

APPENDIX B

SERVICE DELIVERY PERFORMANCE 2017/18 Quarter Three

Measure				2017-18 Quarter 3					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 01a	The rate of primary fires (per 100,000 population)	Lower is Better	156.22	126.44	121.60	134.17	117.17	Red	Missed target by 15%
Pi 01b	The number of primary fires		1006	815.00	808	864	754.50		
Pi 02a	The rate of primary fire fatalities (per 100,000 population)	Lower is Better	0.47	0.31	0.45	0.62	0.35	Red	Aim to have fewer than 3 annual fatalities
Pi 02b	The number of primary fire fatalities		3	2.00	3	4	2.25		
Pi 03a	The rate of primary fire Injuries (per 100,000 population)	Lower is Better	3.25	2.86	2.71	3.26	2.45	Red	Aim to have fewer than 22 annual injuries
Pi 03b	The number of primary fire injuries		21	18.40	18	21	15.75		
Pi 04a	The rate of deliberate (arson) fires per (10,000 population)	Lower is Better	11.37	9.65	9.98	11.60	8.53	Red	Missed target by 36%
Pi 04b	The number of deliberate (arson) fires		732	622.20	663	747	549		

Measure				2017-18 Quarter 3					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 05a	The Rate of accidental dwelling fires (per 10,000 dwellings)	Lower is Better	15.52	10.97	10.57	12.46	11.64	Amber	Missed target by 7%
Pi 05b	The number of accidental dwelling fires		386	284.40	280	310	289.5		
Pi 06	The number of deliberate building fires	Lower is Better	96	57.20	46	45	72	Green	37% better than target
Pi 10	The percentage of occasions global crewing enabled 9 riders on two pump responses(wholetime)	Higher is Better	90%	95%	90%	99%	90%	Green	10% better than target
Pi 11	The percentage of occasions when our response times for critical fire incidents were met	Higher is Better	80%	75%	74%	N/A	80%	N/A	See exception report
Pi 12	The percentage of occasions when our response times for road traffic collision incidents were met	Higher is Better	80%	87%	85%	82%	80%	Green	3% better than target
Pi 13	The percentage of occasions when our response times for secondary incidents were met	Higher is Better	96%	99%	99%	98%	96%	Green	2% better than target

Measure				2017-18 Quarter 3					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 16	The percentage of 999 calls answered in 7 seconds	Higher is Better	90%	96%	96%	N/A	90%	N/A	See exception report
Pi 17	The percentage of 999 calls mobilised to in 60 seconds or less	Higher is Better	60%	61%	55%	N/A	60%	N/A	See exception report
Pi 18	Number of "false alarm malicious" and hoax calls mobilized to	Lower is Better	132	108	116	81	99	Green	18% better than target
Pi 19	The percentage of false alarm malicious" and hoax calls calls not attended	Higher is Better	54%	53%	49%	58%	54%	Green	7% better than target
Pi 20	Number of "false alarm good intent" mobilised to	Lower is Better	657	384.80	401	482	493	Green	2% better than target

Measure				2017-18 Quarter 3					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 24	The percentage of Building Regulation consultations completed within the prescribed timescale	Higher is Better	95%	97%	94%	96%	95%	Green	1% better than target
Pi 25	The number of fire safety audits/ inspections completed	Higher is Better	1900	1236.80	1506	1719	1425	Green	22% better than target
Pi 26	The percentage of fire safety audits carried out on high and very high risk premises	Higher is Better	100% (114)	n/a	n/a	64% (55)	75% (85.5)	Red	Missed target by 14%
Pi 27a	The rate of non-domestic fires (per 1,000 non-domestic properties)	Lower is Better	8.00	6.70	7.05	5.43	6.00	Green	10% better than target
Pi 27b	The number of fires in non-domestic buildings		143	118	126	97	107		
Pi 28a	The rate of automatic fire detector false alarms in non-domestic properties (per 1,000 non-domestic properties)	Lower is Better	43.74	42.68	45.30	26.73	32.80	Green	18% better than target
Pi 28b	The number of automatic fire detector false alarms in non-domestic properties		782	754	810	478	586.50		

Information Measures Only

Measure				2017-18 Quarter 3		
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q3	2017-18 Q3
Inf01	The number of RTC's attended	Lower is Better	n/a	293.6	299	356
Inf02	The number of people killed or seriously injured in road traffic collisions (Partnership Indicator)	Lower is Better	n/a	No Data Available		
Inf03	The number of water related deaths	Lower is Better	n/a	1.6	0	4
Inf04	The number of water related injuries	Lower is Better	n/a	0	0	0
Inf05	The number of missing persons (Police request) incidents attended	n/a	n/a	n/a	9	2
Inf06	The number of effecting entry (Ambulance request) incidents attended	n/a	n/a	n/a	149	189
Inf07	The number of Co-responding (Ambulance Request) incidents attended	n/a	n/a	n/a	37	23

IRS Status - At the time the data was downloaded there were 0 IRS incomplete