

2019/20 Performance Scorecard Q2

| Response | Actual | Target | Year on Year | Q2 18/19 |
|--|--------|--------|--------------|----------|
| All emergencies attended | 1,919 | | ↓ | 2,079 |
| All fires | 726 | 714 | ↓ | 905 |
| Primary Fires | 305 | 309 | ↓ | 358 |
| Secondary fires | 421 | 405 | ↓ | 547 |
| Accidental Fires | 444 | 440 | ↓ | 558 |
| Deliberate Fires | 281 | 274 | ↓ | 347 |
| Accidental primary dwelling fires | 96 | 121 | ↓ | 114 |
| Chimney fires | 24 | 54 | ↓ | 29 |
| Fire Casualties (fatal and rescue with injury) | 25 | tbc | ↑ | 6 |
| Fatalities in accidental primary dwelling fires | 1 | 0 | ↑ | 0 |
| Commercial False Alarms Automatic, non residential | 185 | 165 | ↓ | 195 |
| Dwelling False Alarms | 382 | 344 | ↑ | 359 |
| RTC | 145 | 130 | ↔ | 139 |
| Assisting Other Agencies/ medical Incidents | 54 | 49 | ↑ | 49 |
| Flooding | 42 | | ↑ | 11 |
| Water Rescue | 24 | | ↑ | 18 |
| Other SSC | 184 | | ↓ | 197 |

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 | Q2 18/19 |
|---|--------|--------|--------------|----------|
| 10 minute response time - primary, property fires | 64% | 80% | ↓ | 73% |
| 15 minute response time - all other | 86% | 80% | ↔ | 84% |
| Appliance availability - % time available | 81% | 95% | ↓ | 84% |

People

| | Actual | Target | Year on Year | Q2 18/19 |
|--|--------|--------|--------------|----------|
| Sickness - Shifts Lost Per FTE (wholetime) | 4.5 | 4.3 | ↑ | 3.4 |
| Sickness - Shifts Lost Per FTE (on-call) | 5.5 | 4.3 | ↑ | 4.0 |
| % of Appraisals completed (Regular) | 36% | 100% | ↓ | 71% |
| Vehicle/Property Accidents | 19 | 18 | ↓ | 26 |
| Avg % MoK in exception | 11% | 0% | ↑ | - |
| Avg % MoS completed | 66% | 100% | ↑ | 80% |

Prevention and Protection

| | Actual | Target | Year on Year | Q2 18/19 |
|--|--------|--------|--------------|----------|
| Safe and Well visits completed | 5,161 | 5,000 | ↑ | 5,161 |
| Deliver Road Awareness Training sessions (17-25 years) | 43 | 52 | ↓ | 82 |
| Deliver Road Awareness Training sessions (>55 years) | 13 | 26 | new | new |
| Deliver Heartstart programme | 138 | 162 | ↓ | 182 |
| Fire Safety Audit targets - High and Medium | 346 | 400 | new | new |
| Fire Safety Audit targets - Low | 242 | 312 | new | new |
| Volunteer hours pcm | 33 | 44 | ↓ | 55 |