

## 2016/17 Performance Scorecard Q4

### Protecting Local Communities

IRMP

OUTCOMES

	Actual	Target	Year on Year	15/16
All emergencies attended	3,995	3,992	↓	4,518
All fires	1,303	1,400	↓	1,408
Accidental primary fires	508	580	↓	586
Accidental primary dwelling fires	259	256	↔	264
Casualties in accidental primary dwelling fires	24	11	↑	9
Secondary fires	548	589	↓	590
Chimney fires	128	100	↑	121
Deliberate primary fires	119	88	↑	111
Deliberate secondary fires	351	396	↓	423
All False Alarms	1,916	1,895	↓	1,950
Commercial False Alarms Automatic, non residential	753	752	↓	805
Dwelling False Alarms	790	692	↑	707
Non RTC Special Service Calls	512	458	↓	860
RTC Special Service Calls	264	294	↓	300

OUTPUTS

	Actual	Target	Year on Year	2015/16
Safe and Well visits completed (25/watch/month & oncall remaining mosaic)	n/a	n/a	n/a	n/a
Deliver Road Awareness Training sessions	71	57	↑	57
Deliver Heartstart programme	92	324	↑	41
Complete 5% uplift on all Risk Fire Safety Audits	n/a	n/a	n/a	n/a
100% high risk audits completed within 4 weeks	n/a	n/a	n/a	n/a

### Responding to Emergencies

	Actual	Target	Year on Year	2015/16
10 minute response time - primary, property fires	73%	80%	↑	68%
15 minute response time - all other	88%	80%	↔	85%
Appliance availability - % time available	86%	95%	↔	84%
Turnout - Individual % turnout of attendance	81%	100%	n/a	n/a
Number of times individuals have missed when available	44	0	n/a	n/a

#### Performance Key

- Positive Performance against target by at least 5%
- 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%