



ECFRS Monthly Performance Report December 2023

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report December 2023

Overall	This Month		5 Yr Avg
Total Incidents	1,235	↑	1,177
Fires	212	↓	224
Special Services *	366	↑	345
False Alarms	542	↑	500
RTC**	115	↑	107

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

Overall: The number of **total incidents** are -10% less than the same period last year, 5% above the five year average for this period and are -2% below last month. The number of **total fire incidents** are -7% less than the same period last year, -5% below the five year average for this period and are 8% above last month. The number of **total special service incidents** are -13% less than the same period last year, 6% above the five year average for this period and are 3% above last month. The number of **total false alarm incidents** are -9% less than the same period last year, 8% above the five year average for this period and are -8% below last month. The number of **RTCs attended by ECFRS** are 2% greater than the same period last year, 7% above the five year average for this period and are 4% above last month.

Continuing the trend from previous months, many Special Service incidents involve assisting other agencies, entry/exit procedures, and flooding-related calls. January's report is anticipated to highlight an increase in flooding incidents, mainly due to heavy rainfall causing vehicles to become stranded in water.

While False Alarm incidents have decreased from the previous month, they still surpass the five-year average. A paper is underway addressing Unwanted Fire Signals responses, and Essex County Fire Service is evaluating alignment with other fire services in handling False Alarms.

Accidental and Deliberate Fires (ADF) and associated injuries: December's ADF numbers align with those of the same period last year and the five-year average. An upcoming ADF Review, currently in preparation, will analyse incidents over the past 5 years using various statistical techniques to identify trends or patterns. The resulting insights will inform strategic decisions in the Prevention department. The report is expected to be ready in Q1 2024/25, offering data refresh options every 6 months or as needed.

Regarding Primary Fires and ADF injuries, all 8 individuals who sustained injuries were hospitalised, with injuries classified as 'slight.'

Deliberate and Non-Domestic Fires: In December, both deliberate fires and non-domestic fires recorded figures within lower tolerance levels. Deliberate fires are -27% below the five-year average. Non-domestic fires also exhibited a decline, with a -11% drop from the previous year and a -17% 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.

Fatalities: December 2023 recorded 1 fatality from a vehicle fire, where the individual was not discovered until the fire was extinguished. The vehicle was alight on ECFRS attendance and there was no prior indication of any individuals involved.

Core Station Coverage: Coverage has maintained stability at 97%, showcasing a consistent level of service provision.

Prevention: Central Prevention performed 18% fewer Home Fire Safety Visits (HFSV) in December than the average of the last 6 months (June-November). Central Prevention was impacted significantly in December by staff abstraction from the Safe and Well team. 4 of the 7 FTE were available for visits, with the additional impact of planned annual and seasonal statutory leave. The 3 non-working days of Christmas alone create a deficit of approximately 95 HFSV that could not be completed. This deficit when added to the visits completed is the equivalent of the 6-month average for HFSV.

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Prevention continued: During December, Operational Crews completed 39% fewer HFSV than the average of the 6-month period June-November. The Prevention team have engaged with Station Managers (SM) and Group Managers (GM) about the significant downturn in performance of HFSV undertaken by operational crews. High-level indicators are that availability was low across Service and a significant impact made by annual leave across the seasonal period, though Prevention are unable to provide any further commentary relating to performance. Station Managers and Group Managers have access to the Home Fire Safety Performance Management Dashboard which enables them to view the visits allocated to the Operational Crews and the number of visits outstanding.

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 ahead of the RBIP target by **31/07/2026**, and Very High-risk premises being completed by **31/01/20126**. The 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 6.9) is factored in, the revised forecast indicates that both High-risk and Very High risk premises will be completed within target.

Information Governance: During December 2023, 8 FOI/EIR requests were completed in time, with a completion rate of 100%. Requests for information included: information about fire safety inspections at the Wethersfield site, calls related to electrical fires in homes and businesses, incident data for specific properties, lift entrapments, body-worn cameras, fleet details, electric/hybrid vehicle fires, external training courses, staff on sick leave, social media tools used by ECFRS, and Stonewall UK membership details, including membership fee, budget, events, and programs.

Regarding the data breaches reported in December, there was 1 near miss/minor breach regarding security on folders in SharePoint being restricted only to those who require access. There were no referrals to the ICO.

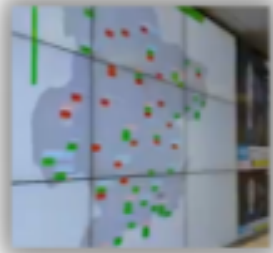
Road Traffic Collisions (RTC): Around 60% of Essex County Fire and Rescue Service (ECFRS) involvement in Road Traffic Collisions (RTCs) focuses on ensuring scene or vehicle safety, with approximately 20% involving the release or extrication of individuals. This trend is consistent in both December's RTC activity and the 12-month rolling data. Most December RTC incidents attended by ECFRS were concentrated in the Southend and Chelmsford areas. A meeting is scheduled with the Safer Essex Road Partnership (SERP) Analyst to explore regional and local analysis, aiming to integrate ECFRS data with SERP data for a more comprehensive understanding of RTC occurrences in the county.



December 2023 in numbers

#WeAreEssexFire

97% Core station coverage



1,235

Incidents attended



633

Home Fire Safety Checks



95

Very high / high risk Protection audits



81%



Attendance within 15 minutes

Accidental Dwelling Fires

67



2,490

Calls to Control



24

Non domestic fires



38

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

17

Animal rescues





ECFRS Monthly Performance Report

December 2023

Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	38	52	46	136+	105-136	79-104	0-78
Number of ADF Fires	67	67	58	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	24	29	11	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	8	6	2	9+	6-8	3-5	0-2
Number of ADF Injuries	5	3	2	6+	4-5	1-3	0
Fire Fatalities	1	1	1	3+	2	1	0
Accidental Dwelling Fire Fatalities	0	1	1	3+	2	1	0
Number of Unwanted Fire Signals	96	88	92	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	23	26	16	0-15	16-25	26-35	36+
Audits (RBIP High)*	72	43	80	0-62	63-73	74-83	84+

* Audit data measured for past 3 years.

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	7.3% ↓	7.8%	6.7%	ECFRS Data calculated using the Cleavand method
Turnover	10.1% ↑	9.8%	10.7%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

Inputs

Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Core Station Coverage	97% ↓	97%	97%	98%
Potential Life-Threatening Incident First Attendance	11:02 ↓	10:49	11:49	10:00
Potential Life-Threatening Incident Call Handling	02:00	01:52	02:12	-
Potential Life-Threatening Incident Turnout	02:28	02:31	02:28	-
Incidents attended within 15 minutes	81% ↓	84%	80%	90%
Safe and Well Visits conducted by Inspecting Officers	445 ↓	332	513	644
HFSC conducted by Operational Staff	188 ↓	144	348	436
Global Availability	64% ↓	64%	69%	80%
Freedom of Information Response Rate	100% ↑	95%	100%	90%

RTC

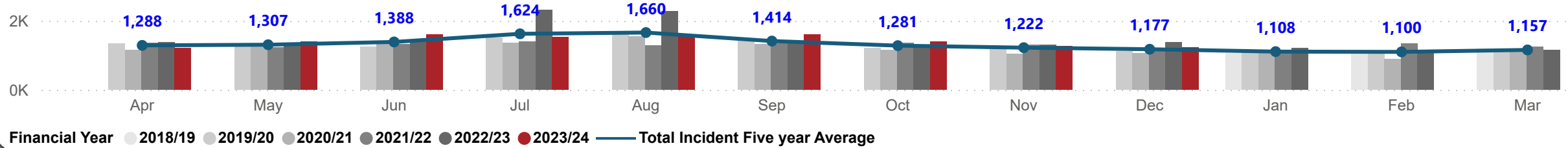
Metric vs 5 Year Average	ECFRS			SERP**		
Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	115 ↑	107	111	70 ↑	65	57
RTC Serious injury	10 ↔	10	4	79 ↑	70	58
RTC Fatalities	2 ↔	2	1	3 ↓	4	2

** 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.

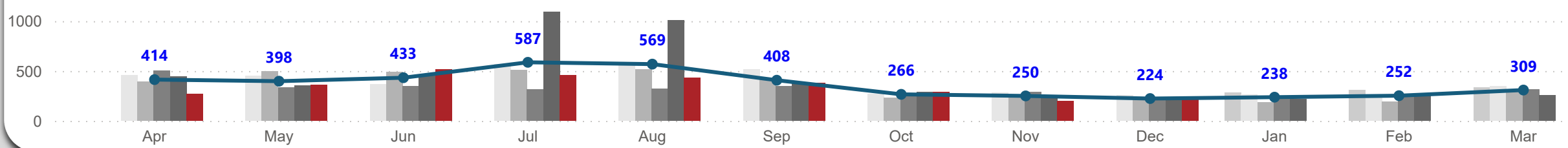
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Overall Summary

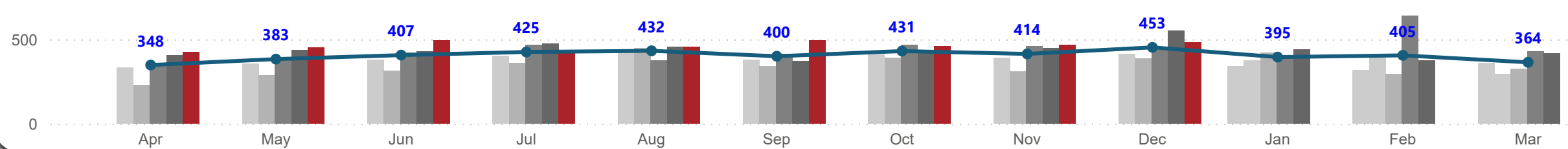
The number of **total incidents** are -10% less than the same period last year, 5% above the five year average for this period and are -2% below last month.



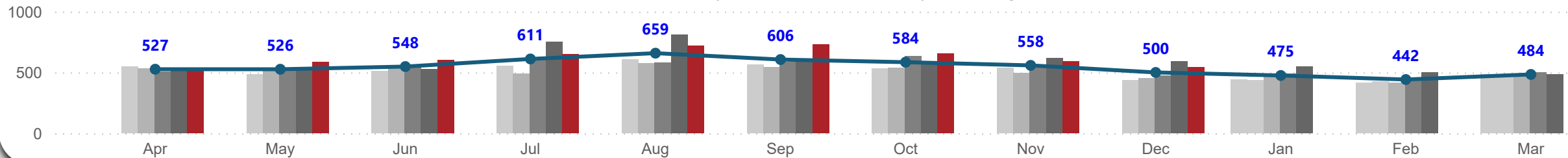
The number of **total fire incidents** are -7% less than the same period last year, -5% below the five year average for this period and are 8% above last month.



The number of **total special service incidents** are -13% less than the same period last year, 6% above the five year average for this period and are 3% above last month.

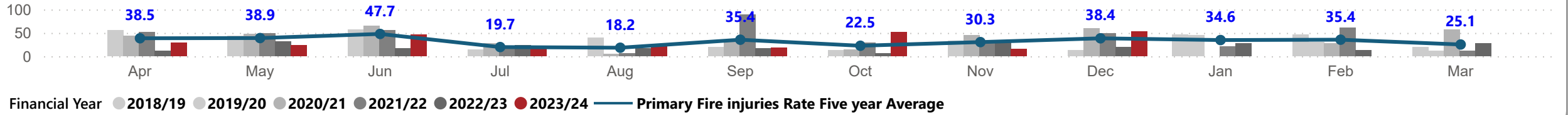


The number of **total false alarm incidents** are -9% less than the same period last year, 8% above the five year average for this period and are -8% below last month.

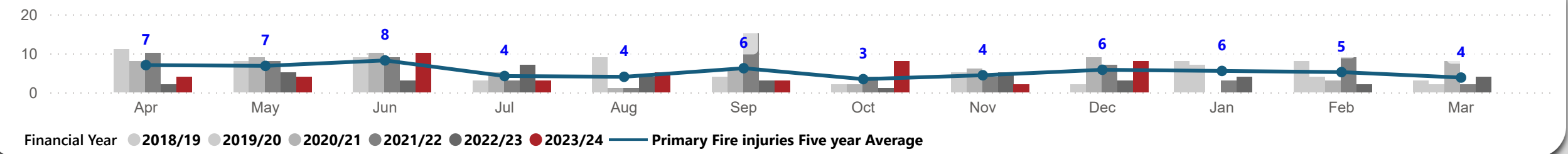


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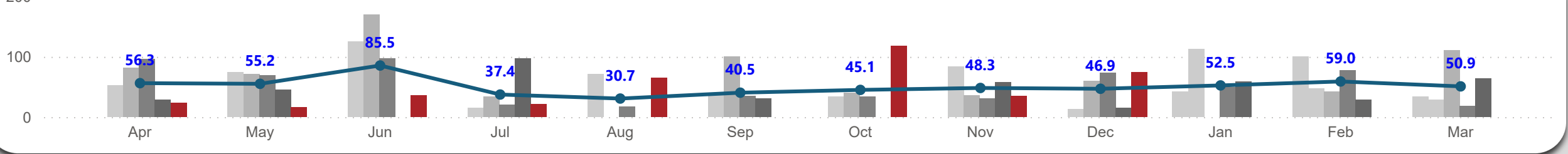
The Primary Fire Injury Rate per 1,000 Primary Fires is 171% greater than the same period last year, 37% greater than the five year average for this period and is 244% greater than last month.



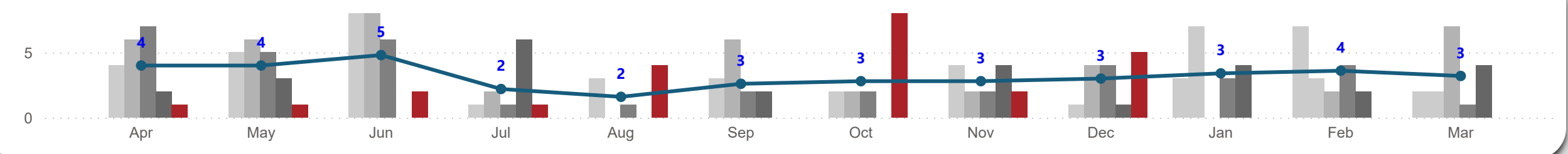
The number of Primary Fire Injuries are 167% greater than the same period last year, 38% greater than the five year average for this period and are 300% greater than last month.



The rate of ADF Injuries per 1,000 ADF Fires is 390.8% greater than the same period last year, 59.1% greater than the five year average for this period and is 116.2% greater than last month.

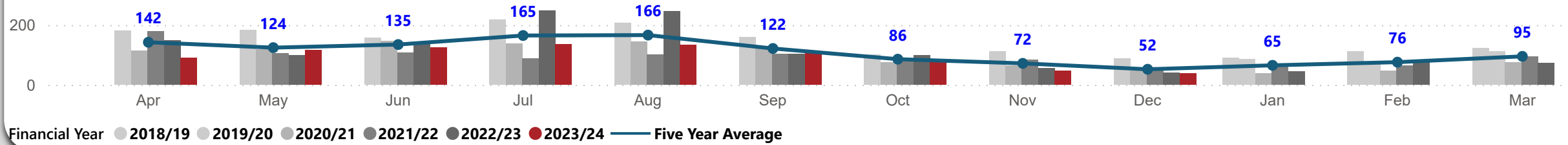


The number of ADF Injuries are 400% greater than the same period last year, 66.7% greater than the five year average for this period and are 150% greater than last month.

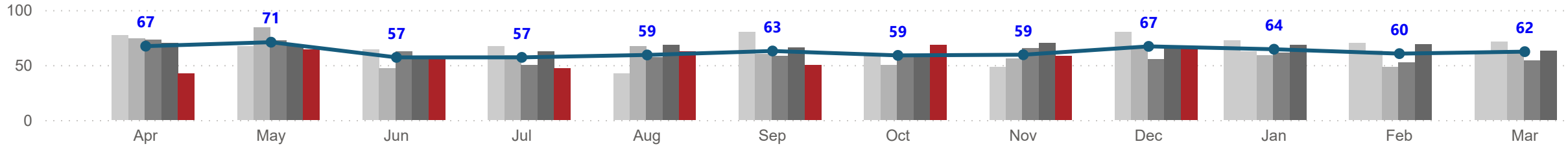


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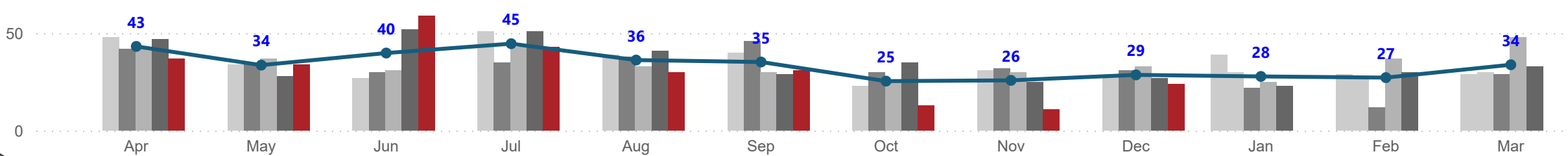
The number of Deliberate Fires are -7% less than the same period last year, -27% below the five year average for this period and are -17% below last month.



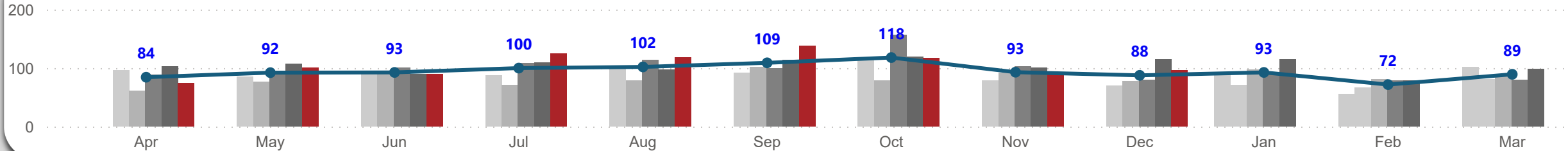
The number of Accidental Dwelling Fires are 2% greater than the same period last year, the same as the five year average for this period and are 16% above last month.



The number of Non Domestic Fires are -11% less than the same period last year, -17% below the five year average for this period and are 118% above last month.



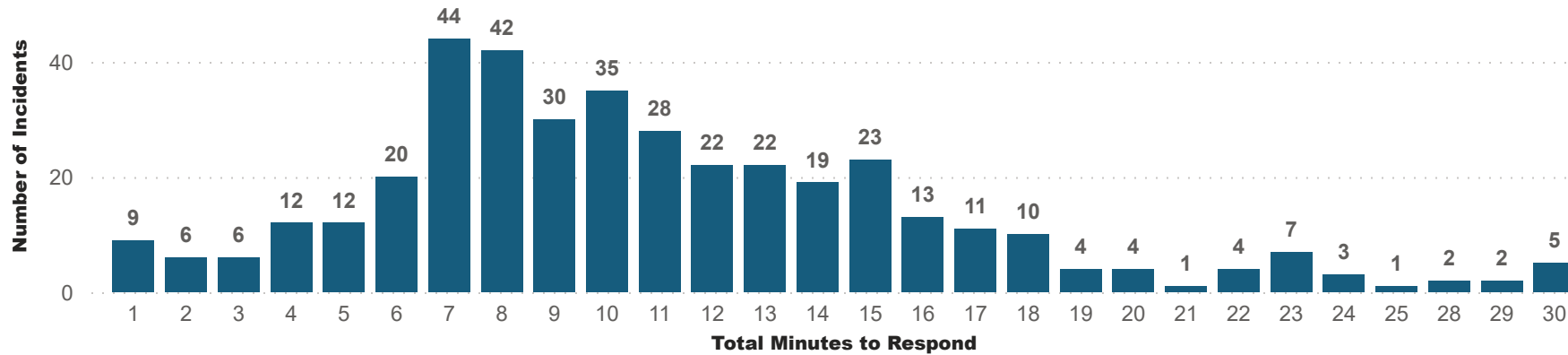
The number of Unwanted Fire Signals are -17% less than the same period last year, 9% above the five year average for this period and are 4% above last month.



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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%	81%
Dec	82%	85%	83%	81%
Jan	84%	87%	85%	
Feb	87%	82%	84%	
Mar	86%	86%	86%	

Avg Call Handling Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	01:41	01:38	01:51	01:53
May	01:29	01:46	01:49	01:38
Jun	01:41	01:42	01:54	01:52
Jul	01:43	02:10	01:53	02:00
Aug	01:39	01:43	02:25	02:05
Sep	01:53	01:46	01:59	01:58
Oct	01:42	01:54	02:00	01:56
Nov	01:49	01:54	01:55	02:12
Dec	01:50	01:55	01:55	02:00
Jan	01:47	01:43	01:48	
Feb	01:43	02:15	01:41	
Mar	01:46	01:55	01:50	

Avg Turnout Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	02:37	02:27	02:29	02:20
May	02:25	02:33	02:30	02:17
Jun	02:44	02:20	02:17	02:23
Jul	02:27	02:27	02:38	02:24
Aug	02:39	02:34	02:37	02:18
Sep	02:32	02:24	02:38	02:19
Oct	02:45	02:42	02:20	02:23
Nov	02:41	02:42	02:28	02:28
Dec	02:34	02:32	02:35	02:28
Jan	02:56	02:42	02:52	
Feb	02:31	02:36	02:21	
Mar	02:36	02:36	02:40	

Avg Travel Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	04:59	05:42	05:56	06:30
May	05:01	05:37	05:50	05:37
Jun	05:28	06:10	06:24	06:20
Jul	05:35	06:04	06:58	06:44
Aug	05:37	06:00	06:42	06:26
Sep	05:39	06:04	06:34	06:28
Oct	05:48	05:33	06:05	06:28
Nov	05:39	06:14	05:49	06:40
Dec	06:32	06:28	06:28	06:29
Jan	05:41	05:42	06:06	
Feb	05:15	05:48	06:09	
Mar	05:14	05:37	06:01	

Avg Response Time

Month	2020/21	2021/22	2022/23	2023/24
Apr	09:21	09:53	10:21	10:47
May	08:58	09:59	10:10	09:35
Jun	09:57	10:14	10:41	10:39
Jul	09:48	10:44	11:38	11:16
Aug	09:55	10:22	11:49	10:50
Sep	10:05	10:17	11:15	10:50
Oct	10:16	10:17	10:27	10:51
Nov	10:09	10:54	10:17	11:25
Dec	11:00	10:58	11:00	11:02
Jan	10:28	10:06	10:50	
Feb	09:30	10:48	10:13	
Mar	09:40	10:10	10:36	

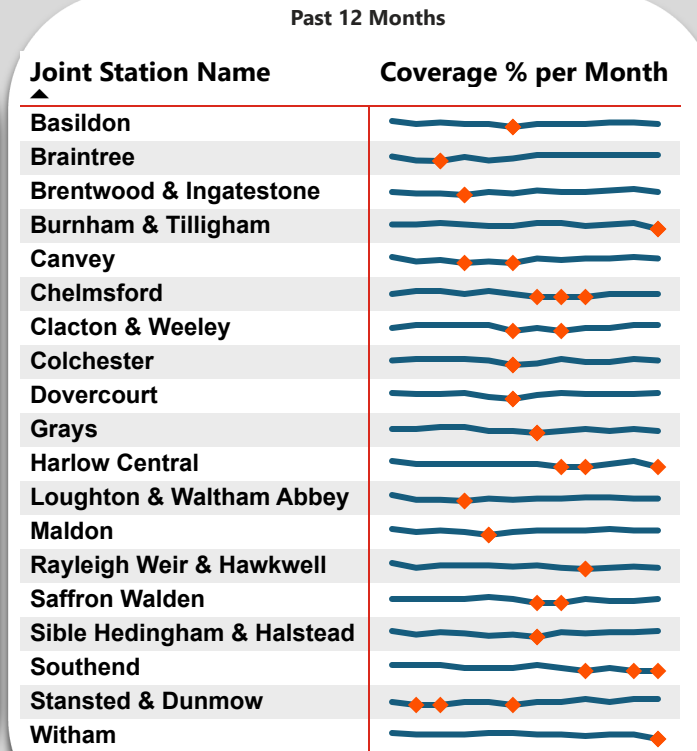
The average response time this month is **11:02 minutes**. The median response time, representing the middle value is **09:47 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **07:10 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

Of the incidents where it took 20 minutes or more to respond, there was a total of 4 individuals receiving injuries. All injuries we obtained via RTCs, with one individual receiving serious injuries and 3 receiving minor injuries.

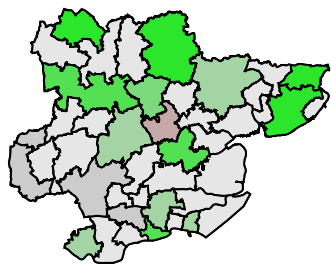
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Coverage

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



Core Station Coverage December 2023



Monthly Average

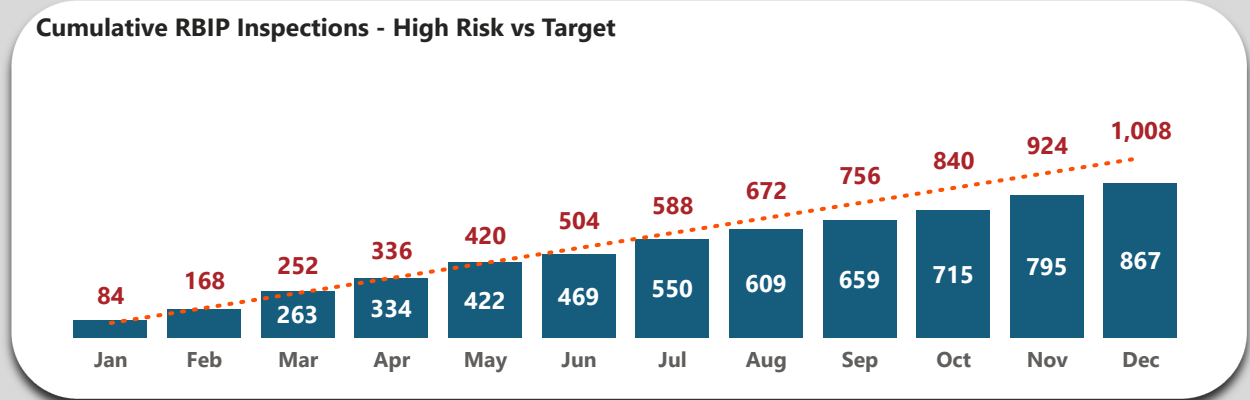
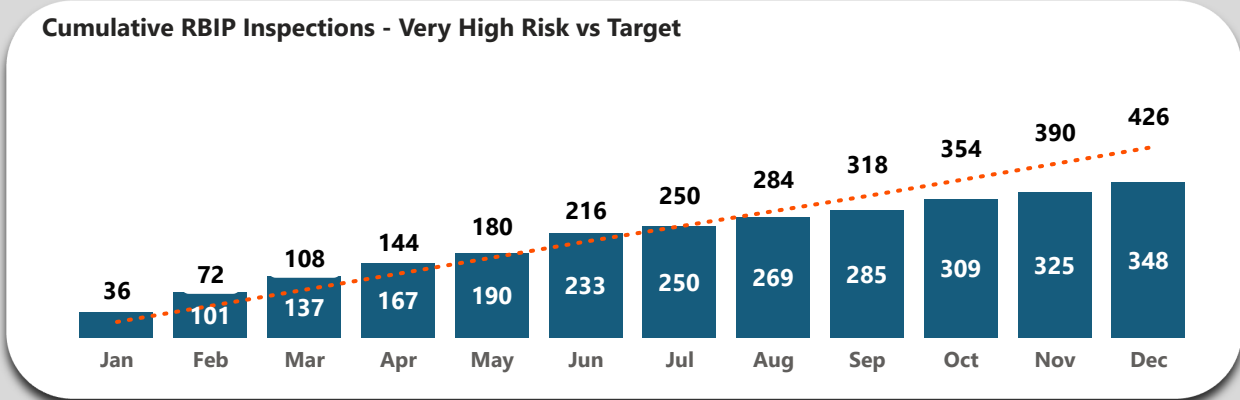
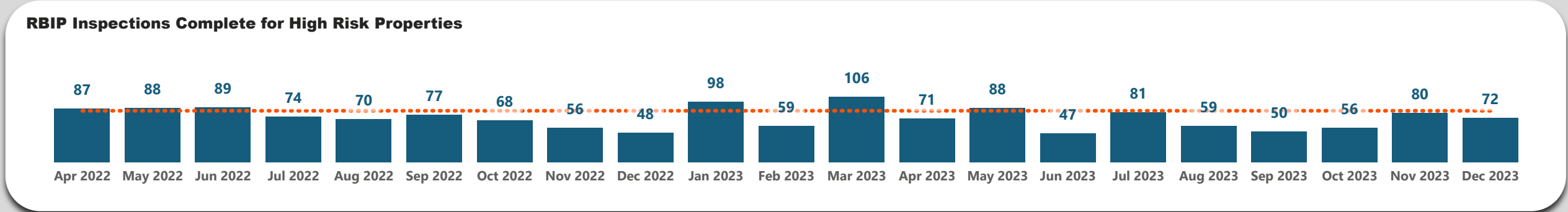
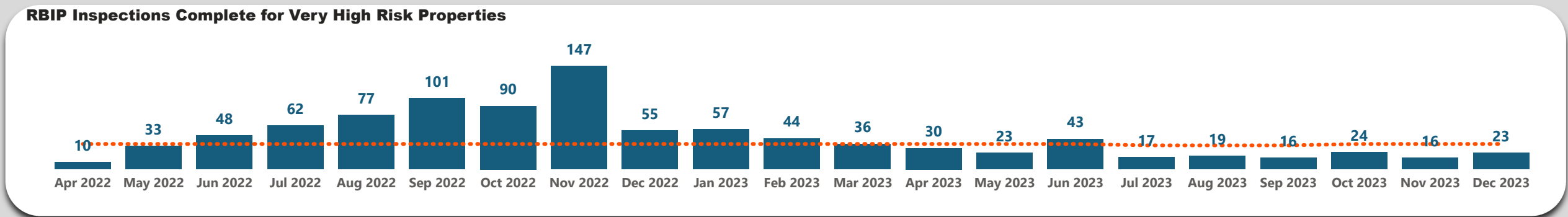
97%

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.

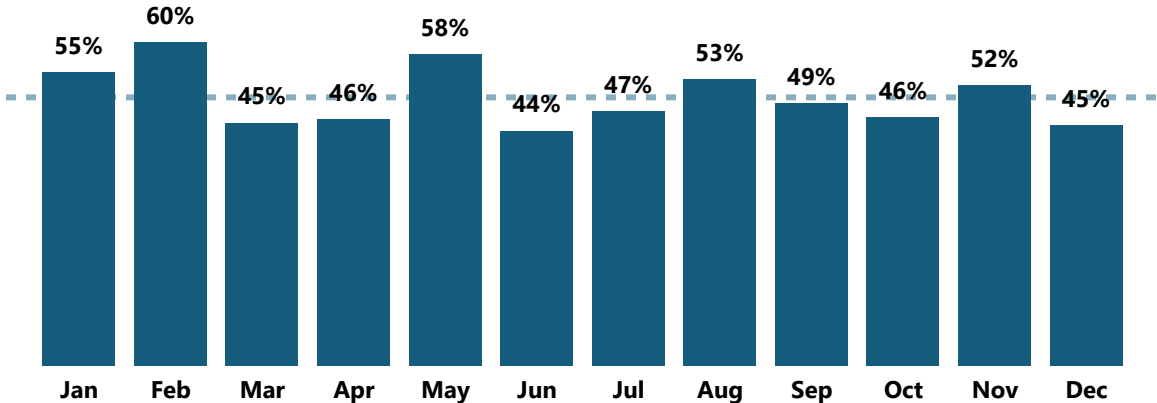
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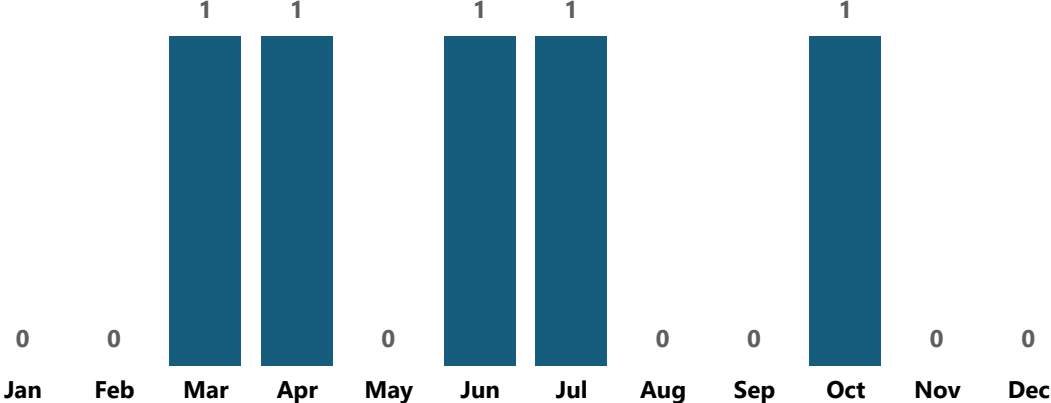
ECFRS obtains premises and risk data from Address Based Premium (ABP). ABP is updated on a 6 weekly basis, updating the number of premises and the premises risk categories. At the start of the RBIP process in January 2023, the total number of properties were divided by the number of months that ECFRS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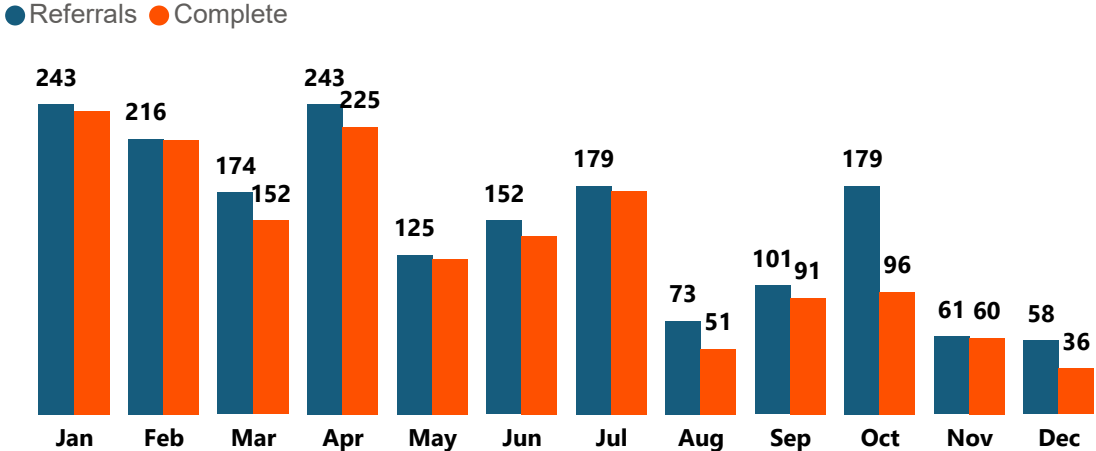
Percentage of Satisfactory Audits from January 2023



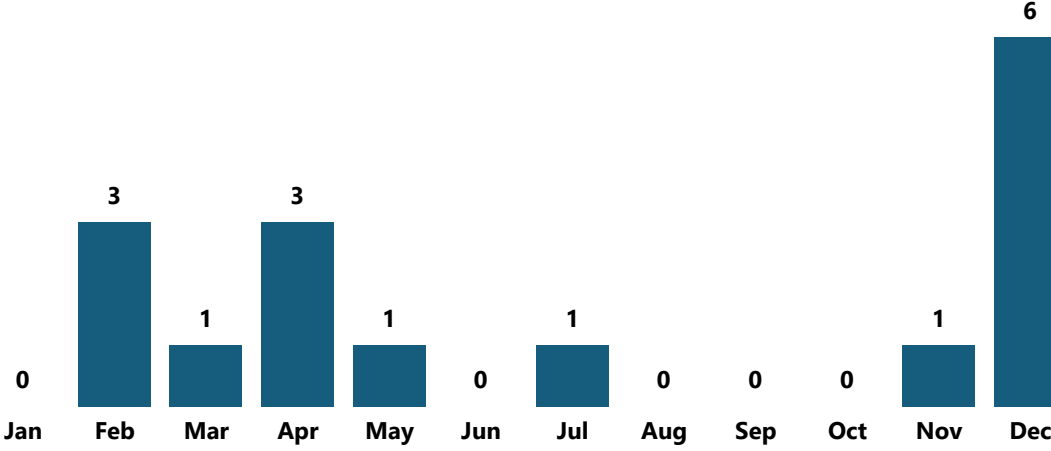
Prohibition Notices Issues per Prohibition Date



FS040 Referrals by Assigned Date



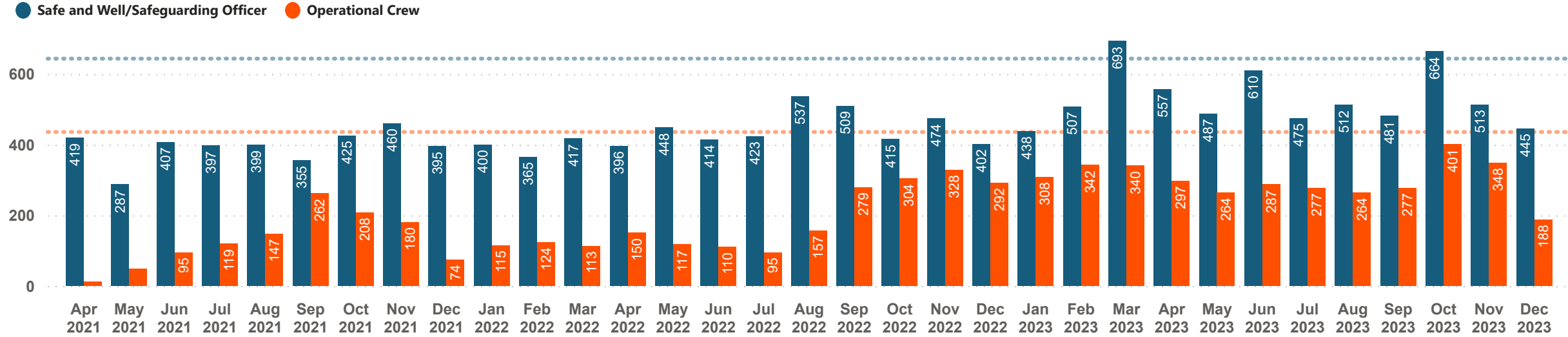
Enforcement Notices Issued by Notice Served Date



There have been **57** Notice Of Deficiencies issued this month vs **56** last month

ECFRS Monthly Performance Report December 2023

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



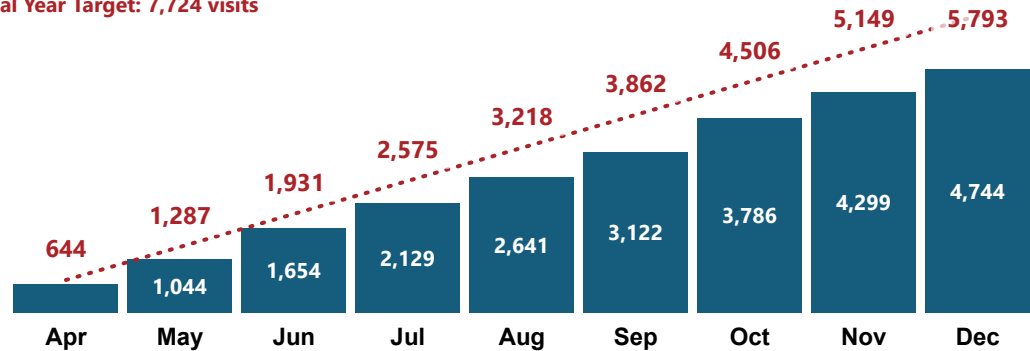
December 2023 saw a total number of 633 visits which were -26% less than the previous month's total of 861 visits and -9% less than the total number of 694 visits at the same point last year.

Operational Crew visits were -46% less than the previous month's visits, -36% 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 -13% less than the previous month's visits, 11% greater than the total number of visits at the same point last year, and were below the target number of visits for the month.

Cumulative Prevention Visits - Safe and Well/Safeguarding Officers (April-April)

Fiscal Year Target: 7,724 visits



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

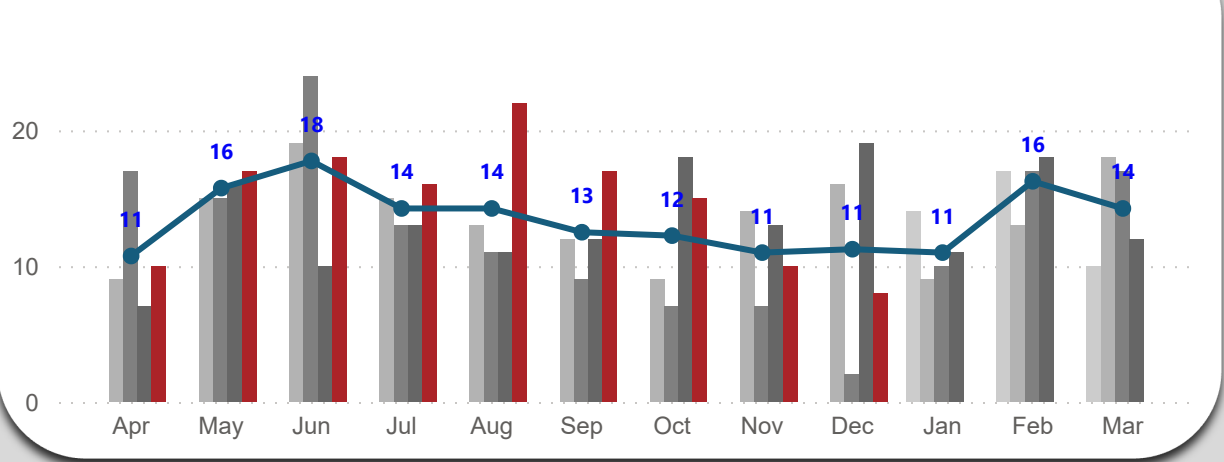
Safe and Well/Safeguarding Officer Monthly Visit Target

644

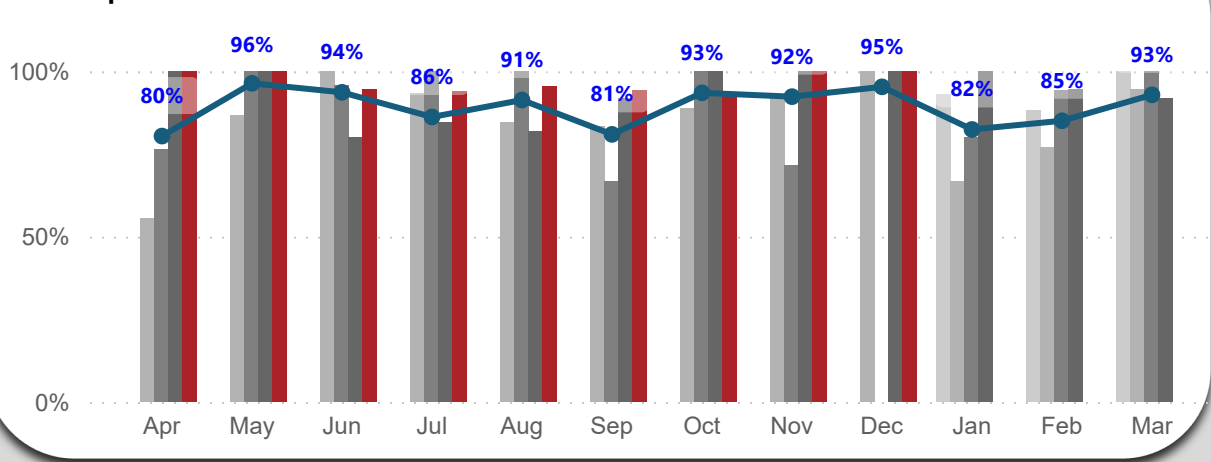
Operational Crew Monthly Visit Target

436

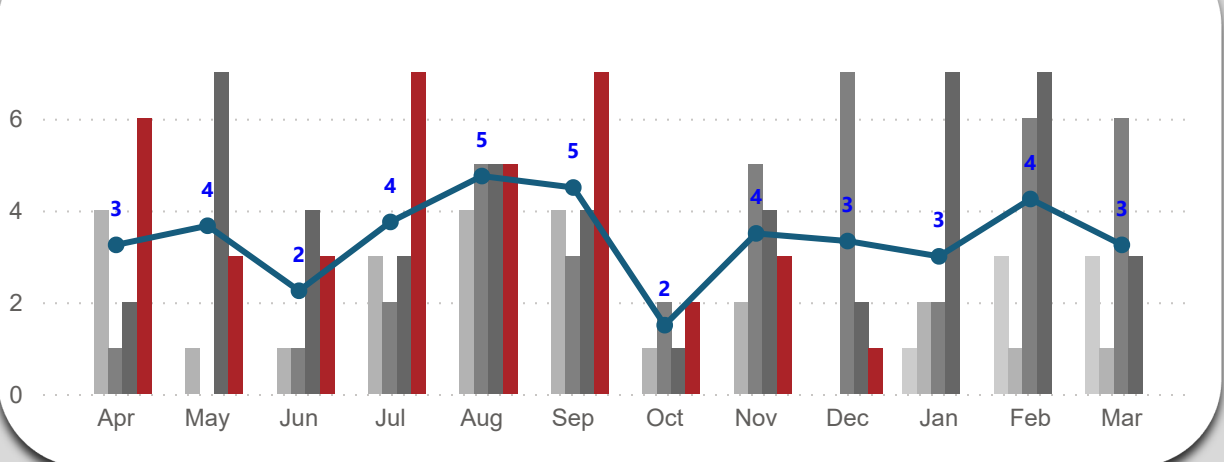
FOI & EIRs Received



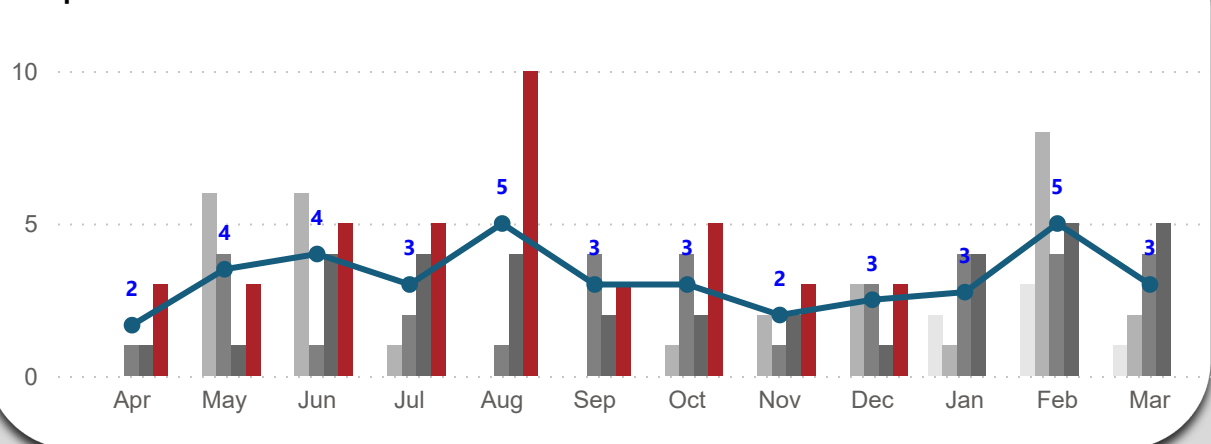
FOI Completion Rate



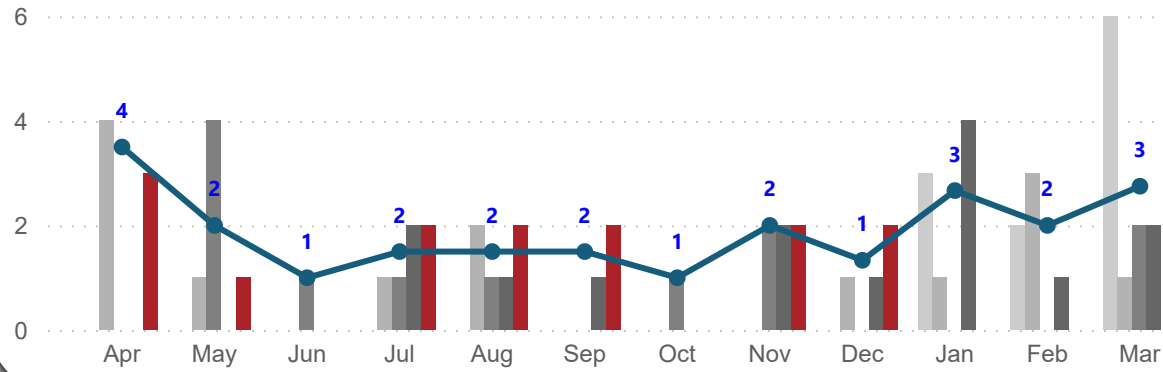
Data Breaches



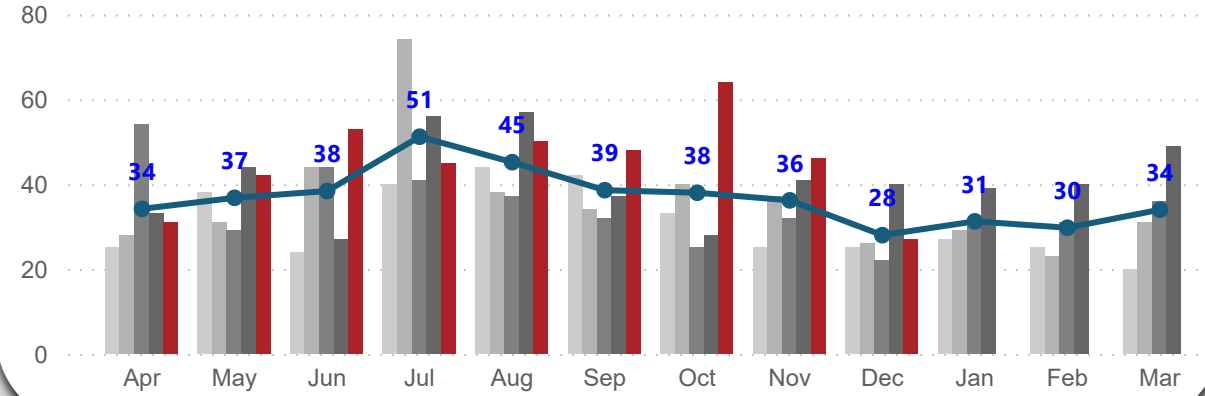
Complaints Received



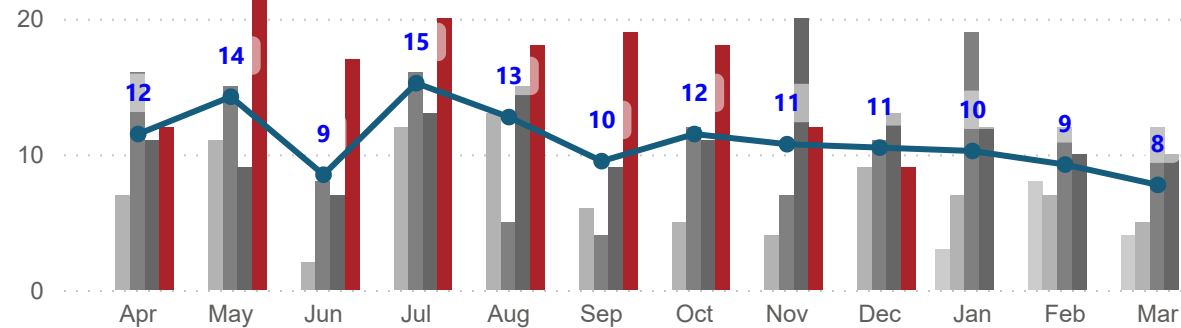
SARs Received



Fire EIR Received



Other*



Overall Summary - FOI and Data Breaches

Information Requests:

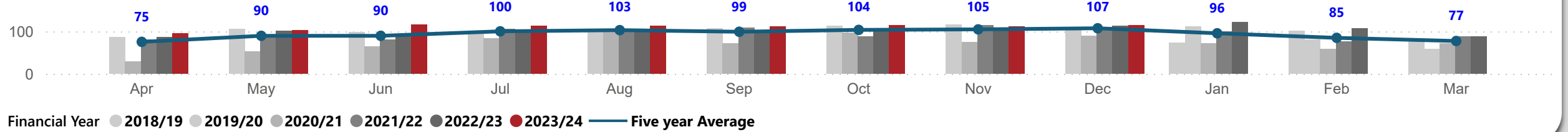
During December 2023, 8 FOI/EIR requests were completed in time, with a completion rate of 100%. Requests for information included: information about fire safety inspections at the Wethersfield site, calls related to electrical fires in homes and businesses, incident data for specific properties, lift entrapments, body-worn cameras, fleet details, electric/hybrid vehicle fires, external training courses, staff on sick leave, social media tools used by ECFRS, and Stonewall UK membership details, including membership fee, budget, events, and programs.

Information Breaches: Of the data breaches reported in December, there was 1 near miss/minor breach regarding security on folders in SharePoint being restricted only to those who require access. There were no referrals to the ICO.

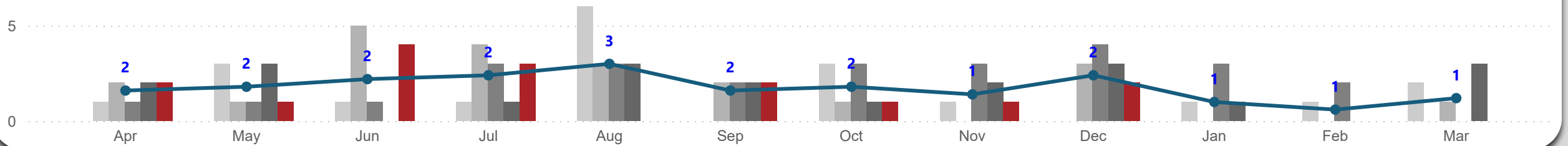
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

ECFRS Monthly Performance Report December 2023

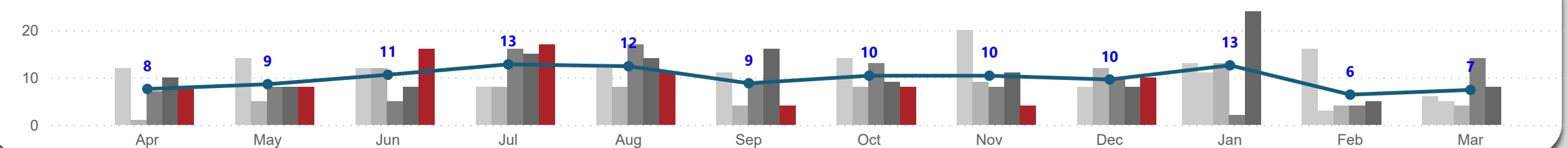
The number of **RTCs attended by ECFRS** are 2% greater than the same period last year, 7% above the five year average for this period and are 4% above last month.



The number of fatalities from RTCs attended by ECFRS are -33% less than the same period last year, the same as the five year average for this period and are 100% above last month.



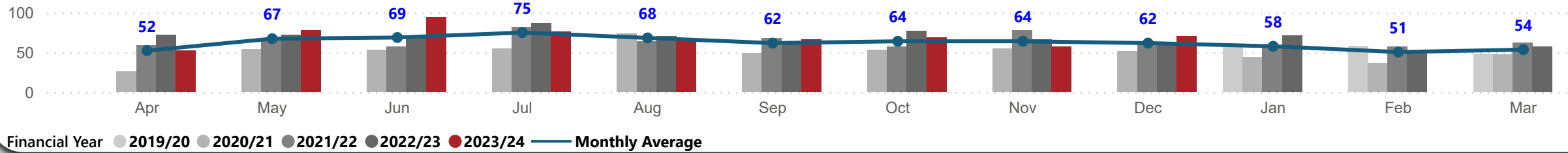
The number of serious injuries from RTCs attended by ECFRS are 25% greater than the same period last year, the same as the five year average for this period and are 150% above last month.



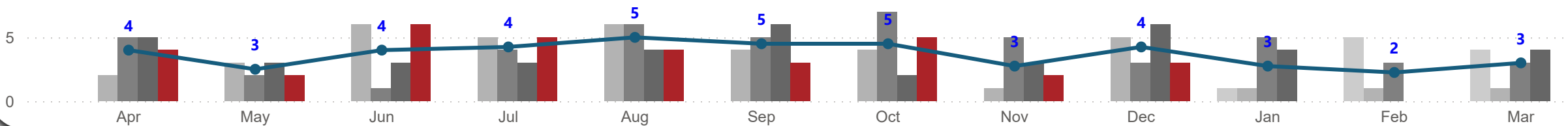
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report December 2023

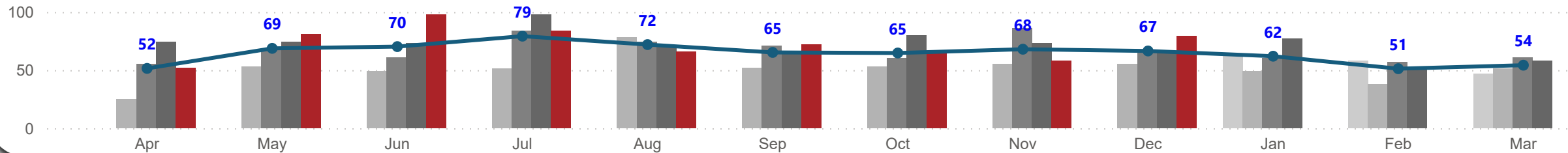
The number of SERP recorded RTCs are 11% greater than the same period last year , 13% above the five year average for this period and are 23% above last month.



The number of SERP recorded RTC Fatalities are -50% less than the same period last year , -25% below the five year average for this period and are 50% above last month.



The number of SERP recorded RTC Serious Injuries are 22% greater than the same period last year , 18% above the five year average for this period and are 36% above last month.

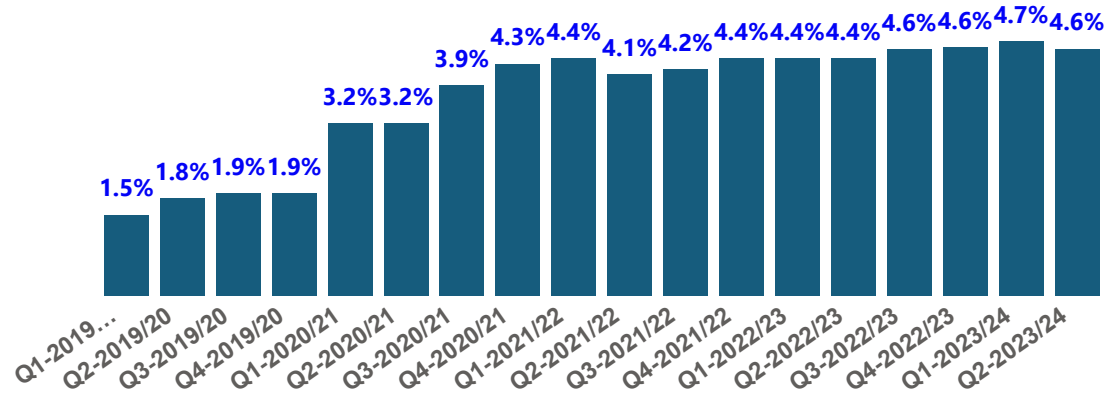


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

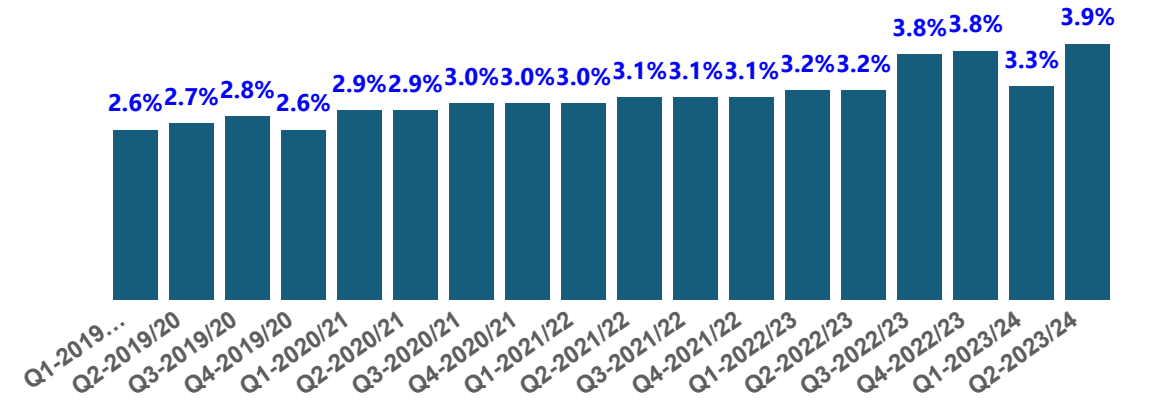
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

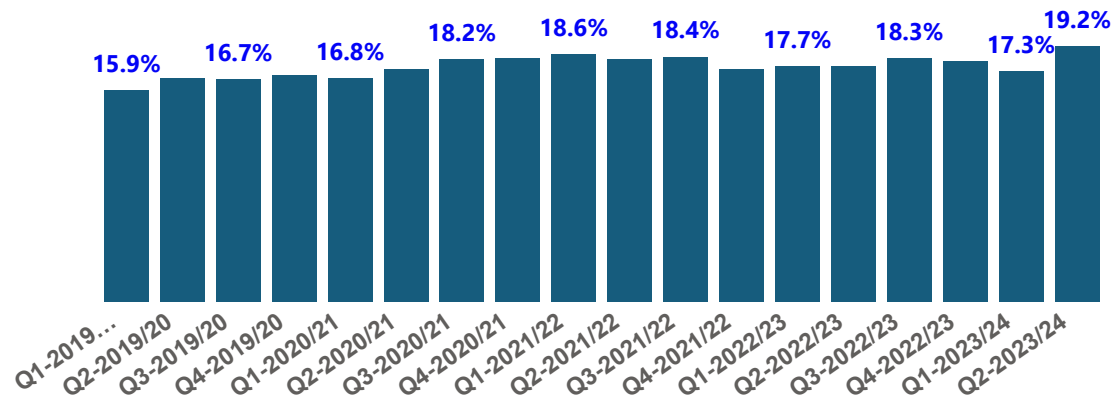
% Disabled



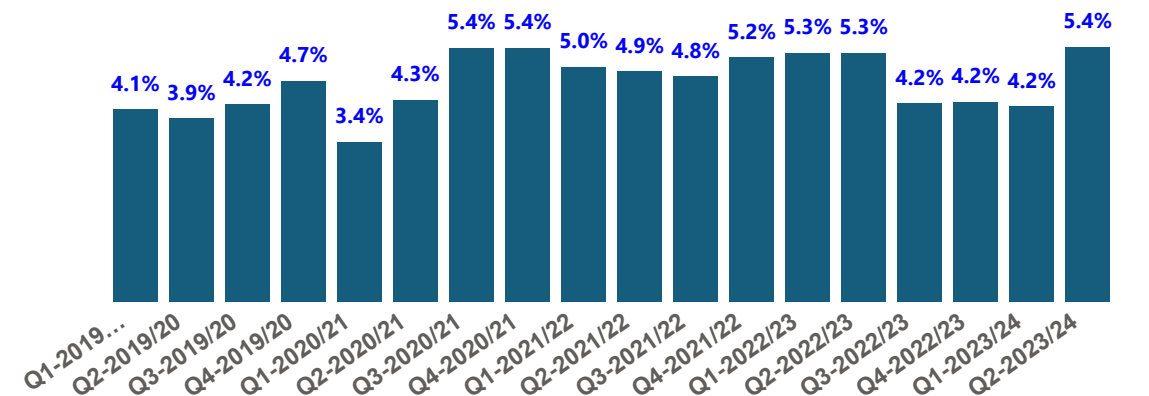
% Ethnic Minority



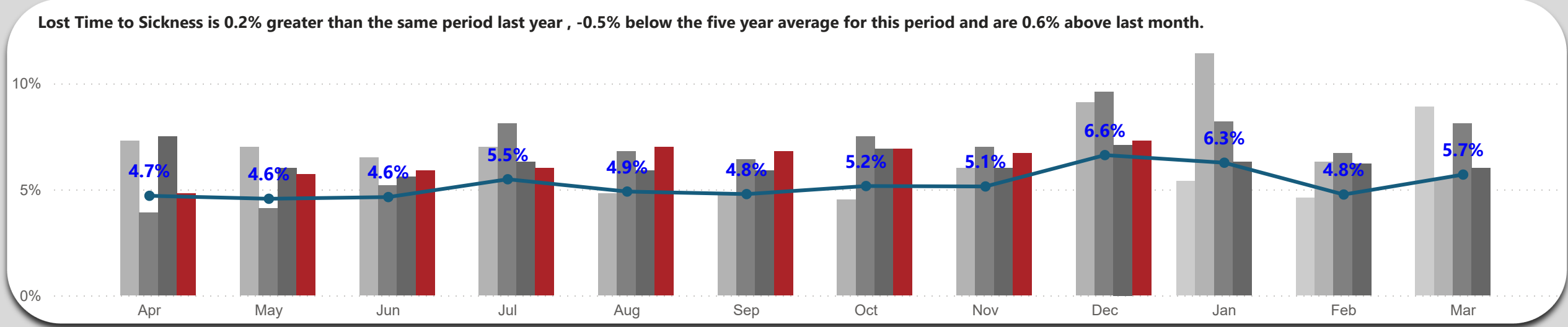
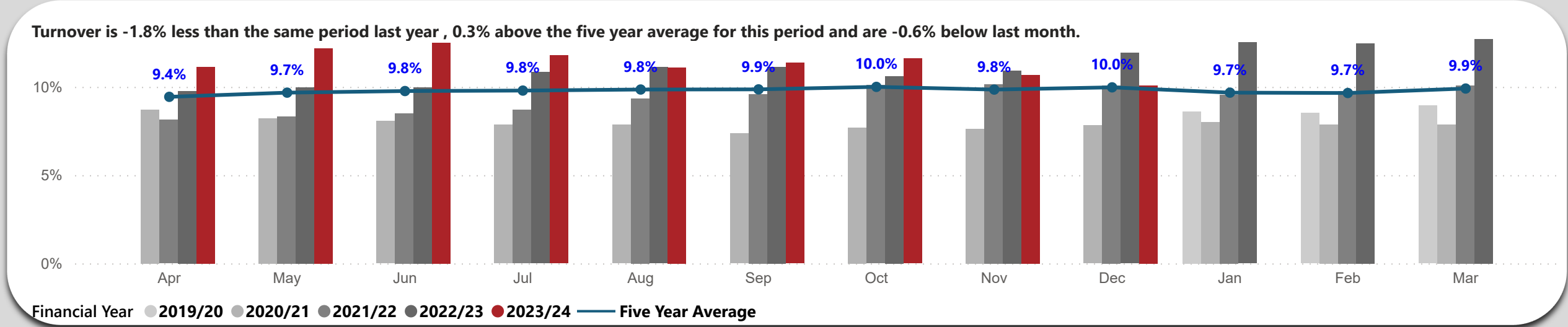
% Female



% LGBTQ



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



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

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

Incidents

	2020	2021	2022	2023
Incidents	14,543	14,768	17,718	16,344
Fires	4,362	3,588	5,276	3,854
Special Services	4,134	4,812	5,463	5,386
False Alarms	6,047	6,368	6,979	7,104
ADF Fires	760	721	750	714
Deliberate Fires	1,247	1,054	1,405	1,068
Non Domestic Fires	407	368	445	368
Unwanted Fire Signals	946	1,206	1,203	1,241
RTC ECFRS	910	1,076	1,167	1,307
RTC SERP	635	721	818	805

Casualties

	2020	2021	2022	2023
Primary Fire Injuries	69	72	47	57
ADF Injuries	48	39	26	34
Fire Fatalities	3	12	4	8
ADF Fatalities	3	10	3	5
RTC ECFRS Fatalities	23	22	22	20
RTC ECFRS Serious Injury	86	114	119	123
RTC SERP Fatalities *	46	41	46	42
RTC SERP Serious Injury *	638	763	851	843

Prevention and Protection

	2020	2021	2022	2023
Home Fire Safety Visits	1,916	5,804	7,384	9,975
Home Fire Safety Visits - Operational Crew	83	1,187	2,184	3,593
Home Fire Safety Visits - Inspection Officers	1,833	4,617	5,200	6,382
RBIP Very High Audits	14	379	692	348
RBIP High Audits	12	447	834	867

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