



# ECFRS Quarterly Performance Report Q2 2023/24

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*Report designed and created by the Performance and Analytics Team.*

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# ECFRS Quarterly Performance Report Q2 2023/24

**Total Incidents:** During Q2 2023/24, the total number of incidents saw a 20% decrease from the same period last year, with a marginal 1% increase against the five-year average. This decline is likely attributed to the elevated incidents and fires experienced during the heatwave in the previous year. Fire incidents, specifically, are 49% lower than last year, and -19% below the five-year average, reflecting the influence of the prior year's heatwave. Notably, 61% of fires in Q2 were outdoor, 22% affected buildings, and 17% impacted vehicles. This distribution contrasts with the 78% of outdoor fires reported in the same quarter last year, indicating the potential impact of the previous year's heatwave on increased fire incidents. Special Service incidents are tracking 6% above last year, and 9% above the five-year average, while False Alarms show a 3% decrease from last year, and 12% above five-year average.

**Fatalities and Injuries:** In Q2 2023/24, two fatalities were recorded, both occurring in August 2023. The first fatality resulted from a light aircraft crash in the Dunmow area. Emergency services found the casualty deceased, and an investigation by the Air Accident Investigation Branch (AAIB) is underway to determine the cause of the accident. Although classified as a fire incident due to the presence of fire at the scene, the exact circumstances remain uncertain and await the results from the AAIB. The second fatality involved an unidentified female in the Loughton area. ECFRS responded to a gas company call reporting high carbon monoxide levels at the property. Upon arrival, the female was found deceased, with evidence of a fire in the property, though no active fire was present. The cause of death is unknown, and the investigation remains with Essex Police. Following the incident, a Targeted After Incident Response (TAIR) activity was conducted in the area, resulting in 251 targeted properties, 116 engagements, 14 Home Fire Safety Check referrals, and 2 safeguarding referrals. Injuries from primary and accidental dwelling fires (ADF) are within acceptable tolerance levels, tracking below the five-year average and consistent with the injuries recorded last year.

**Unwanted Fire Signals/False Alarms:** During September, proposals for responding to Unwanted Fire Signals (UwFS) were submitted to the Senior Leadership Team (SLT) and provisionally approved, pending consultation with representative bodies. The Fire Brigades Union (FBU) recommended transitioning the process to the Operations Committee, noted in the September SLT update. The unchanged recommendations include reducing attendance to non-domestic Automatic Fire Alarms (AFA) incidents from 2 pumping appliances to 1 (excluding Care Homes) in Stage 1. Stage 2 involves a review of responses to non-domestic AFA incidents as part of the Community Risk Management Plan (CRMP) with the aim of further reducing attendance for specific commercial premises.

The Operations Committee, led by the Area Manager (AM) Response, will conclude the consultation for Stage 1 and advise on the implementation date. The Service Protection Group Manager (GM) will communicate with affected Responsible Persons (RPs) to educate them on the initial change's operational impact and emphasize key messaging to reduce UwFS incidents. Targeted campaigns during the National Fire Chiefs Council (NFCC) Business Engagement week will include a trial locker wrap on front-line fire appliances in Chelmsford, where UwFS incidents are highest. The Service Protection newsletter will feature content on UwFS, aligning with current key priorities.

**Coverage:** Overall coverage increased in Q2 to 97% with a notable increase in the coverage rate of Braintree which struggled to exceed 90% during the previous year.

**Response Times:** While not hitting the 10-minute target, it was noted that Q2 experienced the best ever average turnout time since April 2019 of 2 minutes 20 seconds. There were 77 potentially life-threatening incidents which took more than 20 minutes to respond. Of these incidents there was a total of 8 individuals with minor injuries requiring hospital treatment, all received from RTC incidents.

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# ECFRS Quarterly Performance Report Q2 2023/24

**Availability:** Low availability is a national issue that ECFRS are alive to. In order to improve on call availability the response function has delivered a 17 point action plan to deliver new ways of ensuring appliances can remain on the run. This plan will be monitored through the response performance board and onwards to the Continuous Improvement Board/Senior Leadership Team and the OPFCC. The plan has measurable targets to ensure direction of travel and improvements can be tracked.

**Protection:** A comprehensive action plan, complete with timelines has been developed 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. The action plan considers anticipated staffing levels and activity, projecting the dates that that High-risk and very high-risk visits will be completed. As of September 2023, the high-risk visits are expected to be completed on time, and the very high-risk premises completed 4 months after the expected date.

Looking forward to Q3 2023/24 it is anticipated that taking into account the number of audits undertaken during September and October, the estimated completion dates will be in advance of the RBIP planned dates. The numbers of audits completed by each officer will be reviewed monthly, with the expectation that they will complete the minimum number of audits as displayed in the RBIP, if not more. Should they be able to achieve this, then there is a higher level of confidence that all visits will be completed earlier than expected.

**Prevention:** In Q2, there were a total of 2,277 visits, marking a 14% increase from the same period last year. There is an expected slight drop in the total number of visits completed compared to Q1 2023/24. The decline can be primarily attributed to resource limitations stemming from staff absences due to sickness and secondment assignments.. As the team anticipates operating at full capacity in the future, an uptick in visit numbers is expected.

A revaluation of vulnerability categories has led to more visits being referred to operational crews, aligning with the target of 438 monthly allocations to operational crews. Notably, visits completed by operational crews have increased by 54% compared to the same period last year and are 14% higher than the previous quarter.

Continual information on fires and prevention is being communicated to the residents of Essex via a variety of social media platforms. If any trends in the cause of fires are identified, this is passed quickly to the communications team to enable them to share prevention advice and increase awareness.

**People:** The sickness rate has experienced a slight increase compared to the previous quarter and is currently slightly above the five-year average. Musculoskeletal issues remain the predominant cause of long-term sickness. The People Directorate is actively ensuring a uniform approach to managing prolonged sick leave and is equipping managers with toolkits and extensive resources accessible through the improved intranet pages. Emphasis on these enhancements has been reiterated in monthly manager briefings. Turnover rates have remained relatively stable, supported by a newly developed dashboard that provides a detailed breakdown of information gathered during exit interviews. This tool enables ECFRS to comprehensively grasp the reasons behind personnel departures, facilitating the identification of any areas of concern.

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# ECFRS Quarterly Performance Report Q2 2023/24

## Information Governance:

FOI: During Q2, ECFRS received 17 Freedom of Information requests, a figure significantly below the five-year average and notably decreased from the previous quarter. Among these requests, 3 were submitted past the deadline, although none exceeded a delay of more than two days. Despite the limited number of FOIs received during this period, the impact of responses missing the deadline is more pronounced, underscoring the importance of timely and efficient handling of these requests. The lower overall volume accentuates the significance of meeting deadlines to maintain a high standard of responsiveness and transparency in managing FOI inquiries.

The FOI requests covered a diverse array of topics, including details of incidents, software contracts, mobile and fire station staffing, recruitment schemes, complaints, investigations, fire statistics. More detailed requests covered requests on fire causes such as chargers, electric vehicles, and solar panels, as well as specific inquiries about high-rise plans, Frinton incident data, ULEZ compliance, and prohibition notices. Notable requests included data on hoarded properties in Colchester, a comprehensive list of vehicles, causes of balcony fires, responses to specific incidents, attendance records, and various historical incident details.

Data Breaches: A total of 16 data breaches were reported, consisting of 6 minor/near miss breaches, 6 moderate breaches, and 4 major breaches. One incident was referred to the Information Commissioner's Office (ICO) in August 2023. Major breaches involved issues such as data exposure in the SharePoint infrastructure, papers containing personal information left on desks or in drawers during personnel transitions, incorrect entry of personal data into systems, and accidental sharing of a form with a small group via email. All breaches were reviewed, and no intentional wrongdoing was found.

To address these challenges, ECFRS is implementing comprehensive guidelines and policies, specifying responsibilities for using SharePoint/Teams, securing documents, and managing access. The Data Protection Officer recommends swift, simplified actions, including instructive guides to improve staff awareness of data storage, sensitivity, accessibility, and repository management.

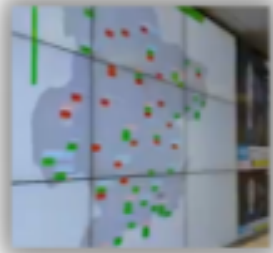
Complaints: During Q2, ECFRS experienced an increase in the number of complaints, surpassing the figures from the previous year and exceeding the five-year average. A detailed analysis of these complaints did not reveal any discernible patterns, as all complaints were related to individual issues. Continuous monitoring is essential to determine whether this surge is an isolated occurrence or the beginning of a trend. Each complaint received is promptly addressed, and appropriate actions are taken. This proactive approach underscores the commitment to addressing concerns promptly and fostering a culture of accountability within the Service.



# Q2 2023/24 in numbers

#WeAreEssexFire

**97%** Core station coverage



**4,738**

Incidents attended



**2,277**

Home Fire Safety Checks



**242**

Very high / high risk Protection audits



**81%**



Attendance within 15 minutes

Accidental Dwelling Fires

**159**



**9,277**

Calls to Control



**104**

Non domestic fires



**380**

Deliberate fires

**FireStoppers.**  
0800 169 5558

100% anonymous. Always.

**80**

Animal rescues





# ECFRS Quarterly Performance Report

## Q2 2023/24

### Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR
Total Incidents	4,738	↑ 4,698	4,208
Fires	1,266	↓ 1,564	1,144
Special Services	1,375	↑ 1,258	1,369
False Alarms	2,096	↑ 1,876	1,695
Fire Fatalities	2	↑ 1	3
Accidental Dwelling Fire Fatalities	1	↔ 1	2

**Target indicators** - If a metric compares favourably against the target then the arrow will be green. If the metric is within 10% of the target, then it is orange. Anything greater than 10% of the target is shown as red.

### Tolerance

Metric vs Tolerance	Metric	5 Yr Avg	Prev QTR	Tolerance			
Number of Primary Fire Injuries	11	14	18	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	5	6	4	18+	10-17	3-9	0
Number of Deliberate Fires	380	453	330	474+	381-473	267-380	0-266
Number of ADF Fires	159	179	162	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	104	116	130	123+	108-122	78-107	0-77
Number of Unwanted Fire Signals	381	311	264	288+	276-287	165-275	0-164

### Targets

Metric vs Target	Metric	5 Yr Avg	Prev QTR	Target
Global Availability	67%	↓ 67%	69%	80%
Core Station Coverage	97%	↓ 97%	96%	98%
Potential Life-Threatening Incident First Attendance	10:59	↑ 10:38	10:20	10:00
Incidents attended within 15 minutes	81%	↓ 82%	84%	90%
Audits (RBIP V High) <i>Reporting on 3 years of data</i>	52	↓ 16	95	108
Freedom of Information Response Rate	82%	↓ 92%	95%	90%

### RTC

Metric vs 5 Year Average	ECFRS			SERP**		
	Metric	5 Yr Avg	Prev QTR	Metric	3 Yr Avg*	Prev QTR
RTC Incidents Attended	337	↑ 302	313	205	↑ 205	223
RTC Serious injury	29	↓ 29	31	219	↑ 216	231
RTC Fatalities	4	↓ 6	7	12	↓ 14	11

\*4 years of SERP data currently available

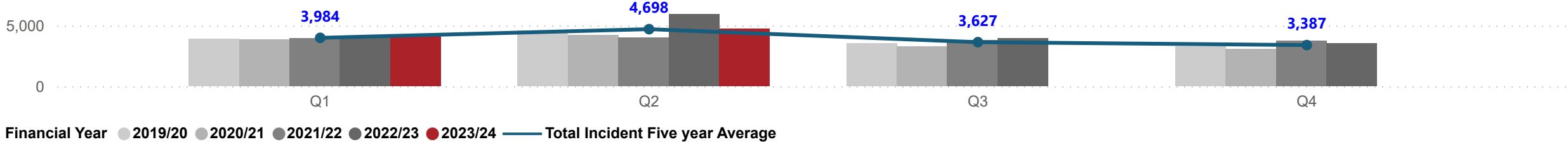
\*\* The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

### People

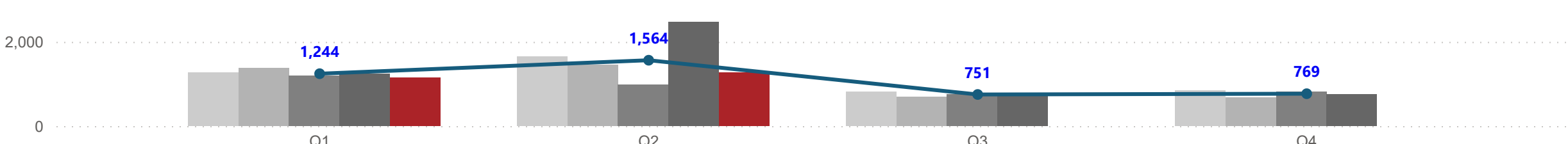
Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	6.6%	↑ 6.1%	5.5%	ECFRS data calculated using the Cleveland method.
Turnover	11.4%	↑ 10.0%	11.8%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

# ECFRS Quarterly Performance Report Q2 2023/24

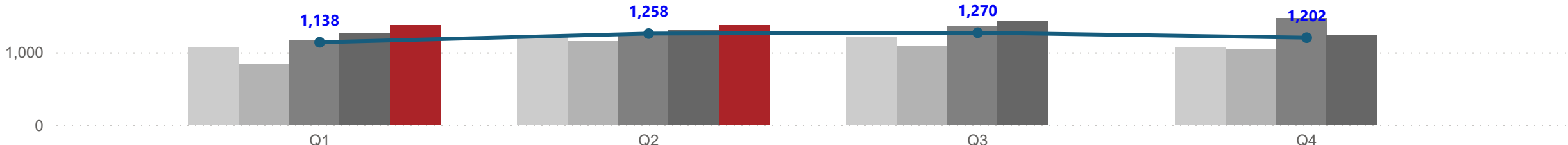
The number of Total Incidents are -20% less than the same period last year , 1% above the five year average for this period and are 13% above last quarter.



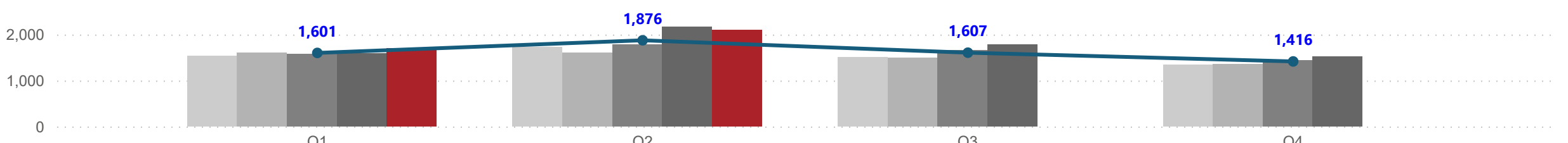
The number of Total Fires are -49% less than the same period last year , -19% below the five year average for this period and are 11% above last quarter.



The number of Total Special Service Incidents are 6% greater than the same period last year, 9% above the five year average for this period and are 0% above last quarter.

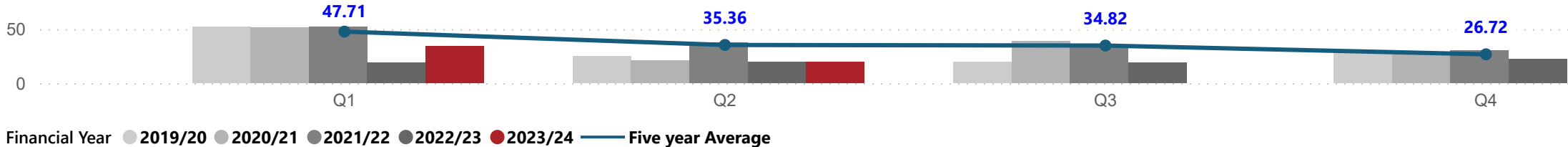


The number of Total False Alarm Incidents are -3% less than the same period last year, 12% above the five year average for this period and are 24% above last quarter.

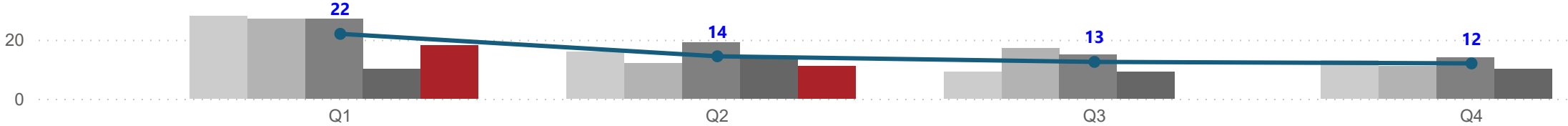


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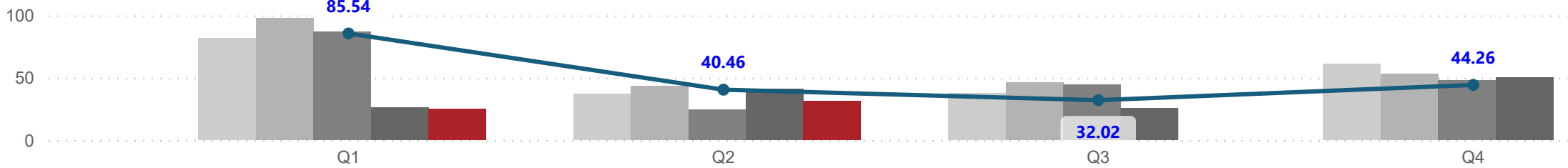
The Primary Fire Injury Rate per 1,000 Primary Fires is -1% less than the same period last year, -45% below the five year average for this period and is -43% less than the last quarter.



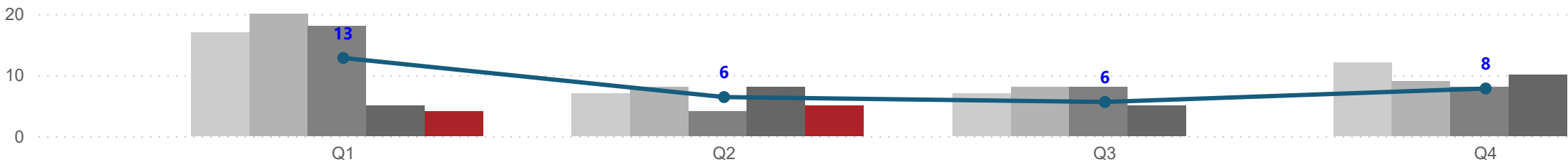
The number of Primary Fire Injuries are -21% less than the same period last year, -21% below the five year average for this period and are -39% below last quarter.



The rate of ADF Injuries per 1,000 ADF Fires is -23% below the same period last year, -22% below the five year average for this period and is -27% below the last quarter.

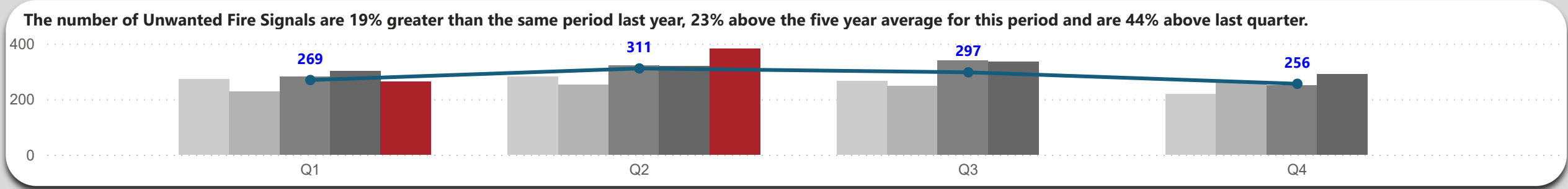
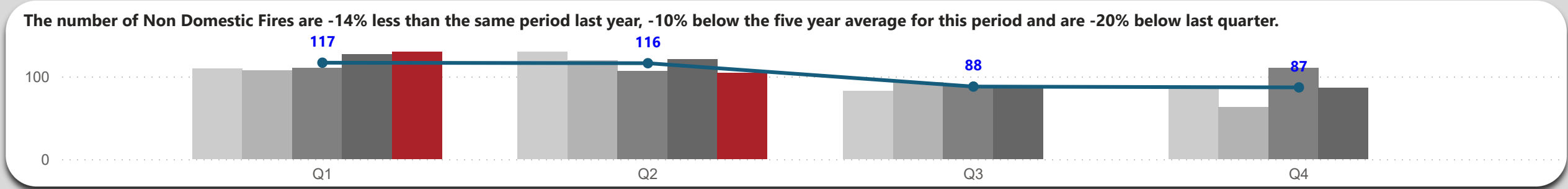
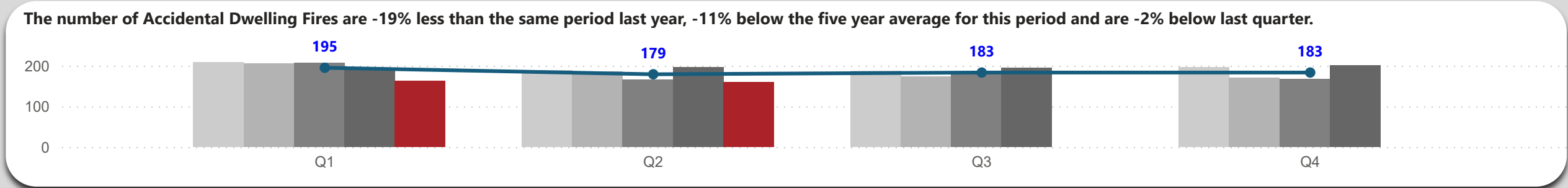
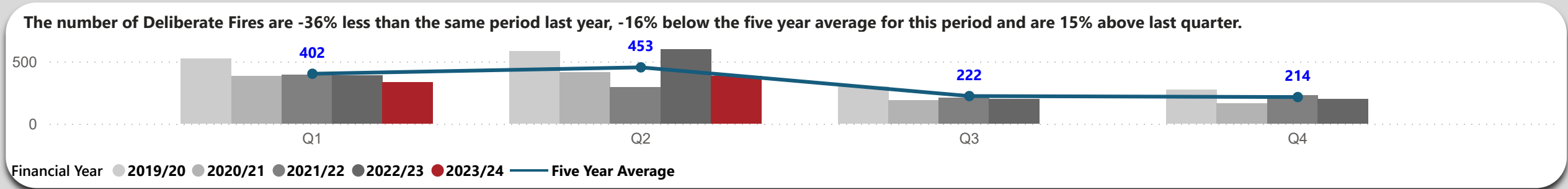


The number of ADF Injuries are -38% less than the same period last year, -17% below the five year average for this period and are 25% above last quarter.





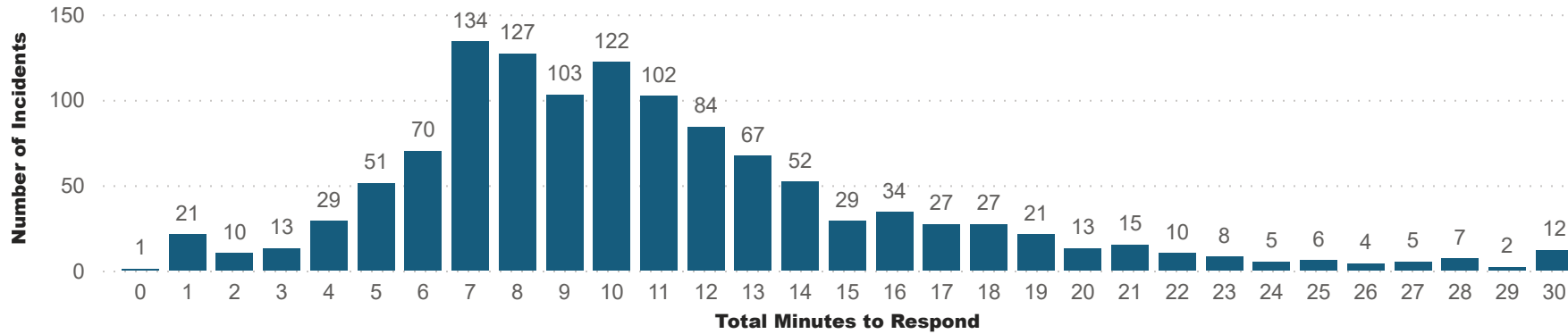
# ECFRS Quarterly Performance Report Q2 2023/24



# ECFRS Quarterly Performance Report Q2 2023/24

## Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	88%	89%	86%	85%	84%
Q2	84%	85%	84%	77%	81%
Q3	88%	85%	85%	83%	
Q4	89%	85%	85%	85%	

Avg Call Handling Time

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	01:52	01:37	01:42	01:51	01:48
Q2	01:43	01:45	01:53	02:06	02:01
Q3	01:44	01:47	01:54	01:57	
Q4	01:46	01:46	01:59	01:46	

Avg Turnout Time

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

Avg Travel Time

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	05:56	05:09	05:50	06:03	06:09
Q2	05:49	05:37	06:03	06:46	06:34
Q3	05:50	06:01	06:05	06:07	
Q4	05:32	05:24	05:43	06:06	

Avg Response Time

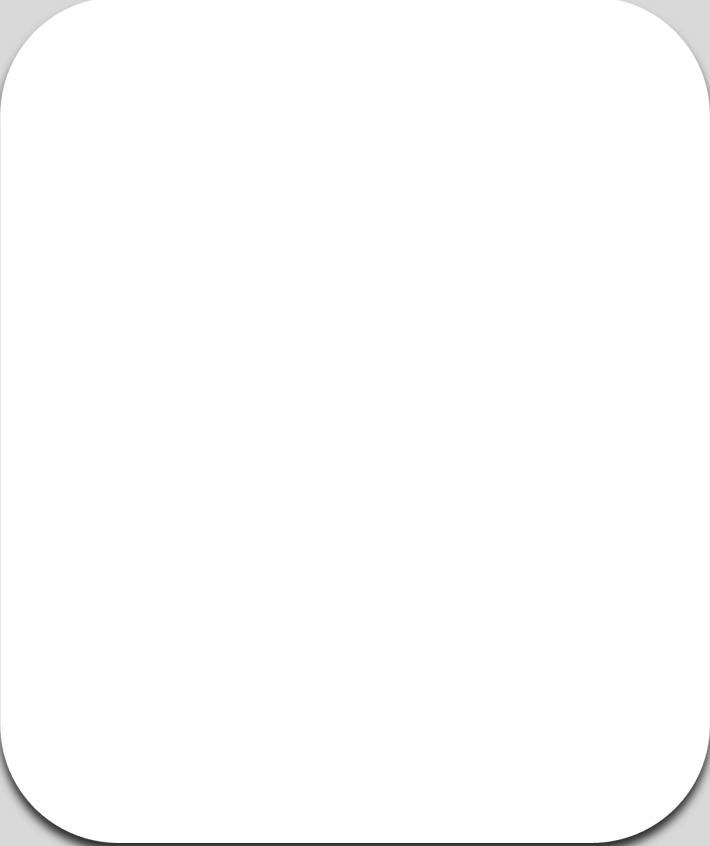
Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	10:15	09:25	10:02	10:24	10:20
Q2	10:11	09:56	10:27	11:36	10:59
Q3	10:13	10:30	10:44	10:35	
Q4	09:59	09:55	10:23	10:33	

The average response time this month is **10:59 minutes**. The median response time, representing the middle value is **09:51 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **08:30 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

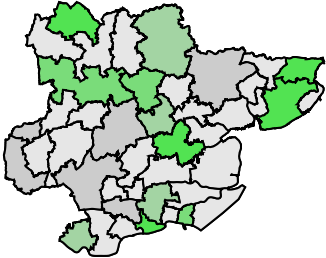
There were 77 potentially life-threatening incidents which took more than 20 minutes to respond. Of these incidents there was a total of 8 individuals with minor injuries requiring hospital treatment, all received from RTC incidents.

# ECFRS Quarterly Performance Report Q2 2023/24

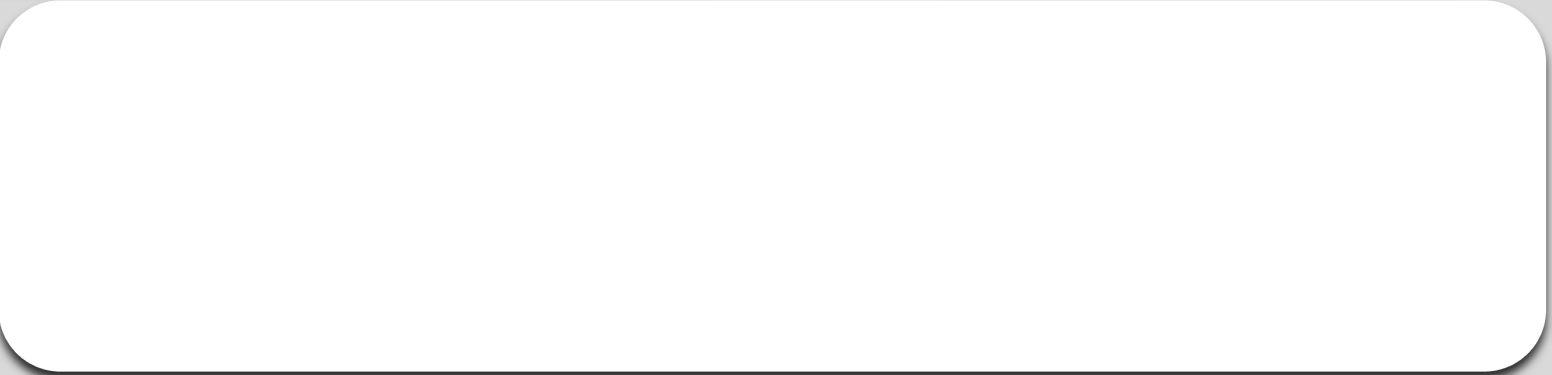
Joint Station Name	Q4-2021/22	Q1-2022/23	Q2-2022/23	Q3-2022/23	Q4-2022/23	Q1-2023/24	Q2-2023/24
Basildon	97%	96%	94%	95%	96%	94%	95%
Braintree	96%	94%	88%	86%	89%	90%	97%
Brentwood & Ingatestone	95%	94%	91%	94%	95%	94%	95%
Burnham & Tilligham	96%	96%	96%	96%	98%	97%	98%
Canvey	98%	98%	95%	97%	97%	95%	98%
Chelmsford	98%	96%	94%	96%	96%	96%	95%
Clacton & Weeley	99%	98%	97%	98%	99%	98%	98%
Colchester	97%	96%	94%	95%	97%	95%	95%
Dovercourt	97%	94%	97%	98%	98%	95%	98%
Grays	95%	97%	96%	97%	98%	97%	96%
Harlow Central	98%	96%	94%	96%	96%	96%	95%
Loughton & Waltham Abbey	98%	96%	95%	96%	96%	94%	95%
Maldon	99%	98%	96%	98%	98%	96%	98%
Rayleigh Weir & Hawkwell	98%	98%	97%	98%	98%	98%	96%
Saffron Walden	98%	99%	98%	99%	99%	99%	98%
Sible Hedingham & Halstead	98%	98%	97%	97%	98%	96%	96%
Southend	97%	97%	97%	97%	98%	97%	97%
Stansted & Dunmow	98%	98%	96%	97%	96%	97%	97%
Witham	98%	97%	95%	96%	97%	98%	96%
<b>Total</b>	<b>97%</b>	<b>97%</b>	<b>95%</b>	<b>96%</b>	<b>97%</b>	<b>96%</b>	<b>97%</b>

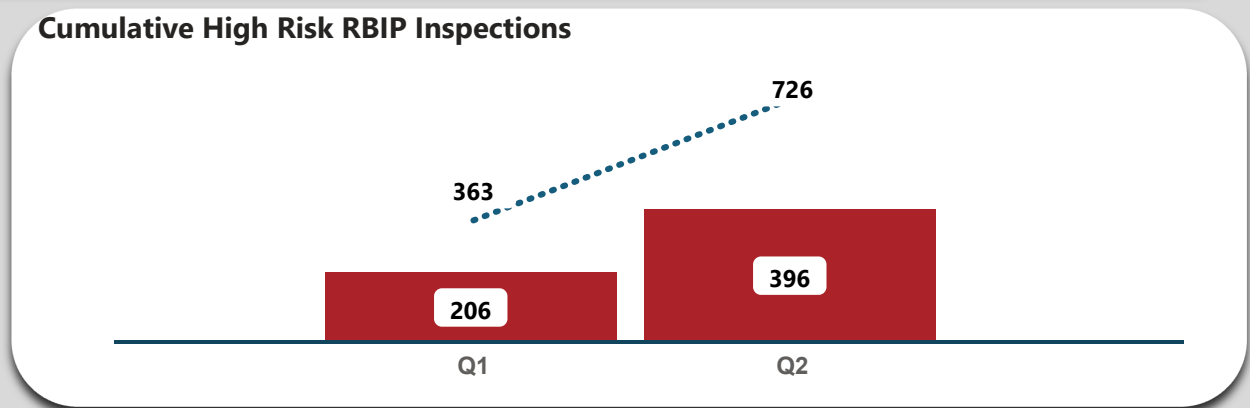
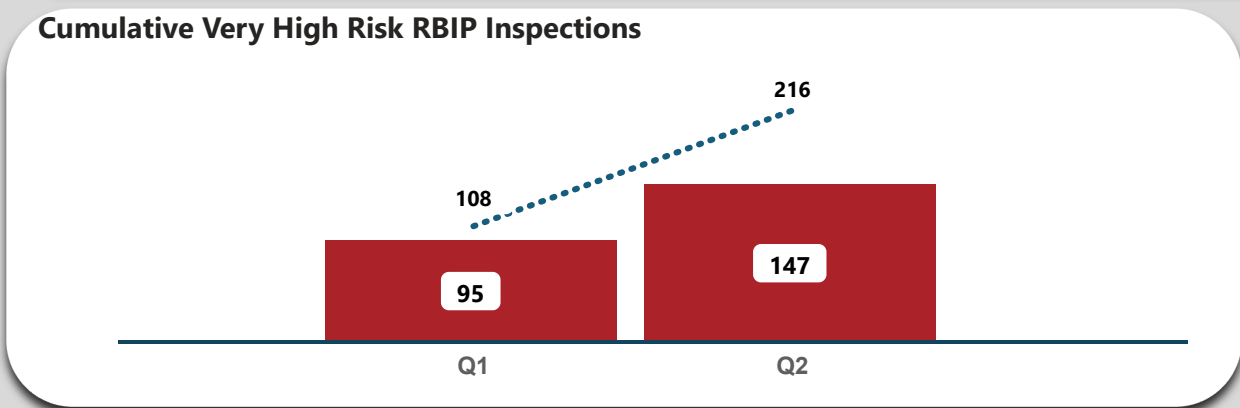
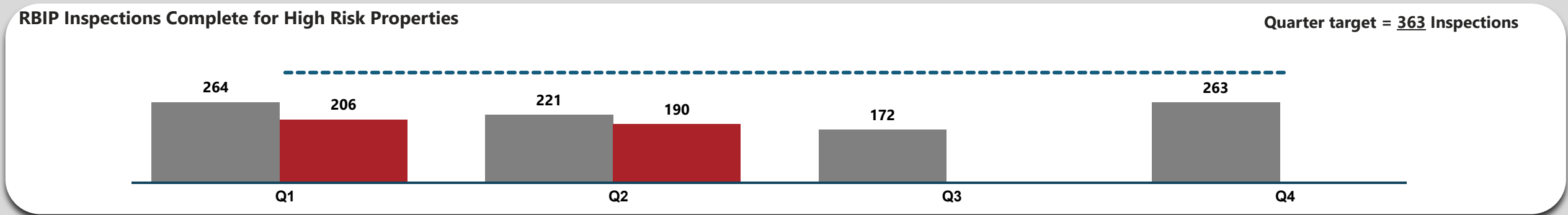
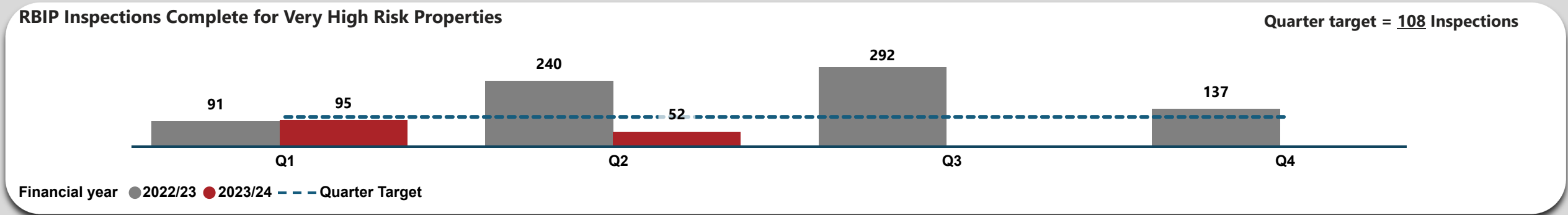


## Core Station Coverage 2023

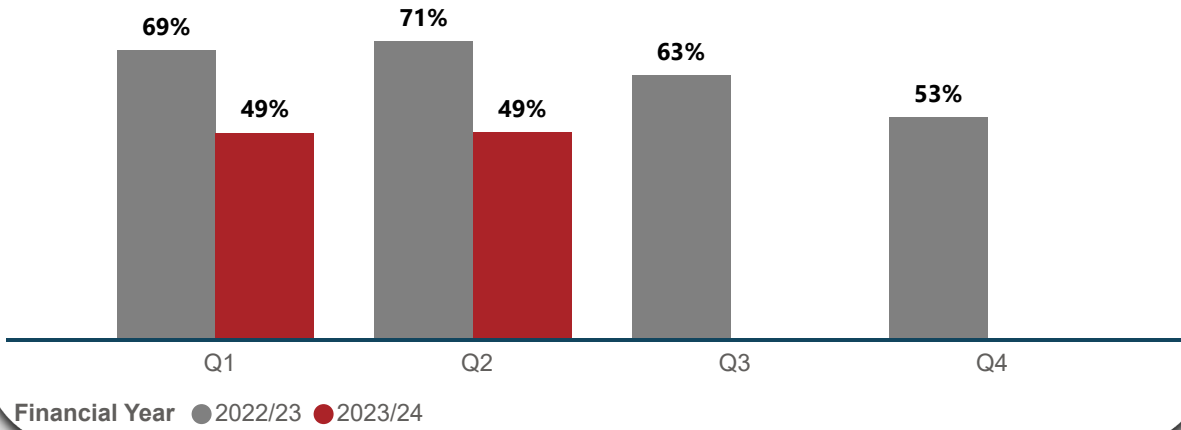


Quarter Average  
**97%**  
 Target 98%

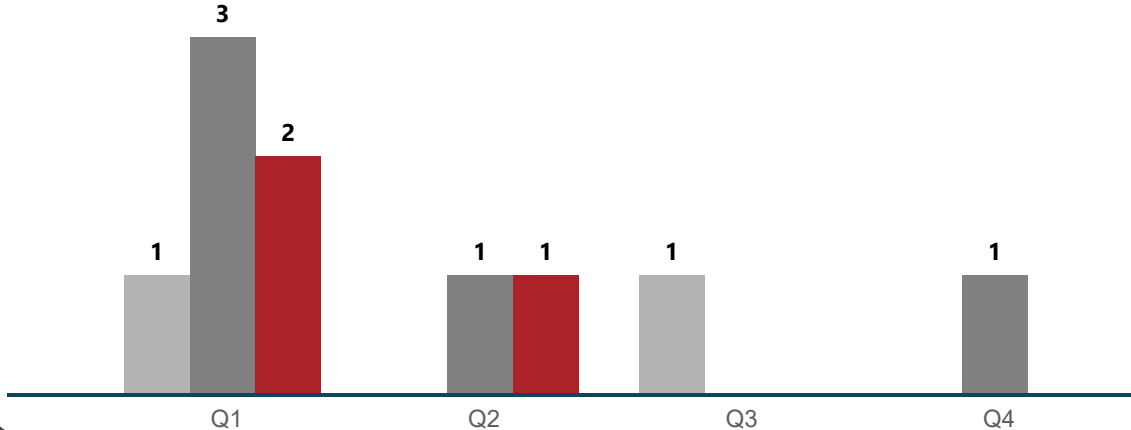




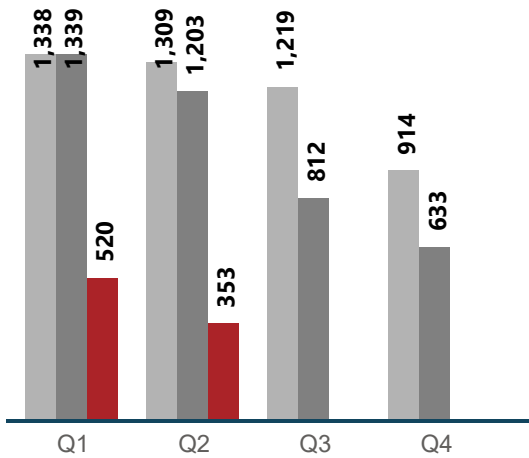
Percentage of Satisfactory Audits



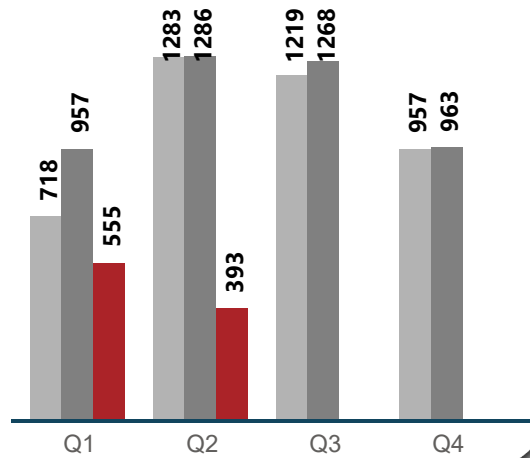
Prohibition Notices Issued



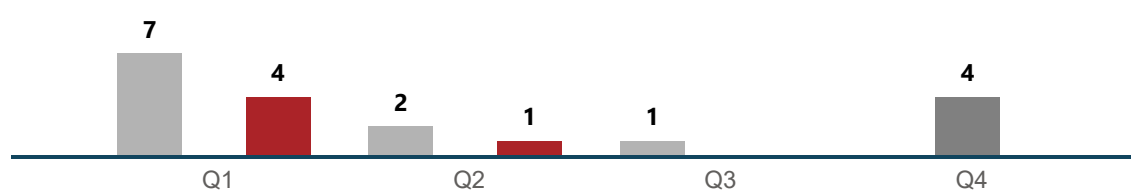
FS040 Referrals



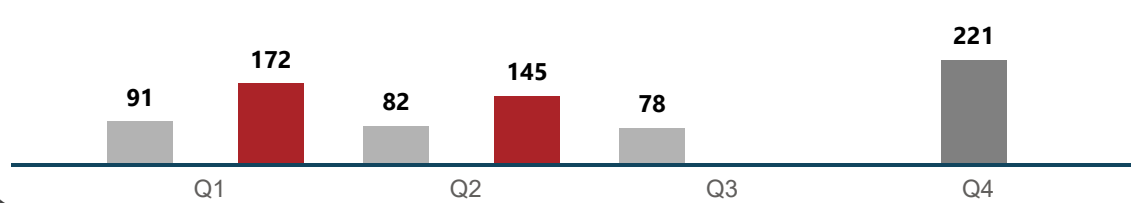
FS040 Completed



Enforcement Notices Issued

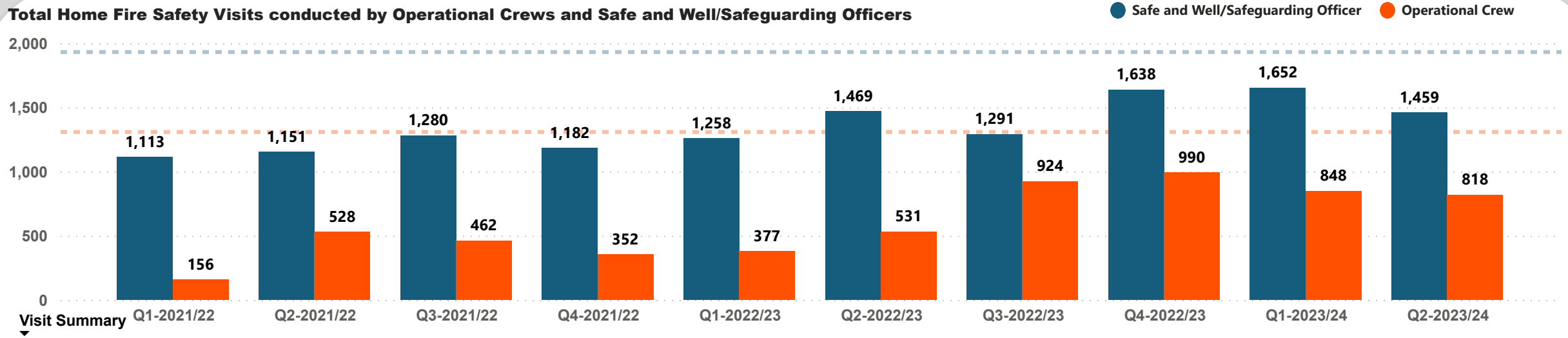


Notice of Deficiencies Issued



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

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



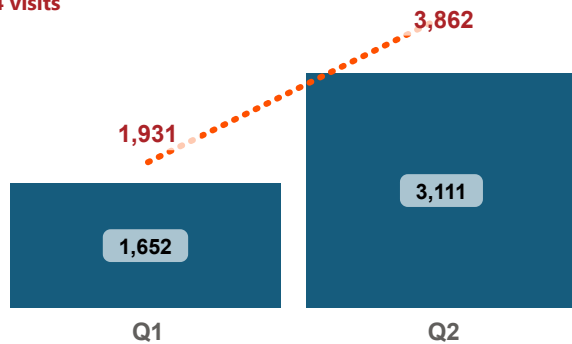
Q2 2023/24 saw a total number of 2,277 visits which were -9% less than the previous quarter total of 2,500 visits and 14% greater than the total number of 2,000 visits at the same point last year.

Operational Crew visits were 14% greater than the previous quarter visits, 54% 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 -12% less than the previous month's visits, -1% 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



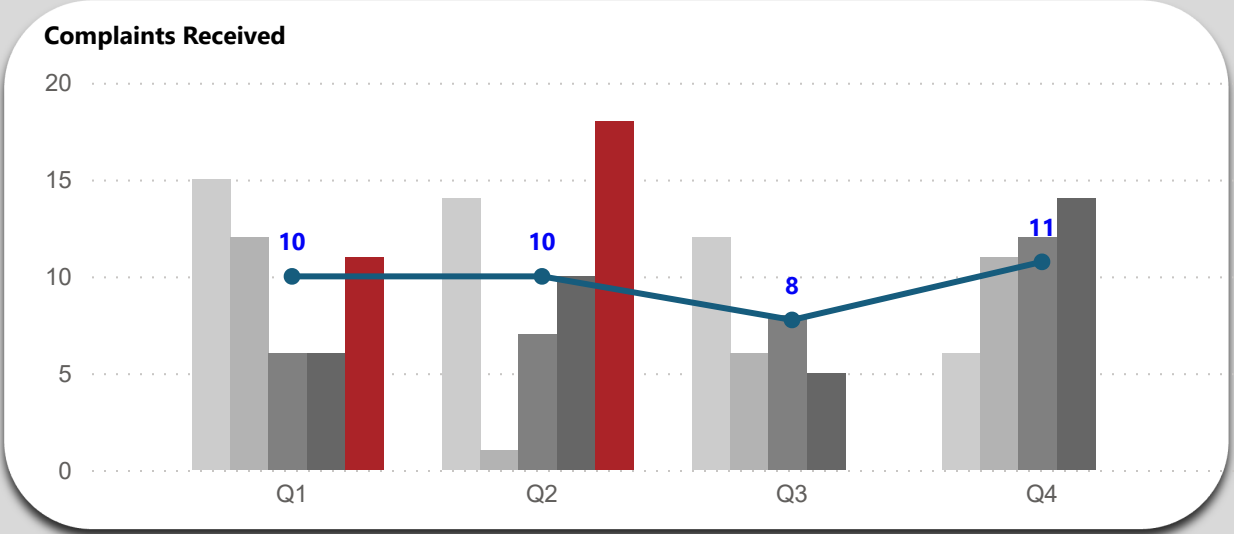
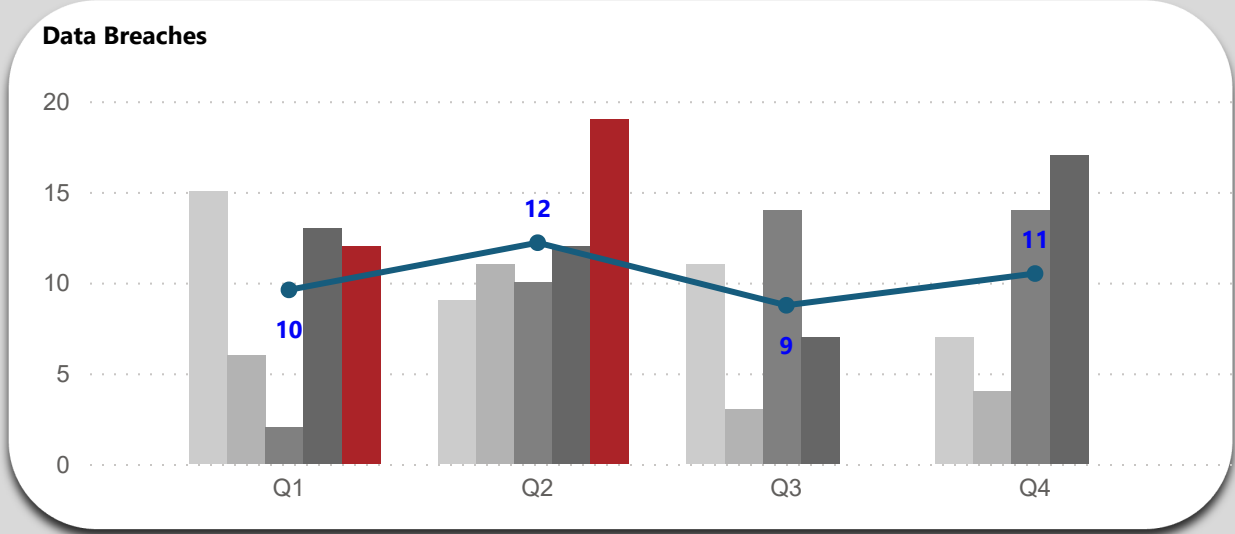
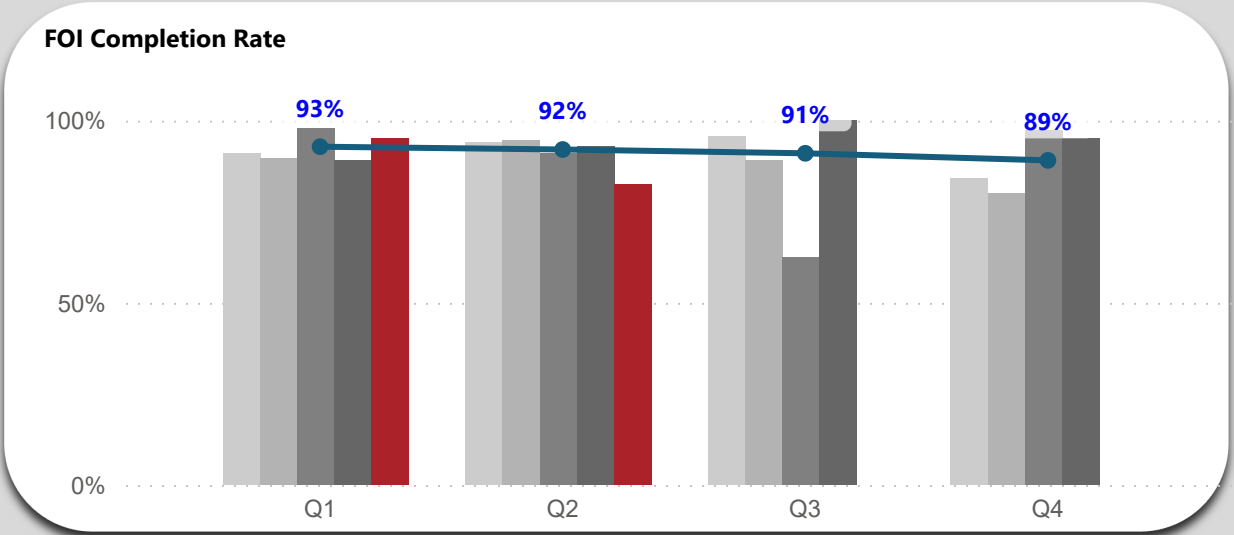
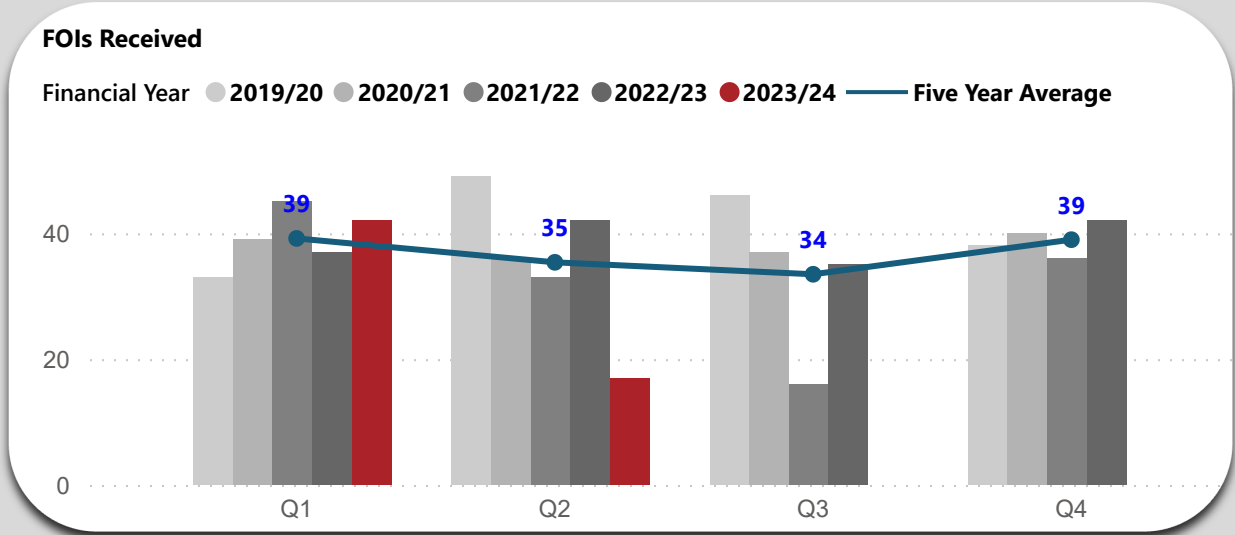
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.

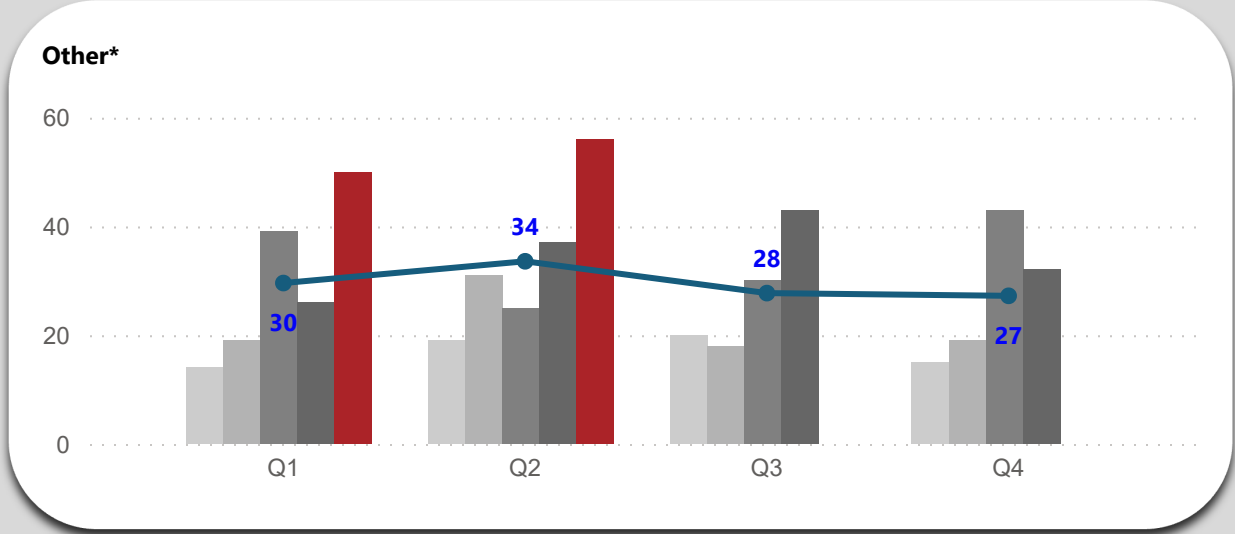
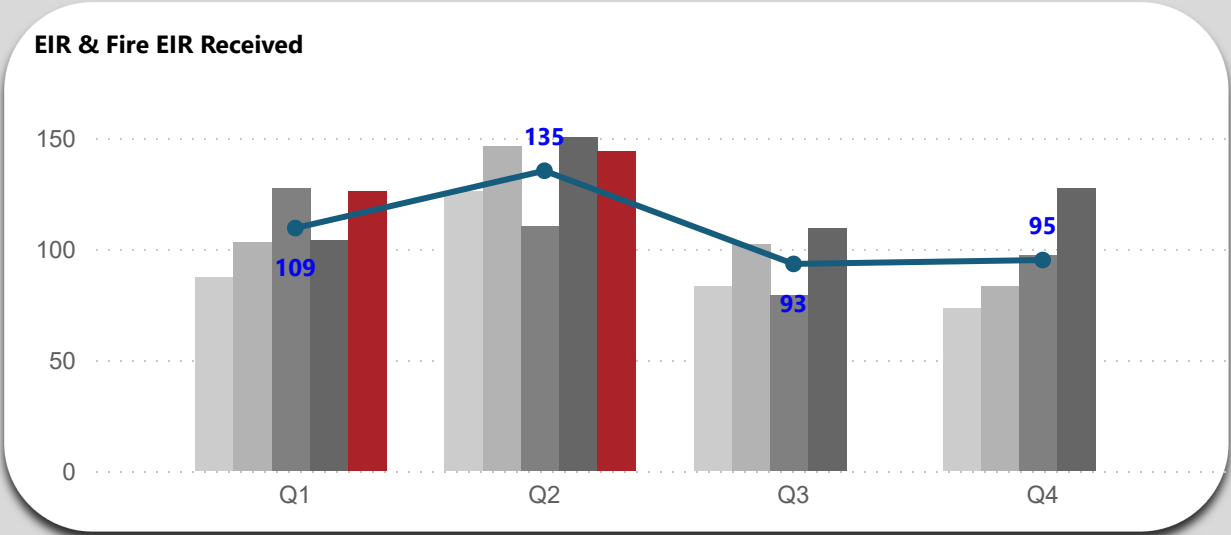
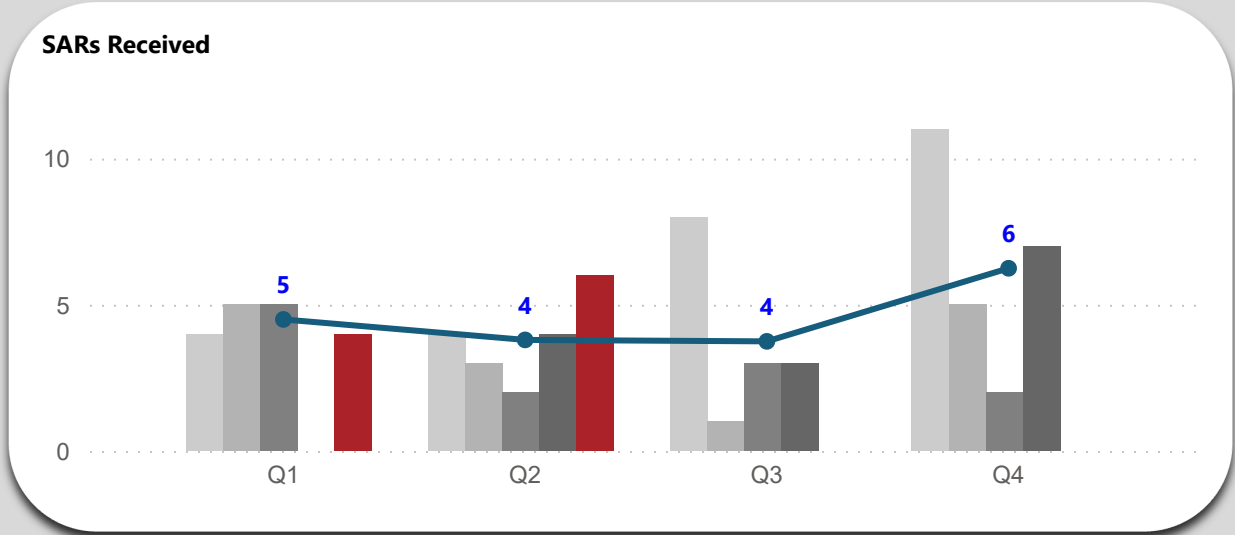
**Quarterly Safe and Well/Safeguarding Officer Visit Target**

**1,931**

**Quarterly Operational Crew Visit Target**

**1,308**



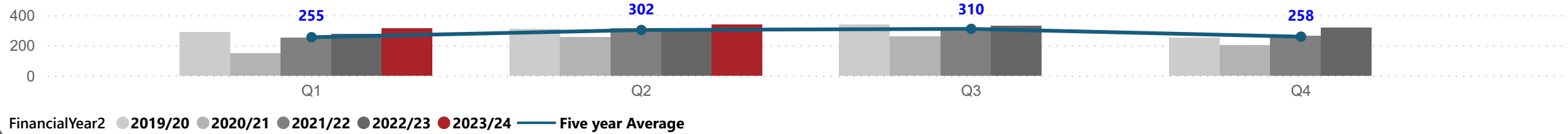


\*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

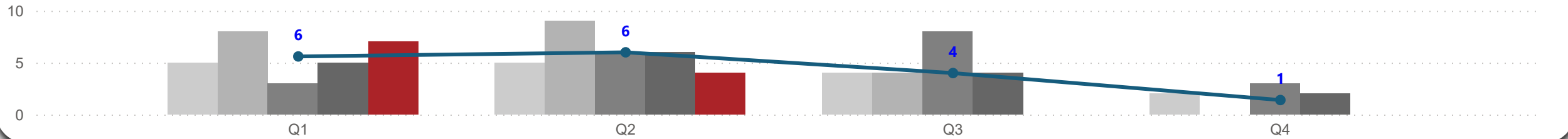


# ECFRS Quarterly Performance Report Q2 2023/24

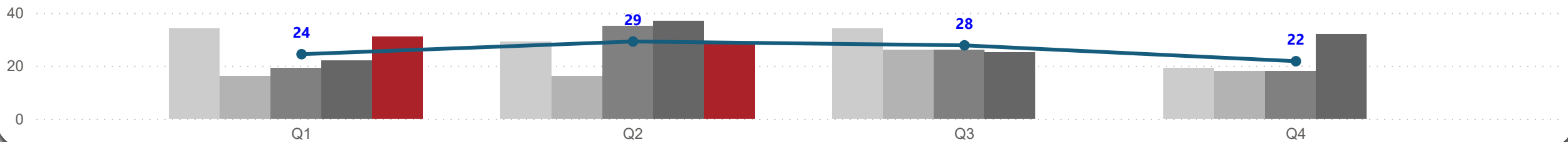
The number of RTCs attended by ECFRS are 13% greater than the same period last year, 12% above the five year average for this period and are 8% above the previous quarter.



The number of fatalities from RTCs attended by ECFRS are -33% less than the same period last year, -33% below the five year average for this period and are -43% below the previous quarter.

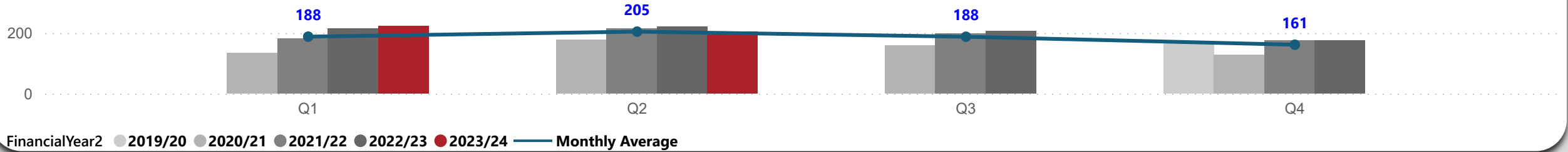


The number of serious injuries from RTCs attended by ECFRS are -22% less than the same period last year, the same as the five year average for this period and are -6% below the previous quarter.

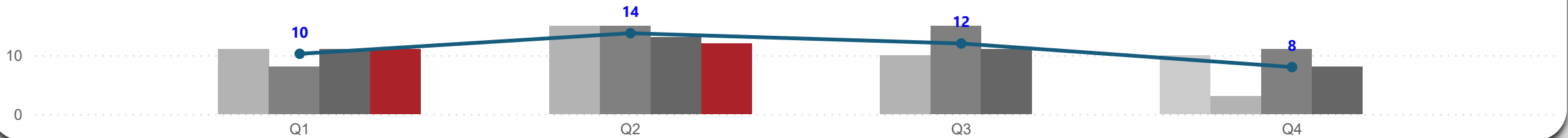


The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

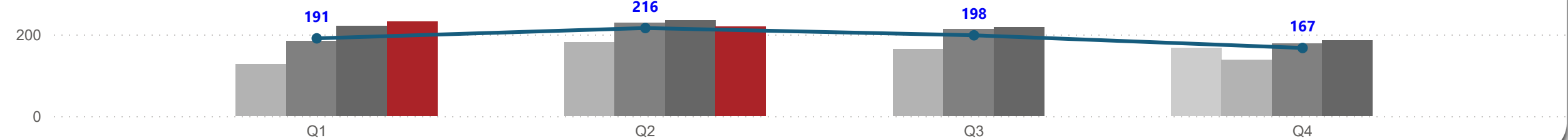
The number of SERP recorded RTCs are -7% less than the same period last year, the same as the four year average for this period and are -8% below the previous quarter.



The number of SERP recorded RTC Fatalities are -8% less than the same period last year, -14% below the four year average for this period and are 9% above the previous quarter.



The number of SERP recorded RTC Serious Injuries are -6% less than the same period last year, 1% above the four year average for this period and are -5% below the previous quarter.

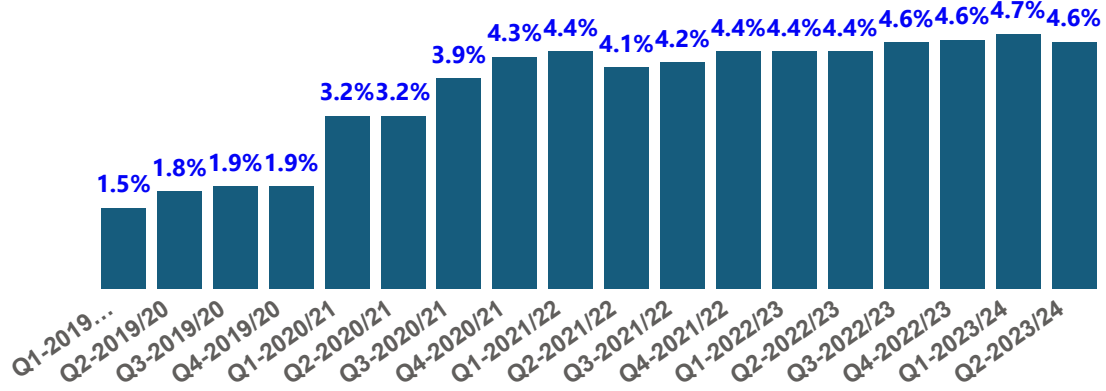


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

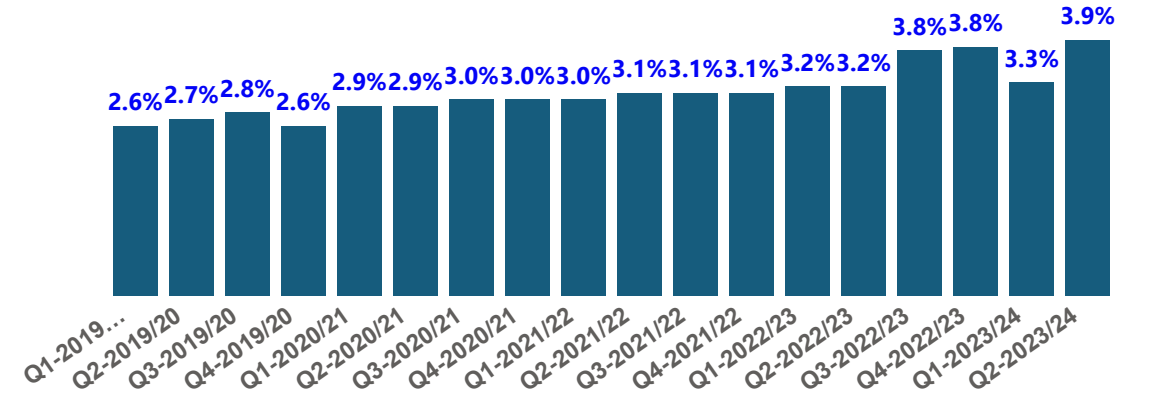
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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

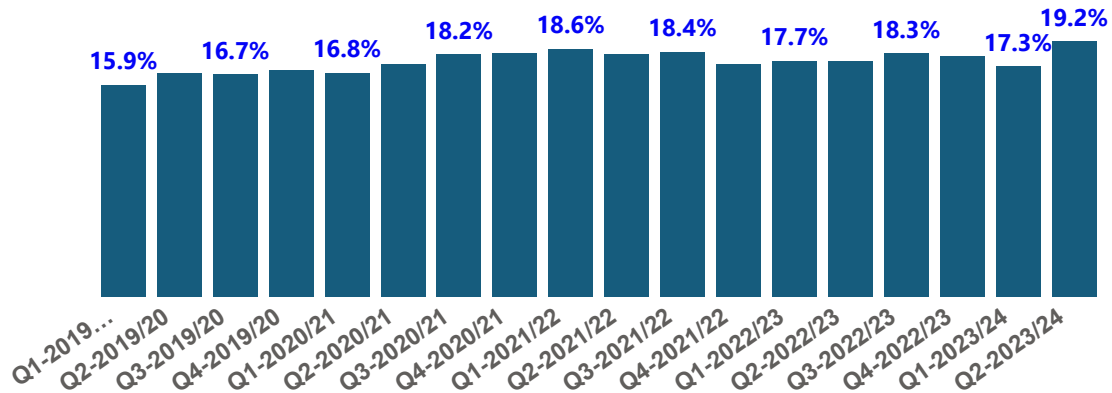
### % Disabled



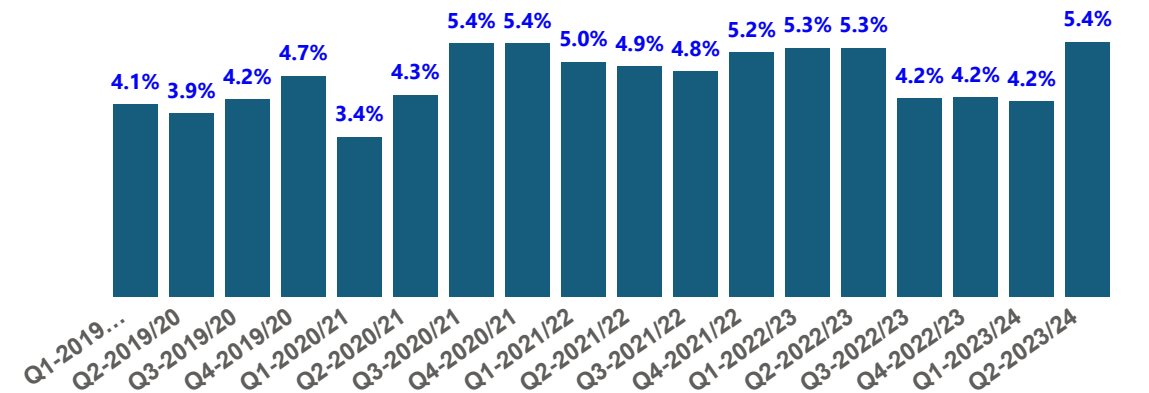
### % Ethnic Minority



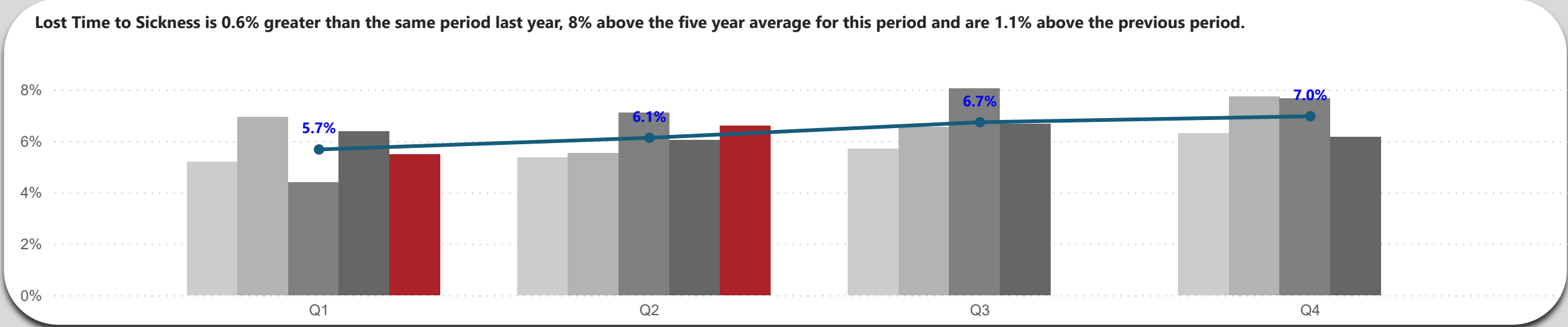
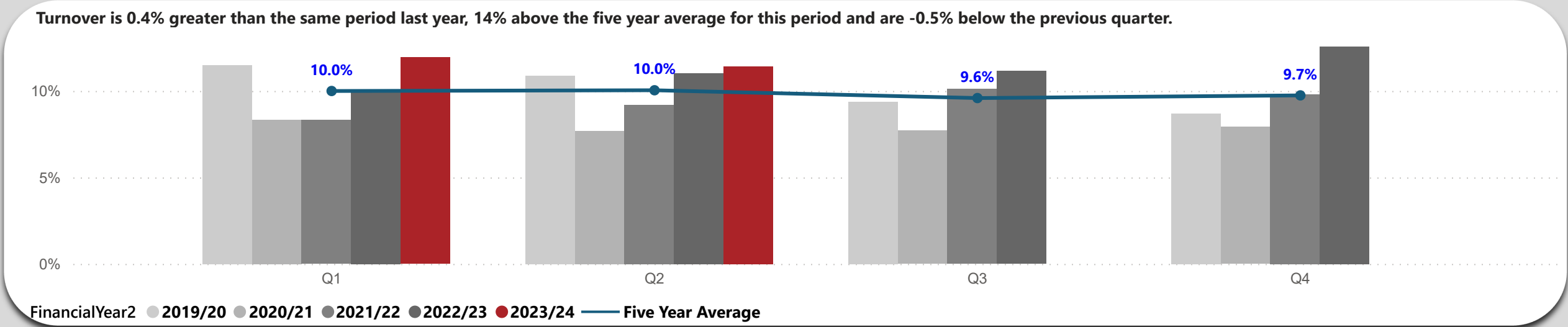
### % Female



### % LGBTQ



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



Turnover data is calculated using the standard CIPD calculation

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

### Incidents

	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Incidents</b>	15,340	14,813	14,252	17,536	16,405
<b>Fires</b>	4,746	4,492	3,521	5,274	3,909
<b>Special Services</b>	4,455	4,256	4,534	5,401	5,403
<b>False Alarms</b>	6,139	6,065	6,197	6,861	7,092
<b>ADF Fires</b>	814	774	715	735	715
<b>Deliberate Fires</b>	1,742	1,361	1,030	1,418	1,105
<b>Non Domestic Fires</b>	437	396	372	447	407
<b>Unwanted Fire Signals</b>	1,071	964	1,114	1,209	1,270
<b>RTC ECFRS</b>	1,208	989	1,024	1,151	1,295
<b>RTC SERP</b>		476	682	810	810

### Casualties

	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Primary Fire Injuries</b>	16	12	19	14	11
<b>ADF Injuries</b>	47	47	39	29	24
<b>Fire Fatalities</b>	5	3	7	8	9
<b>ADF Fatalities</b>	3	3	6	6	5
<b>RTC ECFRS Fatalities</b>	15	23	13	22	17
<b>RTC ECFRS Serious Injury</b>	130	85	98	103	117
<b>RTC SERP Fatalities</b>		36	36	50	42
<b>RTC SERP Serious Injury</b>		475	713	846	853

### Prevention and Protection

	2020/21	2021/22	2022/23	2023/24
<b>Home Fire Safety Visits</b>	670	5,344	6,911	9,620
<b>Home Fire Safety Visits - Operational Crew</b>	48	759	1,722	3,101
<b>Home Fire Safety Visits - Inspection Officers</b>	622	4,584	5,189	6,040
<b>RBIP Very High Audits</b>		399	439	576
<b>RBIP High Audits</b>		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 quarter is Q2 2022/23, then the figures under 2022/23 will be the total of Q2 2021/22-Q2 2022/23.