

Version:

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Planning and Performance

PERFORMANCE UPDATE

// April 2016 - March 2017

LEICESTERSHIRE

FIRE and RESCUE SERVICE

protecting our communities

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Every year we set ourselves a number of stretching performance targets and monitor how we are doing against these. Our key corporate indicators (KCI) monitor progress against our strategic aims and are regularly reported to our senior managers and the Combined Fire Authority.

In the table below you will be able to see how we performed against our KCI targets for the year April 2016 - March 2017. You can see how we performed when compared to our target; when compared to the previous year; and when compared to an average of the previous three years.

Performance Update: Financial Year April 2016 – March 2017

KEY	Outside target range (positive)		Within target range		Outside target range (negative)		Improvement in performance	No change in performance	Decline in performance
Ref	Key Corporate Indicator					Actual	Compared to Target	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					1,284	+7 (1,277)	-42 (1,326)	+64 (1,220)
1.2	Number of secondary fires					975	-6 (981)	+21 (954)	-51 (1026)
1.3	Number of road traffic collisions (RTC) attended					694	+45 (649)	+28 (666)	+45 (649)
1.4	Number of other emergency special services attended					2,202	+1,260 (942)	+581 (1,621)	+1,077 (1,125)
LPI 1m	Number of emergency first responder incidents					626	No Target	+100 (526)	+100 (526)
1.5	Number of false alarm calls from automatic fire alarms attended (domestic and non-domestic)					1,717	-153 (1,870)	-33 (1,750)	-681 (2,398)
1.6	Number of deliberate primary fires					459	+52 (407)	+22 (437)	+72 (387)
1.7	Number of deliberate secondary fires					492	-51 (543)	+24 (468)	-80 (572)
5.4	Number of hoax calls received					373	+87 (286)	-56 (429)	-19 (392)
LPI 1g	Number of accidental dwelling fires					409	+38 (371)	+13 (396)	+33 (376)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents								
2.1	Number of deaths from primary fires					6	+6 (0)	0 (6)	0 (6)
2.2	Number of non-fatal casualties from primary fires					35	0 (35)	-5 (40)	0 (35)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2016 to December 2016)					260	-8 (268)	-54 (314)	-36 (296)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2016 to December 2016)					12	-4 (16)	+1 (11)	-6 (18)
KCI 3	The level of emergency response service provision								
4.1	The percentage of life threatening emergency incidents attended within a maximum of 10 minutes					96.5%	+1.5% (95.0%)	+1.0% (95.5%)	+1.6% (94.9%)
4.2	The percentage of non-life threatening incidents attended within a maximum of 20 minutes					99.4%	+0.4% (99.0%)	-0.1% (99.5%)	+0.1% (99.3%)
8.3	The percentage of respondents to the After The Incident survey who rate the service received as satisfactory or better					99%	+4.38 (7.00)	+4.74 (6.64)	+ 4.45 (6.93)

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
KCI 4	Capacity, staff and availability				
5.7	The percentage of undisputed invoices that are paid in 30 working days	98.1%	-1.2% (99.3%)	-1.2% (99.3%)	-0.9% (99.0%)
5.7	% availability of RDS appliances	N/A	(85.0%)	(81.8%)	(86.2%)
5.7	% availability of wholetime appliances	N/A	(98.0%)	(98.9%)	(98.2%)
9.6	Number of days/shifts lost to sickness by operational staff	6.35	+3.14 (3.21)	+3.69 (2.66)	+3.13 (3.22)
9.7	Number of days/shifts lost to sickness by support staff	11.38	+4.38 (7.00)	+4.74 (6.64)	+ 4.45 (6.93)

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued.

Source of data: Views