

Corporate performance digest



Quarter 3 – 2020/21 Financial Year

ABOUT THIS DOCUMENT

This document sets out the performance of London Fire Brigade during the 2020/21 (1 April 2020 to 31 March 2021).

The information about our performance is organised according the three strategic aims as set out in our London Safety Plan (LSP) 2017-2022.

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

Aim 3 - People and Resources

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

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
HoPS	Head of People Services
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
10 yr. Average	10 year annual average performance
Annual data	data for that financial year

Performance indicator data

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

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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.

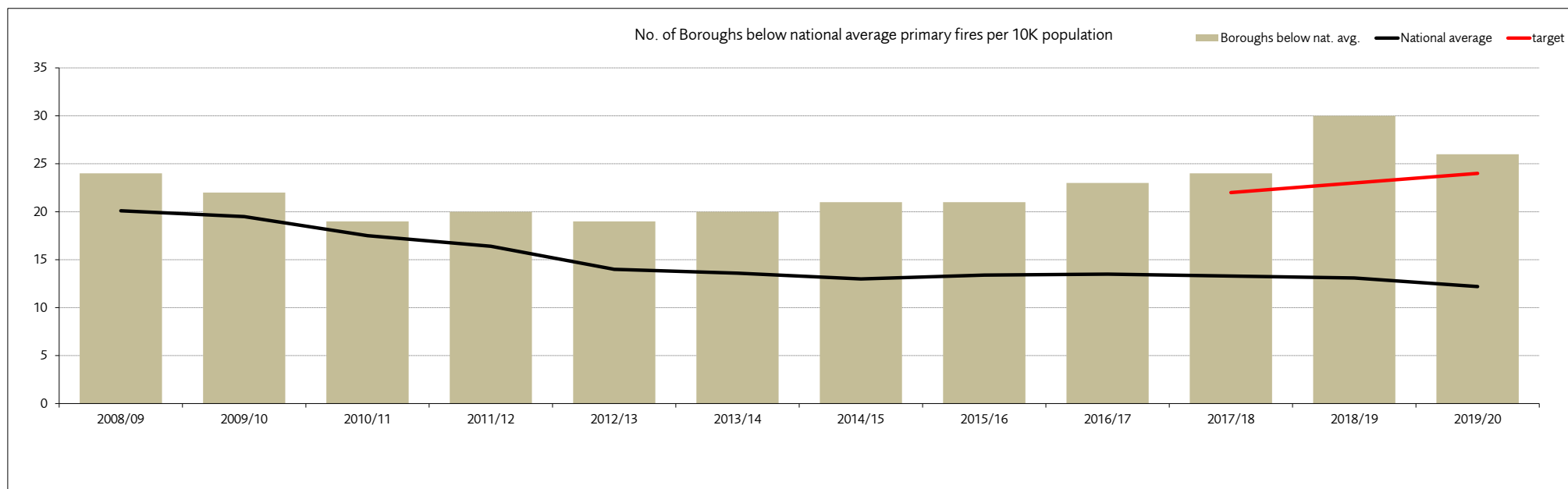
Our commitments under this aim focus on activities that reduce fires and the impact they have, and by targeting people most at risk.

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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	2019/20
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	12.2
		Boroughs below nat. avg.	24	22	19	20	19	20	21	21	23	24	30	26
		Target	-	-	-	-	-	-	-	-	-	22	23	24

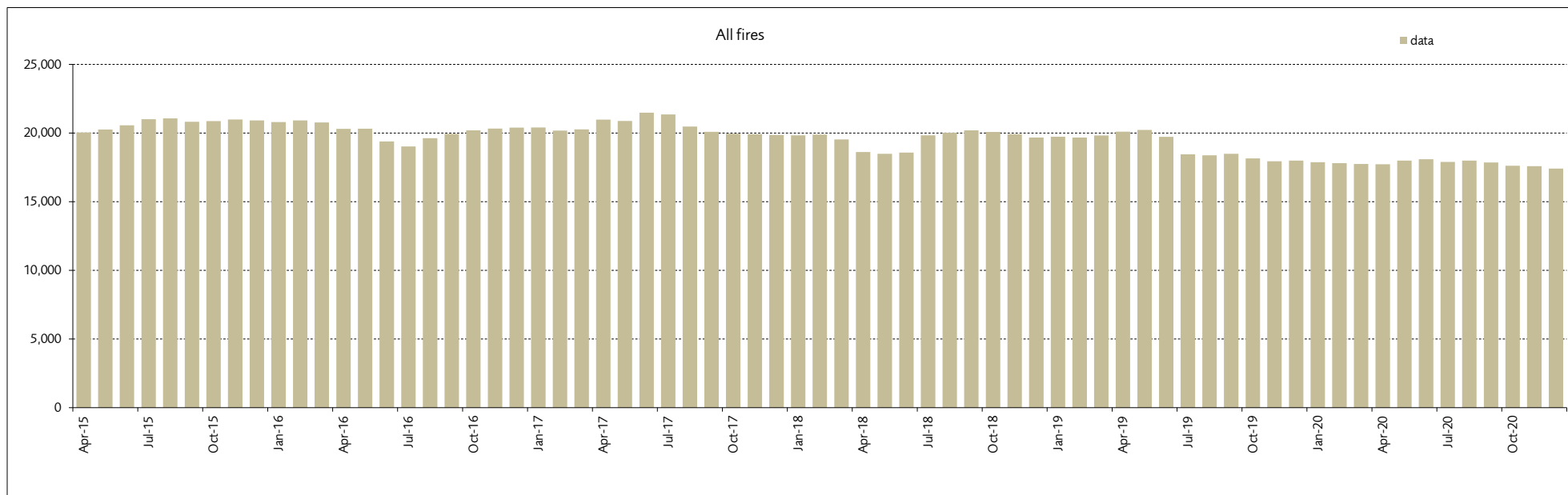


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AIM 1 : PREVENTION and PROTECTION

Stop fires from happening

	IP1		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	All fires rolling 12 month	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	17,873	17,808	17,751	down
		2020/21	17,731	17,993	18,094	17,897	17,998	17,860	17,620	17,593	17,408				down



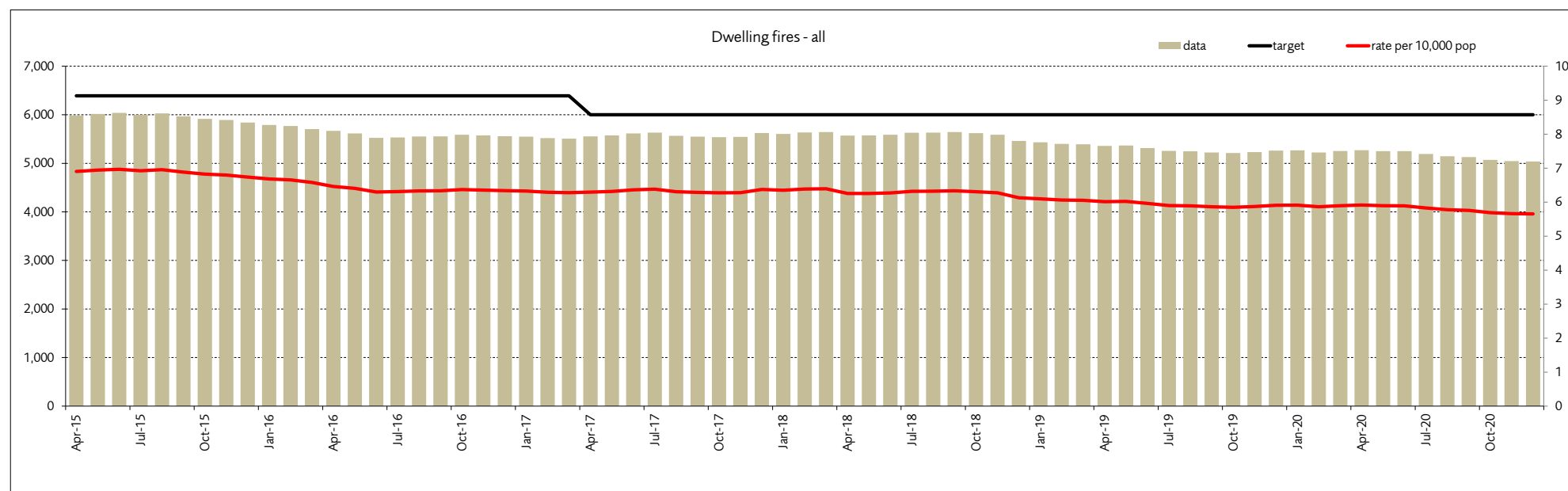
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP1	All fires	rolling 12 month	18,581	20,201	19,675	19,826	19,826	19,728	18,492	17,993	17,751	17,751	18,094	17,860	17,408		
		per 10,000 population	21.1	22.9	22.3	22.5	22.5	22.4	21.0	20.4	20.1	20.1	20.5	20.2	19.7		
		number in quarter	5,255	6,559	4,101	3,911		5,157	5,323	3,602	3,669		5,500	5,089	3,150		

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

	H2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFSt	Dwelling fires - all rolling 12 month	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
		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
		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
		2019/20	5,358	5,366	5,313	5,256	5,248	5,224	5,211	5,230	5,261	5,268	5,223	5,252
		2020/21	5,270	5,251	5,250	5,193	5,145	5,128	5,070	5,046	5,037			

target
6,390
6,000
6,000
6,000
6,000

HoFSt	Rate of Dwelling fires per 10,000 population	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	5.9	5.9	5.9
		2020/21	5.9	5.9	5.9	5.8	5.8	5.8	5.7	5.7	5.7			



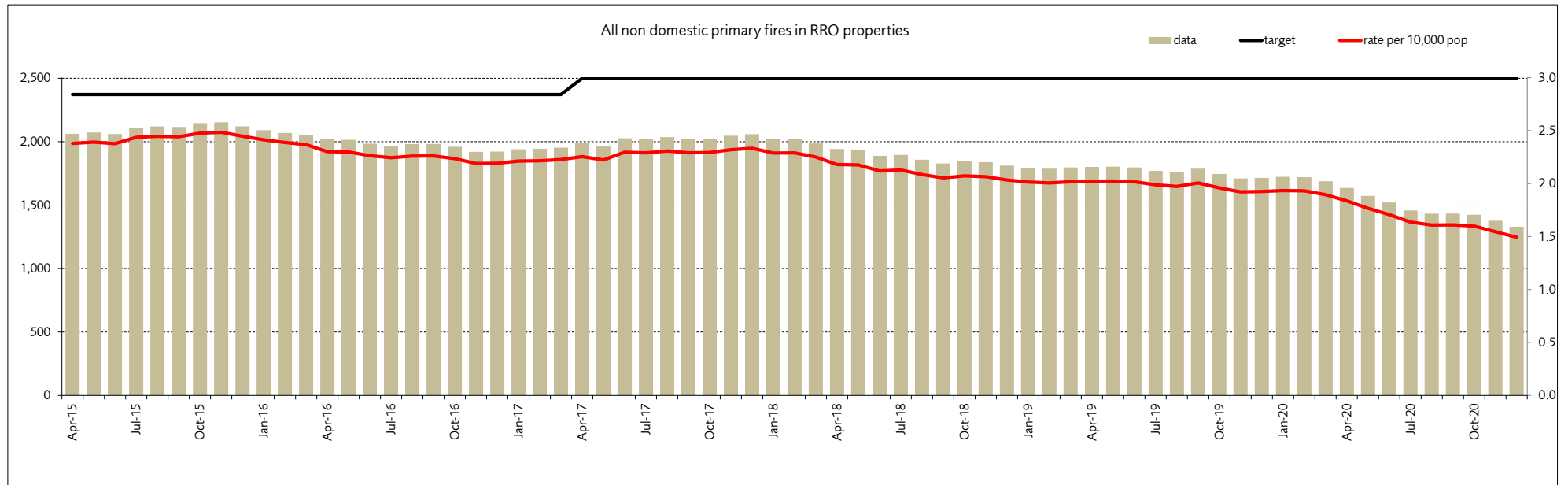
HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H2	Dwelling fires - all	rolling 12 month	5,587	5,642	5,461	5,392	5,392	5,313	5,224	5,261	5,252	5,252	5,250	5,128	5,037		
		per 10,000 population	6.27	6.33	6.13	6.05	6.05	5.96	5.86	5.91	5.90	5.90	5.89	5.76	5.65		
		number in quarter	1,389	1,422	1,305	1,276		1,310	1,333	1,342	1,267		1,308	1,211	1,251		

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	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	1,723	1,720	1,688	2,500
		2020/21	1,636	1,573	1,521	1,458	1,433	1,434	1,424	1,377	1,330				2,500

HoFS	Rate of All non domestic primary fires in RRO properties per 10,000 population	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	1.9	1.9	1.9
		2020/21	1.8	1.8	1.7	1.6	1.6	1.6	1.6	1.5	1.5			



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H3	All non domestic primary fires in RRO properties	rolling 12 month	1,888	1,829	1,812	1,797	1,797	1,797	1,787	1,715	1,688	1,688	1,521	1,434	1,330		
		per 10,000 population	2.12	2.05	2.03	2.02	2.02	2.02	2.01	1.93	1.89	1.89	1.71	1.61	1.49		
		number in quarter	458	451	472	416		458	441	400	389		291	354	296		

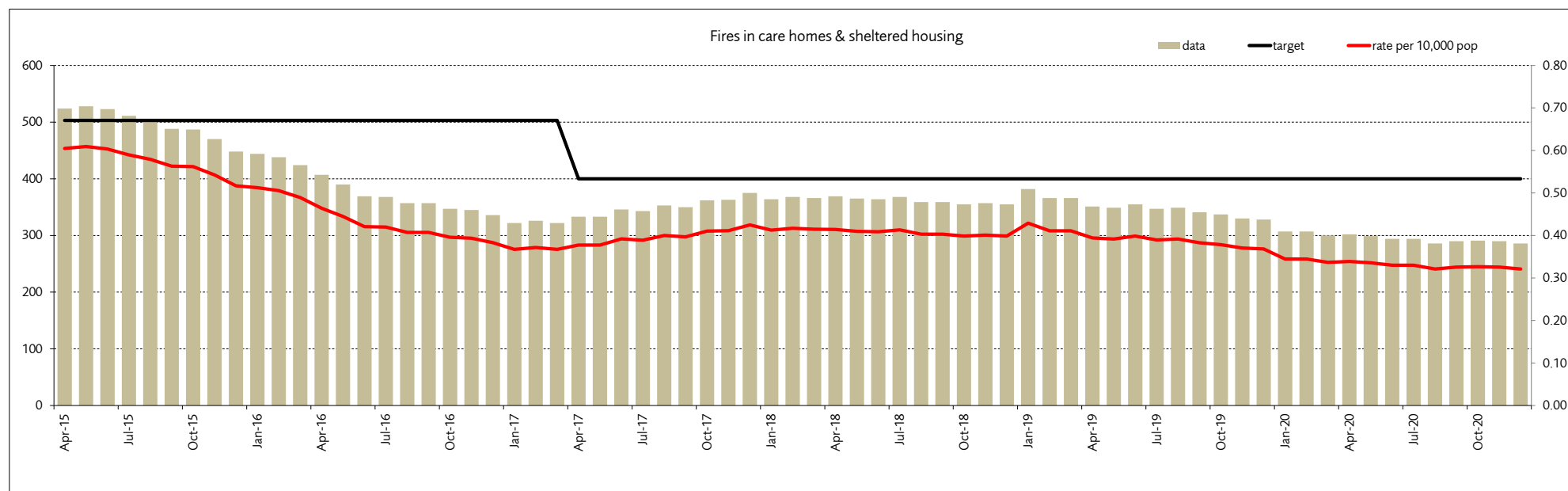
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AIM 1 : PREVENTION and PROTECTION

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>	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	307	307	300	400
		2020/21	302	299	294	294	286	290	291	290	286				400

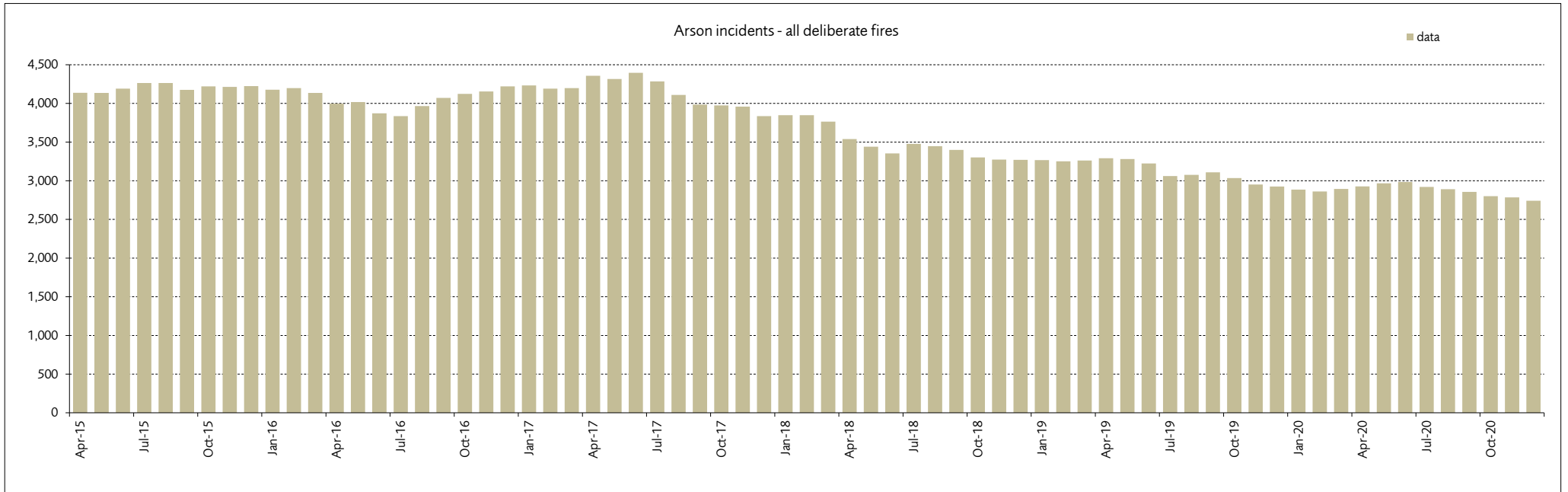
HoFS	Rate of Fires in care homes & sheltered housing for older people <i>per 10,000 population</i>	2016/17	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2017/18	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2018/19	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
		2019/20	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.3	0.3
		2020/21	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3			



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H4	Fires in care homes & sheltered housing	rolling 12 month	364	359	355	366	366	355	341	328	300	300	294	290	286		
		per 10,000 population	0.41	0.40	0.40	0.41	0.41	0.40	0.38	0.37	0.34	0.34	0.33	0.33	0.32		
		number in quarter	92	86	91	97		81	72	78	69		75	68	74		

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	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	3,224	3,061	3,077	3,109	3,034	2,951	2,926	2,885	2,861	2,894	down
		2020/21	2,928	2,967	2,985	2,921	2,891	2,856	2,801	2,785	2,741				down

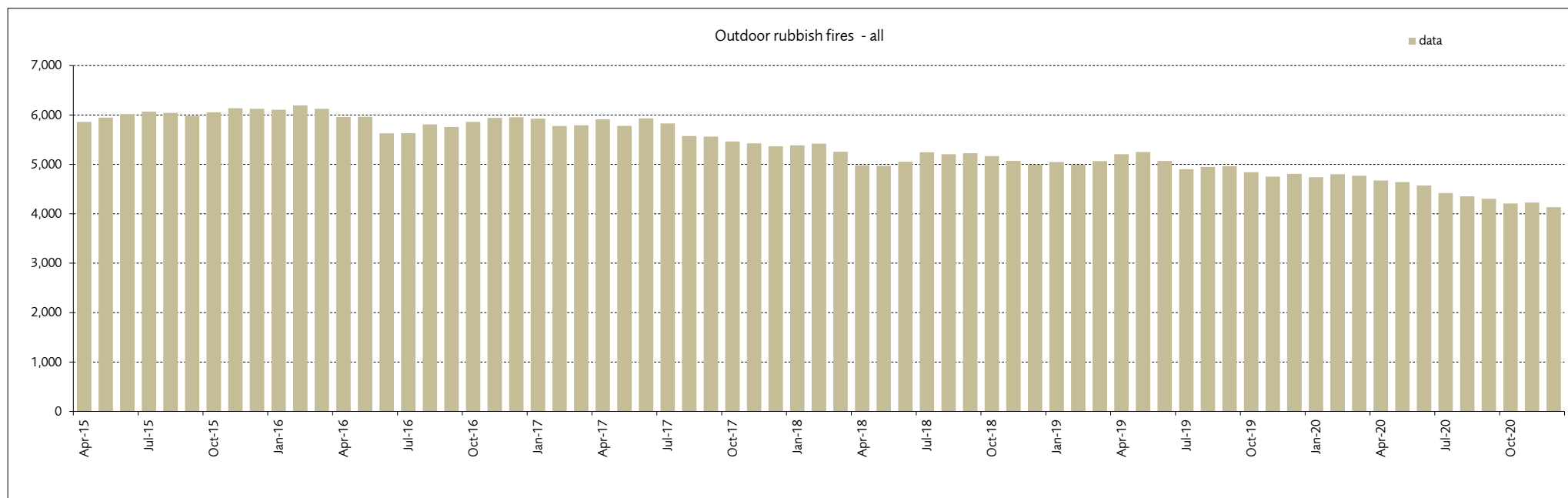


HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP2	Arson incidents - all deliberate fires	rolling 12 month	3,353	3,398	3,271	3,261	3,261	3,224	3,109	2,926	2,894	2,894	2,985	2,856	2,741		
		per 10,000 population	3.80	3.85	3.71	3.70	3.70	3.65	3.52	3.32	3.28	3.28	3.38	3.24	3.11		
		number in quarter	812	962	804	683		775	847	621	651		866	718	506		

AIM 1 : PREVENTION and PROTECTION

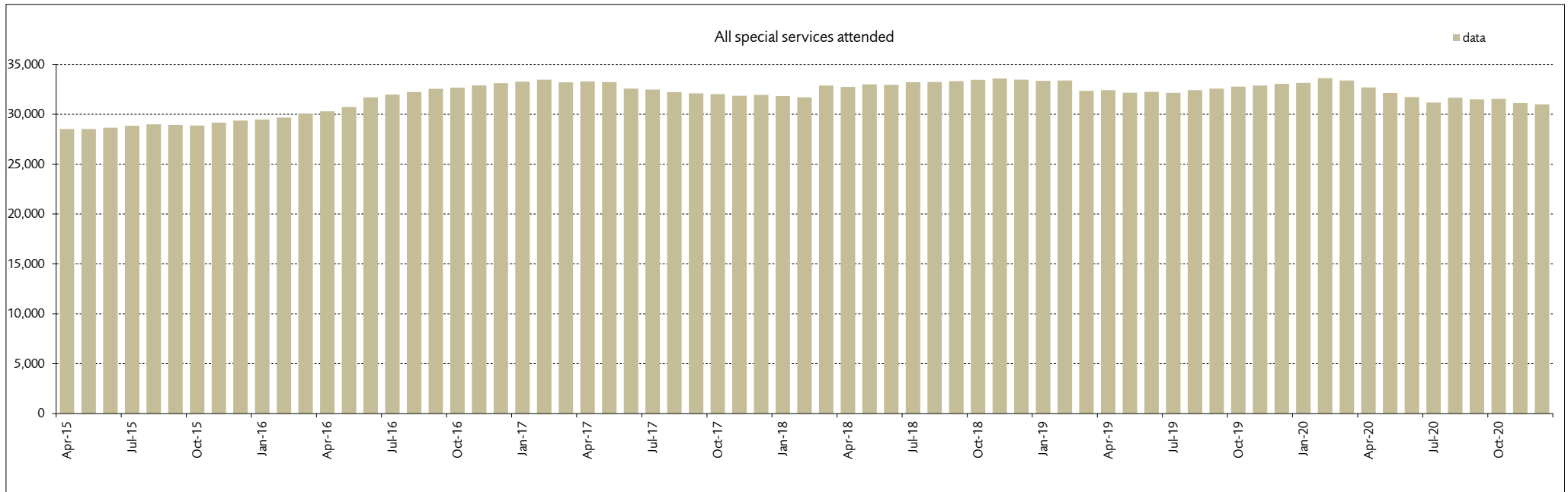
Stop fires from happening

IP3			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Outdoor rubbish fires - all rolling 12 month	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	4,741	4,801	4,770	down
		2020/21	4,675	4,642	4,573	4,420	4,353	4,303	4,208	4,226	4,135				down



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

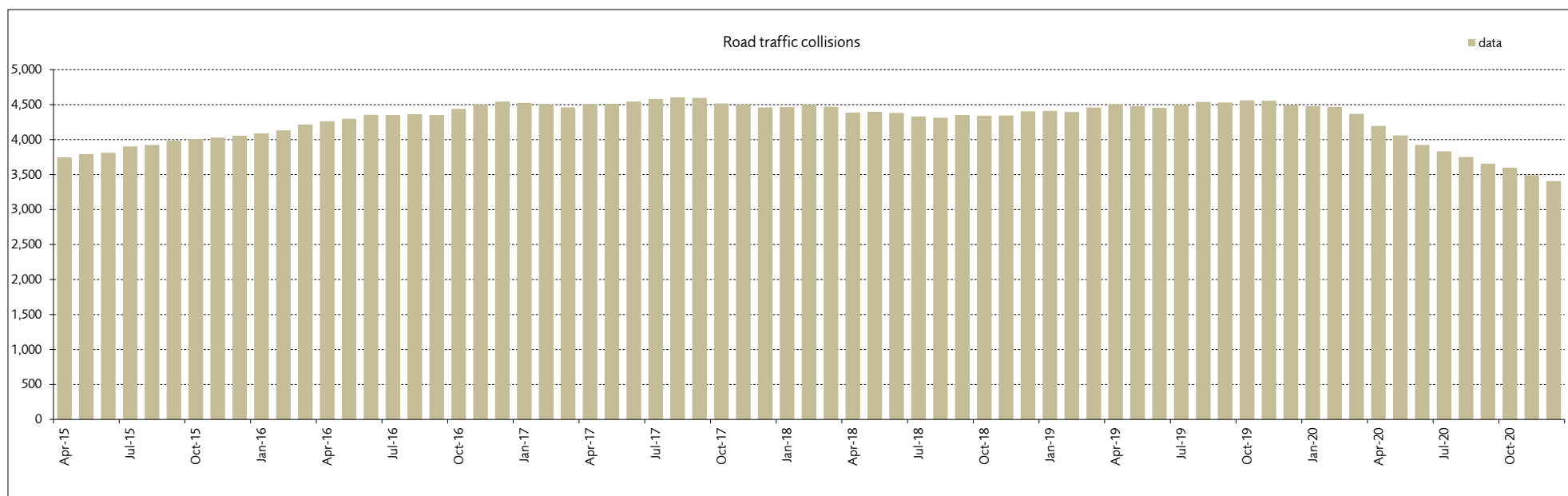
CX1			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All special services attended rolling 12 month	2016/17	30,296	30,733	31,703	31,981	32,233	32,553	32,667	32,894	33,126	33,273	33,475	33,208
		2017/18	33,294	33,227	32,572	32,478	32,222	32,106	32,017	31,864	31,942	31,835	31,692	32,874
		2018/19	32,745	32,999	32,948	33,216	33,246	33,324	33,460	33,597	33,471	33,351	33,389	32,346
		2019/20	32,430	32,164	32,254	32,154	32,429	32,568	32,775	32,877	33,052	33,155	33,626	33,396
		2020/21	32,698	32,141	31,724	31,190	31,658	31,491	31,548	31,146	30,980			



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX1	All special services attended	rolling 12 month	32,948	33,324	33,471	32,346	32,346	32,254	32,568	33,052	33,396	33,396	31,724	31,491	30,980		
		number in quarter	8,223	8,638	8,153	7,332		8,131	8,952	8,637	7,676		6,459	8,719	8,126		

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

	IP4		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Road traffic collisions <i>rolling 12 month</i>	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	4,499	4,470	down
		2018/19	4,386	4,397	4,382	4,331	4,314	4,353	4,342	4,344	4,405	4,410	4,395	4,459	down
		2019/20	4,508	4,479	4,455	4,497	4,538	4,530	4,561	4,556	4,492	4,478	4,468	4,368	down
		2020/21	4,195	4,061	3,925	3,834	3,753	3,658	3,599	3,490	3,408				down



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP4	Road traffic collisions	rolling 12 month	4,382	4,353	4,405	4,459	4,459	4,455	4,530	4,492	4,368	4,368	3,925	3,658	3,408		
		number in quarter	1,123	1,149	1,151	1,036		1,119	1,224	1,113	912		676	957	863		

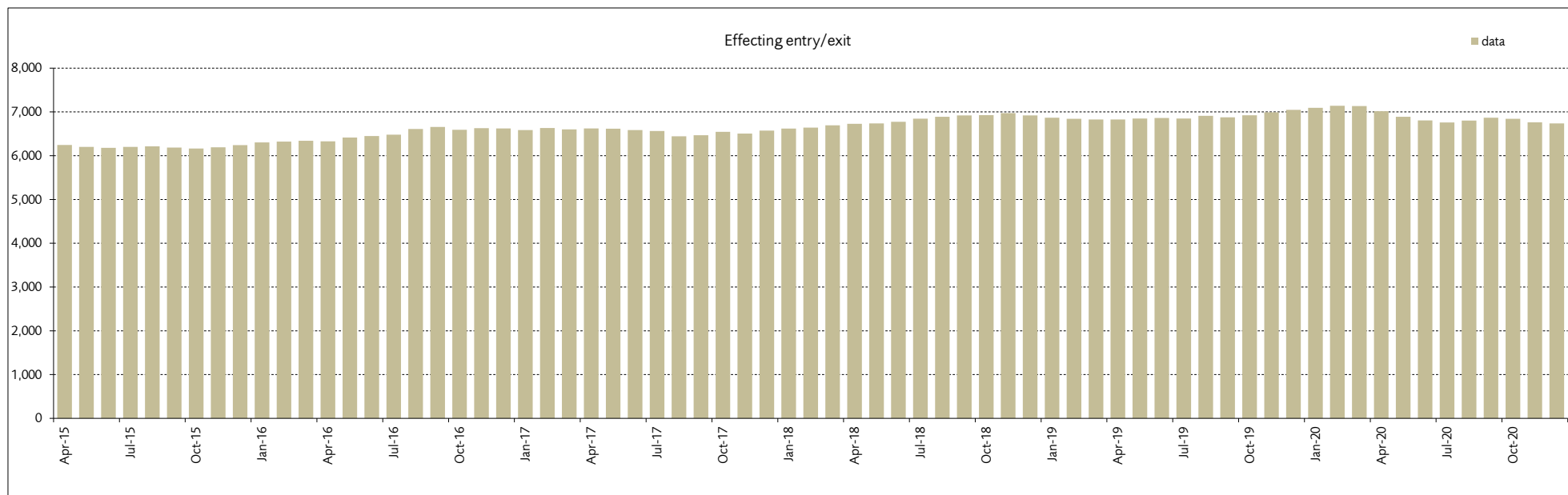
Corporate Performance Digest - Q3 2020/21

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	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	7,095	7,140	7,136
		2020/21	7,016	6,889	6,805	6,761	6,802	6,867	6,842	6,762	6,737			

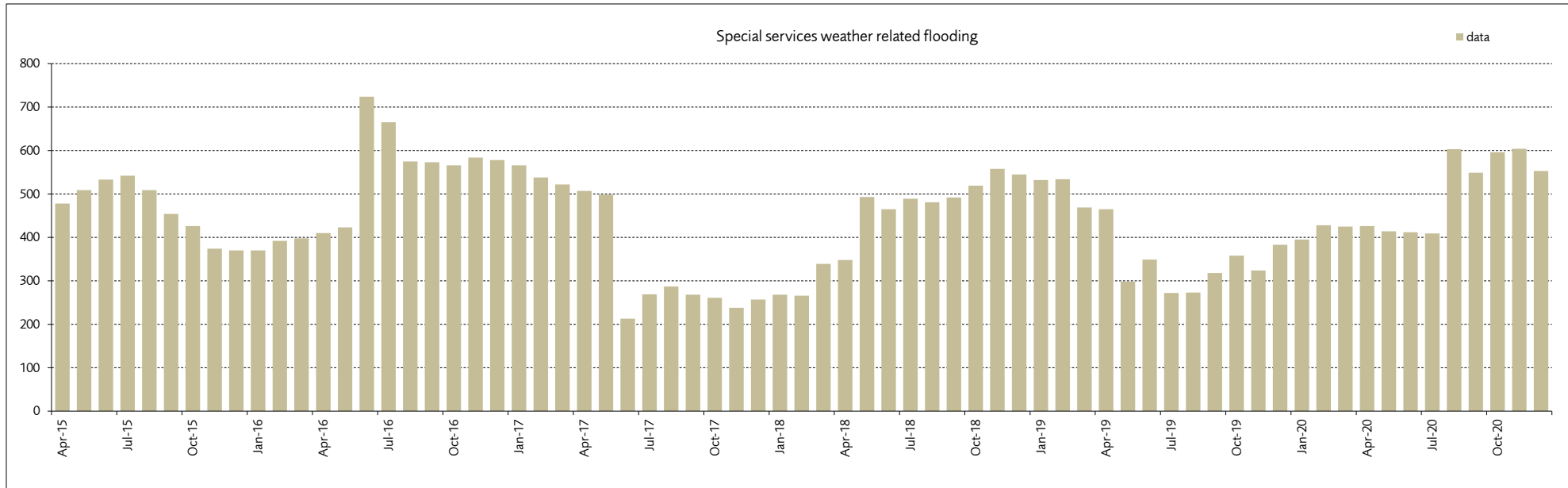
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HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP5	Effecting entry/exit	rolling 12 month	6,774	6,921	6,922	6,828	6,828	6,861	6,877	7,049	7,136	7,136	6,805	6,867	6,737		
		number in quarter	1,744	1,909	1,691	1,484		1,777	1,925	1,863	1,571		1,446	1,987	1,733		

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

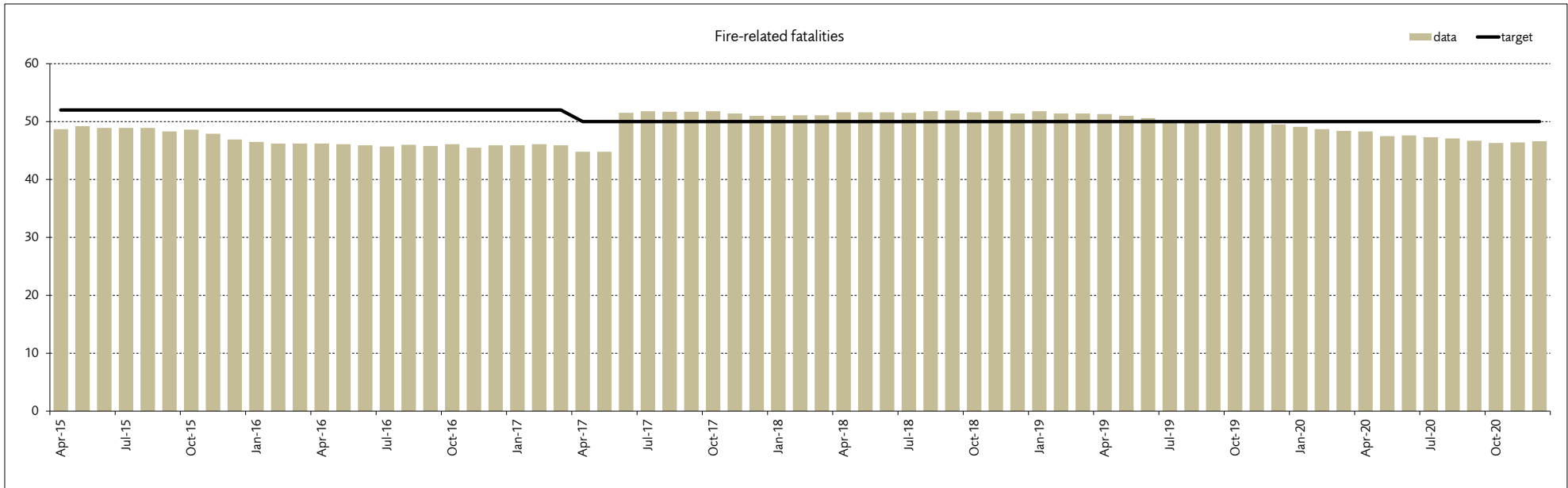
	CX2		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoOP	Special services Weather related flooding rolling 12 month	2016/17	410	423	724	665	575	573	566	584	578	566	538	522
		2017/18	507	498	213	269	287	268	261	238	257	268	266	339
		2018/19	348	493	465	489	481	492	519	558	545	532	534	469
		2019/20	465	298	349	272	273	318	358	324	383	395	428	425
		2020/21	426	414	412	409	603	549	596	604	553			



HoOP			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX2	Special services Weather related flooding	rolling 12 month	465	492	545	469	469	349	318	383	425	425	412	549	553		
		number in quarter	206	131	94	38		86	100	159	80		73	237	163		

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

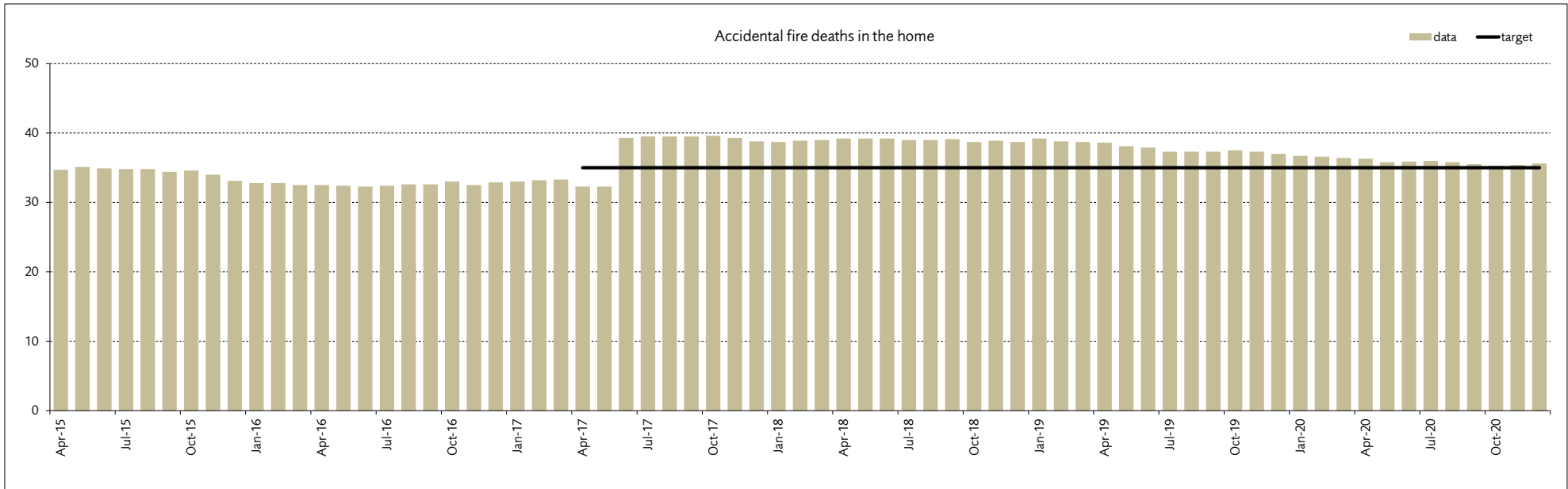
	H5		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire-related fatalities 10 yr. average	2016/17	46	46	46	46	46	46	46	46	46	46	46	46	52
		2017/18	45	45	52	52	52	52	52	51	51	51	51	51	50
		2018/19	52	52	52	52	52	52	52	52	51	52	51	51	50
		2019/20	51	51	51	50	50	50	50	50	50	49	49	48	50
		2020/21	48	48	48	47	47	47	46	46	47				50



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H5	Fire-related fatalities	10 yr. Average	52	52	51	51	51	51	50	50	48	48	48	47	47		
		rolling 12 month	42	43	45	40		38	35	36	33		32	31	30		
		per 100,000 population	0.48	0.49	0.51	0.45	0.45	0.43	0.40	0.41	0.37	0.37	0.36	0.35	0.34		
		number in quarter	9	9	10	12		7	6	11	9		6	5	10		

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

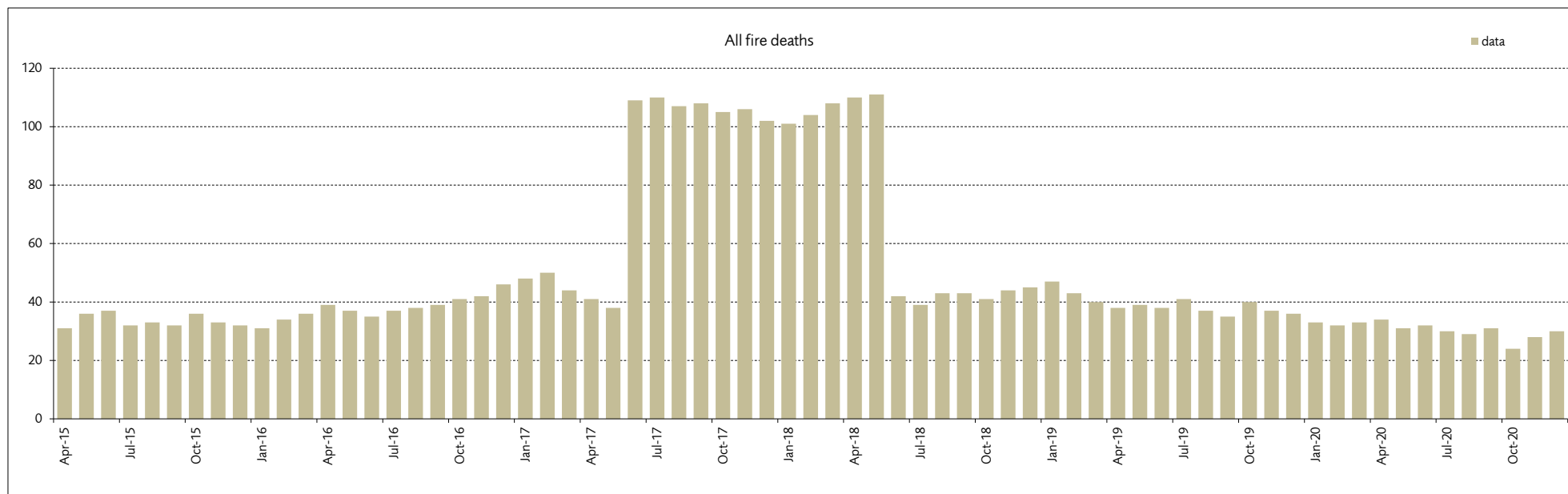
	H6		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Accidental fire deaths in the home 10 yr. average	2016/17	33	32	32	32	33	33	33	33	33	33	33	33	-
		2017/18	32	32	39	40	40	40	40	39	39	39	39	39	35
		2018/19	39	39	39	39	39	39	39	39	39	39	39	39	35
		2019/20	39	38	38	37	37	37	38	37	37	37	37	36	35
		2020/21	36	36	36	36	36	36	35	35	36				35



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H6	Accidental fire deaths in the home	10 yr. Average	39	39	39	39	39	38	37	37	36	36	36	36	36		
		rolling 12 month	30	27	30	26		23	25	23	23		26	25	27		
		per 100,000 population	0.34	0.31	0.34	0.29	0.29	0.26	0.28	0.26	0.26	0.26	0.29	0.28	0.31		
		number in quarter	5	3	9	9		2	5	7	9		5	4	9		

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

	CX3A		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All fire deaths rolling 12 month	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	38	41	37	35	40	37	36	33	32	33
		2020/21	34	31	32	30	29	31	24	28	30			

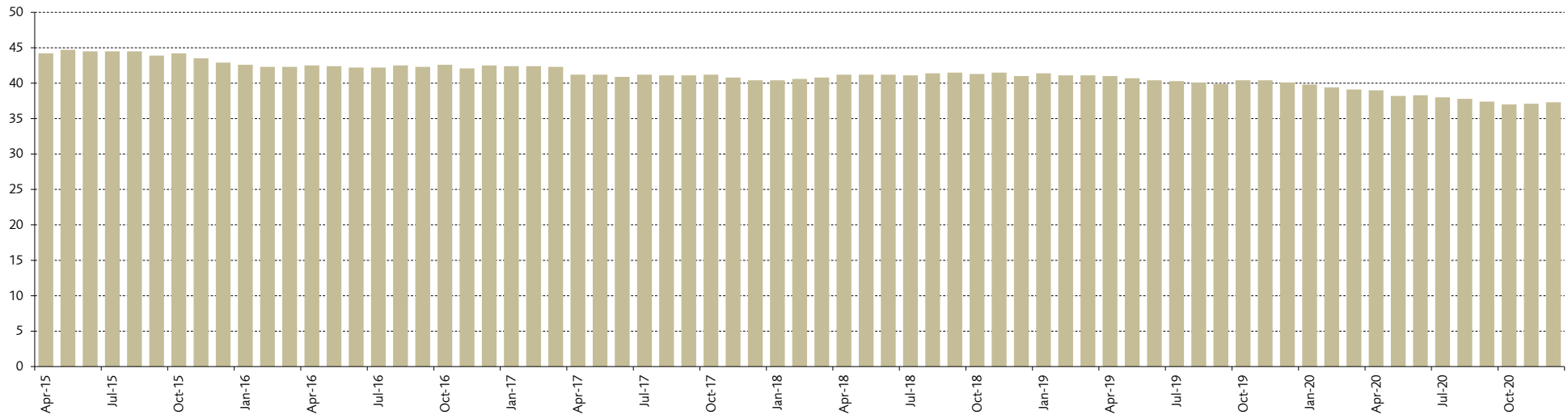


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3A	All fire deaths	rolling 12 month	42	43	45	40	40	38	35	36	33	33	32	31	30		
		number in quarter	9	9	10	12		7	6	11	9		6	5	10		

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

	CX3B		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Fatal fires 10 yr. average	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	40.4	40.3	40.1	39.9	40.4	40.4	40.1	39.8	39.4	39.1
		2020/21	39.0	38.2	38.3	38.0	37.8	37.4	37.0	37.1	37.3			

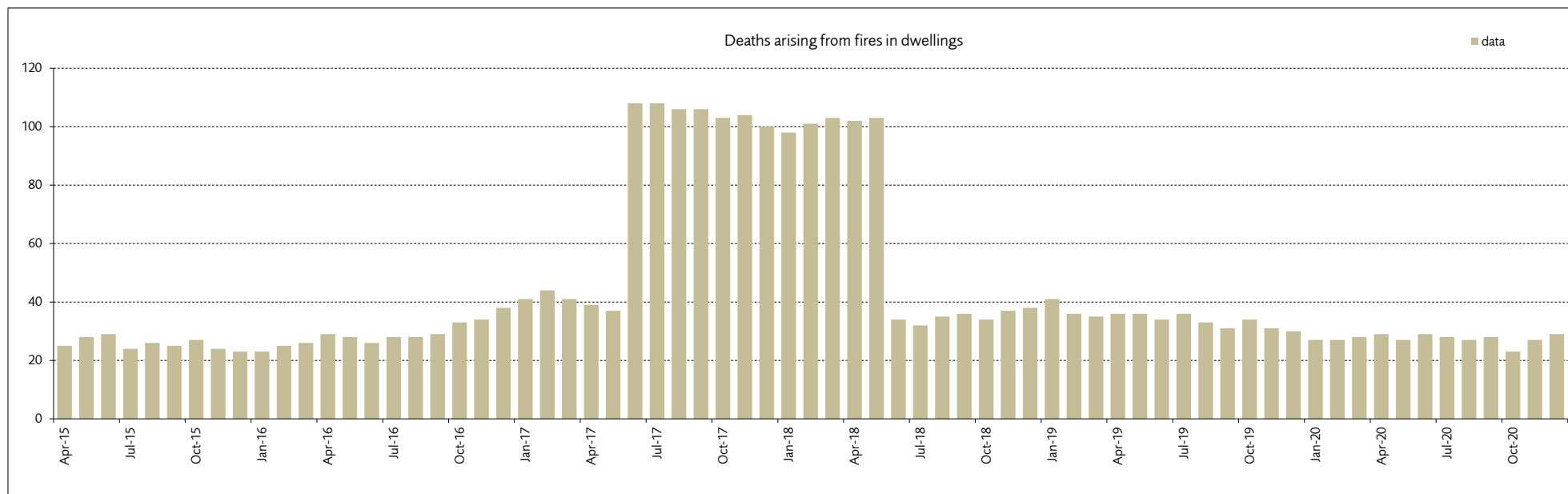
Fatal fires 10 yr. average



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3B	Fatal fires	10 yr. average	41.2	41.5	41.0	41.1	41.1	40.4	39.9	40.1	39.1	39.1	38.3	37.4	37.3		
		rolling 12 month	40	41	42	38	38	36	33	35	32	32	32	31	30		
		number in quarter	8	9	9	12		6	6	11	9		6	5	10		

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

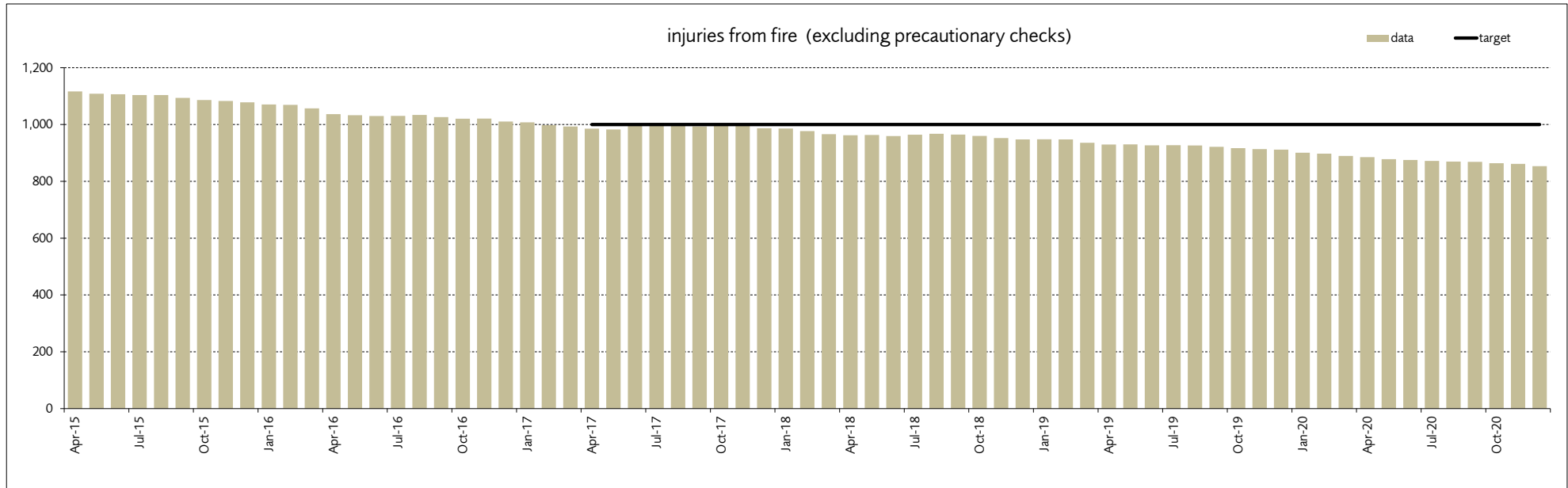
	CX3C		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths arising from fires in dwellings <i>rolling 12 month</i>	2016/17	29	28	26	28	28	29	33	34	38	41	44	41
		2017/18	39	37	108	108	106	106	103	104	100	98	101	103
		2018/19	102	103	34	32	35	36	34	37	38	41	36	35
		2019/20	36	36	34	36	33	31	34	31	30	27	27	28
		2020/21	29	27	29	28	27	28	23	27	29			



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3C	Deaths arising from fires in dwellings	rolling 12 month	34	36	38	35	35	34	31	30	28	28	29	28	29		
		number in quarter	6	8	10	11		5	5	9	9		6	4	10		

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

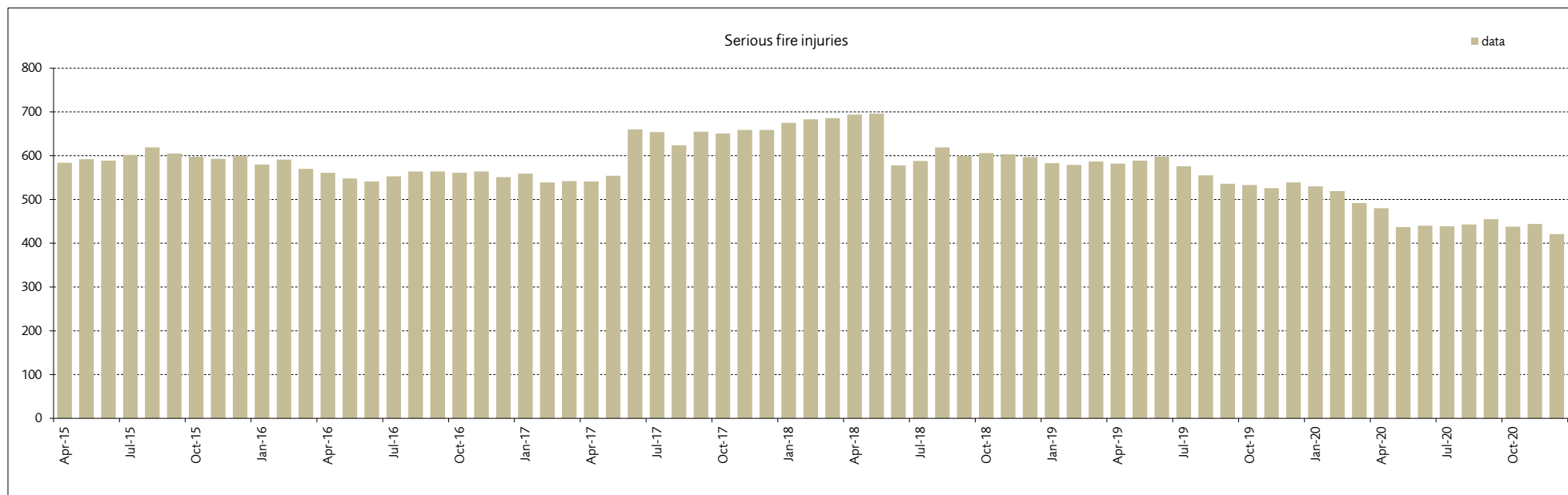
	H7		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Injuries from fire (excluding precautionary checks) <i>five year average</i>	2016/17	1,036	1,033	1,030	1,030	1,034	1,026	1,021	1,021	1,010	1,008	998	993	-
		2017/18	985	983	1,003	1,005	997	994	996	997	987	986	977	966	1,000
		2018/19	962	963	960	964	968	965	960	952	948	948	948	936	1,000
		2019/20	929	930	927	927	926	921	917	914	912	901	897	889	1,000
		2020/21	885	878	875	872	870	869	864	861	854				1,000



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H7	Injuries from fire (excluding precautionary checks)	5 yr. Average	960	965	948	936	936	927	921	912	889	889	875	869	854		
		rolling 12 month	930	922	858	848	848	838	778	791	755	755	717	725	694		
		number in quarter	219	242	185	202		209	182	198	166		171	190	167		

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

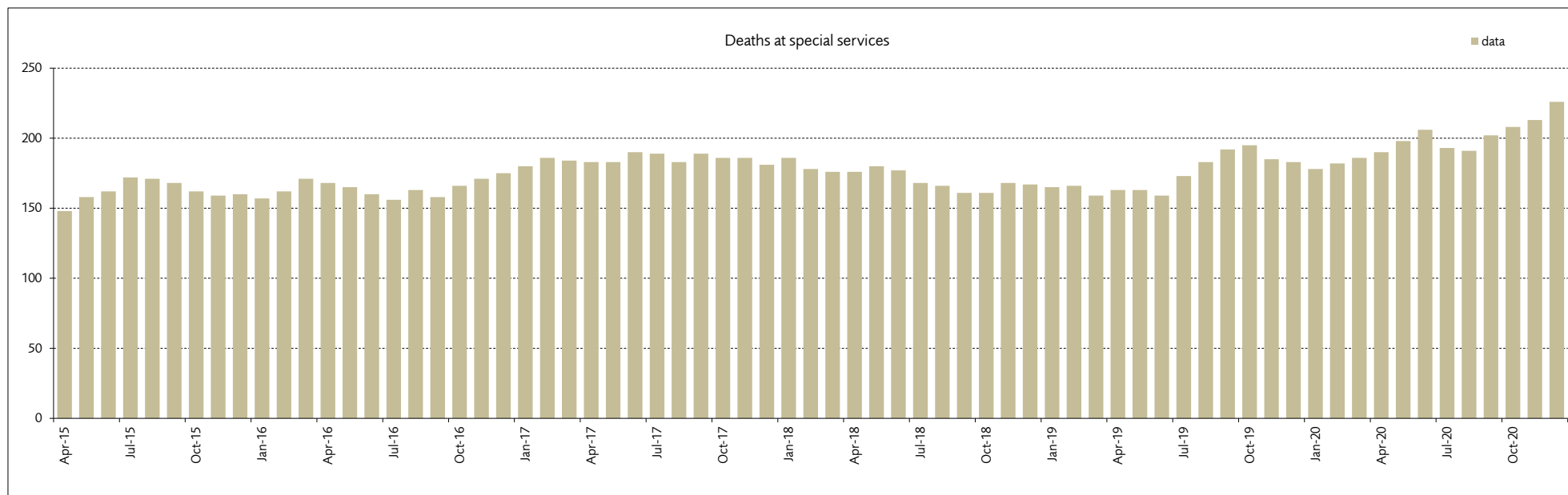
	CX3E		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Serious fire injuries rolling 12 month	2016/17	561	548	541	553	564	564	561	564	551	559	539	542
		2017/18	541	554	660	654	624	655	651	659	659	675	683	686
		2018/19	694	696	578	588	619	600	606	603	597	583	579	587
		2019/20	582	589	598	576	555	536	533	526	539	530	519	492
		2020/21	480	437	440	439	443	455	438	444	421			



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX3E	Serious fire injuries	rolling 12 month	578	600	597	587	587	598	536	539	492	492	440	455	421		
		number in quarter	136	171	135	145		147	109	138	98		95	124	104		

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

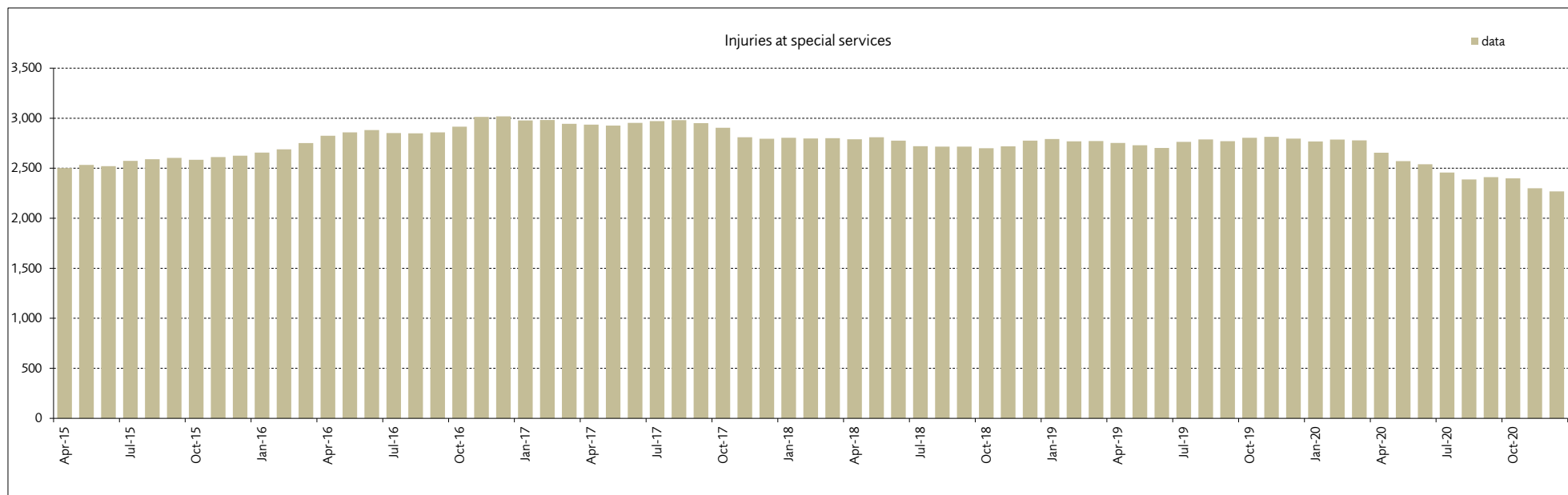
	CX4A		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	Deaths at special services rolling 12 month	2016/17	168	165	160	156	163	158	166	171	175	180	186	184
		2017/18	183	183	190	189	183	189	186	186	181	186	178	176
		2018/19	176	180	177	168	166	161	161	168	167	165	166	159
		2019/20	163	163	159	173	183	192	195	185	183	178	182	186
		2020/21	190	198	206	193	191	202	208	213	226			



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX4A	Deaths at special services	rolling 12 month	177	161	167	159	159	159	192	183	186	186	206	202	226		
		number in quarter	40	25	48	46		40	58	39	49		60	54	63		

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	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	2,716	2,716	2,700	2,719	2,775	2,792	2,769	2,771
		2019/20	2,752	2,730	2,702	2,764	2,788	2,770	2,804	2,813	2,796	2,768	2,786	2,778
		2020/21	2,655	2,571	2,539	2,457	2,388	2,411	2,399	2,300	2,268			

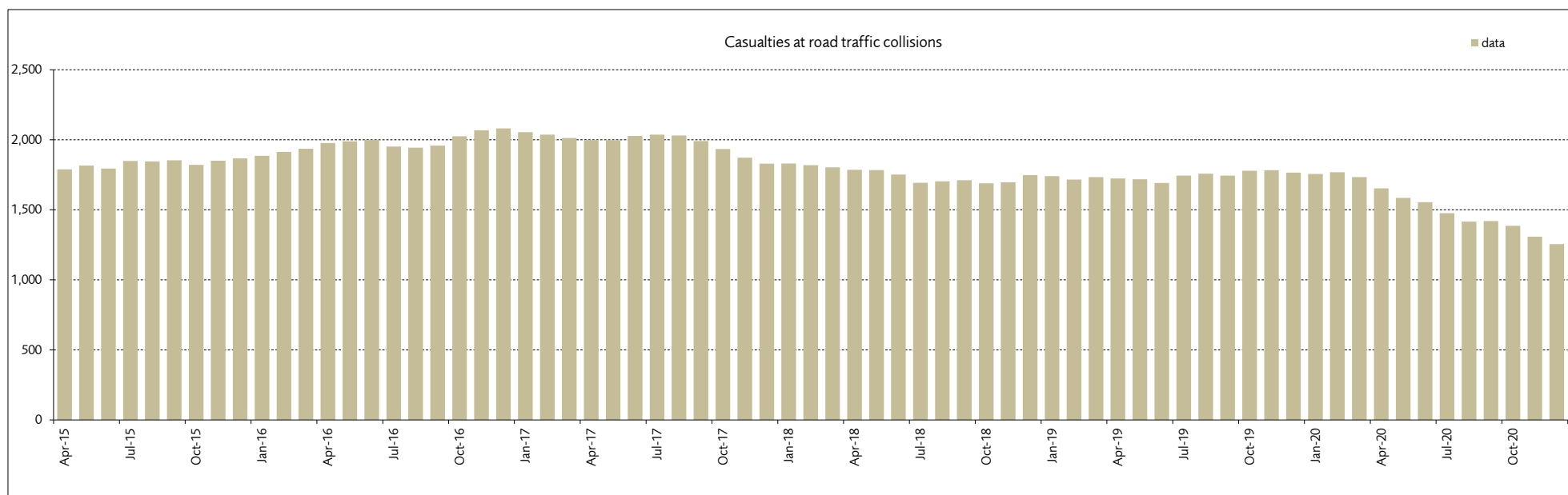


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX4B	Injuries at special services	rolling 12 month	2,775	2,716	2,775	2,771	2,771	2,702	2,770	2,796	2,778	2,778	2,539	2,411	2,268		
		number in quarter	747	705	714	605		678	773	740	587		439	645	597		

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
HoFS	Casualties at road traffic collisions <i>rolling 12 month</i>	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
		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
		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
		2019/20	1,724	1,718	1,692	1,744	1,758	1,744	1,779	1,783	1,766	1,756	1,769	1,734
		2020/21	1,653	1,585	1,554	1,476	1,416	1,420	1,386	1,308	1,255			

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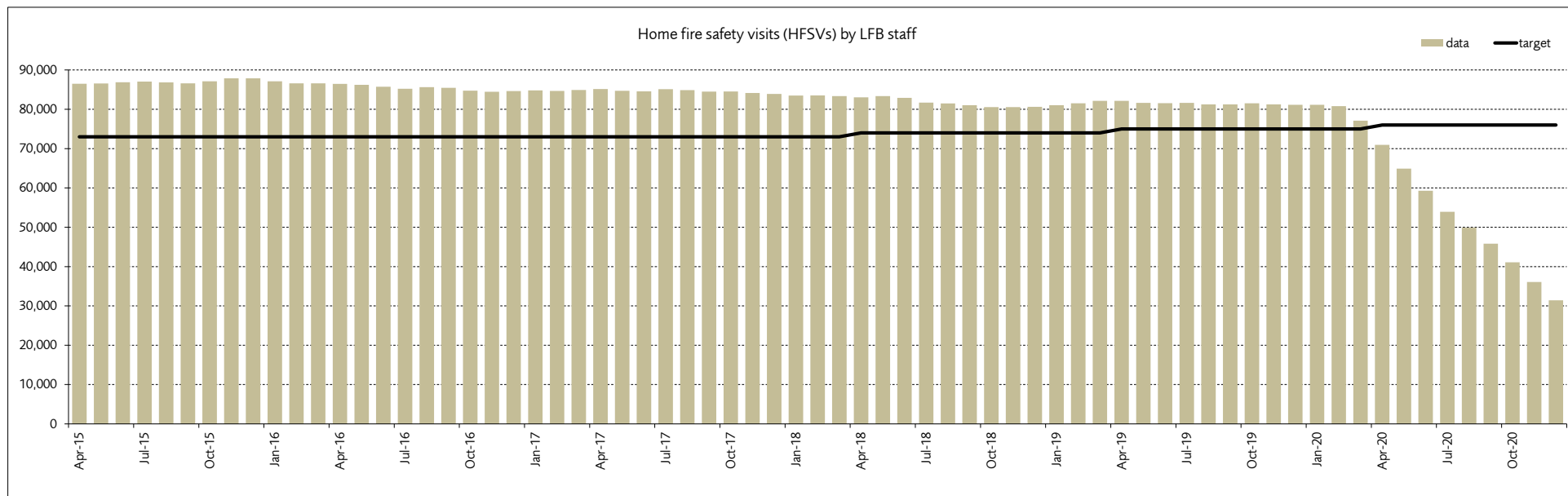
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP6	Casualties at road traffic collisions	rolling 12 month	1,752	1,711	1,748	1,734	1,734	1,692	1,744	1,766	1,734	1,734	1,554	1,420	1,255		
		number in quarter	475	434	439	386		433	486	461	354		253	352	296		

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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	2016/17	86,469	86,225	85,736	85,216	85,623	85,476	84,750	84,465	84,646	84,794	84,674	84,895	73,000
		2017/18	85,152	84,712	84,553	85,132	84,875	84,501	84,523	84,145	83,922	83,504	83,540	83,344	73,000
		2018/19	83,033	83,349	82,904	81,689	81,486	81,043	80,562	80,567	80,615	81,048	81,522	82,150	74,000
		2019/20	82,129	81,612	81,556	81,638	81,239	81,250	81,510	81,260	81,130	81,130	80,782	77,103	75,000
		2020/21	70,969	64,932	59,298	53,949	49,899	45,817	41,079	36,080	31,411				76,000

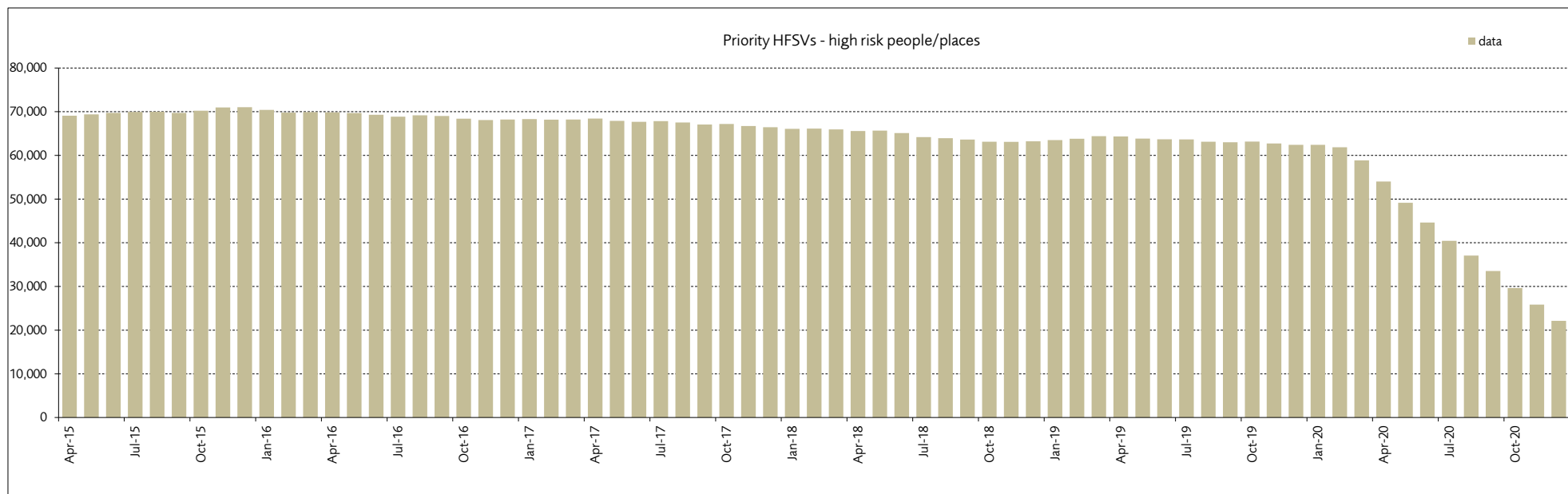


HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H8	Home fire safety visits (HFSVs) by LFB staff	rolling 12 month	82,904	81,043	80,615	82,150	82,150	81,556	81,250	81,130	77,103	77,103	59,298	45,817	31,411		
		number in quarter	21,331	20,296	19,891	20,632		20,737	19,990	19,771	16,605		2,932	6,509	5,365		

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

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	2016/17	69,872	69,703	69,303	68,859	69,165	69,028	68,410	68,097	68,226	68,323	68,186	68,216
		2017/18	68,425	67,901	67,698	67,844	67,543	67,072	67,190	66,724	66,462	66,062	66,140	65,968
		2018/19	65,577	65,681	65,125	64,185	63,945	63,638	63,141	63,116	63,214	63,516	63,810	64,397
		2019/20	64,339	63,846	63,695	63,672	63,138	63,019	63,168	62,727	62,433	62,406	61,873	58,867
		2020/21	54,013	49,144	44,630	40,435	37,060	33,547	29,626	25,832	22,125			



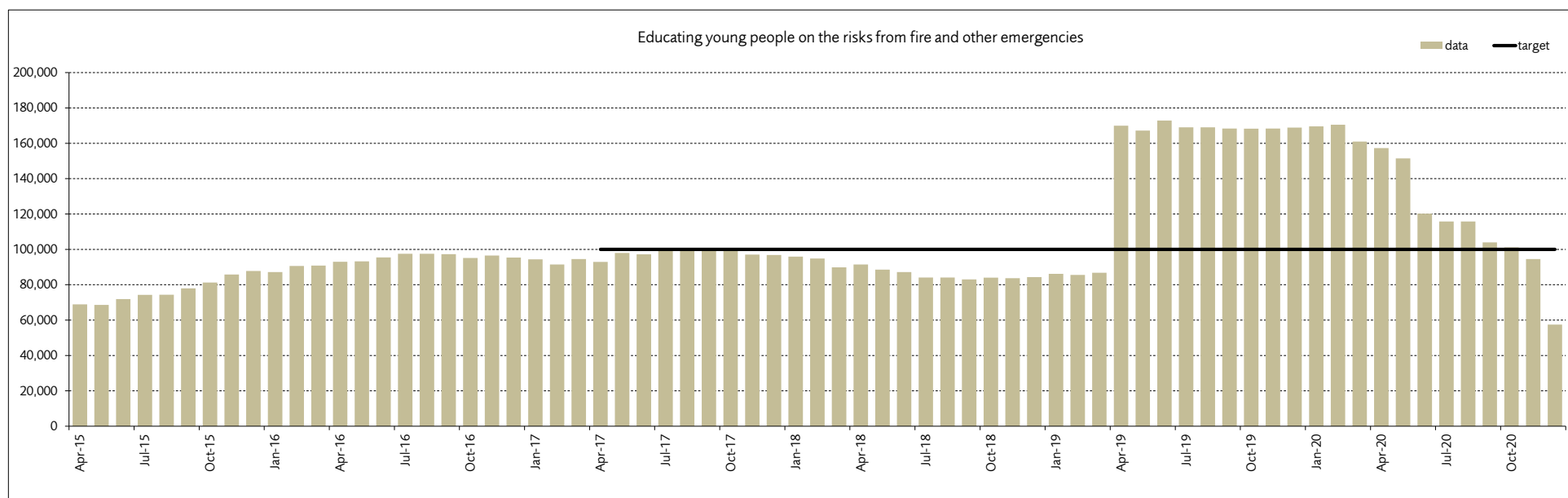
HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX5	Priority HFSVs - high risk people/places	rolling 12 month	65,125	63,638	63,214	64,397	64,397	63,695	63,019	62,433	58,867	58,867	44,630	33,547	22,125		
		number in quarter	16,772	15,885	15,562	16,178		16,070	15,209	14,976	12,612		1,833	4,126	3,554		

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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	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	83,019	84,033	83,742	84,318	86,188	85,591	86,766	100,000
		Indicator definition changed from April 2019 to include three further youth activities (seven in total)**													
		2019/20	169,998	167,227	172,865	169,013	169,004	168,357	168,271	168,349	168,925	169,582	170,492	160,987	100,000
		2020/21	157,324	151,477	120,226	115,787	115,777	104,006	101,124	94,552	57,454				100,000



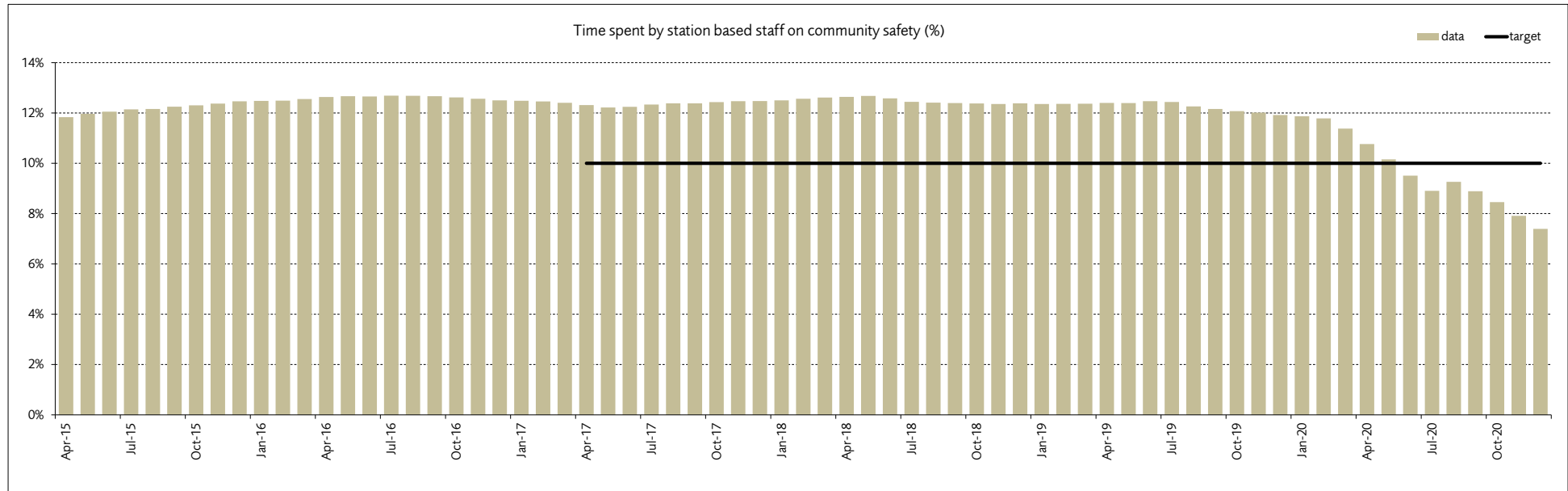
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H9	Educating young people on the risks from fire and other emergencies - original four activities*	rolling 12 month	87,146	83,019	84,318	86,766	86,766										
		number in quarter	26,495	15,853	22,034	22,384											
	Educating young people on the risks from fire and other emergencies - revised seven activities**	rolling 12 month						172,865	168,357	168,925	160,987	160,987	120,226	104,006	57,454		
		number in quarter						40,761	18,918	56,315	44,993		0	2,698	9,763		

Corporate Performance Digest - Q3 2020/21

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	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%	11.9%	11.8%	11.4%	10%
		2020/21	10.8%	10.2%	9.5%	8.9%	9.3%	8.9%	8.5%	7.9%	7.4%				10%



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO1	Time spent by station staff on community safety	rolling 12 month	12.6%	12.4%	12.4%	12.4%	12.4%	12.5%	12.2%	11.9%	11.4%	11.4%	9.5%	8.9%	7.4%		
		% in quarter	12.6%	12.6%	12.2%	12.2%		13.0%	11.4%	11.2%	10.0%		5.2%	9.0%	5.7%		

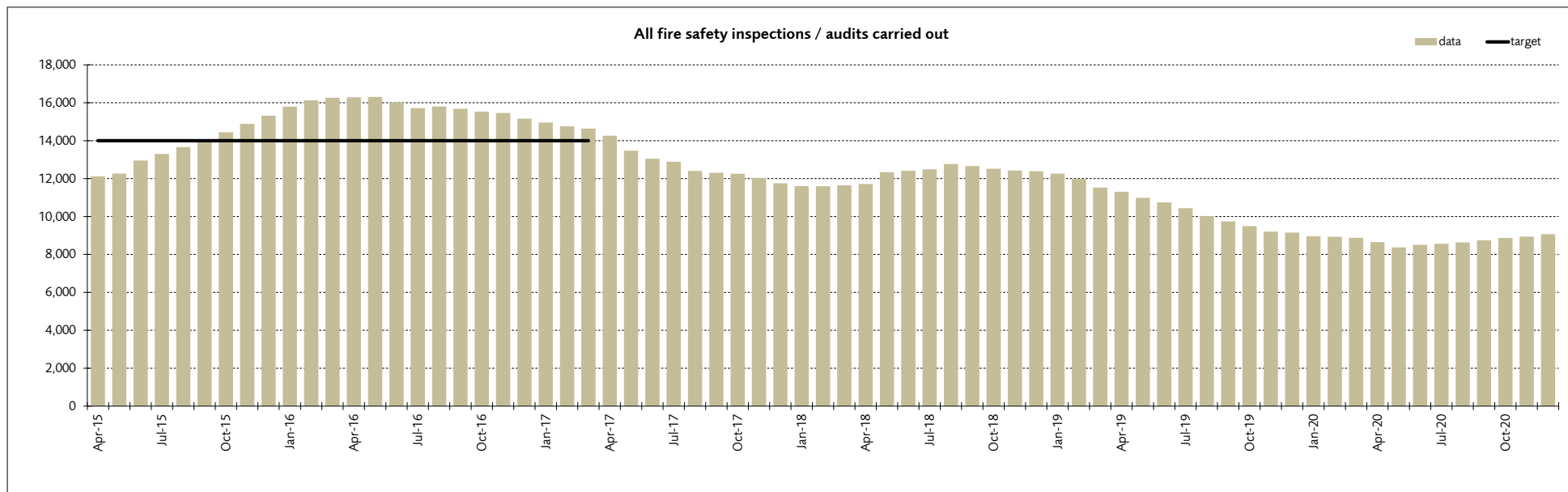
Corporate Performance Digest - Q3 2020/21

AIM 1 : PREVENTION and PROTECTION

Influence and regulate the built environment

H10			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoFS	All fire safety inspections / audits carried out rolling 12 month	2016/17	16,289	16,306	16,016	15,720	15,802	15,685	15,532	15,461	15,161	14,960	14,756	14,640
		2017/18	14,260	13,473	13,044	12,892	12,407	12,309	12,256	12,035	11,751	11,606	11,600	11,645
		2018/19	11,719	12,334	12,416	12,488	12,770	12,666	12,521	12,431	12,388	12,265	11,971	11,528
		2019/20	11,303	10,988	10,744	10,442	10,030	9,741	9,496	9,200	9,151	8,958	8,933	8,877
		2020/21	8,651	8,374	8,506	8,563	8,632	8,747	8,867	8,943	9,067			

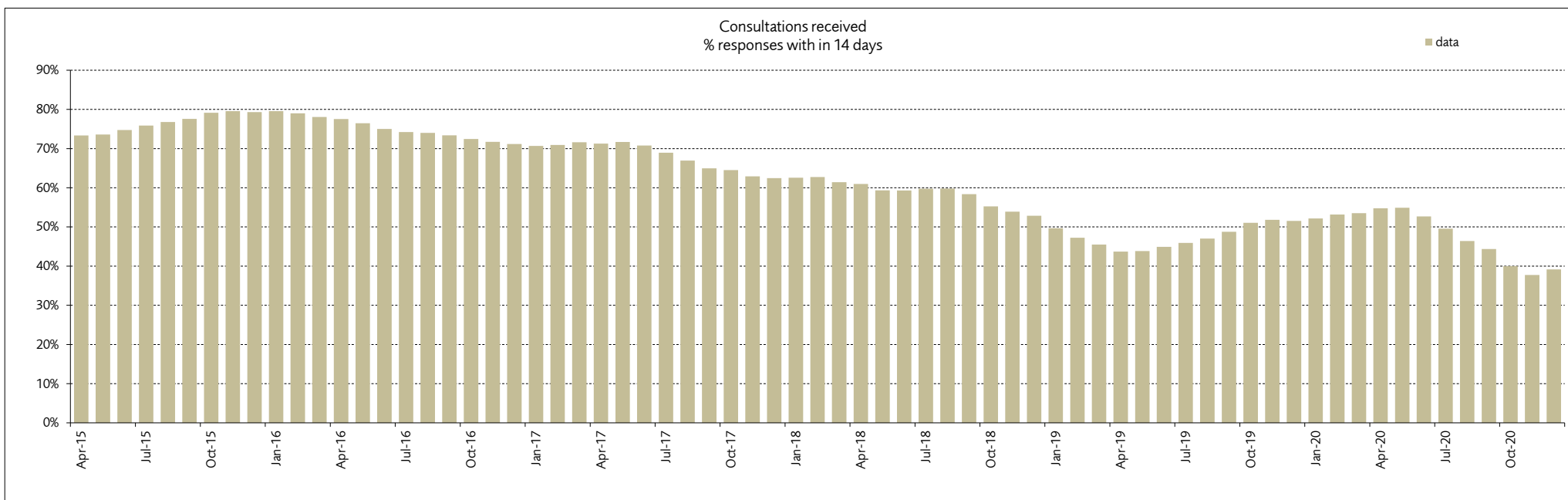
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HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H10	All fire safety inspections / audits carried out	rolling 12 month	12,416	12,666	12,388	11,528	11,528	10,744	9,741	9,151	8,877	8,877	8,506	8,747	9,067		
		number in quarter	3,190	3,223	2,665	2,450		2,406	2,220	2,075	2,176		2,035	2,461	2,395		

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>	2016/17	77.5%	76.5%	75.0%	74.2%	74.0%	73.4%	72.5%	71.7%	71.2%	70.7%	70.9%	71.6%	up
		2017/18	71.3%	71.7%	70.8%	68.9%	66.9%	65.0%	64.5%	62.9%	62.5%	62.6%	62.7%	61.4%	up
		2018/19	61.0%	59.3%	59.3%	59.8%	59.8%	58.4%	55.2%	53.9%	52.8%	49.7%	47.3%	45.5%	up
		2019/20	43.7%	43.8%	44.9%	45.9%	47.0%	48.8%	51.1%	51.8%	51.5%	52.2%	53.2%	53.5%	up
		2020/21	54.8%	54.9%	52.7%	49.6%	46.4%	44.4%	40.0%	37.8%	39.1%				up

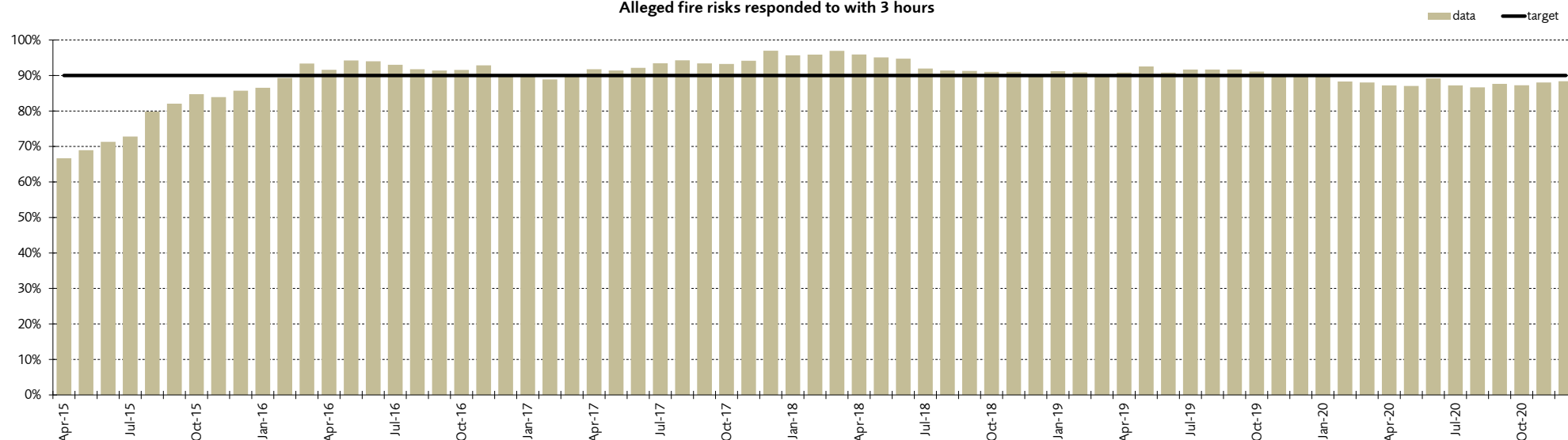


HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP7	Consultations received % responses within 14 days	rolling 12 month	59.3%	58.4%	52.8%	45.5%	45.5%	44.9%	48.8%	51.5%	53.5%	53.5%	52.7%	44.4%	39.1%		
		number in quarter	56.2%	52.0%	35.8%	36.9%		53.6%	65.8%	47.8%	45.1%		42.8%	28.9%	21.8%		

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	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	90.8%	92.6%	90.8%	91.7%	91.7%	91.7%	91.1%	90.1%	90.3%	89.7%	88.3%	88.0%	90%
		2020/21	87.2%	87.1%	89.2%	87.2%	86.7%	87.6%	87.2%	88.0%	88.4%				90%

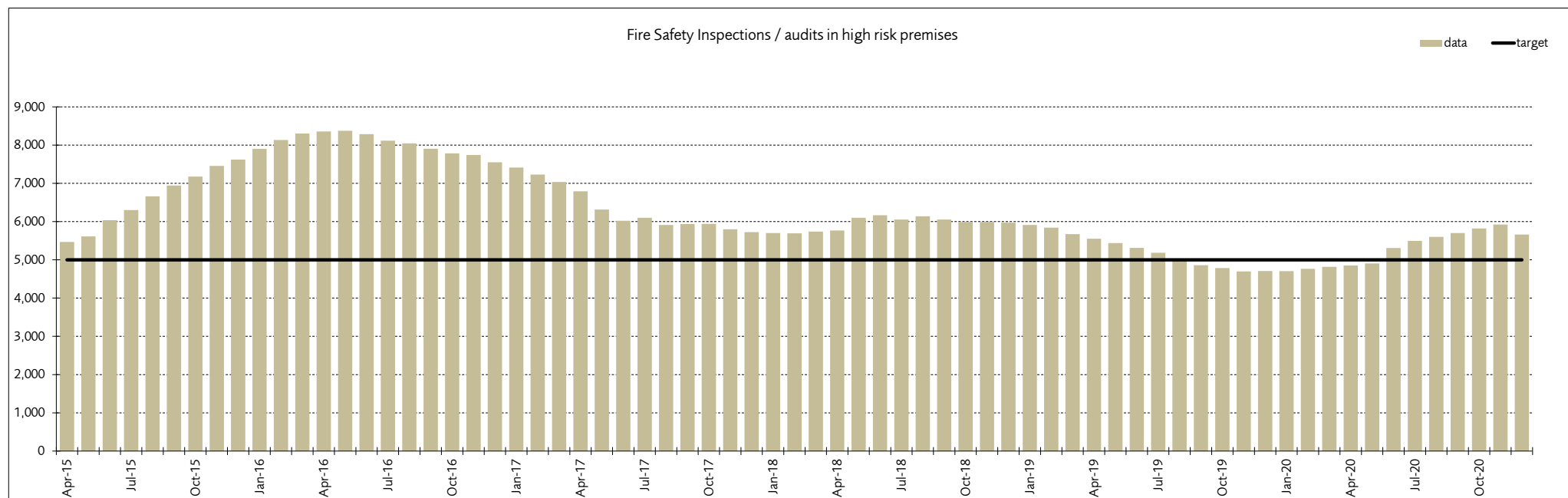
Alleged fire risks responded to with 3 hours



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO2	Alleged fire risks responded to within 3 hours	rolling 12 month	94.7%	91.3%	89.9%	90.2%	90.2%	90.8%	91.7%	90.3%	88.0%	88.0%	89.2%	87.6%	88.4%		
		number in quarter	90.5%	84.0%	93.8%	95.0%		91.9%	87.0%	87.0%	77.8%		96.4%	82.8%	90.0%		

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

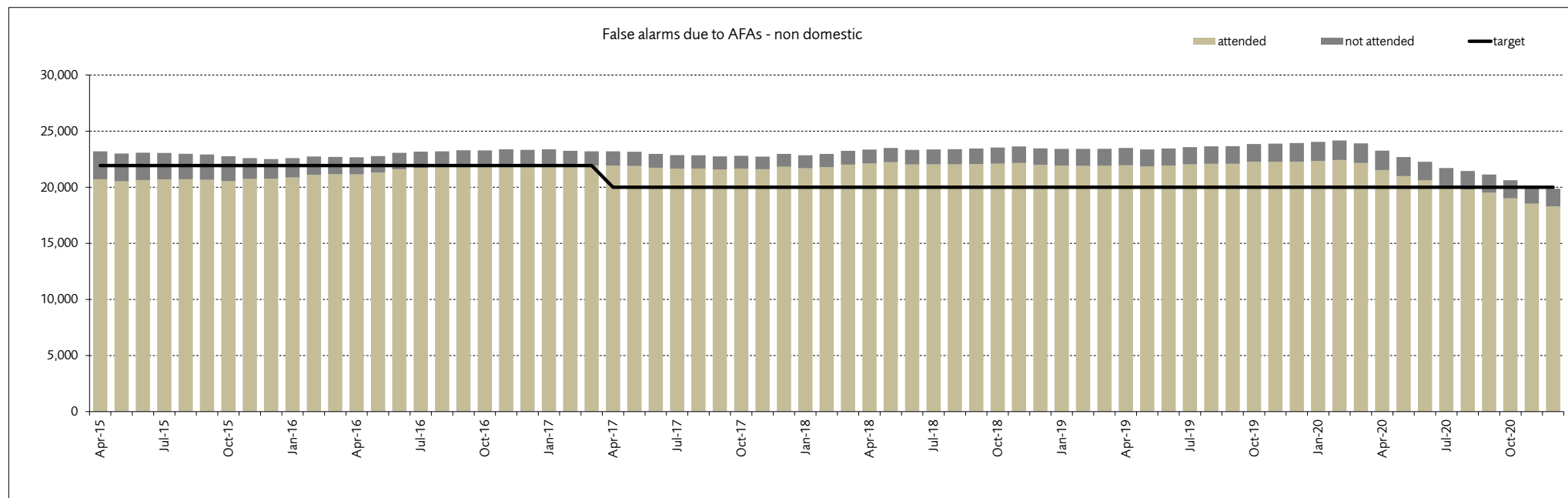
CX6			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	Fire safety inspections / audits in high risk premises rolling 12 month	2016/17	8,356	8,374	8,288	8,116	8,046	7,905	7,784	7,741	7,552	7,413	7,231	7,037	5,000
		2017/18	6,793	6,317	6,023	6,099	5,914	5,936	5,942	5,800	5,726	5,701	5,694	5,740	5,000
		2018/19	5,769	6,101	6,167	6,055	6,138	6,055	5,992	5,989	5,974	5,912	5,841	5,673	5,000
		2019/20	5,554	5,438	5,311	5,184	5,001	4,860	4,784	4,698	4,707	4,703	4,764	4,816	5,000
		2020/21	4,853	4,905	5,309	5,497	5,603	5,701	5,819	5,924	5,661				5,000



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX6	Fire safety inspections / audits in high risk premises	rolling 12 month	6,167	6,055	5,974	5,673	5,673	5,311	4,860	4,707	4,816	4,816	5,309	5,701	5,661		
		number in quarter	1,569	1,630	1,262	1,212		1,207	1,179	1,109	1,321		1,700	1,571	1,069		

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

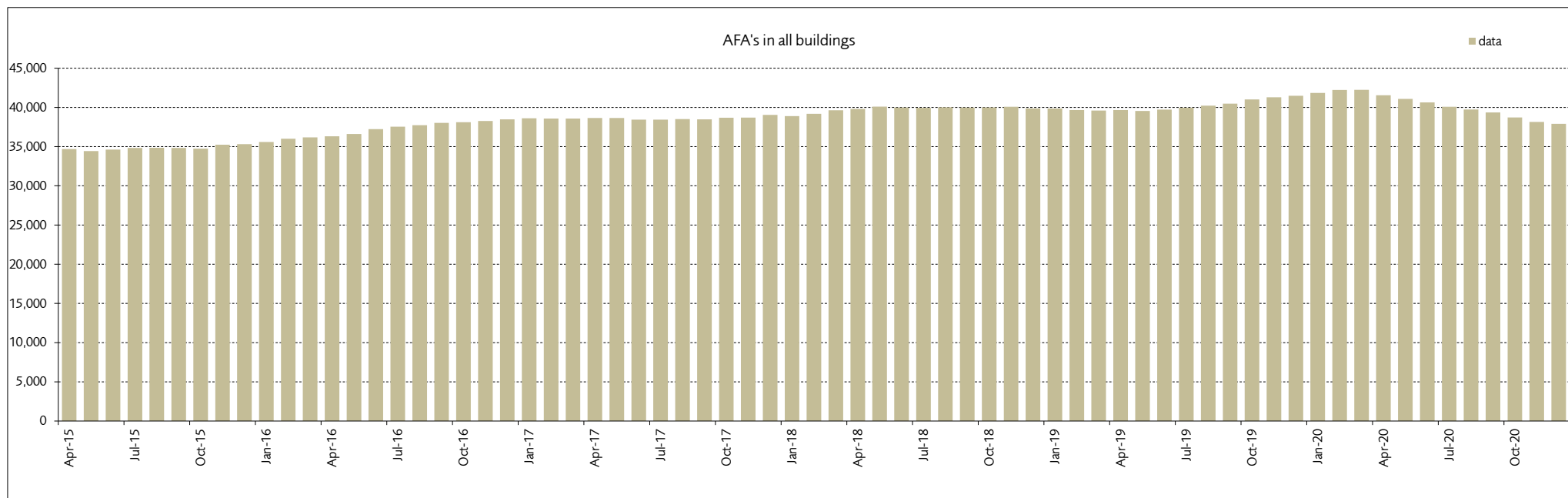
H11			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFS	False alarms due to AFAs - non domestic rolling 12 month	2016/17	21,147	21,301	21,609	21,731	21,800	21,921	21,915	22,028	21,992	22,065	21,973	21,928	21,932
		2017/18	21,936	21,894	21,739	21,655	21,660	21,580	21,668	21,604	21,820	21,691	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	22,330	22,424	22,156	20,000
		2020/21	21,536	20,990	20,616	20,066	19,807	19,513	19,009	18,542	18,290				20,000



HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H11	False alarms due to AFAs - non domestic	rolling 12 month	22,032	22,074	21,993	21,909	21,909	21,929	22,088	22,266	22,156	22,156	20,616	19,513	18,290		
		per 1,000 non domestic properties	77.26	77.40	77.12	76.82	76.82	76.89	77.45	78.08	77.69	77.69	72.29	68.42	64.13		
		number in quarter	5,213	5,666	5,746	5,284		5,233	5,825	5,924	5,174		3,693	4,722	4,701		

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	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	41,847	42,219	42,233
		2020/21	41,557	41,083	40,628	40,088	39,736	39,360	38,722	38,139	37,909			



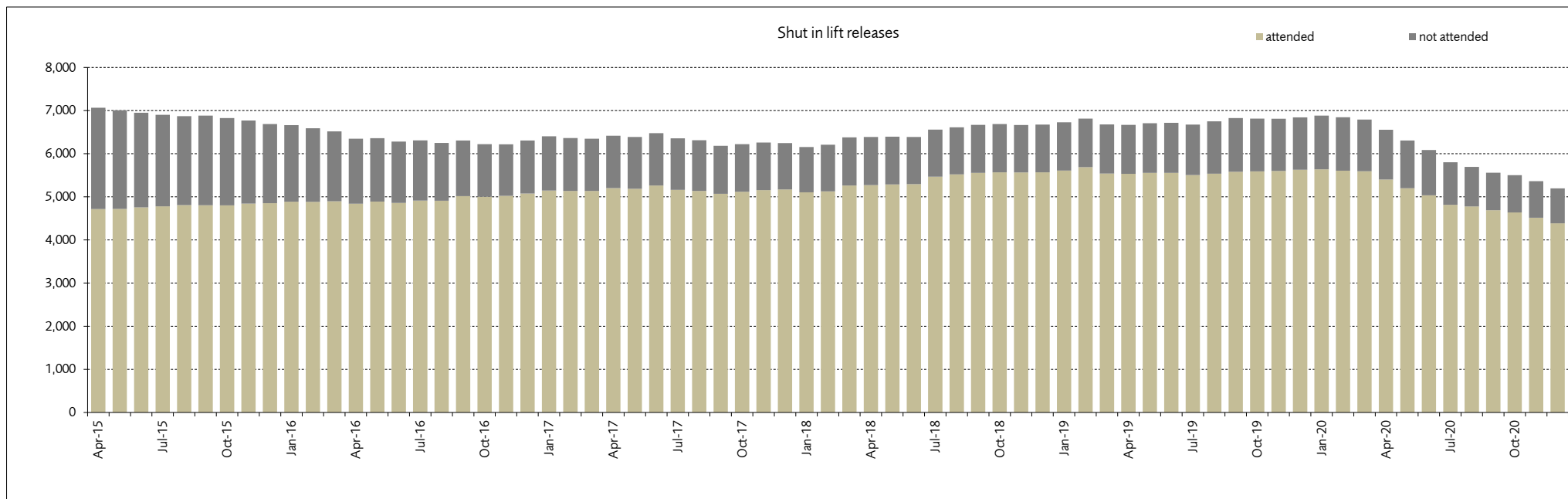
HoFS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX7	AFA's in all buildings	rolling 12 month	39,971	39,979	39,865	39,590	39,590	39,719	40,485	41,480	42,233	42,233	40,628	39,360	37,909		
		number in quarter	9,602	10,289	10,448	9,251		9,731	11,055	11,443	10,004		8,126	9,787	9,992		

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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	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	5,155	5,172	5,104	5,128	5,263	down
		2018/19	5,271	5,288	5,294	5,468	5,521	5,557	5,569	5,564	5,567	5,609	5,687	5,540	down
		2019/20	5,533	5,557	5,554	5,504	5,536	5,582	5,590	5,601	5,627	5,638	5,605	5,594	down
		2020/21	5,401	5,199	5,035	4,815	4,778	4,687	4,639	4,515	4,385				down



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP8	Shut in lift releases	rolling 12 month	5,294	5,557	5,567	5,540	5,540	5,554	5,582	5,627	5,594	5,594	5,035	4,687	4,385		
		number in quarter	1,392	1,522	1,378	1,248		1,406	1,550	1,423	1,215		847	1,202	1,121		

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.

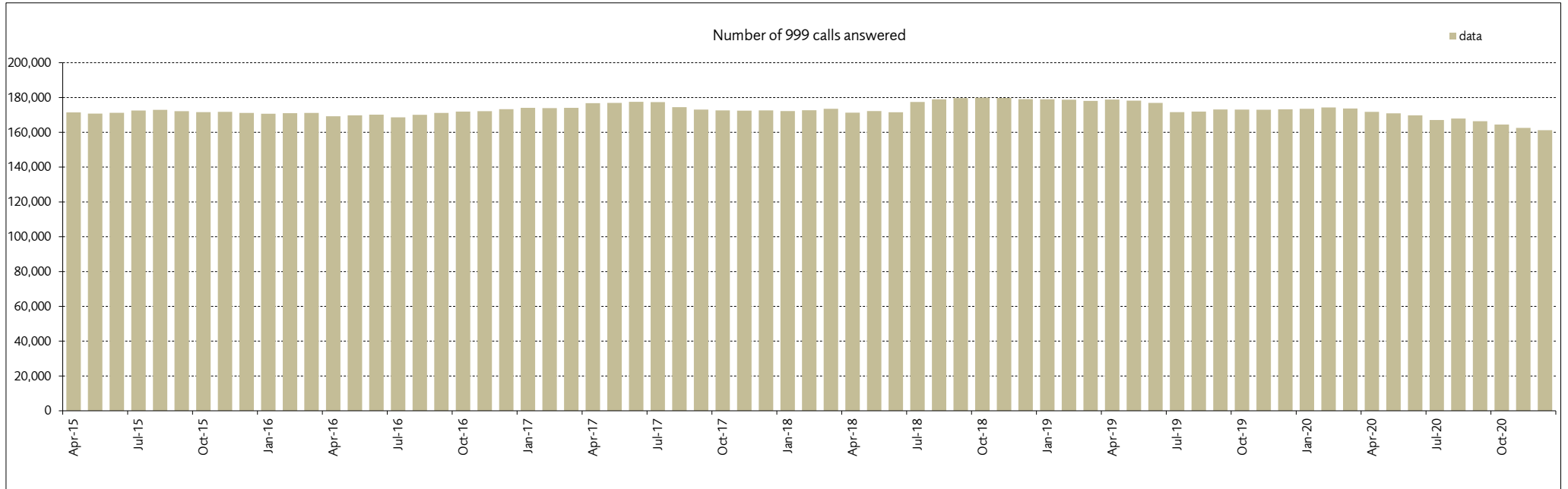
Our commitments under this aim focus on activities that help deliver a world class operational response service, and by working with our partners to address identified risks, at a local and national level to ensure continuity of service.

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

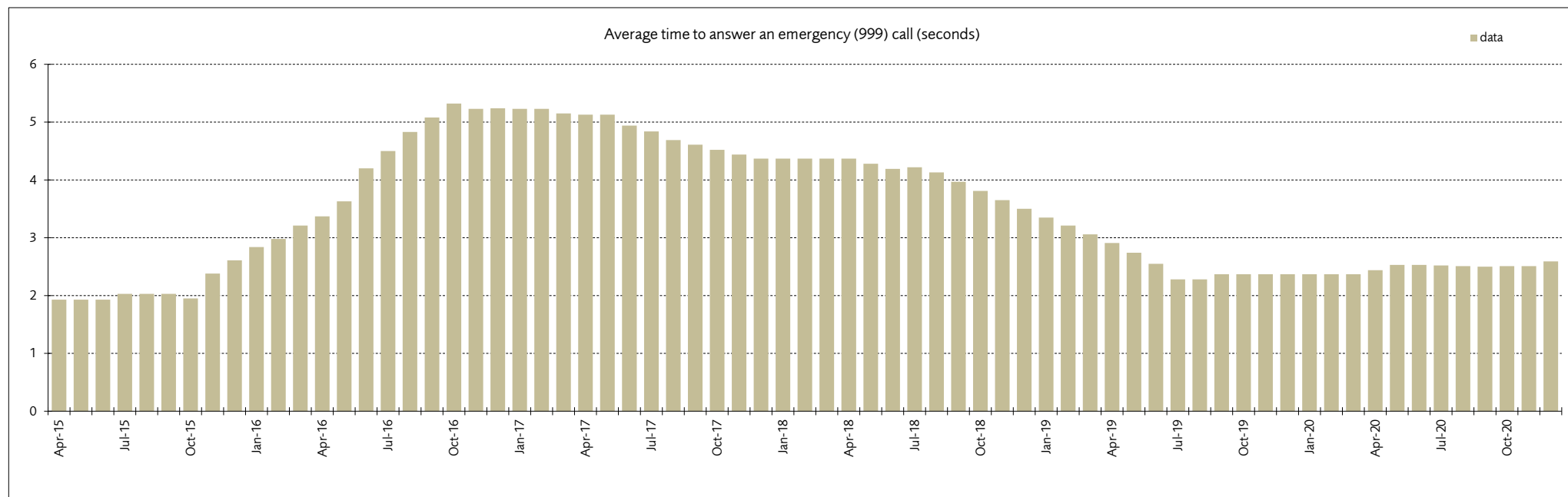
CX8A			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HoCRM	Number of 999 calls answered rolling 12 month	2016/17	169,212	169,791	170,180	168,599	170,043	171,167	171,924	172,179	173,270	174,074	173,942	174,047
		2017/18	176,776	176,884	177,507	177,365	174,461	173,051	172,636	172,473	172,618	172,253	172,675	173,561
		2018/19	171,313	172,235	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	173,503	174,325	173,690
		2020/21	171,788	170,949	169,787	167,095	167,927	166,420	164,458	162,552	161,265			



HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX8A	Number of 999 calls answered	rolling 12 month	171,538	179,692	179,033	178,073	178,073	176,943	173,141	173,250	173,690	173,690	169,787	166,420	161,265		
		number in quarter	45,260	52,614	41,929	38,270		44,130	48,812	42,038	38,710		40,227	45,445	36,883		

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	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	2.37	2.37	2.37
		2020/21	2.44	2.53	2.53	2.52	2.51	2.50	2.51	2.51	2.59			



HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX8B	Average time to answer an emergency (999) call (seconds)	rolling 12 month	4.19	3.97	3.50	3.06	3.06	2.55	2.37	2.37	2.37	2.37	2.53	2.50	2.59		
		quarter	4.37	3.58	2.00	2.00		2.34	3.00	2.00	2.00		3.00	3.00	2.33		

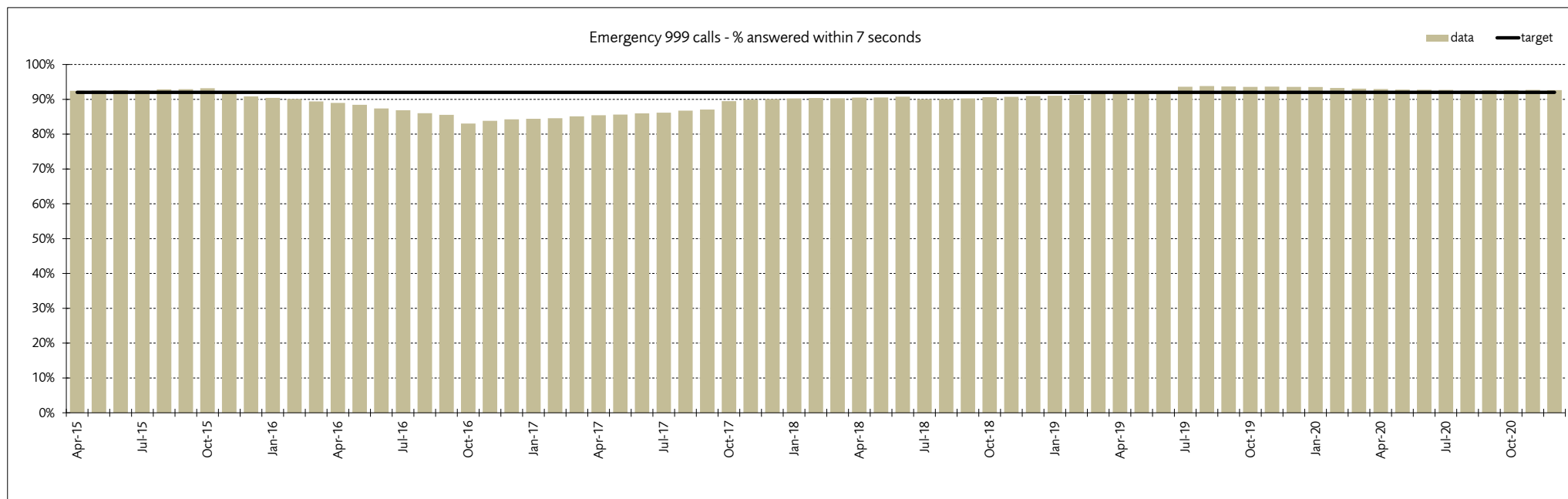
Note: Data for October and up to 16 November (Vison go-live: 17/11/2015) has been estimated, this due to missing data for that period.

Corporate Performance Digest - Q3 2020/21

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	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%	93.5%	93.3%	93.1%	92%
		2020/21	93.0%	92.8%	92.7%	92.7%	92.5%	92.6%	92.6%	92.7%	92.6%				92%

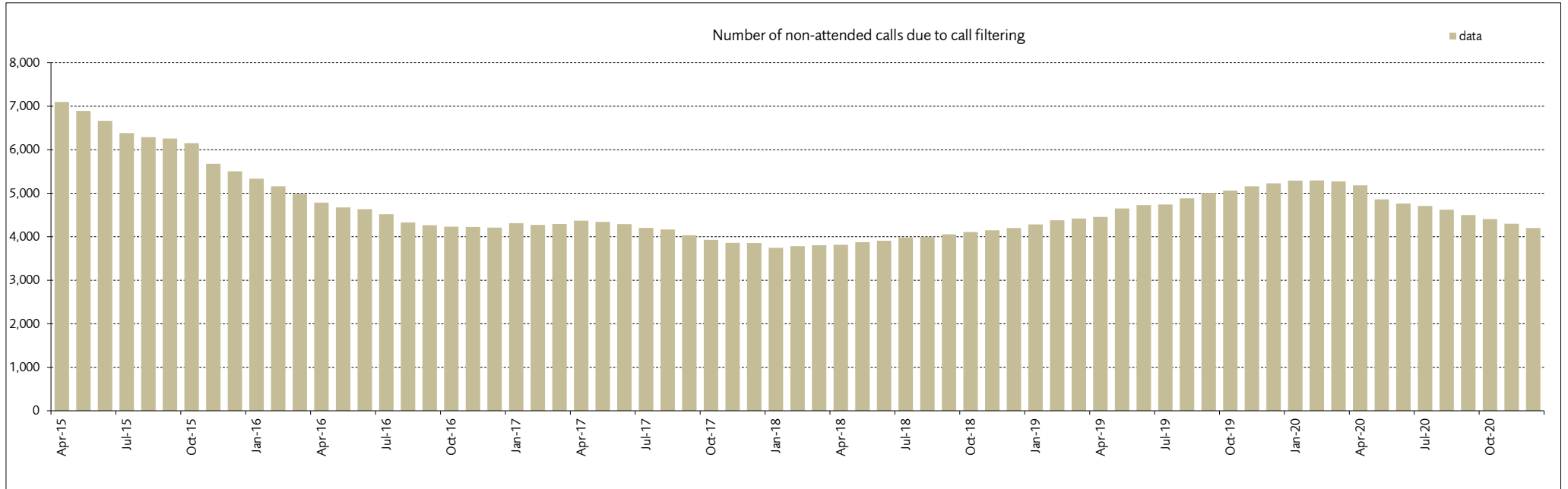


HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO3	Emergency 999 calls - % answered within 7 seconds	rolling 12 month	90.8%	90.3%	91.0%	91.7%	91.7%	92.4%	93.7%	93.6%	93.1%	93.1%	92.7%	92.6%	92.6%		
		% in quarter	90.2%	87.5%	94.5%	95.9%		93.0%	91.9%	94.1%	93.7%		91.5%	91.2%	94.2%		

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*

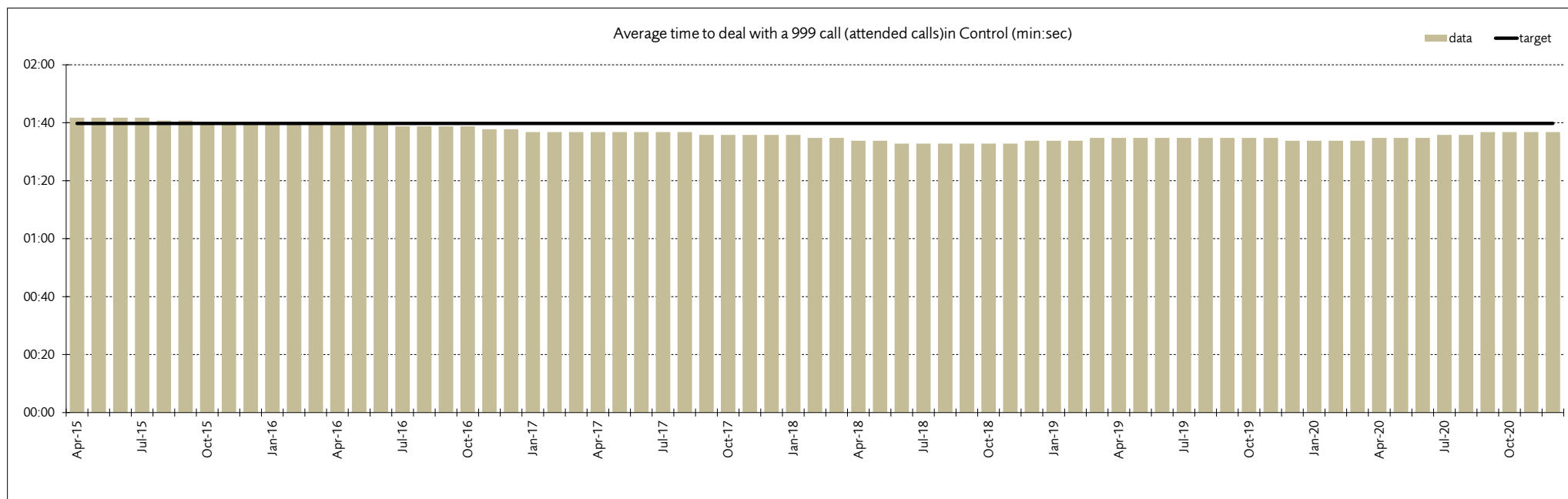
IP9			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoCRM	Number of non-attended calls due to call filtering rolling 12 month	2016/17	4,784	4,674	4,633	4,518	4,328	4,264	4,232	4,226	4,210	4,310	4,270	4,294	up
		2017/18	4,369	4,341	4,289	4,204	4,168	4,036	3,931	3,859	3,857	3,745	3,784	3,804	up
		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	5,291	5,295	5,272	up
		2020/21	5,182	4,859	4,762	4,708	4,622	4,497	4,406	4,299	4,200				up



HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP9	Number of non-attended calls due to call filtering	rolling 12 month	3,910	4,056	4,201	4,420	4,420	4,727	5,004	5,227	5,272	5,272	4,762	4,497	4,200		
		number in quarter	1,109	1,042	1,120	1,149		1,416	1,319	1,343	1,194		906	1,054	1,046		

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	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	01:34	01:34	01:34	01:40
		2020/21	01:35	01:35	01:35	01:36	01:36	01:37	01:37	01:37	01:37				01:40



HoCRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H12	Av. time to deal with a 999 call (attended calls) in Control (min:sec)	rolling 12 month	01:33	01:33	01:34	01:35	01:35	01:35	01:35	01:34	01:34	01:34	01:35	01:37	01:37		
		quarter	01:33	01:35	01:35	01:35		01:36	01:34	01:34	01:35		01:40	01:39	01:35		

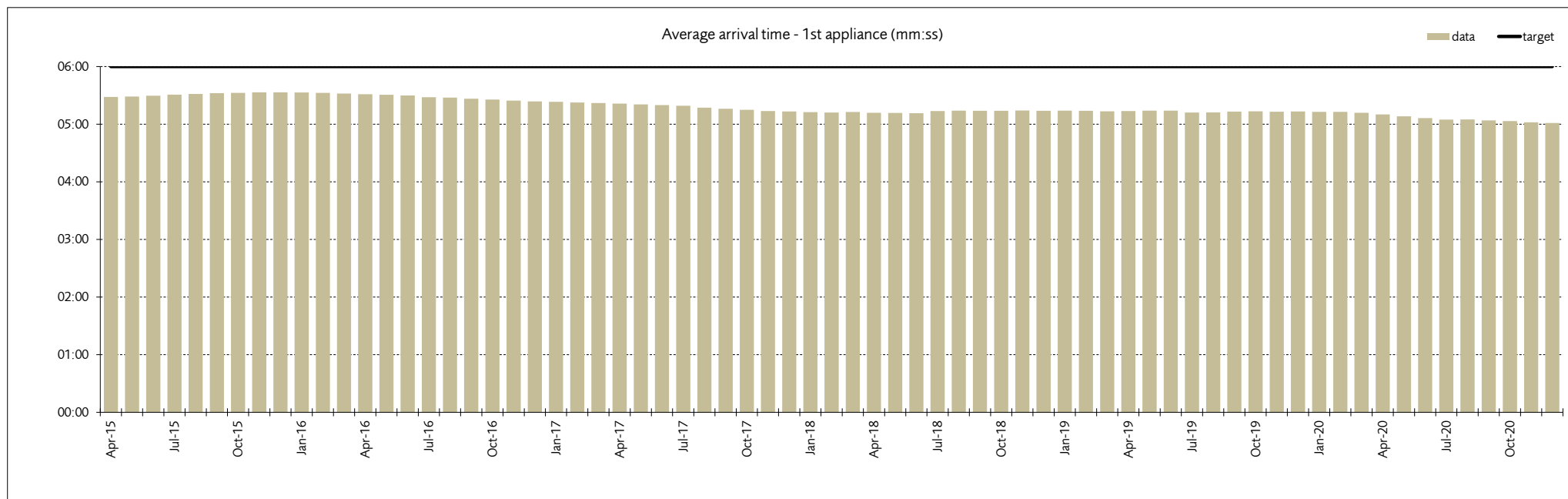
Note: Data for call handling has been revised. Examination has shown that data previously reported since go-live of the Vision mobilising system (in November 2015) wrongly included non-attended calls, and none of the data excluded calls with very extended times (e.g. of an hour or more), nor calls which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

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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	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	05:13	05:13	05:12	06:00
		2020/21	05:10	05:08	05:06	05:05	05:05	05:04	05:03	05:02	05:01				06:00



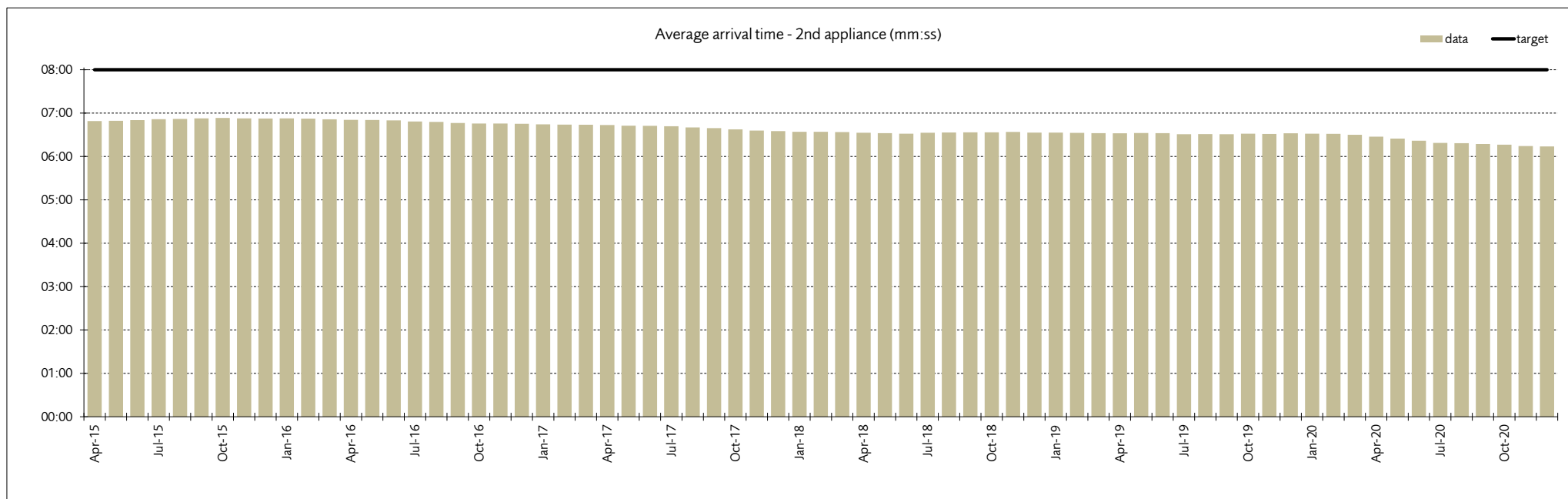
HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H13	Average arrival time - 1st appliance (mm:ss)	rolling 12 month	05:11	05:14	05:14	05:13	05:13	05:14	05:13	05:13	05:12	05:12	05:06	05:04	05:01		
		time for quarter	05:10	05:18	05:13	05:11		05:13	05:17	05:10	05:08		04:48	05:07	05:03		

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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	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	06:32	06:31	06:30	08:00
		2020/21	06:27	06:25	06:22	06:19	06:18	06:17	06:16	06:14	06:14				08:00



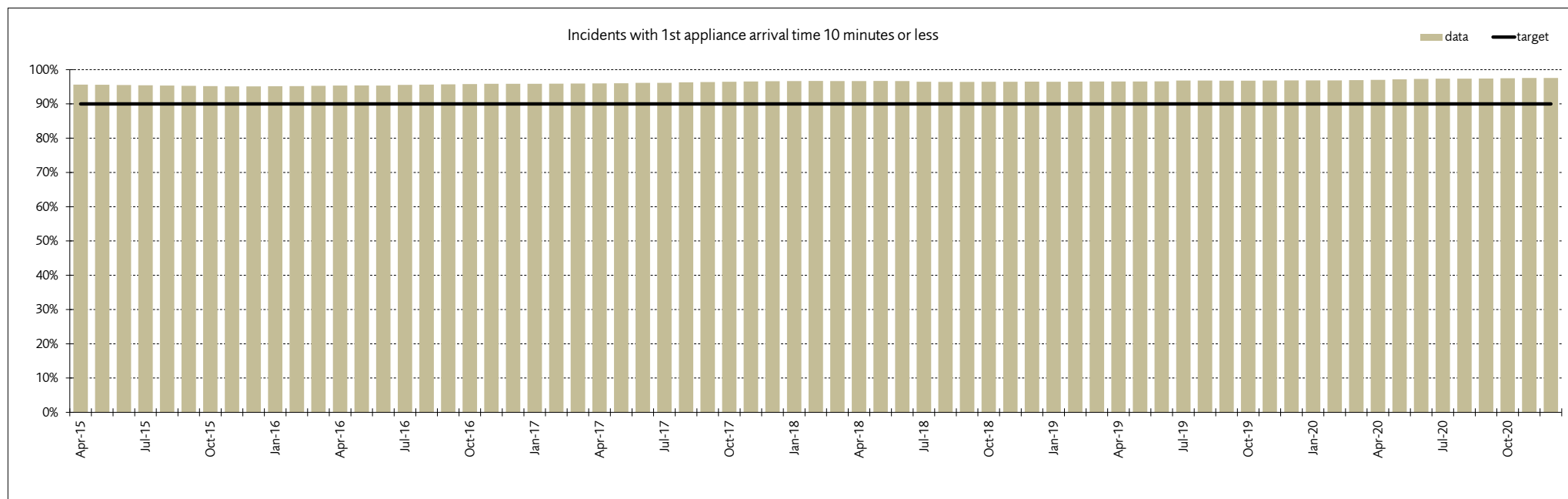
HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H14	Average arrival time - 2nd appliance (mm:ss)	rolling 12 month	06:32	06:33	06:33	06:32	06:32	06:32	06:31	06:32	06:30	06:30	06:22	06:17	06:14		
		time for quarter	06:28	06:41	06:32	06:27		06:28	06:38	06:29	06:24		05:53	06:19	06:24		

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AIM 2 : RESPONSE and RESILIENCE

A response that is high quality, effective and resilient

H15			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoFSt	Incidents with 1st appliance arrival time 10 minutes or less (%) <i>rolling 12 month</i>	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%	96.9%	96.9%	97.0%	90%
		2020/21	97.0%	97.2%	97.3%	97.4%	97.4%	97.4%	97.5%	97.6%	97.6%				90%



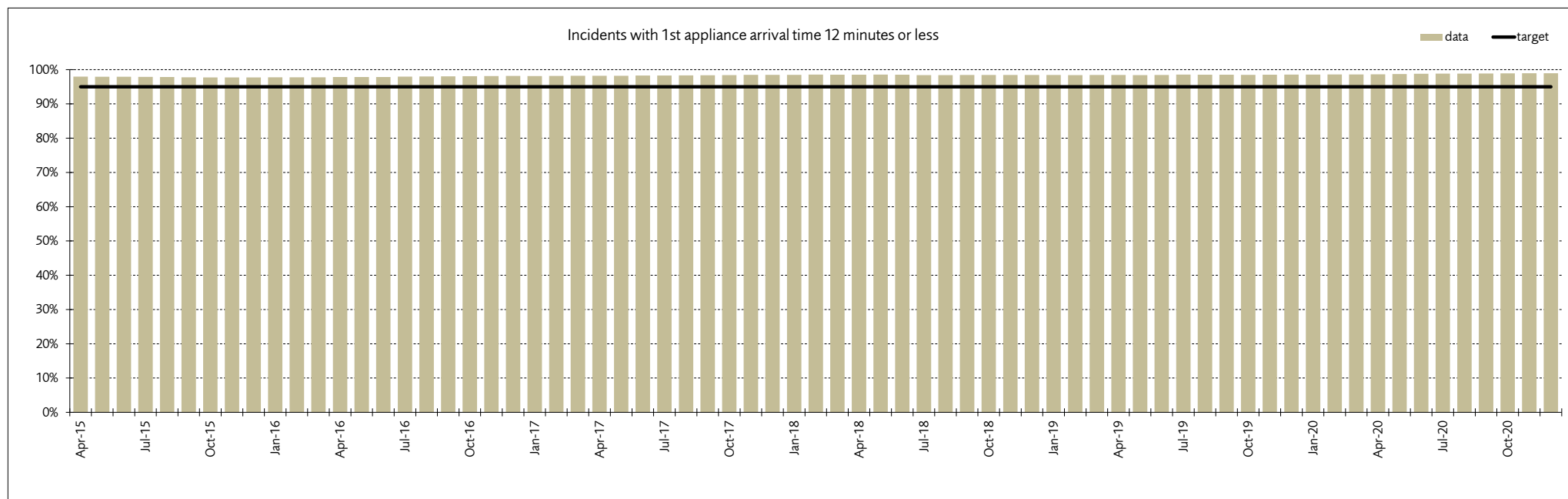
HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H15	Incidents with 1st appliance arrival time 10 minutes or less (%)	rolling 12 month %	96.7%	96.4%	96.5%	96.5%	96.5%	96.6%	96.8%	96.9%	97.0%	97.0%	97.3%	97.4%	97.6%		
		% in quarter	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%		

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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>	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%	98.6%	98.6%	98.6%	95%
		2020/21	98.7%	98.7%	98.8%	98.8%	98.9%	98.9%	98.9%	98.9%	99.0%				95%



HoFSt			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
H16	Incidents with 1st appliance arrival time 12 minutes or less (%)	rolling 12 month %	98.5%	98.4%	98.4%	98.4%	98.4%	98.4%	98.5%	98.6%	98.6%	98.6%	98.8%	98.9%	99.0%		
		% in quarter	98.4%	98.2%	98.6%	98.6%		98.4%	98.4%	98.8%	98.8%		99.2%	98.8%	99.1%		

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.

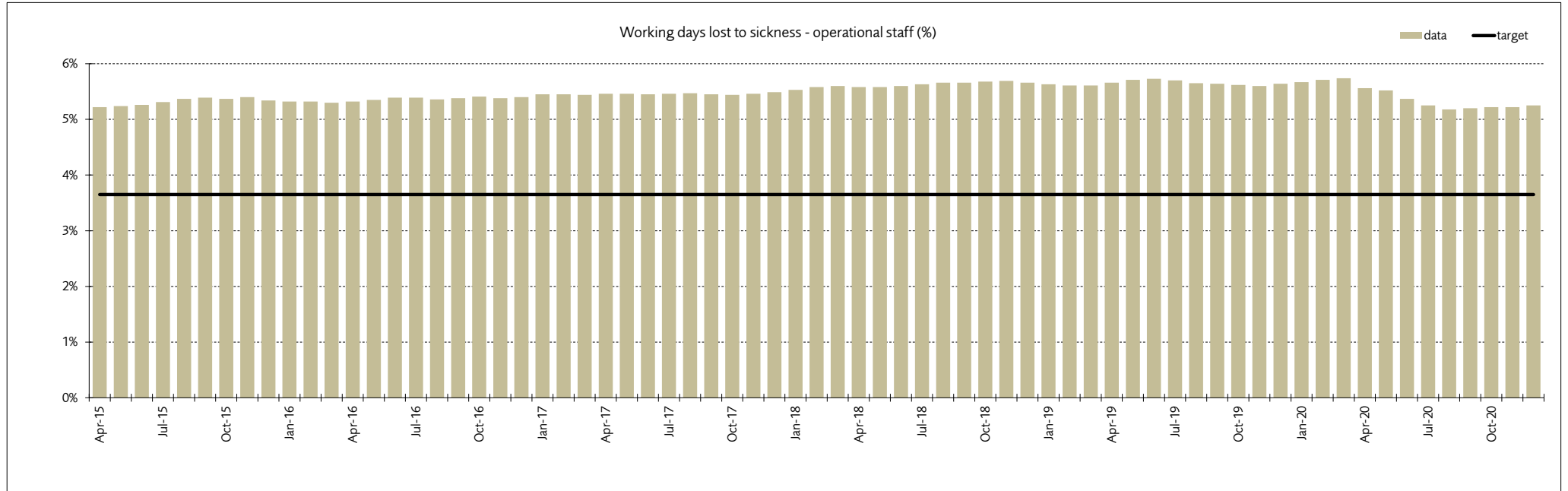
Our commitments under this aim focus on activities that develop a positive and healthy culture ensuring that our staff have the right knowledge and skills to do their jobs, and by minimising our costs and providing value for money for Londoners.

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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
HoPS	Working days lost to sickness - operational staff (%) rolling 12 month	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%	5.67%	5.71%	5.74%	3.65%
		2020/21	5.56%	5.52%	5.37%	5.25%	5.18%	5.20%	5.22%	5.22%	5.25%				3.65%

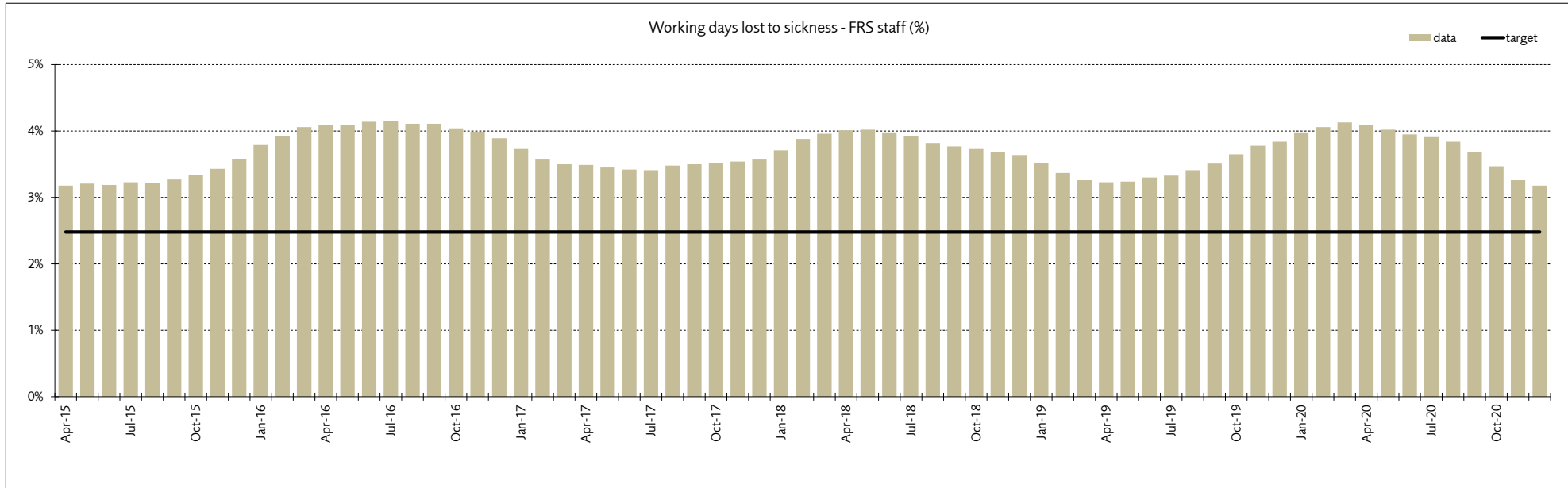


HoHRM			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO6A	Working days lost to sickness - operational staff (%)	rolling 12 month %	5.6%	5.7%	5.7%	5.6%	5.6%	5.7%	5.6%	5.6%	5.7%	5.7%	5.4%	5.2%	5.3%		
		% for quarter	5.1%	6.2%	5.9%	5.2%		5.6%	5.9%	5.9%	5.6%		4.1%	5.2%	6.1%		
		number for rolling 12 months	10.2	10.3	10.3	10.2	10.2	10.5	10.3	10.3	10.5	10.5	9.8	9.5	9.6		

AIM 3 : PEOPLE and RESOURCES

A professional organisation

CO6B			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoPS	Working days lost to sickness - FRS staff (%) rolling 12 month	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%	3.98%	4.06%	4.13%	2.48%
		2020/21	4.09%	4.02%	3.95%	3.91%	3.84%	3.68%	3.47%	3.26%	3.18%				2.48%



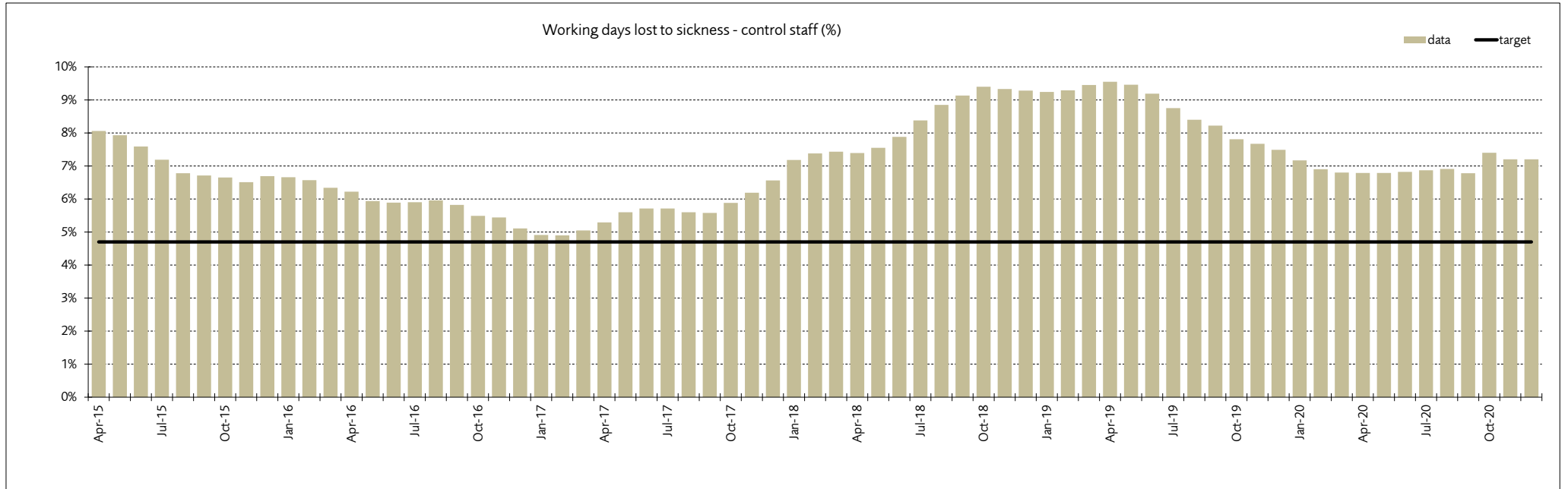
HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO6B	Working days lost to sickness - FRS staff (%)	rolling 12 month %	4.0%	3.8%	3.6%	3.3%	3.3%	3.3%	3.5%	3.8%	4.1%	4.1%	4.0%	3.7%	3.2%		
		% for quarter	3.1%	2.9%	3.7%	3.4%		3.3%	3.7%	5.0%	4.6%		2.6%	2.6%	2.9%		
		number for rolling 12 months	10.3	9.8	9.5	8.5	8.5	8.6	9.1	10.0	10.7	10.7	10.3	9.6	8.3		

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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
HoPS	Working days lost to sickness - control staff (%) rolling 12 month	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%	7.17%	6.90%	6.80%	4.70%
		2020/21	6.79%	6.79%	6.82%	6.87%	6.91%	6.78%	7.40%	7.20%	7.20%				4.70%



HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO6C	Working days lost to sickness - control staff (%)	rolling 12 month %	7.9%	9.1%	9.3%	9.5%	9.5%	9.2%	8.2%	7.5%	6.8%	6.8%	6.8%	6.8%	7.2%		
		% for quarter	7.6%	9.7%	9.5%	11.1%		6.4%	5.8%	6.7%	8.3%		6.5%	5.7%	8.3%		
		number for rolling 12 months	14.4	16.7	16.9	17.2	17.2	16.8	15.0	13.7	12.4	12.4	12.4	12.4	13.1		

AIM 3 : PEOPLE and RESOURCES*A professional organisation*

	IP10A	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
HoPS	Number of apprentices employed by the Brigade (FTE)* <i>Annual data</i>	3	3	3	3	3	1	193	198

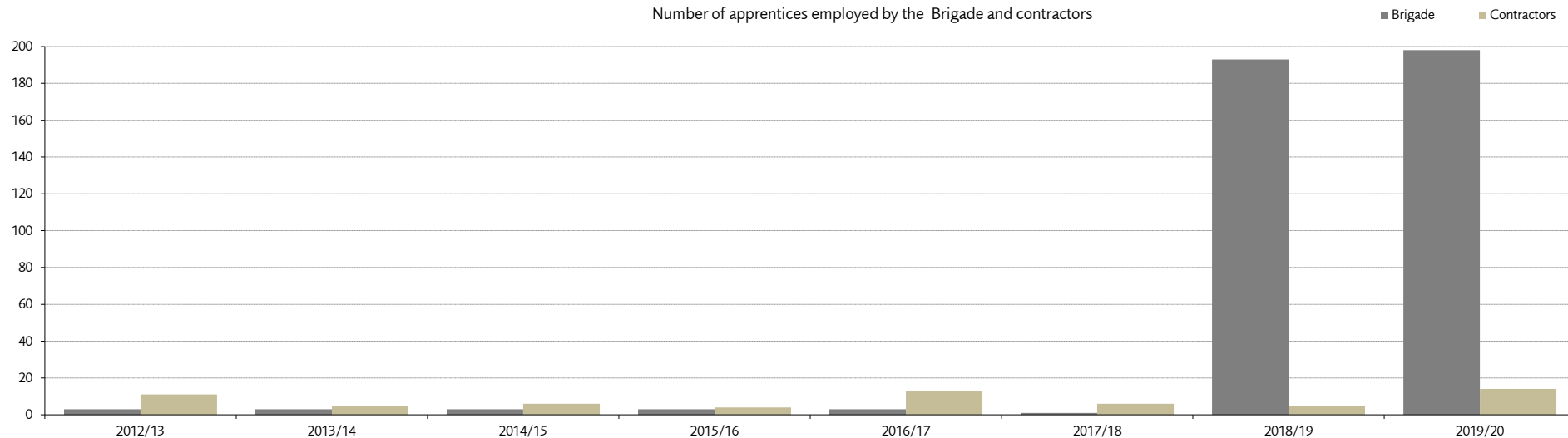
target
up

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	2019/20
HoP	Number of apprentices employed by contractors (FTE) <i>Annual data</i>	11	5	6	4	13	6	5	14

target
up

Number of apprentices employed by the Brigade and contractors

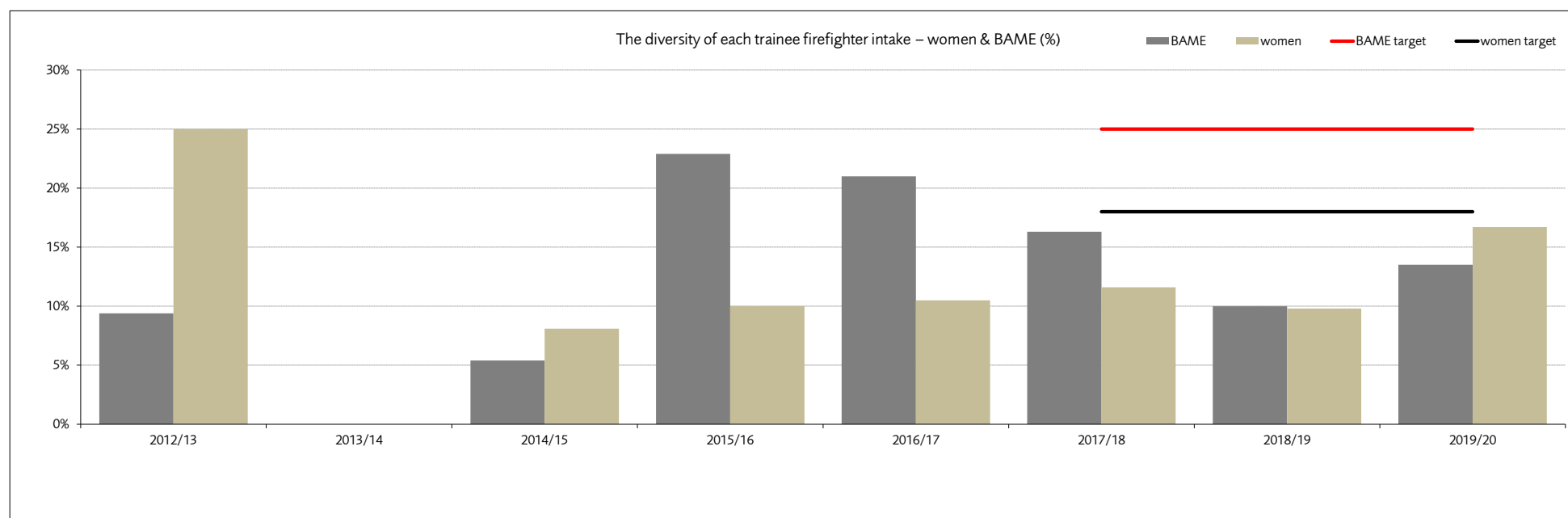


AIM 3 : PEOPLE and RESOURCES

Inclusion

CO7A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
HoPS	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%	13.5%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	25.0%

CO7B			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
HoPS	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%	16.7%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	18.0%	18.0%	18.0%

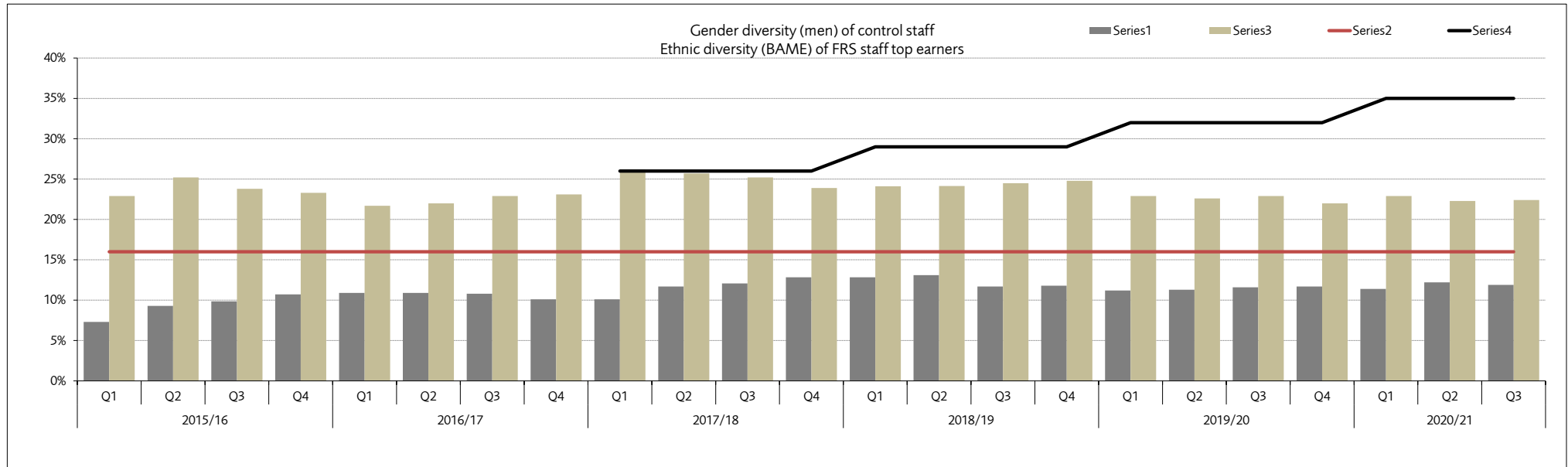


HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO7A	Improve the ethnic diversity (BAME) of each trainee firefighter intake	No.	43	45	43	37	37	28	33	39	37	37	51	71	82		
		% as at...	19.2%	16.7%	14.6%	10.3%	10.3%	6.9%	8.0%	10.7%	13.5%	13.5%	20.1%	29.3%	31.5%		
CO7B	Improve the gender diversity (Woman) of each trainee firefighter intake	No.	21	22	22	36	36	41	44	47	46	46	56	65	61		
		% as at...	9.4%	7.4%	7.5%	9.8%	9.8%	10.2%	10.7%	12.9%	16.7%	16.7%	22.0%	26.9%	23.5%		

AIM 3 : PEOPLE and RESOURCES

Inclusion

	CO8		Q1	Q2	Q3	Q4	target	CO9	Q1	Q2	Q3	Q4	target
HoPS	Gender diversity (men) of control staff	2016/17	21.7%	22.0%	22.9%	23.1%	-	Ethnic diversity (BAME) of FRS staff top earners	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%	22.0%	32%		11.2%	11.3%	11.6%	11.7%	16%
		2020/21	22.9%	22.3%	22.4%		35%		11.4%	12.2%	11.9%		16%



HoPS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO8	Gender diversity (men) of control staff	No.	27	28	27	26	26	24	24	24	24	24	24	23	24		
		% as at...	24.1%	24.1%	24.5%	24.8%	24.8%	22.9%	22.6%	22.9%	22.0%	22.0%	22.9%	22.3%	22.4%		
CO9	Ethnic diversity (BAME) of FRS staff top earners	No.	19	20	19	19	19	19	19	20	20	20	20	22	22		
		% as at...	12.8%	13.1%	11.7%	11.8%	11.8%	11.2%	11.3%	11.6%	11.7%	11.7%	11.4%	12.2%	11.9%		

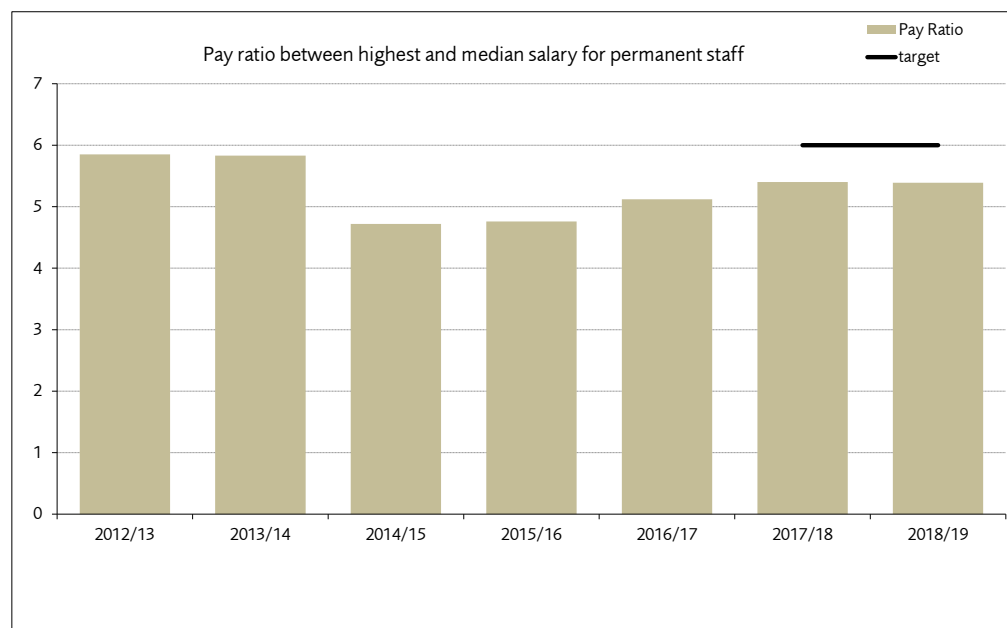
Corporate Performance Digest - Q3 2020/21

AIM 3 : PEOPLE and RESOURCES

Inclusion

CO10A			2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
HoPS	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
HoPS	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

Note: Data for 2019/20 CO10A - Pay ratio between highest and median salary for permanent staff is not available

Note: Data for 2019/20 CO10B - Gender pay gap - all staff (median) is not available

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX10A	% of workforce Operational staff women	% as at...	7.3%	7.2%	7.2%	7.4%	7.4%	7.4%	7.4%	7.7%	8.0%	8.0%	8.3%	8.6%	8.7%		
		number	341	338	340	355		356	358	370	383		399	415	421		
CX10B	% of workforce FRS staff women	% as at...	48.8%	49.4%	50.0%	50.1%	50.1%	50.7%	50.4%	50.8%	50.7%	50.7%	51.3%	51.6%	52.8%		
		number	393	395	406	417		420	424	431	446		449	452	471		
CX10C	% of workforce control staff women	% as at...	75.9%	75.9%	75.5%	75.2%	75.2%	77.1%	77.4%	77.1%	78.0%	78.0%	77.1%	77.7%	77.6%		
		number	85	88	83	79		81	82	81	85		81	80	83		
CX11A	% of workforce Operational staff BAME	% as at...	13.5%	13.4%	13.3%	13.1%	13.1%	13.1%	13.1%	13.3%	13.4%	13.4%	13.6%	13.9%	14.2%		
		number	628	625	624	628		633	631	638	640		654	675	686		
CX11B	% of workforce FRS staff BAME	% as at...	29.7%	30.1%	30.2%	30.2%	30.2%	29.8%	29.6%	29.4%	29.0%	29.0%	29.3%	29.0%	28.8%		
		number	239	241	245	251		247	249	249	255		256	254	257		
CX11C	% of workforce control staff BAME	% as at...	11.6%	10.3%	10.9%	11.4%	11.4%	10.5%	12.3%	12.4%	12.8%	12.8%	13.3%	13.6%	14.0%		
		number	13	12	12	12		11	13	13	14		14	14	15		
CX12A	% of workforce Operational staff disabled	% as at...	5.5%	5.5%	5.4%	5.5%	5.5%	5.8%	5.9%	5.8%	6.0%	6.0%	6.0%	6.1%	6.1%		
		number	257	256	255	263		281	285	280	287		287	293	295		
CX12B	% of workforce FRS staff disabled	% as at...	13.3%	13.5%	13.2%	13.6%	13.6%	14.4%	14.3%	14.0%	14.0%	14.0%	14.2%	13.7%	13.1%		
		number	107	108	107	113		119	120	119	123		124	120	117		
CX12C	% of workforce control staff disabled	% as at...	10.7%	11.2%	10.9%	12.4%	12.4%	12.4%	11.3%	10.5%	10.1%	10.1%	9.5%	9.7%	9.3%		
		number	12	13	12	13		13	12	11	11		10	10	10		
CX13A	% of workforce Operational staff LGB	% as at...	4.7%	4.7%	4.8%	4.8%	4.8%	4.8%	4.9%	5.1%	5.1%	5.1%	5.1%	5.3%	5.4%		
		number	218	219	224	232		233	237	244	243		245	257	260		
CX13B	% of workforce FRS staff LGB	% as at...	4.1%	4.4%	4.7%	4.8%	4.8%	5.1%	5.2%	4.8%	5.0%	5.0%	5.0%	5.0%	5.2%		
		number	33	35	38	40		42	44	41	44		44	44	46		
CX13C	% of workforce control staff LGB	% as at...	5.4%	5.2%	5.5%	4.8%	4.8%	4.8%	5.7%	6.7%	6.4%	6.4%	5.7%	5.8%	5.6%		
		number	6	6	6	5		5	6	7	7		6	6	6		

Corporate Performance Digest - Q3 2020/21

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX14A	Promoted staff to reflect the ethnic diversity (BAME) – Operational staff	% rolling 12 month	13.1%	13.4%	9.7%	12.2%	12.2%	15.6%	13.7%	14.9%	13.5%	13.5%	11.3%	12.3%	10.4%		
		number	17	26	22	31		52	43	80	75		53	49	17		
CX14B	Promoted staff to reflect the ethnic diversity (BAME) – FRS staff	% rolling 12 month	18.0%	19.3%	17.6%	21.1%	21.1%	25.0%	26.1%	31.0%	35.4%	35.4%	29.8%	27.3%	18.2%		
		number	9	11	12	16		21	24	26	23		17	15	10		
CX14C	Promoted staff to reflect the ethnic diversity (BAME) – Control staff	% rolling 12 month	16.7%	22.2%	18.2%	20.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		number	1	2	2	2		0	0	0	0		0	0	0		
CX14D	Promoted staff to reflect the gender diversity (Women) – Operational staff	% rolling 12 month	11.5%	7.2%	8.0%	7.8%	7.8%	6.6%	6.7%	5.8%	5.2%	5.2%	4.9%	5.3%	4.9%		
		number	15	14	18	20		22	21	31	29		23	21	8		
CX14E	Promoted staff to reflect the gender diversity (Women) – FRS staff	% rolling 12 month	60.0%	56.1%	57.4%	52.6%	52.6%	58.3%	58.7%	59.5%	66.2%	66.2%	63.2%	63.6%	58.1%		
		number	30	32	39	40		49	54	50	43		36	35	32		
CX14F	Promoted staff to reflect the gender diversity (Women) – Control staff	% rolling 12 month	66.7%	77.8%	72.7%	70.0%	70.0%	66.7%	66.7%	100.0%	100.0%	100%	75.0%	75.0%	66.6%		
		number	4	7	8	7		2	2	1	3		3	3	2		
CX14G	Promoted staff to reflect the disability diversity – Operational staff	% rolling 12 month	9.2%	7.2%	4.9%	5.1%	5.1%	5.1%	6.7%	6.1%	7.2%	7.2%	7.5%	7.0%	0.6%		
		number	12	14	11	13		17	21	33	40		35	28	1		
CX14H	Promoted staff to reflect the disability diversity – FRS staff	% rolling 12 month	16.0%	19.3%	16.2%	15.8%	15.8%	13.1%	12.0%	13.1%	13.8%	13.8%	12.3%	9.1%	3.6%		
		number	8	11	11	12		11	11	11	9		7	5	2		
CX14J	Promoted staff to reflect the disability diversity – Control staff	% rolling 12 month	16.7%	11.1%	9.1%	10.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	0.0%		
		number	1	1	1	1		0	0	0	0		1	1	0		
CX14K	Promoted staff to reflect the LGB diversity – Operational staff	% rolling 12 month	3.8%	4.6%	4.9%	5.1%	5.1%	4.8%	4.1%	5.6%	5.2%	5.2%	5.8%	6.3%	4.3%		
		number	5	9	11	13		16	13	30	29		27	25	7		
CX14L	Promoted staff to reflect the LGB diversity – FRS staff	% rolling 12 month	6.0%	7.0%	7.4%	9.2%	9.2%	6.0%	6.5%	6.0%	3.1%	3.1%	5.3%	5.5%	5.5%		
		number	3	4	5	7		5	6	5	2		3	3	3		
CX14M	Promoted staff to reflect the LGB diversity – Control staff	% rolling 12 month	16.7%	11.1%	9.1%	9.1%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	9.1%		
		number	1	1	1	1		0	0	0	0		1	1	1		

AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX15A	Top earners Operational staff women	% as at...	7.1%	6.8%	6.6%	6.9%	6.9%	6.9%	6.9%	6.6%	6.7%	6.7%	6.8%	6.9%	7.3%		
		number	17	16	16	17	17	17	17	17	17	17	17	18	18		
CX15B	Top earners FRS staff women	% as at...	43.9%	45.8%	45.7%	46.0%	46.0%	46.7%	47.0%	47.7%	48.0%	48.0%	49.7%	49.7%	51.4%		
		number	65	70	74	74	74	79	79	82	82	82	87	90	95		
CX15C	Top earners control staff women	% as at...	54.6%	58.3%	68.8%	58.3%	58.3%	61.5%	66.7%	66.7%	66.7%	66.7%	66.7%	72.7%	66.7%		
		number	6	7	11	7	7	8	8	8	8	8	6	8	8		
CX15D	Top earners Operational staff BAME	% as at...	10.9%	10.2%	10.3%	10.2%	10.2%	9.8%	10.5%	9.7%	9.8%	9.8%	9.2%	8.5%	8.9%		
		number	26	24	25	25	25	24	26	25	25	25	23	22	22		
CX15F	Top earners control staff BAME	% as at...	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		number	0	0	1	0	0	0	0	0	0	0	0	0	0		
CX15G	Top earners Operational staff LGB	% as at...	3.8%	3.4%	5.0%	5.0%	5.0%	4.1%	3.6%	5.4%	4.3%	4.3%	4.8%	4.6%	4.0%		
		number	9	8	12	8	8	10	9	14	11	11	12	12	10		
CX15H	Top earners FRS staff LGB	% as at...	6.8%	5.9%	6.2%	5.0%	5.0%	5.9%	6.0%	5.2%	5.3%	5.3%	5.1%	5.0%	5.4%		
		number	10	9	10	8	8	10	10	9	9	9	9	9	10		
CX15I	Top earners control staff LGB	% as at...	9.1%	8.3%	6.3%	8.3%	8.3%	7.7%	8.3%	8.3%	8.3%	8.3%	9.1%	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...	11.3%	10.6%	10.3%	9.8%	9.8%	10.6%	11.3%	11.2%	10.2%	10.2%	10.4%	10.8%	11.3%		
		number	27	25	25	24	24	26	28	29	26	26	26	28	28		
CX15K	Top earners FRS staff disabled	% as at...	7.4%	7.8%	8.0%	9.3%	9.3%	8.9%	9.5%	9.3%	9.9%	9.9%	10.9%	10.5%	10.8%		
		number	11	12	13	15	15	15	16	16	17	17	19	19	20		
CX15L	Top earners control staff disabled	% as at...	9.1%	8.3%	6.3%	8.3%	8.3%	15.4%	16.7%	16.7%	16.7%	16.7%	22.2%	27.3%	16.7%		
		number	1	1	1	1	1	2	2	2	2	2	2	3	2		

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AIM 3 : PEOPLE and RESOURCES

Inclusion

			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX16A	Voluntary leavers Operational staff BAME	% as at...	15.8%	14.2%	10.2%	11.3%	11.3%	8.3%	9.8%	8.7%	8.0%	8.0%	10.4%	9.4%	11.7%		
		number	35	33	23	26	26	21	25	23	23	23	28	24	29		
CX16B	Voluntary leavers Operational staff women	% as at...	4.1%	6.9%	8.8%	8.2%	8.2%	9.8%	7.8%	6.5%	5.9%	5.9%	5.2%	5.5%	4.4%		
		number	9	16	20	19	19	25	20	17	17	17	14	14	11		
CX16C	Voluntary leavers FRS staff BAME	% as at...	20.5%	25.5%	28.0%	29.1%	29.1%	29.8%	27.1%	25.4%	25.0%	25.0%	20.3%	17.2%	15.5%		
		number	9	12	14	16	16	17	16	16	16	16	12	11	9		
CX16D	Voluntary leavers FRS staff women	% as at...	34.1%	34.0%	42.0%	47.3%	47.3%	49.1%	50.8%	54.0%	54.7%	54.7%	50.8%	43.8%	37.9%		
		number	15	16	21	26	26	28	30	34	35	35	30	28	22		

AIM 3 : PEOPLE and RESOURCES

Inclusion

	IP19	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
HoP	Contractor staff paid London's Living Wage Annual data	221	180	182	179	162	176	169	157

target
up

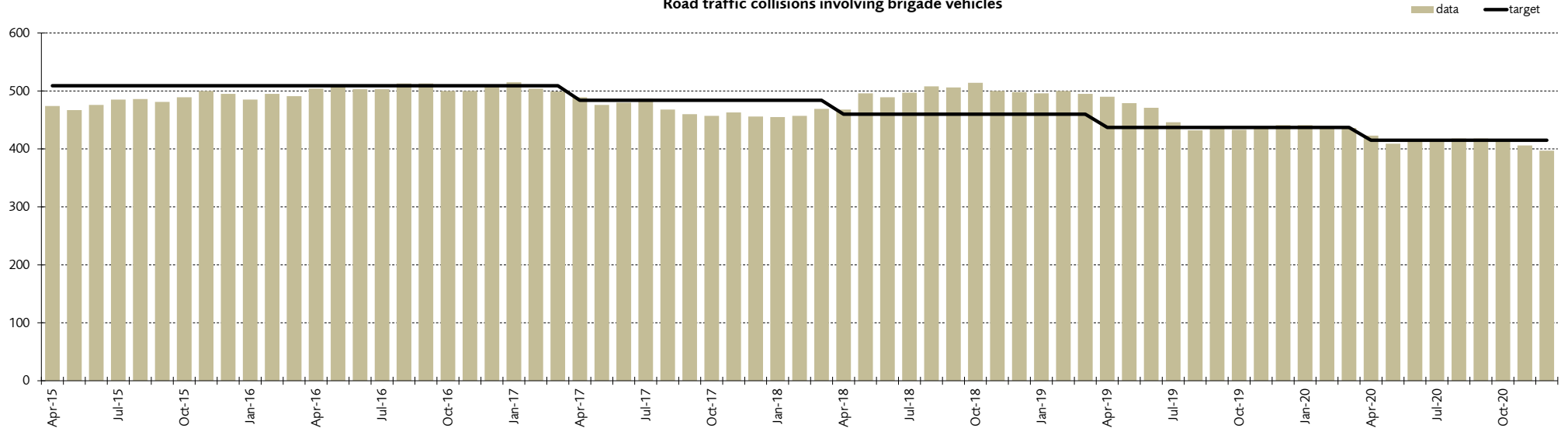


AIM 3 : PEOPLE and RESOURCES

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	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	479	471	446	432	439	433	439	441	441	439	436	437
		2020/21	423	409	416	414	418	418	414	406	397				415

Road traffic collisions involving brigade vehicles



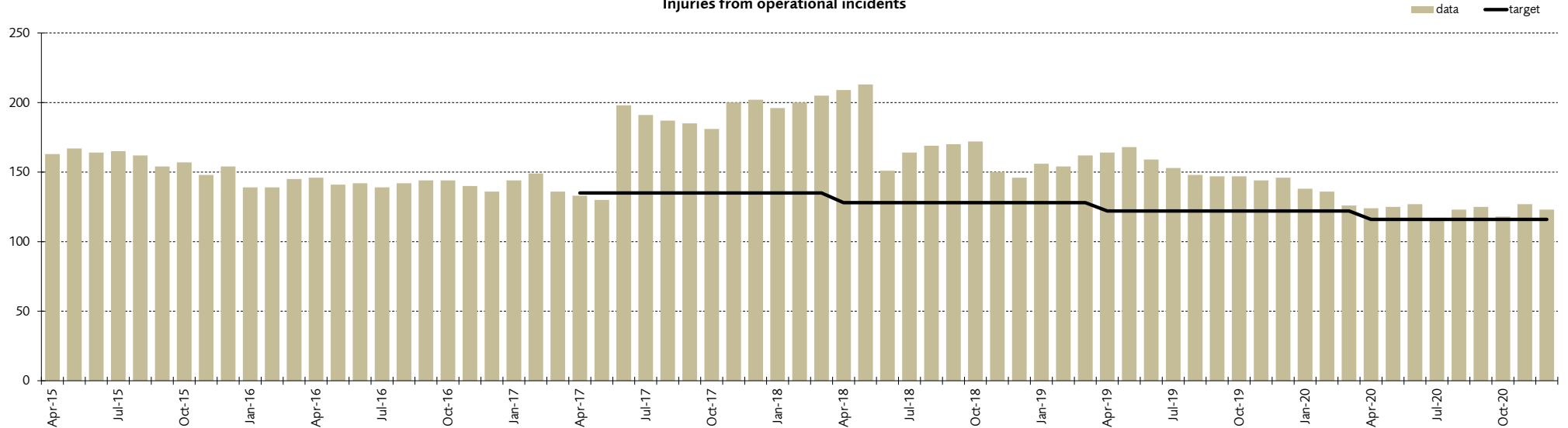
HoHS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO11	Road traffic collisions involving brigade vehicles	rolling 12 month	489	506	498	495	495	471	439	441	436	436	416	418	397		
		number in quarter	133	148	108	106		109	116	110	101		89	118	89		

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	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	138	136	126	122
		2020/21	124	125	127	117	123	125	118	127	123				116

Injuries from operational incidents



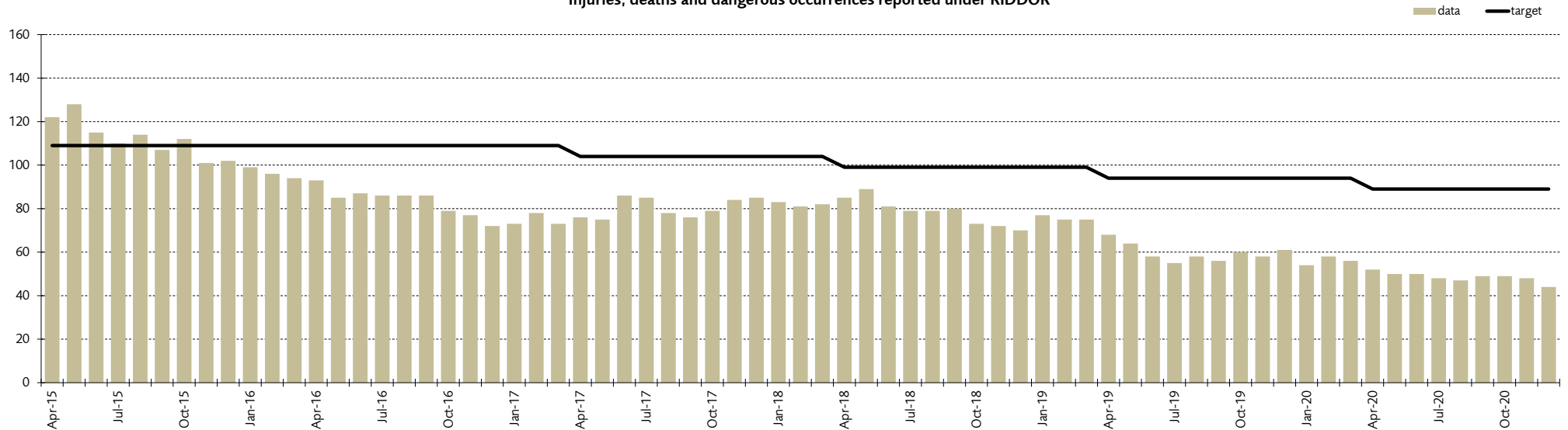
HoHS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO12	Injuries from operational incidents	rolling 12 month	151	170	146	162	162	159	147	146	126	126	127	125	123		
		number in quarter	42	49	25	46		39	37	24	26		40	35	22		

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	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	60	58	61	54	58	56	94
		2020/21	52	50	50	48	47	49	49	48	44				89

Injuries, deaths and dangerous occurrences reported under RIDDOR



HoHS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO13	Injuries, deaths and dangerous occurrences reported under RIDDOR	rolling 12 month	81	80	70	75	75	58	56	61	56	56	50	49	44		
		number in quarter	33	16	8	18		16	14	13	13		10	13	8		

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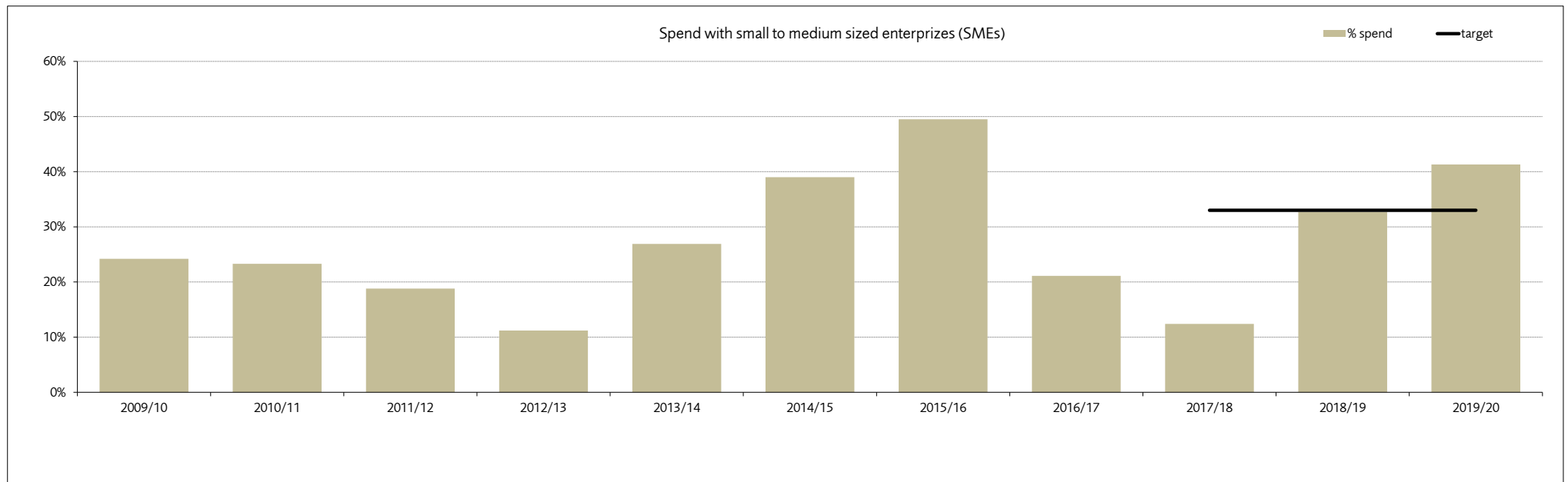
AIM 3 : PEOPLE and RESOURCES

Safety

			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
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	2	6	9	11	11	9	5	3	1	1	1	2	2		
		number in quarter	2	4	3	2		0	0	1	0		0	1	1		
CX17C	RIDDOR - 'over 7 day' injuries	rolling 12 month	79	74	61	64	64	49	51	58	55	55	49	47	42		
		number in quarter	31	12	5	16		16	14	12	13		10	12	7		
CX17D	Deaths and serious injuries to MoP from RTC's involving Brigade vehicles	rolling 12 month	9	11	12	12	12	10	11	13	14	14	17	17	14		
		number in quarter	2	3	4	3		0	4	6	4		3	4	3		

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	2019/20
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%	32.7%	41.3%
		Target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.0%	33.0%	33.0%

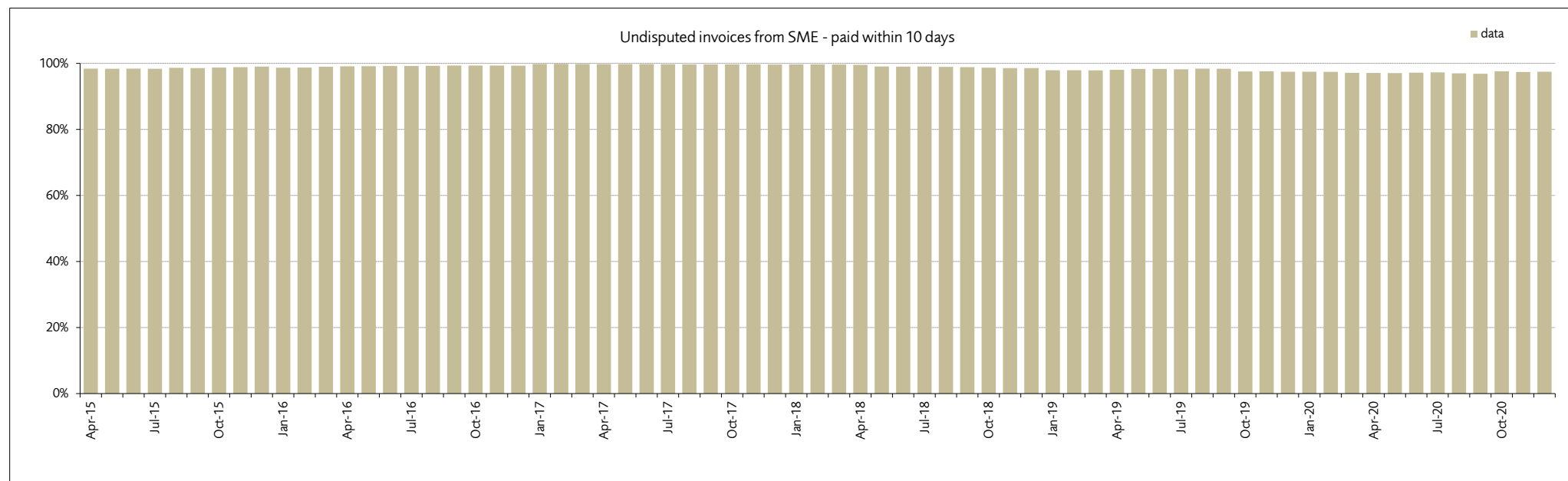


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AIM 3 : PEOPLE and RESOURCES

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	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%	97.5%	97.4%	97.2%
		2020/21	97.1%	97.1%	97.2%	97.3%	97.0%	96.8%	97.6%	97.4%	97.5%			

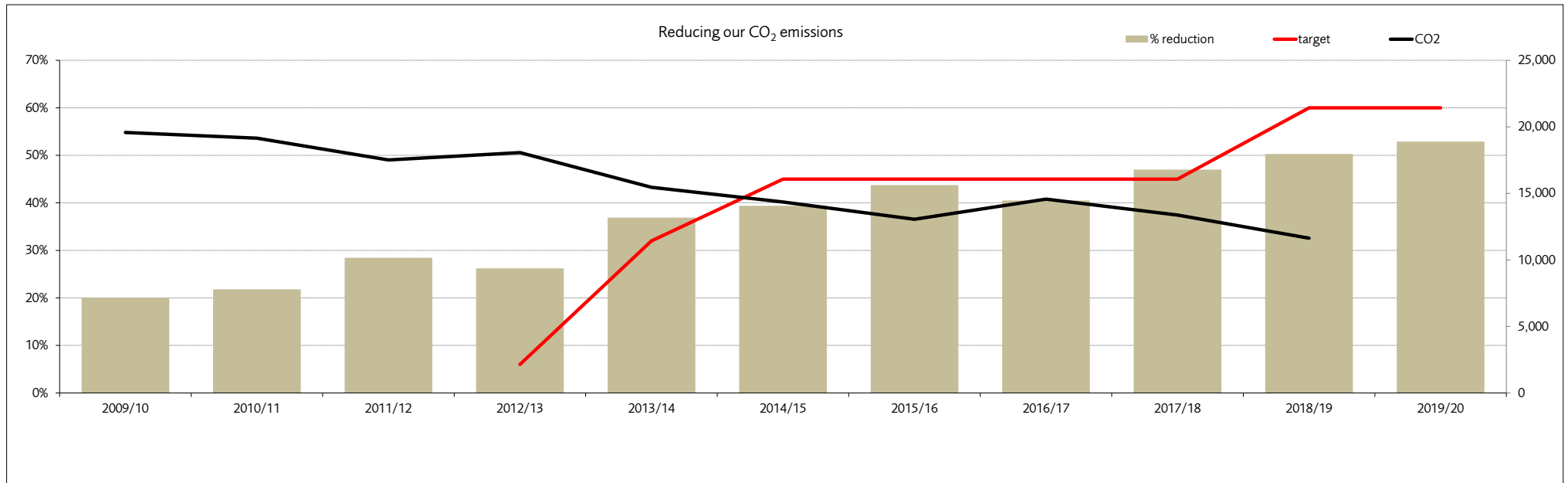


HoF			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CX18	Undisputed invoices from SME - paid within 10 days (%)	rolling 12 month %	99.0%	98.9%	98.6%	97.9%	97.9%	98.3%	98.4%	97.5%	97.2%	97.2%	97.2%	96.8%	97.5%		
		% in quarter	96.7%	98.8%	98.4%	97.1%		98.9%	99.2%	95.2%	96.1%		98.7%	97.4%	97.8%		

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	2019/20
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%	47.0%	50.3%	52.9%
		Target	0%	0%	0%	6%	32%	45%	45%	45%	45%	60%	60%



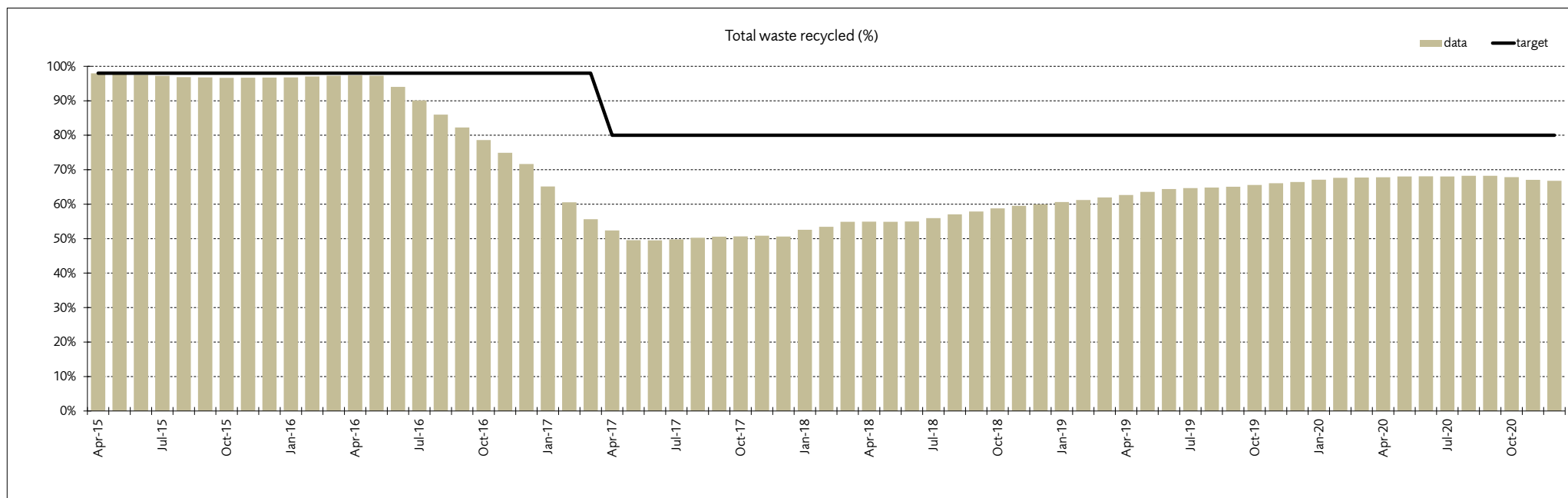
Note: Data for Total CO₂ (tn) 2019/20 is not available

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AIM 3 : PEOPLE and RESOURCES

Sustainability

IP20			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
HoTSS	Total waste recycled (%) rolling 12 month	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%	67.1%	67.7%	67.7%	80%
		2020/21	67.8%	68.0%	68.1%	68.1%	68.2%	68.3%	67.8%	67.1%	66.8%				80%

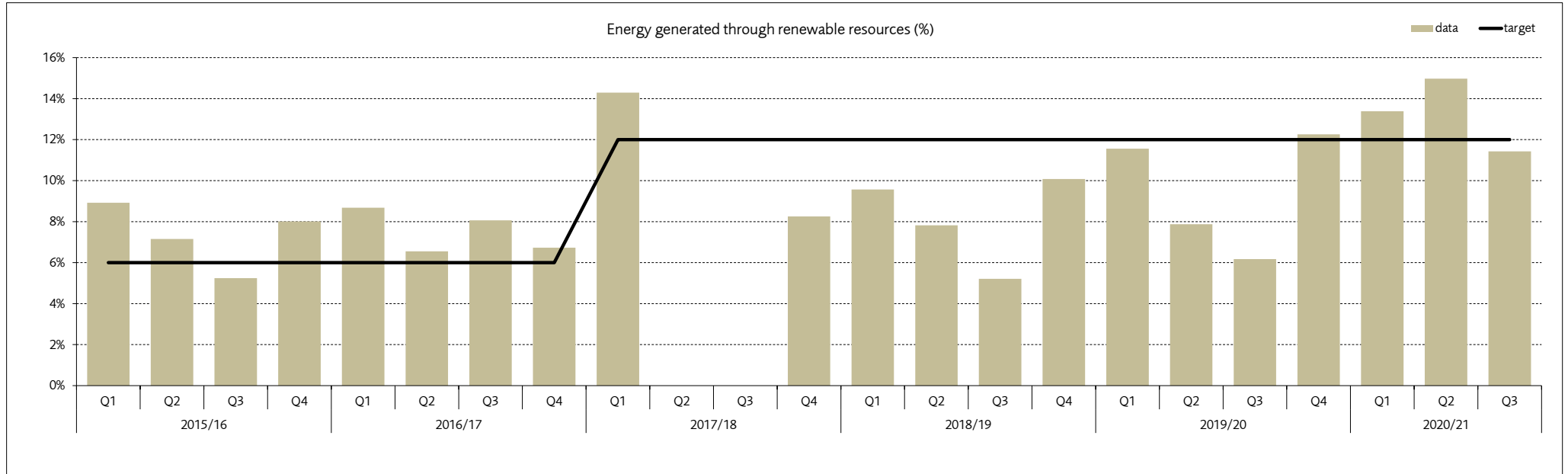


HoTSS			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP20	Total waste recycled (%)	rolling 12 month (kg)	487,043	512,965	540,671	557,419	557,419	579,877	558,360	556,353	567,048	567,048	573,799	579,941	561,230		
		Rolling 12 month (%)	55.0%	57.9%	60.0%	62.0%	62.0%	64.4%	65.1%	66.4%	67.7%	67.7%	68.1%	68.3%	66.8%		
		Percentage in quarter	55.8%	64.5%	62.7%	64.3%		66.2%	67.3%	67.9%	69.5%		67.6%	68.0%	61.7%		

AIM 3 : PEOPLE and RESOURCES

Sustainability

IP21			Q1	Q2	Q3	Q4	target
HoTSS	Energy generated through renewable resources (%) rolling 12 month	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	11.6%	7.9%	6.2%	12.3%	12%
		2020/21	13.4%	15.0%	11.4%		12%



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

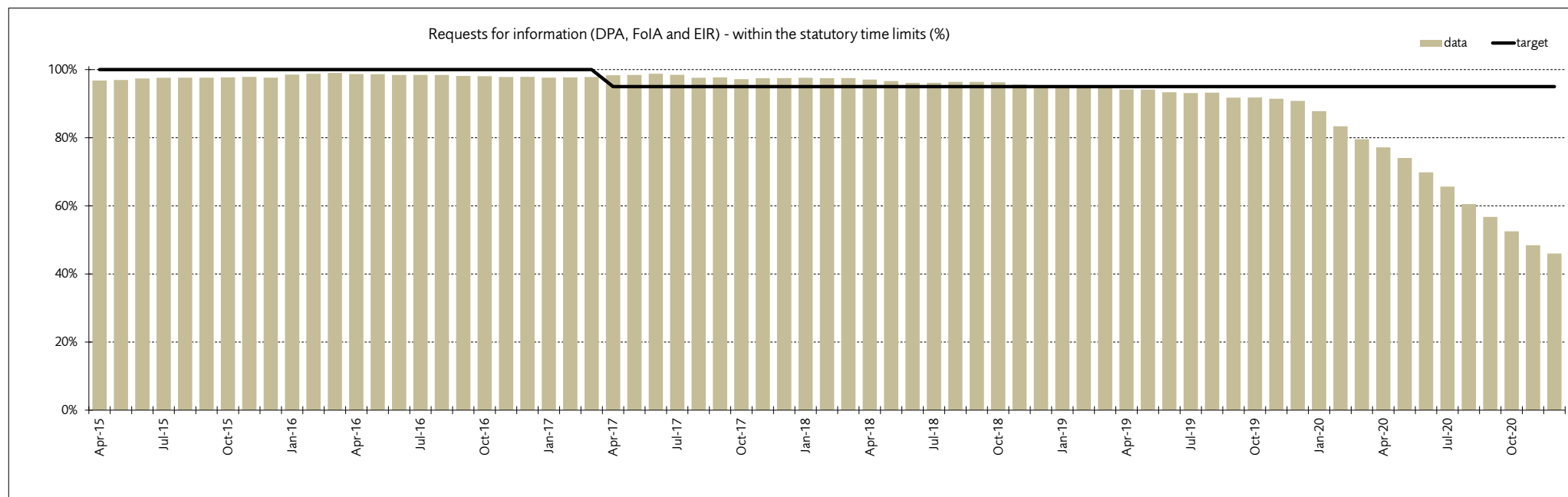
Note: Data for Q4 2019/20 for 'IP21 Energy generated through renewable resources' is not available

Note: Data for Q1 2020/21 for 'IP21 Energy generated through renewable resources' is not available

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	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%	91.8%	91.4%	90.8%	87.8%	83.3%	79.5%	95%
		2020/21	77.2%	74.1%	69.8%	65.6%	60.5%	56.8%	52.5%	48.4%	46.0%				95%



HoICT			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
CO16	Requests for information (DPA, FoIA and EIR) - within the statutory time limits (%)	rolling 12 month	96.1%	96.4%	95.3%	94.8%	94.8%	93.4%	91.8%	90.8%	79.5%	79.5%	69.8%	56.8%	46.0%		
		percentage in quarter	93.9%	96.3%	92.8%	95.5%		88.1%	90.2%	88.8%	52.6%		41.9%	37.2%	53.0%		

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	2016/17	95	86	100	116	down	Total compliments received rolling 12 month	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	122	down		327	322	324	313	up
		2020/21	124	111	100		down		299	271	252		up



HoCO			Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
IP22	Total complaints received	rolling 12 month	111	127	116	105	105	93	100	118	122	122	124	111	100		
		number in quarter	36	33	15	21		24	40	33	25		26	27	22		
IP23	Total compliments received	rolling 12 month	437	415	401	355	355	327	322	324	313	313	299	271	252		
		number in quarter	116	94	69	76		88	89	71	65		74	61	52		

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		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
Dwelling fires with no smoke alarm fitted	rolling 12 month	28.4%	28.4%	28.1%	27.2%	27.2%	27.5%	27.8%	27.0%	27.2%	27.2%	27.8%	28.0%	28.2%		
	number in quarter	27.6%	27.9%	27.2%	26.0%		28.8%	29.3%	24.0%	26.8%		31.1%	30.5%	24.5%		
Number of school children reached	rolling 12 month	86,085	81,955	83,242	85,681	85,681	74,607	68,887	69,306	66,672	66,672	51,404	44,097	31,614		
	number in quarter	26,342	15,725	21,827	21,787		15,268	10,005	22,246	19,153		0	2,698	9,763		
Participants of JFIS schemes	rolling 12 month	Annual data				119	Annual data				154					
	number in quarter															
Participants of LIFE schemes	rolling 12 month	642	645	657	646	646	579	577	525	468	468	382	256	101		
	number in quarter	153	128	207	158		86	126	155	101		0	0	0		
Participants of Fire Cadets scheme <small>*July passout</small>	rolling 12 month	Annual data (includes graduate cadets)				320*	Annual data (includes graduate cadets)				349*					
	number in quarter															
Safe Drive, Stay Alive	rolling 12 month					20,613	20,613	20,613	21,028	20,966	20,966	20,966	20,966	7,635		
	number in quarter						0	0	13331	7635		0	0	0		
Crossfire	rolling 12 month					14,125	17,120	19,390	21,865	22,987	22,987	17,992	13,295	5,480		
	number in quarter	2,000	2,427	5,340	4,358		4,995	4,697	7,815	5,480		0	0	0		
Junior Citizens	rolling 12 month					51,278	59,507	58,451	55,762	49,391	49,391	28,979	24,889	12,121		
	number in quarter	12,183	5,146	15,457	18,492		20,412	4,090	12,768	12,121		0	0	0		

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		Q1	Q2	Q3	Q4	18/19	Q1	Q2	Q3	Q4	19/20	Q1	Q2	Q3	Q4	20/21
Enforcement notices served as a % of all on-site inspections / audits	rolling 12 month	3.2%	3.0%	2.9%	3.2%	3.2%	3.6%	3.8%	4.5%	4.7%	4.7%	4.5%	4.2%	3.4%		
	number in quarter	3.3%	3.2%	2.9%	3.7%		4.7%	4.1%	5.6%	4.7%		3.5%	3.1%	2.3%		
Prosecutions made	rolling 12 month	7	5	4	4	4	2	3	3	5	5	5	4	3		
	number in quarter	2	0	1	1		0	1	1	3		0	0	0		
Successful prosecutions	rolling 12 month	7	5	4	4	4	2	3	3	5	5	5	4	3		
	number in quarter	2	0	1	1		0	1	1	3		0	0	0		
Prohibition notices served	rolling 12 month	70	70	56	49	49	49	42	57	59	59	69	75	63		
	number in quarter	14	17	4	14		14	10	19	16		24	16	7		
Special services flooding	rolling 12 month	7,824	7,869	7,998	6,828	6,828	6,721	6,718	6,799	6,861	6,861	6,640	6,709	6,528		
	number in quarter	1,688	1,717	1,895	1,528		1,581	1,714	1,976	1,590		1,360	1,783	1,795		
Information access requests (FOIA, DPA, EIR) received	rolling 12 month	641	635	600	634	634	662	693	751	743	743	739	710	628		
	number in quarter	131	162	139	202		159	193	197	194		155	164	115		

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