ECFRS Quarterly Performance Report Q4 2023/24

ECFRS Quarterly Performance Report Q4 2023/24

<u>Overall</u>
Metric vs 5 Year Average

	Metric		5 Yr Avg	Prev QTR
Total Incidents	4,089	▲	3,527	4,197
Fires	677	▼	750	698
Special Services excluding RTC	1,118	▲	978	1,068
False Alarms	1,710	▲	1,475	1,786
RTC	303	▲	267	341

Total Incidents: During Q4 2023/24, there was a 17% increase in the total number of incidents compared to the same period last year and a 16% increase against the five-year average. This upward trend, observed over the past year, is primarily attributed to a rise in Special Service and False Alarm incidents. Specifically, Special Service Incidents have shown an 14% increase compared to the five-year average, while the total number of False Alarm incidents has seen a 16% rise against the same benchmark.

As highlighted in previous reports, the majority of Special Service incidents involve assisting other agencies, managing entry/exit procedures, and responding to flooding-related calls.

Although False Alarm incidents have decreased compared to the previous month, they still exceed the five-year average. Essex County Fire Service (ECFRS) is currently assessing its alignment with other fire services in terms of managing False Alarm incidents, particularly in call management and mobilisation procedures. The makeup of the false alarms does not suggest any deviation 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 Service Incidents: In January, Special Service incidents saw a significant uptick, surpassing both the previous month and the five-year average. This rise was expected, as forecasted in December, due to increased incidents related to high winds and rain. Notably, 'Making Safe' incidents surged by 123%, primarily involving dislodged items like TV aerials and chimneys due to high winds, constituting 7% of all special service incidents in January, compared to 4% in the five-year average and 3% in the 12-month analysis. Additionally, 'Rescue/Evacuation from Water' incidents notably increased, with 83% involving vehicle rescues, exceeding the five-year average (51%) and 12-month data (66%). This rise aligns with heightened social media efforts by the Communications department to raise community awareness about driving through water and flooded areas.

Injuries and Fatalities: One fatality was recorded at the end of Q4 as a result of a fire. This involved a male in his 60's in the Chelmsford area. ECFRS attended the scene within 7 minutes, with further appliances attending, including the Aerial Ladder Platform. The incident is believed to be accidental, and investigations are ongoing at the time of reporting.

Fire related injuries recorded during Q4 are within acceptable levels and are tracking below the five-year average.

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

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Response Times: There has been a notable increase in the length of response times recorded during this period, with call handling, turn out times and travel times showing higher than normal values. This is likely to be linked to the increased number of incidents generated because of the weather conditions experienced during January. There were three significant storms (Storm Henk on 2nd January and Storms Isha and Jocelyn on 21st and 24th January) and while the Essex region was not directly in the path of the storms, there was significant effects of the wind and rain. As such, there were higher than average call outs, as explained above, leading to increased requirement of on-call mobilisations to the more rural locations likely contributing to the increase noted in the turn out times. With fallen trees, and difficult driving conditions, it is likely that travel times were directly affected. This was the case in two incidents where appliances were held up on route due to tree blocking roads (incidents 222153, 221547). Through all of these stormy periods the Control room were handling a far higher number of emergency calls than normal. On the 2nd January, the Control Room received 196 calls vs monthly average of 92 calls, and as a result, the Control Room entered spate conditions and the Critical Incident Team was formed to manage the situation.

Prevention: Quarter 4 2023/24 saw a 6% increase in total visits compared to the previous quarter, with visits completed by operational crews showing a drop of 12% and visits completed by the safe and well team showing a 17% increase. 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.

Protection: The RBIP's reporting process has undergone significant 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 average amount of audits that can be completed per month is based on the previous three months activity at this month, currently this is 6.3 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.

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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. 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.

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. Additionally, the team has 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.

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 Q4 2023/24 RTC activity and the 12-month rolling data. Most RTC incidents attended by ECFRS were concentrated in the Southend, Grays, Loughton and Chelmsford areas.

Information Governance: Quarter 4 saw 61 FOI's requests with an average completion rate of 93%, ahead of the target of 90%. The number of FOIs received are 49% up on the number received at the same point last year, reflecting the general trend of an increase in requests. Information requests received encompassed a diverse range of topics and requestors, including private businesses seeking data on translation service expenditure and firefighter availability software, individuals inquiring about EDI training costs and fire safety audits for care homes, and national press and TV outlets seeking information on Stonewall membership and incidents involving e-bikes, e-scooters, and electric/hybrid buses. Solicitors, local authorities, and housing providers also sought meeting notes, incident data, and reports, while universities requested data on attacks against firefighters and fire incidents related to dementia and e-bikes. Additionally, journalists requested information on unconscious bias training expenses and lithium battery fires, and private individuals sought vehicle insurance expenditure and fire safety reports. Other topics included lift entrapments, bariatric rescues, fleet information, gas/electricity spend, flooding incidents, arson fires, and building safety information.

Regarding data breaches, there were 11 reported during Q4 with no referrals to the Information Commissioners Officer. Of the 11 breaches, 7 were graded as moderate, with the remaining graded as minor/near miss. Most data breaches involved emails and SharePoint issues. Lessons learned from the breaches were reinforcement of checking the content of email attachments and distribution lists. Ongoing efforts are centred around access controls, ensuring that only authorised users have access to data relevant only to them, and read/write controls are effectively managed. Other Lessons learned include the importance of staff completing data protection courses, double-checking sensitive information before dissemination, and utilising the intranet's IG portal for guidelines. Strengthened communication procedures and access controls are vital to prevent inadvertent disclosures. Regular audits, training on Office 365 tools, and emphasising data minimization principles help mitigate risks. Additionally, thorough oversight of third-party vendors and regular audits of their systems ensure compliance with data protection regulations and identify vulnerabilities.

Q4 2023/24 in numbers

#WeAreEssexFire

97% Core station coverage
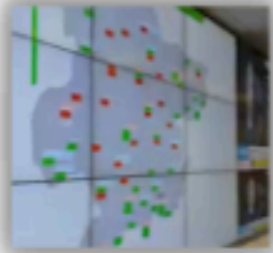
4,089 Incidents attended

2,742 Home Fire Safety Checks

286 Very high / high risk Protection audits

80% Attendance within 15 minutes

Accidental Dwelling Fires **165**

7,473 Calls to Control

89 Non domestic fires

167 Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

44 Animal rescues

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Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Prev QTR	Tolerance			
Number of Deliberate Fires	167	205	162	474+	381-473	267-380	0-266
Number of ADF Fires	165	180	193	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	89	87	48	123+	108-122	78-107	0-77
Number of Primary Fire Injuries	9	11	18	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	6	9	15	18+	10-17	3-9	0-2
Fire Fatalities	1	1	2	9+	6-8	3-5	0-2
Accidental Dwelling Fire Fatalities	1	1	1	9+	6-8	3-5	0-2
Number of Unwanted Fire Signals	320	269	307	288+	276-287	165-275	0-164
RBIP Very High	55	68	61	0-45	46-75	76-105	106+
RBIP High	231	168	202	0-186	187-219	220-249	250+

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	6.5% ↓	6.9%	7.0%	*ECFRS data calculated using the Cleveland method.*
Turnover	10.4% ↑	9.9%	10.3%	*Standard CIPD calculation (**Number of leavers in period** divided by **average headcount in period.***)

Inputs

Metric vs Target	Metric	5 Yr Avg	Prev QTR	Target
Core Station Coverage	97% ↓	98%	97%	98%
Potential Life-Threatening Incident First Attendance	11:30 ↑	10:28	11:13	10:00
Potential Life-Threatening Incident Call Handling	02:13	01:54	02:02	-
Potential Life-Threatening Incident Turnout	02:41	02:39	02:26	-
Incidents attended within 15 minutes	80% ↓	85%	81%	90%
Safe and Well Visits conducted by Inspecting Officers	1,922 ↓	1,183	1,643	1,932
HFSC conducted by Operational Staff	820 ↓	403	931	1,308
Global Availability	70% ↓	70%	66%	80%
Freedom of Information Response Rate	93% ↑	100%	100%	90%

RTC

| Metric vs 5 Year Average	ECFRS Metric	5 Yr Avg	Prev QTR	SERP** Metric	4 Yr Avg*	Prev QTR	
RTC Incidents Attended	303 ↑	267	341	153 ↓	160	204	*4 years of SERP data currently available*
RTC Serious injury	19 ↓	21	20	160 ↓	166	210	
RTC Fatalities	3 ↑	2	4	6 ↓	8	11	

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

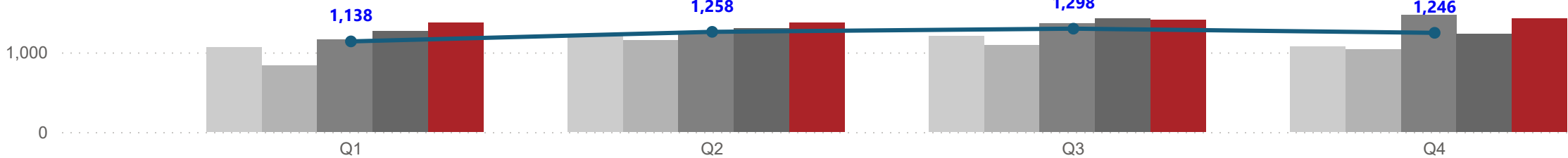# ECFRS Quarterly Performance Report Q4 2023/24

The number of Total Incidents are 17% greater than the same period last year , 16% above the five year average for this period and are -3% below last quarter.


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

Q1: 3,984 Q2: 4,714 Q3: 3,741 Q4: 3,527
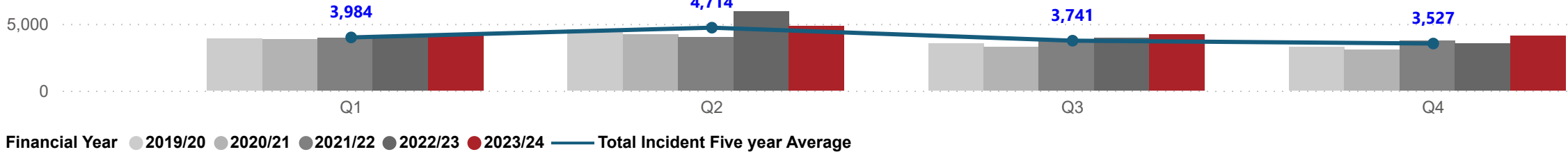
The number of Total Fires are -9% less than the same period last year , -10% below the five year average for this period and are -3% below last quarter.

Q1: 1,244 Q2: 1,564 Q3: 740 Q4: 750
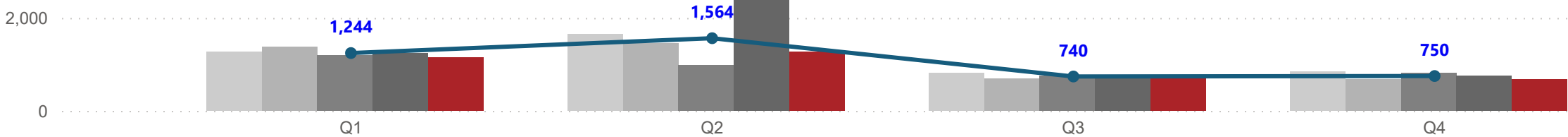
The number of Total Special Service Incidents are 15% greater than the same period last year, 14% above the five year average for this period and are 1% above last quarter.

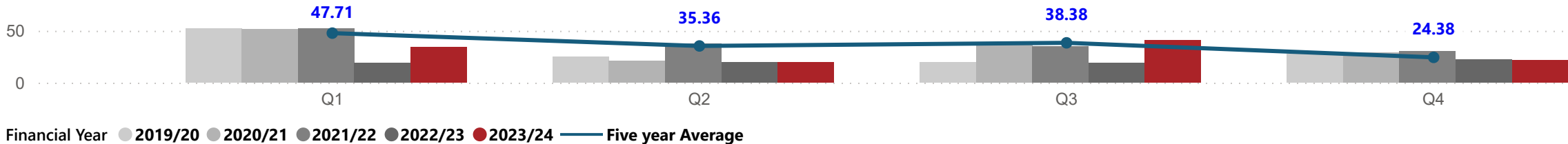Q1: 1,138 Q2: 1,258 Q3: 1,298 Q4: 1,246

The number of Total False Alarm Incidents are 12% greater than the same period last year, 16% above the five year average for this period and are -4% below last quarter.


Q1: 1,601 Q2: 1,876 Q3: 1,642 Q4: 1,475

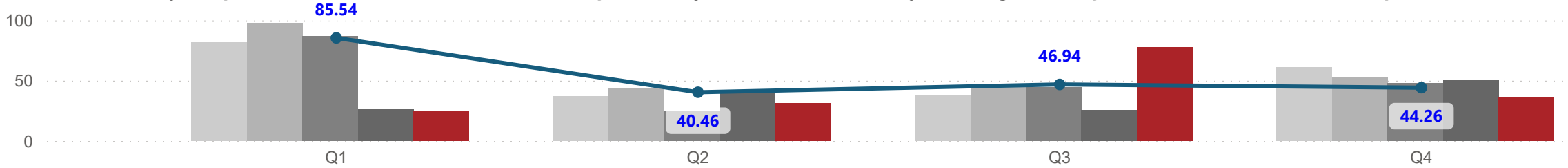# ECFRS Quarterly Performance Report Q4 2023/24

Injuries
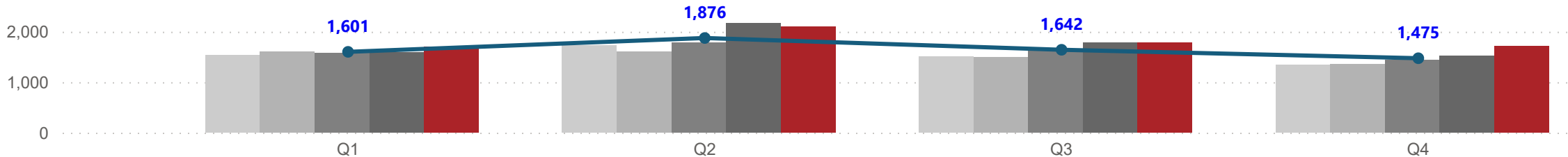
The Primary Fire Injury Rate per 1,000 Primary Fires is -2% less than the same period last year, 11% below the five year average for this period and is -47% less than the last quarter.

- Q1: 47.71
- Q2: 35.36
- Q3: 38.38
- Q4: 24.38

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 —— Five year Average
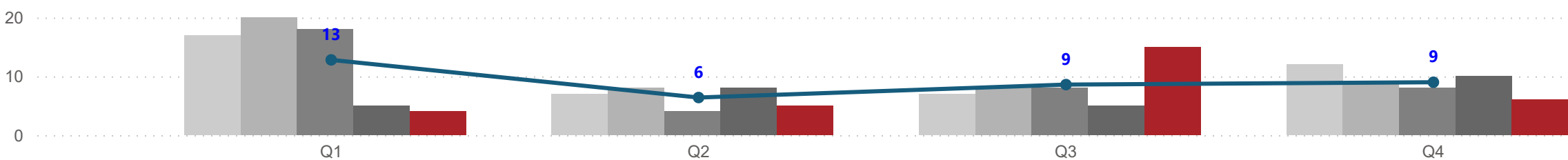
The number of Primary Fire Injuries are -10% less than the same period last year, 18% below the five year average for this period and are -50% below last quarter.
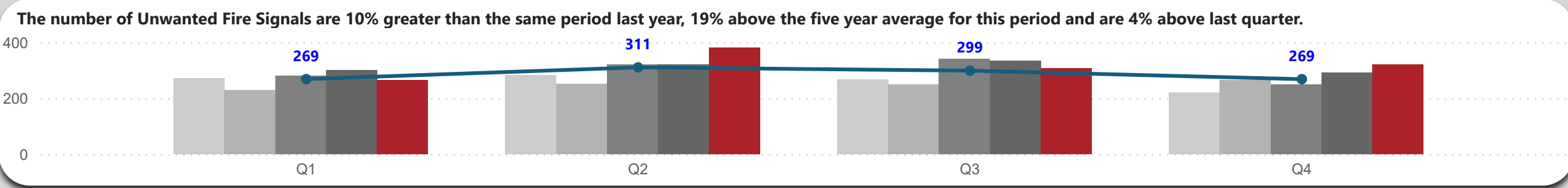

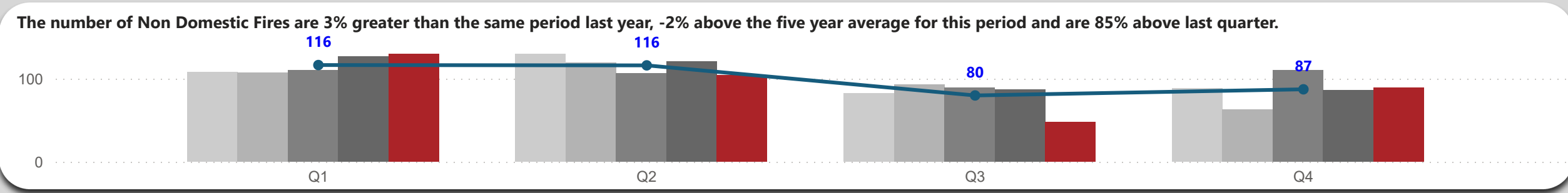- Q1: 22
- Q2: 14
- Q3: 14
- Q4: 11
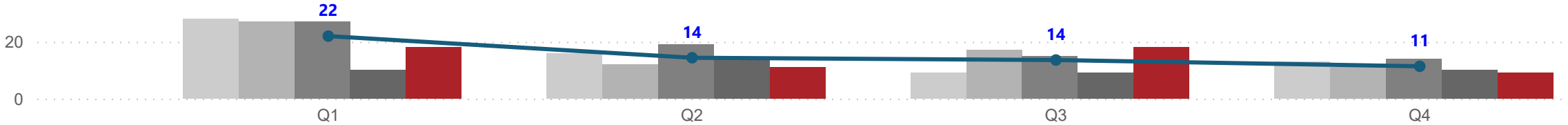
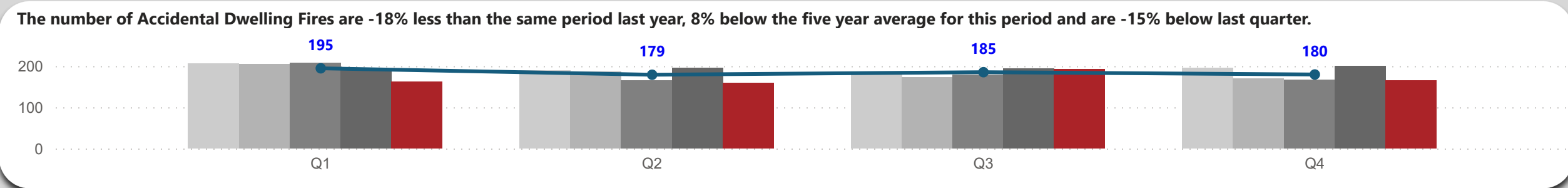## The rate of ADF Injuries per 1,000 ADF Fires is 27% below the same period last year, 18% below the five year average for this period and is 53% below the last quarter.

- Q1: 85.54
- Q2: 40.46
- Q3: 46.94
- Q4: 44.26

The number of ADF Injuries are -40% less than the same period last year, 33% below the five year average for this period and are -60% below last quarter.

- Q1: 13
- Q2: 6
- Q3: 9
- Q4: 9

The number of Deliberate Fires are -16% less than the same period last year, -19% below the five year average for this period and are 3% above last quarter.

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

The number of Accidental Dwelling Fires are -18% less than the same period last year, 8% below the five year average for this period and are -15% below last quarter.
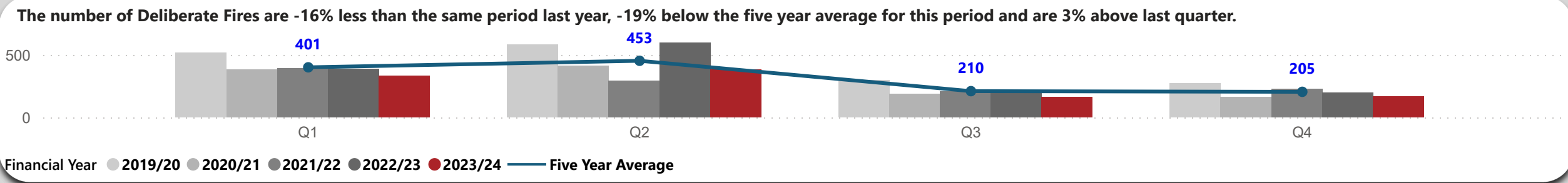

The number of Non Domestic Fires are 3% greater than the same period last year, -2% above the five year average for this period and are 85% above last quarter.

The number of Unwanted Fire Signals are 10% greater than the same period last year, 19% above the five year average for this period and are 4% above last quarter.

Number of Potential Life Threatening Incidents Per Minutes to Respond
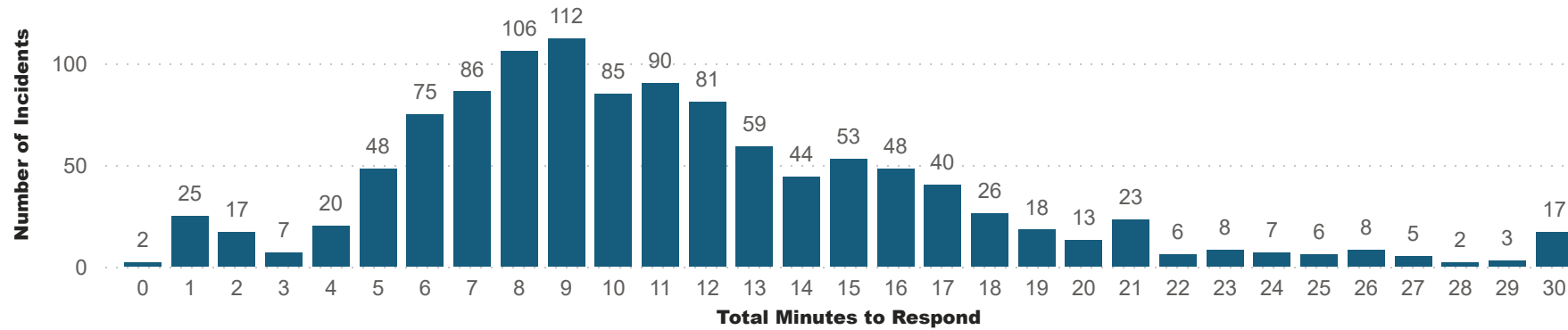
% Within 15 Minutes

Qtr	2020/21	2021/22	2022/23	2023/24
Q1	89%	86%	85%	84%
Q2	85%	84%	77%	81%
Q3	85%	85%	83%	81%
Q4	85%	85%	85%	80%

Avg Call Handling Time

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	01:52	01:37	01:42	01:51	01:48
Q2	01:43	01:45	01:53	02:06	02:01
Q3	01:44	01:47	01:54	01:57	02:02
Q4	01:46	01:46	01:59	01:46	02:13

Avg Turnout Time

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	02:24	02:35	02:27	02:25	02:20
Q2	02:33	02:33	02:28	02:37	02:20
Q3	02:35	02:40	02:38	02:28	02:26
Q4	02:37	02:42	02:38	02:38	02:41

Avg Travel Time

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	05:56	05:09	05:50	06:03	06:09
Q2	05:49	05:37	06:03	06:46	06:32
Q3	05:50	06:01	06:05	06:07	06:40
Q4	05:32	05:24	05:43	06:06	06:29

Avg Response Time

Qtr	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	10:15	09:25	10:02	10:24	10:20
Q2	10:11	09:56	10:27	11:36	10:57
Q3	10:13	10:30	10:44	10:35	11:05
Q4	09:59	09:55	10:23	10:33	11:30

The average response time this month is **11:30 minutes**. The median response time, representing the middle value is **10:06 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occuring response time was **08:00 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

There were 90 potentially life-threatening incidents which took more than 20 minutes to respond. Of these incidents there was a total of 5 individuals with minor injuries requiring hospital treatment, 3 individuals with serious injuries and 1 fatality, all received from RTC incidents.

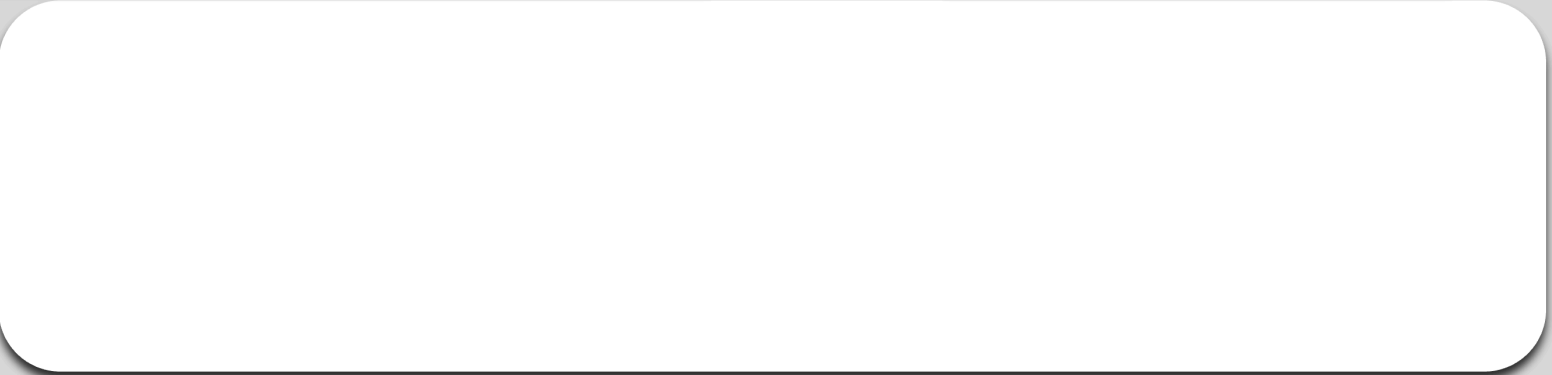# ECFRS Quarterly Performance Report Q4 2023/24

Joint Station Name	Q1-2022/23	Q2-2022/23	Q3-2022/23	Q4-2022/23	Q1-2023/24	Q2-2023/24	Q3-2023/24	Q4-2023/24
Basildon	96%	94%	95%	96%	94%	95%	96%	96%
Braintree	94%	88%	86%	89%	90%	97%	97%	97%
Brentwood & Ingatestone	94%	91%	94%	95%	94%	95%	96%	96%
Burnham & Tilligham	96%	96%	96%	98%	97%	98%	97%	99%
Canvey	98%	95%	97%	97%	95%	98%	98%	98%
Chelmsford	96%	94%	96%	96%	96%	95%	96%	96%
Clacton & Weeley	98%	97%	98%	99%	98%	98%	98%	99%
Colchester	96%	94%	95%	97%	95%	95%	96%	96%
Dovercourt	94%	97%	98%	98%	95%	98%	98%	98%
Grays	97%	96%	97%	98%	97%	96%	97%	97%
Harlow Central	96%	94%	96%	96%	96%	95%	96%	97%
Loughton & Waltham Abbey	96%	95%	96%	96%	94%	95%	95%	97%
Maldon	98%	96%	98%	98%	96%	98%	98%	99%
Rayleigh Weir & Hawkwell	98%	97%	98%	98%	98%	96%	96%	97%
Saffron Walden	99%	98%	99%	99%	99%	98%	98%	99%
Sible Hedingham & Halstead	98%	97%	97%	98%	96%	96%	98%	99%
Southend	97%	97%	97%	98%	97%	97%	97%	97%
Stansted & Dunmow	98%	96%	97%	96%	97%	97%	98%	98%
Witham	97%	95%	96%	97%	98%	96%	96%	96%
Total	**97%**	**95%**	**96%**	**97%**	**96%**	**97%**	**97%**	**97%**
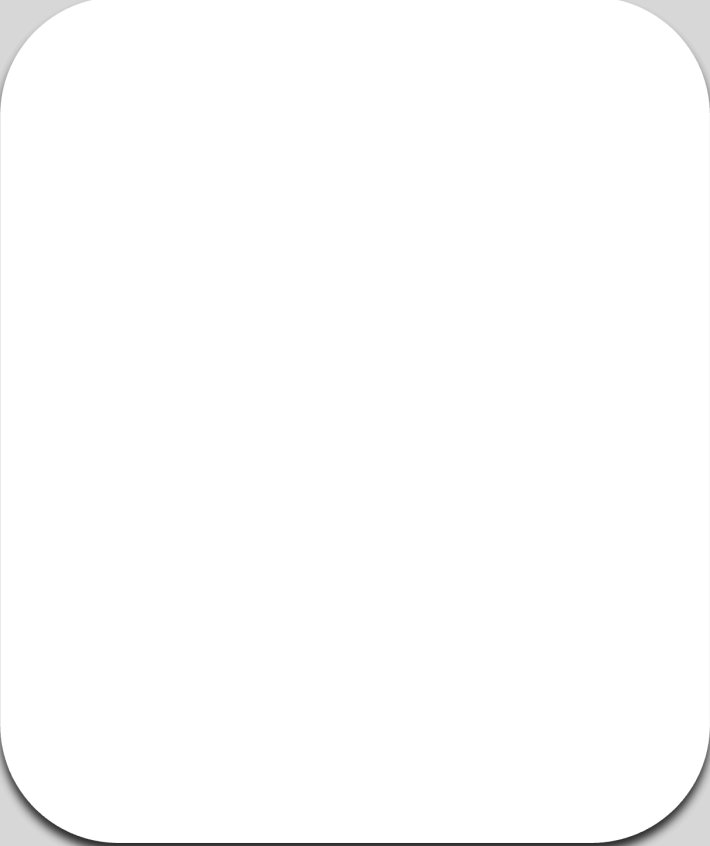
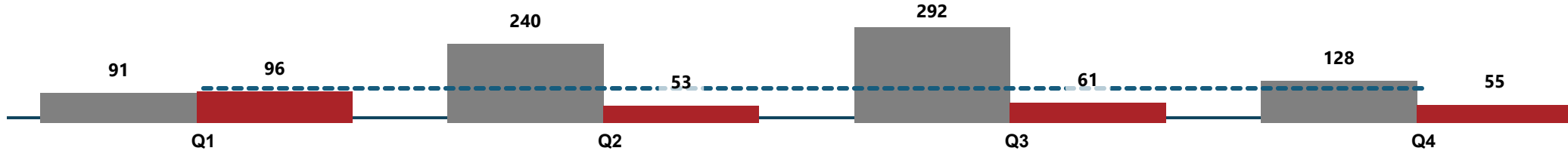## Core Station Coverage 2024
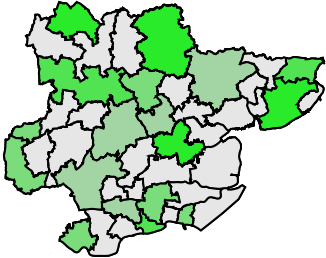
Quarter Average

97%

Target 98%

ECFRS Quarterly Performance Report Q4 2023/24

Protection

RBIP Inspections Complete for Very High Risk Properties

Quarter target = <u>108</u> Inspections

Q1: 91 (2022/23), 96 (2023/24)
Q2: 240 (2022/23), 53 (2023/24)
Q3: 292 (2022/23), 61 (2023/24)
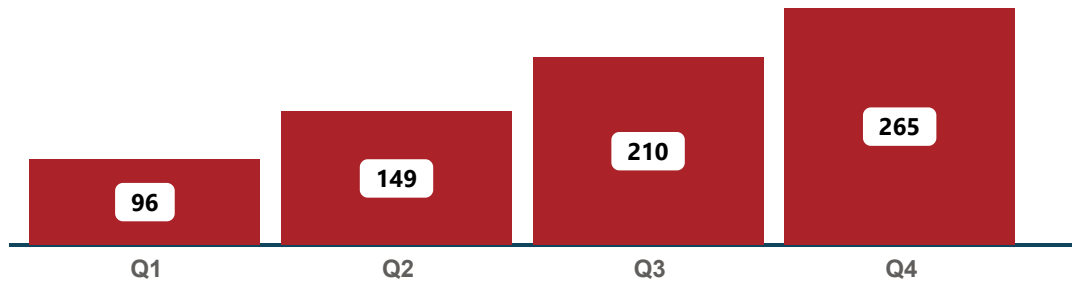**Q4:** 128 (2022/23), 55 (2023/24)

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

RBIP Inspections Complete for High Risk Properties

Quarter target = <u>252</u> Inspections
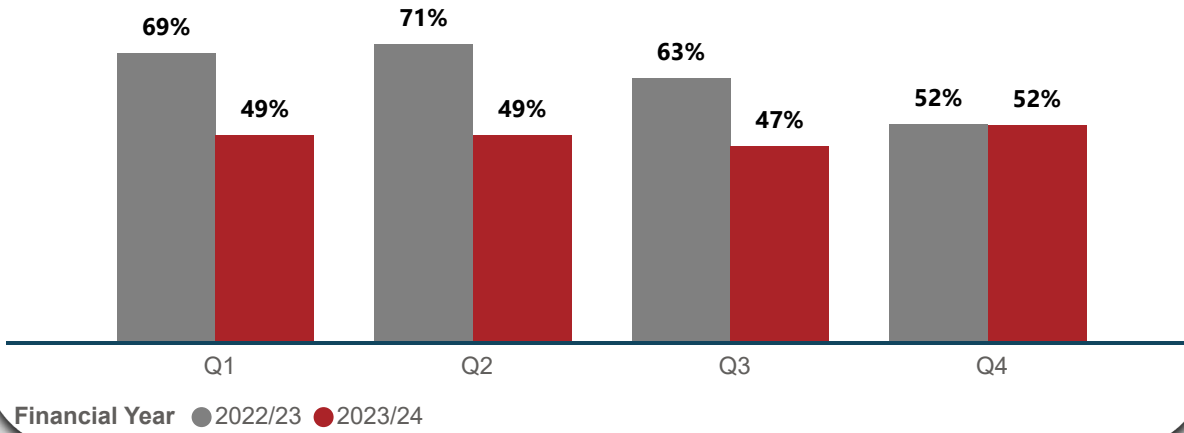

Q1: 264 (2022/23), 206 (2023/24)
Q2: 221 (2022/23), 187 (2023/24)
Q3: 172 (2022/23), 202 (2023/24)
Q4: 254 (2022/23), 231 (2023/24)
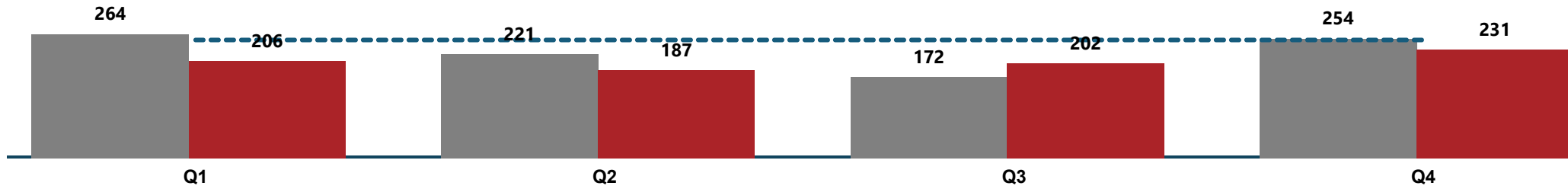
Cumulative Very High Risk RBIP Inspections

Q1: 96
Q2: 149
Q3: 210
Q4: 265

Cumulative High Risk RBIP Inspections

Q1: 206
Q2: 393
Q3: 595
Q4: 826

ECFRS Quarterly Performance Report Q4 2023/24
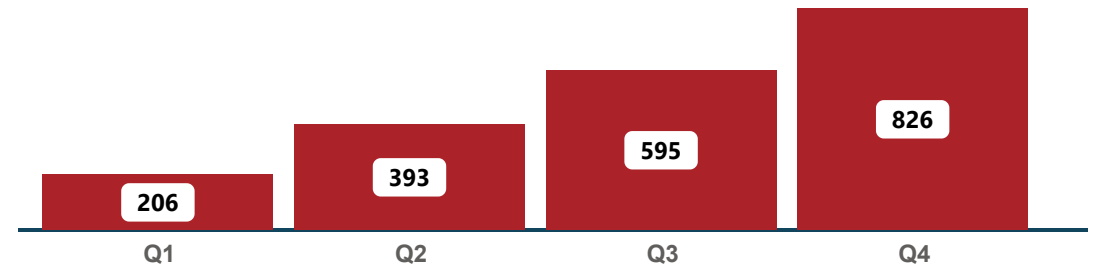
Percentage of Satisfactory Audits

	Q1	Q2	Q3	Q4
2022/23	69%	71%	63%	52%
2023/24	49%	49%	47%	52%

Financial Year ● 2022/23 ● 2023/24

Prohibition Notices Issued

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

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

FS040 Referrals

	Q1	Q2	Q3	Q4
2021/22	1,324	1,309	1,219	914
2022/23	1,339	1,203	812	632
2023/24	521	353	300	477

FS040 Completed

	Q1	Q2	Q3	Q4
2021/22	565	1283	1219	957
2022/23	957	1286	1268	963
2023/24	555	393	288	485
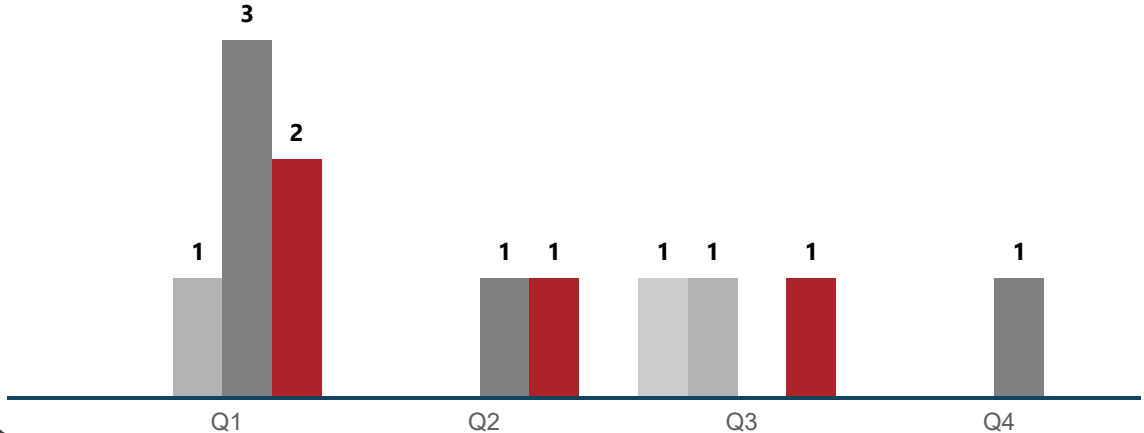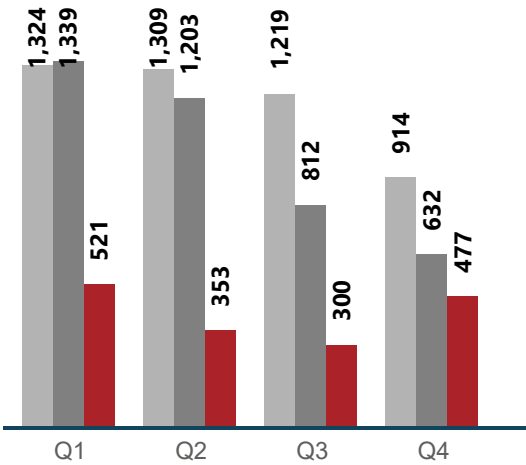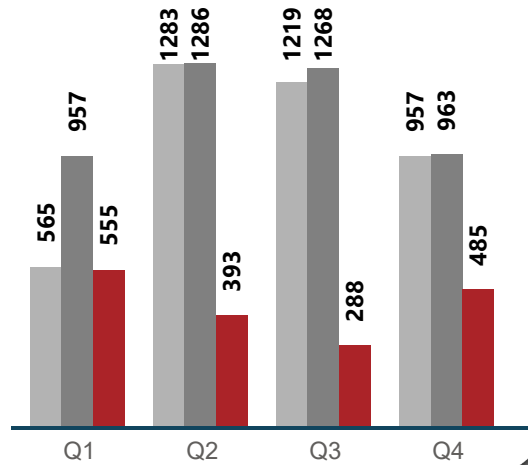
Enforcement Notices Issued

	Q1	Q2	Q3	Q4
2022/23	7	2	1	4
2023/24	4	1	7	3
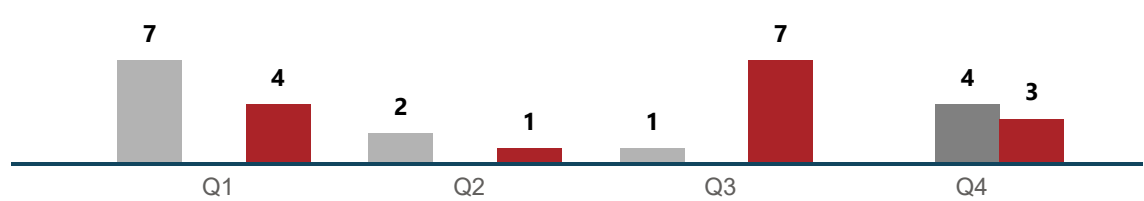
Notice of Deficiencies Issued

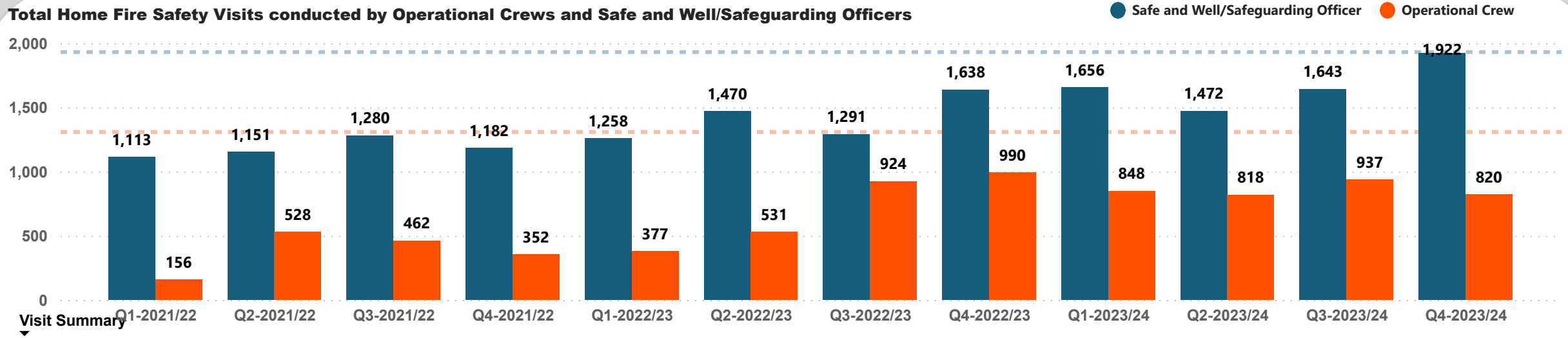|	Q1	Q2	Q3	Q4
2022/23	91	82	78	219
2023/24	172	145	161	171
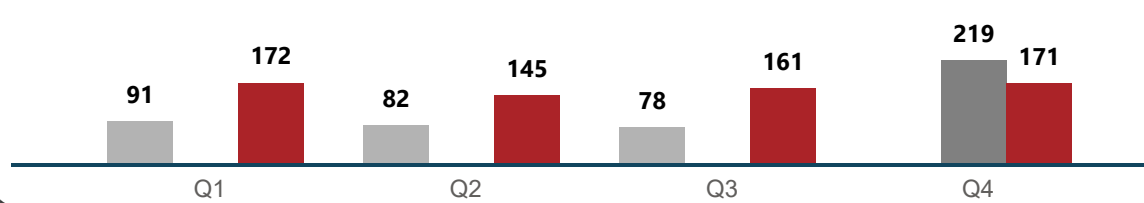
FS040s are fire protection visits undertaken by operational crews and are allocated to stations by the central fire protection team. They may not always be completed within the allocated quarter due to processing time, so the number of allocations and completions may not accurately reflect the success rate.

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

● Safe and Well/Safeguarding Officer ● Operational Crew

|	Safe and Well/Safeguarding Officer	Operational Crew
Q1-2021/22	1,113	156
Q2-2021/22	1,151	528
Q3-2021/22	1,280	462
Q4-2021/22	1,182	352
Q1-2022/23	1,258	377
Q2-2022/23	1,470	531
Q3-2022/23	1,291	924
Q4-2022/23	1,638	990
Q1-2023/24	1,656	848
Q2-2023/24	1,472	818
Q3-2023/24	1,643	937
Q4-2023/24	1,922	820

Visit Summary

Q4 2023/24 saw a total number of 2,742 visits which were 6% greater than the previous quarter total of 2,580 visits and 4% greater than the total number of 2,628 visits at the same point last year.

Operational Crew visits were -12% less than the previous quarter 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.

Safe and Well/Safeguarding Officer visits were 17% greater than the previous month's visits, 17% 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

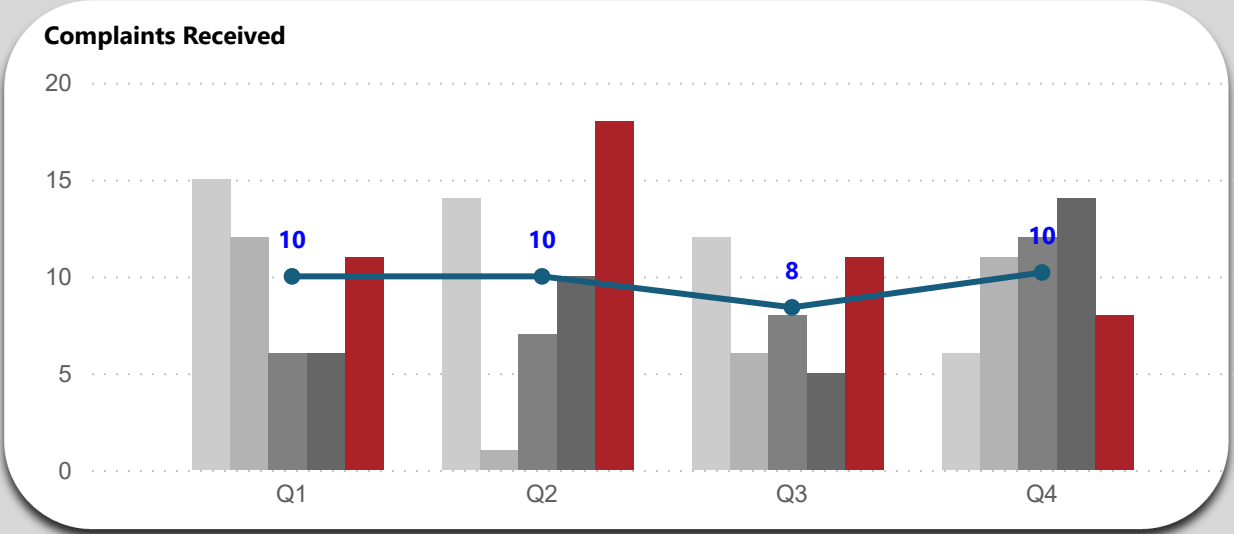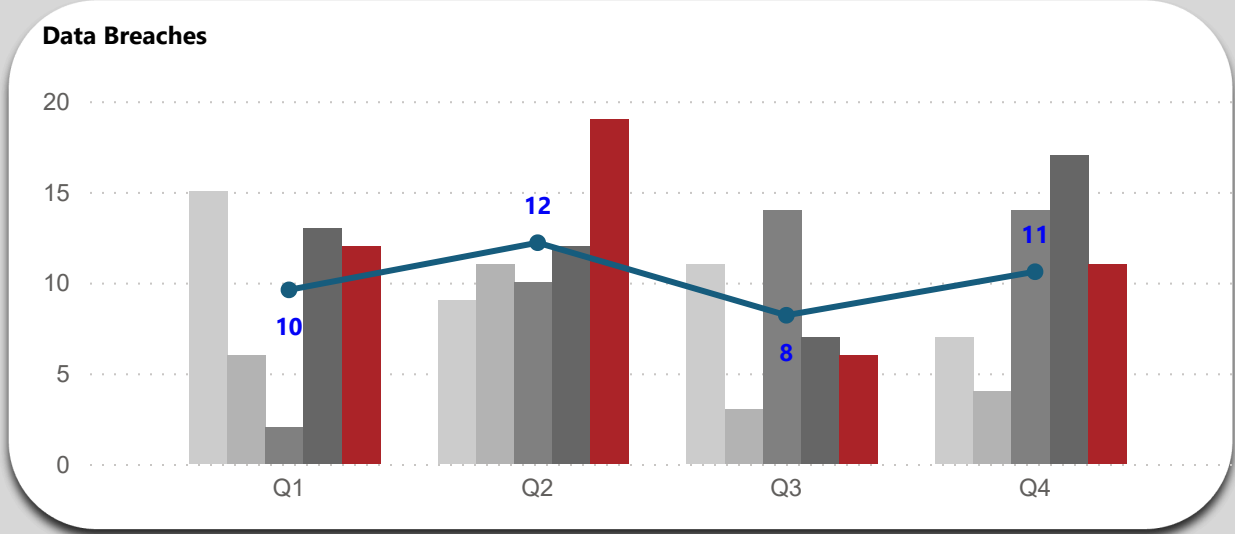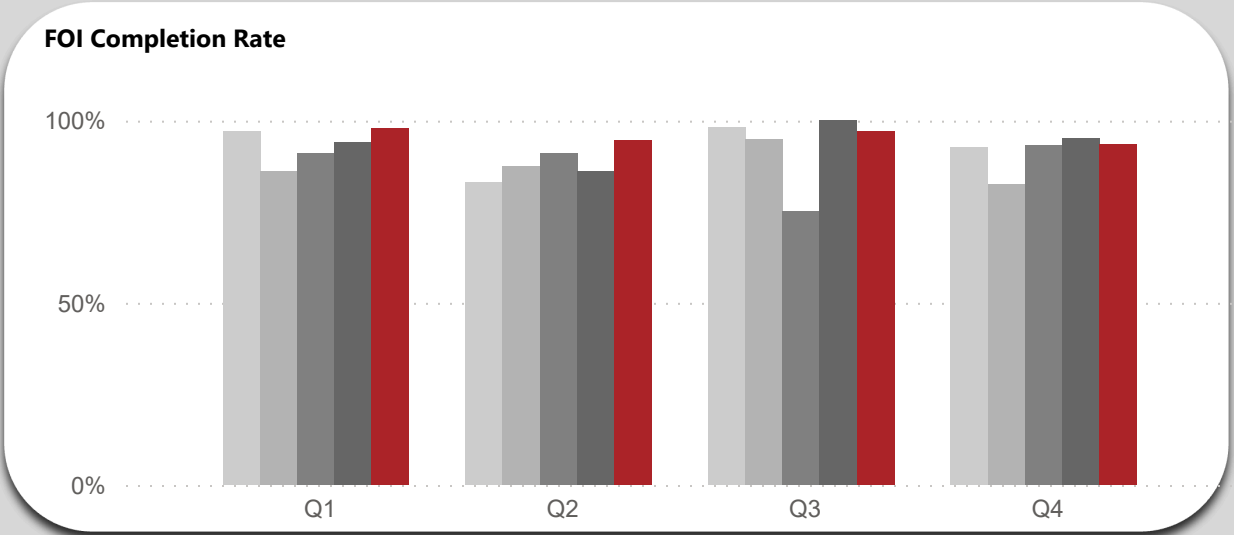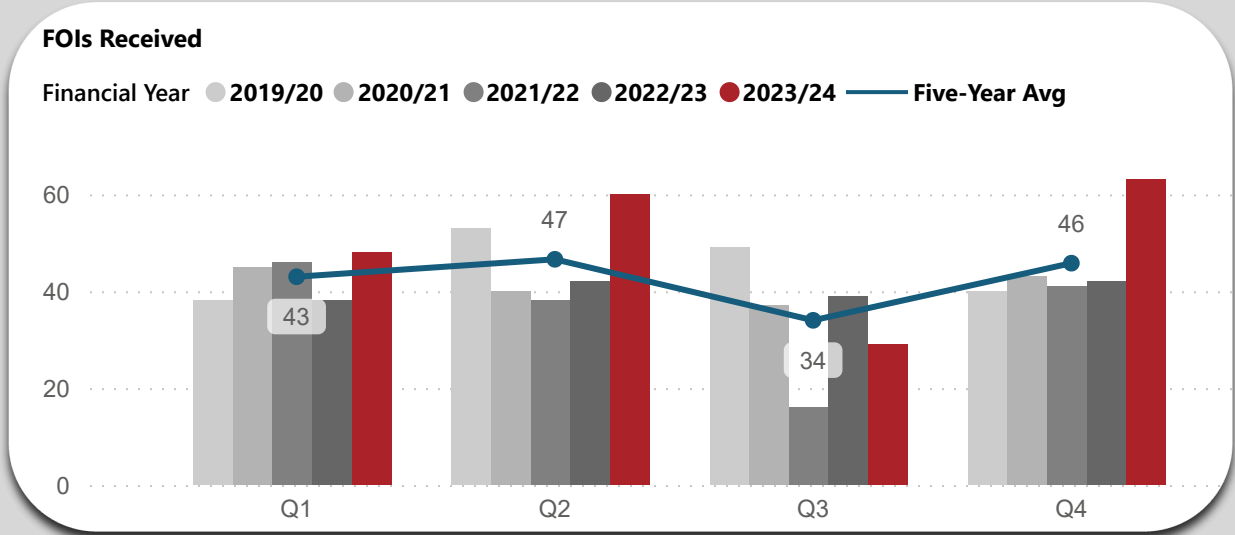|	Cumulative Target	Actual
Q1	1,931	1,656
Q2	3,862	3,128
Q3	5,793	4,771
Q4	7,724	6,693
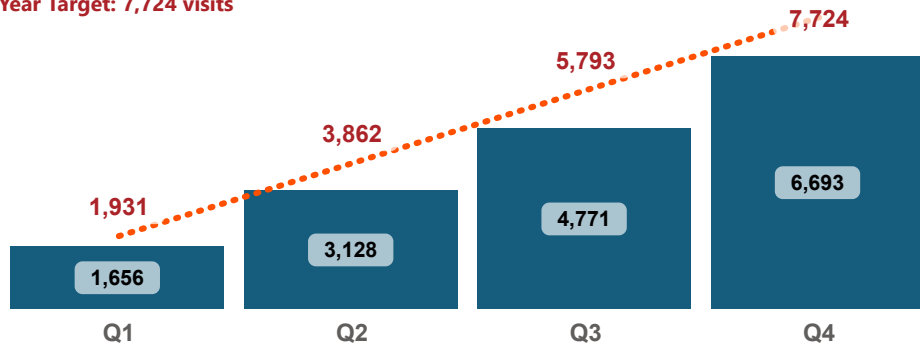
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.

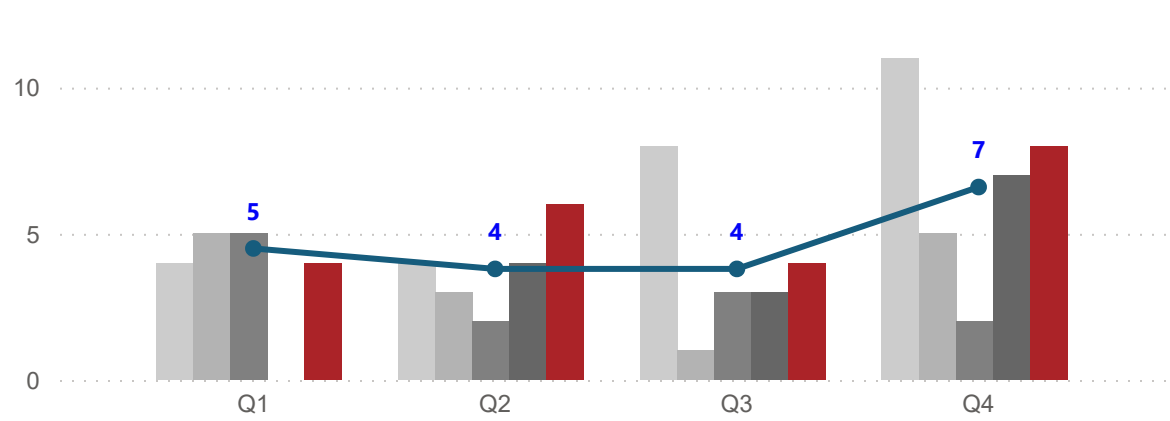**Quarterly Safe and Well/Safeguarding Officer Visit Target**

1,931

Quarterly Operational Crew Visit Target
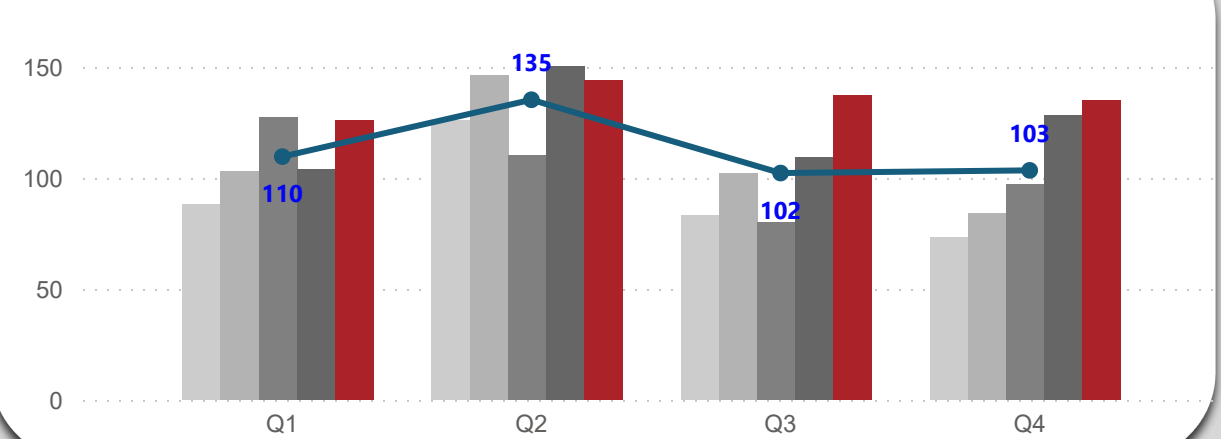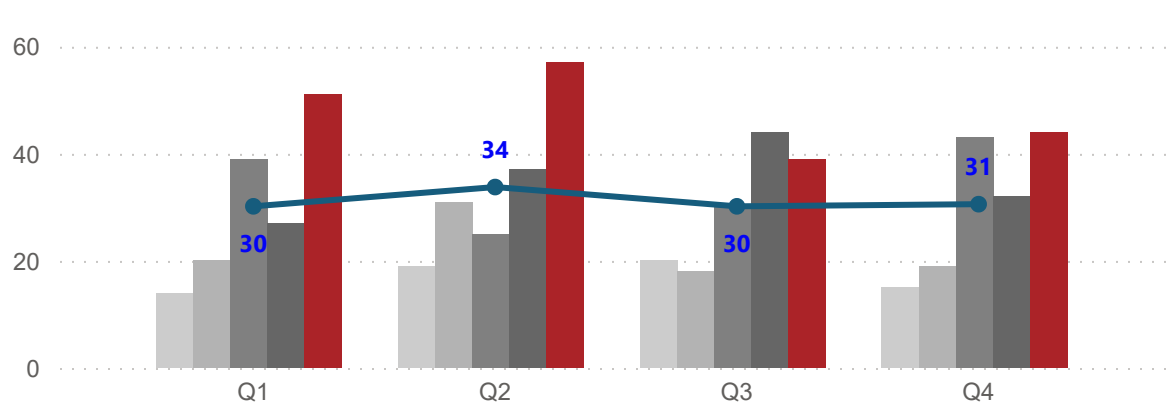
1,308

ECFRS Quarterly Performance Report Q4 2023/24

FOIs Received

Financial Year ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 —— Five-Year Avg

FOI Completion Rate

Data Breaches

Complaints Received

SARs Received

**EIR & Fire EIR Received**

Other*

11 Complaints were recorded during Q4 compared to 14 recorded last year. The majority of the complaints were linked to staff behaviour and operational activity.

11 Complements were recorded during Q4 with the majority linked to operational activity. This is a increase on the 7 complements recorded during the same period last year.

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

# ECFRS Quarterly Performance Report Q4 2023/24

The number of RTCs attended by ECFRS are -4% less than the same period last year, 13% above the five year average for this period and are -11% below the previous quarter.

FinancialYear2 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 —— Five year Average
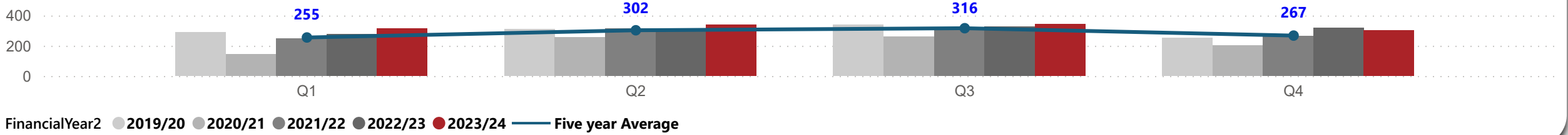
The number of fatalities from RTCs attended by ECFRS are 50% greater than the same period last year, -50% above the five year average for this period and are -25% below the previous quarter.
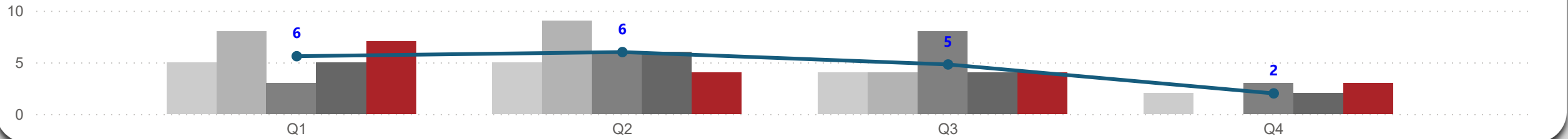
The number of serious injuries from RTCs attended by ECFRS are -41% less than the same period last year , -10% below the five year average for this period and are -5% below the previous quarter.
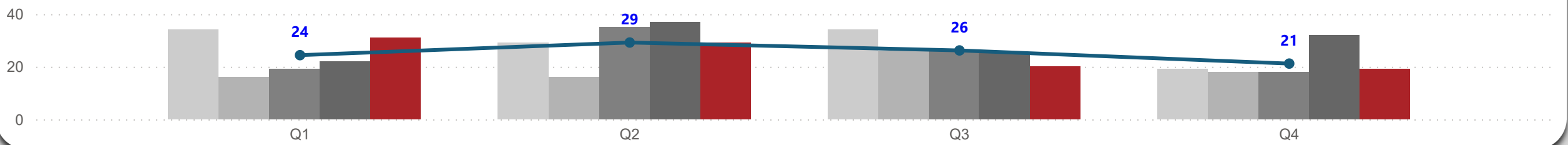
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

The number of SERP recorded RTCs are -14% less than the same period last year , 4% below the four year average for this period and are -25% below the previous quarter.

FinancialYear2 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 —— Monthly Average

The number of SERP recorded RTC Fatalities are -25% less than the same period last year, -14% below the four year average for this period and are -45% below the previous quarter.
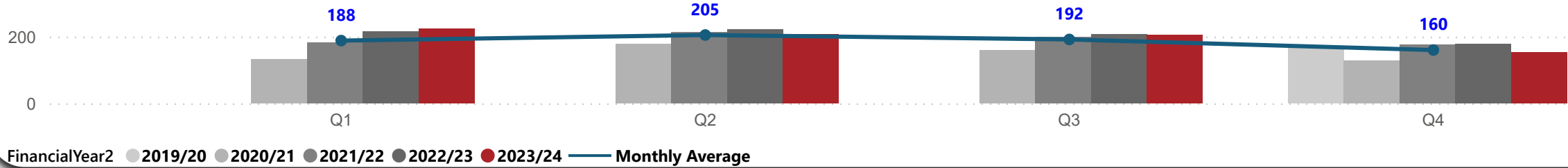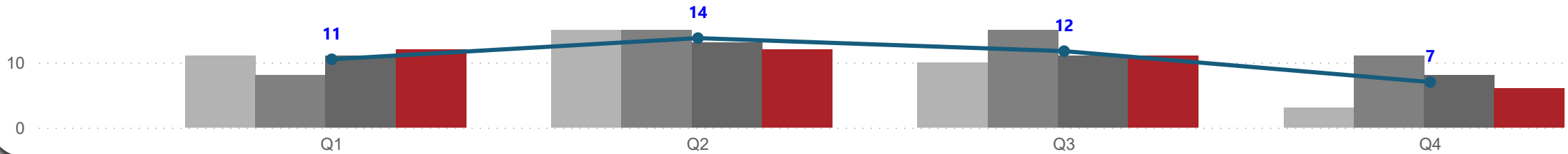

The number of SERP recorded RTC Serious Injuries are -14% less than the same period last year, 4% below the four year average for this period and are -24% below the previous quarter.
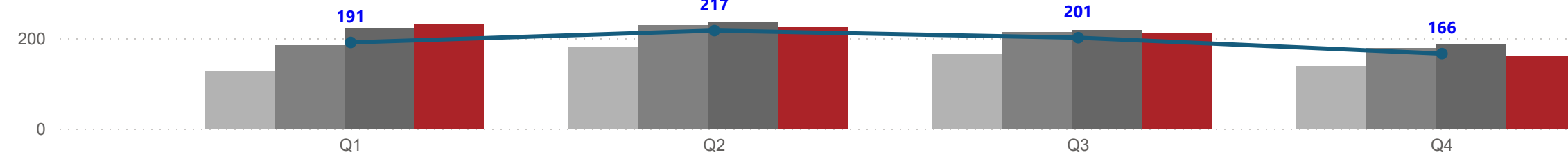
Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police: Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance Service Trust; Essex and Herts Air Ambulance Service Trust; and The Safer Roads Foundation (Registered Charity)

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

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

ECFRS Quarterly Performance Report

People Data - Diversity

% Disabled

Values by quarter: 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

Values by quarter: 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

Values by quarter: 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

Values by quarter: 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.

ECFRS Quarterly Performance Report Q4 2023/24

Turnover is 17% below the same period last year, 5% above the five year average for this period and are 4% below previous quarter.
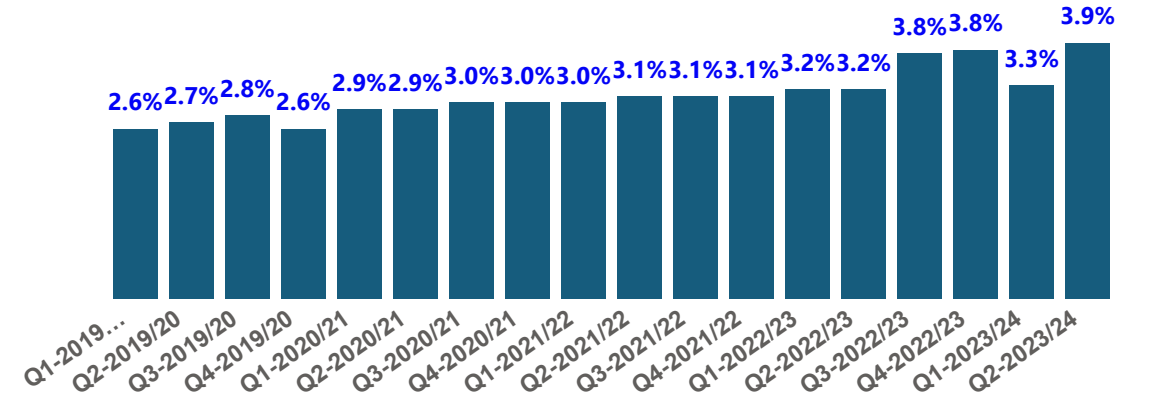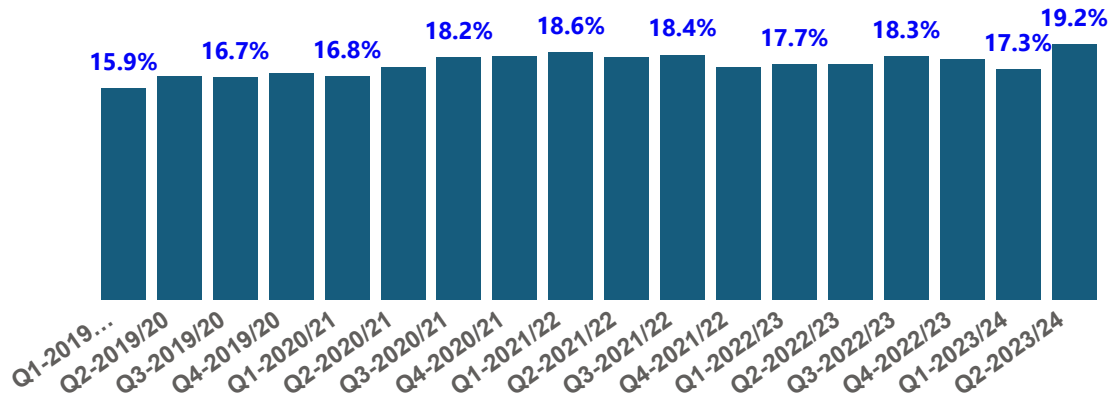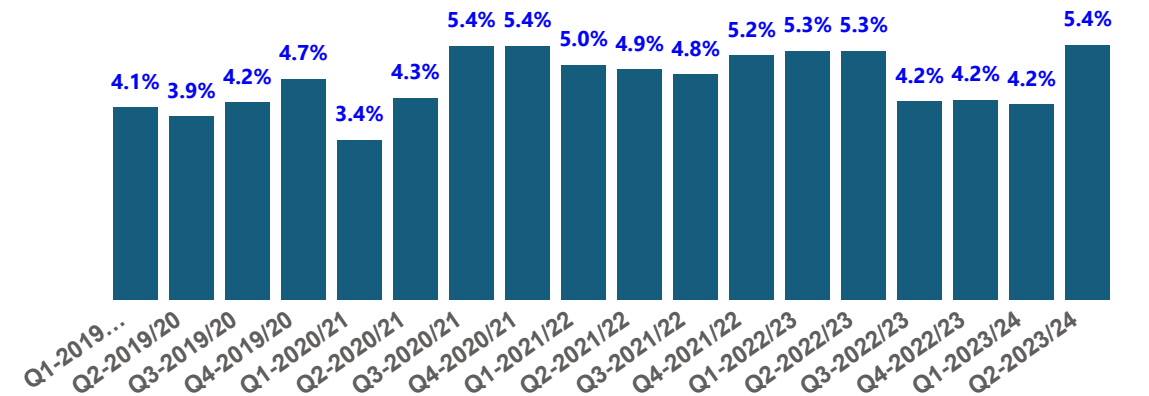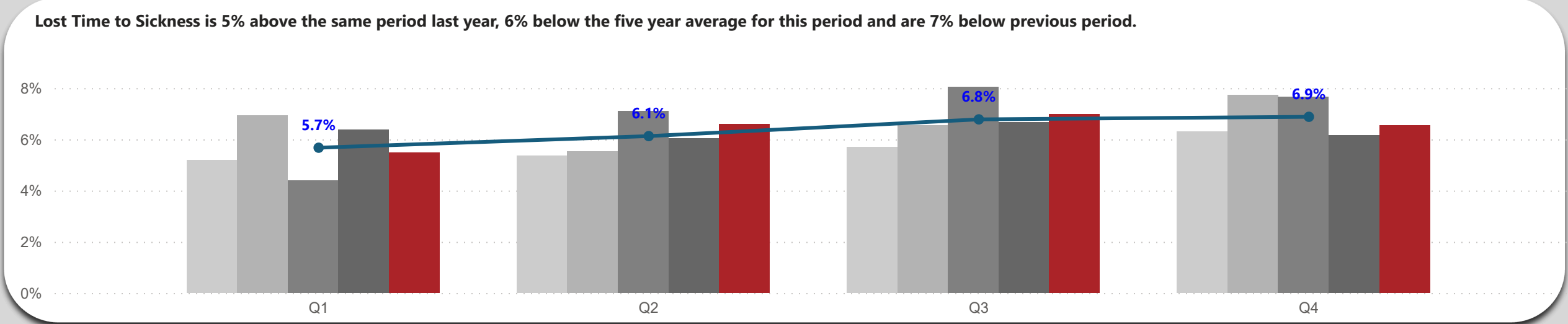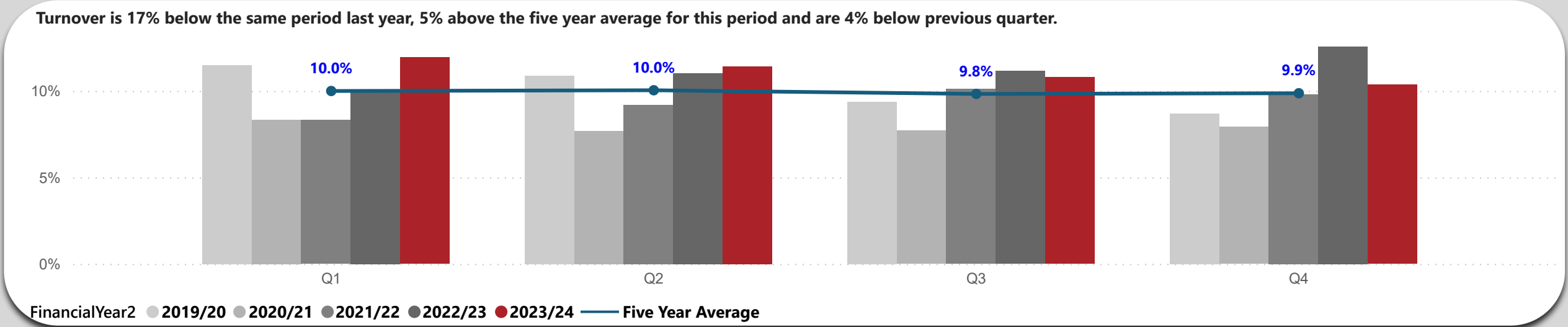

FinancialYear2 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 ● 2023/24 ── Five Year Average

Lost Time to Sickness is 5% above the same period last year, 6% below the five year average for this period and are 7% below previous period.

Turnover data is calculated using the standard CIPD calculation

The 'Lost Time To Sickness' percentage is calculated from data obtained via Civica and applying the **Cleveland method** for calculation.

ECFRS Quarterly Performance Report Q4 2023/24

Incidents

	2020/21	2021/22	2022/23	2023/24
Incidents	14,340	15,426	17,505	17,317
Fires	4,186	3,727	5,212	3,785
Special Services	4,102	5,242	5,230	5,574
False Alarms	6,052	6,457	7,063	7,286
ADF Fires	734	718	783	679
Deliberate Fires	1,137	1,119	1,378	1,039
Non Domestic Fires	382	415	421	371
Unwanted Fire Signals	991	1,191	1,245	1,271
RTC ECFRS	862	1,138	1,220	1,294
RTC SERP	598	769	820	788

Casualties

	2020/21	2021/22	2022/23	2023/24
Primary Fire Injuries	11	14	10	9
ADF Injuries	45	38	28	30
Fire Fatalities	5	11	6	8
ADF Fatalities	5	8	4	5
RTC ECFRS Fatalities	21	20	17	18
RTC ECFRS Serious Injury	76	98	116	99
RTC SERP Fatalities	39	49	43	41
RTC SERP Serious Injury	609	803	860	824

Prevention and Protection

	2020/21	2021/22	2022/23	2023/24
Home Fire Safety Visits	2,929	6,224	8,479	10,116
Home Fire Safety Visits - Operational Crew	121	1,498	2,475	3,285
Home Fire Safety Visits - Inspection Officers	2,807	4,726	5,657	6,693
RBIP Very High Audits	32	259	751	265
RBIP High Audits	23	480	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 quarter is Q2 2022/23, then the figures under 2022/23 will be the total of Q2 2021/22-Q2 2022/23.