

# Corporate performance digest



Quarter 3 – 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](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 - Q3 2021/22

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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:

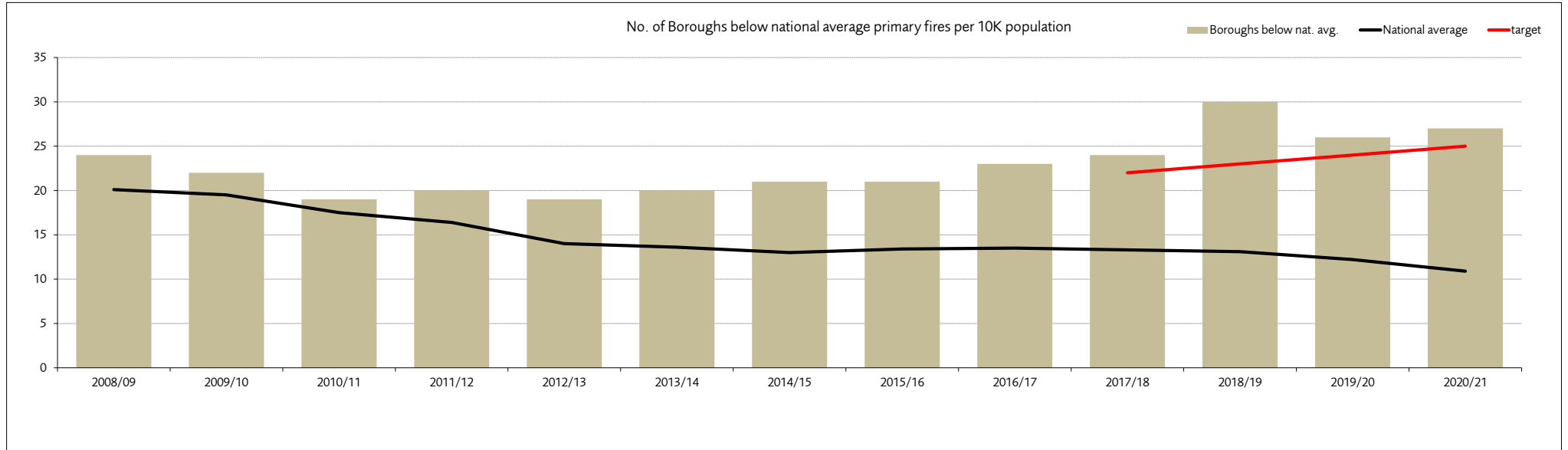
- Engaging with London's communities to inform and educate people in how to reduce the risk of fires and other emergencies.
- Influencing and regulating the built environment to protect people, property and the environment from harm.

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	10.9
	Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	24	30	26	27	
	Target	-	-	-	-	-	-	-	-	-	-	22	23	24	25

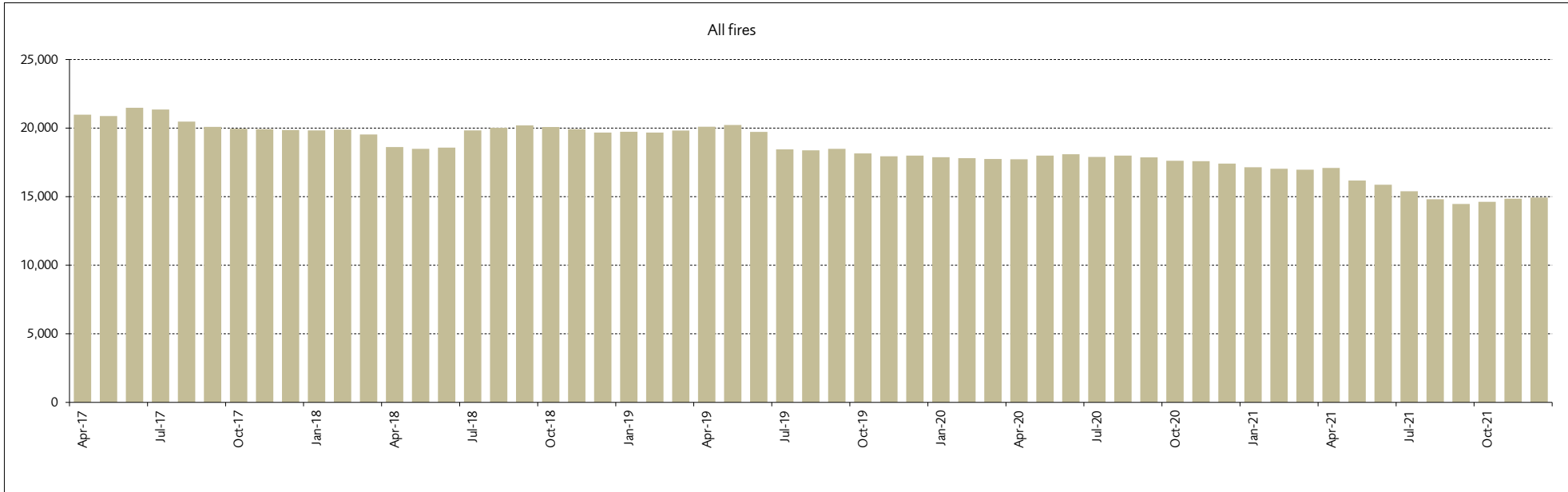


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**AIM 1 : PREVENTION and PROTECTION**

*Stop fires from happening*

IP1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fires rolling 12 month	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	15,393	14,816	14,463	14,621	14,850	14,928				down



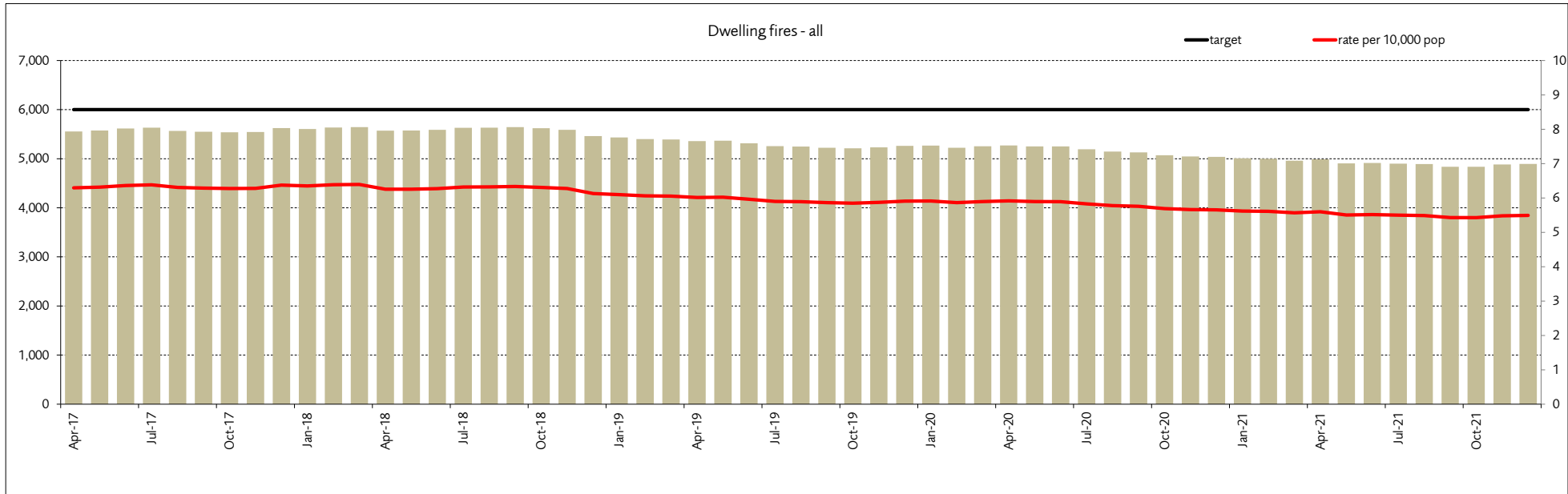
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP1	All fires	rolling 12 month	19,728	18,492	17,993	17,751	17,751	18,095	17,861	17,411	16,966	16,966	15,865	14,463	14,928		
		per 10,000 population	22.4	21.0	20.4	20.1	20.1	20.5	20.2	19.7	19.2	19.2	18.0	16.4	16.9		
		number in quarter	5,157	5,323	3,602	3,669		5,501	5,089	3,152	3,224		4,400	3,687	3,617		

**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	4,899	4,890	4,836	4,835	4,882	4,893				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	5.4	5.5	5.5			



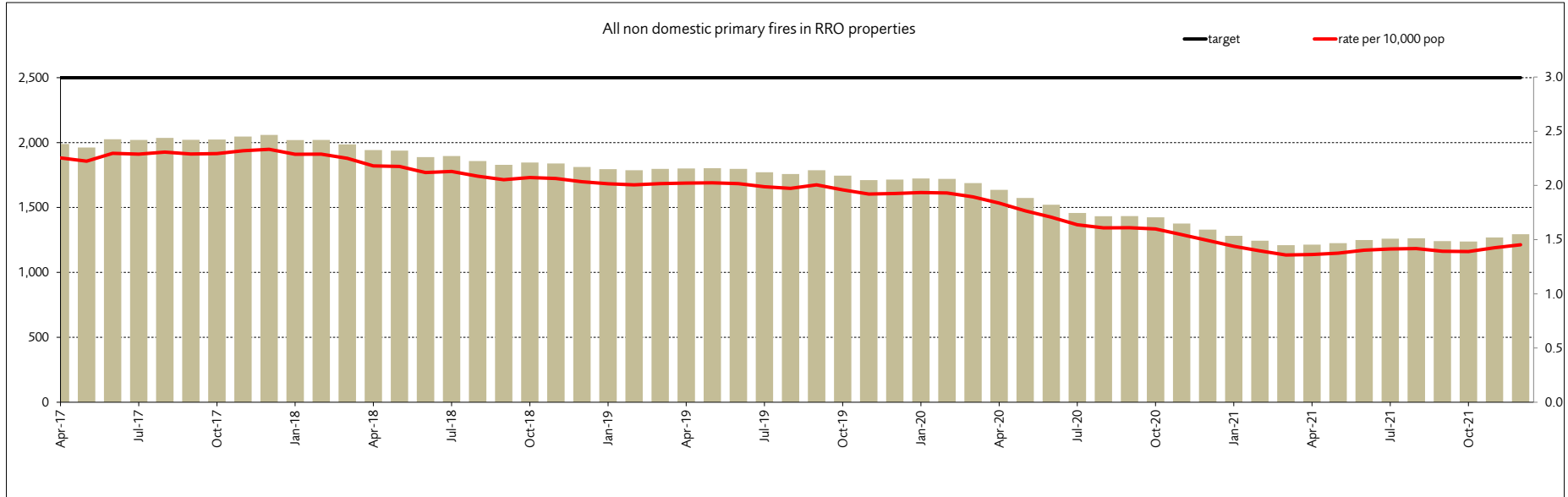
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	20/21
H2	Dwelling fires - all	rolling 12 month	5,313	5,224	5,261	5,252	5,252	5,250	5,128	5,038	4,961	4,961	4,914	4,836	4,893		
		per 10,000 population	5.96	5.86	5.91	5.90	5.90	5.89	5.76	5.66	5.57	5.57	5.52	5.43	5.49		
		number in quarter	1,310	1,333	1,342	1,267		1,308	1,211	1,252	1,190		1,261	1,133	1,309		

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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	1,238	1,269	1,294			

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	2.1	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	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	1.4
		2021/22	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.5			



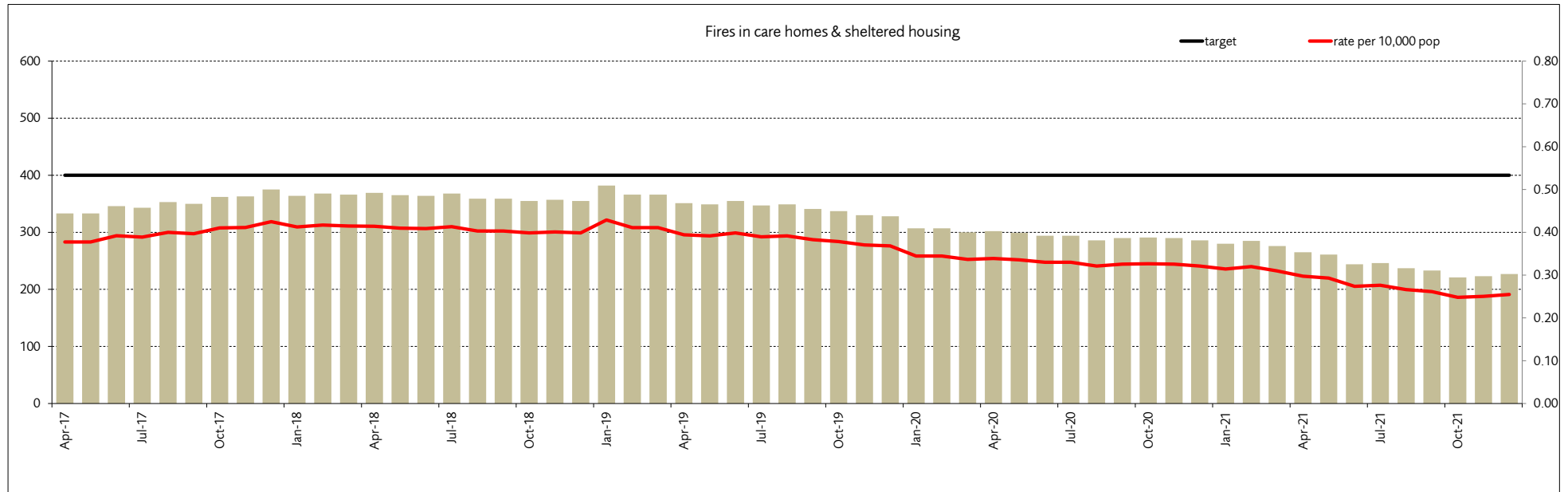
HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H3	All non domestic primary fires in RRO properties	rolling 12 month	1,797	1,787	1,715	1,688	1,688	1,521	1,434	1,330	1,210	1,210	1,249	1,241	1,294		
		per 10,000 population	2.02	2.01	1.93	1.89	1.89	1.71	1.61	1.49	1.36	1.36	1.40	1.39	1.45		
		number in quarter	458	441	400	389		291	354	296	269		330	346	349		

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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>	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	285	276
		2021/22	265	261	244	246	237	233	221	223	227			

target
400
400
400
400
400

HoFS			2017/18	2018/19	2019/20	2020/21	2021/22
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
		2018/19	0.4	0.4	0.4	0.4	0.4
		2019/20	0.4	0.4	0.4	0.4	0.3
		2020/21	0.3	0.3	0.3	0.3	0.3
		2021/22	0.3	0.3	0.3	0.3	0.2

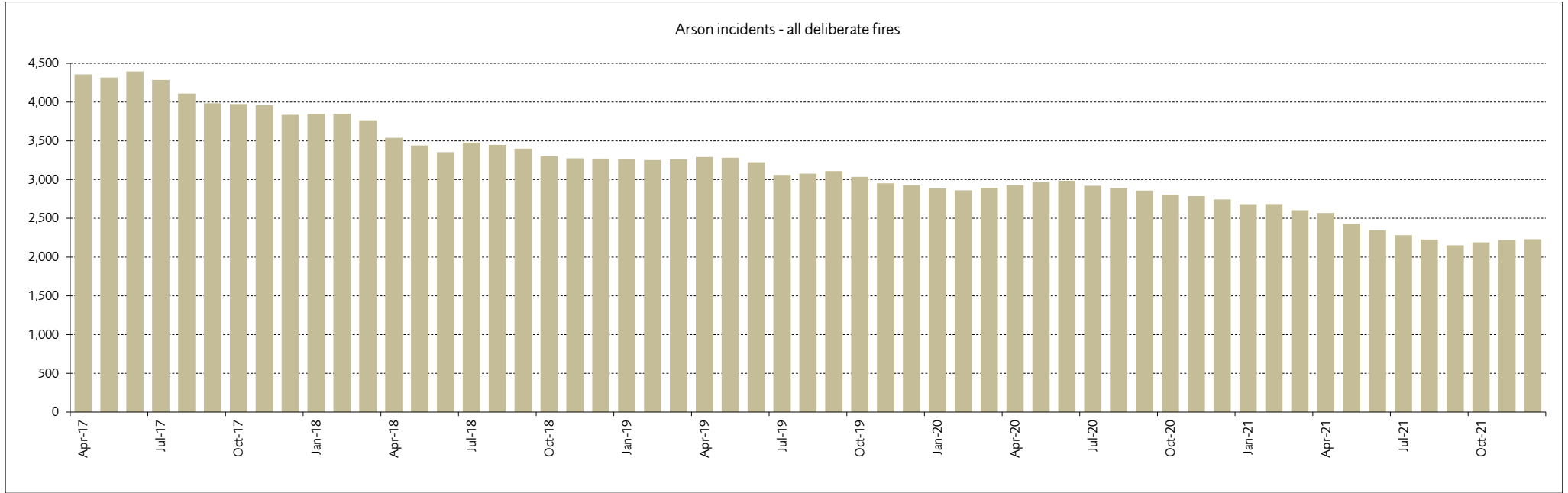


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H4	Fires in care homes & sheltered housing	rolling 12 month	355	341	328	300	300	294	294	286	276	276	244	233	227		
		per 10,000 population	0.40	0.38	0.37	0.34	0.34	0.33	0.33	0.32	0.31	0.31	0.27	0.26	0.25		
		number in quarter	81	72	78	69		75	75	74	59		43	57	68		

**AIM 1 : PREVENTION and PROTECTION**

*Stop fires from happening*

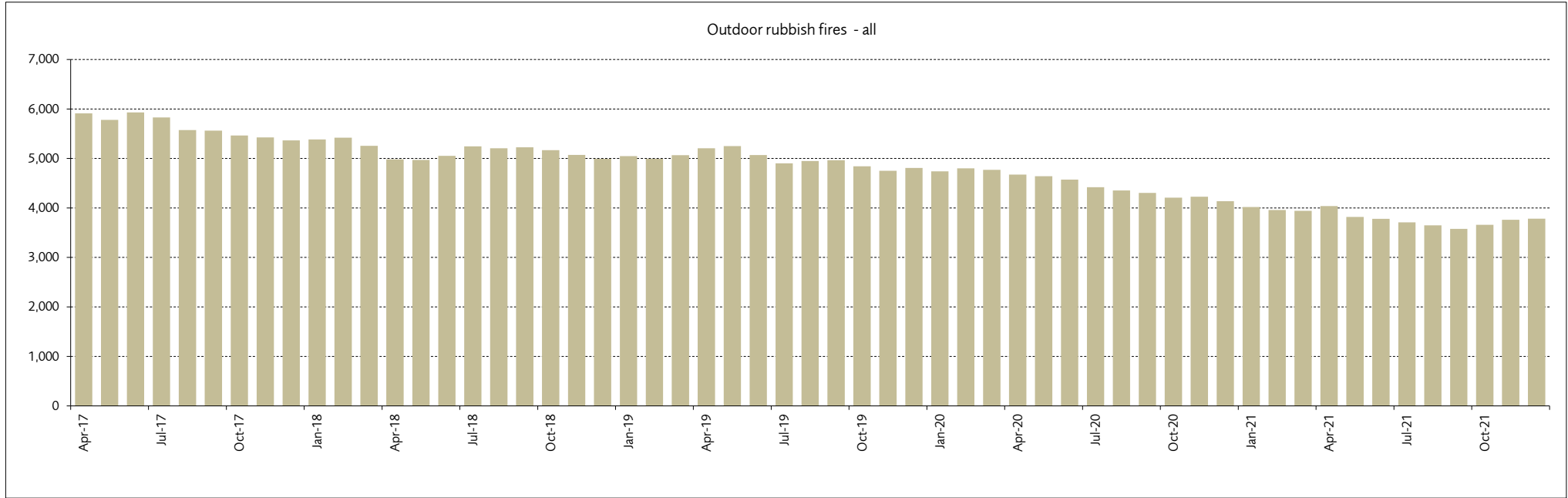
IP2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Arson incidents - all deliberate fires rolling 12 month	2017/18	4,357	4,315	4,396	4,285	4,110	3,984	3,975	3,959	3,835	3,847	3,848	3,764	down
		2018/19	3,539	3,440	3,353	3,477	3,448	3,398	3,301	3,274	3,271	3,267	3,252	3,261	down
		2019/20	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	2,227	2,153	2,190	2,220	2,231				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	2,153	2,231			
		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	2.53			
		number in quarter	775	847	621	651		866	719	508	512		607	526	586			

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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	3,660	3,760	3,782				down

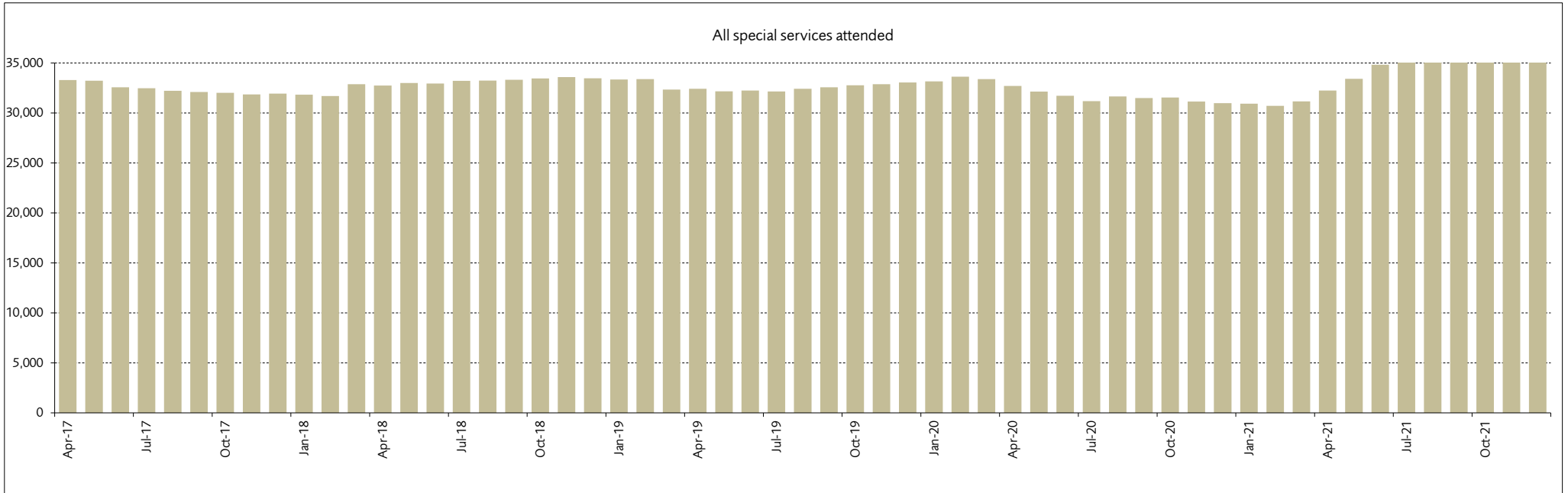


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
IP3	Outdoor rubbish fires - all	rolling 12 month	5,069	4,966	4,809	4,770	4,770	4,573	4,303	4,136	3,942	3,942	3,781	3,578	3,782			
		number in quarter	1,514	1,381	882	993		1,317	1,111	715	799		1,156	908	919			

**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	38,715	39,746	40,503			

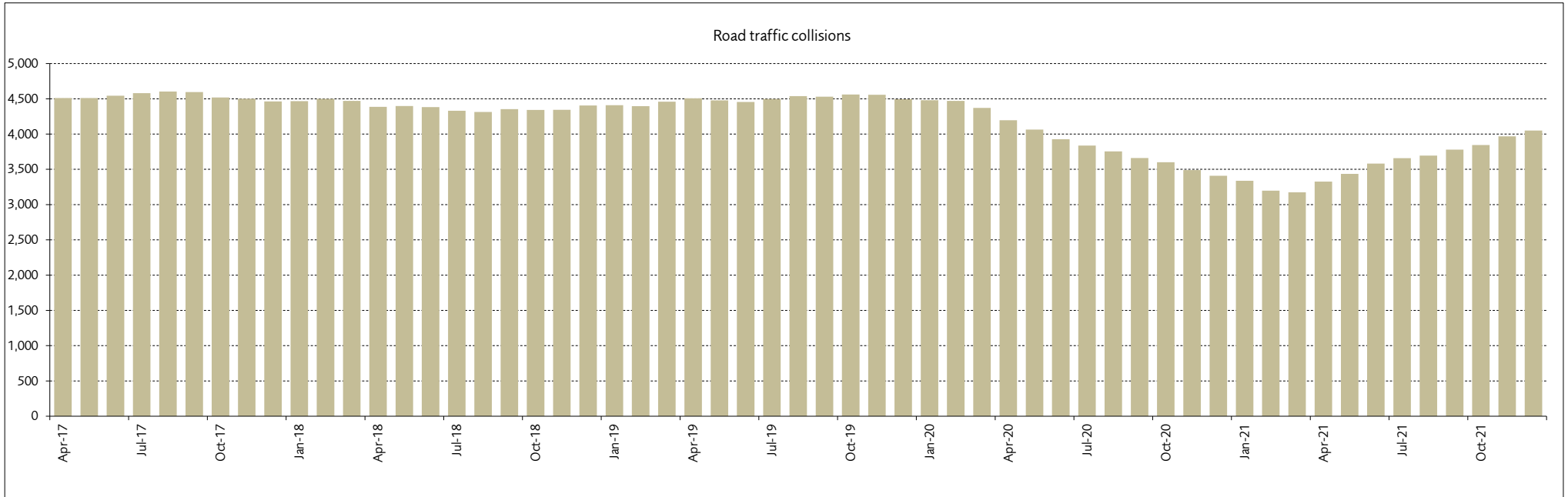


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
CX1	All special services attended	rolling 12 month	32,254	32,568	33,054	33,398	<b>33,398</b>	31,726	31,493	30,981	31,163	<b>31,163</b>	34,832	37,810	40,503			
		number in quarter	8,131	8,952	8,639	7,676		6,459	8,719	8,127	7,858		10,128	11,697	10,820			

**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	3,844	3,968	4,051				down

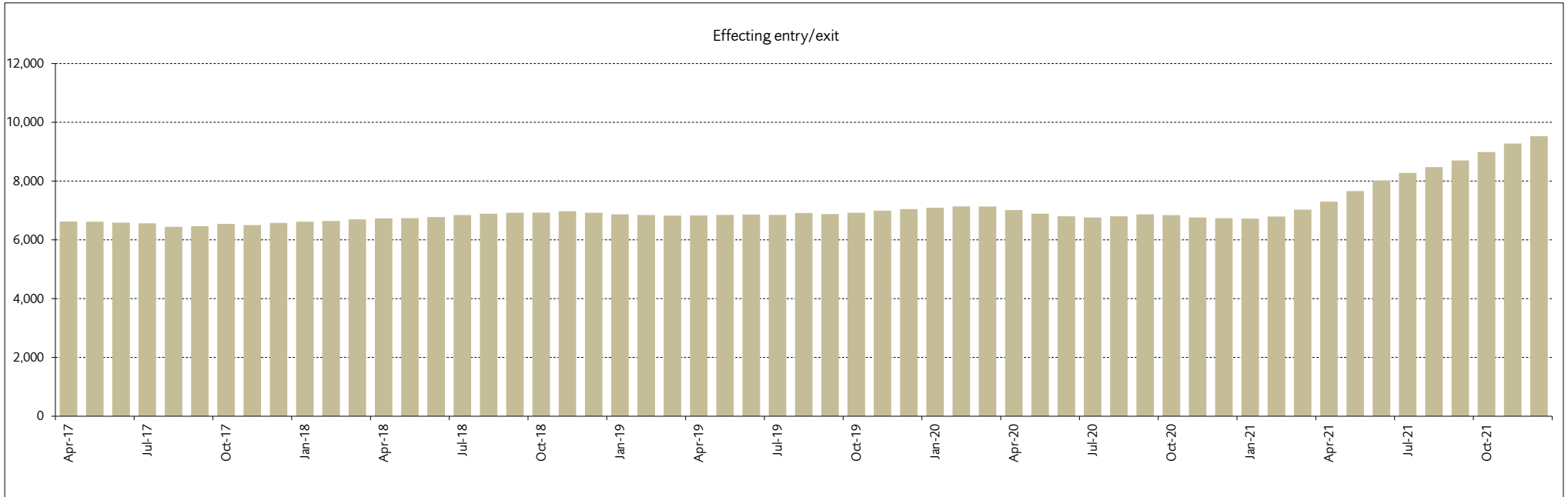


HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP4	Road traffic collisions	4,455	4,530	4,494	4,370	4,370	3,927	3,660	3,408	3,175	3,175	3,581	3,780	4,051		
		1,119	1,224	1,115	912		676	957	863	679		1,082	1,156	1,134		

**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 rolling 12 month	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	8,987	9,277	9,525				down

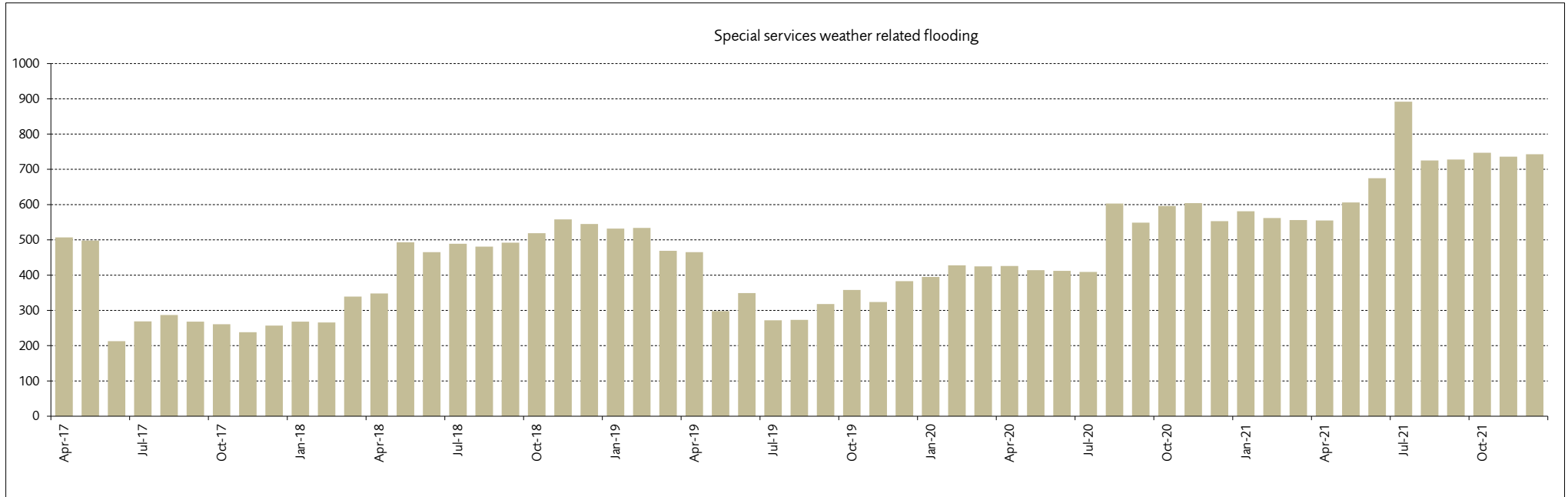


HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
IP5	Effecting entry/exit	rolling 12 month	6,861	6,877	7,049	7,136	7,136	6,805	6,867	6,737	7,027	7,027	8,013	8,704	9,525			
		number in quarter	1,777	1,925	1,863	1,571		1,446	1,987	1,733	1,861		2,432	2,678	2,554			

**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

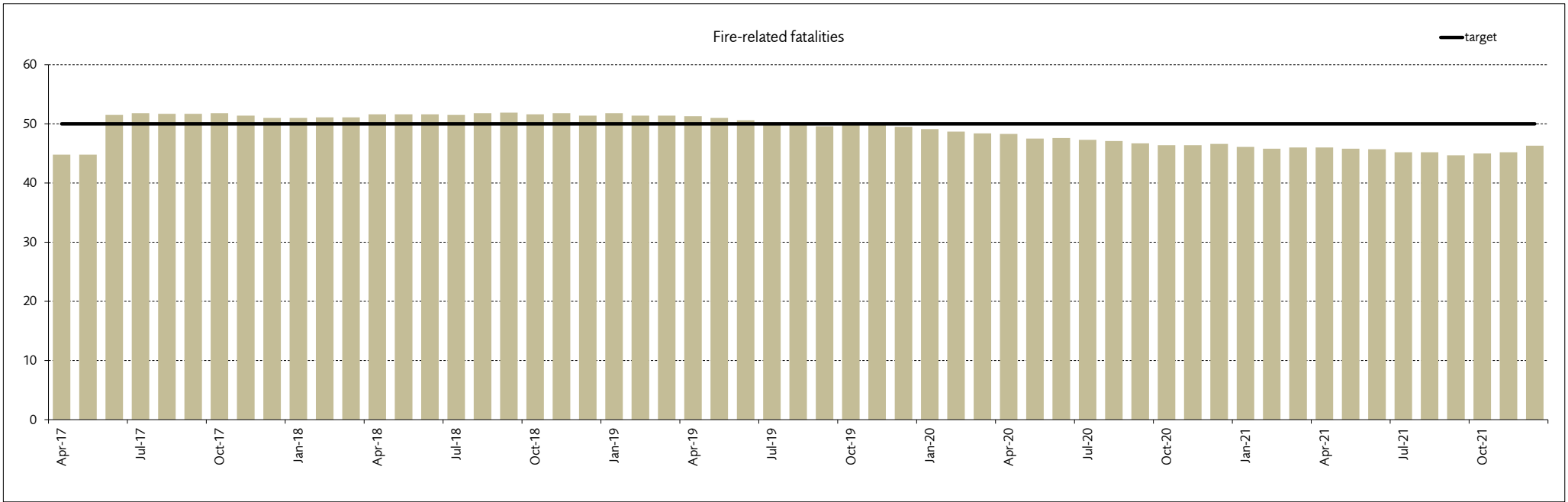
CX2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoOP	Special services Weather related flooding rolling 12 month	2017/18	507	498	213	269	287	268	261	238	257	268	266	339
		2018/19	348	493	465	489	481	492	519	558	545	532	534	469
		2019/20	465	298	349	272	273	318	358	324	383	395	428	425
		2020/21	426	414	412	409	603	549	596	604	553	581	562	556
		2021/22	555	606	675	892	725	728	747	736	743			



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	728	743		
		number in quarter	86	100	159	80		73	237	163	83		192	290	178		

Corporate Performance Digest - Q3 2021/22  
**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	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	46	46	47	46	46	46	46	50
		2021/22	46	46	46	45	45	45	45	45	46					50

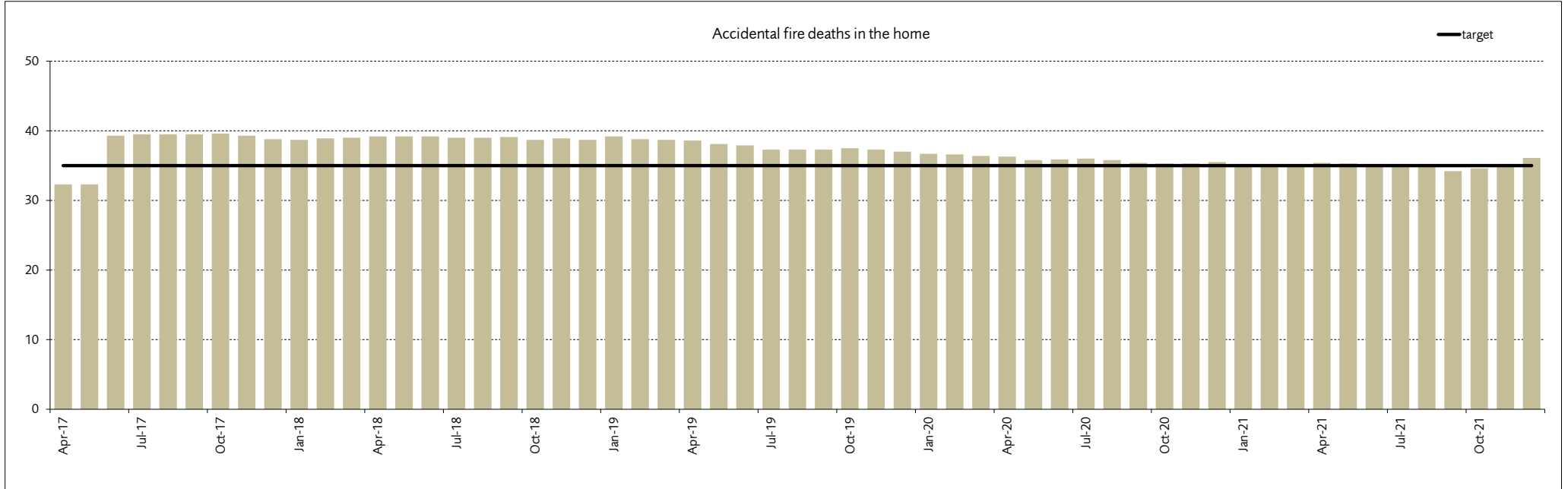


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H5	Fire-related fatalities	10 yr. Average	51	50	50	48	48	48	47	47	46	46	46	45	46		
		rolling 12 month	38	35	36	33		32	31	30	35		37	39	52		
		per 100,000 population	0.43	0.40	0.41	0.37	0.37	0.36	0.35	0.34	0.40	0.40	0.42	0.44	0.59		
		number in quarter	7	6	11	9		6	5	10	14		8	7	23		

**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	35	36				35

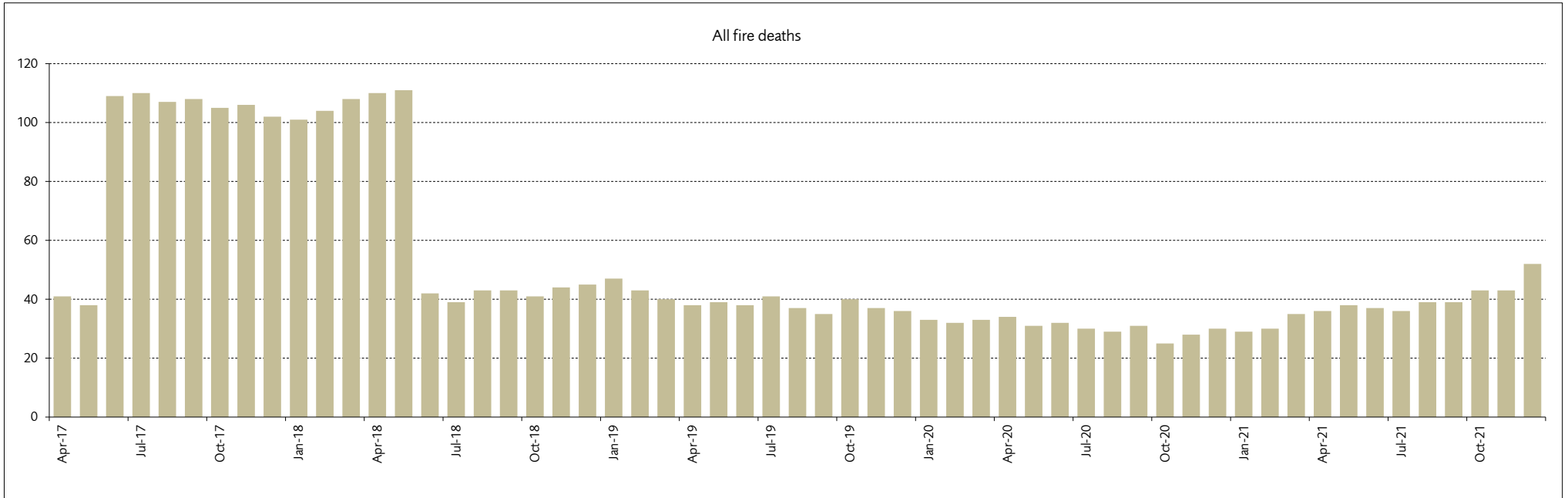


HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
H6	Accidental fire deaths in the home	10 yr. Average	38	37	37	36	36	35	36	35	35	35	34	36			
		rolling 12 month	23	25	23	23		26	24	26	26		27	28	41		
		per 100,000 population	0.26	0.28	0.26	0.26	0.26	0.29	0.27	0.29	0.29	0.29	0.31	0.32	0.46		
		number in quarter	2	5	7	9		5	3	9	9		6	4	22		

**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	35
		2021/22	36	38	37	36	39	39	43	43	52			

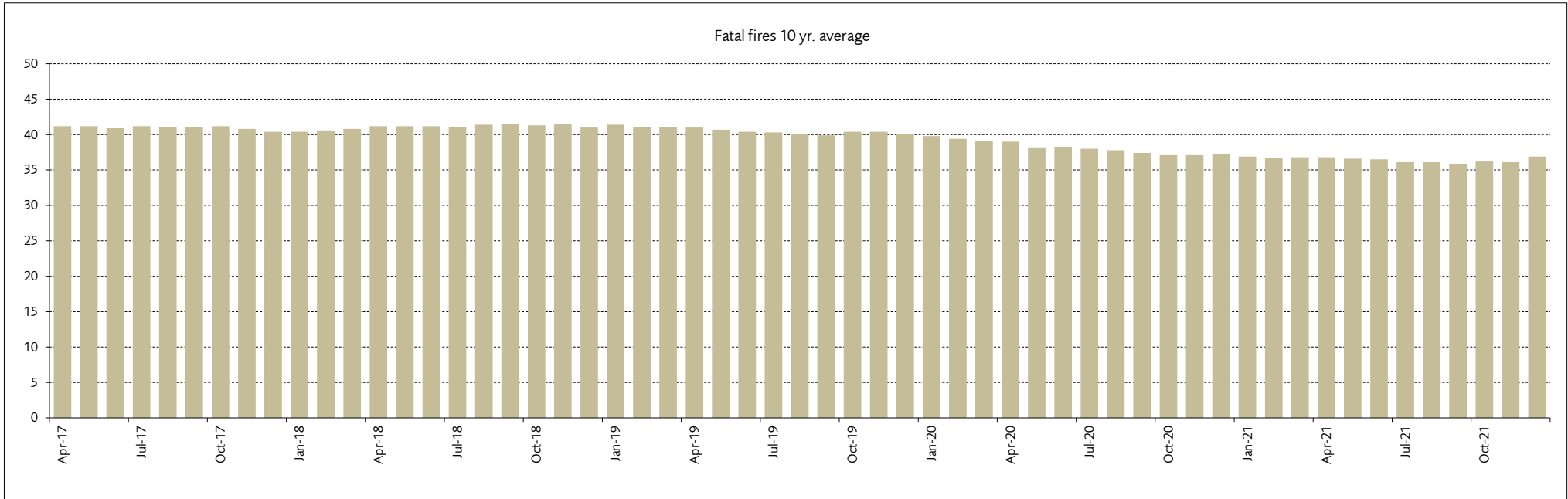


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3A	All fire deaths	rolling 12 month	38	35	36	33	33	32	31	30	35	35	37	39	52		
		number in quarter	7	6	11	9		6	5	10	14		8	7	23		

**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	36.8
		2021/22	36.8	36.6	36.5	36.1	36.1	35.9	36.2	36.1	36.9			

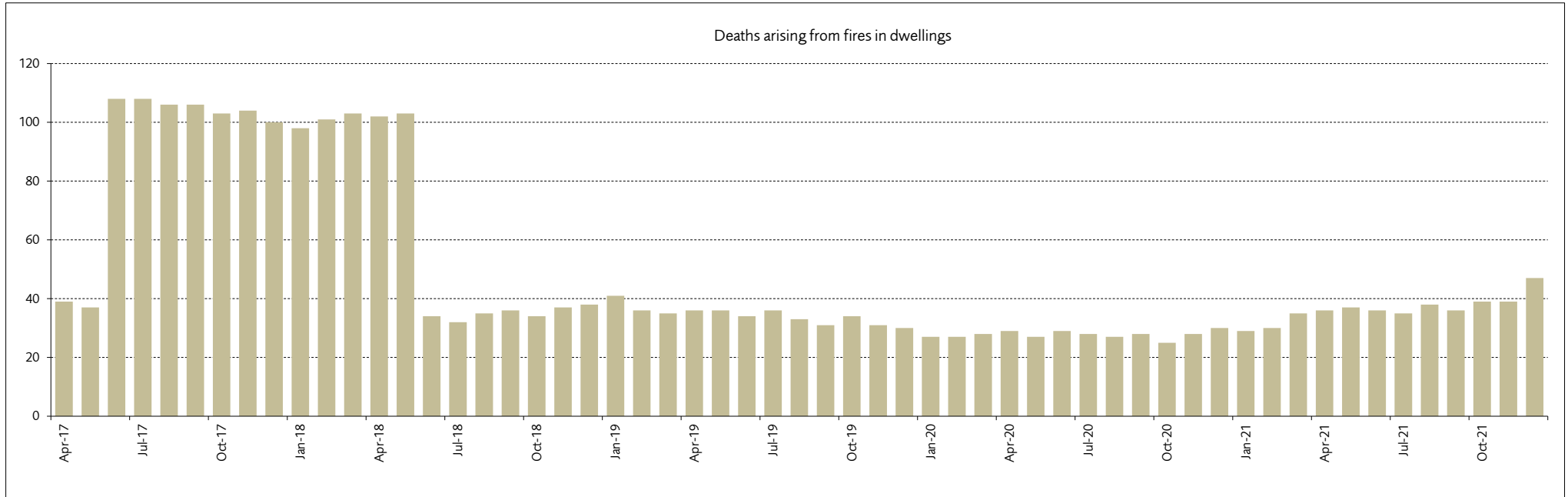


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3B	Fatal fires	10 yr. average	40.4	39.9	40.1	39.1	39.1	38.3	37.4	37.3	36.8	36.8	36.5	35.9	36.9		
		rolling 12 month	36	33	35	32	32	32	31	30	33	33	35	35	42		
		number in quarter	6	6	11	9		6	5	10	12		8	5	17		

**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 rolling 12 month	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	35
		2021/22	36	37	36	35	38	36	39	39	47			

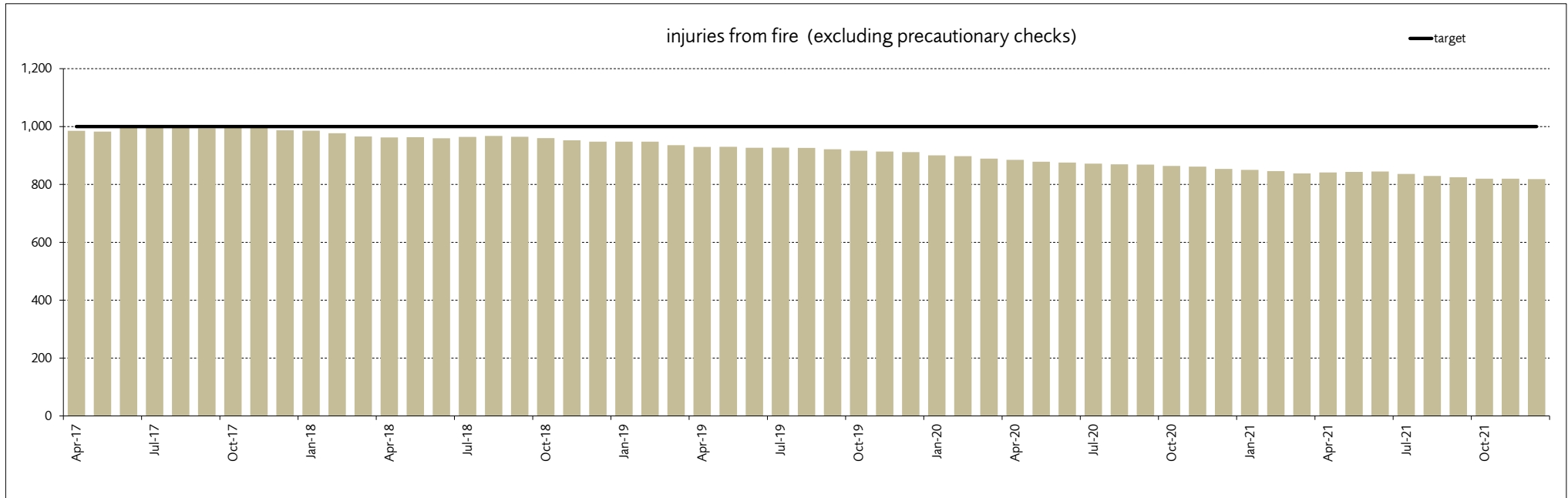


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3C	Deaths arising from fires in dwellings	rolling 12 month	34	31	30	28	28	29	28	30	35	35	36	36	47		
		number in quarter	5	5	9	9		6	4	11	14		7	4	22		

**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) five year average	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	843	845	836	829	825	820	820	819				1,000

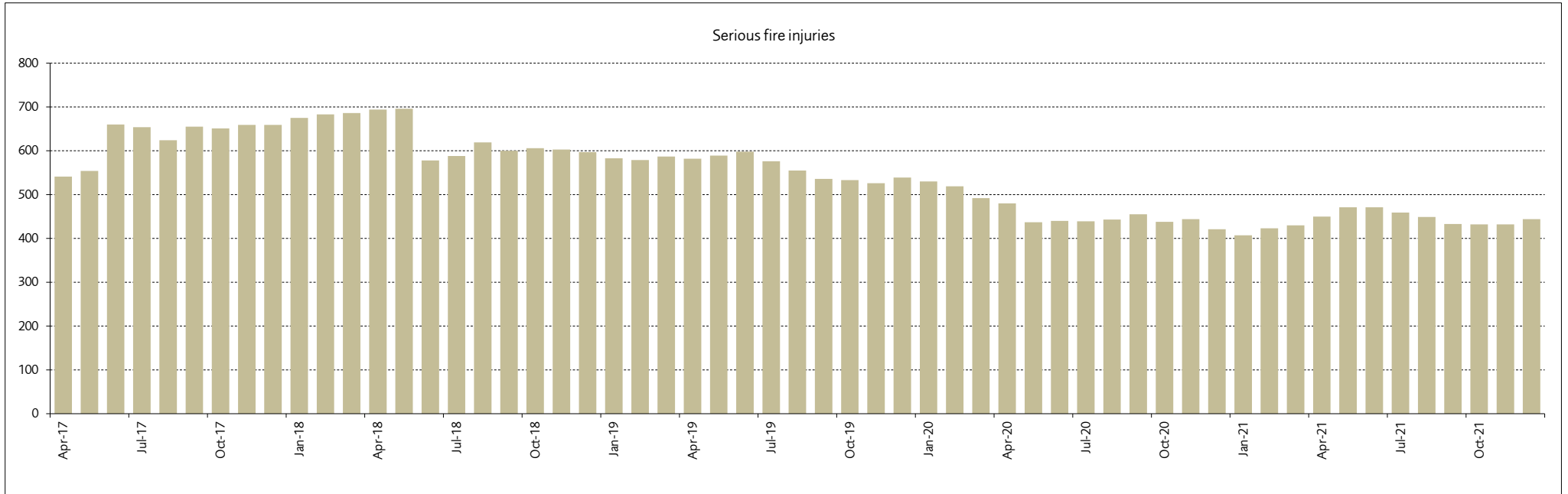


HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	927	921	912	889	<b>889</b>	875	869	854	838	<b>838</b>	845	825	819	
		rolling 12 month	838	778	791	755	<b>755</b>	717	725	694	692	<b>692</b>	746	709	714	
		number in quarter	209	182	198	166		171	190	167	164		225	153	172	

**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	430
		2021/22	450	471	471	459	449	433	432	432	444			

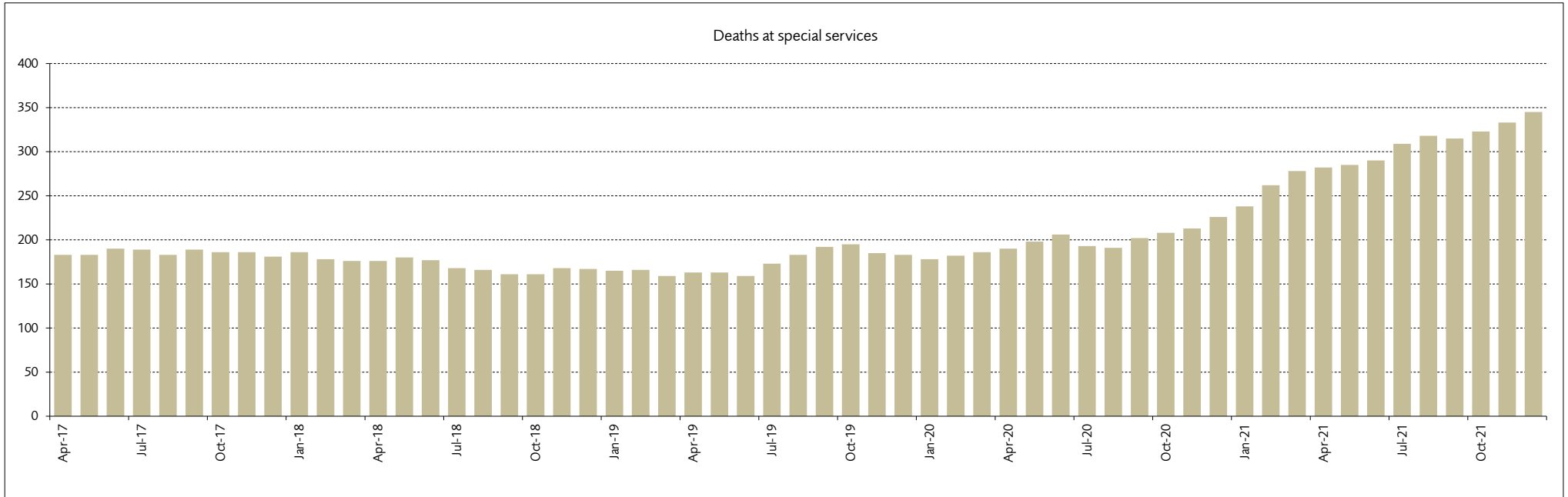


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX3E	Serious fire injuries	rolling 12 month	598	536	539	492	492	440	455	421	430	430	471	433	444		
		number in quarter	147	109	138	98		95	124	104	107		136	86	115		

**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	323	333	345			

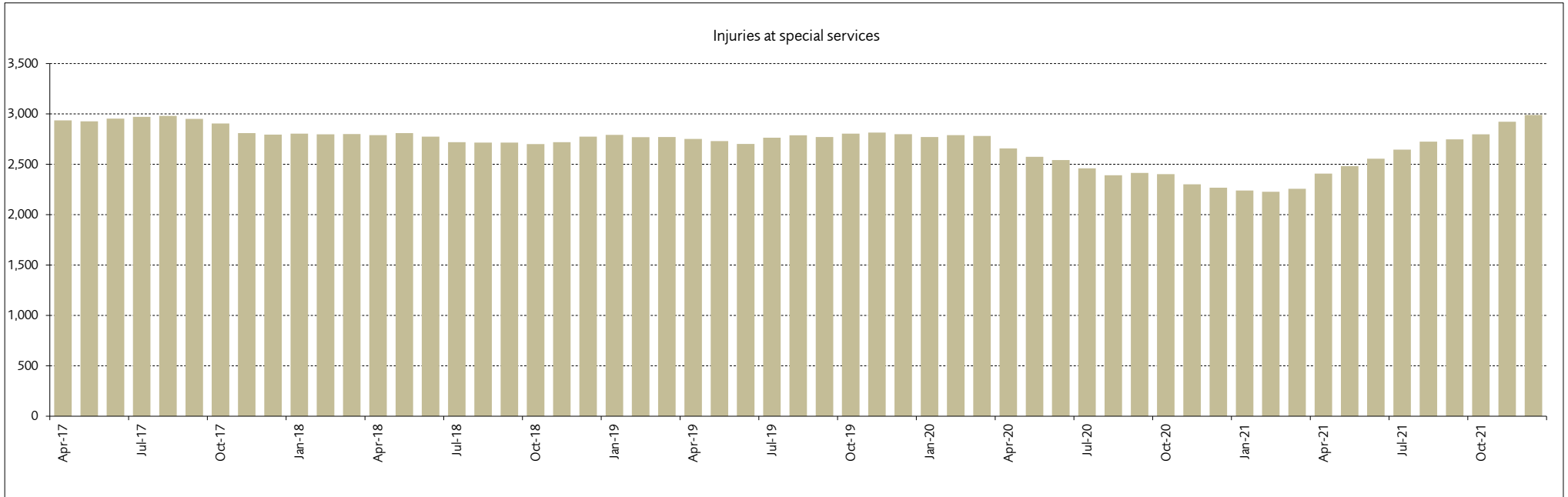


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX4A	Deaths at special services	rolling 12 month	159	192	183	186	186	206	202	226	278	278	290	315	345		
		number in quarter	40	58	39	49		60	54	63	101		72	79	93		

**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	2,797	2,923	2,990			

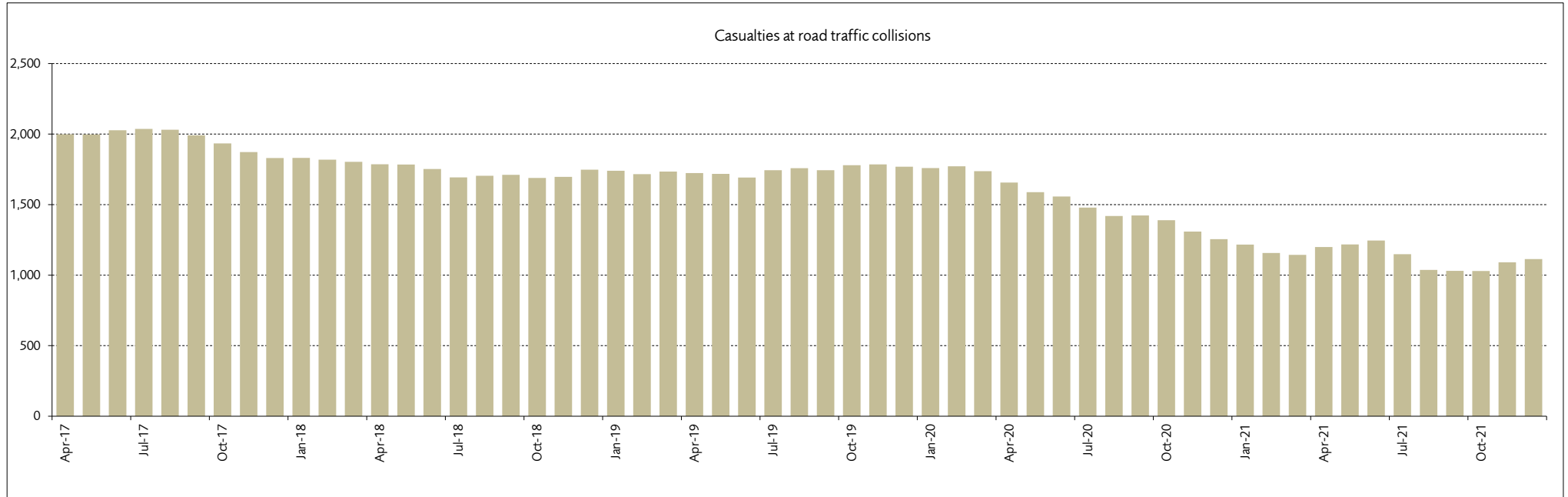


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
CX4B	Injuries at special services	rolling 12 month	2,702	2,770	2,799	2,781	2,781	2,542	2,414	2,268	2,257	2,257	2,556	2,748	2,990			
		number in quarter	678	773	743	587		439	645	597	576			738	837	839		

**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 rolling 12 month	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	1,029	1,091	1,114				down

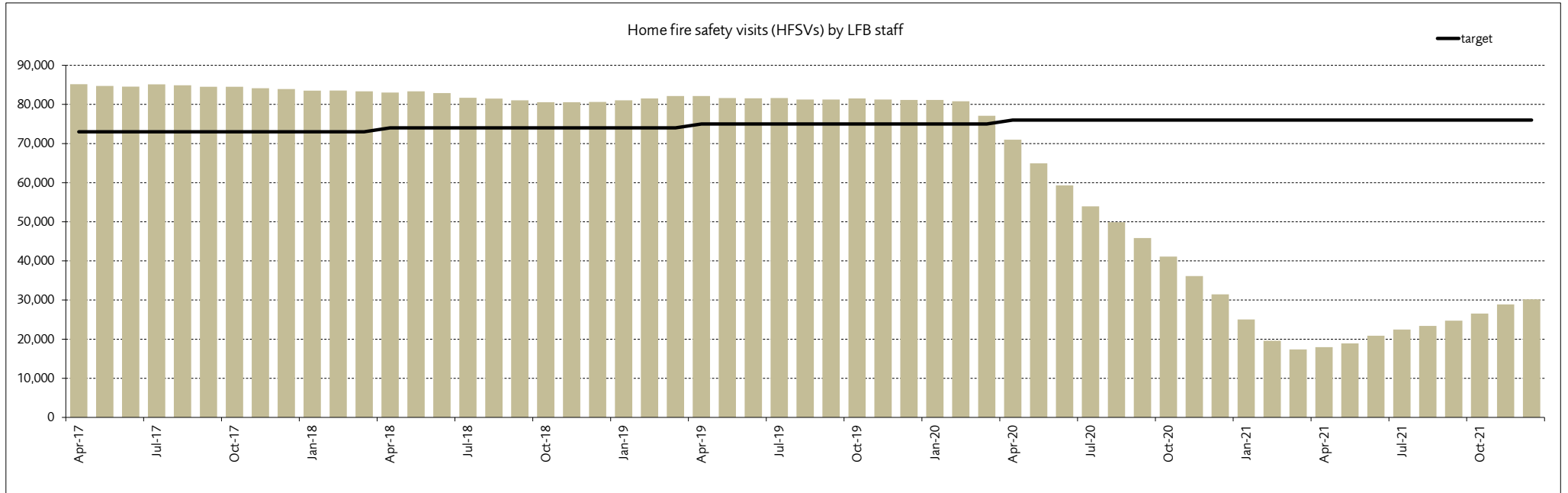


HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP6	Casualties at road traffic collisions rolling 12 month	1,692	1,744	1,769	1,737	1,737	1,557	1,423	1,255	1,144	1,144	1,245	1,030	1,114		
	number in quarter	433	486	464	354		253	352	296	243		354	137	380		

**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	31,459	25,024	19,592	17,387	76,000
		2021/22	17,955	18,928	20,883	22,456	23,391	24,710	26,553	28,885	30,167				76,000



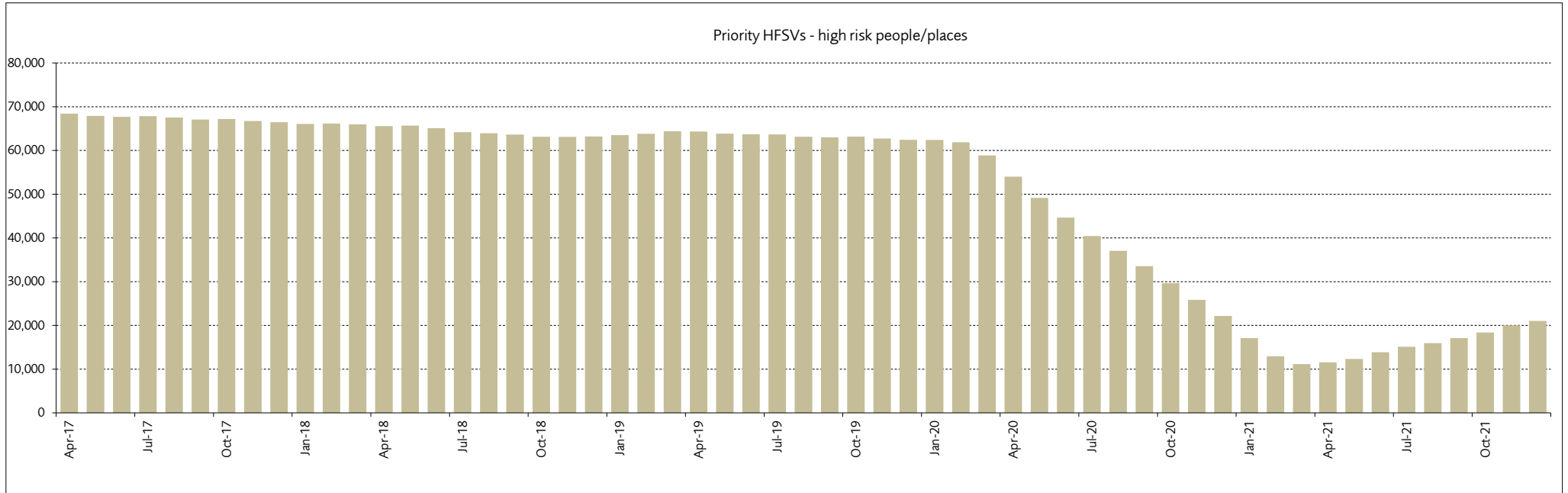
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	81,557	81,252	81,133	77,110	<b>77,110</b>	59,306	45,830	31,459	17,387	<b>17,387</b>	20,883	24,710	30,167		
		number in quarter	20,738	19,991	19,772	16,609		2,934	6,515	5,401	2,537		6,430	10,342	10,858		

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

**AIM 1 : PREVENTION and PROTECTION**

*Inform and educate London's communities*

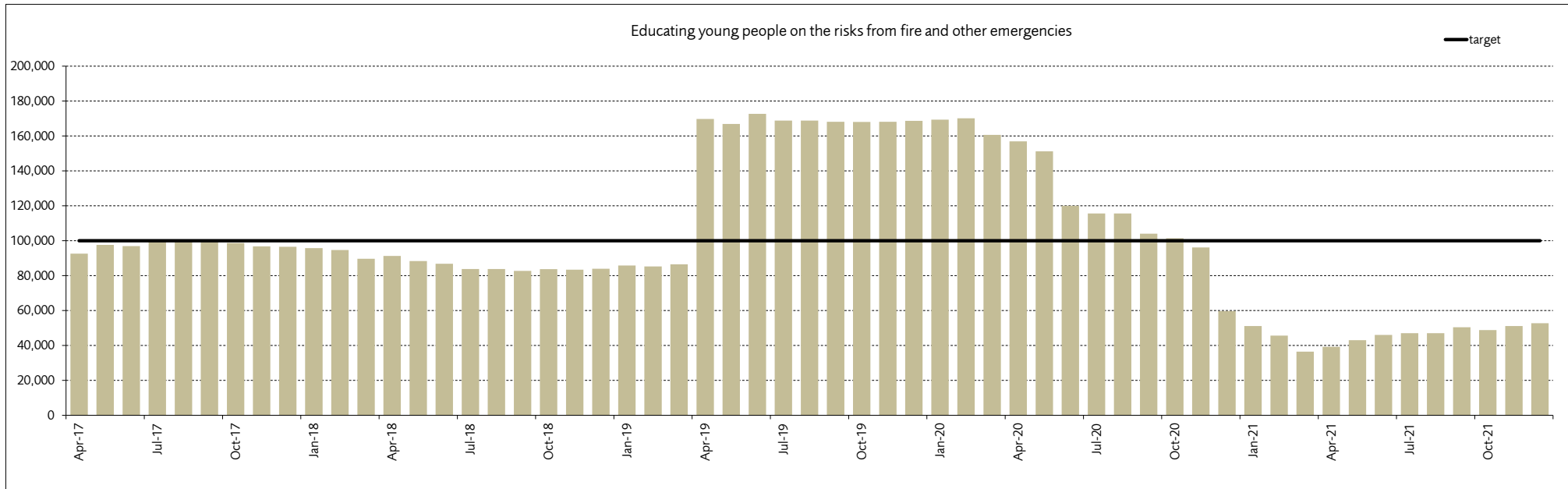
CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2017/18	68,425	67,901	67,699	67,845	67,543	67,073	67,191	66,724	66,461	66,061	66,139	65,966
		2018/19	65,575	65,679	65,122	64,182	63,943	63,636	63,139	63,114	63,213	63,515	63,809	64,397
		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	37,068	33,559	29,644	25,857	22,165	17,083	12,947	11,149
		2021/22	11,573	12,331	13,867	15,107	15,950	17,073	18,375	20,016	21,014			



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	33,559	22,165	11,149	11,149	13,867	17,073	21,014		
		number in quarter	16,070	15,210	14,977	12,615		1,835	4,132	3,583	1,599		4,553	7,338	7,524		

**Corporate Performance Digest - Q3 2021/22**  
**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	92,597	97,616	96,890	100,585	100,574	99,701	98,669	96,751	96,545	95,799	94,719	89,649	100,000
		2018/19	91,302	88,363	86,813	83,793	83,787	82,680	83,687	83,394	83,972	85,837	85,238	86,496	100,000
		Indicator definition changed from April 2019 to include three further youth activities (seven in total)**													
		2019/20	169,734	166,928	172,652	168,798	168,786	168,137	168,051	168,125	168,703	169,361	170,173	160,633	100,000
		2020/21	156,955	151,246	120,021	115,589	115,575	104,002	101,386	96,116	59,730	51,141	45,608	36,460	100,000
2021/22	39,244	43,000	46,005	47,033	47,040	50,412	48,811	51,085	52,763				100,000		



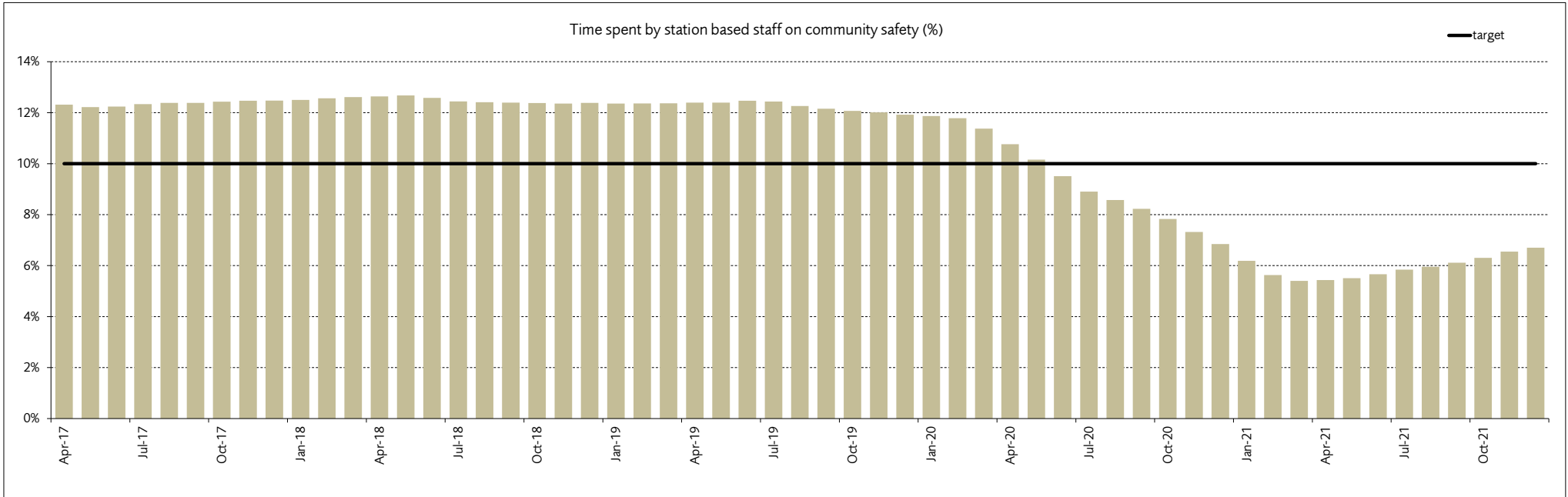
HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
H9	Educating young people on the risks from fire and other emergencies - original four activities*	rolling 12 month															
		number in quarter															
	Educating young people on the risks from fire and other emergencies - revised seven activities**	rolling 12 month	172,652	168,137	168,703	160,633	160,633	120,021	104,002	59,730	36,460	36,460	46,005	50,412	52,763		
		number in quarter	40,635	18,887	56,339	44,772		23	2,868	12,067	21,502		9,568	7,275	14,418		

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

**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	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%	6.3%	6.6%	6.7%				10%

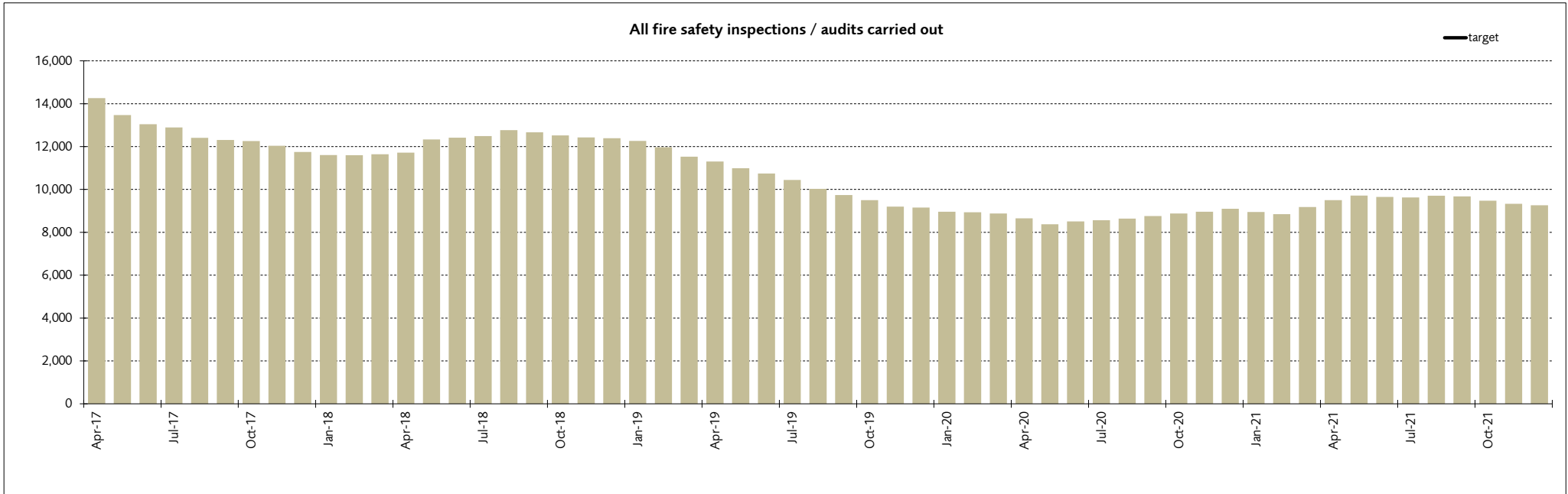


HoFSt		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO1	Time spent by station staff on community safety	rolling 12 month	12.5%	12.2%	11.9%	11.4%	11.4%	9.5%	8.2%	6.8%	5.4%	5.4%	5.7%	6.1%	6.7%	
	% in quarter		13.0%	11.4%	11.2%	10.0%		5.2%	6.2%	5.8%	4.4%		6.2%	8.1%	8.1%	

**AIM 1 : PREVENTION and PROTECTION**

*Influence and regulate the built environment*

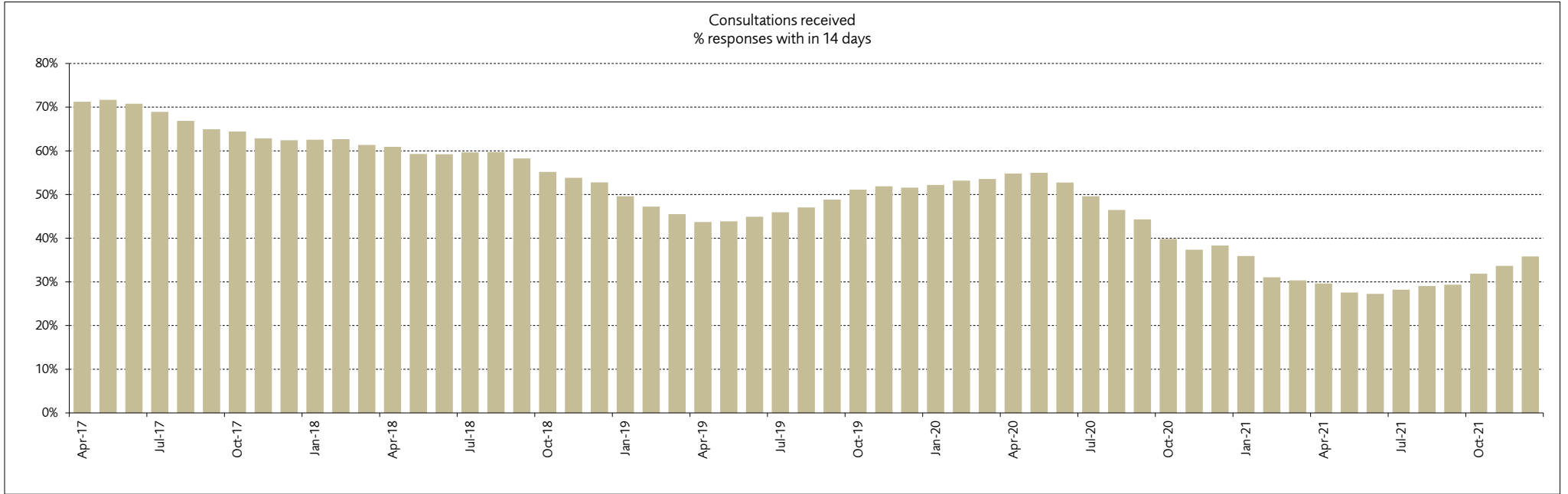
H10			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2017/18	14,259	13,472	13,043	12,891	12,407	12,309	12,256	12,035	11,751	11,606	11,601	11,645	-
		2018/19	11,719	12,333	12,415	12,487	12,769	12,665	12,520	12,430	12,387	12,264	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	8,653	8,376	8,507	8,564	8,641	8,757	8,881	8,962	9,099	8,945	8,846	9,183	-
		2021/22	9,498	9,713	9,651	9,629	9,708	9,679	9,473	9,333	9,260				-



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	<b>8,880</b>	8,507	8,757	9,099	9,183	<b>9,183</b>	9,651	9,679	9,260		
		number in quarter	2,407	2,220	2,076	2,177		2,034	2,470	2,418	2,261		2,502	2,498	1,999		

Corporate Performance Digest - Q3 2021/22  
**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 rolling 12 month	2017/18	71.2%	71.7%	70.8%	68.9%	66.9%	64.9%	64.4%	62.9%	62.4%	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%	47.1%	48.8%	51.1%	51.9%	51.6%	52.2%	53.2%	53.5%	up
		2020/21	54.8%	55.0%	52.7%	49.6%	46.5%	44.3%	39.8%	37.4%	38.3%	35.9%	31.0%	30.3%	up
		2021/22	29.6%	27.6%	27.2%	28.2%	29.0%	29.3%	31.9%	33.7%	35.8%				up

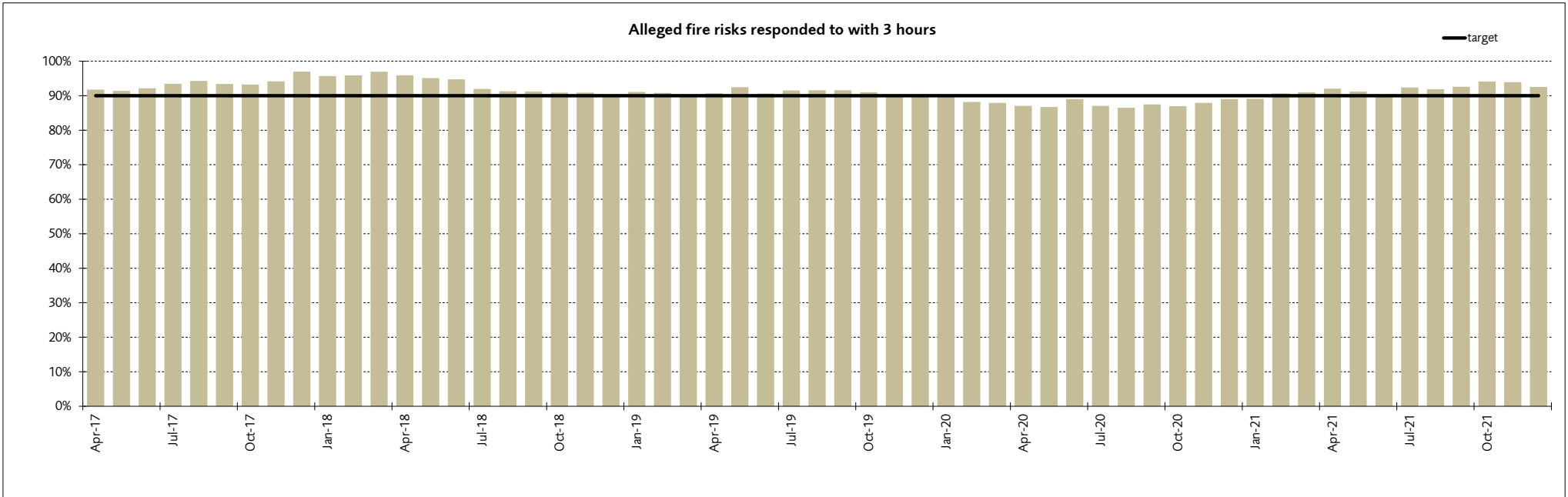


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP7	Consultations received % responses within 14 days	rolling 12 month	44.9%	48.8%	51.6%	53.5%	53.5%	52.7%	44.3%	38.3%	30.3%	30.3%	27.2%	29.3%	35.8%		
		number in quarter	53.6%	65.9%	47.8%	45.2%		42.8%	28.6%	19.2%	32.8%			30.5%	38.0%	43.0%	

**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%	92.6%	94.1%	93.9%	92.5%				90%

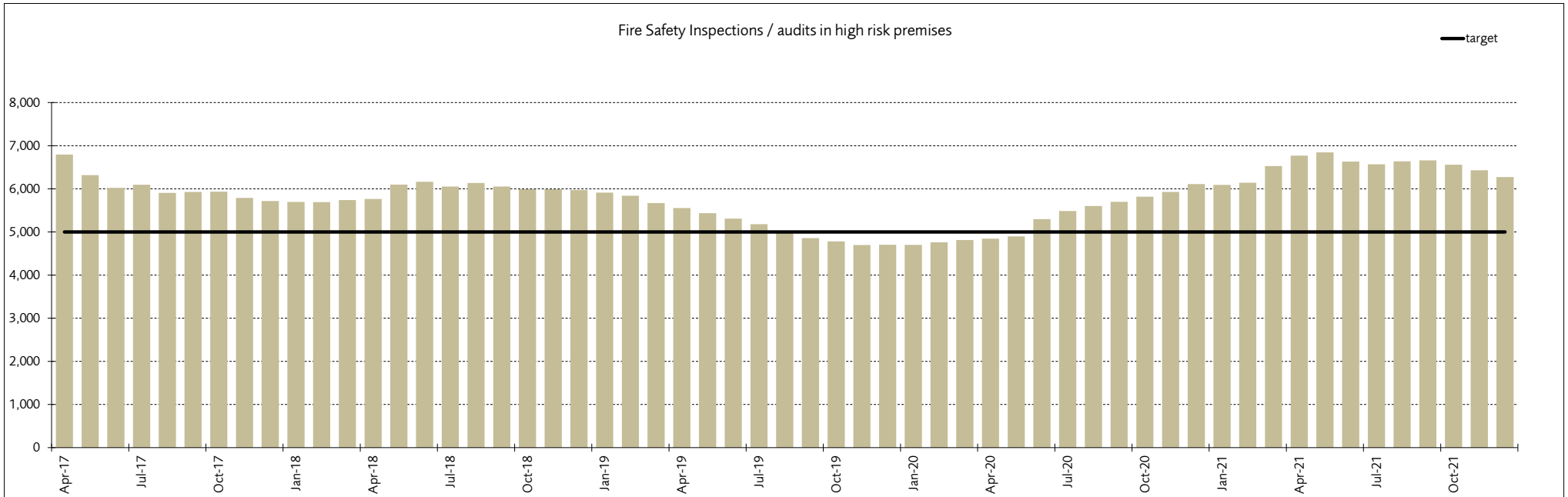


HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO2	Alleged fire risks responded to within 3 hours	rolling 12 month	90.6%	91.6%	90.2%	87.9%	<b>87.9%</b>	89.0%	87.5%	89.0%	91.0%	<b>91.0%</b>	89.7%	92.6%	92.5%	
		number in quarter	91.7%	87.0%	87.0%	77.8%		96.3%	82.8%	92.3%	93.1%		90.5%	94.7%	92.3%	

**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	6,793	6,316	6,021	6,093	5,907	5,929	5,933	5,790	5,716	5,695	5,691	5,738	5,000
		2018/19	5,764	6,097	6,162	6,054	6,135	6,053	5,991	5,989	5,973	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	4,704	4,699	4,761	4,812	5,000
		2020/21	4,844	4,897	5,297	5,486	5,600	5,699	5,819	5,927	6,110	6,090	6,140	6,528	5,000
		2021/22	6,768	6,846	6,631	6,569	6,637	6,658	6,558	6,430	6,273				5,000

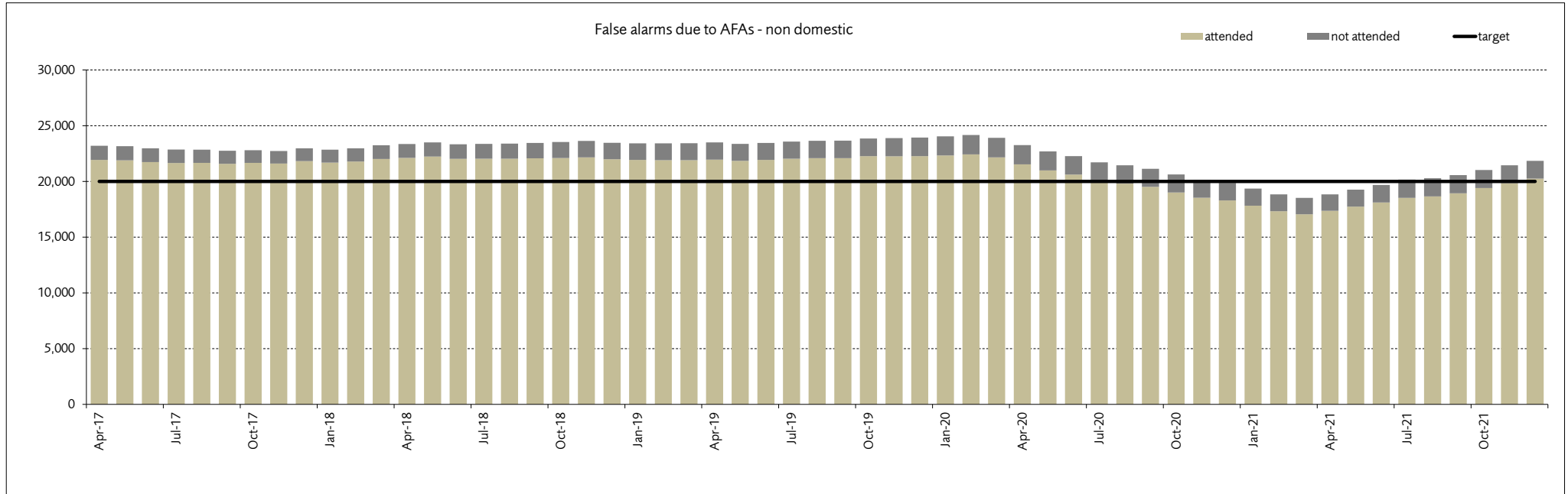


HoFS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	20/21	
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	5,309	4,856	4,704	4,812	<b>4,812</b>	5,297	5,699	6,110	6,528	<b>6,528</b>	6,631	6,658	6,273		
		number in quarter	1,205	1,176	1,109	1,322		1,690	1,578	1,520	1,740		1,793	1,605	1,135		

**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	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	19,404	19,852	20,249				20,000

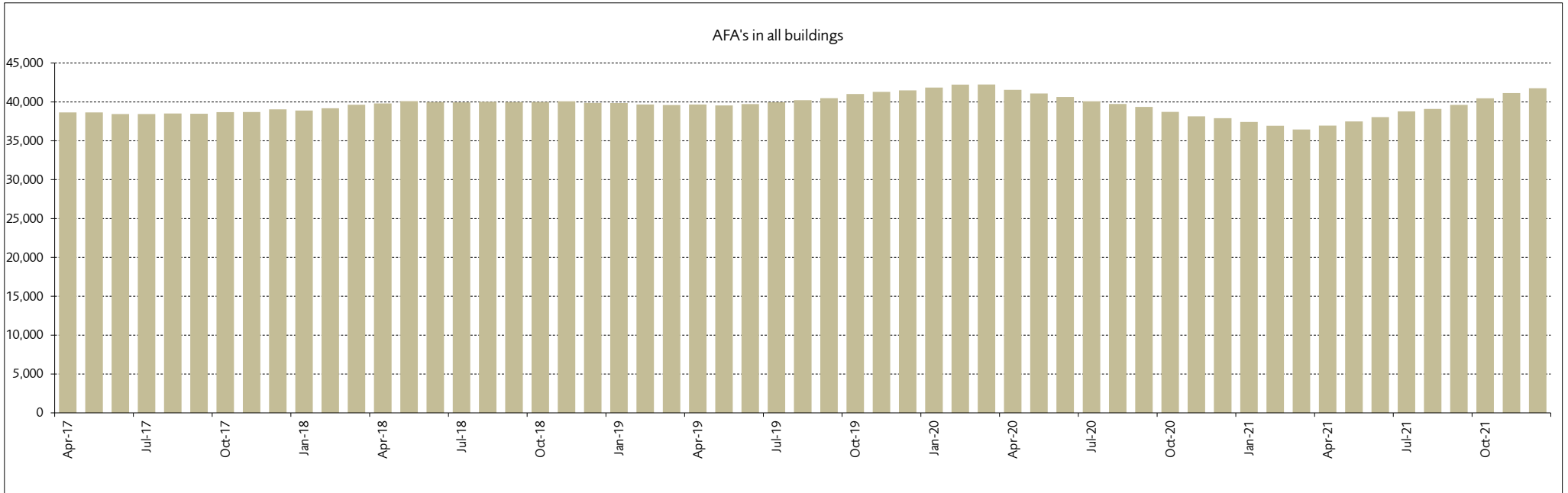


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22		
H11	False alarms due to AFAs - non domestic	rolling 12 month	21,929	22,088	22,266	22,156	22,156	20,616	19,513	18,290	17,052	17,052	18,116	18,932	20,249				
		per 1,000 non domestic properties	76.89	77.45	78.08	77.69	77.69	77.69	72.29	68.42	64.13	59.79	59.79	63.52	66.39	71.00			
		number in quarter	5,233	5,825	5,924	5,174			3,693	4,722	4,701	3,936		4,757	5,538	6,018			

**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	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	40,468	41,131	41,762			

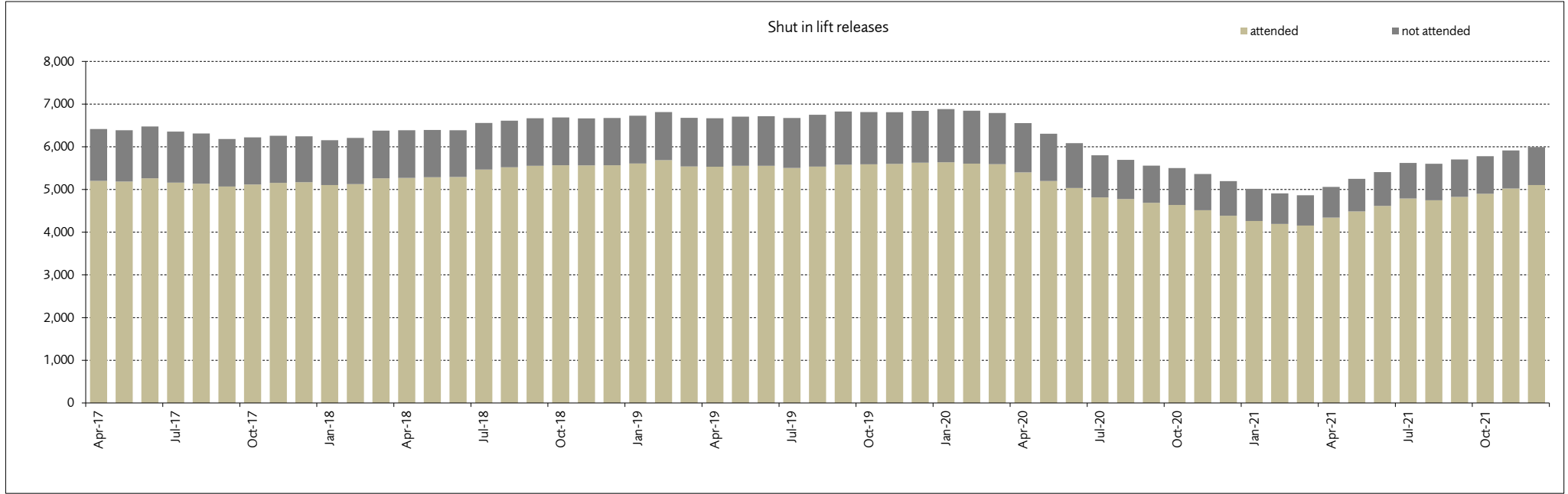


HoFS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX7	AFA's in all buildings	rolling 12 month	39,719	40,485	41,480	42,233	<b>42,233</b>	40,628	39,360	37,909	36,455	<b>36,455</b>	38,035	39,610	41,762		
		number in quarter	9,731	11,055	11,443	10,004		8,126	9,787	9,992	8,550		9,706	11,362	12,144		

**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	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	4,154	down
		2021/22	4,340	4,487	4,615	4,788	4,749	4,827	4,900	5,022	5,103				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	4,154	4,154	4,615	4,827	5,103			
		number in quarter	1,406	1,550	1,423	1,215		847	1,202	1,121	984		1,308	1,414	1,397			



## 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.

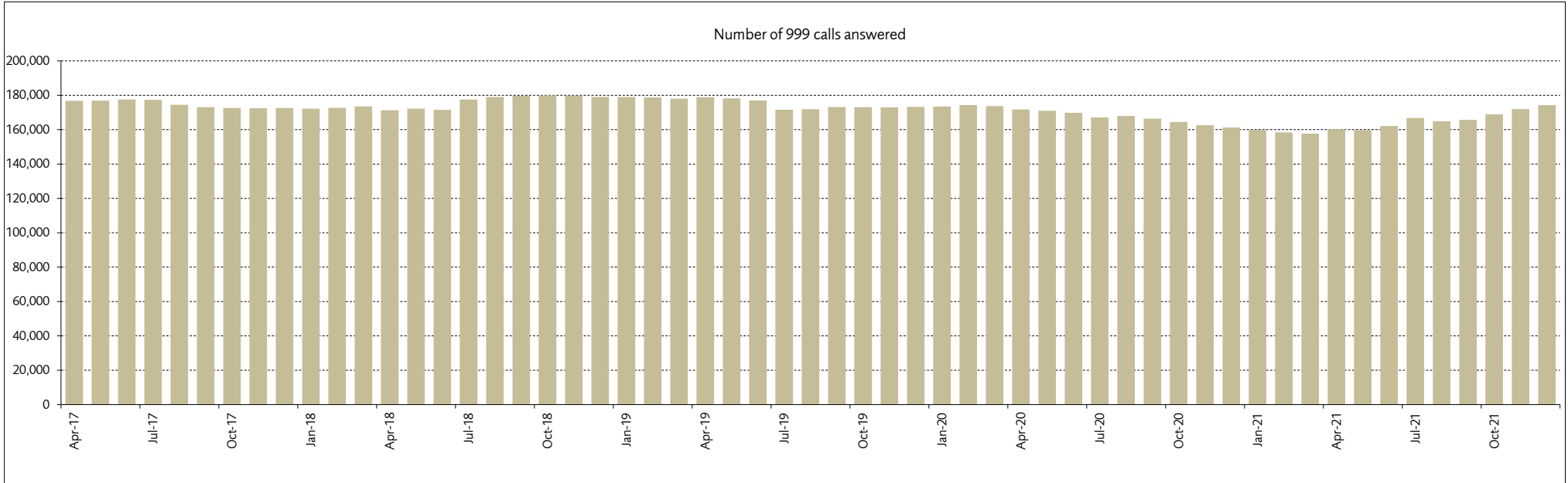
Our commitments under this aim focus on activities that help deliver a world class operational response service, and by working with our partners to address identified risks, at a local and national level to ensure continuity of service.

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**AIM 2 : RESPONSE and RESILIENCE**

*A response that is high quality, effective and resilient*

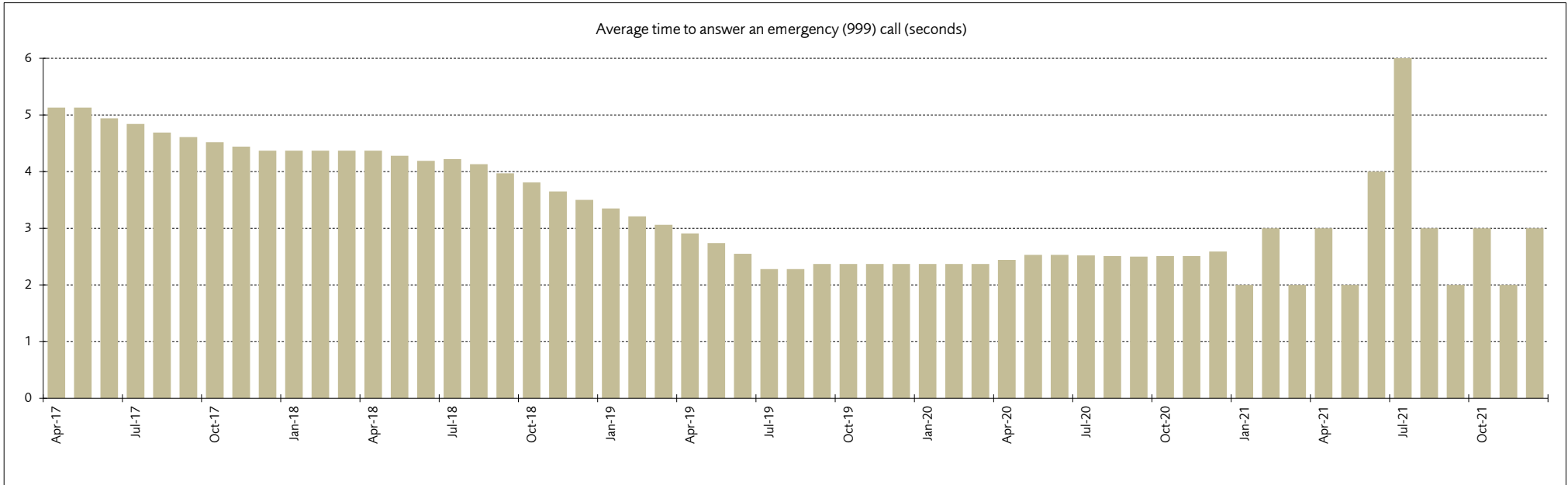
CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2017/18	176,776	176,884	177,507	177,365	174,461	173,051	172,636	172,473	172,618	172,253	172,675	173,561
		2018/19	171,313	172,235	171,538	177,474	178,996	179,692	179,900	179,735	179,033	178,960	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	164,458	162,552	161,266	159,854	158,353	157,727
		2021/22	160,141	159,787	162,129	166,821	164,849	165,665	168,908	171,995	174,237			



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	161,266	157,727	157,727	162,129	165,665	174,237			
		number in quarter	44,130	48,812	42,038	38,710		40,227	45,445	36,884	35,171			44,629	48,981	45,456		

**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	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	4.00	9.00	3.00	2.00	3.00	2.00	3.00			



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	4.00	2.00	3.00		
		quarter	2.34	3.00	2.00	2.00		3.00	3.00	2.33	2.33		3.05	5.10	2.67		

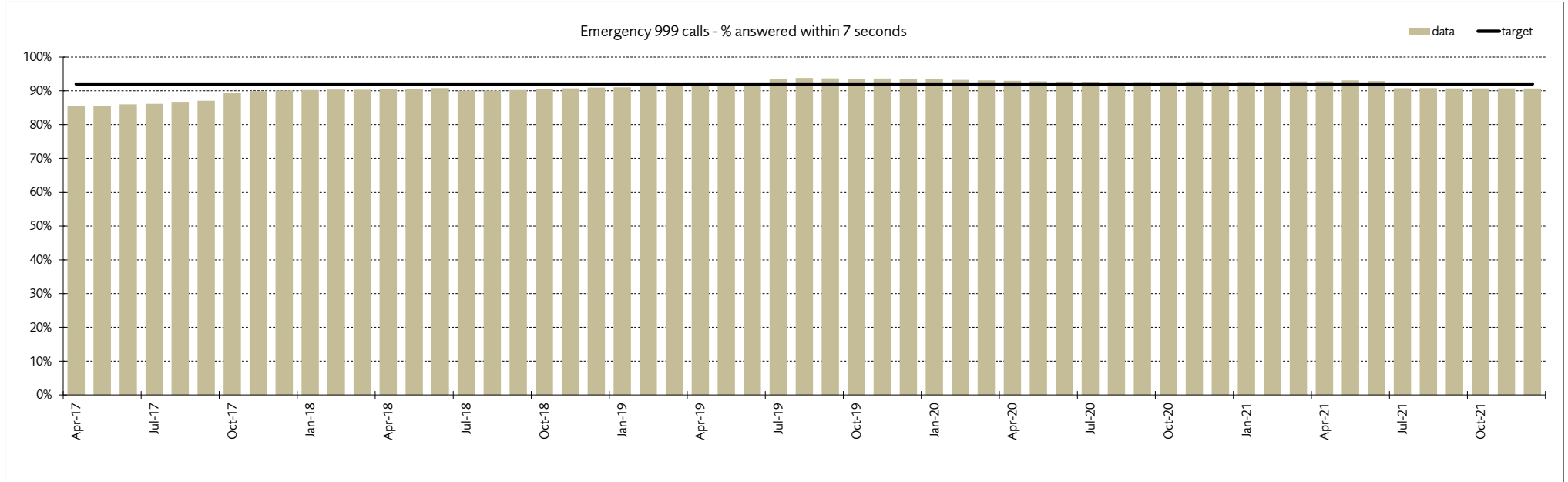
Note: Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

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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 rolling 12 month	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%	90.7%	90.7%	90.7%				92%



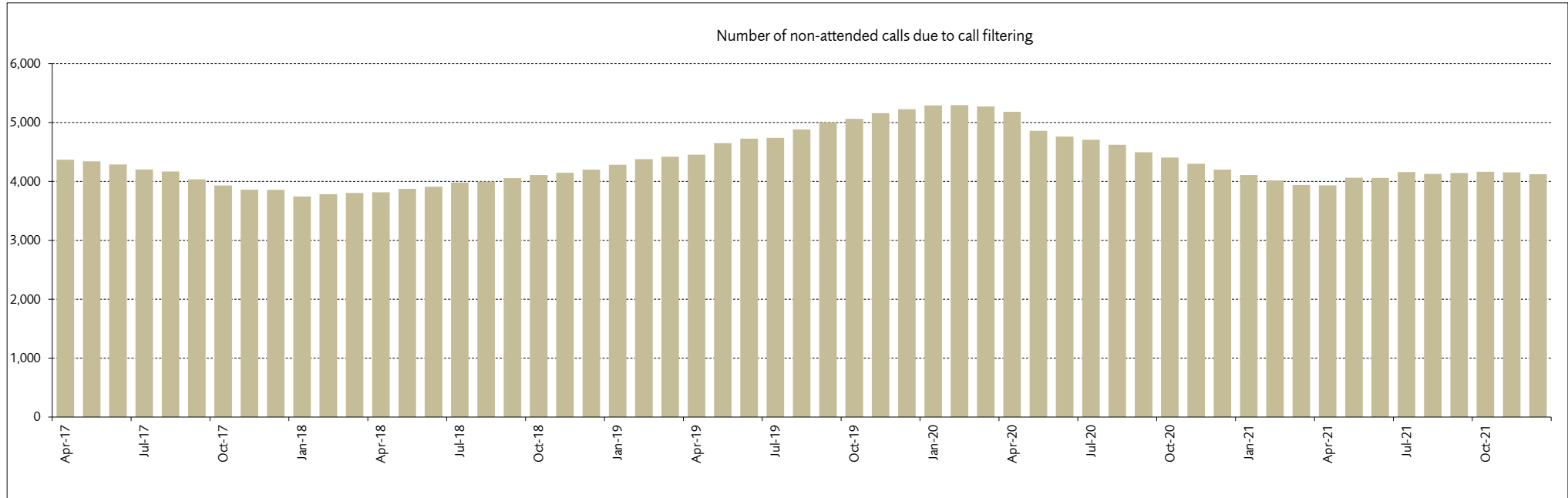
HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	92.4%	93.7%	93.6%	93.1%	93.1%	92.7%	92.6%	92.6%	92.8%	92.8%	92.9%	90.7%	90.7%		
		% in quarter	93.0%	91.9%	94.1%	93.7%		91.5%	91.2%	94.2%	94.5%		92.1%	84.3%	93.4%		

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	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	4,164	4,155	4,123				up



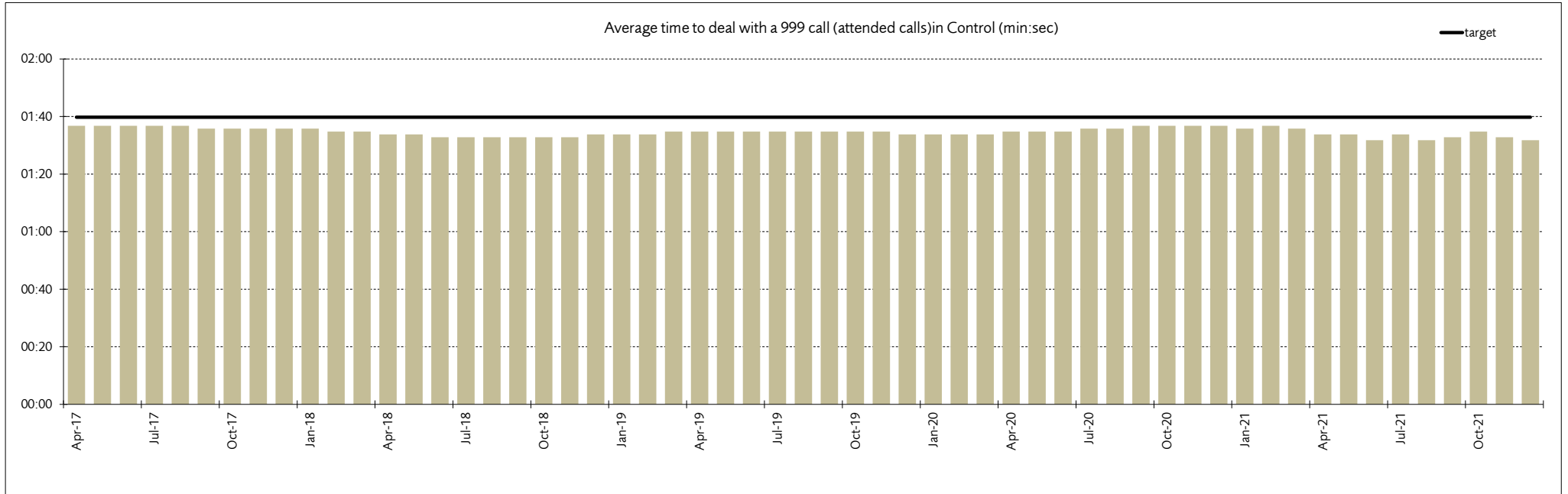
HoCRM			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP9	Number of non-attended calls due to call filtering	rolling 12 month	4,727	5,004	5,227	5,272	<b>5,272</b>	4,762	4,497	4,201	3,940	<b>3,940</b>	4,060	4,143	4,123		
		number in quarter	1,416	1,319	1,343	1,194		906	1,054	1,047	933		1,026	1,137	1,027		

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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	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	01:33	01:34	01:34	01:34	01:40	
		2019/20	01:35	01:35	01:35	01:35	01:35	01:35	01:35	01:35	01:35	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	01:36	01:37	01:36	01:40
		2021/22	01:34	01:34	01:32	01:34	01:32	01:33	01:35	01:33	01:32				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	<b>01:34</b>	01:35	01:37	01:37	01:36	<b>01:36</b>	01:32	01:33	01:32		
		quarter	01:36	01:34	01:34	01:35		01:40	01:39	01:35	01:36		01:33	01:33	01:33		

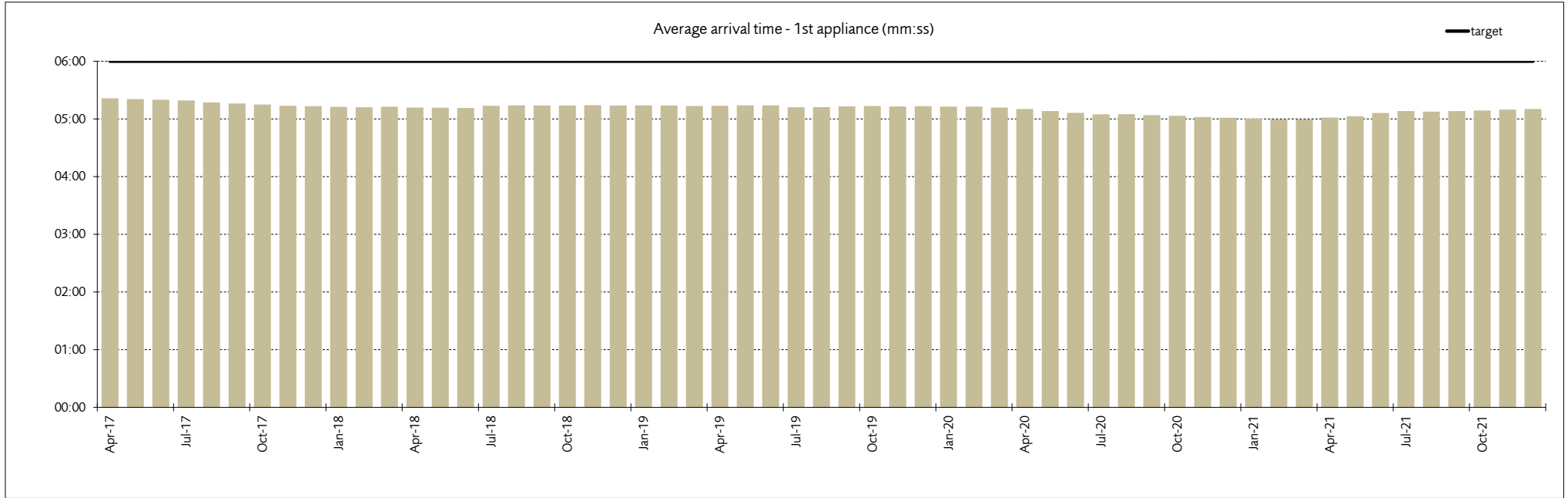
Note: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which 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) rolling 12 month	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	05:09	05:10	05:10				06:00



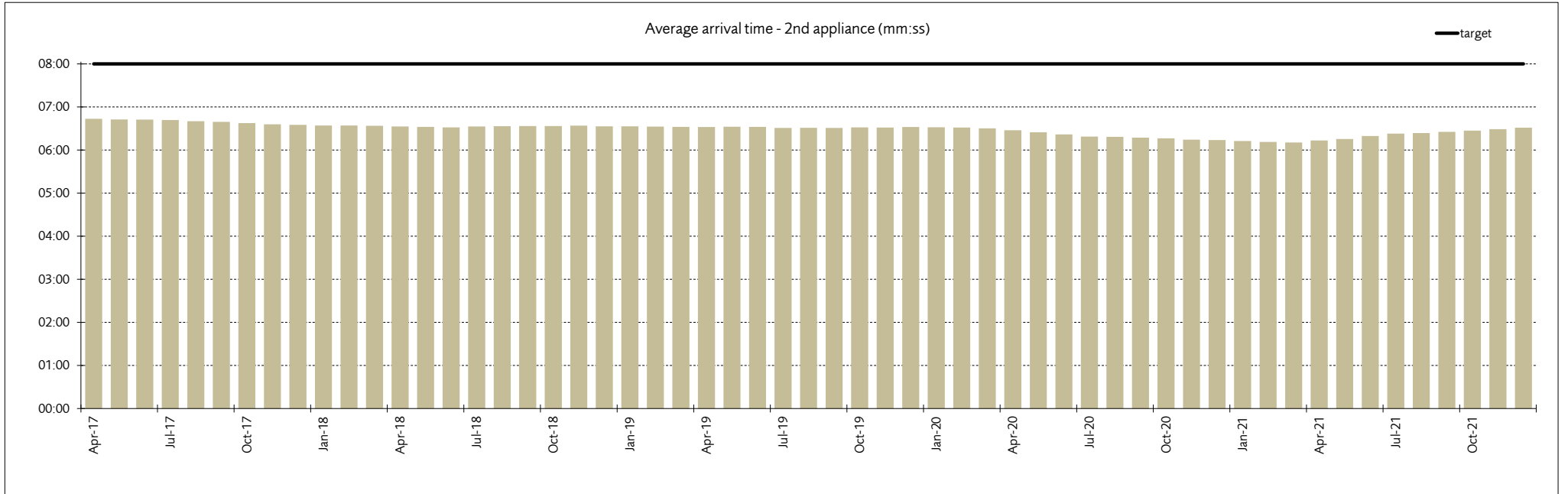
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	20/21
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:14	05:13	05:13	05:12	<b>05:12</b>	05:06	05:04	05:01	04:59	<b>04:59</b>	05:06	05:08	05:10		
		time for quarter	05:13	05:17	05:10	05:08		04:48	05:07	05:03	04:58		05:15	05:14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

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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) rolling 12 month	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	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	08:00
		2021/22	06:13	06:15	06:20	06:23	06:24	06:25	06:27	06:29	06:31				08:00



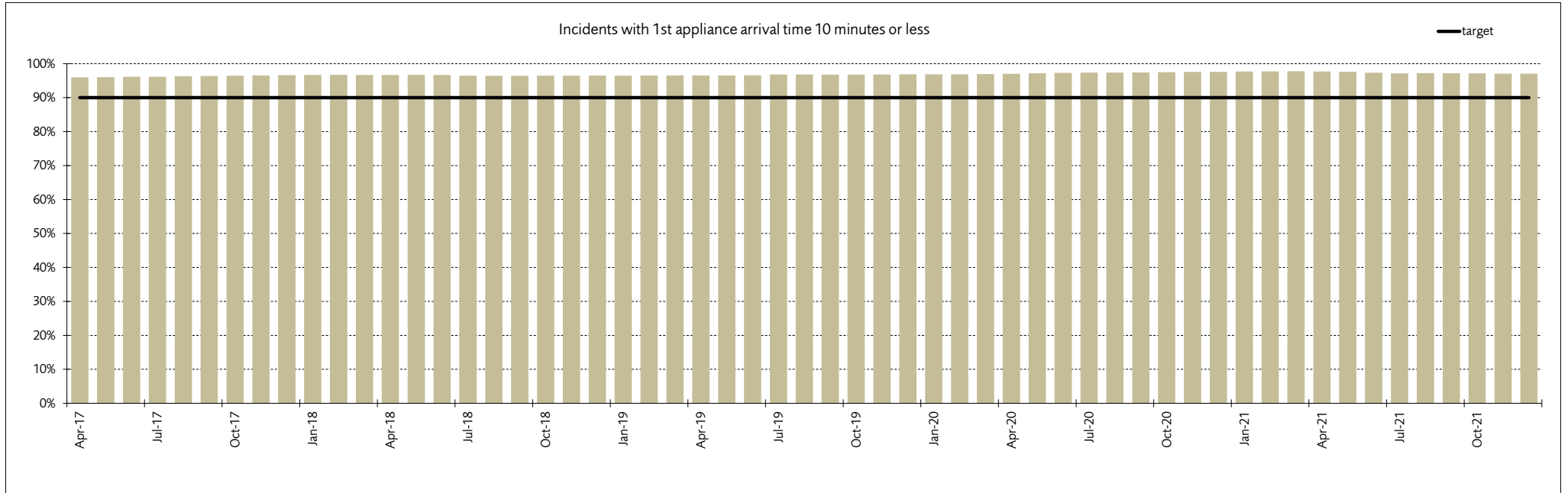
HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:32	06:31	06:32	06:30	06:30	06:22	06:17	06:14	06:11	06:11	06:20	06:25	06:31		
		time for quarter	06:28	06:38	06:29	06:24		05:53	06:19	06:24	06:05		06:10	06:38	06:40		

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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%	97.1%	97.0%	97.1%				90%

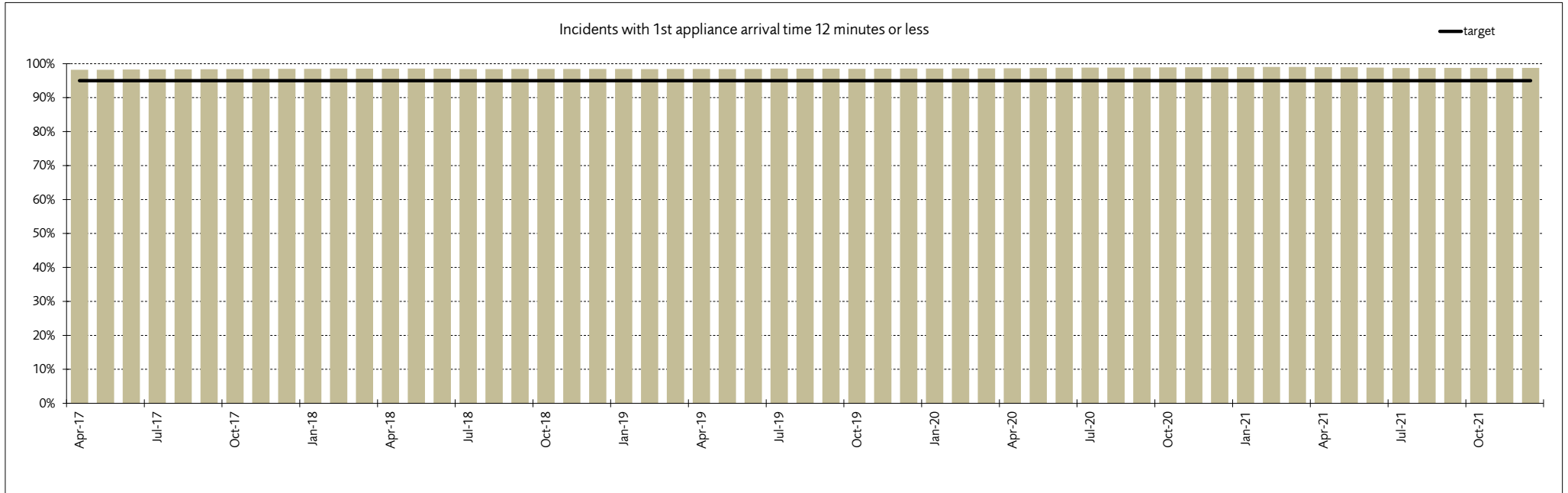


HoFSt			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	96.6%	96.8%	96.9%	97.0%	97.0%	97.3%	97.4%	97.6%	97.8%	97.8%	97.3%	97.2%	97.1%		
		% in quarter	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%		

**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>	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%
		2021/22	99.0%	99.0%	98.9%	98.7%	98.8%	98.8%	98.8%	98.7%	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%	98.8%		
		% in quarter	98.4%	98.4%	98.8%	98.8%		99.2%	98.8%	99.1%	99.1%		98.5%	98.5%	99.0%		

## 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.

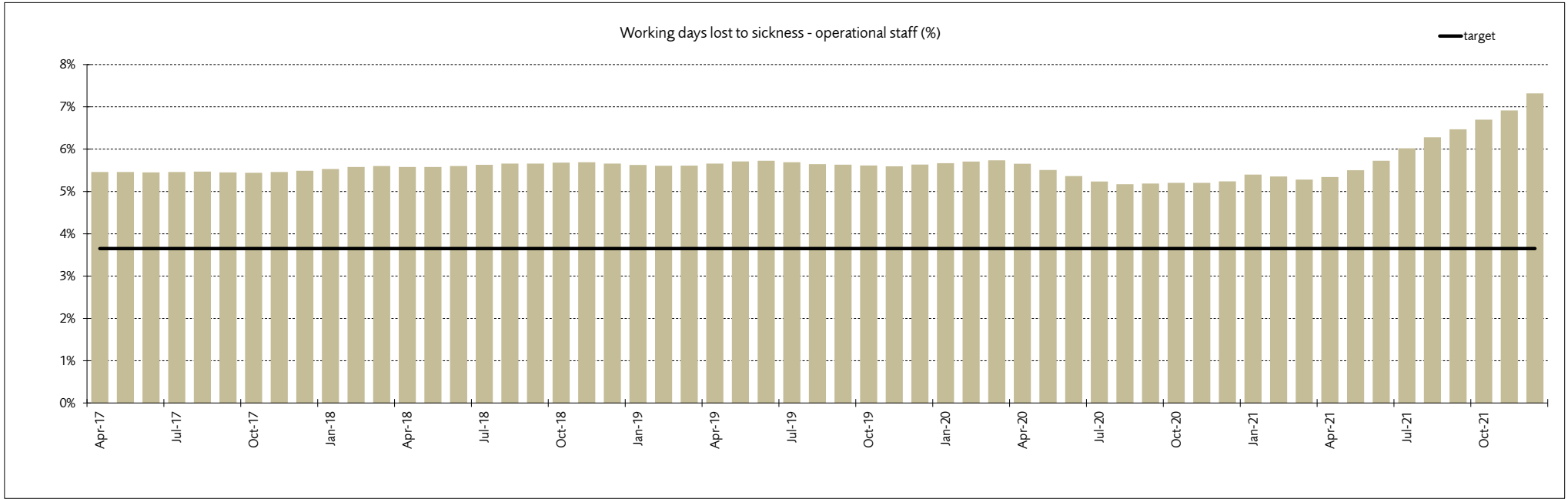
Our commitments under this aim focus on activities that develop a positive and healthy culture ensuring that our staff have the right knowledge and skills to do their jobs, and by minimising our costs and providing value for money for Londoners.

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**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%	6.70%	6.91%	7.32%				3.65%

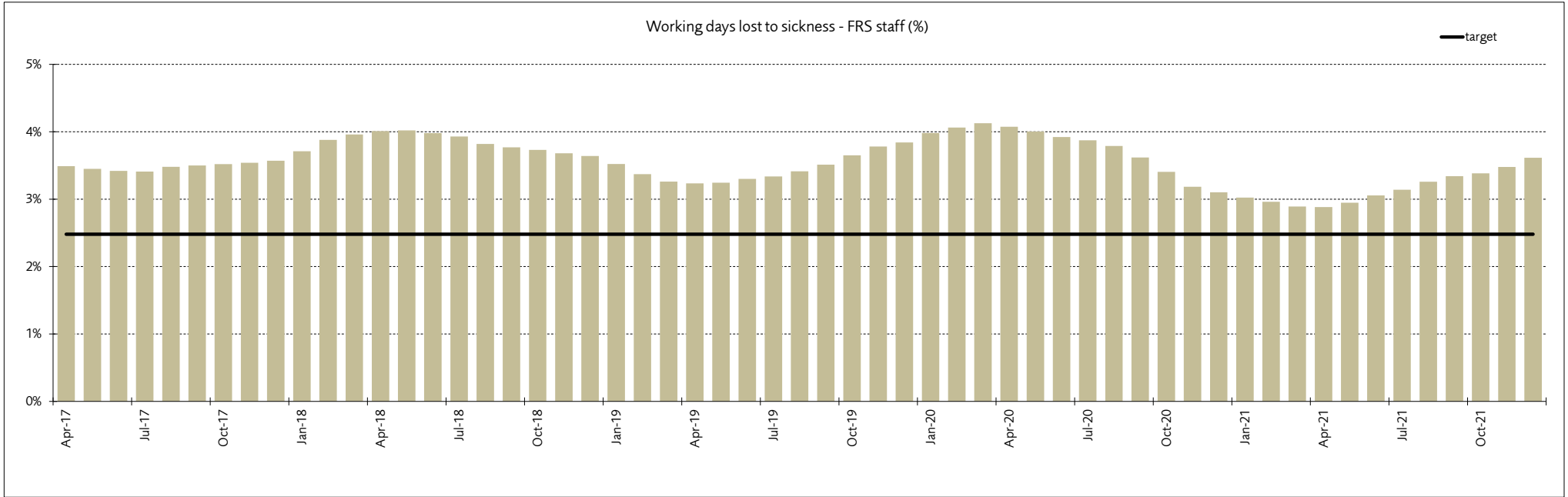


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**AIM 3 : PEOPLE and RESOURCES**

*A professional organisation*

CO6B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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%	3.38%	3.48%	3.61%				2.48%



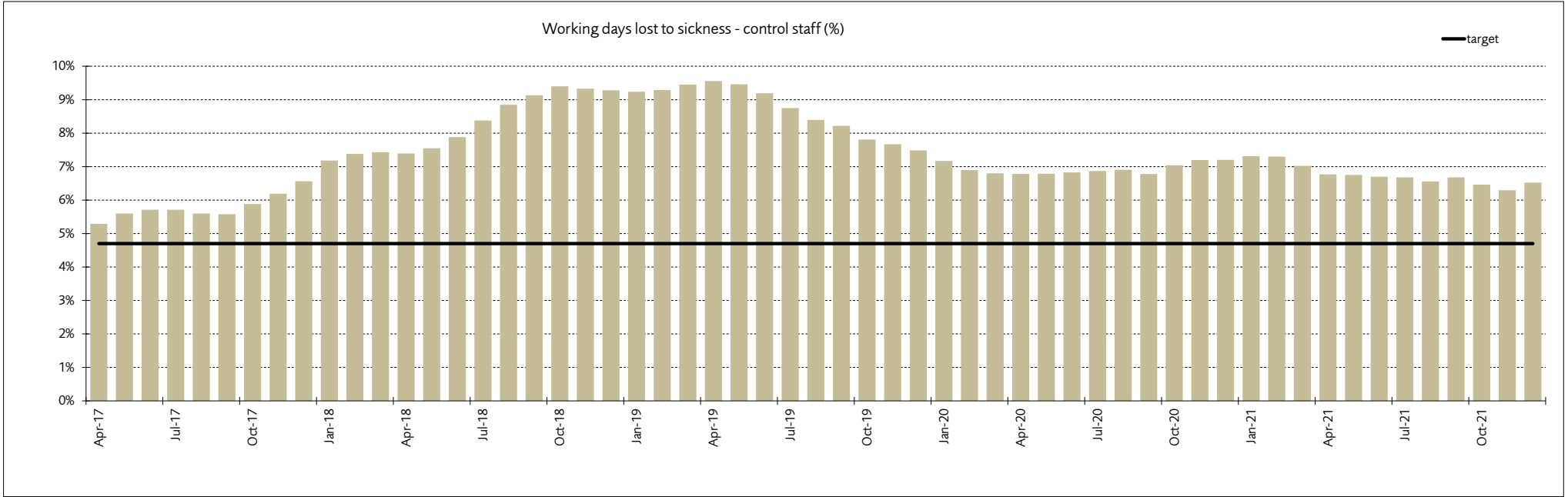
HoPS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	3.3%	3.5%	3.8%	4.1%	4.1%	3.9%	3.6%	3.1%	2.9%	2.9%	3.1%	3.3%	3.6%	
	% for quarter		3.3%	3.7%	5.0%	4.5%		2.5%	2.5%	2.9%	3.6%		3.2%	3.7%	4.0%	
	number for rolling 12 months		8.6	9.1	10.0	10.7	10.7	10.2	9.4	8.1	7.5	7.5	7.9	8.7	9.4	

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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%	6.46%	6.29%	6.52%				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%	<b>6.8%</b>	6.8%	6.8%	7.2%	7.0%	<b>7.0%</b>	6.7%	6.7%	6.5%		
		% for quarter	6.4%	5.8%	6.7%	8.3%		6.5%	5.7%	8.3%	7.6%		5.2%	5.7%	7.6%		
		number for rolling 12 months	16.8	15.0	13.7	12.4	<b>12.4</b>	12.5	12.4	13.1	12.8	<b>12.8</b>	12.2	12.2	11.9		

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**AIM 3 : PEOPLE and RESOURCES**

*A professional organisation*

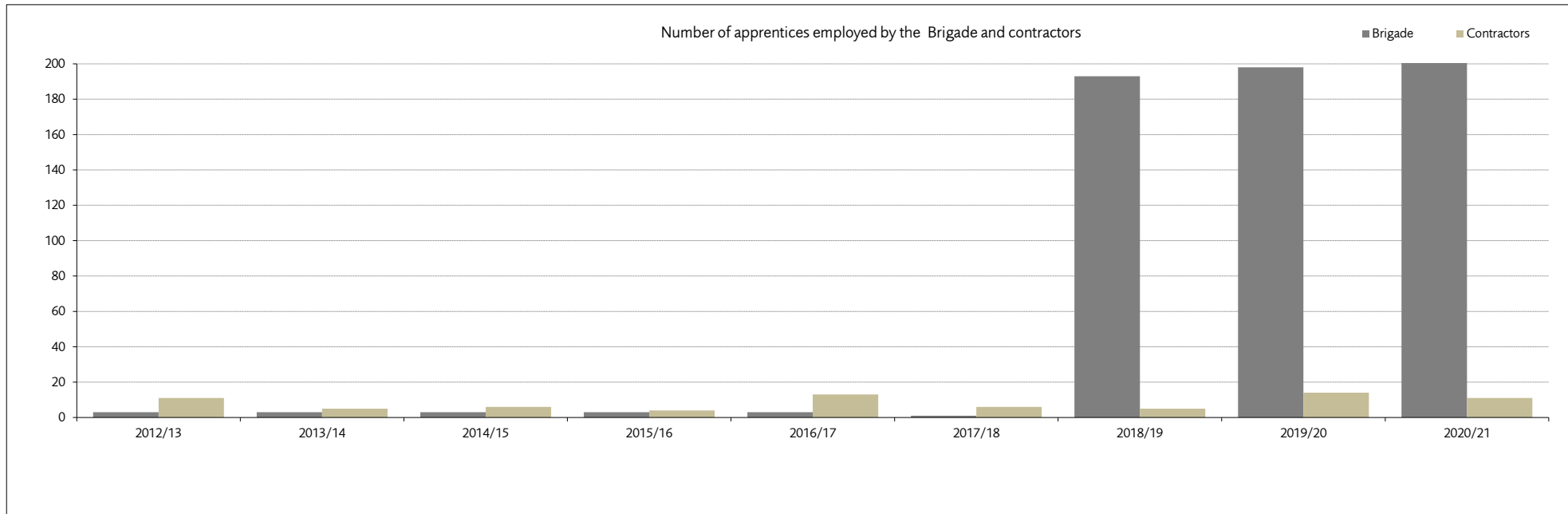
IP10A		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
HoPS	Number of apprentices employed by the Brigade (FTE)* <i>Annual data</i>	3	3	3	3	3	1	193	198	237

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	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



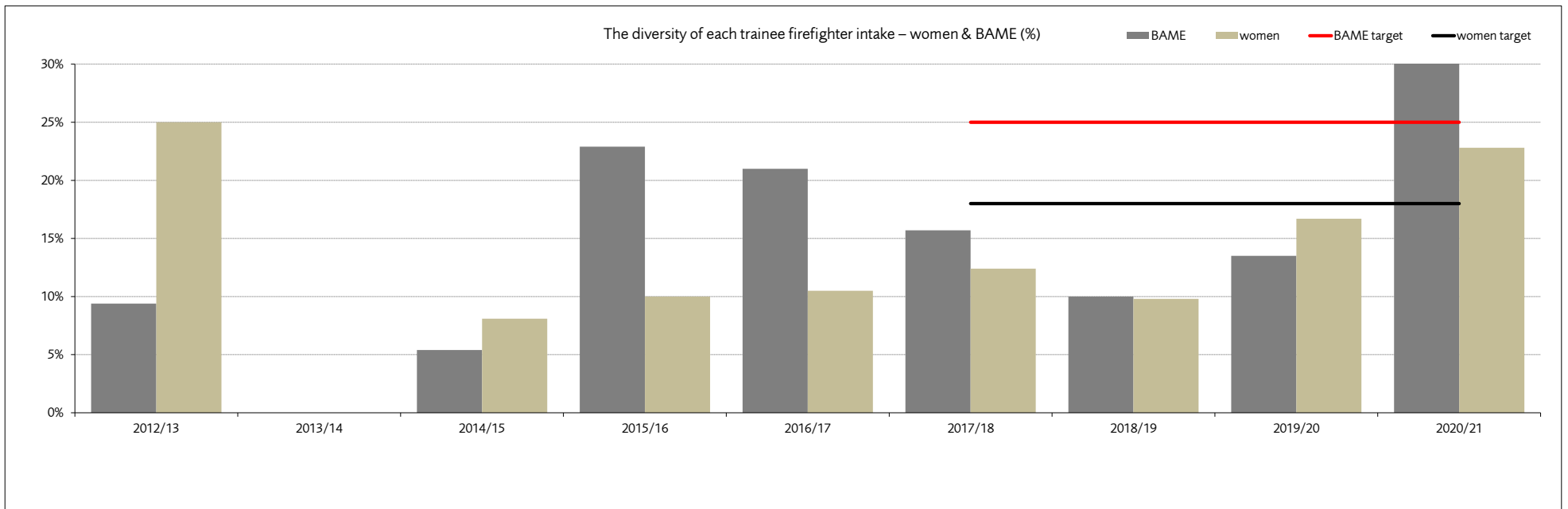
Note: Data for 2020/21 for 'IP10B - Number of apprentices employed by contractors (FTE) ' is not available yet

**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%

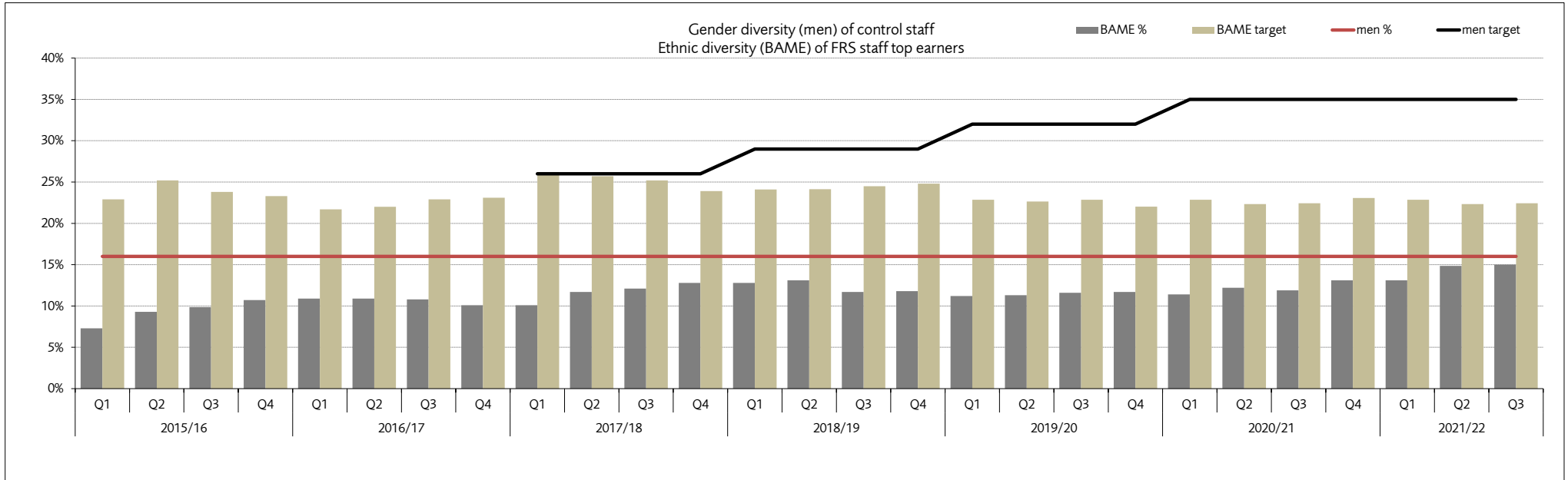


HoPS		Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22	
CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	No.	28	33	39	37	37	51	71	82	79	79	65	36	16		
		% as at...	6.9%	8.0%	10.7%	13.5%	13.5%	20.1%	29.3%	31.5%	33.3%	33.3%	35.5%	35.6%	32.0%		
CO7B	Improve the gender diversity (Woman) of each trainee firefighter intake	No.	41	44	47	46	46	56	65	61	54	54	40	21	15		
		% 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%	30.0%		

**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%	22.6%	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%	
		2021/22	22.9%	22.3%	22.4%		35%		13.1%	14.9%	15.0%		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	24	24	24	23	24	24	24	24	23	24		
		% as at...	22.9%	22.6%	22.9%	22.0%	22.0%	22.9%	22.3%	22.4%	23.1%	23.1%	22.9%	22.3%	22.4%		
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	19	19	20	20	20	20	22	22	26	26	26	30	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%	15.0%		

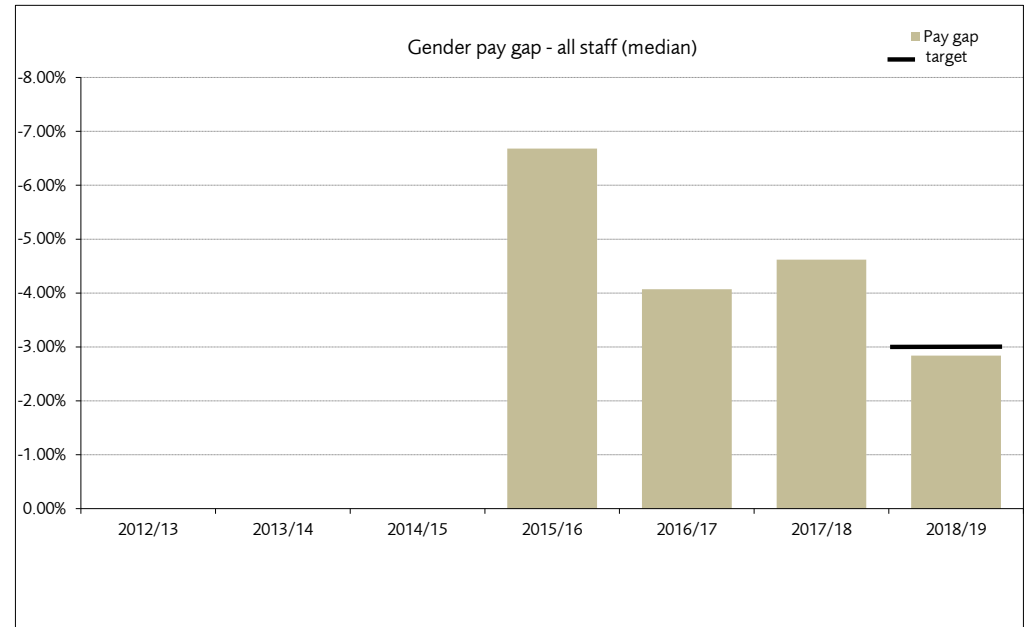
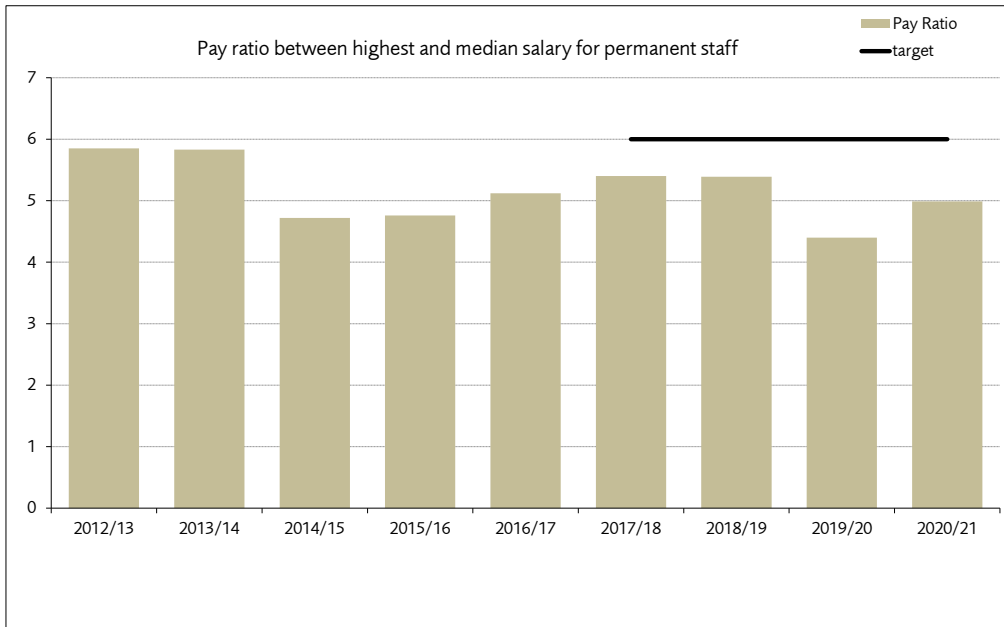
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**AIM 3 : PEOPLE and RESOURCES**

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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	<b>5.40</b>	<b>5.39</b>	<b>4.40</b>	<b>4.99</b>
		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%	<b>8.0%</b>	8.3%	8.6%	8.7%	8.9%	<b>8.9%</b>	9.0%	9.1%	9.2%		<b>0.0%</b>
		number	356	358	370	383		399	415	421	428		426	424	422		
CX10B	% of workforce FRS staff women	% as at...	50.7%	50.4%	50.8%	50.7%	<b>50.7%</b>	51.3%	51.6%	52.6%	51.9%	<b>51.9%</b>	51.7%	51.1%	50.6%		<b>0.0%</b>
		number	420	424	431	446		449	452	474	475		484	485	484		
CX10C	% of workforce control staff women	% as at...	77.1%	77.4%	77.1%	78.0%	<b>78.0%</b>	77.1%	77.7%	77.6%	76.9%	<b>76.9%</b>	77.6%	76.4%	76.1%		<b>0.0%</b>
		number	81	82	81	85		81	80	83	80		83	84	86		
CX11A	% of workforce Operational staff BAME	% as at...	13.1%	13.1%	13.3%	13.4%	<b>13.4%</b>	13.6%	13.9%	14.2%	14.3%	<b>14.3%</b>	14.4%	14.4%	14.5%		<b>0.0%</b>
		number	633	631	638	640		654	675	692	691		682	672	668		
CX11B	% of workforce FRS staff BAME	% as at...	29.8%	29.6%	29.4%	29.0%	<b>29.0%</b>	29.3%	29.0%	28.6%	28.9%	<b>28.9%</b>	28.9%	29.2%	29.6%		<b>0.0%</b>
		number	247	249	249	255		256	254	258	264		271	277	283		
CX11C	% of workforce control staff BAME	% as at...	10.5%	12.3%	12.4%	12.8%	<b>12.8%</b>	13.3%	13.6%	14.0%	13.5%	<b>13.5%</b>	13.1%	12.7%	14.2%		<b>0.0%</b>
		number	11	13	13	14		14	14	15	14		14	14	16		
CX12A	% of workforce Operational staff disabled	% as at...	5.8%	5.9%	5.8%	6.0%	<b>6.0%</b>	6.0%	6.1%	6.1%	6.4%	<b>6.4%</b>	6.5%	6.5%	6.4%		<b>0.0%</b>
		number	281	285	280	287		287	293	295	307		309	301	293		
CX12B	% of workforce FRS staff disabled	% as at...	14.4%	14.3%	14.0%	14.0%	<b>14.0%</b>	14.2%	13.7%	13.1%	13.0%	<b>13.0%</b>	13.1%	13.3%	13.2%		<b>0.0%</b>
		number	119	120	119	123		124	120	117	120		123	126	126		
CX12C	% of workforce control staff disabled	% as at...	12.4%	11.3%	10.5%	10.1%	<b>10.1%</b>	9.5%	9.7%	9.3%	9.5%	<b>9.5%</b>	9.3%	10.9%	10.6%		<b>0.0%</b>
		number	13	12	11	11		10	10	10	10		10	12	12		
CX13A	% of workforce Operational staff LGB	% as at...	4.8%	4.9%	5.1%	5.1%	<b>5.1%</b>	5.1%	5.3%	5.5%	5.5%	<b>5.5%</b>	5.8%	5.8%	5.8%		<b>0.0%</b>
		number	233	237	244	243		245	257	265	266		275	270	268		
CX13B	% of workforce FRS staff LGB	% as at...	5.1%	5.2%	4.8%	5.0%	<b>5.0%</b>	5.0%	5.0%	5.4%	5.6%	<b>5.6%</b>	5.7%	5.7%	5.9%		<b>0.0%</b>
		number	42	44	41	44		44	44	49	51		53	54	56		
CX13C	% of workforce control staff LGB	% as at...	4.8%	5.7%	6.7%	6.4%	<b>6.4%</b>	5.7%	5.8%	5.6%	5.8%	<b>5.8%</b>	5.7%	5.8%	6.5%		<b>0.0%</b>
		number	5	6	7	7		6	6	6	6		6	6	7		

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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%	8.1%		0.0%
		number	52	43	80	75		53	49	17	17		21	23	19		
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%	18.2%		0.0%
		number	21	24	26	23		17	15	10	10		13	17	18		
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%	33.3%		0.0%
		number	0	0	0	0		0	0	0	0		1	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%	4.9%		0.0%
		number	22	21	31	29		23	21	8	8		12	14	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%	58.2%		0.0%
		number	49	54	50	43		36	35	32	26		32	28	26		
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%	100.0%		0%
		number	2	2	1	3		3	3	2	0		3	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%	5.3%		0.0%
		number	17	21	33	40		35	28	1	10		13	12	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%	18.2%		0.0%
		number	11	11	11	9		7	5	2	6		10	10	8		
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%	33.3%		0.0%
		number	0	0	0	0		1	1	0	0		1	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%	4.9%		0.0%
		number	16	13	30	29		27	25	7	7		12	12	10		
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%	5.5%		0.0%
		number	5	6	5	2		3	3	3	3		3	3	4		
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%	66.7%		0.0%
		number	0	0	0	0		1	1	1	0		2	2	2		

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			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%	<b>6.7%</b>	6.8%	6.9%	7.3%	7.0%	<b>7.0%</b>	6.8%	7.3%	7.6%		<b>0.0%</b>
		number	17	17	17	17	<b>17</b>	17	18	18	18	<b>18</b>	18	19	19		<b>0</b>
CX15B	Top earners FRS staff women	% as at...	46.7%	47.0%	47.7%	48.0%	<b>48.0%</b>	49.7%	49.7%	51.4%	49.5%	<b>49.5%</b>	49.0%	49.0%	49.5%		<b>0.0%</b>
		number	79	79	82	82	<b>82</b>	87	90	95	98	<b>98</b>	97	99	99		<b>0</b>
CX15C	Top earners control staff women	% as at...	61.5%	66.7%	66.7%	66.7%	<b>66.7%</b>	66.7%	72.7%	66.7%	66.7%	<b>66.7%</b>	66.7%	66.7%	75.0%		<b>0.0%</b>
		number	8	8	8	8	<b>8</b>	6	8	8	8	<b>8</b>	8	8	9		<b>0</b>
CX15D	Top earners Operational staff BAME	% as at...	9.8%	10.5%	9.7%	9.8%	<b>9.8%</b>	9.2%	8.5%	8.9%	9.0%	<b>9.0%</b>	9.9%	8.5%	8.4%		<b>0.0%</b>
		number	24	26	25	25	<b>25</b>	23	22	22	23	<b>23</b>	26	22	21		<b>0</b>
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%		<b>0.0%</b>
		number	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	0	0	0		<b>0</b>
CX15G	Top earners Operational staff LGB	% as at...	4.1%	3.6%	5.4%	4.3%	<b>4.3%</b>	4.8%	4.6%	4.0%	3.9%	<b>3.9%</b>	4.9%	5.0%	5.6%		<b>0.0%</b>
		number	10	9	14	11	<b>11</b>	12	12	10	10	<b>10</b>	13	13	14		<b>0</b>
CX15H	Top earners FRS staff LGB	% as at...	5.9%	6.0%	5.2%	5.3%	<b>5.3%</b>	5.1%	5.0%	5.4%	5.1%	<b>5.1%</b>	4.5%	4.5%	5.0%		<b>0.0%</b>
		number	10	10	9	9	<b>9</b>	9	9	10	10	<b>10</b>	9	9	10		<b>0</b>
CX15I	Top earners control staff LGB	% as at...	7.7%	8.3%	8.3%	8.3%	<b>8.3%</b>	9.1%	8.3%	8.3%	8.3%	<b>8.3%</b>	8.3%	8.3%	8.3%		<b>0.0%</b>
		number	1	1	1	1	<b>1</b>	1	1	1	1	<b>1</b>	1	1	1		<b>0</b>
CX15J	Top earners Operational staff disabled	% as at...	10.6%	11.3%	11.2%	10.2%	<b>10.2%</b>	10.4%	10.8%	11.3%	10.9%	<b>10.9%</b>	10.3%	10.0%	9.2%		<b>10.9%</b>
		number	26	28	29	26	<b>26</b>	26	28	28	28	<b>28</b>	27	26	23		<b>28</b>
CX15K	Top earners FRS staff disabled	% as at...	8.9%	9.5%	9.3%	9.9%	<b>9.9%</b>	10.9%	10.5%	10.8%	11.1%	<b>11.1%</b>	10.1%	9.9%	9.5%		<b>11.1%</b>
		number	15	16	16	17	<b>17</b>	19	19	20	22	<b>22</b>	20	20	19		<b>22</b>
CX15L	Top earners control staff disabled	% as at...	15.4%	16.7%	16.7%	16.7%	<b>16.7%</b>	22.2%	27.3%	16.7%	16.7%	<b>16.7%</b>	16.7%	16.7%	16.7%		<b>16.7%</b>
		number	2	2	2	2	<b>2</b>	2	3	2	2	<b>2</b>	2	2	2		<b>2</b>

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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%	<b>8.0%</b>	10.4%	9.4%	11.7%	14.1%	<b>14.1%</b>	14.2%	18.5%	14.1%		<b>0.0%</b>
		number	21	25	23	23	<b>23</b>	28	24	29	31	<b>31</b>	24	35	18		<b>0</b>
CX16B	Voluntary leavers Operational staff women	% as at...	9.8%	7.8%	6.5%	5.9%	<b>5.9%</b>	5.2%	5.5%	4.4%	5.0%	<b>5.0%</b>	4.1%	2.6%	3.9%		<b>0.0%</b>
		number	25	20	17	17	<b>17</b>	14	14	11	11	<b>11</b>	7	5	5		<b>0</b>
CX16C	Voluntary leavers FRS staff BAME	% as at...	29.8%	27.1%	25.4%	25.0%	<b>25.0%</b>	20.3%	17.2%	15.5%	12.3%	<b>12.3%</b>	14.9%	18.4%	19.2%		<b>0.0%</b>
		number	17	16	16	16	<b>16</b>	12	11	9	7	<b>7</b>	7	7	5		<b>0</b>
CX16D	Voluntary leavers FRS staff women	% as at...	49.1%	50.8%	54.0%	54.7%	<b>54.7%</b>	50.8%	43.8%	37.9%	33.3%	<b>33.3%</b>	34.0%	42.1%	42.3%		<b>0.0%</b>
		number	28	30	34	35	<b>35</b>	30	28	22	19	<b>19</b>	16	16	11		<b>0</b>

**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
HoP	Contractor staff paid London's Living Wage <i>Annual data</i>	221	180	182	179	162	176	169	157	138

target
up

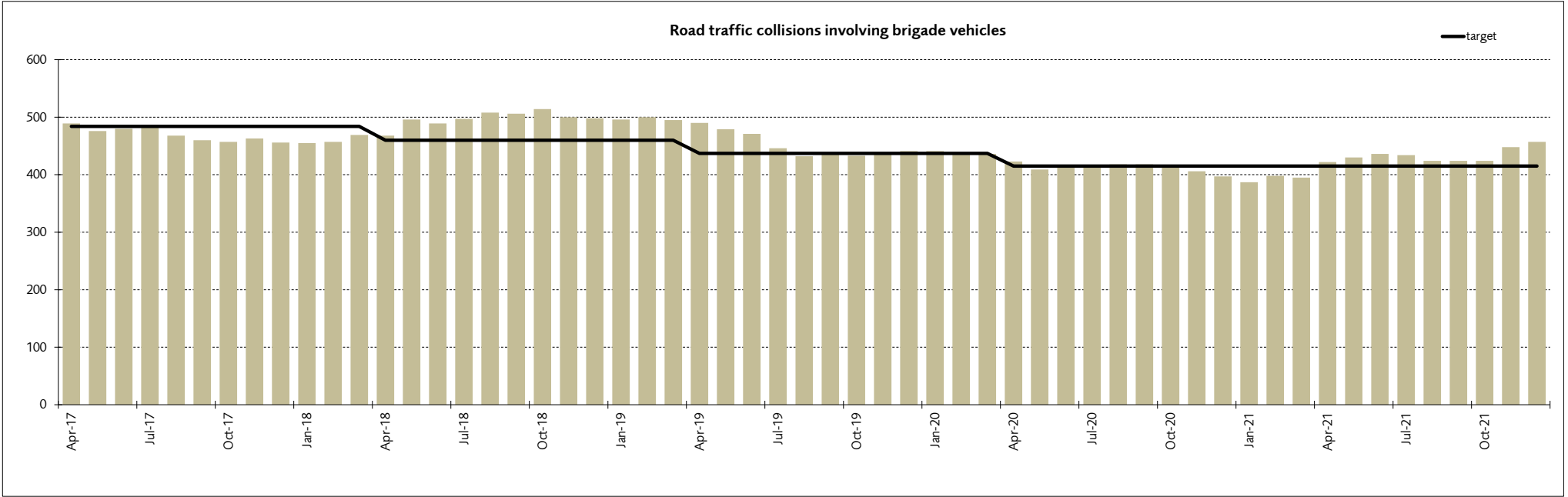


Note: Data for 'IP19 - Contractor staff paid London's Living Wage' is not available for 2020/21 yet

**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	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	424	448	457				415

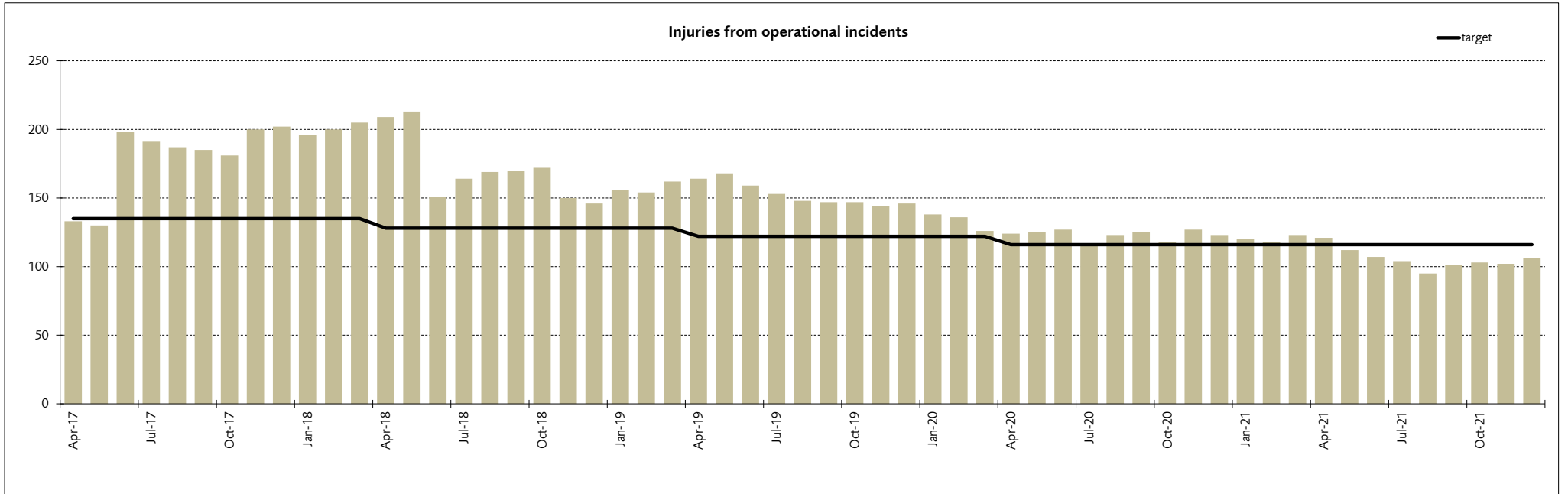


HoHS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	471	439	441	436	436	416	418	397	395	395	436	424	457		
		number in quarter	109	116	110	101		89	118	89	99		130	106	122		

**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	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	101	103	102	106				116

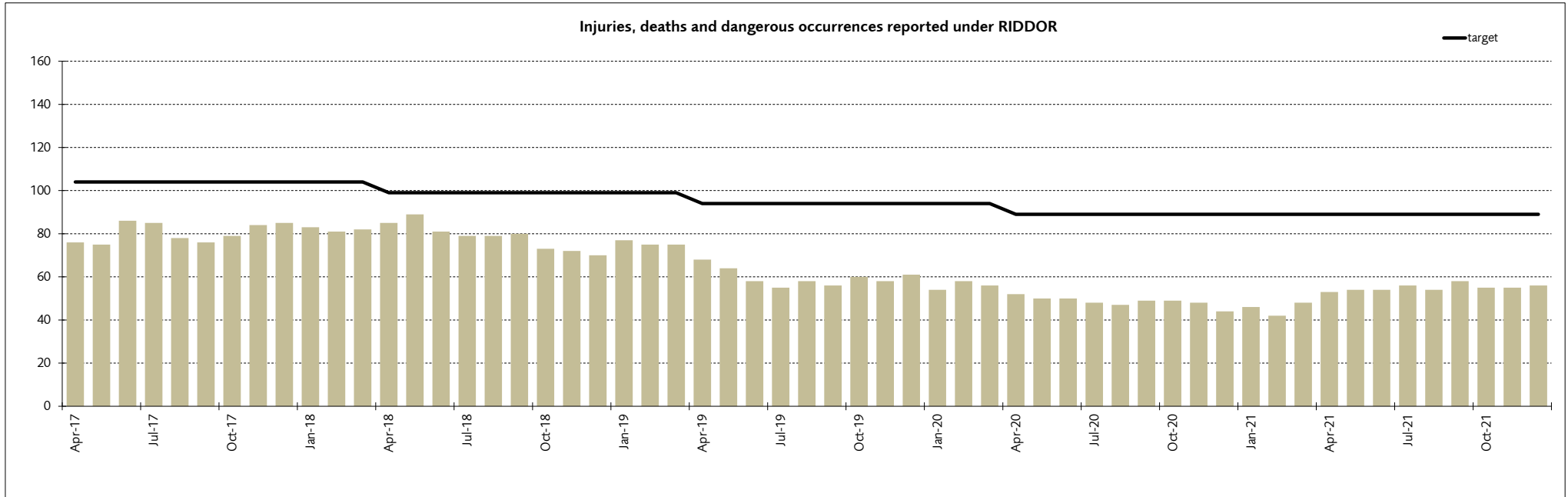


HoHS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO12	Injuries from operational incidents	rolling 12 month	159	147	146	126	126	127	125	123	123	123	107	101	106		
		number in quarter	39	37	24	26		40	35	22	26		24	29	27		

**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	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	55	56					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	56		
		number in quarter	16	14	13	13		10	13	8	17		16	17	6		

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AIM 3 : PEOPLE and RESOURCES

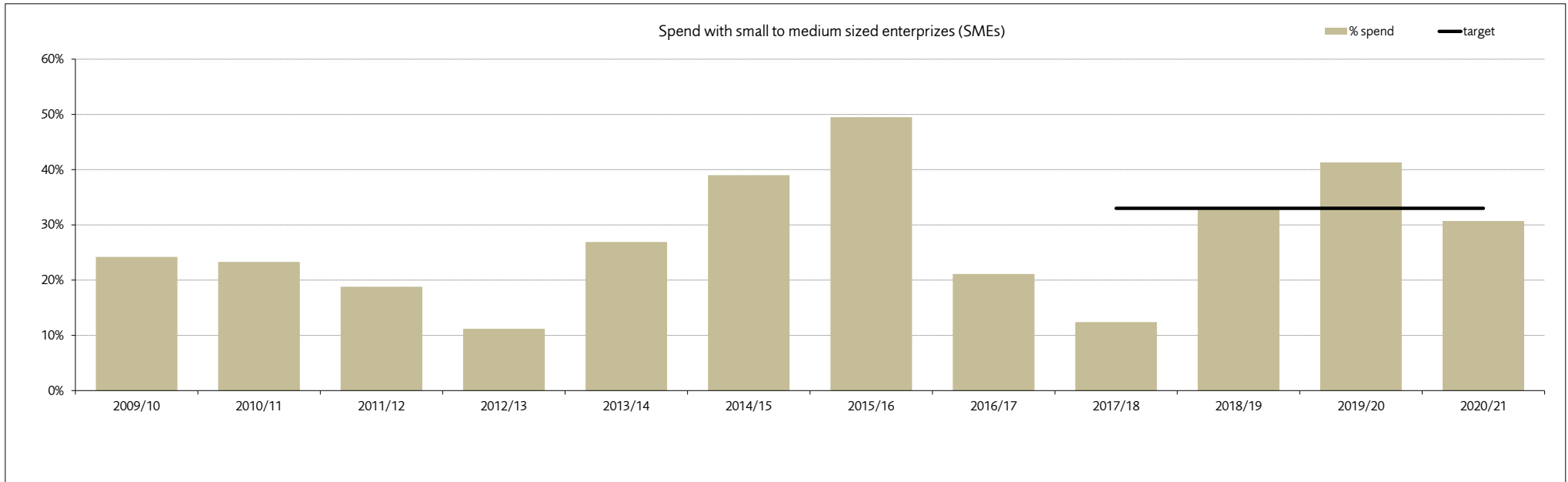
Safety

			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	0	0	0	
		number in quarter	0	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	1			
		number in quarter	0	0	1	0		0	1	1	0		0	0	0			
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	49	51	58	55	55	49	47	42	46	46	51	56	55			
		number in quarter	16	14	12	13		10	12	7	17		15	17	6			
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	12			
		number in quarter	0	4	6	4		3	4	3	2		4	1	5			

**AIM 3 : PEOPLE and RESOURCES**

*Sustainability*

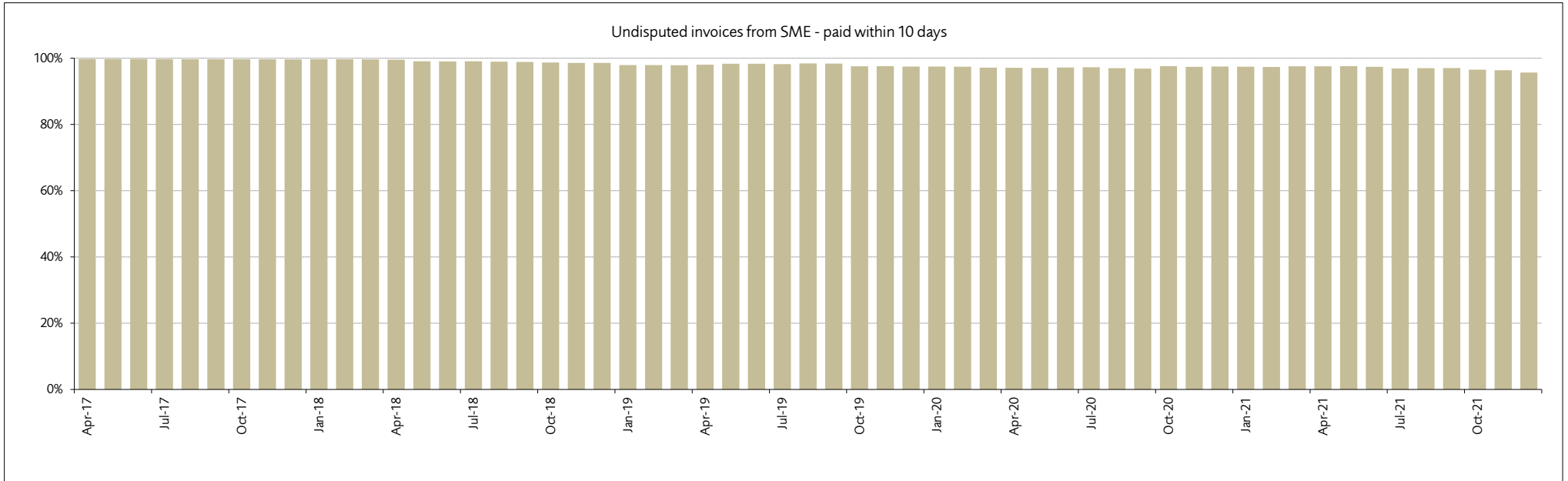
CO14		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	
HoP	Spend with small to medium sized enterprizes (SMEs) <i>Annual data</i>	Actual	24.2%	23.3%	18.8%	11.2%	26.9%	39.0%	49.5%	21.1%	12.4%	32.7%	41.3%	30.7%
	Target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%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



**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 (%) <i>rolling 12 month</i>	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%	96.6%	96.4%	95.7%			

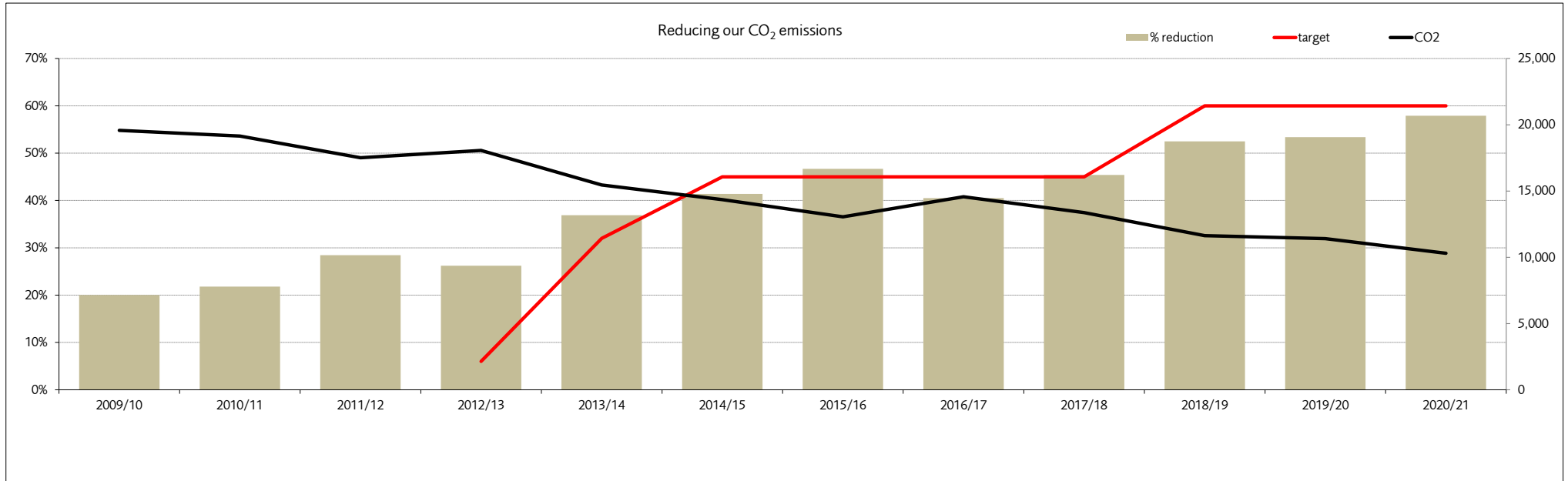


HoF			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	98.3%	98.4%	97.5%	97.2%	97.2%	97.2%	96.8%	97.5%	97.6%	97.6%	97.4%	97.0%	95.7%		
		% in quarter	98.9%	99.2%	95.2%	96.1%		98.7%	97.4%	97.8%	96.3%		98.3%	95.9%	91.8%		

**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	11,412	10,303
	<i>Annual data</i>	% 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%	



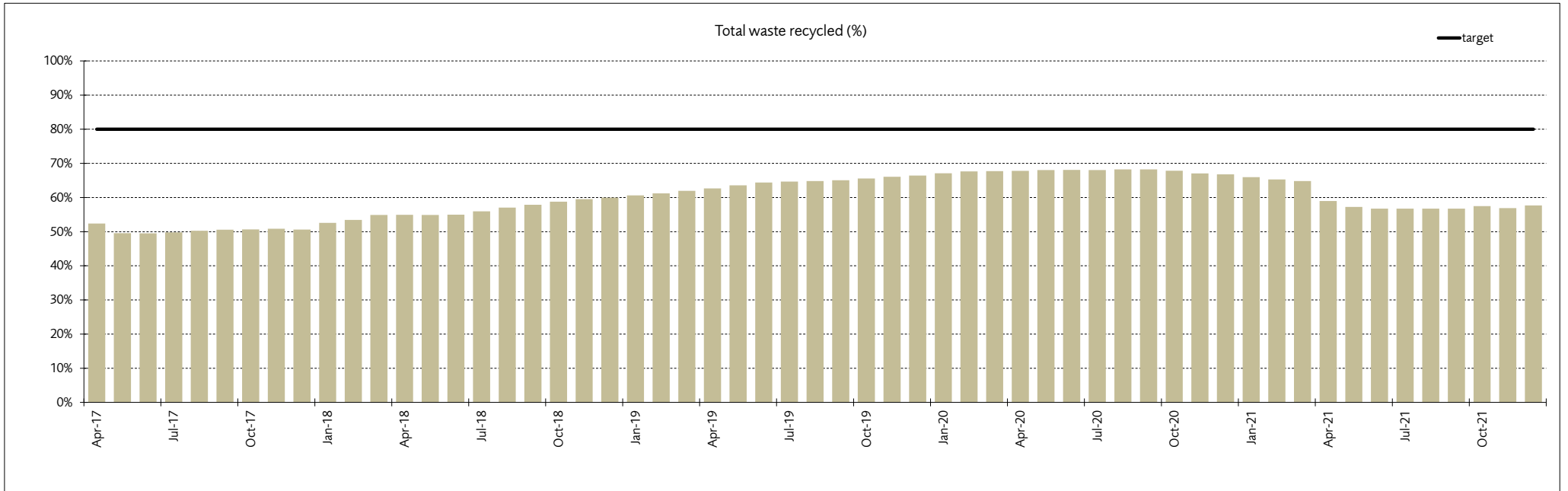
Note: Data for Total CO<sub>2</sub> (tn) is not available from 2019/20

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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	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%	57.5%	56.9%	57.7%				80%

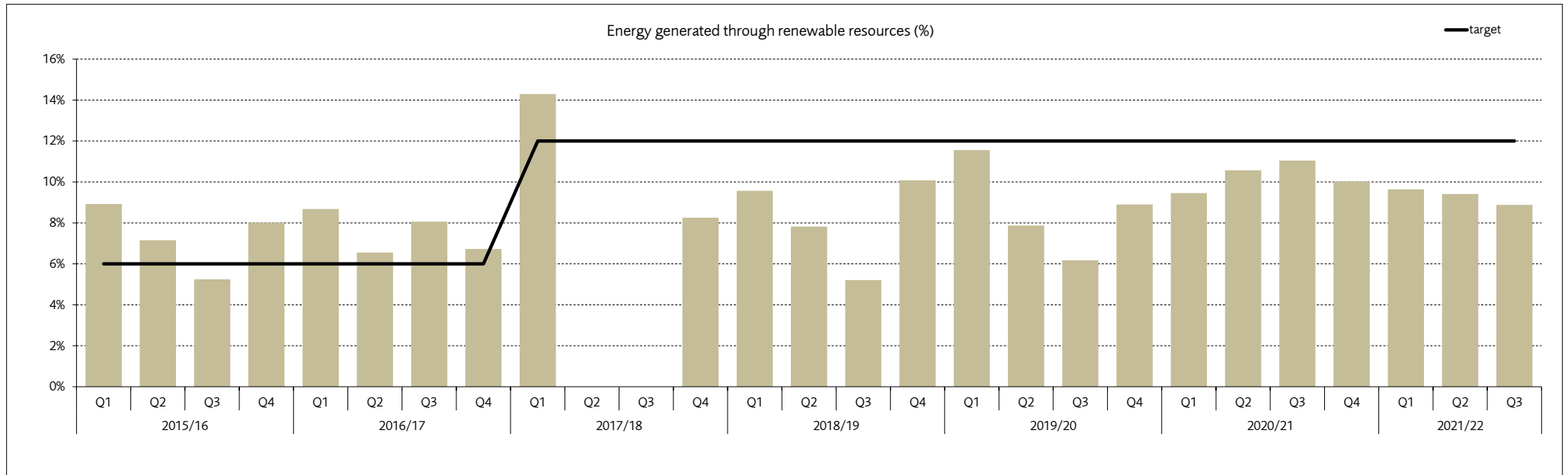


HoTSS			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
IP20	Total waste recycled (%)	rolling 12 month (kg)	579,877	558,360	556,353	567,048	<b>567,048</b>	573,799	579,941	561,230	536,351	<b>536,351</b>	463,557	446,352	449,546		
		Rolling 12 month (%)	64.4%	65.1%	66.4%	67.7%	<b>67.7%</b>	68.1%	68.3%	66.8%	64.8%	<b>64.8%</b>	56.8%	56.7%	57.7%		
		Percentage in quarter	66.2%	67.3%	67.9%	69.5%		67.6%	68.0%	61.7%	61.4%		100.0%	100.0%	100.0%		

**AIM 3 : PEOPLE and RESOURCES**

*Sustainability*

IP21			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) rolling 12 month	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%	9.4%	8.9%		12%



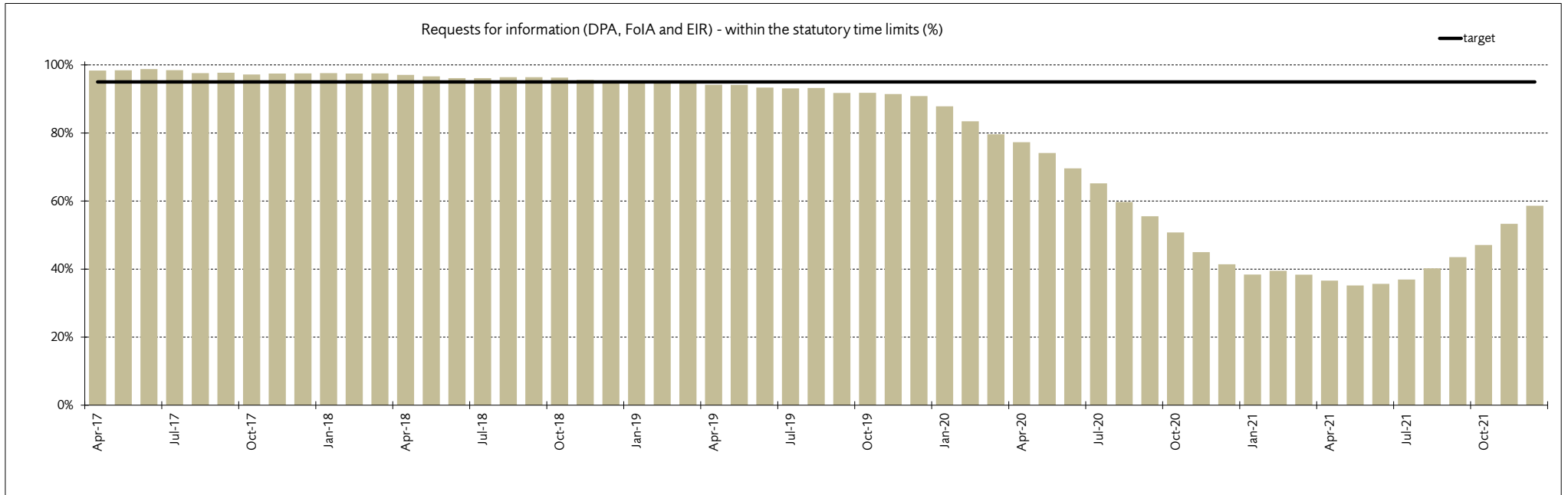
Note: Data for Q2 2017/18, Q3 2017/18 for 'IP21 Energy generated through renewable resources' is not available

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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	77.3%	74.1%	69.6%	65.2%	59.7%	55.5%	50.8%	45.0%	41.4%	38.4%	39.5%	38.3%	95%
		2021/22	36.6%	35.2%	35.7%	36.9%	40.2%	43.5%	47.1%	53.3%	58.6%				95%



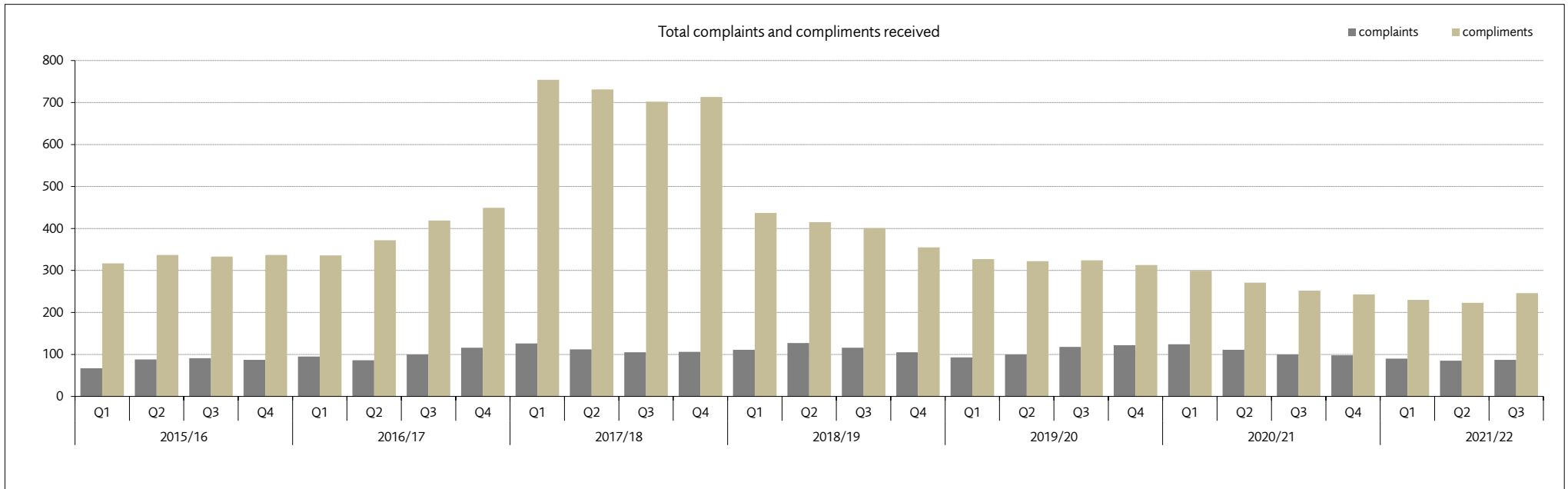
HoICT			Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21	Q1	Q2	Q3	Q4	21/22
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	93.4%	91.8%	90.8%	79.6%	<b>79.6%</b>	69.6%	55.5%	41.4%	38.3%	<b>38.3%</b>	35.7%	43.5%	58.6%		
		percentage in quarter	88.1%	90.2%	88.9%	53.7%		41.0%	34.1%	35.6%	43.9%		30.1%	62.9%	92.1%		

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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	87		down		230	223	246		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	87		
		number in quarter	40	40	33	25		26	27	22	23		18	22	24		
IP23	Total compliments received	rolling 12 month	327	322	324	313	313	299	271	252	243	243	230	223	246		
		number in quarter	88	89	71	65		74	61	71	56		61	54	75		

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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%	<b>27.2%</b>	27.8%	28.0%	28.2%	28.1%	<b>28.1%</b>	27.5%	26.5%	26.9%		
	number in quarter	28.8%	29.3%	24.0%	26.8%		31.1%	30.4%	24.6%	26.1%		28.7%	26.7%	26.0%		
Number of school children reached	rolling 12 month	74,382	68,656	69,075	66,344	<b>66,344</b>	51,247	44,146	33,952	21,779	<b>21,779</b>	31,101	33,999	36,347		
	number in quarter	15,097	9,945	22,246	19,056		0	2,844	12,052	6,883		9,322	5,742	14,400		
Participants of JFIS schemes	rolling 12 month	Annual data				<b>119</b>	Annual data				<b>154</b>	Annual data				
	number in quarter															
Participants of LIFE schemes	rolling 12 month	579	577	525	468	<b>468</b>	382	256	101	0	<b>0</b>	0	0	0		
	number in quarter	86	126	155	101		0	0	0	0		0	0	0		
Participants of Fire Cadets scheme <small>*July passout</small>	rolling 12 month	Annual data				<b>320*</b>	Annual data				<b>349*</b>	Annual data				
	number in quarter	(includes graduate cadets)					(includes graduate cadets)					(includes graduate cadets)				
Safe Drive, Stay Alive	rolling 12 month	20,613	20,613	21,028	20,966	<b>20,613</b>	20,966	20,966	7,635	0	<b>0</b>	1	1	1		
	number in quarter	0	0	13331	7635		0	0	0	0		1	0	0		
Crossfire	rolling 12 month	17,120	19,390	21,865	22,987	<b>22,987</b>	17,992	13,295	5,480	0	<b>0</b>	No longer running				
	number in quarter	4,995	4,697	7,815	5,480		0	0	0	0						
Junior Citizens	rolling 12 month	59,507	58,451	55,762	49,391	<b>49,391</b>	28,979	24,889	12,121	14,331	<b>14,331</b>	14,331	15,841	15,841		
	number in quarter	20,412	4,090	12,768	12,121		0	0	0	14,331		0	1,510	0		

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

Corporate Performance Digest - Q3 2021/22

		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%	<b>4.7%</b>	4.4%	4.2%	3.3%	3.0%	<b>3.0%</b>	2.9%	2.8%	3.0%		
	number in quarter	4.7%	4.1%	5.6%	4.7%		3.4%	3.1%	2.3%	3.4%		2.7%	2.7%	3.4%		
Prosecutions made	rolling 12 month	2	3	3	5	<b>5</b>	5	4	3	0	<b>0</b>	0	0	0		
	number in quarter	0	1	1	3		0	0	0	0		0	0	0		
Successful prosecutions	rolling 12 month	2	3	3	5	<b>5</b>	5	4	3	0	<b>0</b>	0	0	0		
	number in quarter	0	1	1	3		0	0	0	0		0	0	0		
Prohibition notices served	rolling 12 month	49	42	57	59	<b>59</b>	69	75	63	57	<b>57</b>	43	36	44		
	number in quarter	14	10	19	16		24	16	7	10		10	9	15		
Special services flooding	rolling 12 month	6,721	6,718	6,799	6,861	<b>6,861</b>	6,640	6,709	6,528	6,663	<b>6,663</b>	6,997	7,122	7,291		
	number in quarter	1,581	1,714	1,976	1,590		1,360	1,783	1,795	1,725		1,694	1,908	1,964		
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	662	693	752	751	<b>751</b>	753	742	732	686	<b>686</b>	698	710	713		
	number in quarter	159	193	198	201		161	182	188	155		173	194	191		

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X-Y-Z		