REPORT AUTHOR: **DEPUTY CHIEF FIRE OFFICER**

SUBJECT: **SERVICE DELIVERY PROGRAMME AND**
                         PERFORMANCE 2017/18 - QUARTER FOUR (Year
                         End) 2017-18 (April 2017 to March 2018)

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Background Papers:

Previous Service Delivery Quarterly Programme and Performance Summary Reports

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Implications (tick ✓):

LEGAL			FINANCIAL	✓
HUMAN RESOURCES	✓		EQUALITY IMPACT	✓
ENVIRONMENTAL	✓		POLICY	✓
CORPORATE RISK	Known	✓	CORE BRIEF	
	New		OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To provide the Service Delivery Policy and Challenge Group with a report for 2017/18 Quarter Four, detailing:

1.   Progress and status of the Service Delivery Programme and Projects to date.

2.   A summary report of performance against Service Delivery indicators and associated targets for Quarter 42017/18 (April 2017 - March 2018).

RECOMMENDATION:

Members acknowledge the progress made on the Service Delivery Programmes and Performance and consider any issues arising.

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1. <u>Programmes and Projects 2017/18</u>

1.1 Projects contained in this report have been reviewed and endorsed in February 2017 by the Authority's Policy and Challenge Groups as part of their involvement in the annual process of reviewing the rolling four-year programme of projects for their respective areas in order to update the CRMP in line with the Authority's planning cycle.

1.2 The review of the current programme of strategic projects falling within the scope of the Service Delivery Policy and Challenge Group has confirmed that:

➢ One new project has been added to the Service Delivery portfolio in the last period:
   • **Fleet Management System** replacement Project

➢ The **Asset Tracking System** Project is reported under Business Systems Improvement (Corporate Services) but also included here for information.

➢ All existing projects continue to meet the criteria for inclusion within the strategic improvement programme.

➢ All existing projects remain broadly on track to deliver their outcomes within target timescales and resourcing, apart from Co-Responding which is still subject to ongoing national negotiations and delays.

➢ Are within the medium-term strategic assessment for Service Delivery areas; and

➢ The current programme is capable of incorporating, under one or more existing projects, all anticipated additional strategic improvement initiatives relating to Service Delivery over the next three years.

1.3 Full account of the financial implications of the Service Delivery Programme for 2017/18 to 2020/21 has been taken within the proposed 2017/18 Budget and Medium-Term Financial Plan, as presented to the Authority for agreement in February 2017.

1.4 Other points of note and changes for the year include the following:

• The Corporate Management Team monitors progress of the Strategic Projects monthly. The Strategic Programme Board will now review the Programme quarterly with the next Programme Board review scheduled on 07 September 2018.

The status of each project is noted using the following key:

Colour Code	Status
GREEN	No issues. On course to meet targets.
AMBER	Some issues. May not meet targets.
RED	Significant issues. Will fall outside agreed targets.

2.   Summary and Exception Reports Q4 – 2017/18

Project Exceptions:

2.1   The **Co-Responding Project** is on status Red. There is no change from the last report as the current trials remain on hold and are subject to the ongoing national negotiations. This is outside local control.

2.2   The **Emergency Services Mobile Communications Programme (ESMCP)** remains on Amber due to national changes to the timeline for delivery, which is also outside Service control.

2.3   **Collaborative Working** - Previous consideration of Dunstable Fire Station as a possible new co-location is not proceeding. This initiative is now closed.

3.   Performance

3.1   In line with its Terms of Reference, the Service Delivery Policy and Challenge Group is required to monitor performance against key performance indicators and associated targets for areas falling within the scope of the Group. It has been previously agreed by the Group, that in order to facilitate this, it should receive quarterly summary performance reports at each of its meetings.

3.2   This report presents Members with the fourth quarter performance summary outturn for 2017/18 and covers the period April 2017 to March 2018. Performance as shown in Appendix B. The indicators and targets included within the report are those established as part of the Authority's 2017/18 planning cycle.

3.3   The status of each measure is noted using the following key:

Colour Code	Exception Report	Status
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

4   Summary and Exception Reports

All performance indicators are on target, except for:

4.1   **Pi01 the rate and number of primary fires.**
        Primary fires include a range of properties such as buildings, vehicles, agricultural crops/woodland and outdoor structures. Although the rate and number of primary fires during Q4 have fallen, the cumulative number for the year remains 7% higher than the current target. The reason for this is as a result of the increase in rate and number of primary fires reported during Q1 2017/18. Analysis of incident data reveals that the majority of primary fires attended by the Service involve dwellings and road vehicles. The increase in vehicle fires is due to an increasing trend of deliberate fires due to criminal activity. The increase in dwelling fires is attributable to a mix of both accidental and deliberate cause. Investigation and data analysis continues as the Service and partners explore the increase in primary fires and plan targeted action to address identified accidental & deliberate causes.

4.2   **Pi02 the rate and number of primary fire fatalities.**
        Despite the ongoing excellent prevention and protection work delivered throughout our community, we have unfortunately experienced four fire fatalities during 2017/18, two occurring within Q1, one in Q2 and the fourth during Q3. The first incident related to a late call of fire where a gentleman had passed away a number of days prior to our attendance, the two following incidents involved persons that had been doused in flammable liquid and the fourth where a lady passed away some days after the actual fire. We are awaiting the findings of the Coroner's inquests to confirm the causes of these deaths.

4.3   **Pi03 the rate and number of primary fire injuries.**
        There has been an annual total of twenty seven fire injuries during 2017/18, of which 6 were recorded within Q4. This follows the high number of thirteen during Q1, three during Q2 and five during Q3. It should be noted the majority resulted in outpatient treatment with injuries not designated serious. The Service continues to reduce the numbers of fire injuries through advice given during after incident response calls and Safe & Well prevention campaigns. This work is further supported through the use of social media and community messaging.

4.4   **Pi04 the number and rate of deliberate (arson) fires.**
        Nationally deliberate fires are up, with Bedfordshire seeing an increase in fires involving dwellings, outdoor fires and road vehicles. Deliberate fires were higher that target (19%) and 10% higher that the previous year. The seasonal peaks are broadly comparable to previous years although Q1 was particularly high. In all three areas the rise has been attributed in part to an increase in criminal activity. This is an area of particular focus for the Service in 2018/19.

4.5   **Pi05 the rate and number of accidental dwelling fires.**
        The Q3 accidental dwelling fire target for 2017/18 has been missed by 2%. The Service continues to analyse the data to identify emerging trends. Data

for accidental dwelling fires shows that there has been a small reduction in candle and chimney fires when comparing figures for 2016/17 and 2017/18. Year-end review of 2017/18 increase in accidental dwelling fire numbers demonstrate 'faulty appliances' have reduced. The noted increase is in 'cooking accident' fires. BFRS Prevention, including Safe & Well, continues to focus and prioritise Cooking Safety. This intelligence has been shared internally and with partners to heighten the drive to raise awareness of the risk and increased numbers seen, to ensure continued collaborative focus on reducing occurrences.

4.6 **Pi11 The percentage of occasions when our response times for critical fire incidents were met.**
Unfortunately the introduction of Mobile Data Terminals on appliances has caused creation of 'ghost data' on the mobilising system which is affecting the reliability of performance information in relation to this indicator. Therefore no performance is reported this quarter but performance is unlikely to be inconsistent with the 5 year average. This issue is being addressed by BFRS and Essex FRS with the system supplier Remsdaq and performance will be reported once resolved.

4.7 **Pi16 The percentage of 999 calls answered in 7 seconds and**
Pi17 The percentage of 999 calls mobilized to in 60 seconds or less.
The Service continues to experience difficulties in extracting the data from the mobilising system for reporting on these performance indicators and work is ongoing with Essex FRS and the system supplier Frequentis to resolve this.

4.8 **Pi26 The percentage of fire safety audits carried out on high and very high risk premises.**
At the year-end we have inspected 100 of the 112 identified High and Very High risk premises, the 12 that remain uninspected are because of the following reasons:
- Yarlswood is Crown Property and therefore we are not the enforcing authority in this case. This is done by the Crown Inspectorate.
- 6 High risks have been postponed as the premises are currently being redeveloped
- 3 High risks are not audited: one is Luton Town FC as this is covered by other inspections, one is a derelict building in Luton and the other one is the Shell Depot at Luton Airport and is based on its operational risk rather than its fire safety risk.
- 2 High risks have been extended to a 2 yearly interval rather than yearly audit following a desk top review as the premises are well managed, they have good fire safety prevention in place and previous audits have all been satisfactory.

ANDREW HOPKINSON
DEPUTY CHIEF FIRE OFFICER

SERVICE DELIVERY PROGRAMME REPORT

Project Description	Aim	Performance Status	Comments
2018 Replacement Mobilising	To deliver a new mobilising system that is ESMCP compliant.	**Green**	**09 May 2018: 2018 Replacement Mobilising Project (RMP)** The project status is currently Green. The project is now moving into the Procurement stage. The BFRS Options Appraisal for a new mobilising system to replace Frequentis and Remsdaq is now complete, and the FRA has approved a partnership with Cambs and Suffolk Fire and Rescue Services. Work has started on defining the Programme governance structure and how it will be resourced. The new mobilising system Project Breakdown Structure (PBS) has been aligned to the national ESMCP PBS, to facilitate regional reporting, and to help identify the cross-over points between RMP and ESMCP. Procurement for the new system will start shortly and will be led by Cambridgeshire Fire and Rescue Service (CFRS).

Project Description	Aim	Performance Status	Comments
4i Mobilising	Replace mobilising system to provide resilient, dynamic mobilisation of Fire Service assets.	**Completed**	**09 May 2018: 2018 4i Mobilising Project** The project status is "Completed"; the expected benefits and functionality notified to the Home Office have now all been delivered. The auto-failover element of the resilience benefits was removed from the Remsdaq contract with Home Office agreement. During the first year the 4i system was available for 99.9% of the time and recorded and managed 23,350 incidents. Data mobilisation is now functional on all stations, joint ways of working have been in place for 2 years, and training has been completed on all stations. BFRS employees have received Frequentis configuration training and an Essex FRS Senior Network Analyst will be available to provide ongoing support as required. Overall the respective teams have been very committed and hard-working, to ensure successful completion of the project, with appropriate levels of resilience. A Project Closure Report has been drafted for submission to the Project Board. The project exceeded its budget by £370,000 to cover cost over-runs and extended internal resources.
Asset Tracking	To accrue the benefits of transferring from a server based system to a cloud based asset tracking system.	**Green**	**10 May 2018: Asset Tracking System** The project is status Green, and progressing as expected within the agreed timescale. Most of the recent work has been investigating the benefits of transferring from a server based system to a cloud based system. A Paper is being prepared for CMT to be presented in July, laying out the pros and cons of each approach, and seeking agreement for the preferred direction. Following this, detailed planning will then be undertaken for delivery.

Project Description	Aim	Performance Status	Comments
Co-responding	To develop a co-responding capability with support East of England Ambulance to support community health and outcomes.	**Red**	**17 May 2018: Co-Responding** This project remains on Red, and it remains on hold due to the on-going national negotiations. This is outside BFRS control.

Project Description	Aim	Performance Status	Comments
Collaborative Working	Exploring opportunities for collaborative working with other agencies	**Green**	**14 May 2018: Collaborative Working** **Estates:** **Co-Location: Exploring the potential of sharing estates and the opportunity of building of a joint Headquarters site. (CSP&C Group)** The feasibility study for a shared Headquarters building is with BFRS in draft form and the Project Governance arrangements are drafted and waiting agreement with Bedfordshire Police. East of England Ambulance NHS Services Trust has made a late expression of interest in participating in discussions. Co-locations in Ampthill, Barkers Lane and Leighton Buzzard are fully operational and in Leighton Buzzard work is underway to expand the washroom facilities to achieve Health and Safety compliance and future proofing following increase to the female Police staff numbers Co-locations or "Hotdesking" in other Fire stations are not under consideration at this time with previous interest being put on hold.

Project Description	Aim	Performance Status	Comments
Collaborative Working, cont….	Exploring opportunities for collaborative working with other agencies	**Green**	**Estates, cont…..** The BPS/BFRS shared facility in Bury Park Community Centre Luton is now in use and a formal launch occurred on April 5th An event in Alzheimer's Action week with a Safe and Well theme is arranged for May 21st. A trial arrangement with EEAST in Stopsley Fire Station is in progress and will be evaluated in July 2018.Previous consideration of Dunstable Fire Station as a possible new co-location is not proceeding. **Operations:** **Unmanned Aircraft Vehicle (UAV):** This is not now being procured jointly with Police and a meeting with Norfolk Fire Service on May 10th found agreement for us to collaborate with them on procurement and training. **Body Worn Camera Technology:** A trial will proceed when the Data Management Policy has been assimilated into a single Policy for all data recording equipment. **Red Routes:** Bedfordshire Police are now providing monthly information extracted from their incident mapping to enable a trial in Luton to commence with Control and Station Commander working closely to implement BFRS vehicles returning back to station through hotspot areas. **STORM access by BFRS Control:** Bedfordshire Police are now routinely sending live information by email from STORM reporting system to all Fire Control staff to inform mobilisation and incident management.

Project Description	Aim	Performance Status	Comments
Collaborative Working, cont….	Exploring opportunities for collaborative working with other agencies	**Green**	**Response:** **Assisting the EEAS in Gaining Entry to Property in a Medical Emergency: To assist EEAS in gaining entry to premises in emergency situations. (SDP&CG):** This has been evaluated with positive outcome and is now part of "Business as usual". The evaluation report has been discussed at FRA and Blue Light Collaboration Programme Board. **Co-Responding: Pilot scheme between BFRS and EEAST to provide emergency medical cover to preserve life until the arrival of either a Rapid Response Vehicle (RRV) or an ambulance. (SDP&CG):** Currently on hold subject to national circumstances. **Vulnerable Person Search: Explore potential to assist BPS in responding to missing vulnerable persons:** An evaluation was completed which identified a number of learning points. This is now "Business as usual" with the benefit of learning and a revised Memorandum of Understanding. **Motorcycle capability:** There is an exploration in progress of how BFRS might deploy motorcycles for purposes other than supporting "Biker Down training" and there is ongoing dialogue with Bedfordshire Police and National Association of Blood Bikes.

Project Description	Aim	Performance Status	Comments
Collaborative Working, cont….	Exploring opportunities for collaborative working with other agencies	**Green**	**Support Services:** **Joint Chaplaincy:** The new Deputy Chief Constable has assumed responsibility for taking this forward and report back on options to Blue Light Collaboration Programme Board. **Procurement Opportunities:** BFRS are Jointly procuring a Drone with Norfolk Fire and Rescue Service. **Resource Management:** BFRS is currently in discussion with Bedfordshire Police regarding potential for a shared Information Governance collaboration to achieve compliance the incoming GDPR legislation in a cost effective way. This will be one of a number of options under consideration. **Blue Light Collaboration Project Board:** This has changed to Bi-monthly meetings and has been redesignated as a Programme Board. It oversees collaboration including agreeing resource allocation for individual work streams. Additionally the Board seeks out opportunities for further projects which provide benefits for service delivery, community safety or provides resource efficiency gains. To this end an operational sub-tier is to be established following a formative conference with Bedfordshire Police in mid-2018 which aims to secure increased ownership of collaboration and collaborative ideas generation across both organisations. An RSM Tenon Audit was undertaken and reported on in latter part of 2017, with five specific actions identified. These actions were all undertaken and completed to the target date of March 31st 2018.

Project Description	Aim	Performance Status	Comments
Community Defibrillator Project	Sponsor and deliver community located defibrillators.	**Completed**	**20 May 2018: Community Defibrillator Project** The Community Defibrillator project is now completed, and the on-going support and maintenance activities transferred to BaU. The Project Closure report was submitted to the last Programme Board, initially sent back for some additional information, and has subsequently been amended, re-approved and sent back to the Programme Board for formal approval to close. The project was to initially purchase and install 43 units and their cabinets for the identified locations. Since 2013 106 defibrillators and cabinets have been distributed across all of Bedfordshire at an approximate cost of £175,000 (not including on-going maintenance/consumables), more than double the original commitment. £93,000 was secured in grant funding and BFRS provided the remainder. The Service commitment to fund replacement consumables ends in 2019. All objectives were met and exceeded the original scope of the project by a large margin. It is recommended that the project is closed, and a Project Closure report has been prepared.

Project Description	Aim	Performance Status	Comments
Emergency Services Mobile Communications Programme (ESMCP)	Established to meet future requirements for mobile voice and data communications for the emergency services, to replace and upgrade the current Airwave System, which is reaching the end of its contracted lifespan. This is a national project led by CFOA and the Home Office.	**Amber**	**09 May 2018: Emergency Services Mobile Communications Programme (ESMCP)** The ESMCP Project remains rated Amber due to the on-going national delays, which are outside local control. The Home Office is now considering a possible change of approach to Incremental delivery (a phased approach that could see parts of ESN adopted sooner); a national Programme update is expected during May. User transition onto ESN for the Eastern region will now slip into 2020 or later. Detailed planning is subject to direction from the Home Office. In the meantime, the Service continues to work with other FRSs in the region; the Critical Operations Locations list has just been updated. a Supplier Contract Dates report and a training Needs analysis has been submitted to the Home Office, and work is underway on a Direct network Service Provider (DNSP) analysis. An operational Data Usage workshop is planned for early June, following an expected visit to Essex FRS from the Home Office NFCC lead for Benefits Realisation and Exploitation. The BFRS Options Appraisal for a new mobilising system to replace Frequentis and Remsdaq is now complete, and the FRA has approved a partnership with Cambs and Suffolk Fire and Rescue Services. Work has started on defining the Programme governance structure, and the new mobilising system Project Breakdown Structure (PBS) has been aligned to the national ESMCP PBS, to facilitate regional reporting. Procurement for the new system will start shortly and will be led by CFRS.

Project Description	Aim	Performance Status	Comments
Fleet Management	To replace the current Fleet Administration system which is at end of life.	**Not started**	**15 May 2018: Fleet Management System** Following a CMT meeting on 14 May 2018 the decision was taken to initiate a formal project for the replacement Fleet Administration application, which will be reported through CMT. The next stage is Discovery and project scoping, which will begin as soon as resources are identified to manage the project. This may be linked to the Asset Management System project, subject to what is discovered during the scoping phase.
Intelligence Led Response (ILR)	To improve our services through local risk profiling, and improvements in data capture, processing and analysis	**Not started**	**17 May 2018: Intelligence Led Response** This project has not yet started. Following Service restructure the role of Project Executive has been re-allocated to Head of Protection and Project Sponsor to DCFO. The Project business case will now be prepared and discussed with the DCFO prior to production of the Project Initiation Document (PID).

Project Description	Aim	Performance Status	Comments
PPE (Bristol)	To replace the current supplier Ballyclare with a consortium supplier Bristol	**Green**	**10 May 2018: PPE Project - Bristol** The Project status is Green. Internally the new equipment is being displayed at each station, for each fire fighter to try on. The 14 week demo cycle is half way through, with positive feedback received to date. The project team internally are now looking at the next set of Bristol paperwork that has come through, planning the sizing of kit for all fire fighters, to ensure we meet our manufacturing window, currently estimated to be February 2019. The detailed sizing work should start in October 2018. Rollout is currently estimated to be February to May 2019. The decommissioning of Ballyclare kit is in its early stages. Budget estimates have been completed and a Paper will be presented to SDLT in June with the three options for uniform ensembles, and a recommendation for the preferred option.

Project Description	Aim	Performance Status	Comments
Retained Duty System Improvement Project (RDSIP)	To deliver improvements to the effectiveness, efficiency and economy of the operation of the Retained Duty System within Bedfordshire Fire and Rescue Service.	**Green**	**17 May 2018: Retained Duty System Improvement Project (RDSIP)** The RAG status for this project is Green (Unchanged from the last report). **Phased alert –** The trial at all stations has been successfully completed with no reported issues of mobilising or alerting of the crews on the various group settings. The Service is now in a position to proceed with full implementation and Service policies are in the process of being reviewed / amended to include the option of phased alert. To support local monitoring of availability and phased alerting, an additional screen / monitor has been installed at Potton fire station and this has proved very successful during these trials. Further screens have now been delivered to the Service and arrangements for fitting in all On call (RDS) Stations is underway. Additional work has been instigated through Gartan, with the aim to improve the availability module, enabling Service Control to determine the availability of appliances, through phased alert, and take action to address any potential appliance deficiencies. **Payroll –** The module went live on the 1st March at all On call (RDS) Stations and a parallel run was conducted with the recordings on the FSE111 and iTrent. This exercise resulted in several issues being discovered with the accuracy of the old Pers 13a claim forms and the contents of the claims that had been submitted previously. In order to resolve these issues, stations have been retrained on the module to ensure accurate data is recorded, and all incorrect entries and claims have been rectified. .

Project Description	Aim	Performance Status	Comments
Retained Duty System Improvement Project (RDSIP)	To deliver improvements to the effectiveness, efficiency and economy of the operation of the Retained Duty System within Bedfordshire Fire and Rescue Service.	**Green**	**Payroll, cont….** The On call (RDS) pay claims for April have been processed using the data on Gartan and a further parallel run has been completed to ensure that all claims are valid. Any identified issues have been returned to the stations for clarity and the Service plans to cease the use of Pers 13a forms for May claims and will move solely to the Gartan module. Despite the errors that have been identified during the parallel run, the system has proved to be 100% accurate in processing the data inputted and the pay file that results in the entries. The pay file has been successfully integrated in the iTrent system, and no issues were identified as a result of this. **Service Policies –** The majority of Service policies relating to On call (RDS) have been amended to serve as a formal basis for negotiations / consultation with the representative bodies and On call staff, this will include Pro rata retainer, phased alert and increased flexible working in leave arrangements and cover commitment.

Project Description	Aim	Performance Status	Comments
Wholetime Duty Management System	To procure and implement a replacement wholetime duty management system which enables effective and efficient management of operational crewing and supports flexible ways of working to meet the challenges facing a modern fire and rescue service.	**Green**	**15 May 2018: Wholetime Duty Management System (Rota Replacement):** The project status is Green. The tender has successfully started and potential suppliers have responded within the formal tender process. The Service is planning on hosting three potential suppliers, June 2018, to scenario test their products. Following the scenario testing, the Service will be in position to formally award a contract to the successful supplier.

SERVICE DELIVERY PERFORMANCE 2017/18 Quarter Four

Measure				2017-18 Quarter 4					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q4	Q4 Actual	Q4 Target	Performance against Target	Comments
Pi 01a	The rate of primary fires (per 100,000 population)	Lower is Better	156.22	164.44	159.55	166.67	156.22	Amber	Missed target by 7%
Pi 01b	The number of primary fires		1006	1057.00	1045	1077	1006		
Pi 02a	The rate of primary fire fatalities (per 100,000 population)	Lower is Better	0.47	0.43	0.61	0.62	0.47	Red	Aim to achieve fewer than 3 annual fatalities
Pi 02b	The number of primary fire fatalities		3	2.80	4	4	3		
Pi 03a	The rate of primary fire Injuries (per 100,000 population)	Lower is Better	3.25	3.80	3.82	4.18	3.25	Red	Aim to achieve fewer than 22 annual injuries
Pi 03b	The number of primary fire injuries		21	24.40	25	27	21		
Pi 04a	The rate of deliberate (arson) fires per (10,000 population)	Lower is Better	11.37	11.67	12.28	13.57	11.37	Red	Missed target by 19%
Pi 04b	The number of deliberate (arson) fires		732	750.40	804	876	732		

No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q4	Q4 Actual	Q4 Target	Performance against Target	Comments
	Measure			**2017-18 Quarter 4**					
Pi 05a	**The Rate of accidental dwelling fires (per 10,000 dwellings)**	Lower is Better	14.76	14.76	14.45	15.02	14.76	Amber	Missed target by 2%
Pi 05b	**The number of accidental dwelling fires**		386	381.60	378	393	386		
Pi 06	**The number of deliberate building fires**	Lower is Better	96	69.20	56	58	96	Green	40% better than target
Pi 10	**The percentage of occasions global crewing enabled 9 riders on two pump responses(wholetime)**	Higher is Better	90%	96%	92%	99%	90%	Green	9% 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%	85%	80%	84%	80%	Green	4% better than target
Pi 13	**The percentage of occasions when our response times for secondary incidents were met**	Higher is Better	96%	98%	98%	97%	96%	Green	1% better than target

	Measure				2017-18 Quarter 4				
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q4	Q4 Actual	Q4 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%	58%	45%	n/a	60%	n/a	See exception report
Pi 18	Number of "false alarm malicious" and hoax calls mobilized to	Lower is Better	132	147.2	149	104	132	Green	21% better than target
Pi 19	The percentage of false alarm malicious" and hoax calls calls not attended	Higher is Better	54%	51%	50%	54%	54%	Green	Met target
Pi 20	Number of "false alarm good intent" mobilised to	Lower is Better	657	497	525	586	657	Green	11% better than target

No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q4	Q4 Actual	Q4 Target	Performance against Target	Comments
	Measure				**2017-18 Quarter 4**				
Pi 24	**The percentage of Building Regulation consultations completed within the prescribed timescale**	Higher is Better	95%	98%	96%	95%	95%	Green	Met Target
Pi 25	**The number of fire safety audits/ inspections completed**	Higher is Better	1900	1624.8	1956	2221	1900	Green	17% better than target
Pi 26	**The percentage of fire safety audits carried out on high and very high risk premises**	Higher is Better	100%	n/a	n/a	89% (112)	100%	Red	Missed target by 11%
Pi 27a	**The rate of non-domestic fires (per 1,000 non-domestic properties)**	Lower is Better	8.00	9.04	9.12	6.82	8.00	Green	15% better than target
Pi 27b	**The number of fires in non-domestic buildings**		143	159.60	163	122	143		
Pi 28a	**The rate of automatic fire detector false alarms in non-domestic properties (per 1,000 properties)**	Lower is Better	43.74	54.61	56.88	33.61	43.74	Green	23% better than target
Pi 28a	**The number of automatic fire detector false alarms in non-domestic properties (per 1,000 properties)**	Lower is Better	782	964	1017	601	782		

Information Measures Only

Measure				2017-18 Quarter 4		
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q4	Q4 Actual
Inf01	The number of RTC's attended	Lower is Better	n/a	391.40	401	473
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	2	2	4
Inf04	The number of water related injuries	Lower is Better	n/a	1.20	1	1
Inf05	The number of missing persons (Police request) incidents attended	n/a	n/a	n/a	46	23
Inf06	The number of effecting entry (Ambulance request) incidents attended	n/a	n/a	n/a	262	206
Inf07	The number of Co-responding (Ambulance Request) incidents attended	n/a	n/a	n/a	18	4

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