2017/18 Performance Scorecard Q2

Protecting Local Communities

IRMP

OUTCOMES

	Actual	Target	Year on Year	2016/17
All emergencies attended	2,034	1,998	⇔	1,998
All fires	733	667	⇧	690
Accidental primary fires	237	267	⇩	266
Accidental primary dwelling fires	95	126	⇩	133
Casualties in accidental primary dwelling fires	4	7	⇩	8
Secondary fires	397	288	⇧	326
Chimney fires	47	60	⇧	40
Deliberate primary fires	52	54	⇩	59
Deliberate secondary fires	274	198	⇧	180
All False Alarms	955	918	⇔	947
Commercial False Alarms Automatic, non residential	398	378	⇧	375
Dwelling False Alarms	380	348	⇩	391
Non RTC Special Service Calls	232	282	⇩	282
RTC Special Service Calls	114	132	⇩	122

OUTPUTS

	Actual	Target	Year on Year	2016/17
Safe and Well visits completed	5056	5,000	n/a	n/a
Deliver Road Awareness Training sessions	42	29	⇧	26
Deliver Heartstart programme	81	162	⇧	27
Completion of Risk Fire Safety Audit targets	602	624	n/a	n/a
100% high risk audits completed within 4 weeks	100%	100%	n/a	n/a

Responding to Emergencies

	Actual	Target	Year on Year	2016/17
10 minute response time - primary, property fires	72%	80%	⇧	73%
15 minute response time - all other	87%	80%	⇔	88%
Appliance availablity - % time available	83%	95%	⇧	85%
Turnout - Individual % turnout of attendance	81%	100%	⇧	81%
Number of times individuals have missed when available	84	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%