

## Performance Update: April 2018 to January 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						1050	-53 (1103)	↓	-51 (1101)	-53 (1103)
1.2	Number of secondary fires						1157	+303 (854)	↓	+285 (872)	+303 (854)
1.3	Number of Road Traffic Collisions (RTCs) attended						607	+29 (578)	↑	+41 (566)	+32 (575)
1.4	Number of other emergency special services attended (excluding fires and RTCs)						1928	+318 (1610)	↓	+175 (1753)	+319 (1609)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)						1377	-95 (1472)	↑	-63 (1440)	-96 (1473)
1.6	Number of deliberate primary fires						317	-57 (374)	↓	-59 (376)	-59 (376)
1.7	Number of deliberate secondary fires						509	+72 (437)	↓	+38 (471)	+69 (440)
1.8	Number of accidental dwelling fires						308	-20 (328)	↓	+3 (305)	-18 (326)
1.9	Number of medical incident – co-responder incidents						325	-112 (437)	↑	-119 (444)	-114 (439)
5.4	Number of hoax calls received						274	-53 (327)	↓	-23 (297)	-45 (319)
	- Number of malicious false alarm calls we did not respond to						190	-33 (223)	↑	-9 (199)	-27 (217)
	- Number of malicious false alarm calls we did respond to						84	-20 (104)	↓	-14 (98)	-18 (102)
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	↑	+8 (3)	+7 (4)
2.2	Number of non-fatal casualties from primary fires						26	-9 (35)	↑	-7 (33)	-8 (34)
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%)	↑	-0.7% (96.2%)	-0.3% (95.8%)
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%)

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	56.0%	-9.0% (65.0%)	↑	-4.7% (60.7%)	-6.7% (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	28.7%	-1.3% (30.0%)	↑	-10.6% (39.3%)	+0.9% (27.8%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff (Apr to Dec 18)	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 (Apr to Dec 18)	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.*