

### Response Standards

10 minute response time - primary, property fires  
 15 minute response time - all other  
 Station availability - % time available (On Call)

Actual	Target	DoT	Q3 18/19
71%	80%	↔	74%
86%	80%	↑	85%
83%	95%	↔	86%

### Fires

All fires  
 Primary Fires  
 Secondary fires  
 Accidental Fires  
 Deliberate Fires

Actual	Target	DoT	Q3 18/19
1095	1065	↓	1226
455	462	↓	509
640	603	↓	717
658	657	↓	758
437	408	↓	468

### Dwelling & Chimney Fires

Accidental primary dwelling fires  
 Chimney fires  
 Dwelling False Alarms  
 Safe & Well Visits

Actual	Target	DoT	Q3 18/19
164	180	↓	174
66	81	↓	67
628	513	↑	533
7858	7500	↑	7405

### Commercial Fires

Fire Safety Audit targets - High and Medium  
 Fire Safety Audit targets - Business Engagement Activity  
 Commercial False Alarms Automatic, non residential

Actual	Target	DoT	Q3 18/19
500	600	new	new
425	468	new	new
286	246	↑	268

### Casualties (Fires)

Fire Related Casualties (fatal & rescue w injury)  
 Fatalities in accidental primary dwelling fires

Actual	Target	DoT	Q3 18/19
12	tbc	↔	11
3	0	↑	2

### Road Traffic Collisions

Road Traffic Collisions  
 RATs 17-25 yrs  
 RATs >55 yrs

Actual	Target	DoT	Q3 18/19
229	195	↑	206
91	78	↑	82
50	39	new	new

### Collaboration

Assisting Other Agencies/ medical Incidents  
 Deliver Heartstart programme

Actual	Target	DoT	Q3 18/19
91	72	↑	74
242	243	↑	207

### Flooding and Water Rescue

Flooding  
 Water Rescue

Actual	Target	DoT	Q3 18/19
64	none	↑	39
32	none	↑	27

### Other Special Service Calls

All emergencies attended  
 Other Special Service Calls

Actual	Target	DoT	Q3 18/19
2979	none	↔	2959
295	none	↔	268

### Sickness Absence

Sickness - Shifts Lost Per FTE (wholetime)  
 Sickness - Shifts Lost Per FTE (on-call)

Actual	Target	DoT	Q3 18/19
7.0	6	↑	4.8
8.6	6	↑	6.4

### Valuing Individual Performance (VIP) - Appraisal

% of VIP completed (Wholetime)  
 % of VIP completed (On-call)  
 % of VIP completed (Green Book)

Actual	Target	DoT	Q3 18/19
89%	100%	↑	78%
73%	100%	↓	92%
90%	100%	↑	84%

### In Date Fitness Assessments

% staff in date

Actual	Target	DoT	Q3 18/19
89%	100%	new	new

### Training - % completed

BA/ Annual Hot Wear completed  
 Incident Command Level 1  
 Incident Command Level 2  
 Incident Command Level 3  
 Incident Command Level 4  
 Working at Height  
 Emergency Response Driver - Large  
 Emergency Response Driver - Small  
 Safeguarding  
 Equality Diversity Inclusion

Actual	Target	DoT	Q3 18/19
82%	100%	new	new
95%	100%	new	new
100%	100%	new	new
91%	100%	new	new
100%	100%	new	new
new	100%	new	new
98%	100%	new	new
92%	100%	new	new
new	100%	new	new
new	100%	new	new

### Adverse Safety Events

Personal accidents ( injury absence)  
 Personal accidents (injury non absence)  
 Vehicle damage responding  
 Vehicle damage Low Speed Manoeuvre  
 Vehicle damage other  
 Property/equipment damage  
 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations  
 Near Miss  
 Violence/ Aggression

Actual	Target	DoT	Q3 18/19
1	new	↔	1
5	new	↓	6
6	new	↓	13
8	new	↓	14
10	new	↑	5
2	new	↑	1
4	new	↑	0
3	new	↓	5
0	new	↔	0

### Key

Positive Performance compared to target/ last year  
 Within 5% of target/last year  
 At least 5% worse than target/ last year  
 Direction of travel compared to last year

