

Effectiveness

| Response Standards | Actual | Target | DoT | Q4 18/19 |
|---|--------|--------|-----|----------|
| 10 minute response time - primary, property fires | 73% | > 80% | ↔ | 74% |
| 15 minute response time - all other | 88% | > 80% | ↑ | 85% |
| Station availability - % time available | 85% | > 95% | ↔ | 86% |

| Fires & Fire Casualties | Actual | Target | DoT | Q4 18/19 |
|--|--------|---------|-----|----------|
| All fires | 1436 | < 1,428 | ↓ | 1516 |
| Primary Fires | 605 | < 618 | ↓ | 659 |
| Secondary fires | 831 | < 809 | ↓ | 857 |
| Accidental Fires | 903 | < 880 | ↓ | 962 |
| Deliberate Fires | 533 | < 548 | ↓ | 554 |
| Fire Related Casualties (Rescue with injury - excl check & Fir | 17 | < 12 | ↑ | 15 |
| Fire Related Casualties (Fatal) | 4 | 0 | ↑ | 2 |

| Accidental Dwelling & Chimney Fires | Actual | Target | DoT | Q4 18/19 |
|-------------------------------------|--------|---------|-----|----------|
| Accidental primary dwelling fires | 238 | < 241 | ↓ | 249 |
| Chimney fires | 119 | < 108 | ↔ | 105 |
| Dwelling False Alarms | 821 | < 687 | ↔ | 700 |
| Safe & Well Visits | 9915 | > 10000 | ↔ | 10029 |

| Commercial Fires | Actual | Target | DoT | Q4 18/19 |
|--|--------|--------|-----|----------|
| Fire Safety Audit targets - High and Medium | 681 | > 800 | ↓ | 835 |
| Operational Business Engagement Activities | 565 | > 624 | new | new |
| Commercial False Alarms Automatic, non residential | 375 | < 331 | ↑ | 348 |

| Road Traffic Collisions | Actual | Target | DoT | Q4 18/19 |
|---|--------|--------|-----|----------|
| Road Traffic Collisions | 281 | < 261 | ↑ | 265 |
| Total Road Awareness Training Sessions | 174 | > 200 | ↑ | 114 |
| Road Awareness Training 17-25 yrs | 115 | > 104 | ↑ | 114 |
| Road Awareness Training >55 yrs | 60 | > 52 | new | new |
| Road Traffic Collision Casualties* - Individuals (Fatal) | 13 | none | ↔ | 13 |
| Road Traffic Collision Casualties* - Individuals (Rescue w/injury - | 118 | none | ↓ | 126 |

| Collaboration | Actual | Target | DoT | Q4 18/19 |
|---|--------|--------|-----|----------|
| Assisting Other Agencies/ medical Incidents | 126 | > 98 | ↑ | 96 |
| Deliver Heartstart programme | 326 | > 324 | ↓ | 346 |

| Flooding and Water Rescues | Actual | Target | DoT | Q4 18/19 |
|----------------------------|--------|--------|-----|----------|
| Flooding | 90 | none | ↑ | 49 |
| Water Rescue | 47 | none | ↑ | 35 |

| Other Indicators | Actual | Target | DoT | Q4 18/19 |
|----------------------------|--------|--------|-----|----------|
| All emergencies attended | 3902 | none | ↔ | 3773 |
| Other Special Service Call | 389 | none | ↑ | 354 |

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 |

People

| Sickness Absence | Actual | Target | DoT | Q4 18/19 |
|--|--------|--------|-----|----------|
| Sickness - Shifts Lost Per FTE (Wholetime) | 9.4 | 8.5 | ↑ | 7.2 |
| Sickness - Shifts Lost Per FTE (On-call) | 11.1 | 8.5 | ↑ | 9.2 |

| Valuing Individual Performance (VIP) - Appraisal | Actual | Target | DoT | Q4 18/19 |
|--|--------|-----------|-----|----------|
| % of VIP completed (Wholetime) | 89% | No Target | ↑ | 78% |
| % of VIP completed (On-call) | 73% | No Target | ↓ | 92% |
| % of VIP completed (Green Book) | 90% | No Target | ↑ | 84% |

| In Date Fitness Assessments | Actual | Target | DoT | Q4 18/19 |
|--|--------|-----------|-----|----------|
| % staff in date (Wholetime) | 94% | No Target | new | new |
| % staff in date (On-call) | 94% | No Target | new | new |
| % staff on fitness development plan due to 35 VO2 max (WT) | 0% | No Target | new | new |
| % staff on fitness development plan due to 35 VO2 max (OC) | 0% | No Target | new | new |

| Development - % complete | Actual | Target | DoT | Q4 18/19 |
|---|--------|-----------|-----|----------|
| BA/ Annual Hot Wear completed (Wholetime & On-call) | 83% | No Target | new | new |
| Incident Command Level 1 (Wholetime & On-call) | 93% | No Target | new | new |
| Incident Command Level 2 (Wholetime) | 100% | No Target | new | new |
| Incident Command Level 3 (Wholetime) | 100% | No Target | new | new |
| Incident Command Level 4 (Wholetime) | 50% | No Target | new | new |
| Emergency Response Driver - Large (Wholetime) | 99.5% | No Target | new | new |
| Emergency Response Driver - Large (On-call) | 100% | No Target | new | new |
| Emergency Response Driver - Small (Wholetime) | 100% | No Target | new | new |
| Emergency Response Driver - Small (On-call) | 100% | No Target | new | new |
| Safeguarding (Wholetime) | 70% | No Target | new | new |
| Safeguarding (On-call) | 75% | No Target | new | new |
| Equality Diversity Inclusion (Wholetime) | 89% | No Target | new | new |
| Equality Diversity Inclusion (On-call) | 60% | No Target | new | new |

| Adverse Safety Events | Actual | Target (20/21) | DoT | Q4 18/19 |
|---|--------|----------------|-----|----------|
| Personal accidents (injury absence) + RIDDOR (over 7 days, sp | 11 | 10 | ↑ | 9 |
| Personal accidents (injury non absence) | 22 | 20 | ↓ | 26 |
| Vehicle Damage - Responding Blue Light | 7 | 11 | ↓ | 15 |
| Vehicle Damage - Low Speed Manoeuvre | 9 | 10 | ↓ | 11 |
| Vehicle Damage - Other | 11 | No target | ↑ | 7 |
| Property/equipment damage | 2 | 8 | ↑ | 1 |
| Near Miss | 18 | No target | ↑ | 15 |
| Violence/ Aggression | 0 | No target | ↓ | 1 |

| People Management | Actual | Target | DoT | Q4 18/19 |
|--|--------|-----------|-----|----------|
| Number of Formal Grievances (completed) | 4 | No Target | ↑ | 2 |
| Number of misconduct/ gross misconduct cases (completed) | 4 | No Target | ↓ | 5 |
| Reports received to whistle blowing/ confidential reporting | 0 | No Target | ↓ | 0 |
| Number of staff with Performance Improvement Notice issued (at | 8 | No Target | new | new |
| Number of Wholetime FF declared secondary employment | 14 | No Target | ↑ | 11 |
| Number of Wholetime FF with Dual contract within CFRS | 38 | No Target | ↓ | 51 |