



# ECFRS Quarterly Performance Report Q2 2022/23

*Report designed and created by the Performance and Analytics Team.*

*Data downloaded on 14 December 2022. Data Quality Assurance Percent = 100%*

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# ECFRS Quarterly Performance Report Q2 2022/23

## Summary

### Quarter 2 Summary

Quarter 2 was dominated by the heatwave period which took place over July and August. July saw the greatest number of recorded incidents since the start of 2016, with August showing the second highest. This is also reflected in the total number of fires, with July at the number 1 spot, closely followed by August. The heatwave period has been analysed in greater depth in a separate paper which has previously been circulated.

In terms of fires, the largest increase compared to the five year average and previous quarter was seen by the number of deliberate fires. This is likely linked to the number of outdoor/field fires attended during the heatwave period. The number of ADF fires were in line with the previous quarter, and while slightly higher than the five year average, were within an acceptable tolerance range.

Special Services recorded an increase compared to the previous quarter and the five year average. The largest increases in Special Services during Q3 were seen for incidents linked to flooding (37 Incidents Q2 vs 6 incidents Q1) and Rescue/extraction from water (9 incidents Q3 vs 2 incidents Q1). As noted in the Heatwave Summary report, 17<sup>th</sup> August 2022 saw very high rainfall across the region after a prolonged period of very little rainfall and high temperatures. This in turn lead to a large number of flooding incidents, which is the likely contributions to the increase seen in these incidents during Q2. The high temperatures during this period are also a likely reason for the increase in water-based incidents, where people have been more likely to go into areas where there is water, and so increase the potential of getting into difficulty.

While July and August were very busy, September calmed down. The majority of metrics were in line with the five year average, with a decrease in the number of fires noted when compared to the five year average. False alarms and unwanted fire signals remained above targets and tolerance levels and were tracking higher than the five year average for September.

### Response:

A trend throughout Q2 and onwards has been the increase in response time. This is likely due to the pressure from the heatwave, with appliances having to cover greater distances than normal in repose to the high number of fires, and associated coverage challenges.

However, the increase in response time has also been noted outside of the heatwave reporting period. To mitigate this and understand what was leading to the higher rate, a dashboard was created, updating three times a day and providing real time information on incident and their response rates. This has been made available to Area and Group Managers.

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**Response:**

At the end of Q3 an in-house study has been commissioned with the aim of understanding if there is a link between coverage and response times. If a link can be statistically established, the second phase will be to evaluate the core stations and to confirm that there is the correct number and in the correct locations. Early results of the analysis will be available during Q4 2022/23.

Q2 saw the percentage of total incidents responded to within 15 mins drop to 77%. This was likely due to the heatwave period, where appliances were having to travel greater distances than normal, as more local appliances were more likely committed to existing incidents. The study mentioned above will also cover this issue and address the factors which are potentially leading to the lower percentage rates.

**Protection and Prevention:**

A Data Analyst was recruited in July to support Protection and Prevention. The analyst has compiled several detailed analysis papers, including a detailed review of ADF fires across the region. The results of these reports and subsequent activity will be detailed in Q3 reporting onwards. The data analyst will also be compiling reports looking into the unwanted fire signals and identifying the areas where these occur more frequently.

Business continuity was declared in September for Prevention due to a loss of staff. This had an impact on the number of safe and well visits although despite this, the number of home fire safety visits conducted by the team saw an increase compared to Q1 of 51%, 38% higher than the same quarter last year. An increase in the number of home fire safety visits by operational crews was also observed, with plans to increase these visits in the coming months

**RTC**

Quarter 2 saw a decrease in the number of RTC's responded to by ECFRS, although there was an increase of 6 serious injuries when compared to the five-year average. The number of RTC fatalities was below the five-year average. The SERP data also recorded an increase in the number of serious injuries, and a decrease in the number of fatalities compared to their 3 year average, but in contrast to ECFRS, SERP attended to an increased number of RTC incidents.

**People**

To ensure the fitness and wellbeing of our employees, the next phase of the fitness policy was launched on 1<sup>st</sup> July. No detrimental effects to the number of employees on the run were observed as a result of the Fitech phase 2 launch.





# Q2 2022/23 in numbers

#WeAreEssexFire

**95%** Core station coverage



**5,996**

Incidents attended



**1,737**

Home Fire Safety Checks



**461**

Very high / high risk Protection audits



**77%**



Attendance within 15 minutes

Accidental Dwelling Fires

**197**



**14,448**

Calls to Control



**121**

Non domestic fires



**600**

Deliberate fires

**FireStoppers.**  
0800 169 5558

100% anonymous. Always.

**54**

Animal rescues





# ECFRS Quarterly Performance Report

## Q2 2022/23

### Overall

Metric vs 5 Year Average

	Metric	5 Yr Avg	Last QTR
Total Incidents	5,996 ↑	4,725	4,127
Fires	2,496 ↑	1,695	1,260
Special Services	1,302 ↑	1,195	1,267
False Alarms	2198 ↑	1,835	2,110
Fire Fatalities	2 ↑	1	0
Accidental Dwelling Fire Fatalities	2 ↑	1	0

**Target indicators** - If a metric compares favourably against the target then the arrow will be green. If the metric is within 10% of the target, then it is orange. Anything greater than 10% of the target is shown as red.

### Tolerance

Metric vs Tolerance

<div><div>Tolerance</div><div>Metric vs Tolerance</div></div>	Metric	5 Yr Avg	Last QTR	Tolerance			
Number of Primary Fire Injuries	14	17	10	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	8	8	5	18+	10-17	3-9	0
Number of Deliberate Fires	600	501	385	474+	381-473	267-380	0-266
Number of ADF Fires	197	187	198	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	121	119	129	123+	108-122	78-107	0-77
Number of Unwanted Fire Signals	322	285	302	288+	276-287	165-275	0-164
Audits (RBIP High/ V High)	461	178	421	0-488	489-551	552-608	609+

### Targets

Metric vs Target

<u>Targets</u>	Metric	5 Yr Avg	Last QTR	Target
Metric vs Target				
Global Availability	73%	↓ 77%	74%	80%
Core Station Coverage	95%	↓ 97%	97%	98%
Potential Life-Threatening Incident First Attendance	11:37	↑ 10:34	10:24	10:00
Incidents attended within 15 minutes	77%	↓ 83%	84%	90%
Freedom of Information Response Rate	86%	↓ 87%	94%	90%

### RTC

Metric vs 5 Year Average

	ECFRS			SERP		
	Metric	5 Yr Avg	Last QTR	Metric	3 Yr Avg*	Last QTR
RTC Incidents Attended	287 ↓	295	270	219 ↑	203	214
RTC Serious injury	37 ↑	31	20	234 ↑	214	220
RTC Fatalities	6 ↓	7	5	11 ↓	14	10

\*3 years of SERP data currently available

### People

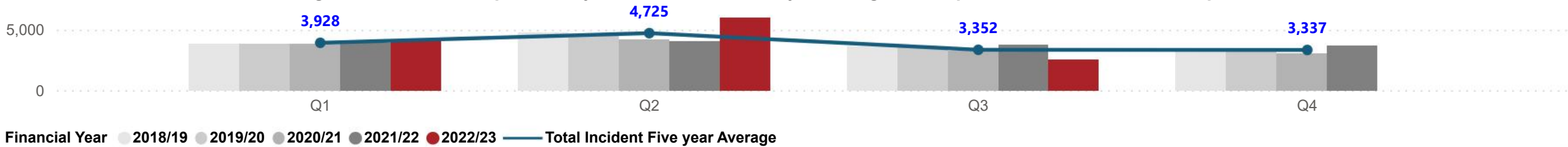
Metric vs 5 Year Average

People				
Metric vs 5 Year Average	Metric	5 Yr Avg	Last QTR	Comments
Sickness Rate	6.0% ↑	5.8%	6.4%	ECFRS data calculated using the Cleveland method.
Turnover	10.8% ↑	9.8%	10.6%	Standard CIPD calculation for workforce turnover

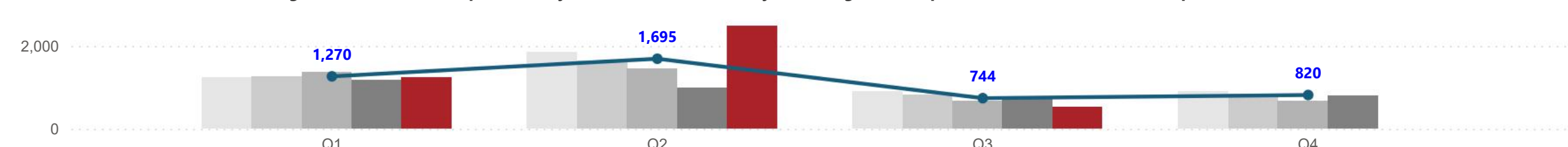
# ECFRS Quarterly Performance Report Q2 2022/23

Overall Summary

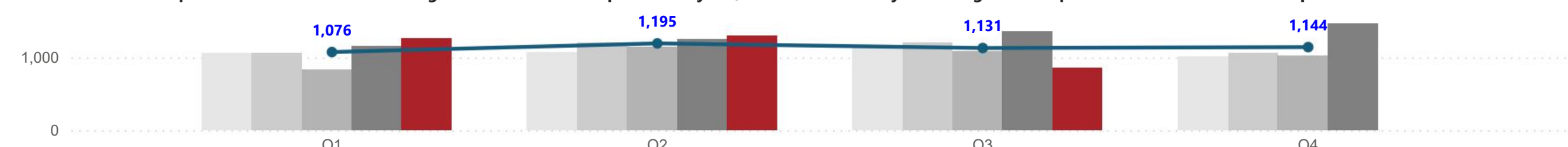
The number of Total Incidents are 49% greater than the same period last year , 27% above the five year average for this period and are 45% above last quarter.



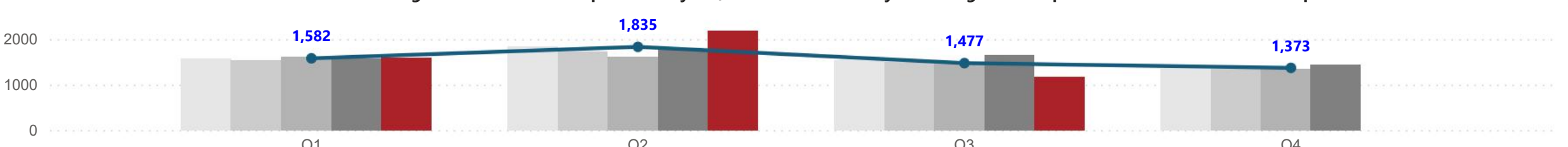
The number of Total Fires are 152% greater than the same period last year , 47% above the five year average for this period and are 98% above last quarter.



The number of Total Special Service Incidents are 4% greater than the same period last year , 9% above the five year average for this period and are 3% above last quarter.

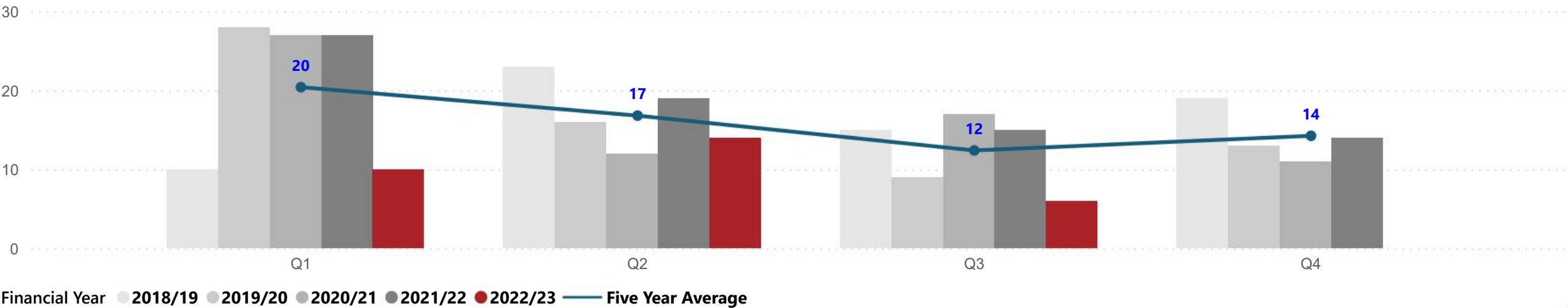


The number of Total False Alarm Incidents are 23% greater than the same period last year , 20% above the five year average for this period and are 37% above last quarter.

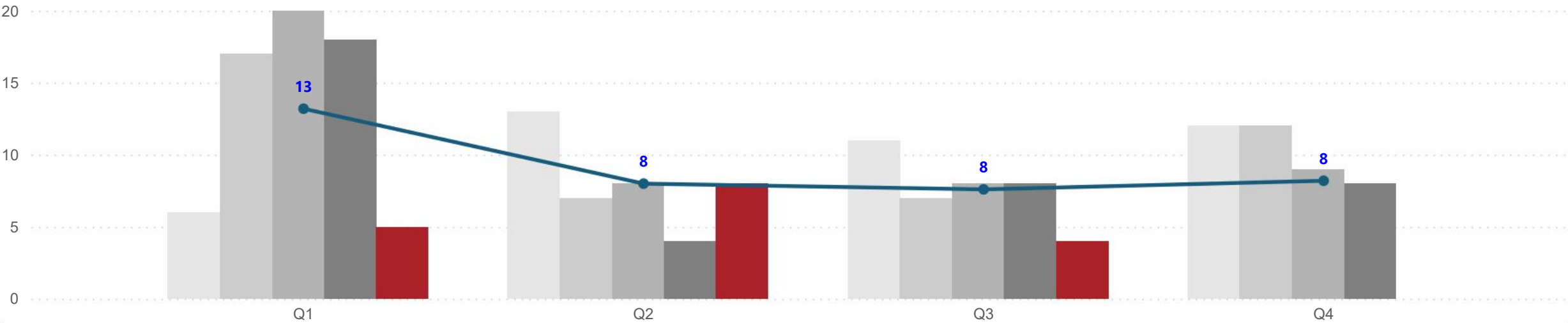




The number of Primary Fire Injuries are -26% less than the same period last year , -18% below the five year average for this period and are 40% above last quarter.

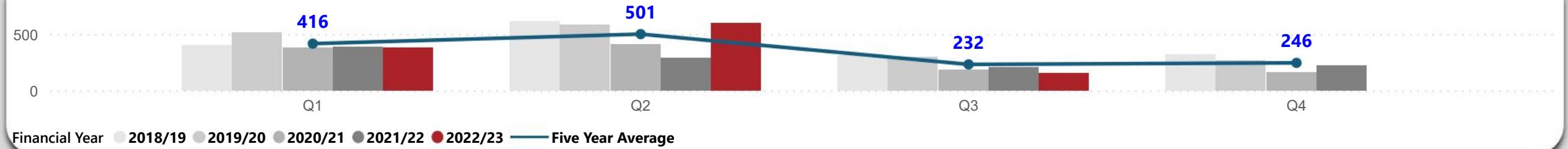


The number of ADF Injuries are 100% greater than the same period last year, the same as the five year average for this period and are 60% above last quarter.

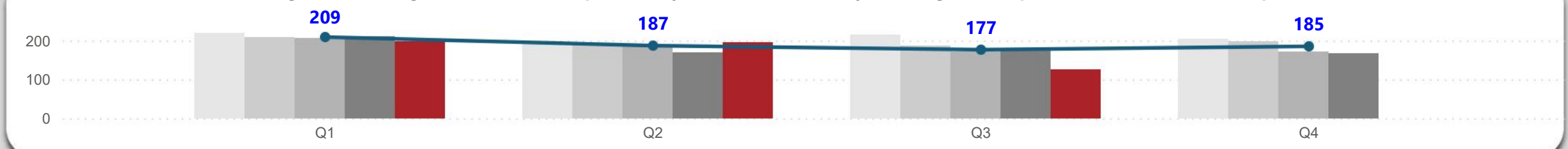


# ECFRS Quarterly Performance Report Q2 2022/23

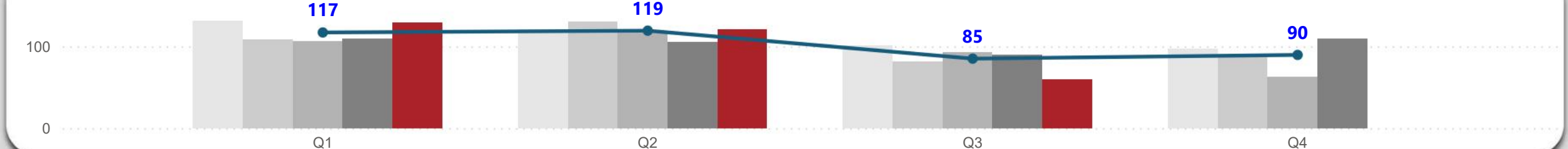
The number of Deliberate Fires are 106% greater than the same period last year, 20% above the five year average for this period and are 56% above last quarter.



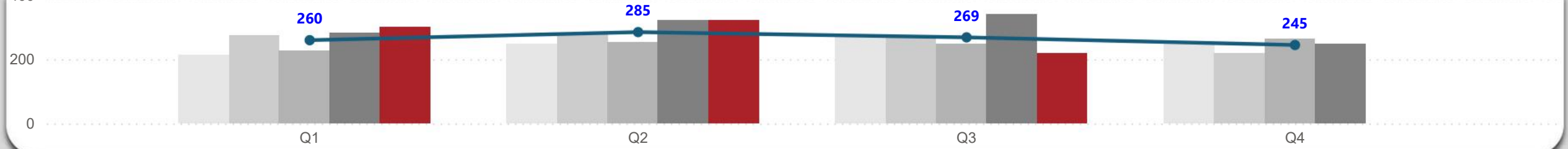
The number of Accidental Dwelling Fires are 17% greater than the same period last year, 5% above the five year average for this period and are -1% below last quarter.



The number of Non Domestic Fires are 14% greater than the same period last year, 2% above the five year average for this period and are -6% below last quarter.



The number of Unwanted Fire Signals are 0% greater than the same period last year, 13% above the five year average for this period and are 7% above last quarter.

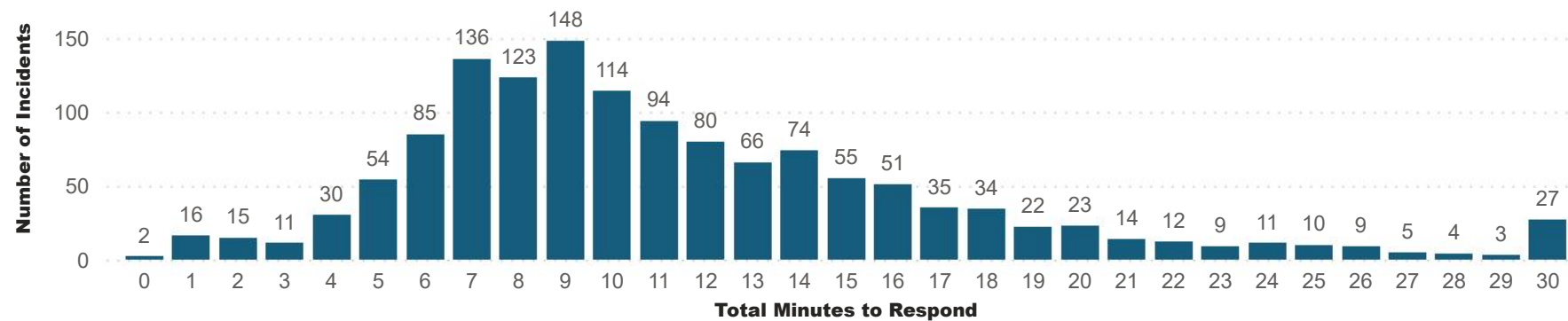




# ECFRS Quarterly Performance Report Q2 2022/23

## Response Times

Number of Potential Life Threatening Incidents Per Minutes to Respond



% Within 15 Minutes

Qtr	2018/ 19	2019 /20	2020/ 21	2021/ 22	2022/ 23
Q1	89%	88%	89%	86%	84%
Q2	85%	84%	85%	84%	77%
Q3	86%	88%	85%	85%	83%
Q4	88%	89%	85%	85%	

Avg Call Handling Time

Qtr	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23
Q1	01:39	01:52	01:37	01:42	01:51
Q2	01:51	01:43	01:45	01:53	02:07
Q3	01:52	01:44	01:47	01:54	01:58
Q4	01:47	01:46	01:46	01:59	

Avg Turnout Time

Qtr	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23
Q1	02:30	02:24	02:35	02:27	02:25
Q2	02:25	02:33	02:33	02:28	02:37
Q3	02:33	02:35	02:40	02:38	02:24
Q4	02:34	02:37	02:42	02:38	

Avg Travel Time

Qtr	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23
Q1	06:02	05:56	05:09	05:50	06:03
Q2	06:23	05:49	05:37	06:03	06:47
Q3	06:09	05:50	06:01	06:05	05:57
Q4	05:50	05:32	05:24	05:43	

Avg Response Time

Qtr	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23
Q1	10:13	10:15	09:25	10:02	10:24
Q2	10:39	10:11	09:56	10:27	11:37
Q3	10:38	10:13	10:30	10:44	10:22
Q4	10:12	09:59	09:55	10:23	

The majority of incidents are responded to within 15 minutes, although there are several incidents which are taking longer to respond to and are driving up the average.

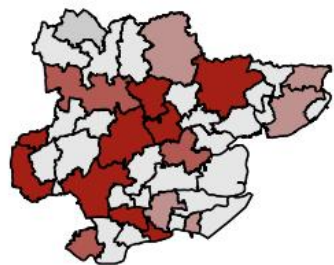
In order to better understand this and research ways to lower the average response time, a response time dashboard has been distributed to the Area Manager Response, who has shared it with the relevant Group Managers.

There were 115 potential life threatening incidents in which took more than 20 minutes to respond. If these are removed, the average response time is 10:10 minutes .

Of the incidents taking over 20 minutes, the average response time was 27:30 minutes, made up of an average call handling time of 05:57 minutes, an average turnout time of 04:23 minutes, and average travel time of 16:28 minutes.

JointStationName	Q1	Q2	Q3
Basildon	96%	94%	95%
Braintree	94%	88%	87%
Brentwood & Ingatestone	94%	91%	94%
Burnham & Tilligham	96%	96%	98%
Canvey	98%	95%	97%
Chelmsford	96%	94%	96%
Clacton & Weeley	98%	97%	99%
Colchester	96%	94%	95%
Dovercourt	94%	97%	98%
Grays	97%	96%	98%
Harlow Central	96%	94%	96%
Loughton & Waltham Abbey	96%	95%	96%
Maldon	98%	96%	98%
Rayleigh Weir & Hawkwell	98%	97%	98%
Saffron Walden	99%	98%	99%
Sible Hedingham & Halstead	98%	97%	97%
Southend	97%	97%	97%
Stansted & Dunmow	98%	96%	97%
Witham	97%	95%	97%

Core Station Coverage 2022



Quarter Average

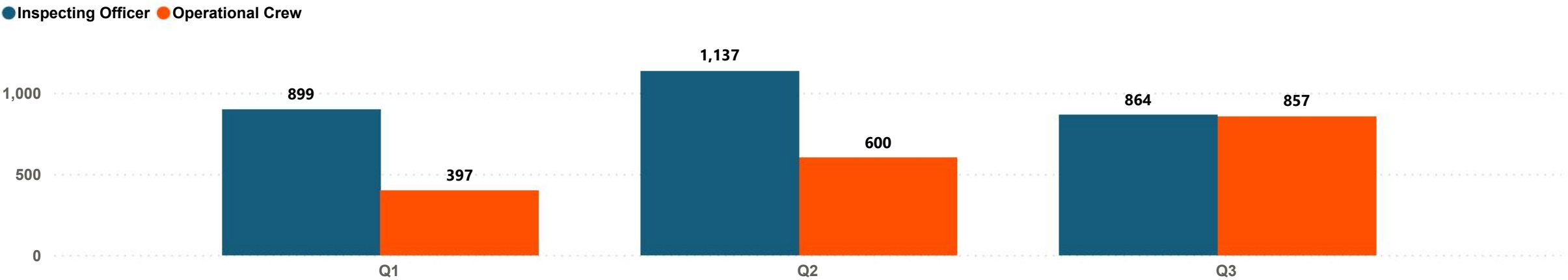
95%

Target 98%

Analysis is currently being undertaken, exploring if there is a link between coverage and response times. If a link can be statistically established, the second phase will be to evaluate the core stations and to confirm that there is the correct number and in the correct locations.

Early results of the analysis will be available during Q4 2022/23.

Total Home Fire Safety Visits conducted by Operational Crews and Inspecting Officers



Visit Summary

2022 saw a total number of 1,737 visits which were 34% greater than the previous month's total of 1,296 visits and 23% greater than the total number of 1,408 visits at the same point last year.

Operational Crew visits were 51% greater than the previous month's visits and 38% greater than the total number of visits at the same point last year.

Inspection Officer visits were 26% greater than the previous month's visits and 17% greater than the total number of visits at the same point last year.

Cumulative Prevention Visits - Inspection Officers



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.

The service has set itself a target to meet or exceed the monthly national average for prevention visits by December 2022.

A key driver to this is our Fire Fighters delivering visits within their local communities.

# ECFRS Quarterly Performance Report

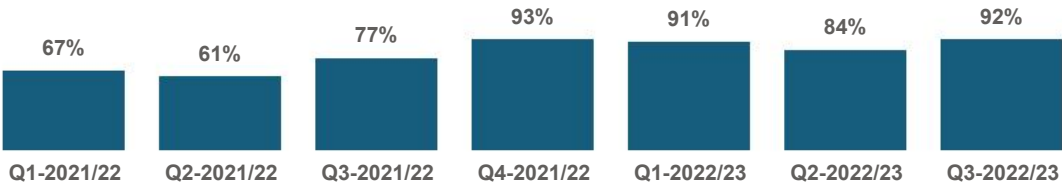
## Safe and Well Visit Survey

An electronic survey is emailed to the resident of the property where a Home Fire Safety visit was conducted. The main results of the surveys are highlighted below.

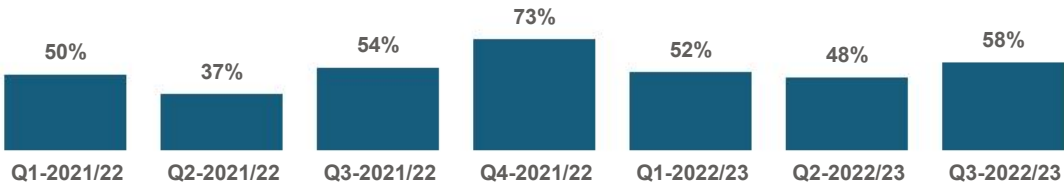
Home Fire Safety Visit Survey - Number of Responses



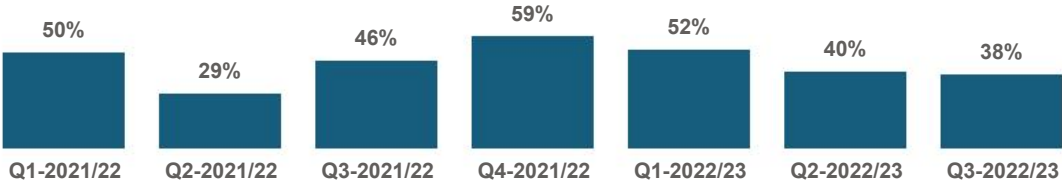
Did you LEARN about how to stay safe from fire at home (% Yes)



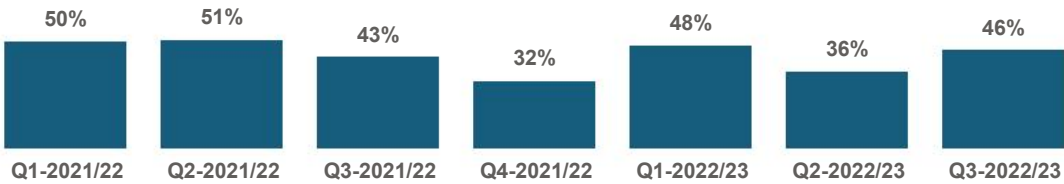
Have you already done something differently as a result of your visit? (% Yes)



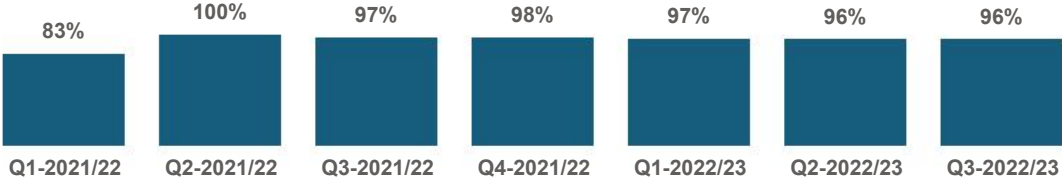
Do you INTEND to do something different as a result of your visit? (% Yes)



Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



I would RECOMMEND a Home Fire Safety visit to my friends and family (% Strongly Agree/Agree)



How do you RATE your experience of the Home Safety Service (1-10) - 10 Outstanding

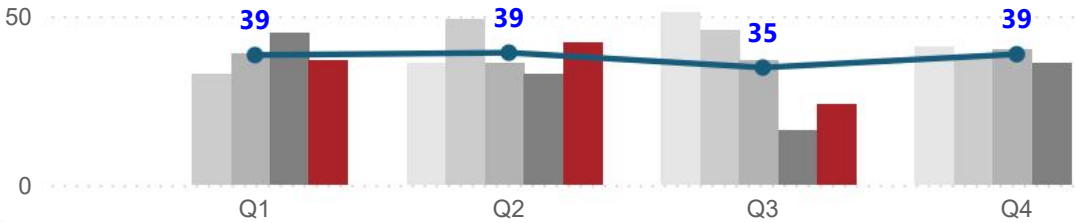




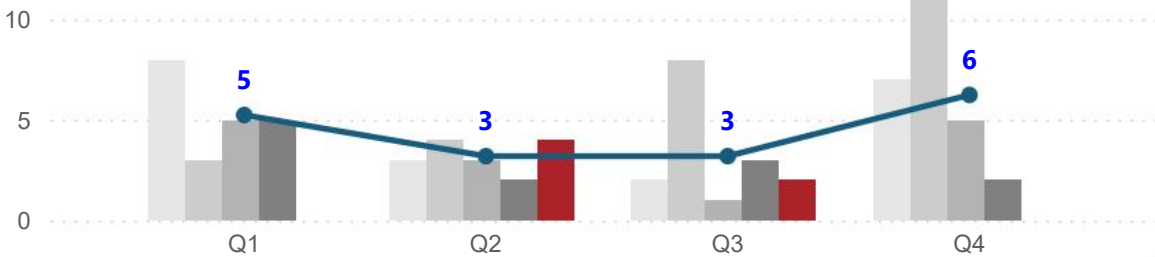
**Information Governance - Be transparent, open and accessible**

FOIs Received

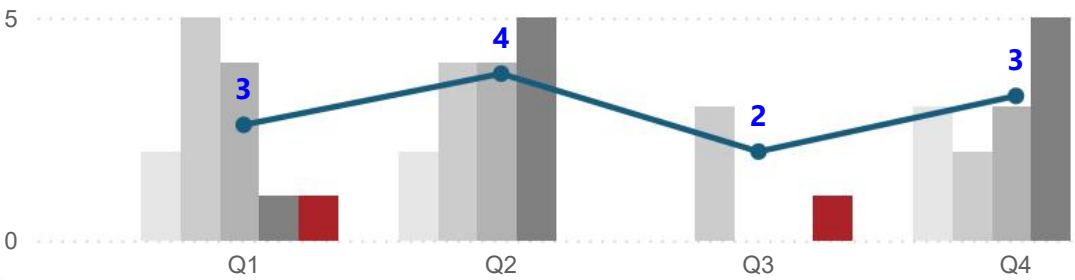
Financial Year 2018/19 2019/20 2020/21 2021/22 2022/23 Five Year Average



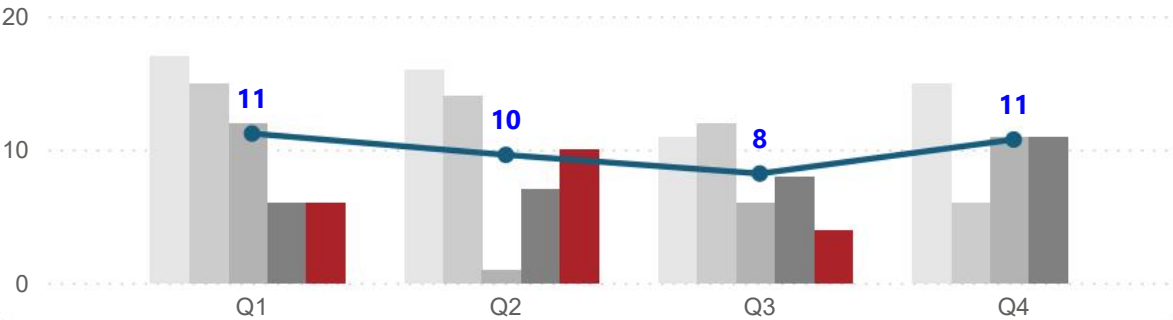
SARs Received



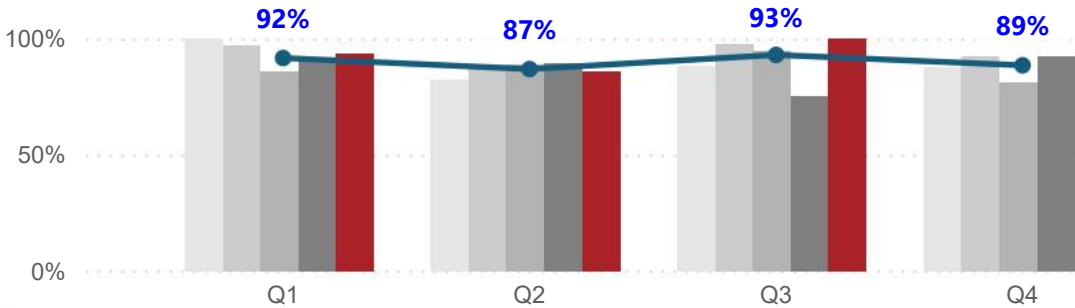
EIRs Received



Complaints Received

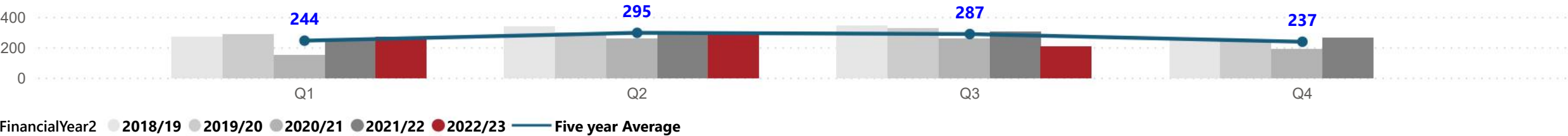


FOI Completion Rate

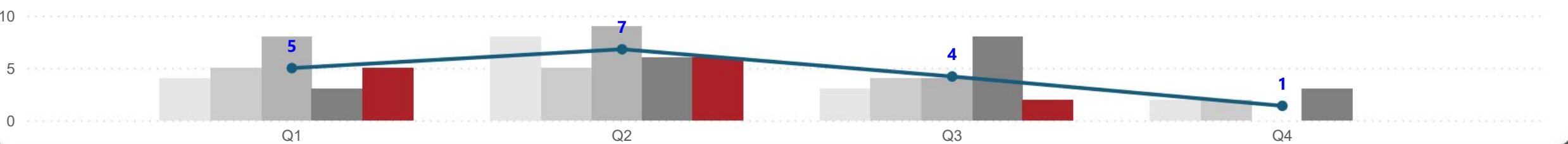


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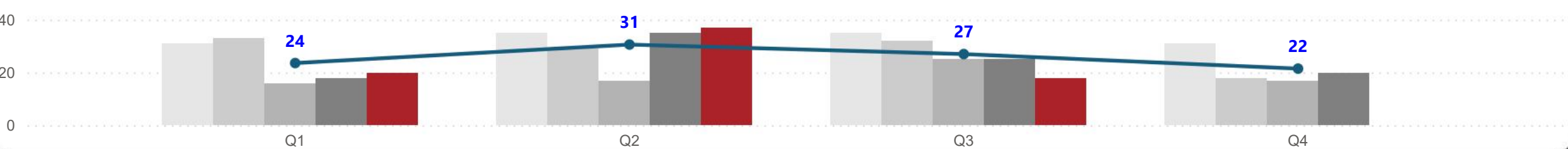
The number of RTCs attended by ECFRS are -5% less than the same period last year , -3% below the five year average for this period and are 6% above the previous quarter.



The number of fatalities from RTCs attended by ECFRS are the same as the same period last year , -14% below the five year average for this period and are 20% above the previous quarter.

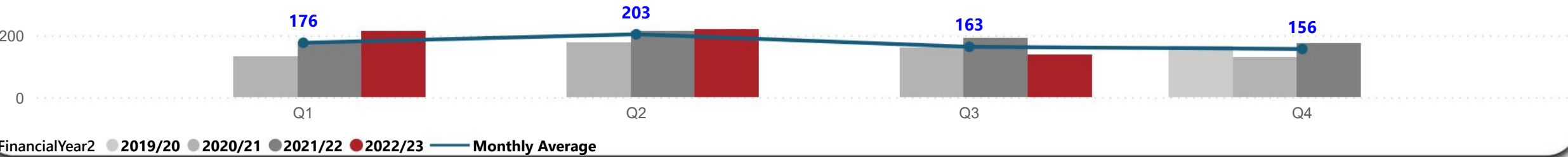


The number of serious injuries from RTCs attended by ECFRS are 6% greater than the same period last year , 19% above the five year average for this period and are 85% above the previous quarter.

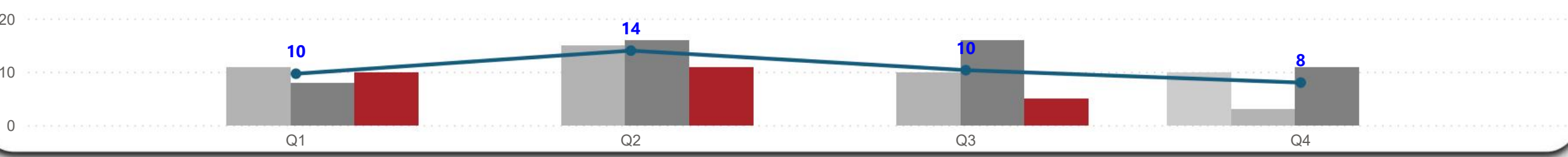


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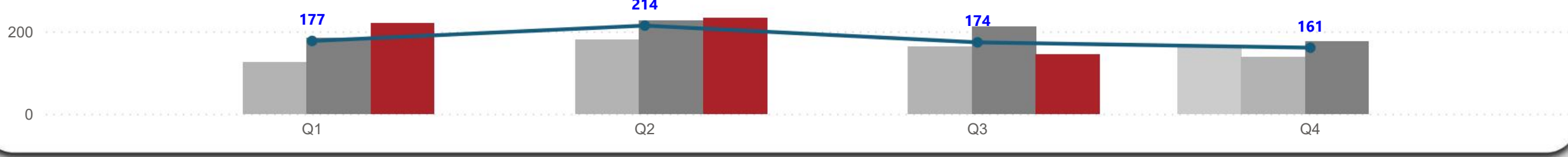
The number of SERP recorded RTCs are 3% greater than the same period last year , 8% above the five year average for this period and are 2% above the previous quarter.



The number of SERP recorded RTC Fatalities are -31% less than the same period last year , -21% below the five year average for this period and are 10% above the previous quarter.



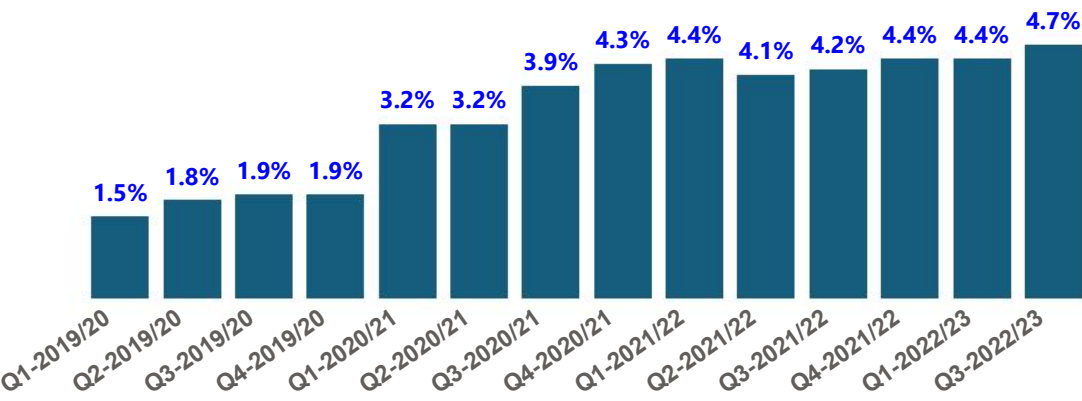
The number of SERP recorded RTC Serious Injuries are 3% greater than the same period last year , 9% above the five year average for this period and are 6% above the previous quarter.



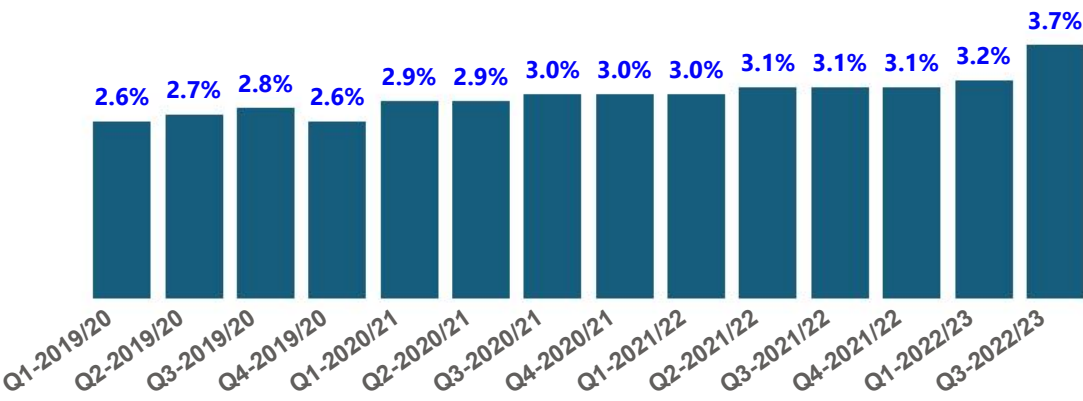
Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

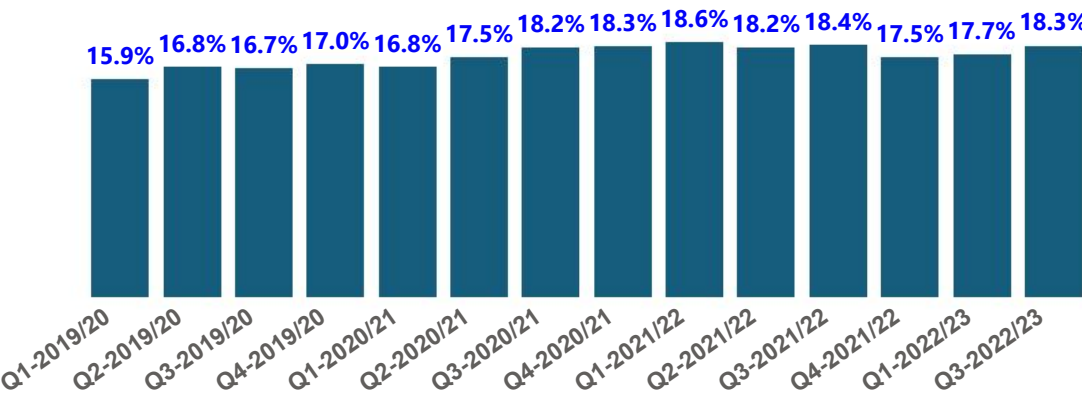
% Disabled



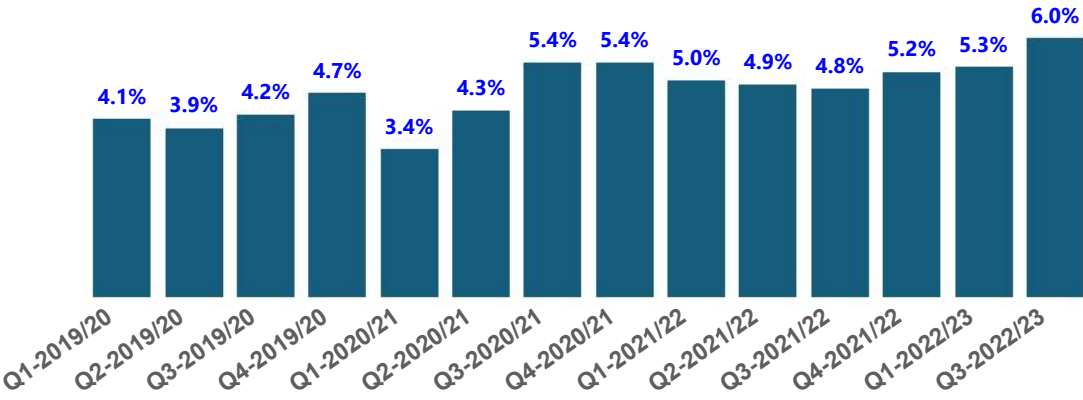
% Ethnic Minority



% Female



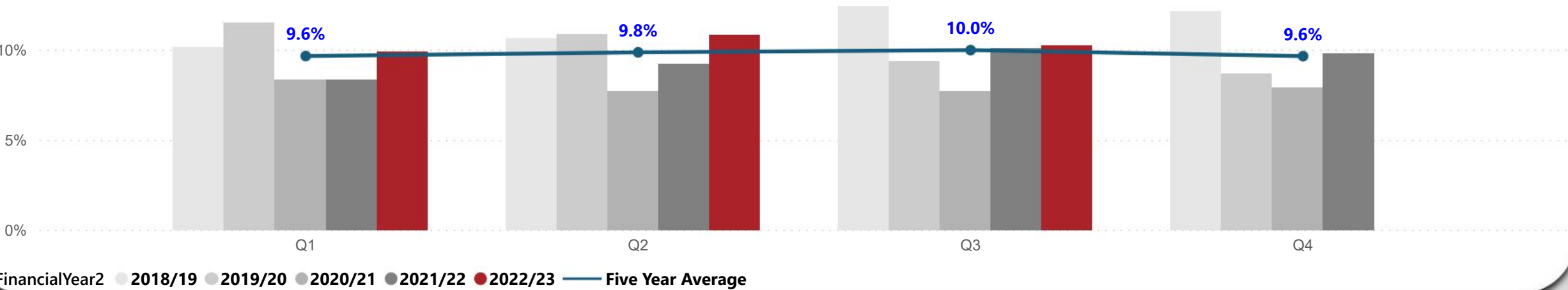
% LGBTQ



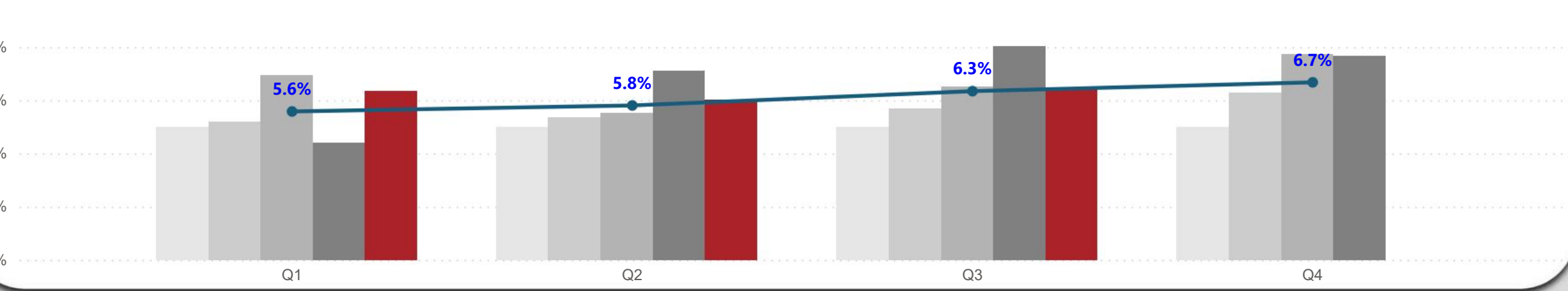
In each case (apart from disability), the figures reflect the number of people that have explicitly stated/recorded an identity in Civica. If a person has not responded to the question, they are excluded from the measures.



Turnover is 1.6% greater than the same period last year , 1% above the five year average for this period and are 0.9% above the previous quarter.



Lost Time to Sickness is -1.1% less than the same period last year , 0.2% above the five year average for this period and are -0.4% below the 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 Q2 2022/23

Appendix - Rolling 12 Month Totals Up To Q2 2022/23

## Incidents

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Incidents</b>	15,823	15,352	14,852	14,296	17,627
<b>Fires</b>	5,005	4,773	4,524	3,556	5,331
<b>Special Services</b>	4,324	4,425	4,251	4,524	5,394
<b>False Alarms</b>	6,494	6,154	6,077	6,216	6,902
<b>ADF Fires</b>	829	821	780	724	742
<b>Deliberate Fires</b>	1,671	1,742	1,361	1,030	1,421
<b>Non Domestic Fires</b>	476	437	397	372	450
<b>Unwanted Fire Signals</b>	995	1,073	966	1,117	1,213
<b>RTC ECFRS</b>	1,218	1,170	974	998	1,125
<b>RTC SERP</b>			476	681	800

## Casualties

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fire Fatalities</b>	5	5	4	7	8
<b>ADF Fatalities</b>	4	3	3	7	6
<b>RTC ECFRS Fatalities</b>	24	15	23	13	22
<b>RTC ECFRS Serious Injury</b>	140	128	83	95	102
<b>RTC SERP Fatalities</b>			36	37	48
<b>RTC SERP Serious Injury</b>			475	713	843
<b>Primary Fire Injuries</b>	66	78	61	74	53
<b>ADF Injuries</b>	40	47	47	39	29

## Prevention and Protection

	2020/21	2021/22	2022/23
<b>Home Fire Safety Visits</b>	546	4,605	6,013
<b>Home Fire Safety Visits - Operational Crew</b>	48	666	1,834
<b>Home Fire Safety Visits - Inspection Officers</b>	498	3,939	4,179
<b>RBIP V High\High Audits</b>	34	1,257	1,247

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.