



# ECFRS Quarterly Performance Report Q4 2022/23

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

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# ECFRS Quarterly Performance Report Q4 2022/23

## Response

The Response function has established an on-call team with three key priorities: retention, recruitment, and response. These priorities aim to ensure the service retains its personnel and optimizes retention. Response times have shown less variability than availability, indicating effective resource allocation. Local management plans address availability, and relevant dashboards are being updated to ensure appropriate data and metrics for performance scrutiny.

## Performance

During Q4, deliberate fires were lower compared to the previous quarter and 12% below the five-year average. However, the total number of deliberate fires for the financial year increased, likely due to a high number of potentially deliberate outdoor fires during the heatwave period in Q2. Primary fire injuries continued to decrease in Q4, with a significant reduction compared to previous years. The trend is also evident in ADF fire injuries, although there was a slight increase in Q4 compared to the previous quarter. The target setting paper for the next year includes adjusted targets for those metrics which have shown a reduction in the trend, allowing ECFRS to continually challenge and improve the service's performance. It also introduces additional rate measures, enabling better comparison and trend analysis.

## Prevention

The Safe & Well Officer team is currently experiencing vacancies due to sickness, temporary contracts, and secondments. However, the team has made new appointments for a Live Safe Manager and a Road and Water Safety Lead. Permission to recruit has been granted, and discussions are ongoing to determine resource allocation strategies. Several projects have been launched to share prevention advice, including collaborations with Essex Police and engagement with rural communities. A review of the 'warm spaces' initiative offered at fire stations during the winter months revealed low footfall, leading to plans for integration with established 'warm spaces' such as churches and community centres. Over 30 Road and Water safety events have been conducted, reaching an audience of over 3,000. The Essex Water Safety Forum, led by ECFRS in partnership with Essex County Council (ECC) and the RNLI, has been established. As part of the Home Fire Safety check visit evaluation, it was found that a lot of residents had forgotten to either test or clean their smoke alarms. As a result, the Prevention team has developed keyrings, fridge memo boards, and smoke alarm testers which can be distributed to the community, to remind residents to test and clean their smoke alarms.

## People Operations

The absence rate continued to decrease, falling below the five-year average. Turnover slightly increased compared to the previous quarter, with the majority of leavers coming from On-call, particularly the Northeast sector. Family reasons and career progression were the main reasons for leaving. Ongoing work focuses on improvements and previously discussed plans.

***Continued on the following page.....***

# ECFRS Quarterly Performance Report Q4 2022/23

## Information Governance

During Q4 2022/23, the FOI response rate exceeded the 90% target, following the trend of previous quarters. A total of 46 FOI requests were received from various requestors, covering a wide range of topics. There were 16 data breaches in Q4, with the majority classified as near-miss, minor, or moderate breaches. One referral was made to the Information Commissioner's Office (ICO) during this period.

## RTC

ECFRS has experienced an increase in the number of RTCs attended, with Q4 surpassing the five-year average. Overall, in the financial year 2022/23, ECFRS attended RTCs that were 8.5% higher compared to previous years. This aligns with the trend observed by Safer Essex Roads Partnership (SERP), which reported a 6.1% increase in RTCs from the previous financial year. SERP also recorded a higher-than-average number of RTCs in Q4, showing an increase compared to Q3. It is important to note that SERP's data includes all Road Traffic Collisions attended by Essex Police involving either a victim killed or seriously injured. Some of these incidents would have required the assistance of Essex County Fire and Rescue Service. However, ECFRS reports a higher number of RTC incidents than SERP, as not every RTC attended by ECFRS involves fatalities or serious injuries. Of the RTCs attended by ECFRS the most common action at the scene was making the scene and or vehicles safe. A breakdown of the various activities is as follows: 61% involved making the scene and vehicles safe, 24% required extrication/release of persons or medical assistance, 13% involved providing advice, standby, or no action, and the remaining activities included road cleaning/clearing up the scene.

## Fire Fatalities

During Q4, there was one Accidental Dwelling Fire (ADF) fatality involving a victim of pensionable age. ECFRS were contacted by a police car passing the property. The fire was caused by a failure of an electrical consumer unit under the stairs and the deceased was unknown to ECFRS, or other partner agencies. Tactical After Incident Response activity was undertaken by crews, where 25 of the neighbouring houses were called upon, and 4 Home Fire Safety Checks (HFSC) were completed.

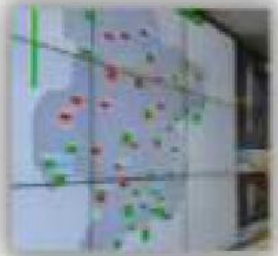




# Q4 2022/23 in numbers

#WeAreEssexFire

**97%** Core station coverage



**3,516**

Incidents attended



**2,451**

Home Fire Safety Checks



**402**

Very high / high risk Protection audits



**85%**



Attendance within 15 minutes

Accidental Dwelling Fires

**200**



**7,200**

Calls to Control



**86**

Non domestic fires



**200**

Deliberate fires

**FireStoppers.**  
0800 169 5558

100% anonymous. Always.

**29**

Animal rescues





# ECFRS Quarterly Performance Report

## Q4 2022/23



### Overall

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR
Total Incidents	3,516	↑ 3,367	3,964
Fires	748	↓ 799	756
Special Services	1,239	↑ 1,166	1,430
False Alarms	1,529	↑ 1,402	1,639
Fire Fatalities	1	↔ 1	2
Accidental Dwelling Fire Fatalities	1	↔ 1	1

**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	Metric	5 Yr Avg	Prev QTR	Tolerance			
Number of Primary Fire Injuries	10	13	9	27+	16-26	7-15	0-6
Number of ADF Fire Injuries	10	10	5	18+	10-17	3-9	0
Number of Deliberate Fires	200	236	197	474+	381-473	267-380	0-266
Number of ADF Fires	200	187	194	225+	198-224	130-197	0-129
Number of Non-Domestic Fires	86	89	87	123+	108-122	78-107	0-77
Number of Unwanted Fire Signals	292	254	334	288+	276-287	165-275	0-164

### Targets

Metric vs Target	Metric	5 Yr Avg	Prev QTR	Target
Global Availability	74%	↓ 81%	71%	80%
Core Station Coverage	97%	↓ 98%	96%	98%
Potential Life-Threatening Incident First Attendance	10:36	↑ 10:13	10:37	10:00
Incidents attended within 15 minutes	85%	↓ 86%	83%	90%
Audits (RBIP V High) <i>Reporting on 3 years of data</i>	139	↓ 37	157	159
Freedom of Information Response Rate	95%	↑ 91%	100%	90%

### RTC

Metric vs 5 Year Average	ECFRS			SERP**		
	Metric	5 Yr Avg	Prev QTR	Metric	3 Yr Avg*	Prev QTR
RTC Incidents Attended	320	↑ 258	331	175	↑ 161	206
RTC Serious injury	32	↑ 24	25	184	↑ 167	218
RTC Fatalities	5	↑ 3	6	8	↔ 8	9

\*3 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.

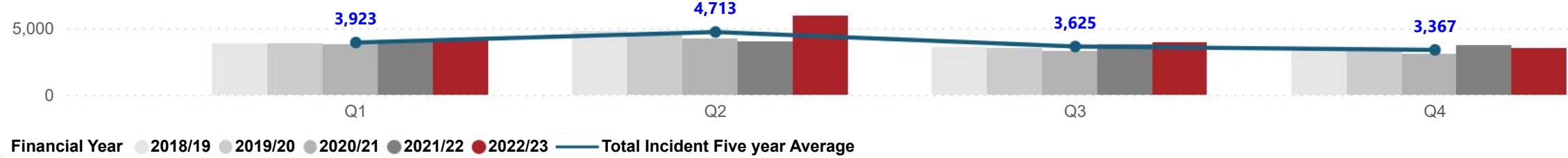
### People

Metric vs 5 Year Average	Metric	5 Yr Avg	Prev QTR	Comments
Sickness Rate	6.2%	↓ 6.6%	6.7%	ECFRS data calculated using the Cleveland method.
Turnover	12.6%	↑ 10.2%	12.3%	Standard CIPD calculation (Number of leavers in period divided by average headcount in period).

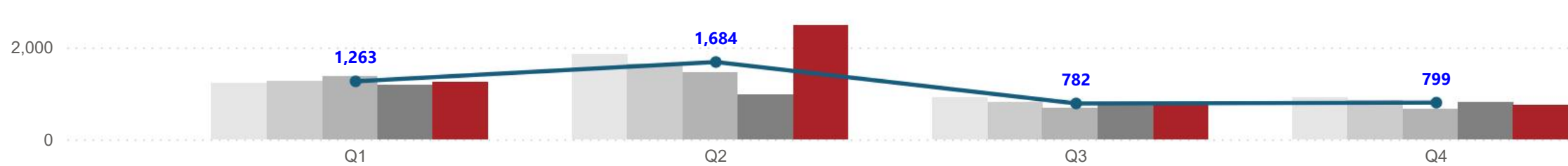
# ECFRS Quarterly Performance Report Q4 2022/23

Overall Summary

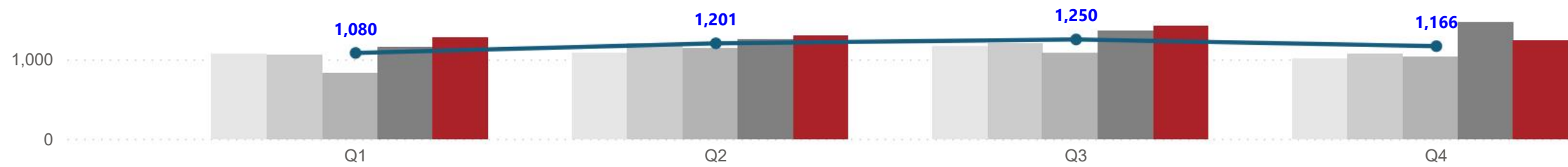
The number of Total Incidents are -5% less than the same period last year , 4% above the five year average for this period and are -11% below last quarter.



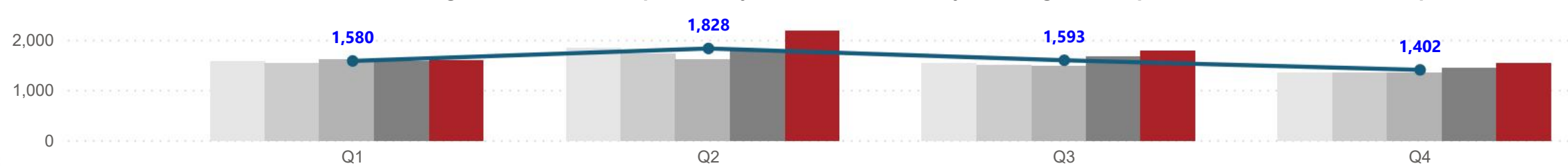
The number of Total Fires are -8% less than the same period last year , -6% below the five year average for this period and are -1% below last quarter.



The number of Total Special Service Incidents are -16% less than the same period last year , 6% above the five year average for this period and are -13% below last quarter.

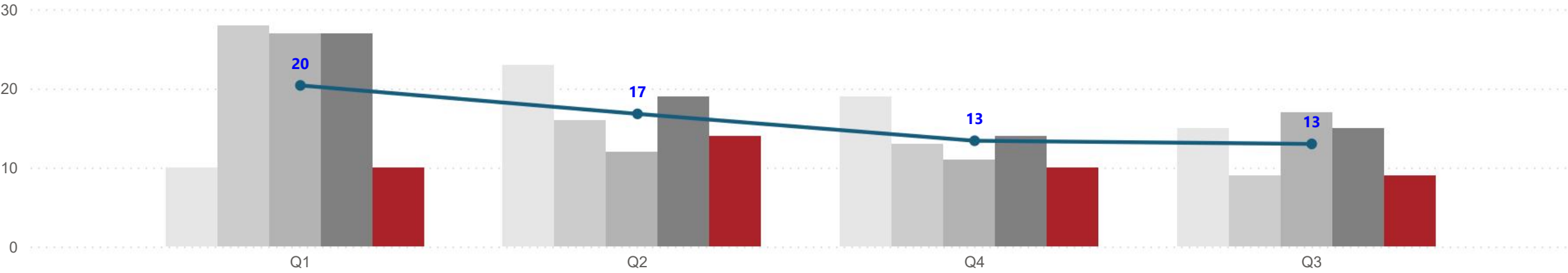


The number of Total False Alarm Incidents are 6% greater than the same period last year , 9% above the five year average for this period and are -14% below last quarter.



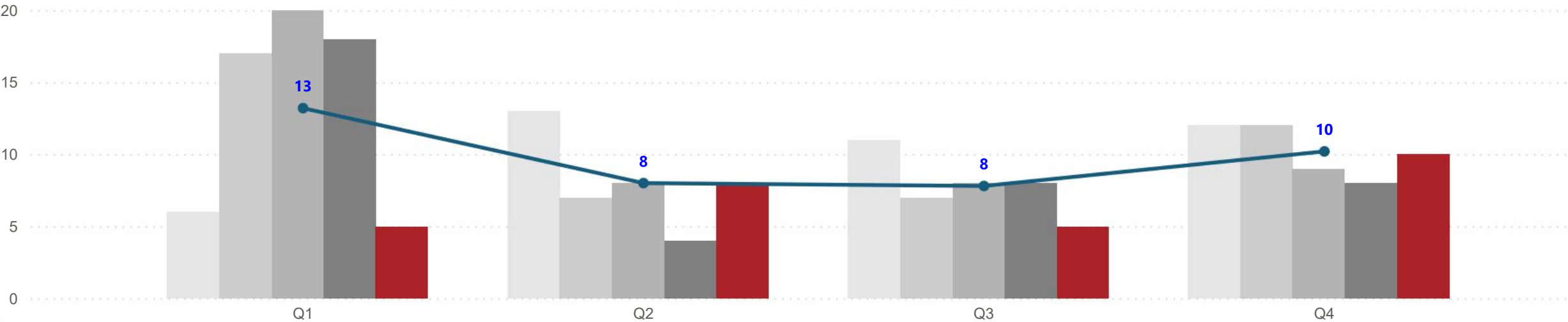


The number of Primary Fire Injuries are -29% less than the same period last year , -23% below the five year average for this period and are 11% above last quarter.

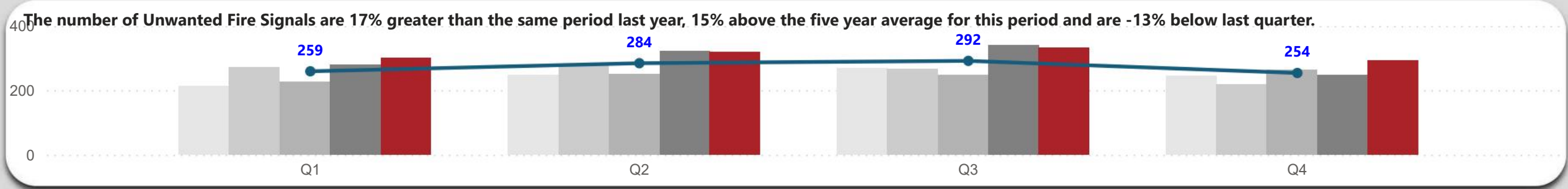
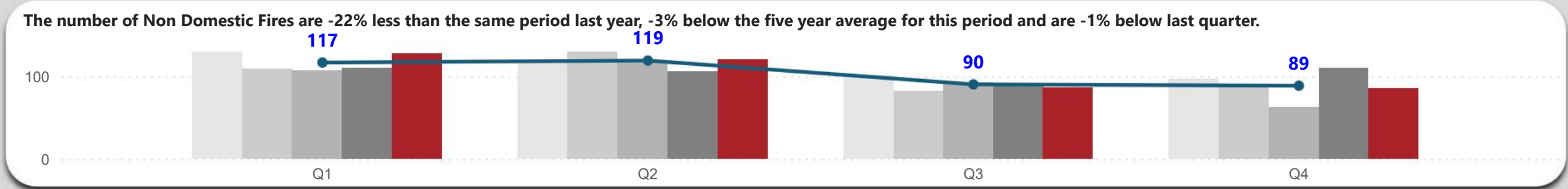
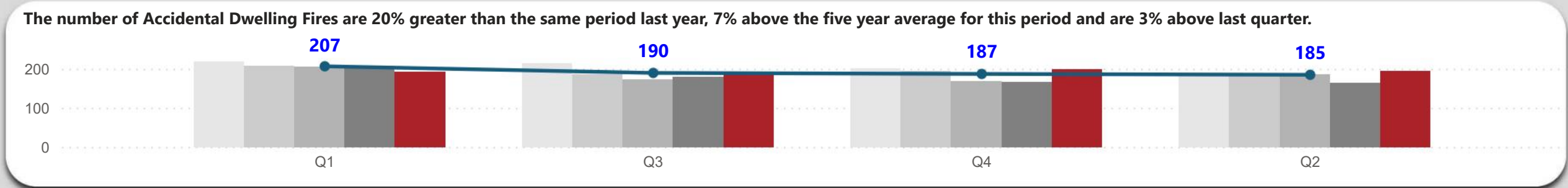
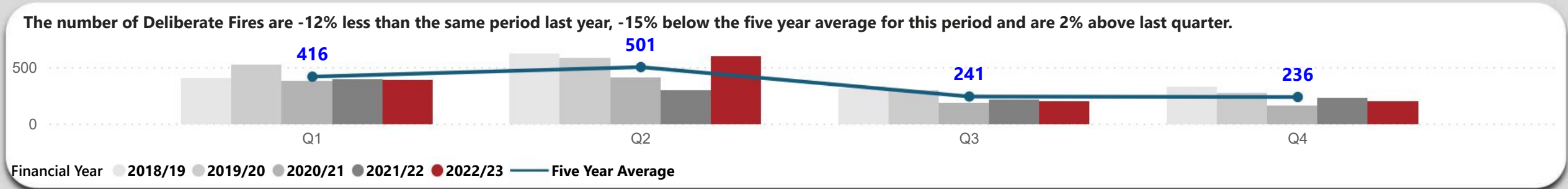


Financial Year 2018/19 2019/20 2020/21 2021/22 2022/23 Five Year Average

The number of ADF Injuries are 25% greater than the same period last year, the same as the five year average for this period and are 100% above last quarter.



# ECFRS Quarterly Performance Report Q4 2022/23

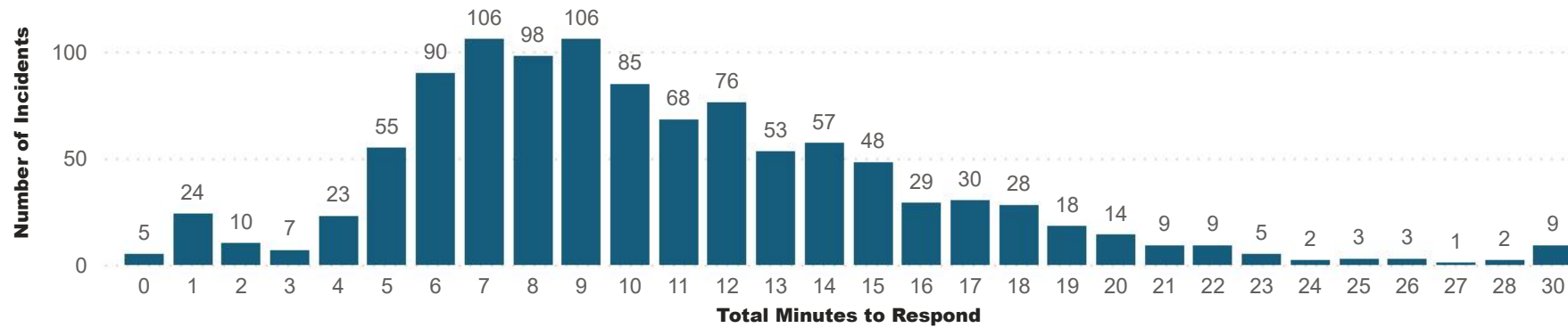




# ECFRS Quarterly Performance Report Q4 2022/23

## 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%	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	01:57
Q4	01:47	01:46	01:46	01:59	01:46

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	02:28
Q4	02:34	02:37	02:42	02:38	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	06:09
Q4	05:50	05:32	05:24	05:43	06:09

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	10:37
Q4	10:12	09:59	09:55	10:23	10:36

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.

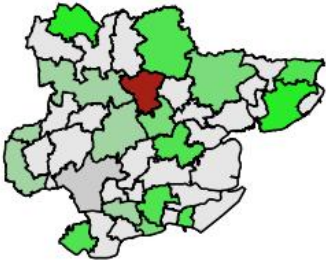
In order to better understand this and research ways to lower the average response time, a response time dashboard has been distributed to the Area Manager Response, who has shared it with the relevant Group Managers.

There were 50 potential life threatening incidents in which took more than 20 minutes to respond. If these are removed, the average response time is 09:54 minutes .

Of the incidents taking over 20 minutes, the average response time was 24:53 minutes, made up of an average call handling time of 03:55 minutes, an average turnout time of 04:17 minutes, and an average travel time of 16:26 minutes.

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

### Core Station Coverage 2023

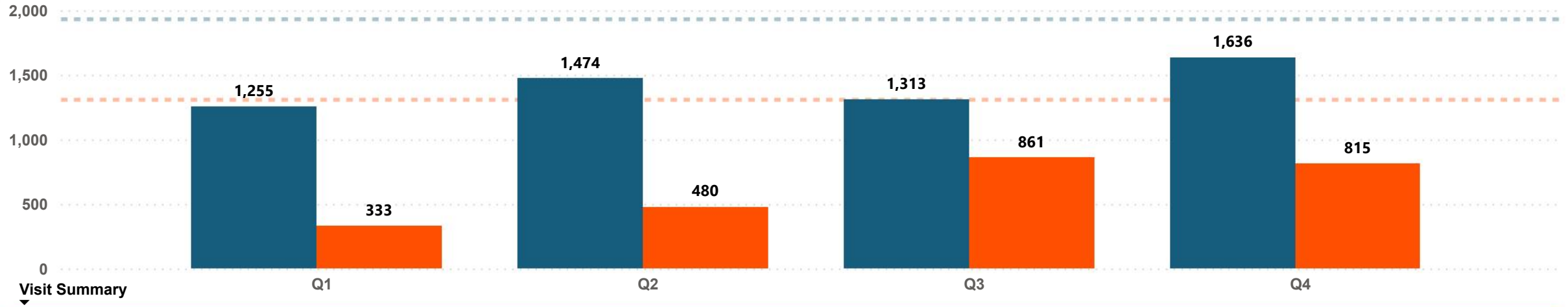


Quarter Average  
**97%**  
 Target 98%

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.

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



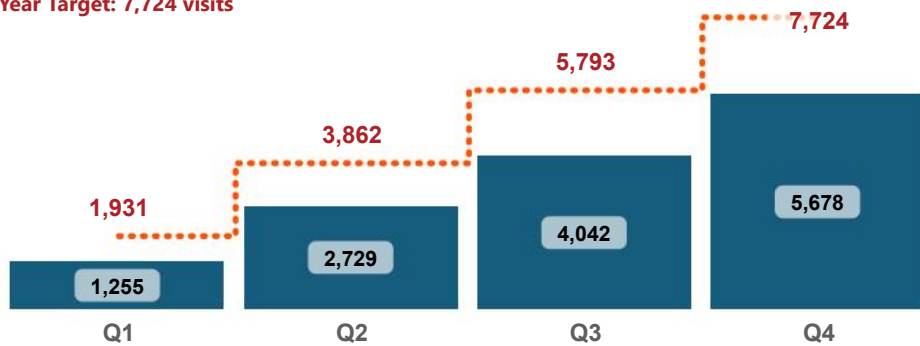
Q4 2022/23 saw a total number of 2,451 visits which were 13% greater than the previous quarter total of 2,174 visits and 64% greater than the total number of 1,497 visits at the same point last year.

Operational Crew visits were -11% less than the previous quarter visits, 104% 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 25% greater than the previous month's visits, 37% greater 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**

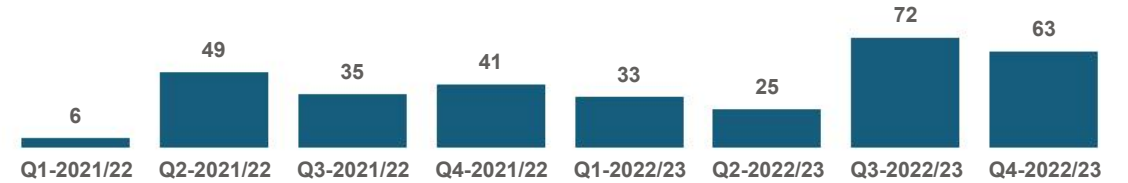
**1,308**

# ECFRS Quarterly Performance Report

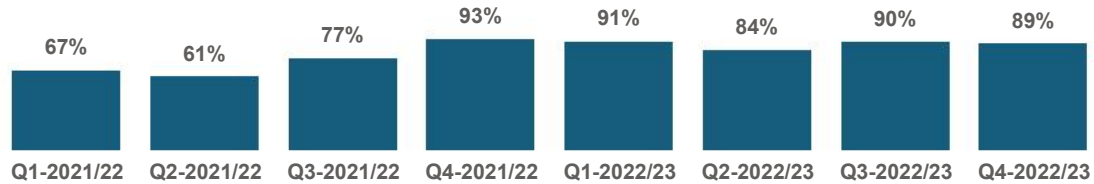
## Safe and Well Visit Survey

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.

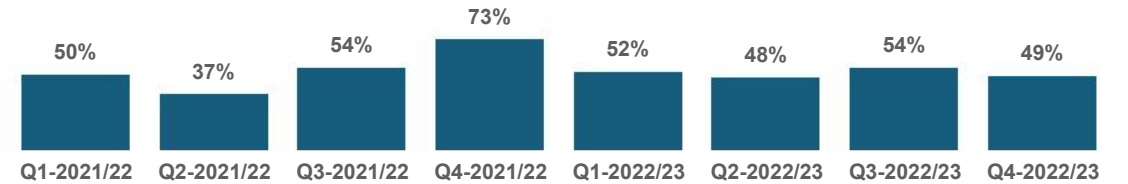
### Home Fire Safety Visit Survey - Number of Responses



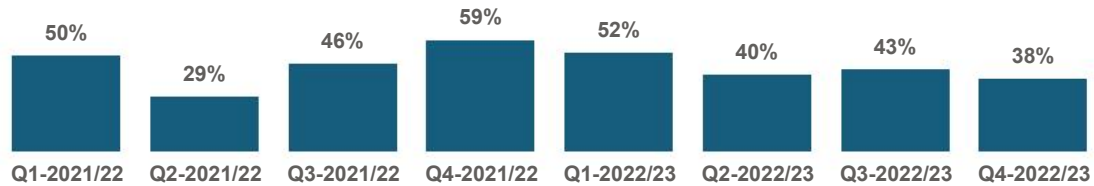
### Did you LEARN about how to stay safe from fire at home (% Yes)



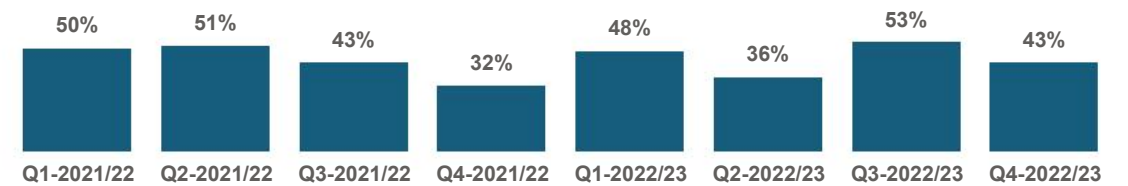
### Have you already done something differently as a result of your visit? (% Yes)



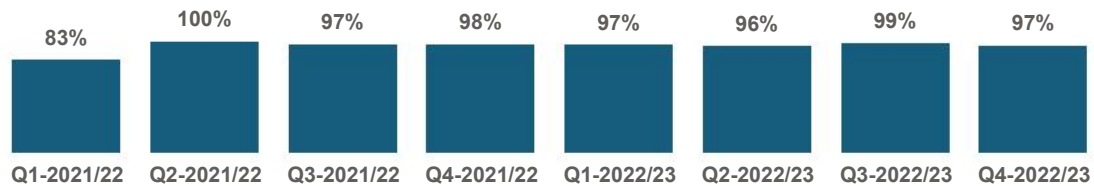
### Do you INTEND to do something different as a result of your visit? (% Yes)



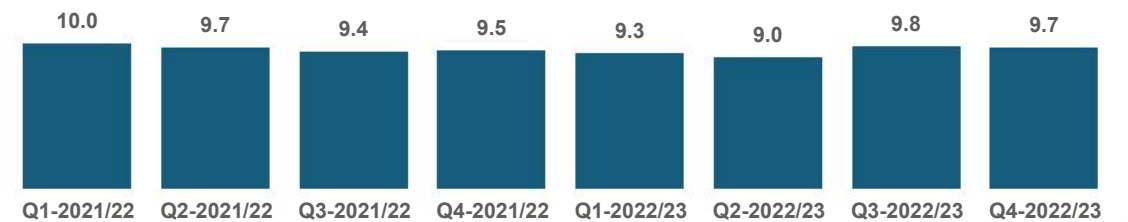
### Have you TESTED and CLEANED your smoke alarms in the past 14 days? (%Yes)



### 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

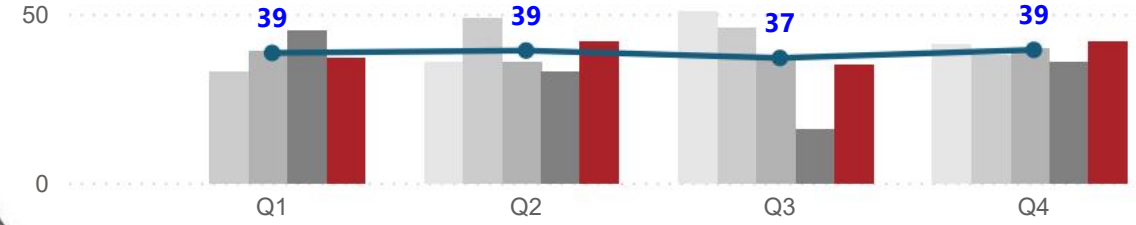




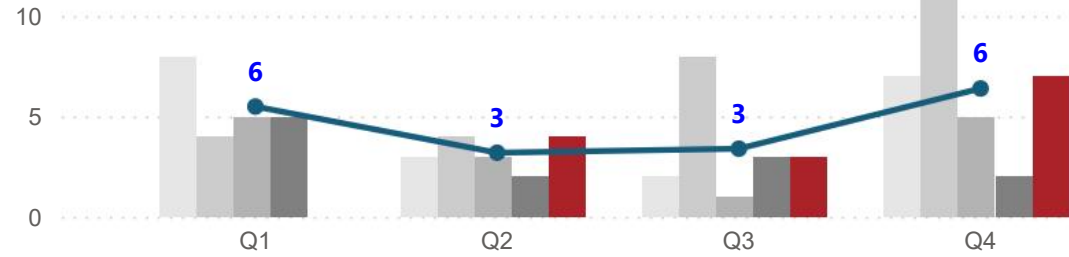
## Information Governance - Be transparent, open and accessible

### FOIs Received

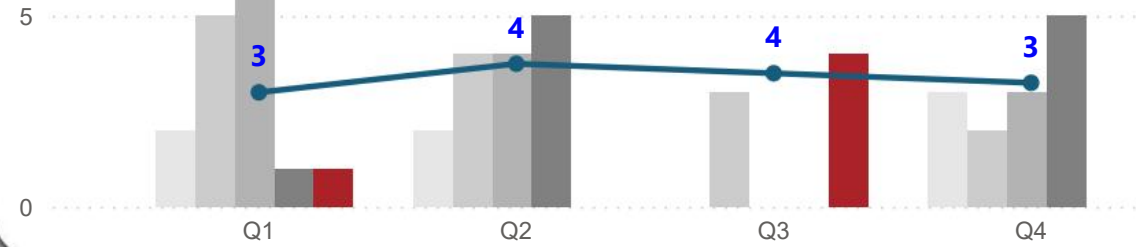
Financial Year ● 2018/19 ● 2019/20 ● 2020/21 ● 2021/22 ● 2022/23 — Five Year Average



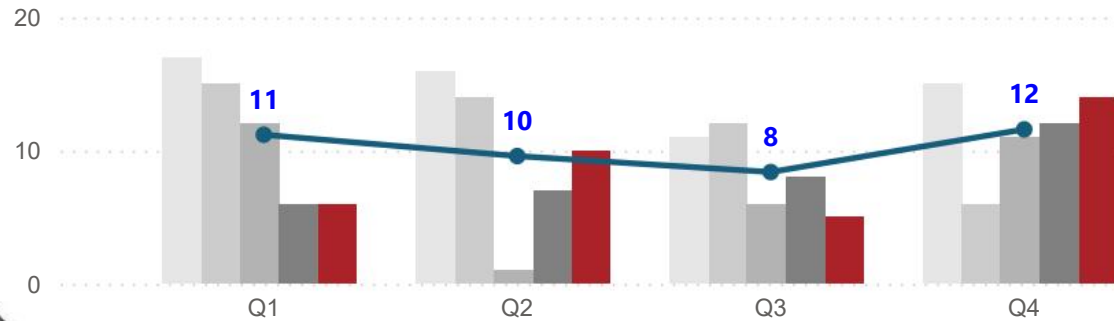
### SARs Received



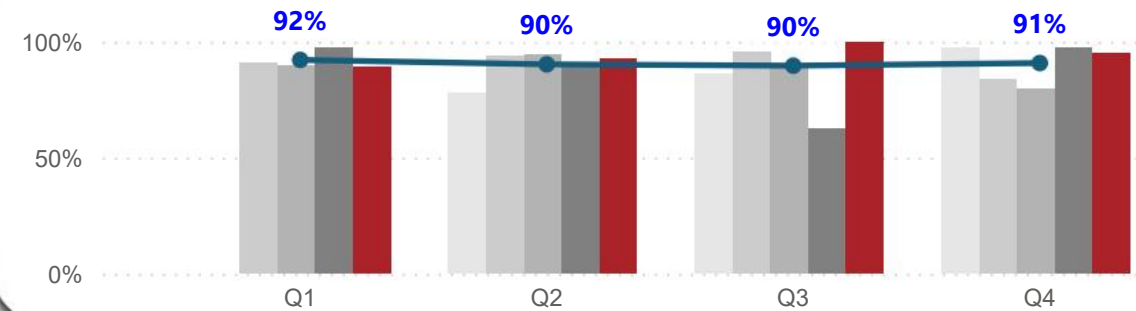
### EIRs Received



### Complaints Received

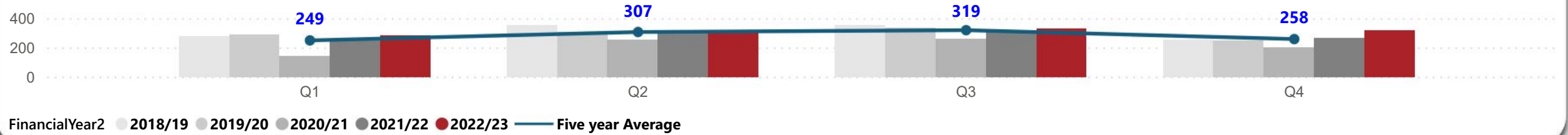


### FOI Completion Rate

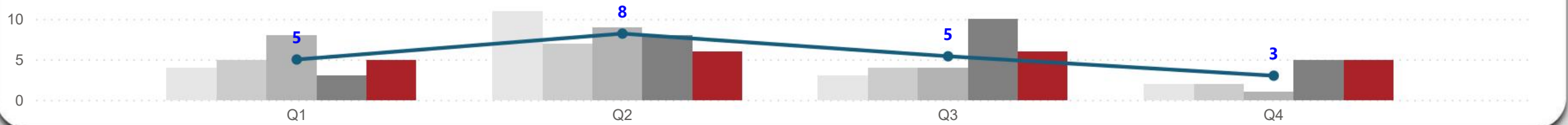


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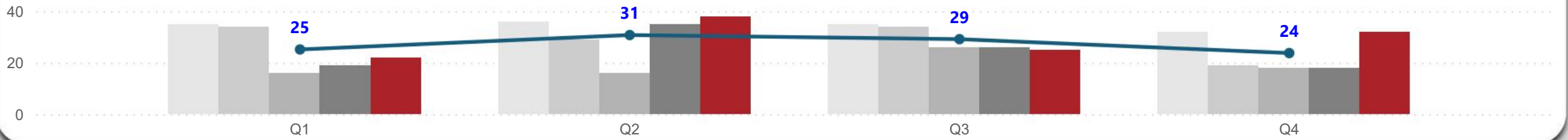
The number of RTCs attended by ECFRS are 21% greater than the same period last year , 24% above the five year average for this period and are -3% below the previous quarter.



The number of fatalities from RTCs attended by ECFRS are the same as the same period last year , 67% above the five year average for this period and are -17% below the previous quarter.

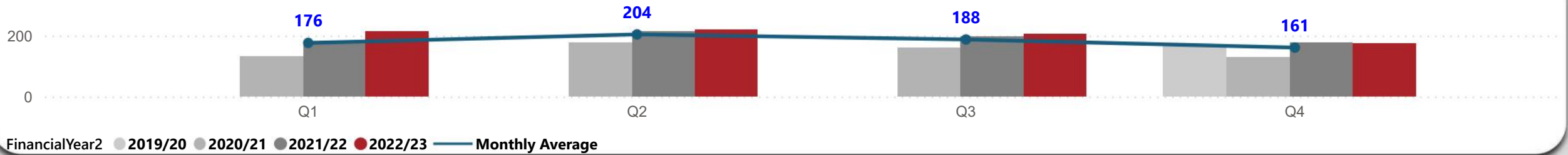


The number of serious injuries from RTCs attended by ECFRS are 78% greater than the same period last year , 33% above the five year average for this period and are 28% above the previous quarter.

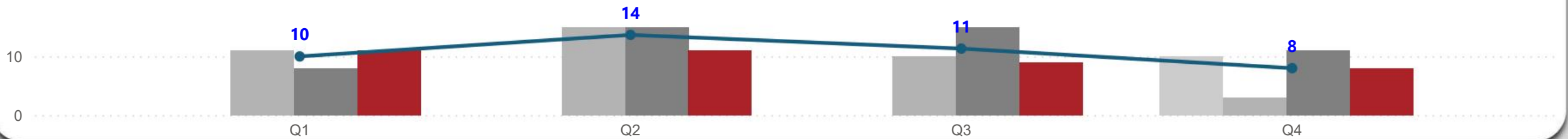


The SERP (Safer Essex Road Partnership) data shows all Road Traffic Collisions attended by Essex Police where there was either a victim killed or seriously injured. A subsection of these incidents would have also been attended by Essex County Fire and Rescue Service when our assistance was required.

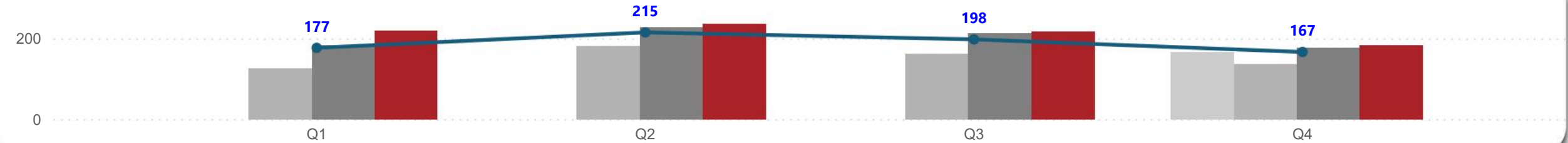
The number of SERP recorded RTCs are -1% less than the same period last year , 9% above the five year average for this period and are -15% below the previous quarter.



The number of SERP recorded RTC Fatalities are -27% less than the same period last year , the same as the five year average for this period and are -11% below the previous quarter.



The number of SERP recorded RTC Serious Injuries are 3% greater than the same period last year , 10% above the five year average for this period and are -16% below the previous quarter.

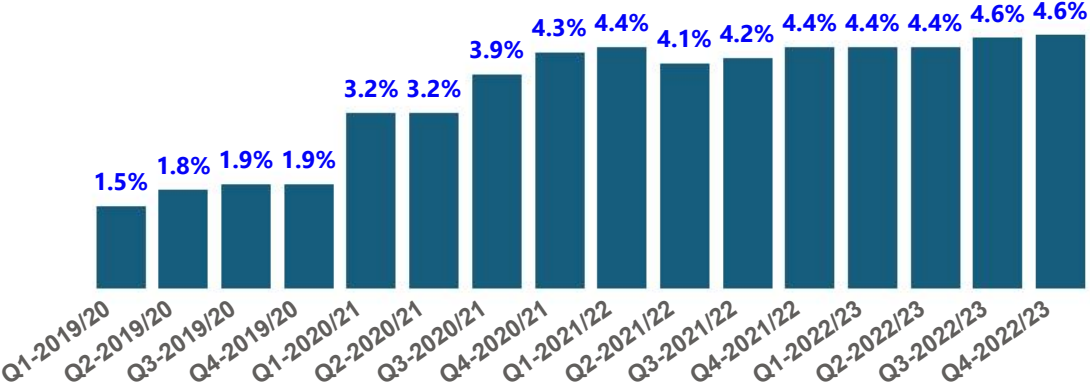


Road traffic safety is the responsibility of the Safer Essex Roads Partnership (SERP) which includes a number of organisations including Essex Police; Essex County Fire & Rescue Service; Essex County Council; Southend on Sea Borough Council; Thurrock Council; National Highways; East of England Ambulance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

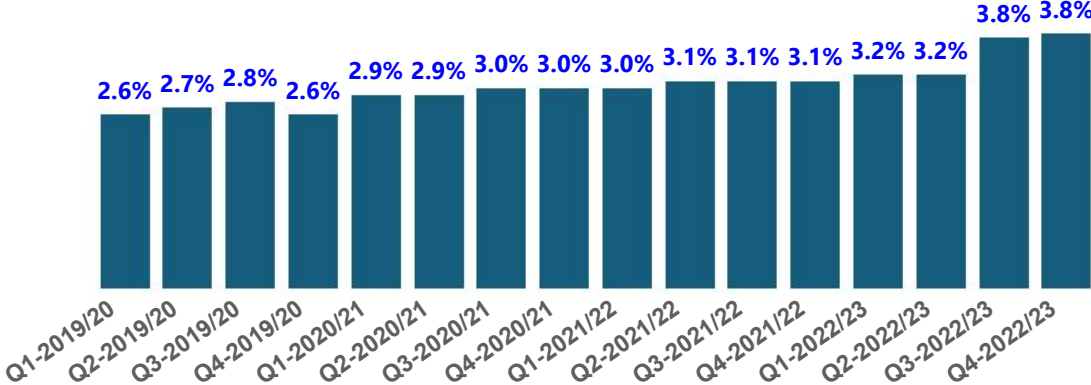
Vision Zero is the ambition of SERP to have ZERO road deaths and serious injuries on roads in the Essex, Southend and Thurrock council areas by 2040.

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.

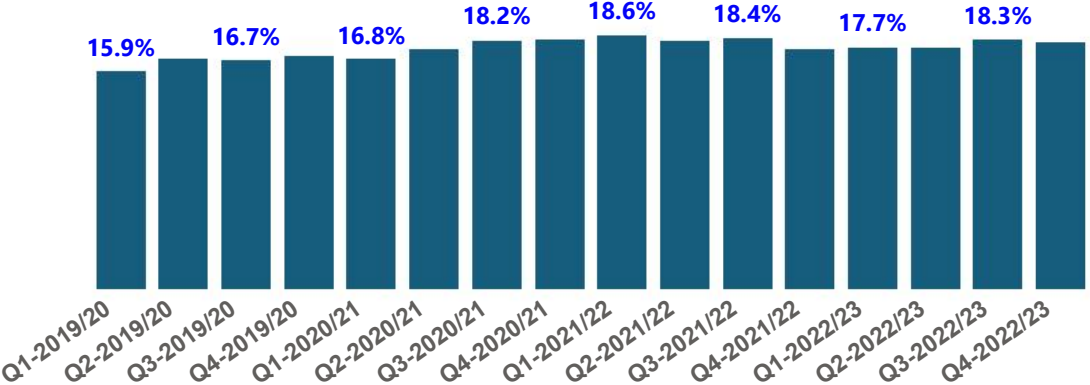
### % Disabled



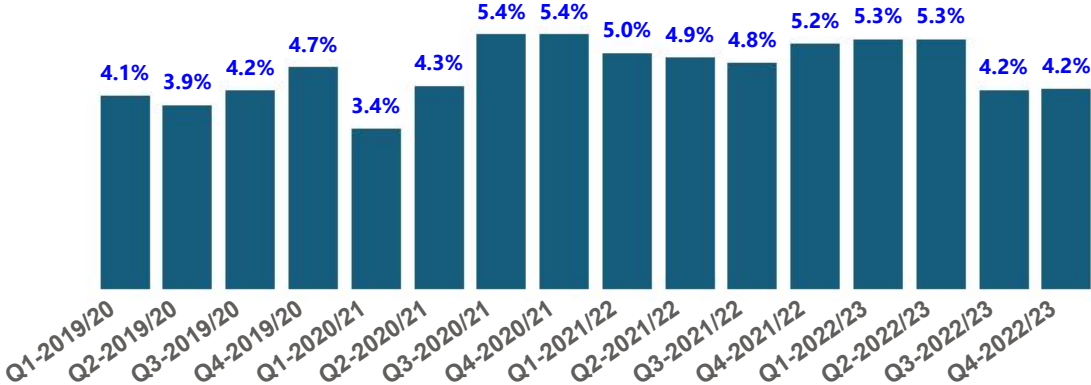
### % Ethnic Minority



### % Female

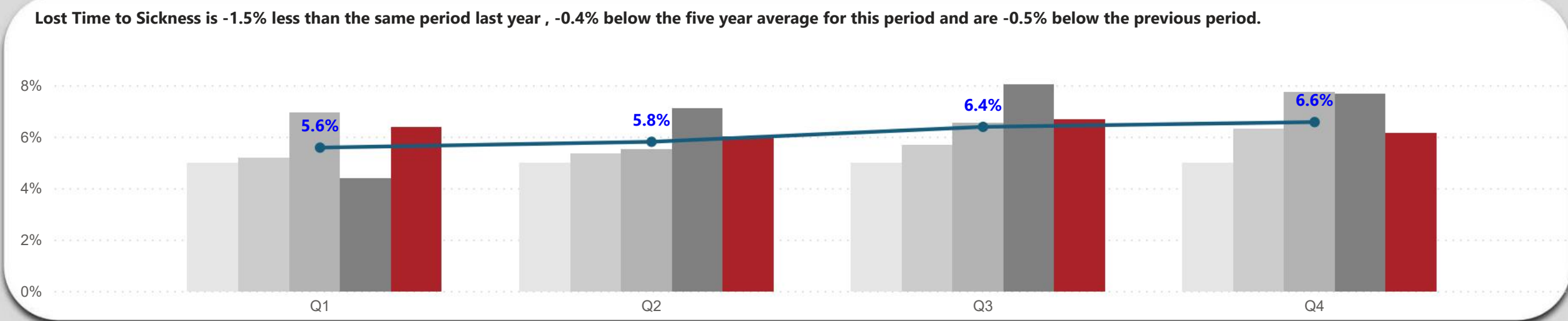
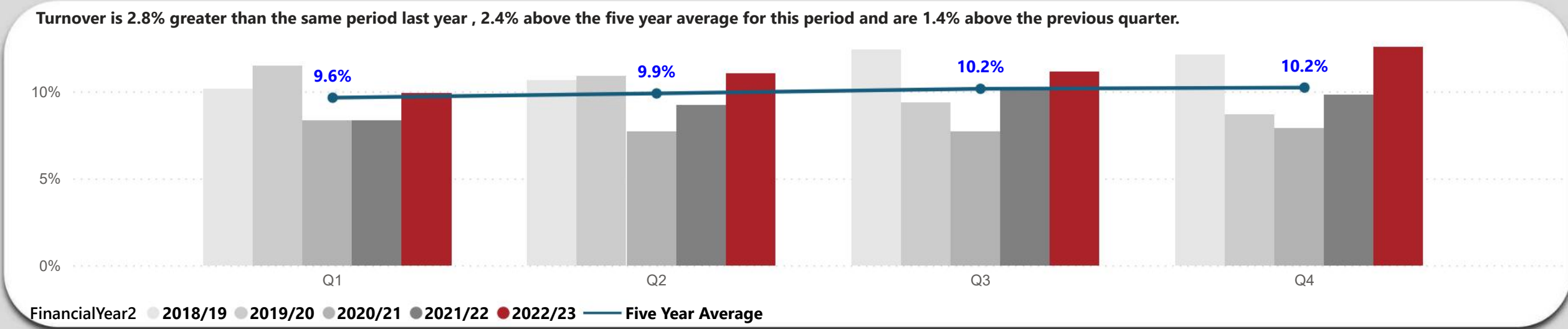


### % LGBTQ



*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

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Incidents</b>	15,560	15,244	14,340	15,426	17,568
<b>Fires</b>	4,917	4,581	4,186	3,727	5,229
<b>Special Services</b>	4,344	4,549	4,102	5,242	5,250
<b>False Alarms</b>	6,299	6,114	6,052	6,457	7,089
<b>ADF Fires</b>	824	780	734	718	784
<b>Deliberate Fires</b>	1,660	1,675	1,137	1,119	1,382
<b>Non Domestic Fires</b>	448	409	382	415	422
<b>Unwanted Fire Signals</b>	978	1,040	991	1,191	1,246
<b>RTC ECFRS</b>	1,245	1,187	862	1,138	1,235
<b>RTC SERP</b>		165	598	769	817

### Casualties

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fire Fatalities</b>	3	2	5	10	5
<b>ADF Fatalities</b>	1	2	5	8	4
<b>RTC ECFRS Fatalities</b>	20	18	22	26	22
<b>RTC ECFRS Serious Injury</b>	138	116	76	98	117
<b>RTC SERP Fatalities</b>		10	39	49	39
<b>RTC SERP Serious Injury</b>		167	609	803	859
<b>Primary Fire Injuries</b>	67	66	67	75	43
<b>ADF Injuries</b>	42	43	45	38	28

### Prevention and Protection

	2020/21	2021/22	2022/23
<b>Home Fire Safety Visits</b>	2,929	6,015	8,167
<b>Home Fire Safety Visits - Operational Crew</b>	121	1,279	2,143
<b>Home Fire Safety Visits - Inspection Officers</b>	2,807	4,736	5,678
<b>RBIP V High\High Audits</b>	230	277	762

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.