

Corporate performance digest



1st 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

RAG Status for indicator with target

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

RAG Status for indicator without target

	better than previous 12 months
	worse than previous 12 months

Heads of service (HoS)

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

Keywords

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

Performance indicator data

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

Corporate Performance Digest - Q1 2018/19

Contents

Aim 1	Indicator	Description	Page No.
P r e v e n t i o n a n d P r o t e c t i o n	H1	No. of boroughs below national average	1
	IP1	Fires - all	2
	H2	Dwelling fires - all	3
	H3	All non domestic primary fires in RRO properties	4
	H4	Fires in care homes & sheltered housing	5
	IP2	Arson incidents - all deliberate fires	6
	IP3	Outdoor rubbish fires - all	7
	CX1	Special services - all	8
	IP4	Road traffic collisions	9
	IP5	Effecting entry/exit	10
	CX2	Weather related flooding	11
	H5	Fire-related fatalities - 10 yr. average	12
	H6	Accidental fire deaths in the home	13
	CX3A	Fire deaths - all	14
	CX3B	Fatal fires - 10 yr. average	15
	CX3C	Deaths arising from fires in dwellings	16
	H7	Injuries from fire - 5 yr. average	17
	CX3E	Serious fire injuries	18
	CX4A	Deaths at special services	19
	CX4B	Injuries at special services	20
	IP6	Casualties at road traffic collisions	21
	H8	HFSVs by LFB staff	22
	CX5	Priority HFSVs - high risk people / places	23
	H9	Educating young people on the risks	24
	CO1	Time spent by station staff on community safety	25
	H10	All fire safety inspections / audits carried out	26
	IP7	Consultations received % response	27
	CO2	Alleged fire risks responded to within 3 hrs.	28
	CX6	Fire safety inspections / audits in high risk premises	29
	H11	False alarms due to AFAs - non domestic	30
	CX7	AFA's in all buildings	31
	IP8	Shut in lift releases	32

Aim 2	Indicator	Description	Page No.
R e s p o n s e a n d R e s i l i e n c e	CX8A	Number of 999 calls answered	33
	CX8B	Average time to answer an emergency (999) call	34
	CO3	Emergency 999 calls - % answered within 7 seconds	35
	IP9	Number of non-attended calls due to call filtering	36
	H12	Average time to deal with a 999 call (attended calls) in Control	37
	H13	Average arrival time - first appliance	38
	H14	Average arrival time - second appliance	39
	H15	Incidents with 1st appliance arrival time 10 minutes or less	40
	H16	Incidents with 1st appliance arrival time 12 minutes or less	41

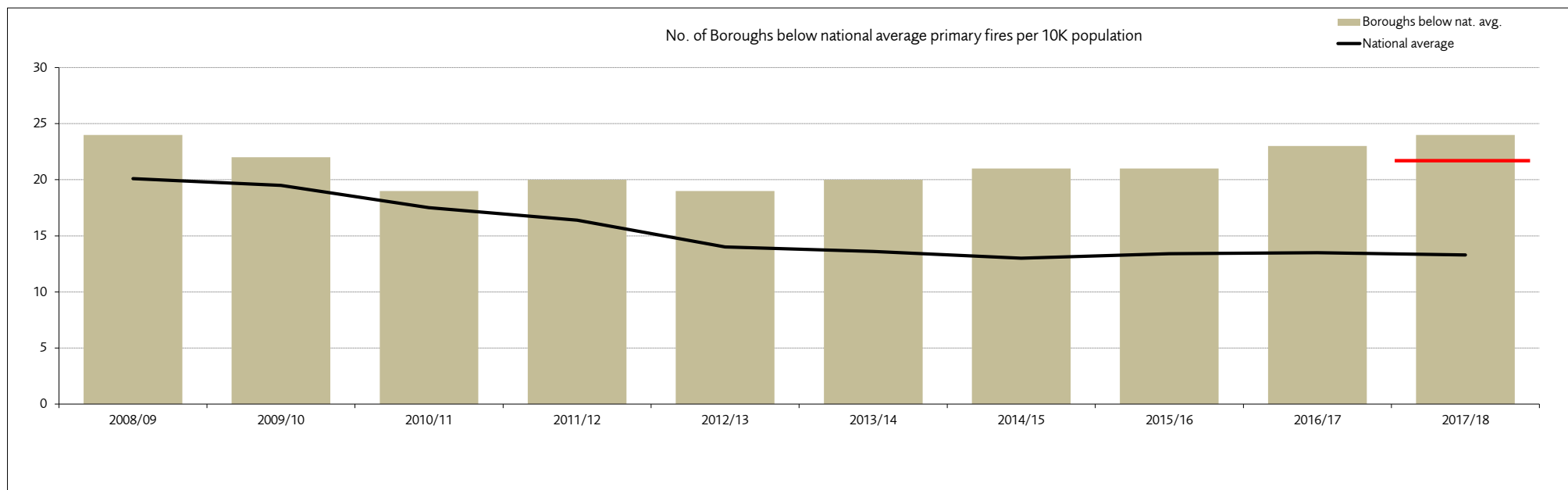
Aim 3	Indicator	Description	Page No.
P e o p l e a n d R e s o u r c e s	CO6A	Working days lost to sickness - operational staff	42
	CO6B	Working days lost to sickness - FRS staff	43
	CO6C	Working days lost to sickness - control staff	44
	IP10A	Number of apprentices employed by the Brigade (FTE)	45
	IP10B	Number of apprentices employed by contractors (FTE)	45
	CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	46
	CO7B	Improve the gender diversity of each trainee firefighter intake	46
	CO8	Gender diversity (men) of control staff	47
	CO9	Ethnic diversity (BAME) of FRS staff top earners	47
	CO10A	Pay ratio between highest and median salary	48
	CO10B	Gender pay gap - all staff (median)	48
	CX10-CX13	Workforce composition	49
	CX14	Promoted staff context measures	50
	CX15	Top earner context measures	51
	CX16	Voluntary leavers context measures	52
	IP19	Contractor staff paid London's Living Wage	53
	CO11	Road traffic collisions involving brigade vehicles	54
	CO12	Injuries from operational incidents	55
	CO13	RIDDOR events	56
	CX17	RIDDOR context measures	57
	CO14	Spend with small to medium sized enterprises (SMEs)	58
	CX18	Undisputed invoices from SME - paid within 10 days	59
	CO15	Reducing our CO ₂ emissions	60
	IP20	Total waste recycled (%)	61
	IP21	Energy generated through renewable resources (%)	62
	CO16	Requests for information (DPA, FoIA and EIR)	63
	IP22	Total complaints / compliments	64
		Additional measures	65
		Index	66-67

Corporate Performance Digest - Q1 2018/19

AIM 1 : PREVENTION and PROTECTION

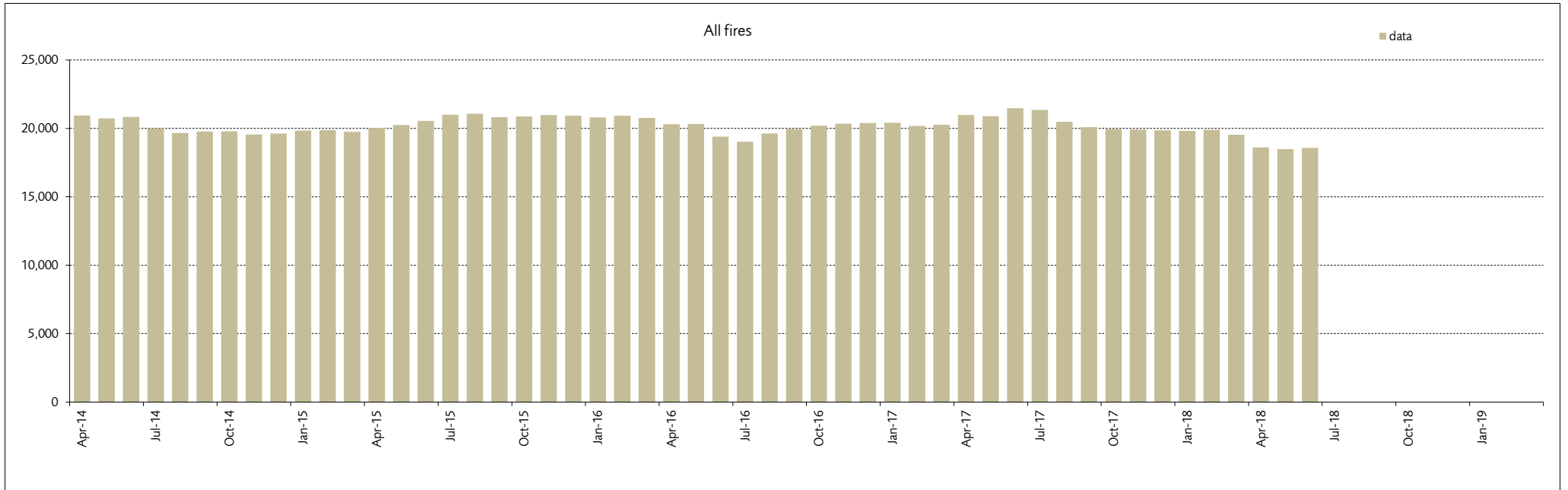
Fairness

	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	18,579										down

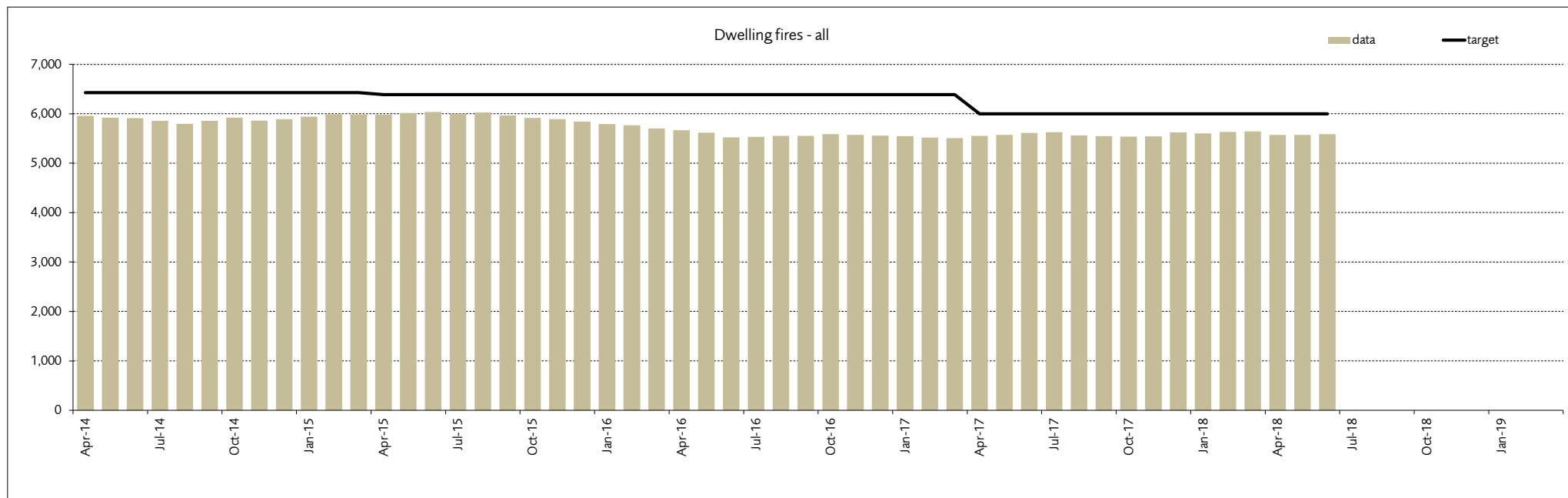


HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP1	All fires	rolling 12 month	19,392	19,943	20,391	20,271	20,271	21,486	20,092	19,863	19,536	19,536	18,579				
		per 10,000 population	22.4	23.0	23.5	23.4	23.4	24.5	22.9	22.6	22.3	22.3	21.1				
		number in quarter	4,995	6,333	4,856	4,087		6,210	4,939	4,627	3,760		5,253				

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	5,554	5,573	5,614	5,630	5,564	5,549	5,538	5,542	5,624	5,604	5,635	5,641	6,000
		2018/19	5,571	5,573	5,587										6,000



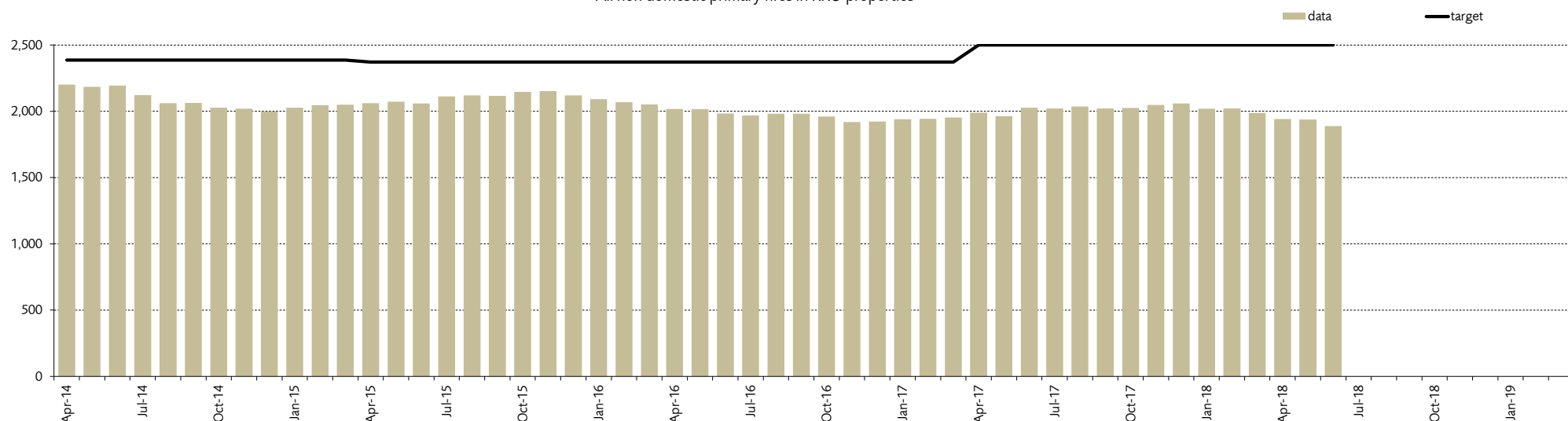
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H2	Dwelling fires - all	rolling 12 month	5,524	5,554	5,558	5,508	5,508	5,614	5,549	5,624	5,641	5,641	5,587				
		per 10,000 dwellings	15.99	16.08	16.09	15.94	15.94	16.19	16.00	16.21	16.26	16.26	16.11				
		number in quarter	1,337	1,432	1,411	1,328		1,443	1,367	1,486	1,345		1,389				

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	1,990	1,963	2,027	2,021	2,037	2,022	2,025	2,048	2,060	2,020	2,021	1,987	2,500
		2018/19	1,942	1,938	1,888										2,500

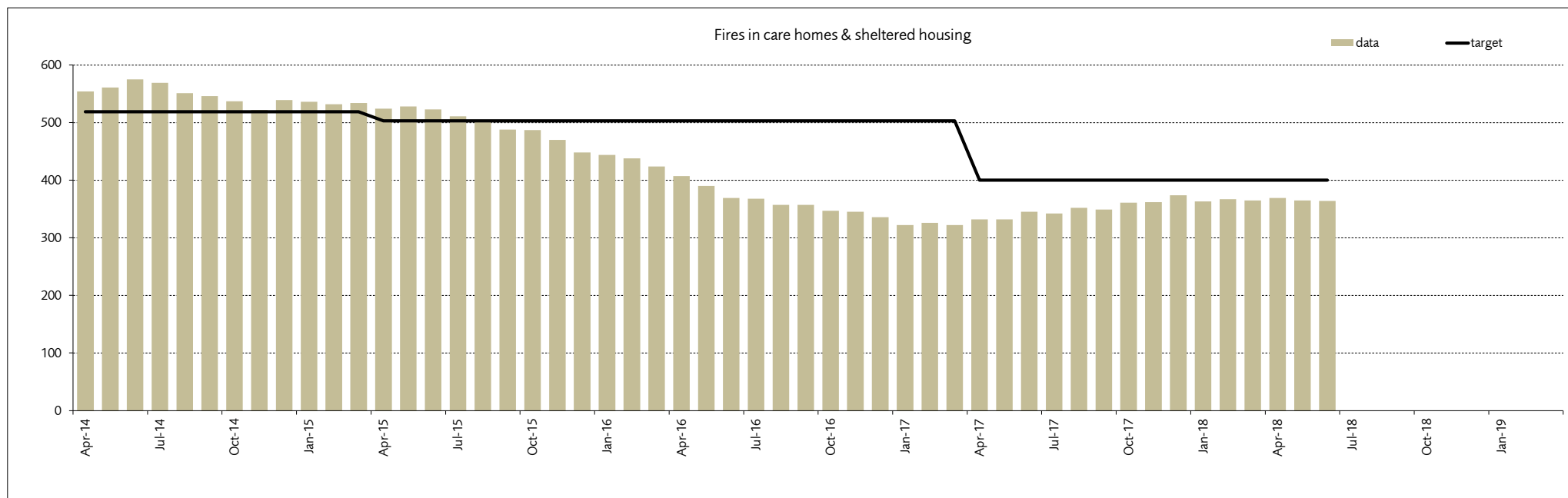
All non domestic primary fires in RRO properties



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	2,027	2,022	2,060	1,987	1,987	1,888				
		per 10,000 non domestic properties	66.57	66.50	64.49	65.53	65.53	68.94	68.77	70.06	67.57	67.57	64.21				
		number in quarter	483	515	451	504		557	510	489	431		458				

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

H4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fires in care homes & sheltered housing <i>rolling 12 month</i>	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	332	332	345	342	352	349	361	362	374	363	367	365	400
		2018/19	369	365	364										400

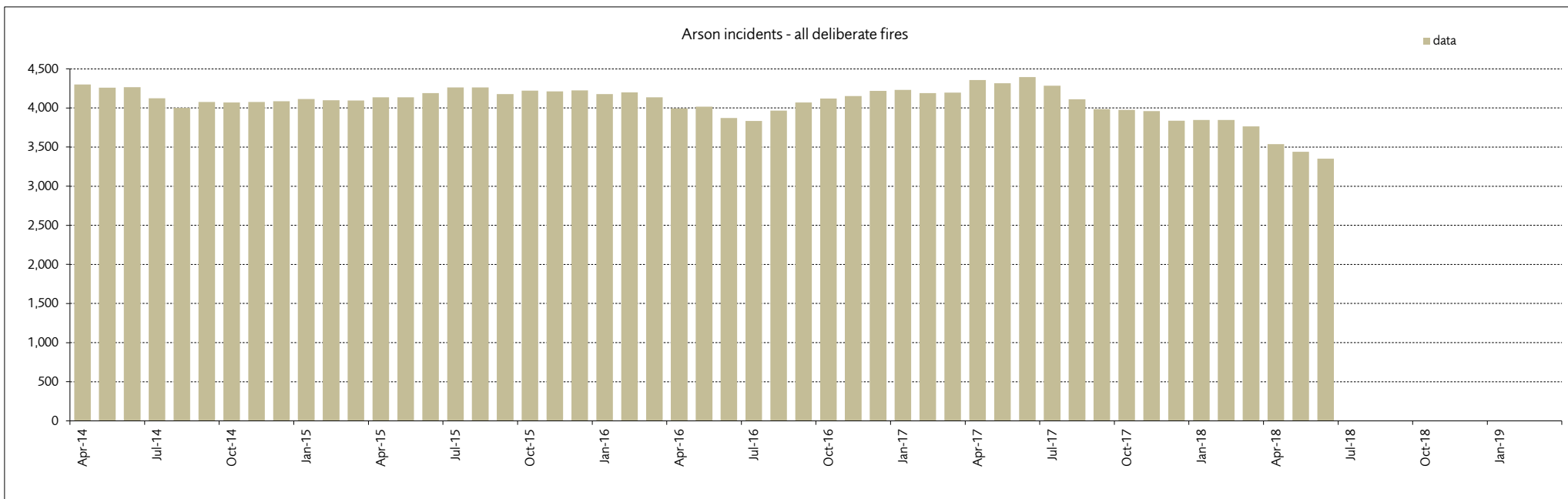


HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H4	Fires in care homes & sheltered housing	rolling 12 month	369	357	336	322	322	345	349	374	365	365	364				
		number in quarter	70	87	70	95		93	91	95	86		92				

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	4,286	4,111	3,985	3,976	3,960	3,836	3,848	3,848	3,764	down
		2018/19	3,538	3,439	3,352										down



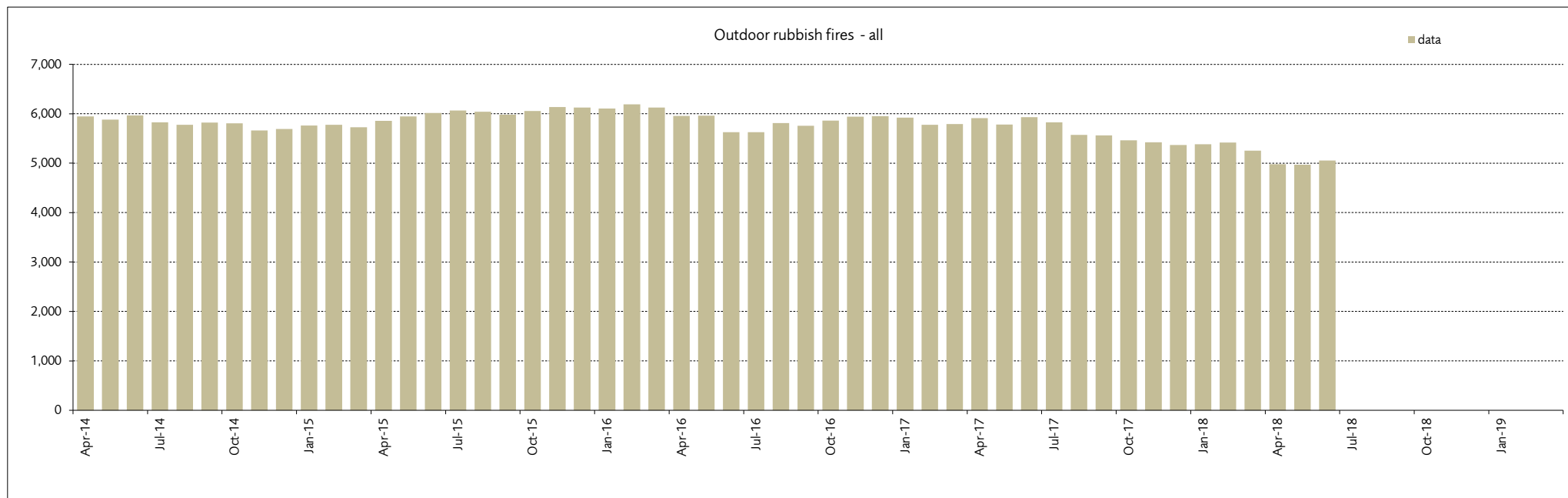
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP2	Arson incidents - all deliberate fires	rolling 12 month	3,871	4,071	4,219	4,197	4,197	4,396	3,985	3,836	3,764	3,764	3,352				
		per 10,000 population	4.47	4.70	4.87	4.84	4.84	5.01	4.54	4.37	4.29	4.29	3.80				
		number in quarter	1,024	1,329	1,080	764		1,223	918	931	692		811				

Corporate Performance Digest - Q1 2018/19

AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

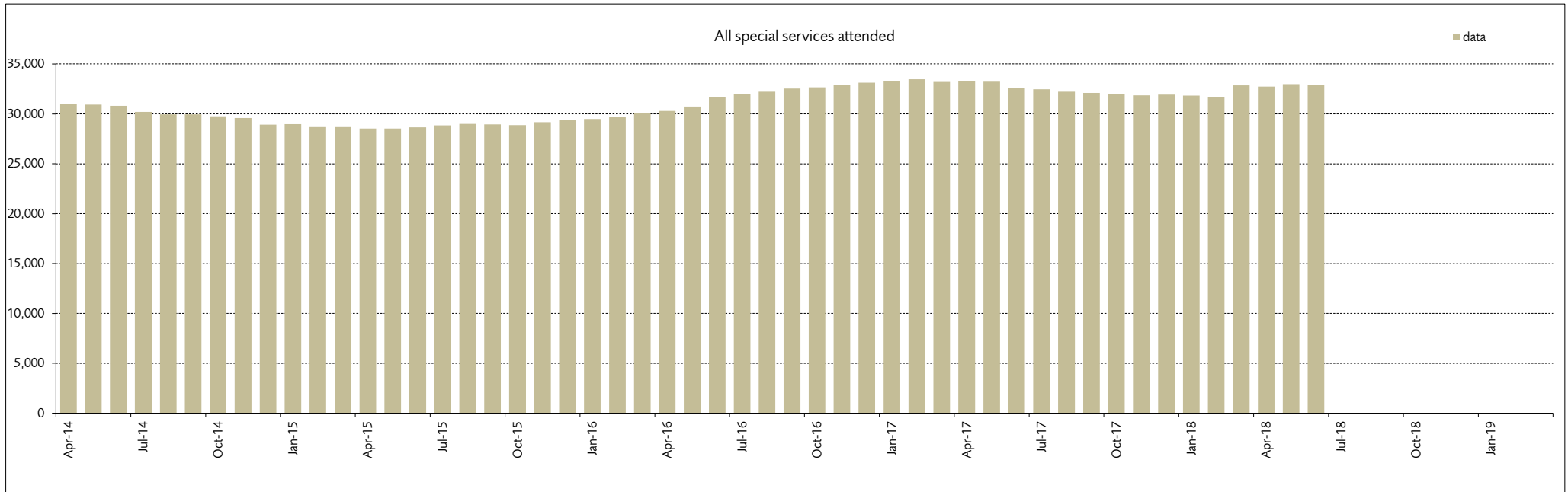
IP3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Outdoor rubbish fires - all rolling 12 month	2014/15	5,946	5,881	5,968	5,829	5,779	5,820	5,805	5,664	5,693	5,760	5,776	5,726	down
		2015/16	5,859	5,946	6,019	6,067	6,043	5,981	6,055	6,136	6,124	6,107	6,193	6,124	down
		2016/17	5,959	5,963	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										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				
		number in quarter	1,575	1,677	1,470	1,068		1,715	1,310	1,273	958		1,511				

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

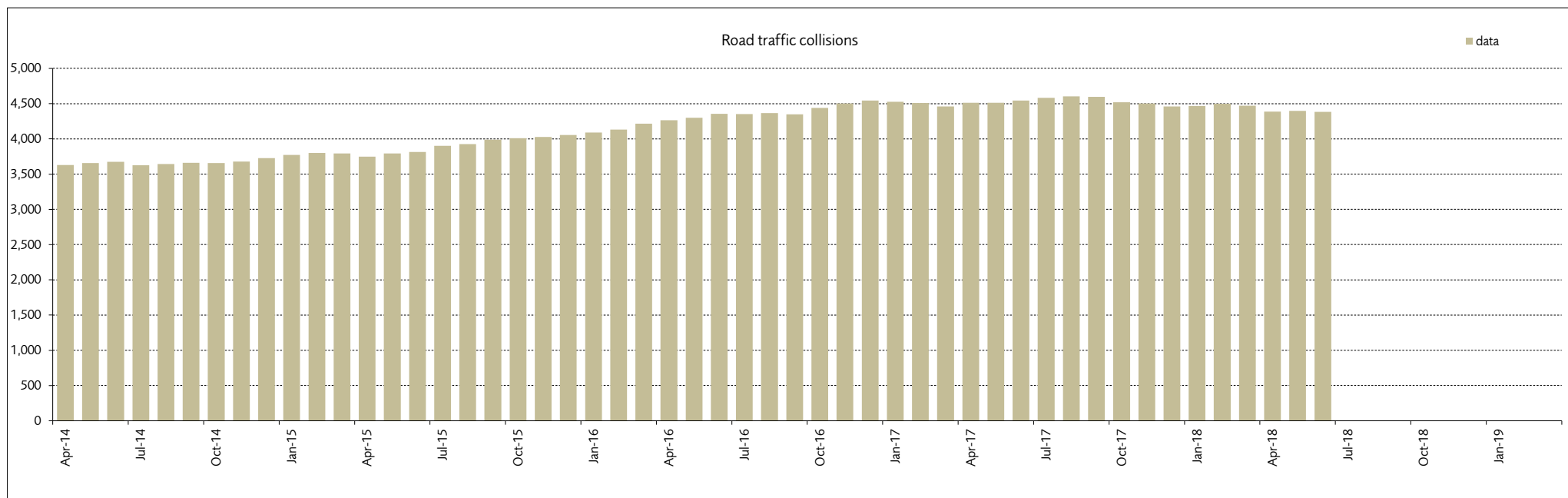
CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	2014/15	30,982	30,917	30,811	30,200	29,952	29,956	29,763	29,575	28,922	28,972	28,686	28,682
		2015/16	28,526	28,527	28,663	28,853	28,992	28,944	28,871	29,160	29,366	29,483	29,668	30,067
		2016/17	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	32,933									



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				
		number in quarter	8,785	8,728	8,170	7,525		8,149	8,262	7,997	8,454		8,220				

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

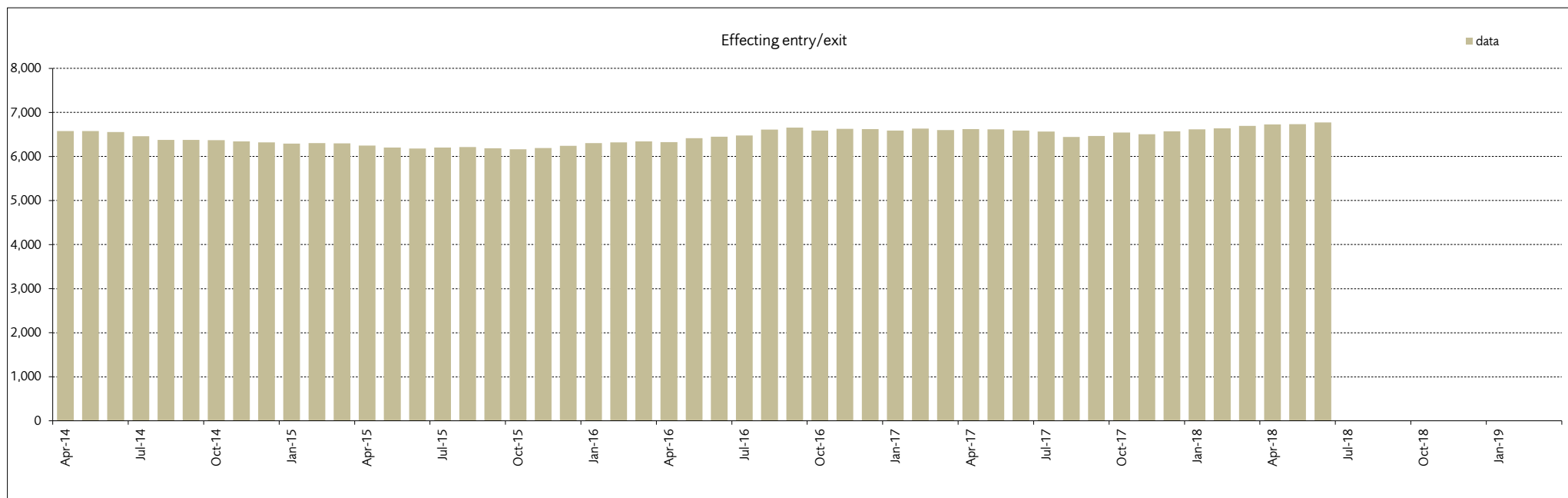
IP4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Road traffic collisions rolling 12 month	2014/15	3,630	3,657	3,675	3,626	3,644	3,660	3,656	3,677	3,726	3,772	3,799	3,793	down
		2015/16	3,747	3,794	3,813	3,903	3,925	3,988	4,010	4,029	4,057	4,089	4,131	4,215	down
		2016/17	4,264	4,298	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										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				
		number in quarter	1,129	1,126	1,233	974		1,211	1,178	1,099	983		1,123				

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

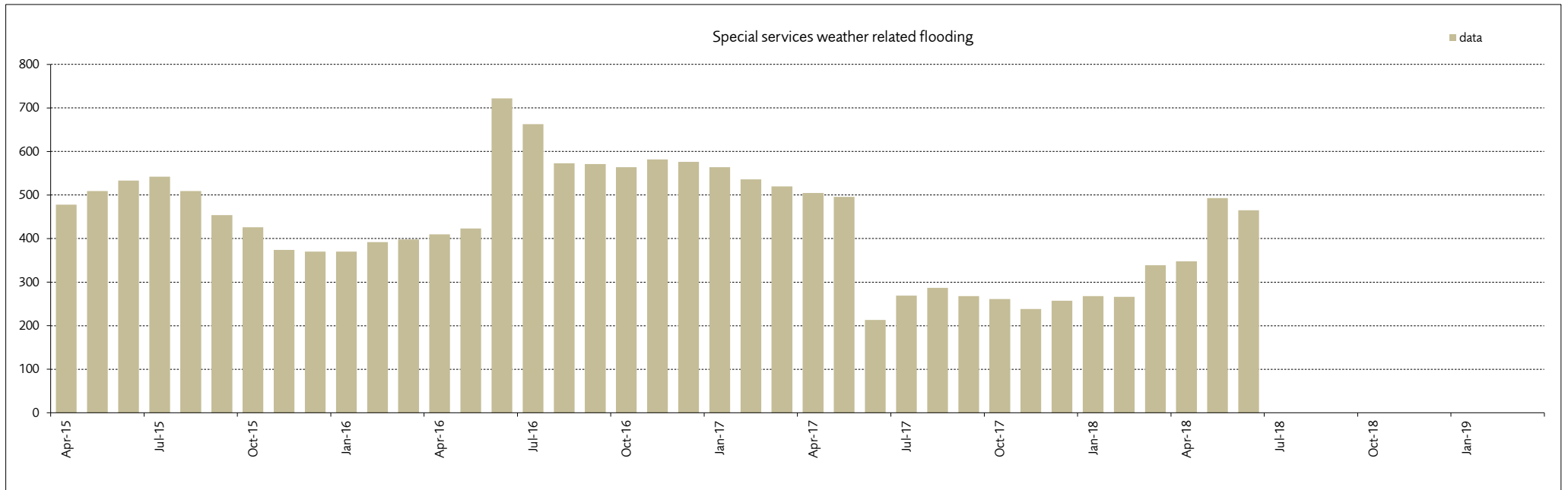
IP5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Effecting entry/exit rolling 12 month	2014/15	6,578	6,578	6,554	6,462	6,378	6,378	6,372	6,343	6,322	6,291	6,302	6,296	down
		2015/16	6,246	6,202	6,179	6,203	6,214	6,187	6,165	6,193	6,243	6,304	6,323	6,341	down
		2016/17	6,329	6,416	6,449	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										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				
		number in quarter	1,680	1,881	1,583	1,458		1,665	1,762	1,690	1,578		1,744				

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									



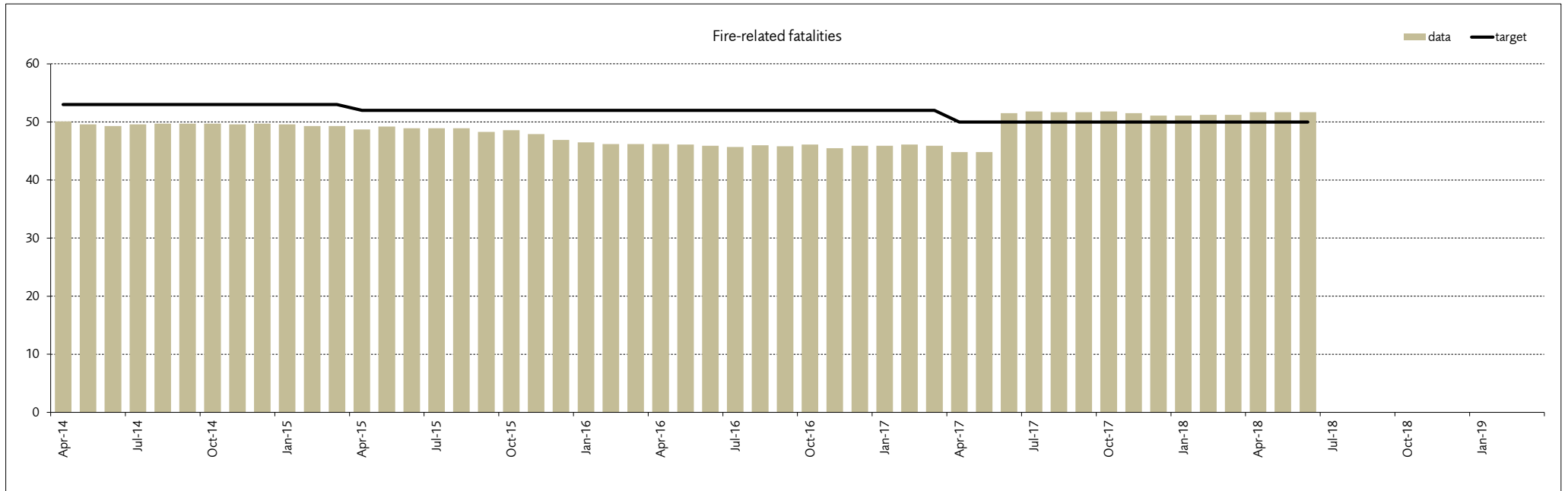
HoOP			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX2	Special services Weather related flooding	rolling 12 month	722	571	576	520	520	213	268	257	339	339	465				
		number in quarter	387	49	52	32		80	104	41	114		206				

Corporate Performance Digest - Q1 2018/19

AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

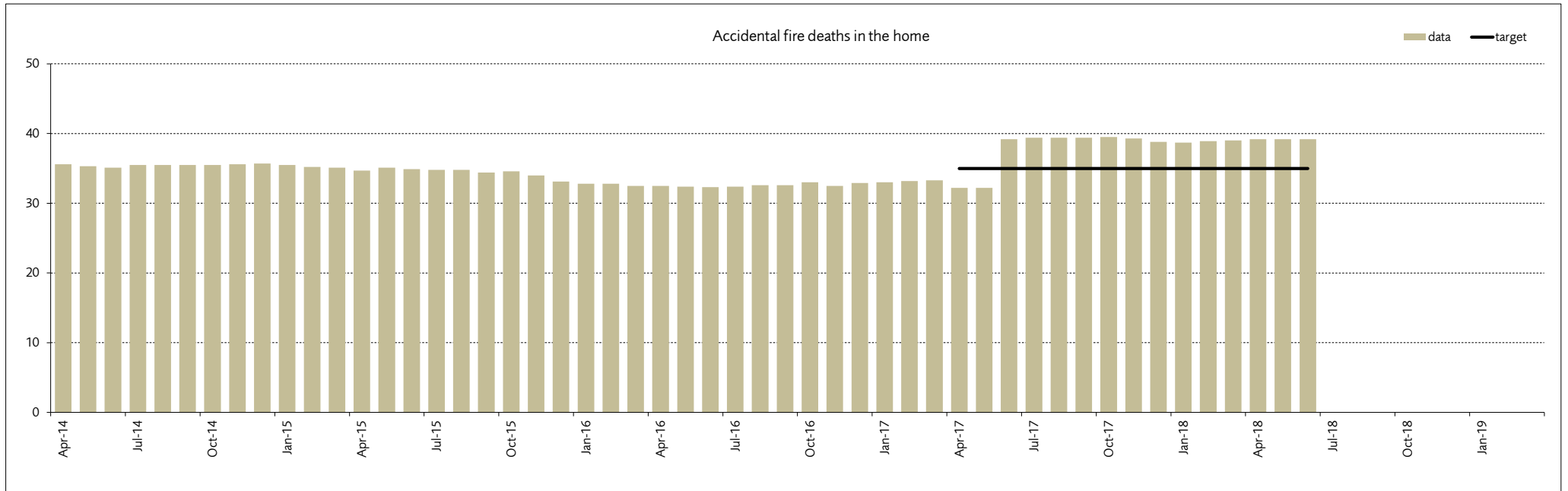
H5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	2014/15	50	50	49	50	50	50	50	50	50	50	49	49	53
		2015/16	49	49	49	49	49	48	49	48	47	47	46	46	52
		2016/17	46	46	46	46	46	46	46	46	46	46	46	46	52
		2017/18	45	45	52	52	52	52	52	52	51	51	51	51	50
		2018/19	52	52	52										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				
		rolling 12 month	35	39	46	44		109	108	103	109		43				
		per 100,000 population	0.40	0.45	0.53	0.51	0.51	1.24	1.23	1.17	1.24	1.24	0.49				
		number in quarter	10	9	14	11		75	8	9	17		9				

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

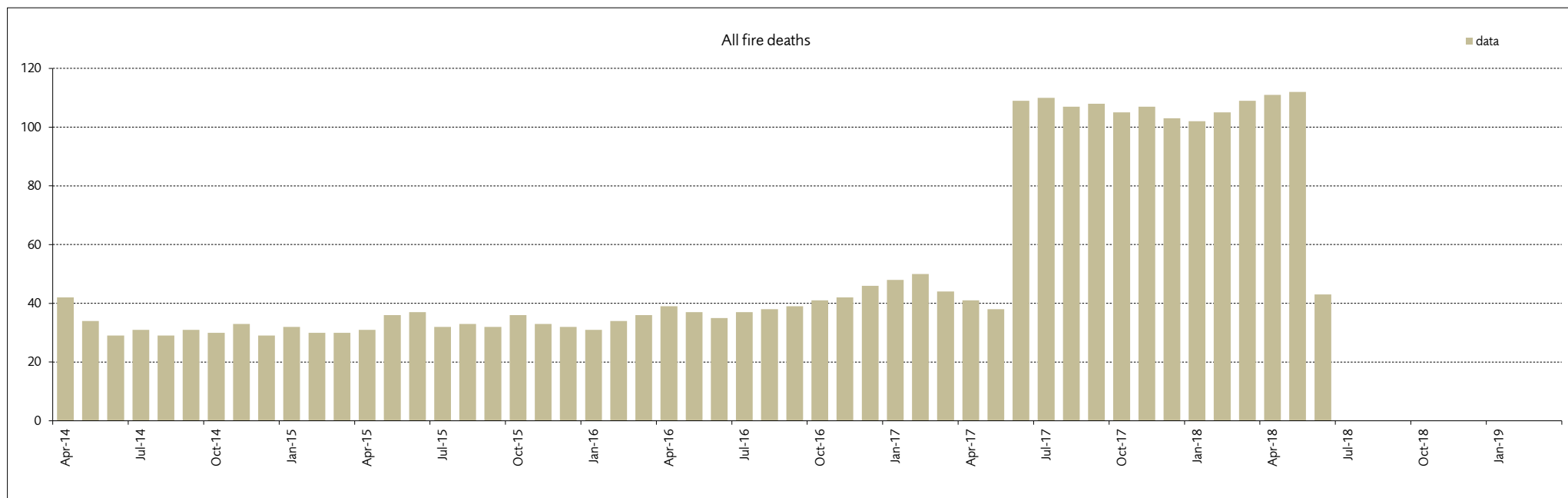
H6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Accidental fire deaths in the home 10 yr. average	2014/15	36	35	35	36	36	36	36	36	36	36	35	35	-
		2015/16	35	35	35	35	35	34	35	34	33	33	33	33	-
		2016/17	33	32	32	32	33	33	33	33	33	33	33	33	-
		2017/18	32	32	39	39	39	39	40	39	39	39	39	39	35
		2018/19	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	39	39	39	39	39				
		rolling 12 month	19	24	35	39		107	105	98	100		31				
		per 100,000 population	0.22	0.28	0.40	0.45	0.45	1.22	1.20	1.12	1.14	1.14	0.35				
		number in quarter	6	8	14	11		74	6	7	13		5				

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

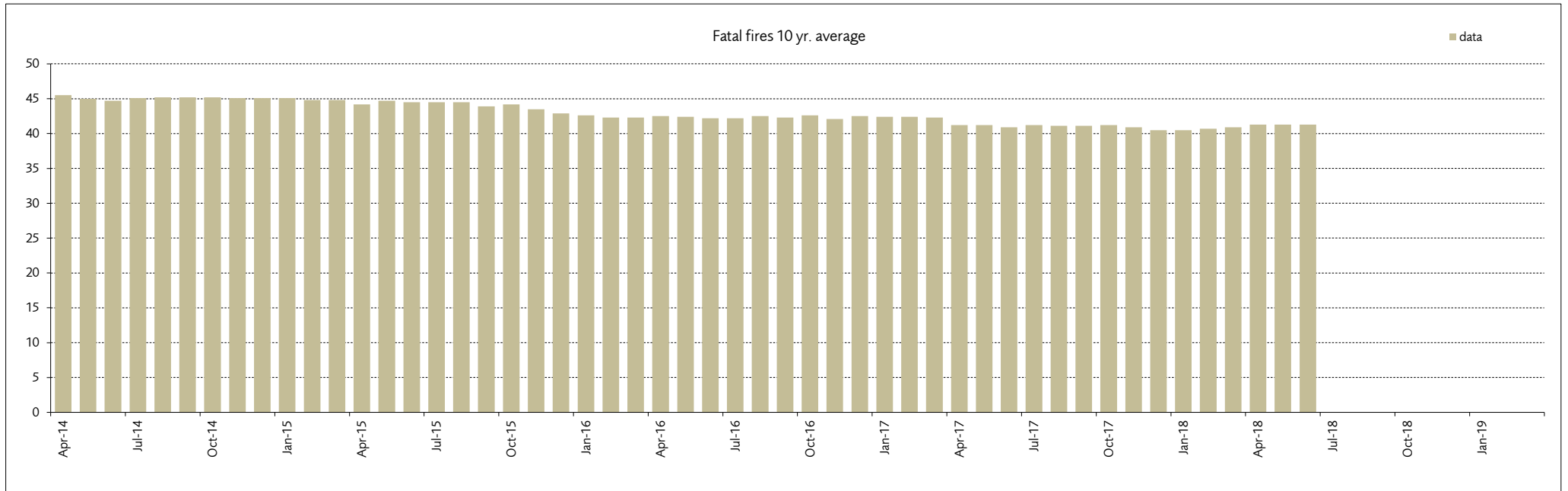
CX3A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All fire deaths rolling 12 month	2014/15	42	34	29	31	29	31	30	33	29	32	30	30
		2015/16	31	36	37	32	33	32	36	33	32	31	34	36
		2016/17	39	37	35	37	38	39	41	42	46	48	50	44
		2017/18	41	38	109	110	107	108	105	107	103	102	105	109
		2018/19	111	112	43									



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	103	109	109	43				
		number in quarter	10	9	14	11		75	8	9	17		9				

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

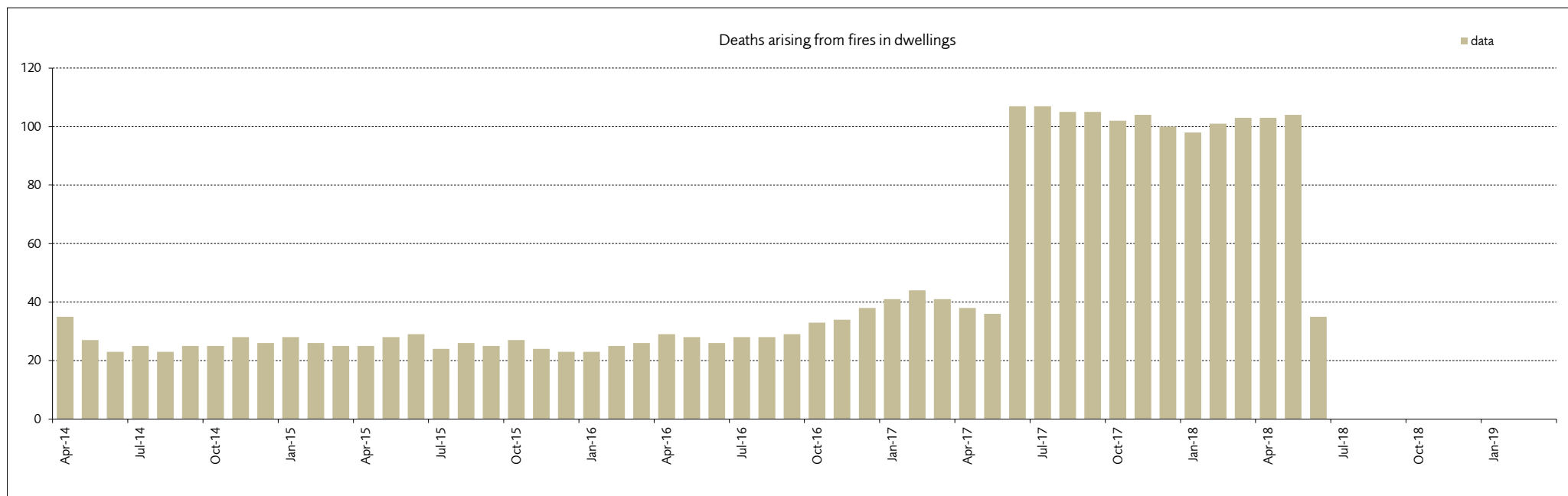
CX3B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Fatal fires 10 yr. average	2014/15	45.5	45.0	44.7	45.1	45.2	45.2	45.2	45.1	45.1	45.1	44.8	44.8
		2015/16	44.2	44.7	44.5	44.5	44.5	43.9	44.2	43.5	42.9	42.6	42.3	42.3
		2016/17	42.5	42.4	42.2	42.2	42.5	42.3	42.6	42.1	42.5	42.4	42.4	42.3
		2017/18	41.2	41.2	40.9	41.2	41.1	41.1	41.2	40.9	40.5	40.5	40.7	40.9
		2018/19	41.3	41.3	41.3									



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	40.5	40.9	40.9	41.3				
		rolling 12 month	35	39	46	41	41	36	35	30	38	38	41				
		number in quarter	10	9	14	8		5	8	9	16		8				

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

CX3C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths arising from fires in dwellings rolling 12 month	2014/15	35	27	23	25	23	25	25	28	26	28	26	25
		2015/16	25	28	29	24	26	25	27	24	23	23	25	26
		2016/17	29	28	26	28	28	29	33	34	38	41	44	41
		2017/18	38	36	107	107	105	105	102	104	100	98	101	103
		2018/19	103	104	35									

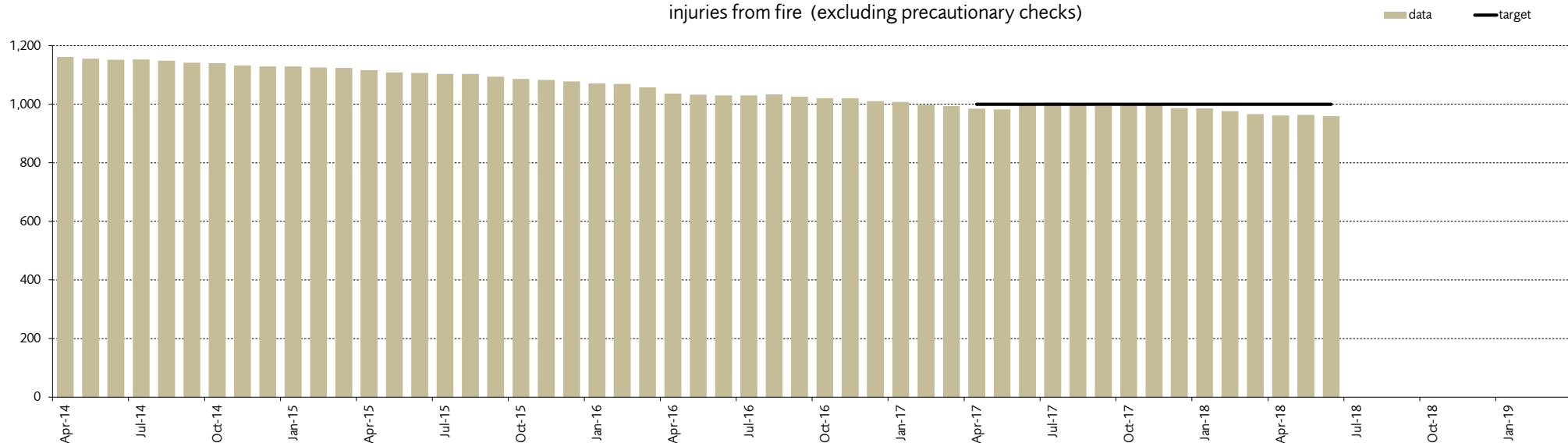


HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX3C	Deaths arising from fires in dwellings	rolling 12 month	26	29	38	41	41	107	105	100	103	103	35				
		number in quarter	8	8	14	11		74	6	9	14		6				

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										1,000

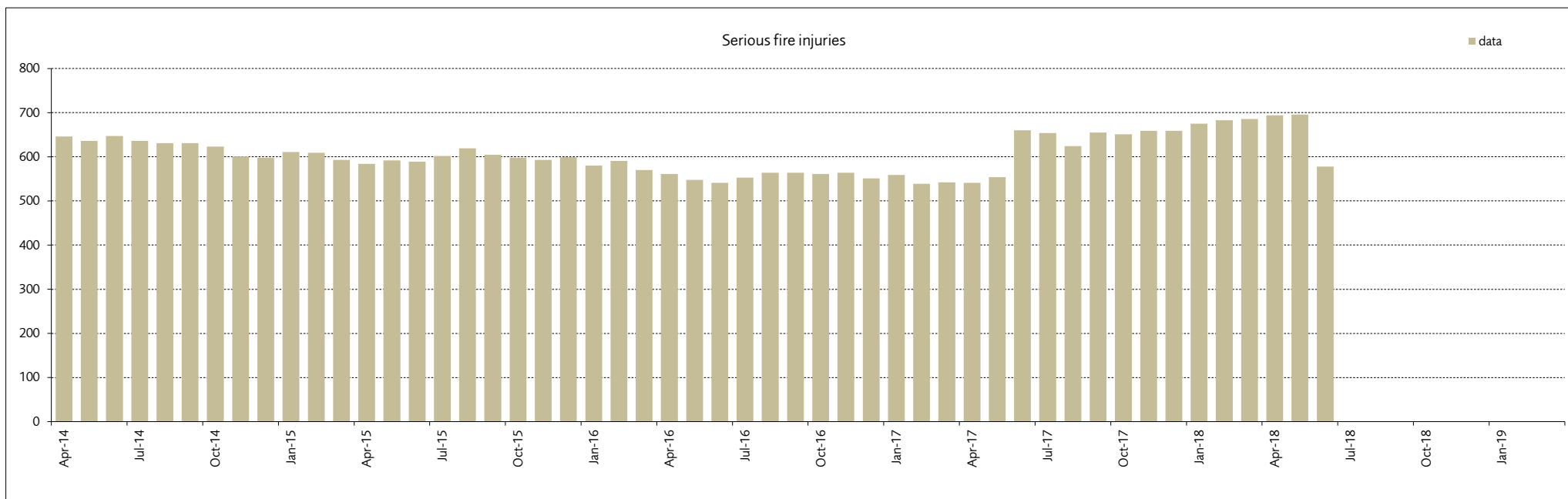
injuries from fire (excluding precautionary checks)



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				
		rolling 12 month	899	927	889	851	851	993	991	1,036	1,045	1,045	930				
		number in quarter	192	252	204	203		334	250	249	212		219				

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

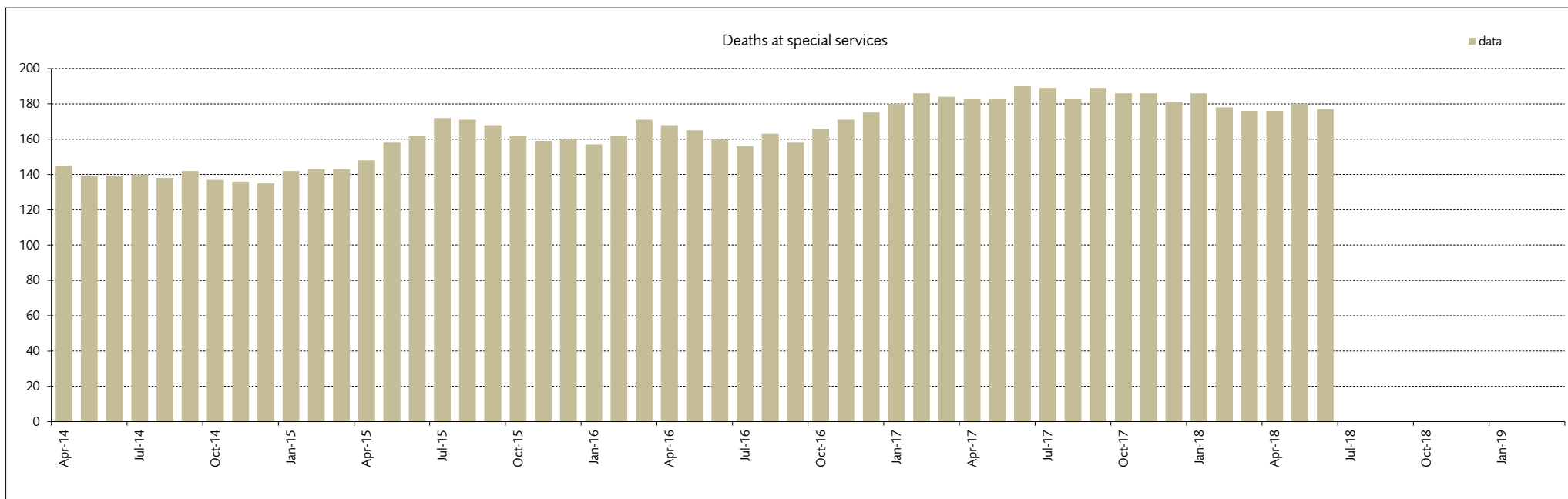
CX3E			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Serious fire injuries rolling 12 month	2014/15	646	636	647	636	631	631	623	601	598	611	609	593
		2015/16	584	592	589	602	619	605	598	593	599	580	591	570
		2016/17	561	548	541	553	564	564	561	564	551	559	539	542
		2017/18	541	554	660	654	624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



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				
		number in quarter	126	154	134	128		244	149	138	155		136				

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

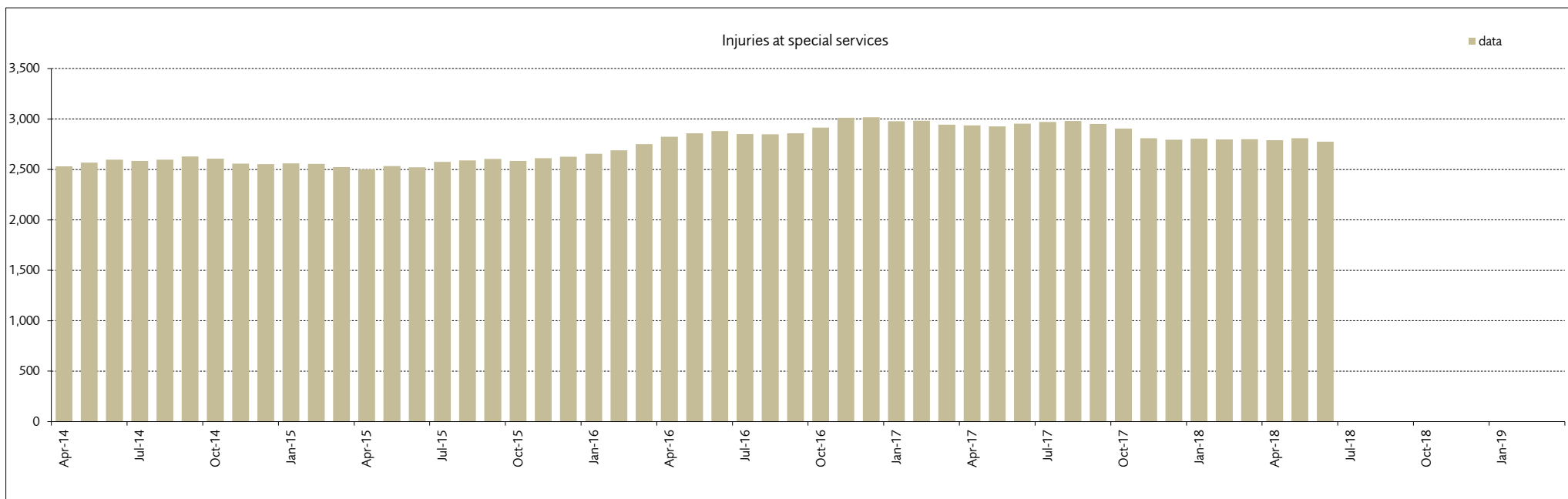
CX4A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths at special services rolling 12 month	2014/15	145	139	139	140	138	142	137	136	135	142	143	143
		2015/16	148	158	162	172	171	168	162	159	160	157	162	171
		2016/17	168	165	160	156	163	158	166	171	175	180	186	184
		2017/18	183	183	190	189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



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				
		number in quarter	33	42	50	59		39	41	42	54		40				

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

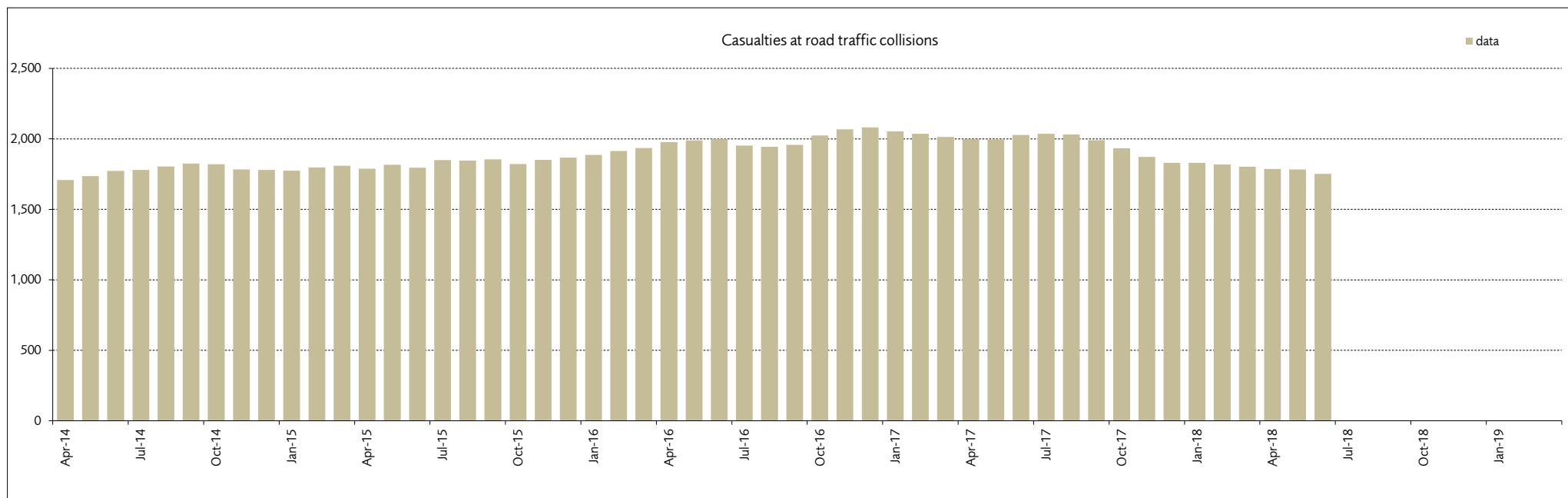
CX4B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Injuries at special services rolling 12 month	2014/15	2,532	2,568	2,598	2,585	2,597	2,629	2,606	2,557	2,554	2,559	2,555	2,524
		2015/16	2,502	2,533	2,521	2,574	2,590	2,603	2,585	2,611	2,625	2,656	2,689	2,751
		2016/17	2,824	2,859	2,881	2,851	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									



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				
		number in quarter	763	766	811	604		772	764	655	609		747				

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

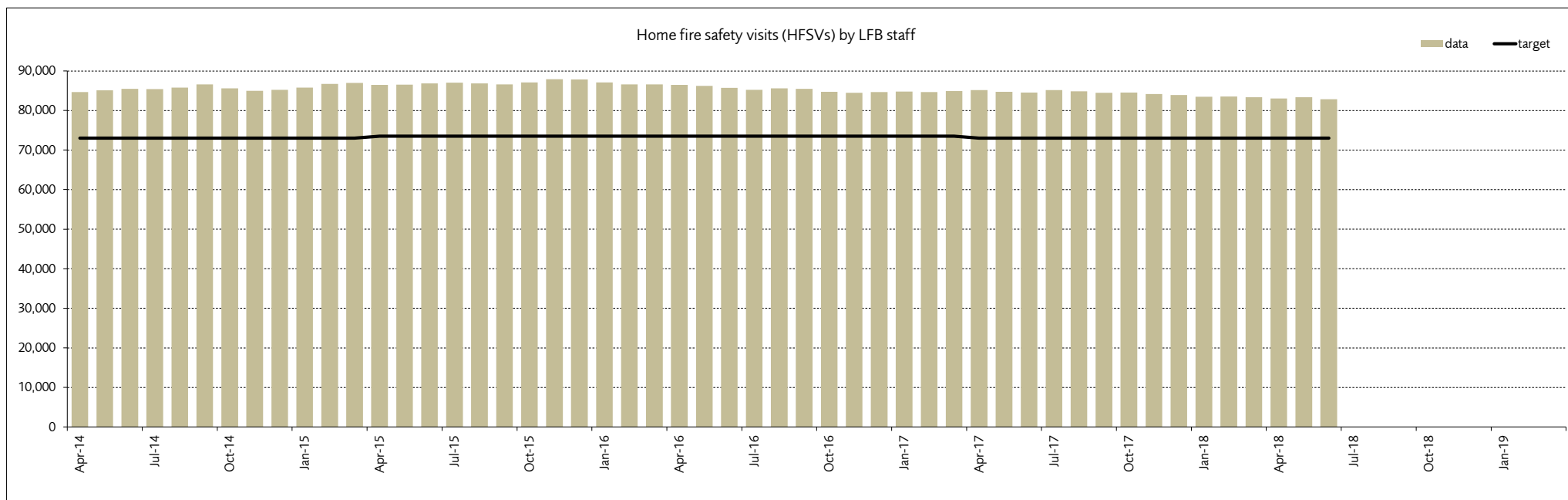
IP6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Casualties at road traffic collisions rolling 12 month	2014/15	1,708	1,737	1,772	1,779	1,804	1,826	1,820	1,783	1,779	1,774	1,798	1,809	down
		2015/16	1,789	1,816	1,795	1,849	1,846	1,854	1,821	1,851	1,867	1,886	1,914	1,936	down
		2016/17	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										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				
		number in quarter	512	511	563	427		526	475	402	400		475				

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

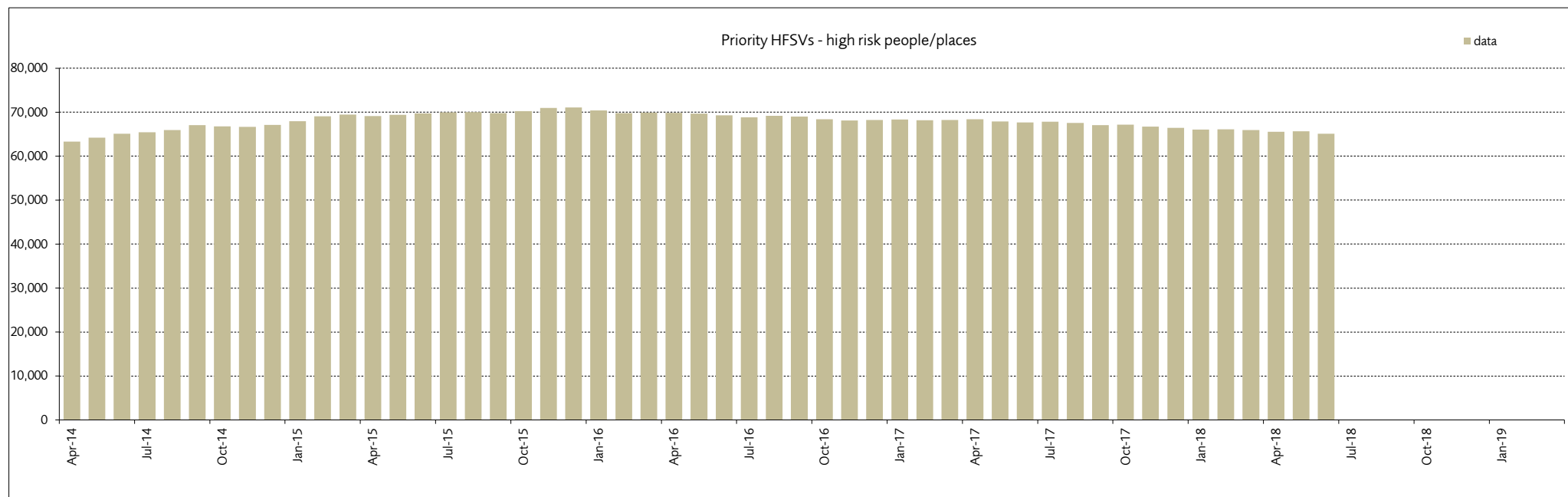
H8			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Home fire safety visits (HFSVs) by LFB staff rolling 12 month	2014/15	84,645	85,091	85,455	85,425	85,778	86,576	85,628	84,959	85,222	85,776	86,717	86,989	73,000
		2015/16	86,500	86,554	86,877	87,043	86,856	86,587	87,125	87,885	87,867	87,111	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	84,504	84,526	84,146	83,923	83,503	83,539	83,343	73,000
		2018/19	83,023	83,336	82,856										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	84,504	83,923	83,343	83,343	82,856				
		number in quarter	22,113	22,209	20,899	19,677		21,770	22,158	20,318	19,097		21,283				

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

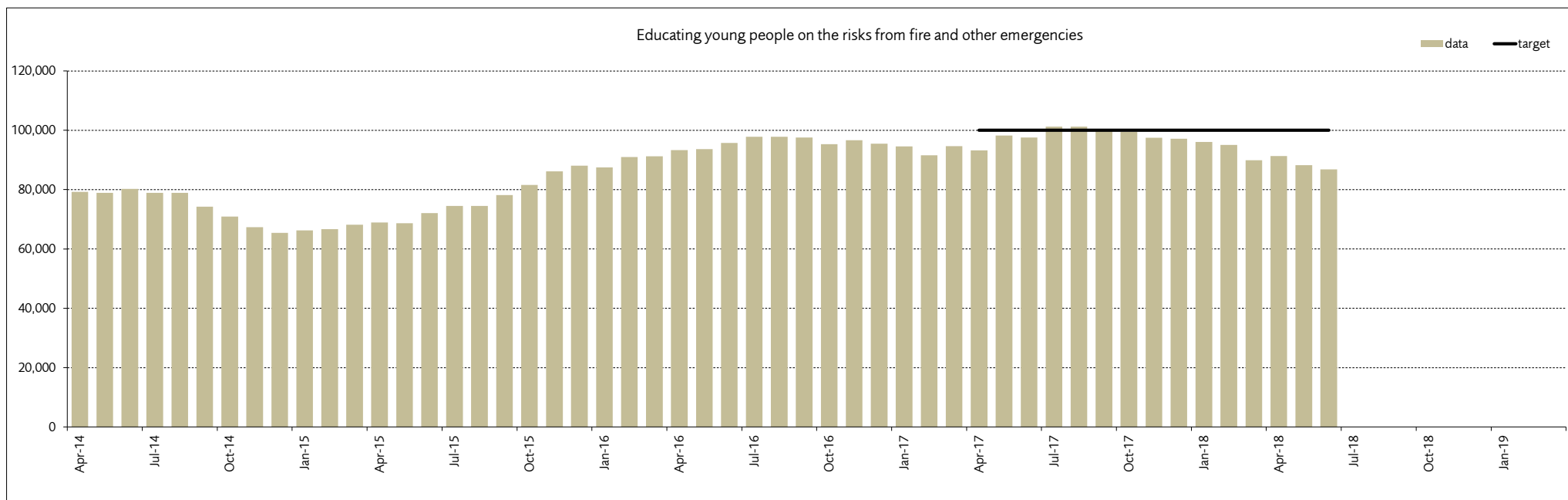
CX5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Priority HFSVs - high risk people/places rolling 12 month	2014/15	63,343	64,218	65,117	65,424	65,958	67,055	66,770	66,648	67,144	67,935	69,076	69,463
		2015/16	69,113	69,431	69,769	69,981	70,029	69,775	70,261	70,994	71,070	70,423	69,801	69,918
		2016/17	69,881	69,712	69,309	68,865	69,169	69,032	68,414	68,101	68,231	68,328	68,190	68,221
		2017/18	68,427	67,904	67,701	67,847	67,546	67,075	67,194	66,727	66,466	66,066	66,129	65,958
		2018/19	65,562	65,664	65,083									



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	69,309	69,032	68,231	68,221	68,221	67,701	67,075	66,466	65,958	65,958	65,083				
		number in quarter	18,135	18,000	16,597	15,489		17,615	17,374	15,988	14,981		16,740				

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

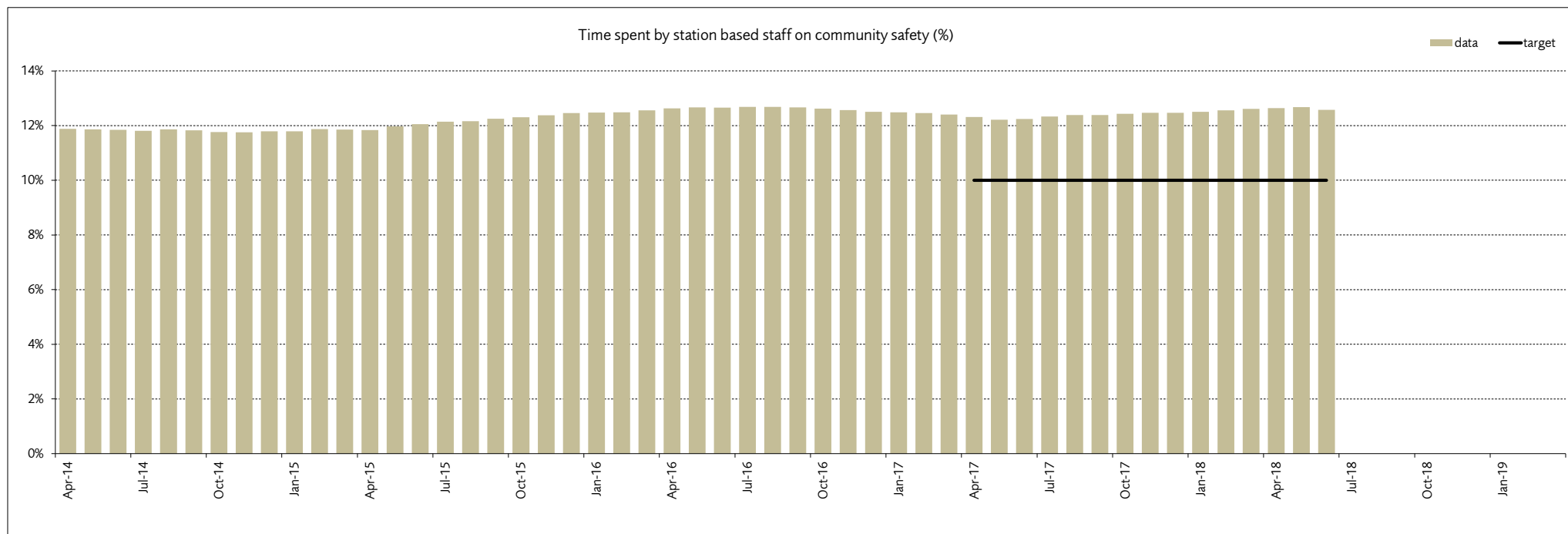
H9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Educating young people on the risks from fire and other emergencies rolling 12 month	2014/15	79,257	78,898	80,260	78,937	78,930	74,267	70,916	67,370	65,465	66,242	66,685	68,161	-
		2015/16	68,925	68,642	72,120	74,492	74,516	78,188	81,576	86,122	88,114	87,523	90,963	91,227	-
		2016/17	93,332	93,664	95,753	97,818	97,819	97,577	95,284	96,680	95,490	94,527	91,557	94,646	-
		2017/18	93,244	98,260	97,532	101,215	101,205	100,478	99,439	97,447	97,131	96,106	95,031	89,912	100,000
		2018/19	91,288	88,249	86,816										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	95,753	97,577	95,490	94,646	94,646	97,532	100,478	97,131	89,912	89,912	86,816				
		number in quarter	26,585	17,124	24,022	26,915		29,471	20,070	20,675	19,696		26,375				

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

CO1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Time spent by station staff on community safety (%) rolling 12 month	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%										10%

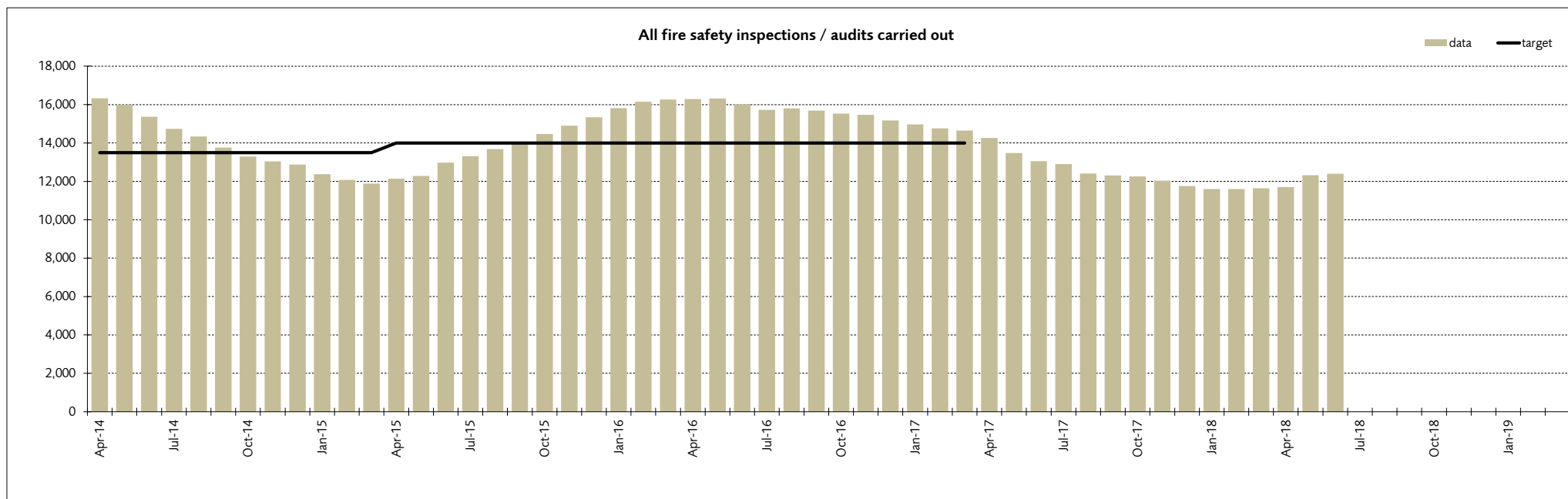


HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO1	Time spent by station staff on community safety	rolling 12 month	12.7%	12.7%	12.5%	12.4%	12.4%	12.2%	12.4%	12.5%	12.6%	12.6%	12.6%				
		% in quarter	13.3%	12.7%	11.9%	11.7%		12.7%	13.3%	12.2%	12.2%		12.6%				

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

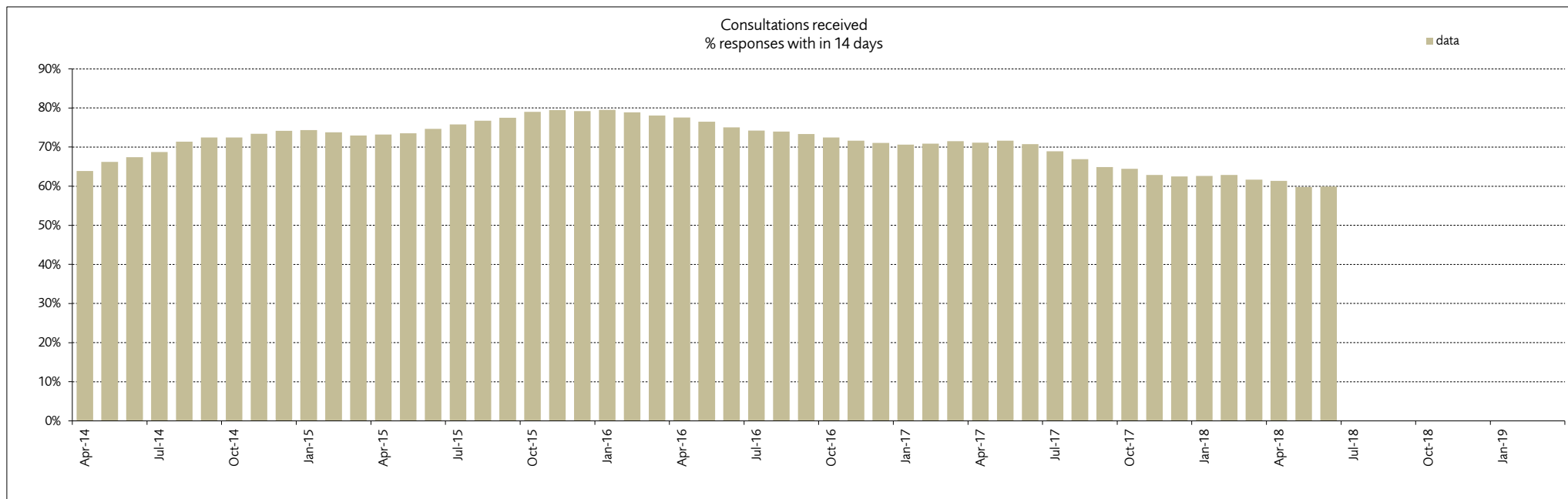
H10			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2014/15	16,325	15,990	15,360	14,741	14,337	13,755	13,295	13,043	12,878	12,372	12,081	11,883	13,500
		2015/16	12,136	12,283	12,973	13,317	13,679	14,019	14,463	14,900	15,335	15,813	16,144	16,269	14,000
		2016/17	16,295	16,312	16,022	15,726	15,808	15,691	15,539	15,468	15,168	14,967	14,763	14,647	14,000
		2017/18	14,266	13,479	13,048	12,895	12,409	12,313	12,258	12,037	11,751	11,604	11,598	11,638	-
		2018/19	11,709	12,318	12,404										-



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	16,022	15,691	15,168	14,647	14,647	13,048	12,313	11,751	11,638	11,638	12,404				
		number in quarter	4,019	3,709	3,502	3,417		2,420	2,974	2,940	3,304		3,186				

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	63.9%	66.2%	67.4%	68.7%	71.4%	72.5%	72.4%	73.4%	74.1%	74.4%	73.8%	73.0%	up
		2015/16	73.2%	73.5%	74.6%	75.8%	76.8%	77.5%	79.0%	79.5%	79.2%	79.5%	78.9%	78.0%	up
		2016/17	77.6%	76.5%	75.0%	74.2%	74.0%	73.4%	72.4%	71.6%	71.1%	70.6%	70.9%	71.5%	up
		2017/18	71.2%	71.6%	70.7%	68.9%	66.9%	64.9%	64.4%	62.9%	62.5%	62.6%	62.9%	61.7%	up
		2018/19	61.3%	59.8%	59.9%										up



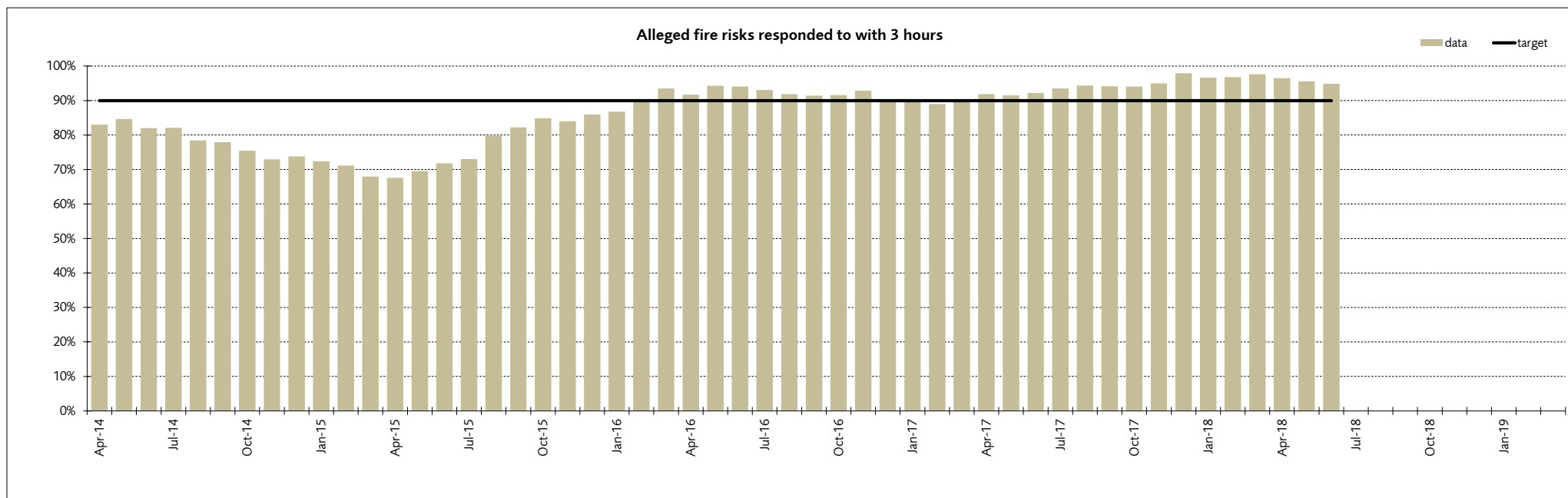
HoFS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP7	Consultations received % responses with in 14 days	rolling 12 month	75.0%	73.4%	71.1%	71.5%	71.5%	70.7%	64.9%	62.5%	61.7%	61.7%	59.9%				
		number in quarter	68.1%	79.1%	69.7%	69.2%		64.9%	55.6%	59.3%	66.7%		57.7%				

Corporate Performance Digest - Q1 2018/19

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

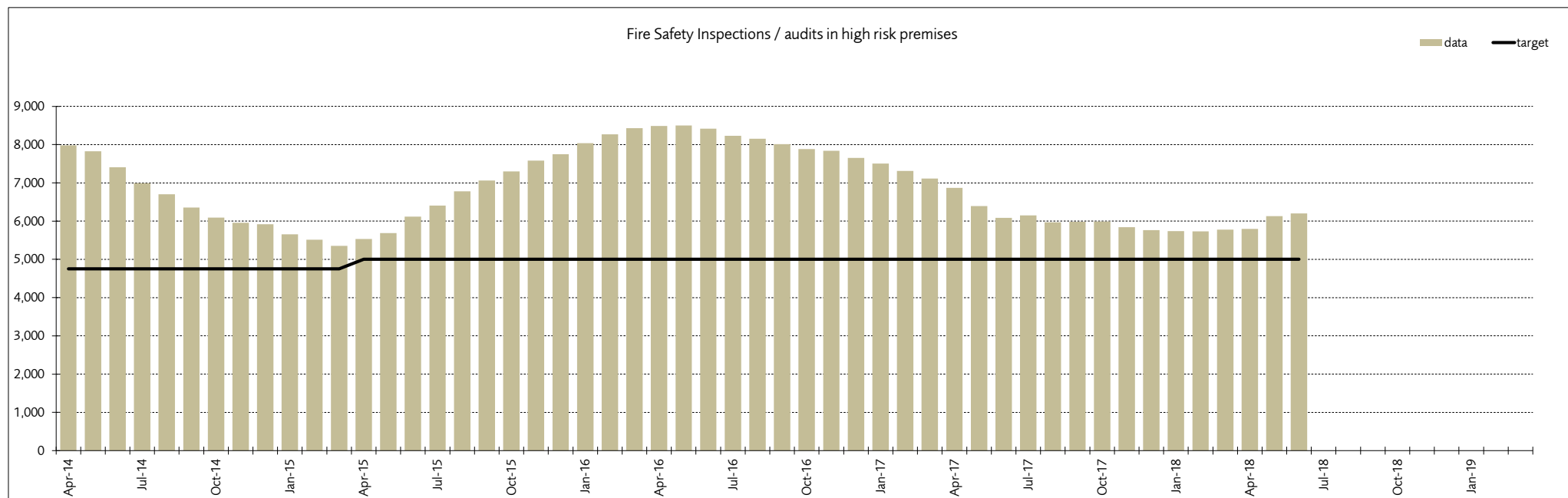
CO2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Alleged fire risks responded to with 3 hours rolling 12 month	2014/15	83.0%	84.7%	82.0%	82.1%	78.4%	78.0%	75.4%	73.0%	73.8%	72.4%	71.2%	67.9%	90%
		2015/16	67.6%	69.5%	71.8%	73.0%	79.8%	82.2%	84.9%	84.0%	86.0%	86.8%	89.5%	93.5%	90%
		2016/17	91.7%	94.3%	94.1%	93.1%	91.8%	91.4%	91.6%	92.9%	90.0%	90.4%	89.0%	89.9%	90%
		2017/18	91.8%	91.5%	92.2%	93.5%	94.3%	94.2%	94.1%	95.0%	97.9%	96.6%	96.8%	97.7%	90%
		2018/19	96.5%	95.6%	94.9%										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%	94.2%	97.9%	97.7%	97.7%	94.9%				
		number in quarter	90.0%	91.7%	85.2%	92.9%		100%	100%	100%	89.5%		87.5%				

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

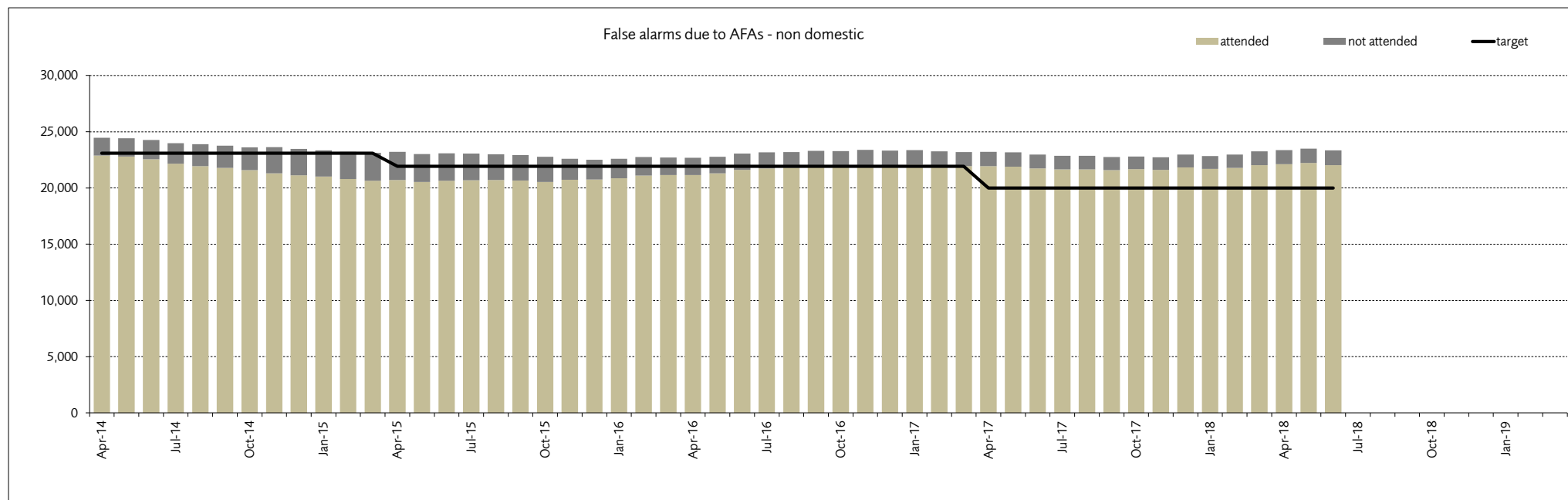
CX6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits in high risk premises rolling 12 month	2014/15	7,981	7,829	7,407	6,992	6,705	6,357	6,093	5,957	5,918	5,654	5,514	5,351	4,750
		2015/16	5,535	5,684	6,118	6,404	6,779	7,063	7,302	7,581	7,751	8,035	8,270	8,431	5,000
		2016/17	8,487	8,501	8,416	8,230	8,152	8,012	7,881	7,838	7,650	7,504	7,310	7,114	5,000
		2017/18	6,872	6,391	6,085	6,151	5,967	5,983	5,986	5,844	5,766	5,737	5,733	5,776	5,000
		2018/19	5,799	6,132	6,201										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	8,416	8,012	7,650	7,114	7,114	6,085	5,983	5,766	5,776	5,776	6,201				
		number in quarter	2,185	1,852	1,568	1,509		1,156	1,750	1,351	1,519		1,581				

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

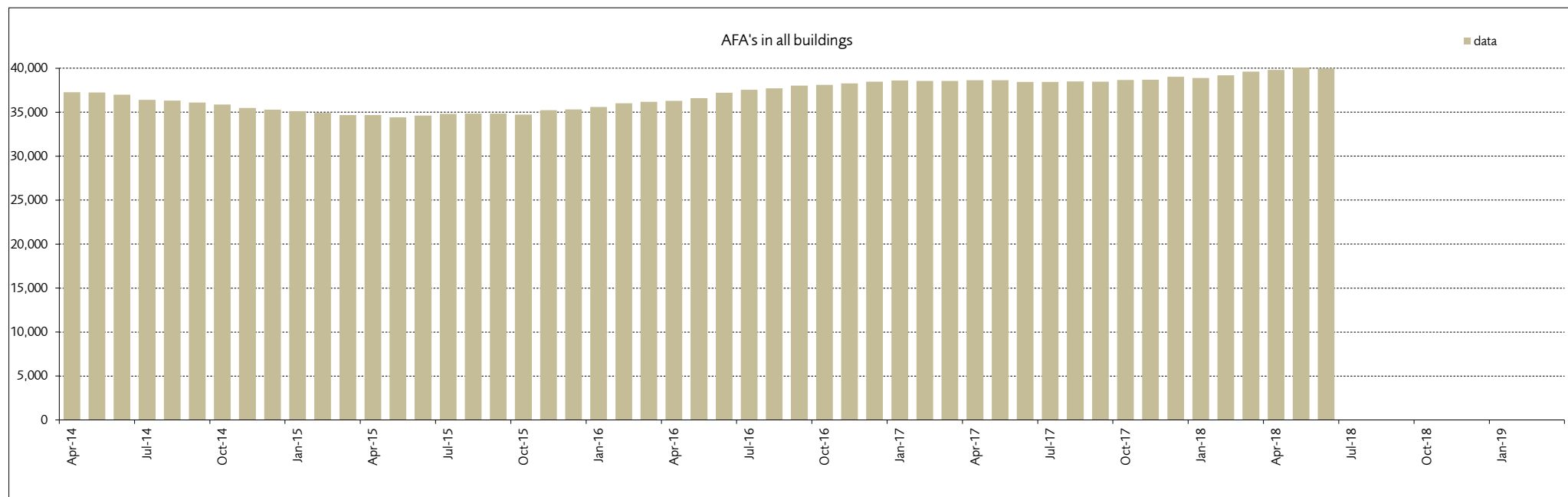
H11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2014/15	22,871	22,785	22,545	22,147	21,933	21,785	21,591	21,296	21,134	21,008	20,793	20,635	23,086
		2015/16	20,708	20,530	20,641	20,694	20,715	20,662	20,537	20,737	20,757	20,865	21,105	21,157	21,932
		2016/17	21,148	21,302	21,609	21,731	21,800	21,921	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										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				
		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	74.93				
		number in quarter	5,390	5,783	5,587	5,168		5,201	5,624	5,827	5,368		5,213				

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

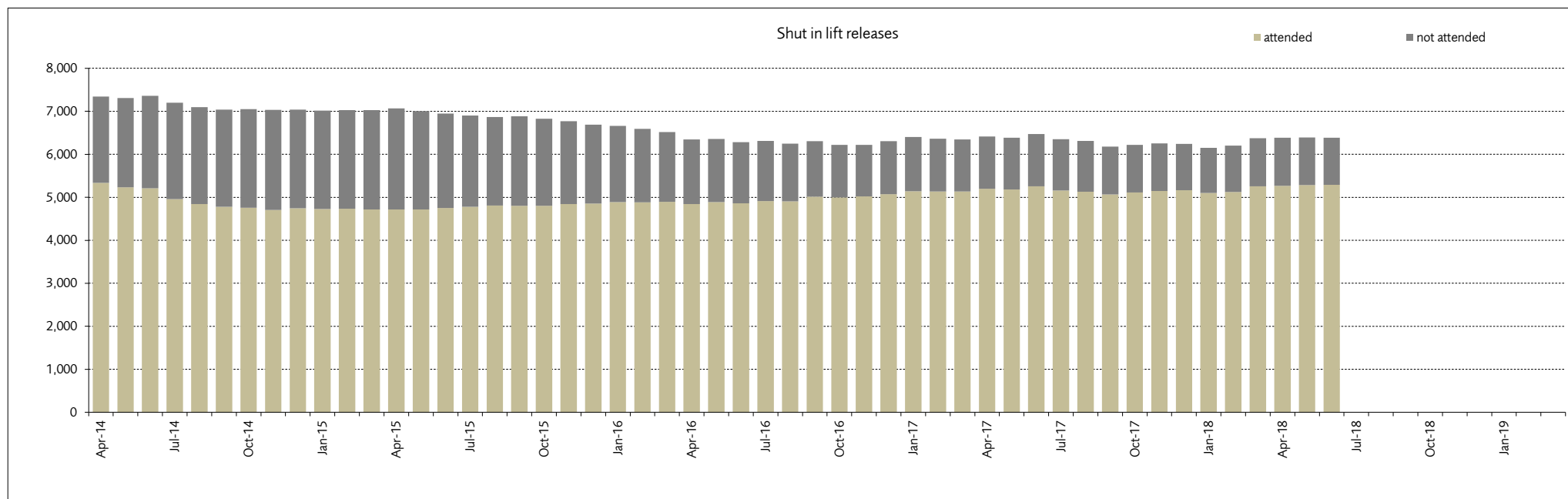
CX7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	AFA's in all buildings rolling 12 month	2014/15	37,281	37,251	36,982	36,415	36,312	36,090	35,892	35,493	35,285	35,133	34,925	34,676
		2015/16	34,689	34,424	34,619	34,818	34,839	34,832	34,742	35,235	35,310	35,592	36,007	36,176
		2016/17	36,311	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	39,970									



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	39,970				
		number in quarter	9,382	10,259	9,981	8,948		9,257	10,281	10,562	9,526		9,601				

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	4,743	4,726	4,736	4,715	down
		2015/16	4,715	4,718	4,752	4,780	4,806	4,804	4,800	4,843	4,853	4,887	4,883	4,895	down
		2016/17	4,841	4,890	4,858	4,912	4,908	5,014	4,999	5,022	5,075	5,142	5,134	5,134	down
		2017/18	5,199	5,183	5,257	5,157	5,132	5,065	5,113	5,149	5,166	5,099	5,123	5,258	down
		2018/19	5,266	5,283	5,289										down



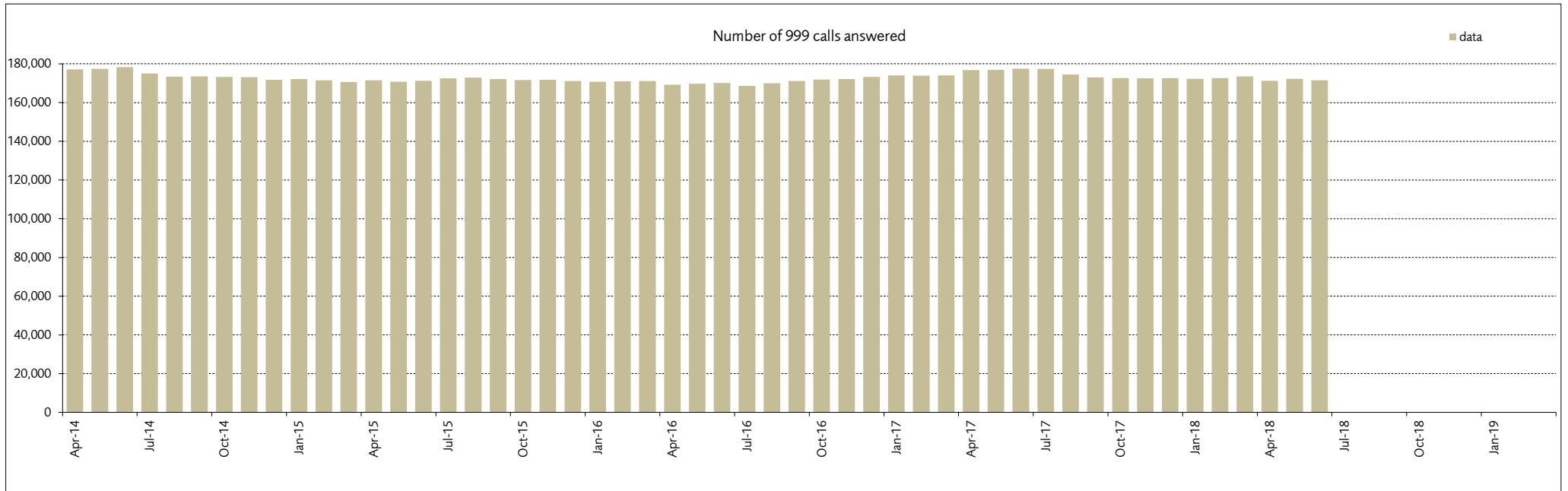
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP8	Shut in lift releases	rolling 12 month	4,858	5,014	5,075	5,134	5,134	5,257	5,065	5,166	5,258	5,258	5,289				
		number in quarter	1,237	1,449	1,265	1,183		1,360	1,257	1,366	1,275		1,391				

Corporate Performance Digest - Q1 2018/19

AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

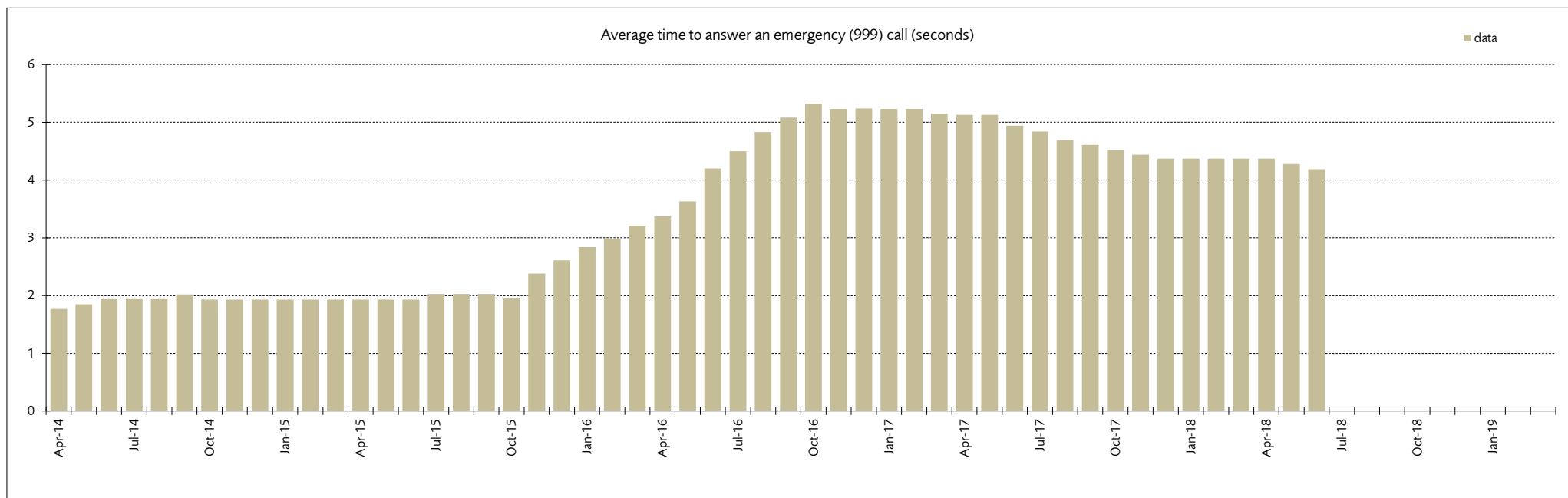
CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2014/15	177,128	177,472	178,343	175,028	173,407	173,575	173,291	173,104	171,730	172,164	171,517	170,581
		2015/16	171,488	170,791	171,193	172,542	172,885	172,177	171,588	171,777	171,129	170,715	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									



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				
		number in quarter	43,823	48,916	43,021	38,287		47,284	44,460	42,588	39,230		45,258				

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									



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				
		quarter	5.81	5.65	5.00	4.00		5.01	4.38	4.00	4.00		4.37				

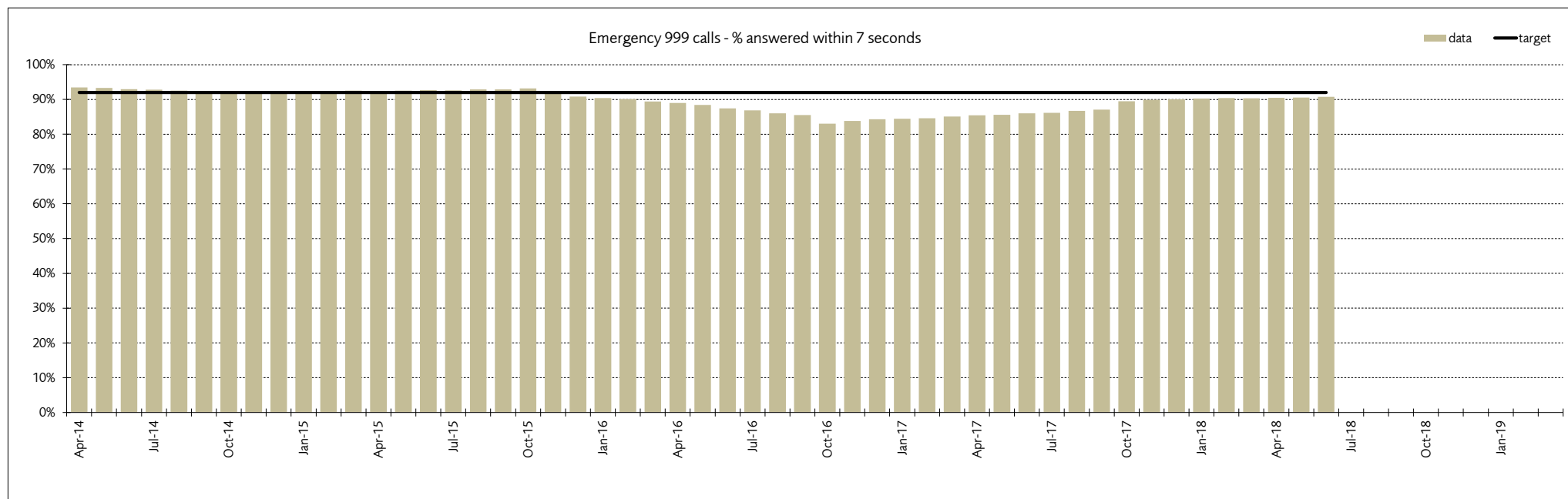
Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

Corporate Performance Digest - Q1 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%										92%

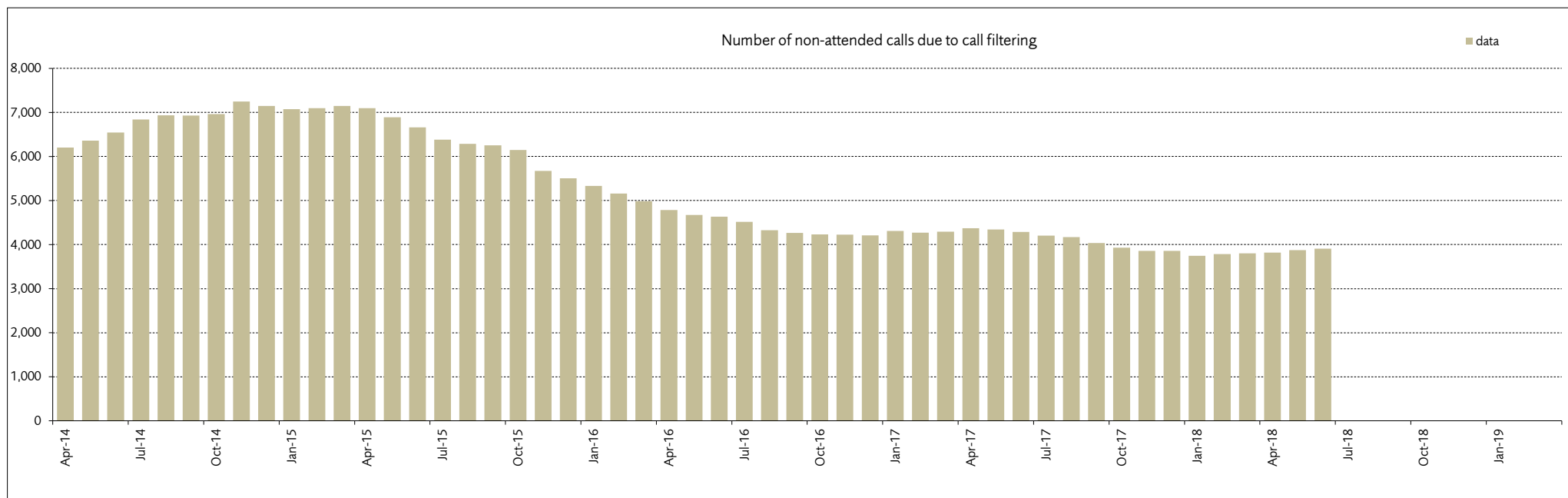


HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	87.4%	85.5%	84.3%	85.1%	85.1%	86.0%	87.1%	90.1%	90.3%	90.3%	90.8%				
		% in quarter	85.2%	85.0%	79.0%	91.6%		88.4%	89.1%	91.5%	92.6%		90.2%				

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										up



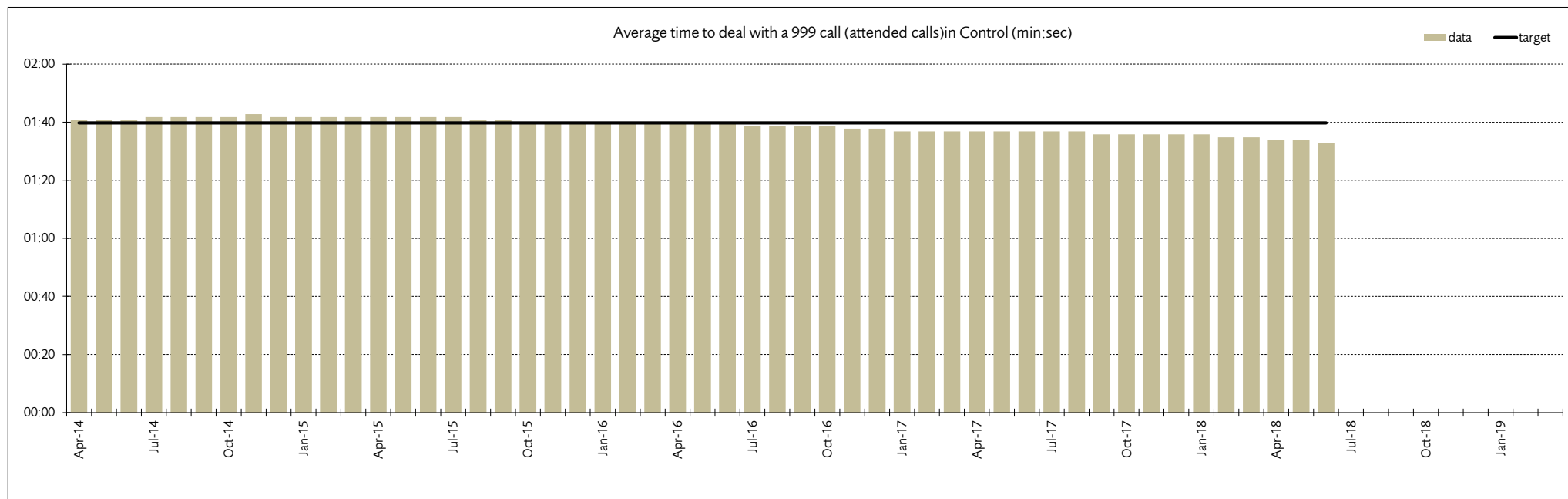
HoCRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP9	Number of non-attended calls due to call filtering	rolling 12 month	4,633	4,264	4,210	4,294	4,294	4,289	4,036	3,857	3,804	3,804	3,910				
		number in quarter	1,008	1,149	1,154	983		1,003	896	975	930		1,109				

Corporate Performance Digest - Q1 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
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										01:40



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				
		quarter	01:41	01:36	01:34	01:37		01:39	01:36	01:32	01:31		01:33				

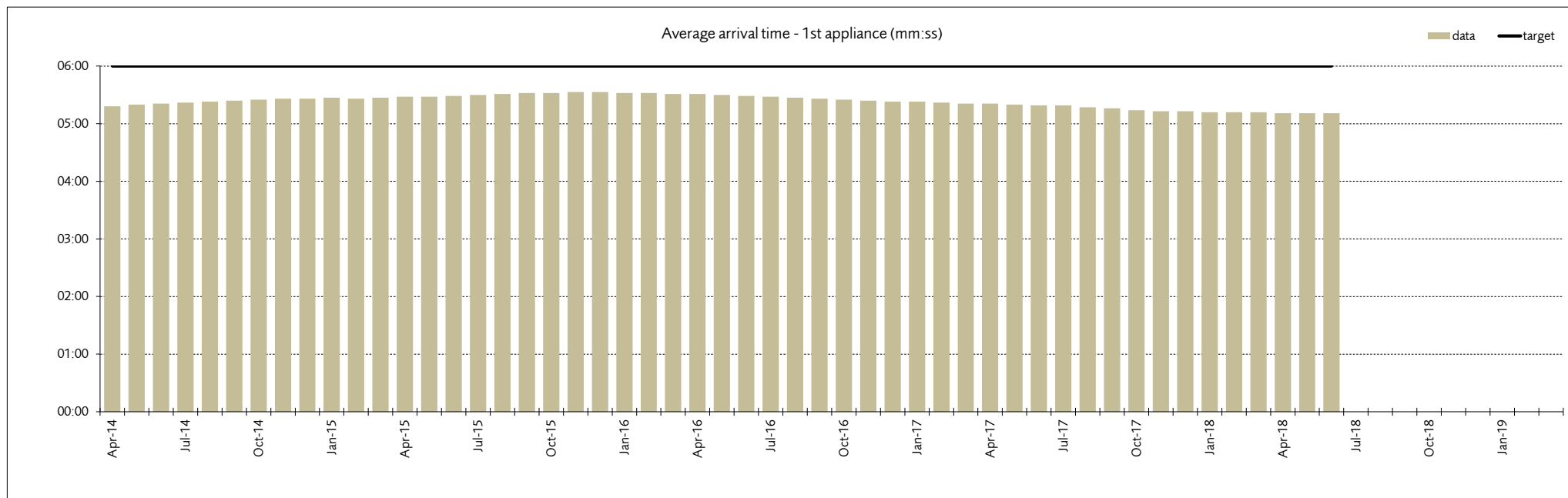
Note on Data: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor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

Corporate Performance Digest - Q1 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
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										06:00

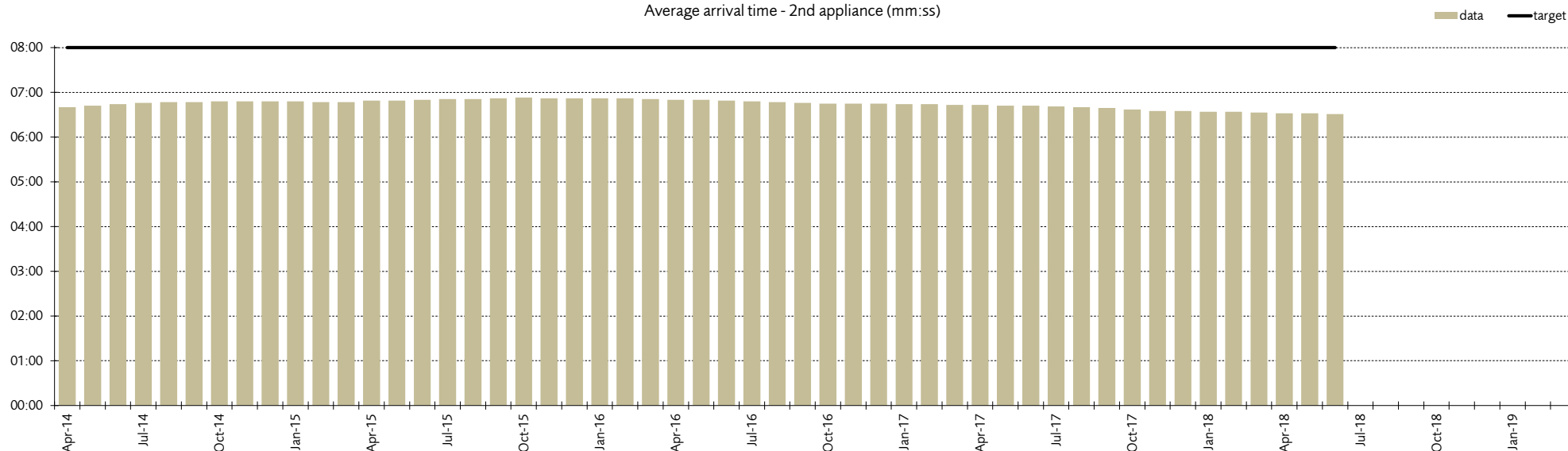


HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:29	05:26	05:23	05:21	05:21	05:19	05:16	05:13	05:12	05:12	05:11				
		time for quarter	05:23	05:24	05:23	05:16		05:15	05:10	05:12	05:13		05:10				

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										08:00

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



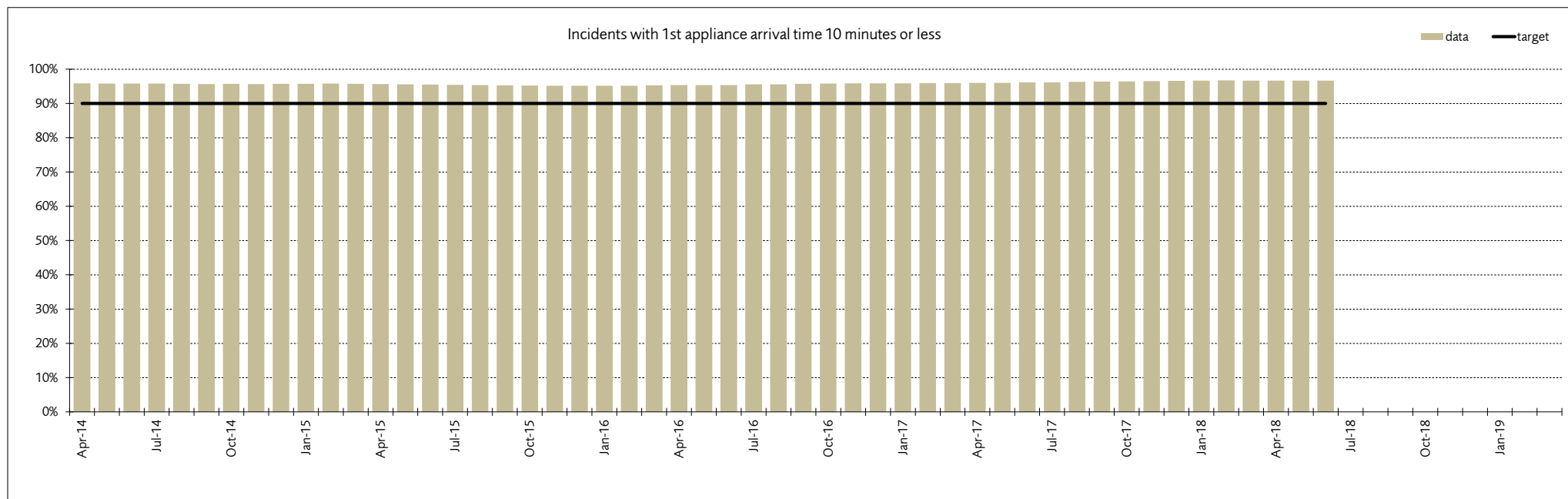
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:49	06:46	06:45	06:43	06:43	06:42	06:39	06:35	06:33	06:33	06:31				
		time for quarter	06:43	06:46	06:49	06:37		06:37	06:34	06:33	06:31		06:28				

Corporate Performance Digest - Q1 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
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%	95.8%	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%										90%



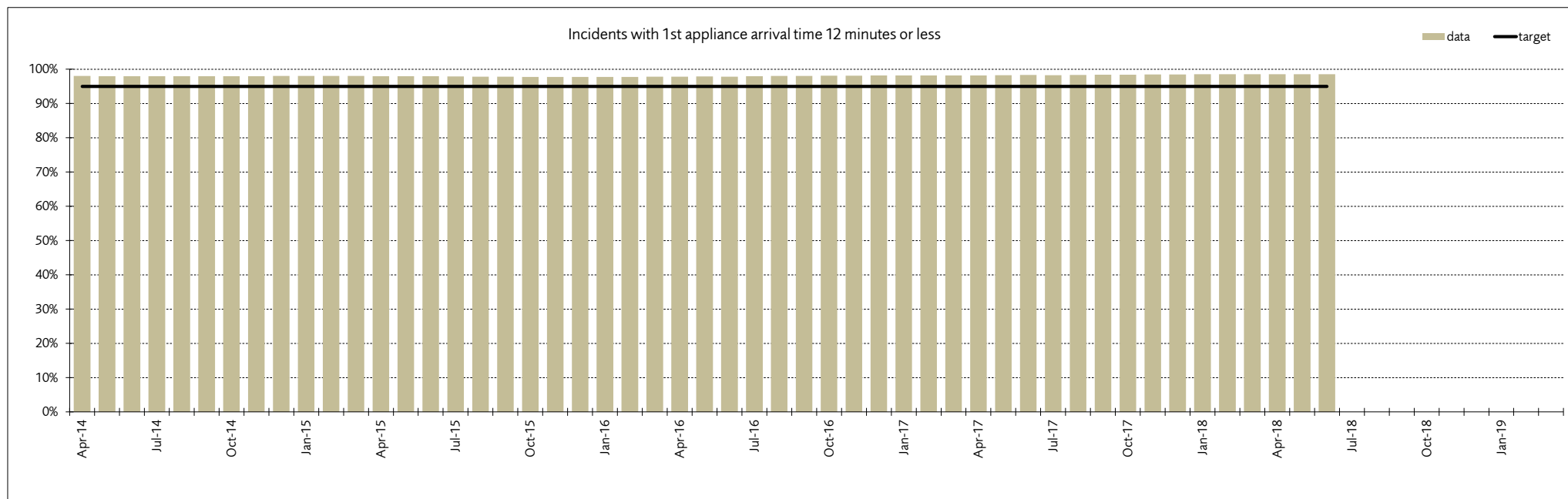
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	95.4%	95.7%	95.9%	96.0%	96.0%	96.1%	96.4%	96.6%	96.7%	96.7%	96.7%				
		% in quarter	95.7%	95.9%	95.8%	96.5%		96.5%	96.8%	96.7%	96.8%		96.5%				

Corporate Performance Digest - Q1 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
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%										95%



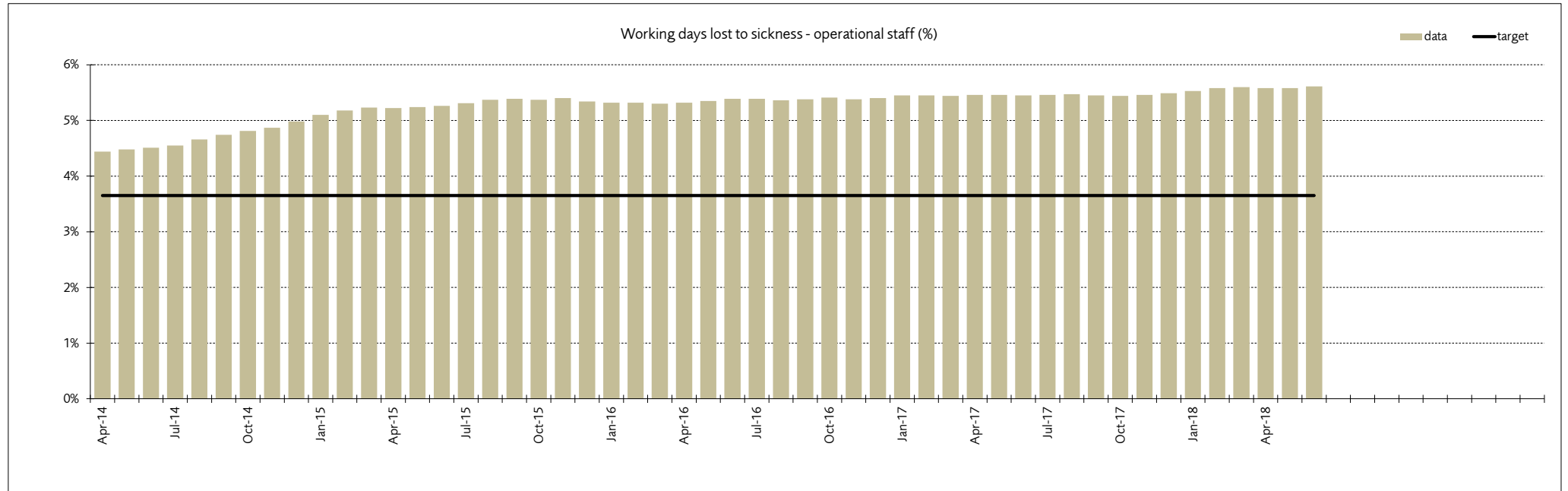
HoFSt			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	97.8%	98.0%	98.1%	98.2%	98.2%	98.3%	98.4%	98.5%	98.5%	98.5%	98.5%				
		% in quarter	98.0%	98.1%	98.2%	98.4%		98.4%	98.5%	98.6%	98.6%		98.4%				

Corporate Performance Digest - Q1 2018/19

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%	5.61%										3.65%



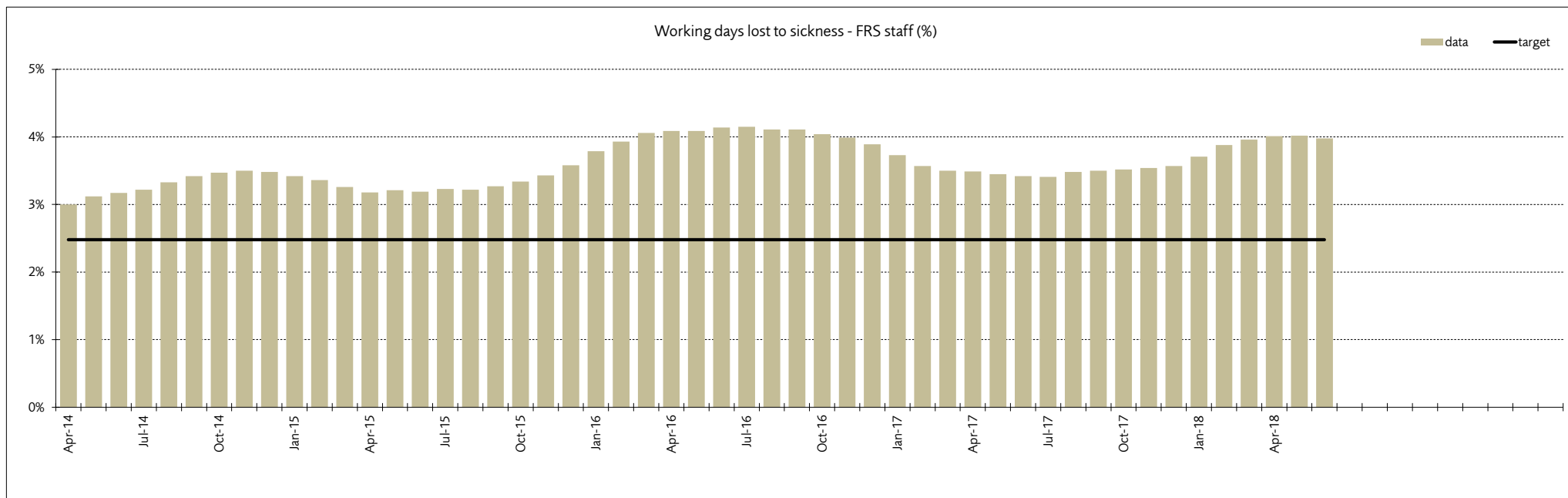
HoHRM			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.4%	5.4%	5.4%	5.4%	5.4%	5.5%	5.5%	5.5%	5.6%	5.6%	5.6%				
		% for quarter	5.1%	6.0%	5.8%	4.9%		5.1%	6.0%	5.9%	5.4%		5.1%				
		number for rolling 12 months	9.7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

Corporate Performance Digest - Q1 2018/19

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%										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%				
		% for quarter	3.3%	3.3%	4.0%	3.4%		3.0%	3.7%	4.2%	5.0%		3.1%				
		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				

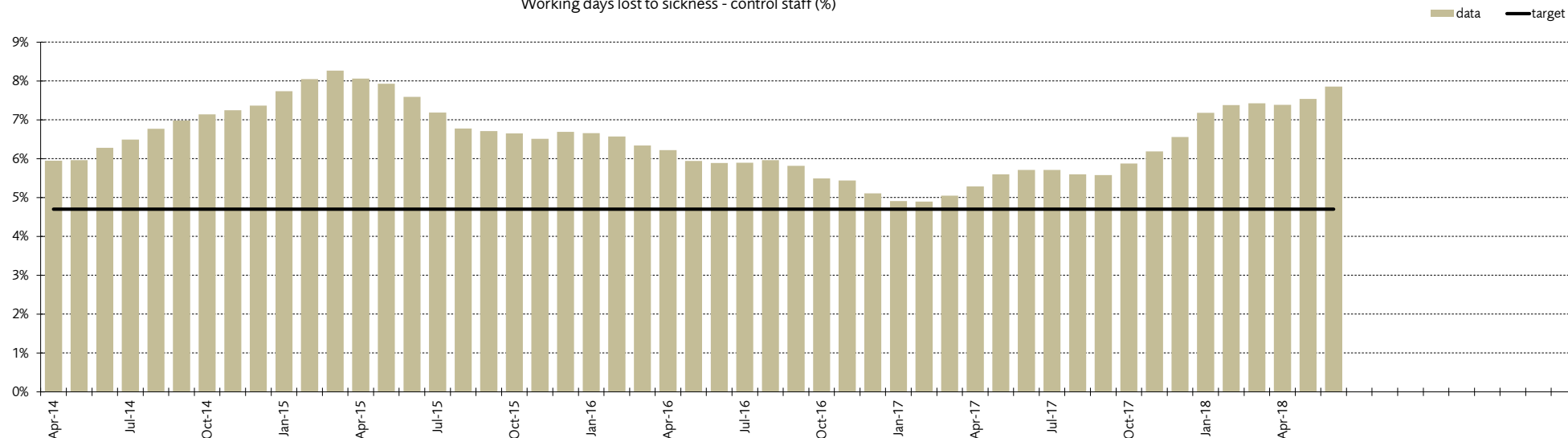
Corporate Performance Digest - Q1 2018/19

AIM 3 : PEOPLE and RESOURCES

A professional organisation

CO6C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - control staff (%) rolling 12 month	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%	7.54%	7.86%										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%				
		% for quarter	3.1%	5.1%	5.1%	6.9%		5.8%	4.6%	8.9%	10.3%		7.6%				
		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	14.3				

Corporate Performance Digest - Q1 2018/19

AIM 3 : PEOPLE and RESOURCES

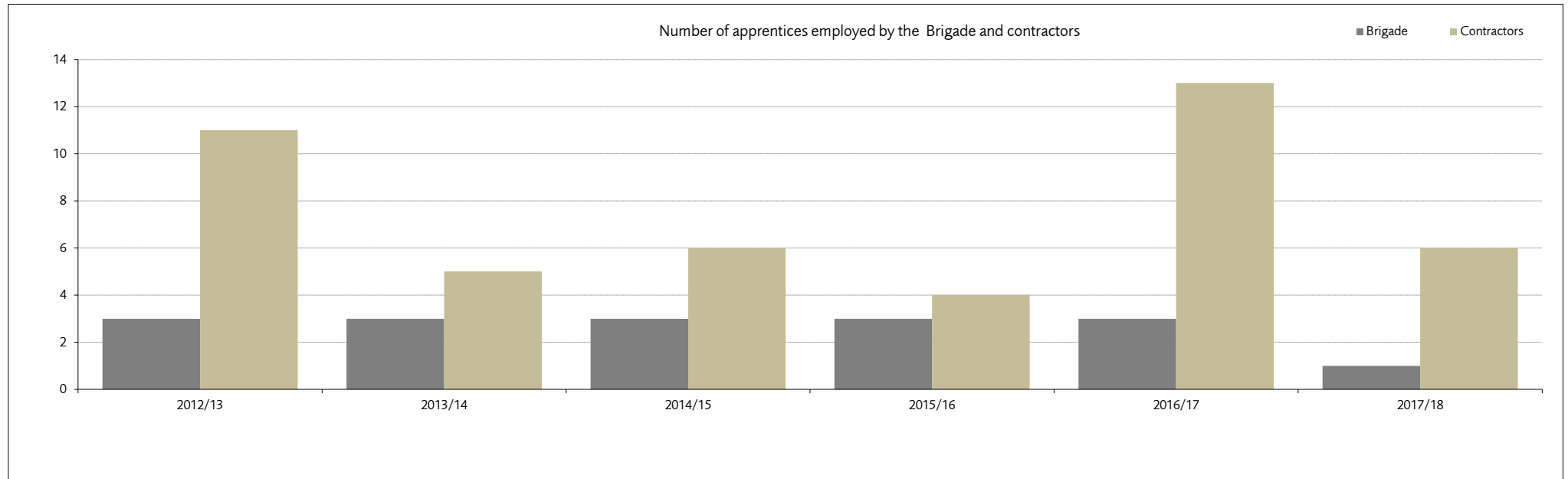
A professional organisation

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

target
up

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

target
up

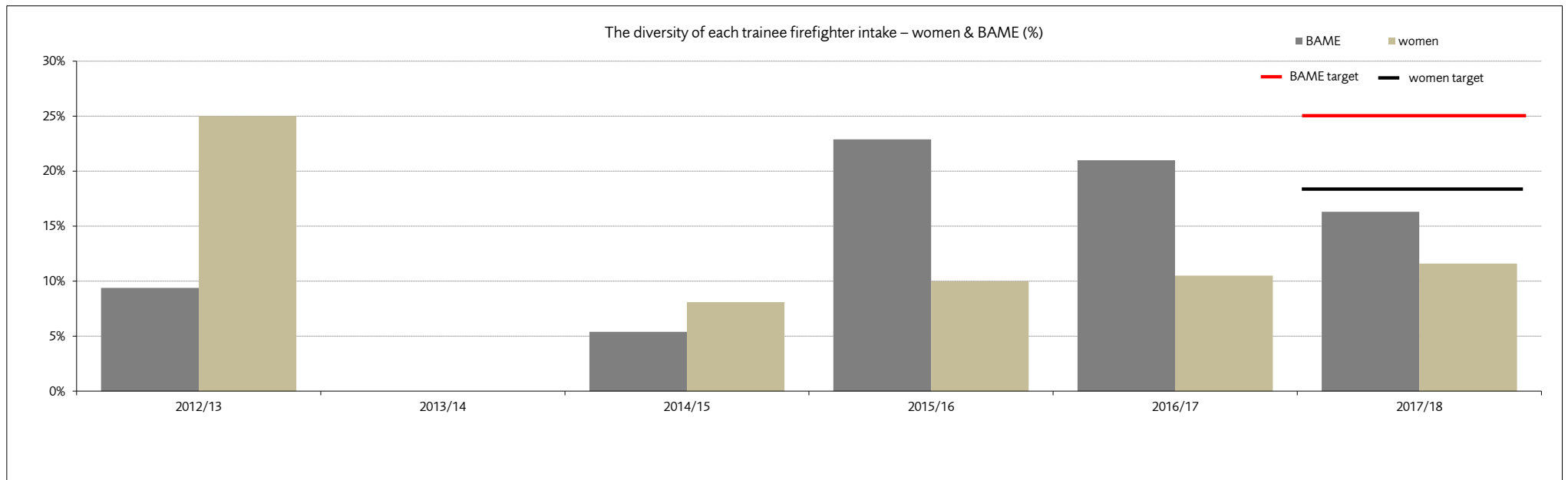


* Provisional data for 2017/18

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%

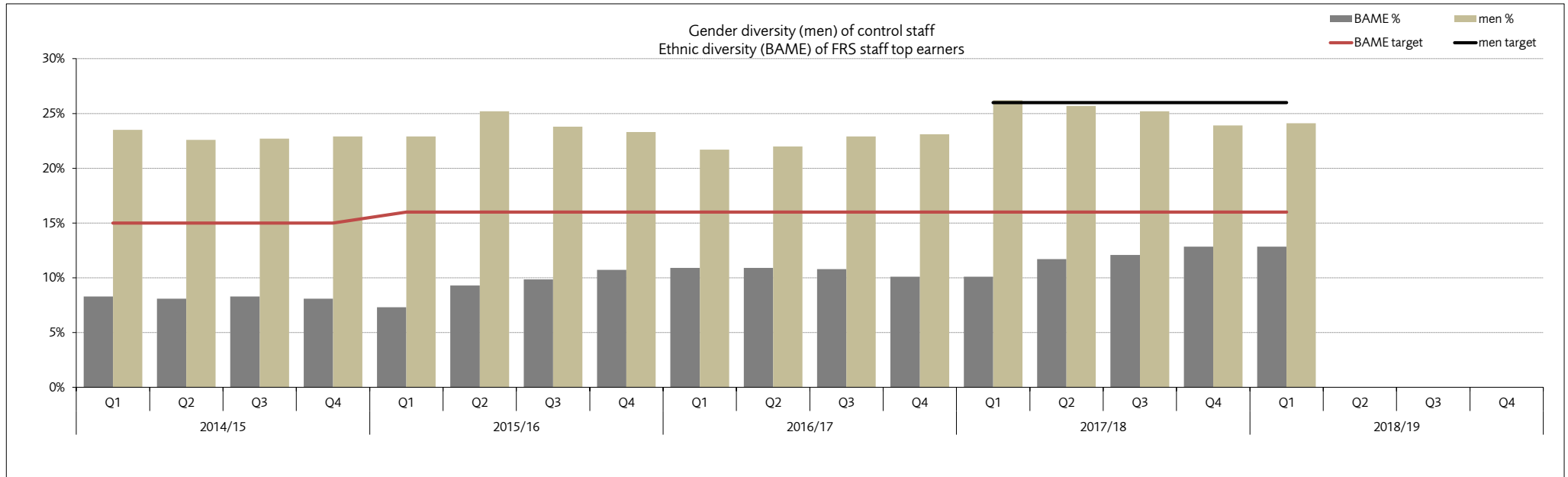
CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoHRM	Improve the gender diversity (Woman) of each trainee firefighter intake <i>Annual data</i>	Actual	25.0%	-	8.1%	10.0%	10.5%	11.6%
		Target	-	-	-	-	-	18.0%



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%				26%		12.8%				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				
		% as at...	21.7%	22.0%	22.9%	23.1%	23.1%	26.2%	25.7%	25.2%	23.9%	23.9%	24.1%				
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	15	15	15	14	14	15	17	18	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%				

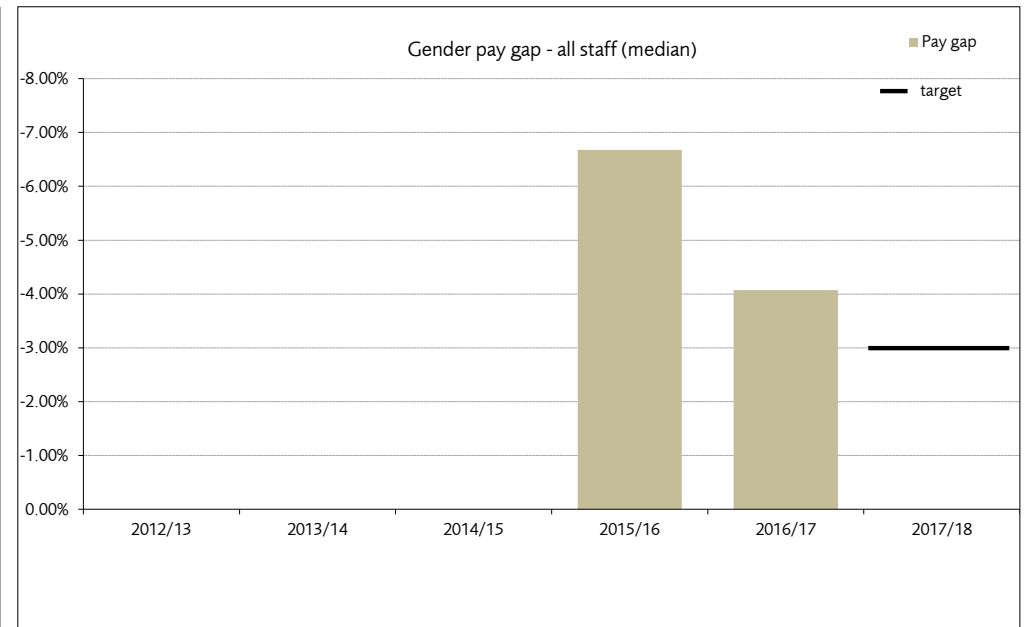
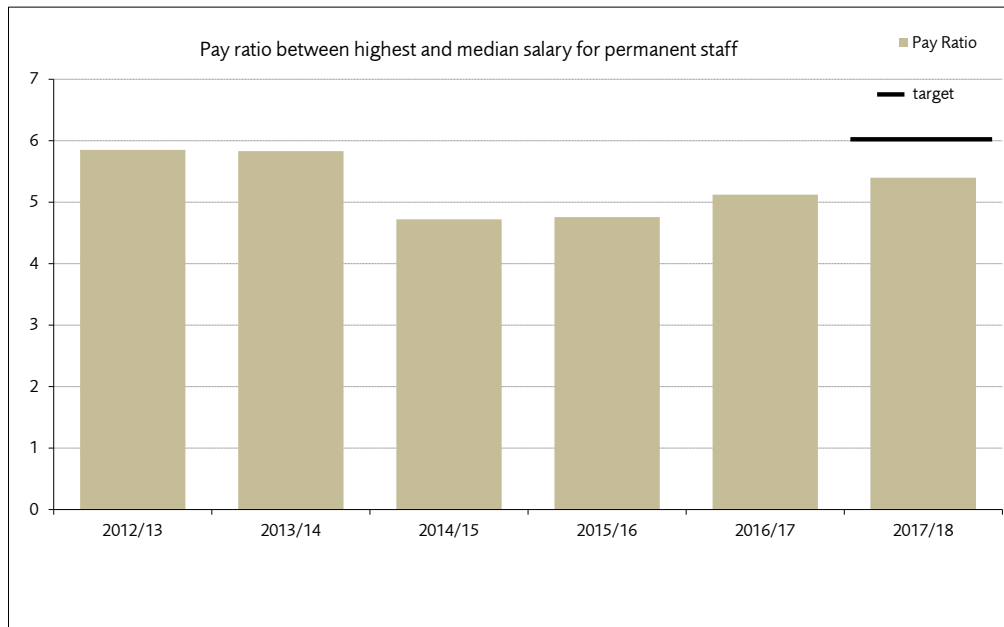
Corporate Performance Digest - Q1 2018/19

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%				
		number	327	327	326	327		326	328	334	333		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%				
		number	353	357	362	368		371	364	378	387		393				
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%				
		number	83	85	81	80		79	81	80	86		85				
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%	13.4%				
		number	601	603	600	609		606	605	605	617		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%				
		number	204	207	207	215		217	217	224	233		239				
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%				
		number	12	13	12	13		12	14	12	14		13				
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%	5.2%				
		number	156	168	174	180		185	192	236	242		243				
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%				
		number	71	74	79	85		86	95	108	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%				
		number	9	9	11	11		11	11	12	12		12				
CX13A	% of workforce Operational staff LGB	% as at...	3.7%	3.8%	3.9%	3.9%	3.9%	4.0%	4.2%	4.7%	4.7%	4.7%	4.5%				
		number	177	182	184	185		187	193	216	216		211				
CX13B	% of workforce FRS staff LGB	% as at...	4.3%	4.6%	4.5%	4.7%	4.7%	5.0%	4.9%	4.5%	4.4%	4.4%	4.1%				
		number	33	36	35	37		39	38	35	35		33				
CX13C	% of workforce control staff LGB	% as at...	0.9%	1.8%	1.9%	1.9%	1.9%	2.8%	3.7%	3.7%	5.3%	5.3%	5.4%				
		number	1	2	2	2		3	4	4	6		6				

Corporate Performance Digest - Q1 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%				
		number	32	30	30	29		19	21	24	21		17				
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%				
		number	23	22	18	19		15	14	16	12		9				
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%				
		number	0	1	1	1		1	0	0	0		1				
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%				
		number	21	19	14	14		15	19	19	19		15				
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%				
		number	28	32	28	33		29	28	31	29		30				
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%				
		number	1	6	7	8		7	2	1	0		4				
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%				
		number	18	15	11	11		8	9	13	12		12				
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%				
		number	4	3	3	4		4	5	6	6		8				
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%				
		number	0	0	0	0		0	0	0	0		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%				
		number	9	9	8	9		10	12	11	9		5				
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%				
		number	3	3	3	4		6	5	5	4		3				
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%				
		number	0	0	0	0		0	0	0	0		1				

Corporate Performance Digest - Q1 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%				
		number	18	18	18	16	16	15	16	15	15	15	17				
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%				
		number	62	62	62	61	61	61	63	65	65	65	65				
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%				
		number	6	6	5	5	5	5	5	5	7	7	6				
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%				
		number	27	26	27	28	28	28	29	26	26	26	26				
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
		number	0	0	0	0	0	0	0	0	0	0	0				
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%				
		number	8	9	10	9	9	9	9	9	9	9	9				
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%				
		number	9	10	10	11	11	11	11	10	9	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%				
		number	0	0	0	0	0	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%				
		number	12	17	18	18	18	18	20	25	26	26	27				
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%				
		number	6	6	6	6	6	6	6	11	10	10	11				
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%				
		number	0	1	0	0	0	0	0	0	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%				
		number	27	30	33	25	25	26	26	30	33	33	35				
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%				
		number	7	9	12	14	14	16	15	13	13	13	9				
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%				
		number	8	8	10	5	5	7	7	7	9	9	9				
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%				
		number	13	14	15	11	11	17	19	16	16	16	15				

Corporate Performance Digest - Q1 2018/19

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 Annual data	221	180	182	179	162	176

target
up

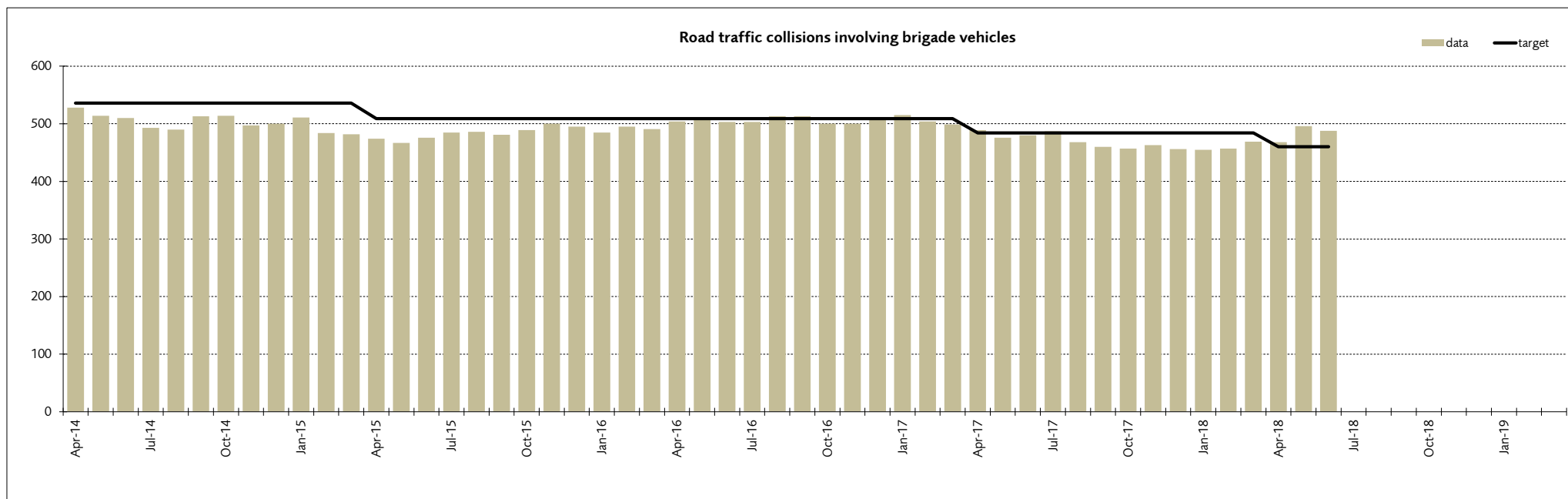


* Provisional data for 2017/18

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	488										460



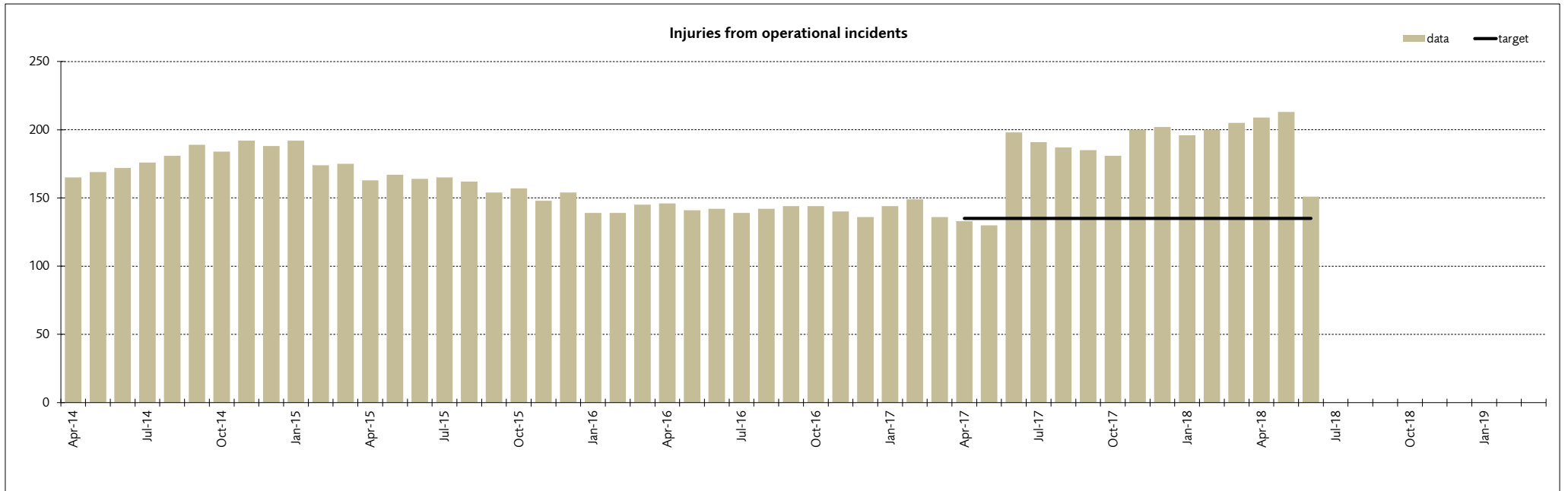
HoHS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	503	513	509	499	499	480	460	456	469	469	488				
		number in quarter	132	151	120	96		113	131	116	109		132				

Corporate Performance Digest - Q1 2018/19

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										135



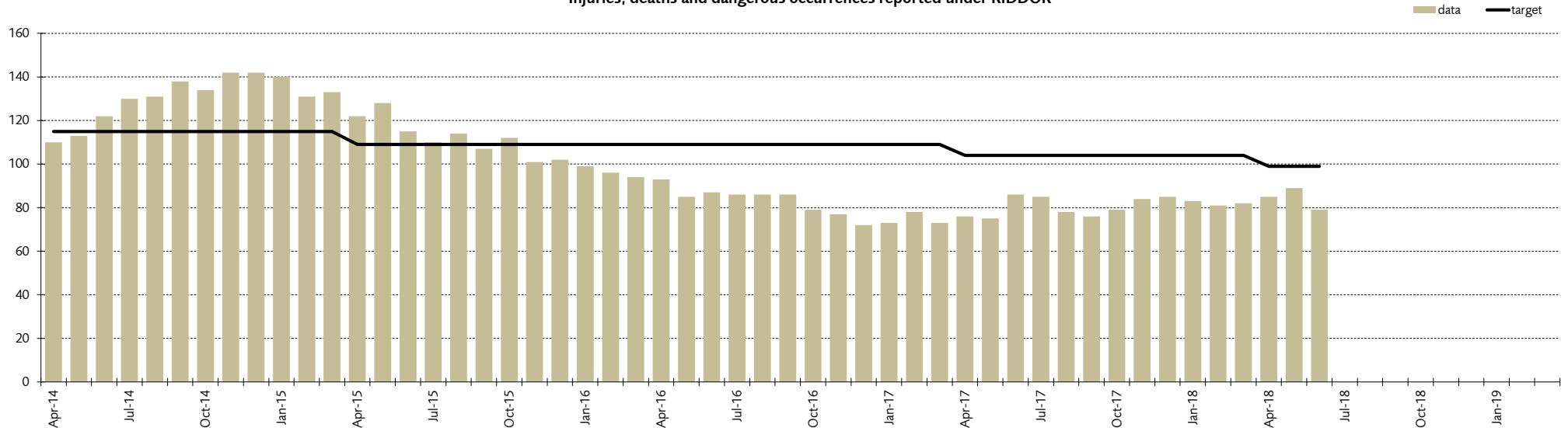
HoHS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO12	Injuries from operational incidents	rolling 12 month	142	144	136	136	136	198	185	202	205	205	151				
		number in quarter	34	43	32	27		96	30	49	30		42				

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	79										99

Injuries, deaths and dangerous occurrences reported under RIDDOR



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	79				
		number in quarter	21	27	9	16		34	17	18	13		31				

Corporate Performance Digest - Q1 2018/19

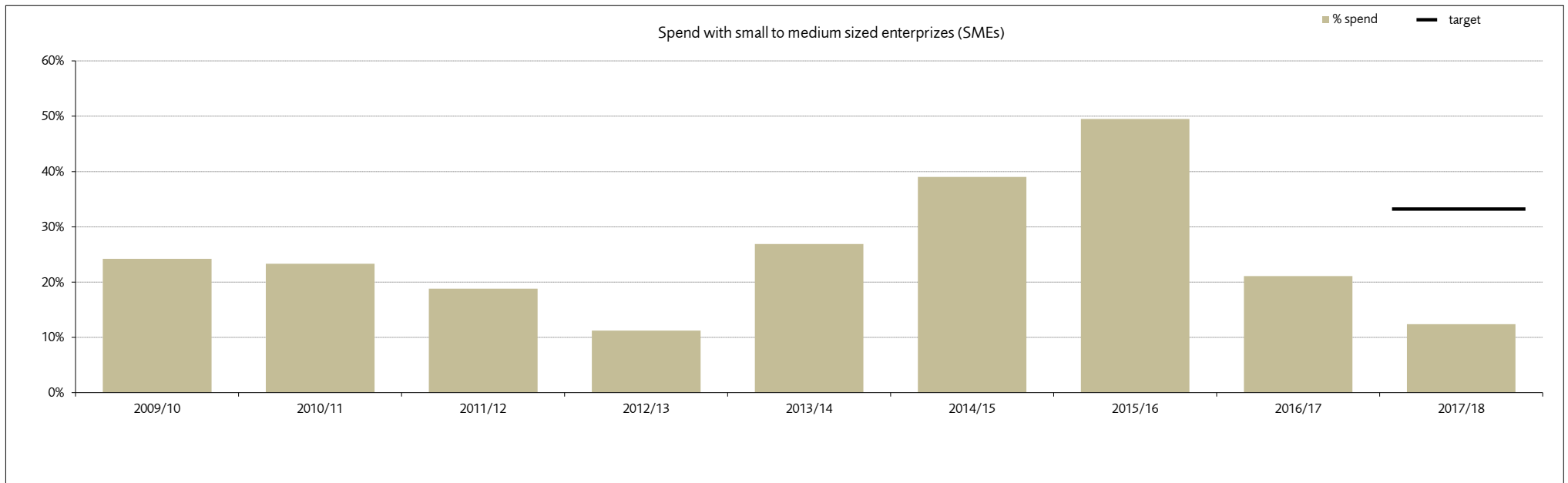
AIM 3 : PEOPLE and RESOURCES

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				
		number in quarter	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				
		number in quarter	0	1	0	0		4	0	0	0		2				
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	85	84	70	71	71	80	71	81	78	78	77				
		number in quarter	21	26	8	16		30	17	18	13		29				
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	9	8	8	11	11	11	9	9	6	6	8				
		number in quarter	0	3	4	4		0	1	4	1		2				

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%



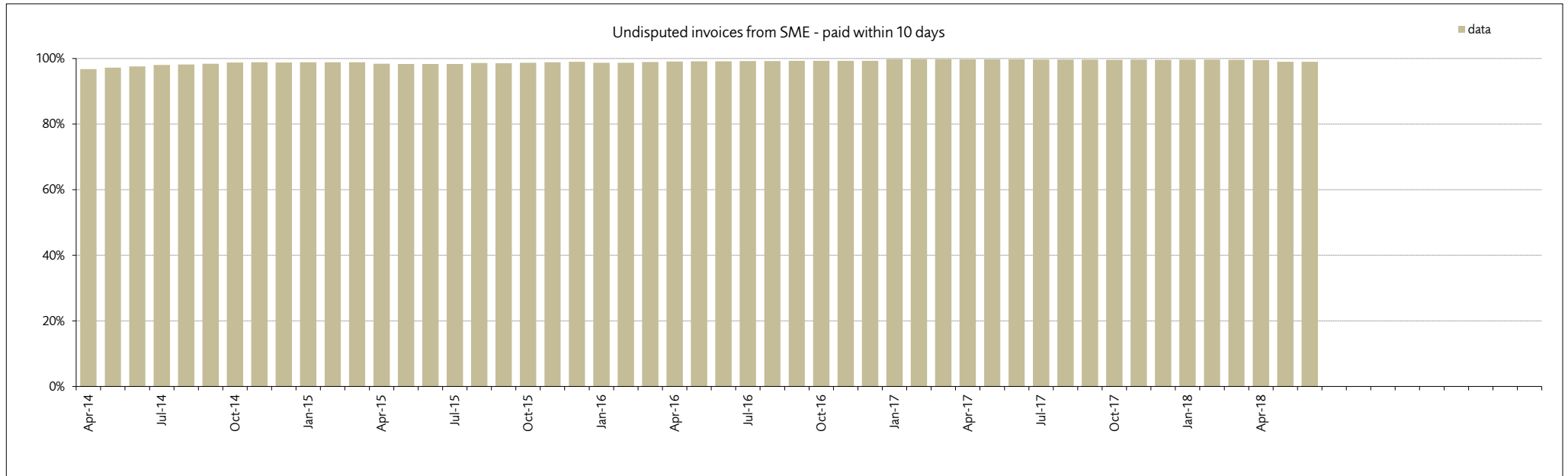
* Provisional data for 2017/18

Corporate Performance Digest - Q1 2018/19

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%									

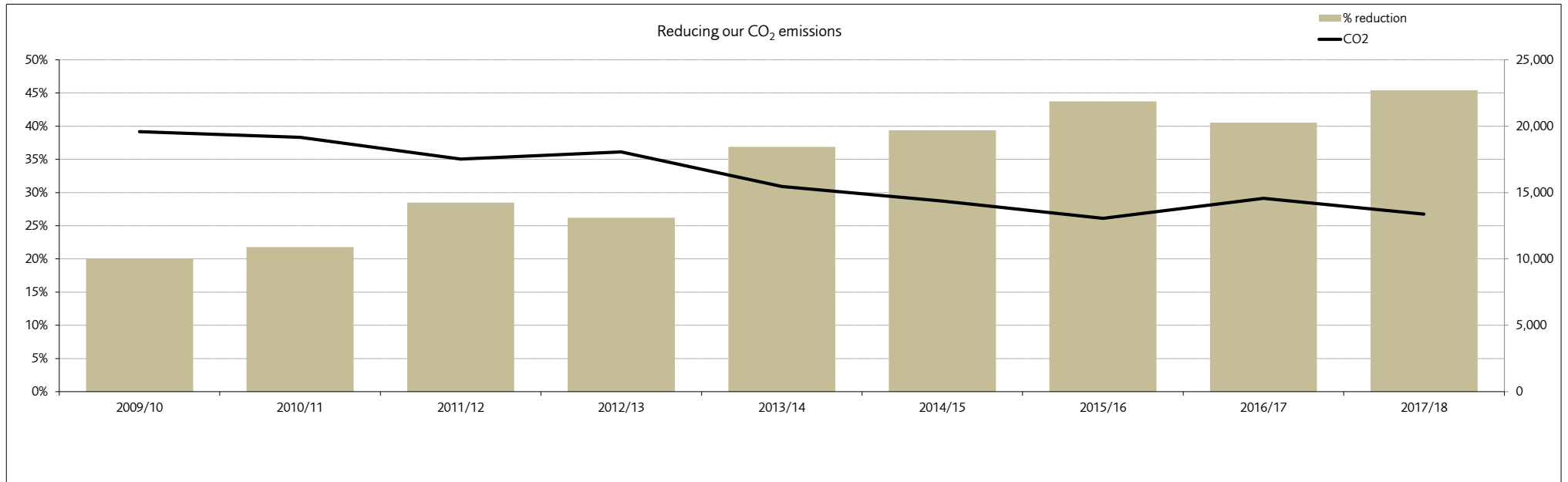


HoF			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	99.2%	99.4%	99.3%	99.8%	99.8%	99.8%	99.7%	99.6%	99.6%	99.6%	99.0%				
		% in quarter	99.9%	99.8%	99.9%	99.7%		99.6%	99.5%	99.7%	99.7%		96.7%				

AIM 3 : PEOPLE and RESOURCES

Sustainability

CO15			2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
HoP	Reducing our CO ₂ emissions <i>Annual data</i>	Total CO ₂ (tn)	19,578	19,149	17,517	18,066	15,452	14,352	13,057	14,566	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%



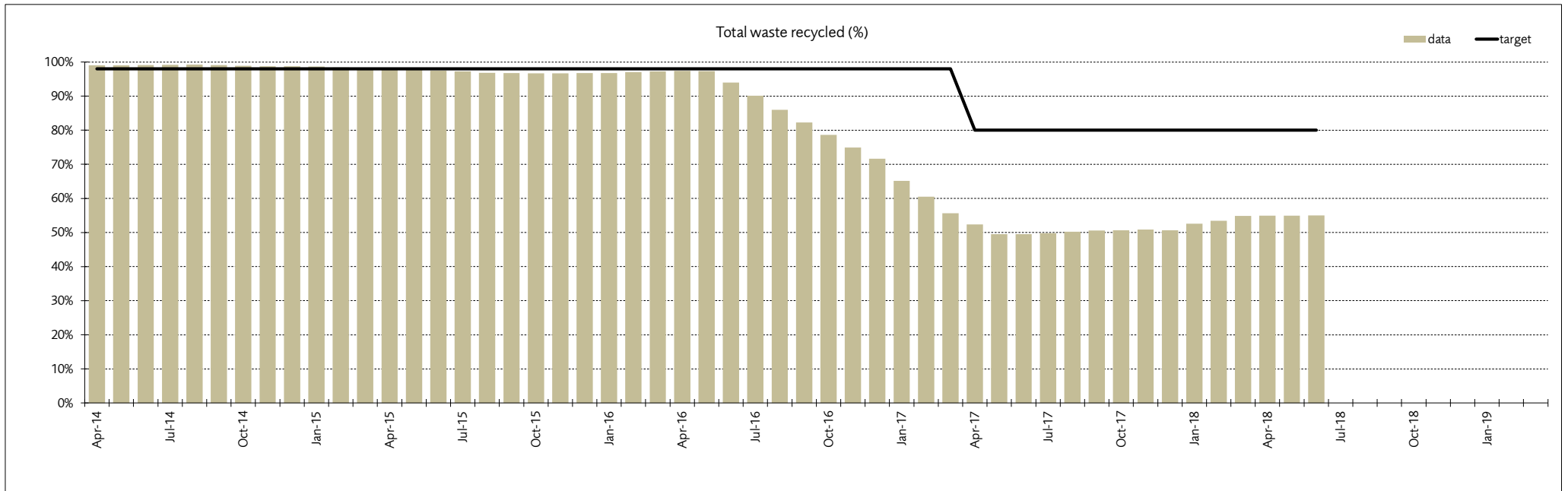
* Buildings data for 2017/18

Corporate Performance Digest - Q1 2018/19

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%										80%

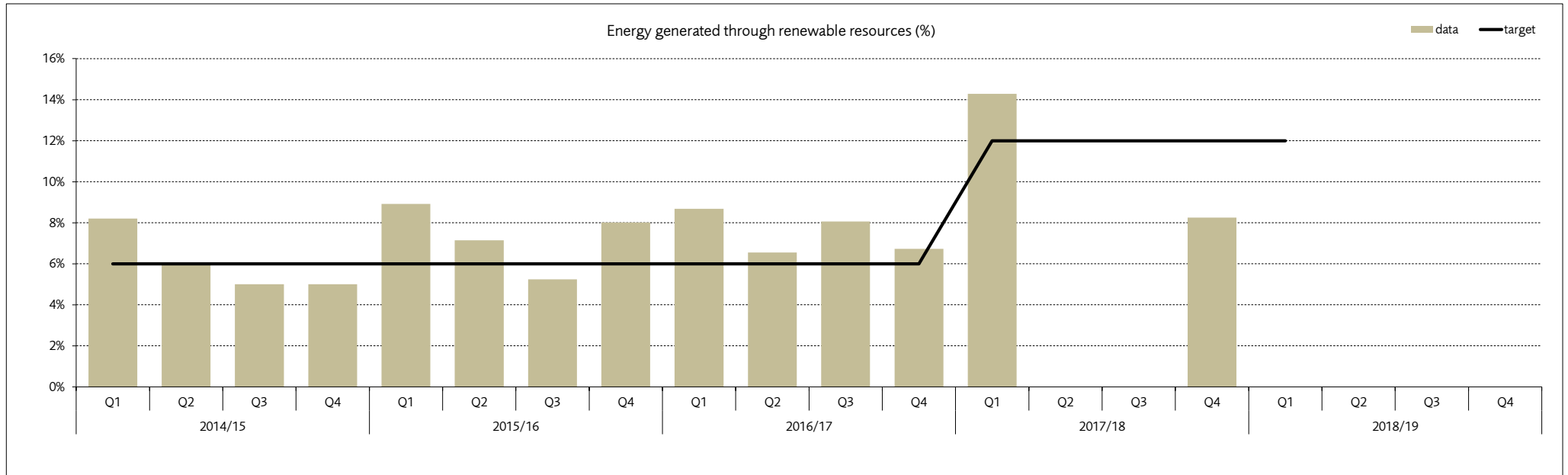


HoTSS			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
IP20	Total waste recycled (%)	rolling 12 month (kg)	695,918	633,922	548,647	501,003	501,003	469,877	505,258	518,703	503,954	503,954	487,043				
		Rolling 12 month (%)	94.0%	82.2%	71.7%	55.6%	55.6%	49.5%	50.6%	50.6%	54.9%	54.9%	55.0%				
	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

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					12%



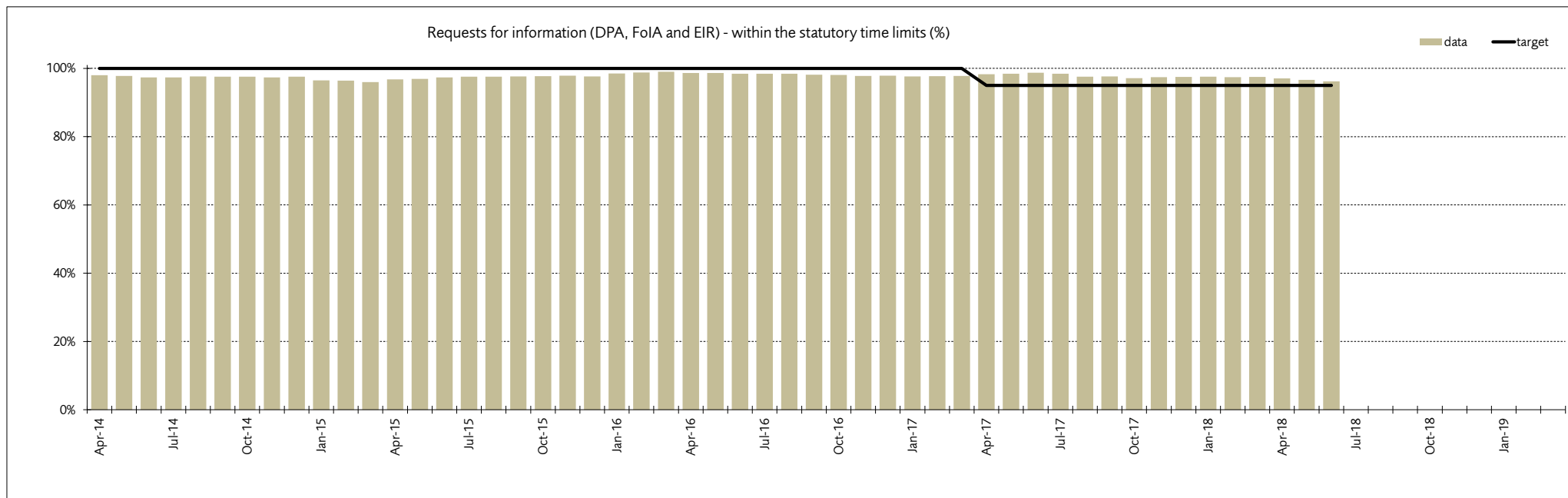
Data for Q2 2017/18, Q3 2017/18 and Q1 2018/19 for 'IP21 Energy generated through renewable resources' is not available

Corporate Performance Digest - Q1 2018/19

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%	96.2%										95%

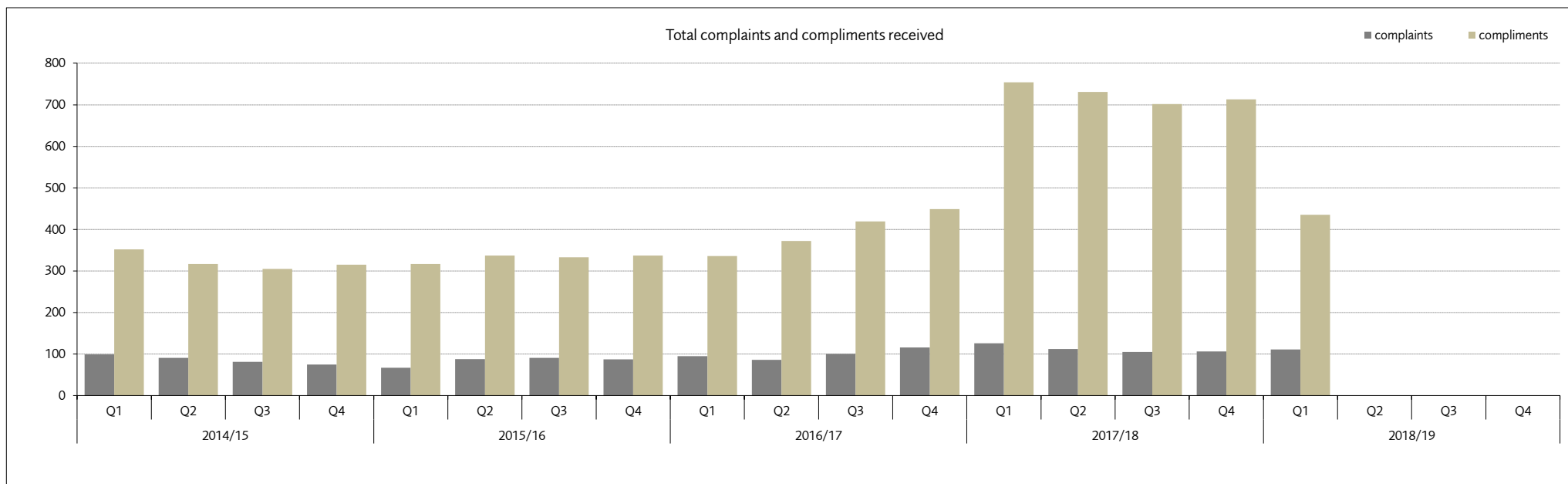


HoICT			Q1	Q2	Q3	Q4	16/17	Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	98.4%	98.1%	97.9%	97.8%	97.8%	98.8%	97.7%	97.5%	97.5%	97.5%	96.2%				
		percentage in quarter	96.7%	98.9%	97.8%	97.8%		100%	95.2%	97.1%	97.6%		94.6%				

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				down		435				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				
		number in quarter	21	31	33	31		31	17	26	32		36				
IP23	Total compliments received	rolling 12 month	336	372	419	449	449	754	731	702	713	713	435				
		number in quarter	87	139	112	111		392	116	83	122		114				

Corporate Performance Digest - Q1 2018/19

		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%				
	number in quarter	31.6%	29.8%	30.2%	28.4%		28.1%	28.1%	28.3%	29.7%		27.6%				
Number of school children reached	rolling 12 month	94,831	96,684	94,606	93,694	93,694	96,623	99,558	96,172	88,858	88,858	85,755				
	number in quarter	26,396	17,010	23,866	26,422		29,325	19,945	20,480	19,108		26,222				
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				
	number in quarter	189	114	156	171		146	125	195	169		153				
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%				
	number in quarter	2.5%	2.5%	2.3%	3.5%		3.9%	4.0%	3.3%	2.1%		3.3%				
Prosecutions made	rolling 12 month	4	4	4	5	5	10	10	9	8	8	4				
	number in quarter	0	2	1	2		5	2	0	1		1				
Successful prosecutions	rolling 12 month	4	4	4	5	5	10	10	9	8	8	4				
	number in quarter	0	2	1	2		5	2	0	1		1				
Prohibition notices served	rolling 12 month	28	42	46	51	51	52	49	55	63	63	68				
	number in quarter	7	20	12	12		8	17	18	20		13				
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				
	number in quarter	1,805	1,552	1,727	1,590		1,513	1,667	1,760	2,693		1,688				
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	378	378	374	412	412	487	562	644	676	676	639				
	number in quarter	91	93	92	136		166	168	174	168		129				

Index

A	AFAs - in all building	31
	AFAs - non domestic properties	30
	All fires	2
	Alleged fire risks - 3 hour response	28
	Apprentices employed by the Brigade (FTE)	45
	Apprentices employed by the contractors (FTE)	45
	Arrival time - first appliance	38
	Arrival time - less than 10 minutes	40
	Arrival time - less than 12 minutes	41
	Arrival time - second appliance	39
B	Arson incidents - all deliberate fires	6
	Boroughs below national average	1
C	Care home fire	5
	Casualties at road traffic collisions	21
	Community Fire Cadets Scheme	65
	Community Fire Cadets scheme - participants	65
	Community Safety - time spent by station based staff	25
	Consultations received% responses with in 14 days	27
	Contractor staff paid London's Living Wage	53
D	Deaths at special services	19
	Diversity of each trainee firefighter intake	46
	Diversity (men) of control staff	47
	Diversity (BAME) of FRS staff top earners	47
	Dwelling fires - all	3
	Dwelling fires - no smoke alarm fitted	65
E	Emergency calls answered within 7 seconds	35
	Educating young people on the risks	24
	Energy requirement generated through renewable resources	62
	Enforcement notices served	65

F	Fatal dwelling fires - no smoke alarm was fitted	65
	Fatal fires - all	15
	Fatalities - arising from primary fires 10 yr. average	12
	Fatalities - all fire	14
	Fatalities - fire in dwellings	16
	Fatalities - accidental fire in dwellings	13
	Fire safety inspections - all	26
	Fires - all	2
	Flooding - weather related	11
G		
H	HFSVs - priority by brigade staff	23
	HFSVs - by brigade staff	22
I	Injuries arising from fires in dwellings	16
	Injuries arising from primary fires	17
	Injuries from operational incidents	55
	Injuries - serious	18
	Injuries - special services	20
	Inspections - all	26
	Inspections - high risk premises	29
	Invoices from SME	59
J	JFIS schemes - participants	65
K		
L	LIFE schemes - participants	65
M		

Index

N	All non domestic primary fires in RRO properties	4
	Number of non-attended calls due to call filtering	36
	Number of school children reached	65
	Number of schools visited	65
O		
P	Pay ratio between highest and median salary	48
	Pay gap - all staff (median)	48
	Prohibition notices served	65
	Promoted staff - control / FRS / operational staff - women / BAME / disabled / LGBT	50
	Prosecutions made and successful prosecutions	65
Q		
R	Requests for information under the DPA, FoIA and EIR that were fulfilled in full within the statutory time limits	63
	RIDDOR	56
	RIDDOR - death	57
	RIDDOR - 'specified' injuries	57
	RIDDOR - 'over 7 day' injuries	57
	RTCs involving brigade vehicles	54
	Rubbish fires - all outdoor	7

S	Schools - visits	65
	Shut in lift releases	32
	Sickness	42-44
	Special services - all	8
	Special services - RTC	9
	Special services - entry/exit	10
	Spend with small to medium sized enterprises (SMEs)	58
T	Time taken to deal with a 999 call	37
	Time to answer an emergency (999) call	34
	Top earners - control / FRS / operational staff - women / BAME / disabled / LGBT	51
	Total CO2 emissions	60
	Total complaints received	64
	Total compliments received	64
	Total emergency (999) calls handled by control	33
	Total waste recycled	61
U	Undisputed invoices from small to medium enterprises paid within 10 days	59
V	Voluntary leavers - FRS / operational staff - women / BAME	52
W	Workforce composition - control / FRS / operational staff - women / BAME / disabled / LGBT	49
	Working days lost as a result of sickness - control staff	44
	Working days lost as a result of sickness - FRS staff	43
	Working days lost as a result of sickness - operational staff	42
X-Y-Z		