

# Performance Update: April to November 2019

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3 Year Average	Differ
<b>KCI 1 Incidents Attended</b>																
I.1	<b>Total incidents</b>	<b>738</b>	<b>715</b>	<b>700</b>	<b>757</b>	<b>715</b>	<b>686</b>	<b>721</b>	<b>689</b>					<b>5721</b>	<b>5682</b>	<b>+39</b>
I.2	Fire incidents	239	223	172	218	186	178	145	136					1497	1762	-265
a	Primary fire incidents	102	108	101	112	103	84	97	97					804	896	-92
b	Secondary fire incidents	124	112	67	105	82	90	44	31					655	835	-180
c	Chimey fire incidents	13	3	4	1	1	4	4	8					38	31	+7
I.3	False alarms	222	216	227	247	260	260	271	239					1942	1988	-46
a	Due to apparatus	119	132	135	144	149	138	166	128					1111	1201	-90
b	Good intent	97	74	77	95	102	110	98	103					756	713	+43
c	Malicious	6	10	15	8	9	12	7	8					75	74	+1
I.4	Non-fire incidents	277	276	301	292	269	248	305	314					2282	1932	+350
a	Non-fire false alarms	15	19	16	18	10	11	5	9					103	54	+49
b	Special service	262	257	285	274	259	237	300	305					2179	1878	+301
-	Road Traffic Collision (RTC)	49	65	70	65	48	48	61	79					485	475	+10
-	Assist other agencies	59	55	52	49	65	48	56	70					464	334	+130
-	Medical Incident - Co-responder/First Responder	43	45	52	38	32	20	30	25					286	373	-87
-	Effecting entry / exit	27	27	29	24	33	26	35	35					236	177	+59
<b>KCI 2 Fatalities and casualties</b>																
2.1	Fatalities in fires	4	0	1	0	1	0	0	1					7	4	+3
2.2	Non-fatal casualties in fires	2	9	5	10	10	3	3	9					51	48	+3
2.3	Fatalities in non-fire incidents	6	2	2	8	6	6	3	6					39	33	+6
2.4	Non-fatal casualties in non-fire incidents	86	84	79	86	66	53	69	86					609	620	-11
2.5	Number of TRIM investigations															
2.6	Number of LFRS employees injured whilst attending incidents															
<b>KCI 3 Level of emergency response service provision</b>																
3.1	Number of emergency calls received	1664	1471	1421	1513	1203	1517	1599	1508					11896	11645	+251

3.2	The % of life threatening emergency incidents attended within a maximum of 10 minutes	96.3%	98.2%	91.8%	94.8%	90.3%	90.5%	96.9%	95.3%					94.4%	96.6%	-2.2%
a	Life risk incidents attended	54	55	49	58	62	42	65	64					449	528	-79
b	Attended within 10 minutes	52	54	45	55	56	38	64	61					424	510	-86
3.3	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.7%	100%	99.1%	99.7%	98.5%	99.8%	99.4%	99.3%					99.4%	99.4%	0%
a	Non-life risk incidents attended	597	548	552	632	618	621	622	598					4788	4617	+171
b	Attended within 20 minutes	595	548	547	630	609	620	618	594					4761	4587	+174
3.4	The % availability of Wholetime fire appliances	99.1%	98.4%	97.5%	98.3	99.0%	99.1%	97.6%	96.2%					98.2%	99.2%	-1.0%
3.5	The % availability of On-Call fire appliances	61.0%	62.9%	63.0%	62.1%	64.2%	67.8%	65.4%	67.9%					64.3%	61.1%	+3.2%
3.6	The % of people satisfied with our overall response															
a	The % of people satisfied with their initial contact with the service															
b	The % of people satisfied with the service they received at the scene															
<b>KCI 4 Home Fire Safety Checks and Smoke Alarms</b>																
4.1	Home Fire Safety Checks	710	494	452	466	464	420	451	464					3921	5504	-1583
a	Person aged 65+ AND person disabled	122	122	127	175	142	127	151	157					1123	1053	+70
b	Person aged 65+ BUT NO person disabled	263	150	127	101	128	128	139	156					1192	2084	-892
c	Person disabled BUT NO Person aged 65+	60	54	49	69	63	47	55	55					452	479	-27
d	Neither	265	168	149	121	131	118	106	96					1154	1888	-734
4.2	Home Fire Safety Feedback Surveys															
a	Percentage Satisfied															
4.3	Smoke Alarms Fitted															
<b>KCI 5 Fire Protection and Enforcement</b>																
5.1	The % of Fire Safety Audits that result in Action Plans and Enforcement Notices	20%	34%	20%	40%	33%	21%	27%	33%					28%	28%	0%
a	Fire Safety Audits	41	38	45	35	24	42	26	24					275	235	+40
b	Action Plans and Enforcement Notices	8	13	9	14	8	9	7	8					76	65	+11
5.2	Fire protection Survey – Overall how satisfied were you with the service received															
<b>KCI 6 Capacity, staff and availability</b>																
6.1	Average number of days/shifts lost to sickness by operational staff (per person)	(Apr – Jun) – 1.09			(Jul – Sep) – 1.08			(Oct – Dec) –			(Jan – Mar) -			2.17	2.74	-0.57
a	Days/shifts lost to short-term sickness	145.18			128.75									273.93	263.84	+10.09

b	Days/shifts lost to long-term sickness	266.60	273.28			539.88	911.68	-371.80
6.2	Average number of days/shifts lost to sickness by support staff (per person)	(Apr – Jun) – 1.89	(Jul – Sep) – 1.75	(Oct – Dec) –	(Jan – Mar) -	3.64	4.65	-1.01
a	Days/shifts lost to short-term sickness	82.72	27.47			110.19	113.58	-3.39
b	Days/shifts lost to long-term sickness	107.18	148.81			255.99	325.78	-69.79

*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.*

1.1 Total incidents

1.2 Fire incidents

1.3 False alarms

1.4 Non-fire incidents

2.1 Fatalities in fires

2.2 Non-fatal casualties in fires

2.3 Fatalities in non-fire incidents

2.4 Non-fatal casualties in non-fire incidents

2.5 Number of TRIM investigations

2.6 Number of LFRS employees injured whilst attending incidents

3.1 Number of calls received

3.2 The % of life threatening emergency incidents attended within a maximum of 10 minutes

3.3 The % of non-life threatening incidents attended within a maximum of 20 minutes

3.4 The % availability of Wholtime fire appliances

3.5 The % availability of On-Call fire appliances

3.6 The % of people overall satisfied with our response

4.1 Home Fire Safety Checks

4.2 Home Fire Safety Feedback Surveys

4.3 Smoke Alarms Fitted

5.1 The % of Fire Safety Audits that result in Action Plans and Enforcement Notices

5.2 Fire protection Survey – Overall how satisfied were you with the service received

6.1 Average number of days/shifts lost to sickness by operational staff (per person)

6.2 Average number of days/shifts lost to sickness by support staff (per person)