PERFORMANCE UPDATE
// April 2017 - March 2018

LEICESTERSHIRE
FIRE and RESCUE SERVICE

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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 (KCIs) 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 April to March for the year 2017/18. 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: April 2017 to March 2018

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		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	1,273	+4 (1,269)	↑	11 (1,284)	+1 (1,272)
1.2	Number of secondary fires	998	+25 (973)	↑	+23 (975)	+24 (974)
1.3	Number of RTCs attended	669	+11 (658)	↓	-25 (694)	+9 (660)
1.4	Number of other emergency special services attended	2,235	+61 (2174)	↓	+33 (2,202)	+674 (1561)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,714	-13 (1,727)	↓	-3 (1,717)	--291 (2,005)
1.6	Number of deliberate primary fires	415	-7 (422)	↑	-44 (459)	-7 (422)
1.7	Number of deliberate secondary fires	494	-12 (506)	↑	+2 (492)	-5 (499)
1.8	Number of accidental dwelling fires	372	-20 (392)	↑	-37 (409)	-21 (393)
1.9	Number of emergency first responder incidents	514	-103 (617)	↓	-112 (626)	N/A
5.4	Number of hoax calls received	343	-11 (354)	↓	-30 (373)	-46 (389)
	- Number of malicious false alarm calls we did not respond to	226	-11 (237)	↑	-33 (259)	-46 (272)
	- Number of malicious false alarm calls we did respond to	117	-0 (117)	↔	+3 (114)	0 (117)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents					
2.1	Number of deaths from primary fires	10	+10 (0)	↓	+4 (6)	+5 (5)
2.2	Number of non-fatal casualties from primary fires	36	-1 (37)	↓	+1 (35)	-1 (37)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Dec 2017)	20	-17 (37)	↓	-16 (36)	-17 (37)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Dec 2017)	270	+22 (248)	↓	+46 (224)	+22 (248)
KCI 3	The level of emergency response service provision					
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.9%	-1.1% (97.0%)	↓	-0.6% (96.5%)	+0.7% (95.2%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.3%	+0.3% (99.0%)	↔	-0.1% (99.4%)	0.0% (99.3%)
5.14	The % availability of RDS fire appliances	58.4%	No Target	N/A	-9.7% (68.1%)	N/A
5.15	The % availability of WT fire appliances	99.5%	No Target	N/A	+0.3% (99.2%)	N/A
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	35.9%	+17.9% (18.0%)	↑	+13.4% (22.5%)	N/A

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					
9.6	Average number of days/shifts lost to sickness by operational staff	6.53	+1.53 (5.00)	↓	+0.18 (6.35)	+2.21 (4.32)
9.7	Average number of days/shifts lost to sickness by support staff	11.36	+2.86 (8.50)	↑	-0.02 (11.38)	+2.31 (9.05)

Please note target index column for 3.1a and 3.1b (Police Stats 19 data) is performance against previous quarter.

Source of data: Views