

Appendix A

Priority	Measure Description		Reporting Frequency	Monitor/Target/ No Target	Notes
Prevention Protection and response	F&RP -Reduction in Injuries and Fatalities	All Fire Deaths	Quarterly	Monitor	
		Accidental Dwelling Fire Deaths	Quarterly	Monitor	
		All Primary Fire Injuries	Quarterly	Tolerance	
		Accidental Dwelling Fire Injuries	Quarterly	Tolerance	
		Primary Fires Injuries - Victim went to hospital, injuries appear to be serious	Quarterly	Monitor	
		Primary Fires Injuries - Victim went to hospital, injuries appear to be slight	Quarterly	Monitor	
		Number of Persons where First Aid or Precautionary Checks were administered.	Quarterly	Monitor	
	F&RP - Reduction in economic impact	To be developed	To be developed	To be developed	To be developed
	SERVICE - Rate of Deliberate Fires	Rate of Deliberate Fires	Quarterly	Target	
	SERVICE - Rate of Accidental Dwelling Fires	Rate of Accidental Dwelling Fires	Quarterly	Target	
		Percentage of Accidental Dwelling Fires that are cooking related	Quarterly	Monitor	
	SERVICE - Smoke Alarm Ownership in Essex	Smoke Alarm Ownership in Essex	After final report from ORH	100% by 2020	This work has been commissioned outside of ECFRS resources
		Breakdown of Smoke Alarm Presence in Accidental Dwelling Fires	Quarterly	Monitor	
		Breakdown of Smoke Alarm Activation in Accidental Dwelling Fires	Quarterly	Monitor	
	SERVICE - Fires in Non-Residential Properties	Fires in Non-Residential Properties	Quarterly	Target	
		% of Satisfactory Audits	Quarterly	Monitor	
		Number of Prohibitions	Quarterly	Monitor	
		Number of Enforcements	Quarterly	Monitor	
	SERVICE - Total Pumping Appliances Availability	Total Pumping Appliances Availability	Quarterly	94%	To be reviewed after IRMP
		Wholetime Pumping Appliances Availability	Quarterly	98%	
		On Call Pumping Appliances Availability	Quarterly	90%	
	SERVICE - To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	Quarterly	10 minutes Average	
		Break down of Turn Out Times (Call Handling, Turnout and Travel)	Quarterly	Monitor	
	SERVICE - Percentage of incidents attended within 15 minutes (Time of Call to Arrival)	Percentage of incidents attended within 15 minutes	Quarterly	90%	
		Break down of Turn Out Times (Call Handling, Turnout and Travel)	Quarterly	Monitor	

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Improve safety on our roads	F&RP - Reduction in the number of people killed or seriously injured on Essex Roads	Reduction in the number of people killed or seriously injured on Essex Roads	Quarterly	Target	
		Number of Road Traffic Collisions attended by Essex County Fire and Rescue Service	Quarterly	Monitor	
		Number of deaths and serious injuries at RTCs attended by Essex County Fire and Rescue Service	Quarterly	Monitor	
Help the Vulnerable Stay Safe	F&RP - People who received an intervention feel safer and less at risk	Safe and well evaluation survey results dashboard	Quarterly	Monitor	
	F&RP - Reduction in incidents involving vulnerable groups in Essex	Percentage of Accidental Dwelling Fires Happening to identified vulnerable groups	Quarterly	Target	
	SERVICE Number of safe and well visit delivered to our most vulnerable groups (e.g. Over 65's)	Percentage of Safe and Well visits delivered to our most vulnerable groups	Quarterly	Target	
Promote a positive culture in the workplace	F&RP - Increase in Staff Confidence	Increase in Staff Confidence	Reported after staff survey	Target	
	F&RP - Improved workforce diversity	Improved workforce diversity	Quarterly	Monitor	
	F&RP - Compliance with service training plan	To be developed	To be developed	To be developed	To be developed
	Service - Average number of Days / Shifts Lost per person per year (Median)	Average number of Days / Shifts Lost per person per year (Median)		6.9 days	
	Service - Percentage of End of year appraisals completed (forms returned to HR)	Percentage of End of year appraisals completed		100%	
		Number of Attendance Management Cases		Monitor	
		Number of Disciplinary Cases		Monitor	
		Number of Grievance Management Cases		Monitor	
		Number of Performance Management Cases		Monitor	
Develop and broaden the role and range of activities undertaken by the service	F&RP - Broader range of prevention, protection and response activity undertaken by operational staff	To be developed	To be developed	To be developed	To be developed
Be transparent, open and accessible	F&RP - Partner satisfaction with engagement	To be developed	To be developed	To be developed	To be developed
	F&RP - Public trust and confidence increased	To be developed	To be developed	To be developed	To be developed
	SERVICE - Freedom Of Information Response Rates	Freedom Of Information Response Rates	Quarterly	90%	
		Number of Freedom Of Information	Quarterly	Monitor	
		Number of Subject Access Requests	Quarterly	Monitor	
		Environmental Information Requests	Quarterly	Monitor	
	SERVICE - Complaint Response Rates	Complaint Response Rates	Quarterly	90%	
Collaborate with our partners	F&RP - Progress made against the PFCC Joint Governance Local Business Case for Police and Fire and Rescue Service	To be developed	To be developed	To be developed	To be developed

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Make best use of our resources	F&RP - HMICFRS Performance Rating	HMICFRS Performance Rating	Reported in November	Monitor	
	F&RP - Cost of the service per resident	Cost of the service per resident	Yearly	Monitor	
	F&RP - Reduction in the number of false alarms	Reduction in the number of false alarms	Quarterly	Target	