

# Corporate performance digest



Quarter 4 – 2020/21 Financial Year



## ABOUT THIS DOCUMENT

This document sets out the performance of London Fire Brigade during the 2020/21 (1 April 2020 to 31 March 2021).

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](mailto: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

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




### Heads of service (HoS)

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

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

# Corporate Performance Digest - Q4 2020/21

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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:

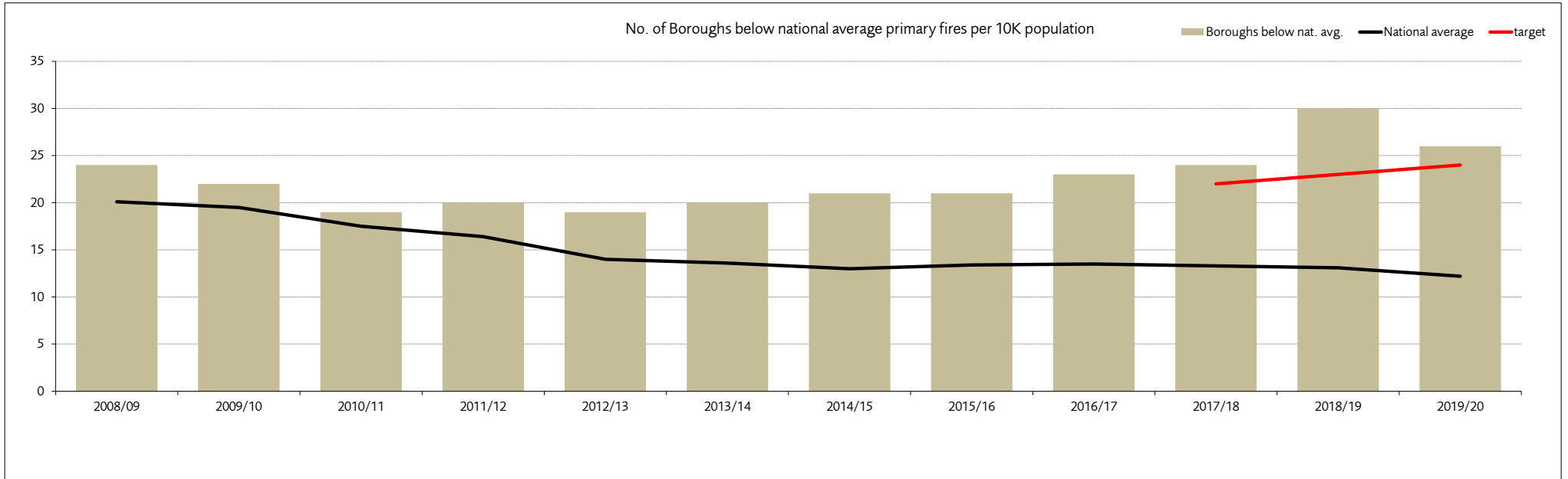
- Engaging with London's communities to inform and educate people in how to reduce the risk of fires and other emergencies.
- Influencing and regulating the built environment to protect people, property and the environment from harm.

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
HoFSt	No. of Boroughs below national average primary fires per 10K population	National average	20.1	19.5	17.5	16.4	14.0	13.6	13.0	13.4	13.5	13.3	12.2
	<i>Annual data</i>	Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	30	26
	Target	-	-	-	-	-	-	-	-	-	22	23	24



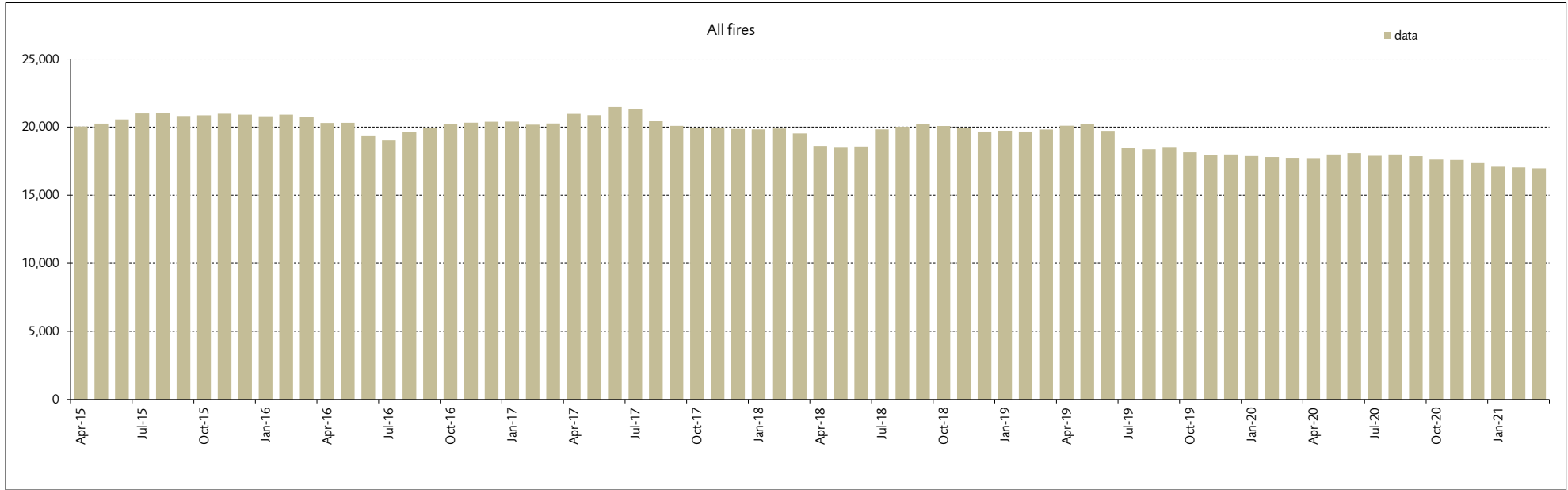
Note: Data for 2020/21 for 'H1 - No. of Boroughs below national average primary fires per 10K population' is not available yet

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**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	2016/17	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
		2017/18	20,982	20,884	21,486	21,353	20,478	20,092	19,951	19,921	19,863	19,831	19,893	19,536	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	17,410	17,140	17,035	16,965	down



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP1	All fires	rolling 12 month	18,581	20,201	19,675	19,826	19,826	19,728	18,492	17,993	17,751	17,751	18,095	17,861	17,410	16,965	16,965
		per 10,000 population	21.1	22.9	22.3	22.5	22.5	22.4	21.0	20.4	20.1	20.1	20.5	20.2	19.7	19.2	19.2
		number in quarter	5,255	6,559	4,101	3,911		5,157	5,323	3,602	3,669		5,501	5,089	3,151	3,224	

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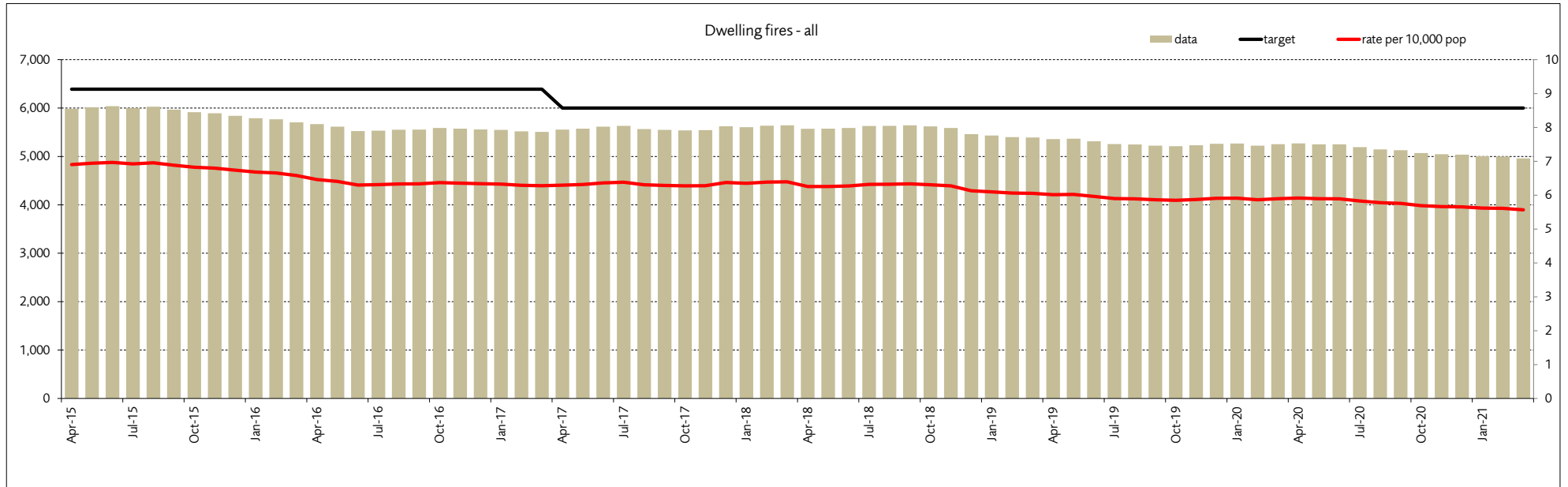
**AIM 1 : PREVENTION and PROTECTION**

*Stop fires from happening*

H2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Dwelling fires - all <i>rolling 12 month</i>	2016/17	5,667	5,617	5,524	5,534	5,552	5,554	5,587	5,574	5,558	5,548	5,518	5,508
		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
		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
		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
		2020/21	5,270	5,251	5,250	5,193	5,145	5,128	5,070	5,046	5,037	5,005	4,998	4,959

target
6,390
6,000
6,000
6,000
6,000

HoFSt	Rate of Dwelling fires <i>per 10,000 population</i>	2016/17	6.5	6.4	6.3	6.3	6.3	6.3	6.3	6.4	6.4	6.3	6.3	6.3	6.3
		2017/18	6.3	6.3	6.4	6.4	6.3	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	6.3	6.1	6.1	6.1	6.1
		2019/20	6.0	6.0	6.0	5.9	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	5.8	5.7	5.7	5.7	5.6	5.6	5.6



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H2	Dwelling fires - all	rolling 12 month	5,587	5,642	5,461	5,392	5,392	5,313	5,224	5,261	5,252	5,252	5,250	5,128	5,037	4,959	4,959	
		per 10,000 population	6.27	6.33	6.13	6.05	6.05	6.05	5.96	5.86	5.91	5.90	5.90	5.89	5.76	5.65	5.57	5.57
		number in quarter	1,389	1,422	1,305	1,276			1,310	1,333	1,342	1,267		1,308	1,211	1,251	1,189	

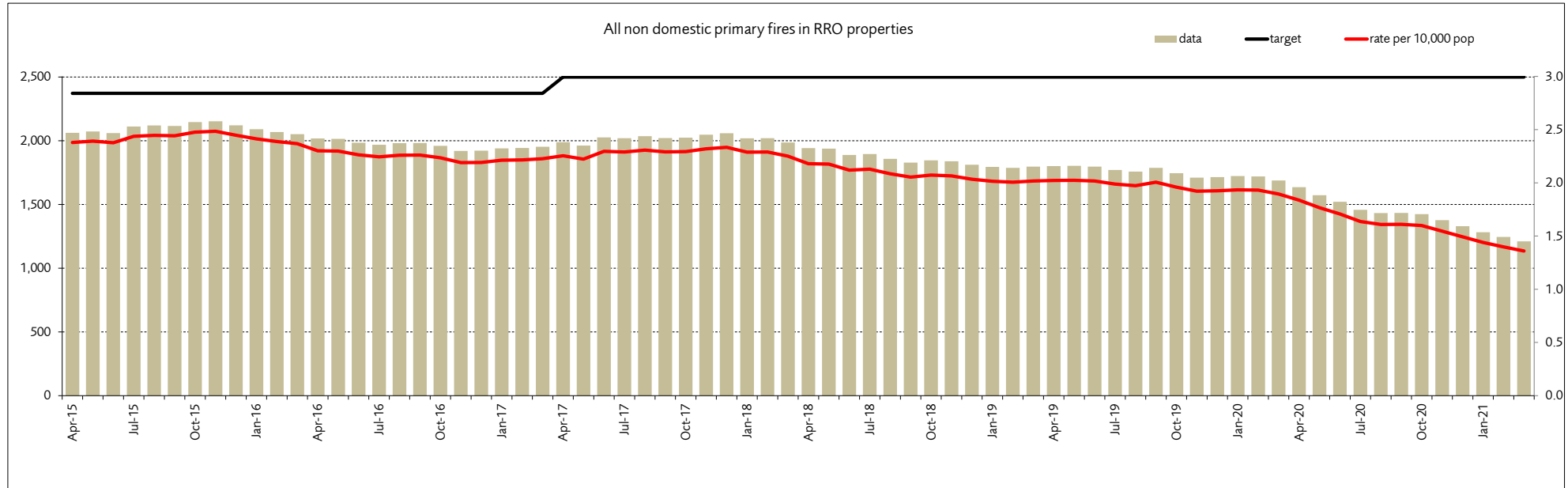
**AIM 1 : PREVENTION and PROTECTION**

*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 rolling 12 month	2016/17	2,018	2,015	1,984	1,968	1,981	1,982	1,960	1,920	1,922	1,940	1,943	1,953
		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	1,245	1,211

target
2,372
2,500
2,500
2,500
2,500

HoFS	Rate of All non domestic primary fires in RRO properties per 10,000 population	2016/17	2.3	2.3	2.3	2.2	2.3	2.3	2.2	2.2	2.2	2.2	2.2	2.2
		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



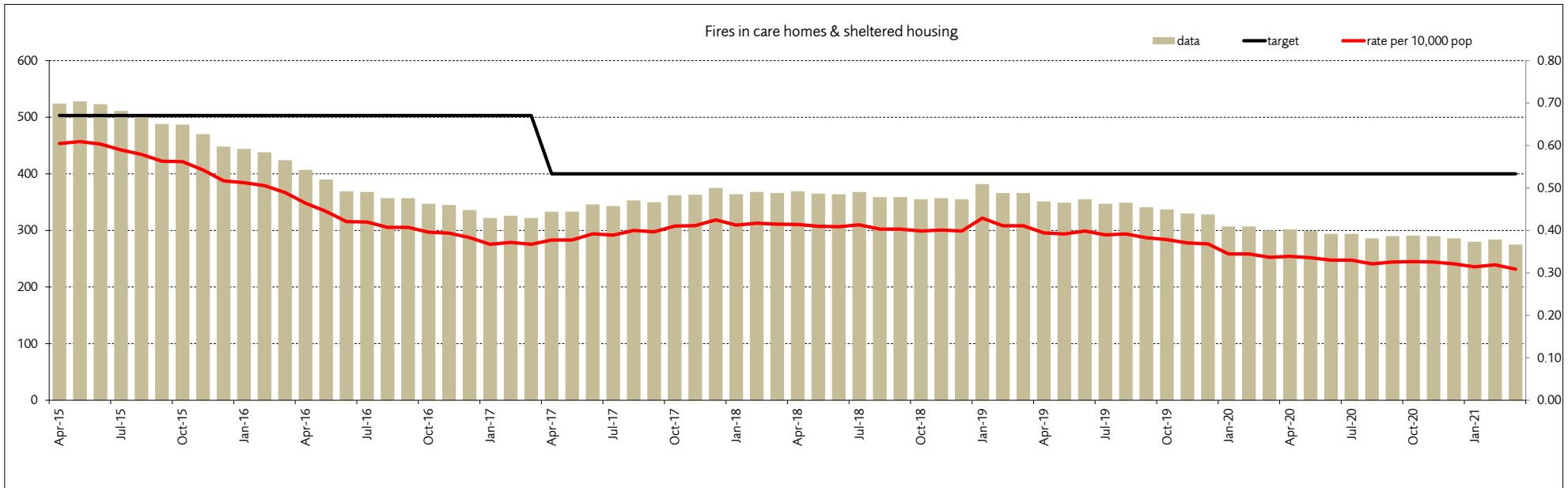
HoFS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H3	All non domestic primary fires in RRO properties	rolling 12 month	1,888	1,829	1,812	1,797	<b>1,797</b>	1,797	1,787	1,715	1,688	<b>1,688</b>	1,521	1,434	1,330	1,211	<b>1,211</b>
	per 10,000 population		2.12	2.05	2.03	2.02	<b>2.02</b>	2.02	2.01	1.93	1.89	<b>1.89</b>	1.71	1.61	1.49	1.36	<b>1.36</b>
	number in quarter		458	451	472	416		458	441	400	389		291	354	296	270	

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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
HoFS	Fires in care homes & sheltered housing for older people <i>rolling 12 month</i>	2016/17	407	390	369	368	357	357	347	345	336	322	326	322
		2017/18	333	333	346	343	353	350	362	363	375	364	368	366
		2018/19	369	365	364	368	359	359	355	357	355	382	366	366
		2019/20	351	349	355	347	349	341	337	330	328	307	307	300
		2020/21	302	299	294	294	286	290	291	290	286	280	284	275

target
503
400
400
400
400

HoFS	Rate of Fires in care homes & sheltered housing for older people <i>per 10,000 population</i>	2016/17	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		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
		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
		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
		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

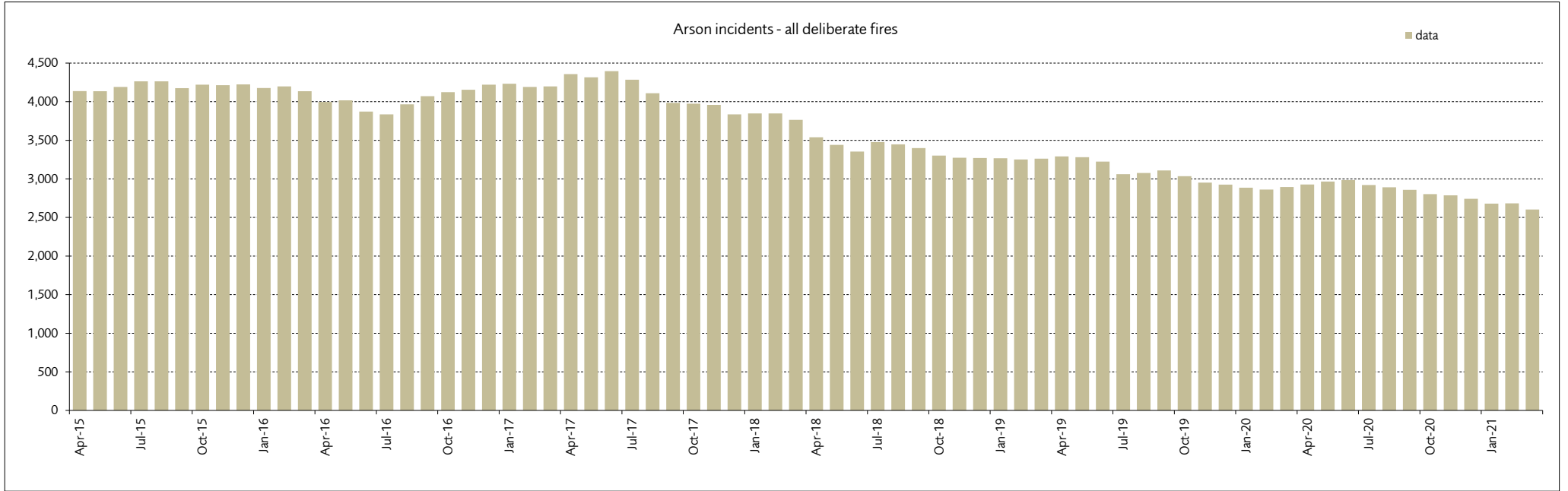


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H4	Fires in care homes & sheltered housing	rolling 12 month	364	359	355	366	366	355	341	328	300	300	294	290	286	275	275
		per 10,000 population	0.41	0.40	0.40	0.41	0.41	0.40	0.38	0.37	0.34	0.34	0.33	0.33	0.32	0.31	0.31
		number in quarter	92	86	91	97		81	72	78	69		75	68	74	58	

**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 rolling 12 month	2016/17	3,997	4,017	3,872	3,836	3,966	4,072	4,123	4,154	4,220	4,232	4,191	4,198	down
		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	2,786	2,742	2,680	2,682	2,603	down

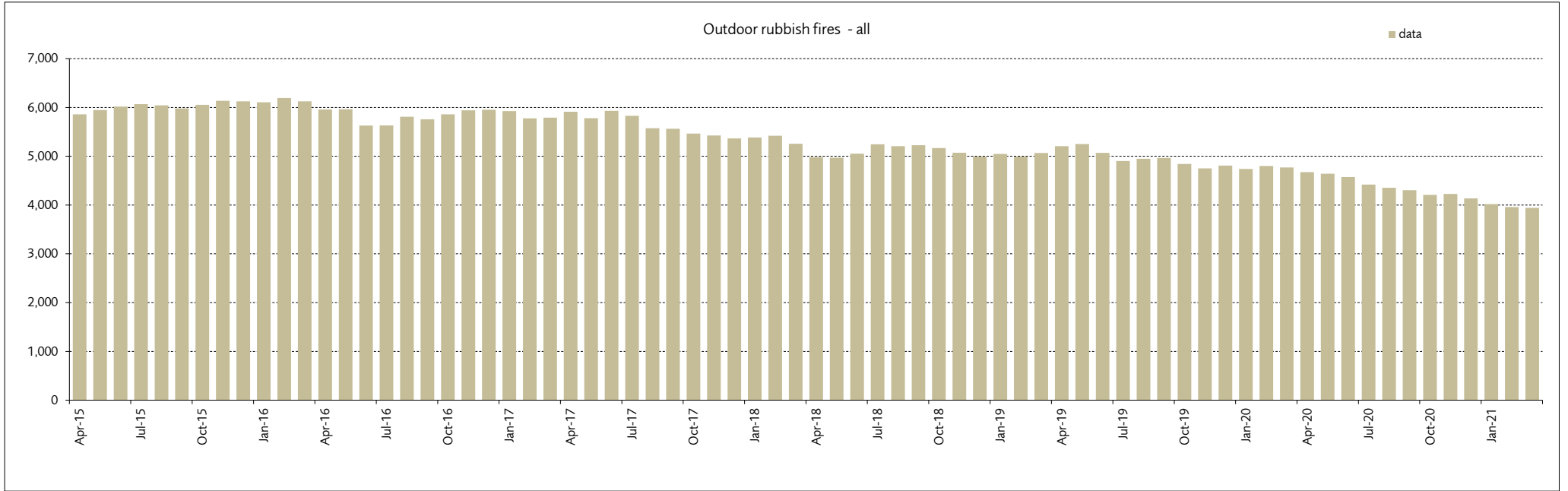


HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
IP2	Arson incidents - all deliberate fires	rolling 12 month	3,353	3,398	3,271	3,261	3,261	3,224	3,109	2,926	2,894	2,894	2,985	2,857	2,742	2,603	2,603	
		per 10,000 population	3.80	3.85	3.71	3.70	3.70	3.70	3.65	3.52	3.32	3.28	3.28	3.38	3.24	3.11	2.95	2.95
		number in quarter	812	962	804	683			775	847	621	651		866	719	506	512	

**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	2016/17	5,959	5,963	5,629	5,630	5,810	5,757	5,860	5,942	5,951	5,924	5,776	5,790	down
		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

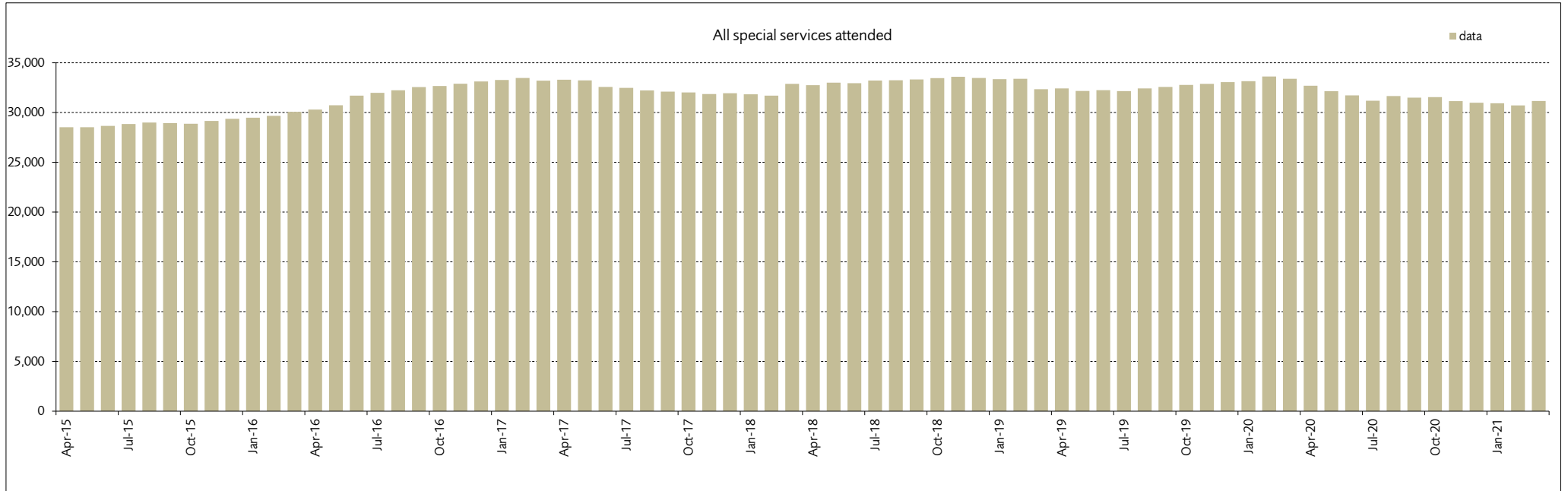


HoFS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP3	Outdoor rubbish fires - rolling 12 month	5,052	5,226	4,992	5,066	5,066	5,069	4,966	4,809	4,770	4,770	4,573	4,303	4,136	3,942	3,942
	all number in quarter	1,511	1,484	1,039	1,032		1,514	1,381	882	993		1,317	1,111	715	799	

**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	2016/17	30,296	30,733	31,703	31,981	32,233	32,553	32,667	32,894	33,126	33,273	33,475	33,208
		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	32,877	33,052	33,155	33,626	33,396
		2020/21	32,698	32,141	31,724	31,190	31,658	31,491	31,548	31,146	30,981	30,928	30,713	31,156



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX1	All special services attended	rolling 12 month	32,948	33,324	33,471	32,346	32,346	32,254	32,568	33,052	33,396	33,396	31,724	31,491	30,981	31,156	31,156
		number in quarter	8,223	8,638	8,153	7,332		8,131	8,952	8,637	7,676		6,459	8,719	8,127	7,851	

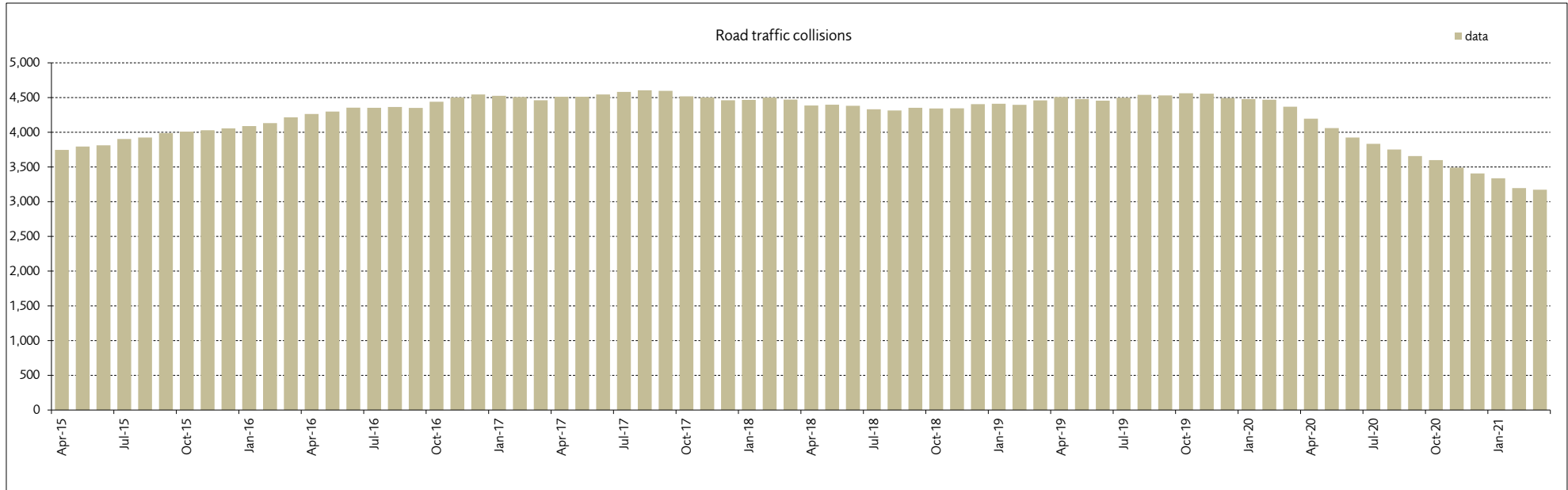
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**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

IP4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Road traffic collisions <i>rolling 12 month</i>	2016/17	4,264	4,298	4,355	4,352	4,365	4,350	4,440	4,501	4,544	4,525	4,508	4,462
		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
		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
		2019/20	4,508	4,479	4,455	4,497	4,538	4,530	4,561	4,556	4,492	4,478	4,468	4,368
		2020/21	4,195	4,061	3,925	3,834	3,753	3,658	3,599	3,490	3,408	3,338	3,197	3,173

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HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP4	Road traffic collisions	rolling 12 month	4,382	4,353	4,405	4,459	<b>4,459</b>	4,455	4,530	4,492	4,368	<b>4,368</b>	3,925	3,658	3,408	3,173	<b>3,173</b>
		number in quarter	1,123	1,149	1,151	1,036		1,119	1,224	1,113	912		676	957	863	677	

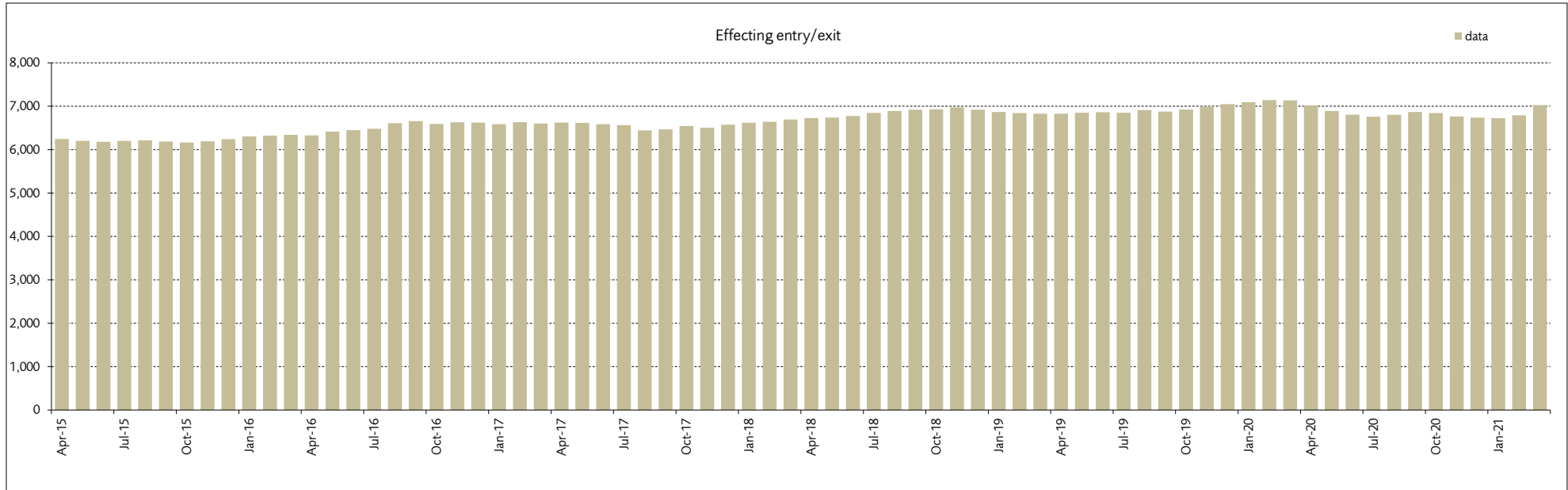
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**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

IP5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Effecting entry/exit rolling 12 month	2016/17	6,329	6,416	6,449	6,480	6,611	6,658	6,591	6,629	6,622	6,587	6,633	6,602
		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
		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
		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
		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

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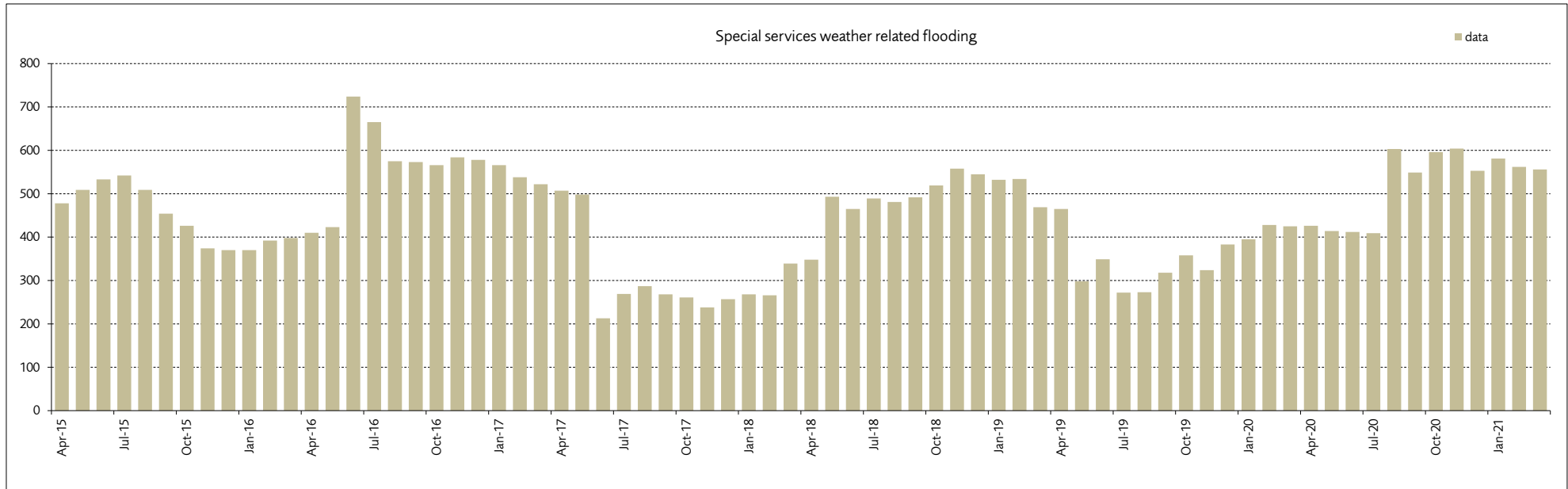
HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP5	Effecting entry/exit	rolling 12 month	6,774	6,921	6,922	6,828	6,828	6,861	6,877	7,049	7,136	7,136	6,805	6,867	6,737	7,027	7,027
		number in quarter	1,744	1,909	1,691	1,484		1,777	1,925	1,863	1,571		1,446	1,987	1,733	1,861	

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**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	2016/17	410	423	724	665	575	573	566	584	578	566	538	522
		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



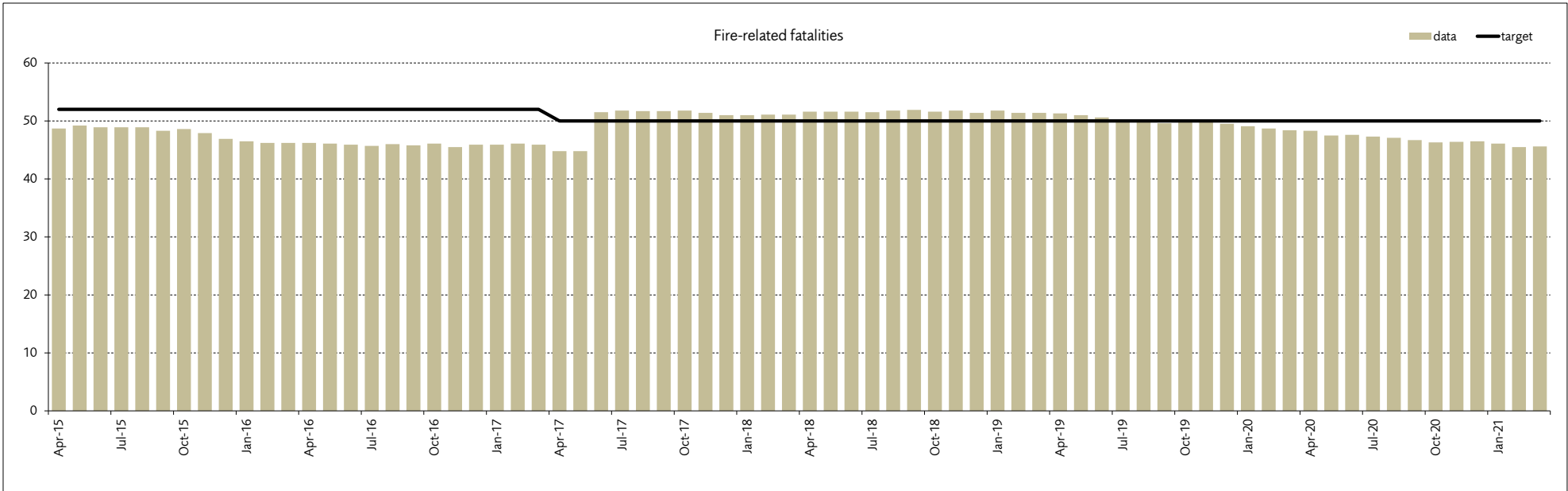
HoOP			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX2	Special services Weather related flooding	rolling 12 month	465	492	545	469	469	349	318	383	425	425	412	549	553	556	556
		number in quarter	206	131	94	38		86	100	159	80		73	237	163	83	

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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	2016/17	46	46	46	46	46	46	46	46	46	46	46	46	46	52
		2017/18	45	45	52	52	52	52	52	52	51	51	51	51	51	50
		2018/19	52	52	52	52	52	52	52	52	52	51	52	51	51	50
		2019/20	51	51	51	50	50	50	50	50	50	50	49	49	48	50
		2020/21	48	48	48	47	47	47	47	46	46	47	46	46	46	50



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H5	Fire-related fatalities	10 yr. Average	52	52	51	51	51	51	50	50	48	48	48	47	47	46	46
		rolling 12 month	42	43	45	40		38	35	36	33		32	31	29	31	
		per 100,000 population	0.48	0.49	0.51	0.45	0.45	0.43	0.40	0.41	0.37	0.37	0.36	0.35	0.33	0.35	0.35
		number in quarter	9	9	10	12		7	6	11	9		6	5	9	11	

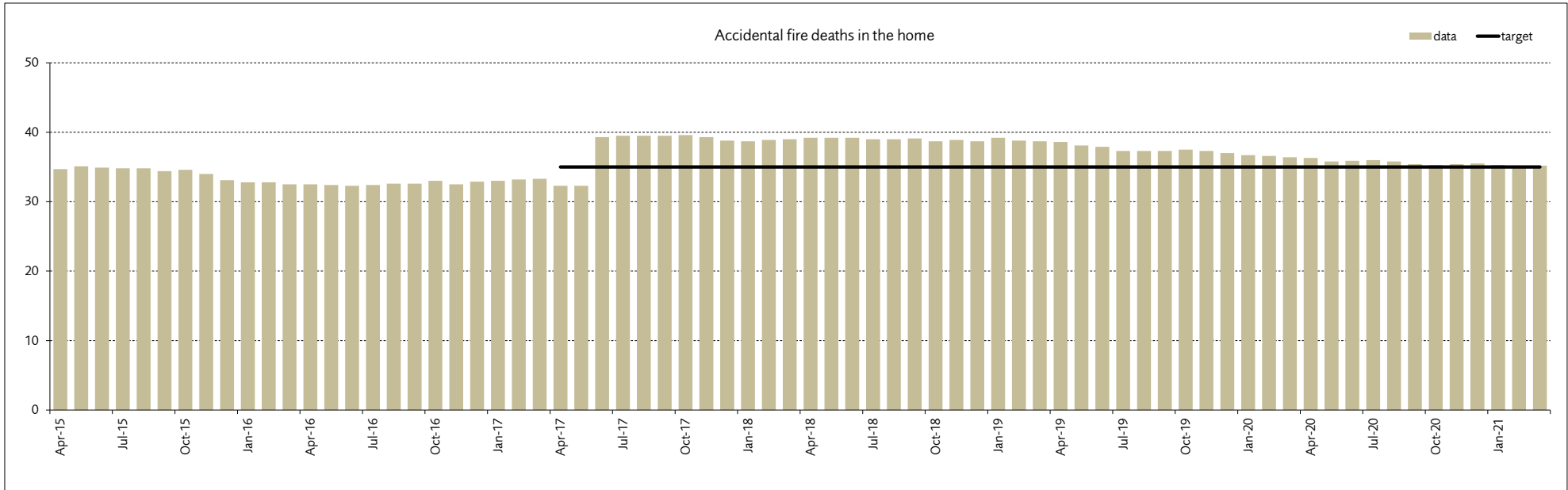
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**AIM 1 : PREVENTION and PROTECTION**

*Reduce the impact of fires and other emergencies*

H6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Accidental fire deaths in the home 10 yr. average	2016/17	33	32	32	32	33	33	33	33	33	33	33	33
		2017/18	32	32	39	40	40	40	40	39	39	39	39	39
		2018/19	39	39	39	39	39	39	39	39	39	39	39	39
		2019/20	39	38	38	37	37	37	38	37	37	37	37	36
		2020/21	36	36	36	36	36	35	35	35	36	35	35	35

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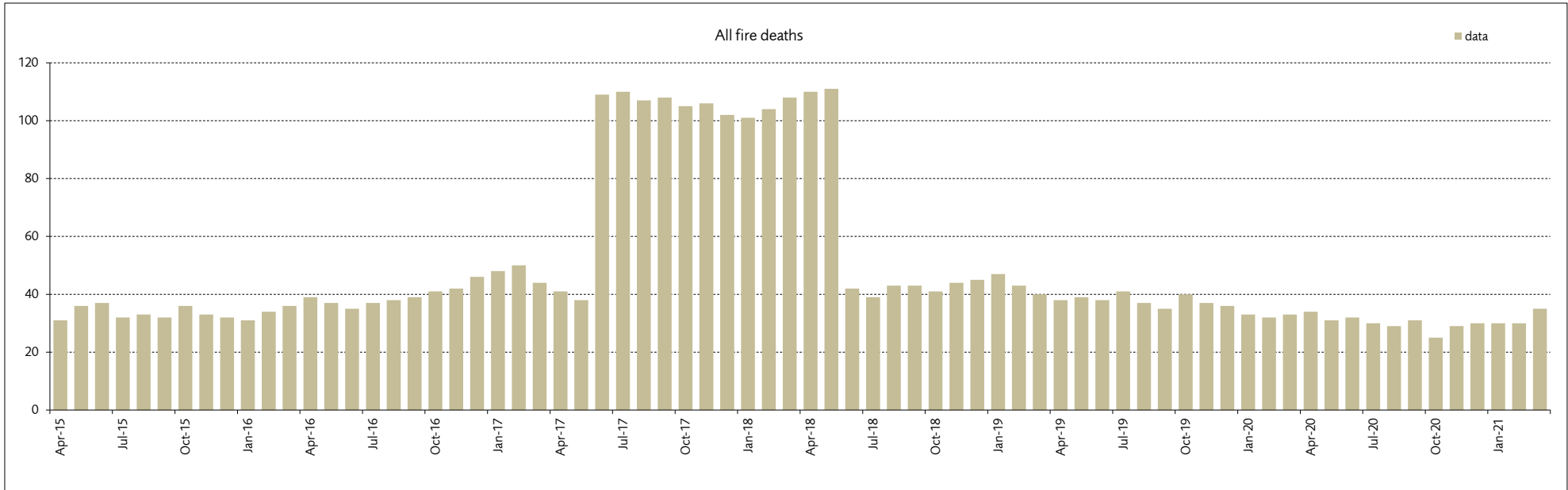
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H6	Accidental fire deaths in the home	10 yr. Average	39	39	39	39	39	38	37	37	36	36	36	35	36	35	35	
		rolling 12 month	30	27	30	26		23	25	23	23		26	24	26	26		
		per 100,000 population	0.34	0.31	0.34	0.29	0.29	0.26	0.28	0.26	0.26	0.26	0.29	0.27	0.29	0.29	0.29	0.29
		number in quarter	5	3	9	9		2	5	7	9		5	3	9	9		

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**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	2016/17	39	37	35	37	38	39	41	42	46	48	50	44
		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	29	30	30	30	35



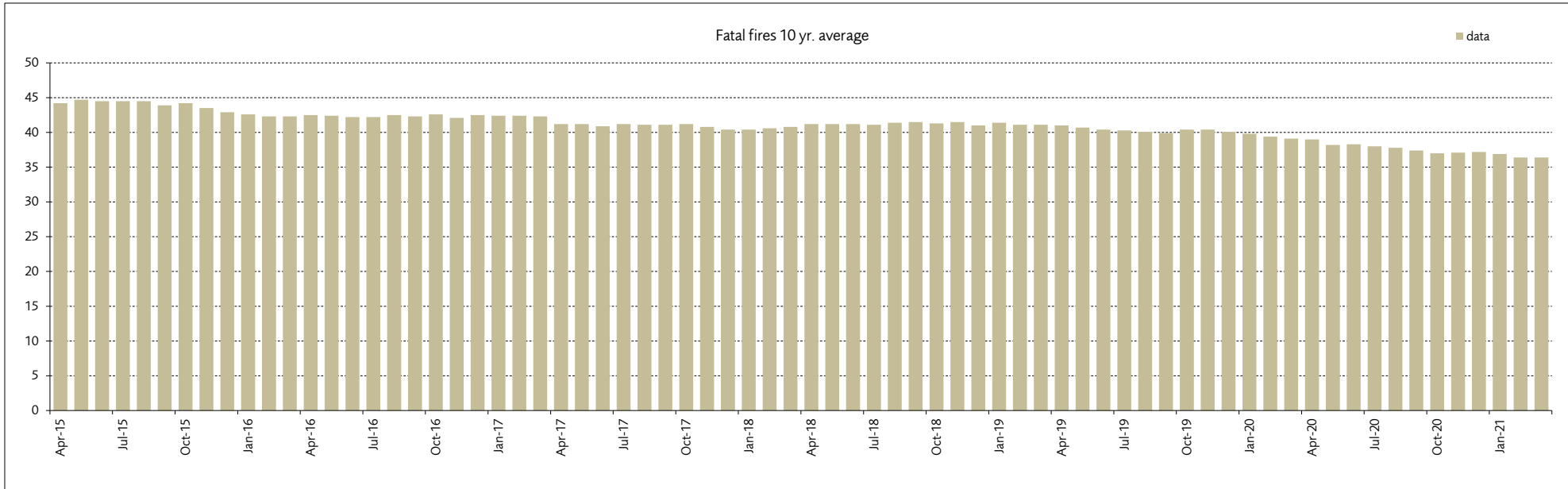
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3A	All fire deaths	rolling 12 month	42	43	45	40	40	38	35	36	33	33	32	31	30	35	35
		number in quarter	9	9	10	12		7	6	11	9		6	5	10	14	

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**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	2016/17	42.5	42.4	42.2	42.2	42.5	42.3	42.6	42.1	42.5	42.4	42.4	42.3
		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	37.0	37.1	37.2	36.9	36.4	36.4

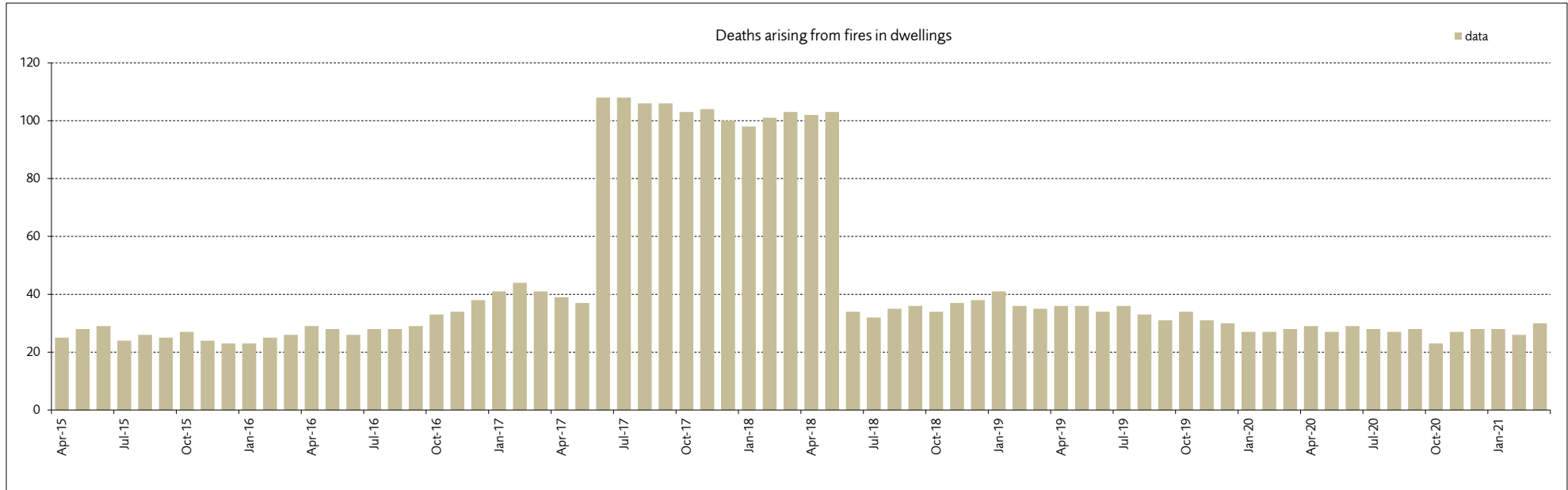


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
CX3B	Fatal fires	10 yr. average	41.2	41.5	41.0	41.1	41.1	40.4	39.9	40.1	39.1	39.1	38.3	37.4	37.2	36.4	36.4	
		rolling 12 month	40	41	42	38	38	36	33	35	32	32	32	31	29	29	29	29
		number in quarter	8	9	9	12		6	6	11	9		6	5	9	9		

**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>	2016/17	29	28	26	28	28	29	33	34	38	41	44	41
		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	23	27	28	28	26	30



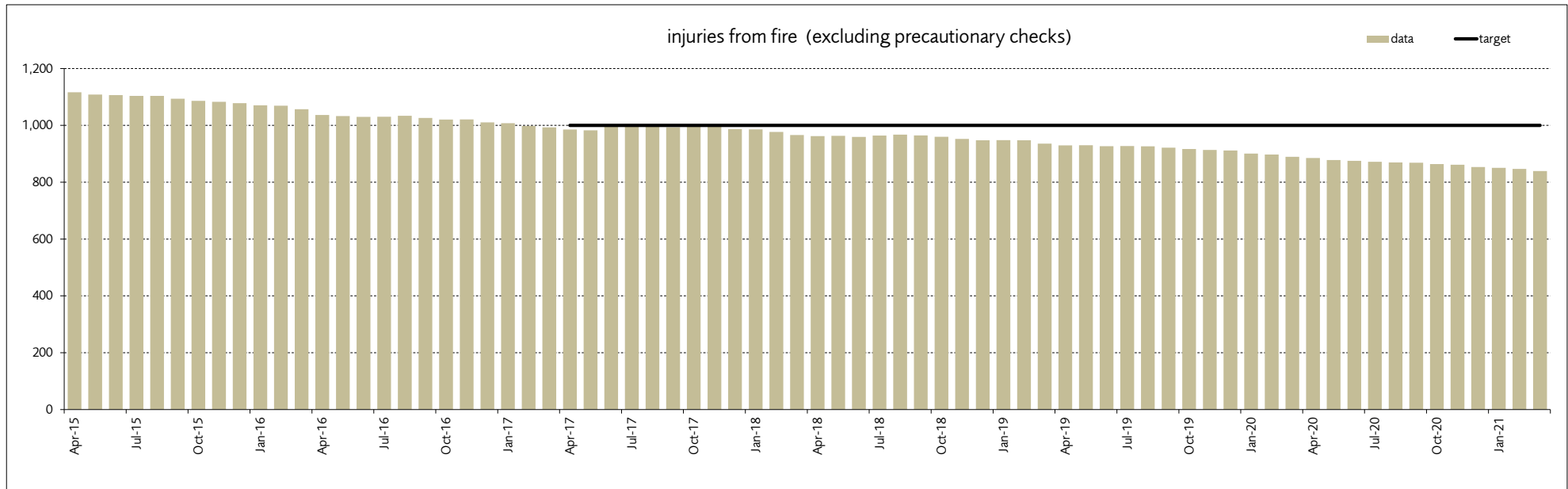
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3C	Deaths arising from fires in dwellings	rolling 12 month	34	36	38	35	35	34	31	30	28	28	29	28	28	30	30
		number in quarter	6	8	10	11		5	5	9	9		6	4	9	11	

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**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>	2016/17	1,036	1,033	1,030	1,030	1,034	1,026	1,021	1,021	1,010	1,008	998	993	-
		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	847	839	1,000



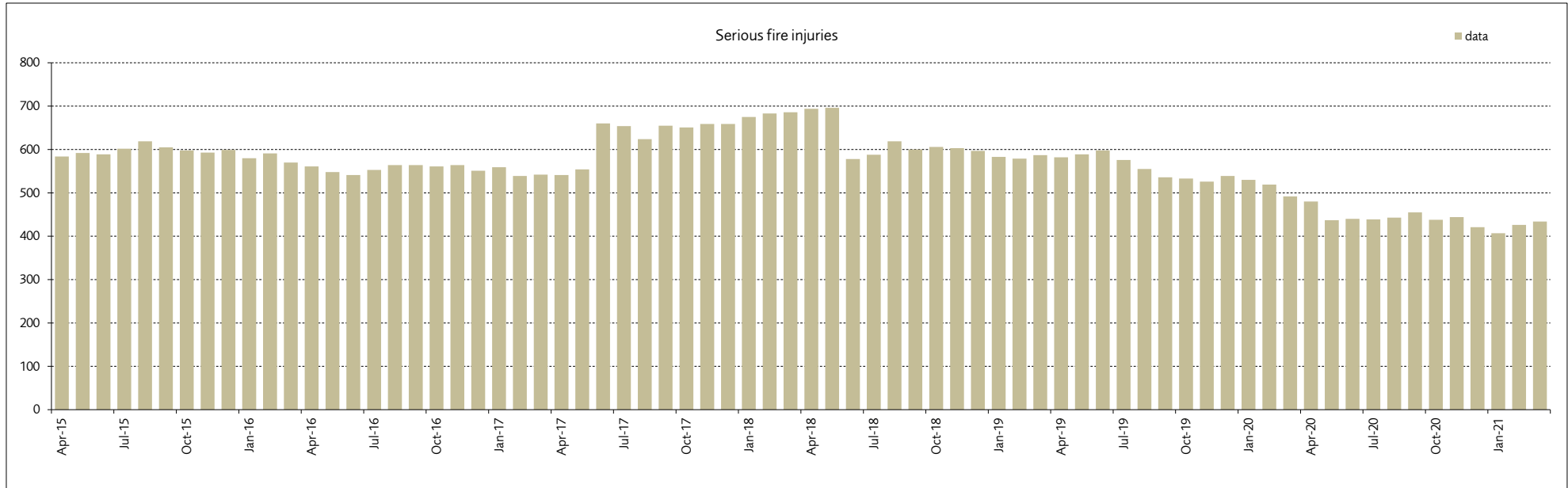
HoFS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	960	965	948	936	936	927	921	912	889	889	875	869	854	839	839
		rolling 12 month	930	922	858	848	848	838	778	791	755	755	717	725	694	696	696
		number in quarter	219	242	185	202		209	182	198	166		171	190	167	168	

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**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 <i>rolling 12 month</i>	2016/17	561	548	541	553	564	564	561	564	551	559	539	542
		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	426	434



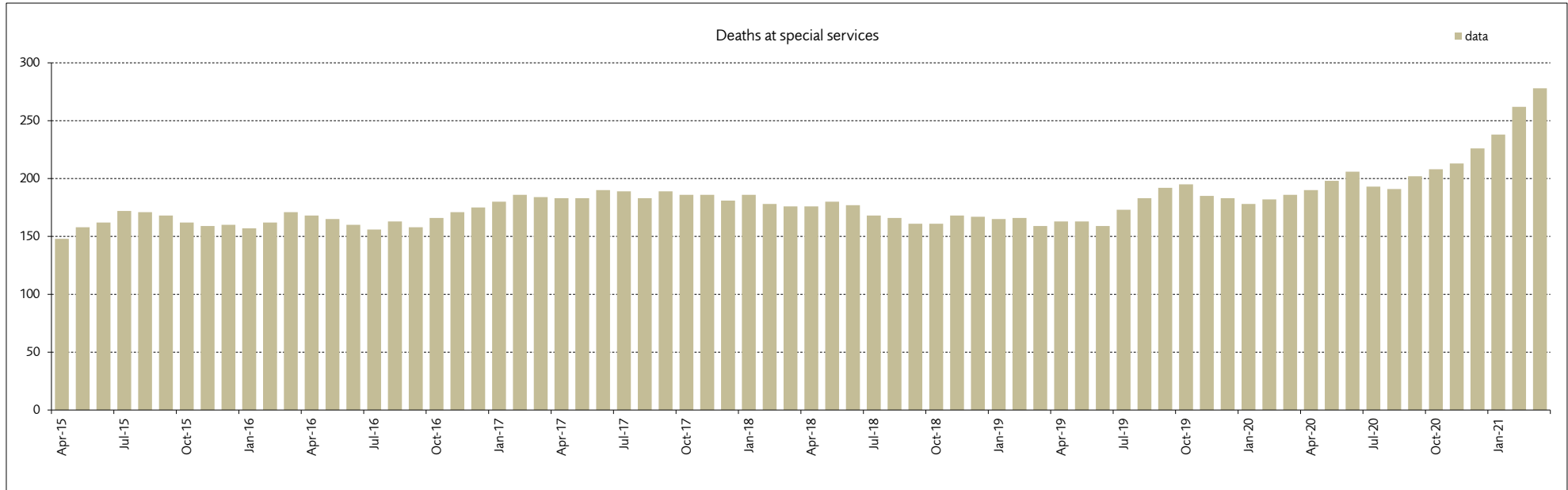
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3E	Serious fire injuries	rolling 12 month	578	600	597	587	587	598	536	539	492	492	440	455	421	434	434
		number in quarter	136	171	135	145		147	109	138	98		95	124	104	111	

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**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	2016/17	168	165	160	156	163	158	166	171	175	180	186	184
		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



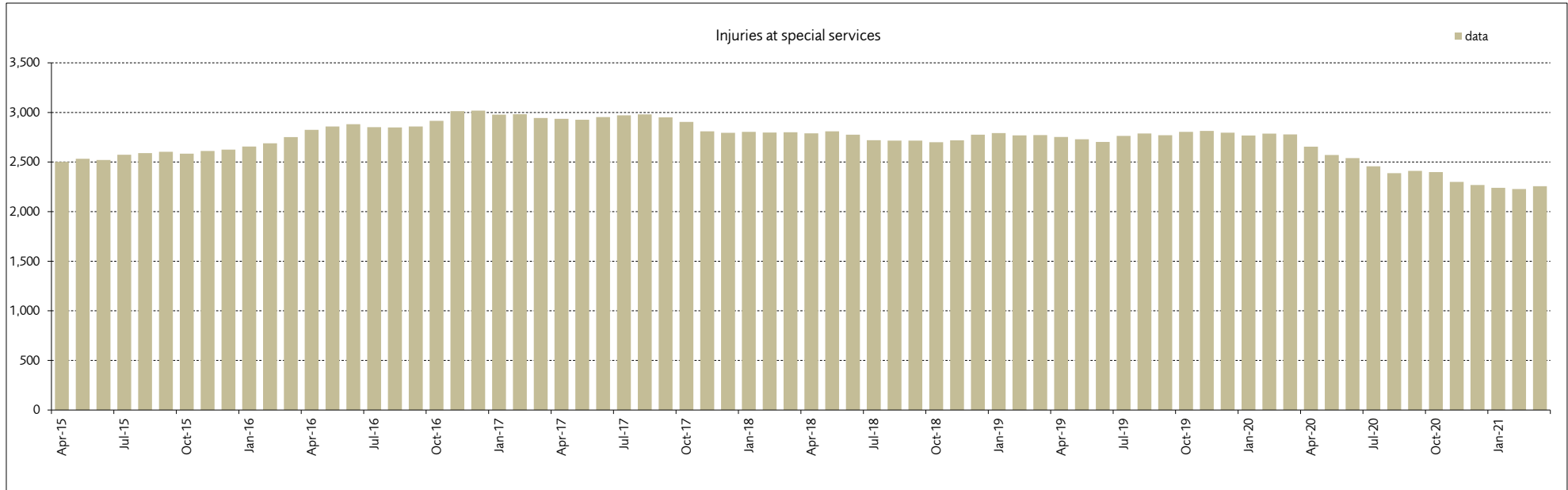
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX4A	Deaths at special services	rolling 12 month	177	161	167	159	159	159	192	183	186	186	206	202	226	278	278
		number in quarter	40	25	48	46		40	58	39	49		60	54	63	101	

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**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	2016/17	2,824	2,859	2,881	2,851	2,849	2,859	2,915	3,013	3,018	2,977	2,982	2,944
		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	2,813	2,796	2,768	2,786	2,778
		2020/21	2,655	2,571	2,539	2,457	2,388	2,411	2,399	2,300	2,268	2,240	2,228	2,256



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX4B	Injuries at special services	rolling 12 month	2,775	2,716	2,775	2,771	2,771	2,702	2,770	2,796	2,778	2,778	2,539	2,411	2,268	2,256	2,256
		number in quarter	747	705	714	605		678	773	740	587		439	645	597	575	

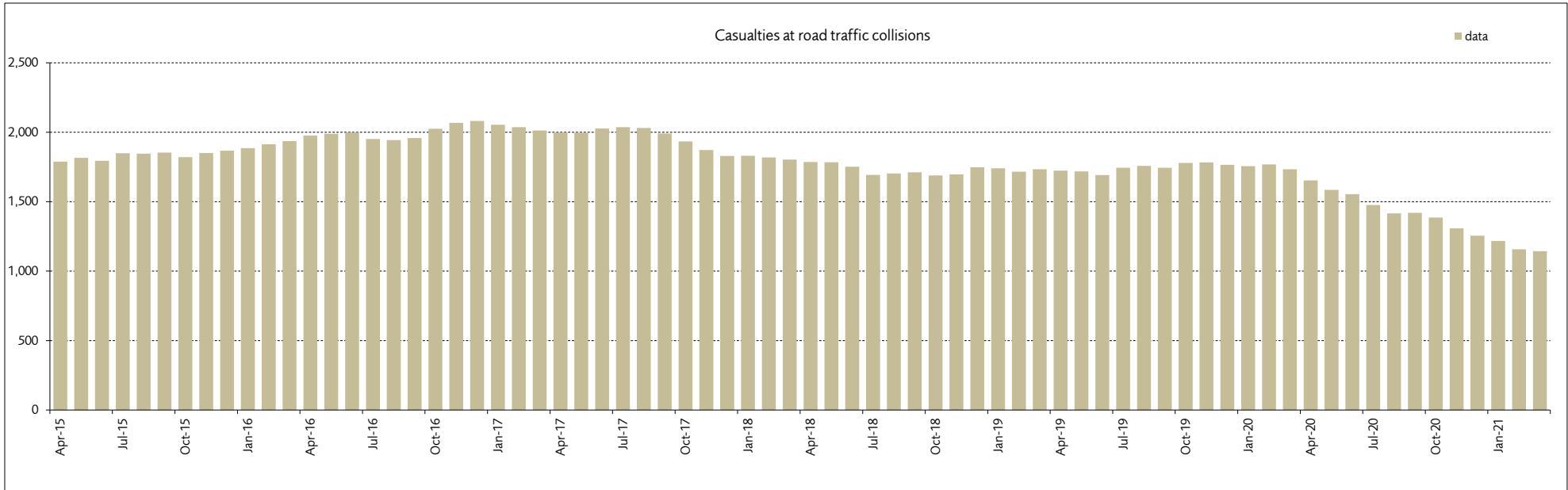
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**AIM 1 : PREVENTION and PROTECTION**

*Reduce the impact of fires and other emergencies*

IP6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Casualties at road traffic collisions <i>rolling 12 month</i>	2016/17	1,977	1,989	1,999	1,952	1,944	1,958	2,025	2,068	2,081	2,054	2,037	2,013
		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
		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
		2019/20	1,724	1,718	1,692	1,744	1,758	1,744	1,779	1,783	1,766	1,756	1,769	1,734
		2020/21	1,653	1,585	1,554	1,476	1,416	1,420	1,386	1,308	1,255	1,217	1,157	1,144

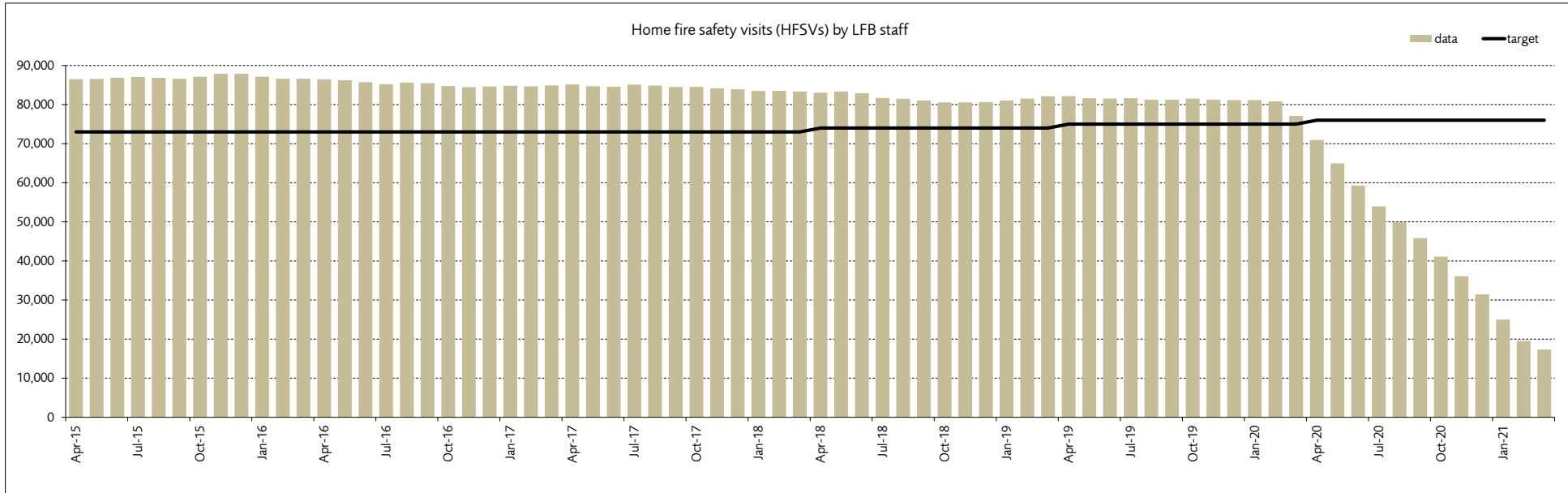
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HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP6	Casualties at road traffic collisions	rolling 12 month	1,752	1,711	1,748	1,734	1,734	1,692	1,744	1,766	1,734	1,734	1,554	1,420	1,255	1,144	1,144
		number in quarter	475	434	439	386		433	486	461	354		253	352	296	243	

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**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	2016/17	86,469	86,225	85,736	85,216	85,623	85,476	84,750	84,465	84,646	84,794	84,674	84,895	73,000
		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	81,556	81,638	81,239	81,250	81,510	81,260	81,130	81,130	80,784	77,105	75,000
		2020/21	70,971	64,935	59,302	53,953	49,906	45,822	41,090	36,094	31,434	24,996	19,558	17,323	76,000



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	82,904	81,043	80,615	82,150	82,150	81,556	81,250	81,130	77,105	77,105	59,302	45,822	31,434	17,323	17,323
		number in quarter	21,331	20,296	19,891	20,632		20,737	19,990	19,771	16,607		2,934	6,510	5,383	2,496	

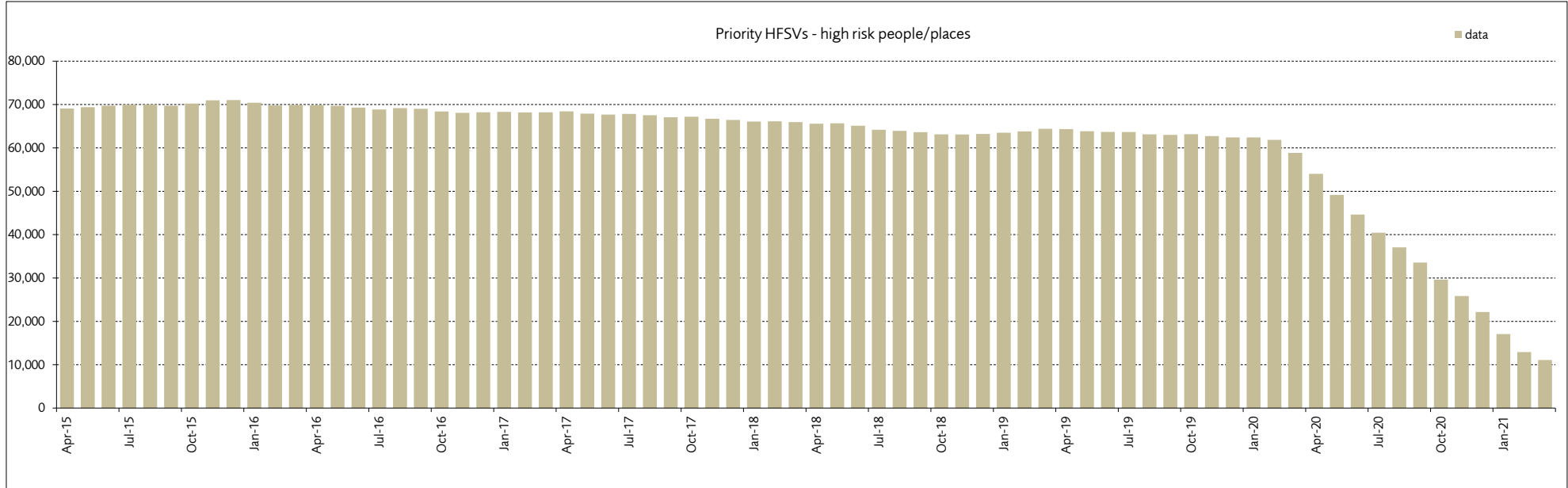
Note: Data between December 2017 and September 2019 includes HFSVs carried out as part of Fire Safe and Well visits

Corporate Performance Digest - Q4 2020/21

**AIM 1 : PREVENTION and PROTECTION**

*Inform and educate London's communities*

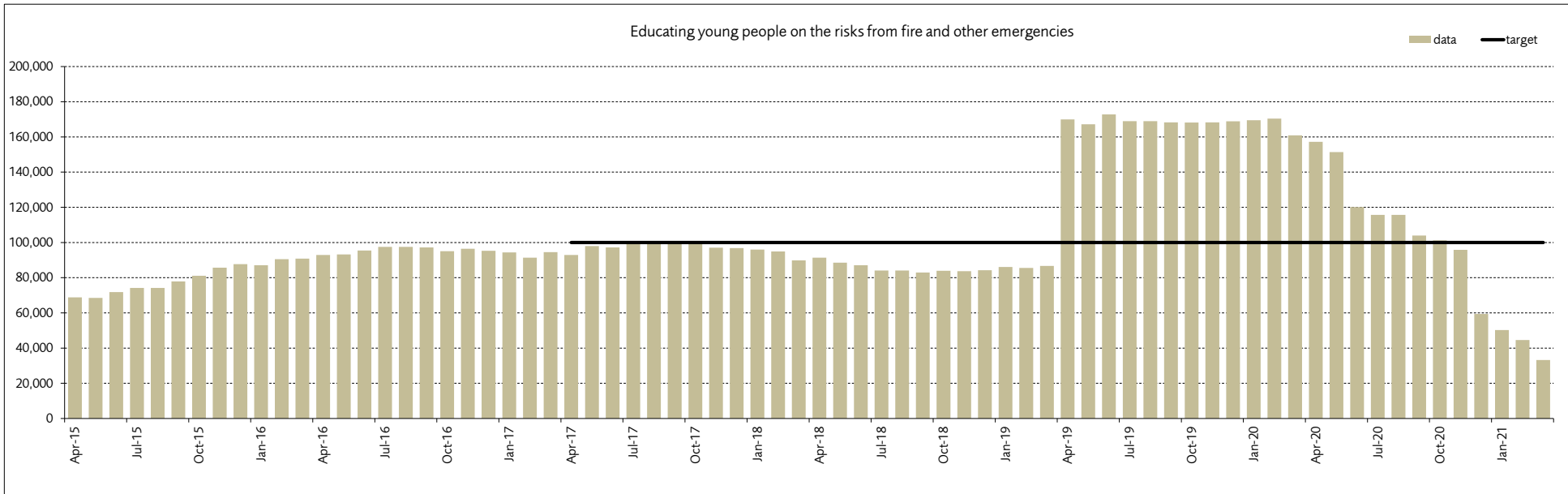
CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2016/17	69,872	69,703	69,303	68,859	69,165	69,027	68,409	68,096	68,225	68,322	68,185	68,215
		2017/18	68,424	67,900	67,698	67,844	67,543	67,073	67,191	66,725	66,463	66,063	66,141	65,968
		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	63,846	63,695	63,672	63,138	63,019	63,168	62,727	62,433	62,406	61,874	58,868
		2020/21	54,014	49,146	44,633	40,438	37,065	33,554	29,637	25,846	22,147	17,062	12,923	11,106



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX5	Priority HFSVs - high risk people/places	rolling 12 month	65,124	63,637	63,213	64,397	64,397	63,695	63,019	62,433	58,868	58,868	44,633	33,554	22,147	11,106	11,106
		number in quarter	16,772	15,885	15,562	16,178		16,070	15,209	14,976	12,613			1,835	4,130	3,569	1,572

Corporate Performance Digest - Q4 2020/21  
**AIM 1 : PREVENTION and PROTECTION**  
*Inform and educate London's communities*

H9		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	
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*													
		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	103,979	101,183	95,824	59,377	50,225	44,595	33,217	100,000		

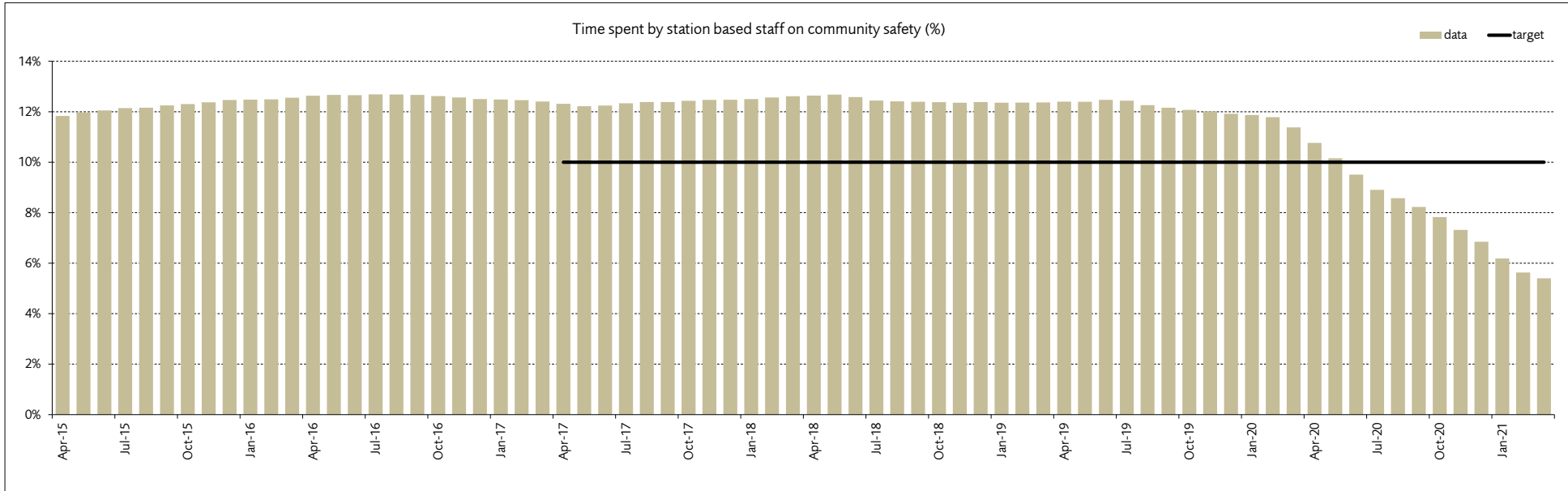


HoFS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H9	Educating young people on the risks from fire and other emergencies - original four activities*	rolling 12 month	87,102	82,963	84,255	86,744	86,744										
		number in quarter	26,506	15,883	22,060	22,295											
	Educating young people on the risks from fire and other emergencies - revised seven activities**	rolling 12 month						172,807	168,298	168,864	160,891	160,891	120,178	103,979	59,377	33,217	33,217
		number in quarter						40,736	18,947	56,339	44,869		23	2,748	11,737	18,709	

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

Corporate Performance Digest - Q4 2020/21  
**AIM 1 : PREVENTION and PROTECTION**  
*Inform and educate London's communities*

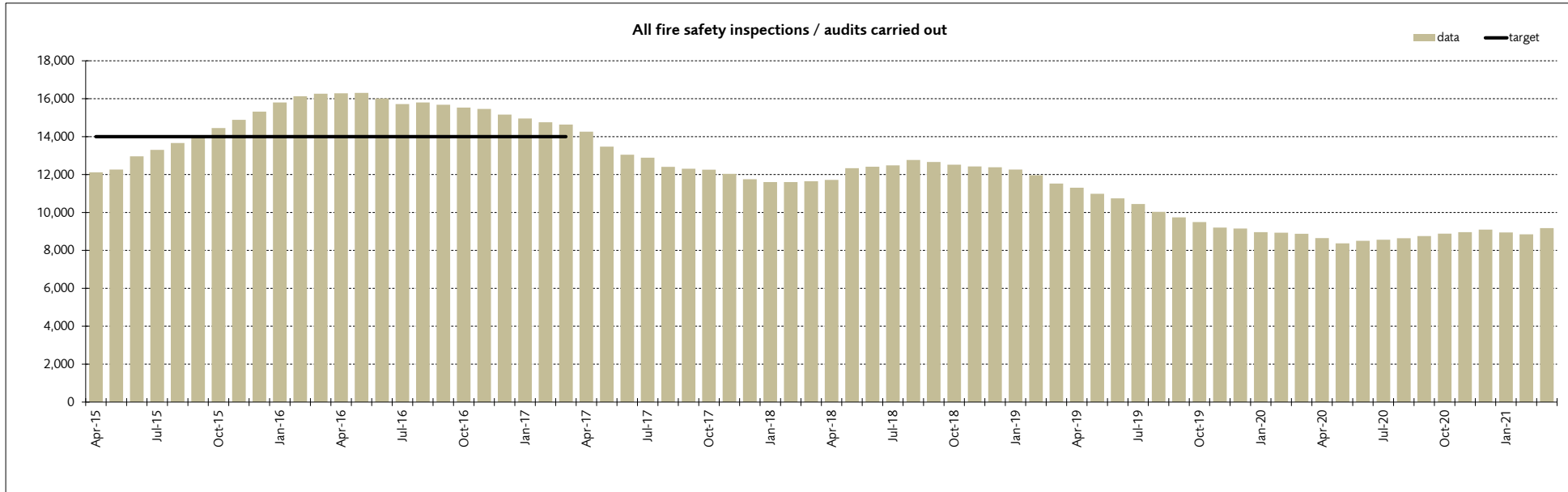
CO1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Time spent by station staff on community safety (%) rolling 12 month	2016/17	12.6%	12.7%	12.7%	12.7%	12.7%	12.7%	12.6%	12.6%	12.5%	12.5%	12.5%	12.4%	-
		2017/18	12.3%	12.2%	12.2%	12.3%	12.4%	12.4%	12.4%	12.5%	12.5%	12.5%	12.6%	12.6%	10%
		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%



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO1	Time spent by station staff on community safety	rolling 12 month	12.6%	12.4%	12.4%	12.4%	12.4%	12.5%	12.2%	11.9%	11.4%	11.4%	9.5%	8.2%	6.8%	5.4%	5.4%
		% in quarter	12.6%	12.6%	12.2%	12.2%		13.0%	11.4%	11.2%	10.0%		5.2%	6.2%	5.8%	4.4%	

Corporate Performance Digest - Q4 2020/21  
**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	2016/17	16,289	16,306	16,016	15,720	15,802	15,685	15,532	15,461	15,161	14,960	14,756	14,640	14,000
		2017/18	14,260	13,473	13,044	12,892	12,407	12,309	12,256	12,035	11,751	11,606	11,601	11,646	-
		2018/19	11,720	12,334	12,416	12,488	12,770	12,666	12,521	12,431	12,388	12,265	11,970	11,527	-
		2019/20	11,303	10,989	10,745	10,443	10,031	9,742	9,498	9,202	9,153	8,960	8,935	8,879	-
		2020/21	8,652	8,375	8,507	8,564	8,641	8,757	8,880	8,962	9,099	8,946	8,847	9,173	-

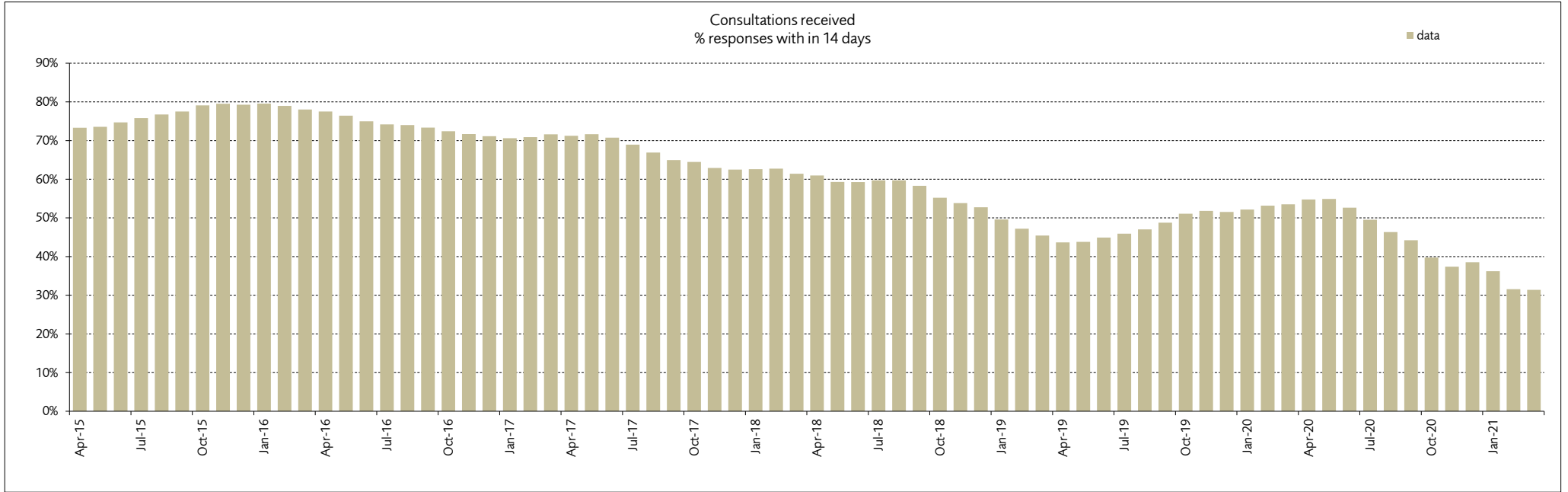


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H10	All fire safety inspections / audits carried out	rolling 12 month	12,416	12,666	12,388	11,527	11,527	10,745	9,742	9,153	8,879	8,879	8,507	8,757	9,099	9,173	9,173
		number in quarter	3,189	3,223	2,665	2,450		2,407	2,220	2,076	2,176		2,035	2,470	2,418	2,250	

**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	<b>Consultations received</b> % responses with in 14 days rolling 12 month	2016/17	77.5%	76.4%	75.0%	74.2%	74.0%	73.4%	72.4%	71.7%	71.1%	70.6%	70.9%	71.6%	up
		2017/18	71.2%	71.7%	70.8%	68.9%	66.9%	65.0%	64.5%	62.9%	62.5%	62.6%	62.7%	61.4%	up
		2018/19	61.0%	59.3%	59.3%	59.7%	59.7%	58.3%	55.2%	53.8%	52.8%	49.6%	47.2%	45.4%	up
		2019/20	43.7%	43.8%	44.9%	45.9%	47.0%	48.8%	51.1%	51.8%	51.5%	52.2%	53.2%	53.5%	up
		2020/21	54.8%	54.9%	52.6%	49.5%	46.3%	44.2%	39.8%	37.4%	38.5%	36.2%	31.6%	31.4%	up

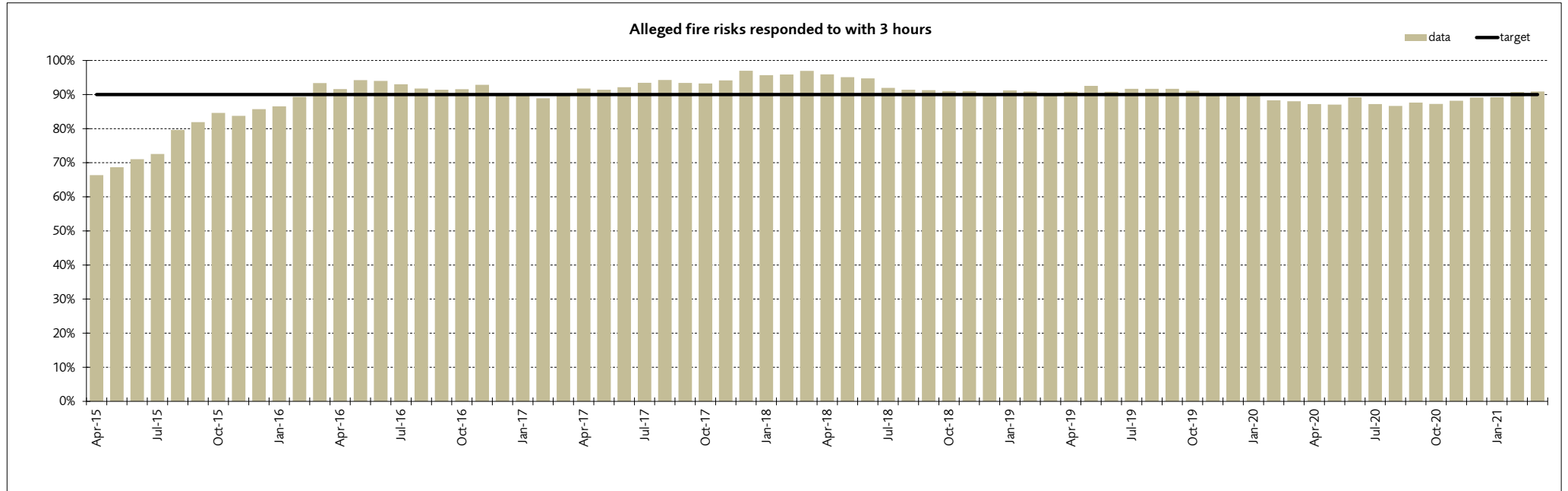


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP7	Consultations received % responses within 14 days	rolling 12 month	59.3%	58.3%	52.8%	45.4%	45.4%	44.9%	48.8%	51.5%	53.5%	53.5%	52.6%	44.2%	38.5%	31.4%	31.4%
		number in quarter	56.1%	51.9%	35.8%	37.0%		53.7%	65.8%	47.8%	45.2%		42.4%	28.6%	20.1%	37.1%	

**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	2016/17	91.6%	94.2%	94.0%	93.0%	91.8%	91.4%	91.6%	92.9%	89.9%	90.3%	88.9%	89.8%	90%
		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%	91.4%	91.3%	91.0%	91.0%	89.9%	91.2%	90.9%	90.2%	90%
		2019/20	90.8%	92.6%	90.8%	91.7%	91.7%	91.7%	91.1%	90.1%	90.3%	89.7%	88.3%	88.0%	90%
		2020/21	87.2%	87.1%	89.2%	87.2%	86.7%	87.6%	87.2%	88.2%	89.1%	89.2%	90.7%	90.9%	90%

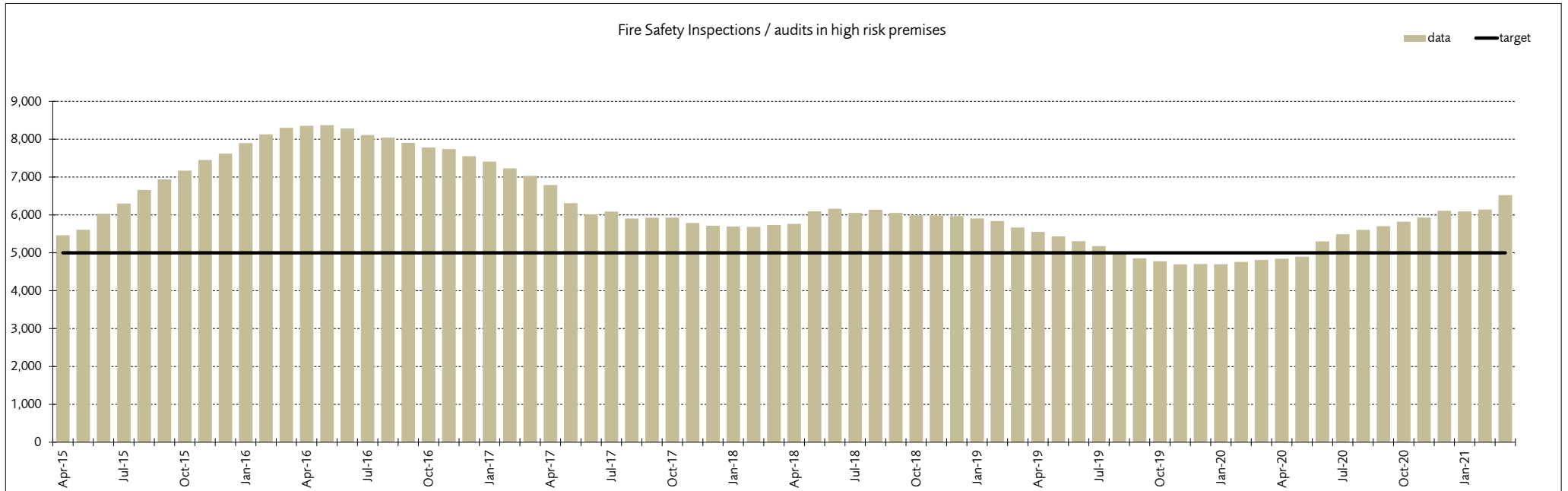


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO2	Alleged fire risks responded to within 3 hours	rolling 12 month	94.7%	91.3%	89.9%	90.2%	90.2%	90.8%	91.7%	90.3%	88.0%	88.0%	89.2%	87.6%	89.1%	90.9%	90.9%
		number in quarter	90.5%	84.0%	93.8%	95.0%		91.9%	87.0%	87.0%	77.8%		96.4%	82.8%	92.3%	92.6%	

**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	2016/17	8,352	8,370	8,284	8,109	8,042	7,901	7,782	7,738	7,551	7,411	7,229	7,034	5,000
		2017/18	6,789	6,313	6,018	6,090	5,905	5,926	5,932	5,790	5,716	5,694	5,688	5,735	5,000
		2018/19	5,765	6,097	6,162	6,054	6,136	6,054	5,991	5,988	5,973	5,909	5,837	5,669	5,000
		2019/20	5,551	5,434	5,307	5,179	4,997	4,856	4,780	4,696	4,704	4,700	4,761	4,813	5,000
		2020/21	4,845	4,898	5,302	5,491	5,605	5,703	5,823	5,929	6,112	6,094	6,144	6,524	5,000

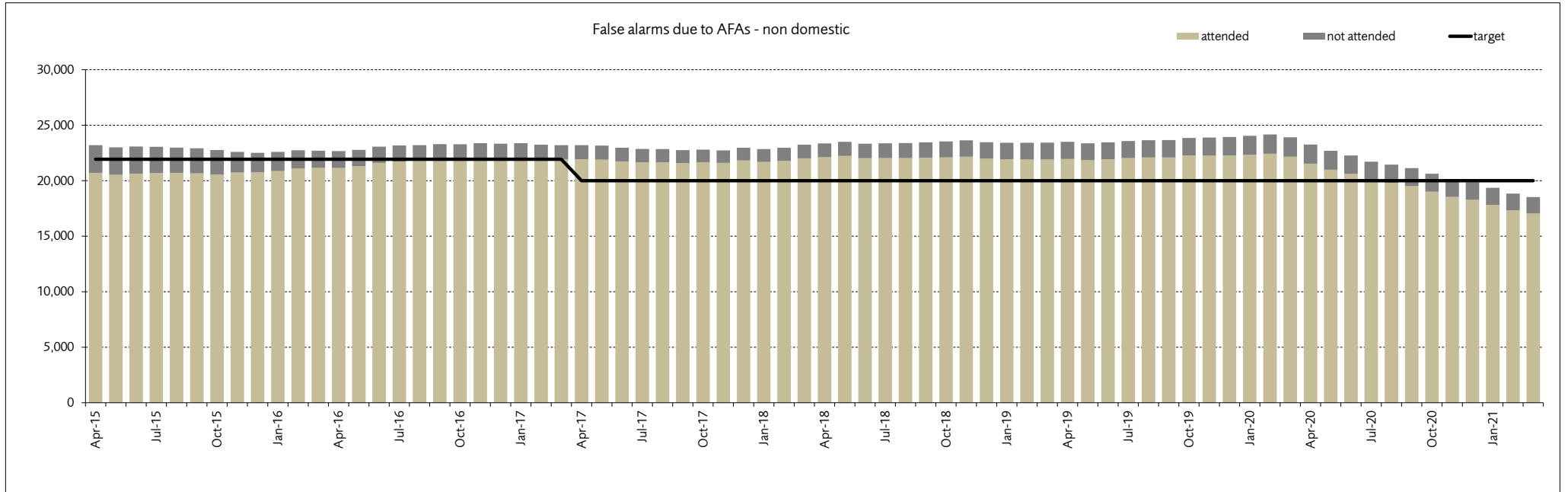


HoFS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	6,162	6,054	5,973	5,669	5,307	4,856	4,704	4,813	4,813	5,302	5,703	6,112	6,524	6,524
		number in quarter	1,567	1,629	1,261	1,212		1,205	1,178	1,109	1,321		1,694	1,579	1,518	1,733

**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 rolling 12 month	2016/17	21,147	21,301	21,609	21,731	21,800	21,921	21,915	22,028	21,992	22,065	21,973	21,928	21,932
		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

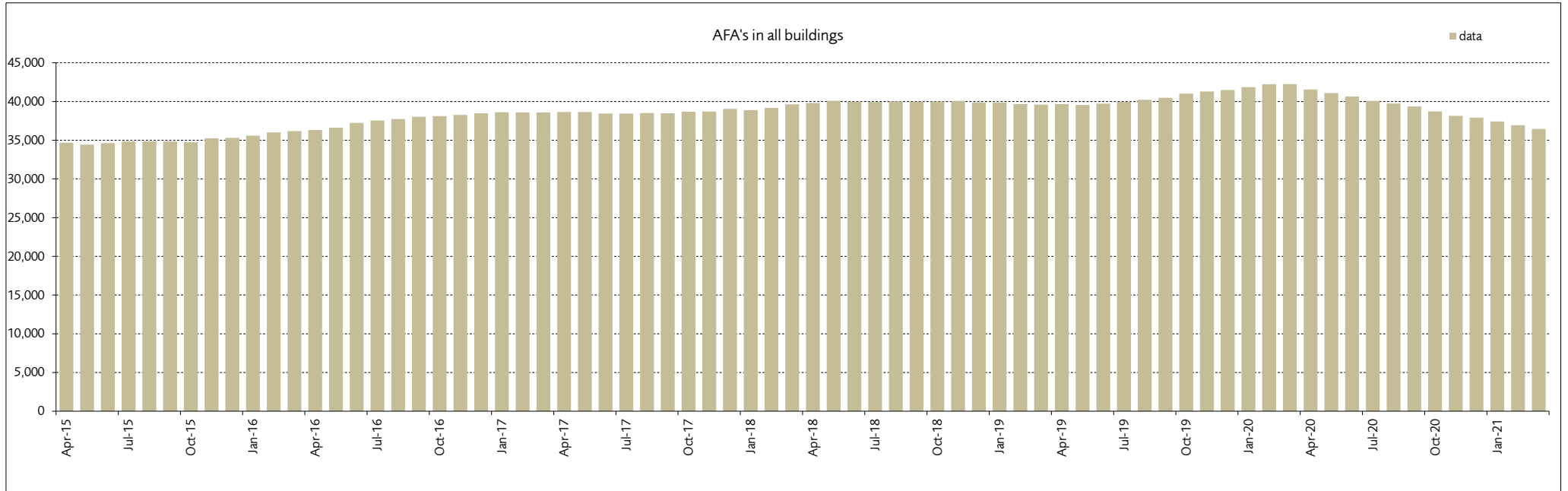


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H11	False alarms due to AFAs - non domestic	rolling 12 month	22,032	22,074	21,993	21,909	21,909	21,929	22,088	22,266	22,156	22,156	20,616	19,513	18,290	17,052	17,052	
		per 1,000 non domestic properties	77.26	77.40	77.12	76.82	76.82	76.82	76.89	77.45	78.08	77.69	77.69	72.29	68.42	64.13	59.79	59.79
		number in quarter	5,213	5,666	5,746	5,284			5,233	5,825	5,924	5,174		3,693	4,722	4,701	3,936	

**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 rolling 12 month	2016/17	36,311	36,599	37,226	37,541	37,732	38,024	38,112	38,270	38,476	38,607	38,571	38,570
		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

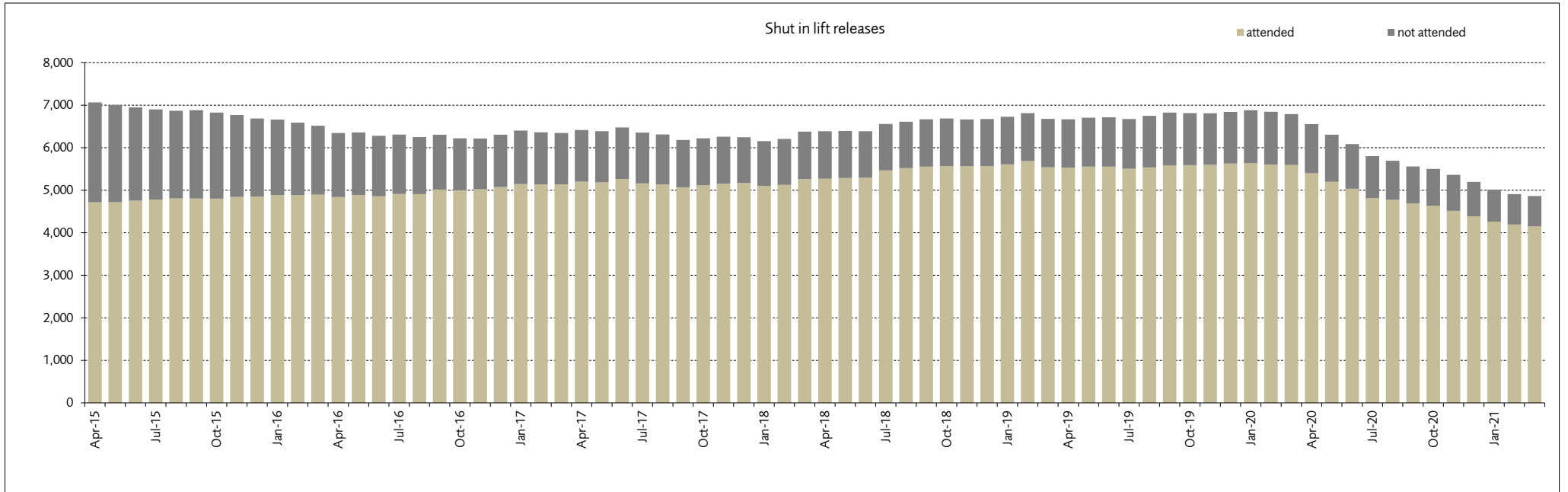


HoFS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
CX7	AFA's in all buildings	rolling 12 month	39,971	39,979	39,865	39,590	39,590	39,719	40,485	41,480	42,233	42,233	40,628	39,360	37,909	36,455	36,455
		number in quarter	9,602	10,289	10,448	9,251		9,731	11,055	11,443	10,004		8,126	9,787	9,992	8,550	

**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 rolling 12 month	2016/17	4,841	4,890	4,858	4,912	4,909	5,015	5,001	5,024	5,077	5,145	5,137	5,137	down
		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	4,193	4,152	down



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP8	Shut in lift releases	rolling 12 month	5,294	5,557	5,567	5,540	5,540	5,554	5,582	5,627	5,594	5,594	5,035	4,687	4,385	4,152	4,152
		number in quarter	1,392	1,522	1,378	1,248		1,406	1,550	1,423	1,215		847	1,202	1,121	982	



## 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:

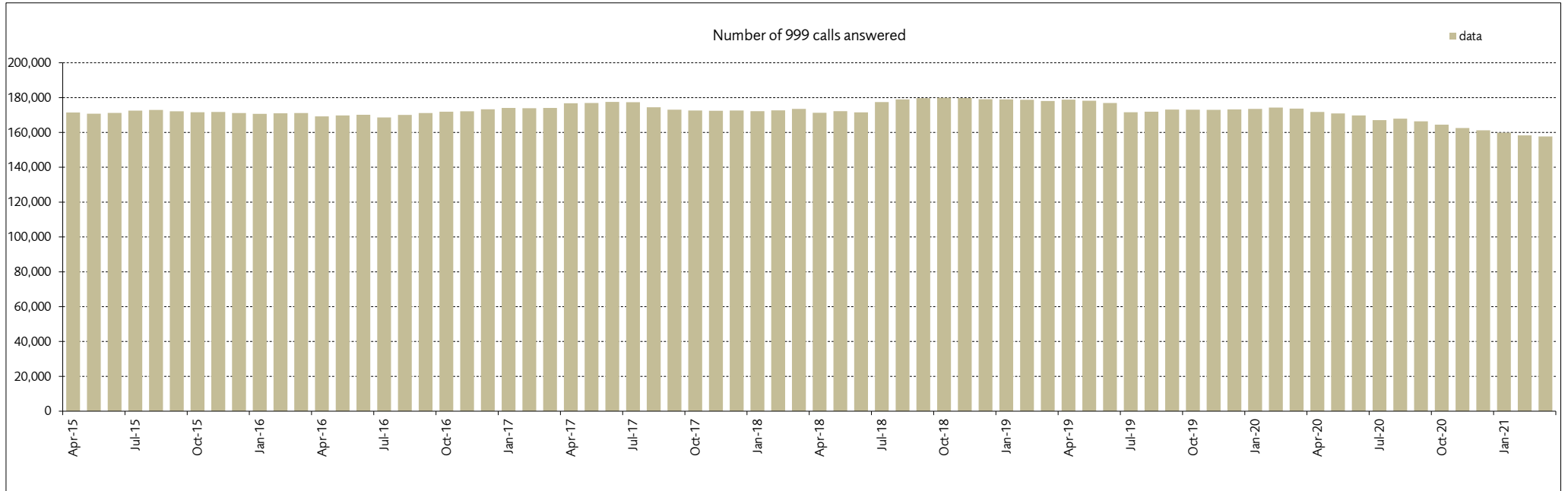
- Planning and preparing for emergencies that may happen and making a high quality, effective and resilient response to them.
- To use our resources in a flexible and efficient way arriving at incidents as quickly as we can.

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.

**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	2016/17	169,212	169,791	170,180	168,599	170,043	171,167	171,924	172,179	173,270	174,074	173,942	174,047
		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	164,458	162,552	161,265	159,853	158,352	157,726

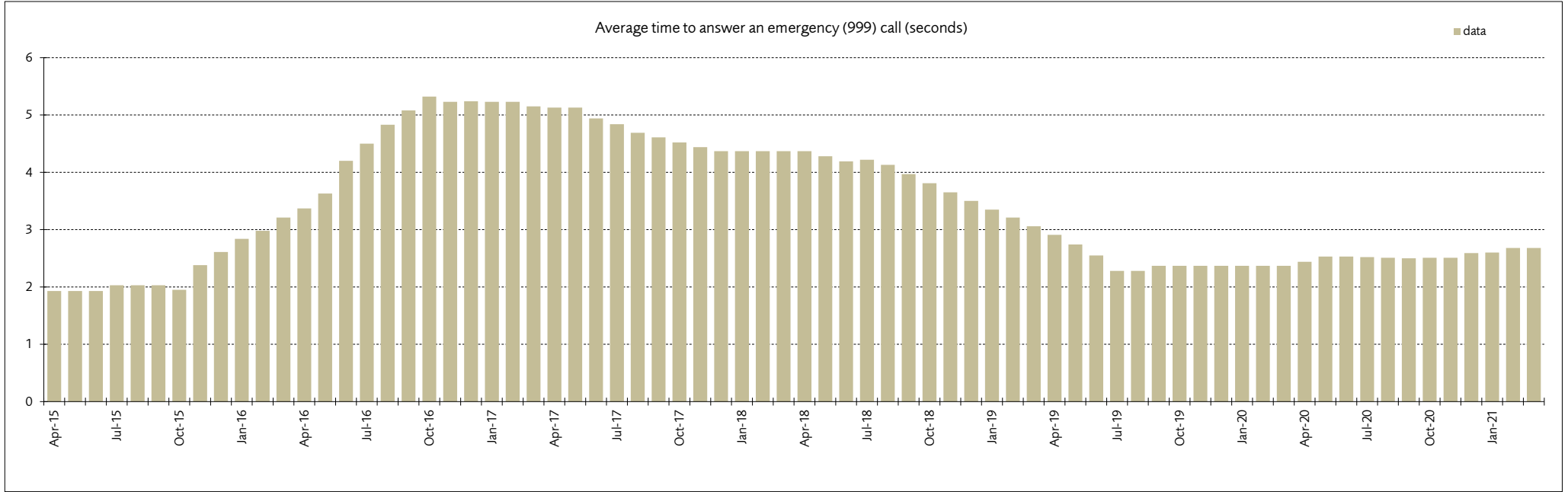


HoCRM		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
CX8A	Number of 999 calls answered	rolling 12 month	171,538	179,692	179,033	178,073	178,073	176,943	173,141	173,250	173,690	173,690	169,787	166,420	161,265	157,726	157,726
		number in quarter	45,260	52,614	41,929	38,270		44,130	48,812	42,038	38,710		40,227	45,445	36,883	35,171	

**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) rolling 12 month	2016/17	3.37	3.63	4.20	4.50	4.83	5.08	5.32	5.23	5.24	5.23	5.23	5.15
		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	2.60	2.68	2.68



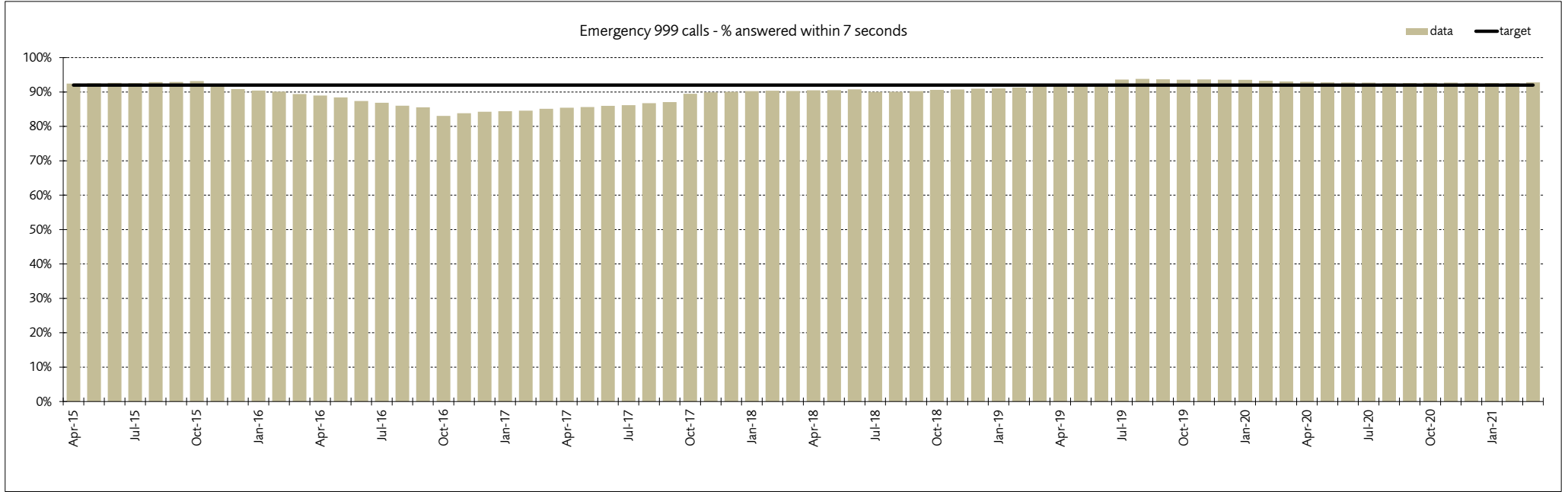
HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX8B	Average time to answer an emergency (999) call (seconds)	rolling 12 month	4.19	3.97	3.50	3.06	3.06	2.55	2.37	2.37	2.37	2.37	2.53	2.50	2.59	2.68	2.68
		quarter	4.37	3.58	2.00	2.00		2.34	3.00	2.00	2.00		3.00	3.00	2.33	2.33	

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.

**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 rolling 12 month	2016/17	89.0%	88.4%	87.4%	86.9%	86.0%	85.5%	83.0%	83.8%	84.3%	84.4%	84.6%	85.1%	92%
		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%	93.6%	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%



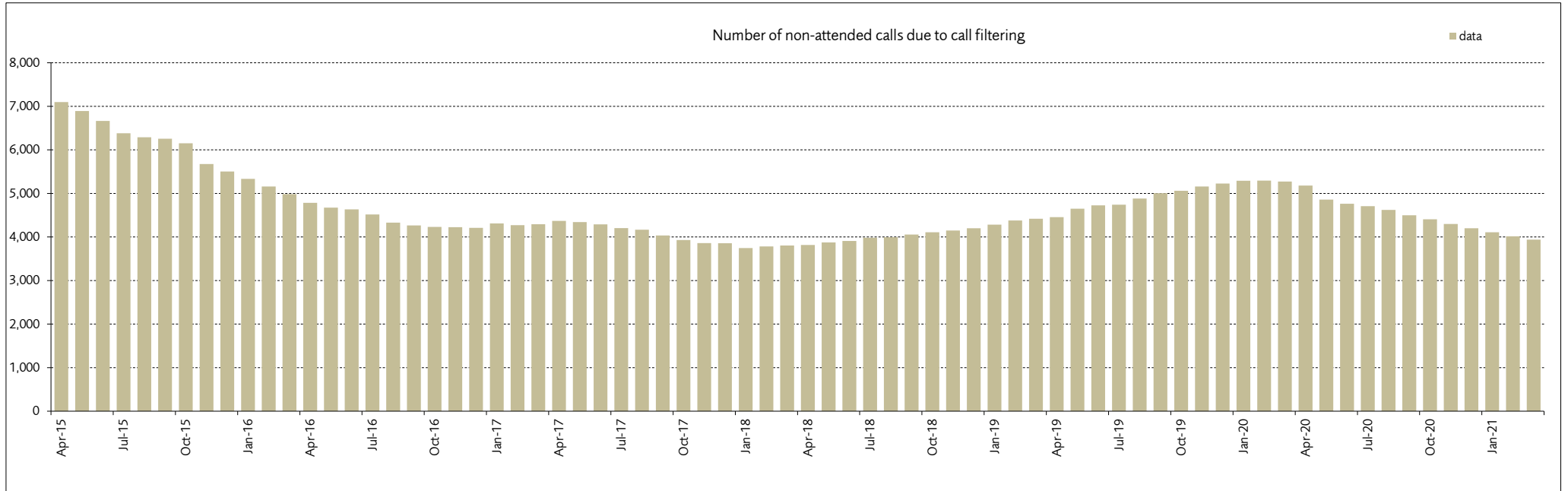
HoCRM		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO3	Emergency 999 calls - rolling 12 month	90.8%	90.3%	91.0%	91.7%	91.7%	92.4%	93.7%	93.6%	93.1%	93.1%	92.7%	92.6%	92.6%	92.8%	92.8%
	% in quarter	90.2%	87.5%	94.5%	95.9%		93.0%	91.9%	94.1%	93.7%		91.5%	91.2%	94.2%	94.5%	

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.

**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 rolling 12 month	2016/17	4,784	4,674	4,633	4,518	4,328	4,264	4,232	4,226	4,210	4,310	4,270	4,294	up
		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	4,406	4,299	4,200	4,109	4,015	3,939	up



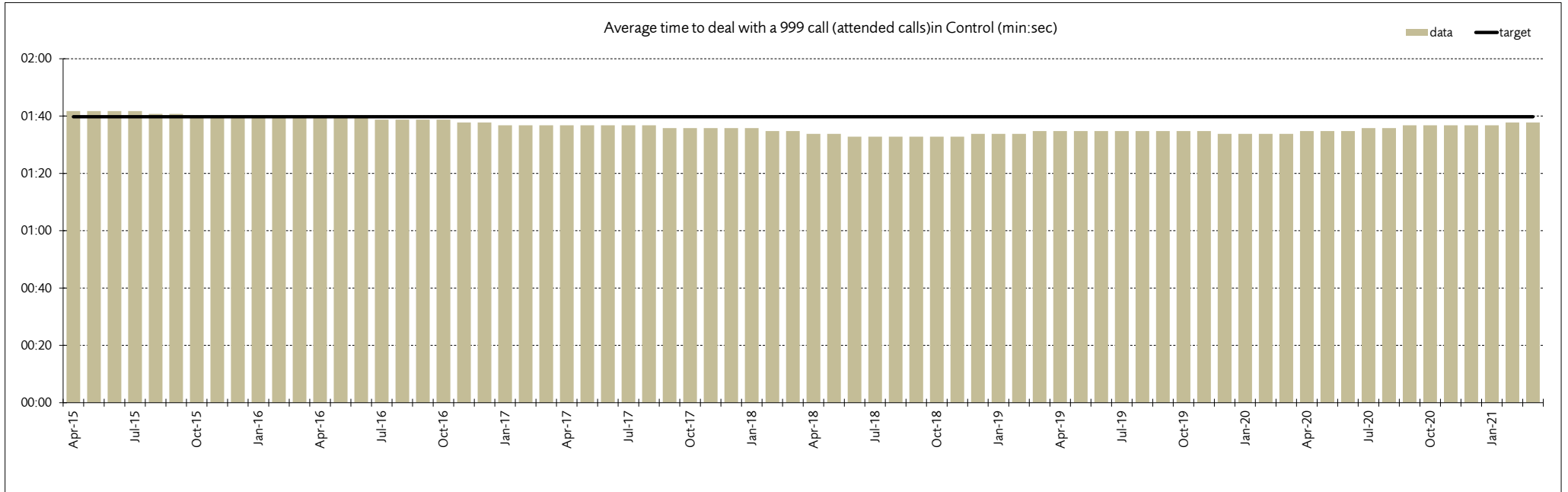
HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
IP9	Number of non-attended calls due to call filtering	rolling 12 month	3,910	4,056	4,201	4,420	4,420	4,727	5,004	5,227	5,272	5,272	5,272	4,762	4,497	4,200	3,939	3,939
		number in quarter	1,109	1,042	1,120	1,149		1,416	1,319	1,343	1,194		906	1,054	1,046	933		

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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) rolling 12 month	2016/17	01:40	01:40	01:40	01:39	01:39	01:39	01:39	01:38	01:38	01:37	01:37	01:37	01:40
		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	01:37	01:38	01:38	01:40



HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H12	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:33	01:33	01:34	01:35	01:35	01:35	01:35	01:34	01:34	01:34	01:35	01:37	01:37	01:38	01:38
		quarter	01:33	01:35	01:35	01:35		01:36	01:34	01:34	01:35		01:40	01:39	01:35	01:36	

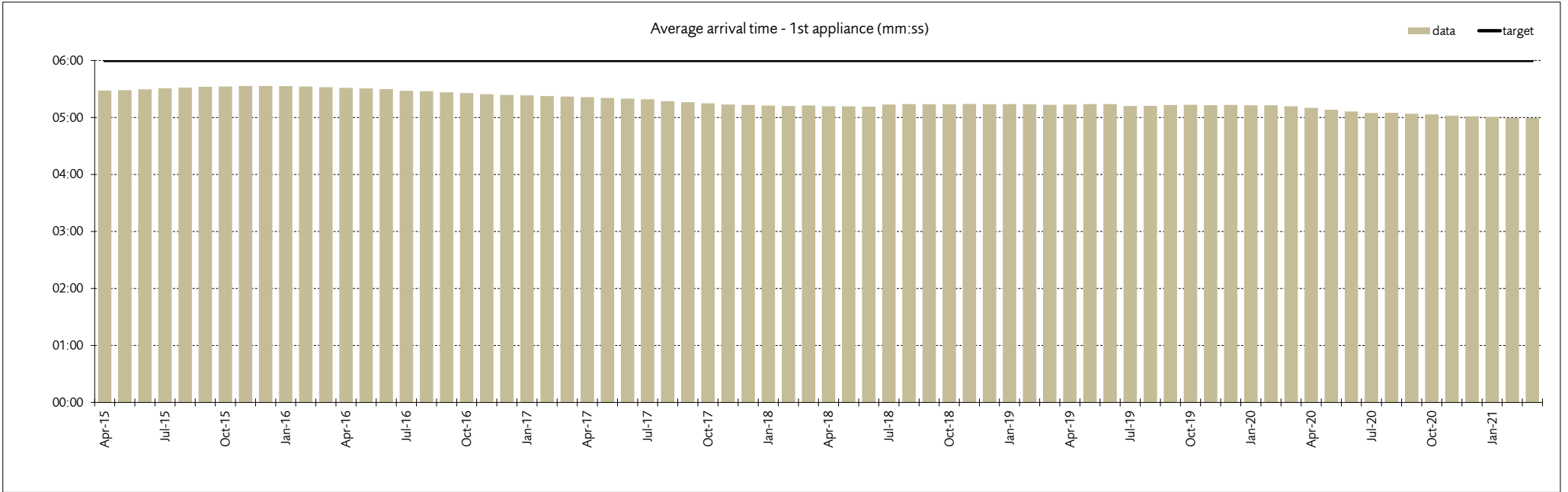
Note: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which 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) rolling 12 month	2016/17	05:31	05:31	05:30	05:28	05:28	05:26	05:26	05:25	05:24	05:23	05:23	05:22	06:00
		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

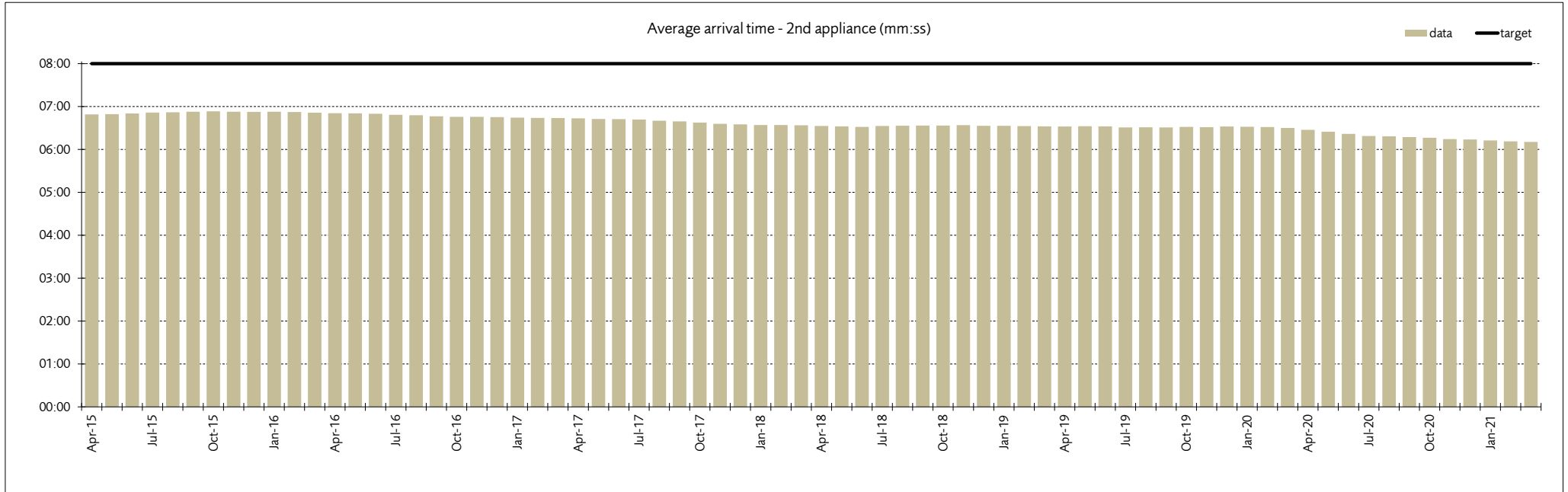


HoFSt		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:11	05:14	05:14	05:13	05:13	05:14	05:13	05:13	05:12	05:12	05:06	05:04	05:01	04:59	04:59
		time for quarter	05:10	05:18	05:13	05:11		05:13	05:17	05:10	05:08		04:48	05:07	05:03	04:58	

**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) rolling 12 month	2016/17	06:51	06:51	06:50	06:48	06:44	06:46	06:46	06:46	06:45	06:45	06:44	06:44	08:00	
		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	06:33	06:34	06:33	06:33	06:33	08:00	
		2019/20	06:32	06:32	06:32	06:31	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	06:14	06:13	06:11	06:11	08:00

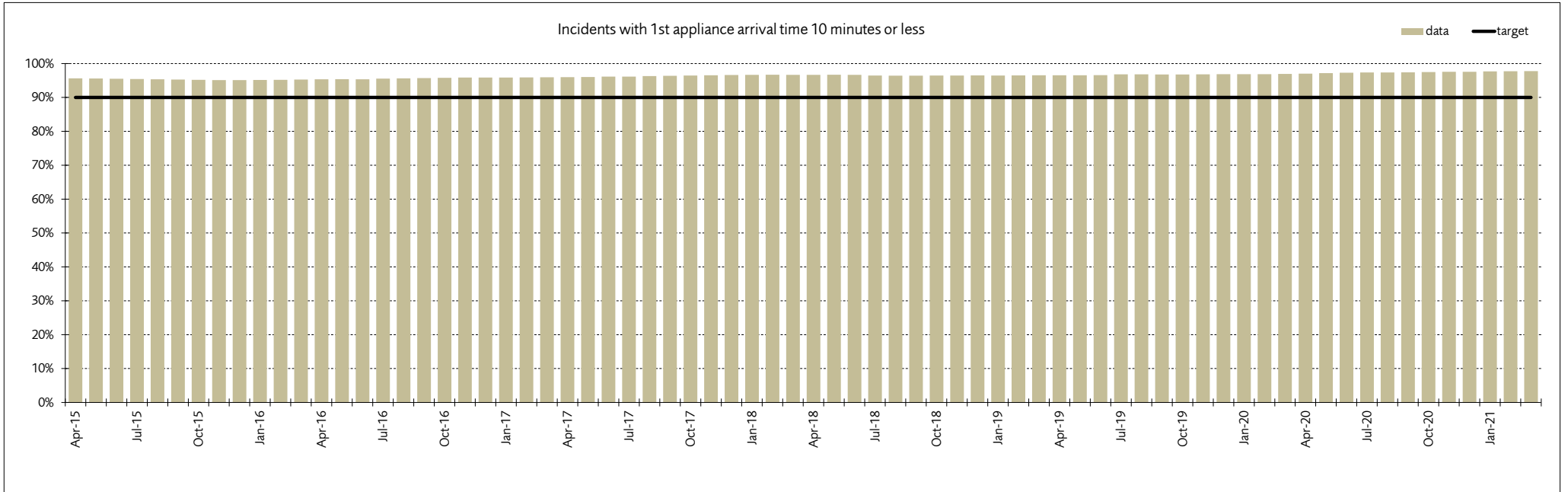


HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:32	06:33	06:33	06:32	06:32	06:32	06:31	06:32	06:30	06:30	06:22	06:17	06:14	06:11	06:11
		time for quarter	06:28	06:41	06:32	06:27		06:28	06:38	06:29	06:24		05:53	06:19	06:24	06:05	

**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>	2016/17	95.4%	95.4%	95.4%	95.6%	95.6%	95.7%	95.8%	95.9%	95.9%	95.9%	95.9%	96.0%	90%	
		2017/18	96.0%	96.0%	96.1%	96.2%	96.3%	96.4%	96.5%	96.6%	96.6%	96.6%	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%	96.8%	96.9%	96.9%	96.9%	97.0%	90%
		2020/21	97.0%	97.2%	97.3%	97.4%	97.4%	97.4%	97.4%	97.5%	97.6%	97.6%	97.7%	97.7%	97.8%	90%

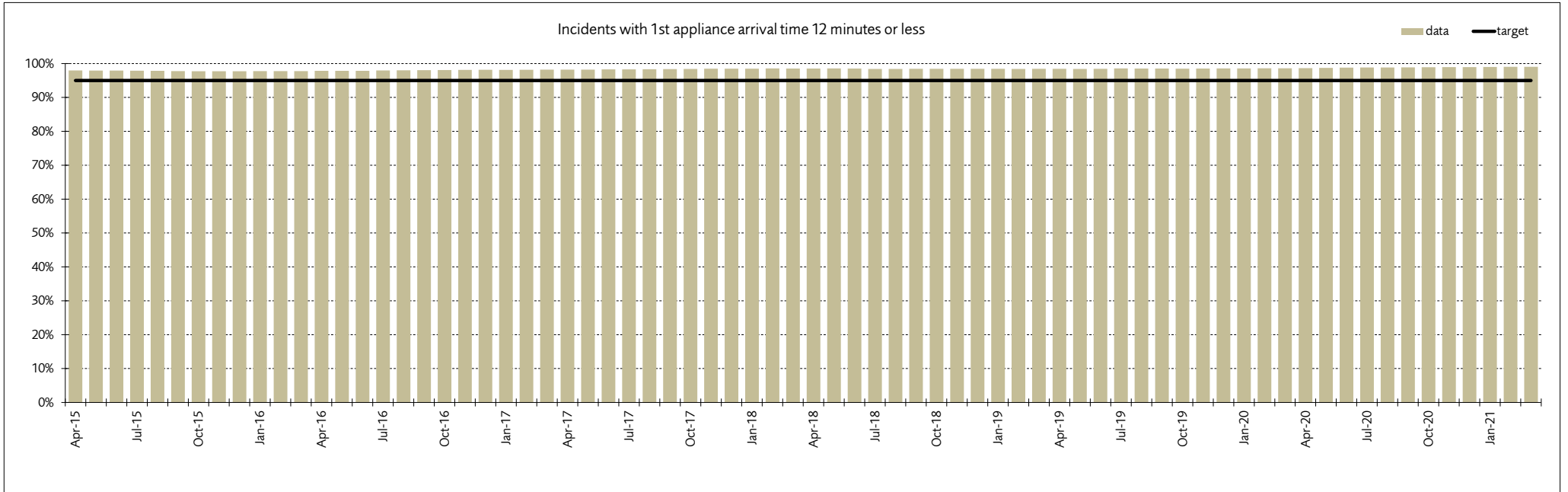


HoFSt		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	96.7%	96.4%	96.5%	96.5%	96.5%	96.6%	96.8%	96.9%	97.0%	97.0%	97.3%	97.4%	97.6%	97.8%	97.8%
	% in quarter		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

**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>	2016/17	97.8%	97.9%	97.8%	98.0%	98.0%	98.0%	98.1%	98.1%	98.2%	98.1%	98.2%	98.2%	95%
		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%	98.5%	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%	98.9%	99.0%	99.0%	99.0%	95%



HoFSt		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	98.5%	98.4%	98.4%	98.4%	98.4%	98.4%	98.5%	98.6%	98.6%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%
	% in quarter		98.4%	98.2%	98.6%	98.6%		98.4%	98.4%	98.8%	98.8%		99.2%	98.8%	99.1%	99.2%	

## 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:

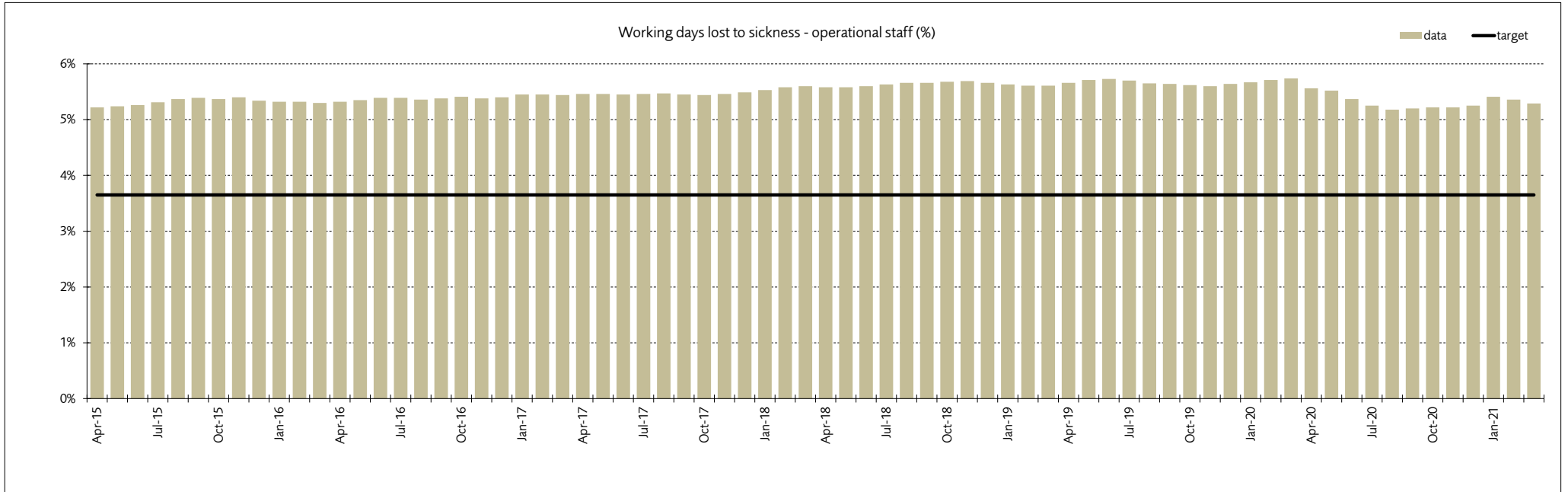
- Developing and training our staff to their full potential, at the same time transforming the Brigade so that it is a place where people want to work, and have the opportunity to influence how we work.
- Maximising how we spend our money, ensuring that the Brigade is supported through intelligent systems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

**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	2016/17	5.32%	5.35%	5.39%	5.39%	5.36%	5.38%	5.41%	5.38%	5.40%	5.45%	5.45%	5.44%	3.65%
		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%	5.70%	5.65%	5.64%	5.62%	5.60%	5.64%	5.67%	5.71%	5.74%	3.65%
		2020/21	5.56%	5.52%	5.37%	5.25%	5.18%	5.20%	5.22%	5.22%	5.25%	5.41%	5.36%	5.29%	3.65%



HoHRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.6%	5.7%	5.7%	5.6%	5.6%	5.7%	5.6%	5.6%	5.7%	5.7%	5.4%	5.2%	5.3%	5.3%	5.3%
		% for quarter	5.1%	6.2%	5.9%	5.2%		5.6%	5.9%	5.9%	5.6%		4.1%	5.2%	6.1%	5.8%	
		number for rolling 12 months	10.2	10.3	10.3	10.2	10.2	10.5	10.3	10.3	10.5	10.5	9.8	9.5	9.6	9.7	9.7

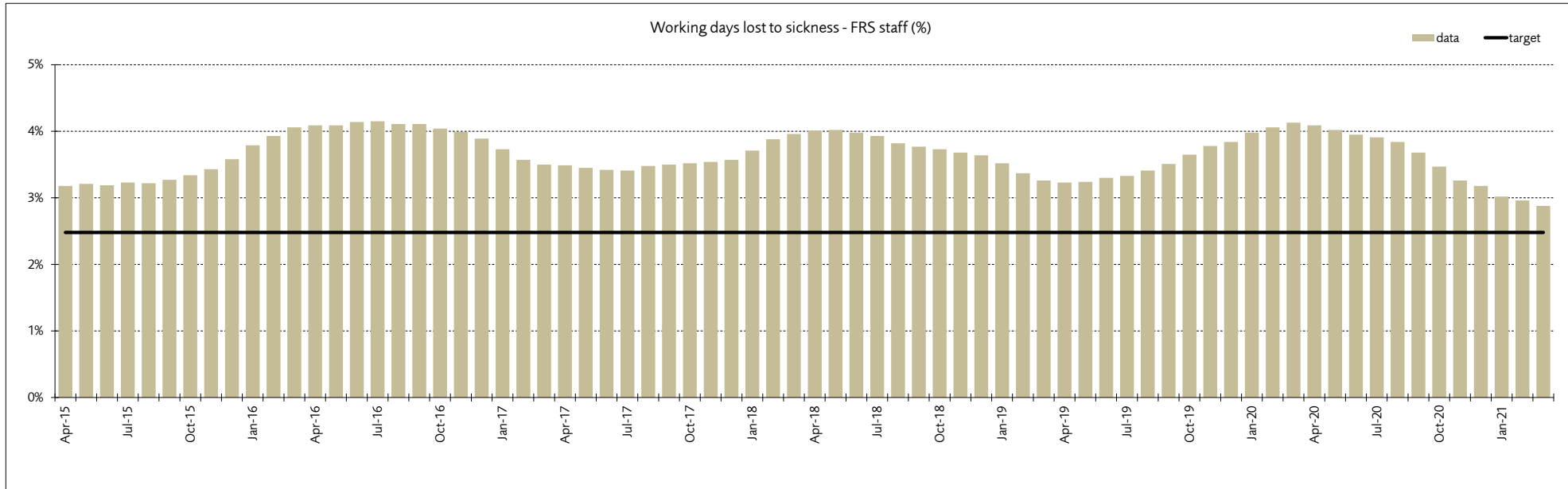
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**AIM 3 : PEOPLE and RESOURCES**

A professional organisation

CO6B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoPS	Working days lost to sickness - FRS staff (%) rolling 12 month	2016/17	4.09%	4.09%	4.14%	4.15%	4.11%	4.11%	4.04%	3.99%	3.89%	3.73%	3.57%	3.50%
		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%
		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%
		2019/20	3.23%	3.24%	3.30%	3.33%	3.41%	3.51%	3.65%	3.78%	3.84%	3.98%	4.06%	4.13%
		2020/21	4.09%	4.02%	3.95%	3.91%	3.84%	3.68%	3.47%	3.26%	3.18%	3.02%	2.96%	2.88%

target
2.48%
2.48%
2.48%
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2.48%



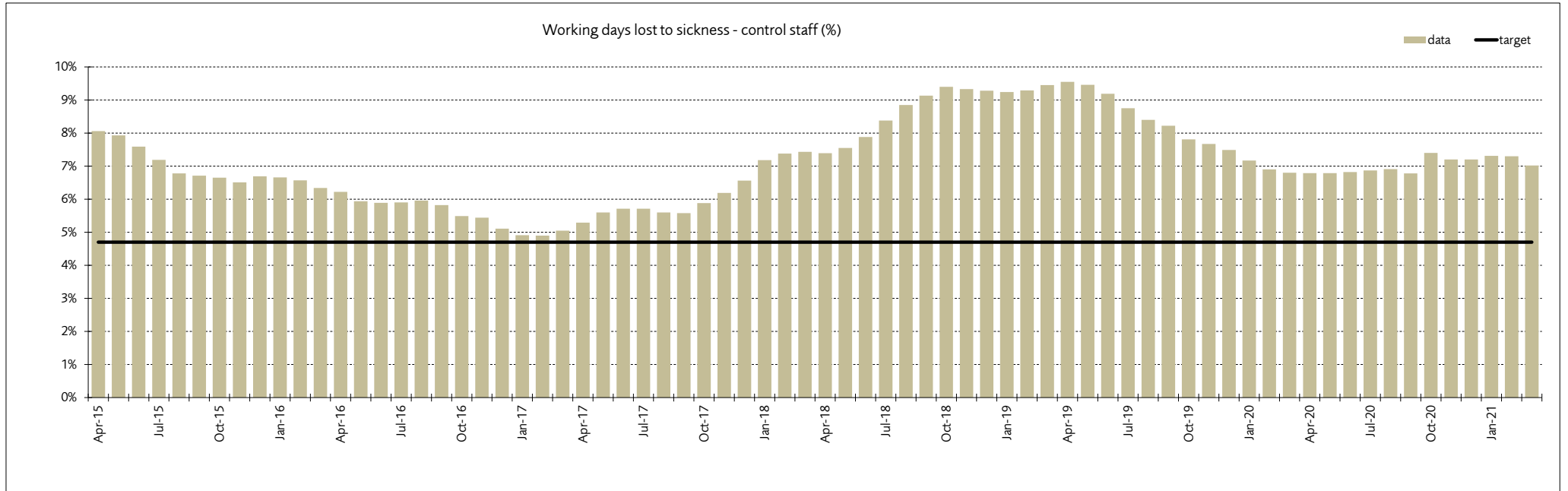
HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	4.0%	3.8%	3.6%	3.3%	3.3%	3.3%	3.5%	3.8%	4.1%	4.1%	4.0%	3.7%	3.2%	2.9%	2.9%
		% for quarter	3.1%	2.9%	3.7%	3.4%		3.3%	3.7%	5.0%	4.6%		2.6%	2.6%	2.9%	3.6%	
		number for rolling 12 months	10.3	9.8	9.5	8.5	8.5	8.6	9.1	10.0	10.7	10.7	10.3	9.6	8.3	7.5	7.5

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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	2016/17	6.22%	5.94%	5.89%	5.90%	5.96%	5.82%	5.49%	5.44%	5.11%	4.91%	4.90%	5.05%	4.70%
		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%	7.40%	7.20%	7.20%	7.31%	7.30%	7.02%	4.70%



HoPS		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	
CO6C	Working days lost to sickness - control staff (%)	rolling 12 month %	7.9%	9.1%	9.3%	9.5%	9.5%	9.2%	8.2%	7.5%	6.8%	6.8%	6.8%	7.2%	7.0%	7.0%	
		% for quarter	7.6%	9.7%	9.5%	11.1%		6.4%	5.8%	6.7%	8.3%		6.5%	5.7%	8.3%	7.6%	
		number for rolling 12 months	14.4	16.7	16.9	17.2	17.2	16.8	15.0	13.7	12.4	12.4	12.4	12.4	13.1	12.8	12.8

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**AIM 3 : PEOPLE and RESOURCES**

*A professional organisation*

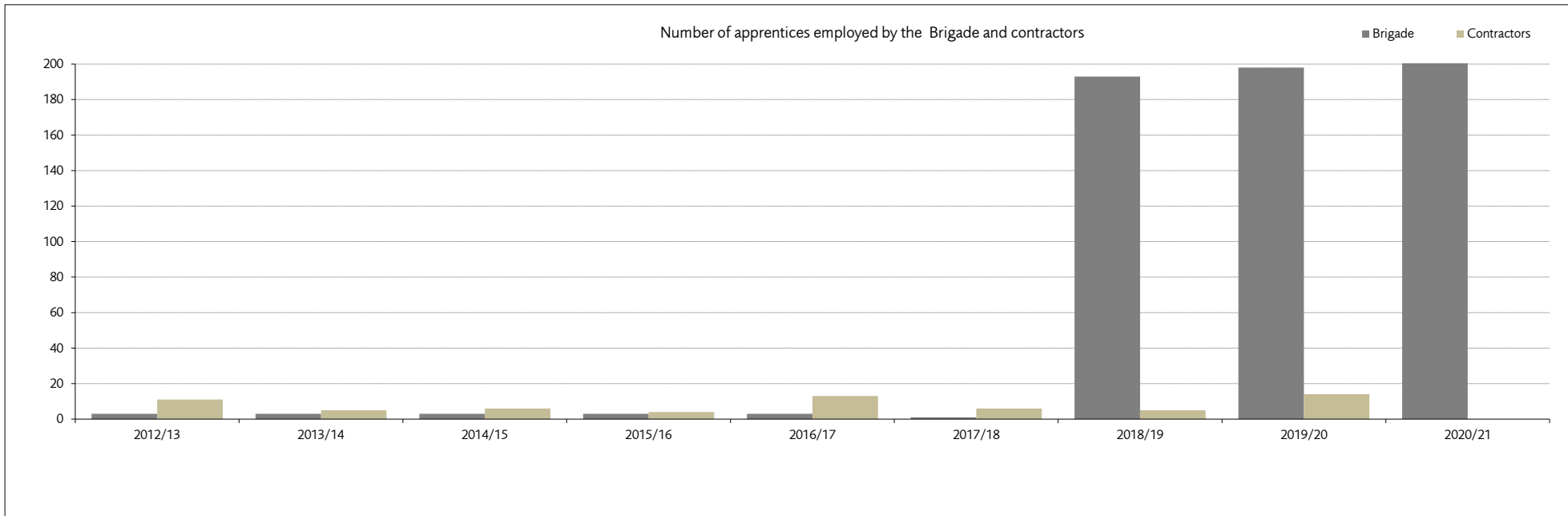
IP10A		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoPS	Number of apprentices employed by the Brigade (FTE)* <i>Annual data</i>	3	3	3	3	3	1	193	198	237

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
HoP	Number of apprentices employed by contractors (FTE) <i>Annual data</i>	11	5	6	4	13	6	5	14

target
up



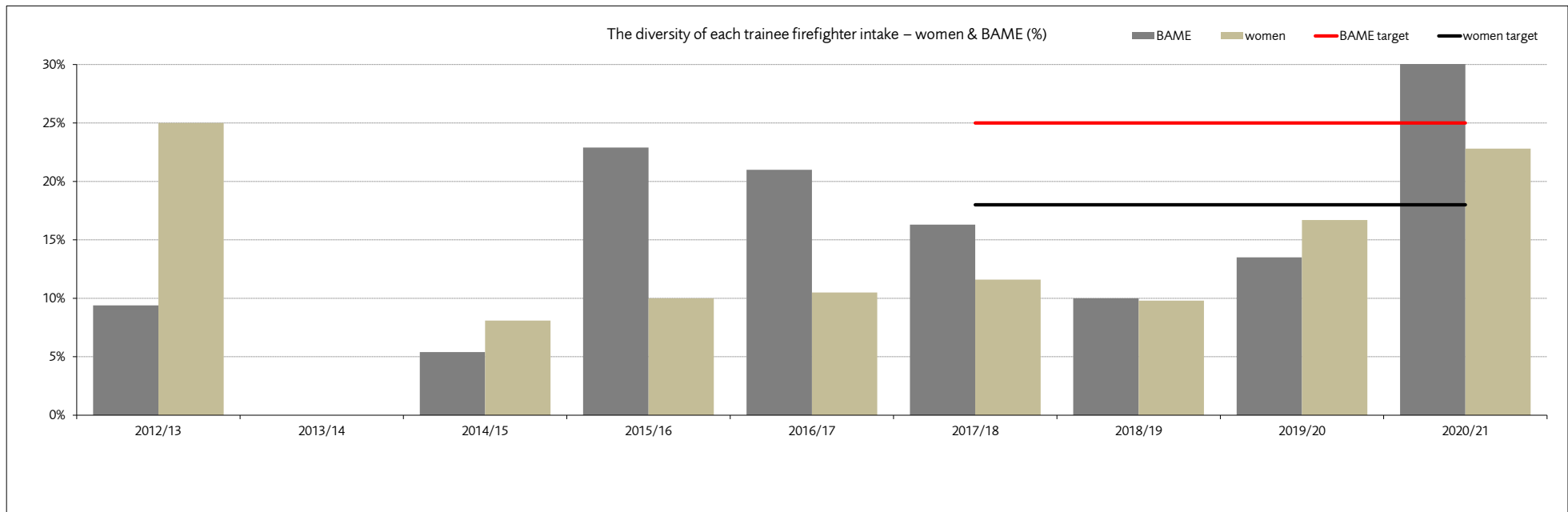
Note: Data for 2020/21 for 'IP10B - Number of apprentices employed by contractors (FTE) ' is not available yet

**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%	<b>16.3%</b>	<b>10.0%</b>	<b>13.5%</b>	<b>33.3%</b>
		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%	<b>11.6%</b>	<b>9.8%</b>	<b>16.7%</b>	<b>22.8%</b>
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	18.0%	18.0%	18.0%	18.0%

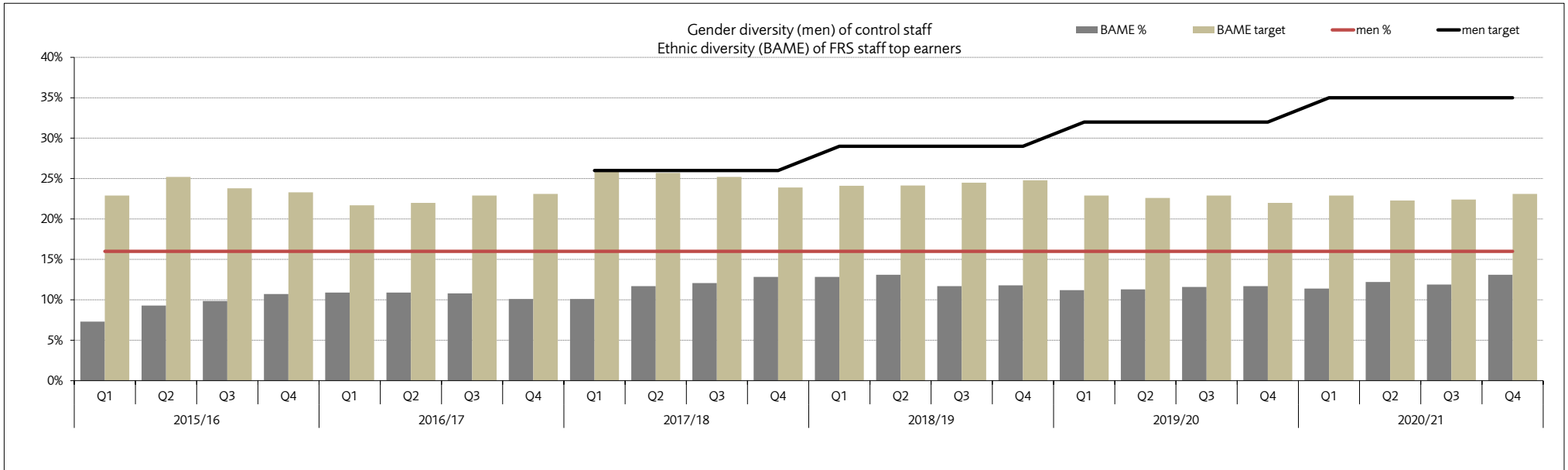


HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	No.	43	45	43	37	<b>37</b>	28	33	39	37	<b>37</b>	51	71	82	79	<b>79</b>
		% as at...	19.2%	16.7%	14.6%	10.3%	<b>10.3%</b>	6.9%	8.0%	10.7%	13.5%	<b>13.5%</b>	20.1%	29.3%	31.5%	33.3%	<b>33.3%</b>
CO7B	Improve the gender diversity (Woman) of each trainee firefighter intake	No.	21	22	22	36	<b>36</b>	41	44	47	46	<b>46</b>	56	65	61	54	<b>54</b>
		% as at...	9.4%	7.4%	7.5%	9.8%	<b>9.8%</b>	10.2%	10.7%	12.9%	16.7%	<b>16.7%</b>	22.0%	26.9%	23.5%	22.8%	<b>22.8%</b>

**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	2016/17	21.7%	22.0%	22.9%	23.1%	-	Ethnic diversity (BAME) of FRS staff top earners	10.9%	10.9%	10.8%	10.1%	16%	
		2017/18	26.2%	25.7%	25.2%	23.9%	26%		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%	22.6%	22.9%	22.0%	32%		11.2%	11.3%	11.6%	11.7%	16%	
		2020/21	22.9%	22.3%	22.4%	23.1%	35%		11.4%	12.2%	11.9%	13.1%	16%	



HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO8	Gender diversity (men) of control staff	No.	27	28	27	26	26	24	24	24	24	24	24	23	24	24	24
		% as at...	24.1%	24.1%	24.5%	24.8%	24.8%	22.9%	22.6%	22.9%	22.0%	22.0%	22.9%	22.3%	22.4%	23.1%	23.1%
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	19	20	19	19	19	19	19	20	20	20	20	22	22	26	26
		% as at...	12.8%	13.1%	11.7%	11.8%	11.8%	11.2%	11.3%	11.6%	11.7%	11.7%	11.4%	12.2%	11.9%	13.1%	13.1%

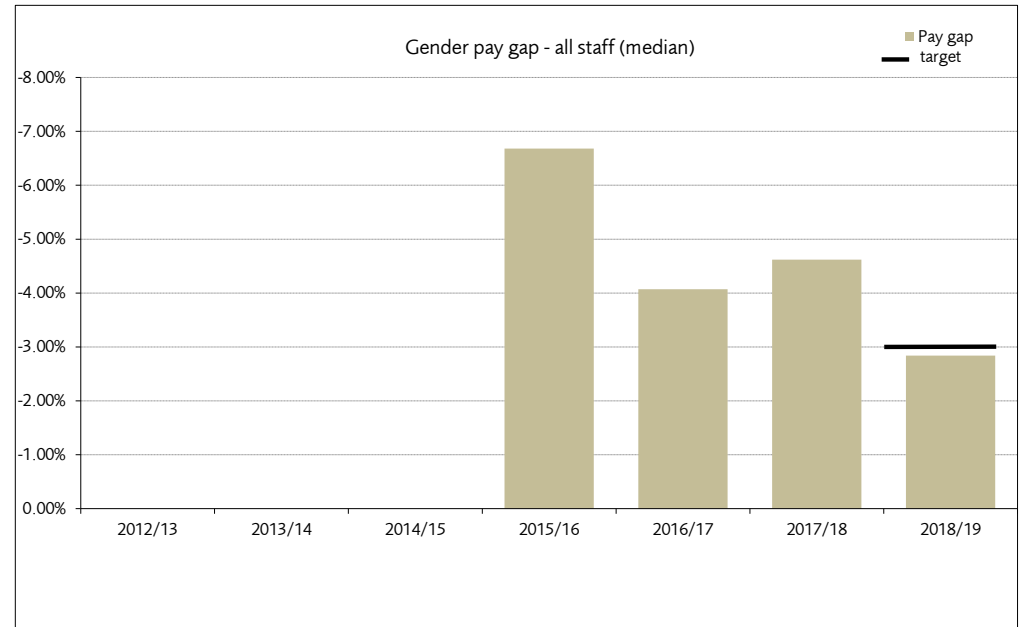
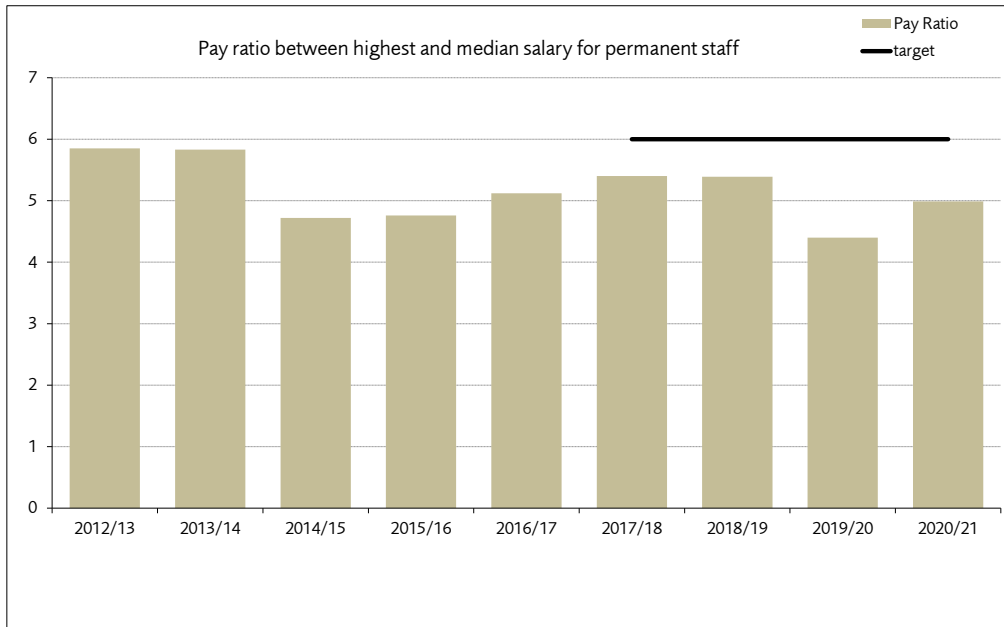
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CO10A		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	
HoPS	Pay ratio between highest and median salary for permanent staff <i>Annual data</i>	Actual	5.85	5.83	4.72	4.76	5.12	5.40	5.39	4.40	4.99
		Target	0.00	0.00	0.00	0.00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

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			Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
CX10A	% of workforce Operational staff women	% as at...	7.3%	7.2%	7.2%	7.4%	<b>7.4%</b>	7.4%	7.4%	7.7%	8.0%	<b>8.0%</b>	8.3%	8.6%	8.7%	8.9%	<b>8.9%</b>
		number	341	338	340	355		356	358	370	383		399	415	421	431	
CX10B	% of workforce FRS staff women	% as at...	48.8%	49.4%	50.0%	50.1%	<b>50.1%</b>	50.7%	50.4%	50.8%	50.7%	<b>50.7%</b>	51.3%	51.6%	52.6%	51.8%	<b>51.8%</b>
		number	393	395	406	417		420	424	431	446		449	452	474	479	
CX10C	% of workforce control staff women	% as at...	75.9%	75.9%	75.5%	75.2%	<b>75.2%</b>	77.1%	77.4%	77.1%	78.0%	<b>78.0%</b>	77.1%	77.7%	77.6%	77.1%	<b>77.1%</b>
		number	85	88	83	79		81	82	81	85		81	80	83	81	
CX11A	% of workforce Operational staff BAME	% as at...	13.5%	13.4%	13.3%	13.1%	<b>13.1%</b>	13.1%	13.1%	13.3%	13.4%	<b>13.4%</b>	13.6%	13.9%	14.2%	14.3%	<b>14.3%</b>
		number	628	625	624	628		633	631	638	640		654	675	692	691	
CX11B	% of workforce FRS staff BAME	% as at...	29.7%	30.1%	30.2%	30.2%	<b>30.2%</b>	29.8%	29.6%	29.4%	29.0%	<b>29.0%</b>	29.3%	29.0%	28.6%	28.8%	<b>28.8%</b>
		number	239	241	245	251		247	249	249	255		256	254	258	266	
CX11C	% of workforce control staff BAME	% as at...	11.6%	10.3%	10.9%	11.4%	<b>11.4%</b>	10.5%	12.3%	12.4%	12.8%	<b>12.8%</b>	13.3%	13.6%	14.0%	13.3%	<b>13.3%</b>
		number	13	12	12	12		11	13	13	14		14	14	15	14	
CX12A	% of workforce Operational staff disabled	% as at...	5.5%	5.5%	5.4%	5.5%	<b>5.5%</b>	5.8%	5.9%	5.8%	6.0%	<b>6.0%</b>	6.0%	6.1%	6.1%	6.4%	<b>6.4%</b>
		number	257	256	255	263		281	285	280	287		287	293	295	307	
CX12B	% of workforce FRS staff disabled	% as at...	13.3%	13.5%	13.2%	13.6%	<b>13.6%</b>	14.4%	14.3%	14.0%	14.0%	<b>14.0%</b>	14.2%	13.7%	13.1%	13.0%	<b>13.0%</b>
		number	107	108	107	113		119	120	119	123		124	120	117	120	
CX12C	% of workforce control staff disabled	% as at...	10.7%	11.2%	10.9%	12.4%	<b>12.4%</b>	12.4%	11.3%	10.5%	10.1%	<b>10.1%</b>	9.5%	9.7%	9.3%	9.5%	<b>9.5%</b>
		number	12	13	12	13		13	12	11	11		10	10	10	10	
CX13A	% of workforce Operational staff LGB	% as at...	4.7%	4.7%	4.8%	4.8%	<b>4.8%</b>	4.8%	4.9%	5.1%	5.1%	<b>5.1%</b>	5.1%	5.3%	5.5%	5.5%	<b>5.5%</b>
		number	218	219	224	232		233	237	244	243		245	257	265	266	
CX13B	% of workforce FRS staff LGB	% as at...	4.1%	4.4%	4.7%	4.8%	<b>4.8%</b>	5.1%	5.2%	4.8%	5.0%	<b>5.0%</b>	5.0%	5.0%	5.4%	5.4%	<b>5.4%</b>
		number	33	35	38	40		42	44	41	44		44	44	49	50	
CX13C	% of workforce control staff LGB	% as at...	5.4%	5.2%	5.5%	4.8%	<b>4.8%</b>	4.8%	5.7%	6.7%	6.4%	<b>6.4%</b>	5.7%	5.8%	5.6%	5.7%	<b>5.7%</b>
		number	6	6	6	5		5	6	7	7		6	6	6	6	

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AIM 3 : PEOPLE and RESOURCES

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			Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	13.1%	13.4%	9.7%	12.2%	<b>12.2%</b>	15.6%	13.7%	14.9%	13.5%	<b>13.5%</b>	11.3%	12.3%	10.4%	10.4%	<b>10.4%</b>
		number	17	26	22	31		52	43	80	75		53	49	17	17	
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	18.0%	19.3%	17.6%	21.1%	<b>21.1%</b>	25.0%	26.1%	31.0%	35.4%	<b>35.4%</b>	29.8%	27.3%	18.2%	20.4%	<b>20.4%</b>
		number	9	11	12	16		21	24	26	23		17	15	10	10	
CX14C	Promoted staff to reflect the ethnic diversity (BAME) – Control staff	% rolling 12 month	16.7%	22.2%	18.2%	20.0%	<b>20.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>
		number	1	2	2	2		0	0	0	0		0	0	0	0	
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	11.5%	7.2%	8.0%	7.8%	<b>7.8%</b>	6.6%	6.7%	5.8%	5.2%	<b>5.2%</b>	4.9%	5.3%	4.9%	4.9%	<b>4.9%</b>
		number	15	14	18	20		22	21	31	29		23	21	8	8	
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	60.0%	56.1%	57.4%	52.6%	<b>52.6%</b>	58.3%	58.7%	59.5%	66.2%	<b>66.2%</b>	63.2%	63.6%	58.1%	53.1%	<b>53.1%</b>
		number	30	32	39	40		49	54	50	43		36	35	32	26	
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	66.7%	77.8%	72.7%	70.0%	<b>70.0%</b>	66.7%	66.7%	100.0%	100.0%	<b>100%</b>	75.0%	75.0%	66.6%	0.0%	<b>0%</b>
		number	4	7	8	7		2	2	1	3		3	3	2	0	
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	9.2%	7.2%	4.9%	5.1%	<b>5.1%</b>	5.1%	6.7%	6.1%	7.2%	<b>7.2%</b>	7.5%	7.0%	0.6%	6.1%	<b>6.1%</b>
		number	12	14	11	13		17	21	33	40		35	28	1	10	
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	16.0%	19.3%	16.2%	15.8%	<b>15.8%</b>	13.1%	12.0%	13.1%	13.8%	<b>13.8%</b>	12.3%	9.1%	3.6%	12.2%	<b>12.2%</b>
		number	8	11	11	12		11	11	11	9		7	5	2	6	
CX14J	Promoted staff to reflect the disability diversity – Control staff	% rolling 12 month	16.7%	11.1%	9.1%	10.0%	<b>10.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	25.0%	25.0%	0.0%	0.0%	<b>0.0%</b>
		number	1	1	1	1		0	0	0	0		1	1	0	0	
CX14K	Promoted staff to reflect the LGB diversity – Operational staff	% rolling 12 month	3.8%	4.6%	4.9%	5.1%	<b>5.1%</b>	4.8%	4.1%	5.6%	5.2%	<b>5.2%</b>	5.8%	6.3%	4.3%	4.3%	<b>4.3%</b>
		number	5	9	11	13		16	13	30	29		27	25	7	7	
CX14L	Promoted staff to reflect the LGB diversity – FRS staff	% rolling 12 month	6.0%	7.0%	7.4%	9.2%	<b>9.2%</b>	6.0%	6.5%	6.0%	3.1%	<b>3.1%</b>	5.3%	5.5%	5.5%	6.1%	<b>6.1%</b>
		number	3	4	5	7		5	6	5	2		3	3	3	3	
CX14M	Promoted staff to reflect the LGB diversity – Control staff	% rolling 12 month	16.7%	11.1%	9.1%	9.1%	<b>9.1%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	9.1%	9.1%	9.1%	0.0%	<b>0.0%</b>
		number	1	1	1	1		0	0	0	0		1	1	1	0	

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**AIM 3 : PEOPLE and RESOURCES**

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			Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
CX15A	Top earners Operational staff women	% as at...	7.1%	6.8%	6.6%	6.9%	<b>6.9%</b>	6.9%	6.9%	6.6%	6.7%	<b>6.7%</b>	6.8%	6.9%	7.3%	7.0%	<b>7.0%</b>
		number	17	16	16	17	<b>17</b>	17	17	17	17	<b>17</b>	17	18	18	18	<b>18</b>
CX15B	Top earners FRS staff women	% as at...	43.9%	45.8%	45.7%	46.0%	<b>46.0%</b>	46.7%	47.0%	47.7%	48.0%	<b>48.0%</b>	49.7%	49.7%	51.4%	49.5%	<b>49.5%</b>
		number	65	70	74	74	<b>74</b>	79	79	82	82	<b>82</b>	87	90	95	98	<b>98</b>
CX15C	Top earners control staff women	% as at...	54.6%	58.3%	68.8%	58.3%	<b>58.3%</b>	61.5%	66.7%	66.7%	66.7%	<b>66.7%</b>	66.7%	72.7%	66.7%	66.7%	<b>66.7%</b>
		number	6	7	11	7	<b>7</b>	8	8	8	8	<b>8</b>	6	8	8	8	<b>8</b>
CX15D	Top earners Operational staff BAME	% as at...	10.9%	10.2%	10.3%	10.2%	<b>10.2%</b>	9.8%	10.5%	9.7%	9.8%	<b>9.8%</b>	9.2%	8.5%	8.9%	9.0%	<b>9.0%</b>
		number	26	24	25	25	<b>25</b>	24	26	25	25	<b>25</b>	23	22	22	23	<b>23</b>
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	6.3%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>
		number	0	0	1	0	<b>0</b>	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>
CX15G	Top earners Operational staff LGB	% as at...	3.8%	3.4%	5.0%	5.0%	<b>5.0%</b>	4.1%	3.6%	5.4%	4.3%	<b>4.3%</b>	4.8%	4.6%	4.0%	3.9%	<b>3.9%</b>
		number	9	8	12	8	<b>8</b>	10	9	14	11	<b>11</b>	12	12	10	10	<b>10</b>
CX15H	Top earners FRS staff LGB	% as at...	6.8%	5.9%	6.2%	5.0%	<b>5.0%</b>	5.9%	6.0%	5.2%	5.3%	<b>5.3%</b>	5.1%	5.0%	5.4%	5.1%	<b>5.1%</b>
		number	10	9	10	8	<b>8</b>	10	10	9	9	<b>9</b>	9	9	10	10	<b>10</b>
CX15I	Top earners control staff LGB	% as at...	9.1%	8.3%	6.3%	8.3%	<b>8.3%</b>	7.7%	8.3%	8.3%	8.3%	<b>8.3%</b>	9.1%	8.3%	8.3%	8.3%	<b>8.3%</b>
		number	1	1	1	1	<b>1</b>	1	1	1	1	<b>1</b>	1	1	1	1	<b>1</b>
CX15J	Top earners Operational staff disabled	% as at...	11.3%	10.6%	10.3%	9.8%	<b>9.8%</b>	10.6%	11.3%	11.2%	10.2%	<b>10.2%</b>	10.4%	10.8%	11.3%	10.9%	<b>10.9%</b>
		number	27	25	25	24	<b>24</b>	26	28	29	26	<b>26</b>	26	28	28	28	<b>28</b>
CX15K	Top earners FRS staff disabled	% as at...	7.4%	7.8%	8.0%	9.3%	<b>9.3%</b>	8.9%	9.5%	9.3%	9.9%	<b>9.9%</b>	10.9%	10.5%	10.8%	11.1%	<b>11.1%</b>
		number	11	12	13	15	<b>15</b>	15	16	16	17	<b>17</b>	19	19	20	22	<b>22</b>
CX15L	Top earners control staff disabled	% as at...	9.1%	8.3%	6.3%	8.3%	<b>8.3%</b>	15.4%	16.7%	16.7%	16.7%	<b>16.7%</b>	22.2%	27.3%	16.7%	16.7%	<b>16.7%</b>
		number	1	1	1	1	<b>1</b>	2	2	2	2	<b>2</b>	2	3	2	2	<b>2</b>

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**AIM 3 : PEOPLE and RESOURCES**

*Inclusion*

			Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
CX16A	Voluntary leavers Operational staff BAME	% as at...	15.8%	14.2%	10.2%	11.3%	<b>11.3%</b>	8.3%	9.8%	8.7%	8.0%	<b>8.0%</b>	10.4%	9.4%	11.7%	14.1%	<b>14.1%</b>
		number	35	33	23	26	<b>26</b>	21	25	23	23	<b>23</b>	28	24	29	31	<b>31</b>
CX16B	Voluntary leavers Operational staff women	% as at...	4.1%	6.9%	8.8%	8.2%	<b>8.2%</b>	9.8%	7.8%	6.5%	5.9%	<b>5.9%</b>	5.2%	5.5%	4.4%	5.0%	<b>5.0%</b>
		number	9	16	20	19	<b>19</b>	25	20	17	17	<b>17</b>	14	14	11	11	<b>11</b>
CX16C	Voluntary leavers FRS staff BAME	% as at...	20.5%	25.5%	28.0%	29.1%	<b>29.1%</b>	29.8%	27.1%	25.4%	25.0%	<b>25.0%</b>	20.3%	17.2%	15.5%	12.3%	<b>12.3%</b>
		number	9	12	14	16	<b>16</b>	17	16	16	16	<b>16</b>	12	11	9	7	<b>7</b>
CX16D	Voluntary leavers FRS staff women	% as at...	34.1%	34.0%	42.0%	47.3%	<b>47.3%</b>	49.1%	50.8%	54.0%	54.7%	<b>54.7%</b>	50.8%	43.8%	37.9%	33.3%	<b>33.3%</b>
		number	15	16	21	26	<b>26</b>	28	30	34	35	<b>35</b>	30	28	22	19	<b>19</b>

**AIM 3 : PEOPLE and RESOURCES**

*Inclusion*

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

target
up

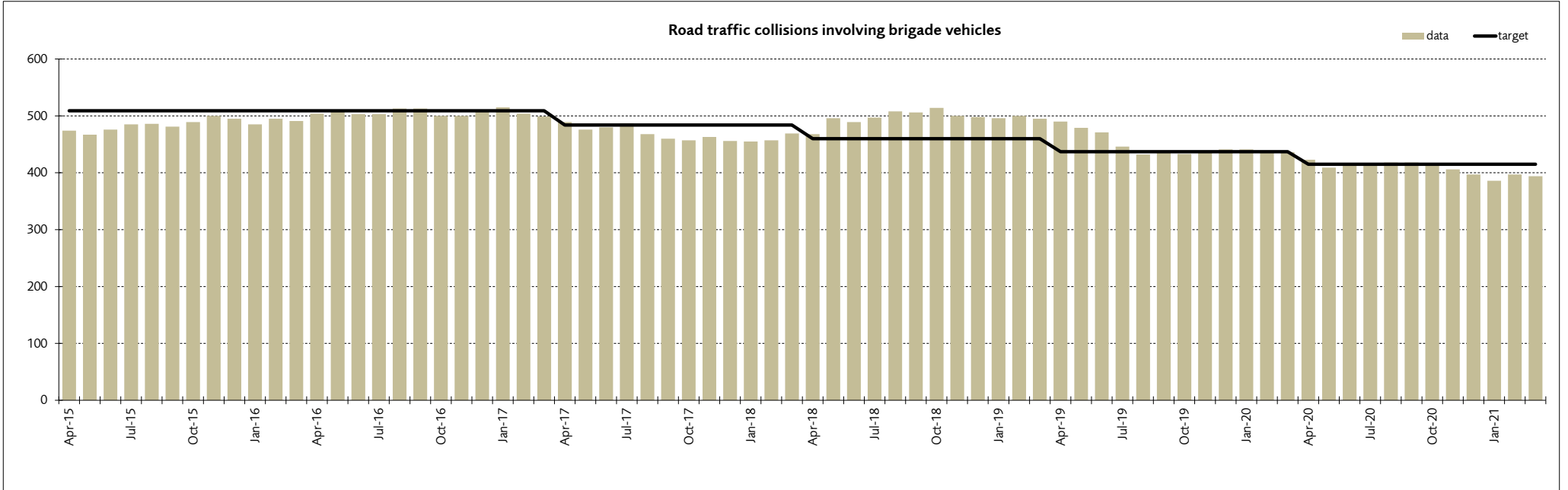


Note: Data for 'IP19 - Contractor staff paid London's Living Wage' is not available for 2020/21 yet

**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 rolling 12 month	2016/17	504	511	503	503	513	513	500	500	509	515	504	499	509
		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	386	397	394	415

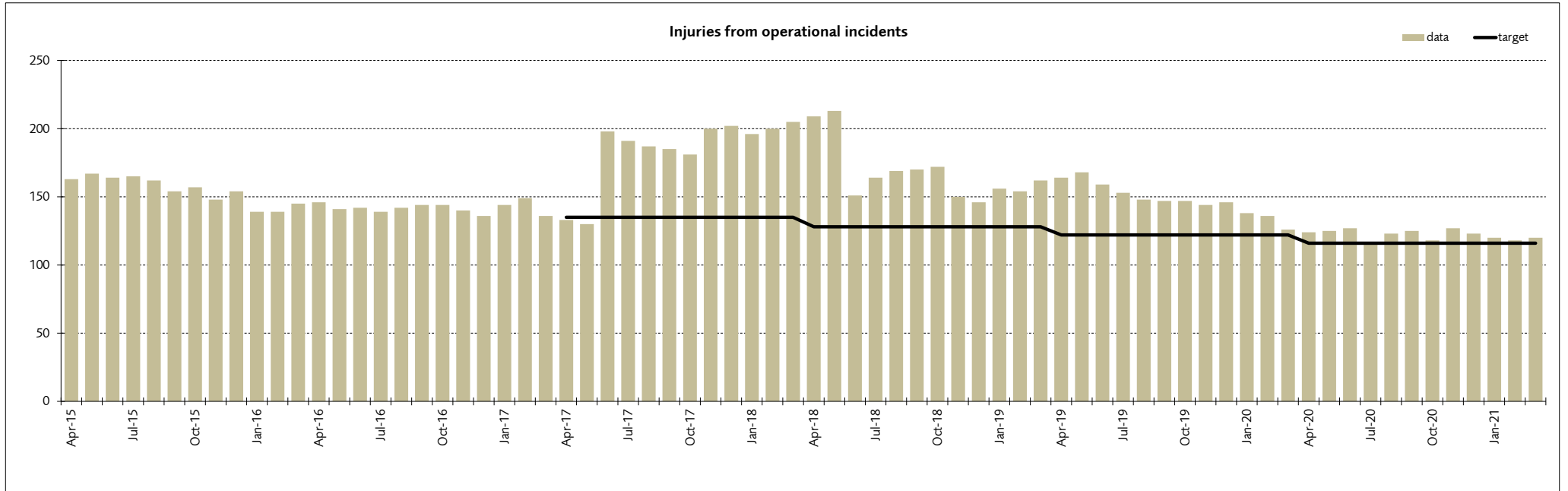


HoHS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	489	506	498	495	495	471	439	441	436	436	416	418	397	394	394
		number in quarter	133	148	108	106		109	116	110	101		89	118	89	98	

**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 rolling 12 month	2016/17	146	141	142	139	142	144	144	140	136	144	149	136	-
		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	120	116

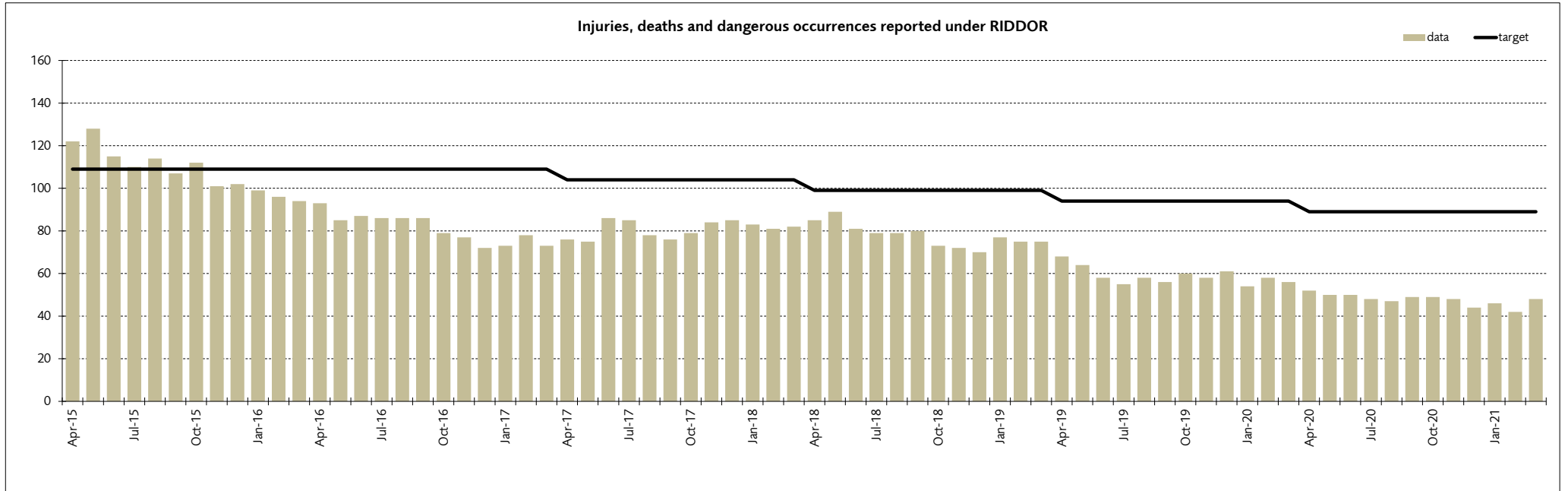


HoHS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO12	Injuries from operational incidents	rolling 12 month	151	170	146	162	162	159	147	146	126	126	127	125	123	120	120
		number in quarter	42	49	25	46		39	37	24	26		40	35	22	23	

**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 rolling 12 month	2016/17	93	85	87	86	86	86	79	77	72	73	78	73	109
		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



HoHS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	81	80	70	75	75	58	56	61	56	56	50	49	44	48	48
		number in quarter	33	16	8	18		16	14	13	13		10	13	8	17	

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**AIM 3 : PEOPLE and RESOURCES**

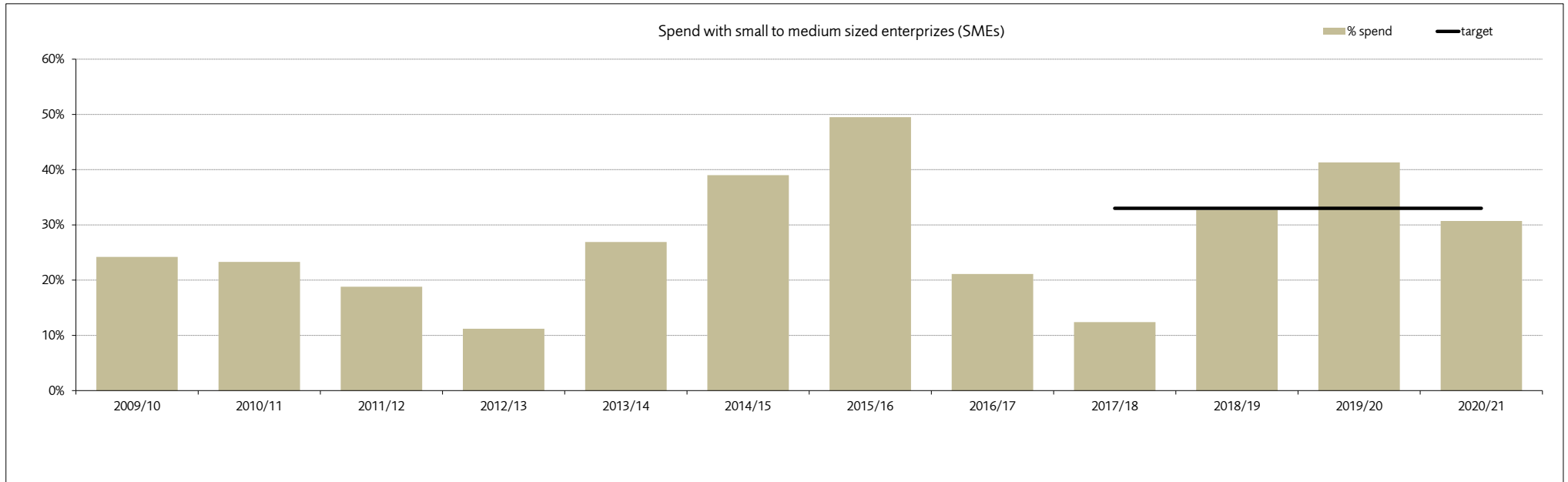
*Safety*

			Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
CX17A	RIDDOR - deaths	rolling 12 month	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>
		number in quarter	0	0	0	0		0	0	0	0		0	0	0	0	
CX17B	RIDDOR - 'specified' injuries	rolling 12 month	2	6	9	11	<b>11</b>	9	5	3	1	<b>1</b>	1	2	2	2	<b>2</b>
		number in quarter	2	4	3	2		0	0	1	0		0	1	1	0	
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	79	74	61	64	<b>64</b>	49	51	58	55	<b>55</b>	49	47	42	46	<b>46</b>
		number in quarter	31	12	5	16		16	14	12	13		10	12	7	17	
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	9	11	12	12	<b>12</b>	10	11	13	14	<b>14</b>	17	17	14	12	<b>12</b>
		number in quarter	2	3	4	3		0	4	6	4		3	4	3	2	

**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%	

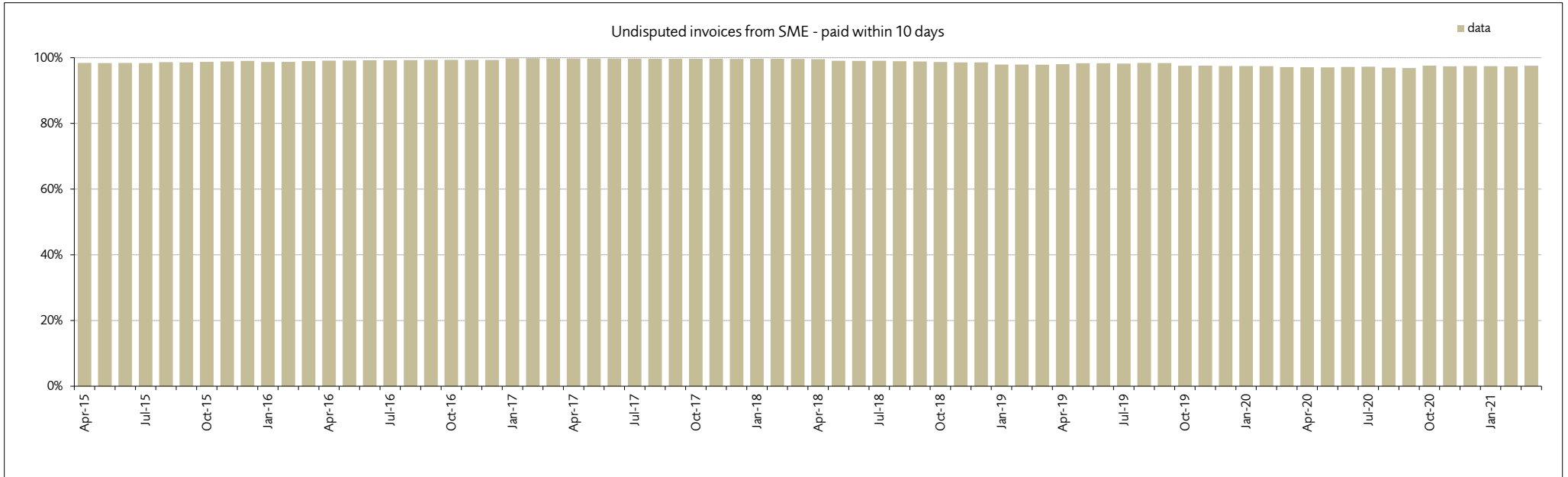


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**AIM 3 : PEOPLE and RESOURCES**

*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	2016/17	99.1%	99.2%	99.2%	99.2%	99.3%	99.4%	99.3%	99.3%	99.3%	99.8%	99.9%	99.8%
		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%

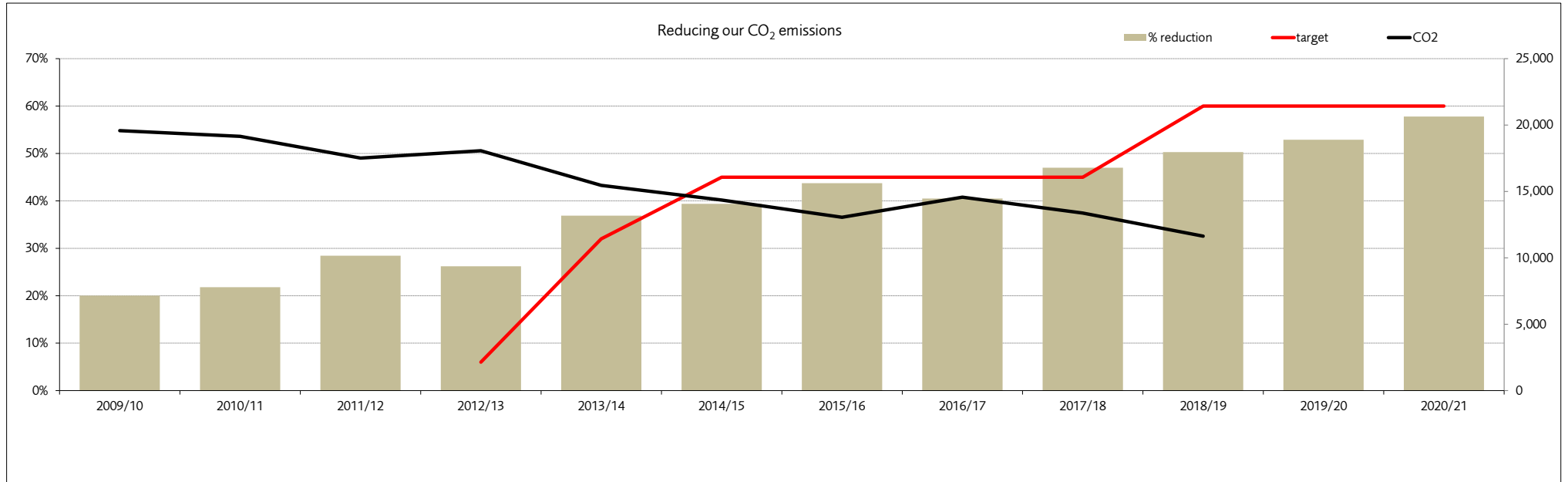


HoF			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	99.0%	98.9%	98.6%	97.9%	97.9%	98.3%	98.4%	97.5%	97.2%	97.2%	97.2%	96.8%	97.5%	97.6%	97.6%
		% in quarter	96.7%	98.8%	98.4%	97.1%		98.9%	99.2%	95.2%	96.1%		98.7%	97.4%	97.8%	96.3%	

**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
<b>HoP</b>	Reducing our CO <sub>2</sub> emissions	Total CO <sub>2</sub> (tn)	19,578	19,149	17,517	18,066	15,452	14,352	13,057	14,566	13,369	11,630	-
	<i>Annual data</i>	% Change	20.0%	21.8%	28.5%	26.2%	36.9%	39.4%	43.7%	40.5%	47.0%	52.9%	57.8%
	Target	0%	0%	0%	6%	32%	45%	45%	45%	45%	60%	60%	60%



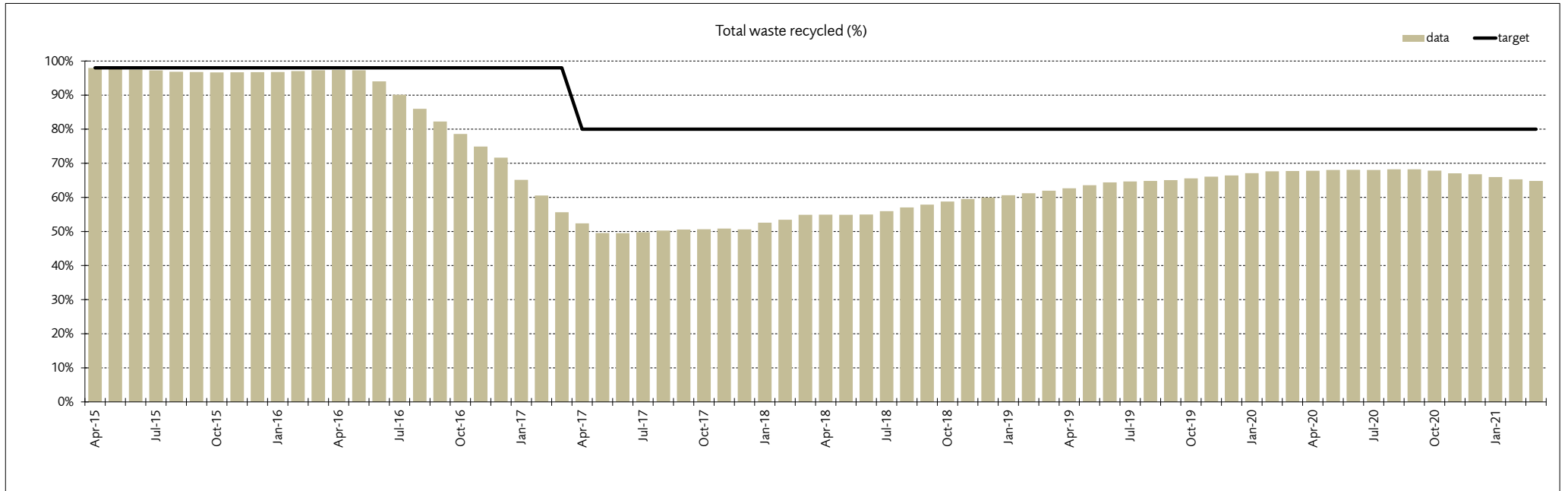
Note: Data for Total CO<sub>2</sub> (tn) is not available from 2019/20

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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	2016/17	97.4%	97.3%	94.0%	90.1%	86.0%	82.2%	78.6%	74.9%	71.7%	65.1%	60.5%	55.6%	98%
		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	67.8%	68.0%	68.1%	68.1%	68.2%	68.3%	67.8%	67.1%	66.8%	66.0%	65.3%	64.8%	80%

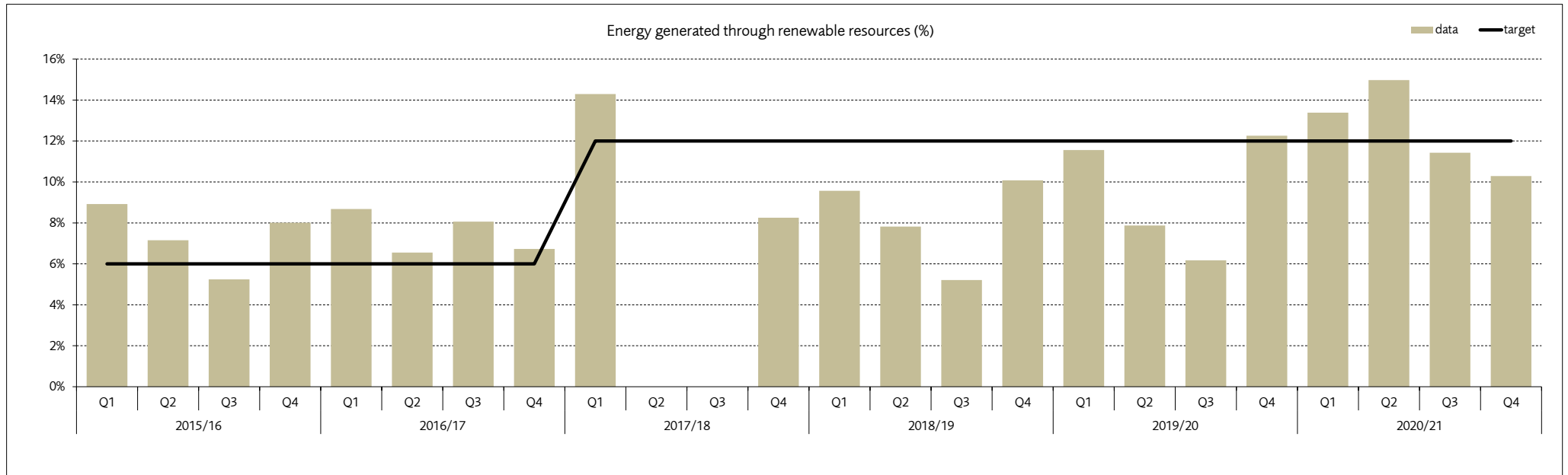


HoTSS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP20	Total waste recycled (%)	rolling 12 month (kg)	487,043	512,965	540,671	557,419	557,419	579,877	558,360	556,353	567,048	567,048	573,799	579,941	561,230	536,351	536,351
		Rolling 12 month (%)	55.0%	57.9%	60.0%	62.0%	62.0%	64.4%	65.1%	66.4%	67.7%	67.7%	68.1%	68.3%	66.8%	64.8%	64.8%
		Percentage in quarter	55.8%	64.5%	62.7%	64.3%		66.2%	67.3%	67.9%	69.5%		67.6%	68.0%	61.7%	61.4%	

**AIM 3 : PEOPLE and RESOURCES**

*Sustainability*

IP21			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) rolling 12 month	2016/17	8.7%	6.6%	8.1%	6.7%	6%
		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%	12.3%	12%
		2020/21	13.4%	15.0%	11.4%	10.3%	12%



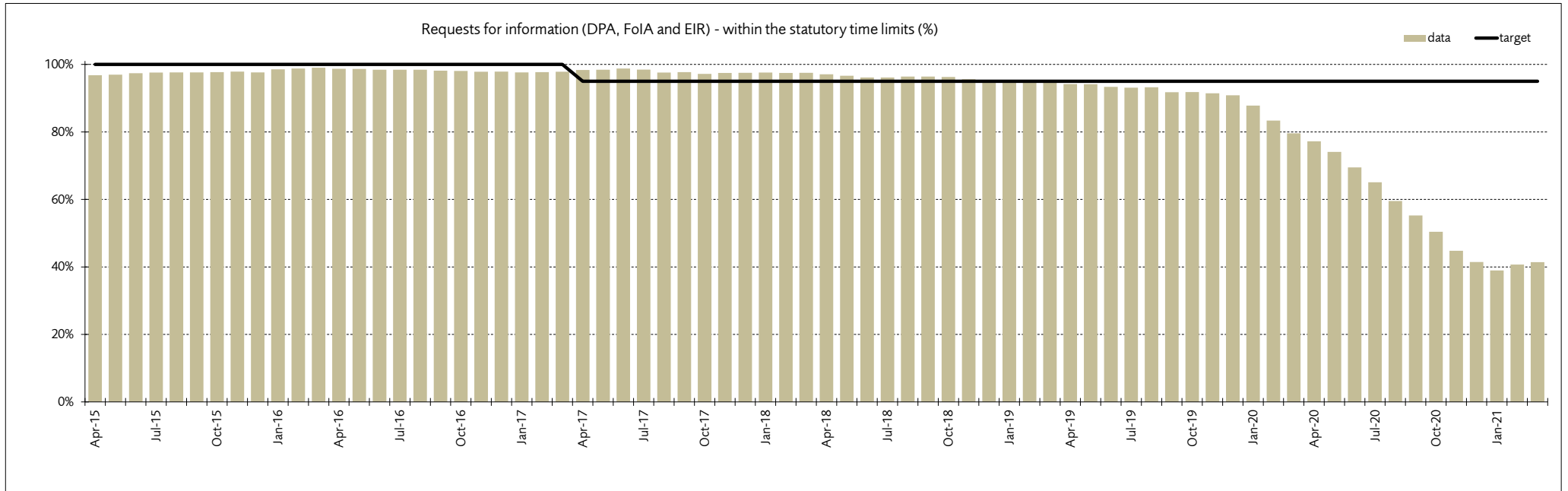
Note: Data for Q2 2017/18, Q3 2017/18 for 'IP21 Energy generated through renewable resources' is not available

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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 (%) <i>rolling 12 month</i>	2016/17	98.7%	98.7%	98.4%	98.4%	98.4%	98.1%	98.1%	97.8%	97.9%	97.6%	97.7%	97.8%	100%
		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%	74.1%	69.5%	65.1%	59.5%	55.3%	50.4%	44.8%	41.5%	38.9%	40.7%	41.4%	95%

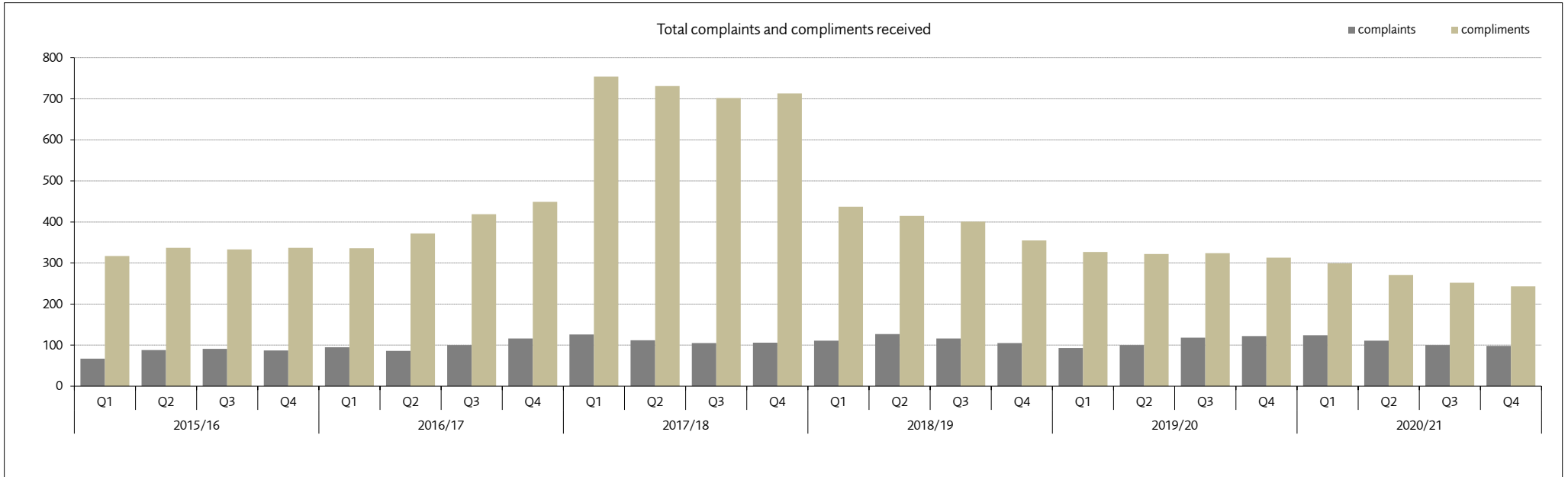


HoICT			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	96.1%	96.4%	95.3%	94.8%	94.8%	93.4%	91.8%	90.8%	79.6%	79.6%	69.5%	55.3%	41.5%	41.4%	41.4%
		percentage in quarter	93.9%	96.3%	92.8%	95.5%		88.1%	90.2%	88.9%	52.6%		40.9%	34.1%	37.4%	61.1%	

**AIM 3 : PEOPLE and RESOURCES**

*Accountability*

IP22			Q1	Q2	Q3	Q4	target	IP23			Q1	Q2	Q3	Q4	target
HoCO	Total complaints received rolling 12 month	2016/17	95	86	100	116		down	Total compliments received rolling 12 month		336	372	419	449	up
		2017/18	126	112	105	106		down			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



HoCO			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP22	Total complaints received	rolling 12 month	111	127	116	105	105	93	100	118	122	122	124	111	100	98	98
		number in quarter	36	33	15	21		24	40	33	25		26	27	22	23	
IP23	Total compliments received	rolling 12 month	437	415	401	355	355	327	322	324	313	313	299	271	252	243	243
		number in quarter	116	94	69	76		88	89	71	65		74	61	52	56	

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		Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
Dwelling fires with no smoke alarm fitted	rolling 12 month	28.4%	28.4%	28.1%	27.2%	<b>27.2%</b>	27.5%	27.8%	27.0%	27.2%	<b>27.2%</b>	27.8%	28.0%	28.2%	28.1%	<b>28.1%</b>
	number in quarter	27.6%	27.9%	27.2%	26.0%		28.8%	29.3%	24.0%	26.8%		31.1%	30.4%	24.5%	26.2%	
Number of school children reached	rolling 12 month	86,050	81,920	83,220	85,659	<b>85,659</b>	74,537	68,817	69,236	66,602	<b>66,602</b>	51,404	44,123	33,600	18,537	<b>18,537</b>
	number in quarter	26,320	15,725	21,827	21,787		15,198	10,005	22,246	19,153		0	2,724	11,723	4,090	
Participants of JFIS schemes	rolling 12 month	Annual data				<b>119</b>	Annual data				<b>154</b>					<b>73</b>
	number in quarter															
Participants of LIFE schemes	rolling 12 month	642	645	657	646	<b>646</b>	579	577	525	468	<b>468</b>	382	256	101	0	<b>0</b>
	number in quarter	153	128	207	158		86	126	155	101		0	0	0	0	
Participants of Fire Cadets scheme <small>*July passout</small>	rolling 12 month	Annual data (includes graduate cadets)				<b>320*</b>	Annual data (includes graduate cadets)				<b>349*</b>					<b>276</b>
	number in quarter															
Safe Drive, Stay Alive	rolling 12 month					<b>20,613</b>	20,613	20,613	21,028	20,966	<b>20,966</b>	20,966	20,966	7,635	0	<b>0</b>
	number in quarter			12,916	7,697		0	0	13331	7635		0	0	0	0	
Crossfire	rolling 12 month					<b>14,125</b>	17,120	19,390	21,865	22,987	<b>22,987</b>	17,992	13,295	5,480	0	<b>0</b>
	number in quarter	2,000	2,427	5,340	4,358		4,995	4,697	7,815	5,480		0	0	0	0	
Junior Citizens	rolling 12 month					<b>51,278</b>	59,507	58,451	55,762	49,391	<b>49,391</b>	28,979	24,889	12,121	14,331	<b>14,331</b>
	number in quarter	12,183	5,146	15,457	18,492		20,412	4,090	12,768	12,121		0	0	0	14,331	

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

Corporate Performance Digest - Q4 2020/21

		Q1	Q2	Q3	Q4	2018/19	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21
Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	3.2%	3.0%	2.9%	3.3%	<b>3.3%</b>	3.6%	3.8%	4.5%	4.7%	<b>4.7%</b>	4.4%	4.2%	3.3%	3.0%	<b>3.0%</b>
	number in quarter	3.3%	3.2%	2.9%	3.7%		4.7%	4.1%	5.6%	4.7%		3.4%	3.1%	2.2%	3.4%	
Prosecutions made	rolling 12 month	7	5	4	4	<b>4</b>	2	3	3	5	<b>5</b>	5	4	3	0	<b>0</b>
	number in quarter	2	0	1	1		0	1	1	3		0	0	0	0	
Successful prosecutions	rolling 12 month	7	5	4	4	<b>4</b>	2	3	3	5	<b>5</b>	5	4	3	0	<b>0</b>
	number in quarter	2	0	1	1		0	1	1	3		0	0	0	0	
Prohibition notices served	rolling 12 month	70	70	56	49	<b>49</b>	49	42	57	59	<b>59</b>	69	75	63	57	<b>57</b>
	number in quarter	14	17	4	14		14	10	19	16		24	16	7	10	
Special services flooding	rolling 12 month	7,824	7,869	7,998	6,828	<b>6,828</b>	6,721	6,718	6,799	6,861	<b>6,861</b>	6,640	6,709	6,528	6,659	<b>6,659</b>
	number in quarter	1,688	1,717	1,895	1,528		1,581	1,714	1,976	1,590		1,360	1,783	1,795	1,721	
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	641	635	600	634	<b>634</b>	662	693	752	744	<b>744</b>	744	733	714	628	<b>628</b>
	number in quarter	131	162	139	202		159	193	198	194		159	182	179	108	

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A	AFA's - in all building	31	F	Fatal dwelling fires - no smoke alarm was fitted	68	
	AFA's - non domestic properties	30		Fatal fires - all	15	
	All fires	2		Fatalities - arising from primary fires 10 yr. average	12	
	Alleged fire risks - 3 hour response	28		Fatalities - all fire	14	
	Apprentices employed by the Brigade (FTE)	48		Fatalities - fire in dwellings	16	
	Apprentices employed by the contractors (FTE)	48		Fatalities - accidental fire in dwellings	13	
	Arrival time - first appliance	40		Fire safety inspections - all	26	
	Arrival time - less than 10 minutes	42		Fires - all	2	
	Arrival time - less than 12 minutes	43		Flooding - weather related	11	
	Arrival time - second appliance	41		G		
	Arson incidents - all deliberate fires	6		H	HFSVs - priority by brigade staff	23
	B	Boroughs below national average		1	HFSVs - by brigade staff	22
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	Casualties at road traffic collisions	21		Injuries arising from primary fires	17	
	Community Fire Cadets Scheme	68		Injuries from operational incidents	58	
	Community Fire Cadets scheme - participants	68		Injuries - serious	18	
	Community Safety - time spent by station based staff	25		Injuries - special services	20	
	Consultations received% responses with in 14 days	27		Inspections - all	26	
	Contractor staff paid London's Living Wage	56		Inspections - high risk premises	29	
D	Deaths at special services	19	Invoices from SME	62		
	Diversity of each trainee firefighter intake	49	J	JFIS schemes - participants	68	
	Diversity (men) of control staff	50	K			
	Diversity (BAME) of FRS staff top earners	50	L	LIFE schemes - participants	68	
	Dwelling fires - all	3	M			
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	Promoted staff - control / FRS / operational staff - women / BAME / disabled / LGBT	53
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	RIDDOR - 'specified' injuries	60
	RIDDOR - 'over 7 day' injuries	60
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	Sickness	45-47
	Special services - all	8
	Special services - RTC	9
S	Special services - entry/exit	10
	Spend with small to medium sized enterprises (SMEs)	61
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	Top earners - control / FRS / operational staff - women / BAME / disabled / LGBT	54
	Total CO2 emissions	63
	Total complaints received	67
	Total compliments received	67
T	Total emergency (999) calls handled by control	35
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	Undisputed invoices from small to medium enterprises paid within 10 days	62
V	Voluntary leavers - FRS / operational staff - women / BAME	55
W	Workforce composition - control / FRS / operational staff - women / BAME / disabled / LGBT	52
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X-Y-Z		