



# ECFRS Monthly Performance Report June 2024

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

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# ECFRS Monthly Performance Report June 2024

Overall	This Month		5 Yr Avg
Total Incidents	1,429	↑	1,423
Fires	376	↓	435
Special Services *	351	↑	332
False Alarms	604	↑	567
RTC**	98	↑	90

\* 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 -11% less than the same period last year, 0% above the five year average for this period and are 5% above last month. The number of **total fire incidents** are -27% less than the same period last year, -14% below the five year average for this period and are 32% above last month. The number of **total special service incidents** are -9% less than the same period last year, 7% above the five year average for this period and are -7% below last month. The number of **total false alarm incidents** are 1% greater than the same period last year, 7% above the five year average for this period and are 1% above last month. The number of **RTCs attended by ECFRS** are -16% less than the same period last year, 9% above the five year average for this period and are -17% below last month.

**Incidents:** As shown above, there are no significant changes in the total number of incidents reported during June, with a decrease in the number of reported fires, and False Alarms and Special Services tracking slightly higher than the five-year average.

**Injuries and Fatalities:** One fire related fatality was recorded in June. A male was found deceased in a tent in the Colchester area prior to ECFRS being called. The male was found in a smouldering sleeping bag and following an investigation, it was deemed the incident was accidental.

**Primary Injuries.** Primary Injuries are showing at the higher tolerance level but are in line with the previous month and the five-year average. All 9 injuries were recorded from 6 incidents, with the highest number of injuries from a single incident recorded as 2. 6 injuries were deemed to be 'Slight', from either burns or breathing difficulties. 4 casualties were deemed as having 'Serious' from either burns or breathing difficulties  
 Core Station Coverage: Coverage remains at the target level of 97%.

**Response Times and Home Fire Safety Visits completed by Operational Crews:** During June, call handling times remained steady, while turnout times showed improvement. However, there was an increase in overall response times, primarily due to longer travel times. This increase in travel times is likely due to lower station availability, requiring appliances to travel greater distances to cover for stations with reduced availability. While core station coverage remains stable, other stations face availability challenges. These challenges also impact the number of Home Fire Safety Visits completed by Operational Crews, as standby moves divert crews from their core activities.

**Prevention:** The Safe and Well team has been significantly impacted by absences due to sickness, and a staff member moving to a part time working arrangement. This has resulted in an FTE reduction of 1.5, which has influenced the total number of Home Fire Safety Visits that the team were able to complete. The recruitment process is underway to increase the number of team members and HR management of the sickness is ongoing.

**Protection:** In June, the Protection Team experienced a decrease in overall audit numbers, particularly in 'High Risk' premises, due to shifting priorities and reduced personnel availability. This was an expected outcome, as 7 Level 3 qualified personnel attended a week-long Level 4 diploma course, and the entire department participated in 4 days of continuous professional development focused on Fire Safety in Purpose Blocks of Flats and Fire Safety in Specialised Housing. Additionally, the Protection Conference took place, further impacting availability. The Protection Team also issued a Prohibition Notice against a high-rise premises in Harlow, triggering the Major Decant Process and significantly engaging the Protection management team.

Despite these scheduling challenges, the team strategically focused on auditing 'Very High Risk' premises, as 'High Risk' premises are ahead of overall targets and completion timeframes. The anticipated completion date for 'Very High Risk' audits is February 2025, which is 13 months ahead of schedule. For 'High Risk' audits, the expected completion date is July 2026, 20 months ahead of schedule.

**Continued on the following page...**

# ECFRS Monthly Performance Report June 2024

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**Information Governance.** 19 FOI requests were received during June with a 100% completion rate noted. In terms of Data breaches, there was 1 recorded as a moderate breach involving a USB being left unattended. The 3 remaining breaches were all graded as minor, including system issues, an incorrect link being added to an email and a letter not correctly sealed when sent to an employee. There were no referrals to the Information Commissioners Office.

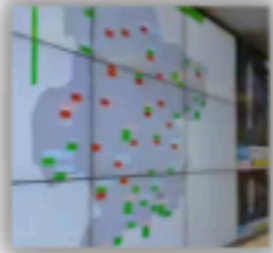
**Road Traffic Collisions (RTC):** Around 60%-70% of Essex County Fire and Rescue Service (ECFRS) involvement in Road Traffic Collisions (RTCs) focuses on ensuring scene or vehicle safety, with approximately 20% involving the release or extrication of individuals. This trend is consistent in both June RTC activity and the 12-month rolling data. Most RTC incidents attended by ECFRS were concentrated in the Southend and Colchester areas.



# June 2024 in numbers

#WeAreEssexFire

97% Core station coverage



1,429

Incidents attended



788

Home Fire Safety Checks



70

Very high / high risk Protection audits



85%



Attendance within 15 minutes

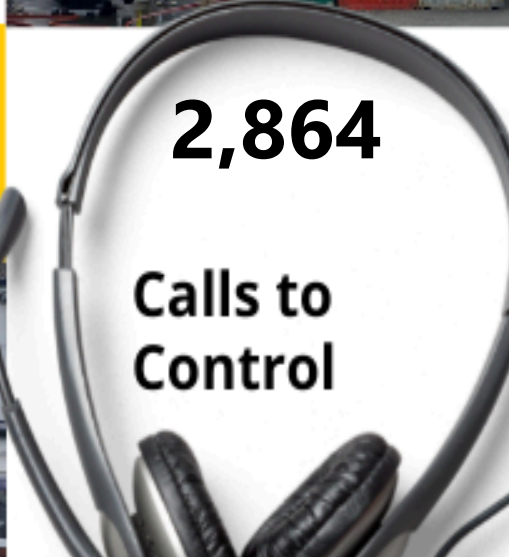
Accidental Dwelling Fires

47



2,864

Calls to Control



36

Non domestic fires



113

Deliberate fires

**FireStoppers.**  
0800 169 5558

100% anonymous. Always.

20

Animal rescues





# ECFRS Monthly Performance Report

## June 2024

### Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	113	126	83	115+	99-114	40-98	0-39
Number of ADF Fires	47	54	51	68+	61-67	43-60	0-42
Number of Non-Domestic Fires	36	42	36	40+	34-39	12-33	0-11
Number of Primary Fire Injuries	9	8	9	8+	5-7	2-4	0-3
Number of ADF Injuries	4	4	4	6+	4-5	1-3	0
Fire Fatalities	1	1	1	3+	2	1	0
Accidental Dwelling Fire Fatalities	0	0	1	3+	2	1	0
Number of Unwanted Fire Signals	87	92	84	114+	101-113	72-100	0-71
Audits (RBIP Very High)*	34	39	41	0-21	22-23	24-26	27+
Audits (RBIP High)*	36	52	74	0-62	63-70	71-78	79+

\* Audit data measured for past 3 years.

The 5 Year Average includes the results for the current month and for the same month in the previous four years, creating a rolling average that provides insight into performance trends over a longer period.

### People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	5.6% ↓	5.8%	5.5%	ECFRS Data calculated using the Cleveland method
Turnover	8.7% ↓	9.5%	10.5%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

### Inputs

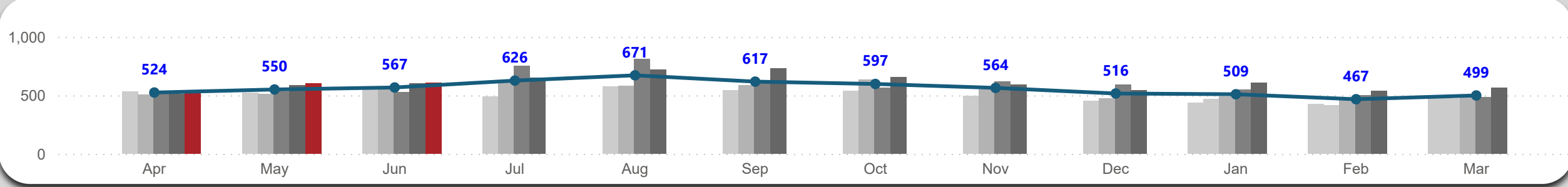
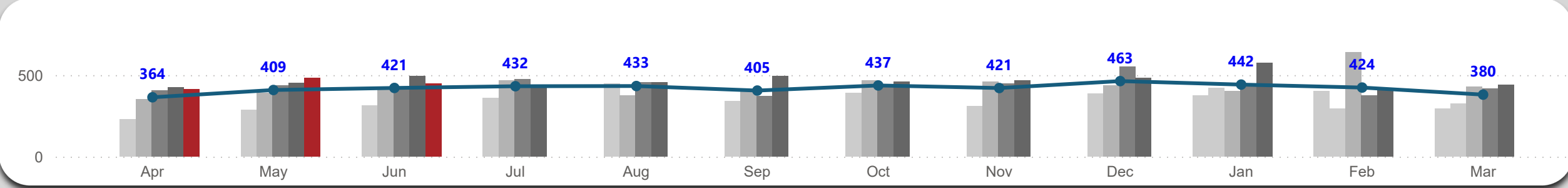
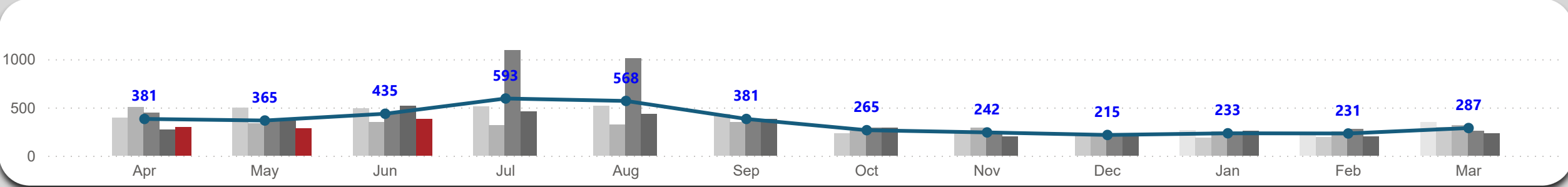
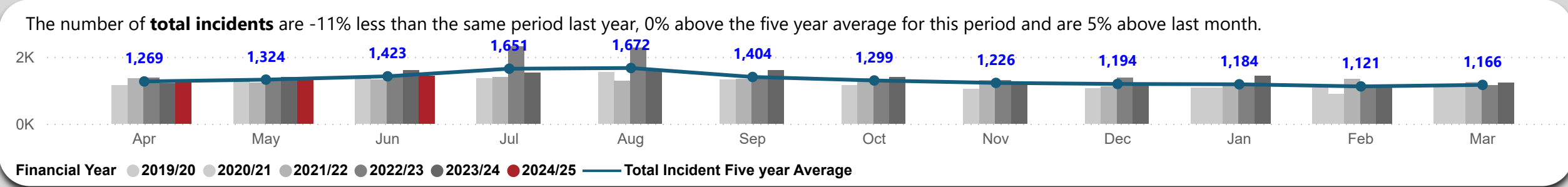
Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Core Station Coverage	97% ↓	97%	97%	98%
Potential Life-Threatening Incident First Attendance	10:59 ↓	10:39	10:47	10:00
Potential Life-Threatening Incident Call Handling	01:57	01:59	01:57	-
Potential Life-Threatening Incident Turnout	02:19	02:25	02:39	-
Incidents attended within 15 minutes	85% ↓	85%	83%	90%
Safe and Well Visits conducted by Safe and Well Team	499 ↓	394	495	644
HFSC conducted by Operational Staff	289 ↓	195	333	436
Global Availability	64% ↓	64%	67%	80%
Freedom of Information Response Rate	100% ↑	95%	93%	90%

### RTC

Metric vs 5 Year Average	ECFRS			SERP**		
Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	98 ↑	90	118	60 ↓	75	72
RTC Serious injury	12 ↑	11	11	59 ↓	77	75
RTC Fatalities	2 ↔	2	2	4 ↔	4	1

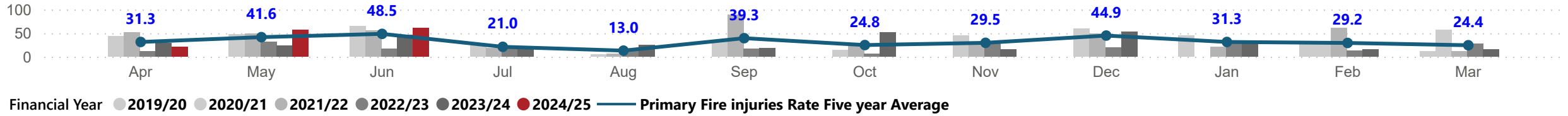
\*\* The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

# ECFRS Monthly Performance Report June 2024

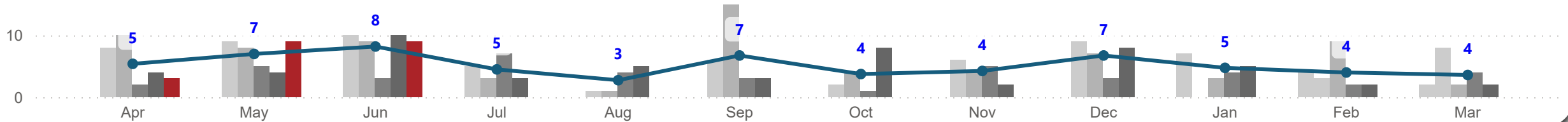


# ECFRS Monthly Performance Report June 2024

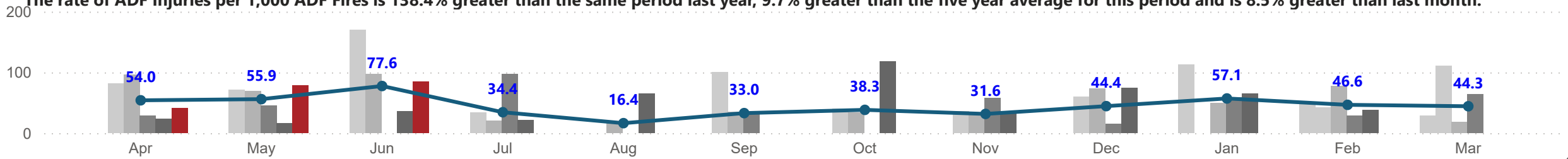
The Primary Fire Injury Rate per 1,000 Primary Fires is 34% greater than the same period last year, 25% greater than the five year average for this period and is 7% greater than last month.



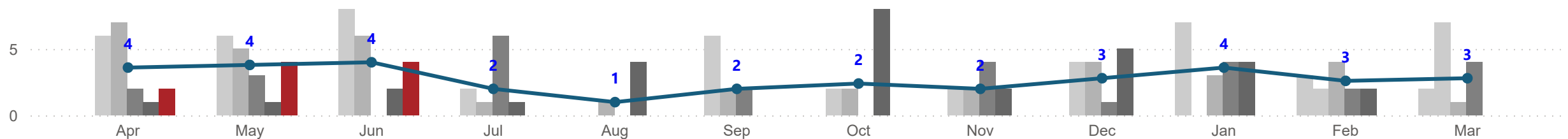
The number of Primary Fire Injuries are -10% less than the same period last year, 10% greater than the five year average for this period and are the same as last month.



The rate of ADF Injuries per 1,000 ADF Fires is 138.4% greater than the same period last year, 9.7% greater than the five year average for this period and is 8.5% greater than last month.

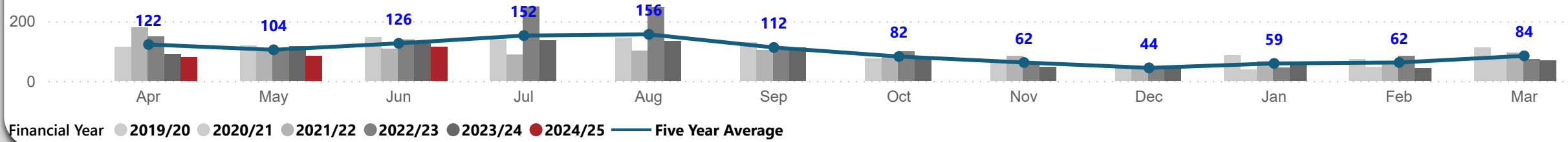


The number of ADF Injuries are 100% greater than the same period last year, the same as the five year average for this period and are the same as last month.

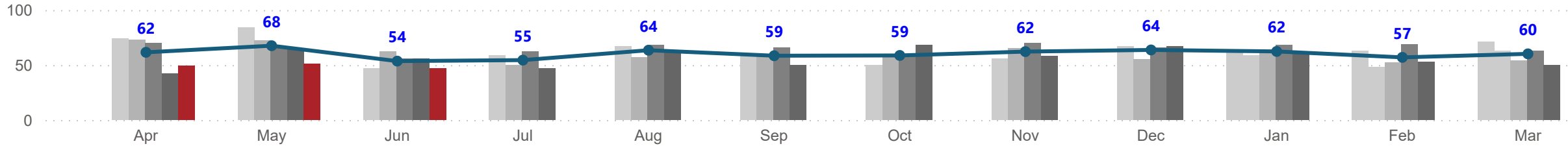


# ECFRS Monthly Performance Report June 2024

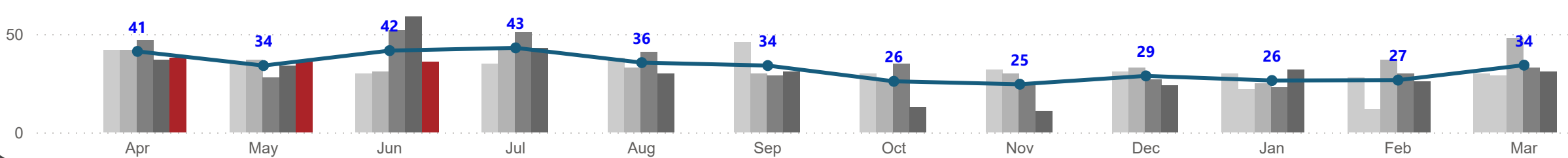
The number of Deliberate Fires are -10% less than the same period last year, -10% below the five year average for this period and are 36% above last month.



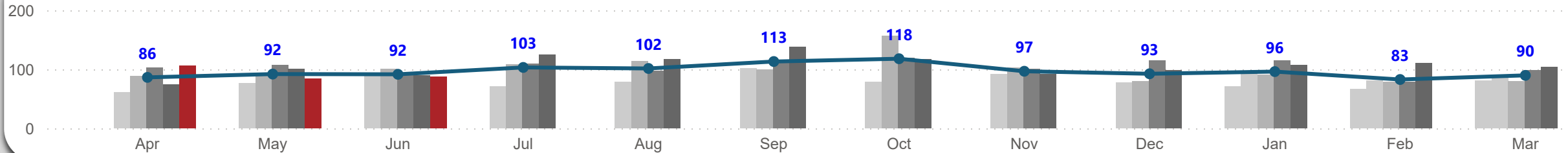
The number of Accidental Dwelling Fires are -16% less than the same period last year, -13% below the five year average for this period and are -8% below last month.



The number of Non Domestic Fires are -39% less than the same period last year, -14% below the five year average for this period and are the same as last month.



The number of Unwanted Fire Signals are -2% less than the same period last year, -5% below the five year average for this period and are 4% above last month.

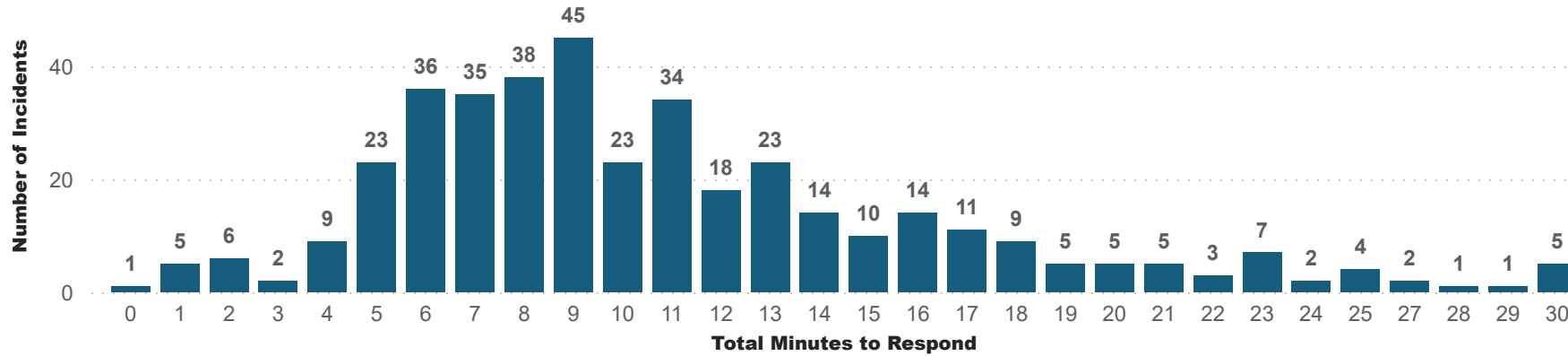




# ECFRS Monthly Performance Report June 2024

## Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Month	2021/22	2022/23	2023/24	2024/25
Apr	87%	83%	83%	83%
May	86%	86%	86%	83%
Jun	84%	84%	82%	85%
Jul	83%	77%	81%	
Aug	86%	75%	80%	
Sep	83%	82%	82%	
Oct	85%	84%	82%	
Nov	86%	83%	81%	
Dec	85%	83%	81%	
Jan	87%	85%	77%	
Feb	82%	84%	81%	
Mar	86%	86%	84%	

Avg Call Handling Time

Month	2021/22	2022/23	2023/24	2024/25
Apr	01:38	01:51	01:53	02:15
May	01:46	01:49	01:38	01:57
Jun	01:42	01:54	01:52	01:57
Jul	02:10	01:53	02:00	
Aug	01:43	02:25	02:05	
Sep	01:46	01:59	01:58	
Oct	01:54	02:00	01:56	
Nov	01:54	01:55	02:11	
Dec	01:55	01:55	02:00	
Jan	01:43	01:48	02:25	
Feb	02:15	01:41	02:24	
Mar	01:55	01:50	01:47	

Avg Turnout Time

Month	2021/22	2022/23	2023/24	2024/25
Apr	02:27	02:29	02:20	02:33
May	02:33	02:30	02:17	02:39
Jun	02:20	02:17	02:23	02:19
Jul	02:27	02:38	02:24	
Aug	02:34	02:37	02:18	
Sep	02:24	02:38	02:19	
Oct	02:42	02:20	02:23	
Nov	02:42	02:28	02:28	
Dec	02:32	02:35	02:28	
Jan	02:42	02:52	02:50	
Feb	02:36	02:21	02:41	
Mar	02:36	02:40	02:29	

Avg Travel Time

Month	2021/22	2022/23	2023/24	2024/25
Apr	05:42	05:56	06:30	06:12
May	05:37	05:50	05:37	06:08
Jun	06:10	06:24	06:20	06:40
Jul	06:04	06:58	06:44	
Aug	06:00	06:42	06:26	
Sep	06:04	06:34	06:28	
Oct	05:33	06:05	06:28	
Nov	06:14	05:49	06:40	
Dec	06:28	06:28	06:29	
Jan	05:42	06:06	06:57	
Feb	05:48	06:09	06:19	
Mar	05:37	06:01	06:03	

Avg Response Time

Month	2021/22	2022/23	2023/24	2024/25
Apr	09:53	10:21	10:47	11:03
May	09:59	10:10	09:35	10:47
Jun	10:14	10:41	10:39	10:59
Jul	10:44	11:38	11:16	
Aug	10:22	11:49	10:50	
Sep	10:17	11:15	10:50	
Oct	10:17	10:27	10:51	
Nov	10:54	10:17	11:25	
Dec	10:58	11:00	11:02	
Jan	10:06	10:50	12:16	
Feb	10:48	10:13	11:35	
Mar	10:10	10:36	10:28	

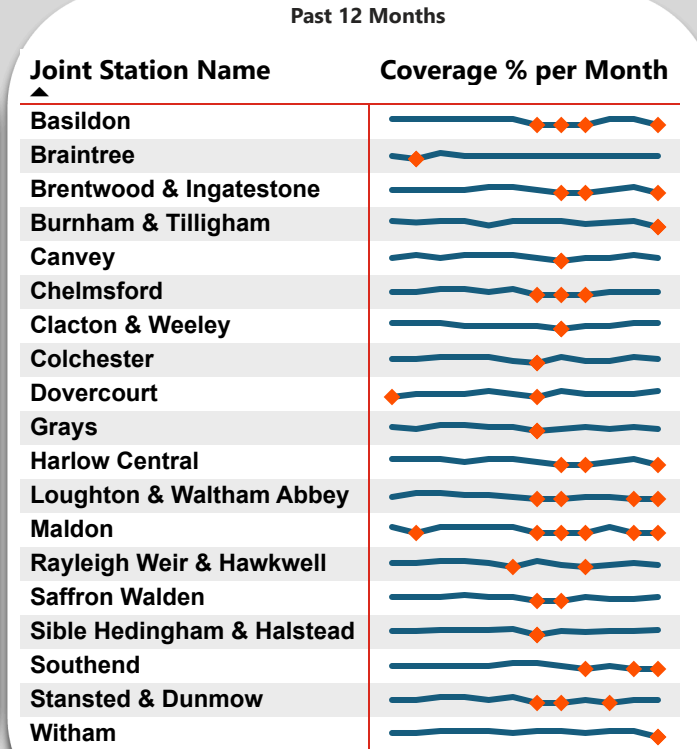
The average response time this month is **10:59 minutes**. The median response time, representing the middle value is **09:11 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **08:40 minutes**. 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 were a total of 4 individuals receiving injuries requiring hospital treatment, 2 which were deemed 'slight' and 2 which were deemed 'serious', all resulting from RTC incidents.

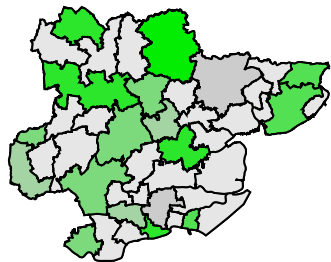
# ECFRS Monthly Performance Report June

## Coverage

Joint Station Name	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Basildon	96%	96%	96%	96%	96%	96%
Braintree	97%	96%	98%	97%	97%	97%
Brentwood & Ingatestone	96%	96%	96%	96%	97%	97%
Burnham & Tilligham	99%	98%	99%	99%	96%	99%
Canvey	98%	99%	98%	99%	99%	99%
Chelmsford	96%	96%	97%	97%	96%	97%
Clacton & Weeley	99%	99%	99%	98%	98%	98%
Colchester	96%	96%	97%	97%	97%	95%
Dovercourt	97%	98%	98%	98%	99%	98%
Grays	97%	96%	98%	98%	97%	97%
Harlow Central	97%	97%	97%	96%	97%	97%
Loughton & Waltham Abbey	96%	98%	98%	97%	97%	96%
Maldon	99%	98%	99%	99%	99%	99%
Rayleigh Weir & Hawkwell	97%	97%	98%	98%	97%	95%
Saffron Walden	99%	99%	99%	100%	99%	99%
Sible Hedingham & Halstead	98%	98%	99%	99%	99%	100%
Southend	97%	97%	97%	97%	97%	98%
Stansted & Dunmow	98%	98%	99%	99%	98%	99%
Witham	96%	96%	97%	97%	97%	96%
<b>Total</b>	<b>97%</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>	<b>97%</b>	<b>97%</b>



### Core Station Coverage June 2024



Monthly Average

97%

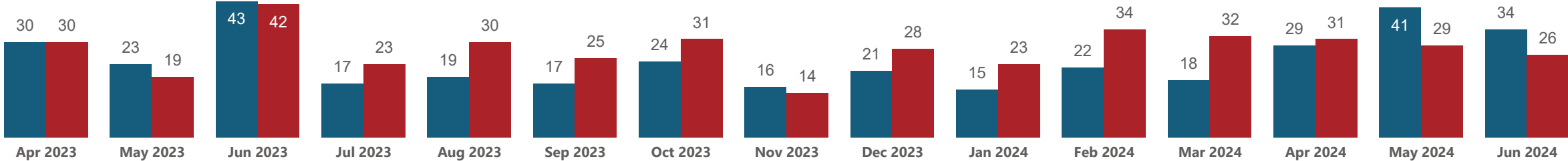
Target 97%

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.

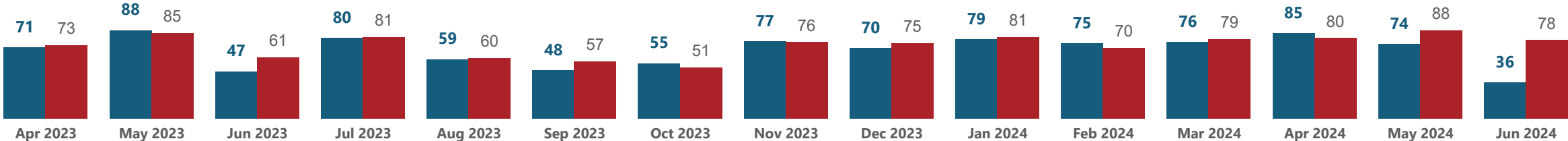
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

# ECFRS Monthly Performance Report June 2024

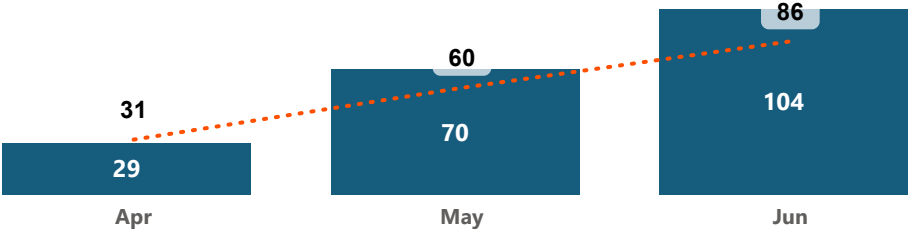
**RBIP Audits Complete for Very High Risk Properties Compared to Expected Audits**



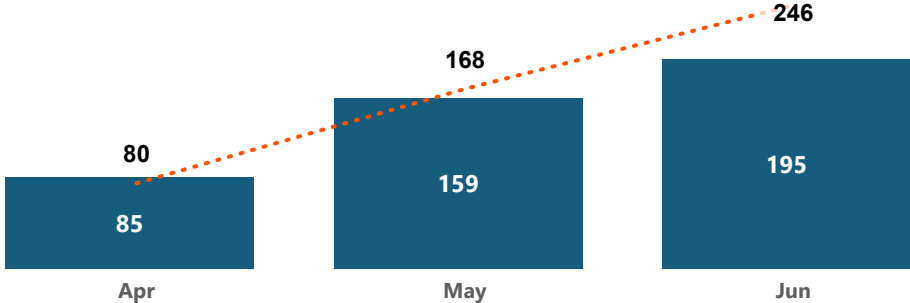
**RBIP Audits Complete for High Risk Properties Compared to Expected Audits**



**Cumulative RBIP Audits- Very High Risk vs Expectation**



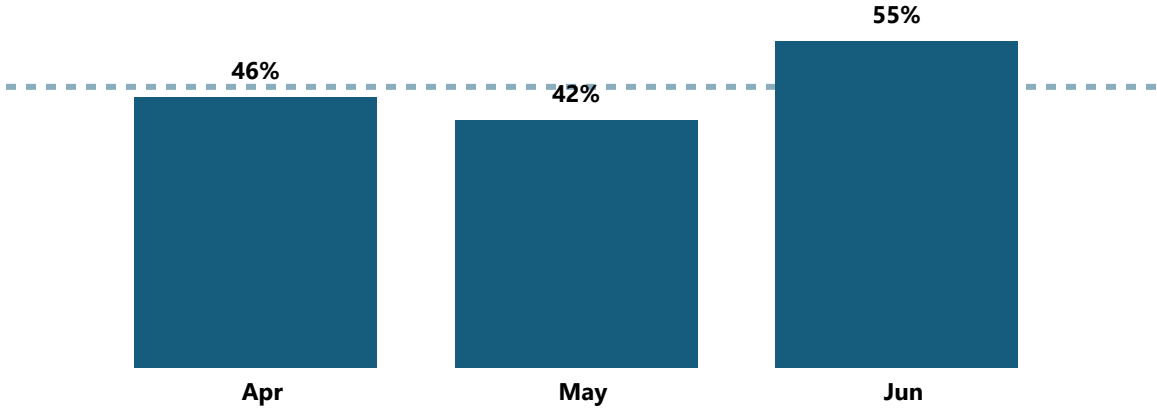
**Cumulative RBIP Audits - High Risk vs Expectations**



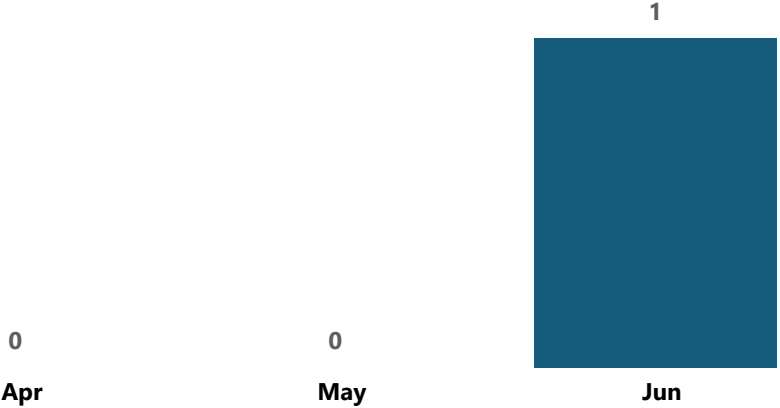
The charts above compare actual number of audits completed against unique premises, against the expected number of audits. The expected number of audits take into account the FTE, the realistic number of audits that can be completed per FTE, based on the past 3 months average, and the realistic proportion of very high and high audits based on the qualifications of the existing team members.

# ECFRS Monthly Performance Report June 2024

Percentage of Satisfactory Audits from January 2023

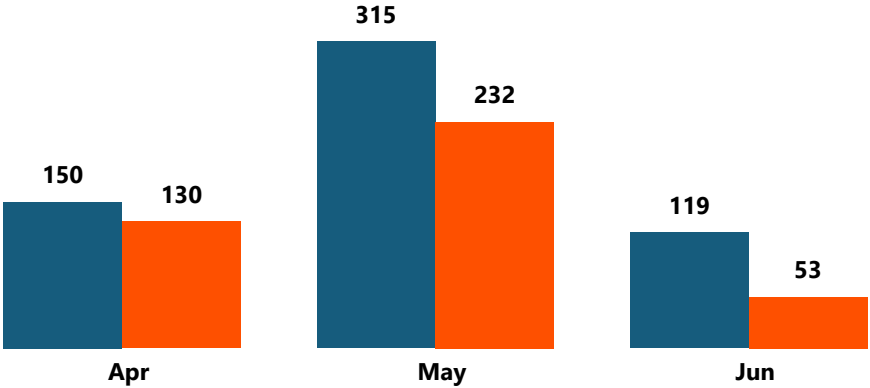


Prohibition Notices Issues per Prohibition Date

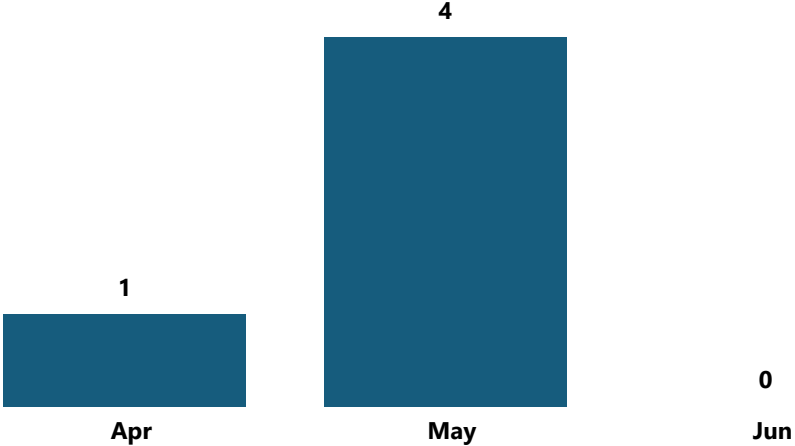


FS040 Referrals by Assigned Date

● Referrals ● Complete



Enforcement Notices Issued by Notice Served Date

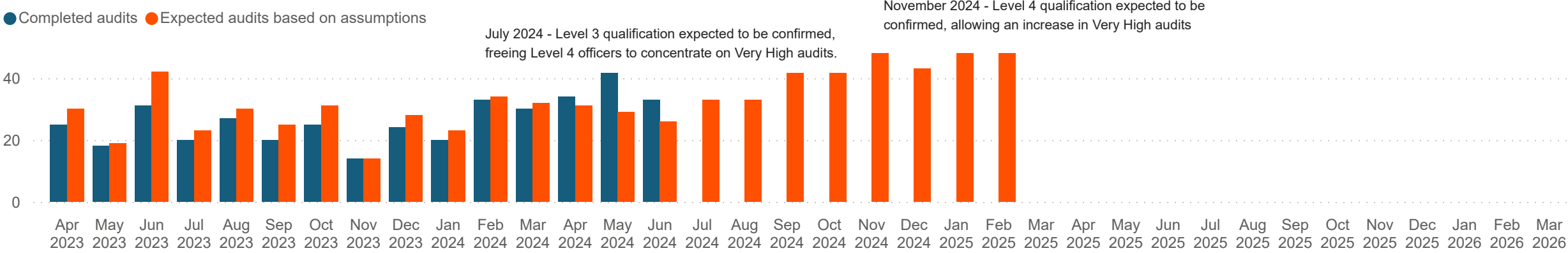


There have been **41** Notice Of Deficiencies issued this month vs **84** last month

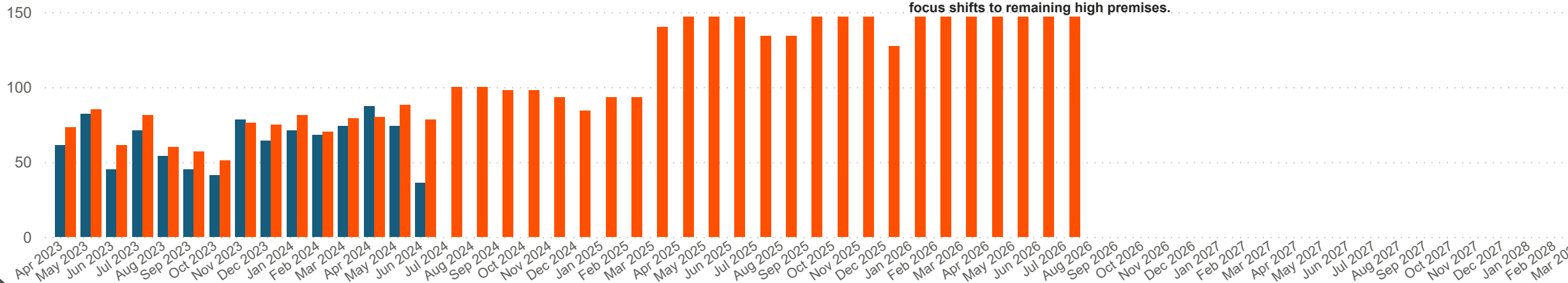
# ECFRS Monthly Performance Report

## Protection - Actual vs Expected Audits

### Completed and Expected Audits (Very High)



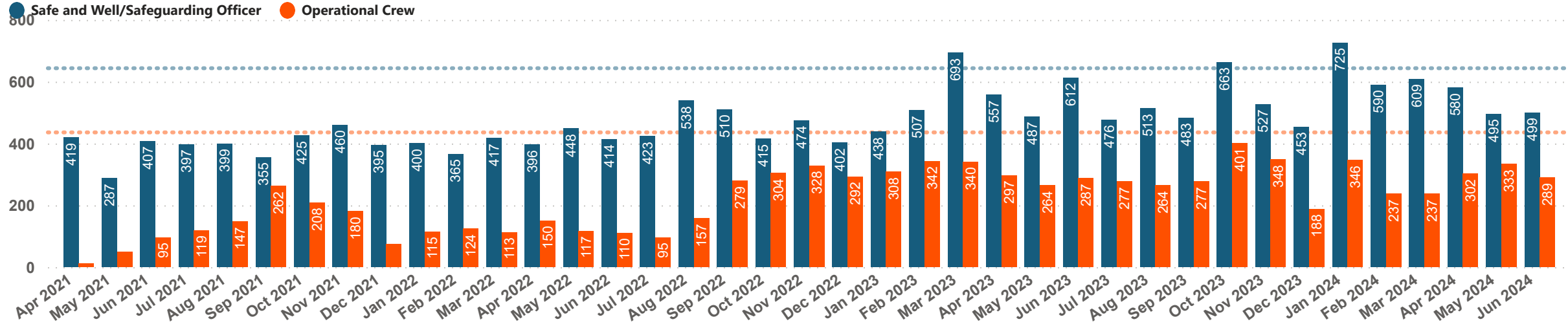
### Completed and Expected Audits (High)



The above charts summarise the number of completed audits and the number of expected audits, forecast to the end of the RBIP period. The forecasts take into account the remaining number of premises left to audit at least once in the RBIP period, combined with the expected FTE levels per month, the average numbers of audits per FTE that can be completed, and expected proportions of high and very high audits.

# ECFRS Monthly Performance Report June 2024

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

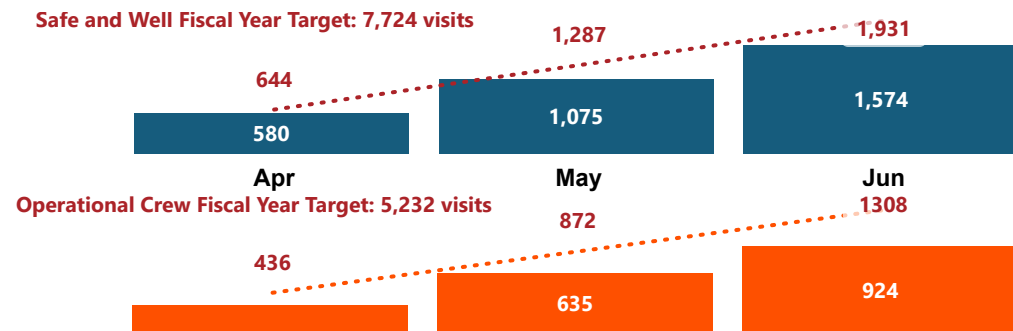


June 2024 saw a total number of 788 visits which were -5% less than the previous month's total of 828 visits and -12% less than the total number of 899 visits at the same point last year.

Operational Crew visits were -13% less than the previous month's visits, 1% 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 1% greater than the previous month's visits, -18% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

## Cumulative Prevention Visits (April-April)



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.

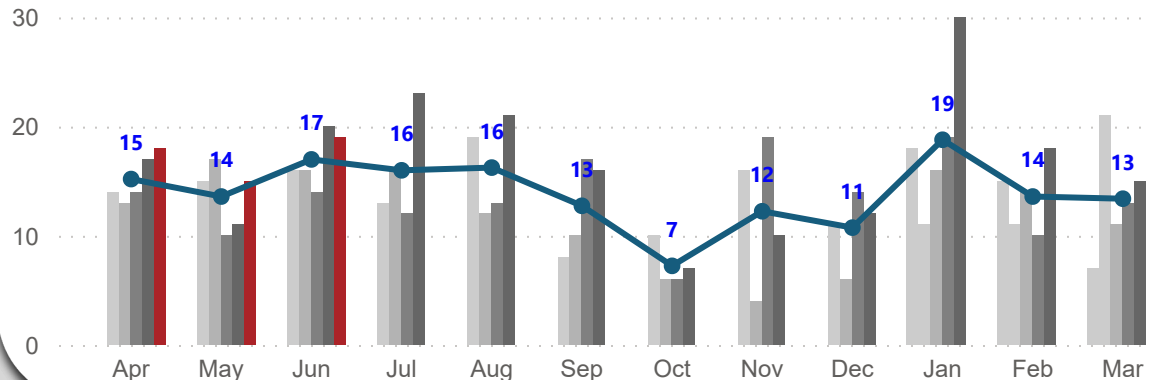
### Safe and Well/Safeguarding Officer Monthly Visit Target

644

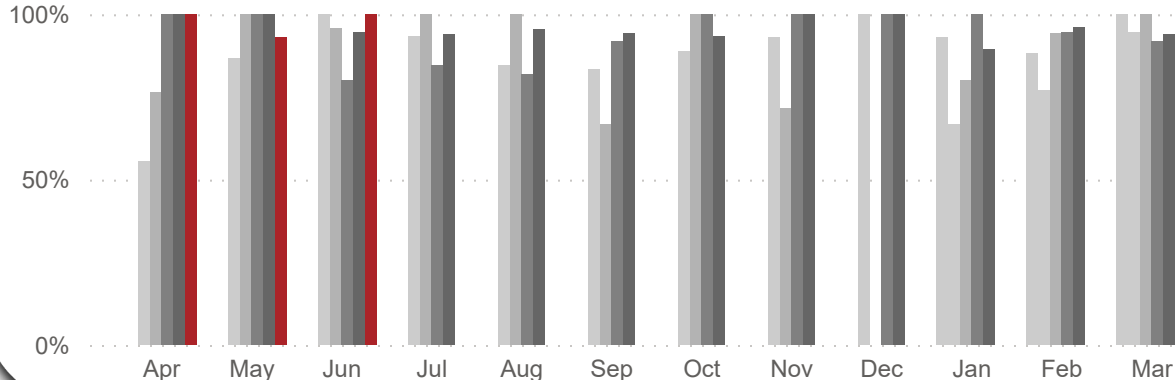
### Operational Crew Monthly Visit Target

436

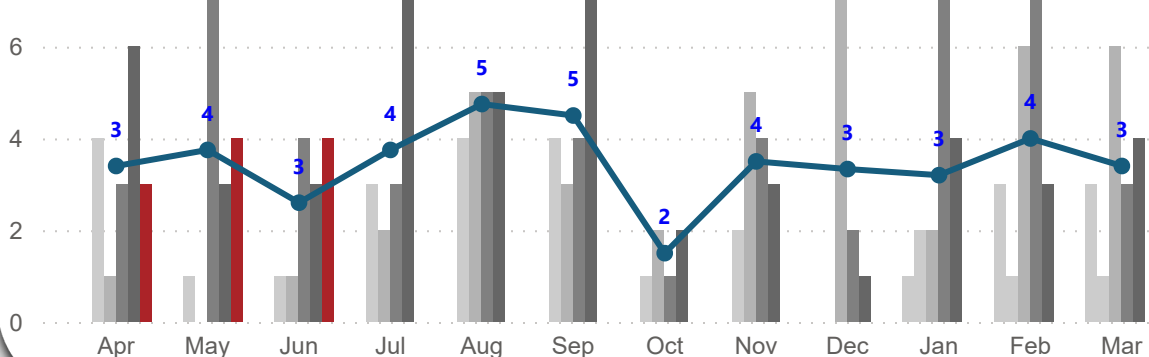
### FOI & EIRs Received



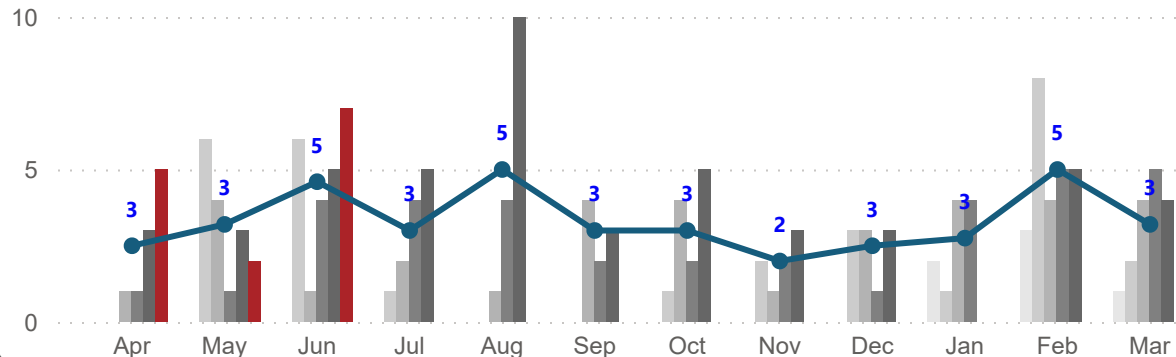
### FOI Completion Rate



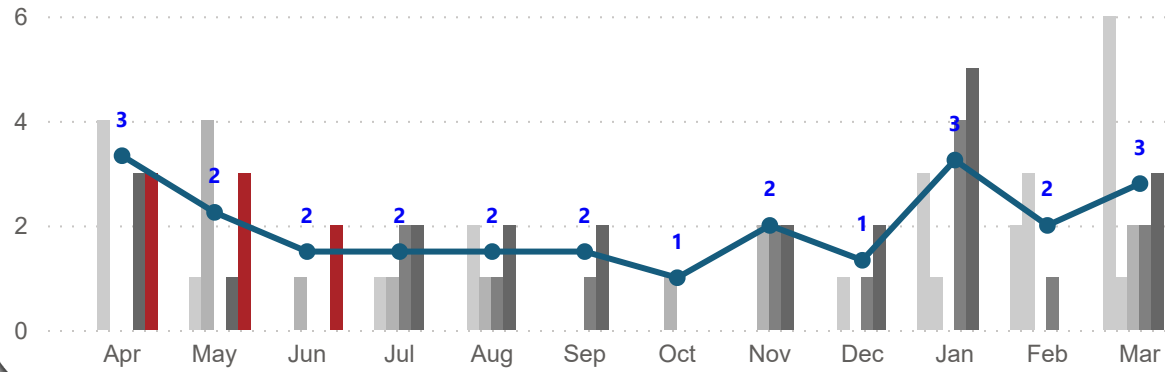
### Data Breaches



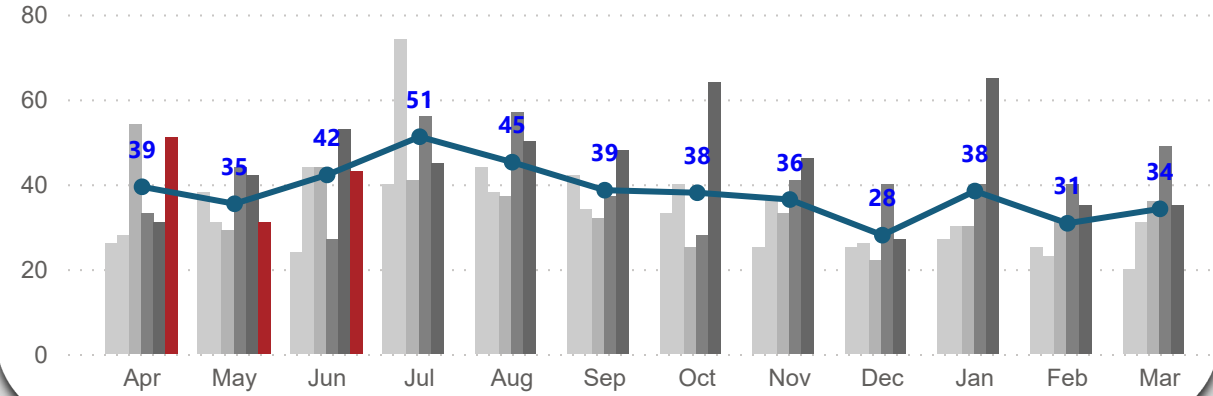
### Complaints Received



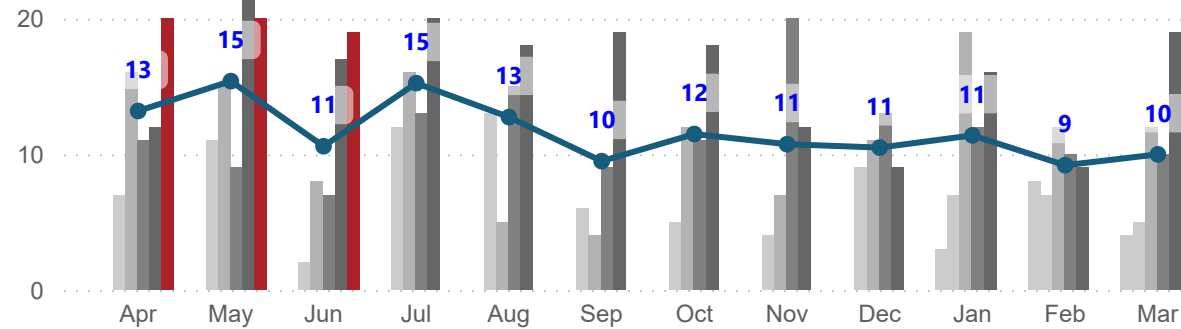
## SARs Received



## Fire EIR Received



## Other\*



## Overall Summary - FOI and Data Breaches

**Information Requests:**

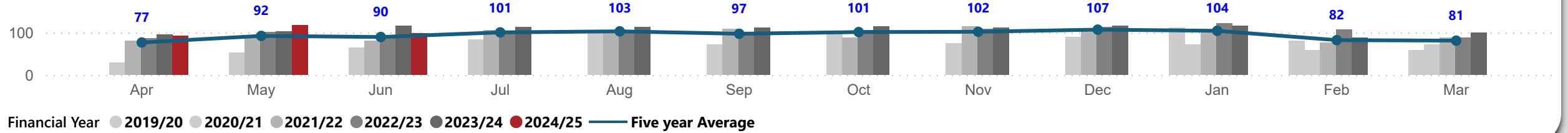
**Information Breaches:**

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

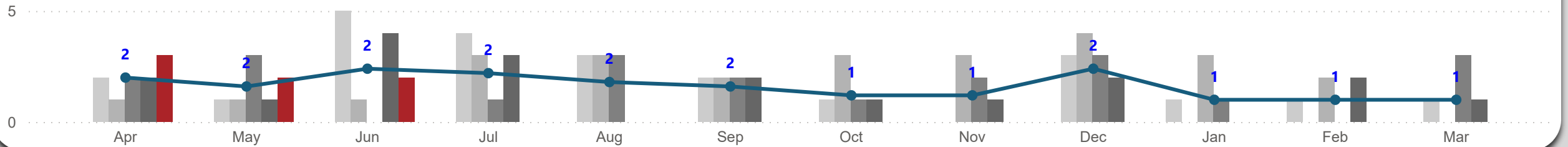


# ECFRS Monthly Performance Report June 2024

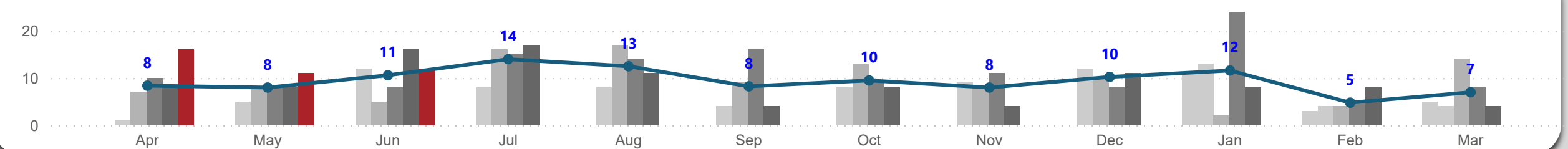
The number of **RTCs attended by ECFRS** are -16% less than the same period last year , 9% above the five year average for this period and are -17% below last month.



The number of fatalities from RTCs attended by ECFRS are -50% less than the same period last year , the same as the five year average for this period and are the same as last month.



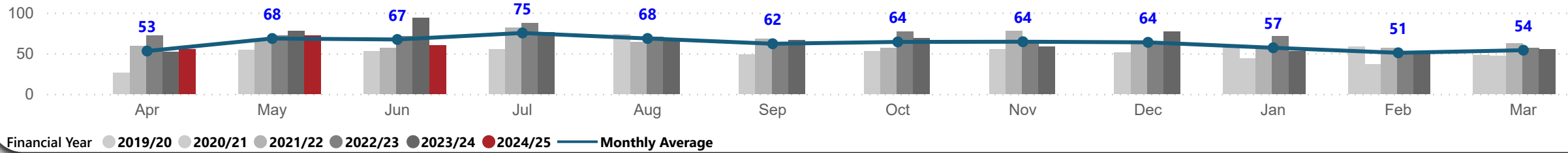
The number of serious injuries from RTCs attended by ECFRS are -25% less than the same period last year , 9% above the five year average for this period and are 9% above last month.



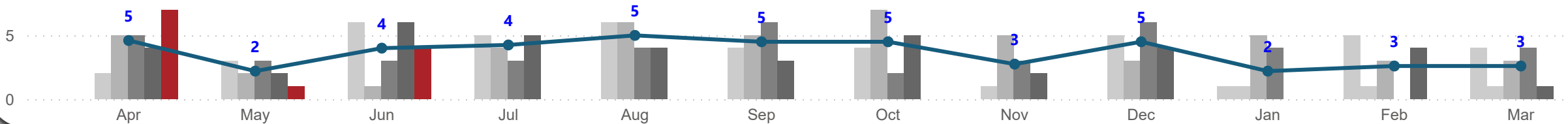
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

# ECFRS Monthly Performance Report June 2024

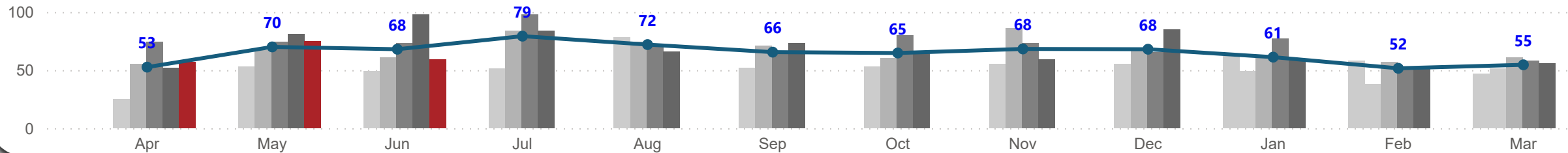
The number of SERP recorded RTCs are -36% less than the same period last year , -10% below the five year average for this period and are -17% below last month.



The number of SERP recorded RTC Fatalities are -33% less than the same period last year , the same as the five year average for this period and are 300% above last month.



The number of SERP recorded RTC Serious Injuries are -40% less than the same period last year , -13% below the five year average for this period and are -21% below last month.

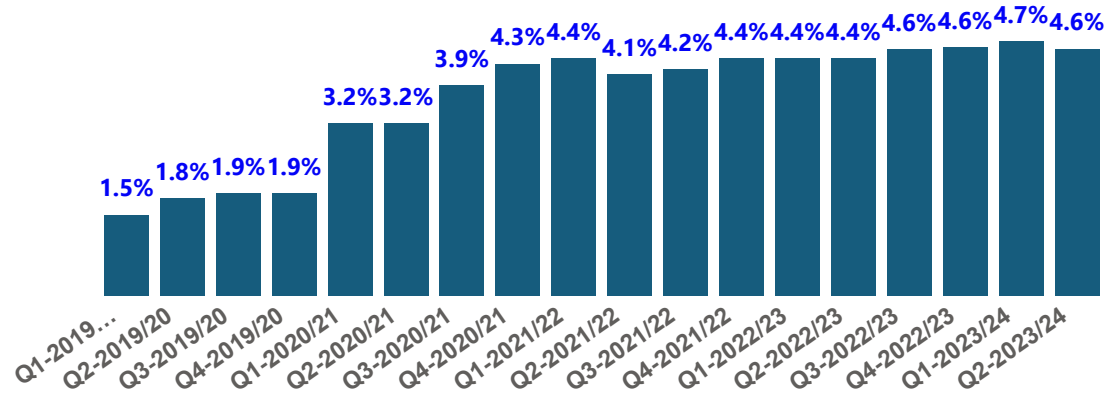


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

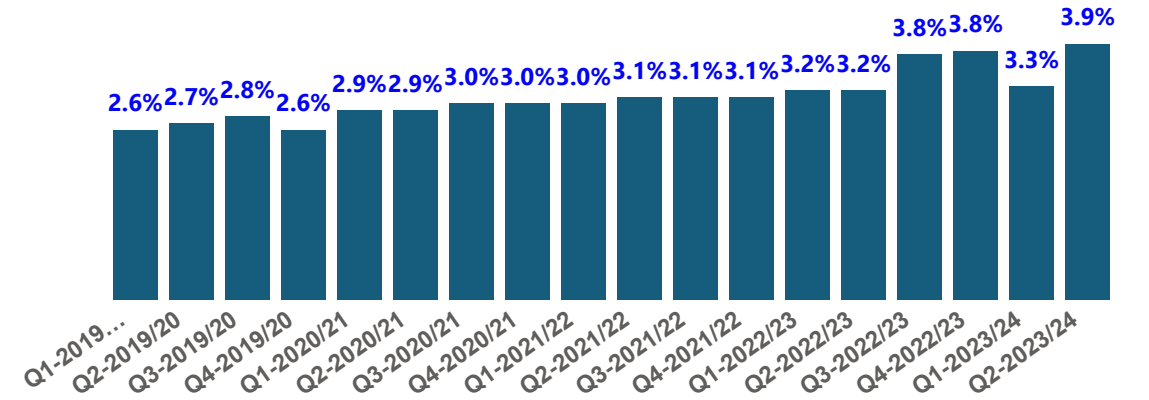
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

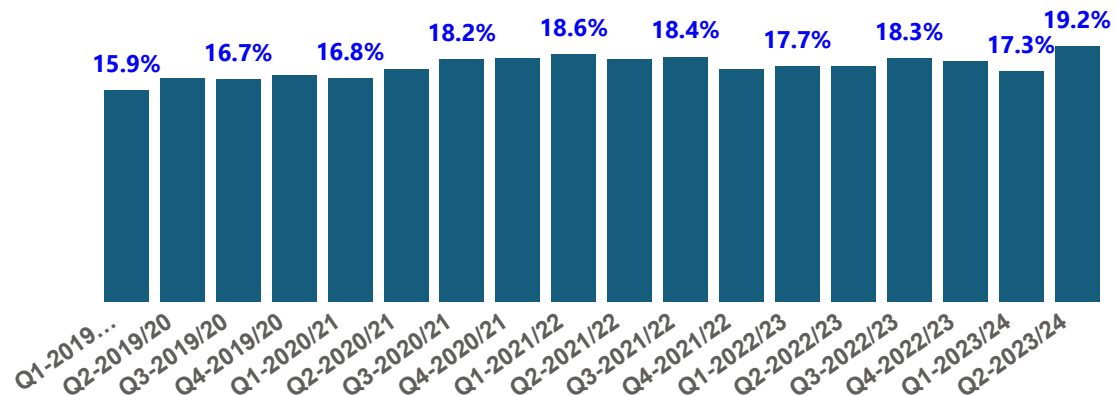
### % Disabled



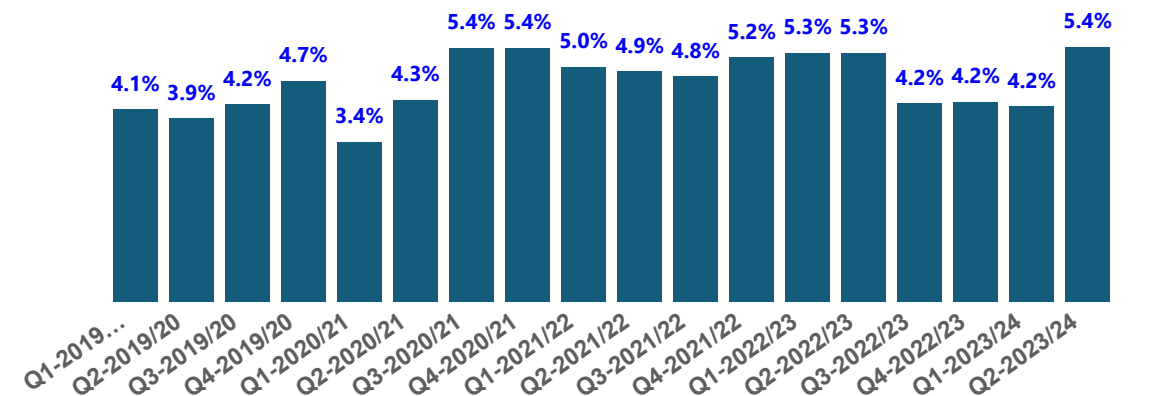
### % Ethnic Minority



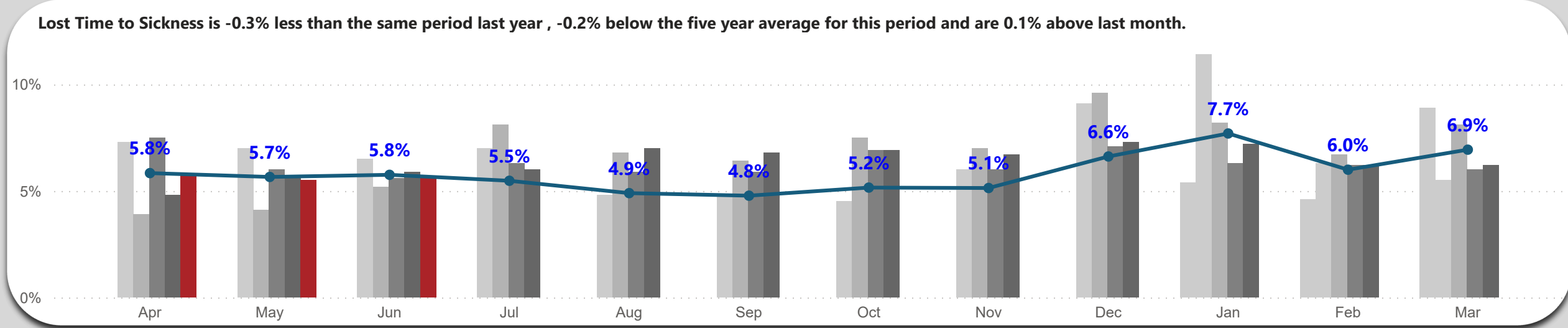
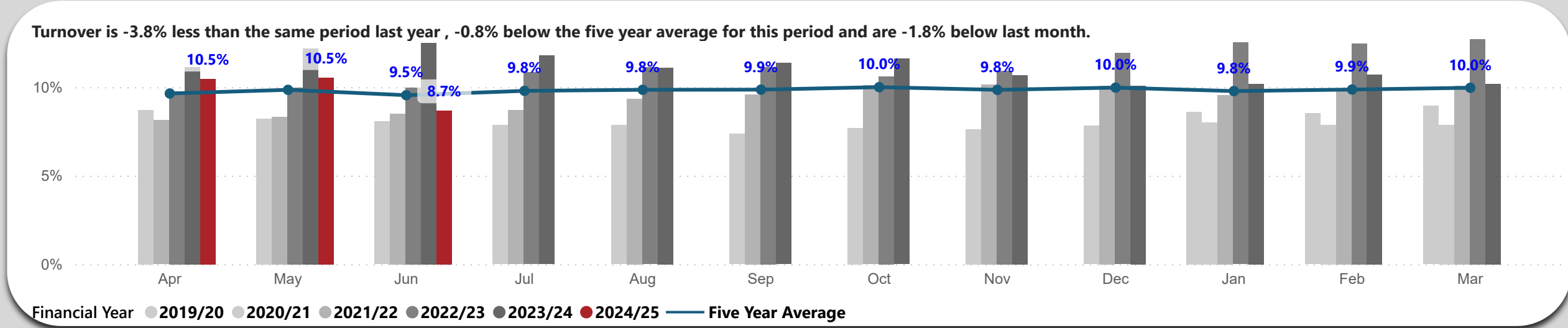
### % Female



### % 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.
- The 5 Year Average includes the results for the current month and for the same month in the previous four years, creating a rolling average that provides insight into performance trends over a longer period.

# ECFRS Monthly Performance Report June 2024

## Appendix - Rolling 12 Month Totals Up To June

### Incidents

	2020	2021	2022	2023	2024
<b>Incidents</b>	15,186	14,443	15,613	17,609	16,473
<b>Fires</b>	4,690	3,994	3,785	5,112	3,595
<b>Special Services</b>	4,317	4,430	5,351	5,331	5,547
<b>False Alarms</b>	6,179	6,019	6,477	7,166	7,331
<b>ADF Fires</b>	777	736	704	752	664
<b>Deliberate Fires</b>	1,534	1,149	1,112	1,323	986
<b>Non Domestic Fires</b>	407	385	432	424	351
<b>Unwanted Fire Signals</b>	995	1,044	1,210	1,209	1,285
<b>RTC ECFRS</b>	1,043	966	1,166	1,256	1,290
<b>RTC SERP</b>	298	646	803	829	757

### Casualties

	2020	2021	2022	2023	2024
<b>Primary Fire Injuries</b>	65	67	58	51	59
<b>ADF Injuries</b>	46	43	25	27	36
<b>Fire Fatalities</b>	1	3	5	7	6
<b>ADF Fatalities</b>	1	3	4	5	4
<b>RTC ECFRS Fatalities</b>	21	17	28	23	19
<b>RTC ECFRS Serious Injury</b>	110	90	119	142	114
<b>RTC SERP Fatalities *</b>	21	36	52	44	40
<b>RTC SERP Serious Injury *</b>	294	665	841	870	791

### Prevention and Protection

	2020	2021	2022	2023	2024
<b>Home Fire Safety Visits</b>	235	4,124	6,590	9,349	10,112
<b>Home Fire Safety Visits - Operational Crew</b>	2	278	1,719	3,293	3,499
<b>Home Fire Safety Visits - Inspection Officers</b>	233	3,846	4,871	6,056	6,613
<b>RBIP Very High Audits</b>		112	251	757	273
<b>RBIP High Audits</b>		103	645	853	814

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 June 2024, then the figure under 2024 will be the total of July 2023-June 2024.

\* SERP data is only provided for the past 3 years