

Performance Update: April to November 2019

KEY	Over 10%	Outside target range (positive)	10% within target	Within target range	Over 10%	Outside target range (negative)	Improvement in performance	No change in performance	Decline in performance		
Ref	Key Corporate Indicator						Actual	Compared to Target	Target index /going up (better)/down (worse) from previous month	Compared to same period last year	Compared to same period average over 3 years
KCI 1	The number of emergency incidents										
1.1	Number of primary fires						794	-45 (839)	↑	-95 (889)	-101 (895)
1.2	Number of secondary fires						689	-176 (865)	↑	-385 (1074)	-178 (867)
1.3	Number of Road Traffic Collisions (RTCs) attended						485	+10 (475)	↓	-20 (505)	+9 (476)
1.4	Number of other emergency special services attended (excluding fires and RTCs)						1680	+279 (1401)	↑	+201 (1479)	+280 (1400)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)						1099	-37 (1136)	↑	-83 (1182)	-103 (1202)
1.6	Number of deliberate primary fires						259	-2 (261)	↑	-4 (263)	-43 (302)
1.7	Number of deliberate secondary fires						319	-87 (406)	↑	-123 (442)	-91 (410)
1.8	Number of accidental dwelling fires						213	-20 (233)	↑	-37 (250)	-38 (251)
1.9	Number of medical incident – co-responder incidents						151	-155 (306)	↓	-68 (219)	-153 (304)
5.4	Number of hoax calls received						200	-20 (220)	↑	-30 (230)	-50 (250)
	- Number of malicious false alarm calls we did not respond to						125	-32 (157)	↑	-36 (161)	-50 (175)
	- Number of malicious false alarm calls we did respond to						75	+12 (63)	↓	+6 (69)	0 (75)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents										
2.1	Number of deaths from primary fires						8	No Target	↓	-2 (10)	+4 (4)
2.2	Number of non-fatal casualties from primary fires						25	+2 (23)	↓	+3 (22)	+1 (24)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Sep 2019)						26	+5 (21)	↓	+4 (22)	+4 (22)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Sep 2019)						155	-52 (207)	↑	-96 (251)	-51 (206)
KCI 3	The level of emergency response service provision										
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes						94.4%	-0.6% (95.0%)	↓	-1.2% (95.6%)	-2.1% (96.5%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes						99.4%	+0.4% (99.0%)	↓	0.0% (99.4%)	+0.1% (99.3%)

Ref	Key Corporate Indicator	Actual	Compared to Target	Target index /going up (better)/down (worse) from previous month	Compared to same period last year	Compared to same period average over 3 years
5.14	The % availability of On-Call fire appliances	64.3%	-5.7% (70.0%)	↑	+7.6% (56.7%)	+3.2% (61.1%)
5.15	The % availability of Wholetime fire appliances	98.2%	-0.8% (99.0%)	↓	-0.7% (98.9%)	-1.0% (99.2%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	27.6%	-2.4% (30.0%)	↑	-0.9% (28.5%)	-0.5% (28.1%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff (April to September)	2.16	-0.84 (3.00)	↓	-0.52 (2.68)	-0.58 (2.74)
9.7	Average number of days/shifts lost to sickness by support staff (April to September)	3.64	-0.36 (4.00)	↓	-0.65 (4.29)	-1.01 (4.65)

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued. Also note target index column for 3.1a and 3.1b (Police data) is performance against previous quarter. Indicators 9.6 and 9.7 is a quarterly data submission.