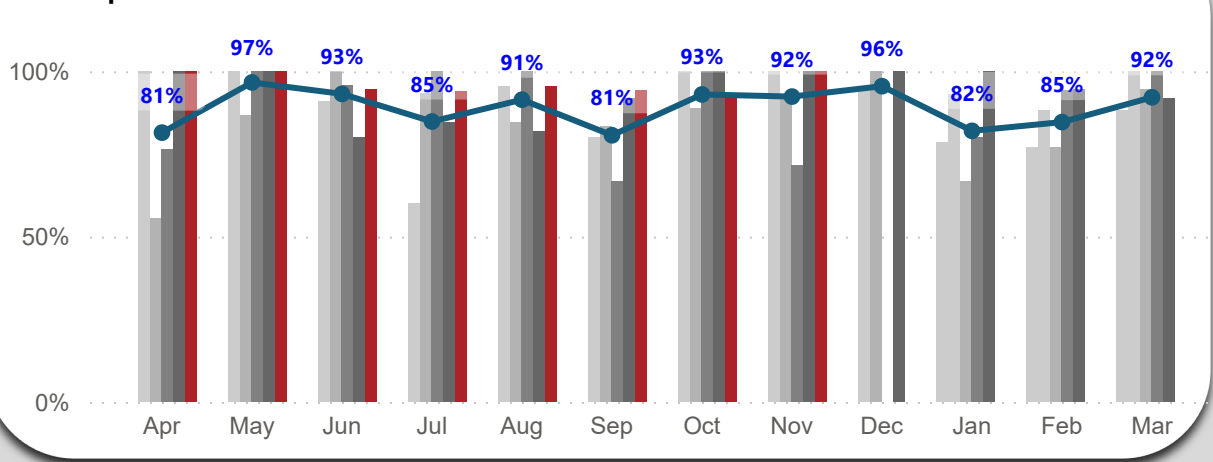
Operational Crew Monthly Visit Target

436

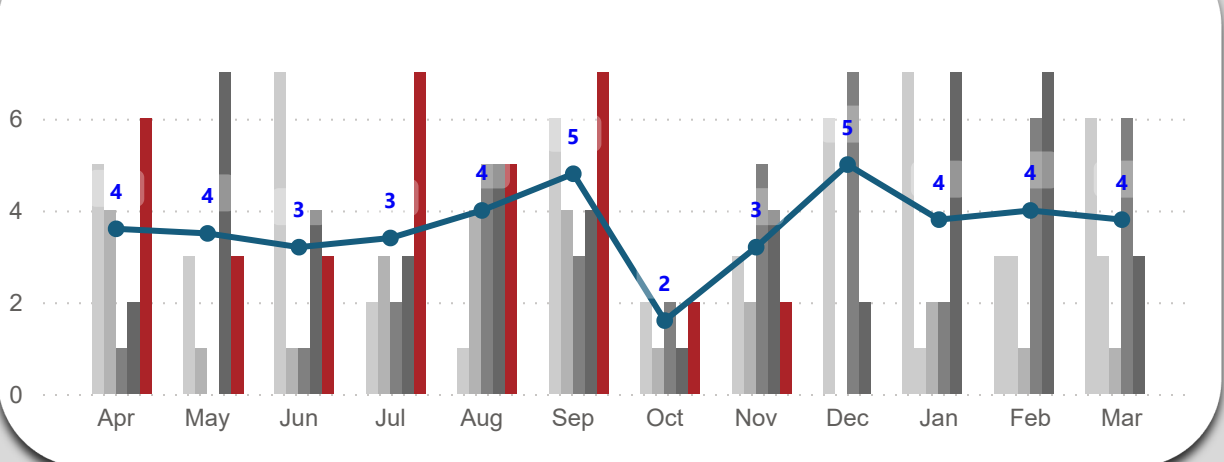
FOIs Received



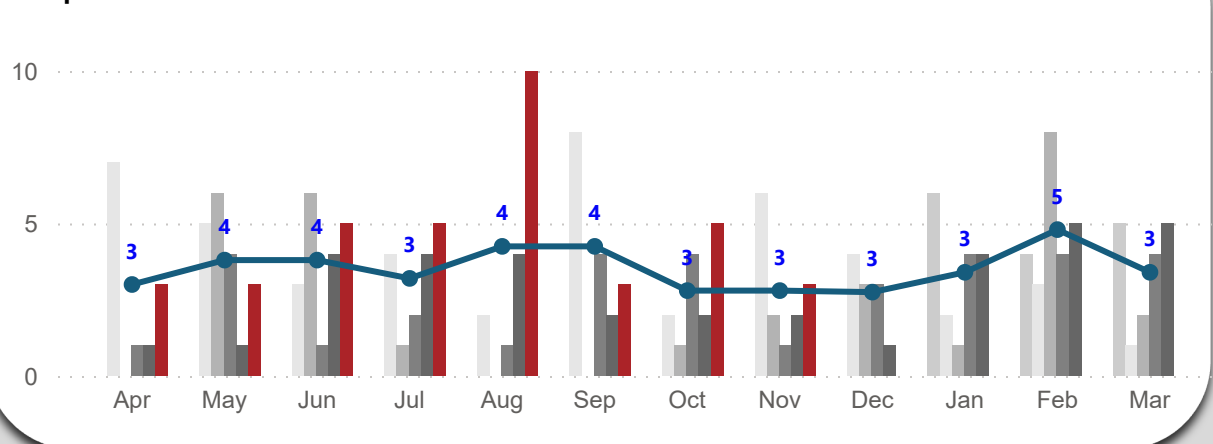
FOI Completion Rate



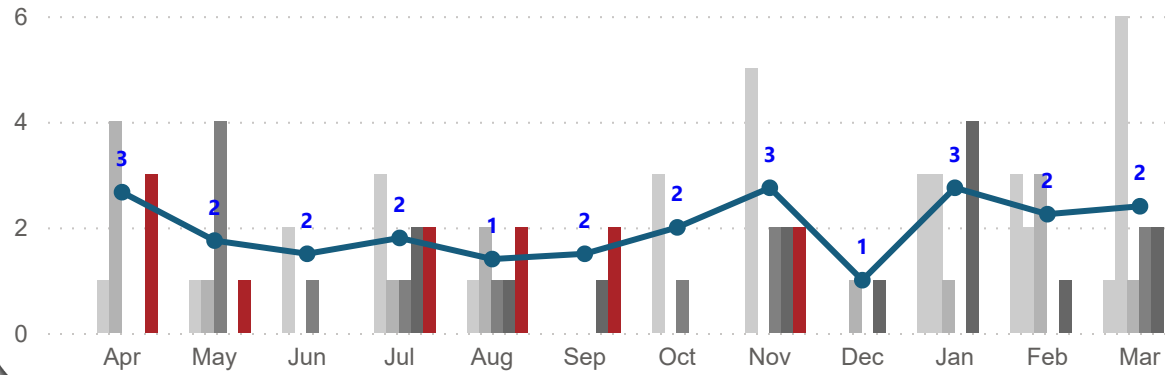
Data Breaches



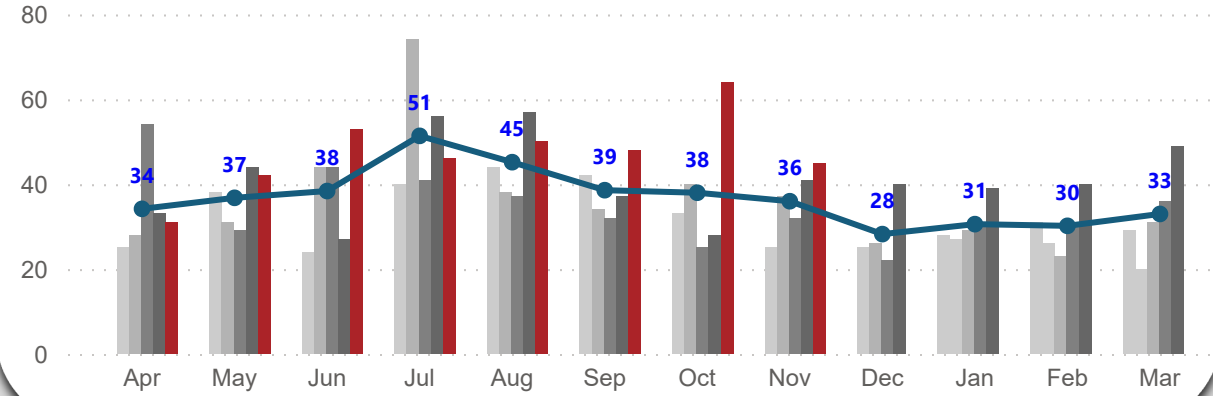
Complaints Received



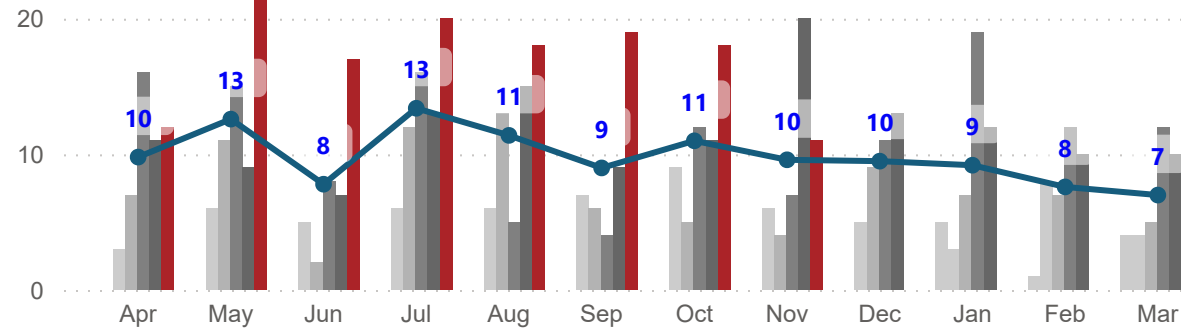
SARs Received



EIR & Fire EIR Received



Other*



Overall Summary - FOI and Data Breaches

Information Requests:

During November 2023, 10 FOI/EIR requests were completed in time, with a completion rate of 100%. Requests for information included: information on retail fires in the Thurrock area, Electric vehicle fires over the past 6 months, log entries containing the words 'Father Christmas', updated fleet lists, incident details of fires in recycling sites, data on wild fires and a list of all new appliances.

Information Breaches:

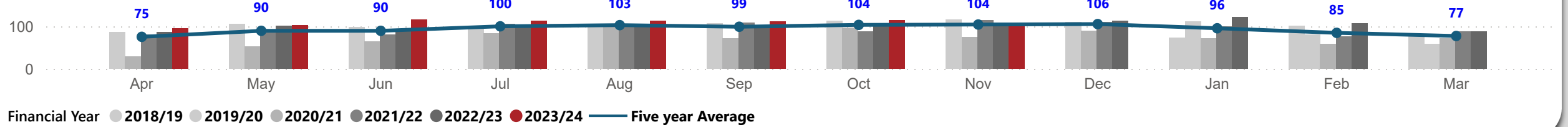
Of the data breaches reported in November, there was 1 near miss/minor breaches and 1 major breach regarding sensitive documents being left on a desk.

There were no referrals to the ICO.

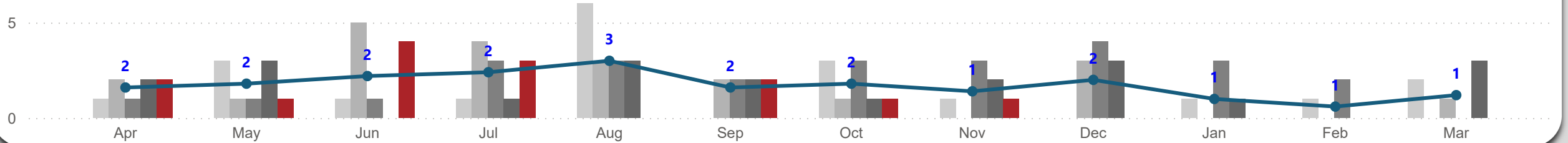
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

ECFRS Monthly Performance Report November 2023

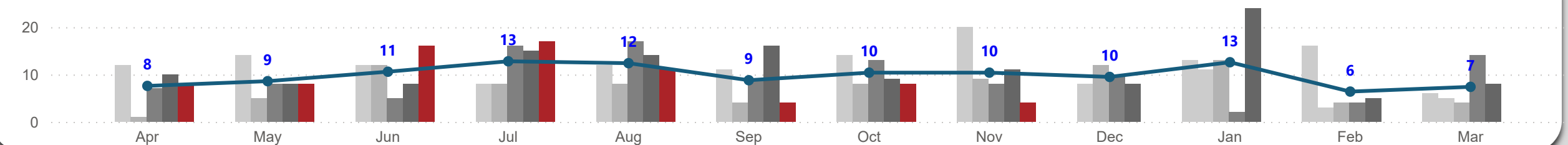
The number of **RTCs attended by ECFRS** are the same as the same period last year , 5% above the five year average for this period and are -4% below last month.



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



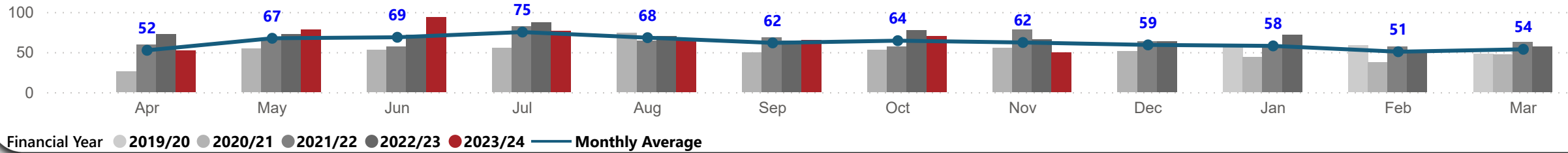
The number of **serious injuries from RTCs attended by ECFRS** are -64% less than the same period last year , -60% below the five year average for this period and are -50% below last month.



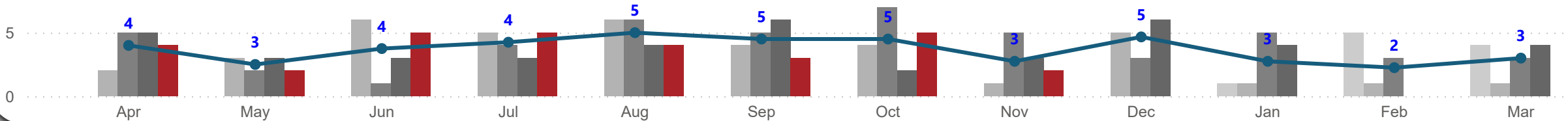
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report November 2023

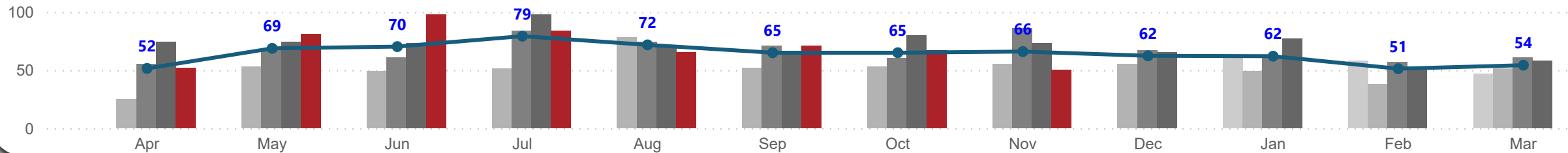
The number of SERP recorded RTCs are -26% less than the same period last year , -21% below the five year average for this period and are -30% below last month.



The number of SERP recorded RTC Fatalities are -33% less than the same period last year , -33% below the five year average for this period and are -60% below last month.



The number of SERP recorded RTC Serious Injuries are -32% less than the same period last year , -24% below the five year average for this period and are -25% below last month.

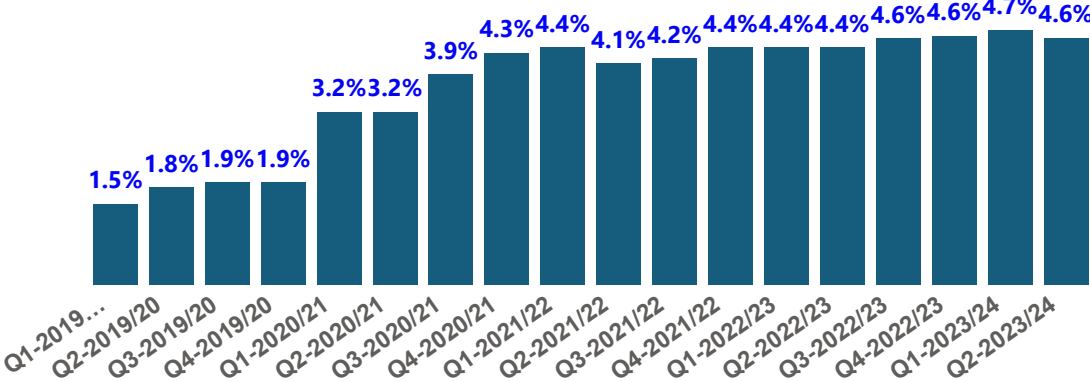


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

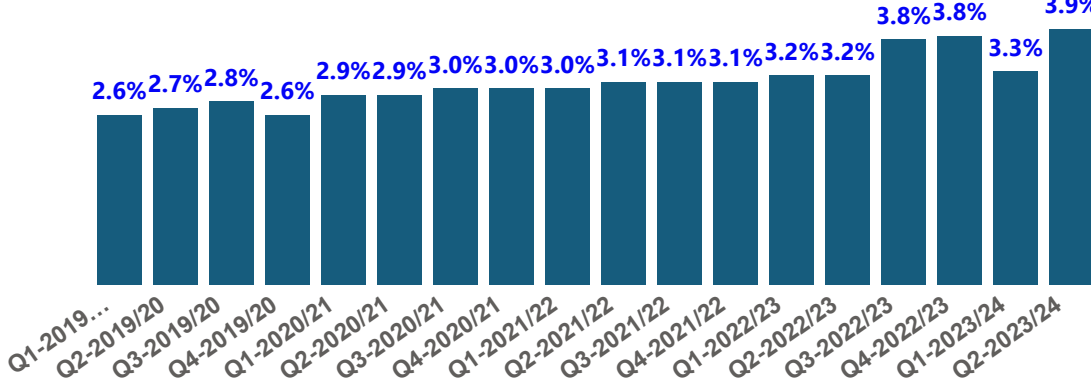
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

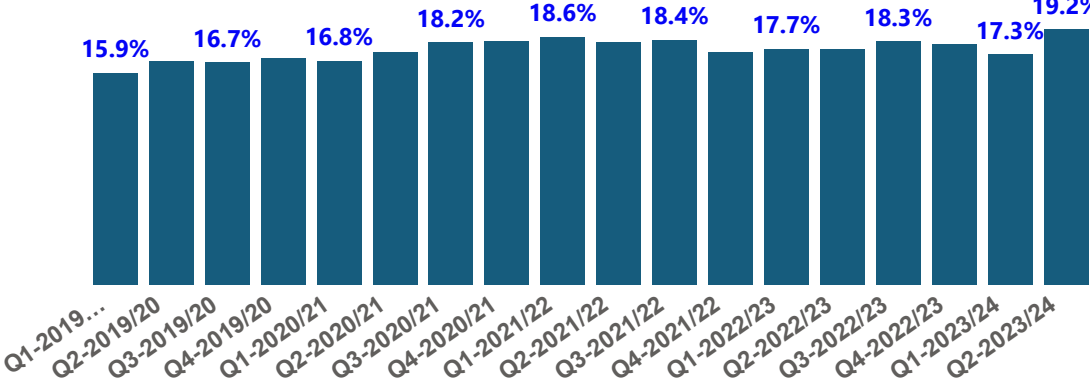
% Disabled



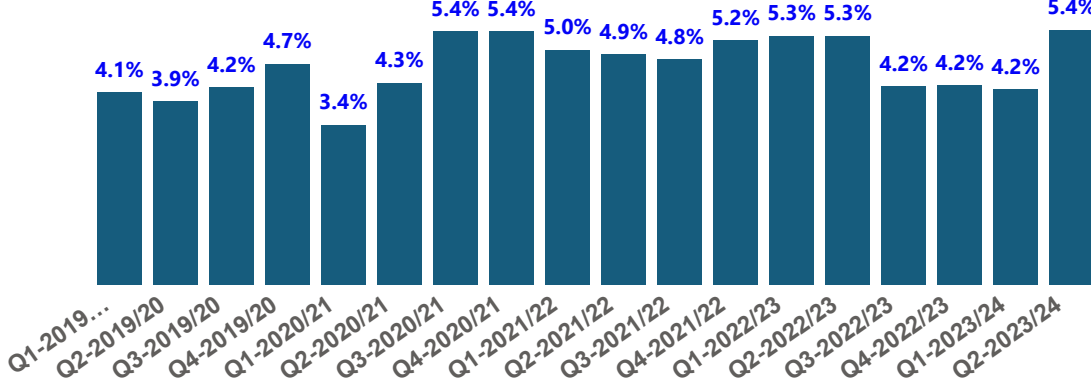
% Ethnic Minority



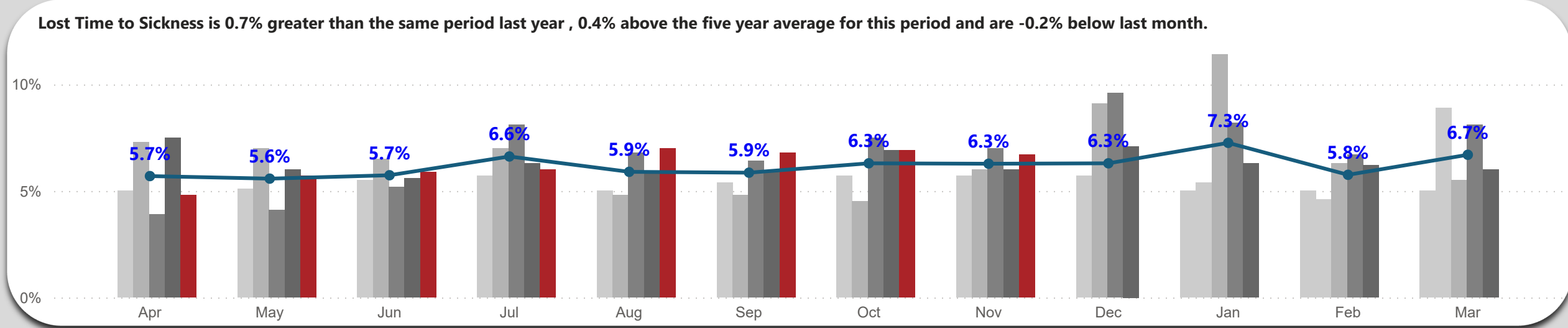
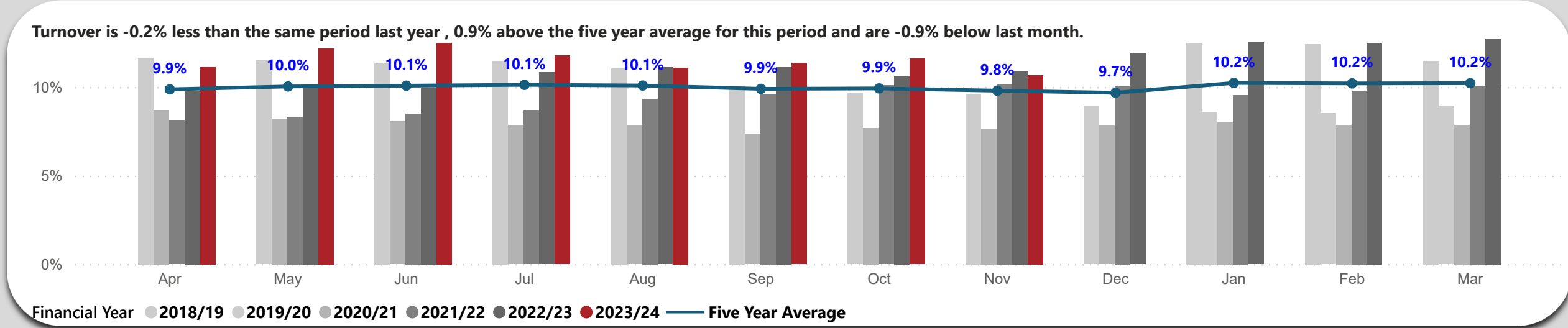
% Female



% 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.

Incidents

	2019	2020	2021	2022	2023
Incidents	15,297	14,598	14,700	17,468	16,481
Fires	4,633	4,407	3,592	5,258	3,870
Special Services	4,505	4,160	4,760	5,350	5,454
False Alarms	6,159	6,031	6,348	6,860	7,157
ADF Fires	781	773	733	739	712
Deliberate Fires	1,707	1,287	1,054	1,411	1,071
Non Domestic Fires	416	404	366	451	371
Unwanted Fire Signals	1,072	939	1,203	1,168	1,258
RTC ECFRS	1,206	931	1,055	1,164	1,303
RTC SERP		584	709	818	788

Casualties

	2019	2020	2021	2022	2023
Primary Fire Injuries	78	62	74	51	52
ADF Injuries	48	45	39	29	30
Fire Fatalities	5	3	10	5	8
ADF Fatalities	3	3	8	4	6
RTC ECFRS Fatalities	19	20	21	23	21
RTC ECFRS Serious Injury	150	82	116	121	121
RTC SERP Fatalities *		41	43	43	44
RTC SERP Serious Injury *		583	751	853	820

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	1,493	5,765	7,159	10,032
Home Fire Safety Visits - Operational Crew	63	1,133	1,966	3,696
Home Fire Safety Visits - Inspection Officers	1,430	4,632	5,193	6,336
RBIP Very High Audits	3	404	651	380
RBIP High Audits	4	440	828	843

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