



ECFRS Monthly Performance Report August 2024

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Report designed and created by the Performance and Analytics Team.

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ECFRS Monthly Performance Report August 2024

Overall	This Month	5 Yr Avg
Total Incidents	1,789 ↑	1,695
Fires	604 ↑	575
Special Services *	368 ↑	338
False Alarms	713 ↑	679
RTC**	104 ↑	103

* 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 12% greater than the same period last year, 6% above the five year average for this period and are 20% above last month. The number of **total fire incidents** are 40% greater than the same period last year, 5% above the five year average for this period and are 56% above last month. The number of **total special service incidents** are 4% greater than the same period last year, 7% above the five year average for this period and are 1% above last month. The number of **total false alarm incidents** are -1% less than the same period last year, 5% above the five year average for this period and are 12% above last month. The number of **RTCs attended by ECFRS** are -8% less than the same period last year, 1% above the five year average for this period and are -17% below last month.

Incidents: During August, the total number of incidents increased compared to both the five-year average and the same month last year, largely due to a rise in the number of fires. This was anticipated given the warmer temperatures and a period of low rainfall during the latter part of the month. Most of these fires were outdoor fires, and the increase in registered deliberate fires is likely because it was not possible to determine whether the fires were started deliberately or accidentally. Special service incidents continue to show a slight upward trend but are not significantly ahead of the five-year average. False alarms are following the seasonal trend of increasing over the summer months and are in line with the five-year average for August.

Injuries and Fatalities: During August, there were no fire-related fatalities recorded. However, the number of ADF injuries reported appears to significantly exceed the five-year average. This discrepancy is somewhat misleading due to the historically low number of injuries recorded in previous years. For instance, August 2019/20 and August 2022/23 both recorded zero ADF injuries, which skews the five-year average downwards. When excluding these years, the revised five-year average is 3 injuries. This August, there were 5 injuries reported, reflecting a 66% increase compared to the revised average. In absolute terms, this is an increase of 2 injuries, from 3 to 5.

Core Station Coverage: Coverage remains at the target level of 97% above the five year average of 96%.

Response Times and Home Fire Safety Visits completed by Operational Crews: The availability challenges highlighted in last month's report are still likely influencing the travel times and the number of Home Fire Safety Visits completed by operational crews. While the number of visits are still under target, there has been an increase in the number of completed visits when compared to last month and the same point last year.

Prevention: Central Prevention achieved 80% of the target for HFSV in August [REDACTED]

Protection: The number of completed audits during August exceeded the expected rate based on staff availability and competencies, for both High risk and Very High risk premises. The RBIP process is still on track to be completed well in advance of the initial time frames, with all Very High risk premises to have a least one audit completed by April 2025 (11 months ahead of schedule) and all High risk premises predicted to be completed by January 2027 (14 months ahead of schedule).

Information Governance: The numbers of FOIs requests received during August decreased from the previous month and are in line with the five-year average. 3 data breaches were recorded, 1 of which was graded Moderate, and 2 minor or near missed. These involved access to information within systems and who should be able to see what. There were no referrals to the Information Commissioner's Office (ICO).

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Spotlight on Prevention Activity: Water Safety

Between June and August 2024, the Essex County Fire and Rescue Service (ECFRS) staff attended 64 water safety events across Essex, including both planned events and targeted interventions based on local intelligence. Notable efforts included engaging with around 80 members of the public at Great Notley County Park and multiple visits to Dedham to address risky behaviours around water bodies. Additionally, ECFRS education officers delivered 36 water safety sessions to 7,352 children and a summer safety assembly to 10,888 children in July alone. Over the academic year, 232 water safety sessions reached 28,406 young people across Essex.

The RNLI Waterside Responder Programme saw four sessions delivered since June 2024 at various locations, including pubs and tearooms, training 23 staff members on deploying throwlines. These locations were chosen based on factors such as previous incidents and high visitor volumes. ECFRS contacted 34 establishments and is in discussions with several others for future sessions. There is also a joint initiative with Kent Fire and Rescue Service to deliver sessions at Bluewater and Lakeside Shopping Centres.

Partnerships played a crucial role in the success of these initiatives. The Essex Water Safety Forum, led by ECFRS, brought together key stakeholders to address water safety risks. Collaborations with the Chelmsford Community Safety Partnership, Active Essex, Essex Police Marine Unit, and various councils enhanced water safety efforts across the region. Notable activities included water safety days with Southend City Council, SwimSafe events in Clacton and Dovercourt, and train engagements in Walton and Frinton, all contributing to a comprehensive approach to water safety education and intervention.

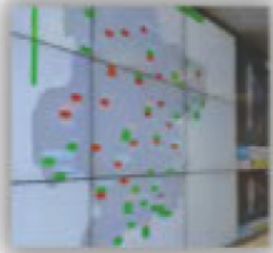
- Essex Water Safety Forum – Lead stakeholder of the Essex Water Safety Forum, under the governance of Safer Essex, responsible for pulling together all relevant stakeholders to the risk.
- Chelmsford Community Safety Partnership – working together to increase water safety presence at key locations in Bradwell, Burnham, Maldon and Chelmsford.
- Active Essex. We have delivered 3 water safety sessions to 3 summer camps, working in partnership with Active Essex. A total of approximately 50 children attended each session.
- Essex Police Marine Unit. Throughout the year, the team stay connected with the Marine Unit to identify any areas for interventions and engagements
- Basildon Community Safety Hub. Essex Police opened a Community Hub within Eastgate Shopping Centre over the summer, we attended on 2 days to talk about both road safety and water safety.
- Tendring District Council - this year we have spent approximately 6 days in Tendring talking to people about water safety, working alongside Tendring DC and the beach patrol.
- Southend City Council. Two water safety days are hosted by Southend CC every year, we attend these alongside our colleagues from the Coastguard, Police, Council and more. The team also link in with their Community Safety Partnership Team to be aware of any local concerns.
- SwimSafe. Our Water Safety Team are invited to SwimSafe every year in Clacton and Dovercourt, we attended 2 days this year (in addition to our 6 days in Clacton with Tendring DC).
- Water Safety Team attended 2 train engagements dedicated to water safety in Walton & Frinton. These events were in partnership with ECC Public Health, the RNLI and also the Community Rail Partnerships Officer.



August 2024 in numbers

#WeAreEssexFire

97% Core station coverage



1,789

Incidents attended



786

Home Fire Safety Checks



90

Very high / high risk Protection audits



80%



Attendance within 15 minutes

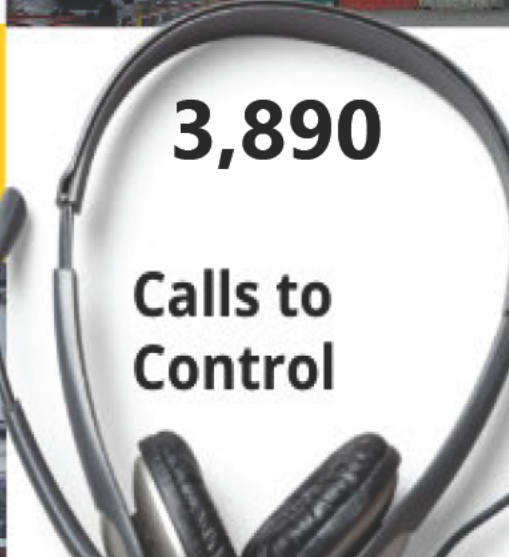
Accidental Dwelling Fires

53



3,890

Calls to Control



35

Non domestic fires



180

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

15

Animal rescues





ECFRS Monthly Performance Report

August 2024

Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Last Month	Tolerance			
Number of Deliberate Fires	180	161	114	115+	99-114	40-98	0-39
Number of ADF Fires	53	61	47	68+	61-67	43-60	0-42
Number of Non-Domestic Fires	35	35	28	40+	34-39	12-33	0-11
Number of Primary Fire Injuries	5	3	6	8+	5-7	2-4	0-3
Number of ADF Injuries	5	2	4	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	124	106	102	114+	101-113	72-100	0-71
Audits (RBIP Very High)*	23	33	39	0-16	17-18	19-20	21+
Audits (RBIP High)*	67	59	58	0-47	48-53	54-59	60+

* 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	5.8% ↓	6.1%	6.3%	ECFRS Data calculated using the Cleveland method
Turnover	10.7% ↑	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	97% ↓	96%	97%	97%
Potential Life-Threatening Incident First Attendance	11:09 ↓	10:49	10:36	10:00
Potential Life-Threatening Incident Call Handling	01:59	01:58	01:41	-
Potential Life-Threatening Incident Turnout	02:25	02:31	02:19	-
Incidents attended within 15 minutes	80% ↓	81%	83%	90%
Safe and Well Visits conducted by Safe and Well Team	512 ↓	395	554	644
HFSC conducted by Operational Staff	274 ↓	169	296	436
Global Availability	64% ↓	64%	66%	80%
Freedom of Information Response Rate	92% ↑	91%	95%	90%

RTC

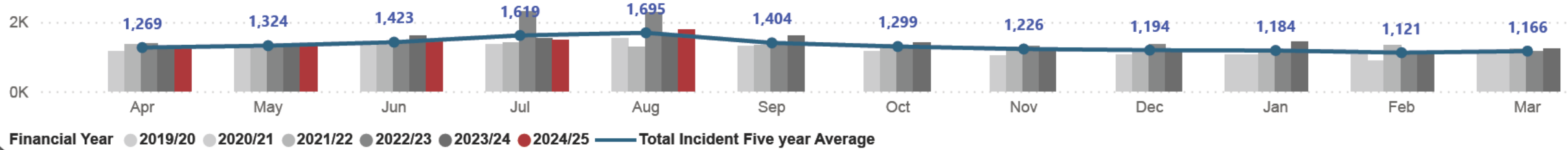
Metric vs 5 Year Average	ECFRS			SERP**		
Metric	5 Yr Avg	Last Month	Metric	4 Yr Avg*	Last Month	
RTC Incidents Attended	104 ↑	103	126	70 ↑	68	60
RTC Serious injury	14 ↑	13	8	71 ↑	69	62
RTC Fatalities	3 ↑	2	5	8 ↑	5	4

** 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.

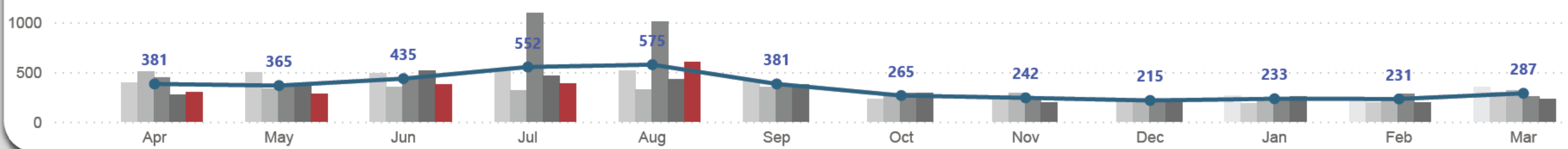
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Overall Summary

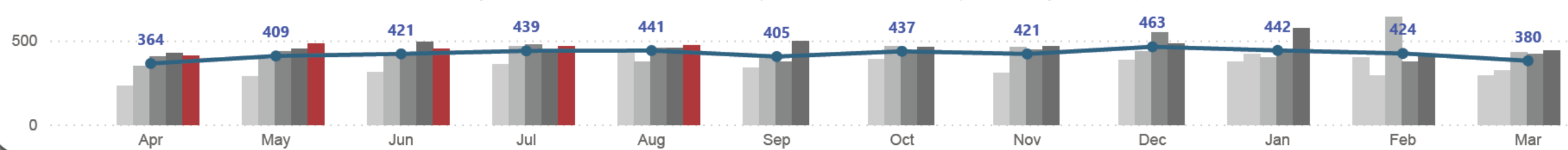
The number of **total incidents** are 12% greater than the same period last year, 6% above the five year average for this period and are 20% above last month.



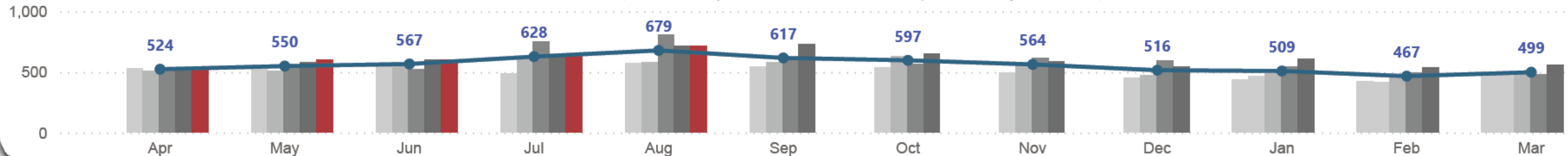
The number of **total fire incidents** are 40% greater than the same period last year, 5% above the five year average for this period and are 56% above last month.



The number of **total special service incidents** are 4% greater than the same period last year, 7% above the five year average for this period and are 1% above last month.

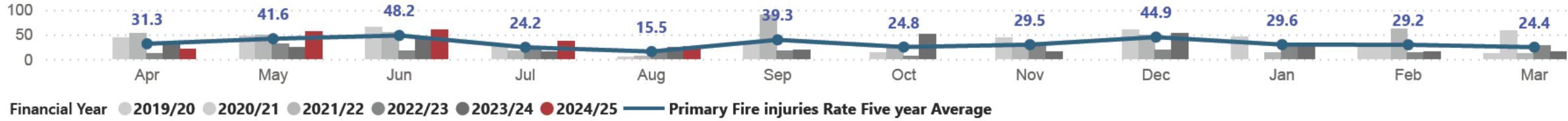


The number of **total false alarm incidents** are -1% less than the same period last year, 5% above the five year average for this period and are 12% above last month.

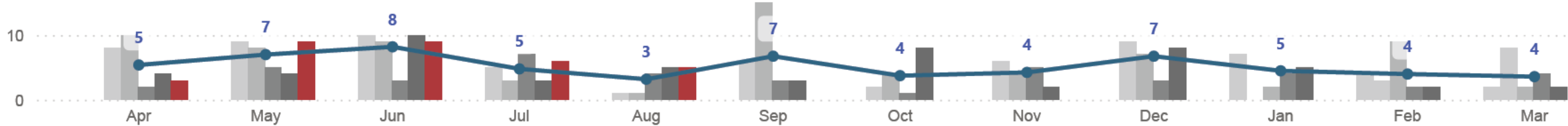


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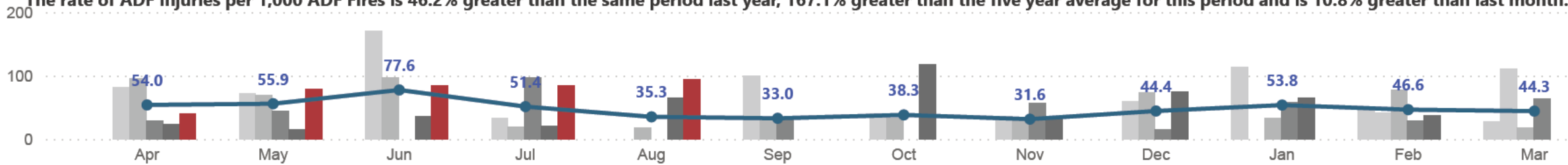
The Primary Fire Injury Rate per 1,000 Primary Fires is 7% greater than the same period last year, 66% greater than the five year average for this period and is -30% less than last month.



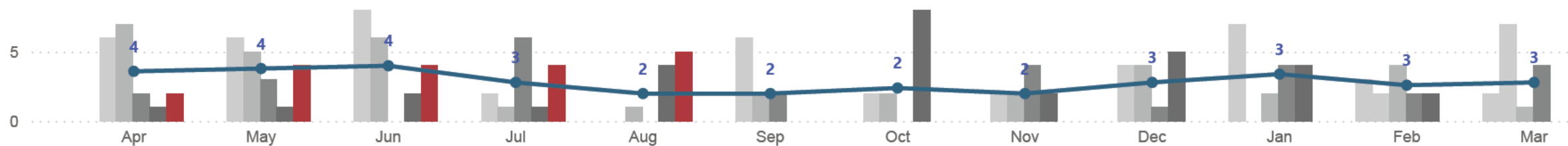
The number of Primary Fire Injuries are the same as the same period last year, 56% greater than the five year average for this period and are -17% less than last month.



The rate of ADF Injuries per 1,000 ADF Fires is 46.2% greater than the same period last year, 167.1% greater than the five year average for this period and is 10.8% greater than last month.

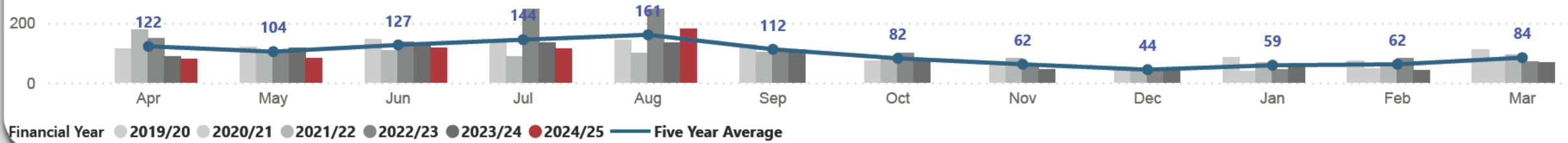


The number of ADF Injuries are 25% greater than the same period last year, 150% greater than the five year average for this period and are 25% greater than last month.

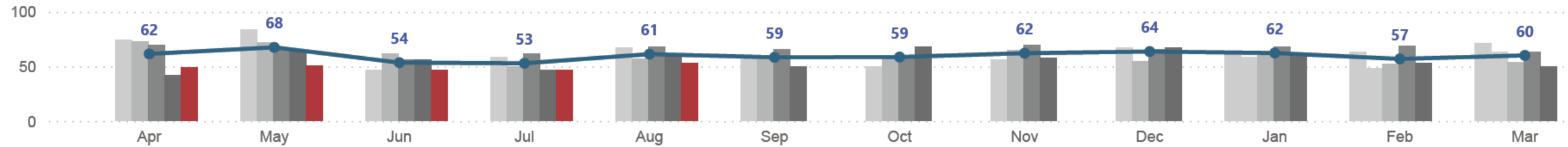


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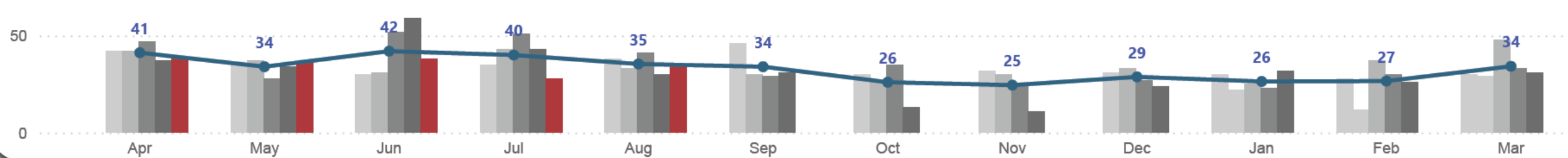
The number of Deliberate Fires are 35% greater than the same period last year, 12% above the five year average for this period and are 58% above last month.



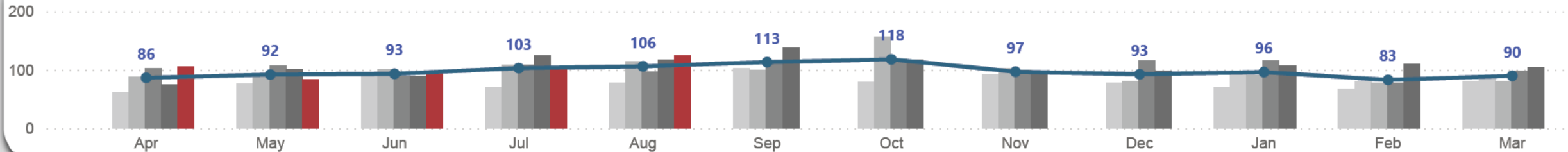
The number of Accidental Dwelling Fires are -15% less than the same period last year, -13% below the five year average for this period and are 13% above last month.



The number of Non Domestic Fires are 17% greater than the same period last year, the same as the five year average for this period and are 25% above last month.



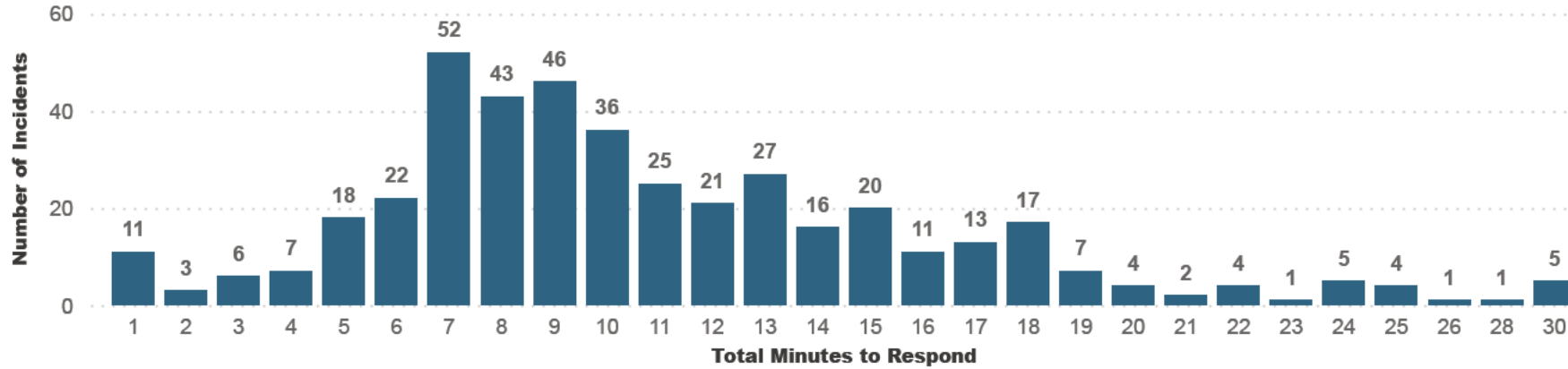
The number of Unwanted Fire Signals are 6% greater than the same period last year, 17% above the five year average for this period and are 22% above last month.



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Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

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

Avg Call Handling Time

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

Avg Turnout Time

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

Avg Travel Time

Month	2021/22	2022/23	2023/24	2024/25
Apr	05:42	05:56	06:30	06:12
May	05:37	05:50	05:37	06:10
Jun	06:10	06:24	06:20	06:40
Jul	06:04	06:58	06:44	06:31
Aug	06:00	06:42	06:26	06:43
Sep	06:04	06:34	06:28	
Oct	05:33	06:05	06:28	
Nov	06:14	05:49	06:40	
Dec	06:28	06:28	06:29	
Jan	05:42	06:06	06:57	
Feb	05:48	06:09	06:19	
Mar	05:37	06:01	06:03	

Avg Response Time

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

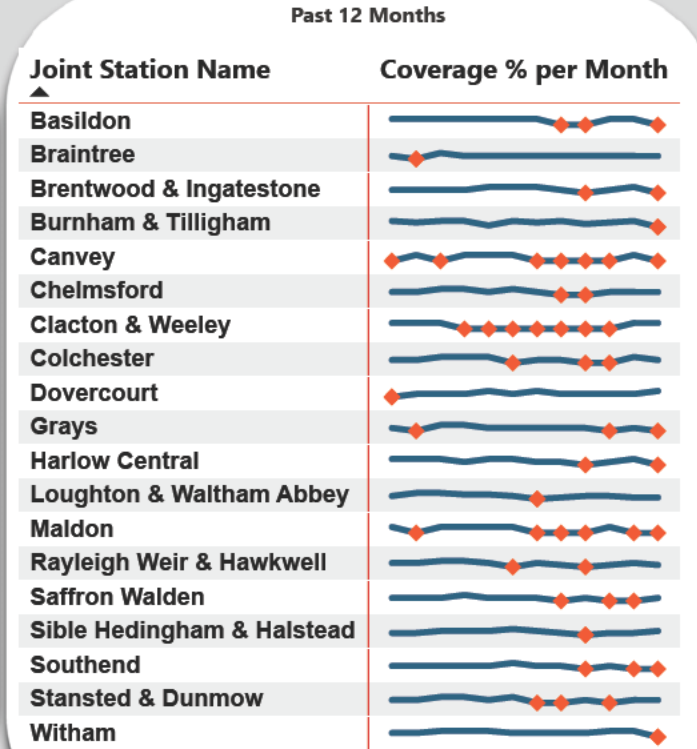
The average response time this month is **11:09 minutes**. The median response time, representing the middle value is **09:34 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **06:40 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

Of the incidents where it took 20 minutes or more to respond, there were a total of 6 individuals receiving injuries. 3 of these required hospital treatment for slight injuries and 3 received first aid at the scene with no hospital treatment. All injuries were received from RTC incidents.

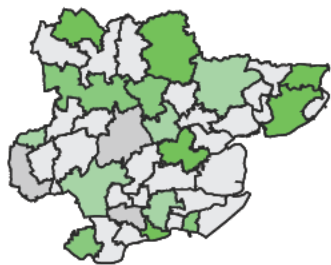
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Coverage

Joint Station Name	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Basildon	96%	96%	96%	96%	96%	95%
Braintree	98%	97%	97%	97%	97%	97%
Brentwood & Ingatestone	96%	96%	97%	97%	97%	96%
Burnham & Tilligham	99%	99%	96%	99%	98%	99%
Canvey	98%	99%	99%	99%	98%	98%
Chelmsford	97%	97%	96%	97%	96%	95%
Clacton & Weeley	99%	98%	98%	98%	98%	98%
Colchester	97%	97%	97%	95%	96%	96%
Dovercourt	98%	98%	99%	98%	99%	98%
Grays	98%	98%	97%	97%	97%	97%
Harlow Central	97%	96%	97%	97%	96%	96%
Loughton & Waltham Abbey	98%	97%	97%	96%	94%	95%
Maldon	99%	99%	99%	99%	98%	98%
Rayleigh Weir & Hawkwell	98%	98%	97%	95%	97%	96%
Saffron Walden	99%	100%	99%	99%	99%	98%
Sible Hedingham & Halstead	99%	99%	99%	100%	99%	98%
Southend	97%	97%	97%	98%	97%	97%
Stansted & Dunmow	99%	99%	98%	99%	97%	97%
Witham	97%	97%	97%	96%	96%	96%
Total	98%	98%	97%	97%	97%	97%



Core Station Coverage August 2024



Monthly Average

97%

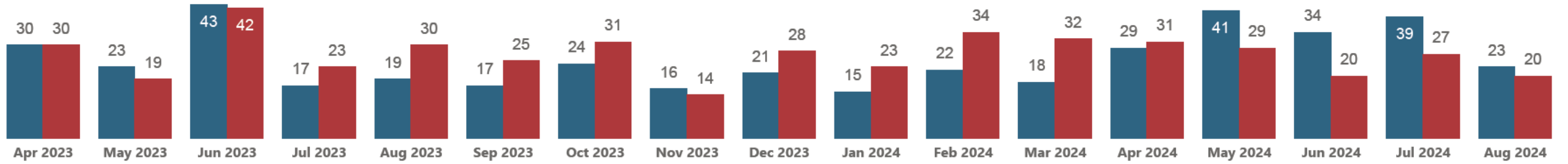
Target 97%

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

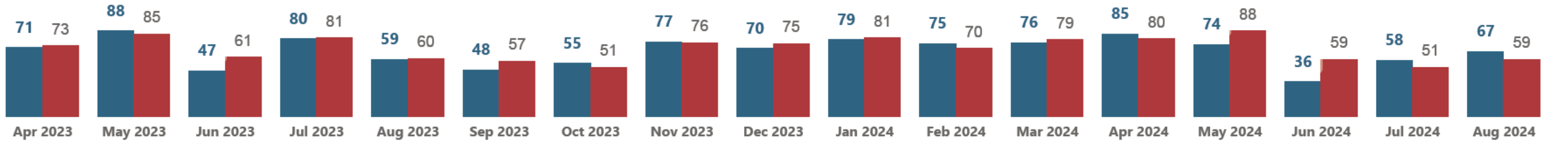
The control teams proactively move resources around to meet the risk and ensure our strategic stations have coverage. Work is on-going across all the on-call strategic stations to improve station availability and command teams are exploring different ways of working to ensure that the service moves people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

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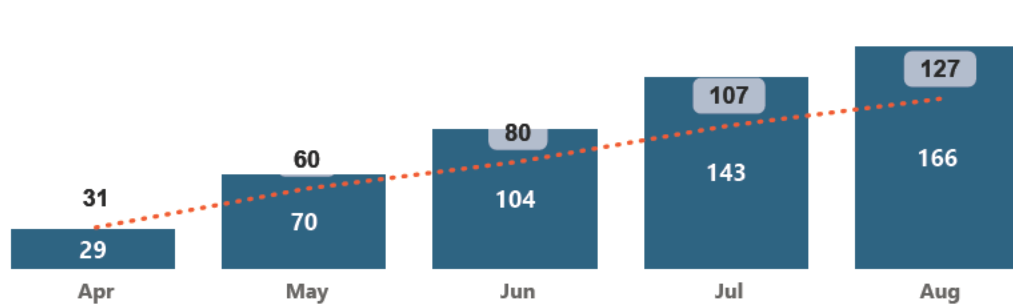
RBIP Audits Complete for Very High Risk Properties Compared to Expected Audits



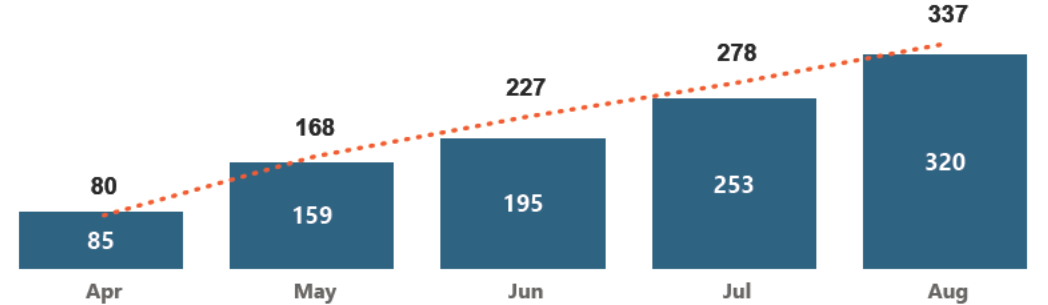
RBIP Audits Complete for High Risk Properties Compared to Expected Audits



Cumulative RBIP Audits- Very High Risk vs Expectation



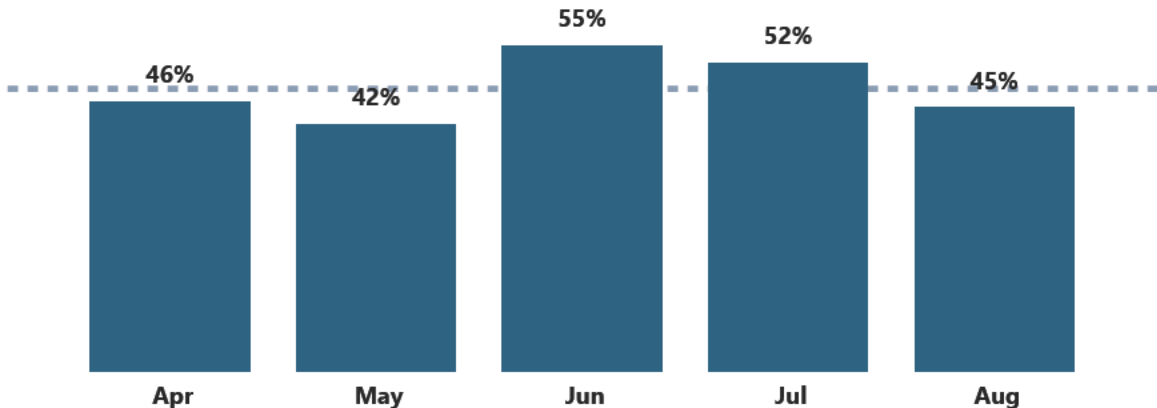
Cumulative RBIP Audits - High Risk vs Expectations



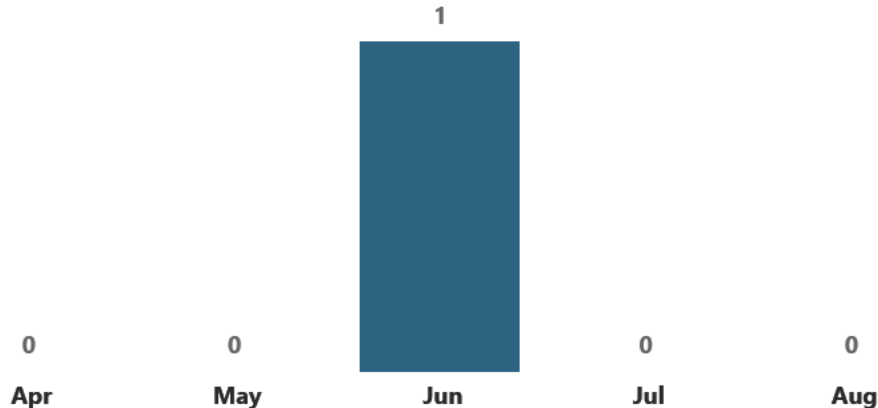
The charts above compare actual number of audits completed against unique premises, against the expected number of audits. The expected number of audits take into account the FTE, the realistic number of audits that can be completed per FTE, based on the past 3 months average, and the realistic proportion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

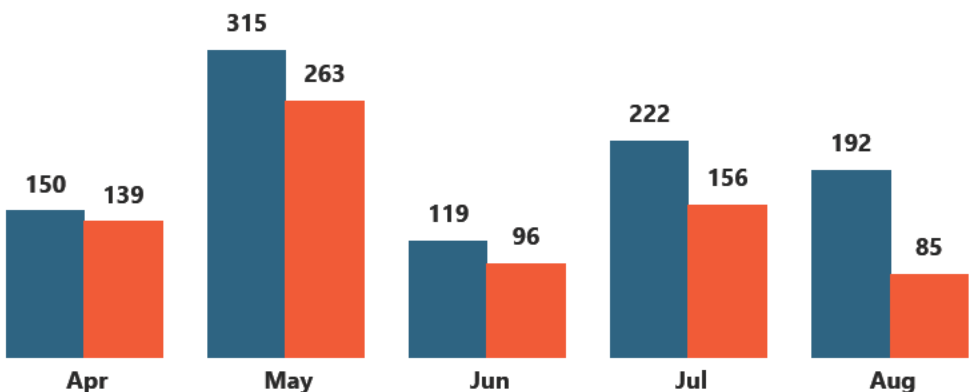


Prohibition Notices Issues per Prohibition Date

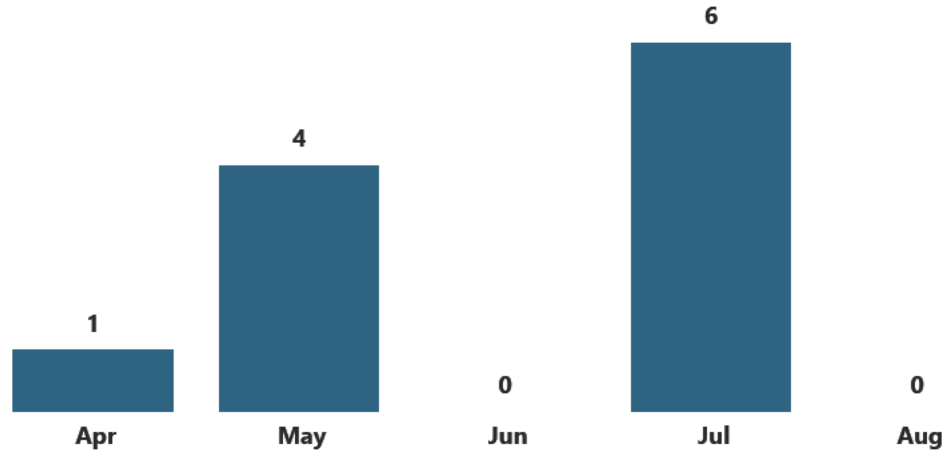


FS040 Referrals by Assigned Date

● Referrals ● Complete



Enforcement Notices Issued by Notice Served Date

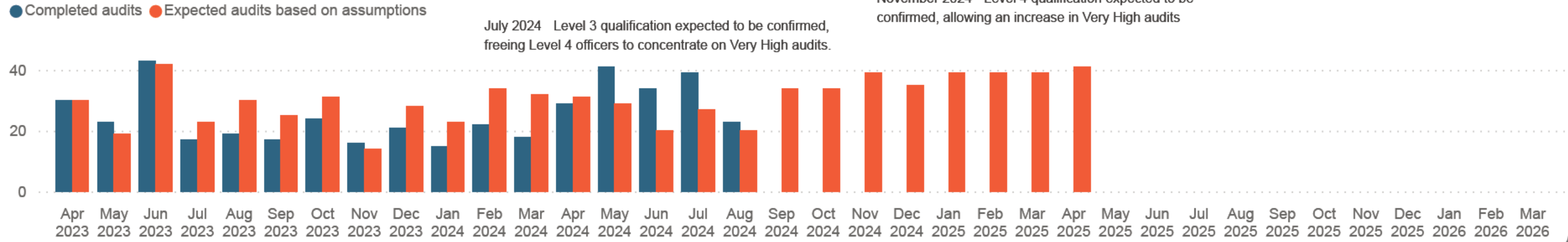


There have been **61** Notice Of Deficiencies issued this month vs **60** last month

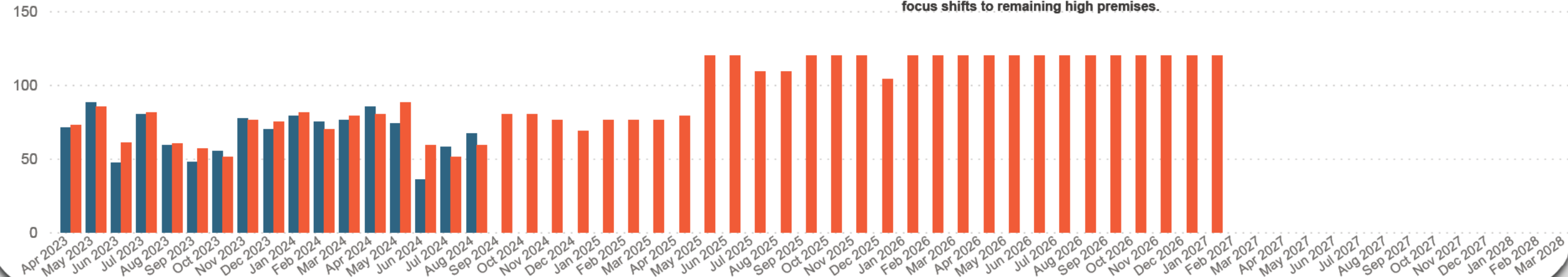
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Protection - Actual vs Expected Audits

Completed and Expected Audits (Very High)



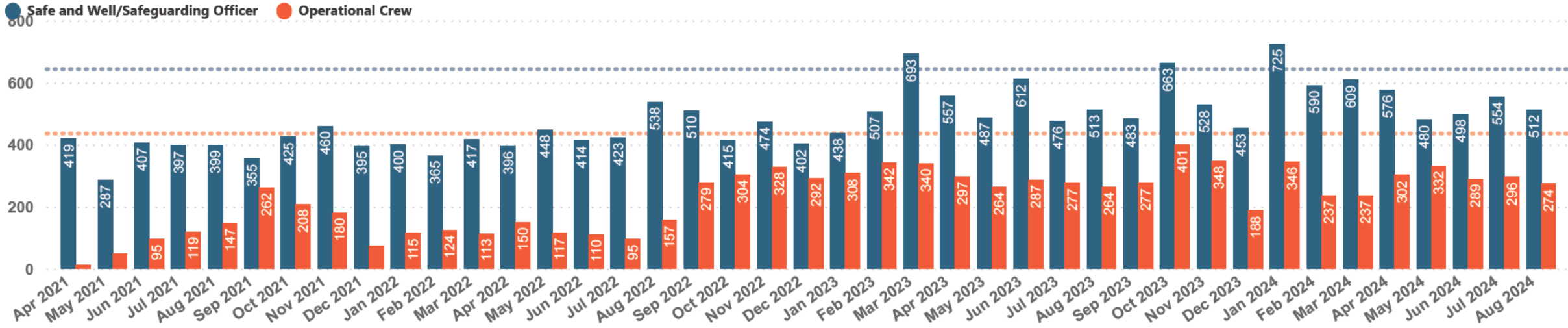
Completed and Expected Audits (High)



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.

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



August 2024 saw a total number of 786 visits which were 8% less than the previous month's total of 850 visits and 1% greater than the total number of 777 visits at the same point last year.

Operational Crew visits were 7% less than the previous month's visits, 4% 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 8% less than the previous month's visits, 0% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

Cumulative Prevention Visits (April-April)

Safe and Well 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.

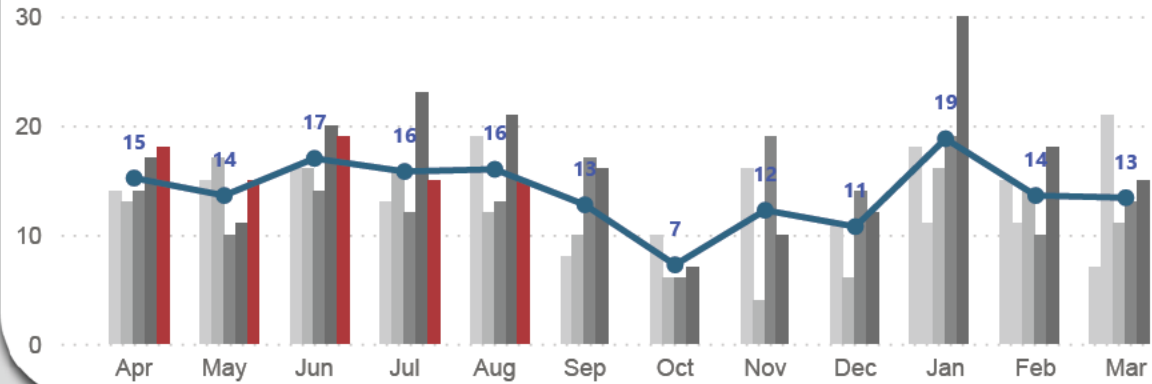
Safe and Well/Safeguarding Officer Monthly Visit Target

644

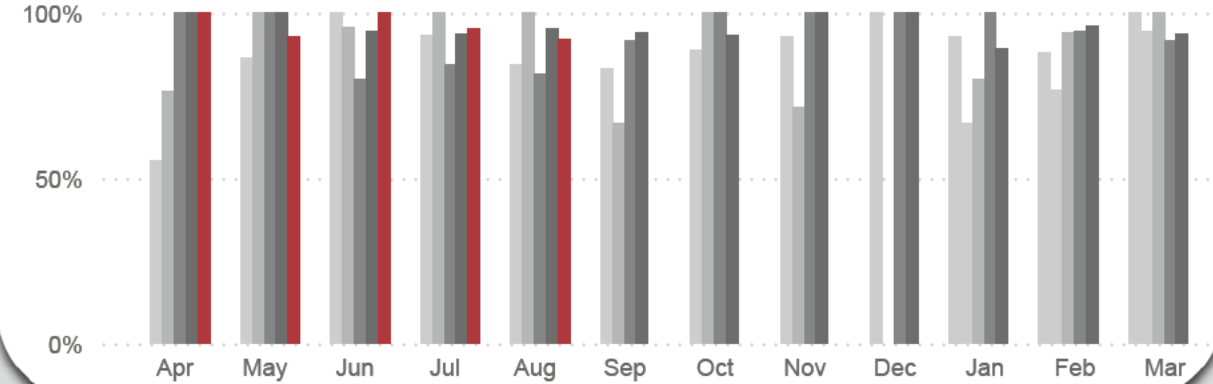
Operational Crew Monthly Visit Target

436

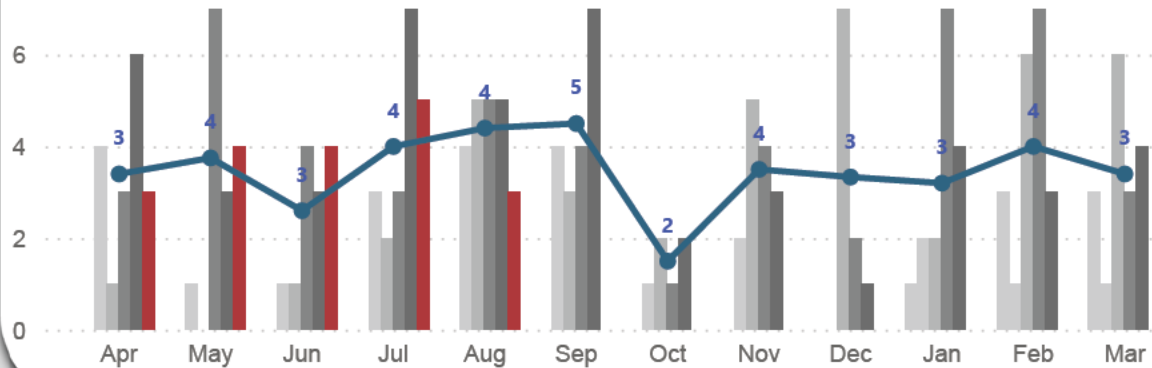
FOI & EIRs Received



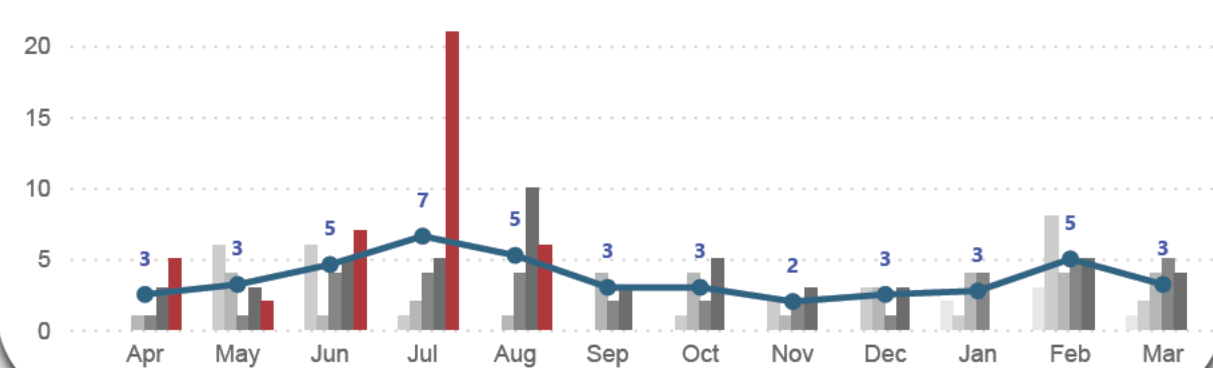
FOI Completion Rate



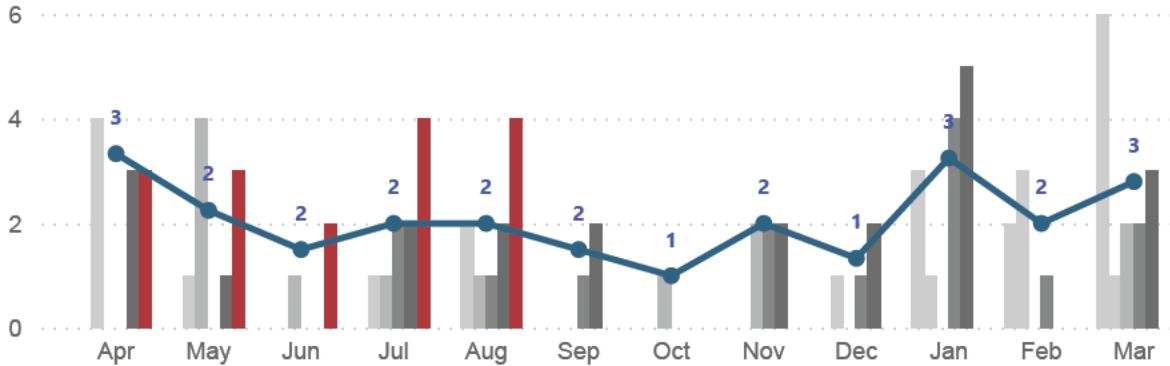
Data Breaches



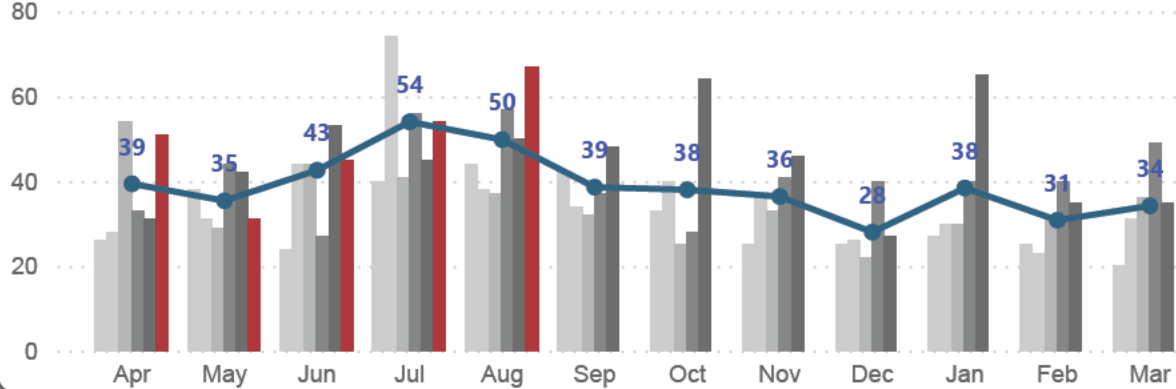
Complaints Received



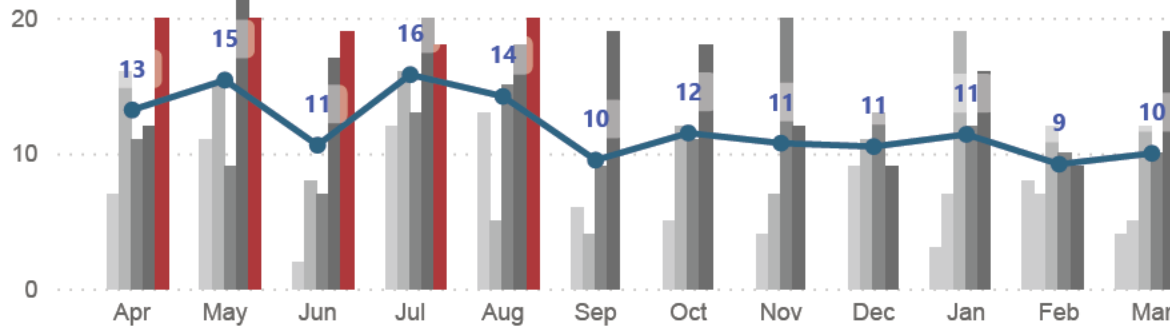
SARs Received



Fire EIR Received

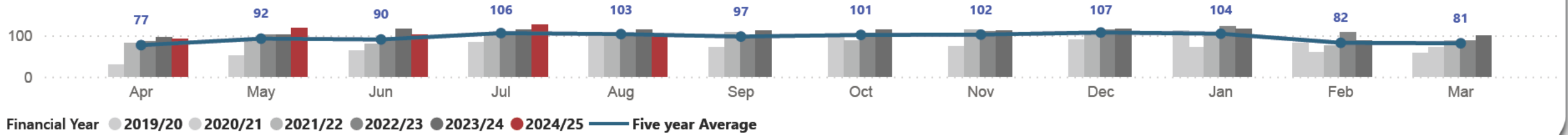


Other*

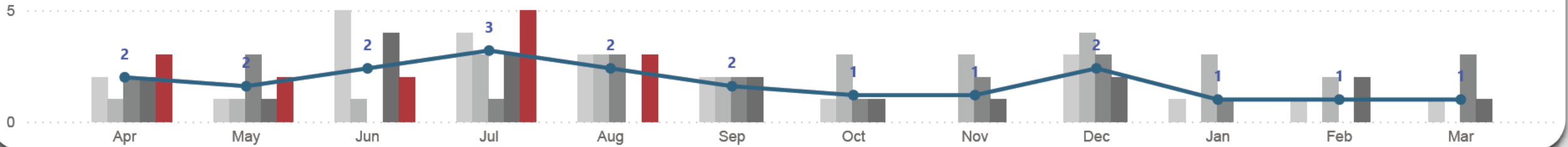


*The 'Other' Section refers to: S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP

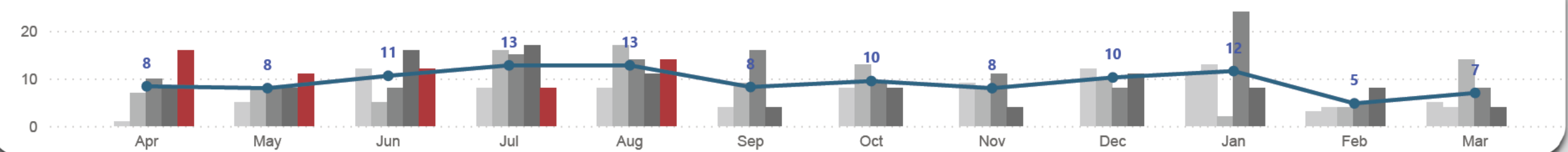
ECFRS Monthly Performance Report August 2024



The number of fatalities from RTCs attended by ECFRS are -100% greater than the same period last year , 50% above the five year average for this period and are -40% below last month.



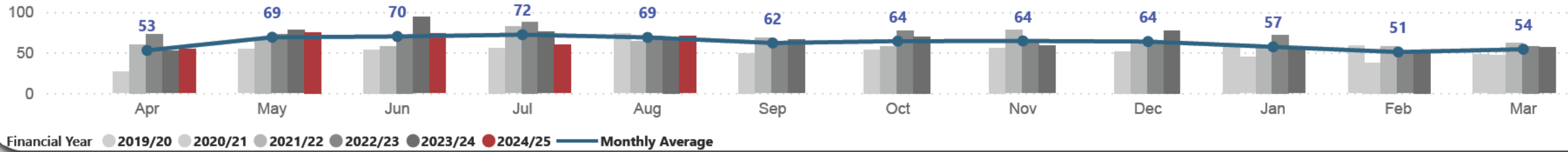
The number of serious injuries from RTCs attended by ECFRS are 27% greater than the same period last year , 8% above the five year average for this period and are 75% above last month.



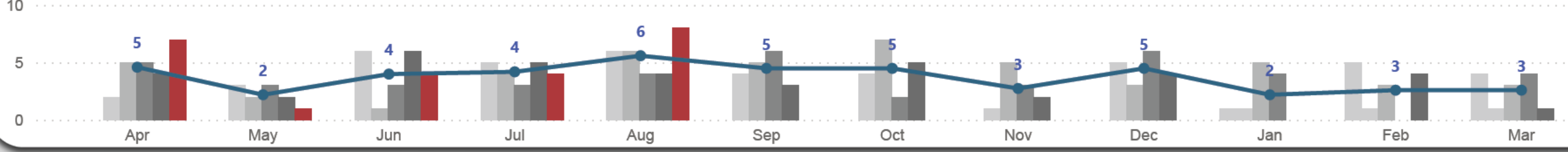
The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

ECFRS Monthly Performance Report August 2024

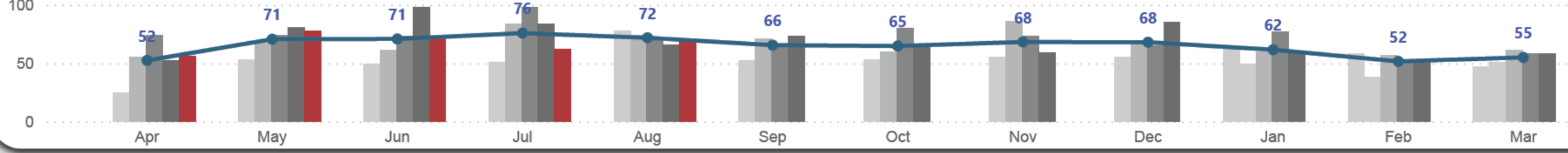
The number of SERP recorded RTCs are 8% greater than the same period last year , 1% above the five year average for this period and are 17% above last month.



The number of SERP recorded RTC Fatalities are 100% greater than the same period last year , 33% above the five year average for this period and are 100% above last month.



The number of SERP recorded RTC Serious Injuries are 8% greater than the same period last year , -1% below the five year average for this period and are 15% above last month.

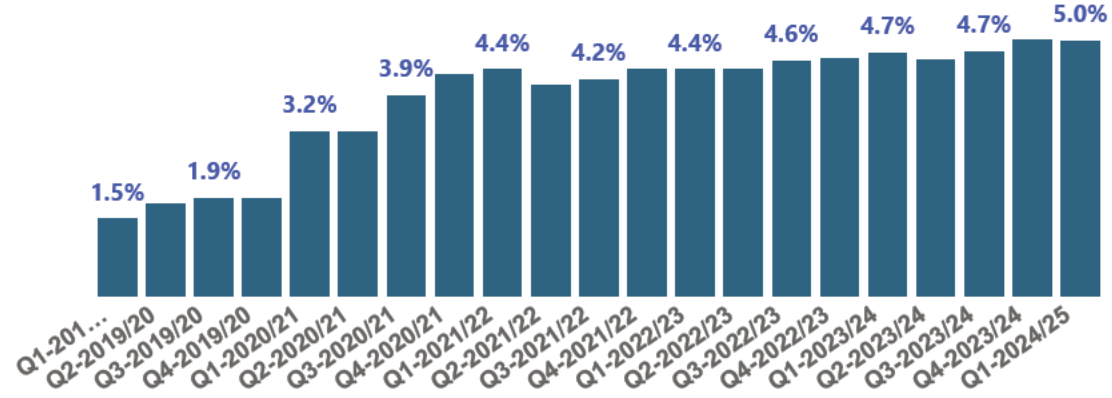


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

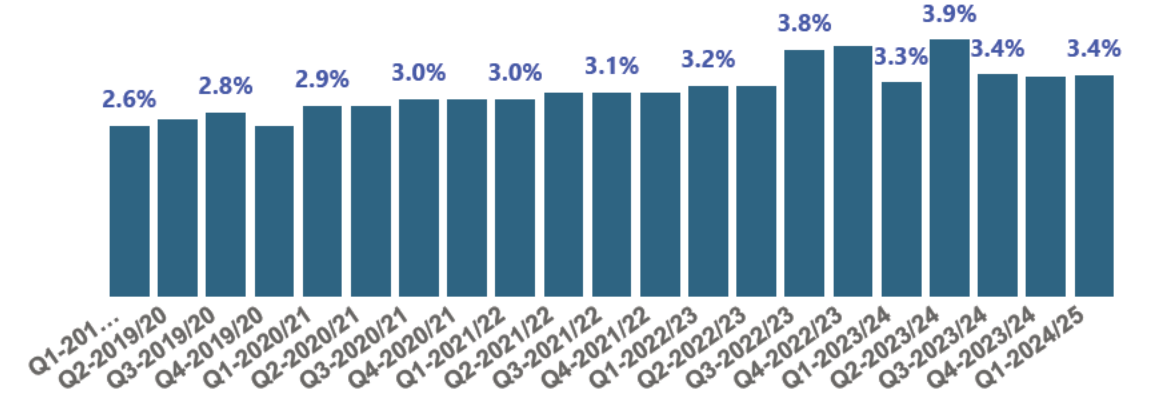
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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

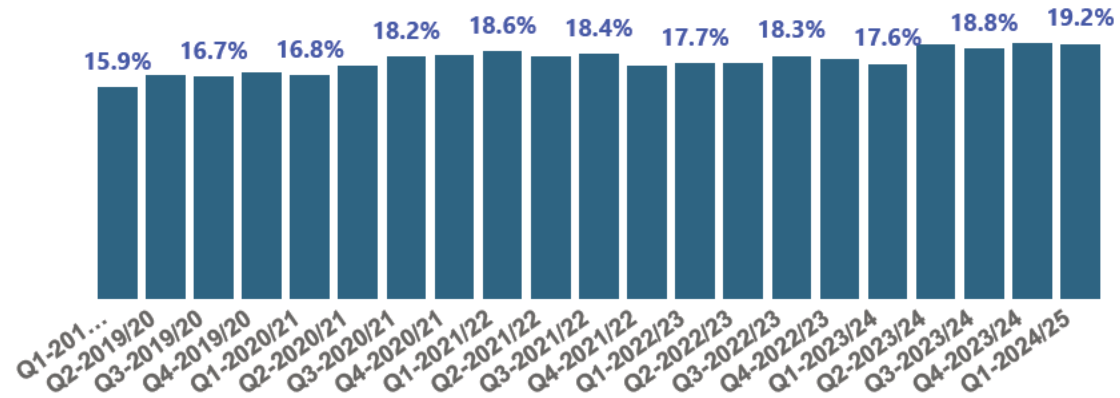
% Disabled



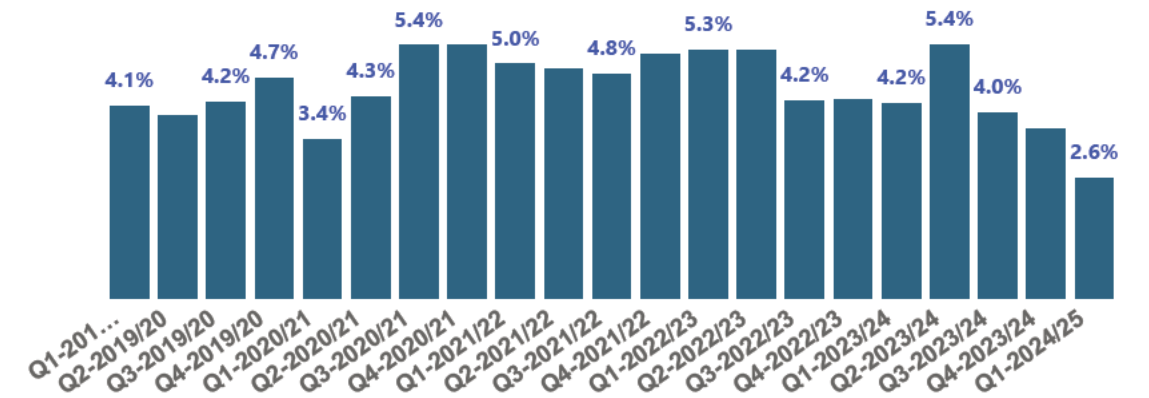
% Ethnic Minority



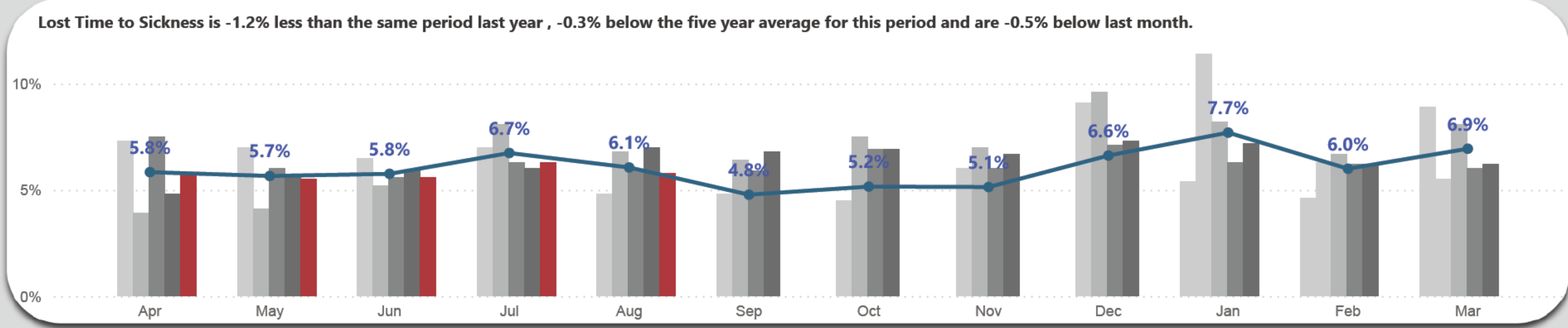
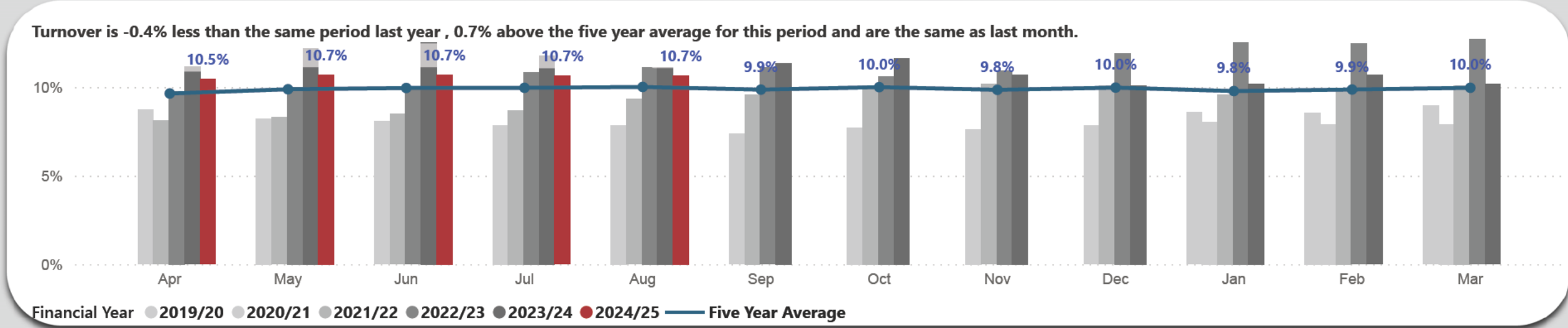
% Female



% LGBTQ



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



- Turnover data is calculated using the *Standard CIPD calculation for workforce turnover*.
- The 'Lost Time To Sickness' percentage is calculated from data obtained via Civica and applying the **Cleveland method** for calculation.
- The 5 Year Average includes the results for the current month and for the same month in the previous four years, creating a rolling average that provides insight into performance trends over a longer period.

Incidents

	2020	2021	2022	2023	2024
Incidents	14,952	14,224	17,525	16,158	16,616
Fires	4,574	3,606	5,248	3,905	3,695
Special Services	4,296	4,460	5,443	5,280	5,607
False Alarms	6,082	6,158	6,834	6,973	7,314
ADF Fires	794	717	727	731	655
Deliberate Fires	1,390	1,056	1,419	1,096	1,016
Non Domestic Fires	390	388	448	405	343
Unwanted Fire Signals	954	1,117	1,194	1,245	1,277
RTC ECFRS	1,024	988	1,161	1,282	1,297
RTC SERP	427	663	814	813	764

Casualties

	2020	2021	2022	2023	2024
Primary Fire Injuries	59	65	64	48	62
ADF Injuries	44	43	28	26	40
Fire Fatalities	1	4	6	7	5
ADF Fatalities	1	3	6	5	3
RTC ECFRS Fatalities	21	16	26	22	24
RTC ECFRS Serious Injury	106	107	115	141	108
RTC SERP Fatalities *	32	35	49	46	43
RTC SERP Serious Injury *	423	694	851	852	794

Prevention and Protection

	2020	2021	2022	2023	2024
Home Fire Safety Visits	291	5,125	6,741	9,666	10,198
Home Fire Safety Visits - Operational Crew	6	540	1,705	3,582	3,527
Home Fire Safety Visits - Inspection Officers	285	4,585	5,036	6,084	6,671
RBIP Very High Audits		144	357	653	299
RBIP High Audits		167	724	848	800

The above tables summarise the 12 Month rolling totals for each measure, up to and including the reporting month. For example, if the reporting month is June 2024, then the figure under 2024 will be the total of July 2023 June 2024.

* SERP data is only provided for the past 3 years