Performance Update: April 2018 to March 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	1249	-44 (1293)	⇩	-23 (1272)	-44 (1293)
1.2	Number of secondary fires	1320	+345 (975)	⇩	+324 (996)	+345 (975)
1.3	Number of Road Traffic Collisions (RTCs) attended	762	+87 (675)	⇩	+89 (673)	+87 (675)
1.4	Number of other emergency special services attended (excluding fires and RTCs)	2315	+308 (2007)	⇩	+92 (2223)	+296 (2019)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1713	-8 (1721)	⇩	-10 (1723)	-8 (1721)
1.6	Number of deliberate primary fires	373	-64 (437)	⇩	-42 (415)	-64 (437)
1.7	Number of deliberate secondary fires	563	+68 (495)	⇩	+72 (491)	+68 (495)
1.8	Number of accidental dwelling fires	377	-14 (391)	⇧	+6 (371)	-14 (391)
1.9	Number of medical incident – co-responder incidents	372	-179 (551)	⇔	-140 (512)	-179 (551)
5.4	Number of hoax calls received	322	-59 (381)	⇩	-21 (343)	-59 (381)
	- Number of malicious false alarm calls we did not respond to	226	-36 (262)	⇩	0 (226)	-36 (262)
	- Number of malicious false alarm calls we did respond to	96	-23 (119)	⇩	-21 (117)	-23 (119)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents					
2.1	Number of deaths from primary fires	12	No Target	⇩	+2 (10)	+5 (7)
2.2	Number of non-fatal casualties from primary fires	34	-3 (37)	⇧	-2 (36)	-3 (37)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Dec 2018)	35	0 (35)	⇔	+15 (20)	0 (35)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Dec 2018)	306	+50 (256)	⇧	+30 (276)	+53 (253)
KCI 3	The level of emergency response service provision					
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.5%	+0.5% (95.0%)	⇩	-0.4% (95.9%)	-0.4% (95.9%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.4%	+0.4% (99.0%)	⇧	+0.1% (99.3%)	0.0% (99.4%)

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	56.7%	-8.3% (65.0%)	⬇	-4.0% (60.7%)	-6.0% (62.7%)
5.15	The % availability of Wholetime fire appliances	98.9%	-0.1% (99.0%)	⬆	-0.3% (99.2%)	-0.1% (99.0%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	28.6%	-1.4% (30.0%)	⬇	-7.3% (35.9%)	+0.5% (28.1%)
8.3	The % of respondents to the After the Incident Survey who rate the service received as satisfactory or better	98.4%	+0.4% (98.0%)	⬆	+1.9% (96.5%)	+0.6% (97.8%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff	5.84	+0.54 (5.30)	⬆	-0.66 (6.50)	+0.54 (5.30)
9.7	Average number of days/shifts lost to sickness by support staff	8.83	-0.97 (9.80)	⬆	-2.53 (11.36)	-0.97 (9.80)

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.