



ECFRS Quarterly Performance Report Q1 2024/25

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Report designed and created by the Performance and Analytics Team.

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ECFRS Quarterly Performance Report Q1 2024/25

Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR
Total Incidents	4,252	↑ 4,060	4,089
Fires	954	↓ 1,181	677
Special Services excluding RTC	1,034	↑ 935	1,117
False Alarms	1,740	↑ 1,641	1,710
RTC	308	↑ 258	304

Targets and Tolerances: As the new financial period begins, targets and tolerances have been adjusted to reflect the previous three-year activity. This adjustment ensures that the values are statistically calibrated, considering outliers and reflecting average trends. This recalibration means that some values may appear outside the trends experienced in the past year, but they are designed to provide an accurate reflection of typical performance.

Incidents and Response Times: During Q1 2024/25, the total number of incidents saw no significant changes, though there was an increase in Special Service and False Alarm incidents, influenced by specific weather conditions and incidents with imprecise locations. In April, high winds caused a surge in Special Service incidents, particularly related to unsafe structures, which led to increased officer mobilisations and extended call handling times. Similarly, in May, flooding incidents spiked due to exceptionally wet weather, with the control room overseeing a significantly higher number of calls than average. Throughout the quarter, imprecise location information for Road Traffic Collisions (RTCs), especially on major roads like the M25, contributed to longer response times. The overall increase in average response times was also influenced by lower station availability, necessitating longer travel distances for appliances to cover gaps in coverage.

Injuries and Fatalities: Q1 recorded minimal fire-related fatalities and injuries. In April, there were no fatalities, and injuries remained within acceptable levels. May saw one fatality due to an accidental dwelling fire in the Canvey area, while June recorded another accidental fatality involving a person found deceased in a tent. Primary injuries throughout the quarter were slightly elevated, but they remained consistent with the five-year average. Most injuries were slight, caused by burns or breathing difficulties, with a few serious cases resulting from similar conditions.

Prevention: Throughout Q1, the Central Prevention team faced challenges, including prolonged sickness absence and flexible working arrangements, leading to a reduction in available full-time equivalents (FTE) and consequently fewer Home Fire Safety Visits. Recruitment efforts are ongoing to bolster team numbers and address these challenges. The Home Safety Information Team (HSIT) reported a decline in Home Fire Safety Visit (HFSV) referrals due to reduced Community Safety Officer (CSO) resources, prompting the implementation of strategies to increase referrals and engage key partnerships.

Protection: The Protection Team's performance in early Q1 was marked by an increased number of audits per FTE, particularly for Very High and High-risk premises, with completion dates anticipated ahead of schedule. April and May saw a higher than expected number of audits, with an average of 7.0 audits per FTE over three months. However, June experienced a decrease in audit numbers due to staff attending training and professional development courses. Despite these challenges, the team maintained a strategic focus on auditing Very High Risk premises, with completion expected by February 2025, and High Risk audits anticipated by July 2026, both ahead of the planned schedule.

Road Traffic Collisions (RTC): The involvement of the Essex County Fire and Rescue Service (ECFRS) in RTCs remained consistent across the quarter, with around 60-70% of incidents focusing on scene or vehicle safety and approximately 20% involving the release or extrication of individuals. RTC incidents were predominantly concentrated in the Southend, Basildon, Loughton, and Colchester areas.

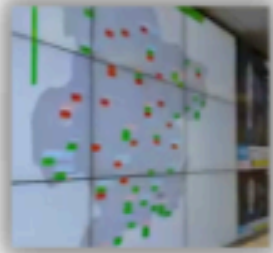
Information Governance: Q1 saw a steady flow of Freedom of Information (FOI) and Environmental Information Regulation (EIR) requests, with no significant trends identified. April recorded 21 requests, May had 14, and June had 19, all with high completion rates. The quarter also saw several data breaches: two moderate in April, one major, one moderate, and two minor in May, and one moderate and three minor in June. Despite these breaches, no referrals were made to the Information Commissioner's Office (ICO). The Information Governance team achieved a 100% completion rate for FOI requests during June 2024, reflecting their efficiency and diligence in handling information requests.



Q1 2024/25 in numbers

#WeAreEssexFire

97% Core station coverage



4,252

Incidents attended



2,499

Home Fire Safety Checks



299

Very high / high risk Protection audits



84%



Attendance within 15 minutes

Accidental Dwelling Fires

147



8,223

Calls to Control



110

Non domestic fires



276

Deliberate fires

FireStoppers.
0800 169 5558

100% anonymous. Always.

55

Animal rescues





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Outcomes

Metric vs Tolerance	Metric	5 Yr Avg	Prev QTR	Tolerance			
Number of Deliberate Fires	276	353	168	474+	381-473	267-380	0-266
Number of ADF Fires	147	183	165	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	110	117	89	123+	108-122	78-107	0-77
Number of Primary Fire Injuries	21	21	9	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	10	11	6	18+	10-17	3-9	0-2
Fire Fatalities	3	3	1	9+	6-8	3-5	0-2
Accidental Dwelling Fire Fatalities	2	2	1	9+	6-8	3-5	0-2
Number of Unwanted Fire Signals	277	270	321	288+	276-287	165-275	0-164
RBIP Very High	104	93	55	0-69	70-77	78-86	87+
RBIP High	195	186	230	0-197	198-221	222-246	247+

People

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	5.6%	↓ 5.8%	6.5%	ECFRS data calculated using the Cleveland method.
Turnover	9.9%	↑ 9.7%	10.4%	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%	↓ 97%	97%	98%
Potential Life-Threatening Incident First Attendance	10:57	↑ 10:31	11:30	10:00
Potential Life-Threatening Incident Call Handling	02:03	02:06	02:13	-
Potential Life-Threatening Incident Turnout	02:30	02:27	02:41	-
Incidents attended within 15 minutes	84%	↓ 85%	80%	90%
Safe and Well Visits conducted by Inspecting Officers	1,575	↓ 1,135	1,924	1,932
HFSC conducted by Operational Staff	923	↓ 543	820	1,308
Global Availability	66%	↓ 66%	69%	80%
Freedom of Information Response Rate	98%	↑ 95%	94%	90%

RTC

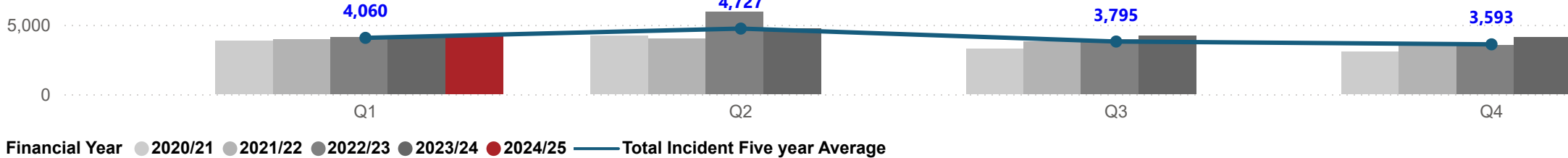
Metric vs 5 Year Average	ECFRS			SERP**		
	Metric	5 Yr Avg	Prev QTR	Metric	4 Yr Avg*	Prev QTR
RTC Incidents Attended	308	↑ 258	304	187	↓ 188	159
RTC Serious injury	34	↑ 24	19	191	↑ 191	167
RTC Fatalities	7	↑ 6	3	12	↑ 11	5

*4 years of SERP data currently available

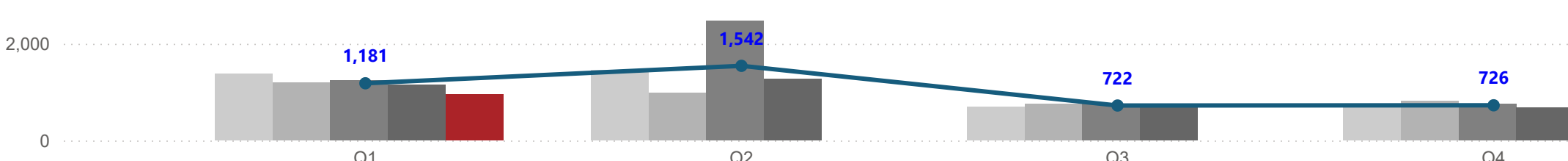
** The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

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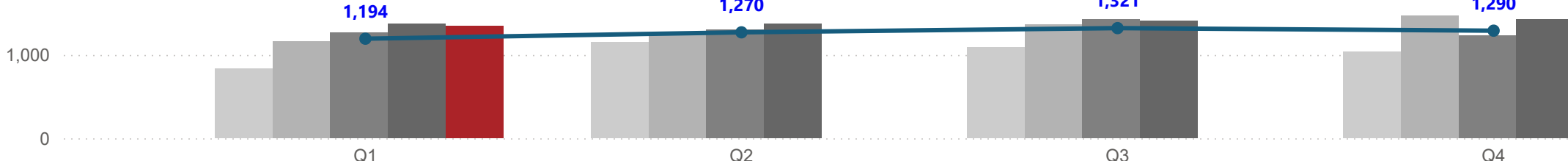
The number of Total Incidents are 1% greater than the same period last year , 5% above the five year average for this period and are 4% above last quarter.



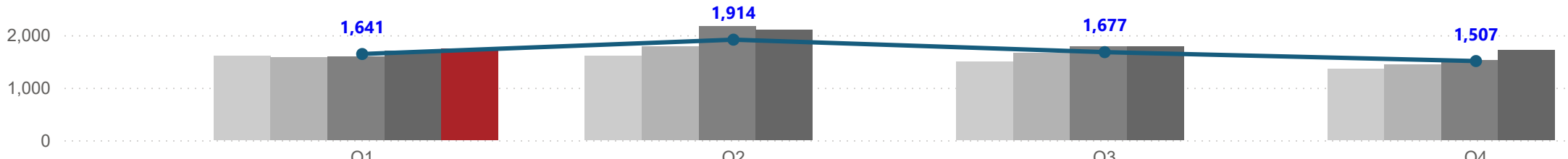
The number of Total Fires are -17% less than the same period last year , -19% below the five year average for this period and are 41% above last quarter.



The number of Total Special Service Incidents are -2% less than the same period last year, 12% above the five year average for this period and are -6% below last quarter.

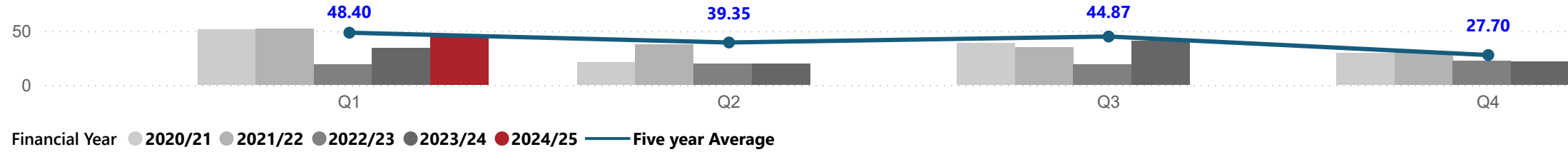


The number of Total False Alarm Incidents are 3% greater than the same period last year, 6% above the five year average for this period and are 2% above last quarter.

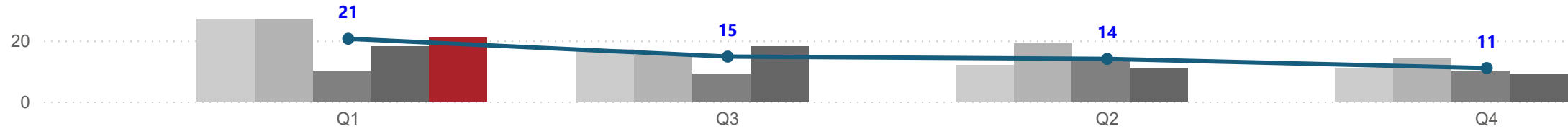


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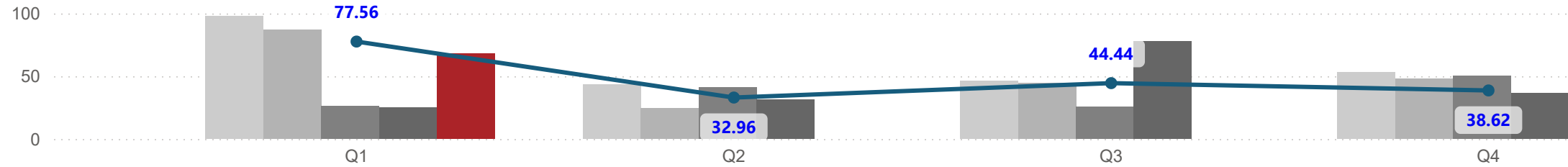
The Primary Fire Injury Rate per 1,000 Primary Fires is 35% greater than the same period last year, -4% below the five year average for this period and is 112% greater than the last quarter.



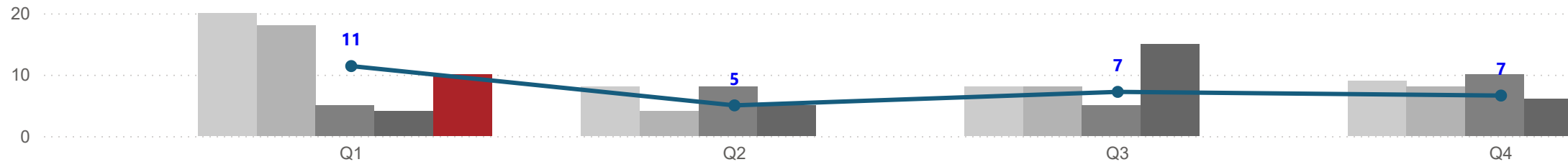
The number of Primary Fire Injuries are 17% greater than the same period last year, the same as the five year average for this period and are 133% above last quarter.



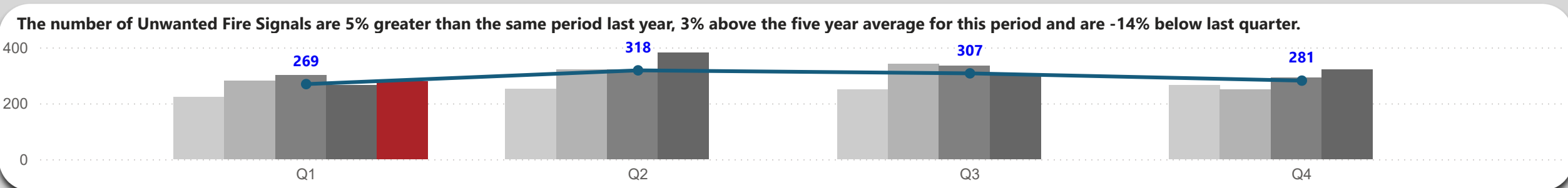
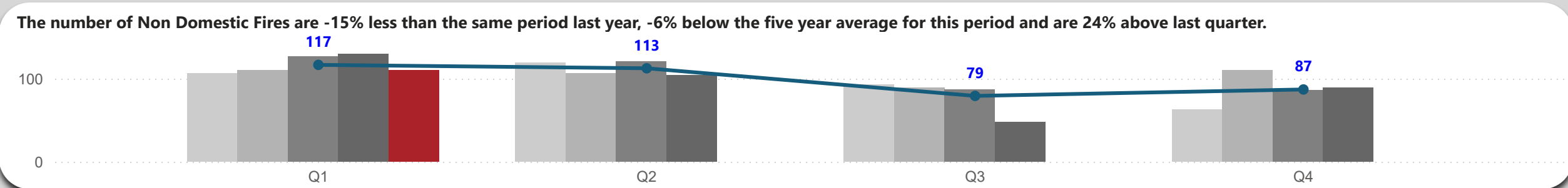
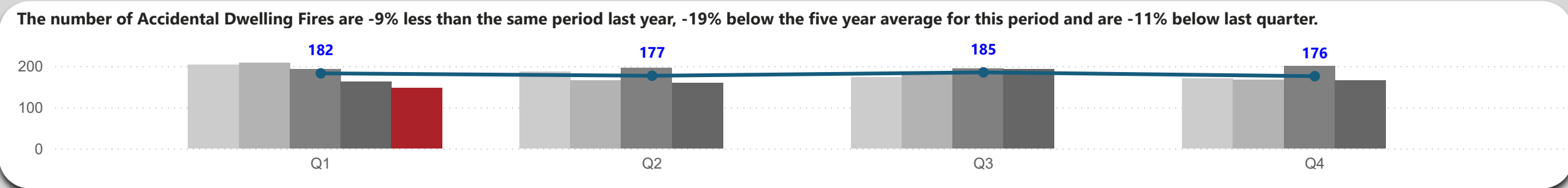
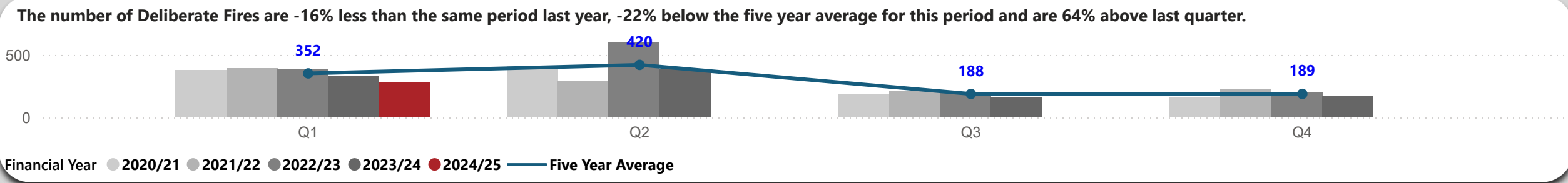
The rate of ADF Injuries per 1,000 ADF Fires is 176% above the same period last year, -12% below the five year average for this period and is 87% above the last quarter.



The number of ADF Injuries are 150% greater than the same period last year, -9% below the five year average for this period and are 67% above last quarter.



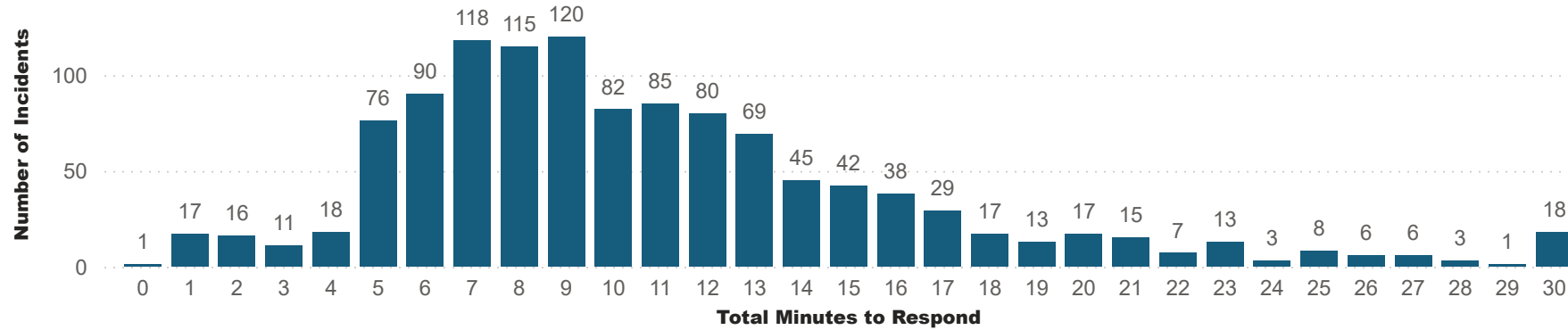
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Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Qtr	2020/21	2021/22	2022/23	2023/24	2024/25
Q1	89%	86%	85%	84%	84%
Q2	85%	84%	77%	81%	
Q3	85%	85%	83%	81%	
Q4	85%	85%	85%	80%	

Avg Call Handling Time

Qtr	2020/21	2021/22	2022/23	2023/24	2024/25
Q1	01:37	01:42	01:51	01:48	02:03
Q2	01:45	01:53	02:06	02:01	
Q3	01:47	01:54	01:57	02:02	
Q4	01:46	01:59	01:46	02:13	

Avg Turnout Time

Qtr	2020/21	2021/22	2022/23	2023/24	2024/25
Q1	02:35	02:27	02:25	02:20	02:30
Q2	02:33	02:28	02:37	02:20	
Q3	02:40	02:38	02:28	02:26	
Q4	02:42	02:38	02:38	02:41	

Avg Travel Time

Qtr	2020/21	2021/22	2022/23	2023/24	2024/25
Q1	05:09	05:50	06:03	06:09	06:21
Q2	05:37	06:03	06:46	06:32	
Q3	06:01	06:05	06:07	06:40	
Q4	05:24	05:43	06:06	06:29	

Avg Response Time

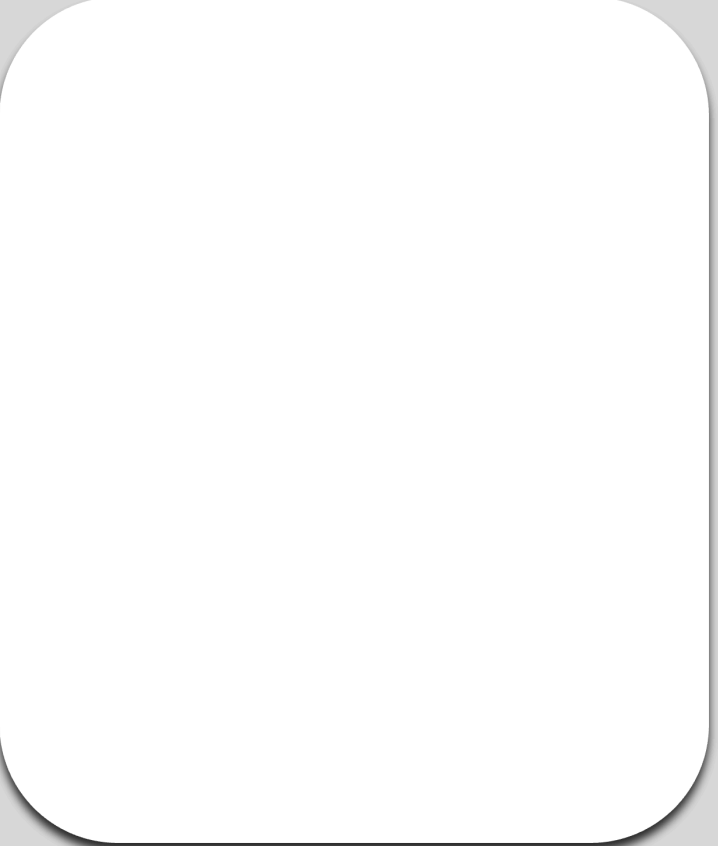
Qtr	2020/21	2021/22	2022/23	2023/24	2024/25
Q1	09:25	10:02	10:24	10:20	10:57
Q2	09:56	10:27	11:36	10:57	
Q3	10:30	10:44	10:35	11:05	
Q4	09:55	10:23	10:33	11:30	

The average response time this month is **10:57 minutes**. The median response time, representing the middle value is **09:23 minutes**, indicating that half the responses were less than this time and the other half were longer. The mode, or most frequently occurring response time was **08:00 minutes**. Note, in calculating the mode, response times have been rounded to the nearest 10 seconds to provide a more uniform set of data.

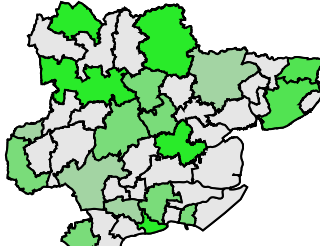
Of these incidents which took over 20 minutes to respond, there were a total of 15 individuals receiving injuries. Of these, 6 individuals were deemed as receiving 'serious' injuries requiring hospital treatment, all obtained from RTCs, and 9 individuals received 'slight' injuries, predominately caused by RTCs.

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Joint Station Name	Q2-2022/23	Q3-2022/23	Q4-2022/23	Q1-2023/24	Q2-2023/24	Q3-2023/24	Q4-2023/24	Q1-2024/25
Basildon	94%	95%	96%	94%	95%	96%	96%	96%
Braintree	88%	86%	89%	90%	97%	97%	97%	97%
Brentwood & Ingatestone	91%	94%	95%	94%	95%	96%	96%	96%
Burnham & Tilligham	96%	96%	98%	97%	98%	97%	99%	98%
Canvey	95%	97%	97%	95%	98%	98%	98%	99%
Chelmsford	94%	96%	96%	96%	95%	96%	96%	97%
Clacton & Weeley	97%	98%	99%	98%	98%	98%	99%	98%
Colchester	94%	95%	97%	95%	95%	96%	96%	96%
Dovercourt	97%	98%	98%	95%	98%	98%	98%	98%
Grays	96%	97%	98%	97%	96%	97%	97%	97%
Harlow Central	94%	96%	96%	96%	95%	96%	97%	96%
Loughton & Waltham Abbey	95%	96%	96%	94%	95%	95%	97%	97%
Maldon	96%	98%	98%	96%	98%	98%	99%	99%
Rayleigh Weir & Hawkwell	97%	98%	98%	98%	96%	96%	97%	97%
Saffron Walden	98%	99%	99%	99%	98%	98%	99%	99%
Sible Hedingham & Halstead	97%	97%	98%	96%	96%	98%	99%	99%
Southend	97%	97%	98%	97%	97%	97%	97%	97%
Stansted & Dunmow	96%	97%	96%	97%	97%	98%	98%	99%
Witham	95%	96%	97%	98%	96%	96%	96%	97%
Total	95%	96%	97%	96%	97%	97%	97%	97%



Core Station Coverage 2024



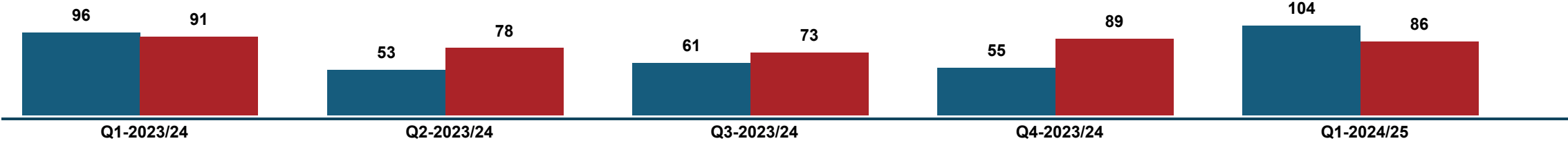
Quarter Average
97%
Target 98%



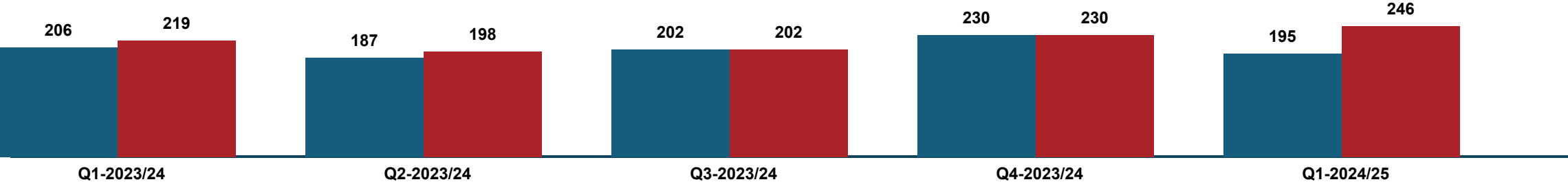
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RBIP Audits Completed for Very High Risk Properties Compared to Expected Audits

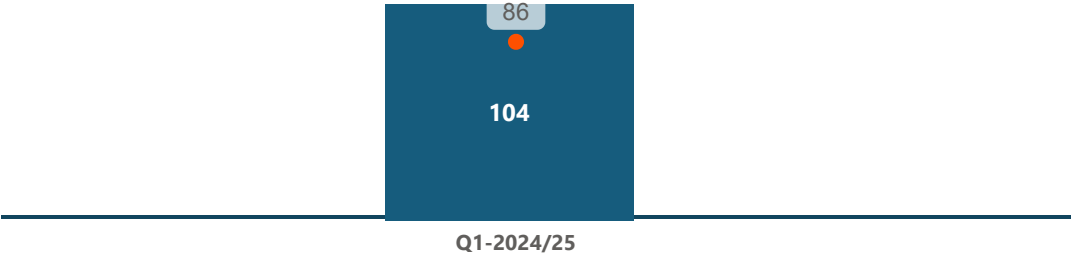
● Completed ● Expected



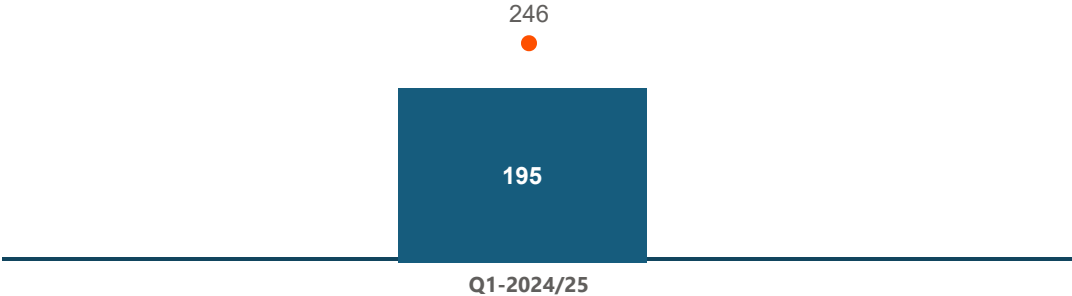
RBIP Audits Completed for High Risk Properties Compared to Expected Audits



Cumulative RBIP Audits- Very High Risk vs Expectation

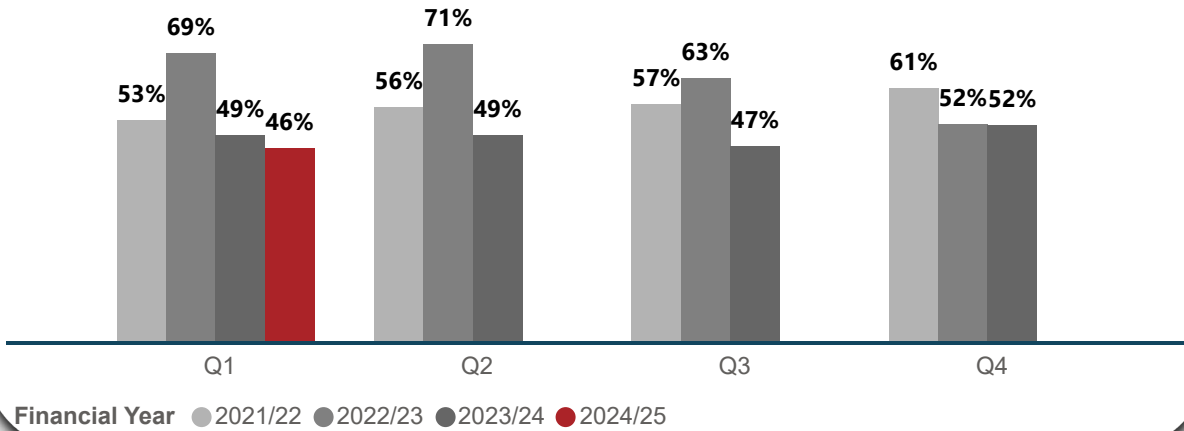


Cumulative RBIP Audits- High Risk vs Expectation

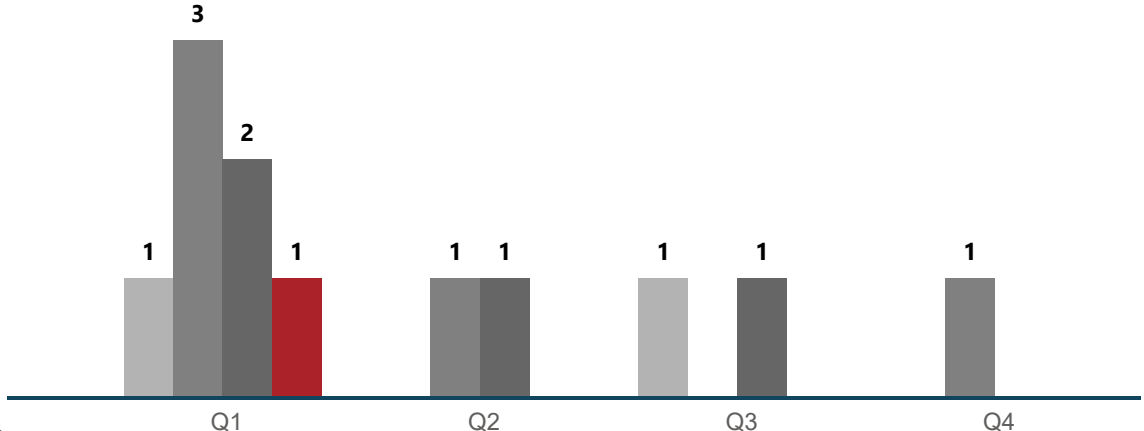


The charts above compare actual number of audits completed against unique premises, against the expected number of audits. The expected number of audits take into account the FTE, the realistic number of audits that can be completed per FTE, based on the past 3 months average, and the realistic proportion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

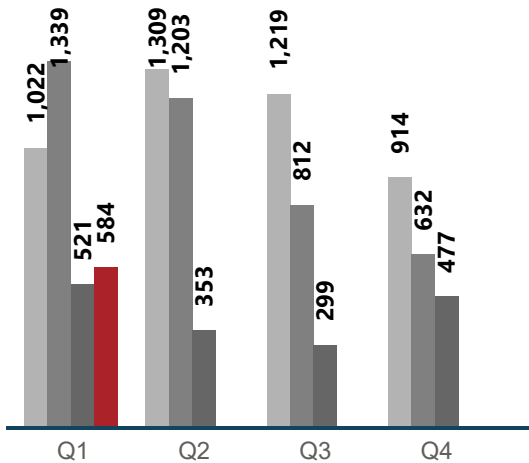
Percentage of Satisfactory Audits



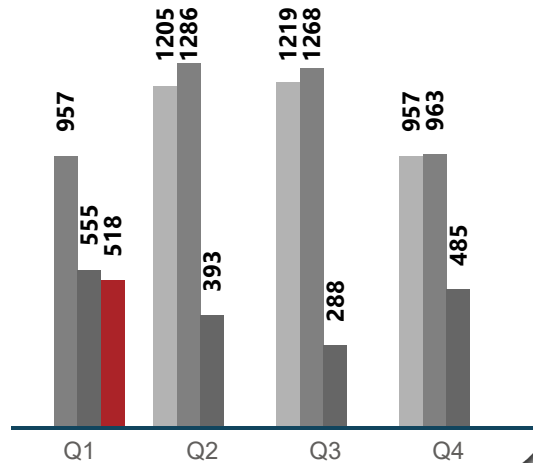
Prohibition Notices Issued



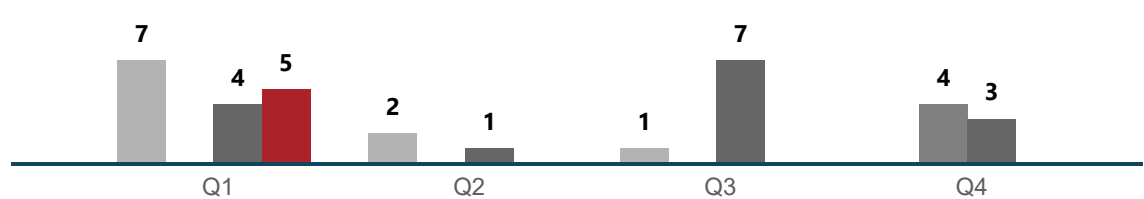
FS040 Referrals



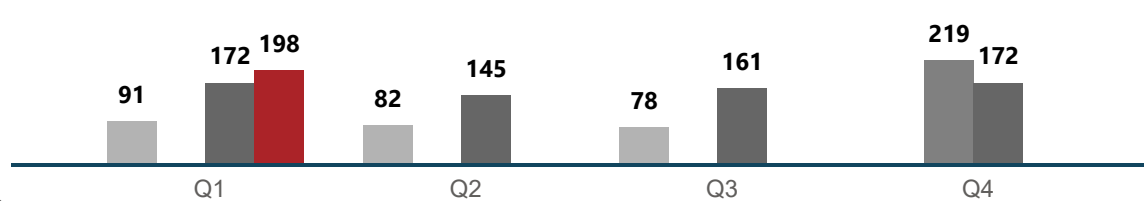
FS040 Completed



Enforcement Notices Issued



Notice of Deficiencies Issued



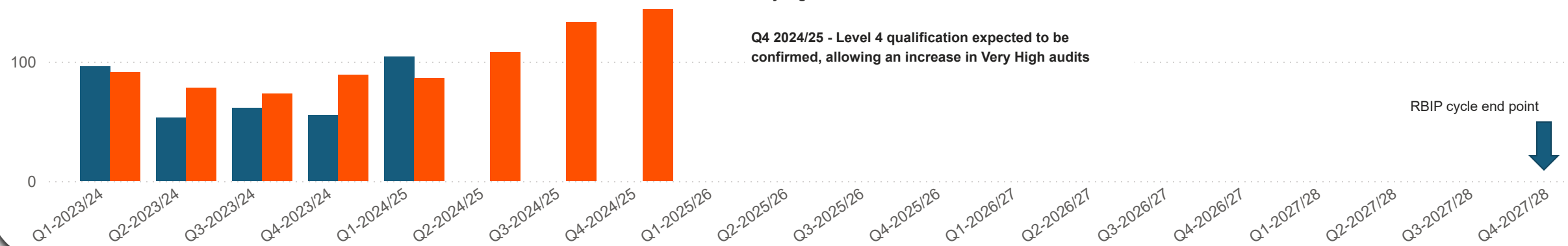
FS040s are fire protection visits undertaken by operational crews and are allocated to stations by the central fire protection team. They may not always be completed within the allocated quarter due to processing time, so the number of allocations and completions may not accurately reflect the success rate.

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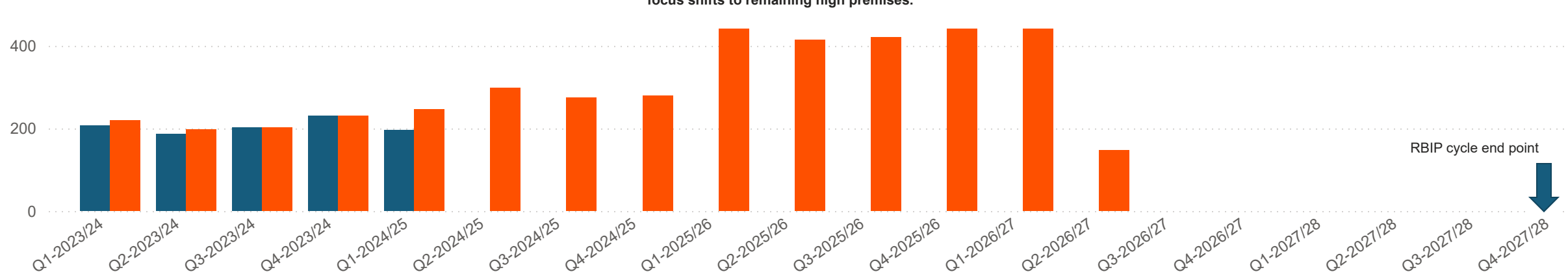
Protection - Actual vs Expected Audits

Completed and Expected Audits (Very High)

● Completed Audits ● Expected Audits - Very High - Assumption

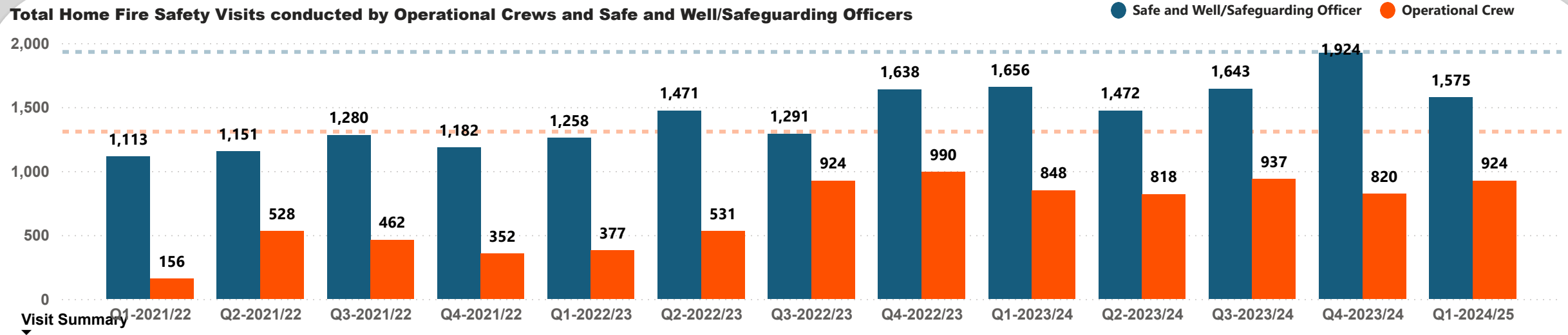


Completed and Expected Audits (High)



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.

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



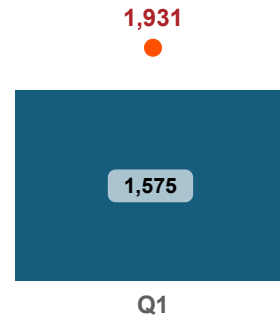
Q1 2024/25 saw a total number of 2,499 visits which were -9% less than the previous quarter total of 2,744 visits and 0% less than the total number of 2,504 visits at the same point last year.

Operational Crew visits were 13% greater than the previous quarter visits, 29% 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 -18% less than the previous month's visits, -5% less than the total number of visits at the same point last year, and were below the target number of visits for the month.

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

Fiscal Year Target: 7,724 visits



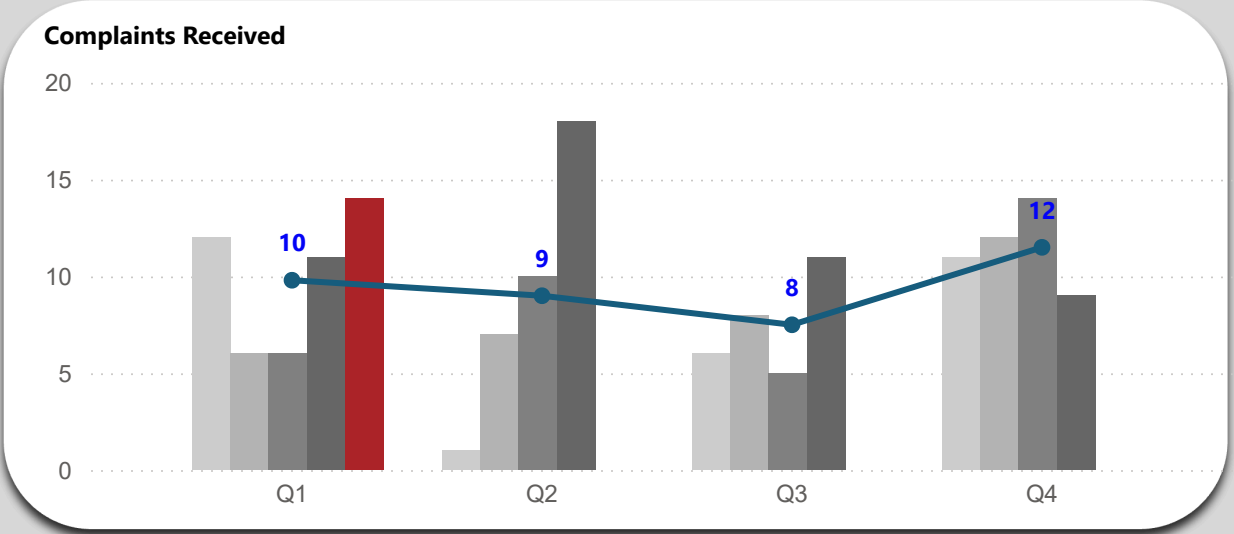
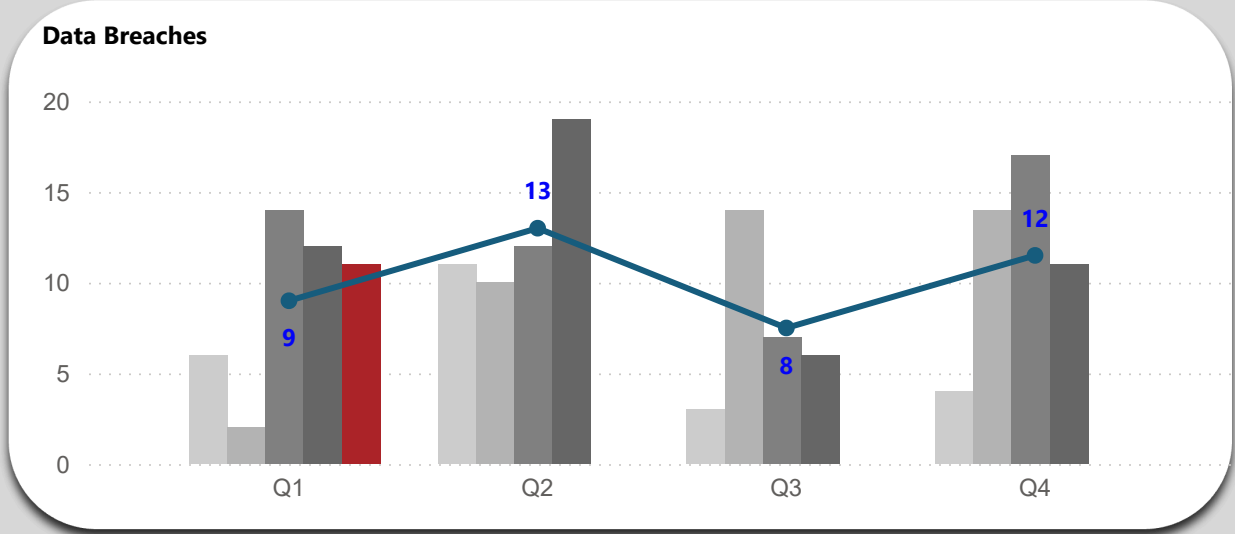
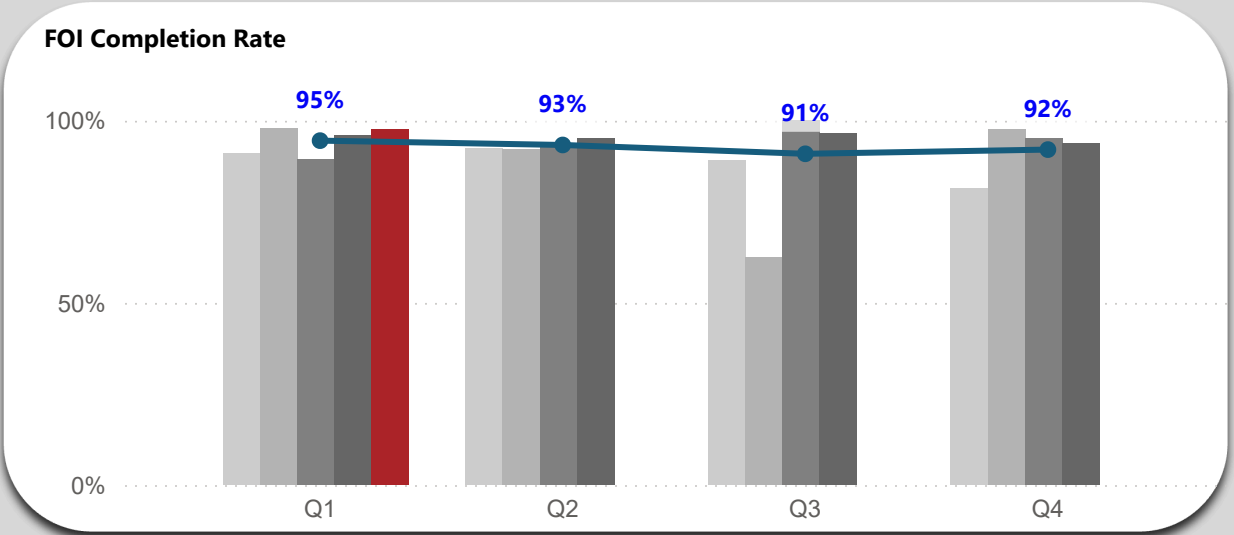
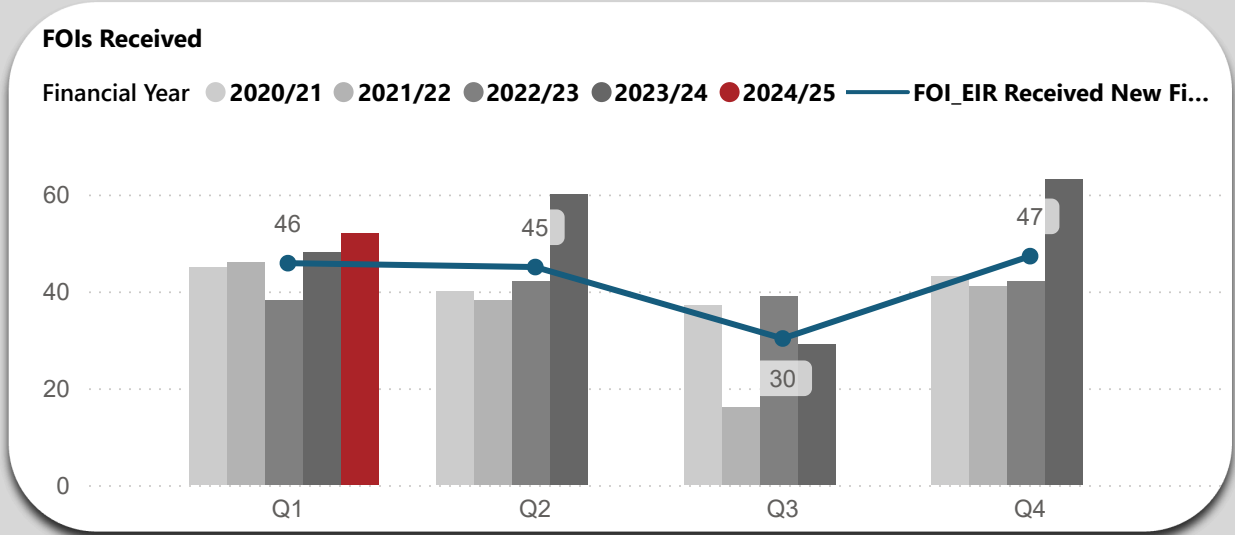
To ensure our communities within the home are as safe as possible we offer free home visits to any Essex resident, this includes the installing of Smoke Detectors. Knowing how to reduce the risk of fire in your home is an important part of living safe and well.

Quarterly Safe and Well/Safeguarding Officer Visit Target

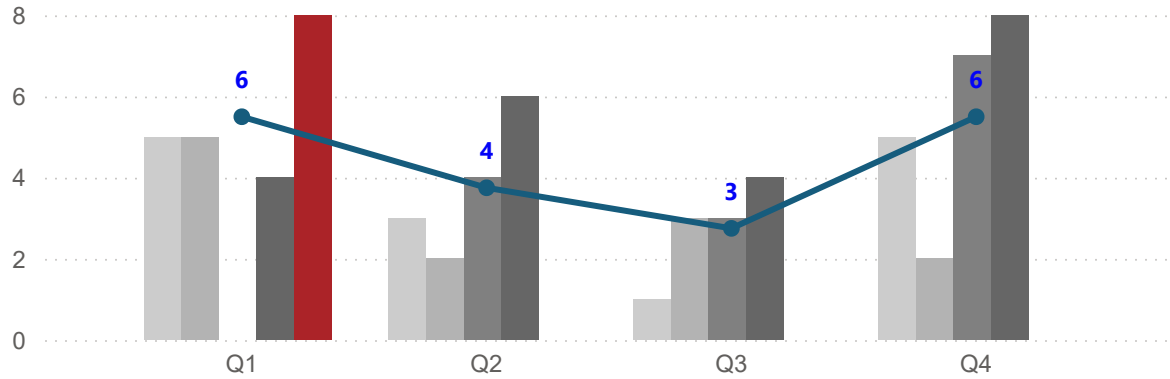
1,931

Quarterly Operational Crew Visit Target

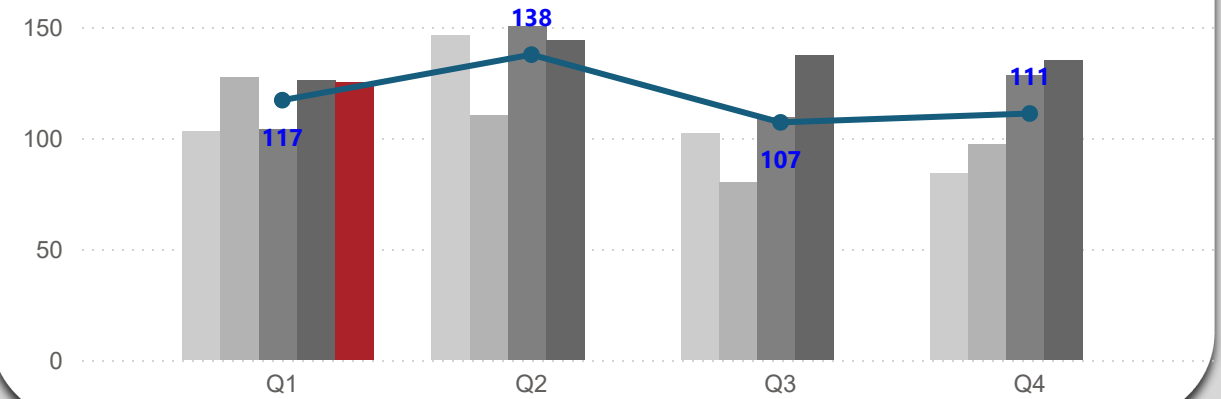
1,308



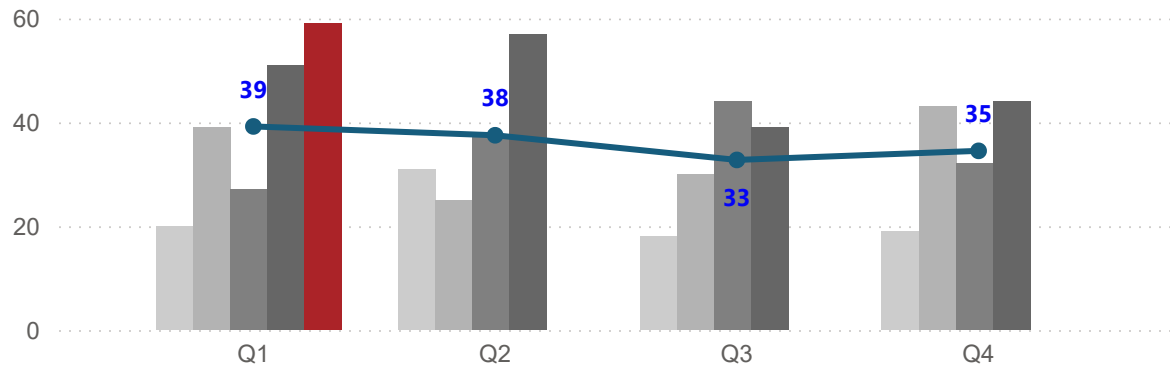
SARs Received



EIR & Fire EIR Received



Other*

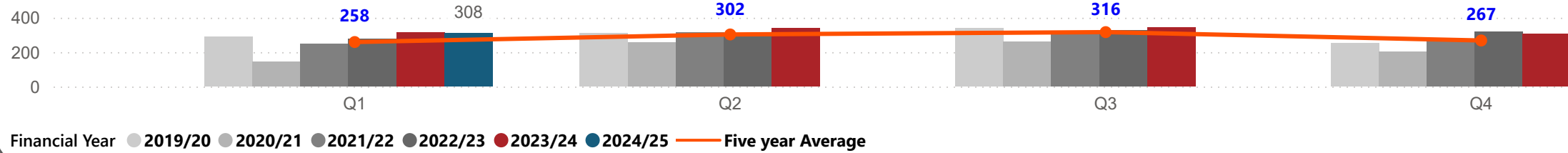


Q1 saw a steady flow of Freedom of Information (FOI) and Environmental Information Regulation (EIR) requests, with no significant trends identified. April recorded 21 requests, May had 14, and June had 19, all with high completion rates. The quarter also saw several data breaches: two moderate in April, one major, one moderate, and two minor in May, and one moderate and three minor in June. Despite these breaches, no referrals were made to the Information Commissioner's Office (ICO). The Information Governance team achieved a 100% completion rate for FOI requests during June 2024, reflecting their efficiency and diligence in handling information requests.

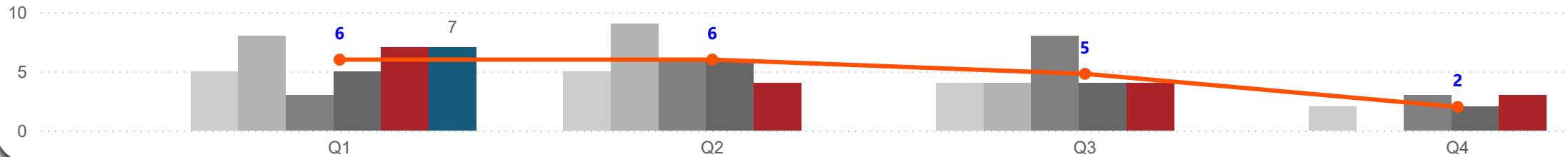
*The 'Other' Section refers to: **S212, CCTV, Correspondence, Complements, Data Rights, DPIA, ISP**

ECFRS Quarterly Performance Report Q1 2024/25

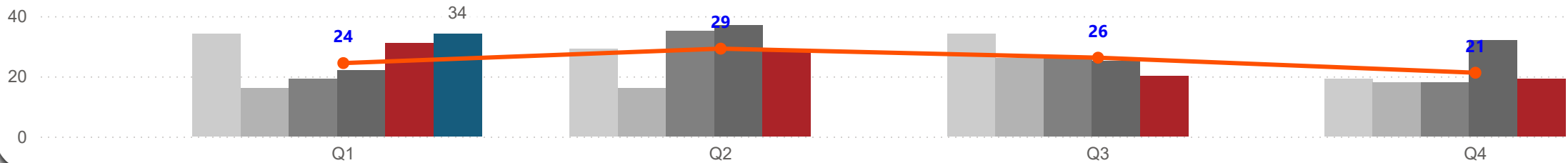
The number of RTCs attended by ECFRS are -2% less than the same period last year, 13% above the five year average for this period and are 1% above the previous quarter.



The number of fatalities from RTCs attended by ECFRS are the same as the same period last year, -50% above the five year average for this period and are 133% above the previous quarter.

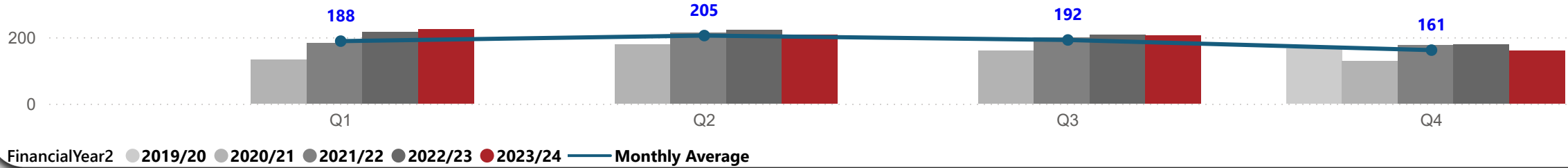


The number of serious injuries from RTCs attended by ECFRS are 10% greater than the same period last year, -10% below the five year average for this period and are 79% above the previous quarter.

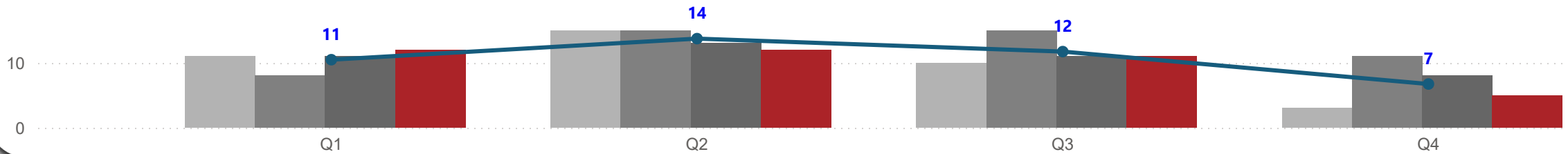


The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

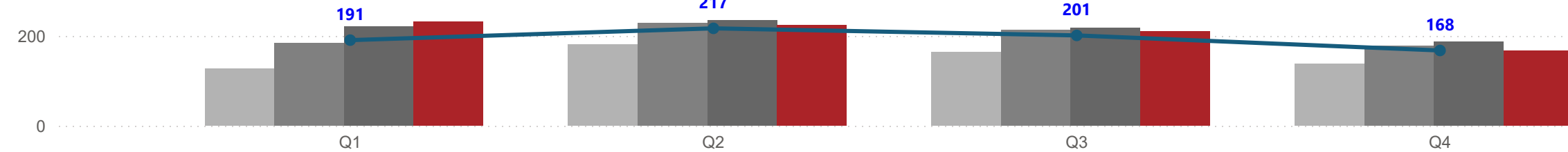
The number of SERP recorded RTCs are the same as the same period last year, 4% below the four year average for this period and are the same as the previous quarter.



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



The number of SERP recorded RTC Serious Injuries are the same as the same period last year, 4% below the four year average for this period and are the same as the previous quarter.

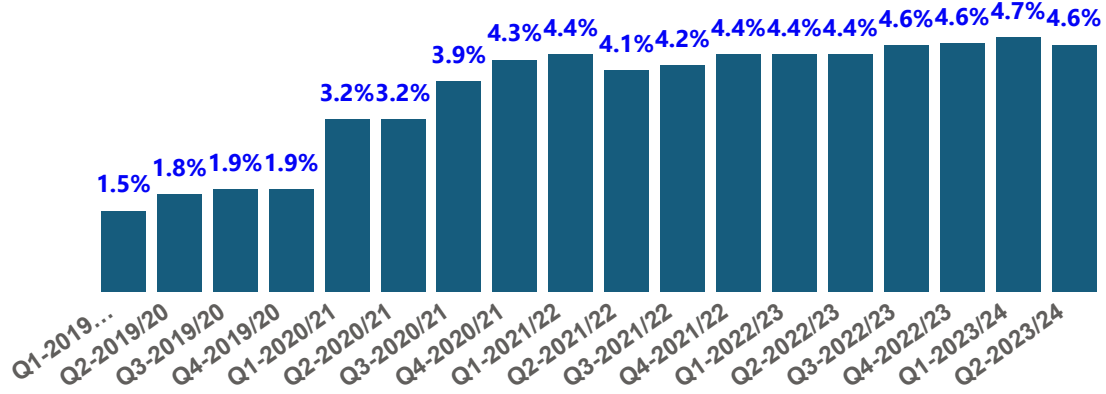


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

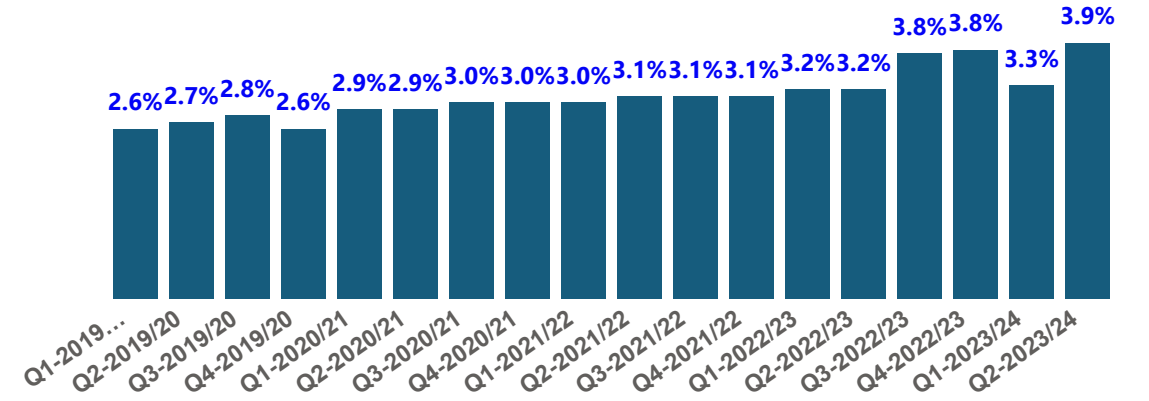
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

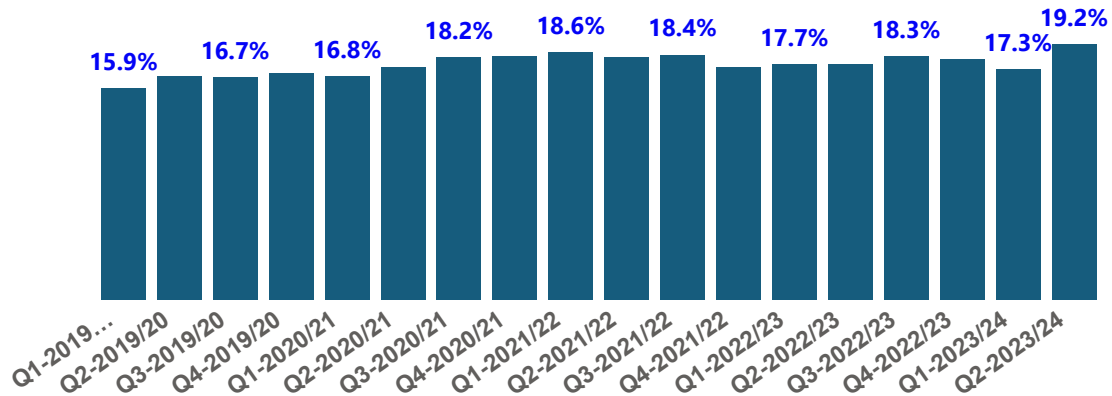
% Disabled



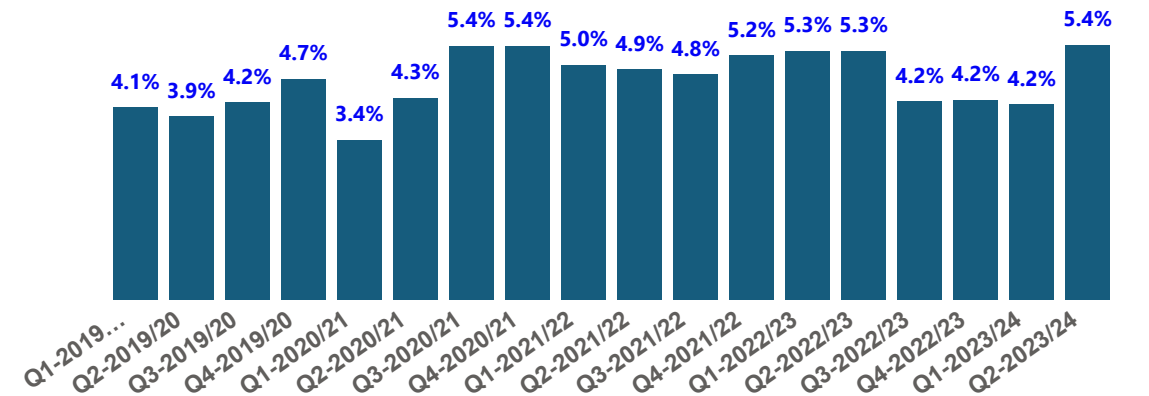
% Ethnic Minority



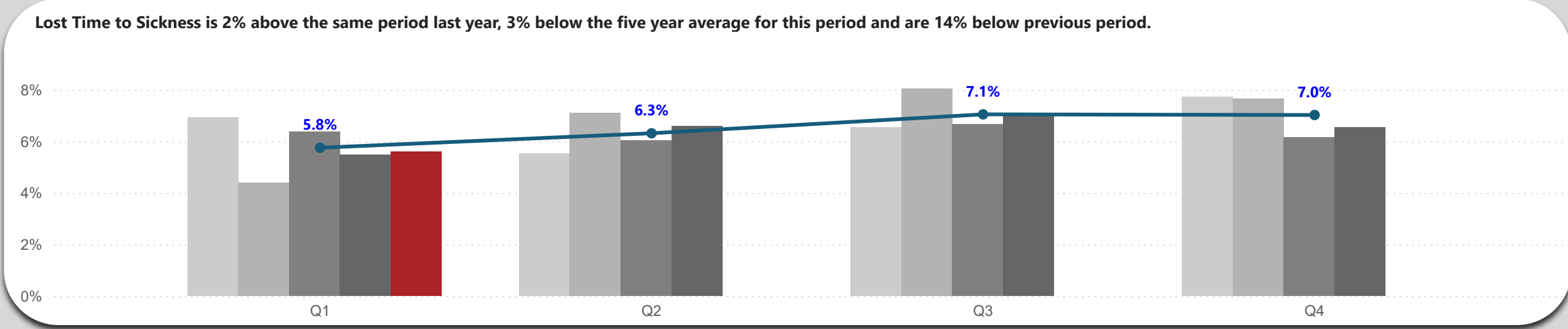
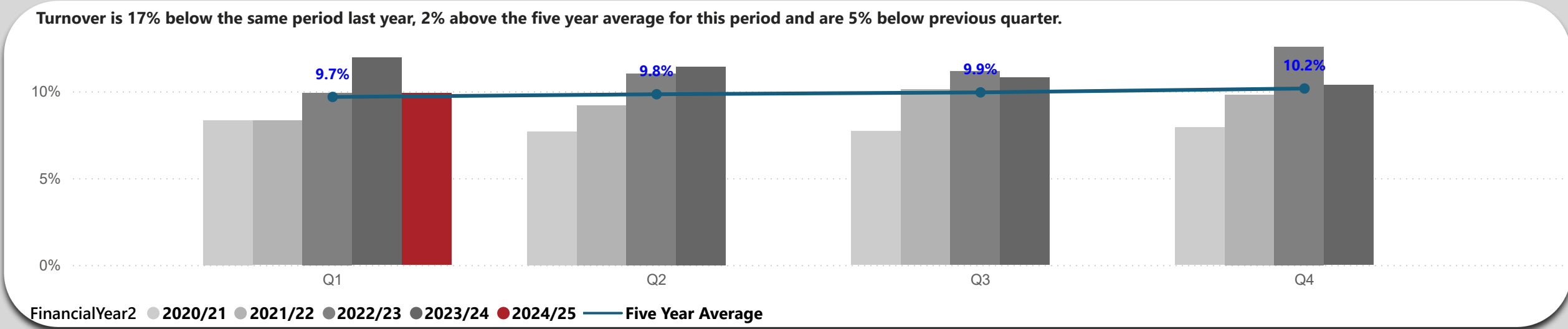
% Female



% 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

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

Incidents

	2020/21	2021/22	2022/23	2023/24	2024/25
Incidents	15,186	14,443	15,613	17,612	17,278
Fires	4,690	3,994	3,785	5,112	3,595
Special Services	4,317	4,430	5,351	5,331	5,547
False Alarms	6,179	6,019	6,477	7,166	7,331
ADF Fires	777	736	704	752	664
Deliberate Fires	1,534	1,149	1,112	1,323	986
Non Domestic Fires	407	385	432	424	351
Unwanted Fire Signals	995	1,044	1,210	1,209	1,285
RTC ECFRS	1,043	966	1,166	1,256	1,290
RTC SERP	298	646	803	829	757

Casualties

	2020/21	2021/22	2022/23	2023/24	2024/25
Primary Fire Injuries	27	27	10	18	21
ADF Injuries	46	43	25	27	36
Fire Fatalities	3	6	7	9	8
ADF Fatalities	3	6	4	6	5
RTC ECFRS Fatalities	19	16	22	19	18
RTC ECFRS Serious Injury	98	79	101	125	102
RTC SERP Fatalities	21	36	52	44	40
RTC SERP Serious Injury	294	665	841	870	791

Prevention and Protection

	2020/21	2021/22	2022/23	2023/24	2024/25
Home Fire Safety Visits	235	4,124	6,590	9,349	10,124
Home Fire Safety Visits - Operational Crew	2	277	1,719	2,815	3,411
Home Fire Safety Visits - Inspection Officers	233	3,846	4,871	6,056	6,693
RBIP Very High Audits		112	251	757	2
RBIP High Audits		103	645	853	8

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.