ECFRS Monthly Performance Report April 2024

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ECFRS Monthly Performance Report April 2024

Overall	This Month		5 Yr Avg
Total Incidents	1,246	↓	1,270
Fires	296	↓	382
Special Services *	322	↑	288
False Alarms	538	↑	524
RTC**	90	↑	76

* 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 3% greater than the same period last year, -2% below the five year average for this period and are 2% above last month. The number of **total fire incidents** are 9% greater than the same period last year , -23% below the five year average for this period and are 30% above last month. The number of **total special service incidents** are -3% less than the same period last year, 13% above the five year average for this period and are -6% below last month. The number of **total false alarm incidents** are 5% greater than the same period last year , 3% above the five year average for this period and are -4% below last month. The number of **RTCs attended by ECFRS** are -5% less than the same period last year , 18% above the five year average for this period and are -10% below last month.

Targets and tolerances: As reporting enters the new financial period, targets and tolerances have been adjusted to reflect the previous 3-year activity. An explanation as to how these are calculated is referenced in the target setting paper. In light of this, some values may appear to be outside of trends experienced in the past year, however the tolerances and targets are statistically calibrated to ensure that they are reflective of averages, considering any outliers.

Incidents and Response Times: As shown above, there are no significant changes in the total number of incidents reported during April, and the increases in the number of Special Service and False Alarm incidents are in line with the trends experienced during the preceding months.

Two days merit attention as they likely influenced an increase in average response times. On April 15th, high winds in Essex led to a rise in Special Service incidents relating to unsafe structures/making safe. This necessitated increased officer mobilisations and extended call handling times, evident in the significant rise in appliance mobilisations (105 compared to the monthly average of 60 mobilisations per day) and call volumes (135 calls compared to the monthly average of 85 calls per day).

Additionally, on April 27th, ECFRS encountered longer than average response times, primarily attributable to three Road Traffic Collision (RTC) incidents received with imprecise locations. Notably, the longest response time of 27 minutes was due to an RTC on the M25, where inaccurate location information extended travel time as the responding appliances relocated to the correct location (incident 233078 refers). Similar challenges were faced with two other RTC incidents due to vague location details.

These instances of extended travel times and call handling, both on the 15th and 27th of April, have likely contributed to the overall increase in average response times for the month.

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

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

Prevention: Central Prevention achieved 89% of the monthly target during April, with Operational Crews reporting an increased number of visits compared to the previous two months . The Central Prevention team has been affected by a prolonged absence due to sickness and the onboarding of a new member, whose integration into Home Fire Safety Visit (HFSV) delivery was hindered by external factors, notably ongoing HR issues. Moreover, the Home Safety Information Team (HSIT) reported a decline in HFSV referrals, partially attributed to a reduction in Community Safety Officer (CSO) resources. To address this, they are implementing strategies to bolster referrals, including assigning Risk-Based Revisits and BOC Referrals to Safe and Well officers. Additionally, proactive planning is underway to generate referrals for both Central Prevention and Operational Crews by engaging key partnerships and supporting Targeted After Incident Response (TAIRs). Efforts are also being made to address overdue HFSV cases by collaborating with on-call Station Managers.

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Protection: During April, the average number of audits per FTE increased to **7.2** generating a 3-month average of **6.9** audits per FTE, ahead of the planned average of 6. For Very High and High audits, the actual number of completed audits exceeded the expected number. This is evidenced by the increase in the average number of audits completed per FTE. The next few months will see the FTE increase, with newly qualified officer becoming available. The anticipated completion date for Very High audits is **September 2025** (**6 months** ahead of the planned completion date) and for High-risk audits **September 2026** (**18 months** ahead of schedule).

The expected rates and completion dates are based on the following assumptions:

- The average amount of audits that can be completed per month is based on the previous three months activity at this month, currently this is 6.8 audits at unique premises per FTE.

- FTE has been updated to reflect what the levels are likely to be in future months, reflecting the increase in qualified officers, and reducing levels during holiday periods, for example Christmas and summer holiday periods.

- The numbers of very high audits anticipated to be completed has been 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.

In total **134** Audits have been completed by the team during April, the additional audits comprising of revisits to ensure works had been carried out, or due to alleged fire risks received. In addition, the team have also completed **552** statutory consultations, reflecting the volume of work that the team are involved in.

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

Information Governance: During April 2024, 21 FOI/EIR requests were received, with 100% of all requests being submitted within the target time period. No specific trends have been identified in the type of FOI request received, and the topics cover a wide variety of areas. 2 data breaches were recorded, both graded as moderate with 0 referrals to the ICO.

April 2024 in numbers

#WeAreEssexFire

98% Core station coverage
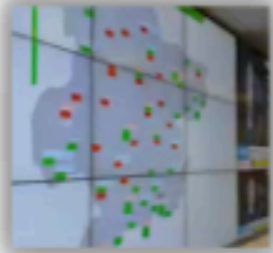
1,246 Incidents attended

877 Home Fire Safety Checks

114 Very high / high risk Protection audits

83% Attendance within 15 minutes

47 Accidental Dwelling Fires

2,550 Calls to Control

38 Non domestic fires

75 Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

7 Animal rescues

ECFRS Monthly Performance Report
April 2024

Outcomes
Metric vs Tolerance

	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	75	121	68	115+	99-114	40-98	0-39
Number of ADF Fires	47	61	50	68+	61-67	43-60	0-42
Number of Non-Domestic Fires	38	41	31	40+	34-39	12-33	0-11
Number of Primary Fire Injuries	3	5	2	8+	5-7	2-4	0-3
Number of ADF Injuries	2	4	0	6+	4-5	1-3	0
Fire Fatalities	0	1	1	3+	2	1	0
Accidental Dwelling Fire Fatalities	0	1	1	3+	2	1	0
Number of Unwanted Fire Signals	105	86	104	114+	101-113	72-100	0-71
Audits (RBIP Very High)*	29	21	18	0-22	23-24	25-27	28+
Audits (RBIP High)*	85	65	76	0-66	67-74	75-82	83+

* 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	5.7% ↓	5.8%	6.2%	ECFRS Data calculated using the Cleveland method
Turnover	10.5% ↑	9.6%	10.2%	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%	98%	97%
Potential Life-Threatening Incident First Attendance	11:04 ↓	10:17	10:28	10:00
Potential Life-Threatening Incident Call Handling	02:15	01:52	01:47	-
Potential Life-Threatening Incident Turnout	02:33	02:29	02:29	-
Incidents attended within 15 minutes	83% ↓	85%	84%	90%
Safe and Well Visits conducted by Inspecting Officers	575 ↓	394	609	644
HFSC conducted by Operational Staff	302 ↓	190	237	436
Global Availability	68% ↓	68%	69%	80%
Freedom of Information Response Rate	100% ↑	88%	94%	90%

RTC
Metric vs 5 Year Average

	ECFRS			SERP**		
	Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month
RTC Incidents Attended	90 ↑	76	100	50 ↓	58	52
RTC Serious injury	16 ↑	8	4	52 ↓	59	53
RTC Fatalities	3 ↑	2	1	7 ↑	5	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.

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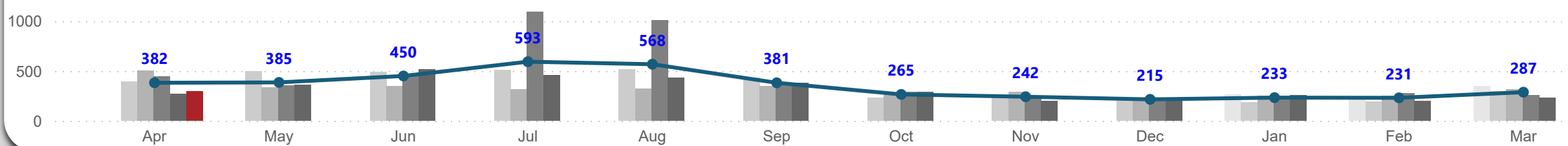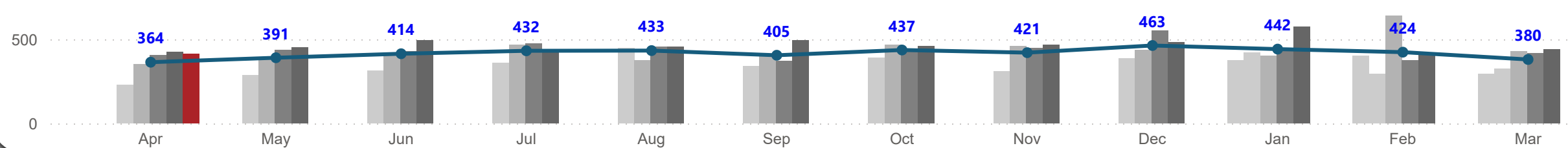The number of **total incidents** are 3% greater than the same period last year, -2% below the five year average for this period and are 2% above last month.
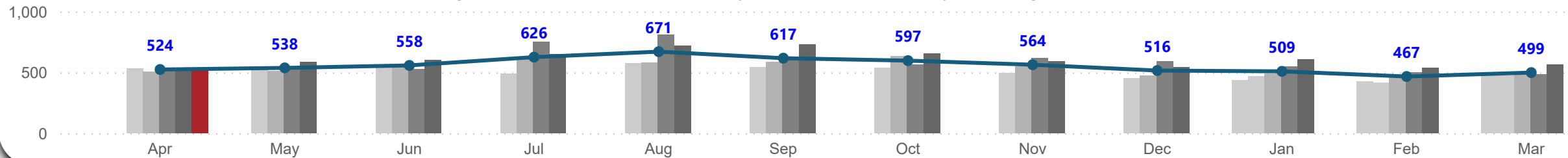
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	1,270	1,313	1,422	1,651	1,672	1,404	1,299	1,226	1,194	1,184	1,121	1,166

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ● 2024/25 ── Total Incident Five year Average

The number of **total fire incidents** are 9% greater than the same period last year , -23% below the five year average for this period and are 30% above last month.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	382	385	450	593	568	381	265	242	215	233	231	287

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

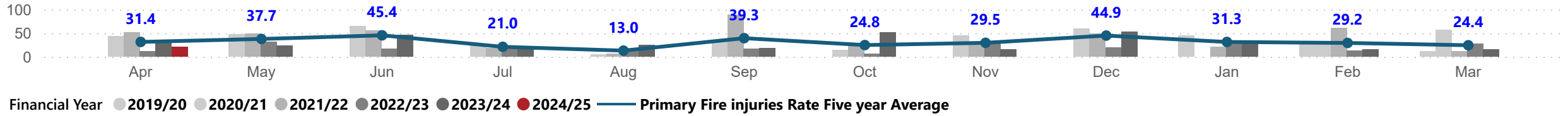|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	364	391	414	432	433	405	437	421	463	442	424	380

The number of **total false alarm incidents** are 5% greater than the same period last year , 3% above the five year average for this period and are -4% below last month.

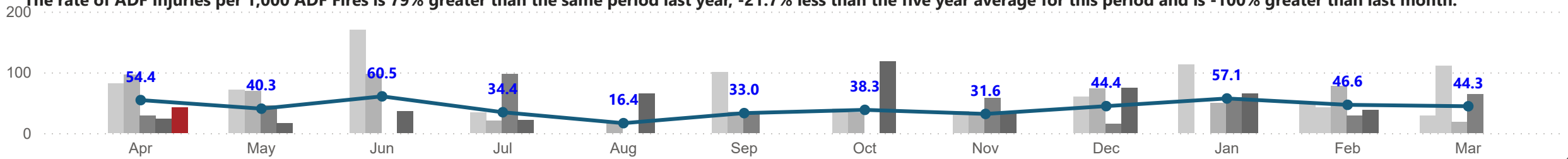|	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	524	538	558	626	671	617	597	564	516	509	467	499

The Primary Fire Injury Rate per 1,000 Primary Fires is -29% less than the same period last year, -34% less than the five year average for this period and is 39% greater than last month.

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
31.4	37.7	45.4	21.0	13.0	39.3	24.8	29.5	44.9	31.3	29.2	24.4

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ● 2024/25 —— Primary Fire injuries Rate Five year Average

The number of Primary Fire Injuries are -25% less than the same period last year, -44% less than the five year average for this period and are 50% greater than last month.

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
5	7	8	5	3	7	4	4	7	5	4	4
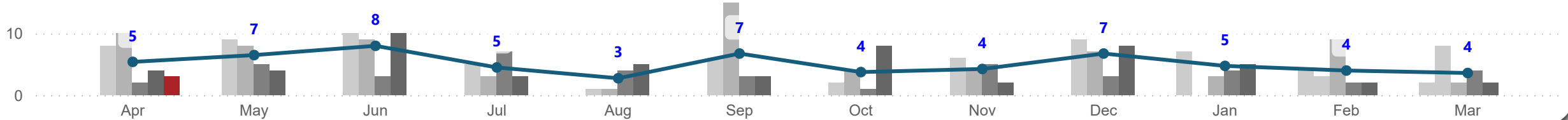
The rate of ADF Injuries per 1,000 ADF Fires is 79% greater than the same period last year, -21.7% less than the five year average for this period and is -100% greater than last month.

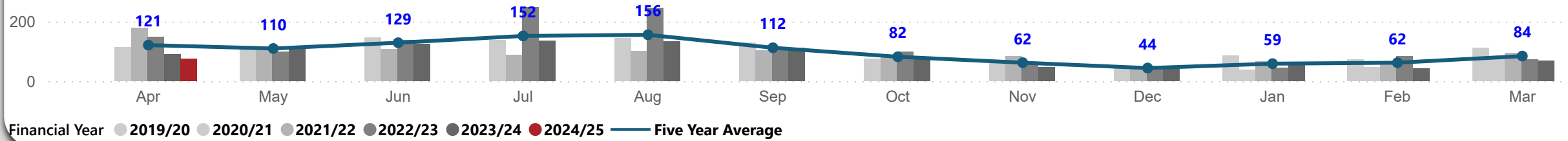| Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
54.4	40.3	60.5	34.4	16.4	33.0	38.3	31.6	44.4	57.1	46.6	44.3

The number of ADF Injuries are 100% greater than the same period last year, -44.4% less than the five year average for this period and are -100% greater than last month.


| Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
4	3	3	2	1	2	2	2	3	4	3	3
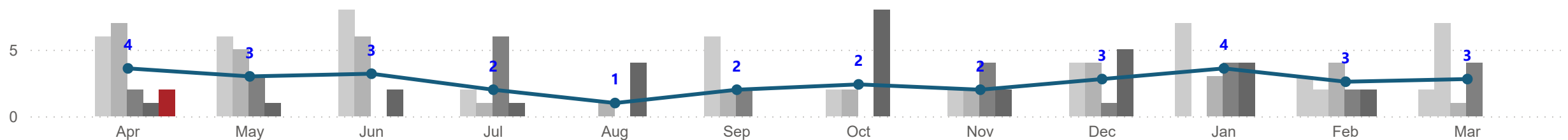
The number of Deliberate Fires are -16% less than the same period last year, -38% below the five year average for this period and are 10% above last month.

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ● 2024/25 ── Five Year Average

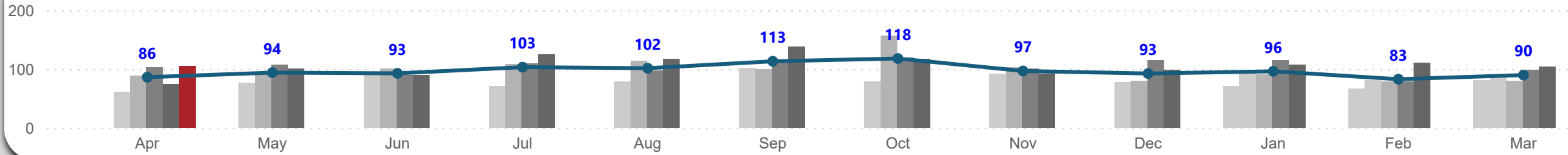| Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Value	121	110	129	152	156	112	82	62	44	59	62	84

The number of Accidental Dwelling Fires are 12% greater than the same period last year, -23% below the five year average for this period and are -6% below last month.

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Value	61	72	55	55	64	59	59	62	64	62	57	60
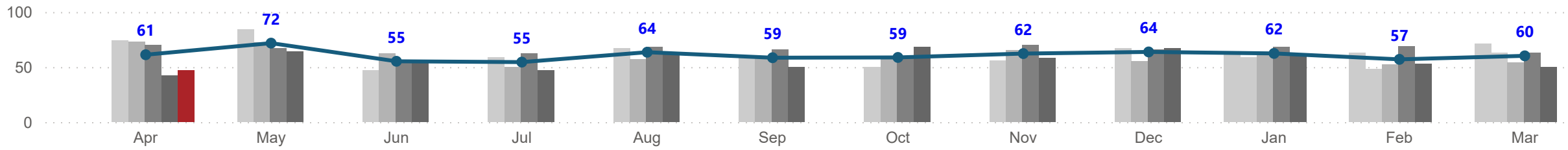
The number of Non Domestic Fires are 3% greater than the same period last year, -7% below the five year average for this period and are 23% above last month.

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Value	41	34	43	43	36	34	26	25	29	26	27	34
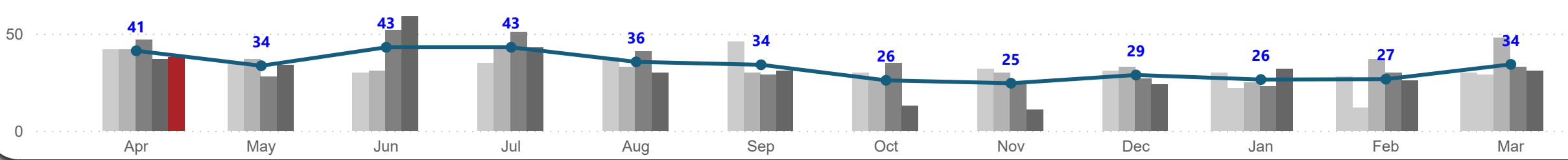
The number of Unwanted Fire Signals are 42% greater than the same period last year, 22% above the five year average for this period and are 1% above last month.
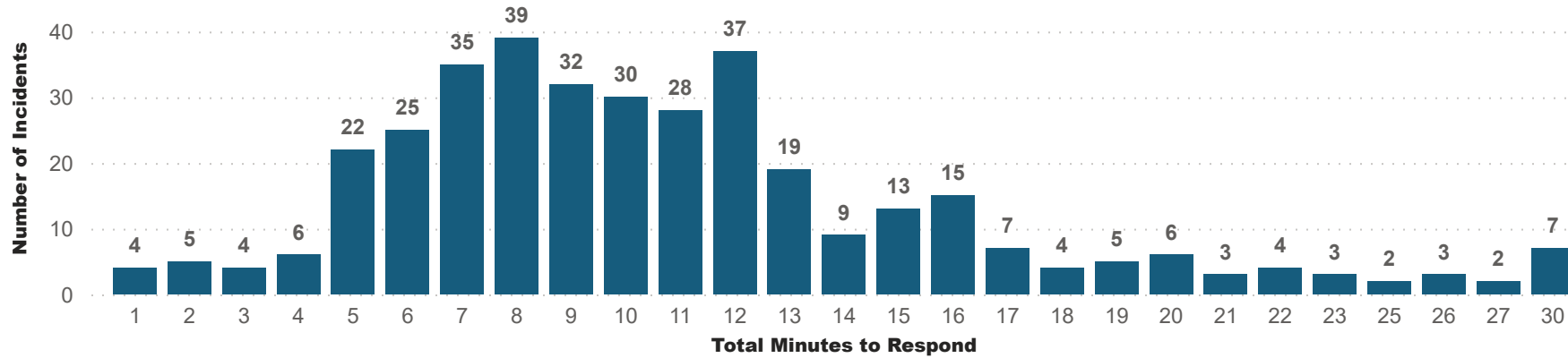

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Value	86	94	93	103	102	113	118	97	93	96	83	90

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Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond

Total Minutes to Respond	Number of Incidents
1	4
2	5
3	4
4	6
5	22
6	25
7	35
8	39
9	32
10	30
11	28
12	37
13	19
14	9
15	13
16	15
17	7
18	4
19	5
20	6
21	3
22	4
23	3
25	2
26	3
27	2
30	7

% Within 15 Minutes

Month	2021/22	2022/23	2023/24	2024/25
Apr	87%	83%	83%	83%
May	86%	86%	86%	
Jun	84%	84%	82%	
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	
Jun	01:42	01:54	01:52	
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	
Jun	02:20	02:17	02:23	
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	06:13
May	05:37	05:50	05:37	
Jun	06:10	06:24	06:20	
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	11:04
May	09:59	10:10	09:35	
Jun	10:14	10:41	10:39	
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	

Of the incidents where it took 20 minutes or more to respond, there were a total of 7 individuals receiving injuries requiring hospital treatment, 3 which were deemed 'serious' and 4 deemed 'slight' all resulting from RTC incidents.
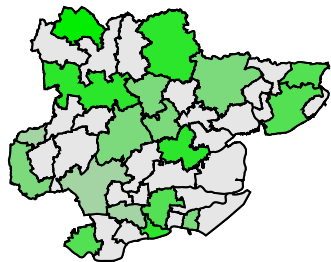
Joint Station Name	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024
Basildon	96%	95%	96%	96%	96%	96%
Braintree	97%	97%	97%	96%	98%	97%
Brentwood & Ingatestone	97%	95%	96%	96%	96%	96%
Burnham & Tilligham	99%	95%	99%	98%	99%	99%
Canvey	99%	98%	98%	99%	98%	99%
Chelmsford	96%	96%	96%	96%	97%	97%
Clacton & Weeley	99%	99%	99%	99%	99%	98%
Colchester	97%	96%	96%	96%	97%	97%
Dovercourt	98%	99%	97%	98%	98%	98%
Grays	97%	96%	97%	96%	98%	98%
Harlow Central	97%	95%	97%	97%	97%	96%
Loughton & Waltham Abbey	95%	95%	96%	98%	98%	97%
Maldon	98%	98%	99%	98%	99%	99%
Rayleigh Weir & Hawkwell	97%	96%	97%	97%	98%	98%
Saffron Walden	98%	99%	99%	99%	99%	100%
Sible Hedingham & Halstead	98%	99%	98%	98%	99%	99%
Southend	96%	96%	97%	97%	97%	97%
Stansted & Dunmow	98%	98%	98%	98%	99%	99%
Witham	97%	94%	96%	96%	97%	97%
Total	**97%**	**97%**	**97%**	**97%**	**98%**	**98%**

Past 12 Months

Joint Station Name	Coverage % per Month
Basildon	
Braintree	
Brentwood & Ingatestone	
Burnham & Tilligham	
Canvey	
Chelmsford	
Clacton & Weeley	
Colchester	
Dovercourt	
Grays	
Harlow Central	
Loughton & Waltham Abbey	
Maldon	
Rayleigh Weir & Hawkwell	
Saffron Walden	
Sible Hedingham & Halstead	
Southend	
Stansted & Dunmow	
Witham	
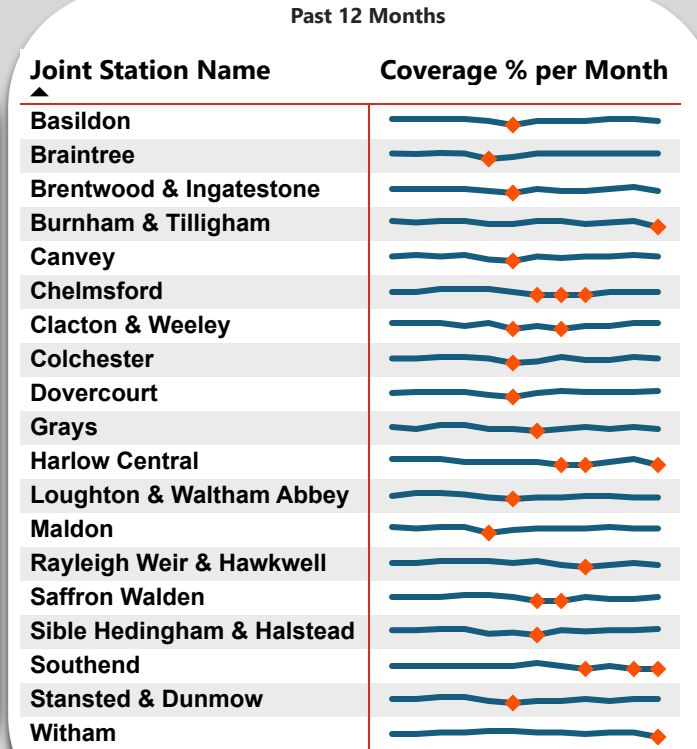
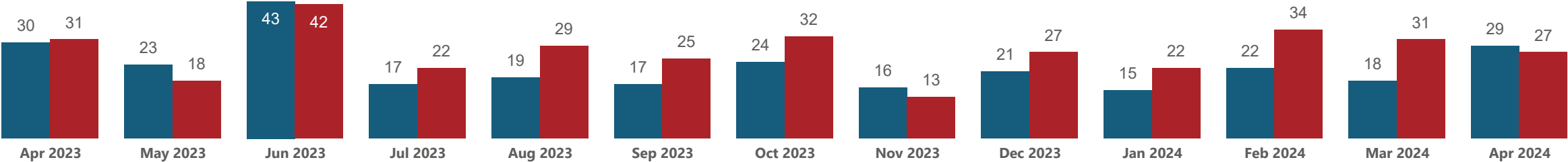## Core Station Coverage April 2024

Monthly Average

98%

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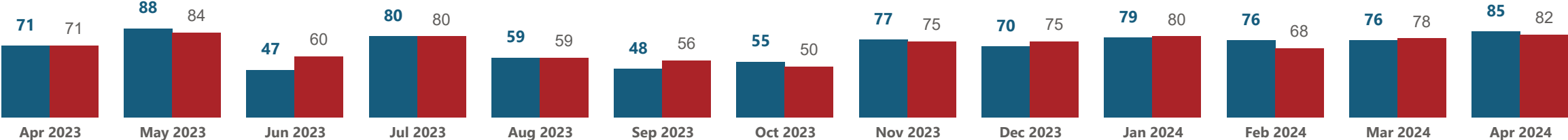
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

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Protection

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

Month	Actual	Expected
Apr 2023	30	31
May 2023	23	18
Jun 2023	43	42
Jul 2023	17	22
Aug 2023	19	29
Sep 2023	17	25
Oct 2023	24	32
Nov 2023	16	13
Dec 2023	21	27
Jan 2024	15	22
Feb 2024	22	34
Mar 2024	18	31
Apr 2024	29	27

RBIP Audits Complete for High Risk Properties Compared to Expected Audits

Month	Actual	Expected
Apr 2023	71	71
May 2023	88	84
Jun 2023	47	60
Jul 2023	80	80
Aug 2023	59	59
Sep 2023	48	56
Oct 2023	55	50
Nov 2023	77	75
Dec 2023	70	75
Jan 2024	79	80
Feb 2024	76	68
Mar 2024	76	78
Apr 2024	85	82

Cumulative RBIP Audits- Very High Risk vs Expectation

Apr: 29 (target 27)

Cumulative RBIP Audits - High Risk vs Expectations

Apr: 85 (target 82)
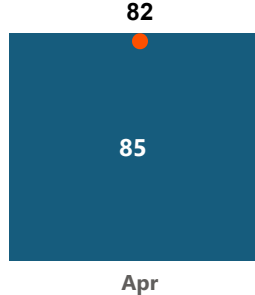
The charts above compare actual number of audits completed against unique premises, against the expected number of audits. The expected number of audits take into account the FTE, the realistic number of audits that can be completed per FTE, based on the past 3 months average, and the realistic proportion 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

46%

Apr
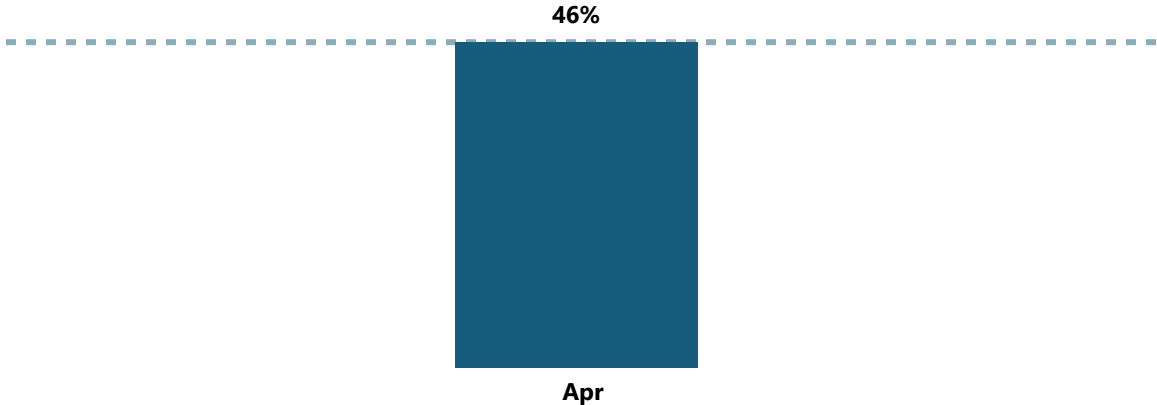
Prohibition Notices Issues per Prohibition Date

0

Apr

FS040 Referrals by Assigned Date

● Referrals ● Complete

150

85

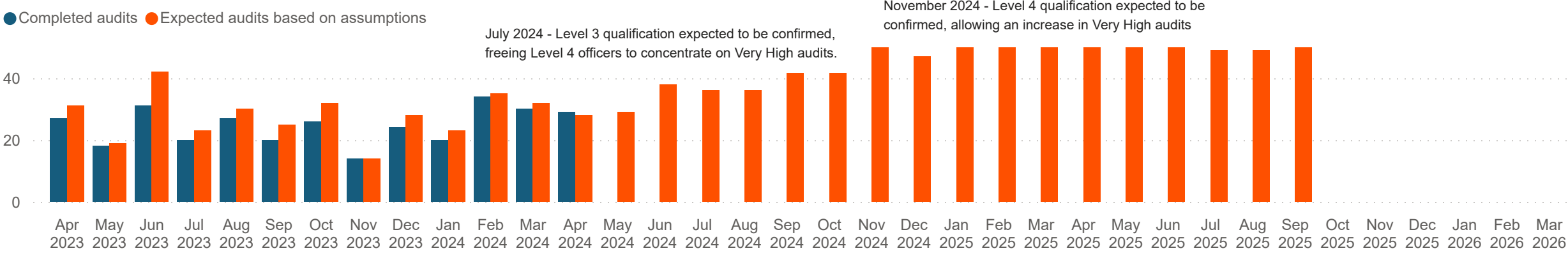Apr
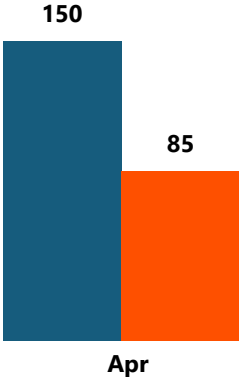
Enforcement Notices Issued by Notice Served Date

1

Apr

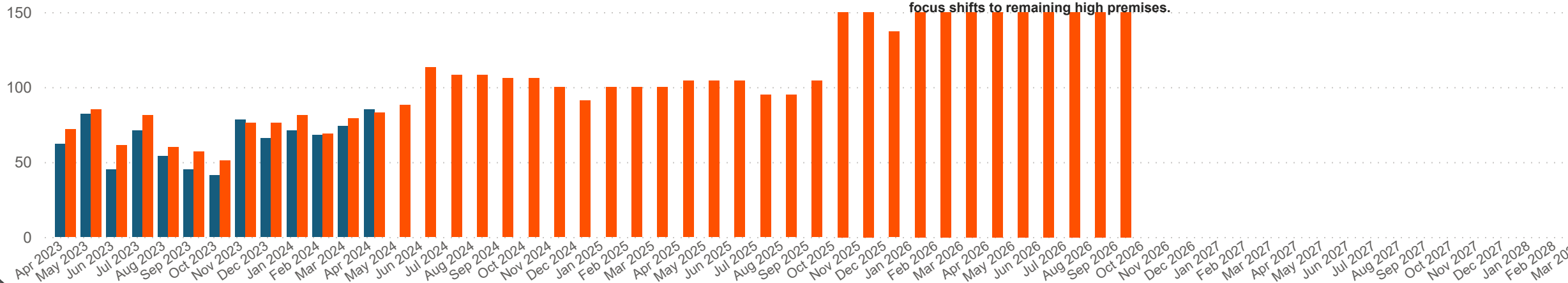There have been **73** Notice Of Deficiencies issued this month vs **63** last month

ECFRS Monthly Performance Report

Completed and Expected Audits (Very High)

● Completed audits ● Expected audits based on assumptions

July 2024 - Level 3 qualification expected to be confirmed, freeing Level 4 officers to concentrate on Very High audits.

November 2024 - Level 4 qualification expected to be confirmed, allowing an increase in Very High audits

Completed and Expected Audits (High)

January 2026 - Audits complete on very high premises, focus shifts to remaining high premises.

The above charts sumarise 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.

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

● Safe and Well/Safeguarding Officer ● Operational Crew
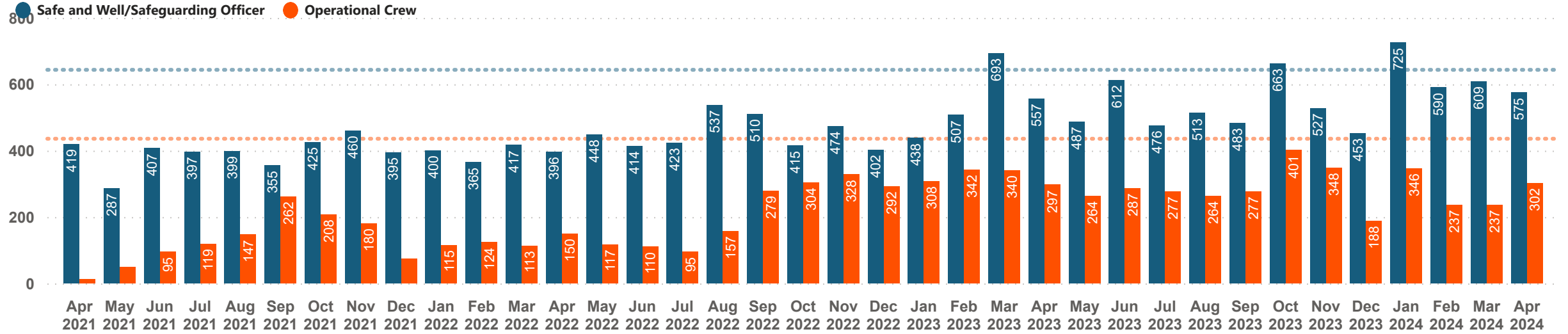
April 2024 saw a total number of 877 visits which were 4% greater than the previous month's total of 846 visits and 3% greater than the total number of 854 visits at the same point last year.

Operational Crew visits were 27% greater than the previous month's visits, 2% 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 -6% less than the previous month's visits, 3% 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

644

575

Apr
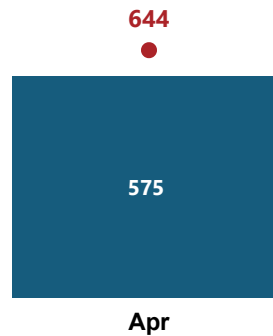
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.
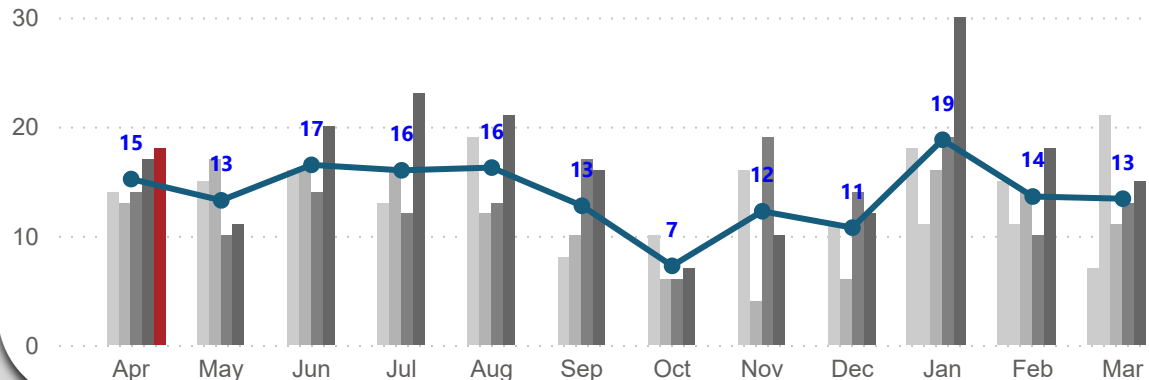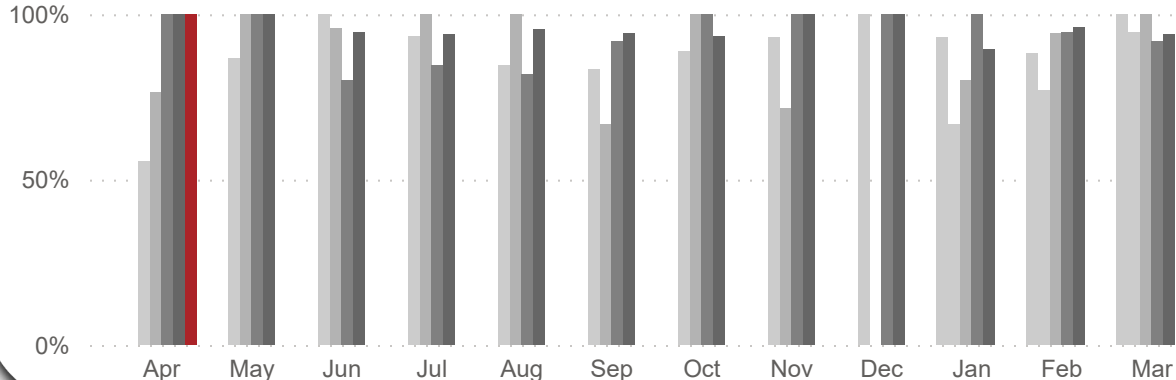
Safe and Well/Safeguarding Officer Monthly Visit Target
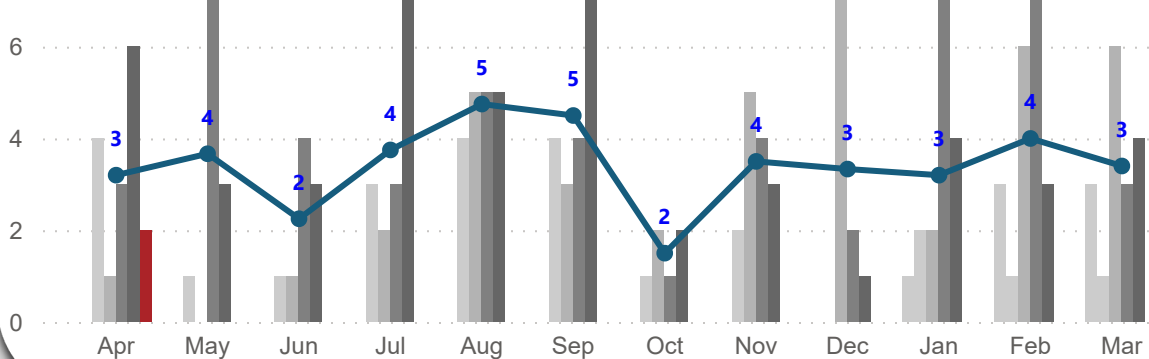
644

Operational Crew Monthly Visit Target

436

ECFRS Monthly Performance Report April 2024

FOI & EIRs Received

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15	13	17	16	16	13	7	12	11	19	14	13

FOI Completion Rate

Data Breaches

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

Complaints Received

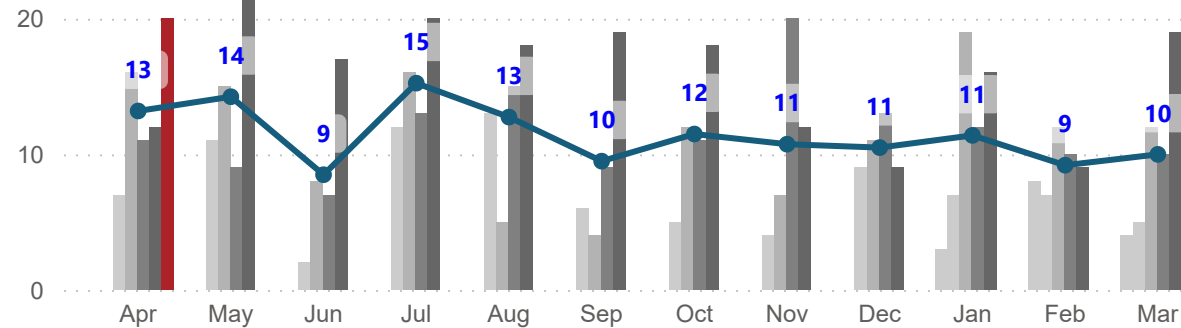| Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2	4	4	3	5	3	3	2	3	3	5	3
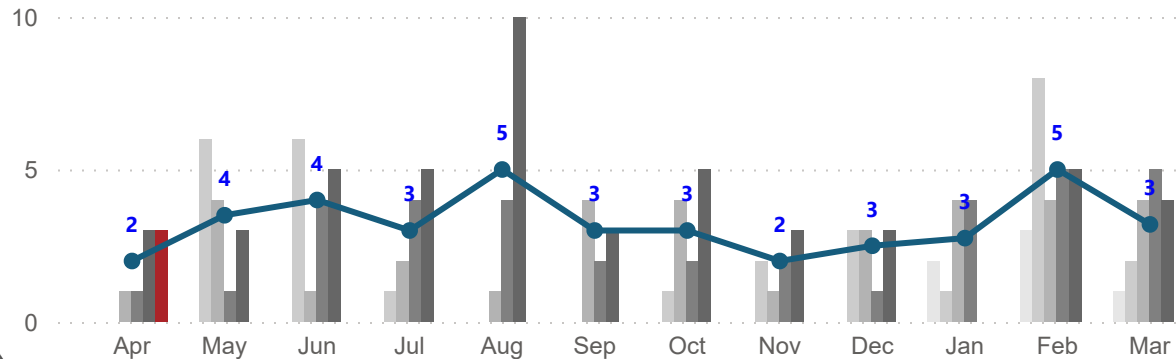
SARs Received
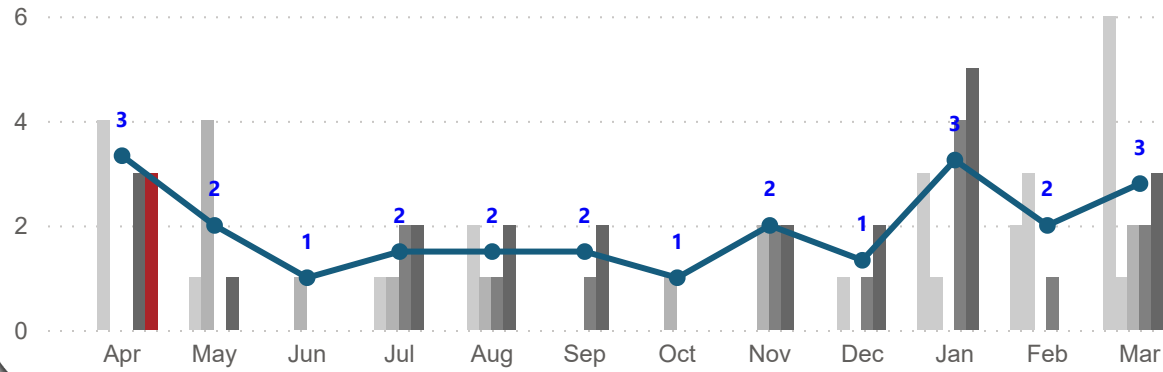
Fire EIR Received
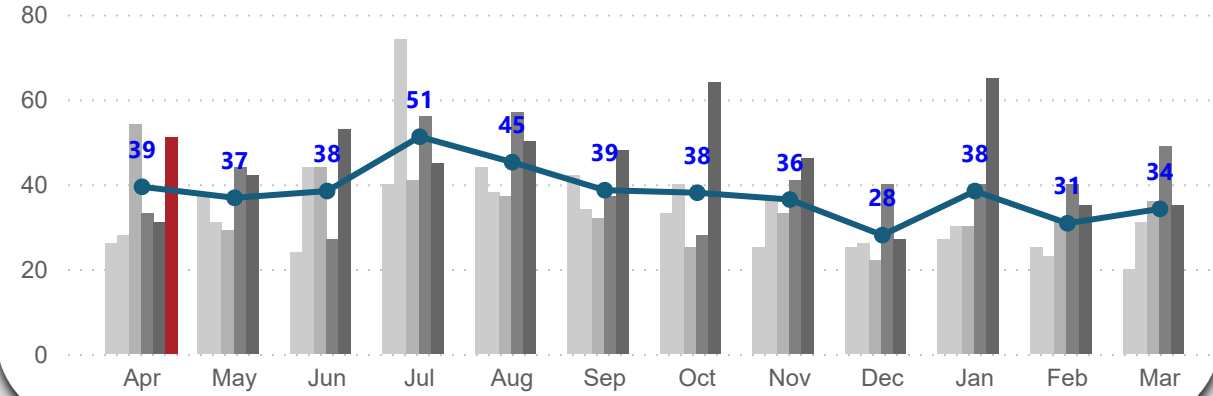
Other*

Overall Summary - FOI and Data Breaches

Information Requests: 21 FOI requests were received during May covering a variety of topics. The top categories include Incident details, Finance and HR. More detailed topics to be supplied by Information Governance in due course.

The completion rate for FOI requests during April being submitted within the statutory time frame was 100%

Information Breaches:
There were 2 information breaches during April, both graded as moderate and 0 referrals to the Information Commissioner's Office. The information breaches are linked to system architecture, which has been fed back to the system designers to modify.

*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP***
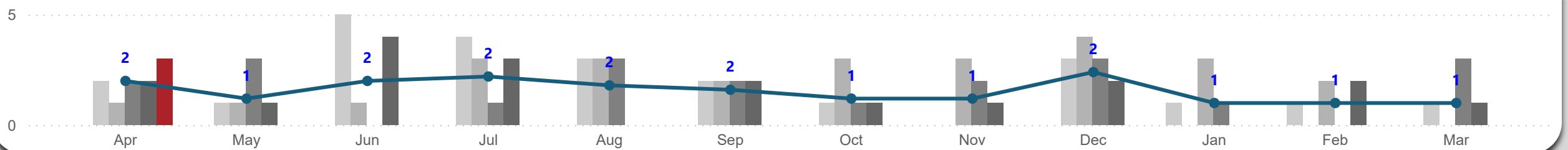
ECFRS Monthly Performance Report April 2024

The number of **RTCs attended by ECFRS** are -5% less than the same period last year , 18% above the five year average for this period and are -10% below last month.

| Financial Year | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 2024/25 | Five year Average |
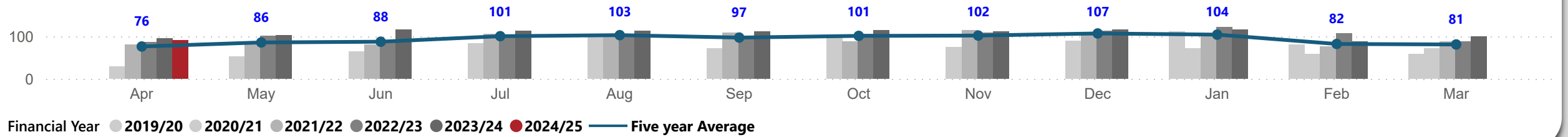
The number of fatalities from RTCs attended by ECFRS are 50% greater than the same period last year , 50% above the five year average for this period and are 200% above last month.

The number of serious injuries from RTCs attended by ECFRS are 100% greater than the same period last year , 100% above the five year average for this period and are 300% above last mo...

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 April 2024

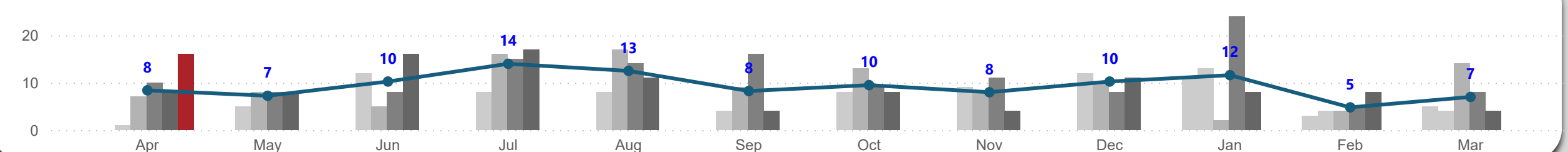**The number of SERP recorded RTCs are -4% less than the same period last year , -4% below the five year average for this period and are -4% below last month.**

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ● 2024/25 ── Monthly Average

The number of SERP recorded RTC Fatalities are 75% greater than the same period last year , 40% above the five year average for this period and are 600% above last month.

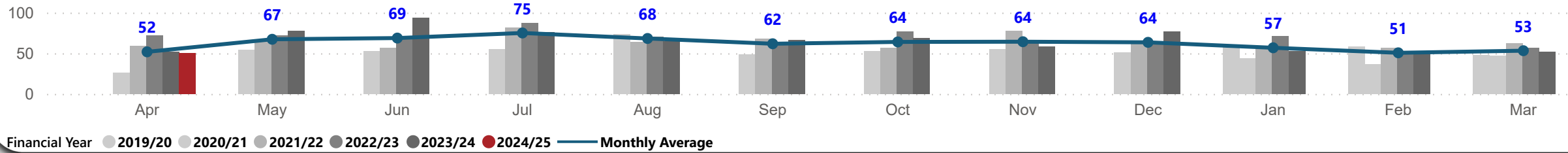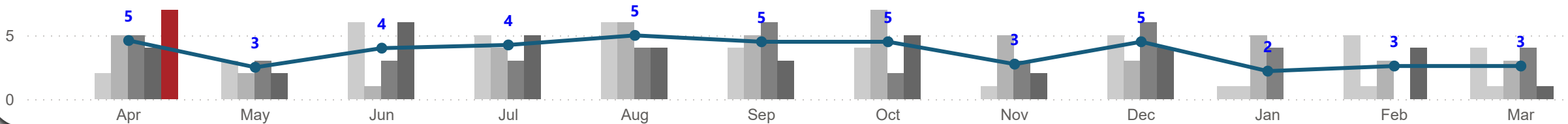**The number of SERP recorded RTC Serious Injuries are the same as the same period last year , the same as the five year average for this period and are -2% below last month.**
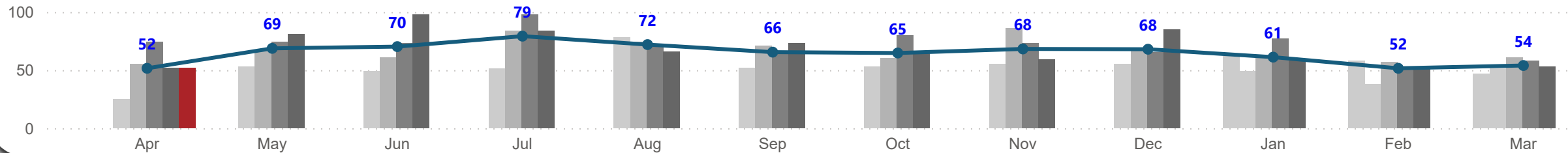
Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police: Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance 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.

ECFRS Monthly Performance Report April 2024

% Disabled

Quarter	Value
Q1-2019…	1.5%
Q2-2019/20	1.8%
Q3-2019/20	1.9%
Q4-2019/20	1.9%
Q1-2020/21	3.2%
Q2-2020/21	3.2%
Q3-2020/21	3.9%
Q4-2020/21	4.3%
Q1-2021/22	4.4%
Q2-2021/22	4.1%
Q3-2021/22	4.2%
Q4-2021/22	4.4%
Q1-2022/23	4.4%
Q2-2022/23	4.4%
Q3-2022/23	4.6%
Q4-2022/23	4.6%
Q1-2023/24	4.7%
Q2-2023/24	4.6%

% Ethnic Minority

Quarter	Value
Q1-2019…	2.6%
Q2-2019/20	2.7%
Q3-2019/20	2.8%
Q4-2019/20	2.6%
Q1-2020/21	2.9%
Q2-2020/21	2.9%
Q3-2020/21	3.0%
Q4-2020/21	3.0%
Q1-2021/22	3.0%
Q2-2021/22	3.1%
Q3-2021/22	3.1%
Q4-2021/22	3.1%
Q1-2022/23	3.2%
Q2-2022/23	3.2%
Q3-2022/23	3.8%
Q4-2022/23	3.8%
Q1-2023/24	3.3%
Q2-2023/24	3.9%

% Female

Quarter	Value
Q1-2019…	15.9%
Q3-2019/20	16.7%
Q1-2020/21	16.8%
Q3-2020/21	18.2%
Q1-2021/22	18.6%
Q3-2021/22	18.4%
Q1-2022/23	17.7%
Q3-2022/23	18.3%
Q1-2023/24	17.3%
Q2-2023/24	19.2%

% LGBTQ

Quarter	Value
Q1-2019…	4.1%
Q2-2019/20	3.9%
Q3-2019/20	4.2%
Q4-2019/20	4.7%
Q1-2020/21	3.4%
Q2-2020/21	4.3%
Q3-2020/21	5.4%
Q4-2020/21	5.4%
Q1-2021/22	5.0%
Q2-2021/22	4.9%
Q3-2021/22	4.8%
Q4-2021/22	5.2%
Q1-2022/23	5.3%
Q2-2022/23	5.3%
Q3-2022/23	4.2%
Q4-2022/23	4.2%
Q1-2023/24	4.2%
Q2-2023/24	5.4%

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

Turnover is -0.6% less than the same period last year , 0.9% above the five year average for this period and are 0.3% above last month.

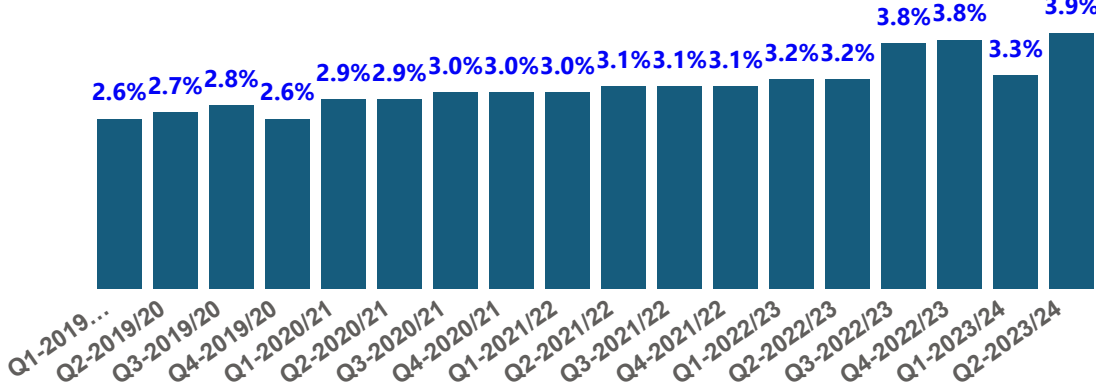Turnover chart data labels: Apr 10.5%, May 9.7%, Jun 9.8%, Jul 9.8%, Aug 9.8%, Sep 9.9%, Oct 10.0%, Nov 9.8%, Dec 10.0%, Jan 9.8%, Feb 9.9%, Mar 10.0%

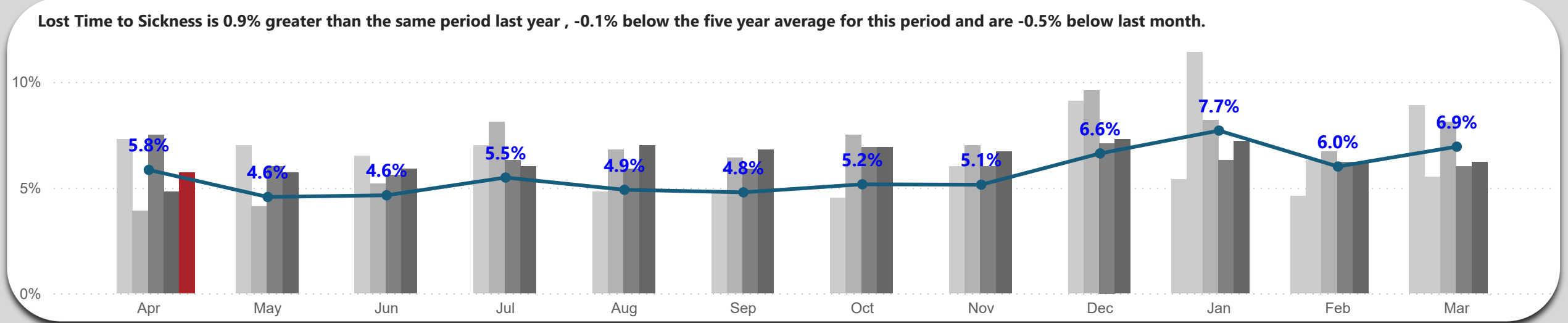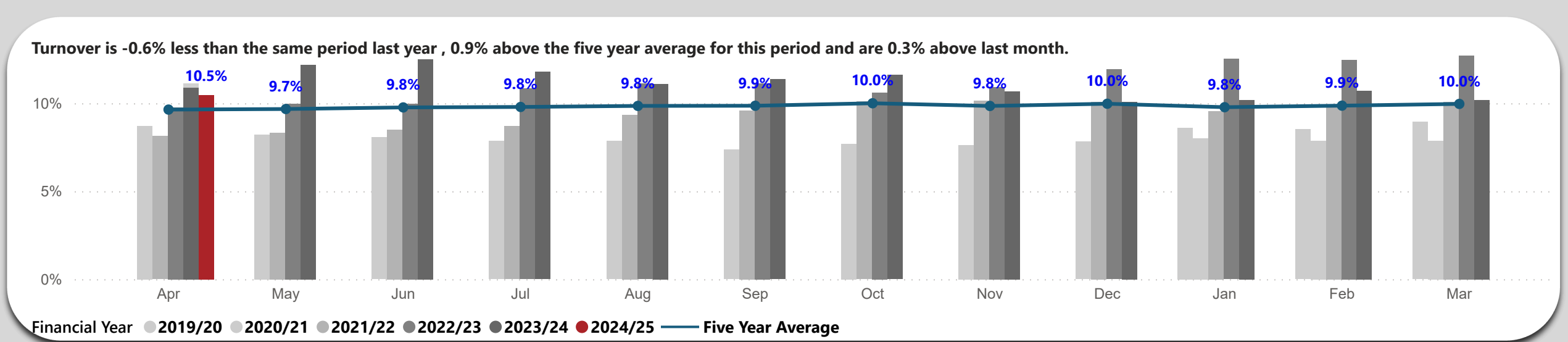**Financial Year** ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ● 2024/25 ── Five Year Average

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

Lost Time to Sickness chart data labels: Apr 5.8%, May 4.6%, Jun 4.6%, Jul 5.5%, Aug 4.9%, Sep 4.8%, Oct 5.2%, Nov 5.1%, Dec 6.6%, Jan 7.7%, Feb 6.0%, Mar 6.9%

- 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 April 2024

Incidents

	2020	2021	2022	2023	2024
Incidents	15,064	14,541	15,448	17,330	16,685
Fires	4,519	4,294	3,667	5,040	3,810
Special Services	4,447	4,222	5,296	5,250	5,562
False Alarms	6,098	6,025	6,485	7,040	7,313
ADF Fires	777	733	715	755	684
Deliberate Fires	1,608	1,202	1,089	1,318	1,026
Non Domestic Fires	403	382	420	411	372
Unwanted Fire Signals	1,005	1,018	1,206	1,216	1,303
RTC ECFRS	1,130	914	1,143	1,229	1,290
RTC SERP	191	631	782	800	789

Casualties

	2020	2021	2022	2023	2024
Primary Fire Injuries	63	69	67	45	55
ADF Injuries	45	46	33	27	31
Fire Fatalities	3	5	8	7	6
ADF Fatalities	3	5	6	6	3
RTC ECFRS Fatalities	19	21	27	21	20
RTC ECFRS Serious Injury	119	94	116	134	115
RTC SERP Fatalities *	12	42	49	42	43
RTC SERP Serious Injury *	192	639	822	838	828

Prevention and Protection

	2020	2021	2022	2023	2024
Home Fire Safety Visits	182	3,339	6,339	8,787	10,141
Home Fire Safety Visits - Operational Crew	2	134	1,636	2,969	3,428
Home Fire Safety Visits - Inspection Officers	180	3,205	4,703	5,818	6,713
RBIP Very High Audits		46	245	772	264
RBIP High Audits		40	545	895	840

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