ECFRS Monthly Performance Report September 2023

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ECFRS Monthly Performance Report September 2023

Overall	This Month		5 Yr
Total Incidents	**1,599**	↑	**1,414**
Fires	**378**	↓	**408**
Special Services	**493**	↑	**400**
False Alarms	**728**	↑	**606**

Summary:

Total Incidents: During September, the total incidents were on par with the previous month, reflecting a 13% increase compared to the five-year average, primarily driven by higher occurrences of False Alarms and Special Service incidents.

Incident Types: September 2023 witnessed a 12% reduction in Fire incidents compared to the previous month, with a 7% decrease below the five-year averages. Special Service Incidents, however, exhibited a notable increase, up 33% from the same period last year and 23% from the prior month. Of the Special Service incidents, 56% comprised RTCs, Effecting entry and exit, and assisting special services, which aligns closely with last year's 58%, indicating a consistent incident profile but a heightened frequency. False Alarm incidents have also surged, surpassing the five-year average by 20% and outpacing last year by 19%. In September 2023, 67% of the false alarm incidents were 'Good Intent' fire alarms, mirroring last year's proportion of 62%.

Unwanted Fire Signals: In June and September, papers were submitted to the Senior Leadership Team (SLT) detailing the proposed approach to responding to Unwanted Fire Signals (UwFS). These recommendations have been provisionally approved, pending consultation with representative bodies. In the September SLT paper update, it was noted that the Fire Brigades Union (FBU) responded, suggesting that the process should now transition to the Operations Committee.

The recommendations, as follows, remain unchanged:

Stage 1: The Service will reduce attendance to all non-domestic Automatic Fire Alarms (AFA) incidents from the current 2 pumping appliances to 1 appliance. Care Homes are exempt from this change.

Stage 2: Our response to non-domestic AFA incidents will be reviewed as part of the Community Risk Management Plan (CRMP) to explore further reductions in attendance for specific types of commercial premises. The additional data analytics from the CRMP will also facilitate the development of targeted Key Performance Indicators (KPIs) in alignment with the Business Engagement Plan. Our Data Analyst will provide platforms to evaluate the impact of this approach on the reduction of appliances and introduce any insights gained from the new strategy.

Actions:

Operations Committee

The Area Manager (AM) Response will conclude the consultation for Stage 1 and advise on the implementation date.

Protection Actions

The Service Protection Group Manager (GM) will communicate with all affected Responsible Persons (RP's) to educate them on how the initial change will impact their operations. This educational effort will also emphasise key messaging aimed at reducing the number of Unwanted Fire Signals, as highlighted in the Performance Report.

Targeted campaigns will be launched during the National Fire Chiefs Council (NFCC) Business Engagement week, including a trial of a locker wrap on front-line fire appliances. This initiative will focus on Chelmsford, which currently experiences the highest number of UwFS incidents in the County. The Service Protection newsletter will feature content
related to Unwanted Fire Signals, which is one of our current key priorities.

Deliberate Fires: Deliberate fires were within higher tolerance levels for September, although the numbers are -19% less than in August 2022 and only -11% above the five-year average. Many of the deliberate fires are recorded as occurring outdoors affecting grassland/pastures and loose refuse.

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<u>**Summary:**</u>

Accidental and Deliberate Fires (ADF) and Non-Domestic Fires: The numbers of ADF incidents are in the lowest tolerance level tracking 22% below the five year average. Non domestic fire incidents are also in the lower tolerance levels, tracking 17% below the five year average, a trend observed for the pat 3 months.

Injuries and Fatalities: September 2023 recorded 0 fatalities and 0 injuries from ADF. 3 injuries were recorded as a result of primary fires, one of the lowest figures since the start of the financial year.

Coverage: Coverage has remained stable at 97%. All strategic stations are at 95% or higher.

Prevention: During September, an expected decrease in the volume of Safe and Well visits completed was observed. This decline can be primarily attributed to resource limitations stemming from staff absences due to sickness and secondment assignments. However, it is anticipated that during October, the team will be operating at full capacity, leading to a corresponding rise in the number of visits conducted. There is a vacant position for a Safe and Well Lead, and the team are actively in the process of recruiting for this role.

Additionally, there has been a revaluation of the vulnerability categories, resulting in an increase in the number of visits referred to operational crews for completion, and the target of 438 monthly allocations to operational crews has been verified.

The Safe and Well team has also taken the initiative to develop a presentation that will be shared with partner teams and operational crews. This presentation aims to enhance the understanding and awareness of the referral process and risk categorisation, with the ultimate objective of boosting the number of visits undertaken by operational crews. The team are also in the process of developing communication plans set for release in October. These plans will place special emphasis on promoting Candlelight Safety Week, Halloween, and providing essential information related to firework safety.

An upcoming campaign is in the planning stages in collaboration with the Safer Essex Road Partnership (SERP) team and involving the participation of school children involved in the School Watch program. The aim of this campaign is to underscore the importance of adhering to speed limits and avoiding drink driving during the holiday season.

Protection: AM Protection has requested that the GM Protection provides a monthly update on team utilisation concerning the RBIP audit metrics. Additionally, the request includes a comprehensive action plan, complete with timelines, to effectively address the volume of inspections being carried out.

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, **31/01/20126**. 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 4.9) is factored in, the revised forecast indicates that High-risk premises will be completed on time, **31/03/2028**. However, visits to Very High-risk premises would miss the target by 4 months, **31/07/2026**. This recalculated forecast also factors in audits that were postponed in previous months and have now been reintegrated into the schedule.

AM Protection are in the process of seeking assurance that the performance of all inspecting officers can be elevated to achieve the goal of 9 audits per officer per month, as stipulated in the RBIB plan.
A review of all the Officer Managers and L4 holders' audits completed monthly will commence and where under performance is identified, the GM will move swiftly to engagement and education, then intervention via Personal Improvement Planning across the team, with the Office and Station Managers driving the improvements.

September 2023 in numbers

#WeAreEssexFire

97% Core station coverage
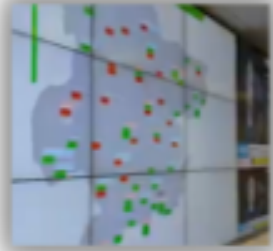
1,599 Incidents attended

752 Home Fire Safety Checks

66 Very high / high risk Protection audits

83% Attendance within 15 minutes

49 Accidental Dwelling Fires

Following the upgrade to the mobilisation system, these figures are not currently available. This is being investigated and figures will be included when available. Calls to Control

29 Non domestic fires

108 Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

18 Animal rescues

ECFRS Monthly Performance Report
September 2023

Outcomes
Metric vs Tolerance

	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	108	121	133	136+	105-136	79-104	0-78
Number of ADF Fires	49	63	62	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	29	35	30	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	3	6	5	9+	6-8	3-5	0-2
Number of ADF Injuries	0	3	3	6+	4-5	1-3	0
Number of Unwanted Fire Signals	137	109	118	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	16	46	19	0-22	23-27	28-33	34+
Audits (RBIP High)*	50	55	59	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	6.8% ↑	5.9%	7.0%	*ECFRS Data calculated using the Cleavand method*
Turnover	11.4% ↑	9.9%	11.1%	*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	10:49 ↓	10:29	10:52	10:00
Potential Life-Threatening Incident Call Handling	01:58	01:53	02:05	-
Potential Life-Threatening Incident Turnout	02:19	02:28	02:18	-
Incidents attended within 15 minutes	83% ↓	83%	80%	90%
Fire Fatalities	0 ↔	0	2	-
Accidental Dwelling Fire Fatalities	0 ↔	0	1	-
Safe and Well Visits conducted by Inspecting Officers	474 ↓	343	511	644
HFSC conducted by Operational Staff	278 ↓	215	264	436
Global Availability	65% ↓	65%	66%	80%
Freedom of Information Response Rate	67% ↓	82%	89%	90%

RTC
Metric vs 5 Year Average

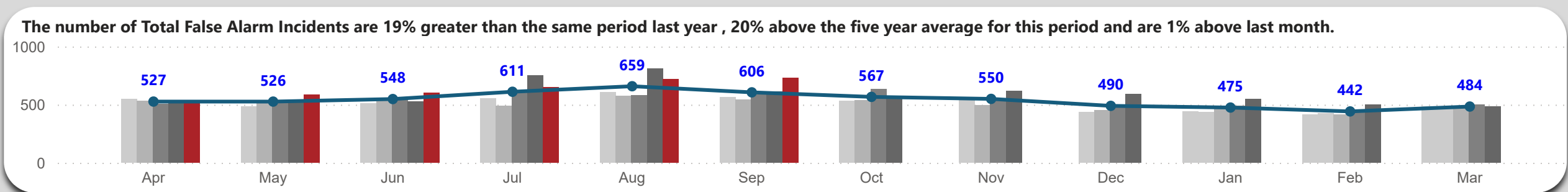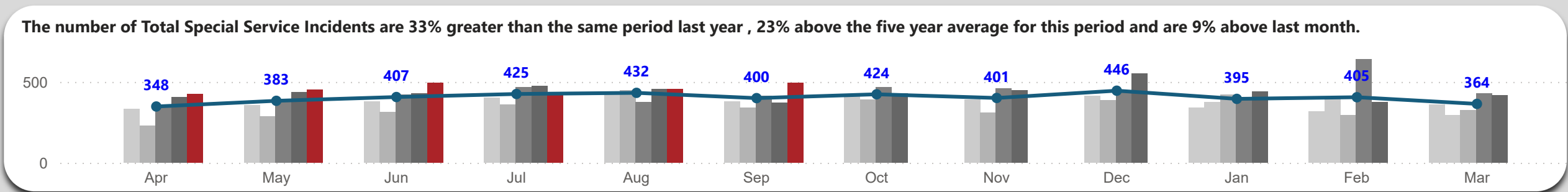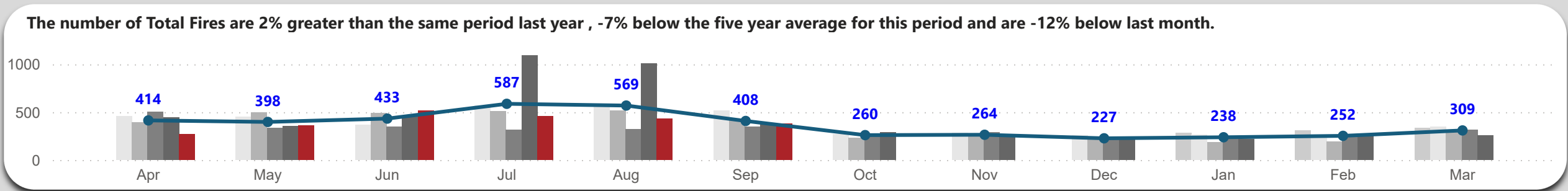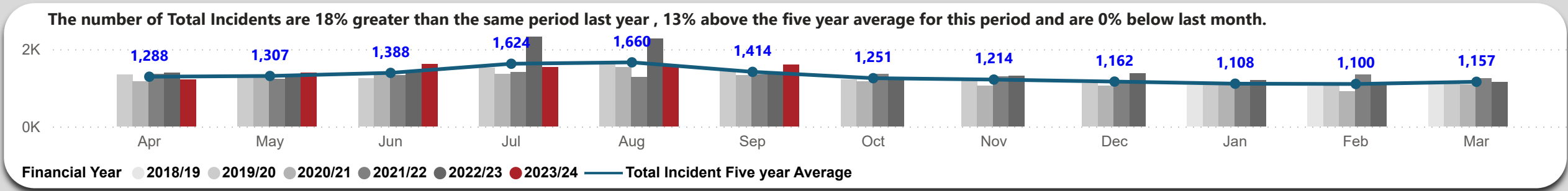|	ECFRS			SERP**		
	Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month
RTC Incidents Attended	107 ↑	98	113	59 ↓	64	63
RTC Serious injury	3 ↓	8	9	65 ↓	67	64
RTC Fatalities	1 ↔	1	0	3 ↓	5	4

** 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 Total Incidents are 18% greater than the same period last year , 13% above the five year average for this period and are 0% below last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	1,288	1,307	1,388	1,624	1,660	1,414	1,251	1,214	1,162	1,108	1,100	1,157

Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ━ Total Incident Five year Average

The number of Total Fires are 2% greater than the same period last year , -7% below the five year average for this period and are -12% below last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	414	398	433	587	569	408	260	264	227	238	252	309

The number of Total Special Service Incidents are 33% greater than the same period last year , 23% above the five year average for this period and are 9% above last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	348	383	407	425	432	400	424	401	446	395	405	364

The number of Total False Alarm Incidents are 19% greater than the same period last year , 20% above the five year average for this period and are 1% above last month.

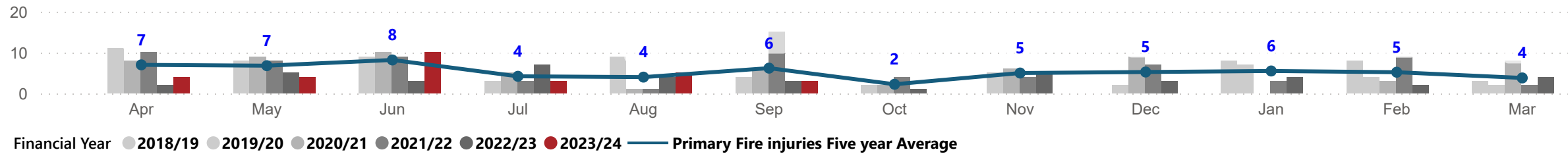|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	527	526	548	611	659	606	567	550	490	475	442	484

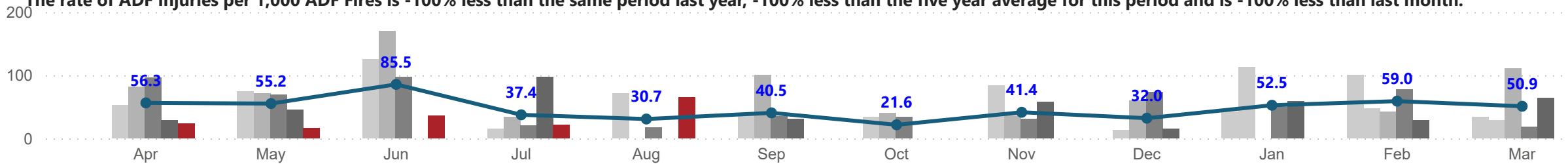# ECFRS Monthly Performance Report September 2023

The Primary Fire Injury Rate per 1,000 Primary Fires is 12% greater than the same period last year, -46% less than the five year average for this period and is -21% less than last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	38.5	38.9	47.7	19.7	18.2	35.5	15.4	34.0	34.8	34.6	35.4	25.1

Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ——— Primary Fire injuries Rate Five year Average
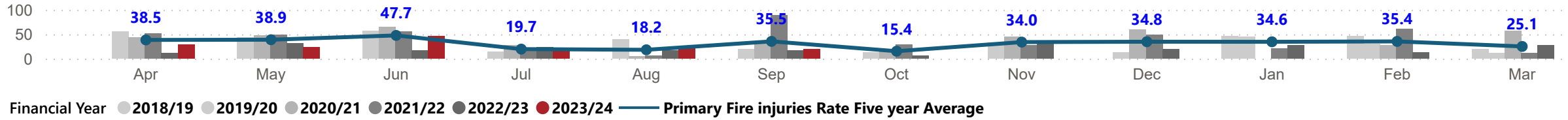
The number of Primary Fire Injuries are the same as the same period last year, -52% less than the five year average for this period and are -40% less than last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	7	7	8	4	4	6	2	5	5	6	5	4

Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ——— Primary Fire injuries Five year Average

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

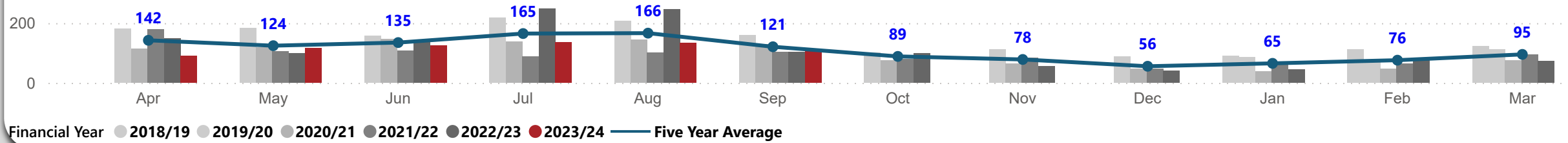|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	56.3	55.2	85.5	37.4	30.7	40.5	21.6	41.4	32.0	52.5	59.0	50.9

The number of ADF Injuries are -100% less than the same period last year, -100% less than the five year average for this period and are -100% less than last month.
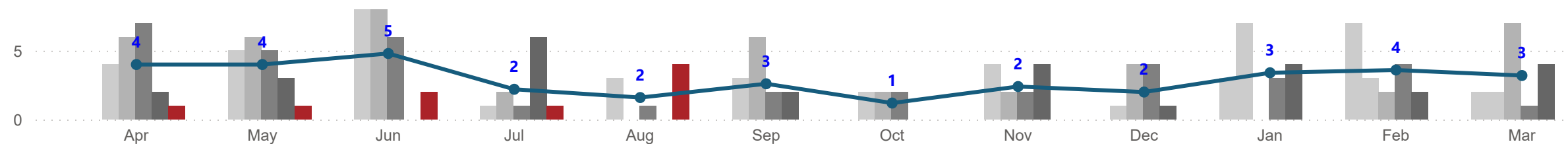
|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	4	4	5	2	2	3	1	2	2	3	4	3

The number of Deliberate Fires are 5% greater than the same period last year, -11% below the five year average for this period and are -19% below last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	142	124	135	165	166	121	89	78	56	65	76	95

Financial Year: 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, 2023/24, Five Year Average

The number of Accidental Dwelling Fires are -26% less than the same period last year, -22% below the five year average for this period and are -21% below last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	67	71	57	57	59	63	57	60	67	64	60	62
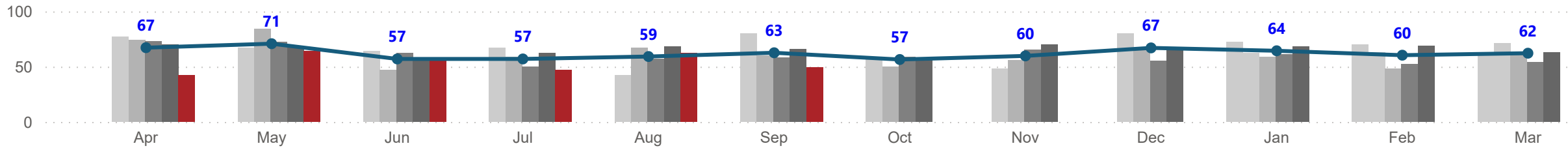
The number of Non Domestic Fires are the same as the same period last year, -17% below the five year average for this period and are -3% below last month.

|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	43	34	40	45	36	35	29	30	30	28	27	34
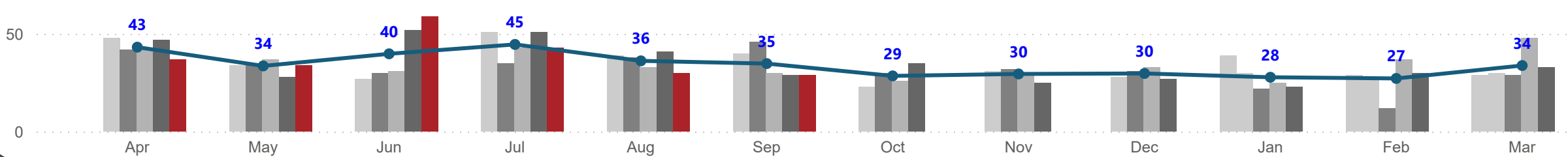
The number of Unwanted Fire Signals are 20% greater than the same period last year, 26% above the five year average for this period and are 16% above last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	84	92	93	100	102	109	118	93	86	93	72	89
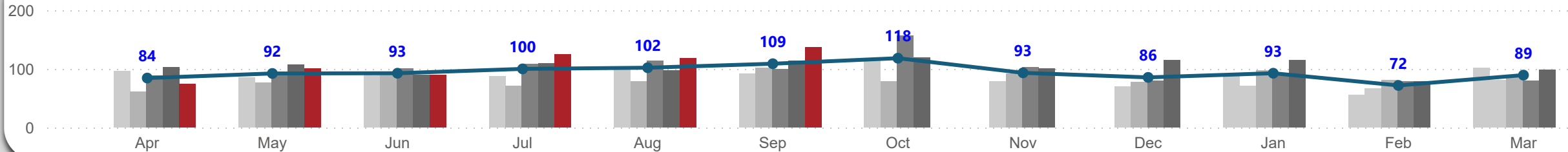
Number of Potential Life Threatening Incidents Per Minutes to Respond
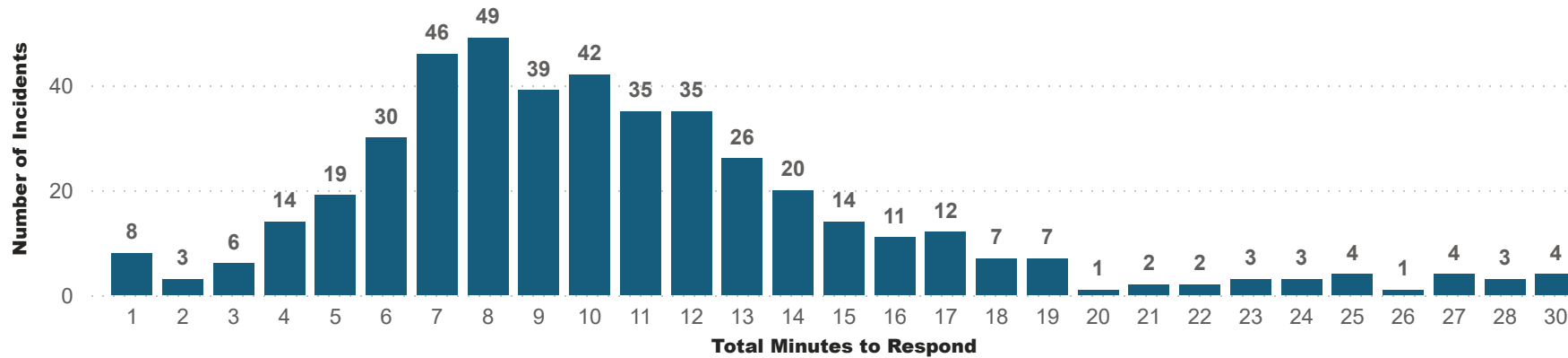
% Within 15 Minutes

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%	83%
Oct	87%	85%	84%	
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	
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	02:24
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	
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	06:49
Aug	05:37	06:00	06:42	06:28
Sep	05:39	06:04	06:34	06:27
Oct	05:48	05:33	06:05	
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

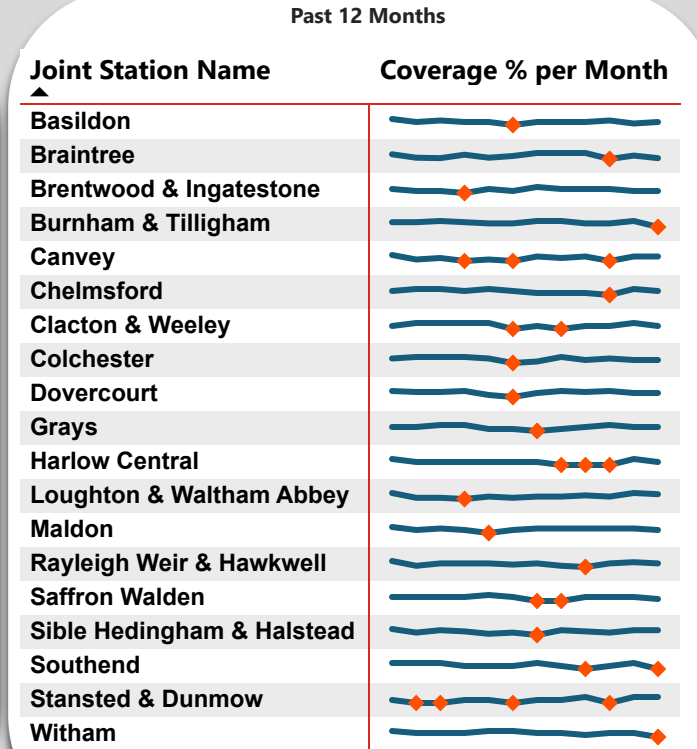| Month	2020/21	2021/22	2022/23	2023/24
Apr	09:21	09:53	10:21	10:47
May	08:58	09:59	10:10	09:35
Jun	09:57	10:14	10:41	10:39
Jul	09:48	10:44	11:38	11:22
Aug	09:55	10:22	11:49	10:52
Sep	10:05	10:17	11:15	10:49
Oct	10:16	10:17	10:27	
Nov	10:09	10:54	10:17	
Dec	11:00	10:58	11:00	
Jan	10:28	10:06	10:50	
Feb	09:30	10:48	10:13	
Mar	09:40	10:10	10:36	

The average response time this month is **10:49 minutes**. The median response time, representing the middle value is **09:44 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occuring 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.

Of the incidents where it took 20 minutes or more to respond, there was a total of 4 individuals involved. One of the individuals is recorded as having minor injuries from a road traffic collision (RTC) and requiring hospital treatment. A individual from another RTC received first aid at the scene. The remaining two individuals didn't sustain any reported injuries.
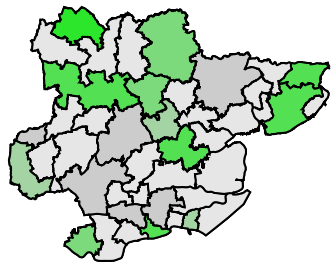
Joint Station Name	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023
Basildon	95%	95%	93%	95%	95%	95%
Braintree	93%	86%	90%	97%	97%	97%
Brentwood & Ingatestone	93%	95%	94%	96%	95%	95%
Burnham & Tilligham	98%	97%	97%	99%	99%	97%
Canvey	95%	96%	95%	98%	97%	98%
Chelmsford	96%	97%	96%	95%	95%	95%
Clacton & Weeley	99%	99%	97%	98%	97%	98%
Colchester	97%	96%	93%	94%	97%	95%
Dovercourt	99%	95%	93%	97%	99%	98%
Grays	98%	96%	96%	95%	96%	97%
Harlow Central	96%	96%	96%	96%	95%	95%
Loughton & Waltham Abbey	93%	95%	94%	95%	95%	96%
Maldon	97%	95%	97%	98%	98%	98%
Rayleigh Weir & Hawkwell	98%	98%	97%	98%	96%	95%
Saffron Walden	99%	100%	99%	97%	97%	99%
Sible Hedingham & Halstead	97%	95%	96%	94%	98%	97%
Southend	97%	97%	97%	98%	97%	96%
Stansted & Dunmow	97%	97%	96%	97%	97%	98%
Witham	97%	98%	98%	97%	97%	96%
Total	**97%**	**96%**	**95%**	**97%**	**97%**	**97%**

Past 12 Months

Joint Station Name	Coverage % per Month
Basildon	
Braintree	
Brentwood & Ingatestone	
Burnham & Tilligham	
Canvey	
Chelmsford	
Clacton & Weeley	
Colchester	
Dovercourt	
Grays	
Harlow Central	
Loughton & Waltham Abbey	
Maldon	
Rayleigh Weir & Hawkwell	
Saffron Walden	
Sible Hedingham & Halstead	
Southend	
Stansted & Dunmow	
Witham	

Core Station Coverage September 2023
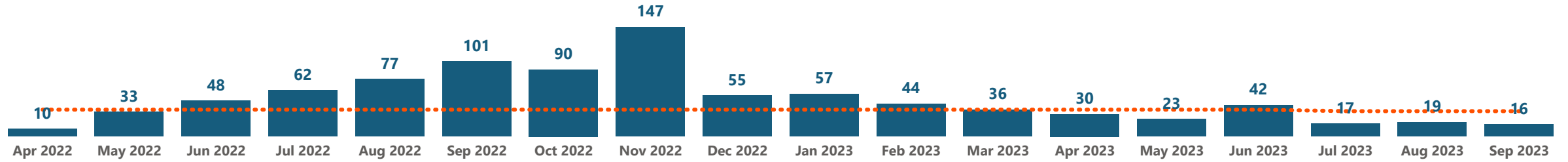
Monthly Average

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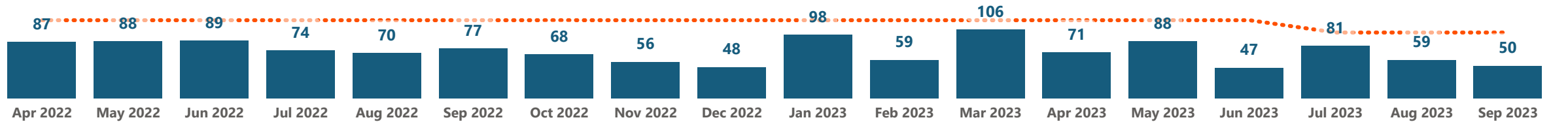
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

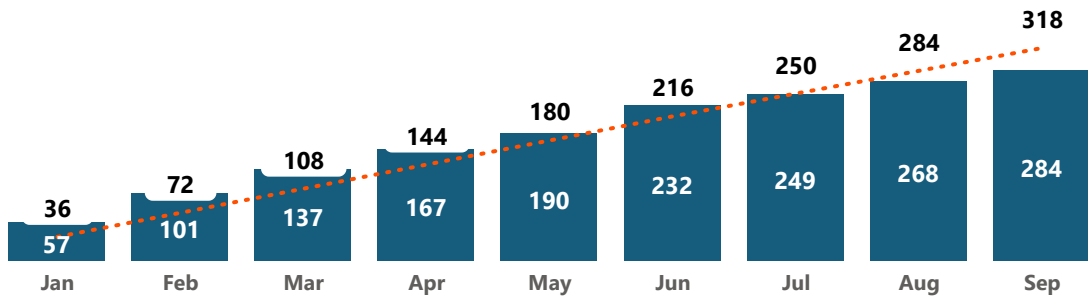# ECFRS Monthly Performance Report September 2023

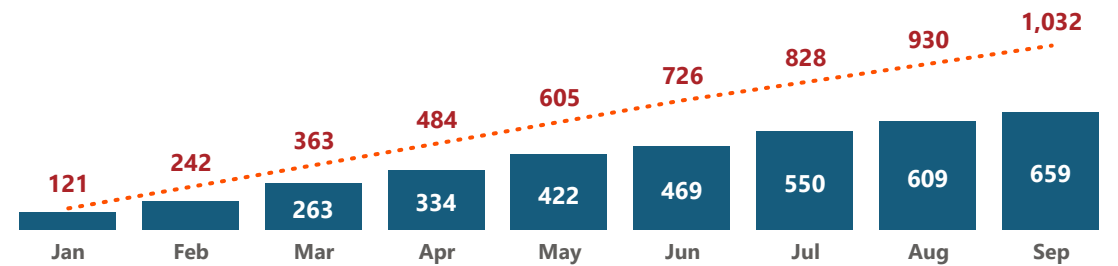## RBIP Inspections Complete for Very High Risk Properties

Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023
10	33	48	62	77	101	90	147	55	57	44	36	30	23	42	17	19	16

RBIP Inspections Complete for High Risk Properties

Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023
87	88	89	74	70	77	68	56	48	98	59	106	71	88	47	81	59	50

Cumulative RBIP Inspections - Very High Risk vs Target

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
36	72	108	144	180	216	250	284	318
57	101	137	167	190	232	249	268	284

Cumulative RBIP Inspections - High Risk vs Target

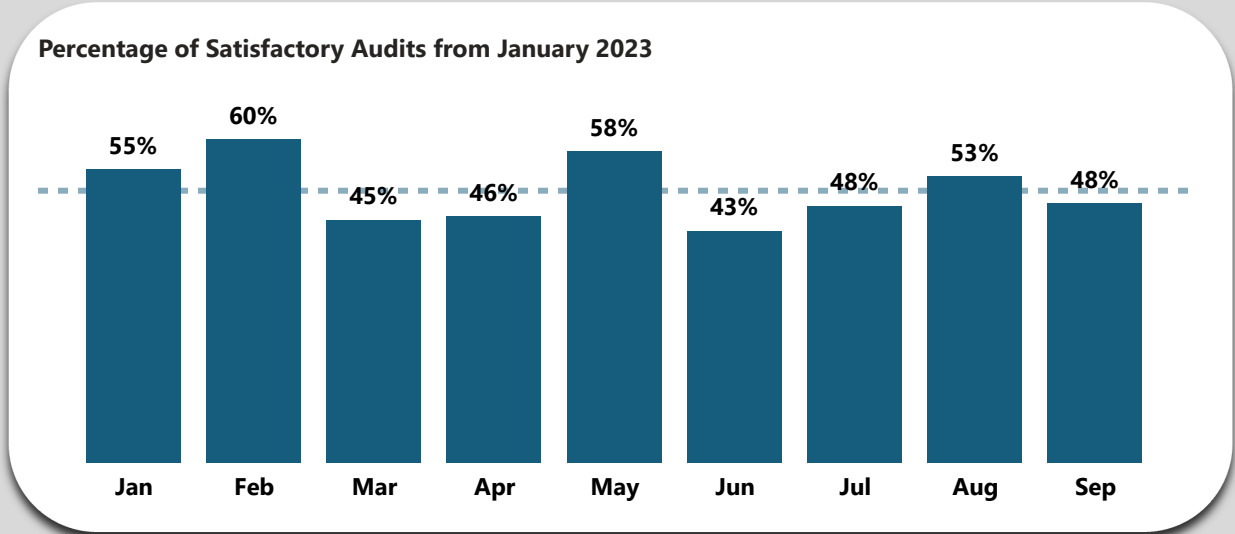| Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
121	242	363	484	605	726	828	930	1,032
		263	334	422	469	550	609	659

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 September 2023

Percentage of Satisfactory Audits from January 2023

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
55%	60%	45%	46%	58%	43%	48%	53%	48%

Prohibition Notices Issues per Prohibition Date

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
0	0	1	1	0	1	1	0	0

FS040 Referrals by Assigned Date

● Referrals ● Complete

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Referrals	243	216	174	243	125	152	179	73	101
Complete	237	215	143	209	121	132	152	45	61

Enforcement Notices Issued by Notice Served Date

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
0	3	1	3	1	0	1	0	0

There have been **39** Notice Of Deficiencies issued this month vs **41** last month

ECFRS Monthly Performance Report September 2023

Prevention Visits

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

● Safe and Well/Safeguarding Officer ● Operational Crew
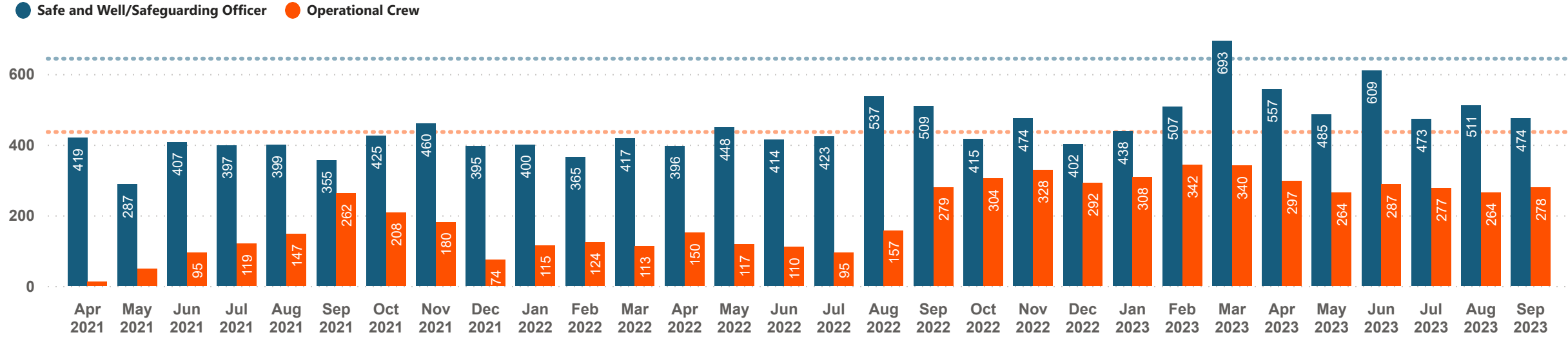
September 2023 saw a total number of 752 visits which were -3% less than the previous month's total of 775 visits and -5% less than the total number of 788 visits at the same point last year.

Operational Crew visits were 5% greater than the previous month's visits, 0% less 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 -7% less than the previous month's visits, -7% less 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
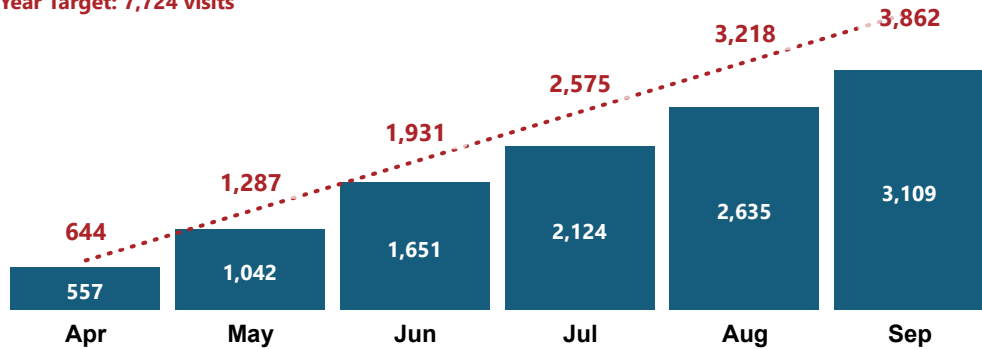
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.
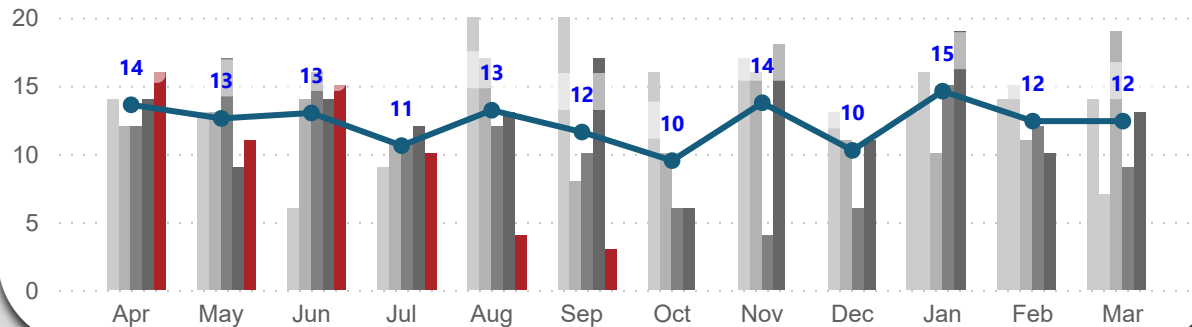
Safe and Well/Safeguarding Officer Monthly Visit Target
644

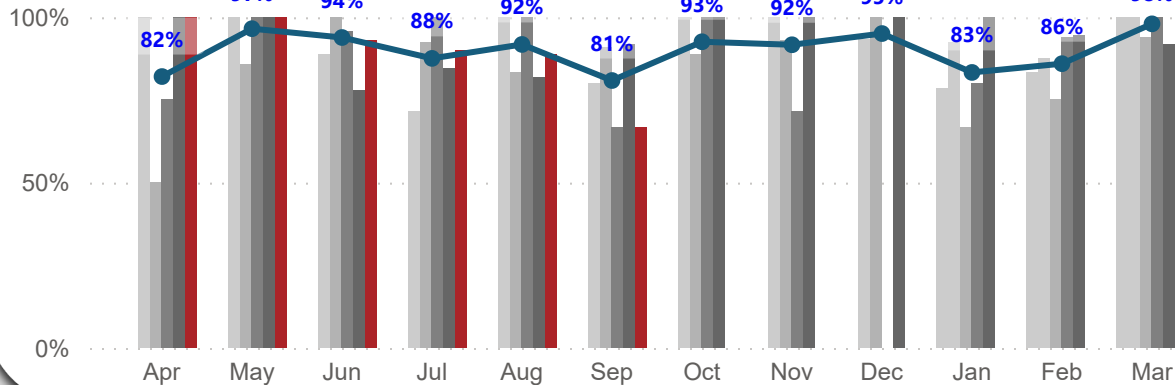**Operational Crew Monthly Visit Target**
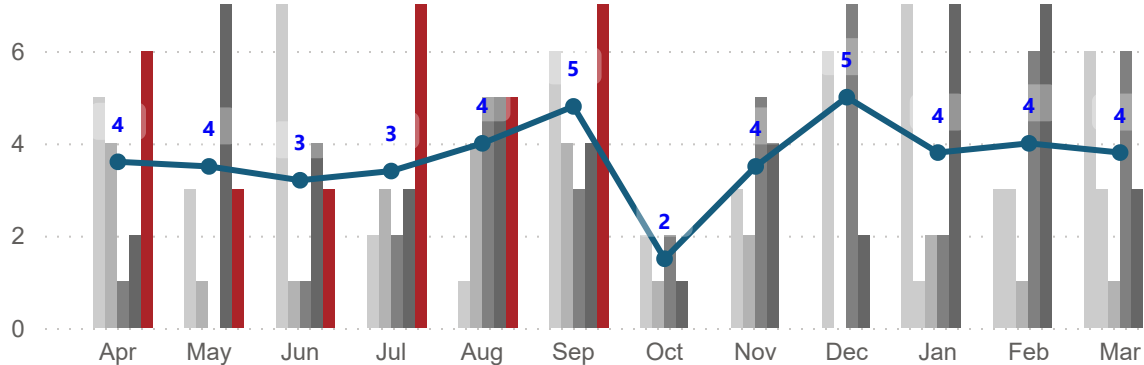**436**

FOIs Received

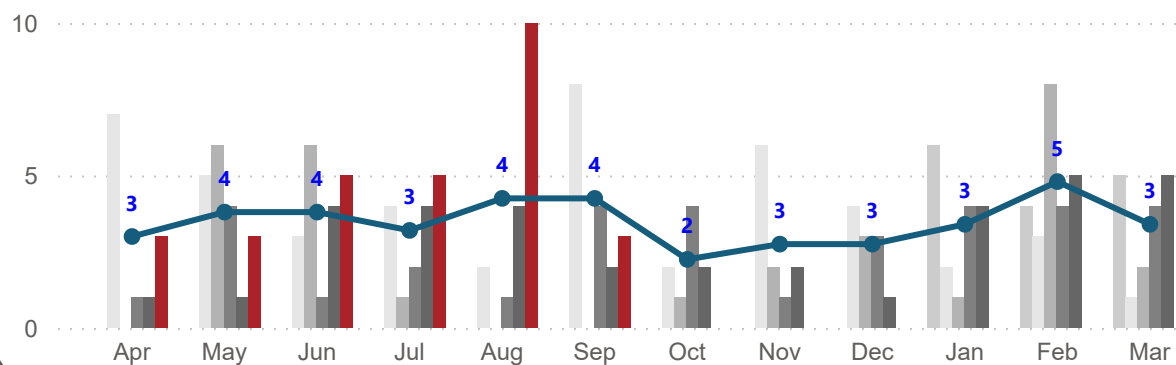Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ── Five Year Av...
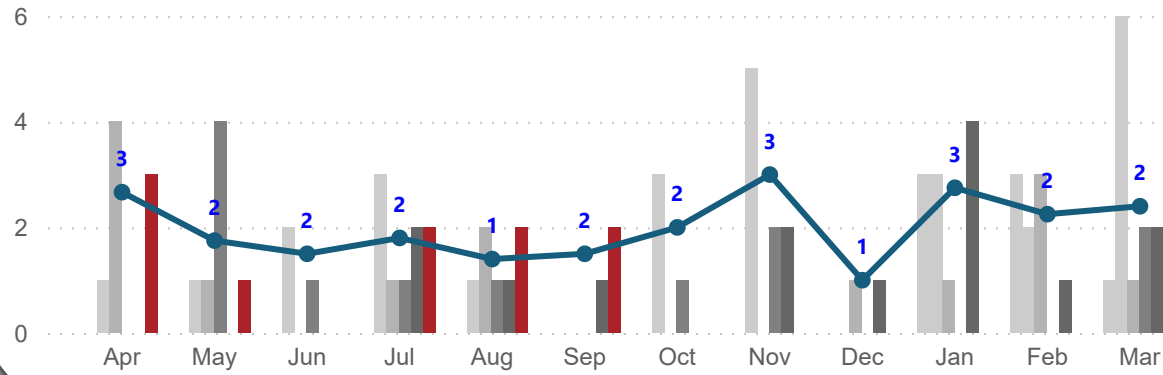
FOI Completion Rate

Data Breaches

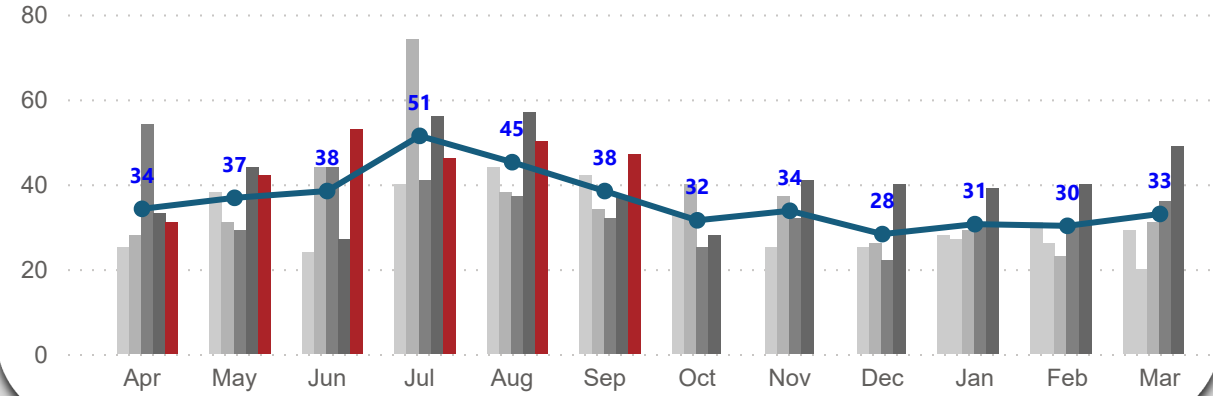**Complaints Received**

ECFRS Monthly Performance Report September 2023

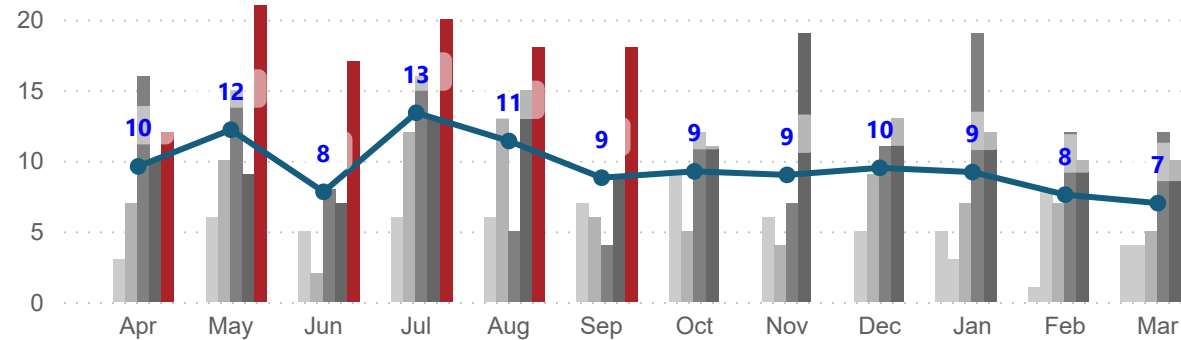**SARs Received**

EIR & Fire EIR Received

Other*

Overall Summary - FOI and Data Breaches

Information Requests:

During July 2023, Information requests came in from local authorities, private individuals/companies, and media journalists. These requests included requests for incident data in Epping Forest DC Area, premises information in Chelmsford, a list of current and sold vehicles, information on lithium battery fires, a detailed fleet list, environmental information on a warehouse fire, e-scooter and e-bike fire statistics, hoarding incidents, premises information in Purfleet, a fire incident in Takely, data on Brucella Canis Disease in ECFRS-owned dogs, dwelling fire incidents in Thurrock, transparency site inquiries, contact information for the control room, and details about the cleaning contract.

Information Breaches: Of the data breaches reported in September, there were 4 near miss/minor breaches and 1 moderate breach. There was 1 major breach with regards to papers being left on desks when desks are changed, or individuals are on annual leave.

There were no referrals to the ICO.

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

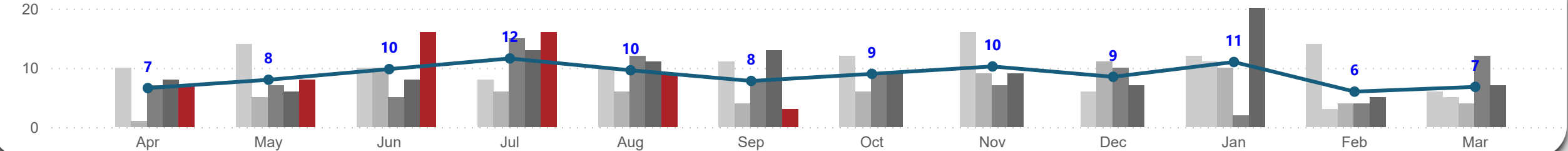# ECFRS Monthly Performance Report September 2023

The number of RTCs attended by ECFRS are 9% greater than the same period last year , 9% above the five year average for this period and are -5% below last month.

Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 —— Five year Average
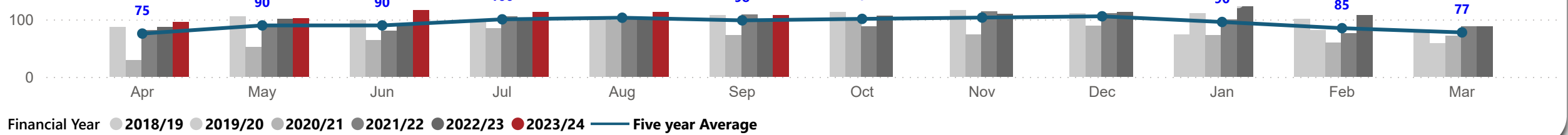
The number of fatalities from RTCs attended by ECFRS are -50% less than the same period last year , the same as the five year average for this period and are above last month.
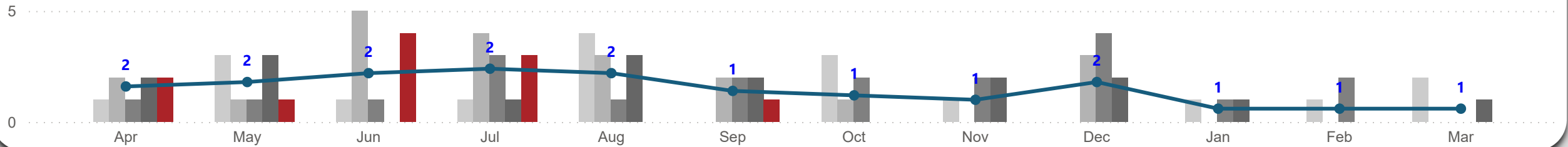
The number of serious injuries from RTCs attended by ECFRS are -77% less than the same period last year , -63% below the five year average for this period and are -67% below last month.

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.

The number of SERP recorded RTCs are -8% less than the same period last year , -2% below the five year average for this period and are -6% below last month.

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ── Monthly Average
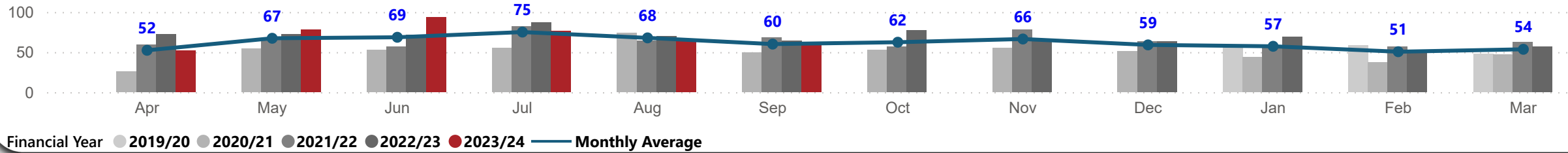
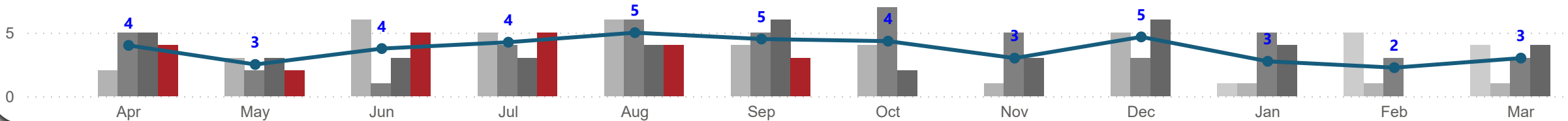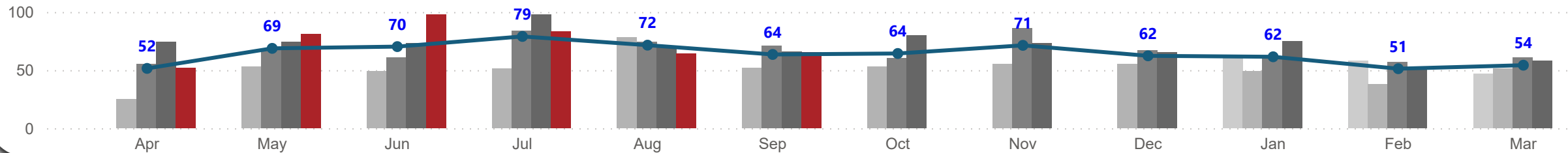**The number of SERP recorded RTC Fatalities are -50% less than the same period last year , -40% below the five year average for this period and are -25% below last month.**

The number of SERP recorded RTC Serious Injuries are -2% less than the same period last year , 2% above the five year average for this period and are 2% above 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.

ECFRS Monthly Performance Report September 2023

People Data - Diversity

% Disabled

Quarter	Value
Q1-2019…	1.5%
Q2-2019/20	1.8%
Q3-2019/20	1.9%
Q4-2019/20	1.9%
Q1-2020/21	3.2%
Q2-2020/21	3.2%
Q3-2020/21	3.9%
Q4-2020/21	4.3%
Q1-2021/22	4.4%
Q2-2021/22	4.1%
Q3-2021/22	4.2%
Q4-2021/22	4.4%
Q1-2022/23	4.4%
Q2-2022/23	4.4%
Q3-2022/23	4.6%
Q4-2022/23	4.6%
Q1-2023/24	4.7%

% Ethnic Minority

Quarter	Value
Q1-2019…	2.6%
Q2-2019/20	2.7%
Q3-2019/20	2.8%
Q4-2019/20	2.6%
Q1-2020/21	2.9%
Q2-2020/21	2.9%
Q3-2020/21	3.0%
Q4-2020/21	3.0%
Q1-2021/22	3.0%
Q2-2021/22	3.1%
Q3-2021/22	3.1%
Q4-2021/22	3.1%
Q1-2022/23	3.2%
Q2-2022/23	3.2%
Q3-2022/23	3.8%
Q4-2022/23	3.8%
Q1-2023/24	3.3%

% Female

Quarter	Value
Q1-2019…	15.9%
Q3-2019/20	16.7%
Q1-2020/21	16.8%
Q3-2020/21	18.2%
Q1-2021/22	18.6%
Q3-2021/22	18.4%
Q1-2022/23	17.7%
Q3-2022/23	18.3%
Q1-2023/24	17.3%

% LGBTQ

Quarter	Value
Q1-2019…	4.1%
Q2-2019/20	3.9%
Q3-2019/20	4.2%
Q4-2019/20	4.7%
Q1-2020/21	3.4%
Q2-2020/21	4.3%
Q3-2020/21	5.4%
Q4-2020/21	5.4%
Q1-2021/22	5.0%
Q2-2021/22	4.9%
Q3-2021/22	4.8%
Q4-2021/22	5.2%
Q1-2022/23	5.3%
Q2-2022/23	5.3%
Q3-2022/23	4.2%
Q4-2022/23	4.2%
Q1-2023/24	4.2%

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 is 0.3% greater than the same period last year , 1.5% above the five year average for this period and are 0.3% above last month.

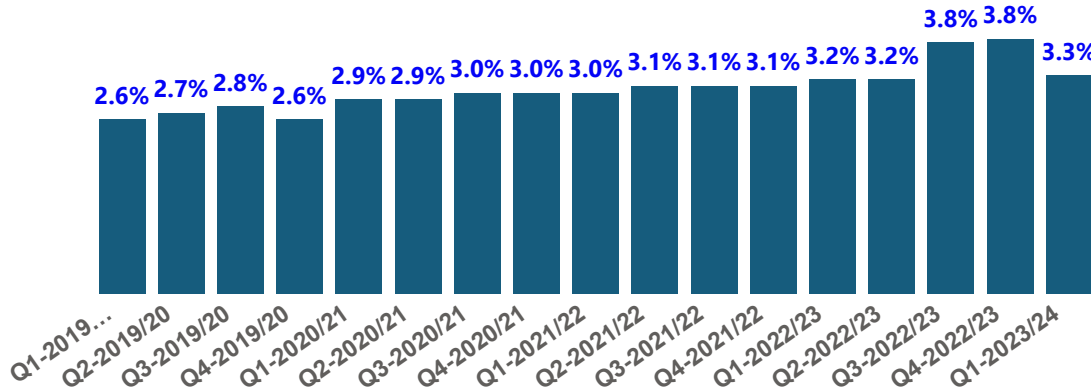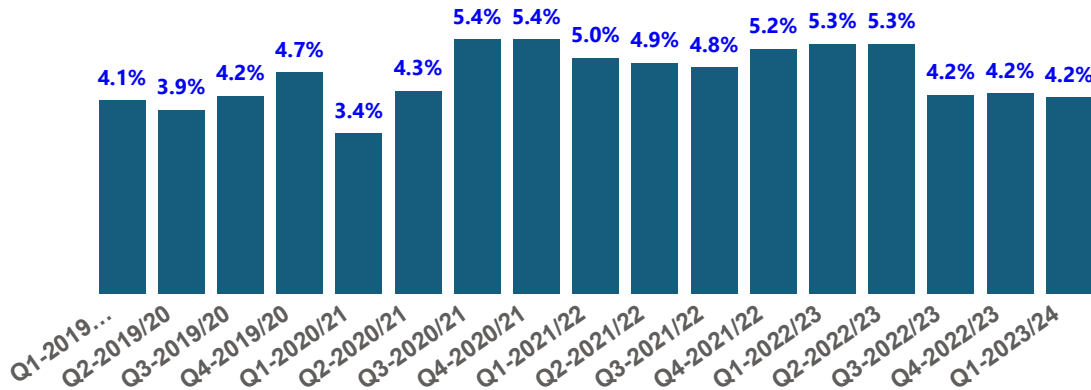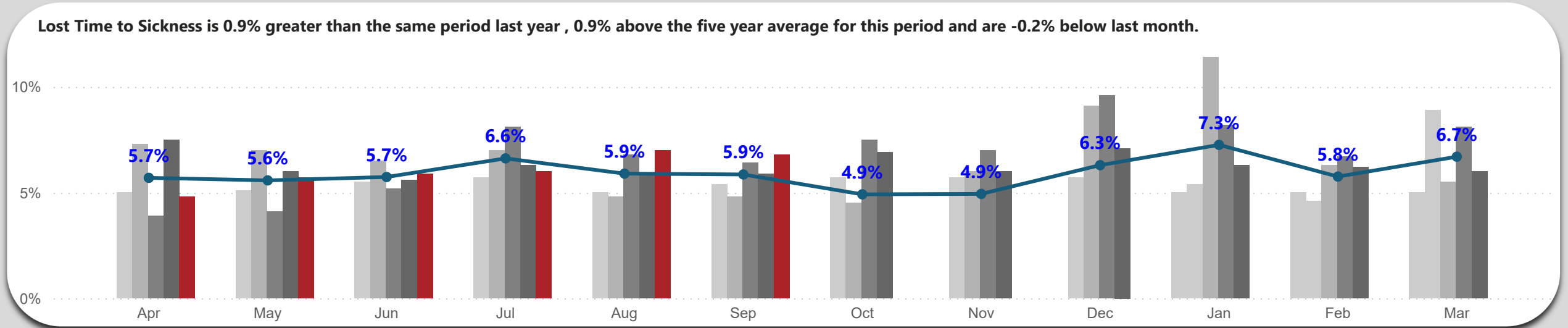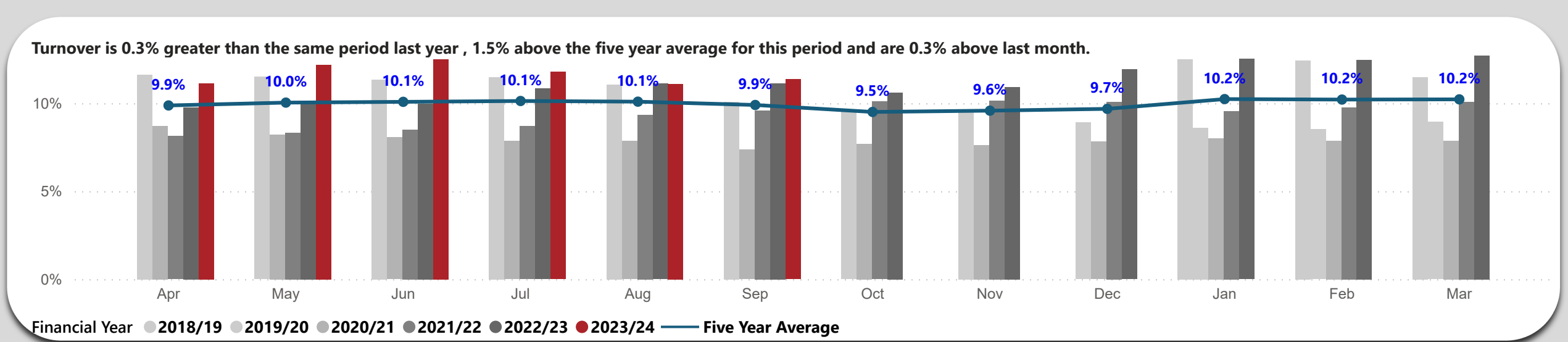Turnover values (Five Year Average line): Apr 9.9%, May 10.0%, Jun 10.1%, Jul 10.1%, Aug 10.1%, Sep 9.9%, Oct 9.5%, Nov 9.6%, Dec 9.7%, Jan 10.2%, Feb 10.2%, Mar 10.2%

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

Lost Time to Sickness is 0.9% greater than the same period last year , 0.9% above the five year average for this period and are -0.2% below last month.

Lost Time to Sickness values (Five Year Average line): Apr 5.7%, May 5.6%, Jun 5.7%, Jul 6.6%, Aug 5.9%, Sep 5.9%, Oct 4.9%, Nov 4.9%, Dec 6.3%, Jan 7.3%, Feb 5.8%, Mar 6.7%

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 September 2023

Incidents

	2019	2020	2021	2022	2023
Incidents	15,340	14,813	14,252	17,536	16,402
Fires	4,746	4,492	3,521	5,274	3,911
Special Services	4,455	4,256	4,534	5,401	5,400
False Alarms	6,139	6,065	6,197	6,861	7,091
ADF Fires	814	774	715	735	714
Deliberate Fires	1,742	1,361	1,030	1,418	1,101
Non Domestic Fires	437	396	372	447	405
Unwanted Fire Signals	1,071	964	1,114	1,209	1,269
RTC ECFRS	1,208	989	1,024	1,151	1,291
RTC SERP		476	682	810	803

Casualties

	2019	2020	2021	2022	2023
Primary Fire Injuries	78	61	74	53	48
ADF Injuries	47	47	39	29	24
Fire Fatalities	5	3	7	7	8
ADF Fatalities	3	3	6	6	5
RTC ECFRS Fatalities	15	23	13	22	17
RTC ECFRS Serious Injury	130	85	98	103	116
RTC SERP Fatalities *		36	36	50	42
RTC SERP Serious Injury *		475	713	846	846

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	670	5,344	6,911	9,619
Home Fire Safety Visits - Operational Crew	48	760	1,722	3,581
Home Fire Safety Visits - Inspection Officers	622	4,584	5,189	6,038
RBIP Very High Audits		399	439	576
RBIP High Audits		397	760	831

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