

Corporate performance digest



3rd Quarter – 2018/19 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

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

Performance indicator data

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

RAG Status for indicator with target

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

RAG Status for indicator without target

	better than previous 12 months
	worse than previous 12 months

Keywords

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

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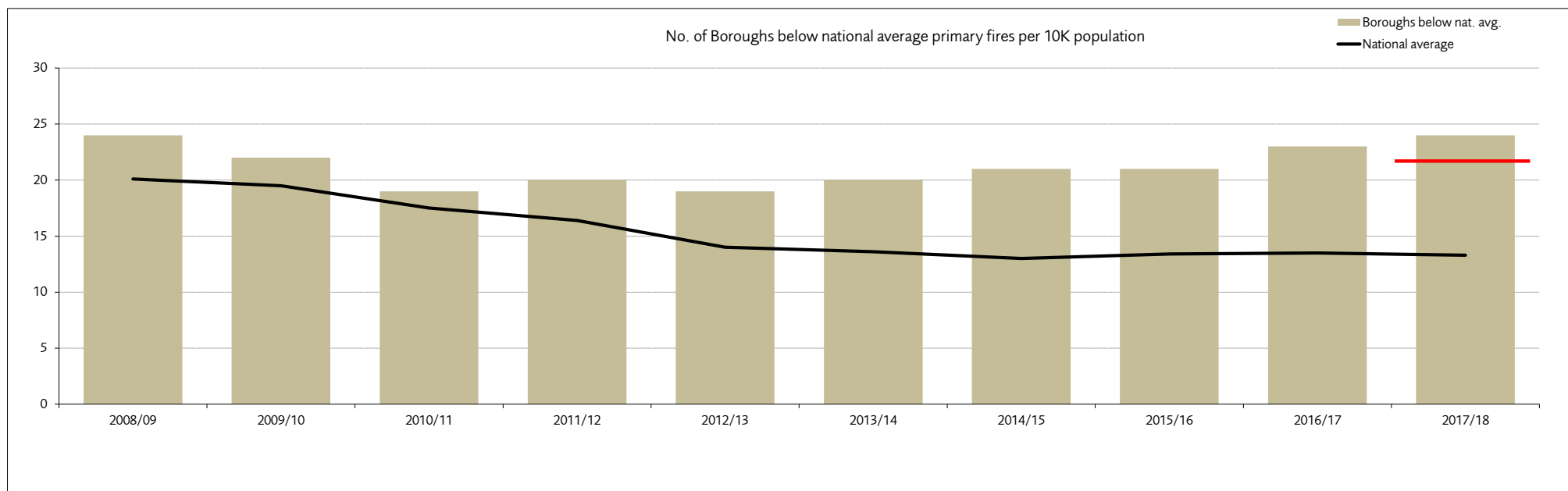
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AIM 1 : PREVENTION and PROTECTION

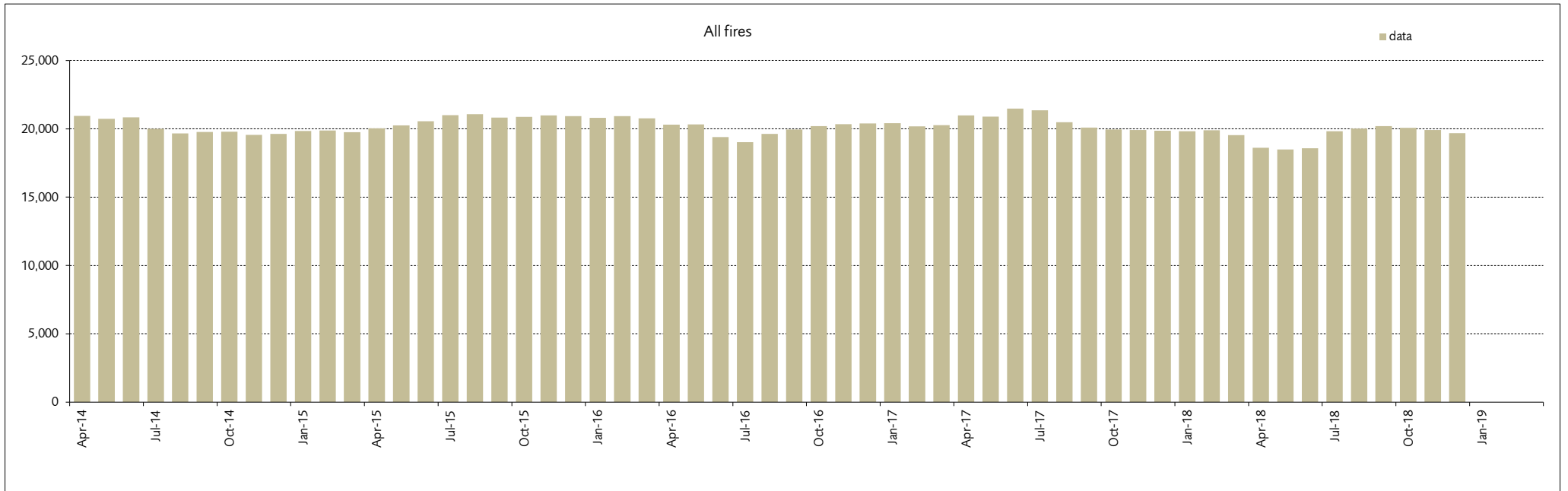
Fairness

	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	13.3
		Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	24
		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	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	19,392	19,024	19,625	19,943	20,200	20,331	20,391	20,404	20,180	20,271	down
		2017/18	20,982	20,884	21,486	21,353	20,478	20,092	19,951	19,921	19,863	19,831	19,893	19,536	down
		2018/19	18,611	18,487	18,580	19,832	20,023	20,202	20,076	19,919	19,675				down



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP1	All fires	rolling 12 month	19,392	19,943	20,391	20,271	20,271	21,486	20,092	19,863	19,536	19,536	18,580	20,202	19,675		
		per 10,000 population	22.4	23.0	23.5	23.4	23.4	24.5	22.9	22.6	22.3	22.3	21.1	22.9	22.3		
		number in quarter	4,995	6,333	4,856	4,087		6,210	4,939	4,627	3,760		5,254	6,561	4,100		

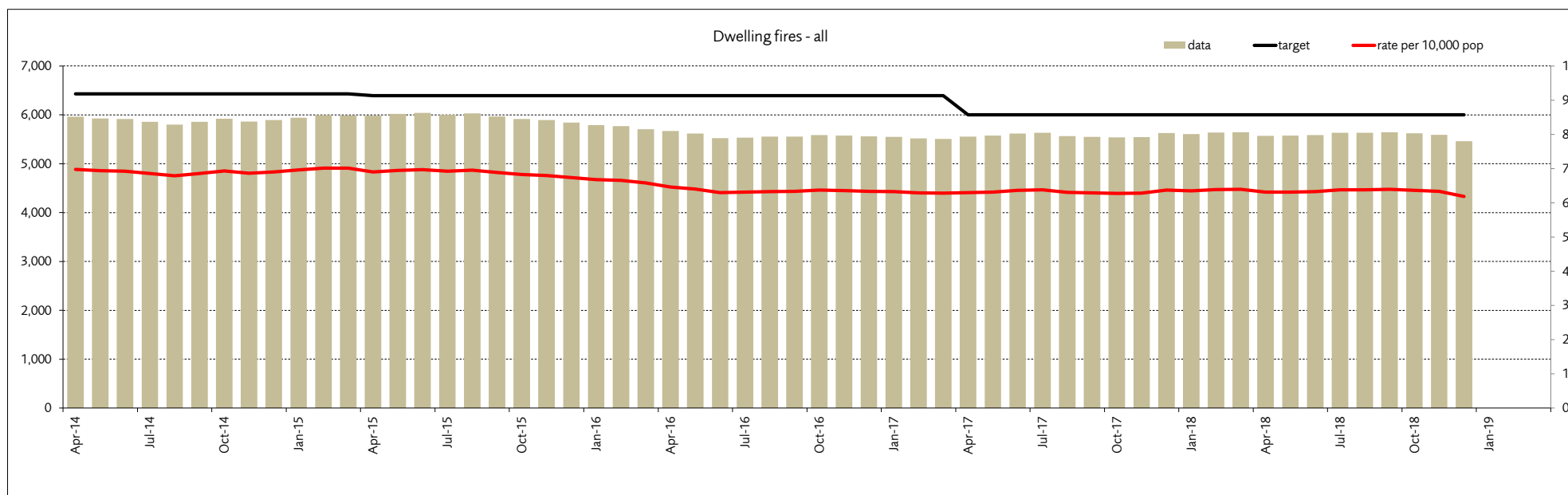
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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

H2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Dwelling fires - all rolling 12 month	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	5,555	5,574	5,615	5,631	5,565	5,550	5,539	5,543	5,625	5,605	5,636	5,642	6,000
		2018/19	5,571	5,573	5,587	5,630	5,631	5,642	5,620	5,589	5,461				6,000

HoFSt	Rate of Dwelling fires per 10,000 population	2014/15	7.0	6.9	6.9	6.9	6.8	6.9	6.9	6.9	6.9	7.0	7.0	7.0
		2015/16	6.9	6.9	7.0	6.9	7.0	6.9	6.8	6.8	6.7	6.7	6.7	6.6
		2016/17	6.5	6.4	6.3	6.3	6.3	6.3	6.4	6.4	6.3	6.3	6.3	6.3
		2017/18	6.3	6.3	6.4	6.4	6.3	6.3	6.3	6.3	6.4	6.4	6.4	6.4
		2018/19	6.3	6.3	6.3	6.4	6.4	6.4	6.4	6.3	6.2			



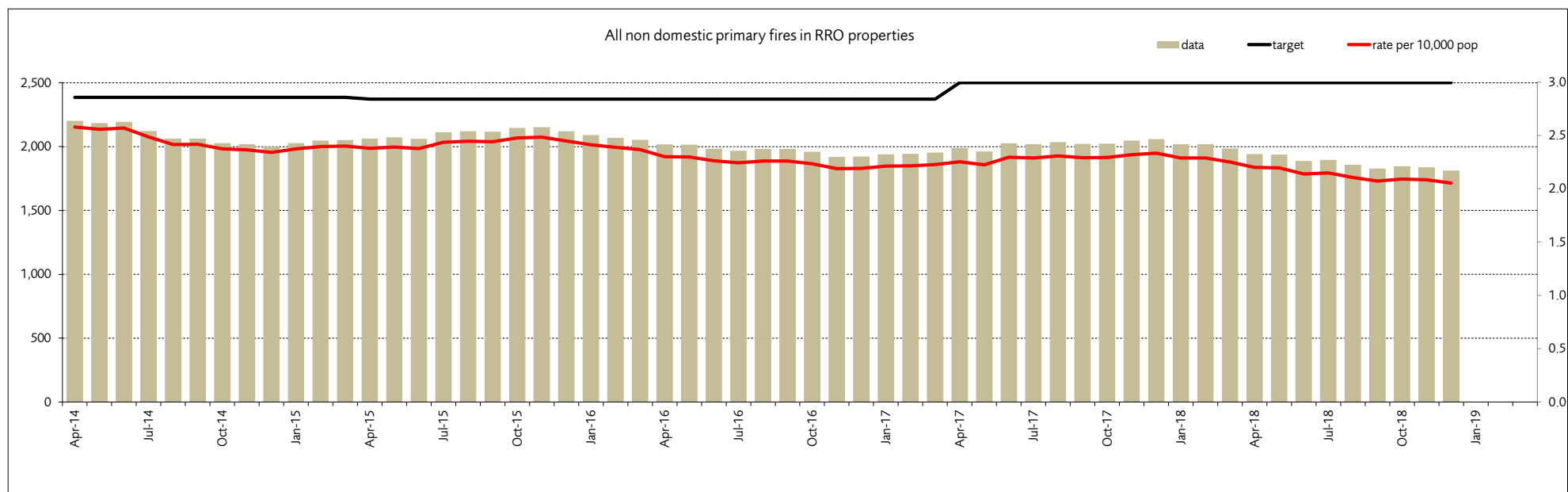
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H2	Dwelling fires - all	rolling 12 month	5,524	5,554	5,558	5,508	5,508	5,615	5,550	5,625	5,642	5,642	5,587	5,642	5,461		
		per 10,000 population	6.30	6.33	6.34	6.28	6.28	6.36	6.29	6.37	6.39	6.39	6.33	6.39	6.19		
		number in quarter	1,337	1,432	1,411	1,328		1,444	1,367	1,486	1,345		1,389	1,422	1,305		

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	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	1,984	1,968	1,981	1,982	1,960	1,920	1,922	1,940	1,943	1,953	2,372
		2017/18	1,989	1,962	2,026	2,020	2,036	2,021	2,024	2,047	2,059	2,019	2,020	1,986	2,500
		2018/19	1,942	1,938	1,888	1,896	1,858	1,829	1,846	1,839	1,812				2,500

HoFS	Rate of All non domestic primary fires in RRO properties per 10,000 population	2014/15	2.6	2.6	2.6	2.5	2.4	2.4	2.4	2.4	2.3	2.4	2.4	2.4
		2015/16	2.4	2.4	2.4	2.4	2.4	2.4	2.5	2.5	2.4	2.4	2.4	2.4
		2016/17	2.3	2.3	2.3	2.2	2.3	2.3	2.2	2.2	2.2	2.2	2.2	2.2
		2017/18	2.3	2.2	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3
		2018/19	2.2	2.2	2.1	2.1	2.1	2.1	2.1	2.1	2.1			

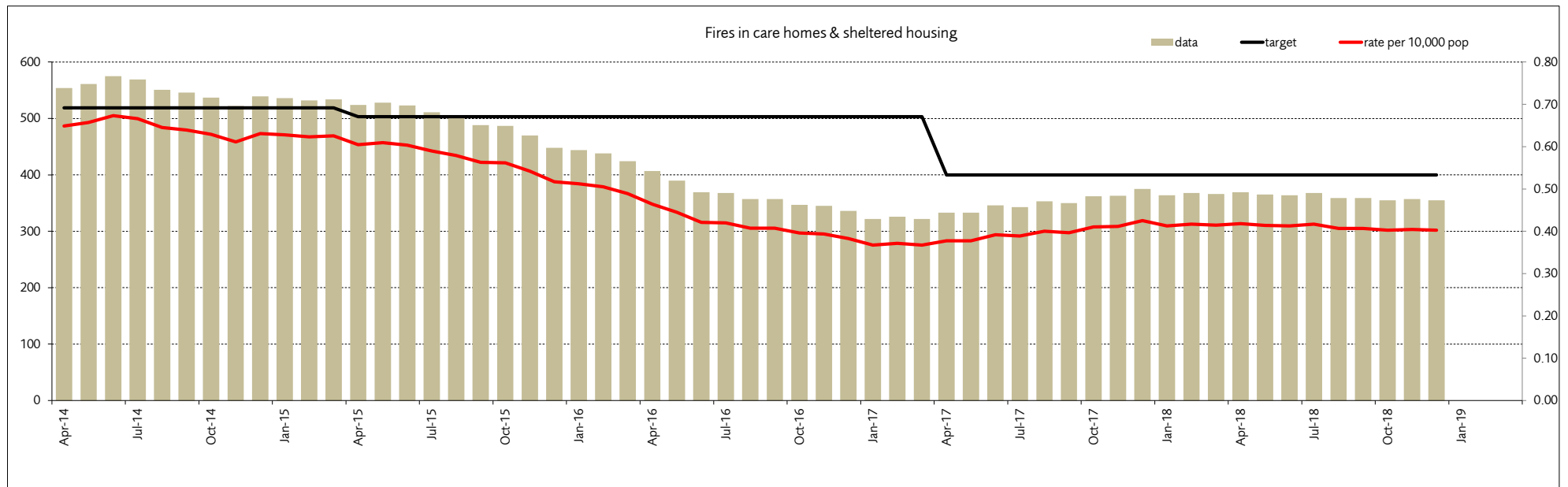


HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H3	All non domestic primary fires in RRO properties	rolling 12 month	1,984	1,982	1,922	1,953	1,953	2,026	2,021	2,059	1,986	1,986	1,888	1,829	1,812		
		per 10,000 population	2.26	2.26	2.19	2.23	2.23	2.30	2.29	2.33	2.25	2.25	2.14	2.07	2.05		
		number in quarter	483	515	451	504		556	510	489	431		458	451	472		

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AIM 1 : PREVENTION and PROTECTION
Stop fires from happening

H4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fires in care homes & sheltered housing for older people rolling 12 month	2014/15	554	561	575	569	551	546	537	522	539	536	532	534	519
		2015/16	524	528	523	511	502	488	487	470	448	444	438	424	503
		2016/17	407	390	369	368	357	357	347	345	336	322	326	322	503
		2017/18	333	333	346	343	353	350	362	363	375	364	368	366	400
		2018/19	369	365	364	368	359	359	355	357	355				400

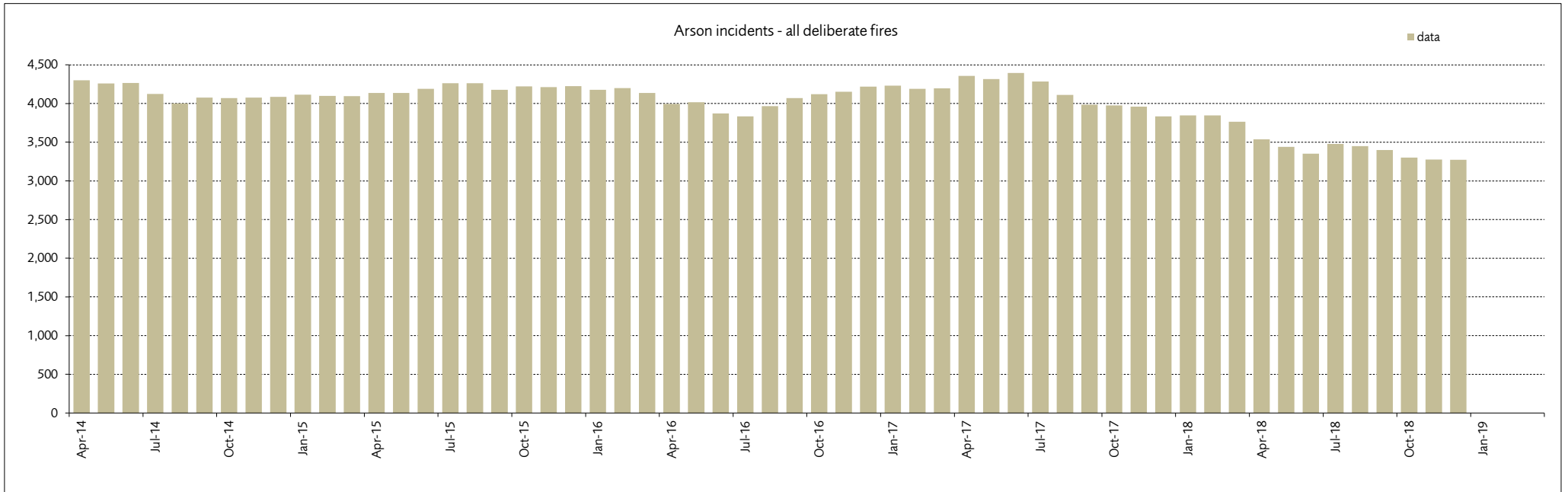
HoFS	Rate of Fires in care homes & sheltered housing for older people per 10,000 population	2014/15	0.6	0.7	0.7	0.7	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6
		2015/16	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.5	0.5	0.5	0.5	0.5
		2016/17	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2017/18	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2018/19	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H4	Fires in care homes & sheltered housing	rolling 12 month	369	357	336	322	322	346	350	375	366	366	364	359	355		
		per 10,000 population	0.42	0.41	0.38	0.37	0.37	0.39	0.40	0.42	0.41	0.41	0.41	0.41	0.40		
		number in quarter	70	87	70	95		94	91	95	86		92	86	91		

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	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	4,219	4,231	4,190	4,197	down
		2017/18	4,357	4,315	4,396	4,285	4,110	3,984	3,975	3,959	3,835	3,847	3,848	3,764	down
		2018/19	3,538	3,439	3,352	3,477	3,449	3,399	3,302	3,276	3,273				down

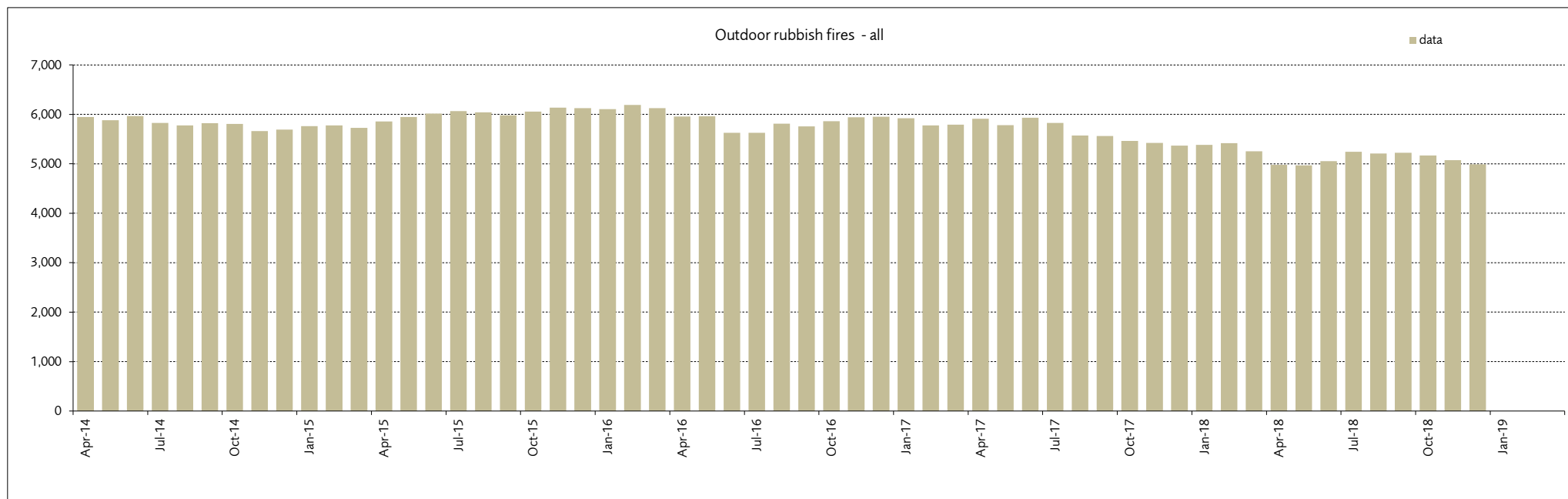


HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP2	Arson incidents - all deliberate fires	rolling 12 month	3,871	4,071	4,219	4,197	4,197	4,396	3,984	3,835	3,764	3,764	3,352	3,399	3,273		
		per 10,000 population	4.47	4.70	4.87	4.84	4.84	5.01	4.54	4.37	4.29	4.29	3.80	3.85	3.71		
		number in quarter	1,024	1,329	1,080	764		1,223	917	931	693		811	964	805		

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

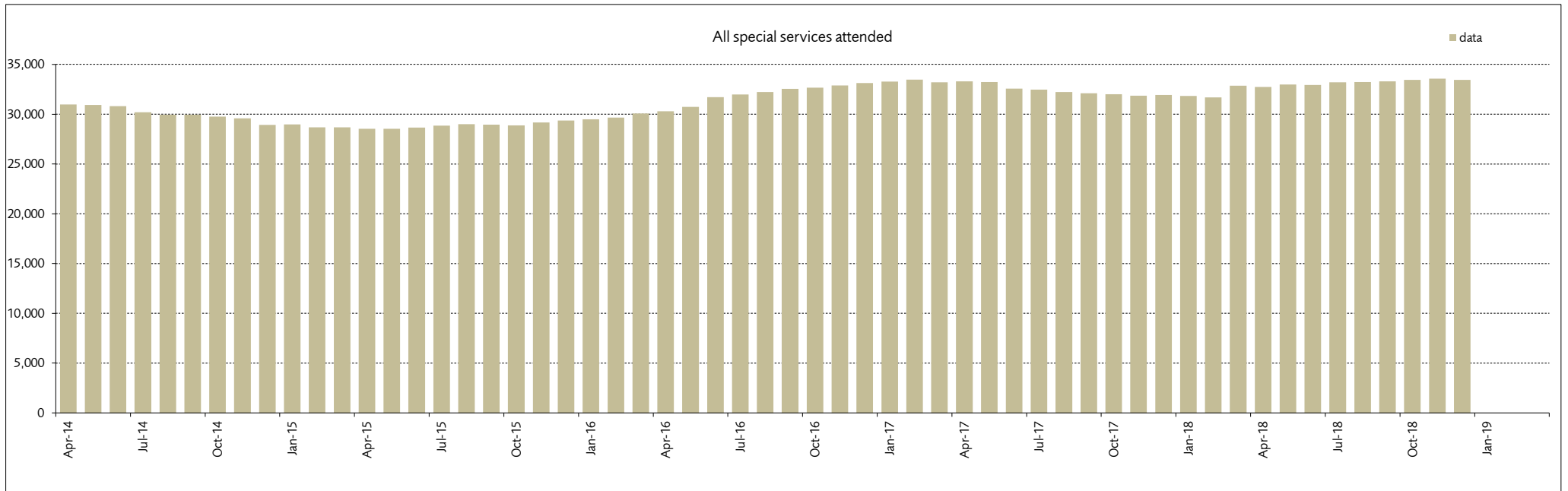
IP3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Outdoor rubbish fires - all rolling 12 month	2014/15	5,946	5,881	5,968	5,829	5,779	5,820	5,805	5,664	5,693	5,760	5,776	5,726	down
		2015/16	5,859	5,946	6,019	6,067	6,043	5,981	6,055	6,136	6,124	6,107	6,193	6,124	down
		2016/17	5,959	5,963	5,629	5,630	5,810	5,757	5,860	5,942	5,951	5,924	5,776	5,790	down
		2017/18	5,912	5,780	5,930	5,829	5,574	5,563	5,463	5,425	5,366	5,385	5,420	5,256	down
		2018/19	4,980	4,971	5,052	5,245	5,207	5,226	5,169	5,072	4,991				down



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP3	Outdoor rubbish fires - all	rolling 12 month	5,629	5,757	5,951	5,790	5,790	5,930	5,563	5,366	5,256	5,256	5,052	5,226	4,991		
		number in quarter	1,575	1,677	1,470	1,068		1,715	1,310	1,273	958		1,511	1,484	1,038		

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

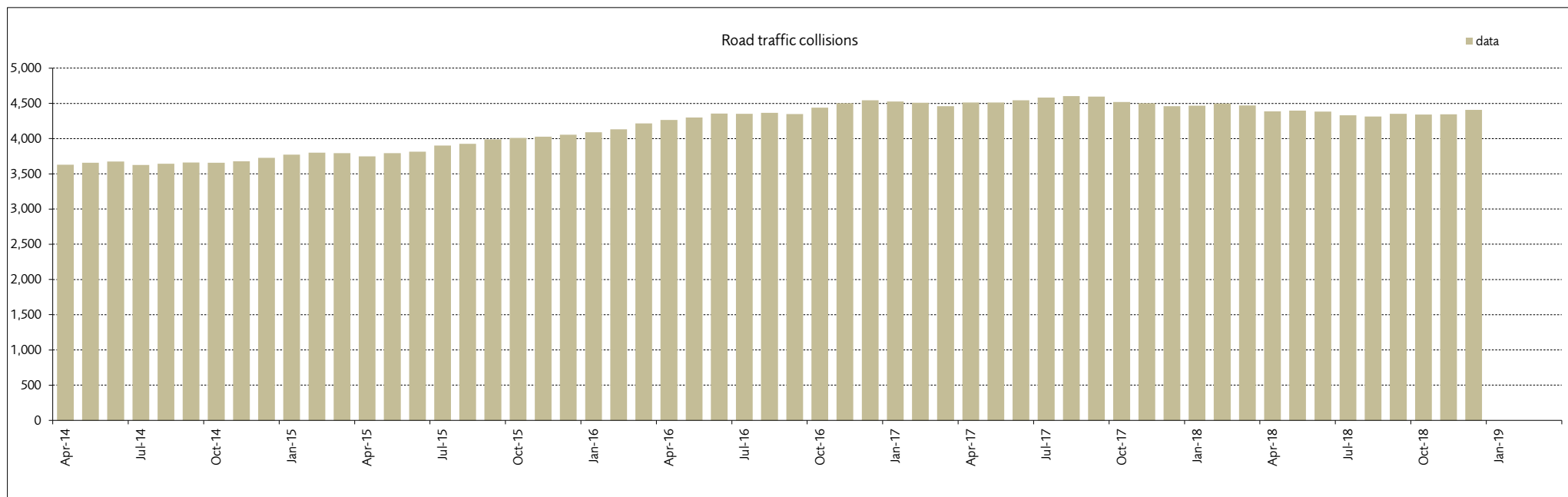
CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	2014/15	30,982	30,917	30,811	30,200	29,952	29,956	29,763	29,575	28,922	28,972	28,686	28,682
		2015/16	28,526	28,527	28,663	28,853	28,992	28,944	28,871	29,160	29,366	29,483	29,668	30,067
		2016/17	30,296	30,733	31,703	31,981	32,233	32,553	32,667	32,894	33,126	33,273	33,475	33,208
		2017/18	33,294	33,227	32,572	32,478	32,222	32,106	32,016	31,859	31,933	31,825	31,680	32,862
		2018/19	32,733	32,984	32,932	33,199	33,228	33,305	33,442	33,579	33,458			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX1	All special services attended	rolling 12 month	31,703	32,553	33,126	33,208	33,208	32,572	32,106	31,933	32,862	32,862	32,932	33,305	33,458		
		number in quarter	8,785	8,728	8,170	7,525		8,149	8,262	7,997	8,454		8,219	8,635	8,150		

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

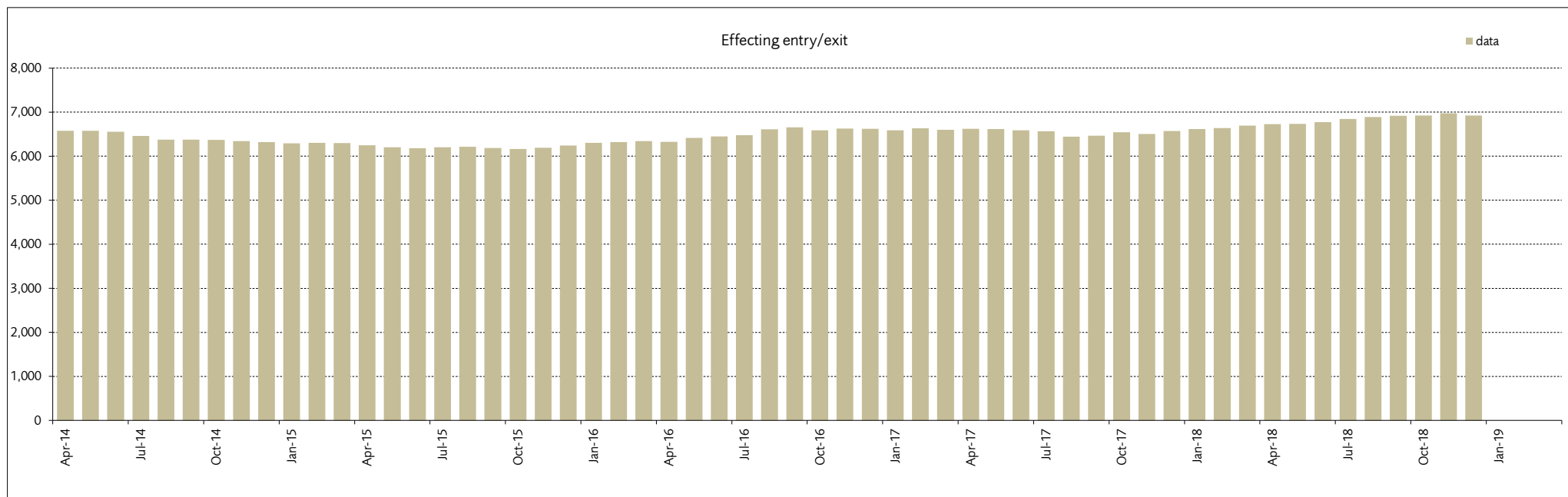
	IP4		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Road traffic collisions <i>rolling 12 month</i>	2014/15	3,630	3,657	3,675	3,626	3,644	3,660	3,656	3,677	3,726	3,772	3,799	3,793	down
		2015/16	3,747	3,794	3,813	3,903	3,925	3,988	4,010	4,029	4,057	4,089	4,131	4,215	down
		2016/17	4,264	4,298	4,355	4,352	4,365	4,350	4,440	4,501	4,544	4,525	4,508	4,462	down
		2017/18	4,511	4,511	4,544	4,581	4,604	4,596	4,518	4,502	4,462	4,466	4,500	4,471	down
		2018/19	4,387	4,398	4,383	4,332	4,315	4,353	4,343	4,345	4,407				down



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP4	Road traffic collisions	rolling 12 month	4,355	4,350	4,544	4,462	4,462	4,544	4,596	4,462	4,471	4,471	4,383	4,353	4,407		
		number in quarter	1,129	1,126	1,233	974		1,211	1,178	1,099	983		1,123	1,148	1,153		

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

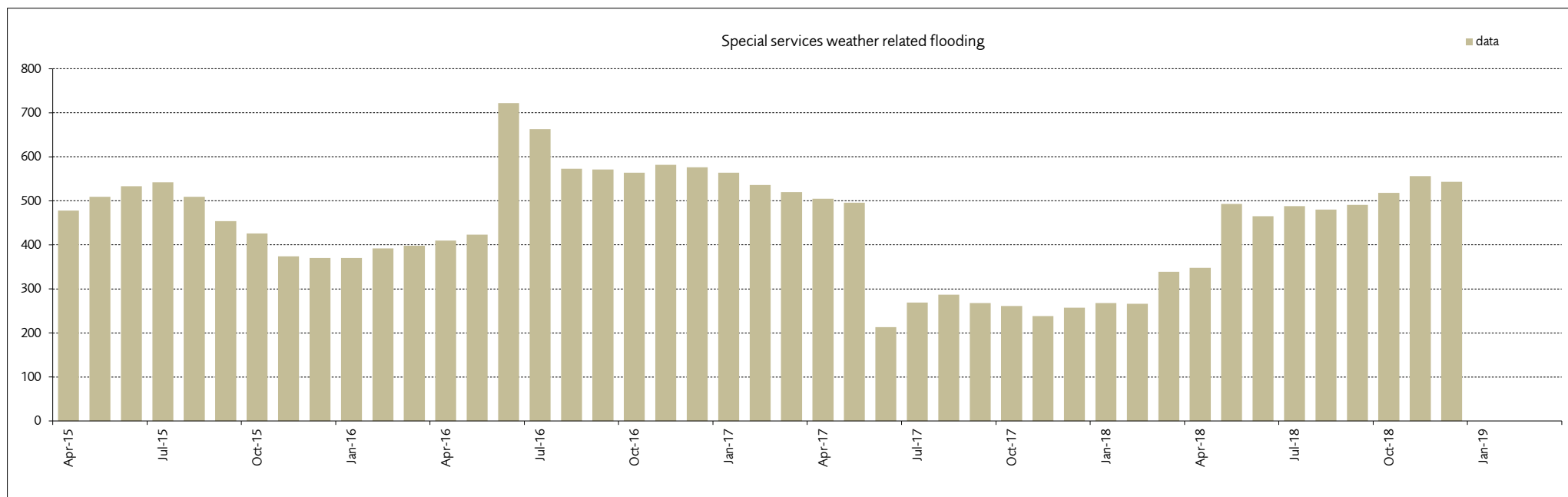
IP5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Effecting entry/exit rolling 12 month	2014/15	6,578	6,578	6,554	6,462	6,378	6,378	6,372	6,343	6,322	6,291	6,302	6,296	down
		2015/16	6,246	6,202	6,179	6,203	6,214	6,187	6,165	6,193	6,243	6,304	6,323	6,341	down
		2016/17	6,329	6,416	6,449	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	6,619	6,641	6,695	down
		2018/19	6,728	6,737	6,774	6,846	6,890	6,921	6,927	6,972	6,922				down



HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP5	Effecting entry/exit	rolling 12 month	6,449	6,658	6,622	6,602	6,602	6,587	6,468	6,575	6,695	6,695	6,774	6,921	6,922		
		number in quarter	1,680	1,881	1,583	1,458		1,665	1,762	1,690	1,578		1,744	1,909	1,691		

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

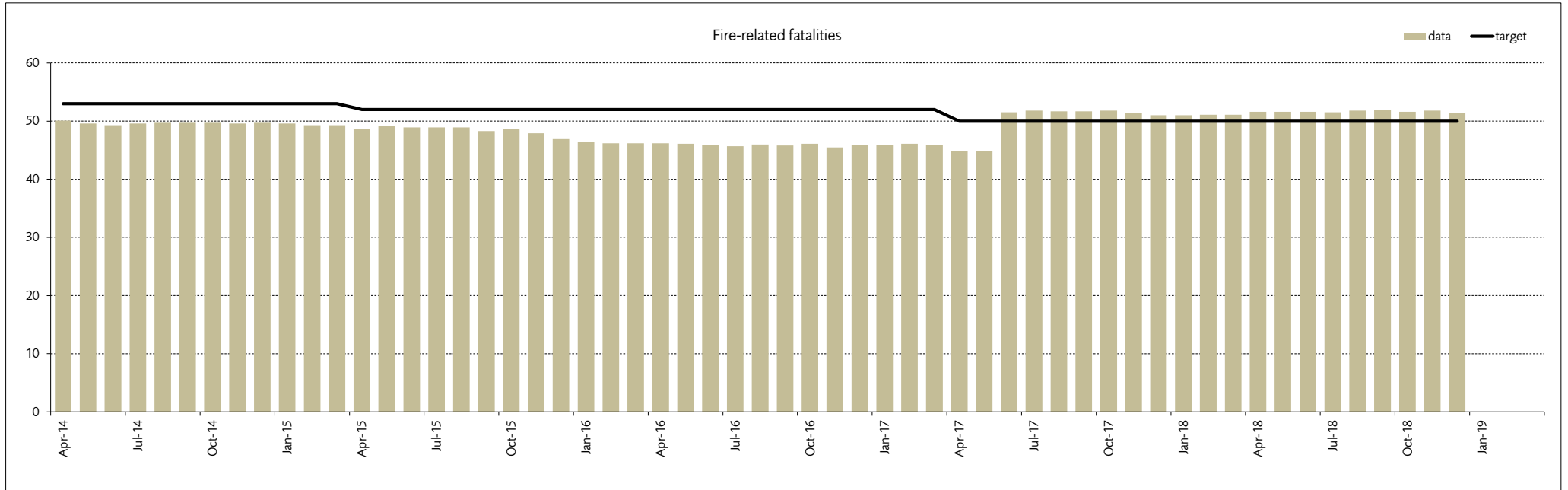
CX2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoOP	Special services Weather related flooding rolling 12 month	2015/16	478	509	533	542	509	454	426	374	370	370	392	398
		2016/17	410	423	722	663	573	571	564	582	576	564	536	520
		2017/18	505	496	213	269	287	268	261	238	257	268	266	339
		2018/19	348	493	465	488	480	491	518	556	543			



HoOP			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX2	Special services Weather related flooding	rolling 12 month	722	571	576	520	520	213	268	257	339	339	465	491	543		
		number in quarter	387	49	52	32		80	104	41	114		206	130	93		

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

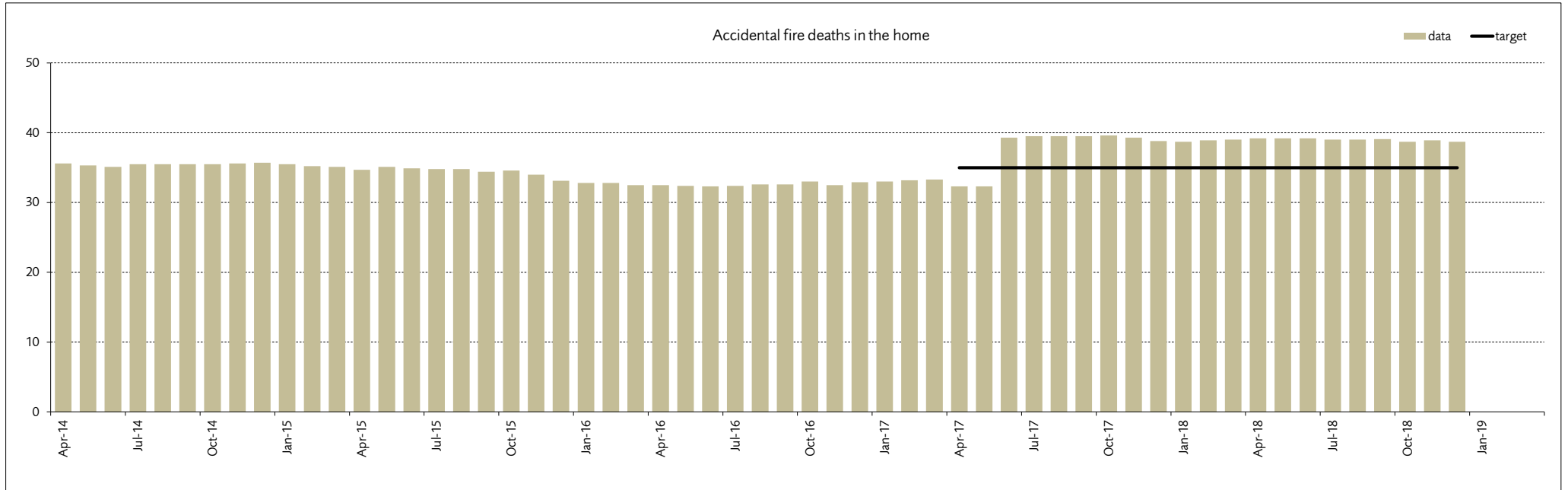
H5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	2014/15	50	50	49	50	50	50	50	50	50	50	49	49	53
		2015/16	49	49	49	49	49	48	49	48	47	47	46	46	52
		2016/17	46	46	46	46	46	46	46	46	46	46	46	46	52
		2017/18	45	45	52	52	52	52	52	51	51	51	51	51	50
		2018/19	52	52	52	52	52	52	52	52	51				50



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H5	Fire-related fatalities	10 yr. Average	46	46	46	46	46	52	52	51	51	51	52	52	51		
		rolling 12 month	35	39	46	44		109	108	102	108		42	43	45		
		per 100,000 population	0.40	0.45	0.53	0.51	0.51	1.24	1.23	1.16	1.23	1.23	0.48	0.49	0.51		
		number in quarter	10	9	14	11		75	8	8	17		9	9	10		

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

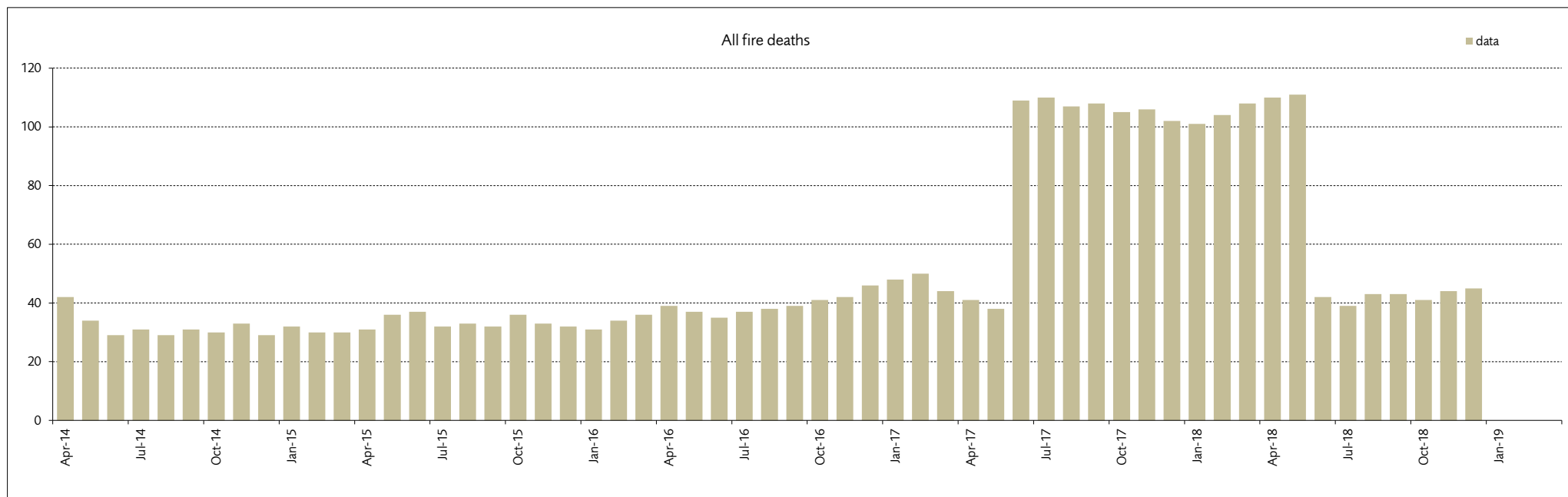
H6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Accidental fire deaths in the home 10 yr. average	2014/15	36	35	35	36	36	36	36	36	36	36	35	35	-
		2015/16	35	35	35	35	35	34	35	34	33	33	33	33	-
		2016/17	33	32	32	32	33	33	33	33	33	33	33	33	-
		2017/18	32	32	39	40	40	40	40	39	39	39	39	39	35
		2018/19	39	39	39	39	39	39	39	39	39				35



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H6	Accidental fire deaths in the home	10 yr. Average	32	33	33	33	33	39	40	39	39	39	39	39	39		
		rolling 12 month	19	24	35	39		108	106	98	100		30	27	30		
		per 100,000 population	0.22	0.28	0.40	0.45	0.45	1.23	1.21	1.12	1.14	1.14	0.34	0.31	0.34		
		number in quarter	6	8	14	11		75	6	6	13		5	3	9		

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

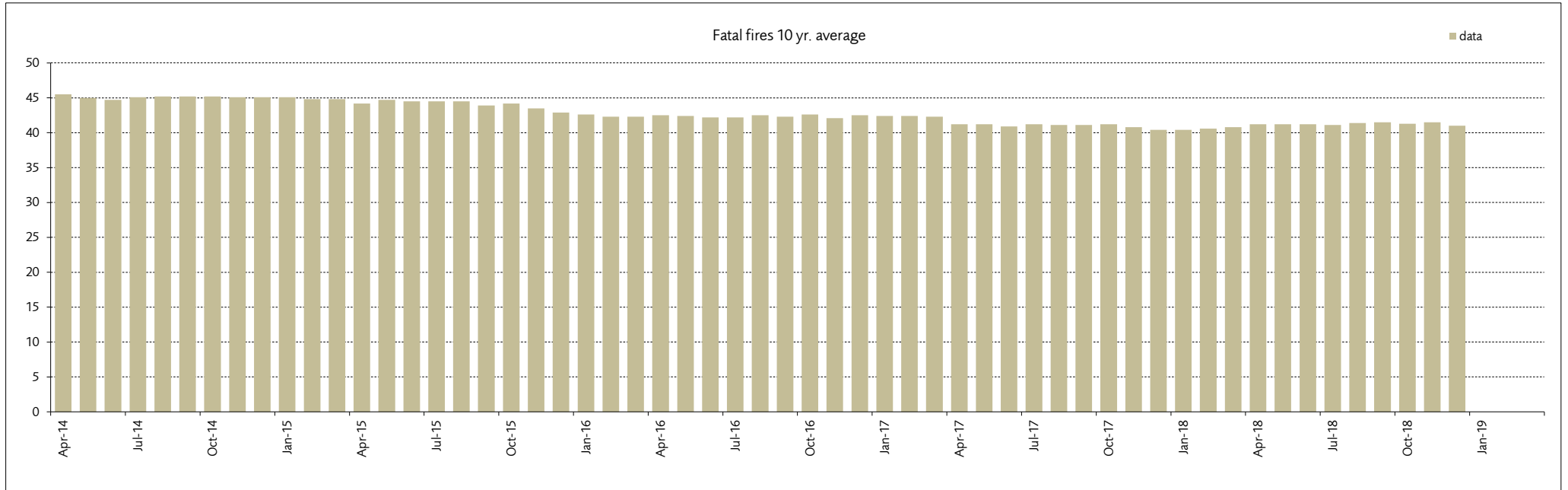
CX3A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All fire deaths rolling 12 month	2014/15	42	34	29	31	29	31	30	33	29	32	30	30
		2015/16	31	36	37	32	33	32	36	33	32	31	34	36
		2016/17	39	37	35	37	38	39	41	42	46	48	50	44
		2017/18	41	38	109	110	107	108	105	106	102	101	104	108
		2018/19	110	111	42	39	43	43	41	44	45			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3A	All fire deaths	rolling 12 month	35	39	46	44	44	109	108	102	108	108	42	43	45		
		number in quarter	10	9	14	11		75	8	8	17		9	9	10		

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

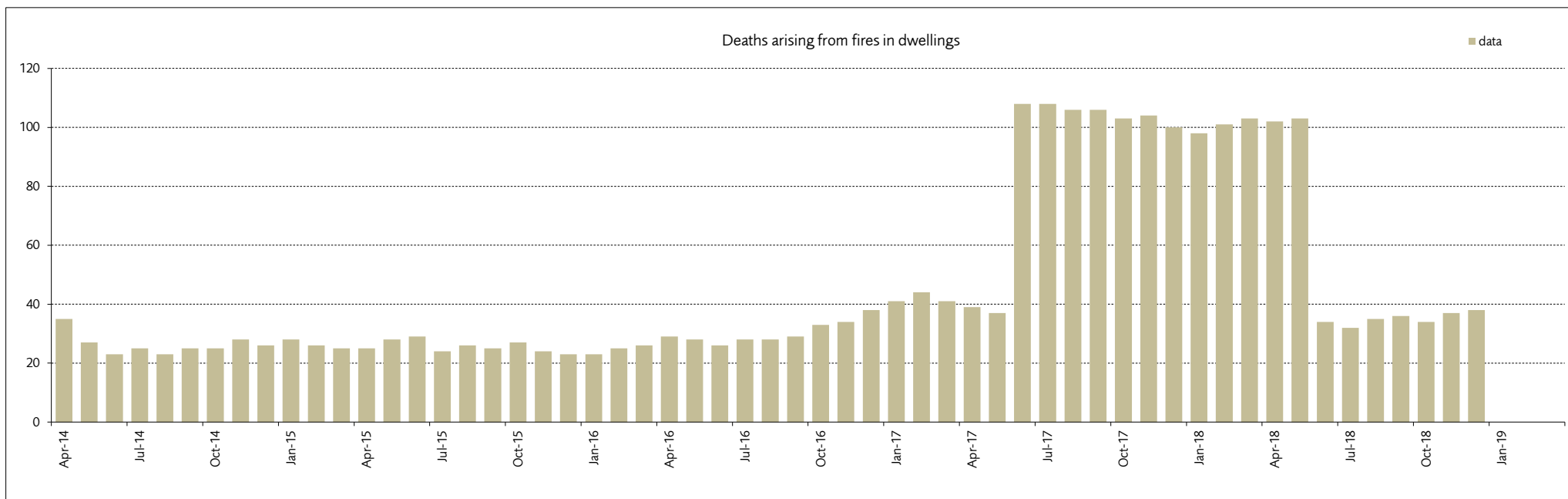
CX3B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Fatal fires 10 yr. average	2014/15	45.5	45.0	44.7	45.1	45.2	45.2	45.2	45.1	45.1	45.1	44.8	44.8
		2015/16	44.2	44.7	44.5	44.5	44.5	43.9	44.2	43.5	42.9	42.6	42.3	42.3
		2016/17	42.5	42.4	42.2	42.2	42.5	42.3	42.6	42.1	42.5	42.4	42.4	42.3
		2017/18	41.2	41.2	40.9	41.2	41.1	41.1	41.2	40.8	40.4	40.4	40.6	40.8
		2018/19	41.2	41.2	41.2	41.1	41.4	41.5	41.3	41.5	41.0			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3B	Fatal fires	10 yr. average	42.2	42.3	42.5	42.3	42.3	40.9	41.1	40.4	40.8	40.8	41.2	41.5	41.0		
		rolling 12 month	35	39	46	41	41	36	35	29	37	37	40	41	42		
		number in quarter	10	9	14	8		5	8	8	16		8	9	9		

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

CX3C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths arising from fires in dwellings rolling 12 month	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	39	37	108	108	106	106	103	104	100	98	101	103
		2018/19	102	103	34	32	35	36	34	37	38			

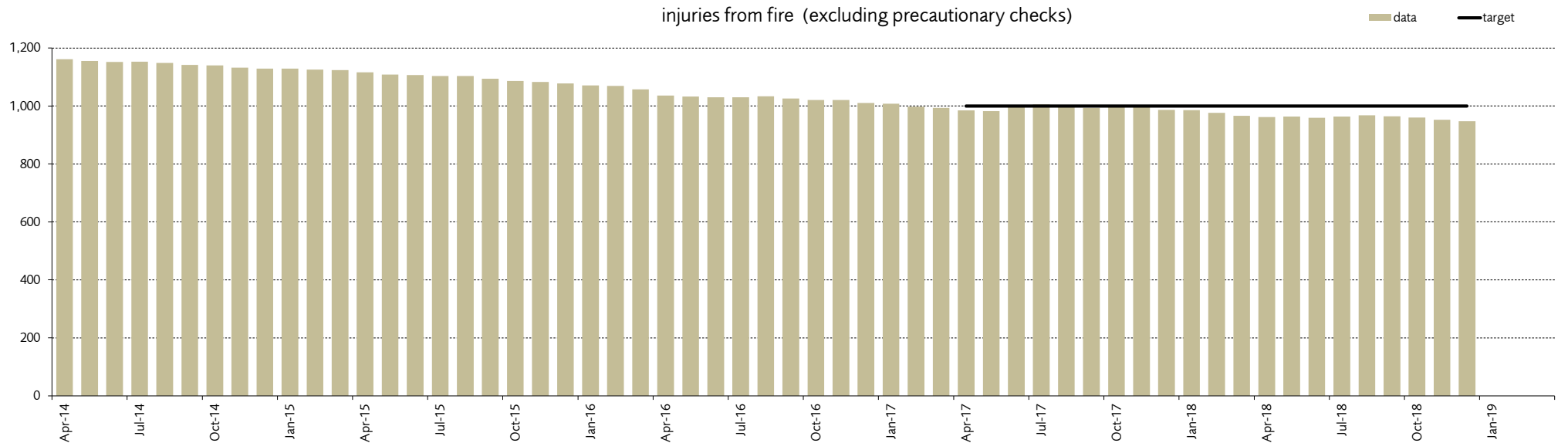


HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3C	Deaths arising from fires in dwellings	rolling 12 month	26	29	38	41	41	108	106	100	103	103	34	36	38		
		number in quarter	8	8	14	11		75	6	8	14		6	8	10		

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	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	986	977	966	1,000
		2018/19	962	963	960	964	968	965	960	952	948				1,000

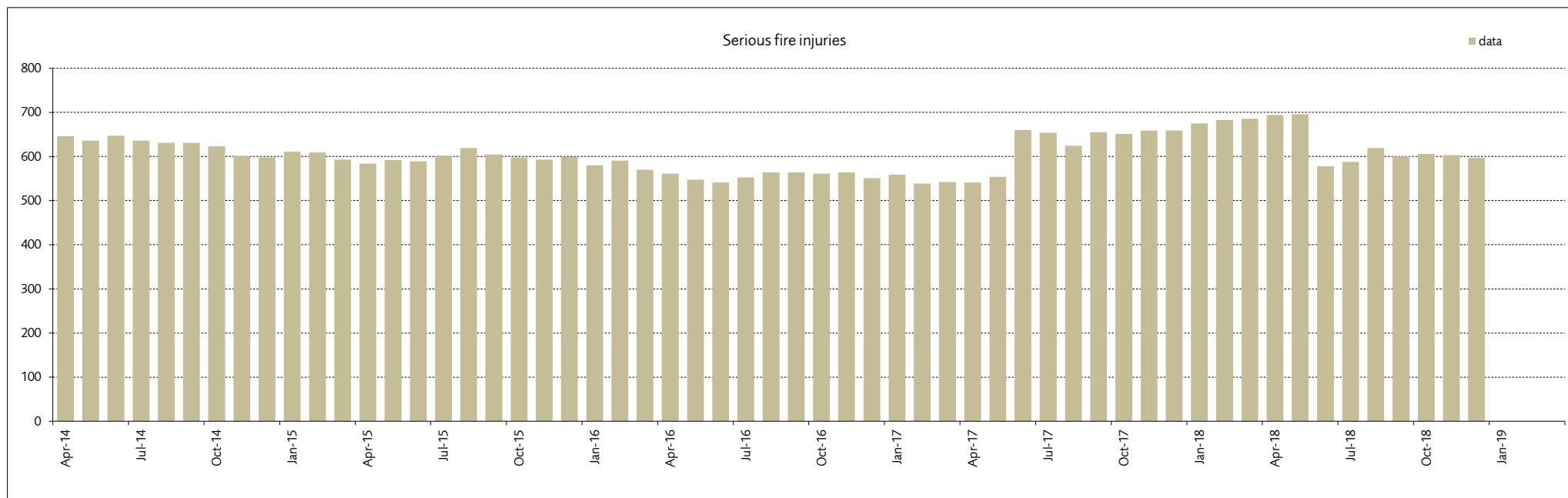
injuries from fire (excluding precautionary checks)



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	1,030	1,026	1,010	993	993	1,003	994	987	966	966	960	965	948		
		rolling 12 month	899	927	889	851	851	993	991	1,036	1,045	1,045	930	922	858		
		number in quarter	192	252	204	203		334	250	249	212		219	242	185		

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

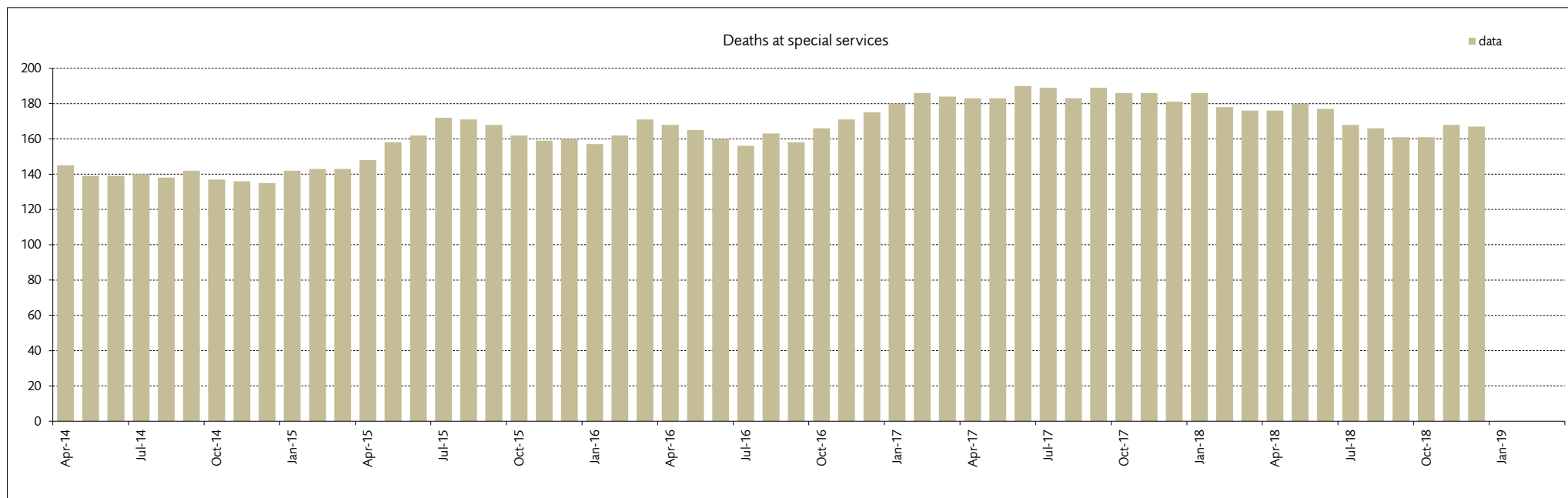
CX3E			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Serious fire injuries rolling 12 month	2014/15	646	636	647	636	631	631	623	601	598	611	609	593
		2015/16	584	592	589	602	619	605	598	593	599	580	591	570
		2016/17	561	548	541	553	564	564	561	564	551	559	539	542
		2017/18	541	554	660	654	624	655	651	659	659	675	683	686
		2018/19	694	696	578	588	619	600	606	603	597			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3E	Serious fire injuries	rolling 12 month	541	564	551	542	542	660	655	659	686	686	578	600	597		
		number in quarter	126	154	134	128		244	149	138	155		136	171	135		

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

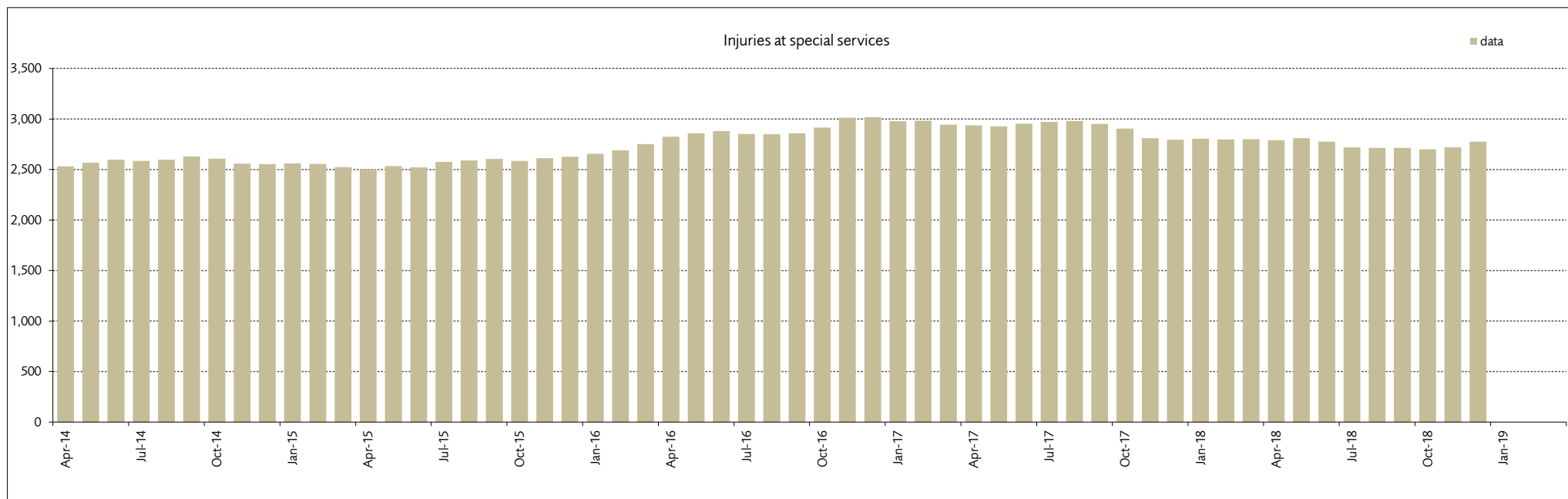
CX4A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths at special services rolling 12 month	2014/15	145	139	139	140	138	142	137	136	135	142	143	143
		2015/16	148	158	162	172	171	168	162	159	160	157	162	171
		2016/17	168	165	160	156	163	158	166	171	175	180	186	184
		2017/18	183	183	190	189	183	189	186	186	181	186	178	176
		2018/19	176	180	177	168	166	161	161	168	167			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX4A	Deaths at special services	rolling 12 month	160	158	175	184	184	190	189	181	176	176	177	161	167		
		number in quarter	33	42	50	59		39	41	42	54		40	25	48		

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

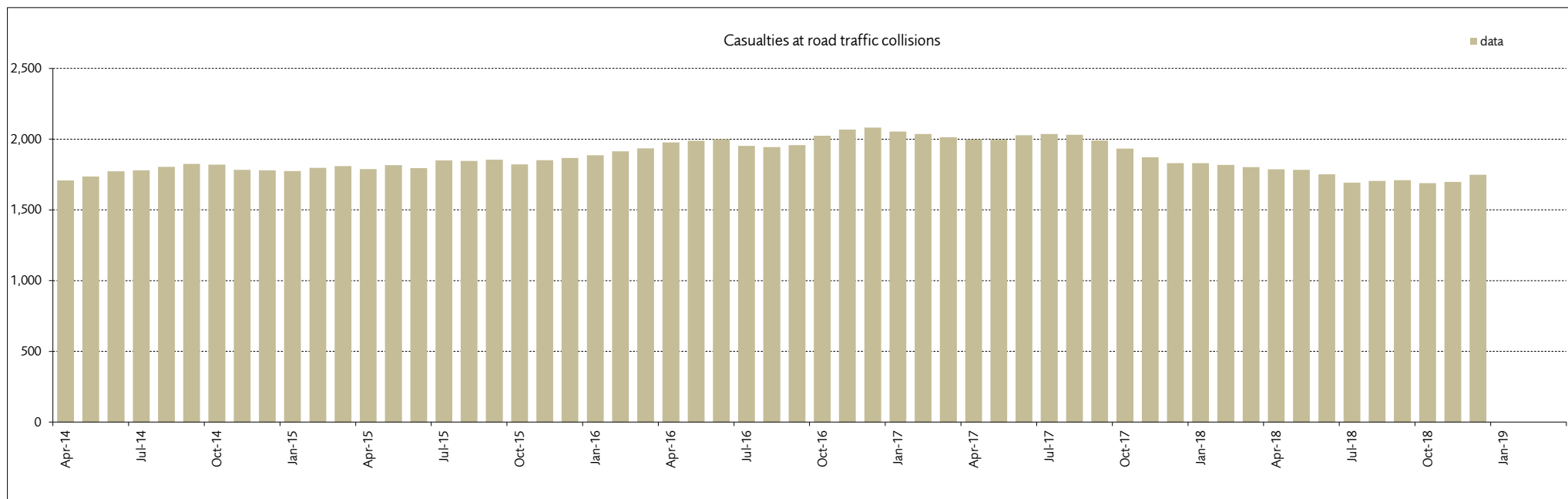
CX4B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Injuries at special services rolling 12 month	2014/15	2,532	2,568	2,598	2,585	2,597	2,629	2,606	2,557	2,554	2,559	2,555	2,524
		2015/16	2,502	2,533	2,521	2,574	2,590	2,603	2,585	2,611	2,625	2,656	2,689	2,751
		2016/17	2,824	2,859	2,881	2,851	2,849	2,859	2,915	3,013	3,018	2,977	2,982	2,944
		2017/18	2,936	2,926	2,953	2,971	2,980	2,951	2,905	2,809	2,795	2,804	2,797	2,800
		2018/19	2,789	2,810	2,775	2,720	2,715	2,714	2,699	2,718	2,774			



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX4B	Injuries at special services	rolling 12 month	2,881	2,859	3,018	2,944	2,944	2,953	2,951	2,795	2,800	2,800	2,775	2,714	2,774		
		number in quarter	763	766	811	604		772	764	655	609		747	703	715		

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

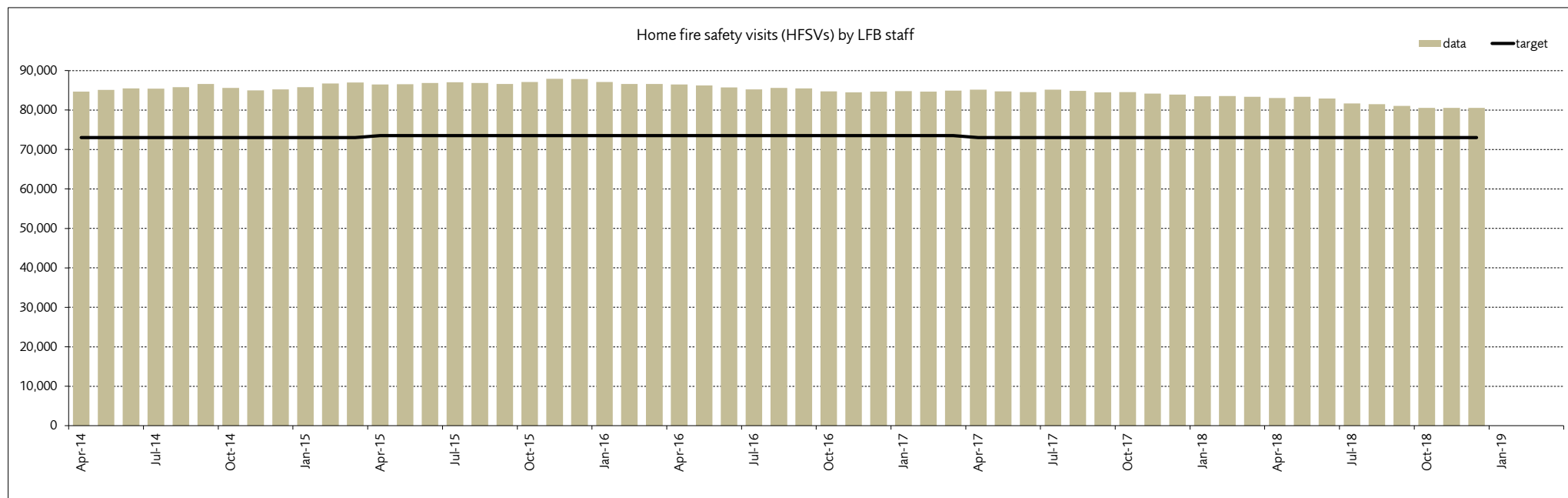
IP6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Casualties at road traffic collisions rolling 12 month	2014/15	1,708	1,737	1,772	1,779	1,804	1,826	1,820	1,783	1,779	1,774	1,798	1,809	down
		2015/16	1,789	1,816	1,795	1,849	1,846	1,854	1,821	1,851	1,867	1,886	1,914	1,936	down
		2016/17	1,977	1,989	1,999	1,952	1,944	1,958	2,025	2,068	2,081	2,054	2,037	2,013	down
		2017/18	1,998	1,997	2,027	2,037	2,031	1,991	1,934	1,872	1,830	1,831	1,819	1,803	down
		2018/19	1,786	1,784	1,752	1,693	1,704	1,710	1,689	1,697	1,748				down



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP6	Casualties at road traffic collisions	rolling 12 month	1,999	1,958	2,081	2,013	2,013	2,027	1,991	1,830	1,803	1,803	1,752	1,710	1,748		
		number in quarter	512	511	563	427		526	475	402	400		475	433	440		

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

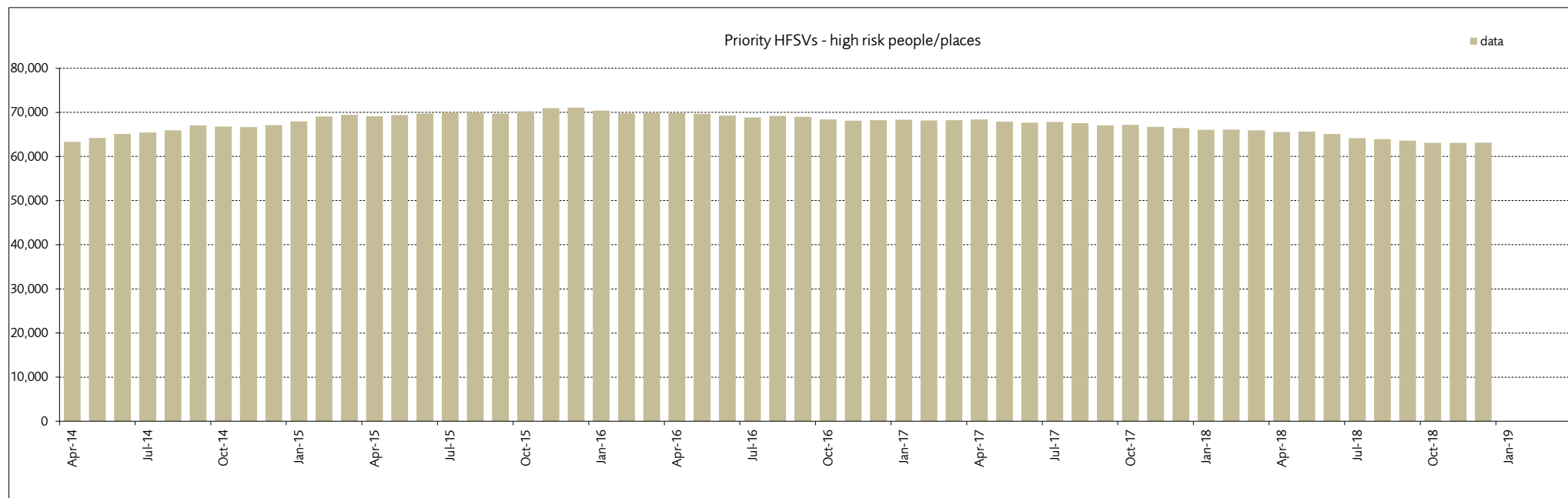
H8			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Home fire safety visits (HFSVs) by LFB staff rolling 12 month	2014/15	84,645	85,091	85,455	85,425	85,778	86,576	85,628	84,959	85,222	85,776	86,717	86,989	73,000
		2015/16	86,500	86,554	86,877	87,043	86,856	86,587	87,125	87,885	87,867	87,111	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	84,796	84,676	84,898	73,500
		2017/18	85,155	84,715	84,555	85,134	84,877	84,503	84,525	84,145	83,922	83,501	83,537	83,341	73,000
		2018/19	83,028	83,344	82,897	81,681	81,476	81,028	80,544	80,545	80,571				73,000



HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	85,737	85,476	84,647	84,898	84,898	84,555	84,503	83,922	83,341	83,341	82,897	81,028	80,571		
		number in quarter	22,113	22,209	20,899	19,677		21,770	22,157	20,318	19,096		21,326	20,288	19,861		

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

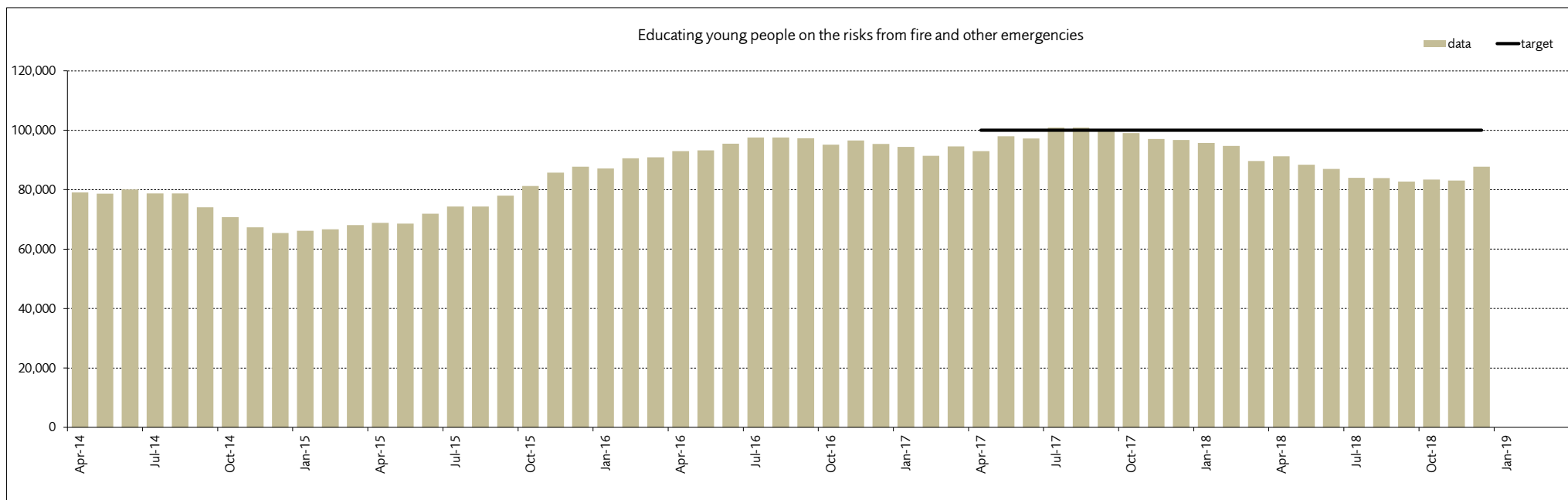
CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2014/15	63,344	64,219	65,118	65,425	65,958	67,054	66,768	66,646	67,142	67,933	69,073	69,460
		2015/16	69,110	69,428	69,765	69,977	70,026	69,773	70,259	70,992	71,068	70,421	69,800	69,917
		2016/17	69,879	69,710	69,308	68,863	69,167	69,030	68,412	68,099	68,229	68,326	68,189	68,220
		2017/18	68,428	67,905	67,702	67,849	67,548	67,077	67,196	66,729	66,467	66,066	66,126	65,954
		2018/19	65,562	65,665	65,109	64,168	63,927	63,616	63,118	63,092	63,173			



HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX5	Priority HFSVs - high risk people/places	rolling 12 month	69,308	69,030	68,229	68,220	68,220	67,702	67,077	66,467	65,954	65,954	65,109	63,616	63,173		
		number in quarter	18,134	17,999	16,597	15,490		17,616	17,374	15,987	14,977		16,771	15,881	15,544		

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

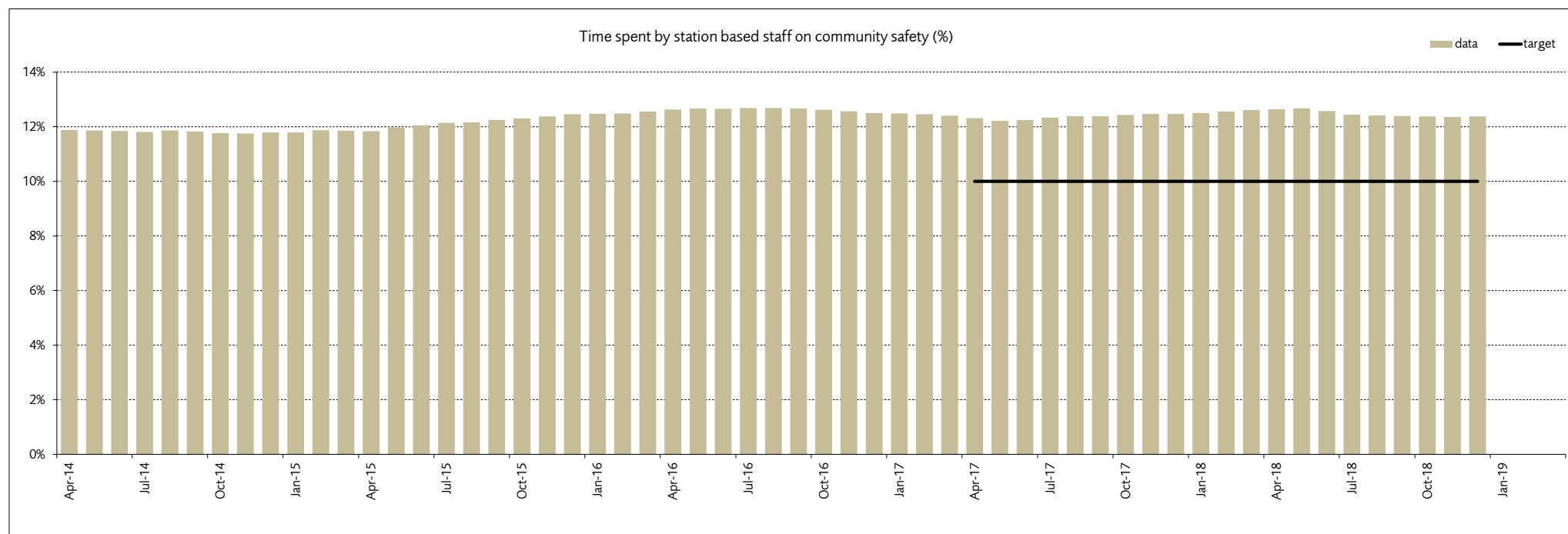
H9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Educating young people on the risks from fire and other emergencies <i>rolling 12 month</i>	2014/15	79,057	78,698	80,060	78,737	78,730	74,067	70,716	67,320	65,415	66,200	66,643	68,119	-
		2015/16	68,883	68,600	71,926	74,298	74,322	77,994	81,233	85,779	87,771	87,171	90,611	90,875	-
		2016/17	92,980	93,232	95,473	97,538	97,539	97,297	95,153	96,549	95,359	94,411	91,441	94,530	-
		2017/18	92,951	97,976	97,248	100,931	100,921	100,104	99,065	97,073	96,757	95,768	94,693	89,694	100,000
		2018/19	91,247	88,399	86,966	83,955	83,946	82,779	83,433	83,082	87,733				100,000



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H9	Educating young people on the risks from fire and other emergencies	rolling 12 month	95,473	97,297	95,359	94,530	94,530	97,248	100,104	96,757	89,694	89,694	86,966	82,779	87,733		
		number in quarter	26,505	17,124	24,022	26,879		29,223	19,980	20,675	19,816		26,495	15,793	25,629		

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

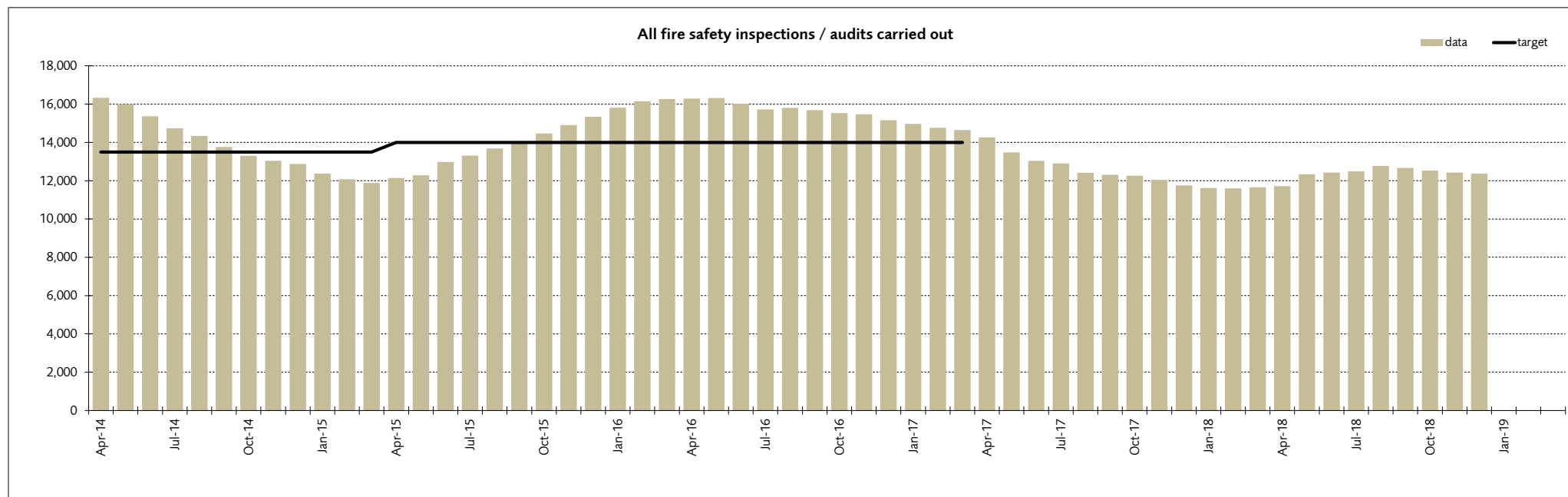
CO1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Time spent by station staff on community safety (%) rolling 12 month	2014/15	11.9%	11.9%	11.8%	11.8%	11.9%	11.8%	11.8%	11.8%	11.8%	11.8%	11.9%	11.9%	-
		2015/16	11.8%	12.0%	12.1%	12.1%	12.2%	12.3%	12.3%	12.4%	12.5%	12.5%	12.5%	12.6%	-
		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%	12.5%	12.6%	12.6%	10%
		2018/19	12.6%	12.7%	12.6%	12.4%	12.4%	12.4%	12.4%	12.4%	12.4%				10%



HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO1	Time spent by station staff on community safety	rolling 12 month	12.7%	12.7%	12.5%	12.4%	12.4%	12.2%	12.4%	12.5%	12.6%	12.6%	12.6%	12.4%	12.4%		
		% in quarter	13.3%	12.7%	11.9%	11.7%		12.7%	13.3%	12.2%	12.2%		12.6%	12.6%	12.1%		

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

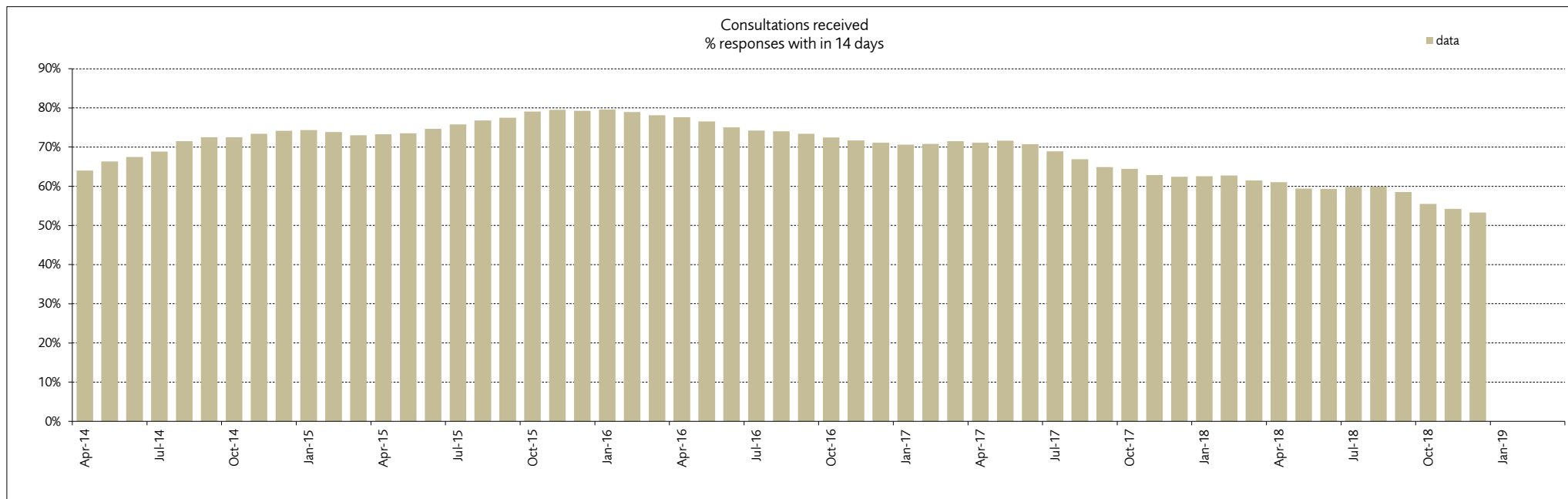
H10			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2014/15	16,325	15,990	15,360	14,741	14,337	13,755	13,295	13,043	12,878	12,372	12,081	11,883	13,500
		2015/16	12,136	12,283	12,973	13,317	13,679	14,019	14,463	14,900	15,335	15,813	16,144	16,269	14,000
		2016/17	16,294	16,311	16,021	15,725	15,807	15,690	15,537	15,466	15,166	14,965	14,761	14,645	14,000
		2017/18	14,264	13,477	13,047	12,895	12,410	12,314	12,261	12,040	11,756	11,610	11,604	11,648	-
		2018/19	11,722	12,336	12,419	12,491	12,772	12,668	12,521	12,422	12,376				-



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H10	All fire safety inspections / audits carried out	rolling 12 month	16,021	15,690	15,166	14,645	14,645	13,047	12,314	11,756	11,648	11,648	12,419	12,668	12,376		
		number in quarter	4,018	3,709	3,501	3,417		2,420	2,976	2,943	3,309		3,191	3,225	2,651		

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

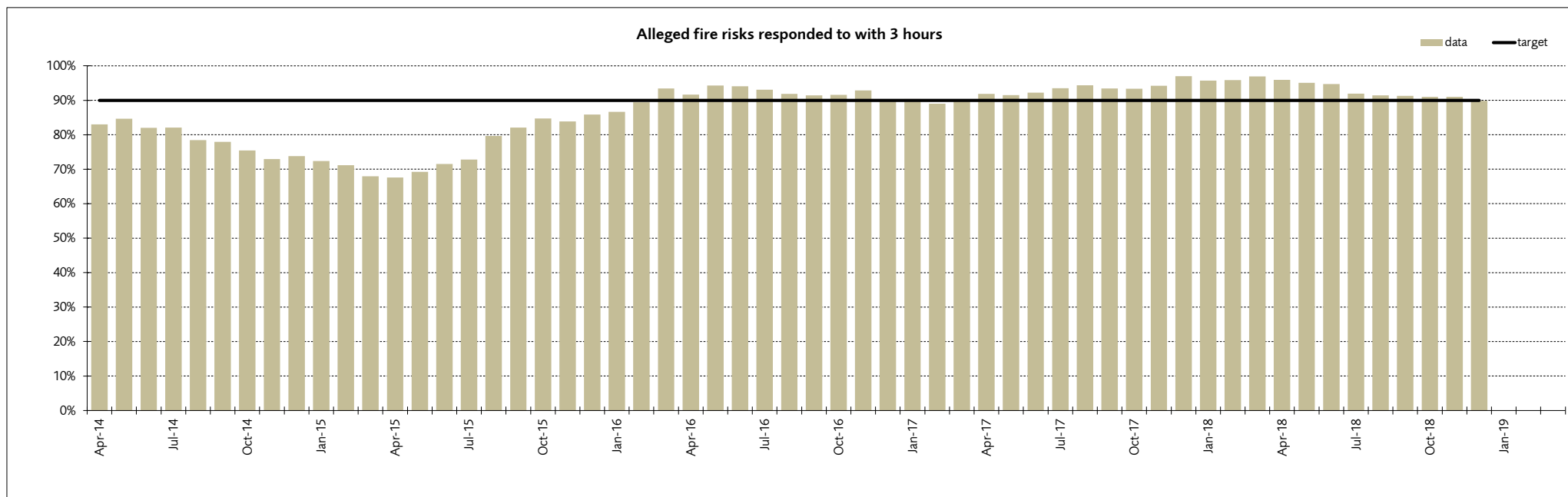
IP7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Consultations received % responses with in 14 days <i>rolling 12 month</i>	2014/15	64.0%	66.3%	67.5%	68.9%	71.5%	72.5%	72.5%	73.4%	74.2%	74.4%	73.8%	73.0%	up
		2015/16	73.3%	73.5%	74.7%	75.8%	76.8%	77.5%	79.1%	79.5%	79.3%	79.6%	79.0%	78.1%	up
		2016/17	77.6%	76.5%	75.0%	74.2%	74.0%	73.4%	72.5%	71.7%	71.1%	70.6%	70.8%	71.5%	up
		2017/18	71.1%	71.6%	70.7%	68.9%	66.9%	64.9%	64.4%	62.8%	62.4%	62.6%	62.8%	61.5%	up
		2018/19	61.0%	59.4%	59.4%	59.9%	59.9%	58.6%	55.5%	54.2%	53.3%				up



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP7	Consultations received % responses within 14 days	rolling 12 month	75.0%	73.4%	71.1%	71.5%	71.5%	70.7%	64.9%	62.4%	61.5%	61.5%	59.4%	58.6%	53.3%		
		number in quarter	68.1%	79.1%	69.7%	69.0%		64.9%	55.5%	59.4%	65.9%		56.4%	52.3%	36.6%		

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

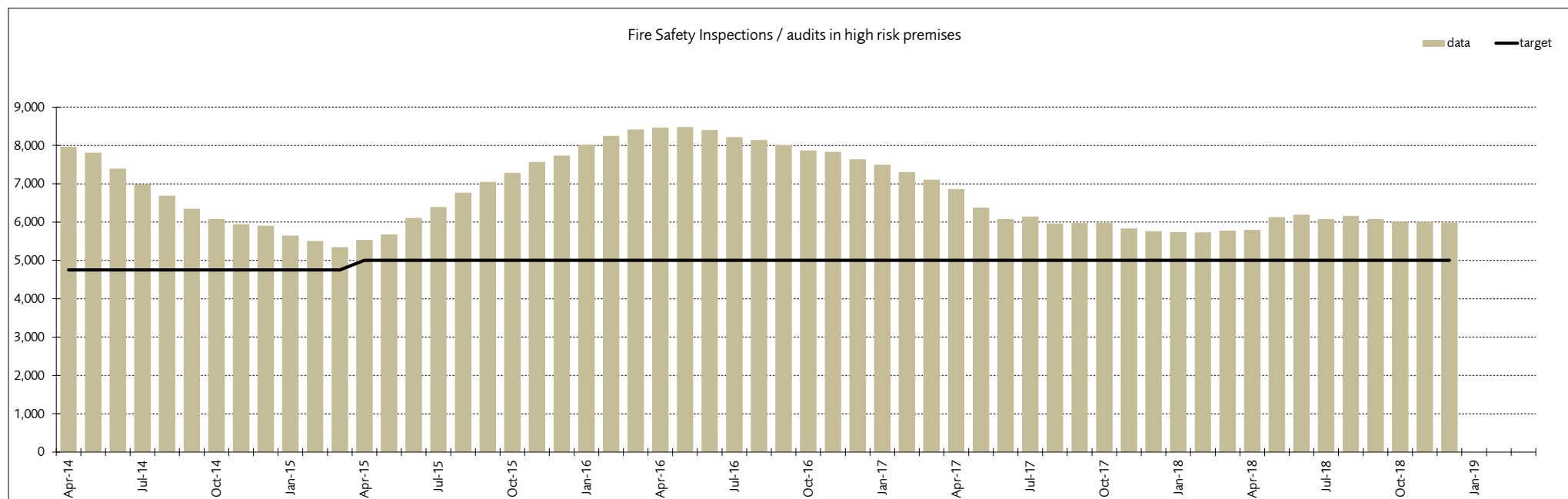
CO2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Alleged fire risks responded to with 3 hours rolling 12 month	2014/15	83.0%	84.7%	82.0%	82.1%	78.4%	78.0%	75.4%	73.0%	73.8%	72.4%	71.2%	67.9%	90%
		2015/16	67.6%	69.2%	71.6%	72.8%	79.6%	82.1%	84.7%	83.9%	85.8%	86.7%	89.4%	93.4%	90%
		2016/17	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%	93.5%	93.3%	94.2%	97.0%	95.7%	95.9%	96.9%	90%
		2018/19	95.9%	95.1%	94.7%	92.0%	91.4%	91.3%	91.0%	91.0%	89.9%				90%



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO2	Alleged fire risks responded to with 3 hours	rolling 12 month	94.1%	91.4%	90.0%	89.9%	89.9%	92.2%	93.5%	97.0%	96.9%	96.9%	94.7%	91.3%	89.9%		
		number in quarter	90.0%	91.7%	85.2%	92.9%		100%	96%	100%	92.6%		90.5%	84.0%	93.8%		

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

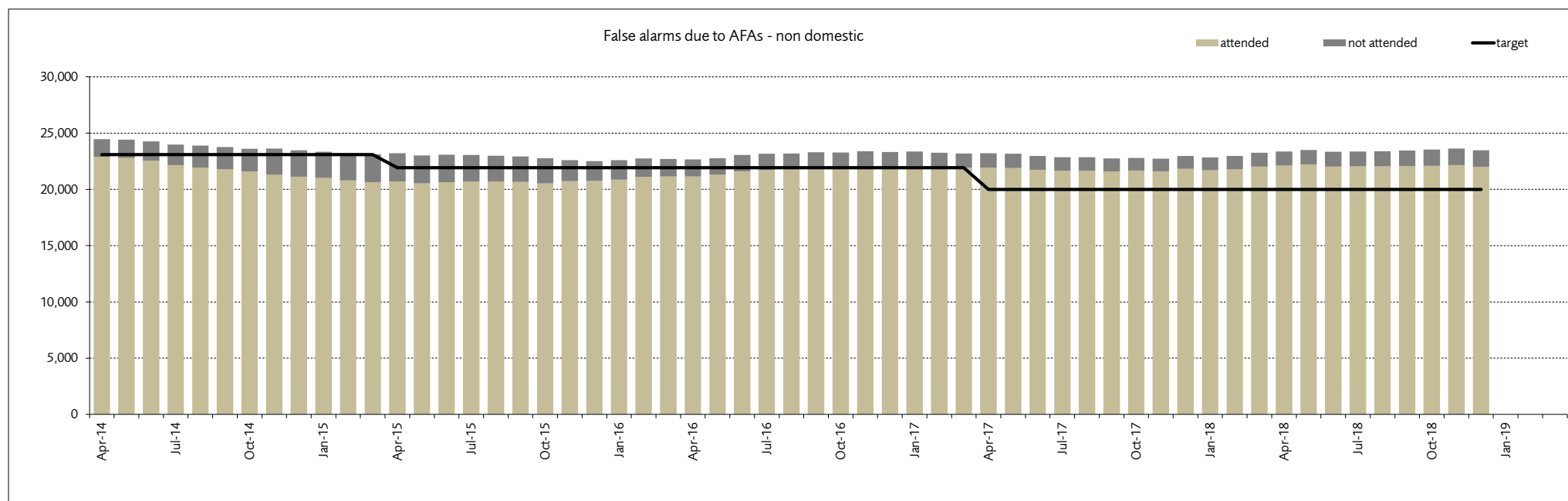
CX6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits in high risk premises rolling 12 month	2014/15	7,967	7,814	7,395	6,978	6,691	6,346	6,081	5,946	5,908	5,647	5,509	5,346	4,750
		2015/16	5,531	5,678	6,108	6,391	6,768	7,050	7,288	7,567	7,735	8,017	8,252	8,415	5,000
		2016/17	8,470	8,484	8,401	8,219	8,140	8,004	7,873	7,830	7,640	7,496	7,303	7,106	5,000
		2017/18	6,863	6,383	6,079	6,146	5,962	5,976	5,981	5,838	5,765	5,738	5,732	5,774	5,000
		2018/19	5,798	6,129	6,194	6,082	6,161	6,077	6,011	6,008	5,988				5,000



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	8,401	8,004	7,640	7,106	7,106	6,079	5,976	5,765	5,774	5,774	6,194	6,077	5,988		
		number in quarter	2,181	1,855	1,562	1,508		1,154	1,752	1,351	1,517		1,574	1,635	1,262		

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

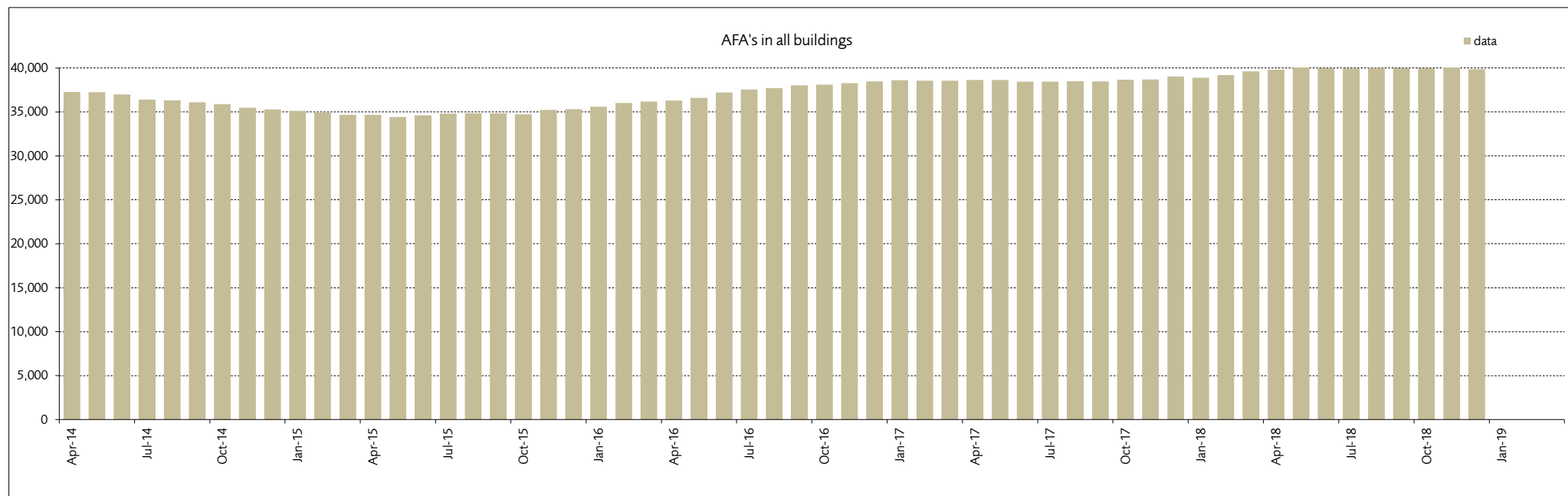
H11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2014/15	22,871	22,785	22,545	22,147	21,933	21,785	21,591	21,296	21,134	21,008	20,793	20,635	23,086
		2015/16	20,708	20,530	20,640	20,693	20,714	20,661	20,536	20,736	20,756	20,864	21,104	21,156	21,932
		2016/17	21,147	21,301	21,609	21,731	21,800	21,921	21,915	22,028	21,992	22,065	21,973	21,928	21,932
		2017/18	21,936	21,894	21,739	21,655	21,660	21,580	21,668	21,604	21,820	21,691	21,786	22,020	20,000
		2018/19	22,117	22,229	22,032	22,045	22,042	22,074	22,100	22,165	21,993				20,000



HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H11	False alarms due to AFAs - non domestic	rolling 12 month	21,609	21,921	21,992	21,928	21,928	21,739	21,580	21,820	22,020	22,020	22,032	22,074	21,993		
		per 1,000 non domestic properties	72.50	73.55	73.79	73.57	73.57	73.93	73.39	74.21	74.89	74.89	77.26	77.40	77.12		
		number in quarter	5,390	5,783	5,587	5,168		5,201	5,624	5,827	5,368		5,213	5,666	5,746		

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

CX7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	AFA's in all buildings rolling 12 month	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	38,700	39,048	38,895	39,188	39,626
		2018/19	39,811	40,102	39,971	39,950	40,004	39,979	39,993	40,078	39,865			



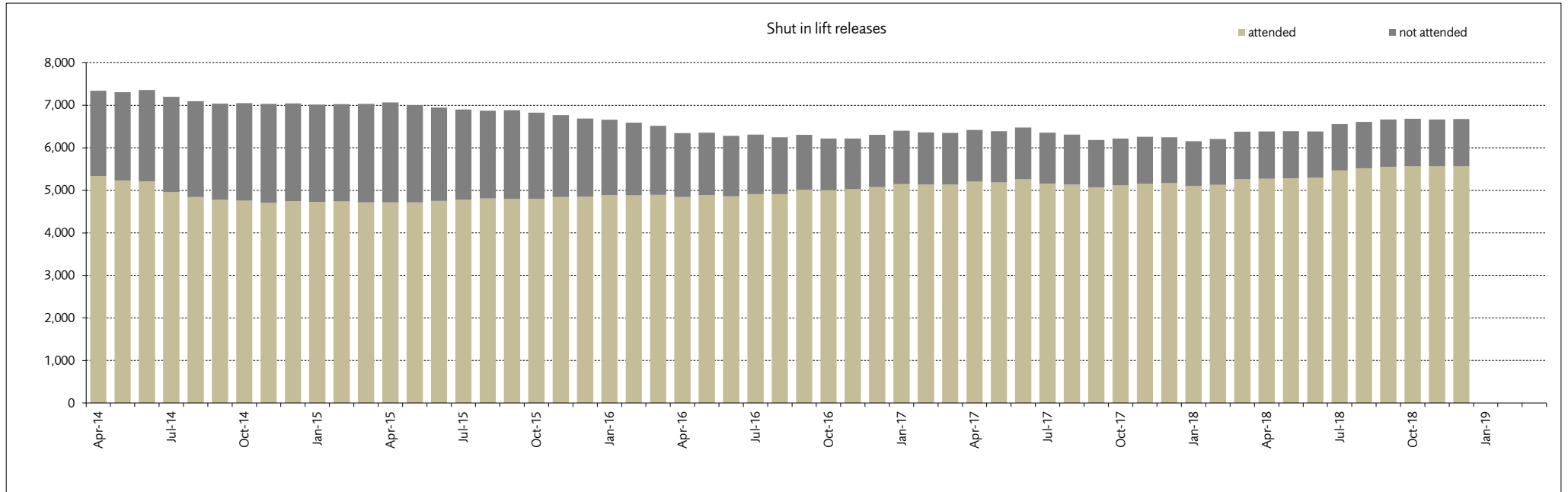
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX7	AFA's in all buildings	rolling 12 month	37,226	38,024	38,476	38,570	38,570	38,445	38,467	39,048	39,626	39,626	39,971	39,979	39,865		
		number in quarter	9,382	10,259	9,981	8,948		9,257	10,281	10,562	9,526		9,602	10,289	10,448		

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

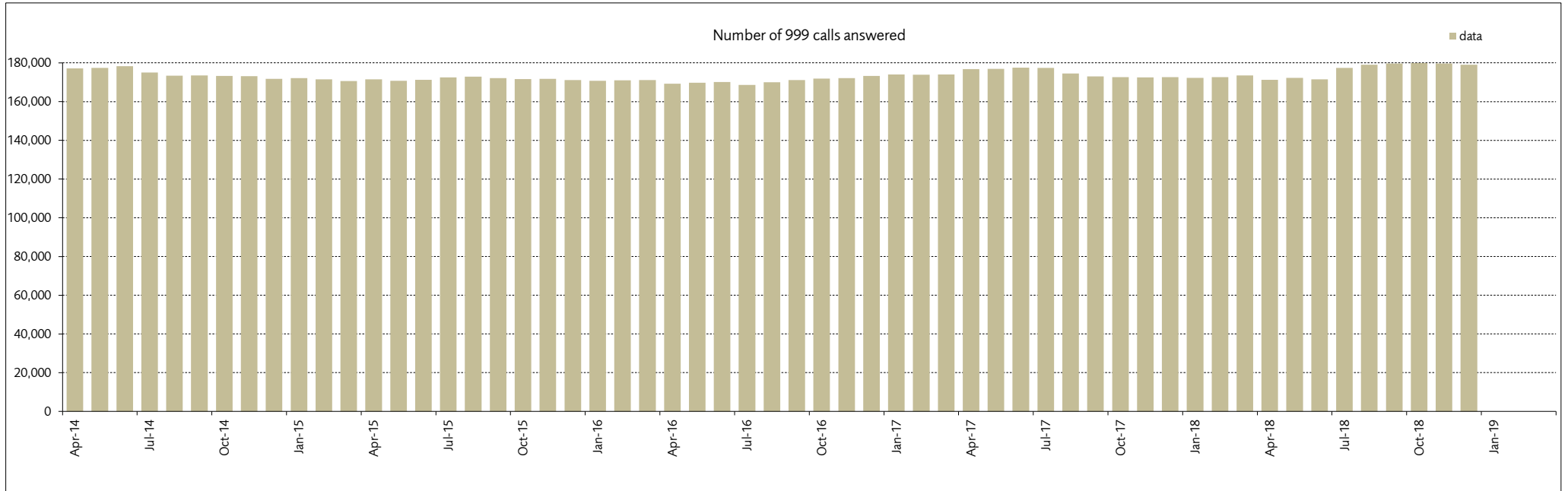
	IP8		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Shut in lift releases rolling 12 month	2014/15	5,334	5,234	5,212	4,960	4,840	4,781	4,754	4,703	4,744	4,727	4,737	4,716	down
		2015/16	4,716	4,719	4,753	4,781	4,807	4,805	4,801	4,844	4,853	4,887	4,883	4,895	down
		2016/17	4,841	4,890	4,858	4,912	4,909	5,015	5,001	5,024	5,077	5,145	5,137	5,137	down
		2017/18	5,202	5,186	5,261	5,161	5,135	5,070	5,118	5,154	5,171	5,103	5,127	5,262	down
		2018/19	5,270	5,287	5,293	5,467	5,520	5,556	5,568	5,563	5,566				down



HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP8	Shut in lift releases	rolling 12 month	4,858	5,015	5,077	5,137	5,137	5,261	5,070	5,171	5,262	5,262	5,293	5,556	5,566		
		number in quarter	1,237	1,450	1,266	1,184		1,361	1,259	1,367	1,275		1,392	1,522	1,377		

AIM 2 : RESPONSE and RESILIENCE*A response that is high quality, effective and resilient*

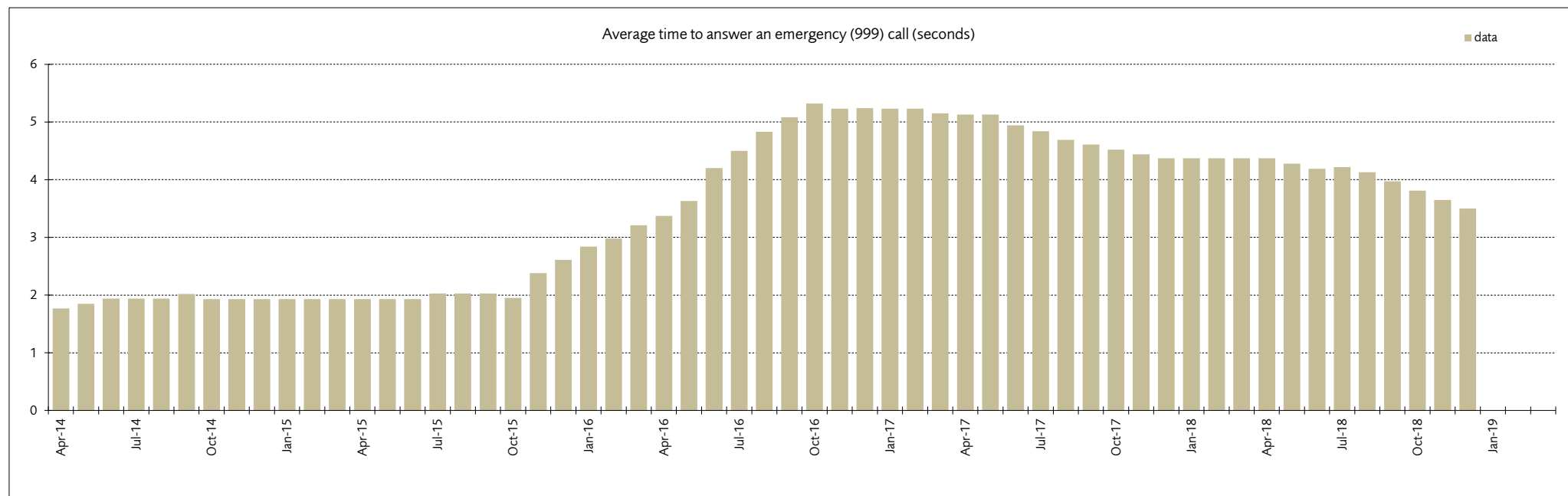
CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2014/15	177,128	177,472	178,343	175,028	173,407	173,575	173,291	173,104	171,730	172,164	171,517	170,581
		2015/16	171,488	170,791	171,193	172,542	172,885	172,177	171,588	171,777	171,129	170,715	170,996	171,137
		2016/17	169,212	169,791	170,180	168,599	170,043	171,167	171,924	172,179	173,270	174,074	173,942	174,047
		2017/18	176,776	176,884	177,508	177,366	174,462	173,052	172,637	172,474	172,619	172,254	172,676	173,562
		2018/19	171,313	172,235	171,536	177,471	178,993	179,689	179,897	179,732	179,029			



HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX8A	Number of 999 calls answered	rolling 12 month	170,180	171,167	173,270	174,047	174,047	177,508	173,052	172,619	173,562	173,562	171,536	179,689	179,029		
		number in quarter	43,823	48,916	43,021	38,287		47,284	44,460	42,588	39,230		45,258	52,613	41,928		

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	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	4.37	4.37	4.37
		2018/19	4.37	4.28	4.19	4.22	4.13	3.97	3.81	3.65	3.50			



HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX8B	Average time to answer an emergency (999) call (seconds)	rolling 12 month	4.20	5.08	5.24	5.15	5.15	4.94	4.61	4.37	4.37	4.37	4.19	3.97	3.50		
		quarter	5.81	5.65	5.00	4.00		5.01	4.38	4.00	4.00		4.37	3.58	2.00		

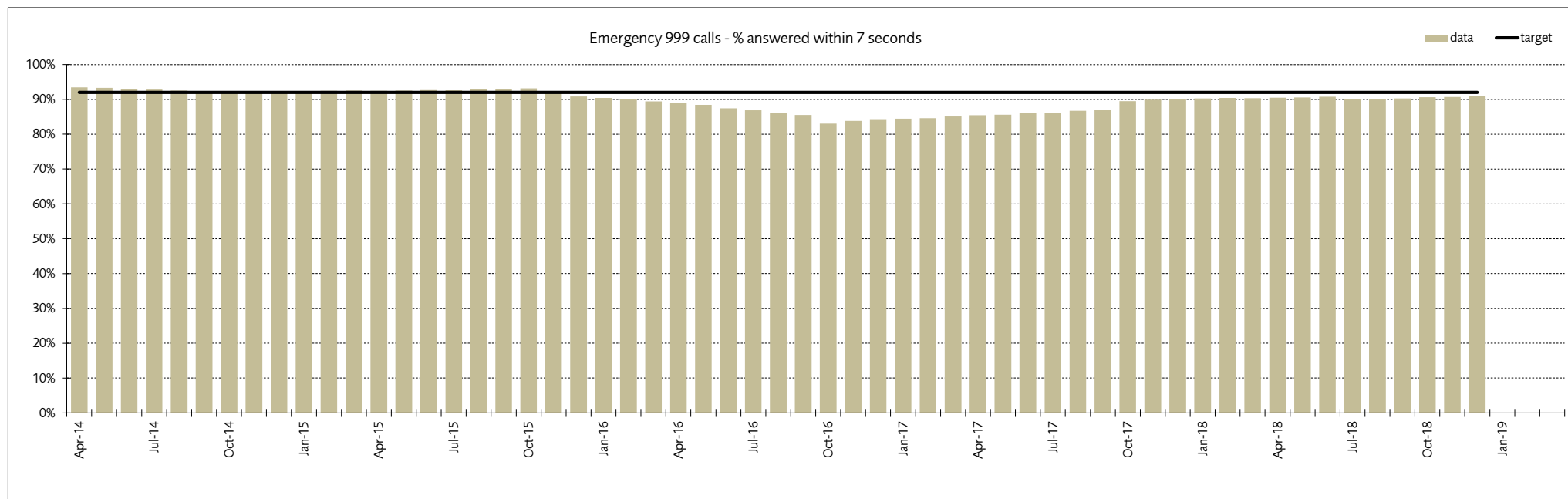
Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

Corporate Performance Digest - Q3 2018/19

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	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%	90.3%	90.4%	90.3%	92%
		2018/19	90.5%	90.5%	90.8%	90.0%	90.1%	90.3%	90.6%	90.7%	91.0%				92%

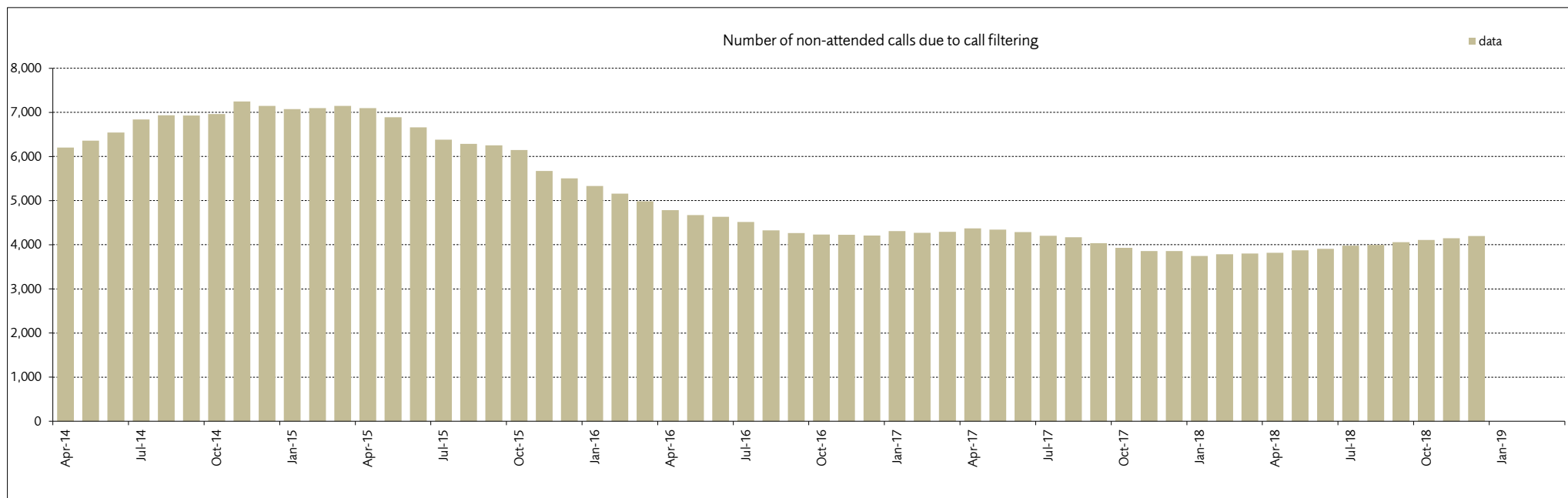


HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	87.4%	85.5%	84.3%	85.1%	85.1%	86.0%	87.1%	90.1%	90.3%	90.3%	90.8%	90.3%	91.0%		
		% in quarter	85.2%	85.0%	79.0%	91.6%		88.4%	89.1%	91.5%	92.6%		90.2%	87.5%	94.5%		

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.

AIM 2 : RESPONSE and RESILIENCE*A response that is high quality, effective and resilient*

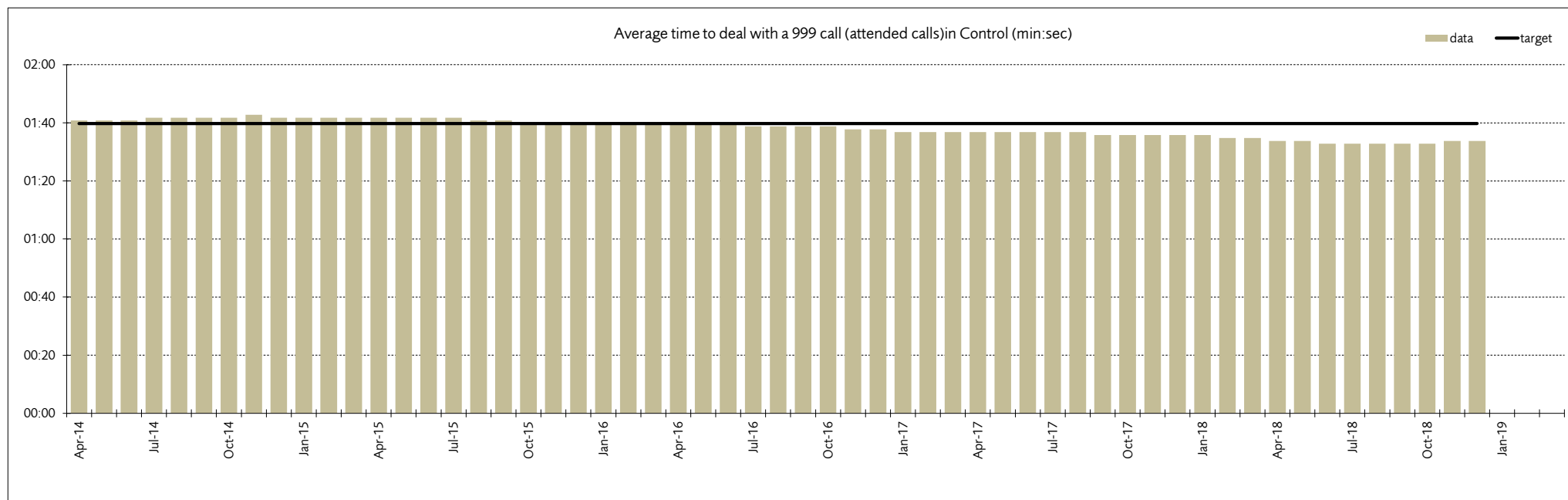
IP9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Number of non-attended calls due to call filtering rolling 12 month	2014/15	6,206	6,359	6,544	6,842	6,936	6,930	6,963	7,251	7,149	7,075	7,100	7,149	up
		2015/16	7,098	6,891	6,664	6,381	6,290	6,255	6,150	5,675	5,504	5,335	5,158	4,985	up
		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	3,745	3,784	3,804	up
		2018/19	3,816	3,875	3,910	3,982	3,995	4,056	4,109	4,148	4,201				up



HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP9	Number of non-attended calls due to call filtering	rolling 12 month	4,633	4,264	4,210	4,294	4,294	4,289	4,036	3,857	3,804	3,804	3,910	4,056	4,201		
		number in quarter	1,008	1,149	1,154	983		1,003	896	975	930		1,109	1,042	1,120		

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	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	01:36	01:35	01:35	01:40
		2018/19	01:34	01:34	01:33	01:33	01:33	01:33	01:33	01:34	01:34				01:40

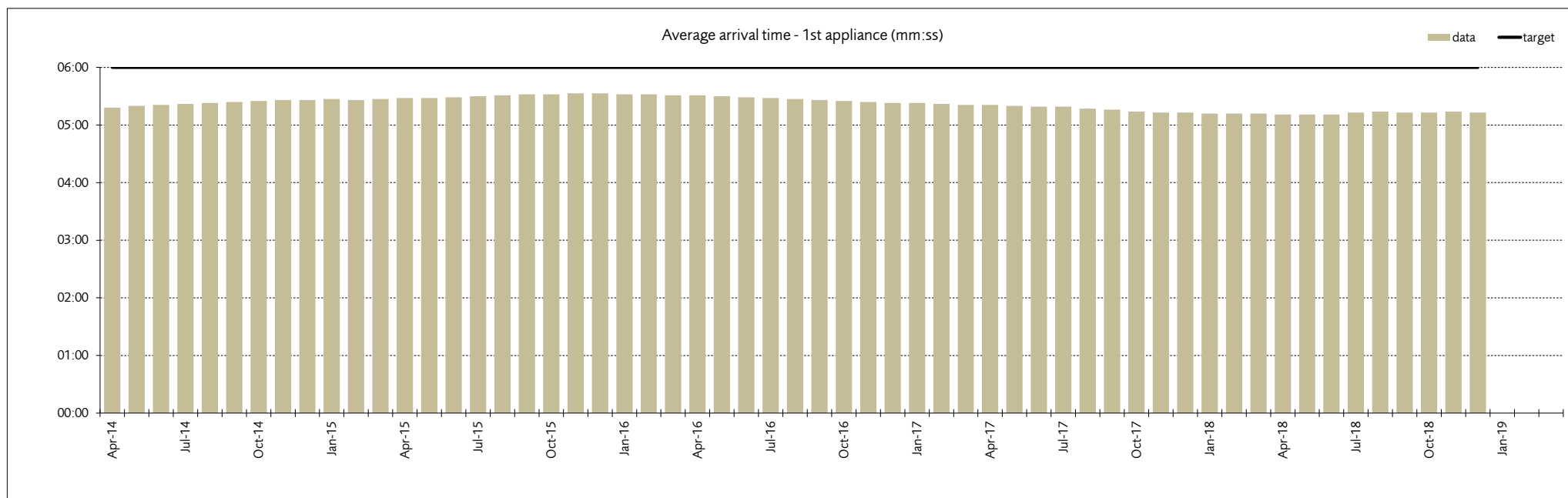


HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H12	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:40	01:39	01:38	01:37	01:37	01:37	01:36	01:36	01:35	01:35	01:33	01:33	01:34		
		quarter	01:41	01:36	01:34	01:37		01:39	01:36	01:32	01:31		01:33	01:35	01:35		

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 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	2014/15	05:18	05:20	05:21	05:22	05:23	05:24	05:25	05:26	05:26	05:27	05:26	05:27	06:00
		2015/16	05:28	05:28	05:29	05:30	05:31	05:32	05:32	05:33	05:33	05:32	05:32	05:31	06:00
		2016/17	05:31	05:30	05:29	05:28	05:27	05:26	05:25	05:24	05:23	05:23	05:22	05:21	06:00
		2017/18	05:21	05:20	05:19	05:19	05:17	05:16	05:14	05:13	05:13	05:12	05:12	05:12	06:00
		2018/19	05:11	05:11	05:11	05:13	05:14	05:13	05:13	05:14	05:13				06:00

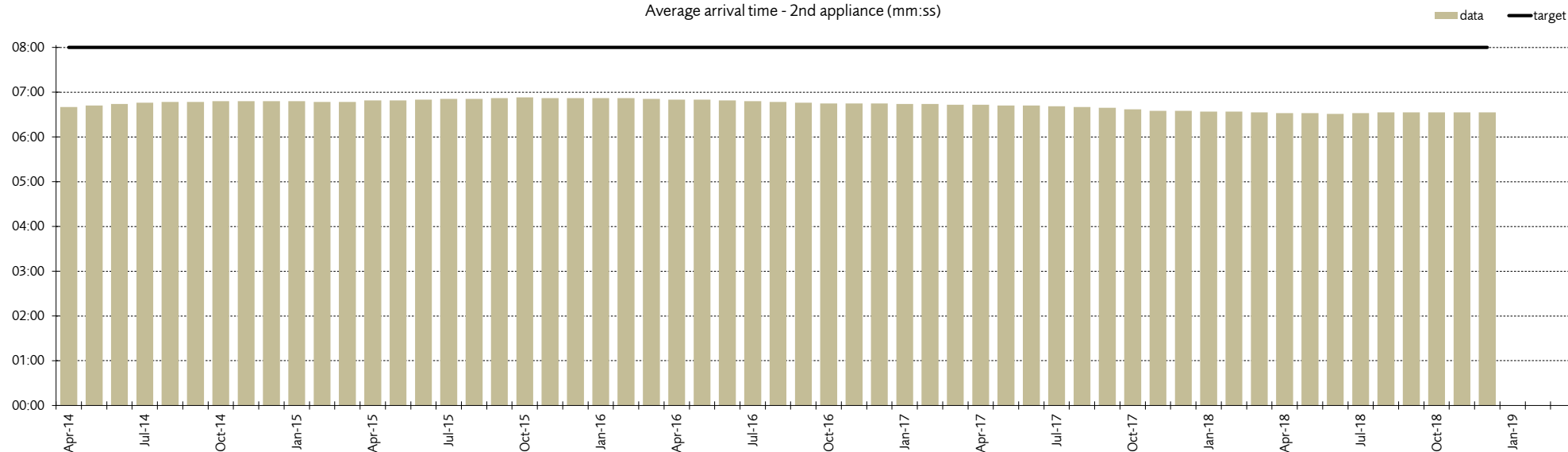


HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:29	05:26	05:23	05:21	05:21	05:19	05:16	05:13	05:12	05:12	05:11	05:13	05:13		
		time for quarter	05:23	05:24	05:23	05:16		05:15	05:10	05:12	05:13		05:10	05:18	05:13		

AIM 2 : RESPONSE and RESILIENCE*A response that is high quality, effective and resilient*

H14			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 2nd appliance (mm:ss) rolling 12 month	2014/15	06:40	06:42	06:44	06:46	06:47	06:47	06:48	06:48	06:48	06:48	06:47	06:47	08:00
		2015/16	06:49	06:49	06:50	06:51	06:51	06:52	06:53	06:52	06:52	06:52	06:52	06:51	08:00
		2016/17	06:50	06:50	06:49	06:48	06:43	06:46	06:45	06:45	06:45	06:44	06:44	06:43	08:00
		2017/18	06:43	06:42	06:42	06:41	06:40	06:39	06:37	06:35	06:35	06:34	06:34	06:33	08:00
		2018/19	06:32	06:32	06:31	06:32	06:33	06:33	06:33	06:33	06:33				08:00

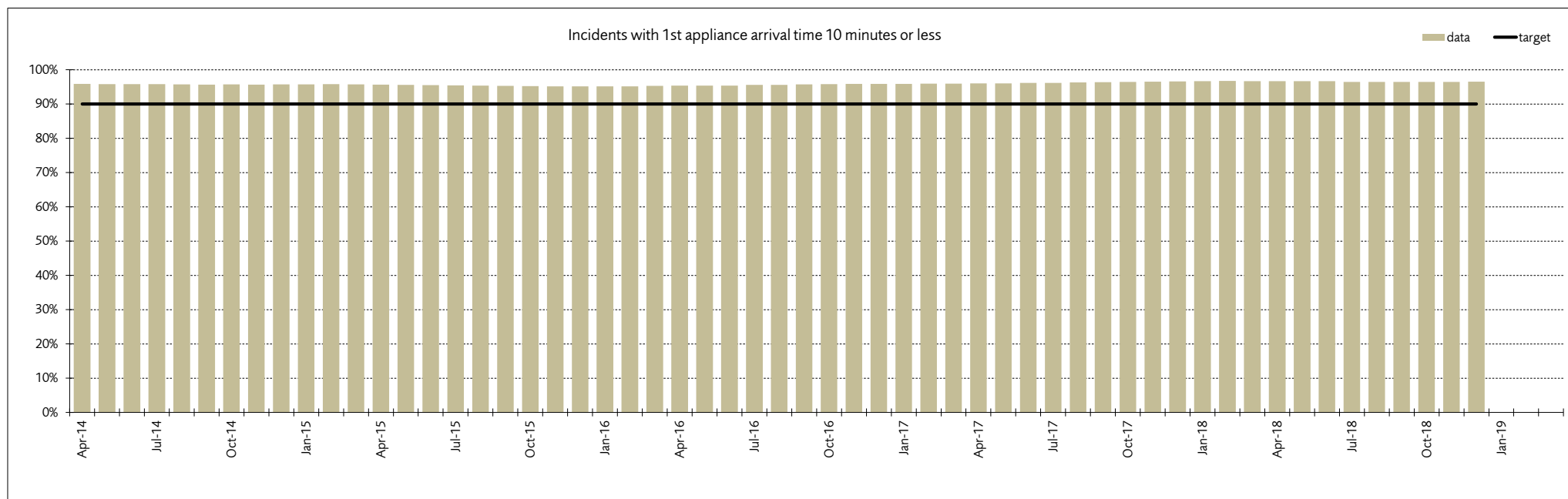
Average arrival time - 2nd appliance (mm:ss)



HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:49	06:46	06:45	06:43	06:43	06:42	06:39	06:35	06:33	06:33	06:31	06:33	06:33		
		time for quarter	06:43	06:46	06:49	06:37		06:37	06:34	06:33	06:31		06:28	06:41	06:32		

AIM 2 : RESPONSE and RESILIENCE*A response that is high quality, effective and resilient*

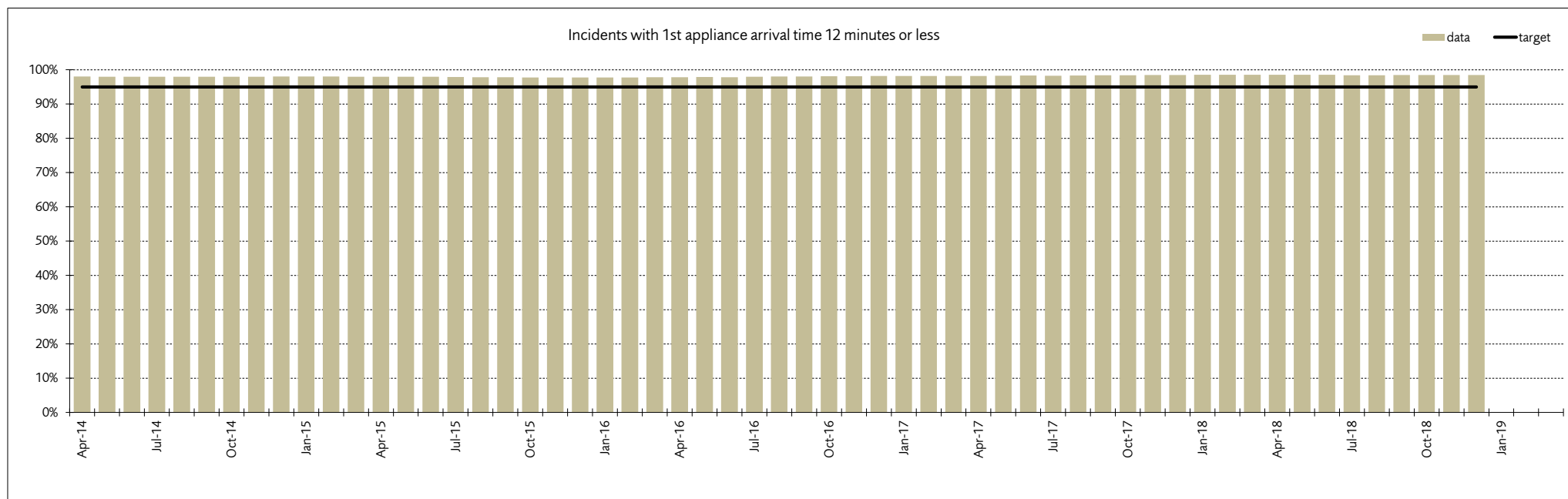
H15			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 10 minutes or less (%) <i>rolling 12 month</i>	2014/15	95.9%	95.8%	95.8%	95.8%	95.7%	95.7%	95.7%	95.7%	95.7%	95.7%	95.8%	95.7%	90%
		2015/16	95.6%	95.6%	95.5%	95.4%	95.4%	95.3%	95.2%	95.1%	95.1%	95.2%	95.2%	95.3%	90%
		2016/17	95.4%	95.4%	95.4%	95.6%	95.6%	95.7%	95.8%	95.9%	95.9%	95.9%	95.9%	96.0%	90%
		2017/18	96.0%	96.0%	96.1%	96.2%	96.3%	96.4%	96.5%	96.6%	96.6%	96.7%	96.7%	96.7%	90%
		2018/19	96.7%	96.7%	96.7%	96.5%	96.4%	96.4%	96.4%	96.5%	96.5%				90%



HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	95.4%	95.7%	95.9%	96.0%	96.0%	96.1%	96.4%	96.6%	96.7%	96.7%	96.7%	96.4%	96.5%		
		% in quarter	95.7%	95.9%	95.8%	96.5%		96.5%	96.8%	96.7%	96.8%		96.5%	95.9%	96.9%		

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>	2014/15	98.0%	98.0%	98.0%	98.0%	97.9%	97.9%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	95%
		2015/16	98.0%	97.9%	97.9%	97.9%	97.8%	97.8%	97.7%	97.7%	97.7%	97.8%	97.8%	97.8%	95%
		2016/17	97.8%	97.9%	97.8%	98.0%	98.0%	98.0%	98.1%	98.1%	98.1%	98.1%	98.2%	98.2%	95%
		2017/18	98.2%	98.2%	98.3%	98.3%	98.3%	98.4%	98.4%	98.5%	98.5%	98.5%	98.5%	98.5%	95%
		2018/19	98.5%	98.5%	98.5%	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%				95%



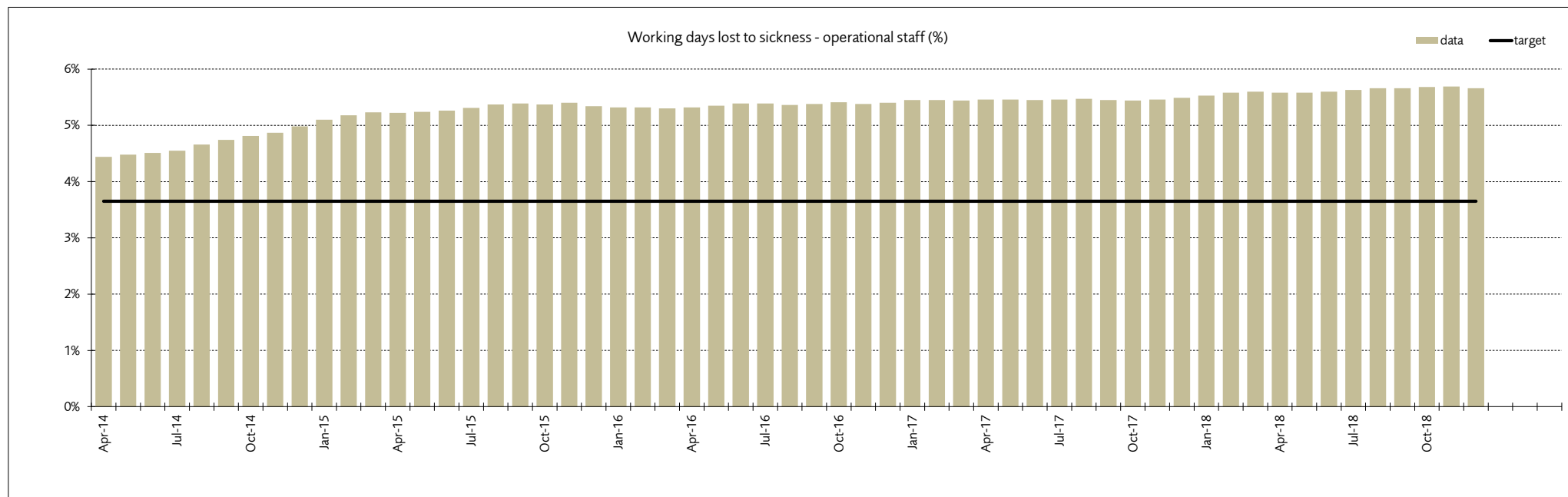
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	97.8%	98.0%	98.1%	98.2%	98.2%	98.3%	98.4%	98.5%	98.5%	98.5%	98.5%	98.4%	98.4%		
		% in quarter	98.0%	98.1%	98.2%	98.4%		98.4%	98.5%	98.6%	98.6%		98.4%	98.2%	98.6%		

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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	2014/15	4.44%	4.48%	4.51%	4.55%	4.66%	4.74%	4.81%	4.87%	4.98%	5.10%	5.18%	5.23%	3.65%
		2015/16	5.22%	5.24%	5.26%	5.31%	5.37%	5.39%	5.37%	5.40%	5.34%	5.32%	5.32%	5.30%	3.65%
		2016/17	5.32%	5.35%	5.39%	5.39%	5.36%	5.38%	5.41%	5.38%	5.40%	5.45%	5.45%	5.44%	3.65%
		2017/18	5.46%	5.46%	5.45%	5.46%	5.47%	5.45%	5.44%	5.46%	5.49%	5.53%	5.58%	5.60%	3.65%
		2018/19	5.58%	5.58%	5.60%	5.63%	5.66%	5.66%	5.68%	5.69%	5.66%				3.65%

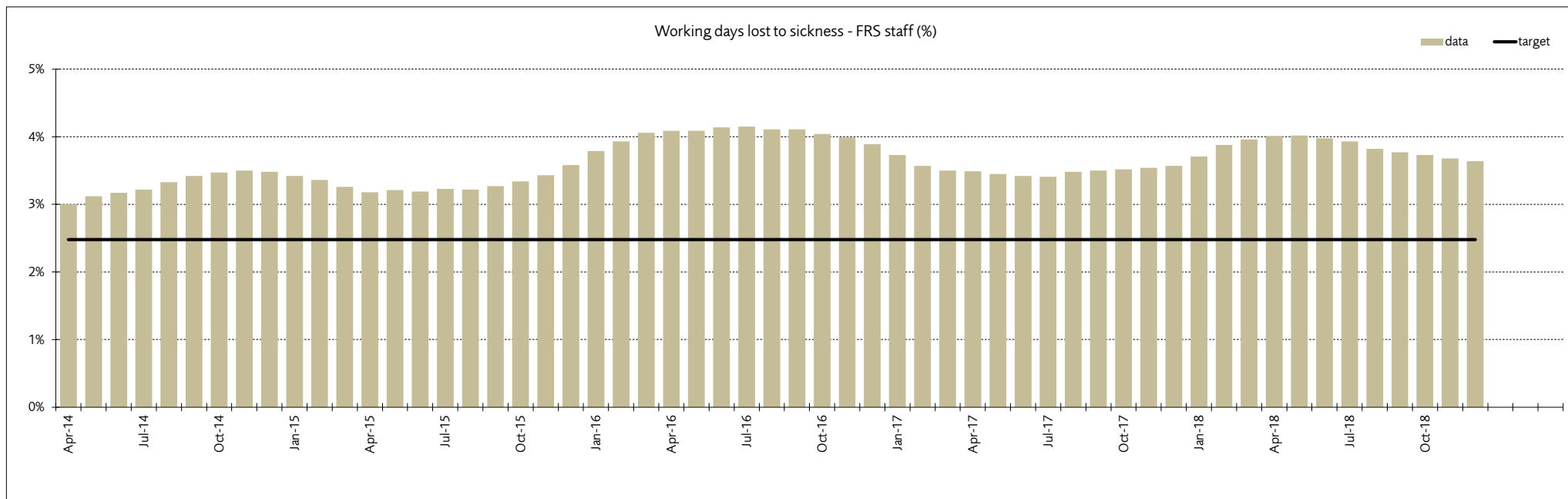


HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.4%	5.4%	5.4%	5.4%	5.4%	5.5%	5.5%	5.5%	5.6%	5.6%	5.6%	5.7%	5.7%		
		% for quarter	5.1%	6.0%	5.8%	4.9%		5.1%	6.0%	5.9%	5.4%		5.1%	6.2%	5.9%		
		number for rolling 12 months	9.7	9.6	9.6	9.8	9.8	9.9	9.9	10.0	10.2	10.2	10.2	10.3	10.3		

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	2014/15	3.00%	3.12%	3.17%	3.22%	3.33%	3.42%	3.47%	3.50%	3.48%	3.42%	3.36%	3.26%	2.48%
		2015/16	3.18%	3.21%	3.19%	3.23%	3.22%	3.27%	3.34%	3.43%	3.58%	3.79%	3.93%	4.06%	2.48%
		2016/17	4.09%	4.09%	4.14%	4.15%	4.11%	4.11%	4.04%	3.99%	3.89%	3.73%	3.57%	3.50%	2.48%
		2017/18	3.49%	3.45%	3.42%	3.41%	3.48%	3.50%	3.52%	3.54%	3.57%	3.71%	3.88%	3.96%	2.48%
		2018/19	4.01%	4.02%	3.98%	3.93%	3.82%	3.77%	3.73%	3.68%	3.64%				2.48%



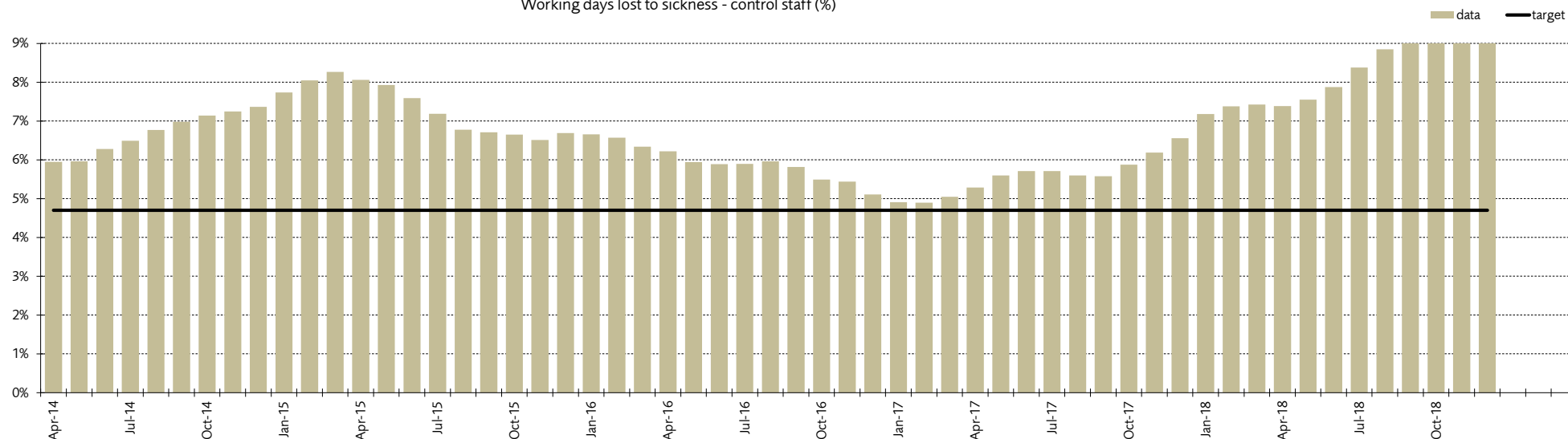
HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	4.1%	4.1%	3.9%	3.5%	3.5%	3.4%	3.5%	3.6%	4.0%	4.0%	4.0%	3.8%	3.6%		
		% for quarter	3.3%	3.3%	4.0%	3.4%		3.0%	3.7%	4.2%	5.0%		3.1%	2.9%	3.7%		
		number for rolling 12 months	10.5	10.3	9.8	9.0	9.0	8.9	9.1	9.3	10.3	10.3	10.3	9.8	9.5		

AIM 3 : PEOPLE and RESOURCES

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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	2014/15	5.95%	5.96%	6.28%	6.49%	6.77%	6.98%	7.14%	7.25%	7.37%	7.74%	8.05%	8.27%	4.70%
		2015/16	8.06%	7.93%	7.59%	7.19%	6.78%	6.71%	6.65%	6.51%	6.69%	6.66%	6.57%	6.34%	4.70%
		2016/17	6.22%	5.94%	5.89%	5.90%	5.96%	5.82%	5.49%	5.44%	5.11%	4.91%	4.90%	5.05%	4.70%
		2017/18	5.29%	5.60%	5.71%	5.71%	5.60%	5.58%	5.88%	6.19%	6.56%	7.18%	7.38%	7.43%	4.70%
		2018/19	7.39%	7.55%	7.88%	8.38%	8.85%	9.13%	9.40%	9.33%	9.29%				4.70%

Working days lost to sickness - control staff (%)



HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO6C	Working days lost to sickness - control staff (%)	rolling 12 month %	5.9%	5.8%	5.1%	5.1%	5.1%	5.7%	5.6%	6.6%	7.4%	7.4%	7.9%	9.1%	9.3%		
		% for quarter	3.1%	5.1%	5.1%	6.9%		5.8%	4.6%	8.9%	10.4%		7.6%	9.7%	9.5%		
		number for rolling 12 months	10.6	8.6	9.2	9.1	9.1	10.4	10.2	12.0	13.6	13.6	14.4	16.7	17.0		

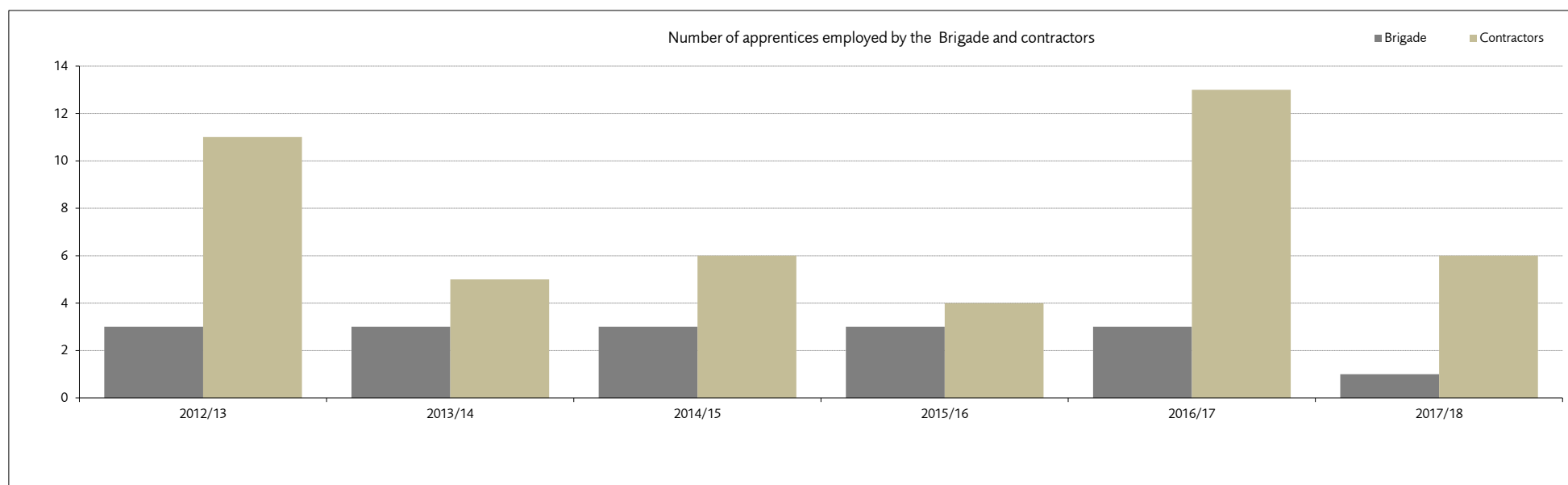
AIM 3 : PEOPLE and RESOURCES*A professional organisation*

	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Number of apprentices employed by the Brigade (FTE) <i>Annual data</i>	3	3	3	3	3	1

target
up

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

target
up

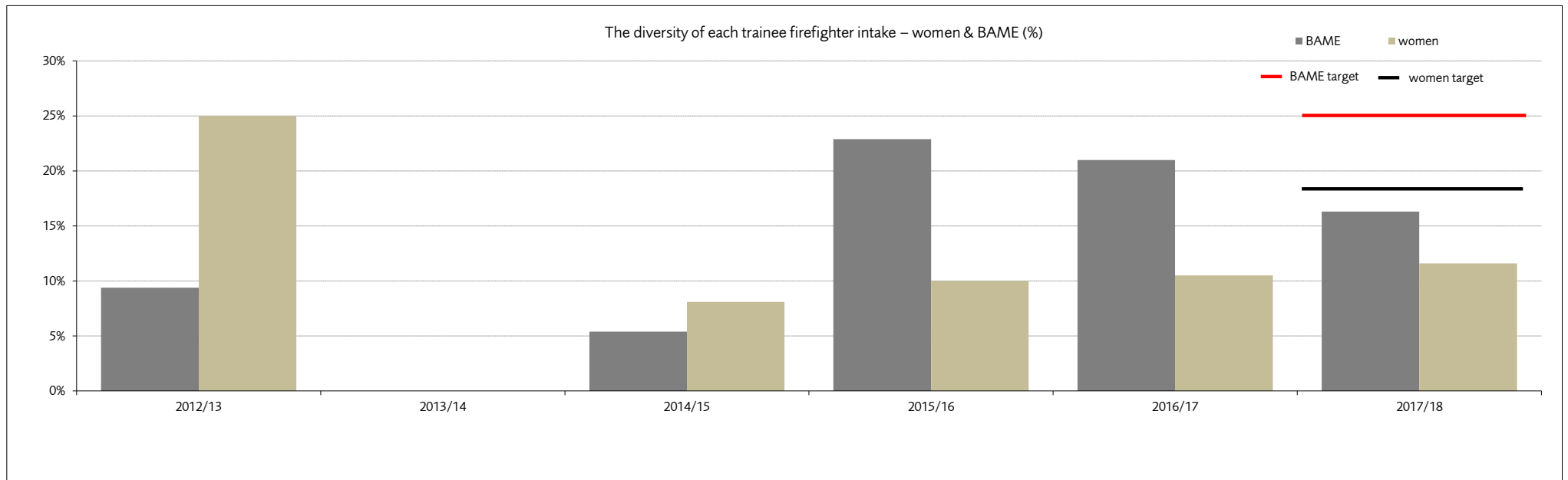


* Provisional data for 2017/18

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%	16.3%
		Target	-	-	-	-	-	25.0%

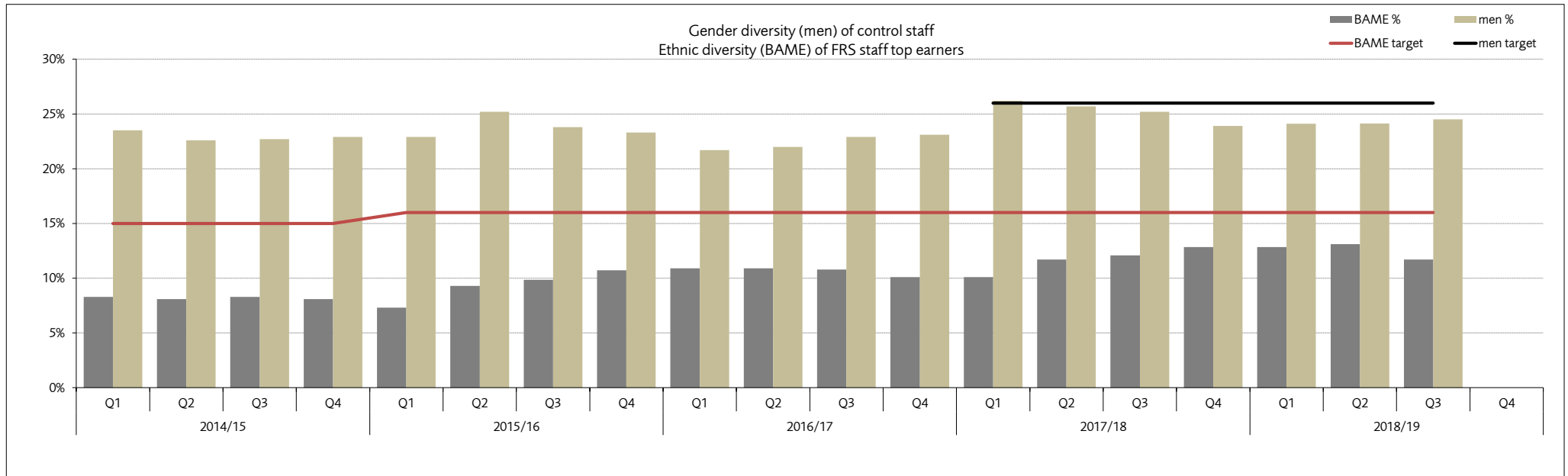
CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Improve the gender diversity (Woman) of each trainee firefighter intake <i>Annual data</i>	Actual	25.0%	-	8.1%	10.0%	10.5%	11.6%
		Target	-	-	-	-	-	18.0%



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	2014/15	23.5%	22.6%	22.7%	22.9%	-	Ethnic diversity (BAME) of FRS staff top earners	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%	23.9%	26%		10.1%	11.7%	12.1%	12.8%	16%
		2018/19	24.1%	24.1%	24.5%		26%		12.8%	13.1%	11.7%		16%



HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO8	Gender diversity (men) of control staff	No.	23	24	24	24	24	28	28	27	27	27	27	28	27		
		% as at...	21.7%	22.0%	22.9%	23.1%	23.1%	26.2%	25.7%	25.2%	23.9%	23.9%	24.1%	24.1%	24.5%		
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	15	15	15	14	14	15	17	18	19	19	19	20	19		
		% as at...	10.9%	10.9%	10.8%	10.1%	10.1%	10.1%	11.7%	12.1%	12.8%	12.8%	12.8%	13.1%	11.7%		

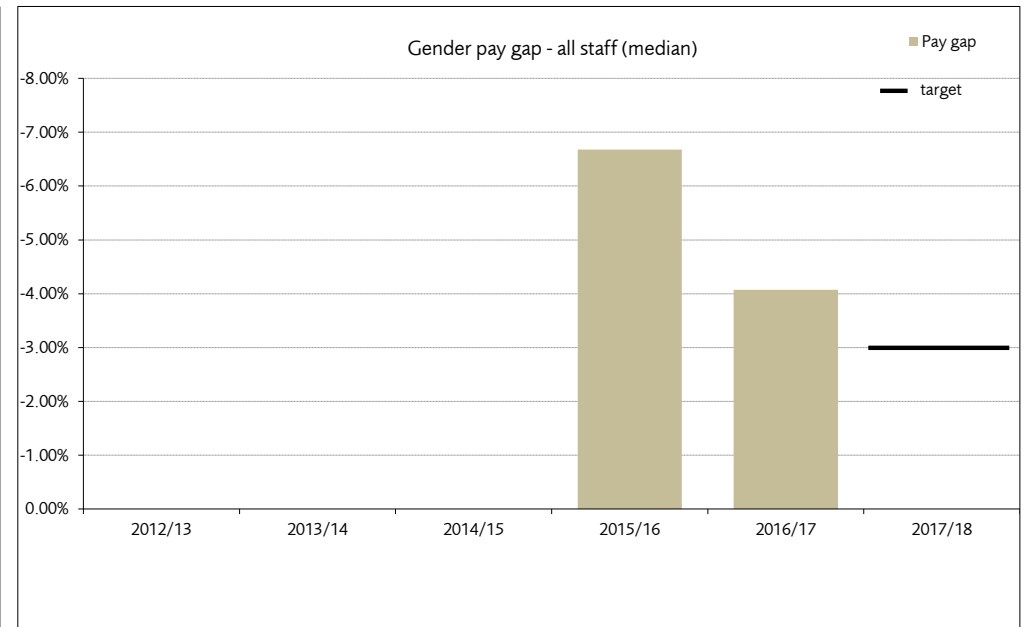
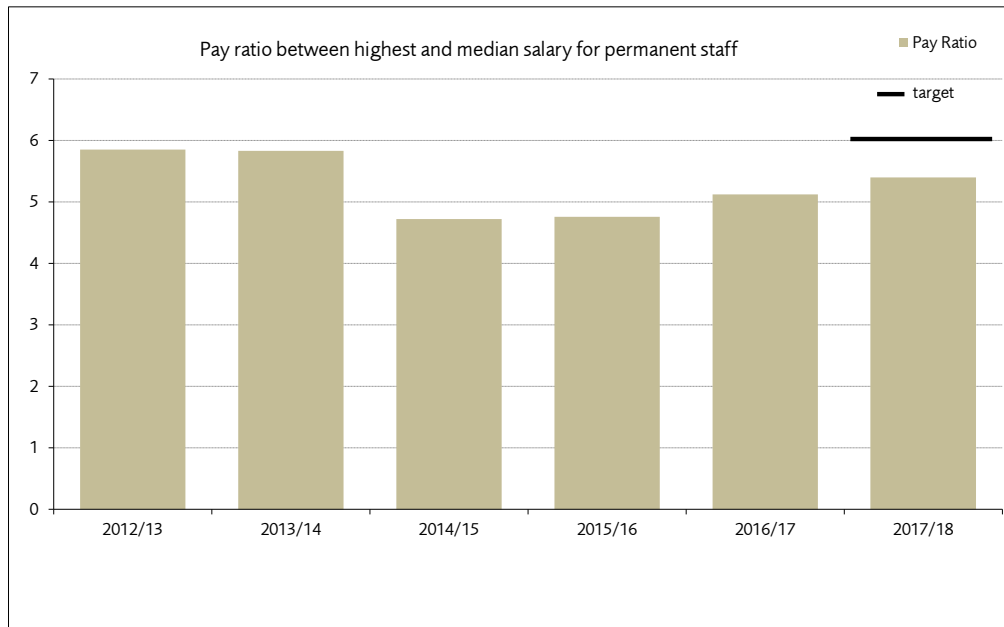
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AIM 3 : PEOPLE and RESOURCES

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	5.40
		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	-	-	-	-6.68%	-4.07%	-
		Target	-	-	-	-	-	±3%



Before 2015/16 Data for CO10B- Gender pay gap is not available
Data for 2017/18 is not available

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX10A	% of workforce Operational staff women	% as at...	6.8%	6.9%	6.9%	7.0%	7.0%	7.0%	7.1%	7.2%	7.2%	7.2%	7.3%	7.2%	7.2%		
		number	327	327	326	327		326	328	334	333		341	338	340		
CX10B	% of workforce FRS staff women	% as at...	45.5%	46.0%	46.7%	46.8%	46.8%	47.7%	47.3%	48.3%	48.6%	48.6%	48.8%	49.4%	50.0%		
		number	353	357	362	368		371	364	378	387		393	395	406		
CX10C	% of workforce control staff women	% as at...	78.3%	78.0%	77.1%	76.9%	76.9%	73.8%	74.3%	74.8%	76.1%	76.1%	75.9%	75.9%	75.5%		
		number	83	85	81	80		79	81	80	86		85	88	83		
CX11A	% of workforce Operational staff BAME	% as at...	12.6%	12.7%	12.8%	13.0%	13.0%	13.1%	13.1%	13.1%	13.3%	13.3%	13.5%	13.4%	13.3%		
		number	601	603	600	609		606	605	605	617		628	625	624		
CX11B	% of workforce FRS staff BAME	% as at...	26.3%	26.7%	26.7%	27.4%	27.4%	27.9%	28.2%	28.6%	29.2%	29.2%	29.7%	30.1%	30.2%		
		number	204	207	207	215		217	217	224	233		239	241	245		
CX11C	% of workforce control staff BAME	% as at...	11.3%	11.9%	11.4%	12.5%	12.5%	11.2%	12.8%	11.2%	12.4%	12.4%	11.6%	10.3%	10.9%		
		number	12	13	12	13		12	14	12	14		13	12	12		
CX12A	% of workforce Operational staff disabled	% as at...	3.3%	3.5%	3.7%	3.8%	3.8%	4.0%	4.2%	5.1%	5.2%	5.2%	5.5%	5.5%	5.4%		
		number	156	168	174	180		185	192	236	242		257	256	255		
CX12B	% of workforce FRS staff disabled	% as at...	9.2%	9.5%	10.2%	10.8%	10.8%	11.1%	12.3%	13.8%	13.6%	13.6%	13.3%	13.5%	13.2%		
		number	71	74	79	85		86	95	108	108		107	108	107		
CX12C	% of workforce control staff disabled	% as at...	8.5%	8.3%	10.5%	10.6%	10.6%	10.3%	10.1%	11.2%	10.6%	10.6%	10.7%	11.2%	10.9%		
		number	9	9	11	11		11	11	12	12		12	13	12		
CX13A	% of workforce Operational staff LGBT	% as at...	3.7%	3.8%	4.9%	4.8%	4.8%	4.7%	4.7%	4.8%	4.7%	4.7%	4.7%	4.7%	4.8%		
		number	177	182	224	224		221	222	224	216		218	219	224		
CX13B	% of workforce FRS staff LGBT	% as at...	4.3%	4.6%	4.5%	4.4%	4.4%	4.1%	4.4%	4.7%	4.4%	4.4%	4.1%	4.4%	4.7%		
		number	33	36	35	35		33	35	38	35		33	35	38		
CX13C	% of workforce control staff LGBT	% as at...	0.9%	1.8%	3.7%	5.3%	5.3%	5.4%	5.2%	5.5%	5.3%	5.3%	5.4%	5.2%	5.5%		
		number	1	2	4	6		6	6	6	6		6	6	6		

Corporate Performance Digest - Q3 2018/19

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	10.8%	10.5%	11.1%	11.0%	11.0%	9.8%	10.1%	11.4%	11.5%	11.5%	13.1%	13.4%	9.7%		
		number	32	30	30	29		19	21	24	21		17	26	22		
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	43.4%	40.0%	36.0%	36.5%	36.5%	30.0%	27.5%	30.2%	24.0%	24.0%	18.0%	19.3%	17.6%		
		number	23	22	18	19		15	14	16	12		9	11	12		
CX14C	Promoted staff to reflect the ethnic diversity (BAME) – Control staff	% rolling 12 month	0.0%	12.5%	11.1%	10.0%	10.0%	11.1%	0.0%	0.0%	n/a	n/a	16.7%	22.2%	18.2%		
		number	0	1	1	1		1	0	0	0		1	2	2		
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	7.1%	6.7%	5.2%	5.3%	5.3%	7.7%	9.1%	9.0%	10.4%	10.4%	11.5%	7.2%	8.0%		
		number	21	19	14	14		15	19	19	19		15	14	18		
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	52.8%	58.2%	56.0%	63.5%	63.5%	58.0%	54.9%	58.5%	58.0%	58.0%	60.0%	56.1%	57.4%		
		number	28	32	28	33		29	28	31	29		30	32	39		
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	100%	75.0%	77.8%	80.0%	80.0%	77.8%	100%	100%	n/a	n/a	66.7%	77.8%	72.7%		
		number	1	6	7	8		7	2	1	0		4	7	8		
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	6.1%	5.3%	4.1%	4.2%	4.2%	4.1%	4.3%	6.2%	6.6%	6.6%	9.2%	7.2%	4.9%		
		number	18	15	11	11		8	9	13	12		12	14	11		
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	7.5%	5.5%	6.0%	7.7%	7.7%	8.0%	9.8%	11.3%	12.0%	12.0%	16.0%	19.3%	16.2%		
		number	4	3	3	4		4	5	6	6		8	11	11		
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%	n/a	n/a	16.7%	11.1%	9.1%		
		number	0	0	0	0		0	0	0	0		1	1	1		
CX14K	Promoted staff to reflect the LGBT diversity – Operational staff	% rolling 12 month	3.0%	3.2%	3.0%	3.4%	3.4%	5.2%	5.8%	5.2%	4.9%	4.9%	3.8%	4.6%	4.9%		
		number	9	9	8	9		10	12	11	9		5	9	11		
CX14L	Promoted staff to reflect the LGBT diversity – FRS staff	% rolling 12 month	5.7%	5.5%	6.0%	7.7%	7.7%	12.0%	9.8%	9.4%	8.0%	8.0%	6.0%	7.0%	7.4%		
		number	3	3	3	4		6	5	5	4		3	4	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%	n/a	n/a	16.7%	11.1%	9.1%		
		number	0	0	0	0		0	0	0	0		1	1	1		

Corporate Performance Digest - Q3 2018/19

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX15A	Top earners Operational staff women	% as at...	7.6%	7.8%	7.5%	6.9%	6.9%	7.1%	6.8%	6.5%	6.6%	6.6%	7.1%	6.8%	6.6%		
		number	18	18	18	16	16	15	16	15	15	15	17	16	16		
CX15B	Top earners FRS staff women	% as at...	45.3%	45.3%	44.6%	43.9%	43.9%	43.9%	43.4%	43.6%	43.9%	43.9%	43.9%	45.8%	45.7%		
		number	62	62	62	61	61	61	63	65	65	65	65	70	74		
CX15C	Top earners control staff women	% as at...	60.0%	66.7%	50.0%	55.6%	55.6%	50.0%	50.0%	45.5%	58.3%	58.3%	54.6%	58.3%	68.8%		
		number	6	6	5	5	5	5	5	5	7	7	6	7	11		
CX15D	Top earners Operational staff BAME	% as at...	11.4%	11.2%	11.3%	12.1%	12.1%	12.4%	12.3%	11.2%	11.5%	11.5%	10.9%	10.2%	10.3%		
		number	27	26	27	28	28	28	29	26	26	26	26	24	25		
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%	6.3%		
		number	0	0	0	0	0	0	0	0	0	0	0	0	1		
CX15G	Top earners Operational staff LGBT	% as at...	3.4%	3.9%	4.2%	3.9%	3.9%	4.0%	3.8%	3.9%	4.0%	4.0%	3.8%	3.4%	5.0%		
		number	8	9	10	9	9	9	9	9	9	9	9	8	12		
CX15H	Top earners FRS staff LGBT	% as at...	6.6%	7.3%	7.2%	7.9%	7.9%	7.9%	7.6%	6.7%	6.1%	6.1%	6.8%	5.9%	6.2%		
		number	9	10	10	11	11	11	11	10	9	9	10	9	10		
CX15I	Top earners control staff LGBT	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	10.0%	9.1%	8.3%	8.3%	9.1%	8.3%	6.3%		
		number	0	0	0	0	0	1	1	1	1	1	1	1	1		
CX15J	Top earners Operational staff disabled	% as at...	5.1%	7.3%	7.5%	7.8%	7.8%	8.0%	8.5%	10.8%	11.5%	11.5%	11.3%	10.6%	10.3%		
		number	12	17	18	18	18	18	20	25	26	26	27	25	25		
CX15K	Top earners FRS staff disabled	% as at...	4.4%	4.4%	4.3%	4.3%	4.3%	4.3%	4.1%	7.4%	6.8%	6.8%	7.4%	7.8%	8.0%		
		number	6	6	6	6	6	6	6	11	10	10	11	12	13		
CX15L	Top earners control staff disabled	% as at...	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	8.3%	9.1%	8.3%	6.3%		
		number	0	1	0	0	0	0	0	0	1	1	1	1	1		

AIM 3 : PEOPLE and RESOURCES*Inclusion*

			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX16A	Voluntary leavers Operational staff BAME	% as at...	10.6%	13.4%	14.0%	10.7%	10.7%	10.2%	10.0%	12.1%	13.3%	13.3%	15.8%	14.2%	10.2%		
		number	27	30	33	25	25	26	26	30	33	33	35	33	23		
CX16B	Voluntary leavers Operational staff women	% as at...	2.8%	4.0%	5.1%	6.0%	6.0%	6.3%	5.7%	5.2%	5.2%	5.2%	4.1%	6.9%	8.8%		
		number	7	9	12	14	14	16	15	13	13	13	9	16	20		
CX16C	Voluntary leavers FRS staff BAME	% as at...	21.6%	21.1%	23.3%	11.9%	11.9%	14.3%	14.3%	14.6%	19.1%	19.1%	20.5%	25.5%	28.0%		
		number	8	8	10	5	5	7	7	7	9	9	9	12	14		
CX16D	Voluntary leavers FRS staff women	% as at...	35.1%	36.8%	34.9%	26.2%	26.2%	34.7%	38.8%	33.3%	34.0%	34.0%	34.1%	34.0%	42.0%		
		number	13	14	15	11	11	17	19	16	16	16	15	16	21		

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	176

<i>target</i>
up

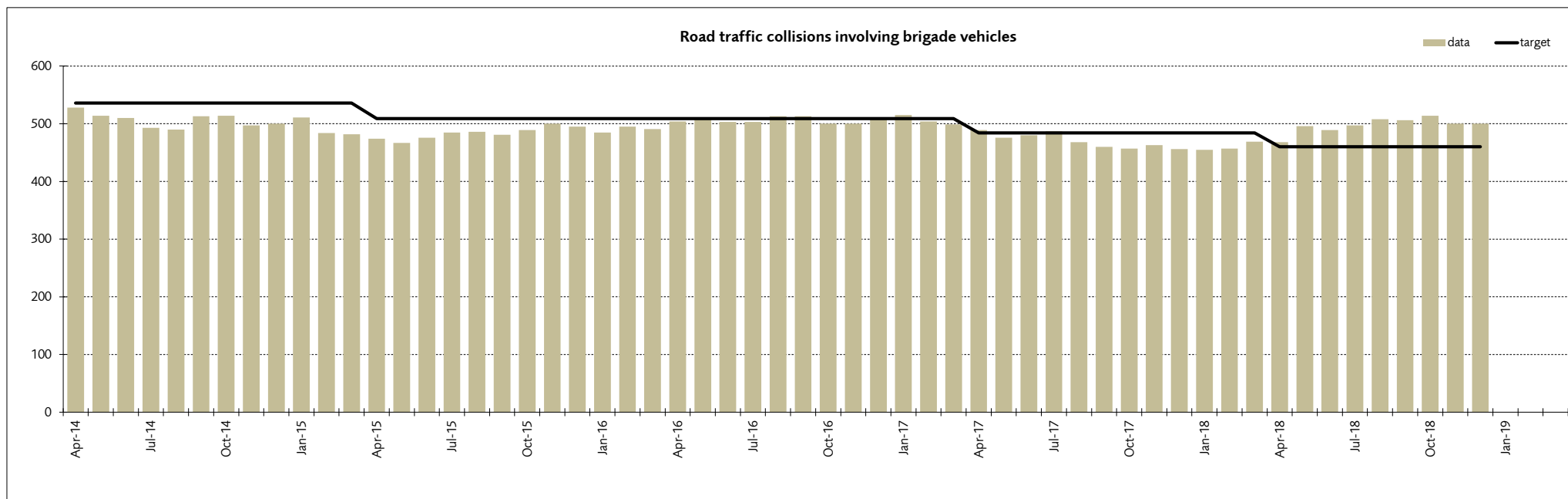


* Provisional data for 2017/18

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	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	457	463	456	455	457	469	484
		2018/19	468	496	489	497	508	506	514	500	500				460



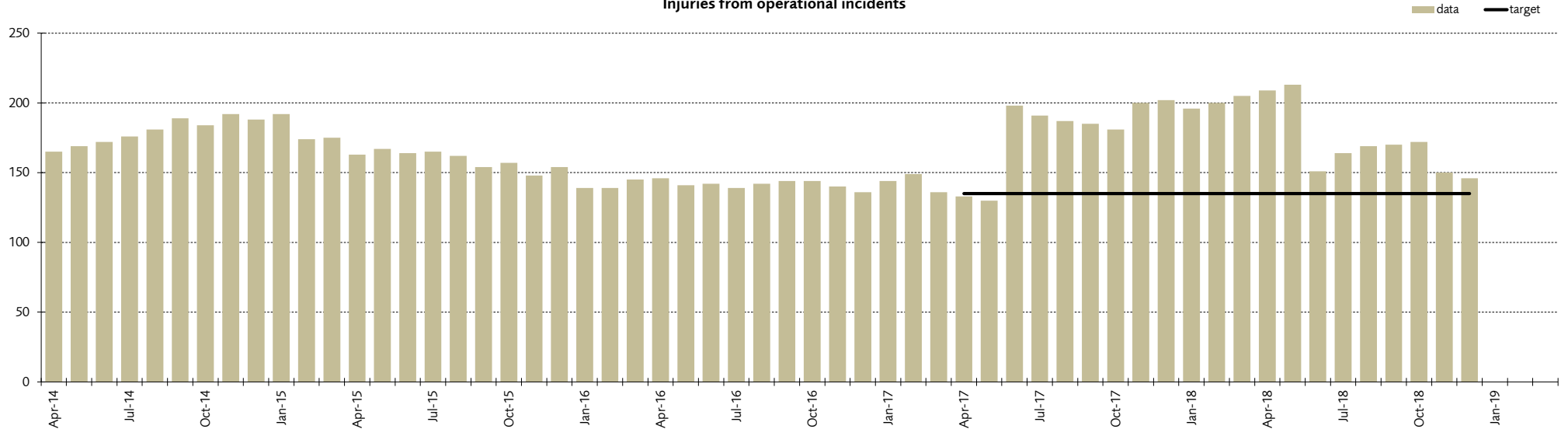
HoHS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	503	513	509	499	499	480	460	456	469	469	489	506	500		
		number in quarter	132	151	120	96		113	131	116	109		133	148	110		

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	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	198	191	187	185	181	200	202	196	200	205	135
		2018/19	209	213	151	164	169	170	172	150	146				135

Injuries from operational incidents



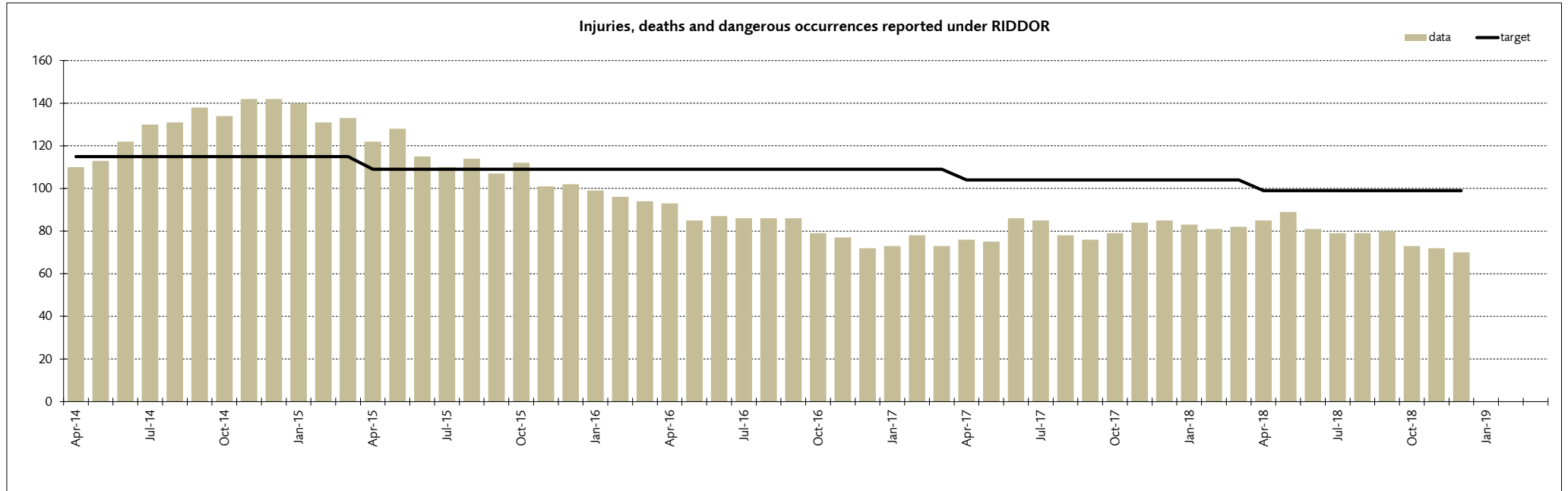
HoHS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO12	Injuries from operational incidents	rolling 12 month	142	144	136	136	136	198	185	202	205	205	151	170	146		
		number in quarter	34	43	32	27		96	30	49	30		42	49	25		

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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	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	83	81	82	104
		2018/19	85	89	81	79	79	80	73	72	70				99



HoHS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	87	86	72	73	73	86	76	85	82	82	81	80	70		
		number in quarter	21	27	9	16		34	17	18	13		33	16	8		

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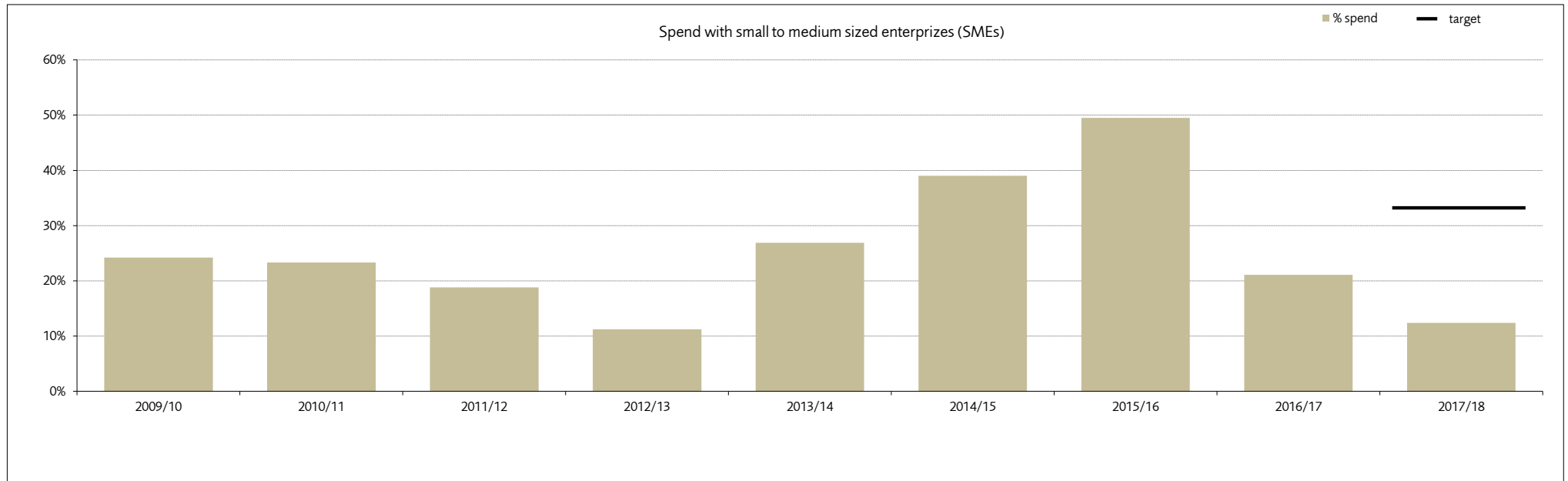
AIM 3 : PEOPLE and RESOURCES

Safety

			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
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	1	1	1	1	1	5	4	4	4	4	2	6	9		
		number in quarter	0	1	0	0		4	0	0	0		2	4	3		
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	85	84	70	71	71	80	71	81	78	78	79	74	61		
		number in quarter	21	26	8	16		30	17	18	13		31	12	5		
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	9	8	8	11	11	11	9	8	7	7	9	11	8		
		number in quarter	0	3	4	4		0	1	3	3		2	3	0		

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%	12.4%
		Target	-	-	-	-	-	-	-	-	33.0%



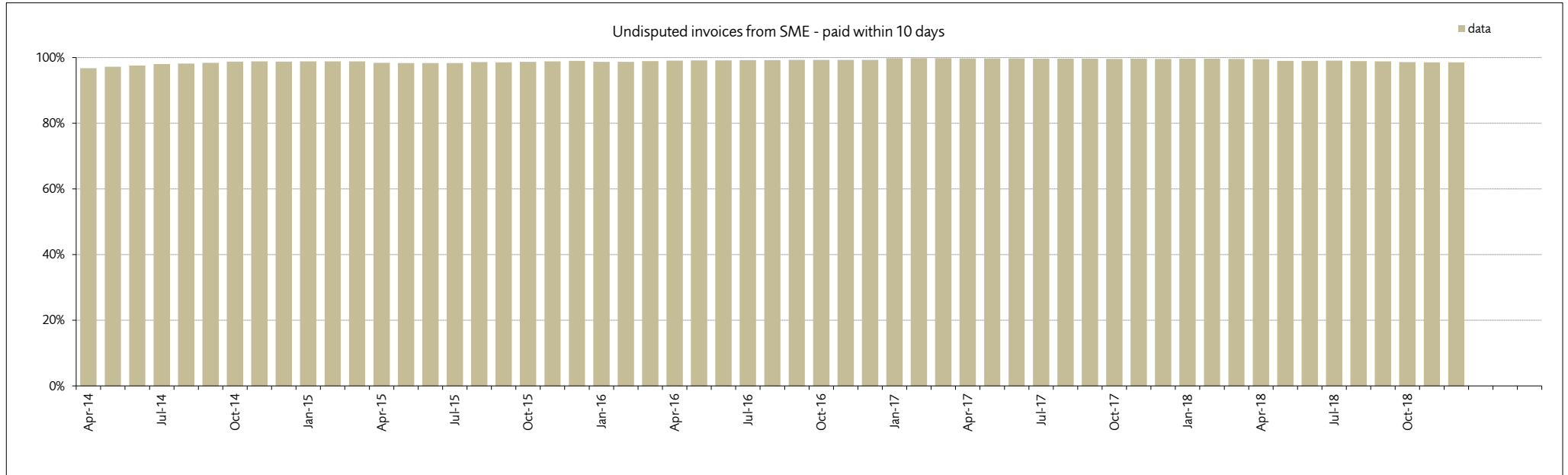
* Provisional data for 2017/18

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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	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%	99.7%	99.7%	99.6%
		2018/19	99.5%	99.1%	99.0%	99.1%	98.9%	98.9%	98.7%	98.6%	98.6%			

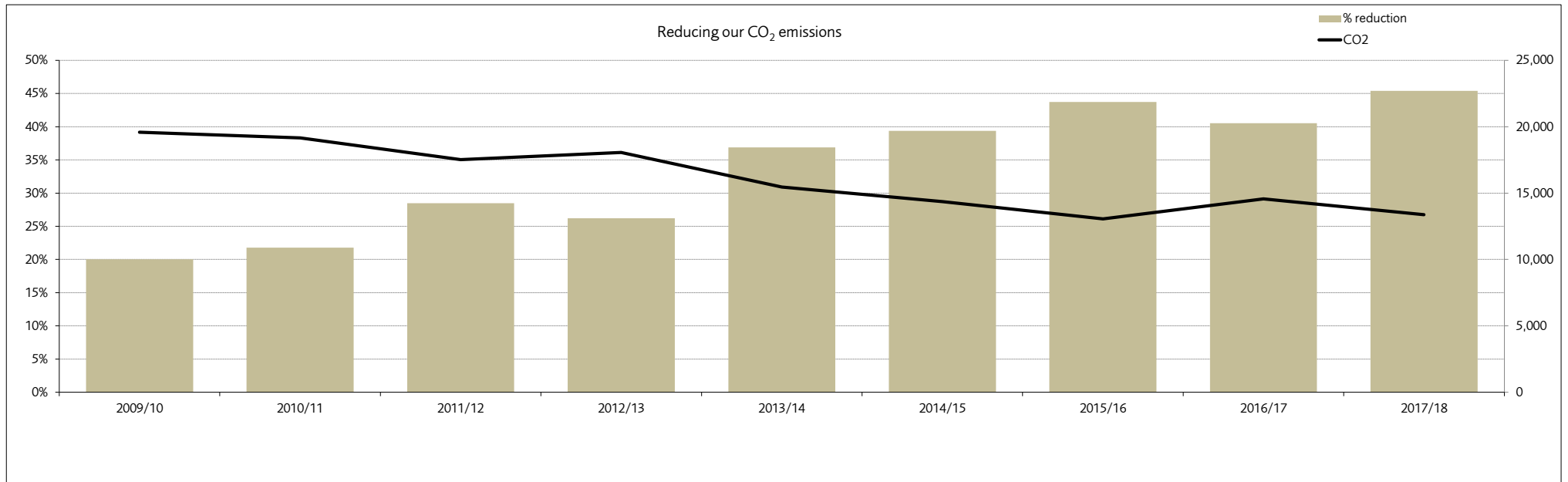


HoF			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	99.2%	99.4%	99.3%	99.8%	99.8%	99.8%	99.7%	99.6%	99.6%	99.6%	99.0%	98.9%	98.6%		
		% in quarter	99.9%	99.8%	99.9%	99.7%		99.6%	99.5%	99.7%	99.7%		96.7%	98.8%	98.4%		

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	13,369
		% Change	20.0%	21.8%	28.5%	26.2%	36.9%	39.4%	43.7%	40.5%	45.4%
		Target	-	-	-	6%	32%	45%	45%	45%	45%

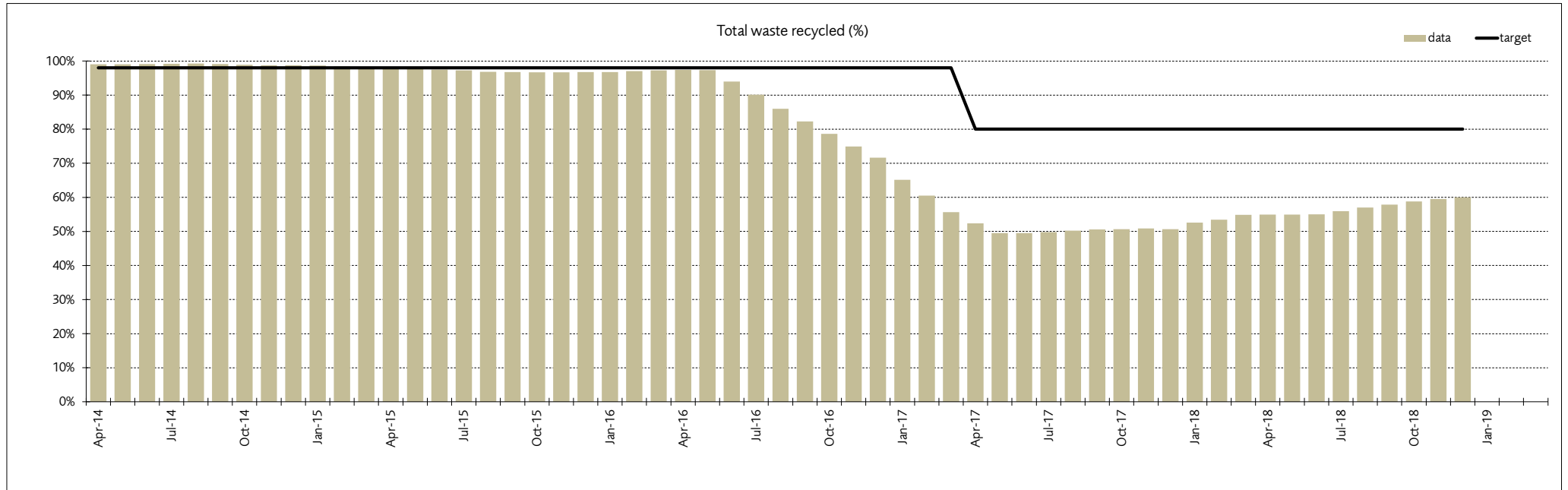


* Buildings data for 2017/18

AIM 3 : PEOPLE and RESOURCES

Sustainability

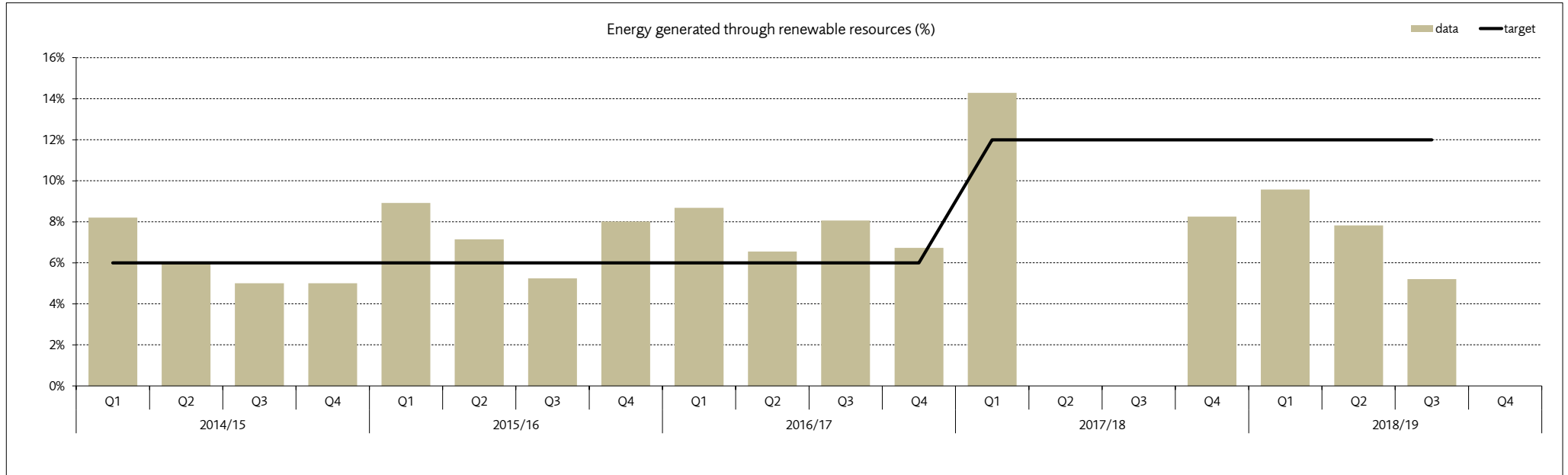
IP20			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	2014/15	99.0%	99.0%	99.1%	99.2%	99.2%	99.1%	98.9%	98.8%	98.8%	98.7%	98.4%	98.2%	98%
		2015/16	98.0%	97.7%	97.5%	97.3%	96.9%	96.8%	96.7%	96.7%	96.7%	96.8%	97.1%	97.3%	98%
		2016/17	97.4%	97.3%	94.0%	90.1%	86.0%	82.2%	78.6%	74.9%	71.7%	65.1%	60.5%	55.6%	98%
		2017/18	52.4%	49.5%	49.5%	49.8%	50.3%	50.6%	50.6%	50.9%	50.6%	52.6%	53.4%	54.9%	80%
		2018/19	54.9%	54.9%	55.0%	56.0%	57.0%	57.9%	58.8%	59.5%	60.0%				80%



HoTSS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP20	Total waste recycled (%)	rolling 12 month (kg)	695,918	633,922	548,647	501,003	501,003	469,877	505,258	518,703	503,954	503,954	487,043	512,965	540,671		
		Rolling 12 month (%)	94.0%	82.2%	71.7%	55.6%	55.6%	49.5%	50.6%	50.6%	54.9%	54.9%	55.0%	57.9%	60.0%		
		Percentage in quarter	84.0%	50.8%	55.3%	41.6%		55.4%	54.4%	54.2%	55.7%		55.8%	64.5%	62.7%		

AIM 3 : PEOPLE and RESOURCES*Sustainability*

IP21			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) rolling 12 month	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%	n/a	n/a	8.3%	12%
		2018/19	9.6%	7.8%	5.2%		12%



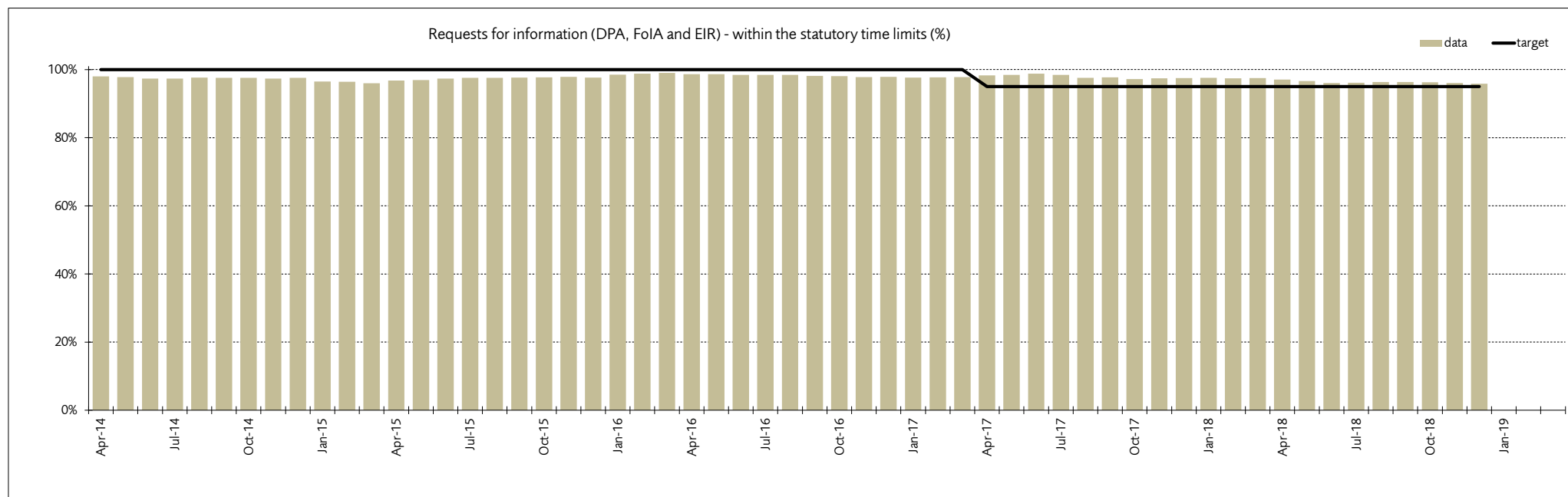
Data for Q2 2017/18, Q3 2017/18, Q1 2018/19 and Q2 2018/19 for 'IP21 Energy generated through renewable resources' is not available

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AIM 3 : PEOPLE and RESOURCES

Accountability

CO16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoICT	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%) rolling 12 month	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%	97.5%	97.5%	97.6%	97.5%	97.5%	95%
		2018/19	97.1%	96.6%	96.1%	96.1%	96.4%	96.4%	96.3%	96.0%	95.9%				95%



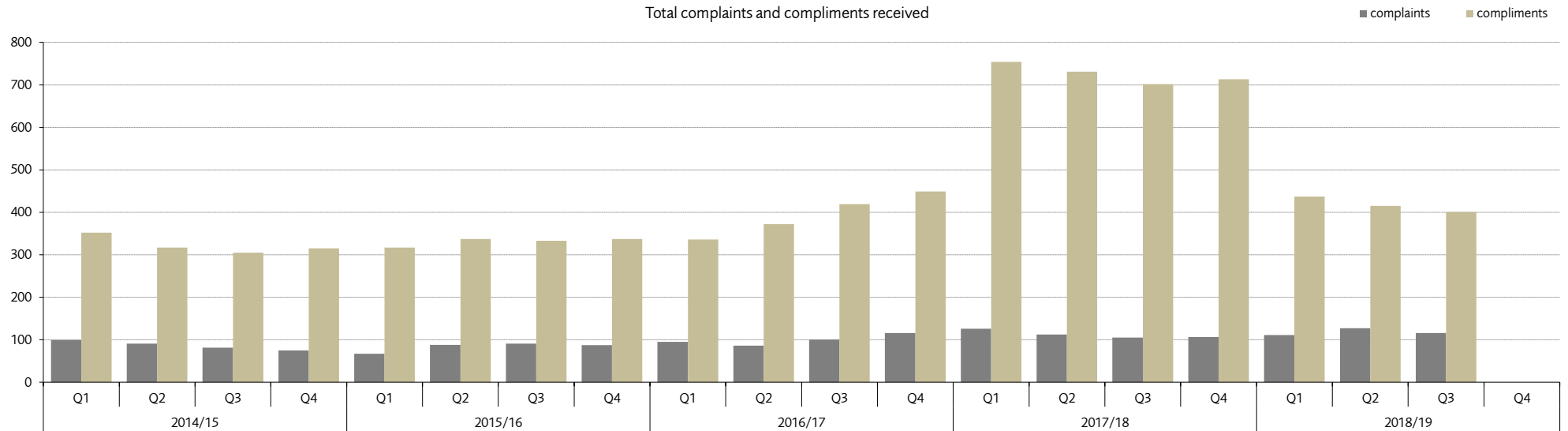
HoICT			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	98.4%	98.1%	97.9%	97.8%	97.8%	98.8%	97.7%	97.5%	97.5%	97.5%	96.1%	96.4%	95.9%		
		percentage in quarter	96.7%	98.9%	97.8%	97.8%		100%	95.2%	97.1%	97.6%		93.8%	96.3%	94.9%		

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	2014/15	99	91	81	75	down	Total compliments received rolling 12 month	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	106	down		754	731	702	713	up
		2018/19	111	127	116		down		437	415	401		up

Total complaints and compliments received



HoCO			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP22	Total complaints received	rolling 12 month	95	86	100	116	116	126	112	105	106	106	111	127	116		
		number in quarter	21	31	33	31		31	17	26	32		36	33	15		
IP23	Total compliments received	rolling 12 month	336	372	419	449	449	754	731	702	713	713	437	415	401		
		number in quarter	87	139	112	111		392	116	83	122		116	94	69		

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		Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
Dwelling fires with no smoke alarm fitted	rolling 12 month	31.9%	31.1%	30.7%	30.0%	30.0%	29.1%	28.7%	28.2%	28.5%	28.5%	28.4%	28.4%	28.1%		
	number in quarter	31.6%	29.8%	30.2%	28.4%		28.1%	28.1%	28.3%	29.7%		27.6%	27.9%	27.3%		
Number of school children reached	rolling 12 month	94,551	96,404	94,475	93,578	93,578	96,339	99,184	95,798	88,640	88,640	85,905	81,715	86,657		
	number in quarter	26,316	17,010	23,866	26,386		29,077	19,855	20,480	19,228		26,342	15,665	25,422		
Participants of JFIS schemes	rolling 12 month	Annual data				131	Annual data				167	Annual data				
	number in quarter															
Participants of LIFE schemes	rolling 12 month	663	634	625	630	630	587	598	637	635	635	642	645	657		
	number in quarter	189	114	156	171		146	125	195	169		153	128	207		
Participants of Fire Cadets scheme *July passout	rolling 12 month	Annual data (includes graduate cadets)				191*	Annual data (includes graduate cadets)				252*	Annual data (includes graduate cadets)				
	number in quarter															
Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	2.6%	2.5%	2.4%	2.7%	2.7%	3.0%	3.4%	3.7%	3.3%	3.3%	3.2%	3.0%	2.9%		
	number in quarter	2.5%	2.5%	2.3%	3.5%		3.9%	4.0%	3.3%	2.2%		3.3%	3.2%	3.0%		
Prosecutions made	rolling 12 month	4	4	4	5	5	10	10	10	9	9	5	3	2		
	number in quarter	0	2	1	2		5	2	1	1		1	0	0		
Successful prosecutions	rolling 12 month	4	4	4	5	5	10	10	10	9	9	5	3	2		
	number in quarter	0	2	1	2		5	2	1	1		1	0	0		
Prohibition notices served	rolling 12 month	28	42	46	51	51	52	49	55	64	64	70	70	56		
	number in quarter	7	20	12	12		8	17	18	21		14	17	4		
Special services flooding	rolling 12 month	6,673	6,556	6,665	6,674	6,674	6,382	6,497	6,530	7,633	7,633	7,808	7,853	7,980		
	number in quarter	1,805	1,552	1,727	1,590		1,513	1,667	1,760	2,693		1,688	1,712	1,887		
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	378	378	374	412	412	488	563	645	677	677	640	633	557		
	number in quarter	91	93	92	136		167	168	174	168		130	161	98		

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