

## 2017/18 Performance Scorecard Q4 (cumulative)

[Link to Dynamic Reports](#)

### Protecting Local Communities

IRMP

	Actual	Target	Year on Year	2016/17
All emergencies attended	3,962	3,996	↔	3,995
All fires	1387	1,334	↔	1,303
Accidental primary fires	490	534	↔	508
Accidental primary dwelling fires	221	252	↓	259
Casualties in accidental primary dwelling fires	13	14	↓	24
Secondary fires	633	576	↑	548
Chimney fires	135	120	↑	128
Deliberate primary fires	133	108	↑	119
Deliberate secondary fires	450	396	↑	351
All False Alarms	1,780	1,836	↓	1,916
Commercial False Alarms Automatic, non residential	700	756	↓	753
Dwelling False Alarms	731	696	↓	790
Non RTC Special Service Calls	532	564	↔	512
RTC Special Service Calls	264	264	↔	264

	Actual	Target	Year on Year	2016/17
Safe and Well visits completed	10432	10,000	n/a	n/a
Deliver Road Awareness Training sessions	82	57	↑	26
Deliver Heartstart programme	324	324	↑	27
Completion of Risk Fire Safety Audit targets	1071	1104	n/a	n/a

OUTCOMES

OUTPUTS

#### 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%

### Responding to Emergencies

	Actual	Target	Year on Year	2016/17
10 minute response time - primary, property fires	74%	80%	↔	73%
15 minute response time - all other	87%	80%	↔	88%
Appliance availability - % time available	85%	95%	↔	85%
Turnout - Individual % turnout of attendance	79%	100%	↔	81%
Number of times individuals have missed when available	170	0	n/a	new

### Developing the Organisation

	Actual	Target	Year on Year	2016/17
Sickness Absence - Working Days Lost Per FTE (Grey book -regular)	8.0	8.6	↓	15.9
Gender Diversity - % female staff	10%	50%	new	new
% of Appraisals completed (Grey book -regular)	83%	100%	new	new
Accident numbers (excl near miss)	53	0	↓	66
Number of Fire Cadet/ Young FF Courses	8	3	new	new
Ave number of volunteer hours	96	n/a	new	new
Developing Firefighters (% competency >36 weeks)	0.4%	0%	new	new
% MoS completed	65%	100%	new	new

### Transformation

	On Target	Direction (Qtrly)	Summary
Blue Light Hub work starts on April 2017	Sustained	↓	Delay due to groundworks
Joint emergency medical response pilot with NWAS complete during 2017	Failing	↔	No agreement with FBU
Emergency response and business continuity arrangements across the council - refreshed and tested plans in place by Dec 2017	Complete	↑	Governance in place
Implications of Policing and Crime Act (2017) - Cabinet consider position by end of July	Complete	↑	Continue with CCC