

2019/20 Performance Scorecard Q1

Response

	Actual	Target	Year on Year	Q1 18/19
All emergencies attended	966	941	↓	1,016
All fires	429	355	↓	451
Primary Fires	182	154	↑	167
Secondary fires	252	201	↓	284
Accidental Fires	262	219	↓	288
Deliberate Fires	163	136	↔	163
Accidental primary dwelling fires	59	60	↑	52
Chimney fires	20	27	↓	23
Casualties (fatal and serious injury)	82	59	↑	60
Fatalities in accidental primary dwelling fires	1	-	↑	-
Commercial False Alarms Automatic, non residential	76	82	↓	85
Dwelling False Alarms	167	171	↔	165
RTC	64	65	↑	59
Assisting Other Agencies/ medical Incidents	31	24	↑	28
Flooding	6		↑	5
Water Rescue	6		↓	7
Other SSC	88		↓	92

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%

Response Standards

	Actual	Target	Year on Year	Q1 18/19
10 minute response time - primary, property fires	68%	80%	↓	74%
15 minute response time - all other	86%	80%	↔	86%
Appliance availability - % time available	77%	95%	↓	89%

People

	Actual	Target	Year on Year	Q1 18/19
Sickness - Shifts Lost Per FTE (wholetime)	2.1	2.1	↑	1.5
Sickness - Shifts Lost Per FTE (on-call)	2.6	2.1	↑	2.2
% of Appraisals completed (Regular)	n/a	100%	new	65%
Vehicle/Property Accidents	11	10	↑	6
Avg % MoK in exception	9%	0%	↑	13%
Avg % MoS completed		100%	↑	83%

Prevention and Protection

	Actual	Target	Year on Year	Q1 18/19
Safe and Well visits completed	2573	2,500	↑	2522
Deliver Road Awareness Training sessions (17-25 years)	11	26	↓	67
Deliver Road Awareness Training sessions (>55 years)	2	13	new	new
Deliver Heartstart programme	43	81	↓	90
Fire Safety Audit targets - High and Medium	151	200	new	new
Fire Safety Audit targets - Low	81	156	new	new
Volunteer hours	150	125	new	new