Performance Update: April to October 2018

Ref Key Corporate Indicator Compared to Target Compared to Same period previous month	vithin within target range Over 10% Outside target range (negative)	ment in No change in Decline in performance							
1.1 Number of primary fires 762 -28 (790)		down same period same period last year years Compared to same period average over 3							
1.2 Number of secondary fires	KCI I The number of emergency incidents								
1.3 Number of road traffic collisions (RTCs) attended 394	762 -2								
1.4 Number of other emergency special services attended 1306 +280 (1026)	951 +2	+275 (676) +279 (672)							
1.5 Number of false alarm calls from AFAs attended (domestic and non-domestic) 1.6 Number of deliberate primary fires 1.7 Number of deliberate secondary fires 1.8 Number of accidental dwelling fires 1.9 Number of medical incident − co-responder incidents 1.9 Number of medical incident − co-responder incidents 209 −28 (237)	394 +	+5 (389) +13 (381)							
1.6 Number of deliberate primary fires 1.7 Number of deliberate secondary fires 1.8 Number of accidental dwelling fires 1.9 Number of accidental dwelling fires 1.9 Number of medical incident − co-responder incidents 1.9 Number of medical incident − co-responder incidents 1.9 Number of hoax calls received 1.0 Number of hoax calls received 1.1 -23 (234) 1.2 -27 (238) 1.3 -1 (4166) 1.4 -27 (238) 1.5 -14 (166) 1.6 -10 (162) 1.7 (76) 1.8 KCI 2 The number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of non-fatal casualties from primary fires 2.2 Number of non-fatal casualties from primary fires 3.1 Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 3.1 Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) 4.6 (27) 4.1 -23 (234) 4.1 -23 (234) 4.2 -27 (238) 4.3 (166) 4.4 (166) 4.5 -10 (162) 4.6 (17) 4.7 (76) 4.8 (1) 4.9 (19)	nded 1306 +2	+213 (1093) +281 (1025)							
1.7 Number of deliberate secondary fires 1.8 Number of accidental dwelling fires 1.9 Number of medical incident – co-responder incidents 209 -28 (237)	(domestic and non-domestic) 1001 -4	-5 (1006) -48 (1049)							
1.8 Number of accidental dwelling fires 1.9 Number of medical incident − co-responder incidents 209 −28 (237) □ −18 (227) 5.4 Number of hoax calls received 211 −23 (234) □ −27 (238) - Number of malicious false alarm calls we did not respond to 152 −14 (166) □ −10 (162) - Number of malicious false alarm calls we did respond to 59 −9 (68) □ −17 (76) KCI 2 The number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of deaths from primary fires 9 No Target 14 −10 (24) □ −3 (17) 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 7 Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) 14 +22 (124) □ +10 (136) KCI 3 The level of emergency response service provision	219 -6	-68 (287) -59 (278)							
1.9 Number of medical incident – co-responder incidents 209 -28 (237) 5.4 Number of hoax calls received 211 -23 (234) -27 (238) - Number of malicious false alarm calls we did not respond to 152 -14 (166) - Number of malicious false alarm calls we did respond to 59 -9 (68) KCI 2 The number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of deaths from primary fires 9 No Target +8 (I) 2.2 Number of non-fatal casualties from primary fires 14 -10 (24) -3 (17) 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) KCI 3 The level of emergency response service provision	397	+26 (371) +44 (353)							
5.4 Number of hoax calls received - Number of malicious false alarm calls we did not respond to - Number of malicious false alarm calls we did not respond to - Number of malicious false alarm calls we did respond to - Number of malicious false alarm calls we did respond to - Number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of deaths from primary fires - Number of non-fatal casualties from primary fires - Number of non-fatal casualties from primary fires - Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 3.1a Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) KCI 3 The level of emergency response service provision	213 -	+16 (197) 0 (213)							
- Number of malicious false alarm calls we did not respond to - Number of malicious false alarm calls we did respond to - Number of malicious false alarm calls we did respond to 59 -9 (68) -17 (76) KCI 2 The number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of deaths from primary fires 9 No Target -10 (24) -3 (17) 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) -3 (6) +3 (6) KCI 3 The level of emergency response service provision	ents 209	-18 (227) -27 (236)							
- Number of malicious false alarm calls we did respond to KCI 2 The number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of deaths from primary fires 9 No Target +8 (I) 2.2 Number of non-fatal casualties from primary fires 14 -10 (24) -3 (17) 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) KCI 3 The level of emergency response service provision	211 -2	-27 (238) -14 (225)							
KCI 2 The number of deaths and injuries resultant from fires and road traffic incidents 2.1 Number of deaths from primary fires 9 No Target +8 (I) 2.2 Number of non-fatal casualties from primary fires 14 -10 (24) 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) 14 +22 (124) KCI 3 The level of emergency response service provision	e did not respond to	-10 (162) -6 (158)							
2.1 Number of deaths from primary fires 9 No Target +8 (I) 2.2 Number of non-fatal casualties from primary fires 14 -10 (24) 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) KCI 3 The level of emergency response service provision	e did respond to 59	-17 (76) -8 (67)							
2.2 Number of non-fatal casualties from primary fires 3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) KCI 3 The level of emergency response service provision									
3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) 3.1b Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) KCI 3 The level of emergency response service provision	9 N	+8 (1) +7 (2)							
3.1a Number of people killed (in RTCs) during the calendar year (Jan to Jun 2018) 9 -10 (19) +3 (6) 3.1b Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) KCI 3 The level of emergency response service provision	14	-3 (17) -7 (21)							
3.1b Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018) KCI 3 The level of emergency response service provision +10 (136) +10 (136)	ndar year (Jan to Jun 2018) 9 -	+3 (6) -9 (18)							
	ing the calendar year (Jan to Jun 2018) 146 +								
4.1 The % of life threatening emergency incidents attended within a maximum of 10 minutes 95.8% -1.2% (97.0%)									
	nded within a maximum of 10 minutes 95.8% -1.2	-1.8% (97.6%) -0.8% (96.6%)							
4.2 The % of non-life threatening incidents attended within a maximum of 20 minutes 99.3% +0.3% (99.0%) 0.0% (99.3%)	vithin a maximum of 20 minutes 99.3% +0.3	0.0% (99.3%) -0.1% (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	54.2%	-10.8% (65.0%)	\triangle	-6.5% (60.7%)	-8.5% (62.7%)
5.15	The % availability of Wholetime appliances	99.0%	0.0% (99.0%)	Û	-0.2% (99.2%)	0.0% (99.0%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	28.7%	-1.3% (30.0%)	企	-10.2% (38.9%)	+1.3% (27.4%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff	Not Avail	(3.09)		(3.04)	(2.73)
9.7	Average number of days/shifts lost to sickness by support staff	Not Avail	(5.72)		(6.31)	(5.03)

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. No sickness data has been provided since July 2018.