



2017/18

2018/19

Priority	Measures	Actuals					Aim	Aim	April	May	June	July	August	eptember	October	November	December	January	February	March	Year To Date 1718	18/19 YTD	April	May	June	July	August	eptember	October	November	December	January	February	March	
		2013/14	2014/15	2015/16	2016/17	2017/18	2017/18	2018/19																											
The Public Is Kept Safe	% RDS appliance availability at key stations	New Measure					89.93%	93.02%	94%	92.00%	91.68%	90.76%	90.39%	95.96%	91.39%	90.15%	91.83%	93.27%	96.86%	95.91%	96.08%	93.02%	#DIV/0!												
	% RDS appliance availability		80	76	75.58%	79.90%		80%	82.00%	82.00%	80.00%	78.00%	73.00%	79.00%	78.00%	81.19%	78.03%	82.92%	82.37%	82.29%	79.90%	#DIV/0!													
	% 24hr Retained Duty System (RDS) availability at key stations	83.28%	84.96%	82.73%	83.52%	89.60%		90%														63.33%	55.00%	65.00%	70.00%										
	% Wholetime appliance availability	New Measure		98%	97.31%	98.38%	100%	100%	98.67%	99.41%	98.78%	98.70%	97.18%	97.58%	98.94%	97.66%	97.19%	98.95%	99.01%	98.43%	98.38%	68.33%	50.00%	75.00%	80.00%										
	No. of community safety contacts	New Measure					43849	22000	40000	874	929	4808	7956	3654	3319	5055	5850	1664	3262	2947	3531	43849	4500	1000	1500	2000									
	No. of Safe and Well visits to vulnerable members of the community	New Measure					4039	4000	6000	315	331	340	435	317	293	310	336	297	341	365	359	4039	550	200	1500	2000									
	No. of Regulatory Reform (Fire Safety) Order 2005 risk-based fire protection inspections conducted	NA	297	532	599	513	720	700	46	86	83	36	17	53	35	63	37	31	41	20	513	75	20	25	30										
	% life risk and property emergency calls handled within 90 seconds	NA	72%	81%	79.11%	78.99%	85%	85%	79.59%	78.38%	93.94%	64.00%	75.00%	73.00%	79.00%	81.00%	82.00%	78.00%	81.00%	83.00%	78.99%	1	80.00%	82.00%	84.00%										
	% times an appliance arrives at life risk or property incidents within agreed response standards	NA	81%	75%	72.83%	68.36%	75%	75%	72.41%	64.58%	87.18%	86.49%	59.46%	55.88%	63.16%	56.52%	69.39%	74.47%	80.77%	50.00%	68.36%	33.33%	25.00%	35.00%	40.00%										
	% times a 2nd appliance arrives at life risk or property incidents within agreed response standards	NA	86%	78%	74.69%	76.31%	90%	90%	75.50%	72.92%	93.94%	90.63%	74.07%	62.07%	84.85%	73.68%	63.89%	75.00%	88.00%	61.11%	76.31%	22.00%	20.00%	22.00%	24.00%										
	No. of incidents	2613	2659	3306	3076	3463	3013	3281	298	313	307	327	292	240	284	273	287	286	219	339	3465	180	60	60	60										
	No. of accidental dwelling fires	156	164	147	146	143	152	145	6	13	14	10	14	10	13	7	13	18	10	15	143	25	10	10	5										
	No. of non domestic fires	86	78	93	87	85	86	88	5	12	12	4	9	2	9	8	5	9	5	5	85	0													
	No. of deliberate fires	532	583	670	541	484	598	565	73	60	41	50	52	28	48	48	16	31	16	21	484	0													
	No. of preventable fire related deaths	0	1	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0													
	No. of fire related deaths	1	2	0	3	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0	2	4	1	2	1										
	No. of fire related injuries	22	22	21	14	23	0	19	1	0	2	6	1	0	1	2	1	7	1	1	23	15	6	5	4										
	No. of RTC incidents involving one or more extrication	117	162	142	113	117	139	124	4	12	8	14	4	15	10	3	20	5	9	13	117	25	6	11	8										
	No. of RIDDOR reportable incidents	8	9	2	3	5	0	0	0	0	2	0	1	0	1	0	0	1	0	0	5	11	2	6	3	0	0	0	0	0	0	0	0	0	
No. of firefighters injuries	48	49	43	34	32	0	0	4	0	4	5	2	1	3	2	3	2	0	6	32	4	1	2	1											
No. of Wholetime Firefighter vacancies (Full Time equivalents)	NA	10	11	14	-15	5	8	12	13	17	17	15	15	15	-14	-14	-18	-15	-15	-15															
No. of Retained Duty System Firefighter vacancies (Full Time equivalents)	New Measure		32.9	36	30	20	10	36	32					32	32	30	30	30	30	30															
No. of Site Specific Risk inspections delivered	New Measure	676	703	787	878	660	660	65	130	107	118	57	63	66	100	43	36	41	52	878	0														
% operational assurance reports for confirmed incidents & exercises				79.42%	82.17%	60%	70%	94.00%	96.00%	61.00%	91.00%	90.00%	79.00%	87.00%	73.00%	79.00%	78.00%	80.00%	78.00%	82.17%	#DIV/0!														
No. of major training events/ exercises undertaken at risk premises	NA	14	33	17	17	12	15	1	0	1	1	1	2	5	3	1	0	0	2	17	10	2	3	5											
% risk critical equipment replaced within 4 hours	New Measure					98.18%	100%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	80.00%	100.00%	98.18%	#DIV/0!														
% incident command competency levels amongst Flexi Duty Officers	NA	100%	100%	98.25%	98.92%	100%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.00%	96.00%	100.00%	100.00%	98.92%	#DIV/0!														
% competency checks completed by Managers	100%	100%	100%	92.50%	92.17%	100%	100%	100%	100.00%	100.00%	65.00%	65.00%	88.00%	88.00%	100.00%	100.00%	100.00%	100.00%	100.00%	92.17%	#DIV/0!														
% competency level for wholetime and on RDS firefighters in 9 core skills	New Measure					96.08%	100%	100%	98.00%	98.00%	97.00%	96.00%	96.00%	97.00%	96.00%	95.00%	95.00%	95.00%	95.00%	96.08%	78.00%	75.00%	77.00%	82.00%											
Average days sickness per Full Time Equivalent	6.6	6.23	7.81	8.31	10.22	7.5	7.5	0.51	0.92	1.06	0.84	0.79	0.73	0.82	1.03	1.10	0.86	0.73	0.83	10.22	1	0.20	0.50	0.60											
Revenue outturn -% Forecast variance to budget	2.80%	-1.96%	-3.50%	-6.96%	1.52	0 to -2%	0 to -2%	0	2.06	0.00%	5.84%	5.84%	5.17%	6.73%	6.02%	6.03%	1.50%	1.47%	1.52%	1.52%															
Capital Programme - % Variance to Budget	0.30%	-1.04%	-16.43%	0.00%	8.84%	Less than 0%	Less than 0%	0	0	-0.09%	0.09%	0.09%	24.00%	24.00%	0.09%	0.09%	0.09%	0.09%	8.84%	8.84%															
No. of operational reviews and incident command debriefs	New Measure					123	25	25	4	11	23	5	5	13	8	4	7	20	14	9	123	18	6	7	5										
% customer satisfaction level	NA	97%	100%	97.50%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%	0														