



# Our Performance 2018/19



# ABOUT THIS DOCUMENT

This document sets out the performance of London Fire Brigade during the 2018/19 (1 April 2018 to 31 March 2019).

The information about our performance is organised according the three strategic aims as set out in our London Safety Plan (LSP) 2017-2020.

As part of the LSP, the London Fire and Emergency Planning Authority (LFEPA) agreed a suite of performance indicators (with targets) and service measures (without targets). The indicators, which include some headline performance measures, are the performance measures to show progress in achieving the commitments set out in the LSP. The context measures (which do not have targets) provide background and show the volume of a particular activity, but no specific action is proposed to manage performance. Where available, data is provided for each month from April 2013 (2013/14 year) together with associated targets for performance indicators. This LSP runs for four years.

The Brigade's overall objectives are set out in the LSP which is available **here**.

For queries about this document call the LFB Information Management on 020 8555 1200 (x 30352) or email [david.wyatt@london-fire.gov.uk](mailto:david.wyatt@london-fire.gov.uk)

## OUR AIMS

Our vision is to be a world class fire and rescue service for London, Londoners and visitors.

Our work is broadly delivered under three aims:

**Aim 1** - Prevention and Protection

**Aim 2** - Response and Resilience

## ABOUT OUR INDICATORS

In order to measure how well LFB is doing against its commitments set out in the London Safety Plan (LSP) we group our data into the following categories:

- Performance Indicators (PIs), which have targets.

- Context measures, which do not have targets but we are still interested in the figures.

We have three types of **Performance Indicator** with targets:

- Headline targets** – agreed as part of the new LSP, these are focussed on our service delivery priorities in respect of prevention and protection, and resilience and response. These are largely 'outcome' indicators (e.g. fewer fires, fewer fire casualties). Headline targets start with **H**.

- Corporate targets** – agreed by the Governance, Performance and Audit Committee of the former London Fire and Emergency Planning Authority (LFEPA). These are internal facing indicators with targets. They are things that we want to improve – whilst they are not headline targets, they sit alongside headline targets. Corporate targets start with **CO**.

- Improve targets** – these are 'internal facing' indicators without targets. They are things that we want to improve (as in 'go up' or 'go down') without needing to achieve any specific target. Improve targets start with **IP**.

**Context measures** are used to monitor activity levels. Context measures are numbered and start with **CX**.

They help us plan our resources and measure trends to establish whether any other actions are required. They do not have targets. We are not actively proposing to take action to improve these numbers, but will report them alongside the indicators to ensure there is no adverse change in service levels.

You can find our full suite of performance indicators and context measures in this publication.

## Key to abbreviations & symbols used

### Commissioner and Directors

<b>CFEP</b>	Commissioner for Fire & Emergency Planning
<b>DoFCS</b>	Director of Corporate Services [DoCS]
<b>DoO</b>	Deputy Commissioner and Director of Operations [DoO]
<b>DoSA</b>	Deputy Commissioner and Director of Safety and Assurance [DoSA]

### Heads of service (HoS)

<b>ACFS</b>	Assistant Commissioner, Fire Safety [DoO]
<b>ACFSt</b>	Assistant Commissioner, Fire Stations [DoO]
<b>ACOPA</b>	Assistant Commissioner, Operational Policy & Assurance [DoSA]
<b>ACOS</b>	Assistant Commissioner, Operational Resilience & Special Operations [DoSA]
<b>ADC</b>	Assistant Director, Communications [DoCS]
<b>ADF</b>	Assistant Director, Finance [DoCS]
<b>ADHS</b>	Assistant Director, Health & Safety [DoSA]
<b>ADP</b>	Assistant Director, Procurement [DoCS]
<b>ADPS</b>	Assistant Director, People Services [DoCS]
<b>ADSR</b>	Assistant Director, Strategy and Risk [DoSA]
<b>ADTPD</b>	Assistant Director, Training & Professional Development [DoSA]
<b>ADTSS</b>	Assistant Director, Technical & Service Support [DoCS]
<b>CIO</b>	Chief Information Officer [DoCS]
<b>DACC</b>	Deputy Assistant Commissioner, Central Operations [DoO]
<b>GC</b>	General Counsel [DoCS]
<b>HoCM</b>	Head of Control & Mobilising [DoO]

### Performance indicator and measures data

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

### RAG status for indicators with target

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

### RAG Status for measures without target

	better than previous 12 months
	worse than previous 12 months

### Keywords

<b>H</b>	Headline performance indicator (with target)
<b>CO</b>	Corporate performance indicator (with target)
<b>IP</b>	Improve performance indicator (with target)
<b>CX</b>	Context measure (no target)
<b>Rolling 12 month</b>	Running total of the data for the last 12 months
<b>Number / % in quarter</b>	Data for the 3 months of that quarter
<b>Target</b>	The desired level of performance
<b>10 yr. Average</b>	10 year annual average performance
<b>Annual data</b>	Data only published for that financial year



## Our Performance 2018/19

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# Aim 1 – PREVENTION and PROTECTION

Our aim is to stop fires and other emergencies happening. When they do occur we want to make sure that people are equipped to deal with them. We also want to work with industry to support the development and building of safer homes, workplaces and places of entertainment.

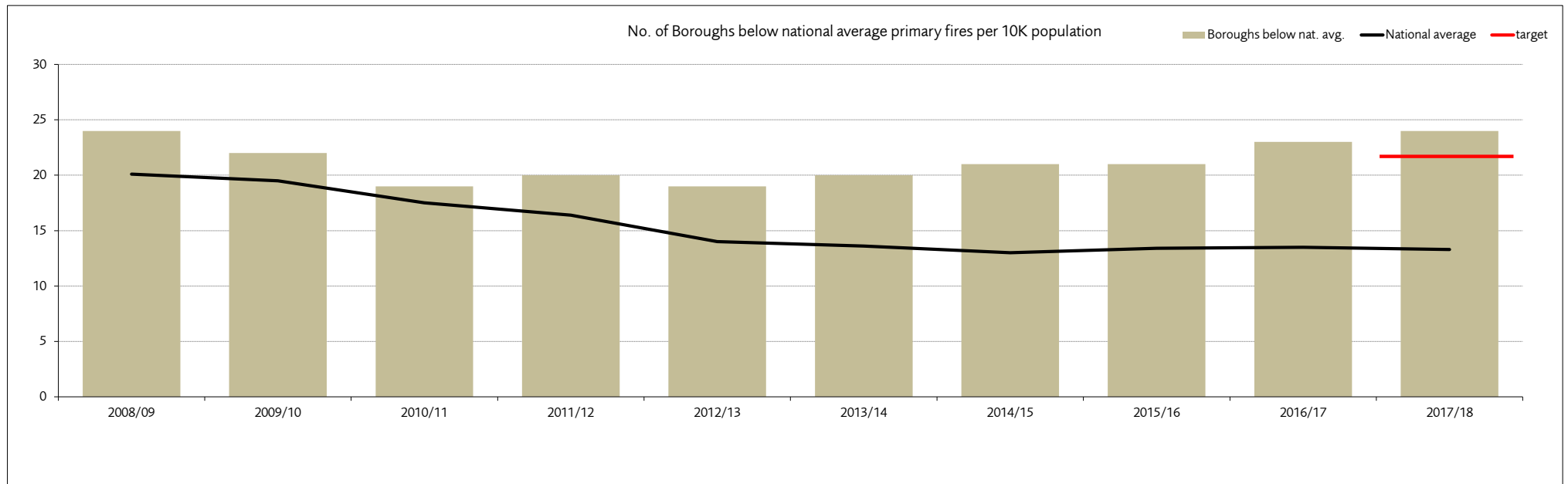
We'll deliver this aim by:

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

Our commitments under this aim focus on activities that reduce fires and the impact they have, and by targeting people most at risk.

Our Performance 2018/19  
**AIM 1 : PREVENTION and PROTECTION**

			<i>Fairness</i>									
	H1		2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
<b>ACFSt</b>	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



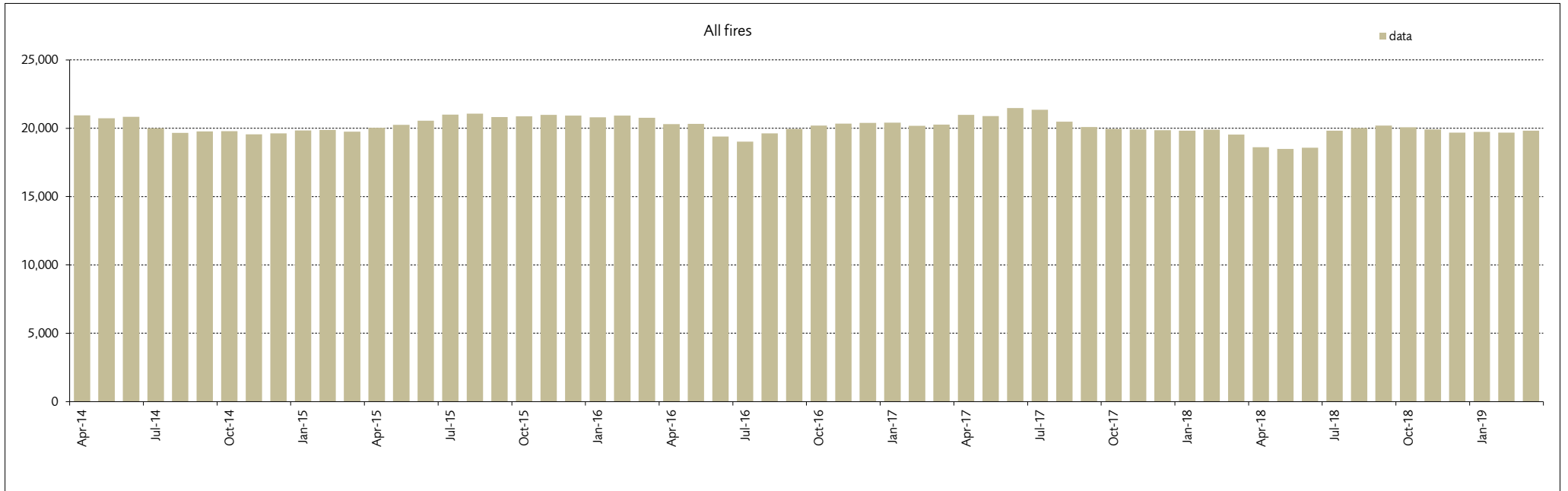
Note : Data for 2018/19 is not available

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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

IP1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ACFS	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	18,612	18,488	18,581	19,832	20,022	20,201	20,075	19,918	19,675	19,734	19,674	19,826	down



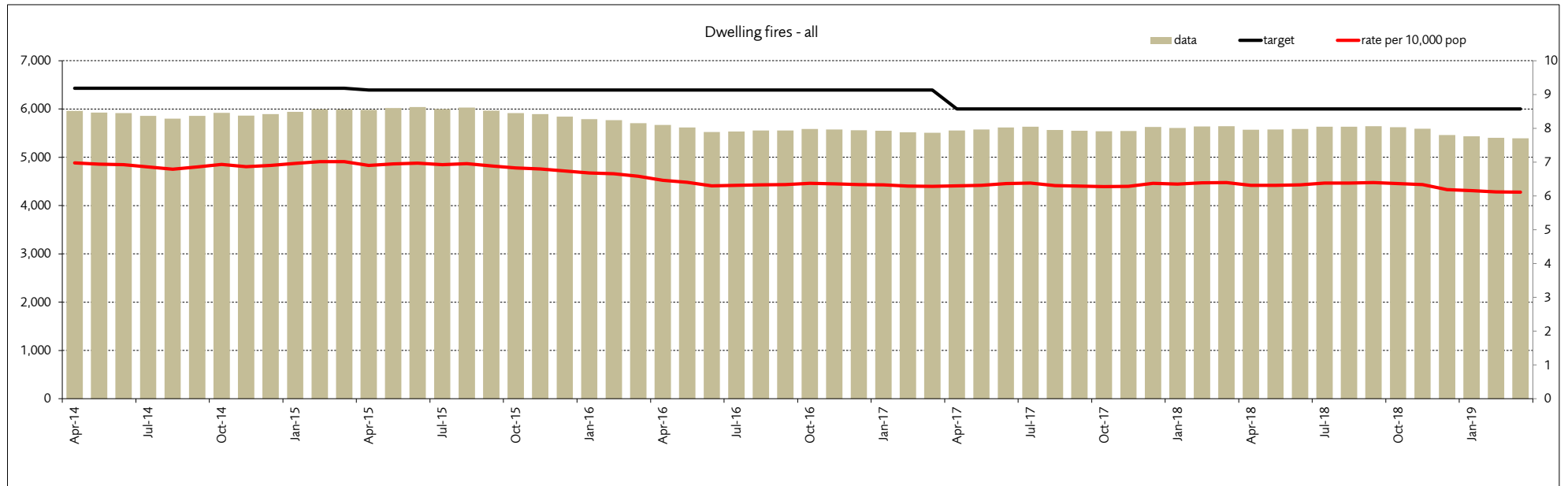
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP1	All fires	rolling 12 month	19,392	19,943	20,391	20,271	20,271	21,486	20,092	19,863	19,536	19,536	18,581	20,201	19,675	19,826	19,826
		per 10,000 population	22.4	23.0	23.5	23.4	23.4	24.5	22.9	22.6	22.3	22.3	21.1	22.9	22.3	22.5	22.5
		number in quarter	4,995	6,333	4,856	4,087		6,210	4,939	4,627	3,760		5,255	6,559	4,101	3,911	



Our Performance 2018/19  
**AIM 1 : PREVENTION and PROTECTION**  
*Stop fires from happening*

H2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ACFSt	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	5,432	5,401	5,392	6,000

ACFSt	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	6.2	6.1	6.1

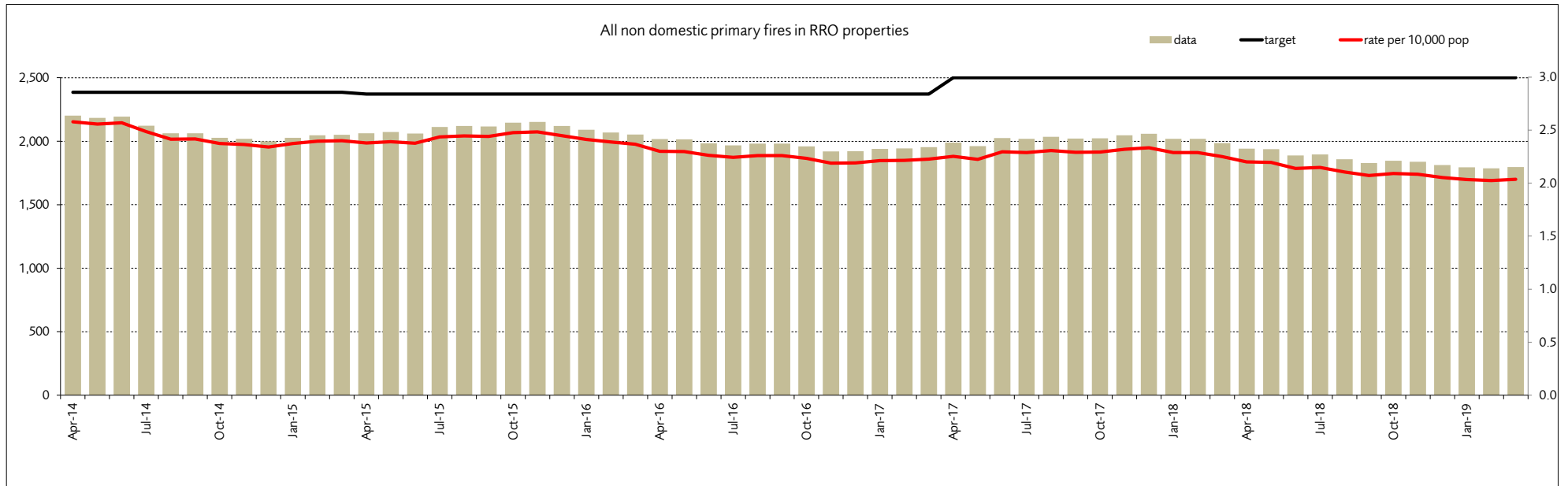


HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H2	Dwelling fires - all	rolling 12 month	5,524	5,554	5,558	5,508	5,508	5,615	5,550	5,625	5,642	5,642	5,587	5,642	5,461	5,392	5,392
		per 10,000 population	6.30	6.33	6.34	6.28	6.28	6.36	6.29	6.37	6.39	6.39	6.33	6.39	6.19	6.11	6.11
		number in quarter	1,337	1,432	1,411	1,328		1,444	1,367	1,486	1,345		1,389	1,422	1,305	1,276	

Our Performance 2018/19  
**AIM 1 : PREVENTION and PROTECTION**  
*Stop fires from happening*

H3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ACFS	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	1,795	1,787	1,797	2,500

ACFS	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	2.0	2.0	2.0

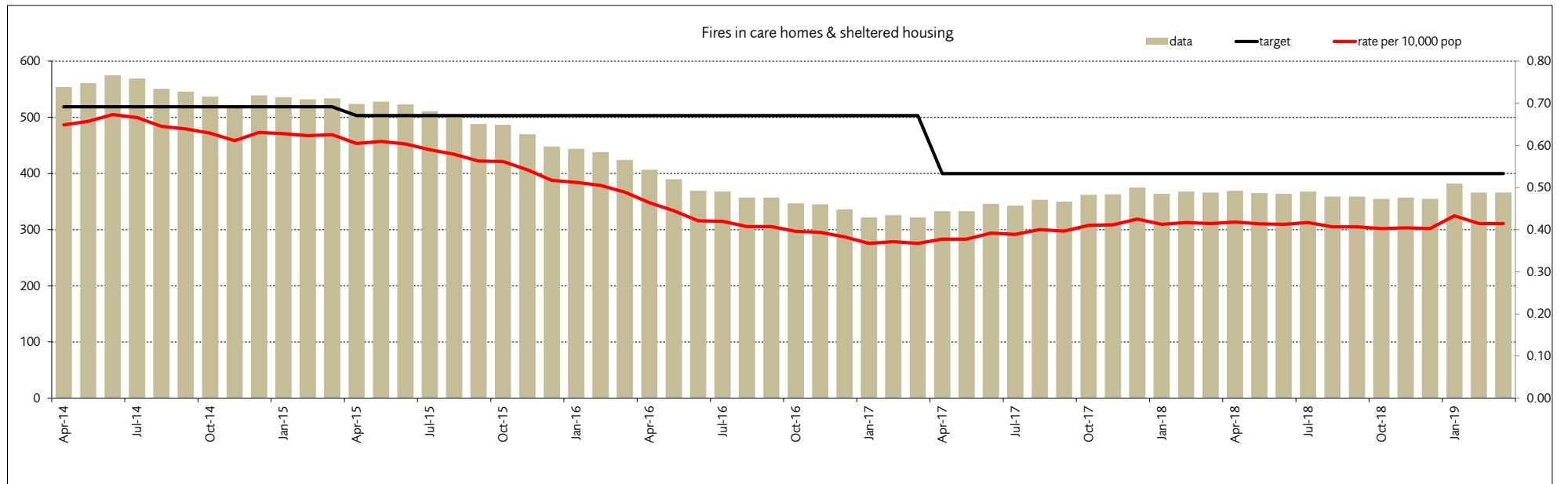


HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H3	All non domestic primary fires in RRO properties	rolling 12 month	1,984	1,982	1,922	1,953	1,953	2,026	2,021	2,059	1,986	1,986	1,888	1,829	1,812	1,797	1,797
		per 10,000 population	2.26	2.26	2.19	2.23	2.23	2.30	2.29	2.33	2.25	2.25	2.14	2.07	2.05	2.04	2.04
		number in quarter	483	515	451	504		556	510	489	431		458	451	472	416	

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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
ACFS	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	382	366	366	400

ACFS	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	0.4	0.4	0.4



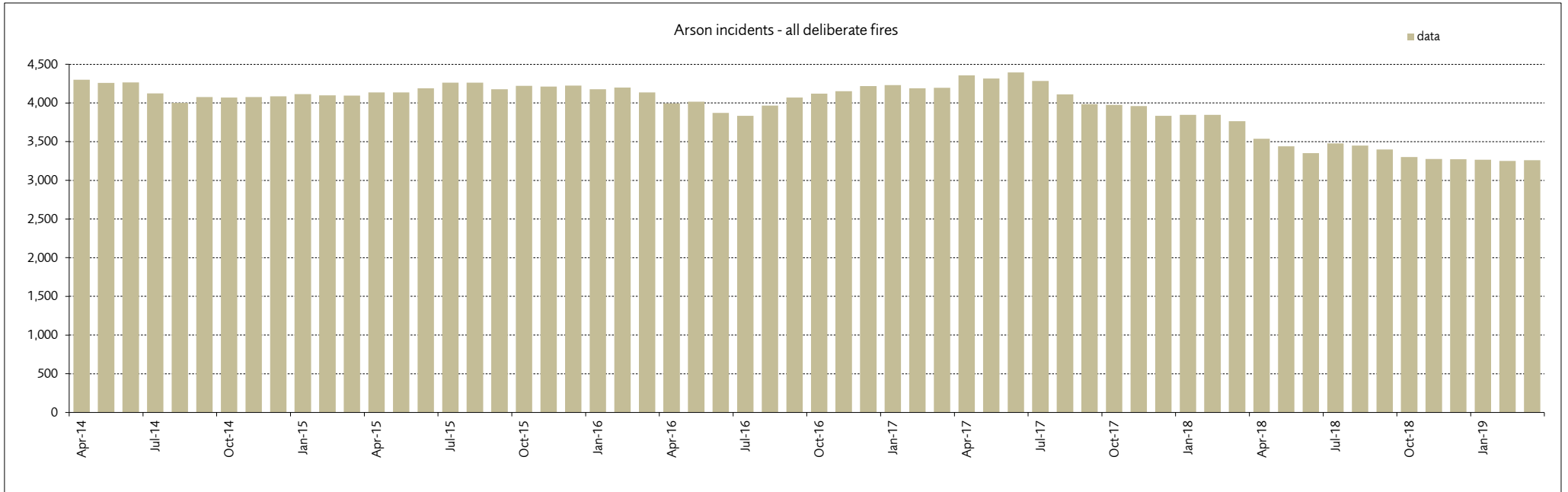
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H4	Fires in care homes & sheltered housing	rolling 12 month	369	357	336	322	322	346	350	375	366	366	364	359	355	366	366
		per 10,000 population	0.42	0.41	0.38	0.37	0.37	0.39	0.40	0.42	0.41	0.41	0.41	0.41	0.40	0.41	0.41
		number in quarter	70	87	70	95		94	91	95	86		92	86	91	97	

Our Performance 2018/19

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

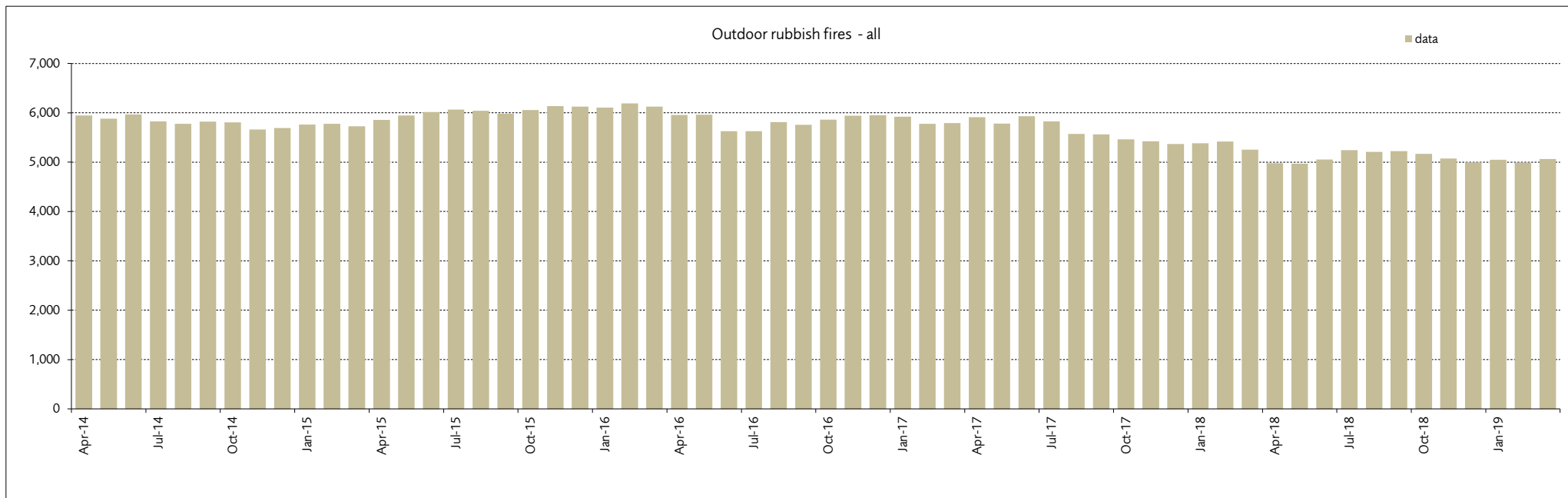
IP2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ACFSt	Arson incidents - all deliberate fires rolling 12 month	2014/15	4,299	4,261	4,265	4,124	4,001	4,077	4,069	4,078	4,086	4,115	4,099	4,094	down
		2015/16	4,137	4,135	4,191	4,264	4,264	4,176	4,221	4,213	4,224	4,177	4,198	4,135	down
		2016/17	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	3,539	3,440	3,353	3,477	3,449	3,399	3,302	3,275	3,272	3,268	3,252	3,261	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	3,353	3,399	3,272	3,261	3,261
		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	3.70	3.70
		number in quarter	1,024	1,329	1,080	764		1,223	917	931	693		812	963	804	682	

Our Performance 2018/19  
**AIM 1 : PREVENTION and PROTECTION**  
*Stop fires from happening*

IP3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ACFSt	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	4,992	5,047	4,991	5,066	down



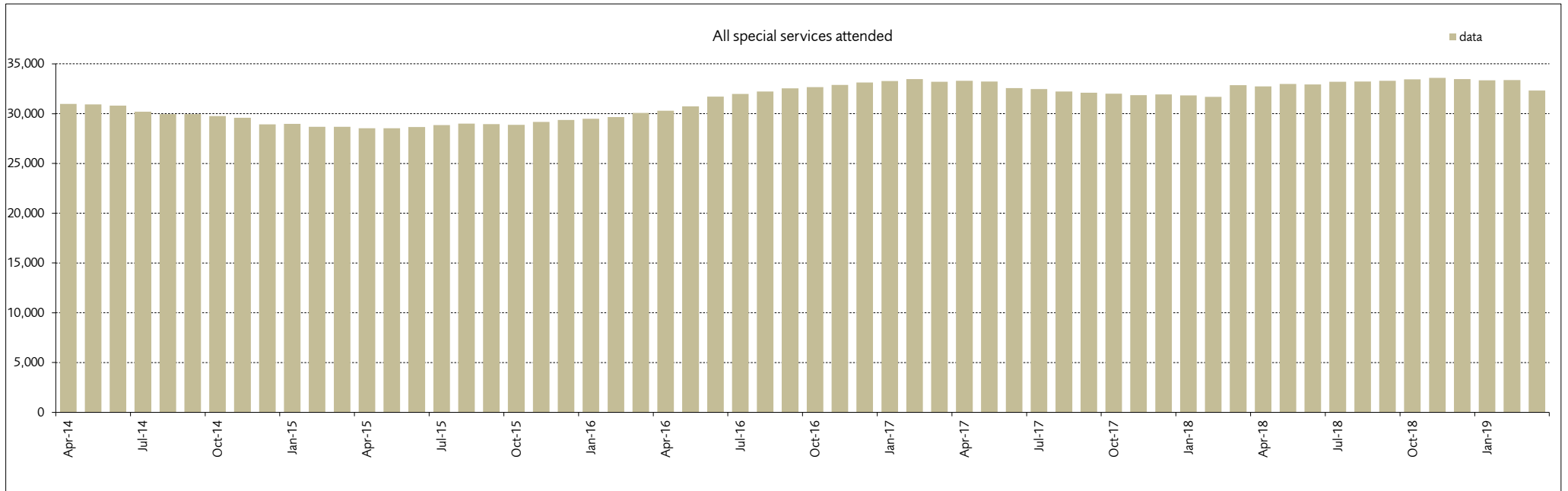
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP3	Outdoor rubbish fires - all	rolling 12 month	5,629	5,757	5,951	5,790	5,790	5,930	5,563	5,366	5,256	5,256	5,052	5,226	4,992	5,066	5,066
		number in quarter	1,575	1,677	1,470	1,068		1,715	1,310	1,273	958		1,511	1,484	1,039	1,032	

Our Performance 2018/19

**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ACFS	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	32,933	33,201	33,230	33,308	33,444	33,581	33,459	33,340	33,379	32,334



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	32,933	33,308	33,459	32,334	32,334
		number in quarter	8,785	8,728	8,170	7,525		8,149	8,262	7,997	8,454		8,220	8,637	8,148	7,329	

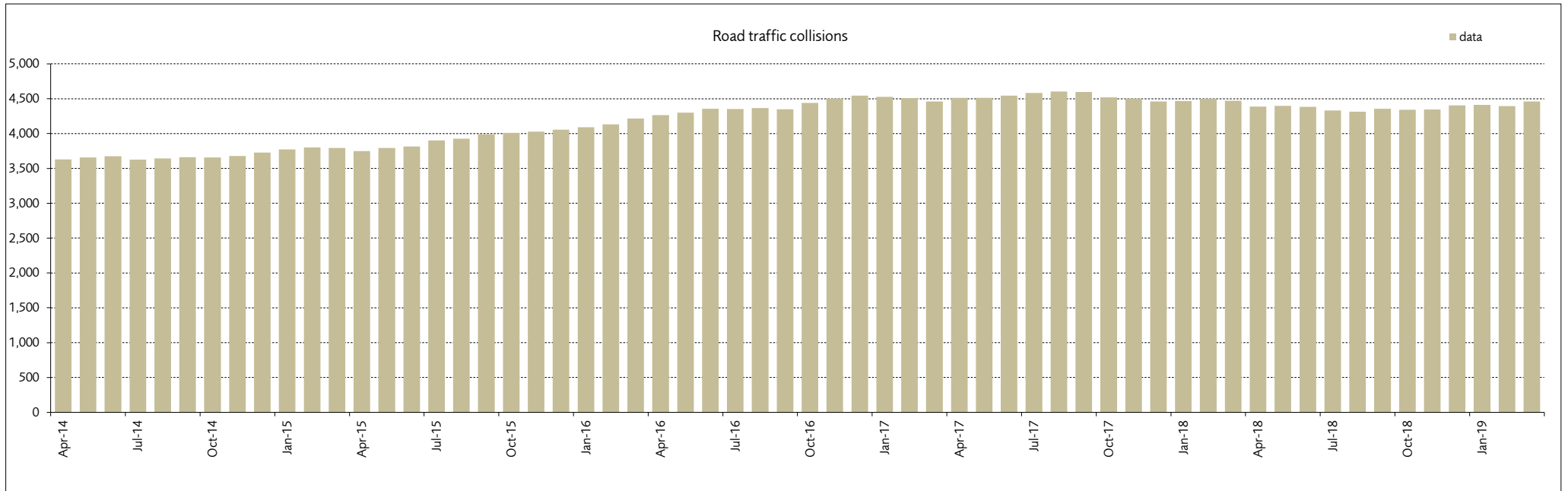


Our Performance 2018/19

**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

	IP4		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ACFS	Road traffic collisions rolling 12 month	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	4,354	4,343	4,345	4,406	4,411	4,395	4,459	down



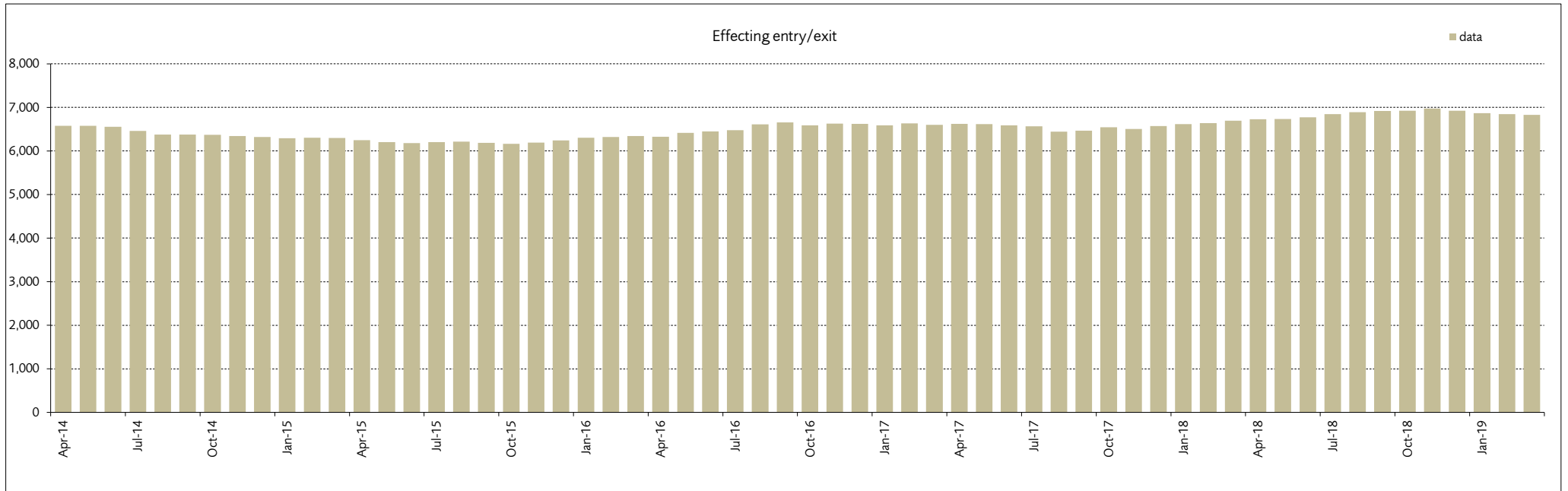
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP4	Road traffic collisions	rolling 12 month	4,355	4,350	4,544	4,462	4,462	4,544	4,596	4,462	4,471	4,471	4,383	4,354	4,406	4,459	4,459
		number in quarter	1,129	1,126	1,233	974		1,211	1,178	1,099	983		1,123	1,149	1,151	1,036	

Our Performance 2018/19

**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

	IP5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCM	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	6,868	6,844	6,828	down



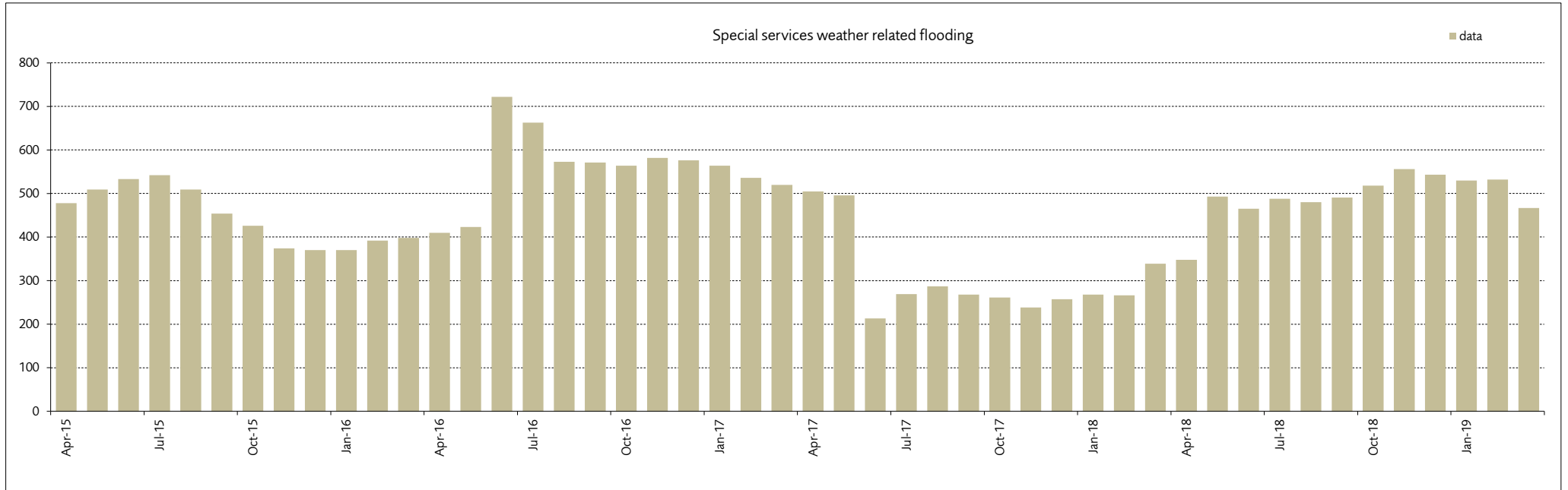
HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP5	Effecting entry/exit	rolling 12 month	6,449	6,658	6,622	6,602	6,602	6,587	6,468	6,575	6,695	6,695	6,774	6,921	6,922	6,828	6,828
		number in quarter	1,680	1,881	1,583	1,458		1,665	1,762	1,690	1,578		1,744	1,909	1,691	1,484	

Our Performance 2018/19

**AIM 1 : PREVENTION and PROTECTION**

*Stop other emergencies from happening*

CX2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ACOPA	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	530	532	467



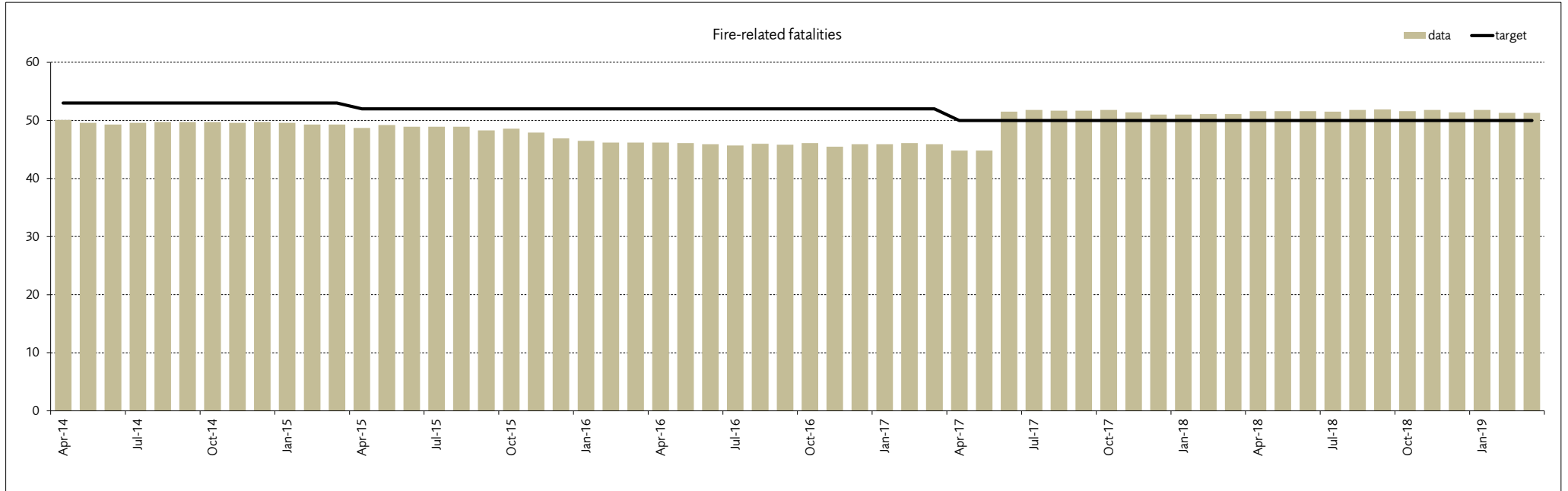
HoOP			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX2	Special services Weather related flooding	rolling 12 month	722	571	576	520	520	213	268	257	339	339	465	491	543	467	467
		number in quarter	387	49	52	32		80	104	41	114		206	130	93	38	

Our Performance 2018/19

**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
ACFS	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	52	51	51	50



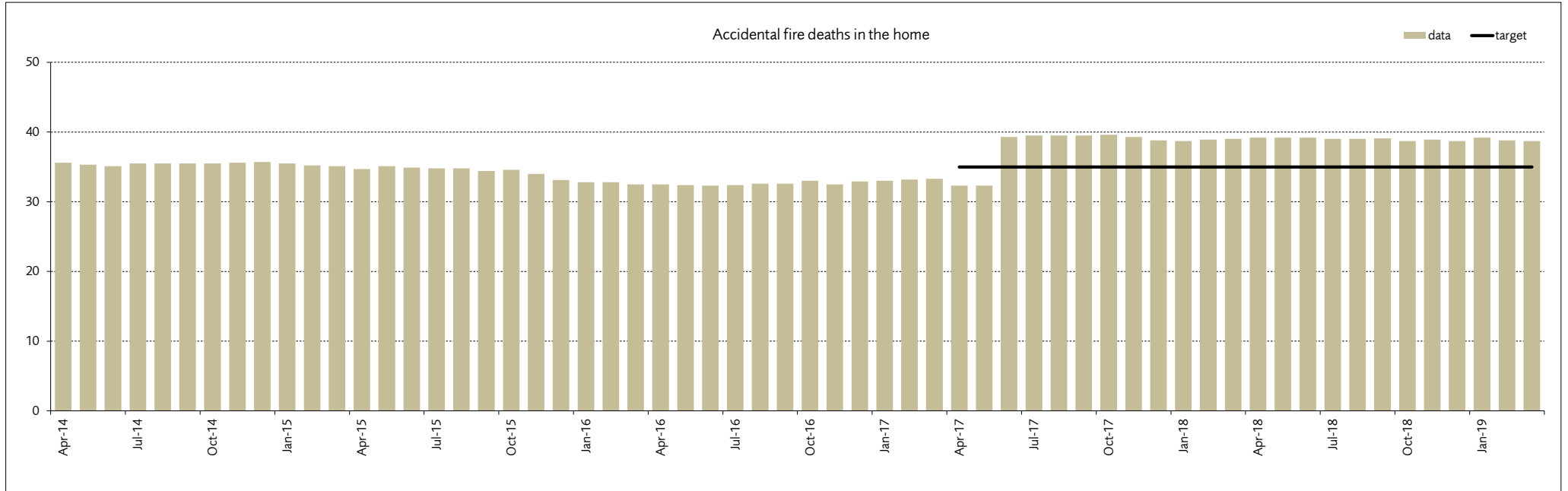
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H5	Fire-related fatalities	10 yr. Average	46	46	46	46	46	52	52	51	51	51	52	52	51	51	51
		rolling 12 month	35	39	46	44		109	108	102	108		42	43	45	39	
		per 100,000 population	0.40	0.45	0.53	0.51	0.51	1.24	1.23	1.16	1.23	1.23	0.48	0.49	0.51	0.44	0.44
		number in quarter	10	9	14	11		75	8	8	17		9	9	10	11	

Our Performance 2018/19

**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
ACFS	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	39	39	39	35



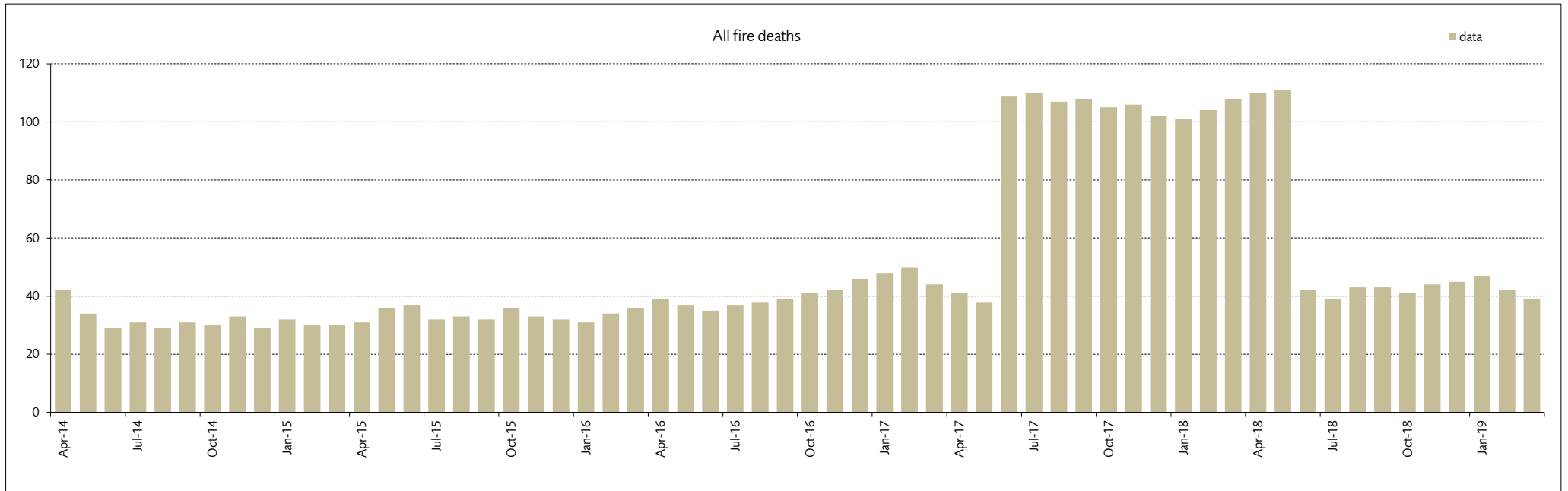
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H6	Accidental fire deaths in the home	10 yr. Average	32	33	33	33	33	39	40	39	39	39	39	39	39	39	39
		rolling 12 month	19	24	35	39		108	106	98	100		30	27	30	26	
		per 100,000 population	0.22	0.28	0.40	0.45	0.45	1.23	1.21	1.12	1.14	1.14	0.34	0.31	0.34	0.29	0.29
		number in quarter	6	8	14	11		75	6	6	13		5	3	9	9	

Our Performance 2018/19

**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
ACFS	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	47	42	39



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	39	39
		number in quarter	10	9	14	11		75	8	8	17		9	9	10	11	

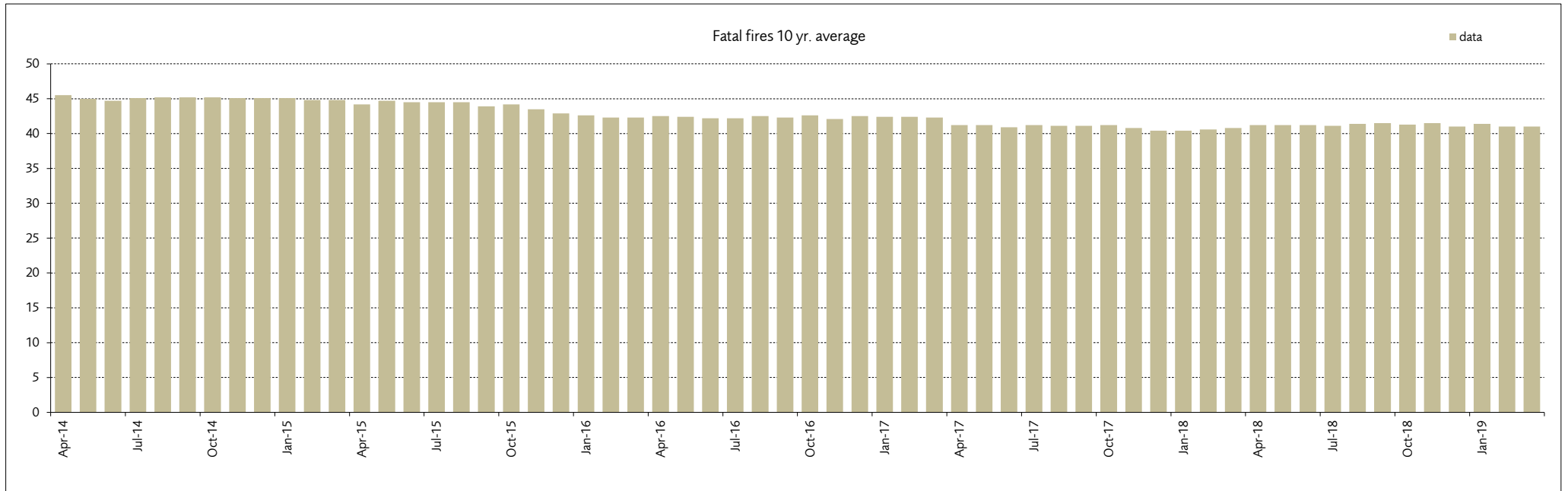


Our Performance 2018/19

**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
ACFS	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	41.4	41.0	41.0



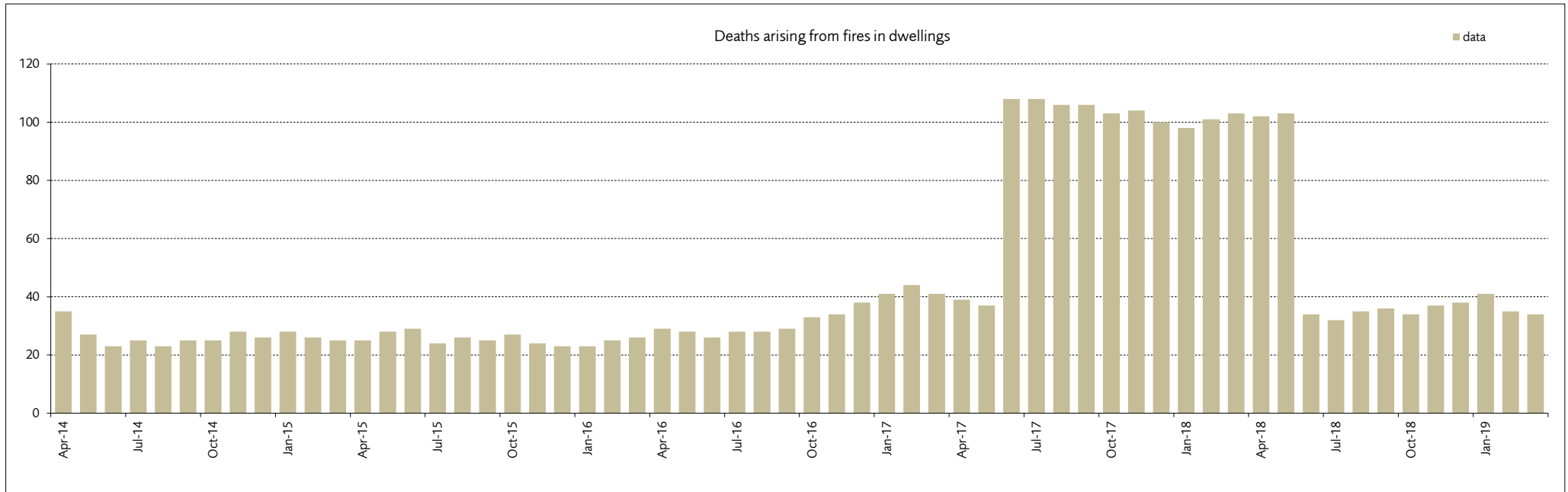
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3B	Fatal fires	10 yr. average	42.2	42.3	42.5	42.3	42.3	40.9	41.1	40.4	40.8	40.8	41.2	41.5	41.0	41.0	41.0
		rolling 12 month	35	39	46	41	41	36	35	29	37	37	40	41	42	37	37
		number in quarter	10	9	14	8		5	8	8	16		8	9	9	11	

Our Performance 2018/19

**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
ACFS	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	41	35	34



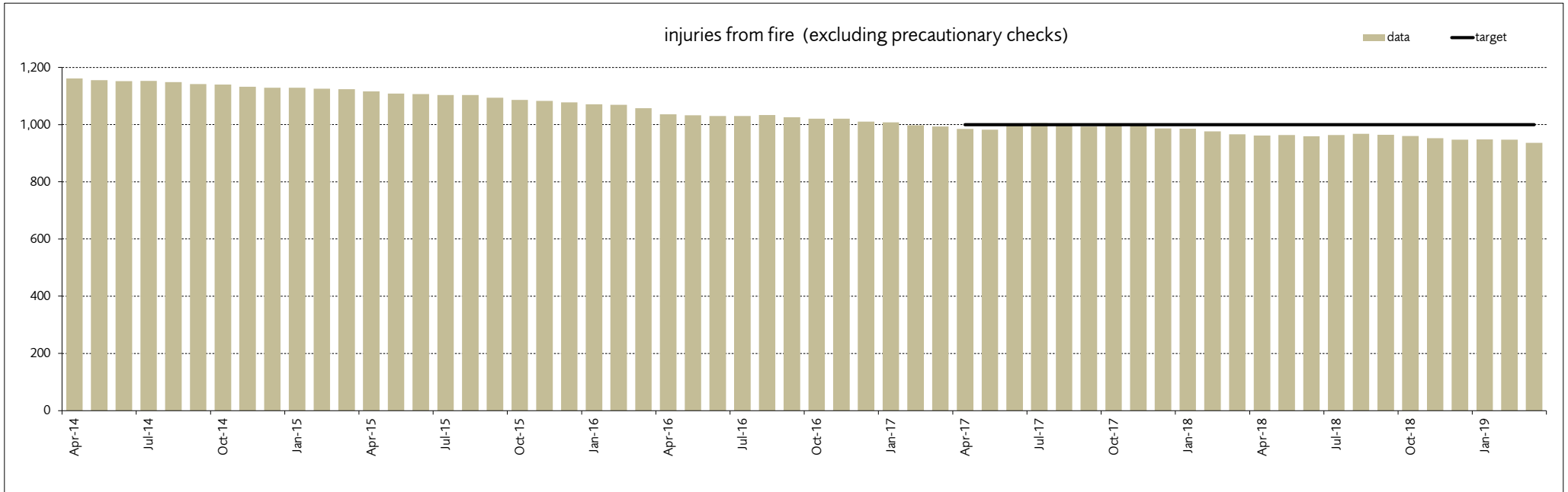
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3C	Deaths arising from fires in dwellings	rolling 12 month	26	29	38	41	41	108	106	100	103	103	34	36	38	34	34
		number in quarter	8	8	14	11		75	6	8	14		6	8	10	10	

Our Performance 2018/19

**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
ACFS	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	948	948	936	1,000



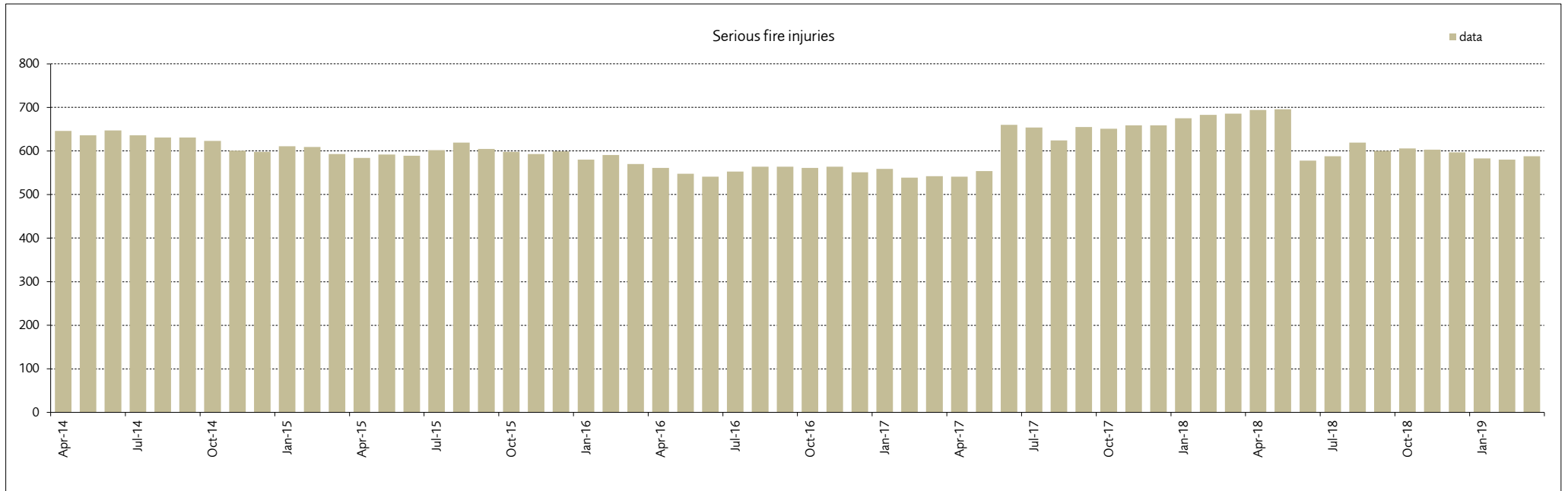
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	1,030	1,026	1,010	993	993	1,003	994	987	966	966	960	965	948	936	936
		rolling 12 month	899	927	889	851	851	993	991	1,036	1,045	1,045	930	922	858	849	849
		number in quarter	192	252	204	203		334	250	249	212		219	242	185	203	

Our Performance 2018/19

**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
ACFS	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	583	580	588



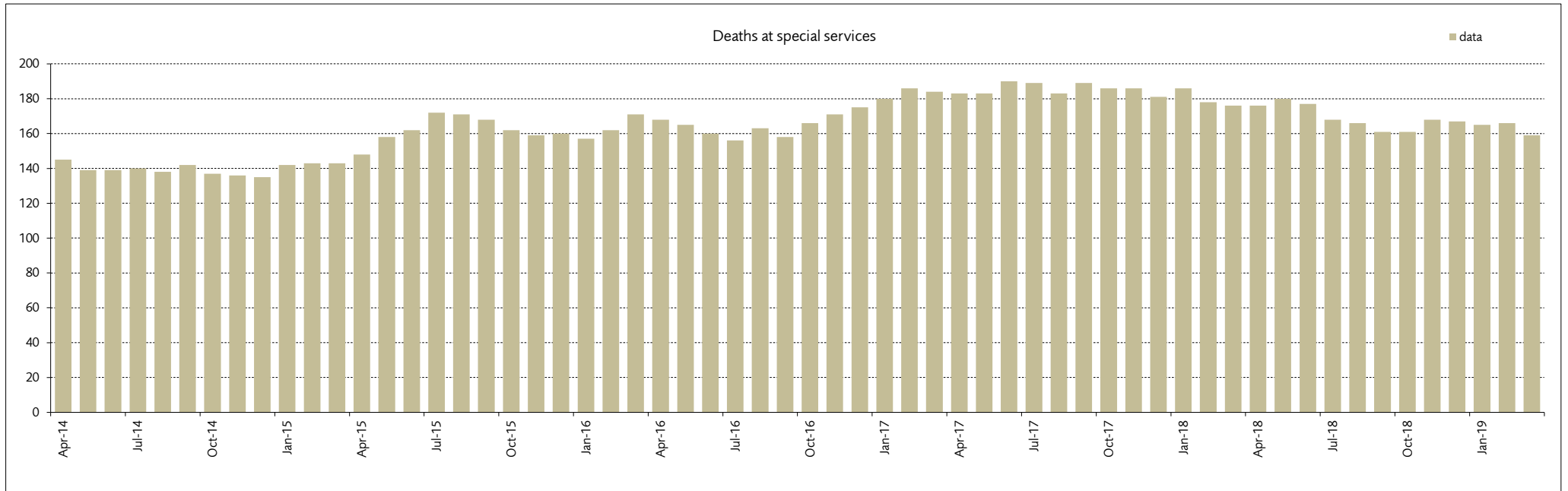
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3E	Serious fire injuries	rolling 12 month	541	564	551	542	542	660	655	659	686	686	578	600	597	588	588
		number in quarter	126	154	134	128		244	149	138	155		136	171	135	146	

Our Performance 2018/19

**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
ACFS	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	165	166	159



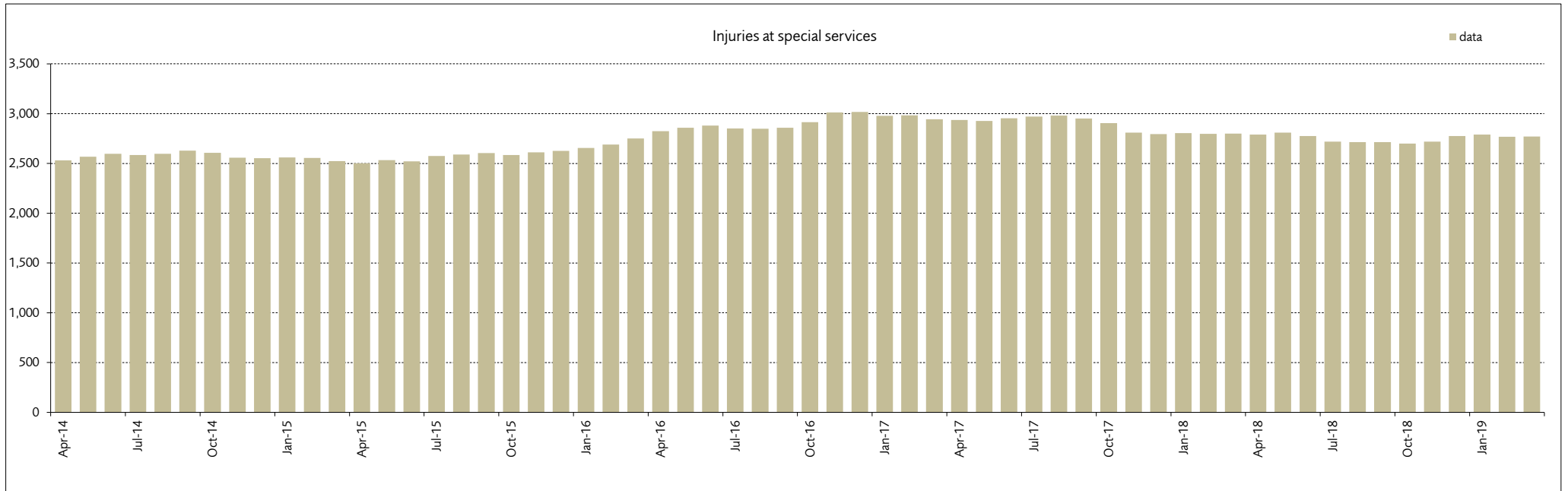
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX4A	Deaths at special services	rolling 12 month	160	158	175	184	184	190	189	181	176	176	177	161	167	159	159
		number in quarter	33	42	50	59		39	41	42	54		40	25	48	46	

Our Performance 2018/19

**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
ACFS	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	2,715	2,699	2,718	2,774	2,791	2,768	2,770



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	2,715	2,774	2,770	2,770
		number in quarter	763	766	811	604		772	764	655	609		747	704	714	605	

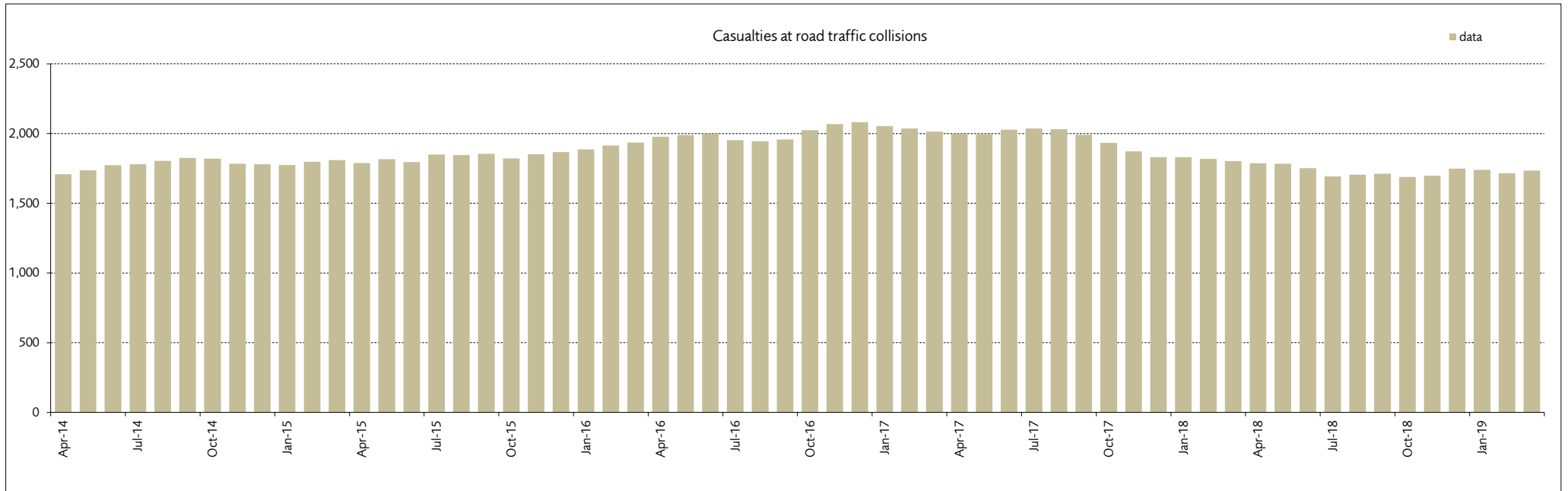


Our Performance 2018/19

**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
ACFS	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	1,711	1,689	1,697	1,748	1,740	1,716	1,734	down



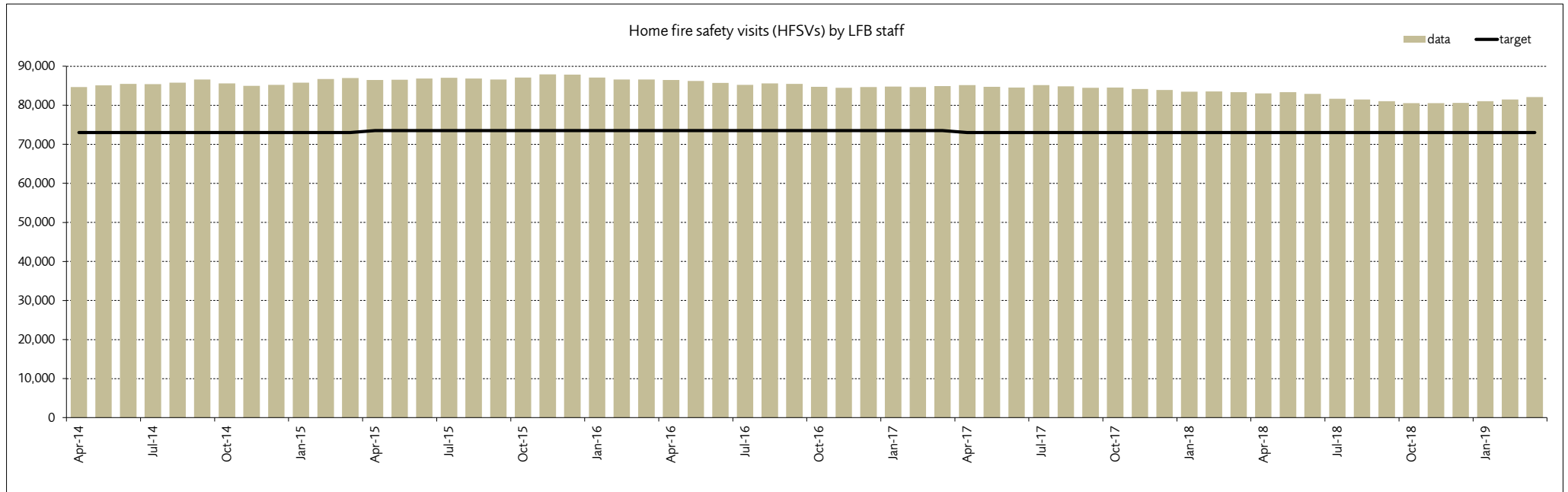
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP6	Casualties at road traffic collisions	rolling 12 month	1,999	1,958	2,081	2,013	2,013	2,027	1,991	1,830	1,803	1,803	1,752	1,711	1,748	1,734	1,734
		number in quarter	512	511	563	427		526	475	402	400		475	434	439	386	

Our Performance 2018/19

**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
ACFSt	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	84,556	85,135	84,878	84,504	84,526	84,146	83,923	83,503	83,539	83,343	73,000
		2018/19	83,031	83,347	82,901	81,686	81,482	81,035	80,554	80,559	80,597	81,027	81,492	82,107	73,000



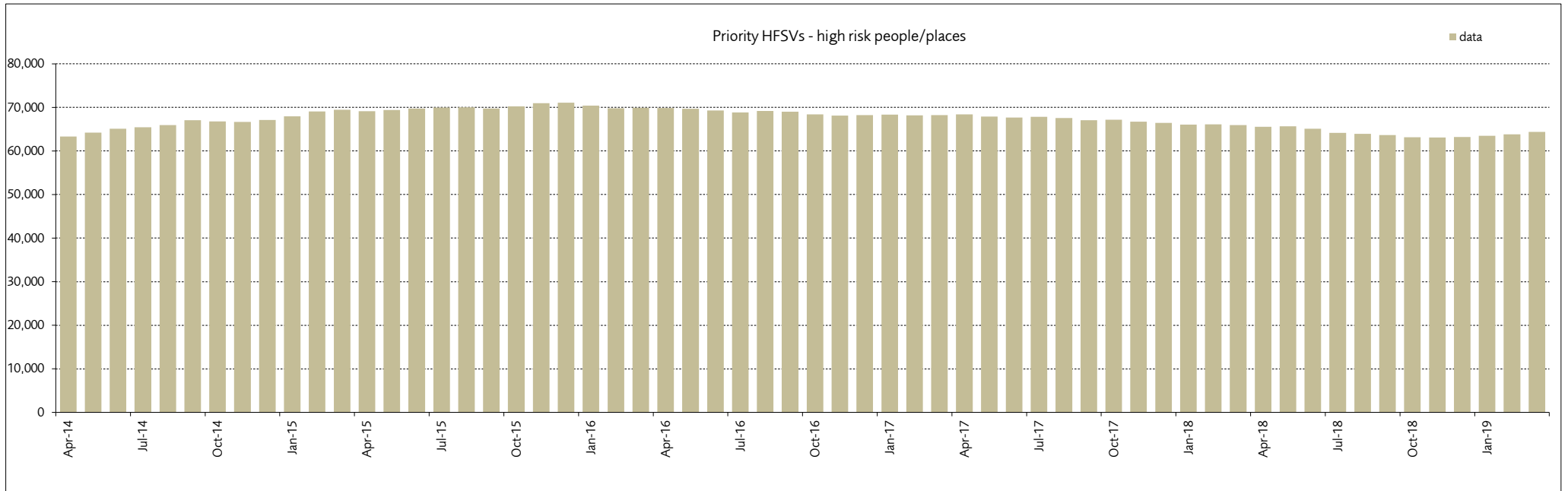
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	85,737	85,476	84,647	84,898	84,898	84,556	84,504	83,923	83,343	83,343	82,901	81,035	80,597	82,107	82,107
		number in quarter	22,113	22,209	20,899	19,677		21,771	22,157	20,318	19,097		21,329	20,291	19,880	20,607	

Our Performance 2018/19

**AIM 1 : PREVENTION and PROTECTION**

*Inform and educate London's communities*

CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ACFSt	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	69,109	69,427	69,764	69,976	70,024	69,771	70,257	70,990	71,066	70,419	69,798	69,915
		2016/17	69,878	69,709	69,307	68,862	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	67,076	67,194	66,727	66,465	66,064	66,142	65,970
		2018/19	65,578	65,681	65,126	64,185	63,944	63,635	63,139	63,114	63,208	63,510	63,797	64,373



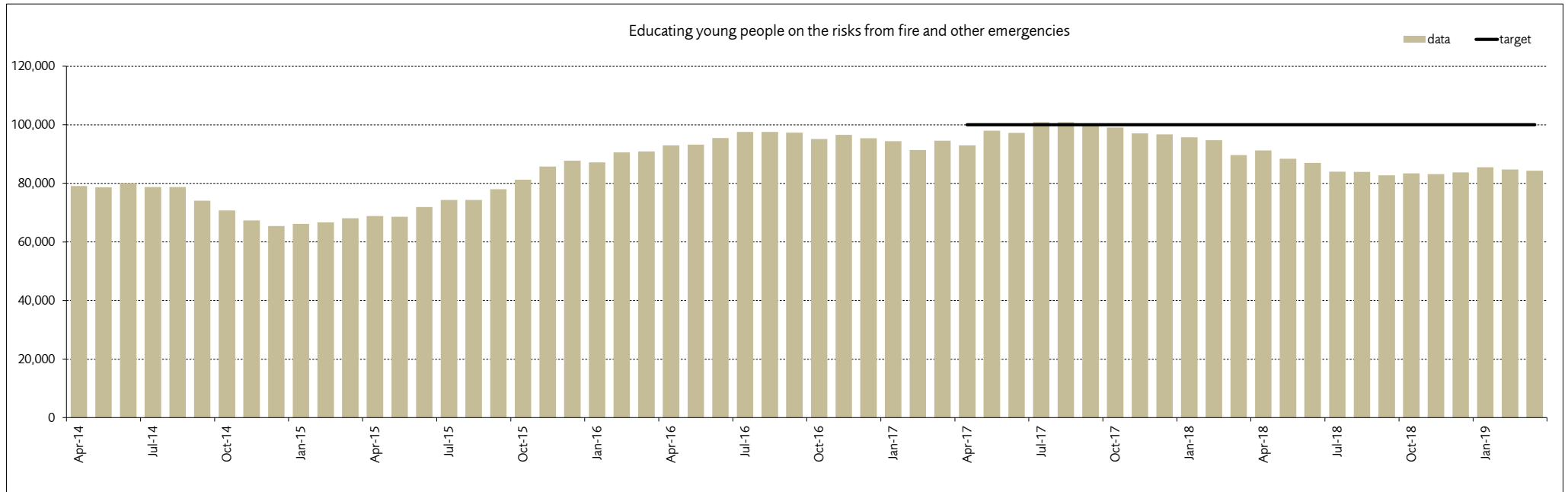
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX5	Priority HFSVs - high risk people/places	rolling 12 month	69,307	69,030	68,229	68,220	68,220	67,702	67,076	66,465	65,970	65,970	65,126	63,635	63,208	64,373	64,373
		number in quarter	18,134	17,999	16,597	15,490		17,616	17,373	15,986	14,995		16,772	15,882	15,559	16,160	

Our Performance 2018/19

**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
ACFS	Educating young people on the risks from fire and other emergencies rolling 12 month	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	83,142	83,778	85,498	84,781	84,306	100,000



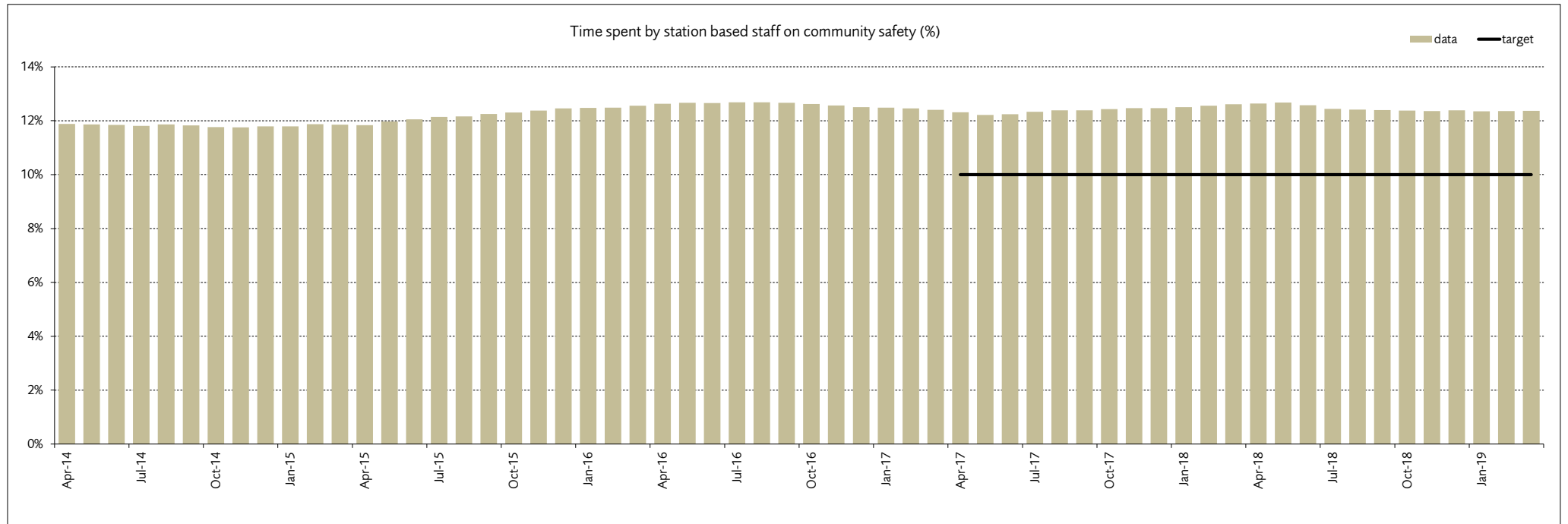
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H9	Educating young people on the risks from fire and other emergencies	rolling 12 month	95,473	97,297	95,359	94,530	94,530	97,248	100,104	96,757	89,694	89,694	86,966	82,779	83,778	84,306	84,306
		number in quarter	26,505	17,124	24,022	26,879		29,223	19,980	20,675	19,816		26,495	15,793	21,674	20,344	

Our Performance 2018/19

**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
ACFSt	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%	12.4%	12.4%	12.4%	10%



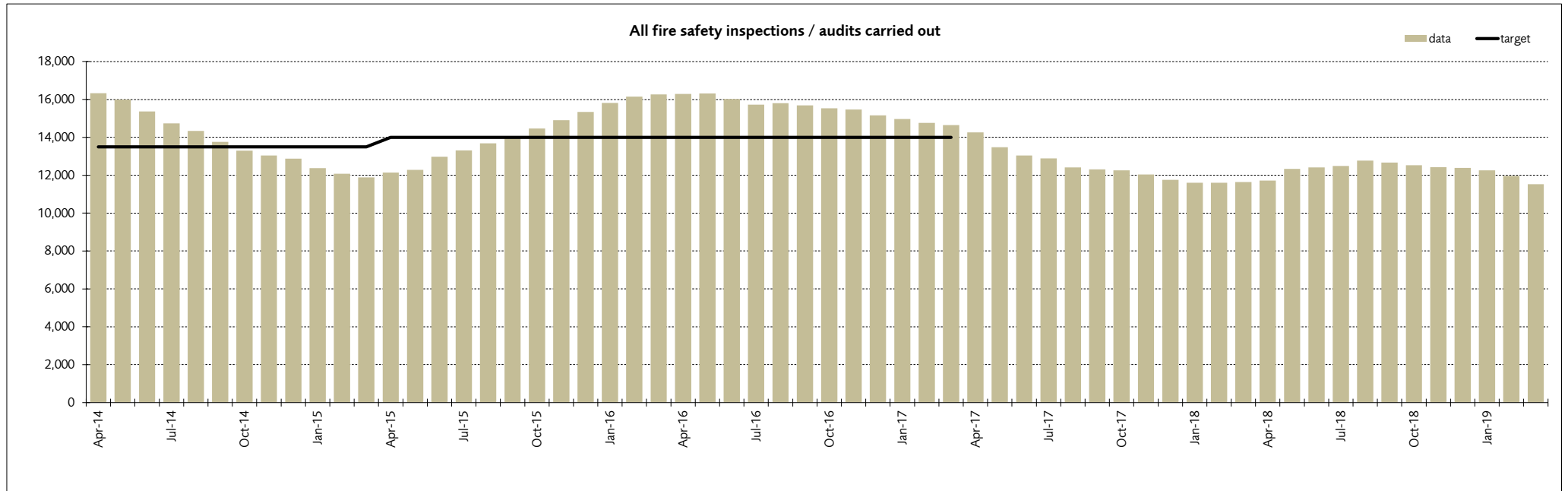
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO1	Time spent by station staff on community safety	rolling 12 month	12.7%	12.7%	12.5%	12.4%	12.4%	12.2%	12.4%	12.5%	12.6%	12.6%	12.6%	12.4%	12.4%	12.4%	12.4%
		% in quarter	13.3%	12.7%	11.9%	11.7%		12.7%	13.3%	12.2%	12.2%		12.6%	12.6%	12.2%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

Our Performance 2018/19

**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
ACFS	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	14,263	13,476	13,046	12,893	12,408	12,311	12,258	12,037	11,753	11,607	11,601	11,645	-
		2018/19	11,719	12,333	12,416	12,489	12,770	12,666	12,521	12,422	12,380	12,259	11,964	11,521	-



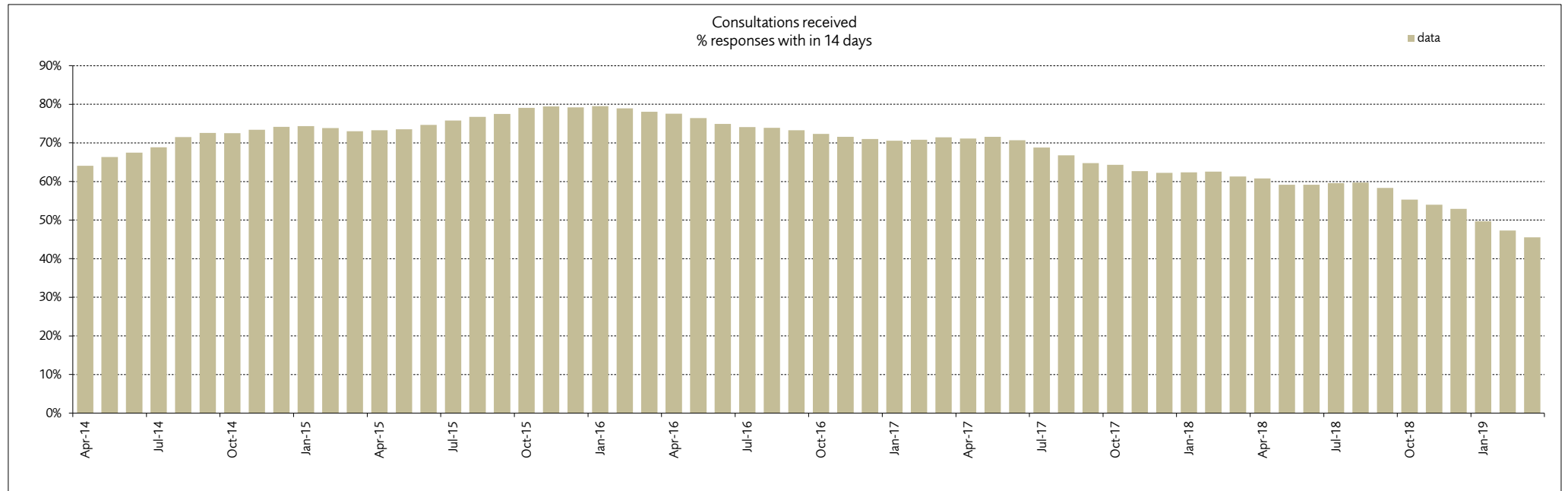
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H10	All fire safety inspections / audits carried out	rolling 12 month	16,021	15,690	15,166	14,645	14,645	13,046	12,311	11,753	11,645	11,645	12,416	12,666	12,380	11,521	11,521
		number in quarter	4,018	3,709	3,501	3,417		2,419	2,974	2,943	3,309		3,190	3,224	2,657	2,450	

Our Performance 2018/19

**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
ACFS	<b>Consultations received</b> % responses with in 14 days <i>rolling 12 month</i>	2014/15	64.1%	66.4%	67.5%	68.9%	71.5%	72.6%	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%	79.0%	79.5%	79.2%	79.5%	78.9%	78.0%	up
		2016/17	77.5%	76.4%	74.9%	74.1%	73.9%	73.3%	72.3%	71.6%	71.0%	70.6%	70.8%	71.4%	up
		2017/18	71.1%	71.6%	70.7%	68.8%	66.8%	64.8%	64.3%	62.7%	62.3%	62.4%	62.6%	61.3%	up
		2018/19	60.8%	59.2%	59.1%	59.6%	59.7%	58.3%	55.3%	54.0%	52.9%	49.7%	47.3%	45.6%	up



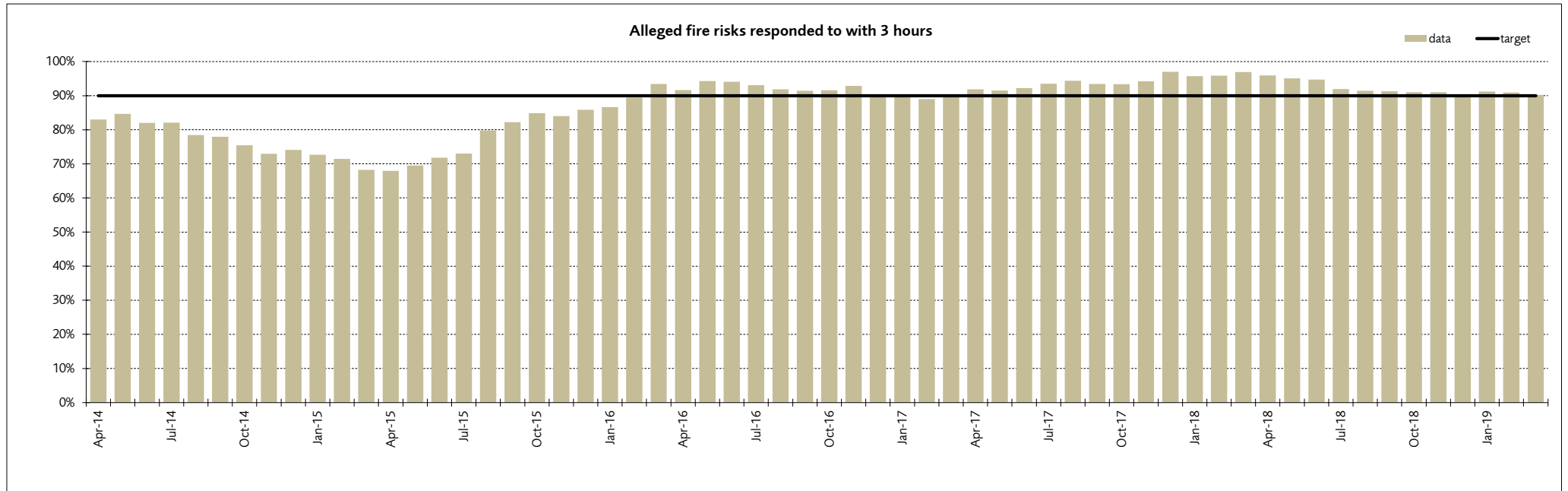
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP7	Consultations received % responses within 14 days	rolling 12 month	74.9%	73.3%	71.0%	71.4%	71.4%	70.7%	64.8%	62.3%	61.3%	61.3%	59.1%	58.3%	52.9%	45.6%	45.6%
		number in quarter	68.1%	78.9%	69.8%	69.1%		64.8%	55.2%	59.1%	65.8%		56.2%	52.2%	35.9%	36.7%	

Our Performance 2018/19

**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
ACFS	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%	74.1%	72.6%	71.4%	68.2%	90%
		2015/16	67.9%	69.5%	71.8%	73.0%	79.8%	82.2%	84.9%	84.0%	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%	91.2%	90.9%	90.2%	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%	90.2%	90.2%
		number in quarter	90.0%	91.7%	85.2%	92.9%		100%	96%	100%	92.6%		90.5%	84.0%	93.8%	95.0%	

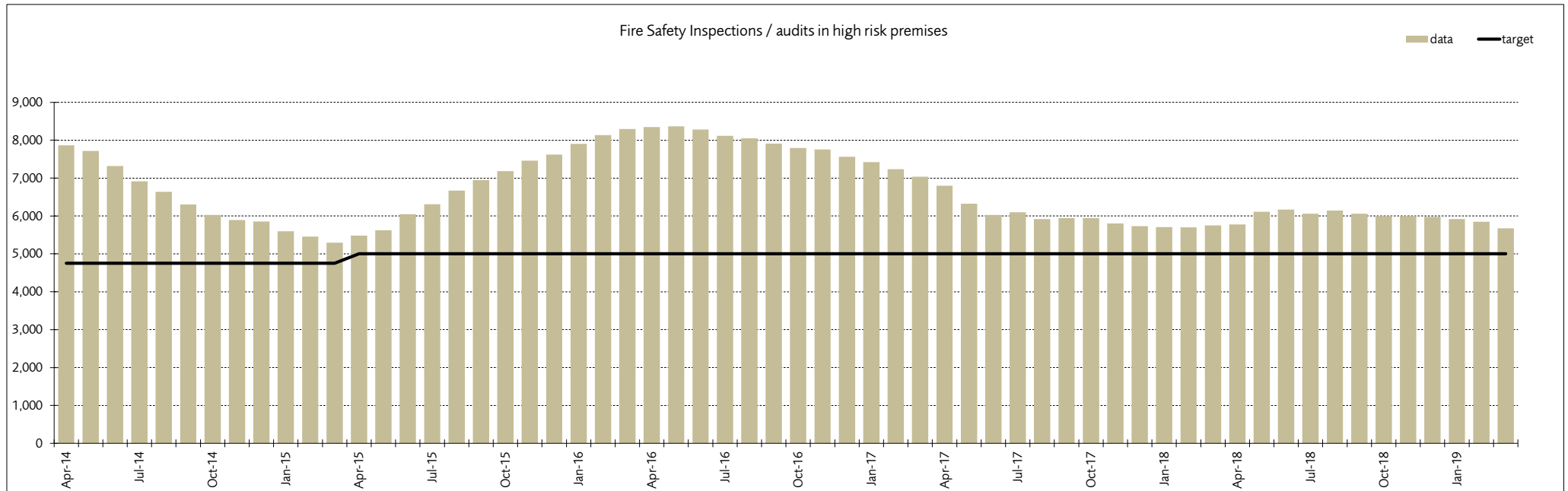


Our Performance 2018/19

**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
ACFS	Fire safety inspections / audits in high risk premises rolling 12 month	2014/15	7,865	7,720	7,317	6,916	6,639	6,301	6,029	5,891	5,855	5,597	5,457	5,296	4,750
		2015/16	5,481	5,624	6,046	6,311	6,670	6,948	7,181	7,458	7,623	7,902	8,137	8,296	5,000
		2016/17	8,345	8,365	8,282	8,115	8,048	7,909	7,793	7,755	7,565	7,420	7,234	7,039	5,000
		2017/18	6,799	6,322	6,028	6,100	5,920	5,942	5,943	5,802	5,731	5,708	5,703	5,750	5,000
		2018/19	5,778	6,109	6,171	6,062	6,142	6,059	5,997	5,995	5,978	5,920	5,847	5,677	5,000



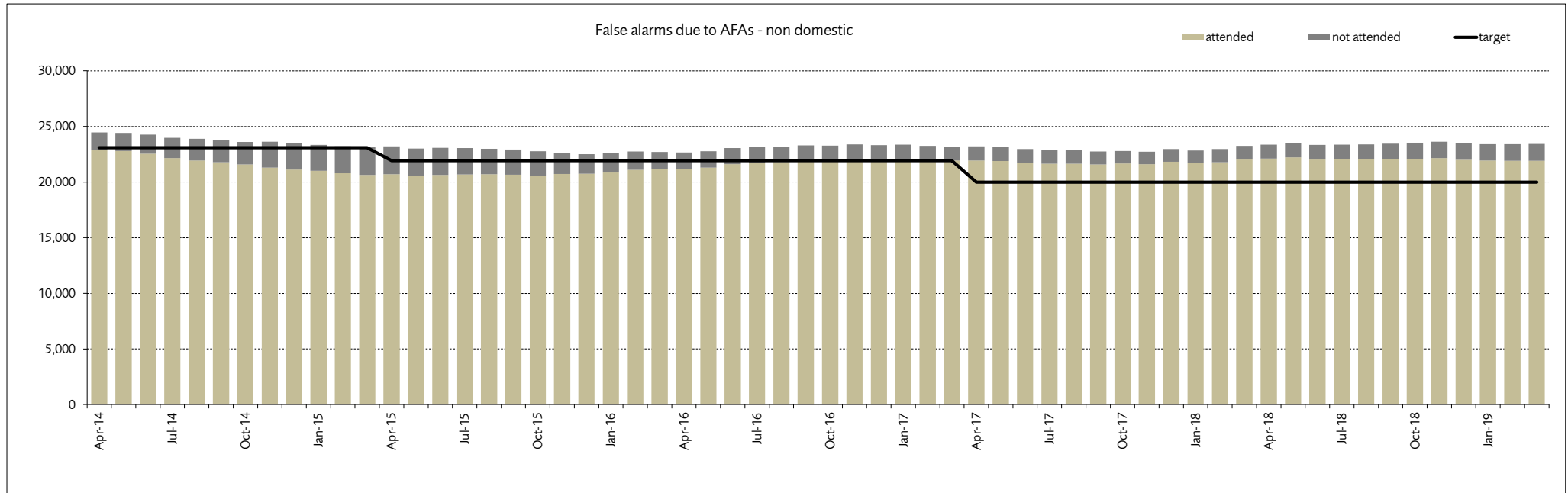
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	8,282	7,909	7,565	7,039	7,039	6,028	5,942	5,731	5,750	5,750	6,171	6,059	5,978	5,677	5,677
		number in quarter	2,158	1,830	1,555	1,496		1,147	1,744	1,344	1,515		1,568	1,632	1,263	1,214	

Our Performance 2018/19

**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
ACFS	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	21,934	21,908	21,909	20,000



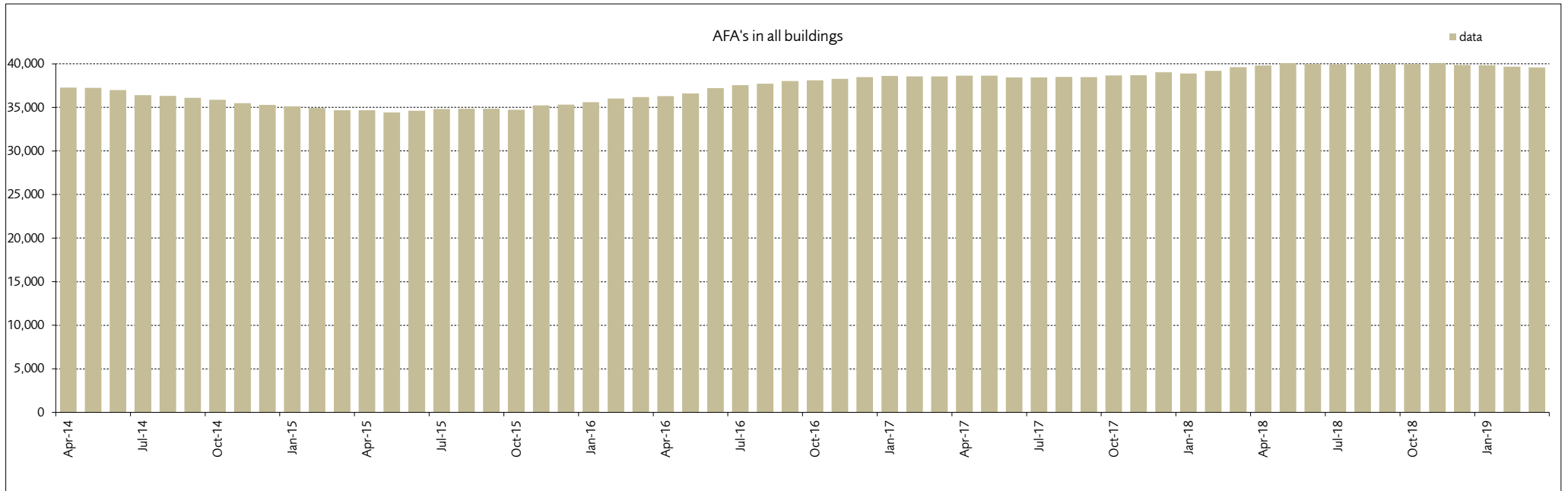
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H11	False alarms due to AFAs - non domestic	rolling 12 month	21,609	21,921	21,992	21,928	21,928	21,739	21,580	21,820	22,020	22,020	22,032	22,074	21,993	21,909	21,909
		per 1,000 non domestic properties	72.50	73.55	73.79	73.57	73.57	73.93	73.39	74.21	74.89	74.89	77.26	77.40	77.12	76.82	76.82
		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	5,284	

Our Performance 2018/19

**AIM 1 : PREVENTION and PROTECTION**

*Influence and regulate the built environment*

CX7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ACFS	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	39,853	39,664	39,590



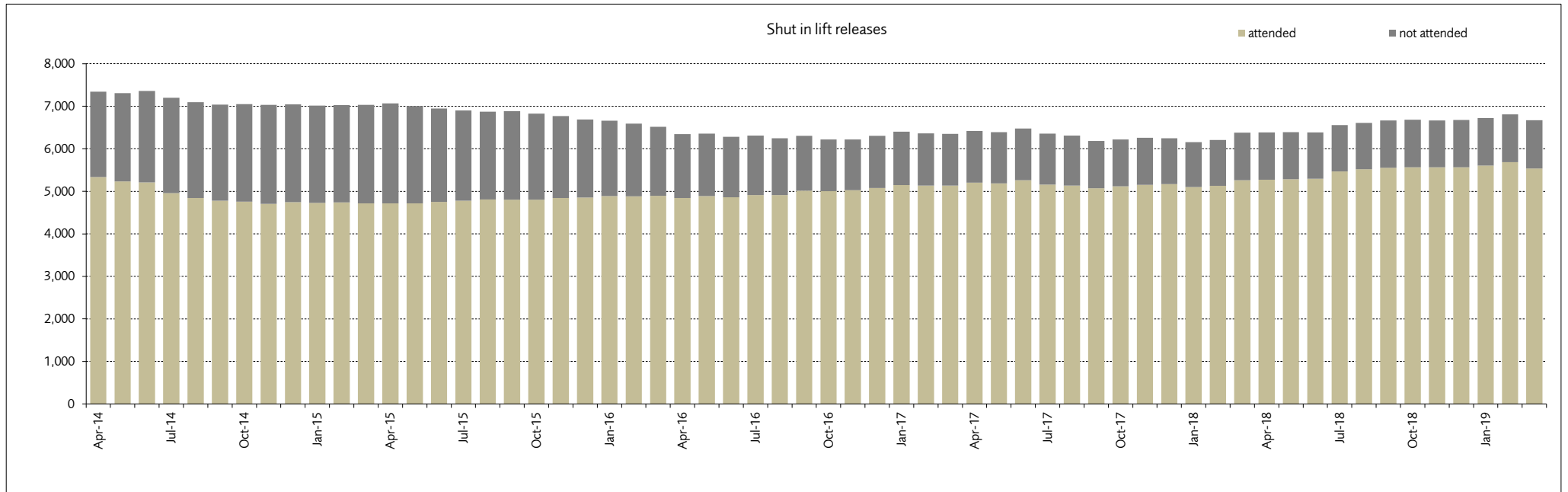
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX7	AFA's in all buildings	rolling 12 month	37,226	38,024	38,476	38,570	38,570	38,445	38,467	39,048	39,626	39,626	39,971	39,979	39,865	39,590	39,590
		number in quarter	9,382	10,259	9,981	8,948		9,257	10,281	10,562	9,526		9,602	10,289	10,448	9,251	

Our Performance 2018/19

**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
ACFSt	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	5,605	5,683	5,536	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	5,536	5,536
		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	1,245	

## Aim 2 – RESPONSE and RESILIENCE

The London Safety Plan sets out our strategic approach to response and what we'll do to continue to improve our operations. We also need to have resilience – to ensure we have the appropriate arrangements in place to respond to emergencies, whilst maintaining our core service provision.

We'll deliver this aim by:

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

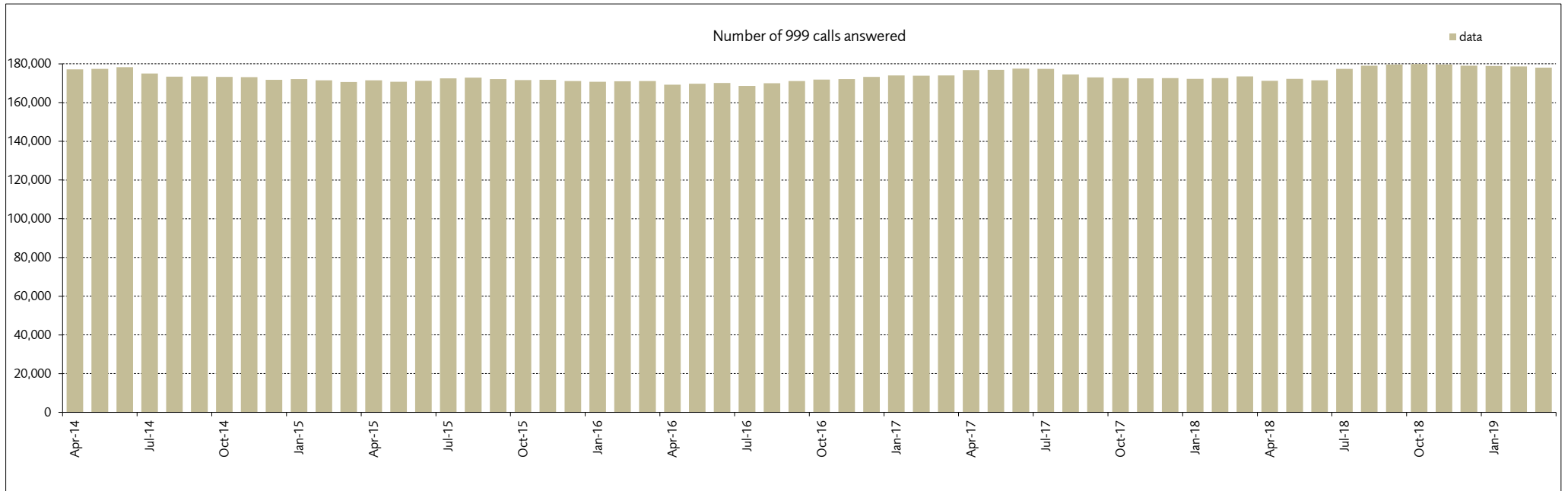
Our commitments under this aim focus on activities that help deliver a world class operational response service, and by working with our partners to address identified risks, at a local and national level to ensure continuity of service.

Our Performance 2018/19

**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
HoCM	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	171,314	172,236	171,538	177,474	178,996	179,692	179,900	179,735	179,033	178,960	178,731	178,073



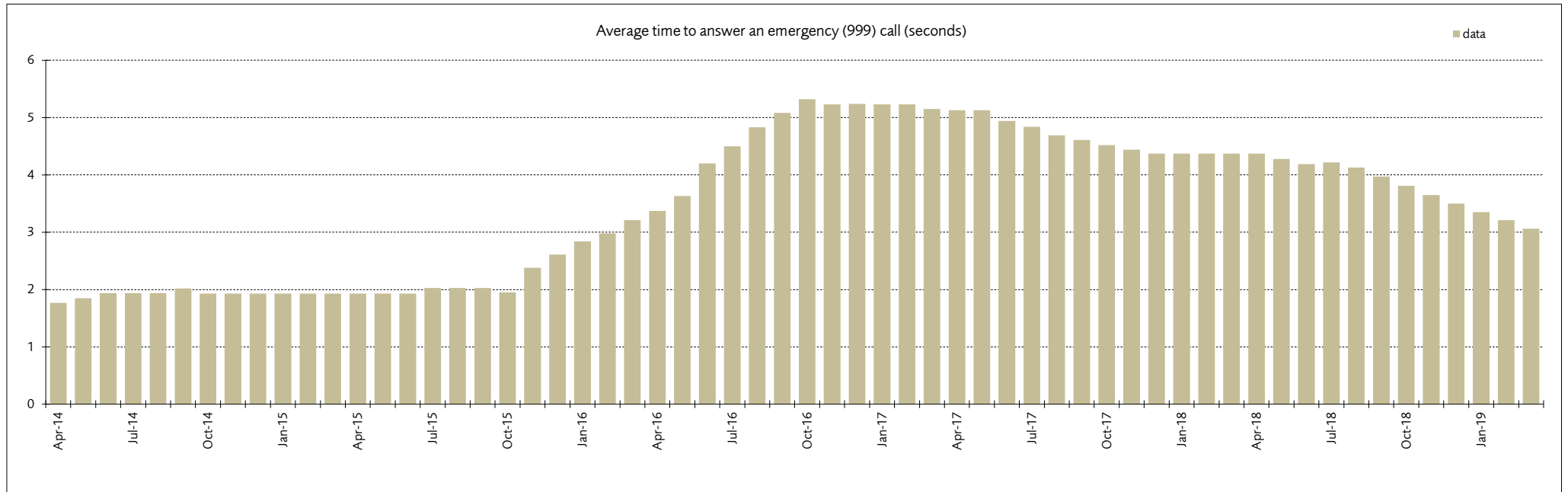
HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX8A	Number of 999 calls answered	rolling 12 month	170,180	171,167	173,270	174,047	174,047	177,508	173,052	172,619	173,562	173,562	171,538	179,692	179,033	178,073	178,073
		number in quarter	43,823	48,916	43,021	38,287		47,284	44,460	42,588	39,230		45,260	52,614	41,929	38,270	

Our Performance 2018/19

**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
HoCM	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	3.35	3.21	3.06



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	3.06	3.06
		quarter	5.81	5.65	5.00	4.00		5.01	4.38	4.00	4.00		4.37	3.58	2.00	2.00	

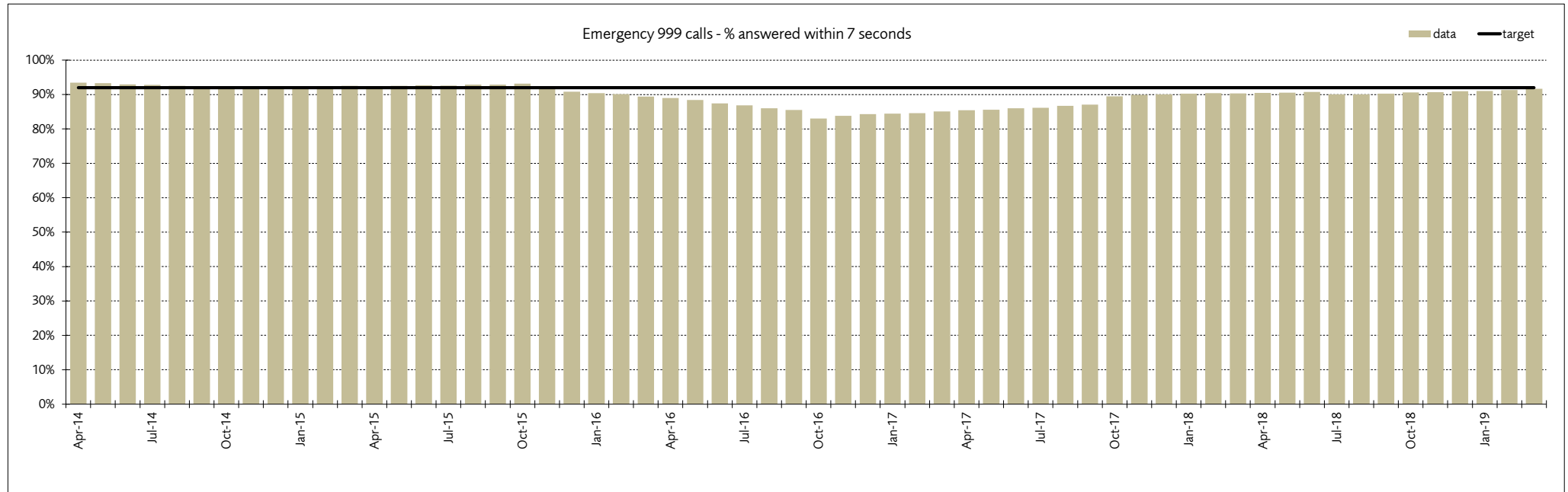
*Note: Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.*

Our Performance 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
HoCM	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%	91.0%	91.3%	91.7%	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%	91.7%	91.7%
		% in quarter	85.2%	85.0%	79.0%	91.6%		88.4%	89.1%	91.5%	92.6%		90.2%	87.5%	94.5%	95.9%	

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

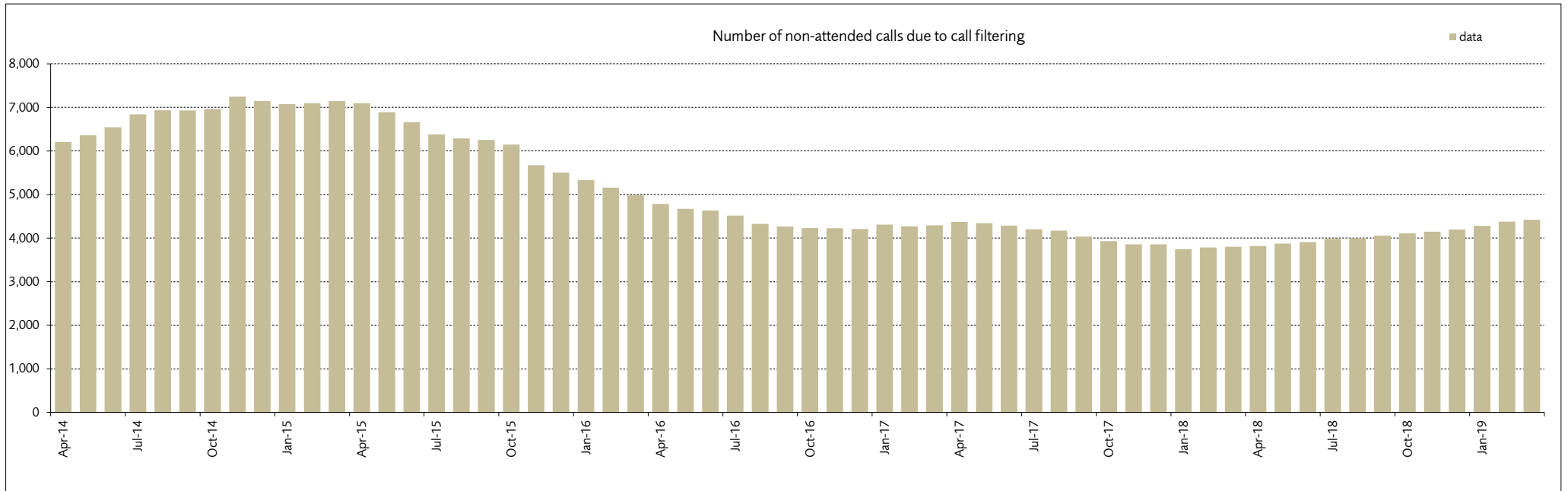


Our Performance 2018/19

**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
HoCM	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	4,283	4,379	4,420	up



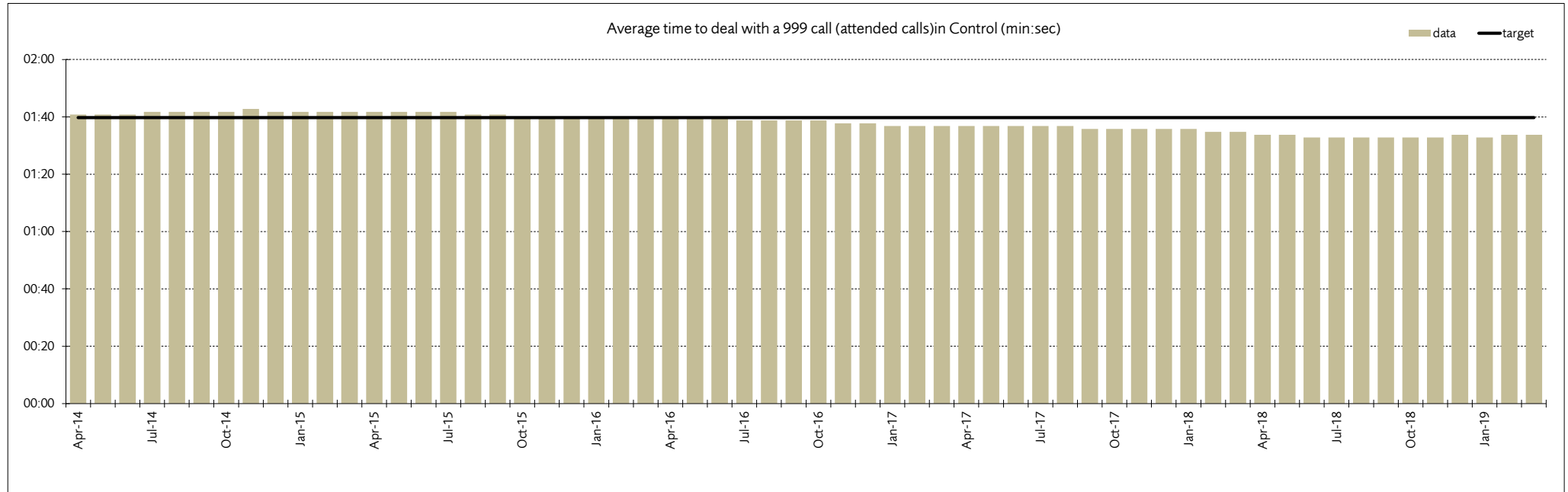
HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP9	Number of non-attended calls due to call filtering	rolling 12 month	4,633	4,264	4,210	4,294	4,294	4,289	4,036	3,857	3,804	3,804	3,910	4,056	4,201	4,420	4,420
		number in quarter	1,008	1,149	1,154	983		1,003	896	975	930		1,109	1,042	1,120	1,149	

Our Performance 2018/19

**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
HoCM	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	01:33	01:34	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	01:34	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	01:35	

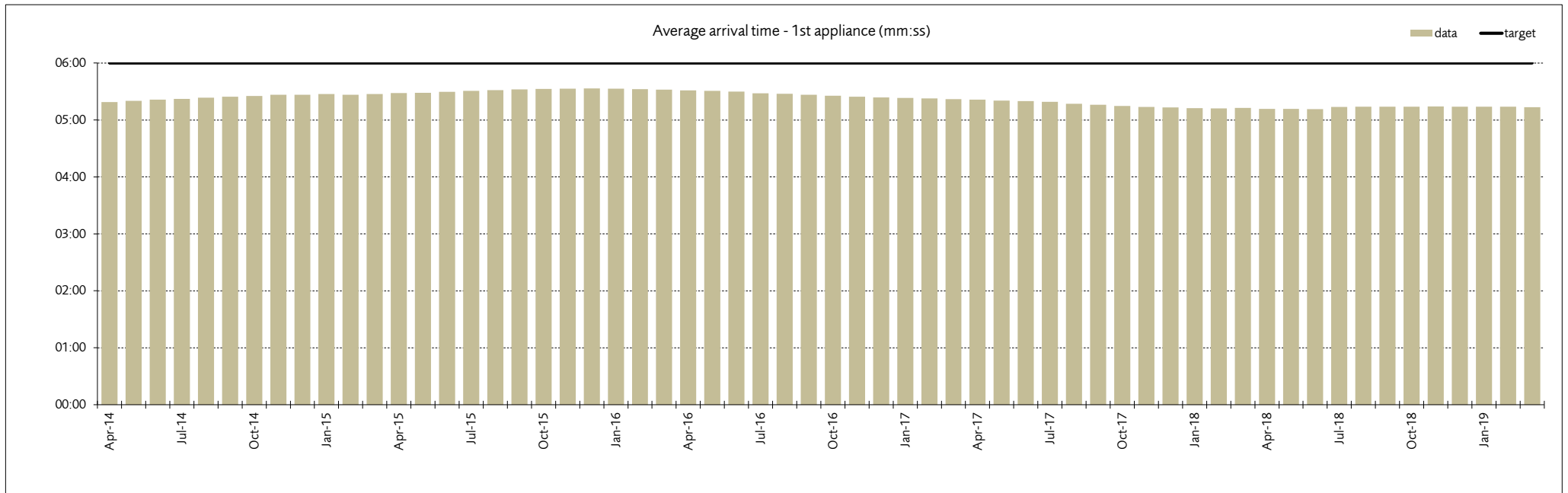
Note: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which were not treated as an emergency. The rules for the calculation of attendance times have now been applied to call handling data which produces the revised and correct data set in this digest.

Our Performance 2018/19

**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
ACFSt	Average arrival time - 1st appliance (mm:ss) rolling 12 month	2014/15	05:19	05:20	05:22	05:22	05:23	05:24	05:25	05:27	05:27	05:27	05:27	05:27	06:00
		2015/16	05:28	05:29	05:30	05:31	05:31	05:32	05:33	05:33	05:33	05:33	05:33	05:32	06:00
		2016/17	05:31	05:31	05:30	05:28	05:28	05:26	05:26	05:25	05:24	05:23	05:23	05:22	06:00
		2017/18	05:21	05:21	05:20	05:19	05:17	05:16	05:15	05:14	05:13	05:12	05:12	05:13	06:00
		2018/19	05:12	05:12	05:11	05:14	05:14	05:14	05:14	05:14	05:14	05:14	05:14	05:13	06:00



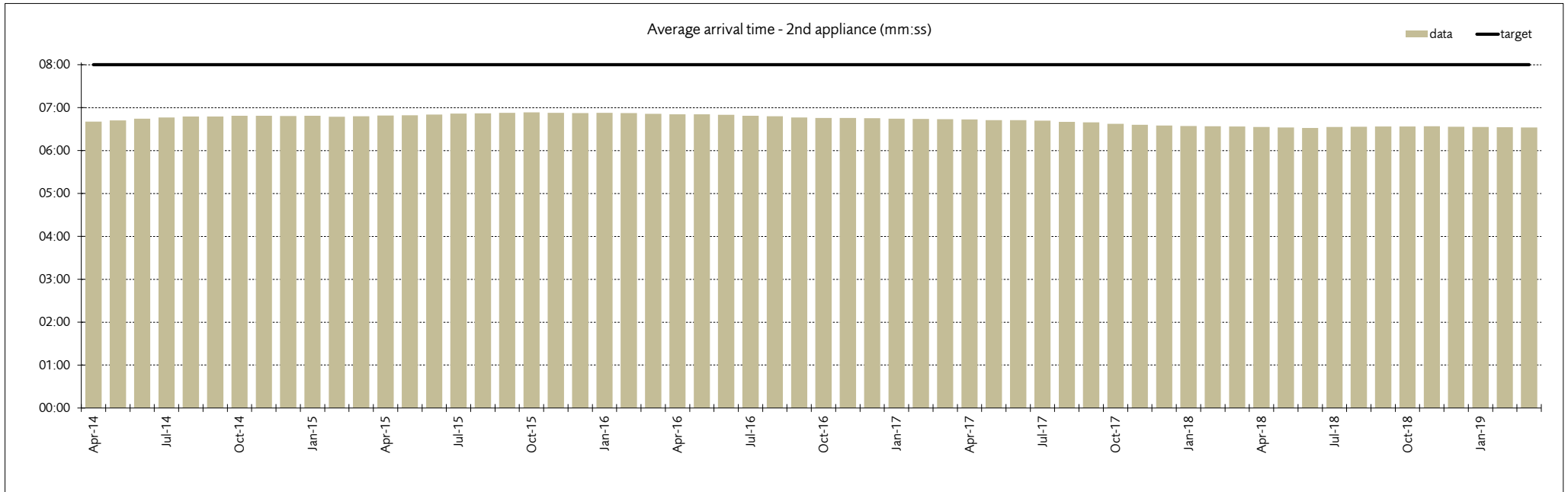
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:30	05:26	05:24	05:22	05:22	05:20	05:16	05:13	05:13	05:13	05:11	05:14	05:14	05:13	05:13
		time for quarter	05:23	05:24	05:23	05:16		05:15	05:10	05:12	05:13		05:10	05:18	05:13	05:11	

Our Performance 2018/19

**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
ACFSt	Average arrival time - 2nd appliance (mm:ss) rolling 12 month	2014/15	06:40	06:42	06:45	06:46	06:47	06:48	06:48	06:49	06:48	06:48	06:47	06:48	08:00
		2015/16	06:49	06:49	06:50	06:52	06:52	06:53	06:53	06:53	06:52	06:53	06:52	06:51	08:00
		2016/17	06:51	06:51	06:50	06:48	06:44	06:46	06:46	06:46	06:45	06:45	06:44	06:44	08:00
		2017/18	06:44	06:43	06:42	06:42	06:40	06:39	06:37	06:36	06:35	06:34	06:34	06:34	08:00
		2018/19	06:33	06:32	06:32	06:33	06:33	06:33	06:33	06:34	06:33	06:33	06:33	06:32	08:00



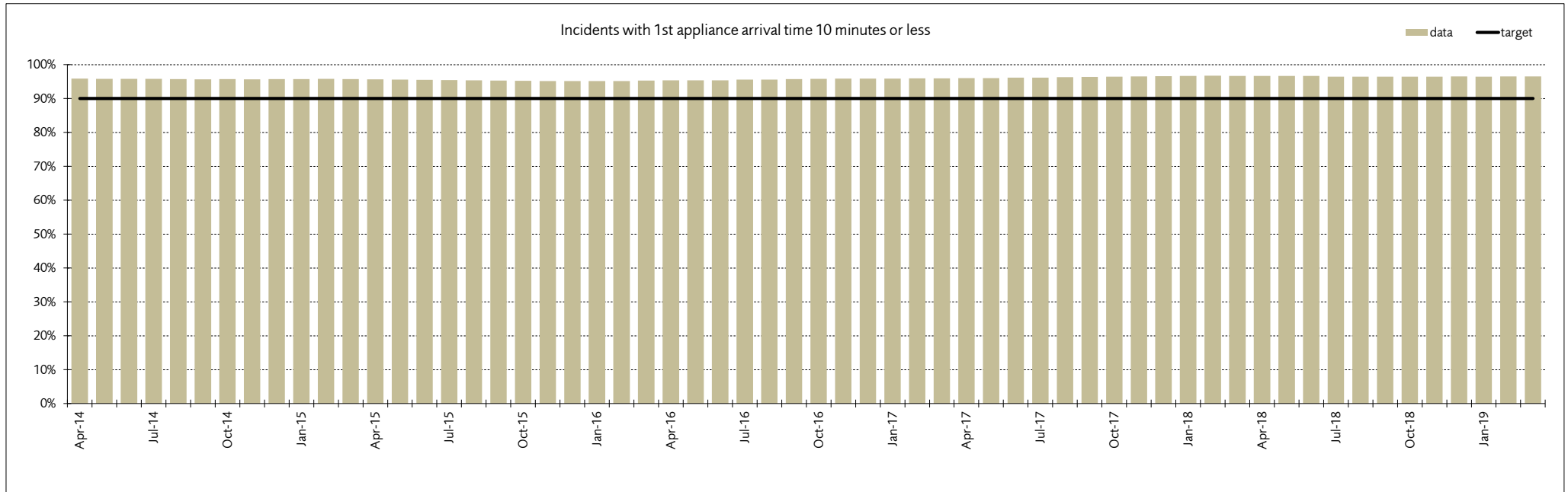
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:50	06:46	06:45	06:44	06:44	06:42	06:39	06:35	06:34	06:34	06:32	06:33	06:33	06:32	06:32
		time for quarter	06:43	06:46	06:49	06:37		06:37	06:34	06:33	06:31		06:28	06:41	06:32	06:27	

Our Performance 2018/19

**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
ACFSt	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%	95.8%	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%	96.5%	96.5%	96.5%	90%



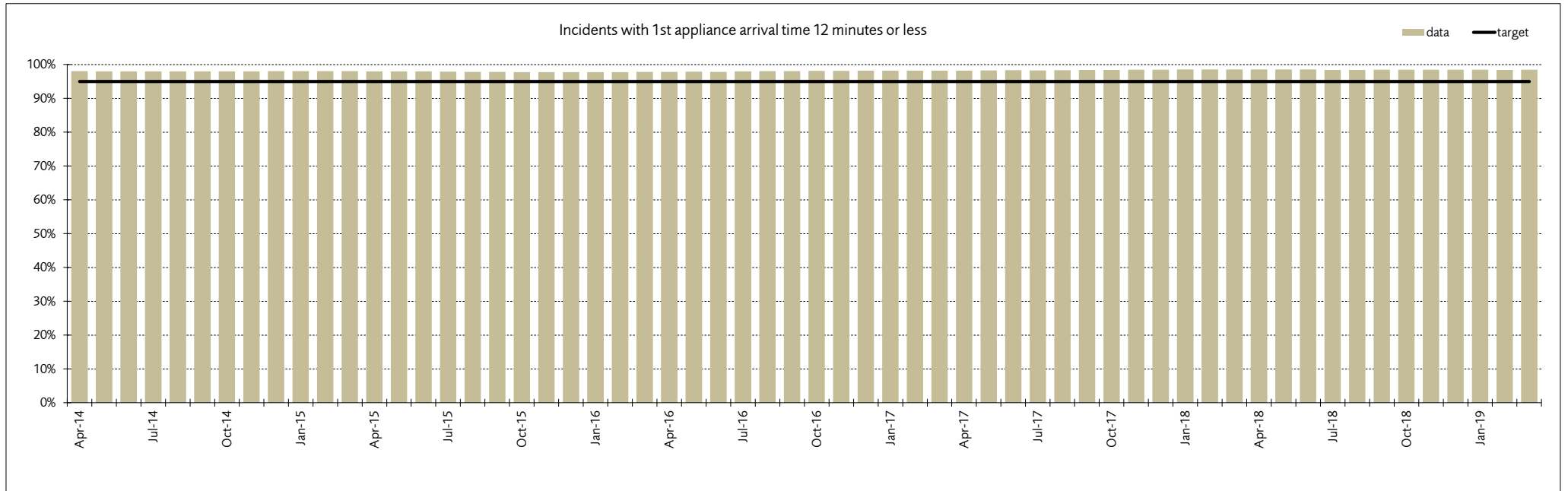
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	95.4%	95.7%	95.9%	96.0%	96.0%	96.1%	96.4%	96.6%	96.7%	96.7%	96.7%	96.4%	96.5%	96.5%	96.5%
		% in quarter	95.7%	95.9%	95.8%	96.5%		96.5%	96.8%	96.7%	96.8%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

Our Performance 2018/19

**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
ACFSt	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%	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%	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%	98.6%	

## Aim 3 – PEOPLE and RESOURCES

We intend to develop and train our staff to their full potential, whilst at the same time transforming the Brigade so that it is a place where people want to work, and have the opportunity to influence how we work. We will also maximise how we spend our money

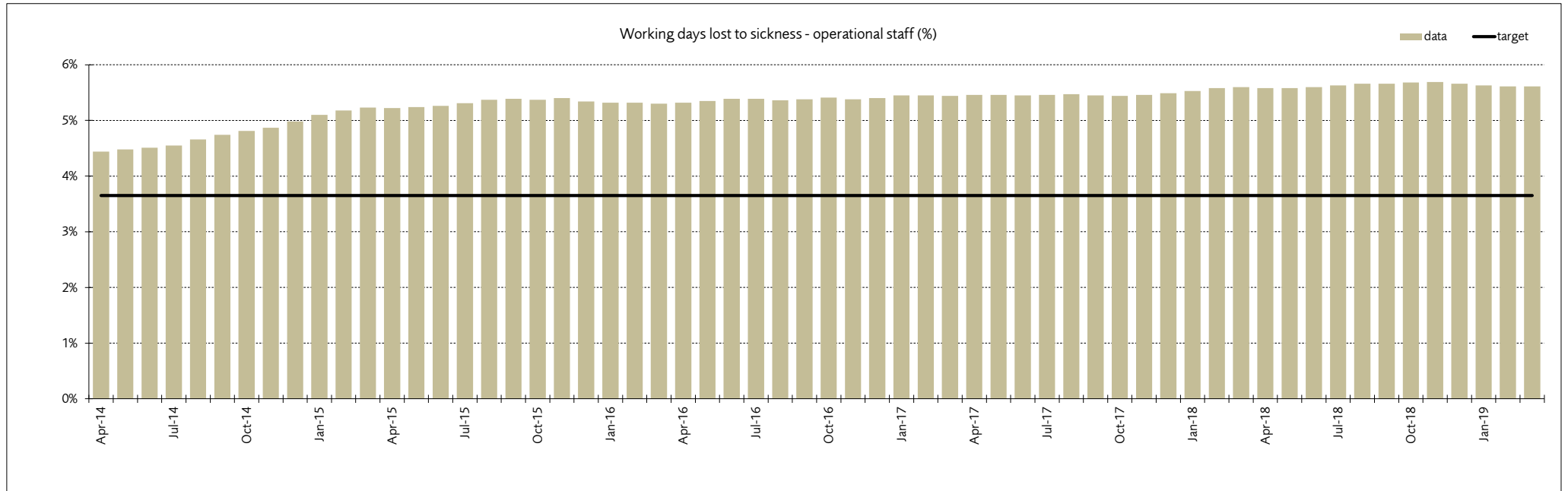
We'll deliver this aim by:

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

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

Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**  
 A professional organisation

CO6A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADPS	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%	5.63%	5.61%	5.61%	3.65%

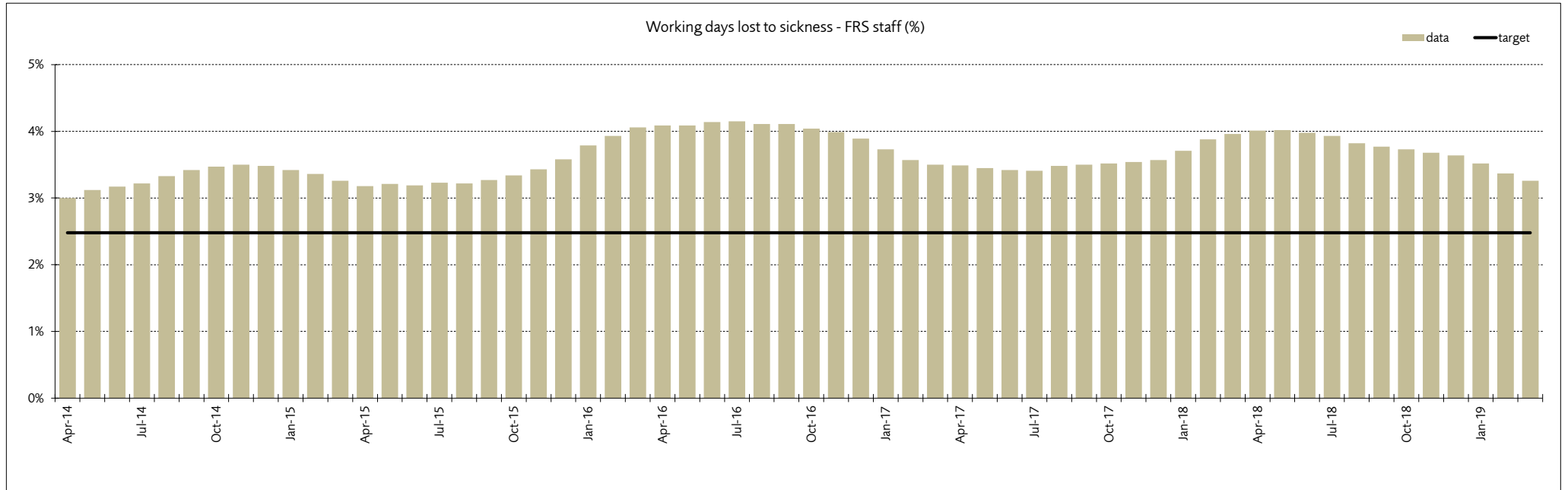


HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.4%	5.4%	5.4%	5.4%	5.4%	5.5%	5.5%	5.5%	5.6%	5.6%	5.6%	5.7%	5.7%	5.6%	5.6%
		% for quarter	5.1%	6.0%	5.8%	4.9%		5.1%	6.0%	5.9%	5.4%		5.1%	6.2%	5.9%	5.2%	
		number 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	10.2	10.2



Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**  
 A professional organisation

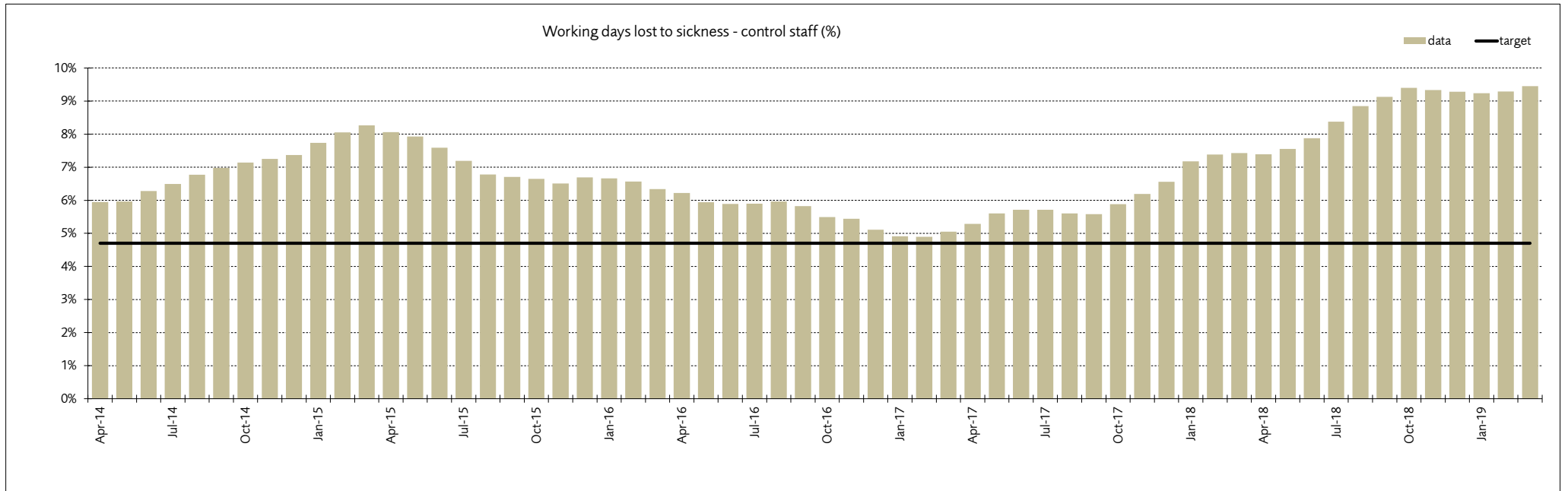
CO6B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADPS	Working days lost to sickness - FRS staff (%) rolling 12 month	2014/15	3.00%	3.12%	3.17%	3.22%	3.33%	3.42%	3.47%	3.50%	3.48%	3.42%	3.36%	3.26%	2.48%
		2015/16	3.18%	3.21%	3.19%	3.23%	3.22%	3.27%	3.34%	3.43%	3.58%	3.79%	3.93%	4.06%	2.48%
		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%	3.52%	3.37%	3.26%	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%	3.3%	3.3%
		% for quarter	3.3%	3.3%	4.0%	3.4%		3.0%	3.7%	4.2%	5.0%		3.1%	2.9%	3.7%	3.4%	
		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	8.5	8.5

Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**  
 A professional organisation

CO6C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADPS	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%	9.28%	9.24%	9.29%	9.45%	4.70%



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%	9.5%	9.5%
		% for quarter	3.1%	5.1%	5.1%	6.9%		5.8%	4.6%	8.9%	10.4%		7.6%	9.7%	9.5%	11.1%	
		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	16.9	17.2	17.2

Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**  
*A professional organisation*

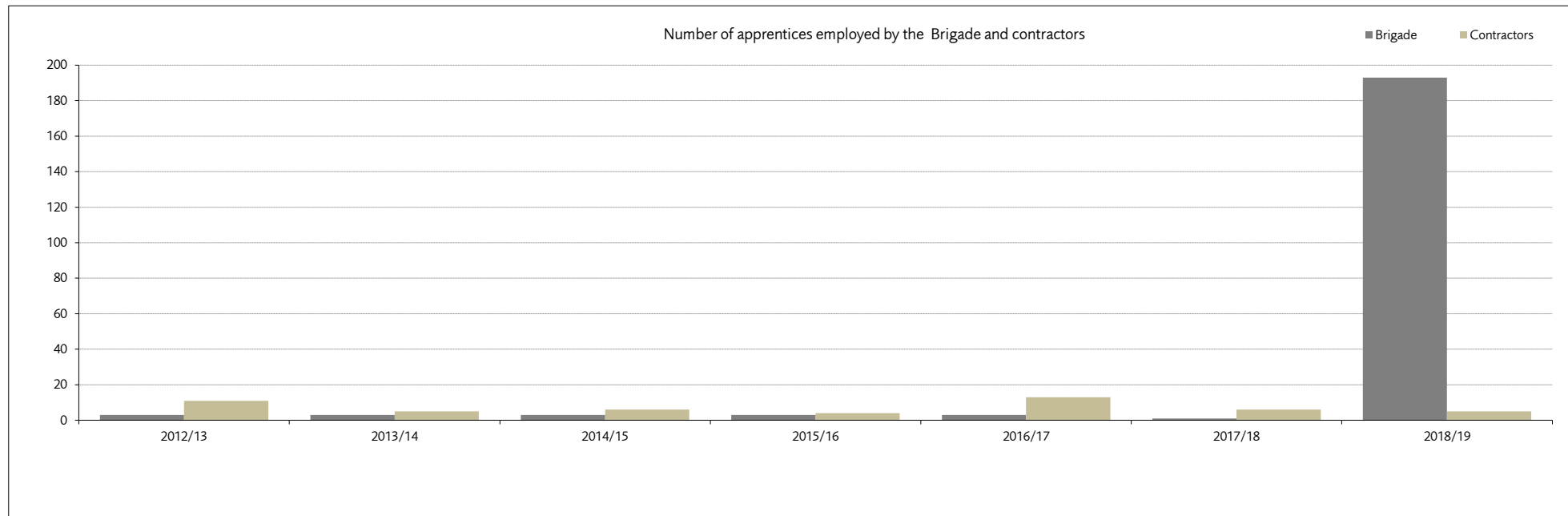
ADPS	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
	Number of apprentices employed by the Brigade (FTE)* <i>Annual data</i>	3	3	3	3	3	1	193

target
up

Note: \*Data for indicator IP10A in 2018/19 - From Nov 2018 trainee firefighters are classed as apprentices

ADP	IP10B	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
	Number of apprentices employed by contractors (FTE) <i>Annual data</i>	11	5	6	4	13	6	5

target
up

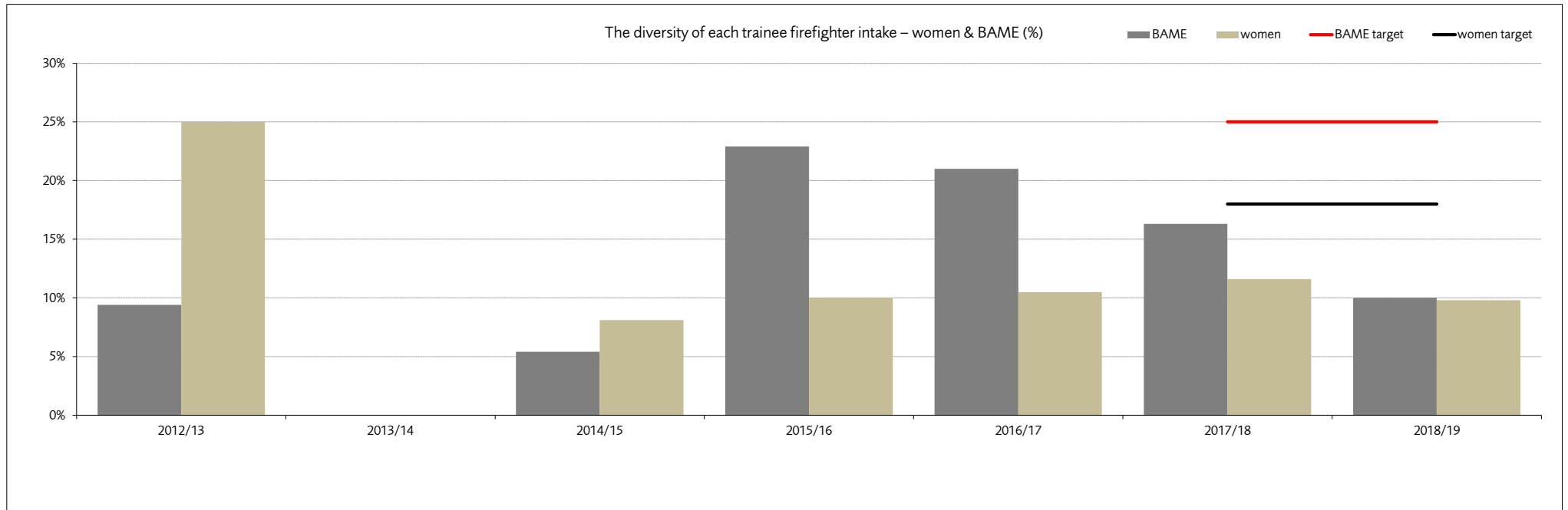


Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**

*Inclusion*

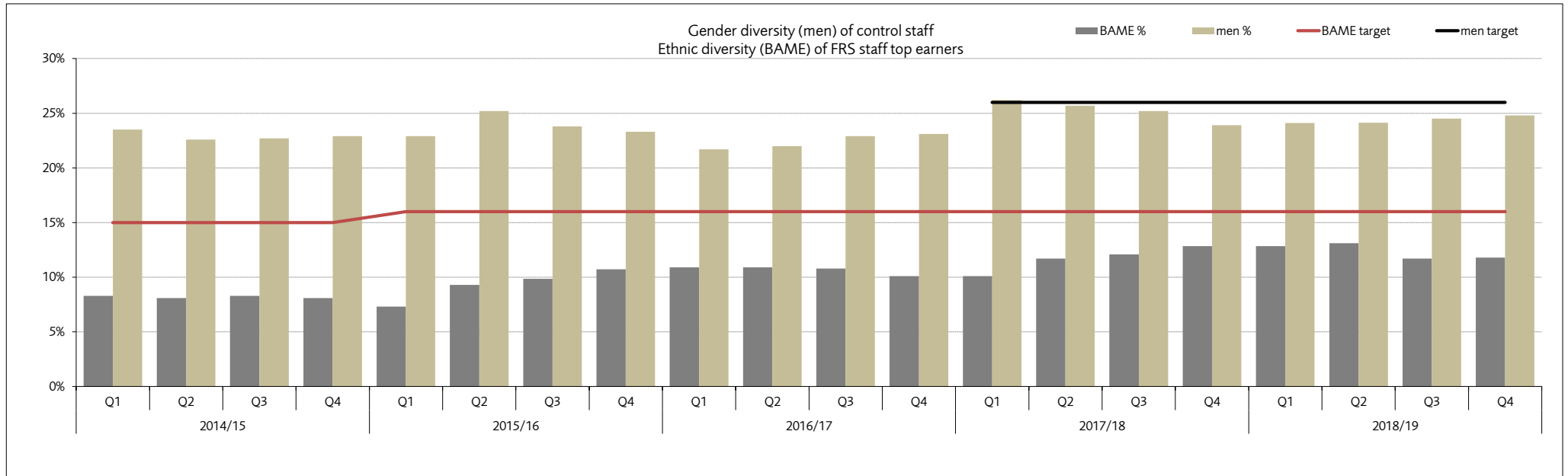
C07A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
ADPS	Improve the ethnic diversity (BAME) of each trainee firefighter intake <i>Annual data</i>	Actual	9.4%	-	5.4%	22.9%	21.0%	16.3%	10.0%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%

C07B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
ADPS	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%	9.8%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	18.0%	18.0%



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	CO8		Q1	Q2	Q3	Q4	target	CO9	Q1	Q2	Q3	Q4	target
ADPS	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%	24.8%	26%		12.8%	13.1%	11.7%	11.8%	16%



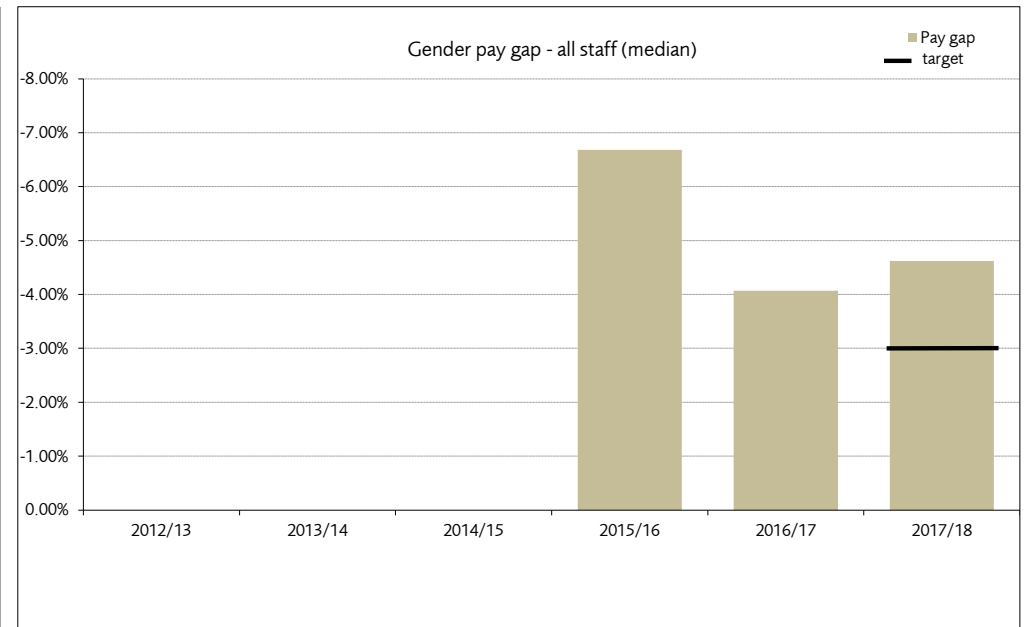
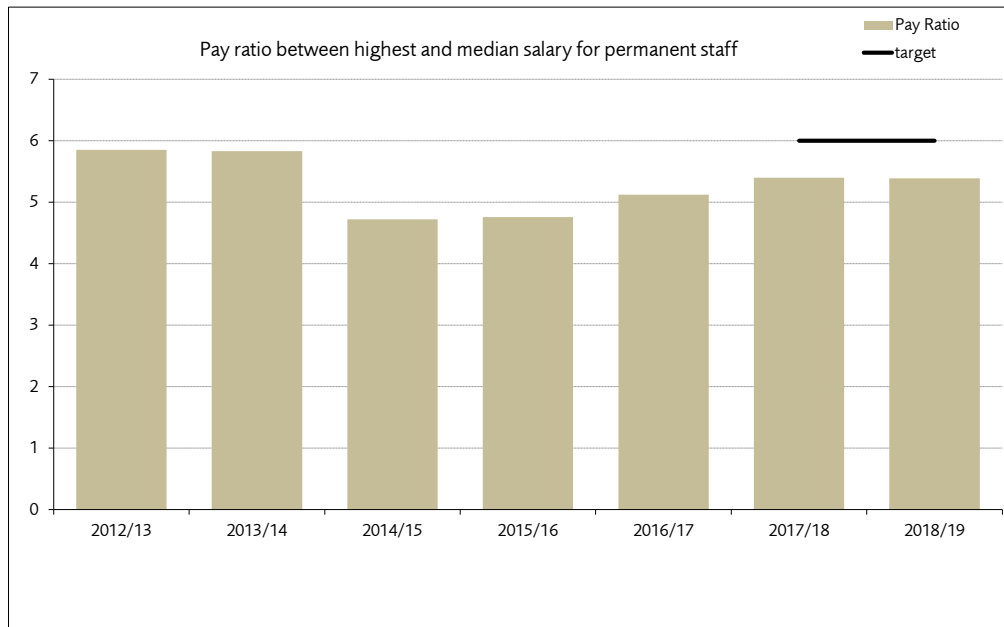
HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO8	Gender diversity (men) of control staff	No.	23	24	24	24	24	28	28	27	27	27	27	28	27	26	26
		% as at...	21.7%	22.0%	22.9%	23.1%	23.1%	26.2%	25.7%	25.2%	23.9%	23.9%	24.1%	24.1%	24.5%	24.8%	24.8%
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	15	15	15	14	14	15	17	18	19	19	19	20	19	19	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%	11.8%	11.8%

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CO10A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
ADPS	Pay ratio between highest and median salary for permanent staff <i>Annual data</i>	Actual	5.85	5.83	4.72	4.76	5.12	5.40	5.39
		Target	0.00	0.00	0.00	0.00	0.00	6.00	6.00

CO10B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
ADPS	Gender pay gap - all staff (median) <i>Annual data</i>	Actual	-	-	-	-6.68%	-4.07%	-4.62%
		Target	0.00	0.00	0.00	0.00	0.00	±3%



Note: Before 2015/16 Data for CO10B- Gender pay gap is not available  
 Data for 2018/19 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%	7.4%	7.4%
		number	327	327	326	327		326	328	334	333		341	338	340	355	
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%	50.1%	50.1%
		number	353	357	362	368		371	364	378	387		393	395	406	417	
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%	75.2%	75.2%
		number	83	85	81	80		79	81	80	86		85	88	83	79	
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%	13.1%	13.1%
		number	601	603	600	609		606	605	605	617		628	625	624	628	
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%	30.2%	30.2%
		number	204	207	207	215		217	217	224	233		239	241	245	251	
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%	11.4%	11.4%
		number	12	13	12	13		12	14	12	14		13	12	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%	5.5%	5.5%
		number	156	168	174	180		185	192	236	242		257	256	255	263	
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%	13.6%	13.6%
		number	71	74	79	85		86	95	108	108		107	108	107	113	
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%	12.4%	12.4%
		number	9	9	11	11		11	11	12	12		12	13	12	13	
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%	4.8%	4.8%
		number	177	182	224	224		221	222	224	216		218	219	224	232	
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%	4.8%	4.8%
		number	33	36	35	35		33	35	38	35		33	35	38	40	
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%	4.8%	4.8%
		number	1	2	4	6		6	6	6	6		6	6	6	5	

## 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%	12.2%	12.2%
		number	32	30	30	29		19	21	24	21		17	26	22	31	
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%	21.1%	21.1%
		number	23	22	18	19		15	14	16	12		9	11	12	16	
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%	20.0%	20.0%
		number	0	1	1	1		1	0	0	0		1	2	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%	7.8%	7.8%
		number	21	19	14	14		15	19	19	19		15	14	18	20	
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%	52.6%	52.6%
		number	28	32	28	33		29	28	31	29		30	32	39	40	
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%	70.0%	70.0%
		number	1	6	7	8		7	2	1	0		4	7	8	7	
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%	5.1%	5.1%
		number	18	15	11	11		8	9	13	12		12	14	11	13	
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%	15.8%	15.8%
		number	4	3	3	4		4	5	6	6		8	11	11	12	
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%	10.0%	10.0%
		number	0	0	0	0		0	0	0	0		1	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%	5.1%	5.1%
		number	9	9	8	9		10	12	11	9		5	9	11	13	
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%	9.2%	9.2%
		number	3	3	3	4		6	5	5	4		3	4	5	7	
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%	10.0%	10.0%
		number	0	0	0	0		0	0	0	0		1	1	1	1	



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**AIM 3 : PEOPLE and RESOURCES**  
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			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%	<b>6.9%</b>	7.1%	6.8%	6.5%	6.6%	<b>6.6%</b>	7.1%	6.8%	6.6%	6.9%	<b>6.9%</b>
		number	18	18	18	16	<b>16</b>	15	16	15	15	<b>15</b>	17	16	16	17	<b>17</b>
CX15B	Top earners FRS staff women	% as at...	45.3%	45.3%	44.6%	43.9%	<b>43.9%</b>	43.9%	43.4%	43.6%	43.9%	<b>43.9%</b>	43.9%	45.8%	45.7%	46.0%	<b>46.0%</b>
		number	62	62	62	61	<b>61</b>	61	63	65	65	<b>65</b>	65	70	74	74	<b>74</b>
CX15C	Top earners control staff women	% as at...	60.0%	66.7%	50.0%	55.6%	<b>55.6%</b>	50.0%	50.0%	45.5%	58.3%	<b>58.3%</b>	54.6%	58.3%	68.8%	58.3%	<b>58.3%</b>
		number	6	6	5	5	<b>5</b>	5	5	5	7	<b>7</b>	6	7	11	7	<b>7</b>
CX15D	Top earners Operational staff BAME	% as at...	11.4%	11.2%	11.3%	12.1%	<b>12.1%</b>	12.4%	12.3%	11.2%	11.5%	<b>11.5%</b>	10.9%	10.2%	10.3%	10.2%	<b>10.2%</b>
		number	27	26	27	28	<b>28</b>	28	29	26	26	<b>26</b>	26	24	25	25	<b>25</b>
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	6.3%	0.0%	<b>0.0%</b>
		number	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	0	0	1	0	<b>0</b>
CX15G	Top earners Operational staff LGBT	% as at...	3.4%	3.9%	4.2%	3.9%	<b>3.9%</b>	4.0%	3.8%	3.9%	4.0%	<b>4.0%</b>	3.8%	3.4%	5.0%	3.3%	<b>3.3%</b>
		number	8	9	10	9	<b>9</b>	9	9	9	9	<b>9</b>	9	8	12	8	<b>8</b>
CX15H	Top earners FRS staff LGBT	% as at...	6.6%	7.3%	7.2%	7.9%	<b>7.9%</b>	7.9%	7.6%	6.7%	6.1%	<b>6.1%</b>	6.8%	5.9%	6.2%	5.0%	<b>5.0%</b>
		number	9	10	10	11	<b>11</b>	11	11	10	9	<b>9</b>	10	9	10	8	<b>8</b>
CX15I	Top earners control staff LGBT	% as at...	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	10.0%	10.0%	9.1%	8.3%	<b>8.3%</b>	9.1%	8.3%	6.3%	8.3%	<b>8.3%</b>
		number	0	0	0	0	<b>0</b>	1	1	1	1	<b>1</b>	1	1	1	1	<b>1</b>
CX15J	Top earners Operational staff disabled	% as at...	5.1%	7.3%	7.5%	7.8%	<b>7.8%</b>	8.0%	8.5%	10.8%	11.5%	<b>11.5%</b>	11.3%	10.6%	10.3%	9.8%	<b>9.8%</b>
		number	12	17	18	18	<b>18</b>	18	20	25	26	<b>26</b>	27	25	25	24	<b>24</b>
CX15K	Top earners FRS staff disabled	% as at...	4.4%	4.4%	4.3%	4.3%	<b>4.3%</b>	4.3%	4.1%	7.4%	6.8%	<b>6.8%</b>	7.4%	7.8%	8.0%	9.3%	<b>9.3%</b>
		number	6	6	6	6	<b>6</b>	6	6	11	10	<b>10</b>	11	12	13	15	<b>15</b>
CX15L	Top earners control staff disabled	% as at...	0.0%	11.1%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	8.3%	<b>8.3%</b>	9.1%	8.3%	6.3%	8.3%	<b>8.3%</b>
		number	0	1	0	0	<b>0</b>	0	0	0	1	<b>1</b>	1	1	1	1	<b>1</b>

Our Performance 2018/19

**AIM 3 : PEOPLE and RESOURCES**

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			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%	<b>10.7%</b>	10.2%	10.0%	12.1%	13.3%	<b>13.3%</b>	15.8%	14.2%	10.2%	11.3%	<b>11.3%</b>
		number	27	30	33	25	<b>25</b>	26	26	30	33	<b>33</b>	35	33	23	26	<b>26</b>
CX16B	Voluntary leavers Operational staff women	% as at...	2.8%	4.0%	5.1%	6.0%	<b>6.0%</b>	6.3%	5.7%	5.2%	5.2%	<b>5.2%</b>	4.1%	6.9%	8.8%	8.2%	<b>8.2%</b>
		number	7	9	12	14	<b>14</b>	16	15	13	13	<b>13</b>	9	16	20	19	<b>19</b>
CX16C	Voluntary leavers FRS staff BAME	% as at...	21.6%	21.1%	23.3%	11.9%	<b>11.9%</b>	14.3%	14.3%	14.6%	19.1%	<b>19.1%</b>	20.5%	25.5%	28.0%	29.1%	<b>29.1%</b>
		number	8	8	10	5	<b>5</b>	7	7	7	9	<b>9</b>	9	12	14	16	<b>16</b>
CX16D	Voluntary leavers FRS staff women	% as at...	35.1%	36.8%	34.9%	26.2%	<b>26.2%</b>	34.7%	38.8%	33.3%	34.0%	<b>34.0%</b>	34.1%	34.0%	42.0%	47.3%	<b>47.3%</b>
		number	13	14	15	11	<b>11</b>	17	19	16	16	<b>16</b>	15	16	21	26	<b>26</b>

Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**

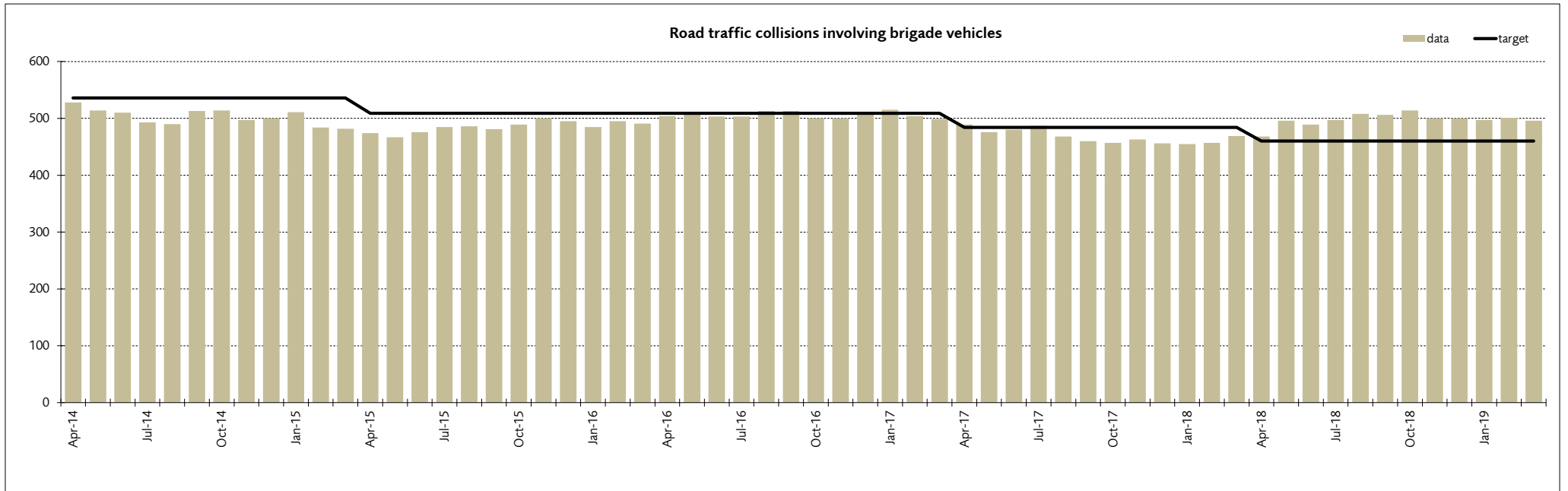
		<i>Inclusion</i>						
IP19		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
ADP	Contractor staff paid London's Living Wage Annual data	221	180	182	179	162	176	169

target
up



Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**  
 Safety

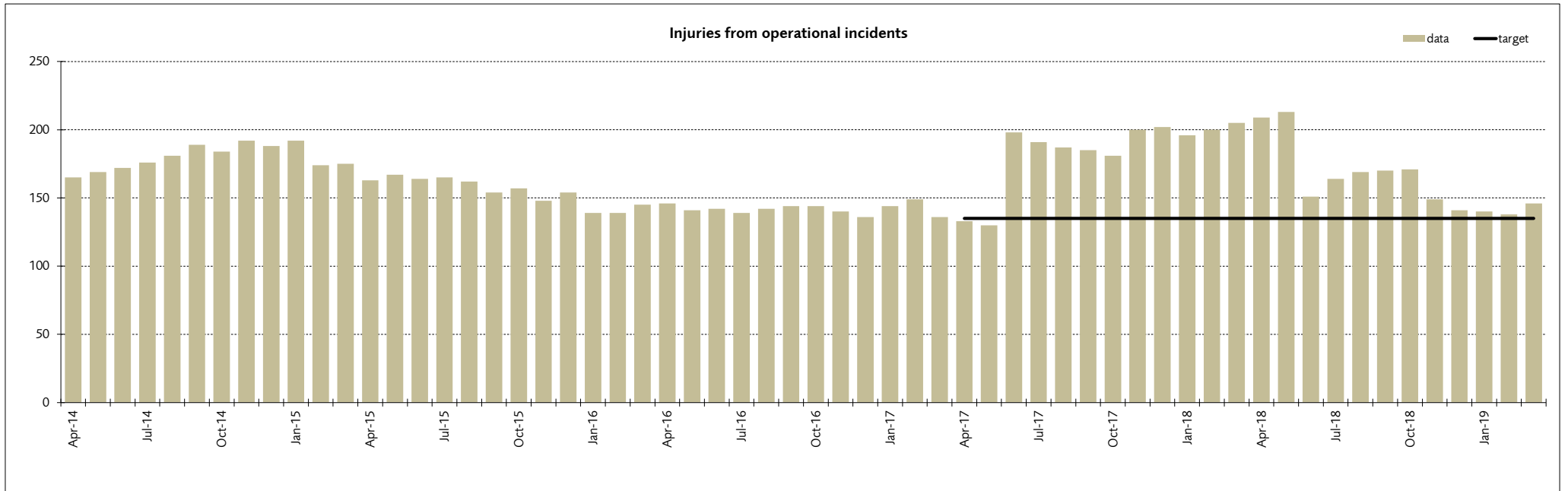
CO11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADHS	Road traffic collisions involving brigade vehicles rolling 12 month	2014/15	528	514	510	493	490	513	514	497	500	511	484	482	536
		2015/16	474	467	476	485	486	481	489	500	495	485	495	491	509
		2016/17	504	511	503	503	513	513	500	500	509	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	497	501	496	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	496	496
		number in quarter	132	151	120	96		113	131	116	109		133	148	110	105	

Our Performance 2018/19  
**AIM 3 : PEOPLE and RESOURCES**  
*Safety*

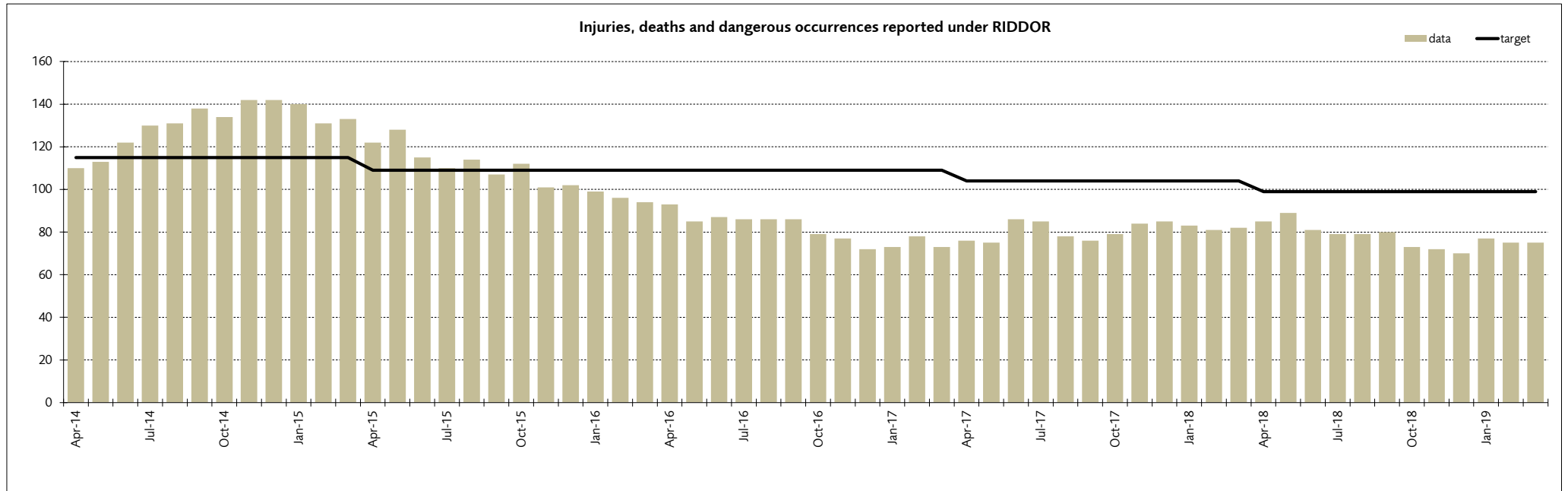
CO12			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADHS	Injuries from operational incidents rolling 12 month	2014/15	165	169	172	176	181	189	184	192	188	192	174	175	-
		2015/16	163	167	164	165	162	154	157	148	154	139	139	145	-
		2016/17	146	141	142	139	142	144	144	140	136	144	149	136	-
		2017/18	133	130	198	191	187	185	181	200	202	196	200	205	135
		2018/19	209	213	151	164	169	170	171	149	141	140	138	146	135



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	141	146	146
		number in quarter	34	43	32	27		96	30	49	30		42	49	20	35	

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CO13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADHS	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	77	75	75	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	75	75
		number in quarter	21	27	9	16		34	17	18	13		33	16	8	18	

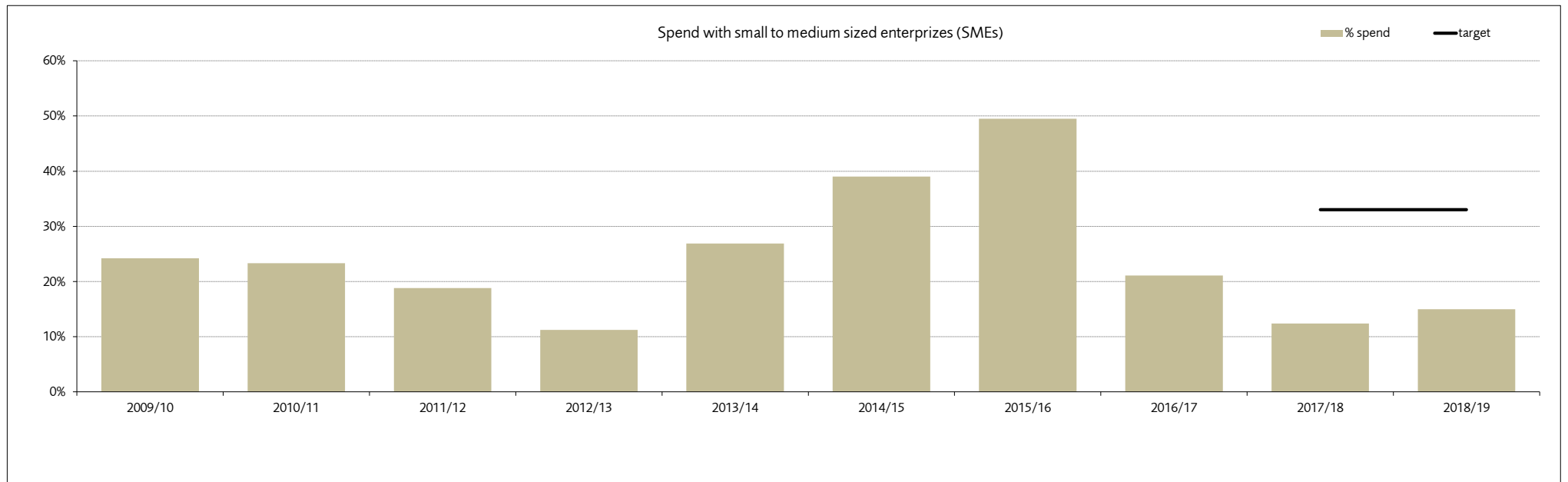
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			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX17A	RIDDOR - deaths	rolling 12 month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		number in quarter	0	0	0	0		0	0	0	0		0	0	0	0	
CX17B	RIDDOR - 'specified' injuries	rolling 12 month	1	1	1	1	1	5	4	4	4	4	2	6	9	11	11
		number in quarter	0	1	0	0		4	0	0	0		2	4	3	2	
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	85	84	70	71	71	80	71	81	78	78	79	74	61	64	64
		number in quarter	21	26	8	16		30	17	18	13		31	12	5	16	
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	5	5
		number in quarter	0	3	4	4		0	1	3	3		2	3	0	0	

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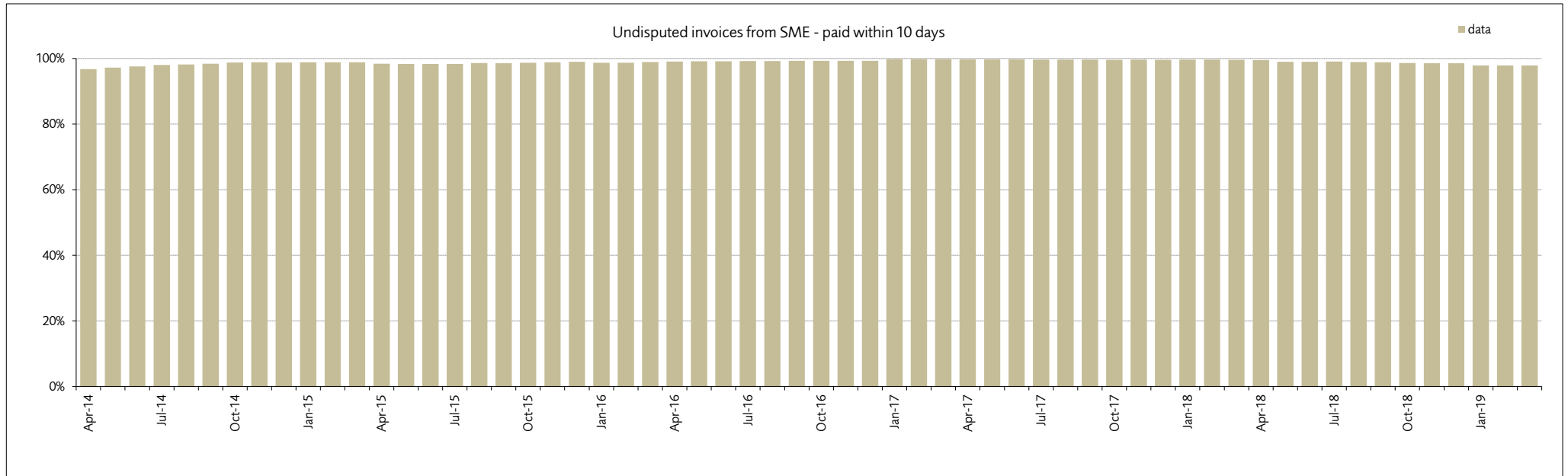
CO14			2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
ADP	Spend with small to medium sized enterprizes (SMEs) <i>Annual data</i>	Actual	24.2%	23.3%	18.8%	11.2%	26.9%	39.0%	49.5%	21.1%	12.4%	15.0%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.0%	33.0%





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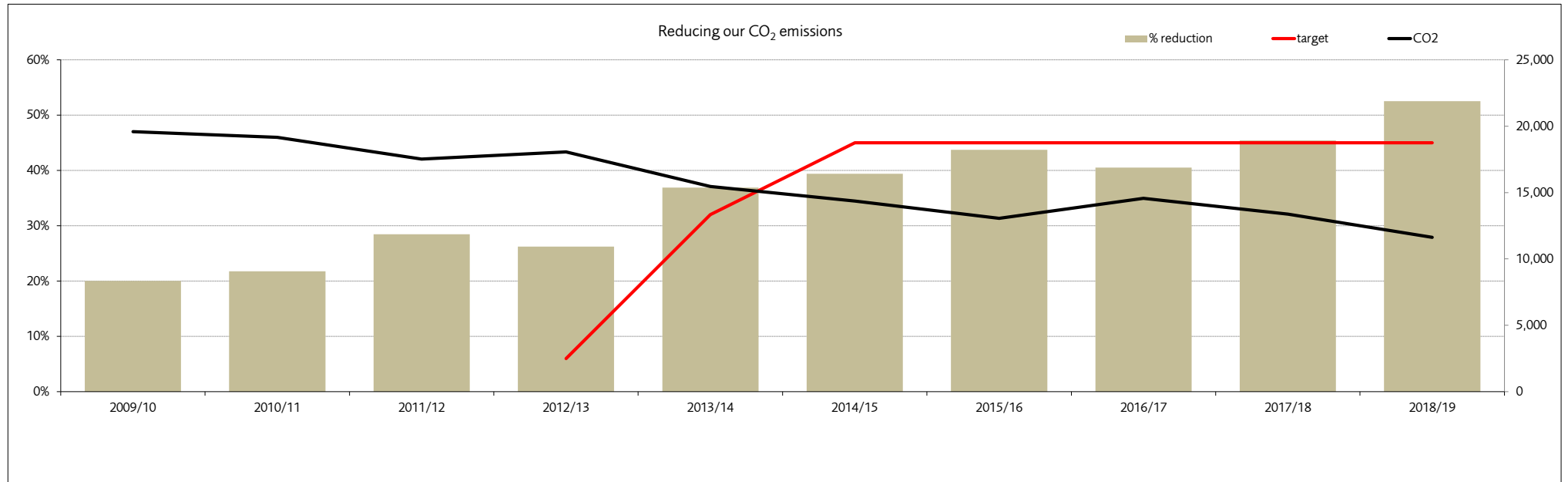
CX18			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ADF	Undisputed invoices from SME - paid within 10 days (%) rolling 12 month	2014/15	96.8%	97.2%	97.6%	98.1%	98.2%	98.5%	98.8%	98.8%	98.8%	98.9%	98.9%	98.9%
		2015/16	98.4%	98.4%	98.4%	98.4%	98.7%	98.6%	98.7%	98.9%	99.0%	98.7%	98.7%	99.0%
		2016/17	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%	97.9%	97.9%	97.9%



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%	97.9%	97.9%
		% in quarter	99.9%	99.8%	99.9%	99.7%		99.6%	99.5%	99.7%	99.7%		96.7%	98.8%	98.4%	97.1%	

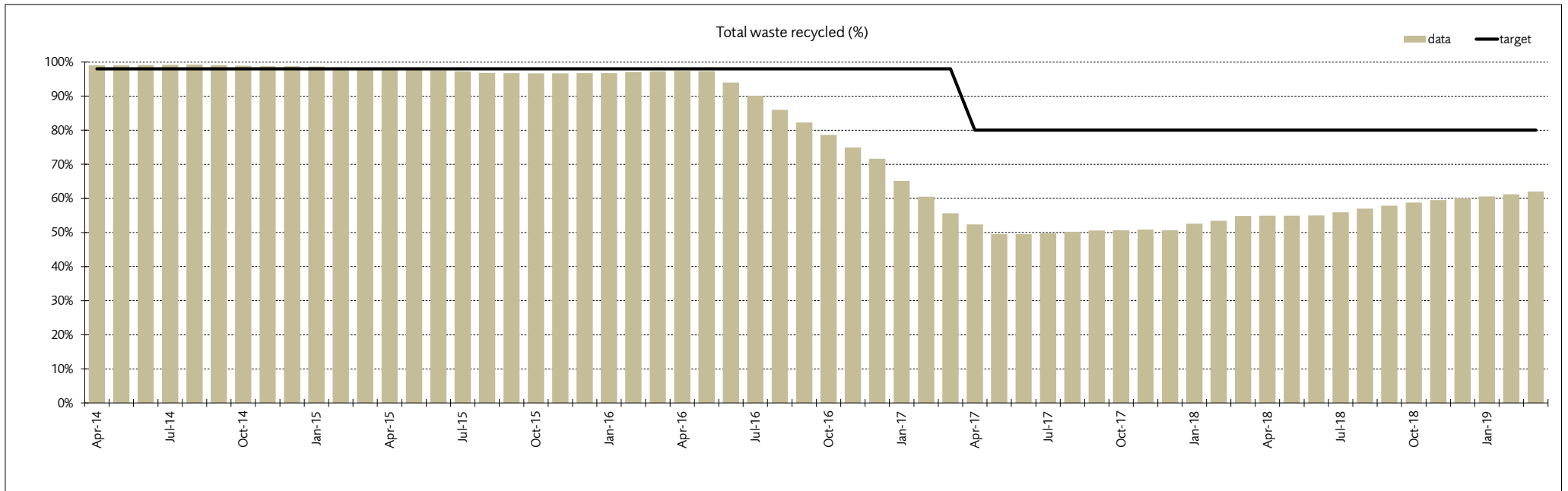
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CO15			Sustainability									
ADP	Reducing our CO <sub>2</sub> emissions <i>Annual data</i>	Total CO <sub>2</sub> (tn)	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
		% Change	20.0%	21.8%	28.5%	26.2%	36.9%	39.4%	43.7%	40.5%	45.4%	52.5%
		Target	0%	0%	0%	6%	32%	45%	45%	45%	45%	45%



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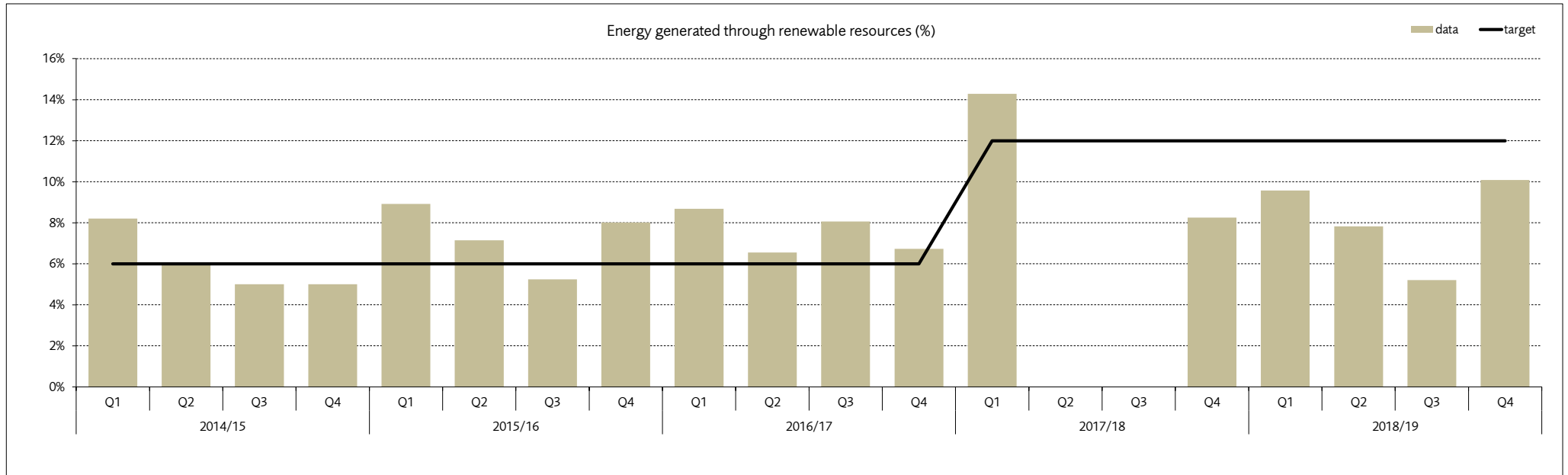
	IP20		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
ADTSS	Total waste recycled (%) rolling 12 month	2014/15	99.0%	99.0%	99.1%	99.2%	99.2%	99.1%	98.9%	98.8%	98.8%	98.7%	98.4%	98.2%	98%
		2015/16	98.0%	97.7%	97.5%	97.3%	96.9%	96.8%	96.7%	96.7%	96.7%	96.8%	97.1%	97.3%	98%
		2016/17	97.4%	97.3%	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%	60.6%	61.2%	62.0%	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	557,419	557,419
		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%	62.0%	62.0%
		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%	64.3%	

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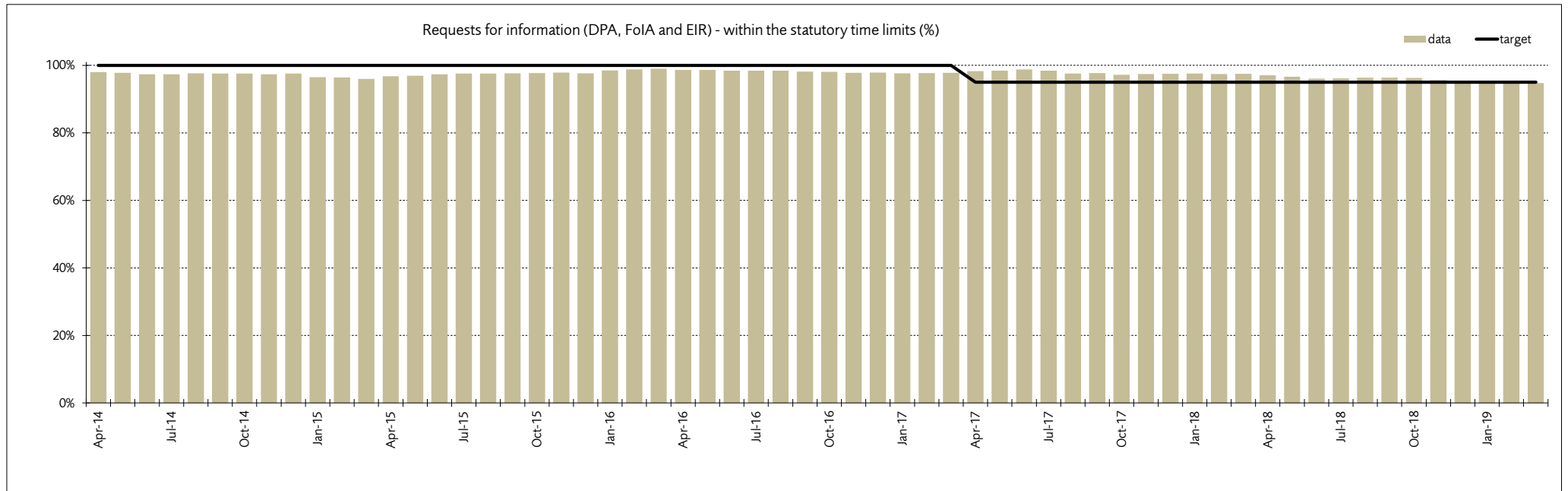
IP21			Q1	Q2	Q3	Q4	target
ADTSS	Energy generated through renewable resources (%) rolling 12 month	2014/15	8.2%	6.0%	5.0%	5.0%	6%
		2015/16	8.9%	7.2%	5.2%	8.0%	6%
		2016/17	8.7%	6.6%	8.1%	6.7%	6%
		2017/18	14.3%	n/a	n/a	8.3%	12%
		2018/19	9.6%	7.8%	5.2%	10.1%	12%



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

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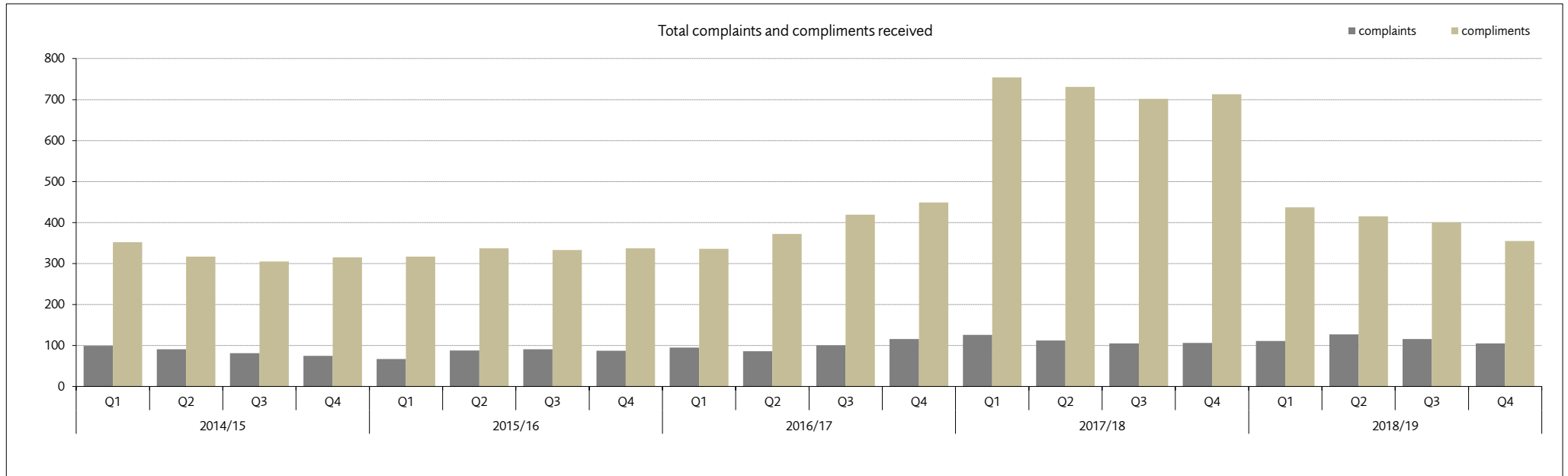
CO16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
CIO	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%) rolling 12 month	2014/15	98.0%	97.8%	97.4%	97.4%	97.7%	97.6%	97.6%	97.3%	97.6%	96.5%	96.5%	96.0%	100%
		2015/16	96.8%	97.0%	97.4%	97.6%	97.6%	97.6%	97.7%	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%	95.6%	95.3%	95.4%	94.8%	94.8%	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%	95.3%	94.8%	94.8%
		percentage in quarter	96.7%	98.9%	97.8%	97.8%		100%	95.2%	97.1%	97.6%		93.9%	96.3%	92.8%	95.5%	

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	IP22		Q1	Q2	Q3	Q4	target	IP23	Q1	Q2	Q3	Q4	target
DACC	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	105	down		437	415	401	355	up



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	105	105
		number in quarter	21	31	33	31		31	17	26	32		36	33	15	21	
IP23	Total compliments received	rolling 12 month	336	372	419	449	449	754	731	702	713	713	437	415	401	355	355
		number in quarter	87	139	112	111		392	116	83	122		116	94	69	76	

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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%	27.2%	27.2%
	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%	26.0%	
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	82,702	83,541	83,541
	number in quarter	26,316	17,010	23,866	26,386		29,077	19,855	20,480	19,228		26,342	15,665	21,467	20,067	
Participants of JFIS schemes	rolling 12 month	Annual data				131	Annual data				167	Annual data				119
	number in quarter															
Participants of LIFE schemes	rolling 12 month	663	634	625	630	630	587	598	637	635	635	642	645	657	646	646
	number in quarter	189	114	156	171		146	125	195	169		153	128	207	158	
Participants of Fire Cadets scheme <small>*July passout</small>	rolling 12 month	Annual data (includes graduate cadets)				191*	Annual data (includes graduate cadets)				252*	Annual data (includes graduate cadets) *Data for 2018/19 is not available				
	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%	3.3%	3.3%
	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%	3.7%	
Prosecutions made	rolling 12 month	4	4	4	5	5	10	10	11	10	10	6	4	2	2	2
	number in quarter	0	2	1	2		5	2	2	1		1	0	0	1	
Successful prosecutions	rolling 12 month	4	4	4	5	5	10	10	11	10	10	6	4	2	2	2
	number in quarter	0	2	1	2		5	2	2	1		1	0	0	1	
Prohibition notices served	rolling 12 month	28	42	46	51	51	52	49	55	64	64	70	70	56	49	49
	number in quarter	7	20	12	12		8	17	18	21		14	17	4	14	
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	6,811	6,811
	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	1,524	
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	378	378	374	412	412	488	563	645	677	677	641	635	600	634	634
	number in quarter	91	93	92	136		167	168	174	168		131	162	139	202	

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