

2018/19 Performance Scorecard Q4 (cumulative)

Protecting Local Communities

	Actual	Target	Year on Year	2017/18
All emergencies attended	3724	3,876	↓	3,962
All fires	1491	1,372	↑	1,387
Accidental primary dwelling fires	244	246	↑	221
Casualties in accidental primary dwelling fires	7	14	↓	13
Secondary fires	733	598	↑	633
Chimney fires	103	133	↓	135
Deliberate primary fires	128	110	↔	133
Deliberate secondary fires	419	416	↓	450

All False Alarms	1,453	1,754	↓	1,780
Commercial False Alarms Automatic, non residential	348	712	↓	700
Dwelling False Alarms	697	675	↓	731

Non RTC Special Service Calls	532	492	↔	532
RTC Special Service Calls	263	258	↔	264

	Actual	Target	Year on Year	2017/18
Safe and Well visits completed	10035	10,000	n/a	n/a
Deliver Road Awareness Training sessions (17-25 years)	108	57	↑	82
Deliver Heartstart programme	346	324	↑	324
Completion of Risk Fire Safety Audit targets	833	816	↔	842
Fire Prevention Campaigns and Initiatives	n/a	3	new	new
Other Youth Diversion	n/a	3	new	Perfor
Ave number of volunteer hours pcm	40	96	↓	96

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	2017/18
10 minute response time - primary, property fires	75%	80%	↔	74%
15 minute response time - all other	86%	80%	↔	87%
Appliance availability - % time - available	87%	95%	↔	85%
Failure to Respond	6	new	↔	6

Developing the Organisation

	Actual	Target	Year on Year	2017/18
Sickness Absence - Shifts Lost Per FTE (Grey book -wholetime)	7.2	8.5	↑	6.6
Sickness Absence - Shifts Lost Per FTE (Grey book -on-call)	9.2	8.5	↑	7.9
Gender Diversity (% female staff)	10%	n/a	new	new
% of Appraisals completed (Grey book -regular)	65%	100%	new	new
Accident numbers (excl near miss)	84	28	↑	54
Grievances	2	n/a	↑	0
Misconduct & Gross-Misconduct	6	n/a	↑	3
Fitness Tests	90%	n/a	↔	89%
Number of Apprentices	3	n/a	↓	4
Avg % MoK in exception	13%	n/a	new	new
Avg % MoS completed	83%	n/a	↑	65%

CPDP Narratives

	On Target	DoT (Qtrly)
The role of the Fire and Rescue Service in supporting a broad prevention and public health approach enhanced and expanded, included: 1. A programme of 10,000 Safe and Well visits 2. A Multi Service Officer Role piloted		Improved
A new 4-year Integrated Risk Management Plan agreed to ensure the best possible prevention, protection and response arrangements are in place		Improved
Resources aligned with Blue Light partners to deliver the Council's commitment in the Blue Light Collaboration Agreement		Improved