Essex County Fire and Rescue Service Performance Report

September 2025

PFCC
POLICE, FIRE AND CRIME COMMISSIONER FOR ESSEX

Data extracted 6th October 2025
QA % = 90%

Incident Summary

Monthly overview/ Top Line Indicators (pg 8)

During September 2025, Essex County Fire and Rescue Service (ECFRS) responded to 1,601 incidents, representing a decrease of -16% when compared to the previous month, 9% above the number of incidents recorded during August 2024 and 9% ahead of the five-year average. The breakdown of incident types and comparisons to the reporting time periods are summarised in the table below.

Incident Type	Count	Change vs Last Year	Change vs 5 yr average	Change vs previous Month
Fires	444	+31%	+18%	-37%
Special Services (excluding RTC)	368	+5%	+10%	+9%
False Alarms	674	0%	+3%	-7%
RTC	115	+7%	+7%	+7%
Total	**1,601**	**+9%**	**+9%**	**-16%**

During September 2025, a total of 444 fire incidents were recorded. Consistent with recent patterns, a significant proportion were outdoor fires, totalling 111 incidents. Although this represents a 63% reduction compared to August 2025, the figure remains 23% higher than September 2024 and 11% above the five-year average, indicating that activity levels are still high.

Special Services experienced a slight increase of 5% when compared to September 2025, and are in line with the number of incidents recorded the previous month (August 2025). The makeup of the types of Special Service incident are in line with previous months, with the largest number of incidents (40%) classified as effecting entry/exit and assisting other agencies.

Please note: Figures in this report may change as data is validated and updated. Differences from previous reports may result from incident reclassification or removal. As of 6th October 2025, 90% of Incident Recording System (IRS) entries had undergone quality assurance, with the remaining 10% subject to ongoing review.

Incident Summary

Monthly overview/ Top Line Indicators (pg 8)

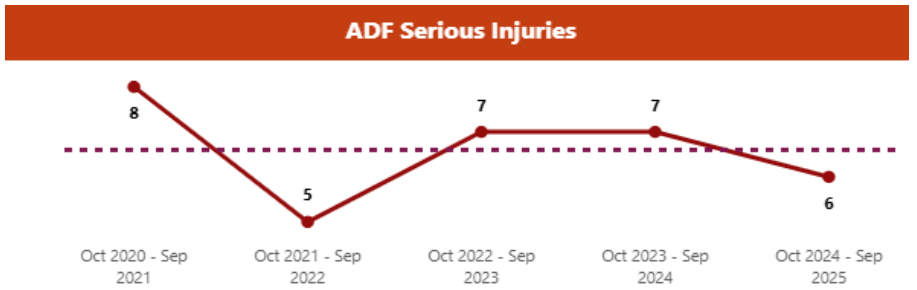
False alarms attended by ECFRS are in line when compared to September 2024 and showed a decrease of 7% when compared to August 2025. As recorded last month, the majority of false alarm incidents are categorised as 'Good Intent' false alarms, potentially influenced by heightened environmental awareness—such as during heatwave conditions.

False Alarm Type	Count	Change vs Last Year	Change vs 5 YR average	Change vs Previous Month
Good Intent	404	+25%	+15%	-4%
Apparatus	256	-20%	-10%	-10%
Malicious	14	-48% (-13 Incidents)	-26% (-5% Incidents)	-8% (-3% Incidents)

Injuries

During August 2025, **zero injuries** were recorded as a result of Accidental Dwelling Fires (ADF). One individual received burns to their body requiring hospital treatment following a fire in the open and accidental ignition of flammable fluid.

During the past 12 months (October 2024 – September 2025), **6** serious injuries have been recorded as the result of ADFs, which is a decrease from 7 recorded during the same period last year.



Incident Summary

Protect Vulnerable People (pg 8)

The cumulative number of Home Fire Safety Visits (HFSV) completed since 1st April 2025 up to and including 5th October 2025 was 6,767 which represents an increase of 32% compared to the same period last year.

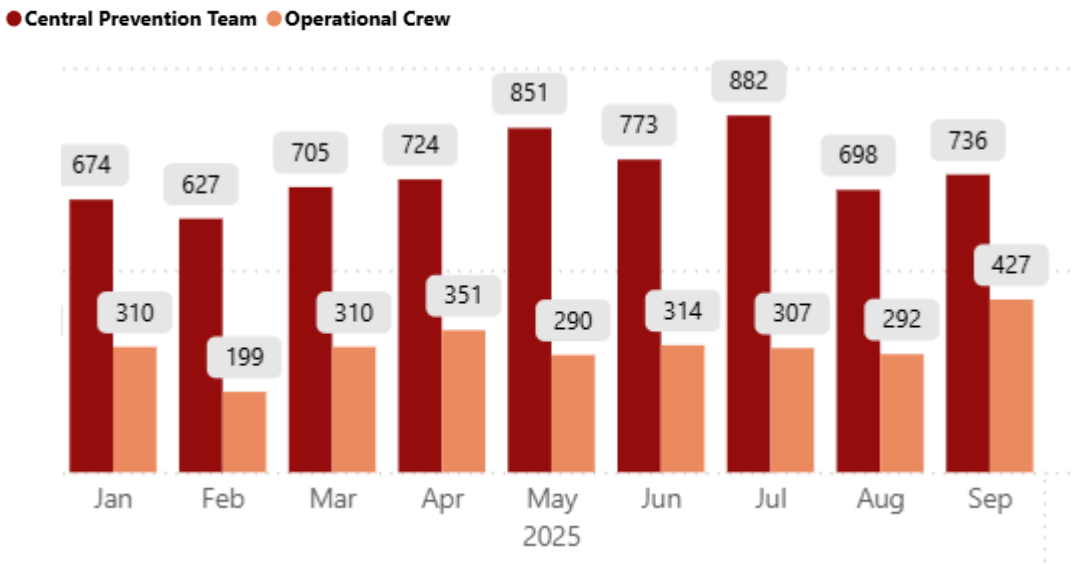
During September 2025, a total of **1,163 HFSV were completed,** which were 17% greater than the previous month (August 2025) and 34% ahead of the total number of visits completed during September 2024 (870 visits).

Operational Crews completed the highest number of monthly visits over the past 5 years, completing 427 visits which represented a 46% increase compared to August 2025 and 30% up on the same point last year (September 2024).

The Central Prevention team completed 736 visits, achieving an increase of 5% compared to August 2025 and 36% higher than the number of visits completed during September 2024. September was the 5th highest month of visits for the Central Prevention Team since April 2021.

No fatalities were recorded from accidental dwelling fires during September 2025, marking the **Fifth consecutive month** without such incident.

Completed Home Fire Safety Visits



Executive Summary

Improve road safety and reduce road death in Essex to zero (pg 9)

ECFRS attended **115 road traffic collisions (RTCs)** in September 2025, which is 7% ahead of the same point in September 2024 (107 incidents) and 7% ahead of the five-year average (107 incidents).

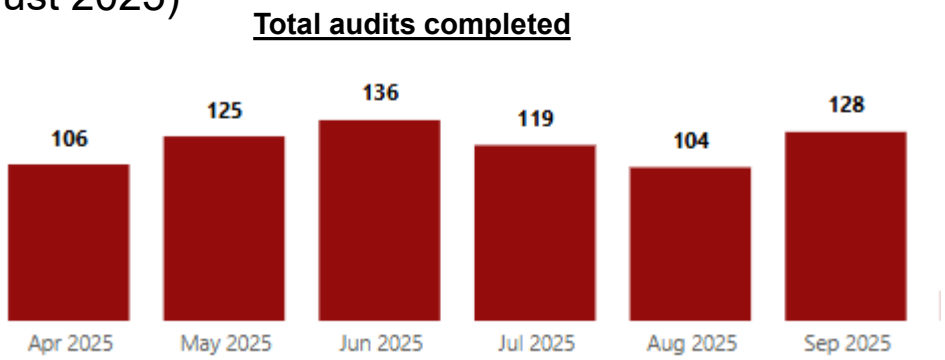
The number of recorded RTC **fatalities halved** to **one** in September 2025—**50% lower** than August 2025 (two fatalities), **50% below the** the five-year average (two fatalities), and **75% lower** than the same period last year (four fatalities).

There were **20 serious injuries** from RTCs in September, representing a **25% increase** from last month (16 serious injuries) and 17 more recorded serious injuries when compared to August 2024 (3 serious injuries), and **double** the five-year average (10 serious injuries).

Making buildings safe across Essex (pg 9)

The new **Risk Based Intervention Programme (RBIP)** aligns ECFRS's risk profiling with guidance from the **National Fire Chiefs Council (NFCC)**. Developed with Kent FRS, it includes peer evaluations at 12 and 36 months. This approach reduces the number of new premises needing audits each month, while allowing time to revisit any with unsatisfactory outcomes. With the change in the way we risk profile premises, it is accepted that the first few months of the new RBIP will see audits taking place at medium, low and very low risk premises, as audits would have been booked prior to the changes, and based on their previous risk profile.

During September 2025, 128 Audits were completed, comprising of 39 audits at Very High Premises (+8% vs August 2025) and 48 audits completed a High-risk premises (+118% vs August 2025)



In terms of compliance activities, during September 2025, ECFRS issued 49 Notice of Deficiencies and are managing 5 active prohibition notices and 13 active enforcement notices.

Executive Summary

Promote a positive culture and develop the workforce (pg 10)

Sickness absence for On Call colleagues is recorded accurately; however, differences in how On Call availability is measured, compared to the fixed working patterns of Wholetime, Control, and Support staff, limit the validity of direct cross-group comparisons. To maintain analytical integrity and ensure meaningful insights, absence data is reported separately by employee group. Sickness levels are tracked **quarterly**, taking an average across the three months of the quarter, to provide a more stable view, reducing the impact of short-term monthly fluctuations.

During Q2 2025/26, sickness absence increased across most staff groups. Wholetime staff reported a rise to 7.4%, up from 6.4% in the previous quarter, while Control staff saw a significant increase to 16.4% from 10.6%. Support staff experienced a slight decrease, with absence falling to 7.0% from 7.1%.

Compared with the same quarter last year, all groups recorded an overall increase in working time lost due to sickness.

At the time of reporting, 5.0% of the workforce were absent, comprising 59 employees on long-term absence and 30 on short-term absence. Absence rates by staff group were as follows: Wholetime – 5.3% (3.0% long-term, 2.3% short-term), On Call – 6.3% (4.9% long-term, 1.4% short-term), Control – 14.6% (9.8% long-term, 4.9% short-term), and Support – 2.9% (1.9% long-term, 1.1% short-term).

Turnover rates varied across staff groups. Wholetime turnover rose marginally to 6.9% from 6.5%, whereas Control staff turnover decreased from 12.8% to 9.9%. Support staff turnover also declined, falling from 11.5% to 9.9%, and On Call turnover reduced to 13.7%, down from 14.7%.

Executive Summary

Improve efficiency and effectiveness (pg 10)

Annual Increase in Productivity and Efficiency Gains

The Service continues to demonstrate robust and sustained improvements in productivity and efficiency, which is tracked through the **Productivity and Efficiency Board**.

Based on the Productivity and Efficiency Report for Quarter 1, the Service is projecting Productivity and Efficiency gains of £2.6m for 2025/26. This equates to **2.5%** of the 2025/26 net budget. This Performance remains well-aligned to the target of between 1.5%–3% annual productivity and efficiency gains of net budget.

Increased time spent on community engagement activity (pg 10)

Monthly community activity hours, recorded by operational crews and support staff, capture the time spent on preparation, travel, and delivery of a wide range of events. These include fire station open days, school visits, summer fetes, post-incident engagement (TAIRS), and targeted road and water safety campaigns. While the figures depend on staff recording their activities, it is encouraging to see a clear and consistent increase in reported hours as the system becomes more accessible and embraced across ECFRS—reflecting the service's commitment to engaging with its communities.

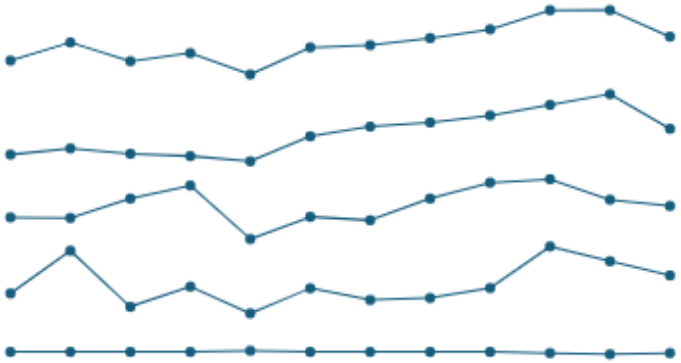
Total hours spent on community engagement activities



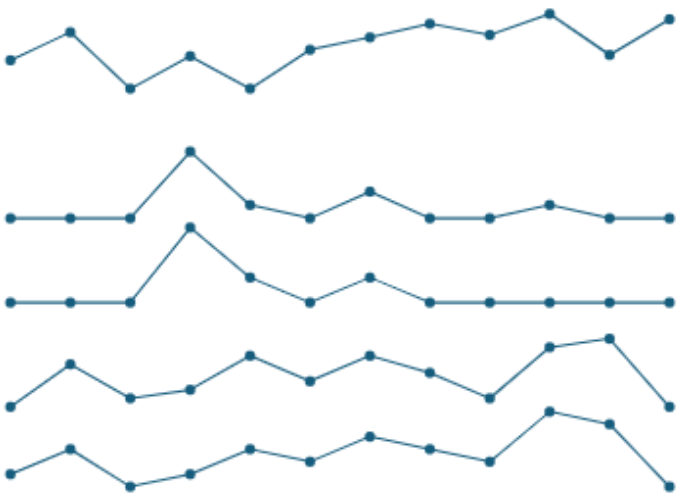
Performance outcomes aligned to the Fire and Rescue Plan

PFCC POLICE, FIRE AND CRIME COMMISSIONER FOR ESSEX

Top line indicators	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Total
Total Incidents	1,321	1,533	1,314	1,408	1,158	1,475	1,501	1,584	1,687	1,910	1,911	1,601	**18,403**
Total Fires	252	298	258	241	202	388	460	491	543	622	701	444	**4,900**
Total Special Services exc RTC	348	347	381	404	310	349	343	381	409	415	379	368	**4,434**
Total False Alarms	611	761	564	635	541	629	588	595	630	776	724	674	**7,728**
Core Station Coverage %	97%	97%	97%	97%	98%	97%	97%	97%	97%	96%	95%	96%	**97%**



Protect vulnerable people	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Total
Number of home visits with the public	964	1,100	826	984	826	1,015	1,075	1,141	1,087	1,189	990	1,163	**12,360**
Reduction in injuries and fatalities													
----> Fire Fatalities	0	0	0	5	1	0	2	0	0	1	0	0	**9**
----> ADF Fatalities	0	0	0	3	1	0	1	0	0	0	0	0	**5**
----> Primary Fire Injuries	1	6	2	3	7	4	7	5	2	8	9	1	**55**
----> ADF Injuries	1	3	0	1	3	2	4	3	2	6	5	0	**30**
% of people with enough information about risks in community (New metric)*			43%			50%			48%				**47%**
Total Response			1,933			1,731			1,929				**5,593**

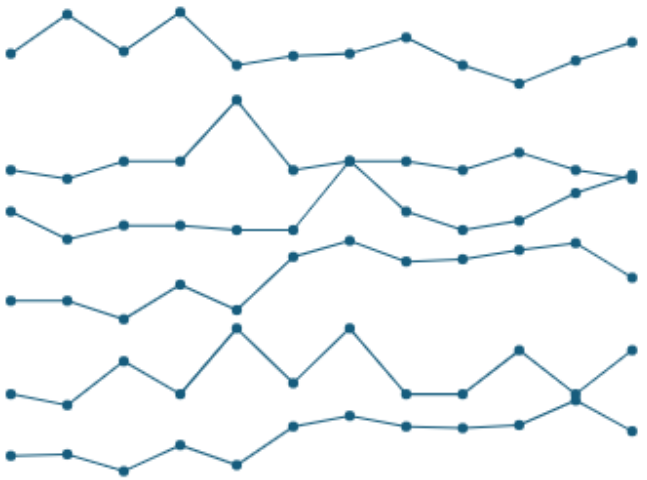


• *Data from the Public Perception Survey. The percentage of people who answered 'Yes'.*

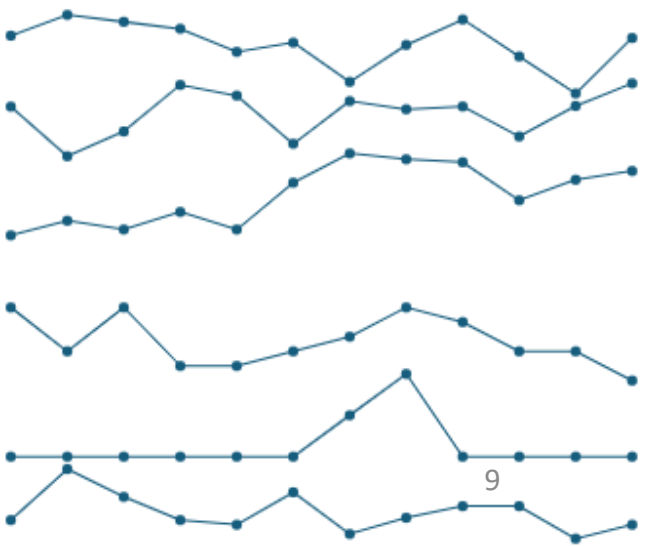
Performance outcomes aligned to the Fire and Rescue Plan

PFCC POLICE, FIRE AND CRIME COMMISSIONER FOR ESSEX

Improve road safety and reduce road death in Essex to zero	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Total
RTC ECFRS	110	127	111	128	105	109	110	117	105	97	107	115	**1,341**
RTC Fatalities	2	1	3	3	10	2	3	3	2	4	2	1	**36**
RTC Serious Injury	12	6	9	9	8	8	23	12	8	10	16	20	**141**
RTC SERPS	60	60	52	67	56	79	86	77	78	82	85	70	**852**
RTC SERPS Fatality	3	2	6	3	9	4	9	3	3	7	3	7	**59**
RTC SERPS Serious Injury	61	62	51	68	55	80	87	80	79	81	97	77	**878**



Make buildings safer across Essex	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Total
Number of interactions carried out at commercial premises	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	**TBC**
-----> Protection Inspections Complete Total (All Risk levels)	129	138	135	132	122	126	109	125	136	120	104	128	**1,504**
-----> Satisfactory audit outcomes	57%	46%	51%	61%	59%	48%	58%	56%	57%	50%	57%	62%	**55%**
Number of fires at non residential premises	22	27	24	30	24	40	50	48	47	34	41	44	**431**
Appropriate action is taken when non-compliance is found													
-----> Enforcement	5	2	5	1	1	2	3	5	4	2	2	0	**32**
-----> Prohibition Notices	0	0	0	0	0	0	1	2	0	0	0	0	**2**
-----> Notice of Deficiencies	51	73	61	51	49	63	45	52	57	57	43	49	**651**



Performance outcomes aligned to the Fire and Rescue Plan

Promote a positive culture and develop the workforce	Q3-2023/24	Q4-2023/24	Q1-2024/25	Q2-2024/25	Q3-2024/25	Q4-2024/25	Q1-2025/26	Q2-2025/26
Are workforces representative of the communities they serve?								
-----> ECFRS % of workforce who state they are disabled	4.75%	4.99%	4.95%	5.56%	5.78%	5.86%	5.99%	6.03%
-----> ECFRS % of workforce who state they are from an ethnic minority	3.38%	3.35%	3.37%	3.46%	3.64%	4.17%	3.43%	3.94%
-----> ECFRS % of workforce who state they are female	18.79%	19.23%	19.15%	19.35%	19.83%	22.17%	19.47%	22.08%
-----> ECFRS % of workforce who state they are LGBTQ+	3.97%	4.20%	4.10%	4.31%	4.23%	4.37%	3.89%	4.18%
Sickness Lost Time %								
-----> Wholetime	8.2%	6.3%	5.4%	5.5%	6.6%	6.3%	6.4%	7.4%
-----> Control	19.5%	9.8%	11.9%	12.3%	15.9%	14.1%	10.6%	16.4%
-----> Support	4.7%	3.4%	3.4%	4.6%	4.4%	4.3%	7.1%	7.0%
Turnover %								
-----> Wholetime	6.39%	6.85%	7.53%	7.88%	7.48%	6.87%	6.45%	6.94%
-----> On Call	17.6%	14.2%	14.6%	13.3%	14.7%	15.3%	14.7%	13.7%
-----> Control	9.6%	9.7%	19.9%	24.8%	25.4%	23.3%	12.8%	9.9%
-----> Support	12.4%	13.3%	11.8%	11.7%	11.2%	11.5%	11.5%	9.9%

Improve efficiency and effectiveness	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025
Increased time spent on community engagement activity	540	810	754	783	726	1,240	1,051	1,664	1,806	1,612	1,038	1,678

Performance outcomes aligned to the Fire and Rescue Plan

PFCC POLICE, FIRE AND CRIME COMMISSIONER FOR ESSEX

Adapt to our changing environment

- Reduced fleet carbon footprint
- Engagement with future developments
- Working towards Net Zero carbon emissions by 2050
- Essex County Fire and Rescue service learns to adapt to emerging risks with technologies

Comments:

A dedicated data analyst has been assigned to this section to oversee the development and validation process. Subject to successful validation, it is expected that initial metrics will begin to emerge and become available during Q3 of the 2025/26.