

Corporate performance digest



Quarter 2– 2021/22 Financial Year

ABOUT THIS DOCUMENT

This document sets out the performance of London Fire Brigade during the 2021/22 (1 April 2021 to 31 March 2022).

The information about our performance is organised according the three strategic aims as set out in our London Safety Plan (LSP) 2017-2022.

As part of the LSP, the London Fire and Emergency Planning Authority (LFEPA) agreed a suite of performance indicators (with targets) and service measures (without targets). The indicators, which include some headline performance measures, are the performance measures to show progress in achieving the commitments set out in the LSP. The context measures (which do not have targets) provide background and show the volume of a particular activity, but no specific action is proposed to manage performance. Where available, data is provided for each month from April 2013 (2013/14 year) together with associated targets for performance indicators. This LSP runs for four years.

The Brigade's overall objectives are set out in the LSP which is available **here**.

For queries about this document call the LFB Information Management on 020 8555 1200 (x 30352) or email david.wyatt@london-fire.gov.uk

OUR AIMS

Our vision is to be a world class fire and rescue service for London, Londoners and visitors.

Our work is broadly delivered under three aims:

Aim 1 - Prevention and Protection

Aim 2 - Response and Resilience

Aim 3 - People and Resources

ABOUT OUR INDICATORS

In order to measure how well LFB is doing against its commitments set out in the London Safety Plan (LSP) we group our data into the following categories:

- Performance Indicators (PIs), which have targets.

- Context measures, which do not have targets but we are still interested in the figures.

We have three types of **Performance Indicator** with targets:

- Headline targets** – agreed as part of the new LSP, these are focussed on our service delivery priorities in respect of prevention and protection, and resilience and response. These are largely 'outcome' indicators (e.g. fewer fires, fewer fire casualties). Headline targets start with **H**.

- Corporate targets** – agreed by the Governance, Performance and Audit Committee of the former London Fire and Emergency Planning Authority (LFEPA). These are internal facing indicators with targets. They are things that we want to improve – whilst they are not headline targets, they sit alongside headline targets. Corporate targets start with **CO**.

- Improve targets** – these are 'internal facing' indicators without targets. They are things that we want to improve (as in 'go up' or 'go down') without needing to achieve any specific target. Improve targets start with **IP**.

Context measures are used to monitor activity levels. Context measures are numbered and start with **CX**.

They help us plan our resources and measure trends to establish whether any other actions are required. They do not have targets. We are not actively proposing to take action to improve these numbers, but will report them alongside the indicators to ensure there is no adverse change in service levels.

You can find our full suite of performance indicators and context measures in this publication.

Key to abbreviations & symbols used

Commissioner and Directors

CFEP	Commissioner for Fire & Emergency Planning
DoFCS	Director of Finance & Contractual Services
DoO	Director of Operations
DoSA	Director of Safety and Assurance

Heads of service (HoS)

HoC	Head of Communications
HoCO	Head of Central Operations
HoCRM	Head of Control & Resource Management
HoDT	Head of Development & Training
HoF	Head of Finance
HoFS	Head of Fire Safety
HoFSt	Head of Fire Stations
HoPS	Head of People Services
HoHS	Head of Health & Safety
HoICT	Head of Information & Communications Technology
HoLDS	Head of Legal and Democratic Services
HoOP	Head of Operational Policy
HoOR	Head of Operational Resilience
HoORIC	Head of Operational Review & Incident Command
HoP	Head of Procurement
HoSI	Head of Strategy and Inclusion
HoTSS	Head of Technical & Service Support

Performance indicator data

Performance indicators, unless otherwise stated, are displayed using rolling 12 month data. This is to avoid any significant fluctuations caused by factors such as seasonality, and to highlight the actual underlying performance trend.

RAG Status for indicator with target

	performance on target
	performance within 10% of target
	performance more than 10% from target

RAG Status for indicator without target

	better than previous 12 months
	worse than previous 12 months

Keywords

LI	Corporate performance indicator
SM	Service measure - performance indicator without a target
Rolling 12 month	Running total of the data for the last 12 months
Number / % in quarter	Data for the 3 months of that quarter
Target	The desired level of performance which has agreed by the Corporate Management Board
10 yr. Average	10 year annual average performance
Annual data	data for that financial year

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Aim 1 – PREVENTION and PROTECTION

Our aim is to stop fires and other emergencies happening. When they do occur we want to make sure that people are equipped to deal with them. We also want to work with industry to support the development and building of safer homes, workplaces and places of entertainment.

We'll deliver this aim by:

- Engaging with London's communities to inform and educate people in how to reduce the risk of fires and other emergencies.
- Influencing and regulating the built environment to protect people, property and the environment from harm.

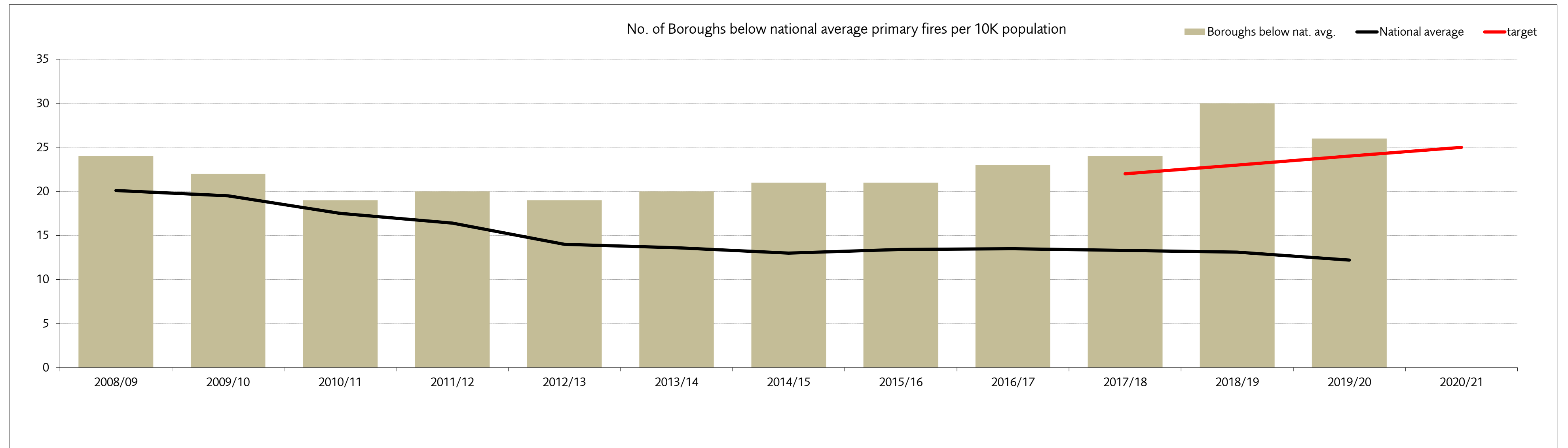
Our commitments under this aim focus on activities that reduce fires and the impact they have, and by targeting people most at risk.

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AIM 1 : PREVENTION and PROTECTION

Fairness

	H1		2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoFSt	No. of Boroughs below national average primary fires per 10K population <i>Annual data</i>	National average	20.1	19.5	17.5	16.4	14.0	13.6	13.0	13.4	13.5	13.3	13.1	12.2	
		Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	24	30	26	
		Target	-	-	-	-	-	-	-	-	-	22	23	24	25

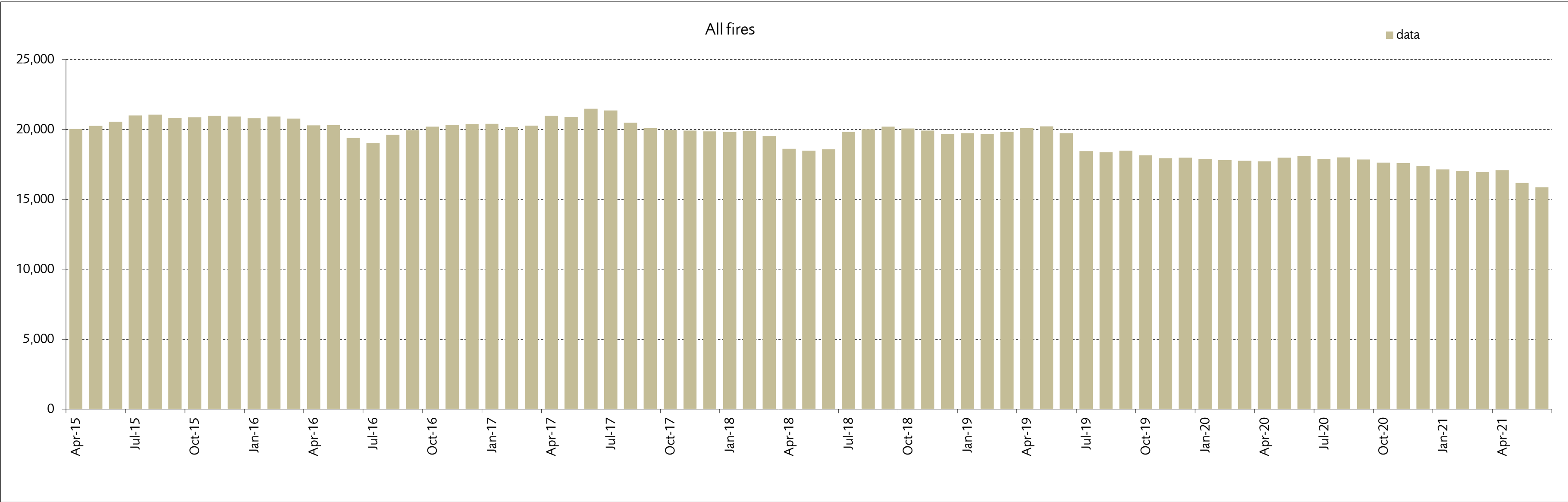


Note: Data for 2020/21 for 'H1 - No. of Boroughs below national average primary fires per 10K population' is not available yet

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	IP1		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fires rolling 12 month	2017/18	20,304	20,318	19,392	19,024	19,625	19,943	20,200	20,331	20,391	20,404	20,180	20,271	down
		2018/19	18,612	18,488	18,581	19,832	20,022	20,201	20,075	19,918	19,675	19,734	19,674	19,826	down
		2019/20	20,095	20,223	19,728	18,446	18,375	18,492	18,150	17,946	17,993	17,873	17,808	17,751	down
		2020/21	17,731	17,993	18,095	17,898	17,999	17,861	17,621	17,594	17,411	17,141	17,036	16,966	down
		2021/22	17,091	16,174	15,865	15,392	14,814	14,460							down



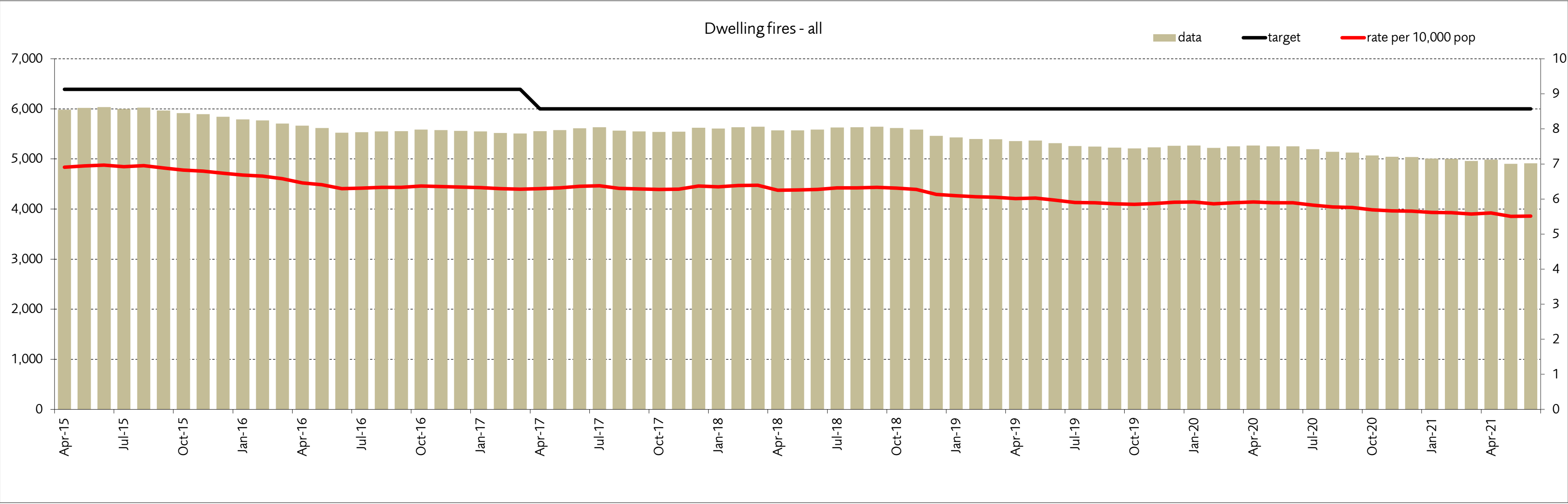
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP1	All fires	rolling 12 month	19,728	18,492	17,993	17,751	17,751	18,095	17,861	17,411	16,966	16,966	15,865	14,460			
		per 10,000 population	22.4	21.0	20.4	20.1	20.1	20.5	20.2	19.7	19.2	19.2	18.0	16.4			
		number in quarter	5,157	5,323	3,602	3,669		5,501	5,089	3,152	3,224		4,400	3,684			

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	H2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Dwelling fires - all <i>rolling 12 month</i>	2017/18	5,555	5,574	5,615	5,631	5,565	5,550	5,539	5,543	5,625	5,605	5,636	5,642	6,000
		2018/19	5,571	5,573	5,587	5,630	5,631	5,642	5,620	5,589	5,461	5,432	5,401	5,392	6,000
		2019/20	5,358	5,366	5,313	5,256	5,248	5,224	5,211	5,230	5,261	5,268	5,223	5,252	6,000
		2020/21	5,270	5,251	5,250	5,193	5,145	5,128	5,070	5,046	5,038	5,006	5,000	4,961	6,000
		2020/21	4,988	4,904	4,914	4,898	4,888	4,833							6,000

HoFSt	Rate of Dwelling fires <i>per 10,000 population</i>	2017/18	6.3	6.3	6.4	6.4	6.3	6.3	6.3	6.3	6.4	6.4	6.4	6.4
		2018/19	6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.1	6.1	6.1	6.1
		2019/20	6.0	6.0	6.0	5.9	5.9	5.9	5.8	5.9	5.9	5.9	5.9	5.9
		2020/21	5.9	5.9	5.9	5.8	5.8	5.8	5.7	5.7	5.7	5.6	5.6	5.6
		2020/21	5.6	5.5	5.5	5.5	5.5	5.4						



HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	20/21
H2	Dwelling fires - all	rolling 12 month	5,313	5,224	5,261	5,252	5,252	5,250	5,128	5,038	4,961	4,961	4,914	4,833			
		per 10,000 population	5.96	5.86	5.91	5.90	5.90	5.89	5.76	5.66	5.57	5.57	5.52	5.43			
		number in quarter	1,310	1,333	1,342	1,267		1,308	1,211	1,252	1,190		1,261	1,130			

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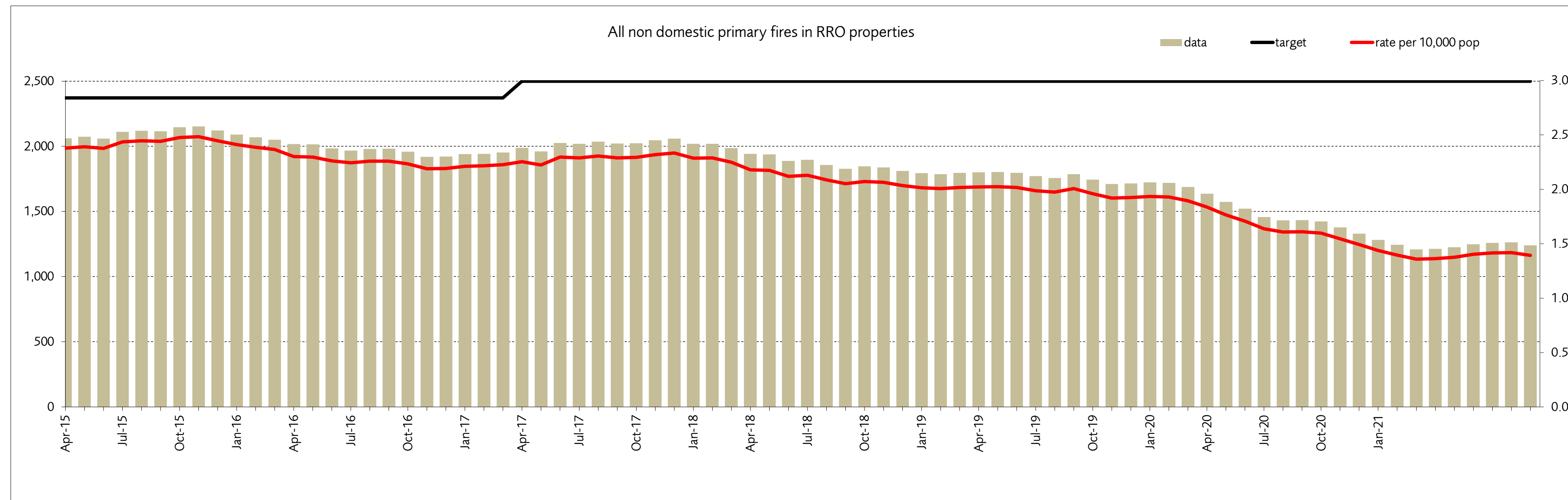
AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	H3		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All non domestic primary fires in RRO properties <i>rolling 12 month</i>	2017/18	1,989	1,962	2,026	2,020	2,036	2,021	2,024	2,047	2,059	2,019	2,020	1,986
		2018/19	1,942	1,938	1,888	1,896	1,858	1,829	1,846	1,839	1,812	1,795	1,787	1,797
		2019/20	1,801	1,803	1,797	1,771	1,758	1,787	1,745	1,711	1,715	1,723	1,720	1,688
		2020/21	1,636	1,573	1,521	1,458	1,433	1,434	1,424	1,377	1,330	1,282	1,244	1,210
		2021/22	1,214	1,225	1,249	1,260	1,263	1,241						

target
2,500
2,500
2,500
2,500
2,500

HoFS	Rate of All non domestic primary fires in RRO properties <i>per 10,000 population</i>	2017/18	2.3	2.2	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3
		2018/19	2.2	2.2	2.1	2.1	2.1	2.1	2.1	2.1	2.0	2.0	2.0	2.0
		2019/20	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.9	1.9	1.9	1.9	1.9
		2020/21	1.8	1.8	1.7	1.6	1.6	1.6	1.6	1.5	1.5	1.4	1.4	1.4
		2021/22	1.4	1.4	1.4	1.4	1.4	1.4						



HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H3	All non domestic primary fires in RRO properties	rolling 12 month	1,797	1,787	1,715	1,688	1,688	1,521	1,434	1,330	1,210	1,210	1,249	1,241			
		per 10,000 population	2.02	2.01	1.93	1.89	1.89	1.71	1.61	1.49	1.36	1.36	1.40	1.39			
		number in quarter	458	441	400	389		291	354	296	269		330	346			

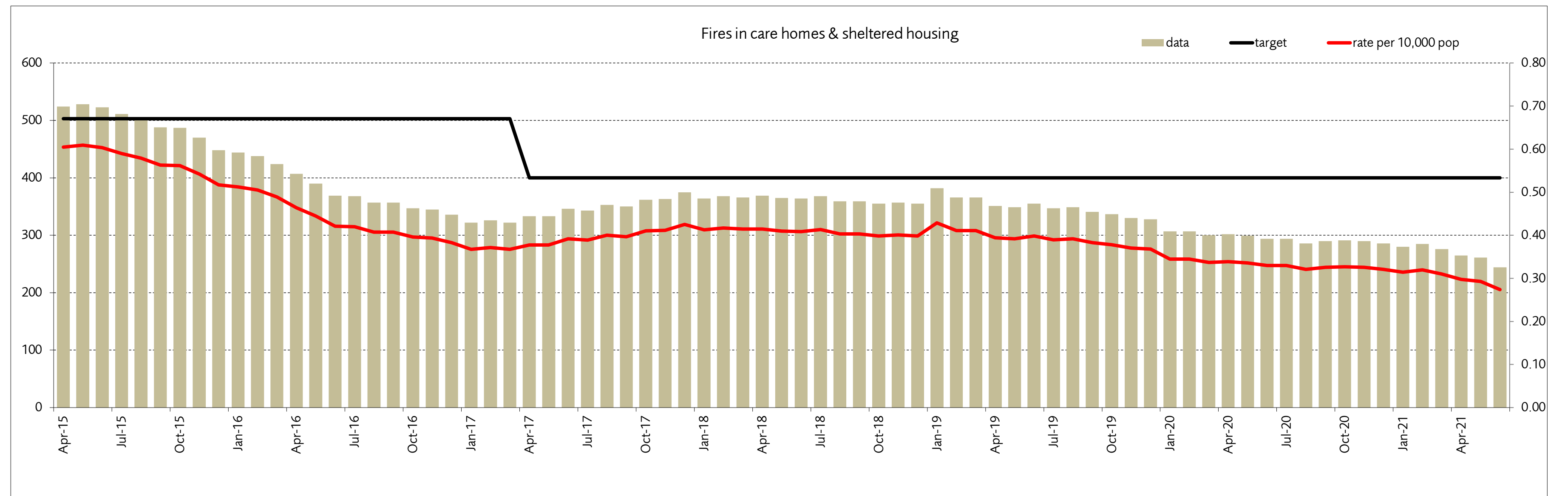
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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	H4		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fires in care homes & sheltered housing for older people <i>rolling 12 month</i>	2017/18	333	333	346	343	353	350	362	363	375	364	368	366	400
		2018/19	369	365	364	368	359	359	355	357	355	382	366	366	400
		2019/20	351	349	355	347	349	341	337	330	328	307	307	300	400
		2020/21	302	299	294	294	286	290	291	290	286	280	285	276	400
		2021/22	265	261	244	246	237	233							400

HoFS	Rate of Fires in care homes & sheltered housing for older people <i>per 10,000 population</i>	2017/18	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2018/19	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2019/20	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.3	0.3	0.3
		2020/21	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
		2021/22	0.3	0.3	0.3	0.3	0.3	0.3							



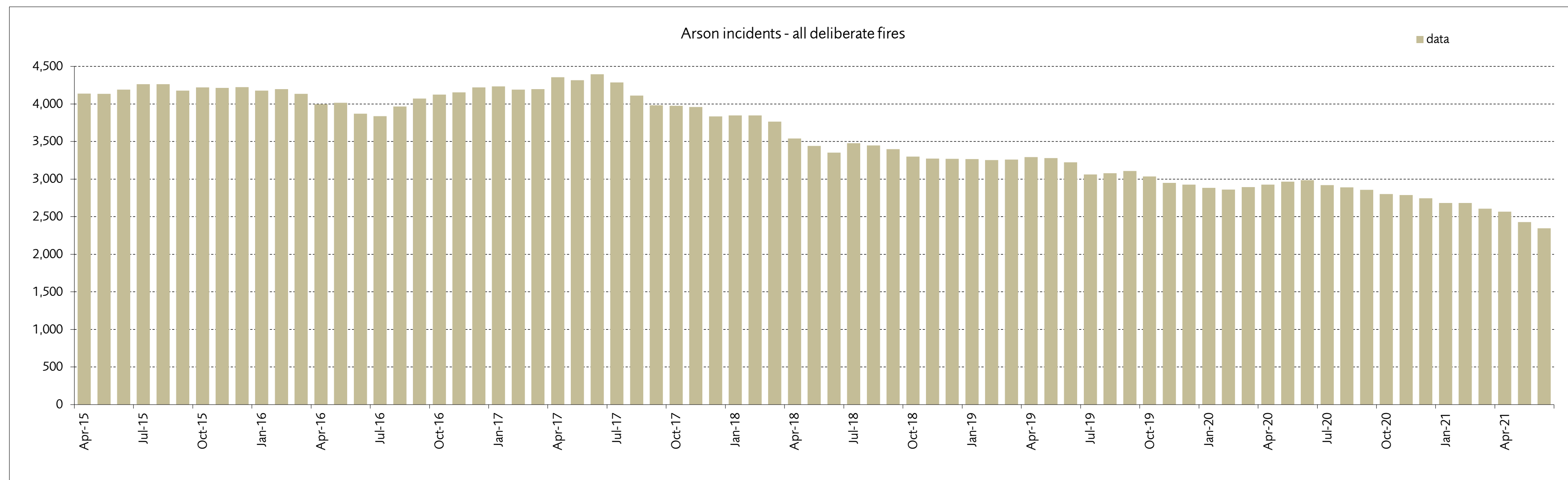
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H4	Fires in care homes & sheltered housing	rolling 12 month	355	341	328	300	300	294	294	286	276	276	244	233			
		per 10,000 population	0.40	0.38	0.37	0.34	0.34	0.33	0.33	0.32	0.31	0.31	0.27	0.26			
		number in quarter	81	72	78	69		75	75	74	59		43	57			

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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	IP2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Arson incidents - all deliberate fires <i>rolling 12 month</i>	2017/18	4,357	4,315	4,396	4,285	4,110	3,984	3,975	3,959	3,835	3,847	3,848	3,764	down
		2018/19	3,539	3,440	3,353	3,477	3,448	3,398	3,301	3,274	3,271	3,267	3,252	3,261	down
		2019/20	3,292	3,281	3,224	3,061	3,077	3,109	3,034	2,951	2,926	2,885	2,861	2,894	down
		2020/21	2,927	2,966	2,985	2,921	2,891	2,857	2,802	2,787	2,744	2,682	2,684	2,605	down
		2021/22	2,568	2,430	2,346	2,283	2,226	2,152							down



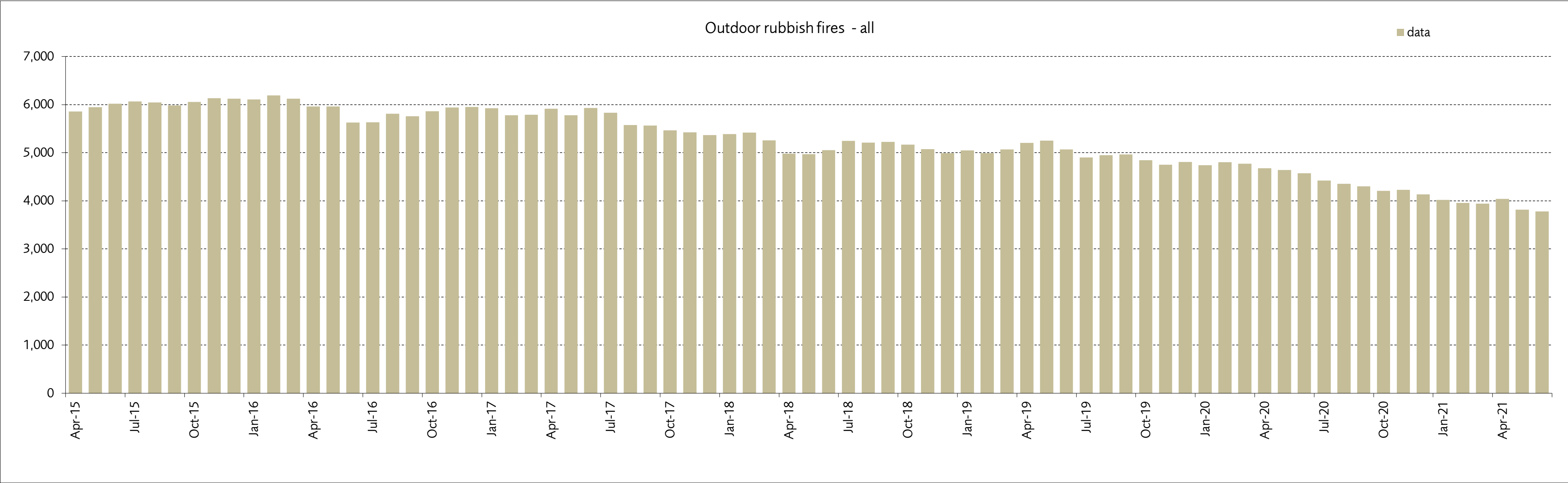
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP2	Arson incidents - all deliberate fires	rolling 12 month	3,224	3,109	2,926	2,894	2,894	2,985	2,857	2,744	2,605	2,605	2,346	2,152			
		per 10,000 population	3.65	3.52	3.32	3.28	3.28	3.38	3.24	3.11	2.95	2.95	2.66	2.44			
		number in quarter	775	847	621	651		866	719	508	512		607	525			

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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	IP3		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Outdoor rubbish fires - all rolling 12 month	2017/18	5,912	5,780	5,930	5,829	5,574	5,563	5,463	5,425	5,366	5,385	5,420	5,256	down
		2018/19	4,980	4,971	5,052	5,245	5,207	5,226	5,169	5,072	4,992	5,047	4,991	5,066	down
		2019/20	5,206	5,249	5,069	4,902	4,948	4,966	4,842	4,752	4,809	4,741	4,801	4,770	down
		2020/21	4,675	4,642	4,573	4,420	4,353	4,303	4,208	4,226	4,136	4,019	3,959	3,942	down
		2021/22	4,038	3,818	3,781	3,709	3,648	3,578							down



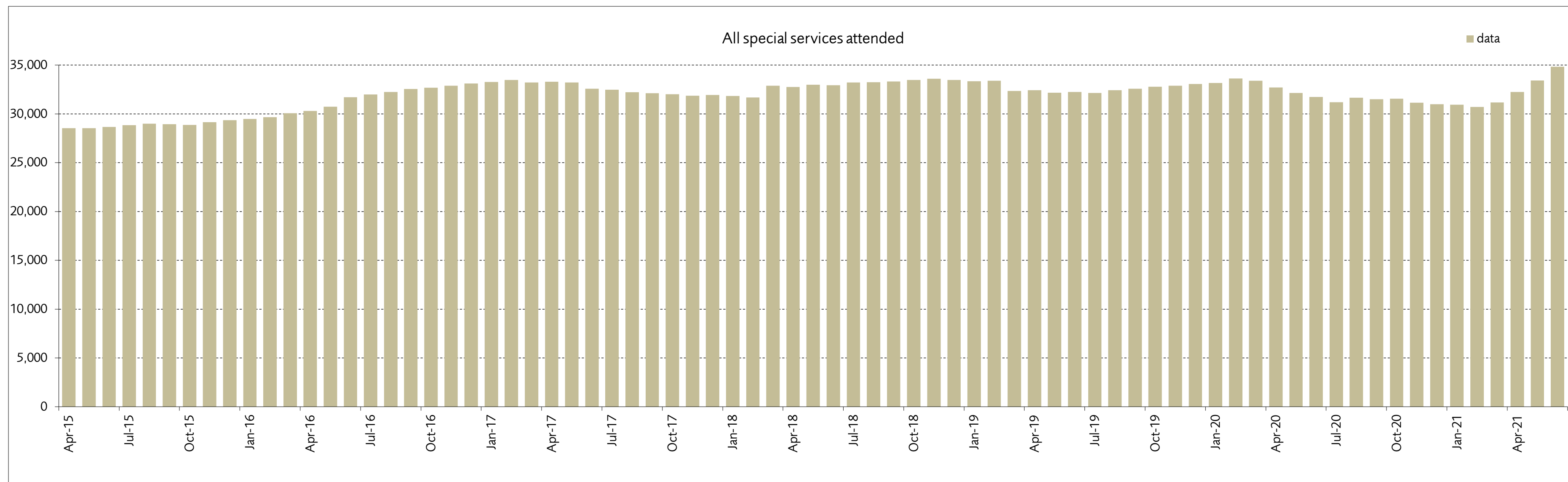
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP3	Outdoor rubbish fires - all	rolling 12 month	5,069	4,966	4,809	4,770	4,770	4,573	4,303	4,136	3,942	3,942	3,781	3,578			
		number in quarter	1,514	1,381	882	993		1,317	1,111	715	799		1,156	908			

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AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

	CX1		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	2017/18	33,294	33,227	32,572	32,478	32,222	32,106	32,017	31,864	31,942	31,835	31,692	32,874
		2018/19	32,745	32,999	32,948	33,216	33,246	33,324	33,460	33,597	33,471	33,351	33,389	32,346
		2019/20	32,430	32,164	32,254	32,154	32,429	32,568	32,775	32,879	33,054	33,157	33,628	33,398
		2020/21	32,700	32,143	31,726	31,192	31,660	31,493	31,550	31,146	30,981	30,928	30,716	31,163
		2021/22	32,251	33,418	34,832	36,131	36,581	37,810						

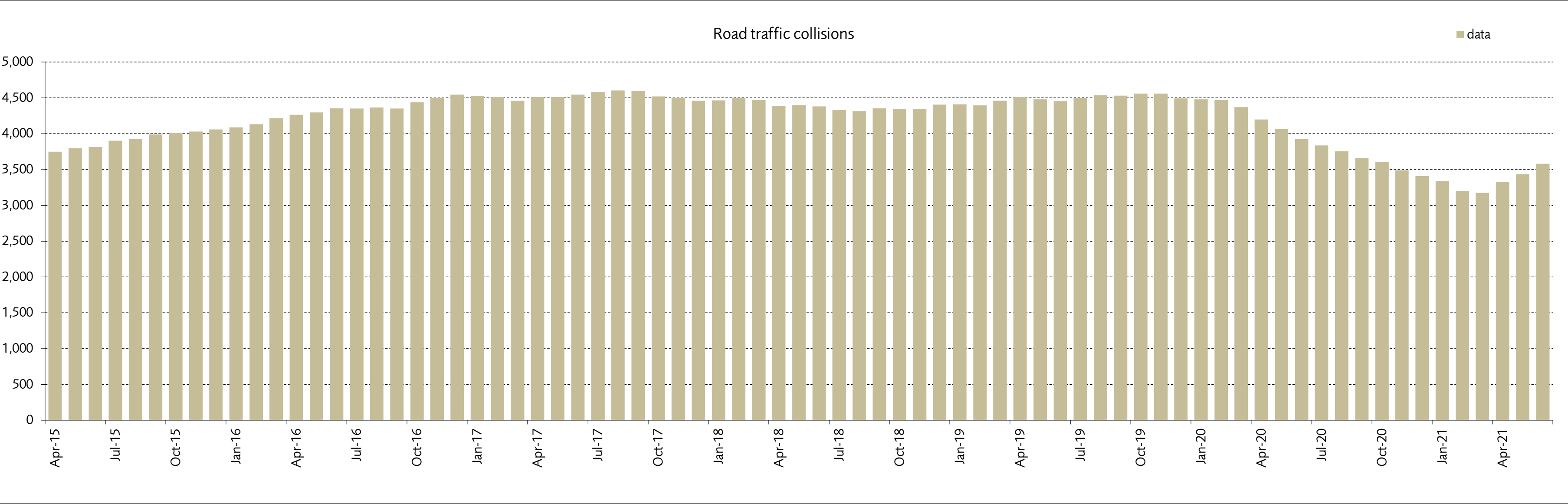


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX1	All special services attended	rolling 12 month	32,254	32,568	33,054	33,398	33,398	31,726	31,493	30,981	31,163	31,163	34,832	37,810			
		number in quarter	8,131	8,952	8,639	7,676		6,459	8,719	8,127	7,858		10,128	11,697			

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

	IP4		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Road traffic collisions <i>rolling 12 month</i>	2017/18	4,511	4,511	4,544	4,581	4,604	4,596	4,518	4,502	4,462	4,466	4,499	4,470	down
		2018/19	4,386	4,397	4,382	4,331	4,314	4,353	4,342	4,344	4,405	4,410	4,395	4,459	down
		2019/20	4,508	4,479	4,455	4,497	4,538	4,530	4,561	4,558	4,494	4,480	4,470	4,370	down
		2020/21	4,197	4,063	3,927	3,836	3,755	3,660	3,601	3,490	3,408	3,338	3,197	3,175	down
		2021/22	3,327	3,435	3,581	3,658	3,695	3,780							down

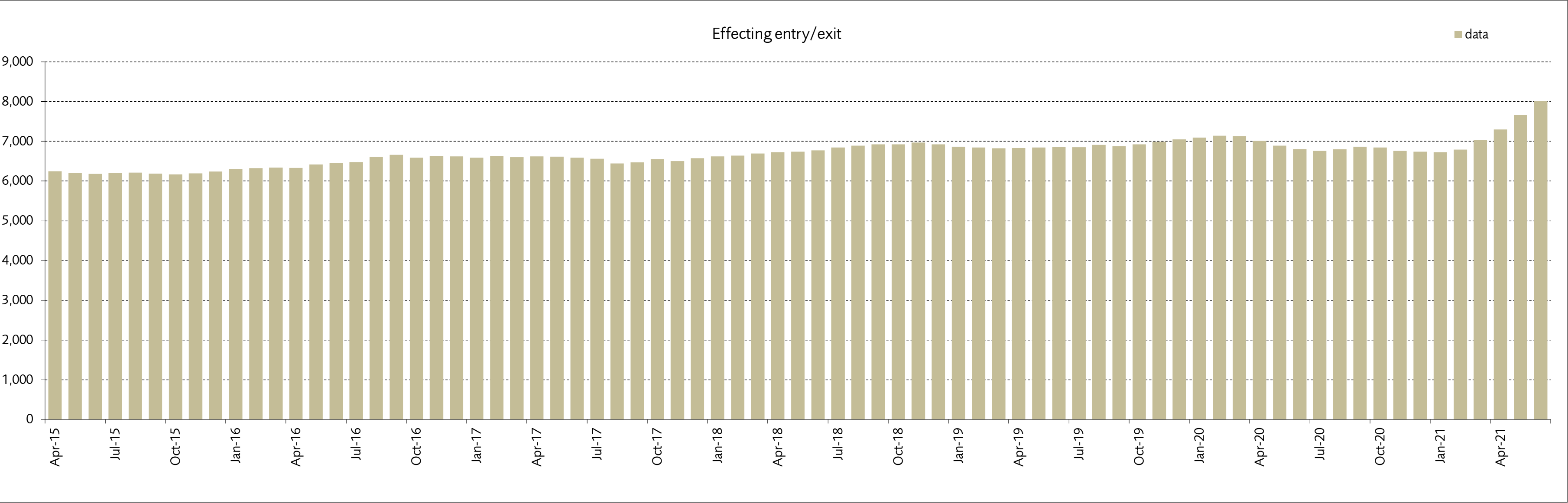


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP4	Road traffic collisions	rolling 12 month	4,455	4,530	4,494	4,370	4,370	3,927	3,660	3,408	3,175	3,175	3,581	3,780			
		number in quarter	1,119	1,224	1,115	912		676	957	863	679		1,082	1,156			

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

	IP5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Effecting entry/exit <i>rolling 12 month</i>	2017/18	6,624	6,618	6,587	6,565	6,443	6,468	6,547	6,504	6,575	6,619	6,641	6,695	down
		2018/19	6,728	6,737	6,774	6,846	6,890	6,921	6,927	6,972	6,922	6,868	6,844	6,828	down
		2019/20	6,829	6,848	6,861	6,851	6,912	6,877	6,923	6,993	7,049	7,095	7,140	7,136	down
		2020/21	7,016	6,889	6,805	6,761	6,802	6,867	6,842	6,762	6,737	6,725	6,792	7,027	down
		2021/22	7,301	7,658	8,013	8,276	8,477	8,704							down

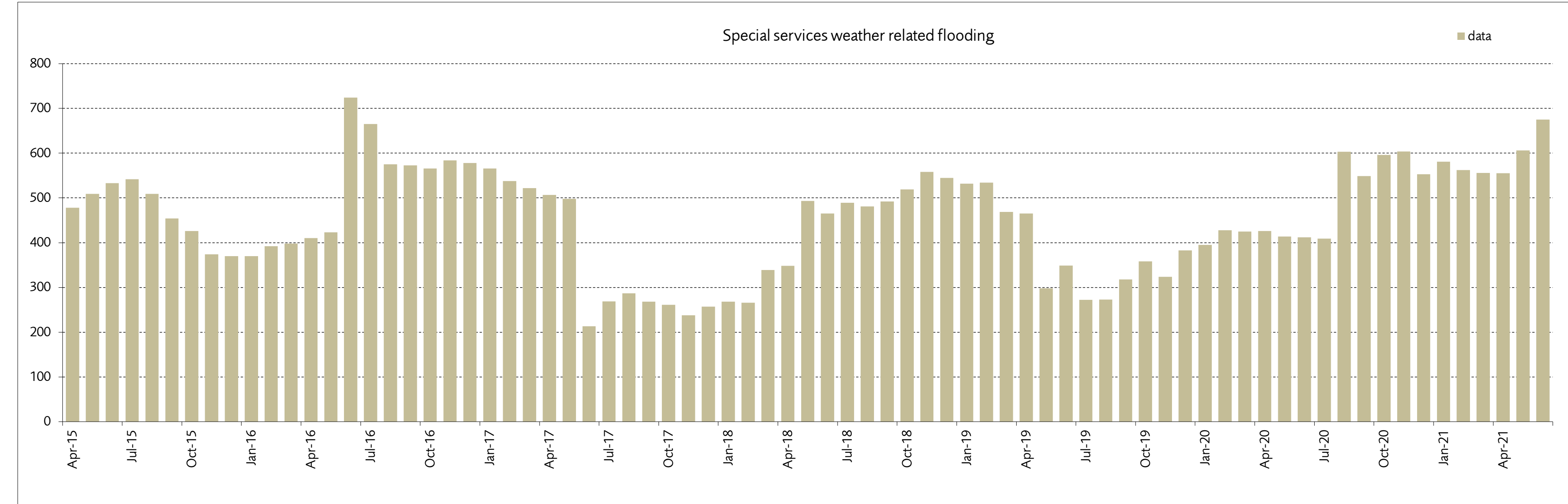


HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP5	Effecting entry/exit	rolling 12 month	6,861	6,877	7,049	7,136	7,136	6,805	6,867	6,737	7,027	7,027	8,013	8,704			
		number in quarter	1,777	1,925	1,863	1,571		1,446	1,987	1,733	1,861		2,432	2,678			

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

	CX2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoOP	Special services Weather related flooding rolling 12 month	2017/18	507	498	213	269	287	268	261	238	257	268	266	339
		2018/19	348	493	465	489	481	492	519	558	545	532	534	469
		2019/20	465	298	349	272	273	318	358	324	383	395	428	425
		2020/21	426	414	412	409	603	549	596	604	553	581	562	556
		2021/22	555	606	675	891	724	727						



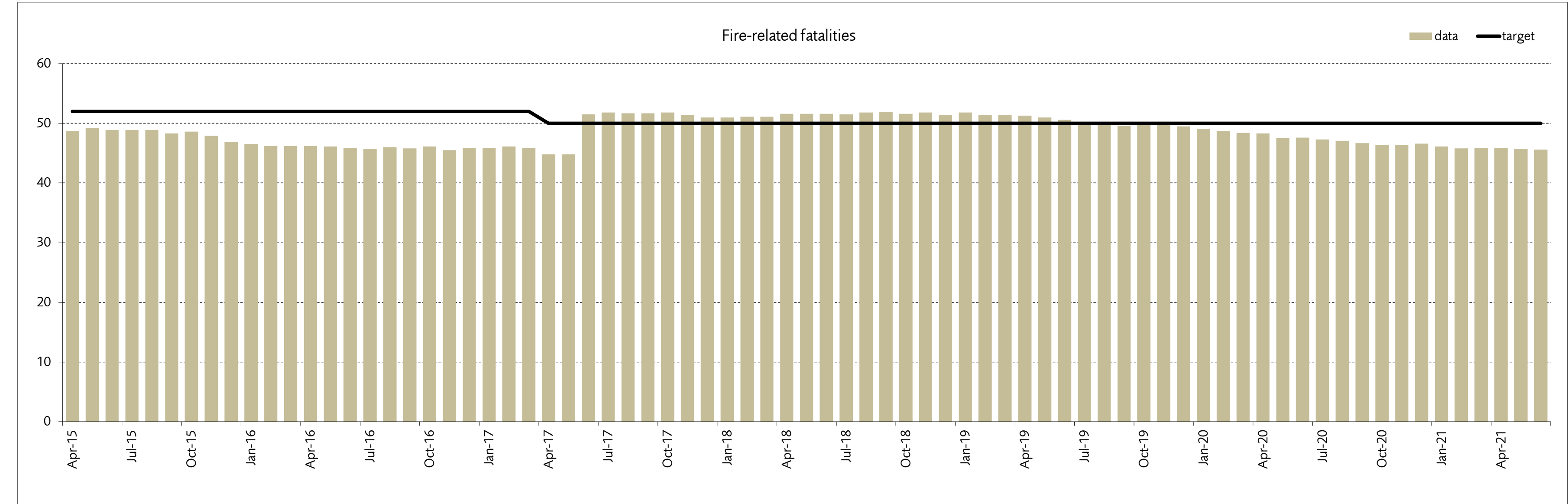
HoOP			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX2	Special services Weather related flooding	rolling 12 month	349	318	383	425	425	412	549	553	556	556	675	727			
		number in quarter	86	100	159	80		73	237	163	83		192	289			

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AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	H5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	2017/18	45	45	52	52	52	52	52	51	51	51	51	51	50
		2018/19	52	52	52	52	52	52	52	52	51	52	51	51	50
		2019/20	51	51	51	50	50	50	50	50	50	49	49	48	50
		2020/21	48	48	48	47	47	47	46	46	47	46	46	46	50
		2021/22	46	46	46	45	45	45							50

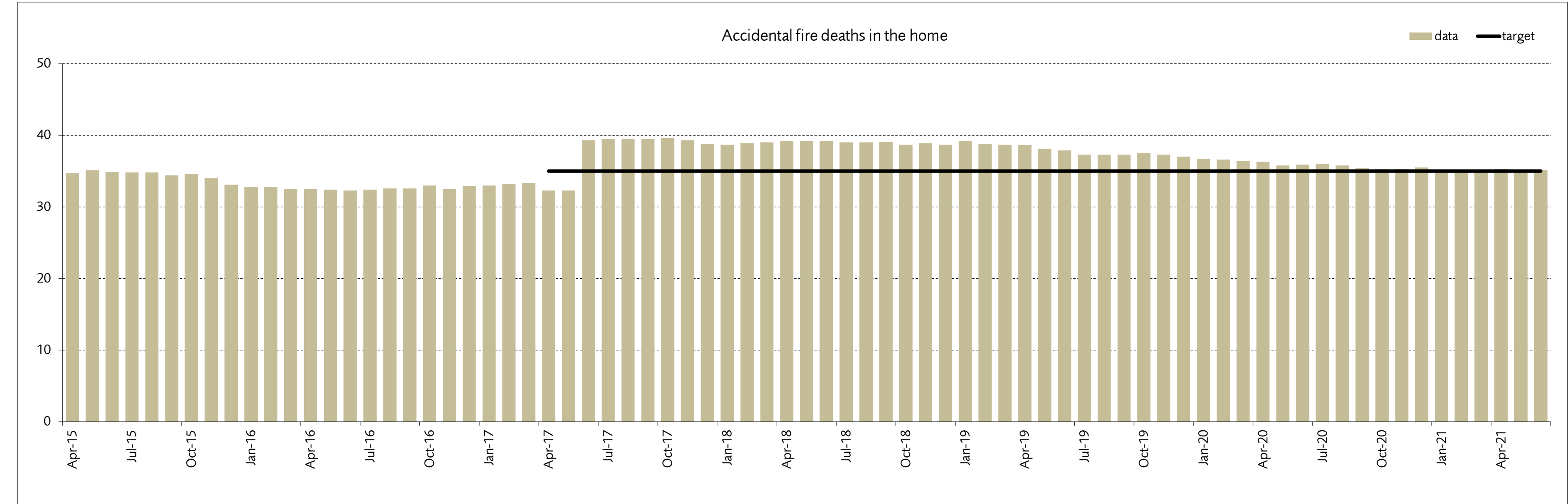


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H5	Fire-related fatalities	10 yr. Average	51	50	50	48	48	48	47	47	46	46	46	45			
		rolling 12 month	38	35	36	33		32	31	30	34		36	38			
		per 100,000 population	0.43	0.40	0.41	0.37	0.37	0.36	0.35	0.34	0.39	0.39	0.41	0.43			
		number in quarter	7	6	11	9		6	5	10	13		8	7			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	H6		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Accidental fire deaths in the home 10 yr. average	2017/18	32	32	39	40	40	40	40	39	39	39	39	39	35
		2018/19	39	39	39	39	39	39	39	39	39	39	39	39	35
		2019/20	39	38	38	37	37	37	38	37	37	37	37	36	35
		2020/21	36	36	36	36	36	35	35	35	36	35	35	35	35
		2021/22	35	35	35	35	35	34							35

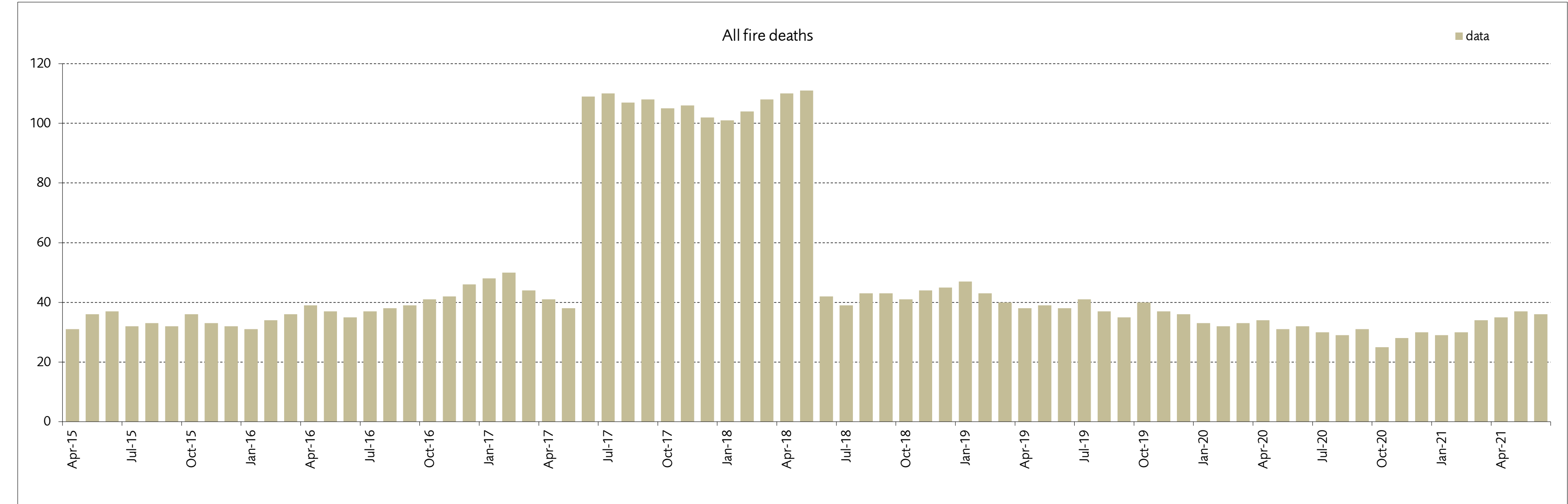


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H6	Accidental fire deaths in the home	10 yr. Average	38	37	37	36	36	36	35	36	35	35	35	34			
		rolling 12 month	23	25	23	23		26	24	26	25		26	27			
		per 100,000 population	0.26	0.28	0.26	0.26	0.26	0.29	0.27	0.29	0.28	0.28	0.29	0.31			
		number in quarter	2	5	7	9		5	3	9	8		6	4			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	CX3A		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All fire deaths rolling 12 month	2017/18	41	38	109	110	107	108	105	106	102	101	104	108
		2018/19	110	111	42	39	43	43	41	44	45	47	43	40
		2019/20	38	39	38	41	37	35	40	37	36	33	32	33
		2020/21	34	31	32	30	29	31	25	28	30	29	30	34
		2021/22	35	37	36	35	38	38						

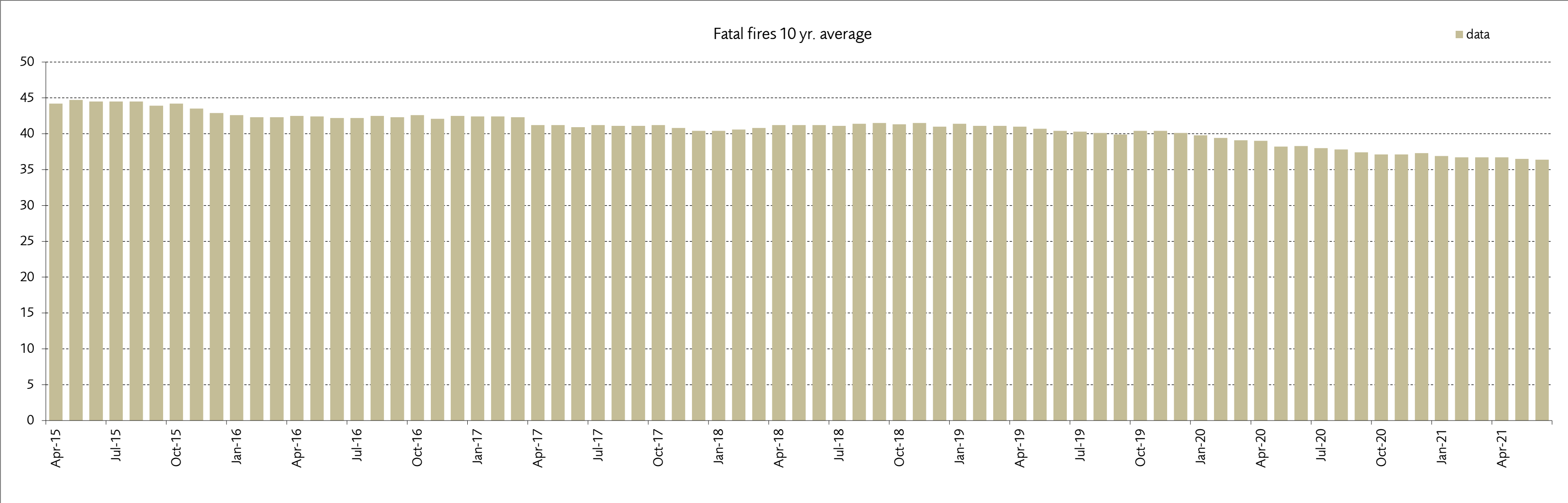


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3A	All fire deaths	rolling 12 month	38	35	36	33	33	32	31	30	34	34	36	38			
		number in quarter	7	6	11	9		6	5	10	13		8	7			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	CX3B		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Fatal fires 10 yr. average	2017/18	41.2	41.2	40.9	41.2	41.1	41.1	41.2	40.8	40.4	40.4	40.6	40.8
		2018/19	41.2	41.2	41.2	41.1	41.4	41.5	41.3	41.5	41.0	41.4	41.1	41.1
		2019/20	41.0	40.7	40.4	40.3	40.1	39.9	40.4	40.4	40.1	39.8	39.4	39.1
		2020/21	39.0	38.2	38.3	38.0	37.8	37.4	37.1	37.1	37.3	36.9	36.7	36.7
		2021/22	36.7	36.5	36.4	36.0	36.0	35.8						



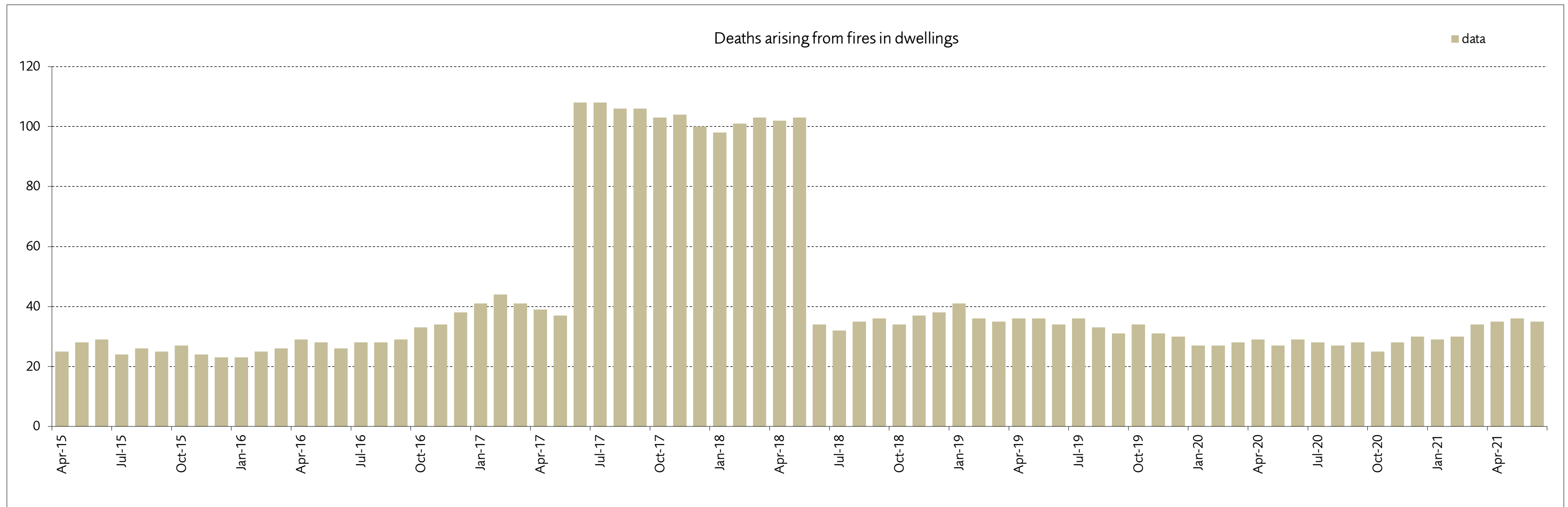
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3B	Fatal fires	10 yr. average	40.4	39.9	40.1	39.1	39.1	38.3	37.4	37.3	36.7	36.7	36.4	35.8			
		rolling 12 month	36	33	35	32	32	32	31	30	32	32	34	34			
		number in quarter	6	6	11	9		6	5	10	11		8	5			

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AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	CX3C		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths arising from fires in dwellings <i>rolling 12 month</i>	2017/18	39	37	108	108	106	106	103	104	100	98	101	103
		2018/19	102	103	34	32	35	36	34	37	38	41	36	35
		2019/20	36	36	34	36	33	31	34	31	30	27	27	28
		2020/21	29	27	29	28	27	28	25	28	30	29	30	34
		2021/22	35	36	35	34	37	35						

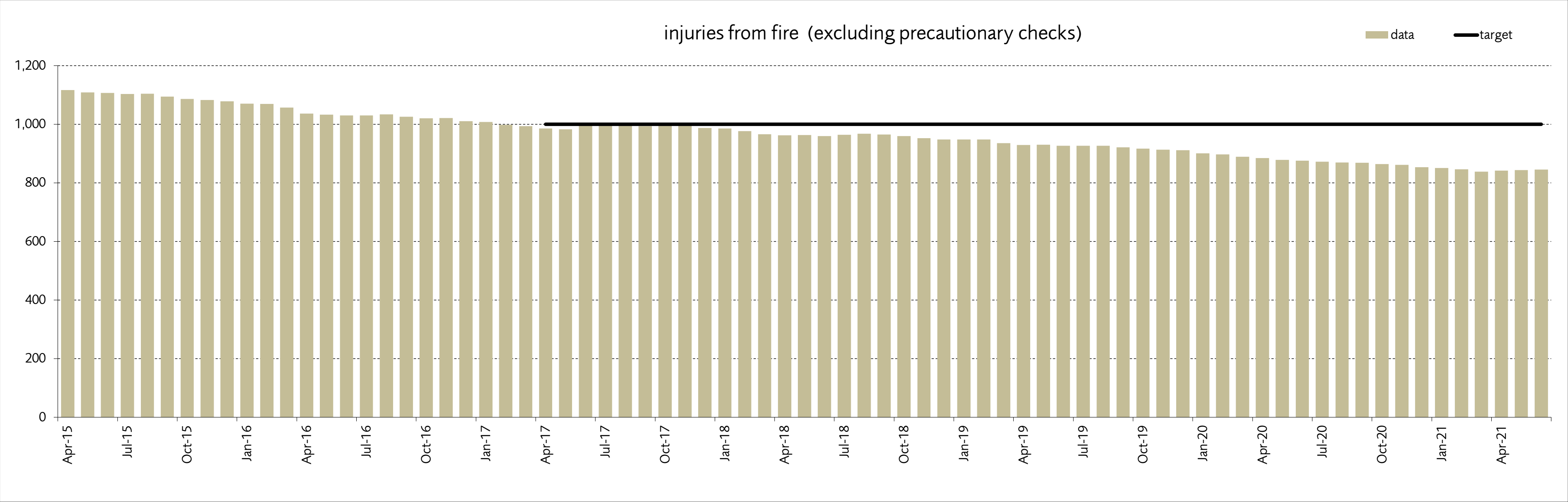


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3C	Deaths arising from fires in dwellings	rolling 12 month	34	31	30	28	28	29	28	30	34	34	35	35			
		number in quarter	5	5	9	9		6	4	11	13		7	4			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	H7		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Injuries from fire (excluding precautionary checks) <i>five year average</i>	2017/18	985	983	1,003	1,005	997	994	996	997	987	986	977	966	1,000
		2018/19	962	963	960	964	968	965	960	952	948	948	948	936	1,000
		2019/20	929	930	927	927	926	921	917	914	912	901	897	889	1,000
		2020/21	885	878	875	872	870	869	864	861	854	850	846	838	1,000
		2021/22	841	844	845	836	829	825							1,000

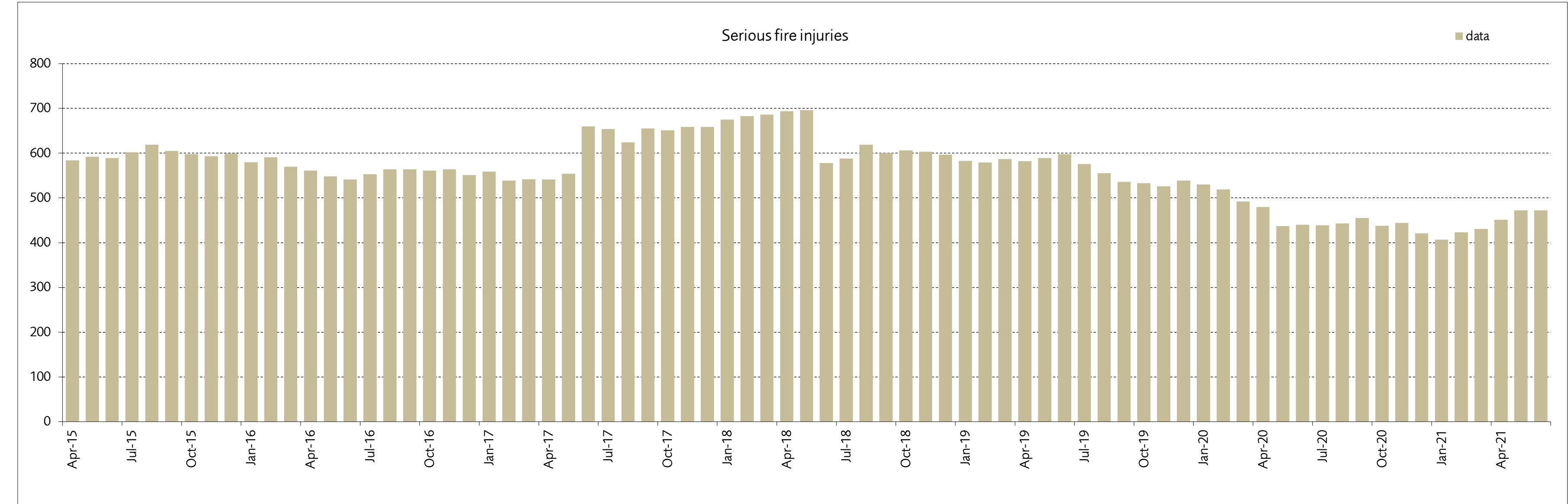


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	927	921	912	889	889	875	869	854	838	838	845	825			
		rolling 12 month	838	778	791	755	755	717	725	694	693	693	747	710			
		number in quarter	209	182	198	166		171	190	167	165		225	153			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	CX3E		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Serious fire injuries rolling 12 month	2017/18	541	554	660	654	624	655	651	659	659	675	683	686
		2018/19	694	696	578	588	619	600	606	603	597	583	579	587
		2019/20	582	589	598	576	555	536	533	526	539	530	519	492
		2020/21	480	437	440	439	443	455	438	444	421	407	423	431
		2021/22	451	472	472	460	450	434						

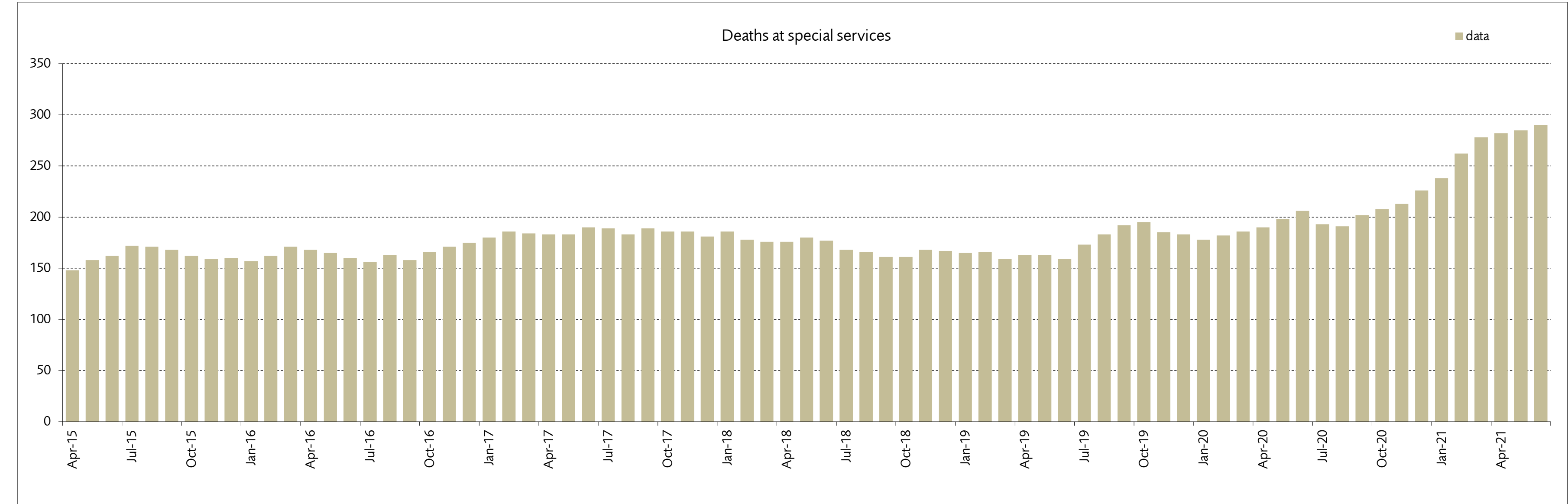


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3E	Serious fire injuries	rolling 12 month	598	536	539	492	492	440	455	421	431	431	472	434			
		number in quarter	147	109	138	98		95	124	104	108		136	86			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	CX4A		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths at special services rolling 12 month	2017/18	183	183	190	189	183	189	186	186	181	186	178	176
		2018/19	176	180	177	168	166	161	161	168	167	165	166	159
		2019/20	163	163	159	173	183	192	195	185	183	178	182	186
		2020/21	190	198	206	193	191	202	208	213	226	238	262	278
		2021/22	282	285	290	309	318	315						

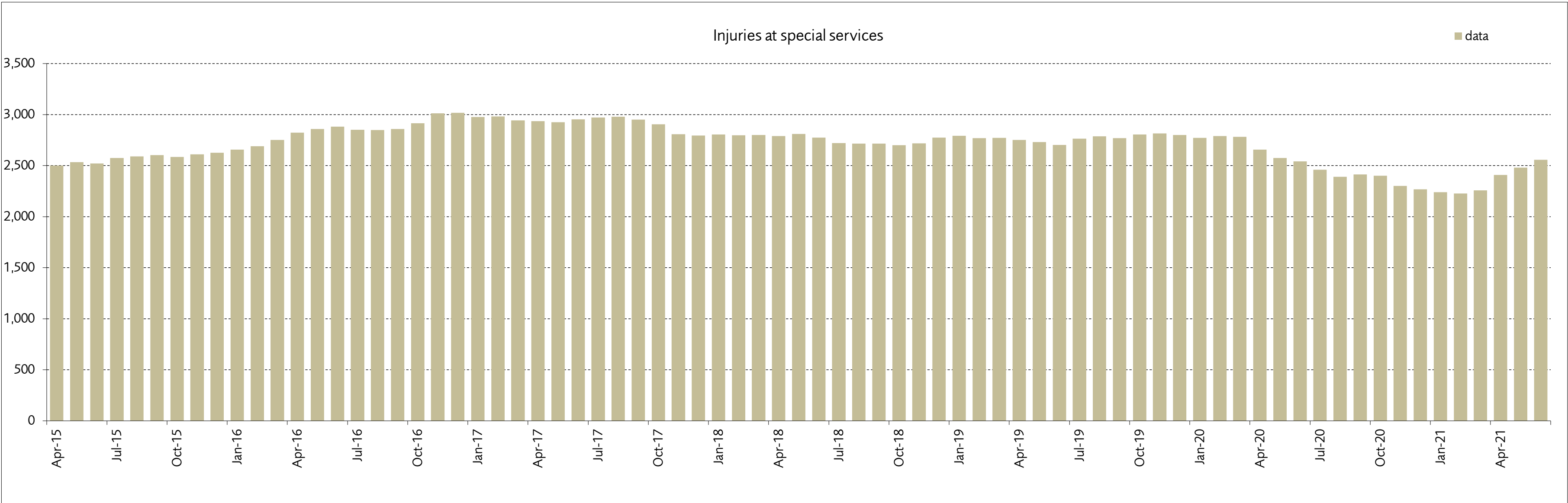


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX4A	Deaths at special services	rolling 12 month	159	192	183	186	186	206	202	226	278	278	290	315			
		number in quarter	40	58	39	49		60	54	63	101		72	79			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	CX4B		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Injuries at special services rolling 12 month	2017/18	2,936	2,926	2,953	2,971	2,980	2,951	2,905	2,809	2,795	2,804	2,797	2,800
		2018/19	2,789	2,810	2,775	2,720	2,716	2,716	2,700	2,719	2,775	2,792	2,769	2,771
		2019/20	2,752	2,730	2,702	2,764	2,788	2,770	2,804	2,815	2,799	2,771	2,789	2,781
		2020/21	2,658	2,574	2,542	2,460	2,391	2,414	2,402	2,301	2,268	2,240	2,228	2,257
		2020/22	2,408	2,481	2,556	2,645	2,725	2,748						

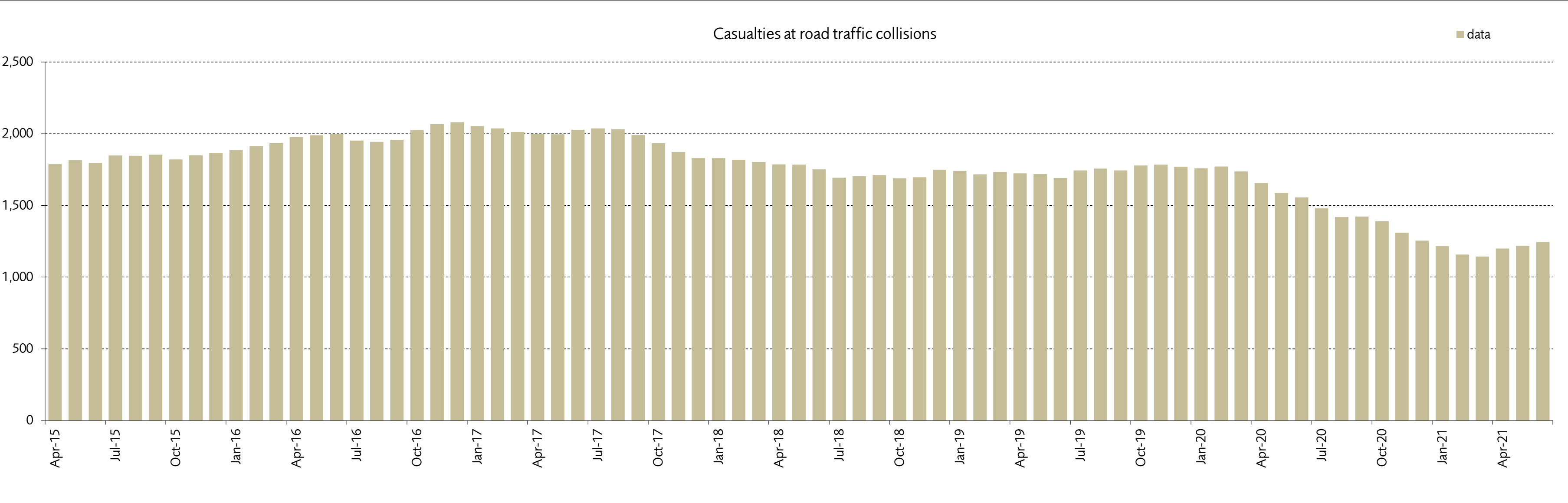


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX4B	Injuries at special services	rolling 12 month	2,702	2,770	2,799	2,781	2,781	2,542	2,414	2,268	2,257	2,257	2,556	2,748			
		number in quarter	678	773	743	587		439	645	597	576		738	837			

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

	IP6		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Casualties at road traffic collisions <i>rolling 12 month</i>	2017/18	1,998	1,997	2,027	2,037	2,031	1,991	1,934	1,872	1,830	1,831	1,819	1,803	down
		2018/19	1,786	1,784	1,752	1,693	1,704	1,711	1,689	1,697	1,748	1,740	1,716	1,734	down
		2019/20	1,724	1,718	1,692	1,744	1,758	1,744	1,779	1,785	1,769	1,759	1,772	1,737	down
		2020/21	1,656	1,588	1,557	1,479	1,419	1,423	1,389	1,309	1,255	1,217	1,157	1,144	down
		2021/22	1,199	1,218	1,245	1,148	1,037	1,030							down

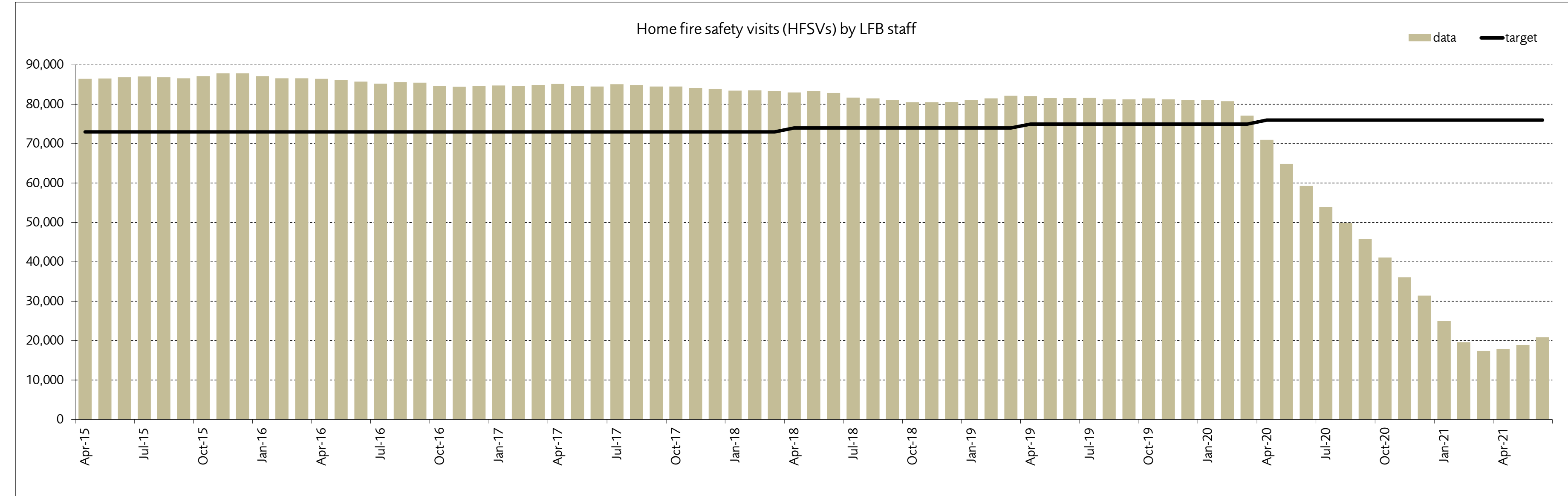


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP6	Casualties at road traffic collisions	rolling 12 month	1,692	1,744	1,769	1,737	1,737	1,557	1,423	1,255	1,144	1,144	1,245	1,030			
		number in quarter	433	486	464	354		253	352	296	243		354	137			

AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

	H8		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Home fire safety visits (HFSVs) by LFB staff rolling 12 month	2017/18	85,152	84,712	84,553	85,132	84,875	84,501	84,523	84,145	83,922	83,504	83,540	83,344	73,000
		2018/19	83,033	83,349	82,904	81,689	81,486	81,043	80,562	80,567	80,615	81,048	81,522	82,150	74,000
		2019/20	82,129	81,612	81,557	81,639	81,240	81,252	81,512	81,262	81,133	81,133	80,788	77,110	75,000
		2020/21	70,976	64,940	59,306	53,958	49,911	45,830	41,104	36,112	31,458	25,023	19,590	17,385	76,000
		2021/22	17,952	18,925	20,872	22,443	23,371	24,660							76,000



HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	81,557	81,252	81,133	77,110	77,110	59,306	45,830	31,458	17,385	17,385	20,872	24,660			
		number in quarter	20,738	19,991	19,772	16,609		2,934	6,515	5,400	2,536		6,421	10,303			

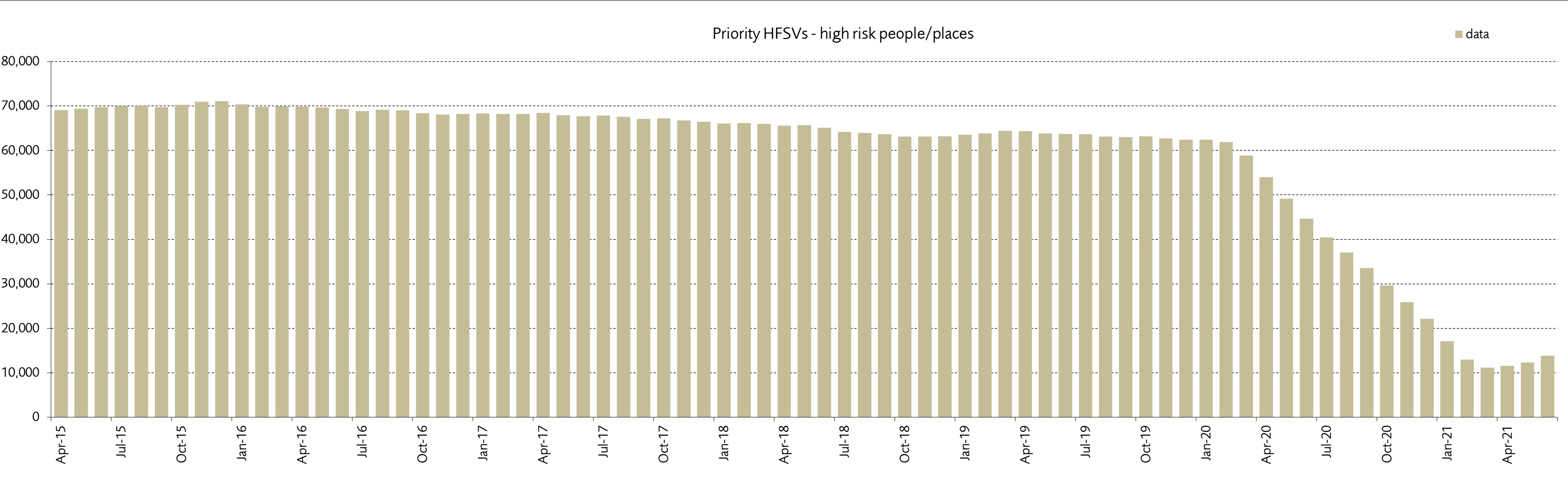
Note: Data between December 2017 and September 2019 includes HFSVs carried out as part of Fire Safe and Well visits

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AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

	CX5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2017/18	68,425	67,901	67,699	67,845	67,544	67,074	67,192	66,725	66,463	66,063	66,141	65,968
		2018/19	65,577	65,681	65,124	64,184	63,944	63,637	63,140	63,115	63,213	63,515	63,809	64,397
		2019/20	64,339	63,845	63,695	63,672	63,138	63,020	63,169	62,728	62,435	62,408	61,877	58,872
		2020/21	54,018	49,151	44,637	40,442	37,069	33,560	29,645	25,858	22,165	17,083	12,946	11,148
		2021/22	11,571	12,329	13,859	15,097	15,934	17,041						



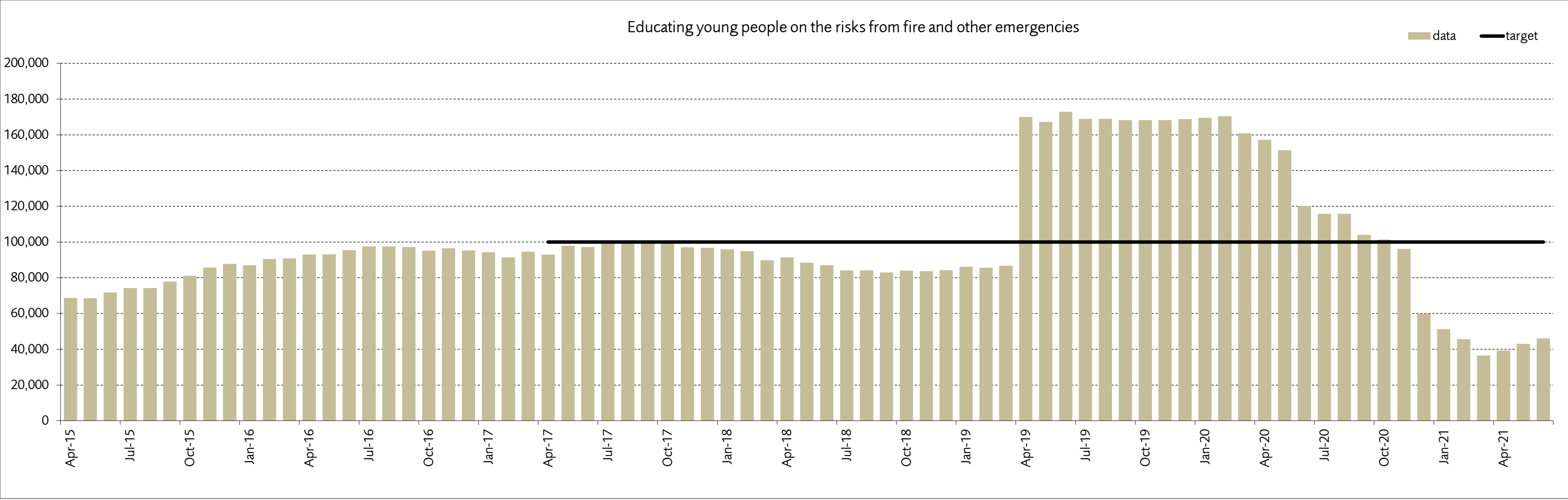
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX5	Priority HFSVs - high risk people/places	rolling 12 month	63,695	63,020	62,435	58,872	58,872	44,637	33,560	22,165	11,148	11,148	13,859	17,041			
		number in quarter	16,070	15,210	14,977	12,615		1,835	4,133	3,582	1,598		4,546	7,315			

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AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

	H9		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
HoFS	Educating young people on the risks from fire and other emergencies rolling 12 month	New indicator from 2017/18; original definition included four youth activities*													target
		2017/18	92,937	97,956	97,230	100,925	100,914	100,101	99,069	97,091	96,825	95,959	94,879	89,844	100,000
		2018/19	91,397	88,559	87,102	84,082	84,076	82,963	83,970	83,677	84,255	86,120	85,521	86,744	100,000
		Indicator definition changed from April 2019 to include three further youth activities (seven in total)**													
		2019/20	169,982	167,176	172,807	168,953	168,941	168,298	168,212	168,286	168,864	169,522	170,431	160,891	100,000
		2020/21	157,213	151,403	120,178	115,746	115,732	104,099	101,483	96,213	59,827	51,238	45,608	36,460	100,000
		2021/22	39,244	43,075	46,080	47,108	47,115	49,686							100,000



HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H9	Educating young people on the risks from fire and other emergencies - <i>original four activities*</i>	rolling 12 month															
		number in quarter															
	Educating young people on the risks from fire and other emergencies - <i>revised seven activities**</i>	rolling 12 month	172,807	168,298	168,864	160,891	160,891	120,178	104,099	59,827	36,460	36,460	46,080	49,686			
		number in quarter	40,736	18,947	56,339	44,869		23	2,868	12,067	21,502		9,643	6,474			

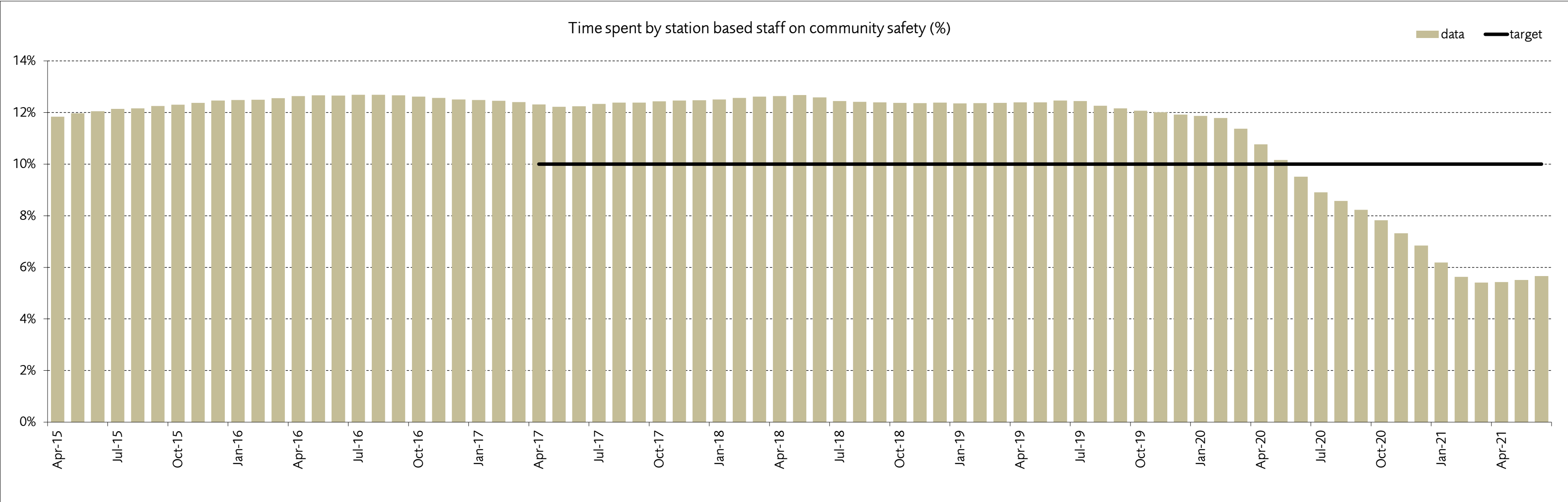
Note: The number for Q4 20/21 includes 14,331 Junior Citizens we engaged with virtually

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AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

	CO1		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Time spent by station staff on community safety (%) <i>rolling 12 month</i>	2017/18	12.3%	12.2%	12.2%	12.3%	12.4%	12.4%	12.4%	12.5%	12.5%	12.5%	12.6%	12.6%	10%
		2018/19	12.6%	12.7%	12.6%	12.4%	12.4%	12.4%	12.4%	12.4%	12.4%	12.4%	12.4%	12.4%	10%
		2019/20	12.4%	12.4%	12.5%	12.4%	12.3%	12.2%	12.1%	12.0%	11.9%	11.9%	11.8%	11.4%	10%
		2020/21	10.8%	10.2%	9.5%	8.9%	8.6%	8.2%	7.8%	7.3%	6.8%	6.2%	5.6%	5.4%	10%
		2021/22	5.4%	5.5%	5.7%	5.8%	6.0%	6.1%							10%

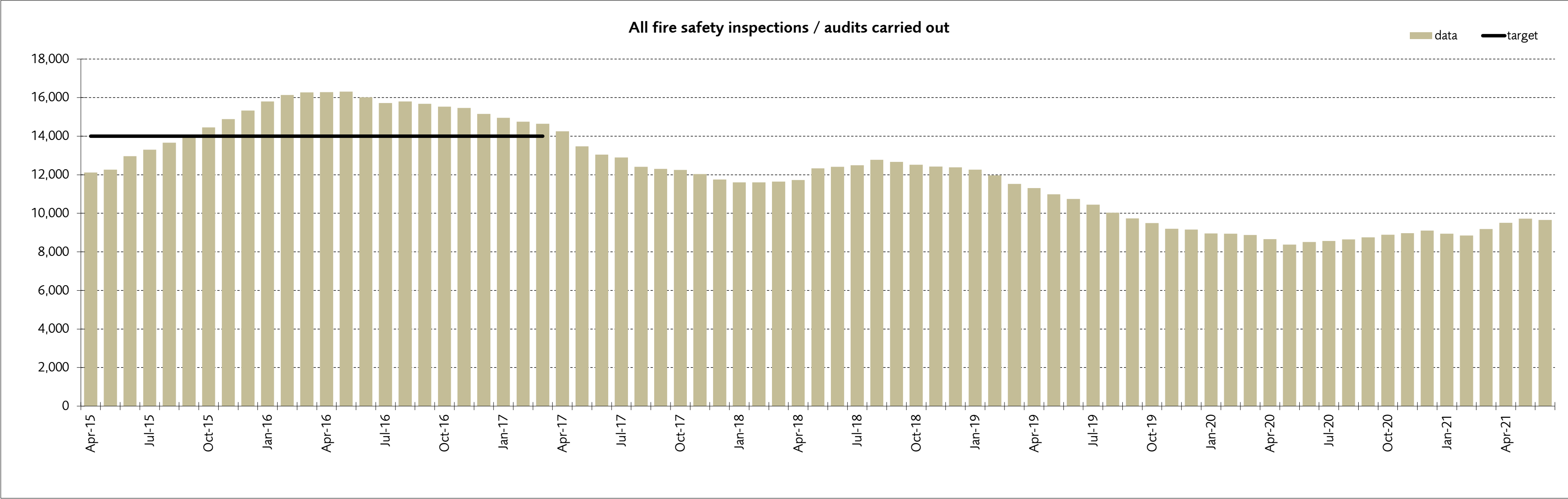


HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO1	Time spent by station staff on community safety	rolling 12 month	12.5%	12.2%	11.9%	11.4%	11.4%	9.5%	8.2%	6.8%	5.4%	5.4%	5.7%	6.1%			
		% in quarter	13.0%	11.4%	11.2%	10.0%		5.2%	6.2%	5.8%	4.4%		6.2%	8.1%			

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	H10		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2017/18	14,259	13,472	13,043	12,891	12,407	12,309	12,256	12,035	11,751	11,606	11,601	11,645	-
		2018/19	11,719	12,333	12,415	12,487	12,769	12,665	12,520	12,430	12,387	12,264	11,969	11,527	-
		2019/20	11,303	10,989	10,745	10,443	10,031	9,742	9,498	9,202	9,153	8,961	8,936	8,880	-
		2020/21	8,654	8,377	8,508	8,566	8,643	8,759	8,883	8,964	9,101	8,947	8,848	9,187	-
		2021/22	9,501	9,716	9,654	9,622	9,688	9,630							-



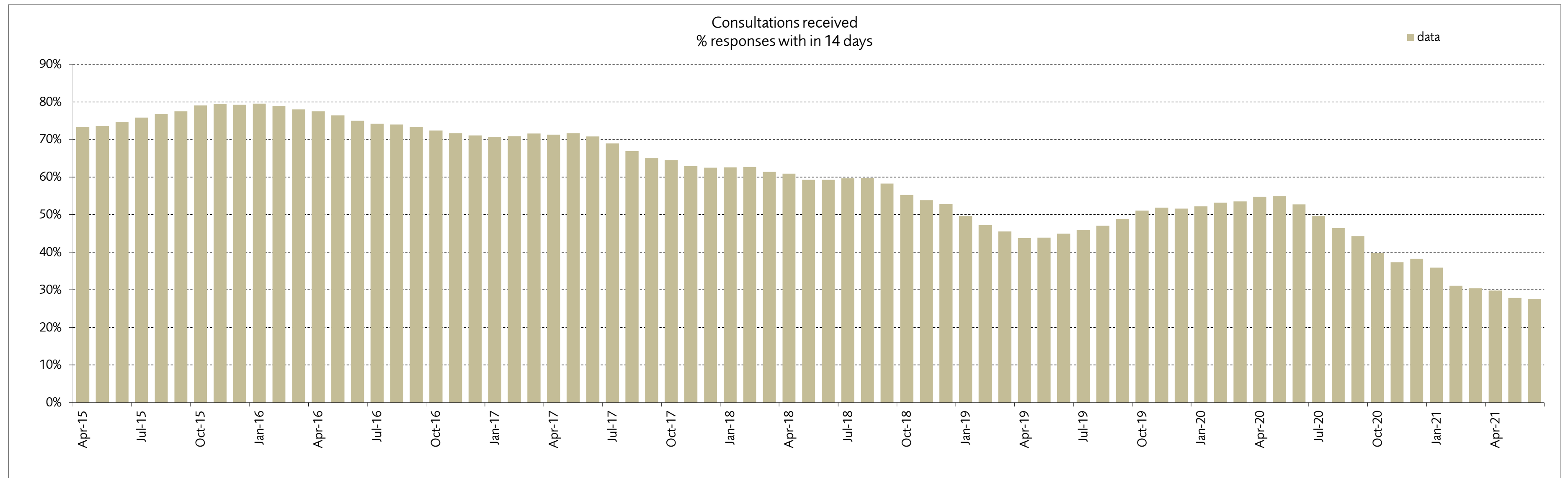
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H10	All fire safety inspections / audits carried out	rolling 12 month	10,745	9,742	9,153	8,880	8,880	8,508	8,759	9,101	9,187	9,187	9,654	9,630			
		number in quarter	2,407	2,220	2,076	2,177		2,035	2,471	2,418	2,263		2,502	2,447			

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	IP7		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Consultations received % responses with in 14 days <i>rolling 12 month</i>	2017/18	71.2%	71.7%	70.8%	69.0%	66.9%	65.0%	64.5%	62.9%	62.5%	62.6%	62.7%	61.4%	up
		2018/19	60.9%	59.3%	59.2%	59.7%	59.7%	58.3%	55.2%	53.8%	52.8%	49.6%	47.2%	45.5%	up
		2019/20	43.7%	43.9%	44.9%	45.9%	47.0%	48.8%	51.1%	51.9%	51.6%	52.2%	53.2%	53.5%	up
		2020/21	54.8%	54.9%	52.7%	49.6%	46.4%	44.3%	39.8%	37.4%	38.3%	35.9%	31.1%	30.4%	up
		2021/22	29.8%	27.8%	27.6%	28.6%	29.5%	30.0%							up



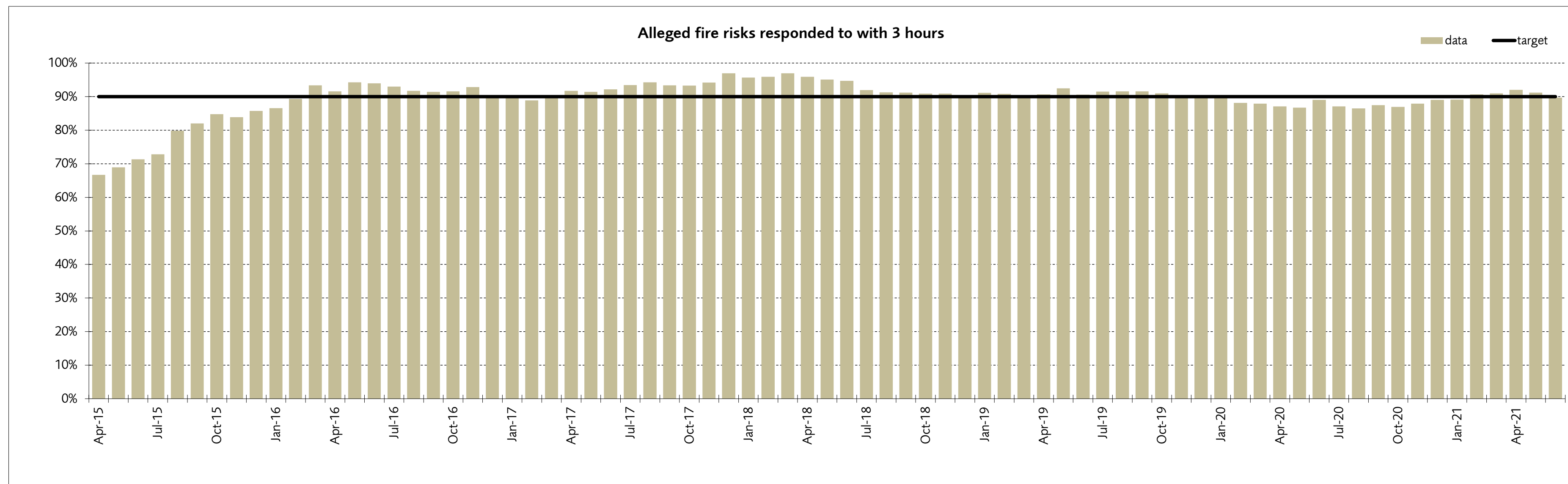
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP7	Consultations received % responses within 14 days	rolling 12 month	44.9%	48.8%	51.6%	53.5%	53.5%	52.7%	44.3%	38.3%	30.4%	30.4%	27.6%	30.0%			
		number in quarter	53.6%	65.9%	47.8%	45.2%		42.6%	28.6%	19.3%	33.2%		31.7%	39.7%			

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	CO2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Alleged fire risks responded to within 3 hours rolling 12 month	2017/18	91.8%	91.4%	92.2%	93.5%	94.3%	93.4%	93.3%	94.2%	97.0%	95.7%	95.9%	96.9%	90%
		2018/19	95.9%	95.1%	94.7%	92.0%	91.3%	91.2%	90.9%	90.9%	89.8%	91.1%	90.8%	90.1%	90%
		2019/20	90.7%	92.5%	90.6%	91.5%	91.6%	91.6%	91.0%	90.0%	90.2%	89.6%	88.2%	87.9%	90%
		2020/21	87.1%	86.7%	89.0%	87.1%	86.5%	87.5%	87.0%	87.9%	89.0%	89.1%	90.7%	91.0%	90%
		2021/22	92.0%	91.2%	89.7%	92.4%	91.9%	92.5%							90%



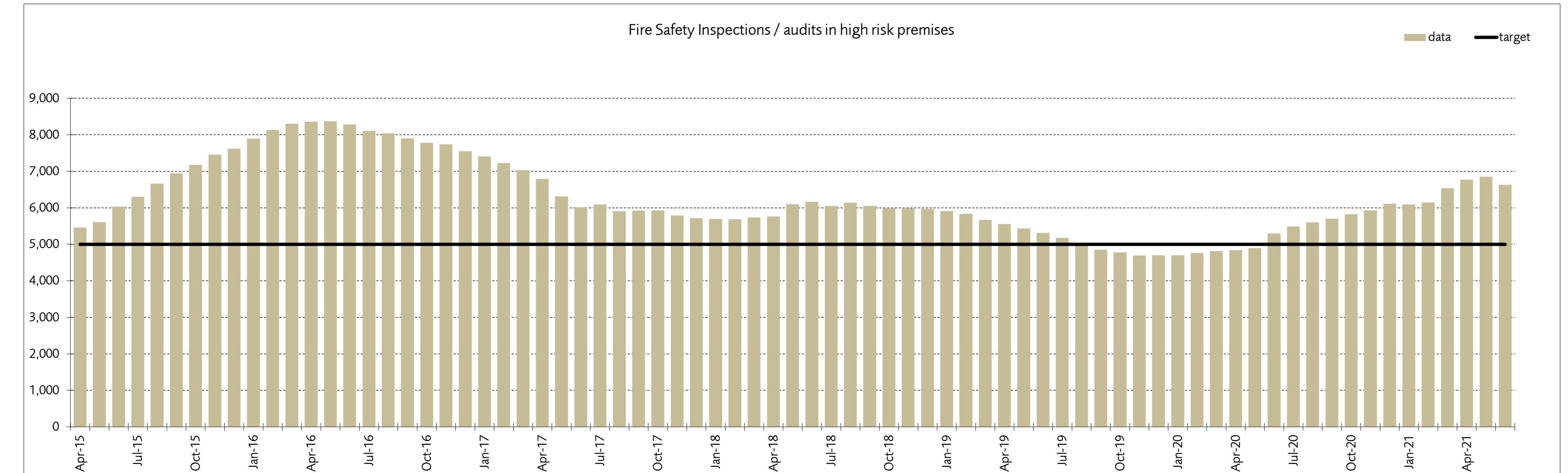
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO2	Alleged fire risks responded to within 3 hours	rolling 12 month	90.6%	91.6%	90.2%	87.9%	87.9%	89.0%	87.5%	89.0%	91.0%	91.0%	89.7%	92.5%			
		number in quarter	91.7%	87.0%	87.0%	77.8%		96.3%	82.8%	92.3%	93.1%		90.5%	94.4%			

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	CX6		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits in high risk premises rolling 12 month	2017/18	6,789	6,313	6,018	6,090	5,904	5,926	5,932	5,789	5,715	5,694	5,689	5,737	5,000
		2018/19	5,766	6,098	6,163	6,055	6,136	6,054	5,991	5,989	5,974	5,911	5,839	5,671	5,000
		2019/20	5,553	5,436	5,309	5,180	4,999	4,856	4,780	4,696	4,703	4,699	4,761	4,812	5,000
		2020/21	4,844	4,897	5,300	5,490	5,604	5,703	5,823	5,930	6,113	6,093	6,143	6,533	5,000
		2021/22	6,773	6,851	6,633	6,560	6,619	6,631							5,000



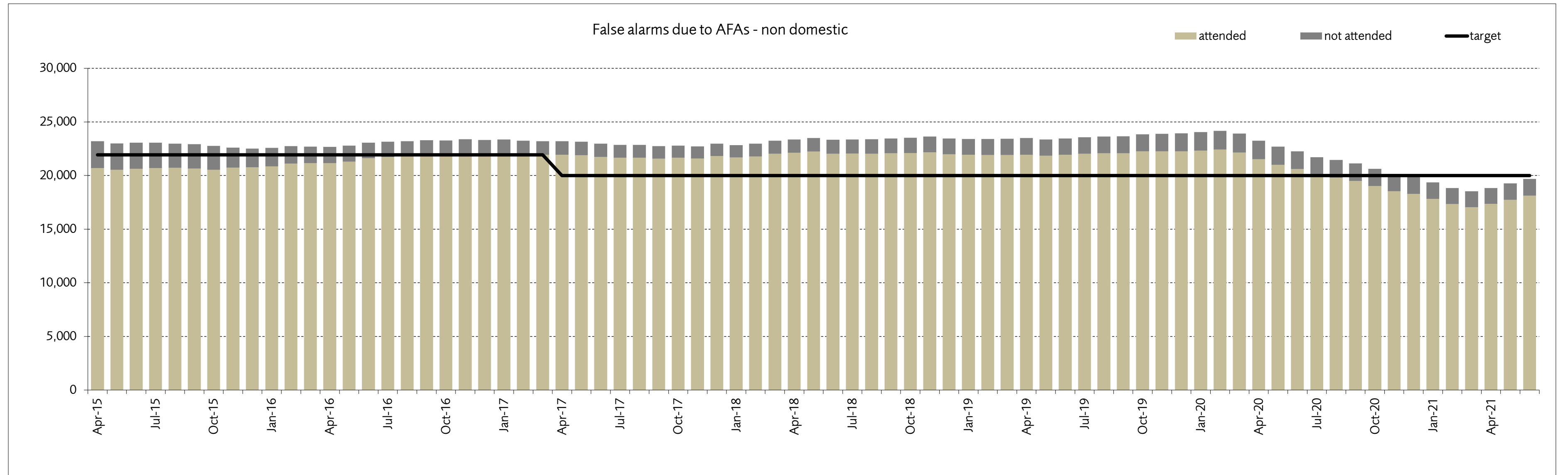
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	20/21
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	5,309	4,856	4,703	4,812	4,812	5,300	5,703	6,113	6,533	6,533	6,633	6,631			
		number in quarter	1,205	1,176	1,109	1,322		1,693	1,579	1,519	1,742		1,793	1,577			

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	H11		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic <i>rolling 12 month</i>	2017/18	21,936	21,894	21,739	21,655	21,660	21,580	21,668	21,604	21,820	21,691	21,786	22,020	20,000
		2018/19	22,117	22,229	22,032	22,045	22,042	22,074	22,100	22,165	21,993	21,934	21,908	21,909	20,000
		2019/20	21,950	21,851	21,929	22,042	22,084	22,088	22,263	22,252	22,266	22,330	22,424	22,156	20,000
		2020/21	21,536	20,990	20,616	20,066	19,807	19,513	19,009	18,542	18,290	17,827	17,332	17,052	20,000
		2021/22	17,360	17,740	18,116	18,525	18,662	18,932							20,000



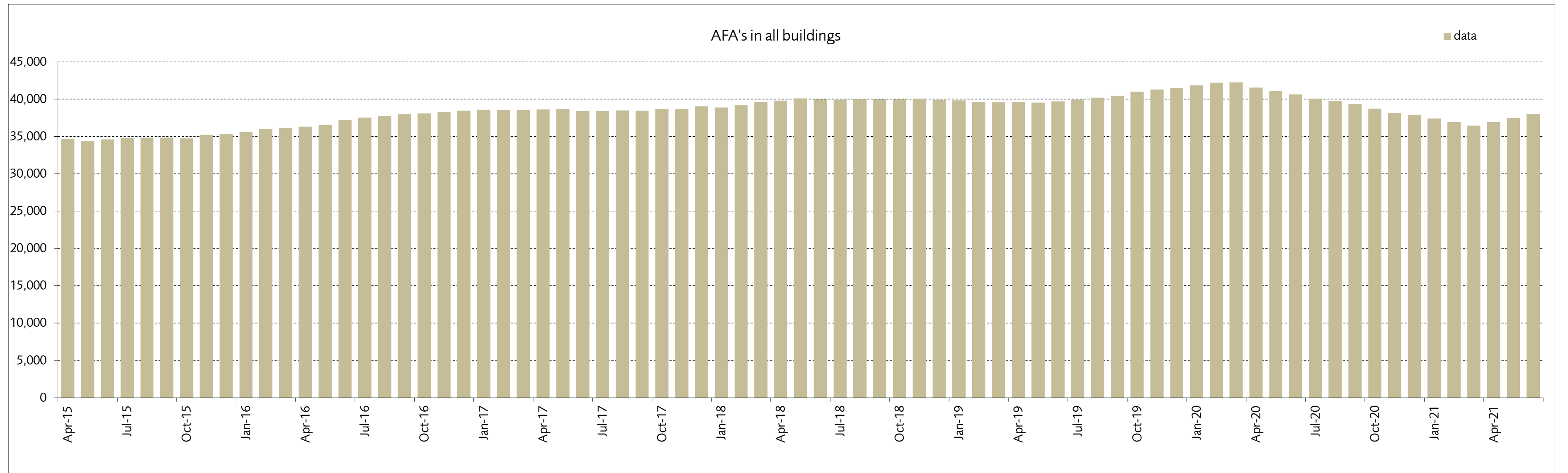
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H11	False alarms due to AFAs - non domestic	rolling 12 month	21,929	22,088	22,266	22,156	22,156	20,616	19,513	18,290	17,052	17,052	18,116	18,932			
		per 1,000 non domestic properties	76.89	77.45	78.08	77.69	77.69	72.29	68.42	64.13	59.79	59.79	63.52	66.39			
		number in quarter	5,233	5,825	5,924	5,174		3,693	4,722	4,701	3,936		4,757	5,538			

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	CX7		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	AFA's in all buildings <i>rolling 12 month</i>	2017/18	38,640	38,652	38,445	38,434	38,500	38,467	38,676	38,700	39,048	38,895	39,188	39,626
		2018/19	39,811	40,102	39,971	39,950	40,004	39,979	39,993	40,078	39,865	39,853	39,664	39,590
		2019/20	39,660	39,538	39,719	39,954	40,224	40,485	41,013	41,283	41,480	41,847	42,219	42,233
		2020/21	41,557	41,083	40,628	40,088	39,736	39,360	38,722	38,139	37,909	37,417	36,927	36,455
		2021/22	36,949	37,492	38,035	38,785	39,094	39,610						



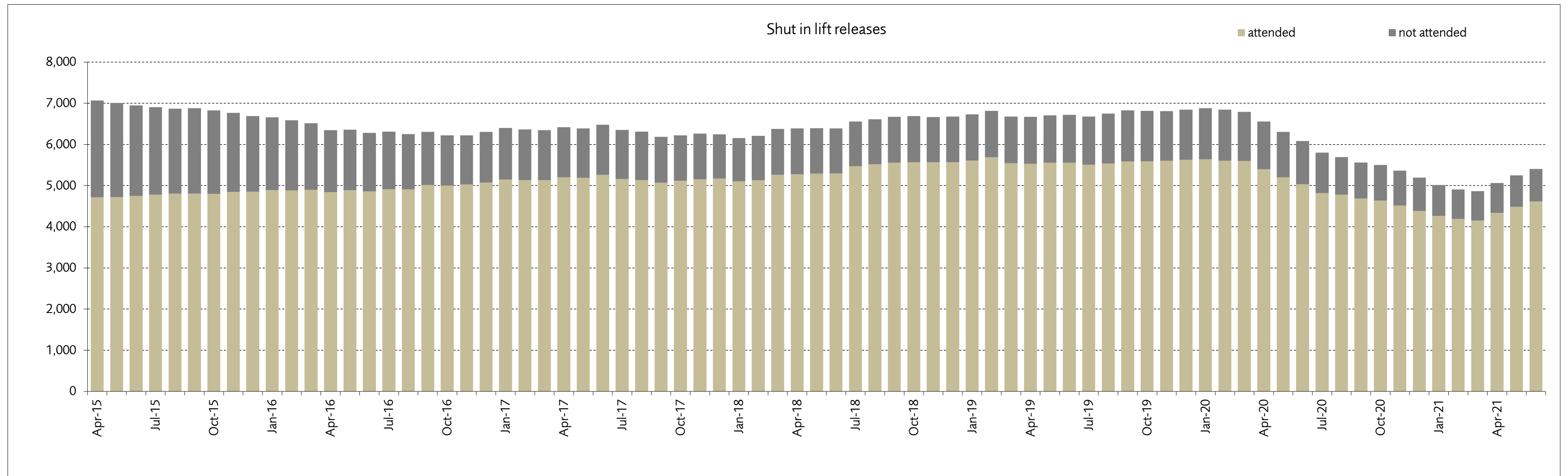
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX7	AFA's in all buildings	rolling 12 month	39,719	40,485	41,480	42,233	42,233	40,628	39,360	37,909	36,455	36,455	38,035	39,610			
		number in quarter	9,731	11,055	11,443	10,004		8,126	9,787	9,992	8,550		9,706	11,362			

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	IP8		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Shut in lift releases <i>rolling 12 month</i>	2017/18	5,202	5,186	5,261	5,161	5,135	5,070	5,118	5,155	5,172	5,104	5,128	5,263	down
		2018/19	5,271	5,288	5,294	5,468	5,521	5,557	5,569	5,564	5,567	5,609	5,687	5,540	down
		2019/20	5,533	5,557	5,554	5,504	5,536	5,582	5,590	5,601	5,627	5,638	5,605	5,594	down
		2020/21	5,401	5,199	5,035	4,815	4,778	4,687	4,639	4,515	4,385	4,263	4,194	4,153	down
		2021/22	4,339	4,486	4,614	4,787	4,747	4,823							down



HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP8	Shut in lift releases	rolling 12 month	5,554	5,582	5,627	5,594	5,594	5,035	4,687	4,385	4,153	4,153	4,614	4,823			
		number in quarter	1,406	1,550	1,423	1,215		847	1,202	1,121	983		1,308	1,411			

Aim 2 – RESPONSE and RESILIENCE

The London Safety Plan sets out our strategic approach to response and what we'll do to continue to improve our operations. We also need to have resilience – to ensure we have the appropriate arrangements in place to respond to emergencies, whilst maintaining our core service provision.

We'll deliver this aim by:

- Planning and preparing for emergencies that may happen and making a high quality, effective and resilient response to them.
- To use our resources in a flexible and efficient way arriving at incidents as quickly as we can.

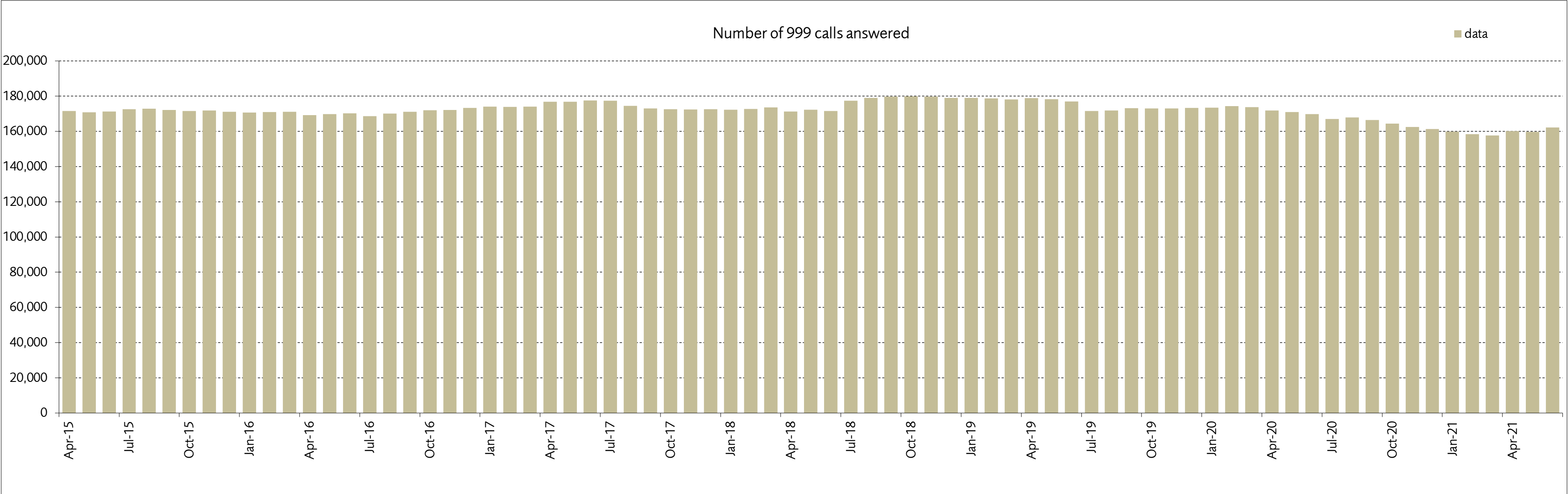
Our commitments under this aim focus on activities that help deliver a world class operational response service, and by working with our partners to address identified risks, at a local and national level to ensure continuity of service.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	CX8A		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2017/18	176,776	176,884	177,507	177,365	174,461	173,051	172,636	172,473	172,618	172,253	172,675	173,561
		2018/19	171,313	172,235	171,538	177,474	178,996	179,692	179,900	179,735	179,033	178,960	178,731	178,073
		2019/20	178,841	178,229	176,943	171,571	171,911	173,141	173,086	173,003	173,250	173,503	174,325	173,690
		2020/21	171,788	170,949	169,787	167,095	167,927	166,420	164,459	162,553	161,267	159,855	158,354	157,728
		2021/22	160,142	159,788	162,130	166,822	164,850	165,666						



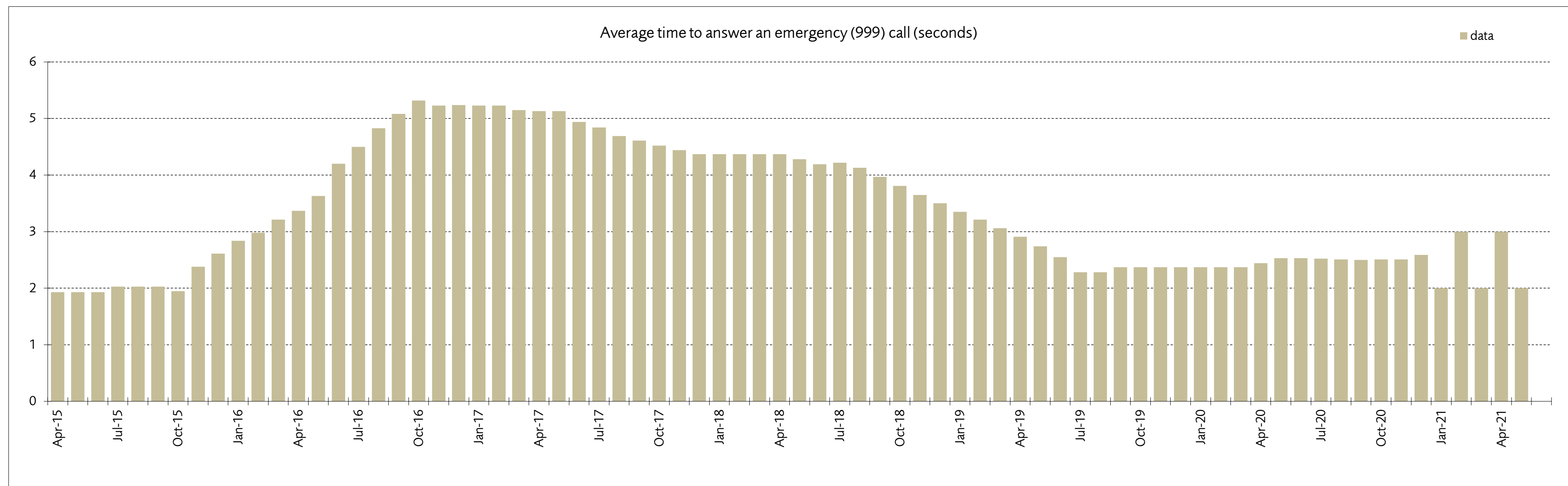
HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX8A	Number of 999 calls answered	rolling 12 month	176,943	173,141	173,250	173,690	173,690	169,787	166,420	161,267	157,728	157,728	162,130	165,666			
		number in quarter	44,130	48,812	42,038	38,710		40,227	45,445	36,885	35,171		44,629	48,981			

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	CX8B		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Average time to answer an emergency (999) call (seconds) <i>rolling 12 month</i>	2017/18	5.13	5.13	4.94	4.84	4.69	4.61	4.52	4.44	4.37	4.37	4.37	4.37
		2018/19	4.37	4.28	4.19	4.22	4.13	3.97	3.81	3.65	3.50	3.35	3.21	3.06
		2019/20	2.91	2.74	2.55	2.28	2.28	2.37	2.37	2.37	2.37	2.37	2.37	2.37
		2020/21	2.44	2.53	2.53	2.52	2.51	2.50	2.51	2.51	2.59	2.00	3.00	2.00
		2021/22	3.00	2.00	n/a	n/a	n/a	n/a						



HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX8B	Average time to answer an emergency (999) call (seconds)	rolling 12 month	2.55	2.37	2.37	2.37	2.37	2.53	2.50	2.59	2.00	2.00	n/a	n/a			
		quarter	2.34	3.00	2.00	2.00		3.00	3.00	2.33	2.33		n/a	n/a			

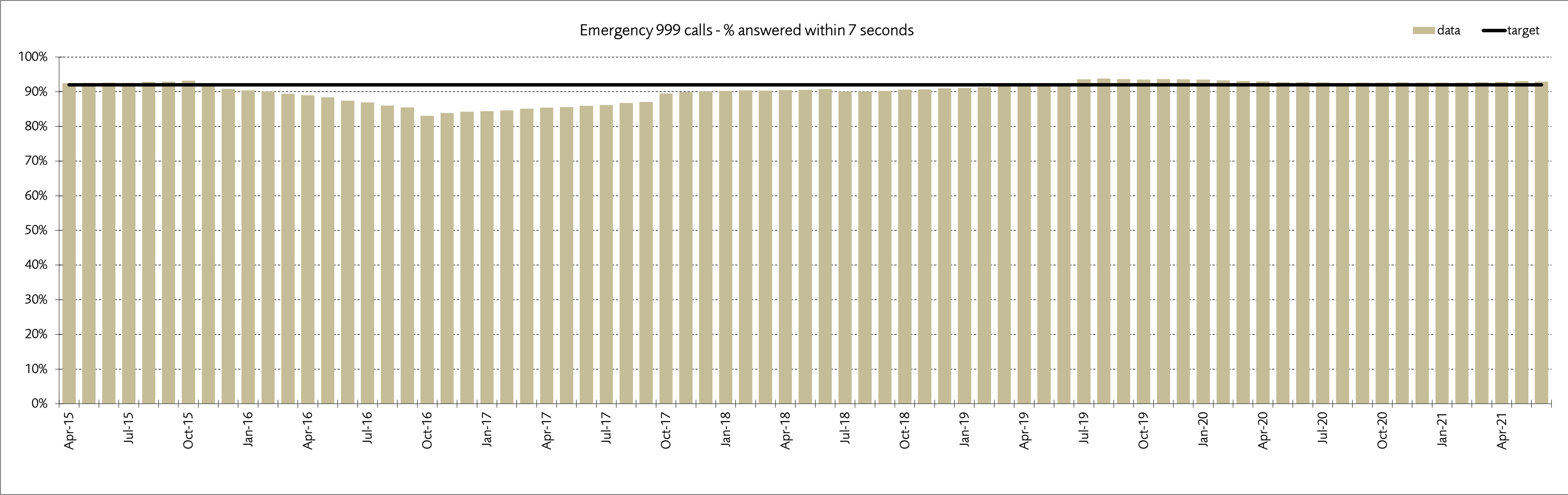
Note: Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	CO3		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Emergency 999 calls - % answered within 7 seconds <i>rolling 12 month</i>	2017/18	85.4%	85.6%	86.0%	86.2%	86.7%	87.1%	89.5%	89.9%	90.1%	90.3%	90.4%	90.3%	92%
		2018/19	90.5%	90.5%	90.8%	90.0%	90.1%	90.3%	90.6%	90.7%	91.0%	91.0%	91.3%	91.7%	92%
		2019/20	91.8%	92.1%	92.4%	93.6%	93.8%	93.7%	93.5%	93.7%	93.6%	93.5%	93.3%	93.1%	92%
		2020/21	93.0%	92.8%	92.7%	92.7%	92.5%	92.6%	92.6%	92.7%	92.6%	92.6%	92.6%	92.8%	92%
		2021/22	92.8%	93.1%	92.9%	90.7%	90.8%	90.7%							92%



HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	92.4%	93.7%	93.6%	93.1%	93.1%	92.7%	92.6%	92.6%	92.8%	92.8%	92.9%	90.7%			
		% in quarter	93.0%	91.9%	94.1%	93.7%		91.5%	91.2%	94.2%	94.5%		92.1%	84.3%			

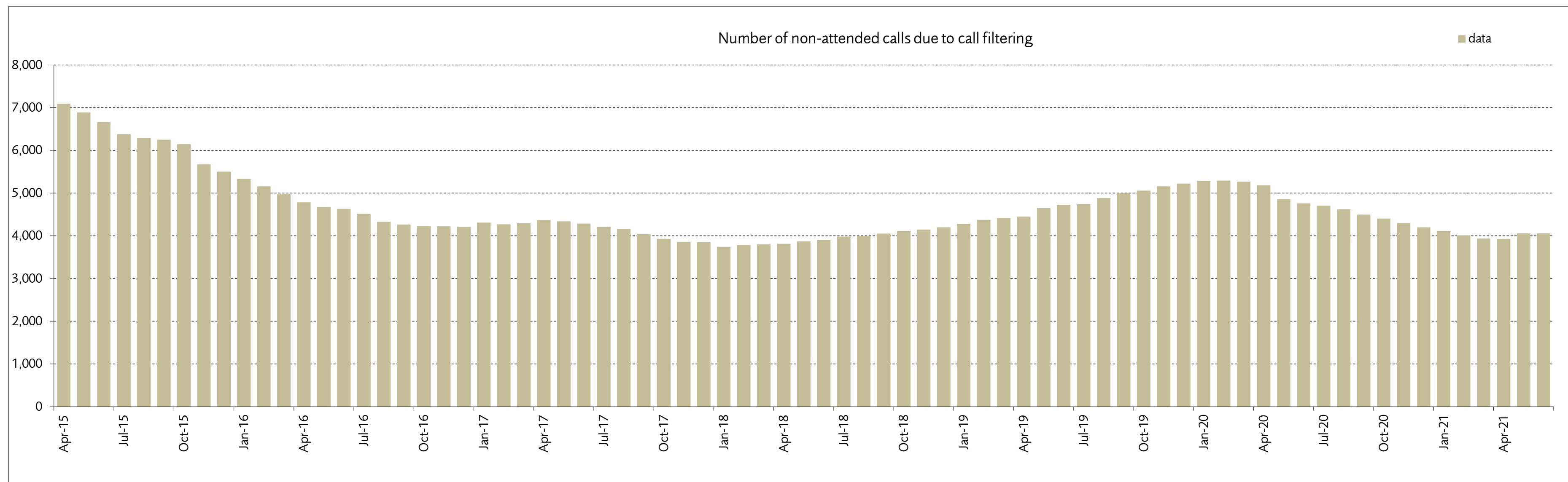
Note: Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	IP9		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Number of non-attended calls due to call filtering <i>rolling 12 month</i>	2017/18	4,369	4,341	4,289	4,204	4,168	4,036	3,931	3,859	3,857	3,745	3,784	3,804	up
		2018/19	3,816	3,875	3,910	3,982	3,995	4,056	4,109	4,148	4,201	4,283	4,379	4,420	up
		2019/20	4,454	4,650	4,727	4,740	4,884	5,004	5,062	5,159	5,227	5,291	5,295	5,272	up
		2020/21	5,182	4,859	4,762	4,708	4,622	4,497	4,407	4,300	4,201	4,110	4,016	3,940	up
		2021/22	3,933	4,062	4,060	4,159	4,127	4,143							up



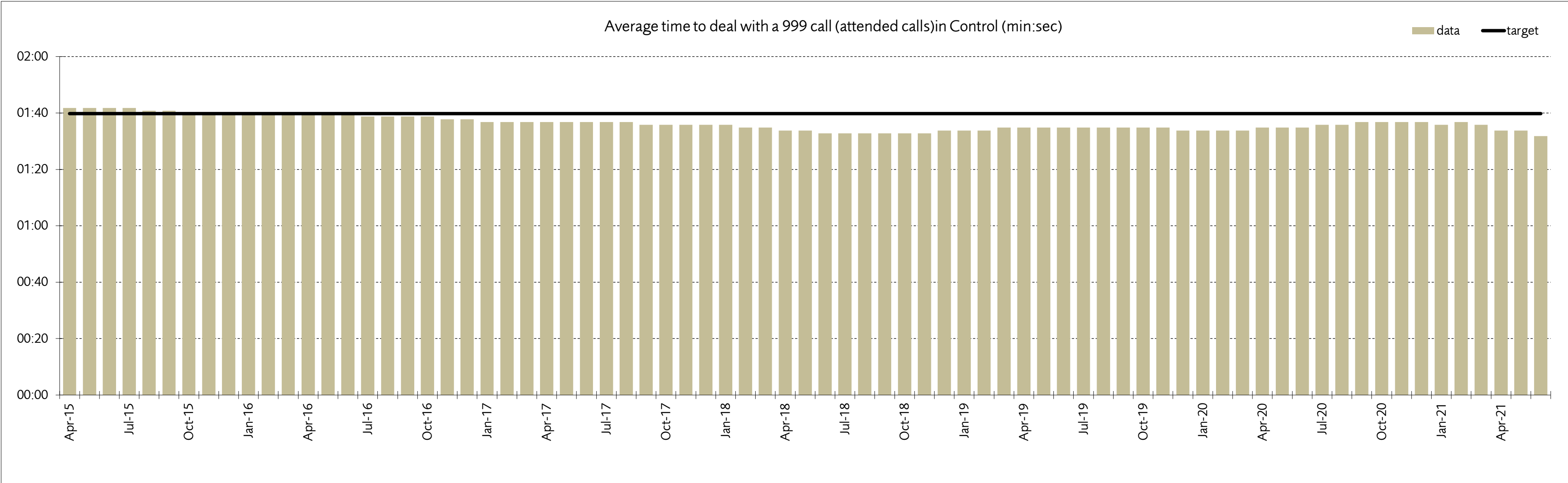
HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP9	Number of non-attended calls due to call filtering	rolling 12 month	4,727	5,004	5,227	5,272	5,272	4,762	4,497	4,201	3,940	3,940	4,060	4,143			
		number in quarter	1,416	1,319	1,343	1,194		906	1,054	1,047	933		1,026	1,137			

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	H12		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Average time to deal with a 999 call (attended calls) in Control (min:sec) <i>rolling 12 month</i>	2017/18	01:37	01:37	01:37	01:37	01:37	01:36	01:36	01:36	01:36	01:36	01:35	01:35	01:40
		2018/19	01:34	01:34	01:33	01:33	01:33	01:33	01:33	01:33	01:34	01:34	01:34	01:35	01:40
		2019/20	01:35	01:35	01:35	01:35	01:35	01:35	01:35	01:35	01:34	01:34	01:34	01:34	01:40
		2020/21	01:35	01:35	01:35	01:36	01:36	01:37	01:37	01:37	01:37	01:36	01:37	01:36	01:40
		2021/22	01:34	01:34	01:32	01:34	01:32	01:33							01:40



HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H12	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:35	01:35	01:34	01:34	01:34	01:35	01:37	01:37	01:36	01:36	01:32	01:33			
		quarter	01:36	01:34	01:34	01:35		01:40	01:39	01:35	01:36		01:33	01:33			

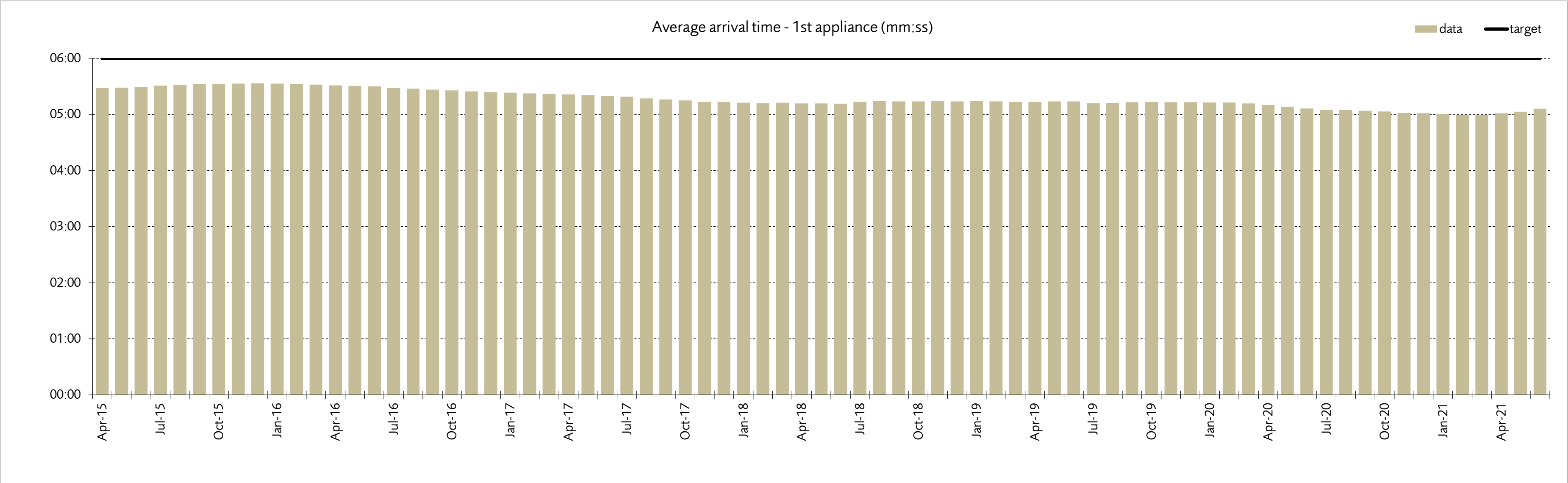
Note: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which were not treated as an emergency. The rules for the calculation of attendance times have now been applied to call handling data which produces the revised and correct data set in this digest.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	H13		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 1st appliance (mm:ss) <i>rolling 12 month</i>	2017/18	05:21	05:21	05:20	05:19	05:17	05:16	05:15	05:14	05:13	05:12	05:12	05:13	06:00
		2018/19	05:12	05:12	05:11	05:14	05:14	05:14	05:14	05:14	05:14	05:14	05:14	05:13	06:00
		2019/20	05:14	05:14	05:14	05:12	05:12	05:13	05:13	05:13	05:13	05:13	05:13	05:12	06:00
		2020/21	05:10	05:08	05:06	05:05	05:05	05:04	05:03	05:02	05:01	05:00	04:59	04:59	06:00
		2021/22	05:01	05:03	05:06	05:08	05:08	05:08							06:00



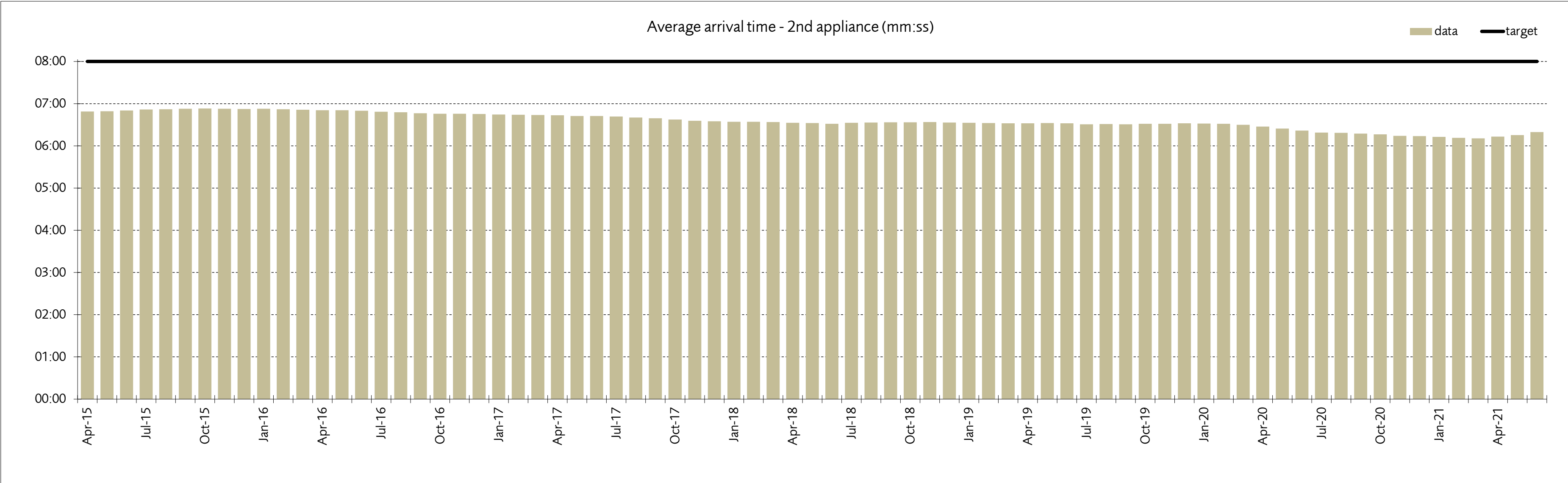
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	20/21
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:14	05:13	05:13	05:12	05:12	05:06	05:04	05:01	04:59	04:59	05:06	05:08			
		time for quarter	05:13	05:17	05:10	05:08		04:48	05:07	05:03	04:58		05:15	05:14			

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	H14		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 2nd appliance (mm:ss) <i>rolling 12 month</i>	2017/18	06:44	06:43	06:42	06:42	06:40	06:39	06:37	06:36	06:35	06:34	06:34	06:34	08:00
		2018/19	06:33	06:32	06:32	06:33	06:33	06:33	06:33	06:34	06:33	06:33	06:33	06:32	08:00
		2019/20	06:32	06:32	06:32	06:31	06:31	06:31	06:31	06:31	06:32	06:32	06:31	06:30	08:00
		2020/21	06:27	06:25	06:22	06:19	06:18	06:17	06:16	06:14	06:14	06:13	06:11	06:11	08:00
		2021/22	06:13	06:15	06:20	06:23	06:24	06:25							08:00



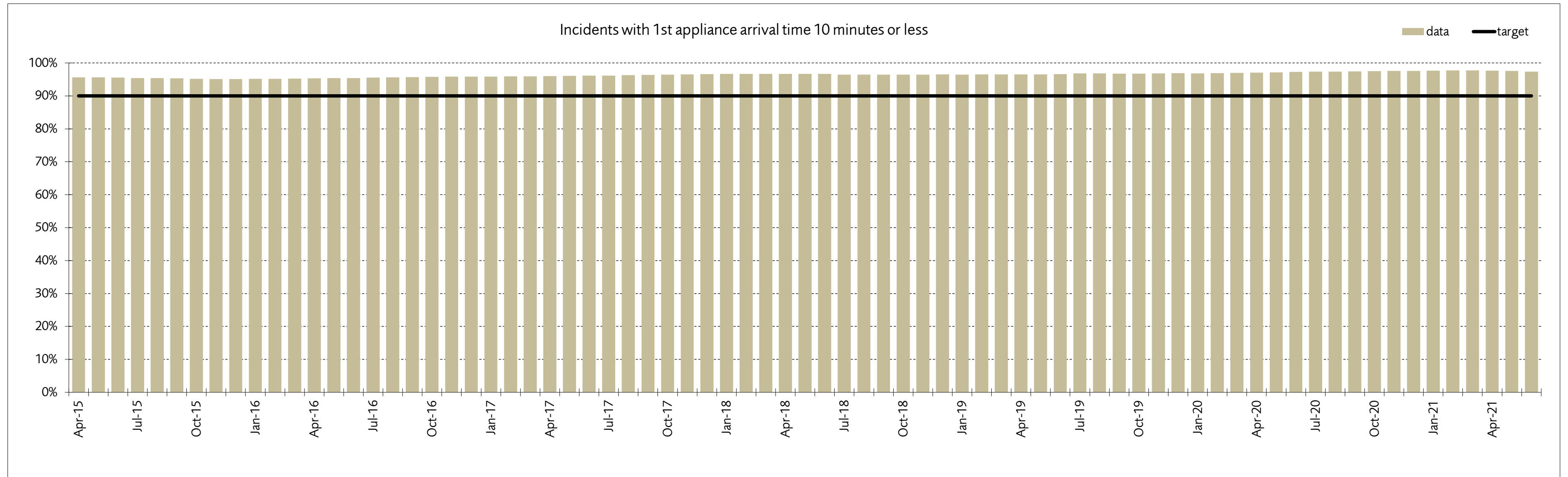
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:32	06:31	06:32	06:30	06:30	06:22	06:17	06:14	06:11	06:11	06:20	06:25			
		time for quarter	06:28	06:38	06:29	06:24		05:53	06:19	06:24	06:05		06:10	06:38			

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	H15		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 10 minutes or less (%) <i>rolling 12 month</i>	2017/18	96.0%	96.0%	96.1%	96.2%	96.3%	96.4%	96.5%	96.6%	96.6%	96.7%	96.7%	96.7%	90%
		2018/19	96.7%	96.7%	96.7%	96.5%	96.4%	96.4%	96.5%	96.5%	96.5%	96.5%	96.5%	96.5%	90%
		2019/20	96.6%	96.5%	96.6%	96.8%	96.8%	96.8%	96.8%	96.8%	96.9%	96.9%	96.9%	97.0%	90%
		2020/21	97.0%	97.2%	97.3%	97.4%	97.4%	97.4%	97.5%	97.6%	97.6%	97.7%	97.7%	97.8%	90%
		2021/22	97.7%	97.6%	97.3%	97.2%	97.2%	97.2%							90%



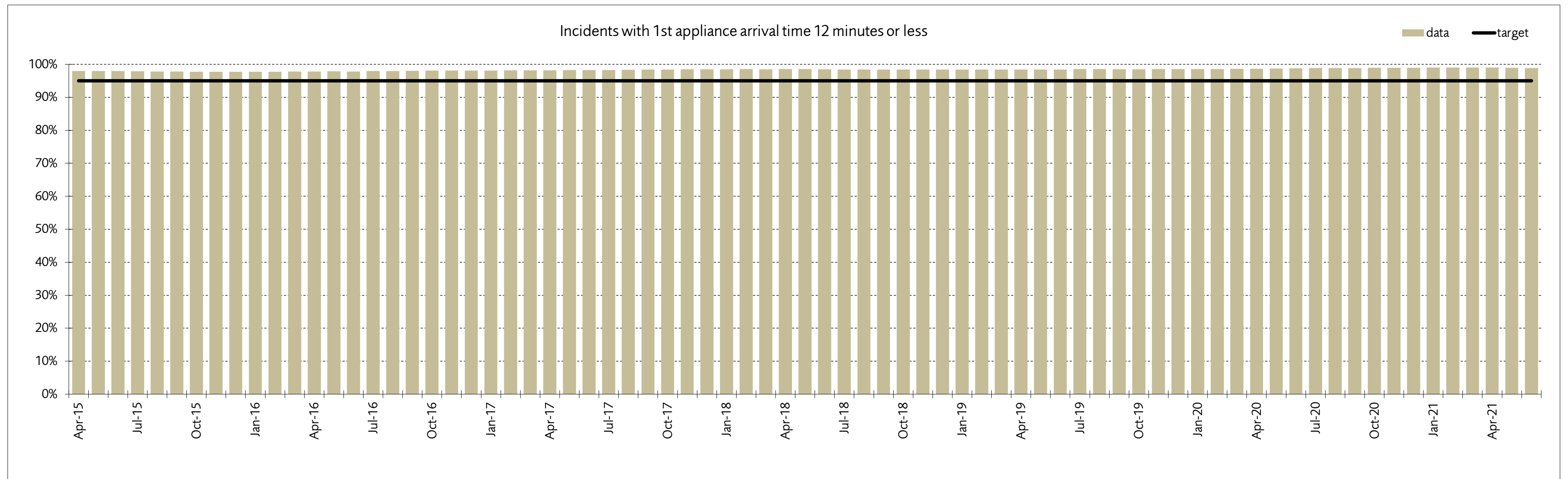
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	96.6%	96.8%	96.9%	97.0%	97.0%	97.3%	97.4%	97.6%	97.8%	97.8%	97.3%	97.2%			
		% in quarter	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%			

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

	H16		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 12 minutes or less (%) <i>rolling 12 month</i>	2017/18	98.2%	98.2%	98.3%	98.3%	98.3%	98.4%	98.4%	98.5%	98.5%	98.5%	98.5%	98.5%	95%
		2018/19	98.5%	98.5%	98.5%	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%	95%
		2019/20	98.4%	98.4%	98.4%	98.6%	98.5%	98.5%	98.5%	98.5%	98.6%	98.6%	98.6%	98.6%	95%
		2020/21	98.7%	98.7%	98.8%	98.8%	98.9%	98.9%	98.9%	98.9%	99.0%	99.0%	99.0%	99.0%	95%
		2021/22	99.0%	99.0%	98.9%	98.7%	98.8%	98.8%							95%



HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	98.4%	98.5%	98.6%	98.6%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%	98.9%	98.8%			
		% in quarter	98.4%	98.4%	98.8%	98.8%		99.2%	98.8%	99.1%	99.1%		98.5%	98.5%			

Aim 3 – PEOPLE and RESOURCES

We intend to develop and train our staff to their full potential, whilst at the same time transforming the Brigade so that it is a place where people want to work, and have the opportunity to influence how we work. We will also maximise how we spend our money

We'll deliver this aim by:

- Developing and training our staff to their full potential, at the same time transforming the Brigade so that it is a place where people want to work, and have the opportunity to influence how we work.
- Maximising how we spend our money, ensuring that the Brigade is supported through intelligent systems and data, property investment, procurement, vehicles and equipment.

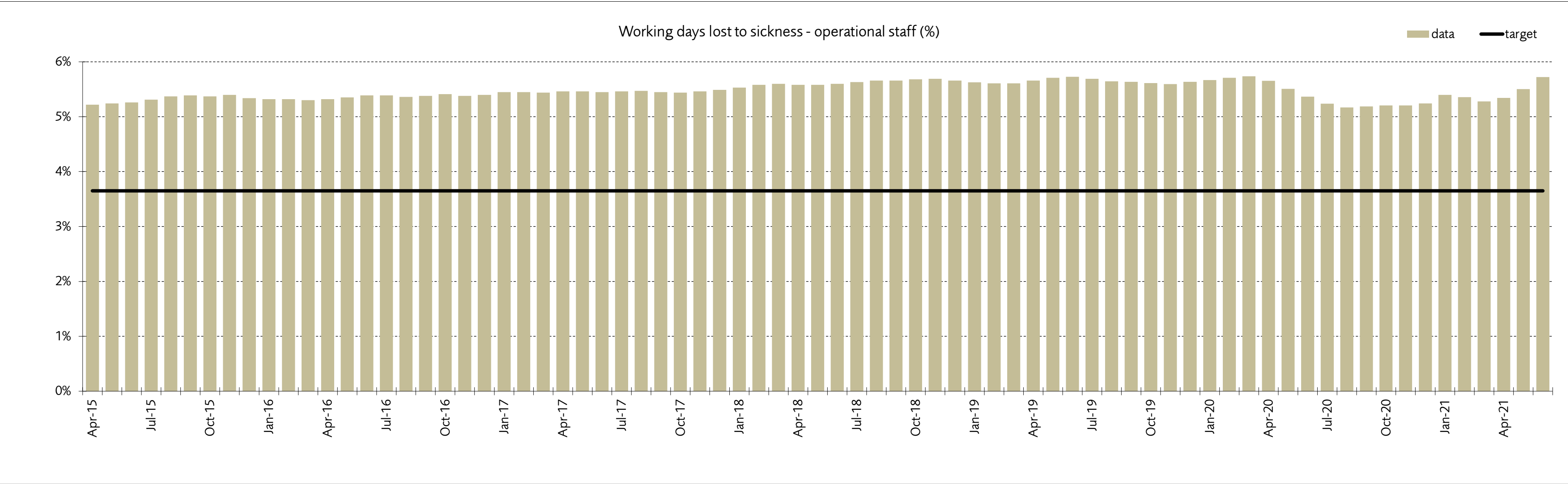
Our commitments under this aim focus on activities that develop a positive and healthy culture ensuring that our staff have the right knowledge and skills to do their jobs, and by minimising our costs and providing value for money for Londoners.

Corporate Performance Digest - Q2 2021/22

AIM 3 : PEOPLE and RESOURCES

A professional organisation

	CO6A		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoPS	Working days lost to sickness - operational staff (%) rolling 12 month	2017/18	5.46%	5.46%	5.45%	5.46%	5.47%	5.45%	5.44%	5.46%	5.49%	5.53%	5.58%	5.60%	3.65%
		2018/19	5.58%	5.58%	5.60%	5.63%	5.66%	5.66%	5.68%	5.69%	5.66%	5.63%	5.61%	5.61%	3.65%
		2019/20	5.66%	5.71%	5.73%	5.69%	5.65%	5.63%	5.61%	5.59%	5.64%	5.67%	5.71%	5.74%	3.65%
		2020/21	5.66%	5.51%	5.36%	5.24%	5.17%	5.19%	5.20%	5.20%	5.24%	5.40%	5.36%	5.28%	3.65%
		2021/22	5.34%	5.50%	5.72%	6.02%	6.28%	6.47%							3.65%

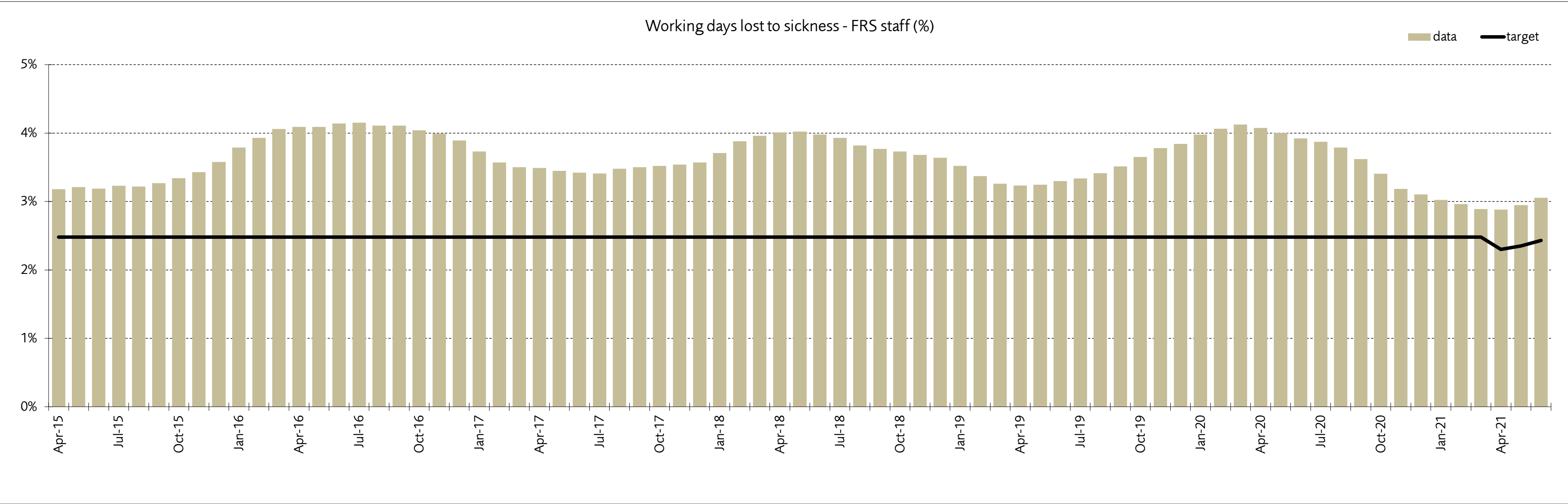


HoHRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.7%	5.6%	5.6%	5.7%	5.7%	5.4%	5.2%	5.2%	5.3%	5.3%	5.7%	6.5%			
		% for quarter	5.6%	5.9%	5.9%	5.6%		4.1%	5.2%	6.1%	5.8%		5.9%	8.2%			
		number for rolling 12 months	10.5	10.3	10.3	10.5	10.5	9.8	9.5	9.6	9.6	9.6	10.4	11.8			

AIM 3 : PEOPLE and RESOURCES

A professional organisation

	CO6B		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoPS	Working days lost to sickness - FRS staff (%) rolling 12 month	2017/18	3.49%	3.45%	3.42%	3.41%	3.48%	3.50%	3.52%	3.54%	3.57%	3.71%	3.88%	3.96%	2.48%
		2018/19	4.01%	4.02%	3.98%	3.93%	3.82%	3.77%	3.73%	3.68%	3.64%	3.52%	3.37%	3.26%	2.48%
		2019/20	3.23%	3.24%	3.30%	3.34%	3.41%	3.51%	3.65%	3.78%	3.84%	3.98%	4.06%	4.13%	2.48%
		2020/21	4.07%	4.00%	3.92%	3.87%	3.79%	3.62%	3.40%	3.18%	3.10%	3.02%	2.96%	2.89%	2.48%
		2021/22	2.88%	2.95%	3.06%	3.14%	3.26%	3.34%							2.48%



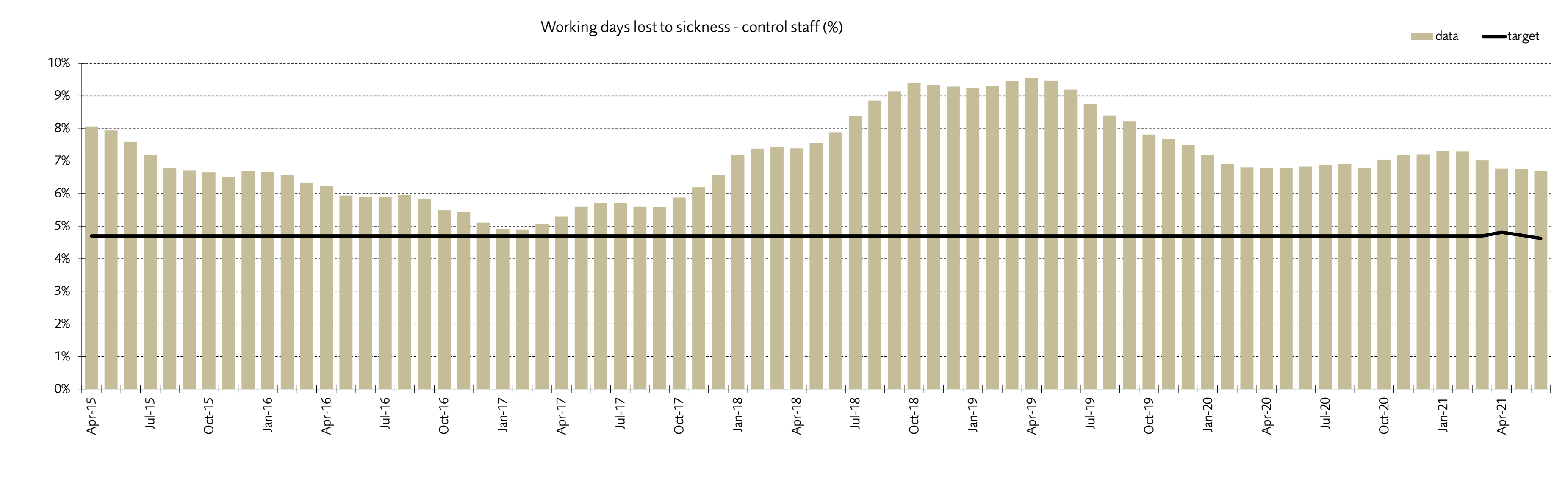
HoPS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	3.3%	3.5%	3.8%	4.1%	4.1%	3.9%	3.6%	3.1%	2.9%	2.9%	3.1%	3.3%			
		% for quarter	3.3%	3.7%	5.0%	4.5%		2.5%	2.5%	2.9%	3.6%		3.2%	3.7%			
		number for rolling 12 months	8.6	9.1	10.0	10.7	10.7	10.2	9.4	8.1	7.5	7.5	7.9	8.7			

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AIM 3 : PEOPLE and RESOURCES

A professional organisation

	CO6C		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoPS	Working days lost to sickness - control staff (%) rolling 12 month	2017/18	5.29%	5.60%	5.71%	5.71%	5.60%	5.58%	5.88%	6.19%	6.56%	7.18%	7.38%	7.43%	4.70%
		2018/19	7.39%	7.55%	7.88%	8.38%	8.85%	9.13%	9.40%	9.33%	9.28%	9.24%	9.29%	9.45%	4.70%
		2019/20	9.55%	9.46%	9.19%	8.75%	8.40%	8.22%	7.81%	7.67%	7.49%	7.17%	6.90%	6.80%	4.70%
		2020/21	6.79%	6.79%	6.82%	6.87%	6.91%	6.78%	7.04%	7.20%	7.20%	7.31%	7.30%	7.02%	4.70%
		2021/22	6.77%	6.75%	6.70%	6.68%	6.56%	6.68%							4.70%



HoPS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO6C	Working days lost to sickness - control staff (%)	rolling 12 month %	9.2%	8.2%	7.5%	6.8%	6.8%	6.8%	6.8%	7.2%	7.0%	7.0%	6.7%	6.7%			
		% for quarter	6.4%	5.8%	6.7%	8.3%		6.5%	5.7%	8.3%	7.6%		5.2%	5.7%			
		number for rolling 12 months	16.8	15.0	13.7	12.4	12.4	12.5	12.4	13.1	12.8	12.8	12.2	12.2			

AIM 3 : PEOPLE and RESOURCES

A professional organisation

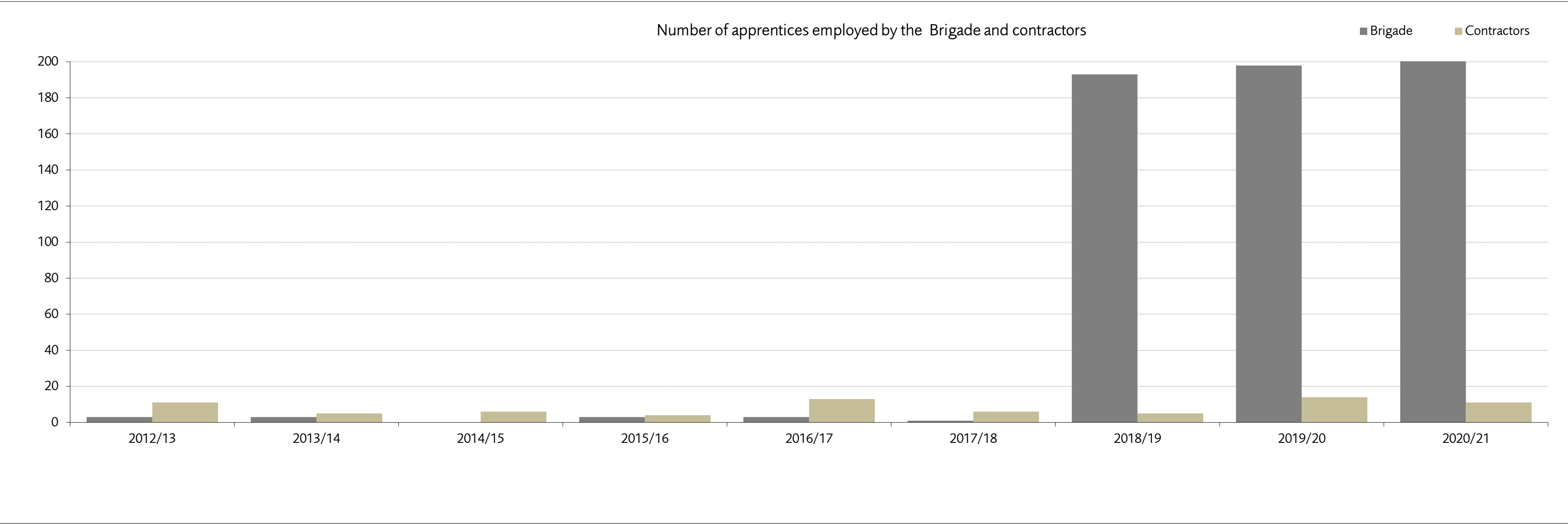
	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoPS	Number of apprentices employed by the Brigade (FTE)* <i>Annual data</i>	3	3	#NAME?	3	3	1	193	198	237

target
up

Note: *Data for indicator IP10A in 2018/19 - From Nov 2018 trainee firefighters are classed as apprentices

	IP10B	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoP	Number of apprentices employed by contractors (FTE) <i>Annual data</i>	11	5	6	4	13	6	5	14	11

target
up



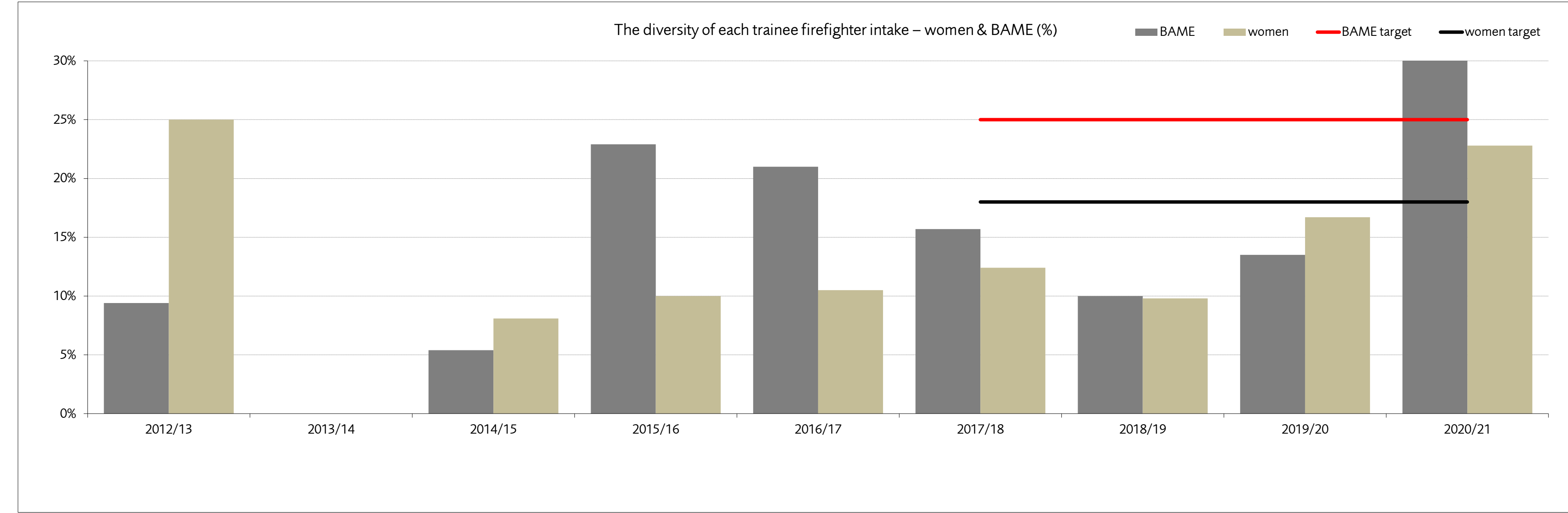
Note:Data for 2020/21 for 'IP10B - Number of apprentices employed by contractors (FTE) ' is not available yet

AIM 3 : PEOPLE and RESOURCES

Inclusion

CO7A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoPS	Improve the ethnic diversity (BAME) of each trainee firefighter intake <i>Annual data</i>	Actual	9.4%	-	5.4%	22.9%	21.0%	15.7%	10.0%	13.5%	33.3%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	25.0%	25.0%

CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoPS	Improve the gender diversity (Woman) of each trainee firefighter intake <i>Annual data</i>	Actual	25.0%	-	8.1%	10.0%	10.5%	12.4%	9.8%	16.7%	22.8%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	18.0%	18.0%	18.0%	18.0%



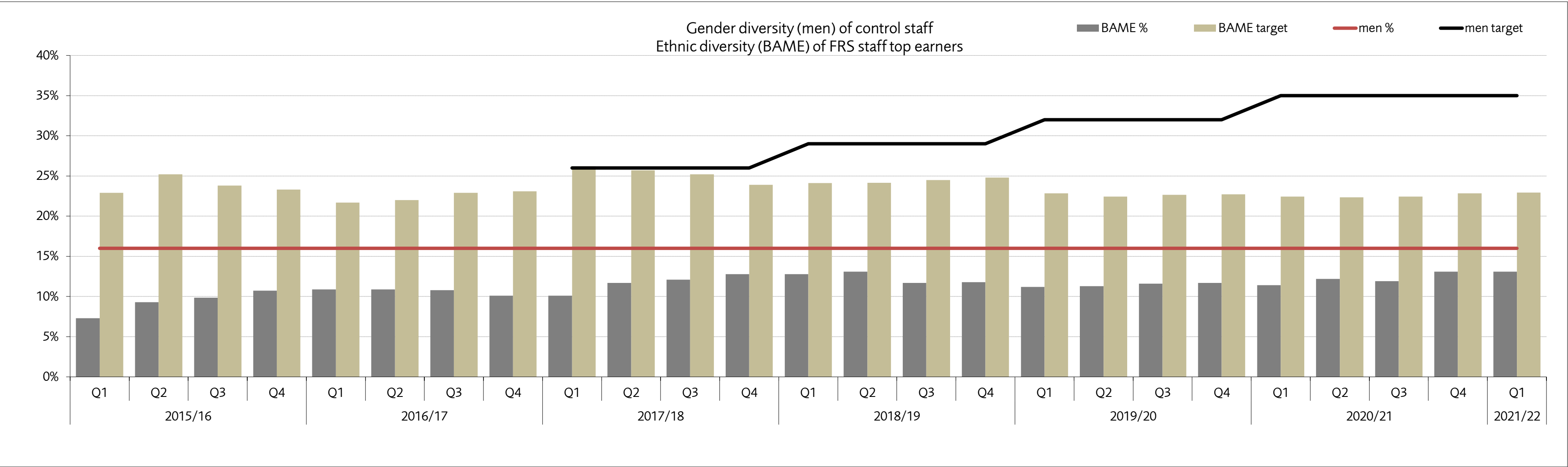
HoPS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	No.	28	33	39	37	37	51	71	82	79	79	65	36			
		% as at...	6.9%	8.0%	10.7%	13.5%	13.5%	20.1%	29.3%	31.5%	33.3%	33.3%	35.5%	35.6%			
CO7B	Improve the gender diversity (Woman) of each trainee firefighter intake	No.	41	44	47	46	46	56	65	61	54	54	40	21			
		% as at...	10.2%	10.7%	12.9%	16.7%	16.7%	22.0%	26.9%	23.5%	22.8%	22.8%	21.9%	20.8%			

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AIM 3 : PEOPLE and RESOURCES

Inclusion

	CO8		Q1	Q2	Q3	Q4	target	CO9	Q1	Q2	Q3	Q4	target
HoPS	Gender diversity (men) of control staff	2017/18	26.2%	25.7%	25.2%	23.9%	26%	Ethnic diversity (BAME) of FRS staff top earners	10.1%	11.7%	12.1%	12.8%	16%
		2018/19	24.1%	24.1%	24.5%	24.8%	29%		12.8%	13.1%	11.7%	11.8%	16%
		2019/20	22.9%	22.4%	22.6%	22.7%	32%		11.2%	11.3%	11.6%	11.7%	16%
		2020/21	22.4%	22.3%	22.4%	22.9%	35%		11.4%	12.2%	11.9%	13.1%	16%
		2021/22	22.9%	24.3%			35%		13.1%	14.9%			16%



HoPS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO8	Gender diversity (men) of control staff	No.	24	24	24	25	25	24	23	24	24	24	25	27			
		% as at...	22.9%	22.4%	22.6%	22.7%	22.7%	22.4%	22.3%	22.4%	22.9%	22.9%	22.9%	24.3%			
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	19	19	20	20	20	20	22	22	26	26	26	30			
		% as at...	11.2%	11.3%	11.6%	11.7%	11.7%	11.4%	12.2%	11.9%	13.1%	13.1%	13.1%	14.9%			

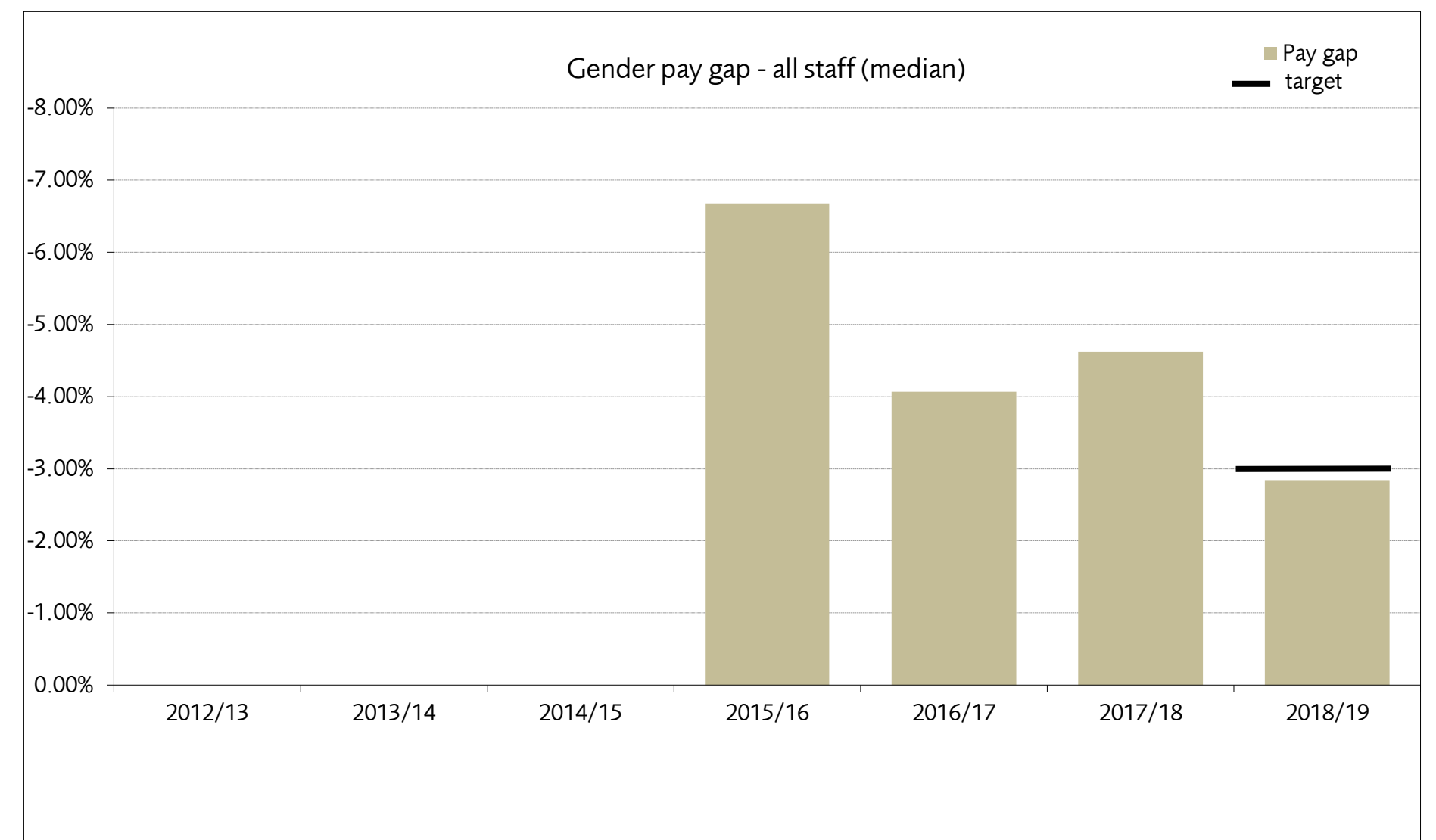
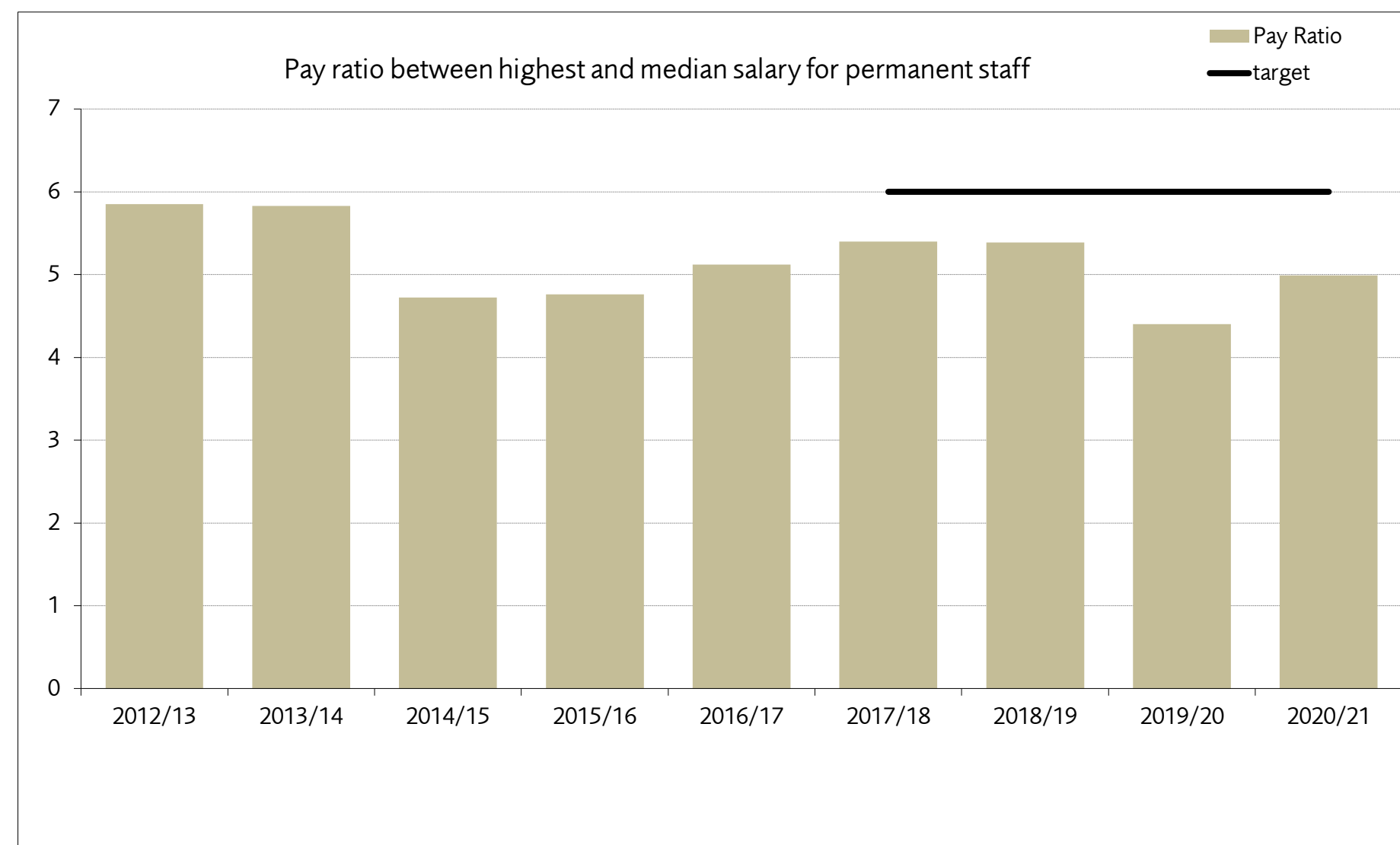
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AIM 3 : PEOPLE and RESOURCES

Inclusion

	CO10A		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoPS	Pay ratio between highest and median salary for permanent staff <i>Annual data</i>	Actual	5.85	5.83	4.72	4.76	5.12	5.40	5.39	4.40	4.99
		Target	0.00	0.00	0.00	0.00	0.00	6.00	6.00	6.00	6.00

	CO10B		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
HoPS	Gender pay gap - all staff (median) <i>Annual data</i>	Actual	-	-	-	-6.68%	-4.07%	-4.62%	-2.84%
		Target	0.00	0.00	0.00	0.00	0.00	±3%	±3%



Note: Before 2015/16 Data for CO10B- Gender pay gap is not available

Note: Data from 2019/20 CO10B - Gender pay gap - all staff (median) is not available

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
CX10A	% of workforce Operational staff women	% as at...	7.4%	7.4%	7.7%	8.0%	8.0%	8.3%	8.6%	8.7%	8.9%	8.9%	9.0%	9.0%			0.0%
		number	356	358	370	383		399	415	421	432		429	426			
CX10B	% of workforce FRS staff women	% as at...	50.7%	50.4%	50.8%	50.7%	50.7%	51.3%	51.6%	52.6%	51.8%	51.8%	51.4%	50.9%			0.0%
		number	420	424	431	446		449	452	474	479		486	488			
CX10C	% of workforce control staff women	% as at...	77.1%	77.4%	77.1%	78.0%	78.0%	77.1%	77.7%	77.6%	77.1%	77.1%	77.1%	75.7%			0.0%
		number	81	82	81	85		81	80	83	81		84	84			
CX11A	% of workforce Operational staff BAME	% as at...	13.1%	13.1%	13.3%	13.4%	13.4%	13.6%	13.9%	14.2%	14.3%	14.3%	14.3%	14.4%			0.0%
		number	633	631	638	640		654	675	692	691		686	679			
CX11B	% of workforce FRS staff BAME	% as at...	29.8%	29.6%	29.4%	29.0%	29.0%	29.3%	29.0%	28.6%	28.9%	28.9%	29.0%	29.2%			0.0%
		number	247	249	249	255		256	254	258	267		274	280			
CX11C	% of workforce control staff BAME	% as at...	10.5%	12.3%	12.4%	12.8%	12.8%	13.3%	13.6%	14.0%	13.3%	13.3%	12.8%	12.6%			0.0%
		number	11	13	13	14		14	14	15	14		14	14			
CX12A	% of workforce Operational staff disabled	% as at...	5.8%	5.9%	5.8%	6.0%	6.0%	6.0%	6.1%	6.1%	6.4%	6.4%	6.4%	6.4%			0.0%
		number	281	285	280	287		287	293	295	307		302	302			
CX12B	% of workforce FRS staff disabled	% as at...	14.4%	14.3%	14.0%	14.0%	14.0%	14.2%	13.7%	13.1%	13.0%	13.0%	12.8%	12.8%			0.0%
		number	119	120	119	123		124	120	117	120		120	120			
CX12C	% of workforce control staff disabled	% as at...	12.4%	11.3%	10.5%	10.1%	10.1%	9.5%	9.7%	9.3%	9.5%	9.5%	9.3%	9.3%			0.0%
		number	13	12	11	11		10	10	10	10		10	10			
CX13A	% of workforce Operational staff LGB	% as at...	4.8%	4.9%	5.1%	5.1%	5.1%	5.1%	5.3%	5.5%	5.5%	5.5%	5.7%	5.8%			0.0%
		number	233	237	244	243		245	257	265	266		275	271			
CX13B	% of workforce FRS staff LGB	% as at...	5.1%	5.2%	4.8%	5.0%	5.0%	5.0%	5.0%	5.4%	5.4%	5.4%	5.5%	5.6%			0.0%
		number	42	44	41	44		44	44	49	50		52	54			
CX13C	% of workforce control staff LGB	% as at...	4.8%	5.7%	6.7%	6.4%	6.4%	5.7%	5.8%	5.6%	5.7%	5.7%	5.6%	5.8%			0.0%
		number	5	6	7	7		6	6	6	6		6	6			

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	15.6%	13.7%	14.9%	13.5%	13.5%	11.3%	12.3%	10.4%	10.4%	10.4%	8.5%	9.1%			0.0%
		number	52	43	80	75		53	49	17	17		21	23			
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	25.0%	26.1%	31.0%	35.4%	35.4%	29.8%	27.3%	18.2%	20.4%	20.4%	18.2%	18.2%			0.0%
		number	21	24	26	23		17	15	10	10		13	17			
CX14C	Promoted staff to reflect the ethnic diversity (BAME) – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	33.3%			0.0%
		number	0	0	0	0		0	0	0	0		1	1			
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	6.6%	6.7%	5.8%	5.2%	5.2%	4.9%	5.3%	4.9%	4.9%	4.9%	4.9%	4.9%			0.0%
		number	22	21	31	29		23	21	8	8		12	14			
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	58.3%	58.7%	59.5%	66.2%	66.2%	63.2%	63.6%	58.1%	53.1%	53.1%	58.2%	58.2%			0.0%
		number	49	54	50	43		36	35	32	26		32	28			
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	66.7%	66.7%	100.0%	100.0%	100%	75.0%	75.0%	66.6%	0.0%	0%	100.0%	100.0%			0%
		number	2	2	1	3		3	3	2	0		3	3			
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	5.1%	6.7%	6.1%	7.2%	7.2%	7.5%	7.0%	0.6%	6.1%	6.1%	5.3%	5.3%			0.0%
		number	17	21	33	40		35	28	1	10		13	12			
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	13.1%	12.0%	13.1%	13.8%	13.8%	12.3%	9.1%	3.6%	12.2%	12.2%	18.2%	18.2%			0.0%
		number	11	11	11	9		7	5	2	6		10	10			
CX14J	Promoted staff to reflect the disability diversity – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	0.0%	0.0%	0.0%	33.3%	33.3%			0.0%
		number	0	0	0	0		1	1	0	0		1	1			
CX14K	Promoted staff to reflect the LGB diversity – Operational staff	% rolling 12 month	4.8%	4.1%	5.6%	5.2%	5.2%	5.8%	6.3%	4.3%	4.3%	4.3%	4.9%	4.9%			0.0%
		number	16	13	30	29		27	25	7	7		12	12			
CX14L	Promoted staff to reflect the LGB diversity – FRS staff	% rolling 12 month	6.0%	6.5%	6.0%	3.1%	3.1%	5.3%	5.5%	5.5%	6.1%	6.1%	5.5%	5.5%			0.0%
		number	5	6	5	2		3	3	3	3		3	3			
CX14M	Promoted staff to reflect the LGB diversity – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	9.1%	0.0%	0.0%	66.7%	66.7%			0.0%
		number	0	0	0	0		1	1	1	0		2	2			

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
CX15A	Top earners Operational staff women	% as at...	6.9%	6.9%	6.6%	6.7%	6.7%	6.8%	6.9%	7.3%	7.0%	7.0%	6.8%	7.3%			0.0%
		number	17	17	17	17	17	17	18	18	18	18	18	19			0
CX15B	Top earners FRS staff women	% as at...	46.7%	47.0%	47.7%	48.0%	48.0%	49.7%	49.7%	51.4%	49.5%	49.5%	49.0%	49.0%			0.0%
		number	79	79	82	82	82	87	90	95	98	98	97	99			0
CX15C	Top earners control staff women	% as at...	61.5%	66.7%	66.7%	66.7%	66.7%	66.7%	72.7%	66.7%	66.7%	66.7%	66.7%	66.7%			0.0%
		number	8	8	8	8	8	6	8	8	8	8	8	8			0
CX15D	Top earners Operational staff BAME	% as at...	9.8%	10.5%	9.7%	9.8%	9.8%	9.2%	8.5%	8.9%	9.0%	9.0%	9.9%	8.5%			0.0%
		number	24	26	25	25	25	23	22	22	23	23	26	22			0
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
		number	0	0	0	0	0	0	0	0	0	0	0	0			0
CX15G	Top earners Operational staff LGB	% as at...	4.1%	3.6%	5.4%	4.3%	4.3%	4.8%	4.6%	4.0%	3.9%	3.9%	4.9%	5.0%			0.0%
		number	10	9	14	11	11	12	12	10	10	10	13	13			0
CX15H	Top earners FRS staff LGB	% as at...	5.9%	6.0%	5.2%	5.3%	5.3%	5.1%	5.0%	5.4%	5.1%	5.1%	4.5%	4.5%			0.0%
		number	10	10	9	9	9	9	9	10	10	10	9	9			0
CX15I	Top earners control staff LGB	% as at...	7.7%	8.3%	8.3%	8.3%	8.3%	9.1%	8.3%	8.3%	8.3%	8.3%	8.3%	8.3%			0.0%
		number	1	1	1	1	1	1	1	1	1	1	1	1			0
CX15J	Top earners Operational staff disabled	% as at...	10.6%	11.3%	11.2%	10.2%	10.2%	10.4%	10.8%	11.3%	10.9%	10.9%	10.3%	10.0%			10.9%
		number	26	28	29	26	26	26	28	28	28	28	27	26			28
CX15K	Top earners FRS staff disabled	% as at...	8.9%	9.5%	9.3%	9.9%	9.9%	10.9%	10.5%	10.8%	11.1%	11.1%	10.1%	9.9%			11.1%
		number	15	16	16	17	17	19	19	20	22	22	20	20			22
CX15L	Top earners control staff disabled	% as at...	15.4%	16.7%	16.7%	16.7%	16.7%	22.2%	27.3%	16.7%	16.7%	16.7%	16.7%	16.7%			16.7%
		number	2	2	2	2	2	2	3	2	2	2	2	2			2

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AIM 3 : PEOPLE and RESOURCES

Inclusion

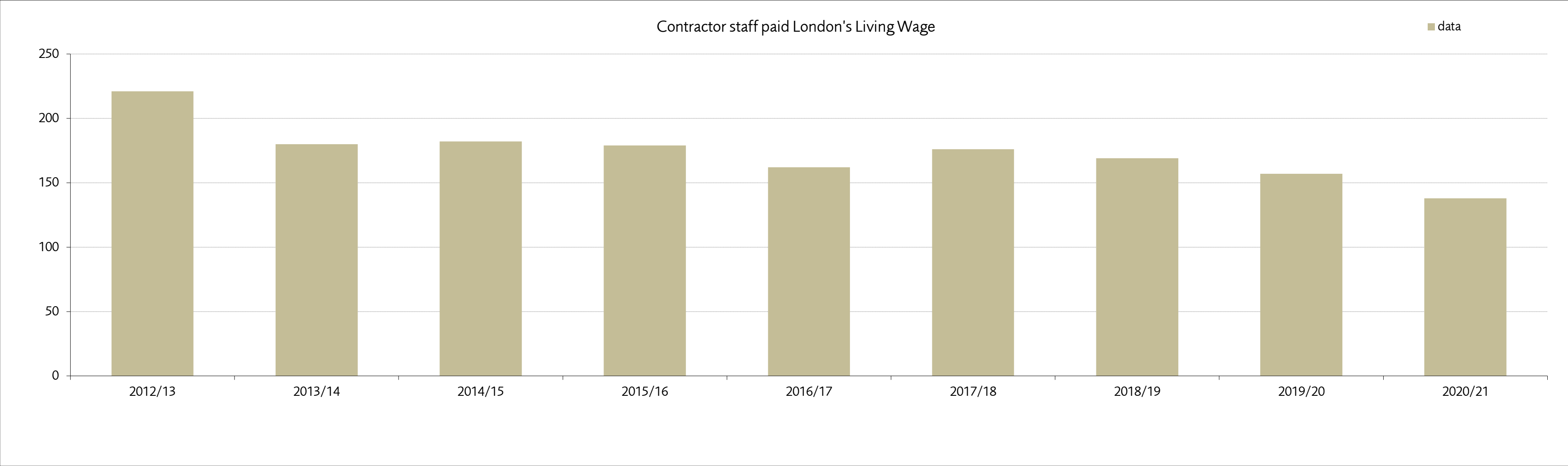
			Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
CX16A	Voluntary leavers Operational staff BAME	% as at...	8.3%	9.8%	8.7%	8.0%	8.0%	10.4%	9.4%	11.7%	14.1%	14.1%	20.1%	18.5%			0.0%
		number	21	25	23	23	23	28	24	29	31	31	34	35			0
CX16B	Voluntary leavers Operational staff women	% as at...	9.8%	7.8%	6.5%	5.9%	5.9%	5.2%	5.5%	4.4%	5.0%	5.0%	4.1%	2.6%			0.0%
		number	25	20	17	17	17	14	14	11	11	11	7	5			0
CX16C	Voluntary leavers FRS staff BAME	% as at...	29.8%	27.1%	25.4%	25.0%	25.0%	20.3%	17.2%	15.5%	12.3%	12.3%	14.9%	18.4%			0.0%
		number	17	16	16	16	16	12	11	9	7	7	7	7			0
CX16D	Voluntary leavers FRS staff women	% as at...	49.1%	50.8%	54.0%	54.7%	54.7%	50.8%	43.8%	37.9%	33.3%	33.3%	34.0%	42.1%			0.0%
		number	28	30	34	35	35	30	28	22	19	19	16	16			0

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AIM 3 : PEOPLE and RESOURCES

Inclusion

	IP19	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	target
HoP	Contractor staff paid London's Living Wage Annual data	221	180	182	179	162	176	169	157	138	up



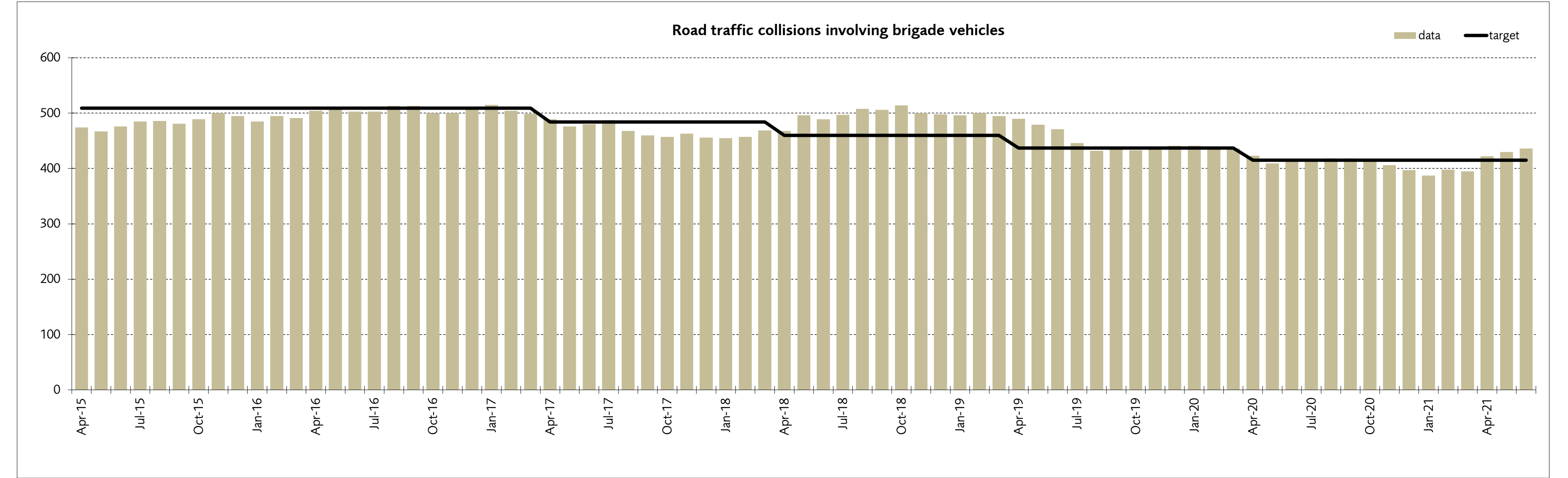
Note: Data for 'IP19 - Contractor staff paid London's Living Wage' is not available for 2020/21 yet

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AIM 3 : PEOPLE and RESOURCES

Safety

	CO11		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Road traffic collisions involving brigade vehicles <i>rolling 12 month</i>	2017/18	489	476	480	487	468	460	457	463	456	455	457	469	484
		2018/19	468	496	489	497	508	506	514	500	498	496	500	495	460
		2019/20	490	479	471	446	432	439	433	439	441	441	439	436	437
		2020/21	423	409	416	414	418	418	414	406	397	387	398	395	415
		2021/22	422	430	436	434	424	424							415



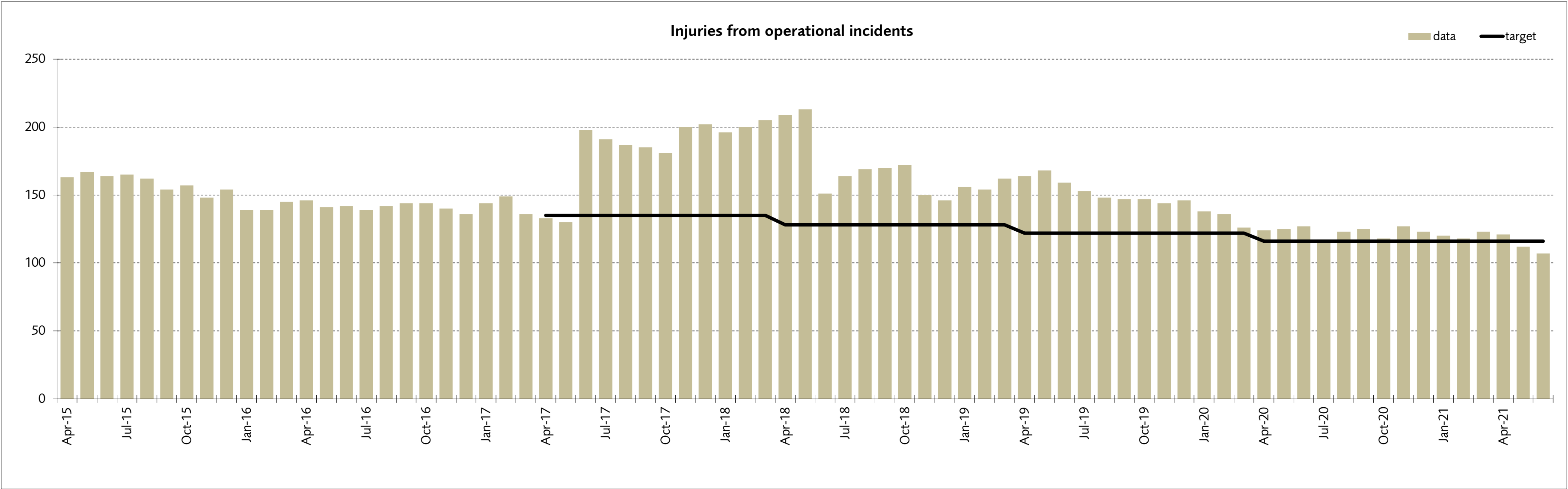
HoHS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	471	439	441	436	436	416	418	397	395	395	436	424			
		number in quarter	109	116	110	101		89	118	89	99		130	106			

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AIM 3 : PEOPLE and RESOURCES

Safety

	CO12		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries from operational incidents <i>rolling 12 month</i>	2017/18	133	130	198	191	187	185	181	200	202	196	200	205	135
		2018/19	209	213	151	164	169	170	172	150	146	156	154	162	128
		2019/20	164	168	159	153	148	147	147	144	146	138	136	126	122
		2020/21	124	125	127	117	123	125	118	127	123	120	118	123	116
		2021/22	121	112	107	104	95	100							116



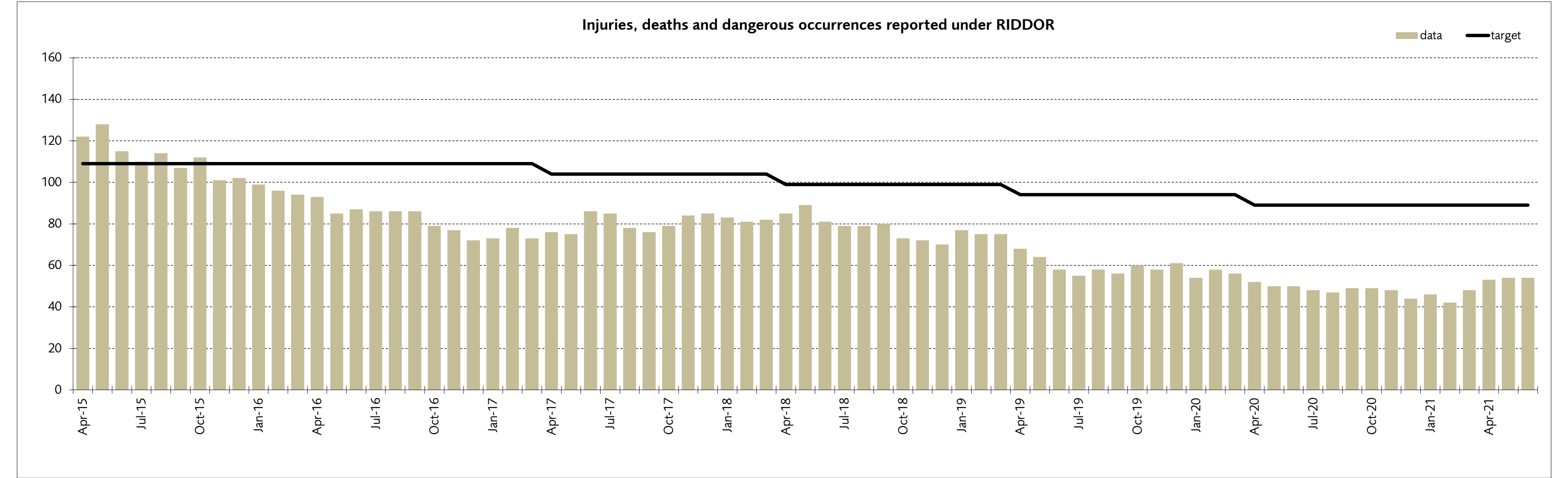
HoHS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO12	Injuries from operational incidents	rolling 12 month	159	147	146	126	126	127	125	123	123	123	107	100			
		number in quarter	39	37	24	26		40	35	22	26		24	28			

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AIM 3 : PEOPLE and RESOURCES

Safety

	CO13		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries, deaths and dangerous occurrences reported under RIDDOR <i>rolling 12 month</i>	2017/18	76	75	86	85	78	76	79	84	85	83	81	82	104
		2018/19	85	89	81	79	79	80	73	72	70	77	75	75	99
		2019/20	68	64	58	55	58	56	60	58	61	54	58	56	94
		2020/21	52	50	50	48	47	49	49	48	44	46	42	48	89
		2021/22	53	54	54	56	54	58							89



HoHS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	58	56	61	56	56	50	49	44	48	48	54	58			
		number in quarter	16	14	13	13		10	13	8	17		16	17			

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AIM 3 : PEOPLE and RESOURCES

Safety

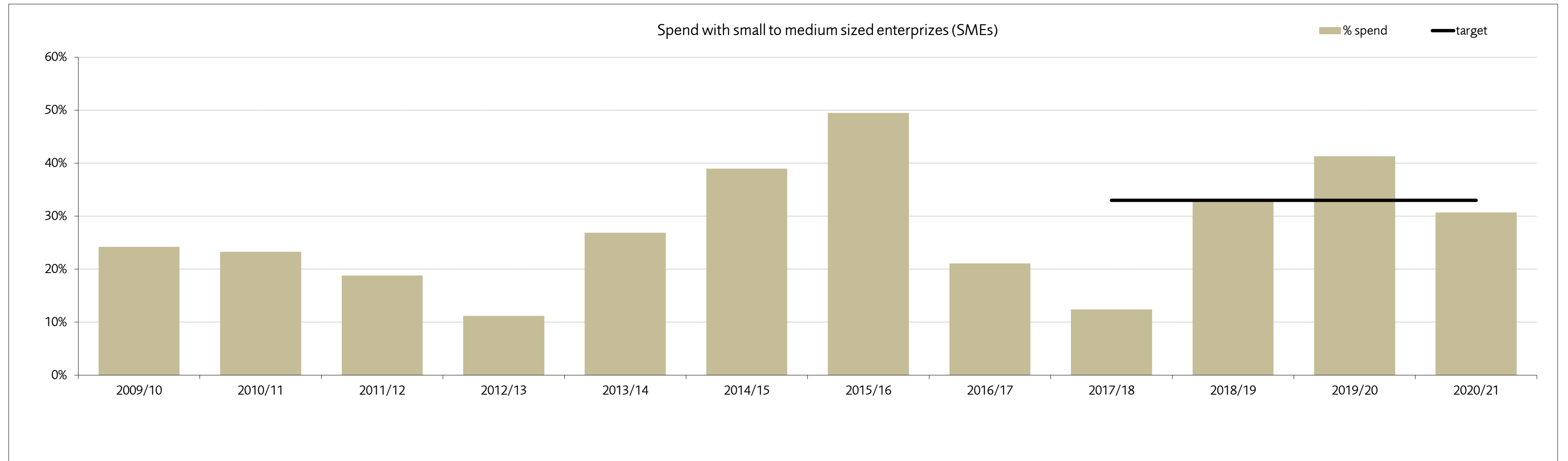
			Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
CX17A	RIDDOR - deaths	rolling 12 month	0	0	0	0	0	0	0	0	0	0	0	0			
		number in quarter	0	0	0	0		0	0	0	0		0	0			
CX17B	RIDDOR - 'specified' injuries	rolling 12 month	9	5	3	1	1	1	2	2	2	2	3	2			
		number in quarter	0	0	1	0		0	1	1	0		0	0			
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	49	51	58	55	55	49	47	42	46	46	51	56			
		number in quarter	16	14	12	13		10	12	7	17		15	17			
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	10	11	13	14	14	17	17	14	12	12	13	10			
		number in quarter	0	4	6	4		3	4	3	2		4	1			

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AIM 3 : PEOPLE and RESOURCES

Sustainability

CO14			2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoP	Spend with small to medium sized enterprizes (SMEs) <i>Annual data</i>	Actual	24.2%	23.3%	18.8%	11.2%	26.9%	39.0%	49.5%	21.1%	12.4%	32.7%	41.3%	30.7%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.0%	33.0%	33.0%	33.0%

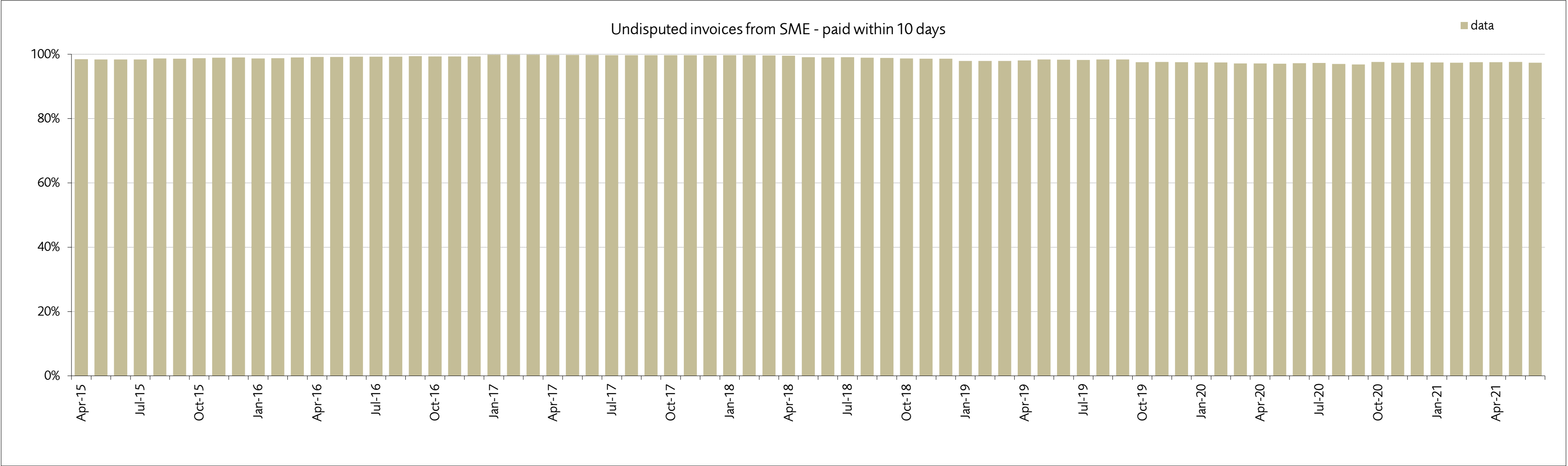


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AIM 3 : PEOPLE and RESOURCES

Sustainability

	CX18		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoF	Undisputed invoices from SME - paid within 10 days (%) rolling 12 month	2017/18	99.8%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%	99.7%	99.7%	99.6%
		2018/19	99.5%	99.1%	99.0%	99.1%	98.9%	98.9%	98.7%	98.6%	98.6%	97.9%	97.9%	97.9%
		2019/20	98.0%	98.4%	98.3%	98.2%	98.4%	98.4%	97.5%	97.6%	97.5%	97.5%	97.4%	97.2%
		2020/21	97.1%	97.1%	97.2%	97.3%	97.0%	96.8%	97.6%	97.4%	97.5%	97.4%	97.3%	97.6%
		2021/22	97.5%	97.6%	97.4%	96.9%	97.0%	97.0%						



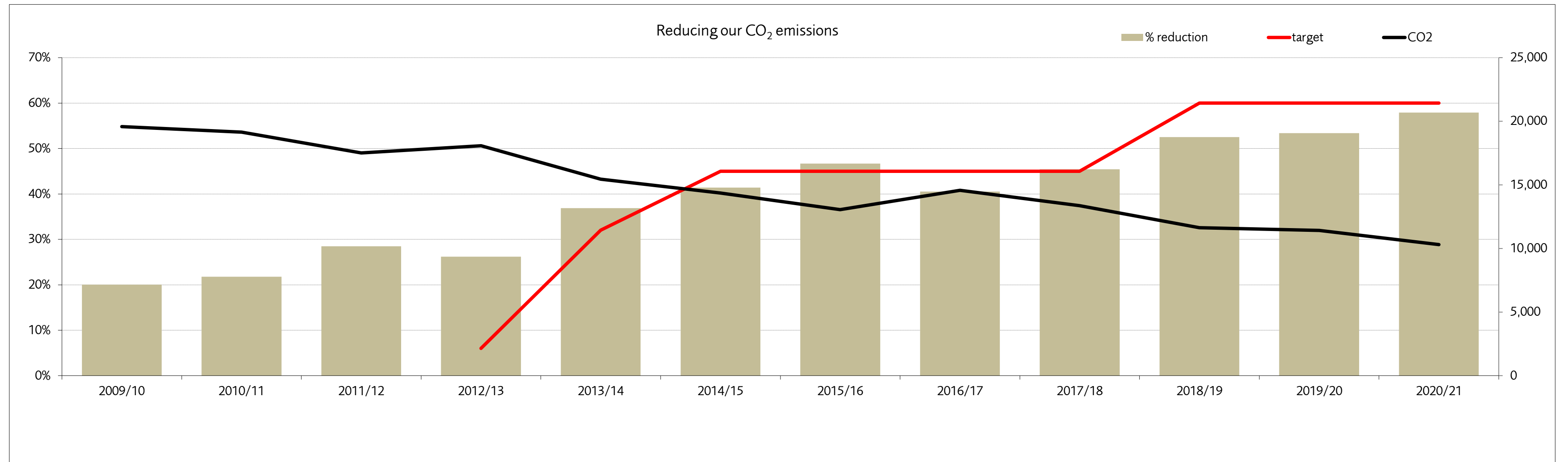
HoF			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	98.3%	98.4%	97.5%	97.2%	97.2%	97.2%	96.8%	97.5%	97.6%	97.6%	97.4%	97.0%			
		% in quarter	98.9%	99.2%	95.2%	96.1%		98.7%	97.4%	97.8%	96.3%		98.3%	95.9%			

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AIM 3 : PEOPLE and RESOURCES

Sustainability

CO15			2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoP	Reducing our CO ₂ emissions <i>Annual data</i>	Total CO ₂ (tn)	19,578	19,149	17,517	18,066	15,452	14,352	13,057	14,566	13,369	11,630	11,412	10,303
		% Change	20.0%	21.8%	28.5%	26.2%	36.9%	41.4%	46.7%	40.5%	45.4%	52.5%	53.4%	57.9%
		Target	0%	0%	0%	6%	32%	45%	45%	45%	45%	60%	60%	60%



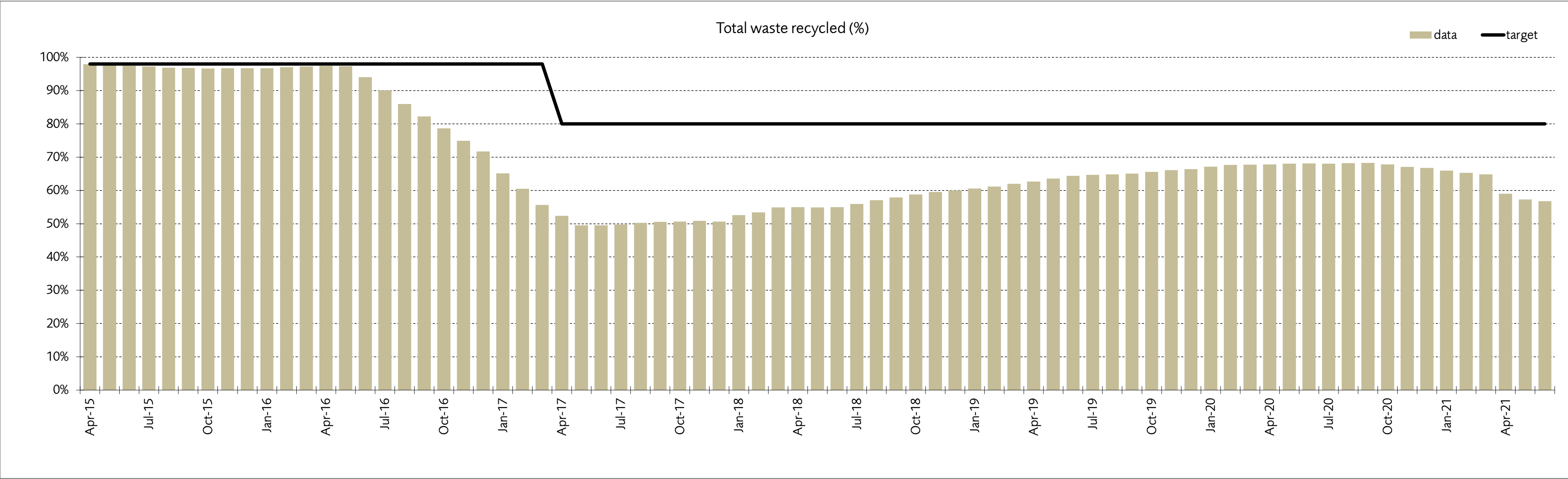
Note: Data for Total CO₂ (tn) is not available from 2019/20

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AIM 3 : PEOPLE and RESOURCES

Sustainability

	IP20		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	2017/18	52.4%	49.5%	49.5%	49.8%	50.3%	50.6%	50.6%	50.9%	50.6%	52.6%	53.4%	54.9%	80%
		2018/19	54.9%	54.9%	55.0%	56.0%	57.0%	57.9%	58.8%	59.5%	60.0%	60.6%	61.2%	62.0%	80%
		2019/20	62.7%	63.6%	64.4%	64.7%	64.8%	65.1%	65.6%	66.1%	66.4%	67.1%	67.7%	67.7%	80%
		2020/21	59.0%	57.3%	56.8%	56.7%	56.7%	56.7%							80%



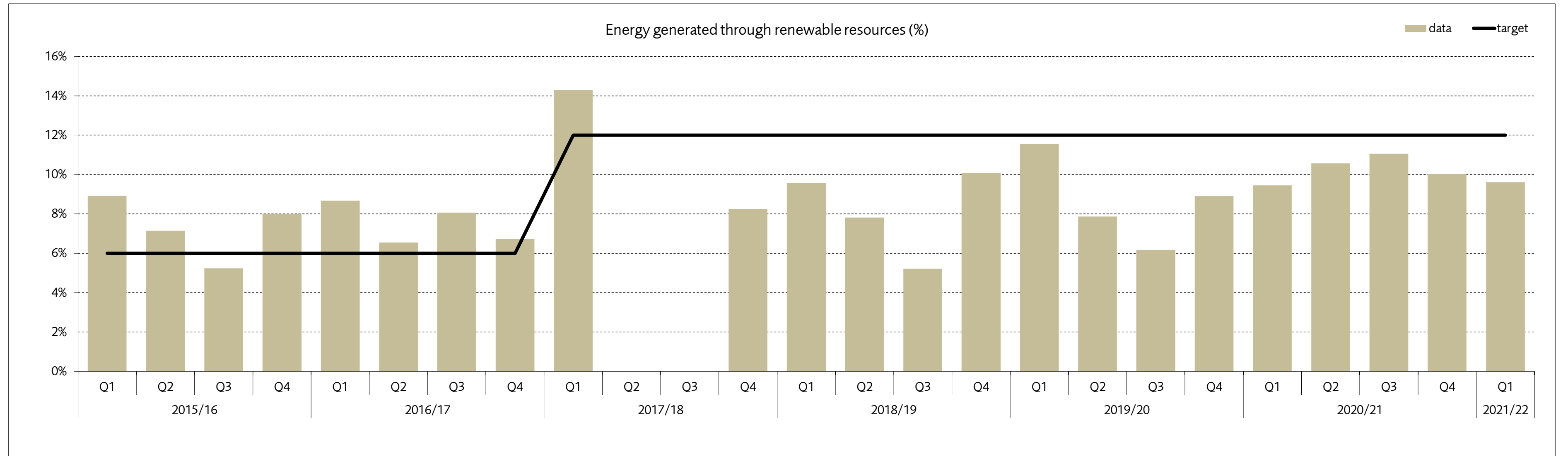
HoTSS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP20	Total waste recycled (%)	rolling 12 month (kg)	579,877	558,360	556,353	567,048	567,048	573,799	579,941	561,230	536,351	536,351	463,557	446,352			
		Rolling 12 month (%)	64.4%	65.1%	66.4%	67.7%	67.7%	68.1%	68.3%	66.8%	64.8%	64.8%	56.8%	56.7%			
		Percentage in quarter	66.2%	67.3%	67.9%	69.5%		67.6%	68.0%	61.7%	61.4%		100.0%	100.0%			

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AIM 3 : PEOPLE and RESOURCES

Sustainability

	IP21		Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) <i>rolling 12 month</i>	2017/18	14.3%	n/a	n/a	8.3%	12%
		2018/19	9.6%	7.8%	5.2%	10.1%	12%
		2019/20	11.6%	7.9%	6.2%	8.9%	12%
		2020/21	9.5%	10.6%	11.1%	10.0%	12%
		2021/22	9.6%	9.3%			12%



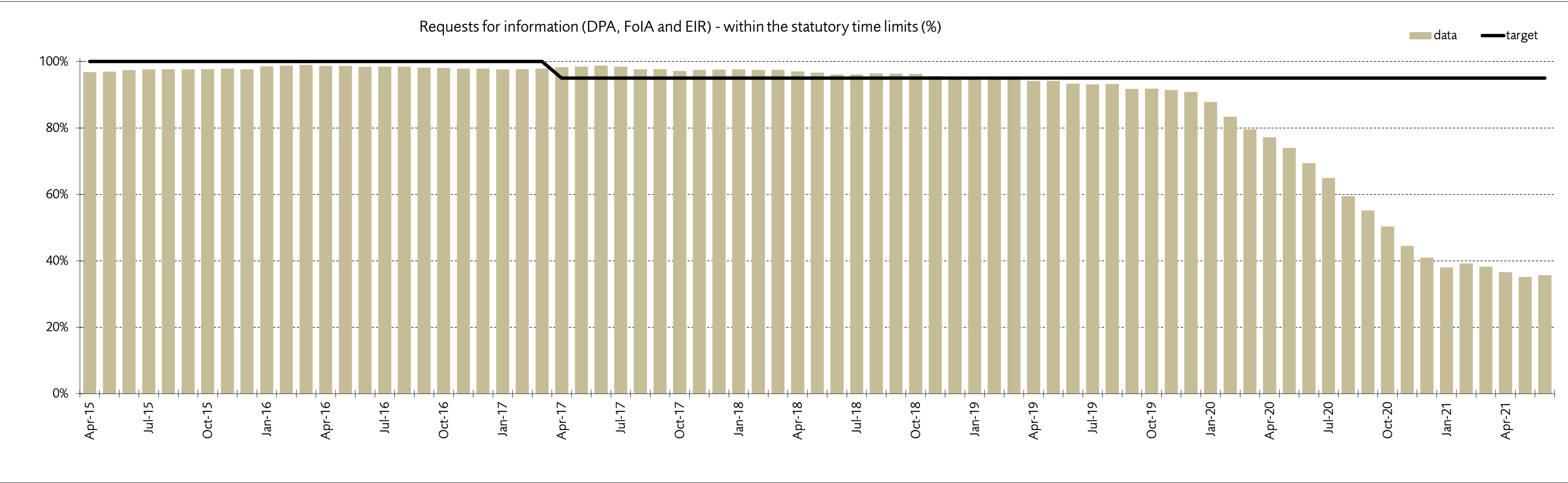
Note: Data for Q2 2017/18, Q3 2017/18 for 'IP21 Energy generated through renewable resources' is not available

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AIM 3 : PEOPLE and RESOURCES

Accountability

	CO16		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoICT	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%) rolling 12 month	2017/18	98.3%	98.4%	98.8%	98.4%	97.6%	97.7%	97.2%	97.5%	97.5%	97.6%	97.5%	97.5%	95%
		2018/19	97.1%	96.6%	96.1%	96.1%	96.4%	96.4%	96.3%	95.6%	95.3%	95.4%	94.8%	94.8%	95%
		2019/20	94.2%	94.1%	93.4%	93.1%	93.2%	91.8%	91.8%	91.4%	90.8%	87.8%	83.4%	79.6%	95%
		2020/21	77.2%	74.0%	69.4%	65.0%	59.4%	55.2%	50.3%	44.5%	40.9%	38.0%	39.3%	38.3%	95%
		2021/22	36.6%	35.2%	35.7%	37.1%	40.4%	43.8%							95%



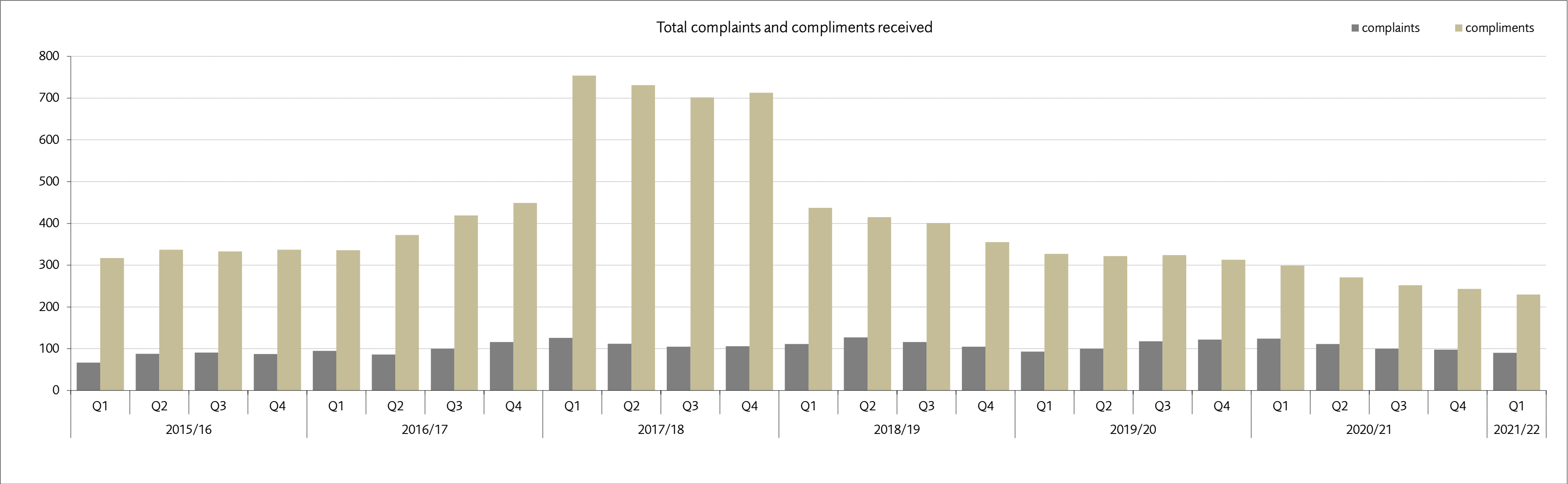
HoICT			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	93.4%	91.8%	90.8%	79.6%	79.6%	69.4%	55.2%	40.9%	38.3%	38.3%	35.7%	43.8%			
		percentage in quarter	88.1%	90.2%	88.9%	52.6%		40.6%	34.1%	35.8%	43.8%		30.0%	64.5%			

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AIM 3 : PEOPLE and RESOURCES

Accountability

	IP22		Q1	Q2	Q3	Q4	target	IP23	Q1	Q2	Q3	Q4	target
HoCO	Total complaints received <i>rolling 12 month</i>	2017/18	126	112	105	106	down	Total compliments received <i>rolling 12 month</i>	754	731	702	713	up
		2018/19	111	127	116	105	down		437	415	401	355	up
		2019/20	93	100	118	122	down		327	322	324	313	up
		2020/21	124	111	100	98	down		299	271	252	243	up
		2020/22	90	85			down		230	223			up



HoCO			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP22	Total complaints received	rolling 12 month	93	100	118	122	122	124	111	100	98	98	90	85			
		number in quarter	40	40	33	25		26	27	22	23		18	22			
IP23	Total compliments received	rolling 12 month	327	322	324	313	313	299	271	252	243	243	230	223			
		number in quarter	88	89	71	65		74	61	71	56		61	54			

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		Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
Dwelling fires with no smoke alarm fitted	rolling 12 month	27.5%	27.8%	27.0%	27.2%	27.2%	27.8%	28.0%	28.2%	28.1%	28.1%	27.5%	26.5%			
	number in quarter	28.8%	29.3%	24.0%	26.8%		31.1%	30.4%	24.6%	26.1%		28.7%	26.6%			
Number of school children reached	rolling 12 month	74,537	68,817	69,236	66,602	66,602	51,404	44,243	34,049	21,779	21,779	31,176	33,273			
	number in quarter	15,198	10,005	22,246	19,153		0	2,844	12,052	6,883		9,397	4,941			
Participants of JFIS schemes	rolling 12 month	Annual data				119	Annual data				154	Annual data				
	number in quarter															
Participants of LIFE schemes	rolling 12 month	579	577	525	468	468	382	256	101	0	0	0	0			
	number in quarter	86	126	155	101		0	0	0	0		0	0			
Participants of Fire Cadets scheme *July passout	rolling 12 month	Annual data (includes graduate cadets)				320*	Annual data (includes graduate cadets)				349*	Annual data (includes graduate cadets)				
	number in quarter															
Safe Drive, Stay Alive	rolling 12 month	20,613	20,613	21,028	20,966	20,613	20,966	20,966	7,635	0	0	1	1			
	number in quarter	0	0	13331	7635		0	0	0	0		1	1510			
Crossfire	rolling 12 month	17,120	19,390	21,865	22,987	22,987	17,992	13,295	5,480	0	0	0	0			
	number in quarter	4,995	4,697	7,815	5,480		0	0	0	0		0	0			
Junior Citizens	rolling 12 month	59,507	58,451	55,762	49,391	49,391	28,979	24,889	12,121	14,331	14,331	14,331	15,841			
	number in quarter	20,412	4,090	12,768	12,121		0	0	0	14,331		0	1,510			

Note: The number of Junior Citizens in Q4 20/21 were engaged with virtually

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		Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1	Q2	Q3	Q4	2021/22
Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	3.6%	3.8%	4.5%	4.7%	4.7%	4.4%	4.2%	3.3%	3.0%	3.0%	2.9%	2.8%			
	number in quarter	4.7%	4.1%	5.6%	4.7%		3.4%	3.1%	2.3%	3.4%		2.7%	2.7%			
Prosecutions made	rolling 12 month	2	3	3	5	5	5	4	3	0	0	0	0			
	number in quarter	0	1	1	3		0	0	0	0		0	0			
Successful prosecutions	rolling 12 month	2	3	3	5	5	5	4	3	0	0	0	0			
	number in quarter	0	1	1	3		0	0	0	0		0	0			
Prohibition notices served	rolling 12 month	49	42	57	59	59	69	75	63	57	57	43	36			
	number in quarter	14	10	19	16		24	16	7	10		10	9			
Special services flooding	rolling 12 month	6,721	6,718	6,799	6,861	6,861	6,640	6,709	6,528	6,661	6,661	6,993	7,114			
	number in quarter	1,581	1,714	1,976	1,590		1,360	1,783	1,795	1,723		1,692	1,904			
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	662	693	752	744	744	745	734	723	682	682	692	696			
	number in quarter	159	193	198	194		160	182	187	153		170	186			

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