ECFRS Quarterly Performance Report Q3 2023/24

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ECFRS Quarterly Performance Report Q3 2023/24

Overall

Metric vs 5 Year Average

Metric		5 Yr Avg	Prev QTR
Total Incidents	4,196 ↑	3,741	4,738
Fires	698 ↓	740	1,266
Special Services excluding RTC	1,068 ↑	982	1,038
False Alarms	1,788 ↑	1,643	2,096
RTC	340 ↑	316	337

Total Incidents: During Q3 2023/24, there was a 6% increase in the total number of incidents compared to the same period last year and a 12% increase against the five-year average. This upward trend, observed over the past six months, is primarily attributed to a rise in Special Service and False Alarm incidents. Specifically, Special Service Incidents have shown an 8% increase compared to the five-year average, while the total number of False Alarm incidents has seen a 9% rise against the same benchmark.

As highlighted in previous reports, the majority of Special Service incidents involve assisting other agencies, managing entry/exit procedures, and responding to flooding-related calls. It is expected that the January performance report will emphasise an increase in flooding incidents, largely influenced by heavy rainfall and storms.

Although False Alarm incidents have decreased compared to the previous month, they still exceed the five-year average. A forthcoming paper is in progress to address Unwanted Fire Signal responses, and the Essex County Fire Service (ECFRS) is currently assessing its alignment with other fire services in terms of managing False Alarm incidents, particularly in call management and mobilisation procedures.

Accidental Dwelling Fires (ADF): The number of ADF fires recorded in Q3 2023/24 are similar to the same reported in the same period last year and are tracking 4% higher than the five year average. During October 2023, there was a significant upswing in ADFs, indicating a 36% increase from September, a 15% increase compared to the five-year average, and a 17% rise compared to the same period last year. Upon analysis, no discernible patterns in terms of ignition types or geographical distribution were identified. Several fires were linked to electrical failures in tumble dryers and washing machines, while the majority originated from items left unattended on stoves. This analysis prompted proactive measures by providing feedback to the Prevention team.

Subsequently, an information release was disseminated across various social media platforms, emphasising the critical importance of monitoring items on stoves and washing machine usage, to enhance public awareness. An upcoming ADF Review, currently in preparation, will utilise various statistical techniques to analyse incidents over the past five years, aiming to identify trends or patterns. The resulting insights will play a pivotal role in informing strategic decisions within the Prevention department. The report is anticipated to be ready during Q1 2024/25, with provisions for data refresh every six months or as needed.

Regrettably, one fatality was recorded in November as a consequence of an ADF in the Canvey Island area.

Deliberate and Non-Domestic Fires: During Q3 2023/24, both deliberate fires and non-domestic fires recorded figures within lower tolerance levels. Deliberate fires are -24% below the five-year average. Non-domestic fires also exhibited a decline, with a -45% drop from the previous year and a -40% 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.

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Unwanted Fire Signals (UwFS): Q3 2023/24 saw the total number of UwFS in the higher tolerance levels, however the total number of incidents are in line with trends experienced during the past five years, and are -9% below the numbers recorded during the same period last year. As previously mentioned, it has been noted within ECFRS that UwFS and False Alarms are in higher tolerance levels, and a paper is in progress to address this issue.

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 Q3 2023/24 RTC activity and the 12-month rolling data. Most RTC incidents attended by ECFRS were concentrated in the Southend, Grays, Loughton 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 and risk within the county. Using a more comprehensive data source, it is anticipated that greater insight can be drawn in to the causes of RTC's within the region and the location of the RTCS (including those not attended by ECFRS) . This can then be combined into risk analysis and assist in longer term strategic interventions.

Availability: Global Availability remains stable but remains below target. The service has developed an availability improvement plan which has 17 points and will be reported through response governance and the Office of the Police and Fire and Crime Commissioner (OPFCC).

Response Times: Response times remain above the 10-minute target, largely down to increased travel times. While not directly correlated to extended travel times, there have been some mention in the Incident Reporting System (IRS) logs that parked cars have caused a delay – this is potentially an area of focus for review. This has been highlighted to the Communications team with the aim to share social media updates around parked cars and emergency service access.

Prevention: During Q3 2023/24, a total of 2,558 visits were recorded, reflecting a 15% increase from the same period last year and a 12% rise from the previous quarter. Operational Crew visits saw a notable increase of 14% compared to the previous quarter and a substantial 21% increase from the same period last year. This surge in visits can be predominantly attributed to enhanced station engagement, the incorporation of feedback into processes, and the recategorisation of visits, resulting in more assignments to stations for completion.

The implementation of improved data visibility and station-specific details has streamlined prevention visits, fostering increased efficiency. Despite team abstractions during November and December, coupled with three non-working days over the Christmas period, visits were lower than anticipated. Nevertheless, the total number of visits completed by the Prevention Team and Operational Crews still exhibits a positive increase when compared to previous quarters and years.

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 **31/01/2026**. There will be more officers completing their training in March 20204, and will start to contribute to the inspection process. This in turn will increase the number of audits completed per month and ensure that the RBIP process remains on target.

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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.

Information Governance:
FOI: During Q3, ECFRS received 29 Freedom of Information requests and completed 96% of these within the time frame, an increase compared to the previous year and the previous quarter. Information requests during this period covered various topics, such as fire safety inspections at the Wethersfield site, calls related to electrical fires, incident data for specific properties, lift entrapments, body-worn cameras, fleet details, electric/hybrid vehicle fires, external training courses, staff sick leave, social media tools used by ECFRS, Stonewall UK membership details (including fees, budget, events, and programs), retail fires in Thurrock, electric vehicle fires in the past 6 months, log entries with 'Father Christmas,' updated fleet lists, incident details of fires in recycling sites, data on wild fires, and a list of all new appliances.

Data Breaches: A total of 6 data breaches were reported, consisting of 4 minor/near miss breaches sand 2 major breaches with no referrals made to the Information Commissioner's Office (ICO). The major breaches concerned a SharePoint issue regarding user profiles and visibility of documents they may have worked on, and papers left on a desk detaining individuals involved in an internal process. ECFRS continues the implementation of guidelines and policies, specifying responsibilities for using SharePoint/Teams, securing documents, and managing access.

Of the 11 complaints received during Q2 2023/24, 5 of these concerned driving, 2 related to staff attitude and behaviour, with the remaining 4 covering social media and operational issues. All the above complaints are being fully investigated, and there is a rigorous process in place to ensure that all complaints are updated and complainants notified of any outcomes.

Q3 2023/24 in numbers

#WeAreEssexFire

97% Core station coverage
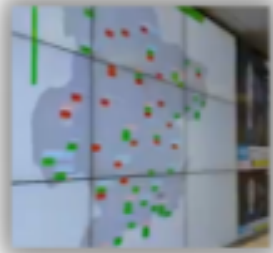
4,196 Incidents attended

2,558 Home Fire Safety Checks

271 Very high / high risk Protection audits

81% Attendance within 15 minutes

Accidental Dwelling Fires **193**

7,586 Calls to Control

48 Non domestic fires

159 Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

50 Animal rescues

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Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Prev QTR	Tolerance			
Number of Deliberate Fires	159	210	380	474+	381-473	267-380	0-266
Number of ADF Fires	193	185	159	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	48	80	104	123+	108-122	78-107	0-77
Number of Primary Fire Injuries	18	14	11	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	15	9	5	18+	10-17	3-9	0-2
Fire Fatalities	2	2	2	9+	6-8	3-5	0-2
Accidental Dwelling Fire Fatalities	1	1	1	9+	6-8	3-5	0-2
Number of Unwanted Fire Signals	305	299	381	288+	276-287	165-275	0-164
RBIP Very High	63	102	52	0-45	46-75	76-105	106+
RBIP High	208	123	190	0-186	187-219	220-249	250+

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	7.0% ↑	6.8%	6.6%	ECFRS data calculated using the Cleveland method.
Turnover	10.8% ↑	9.8%	11.2%	Standard CIPD calculation (**Number of leavers in period** divided by **average headcount in period.**

Inputs

Metric vs Target	Metric	5 Yr Avg	Prev QTR	Target
Core Station Coverage	97% ↓	97%	97%	98%
Potential Life-Threatening Incident First Attendance	11:06 ↑	10:39	10:57	10:00
Potential Life-Threatening Incident Call Handling	02:02	01:53	02:01	-
Potential Life-Threatening Incident Turnout	02:27	02:34	02:20	-
Incidents attended within 15 minutes	81% ↓	84%	81%	90%
Safe and Well Visits conducted by Inspecting Officers	1,621 ↓	1,095	1,468	1,932
HFSC conducted by Operational Staff	931 ↓	549	817	1,308
Global Availability	67% ↓	67%	66%	80%
Freedom of Information Response Rate	96% ↑	92%	95%	90%

RTC

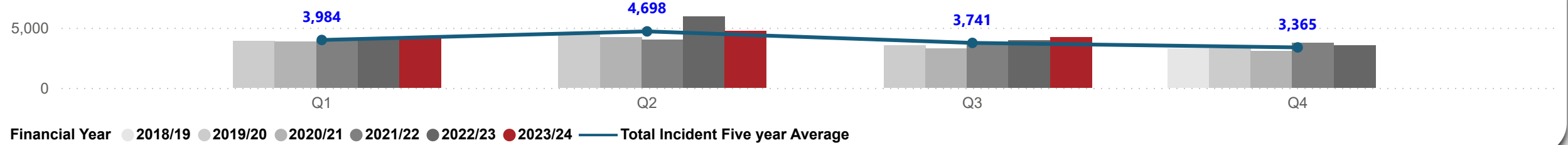| Metric vs 5 Year Average	ECFRS			SERP**		
	Metric	5 Yr Avg	Prev QTR	Metric	4 Yr Avg*	Prev QTR
RTC Incidents Attended	340 ↑	316	337	196 ↑	190	207
RTC Serious injury	19 ↓	26	29	203 ↑	199	222
RTC Fatalities	4 ↓	5	4	10 ↓	12	12

*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.
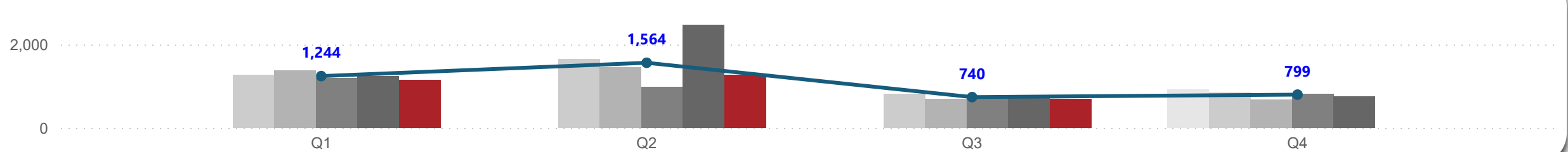
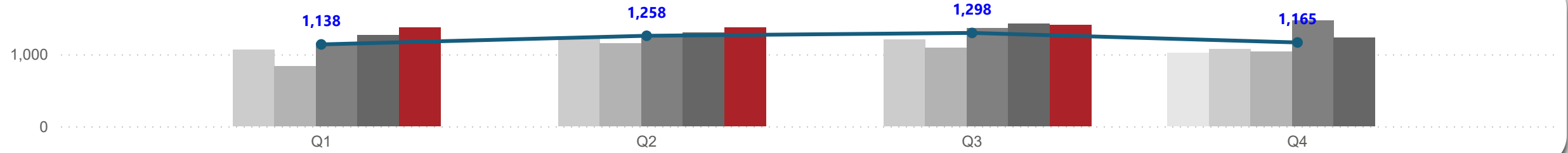# ECFRS Quarterly Performance Report Q3 2023/24

The number of Total Incidents are 6% greater than the same period last year , 12% above the five year average for this period and are -11% below last quarter.

Q1: 3,984 Q2: 4,698 Q3: 3,741 Q4: 3,365

Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ── Total Incident Five year Average
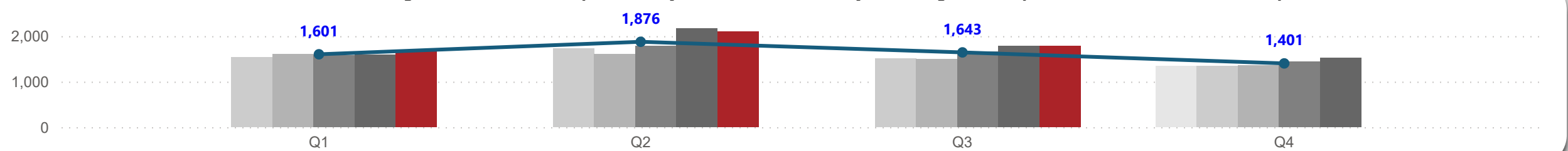
The number of Total Fires are -7% less than the same period last year , -6% below the five year average for this period and are -45% below last quarter.

Q1: 1,244 Q2: 1,564 Q3: 740 Q4: 799

The number of Total Special Service Incidents are -1% less than the same period last year, 8% above the five year average for this period and are 2% above last quarter.

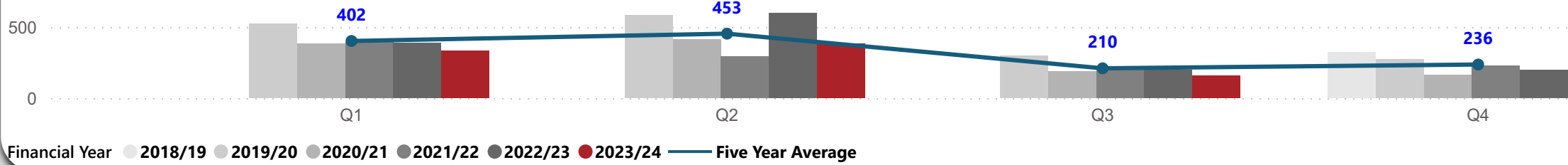Q1: 1,138 Q2: 1,258 Q3: 1,298 Q4: 1,165

The number of Total False Alarm Incidents are 1% greater than the same period last year, 9% above the five year average for this period and are -15% below last quarter.


Q1: 1,601 Q2: 1,876 Q3: 1,643 Q4: 1,401

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The Primary Fire Injury Rate per 1,000 Primary Fires is 119% greater than the same period last year, 6% above the five year average for this period and is 110% greater than the last quarter.

	Q1	Q2	Q3	Q4
	47.71	35.36	38.45	25.12

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

The number of Primary Fire Injuries are 100% greater than the same period last year, 29% above the five year average for this period and are 64% above last quarter.

	Q1	Q2	Q3	Q4
	22	14	14	13

The rate of ADF Injuries per 1,000 ADF Fires is 202% above the same period last year, 66% above the five year average for this period and is 147% above the last quarter.

	Q1	Q2	Q3	Q4
	85.54	40.46 / 46.94		50.92

The number of ADF Injuries are 200% greater than the same period last year, 67% above the five year average for this period and are 200% above last quarter.

	Q1	Q2	Q3	Q4
	13	6	9	10

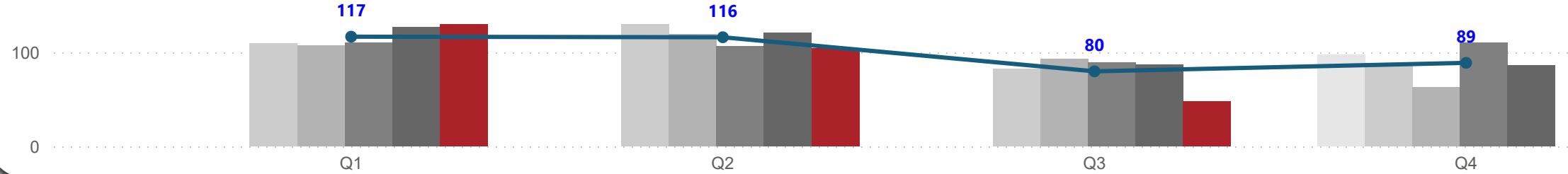# ECFRS Quarterly Performance Report Q3 2023/24

Fires

The number of Deliberate Fires are -19% less than the same period last year, -24% below the five year average for this period and are -58% below last quarter.

Q1: 402, Q2: 453, Q3: 210, Q4: 236

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

The number of Accidental Dwelling Fires are -1% less than the same period last year, 4% above the five year average for this period and are 21% above last quarter.

Q1: 195, Q2: 179, Q3: 185, Q4: 187
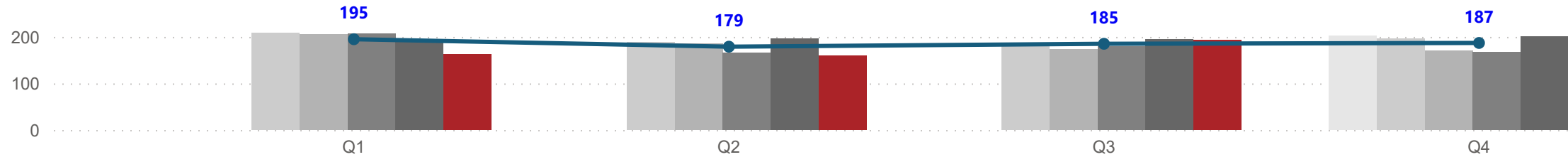
The number of Non Domestic Fires are -45% less than the same period last year, -40% below the five year average for this period and are -54% below last quarter.
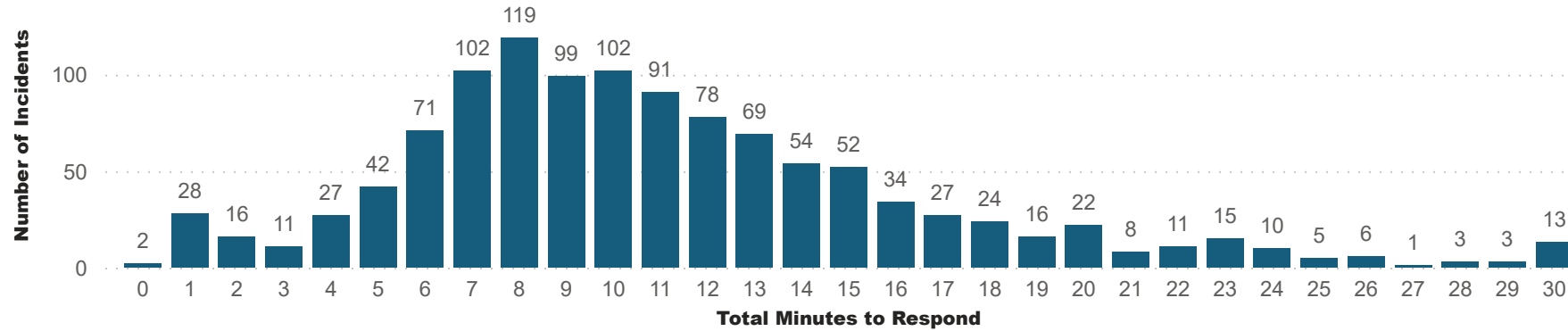

Q1: 117, Q2: 116, Q3: 80, Q4: 89

The number of Unwanted Fire Signals are -9% less than the same period last year, 2% above the five year average for this period and are -20% below last quarter.

Q1: 269, Q2: 311, Q3: 299, Q4: 254
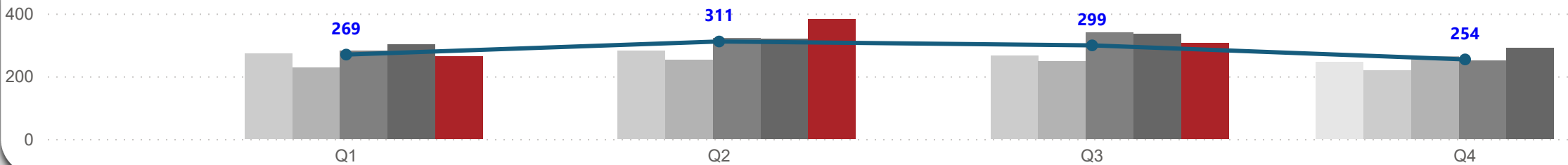
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Number of Potential Life Threatening Incidents Per Minutes to Respond

% Within 15 Minutes

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

Avg Call Handling Time

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

Avg Turnout Time

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

Avg Travel Time

Qtr	2020/21	2021/22	2022/23	2023/24
Q1	05:09	05:50	06:03	06:09
Q2	05:37	06:03	06:46	06:32
Q3	06:01	06:05	06:07	06:40
Q4	05:24	05:43	06:06	

Avg Response Time

Qtr	2020/21	2021/22	2022/23	2023/24
Q1	09:25	10:02	10:24	10:20
Q2	09:56	10:27	11:36	10:57
Q3	10:30	10:44	10:35	11:06
Q4	09:55	10:23	10:33	

The average response time this month is **11:06 minutes**. The median response time, representing the middle value is **09:56 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occuring response time was **08:30 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.
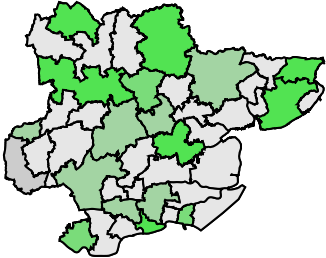
There were 87 potentially life-threatening incidents which took more than 20 minutes to respond. Of these incidents there was a total of 12 individuals with minor injuries requiring hospital treatment, and 1 individual with serious injuries, all received from RTC incidents.

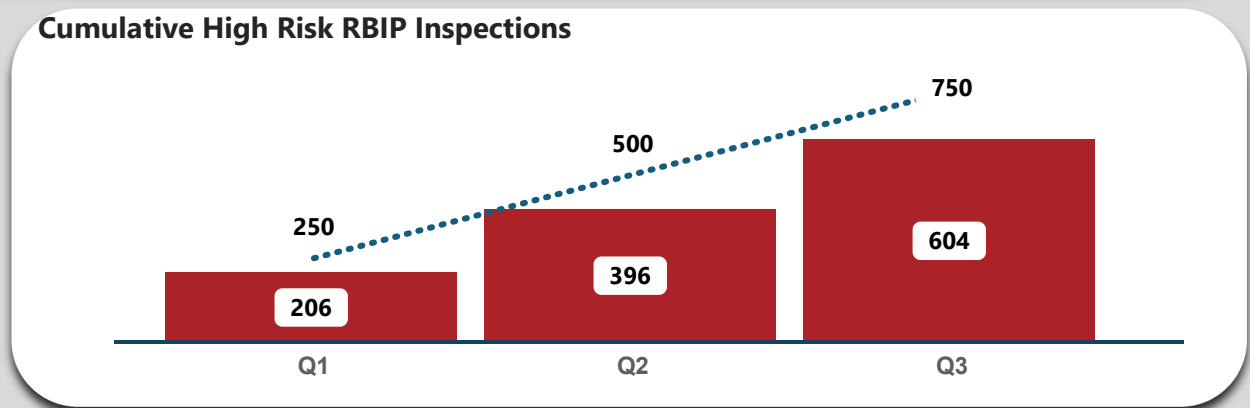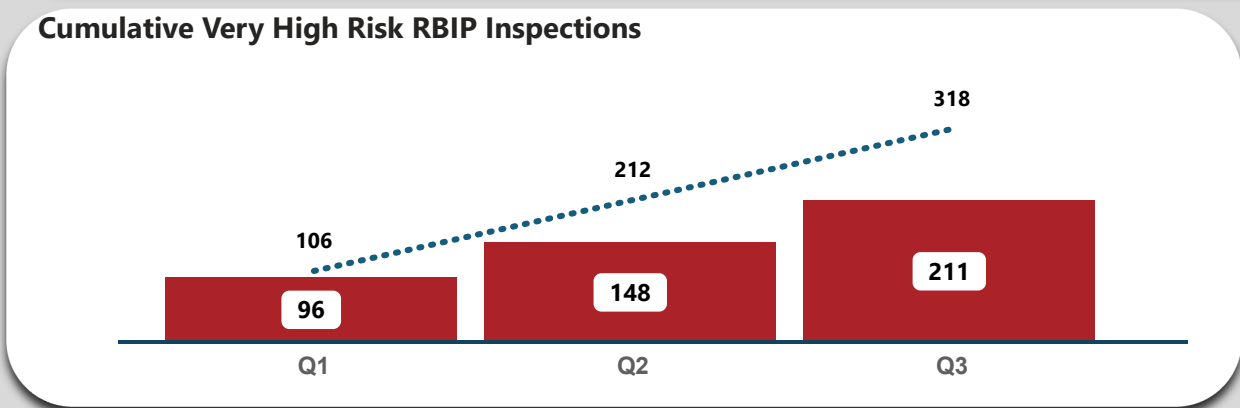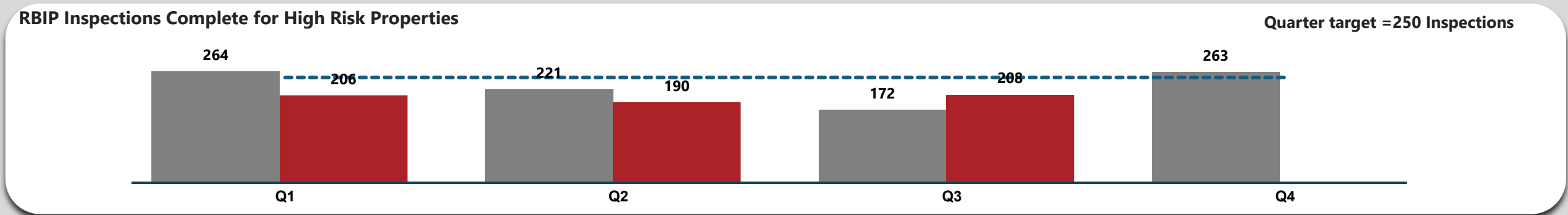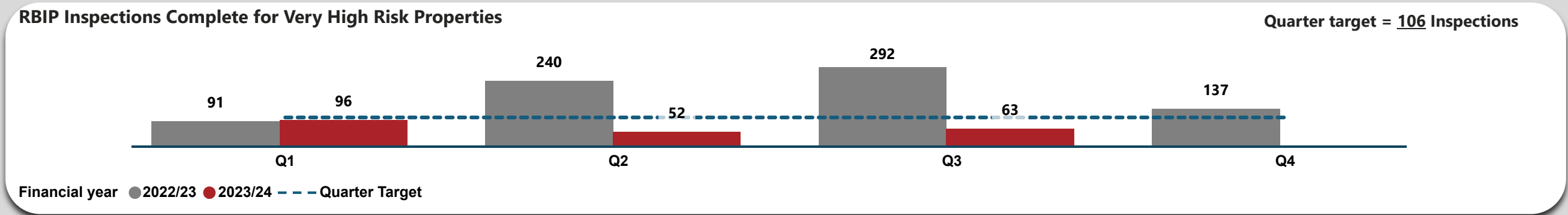| Joint Station Name	Q1-2022/23	Q2-2022/23	Q3-2022/23	Q4-2022/23	Q1-2023/24	Q2-2023/24	Q3-2023/24
Basildon	95%	94%	95%	96%	94%	95%	96%
Braintree	93%	88%	86%	89%	90%	97%	97%
Brentwood & Ingatestone	94%	91%	94%	95%	94%	95%	96%
Burnham & Tilligham	95%	96%	96%	98%	97%	98%	97%
Canvey	99%	95%	97%	97%	95%	98%	98%
Chelmsford	97%	94%	96%	96%	96%	95%	96%
Clacton & Weeley	98%	97%	98%	99%	98%	98%	98%
Colchester	96%	94%	95%	97%	95%	95%	96%
Dovercourt	89%	97%	98%	98%	95%	98%	98%
Grays	97%	96%	97%	98%	97%	96%	97%
Harlow Central	97%	94%	96%	96%	96%	95%	96%
Loughton & Waltham Abbey	97%	95%	96%	96%	94%	95%	95%
Maldon	98%	96%	98%	98%	96%	98%	98%
Rayleigh Weir & Hawkwell	99%	97%	98%	98%	98%	96%	96%
Saffron Walden	100%	98%	99%	99%	99%	98%	98%
Sible Hedingham & Halstead	98%	97%	97%	98%	96%	96%	98%
Southend	97%	97%	97%	98%	97%	97%	97%
Stansted & Dunmow	98%	96%	97%	96%	97%	97%	98%
Witham	97%	95%	96%	97%	98%	96%	96%
Total	**96%**	**95%**	**96%**	**97%**	**96%**	**97%**	**97%**
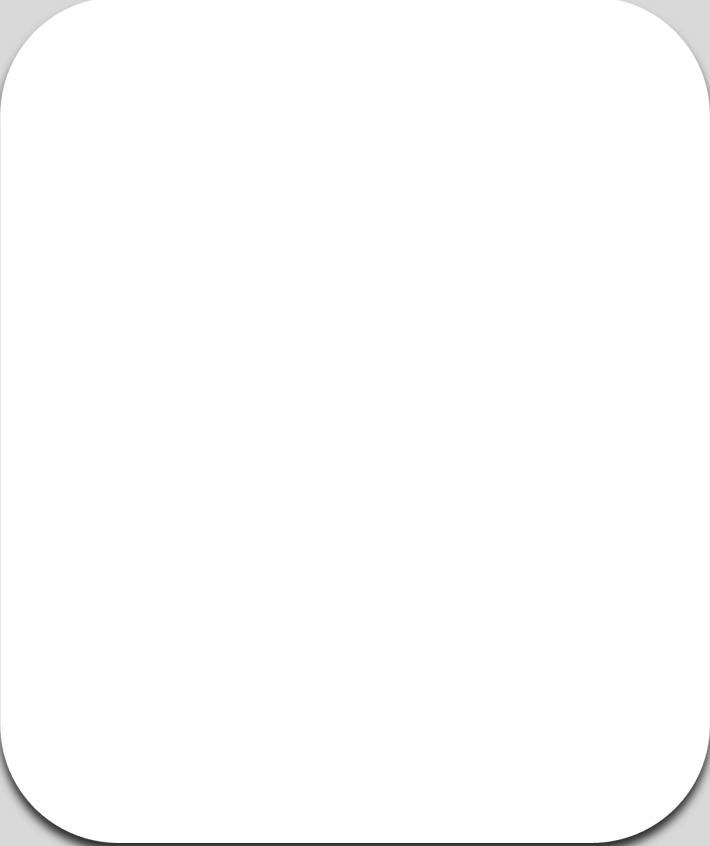
Core Station Coverage 2023

Quarter Average

97%

Target 98%

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Protection

RBIP Inspections Complete for Very High Risk Properties

Quarter target = <u>106</u> Inspections

	Q1	Q2	Q3	Q4
2022/23	91	240	292	137
2023/24	96	52	63	

Financial year ● 2022/23 ● 2023/24 – – Quarter Target

RBIP Inspections Complete for High Risk Properties

Quarter target = 250 Inspections

	Q1	Q2	Q3	Q4
2022/23	264	221	172	263
2023/24	206	190	208	

Cumulative Very High Risk RBIP Inspections

	Q1	Q2	Q3
Target	106	212	318
Actual	96	148	211

Cumulative High Risk RBIP Inspections

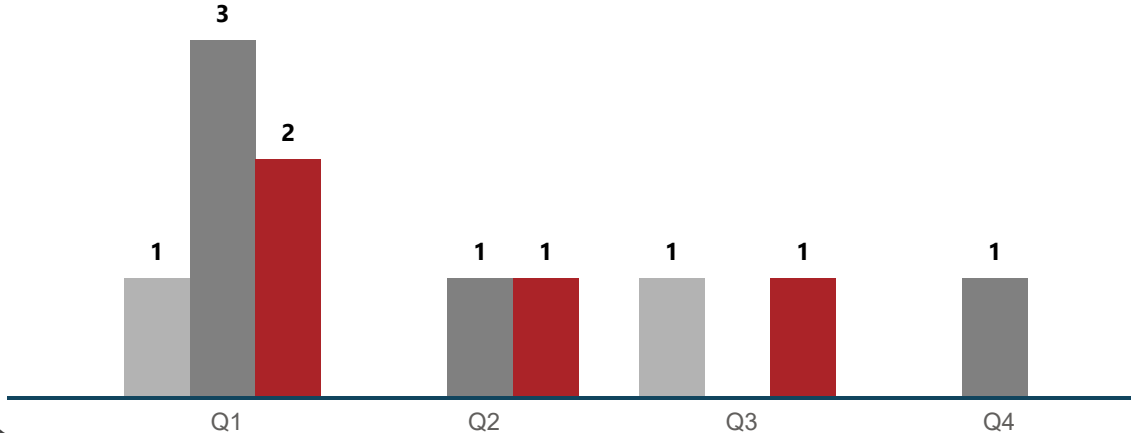|	Q1	Q2	Q3
Target	250	500	750
Actual	206	396	604

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Percentage of Satisfactory Audits

	Q1	Q2	Q3	Q4
2022/23	69%	71%	63%	53%
2023/24	49%	50%	48%	

Financial Year ● 2022/23 ● 2023/24
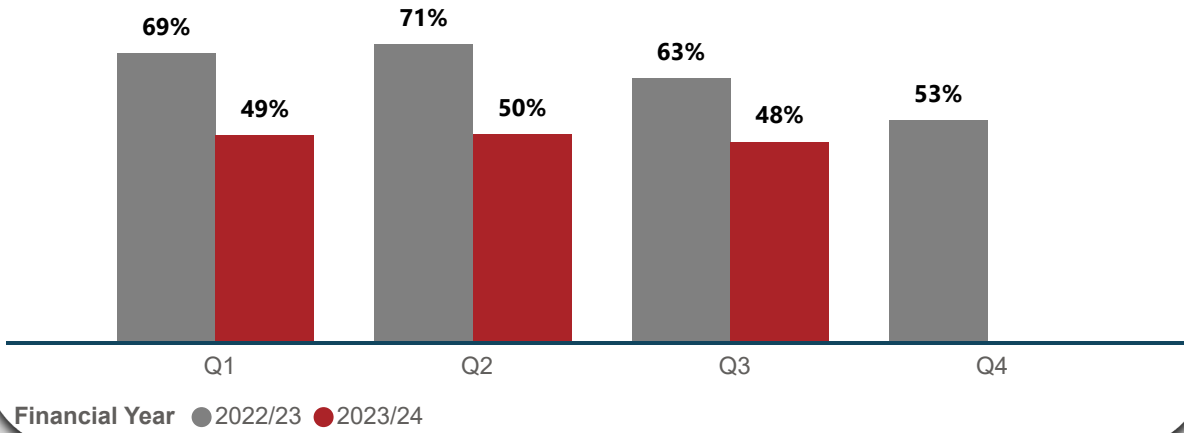
Prohibition Notices Issued

Financial Year ● 2021/22 ● 2022/23 ● 2023/24

	Q1	Q2	Q3	Q4
2021/22	1	1	1	
2022/23	3	1		1
2023/24	2	1	1	

FS040 Referrals

	Q1	Q2	Q3	Q4
2021/22	1,338	1,309	1,219	914
2022/23	1,339	1,203	812	633
2023/24	520	353	298	

FS040 Completed

	Q1	Q2	Q3	Q4
2021/22	718	1283	1219	957
2022/23	957	1286	1268	963
2023/24	555	393	288	
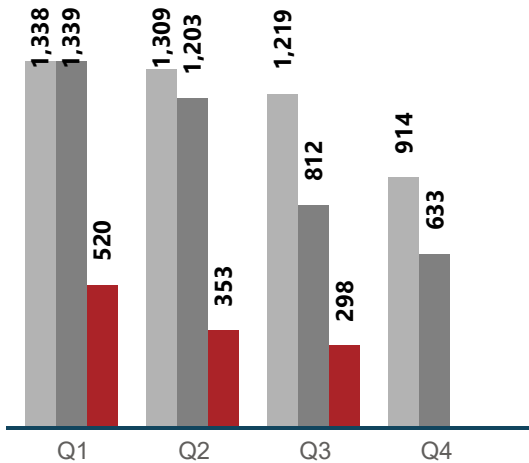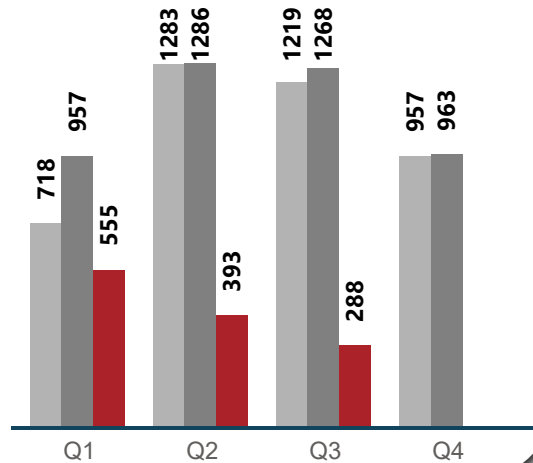
Enforcement Notices Issued

	Q1	Q2	Q3	Q4
2021/22	7	2	1	
2022/23				4
2023/24	4	1	7	
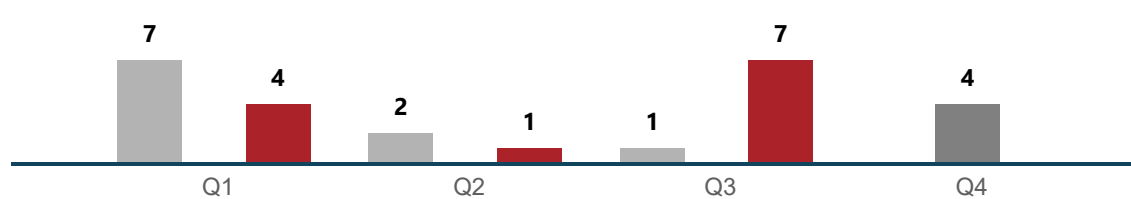
Notice of Deficiencies Issued

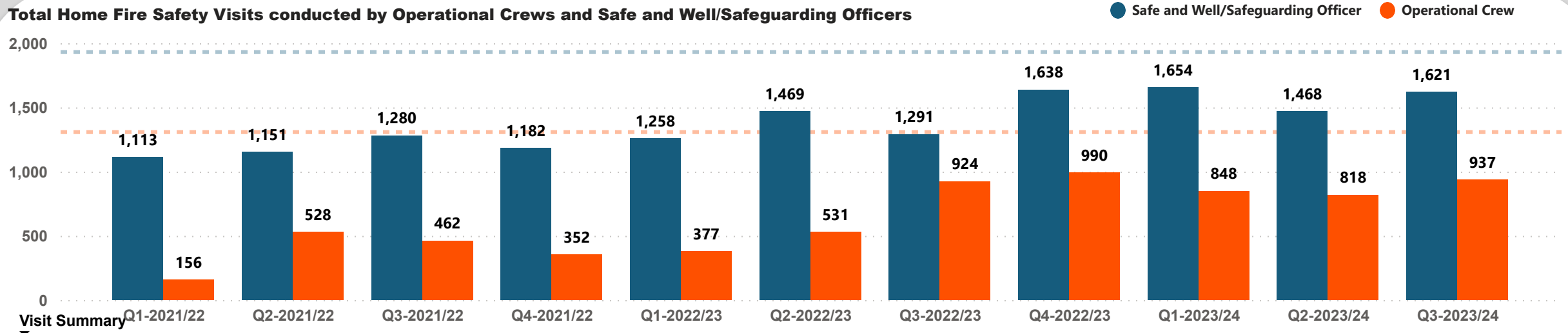|	Q1	Q2	Q3	Q4
2021/22	91	82	78	
2022/23				221
2023/24	172	145	162	
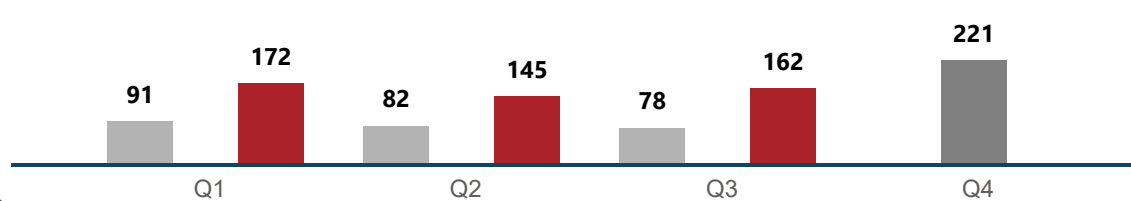
FS040s are fire protection visits undertaken by operational crews and are allocated to stations by the central fire protection team. They may not always be completed within the allocated quarter due to processing time, so the number of allocations and completions may not accurately reflect the success rate.

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

● Safe and Well/Safeguarding Officer　● Operational Crew

| Quarter	Safe and Well/Safeguarding Officer	Operational Crew
Q1-2021/22	1,113	156
Q2-2021/22	1,151	528
Q3-2021/22	1,280	462
Q4-2021/22	1,182	352
Q1-2022/23	1,258	377
Q2-2022/23	1,469	531
Q3-2022/23	1,291	924
Q4-2022/23	1,638	990
Q1-2023/24	1,654	848
Q2-2023/24	1,468	818
Q3-2023/24	1,621	937

Visit Summary

Q3 2023/24 saw a total number of 2,558 visits which were 12% greater than the previous quarter total of 2,286 visits and 15% greater than the total number of 2,215 visits at the same point last year.

Operational Crew visits were 14% greater than the previous quarter visits, 21% 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 10% greater than the previous month's visits, 26% 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

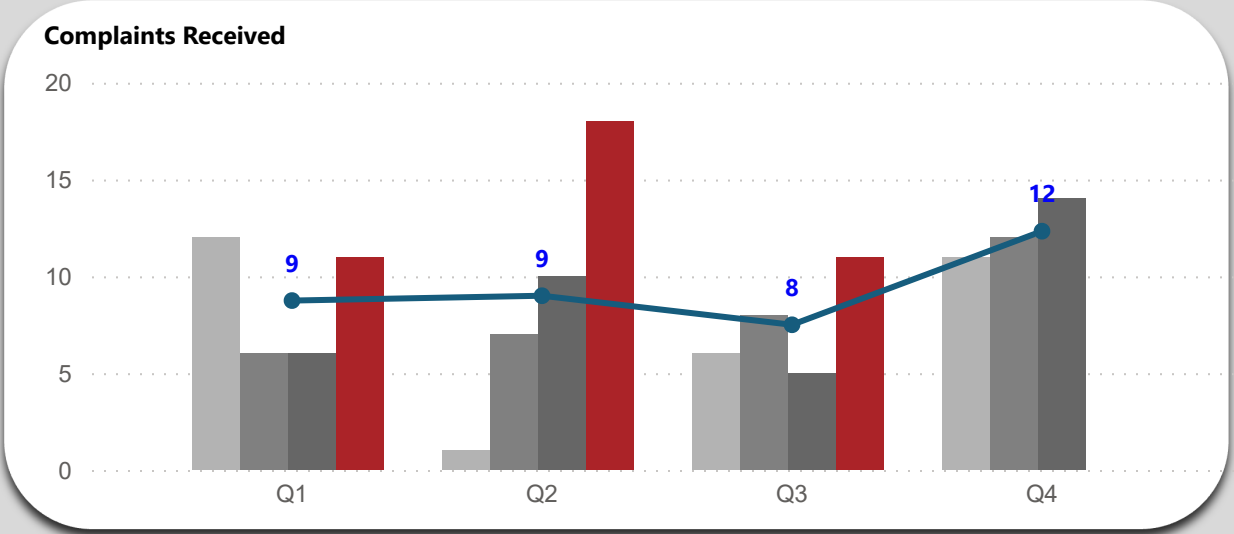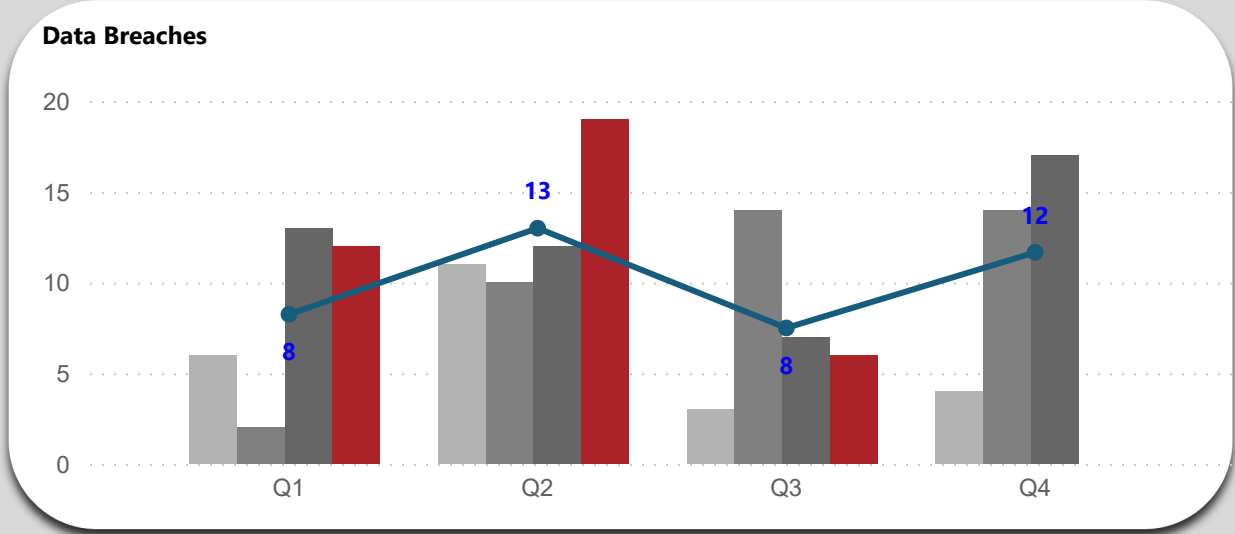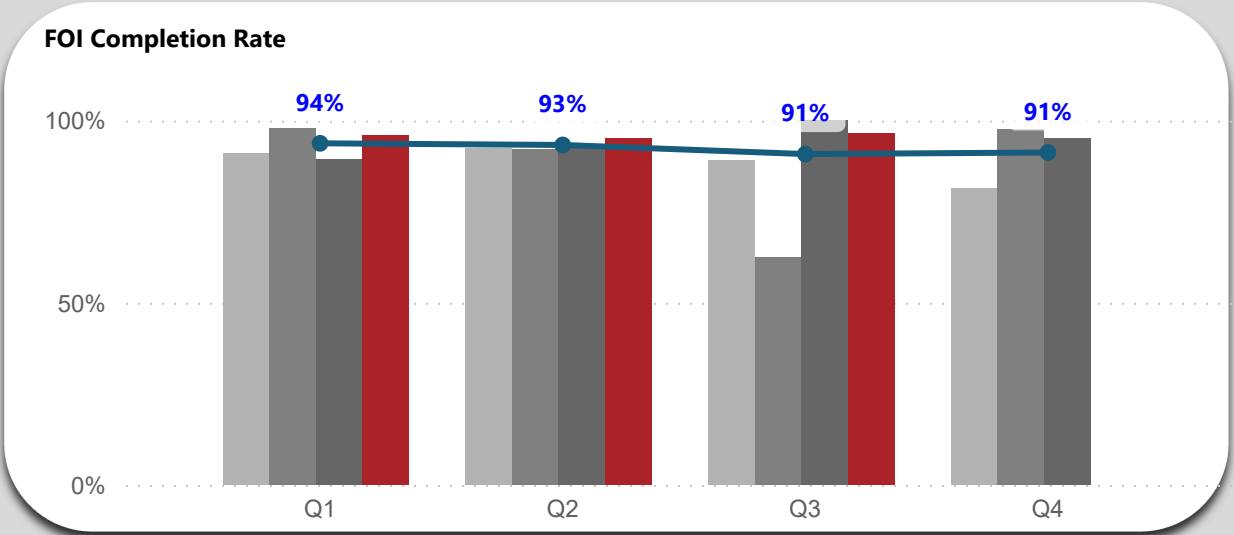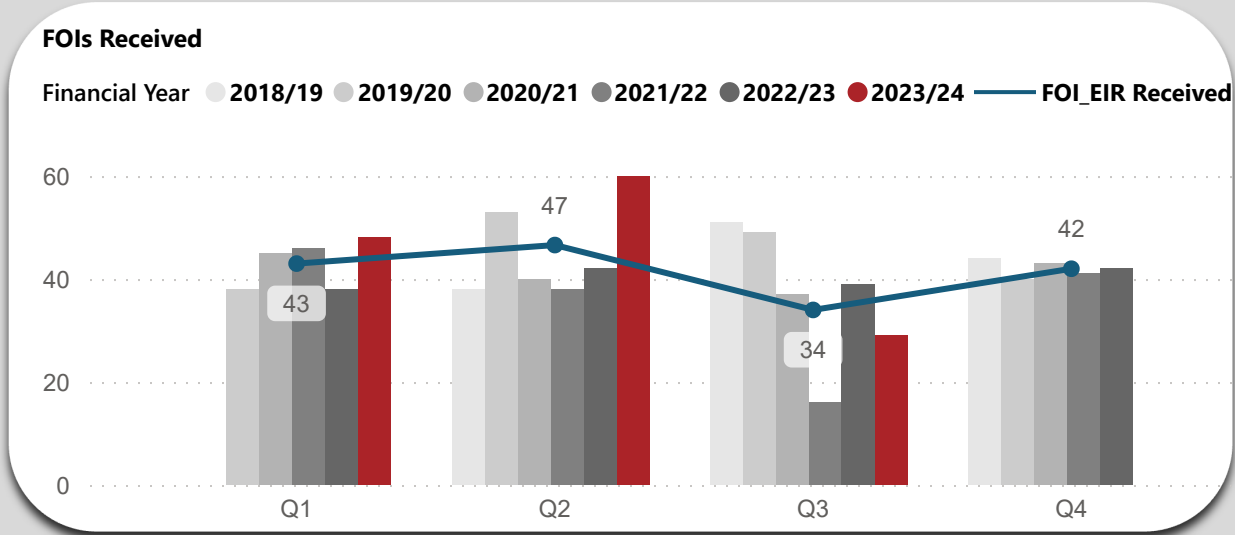| Quarter	Cumulative	Target line
Q1	1,654	1,931
Q2	3,122	3,862
Q3	4,743	5,793
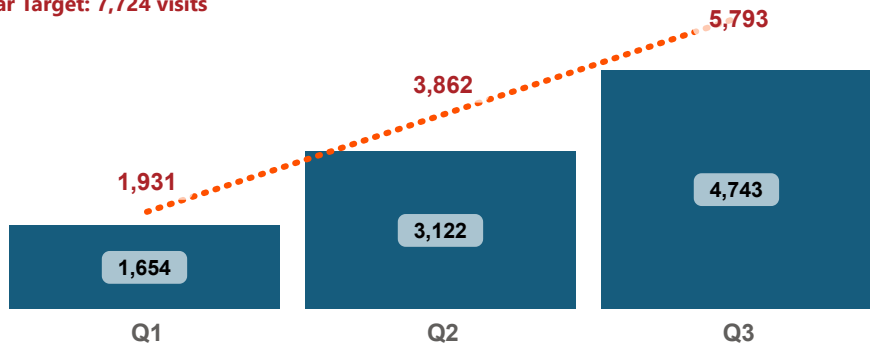
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.

Quarterly Safe and Well/Safeguarding Officer Visit Target

1,931

Quarterly Operational Crew Visit Target

1,308

ECFRS Quarterly Performance Report Q3 2023/24

Information Governance

FOIs Received

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

FOI Completion Rate

Data Breaches

Complaints Received

ECFRS Quarterly Performance Report

SARs Received

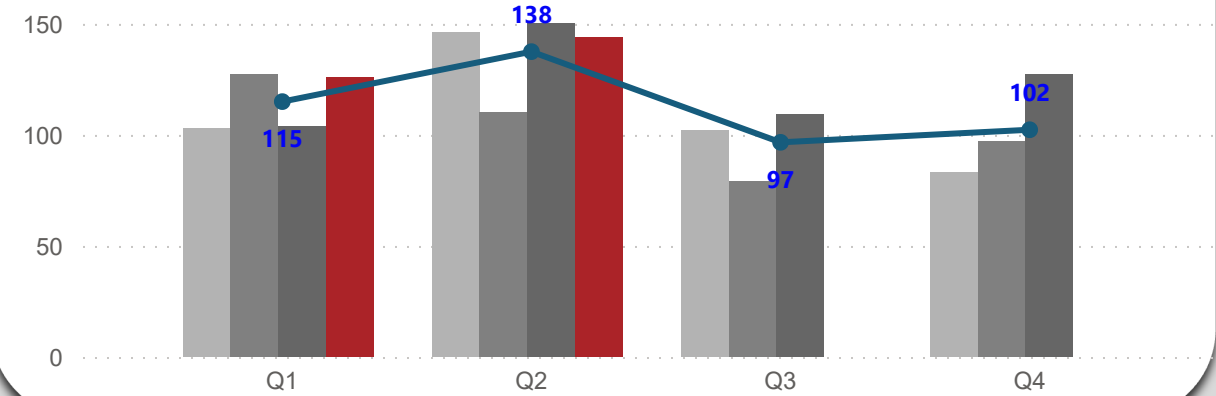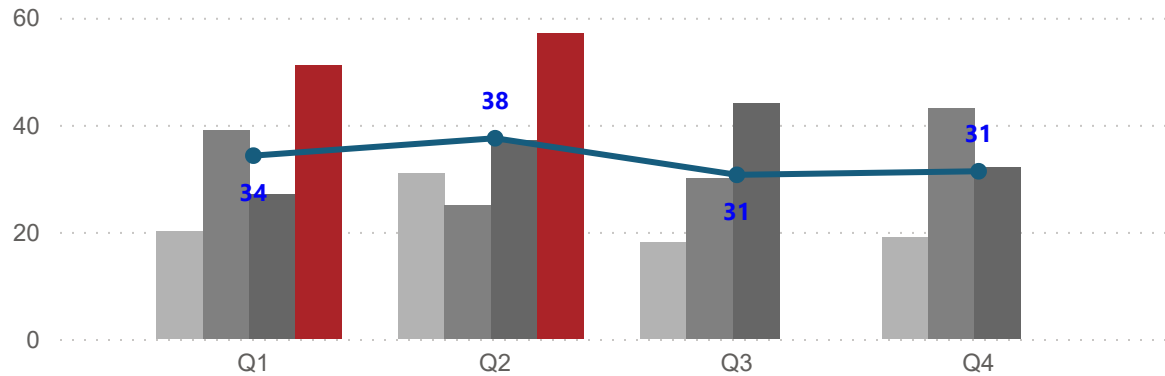Values: Q1 = 5, Q2 = 4, Q3 = 2, Q4 = 5

EIR & Fire EIR Received

Values: Q1 = 115, Q2 = 138, Q3 = 97, Q4 = 102

Other*

Values: Q1 = 34, Q2 = 38, Q3 = 31, Q4 = 31

Information requests during this period covered various topics, such as fire safety inspections at the Wethersfield site, calls related to electrical fires, incident data for specific properties, lift entrapments, body-worn cameras, fleet details, electric/hybrid vehicle fires, external training courses, staff sick leave, social media tools used by ECFRS, Stonewall UK membership details (including fees, budget, events, and programs), retail fires in Thurrock, electric vehicle fires in the past 6 months, log entries with 'Father Christmas,' updated fleet lists, incident details of fires in recycling sites, data on wild fires, and a list of all new appliances.

A total of 6 data breaches were reported, consisting of 4 minor/near miss breaches sand 2 major breaches with no referrals made to the Information Commissioner's Office (ICO). The major breaches concerned a SharePoint issue regarding user profiles and visibility of documents they may have worked on, and papers left on a desk detaining individuals involved in an internal process.

Of the 11 complaints received during Q2 2023/24, 5 of these concerned driving, 2 related to staff attitude and behaviour, with the remaining 4 covering social media and operational issues.

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

# ECFRS Quarterly Performance Report Q3 2023/24

The number of RTCs attended by ECFRS are 4% greater than the same period last year, 8% above the five year average for this period and are 1% above the previous quarter.

FinancialYear2 ○ 2018/19 ○ 2019/20 ○ 2020/21 ○ 2021/22 ● 2022/23 ● 2023/24 —— Five year Average
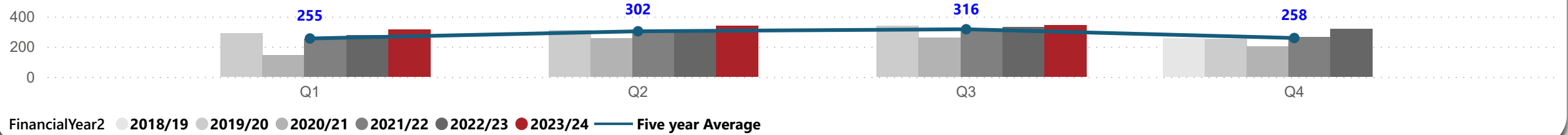
The number of fatalities from RTCs attended by ECFRS are the same as the same period last year, -20% below the five year average for this period and are the same as the previous quarter.
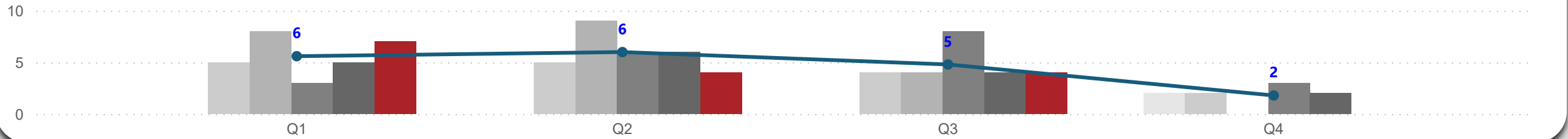
The number of serious injuries from RTCs attended by ECFRS are -24% less than the same period last year , -27% below the five year average for this period and are -34% below the previous quarter.
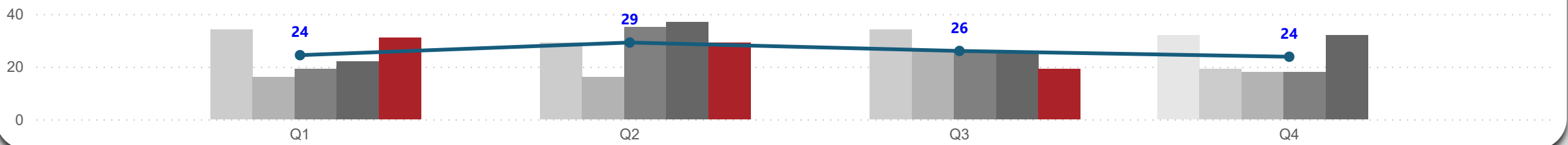
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Quarterly Performance Report Q3 2023/24

The number of SERP recorded RTCs are -5% less than the same period last year , 3% above the four year average for this period and are -5% below the previous quarter.

| 188 | 205 | 190 | 161 |

FinancialYear2 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 — Monthly Average
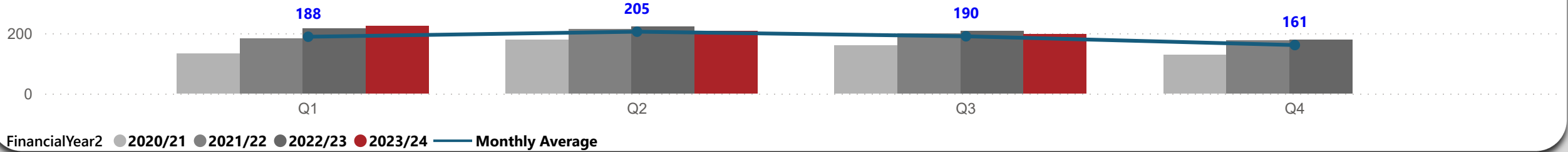
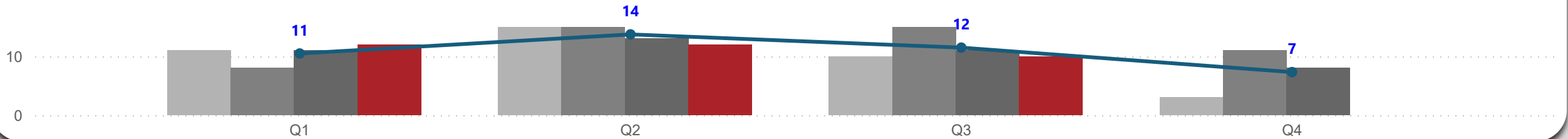**The number of SERP recorded RTC Fatalities are -9% less than the same period last year, -17% below the four year average for this period and are -17% below the previous quarter.**

| 11 | 14 | 12 | 7 |

The number of SERP recorded RTC Serious Injuries are -7% less than the same period last year, 2% above the four year average for this period and are -9% below the previous quarter.

| 191 | 217 | 199 | 168 |
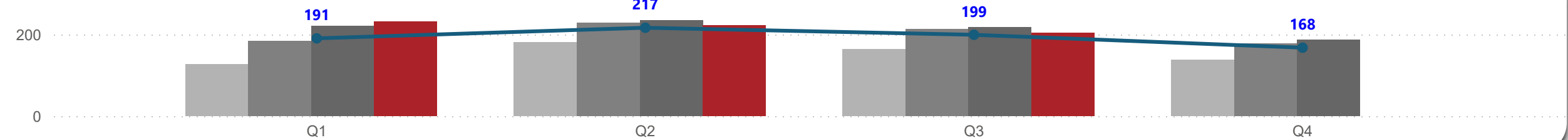
Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police: Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance 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 Quarterly Performance Report

People Data - Diversity

% Disabled

Quarter	Value
Q1-2019…	1.5%
Q2-2019/20	1.8%
Q3-2019/20	1.9%
Q4-2019/20	1.9%
Q1-2020/21	3.2%
Q2-2020/21	3.2%
Q3-2020/21	3.9%
Q4-2020/21	4.3%
Q1-2021/22	4.4%
Q2-2021/22	4.1%
Q3-2021/22	4.2%
Q4-2021/22	4.4%
Q1-2022/23	4.4%
Q2-2022/23	4.4%
Q3-2022/23	4.6%
Q4-2022/23	4.6%
Q1-2023/24	4.7%
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%
Q2-2022/23	17.7%
Q4-2022/23	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 -0.4% less than the same period last year, 10% above the five year average for this period and are -0.6% below the previous quarter.
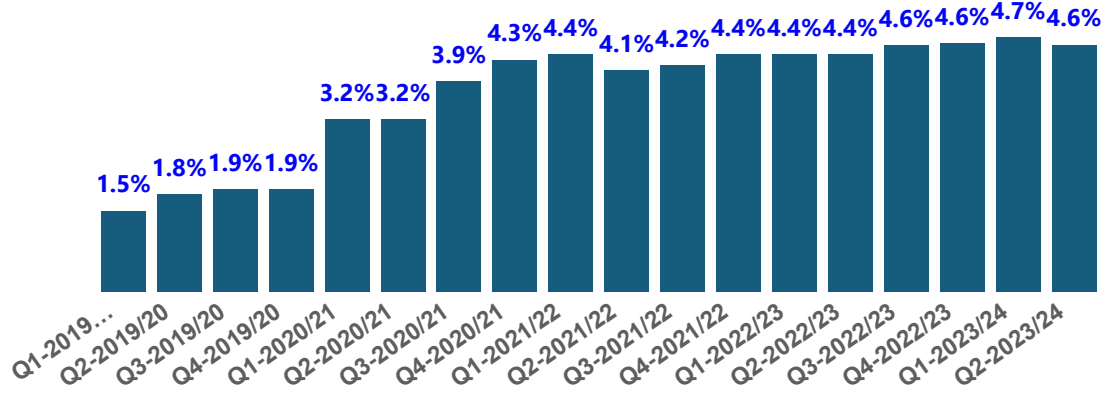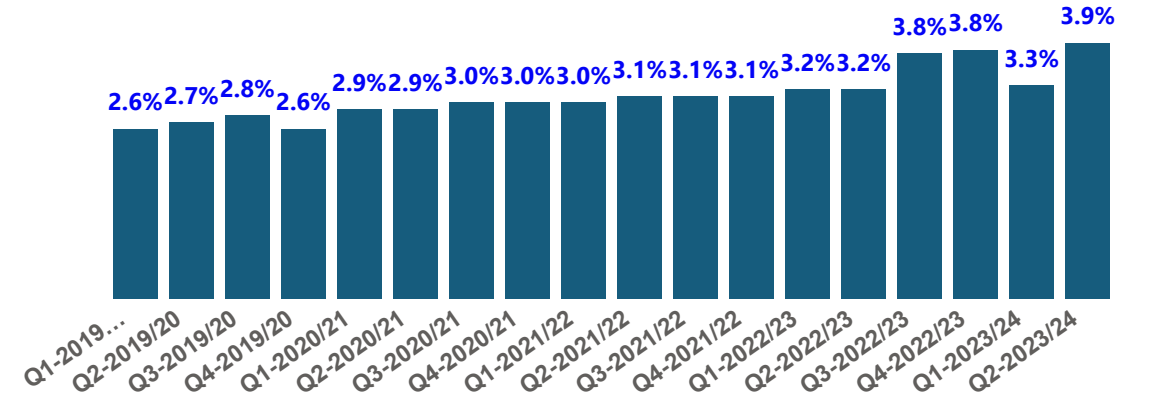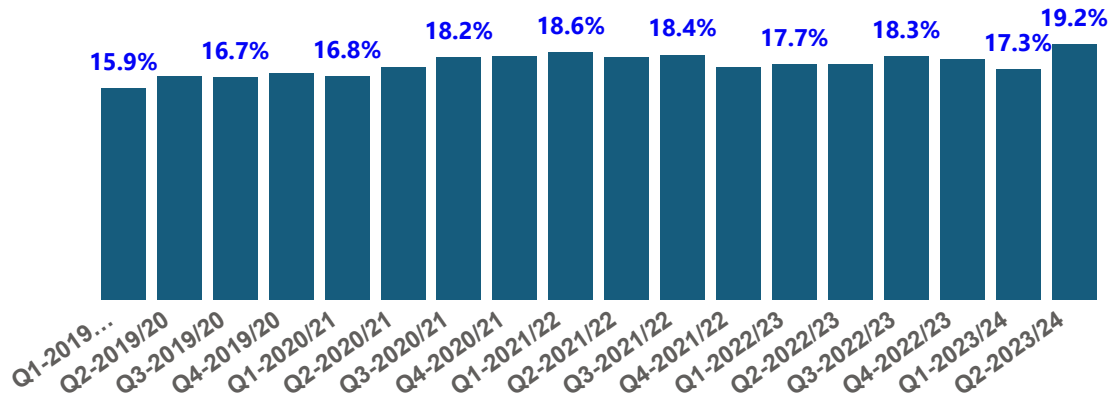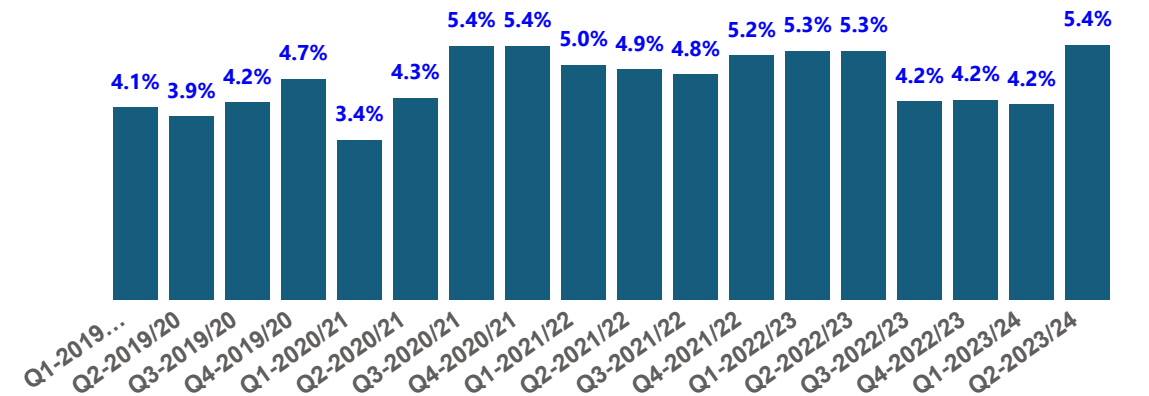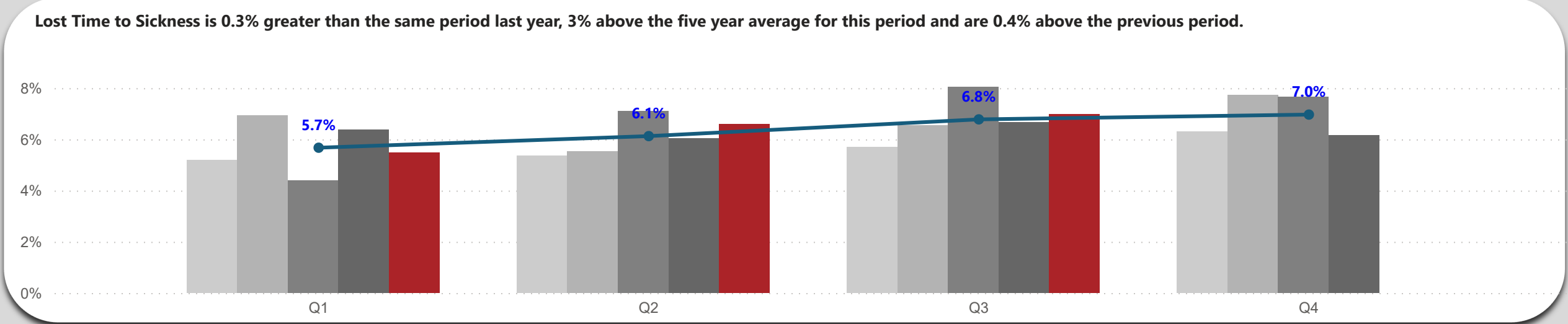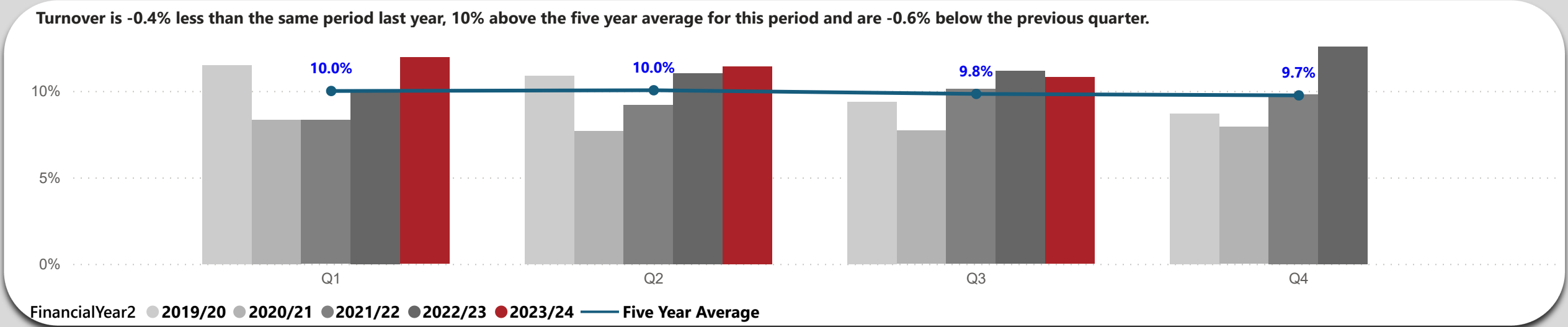

FinancialYear2 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ── Five Year Average

Lost Time to Sickness is 0.3% greater than the same period last year, 3% above the five year average for this period and are 0.4% above the previous period.

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

	2020/21	2021/22	2022/23	2023/24
Incidents	14,543	14,768	17,718	16,650
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

	2020/21	2021/22	2022/23	2023/24
Primary Fire Injuries	17	15	9	18
ADF Injuries	48	39	26	34
Fire Fatalities	3	12	5	9
ADF Fatalities	3	10	3	5
RTC ECFRS Fatalities	23	17	18	17
RTC ECFRS Serious Injury	77	98	102	111
RTC SERP Fatalities	46	41	46	42
RTC SERP Serious Injury	638	763	851	843

Prevention and Protection

	2020/21	2021/22	2022/23	2023/24
Home Fire Safety Visits	1,916	5,804	7,384	9,974
Home Fire Safety Visits - Operational Crew	82	1,187	2,028	3,264
Home Fire Safety Visits - Inspection Officers	1,833	4,617	5,200	6,381
RBIP Very High Audits	14	396	692	348
RBIP High Audits	12	460	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 quarter is Q2 2022/23, then the figures under 2022/23 will be the total of Q2 2021/22-Q2 2022/23.