

2012/13 PERFORMANCE INDICATORS FRAMEWORK



Indicator Description		Previous Yr to Date	Current Yr to Date	Target to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Status
Prevention									
Primary Fires (DL1, 2)	(i) Total (DL1)	1,505	1,288	1,339	1288				↑
	(ii) Fatalities (DL2)	4	4	Aspire to zero	4				→
	(iii) Injuries (DL2)	112	95	102	95				↑
	(iv) Injuries broken down	Serious (DL2)	11	15	Monitored for information	15			
Slight (DL2)		101	80	Monitored for information	80				New for 2012/13
Deliberate Fires (DL1, 2)	(i) Total (DL1, 2)	3,413	2,058	3,126	2058				↑
	(ii) Primary (DL1, 2)	619	478	526	478				↑
	(iii) Secondary (DL1, 2)	2,794	1,580	2,600	1,580				↑
The number of Home Safety Checks completed (DL1, 2, 3, 12)		16,452	15,961	16,530	15,961				↓
Number of accidental dwelling fires (DL1, 2, 4)		529	493	484	493				↑
Percentage of accidental fires in dwellings confined to room of origin (DL4)		93%	92%	95%	92%				↓
The percentage of fires attended in dwellings where:	(i) a smoke alarm had activated (DL4)	47.73%	51.78%		51.78%				↑
	(ii) a smoke alarm was fitted but did not activate (DL4)	19.49%	18.85%		18.85%				↓
	(iii) no smoke alarm was fitted (DL4)	32.78%	29.37%	29.24%	29.37%				↑
The number of people in accidental dwelling fires who escape unharmed without FRA assistance (DL2)		517	942		942				↓
Number of calls to malicious false alarms Attended (DL1, 3)		158	152	132	152				↑
Malicious Calls Challenged by Control (DL1, 3)		582	400		400				↓
The number of incidents involving hostilities towards fire-fighters (DL3)		14	8		8				↑
Number of road traffic accidents attended (DL1)		185	198		198				↓

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Protection								
Number of Fire Safety Enforcement Inspections (DL1, 4,5,7)	1,444	1,533	2,295	1,533				↑
Number of Inspections resulting in the issue of an Enforcement Notice (DL5, 7)	112	120	Monitored for information	120				New for 2012/13
Number of fires in Non Domestic Properties (DL1, 4, 5)	203	203	Monitored for information	203				New for 2012/13
False alarms caused by automatic fire detection apparatus (DL1, 4, 5)	1,316	1,208	1028	1,208				↑
Response								
% of 999 calls answered within 6 seconds (DL8)	95.30%	96.54%	98%	96.54%				↑
% of 999 calls processed within agreed times: (DL8)	45 seconds	5.55%	14.66%	75%	14.66%			↑
	60 seconds	19.58%	35.52%	85%	35.52%			↑
	90 seconds	52.77%	68.45%	90%	68.45%			↑
	120 seconds	74.81%	83.92%	98%	83.92%			↑
Life saving advice by 999 operator (DL2, 8, 9)	2	9	Monitored for information	9				New for 2012/13
% of appliances turned out from Vwholetime Stations within 60 seconds (DL8)	33%	36%	100%	36%				↑
% of appliances turned out from Retained Stations within 5 minutes (DL8)	84%	72%	100%	72%				↓
Appliances turned out from Stations with 'Other' crewing arrangements on average within 3 minutes (DL8)	3 mins 45 seconds	3 mins 12 seconds	3 mins	3 mins 12 seconds				New for 2012/13
% of emergencies and life threatening emergencies arrived at within our category response times: (DL8, 9)	Category 1 - less than 5 minutes	87%	82%	95%	82%			↓
	Category 2 - less than 7 minutes	94%	95%	95%	95%			↑
	Category 3 - less than 12 minutes	98%	98%	95%	98%			→
	Category 4 - less than 17 minutes	98%	97%	95%	97%			↓
Number of People Rescued from Fires (DL2)	56	50		50				↑

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Public Value								
Planned in year efficiency savings (DL10)	Reported Annually			Planned efficiency savings in year amount to £6,455,000				Reported annually
To recruit and maintain at least 200 Volunteers to provide 100,000 volunteer hours (DL13)	(i) Number of Volunteers	179	309	200	309			↑
	(ii) Number of Hours Support	5,301	8,549	7,000	8,549			↑
People								
% of working time lost to sickness (DL16, 18)	New for 2012/13	3.04%	Monitored for information	3.04%				New for 2012/13
The proportion of working days/shifts lost due to sickness absence (DL16, 18)	(ii) All staff	1.38	1.62	1.5	1.62			↓
	(i) Whole-time uniformed staff	1.08	1.34	1.5	1.34			↓
	(iii) Non-Uniformed Staff	2.48	2.69	1.5	2.69			↓
Principles								
The number of working days lost to injuries (DL18)	79	47	106	47				↑
The reduction in our overall carbon footprint and use of natural resources (DL17) * Note: Gas and Electric data reflects consumption for automatically metered sites.	Tonnes of Carbon Emitted by fires	3,015	2,255	n/a	2,255			↑
	Gas *	2,076,875	3,047,355	2,625,623	3,047,355			↓
	Electric (in kWh) *	1,145,221	1,105,482	1,312,320	1,105,482			↑
	Fuel (in litres)	169,728	158,690	150,184	158,690			↑
The number of complaints received (DL6, 12)	15	26	Monitored for information	26				New for 2012/13
The number of Freedom of Information requests received (DL6)	15	17	Monitored for information	17				New for 2012/13

** KPIs highlighted in this colour were introduced on 01/04/12

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