Performance Update: April 2018 to December 2018

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	946	-55 (1001)	⬆	-61 (1007)	-55 (1001)
1.2	Number of secondary fires	1102	+297 (805)	⬆	+272 (830)	+297 (805)
1.3	Number of Road Traffic Collisions (RTCs) attended	539	+21 (518)	⬆	+38 (501)	+25 (514)
1.4	Number of other emergency special services attended (excluding fires and RTCs)	1691	+278 (1413)	⬇	+150 (1541)	+280 (1411)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1258	-78 (1336)	⬆	-46 (1304)	-80 (1338)
1.6	Number of deliberate primary fires	282	-65 (347)	⬆	-69 (351)	-63 (345)
1.7	Number of deliberate secondary fires	481	+65 (416)	⬆	+31 (450)	+60 (421)
1.8	Number of accidental dwelling fires	273	-17 (290)	⬆	+4 (269)	-15 (288)
1.9	Number of medical incident – co-responder incidents	253	-104 (357)	⬆	-115 (368)	-103 (356)
5.4	Number of hoax calls received	253	-44 (297)	⬇	-31 (284)	-38 (291)
	- Number of malicious false alarm calls we did not respond to	178	-26 (204)	⬆	-13 (191)	-20 (198)
	- Number of malicious false alarm calls we did respond to	75	-18 (93)	⬌	-18 (93)	-18 (93)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents					
2.1	Number of deaths from primary fires	11	No Target	⬌	+10 (1)	+9 (2)
2.2	Number of non-fatal casualties from primary fires	25	-6 (31)	⬆	-4 (29)	-4 (29)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Sep 2018)	22	-3 (25)	⬇	+11 (11)	-4 (26)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Sep 2018)	237	+52 (185)	⬆	+36 (201)	+53 (184)
KCI 3	The level of emergency response service provision					
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.1%	+0.1% (95.0%)	⬇	-1.5% (96.6%)	-0.8% (95.9%)
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%)	0.0% (99.4%)

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5.14	The % availability of On-Call fire appliances	55.0%	-10.0% (65.0%)	⇩	-5.7% (60.7%)	-7.7% (62.7%)
5.15	The % availability of Wholetime fire appliances	98.8%	-0.2% (99.0%)	⇩	-0.4% (99.2%)	-0.2% (99.0%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	28.6%	-1.4% (30.0%)	⇧	-11.0% (39.6%)	+1.4% (27.2%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff	4.61	+0.63 (3.98)	⇩	+0.23 (4.38)	+0.92 (3.69)
9.7	Average number of days/shifts lost to sickness by support staff	7.67	+0.32 (7.35)	⇧	-0.84 (8.51)	+0.81 (6.86)

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.