

2017/18 Performance Scorecard Q1

Protecting Local Communities

IRMP

OUTCOMES

	Actual	Target	Year on Year	2016/17
All emergencies attended	1,059	999	↑	999
All fires	447	333	↑	412
Accidental primary fires	129	133	↓	142
Accidental primary dwelling fires	51	63	↓	75
Casualties in accidental primary dwelling fires	2	3	↓	3
Secondary fires	253	144	↑	203
Chimney fires	36	30	↑	31
Deliberate primary fires	29	27	↓	35
Deliberate secondary fires	171	99	↑	116
All False Alarms	456	459	↑	411
Commercial False Alarms Automatic, non residential	179	189	↑	154
Dwelling False Alarms	190	174	↑	156
Non RTC Special Service Calls	105	141	↓	131
RTC Special Service Calls	51	66	↓	61

	Actual	Target	Year on Year	2016/17
Safe and Well visits completed	2607	2,500	n/a	n/a
Deliver Road Awareness Training sessions	16	14	↑	7
Deliver Heartstart programme	36	78	↑	6
Completion of Risk Fire Safety Audit targets	289	104	n/a	n/a
100% high risk audits completed within 4 weeks	100%	100%	n/a	n/a

OUTPUTS

Responding to Emergencies

	Actual	Target	Year on Year	2016/17
10 minute response time - primary, property fires	75%	80%	↑	73%
15 minute response time - all other	87%	80%	↔	88%
Appliance availability - % time available	83%	95%	↑	85%
Turnout - Individual % turnout of attendance	83%	100%	↑	81%
Number of times individuals have missed when available	43	0	n/a	new

Performance Key

- Positive Performance within target
- Within 5% of target
- Failing against target by at least 5%

Direction Key

- Positive direction of travel year on year by at least 5%
- Within 5% of performance last year
- Negative direction of travel year on year by at least 5%