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	P & R board		8
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	29th September 2025		
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Subject	Quarterly Performance Report Q1 Q1 01 April – 30 June 2025		
Type of Report	Information		
PFCC Action Point No.		For Publication	Yes

RECOMMENDATION(S)

This report is provided for information only and does not require any immediate decisions. However, senior leaders and the Police, Fire and Crime Commissioner (PFCC) are encouraged to use the insights within this report to assure themselves that the Service is progressing towards the commitments outlined in the Community Risk Management Plan (CRMP) and the Fire and Rescue Plan.

EXECUTIVE SUMMARY

The Q1 2025–26 report provides a comprehensive overview of Essex County Fire and Rescue Service’s (ECFRS) performance across key strategic areas aligned with the Fire and Rescue Plan and Community Risk Management Plan (CRMP). The report highlights operational activity, prevention efforts, workforce development, and sustainability initiatives.

Key Highlights

Operational Activity

- **Total Incidents:** 4,823 incidents attended, showing a steady month-on-month increase.
- **Fire Incidents:** Rose from 460 in April to 543 in June. Deliberate outdoor fires were notably high in May and June, especially in Basildon, Harlow, Colchester, Clacton, and Grays.
- **False Alarms:** Unwanted Fire Signals (UwFS) decreased, continuing a typical Q1 downward trend.
- **Road Traffic Collisions (RTCs):** 332 attended. Fatalities remained stable; serious injuries declined from April to June.

Prevention and Protection

- **Home Fire Safety Visits (HFSVs):** 3,302 completed (20% of annual target), a 33% increase from Q1 2024–25. Operational crews showed increased participation.

- **Accidental Dwelling Fires (ADFs):** Slight rise in April, but returned to trend in May and June. Injuries and fatalities decreased.
- **Protection Inspections:** 370 inspections completed with ~57% satisfactory outcomes. 10 enforcement notices and 154 deficiency notices issued.
- **Statutory Consultations:** 772 completed, including building regulations, planning, licensing, and demolition applications.

Emergency Response

- **Response Times:** Travel time increased to 6m32s due to appliance redeployment and traffic. Call handling and turnout times remained strong.
- **Dynamic Cover Tool (DCT):** Implemented to optimise resource allocation and monitor response performance.
- **Availability:** Appliance availability improved by 3% year-on-year; standby hours reduced through better personnel utilisation.

Culture and Workforce

- **Sickness Rates:** Increased for wholetime and support staff, decreased for control staff. Targeted interventions led to a 20% reduction in days lost for top 5 absence reasons.
- **Employee Engagement:** Ongoing efforts to promote a positive and inclusive culture.

Sustainability and Efficiency

- **Fleet Decarbonisation:** Expansion of Hydrotreated Vegetable Oil (HVO) use and plans to electrify 75% of light fleet by 2030.
- **Efficiency Gains:** Forecast savings of £2.3m in 2025–26, exceeding NFCC targets.
- **Community Engagement:** Increased hours spent on public engagement activities, reflecting stronger community ties.

BACKGROUND

This Quarterly Performance Report marks the first iteration of a newly redesigned format, developed in alignment with the launch of Essex County Fire and Rescue Service’s (ECFRS) Community Risk Management Plan (CRMP). The redesign reflects a strategic shift in how performance is communicated—placing greater emphasis on the why behind the data, and highlighting the positive actions taken by the Service to drive improvement.

Produced collaboratively by the Performance and Analytics team and the Service Leadership Team, the report integrates “so what” commentary to provide meaningful context and insight into performance outcomes. This approach ensures that the report is not only data-rich but also narrative-driven, supporting informed decision-making and continuous improvement.

While the structure of the report is centred around the CRMP to meet our commitment to regular reporting against its priorities, careful consideration has also been given to mapping performance against the Fire and Rescue Plan. To support long-term analysis, trend data aligned to the Fire and Rescue Plan is included **AT THE END OF THE DOCUMENT**.

This refreshed format aims to improve accessibility and interpretation of key performance indicators (KPIs), making it easier for stakeholders to understand both current performance and the strategic actions being taken. As this is the first version of the redesigned report, Performance and Analytics welcome feedback from colleagues and **THE Commissioner** to support its ongoing development and ensure it continues to meet the evolving needs of the Service.

RISKS AND MITIGATIONS

Risk: Misinterpretation of Data Due to Design or Layout

- **Description:** A redesigned format may unintentionally obscure key insights or lead to misinterpretation of KPIs.
- **Mitigation:** Engage stakeholders in user testing and feedback loops; incorporate visual aids (e.g. charts, trend arrows, commentary boxes); Take onboard feedback from customers where there is potential for misinterpretation.

Risk: Inconsistency in Commentary Quality

- **Description:** “So what” commentary may vary in depth or clarity depending on the contributor.

- **Mitigation:** Report is presented to KPI owners in the first month of production with expectations set out. Commentary deadlines before report submission to allow for review and edit submissions centrally for consistency; offer support to contributors.

Risk: Data Validation and Accuracy Issues

- **Description:** Performance figures may change post-publication due to updates from live systems.
- **Mitigation:** Clearly state data cut-off dates and QA status; include caveats where necessary; maintain version control and publish updates if significant changes occur.

Risk: Version Fatigue or Change Resistance

- **Description:** Frequent changes to the report’s format may cause confusion or resistance among users.
- **Mitigation:** The base structure of the report to remain consistent throughout the Annual Reporting cycle, this includes KPIs and targets. Editorial/Contexture changes to be incorporated where they assist the reader to fully understand the KPI. Communicate the rationale for changes clearly; phase in updates gradually; maintain a consistent core structure where possible.

LINKS TO FIRE AND RESCUE PLAN

Alignment of the CRMP and the Fire and Rescue plan can be seen in pages 10 and 11
 Performance metrics aligned to the Fire and Rescue can be seen in pages 12 and 13

FINANCIAL IMPLICATIONS

Financial implications are managed within individual workstreams

LEGAL IMPLICATIONS

Legal Implications are managed within individual workstreams

STAFFING IMPLICATIONS

Staffing implications are managed within individual workstreams

EQUALITY AND DIVERSITY IMPLICATIONS

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	N	Religion or belief	N
Sex	N	Gender reassignment	N
Age	N	Pregnancy & maternity	N
Disability	N	Marriage and Civil Partnership	N
Sexual orientation	N		

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.

HEALTH AND SAFETY IMPLICATIONS

Health and safety implications are managed within individual workstreams

CONSULTATION AND ENGAGEMENT

None in relation to this report

FUTURE PLANS

None in relation to this report

LIST OF BACKGROUND PAPERS AND APPENDICES