

1st Quarter - 2017/18 Financial Year

Key to abbreviations & symbols used

Commissioner and Directors

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

RAG Status

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

Heads of service (HoS)

HoC	Head of Communications
HoCO	Head of Central Operations
HoDT	Head of Development & Training
HoF	Head of Finance
HoFS	Head of Fire Safety
HoFSt	Head of Fire Stations
HoHRM	Head of Human Resource Management
HoHS	Head of Health & Safety
HoICT	Head of Information & Communications Technology
HoLDS	Head of Legal and Democratic Services
HoOP	Head of Operational Policy
HoOR	Head of Operational Resilience
HoORe	Head of Operational Response
HoORT	Head of Operational Review Team
HoP	Head of Procurement
HoSI	Head of Strategy and Inclusion
HoTSS	Head of Technical & Service Support

Keywords

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

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.

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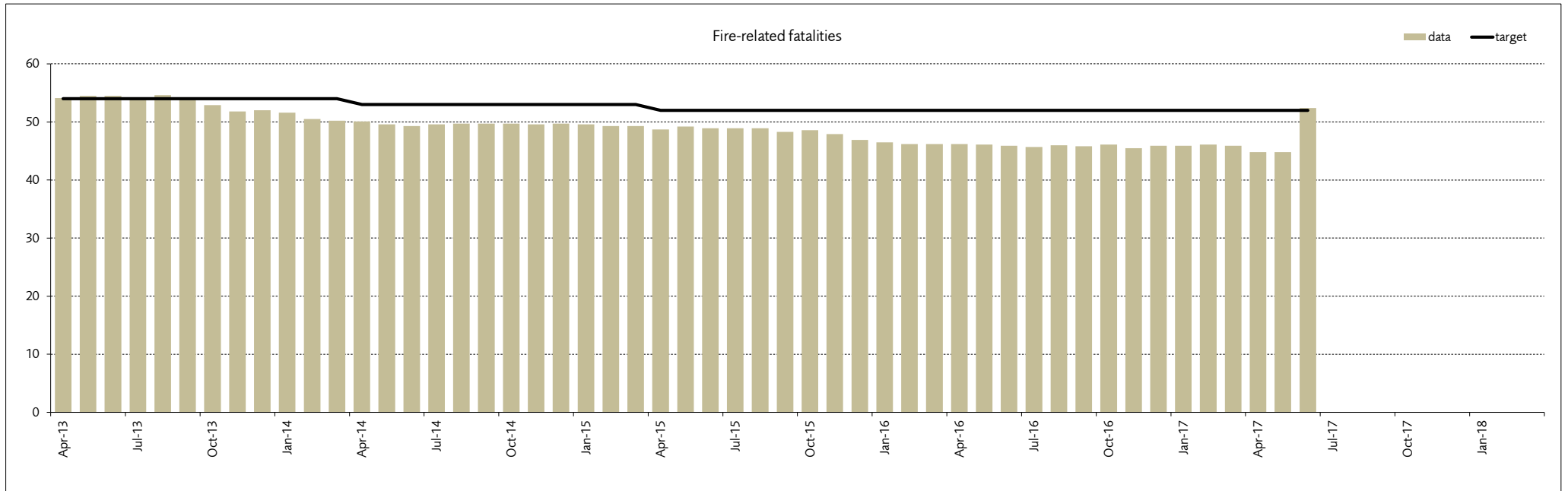
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AIM 1: PREVENTION

To reduce fires and the impact they have

LI 1i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	2013/14	54	55	55	54	55	54	53	52	52	52	51	50	54
		2014/15	50	50	49	50	50	50	50	50	50	50	49	49	53
		2015/16	49	49	49	49	49	48	49	48	47	47	46	46	52
		2016/17	46	46	46	46	46	46	46	46	46	46	46	46	52
		2017/18	45	45	52										52



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 1i	Fire-related fatalities	10 yr. Average	49	48	47	46	46	46	46	46	46	46	52				
		rolling 12 month	37	32	32	36		35	39	46	44		118				
		per 100,000 population	0.43	0.37	0.37	0.42	0.42	0.40	0.44	0.52	0.50	0.50	1.34				
		number in quarter	11	5	7	13		10	9	14	11		84				

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AIM 1: PREVENTION

To reduce fires and the impact they have

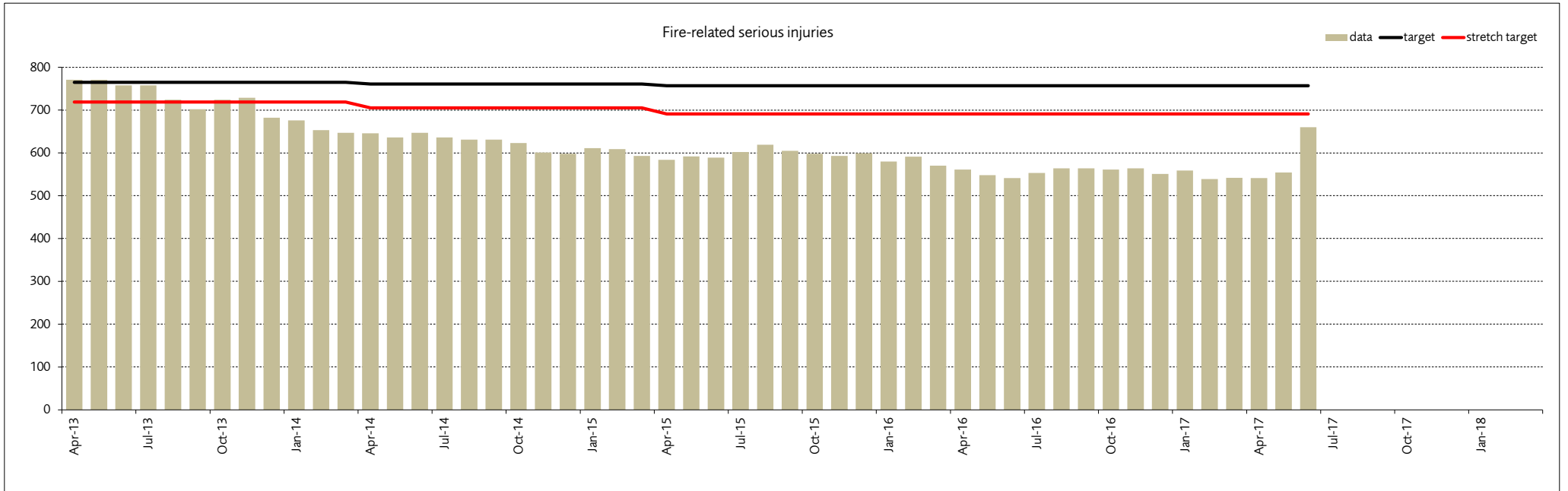
			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 3i	Fatal fires	rolling 12 month	36	31	32	36	36	35	39	46	41	41	36				
		number in quarter	11	5	7	13		10	9	14	8		5				
SM 3ii	Fatalities in fires (inc. fire not cause of death)	rolling 12 month	44	41	39	39	39	39	43	50	49	49	125				
		number in quarter	11	7	8	13		11	11	15	12		87				
SM 4i	Deaths arising from fires in dwellings	rolling 12 month	29	25	23	26	26	26	29	38	41	41	116				
		number in quarter	8	5	5	8		8	8	14	11		83				
SM 4iv	Deaths in accidental dwelling fires	rolling 12 month	28	23	19	21	21	19	24	35	39	39	116				
		number in quarter	8	3	3	7		6	8	14	11		83				

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AIM 1: PREVENTION

To reduce fires and the impact they have

LI 1ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFS	Fire-related serious injuries rolling 12 month	2013/14	771	771	758	758	724	702	724	729	682	676	653	647	765	719
		2014/15	646	636	647	636	631	631	623	601	598	611	609	593	761	705
		2015/16	584	592	589	602	619	605	598	593	599	580	591	570	757	691
		2016/17	561	548	541	553	564	564	561	564	551	559	539	542	757	691
		2017/18	541	554	660										757	691



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 1ii	Fire-related serious injuries	rolling 12 month	589	605	599	570	570	541	564	551	542	542	660				
		per 100,000 population	6.79	6.98	6.91	6.57	6.57	6.16	6.42	6.27	6.17	6.17	7.51				
		number in quarter	155	131	147	137		126	154	134	128		244				

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AIM 1: PREVENTION

To reduce fires and the impact they have

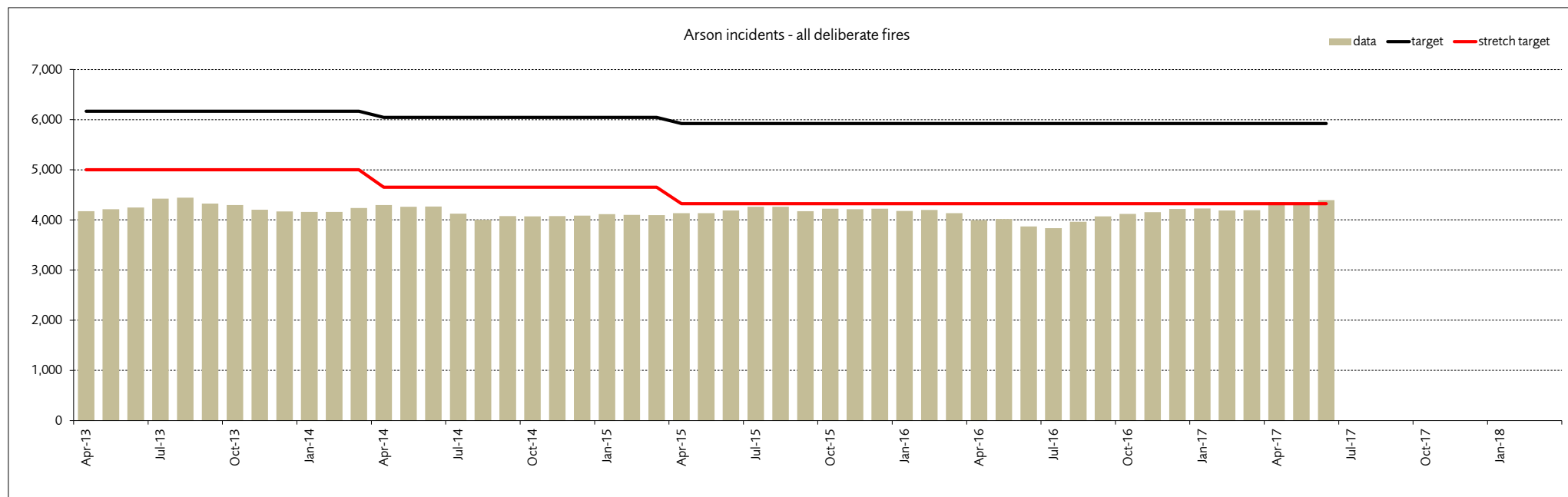
			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 4ii	Injuries arising from fires in dwellings	rolling 12 month	496	507	509	475	475	445	465	458	443	443	536				
		number in quarter	129	106	123	117		99	126	116	102		192				
SM 4iii	Dwelling fires with no smoke alarm fitted	rolling 12 month	34.5%	33.7%	32.8%	32.7%	32.7%	31.9%	31.1%	30.7%	30.0%	30.0%	29.1%				
		number in quarter	34.7%	33.1%	31.5%	31.3%		31.6%	29.8%	30.2%	28.4%		28.1%				

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AIM 1: PREVENTION

To reduce fires and the impact they have

LI 2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFSt	Arson incidents - all deliberate fires rolling 12 month	2013/14	4,173	4,214	4,250	4,423	4,446	4,326	4,297	4,205	4,169	4,157	4,157	4,237	6,168	5,002
		2014/15	4,299	4,261	4,265	4,124	4,001	4,077	4,069	4,078	4,086	4,115	4,099	4,094	6,045	4,652
		2015/16	4,137	4,135	4,191	4,264	4,264	4,176	4,221	4,213	4,224	4,177	4,198	4,135	5,924	4,326
		2016/17	3,996	4,016	3,871	3,835	3,965	4,071	4,122	4,153	4,218	4,230	4,189	4,196	5,924	4,326
		2017/18	4,356	4,314	4,395										5,924	4,326



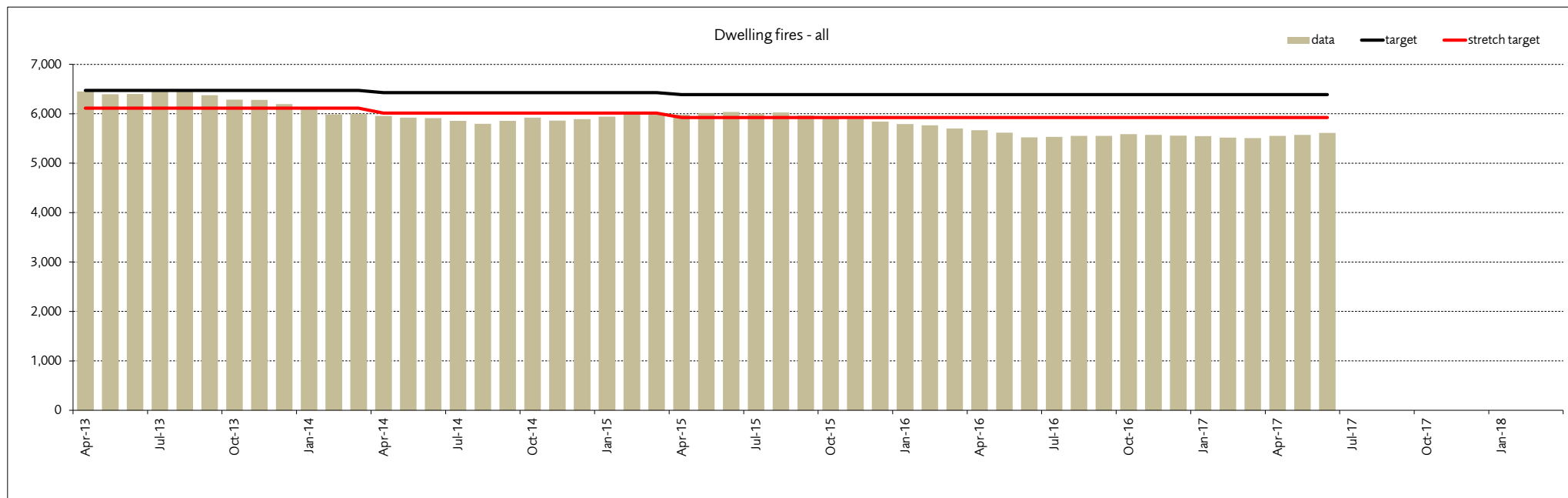
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 2	Arson incidents - all deliberate fires	rolling 12 month	4,191	4,176	4,224	4,135	4,135	3,871	4,071	4,218	4,196	4,196	4,395				
		per 10,000 population	4.83	4.81	4.87	4.77	4.77	4.40	4.63	4.80	4.77	4.77	5.00				
		number in quarter	1,288	1,129	932	786		1,024	1,329	1,079	764		1,223				

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AIM 1: PREVENTION

To reduce fires and the impact they have

LI 3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFS	Dwelling fires - all rolling 12 month	2013/14	6,452	6,397	6,402	6,475	6,476	6,374	6,288	6,283	6,197	6,131	5,987	5,996	6,472	6,113
		2014/15	5,959	5,924	5,914	5,855	5,799	5,858	5,920	5,861	5,893	5,942	5,992	5,989	6,427	6,014
		2015/16	5,984	6,018	6,038	6,000	6,027	5,967	5,915	5,892	5,840	5,790	5,769	5,704	6,390	5,925
		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	6,390	5,925
		2017/18	5,554	5,573	5,614										6,390	5,925



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 3	Dwelling fires - all	rolling 12 month	6,038	5,967	5,840	5,704	5,704	5,524	5,554	5,558	5,508	5,508	5,614				
		per 10,000 dwellings	17.48	17.27	16.91	16.51	16.51	15.85	15.94	15.95	15.81	15.81	16.11				
		number in quarter	1,517	1,402	1,407	1,378		1,337	1,432	1,411	1,328		1,443				

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AIM 1: PREVENTION

To reduce fires and the impact they have

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 1i	All fires attended	rolling 12 month	20,560	20,823	20,923	20,774	20,774	19,391	19,942	20,388	20,268	20,268	21,483				
		number in quarter	6,377	5,782	4,408	4,207		4,994	6,333	4,854	4,087		6,209				
SM 1ii	All Primary fires	rolling 12 month	10,958	10,917	10,820	10,636	10,636	10,382	10,536	10,587	10,621	10,621	10,900				
		number in quarter	2,888	2,681	2,594	2,473		2,634	2,835	2,645	2,507		2,913				
SM 1iii	All smaller (secondary) fires attended	rolling 12 month	9,602	9,906	10,103	10,138	10,138	9,009	9,406	9,801	9,647	9,647	10,583				
		number in quarter	3,489	3,101	1,814	1,734		2,360	3,498	2,209	1,580		3,296				

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AIM 1: PREVENTION

To reduce fires and the impact they have

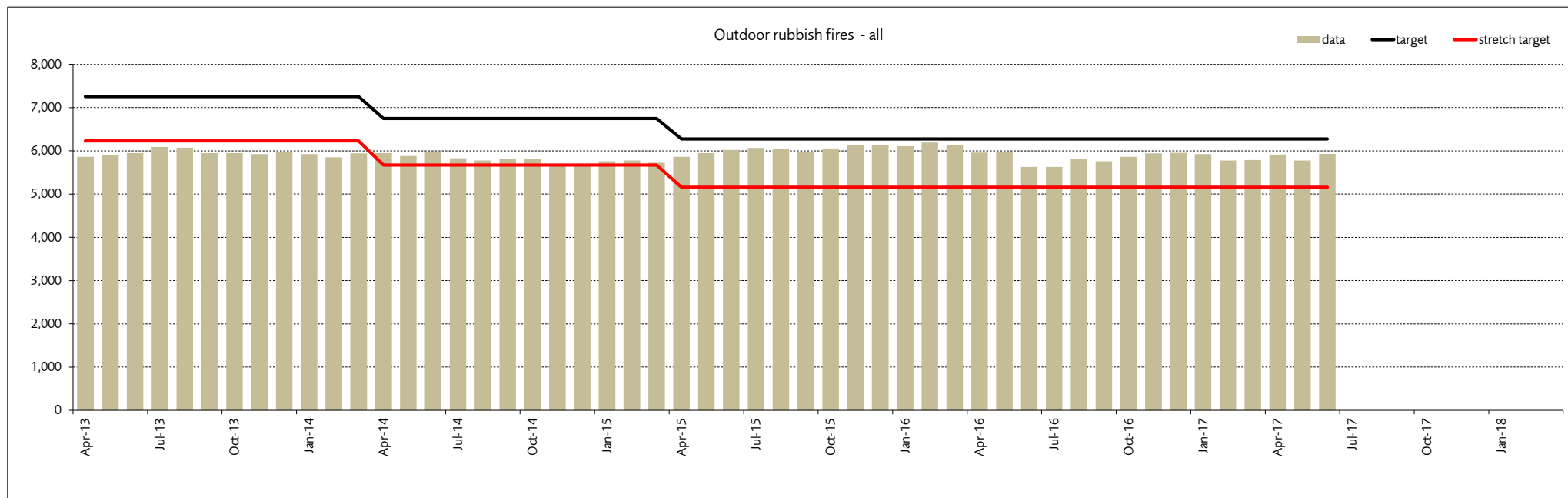
			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 2i	Road vehicle fires - accidental	rolling 12 month	1,076	1,046	1,052	1,046	1,046	1,075	1,103	1,088	1,110	1,110	1,103				
		number in quarter	252	267	276	251		281	295	261	273		274				
SM 2ii	Road vehicle fires - deliberate & unknown	rolling 12 month	961	940	946	957	957	1,018	1,111	1,221	1,253	1,253	1,247				
		number in quarter	247	242	246	222		308	335	356	254		302				
SM 2iii	Grass / open land fires - accidental	rolling 12 month	2,115	2,403	2,466	2,505	2,505	2,101	2,202	2,251	2,256	2,256	2,720				
		number in quarter	863	1,045	324	273		459	1,146	373	278		923				
SM 2iv	Grass / open land fires - deliberate & unknown	rolling 12 month	1,014	1,064	1,068	1,084	1,084	958	1,124	1,217	1,223	1,223	1,453				
		number in quarter	373	382	161	168		247	548	254	174		477				
SM 2v	Rubbish fires - accidental	rolling 12 month	4,441	4,378	4,504	4,542	4,542	4,167	4,266	4,423	4,309	4,309	4,403				
		number in quarter	1,564	1,144	910	924		1,189	1,243	1,067	810		1,283				
SM 2vi	Rubbish fires - deliberate & unknown	rolling 12 month	1,578	1,603	1,620	1,582	1,582	1,462	1,491	1,527	1,480	1,480	1,526				
		number in quarter	506	405	366	305		386	434	402	258		432				

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AIM 1: PREVENTION

To reduce fires and the impact they have

LI 4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFS	Outdoor rubbish fires - all rolling 12 month	2013/14	5,862	5,900	5,945	6,091	6,072	5,947	5,949	5,927	5,984	5,926	5,852	5,944	7,255	6,231
		2014/15	5,946	5,881	5,968	5,829	5,779	5,820	5,805	5,664	5,693	5,760	5,776	5,726	6,747	5,670
		2015/16	5,859	5,946	6,019	6,067	6,043	5,981	6,055	6,136	6,124	6,107	6,193	6,124	6,275	5,160
		2016/17	5,959	5,963	5,629	5,630	5,810	5,757	5,860	5,942	5,950	5,923	5,775	5,789	6,275	5,160
		2017/18	5,911	5,779	5,929										6,275	5,160



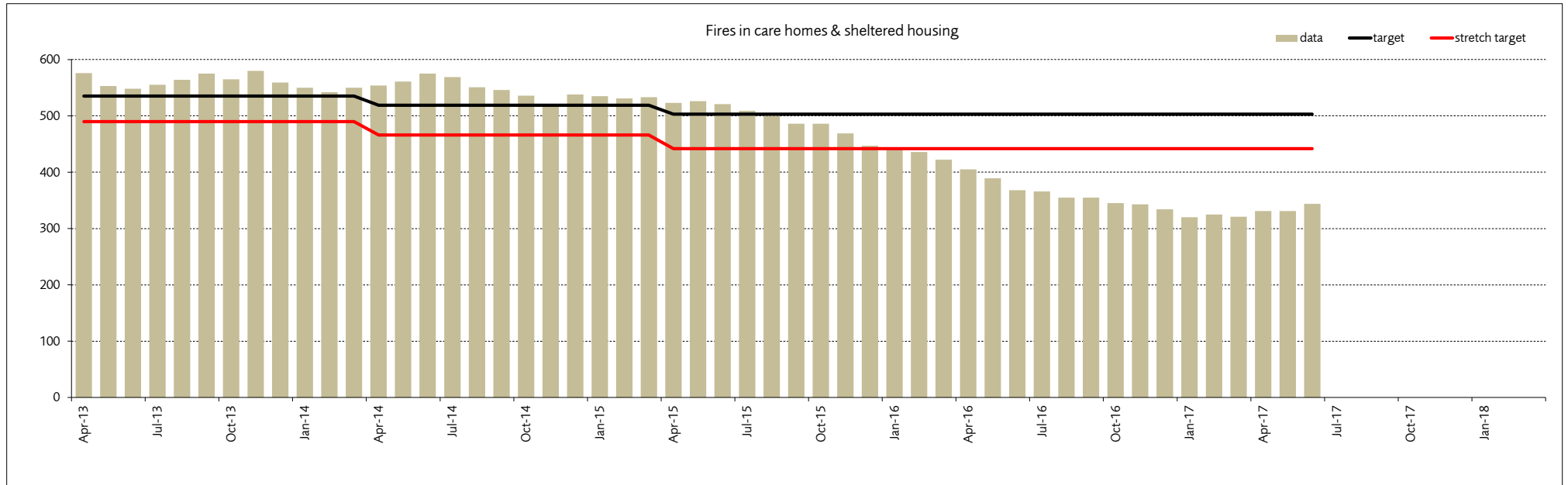
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 4	Outdoor rubbish fires - all	rolling 12 month	6,019	5,981	6,124	6,124	6,124	5,629	5,757	5,950	5,789	5,789	5,929				
		number in quarter	2,070	1,549	1,276	1,229		1,575	1,677	1,469	1,068		1,715				

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AIM 1: PREVENTION

To reduce fires and the impact they have

	LI 5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFS	Fires in care homes & sheltered housing rolling 12 month	2013/14	576	553	548	555	564	575	565	580	559	550	542	550	535	490
		2014/15	554	561	575	569	551	546	536	521	538	535	531	533	519	466
		2015/16	523	526	521	509	500	486	486	469	447	443	436	422	503	442
		2016/17	405	389	368	366	355	355	345	343	334	320	325	321	503	442
		2017/18	331	331	344										503	442



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 5	Fires in care homes & sheltered housing	rolling 12 month	521	486	447	422	422	368	355	334	321	321	344				
		number in quarter	124	99	91	108		70	86	70	95		93				

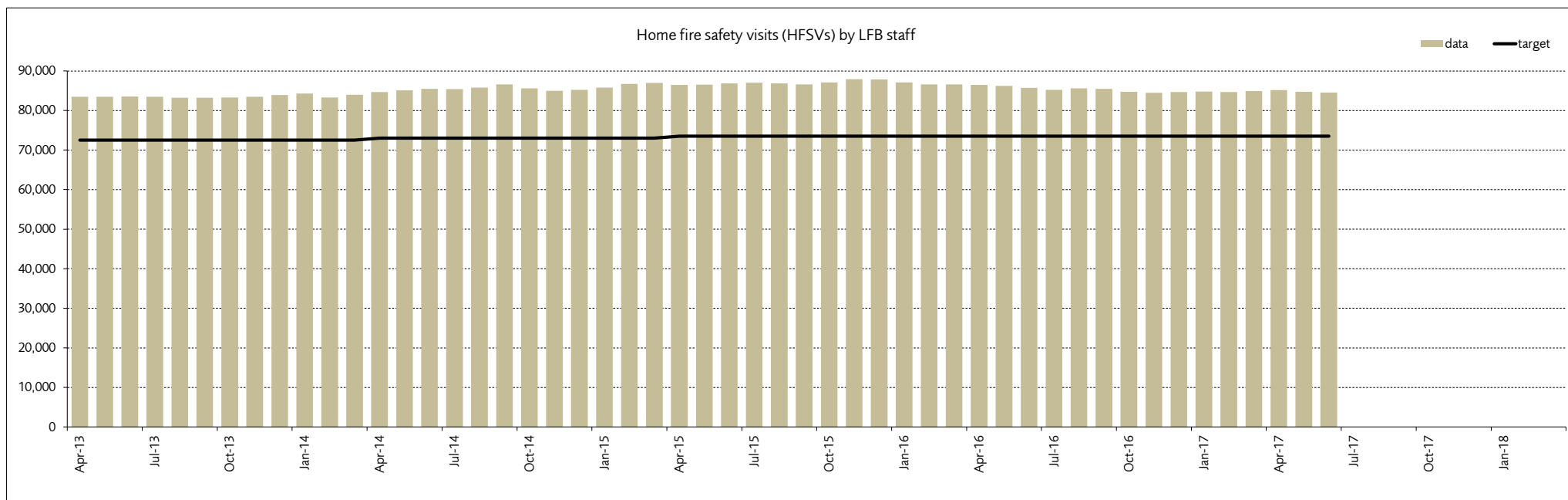
SM 20i	Fires in care homes (only)	rolling 12 month	139	151	153	169	169	160	143	123	109	109	124				
		number in quarter	34	45	44	46		25	28	24	32		40				
SM 20ii	Fire in sheltered housing (only)	rolling 12 month	374	331	291	253	253	208	212	211	212	212	220				
		number in quarter	90	54	47	62		45	58	46	63		53				

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AIM 1: PREVENTION

To target people most at risk

LI 6i			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	2013/14	83,501	83,476	83,565	83,490	83,238	83,253	83,317	83,495	83,939	84,288	83,261	83,947	72,500
		2014/15	84,645	85,091	85,455	85,426	85,779	86,577	85,629	84,960	85,223	85,777	86,718	86,990	73,000
		2015/16	86,501	86,555	86,878	87,043	86,856	86,587	87,125	87,885	87,867	87,113	86,620	86,610	73,500
		2016/17	86,472	86,228	85,739	85,217	85,624	85,477	84,751	84,467	84,648	84,792	84,672	84,890	73,500
		2017/18	85,143	84,698	84,525										73,500



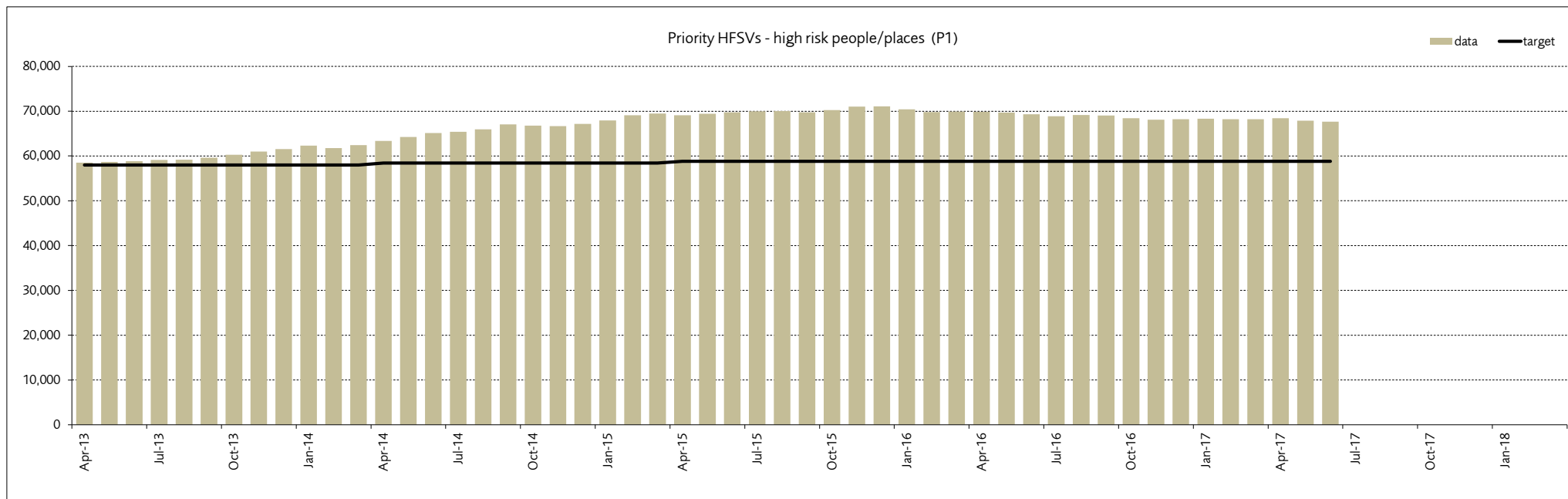
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 6i	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	86,878	86,587	87,867	86,610	86,610	85,739	85,477	84,648	84,890	84,890	84,525				
		number in quarter	22,984	22,470	21,728	19,428		22,113	22,208	20,899	19,670		21,748				

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AIM 1: PREVENTION

To target people most at risk

LI 6iii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Priority HFSVs - high risk people/places (P1) rolling 12 month	2013/14	58,526	58,666	58,846	59,096	59,147	59,618	60,295	60,968	61,556	62,293	61,778	62,406	58,000
		2014/15	63,343	64,218	65,117	65,424	65,958	67,055	66,770	66,648	67,144	67,936	69,078	69,465	58,400
		2015/16	69,115	69,433	69,771	69,983	70,031	69,777	70,263	70,996	71,072	70,425	69,803	69,920	58,800
		2016/17	69,883	69,713	69,311	68,866	69,170	69,033	68,413	68,099	68,229	68,323	68,184	68,214	58,800
		2017/18	68,412	67,879	67,662										58,800



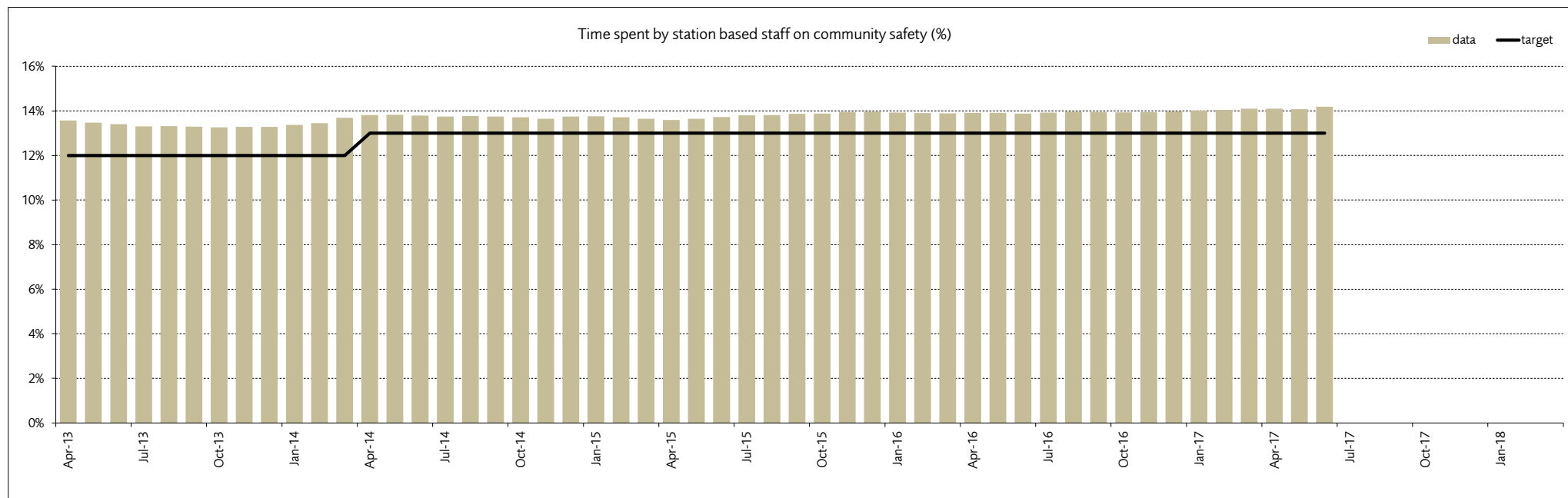
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 6iii	Priority HFSVs - high risk people/places (P1)	rolling 12 month	69,771	69,777	71,072	69,920	69,920	69,311	69,033	68,229	68,214	68,214	67,662				
		number in quarter	18,744	18,277	17,398	15,501		18,135	17,999	16,594	15,486		17,583				
LI 6ii	Priority HFSVs - high risk people/places (P1) percentage	Rolling 12 month %	94.9%	94.9%	96.7%	95.1%	95.1%	94.3%	93.9%	92.8%	92.8%	92.8%	92.1%				
		% in quarter	102.0%	99.5%	94.7%	84.4%		98.7%	98.0%	90.3%	84.3%		95.7%				

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AIM 1: PREVENTION

To target people most at risk

LI 7			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	2013/14	13.6%	13.5%	13.4%	13.3%	13.3%	13.3%	13.3%	13.3%	13.3%	13.4%	13.4%	13.7%	12%
		2014/15	13.8%	13.8%	13.8%	13.7%	13.8%	13.7%	13.7%	13.7%	13.7%	13.8%	13.7%	13.6%	13%
		2015/16	13.6%	13.7%	13.7%	13.8%	13.8%	13.9%	13.9%	14.0%	14.0%	13.9%	13.9%	13.9%	13%
		2016/17	13.9%	13.9%	13.9%	13.9%	14.0%	14.0%	13.9%	13.9%	14.0%	14.0%	14.1%	14.1%	13%
		2017/18	14.1%	14.1%	14.2%										13%



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 7	Time spent by station staff on community safety	rolling 12 month	13.7%	13.9%	14.0%	13.9%	13.9%	13.9%	14.0%	14.0%	14.1%	14.1%	14.2%				
		% in quarter	14.4%	13.8%	13.7%	13.6%		14.4%	14.1%	13.8%	14.1%		14.7%				

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AIM 1: PREVENTION

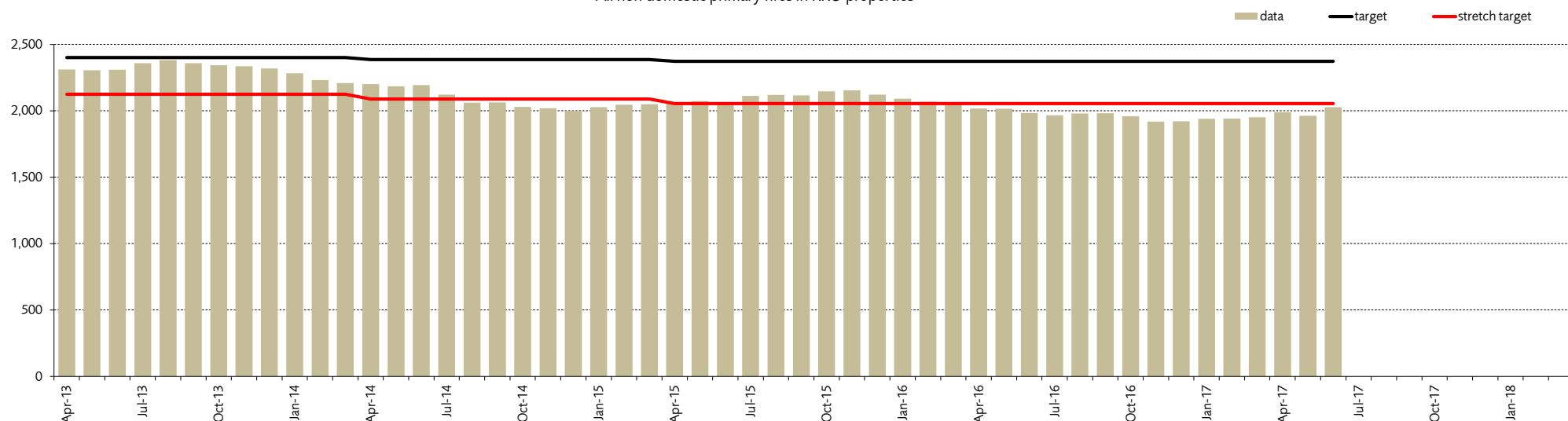
To target people most at risk

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 5i	Number of schools visited	rolling 12 month	697	756	870	906	906	965	984	954	927	927	917				
		number in quarter	217	150	266	273		276	169	236	246		266				
SM 5ii	Number of school children reached	rolling 12 month	71,367	77,362	87,328	90,407	90,407	94,921	96,774	94,696	93,784	93,784	96,413				
		number in quarter	21,882	15,157	26,034	27,334		26,396	17,010	23,956	26,422		29,025				
SM 5iii	Proportion of visits in high risk areas	rolling 12 month	99.9%	99.7%	99.9%	99.8%	99.8%	98.8%	98.6%	98.4%	98.5%	98.5%	99.1%				
		% in quarter	100%	99.3%	100%	99.6%		96.4%	98.2%	99.6%	100%		98.5%				
SM 6i	Participants of JFIS schemes	rolling 12 month	Annual data				135	Annual data				131	Annual data				
		number in quarter															
SM 6ii	Participants of LIFE schemes	rolling 12 month	482	555	605	651	651	663	634	625	630	630	587				
		number in quarter	177	143	165	166		189	114	156	171		146				
SM 6iii	Participants of Fire Cadets scheme *July passout	rolling 12 month	Annual data				124*	Annual data (includes graduate cadets)				191*	Annual data				
		number in quarter															
SM 6iv	LIFE participants completing course	rolling 12 month	90%	90%	91%	91%	91%	91%	91%	88%	88%	88%	87%				
		% in quarter	91%	89%	94%	90%		90%	88%	81%	93%		85%				

AIM 2: PROTECTION*To regulate buildings and other places, to protect people from fire*

LI 8i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFS	All non domestic primary fires in RRO properties rolling 12 month	2013/14	2,311	2,305	2,309	2,359	2,382	2,358	2,343	2,335	2,319	2,283	2,232	2,208	2,401	2,124
		2014/15	2,202	2,184	2,194	2,122	2,062	2,063	2,028	2,020	1,999	2,027	2,046	2,050	2,386	2,088
		2015/16	2,062	2,073	2,060	2,112	2,120	2,116	2,146	2,153	2,121	2,091	2,069	2,052	2,372	2,055
		2016/17	2,018	2,015	1,983	1,967	1,980	1,981	1,959	1,919	1,921	1,939	1,942	1,952	2,372	2,055
		2017/18	1,989	1,962	2,027										2,372	2,055

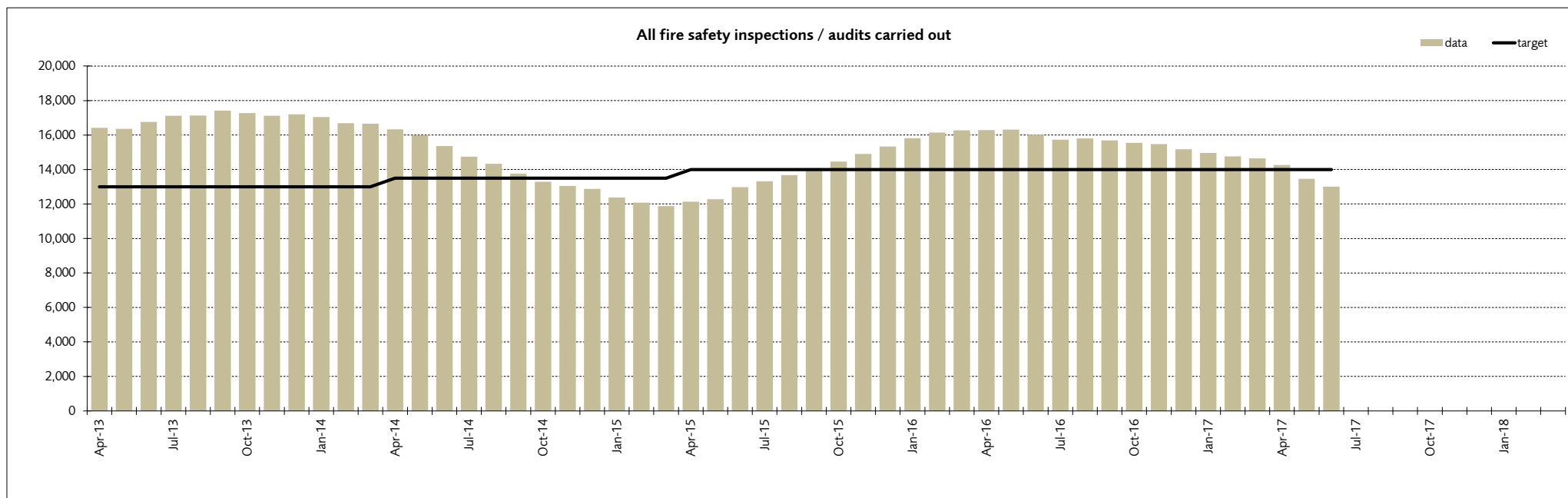
All non domestic primary fires in RRO properties



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 8i	All non domestic primary fires in RRO properties	rolling 12 month	2,060	2,116	2,121	2,052	2,052	1,983	1,981	1,921	1,952	1,952	2,027				
		per 10,000 non domestic properties	69.51	71.40	71.57	69.24	69.24	66.53	66.47	64.45	65.49	65.49	68.01				
		number in quarter	551	517	511	473		482	515	451	504		557				

AIM 2: PROTECTION*To regulate buildings and other places, to protect people from fire*

LI 9i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2013/14	16,417	16,353	16,755	17,109	17,128	17,412	17,268	17,109	17,203	17,049	16,683	16,658	13,000
		2014/15	16,326	15,991	15,361	14,742	14,338	13,755	13,296	13,044	12,879	12,373	12,082	11,884	13,500
		2015/16	12,137	12,284	12,974	13,318	13,680	14,020	14,463	14,900	15,335	15,813	16,144	16,269	14,000
		2016/17	16,295	16,312	16,022	15,726	15,808	15,692	15,540	15,469	15,169	14,966	14,761	14,645	14,000
		2017/18	14,262	13,469	13,011										14,000

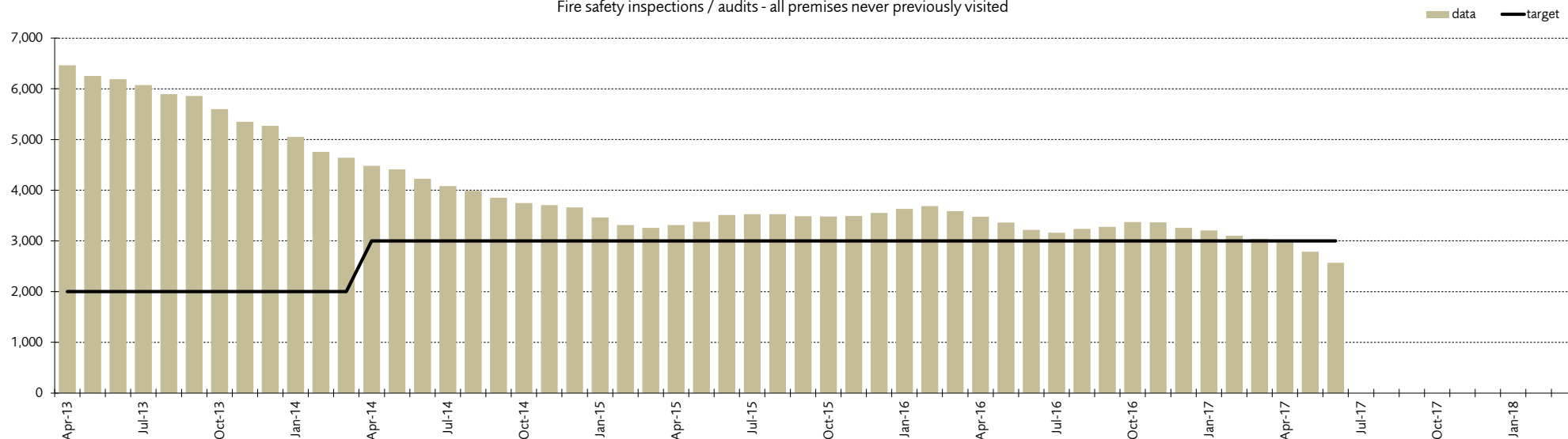


HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 9i	All fire safety inspections / audits carried out	rolling 12 month	12,974	14,020	15,335	16,269	16,269	16,022	15,692	15,169	14,645	14,645	13,011				
		number in quarter	4,266	4,040	4,025	3,938		4,019	3,710	3,502	3,414		2,385				

AIM 2: PROTECTION*To regulate buildings and other places, to protect people from fire*

LI 9ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits - all premises never previously visited rolling 12 month	2013/14	6,464	6,253	6,188	6,075	5,896	5,861	5,601	5,349	5,273	5,053	4,755	4,639	2,000
		2014/15	4,480	4,411	4,225	4,082	3,987	3,853	3,747	3,708	3,662	3,463	3,312	3,256	3,000
		2015/16	3,313	3,377	3,511	3,528	3,529	3,488	3,483	3,493	3,551	3,632	3,688	3,585	3,000
		2016/17	3,479	3,362	3,216	3,163	3,239	3,278	3,370	3,366	3,259	3,206	3,101	3,040	3,000
		2017/18	2,972	2,787	2,569										3,000

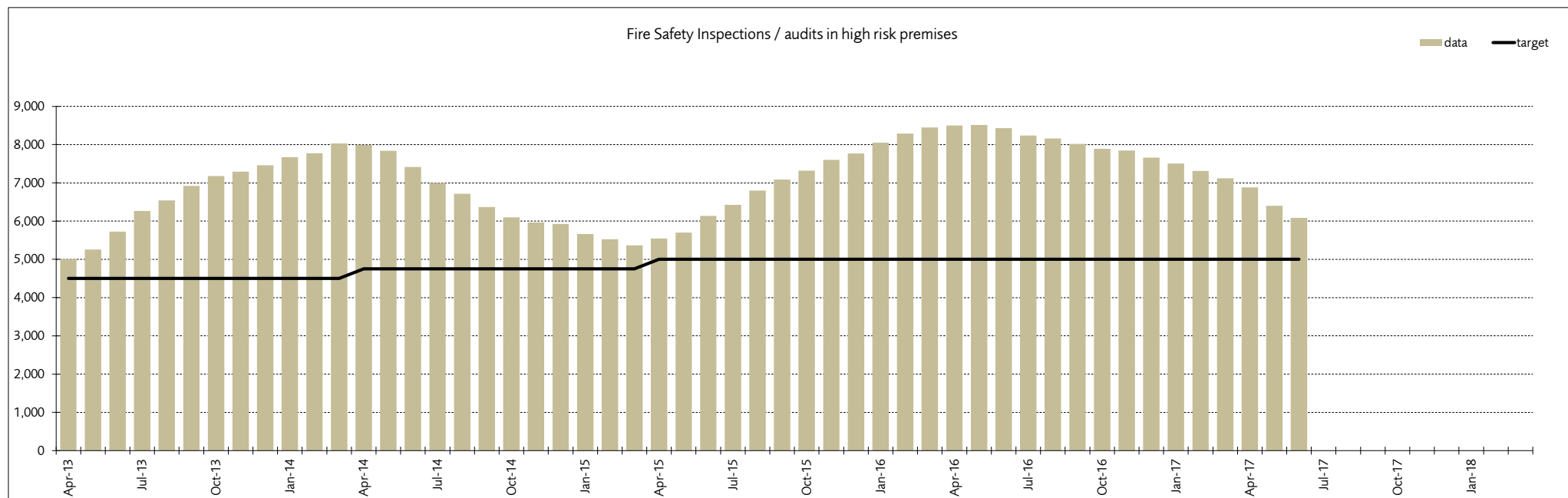
Fire safety inspections / audits - all premises never previously visited



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 9ii	Fire safety inspections / audits - all premises never previously visited	rolling 12 month	3,511	3,488	3,551	3,585	3,585	3,216	3,278	3,259	3,040	3,040	2,569				
		number in quarter	1,154	744	801	886		785	806	782	667		314				

AIM 2: PROTECTION*To regulate buildings and other places, to protect people from fire*

LI 10i			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	2013/14	5,008	5,258	5,728	6,268	6,542	6,921	7,180	7,293	7,462	7,669	7,772	8,029	4,500
		2014/15	7,992	7,841	7,416	6,999	6,716	6,366	6,100	5,966	5,928	5,664	5,525	5,364	4,750
		2015/16	5,549	5,700	6,138	6,428	6,800	7,085	7,320	7,600	7,768	8,054	8,287	8,449	5,000
		2016/17	8,503	8,516	8,427	8,238	8,160	8,020	7,892	7,846	7,657	7,507	7,315	7,118	5,000
		2017/18	6,879	6,398	6,084										5,000

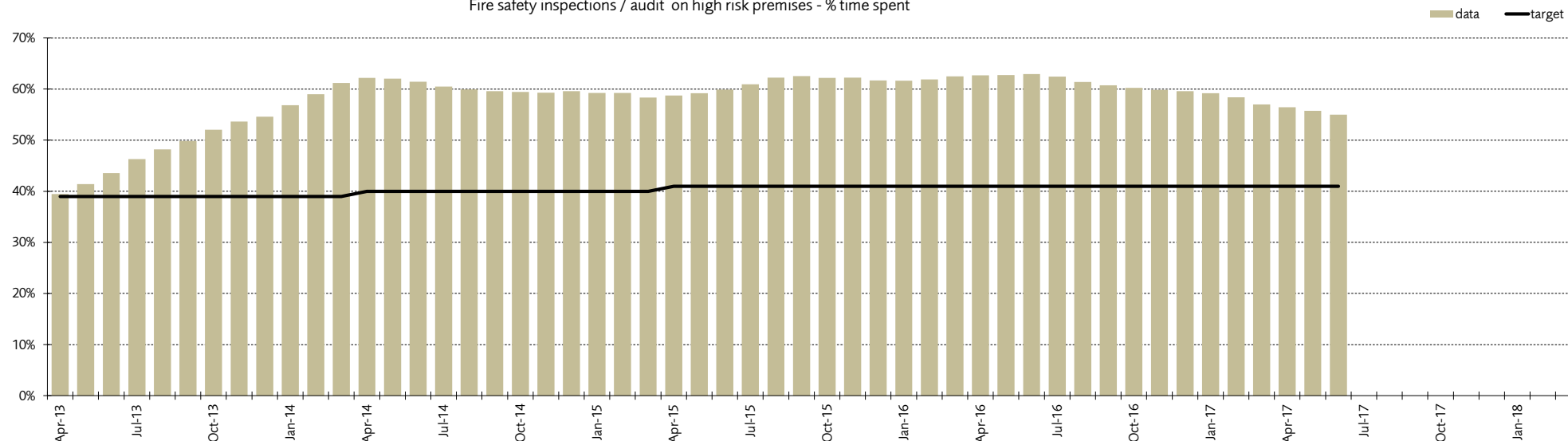


HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 10i	Fire safety inspections / audits in high risk premises	rolling 12 month	6,138	7,085	7,768	8,449	8,449	8,427	8,020	7,657	7,118	7,118	6,084				
		number in quarter	2,205	2,263	1,932	2,049		2,183	1,856	1,569	1,510		1,149				

AIM 2: PROTECTION*To regulate buildings and other places, to protect people from fire*

LI 10ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audit on high risk premises - % time spent rolling 12 month	2013/14	39.4%	41.4%	43.6%	46.3%	48.2%	49.8%	52.1%	53.6%	54.6%	56.8%	59.0%	61.2%	39%
		2014/15	62.2%	62.0%	61.5%	60.5%	59.9%	59.6%	59.4%	59.3%	59.6%	59.2%	59.3%	58.4%	40%
		2015/16	58.7%	59.2%	59.9%	60.9%	62.2%	62.5%	62.2%	62.2%	61.7%	61.6%	61.9%	62.5%	41%
		2016/17	62.7%	62.7%	62.9%	62.4%	61.4%	60.8%	60.2%	59.8%	59.6%	59.2%	58.4%	57.0%	41%
		2017/18	56.5%	55.7%	55.0%										41%

Fire safety inspections / audit on high risk premises - % time spent



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 10ii	Fire safety inspections / audit on high risk premises - % time spent	rolling 12 month	59.9%	62.5%	61.7%	62.5%	62.5%	62.9%	60.8%	59.6%	57.0%	57.0%	55.0%				
		percentage in quarter	62.3%	67.2%	58.2%	62.4%		64.1%	58.3%	52.8%	51.9%		57.8%				

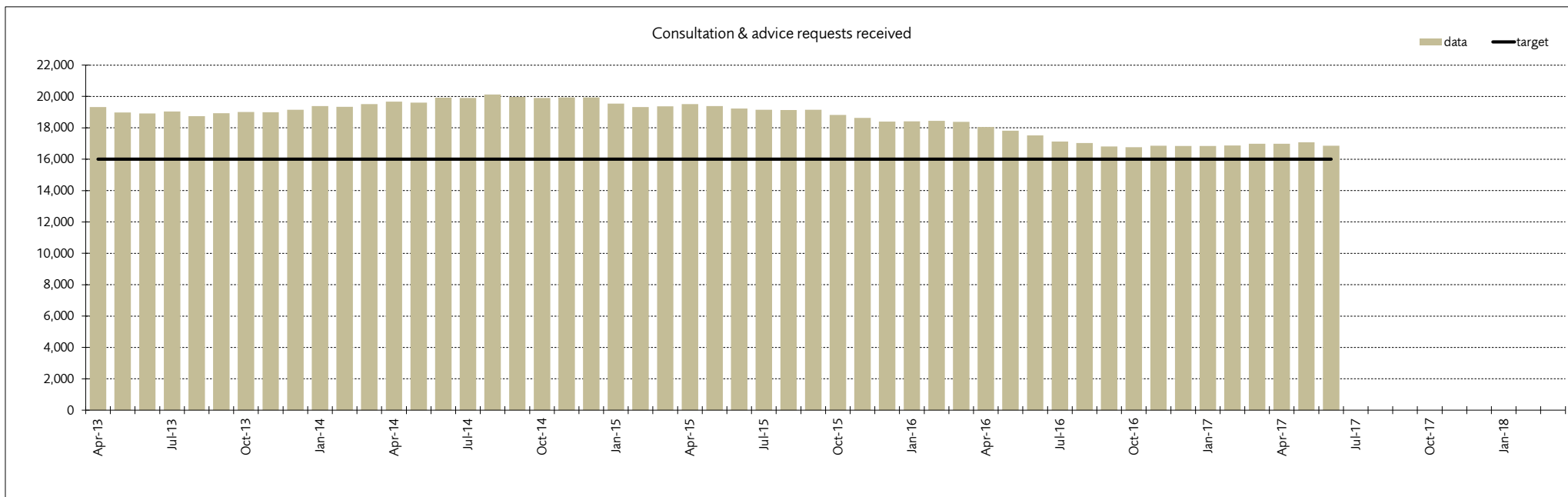
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AIM 2: PROTECTION*To regulate buildings and other places, to protect people from fire*

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 7i	Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	2.9%	2.8%	2.8%	2.6%	2.6%	2.6%	2.5%	2.4%	2.7%	2.7%	3.0%				
		number in quarter	2.5%	2.5%	2.8%	2.4%		2.5%	2.5%	2.3%	3.6%		3.9%				
SM 7ii	Prosecutions made	rolling 12 month	3	5	5	3	3	3	3	3	5	5	9				
		number in quarter	0	2	1	0		0	2	1	2		4				
SM 7iii	Successful prosecutions	rolling 12 month	3	5	5	3	3	3	3	3	5	5	9				
		number in quarter	0	2	1	0		0	2	1	2		4				
SM 7iv	Prohibition notices served	rolling 12 month	35	32	34	29	29	28	42	46	51	51	51				
		number in quarter	8	6	8	7		7	20	12	12		7				
SM 8	Alleged fire risks responded to with 3 hours	rolling 12 month	72.4%	82.9%	86.7%	93.5%	93.5%	94.1%	91.5%	90.1%	90.0%	90.0%	92.2%				
		% in quarter	90.5%	100%	90.0%	93.1%		90.5%	91.7%	85.2%	92.9%		100%				
SM 17	Non-domestic primary fires non-RRO	rolling 12 month	357	371	382	383	383	336	329	339	338	338	385				
		number in quarter	146	106	69	62		99	99	79	61		146				
SM 18	Post fire audits conducted	rolling 12 month	2,538	2,586	2625	2470	2,470	2,280	2,355	2,418	2448	2,448	2,247				
		number in quarter	782	547	547	594		592	622	610	624		391				

AIM 2: PROTECTION*To influence planners, designers and decision makers to improve safety for Londoners*

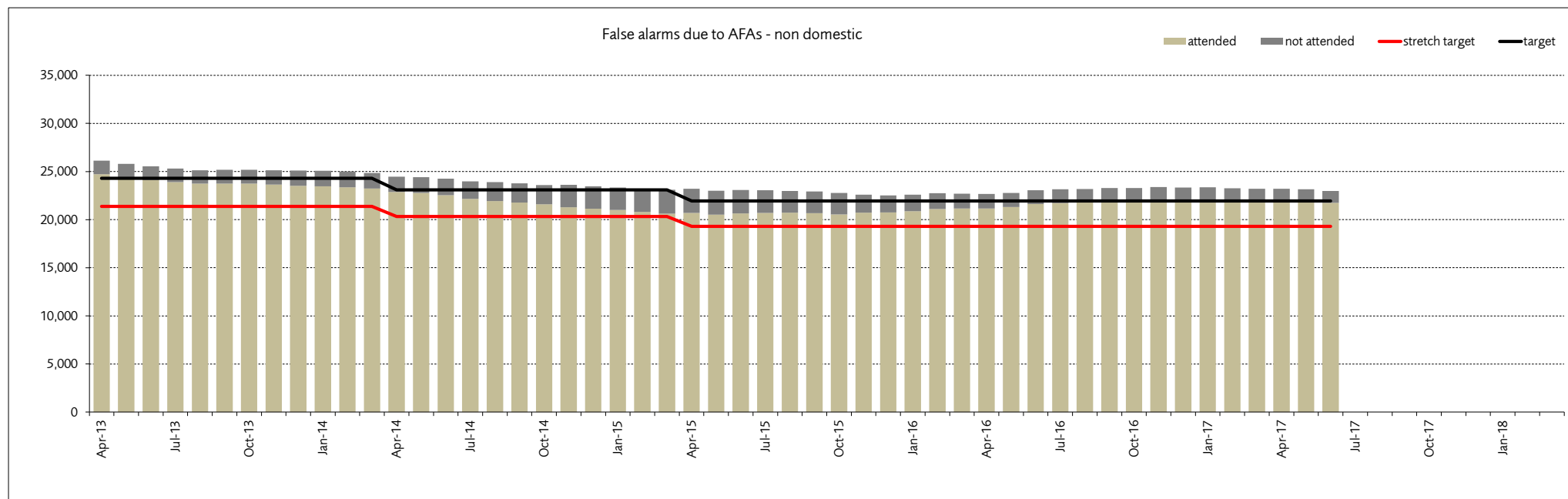
LI 11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Consultation & advice requests received rolling 12 month	2013/14	19,329	18,981	18,919	19,048	18,738	18,936	19,006	18,994	19,150	19,380	19,346	19,507	16,000
		2014/15	19,663	19,607	19,921	19,904	20,129	19,963	19,902	19,942	19,939	19,548	19,321	19,371	16,000
		2015/16	19,508	19,394	19,235	19,147	19,129	19,145	18,824	18,638	18,390	18,415	18,438	18,383	16,000
		2016/17	18,052	17,810	17,515	17,124	17,024	16,804	16,766	16,861	16,849	16,847	16,876	16,985	16,000
		2017/18	16,979	17,077	16,856										16,000



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 11	Consultation & advice requests received	rolling 12 month	19,235	19,145	18,390	18,383	18,383	17,515	16,804	16,849	16,985	16,985	16,856				
		number in quarter	4,973	5,083	4,091	4,236		4,105	4,372	4,136	4,372		3,976				

AIM 3: RESPONSE*To improve and deliver our plans, developed with partners, to address identified risks*

LI 12			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2013/14	24,719	24,345	24,109	23,902	23,736	23,747	23,747	23,644	23,525	23,470	23,373	23,235	24,301	21,385
		2014/15	22,871	22,785	22,545	22,147	21,933	21,785	21,591	21,296	21,134	21,008	20,793	20,635	23,086	20,316
		2015/16	20,708	20,530	20,641	20,694	20,715	20,662	20,537	20,737	20,758	20,866	21,106	21,158	21,932	19,300
		2016/17	21,149	21,303	21,610	21,732	21,801	21,923	21,917	22,030	21,993	22,066	21,974	21,929	21,932	19,300
		2017/18	21,939	21,897	21,742										21,932	19,300



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 12	False alarms due to AFAs - non domestic	rolling 12 month	20,641	20,662	20,758	21,158	21,158	21,610	21,923	21,993	21,929	21,929	21,742				
		per 1,000 non domestic properties	69.65	69.72	70.04	71.39	71.39	72.50	73.55	73.79	73.57	73.57	72.95				
		number in quarter	4,938	5,471	5,517	5,232		5,390	5,784	5,587	5,168		5,203				

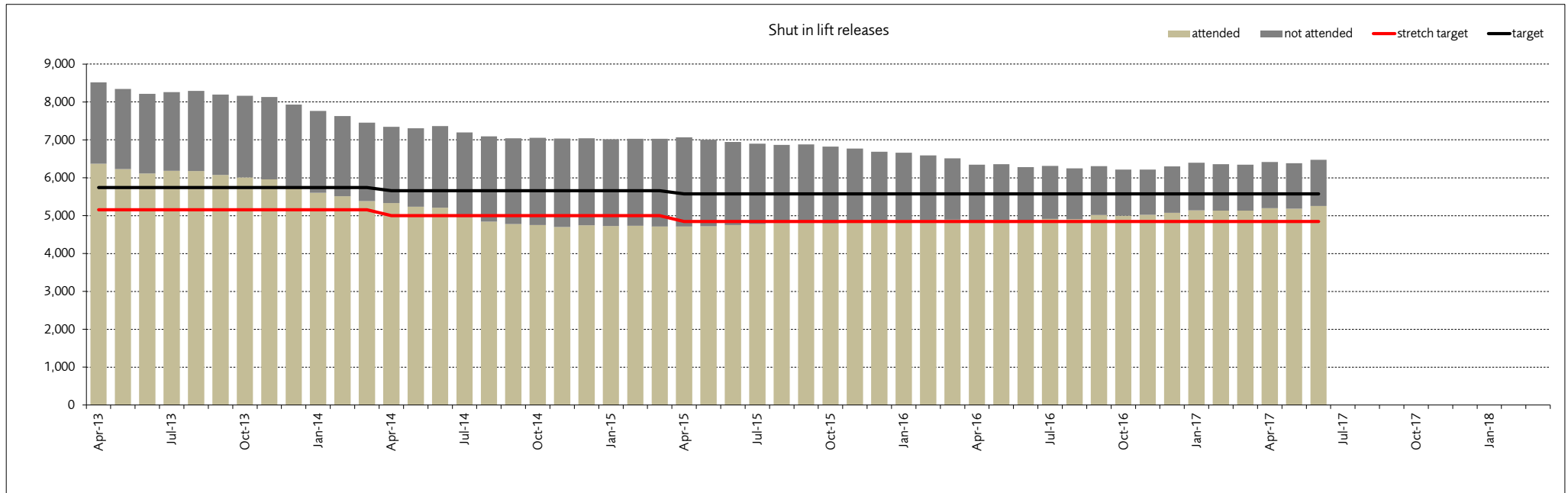
AIM 3: RESPONSE*To improve and deliver our plans, developed with partners, to address identified risks*

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 9i	All false alarms attended	rolling 12 month	46,720	47,015	47,549	48,700	48,700	49,780	50,674	51,354	51,266	51,266	51,408				
		number in quarter	11,370	12,842	12,618	11,870		12,450	13,736	13,298	11,782		12,592				
SM 9ii	Malicious false alarms attended	rolling 12 month	1,324	1,306	1,316	1,353	1,353	1,375	1,347	1,380	1,342	1,342	1,388				
		number in quarter	322	376	314	341		344	348	347	303		390				
SM 9iii	Malicious false alarms not attended	rolling 12 month	1,421	1,419	1,417	1,317	1,317	1,090	967	932	977	977	951				
		number in quarter	475	394	272	176		248	271	237	221		222				
SM 9iv	False alarms - good intent	rolling 12 month	10,777	10,877	10,923	11,171	11,171	11,179	11,303	11,498	11,354	11,354	11,575				
		number in quarter	2,716	3,005	2,775	2,675		2,724	3,129	2,970	2,531		2,945				

AIM 3: RESPONSE

To improve and deliver our plans, developed with partners, to address identified risks

LI 13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target	stretch
HoFSt	Shut in lift releases rolling 12 month	2013/14	6,370	6,230	6,113	6,186	6,175	6,076	6,011	5,957	5,732	5,601	5,512	5,385	5,744	5,154
		2014/15	5,334	5,234	5,212	4,960	4,840	4,781	4,754	4,703	4,743	4,726	4,736	4,715	5,657	4,999
		2015/16	4,715	4,718	4,752	4,780	4,806	4,804	4,800	4,843	4,853	4,887	4,883	4,895	5,573	4,849
		2016/17	4,841	4,890	4,858	4,912	4,908	5,014	4,999	5,022	5,075	5,142	5,134	5,134	5,573	4,849
		2017/18	5,199	5,183	5,257										5,573	4,849



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 13	Shut in lift releases	rolling 12 month	4,752	4,804	4,853	4,895	4,895	4,858	5,014	5,075	5,134	5,134	5,257				
		number in quarter	1,274	1,293	1,204	1,124		1,237	1,449	1,265	1,183		1,360				

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AIM 3: RESPONSE

To improve and deliver our plans, developed with partners, to address identified risks

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 10i	False alarms due to AFAs non-domestic - 10 or more attendances	rolling 12 month	4.1%	3.9%	3.5%	3.0%	3.0%	2.7%	2.8%	2.8%	2.6%	2.6%	2.9%				
		% in quarter	3.3%	3.3%	2.8%	2.7%		2.1%	3.6%	2.9%	1.9%		3.3%				
SM 10ii	False alarms due to AFAs non-domestic - not attended	rolling 12 month	2,434	2,263	1,752	1,552	1,552	1,456	1,371	1,334	1,271	1,271	1,234				
		number in quarter	429	435	380	308		333	350	343	245		296				
SM 10iii	Fire safety interventions premises with high incidence of uwfs	rolling 12 month	223	167	156	159	159	130	141	139	193	193	160				
		number in quarter	73	20	29	37		44	31	27	91		11				
SM 10iv	AFAs - domestic premises	rolling 12 month	13,942	14,128	14,512	14,981	14,981	15,581	16,073	16,453	16,609	16,609	16,672				
		number in quarter	3,383	3,974	4,005	3,619		3,983	4,466	4,385	3,775		4,046				

AIM 3: RESPONSE*To use our resources in a flexible and efficient way arriving at incidents as quickly as we can*

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 11i	All special services attended	rolling 12 month	28,663	28,944	29,366	30,067	30,067	31,703	32,553	33,124	33,206	33,206	32,568				
		number in quarter	7,149	7,878	7,597	7,443		8,785	8,728	8,168	7,525		8,147				
SM 11ii	Special services effecting entry / exit	rolling 12 month	6,179	6,187	6,243	6,341	6,341	6,449	6,658	6,622	6,602	6,602	6,587				
		number in quarter	1,572	1,672	1,619	1,478		1,680	1,881	1,583	1,458		1,665				
SM 11iii	Special services RTAs attended	rolling 12 month	3,813	3,988	4,057	4,215	4,215	4,355	4,350	4,543	4,461	4,461	4,543				
		number in quarter	989	1,131	1,039	1,056		1,129	1,126	1,232	974		1,211				
SM 11iv	Deaths arising from RTAs	rolling 12 month	37	37	35	34	34	30	22	28	30	30	36				
		number in quarter	7	10	5	12		3	2	11	14		9				
SM 11v	Special services flooding	rolling 12 month	6,300	6,275	6,262	6,254	6,254	6,673	6,556	6,665	6,674	6,674	6,382				
		number in quarter	1,386	1,669	1,618	1,581		1,805	1,552	1,727	1,590		1,513				

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AIM 3: RESPONSE

To improve and deliver our plans, developed with partners, to address identified risks

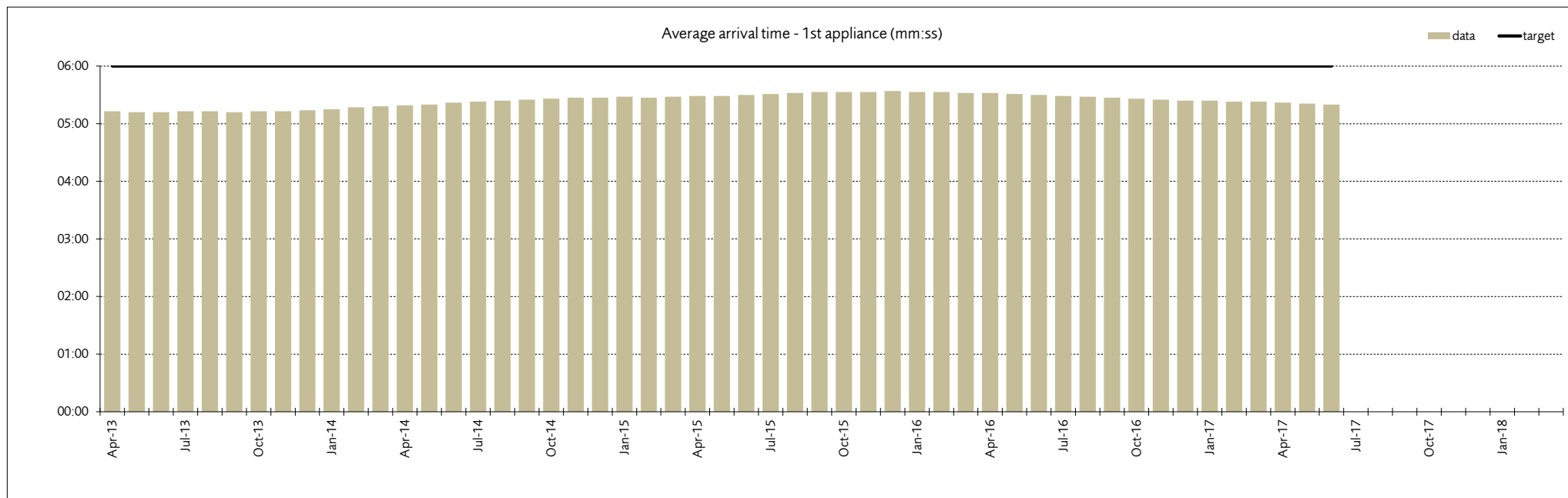
			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 12i	Shut in lift releases - Prop. with 3 or more releases	rolling 12 month	12.3%	11.4%	12.3%	12.0%	12.0%	10.5%	11.1%	10.7%	10.7%	10.7%	11.0%				
		% in quarter	15.7%	10.9%	11.4%	9.8%		9.8%	13.0%	9.8%	9.8%		11.0%				
SM 12ii	Shut in lift releases - not attended	rolling 12 month	2,195	2,077	1,836	1,621	1,621	1,422	1,291	1,228	1,211	1,211	1,215				
		number in quarter	470	503	397	251		271	372	334	234		275				
SM 12iii	Shut in lift releases - attended, not as an emergency	rolling 12 month	3,942	4,017	4,060	4,027	4,027	3,978	4,059	4,065	4,164	4,164	4,276				
		number in quarter	1,031	1,079	1,027	890		982	1,160	1,033	989		1,094				
SM 21	Multi-agency exercises undertaken	rolling 12 month	49	42	41	30	30	25	22	17	20	20	18				
		number in quarter	9	7	13	1		4	4	8	4		2				

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AIM 3: RESPONSE

To use our resources in a flexible and efficient way arriving at incidents as quickly as we can

LI 14i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 1st appliance (mm:ss) rolling 12 month	2013/14	05:13	05:12	05:12	05:13	05:13	05:12	05:13	05:13	05:14	05:15	05:17	05:18	06:00
		2014/15	05:19	05:20	05:22	05:23	05:24	05:25	05:26	05:27	05:27	05:28	05:27	05:28	06:00
		2015/16	05:29	05:29	05:30	05:31	05:32	05:33	05:33	05:33	05:34	05:33	05:33	05:32	06:00
		2016/17	05:32	05:31	05:30	05:29	05:28	05:27	05:26	05:25	05:24	05:24	05:23	05:23	06:00
		2017/18	05:22	05:21	05:20										06:00



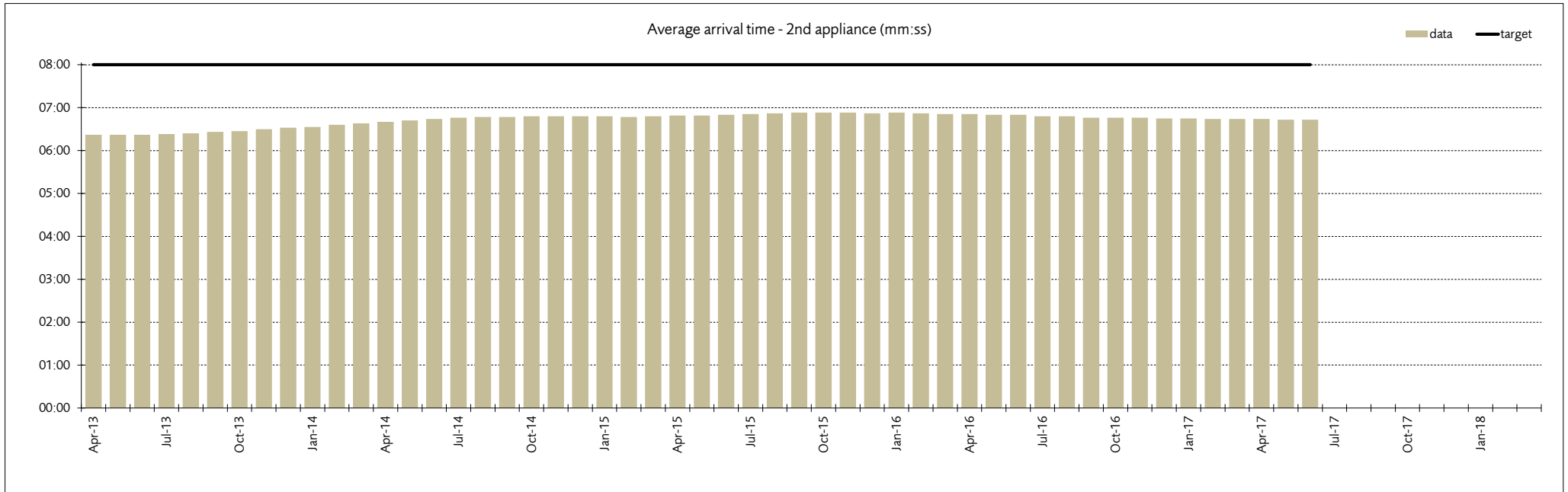
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 14i	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:30	05:33	05:34	05:32	05:32	05:30	05:27	05:24	05:23	05:23	05:20				
		time for quarter	05:31	05:38	05:36	05:25		05:24	05:25	05:25	05:17		05:16				

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AIM 3: RESPONSE

To use our resources in a flexible and efficient way arriving at incidents as quickly as we can

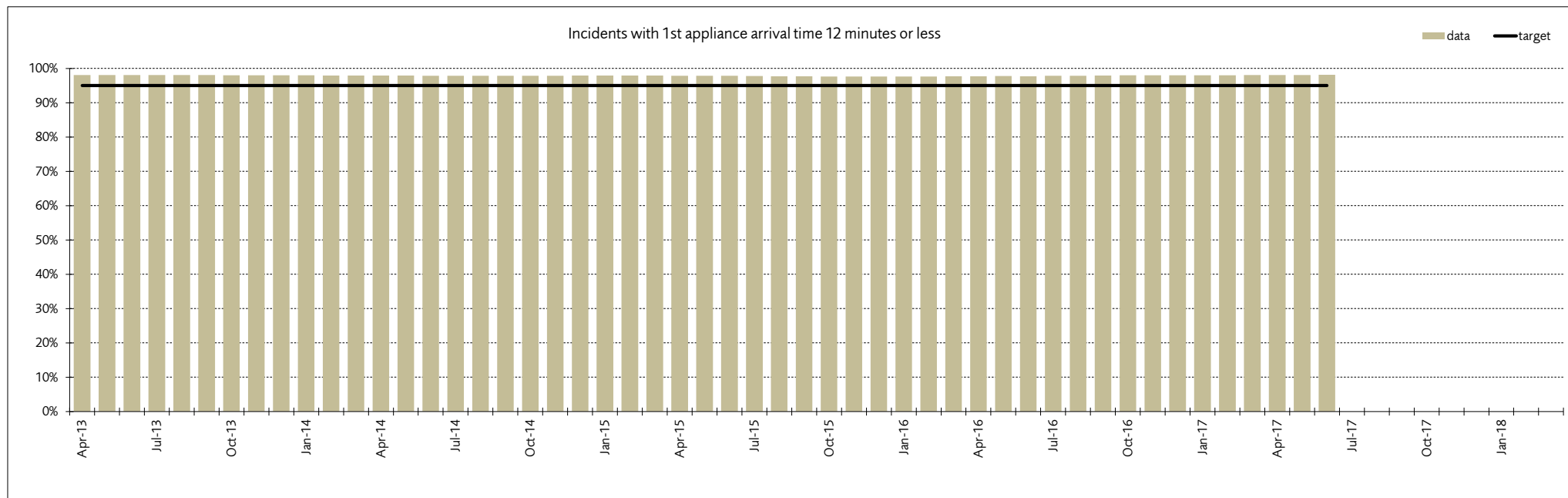
LI 14ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 2nd appliance (mm:ss) rolling 12 month	2013/14	06:22	06:22	06:22	06:23	06:24	06:26	06:27	06:30	06:32	06:33	06:36	06:38	08:00
		2014/15	06:40	06:42	06:44	06:46	06:47	06:47	06:48	06:48	06:48	06:48	06:47	06:48	08:00
		2015/16	06:49	06:49	06:50	06:51	06:52	06:53	06:53	06:53	06:52	06:53	06:52	06:51	08:00
		2016/17	06:51	06:50	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	06:43										08:00



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 14ii	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:50	06:53	06:52	06:51	06:51	06:50	06:46	06:45	06:44	06:44	06:43				
		time for quarter	06:48	07:01	06:54	06:43		06:43	06:47	06:50	06:37		06:37				

AIM 3: RESPONSE*To use our resources in a flexible and efficient way arriving at incidents as quickly as we can*

LI 14 iii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 12 minutes or less (%) rolling 12 month	2013/14	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.0%	98.0%	98.0%	98.0%	97.9%	97.9%	95%
		2014/15	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%	95%
		2015/16	97.9%	97.8%	97.8%	97.8%	97.7%	97.7%	97.7%	97.6%	97.6%	97.7%	97.7%	97.7%	95%
		2016/17	97.7%	97.8%	97.7%	97.9%	97.9%	97.9%	98.0%	98.0%	98.0%	98.0%	98.0%	98.1%	95%
		2017/18	98.1%	98.1%	98.2%										95%



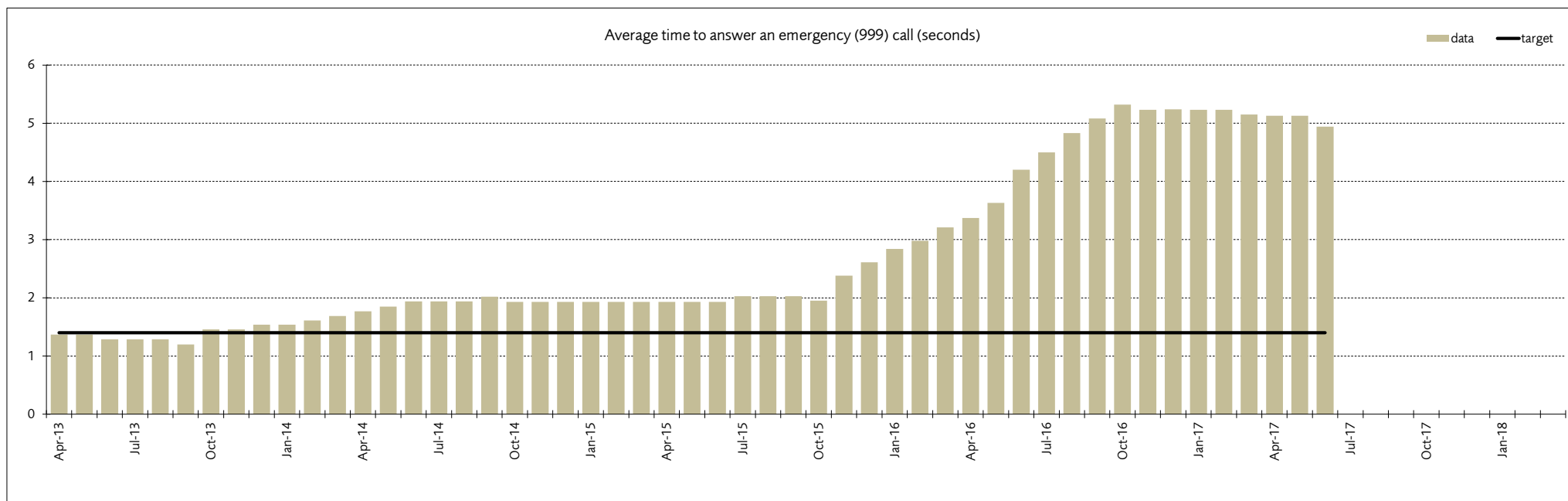
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 14iii	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	97.8%	97.7%	97.6%	97.7%	97.7%	97.7%	97.9%	98.0%	98.1%	98.1%	98.2%				
		% in quarter	97.8%	97.3%	97.7%	98.1%		97.9%	98.0%	98.1%	98.3%		98.4%				

AIM 3: RESPONSE*To use our resources in a flexible and efficient way arriving at incidents as quickly as we can*

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 13	Total emergency (999) calls handled by Control	rolling 12 month	171,193	172,177	171,129	171,137	171,137	170,180	171,166	173,264	174,039	174,039	177,475				
		number in quarter	44,780	47,929	40,918	37,510		43,823	48,915	43,016	38,285		47,259				
SM 14i	1st appliance arrivals within 6 minutes	rolling 12 month	67.0%	66.2%	65.7%	66.3%	66.3%	67.0%	68.1%	69.1%	69.7%	69.7%	70.2%				
		% in quarter	66.4%	65.1%	64.9%	68.8%		69.4%	68.9%	69.4%	71.1%		71.3%				
SM 14ii	2nd appliance arrivals within 8 minutes	rolling 12 month	74.9%	74.4%	74.4%	74.8%	74.8%	75.2%	76.1%	76.5%	76.8%	76.8%	77.3%				
		% in quarter	75.3%	72.8%	74.0%	77.2%		76.7%	76.3%	75.8%	78.7%		78.4%				

AIM 3: RESPONSE*To use our resources in a flexible and efficient way arriving at incidents as quickly as we can*

LI 15i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average time to answer an emergency (999) call (seconds) rolling 12 month	2013/14	1.37	1.37	1.29	1.29	1.29	1.20	1.46	1.46	1.54	1.54	1.61	1.69	1.4
		2014/15	1.77	1.85	1.94	1.94	1.94	2.02	1.93	1.93	1.93	1.93	1.93	1.93	1.4
		2015/16	1.93	1.93	1.93	2.03	2.03	2.03	1.95	2.38	2.61	2.84	2.98	3.21	1.4
		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	1.4
		2017/18	5.13	5.13	4.94										1.4



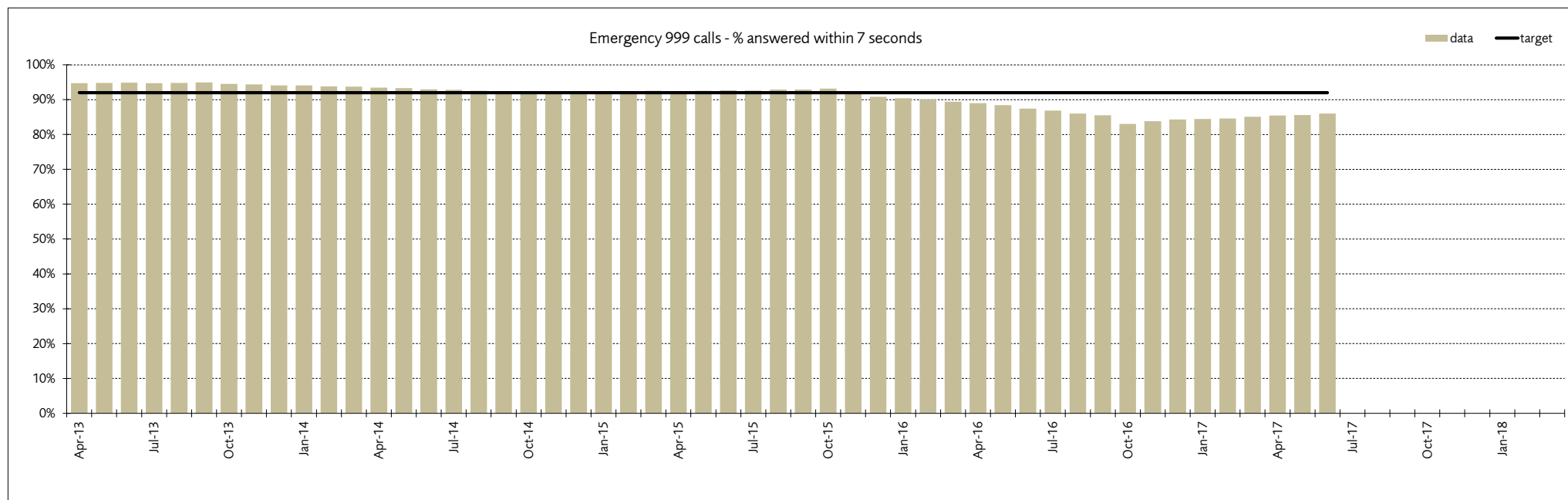
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 15i	Average time to answer an emergency (999) call (seconds)	rolling 12 month	1.93	2.03	2.61	3.21	3.21	4.20	5.08	5.24	5.15	5.15	4.94				
		quarter	2.00	2.39	4.39	4.35		5.81	5.65	5.00	4.00		5.01				

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 3: RESPONSE

To use our resources in a flexible and efficient way arriving at incidents as quickly as we can

LI 15ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Emergency 999 calls - % answered within 7 seconds rolling 12 month	2013/14	94.7%	94.8%	94.8%	94.7%	94.8%	94.9%	94.5%	94.4%	94.1%	94.1%	93.8%	93.7%	92%
		2014/15	93.5%	93.3%	92.9%	92.8%	92.5%	92.3%	92.2%	92.1%	92.3%	92.3%	92.5%	92.5%	92%
		2015/16	92.4%	92.5%	92.6%	92.6%	92.9%	92.9%	93.2%	91.8%	90.8%	90.4%	90.1%	89.4%	92%
		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%										92%



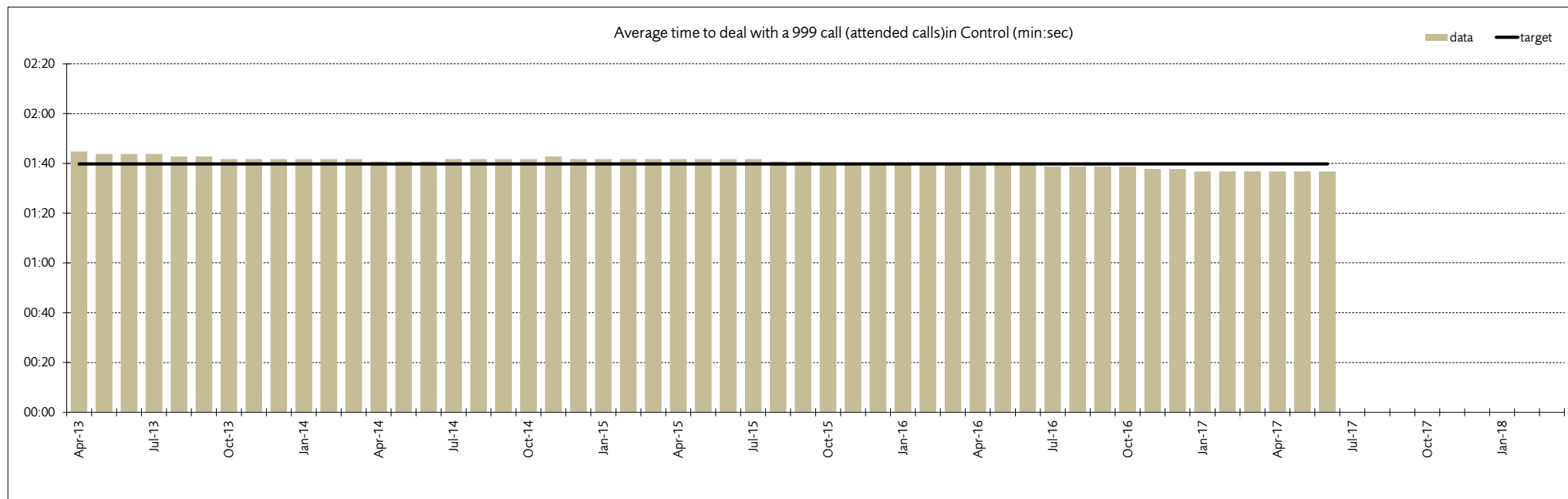
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 15ii	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	92.6%	92.9%	90.8%	89.4%	89.4%	87.4%	85.5%	84.3%	85.1%	85.1%	86.0%				
		% in quarter	93.0%	91.9%	84.2%	87.9%		85.2%	85.0%	79.0%	91.6%		88.4%				

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 3: RESPONSE

To use our resources in a flexible and efficient way arriving at incidents as quickly as we can

LI 15iii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average time to deal with a 999 call (attended calls) in Control (min:sec) rolling 12 month	2013/14	01:45	01:44	01:44	01:44	01:43	01:43	01:42	01:42	01:42	01:42	01:42	01:42	01:40
		2014/15	01:41	01:41	01:41	01:42	01:42	01:42	01:42	01:43	01:42	01:42	01:42	01:42	01:40
		2015/16	01:42	01:42	01:42	01:42	01:41	01:41	01:40	01:40	01:40	01:40	01:40	01:40	01:40
		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										01:40



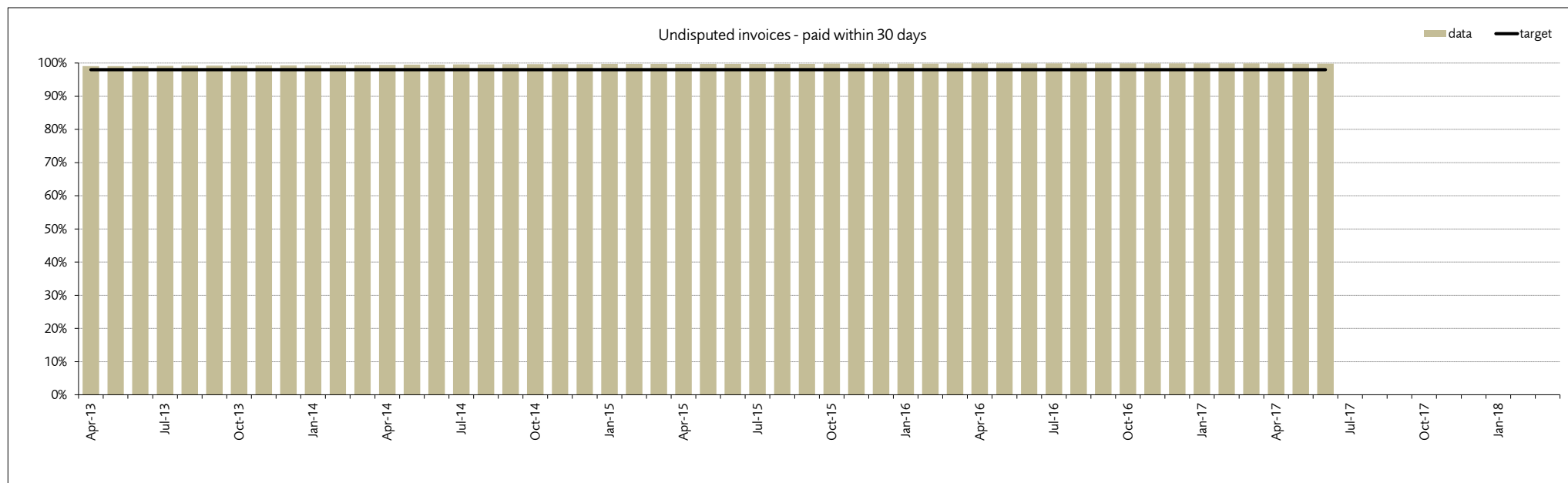
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 15iii	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:42	01:41	01:40	01:40	01:40	01:40	01:39	01:38	01:37	01:37	01:37				
		quarter	01:37	01:32	01:40	01:37		01:37	01:34	01:31	01:35		01:37				

Note on Data: 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.

AIM 4: RESOURCES

To minimise costs and provide value for money for Londoners, working with others where we can

LI 16i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoF	Undisputed invoices - paid within 30 days rolling 12 month	2013/14	99.1%	99.1%	99.1%	99.2%	99.3%	99.3%	99.3%	99.3%	99.4%	99.4%	99.4%	99.4%	98%
		2014/15	99.5%	99.5%	99.6%	99.6%	99.6%	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%	99.8%	98%
		2015/16	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%	99.9%	98%
		2016/17	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	98%
		2017/18	99.9%	99.9%	99.9%										98%

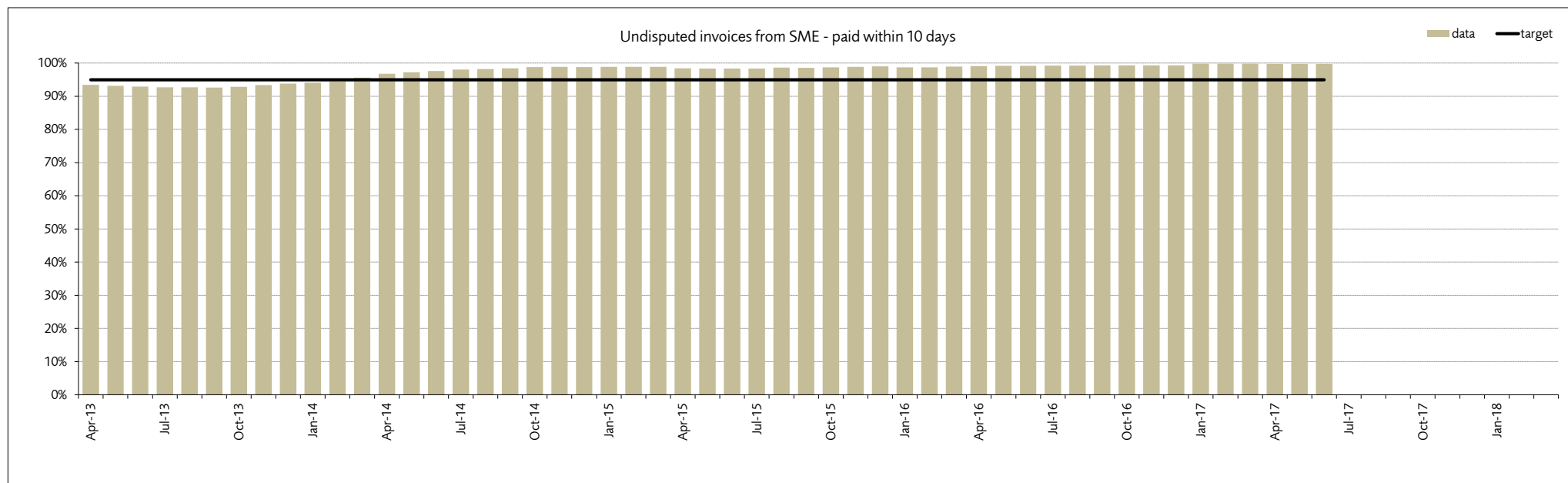


HoF			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 16i	Undisputed invoices - paid within 30 days (%)	rolling 12 month %	99.8%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%				
		% in quarter	99.8%	99.8%	99.9%	99.9%		99.9%	99.9%	99.9%	99.9%		99.8%				

AIM 4: RESOURCES

To minimise costs and provide value for money for Londoners, working with others where we can

LI 16ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoF	Undisputed invoices from SME - paid within 10 days (%) rolling 12 month	2013/14	93.5%	93.2%	92.9%	92.7%	92.7%	92.6%	92.9%	93.4%	93.9%	94.1%	94.5%	95.6%	95%
		2014/15	96.8%	97.2%	97.6%	98.1%	98.2%	98.5%	98.8%	98.8%	98.8%	98.9%	98.9%	98.9%	95%
		2015/16	98.4%	98.4%	98.4%	98.4%	98.7%	98.6%	98.7%	98.9%	99.0%	98.7%	98.7%	99.0%	95%
		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%	95%
		2017/18	99.8%	99.8%	99.8%										95%



HoF			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 16ii	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	98.4%	98.6%	99.0%	99.0%	99.0%	99.2%	99.4%	99.3%	99.8%	99.8%	99.8%				
		% in quarter	98.2%	98.8%	99.8%	98.7%		99.9%	99.8%	99.9%	99.7%		99.6%				

AIM 4: RESOURCES*To minimise costs and provide value for money for Londoners, working with others where we can*

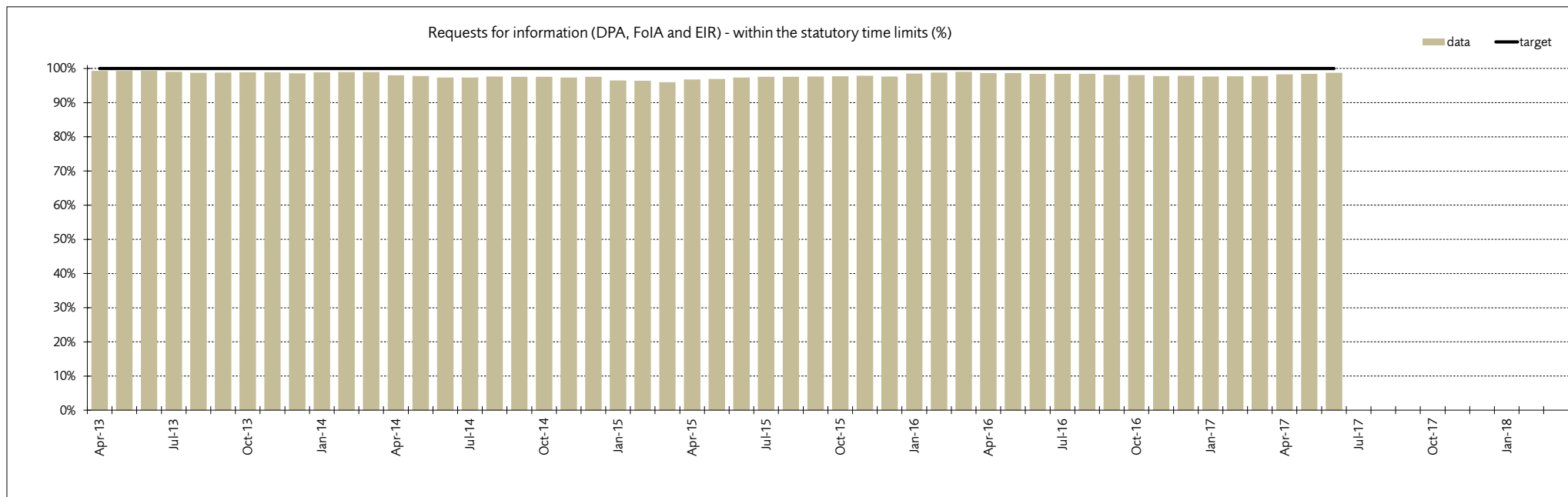
		Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 15i	Cost of LFEPA per head of resident population	Annual data				£42.79	Annual data				£42.37	Annual data				
SM 15ii	Cost per week of LFEPA for a Band D council tax payer	Annual data				£0.98	Annual data				£0.95	Annual data				
SM 15iii	Annual cashable efficiency savings made	Annual data				£13.21	Annual data				£10.80	Annual data				

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AIM 4: RESOURCES

To manage our performance and continuously improve the services we deliver

LI 17i			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	2013/14	99.3%	99.3%	99.3%	99.0%	98.7%	98.8%	98.8%	98.9%	98.6%	98.9%	98.9%	99.0%	100%
		2014/15	98.0%	97.8%	97.4%	97.4%	97.7%	97.6%	97.6%	97.3%	97.6%	96.5%	96.5%	96.0%	100%
		2015/16	96.8%	97.0%	97.4%	97.6%	97.6%	97.6%	97.7%	97.9%	97.6%	98.5%	98.8%	99.0%	100%
		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%										100%

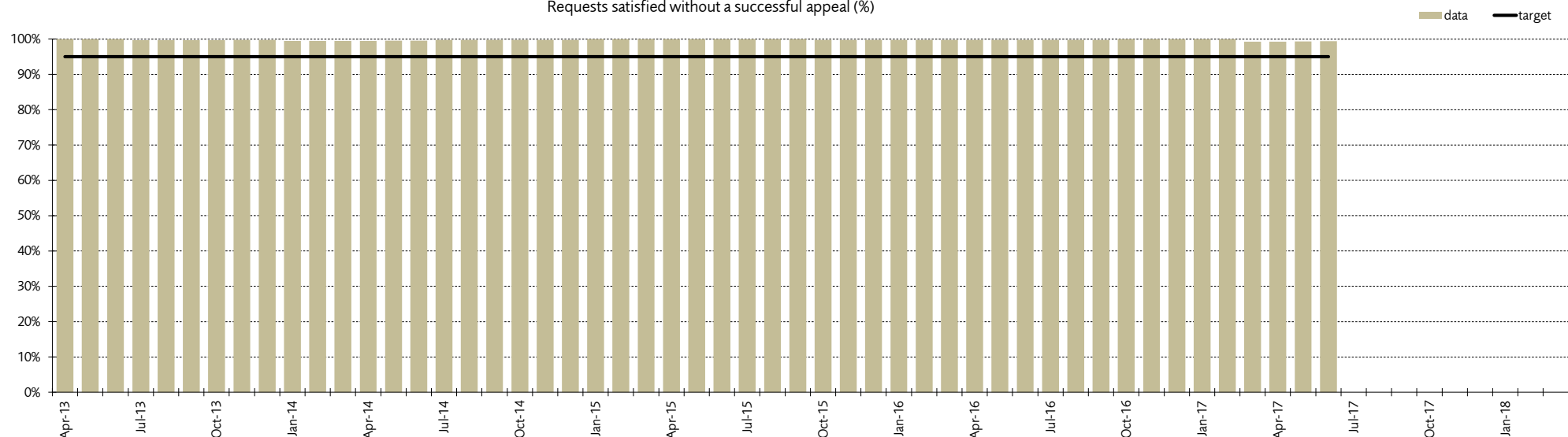


HoICT			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 17i	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	97.4%	97.6%	97.6%	99.0%	99.0%	98.4%	98.1%	97.9%	97.8%	97.8%	98.8%				
		percentage in quarter	99.1%	100%	99.0%	98.0%		96.7%	98.9%	97.8%	97.8%		100%				

AIM 4: RESOURCES*To manage our performance and continuously improve the services we deliver*

LI 17ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoICT	Requests satisfied without a successful appeal (%) rolling 12 month	2013/14	100%	100%	100%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.5%	99.5%	99.5%	95%
		2014/15	99.5%	99.5%	99.5%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	100%	100%	100%	95%
		2015/16	100%	100%	100%	100%	100%	100%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	95%
		2016/17	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	100%	100%	100%	100%	100%	99.3%	95%
		2017/18	99.3%	99.3%	99.4%										95%

Requests satisfied without a successful appeal (%)



HoICT			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 17ii	Requests satisfied without a successful appeal (%)	rolling 12 month	100%	100%	99.8%	99.8%	99.8%	99.7%	99.7%	100%	99.3%	99.3%	99.4%				
		percentage in quarter	100%	100%	99.0%	100%		100%	100%	100%	97.8%		100%				

AIM 4: RESOURCES*To manage our performance and continuously improve the services we deliver*

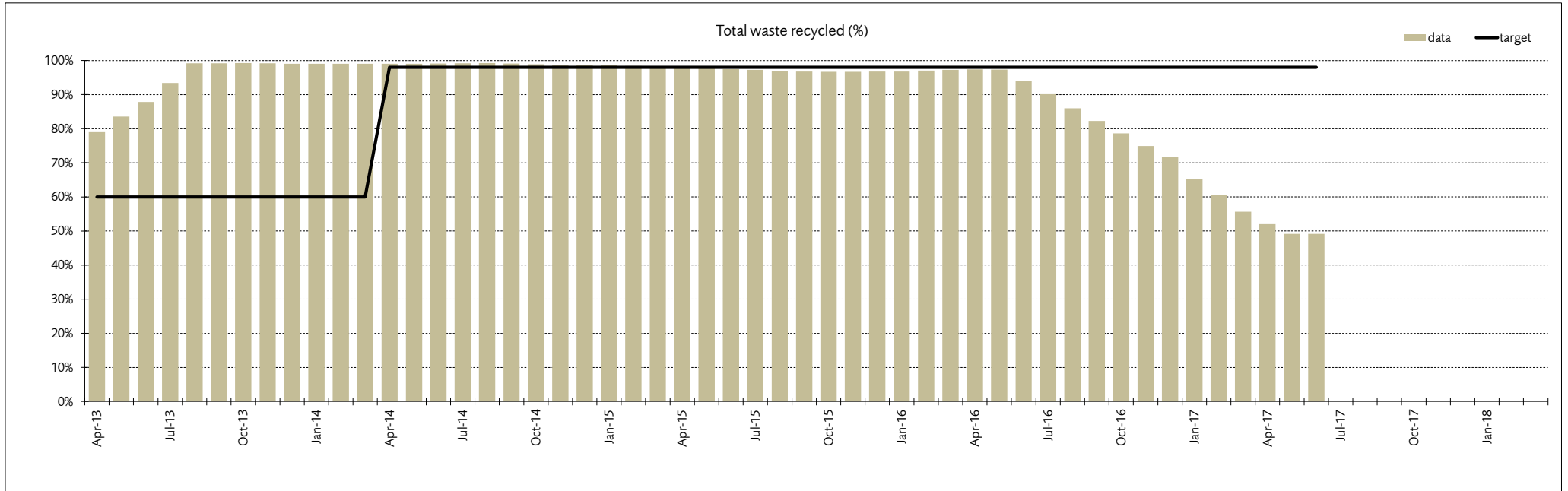
			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 16i	Total complaints received	rolling 12 month	67	88	91	87	87	95	86	100	116	116	126				
		number in quarter	13	40	19	15		21	31	33	31		31				
SM 16ii	Total compliments received	rolling 12 month	317	337	333	337	337	336	372	419	449	449	754				
		number in quarter	88	103	65	81		87	139	112	111		392				
SM 16iii	Information access requests (FOIA, DPA, EIR) received	rolling 12 month	421	424	421	404	404	378	378	374	412	412	483				
		number in quarter	117	93	96	98		91	93	92	136		162				

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AIM 4: RESOURCES

To continue to act in a more sustainable way - AIM 6

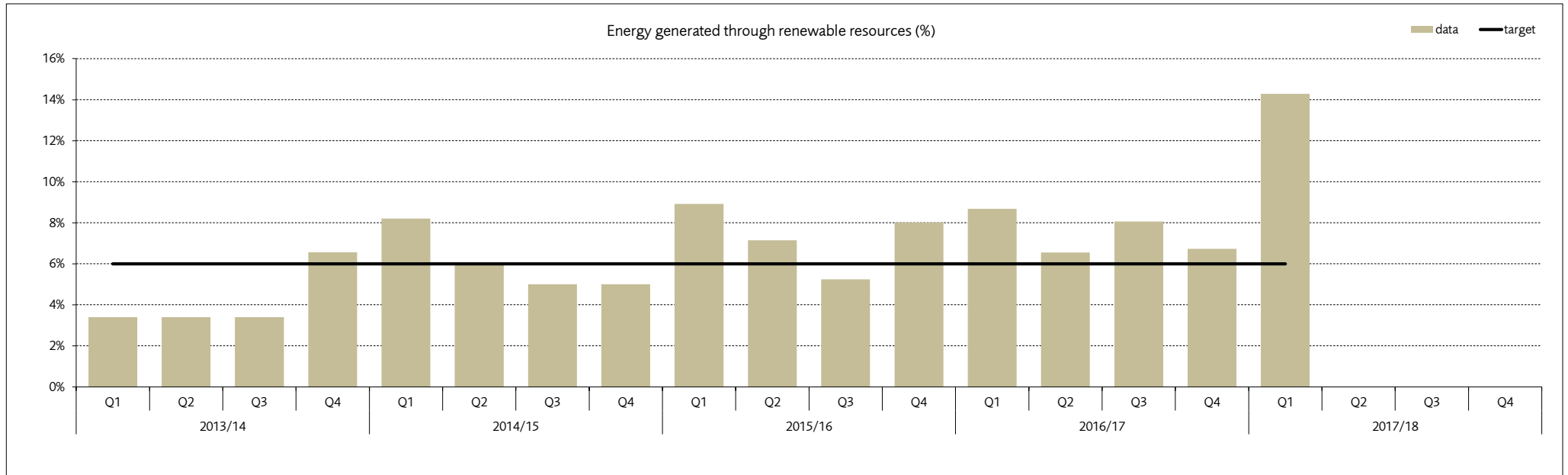
LI 22ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	2013/14	79.0%	83.6%	87.8%	93.4%	99.2%	99.1%	99.2%	99.2%	99.0%	99.1%	99.0%	99.0%	60%
		2014/15	99.0%	99.0%	99.1%	99.2%	99.2%	99.1%	98.9%	98.8%	98.8%	98.7%	98.4%	98.2%	98%
		2015/16	98.0%	97.7%	97.5%	97.3%	96.9%	96.8%	96.7%	96.7%	96.7%	96.8%	97.1%	97.3%	98%
		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	52.0%	49.2%	49.1%										98%



HoTSS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 22ii	Total waste recycled (%)	rolling 12 month (kg)	915,817	750,155	672,197	689,363	689,363	695,918	633,922	548,647	501,003	501,003	473,271				
		Rolling 12 month (%)	97.5%	96.8%	96.7%	97.3%	97.3%	94.0%	82.2%	71.7%	55.6%	55.6%	49.1%				
		Percentage in quarter	96.5%	95.8%	97.9%	98.7%		84.0%	50.8%	55.3%	41.6%		52.6%				

AIM 4: RESOURCES*To continue to act in a more sustainable way - AIM 6*

LI 22iii			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) <i>rolling 12 month</i>	2013/14	3.4%	3.4%	3.4%	6.6%	6%
		2014/15	8.2%	6.0%	5.0%	5.0%	6%
		2015/16	8.9%	7.2%	5.2%	8.0%	6%
		2016/17	8.7%	6.6%	8.1%	6.7%	6%
		2017/18	14.3%				6%



Corporate Performance Digest - Q1 2017/18

AIM 4: RESOURCES

To continue to act in a more sustainable way - AIM 6

HoTSS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 22i	Reduction in CO ₂ emissions from buildings from 1990 levels	annual data	Annual data				46.70%	Annual data				38.47%	Annual data				
		target					45%					45%					

SM 23i	Energy consumption - water (m³)	rolling 12 month	102,498	100,197	95,602	100,436	100,436	100,395	99,181	91,841	72,931	72,931	833,618				
		number in quarter	25,806	24,843	24,371	25,416		25,765	23,629	17,031	6,506		786,452				
SM 23ii	Energy consumption - gas (kwh)	rolling 12 month	25,798,238	26,070,375	24,972,385	22,909,365	22,909,365	23,397,805	23,052,533	24,748,429	24,378,701	24,378,701	23,269,990				
		number in quarter	4,499,176	2,435,309	6,490,468	9,484,412		4,987,616	2,090,037	8,186,364	9,114,684		3,878,905				
SM 23iii	Energy consumption - electricity (kwh)	rolling 12 month	12,622,045	12,468,022	12,340,060	12,038,980	12,038,980	12,215,931	9,476,441	9,772,964	9,899,304	9,899,304	8,538,148				
		number in quarter	2,831,867	2,739,490	3,195,571	3,272,052		3,008,818	2,787,518	3,492,094	3,398,392		1,647,662				

Due to billing lags the latest quarterly data is an underestimation of actual usage.

SM 22i	Total CO ₂ emissions (kg) buildings, fleet, air	annual data	Annual data				13,077,877	Annual data				10,817,000	Annual data				
SM 22ii	Total waste (kg)	rolling 12 month	939,372	775,163	694,849	708,639	708,639	740,269	770,746	765,545	900,663	900,663	963,243				
		number in quarter	161,212	172,101	193,086	182,240		192,842	202,578	187,885	317,358		255,422				

AIM 5: PEOPLE*To develop a positive and healthy culture with strong and effective leadership*

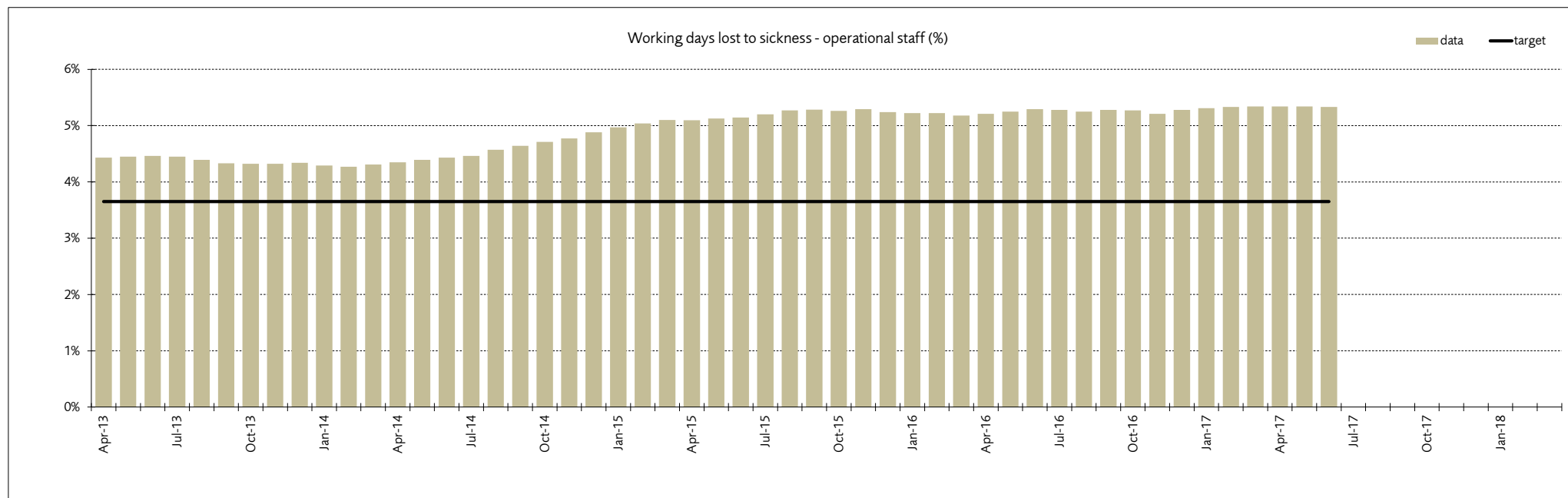
HoSI		Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 18	Level of the equality standard for fire and rescue services	Annual data				excellent	Annual data				excellent	Annual data				

The equality standard and national equality framework is currently under review, the results of which may effect this indicator

AIM 5: PEOPLE

To embed ownership, responsibility and accountability at all levels of the organisation

LI 19i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - operational staff (%) rolling 12 month	2013/14	4.43%	4.45%	4.46%	4.45%	4.39%	4.33%	4.32%	4.32%	4.34%	4.29%	4.27%	4.31%	3.65%
		2014/15	4.35%	4.39%	4.43%	4.46%	4.57%	4.64%	4.71%	4.77%	4.88%	4.97%	5.04%	5.10%	3.65%
		2015/16	5.10%	5.13%	5.14%	5.20%	5.27%	5.28%	5.26%	5.29%	5.24%	5.22%	5.22%	5.18%	3.65%
		2016/17	5.21%	5.25%	5.29%	5.28%	5.25%	5.28%	5.27%	5.21%	5.28%	5.31%	5.33%	5.34%	3.65%
		2017/18	5.34%	5.34%	5.33%										3.65%



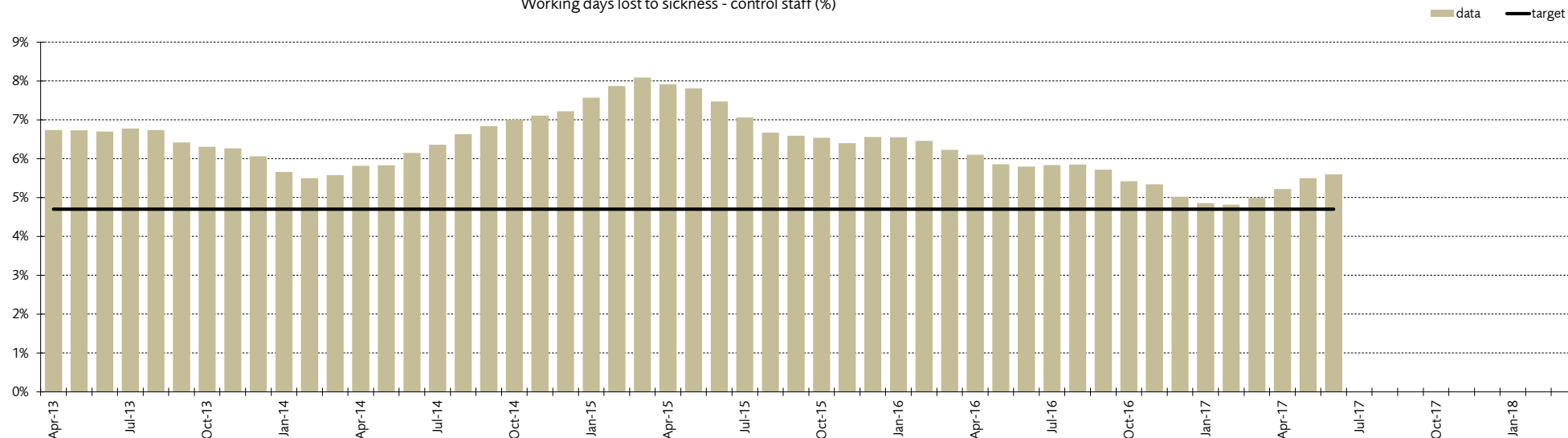
HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 19i	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.1%	5.3%	5.2%	5.2%	5.2%	5.3%	5.3%	5.3%	5.3%	5.3%	5.3%				
		% for quarter	4.6%	5.9%	5.6%	4.7%		5.0%	6.0%	5.6%	4.9%		4.9%				
		number for rolling 12 months	9.3	9.6	9.4	9.6	9.6	9.7	9.6	9.6	9.8	9.8	9.7				

AIM 5: PEOPLE

To embed ownership, responsibility and accountability at all levels of the organisation

LI 19ii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - control staff (%) rolling 12 month	2013/14	6.74%	6.73%	6.70%	6.78%	6.74%	6.42%	6.31%	6.27%	6.06%	5.66%	5.50%	5.58%	4.70%
		2014/15	5.82%	5.83%	6.15%	6.36%	6.63%	6.84%	7.00%	7.11%	7.22%	7.57%	7.87%	8.09%	4.70%
		2015/16	7.92%	7.81%	7.47%	7.06%	6.67%	6.59%	6.54%	6.40%	6.56%	6.55%	6.46%	6.23%	4.70%
		2016/17	6.10%	5.86%	5.80%	5.84%	5.85%	5.72%	5.42%	5.34%	5.02%	4.86%	4.82%	4.99%	4.70%
		2017/18	5.22%	5.50%	5.60%										4.70%

Working days lost to sickness - control staff (%)



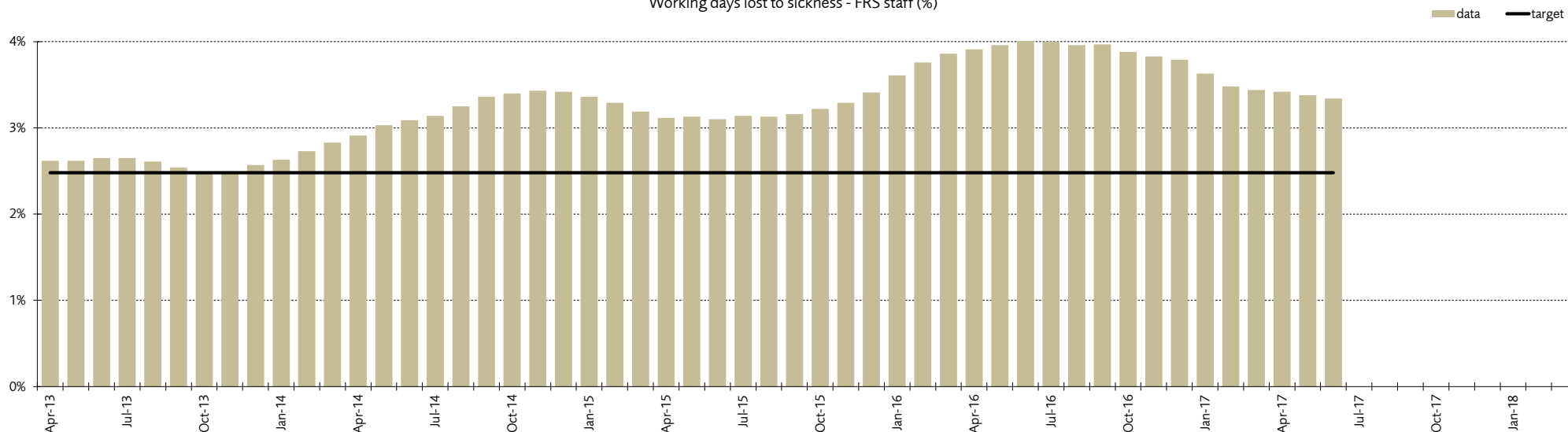
HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 19ii	Working days lost to sickness - control staff (%)	rolling 12 month %	7.5%	6.6%	6.6%	6.2%	6.2%	5.8%	5.7%	5.0%	5.0%	5.0%	5.6%				
		% for quarter	4.7%	5.3%	7.8%	7.0%		3.1%	5.1%	5.0%	6.8%		5.5%				
		number for rolling 12 months	12.6	10.7	10.7	11.4	11.4	10.6	8.6	9.2	9.1	9.1	10.2				

AIM 5: PEOPLE

To embed ownership, responsibility and accountability at all levels of the organisation

LI 19iii			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - FRS staff (%) rolling 12 month	2013/14	2.62%	2.62%	2.65%	2.65%	2.61%	2.54%	2.48%	2.47%	2.57%	2.63%	2.73%	2.83%	2.48%
		2014/15	2.91%	3.03%	3.09%	3.14%	3.25%	3.36%	3.40%	3.43%	3.42%	3.36%	3.29%	3.19%	2.48%
		2015/16	3.12%	3.13%	3.10%	3.14%	3.13%	3.16%	3.22%	3.29%	3.41%	3.61%	3.76%	3.86%	2.48%
		2016/17	3.91%	3.96%	4.03%	4.00%	3.96%	3.97%	3.88%	3.83%	3.79%	3.63%	3.48%	3.44%	2.48%
		2017/18	3.42%	3.38%	3.34%										2.48%

Working days lost to sickness - FRS staff (%)

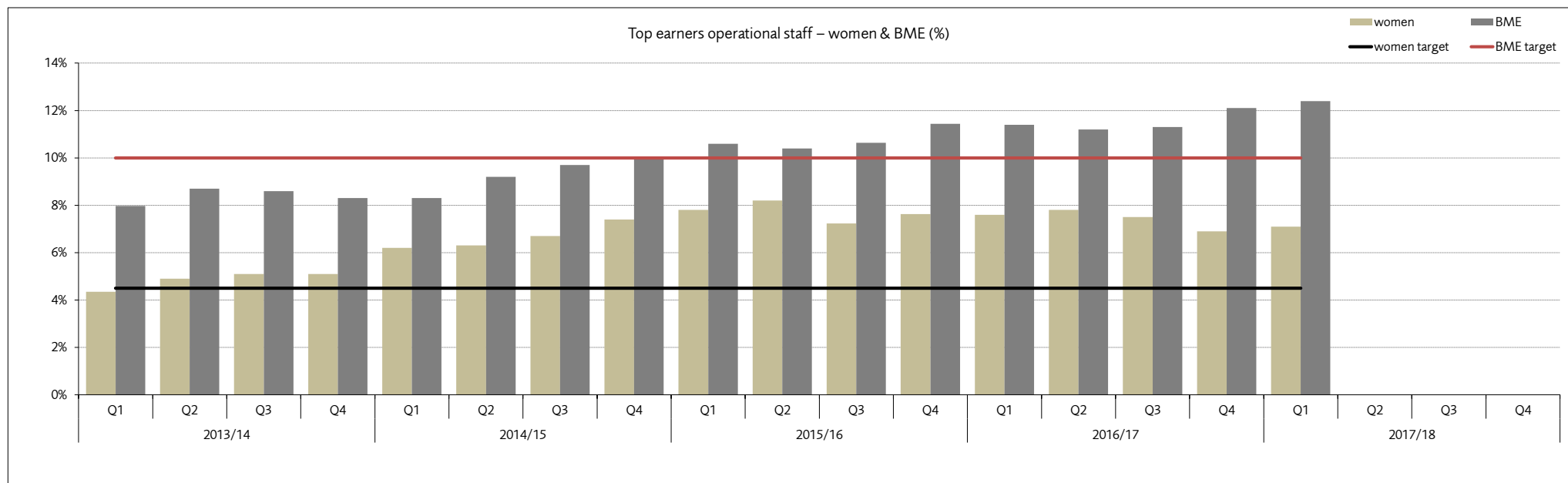


HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 19iii	Working days lost to sickness - FRS staff (%)	rolling 12 month %	3.1%	3.2%	3.4%	3.9%	3.9%	4.0%	4.0%	3.8%	3.4%	3.4%	3.3%				
		% for quarter	2.8%	3.4%	4.6%	4.7%		3.2%	3.3%	3.9%	3.5%		2.8%				
		number for rolling 12 months	7.2	7.3	7.8	10.7	10.7	10.5	10.3	9.8	9.0	9.0	8.7				

AIM 5: PEOPLE

To increase the diversity of our workforce so that we can provide better services across London - AIM 6

	LI 20i		Q1	Q2	Q3	Q4	target	LI 20ii	Q1	Q2	Q3	Q4	target
HoHRM	Top earners operational staff women (%) as at	2013/14	4.4%	4.9%	5.1%	5.1%	4.5%	Top earners operational staff BME (%) as at	8.0%	8.7%	8.6%	8.3%	10%
		2014/15	6.2%	6.3%	6.7%	7.4%	4.5%		8.3%	9.2%	9.7%	10.0%	10%
		2015/16	7.8%	8.2%	7.2%	7.6%	4.5%		10.6%	10.4%	10.6%	11.4%	10%
		2016/17	7.6%	7.8%	7.5%	6.9%	4.5%		11.4%	11.2%	11.3%	12.1%	10%
		2017/18	7.1%				4.5%		12.4%				10%

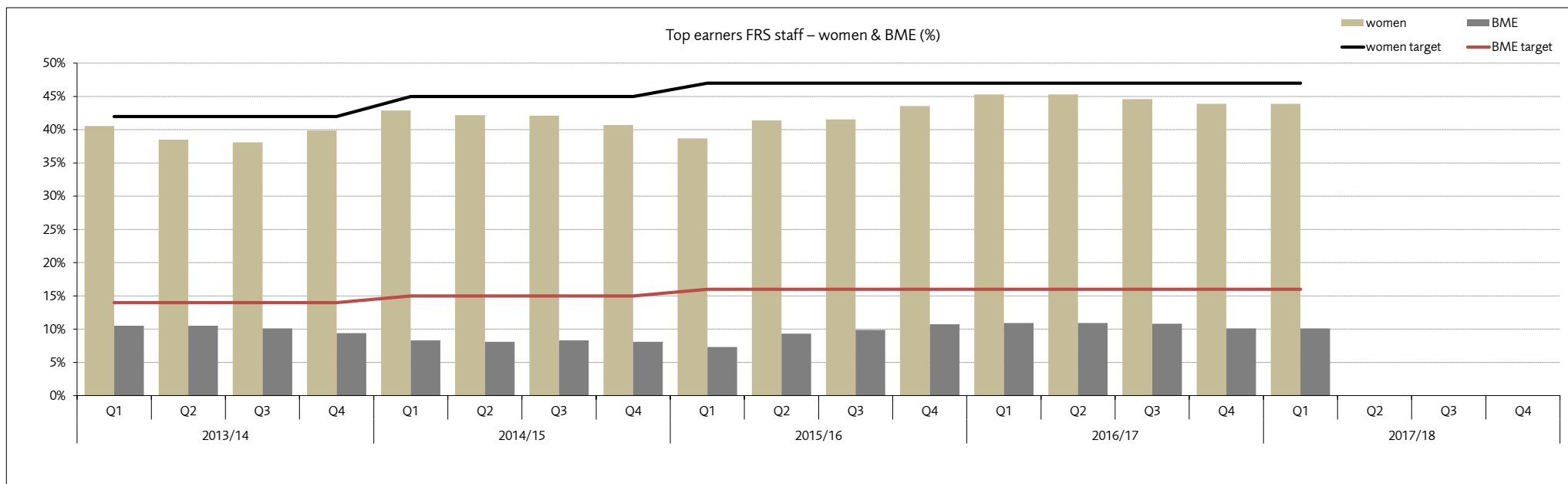


HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 20i	Top earners operational staff women (%)	No.	17	19	17	18	18	18	18	18	16	16	15				
		% as at...	7.8%	8.2%	7.2%	7.6%	7.6%	7.6%	7.8%	7.5%	6.9%	6.9%	7.1%				
LI 20ii	Top earners operational staff BME (%)	No.	23	24	25	27	27	27	26	27	28	28	28				
		% as at...	10.6%	10.4%	10.6%	11.4%	11.4%	11.4%	11.2%	11.3%	12.1%	12.1%	12.4%				

AIM 5: PEOPLE

To increase the diversity of our workforce so that we can provide better services across London - AIM 6

	LI 20iii		Q1	Q2	Q3	Q4	target	LI 20iv	Q1	Q2	Q3	Q4	target
HoHRM	Top earners FRS staff women (%) as at	2013/14	40.6%	38.5%	38.1%	39.9%	42%	Top earners FRS staff BME (%) as at	10.5%	10.5%	10.1%	9.4%	14%
		2014/15	42.9%	42.2%	42.1%	40.7%	45%		8.3%	8.1%	8.3%	8.1%	15%
		2015/16	38.7%	41.4%	41.5%	43.6%	47%		7.3%	9.3%	9.9%	10.7%	16%
		2016/17	45.3%	45.3%	44.6%	43.9%	47%		10.9%	10.9%	10.8%	10.1%	16%
		2017/18	43.9%				47%		10.1%				16%

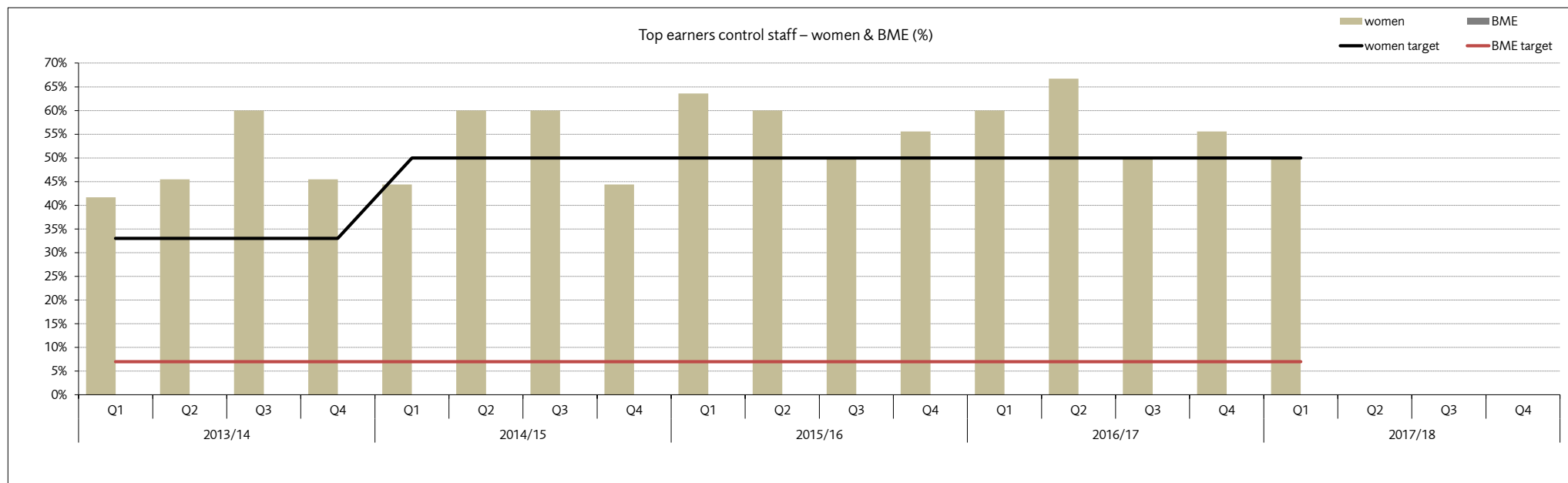


HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 20iii	Top earners FRS staff women (%)	No.	53	58	59	61	61	62	62	62	61	61	61				
		% as at...	38.7%	41.4%	41.5%	43.6%	43.6%	45.3%	45.3%	44.6%	43.9%	43.9%	43.9%				
LI 20iv	Top earners FRS staff BME (%)	No.	10	13	14	15	15	15	15	15	14	14	15				
		% as at...	7.3%	9.3%	9.9%	10.7%	10.7%	10.9%	10.9%	10.8%	10.1%	10.1%	10.1%				

AIM 5: PEOPLE

To increase the diversity of our workforce so that we can provide better services across London - AIM 6

	LI 20v		Q1	Q2	Q3	Q4	target	LI 20vi	Q1	Q2	Q3	Q4	target
HoHRM	Top earners control staff women (%) as at	2013/14	41.7%	45.5%	60.0%	45.5%	33%	Top earners control staff BME (%) as at	0%	0%	0%	0%	7%
		2014/15	44.4%	60.0%	60.0%	44.4%	50%		0%	0%	0%	0%	7%
		2015/16	63.6%	60.0%	50.0%	55.6%	50%		0%	0%	0%	0%	7%
		2016/17	60.0%	66.7%	50.0%	55.6%	50%		0%	0%	0%	0%	7%
		2017/18	50.0%				50%		0%				7%



HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 20v	Top earners control staff women (%)	No.	7	6	5	5	5	6	6	5	5	5	5				
		% as at...	63.6%	60.0%	50.0%	55.6%	55.6%	60.0%	66.7%	50.0%	55.6%	55.6%	50.0%				
LI 20vi	Top earners control staff BME (%)	No.	0	0	0	0	0	0	0	0	0	0	0				
		% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				

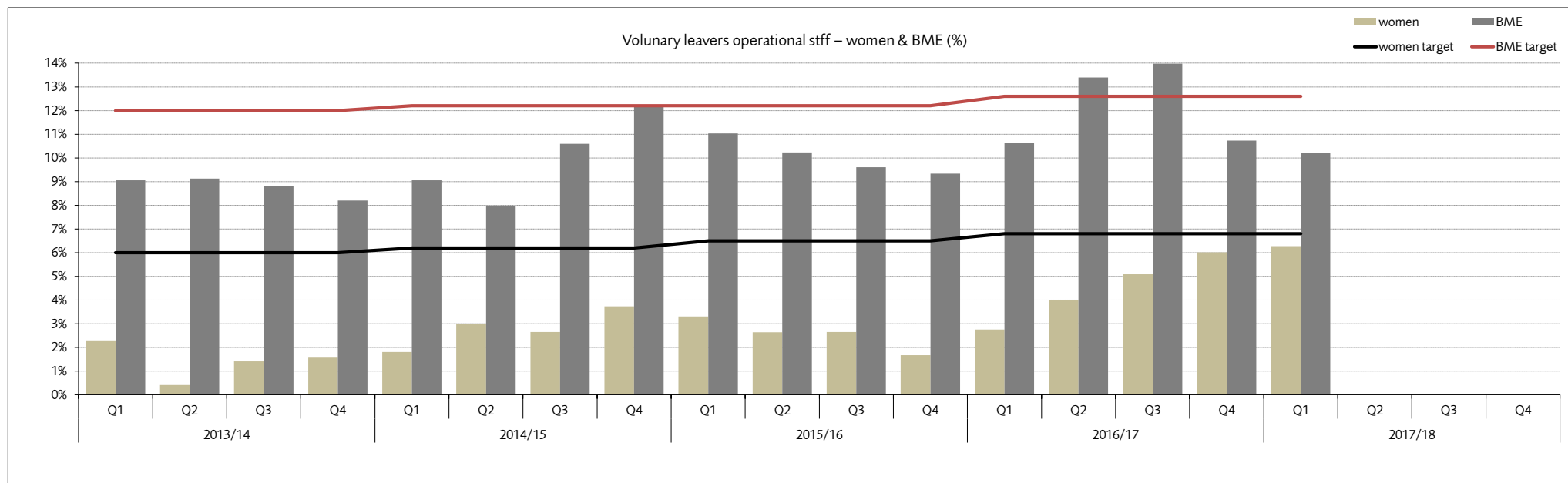
AIM 5: PEOPLE*To increase the diversity of our workforce so that we can provide better services across London - AIM 6*

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 17i	Top earners operational staff disabled	number	10	11	11	11	11	12	17	18	18	18	18				
		% as at...	4.6%	4.8%	4.7%	4.7%	4.7%	5.1%	7.3%	7.5%	7.8%	7.8%	8.0%				
SM 17ii	Top earners operational staff LGB	number	7	8	8	8	8	8	9	10	9	9	9				
		% as at...	3.2%	3.5%	3.4%	3.4%	3.4%	3.4%	3.9%	4.2%	3.9%	3.9%	4.0%				
SM 17iii	Top earners FRS staff disabled	number	6	6	6	6	6	6	6	6	6	6	6				
		% as at...	4.4%	4.3%	4.2%	4.3%	4.3%	4.4%	4.4%	4.3%	4.3%	4.3%	4.3%				
SM 17iv	Top earners FRS staff LGB	number	8	9	10	11	11	9	10	10	11	11	11				
		% as at...	5.8%	6.4%	7.0%	7.9%	7.9%	6.6%	7.3%	7.2%	7.9%	7.9%	7.9%				
SM 17v	Top earners control staff disabled	number	1	0	0	0	0	0	1	0	0	0	0				
		% as at...	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%				
SM 17vi	Top earners control staff LGB	number	0	0	0	0	0	0	0	0	0	0	1				
		% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%				

AIM 5: PEOPLE

To increase the diversity of our workforce so that we can provide better services across London - AIM 6

	LI 21i		Q1	Q2	Q3	Q4	target	LI 21ii	Q1	Q2	Q3	Q4	target
HoHRM	Voluntary leavers operational staff women (%) rolling 12 month	2013/14	2.3%	0.4%	1.4%	1.6%	6.0%	Voluntary leavers operational staff BME (%) rolling 12 month	9.0%	9.1%	8.8%	8.2%	12.0%
		2014/15	1.8%	3.0%	2.6%	3.7%	6.2%		9.0%	8.0%	10.6%	12.1%	12.2%
		2015/16	3.3%	2.6%	2.6%	1.7%	6.5%		11.0%	10.2%	9.6%	9.3%	12.2%
		2016/17	2.8%	4.0%	5.1%	6.0%	6.8%		10.6%	13.4%	14.0%	10.7%	12.6%
		2017/18	6.3%				6.8%		10.2%				12.6%

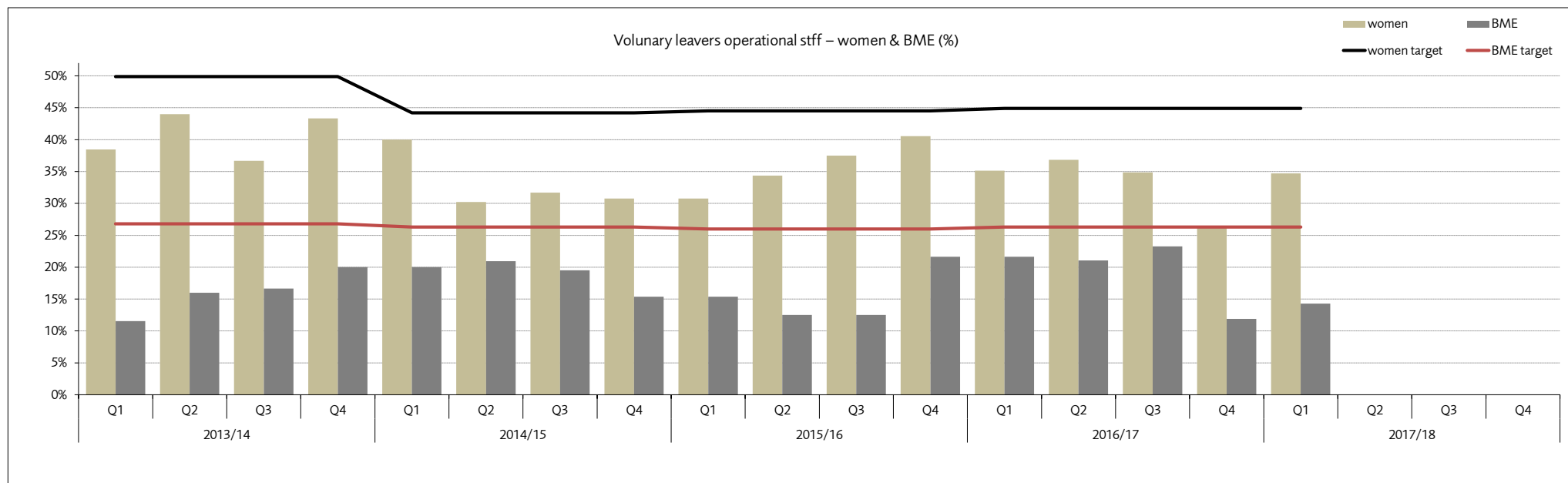


HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 21i	Voluntary leavers operational staff women (%)	No.	9	8	8	5	5	7	9	12	14	14	16				
		rolling 12 month %	3.3%	2.6%	2.6%	1.7%	1.7%	2.8%	4.0%	5.1%	6.0%	6.0%	6.3%				
LI 21ii	Voluntary leavers operational staff BME (%)	No.	30	31	29	28	28	27	30	33	25	25	26				
		rolling 12 month %	11.0%	10.2%	9.6%	9.3%	9.3%	10.6%	13.4%	14.0%	10.7%	10.7%	10.2%				

AIM 5: PEOPLE

To increase the diversity of our workforce so that we can provide better services across London - AIM 6

	LI 21iii		Q1	Q2	Q3	Q4	target	LI 21iv	Q1	Q2	Q3	Q4	target
HoHRM	Voluntary leavers FRS staff women (%) rolling 12 month	2013/14	38.5%	44.0%	36.7%	43.3%	49.9%	Voluntary leavers FRS staff BME (%) rolling 12 month	11.5%	16.0%	16.7%	20.0%	26.8%
		2014/15	40.0%	30.2%	31.7%	30.8%	44.2%		20.0%	20.9%	19.5%	15.4%	26.3%
		2015/16	30.8%	34.4%	37.5%	40.5%	44.5%		15.4%	12.5%	12.5%	21.6%	26.0%
		2016/17	35.1%	36.8%	34.9%	26.2%	44.9%		21.6%	21.1%	23.3%	11.9%	26.3%
		2017/18	34.7%				44.9%		14.3%				26.3%



HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 21iii	Voluntary leavers FRS staff women (%)	No.	12	11	12	15	15	13	14	15	11	11	17				
		rolling 12 month %	30.8%	34.4%	37.5%	40.5%	40.5%	35.1%	36.8%	34.9%	26.2%	26.2%	34.7%				
LI 21iv	Voluntary leavers FRS staff BME (%)	No.	6	4	4	8	8	8	8	10	5	5	7				
		rolling 12 month %	15.4%	12.5%	12.5%	21.6%	21.6%	21.6%	21.1%	23.3%	11.9%	11.9%	14.3%				

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			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 18i	Voluntary leavers operational staff disabled	No.	9	6	14	13	13	13	13	7	5	5	6				
		rolling 12 month %	3.3%	2.0%	4.3%	4.3%	4.3%	5.1%	5.8%	3.0%	2.1%	2.1%	2.4%				
SM 18ii	Voluntary leavers operational staff LGB	No.	13	14	16	12	12	7	8	5	6	6	5				
		rolling 12 month %	4.8%	4.6%	4.9%	4.0%	4.0%	2.7%	3.6%	2.1%	2.6%	2.6%	2.0%				
SM 18iii	Voluntary leavers FRS staff disabled	No.	2	2	2	4	4	4	3	5	5	5	7				
		rolling 12 month %	5.1%	6.3%	6.3%	10.8%	10.8%	10.8%	7.9%	11.6%	11.9%	11.9%	14.3%				
SM 81iv	Voluntary leavers FRS staff LGB	No.	4	5	4	4	4	3	2	2	2	2	2				
		rolling 12 month %	10.3%	15.6%	12.5%	10.8%	10.8%	8.1%	5.3%	4.7%	4.8%	4.8%	4.1%				

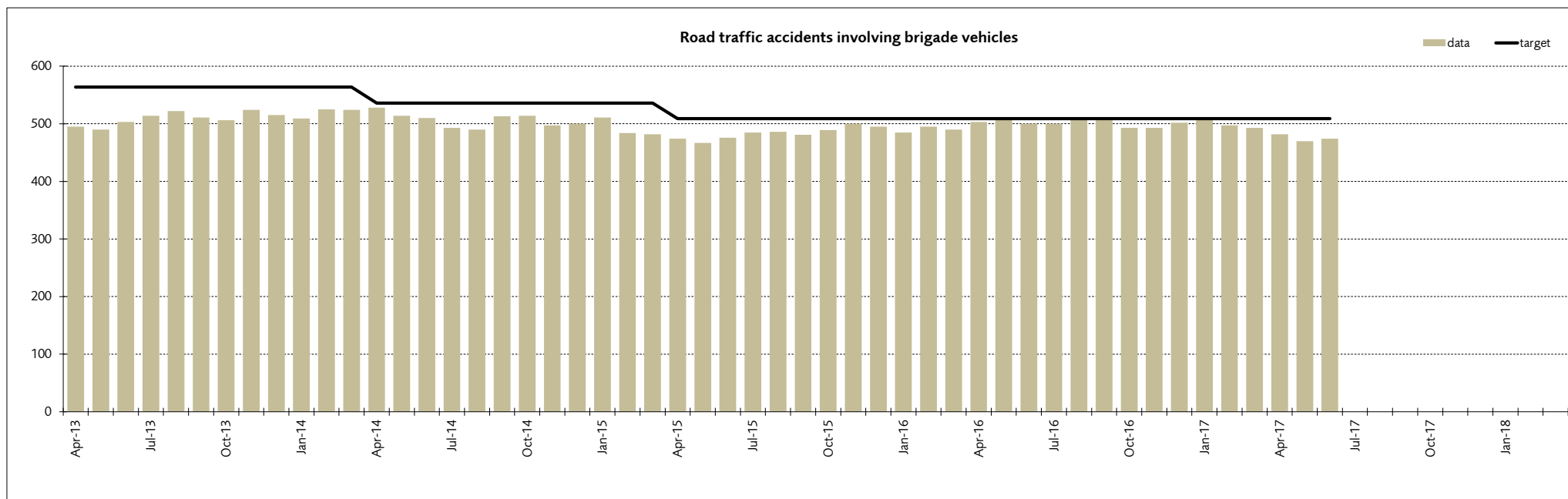
AIM 5: PEOPLE

To increase the diversity of our workforce so that we can provide better services across London - AIM 6

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
SM 19i	% of workforce Operational staff women	% as at...	6.6%	6.7%	6.8%	6.8%	6.8%	6.8%	6.9%	6.9%	7.0%	7.0%	7.0%				
		number	327	326	329	330		327	327	326	327		326				
SM 19ii	% of workforce Operational staff BME	% as at...	12.3%	12.5%	12.6%	12.6%	12.6%	12.6%	12.7%	12.8%	13.0%	13.0%	13.1%				
		number	613	608	610	608		601	603	600	609		606				
SM 19iii	% of workforce Operational staff disabled	% as at...	3.1%	3.2%	3.2%	3.2%	3.2%	3.3%	3.5%	3.7%	3.8%	3.8%	4.0%				
		number	152	154	153	153		156	168	174	180		185				
SM 19iv	% of workforce Operational staff LGB	% as at...	3.6%	3.7%	3.6%	3.7%	3.7%	3.7%	3.8%	3.9%	3.9%	3.9%	4.0%				
		number	180	178	176	178		177	182	184	185		187				
SM 20i	% of workforce FRS staff women	% as at...	44.5%	44.8%	44.5%	44.9%	44.9%	45.5%	46.0%	46.7%	46.8%	46.8%	47.7%				
		number	345	349	348	352		353	357	362	368		371				
SM 20ii	% of workforce FRS staff BME	% as at...	25.8%	26.1%	26.3%	26.3%	26.3%	26.3%	26.7%	26.7%	27.4%	27.4%	27.9%				
		number	200	203	206	206		204	207	207	215		217				
SM 20iii	% of workforce FRS staff disabled	% as at...	8.9%	9.1%	9.2%	9.1%	9.1%	9.2%	9.5%	10.2%	10.8%	10.8%	11.1%				
		number	69	71	72	71		71	74	79	85		86				
SM 20iv	% of workforce FRS staff LGB	% as at...	4.3%	4.2%	4.3%	4.5%	4.5%	4.3%	4.6%	4.5%	4.7%	4.7%	5.0%				
		number	33	33	34	35		33	36	35	37		39				
SM 21i	% of workforce control staff women	% as at...	77.1%	74.8%	76.2%	76.7%	76.7%	78.3%	78.0%	77.1%	76.9%	76.9%	73.8%				
		number	81	80	80	79		83	85	81	80		79				
SM 21ii	% of workforce control staff BME	% as at...	11.4%	11.2%	11.4%	11.7%	11.7%	11.3%	11.9%	11.4%	12.5%	12.5%	11.2%				
		number	12	12	12	12		12	13	12	13		12				
SM 21iii	% of workforce control staff disabled	% as at...	8.6%	8.4%	8.6%	8.7%	8.7%	8.5%	8.3%	10.5%	10.6%	10.6%	10.3%				
		number	9	9	9	9		9	9	11	11		11				
SM 21iv	% of workforce control staff LGB	% as at...	1.0%	0.9%	1.0%	1.0%	1.0%	0.9%	1.8%	1.9%	1.9%	1.9%	2.8%				
		number	1	1	1	1		1	2	2	2		3				

AIM 5: PEOPLE*To continuously improve our working practices to make them safer - AIM 6*

LI 23i			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Road traffic accidents involving brigade vehicles rolling 12 month	2013/14	495	490	503	514	522	511	506	524	515	509	525	524	564
		2014/15	528	514	510	493	490	513	514	497	500	511	484	482	536
		2015/16	474	467	476	485	486	481	489	500	495	485	495	490	509
		2016/17	503	509	500	500	508	506	493	493	502	508	497	493	509
		2017/18	482	470	474										509



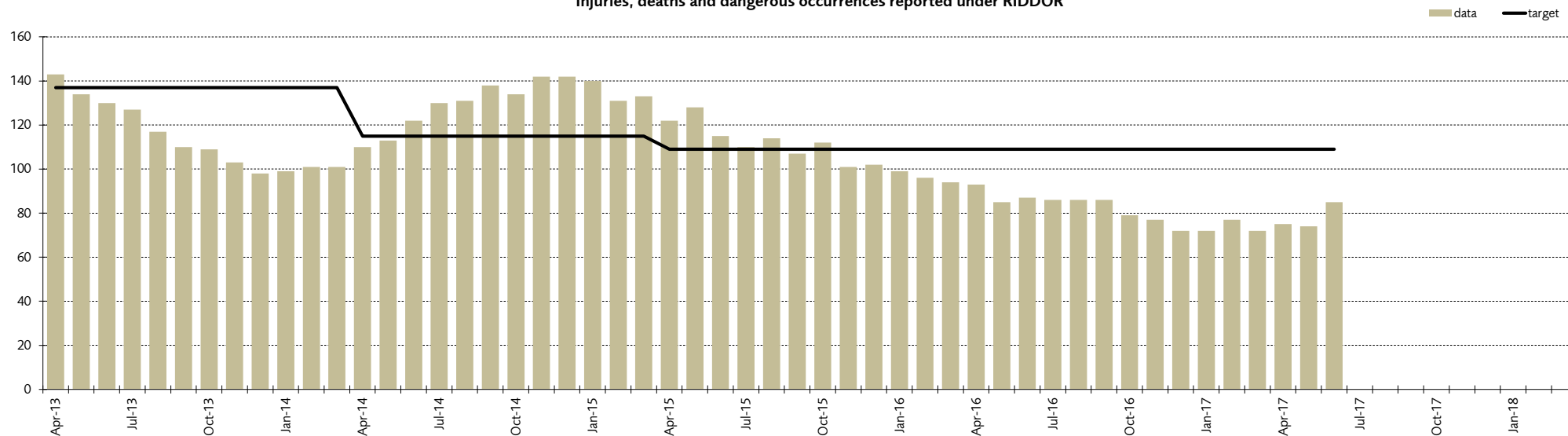
HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 23i	Road traffic accidents involving brigade vehicles	rolling 12 month	476	481	495	490	490	500	506	502	493	493	474				
		number in quarter	120	141	124	105		130	147	120	96		111				

AIM 5: PEOPLE

To continuously improve our working practices to make them safer - AIM 6

LI 23ii			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	2013/14	143	134	130	127	117	110	109	103	98	99	101	101	137
		2014/15	110	113	122	130	131	138	134	142	142	140	131	133	115
		2015/16	122	128	115	110	114	107	112	101	102	99	96	94	109
		2016/17	93	85	87	86	86	86	79	77	72	72	77	72	109
		2017/18	75	74	85										109

Injuries, deaths and dangerous occurrences reported under RIDDOR



HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
LI 23ii	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	115	107	102	94	94	87	86	72	72	72	85				
		number in quarter	28	28	23	15		21	27	9	15		34				

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