ECFRS Monthly Performance Report January 2024

If you require this report in a different format, please contact us at performance@essex-fire.gov.uk

ECFRS Monthly Performance Report January 2024

Overall	This Month		5 Yr Avg
Total Incidents	1,434	↑	1,183
Fires	254	↑	233
Special Services *	457	↑	337
False Alarms	608	↑	509
RTC**	115	↑	104

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

Overall: The number of **total incidents** are 19% greater than the same period last year, 21% above the five year average for this period and are 16% above last month. The number of **total fire incidents** are 18% greater than the same period last year , 9% above the five year average for this period and are 20% above last month. The number of **total special service incidents** are 30% greater than the same period last year, 30% above the five year average for this period and are 19% above last month. The number of **total false alarm incidents** are 11% greater than the same period last year , 19% above the five year average for this period and are 12% above last month. The number of **RTCs attended by ECFRS** are -6% less than the same period last year , 11% above the five year average for this period and are -1% below last month.

Fire incidents and associated injuries:
Secondary Fires: Over the past month, there has been a notable 55% increase in secondary fires compared to the previous month. Notably, 96% of these incidents have occurred outdoors, across a range of incidents without a discernible pattern. This trend is consistent with the broader 12-month analysis, where outdoor secondary fires maintain a steady 96% share.

Primary Fires: The number of these incidents remain in line with the previous month and track 3% ahead of the five year average. Primary fires accounted for 58% of all fire incidents in January , in line with a comparison to the 12 month rolling analysis, indicating that there is no major shift in the type of fire incident experienced during January.

Accidental Dwelling Fires: These are tracking with a 9% decrease from the previous month, falling within acceptable tolerance levels and aligning with the five-year average.
Deliberate Fires: These incidents also remain within acceptable levels and are tracking below the five-year average.

Injuries: The total number of individuals sustaining injuries as a result of fire incidents remains in line with the 5 year average. All but one of the individuals received injuries determined as 'slight' with one individual described as receiving serious injuries.

False Alarms:
In reviewing false alarm data, an increase in the overall number of incidents is observed. However, a closer analysis reveals that the composition of these incidents aligns closely with both the five-year average and the rolling 12-month analysis.

During January, 49% of false alarm incidents were classified as 'good intent', consistent with the 51% observed in the rolling 12-month period. Furthermore, 42% of false alarm incidents were attributed to apparatus, with 52% of these originating from human error and 20% from smoke alarms. These proportions mirror the averages observed over the past five years and in the rolling 12-month dataset.

This consistency in the makeup of false alarm incidents suggests that while there has been an increase in their frequency, there is no discernible deviation from historical patterns.

Special Services:
During January, Special Service incidents experienced a notable increase compared to both the previous month and the five-year average. This surge was largely anticipated, as highlighted in the December performance report, due to a predicted uptick in incidents associated with high winds and rain. Specifically, there was a remarkable 123% increase in incidents categorised as 'Making Safe', predominantly involving television aerials, chimneys, and other items dislodged from roofs due to high winds. These 'Make Safe' incidents accounted for 7% of all special service incidents in January, a notable increase from the 4% observed in the five-year average and 3% in the 12-month analysis.

ECFRS Monthly Performance Report January 2024

Special Service Incidents continued:
Furthermore, there was a significant rise in special service incidents classified as 'Rescue/Evacuation from Water'. 83% of these incidents involved rescues from vehicles, surpassing the 51% observed in vehicle related incidents in the five-year average and the 66% in the 12-month data. This increase correlates with heightened social media engagements led by the Communications department, aimed at raising community awareness about driving through water and flooded areas, in response to the observed increase in such incidents by operational staff.

Core Station Coverage: Coverage has maintained stability at 97%, showcasing a consistent level of service provision. Almost all core stations either maintained the percentage of the previous month, or showed an increase.

Protection: As outlined in the Risk-Based Inspection Plan (RBIP), 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 facilitate this, a scenario planning tool has been developed for the Protection team to strategically plan future visits, taking into account anticipated staffing levels and activity. According to projections from this tool, ECFRS is on track to exceed the RBIP targets. High-risk premises are projected to be visited ahead of schedule, with completion anticipated by **31/09/2026, a significant 18 months ahead** of the RBIP target. Similarly, visits to Very High-risk premises are projected to be completed by **31/09/2025, surpassing the target by 6 months.**

Furthermore, the operational efficiency is evident in the average number of visits to unique premises per Full-Time Equivalent (FTE) staff member. Over the past three months, this figure stands at **6.9** visits per FTE, well above the targeted average of **6** visits. This targeted average was initially calculated as the number of visits required per FTE per month to fulfil the RBIP commitments.

Prevention: During January 2024, the Central Prevention team demonstrated exceptional performance by surpassing their target of 644 visits, achieving a total of 710 visits. This represents a remarkable increase of 10% over the target, marking a significant 59% rise from the previous month and an impressive 62% improvement compared to the same period last year.

Similarly, operational crew visits experienced a notable increase, completing 84% more visits than in December and exceeding the visits made at the same point last year by 12%.

Aligned with the strategic planning initiatives outlined for the Protection team, a similar planning tool is under development for the Prevention team. This tool will take into account Full-Time Equivalent (FTE) levels and rolling average completion rates, enabling the team to forecast and plan more effectively. Additionally, it will provide an overall indication of progress against yearly targets, facilitating greater analysis of team performance and promote efficient work practices from teams that consistently exceed expectations.

Information Governance: During January 2024, 19 FOI/EIR requests were received, surpassing the five year average of 13 requests. Information requests included requests ranging from private businesses seeking information on expenditure for translation services and firefighter availability software, to individuals inquiring about costs of EDI training, incident data for specific locations, and fire safety audits for care homes. National press and TV outlets sought data on Stonewall membership, e-bike/e-scooter fires, and electric/hybrid bus fires. Requests from solicitors, local authorities, and housing providers include meeting notes, incident data, and reports. Additional topics included lift entrapments, bariatric rescues, fleet information, and gas/electricity spend.

4 data breaches were recorded, 1 graded as near miss/minor, 3 as moderate and 0 referrals to the ICO. Lessons learned from the breaches were reinforcement of checking the content of email attachments and distribution lists. Ongoing efforts are centred around access controls, ensuring that only authorised users have access to data relevant only to them, and read/write controls are effectively managed.

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 January's RTC activity and the 12-month rolling data. Most January RTC incidents attended by ECFRS were concentrated in the Southend and Loughton areas.

January 2024 in numbers

#WeAreEssexFire

97% Core station coverage
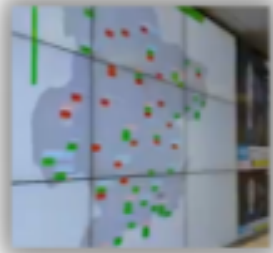
1,434 Incidents attended

1,056 Home Fire Safety Checks

96 Very high / high risk Protection audits

77% Attendance within 15 minutes

62 Accidental Dwelling Fires

2,872 Calls to Control

32 Non domestic fires

55 Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

17 Animal rescues

ECFRS Monthly Performance Report
January 2024

Outcomes
Metric vs Tolerance

	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	55	58	41	136+	105-136	79-104	0-78
Number of ADF Fires	62	62	67	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	32	26	24	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	5	5	8	9+	6-8	3-5	0-2
Number of ADF Injuries	4	4	5	6+	4-5	1-3	0
Fire Fatalities	0	0	1	3+	2	1	0
Accidental Dwelling Fire Fatalities	0	0	0	3+	2	1	0
Number of Unwanted Fire Signals	107	96	98	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	15	25	23	0-15	16-25	26-35	36+
Audits (RBIP High)*	81	56	72	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	7.2% ↓	7.7%	7.3%	ECFRS Data calculated using the Cleveland method
Turnover	10.2% ↑	9.8%	10.1%	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% ↓	98%	97%	98%
Potential Life-Threatening Incident First Attendance	12:16 ↓	10:46	11:02	10:00
Potential Life-Threatening Incident Call Handling	02:25	01:55	02:00	-
Potential Life-Threatening Incident Turnout	02:50	02:48	02:28	-
Incidents attended within 15 minutes	77% ↓	84%	81%	90%
Safe and Well Visits conducted by Inspecting Officers	710 ↑	389	447	644
HFSC conducted by Operational Staff	346 ↓	197	188	436
Global Availability	72% ↓	72%	64%	80%
Freedom of Information Response Rate	89% ↓	87%	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 ↑	104	116	51 ↓	60	77
RTC Serious injury	8 ↓	12	11	51 ↓	63	85
RTC Fatalities	0 ↓	1	2	0 ↓	3	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.
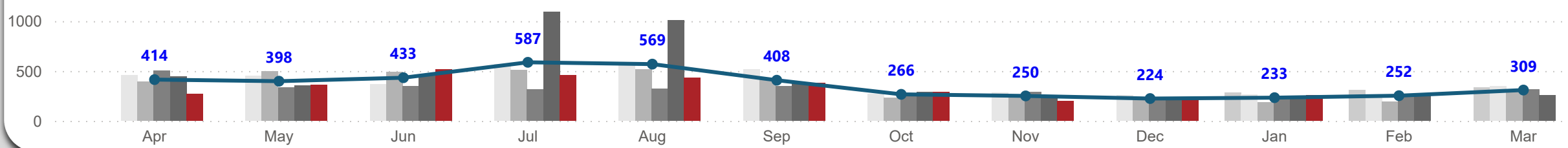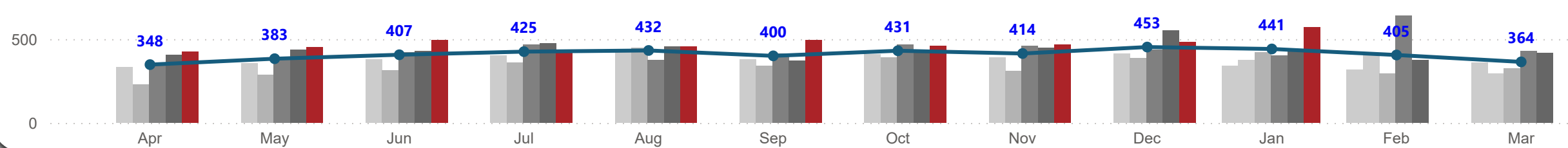
The number of **total incidents** are 19% greater than the same period last year, 21% above the five year average for this period and are 16% above last month.
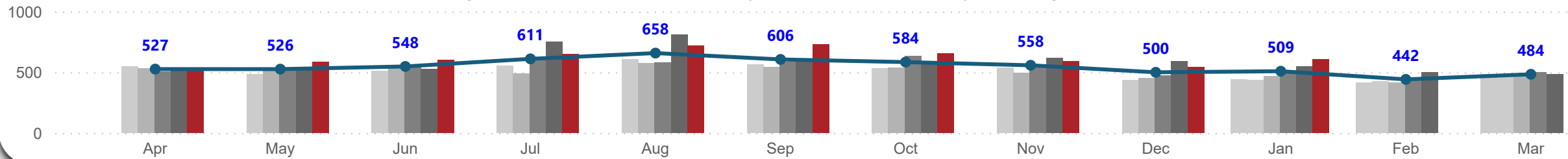
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total	1,288	1,307	1,388	1,624	1,660	1,414	1,281	1,222	1,177	1,183	1,100	1,157

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

The number of **total fire incidents** are 18% greater than the same period last year , 9% above the five year average for this period and are 20% above last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total	414	398	433	587	569	408	266	250	224	233	252	309

The number of **total special service incidents** are 30% greater than the same period last year, 30% above the five year average for this period and are 19% above last month.

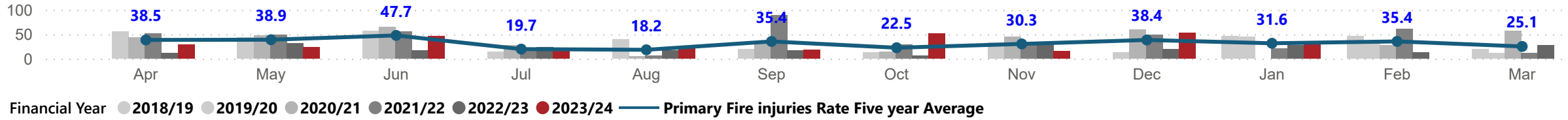|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total	348	383	407	425	432	400	431	414	453	441	405	364

The number of **total false alarm incidents** are 11% greater than the same period last year , 19% above the five year average for this period and are 12% above last month.
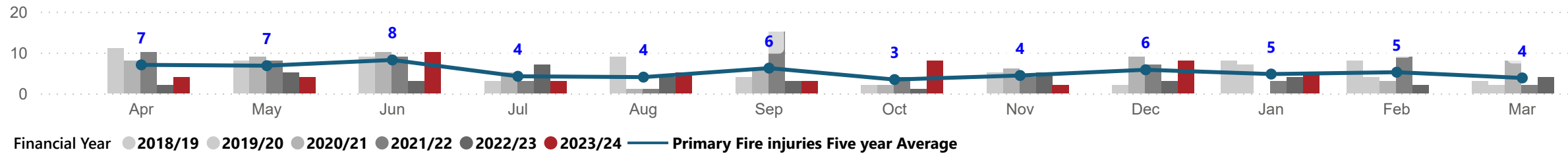
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total	527	526	548	611	658	606	584	558	500	509	442	484

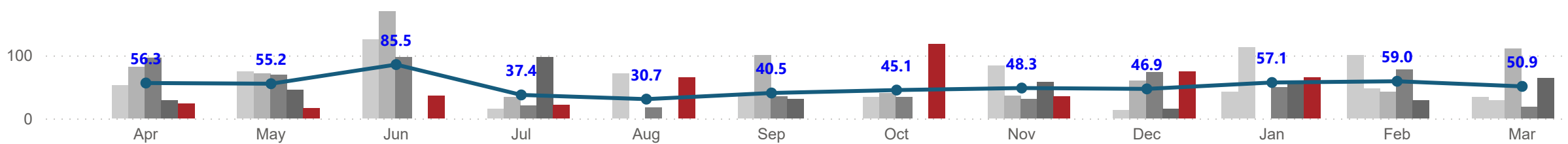# ECFRS Monthly Performance Report January 2024

The Primary Fire Injury Rate per 1,000 Primary Fires is 23% greater than the same period last year, 6% greater than the five year average for this period and is -36% less than last month.

Chart values by month: Apr 38.5, May 38.9, Jun 47.7, Jul 19.7, Aug 18.2, Sep 35.4, Oct 22.5, Nov 30.3, Dec 38.4, Jan 31.6, Feb 35.4, Mar 25.1

Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 —— Primary Fire injuries Rate Five year Average
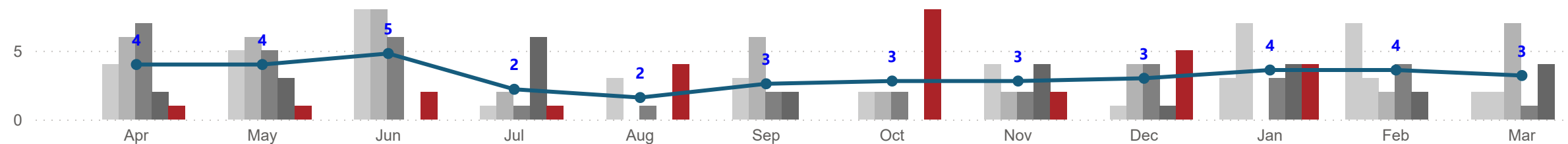
The number of Primary Fire Injuries are 25% greater than the same period last year, 4% greater than the five year average for this period and are -38% less than last month.

Chart values by month: Apr 7, May 7, Jun 8, Jul 4, Aug 4, Sep 6, Oct 3, Nov 4, Dec 6, Jan 5, Feb 5, Mar 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 9.7% greater than the same period last year, 13% greater than the five year average for this period and is -13.5% less than last month.

Chart values by month: Apr 56.3, May 55.2, Jun 85.5, Jul 37.4, Aug 30.7, Sep 40.5, Oct 45.1, Nov 48.3, Dec 46.9, Jan 57.1, Feb 59.0, Mar 50.9
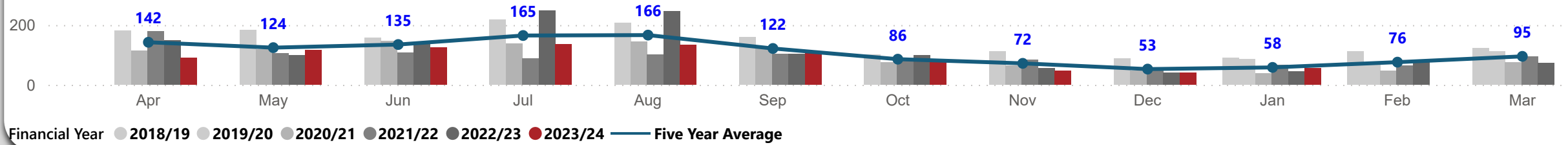
The number of ADF Injuries are the same as the same period last year, 11.1% greater than the five year average for this period and are -20% less than last month.


Chart values by month: Apr 4, May 4, Jun 5, Jul 2, Aug 2, Sep 3, Oct 3, Nov 3, Dec 3, Jan 4, Feb 4, Mar 3

The number of Deliberate Fires are 25% greater than the same period last year, -5% below the five year average for this period and are 34% above last month.

Apr 142, May 124, Jun 135, Jul 165, Aug 166, Sep 122, Oct 86, Nov 72, Dec 53, Jan 58, Feb 76, Mar 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 -9% less than the same period last year, the same as the five year average for this period and are -7% below last month.

Apr 67, May 71, Jun 57, Jul 57, Aug 59, Sep 63, Oct 59, Nov 59, Dec 67, Jan 62, Feb 60, Mar 62
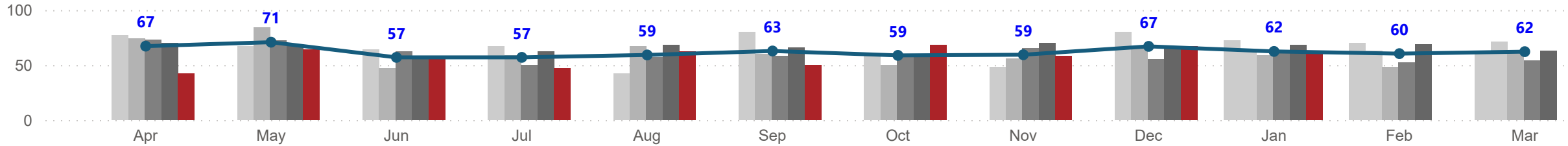
The number of Non Domestic Fires are 39% greater than the same period last year, 23% above the five year average for this period and are 33% above last month.

Apr 43, May 34, Jun 40, Jul 45, Aug 36, Sep 35, Oct 25, Nov 26, Dec 29, Jan 26, Feb 27, Mar 34
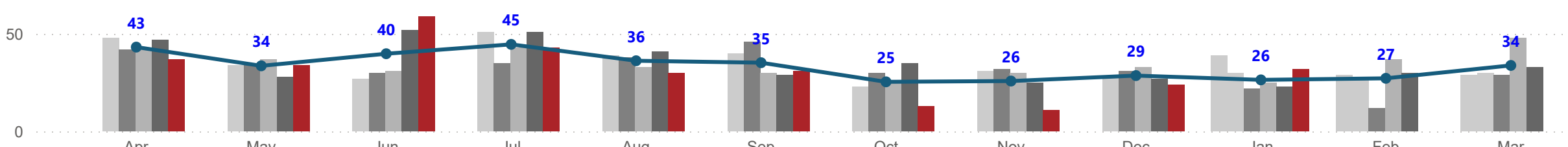
The number of Unwanted Fire Signals are -7% less than the same period last year, 11% above the five year average for this period and are 9% above last month.
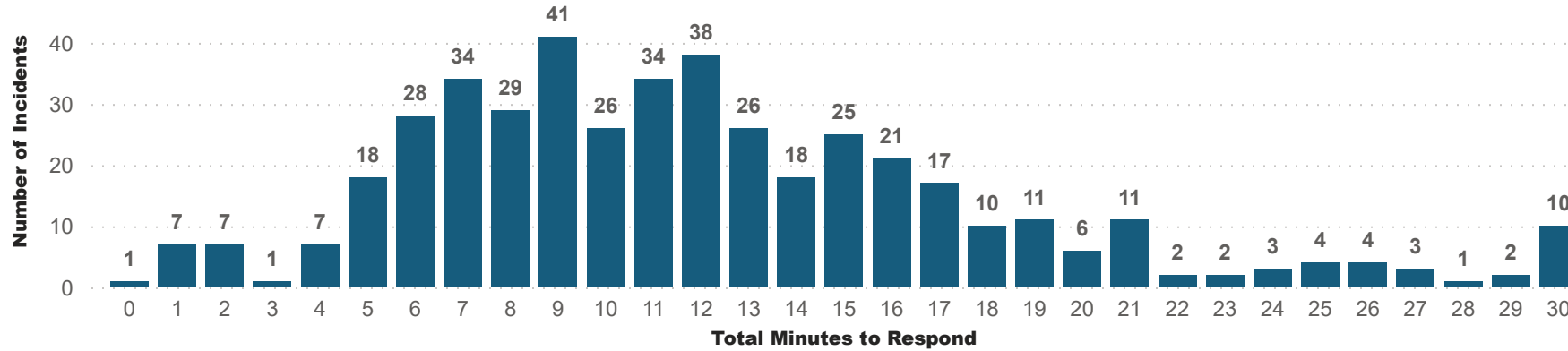

Apr 84, May 92, Jun 93, Jul 100, Aug 102, Sep 109, Oct 118, Nov 93, Dec 88, Jan 96, Feb 72, Mar 89
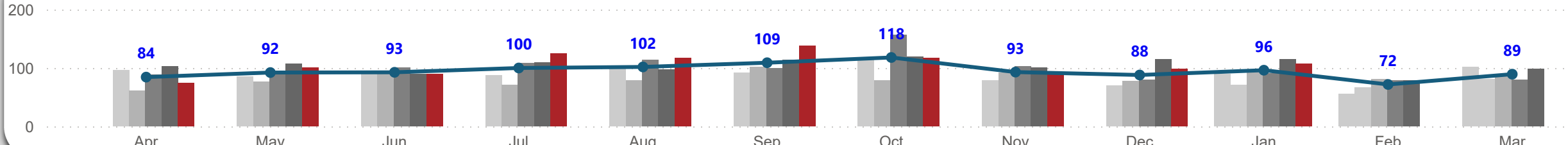
ECFRS Monthly Performance Report January 2024

Number of Potential Life Threatening Incidents Per Minutes to Respond

Total Minutes to Respond	Number of Incidents
0	1
1	7
2	7
3	1
4	7
5	18
6	28
7	34
8	29
9	41
10	26
11	34
12	38
13	26
14	18
15	25
16	21
17	17
18	10
19	11
20	6
21	11
22	2
23	2
24	3
25	4
26	4
27	3
28	1
29	2
30	10

% 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%	77%
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	02:11
Dec	01:50	01:55	01:55	02:00
Jan	01:47	01:43	01:48	02:25
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	02:50
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	06:58
Feb	05:15	05:48	06:09	
Mar	05:14	05:37	06:01	

Avg Response Time

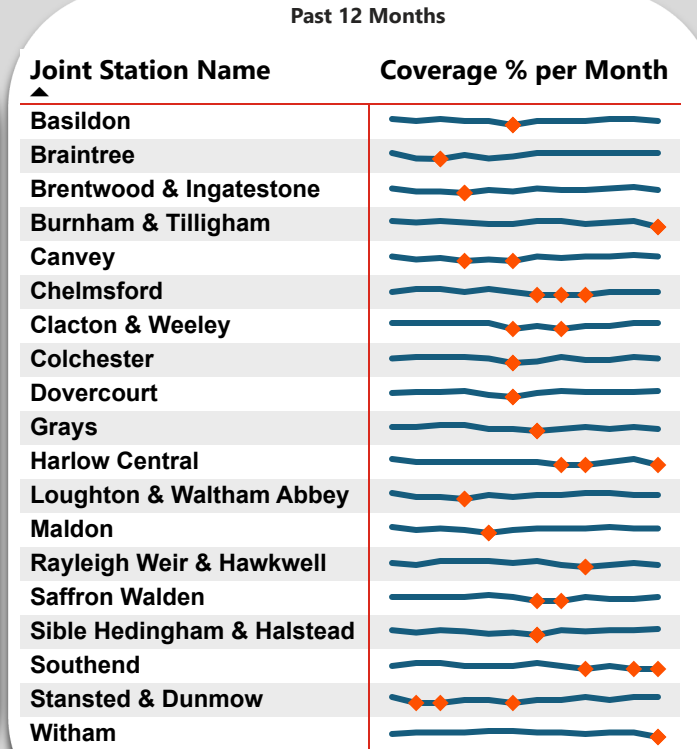| Month	2020/21	2021/22	2022/23	2023/24
Apr	09:21	09:53	10:21	10:47
May	08:58	09:59	10:10	09:35
Jun	09:57	10:14	10:41	10:39
Jul	09:48	10:44	11:38	11:16
Aug	09:55	10:22	11:49	10:50
Sep	10:05	10:17	11:15	10:50
Oct	10:16	10:17	10:27	10:51
Nov	10:09	10:54	10:17	11:25
Dec	11:00	10:58	11:00	11:02
Jan	10:28	10:06	10:50	12:16
Feb	09:30	10:48	10:13	
Mar	09:40	10:10	10:36	

The average response time this month is **12:16 minutes**. The median response time, representing the middle value is **11:01 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 **12:10 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. Two injuries were deemed 'serious', one resulting from a fire, and the other from an RTC. The two other injuries were deemed 'slight' and both resulted from separate RTC incidents.
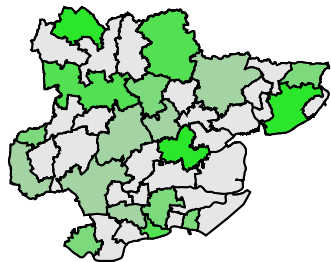
ECFRS Monthly Performance Report January

Joint Station Name	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
Basildon	95%	95%	96%	96%	95%	96%
Braintree	97%	97%	97%	97%	97%	97%
Brentwood & Ingatestone	95%	95%	96%	97%	95%	96%
Burnham & Tilligham	99%	97%	98%	99%	95%	99%
Canvey	97%	98%	98%	99%	98%	98%
Chelmsford	95%	95%	96%	96%	96%	96%
Clacton & Weeley	97%	98%	98%	99%	99%	99%
Colchester	97%	95%	95%	97%	96%	96%
Dovercourt	99%	98%	98%	98%	99%	97%
Grays	96%	97%	96%	97%	96%	97%
Harlow Central	95%	95%	96%	97%	95%	97%
Loughton & Waltham Abbey	95%	96%	96%	95%	95%	96%
Maldon	98%	98%	99%	98%	98%	99%
Rayleigh Weir & Hawkwell	96%	95%	96%	97%	96%	97%
Saffron Walden	97%	99%	98%	98%	99%	99%
Sible Hedingham & Halstead	98%	97%	98%	98%	99%	98%
Southend	97%	96%	97%	96%	96%	97%
Stansted & Dunmow	97%	98%	97%	98%	98%	98%
Witham	97%	96%	97%	97%	94%	96%
Total	**97%**	**97%**	**97%**	**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 January 2024
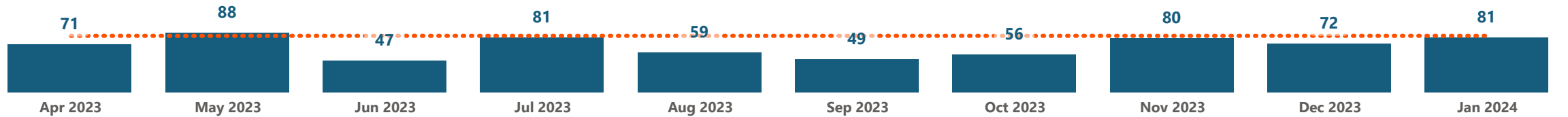
Monthly Average

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.
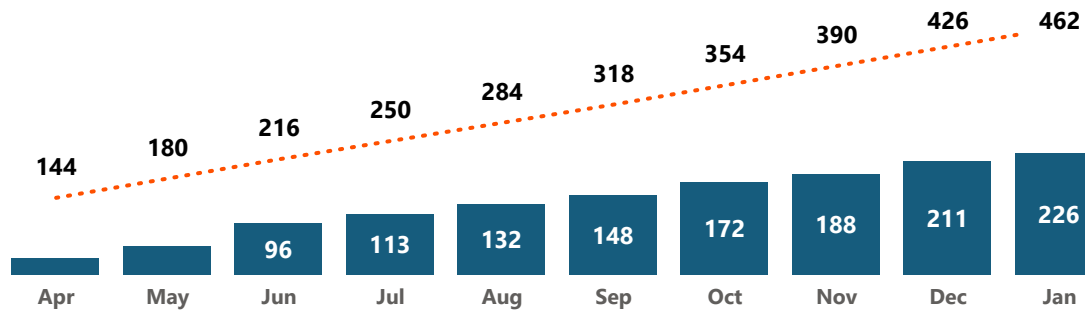
ECFRS Monthly Performance Report January 2024

Protection

RBIP Inspections Complete for Very High Risk Properties

Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
30	23	43	17	19	16	24	16	23	15

RBIP Inspections Complete for High Risk Properties

Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
71	88	47	81	59	49	56	80	72	81

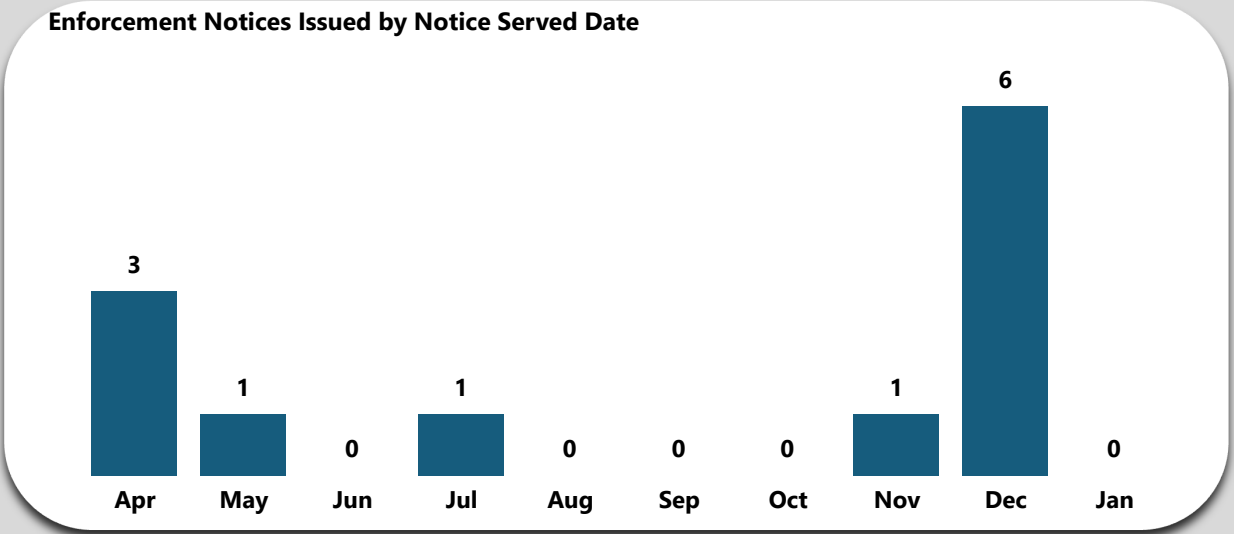## Cumulative RBIP Inspections - Very High Risk vs Target

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
144	180	216	250	284	318	354	390	426	462
		96	113	132	148	172	188	211	226

Cumulative RBIP Inspections - High Risk vs Target

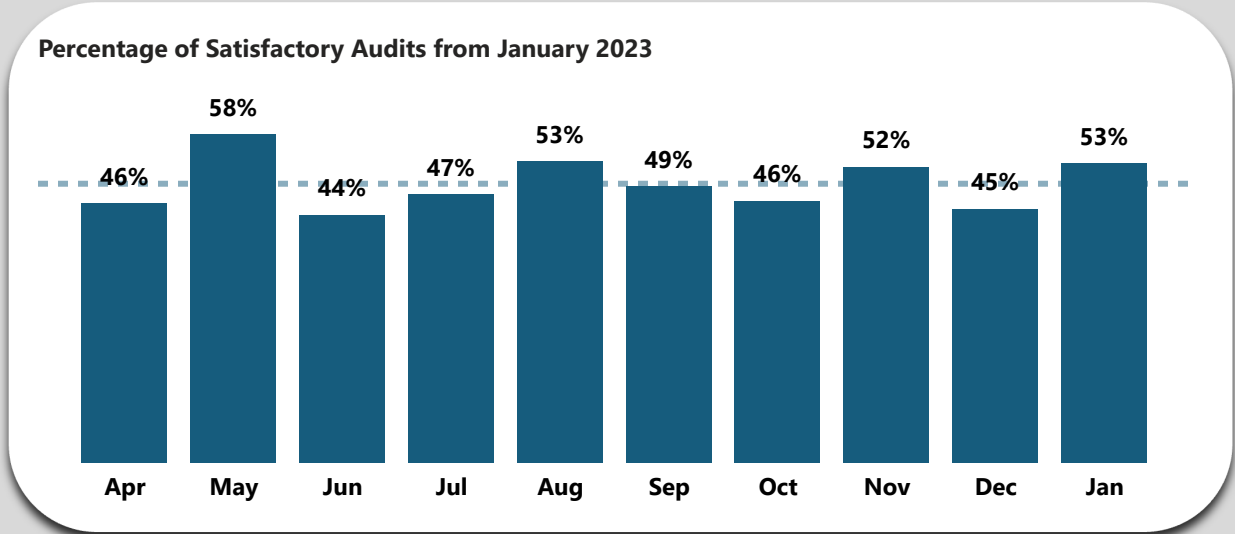| Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
336	420	504	588	672	756	840	924	1,008	1,092
		206	287	346	395	451	531	603	684
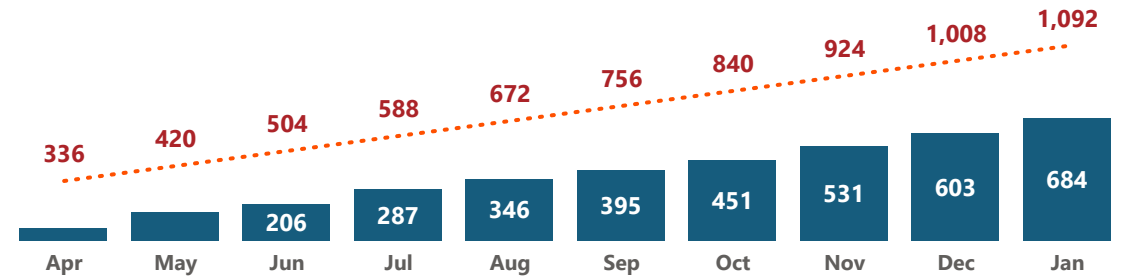
ECFRS obtains premises and risk data from Address Based Premium (ABP). ABP is updated on a 6 weekly basis, updating the number of premises and the premises risk categories. At the start of the RBIP process in January 2023, the total number of properties were divided by the number of months that ECFRS 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 January 2024

Percentage of Satisfactory Audits from January 2023

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
46%	58%	44%	47%	53%	49%	46%	52%	45%	53%

Prohibition Notices Issues per Prohibition Date

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
1	0	1	1	0	0	1	0	0	0

FS040 Referrals by Assigned Date

● Referrals ● Complete

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Referrals	243	125	152	179	73	101	179	61	60	193
Complete	241	123	142	176	65	93	151	60	46	68

Enforcement Notices Issued by Notice Served Date

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
3	1	0	1	0	0	0	1	6	0

There have been **52** Notice Of Deficiencies issued this month vs **57** last month

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

● Safe and Well/Safeguarding Officer   ● Operational Crew
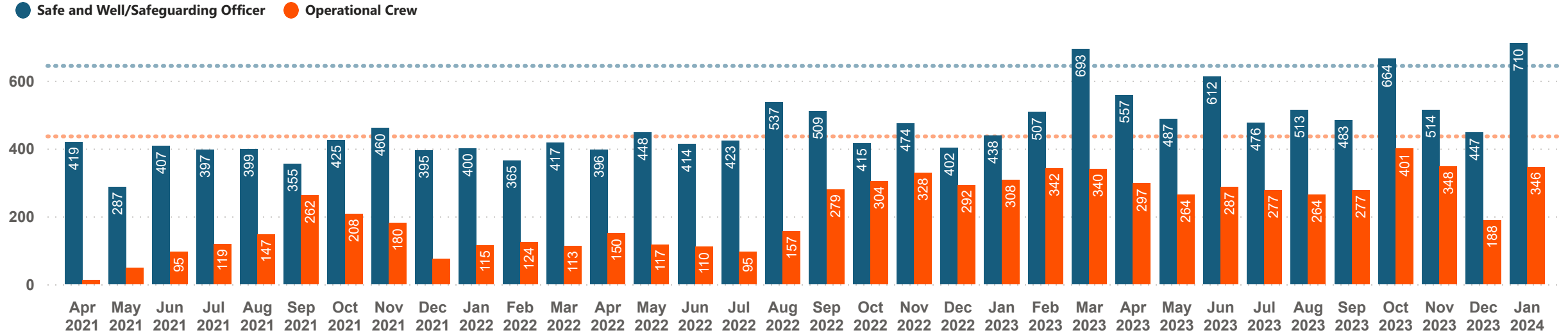
January 2024 saw a total number of 1,056 visits which were 66% greater than the previous month's total of 635 visits and 42% greater than the total number of 746 visits at the same point last year.

Operational Crew visits were 84% greater than the previous month's visits, 12% 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 59% greater than the previous month's visits, 62% greater than the total number of visits at the same point last year, and were above the target number of visits for the month.

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

Fiscal Year Target: 7,724 visits
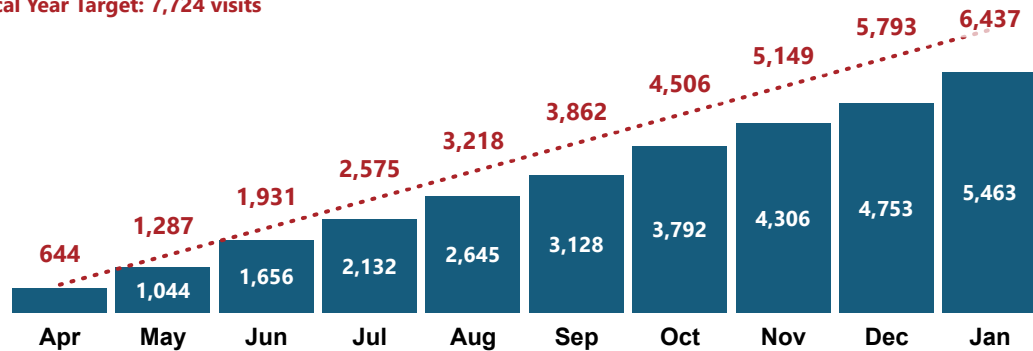
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.
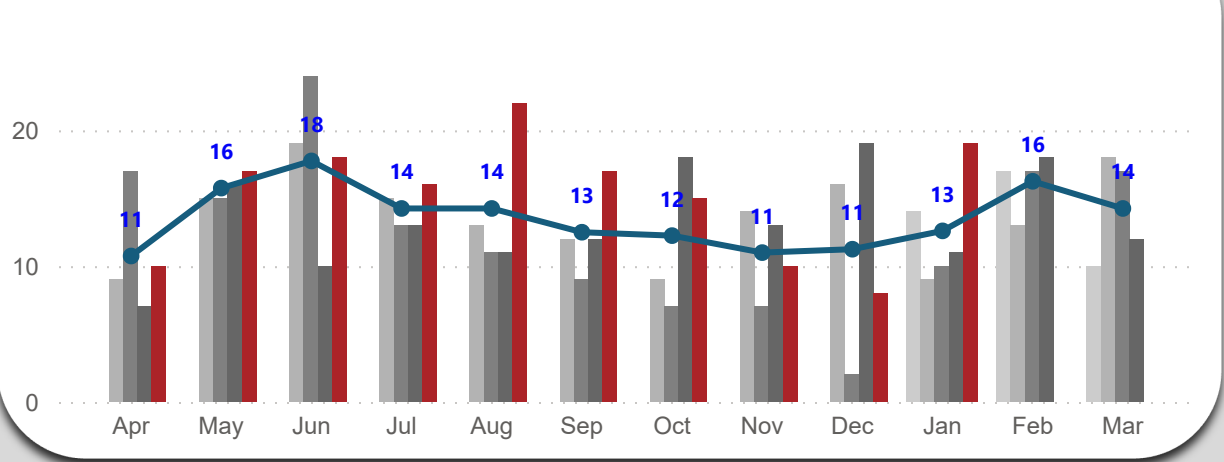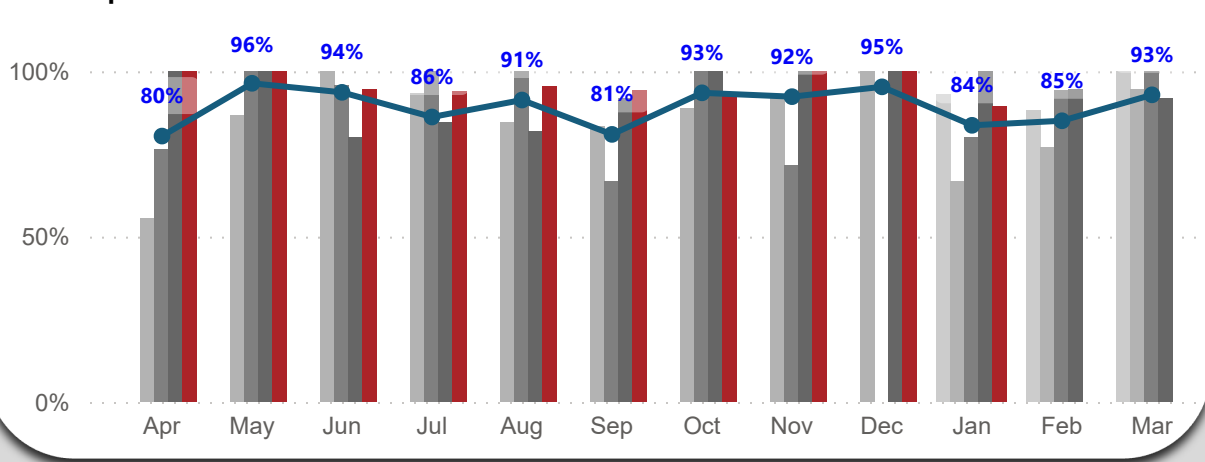
Safe and Well/Safeguarding Officer Monthly Visit Target

644
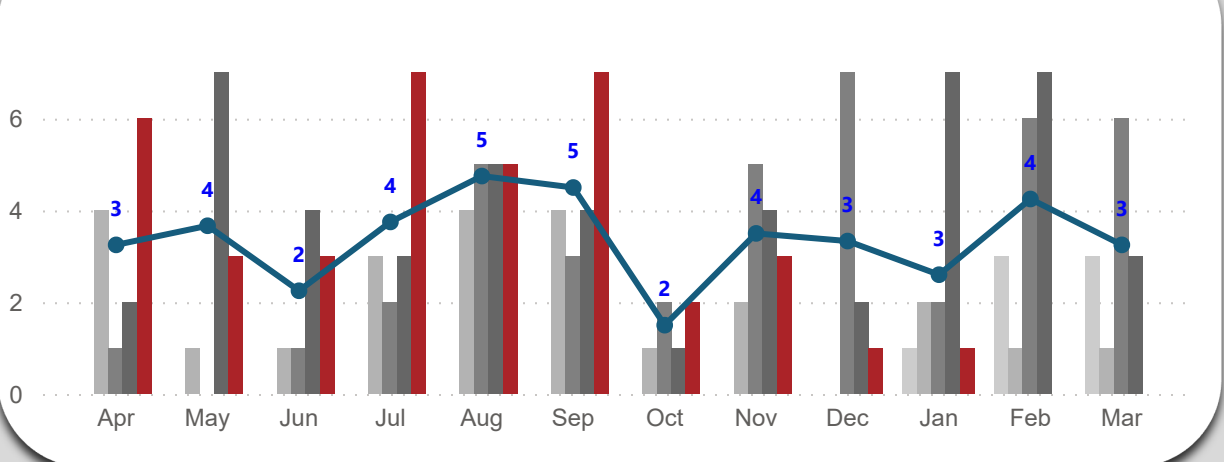
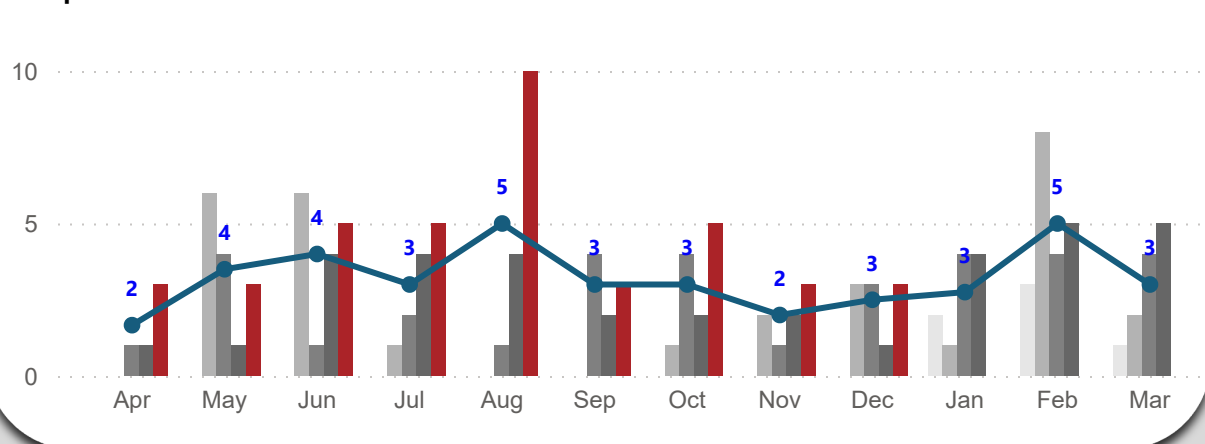**Operational Crew Monthly Visit Target**

436

FOI & EIRs Received

FOI Completion Rate

Data Breaches

Complaints Received

ECFRS Monthly Performance Report January 2024
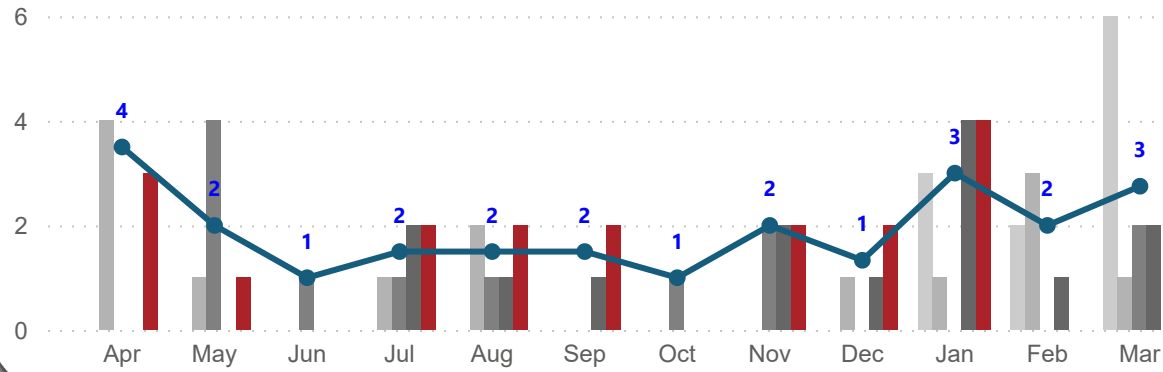
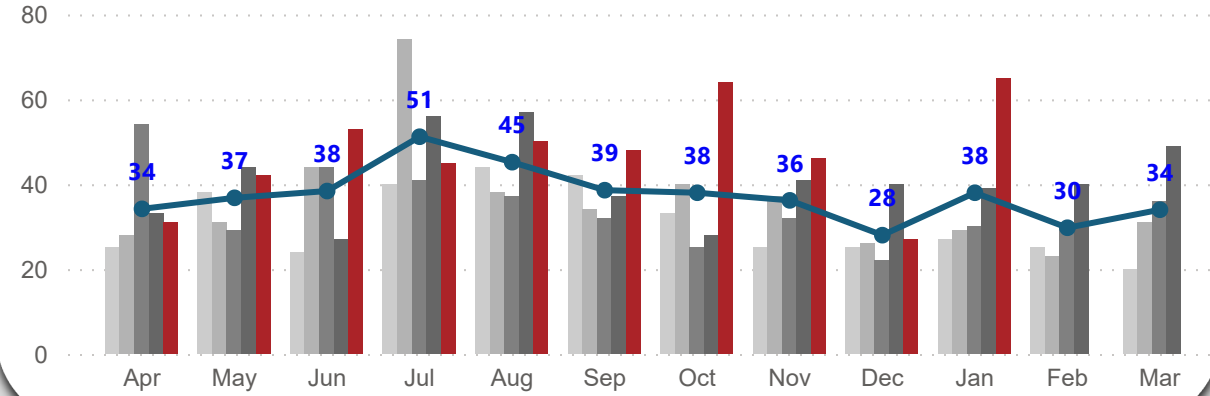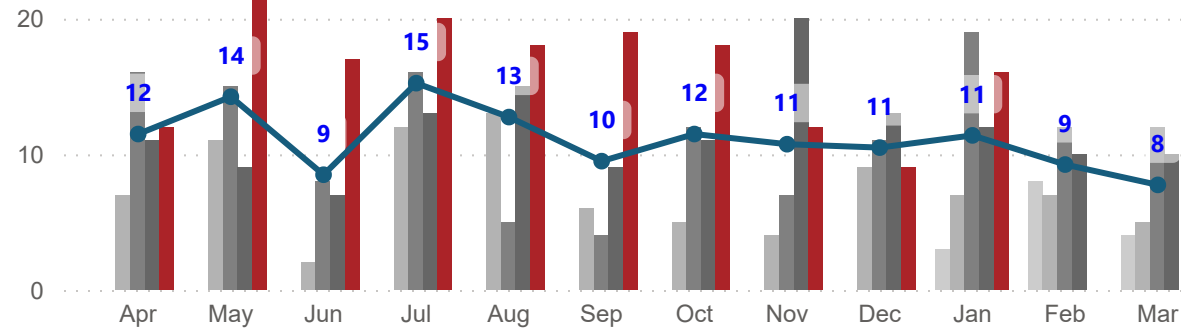## SARs Received

Fire EIR Received

Other*

## Overall Summary - FOI and Data Breaches

Information Requests: Information requests received in January include requests ranging from private businesses seeking information on expenditure for translation services and firefighter availability software, to individuals inquiring about costs of EDI training, incident data for specific locations, and fire safety audits for care homes. National press and TV outlets sought data on Stonewall membership, e-bike/e-scooter fires, and electric/hybrid bus fires. Requests from solicitors, local authorities, and housing providers include meeting notes, incident data, and reports. Additional topics include lift entrapments, bariatric rescues, fleet information, and gas/electricity spend.

Information Breaches: 4 data breaches were recorded, 1 graded as near miss/minor, 3 as moderate and 0 referrals to the ICO. Lessons learned from the breaches were reinforcement of checking the content of email attachments and distribution lists. Ongoing efforts are centred around access controls, ensuring that only authorised users have access to data relevant only to them, and read/write controls are effectively managed.

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

ECFRS Monthly Performance Report January 2024

The number of **RTCs attended by ECFRS** are -6% less than the same period last year , 11% above the five year average for this period and are -1% below last month.

| Financial Year | ● 2018/19 | ● 2019/20 | ● 2020/21 | ● 2021/22 | ● 2022/23 | ● 2023/24 | ── Five year Average |
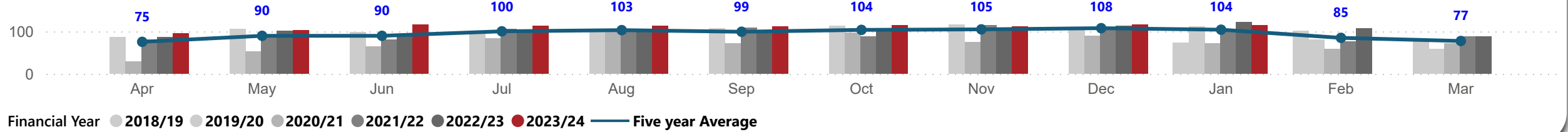
The number of fatalities from RTCs attended by ECFRS are -100% less than the same period last year , -100% below the five year average for this period and are -100% below last month.
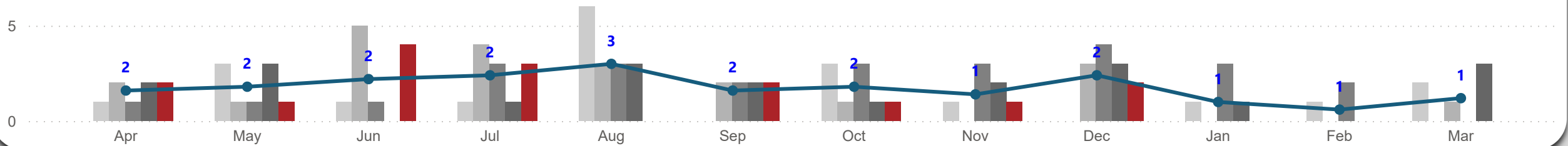
The number of serious injuries from RTCs attended by ECFRS are -67% less than the same period last year , -33% below the five year average for this period and are -27% below last month.
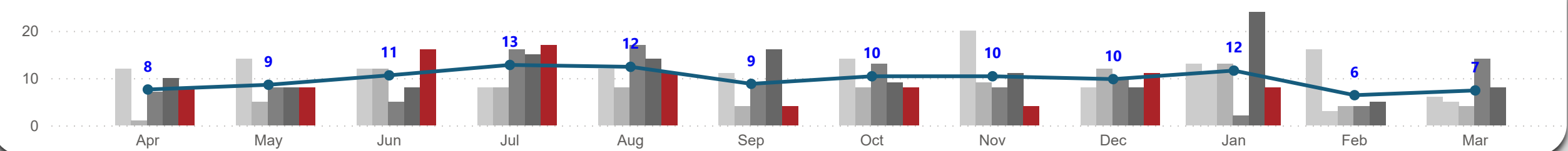
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report January 2024

The number of SERP recorded RTCs are -28% less than the same period last year , -9% below the five year average for this period and are -34% below last month.

52	**67**	**69**	**75**	**68**	**62**	**64**	**64**	**64**	**56**	**51**	**54**
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

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

The number of SERP recorded RTC Fatalities are -100% less than the same period last year , -100% below the five year average for this period and are -100% below last month.
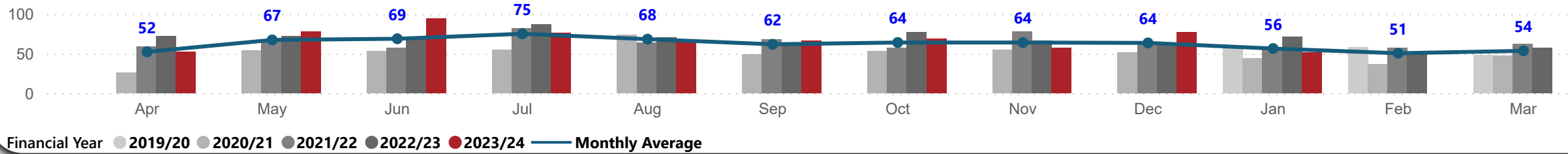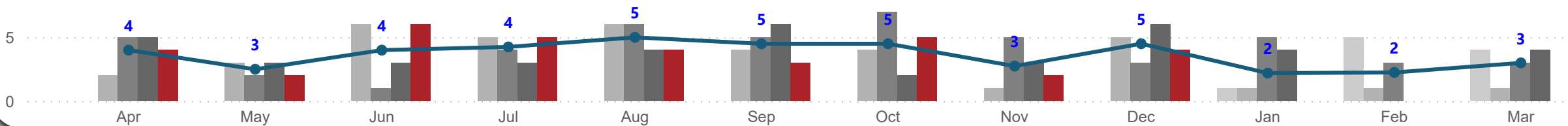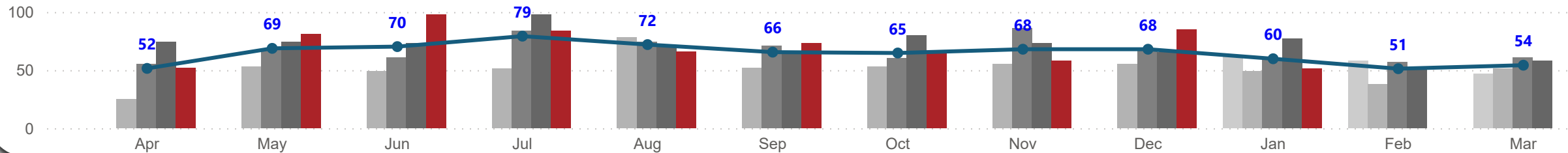

4	**3**	**4**	**4**	**5**	**5**	**5**	**3**	**5**	**2**	**2**	**3**
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

The number of SERP recorded RTC Serious Injuries are -34% less than the same period last year , -15% below the five year average for this period and are -40% below last month.

52	**69**	**70**	**79**	**72**	**66**	**65**	**68**	**68**	**60**	**51**	**54**
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

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 January 2024

% 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%
Q2-2023/24	4.6%

% 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%
Q2-2023/24	3.9%

% 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%
Q2-2023/24	19.2%

% 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%
Q2-2023/24	5.4%

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 -2.3% less than the same period last year , 0.4% above the five year average for this period and are 0.1% above last month.
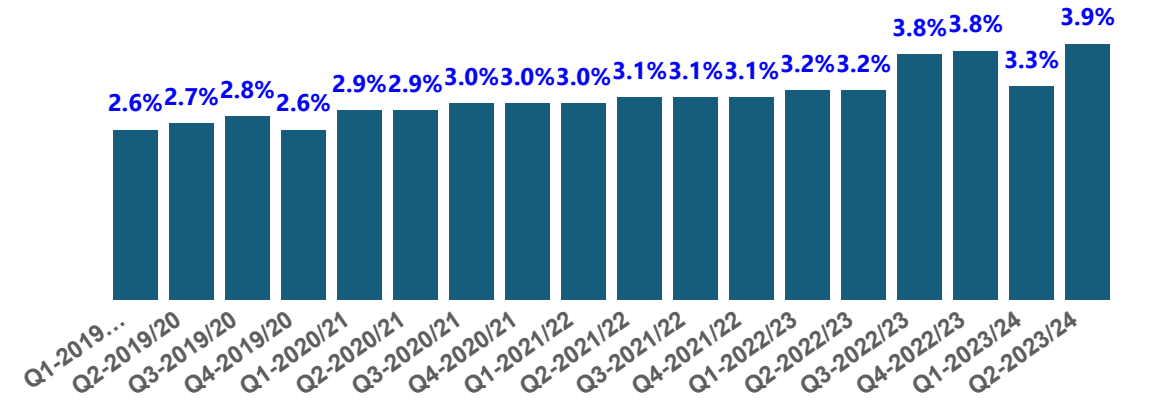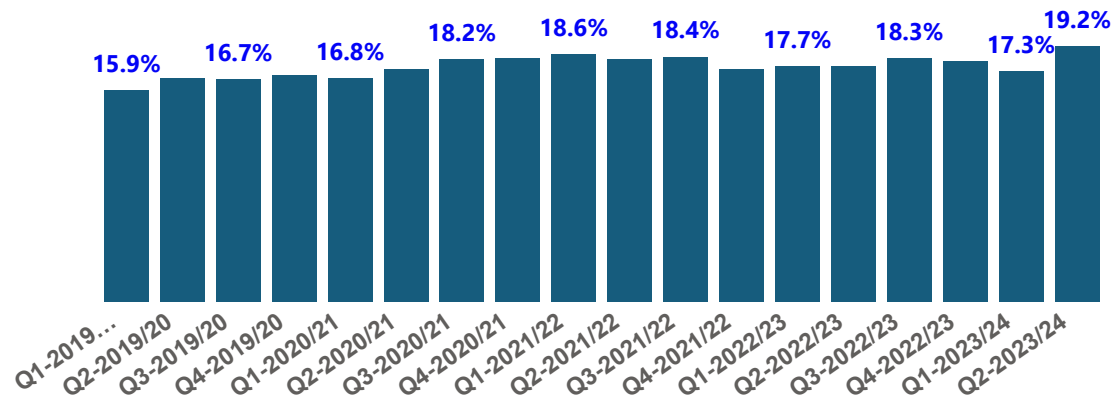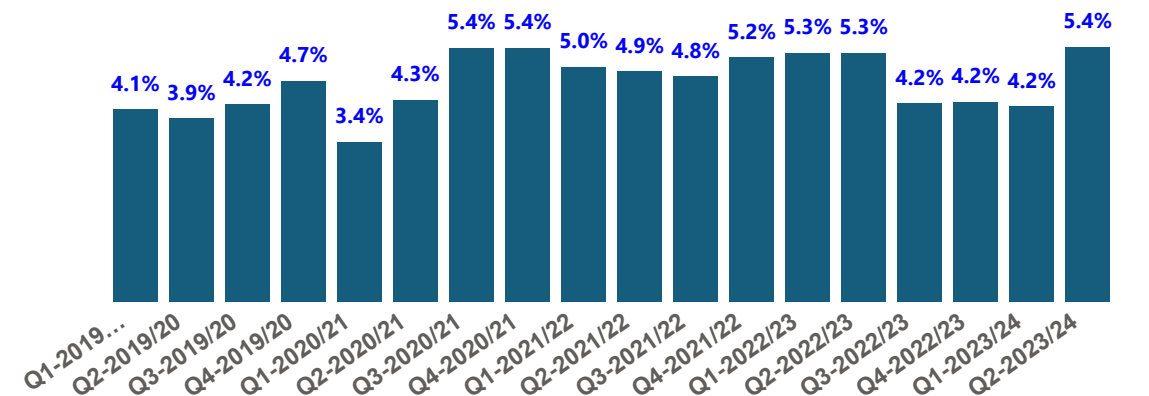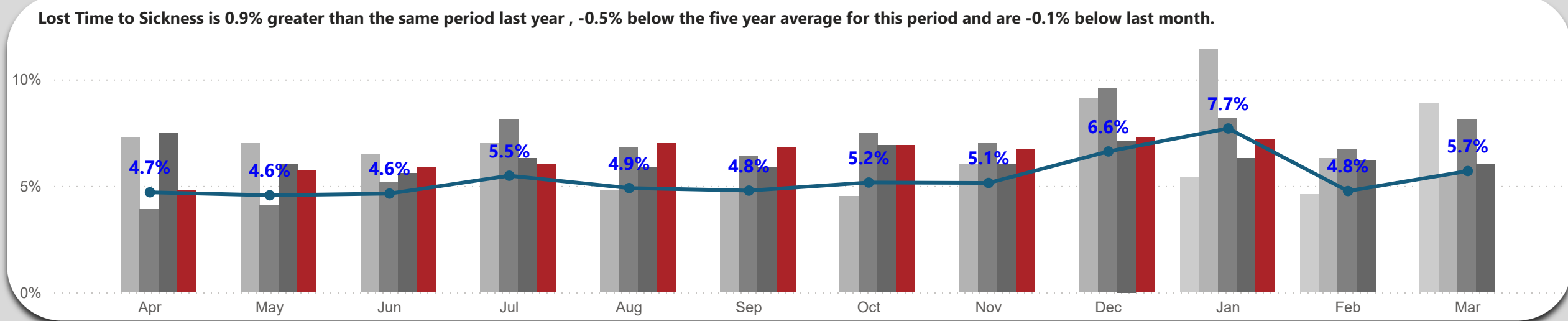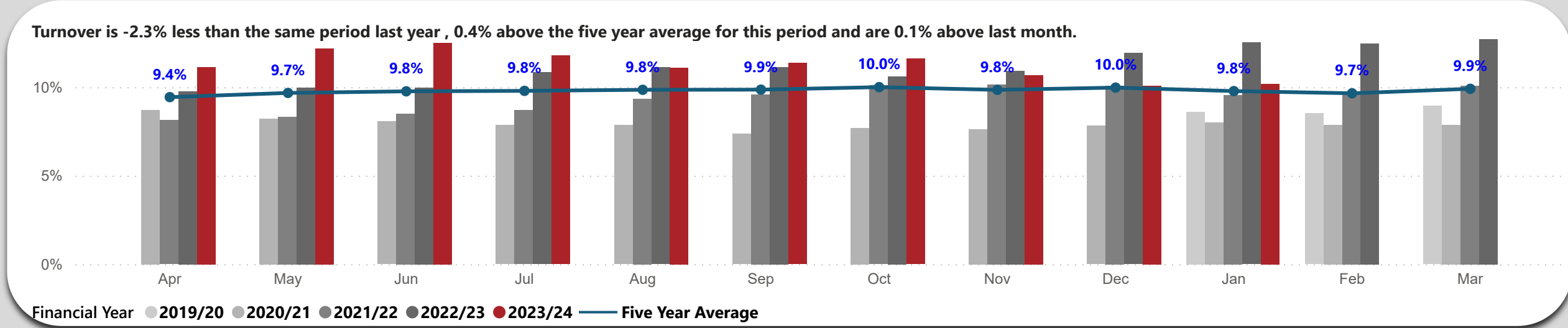

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ── Five Year Average

Lost Time to Sickness is 0.9% greater than the same period last year , -0.5% below the five year average for this period and are -0.1% below last month.

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	2024
Incidents	15,271	14,543	14,835	17,781	16,575
Fires	4,636	4,286	3,654	5,241	3,893
Special Services	4,530	4,181	4,791	5,503	5,519
False Alarms	6,105	6,076	6,390	7,037	7,163
ADF Fires	776	757	723	757	708
Deliberate Fires	1,724	1,200	1,082	1,382	1,082
Non Domestic Fires	409	399	371	443	377
Unwanted Fire Signals	1,049	972	1,200	1,227	1,234
RTC ECFRS	1,231	871	1,104	1,189	1,301
RTC SERP	59	620	734	832	792

Casualties

	2020	2021	2022	2023	2024
Primary Fire Injuries	71	62	75	48	58
ADF Injuries	47	41	42	27	34
Fire Fatalities	3	4	11	4	8
ADF Fatalities	2	4	9	3	5
RTC ECFRS Fatalities	19	22	25	20	19
RTC ECFRS Serious Injury	144	88	103	141	108
RTC SERP Fatalities *	1	46	45	45	39
RTC SERP Serious Injury *	62	625	774	868	824

Prevention and Protection

	2021	2022	2023	2024
Home Fire Safety Visits	2,274	5,932	7,615	10,294
Home Fire Safety Visits - Operational Crew	102	1,283	2,377	3,631
Home Fire Safety Visits - Inspection Officers	2,172	4,649	5,238	6,663
RBIP Very High Audits	22	327	731	305
RBIP High Audits	21	415	895	849

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