



ECFRS Monthly Performance Report March 2024

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report March 2024

Overall	This Month		5 Yr Avg
Total Incidents	1,225	↑	1,166
Fires	227	↓	287
Special Services *	343	↑	300
False Alarms	561	↑	499
RTC**	94	↑	80

* 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 6% greater than the same period last year, 5% above the five year average for this period and are 7% above last month. The number of **total fire incidents** are -11% less than the same period last year, -21% below the five year average for this period and are 16% above last month. The number of **total special service incidents** are 5% greater than the same period last year, 15% above the five year average for this period and are 7% above last month. The number of **total false alarm incidents** are 17% greater than the same period last year, 12% above the five year average for this period and are 4% above last month. The number of **RTCs attended by ECFRS** are 7% greater than the same period last year, 18% above the five year average for this period and are 6% above last month.

Incidents: There does not appear to be anything significant in terms of the numbers of incidents observed during March and are following trends shown over the past 5 years, where the numbers remain consistent during Q4, and start to increase during the spring/summer months. While False Alarms are ahead of the five-year average, there is nothing in their makeup suggesting deviations from previous trends experienced, with the percentage of malicious, good intent and apparatus generated false alarms in line with the five year average and 12 month rolling figures. Special Services have slightly increased compared to February and the five year average, although the profile of these reflects the profile of the rolling 12 month and last month, with the top 3 categories accounting for 50% of the incidents (assisting other agencies 22%, effecting entry/exit 22%, flooding 8%).

Injuries and Fatalities: No fire related fatalities were recorded in February, and fire related injuries remain within acceptable levels.

Core Station Coverage: Coverage has hit the target of 98%, with all strategic stations either increasing or maintaining their coverage percentage.

Protection: The RBIP's reporting process has undergone enhancement to align with realistic targets, leveraging past performance and FTE rates for improved accuracy. While maintaining consistent methodology and data presentation, there is a sharper focus on current activity and actual FTE rates, facilitated by an expanded utilisation of the scenario planning tool. Considering this, the anticipated completion date for **Very High audits is December 2025 (2 months)** ahead of the planned completion date) and for **High-risk audits January 2027 (14 months)** ahead of schedule). The expected rates and completion dates are based on the following assumptions:

- The amount of audits that can be completed per month is based on the previous three months activity, currently 6.3 audits at unique premises per FTE.
- FTE reflects what the levels are likely to be in future months, highlighting the increase in qualified officers as courses come to a completion, and reducing levels during holiday periods, for example Christmas and summer.
- The numbers of very high audits are adjusted proportionally to reflect the numbers of qualified officer at the relevant levels (please see below for a more detailed discussion).
- The completion dates show the dates when it is expected that all premises will be visited at least once. The RBIP process will be cyclical with revisits being undertaken once all premises have been visited. However, to show the progress and audits against all properties, and end point is displayed.

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Protection continued: All new officers completing training under the National Competency Framework must prove a pass at level 3 to audit high risk premises and prove a pass under level 4 to complete audits against high-risk premises. Previously the Service waited until the certificate was provided by the training provider before the officers could complete audits in their respective competences, taking between 6 to 8 months for the certificates to arrive. E-mail confirmation of a pass from the training provider is now sufficient to allow these officers to complete their audits, reducing the time frame to between 6 to 8 weeks. While the service awaits confirmation of the newly qualified Level 3 officers, Level 4 officers are temporarily concentrating on high-risk audits, resulting in a decrease in Level 4 or very high audits completed, as reflected in the anticipated completion rates, shown on page 11 and 12 of this report. This trend is expected to reverse once Level 3 certification is confirmed, allowing newly qualified officers to undertake high audits and freeing Level 4 officers to focus on very high-risk audits, anticipated to occur in June 2024

The Protection team's workload extends beyond the audit process, as evidenced by their involvement in three appeals to enforcement notices, a task requiring significant time for evidence gathering and court document preparation. Moreover, the completion of 63 unsatisfactory audits this month has led to additional work in revisits and documentation, indicating the team's commitment to ensuring audits are conducted on the correct properties, thus minimising fire risks. In total 122 Audits have been completed by the team, the additional audits comprising of revisits to ensure works had been carried out, or due to alleged fire risks received. The team has also handled a substantial volume of tasks in various areas, including planning application requests, building regulations, licensing consultations, post-fire follow-ups, alleged fire risks, and demolition notices. These additional responsibilities underscore the team's busy schedule and the challenges they face in effectively distributing work to fulfil statutory obligations.

Prevention: March has seen +2% increase in the total number of visits compared to the previous month. Operational crews matched the number of visits they completed last month, and the Safe and Well team increased their completed visits by 3% when compared to last month. Overall, 2023/24 saw a total of 10,121 visits which is a 19% increase compared to the previous year. Operational Crews saw a 21% increase compared to the previous year and the Safe and Well Team showed a 18% increase.

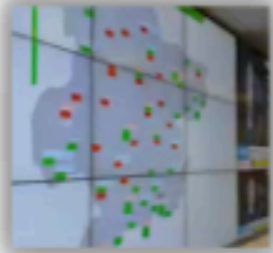
During March, Essex Fire and Rescue Service (ECFRS) participated in a pilot program led by the National Fire Chief Council (NFCC), alongside four other Fire and Rescue services. The pilot aimed to test an evaluation framework utilising a variety of digital channels. The primary emphasis of ECFRS was on conducting telephone interviews as the principal mode of survey collection, reaching out to over 200 residents of Essex who had received a Home Fire Safety visit (HFSV) within the past 2-6 months. The chosen methodology was informed by several factors: the established channels used by ECFRS for HFSV evaluation, available resources, and the short-term nature of the pilot. Leveraging the support of Prevention teams, ECFRS engaged in the pilot, viewing it as an opportunity to enhance our existing evaluation processes, explore alternative digital channels and to expand on collaborative working practices. The Safe and Well team has provided valuable feedback to the Strategic Community Health Lead within the NFCC, offering insights and suggestions gleaned from the survey process. These inputs will play a crucial role in shaping the future evaluation framework and strategy moving forward.



March 2024 in numbers

#WeAreEssexFire

98% Core station coverage



1,225

Incidents attended



845

Home Fire Safety Checks



94

Very high / high risk Protection audits



84%



Attendance within 15 minutes

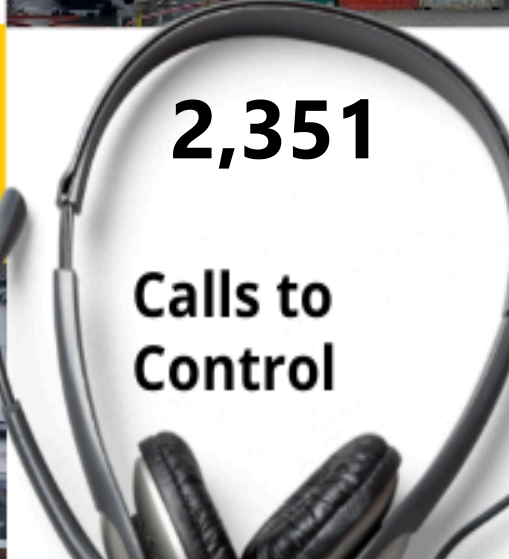
Accidental Dwelling Fires

48



2,351

Calls to Control



30

Non domestic fires



65

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

12

Animal rescues





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March 2024

Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	65	84	42	136+	105-136	79-104	0-78
Number of ADF Fires	48	60	53	73+	65-72	58-64	0-57
Number of Non-Domestic Fires	30	34	26	38+	31-37	29-30	0-28
Number of Primary Fire Injuries	1	3	2	9+	6-8	3-5	0-2
Number of ADF Injuries	0	3	2	6+	4-5	1-3	0
Fire Fatalities	0	0	0	3+	2	1	0
Accidental Dwelling Fire Fatalities	0	0	0	3+	2	1	0
Number of Unwanted Fire Signals	95	88	110	94+	83-93	72-82	0-71
Audits (RBIP Very High)*	18	22	22	0-15	16-25	26-35	36+
Audits (RBIP High)*	76	64	76	0-66	67-77	78-85	86+

* Audit data measured for past 3 years.

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Last Month	Comments
Sickness Rate	6.2% ↓	6.9%	6.2%	ECFRS Data calculated using the Cleveland method
Turnover	10.2% ↑	10.0%	10.7%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

Inputs

Metric vs Target	Metric	5 Yr Avg	Last Month	Target
Core Station Coverage	98% ↔	98%	97%	98%
Potential Life-Threatening Incident First Attendance	10:31 ↓	10:05	11:35	10:00
Potential Life-Threatening Incident Call Handling	01:47	01:46	02:24	-
Potential Life-Threatening Incident Turnout	02:30	02:35	02:41	-
Incidents attended within 15 minutes	84% ↓	86%	81%	90%
Safe and Well Visits conducted by Inspecting Officers	607 ↓	431	590	644
HFSC conducted by Operational Staff	238 ↓	140	237	436
Global Availability	73% ↓	73%	68%	80%
Freedom of Information Response Rate	94% ↑	96%	96%	90%

RTC

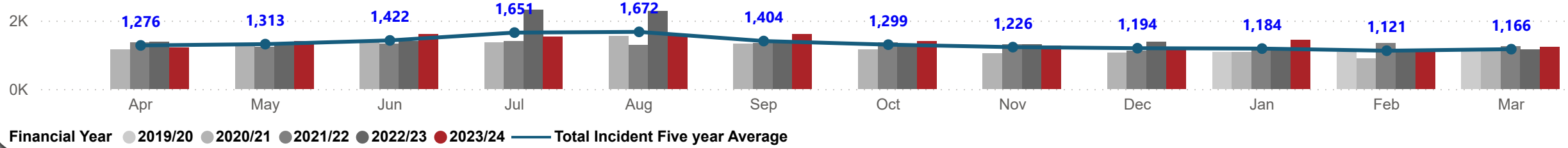
Metric vs 5 Year Average	ECFRS			SERP**		
Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	94 ↑	80	89	25 ↓	48	48
RTC Serious injury	4 ↓	7	8	26 ↓	48	50
RTC Fatalities	1 ↔	1	2	1 ↓	3	4

** 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.

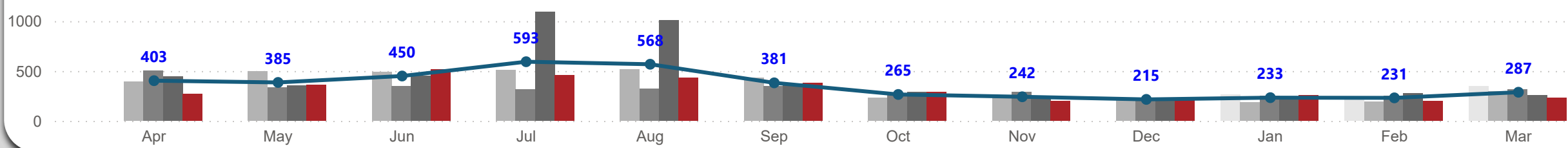
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Overall Summary

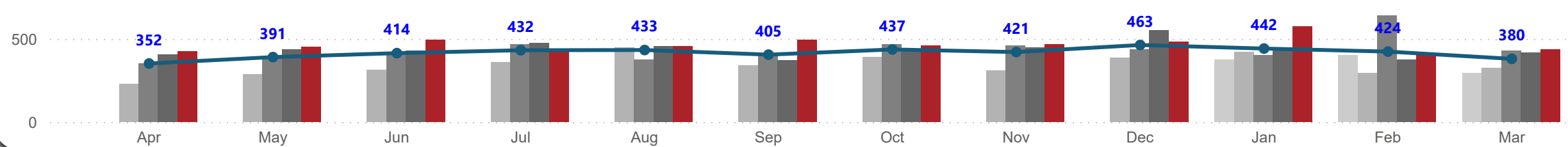
The number of **total incidents** are 6% greater than the same period last year, 5% above the five year average for this period and are 7% above last month.



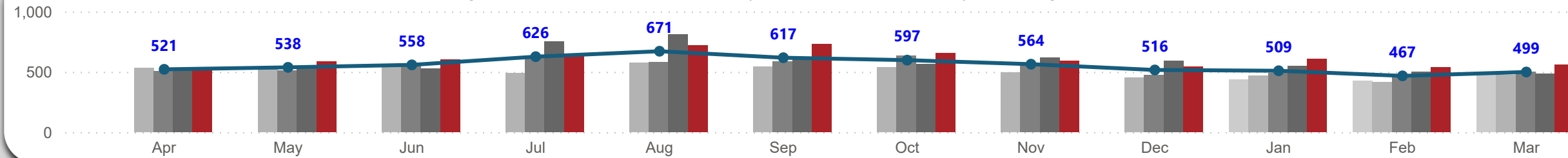
The number of **total fire incidents** are -11% less than the same period last year, -21% below the five year average for this period and are 16% above last month.



The number of **total special service incidents** are 5% greater than the same period last year, 15% above the five year average for this period and are 7% above last month.

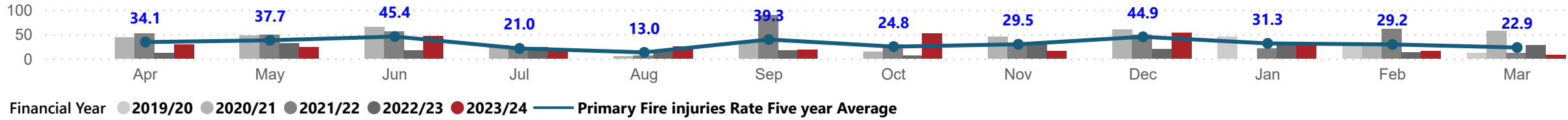


The number of **total false alarm incidents** are 17% greater than the same period last year, 12% above the five year average for this period and are 4% above last month.

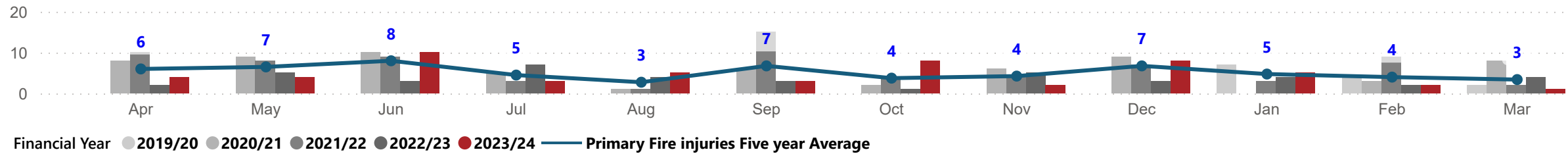


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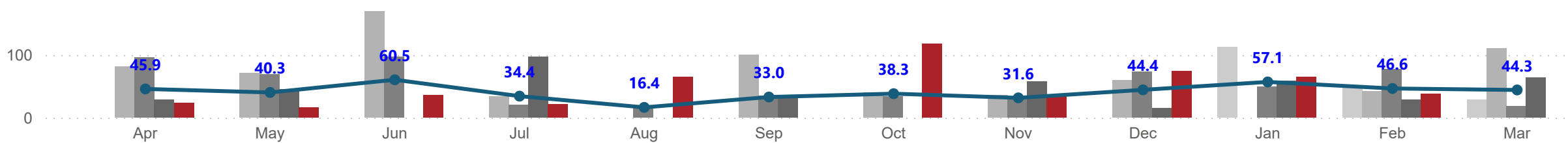
The Primary Fire Injury Rate per 1,000 Primary Fires is -71% less than the same period last year, -66% less than the five year average for this period and is -52% less than last month.



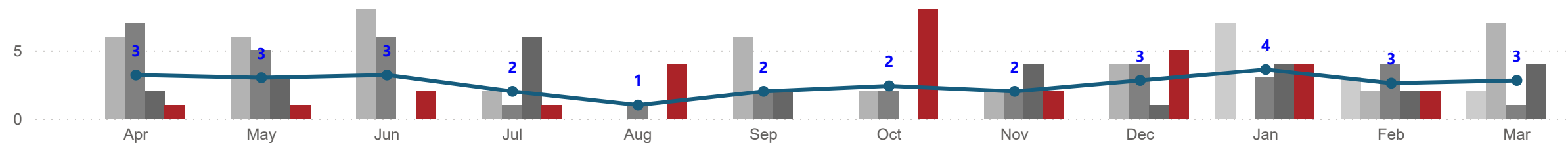
The number of Primary Fire Injuries are -75% less than the same period last year, -71% less than the five year average for this period and are -50% less than last month.



The rate of ADF Injuries per 1,000 ADF Fires is -100% less than the same period last year, -100% less than the five year average for this period and is -100% less than last month.

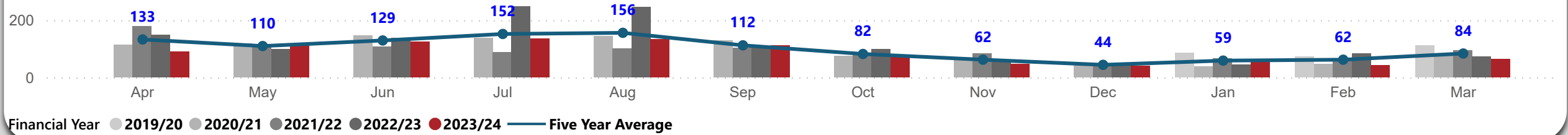


The number of ADF Injuries are -100% less than the same period last year, -100% less than the five year average for this period and are -100% less than last month.

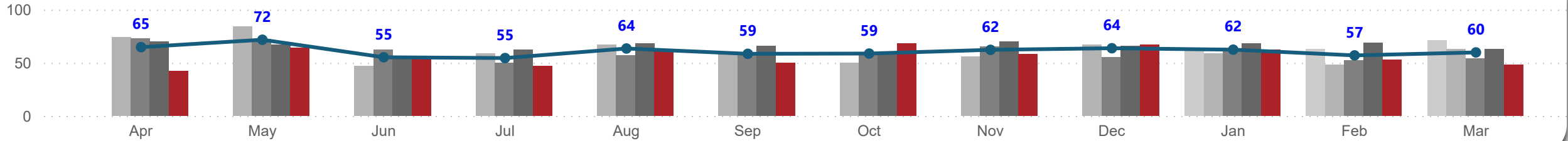


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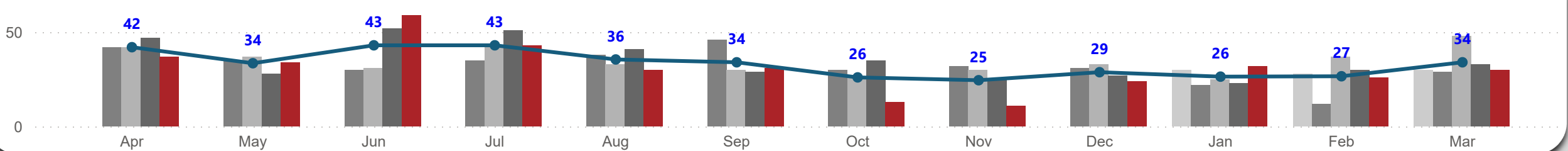
The number of Deliberate Fires are -10% less than the same period last year, -23% below the five year average for this period and are 55% above last month.



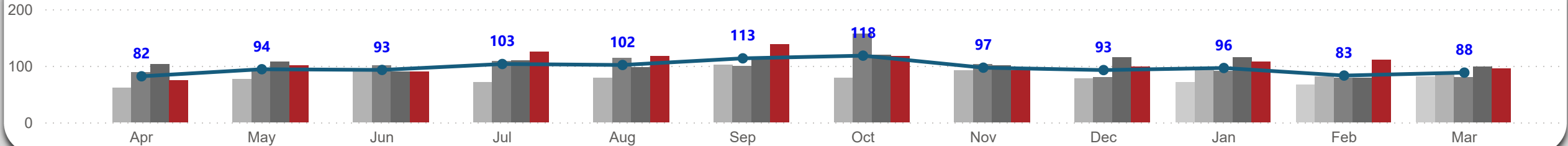
The number of Accidental Dwelling Fires are -24% less than the same period last year, -20% below the five year average for this period and are -9% below last month.



The number of Non Domestic Fires are -9% less than the same period last year, -12% below the five year average for this period and are 15% above last month.



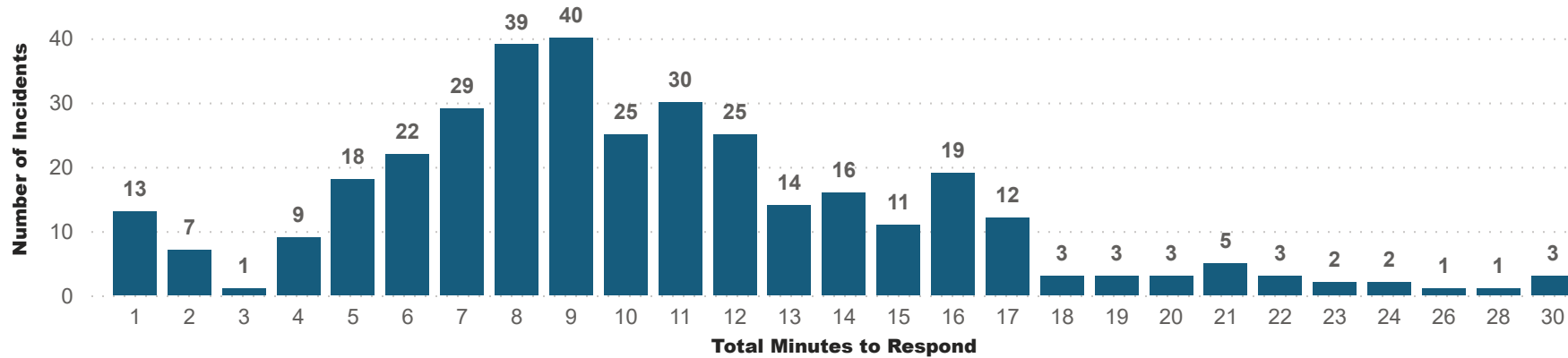
The number of Unwanted Fire Signals are -3% less than the same period last year, 8% above the five year average for this period and are -14% below last month.



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Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Month	2020/21	2021/22	2022/23	2023/24
Apr	90%	87%	83%	83%
May	89%	86%	86%	86%
Jun	89%	84%	84%	82%
Jul	84%	83%	77%	81%
Aug	85%	86%	75%	80%
Sep	85%	83%	82%	82%
Oct	87%	85%	84%	82%
Nov	87%	86%	83%	81%
Dec	82%	85%	83%	81%
Jan	84%	87%	85%	77%
Feb	87%	82%	84%	81%
Mar	86%	86%	86%	84%

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	02:24
Mar	01:46	01:55	01:50	01:47

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	02:41
Mar	02:36	02:36	02:40	02:30

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	06:57
Feb	05:15	05:48	06:09	06:19
Mar	05:14	05:37	06:01	06:03

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	11:35
Mar	09:40	10:10	10:36	10:31

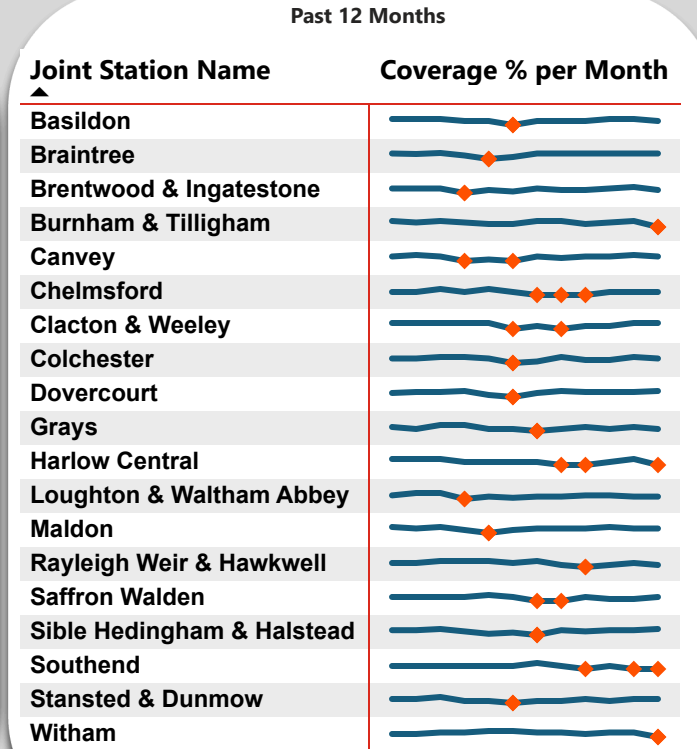
The average response time this month is **10:31 minutes**. The median response time, representing the middle value is **09:15 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **07:10 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

Of the incidents where it took 20 minutes or more to respond, there was a total of 1 individuals receiving injuries, which were deemed 'slight' resulting from an RTC.

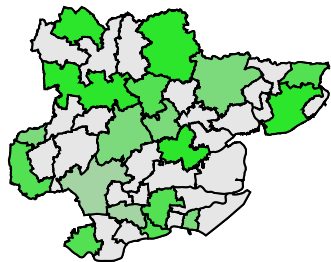
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Coverage

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



Core Station Coverage March 2024



Monthly Average

98%

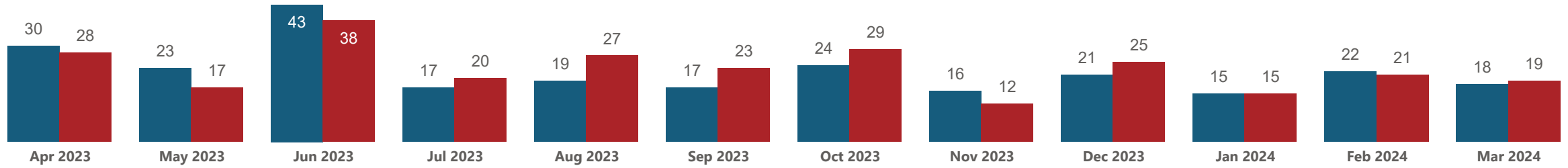
Target 98%

Statistical analysis was recently completed, investigating if there is a link between response times and station coverage. The analysis concluded that there is a correlation between coverage and response times and that the strategic stations are broadly in the right locations.

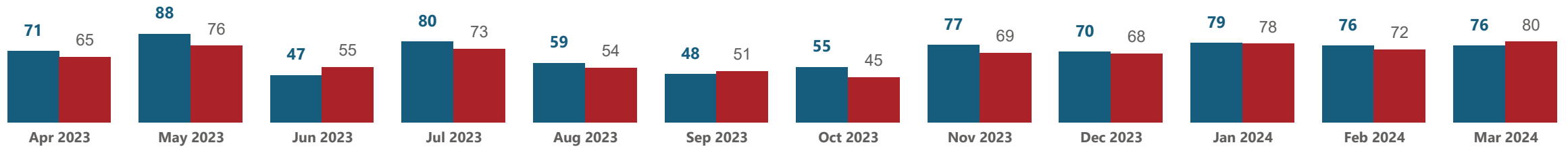
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

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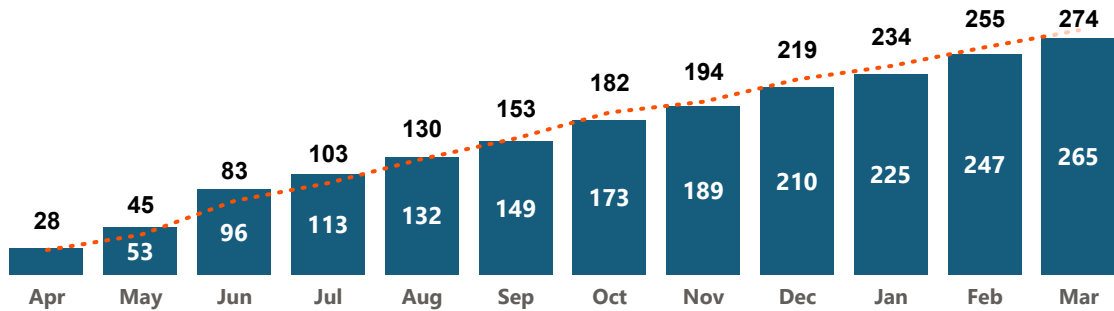
RBIP Audits Complete for Very High Risk Properties Compared to Expected Audits



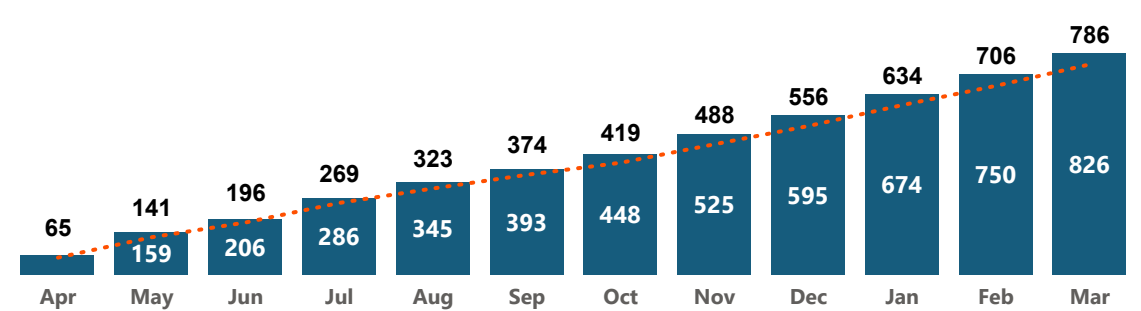
RBIP Audits Complete for High Risk Properties Compared to Expected Audits



Cumulative RBIP Audits- Very High Risk vs Expectation



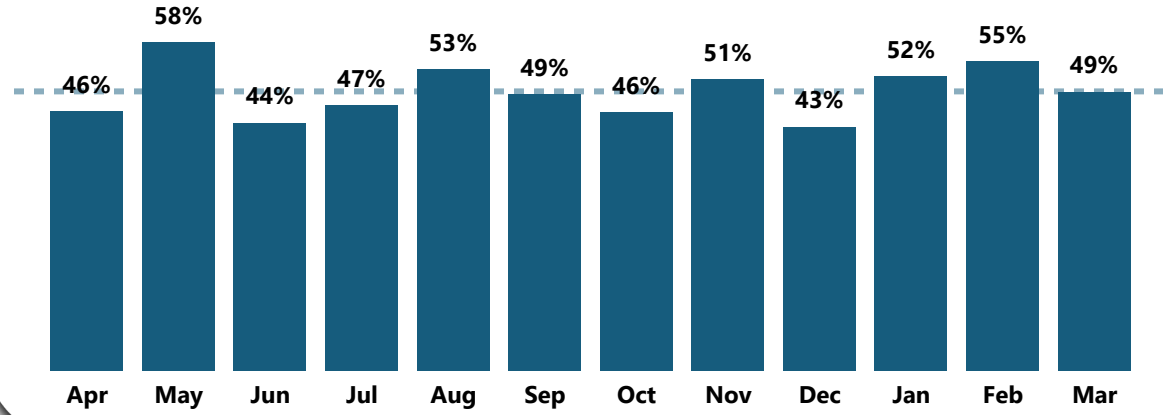
Cumulative RBIP Audits - High Risk vs Expectations



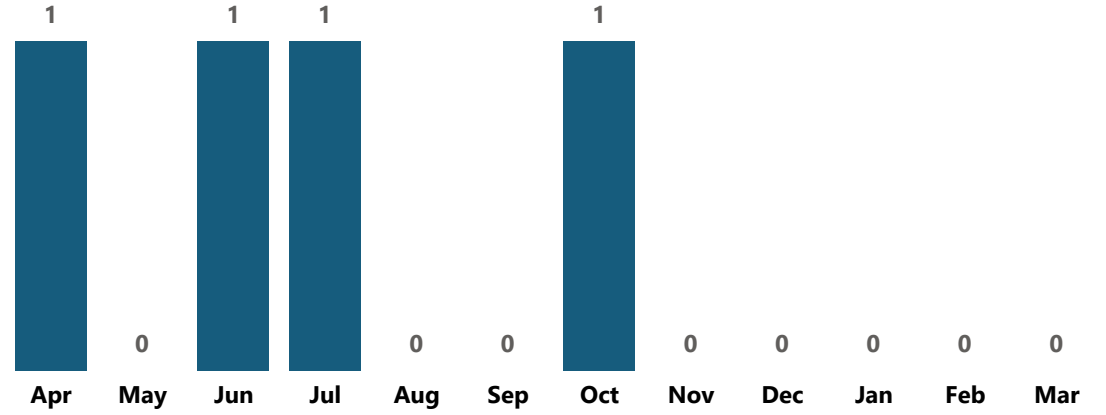
The charts above compare actual number of audits completed against unique premises, against the expected number of audits. The expected number of audits take into account the FTE, the realistic number of audits that can be completed per FTE, based on the past 3 months average, and the realistic proportion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

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Percentage of Satisfactory Audits from January 2023

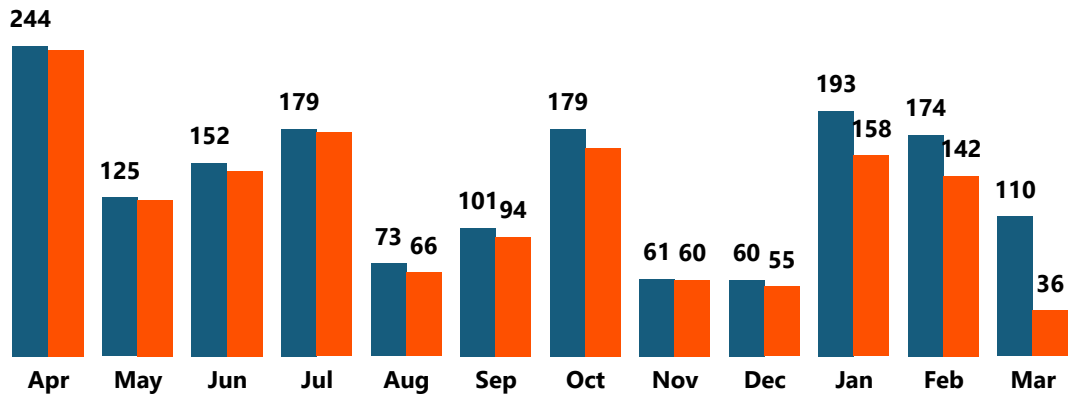


Prohibition Notices Issues per Prohibition Date

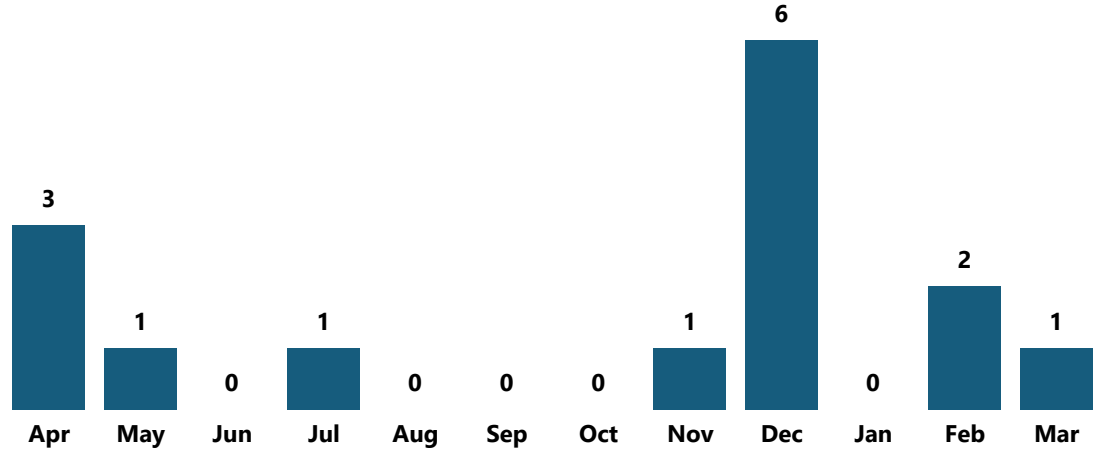


FS040 Referrals by Assigned Date

● Referrals ● Complete



Enforcement Notices Issued by Notice Served Date

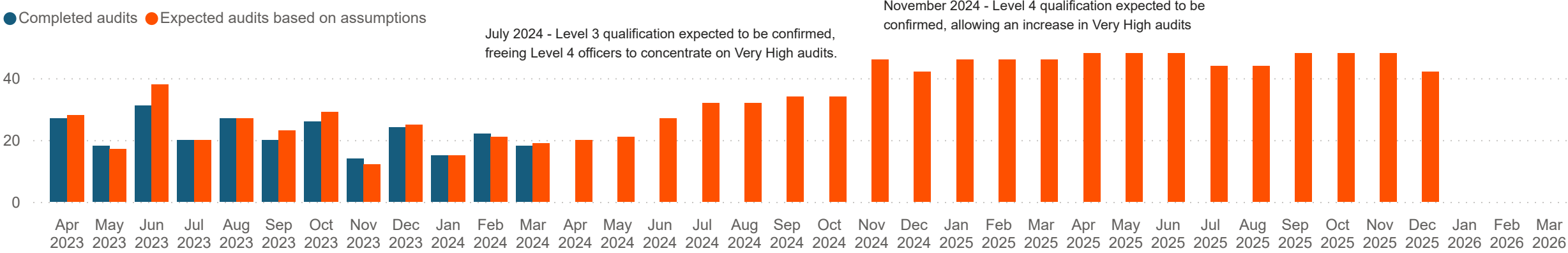


There have been **63** Notice Of Deficiencies issued this month vs **55** last month

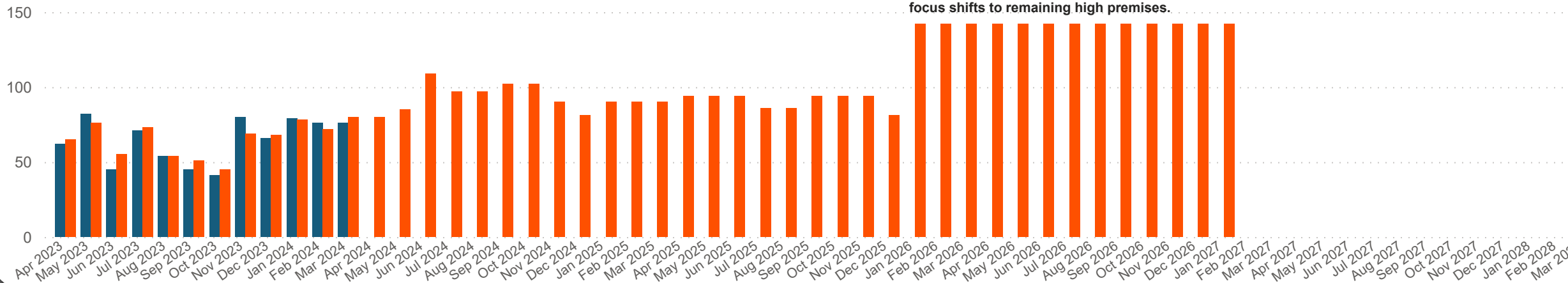
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Protection - Actual vs Expected Audits

Completed and Expected Audits (Very High)



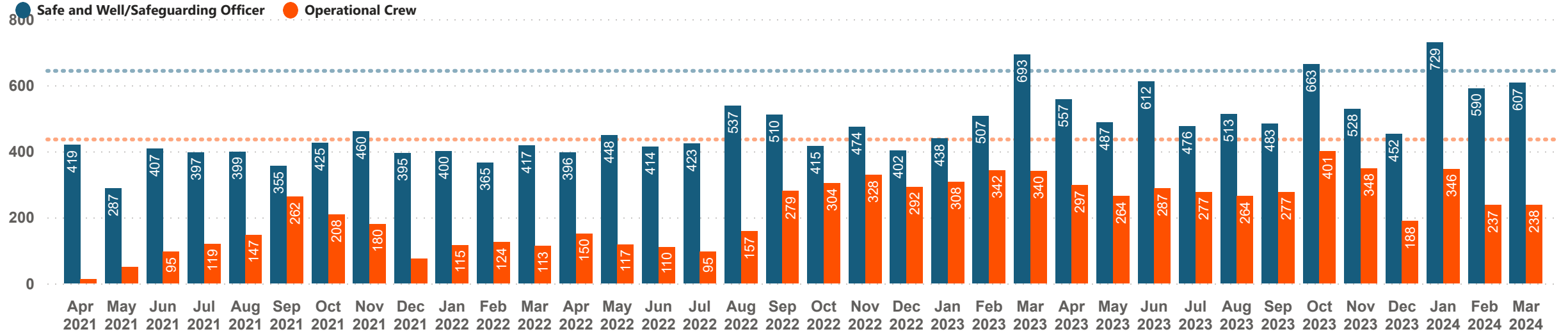
Completed and Expected Audits (High)



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 March 2024

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



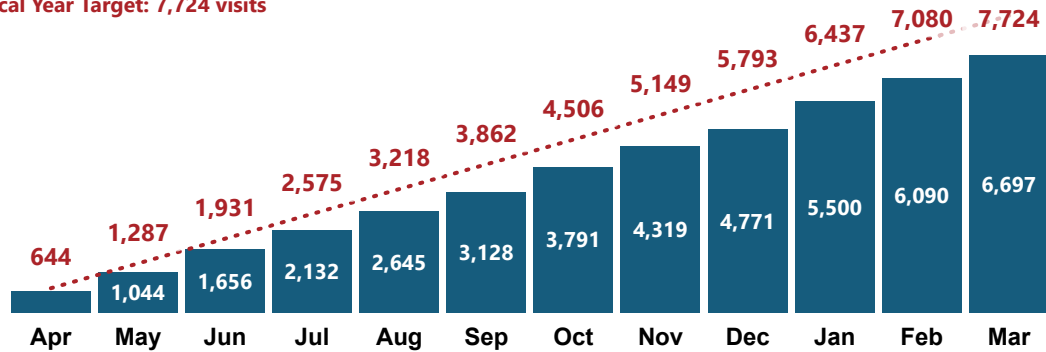
March 2024 saw a total number of 845 visits which were 2% greater than the previous month's total of 827 visits and -18% less than the total number of 1,033 visits at the same point last year.

Operational Crew visits were 0% greater than the previous month's visits, -30% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

Safe and Well/Safeguarding Officer visits were 3% greater than the previous month's visits, -12% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

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

Fiscal Year Target: 7,724 visits



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

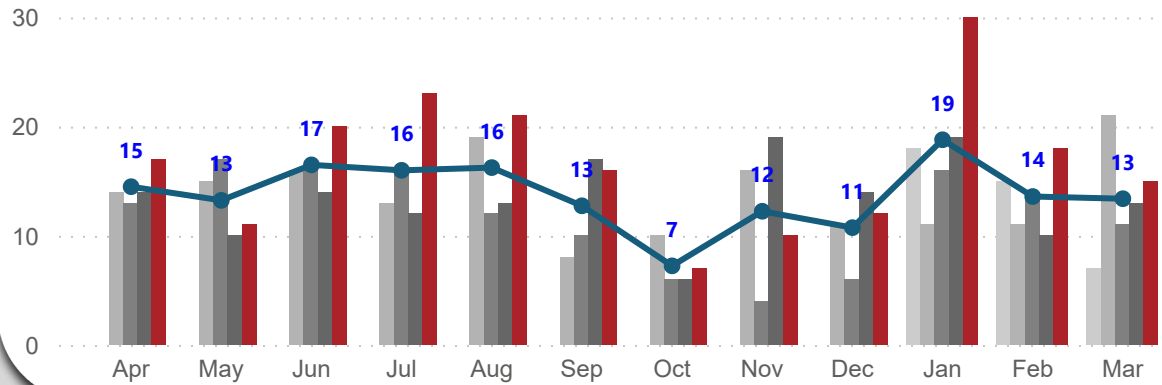
Safe and Well/Safeguarding Officer Monthly Visit Target

644

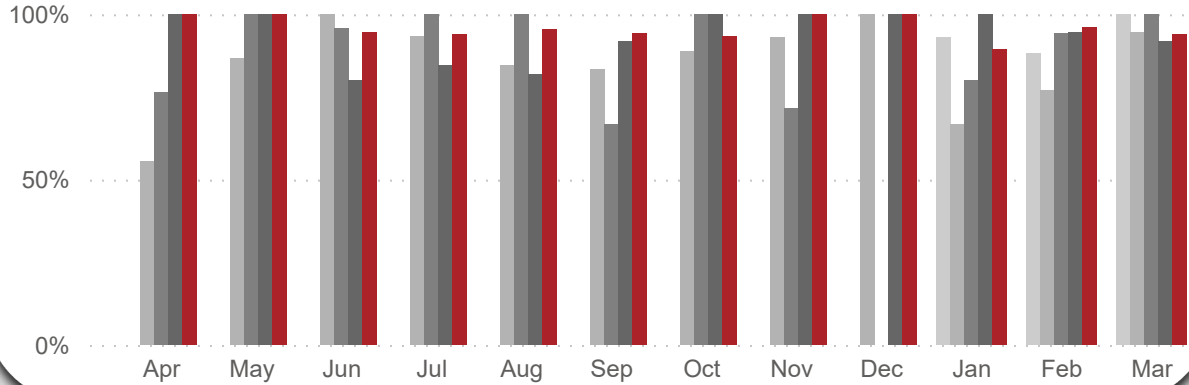
Operational Crew Monthly Visit Target

436

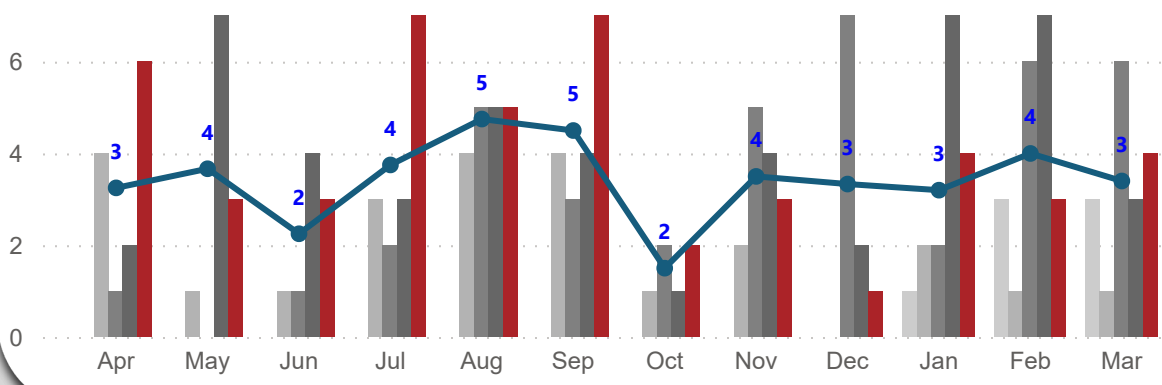
FOI & EIRs Received



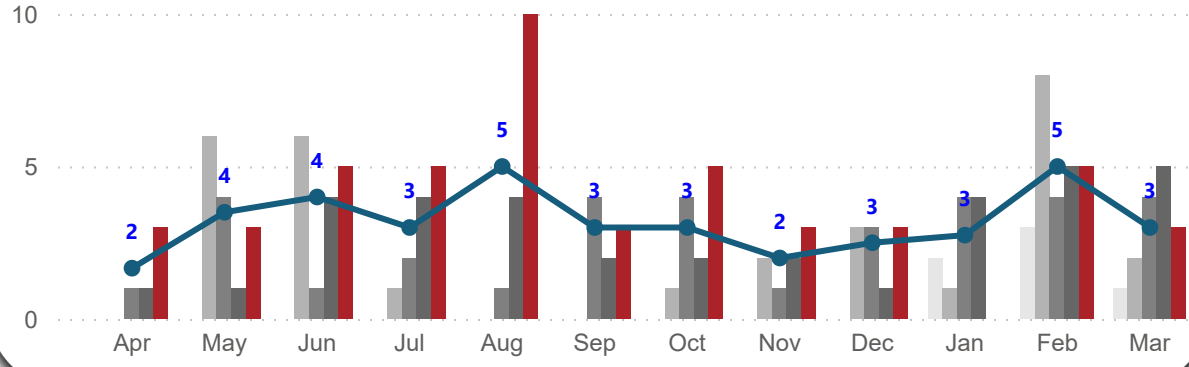
FOI Completion Rate



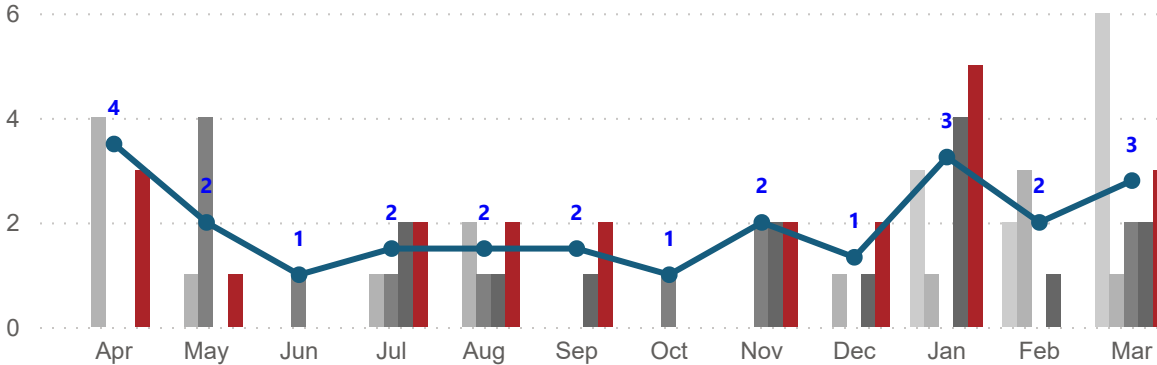
Data Breaches



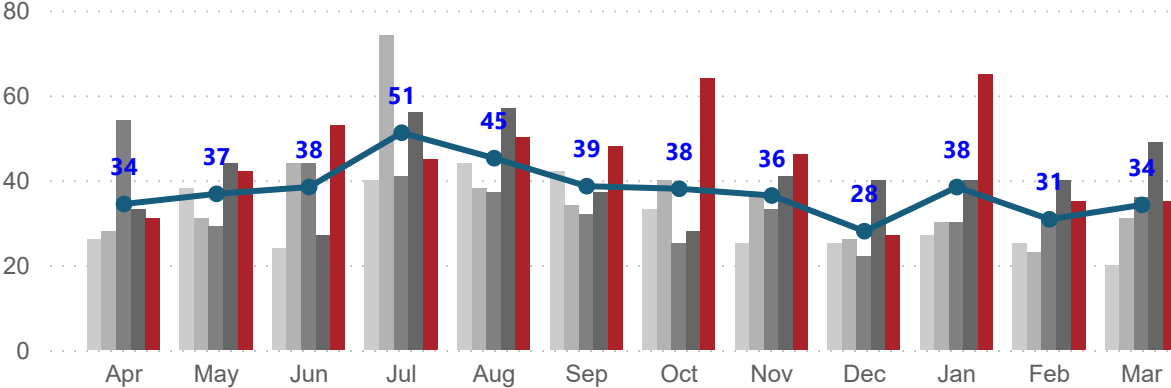
Complaints Received



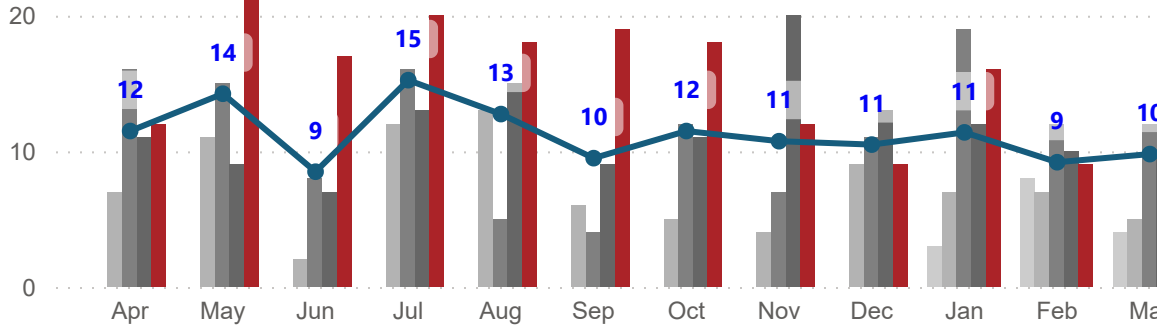
SARs Received



Fire EIR Received



Other*



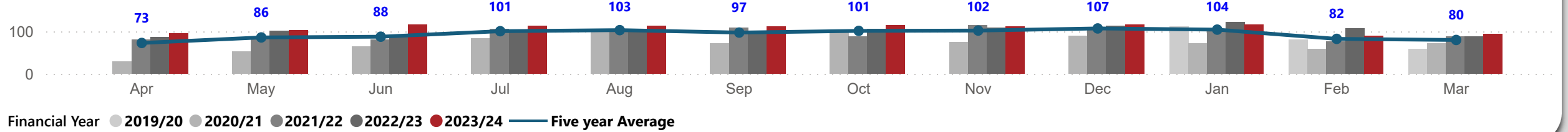
Overall Summary - FOI and Data Breaches

Information Requests:
Information Breaches:

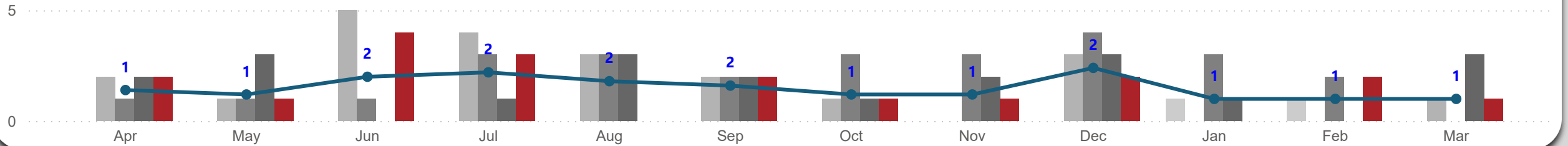
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

ECFRS Monthly Performance Report March 2024

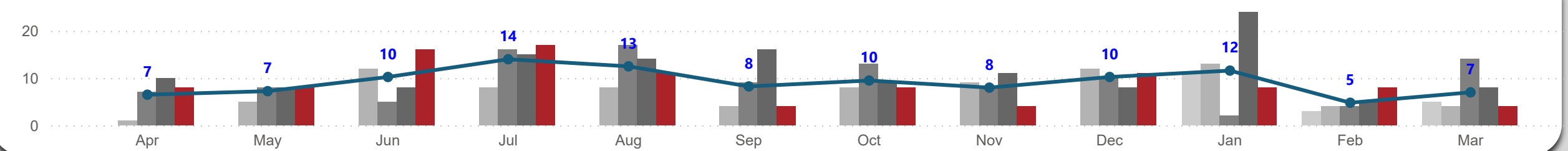
The number of **RTCs attended by ECFRS** are 7% greater than the same period last year , 18% above the five year average for this period and are 6% above last month.



The number of fatalities from RTCs attended by ECFRS are -67% less than the same period last year , the same as the five year average for this period and are -50% below last month.



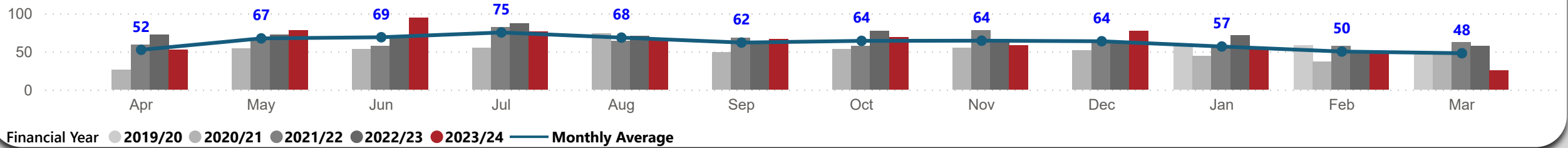
The number of serious injuries from RTCs attended by ECFRS are -50% less than the same period last year , -43% below the five year average for this period and are -50% below last month.



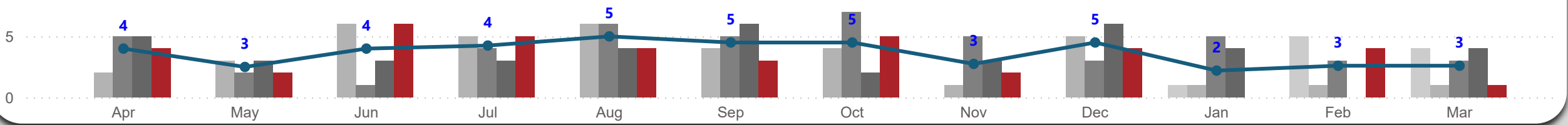
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report March 2024

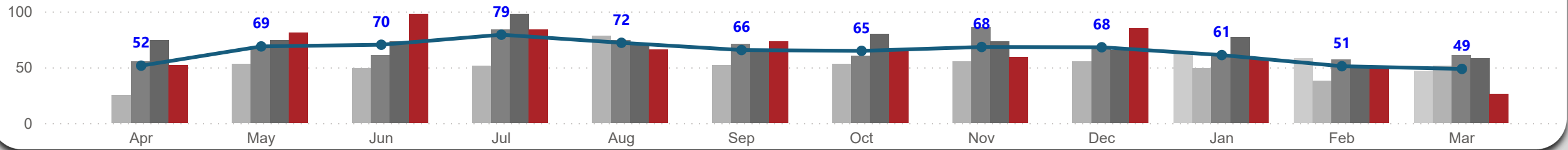
The number of SERP recorded RTCs are -56% less than the same period last year , -48% below the five year average for this period and are -48% below last month.



The number of SERP recorded RTC Fatalities are -75% less than the same period last year , -67% below the five year average for this period and are -75% below last month.



The number of SERP recorded RTC Serious Injuries are -55% less than the same period last year , -47% below the five year average for this period and are -48% below last month.

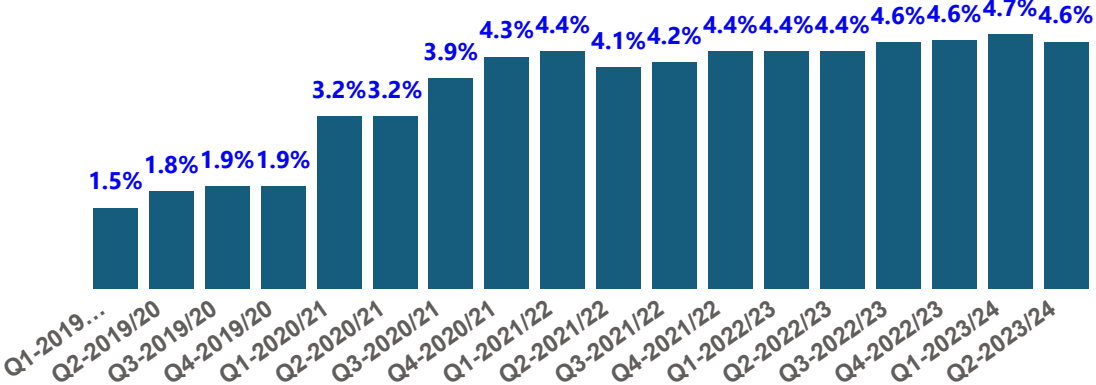


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

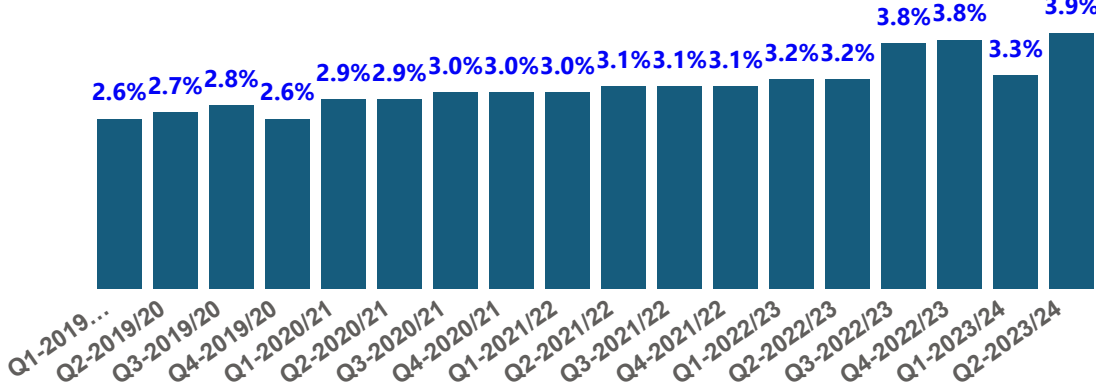
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

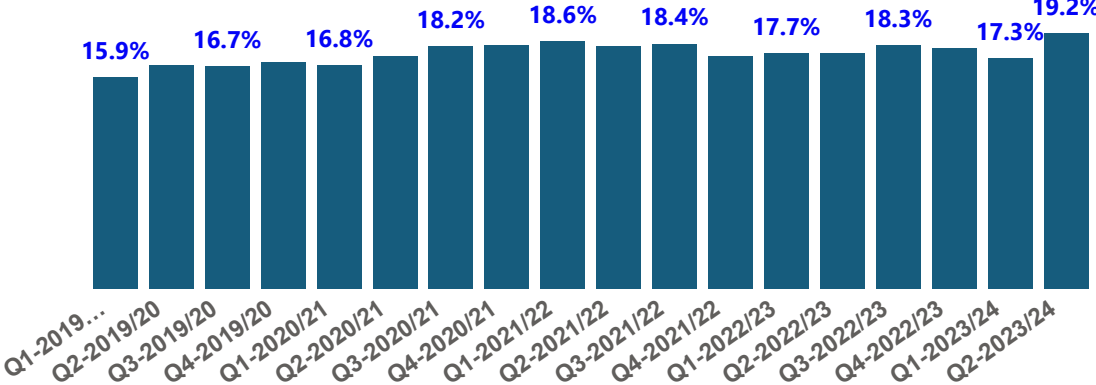
% Disabled



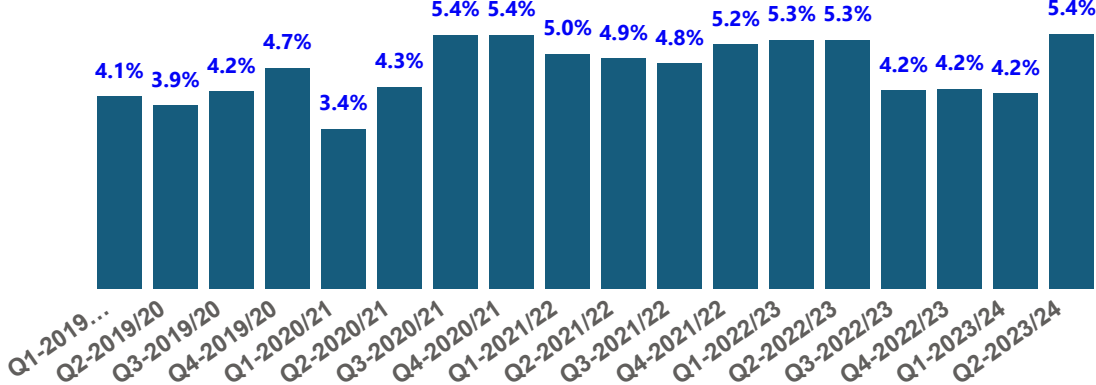
% Ethnic Minority



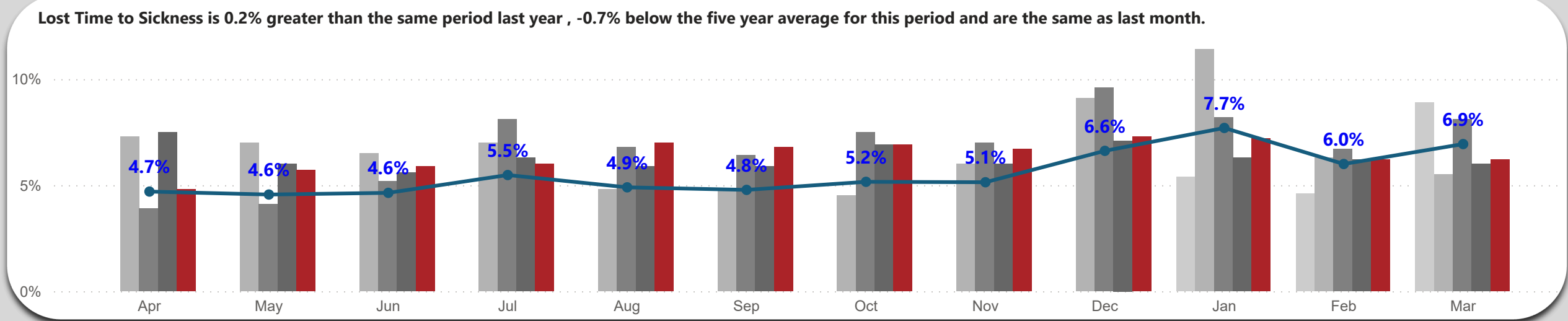
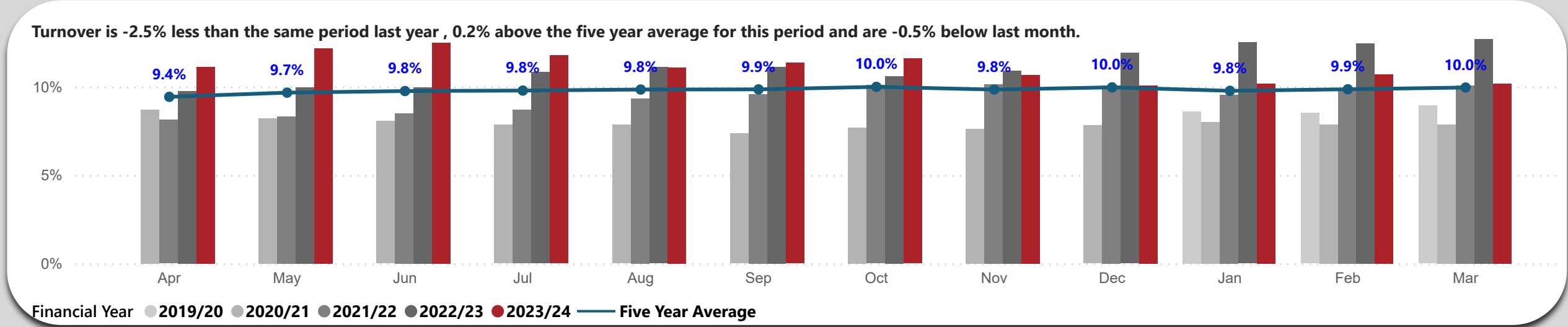
% Female



% 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.

ECFRS Monthly Performance Report March 2024

Appendix - Rolling 12 Month Totals Up To March

Incidents

	2020	2021	2022	2023	2024
Incidents	15,244	14,340	15,426	17,505	16,643
Fires	4,581	4,186	3,727	5,212	3,785
Special Services	4,549	4,102	5,242	5,230	5,573
False Alarms	6,114	6,052	6,457	7,063	7,285
ADF Fires	780	734	718	783	677
Deliberate Fires	1,675	1,137	1,119	1,378	1,037
Non Domestic Fires	409	382	415	421	370
Unwanted Fire Signals	1,040	991	1,191	1,245	1,263
RTC ECFRS	1,187	862	1,138	1,220	1,290
RTC SERP	165	598	769	820	760

Casualties

	2020	2021	2022	2023	2024
Primary Fire Injuries	66	67	75	43	55
ADF Injuries	43	45	38	28	30
Fire Fatalities	2	5	10	5	7
ADF Fatalities	2	5	8	4	4
RTC ECFRS Fatalities	18	22	26	21	19
RTC ECFRS Serious Injury	130	88	113	136	107
RTC SERP Fatalities *	10	39	49	43	40
RTC SERP Serious Injury *	167	609	803	860	797

Prevention and Protection

	2021	2022	2023	2024
Home Fire Safety Visits	2,929	6,224	8,479	10,121
Home Fire Safety Visits - Operational Crew	122	1,498	2,822	3,424
Home Fire Safety Visits - Inspection Officers	2,807	4,726	5,657	6,697
RBIP Very High Audits	32	265	751	265
RBIP High Audits	23	484	911	826

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