

Corporate performance digest



3rd 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 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

Heads of service (HoS)

HoC	Head of Communications
HoCO	Head of Central Operations
HoCRM	Head of Control & Resource Management
HoDT	Head of Development & Training
HoF	Head of Finance
HoFS	Head of Fire Safety
HoFSt	Head of Fire Stations
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
HoORIC	Head of Operational Review & Incident Command
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
Annual data	data for that financial year

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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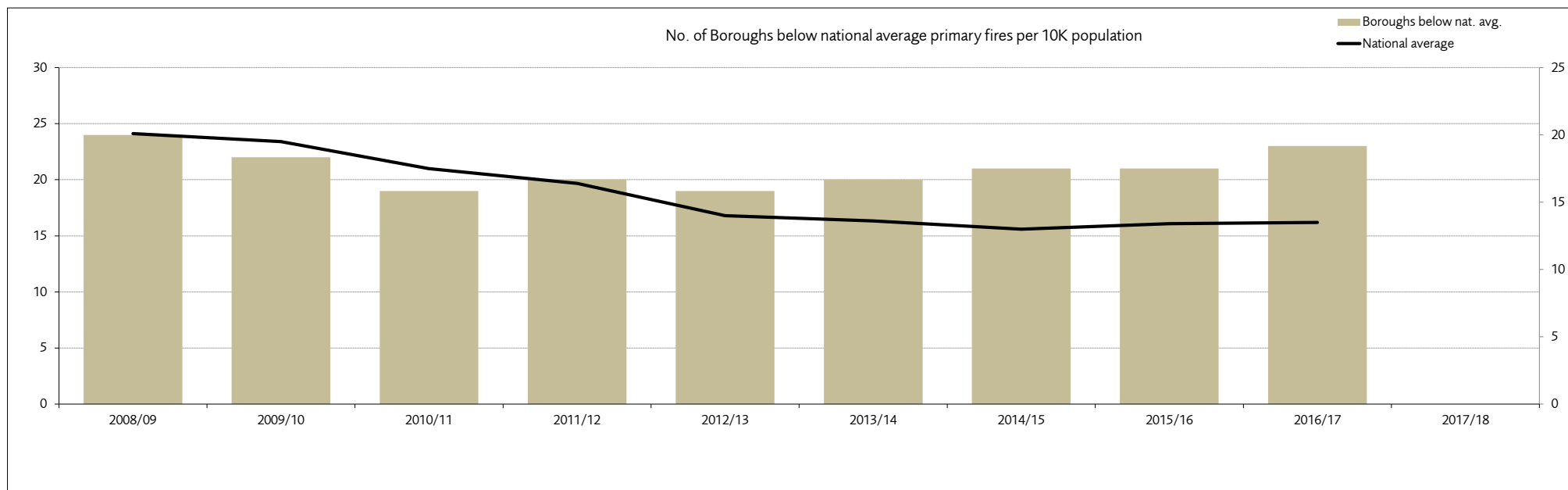
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AIM 1 : PREVENTION and PROTECTION

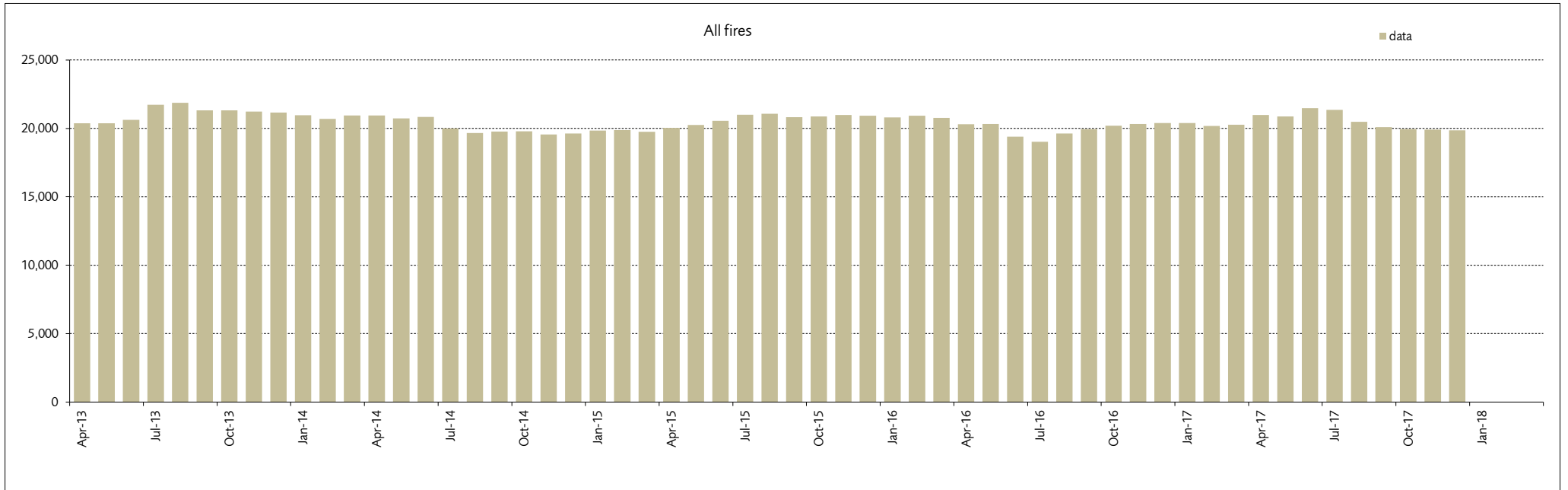
Fairness

	H1		2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
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	-
		Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	-
		Target	-	-	-	-	-	-	-	-	-	22



AIM 1 : PREVENTION and PROTECTION*Stop fires from happening*

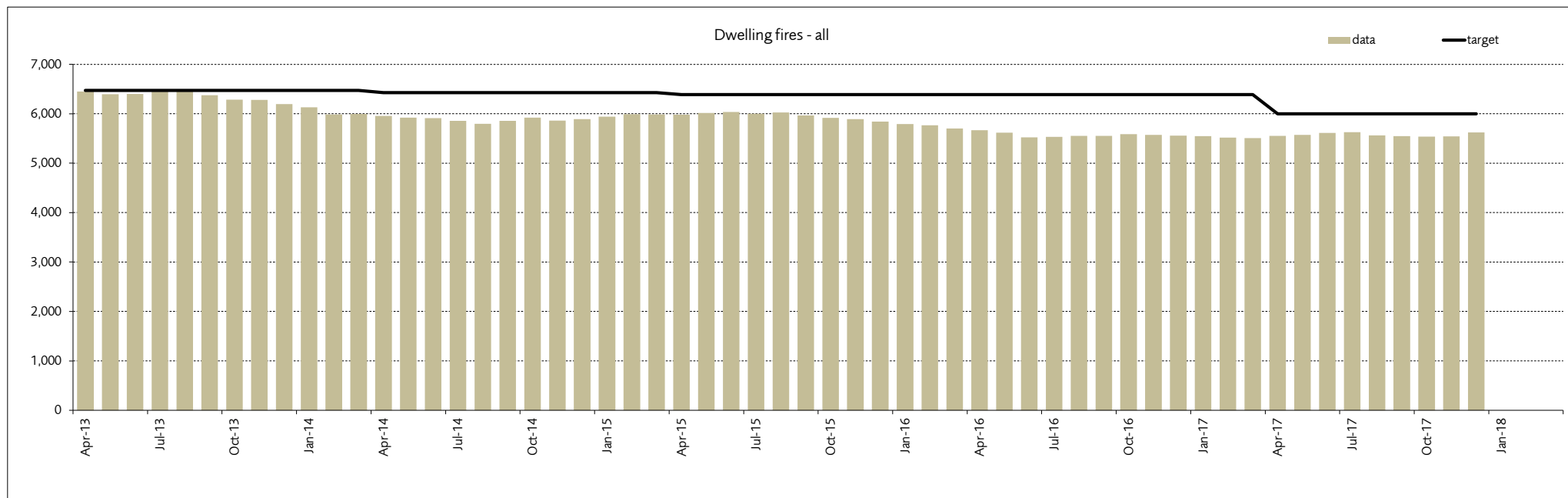
IP1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fires rolling 12 month	2013/14	20,368	20,372	20,626	21,726	21,873	21,327	21,321	21,231	21,158	20,958	20,704	20,949	down
		2014/15	20,941	20,733	20,847	19,993	19,661	19,766	19,796	19,564	19,622	19,838	19,882	19,760	down
		2015/16	20,039	20,258	20,560	21,004	21,064	20,823	20,874	20,988	20,923	20,802	20,922	20,774	down
		2016/17	20,304	20,318	19,391	19,023	19,624	19,942	20,199	20,330	20,388	20,401	20,177	20,268	down
		2017/18	20,979	20,881	21,484	21,351	20,476	20,090	19,949	19,918	19,861				down



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP1	All fires	rolling 12 month	20,560	20,823	20,923	20,774	20,774	19,391	19,942	20,388	20,268	20,268	21,484	20,090	19,861		
		per 10,000 population	23.7	24.0	24.1	24.0	24.0	22.1	22.7	23.2	23.1	23.1	24.4	22.9	22.6		
		number in quarter	6,377	5,782	4,408	4,207		4,994	6,333	4,854	4,087		6,210	4,939	4,625		

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 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
		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
		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
		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
		2017/18	5,554	5,573	5,614	5,630	5,564	5,549	5,538	5,541	5,622				6,000

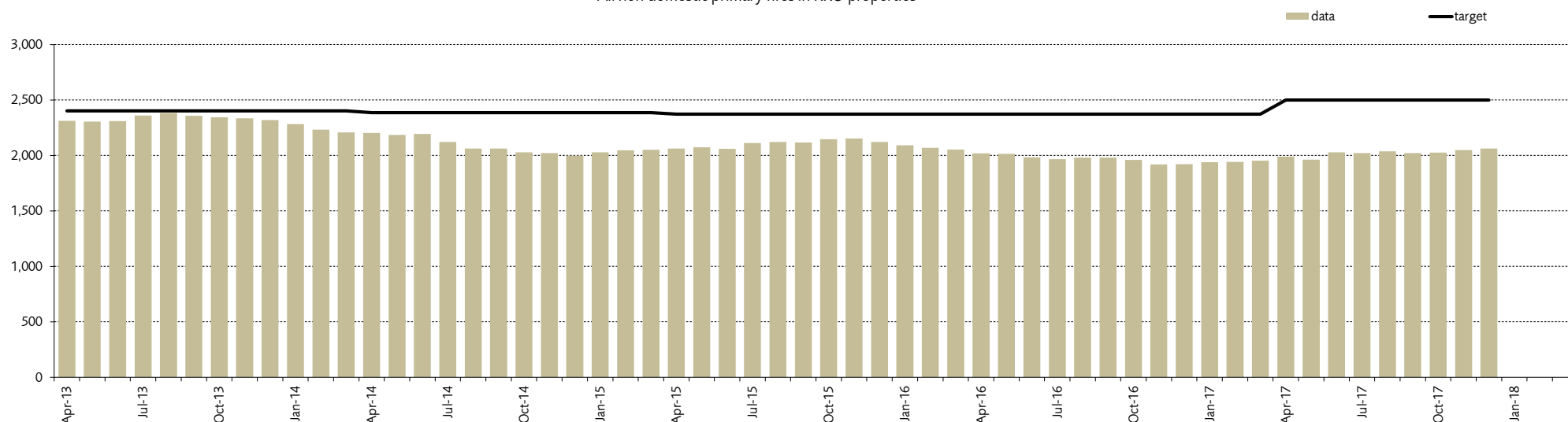


HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H2	Dwelling fires - all	rolling 12 month	6,038	5,967	5,840	5,704	5,704	5,524	5,554	5,558	5,508	5,508	5,614	5,549	5,622		
		per 10,000 dwellings	17.48	17.27	16.91	16.51	16.51	15.85	15.94	15.95	15.81	15.81	16.11	15.92	16.13		
		number in quarter	1,517	1,402	1,407	1,378		1,337	1,432	1,411	1,328		1,443	1,367	1,484		

AIM 1 : PREVENTION and PROTECTION*Stop fires from happening*

H3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
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
		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
		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
		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
		2017/18	1,989	1,962	2,027	2,021	2,037	2,022	2,025	2,049	2,061				2,500

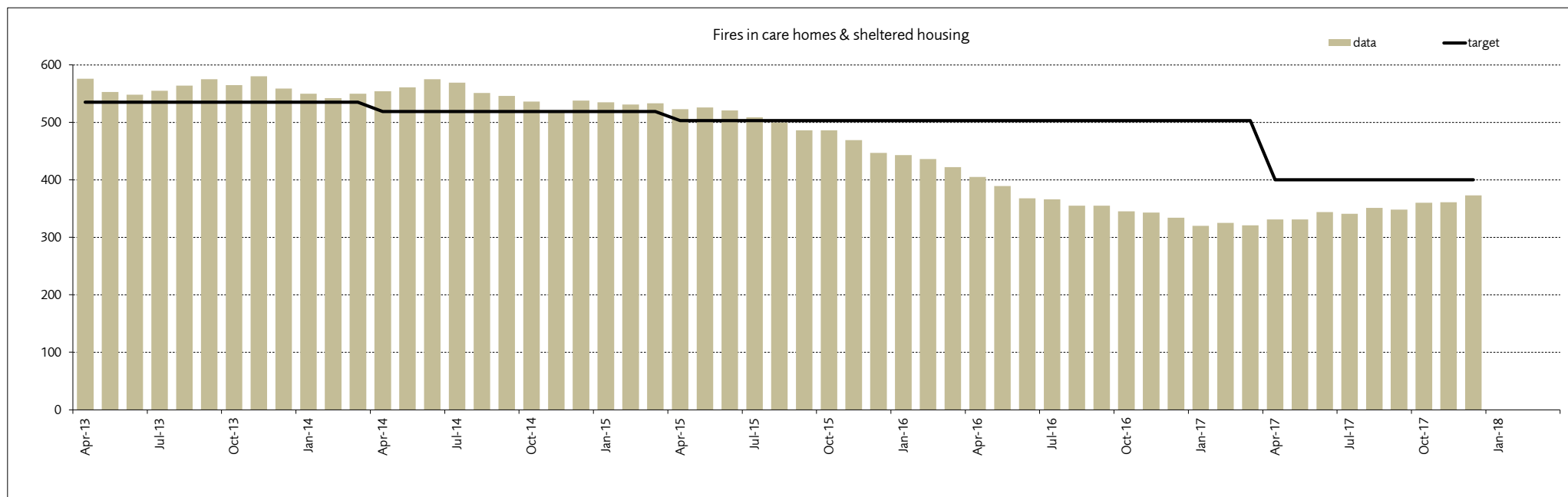
All non domestic primary fires in RRO properties



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H3	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	2,022	2,061		
		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	67.84	69.15		
		number in quarter	551	517	511	473		482	515	451	504		557	510	490		

AIM 1 : PREVENTION and PROTECTION*Stop fires from happening*

H4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fires in care homes & sheltered housing <i>rolling 12 month</i>	2013/14	576	553	548	555	564	575	565	580	559	550	542	550	535
		2014/15	554	561	575	569	551	546	536	521	538	535	531	533	519
		2015/16	523	526	521	509	500	486	486	469	447	443	436	422	503
		2016/17	405	389	368	366	355	355	345	343	334	320	325	321	503
		2017/18	331	331	344	341	351	348	360	361	373				400



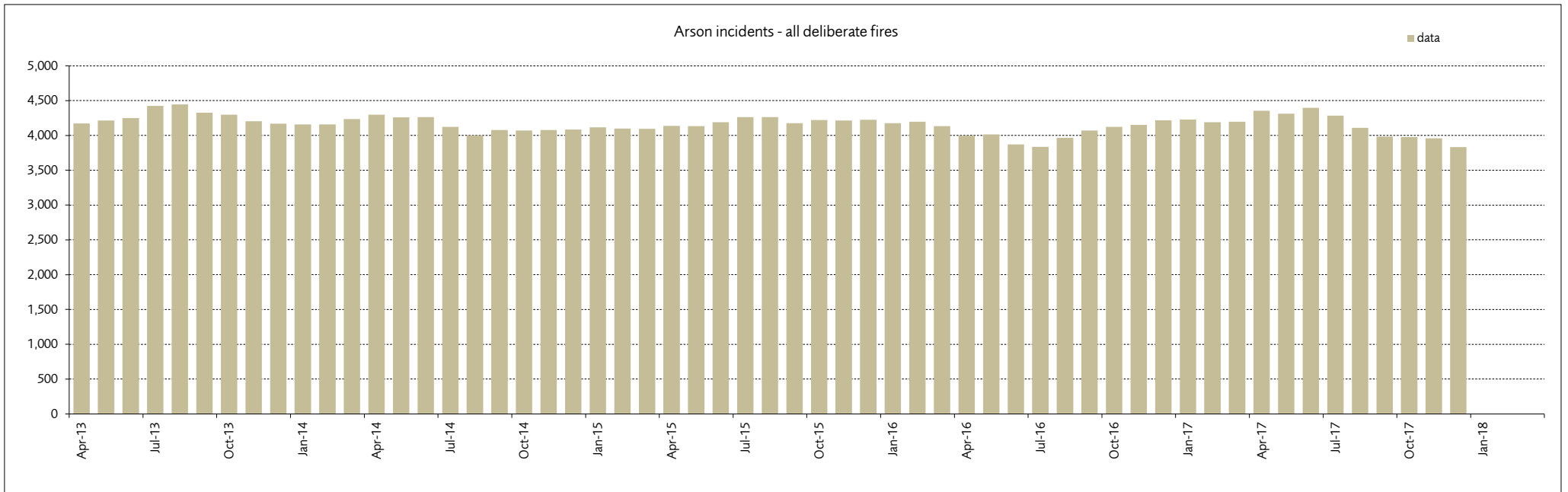
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H4	Fires in care homes & sheltered housing	rolling 12 month	521	486	447	422	422	368	355	334	321	321	344	348	373		
		number in quarter	124	99	91	108		70	86	70	95		93	90	95		

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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

IP2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Arson incidents - all deliberate fires 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	down
		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	down
		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	down
		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	down
		2017/18	4,356	4,314	4,395	4,285	4,110	3,984	3,975	3,958	3,834				down

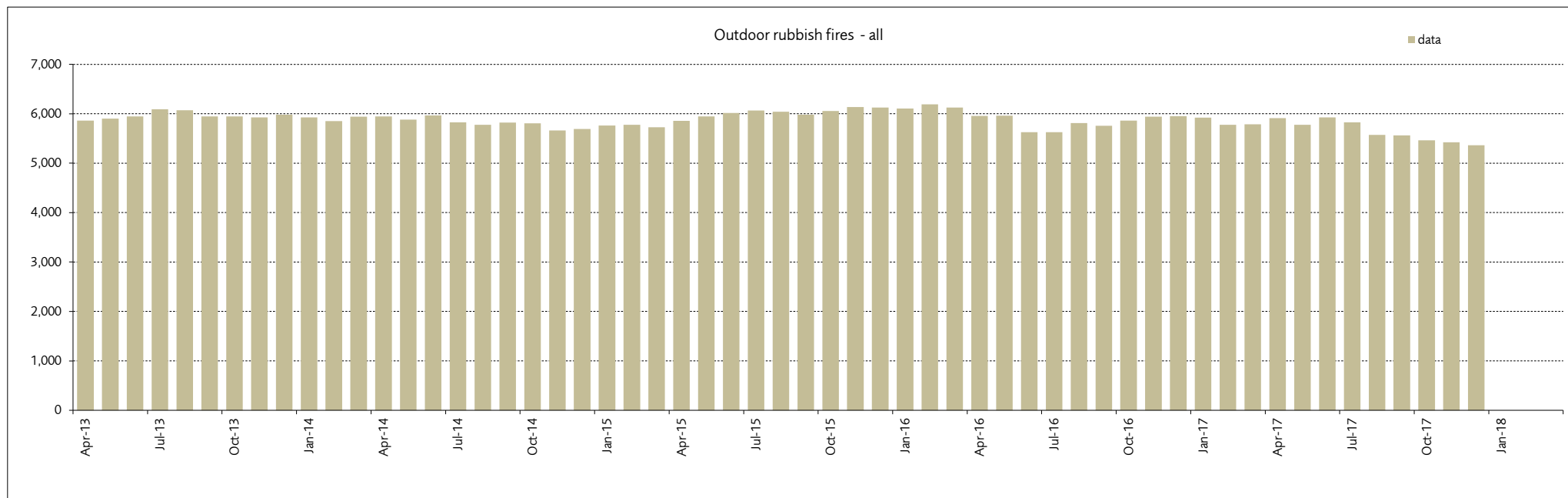


HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP2	Arson incidents - all deliberate fires	rolling 12 month	4,191	4,176	4,224	4,135	4,135	3,871	4,071	4,218	4,196	4,196	4,395	3,984	3,834		
		per 10,000 population	4.83	4.81	4.87	4.77	4.77	4.40	4.63	4.80	4.77	4.77	5.00	4.53	4.36		
		number in quarter	1,288	1,129	932	786		1,024	1,329	1,079	764		1,223	918	929		

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	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	down
		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	down
		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	down
		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	down
		2017/18	5,911	5,779	5,929	5,828	5,573	5,562	5,462	5,423	5,365				down



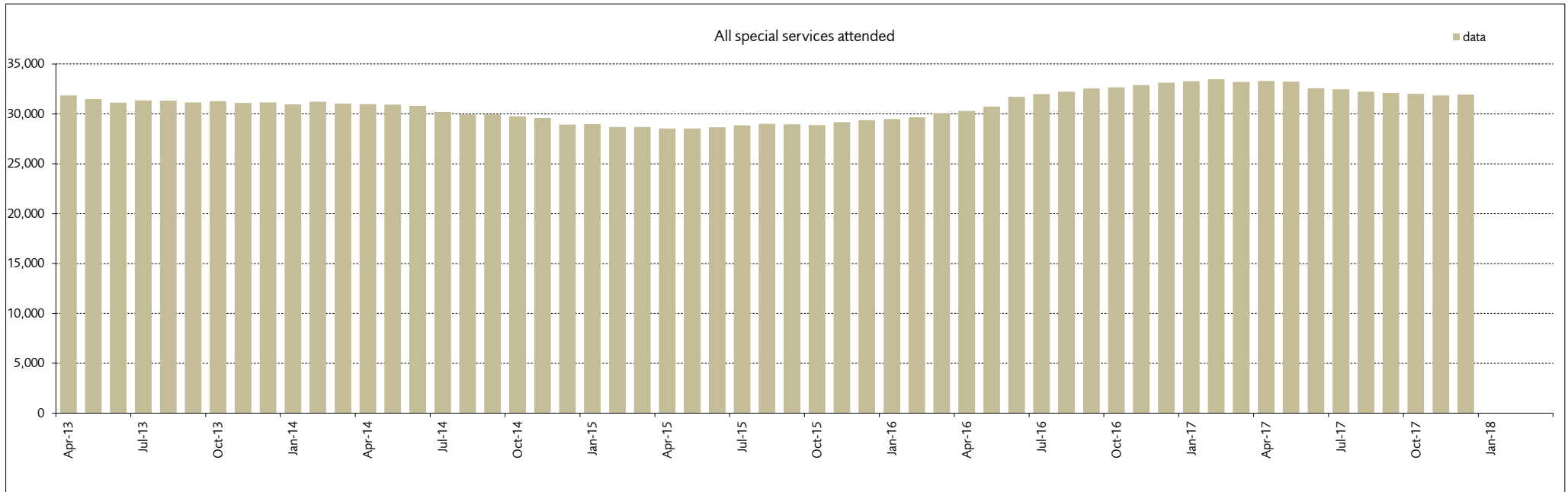
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP3	Outdoor rubbish fires - all	rolling 12 month	6,019	5,981	6,124	6,124	6,124	5,629	5,757	5,950	5,789	5,789	5,929	5,562	5,365		
		number in quarter	2,070	1,549	1,276	1,229		1,575	1,677	1,469	1,068		1,715	1,310	1,272		

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AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

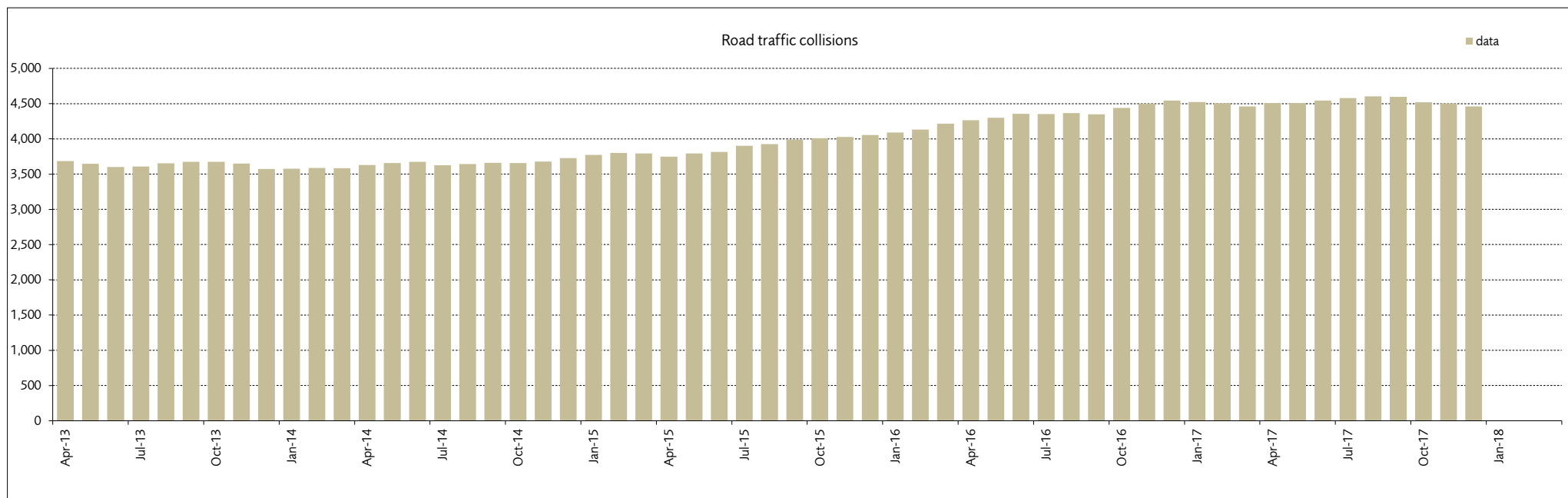
CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	2013/14	31,868	31,485	31,134	31,342	31,326	31,144	31,267	31,108	31,156	30,957	31,213	31,032
		2014/15	30,982	30,917	30,811	30,200	29,952	29,956	29,763	29,575	28,922	28,972	28,686	28,682
		2015/16	28,526	28,527	28,663	28,853	28,992	28,944	28,871	29,160	29,366	29,483	29,668	30,067
		2016/17	30,296	30,733	31,703	31,981	32,233	32,553	32,665	32,892	33,124	33,271	33,473	33,206
		2017/18	33,292	33,225	32,570	32,476	32,220	32,104	32,016	31,859	31,931			



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX1	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	32,570	32,104	31,931		
		number in quarter	7,149	7,878	7,597	7,443		8,785	8,728	8,168	7,525		8,149	8,262	7,995		

AIM 1 : PREVENTION and PROTECTION*Stop other emergencies from happening*

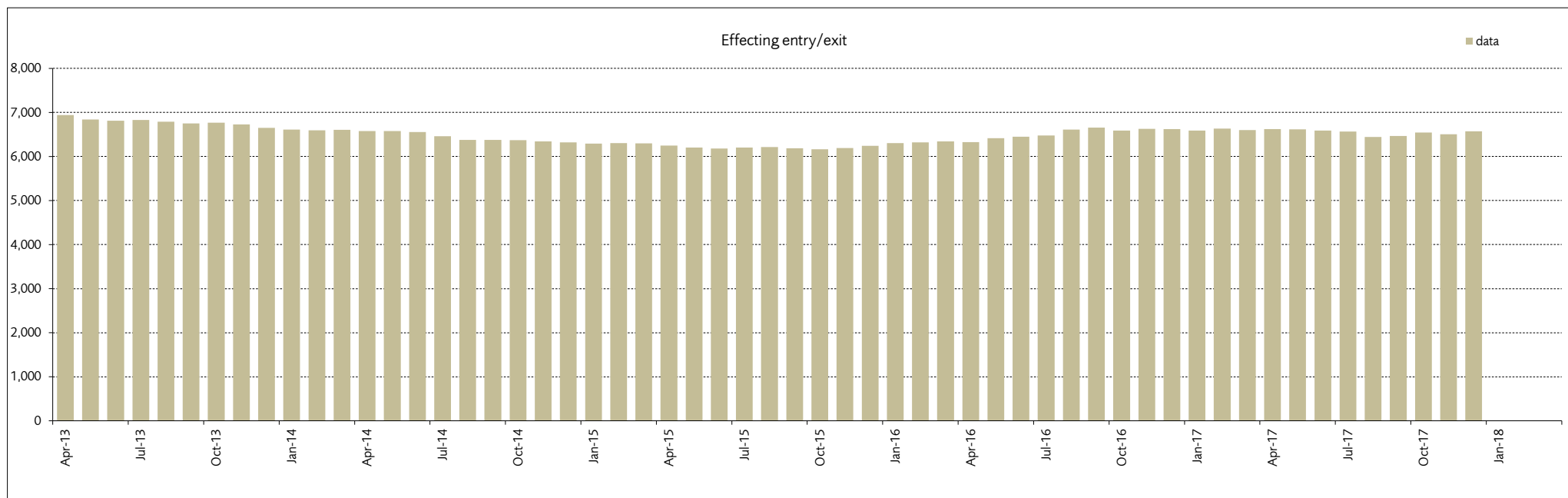
IP4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Road traffic collisions rolling 12 month	2013/14	3,685	3,648	3,600	3,608	3,654	3,676	3,675	3,649	3,574	3,577	3,586	3,583	down
		2014/15	3,630	3,657	3,675	3,626	3,644	3,660	3,656	3,677	3,726	3,772	3,799	3,793	down
		2015/16	3,747	3,794	3,813	3,903	3,925	3,988	4,010	4,029	4,057	4,089	4,131	4,215	down
		2016/17	4,264	4,298	4,355	4,352	4,365	4,350	4,439	4,500	4,543	4,524	4,507	4,461	down
		2017/18	4,510	4,510	4,543	4,580	4,603	4,595	4,518	4,502	4,461				down



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP4	Road traffic collisions	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	4,595	4,461		
		number in quarter	989	1,131	1,039	1,056		1,129	1,126	1,232	974		1,211	1,178	1,098		

AIM 1 : PREVENTION and PROTECTION*Stop other emergencies from happening*

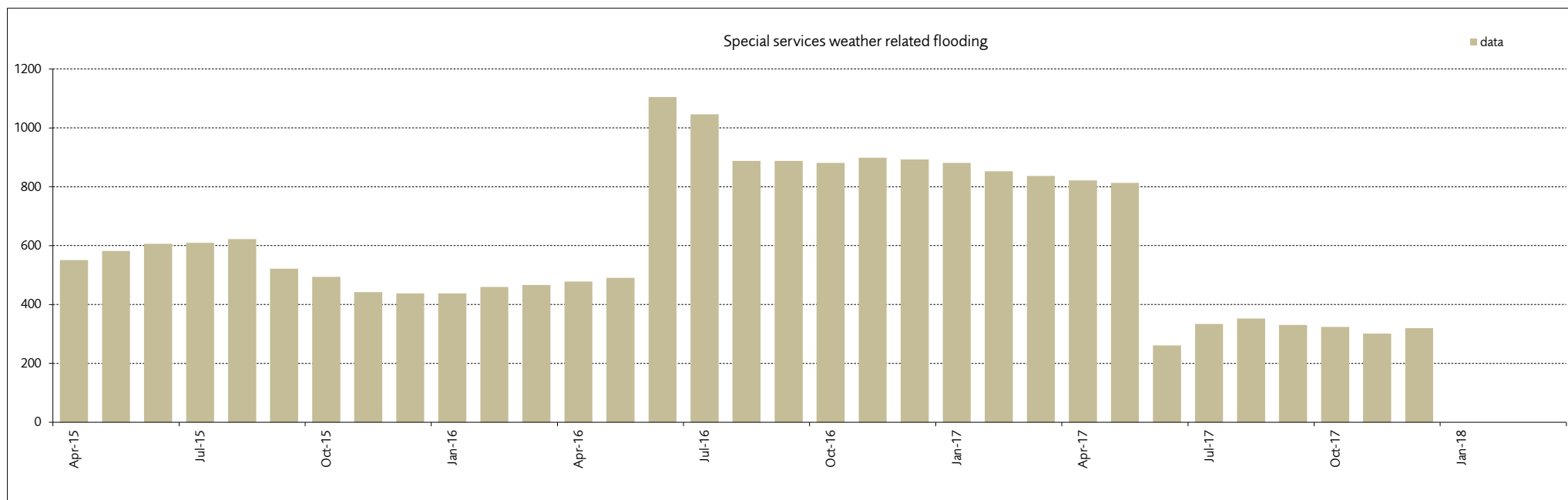
IP5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Effecting entry/exit rolling 12 month	2013/14	6,941	6,838	6,815	6,828	6,792	6,753	6,770	6,728	6,650	6,612	6,592	6,604	down
		2014/15	6,578	6,578	6,554	6,462	6,378	6,378	6,372	6,343	6,322	6,291	6,302	6,296	down
		2015/16	6,246	6,202	6,179	6,203	6,214	6,187	6,165	6,193	6,243	6,304	6,323	6,341	down
		2016/17	6,329	6,416	6,449	6,480	6,611	6,658	6,591	6,629	6,622	6,587	6,633	6,602	down
		2017/18	6,624	6,618	6,587	6,565	6,443	6,468	6,547	6,504	6,575				down



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP5	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	6,468	6,575		
		number in quarter	1,572	1,672	1,619	1,478		1,680	1,881	1,583	1,458		1,665	1,762	1,690		

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	2015/16	551	582	606	610	622	522	494	442	438	438	460	466
	Weather related flooding	2016/17	478	491	1,105	1,046	888	888	881	899	893	881	853	837
	rolling 12 month	2017/18	822	813	261	334	352	331	324	301	320			



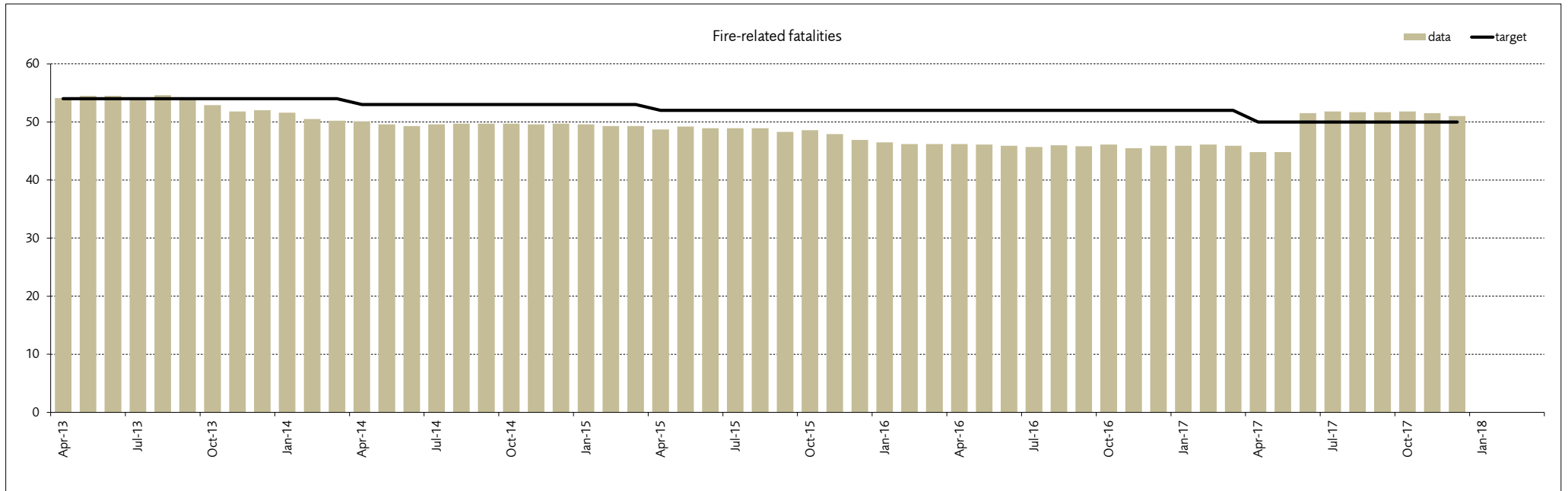
HoOP			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX2	Special services Weather related flooding	rolling 12 month	606	522	438	466	466	1,105	888	893	837	837	261	331	320		
		number in quarter	63	268	47	88		702	51	52	32		126	121	41		

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AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

H5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	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	52	52	52	52	51				50

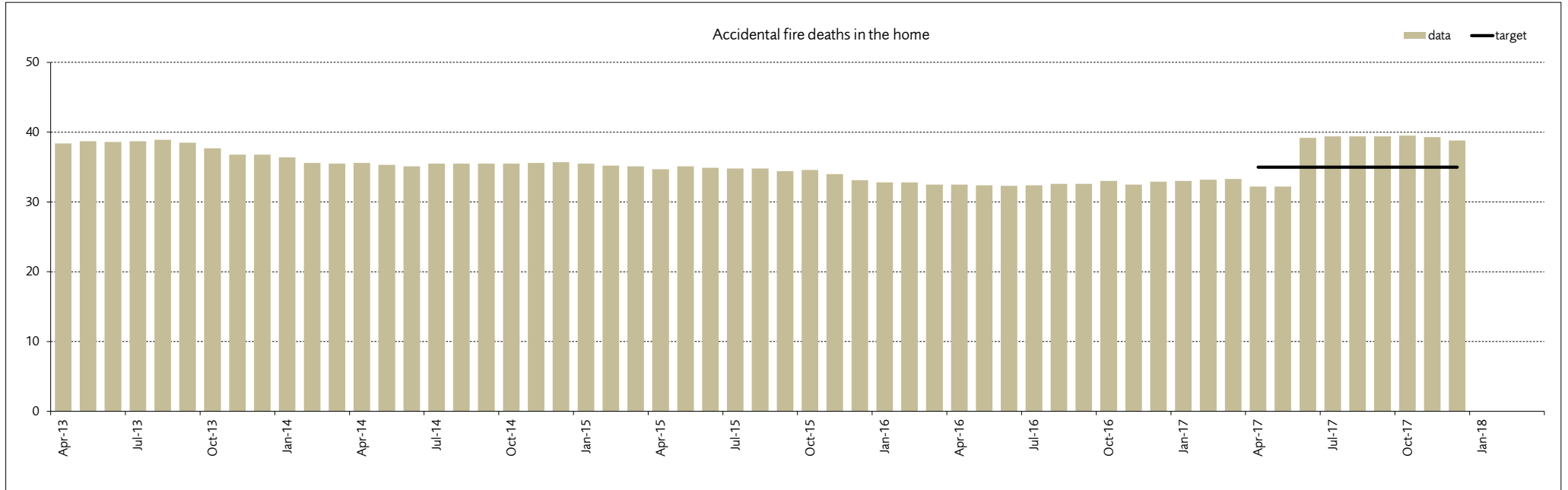


HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H5	Fire-related fatalities	10 yr. Average	49	48	47	46	46	46	46	46	46	46	52	52	51		
		rolling 12 month	37	32	32	36		35	39	46	44		109	108	102		
		per 100,000 population	0.43	0.37	0.37	0.42	0.42	0.40	0.44	0.52	0.50	0.50	1.24	1.23	1.16		
		number in quarter	11	5	7	13		10	9	14	11		75	8	8		

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	2013/14	38	39	39	39	39	39	38	37	37	36	36	36	-
		2014/15	36	35	35	36	36	36	36	36	36	36	35	35	-
		2015/16	35	35	35	35	35	34	35	34	33	33	33	33	-
		2016/17	33	32	32	32	33	33	33	33	33	33	33	33	-
		2017/18	32	32	39	39	39	39	40	39	39				35



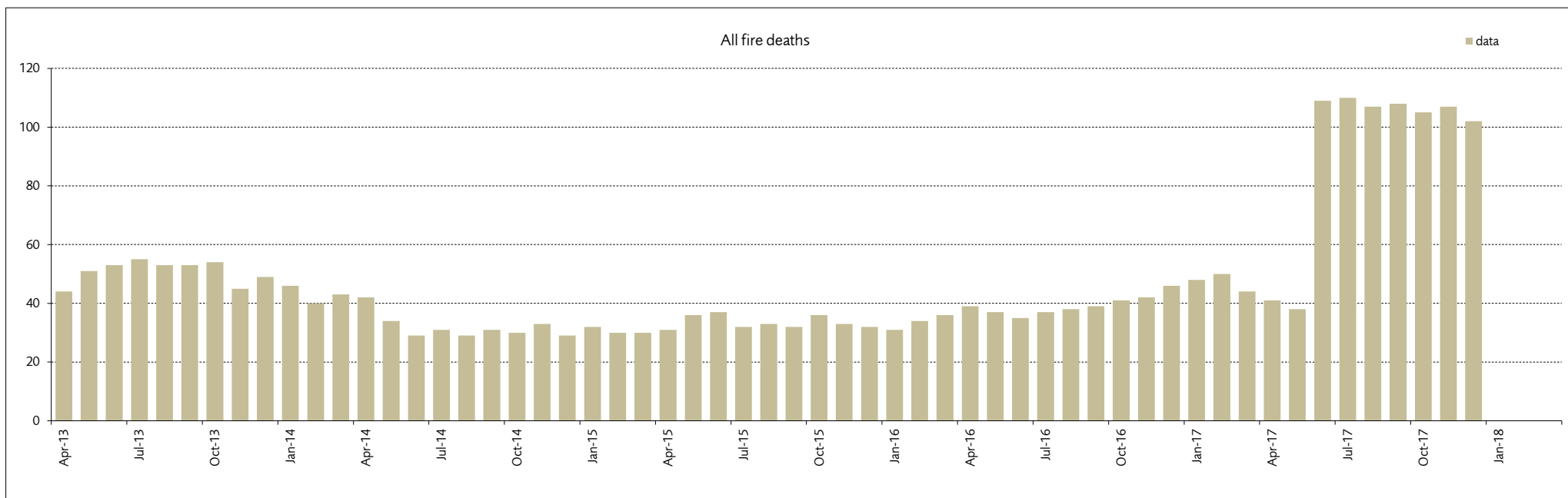
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H6	Accidental fire deaths in the home	10 yr. Average	35	34	33	33	33	32	33	33	33	33	39	39	39		
		rolling 12 month	28	23	19	21		19	24	35	39		107	105	98		
		per 100,000 population	0.32	0.27	0.22	0.24	0.24	0.22	0.27	0.40	0.44	0.44	1.22	1.19	1.12		
		number in quarter	8	3	3	7		6	8	14	11		74	6	7		

Corporate Performance Digest - Q3 2017/18

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	2013/14	44	51	53	55	53	53	54	45	49	46	40	43
		2014/15	42	34	29	31	29	31	30	33	29	32	30	30
		2015/16	31	36	37	32	33	32	36	33	32	31	34	36
		2016/17	39	37	35	37	38	39	41	42	46	48	50	44
		2017/18	41	38	109	110	107	108	105	107	102			



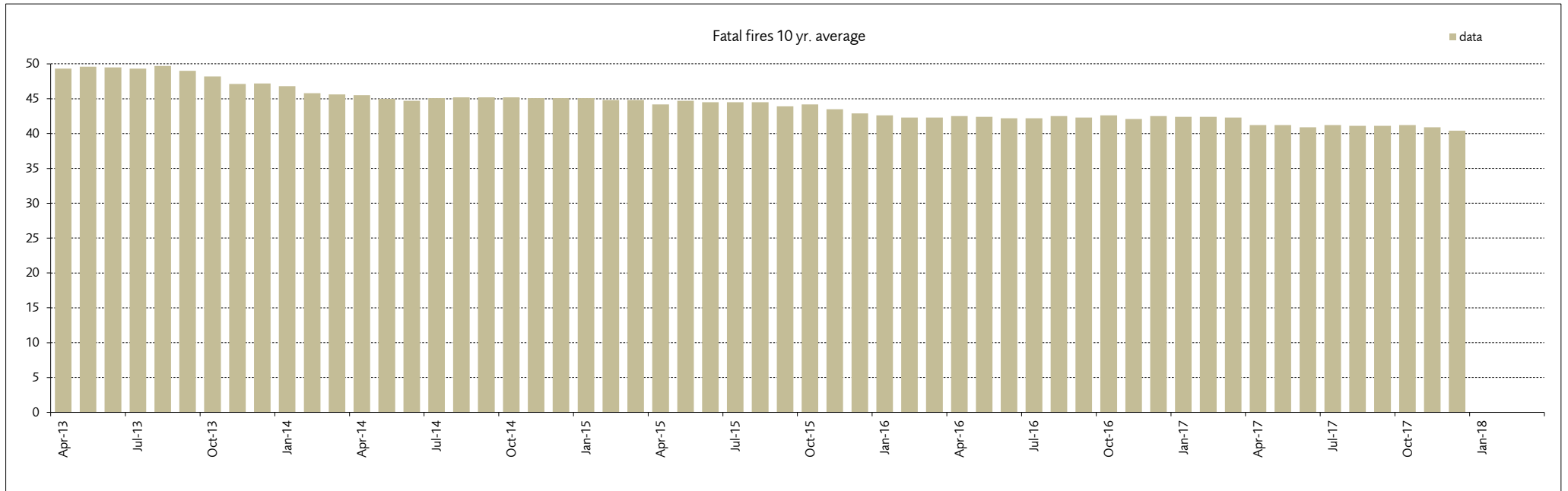
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3A	All fire deaths	rolling 12 month	37	32	32	36	36	35	39	46	44	44	109	108	102		
		number in quarter	11	5	7	13		10	9	14	11		75	8	8		

Corporate Performance Digest - Q3 2017/18

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

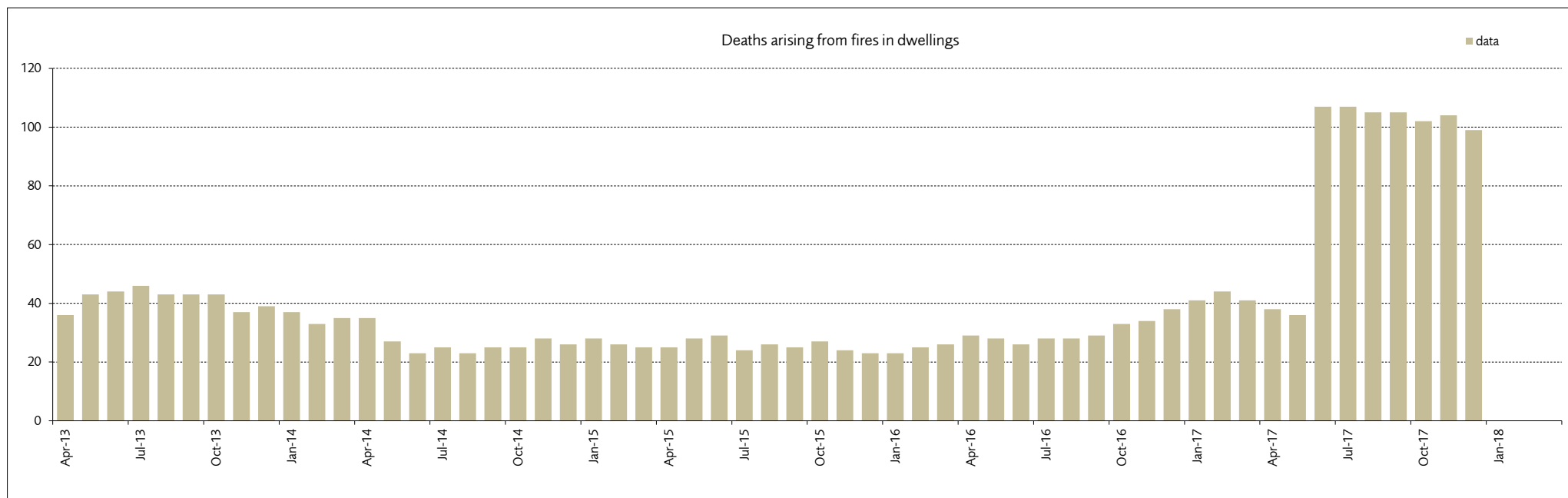
CX3B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Fatal fires 10 yr. average	2013/14	49.3	49.6	49.5	49.3	49.7	49.0	48.2	47.1	47.2	46.8	45.8	45.6
		2014/15	45.5	45.0	44.7	45.1	45.2	45.2	45.2	45.1	45.1	45.1	44.8	44.8
		2015/16	44.2	44.7	44.5	44.5	44.5	43.9	44.2	43.5	42.9	42.6	42.3	42.3
		2016/17	42.5	42.4	42.2	42.2	42.5	42.3	42.6	42.1	42.5	42.4	42.4	42.3
		2017/18	41.2	41.2	40.9	41.2	41.1	41.1	41.2	40.9	40.4			



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3B	Fatal fires	10 yr. average	44.5	43.9	42.9	42.3	42.3	42.2	42.3	42.5	42.3	42.3	40.9	41.1	40.4		
		rolling 12 month	36	31	32	36	36	35	39	46	41	41	36	35	29		
		number in quarter	11	5	7	13		10	9	14	8		5	8	8		

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	2013/14	36	43	44	46	43	43	43	37	39	37	33	35
		2014/15	35	27	23	25	23	25	25	28	26	28	26	25
		2015/16	25	28	29	24	26	25	27	24	23	23	25	26
		2016/17	29	28	26	28	28	29	33	34	38	41	44	41
		2017/18	38	36	107	107	105	105	102	104	99			

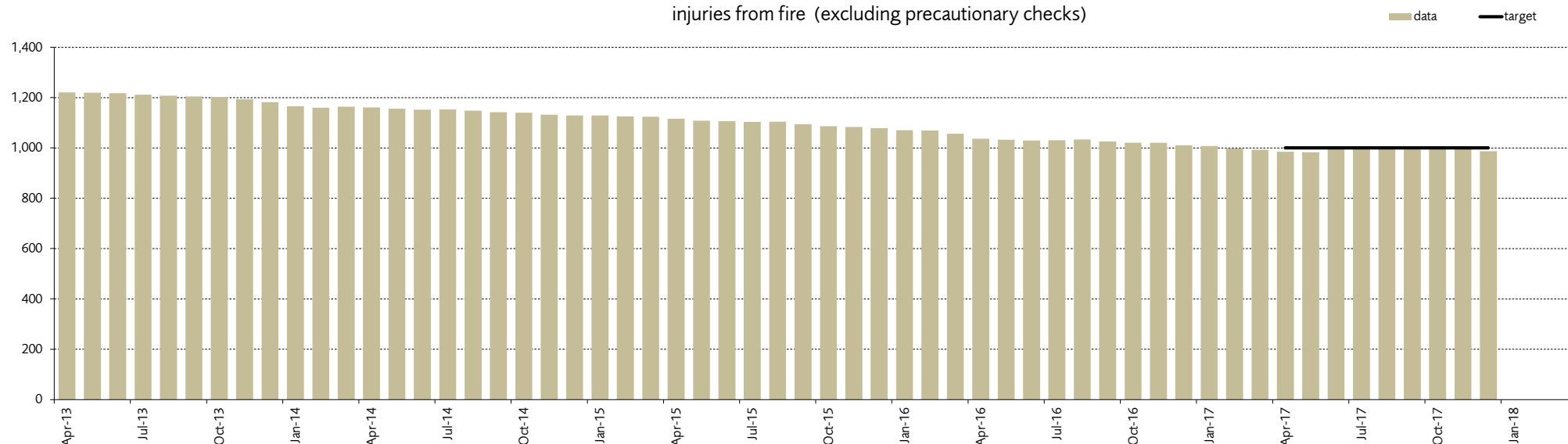


HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3C	Deaths arising from fires in dwellings	rolling 12 month	29	25	23	26	26	26	29	38	41	41	107	105	99		
		number in quarter	8	5	5	8		8	8	14	11		74	6	8		

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	2013/14	1,220	1,220	1,217	1,212	1,208	1,204	1,203	1,194	1,182	1,166	1,160	1,164	-
		2014/15	1,161	1,156	1,152	1,153	1,148	1,142	1,140	1,132	1,129	1,129	1,125	1,124	-
		2015/16	1,116	1,109	1,107	1,104	1,104	1,094	1,086	1,083	1,078	1,071	1,069	1,057	-
		2016/17	1,036	1,033	1,030	1,030	1,034	1,026	1,021	1,021	1,010	1,008	998	993	-
		2017/18	985	983	1,003	1,005	997	994	996	997	987				1,000

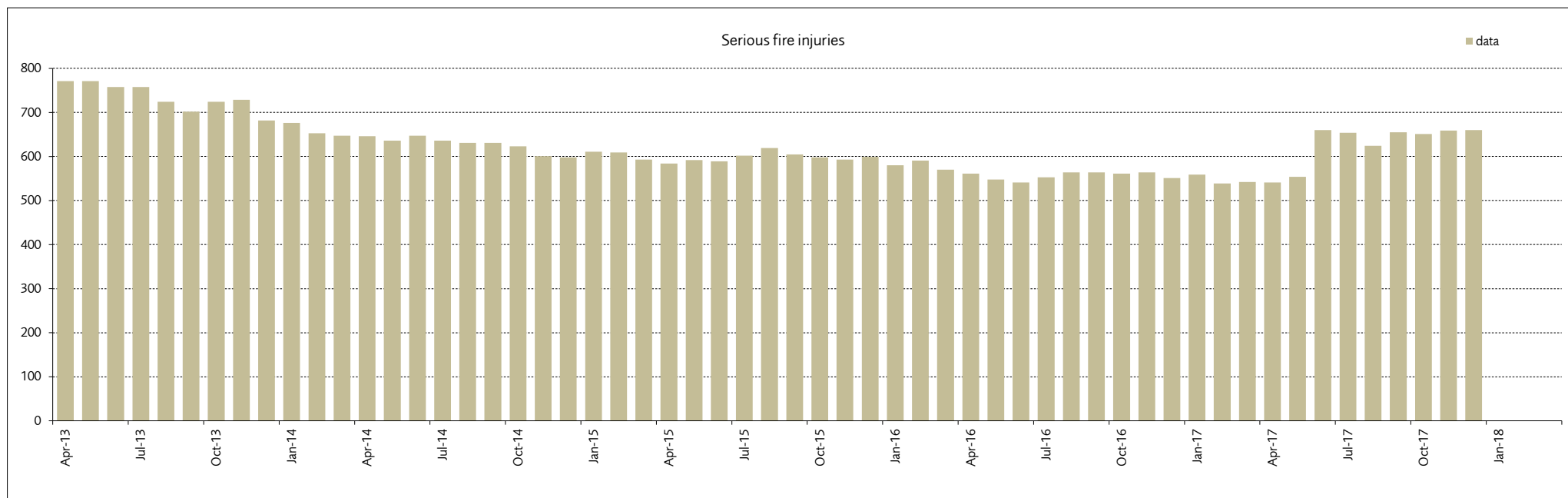
injuries from fire (excluding precautionary checks)



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	1,107	1,094	1,078	1,057	1,057	1,030	1,026	1,010	993	993	1,003	994	987		
		rolling 12 month	973	989	984	947	947	899	927	889	851	851	993	991	1,037		
		number in quarter	240	224	242	241		192	252	204	203		334	250	250		

AIM 1 : PREVENTION and PROTECTION*Reduce the impact of fires and other emergencies*

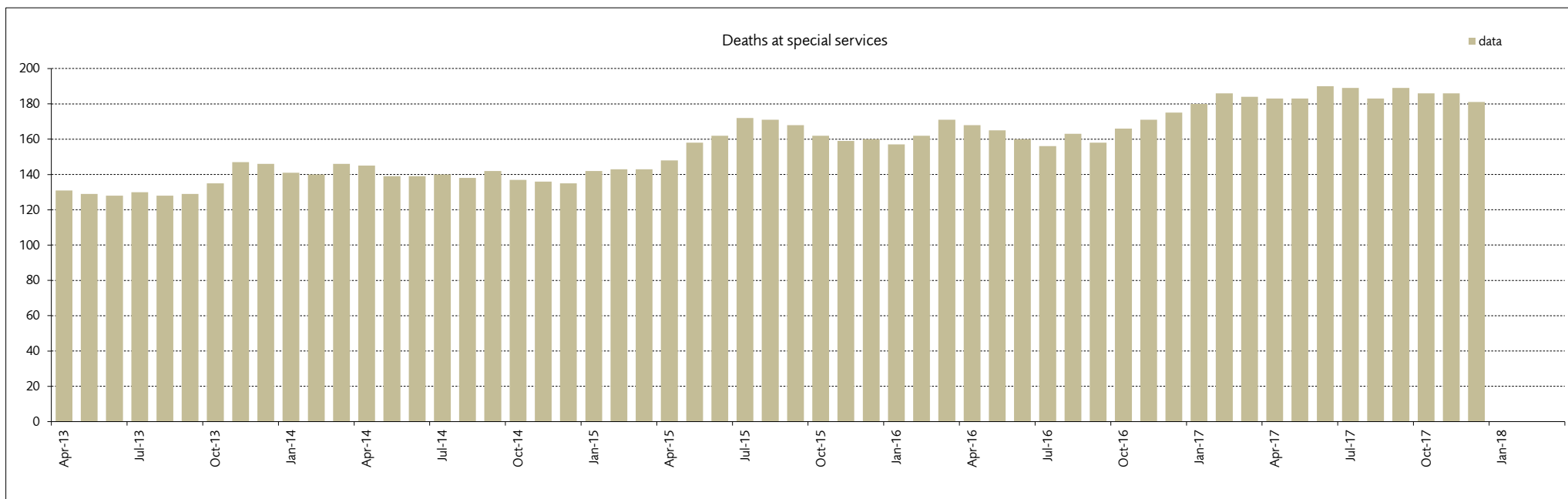
CX3E			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Serious fire injuries rolling 12 month	2013/14	771	771	758	758	724	702	724	729	682	676	653	647
		2014/15	646	636	647	636	631	631	623	601	598	611	609	593
		2015/16	584	592	589	602	619	605	598	593	599	580	591	570
		2016/17	561	548	541	553	564	564	561	564	551	559	539	542
		2017/18	541	554	660	654	624	655	651	659	660			



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX3E	Serious fire injuries	rolling 12 month	589	605	599	570	570	541	564	551	542	542	660	655	660		
		number in quarter	155	131	147	137		126	154	134	128		244	149	139		

AIM 1 : PREVENTION and PROTECTION*Reduce the impact of fires and other emergencies*

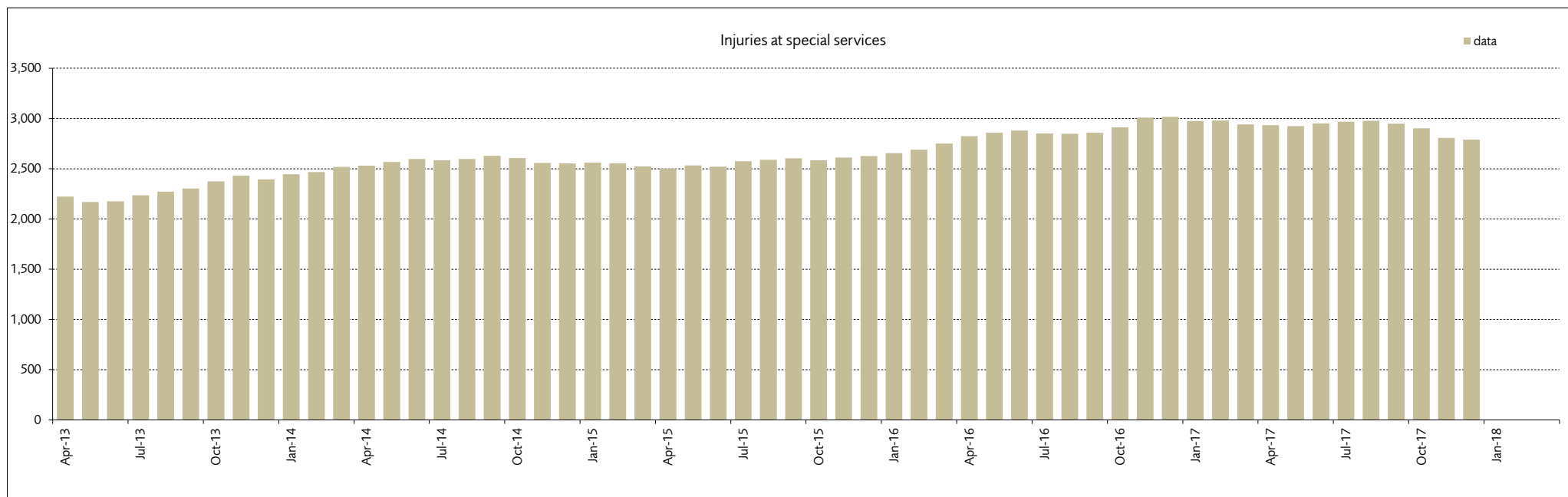
CX4A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths at special services rolling 12 month	2013/14	131	129	128	130	128	129	135	147	146	141	140	146
		2014/15	145	139	139	140	138	142	137	136	135	142	143	143
		2015/16	148	158	162	172	171	168	162	159	160	157	162	171
		2016/17	168	165	160	156	163	158	166	171	175	180	186	184
		2017/18	183	183	190	189	183	189	186	186	181			



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX4A	Deaths at special services	rolling 12 month	162	168	160	171	171	160	158	175	184	184	190	189	181		
		number in quarter	44	44	33	50		33	42	50	59		39	41	42		

AIM 1 : PREVENTION and PROTECTION*Reduce the impact of fires and other emergencies*

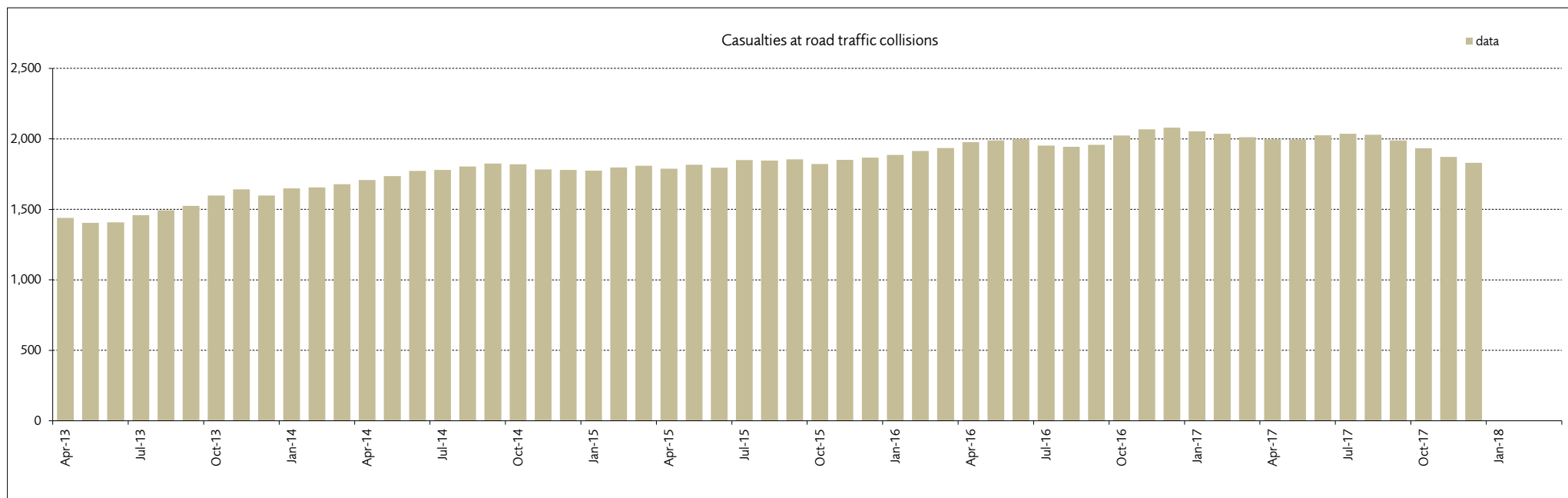
CX4B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Injuries at special services rolling 12 month	2013/14	2,222	2,169	2,177	2,235	2,272	2,303	2,374	2,431	2,394	2,445	2,467	2,518
		2014/15	2,532	2,568	2,598	2,585	2,597	2,629	2,606	2,557	2,554	2,559	2,555	2,524
		2015/16	2,502	2,533	2,521	2,574	2,590	2,603	2,585	2,611	2,625	2,656	2,689	2,751
		2016/17	2,824	2,859	2,881	2,851	2,849	2,859	2,913	3,011	3,016	2,975	2,980	2,942
		2017/18	2,934	2,924	2,951	2,969	2,978	2,948	2,903	2,807	2,791			



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX4B	Injuries at special services	rolling 12 month	2,521	2,603	2,625	2,751	2,751	2,881	2,859	3,016	2,942	2,942	2,951	2,948	2,791		
		number in quarter	633	788	652	678		763	766	809	604		772	763	652		

AIM 1 : PREVENTION and PROTECTION*Reduce the impact of fires and other emergencies*

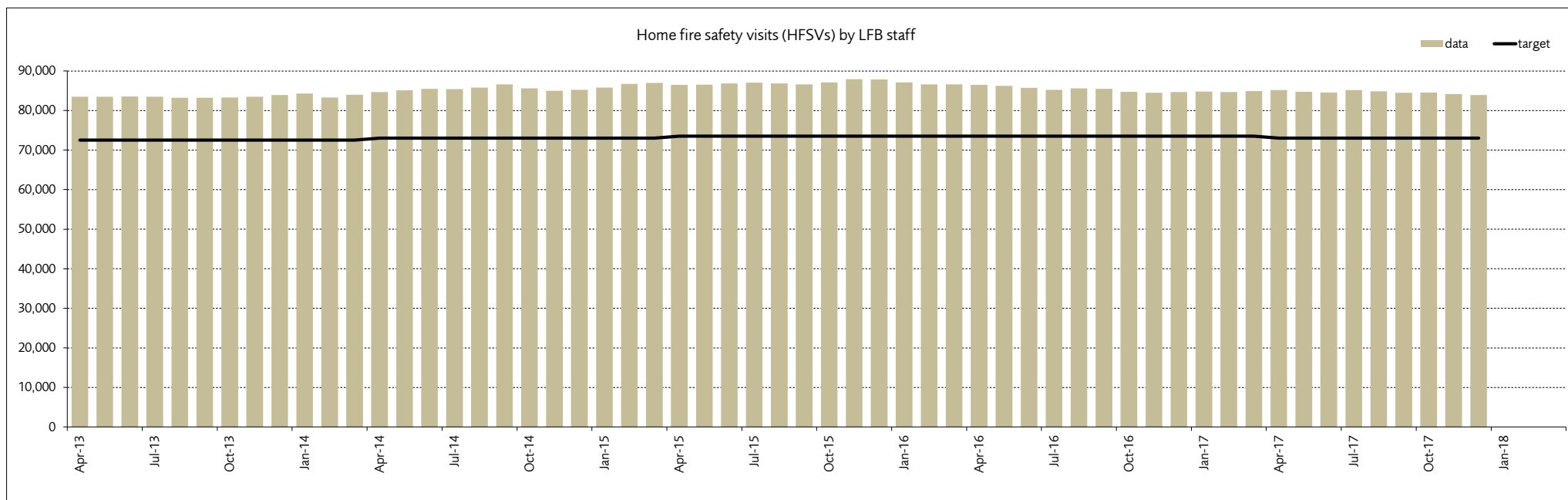
IP6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Casualties at road traffic collisions rolling 12 month	2013/14	1,439	1,404	1,408	1,458	1,493	1,525	1,599	1,642	1,598	1,649	1,655	1,679	down
		2014/15	1,708	1,737	1,772	1,779	1,804	1,826	1,820	1,783	1,779	1,774	1,798	1,809	down
		2015/16	1,789	1,816	1,795	1,849	1,846	1,854	1,821	1,851	1,867	1,886	1,914	1,936	down
		2016/17	1,977	1,989	1,999	1,952	1,944	1,958	2,024	2,067	2,080	2,053	2,036	2,012	down
		2017/18	1,997	1,996	2,026	2,036	2,030	1,990	1,934	1,872	1,830				down



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP6	Casualties at road traffic collisions	rolling 12 month	1,795	1,854	1,867	1,936	1,936	1,999	1,958	2,080	2,012	2,012	2,026	1,990	1,830		
		number in quarter	449	552	440	495		512	511	562	427		526	475	402		

AIM 1 : PREVENTION and PROTECTION*Inform and educate London's communities*

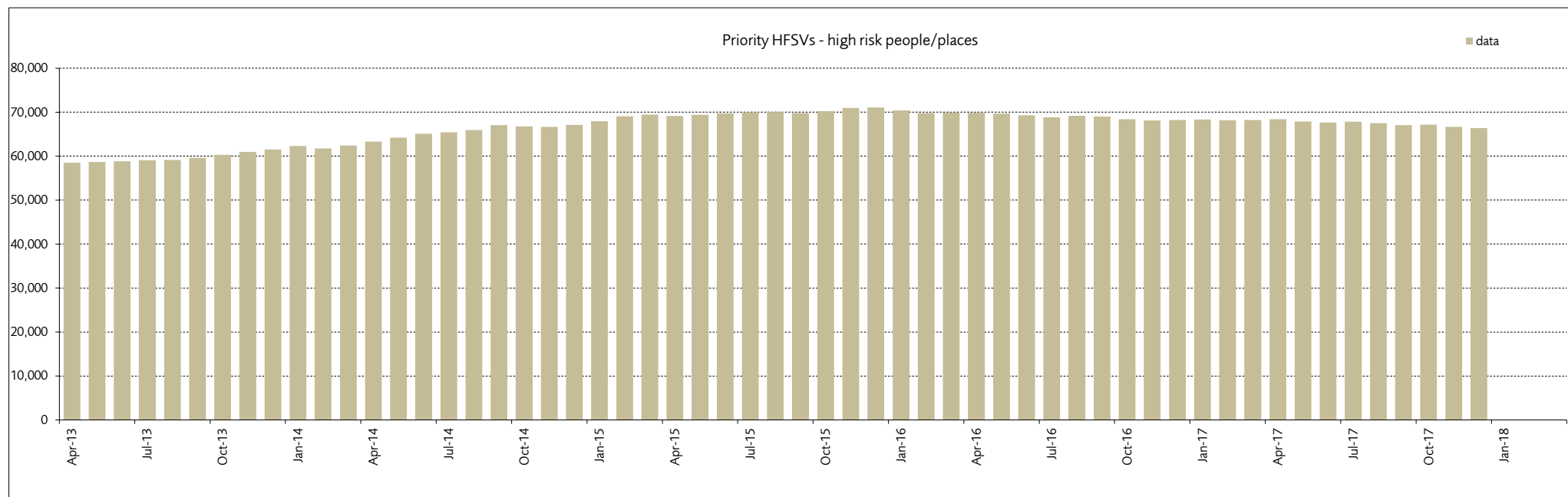
H8			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Home fire safety visits (HFSVs) by LFB staff rolling 12 month	2013/14	83,501	83,476	83,565	83,490	83,238	83,253	83,317	83,495	83,939	84,288	83,261	83,947	72,500
		2014/15	84,645	85,091	85,455	85,425	85,778	86,576	85,628	84,959	85,222	85,776	86,717	86,989	73,000
		2015/16	86,500	86,554	86,877	87,043	86,856	86,587	87,125	87,885	87,867	87,111	86,618	86,608	73,500
		2016/17	86,470	86,226	85,737	85,216	85,623	85,476	84,750	84,466	84,647	84,795	84,675	84,896	73,500
		2017/18	85,153	84,713	84,554	85,135	84,877	84,502	84,522	84,136	83,903				73,000



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	86,877	86,587	87,867	86,608	86,608	85,737	85,476	84,647	84,896	84,896	84,554	84,502	83,903		
		number in quarter	22,984	22,470	21,728	19,426		22,113	22,209	20,899	19,675		21,771	22,157	20,300		

AIM 1 : PREVENTION and PROTECTION*Inform and educate London's communities*

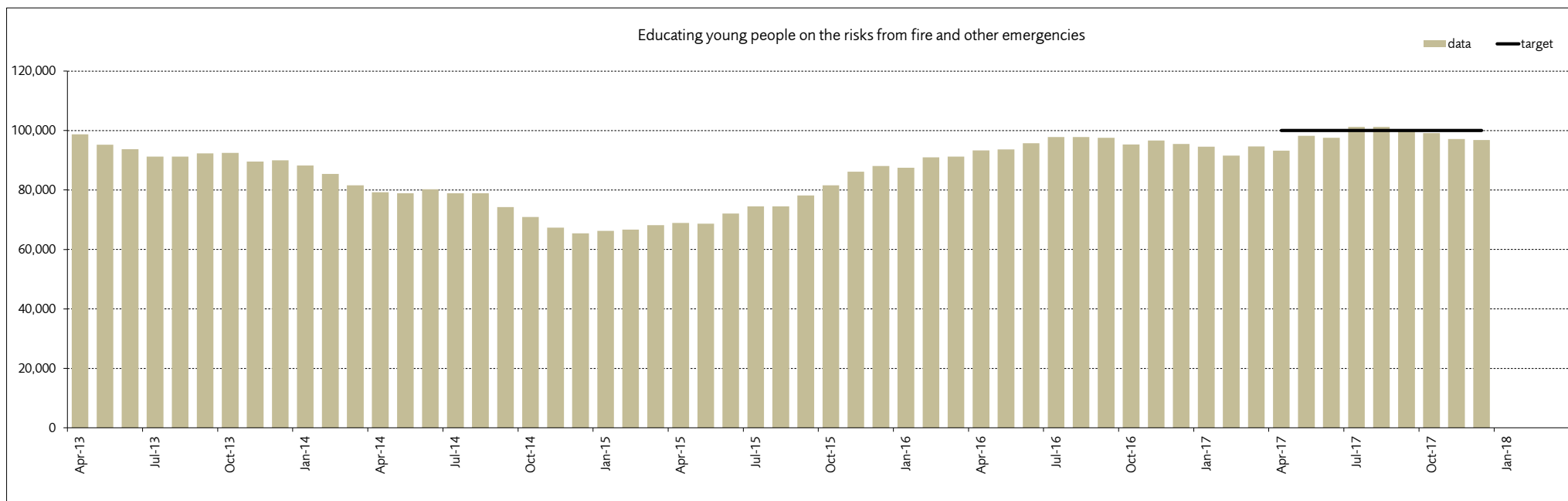
CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2013/14	58,526	58,666	58,846	59,096	59,147	59,618	60,295	60,968	61,556	62,293	61,778	62,406
		2014/15	63,343	64,218	65,117	65,424	65,958	67,055	66,770	66,648	67,144	67,935	69,076	69,463
		2015/16	69,113	69,431	69,769	69,981	70,029	69,775	70,261	70,994	71,070	70,423	69,801	69,918
		2016/17	69,881	69,711	69,308	68,864	69,168	69,031	68,412	68,098	68,227	68,322	68,184	68,215
		2017/18	68,418	67,889	67,681	67,827	67,520	67,041	67,153	66,678	66,409			



HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX5	Priority HFSVs - high risk people/places	rolling 48 month	69,769	69,775	71,070	69,918	69,918	69,308	69,031	68,227	68,215	68,215	67,681	67,041	66,409		
		number in quarter	18,744	18,277	17,398	15,499		18,134	18,000	16,594	15,487		17,600	17,360	15,962		

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	2013/14	98,724	95,200	93,744	91,203	91,199	92,318	92,511	89,564	90,003	88,221	85,424	81,604	-
		2014/15	79,257	78,898	80,260	78,937	78,930	74,267	70,916	67,370	65,465	66,242	66,685	68,161	-
		2015/16	68,925	68,642	72,120	74,492	74,516	78,188	81,576	86,122	88,114	87,523	90,963	91,227	-
		2016/17	93,332	93,664	95,753	97,818	97,819	97,577	95,284	96,680	95,490	94,527	91,557	94,646	-
		2017/18	93,244	98,260	97,532	101,215	101,205	100,478	99,139	97,147	96,831				100,000

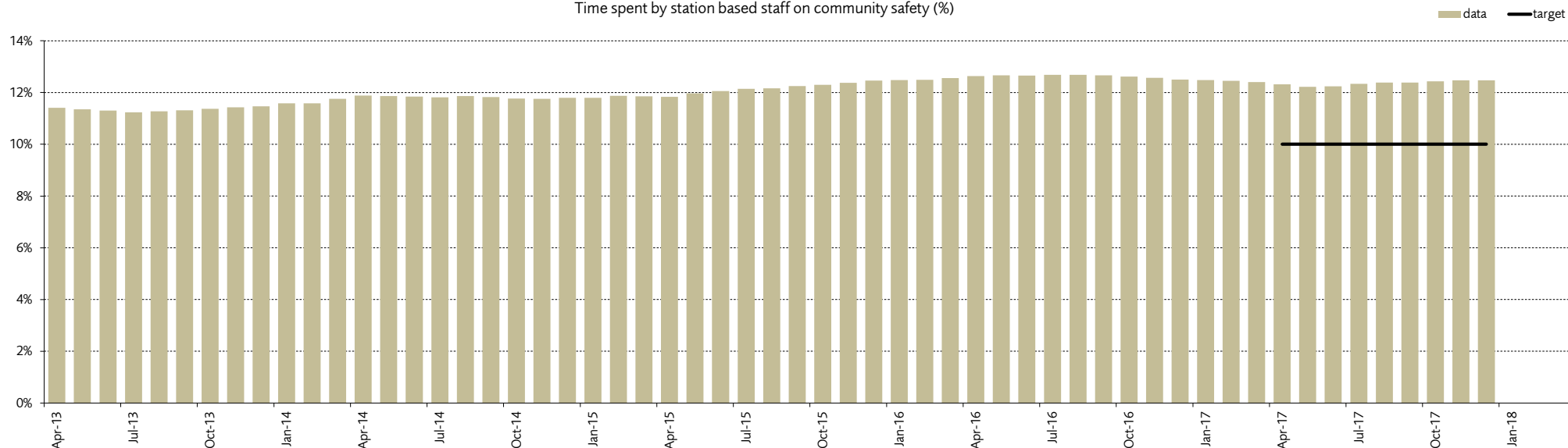


HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H9	Educating young people on the risks from fire and other emergencies	rolling 12 month	72,120	78,188	88,114	91,227	91,227	95,753	97,577	95,490	94,646	94,646	97,532	100,478	96,831		
		number in quarter	22,059	15,300	26,109	27,759		26,585	17,124	24,022	26,915		29,471	20,070	20,375		

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	2013/14	11.4%	11.3%	11.3%	11.2%	11.3%	11.3%	11.4%	11.4%	11.5%	11.6%	11.6%	11.8%	-
		2014/15	11.9%	11.9%	11.8%	11.8%	11.9%	11.8%	11.8%	11.8%	11.8%	11.8%	11.9%	11.9%	-
		2015/16	11.8%	12.0%	12.1%	12.1%	12.2%	12.3%	12.3%	12.4%	12.5%	12.5%	12.5%	12.6%	-
		2016/17	12.6%	12.7%	12.7%	12.7%	12.7%	12.7%	12.6%	12.6%	12.5%	12.5%	12.5%	12.4%	-
		2017/18	12.3%	12.2%	12.2%	12.3%	12.4%	12.4%	12.4%	12.5%	12.5%				10%

Time spent by station based staff on community safety (%)

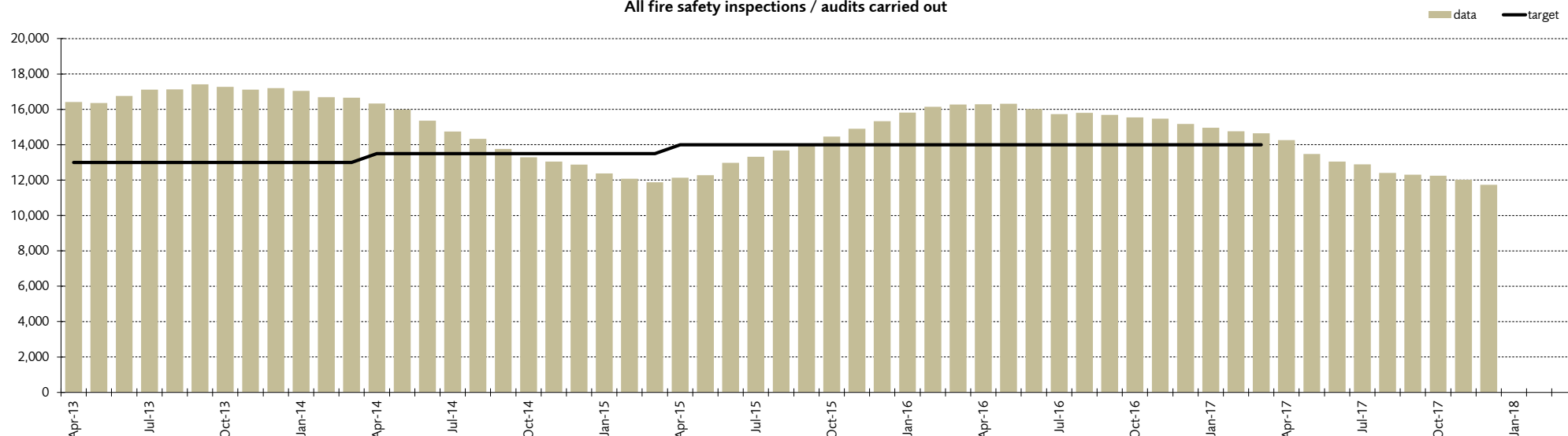


HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO1	Time spent by station staff on community safety	rolling 12 month	12.1%	12.3%	12.5%	12.6%	12.6%	12.7%	12.7%	12.5%	12.4%	12.4%	12.2%	12.4%	12.5%		
		% in quarter	12.9%	12.7%	12.5%	12.1%		13.3%	12.7%	11.9%	11.7%		12.7%	13.3%	12.2%		

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	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	13,295	13,043	12,878	12,372	12,081	11,883	13,500
		2015/16	12,136	12,283	12,973	13,317	13,679	14,019	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	14,967	14,763	14,647	14,000
		2017/18	14,266	13,479	13,047	12,891	12,405	12,305	12,248	12,019	11,733				-

All fire safety inspections / audits carried out



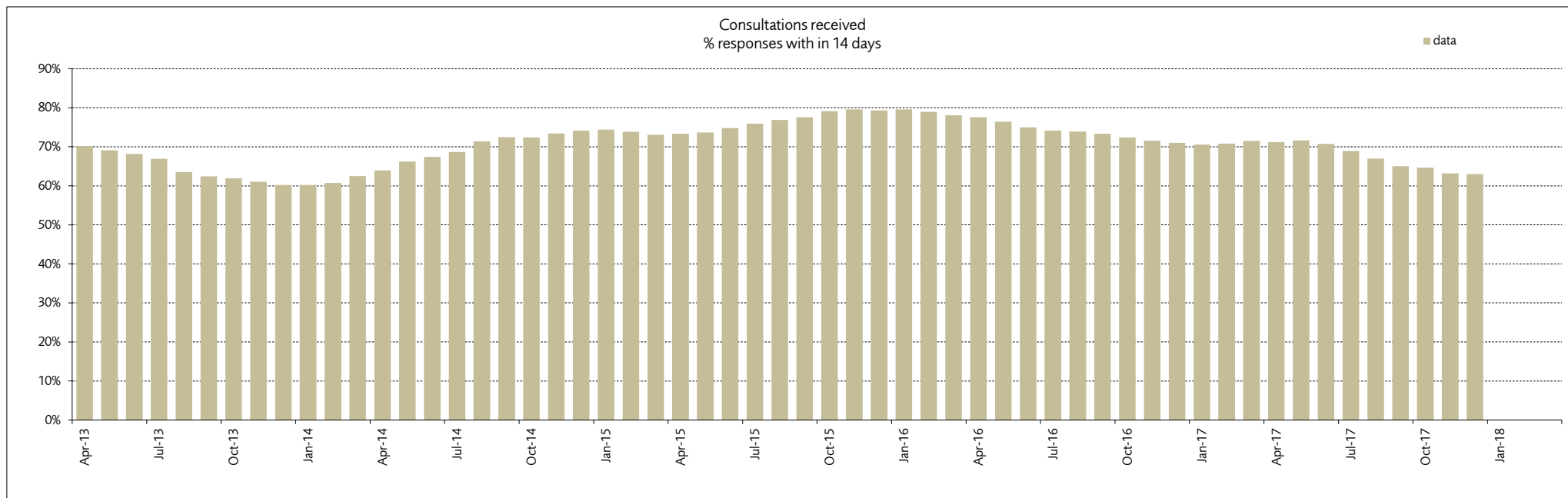
HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H10	All fire safety inspections / audits carried out	rolling 12 month	12,973	14,019	15,335	16,269	16,269	16,022	15,692	15,169	14,647	14,647	13,047	12,305	11,733		
		number in quarter	4,266	4,040	4,025	3,938		4,019	3,710	3,502	3,416		2,419	2,968	2,930		

Corporate Performance Digest - Q3 2017/18

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

IP7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Consultations received % responses with in 14 days <i>rolling 12 month</i>	2013/14	70%	69%	68%	67%	64%	62%	62%	61%	60%	60%	61%	63%	up
		2014/15	64%	66%	67%	69%	71%	72%	72%	73%	74%	74%	74%	73%	up
		2015/16	73%	74%	75%	76%	77%	78%	79%	80%	79%	80%	79%	78%	up
		2016/17	78%	76%	75%	74%	74%	73%	72%	72%	71%	71%	71%	72%	up
		2017/18	71%	72%	71%	69%	67%	65%	65%	63%	63%				up

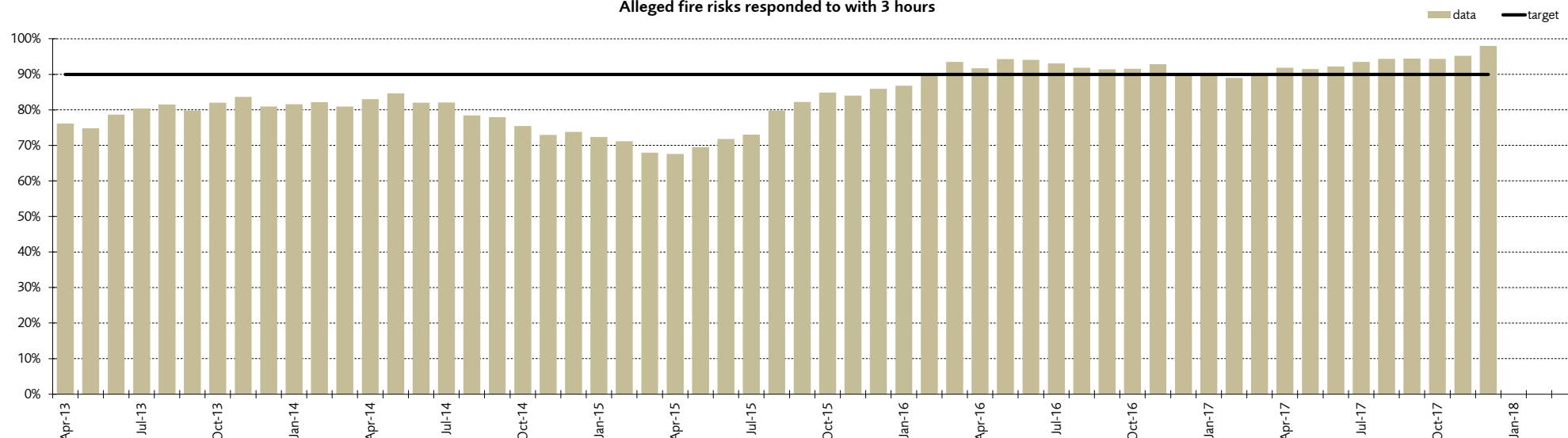


HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP7	Consultations received % responses with in 14 days	rolling 12 month	75%	78%	79%	78%	78%	75%	73%	71%	72%	72%	71%	65%	63%		
		number in quarter	80%	85%	79%	67%		68%	79%	70%	69%		65%	56%	61%		

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 with 3 hours rolling 12 month	2013/14	76.1%	74.8%	78.6%	80.3%	81.5%	79.8%	82.0%	83.7%	81.0%	81.6%	82.2%	81.0%	90%
		2014/15	83.0%	84.7%	82.0%	82.1%	78.4%	78.0%	75.4%	73.0%	73.8%	72.4%	71.2%	67.9%	90%
		2015/16	67.6%	69.5%	71.8%	73.0%	79.8%	82.2%	84.9%	84.0%	86.0%	86.8%	89.5%	93.5%	90%
		2016/17	91.7%	94.3%	94.1%	93.1%	91.8%	91.4%	91.6%	92.9%	90.0%	90.4%	89.0%	89.9%	90%
		2017/18	91.8%	91.5%	92.2%	93.5%	94.3%	94.4%	94.3%	95.2%	98.0%				90%

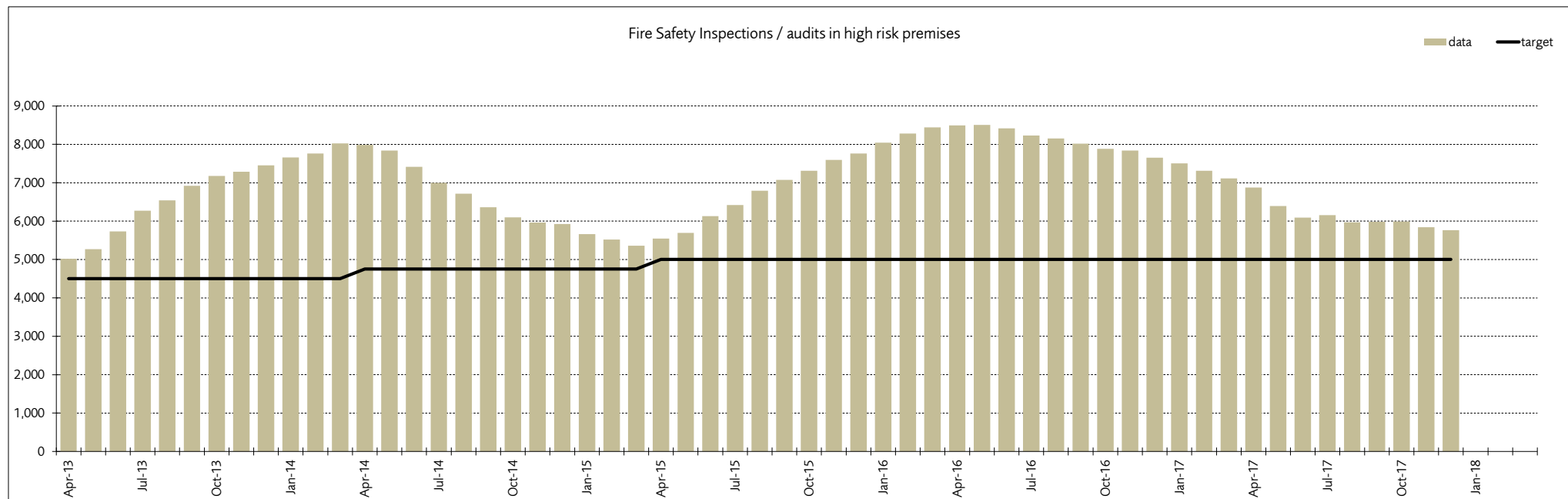
Alleged fire risks responded to with 3 hours



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO2	Alleged fire risks responded to with 3 hours	rolling 12 month	71.8%	82.2%	86.0%	93.5%	93.5%	94.1%	91.4%	90.0%	89.9%	89.9%	92.2%	94.4%	98.0%		
		number in quarter	90.5%	100%	90.0%	93.1%		90.0%	91.7%	85.2%	92.9%		100%	100%	100%		

AIM 1 : PREVENTION and PROTECTION*Influence and regulate the built environment*

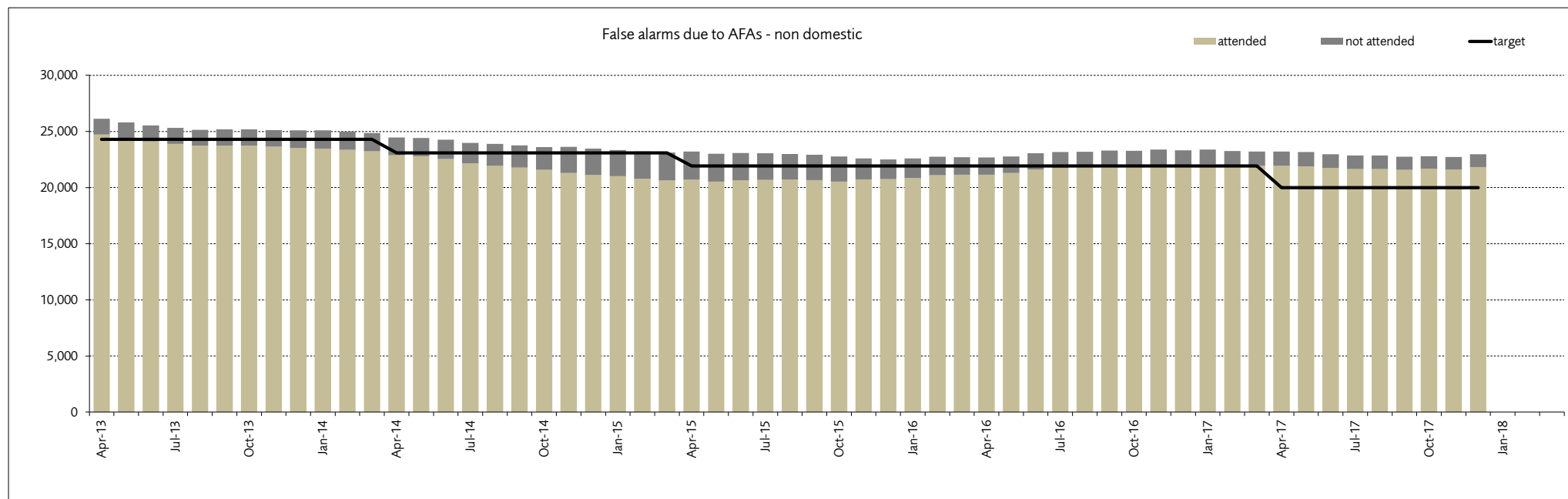
CX6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits in high risk premises rolling 12 month	2013/14	5,022	5,268	5,734	6,270	6,542	6,919	7,177	7,288	7,455	7,662	7,764	8,024	4,500
		2014/15	7,989	7,837	7,414	6,997	6,712	6,364	6,098	5,963	5,926	5,662	5,523	5,360	4,750
		2015/16	5,544	5,694	6,132	6,421	6,794	7,076	7,314	7,593	7,762	8,045	8,279	8,440	5,000
		2016/17	8,495	8,508	8,418	8,231	8,155	8,017	7,885	7,841	7,652	7,506	7,312	7,116	5,000
		2017/18	6,877	6,396	6,093	6,154	5,968	5,984	5,988	5,844	5,765				5,000



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	6,132	7,076	7,762	8,440	8,440	8,418	8,017	7,652	7,116	7,116	6,093	5,984	5,765		
		number in quarter	2,204	2,257	1,933	2,046		2,182	1,856	1,568	1,510		1,159	1,747	1,349		

AIM 1 : PREVENTION and PROTECTION*Influence and regulate the built environment*

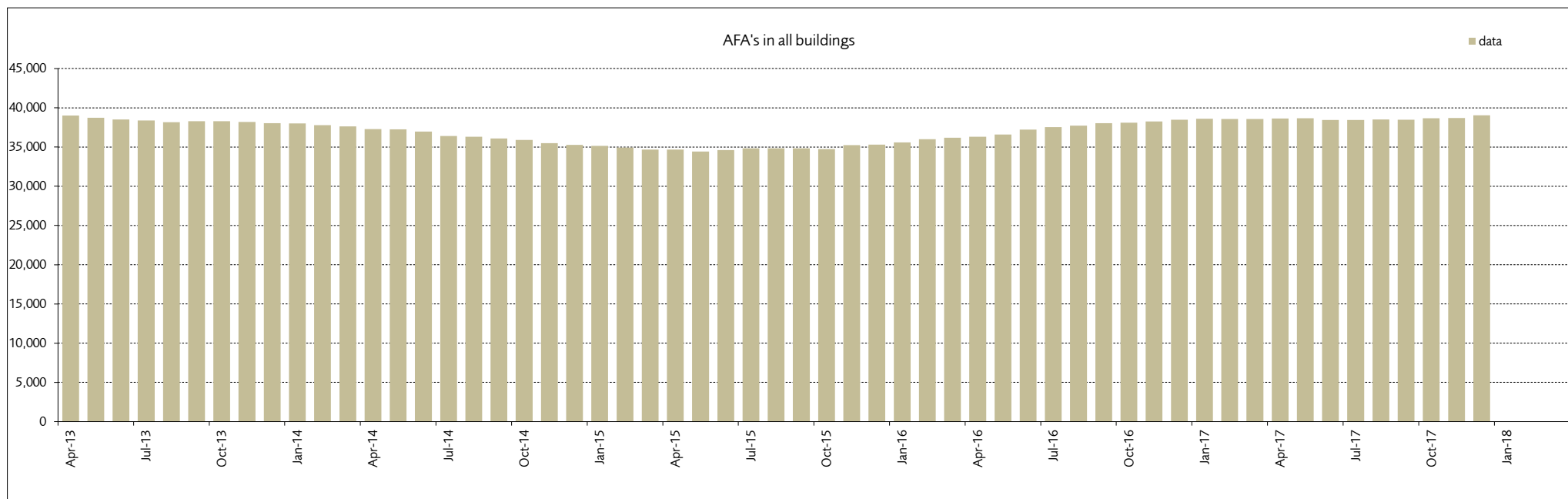
H11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2013/14	24,719	24,345	24,109	23,902	23,736	23,747	23,747	23,644	23,525	23,470	23,373	23,235	24,301
		2014/15	22,871	22,785	22,545	22,147	21,933	21,785	21,591	21,296	21,134	21,008	20,793	20,635	23,086
		2015/16	20,708	20,530	20,641	20,694	20,715	20,662	20,537	20,737	20,757	20,865	21,105	21,157	21,932
		2016/17	21,148	21,302	21,609	21,731	21,800	21,922	21,916	22,029	21,993	22,066	21,974	21,929	21,932
		2017/18	21,937	21,895	21,740	21,656	21,661	21,580	21,668	21,602	21,818				20,000



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H11	False alarms due to AFAs - non domestic	rolling 12 month	20,641	20,662	20,757	21,157	21,157	21,609	21,922	21,993	21,929	21,929	21,740	21,580	21,818		
		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	72.94	72.40	73.20		
		number in quarter	4,938	5,471	5,516	5,232		5,390	5,784	5,587	5,168		5,201	5,624	5,825		

AIM 1 : PREVENTION and PROTECTION*Influence and regulate the built environment*

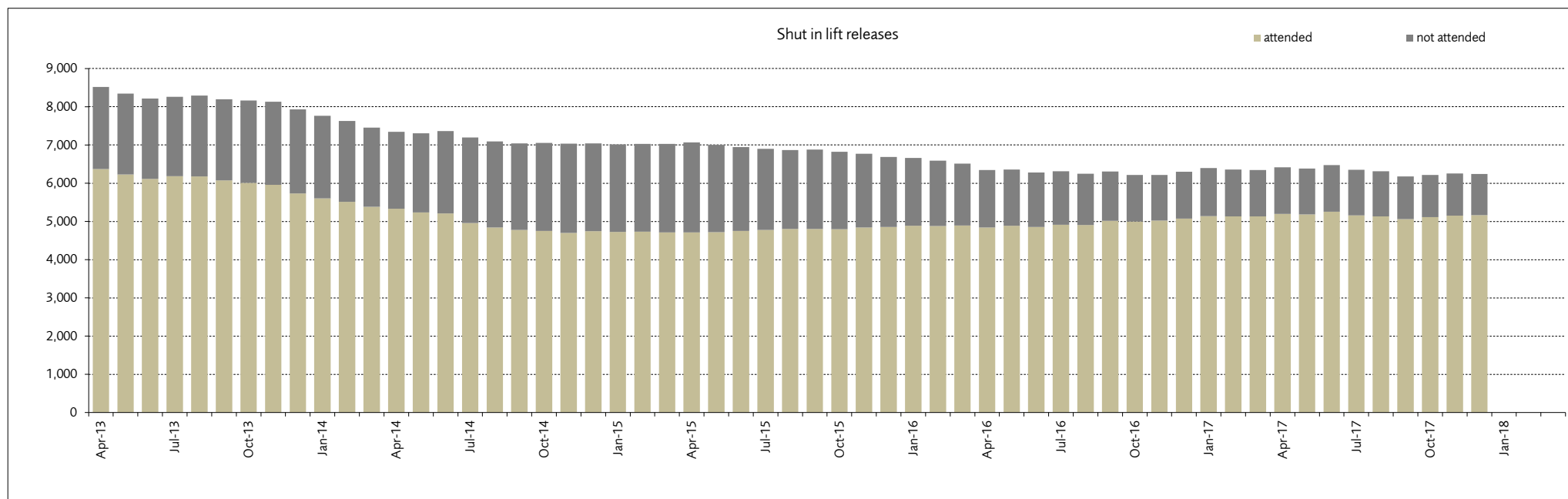
CX7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	AFA's in all buildings <i>rolling 12 month</i>	2013/14	39,000	38,715	38,518	38,391	38,176	38,281	38,304	38,195	38,052	37,994	37,795	37,616
		2014/15	37,281	37,251	36,982	36,415	36,312	36,090	35,892	35,493	35,285	35,133	34,925	34,676
		2015/16	34,689	34,424	34,619	34,818	34,839	34,832	34,742	35,235	35,310	35,592	36,007	36,176
		2016/17	36,311	36,599	37,226	37,541	37,732	38,024	38,112	38,270	38,476	38,607	38,571	38,570
		2017/18	38,640	38,652	38,445	38,434	38,500	38,467	38,676	38,698	39,046			



HoFS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX7	AFA's in all buildings	rolling 12 month	34,619	34,832	35,310	36,176	36,176	37,226	38,024	38,476	38,570	38,570	38,445	38,467	39,046		
		number in quarter	8,332	9,461	9,529	8,854		9,382	10,259	9,981	8,948		9,257	10,281	10,560		

AIM 1 : PREVENTION and PROTECTION*Influence and regulate the built envirnment*

IP8			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
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	down
		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	down
		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	down
		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	down
		2017/18	5,199	5,183	5,257	5,157	5,132	5,065	5,113	5,149	5,166				down



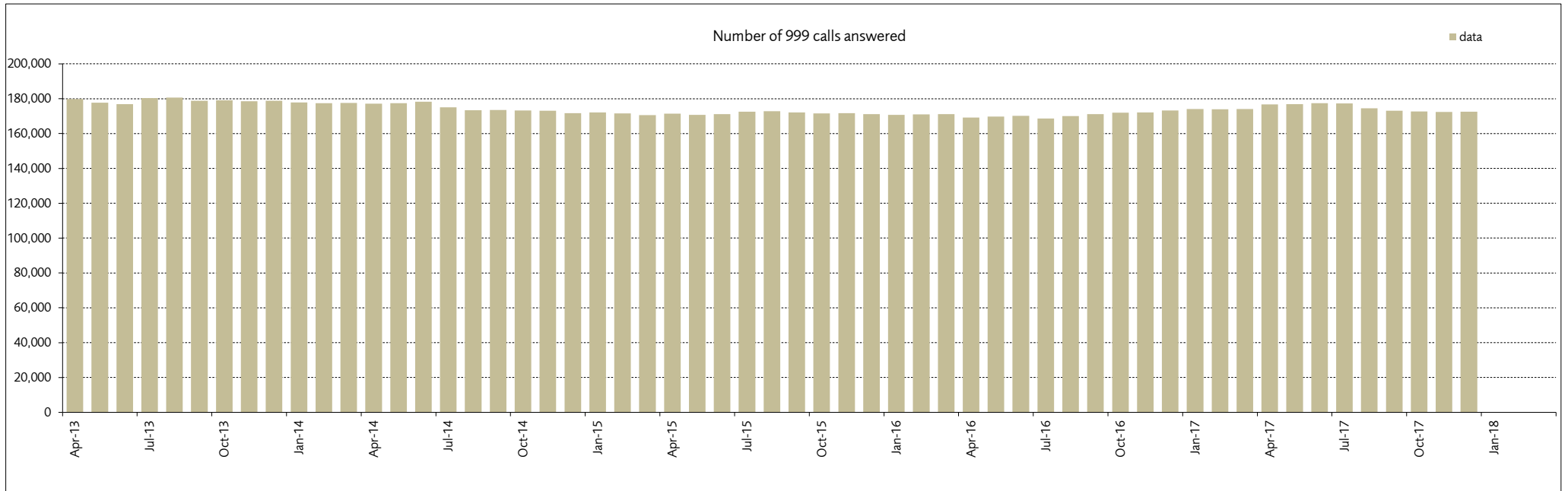
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP8	Shut in lift releases	rolling 12 month	4,752	4,804	4,853	4,895	4,895	4,858	5,014	5,075	5,134	5,134	5,257	5,065	5,166		
		number in quarter	1,274	1,293	1,204	1,124		1,237	1,449	1,265	1,183		1,360	1,257	1,366		

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

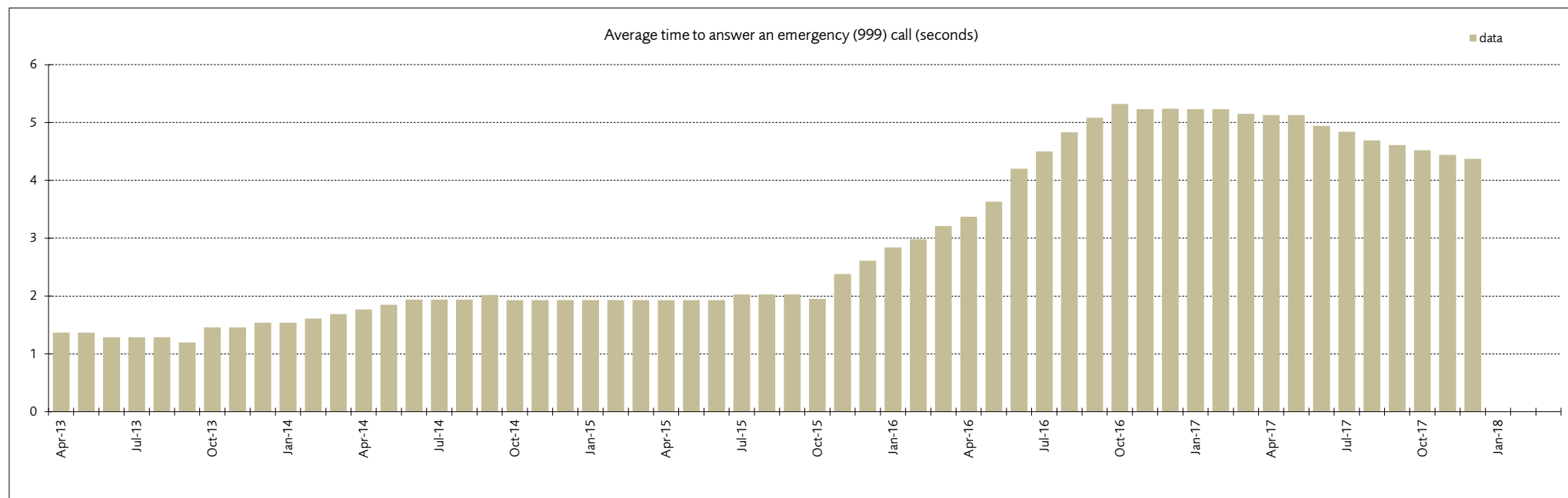
CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2013/14	179,796	177,752	176,896	180,364	180,609	178,793	179,156	178,605	178,793	177,920	177,426	177,578
		2014/15	177,128	177,472	178,343	175,028	173,407	173,575	173,291	173,104	171,730	172,164	171,517	170,581
		2015/16	171,488	170,791	171,193	172,542	172,885	172,177	171,588	171,777	171,129	170,715	170,996	171,137
		2016/17	169,212	169,791	170,180	168,599	170,043	171,166	171,920	172,175	173,264	174,068	173,935	174,039
		2017/18	176,768	176,876	177,500	177,358	174,453	173,043	172,631	172,465	172,609			



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX8A	Number of 999 calls answered	rolling 12 month	171,193	172,177	171,129	171,137	171,137	170,180	171,166	173,264	174,039	174,039	177,500	173,043	172,609		
		number in quarter	44,780	47,929	40,918	37,510		43,823	48,915	43,016	38,285		47,284	44,458	42,582		

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	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
		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
		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
		2016/17	3.37	3.63	4.20	4.50	4.83	5.08	5.32	5.23	5.24	5.23	5.23	5.15
		2017/18	5.13	5.13	4.94	4.84	4.69	4.61	4.52	4.44	4.37			



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX8B	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	4.61	4.37		
		quarter	2.00	2.39	4.39	4.35		5.81	5.65	5.00	4.00		5.01	4.38	4.00		

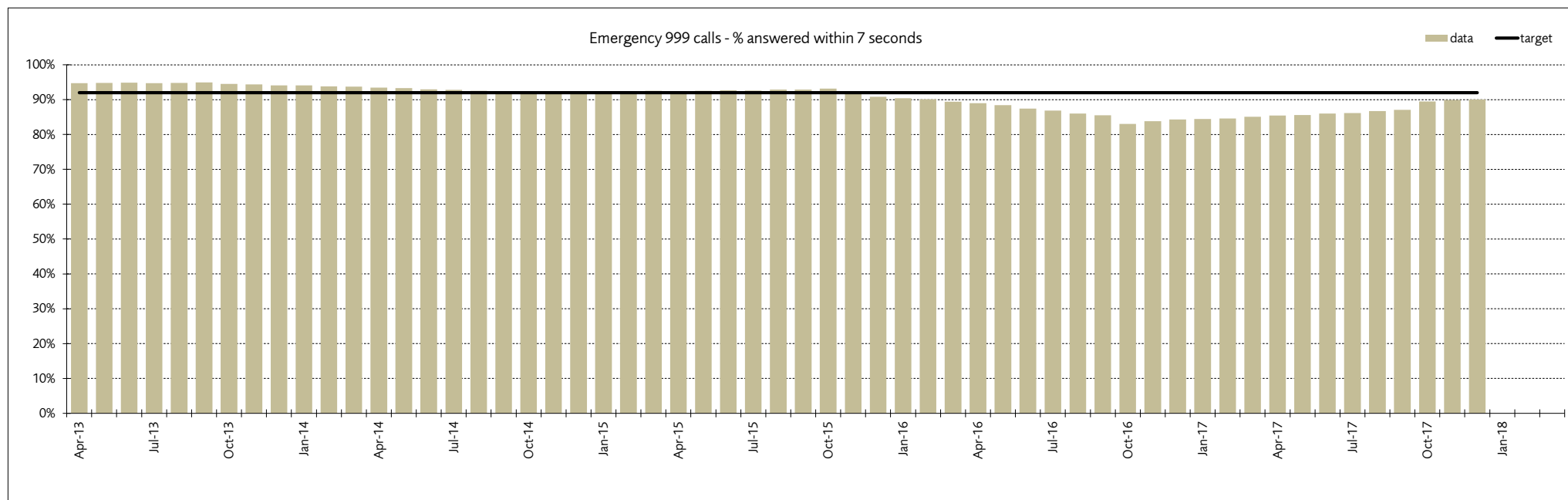
Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

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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	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%	86.2%	86.7%	87.1%	89.5%	89.9%	90.1%				92%



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO3	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%	87.1%	90.1%		
		% in quarter	93.0%	91.9%	84.2%	87.9%		85.2%	85.0%	79.0%	91.6%		88.4%	89.1%	91.5%		

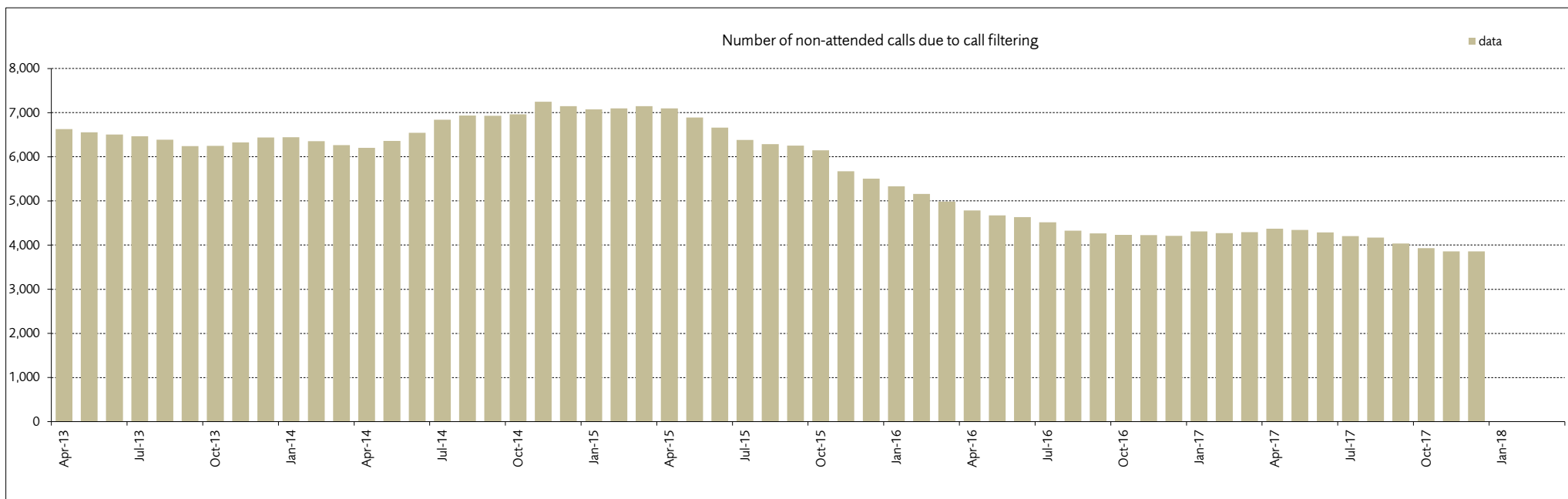
Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

IP9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Number of non-attended calls due to call filtering rolling 12 month	2013/14	6,630	6,558	6,506	6,467	6,387	6,241	6,248	6,328	6,437	6,442	6,354	6,267	up
		2014/15	6,206	6,359	6,544	6,842	6,936	6,930	6,963	7,251	7,149	7,075	7,100	7,149	up
		2015/16	7,098	6,891	6,664	6,381	6,290	6,255	6,150	5,675	5,504	5,335	5,158	4,985	up
		2016/17	4,784	4,674	4,633	4,518	4,328	4,264	4,232	4,226	4,210	4,310	4,270	4,294	up
		2017/18	4,369	4,341	4,289	4,204	4,168	4,036	3,931	3,859	3,857				up



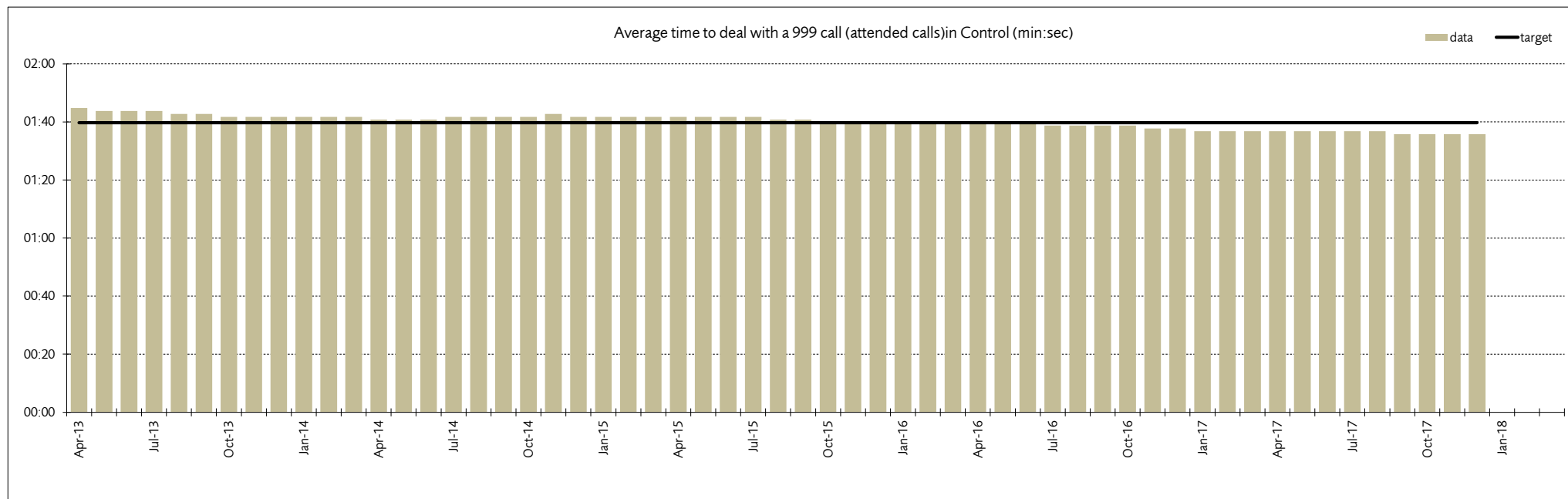
HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP9	Number of non-attended calls due to call filtering	rolling 12 month	6,664	6,255	5,504	4,985	4,985	4,633	4,264	4,210	4,294	4,294	4,289	4,036	3,857		
		number in quarter	1,360	1,518	1,208	899		1,008	1,149	1,154	983		1,003	896	975		

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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	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	01:37	01:37	01:36	01:36	01:36	01:36				01:40



HoCRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H12	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	01:36	01:36		
		quarter	01:37	01:32	01:40	01:37		01:37	01:34	01:31	01:35		01:37	01:31	01:30		

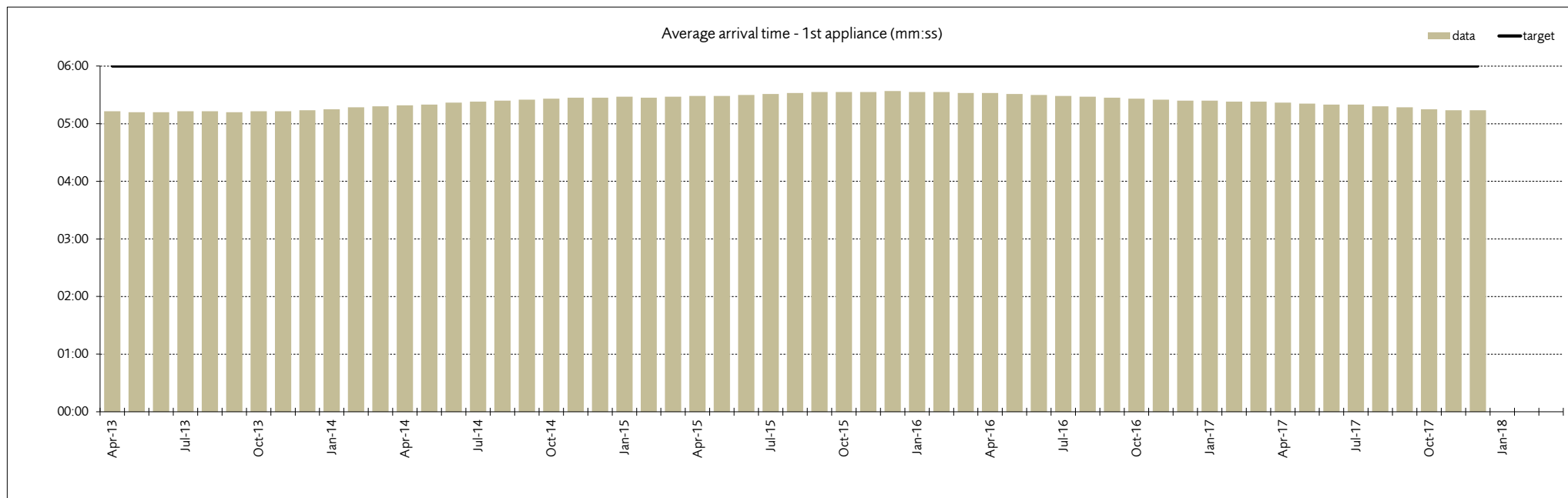
Note on Data: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor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

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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	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	05:20	05:18	05:17	05:15	05:14	05:14				06:00



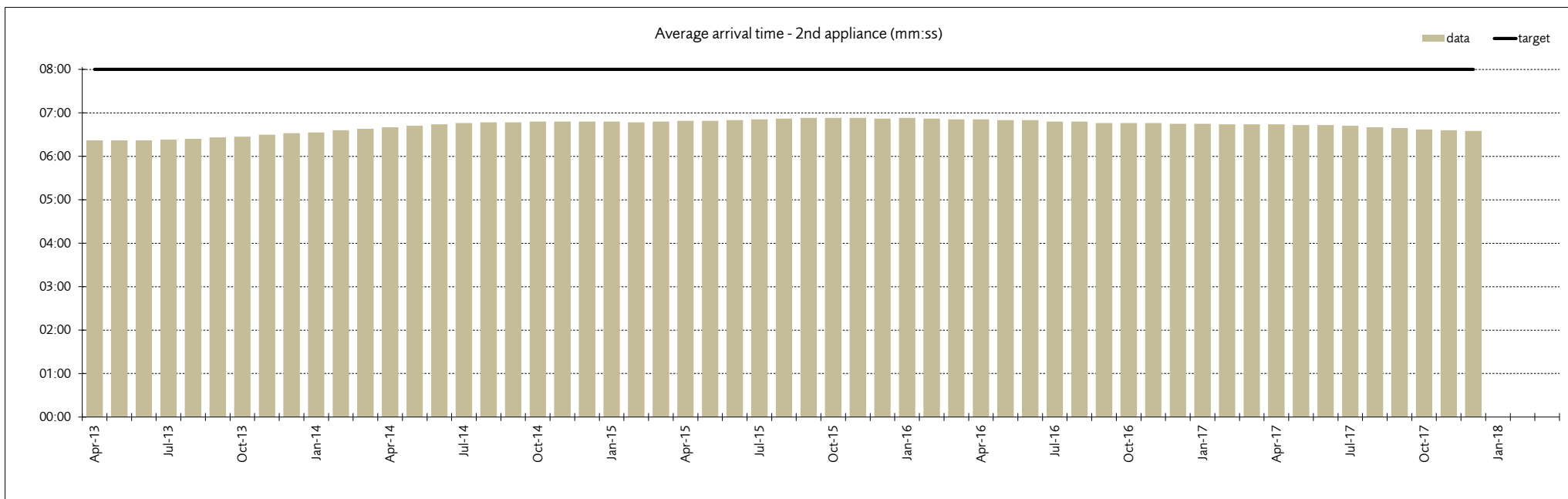
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:30	05:33	05:34	05:32	05:32	05:30	05:27	05:24	05:23	05:23	05:20	05:17	05:14		
		time for quarter	05:31	05:38	05:36	05:25		05:24	05:25	05:25	05:17		05:16	05:11	05:13		

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H14			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 2nd appliance (mm:ss) <i>rolling 12 month</i>	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	06:42	06:40	06:39	06:37	06:36	06:35				08:00



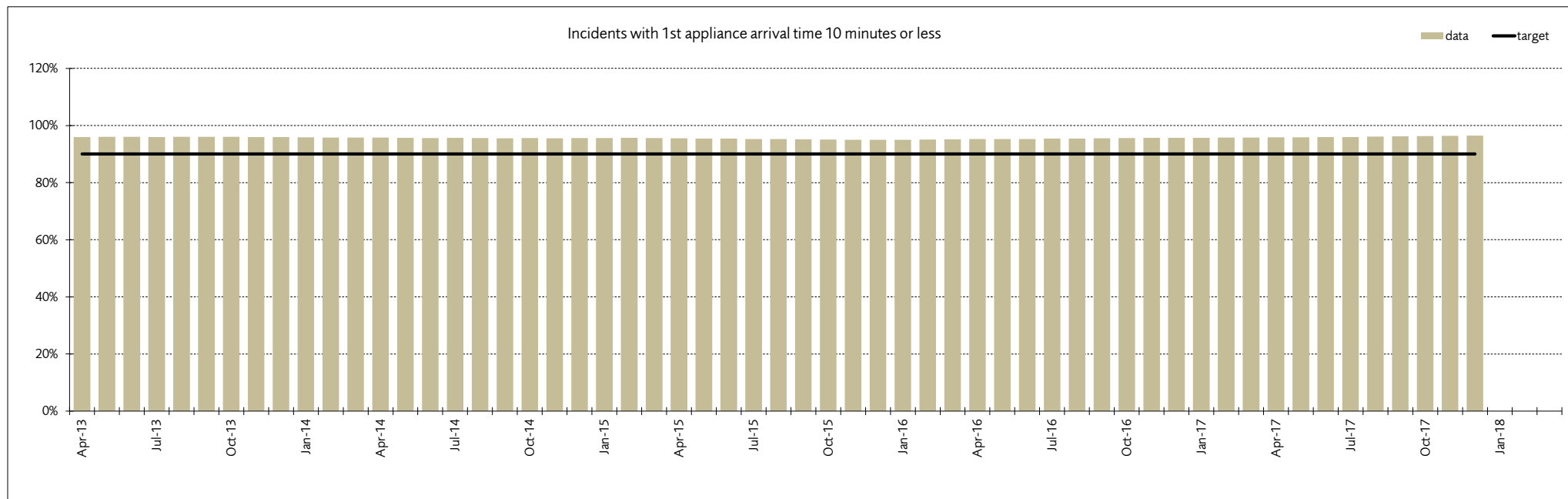
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:50	06:53	06:52	06:51	06:51	06:50	06:46	06:45	06:44	06:44	06:43	06:39	06:35		
		time for quarter	06:48	07:01	06:54	06:43		06:43	06:47	06:50	06:37		06:37	06:34	06:33		

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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>	2013/14	96.0%	96.0%	96.1%	96.0%	96.0%	96.0%	96.0%	96.0%	95.9%	95.9%	95.8%	95.8%	90%
		2014/15	95.7%	95.7%	95.6%	95.7%	95.6%	95.5%	95.6%	95.5%	95.6%	95.6%	95.6%	95.6%	90%
		2015/16	95.5%	95.5%	95.4%	95.3%	95.2%	95.2%	95.1%	95.0%	95.0%	95.0%	95.0%	95.1%	90%
		2016/17	95.2%	95.2%	95.2%	95.4%	95.5%	95.5%	95.6%	95.7%	95.7%	95.7%	95.8%	95.8%	90%
		2017/18	95.8%	95.9%	96.0%	96.0%	96.1%	96.2%	96.3%	96.4%	96.5%				90%



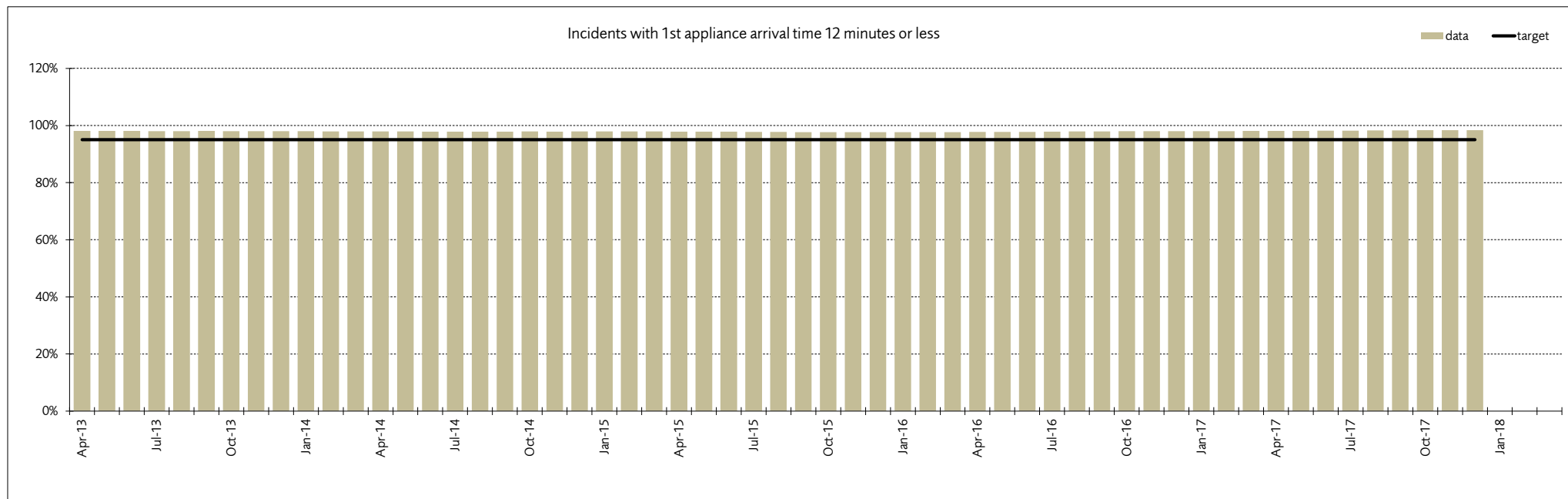
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	95.4%	95.2%	95.0%	95.1%	95.1%	95.2%	95.5%	95.7%	95.8%	95.8%	96.0%	96.2%	96.5%		
		% in quarter	95.2%	94.5%	94.9%	96.0%		95.6%	95.7%	95.6%	96.4%		96.3%	96.6%	96.6%		

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 12 minutes or less (%) <i>rolling 12 month</i>	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%	98.2%	98.2%	98.3%	98.3%	98.4%	98.4%				95%



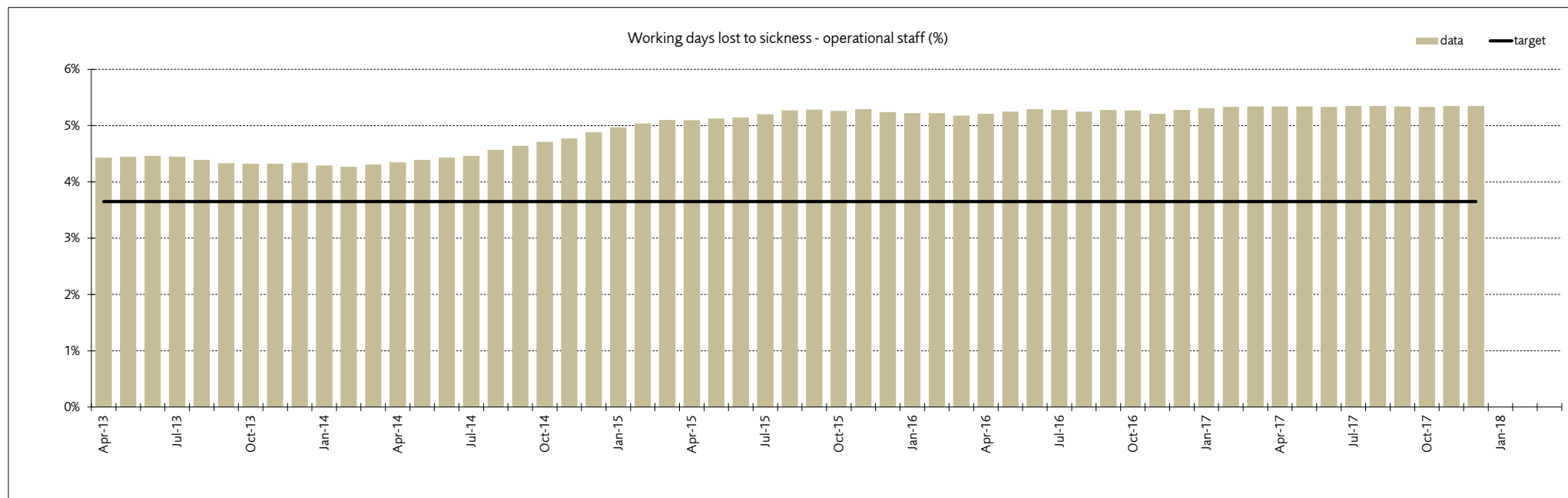
HoFSt			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	97.8%	97.7%	97.6%	97.7%	97.7%	97.7%	97.9%	98.0%	98.1%	98.1%	98.2%	98.3%	98.4%		
		% in quarter	97.8%	97.3%	97.7%	98.1%		97.9%	98.0%	98.1%	98.3%		98.4%	98.4%	98.5%		

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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
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%	5.35%	5.35%	5.34%	5.33%	5.35%	5.35%				3.65%



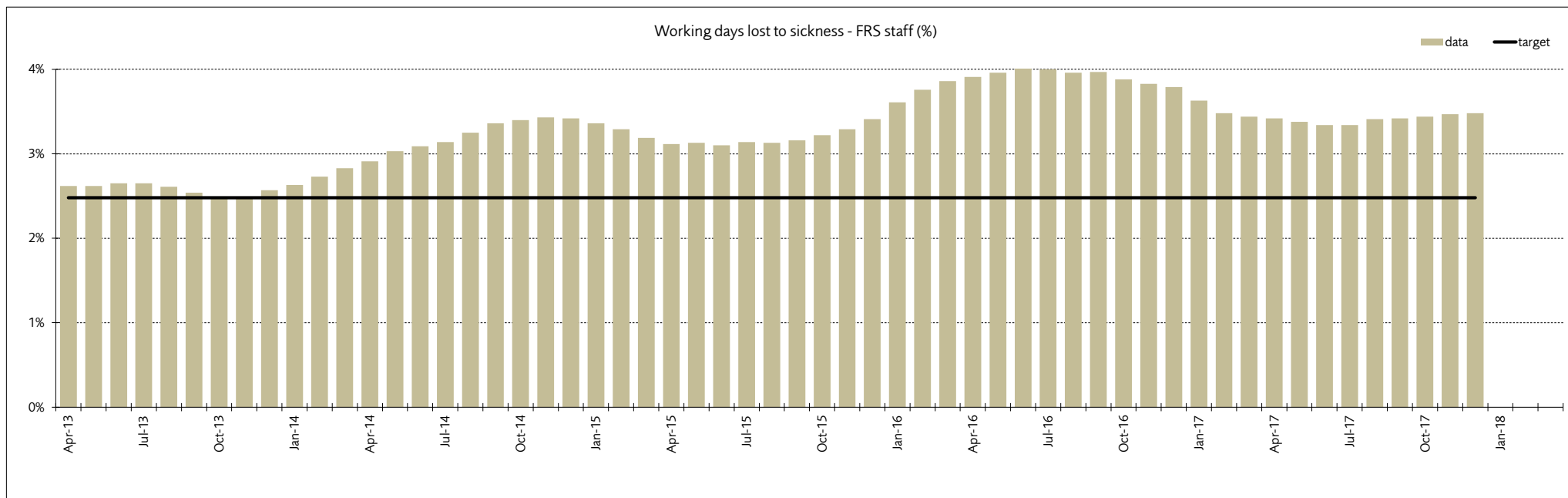
HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.1%	5.3%	5.2%	5.2%	5.2%	5.3%	5.3%	5.3%	5.3%	5.3%	5.3%	5.3%	5.4%		
		% for quarter	4.6%	5.9%	5.6%	4.7%		5.0%	6.0%	5.6%	4.9%		4.9%	5.9%	5.7%		
		number for rolling 12 months	9.3	9.6	9.4	9.6	9.6	9.7	9.6	9.6	9.8	9.8	9.7	9.7	9.8		

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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
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%	3.34%	3.41%	3.42%	3.44%	3.47%	3.48%				2.48%



HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO6B	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%	3.4%	3.5%		
		% for quarter	2.8%	3.4%	4.6%	4.7%		3.2%	3.3%	3.9%	3.5%		2.8%	3.6%	4.1%		
		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	8.9	9.0		

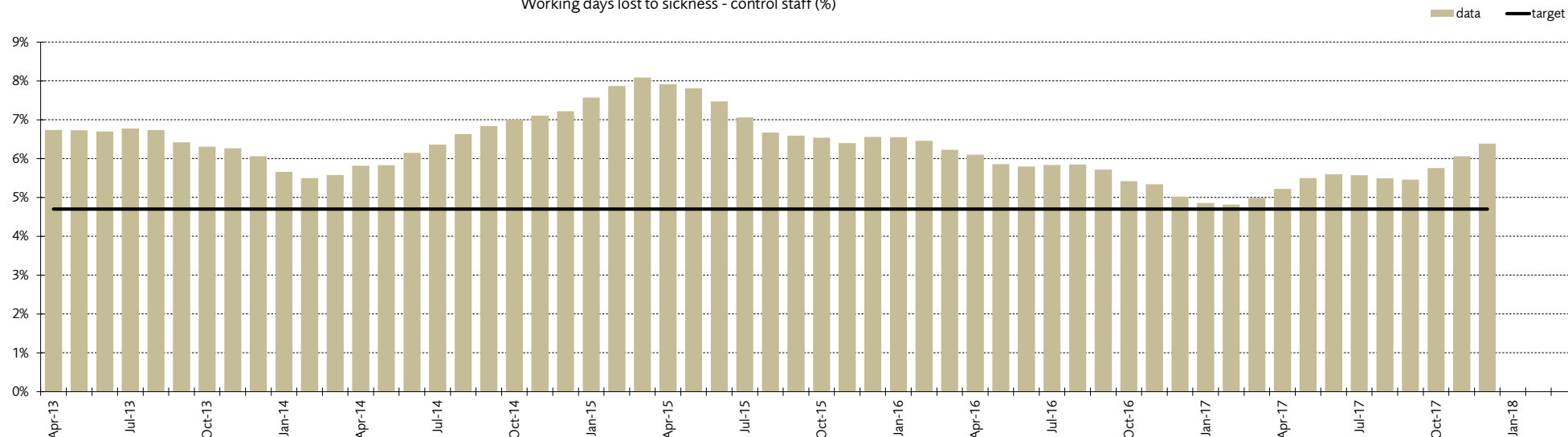
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AIM 3 : PEOPLE and RESOURCES

A professional organisation

CO6C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
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%	5.57%	5.49%	5.46%	5.76%	6.06%	6.39%				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
CO6C	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%	5.5%	6.4%		
		% for quarter	4.7%	5.3%	7.8%	7.0%		3.1%	5.1%	5.0%	6.8%		5.5%	4.6%	8.6%		
		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	10.0	11.7		

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AIM 3 : PEOPLE and RESOURCES

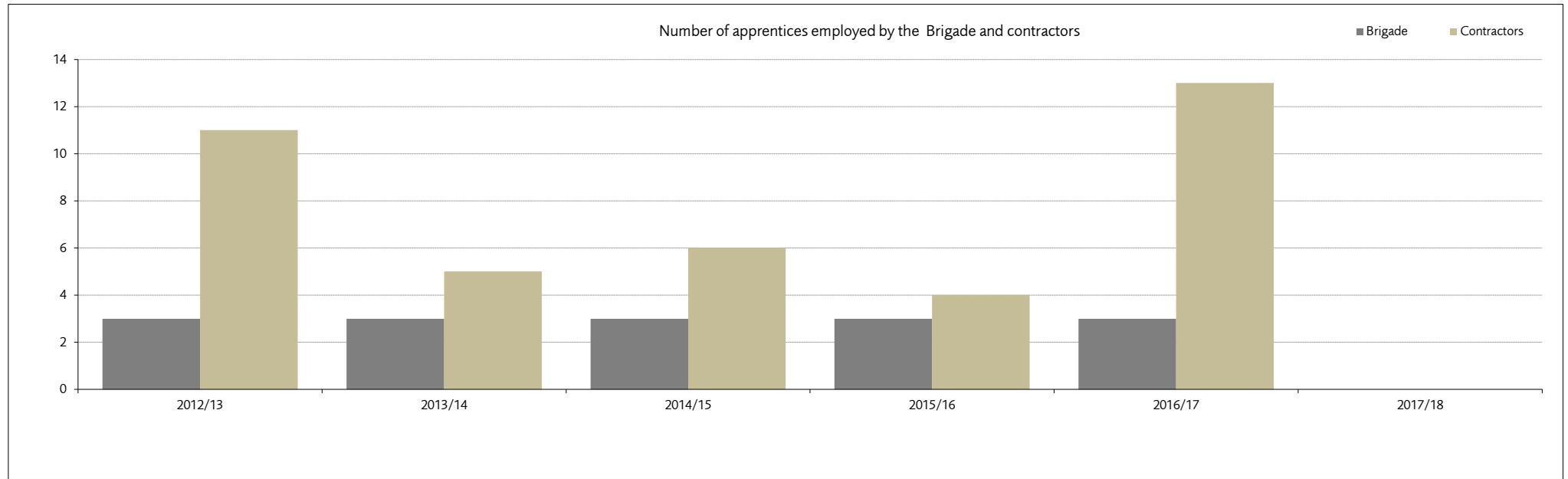
A professional organisation

HoHRM	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
	Number of apprentices employed by the Brigade (FTE) <i>Annual data</i>	3	3	3	3	3	-

target
up

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

target
up



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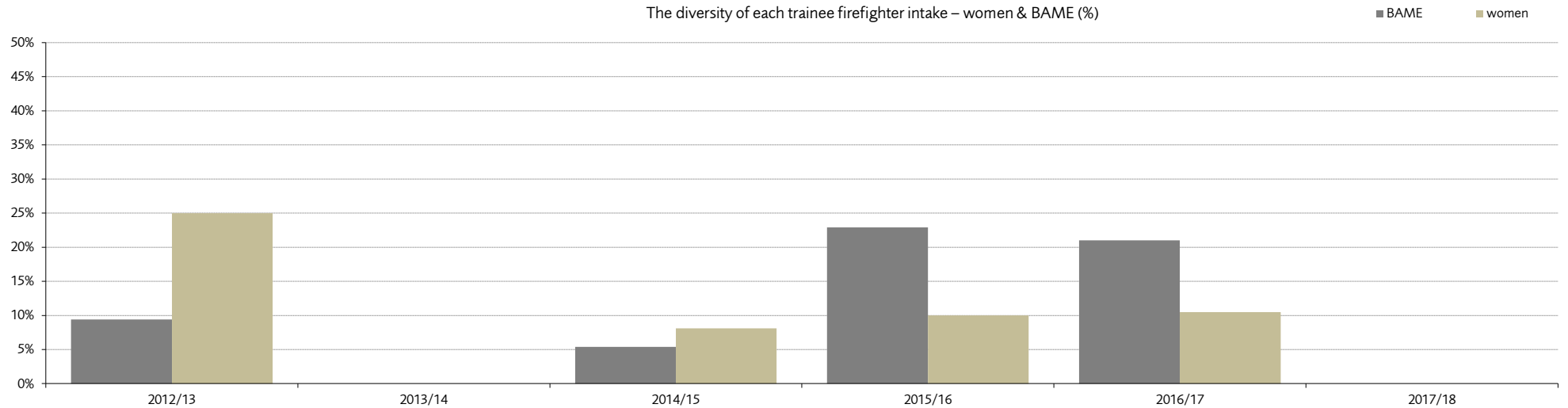
AIM 3 : PEOPLE and RESOURCES

Inclusion

CO7A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Improve the ethnic diversity (BAME) of each trainee firefighter intake <i>Annual data</i>	Actual	9.4%	-	5.4%	22.9%	21.0%	-
		Target	-	-	-	-	-	25.0%

CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Improve the gender diversity (Woman) of each trainee firefighter intake <i>Annual data</i>	Actual	25.0%	-	8.1%	10.0%	10.5%	-
		Target	-	-	-	-	-	18.0%

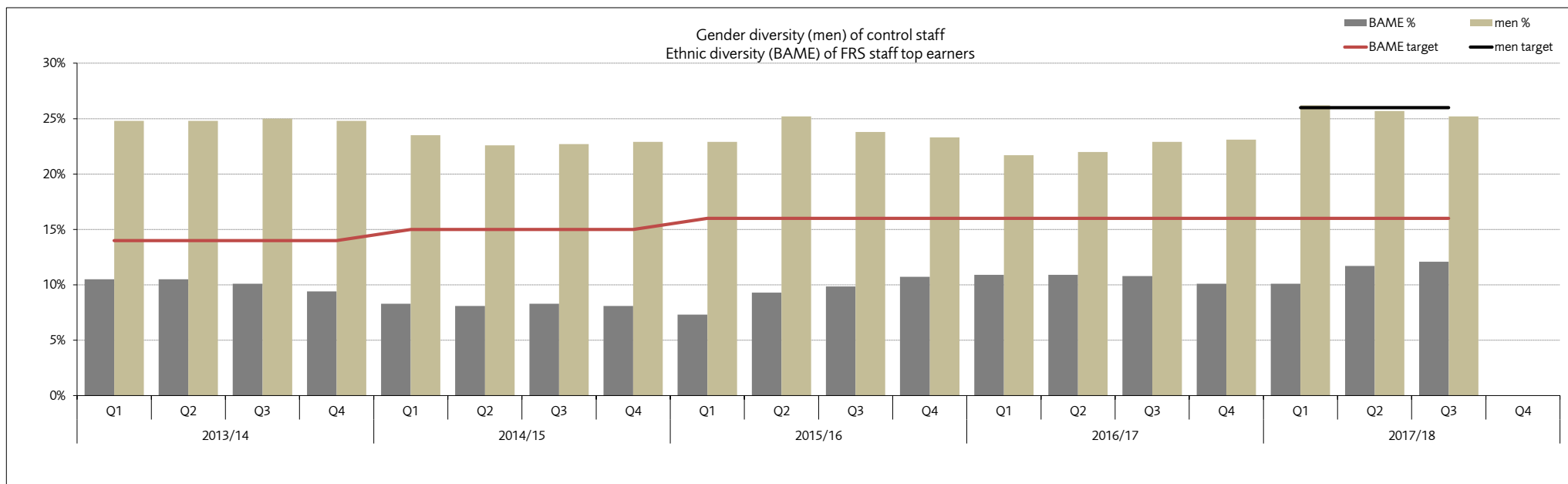
The diversity of each trainee firefighter intake – women & BAME (%)



AIM 3 : PEOPLE and RESOURCES

Inclusion

	CO8		Q1	Q2	Q3	Q4	target	CO9	Q1	Q2	Q3	Q4	target
HoHR M	Gender diversity (men) of control staff	2013/14	24.8%	24.8%	25.0%	24.8%	-	Ethnic diversity (BAME) of FRS staff top earners	10.5%	10.5%	10.1%	9.4%	14%
		2014/15	23.5%	22.6%	22.7%	22.9%	-		8.3%	8.1%	8.3%	8.1%	15%
		2015/16	22.9%	25.2%	23.8%	23.3%	-		7.3%	9.3%	9.9%	10.7%	16%
		2016/17	21.7%	22.0%	22.9%	23.1%	-		10.9%	10.9%	10.8%	10.1%	16%
		2017/18	26.2%	25.7%	25.2%		26%		10.1%	11.7%	12.1%		16%

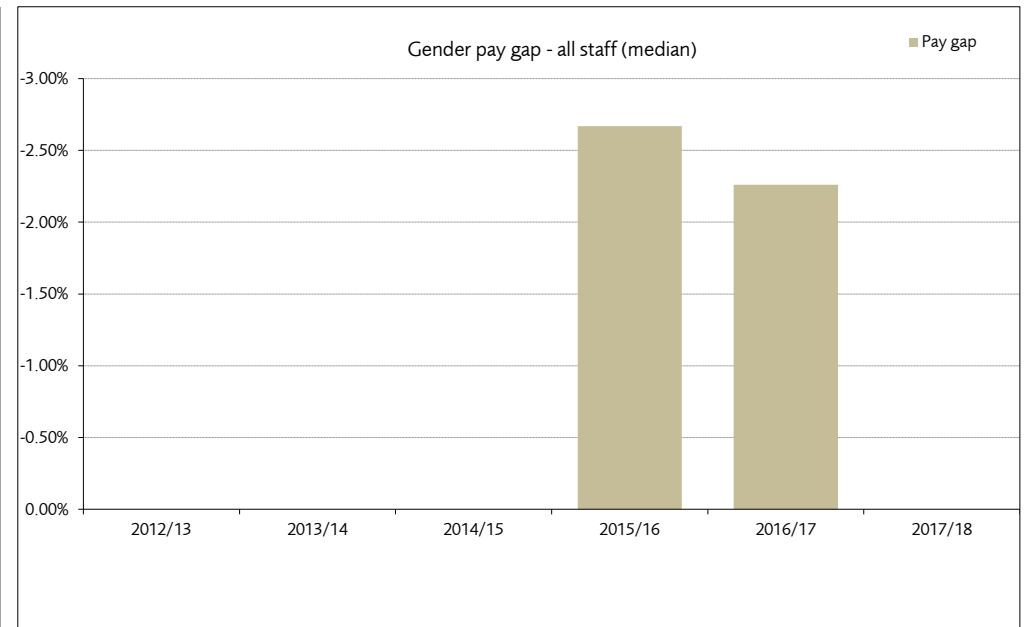
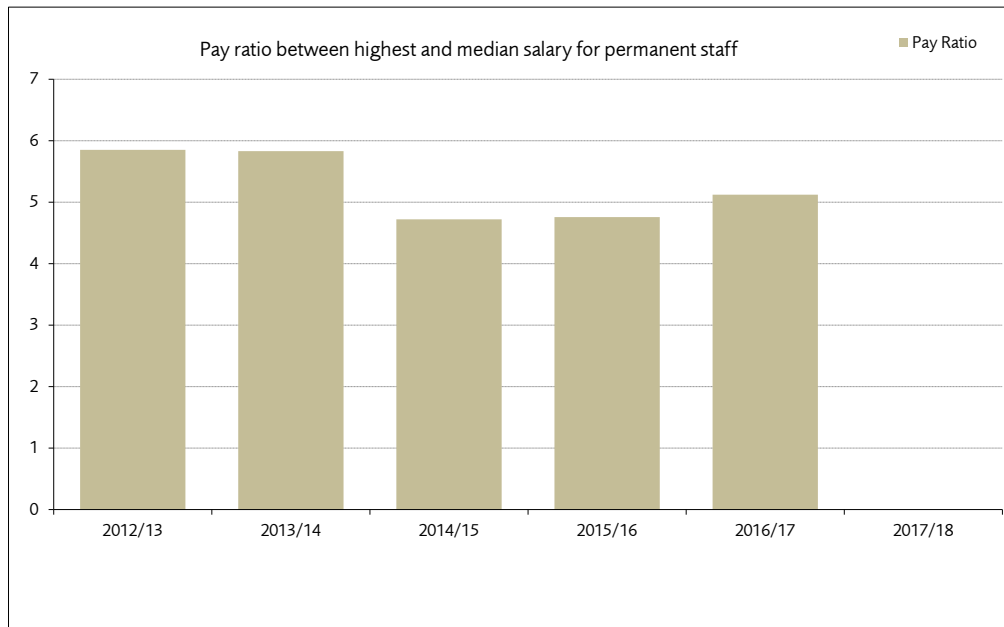


HoHRM			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO8	Gender diversity (men) of control staff	No.	24	27	25	24	24	23	24	24	24	24	28	28	27		
		% as at...	22.9%	25.2%	23.8%	23.3%	23.3%	21.7%	22.0%	22.9%	23.1%	23.1%	26.2%	25.7%	25.2%		
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	10	13	14	15	15	15	15	15	14	14	15	17	18		
		% as at...	7.3%	9.3%	9.9%	10.7%	10.7%	10.9%	10.9%	10.8%	10.1%	10.1%	10.1%	11.7%	12.1%		

AIM 3 : PEOPLE and RESOURCES*Inclusion*

CO10A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	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	-
		Target	-	-	-	-	-	6.00

CO10B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Gender pay gap - all staff (median) <i>Annual data</i>	Actual	-	-	-	-2.67%	-2.26%	-
		Target	-	-	-	-	-	±3%



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

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX10A	% 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%	7.1%	7.1%		
		number	327	326	329	330		327	327	326	327		326	328	334		
CX10B	% 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%	47.3%	48.3%		
		number	345	349	348	352		353	357	362	368		371	364	378		
CX10C	% 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%	74.3%	74.8%		
		number	81	80	80	79		83	85	81	80		79	81	80		
CX11A	% of workforce Operational staff BAME	% as at...	12.3%	12.5%	12.6%	12.6%	12.6%	12.6%	12.7%	12.8%	13.0%	13.0%	13.1%	13.1%	13.1%		
		number	613	608	610	608		601	603	600	609		606	605	605		
CX11B	% of workforce FRS staff BAME	% as at...	25.8%	26.1%	26.3%	26.3%	26.3%	26.3%	26.7%	26.7%	27.4%	27.4%	27.9%	28.2%	28.6%		
		number	200	203	206	206		204	207	207	215		217	217	224		
CX11C	% of workforce control staff BAME	% as at...	11.4%	11.2%	11.4%	11.7%	11.7%	11.3%	11.9%	11.4%	12.5%	12.5%	11.2%	12.8%	11.2%		
		number	12	12	12	12		12	13	12	13		12	14	12		
CX12A	% 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%	4.2%	5.1%		
		number	152	154	153	153		156	168	174	180		185	192	236		
CX12B	% 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%	12.3%	13.8%		
		number	69	71	72	71		71	74	79	85		86	95	108		
CX12C	% 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%	10.1%	11.2%		
		number	9	9	9	9		9	9	11	11		11	11	12		
CX13A	% 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%	4.2%	4.7%		
		number	180	178	176	178		177	182	184	185		187	193	216		
CX13B	% 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%	4.9%	4.5%		
		number	33	33	34	35		33	36	35	37		39	38	35		
CX13C	% 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%	3.7%	3.7%		
		number	1	1	1	1		1	2	2	2		3	4	4		

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	12.6%	10.9%	7.3%	7.6%	7.6%	10.8%	10.5%	11.1%	11.0%	11.0%	9.8%	10.1%	11.4%		
		number	18	16	12	13		32	30	30	29		19	21	24		
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	22.0%	25.0%	28.8%	32.8%	32.8%	43.4%	40.0%	36.0%	36.5%	36.5%	30.0%	27.5%	30.2%		
		number	9	11	17	20		23	22	18	19		15	14	16		
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%	12.5%	11.1%	10.0%	10.0%	11.1%	0.0%	0.0%		
		number	0	0	0	0		0	1	1	1		1	0	0		
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	11.2%	10.9%	10.9%	11.6%	11.6%	7.1%	6.7%	5.2%	5.3%	5.3%	7.7%	9.1%	9.0%		
		number	16	16	18	20		21	19	14	14		15	19	19		
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	58.5%	54.5%	52.5%	47.5%	47.5%	52.8%	58.2%	56.0%	63.5%	63.5%	58.0%	54.9%	58.5%		
		number	24	24	31	29		28	32	28	33		29	28	31		
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	60.0%	60.0%	60.0%	100%	100%	100%	75.0%	77.8%	80.0%	80.0%	77.8%	100%	100%		
		number	3	3	3	3		1	6	7	8		7	2	1		
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	6.3%	8.2%	9.1%	8.7%	8.7%	6.1%	5.3%	4.1%	4.2%	4.2%	4.1%	4.3%	6.2%		
		number	9	12	15	15		18	15	11	11		8	9	13		
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	19.5%	18.2%	15.3%	11.5%	11.5%	7.5%	5.5%	6.0%	7.7%	7.7%	8.0%	9.8%	11.3%		
		number	8	8	9	7		4	3	3	4		4	5	6		
CX14J	Promoted staff to reflect the disability diversity – 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%	0.0%	0.0%	0.0%		
		number	0	0	0	0		0	0	0	0		0	0	0		
CX14K	Promoted staff to reflect the LGBT diversity – Operational staff	% rolling 12 month	7.0%	6.1%	6.1%	6.4%	6.4%	3.0%	3.2%	3.0%	3.4%	3.4%	5.2%	5.8%	5.2%		
		number	10	9	10	11		9	9	8	9		10	12	11		
CX14L	Promoted staff to reflect the LGBT diversity – FRS staff	% rolling 12 month	9.8%	9.1%	6.8%	6.6%	6.6%	5.7%	5.5%	6.0%	7.7%	7.7%	12.0%	9.8%	9.4%		
		number	4	4	4	4		3	3	3	4		6	5	5		
CX14M	Promoted staff to reflect the LGBT diversity – 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%	0.0%	0.0%	0.0%		
		number	0	0	0	0		0	0	0	0		0	0	0		

Corporate Performance Digest - Q3 2017/18

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX15A	Top earners Operational staff women	% as at...	7.8%	8.2%	7.2%	7.6%	7.6%	7.6%	7.8%	7.5%	6.9%	6.9%	7.1%	6.8%	6.5%		
		number	17	19	17	18	18	18	18	18	16	16	15	16	15		
CX15B	Top earners FRS staff women	% as at...	38.7%	41.4%	41.5%	43.6%	43.6%	45.3%	45.3%	44.6%	43.9%	43.9%	43.9%	43.4%	43.6%		
		number	53	58	59	61	61	62	62	62	61	61	61	63	65		
CX15C	Top earners control staff women	% as at...	63.6%	60.0%	50.0%	55.6%	55.6%	60.0%	66.7%	50.0%	55.6%	55.6%	50.0%	50.0%	45.5%		
		number	7	6	5	5	5	6	6	5	5	5	5	5	5		
CX15D	Top earners Operational staff BAME	% as at...	10.6%	10.4%	10.6%	11.4%	11.4%	11.4%	11.2%	11.3%	12.1%	12.1%	12.4%	12.3%	11.2%		
		number	23	24	25	27	27	27	26	27	28	28	28	29	26		
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		number	0	0	0	0	0	0	0	0	0	0	0	0	0		
CX15G	Top earners Operational staff LGBT	% as at...	3.2%	3.5%	3.4%	3.4%	3.4%	3.4%	3.9%	4.2%	3.9%	3.9%	4.0%	3.8%	3.9%		
		number	7	8	8	8	8	8	9	10	9	9	9	9	9		
CX15H	Top earners FRS staff LGBT	% as at...	5.8%	6.4%	7.0%	7.9%	7.9%	6.6%	7.3%	7.2%	7.9%	7.9%	7.9%	7.6%	6.7%		
		number	8	9	10	11	11	9	10	10	11	11	11	11	10		
CX15I	Top earners control staff LGBT	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	10.0%	9.1%		
		number	0	0	0	0	0	0	0	0	0	0	1	1	1		
CX15J	Top earners Operational staff disabled	% as at...	4.6%	4.8%	4.7%	4.7%	4.7%	5.1%	7.3%	7.5%	7.8%	7.8%	8.0%	8.5%	10.8%		
		number	10	11	11	11	11	12	17	18	18	18	18	20	25		
CX15K	Top earners FRS staff disabled	% as at...	4.4%	4.3%	4.2%	4.3%	4.3%	4.4%	4.4%	4.3%	4.3%	4.3%	4.3%	4.1%	7.4%		
		number	6	6	6	6	6	6	6	6	6	6	6	6	11		
CX15L	Top earners control staff disabled	% as at...	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		number	1	0	0	0	0	0	1	0	0	0	0	0	0		

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX16A	Voluntary leavers Operational staff BAME	% as at...	11.0%	10.2%	9.6%	9.3%	9.3%	10.6%	13.4%	14.0%	10.7%	10.7%	10.2%	10.0%	12.1%		
		number	30	31	29	28	28	27	30	33	25	25	26	26	30		
CX16B	Voluntary leavers Operational staff women	% as at...	3.3%	2.6%	2.6%	1.7%	1.7%	2.8%	4.0%	5.1%	6.0%	6.0%	6.3%	5.7%	5.2%		
		number	9	8	8	5	5	7	9	12	14	14	16	15	13		
CX16C	Voluntary leavers FRS staff BAME	% as at...	15.4%	12.5%	12.5%	21.6%	21.6%	21.6%	21.1%	23.3%	11.9%	11.9%	14.3%	14.3%	14.6%		
		number	6	4	4	8	8	8	8	10	5	5	7	7	7		
CX16D	Voluntary leavers FRS staff women	% as at...	30.8%	34.4%	37.5%	40.5%	40.5%	35.1%	36.8%	34.9%	26.2%	26.2%	34.7%	38.8%	33.3%		
		number	12	11	12	15	15	13	14	15	11	11	17	19	16		

AIM 3 : PEOPLE and RESOURCES

Inclusion

	IP19	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoP	Contractor staff paid London's Living Wage <i>Annual data</i>	221	180	182	179	162	-

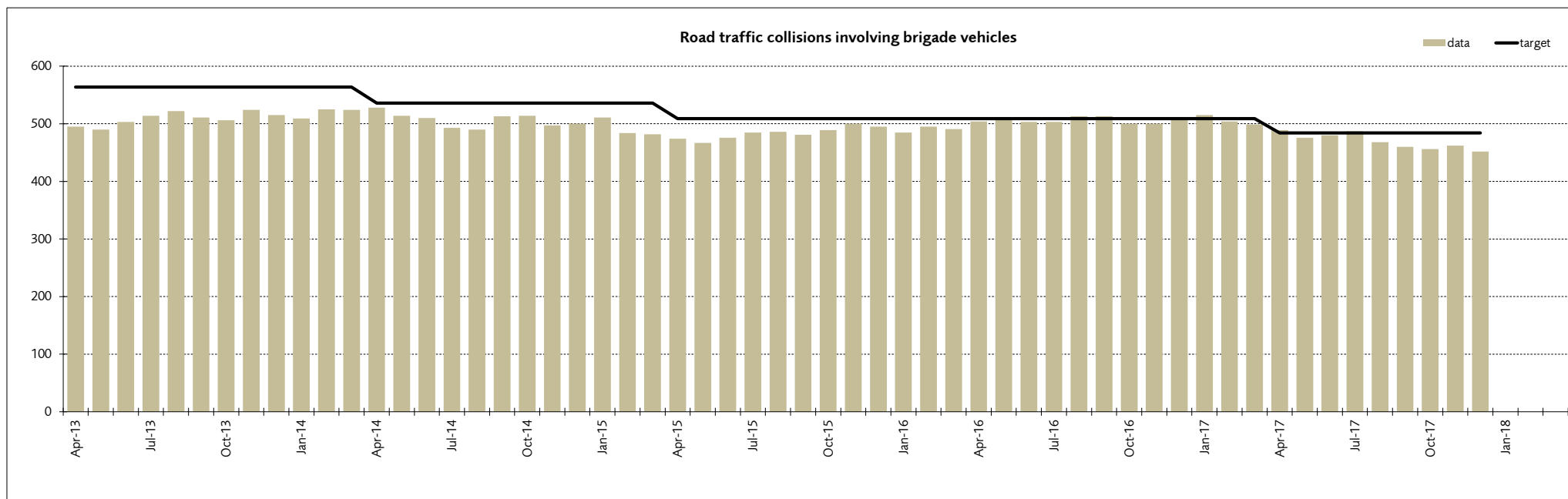
target
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AIM 3 : PEOPLE and RESOURCES

Safety

CO11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Road traffic collisions involving brigade vehicles 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	491	509
		2016/17	504	511	503	503	513	513	500	500	509	515	504	499	509
		2017/18	489	476	480	487	468	460	456	462	452				484



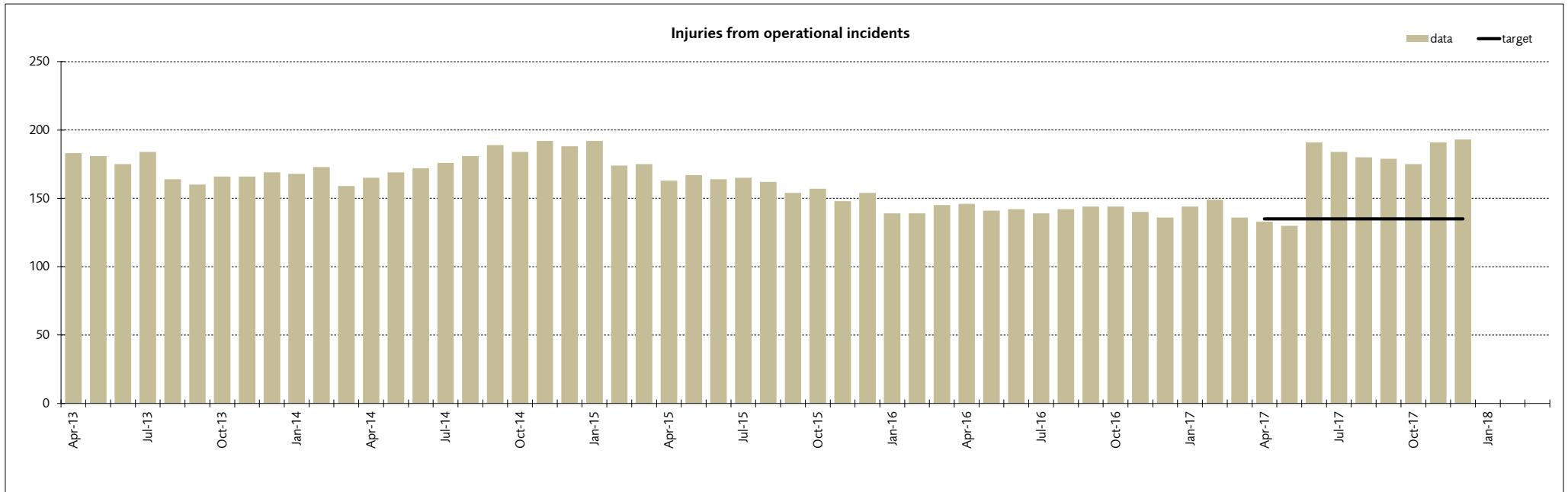
HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	476	481	495	491	491	503	513	509	499	499	480	460	452		
		number in quarter	120	141	124	106		132	151	120	96		113	131	112		

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AIM 3 : PEOPLE and RESOURCES

Safety

CO12			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries from operational incidents rolling 12 month	2013/14	183	181	175	184	164	160	166	166	169	168	173	159	-
		2014/15	165	169	172	176	181	189	184	192	188	192	174	175	-
		2015/16	163	167	164	165	162	154	157	148	154	139	139	145	-
		2016/17	146	141	142	139	142	144	144	140	136	144	149	136	-
		2017/18	133	130	191	184	180	179	175	191	193				135



HoHS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO12	Injuries from operational incidents	rolling 12 month	164	154	154	145	145	142	144	136	136	136	191	179	193		
		number in quarter	37	41	40	27		34	43	32	27		89	31	46		

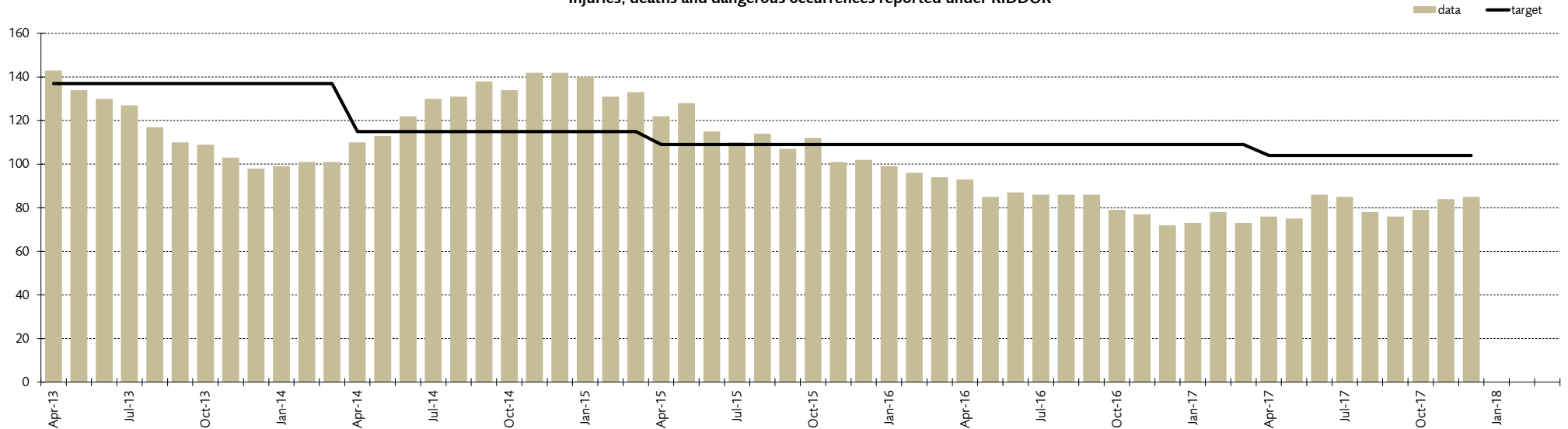
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AIM 3 : PEOPLE and RESOURCES

Safety

CO13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries, deaths and dangerous occurrences reported under RIDDOR 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	73	78	73	109
		2017/18	76	75	86	85	78	76	79	84	85				104

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
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	115	107	102	94	94	87	86	72	73	73	86	76	85		
		number in quarter	28	28	23	15		21	27	9	16		34	17	18		

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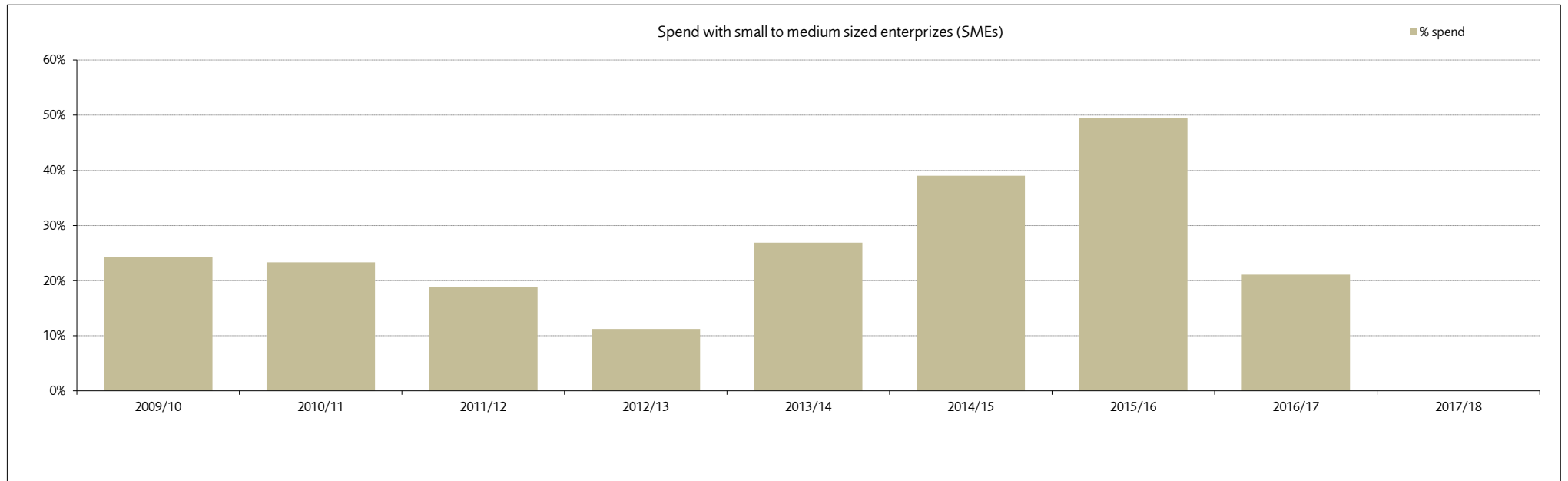
AIM 3 : PEOPLE and RESOURCES

Safety

			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX17A	RIDDOR - deaths	rolling 12 month	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	11	11	8	4	4	1	1	1	1	1	5	4	4		
		number in quarter	3	1	0	0		0	1	0	0		4	0	0		
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	104	96	93	89	89	85	84	70	71	71	80	71	81		
		number in quarter	25	27	22	15		21	26	8	16		30	17	18		

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
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%	-
		Target	-	-	-	-	-	-	-	-	33.0%

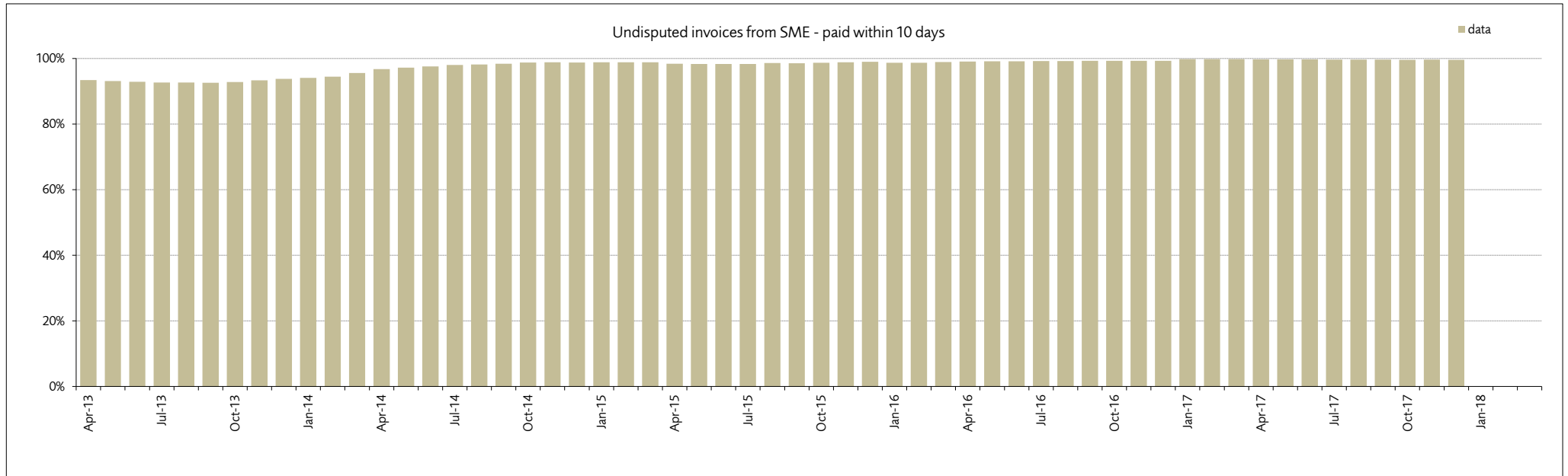


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AIM 3 : PEOPLE and RESOURCES

Sustainability

CX18			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoF	Undisputed invoices from SME - paid within 10 days (%) rolling 12 month	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%
		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%
		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%
		2016/17	99.1%	99.2%	99.2%	99.2%	99.3%	99.4%	99.3%	99.3%	99.3%	99.8%	99.9%	99.8%
		2017/18	99.8%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%			

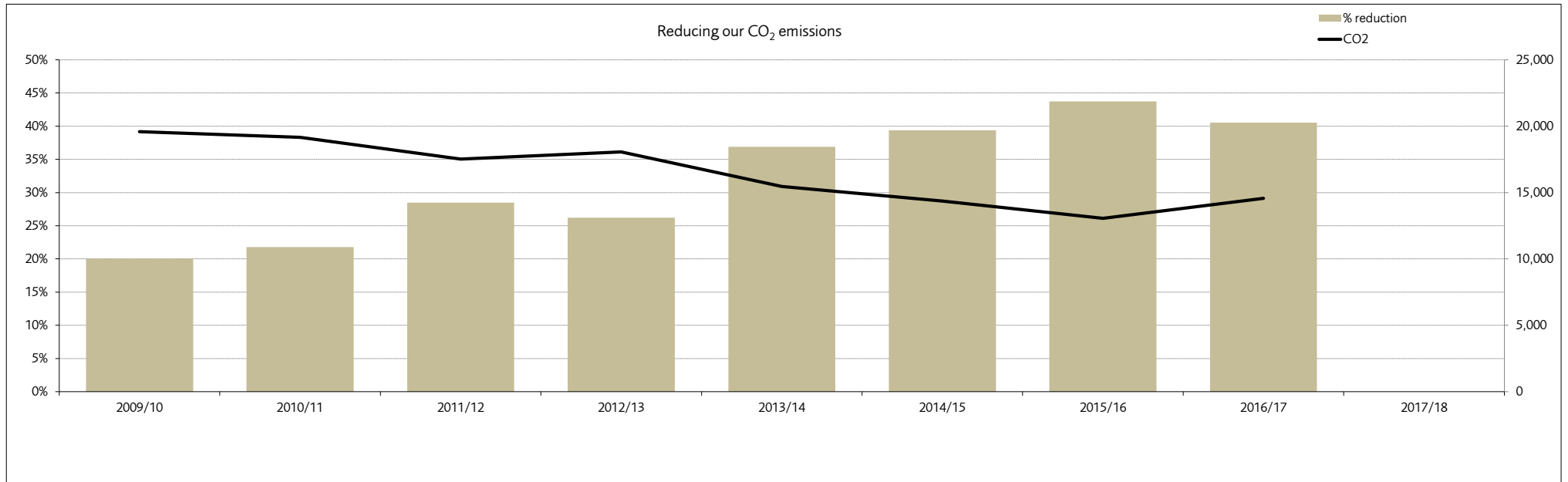


HoF			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	98.4%	98.6%	99.0%	99.0%	99.0%	99.2%	99.4%	99.3%	99.8%	99.8%	99.8%	99.7%	99.6%		
		% in quarter	98.2%	98.8%	99.8%	98.7%		99.9%	99.8%	99.9%	99.7%		99.6%	99.5%	99.7%		

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

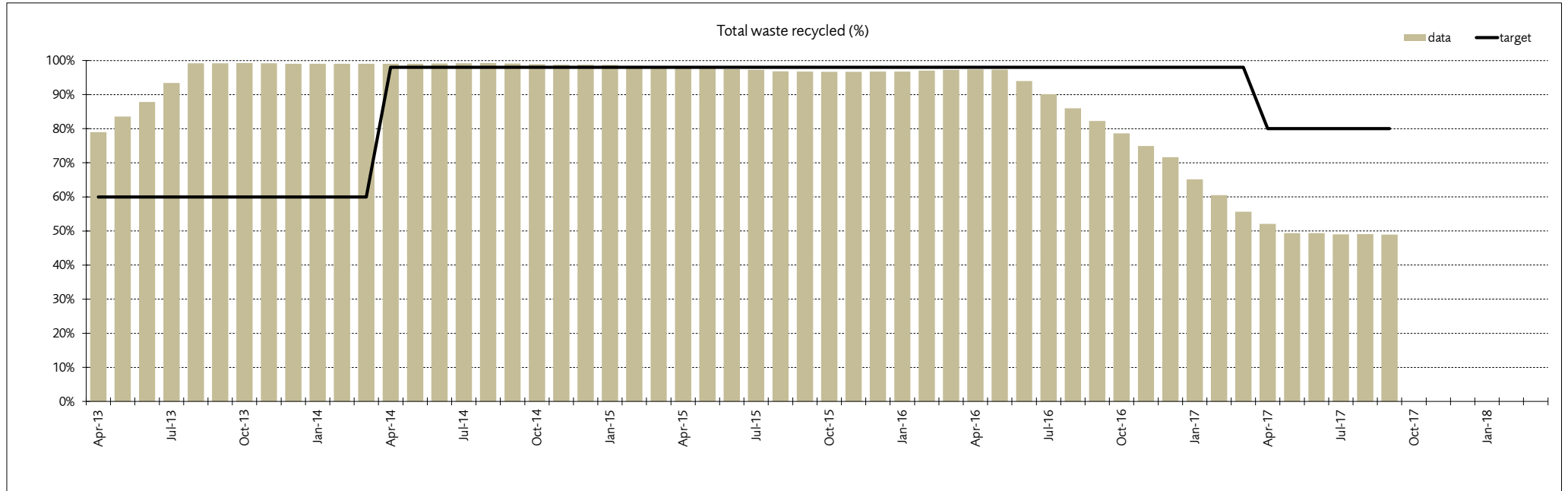


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AIM 3 : PEOPLE and RESOURCES

Sustainability

IP20			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	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	52.1%	49.3%	49.4%	49.0%	49.1%	48.9%							80%



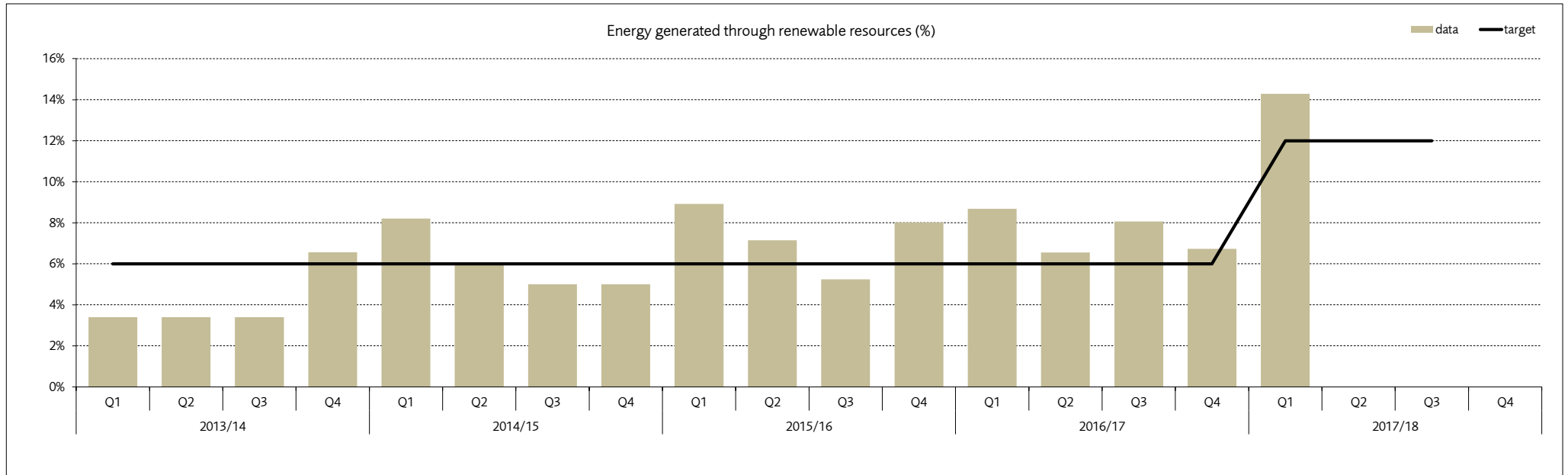
HoTSS			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP20	Total waste recycled (%)	rolling 12 month (kg)	915,817	750,155	672,197	689,363	689,363	695,918	633,922	548,647	501,003	501,003	475,628	526,426			
		Rolling 12 month (%)	97.5%	96.8%	96.7%	97.3%	97.3%	94.0%	82.2%	71.7%	55.6%	55.6%	49.4%	48.9%			
		Percentage in quarter	96.5%	95.8%	97.9%	98.7%		84.0%	50.8%	55.3%	41.6%		53.5%	48.7%			

Q3 data for 'IP20 Total waste recycled (%)' not available when printed

AIM 3 : PEOPLE and RESOURCES

Sustainability

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



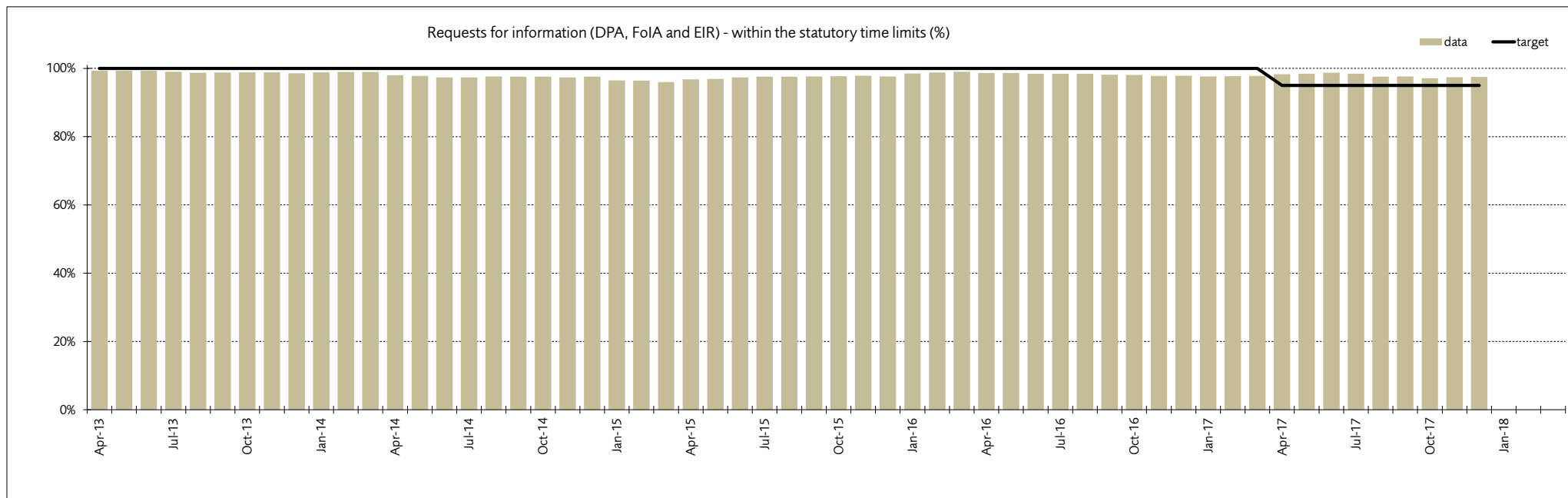
Q2 and Q3 data for 'IP21 Energy generated through renewable resources' not available when printed

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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	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%	98.4%	97.6%	97.7%	97.2%	97.4%	97.5%				95%



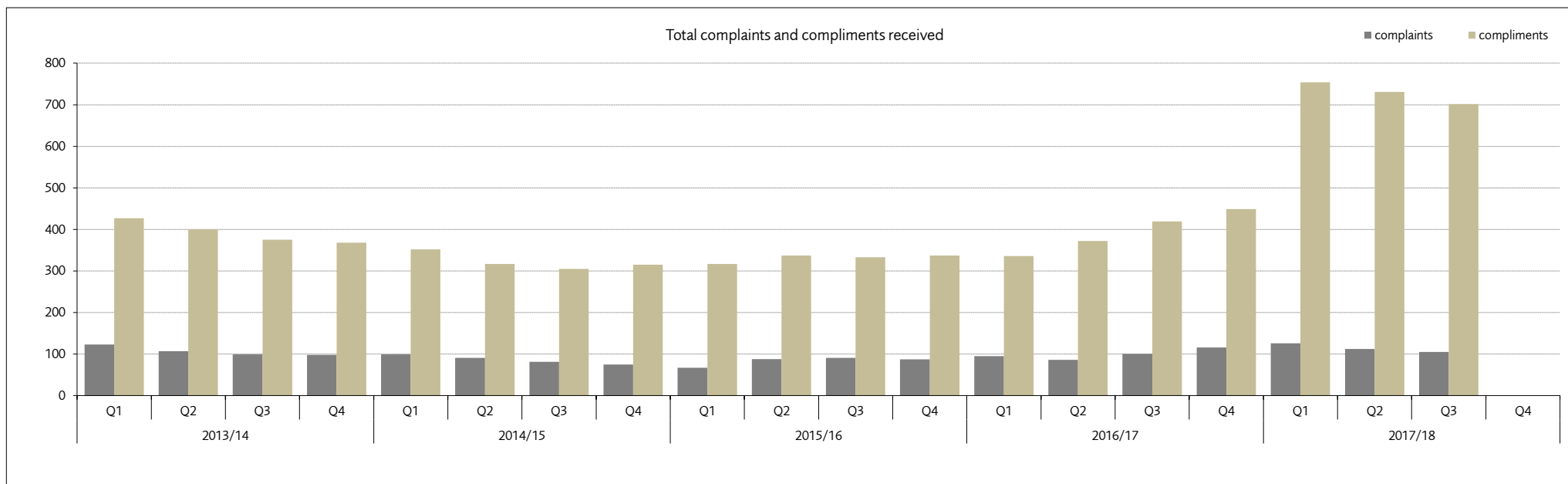
HoICT			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	97.4%	97.6%	97.6%	99.0%	99.0%	98.4%	98.1%	97.9%	97.8%	97.8%	98.8%	97.7%	97.5%		
		percentage in quarter	99.1%	100%	99.0%	98.0%		96.7%	98.9%	97.8%	97.8%		100%	95.2%	97.1%		

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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 rolling 12 month	2013/14	123	107	99	98	down	Total compliments received rolling 12 month	427	400	375	368	up
		2014/15	99	91	81	75	down		352	317	305	315	up
		2015/16	67	88	91	87	down		317	337	333	337	up
		2016/17	95	86	100	116	down		336	372	419	449	up
		2017/18	126	112	105		down		754	731	702		up



HoCO			Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
IP22	Total complaints received	rolling 12 month	67	88	91	87	87	95	86	100	116	116	126	112	105		
		number in quarter	13	40	19	15		21	31	33	31		31	17	26		
IP23	Total compliments received	rolling 12 month	317	337	333	337	337	336	372	419	449	449	754	731	702		
		number in quarter	88	103	65	81		87	139	112	111		392	116	83		

Corporate Performance Digest - Q3 2017/18

		Q1	Q2	Q3	Q4	15/16	Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18
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%	28.7%	28.2%		
	number in quarter	34.7%	33.1%	31.5%	31.3%		31.6%	29.8%	30.2%	28.4%		28.1%	28.1%	28.3%		
Number of school children reached	rolling 12 month	71,279	77,274	87,150	90,317	90,317	94,831	96,684	94,606	93,694	93,694	96,623	99,558	95,872		
	number in quarter	21,882	15,157	25,944	27,334		26,396	17,010	23,866	26,422		29,325	19,945	20,180		
Participants of JFIS schemes	rolling 12 month	Annual data				135	Annual data				131	Annual data				
	number in quarter															
Participants of LIFE schemes	rolling 12 month	482	555	605	651	651	663	634	625	630	630	587	598	637		
	number in quarter	177	143	165	166		189	114	156	171		146	125	195		
Participants of Fire Cadets scheme *July passout	rolling 12 month	Annual data				124*	Annual data (includes graduate cadets)				191*	Annual data				
	number in quarter															
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%	3.4%	3.7%		
	number in quarter	2.5%	2.5%	2.8%	2.4%		2.5%	2.5%	2.3%	3.5%		3.9%	4.0%	3.3%		
Prosecutions made	rolling 12 month	3	5	5	4	4	4	4	4	5	5	10	10	9		
	number in quarter	0	2	1	1		0	2	1	2		5	2	0		
Successful prosecutions	rolling 12 month	3	5	5	4	4	4	4	4	5	5	10	10	9		
	number in quarter	0	2	1	1		0	2	1	2		5	2	0		
Prohibition notices served	rolling 12 month	35	32	34	29	29	28	42	46	51	51	52	49	55		
	number in quarter	8	6	8	7		7	20	12	12		8	17	18		
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	6,497	6,530		
	number in quarter	1,386	1,669	1,618	1,581		1,805	1,552	1,727	1,590		1,513	1,667	1,760		
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	421	424	421	404	404	378	378	374	412	412	487	561	639		
	number in quarter	117	93	96	98		91	93	92	136		166	167	170		

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A	AFAs - in all building	31	F	Fatal dwelling fires - no smoke alarm was fitted	65
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	Alleged fire risks - 3 hour response	28		Fatalities - all fire	14
	Apprentices employed by the Brigade (FTE)	45		Fatalities - fire in dwellings	16
	Apprentices employed by the contractors (FTE)	45		Fatalities - accidental fire in dwellings	13
	Arrival time - first appliance	38		Fire safety inspections - all	26
	Arrival time - less than 10 minutes	40		Fires - all	2
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	Community Fire Cadets scheme - participants	65		Injuries - serious	18
	Community Safety - time spent by station based staff	25		Injuries - special services	20
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	Contractor staff paid London's Living Wage	53		Inspections - high risk premises	29
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	Diversity (BAME) of FRS staff top earners	47	L	LIFE schemes - participants	65
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	Special services - RTC	9
	Special services - entry/exit	10
	Spend with small to medium sized enterprises (SMEs)	58
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	Time to answer an emergency (999) call	34
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	Total complaints received	64
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	Total emergency (999) calls handled by control	33
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U	Undisputed invoices from small to medium enterprises paid within 10 days	59
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