Performance Update: April 2019 to July 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	430	+6 (424)	⇩	-51 (481)	-19 (449)
1.2	Number of secondary fires	410	-64 (474)	⇩	-223 (633)	-66 (476)
1.3	Number of Road Traffic Collisions (RTCs) attended	246	+20 (226)	⇧	+13 (233)	+21 (225)
1.4	Number of other emergency special services attended (excluding fires and RTCs)	821	+106 (715)	⇧	+65 (756)	+108 (713)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	533	+8 (525)	⇩	-2 (535)	-25 (558)
1.6	Number of deliberate primary fires	141	+14 (127)	⇩	+14 (127)	-2 (143)
1.7	Number of deliberate secondary fires	219	+7 (212)	⇩	-35 (254)	-31 (250)
1.8	Number of accidental dwelling fires	109	-6 (115)	⇧	-28 (137)	-14 (123)
1.9	Number of medical incident – co-responder incidents	90	-76 (166)	⇩	-41 (131)	-75 (165)
5.4	Number of hoax calls received	114	+4 (110)	⇧	+5 (109)	-14 (128)
	- Number of malicious false alarm calls we did not respond to	74	0 (74)	⇧	0 (74)	-12 (86)
	- Number of malicious false alarm calls we did respond to	40	+4 (36)	⇩	+5 (35)	-2 (42)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents					
2.1	Number of deaths from primary fires	6	No Target	⇧	+4 (2)	+5 (1)
2.2	Number of non-fatal casualties from primary fires	15	+7 (8)	⇩	+7 (8)	+8 (7)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Jun 2019)	14	+1 (13)	⇧	+5 (9)	0 (14)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2019)	110	-30 (140)	⇧	-50 (160)	-29 (139)
KCI 3	The level of emergency response service provision					
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.0%	0.0% (95.0%)	⇩	+0.1% (94.9%)	-1.5% (96.5%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.5%	+0.5% (99.0%)	⇧	+0.3% (99.2%)	+0.2% (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	61.5%	-8.5% (70.0%)	⇩	+4.8% (56.7%)	+0.4% (61.1%)
5.15	The % availability of Wholetime fire appliances	98.3%	-0.7% (99.0%)	⇧	-0.6% (98.9%)	-0.9% (99.2%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	28.0%	-2.0% (30.0%)	⇧	+4.8% (23.2%)	-2.3% (30.3%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff (Apr to Jun 2019)	1.09	-0.41 (1.50)	⇧	-0.22 (1.31)	-0.28 (1.37)
9.7	Average number of days/shifts lost to sickness by support staff (Apr to Jun 2019)	1.92	-0.08 (2.00)	⇩	-0.06 (1.98)	-0.35 (2.27)

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.