



Indicator Description	Previous Yr to Date	Yr to Date	Target to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend / Status
<b>Prevention</b>								
The number of Home Fire Risk Assessments undertaken	23,692	15,763	15,000	15,763				↓
The percentage of fires attended in dwellings where:	(i) a smoke alarm had activated	47.66%	48.08%	48.08%				↑
	(ii) a smoke alarm was fitted but did not activate	19.83%	20.29%	20.29%				↓
	(iii) no smoke alarm was fitted	32.51%	31.63%	29.08%	31.63%			↑
Number of calls to malicious false alarms Attended	188	158	153	158				↑
False alarms caused by automatic fire detection apparatus	1,630	1,311	1317	1,311				↑
<b>Protection</b>								
Number of Fire Safety Enforcement Inspections	New for 2011/12	2,064	2,295	2,064				↓
<b>Response</b>								
NI49 - Primary Fires	(i) Total	1,747	1,502	1566	1502			↑
	(ii) Fatalities	4	4	0	4			→
	(iii) Injuries	110	112	96	112			↓
NI33 - Deliberate Fires	(i) Total	4,915	3,412	4704	3412			↑
	(ii) Primary	734	619	630	619			↑
	(iii) Secondary	4,181	2,793	4074	2793			↑
Number of accidental dwelling fires	602	526	573	526				↑
Percentage of accidental fires in dwellings confined to room of origin	93%	94%	95%	94%				↑
Number of People Rescued from Fires	42	56		56				↑
The number of people in accidental dwelling fires who escape unharmed without FRA assistance	479	517		517				↑
The number of incidents involving hostilities towards fire-fighters	16	14		14				↑
Total number of calls to road traffic accidents	184	185		185				↓

**2011/12 PERFORMANCE INDICATORS FRAMEWORK**

**Appendix B**



Indicator Description		Previous Yr to Date	Yr to Date	Target Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend / Status		
% of emergencies and life threatening emergencies arrived at within our category response times:	Category 1 - less than 5 minutes	New for 2011/12	Reports are being developed and these measures will be reported in Q2.	95%	Reports are being developed and these measures will be reported in Q2.				New for 2011/12		
	Category 2 - between 5 and 7 minutes			95%					New for 2011/12		
	Category 3 - between 7 and 12 minutes			95%					New for 2011/12		
	Category 4 - between 12 and 17 minutes			95%					New for 2011/12		
% of 999 calls answered within 6 seconds		New for 2011/12				98%					New for 2011/12
% of 999 calls processed within agreed times:	45 seconds	New for 2011/12				75%					New for 2011/12
	60 seconds					85%					New for 2011/12
	90 seconds					90%					New for 2011/12
	120 seconds			98%					New for 2011/12		
% of appliances turned out from Wholetime Stations within 60 seconds		New for 2011/12		100%					New for 2011/12		
% of appliances turned out from Retained Stations within 5 minutes				100%					New for 2011/12		
<b>Public Value</b>											
Planned in year efficiency savings		New for 2011/12	£5,600,000		Planned efficiency savings in year amount to £5.66 million.				New for 2011/12		
To recruit and maintain at least 200 Volunteers to provide 100,000 volunteer hours	(i) Number of Volunteers	New for 2011/12	203	200	203				New for 2011/12		
	(ii) Number of Hours Support		5,685	5502	5,685				New for 2011/12		
<b>People</b>											
The proportion of working days/shifts lost due to sickness absence	(ii) All staff	5.84	5.51	6.0	5.51				↑		
	(i) Whole-time uniformed staff	5.69	4.32	6.0	4.32				↑		
	(iii) Non-Uniformed Staff	6.93	9.90	6.0	9.90				↓		

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Indicator Description	Previous Yr to Date	Yr to Date	Target to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend / Status
<b>Principles</b>								
The number of working days lost to ill health and injuries	New for 2011/12	79	130	79				New for 2011/12
The reduction in our overall carbon footprint and use of natural resources	Tonnes of Carbon Emitted by fires	3,481	3,023	N/A	3,023			↑
	Gas	New for 2011/12	Currently Unavailable	2,781,381	Currently Unavailable			New for 2011/12
	Electric (in kWh)	1,297,443	1,179,759	1,390,169	1,179,759			↑
	Fuel (in litres)	201,328	173,984	176,554	173,984			↑

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