

Corporate performance digest



3rd Quarter – 2019/20 Financial Year

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

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

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

Heads of service (HoS)

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

Performance indicator data

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

RAG Status for indicator with target

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

RAG Status for indicator without target

	better than previous 12 months
	worse than previous 12 months

Keywords

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

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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.

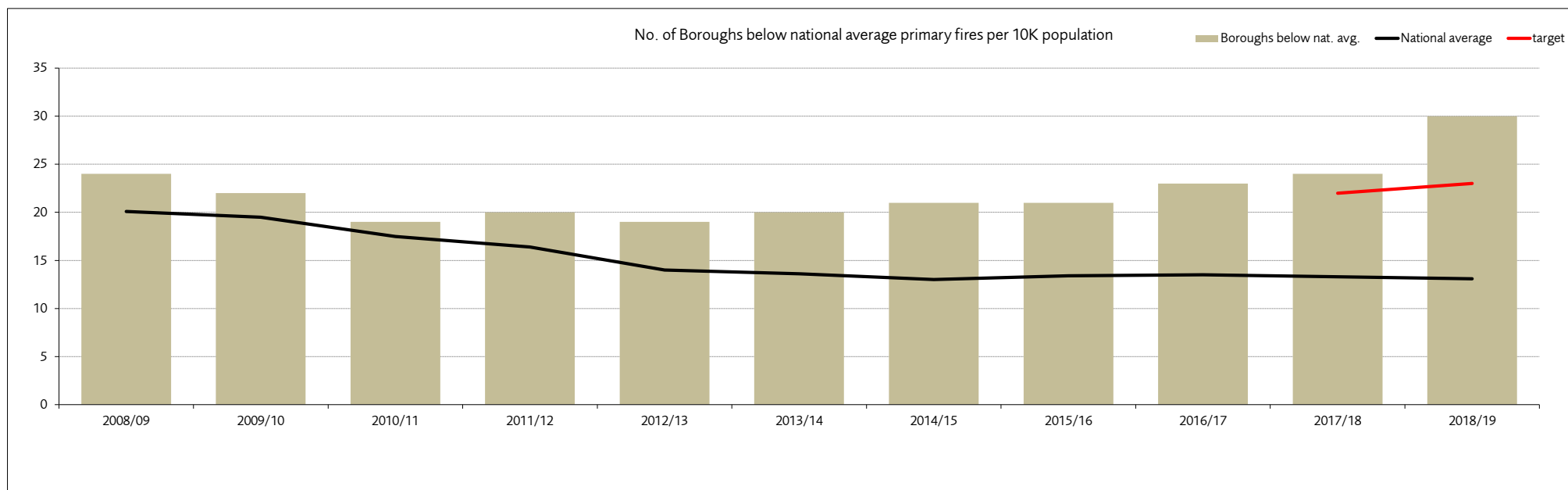
Our commitments under this aim focus on activities that reduce fires and the impact they have, and by targeting people most at risk.

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AIM 1 : PREVENTION and PROTECTION

Fairness

	H1		2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
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	13.1
		Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	24	30
		Target	-	-	-	-	-	-	-	-	-	22	23

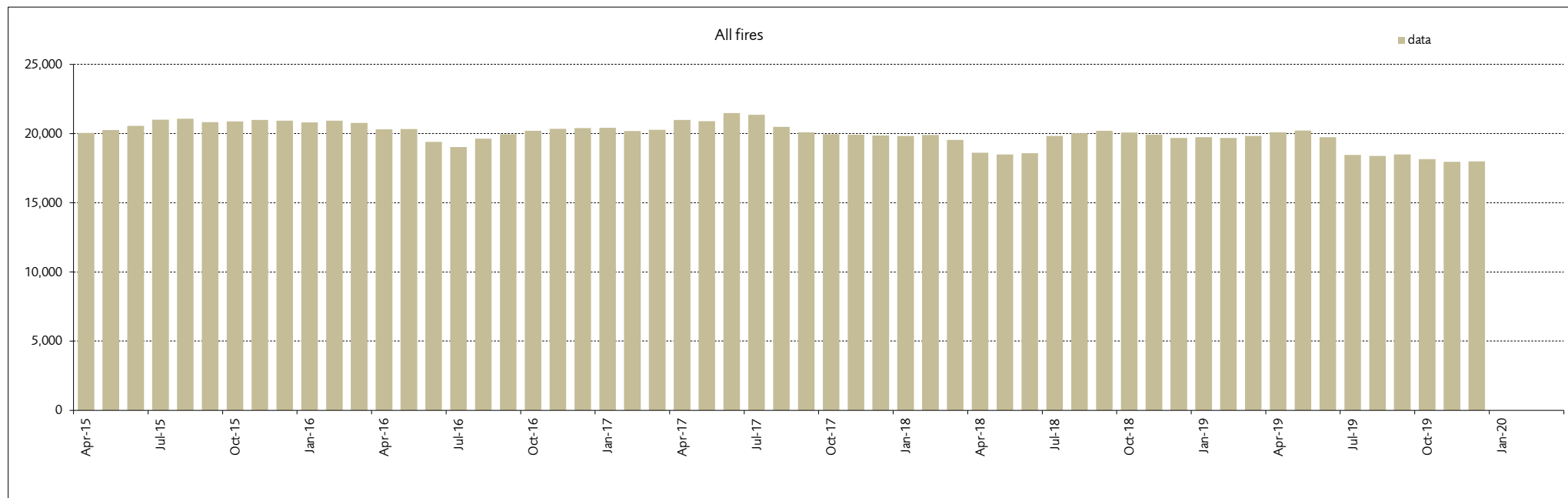


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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

IP1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fires rolling 12 month	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
		2019/20	20,095	20,223	19,728	18,446	18,375	18,492	18,150	17,946	17,993				down



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP1	All fires	rolling 12 month	21,486	20,092	19,863	19,536	19,536	18,581	20,201	19,675	19,826	19,826	19,728	18,492	17,993		
		per 10,000 population	24.5	22.9	22.6	22.3	22.3	21.1	22.9	22.3	22.5	22.5	22.4	21.0	20.4		
		number in quarter	6,210	4,939	4,627	3,760		5,255	6,559	4,101	3,911		5,157	5,323	3,602		

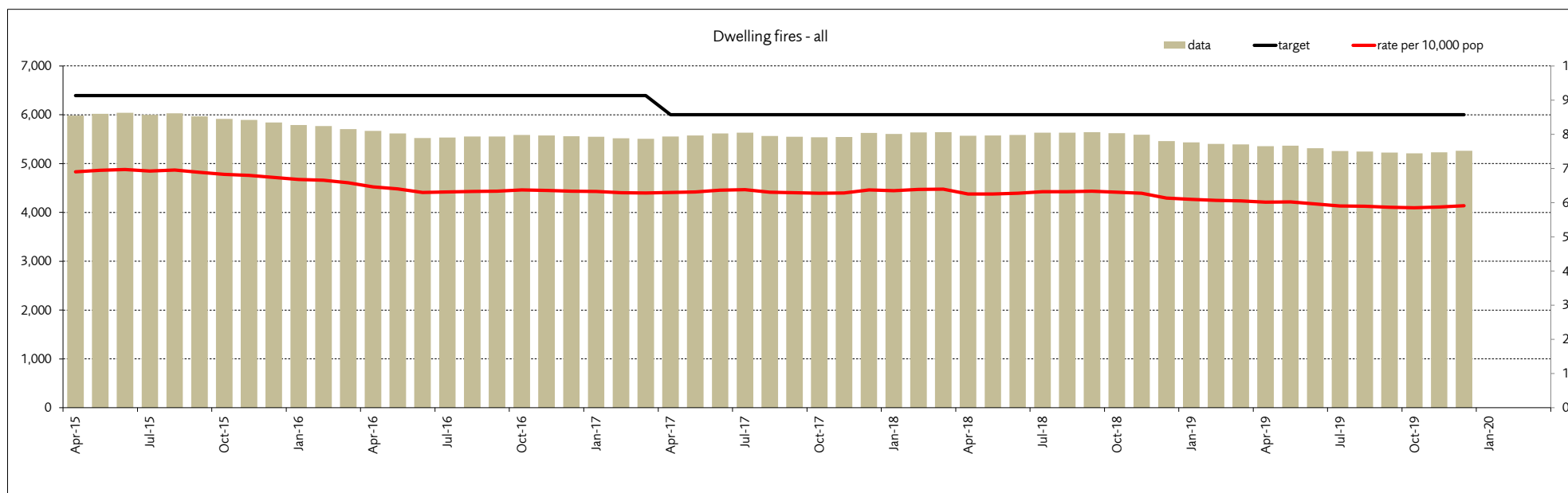
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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

H2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Dwelling fires - all rolling 12 month	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
		2019/20	5,358	5,366	5,313	5,256	5,248	5,224	5,211	5,231	5,262				6,000

HoFSt	Rate of Dwelling fires per 10,000 population	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	6.3	6.3	6.3	6.3	6.3	6.1	6.1	6.1	6.1
		2019/20	6.0	6.0	6.0	5.9	5.9	5.9	5.8	5.9	5.9			



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H2	Dwelling fires - all	rolling 12 month	5,615	5,550	5,625	5,642	5,642	5,587	5,642	5,461	5,392	5,392	5,313	5,224	5,262		
		per 10,000 population	6.36	6.29	6.37	6.39	6.39	6.27	6.33	6.13	6.05	6.05	5.96	5.86	5.91		
		number in quarter	1,444	1,367	1,486	1,345		1,389	1,422	1,305	1,276		1,310	1,333	1,343		

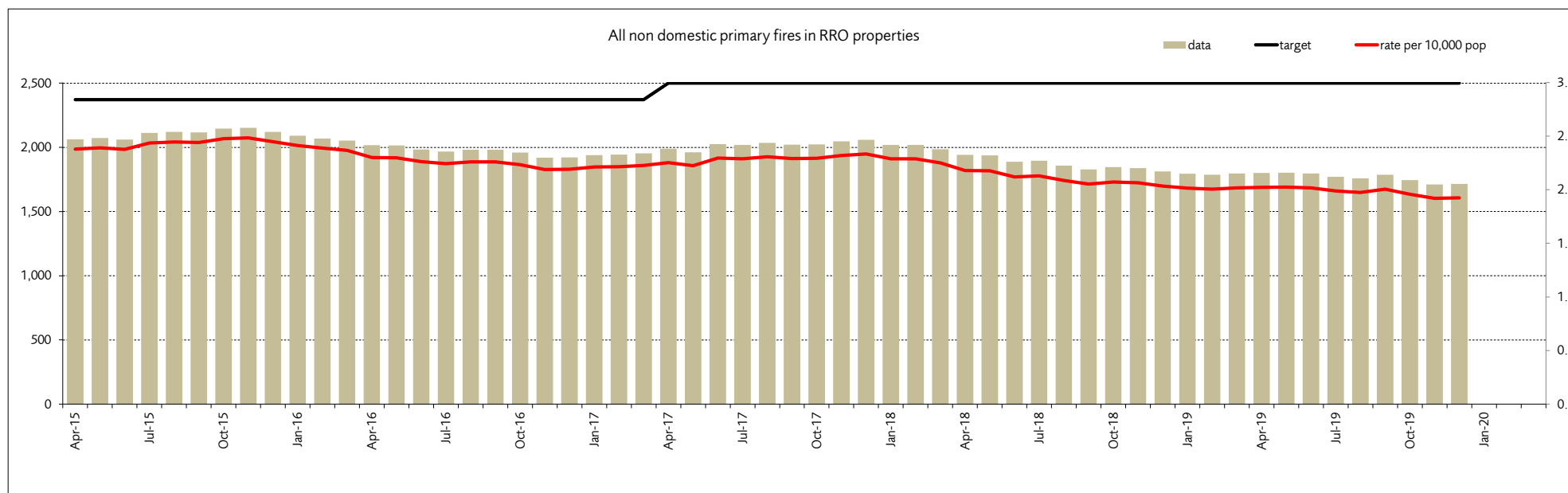
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AIM 1 : PREVENTION and PROTECTION

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	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
		2019/20	1,801	1,803	1,797	1,771	1,758	1,787	1,745	1,711	1,715				2,500

HoFS	Rate of All non domestic primary fires in RRO properties per 10,000 population	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	2.0	2.0	2.0	2.0
		2019/20	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.9	1.9			



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H3	All non domestic primary fires in RRO properties	rolling 12 month	2,026	2,021	2,059	1,986	1,986	1,888	1,829	1,812	1,797	1,797	1,797	1,787	1,715		
		per 10,000 population	2.30	2.29	2.33	2.25	2.25	2.12	2.05	2.03	2.02	2.02	2.02	2.01	1.93		
		number in quarter	556	510	489	431		458	451	472	416		458	441	400		

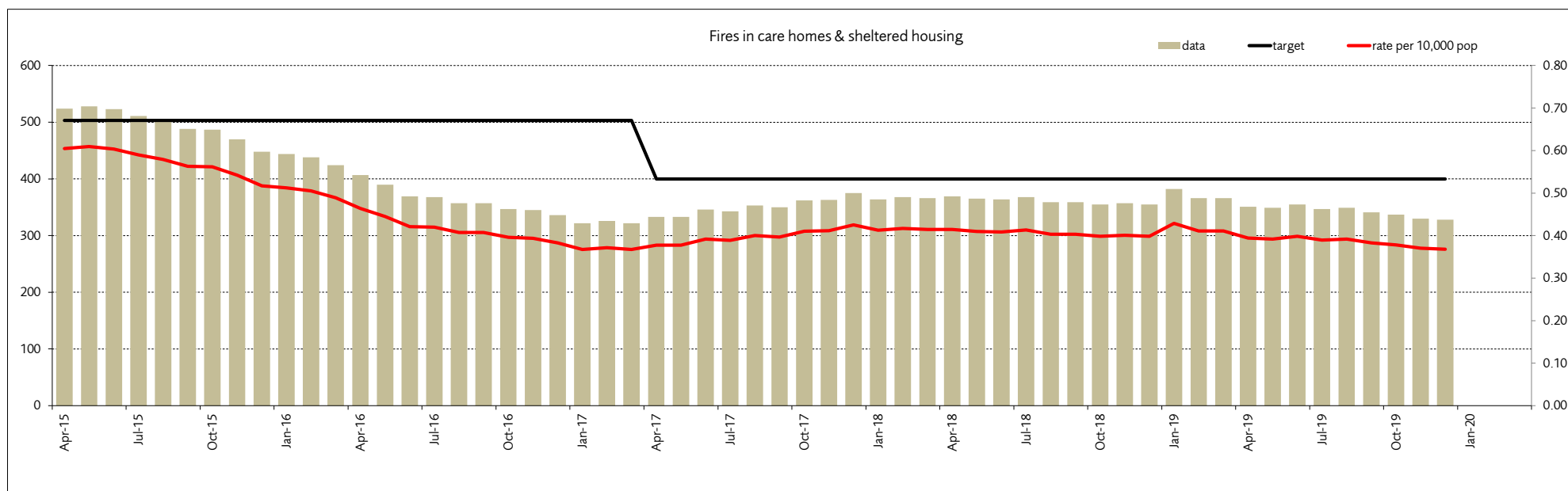
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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

H4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fires in care homes & sheltered housing for older people <i>rolling 12 month</i>	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
		2019/20	351	349	355	347	349	341	337	330	328				400

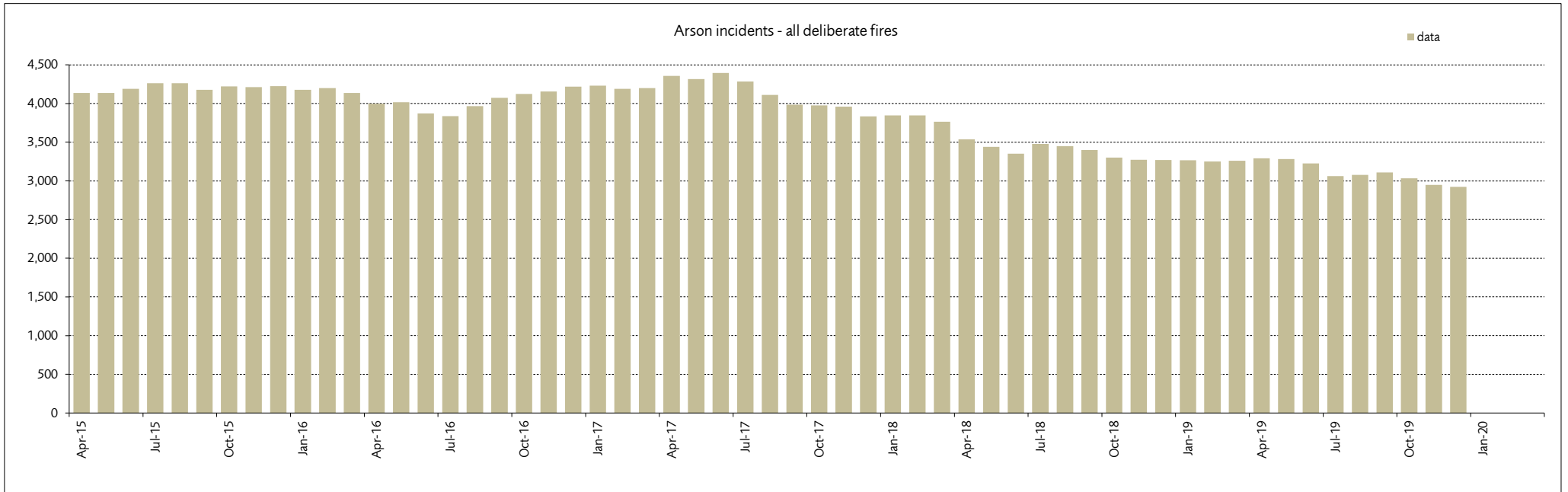
HoFS	Rate of Fires in care homes & sheltered housing for older people <i>per 10,000 population</i>	2015/16	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.5	0.5	0.5	0.5	0.5
		2016/17	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2017/18	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2018/19	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2019/20	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4			



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H4	Fires in care homes & sheltered housing	rolling 12 month	346	350	375	366	366	364	359	355	366	366	355	341	328		
		per 10,000 population	0.39	0.40	0.42	0.41	0.41	0.41	0.40	0.40	0.41	0.41	0.40	0.38	0.37		
		number in quarter	94	91	95	86		92	86	91	97		81	72	78		

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

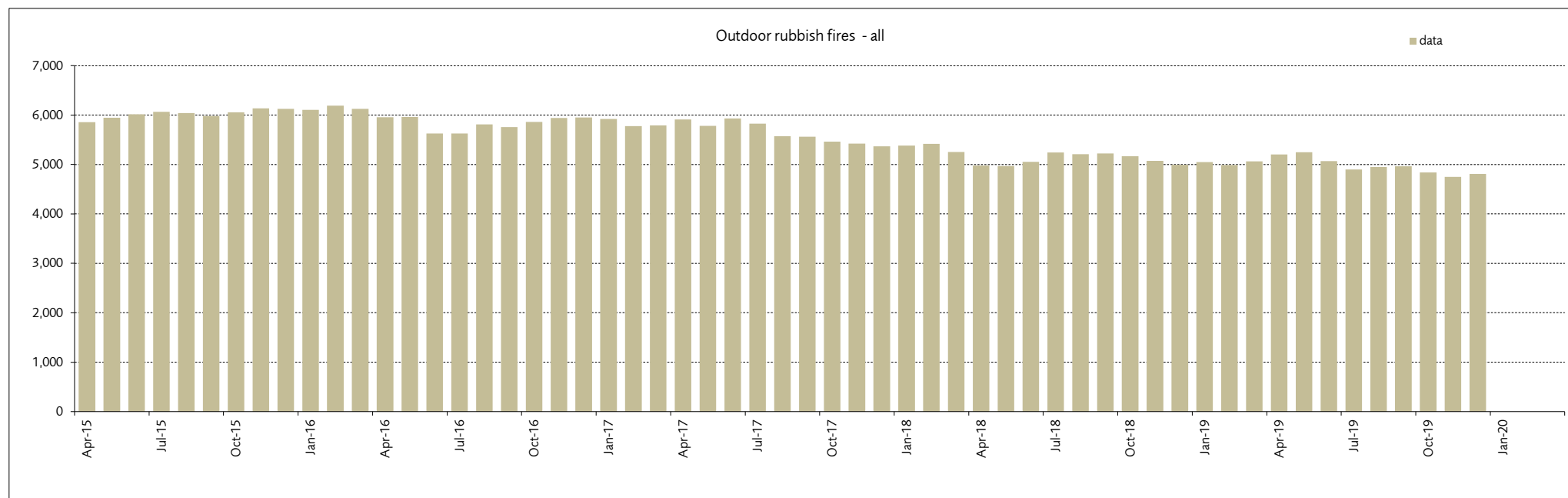
IP2			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Arson incidents - all deliberate fires rolling 12 month	2015/16	4,137	4,135	4,191	4,264	4,264	4,176	4,221	4,213	4,224	4,177	4,198	4,135	down
		2016/17	3,997	4,017	3,872	3,836	3,966	4,072	4,123	4,154	4,220	4,232	4,191	4,198	down
		2017/18	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	3,448	3,398	3,301	3,274	3,271	3,267	3,252	3,261	down
		2019/20	3,292	3,281	3,225	3,062	3,078	3,109	3,033	2,949	2,924				down



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP2	Arson incidents - all deliberate fires	rolling 12 month	4,396	3,984	3,835	3,764	3,764	3,353	3,398	3,271	3,261	3,261	3,225	3,109	2,924		
		per 10,000 population	5.01	4.54	4.37	4.29	4.29	3.80	3.85	3.71	3.70	3.70	3.65	3.52	3.31		
		number in quarter	1,223	917	931	693		812	962	804	683		776	846	619		

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	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
		2019/20	5,206	5,249	5,069	4,902	4,948	4,966	4,842	4,752	4,809				down



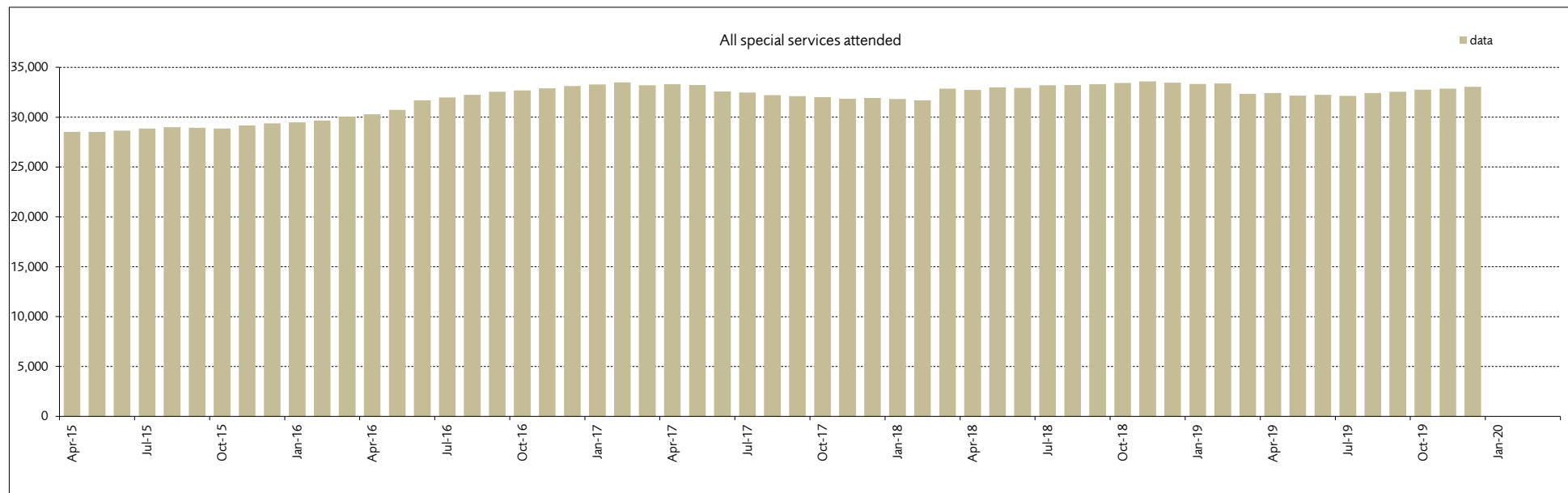
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP3	Outdoor rubbish fires - all	rolling 12 month	5,930	5,563	5,366	5,256	5,256	5,052	5,226	4,992	5,066	5,066	5,069	4,966	4,809		
		number in quarter	1,715	1,310	1,273	958		1,511	1,484	1,039	1,032		1,514	1,381	882		

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AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	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
		2019/20	32,417	32,152	32,241	32,141	32,415	32,554	32,762	32,865	33,038			



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX1	All special services attended	rolling 12 month	32,572	32,106	31,933	32,862	32,862	32,933	33,308	33,459	32,334	32,334	32,241	32,554	33,038		
		number in quarter	8,149	8,262	7,997	8,454		8,220	8,637	8,148	7,329		8,127	8,950	8,632		

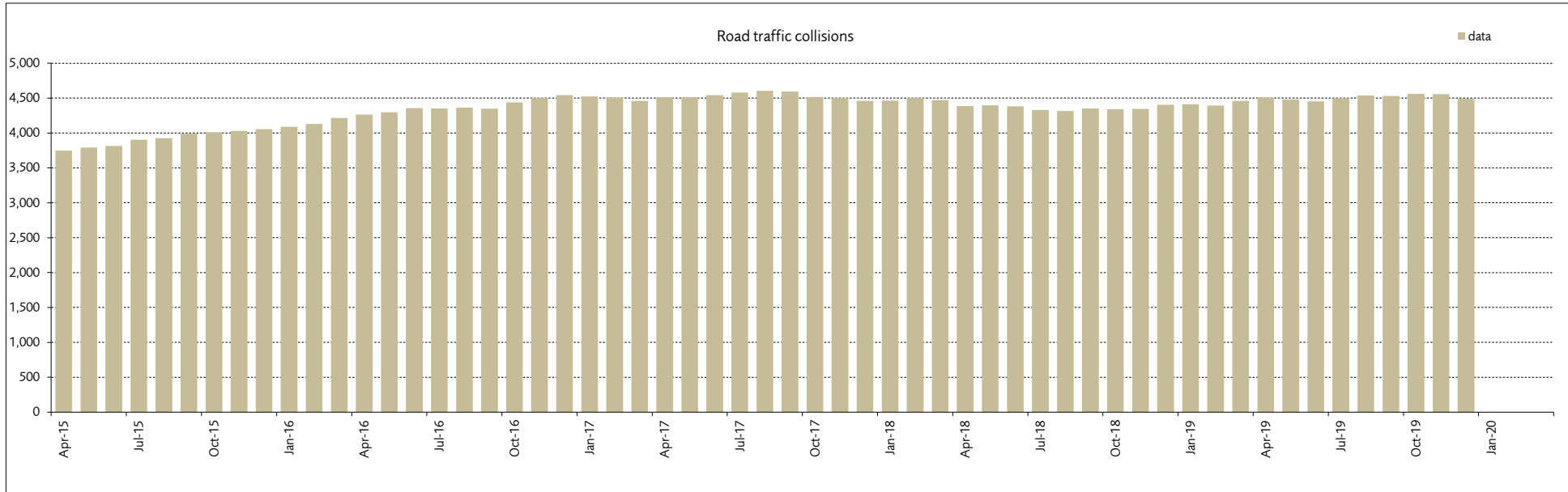
Corporate Performance Digest - Q3 2019/20

AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

IP4			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Road traffic collisions rolling 12 month	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
		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
		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
		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
		2019/20	4,508	4,479	4,455	4,497	4,538	4,530	4,561	4,556	4,492			

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HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP4	Road traffic collisions	rolling 12 month	4,544	4,596	4,462	4,471	4,471	4,383	4,354	4,406	4,459	4,459	4,455	4,530	4,492		
		number in quarter	1,211	1,178	1,099	983		1,123	1,149	1,151	1,036		1,119	1,224	1,113		

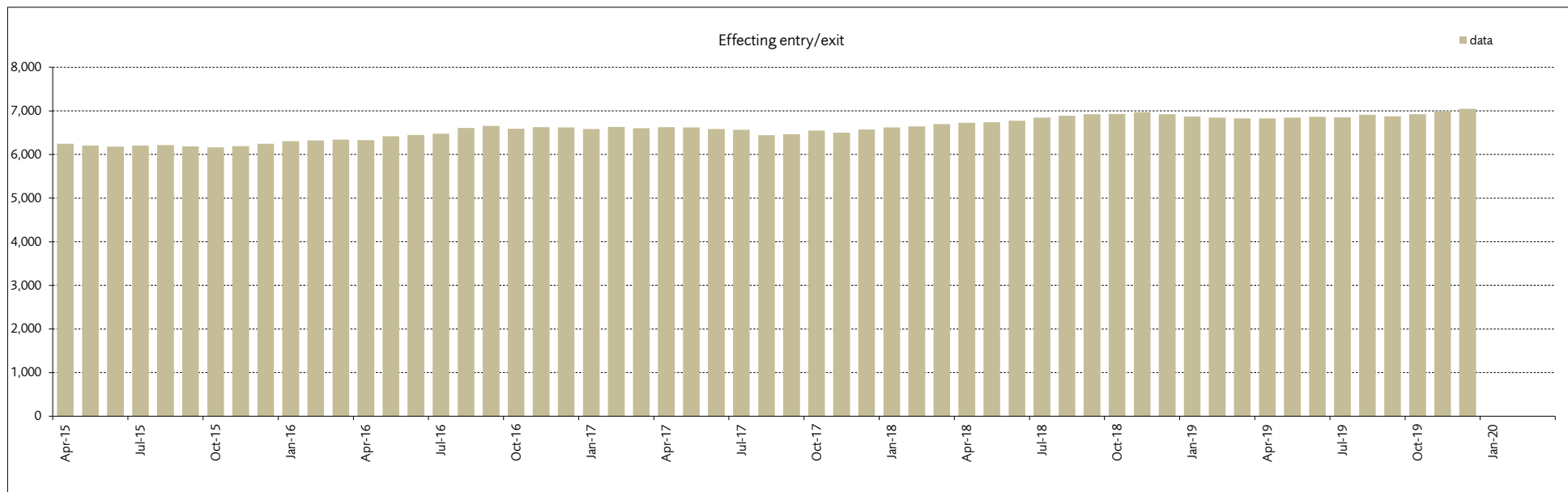
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AIM 1 : PREVENTION and PROTECTION

Stop other emergencies from happening

	IP5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Effecting entry/exit rolling 12 month	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
		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
		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
		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
		2019/20	6,829	6,848	6,861	6,851	6,912	6,877	6,923	6,993	7,049			

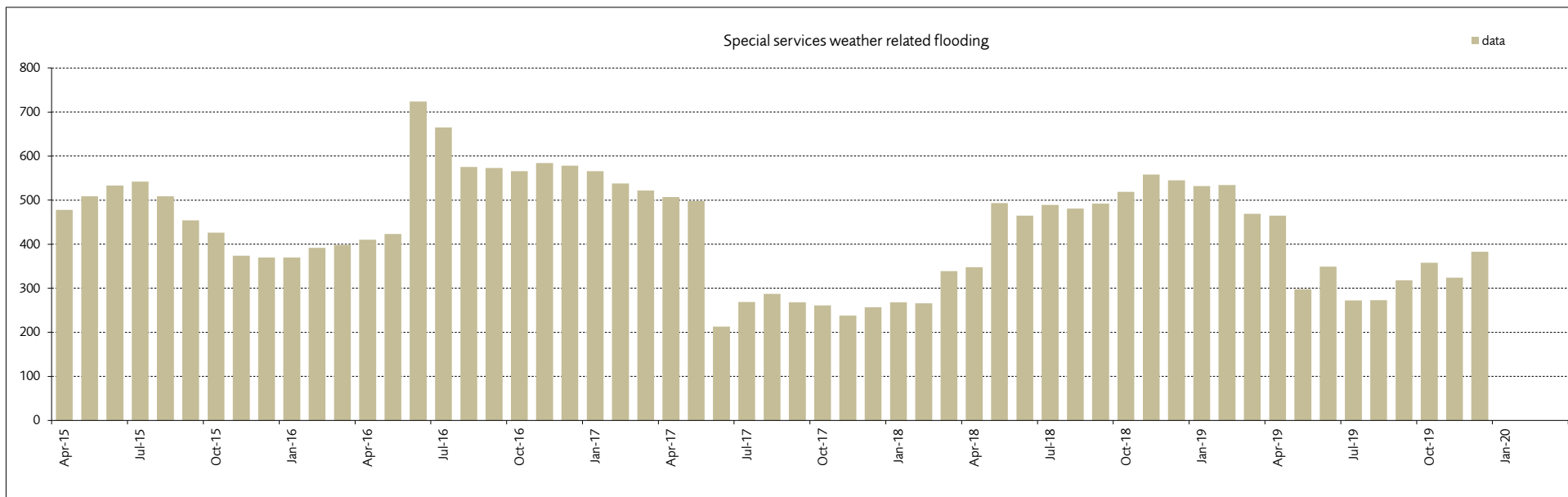
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HoCRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP5	Effecting entry/exit	rolling 12 month	6,587	6,468	6,575	6,695	6,695	6,774	6,921	6,922	6,828	6,828	6,861	6,877	7,049		
		number in quarter	1,665	1,762	1,690	1,578		1,744	1,909	1,691	1,484		1,777	1,925	1,863		

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	724	665	575	573	566	584	578	566	538	522
		2017/18	507	498	213	269	287	268	261	238	257	268	266	339
		2018/19	348	493	465	489	481	492	519	558	545	532	534	469
		2019/20	465	298	349	272	273	318	358	324	383			



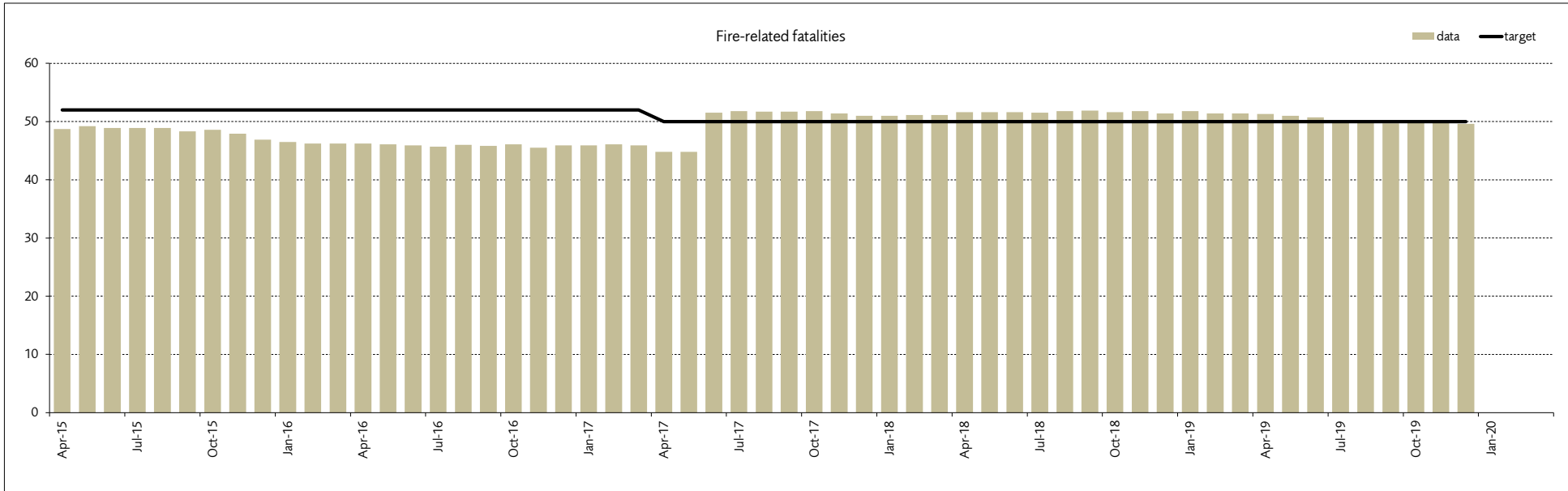
HoOP			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX2	Special services Weather related flooding	rolling 12 month	213	268	257	339	339	465	492	545	469	469	349	318	383		
		number in quarter	80	104	41	114		206	131	94	38		86	100	159		

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AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

H5			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	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
		2019/20	51	51	51	50	50	50	50	50					50



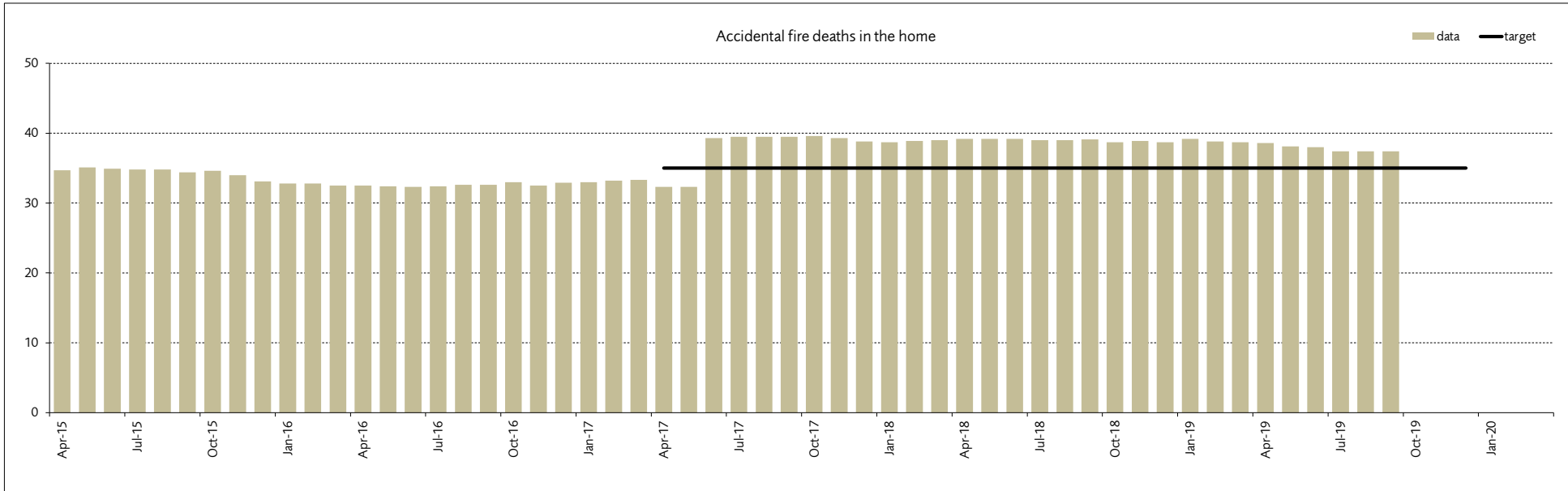
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H5	Fire-related fatalities	10 yr. Average	52	52	51	51	51	52	52	51	51	51	51	50	50		
		rolling 12 month	109	108	102	108		42	43	45	40		39	36	37		
		per 100,000 population	1.24	1.23	1.16	1.23	1.23	0.48	0.49	0.51	0.45	0.45	0.44	0.41	0.42		
		number in quarter	75	8	8	17		9	9	10	12		8	6	11		

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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	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
		2019/20	39	38	38	37	37	37	38	37	37				35



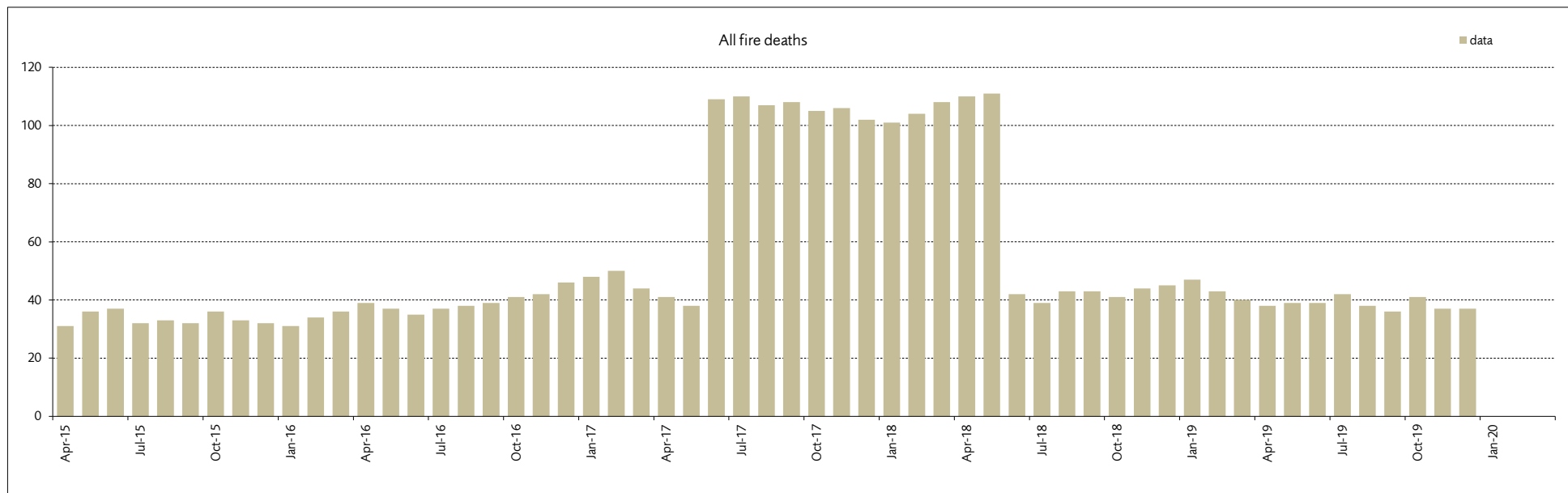
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H6	Accidental fire deaths in the home	10 yr. Average	39	40	39	39	39	39	39	39	39	39	38	37	37		
		rolling 12 month	108	106	98	100		30	27	30	26		24	26	23		
		per 100,000 population	1.23	1.21	1.12	1.14	1.14	0.34	0.31	0.34	0.29	0.29	0.27	0.29	0.26		
		number in quarter	75	6	6	13		5	3	9	9		3	5	6		

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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	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	43	40
		2019/20	38	39	39	42	38	36	41	37	37			



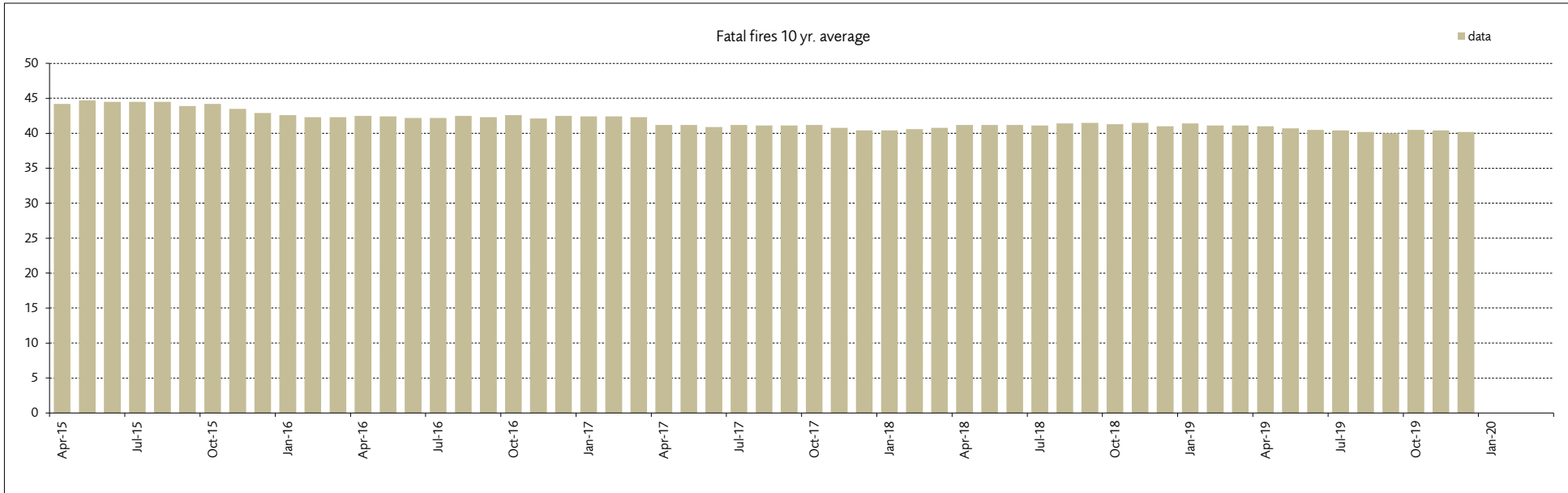
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX3A	All fire deaths	rolling 12 month	109	108	102	108	108	42	43	45	40	40	39	36	37		
		number in quarter	75	8	8	17		9	9	10	12		8	6	11		

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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	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	41.1	41.1
		2019/20	41.0	40.7	40.5	40.4	40.2	40.0	40.5	40.4	40.2			



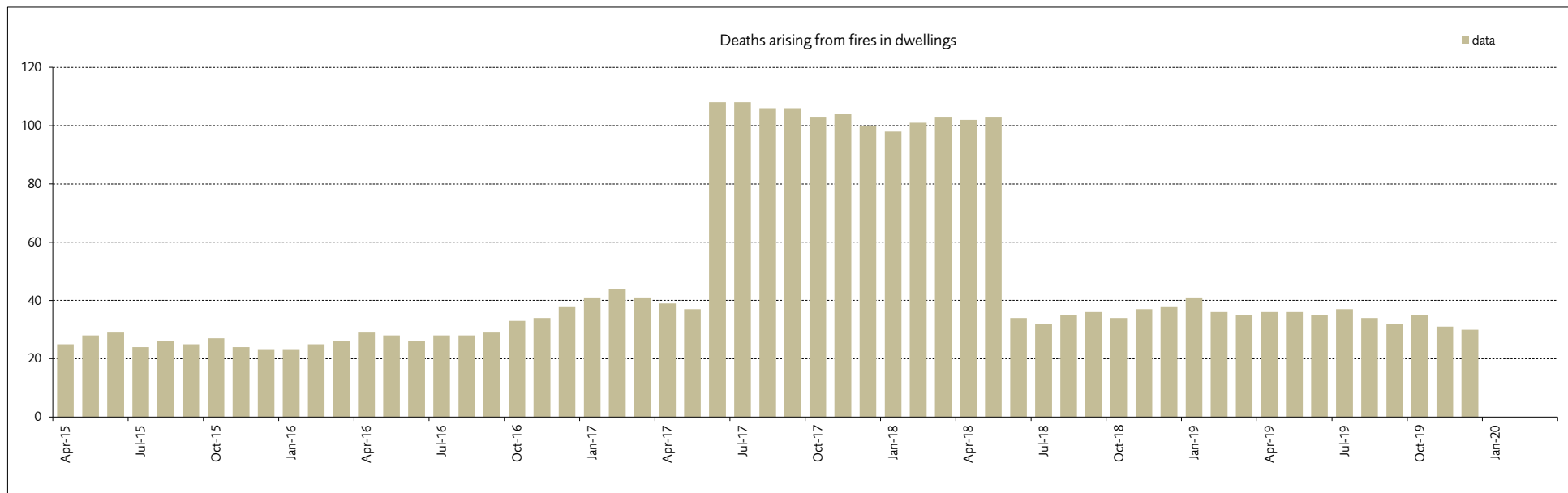
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX3B	Fatal fires	10 yr. average	40.9	41.1	40.4	40.8	40.8	41.2	41.5	41.0	41.1	41.1	40.5	40.0	40.2		
		rolling 12 month	36	35	29	37	37	40	41	42	38	38	37	34	36		
		number in quarter	5	8	8	16		8	9	9	12		7	6	11		

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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	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	36	35
		2019/20	36	36	35	37	34	32	35	31	30			



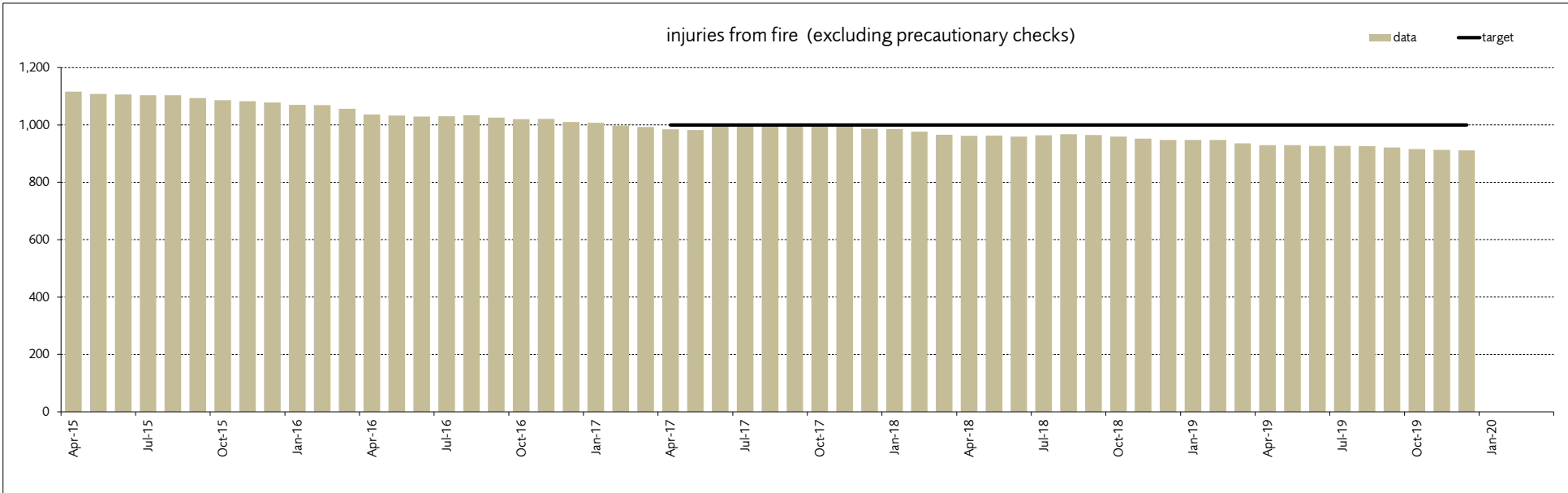
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX3C	Deaths arising from fires in dwellings	rolling 12 month	108	106	100	103	103	34	36	38	35	35	35	32	30		
		number in quarter	75	6	8	14		6	8	10	11		6	5	8		

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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) <i>five year average</i>	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
		2019/20	929	930	927	927	926	921	916	914	912				1,000



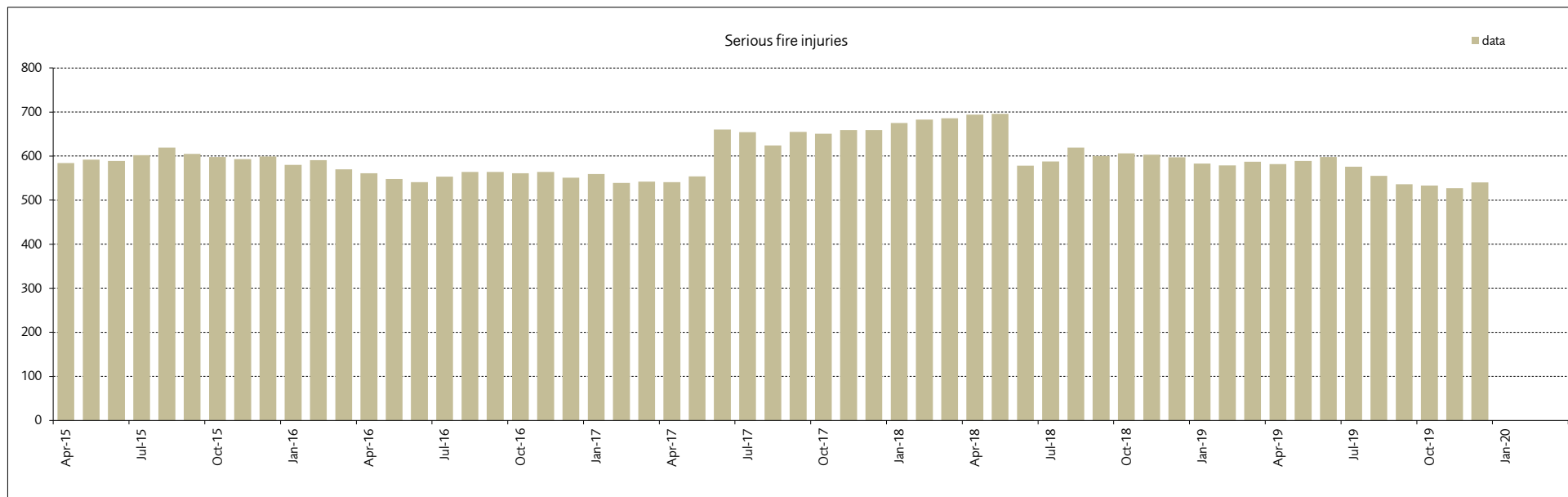
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	1,003	994	987	966	966	960	965	948	936	936	927	921	912		
		rolling 12 month	993	991	1,036	1,045	1,045	930	922	858	848	848	838	777	791		
		number in quarter	334	250	249	212		219	242	185	202		209	181	199		

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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	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	579	587
		2019/20	582	589	598	576	555	536	533	527	540			



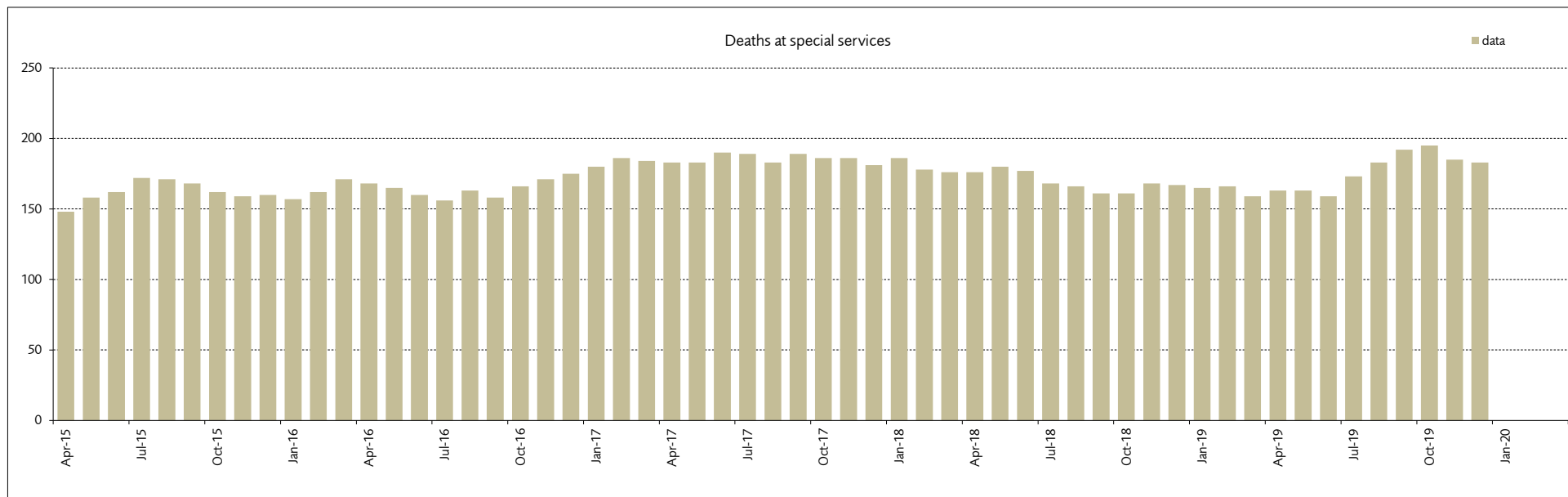
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX3E	Serious fire injuries	rolling 12 month	660	655	659	686	686	578	600	597	587	587	598	536	540		
		number in quarter	244	149	138	155		136	171	135	145		147	109	139		

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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	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
		2019/20	163	163	159	173	183	192	195	185	183			



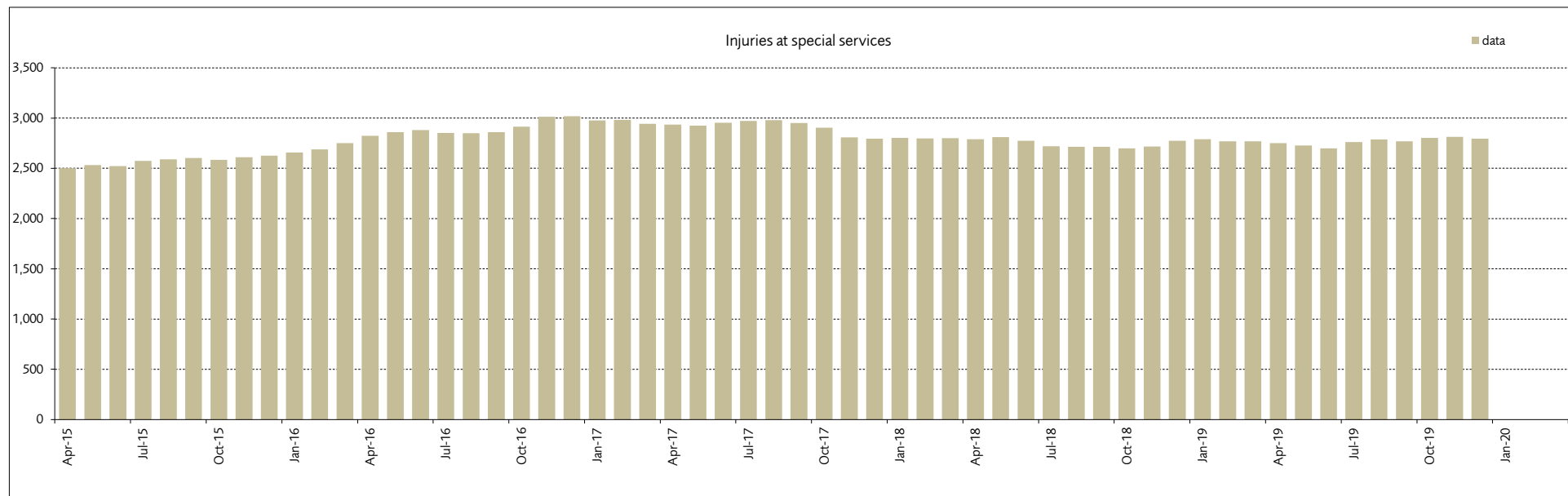
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX4A	Deaths at special services	rolling 12 month	190	189	181	176	176	177	161	167	159	159	159	192	183		
		number in quarter	39	41	42	54		40	25	48	46		40	58	39		

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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	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
		2019/20	2,751	2,728	2,700	2,762	2,787	2,769	2,803	2,812	2,795			



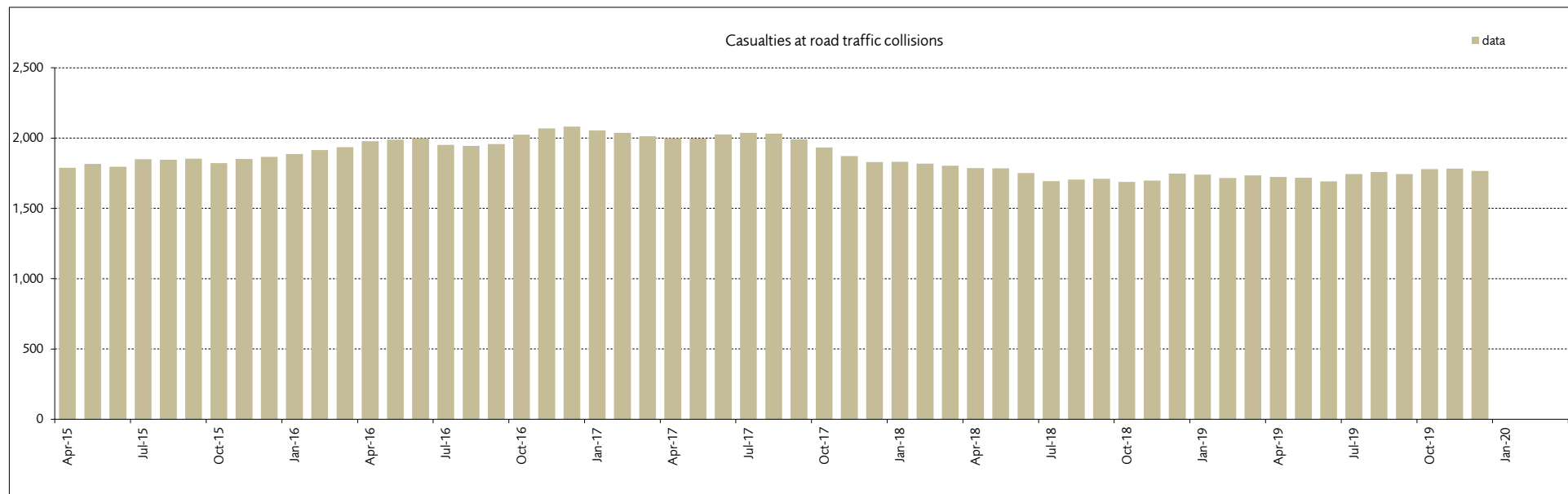
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX4B	Injuries at special services	rolling 12 month	2,953	2,951	2,795	2,800	2,800	2,775	2,715	2,774	2,770	2,770	2,700	2,769	2,795		
		number in quarter	772	764	655	609		747	704	714	605		677	773	740		

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AIM 1 : PREVENTION and PROTECTION

Reduce the impact of fires and other emergencies

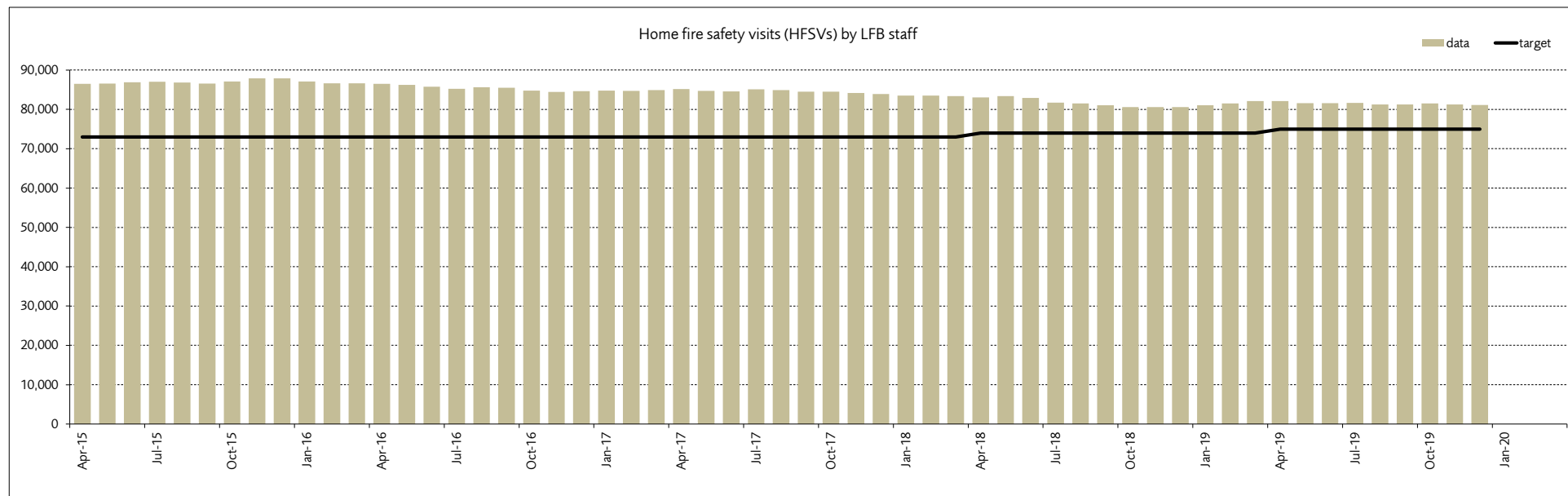
IP6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Casualties at road traffic collisions rolling 12 month	2015/16	1,789	1,816	1,795	1,849	1,846	1,854	1,821	1,851	1,867	1,886	1,914	1,936	down
		2016/17	1,977	1,989	1,999	1,952	1,944	1,958	2,025	2,068	2,081	2,054	2,037	2,013	down
		2017/18	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
		2019/20	1,724	1,718	1,692	1,744	1,758	1,744	1,779	1,783	1,766				down



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP6	Casualties at road traffic collisions	rolling 12 month	2,027	1,991	1,830	1,803	1,803	1,752	1,711	1,748	1,734	1,734	1,692	1,744	1,766		
		number in quarter	526	475	402	400		475	434	439	386		433	486	461		

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	2015/16	86,499	86,553	86,876	87,041	86,854	86,585	87,123	87,884	87,866	87,110	86,617	86,607	73,000
		2016/17	86,469	86,225	85,736	85,216	85,623	85,476	84,750	84,466	84,647	84,795	84,675	84,897	73,000
		2017/18	85,154	84,714	84,555	85,134	84,877	84,503	84,525	84,146	83,923	83,505	83,541	83,344	73,000
		2018/19	83,033	83,349	82,904	81,689	81,486	81,043	80,562	80,567	80,615	81,047	81,520	82,147	74,000
		2019/20	82,126	81,609	81,552	81,634	81,235	81,246	81,508	81,249	81,109				75,000



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	84,555	84,503	83,923	83,344	83,344	82,904	81,043	80,615	82,147	82,147	81,552	81,246	81,109		
		number in quarter	21,771	22,157	20,319	19,097		21,331	20,296	19,891	20,629		20,736	19,990	19,754		

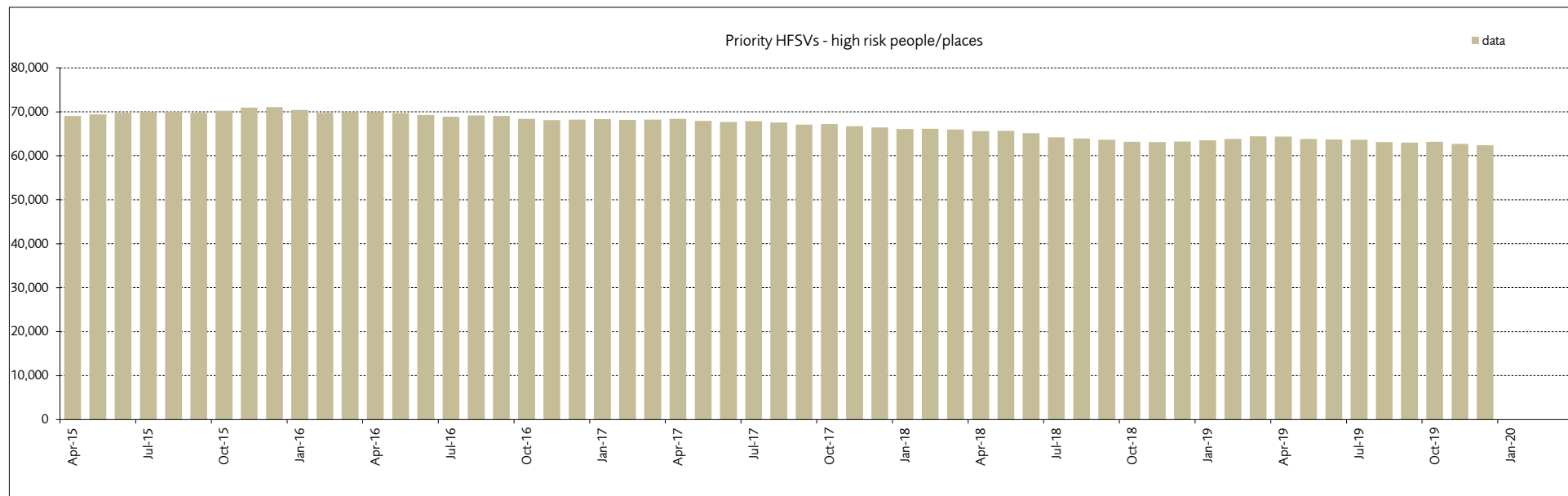
Note: Data between December 2017 and September 2019 includes HFSVs carried out as part of Fire Safe and Well visits

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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	2015/16	69,074	69,393	69,740	69,954	70,001	69,750	70,240	70,976	71,052	70,405	69,785	69,908
		2016/17	69,874	69,705	69,305	68,861	69,167	69,030	68,412	68,099	68,228	68,325	68,188	68,219
		2017/18	68,427	67,904	67,701	67,848	67,547	67,075	67,193	66,727	66,466	66,066	66,144	65,972
		2018/19	65,581	65,684	65,129	64,188	63,948	63,641	63,144	63,119	63,217	63,520	63,813	64,394
		2019/20	64,335	63,842	63,690	63,667	63,134	63,016	63,168	62,721	62,421			



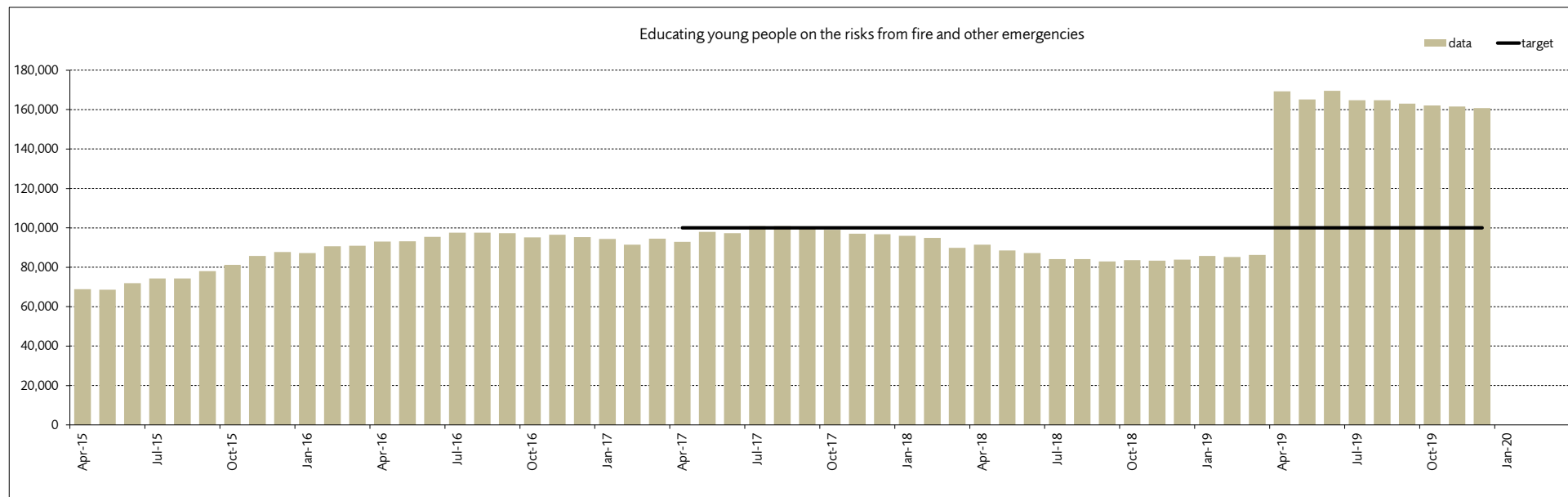
HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX5	Priority HFSVs - high risk people/places	rolling 12 month	67,701	67,075	66,466	65,972	65,972	65,129	63,641	63,217	64,394	64,394	63,690	63,016	62,421		
		number in quarter	17,616	17,373	15,987	14,996		16,773	15,885	15,563	16,173		16,069	15,211	14,968		

Corporate Performance Digest - Q3 2019/20

AIM 1 : PREVENTION and PROTECTION

Inform and educate London's communities

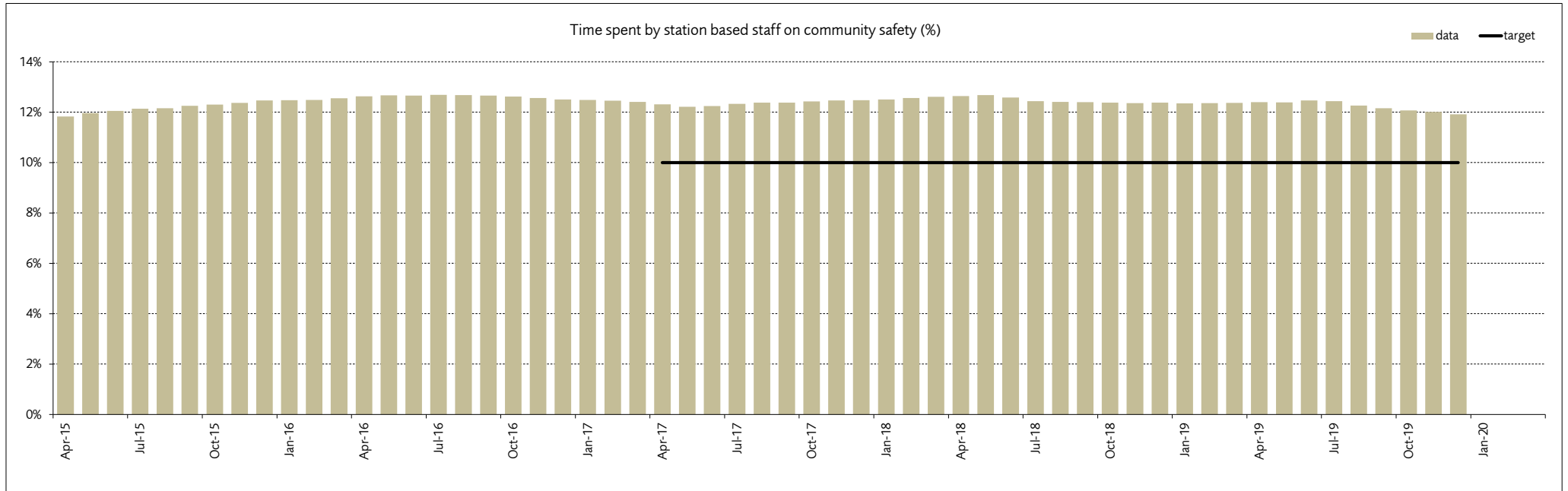
H9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Educating young people on the risks from fire and other emergencies <i>rolling 12 month</i>	New indicator from 2017/18; original definition included four youth activities*													
		2017/18	92,951	97,976	97,248	100,931	100,921	100,104	99,065	97,073	96,817	95,948	94,873	89,874	100,000
		2018/19	91,427	88,579	87,146	84,135	84,126	82,959	83,613	83,322	83,898	85,768	85,171	86,256	100,000
		Indicator definition changed from April 2019 to include three further youth activities (seven in total)**													
		2019/20	169,287	165,226	169,509	164,783	164,774	162,985	162,149	161,510	160,823				100,000



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H9	Educating young people on the risks from fire and other emergencies - <i>original four activities*</i>	rolling 12 month	97,248	100,104	96,817	89,874	89,874	87,146	82,959	83,898	86,256	86,256					
		number in quarter	29,223	19,980	20,735	19,936		26,495	15,793	21,674	22,294						
	Educating young people on the risks from fire and other emergencies - <i>revised seven activities**</i>	rolling 12 month											169,509	162,985	160,823		
		number in quarter											37,915	16,842	53,225		

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

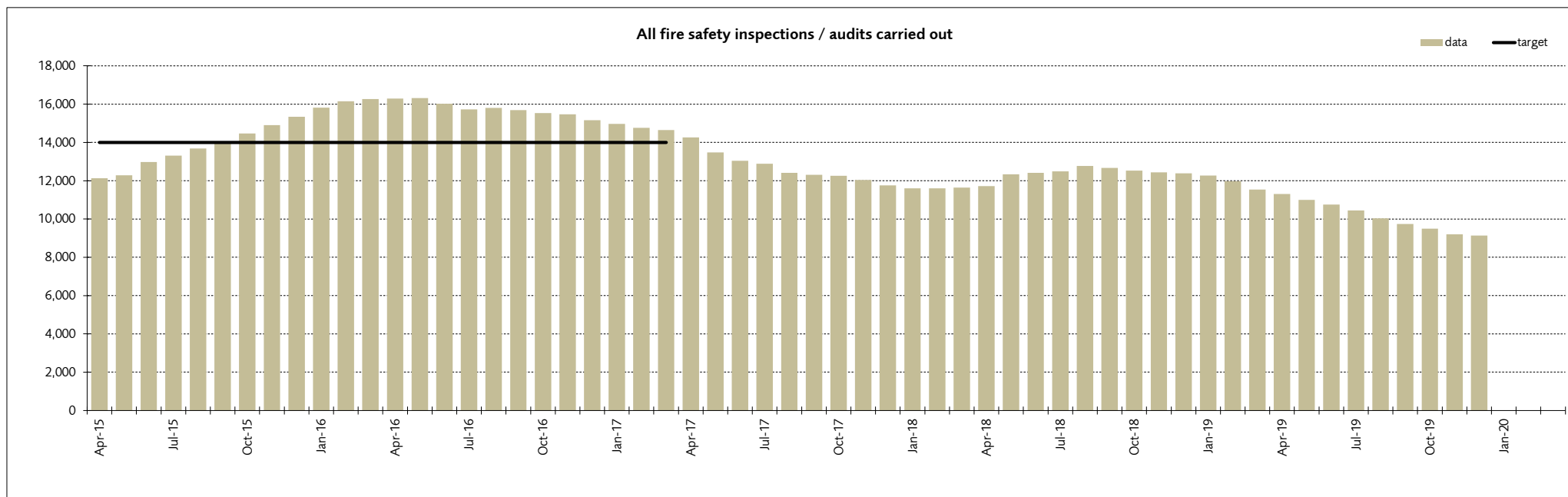
CO1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Time spent by station staff on community safety (%) rolling 12 month	2015/16	11.8%	12.0%	12.1%	12.1%	12.2%	12.3%	12.3%	12.4%	12.5%	12.5%	12.5%	12.6%	-
		2016/17	12.6%	12.7%	12.7%	12.7%	12.7%	12.7%	12.6%	12.6%	12.5%	12.5%	12.5%	12.4%	-
		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%
		2019/20	12.4%	12.4%	12.5%	12.4%	12.3%	12.2%	12.1%	12.0%	11.9%				10%



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO1	Time spent by station staff on community safety	rolling 12 month	12.2%	12.4%	12.5%	12.6%	12.6%	12.6%	12.4%	12.4%	12.4%	12.4%	12.5%	12.2%	11.9%		
		% in quarter	12.7%	13.3%	12.2%	12.2%		12.6%	12.6%	12.2%	12.2%		13.0%	11.4%	11.2%		

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

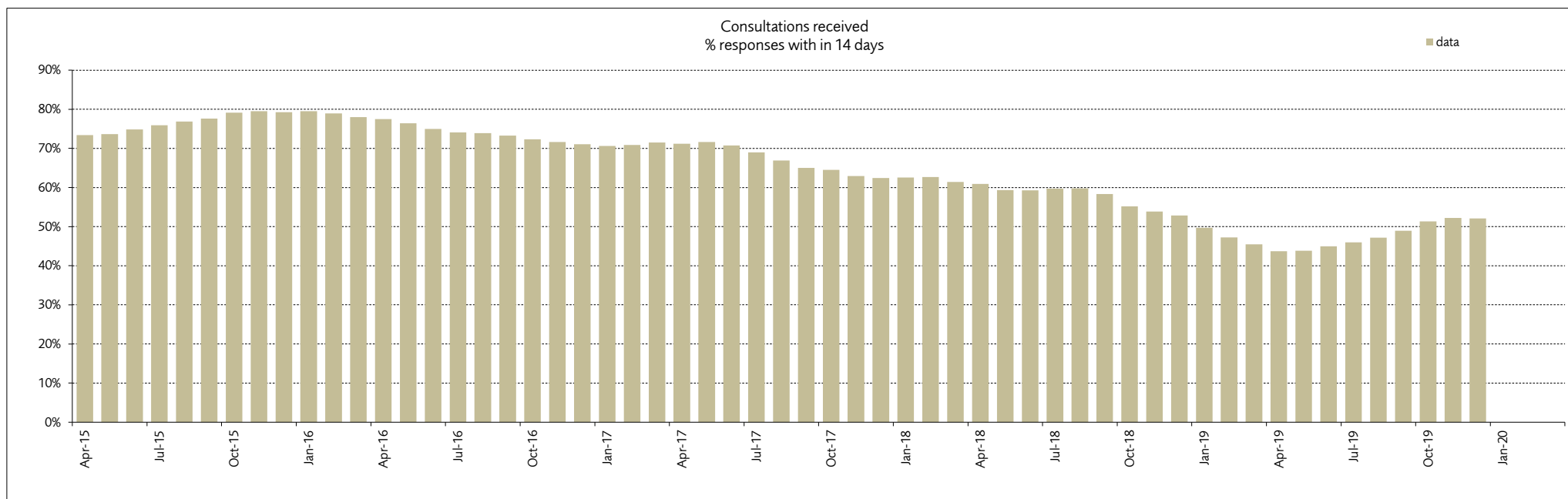
H10			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fire safety inspections / audits carried out rolling 12 month	2015/16	12,133	12,281	12,972	13,317	13,679	14,019	14,463	14,900	15,335	15,813	16,144	16,269	14,000
		2016/17	16,294	16,311	16,021	15,725	15,807	15,690	15,537	15,466	15,166	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	11,646	-
		2018/19	11,720	12,334	12,417	12,490	12,772	12,667	12,523	12,433	12,391	12,270	11,975	11,532	-
		2019/20	11,309	10,996	10,751	10,447	10,035	9,743	9,494	9,196	9,133				-



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H10	All fire safety inspections / audits carried out	rolling 12 month	13,046	12,311	11,753	11,646	11,646	12,417	12,667	12,391	11,532	11,532	10,751	9,743	9,133		
		number in quarter	2,419	2,974	2,943	3,310		3,190	3,224	2,667	2,451		2,409	2,216	2,057		

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 rolling 12 month	2015/16	73.4%	73.6%	74.8%	75.9%	76.9%	77.6%	79.1%	79.5%	79.3%	79.5%	78.9%	78.0%	up
		2016/17	77.5%	76.4%	75.0%	74.1%	73.9%	73.3%	72.4%	71.6%	71.1%	70.6%	70.9%	71.5%	up
		2017/18	71.2%	71.6%	70.8%	69.0%	66.9%	65.0%	64.5%	62.9%	62.5%	62.5%	62.7%	61.4%	up
		2018/19	60.9%	59.3%	59.3%	59.7%	59.8%	58.3%	55.2%	53.9%	52.8%	49.7%	47.3%	45.5%	up
		2019/20	43.7%	43.9%	44.9%	46.0%	47.1%	48.9%	51.3%	52.2%	52.1%				up

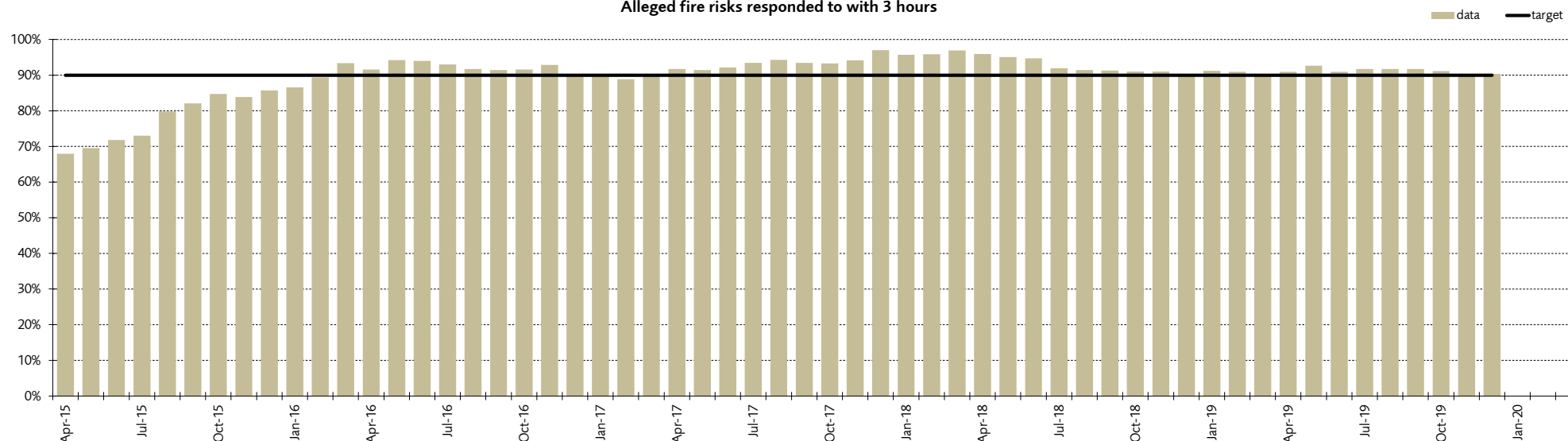


HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP7	Consultations received % responses within 14 days	rolling 12 month	70.8%	65.0%	62.5%	61.4%	61.4%	59.3%	58.3%	52.8%	45.5%	45.5%	44.9%	48.9%	52.1%		
		number in quarter	64.9%	55.8%	59.2%	65.6%		56.3%	52.0%	35.7%	36.8%		54.0%	66.2%	49.4%		

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 within 3 hours rolling 12 month	2015/16	67.9%	69.5%	71.8%	73.0%	79.8%	82.1%	84.7%	83.9%	85.7%	86.6%	89.3%	93.4%	90%
		2016/17	91.6%	94.2%	94.0%	93.0%	91.8%	91.4%	91.6%	92.9%	89.9%	90.3%	88.9%	89.8%	90%
		2017/18	91.8%	91.4%	92.2%	93.5%	94.3%	93.4%	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%
		2019/20	90.9%	92.6%	90.9%	91.7%	91.8%	91.8%	91.2%	90.2%	90.4%				90%

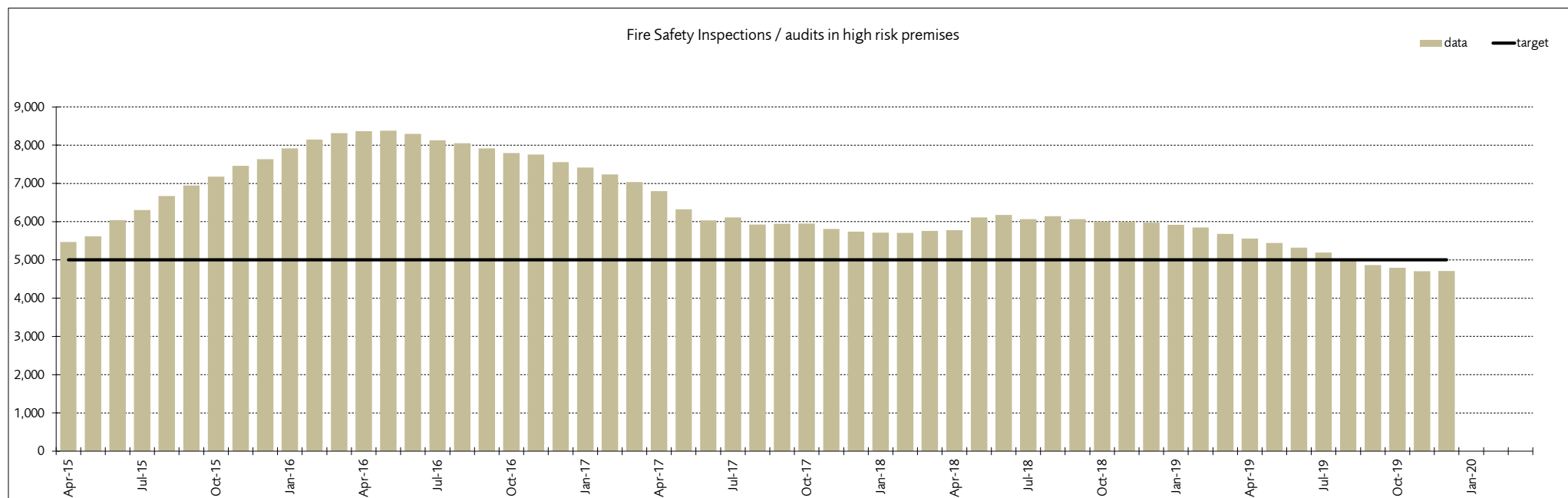
Alleged fire risks responded to with 3 hours



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO2	Alleged fire risks responded to within 3 hours	rolling 12 month	92.2%	93.4%	97.0%	96.9%	96.9%	94.7%	91.3%	89.9%	90.2%	90.2%	90.9%	91.8%	90.4%		
		number in quarter	100%	96%	100%	92.6%		90.5%	84.0%	93.8%	95.0%		92.1%	87.0%	87.0%		

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	2015/16	5,471	5,615	6,039	6,304	6,668	6,947	7,180	7,461	7,634	7,914	8,145	8,316	5,000
		2016/17	8,364	8,381	8,296	8,125	8,053	7,915	7,797	7,755	7,558	7,417	7,235	7,039	5,000
		2017/18	6,801	6,325	6,032	6,108	5,928	5,947	5,950	5,809	5,738	5,713	5,707	5,755	5,000
		2018/19	5,780	6,112	6,175	6,063	6,145	6,063	5,999	5,995	5,979	5,920	5,847	5,678	5,000
		2019/20	5,560	5,443	5,318	5,191	5,008	4,868	4,792	4,707	4,712				5,000



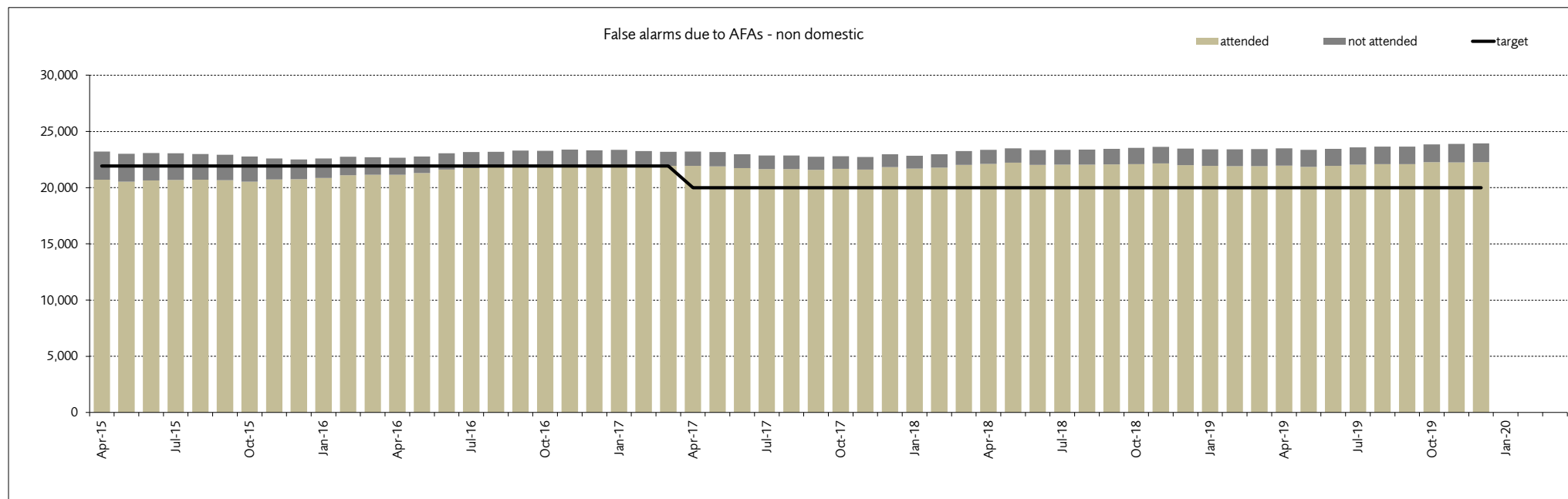
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	6,032	5,947	5,738	5,755	5,755	6,175	6,063	5,979	5,678	5,678	5,318	4,868	4,712		
		number in quarter	1,148	1,744	1,347	1,516		1,568	1,632	1,263	1,215		1,208	1,182	1,107		

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

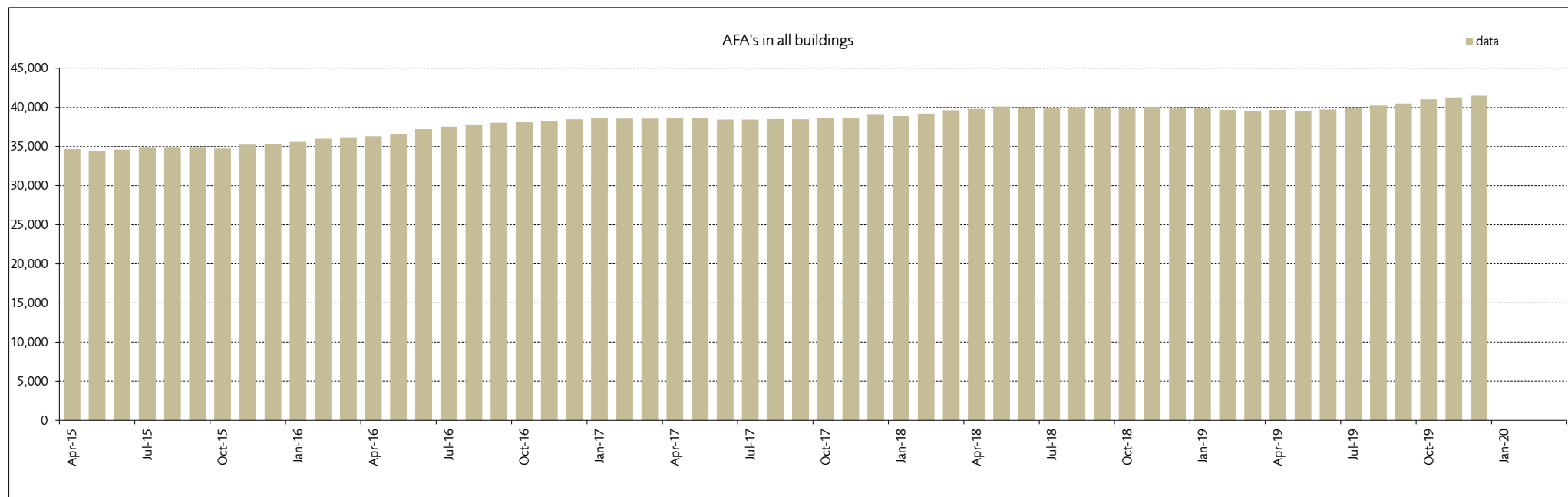
H11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2015/16	20,708	20,530	20,640	20,693	20,714	20,661	20,536	20,736	20,756	20,864	21,104	21,156	21,932
		2016/17	21,147	21,301	21,609	21,731	21,800	21,921	21,915	22,028	21,992	22,065	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
		2019/20	21,950	21,851	21,929	22,042	22,084	22,088	22,263	22,252	22,266				20,000



HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H11	False alarms due to AFAs - non domestic	rolling 12 month	21,739	21,580	21,820	22,020	22,020	22,032	22,074	21,993	21,909	21,909	21,929	22,088	22,266		
		per 1,000 non domestic properties	73.93	73.39	74.21	74.89	74.89	77.26	77.40	77.12	76.82	76.82	76.89	77.45	78.08		
		number in quarter	5,201	5,624	5,827	5,368		5,213	5,666	5,746	5,284		5,233	5,825	5,924		

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

CX7			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	AFA's in all buildings <i>rolling 12 month</i>	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
		2019/20	39,660	39,538	39,719	39,954	40,224	40,485	41,013	41,283	41,480			



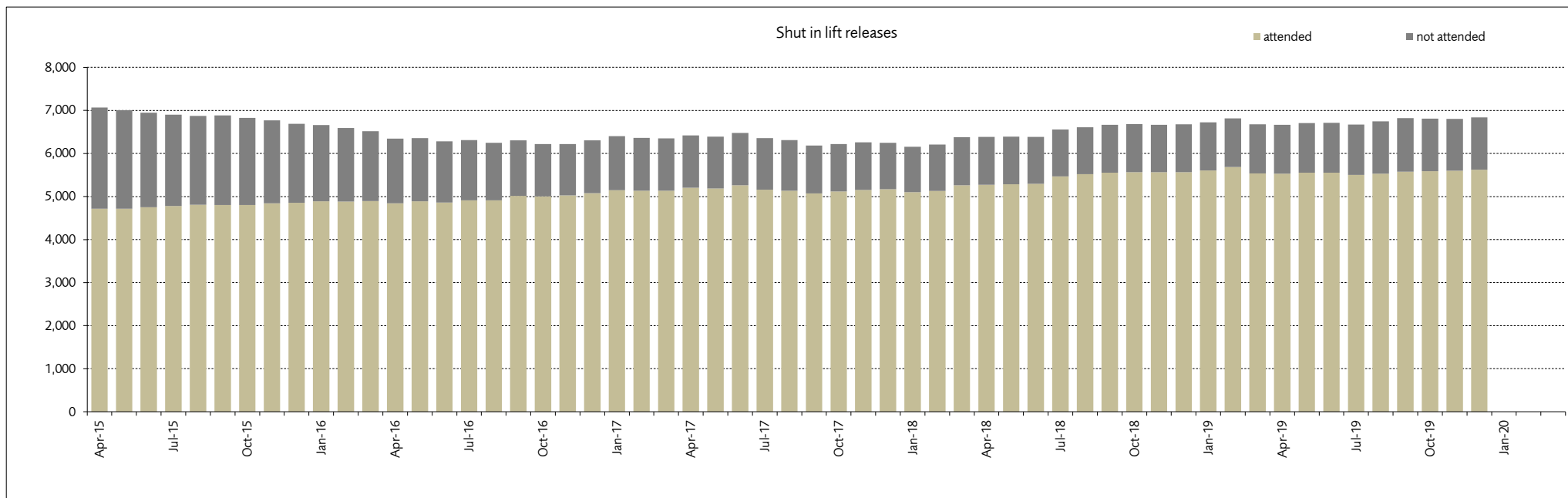
HoFS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX7	AFA's in all buildings	rolling 12 month	38,445	38,467	39,048	39,626	39,626	39,971	39,979	39,865	39,590	39,590	39,719	40,485	41,480		
		number in quarter	9,257	10,281	10,562	9,526		9,602	10,289	10,448	9,251		9,731	11,055	11,443		

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AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

	IP8		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Shut in lift releases rolling 12 month	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	5,607	5,685	5,538	down
		2019/20	5,531	5,555	5,551	5,501	5,533	5,579	5,587	5,598	5,623				down



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP8	Shut in lift releases	rolling 12 month	5,261	5,070	5,171	5,262	5,262	5,293	5,556	5,566	5,538	5,538	5,551	5,579	5,623		
		number in quarter	1,361	1,259	1,367	1,275		1,392	1,522	1,377	1,247		1,405	1,550	1,421		

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.

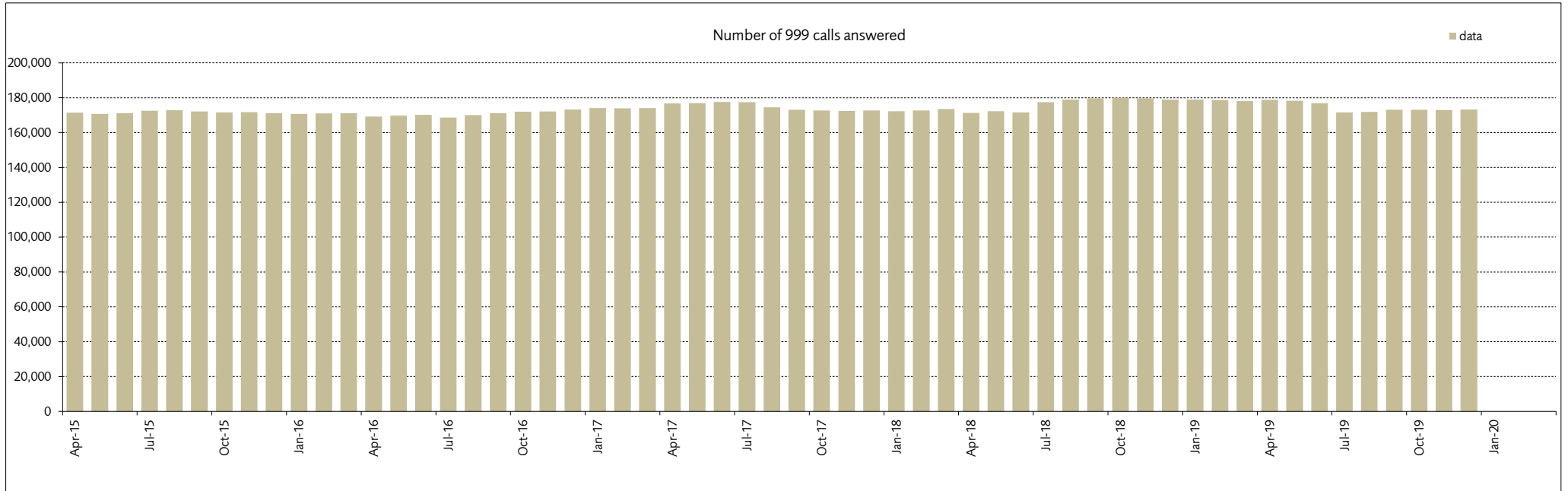
Our commitments under this aim focus on activities that help deliver a world class operational response service, and by working with our partners to address identified risks, at a local and national level to ensure continuity of service.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

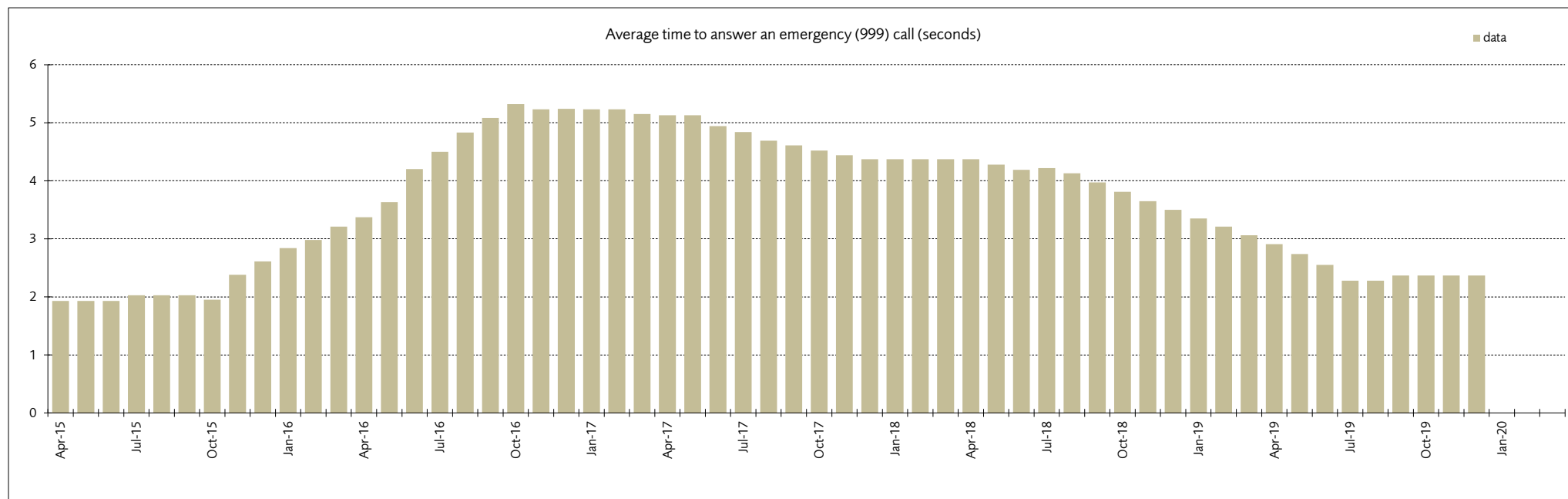
CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2015/16	171,488	170,791	171,193	172,542	172,885	172,177	171,588	171,777	171,129	170,715	170,996	171,137
		2016/17	169,212	169,791	170,180	168,599	170,043	171,167	171,924	172,179	173,270	174,074	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
		2019/20	178,841	178,229	176,943	171,571	171,911	173,141	173,086	173,003	173,250			



HoCRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX8A	Number of 999 calls answered	rolling 12 month	177,508	173,052	172,619	173,562	173,562	171,538	179,692	179,033	178,073	178,073	176,943	173,141	173,250		
		number in quarter	47,284	44,460	42,588	39,230		45,260	52,614	41,929	38,270		44,130	48,812	42,038		

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	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
		2019/20	2.91	2.74	2.55	2.28	2.28	2.37	2.37	2.37	2.37			



HoCRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX8B	Average time to answer an emergency (999) call (seconds)	rolling 12 month	4.94	4.61	4.37	4.37	4.37	4.19	3.97	3.50	3.06	3.06	2.55	2.37	2.37		
		quarter	5.01	4.38	4.00	4.00		4.37	3.58	2.00	2.00		2.34	3.00	2.00		

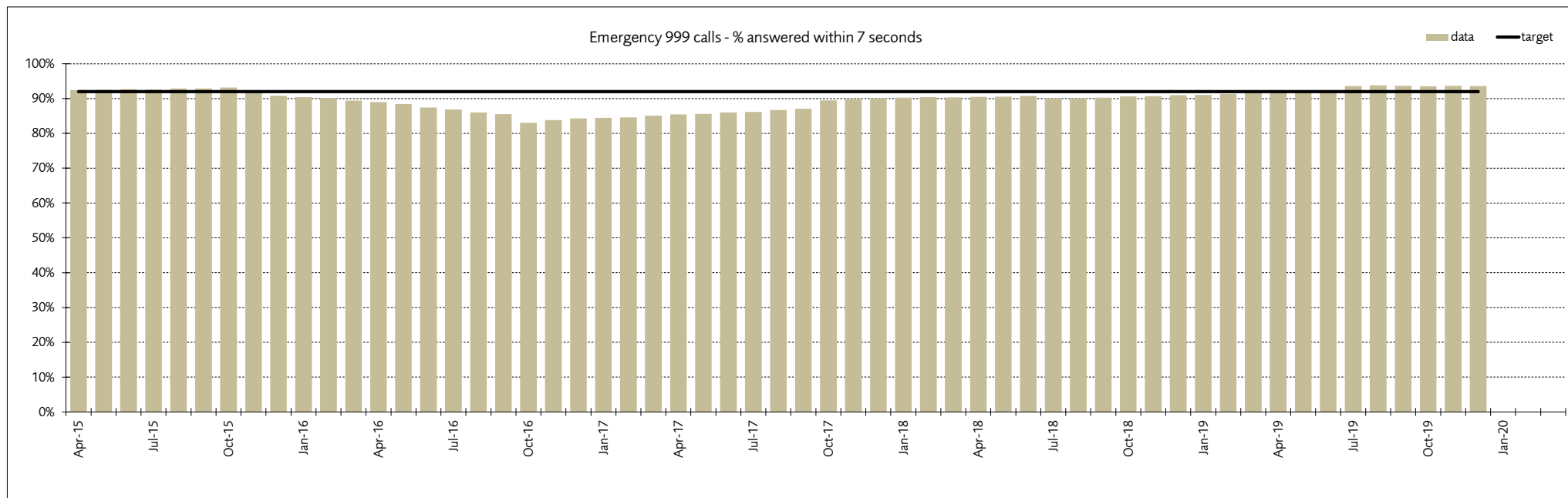
Note: Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

Corporate Performance Digest - Q3 2019/20

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	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%
		2019/20	91.8%	92.1%	92.4%	93.6%	93.8%	93.7%	93.6%	93.7%	93.6%				92%

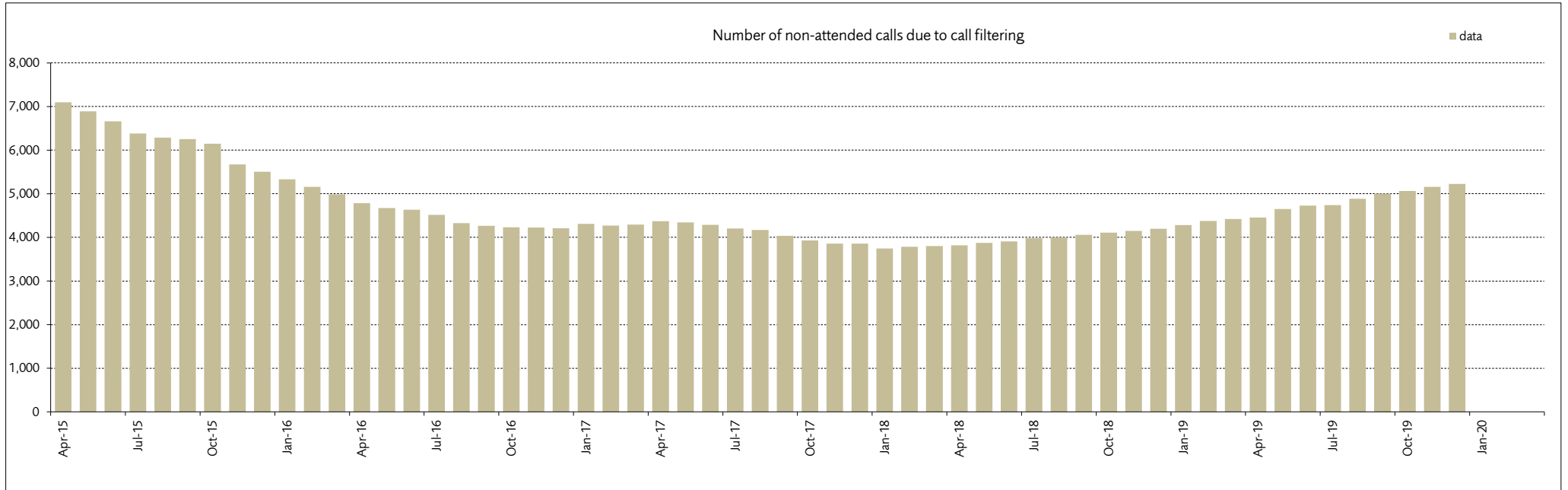


HoCRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	86.0%	87.1%	90.1%	90.3%	90.3%	90.8%	90.3%	91.0%	91.7%	91.7%	92.4%	93.7%	93.6%		
		% in quarter	88.4%	89.1%	91.5%	92.6%		90.2%	87.5%	94.5%	95.9%		93.0%	91.9%	94.1%		

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.

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

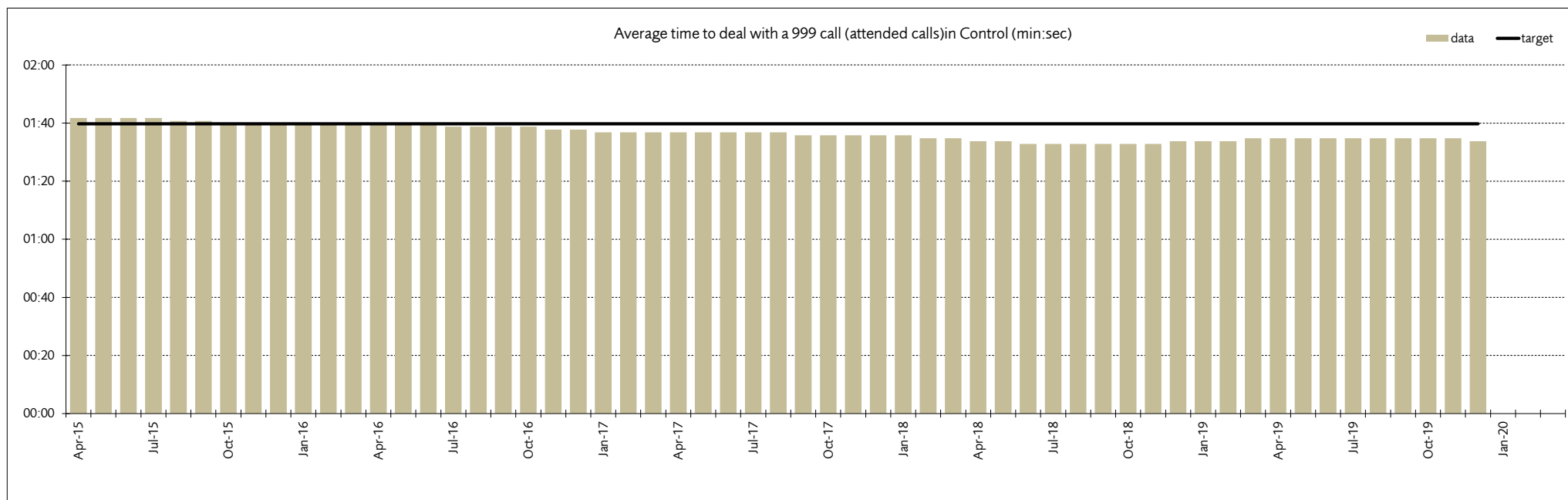
IP9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Number of non-attended calls due to call filtering rolling 12 month	2015/16	7,098	6,891	6,664	6,381	6,290	6,255	6,150	5,675	5,504	5,335	5,158	4,985	up
		2016/17	4,784	4,674	4,633	4,518	4,328	4,264	4,232	4,226	4,210	4,310	4,270	4,294	up
		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
		2019/20	4,454	4,650	4,727	4,740	4,884	5,004	5,062	5,159	5,227				up



HoCRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP9	Number of non-attended calls due to call filtering	rolling 12 month	4,289	4,036	3,857	3,804	3,804	3,910	4,056	4,201	4,420	4,420	4,727	5,004	5,227		
		number in quarter	1,003	896	975	930		1,109	1,042	1,120	1,149		1,416	1,319	1,343		

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	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	01:34	01:34	01:35	01:40
		2019/20	01:35	01:35	01:35	01:35	01:35	01:35	01:35	01:35	01:34				01:40



HoCRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H12	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:37	01:36	01:36	01:35	01:35	01:33	01:33	01:34	01:35	01:35	01:35	01:35	01:34		
		quarter	01:39	01:36	01:32	01:31		01:33	01:35	01:35	01:35		01:36	01:34	01:34		

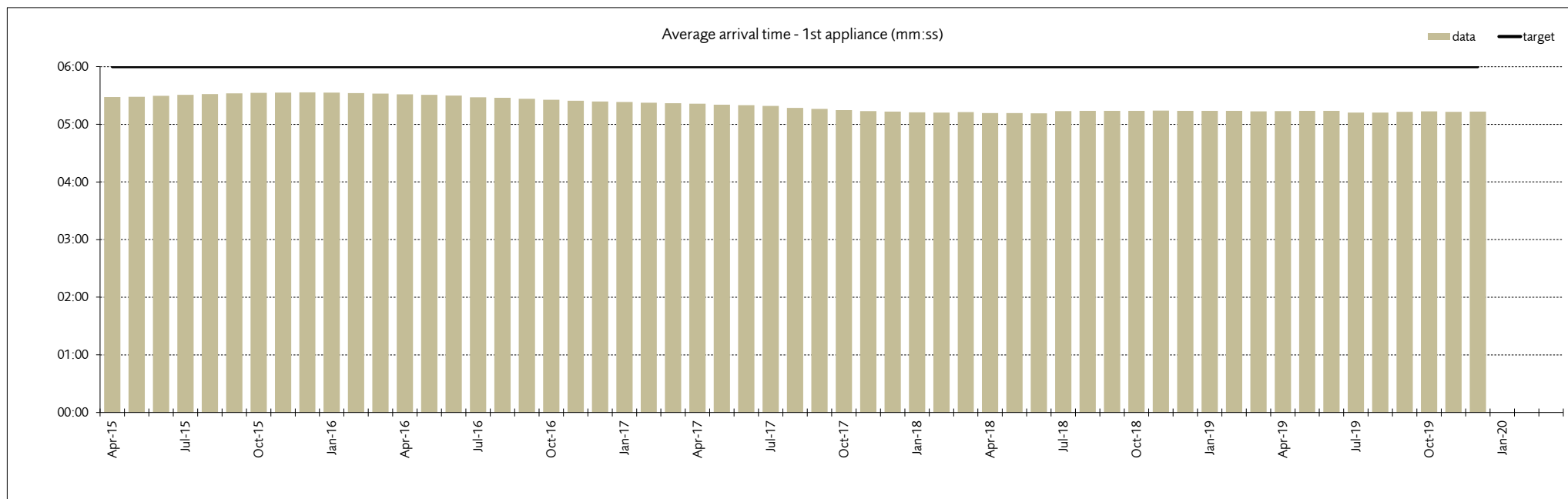
Note: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which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

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 1st appliance (mm:ss) rolling 12 month	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
		2019/20	05:14	05:14	05:14	05:12	05:12	05:13	05:13	05:13	05:13				06:00



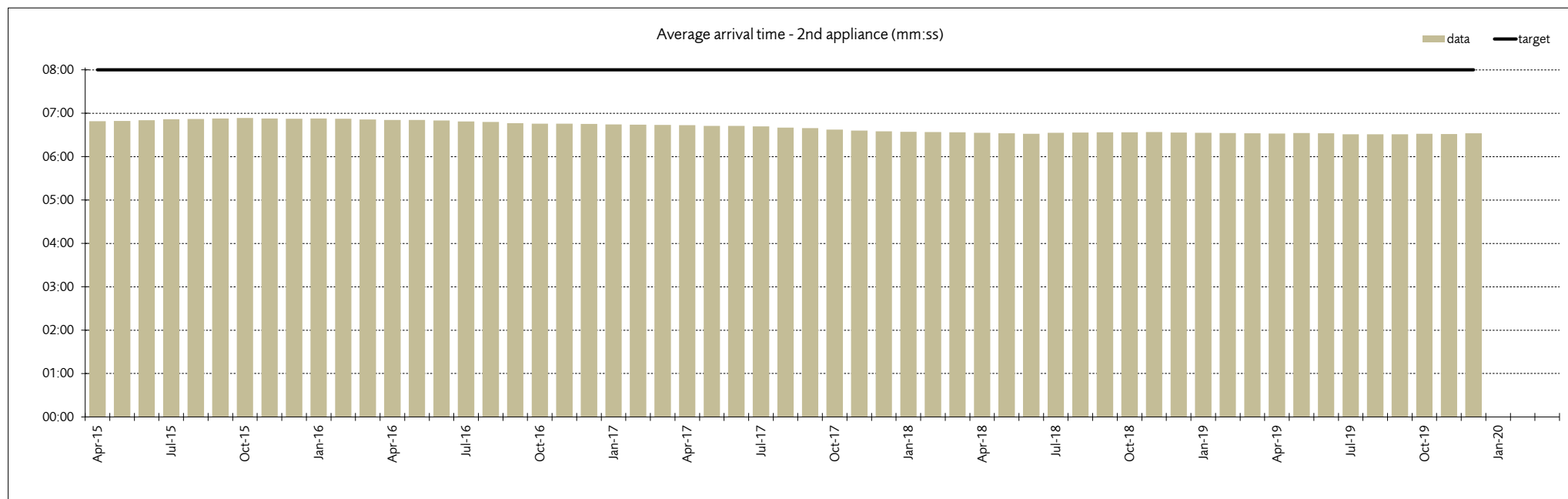
HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:20	05:16	05:13	05:13	05:13	05:11	05:14	05:14	05:13	05:13	05:14	05:13	05:13		
		time for quarter	05:15	05:10	05:12	05:13		05:10	05:18	05:13	05:11		05:13	05:17	05:10		

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

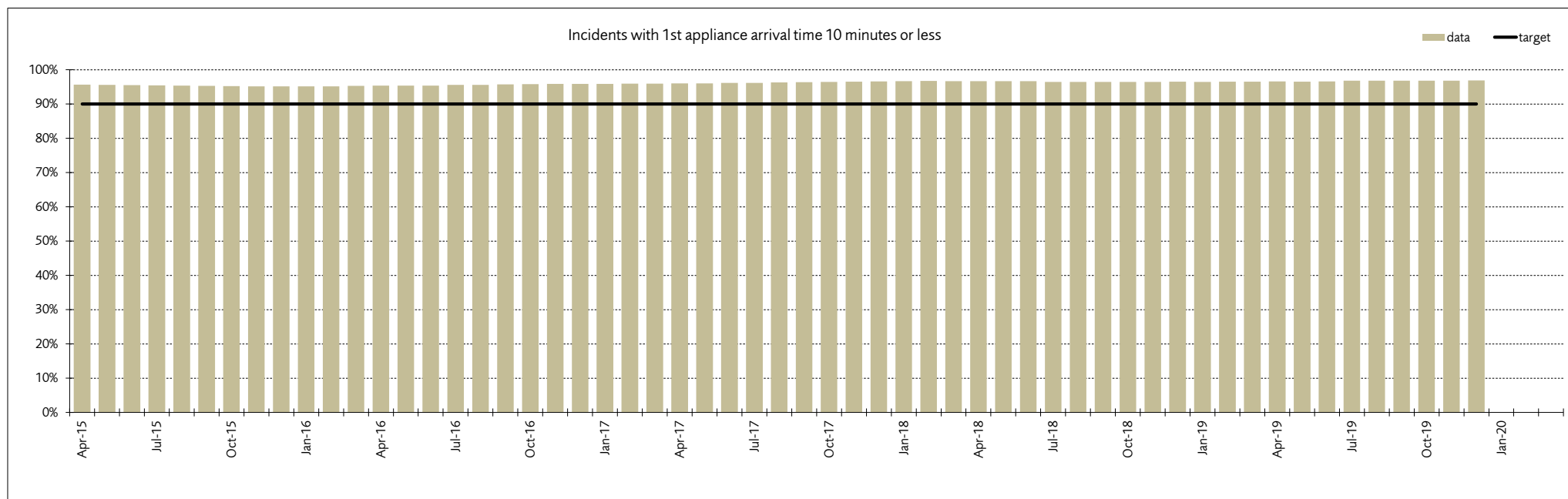
H14			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Average arrival time - 2nd appliance (mm:ss) rolling 12 month	2015/16	06:49	06:49	06:50	06:52	06:52	06:53	06:53	06:53	06:52	06:53	06:52	06:51	08:00
		2016/17	06:51	06:51	06:50	06:48	06:44	06:46	06:46	06:46	06:45	06:45	06:44	06:44	08:00
		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
		2019/20	06:32	06:32	06:32	06:31	06:31	06:31	06:31	06:31	06:32				08:00



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:42	06:39	06:35	06:34	06:34	06:32	06:33	06:33	06:32	06:32	06:32	06:31	06:32		
		time for quarter	06:37	06:34	06:33	06:31		06:28	06:41	06:32	06:27		06:28	06:38	06:29		

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>	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%	96.5%	96.5%	96.5%	96.5%	96.5%	96.5%	90%
		2019/20	96.6%	96.5%	96.6%	96.8%	96.8%	96.8%	96.8%	96.8%	96.9%				90%



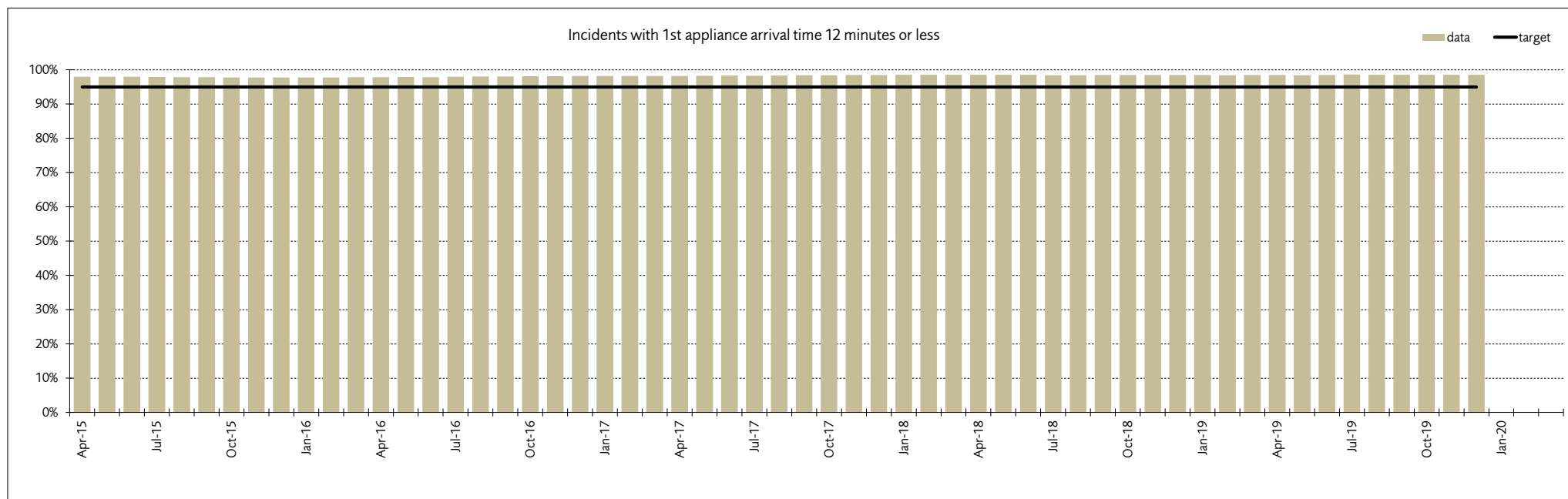
HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	96.1%	96.4%	96.6%	96.7%	96.7%	96.7%	96.4%	96.5%	96.5%	96.5%	96.6%	96.8%	96.9%		
		% in quarter	96.5%	96.8%	96.7%	96.8%		96.5%	95.9%	96.9%	96.9%		96.7%	96.6%	97.3%		

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 12 minutes or less (%) <i>rolling 12 month</i>	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%	98.2%	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%
		2019/20	98.4%	98.4%	98.4%	98.6%	98.5%	98.5%	98.5%	98.5%	98.6%				95%



HoFSt			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	98.3%	98.4%	98.5%	98.5%	98.5%	98.5%	98.4%	98.4%	98.4%	98.4%	98.4%	98.5%	98.6%		
		% in quarter	98.4%	98.5%	98.6%	98.6%		98.4%	98.2%	98.6%	98.6%		98.4%	98.4%	98.8%		

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.

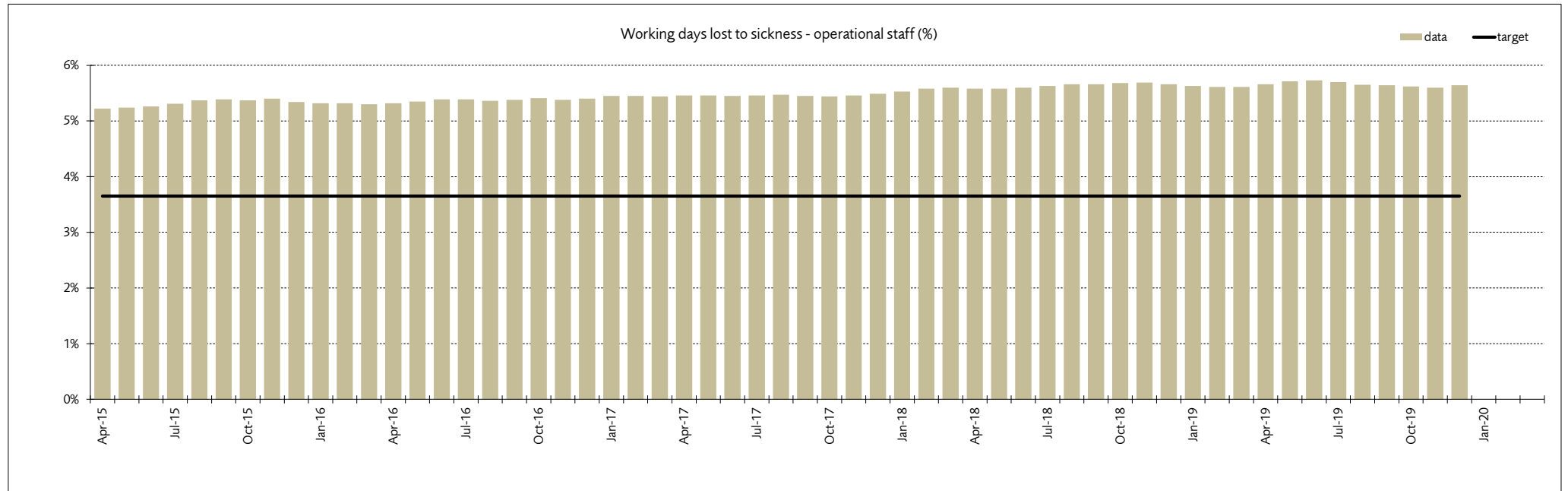
Our commitments under this aim focus on activities that develop a positive and healthy culture ensuring that our staff have the right knowledge and skills to do their jobs, and by minimising our costs and providing value for money for Londoners.

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AIM 3 : PEOPLE and RESOURCES

A professional organisation

CO6A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - operational staff (%) rolling 12 month	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%
		2019/20	5.66%	5.71%	5.73%	5.70%	5.65%	5.64%	5.62%	5.60%	5.64%				3.65%



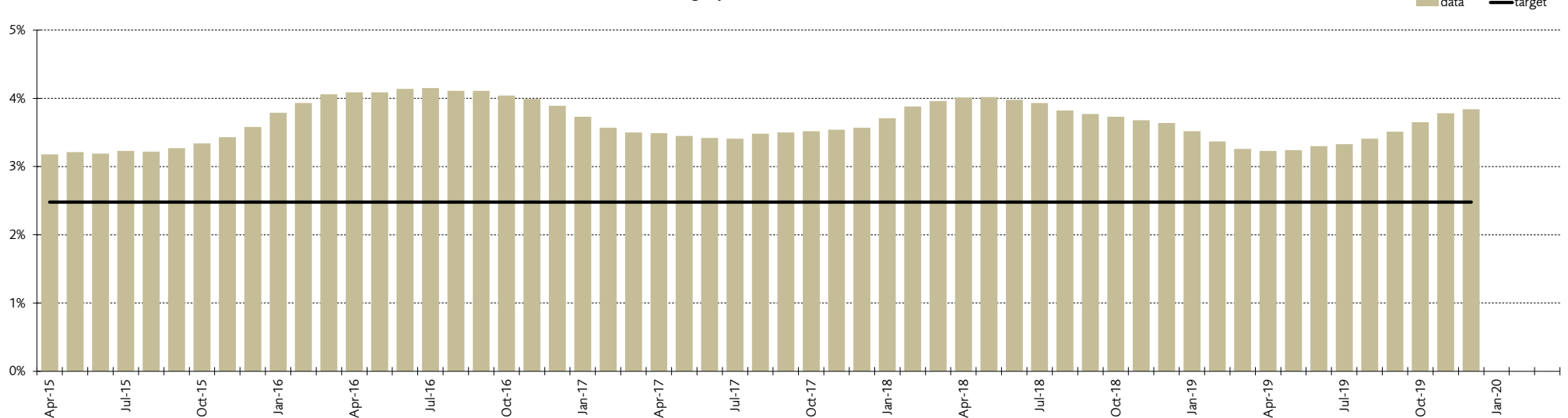
HoHRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.5%	5.5%	5.5%	5.6%	5.6%	5.6%	5.7%	5.7%	5.6%	5.6%	5.7%	5.6%	5.6%		
		% for quarter	5.1%	6.0%	5.9%	5.4%		5.1%	6.2%	5.9%	5.2%		5.6%	5.9%	5.9%		
		number for rolling 12 months	9.9	9.9	10.0	10.2	10.2	10.2	10.3	10.3	10.2	10.2	10.5	10.3	10.3		

AIM 3 : PEOPLE and RESOURCES

A professional organisation

CO6B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - FRS staff (%) rolling 12 month	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%
		2019/20	3.23%	3.24%	3.30%	3.33%	3.41%	3.51%	3.65%	3.78%	3.84%				2.48%

Working days lost to sickness - FRS staff (%)



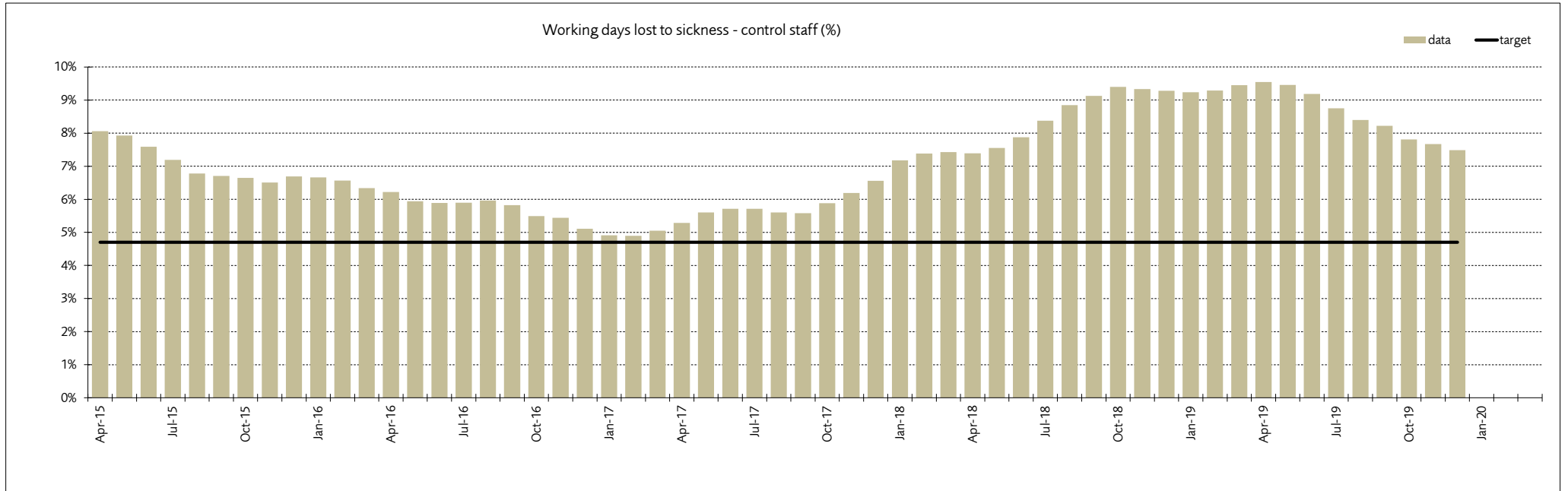
HoHRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	3.4%	3.5%	3.6%	4.0%	4.0%	4.0%	3.8%	3.6%	3.3%	3.3%	3.3%	3.5%	3.8%		
		% for quarter	3.0%	3.7%	4.2%	5.0%		3.1%	2.9%	3.7%	3.4%		3.3%	3.7%	5.0%		
		number for rolling 12 months	8.9	9.1	9.3	10.3	10.3	10.3	9.8	9.5	8.5	8.5	8.6	9.1	10.0		

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AIM 3 : PEOPLE and RESOURCES

A professional organisation

CO6C			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHRM	Working days lost to sickness - control staff (%) rolling 12 month	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%
		2019/20	9.55%	9.46%	9.19%	8.75%	8.40%	8.22%	7.81%	7.67%	7.49%				4.70%



HoHRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO6C	Working days lost to sickness - control staff (%)	rolling 12 month %	5.7%	5.6%	6.6%	7.4%	7.4%	7.9%	9.1%	9.3%	9.5%	9.5%	9.2%	8.2%	7.5%		
		% for quarter	5.8%	4.6%	8.9%	10.4%		7.6%	9.7%	9.5%	11.1%		6.4%	5.8%	6.7%		
		number for rolling 12 months	10.4	10.2	12.0	13.6	13.6	14.4	16.7	16.9	17.2	17.2	16.8	15.0	13.7		

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AIM 3 : PEOPLE and RESOURCES

A professional organisation

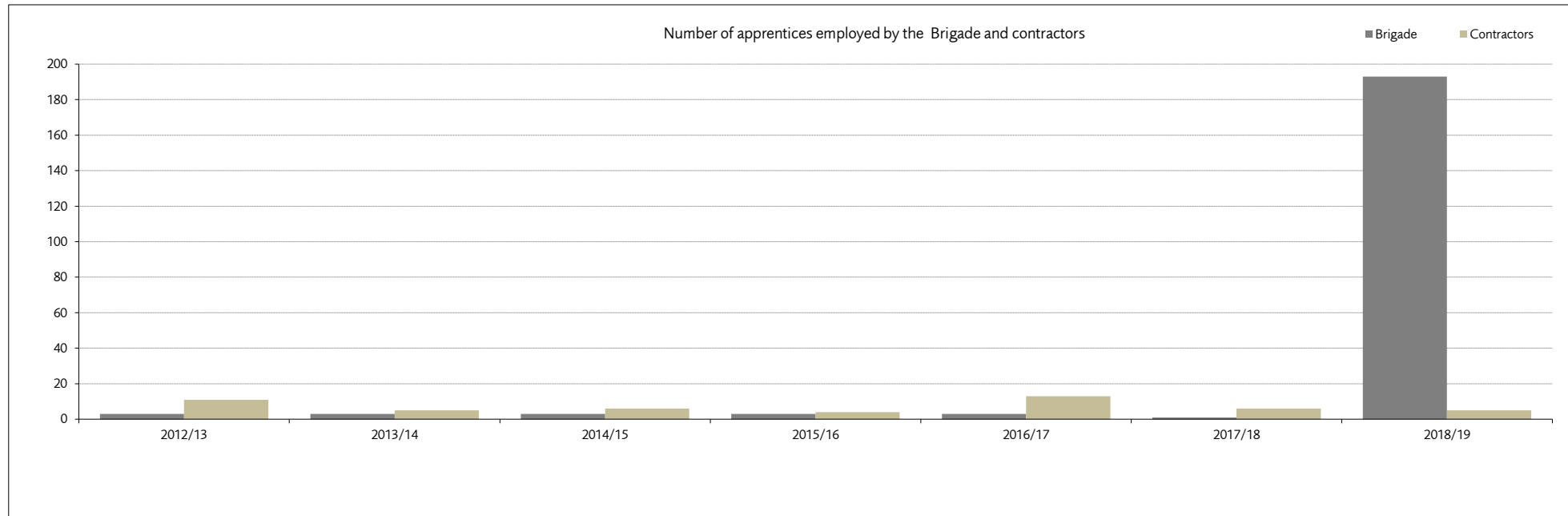
	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
HoHRM	Number of apprentices employed by the Brigade (FTE)* <i>Annual data</i>	3	3	3	3	3	1	193

target
up

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

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

target
up

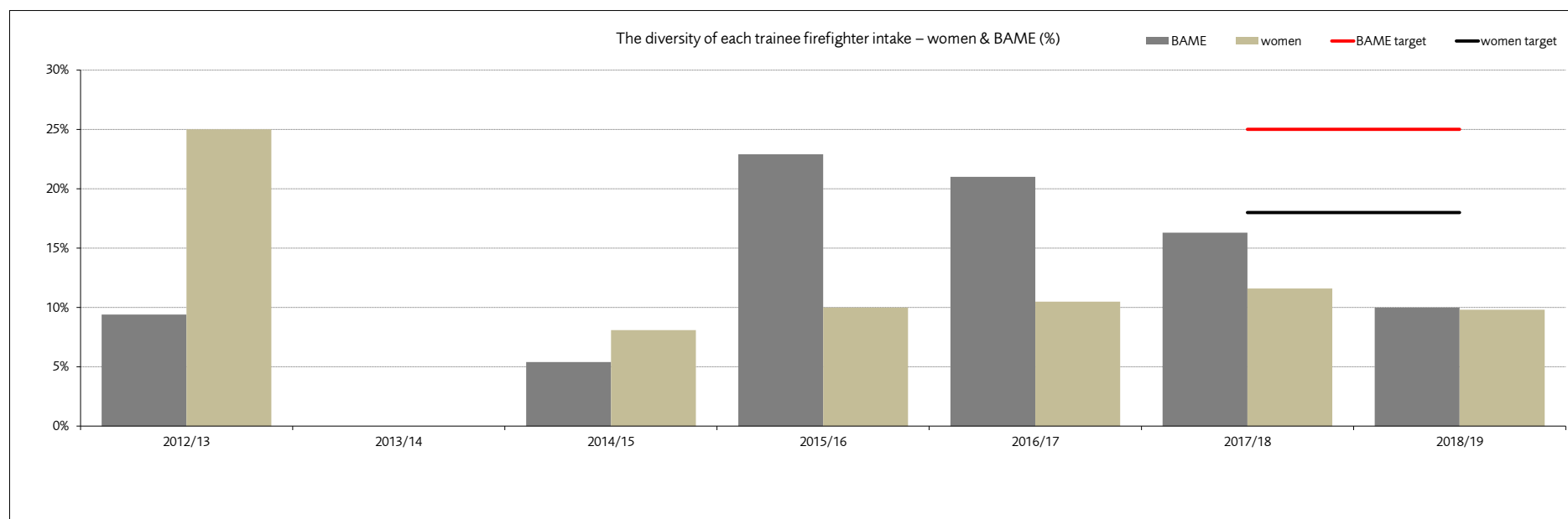


AIM 3 : PEOPLE and RESOURCES

Inclusion

CO7A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
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%	10.0%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%

CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
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%	9.8%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	18.0%	18.0%



HoHRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	No.					22	43	45	43	37	37	28	33	39		
		% as at...					11.6%	19.2%	16.7%	14.6%	10.3%	10.3%	6.9%	8.0%	10.7%		
CO7B	Improve the gender diversity (Woman) of each trainee firefighter intake	No.					31	21	22	22	36	36	41	44	47		
		% as at...					16.3%	9.4%	7.4%	7.5%	9.8%	9.8%	10.2%	10.7%	12.9%		

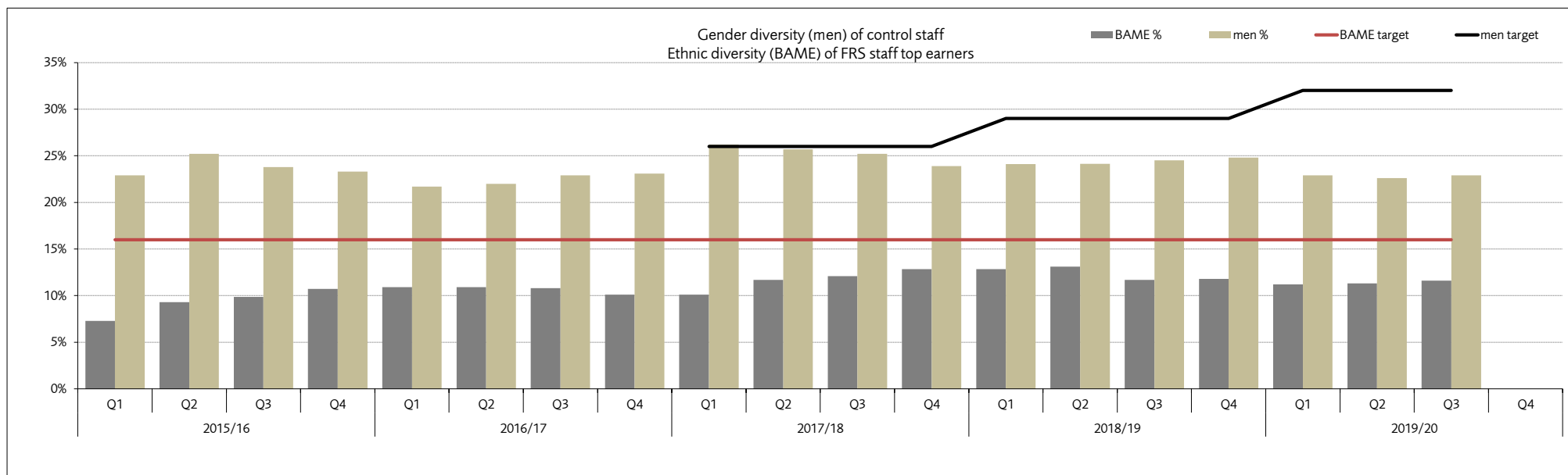
Note: Data for Q1, Q2, Q3 and Q4 2017/18 for 'Improve the ethnic diversity (BAME) of each trainee firefighter intake' is not available

Note: Data for Q1, Q2, Q3 and Q4 2017/18 for 'Improve the gender diversity (Woman) of each trainee firefighter intake' is not available

AIM 3 : PEOPLE and RESOURCES

Inclusion

	CO8		Q1	Q2	Q3	Q4	target	CO9	Q1	Q2	Q3	Q4	target
HoHRM	Gender diversity (men) of control staff	2015/16	22.9%	25.2%	23.8%	23.3%	-	Ethnic diversity (BAME) of FRS staff top earners	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%	29%		12.8%	13.1%	11.7%	11.8%	16%
		2019/20	22.9%	22.6%	22.9%		32%		11.2%	11.3%	11.6%		16%



HoHRM			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO8	Gender diversity (men) of control staff	No.	28	28	27	27	27	27	28	27	26	26	24	24	24		
		% as at...	26.2%	25.7%	25.2%	23.9%	23.9%	24.1%	24.1%	24.5%	24.8%	24.8%	22.9%	22.6%	22.9%		
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	15	17	18	19	19	19	20	19	19	19	19	19	20		
		% as at...	10.1%	11.7%	12.1%	12.8%	12.8%	12.8%	13.1%	11.7%	11.8%	11.8%	11.2%	11.3%	11.6%		

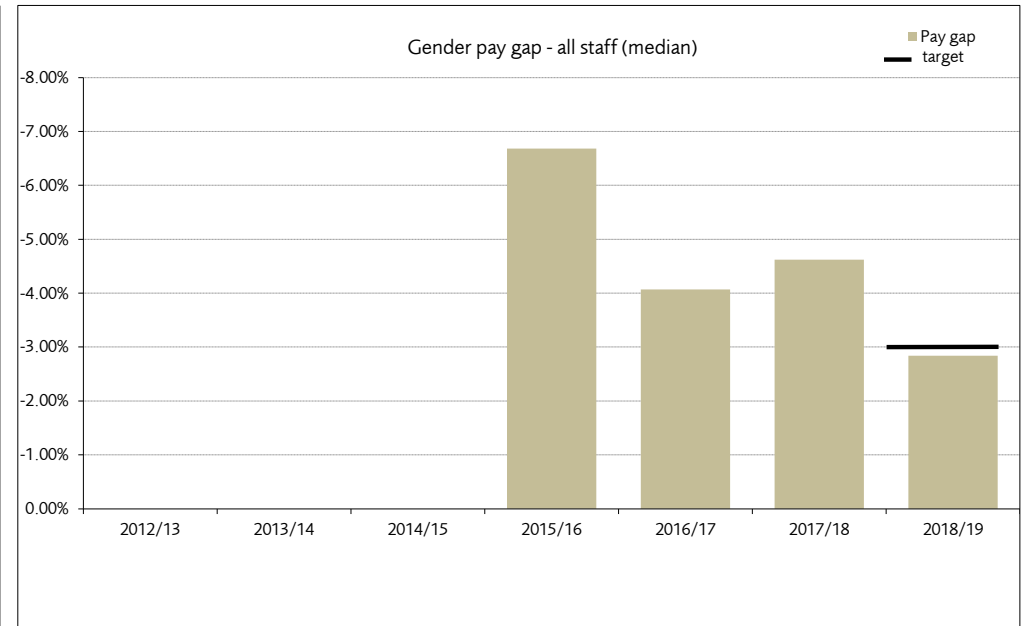
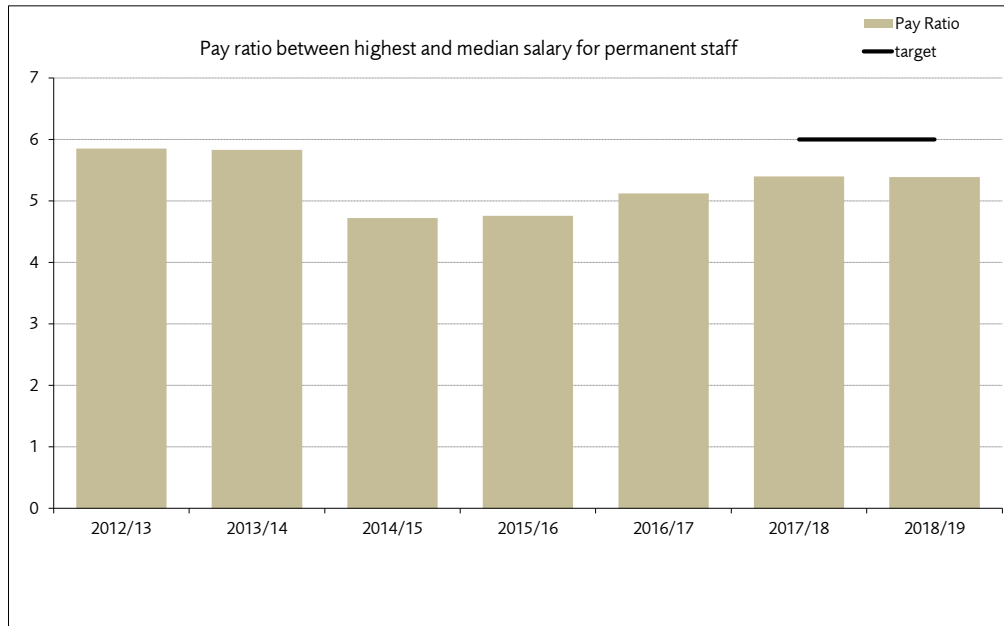
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AIM 3 : PEOPLE and RESOURCES

Inclusion

CO10A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
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	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	2018/19
HoHRM	Gender pay gap - all staff (median) <i>Annual data</i>	Actual	-	-	-	-6.68%	-4.07%	-4.62%	-2.84%
		Target	0.00	0.00	0.00	0.00	0.00	±3%	±3%



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

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX10A	% of workforce Operational staff women	% as at...	7.0%	7.1%	7.2%	7.2%	7.2%	7.3%	7.2%	7.2%	7.4%	7.4%	7.4%	7.4%	7.7%		
		number	326	328	334	333		341	338	340	355		356	358	370		
CX10B	% of workforce FRS staff women	% as at...	47.7%	47.3%	48.3%	48.6%	48.6%	48.8%	49.4%	50.0%	50.1%	50.1%	50.7%	50.4%	50.8%		
		number	371	364	378	387		393	395	406	417		420	424	431		
CX10C	% of workforce control staff women	% as at...	73.8%	74.3%	74.8%	76.1%	76.1%	75.9%	75.9%	75.5%	75.2%	75.2%	77.1%	77.4%	77.1%		
		number	79	81	80	86		85	88	83	79		81	82	81		
CX11A	% of workforce Operational staff BAME	% as at...	13.1%	13.1%	13.1%	13.3%	13.3%	13.5%	13.4%	13.3%	13.1%	13.1%	13.1%	13.1%	13.3%		
		number	606	605	605	617		628	625	624	628		633	631	638		
CX11B	% of workforce FRS staff BAME	% as at...	27.9%	28.2%	28.6%	29.2%	29.2%	29.7%	30.1%	30.2%	30.2%	30.2%	29.8%	29.6%	29.4%		
		number	217	217	224	233		239	241	245	251		247	249	249		
CX11C	% of workforce control staff BAME	% as at...	11.2%	12.8%	11.2%	12.4%	12.4%	11.6%	10.3%	10.9%	11.4%	11.4%	10.5%	12.3%	12.4%		
		number	12	14	12	14		13	12	12	12		11	13	13		
CX12A	% of workforce Operational staff disabled	% as at...	4.0%	4.2%	5.1%	5.2%	5.2%	5.5%	5.5%	5.4%	5.5%	5.5%	5.8%	5.9%	5.8%		
		number	185	192	236	242		257	256	255	263		281	285	280		
CX12B	% of workforce FRS staff disabled	% as at...	11.1%	12.3%	13.8%	13.6%	13.6%	13.3%	13.5%	13.2%	13.6%	13.6%	14.4%	14.3%	14.0%		
		number	86	95	108	108		107	108	107	113		119	120	119		
CX12C	% of workforce control staff disabled	% as at...	10.3%	10.1%	11.2%	10.6%	10.6%	10.7%	11.2%	10.9%	12.4%	12.4%	12.4%	11.3%	10.5%		
		number	11	11	12	12		12	13	12	13		13	12	11		
CX13A	% of workforce Operational staff LGB	% as at...	4.7%	4.7%	4.8%	4.7%	4.7%	4.7%	4.7%	4.8%	4.8%	4.8%	4.9%	5.0%	5.1%		
		number	221	222	224	216		218	219	224	232		237	240	243		
CX13B	% of workforce FRS staff LGB	% as at...	4.1%	4.4%	4.7%	4.4%	4.4%	4.1%	4.4%	4.7%	4.8%	4.8%	5.3%	5.2%	4.8%		
		number	33	35	38	35		33	35	38	40		44	44	41		
CX13C	% of workforce control staff LGB	% as at...	5.4%	5.2%	5.5%	5.3%	5.3%	5.4%	5.2%	5.5%	4.8%	4.8%	6.7%	6.6%	6.7%		
		number	6	6	6	6		6	6	6	5		7	7	7		

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	9.8%	10.1%	11.4%	11.5%	11.5%	13.1%	13.4%	9.7%	12.2%	12.2%	15.6%	13.7%	14.9%		
		number	19	21	24	21		17	26	22	31		52	43	80		
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	30.0%	27.5%	30.2%	24.0%	24.0%	18.0%	19.3%	17.6%	21.1%	21.1%	25.0%	26.1%	31.0%		
		number	15	14	16	12		9	11	12	16		21	24	26		
CX14C	Promoted staff to reflect the ethnic diversity (BAME) – Control staff	% rolling 12 month	11.1%	0.0%	0.0%	n/a	n/a	16.7%	22.2%	18.2%	20.0%	20.0%	0.0%	0.0%	0.0%		
		number	1	0	0	0		1	2	2	2		0	0	0		
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	7.7%	9.1%	9.0%	10.4%	10.4%	11.5%	7.2%	8.0%	7.8%	7.8%	6.6%	6.7%	5.8%		
		number	15	19	19	19		15	14	18	20		22	21	31		
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	58.0%	54.9%	58.5%	58.0%	58.0%	60.0%	56.1%	57.4%	52.6%	52.6%	58.3%	58.7%	59.5%		
		number	29	28	31	29		30	32	39	40		49	54	50		
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	77.8%	100%	100%	n/a	n/a	66.7%	77.8%	72.7%	70.0%	70.0%	66.7%	66.7%	100.0%		
		number	7	2	1	0		4	7	8	7		2	2	1		
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	4.1%	4.3%	6.2%	6.6%	6.6%	9.2%	7.2%	4.9%	5.1%	5.1%	5.1%	6.7%	6.1%		
		number	8	9	13	12		12	14	11	13		17	21	33		
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	8.0%	9.8%	11.3%	12.0%	12.0%	16.0%	19.3%	16.2%	15.8%	15.8%	13.1%	12.0%	13.1%		
		number	4	5	6	6		8	11	11	12		11	11	11		
CX14J	Promoted staff to reflect the disability diversity – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	n/a	n/a	16.7%	11.1%	9.1%	10.0%	10.0%	0.0%	0.0%	0.0%		
		number	0	0	0	0		1	1	1	1		0	0	0		
CX14K	Promoted staff to reflect the LGB diversity – Operational staff	% rolling 12 month	5.2%	5.8%	5.2%	4.9%	4.9%	3.8%	4.6%	4.9%	5.1%	5.1%	4.8%	4.1%	5.6%		
		number	10	12	11	9		5	9	11	13		16	13	30		
CX14L	Promoted staff to reflect the LGB diversity – FRS staff	% rolling 12 month	12.0%	9.8%	9.4%	8.0%	8.0%	6.0%	7.0%	7.4%	9.2%	9.2%	6.0%	6.5%	6.0%		
		number	6	5	5	4		3	4	5	7		5	6	5		
CX14M	Promoted staff to reflect the LGB diversity – Control staff	% rolling 12 month	0.0%	0.0%	0.0%	n/a	n/a	16.7%	11.1%	9.1%	10.0%	10.0%	0.0%	0.0%	0.0%		
		number	0	0	0	0		1	1	1	1		0	0	0		

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX15A	Top earners Operational staff women	% as at...	7.1%	6.8%	6.5%	6.6%	6.6%	7.1%	6.8%	6.6%	6.9%	6.9%	6.9%	6.9%	6.6%		
		number	15	16	15	15	15	17	16	16	17	17	17	17	17		
CX15B	Top earners FRS staff women	% as at...	43.9%	43.4%	43.6%	43.9%	43.9%	43.9%	45.8%	45.7%	46.0%	46.0%	46.7%	47.0%	47.7%		
		number	61	63	65	65	65	65	70	74	74	74	79	79	82		
CX15C	Top earners control staff women	% as at...	50.0%	50.0%	45.5%	58.3%	58.3%	54.6%	58.3%	68.8%	58.3%	58.3%	61.5%	66.7%	66.7%		
		number	5	5	5	7	7	6	7	11	7	7	8	8	8		
CX15D	Top earners Operational staff BAME	% as at...	12.4%	12.3%	11.2%	11.5%	11.5%	10.9%	10.2%	10.3%	10.2%	10.2%	9.8%	10.5%	9.7%		
		number	28	29	26	26	26	26	24	25	25	25	24	26	25		
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%		
		number	0	0	0	0	0	0	0	1	0	0	0	0	0		
CX15G	Top earners Operational staff LGB	% as at...	4.0%	3.8%	3.9%	4.0%	4.0%	3.8%	3.4%	5.0%	5.0%	5.0%	5.9%	6.0%	5.4%		
		number	9	9	9	9	9	9	8	12	8	8	10	10	14		
CX15H	Top earners FRS staff LGB	% as at...	7.9%	7.6%	6.7%	6.1%	6.1%	6.8%	5.9%	6.2%	5.0%	5.0%	5.9%	6.5%	5.2%		
		number	11	11	10	9	9	10	9	10	8	8	10	6	9		
CX15I	Top earners control staff LGB	% as at...	10.0%	10.0%	9.1%	8.3%	8.3%	9.1%	8.3%	6.3%	8.3%	8.3%	7.7%	8.3%	8.3%		
		number	1	1	1	1	1	1	1	1	1	1	1	1	1		
CX15J	Top earners Operational staff disabled	% as at...	8.0%	8.5%	10.8%	11.5%	11.5%	11.3%	10.6%	10.3%	9.8%	9.8%	10.6%	11.3%	11.2%		
		number	18	20	25	26	26	27	25	25	24	24	26	28	29		
CX15K	Top earners FRS staff disabled	% as at...	4.3%	4.1%	7.4%	6.8%	6.8%	7.4%	7.8%	8.0%	9.3%	9.3%	8.9%	9.5%	9.3%		
		number	6	6	11	10	10	11	12	13	15	15	15	16	16		
CX15L	Top earners control staff disabled	% as at...	0.0%	0.0%	0.0%	8.3%	8.3%	9.1%	8.3%	6.3%	8.3%	8.3%	15.4%	16.7%	16.7%		
		number	0	0	0	1	1	1	1	1	1	1	2	2	2		

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX16A	Voluntary leavers Operational staff BAME	% as at...	10.2%	10.0%	12.1%	13.3%	13.3%	15.8%	14.2%	10.2%	11.3%	11.3%	8.3%	9.8%	8.7%		
		number	26	26	30	33	33	35	33	23	26	26	21	25	23		
CX16B	Voluntary leavers Operational staff women	% as at...	6.3%	5.7%	5.2%	5.2%	5.2%	4.1%	6.9%	8.8%	8.2%	8.2%	9.8%	7.8%	6.5%		
		number	16	15	13	13	13	9	16	20	19	19	25	20	17		
CX16C	Voluntary leavers FRS staff BAME	% as at...	14.3%	14.3%	14.6%	19.1%	19.1%	20.5%	25.5%	28.0%	29.1%	29.1%	29.8%	27.1%	25.4%		
		number	7	7	7	9	9	9	12	14	16	16	17	16	16		
CX16D	Voluntary leavers FRS staff women	% as at...	34.7%	38.8%	33.3%	34.0%	34.0%	34.1%	34.0%	42.0%	47.3%	47.3%	49.1%	50.8%	54.0%		
		number	17	19	16	16	16	15	16	21	26	26	28	30	34		

AIM 3 : PEOPLE and RESOURCES

Inclusion

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

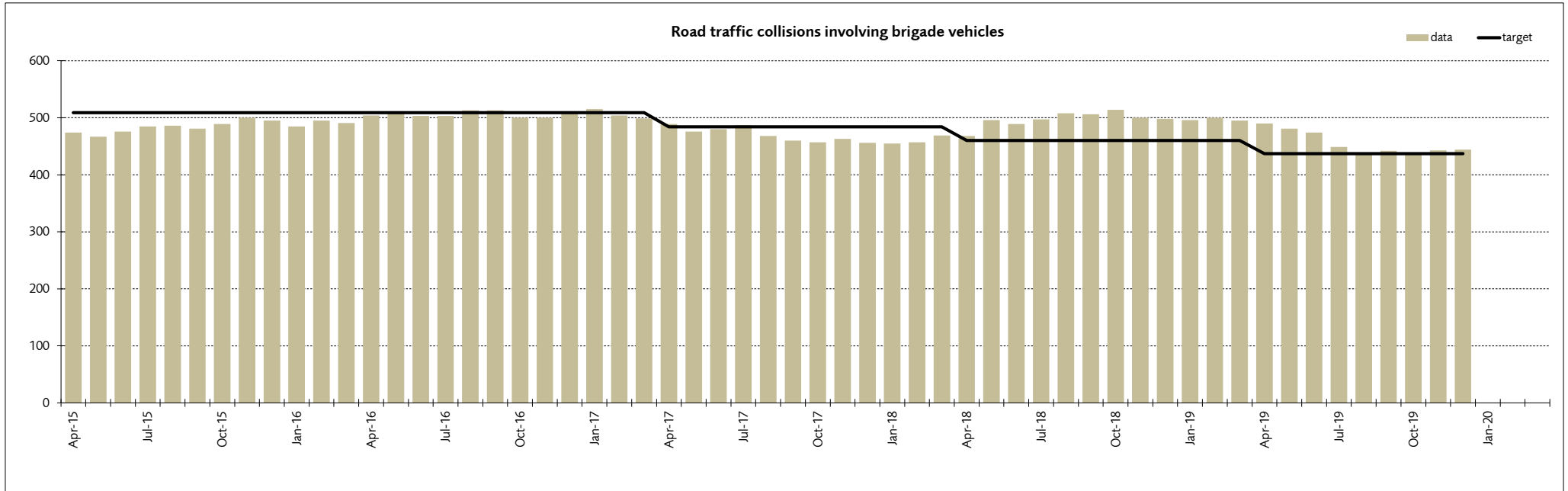
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AIM 3 : PEOPLE and RESOURCES

Safety

CO11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Road traffic collisions involving brigade vehicles rolling 12 month	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	498	496	500	495	460
		2019/20	490	481	474	449	435	442	436	443	444				437

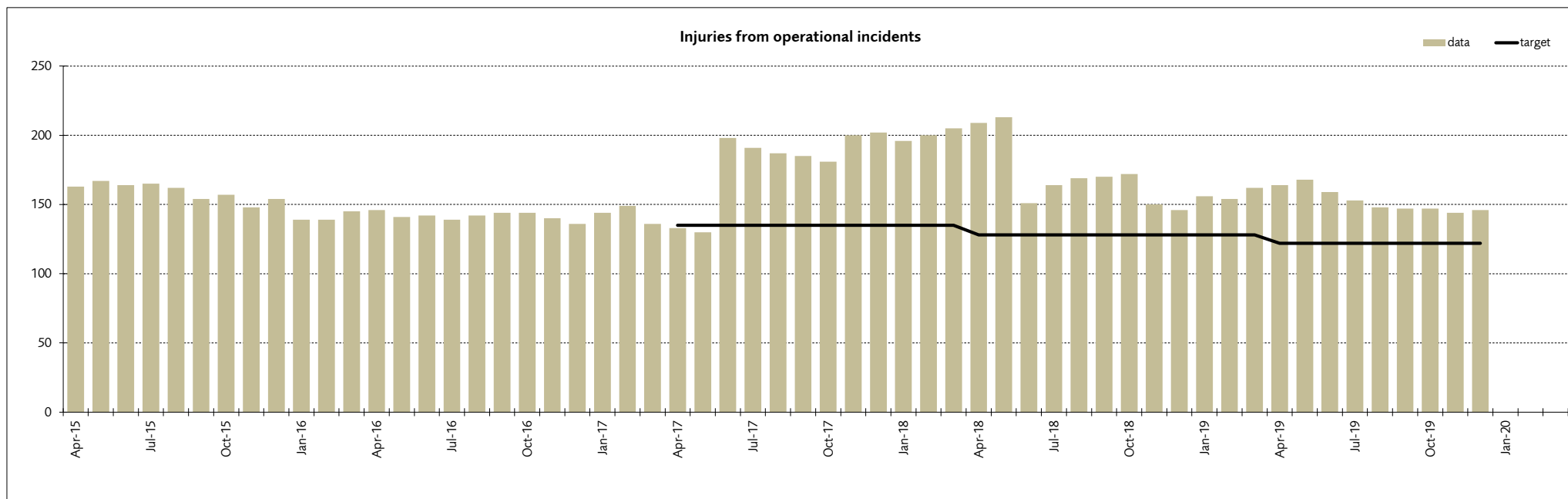


HoHS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	480	460	456	469	469	489	506	498	495	495	474	442	444		
		number in quarter	113	131	116	109		133	148	108	106		112	116	110		

AIM 3 : PEOPLE and RESOURCES

Safety

CO12			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries from operational incidents rolling 12 month	2015/16	163	167	164	165	162	154	157	148	154	139	139	145	-
		2016/17	146	141	142	139	142	144	144	140	136	144	149	136	-
		2017/18	133	130	198	191	187	185	181	200	202	196	200	205	135
		2018/19	209	213	151	164	169	170	172	150	146	156	154	162	128
		2019/20	164	168	159	153	148	147	147	144	146				122



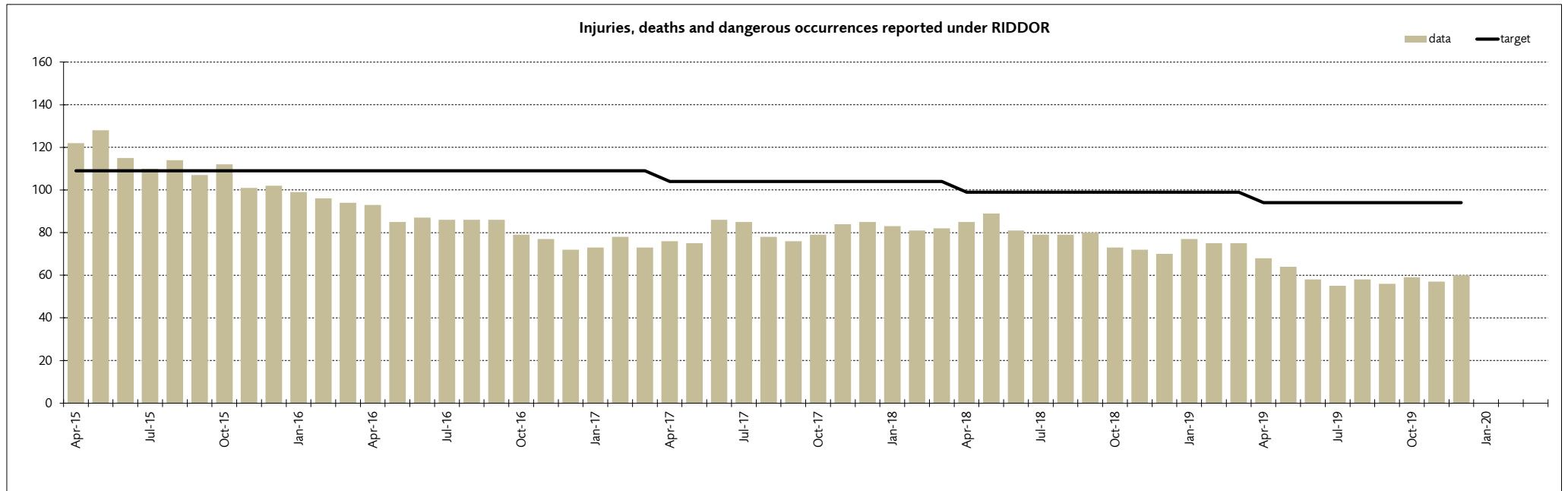
HoHS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO12	Injuries from operational incidents	rolling 12 month	198	185	202	205	205	151	170	146	162	162	159	147	146		
		number in quarter	96	30	49	30		42	49	25	46		39	37	24		

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AIM 3 : PEOPLE and RESOURCES

Safety

CO13			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoHS	Injuries, deaths and dangerous occurrences reported under RIDDOR rolling 12 month	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
		2019/20	68	64	58	55	58	56	59	57	60				94



HoHS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	86	76	85	82	82	81	80	70	75	75	58	56	60		
		number in quarter	34	17	18	13		33	16	8	18		16	14	12		

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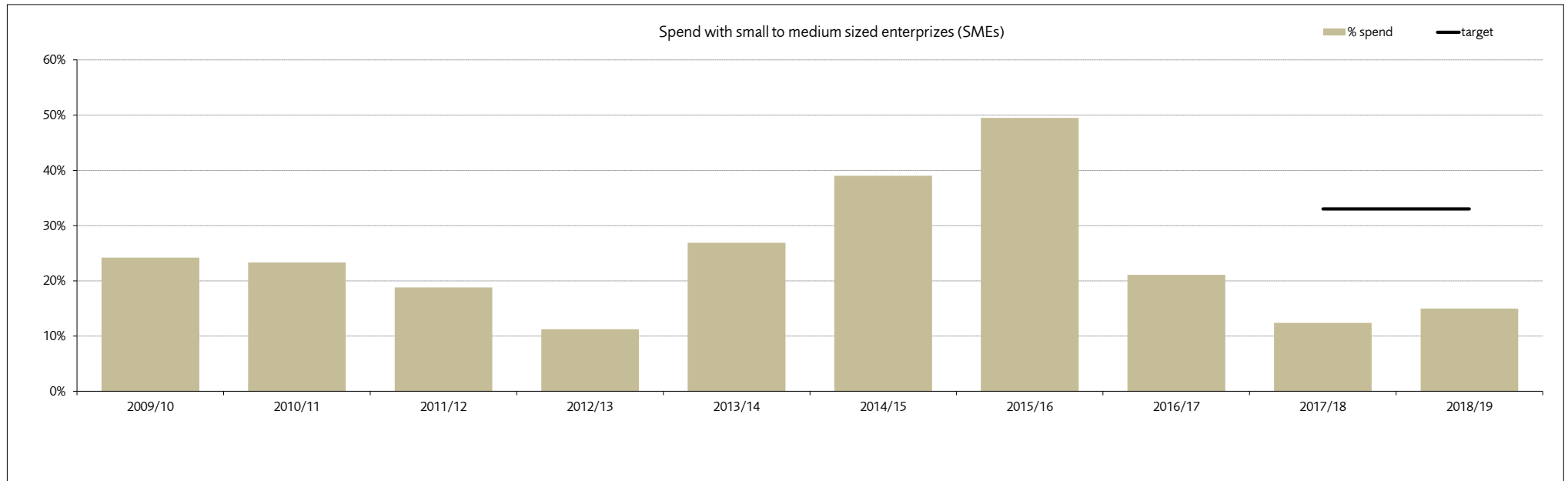
AIM 3 : PEOPLE and RESOURCES

Safety

			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX17A	RIDDOR - deaths	rolling 12 month	0	0	0	0	0	0	0	0	0	0	0	0	0		
		number in quarter	0	0	0	0		0	0	0	0		0	0	0		
CX17B	RIDDOR - 'specified' injuries	rolling 12 month	5	4	4	4	4	2	6	9	11	11	9	5	3		
		number in quarter	4	0	0	0		2	4	3	2		0	0	1		
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	80	71	81	78	78	79	74	61	64	64	49	51	57		
		number in quarter	30	17	18	13		31	12	5	16		16	14	11		
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	11	9	8	7	7	9	11	12	12	12	10	11	11		
		number in quarter	0	1	3	3		2	3	4	3		0	4	4		

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	2018/19
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%	15.0%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.0%	33.0%

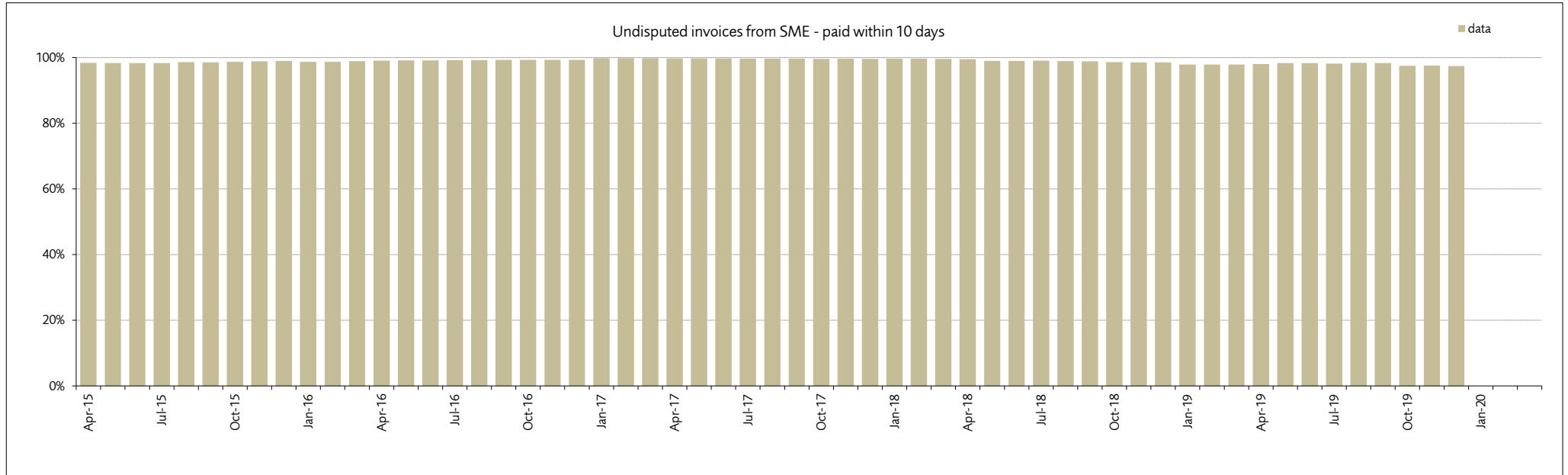


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AIM 3 : PEOPLE and RESOURCES

Sustainability

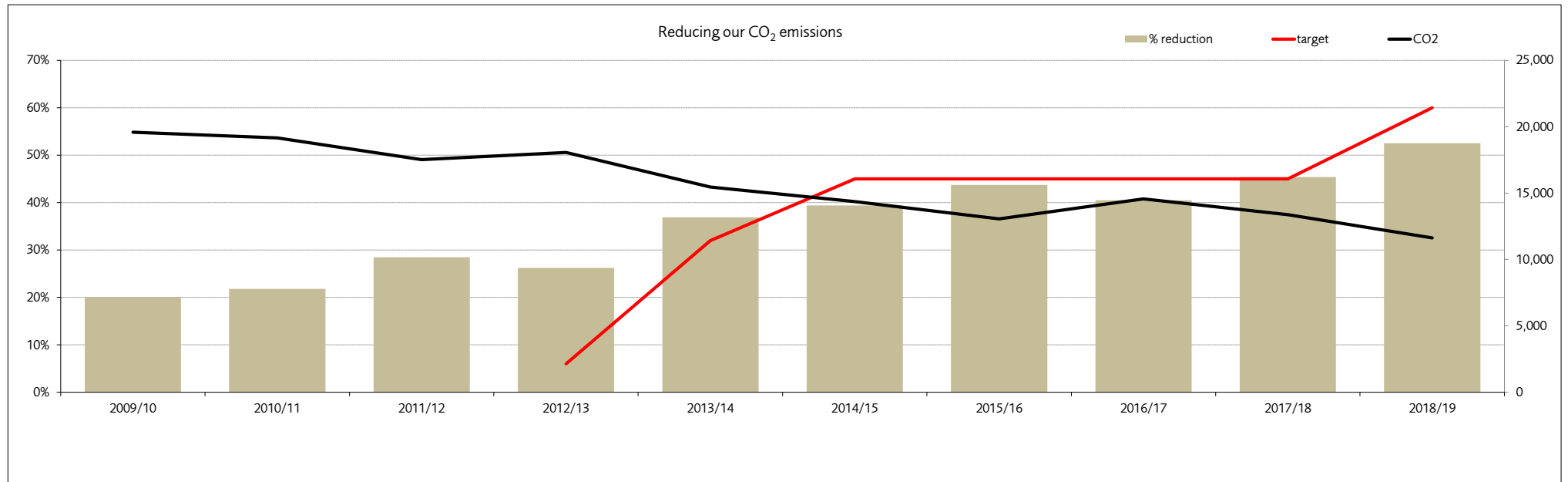
CX18			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoF	Undisputed invoices from SME - paid within 10 days (%) rolling 12 month	2015/16	98.4%	98.4%	98.4%	98.4%	98.7%	98.6%	98.7%	98.9%	99.0%	98.7%	98.7%	99.0%
		2016/17	99.1%	99.2%	99.2%	99.2%	99.3%	99.4%	99.3%	99.3%	99.3%	99.8%	99.9%	99.8%
		2017/18	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%
		2019/20	98.0%	98.4%	98.3%	98.2%	98.4%	98.4%	97.5%	97.6%	97.5%			



HoF			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	99.8%	99.7%	99.6%	99.6%	99.6%	99.0%	98.9%	98.6%	97.9%	97.9%	98.3%	98.4%	97.5%		
		% in quarter	99.6%	99.5%	99.7%	99.7%		96.7%	98.8%	98.4%	97.1%		98.9%	99.2%	95.2%		

AIM 3 : PEOPLE and RESOURCES*Sustainability*

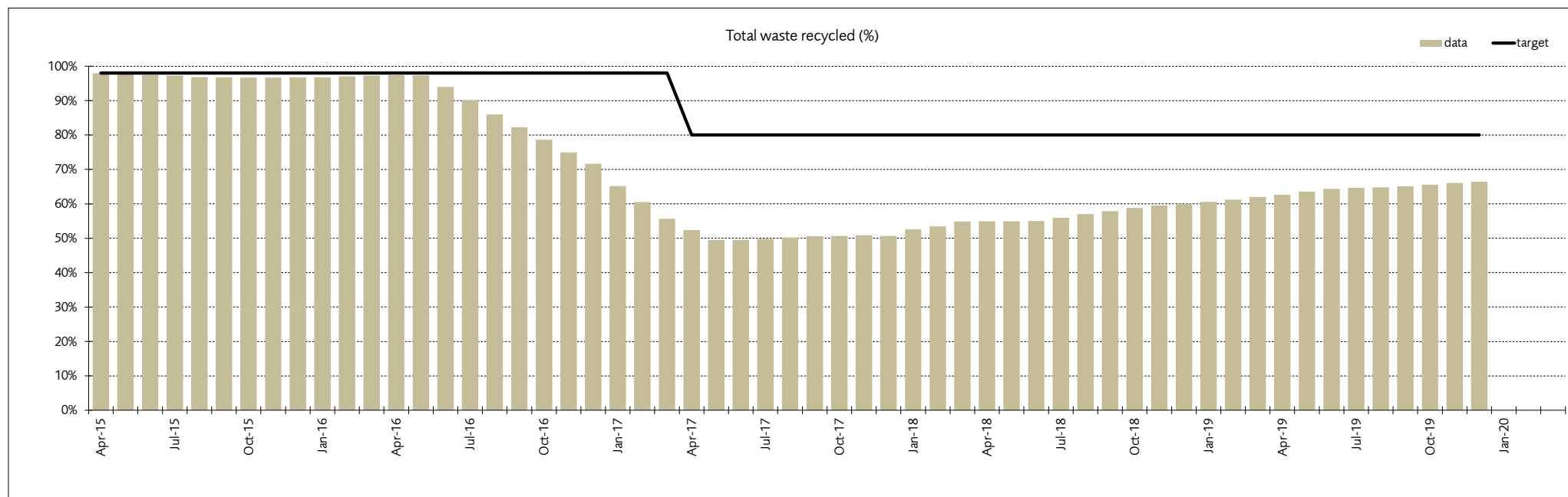
CO15			2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
HoP	Reducing our CO ₂ emissions <i>Annual data</i>	Total CO ₂ (tn)	19,578	19,149	17,517	18,066	15,452	14,352	13,057	14,566	13,369	11,630
		% Change	20.0%	21.8%	28.5%	26.2%	36.9%	39.4%	43.7%	40.5%	45.4%	52.5%
		Target	0%	0%	0%	6%	32%	45%	45%	45%	45%	60%



AIM 3 : PEOPLE and RESOURCES

Sustainability

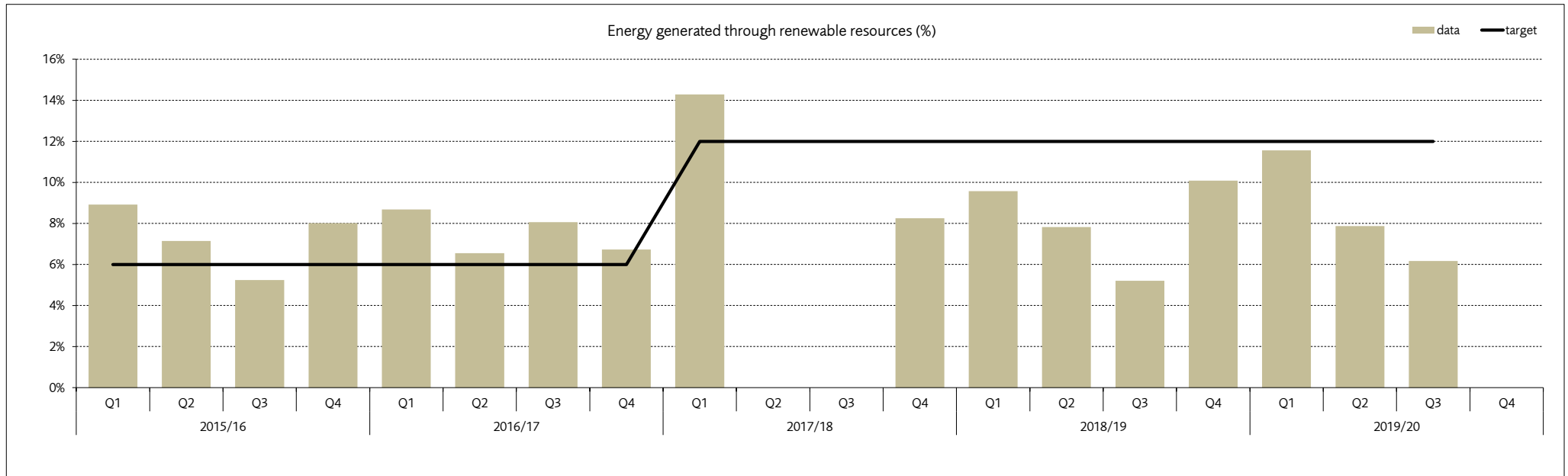
IP20			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	2015/16	98.0%	97.7%	97.5%	97.3%	96.9%	96.8%	96.7%	96.7%	96.7%	96.8%	97.1%	97.3%	98%
		2016/17	97.4%	97.3%	94.0%	90.1%	86.0%	82.2%	78.6%	74.9%	71.7%	65.1%	60.5%	55.6%	98%
		2017/18	52.4%	49.5%	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%
		2019/20	62.7%	63.6%	64.4%	64.7%	64.8%	65.1%	65.6%	66.1%	66.4%				80%



HoTSS			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP20	Total waste recycled (%)	rolling 12 month (kg)	469,877	505,258	518,703	503,954	503,954	487,043	512,965	540,671	557,419	557,419	579,877	558,360	556,353		
		Rolling 12 month (%)	49.5%	50.6%	50.6%	54.9%	54.9%	55.0%	57.9%	60.0%	62.0%	62.0%	64.4%	65.1%	66.4%		
		Percentage in quarter	55.4%	54.4%	54.2%	55.7%		55.8%	64.5%	62.7%	64.3%		66.2%	67.3%	67.9%		

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IP21			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) <i>rolling 12 month</i>	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%
		2019/20	9.6%	7.8%	5.2%		12%



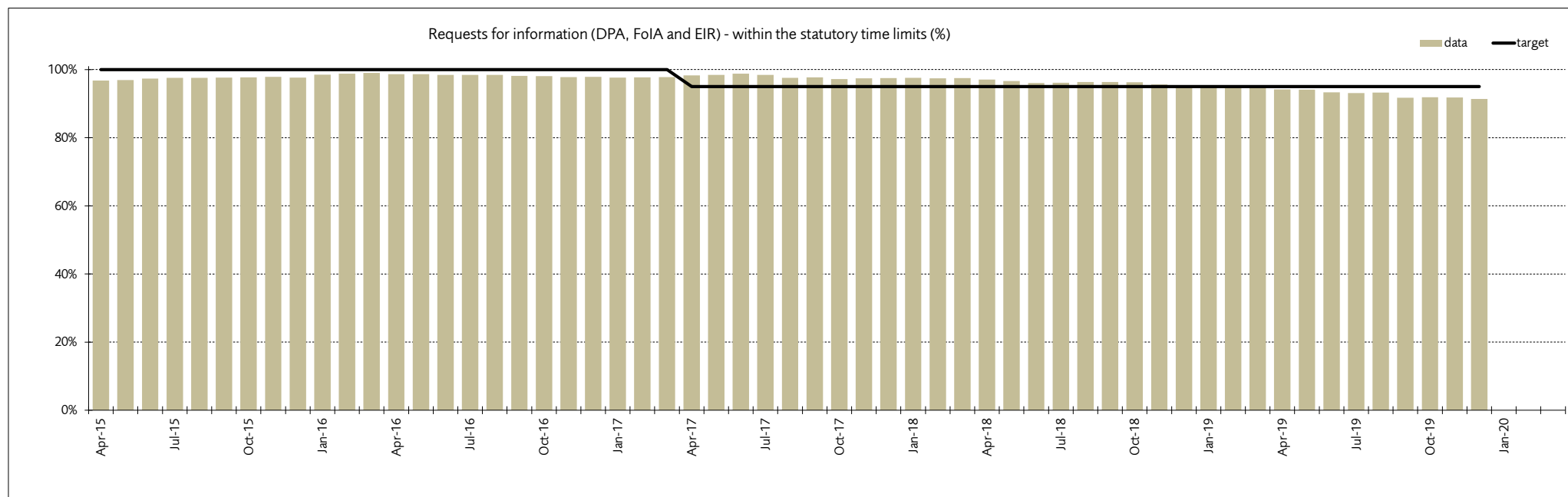
Note: Data for Q2 2017/18, Q3 2017/18 for 'IP21 Energy generated through renewable resources' is not available

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AIM 3 : PEOPLE and RESOURCES

Accountability

CO16			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoICT	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%) rolling 12 month	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%
		2019/20	94.2%	94.1%	93.4%	93.1%	93.2%	91.8%	91.9%	91.8%	91.4%				95%

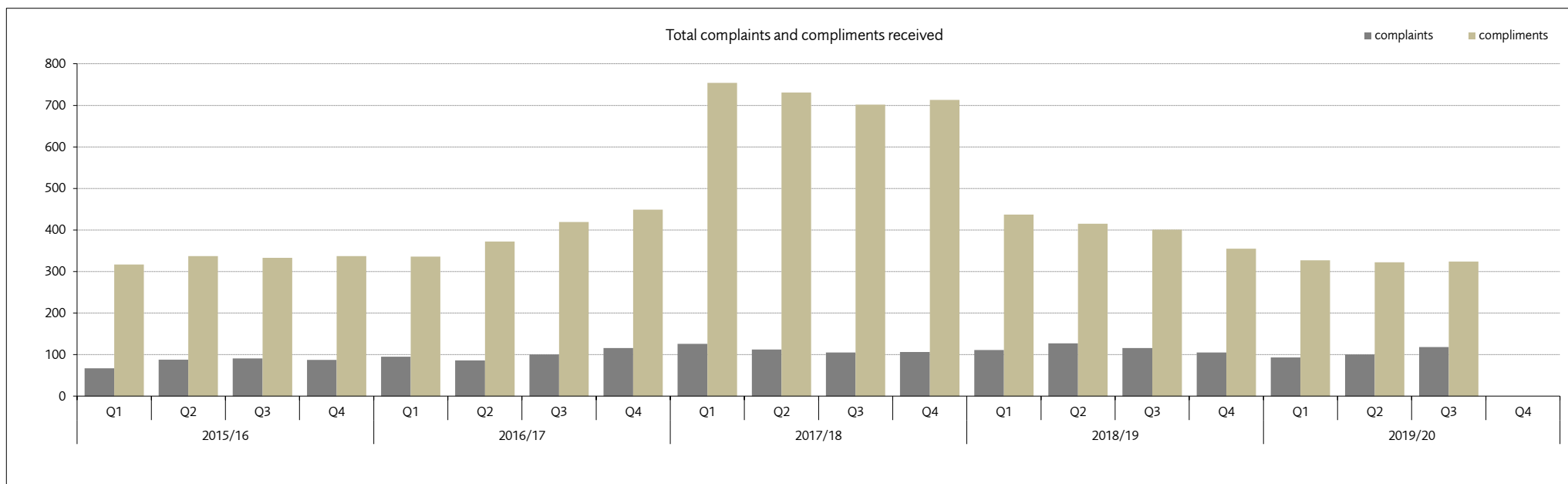


HoICT			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	98.8%	97.7%	97.5%	97.5%	97.5%	96.1%	96.4%	95.3%	94.8%	94.8%	93.4%	91.8%	91.4%		
		percentage in quarter	100%	95.2%	97.1%	97.6%		93.9%	96.3%	92.8%	95.5%		88.1%	90.2%	91.1%		

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	2015/16	67	88	91	87	down	Total compliments received rolling 12 month	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
		2019/20	93	100	118		down		327	322	324		up



HoCO			Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
IP22	Total complaints received	rolling 12 month	126	112	105	106	106	111	127	116	105	105	93	100	118		
		number in quarter	31	17	26	32		36	33	15	21		24	40	33		
IP23	Total compliments received	rolling 12 month	754	731	702	713	713	437	415	401	355	355	327	322	324		
		number in quarter	392	116	83	122		116	94	69	76		88	89	71		

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		Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
Dwelling fires with no smoke alarm fitted	rolling 12 month	29.1%	28.7%	28.2%	28.5%	28.5%	28.4%	28.4%	28.1%	27.2%	27.2%	27.5%	27.8%	27.0%		
	number in quarter	28.1%	28.1%	28.3%	29.7%		27.6%	27.9%	27.2%	26.0%		28.8%	29.3%	24.1%		
Number of school children reached	rolling 12 month	96,339	99,184	95,858	88,820	88,820	86,085	81,895	82,822	85,171	85,171	71,251	63,515	62,232		
	number in quarter	29,077	19,855	20,540	19,348		26,342	15,665	21,467	21,697		12,422	7,929	20,184		
Participants of JFIS schemes	rolling 12 month	Annual data				167	Annual data				119	Annual data				
	number in quarter															
Participants of LIFE schemes	rolling 12 month	587	598	637	635	635	642	645	657	646	646	579	577	525		
	number in quarter	146	125	195	169		153	128	207	158		86	126	155		
Participants of Fire Cadets scheme *July passout	rolling 12 month	Annual data (includes graduate cadets)				252*	Annual data (includes graduate cadets)				320*	Annual data (includes graduate cadets)				
	number in quarter															
Safe Drive, Stay Alive	rolling 12 month										20,613	20,613	20,613	20,000		
	number in quarter											-	-	12,303		
Crossfire	rolling 12 month										14,125	17,120	19,390	21,865		
	number in quarter											4,995	4,697	7,815		
Junior Citizens	rolling 12 month										51,278	59,507	58,451	55,762		
	number in quarter											20,412	4,090	12,768		

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		Q1	Q2	Q3	Q4	17/18	Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20
Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	3.0%	3.4%	3.7%	3.3%	3.3%	3.2%	3.0%	2.9%	3.3%	3.3%	3.6%	3.8%	4.5%		
	number in quarter	3.9%	4.0%	3.3%	2.2%		3.3%	3.2%	3.0%	3.7%		4.6%	4.1%	5.6%		
Prosecutions made	rolling 12 month	11	11	12	11	11	7	5	4	4	4	2	3	3		
	number in quarter	6	2	2	1		2	0	1	1		0	1	1		
Successful prosecutions	rolling 12 month	11	11	12	11	11	7	5	4	4	4	2	3	3		
	number in quarter	6	2	2	1		2	0	1	1		0	1	1		
Prohibition notices served	rolling 12 month	52	49	55	64	64	70	70	56	49	49	49	42	57		
	number in quarter	8	17	18	21		14	17	4	14		14	10	19		
Special services flooding	rolling 12 month	6,394	6,512	6,542	7,645	7,645	7,817	7,862	7,995	6,824	6,824	6,717	6,713	6,796		
	number in quarter	1,516	1,672	1,760	2,697		1,688	1,717	1,893	1,526		1,581	1,713	1,976		
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	488	563	645	677	677	641	635	600	634	634	662	693	744		
	number in quarter	167	168	174	168		131	162	139	202		159	193	190		

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