



ECFRS Monthly Performance Report October 2023

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report October 2023

Overall	This Month	5 Yr
Total Incidents	1,494 ↑	1,299
Fires	290 ↑	266
Special Services	460 ↑	431
False Alarms	654 ↑	584

Summary:

Total Incidents: During October, the total incidents were -7% below the previous month, reflecting a +15% increase compared to the five-year average and a +17% increase from the same period last year, primarily driven by higher occurrences of False Alarms.

Incident Types: October 2023 witnessed a -23% reduction in Fire incidents compared to the previous month, with a +9% increase above the five-year average. False Alarm Incidents, however, exhibited a notable increase, up +16% from the same period last year and +12% uplift compared to the five-year average, although displayed a -10% drop compared to the previous month. Special Service Incidents decreased slightly compared to the previous month showing a -7% drop, and a +7% increase compared to the previous year, and a 7% increase compared to the five year average.

Regarding False Alarm incidents, while they are showing an increase, there is no significant trend, other than an increase in volume. The no trend in geography, type etc. Data is being fed back to Protection and Prevention to identify any trends and adjust communication accordingly.

Accidental and Deliberate Fires (ADF) and associated injuries: During October, there was a notable spike in ADFs, marking a 36% increase from September, a 15% increase compared to the five-year average, and a 17% increase compared to the same period last year. Analysis of these incidents revealed no discernible patterns in terms of ignition types, geography etc. A few fires were linked to electrical failures in tumble dryers and washing machines, while the majority originated from items left on stoves. This information prompted feedback to the Prevention team, leading to an information release across various social media platforms emphasising the importance of monitoring items on stoves, and washing machines etc to raise awareness.

Of the 8 Accidental Dwelling Fire (ADF) injuries, all but 2 occurred in separate incidents, and no discernible pattern regarding the source or location of these injuries was identified. Close monitoring of ADF fire data will continue in the coming months, with any increases in occurrence promptly analysed and shared to ensure swift and effective preventive measures. The increase in the number of ADF injuries is likely to be linked to the increase in the number of incidents

Deliberate and Non-Domestic Fires: In October, both deliberate fires and non-domestic fires recorded figures within lower tolerance levels. Deliberate fires decreased by -27% compared to last year and -15% compared to the five-year average. Non-domestic fires also exhibited a decline, with a -63% drop from the previous year and a -48% decrease compared to the five-year average. An analysis of data spanning five years indicates a recurring pattern where deliberate fires tend to peak in the summer months and then decline throughout winter. Similarly, non-domestic fires typically hit their lowest point in October over the same period.

Ongoing review of these numbers will ascertain whether they adhere to the historical pattern of the past five years or if October represents an anomaly with a lower number of incidents.

Injuries and Fatalities:

October 2023 follows September with recording 0 fatalities from fires, recording 0 fatalities. The rise in ADF and primary fire injuries have been accounted for in the preceding section.

Continued on the following page.....

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Summary:

Core Station Coverage: Coverage has maintained stability at 97%, showcasing a consistent level of service provision. All strategic stations are operating at 95% or higher coverage, with Basildon, Brentwood, and Maldon achieving their highest coverage rates in the past six months.

Prevention: October, prevention visits totalled 1,060, marking a 41% increase from September (751 visits) and a 47% increase from October last year (719 visits). Safe and Well visits surpassed the monthly target, achieving the second-highest monthly count since April 2021. Operational Crew visits rose by 45% compared to the previous month, narrowly missing the monthly target. This uptick in visits is largely attributed to the team regaining full capacity. Improved station engagement, feedback incorporation into processes, and the recategorisation of visits have facilitated more visits assigned to stations for completion. Enhanced data visibility and station-specific details have streamlined prevention visits, promoting efficiency. The trend of increased visits is expected to persist. Upcoming community engagement initiatives involve social media campaigns during Electrical Safety Month, focusing on Black Friday/Cyber Monday electrical sales and raising awareness about e-battery storage and charging. Plans also include activities for Carbon Monoxide Awareness Week, Road Safety Week, and a communication strategy to promote water safety among recreational groups, such as anglers, runners, walkers, and dog walkers.

Protection: As outlined in the RBIP plan, the commitment is to ensure that all High-risk premises are visited by 31/03/2028, and all Very High-risk premises are visited by 31/03/2026. To support these objectives, a scenario planning tool has been developed for the Protection team to strategically plan future visits. The tool considers anticipated staffing levels and activity, projecting that High-risk visits will be completed 10 months ahead of the RBIP target 31/05/2027, and Very High-risk premises being completed 2 months ahead of the target, 31/01/2026. However, this plan assumes that each inspecting officer will perform a minimum of 6 visits per month.

When the average number of visits completed by inspecting officers over the past 3 months (which is 6.3) is factored in, the revised forecast indicates that both High-risk and Very High risk premises will be completed within target.

Information Governance: In October 2023, the Service received only one Freedom of Information (FOI) request, specifically related to maternity pay. Three FOI requests were completed, with one missing the deadline, resulting in a completion percentage of 67%. The low completion numbers highlight the impact of the missed deadline on the overall performance.

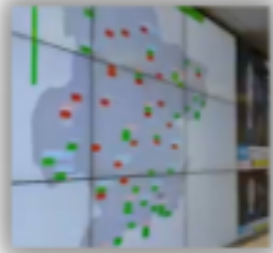
Regarding data breaches in October, there was one near miss/minor breach and an ongoing breach related to SharePoint information and usage. To address this, various tools are being developed to educate staff on proper data storage practices, clarify responsibilities for data security, and emphasise the importance of maintaining data security at all times. Notably, there were no referrals to the Information Commissioner's Office (ICO) during this period.



October 2023 in numbers

#WeAreEssexFire

97% Core station coverage



1,494

Incidents attended



1,058

Home Fire Safety Checks



80

Very high / high risk Protection audits



82%



Attendance within 15 minutes

Accidental Dwelling Fires

68



2,633

Calls to Control



13

Non domestic fires



72

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

15

Animal rescues





ECFRS Monthly Performance Report

October 2023

Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	72	85	112	136+	105-136	79-104	0-78
Number of ADF Fires	68	59	50	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	13	25	31	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	8	3	3	9+	6-8	3-5	0-2
Number of ADF Injuries	8	3	3	6+	4-5	1-3	0
Number of Unwanted Fire Signals	115	118	138	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	24	41	16	0-22	23-27	28-33	34+
Audits (RBIP High)*	56	48	50	0-80	81-90	91-101	102+

* Audit data measured for past 3 years.

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.9% ↑	6.3%	6.8%	ECFRS Data calculated using the Cleavand method
Turnover	11.6% ↑	9.9%	11.4%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

Inputs

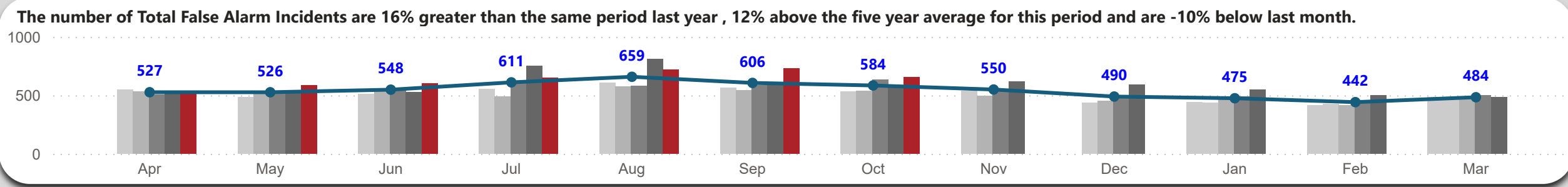
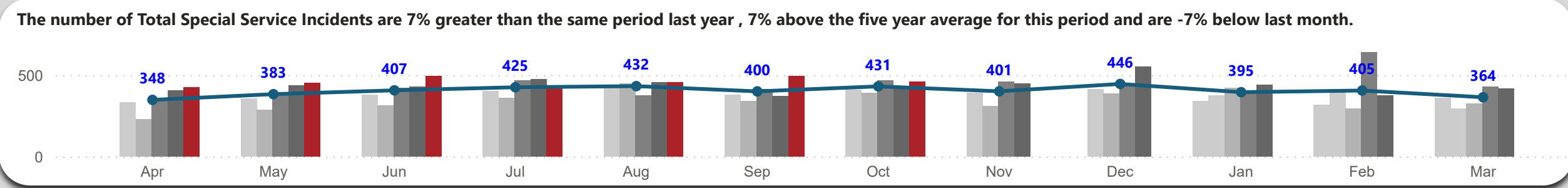
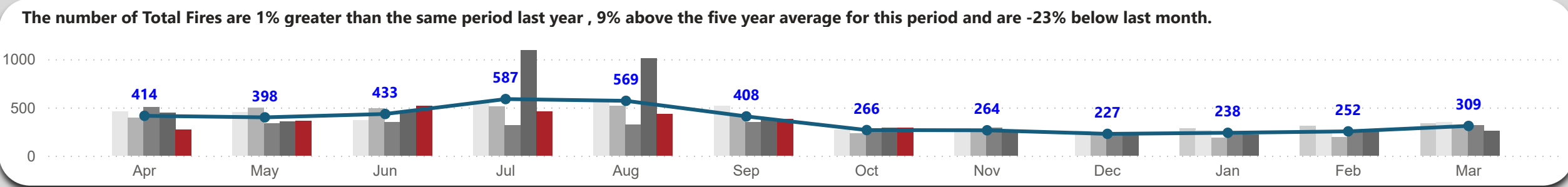
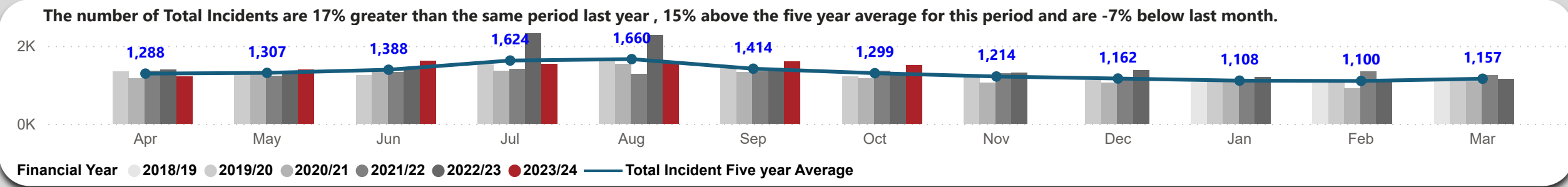
Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Core Station Coverage	97% ↓	97%	97%	98%
Potential Life-Threatening Incident First Attendance	10:52 ↓	10:24	10:50	10:00
Potential Life-Threatening Incident Call Handling	01:56	01:50	01:58	-
Potential Life-Threatening Incident Turnout	02:24	02:34	02:19	-
Incidents attended within 15 minutes	82% ↓	85%	82%	90%
Fire Fatalities	0 ↓	0	0	-
Accidental Dwelling Fire Fatalities	0 ↓	0	0	-
Safe and Well Visits conducted by Inspecting Officers	657 ↑	399	474	644
HFSC conducted by Operational Staff	401 ↓	231	277	436
Global Availability	67% ↓	67%	65%	80%
Freedom of Information Response Rate	67% ↓	96%	67%	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

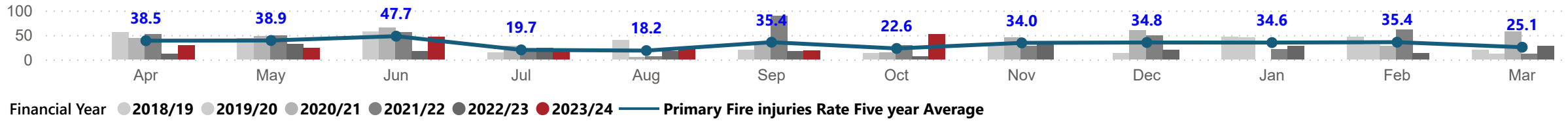
Metric vs 5 Year Average	ECFRS			SERP**		
Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	112 ↑	103	111	69 ↑	68	65
RTC Serious injury	7 ↓	9	4	67 ↓	69	71
RTC Fatalities	1 ↔	1	1	4 ↔	4	3

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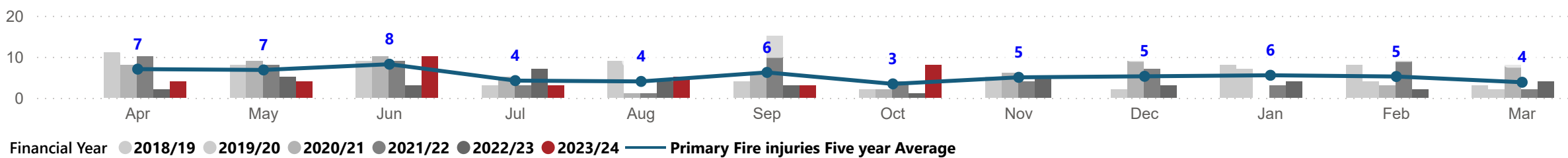


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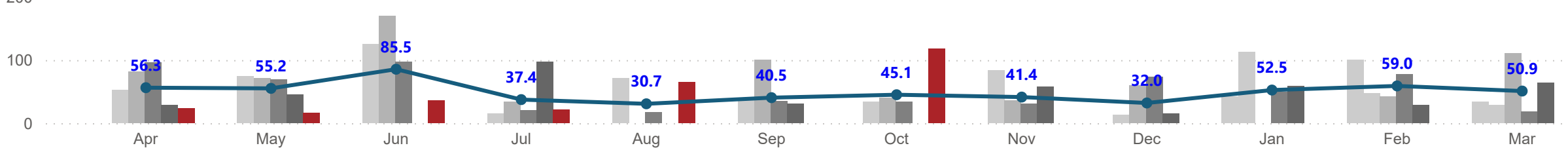
The Primary Fire Injury Rate per 1,000 Primary Fires is 775% greater than the same period last year, 128% greater than the five year average for this period and is 182% greater than last



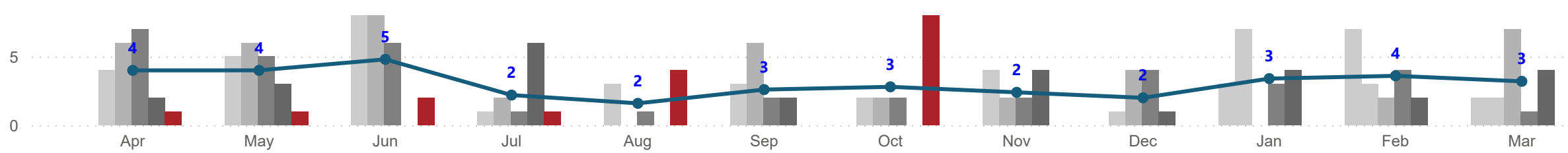
The number of Primary Fire Injuries are 700% greater than the same period last year, 135% greater than the five year average for this period and are 167% greater than last month.



The rate of ADF Injuries per 1,000 ADF Fires is -100% greater than the same period last year, 160.8% greater than the five year average for this period and is -100% greater than last month.

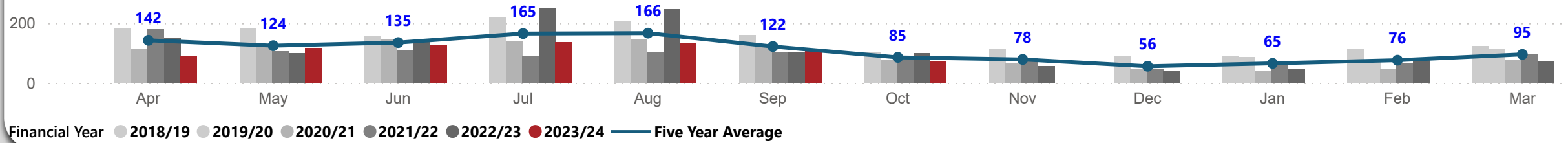


The number of ADF Injuries are -100% greater than the same period last year, 185.7% greater than the five year average for this period and are -100% greater than last month.

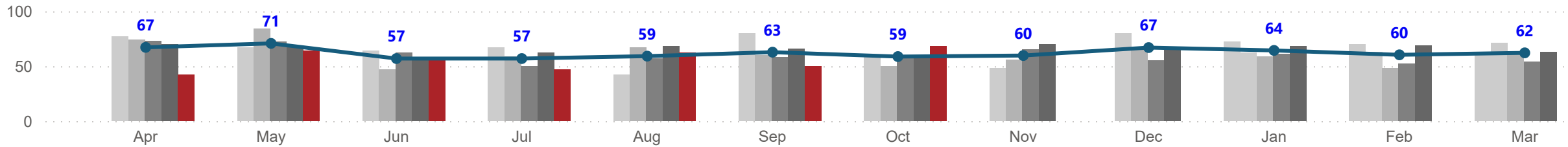


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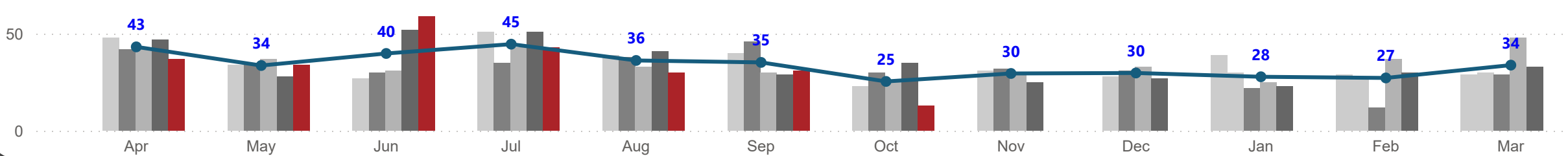
The number of Deliberate Fires are -27% less than the same period last year, -15% below the five year average for this period and are -36% below last month.



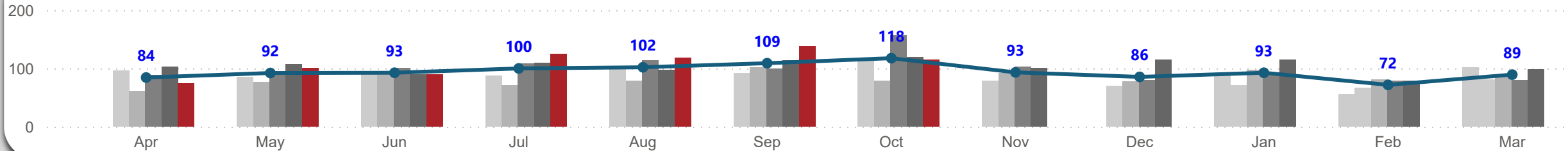
The number of Accidental Dwelling Fires are 17% greater than the same period last year, 15% above the five year average for this period and are 36% above last month.



The number of Non Domestic Fires are -63% less than the same period last year, -48% below the five year average for this period and are -58% below last month.



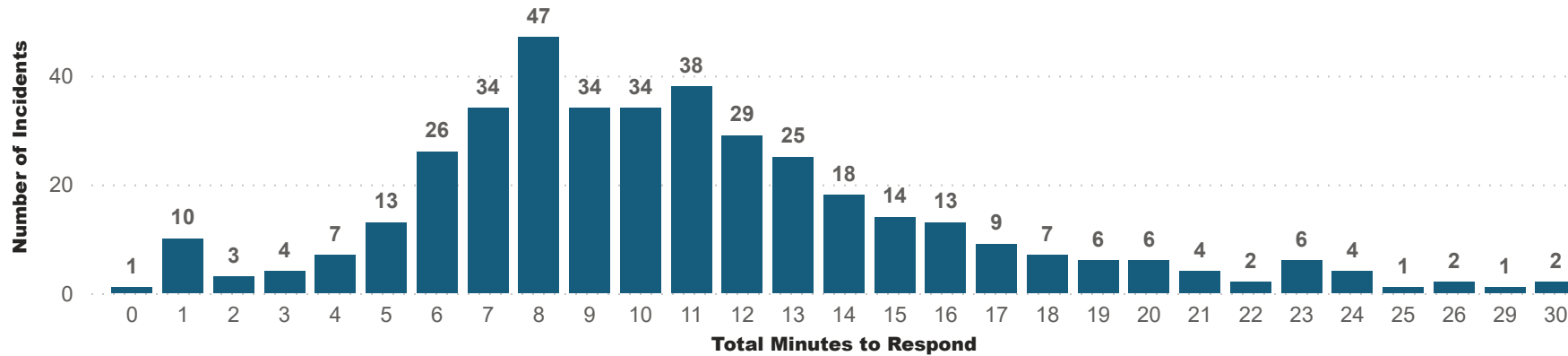
The number of Unwanted Fire Signals are -3% less than the same period last year, -3% below the five year average for this period and are -17% below last month.



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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%	80%
Sep	85%	83%	82%	82%
Oct	87%	85%	84%	82%
Nov	87%	86%	83%	
Dec	82%	85%	83%	
Jan	84%	87%	85%	
Feb	87%	82%	84%	
Mar	86%	86%	86%	

Avg Call Handling Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	01:41	01:38	01:51	01:53
May	01:29	01:46	01:49	01:38
Jun	01:41	01:42	01:54	01:52
Jul	01:43	02:10	01:53	02:00
Aug	01:39	01:43	02:25	02:05
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	
Dec	01:50	01:55	01:55	
Jan	01:47	01:43	01:48	
Feb	01:43	02:15	01:41	
Mar	01:46	01:55	01:50	

Avg Turnout Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	02:37	02:27	02:29	02:19
May	02:25	02:33	02:30	02:17
Jun	02:44	02:20	02:17	02:23
Jul	02:27	02:27	02:38	02:25
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	02:24
Nov	02:41	02:42	02:28	
Dec	02:34	02:32	02:35	
Jan	02:56	02:42	02:52	
Feb	02:31	02:36	02:21	
Mar	02:36	02:36	02:40	

Avg Travel Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	04:59	05:42	05:56	06:31
May	05:01	05:37	05:50	05:37
Jun	05:28	06:10	06:24	06:20
Jul	05:35	06:04	06:58	06:50
Aug	05:37	06:00	06:42	06:28
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	
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	11:21
Aug	09:55	10:22	11:49	10:51
Sep	10:05	10:17	11:15	10:50
Oct	10:16	10:17	10:27	10:52
Nov	10:09	10:54	10:17	
Dec	11:00	10:58	11:00	
Jan	10:28	10:06	10:50	
Feb	09:30	10:48	10:13	
Mar	09:40	10:10	10:36	

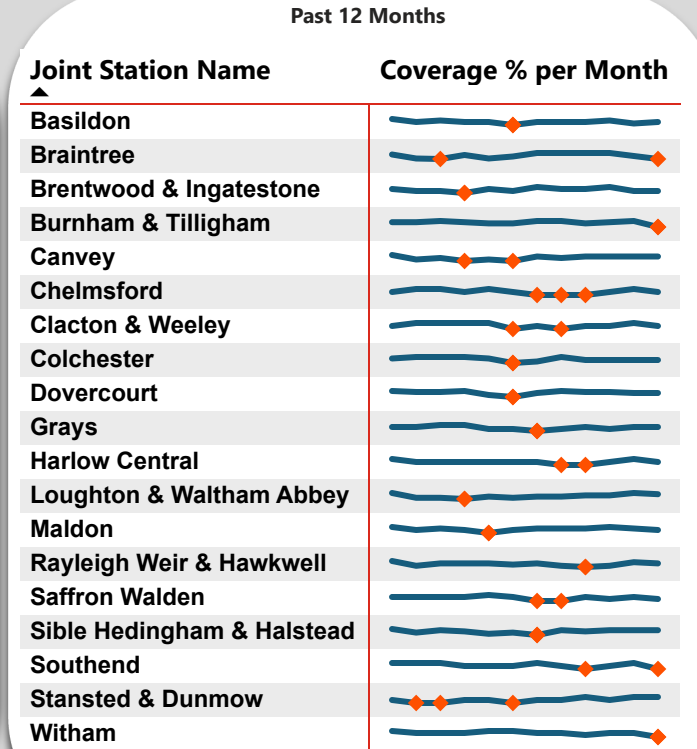
The average response time this month is **10:52 minutes**. The median response time, representing the middle value is **09:57 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **06:40 minutes**. 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 8 individuals involved. Three of the individuals are recorded as having minor injuries from a road traffic collisions (RTC) and requiring hospital treatment, and one individual from a Special Services incident also required hospital treatment for a minor injury. Two individuals from another RTC received first aid at the scene. The remaining two individuals didn't sustain any reported injuries.

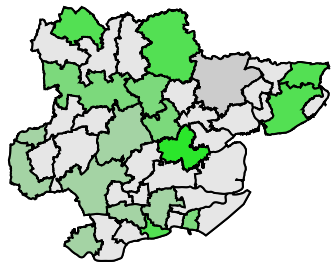
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Coverage

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



Core Station Coverage October 2023



Monthly Average

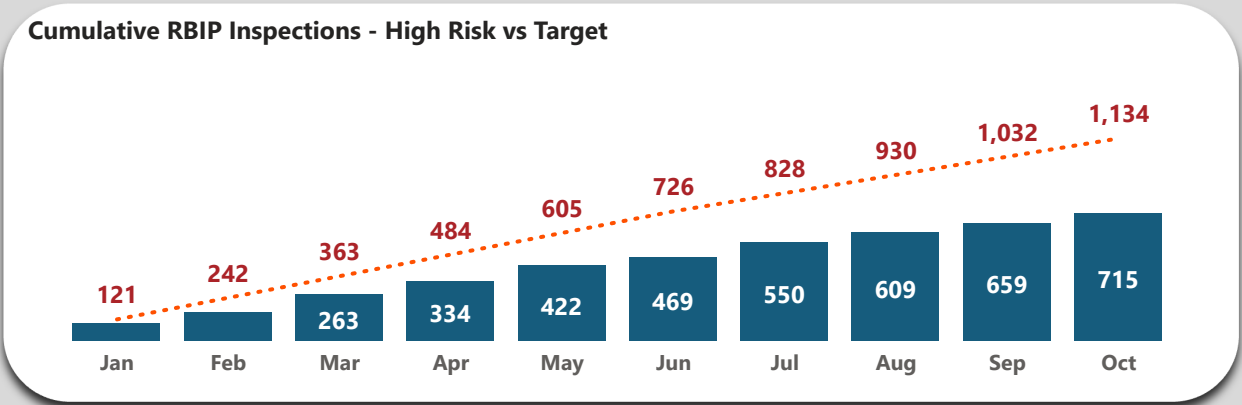
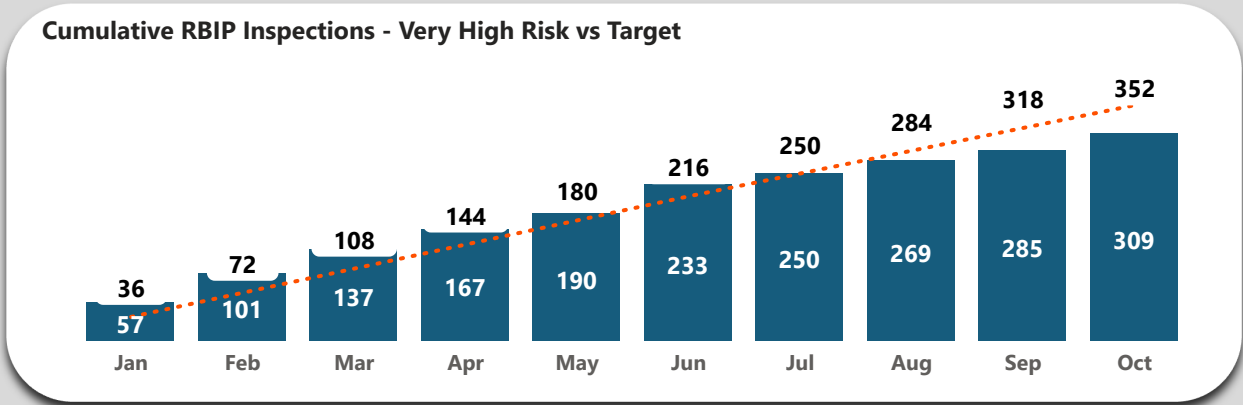
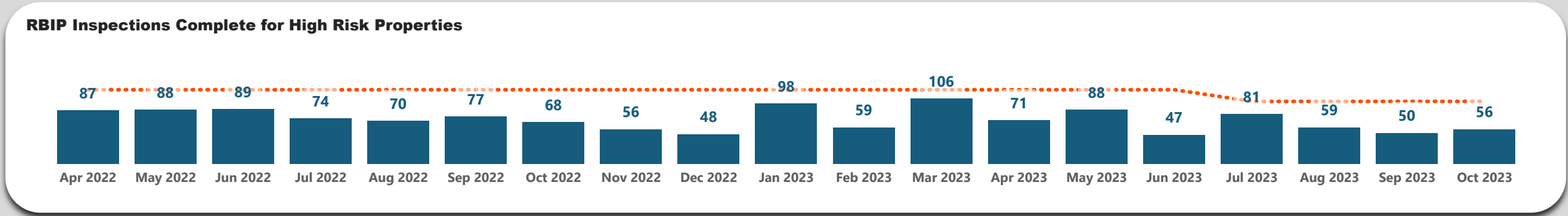
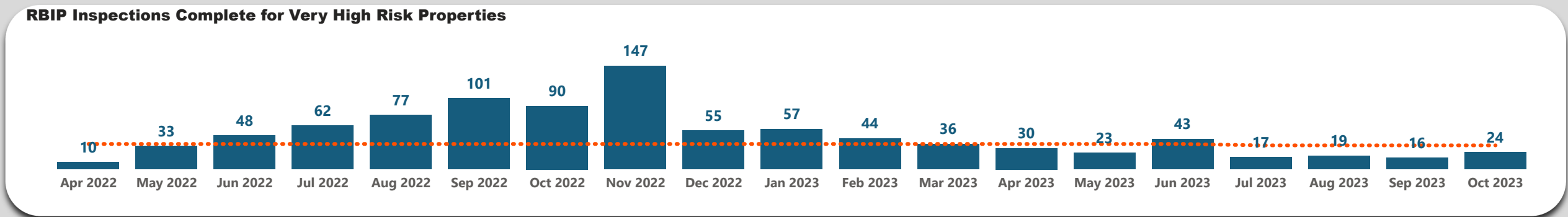
97%

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.

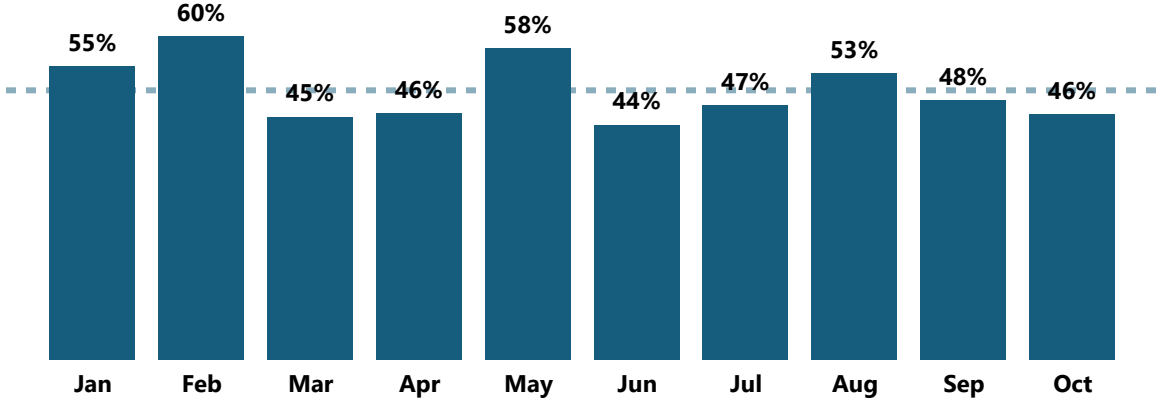
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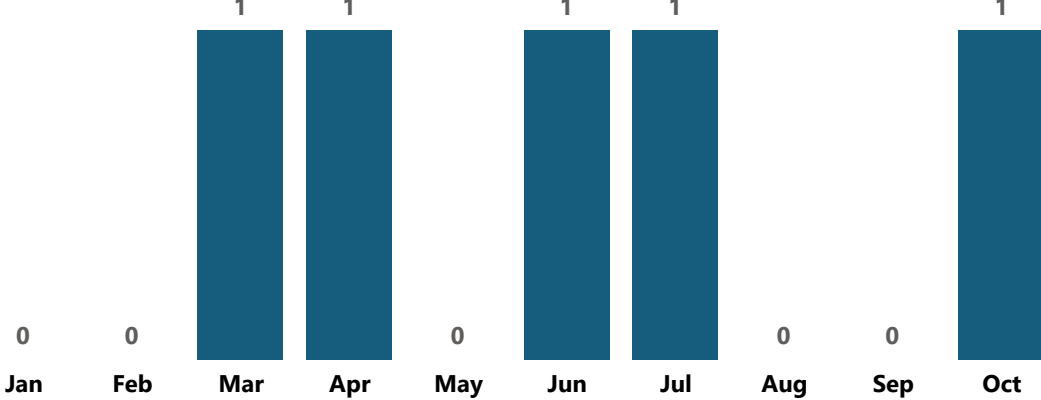
ECFRS obtains premises and risk data from Address Based Premium (ABP). ABP is updated on a 6 weekly basis, updating the number of premises and the premises risk categories. At the start of the RBIP process in January 2023, the total number of properties were divided by the number of months that ECFRS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

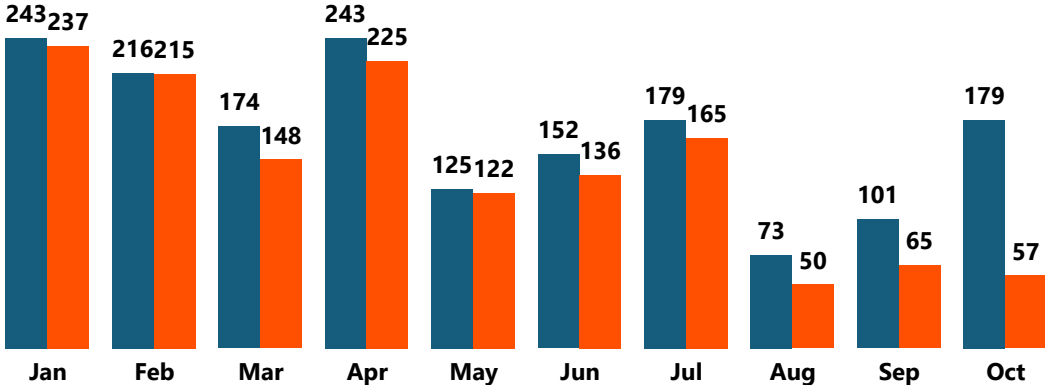


Prohibition Notices Issues per Prohibition Date

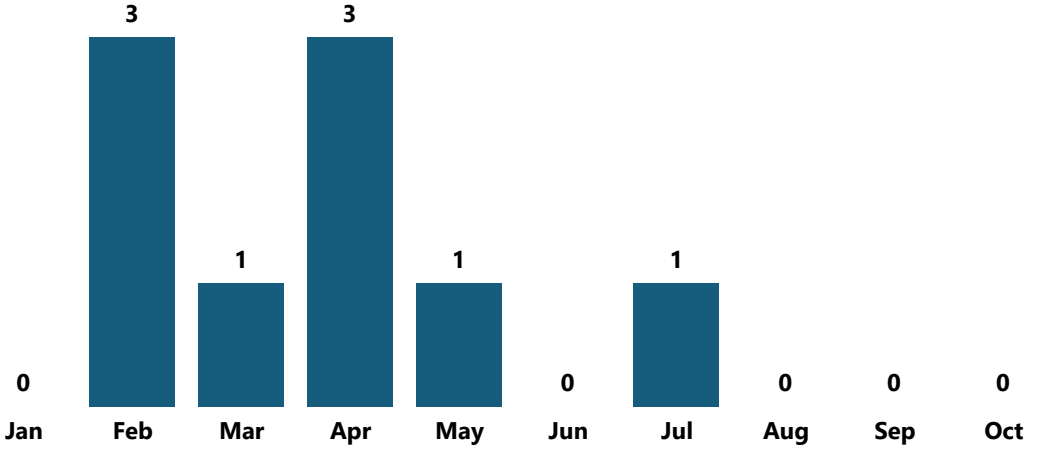


FS040 Referrals by Assigned Date

● Referrals ● Complete



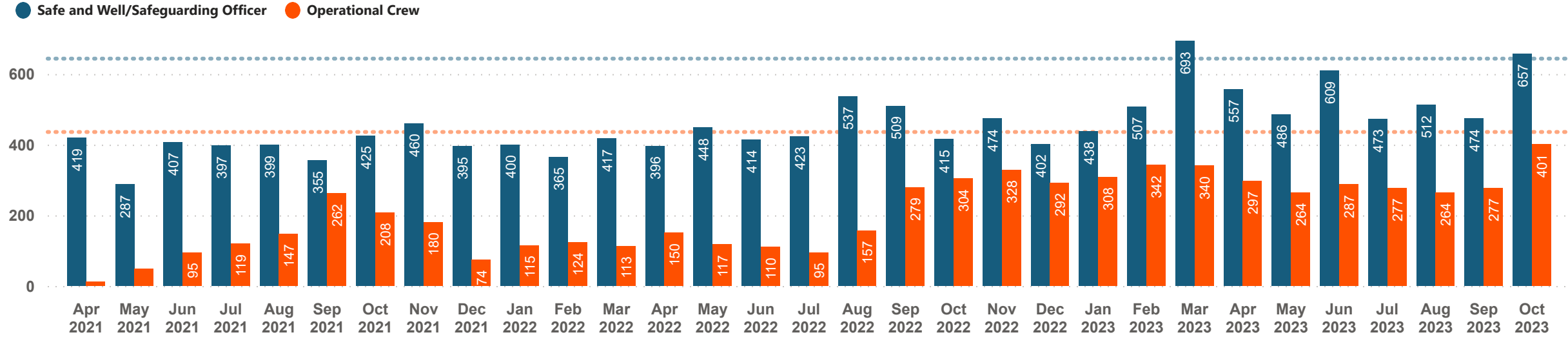
Enforcement Notices Issued by Notice Served Date



There have been **43** Notice Of Deficiencies issued this month vs **42** last month

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



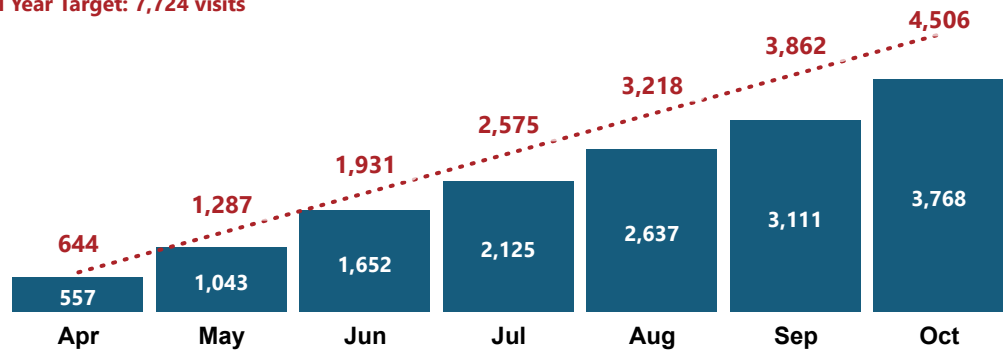
October 2023 saw a total number of 1,058 visits which were 41% greater than the previous month's total of 751 visits and 47% greater than the total number of 719 visits at the same point last year.

Operational Crew visits were 45% greater than the previous month's visits, 32% 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 39% greater than the previous month's visits, 58% greater than the total number of visits at the same point last year, and were above 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

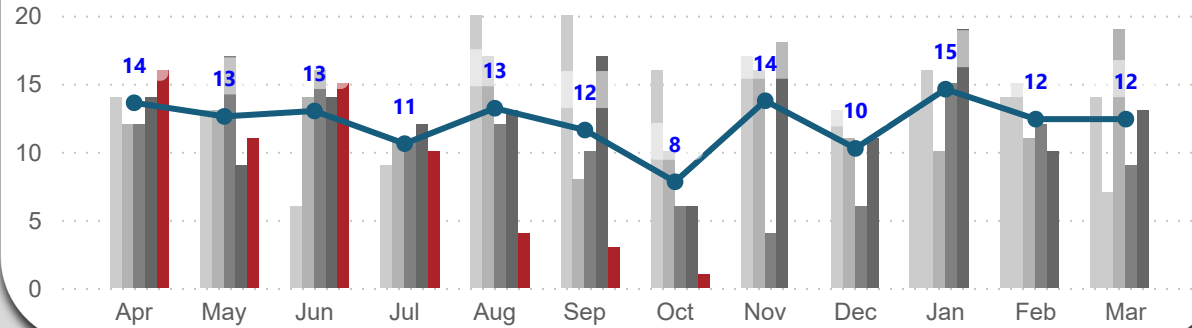
Operational Crew Monthly Visit Target

436

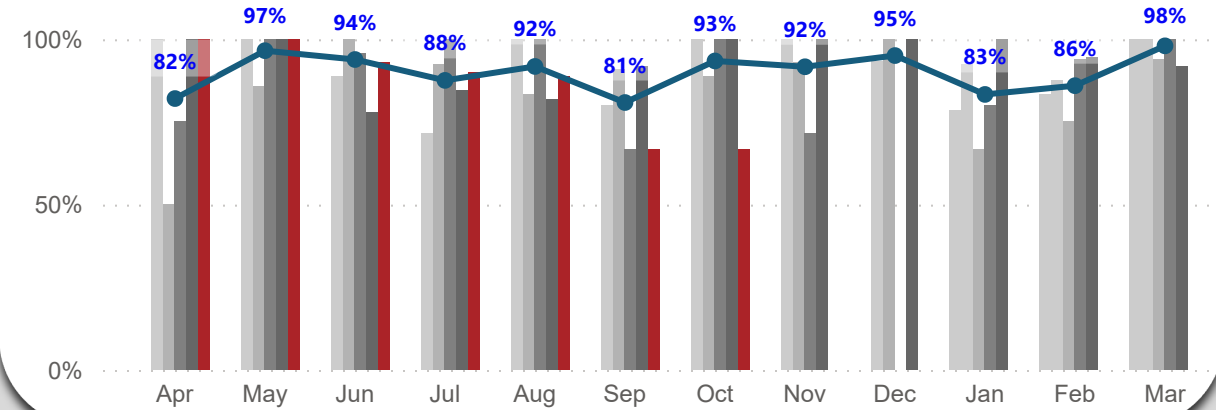
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FOIs Received

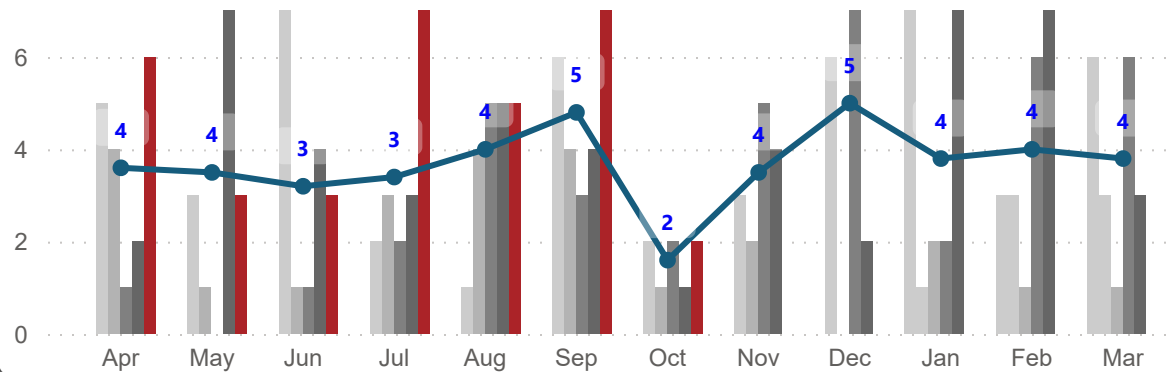
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Five Year Av...



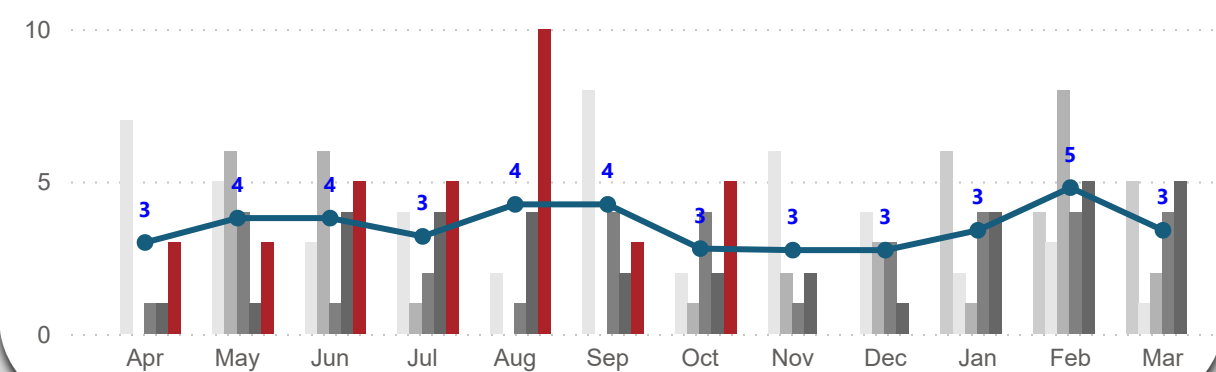
FOI Completion Rate



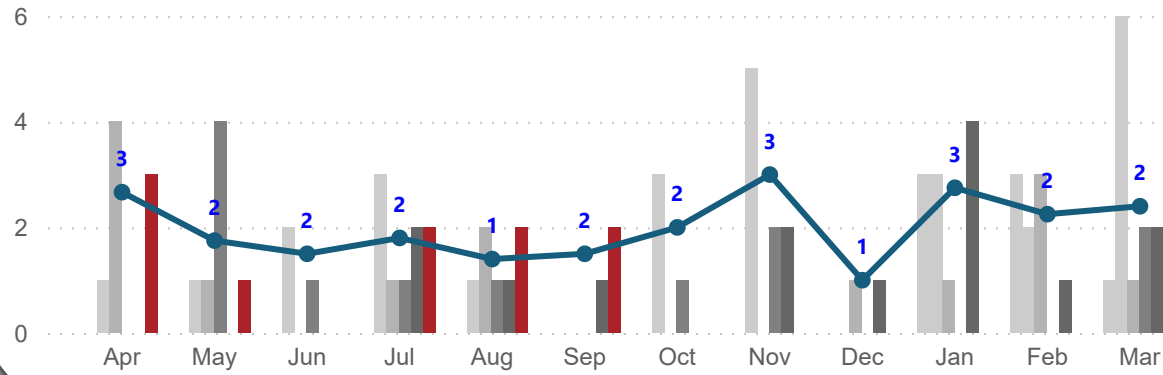
Data Breaches



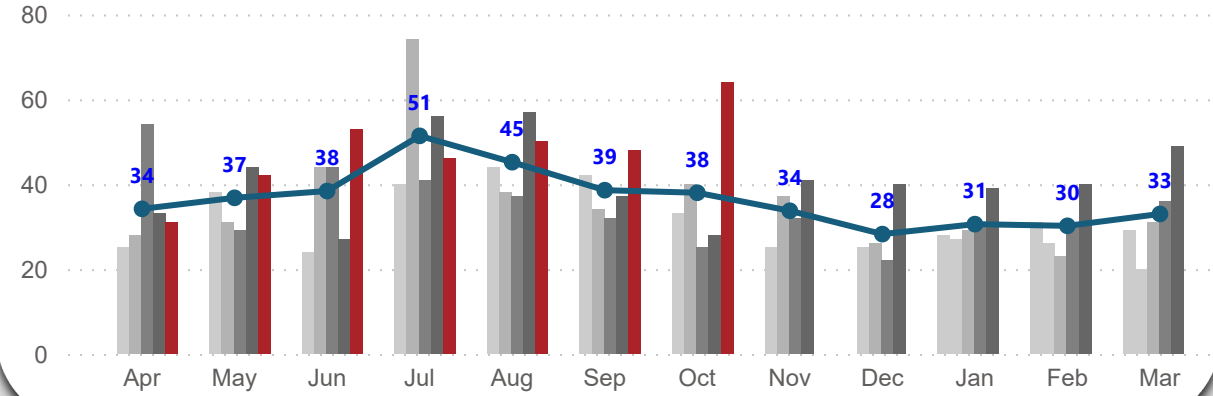
Complaints Received



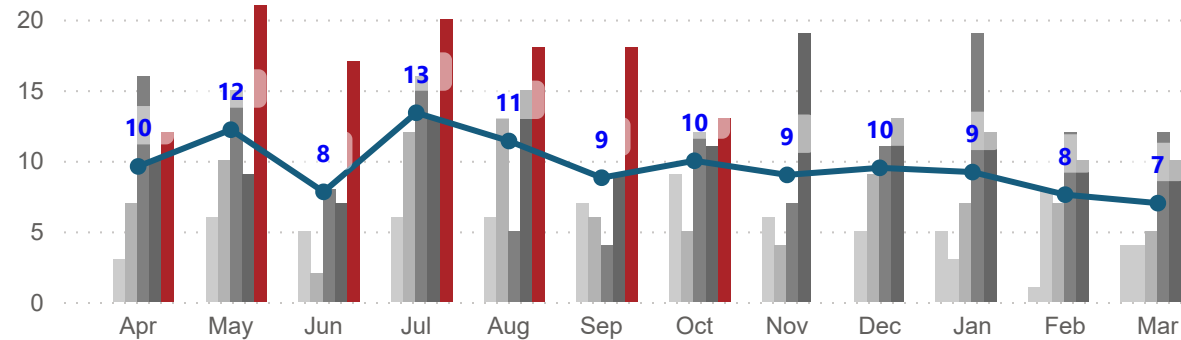
SARs Received



EIR & Fire EIR Received



Other*



Overall Summary - FOI and Data Breaches

Information Requests:

In October 2023, the Service received only one Freedom of Information (FOI) request, specifically related to maternity pay. Three FOI requests were completed, with one missing the deadline, resulting in a completion percentage of 67%. The low completion numbers highlight the impact of the missed deadline on the overall performance.

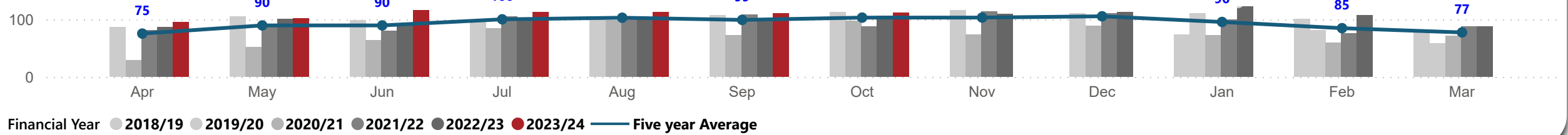
Information Breaches:

Regarding data breaches in October, there was one near miss/minor breach and an ongoing breach related to SharePoint information and usage. To address this, various tools are being developed to educate staff on proper data storage practices, clarify responsibilities for data security, and emphasise the importance of maintaining data security at all times. Notably, there were no referrals to the Information Commissioner's Office (ICO) during this period.

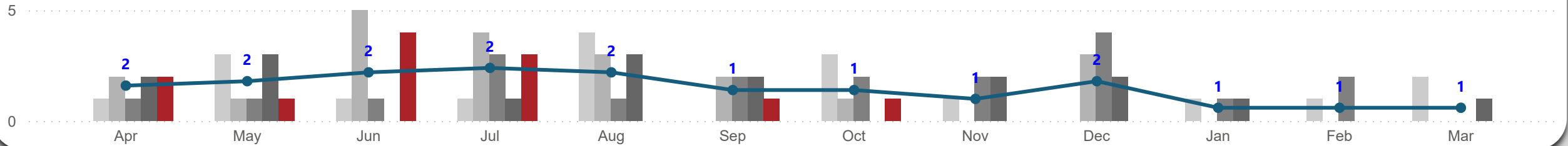
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

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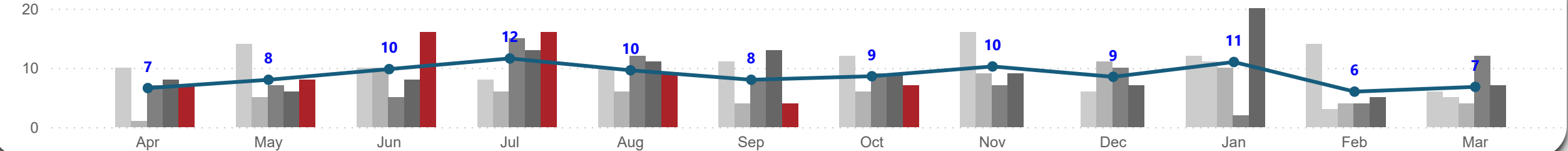
The number of RTCs attended by ECFRS are 6% greater than the same period last year, 9% above the five year average for this period and are 1% above last month.



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



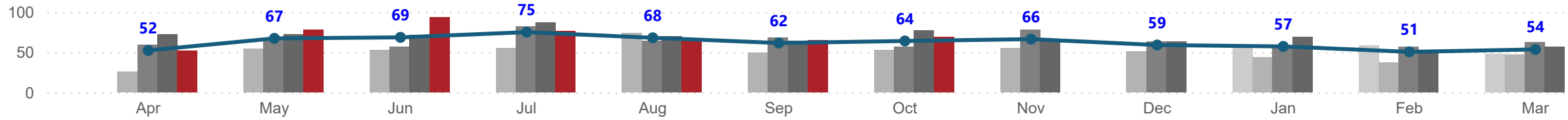
The number of serious injuries from RTCs attended by ECFRS are -22% less than the same period last year, -22% below the five year average for this period and are 75% above last month.



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.

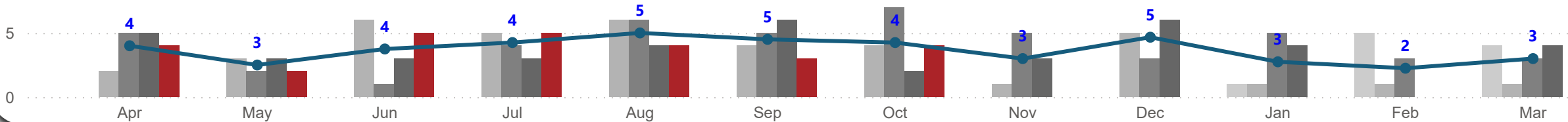
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The number of SERP recorded RTCs are -10% less than the same period last year , 8% above the five year average for this period and are 6% above last month.

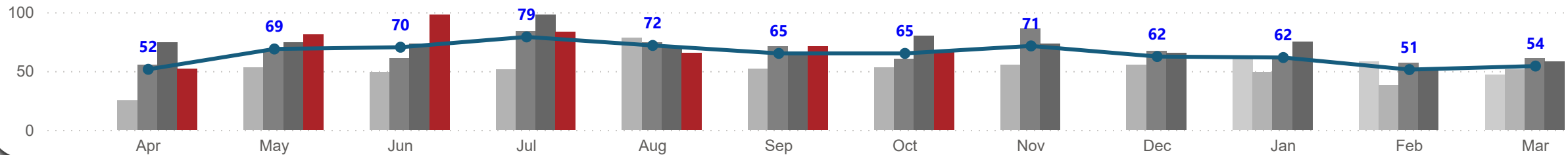


Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Monthly Average

The number of SERP recorded RTC Fatalities are 100% greater than the same period last year , the same as the five year average for this period and are 33% above last month.



The number of SERP recorded RTC Serious Injuries are -16% less than the same period last year , 3% above the five year average for this period and are -6% below last month.

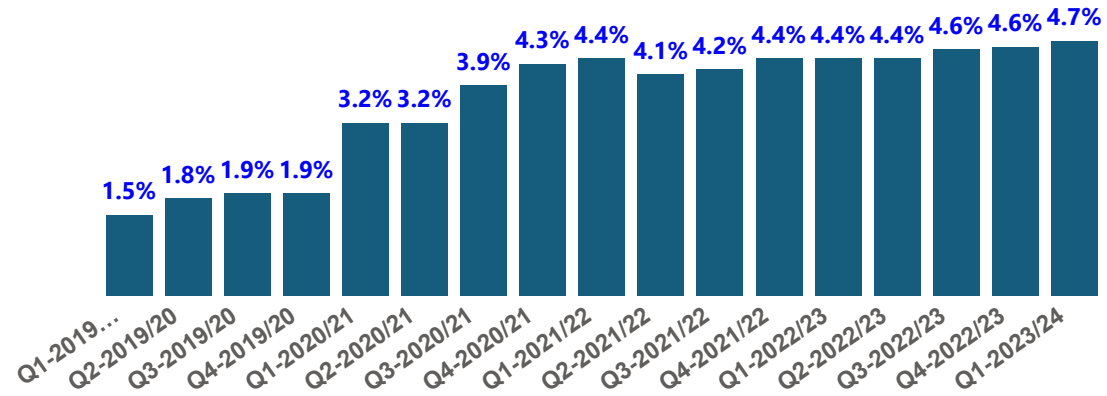


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

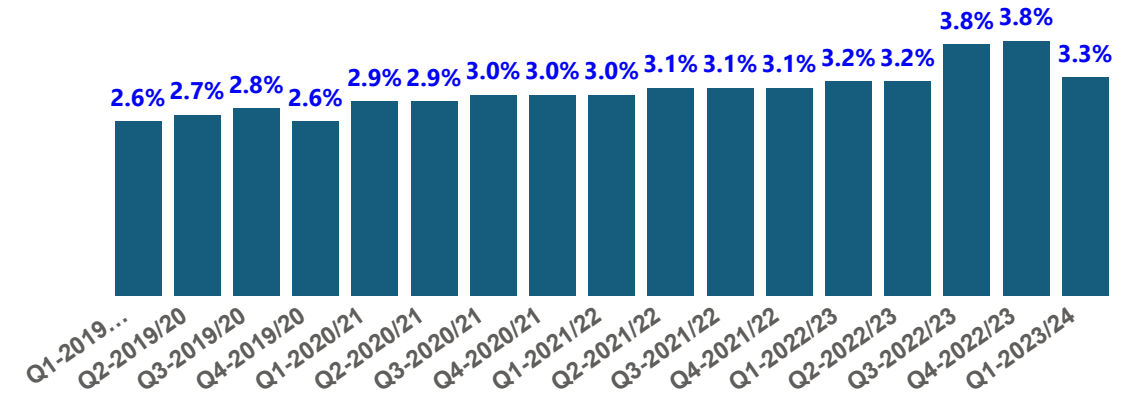
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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

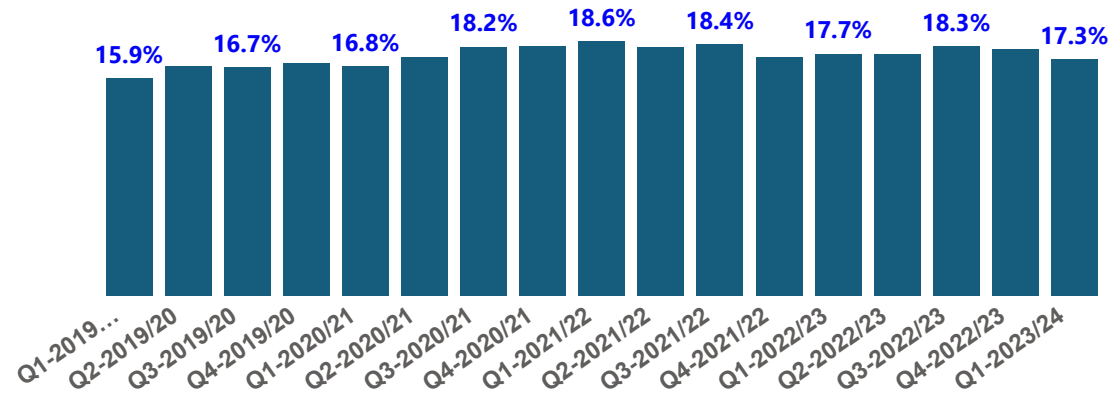
% Disabled



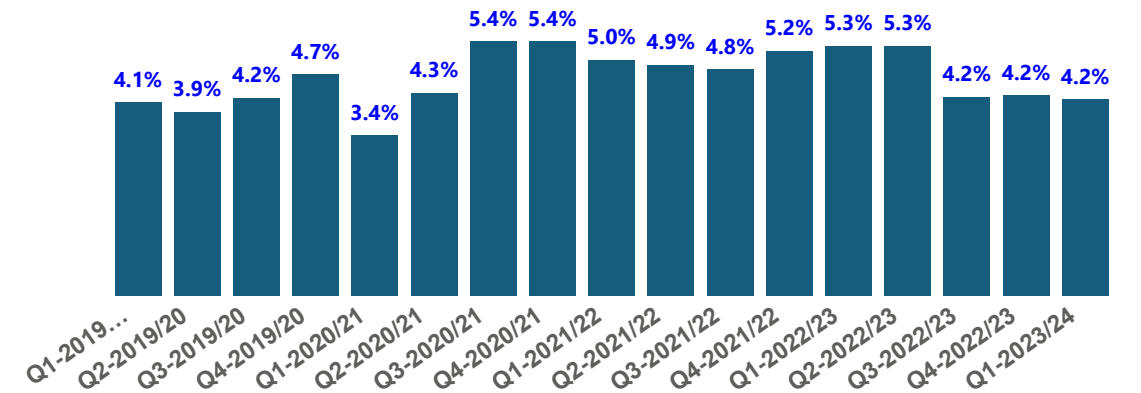
% Ethnic Minority



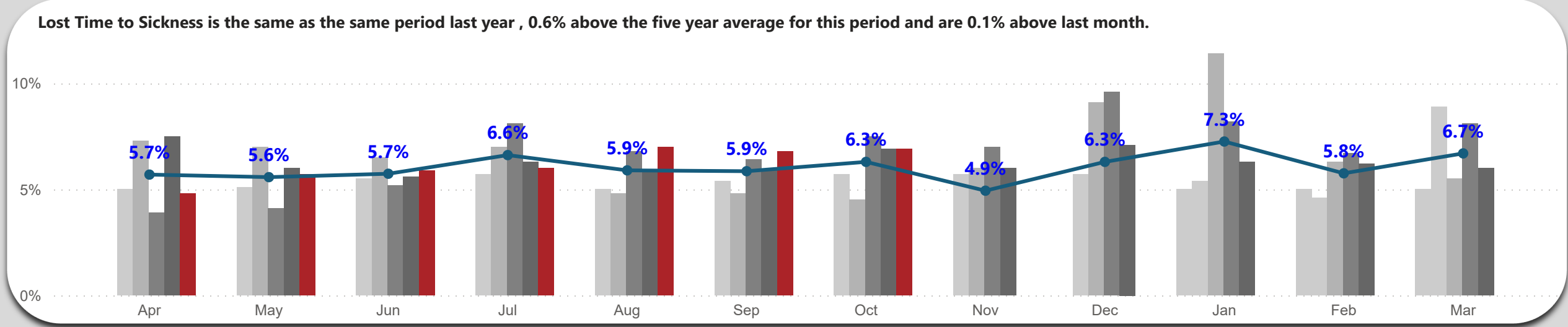
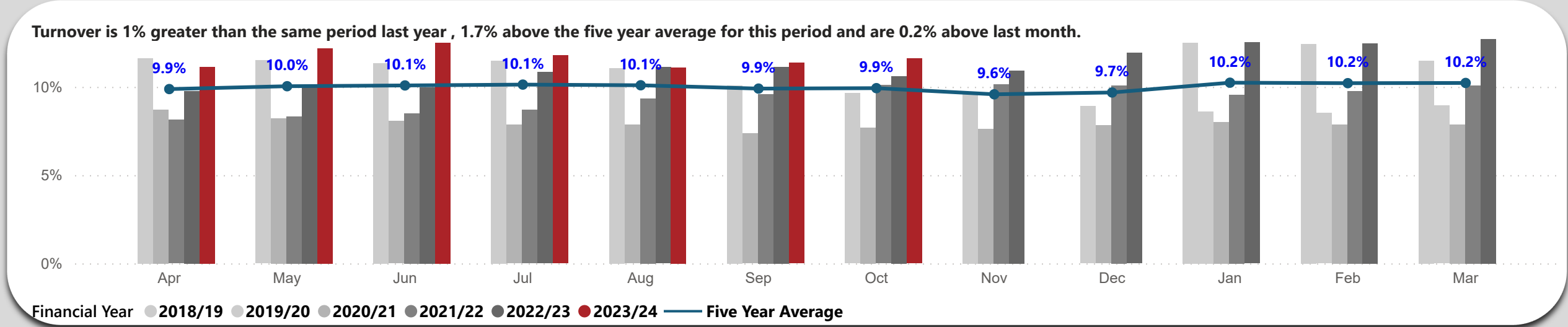
% Female



% LGBTQ



In each case (apart from disability), the figures reflect the number of people that have explicitly stated/recorded an identity in Civica. If a person has not responded to the question, they are excluded from the measures.



Turnover data is calculated using the *Standard CIPD calculation for workforce turnover*.

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

ECFRS Monthly Performance Report October 2023

Appendix - Rolling 12 Month Totals Up To October

Incidents

	2019	2020	2021	2022	2023
Incidents	15,289	14,759	14,449	17,462	16,618
Fires	4,675	4,450	3,545	5,308	3,912
Special Services	4,506	4,239	4,610	5,362	5,434
False Alarms	6,108	6,070	6,294	6,792	7,181
ADF Fires	808	765	724	734	725
Deliberate Fires	1,699	1,335	1,034	1,438	1,078
Non Domestic Fires	427	403	368	456	385
Unwanted Fire Signals	1,110	925	1,192	1,171	1,266
RTC ECFRS	1,206	973	1,015	1,169	1,301
RTC SERP		529	686	830	802

Casualties

	2019	2020	2021	2022	2023
Primary Fire Injuries	76	61	76	50	55
ADF Injuries	46	47	39	27	32
Fire Fatalities	5	3	8	7	7
ADF Fatalities	3	3	7	5	5
RTC ECFRS Fatalities	16	21	14	20	18
RTC ECFRS Serious Injury	130	79	101	103	115
RTC SERP Fatalities *		40	39	45	44
RTC SERP Serious Injury *		528	720	866	840

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	1,152	5,482	6,997	9,959
Home Fire Safety Visits - Operational Crew	57	959	1,818	3,677
Home Fire Safety Visits - Inspection Officers	1,095	4,523	5,179	6,282
RBIP Very High Audits		408	520	511
RBIP High Audits		418	807	819

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