



Classification	Official		
Meeting	Service Leadership Team	Agenda no.	6c
	Performance & Resources Board		16
Report Authors	Lucy Clayton and Tim Bartlett		
Presented By	Neil Cross		
Subject	National Performance Benchmarking		
Type of Report	Information		
PFCC Action Point No.		For Publication	Yes

RECOMMENDATION(S)

To review the information provided within the report.

EXECUTIVE SUMMARY

The following report provides an overview of the Essex County Fire and Rescue Service (ECFRS) benchmarked against other UK Fire and Rescue Services.

Benchmarking data allows the ECFRS to assess the performance and efficiency of fire service as well as to compare the ECFRS against national standardised data and identify areas for improvement and best practices.

This benchmarking report covers the following sections:

- Total incidents.
- Primary Fires.
- Non-Dwelling Fires.
- Deliberate fires.
- Fire fatalities and casualties.
- False Alarms
- Non-Fire Incidents attended.
- Average response times.

BACKGROUND

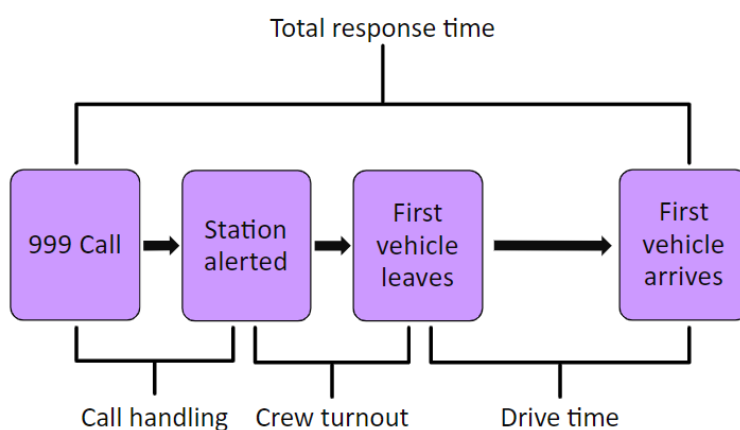
Benchmarking is an annual exercise undertaken by the Performance and Analytics team. This allows informs us how the service is performing against national metrics.

The data used within the report is published on the [National Fire Statistics Website](#). The Performance and Analytics team have downloaded the data and have presented it within a PowerBI dashboard accessible to the organisation.

The dashboard has been designed to allow users to benchmark against all services, regional services, and the new family groups.

Family groups is a term used to cluster “similar” Fire and Rescue Services. ECFRS is part of the **English and Northern Irish County Services with Coastline** Family Group.

Nationally, Incident and response time information is gathered from the National IRS system, and aggregated together by the Home Office on the Fire Statistics website. This ensures that the data is collected and measured in a standardised way, even if local reporting functions measure this differently. A good example of this is response times. This is a metric that each Fire Service will measure differently based on their CRMP/IRMP. Nationally the data is reported the same way as ECFRS as described below:



Due to this, some data in the dashboard may differ to the data presented within performance reports produced by the Service.

Data in this report has been show as a rate of 10,000 population to assist with comparisons. Raw volume data will be present on the benchmarking dashboard.

This next section summarises the data in the benchmarking dashboard.

Incident rate – ECFRS recorded an incident rate of 89.8 per 10,000 residents putting it into the third quartile of Fire Services within England and ranks it second from bottom in the Family Group. Appendix A Pg 1&2

Primary fire – ECFRS recorded an incident rate of 10.5 per 10,000 residents putting it into the third quartile of Fire Services within England and ranks it middle in the Family Group. Appendix A Pg 3&4

Non-Dwelling Fires - ECFRS recorded an incident rate of 1.31 per 10,000 residents putting it into the lowest quartile of Fire Services within England and ranks it lowest in the Family Group. Appendix A Pg 5&6

Deliberate Fires - ECFRS recorded an incident rate of 5.6 per 10,000 residents putting it into the third quartile of Fire Services within England and ranks it middle in the Family Group. Appendix A Pg 7&8

Fire Casualties – please note this is all casualties, ECFRS internal reporting only covers those who attended the hospital. Appendix A Pg 11&12

ECFRS recorded a casualty rate of 0.36 (68 persons) per 10,000 residents, putting it into the third quartile of Fire Services within England and ranks it third from bottom in the Family Group.

Fire fatalities – ECFRS recorded a fatality rate of 0.04 (8 persons) per 10,000 residents, putting it into the third quartile of Fire Services within England and ranks it fourth in the Family Group. Appendix A Pg 14&15

False Alarms - ECFRS recorded an incident rate of 36.9 per 10,000 residents putting it into the middle of Fire Services within England and ranks it just below the middle in the Family Group. Appendix A Pg 16&17

Non-Fire Incidents (Special Services) - ECFRS recorded an incident rate of 32.4 per 10,000 residents putting it into the middle of Fire Services within England and ranks it third from bottom in the Family Group. Appendix A Pg 18&19

Average response times – please note this is just primary fire response times which is different ECFRS performance metrics. Appendix A Pg 20&21

ECFRS recorded an average response time of 641 (10m 41s persons), putting it into the second quartile of Fire Services within England and ranks it fourth in the Family Group. When looking into the breakdown of the response we are above average in the country on all elements of response times to primary fires.

OPTIONS AND ANALYSIS

None in relation to this report

RISKS AND MITIGATIONS

None in relation to this report

LINKS TO FIRE AND RESCUE PLAN

Make best use of our resources:

- Benchmark our performance with other fire and rescue services and leading public and private sector bodies to improve our own performance

FINANCIAL IMPLICATIONS

Details of any financial implications, include breakdown of costs etc, including any on-costs if relating to staffing

LEGAL IMPLICATIONS

None in relation to this report

STAFFING IMPLICATIONS

None in relation to this report

EQUALITY AND DIVERSITY IMPLICATIONS NEEDS UPDATING

The actions being taken will not have a disproportionate impact on individuals with protected characteristics (as defined within the Equality Act 2010), when compared to all other individuals and will not disadvantage people with protected characteristics.

Race	No	Religion or belief	No
Sex	No	Gender reassignment	No
Age	No	Pregnancy & maternity	No
Disability	No	Marriage and Civil Partnership	No
Sexual orientation	No		

If an impact on one group or more is anticipated, a full People Impact Assessment must be completed and **attached to the report**. Please also look to add other comments to ensure that a review has been properly considered as part of this report process.

The Core Code of Ethics Fire Standard has been fully considered and incorporated into the proposals outlined in this paper.

[CoreCodeofEthicsEnglandFRSMay21_0.pdf \(ukfrs.com\)](#)

HEALTH AND SAFETY IMPLICATIONS

None in relation to this report

CONSULTATION AND ENGAGEMENT

None in relation to this report

FUTURE PLANS

Currently the benchmarking data does not contain data for Home Fire Safety Visits or Protection data. This is intentional due to the timeliness of the data refresh on the page. A new cut of the data will be published in Autumn 2023 following the return of the Home Office data returns. At this point the data will be downloaded into our Azure data lake and the dashboard will be updated to show this data. Once the data is refreshed a mid-year benchmark report will be produced.

We are anticipating that the Detailed analysis of fires attended by fire and rescue services, in England 2023/24 will be published in Q3 2024/25. Once this is published we will replicate the report with an Essex lens.

A copy of last years national report can be found here:

<https://www.gov.uk/government/statistics/detailed-analysis-of-fires-attended-by-fire-and-rescue-services-england-april-2022-to-march-2023/detailed-analysis-of-fires-attended-by-fire-and-rescue-services-england-april-2022-to-march-2023>

LIST OF BACKGROUND PAPERS AND APPENDICES

Appendix A: Extract of Benchmarking dashboard