

Appendix 1 to Item No: B2

Service Performance Indicators and Targets 2015/16 to 2017/18

April 2015

Kent Fire & Rescue Service

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STRATEGIC TARGETS – FOR APPROVAL

LPI 100 – Total number of fires per 10,000 population

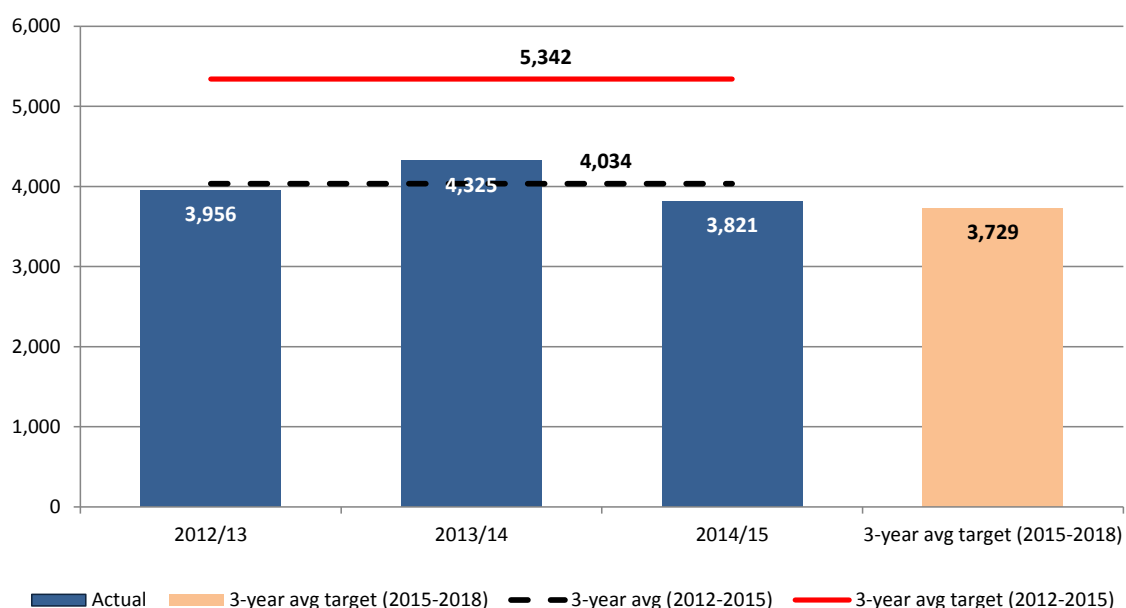
This indicator supports Objective 1 – Reducing the numbers of fires, deaths and injuries

Recommendation: Set a 7.6% 3-year average reduction target on the previous 3-year average. This equates to a reduction in the average number of fires from 4,034 (23.1 fires per 10,000 population) achieved in 2012-2015 down to 3,729 (21.1 fires per 10,000 population) for the 3-year period of 2015-2018. After an increase in the number of fires in 2013/14, the Authority achieved a 12% reduction in the number of fires attended in 2014/15. Although some of these fires are hugely influenced by the weather, the Authority's community safety work has been very successful at preventing these weather-related fires. Whilst still achievable, the proposed target reflects the Authority's drive to continue to improve performance.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	5,342	4,034	3,729
Incidents per 10,000 pop ¹	30.56	23.07	21.13

2013/14 Provisional Data	CIPFA Nearest Neighbour Model ²	England	Kent ³
Upper Quartile	28.69	24.53	24.57
Average	24.56	31.76	

LPI 100 - Total fires - KFRS



¹ Rates for current performance are calculated using the 2012 mid-year estimates for population, dwellings and non-domestic properties published by the Office for National Statistics (Population: 1,748,384; dwellings: 724,676; non-domestic properties: 52,582). Rates for future targets and projections are calculated using the 2013 mid-year estimates (Population: 1,764,617; dwellings: 739,274; non-domestic properties: 53,062).

² This model was developed by CIPFA to aid local authorities in comparative and benchmarking exercises. This model allows users to generate family groups based upon a wide range of socio-economic indicators. The CIPFA Nearest Neighbours Model adopts a scientific approach to measuring the similarity between authorities, taking factors such as the social and physical characteristics of the authorities into account. The authorities included in our CIPFA group are: Hampshire, Essex, Lancashire, Derbyshire, Staffordshire, Hertfordshire, Suffolk, Devon & Somerset, West Sussex, Cheshire, Nottinghamshire, Humberside, Hereford & Worcester, Northamptonshire and Norfolk.

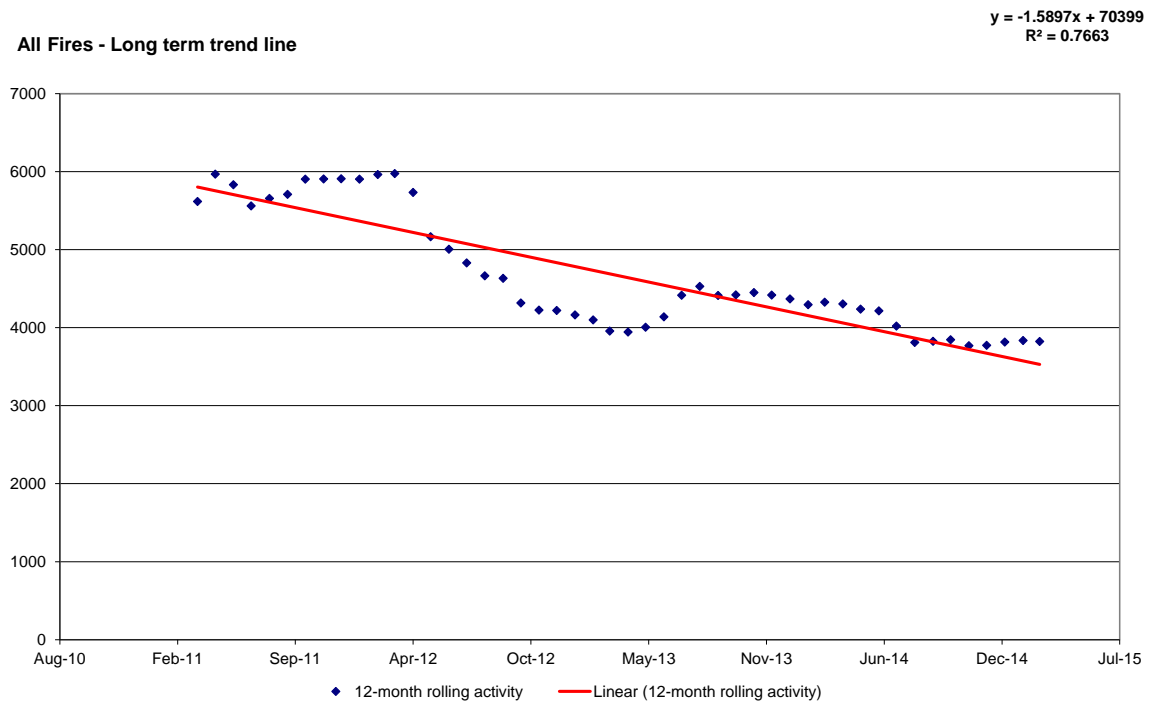
³ The Authority's relative position is 13/45 in England and 5/16 for the CIPFA group.

In 2014/15 the Authority attended 3,821 fires, which represents a 12% decrease compared to the previous year.

With the exception of road vehicles, all other types of fires contributed to the overall decrease in the number of fires attended. Outdoor fires experienced the highest numerical reduction (from 2,173 in 2013/14 down to 1,760 in 2014/15), followed by fires in non-residential premises (from 458 in 2013/14 down to 380 in 2014/15).

Generally, outdoor fires are heavily influenced by the weather conditions. However, despite the fact that the levels of rainfall in the area were below the average of the past five years in June, July and September, the number of fires was lower than would have been expected during such dry periods. This shows that the community safety work undertaken by the Authority is continuing to have a positive impact on performance.

The final three-year average figure for the period of 2012-2015 now stands at 4,034 fires or 23.1 fires per 10,000 population. This performance was 25% better than the three-year average target. The trend line depicted in the chart below (solid line) shows how the declining trend is likely to continue over the coming years.



LPI 128 - The number of accidental fires per 10,000 population

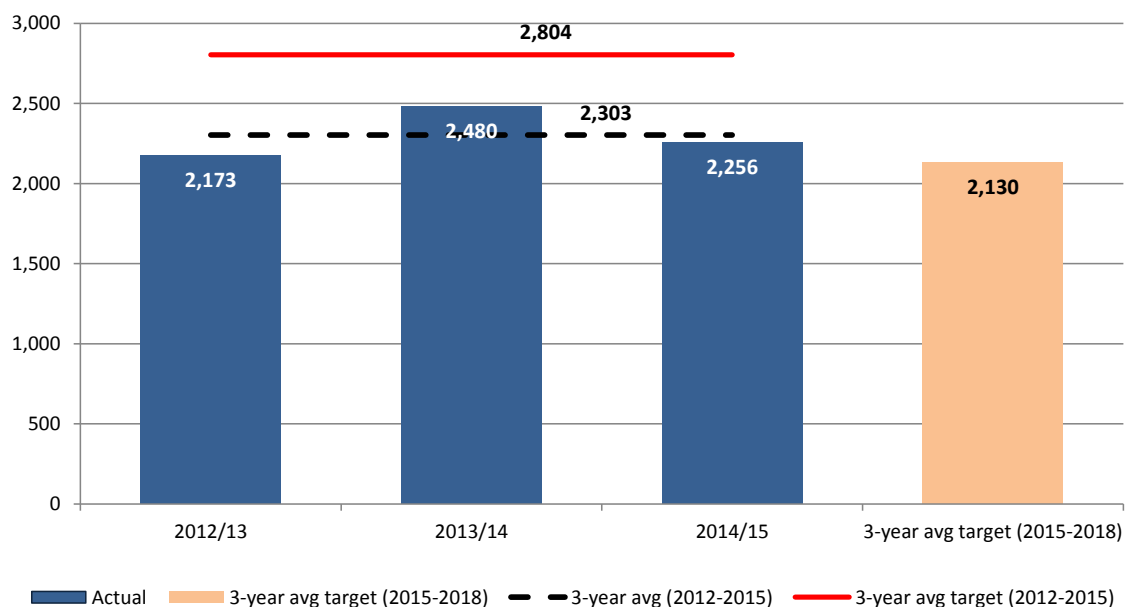
This indicator supports Objective 1 - Reducing the numbers of fires, deaths and injuries

Recommendation – Set a 7.5% 3-year average reduction target on the previous 3-year average.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	2,804	2,303	2,130
Incidents per 10,000 pop	16.04	13.17	12.07

2013/14 Provisional Data	CIPFA Nearest Neighbour Model	England	Kent ⁴
Upper Quartile	15.03	15.55	14.08
Average	16.79	17.32	

LPI 128 - Accidental Fires - KFRS



2014/15 was a very good year for the Authority, attending a total of 2,256 accidental fires, the second lowest figure ever. This performance represented a 9% decrease on the numbers attended in 2013/14.

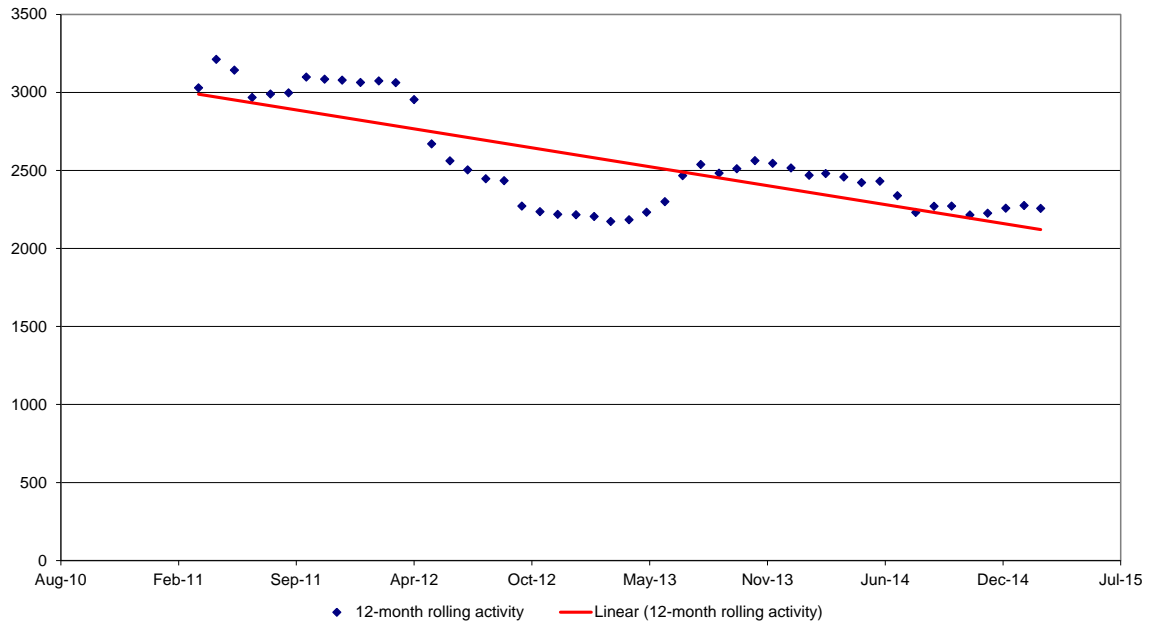
Despite the fact that weather conditions were drier than the average of the past five years during the months of June, July and particularly September, the Authority saw a 16% decrease in the number of outdoor fires from 885 in 2013/14 to 742 in 2014/15. Accidental fires in non-residential properties also experienced a significant decrease amounting to a total of 78 fewer fires compared to the year before.

The average performance for the three-year period of 2012-2015 stands at 2,303 accidental fires or 13.2 fires per 10,000 population. This was 18% better than the three-year average target. Although fluctuations are always expected, the long term trend line in the chart below indicates that the decline in the number of accidental fires is likely to continue in the near future.

⁴ The Authority's relative position is 5/45 in England and 2/16 for the CIPFA group.

All Accidental Fires - Long term trend line

$y = -0.6069x + 27651$
 $R^2 = 0.5999$



LPI 101 - The number of deliberate fires per 10,000 population

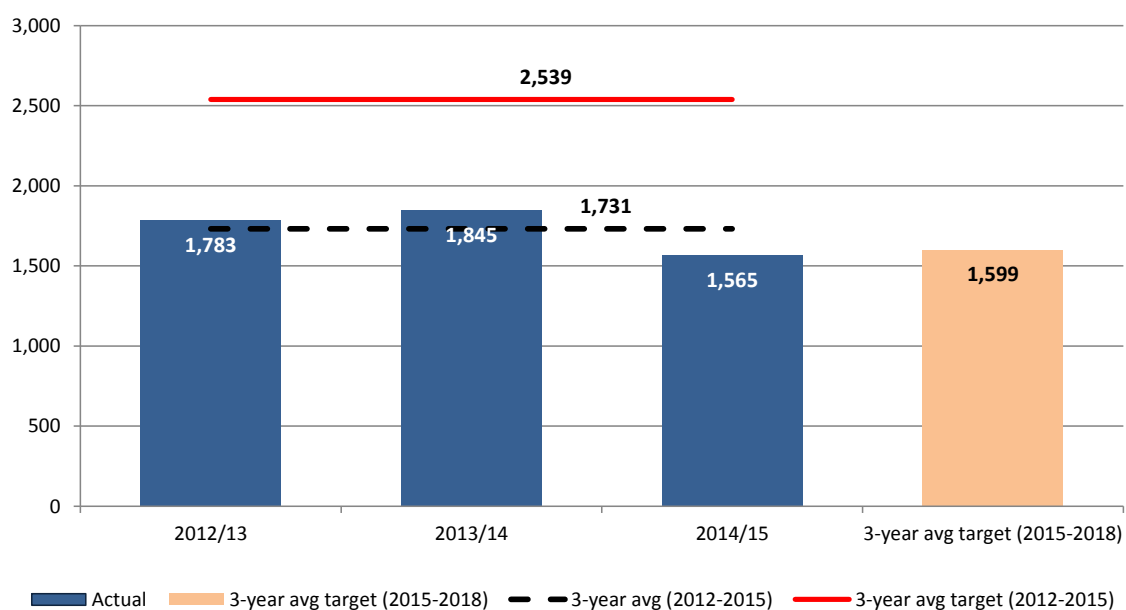
This indicator supports Objective 1 - Reducing the numbers of fires, deaths and injuries and Objective 3 – Providing high quality and value for money services

Recommendation – Set a 7.6% 3-year average reduction target on the previous 3-year average (2012-2015). This equates to an average performance of 1,599 deliberate fires (9.1 fires per 10,000 population) over the period of 2015-2018 compared to the 3-year average performance of 1,731 deliberate fires (9.9 fires per 10,000 population) achieved in the period of 2012-2015.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	2,539	1,731	1,599
Incidents per 10,000 pop	14.52	9.90	9.06

2013/14 Provisional Data	CIPFA Nearest Neighbour Model	England	Kent ⁵
Upper Quartile	7.39	7.07	10.48
Average	11.90	14.44	

LPI 101 - Deliberate Fires - KFRS



After a small rise in the number of deliberate fires last year, the Authority attended in 2014/15 a total of 1,565 deliberate fires, which is the lowest number of deliberate fires ever attended.

Outdoor fires accounted for the highest proportion of deliberate fires attended (65%) despite the fact that the total number of outdoor fires decreased by just over 20% in 2014/15 compared to the previous year. Road vehicles accounted for 20% of the total and these remained in line with performance in 2013/14.

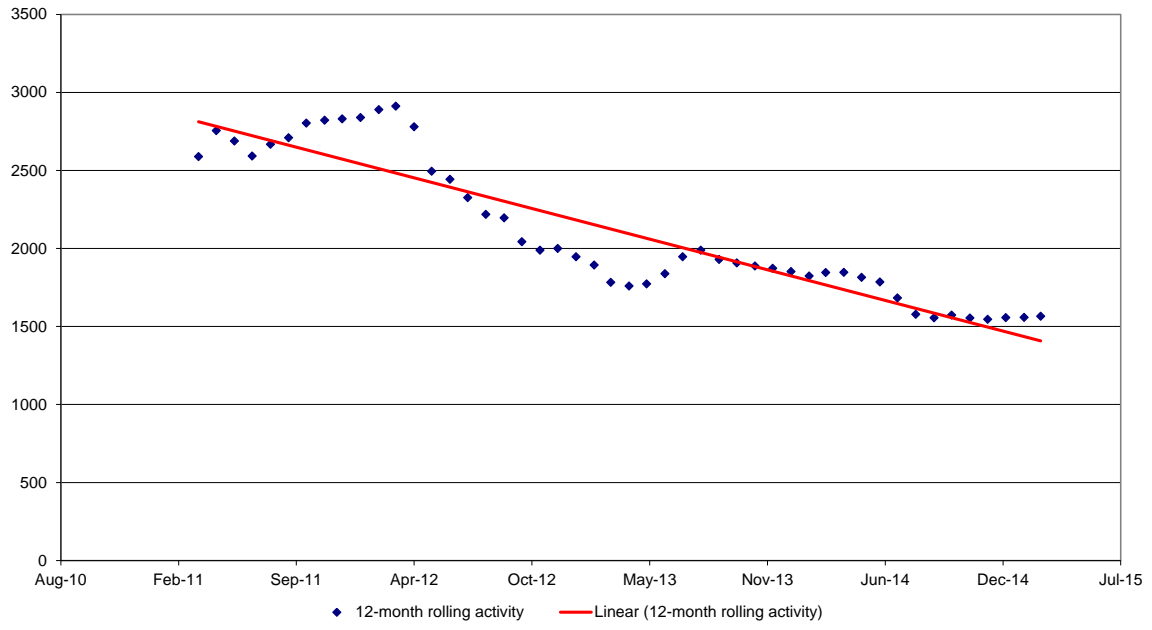
The final average figure for the three-year period of 2012-2015 was 1,731 or 9.9 deliberate fires per 10,000 population. This performance was 32% better than the three-year average target.

The chart below shows how the number of deliberate fires oscillate around the long term trend line (solid line), and how in some cases the fluctuations can be quite significant. However, the trend line clearly shows that the decline is likely to continue in the near future.

⁵ The Authority's relative position is 23/45 in England and 9/16 for the CIPFA group.

All Deliberate Fires - Long term trend line

$$y = -0.9828x + 42748$$
$$R^2 = 0.8448$$



LPI 105 – Total number of calls to accidental fires in dwellings per 10,000 dwellings

This indicator supports Objective 1 - Reducing the numbers of fires, deaths and injuries and Objective 3 – Providing high quality and value for money services

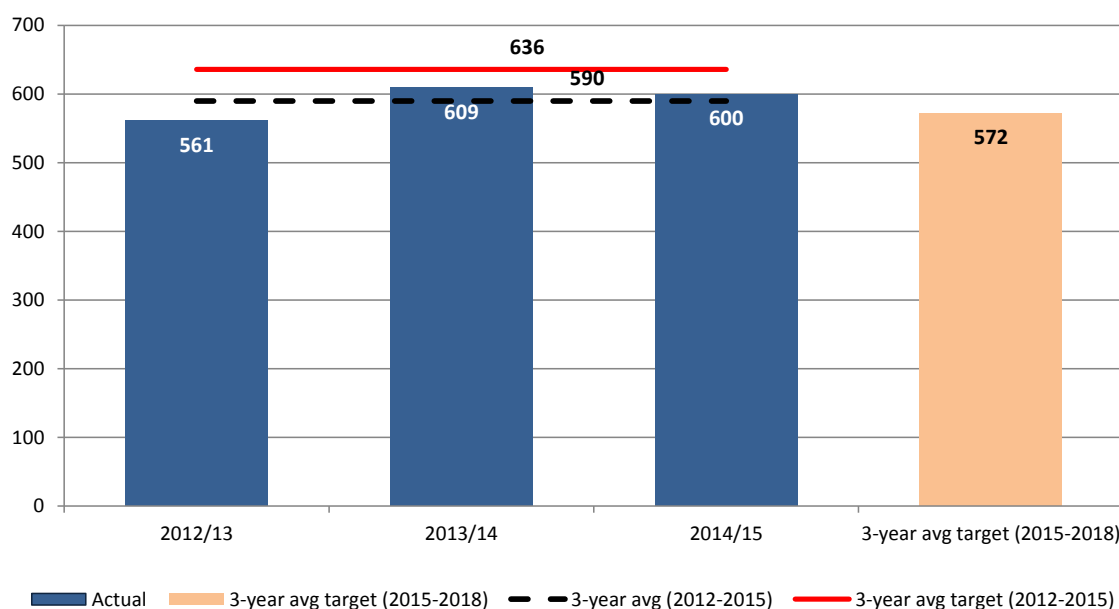
Recommendation - Set a 3% 3-year average reduction target on the previous 3-year average (2012-2015). This is an area of priority for the Authority, which aligns closely to its corporate objectives. However, current projections show that the decreasing trend is flattening out and achieving further reductions is becoming very difficult. A 3% average reduction over the next three years shows the Authority's commitment to reducing these types of incidents (which account for the majority of fire casualties and fatalities) whilst acknowledging the fact that the historic decline will be difficult to maintain.

It is recommended that the Authority reviews this target yearly over the 3-year period and strives to achieve a stretch target of 6% 3-year average reduction on the previous 3-year average (2012-2015). If achieved, this will bring the average number of ADFs over the next 3-year period down to 554 or 7.49 per 10,000 dwellings.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	636	590	572
Incidents per 10,000 dwellings	8.78	8.14	7.74

2013/14 Provisional Data	CIPFA Nearest Neighbour Model	England	Kent ⁶
Upper Quartile	10.73	9.98	8.31
Average	11.45	11.51	

LPI 105 - Accidental Dwelling Fires - KFRS



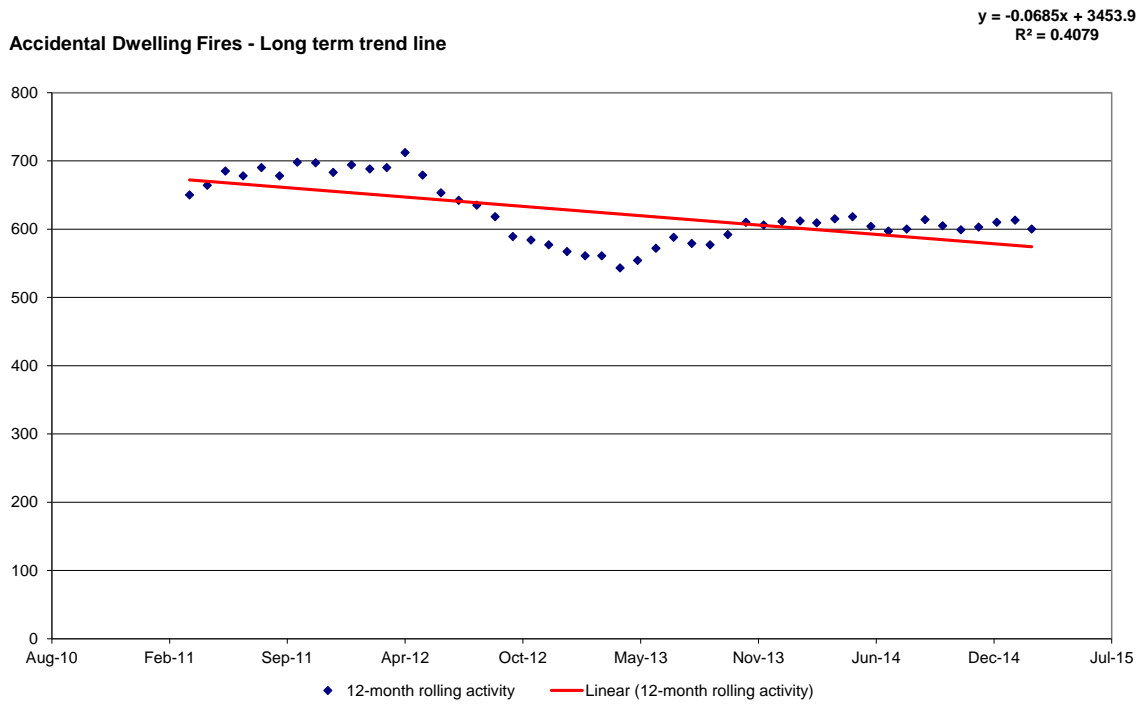
⁶ The Authority's relative position is 5/45 in England and 2/16 for the CIPFA group.

In 2014/15, the Authority attended a total of 600 accidental dwelling fires (ADFs) and these accounted for 27% of all the accidental fires attended.

Historically, the Authority has performed very well in this area and has been among the top performers nationally for more than ten consecutive years. In 2012/13 the Authority attended the lowest number of ADFs ever recorded (561). However, after a slight increase in 2013/14 when the Authority attended 609 ADFs, performance in 2014/15 has been slightly better than the figures attended in 2013/14.

The average performance for the three-year period of 2012-2015 stands at 590 ADFs or 8.1 ADFs per 10,000 dwellings. This was 7.2% better than the three-year average target.

The long term trend line still continues to show a decline in activity (centre line in the chart below). However, the rate of reduction given by the trend line is reducing, as is its level of accuracy⁷, indicating that the continuous decreasing trend is likely to come to an end in the near future.



⁷ This is determined by the correlation coefficient of the trend line which has reduced to 40% showing a moderate relationship between the data points on the graph and the trend line.

LPI 134 – Fatalities and casualties in accidental fires per 100,000 population

This indicator supports Objective 1 - Reducing the numbers of fires, deaths and injuries

Recommendation – Review existing target and set a new target to achieve a 9% 5-year average reduction on the previous 3-year average (2012-2015).

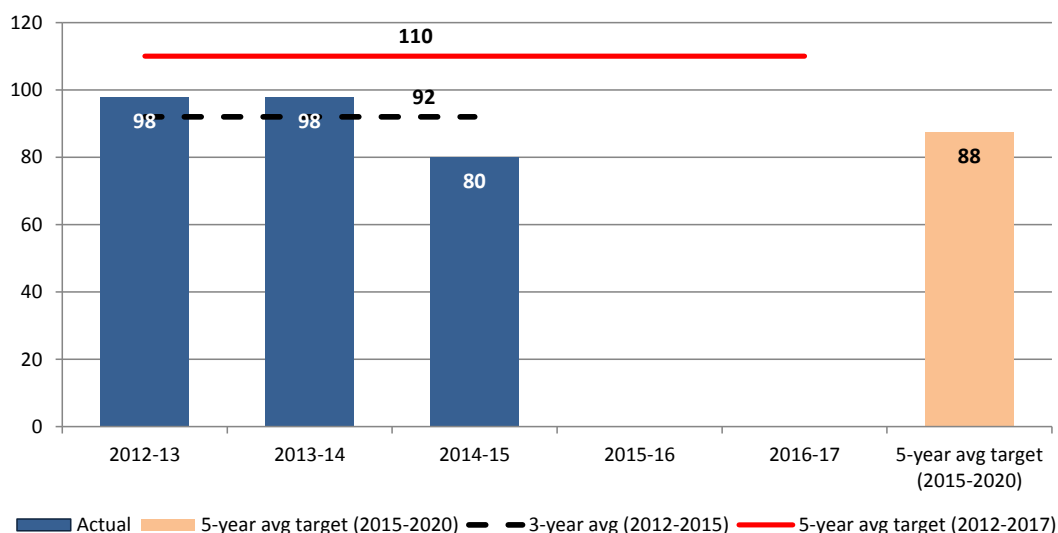
The Authority agreed in 2012/13 a target to achieve a 5-year average reduction of 15% on the performance achieved in 2011/12. Performance at the end of the third year into this target has exceeded expectations and the Authority is averaging 92 fatalities/casualties which is 16% better than the target. This indicator supports the Authority’s aspiration to have zero fire deaths, and fewer casualties by 2020. Therefore, in the light of current performance, it is recommended that the Authority sets a new more challenging target to reflect this aspiration. Based on performance over the past three years, it is recommended that a 9% 5-year average reduction on the previous 3-year average (2012-2015) is set as the new target which would take the Authority to have an average of 88 fatalities/casualties over the 2015-2020 period.

	Five-year average target 2012-2017	Current average 2012-2015	Five-year average target 2015-2020
No. of Fatalities/casualties	110	92	88
Cas/Fat per 100,000 pop	6.27	5.26	4.96

Comparative data includes fatalities and non-fatal casualties in deliberate fires

2013/14 Provisional Data	CIPFA Nearest Neighbour Model	England	Kent ⁸
Upper Quartile	4.60	4.28	7.26
Average	5.82	5.88	

LPI 134 - Fatalities and casualties in accidental fires - KFRS



In 2014/15, there were four fatalities and 76 casualties resulting from accidental fires, which was one fatality more and 19 casualties fewer than in 2013/14. Three of the fatalities and 61 of the casualties occurred in dwellings.

During 2014/15 there were also three fatalities and 19 casualties who suffered injuries as a result of deliberate fires.

The Authority continues to deliver targeted community safety activity aimed at reducing the risk of people dying or being injured in fires and, in particular, in house fires.

⁸ The Authority’s relative position is 36/45 in England and 13/16 for the CIPFA group.

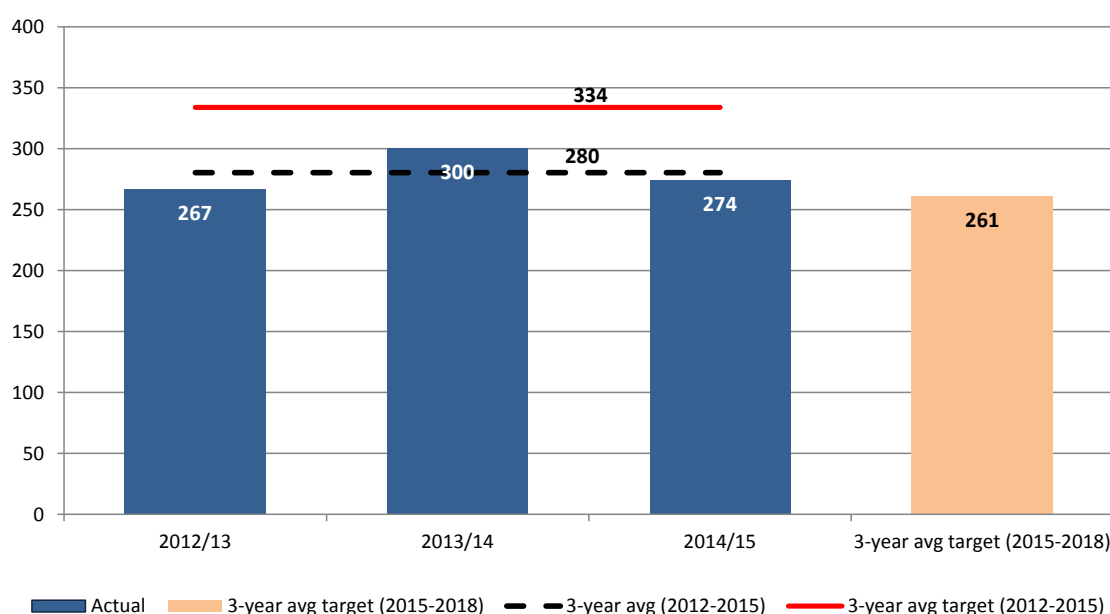
LPI 103 – The number of fires in non-domestic properties⁹ per 1,000 non-domestic properties

This indicator supports Objective 1 - Reducing the numbers of fires, deaths and injuries and Objective 8 – Working with businesses to support the local economy

Recommendation - Set a 7% 3-year average reduction target on the previous 3-year average (2012-2015). Although the Authority doesn't attend a high number of these incidents, one of these fires could result, in the worst case scenario, in high numbers of fatalities and casualties. Therefore, a 3-year average target of 261, whilst still achievable, will reflect the Authority's drive to continue to improve performance.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	334	280	261
Incidents per 1,000 non-dom	6.35	5.33	4.92

LPI 103 - Non-Domestic Fires - KFRS



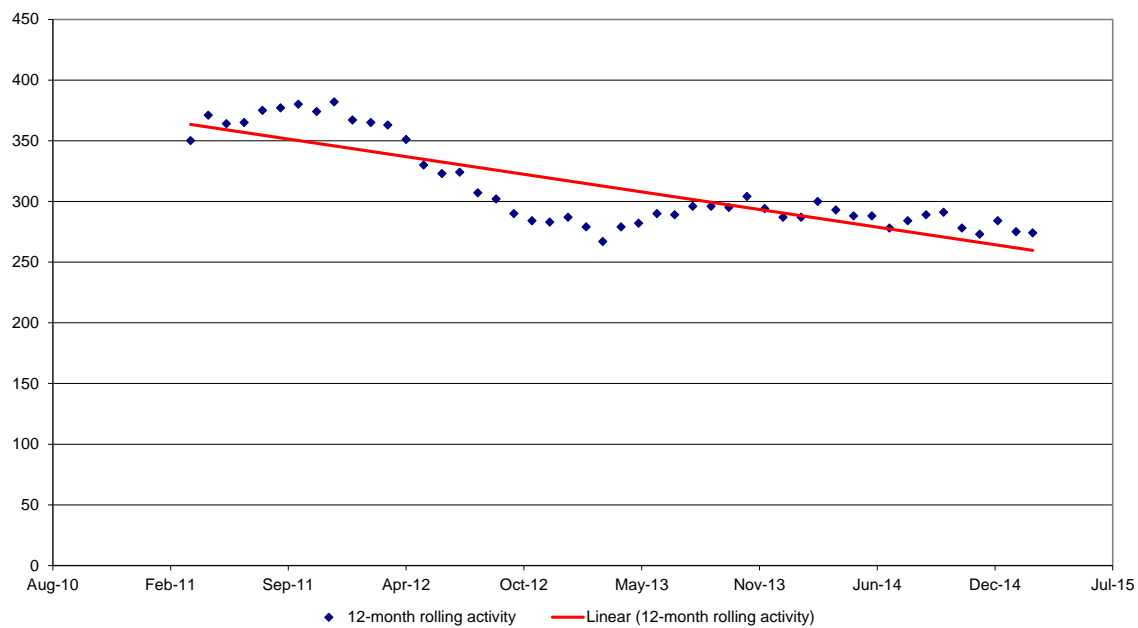
The Authority attended 274 fires in non-domestic properties in 2014/15, a 9% decrease when compared with the previous year. This means that the average performance for the three-year period of 2012-2015 was 280 fires or 5.33 fires per 1,000 non-domestic properties. This was 16% better than the three-year average target.

The long-term trend, as shown in the chart below, indicates that the decrease in activity is likely to continue in the future.

⁹ Non-domestic premises include residential properties other than dwellings (hotels, B&Bs and residential homes) as well as non-residential properties such as offices, retail and industrial establishments, warehouses, hospitals, sporting venues, entertainment and cultural premises, religious venues and those used by public administration.

$y = -0.0726x + 3314.2$
 $R^2 = 0.6949$

Fires in non-domestic premises - Long term trend line



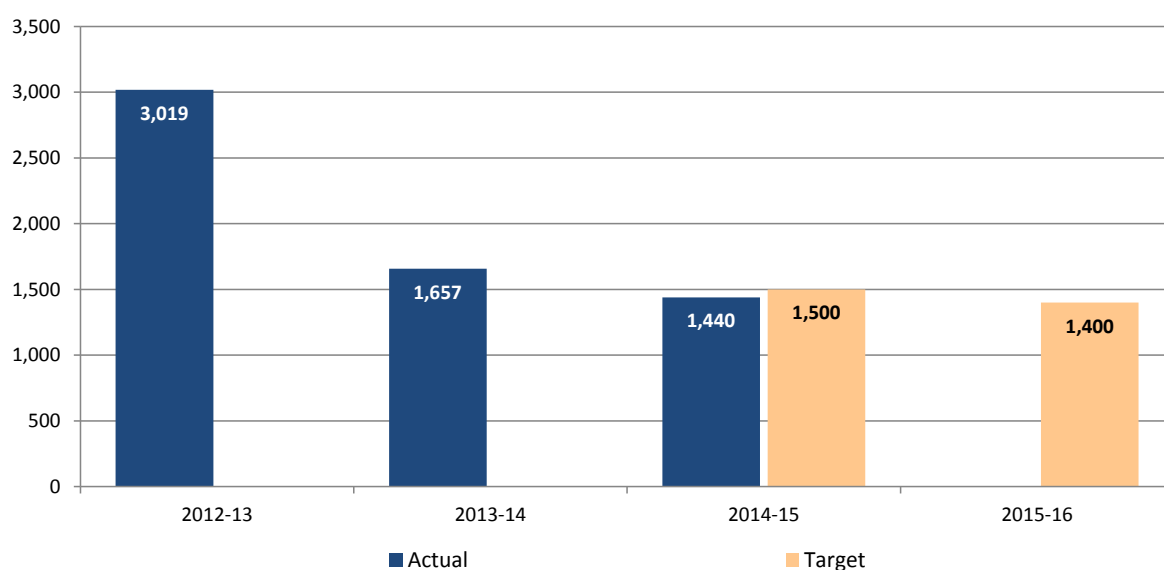
LPI 145 – Unwanted calls to AFAs attended¹⁰

This indicator supports Objective 3 – Providing high quality and value for money services and Objective 8 – Working with businesses to support the local economy

Recommendation - This indicator was introduced in 2012/13 to monitor the effects of the AFA policy. As expected, the number of unwanted calls to AFAs attended in non-domestic properties has decreased significantly since the policy was introduced. It is believed that whilst further reductions are still achievable, the pace of improvement is likely to slow down. Therefore, a target of 1,400 for 2015/16 is recommended to allow for the gradual reduction in unwanted calls to AFAs to continue as businesses continue to work differently. This figure will also account for the peaks in calls sometimes received from care lines and sheltered accommodation.

	2014/15 target	2014/15 actual	2015/16 target
Calls to AFAs attended	1,500	1,440	1,400

LPI 145- Unwanted calls to AFAs attended - KFRS



In 2014/15 the Authority attended 1,440 unwanted calls to AFAs. The table below shows the distribution of those calls throughout the day.

Total unwanted calls to AFAs attended 2014-15	Day (6am-6pm)	Night (6pm-6am)	Total
Domestic	799 (84%)	432 (87%)	1,231 (85%)
Non-domestic	108 (11%)	52 (11%)	160 (11%)
Other	39 (5%)	10 (2%)	49 (4%)
Total	946	494	1,440

This indicator also monitors the number of calls to AFAs that have not received an emergency response. In 2014/15 there were 3,064 of these calls, a 4% increase on last year's figure of 2,949.

¹⁰ This includes all calls attended by the Authority that are identified by Control operators as automatic fire alarms at the time the call comes in and that turned out to be false alarms.

Finally, the indicator also looks at whether the number of fire calls that turned out to be AFAs has remained within normal figures after the introduction of the policy. This is because a number of callers may decide to incorrectly confirm the existence of a fire knowing that this is the only way an emergency response will be provided. The table below shows that this has not been the case, although there has been a small increase in the total number of calls to fires that turned out to be AFAs when compared to the same period the year before.

Overview		Day (6am-6pm)	Night (6pm-6am)	Total
Calls to AFAs not attended		1,958	1,106	3,064
Calls to fires attended that turned out to be:	AFAs false alarms	421	321	742 <i>(695 in 2013/14)</i>
	Malicious false alarms	18	22	40 <i>(85 in 2013/14)</i>
	Good Intent false alarms	1,166	1,205	2,371 <i>(2,809 in 2013/14)</i>

LPI 136 i – Number of Killed or Seriously Injured (KSI) from RTCs

LPI 136 ii – Number of Children Killed or Seriously Injured (KSI) from RTCs

This indicator supports Objective 2 – Reducing road accidents, deaths and injuries

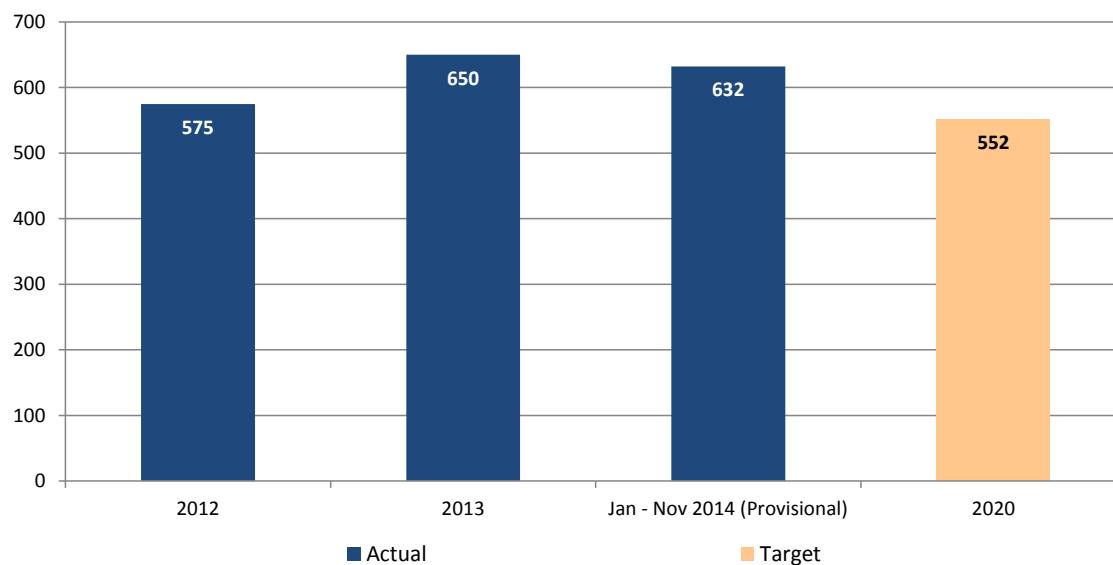
In December 2010, the Kent and Medway Road Casualty Reduction Group agreed new performance targets:

- By 2020, to achieve a 33% reduction in the number of people Killed or Seriously Injured in road crashes, compared with the 2004 to 2008 average
- By 2020, to achieve a 40% reduction in the number of children Killed or Seriously Injured in road crashes, compared with the 2004 to 2008 average

In order to achieve the 2020 targets, the Authority should aim to achieve an even reduction each year.

LPI 136 i	2014 Provisional ¹¹	2020 target
Kent KSIs	Jan – Nov: 580	N/A
Medway KSIs	Jan – Dec: 58	N/A
Kent & Medway	Jan – Nov: 632	552 (33% reduction in the number of KSIs compared with the 2004 to 2008 average)

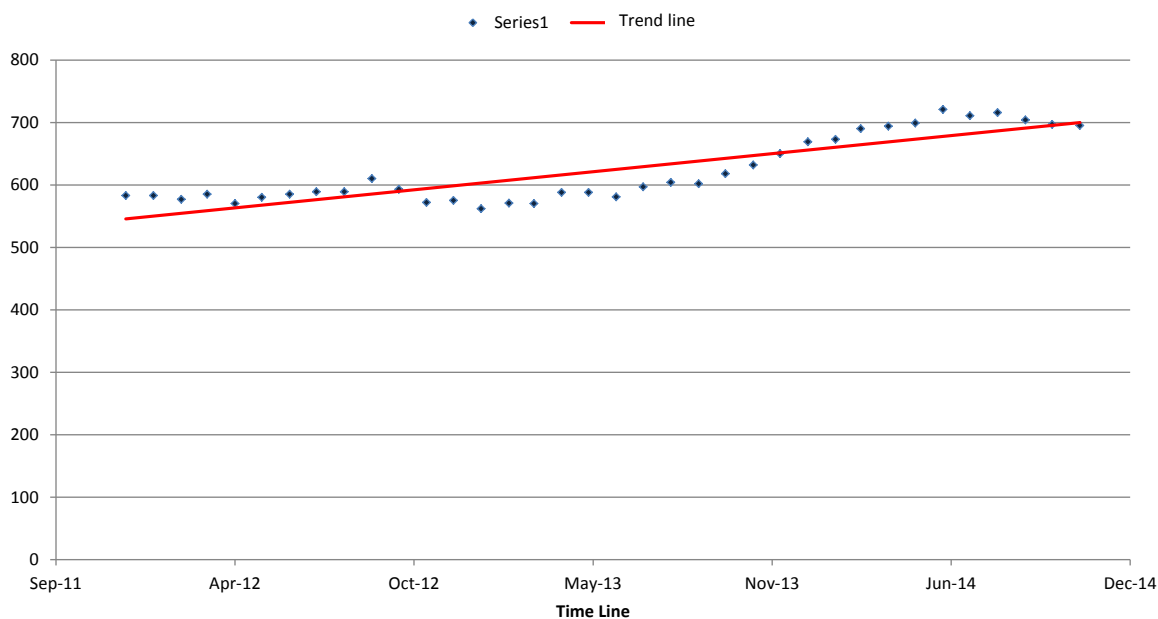
LPI 136 i - KSIs



¹¹ Kent provisional figures for the month of December 2014 were not available at the time of writing this report.

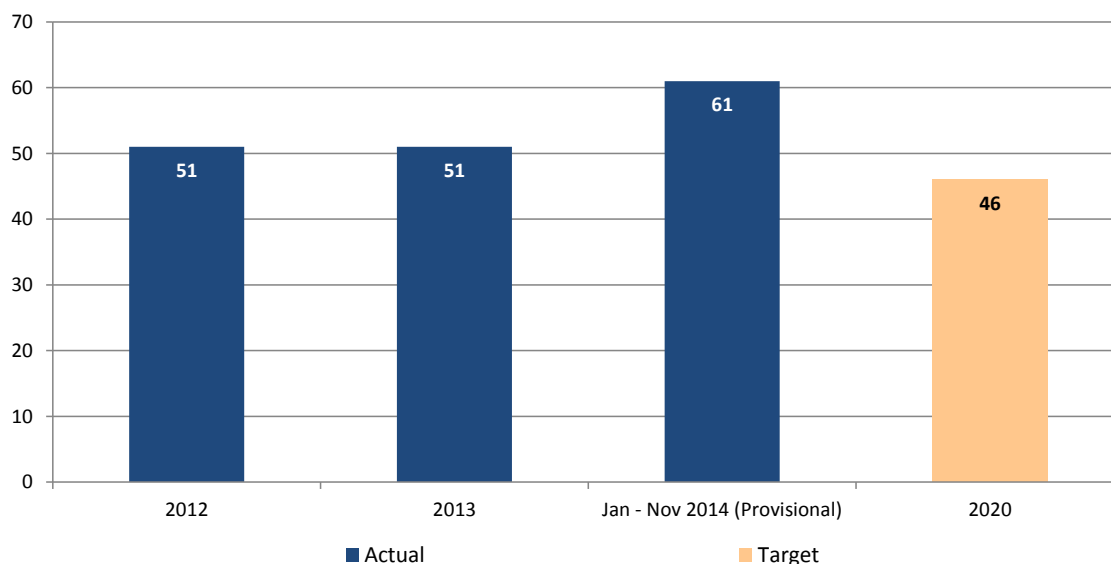
LPI 136i - Killed and Seriously Injured in RTCs

R² = 0.7545



LPI 136 ii	2014 Provisional ¹²	2020 target
Kent KSIs	Jan – Nov: 56	N/A
Medway KSIs	Jan – Dec: 6	N/A
Kent & Medway	Jan – Nov: 61	46 (40% reduction in the number of children KSIs compared with the 2004 to 2008 average)

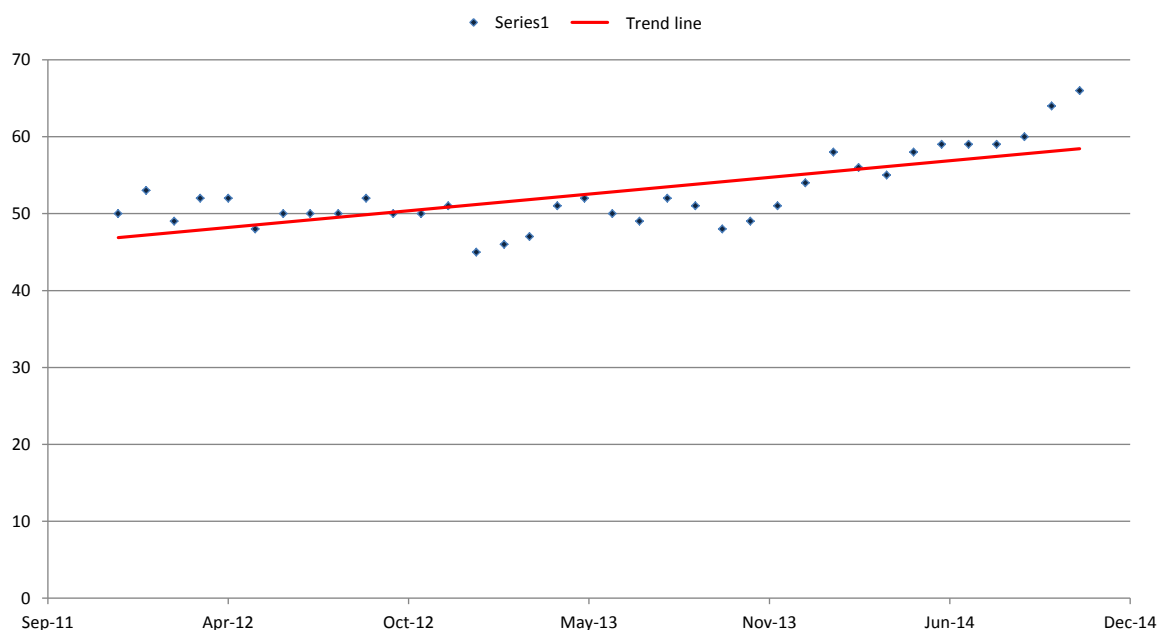
LPI 136 ii - Children KSIs



¹² Kent provisional figures for the month of December 2014 were not available at the time of writing this report.

NI48 - Children Killed and Seriously Injured in RTCs

R² = 0.5053



Performance against these two targets is calculated using all incidents reported by Kent Police and not only those attended by the Authority.

Provisional figures for the period of Jan - Nov 2014¹³ indicate that 44 people died and 536 suffered serious injuries in RTCs in Kent, whilst in Medway the provisional figures for the whole of 2014 were one fatality and 57 serious injuries. Also in Jan – Nov 2014, two children died in Kent and 54 suffered serious injuries. In Medway in 2014 six children suffered serious injuries. No child fatalities were recorded in Medway in 2014.

Performance against LPI 136 i for the period of Jan – Nov 2014 was above the previous year with 45 more KSIs.

Performance against LPI 136 ii for the same period was also above 2013 with 15 more children KSIs.

¹³ Kent provisional figures for the month of December 2014 were not available at the time of writing this report.

LPI 143 i – Attendance standards – Life threatening incidents attended within 10 mins
LPI 143 ii – Attendance standards – Life threatening incidents attended within 12 mins
LPI 144i – Attendance standards – Non life threatening incidents attended within 15 mins

This indicator supports Objective 3 - Providing high quality and value for money services and Objective 2 – Reducing road accidents, deaths and injuries

New performance indicators were introduced in April 2012 as a result of the Safety Plan. Response times to emergency incidents are monitored against two categories of incidents:

- **Life threatening:** all fires in dwellings, non-residential properties and other residential properties (excluding chimney fires). Road traffic collisions (excluding no action).
- **Non life threatening:** any incident not falling into the life threatening category (including false alarms) excluding animal rescues and co-responder incidents.

Attendance times to emergency incidents are calculated from the time the first resource is mobilised to the time the first resource books in attendance at the incident. Incidents attended by officers only are excluded from both categories being measured.

In 2014/15, the Authority attended life-threatening fire incidents within 10 minutes on 81.1% of occasions. However, the percentage for RTCs was much lower (68.8%). Similarly, attendance to life-threatening fire incidents within 12 minutes was 88.6%, much higher than the performance for RTCs (82.0%)

Historically, fires have accounted for 63% of all life-threatening incidents and RTCs for the remaining 37%. However, fire incidents have continued to reduce over the past few years meaning that fires now account for 56% of all life-threatening incidents and RTCs for 44%. Therefore, the influence that attendance times to RTCs have on the overall performance is now much higher.

When these indicators were introduced, targets were agreed to maintain performance for response to fires within 10 minutes and gradually improve attendance times to road traffic collisions (RTCs) to the same level as fires. This supported the statement made in the Safety Plan that we wanted to respond to RTCs as quickly as fires.

Similar logic was applied to attendance to life-threatening incidents within 12 minutes. The targets were set to improve performance over a five year period through changes in service delivery as part of projects such as Review of Operational Capability and Variable Crewing. However, availability of some on-call stations remains low and the influence on performance expected by the implementation of projects such as operational capability and variable crewing will take a little longer to materialise.

Therefore, it is recommend that the targets agreed for last year (80% within 10 and 89% within 12) are maintained for the next three years to allow more time for projects to influence performance.

The Authority has performed very well over the years against the target to attend non-life-threatening incidents within 15 minutes. In 2014/15, 95% of these incidents were attended within 15 minutes, which was better than the target of 90%. To reflect this performance, it is recommended that, for the next three years, the target is increased to 95%.

The table below shows the proposed indicators. Targets agreed last year are in brackets.

	2014/15 target	2014/15 actual		2015/16 target	2016/17 target	2017/18 target
LPI 143i - Life threatening incidents reached within 10 minutes	80%	Total	75.8%	80% (81%)	80% (83%)	80% (85%)
		Fires	81.1%			
		RTCs	68.8%			
LPI 143ii - Life threatening incidents reached within 12 minutes	89%	Total	85.7%	89% (90%)	89% (91%)	89% (92%)
		Fires	88.6%			
		RTCs	82.0%			
LPI 144 - Non life threatening incidents reached within 15 minutes	90%	94.7%		95%	95%	95%

LPI 406 – The number of shifts per employee lost due to sickness absence

This indicator supports Objective 3 - Providing high quality and value for money services

Recommendation: Set a target of 5.50 shifts per employee for both service support and operational personnel for 2015/16.

	2014/15 Target	2014/15 actual	2015/16 target
Operational	5.04	5,307 (6.77)	5.5
Service Support	5.04	1,561 (7.72)	5.5
Total	5.04	6,868 (6.96)	5.5

Across the Authority, an average of 6.96 shifts per staff member were lost due to sickness, which was above the target of 5.5 shifts. Sickness absence amongst business support staff was also higher compared to the previous year and overall accounted for 23% of all the shifts lost in 2014/15. Likewise, operational sickness increased in 2014/15 when 6.77 shifts were lost per person compared to 5.43 the previous year. Sickness is monitored throughout the year by the General Purposes Committee.

LPI 500 – Incidence rate of RIDDOR reportable incidents per 100,000 workers

	2014/15 actual	Three-year average target 2014-2017
Incidents	19	17 incidents per annum

In 2014/15 there were 19 incidents reportable to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). This equated to an incident rate of 1,256 per 100,000 employees. The Authority measures all incidents which are reportable to the HSE in place of the category “major injury”. This makes monitoring more meaningful since, otherwise, the figures would be very small.

Although it is no longer possible to benchmark performance against other fire and rescue authorities, recent audits have confirmed that the Authority has excellent health and safety arrangements in place and continues to perform well in this area.

LPI 703 - Percentage of CO2 reduction from operational activity¹⁴

This indicator supports Objective 6 - Reducing our impact on the environment

Figures for 2014/15 will be available in June 2015 to allow for all the reading to be collected and analysed.

The Authority has previously set a target to reduce carbon emissions by 35%, compared with the 2008/09 baseline. The Authority's Caring for the Environment strategy supports the delivery of this target.

	2008/09 actual	2014/15 actual	2016/17 target
Tonnes of CO₂ emitted	2,632	This figure will not be available until June 2015	1,711

¹⁴ Consumption figures from closed stations are included within the actuals presented. All figures back to 2008/09 are currently being revised to incorporate complete billing data which is now available.

OTHER INDICATORS – FOR INFORMATION

The indicators outlined below will be used by the Service to manage performance and are provided in this report for information.

TECHNICAL AND COMMUNITY SAFETY

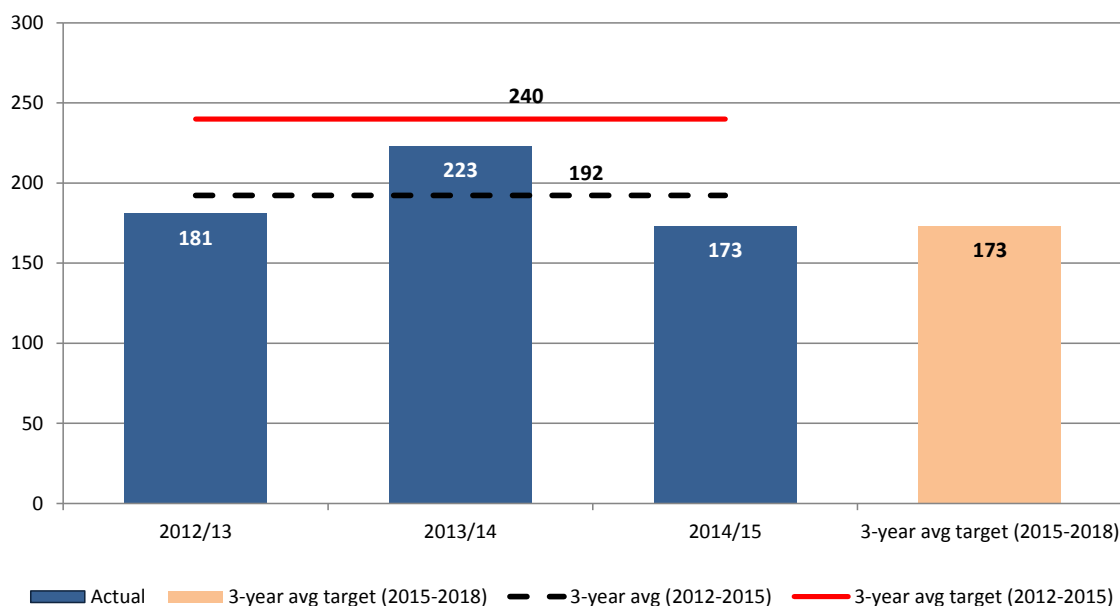
1. Community Services - Service Delivery Indicators

LPI 103 i – The number of accidental fires in non-domestic properties¹⁵ per 1,000 non-domestic properties

Set a 10.1% 3-year average reduction target on the previous 3-year average (2012-2015). Although the overall trend remains downward, the current number of incidents is small and it is likely that the declining trend will flatten out in the near future. A 3-year average target of 173 would represent an improvement on the previous 3-year average and will also match the lowest number of incidents ever attended.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	240	192	173
Incidents per 1,000 non-dom	4.56	3.66	3.26

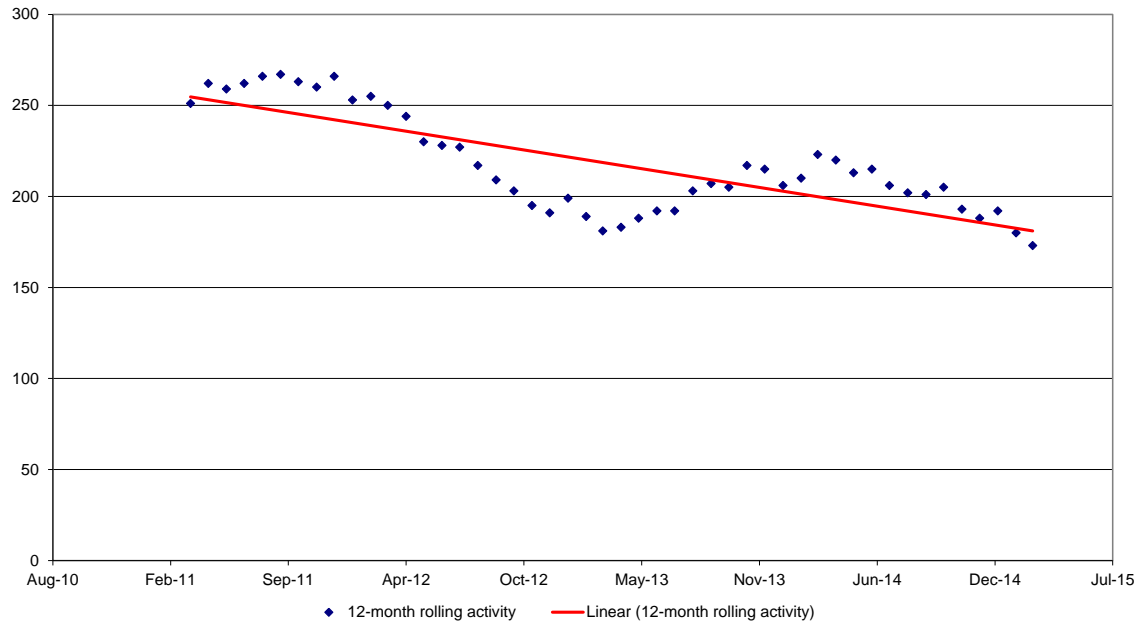
LPI 103 i - Accidental Non-Domestic Fires - KFRS



¹⁵ Non-domestic premises include residential properties other than dwellings (hotels, B&B or residential homes) as well as non-residential properties such as offices, retail and industrial establishments, warehouses, hospitals, sporting venues, entertainment and cultural premises, religious venues and those used by public administration.

Accidental Non-Domestic Fires - Long term trend line

$$y = -0.0514x + 2343.9$$
$$R^2 = 0.6102$$

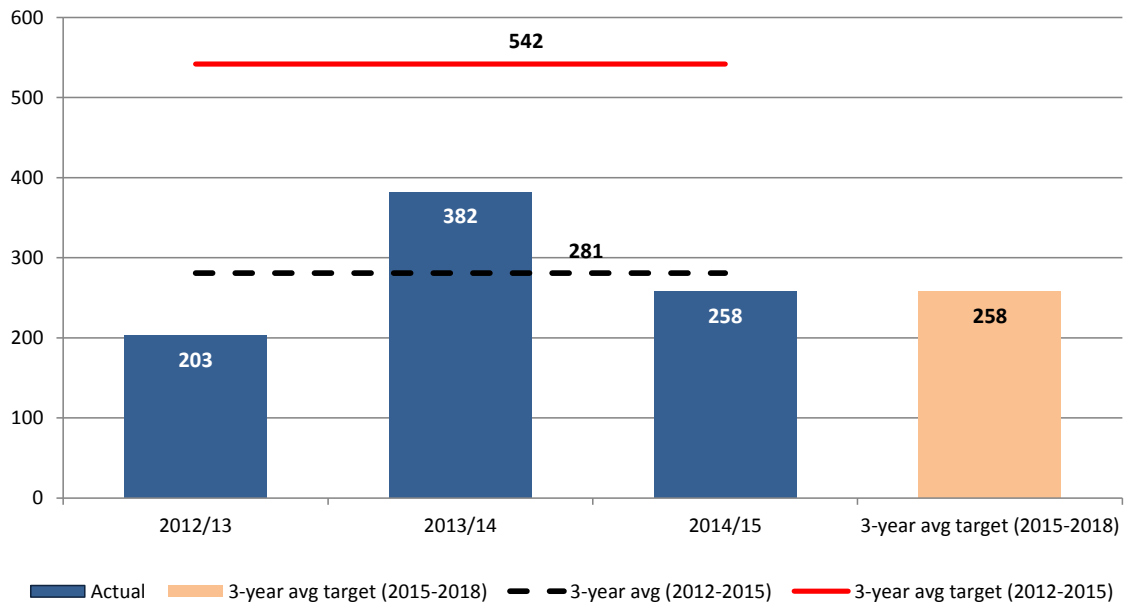


LPI 130- The number of accidental grassland fires per 10,000 population

Set an 8.2% 3-year average reduction target on the previous 3-year average (2012-2015). The number of accidental grass fires is highly dependent on weather conditions and these are very hard to predict on an annual basis. An 8.2% reduction target over the 3-year period of 2015-2018 equates to an average reduction of 23 accidental grassland fires on the previous 3-year average and maintenance of the 2014/15 outturn.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	542	281	258
Incidents per 10,000 pop	3.10	1.61	1.46

LPI 130 - Accidental Grassland Fires - KFRS

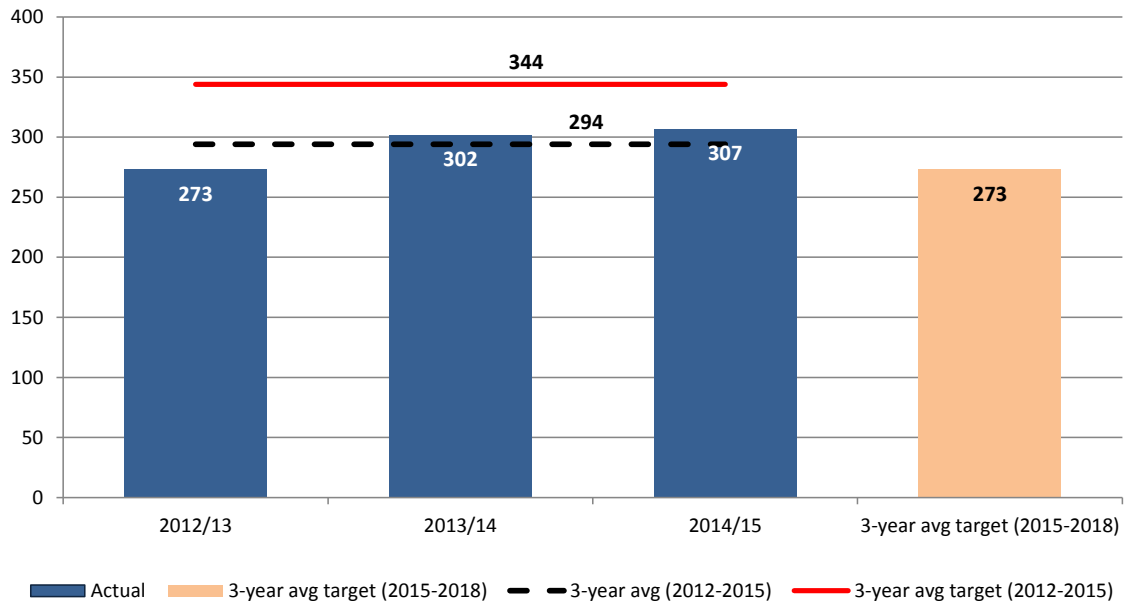


LPI 129 - The number of accidental rubbish fires per 10,000 population

Set a 7.1% 3-year average reduction target on the previous 3-year average (2012-2015). This matches the performance achieved in 2012/13, the lowest ever achieved. The number of accidental rubbish fires is highly dependent on weather conditions and these are very hard to predict on an annual basis. The number of accidental rubbish fires has reduced continuously over the past 10 years and the trend line indicates that the decline is likely to continue in the coming years. Although this area is not normally life-threatening further improvements are achievable.

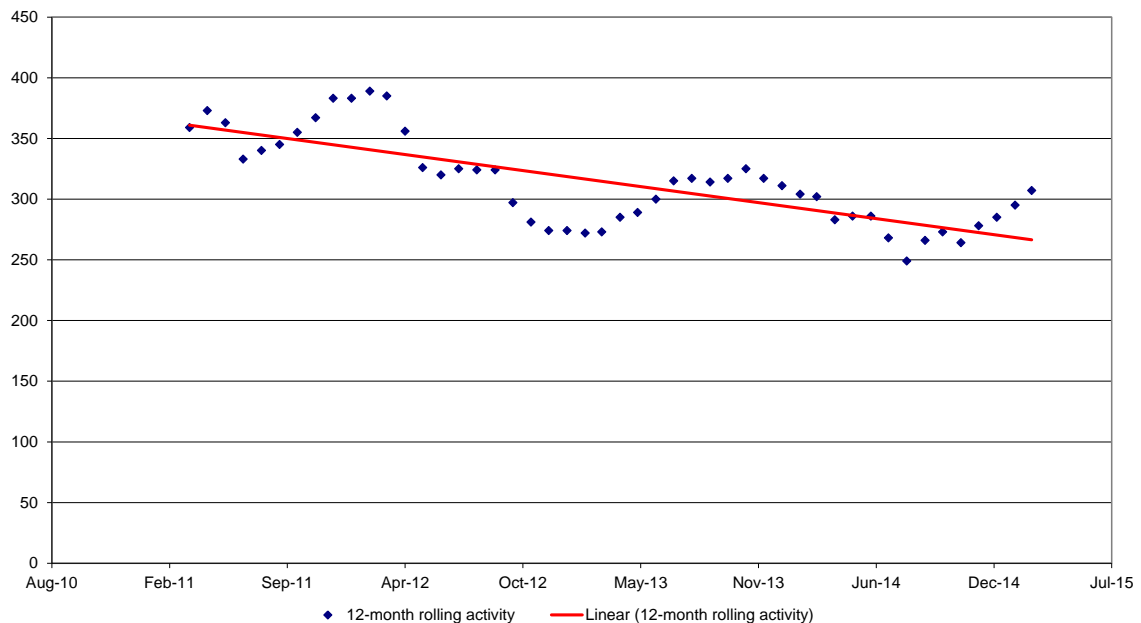
	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	344	294	273
Incidents per 10,000 pop	1.97	1.68	1.55

LPI 129 - Accidental Rubbish Fires - KFRS



Accidental rubbish fires (primary and secondary) - Long term trend line

$y = -0.066x + 3041.9$
 $R^2 = 0.5733$

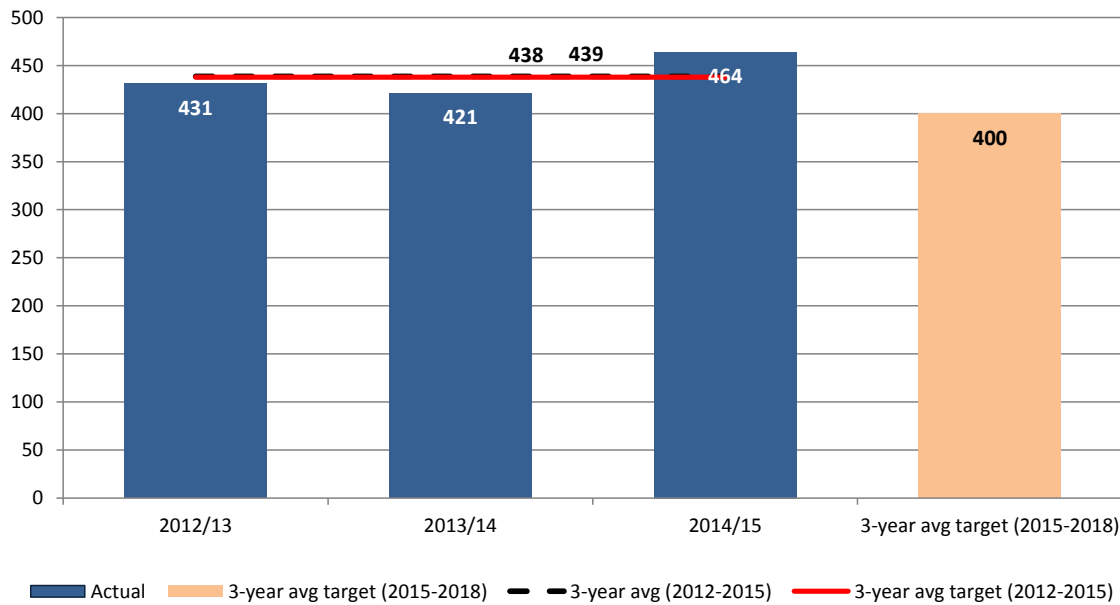


LPI 141 - The number of accidental vehicle fires per 10,000 population

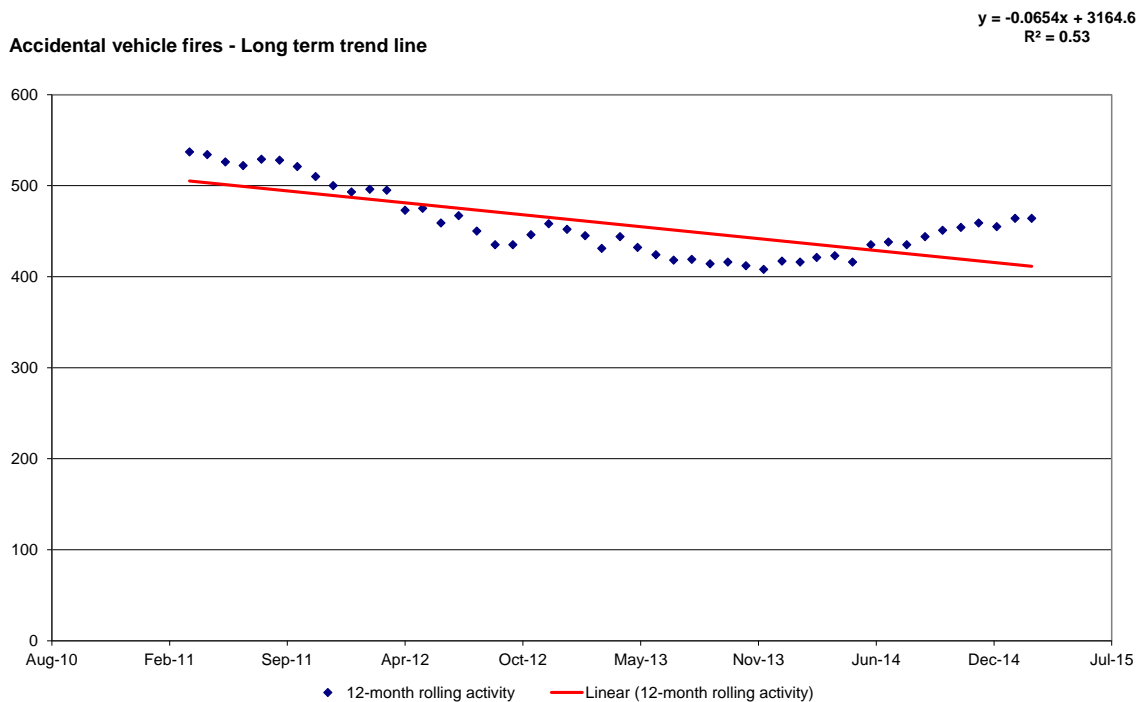
Set an 8.8% 3-year average reduction target on the previous 3-year average (2012-2015). Over the past three years the Authority has attended an average of 439 accidental vehicle fires. The trend line shows that the decline in activity is likely to continue at a steady rate. Therefore an 8.8% average reduction is achievable whilst still remaining challenging.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	438	439	400
Incidents per 10,000 pop	2.50	2.51	2.27

LPI 141 - Accidental Vehicle Fires - KFRS



Accidental vehicle fires - Long term trend line

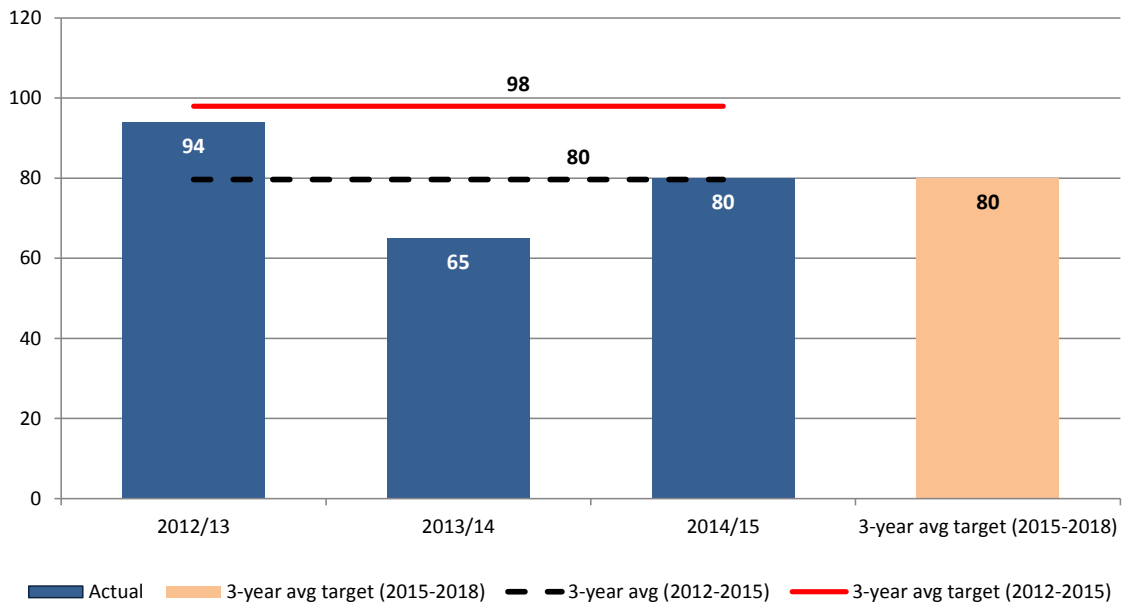


LPI 133 - Total number of calls to deliberate fires in dwellings per 10,000 dwellings

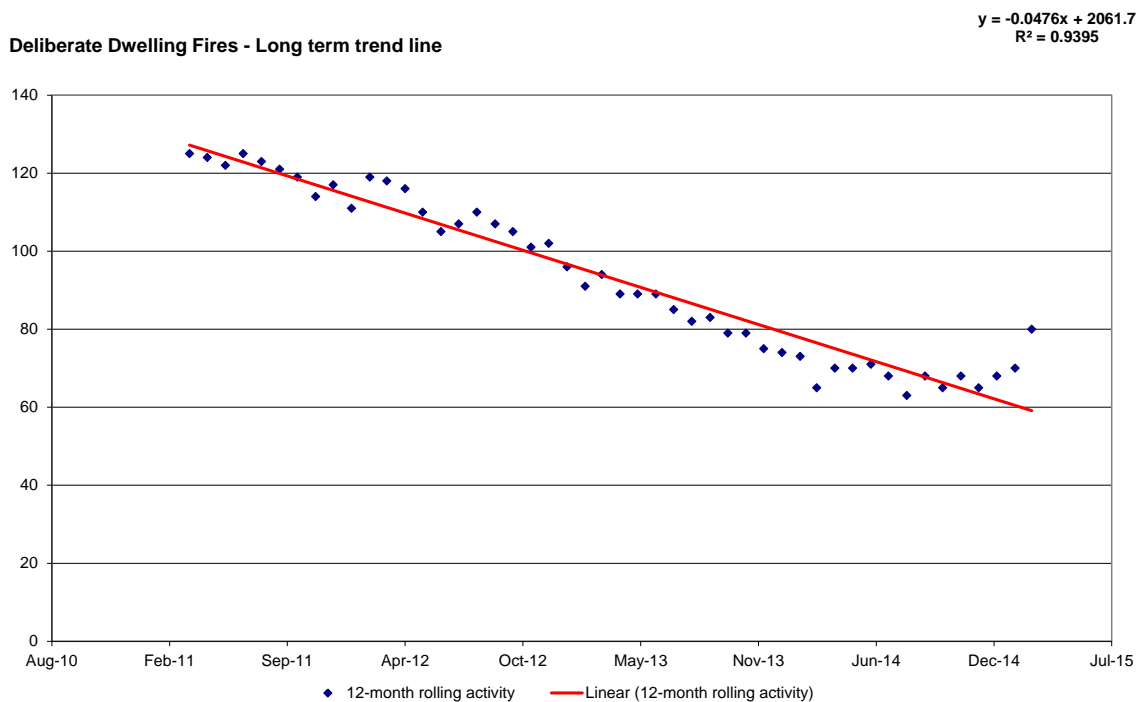
Set maintenance target: average of 80 deliberate dwelling fires (1.08 per 10,000 dwellings) over the next 3 years (2015-2018) matching the average performance of the past 3 years (2012-2015). Although the trend line indicates that these fires are likely to reduce even further, the numbers are very small and the decreasing trend is likely to flatten out soon.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	98	80	80
Incidents per 10,000 dwellings	1.35	1.10	1.08

LPI 133 - Deliberate Dwelling Fires - KFRS



Deliberate Dwelling Fires - Long term trend line

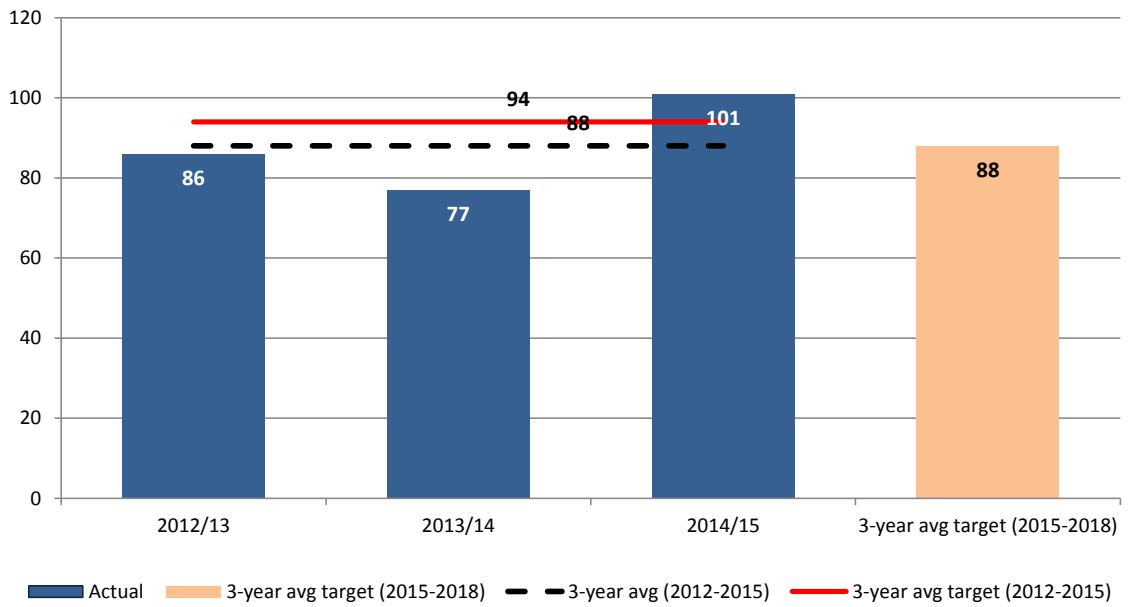


LPI 103 ii - The number of deliberate fires in non-domestic properties per 1,000 non-domestic properties

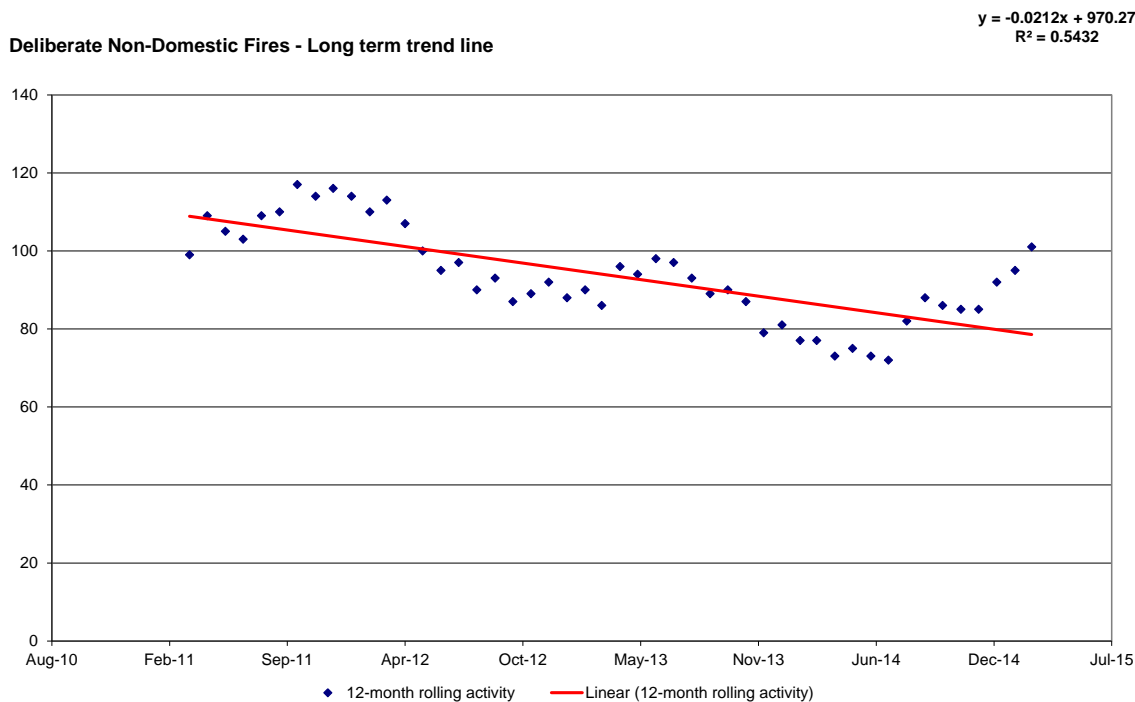
Set maintenance target: average of 88 deliberate fires in non-domestic properties over the next 3 years (2015-2018) matching the average performance of the past 3 years (2012-2015). Although the trend line indicates that these fires are likely to reduce even further, the numbers are very small and achieving further reductions is likely to be difficult.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	94	88	88
Incidents per 1,000 non-dom	1.79	1.67	1.66

LPI 103 ii - Deliberate Non-Domestic Fires - KFRS



Deliberate Non-Domestic Fires - Long term trend line

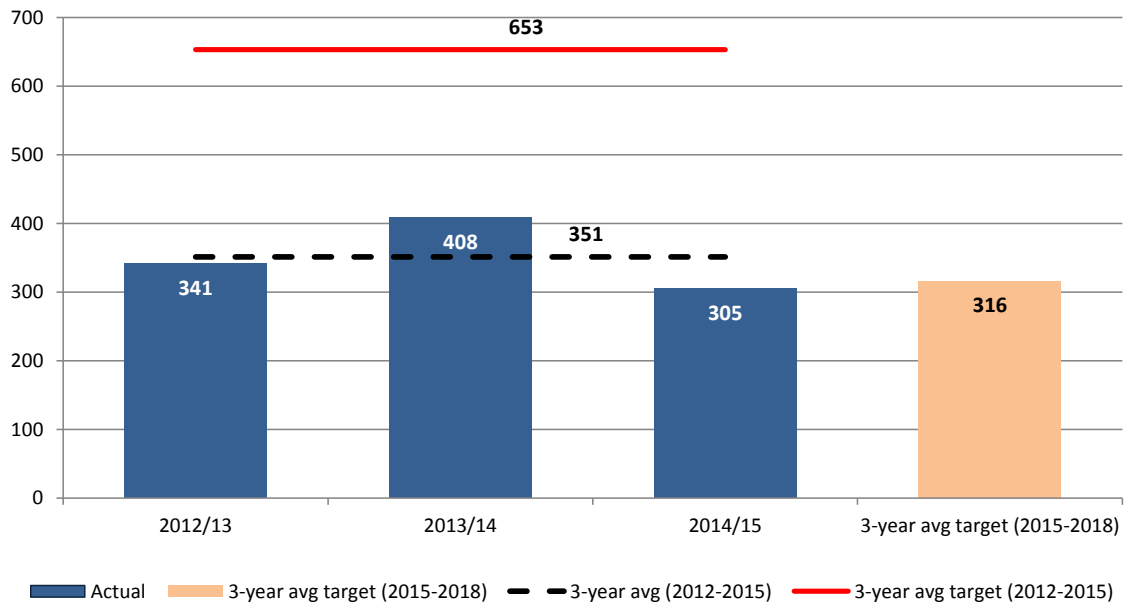


LPI 132- The number of deliberate grassland fires per 10,000 population

Set a 10% 3-year average reduction target on the previous 3-year average (2012-2015), which equates to an average reduction of 35 fires compared to the previous 3-year average. The number of accidental grass fires is highly dependent on weather conditions and so is very hard to predict on an annual basis. These types of fires rarely result in loss of life; however reducing deliberate activity is a priority for Community Safety and partners.

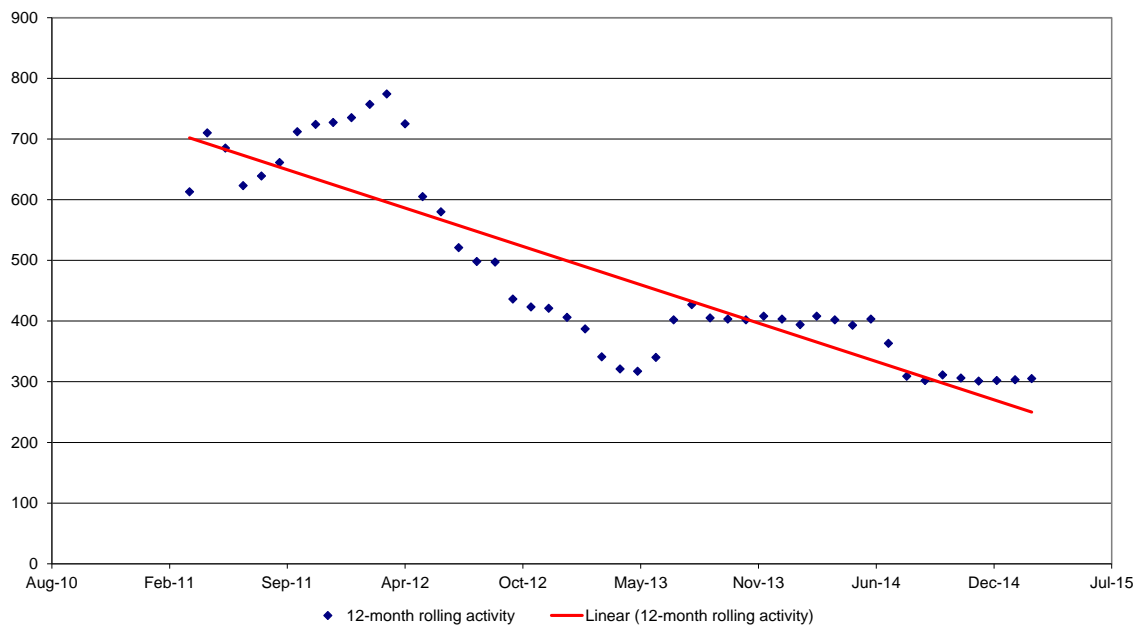
	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	653	351	316
Incidents per 10,000 pop	3.73	2.01	1.79

LPI 132 - Deliberate Grassland Fires - KFRS



Deliberate grassland fires (primary and secondary) - Long term trend line

$y = -0.3158x + 13536$
 $R^2 = 0.7584$

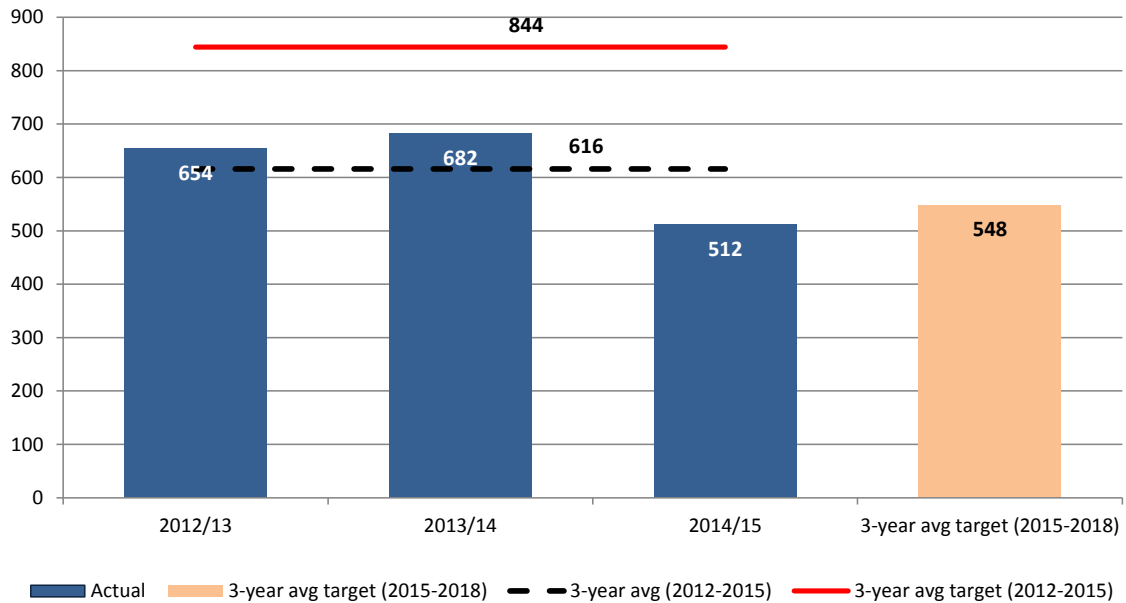


LPI 131 - The number of deliberate rubbish fires per 10,000 population

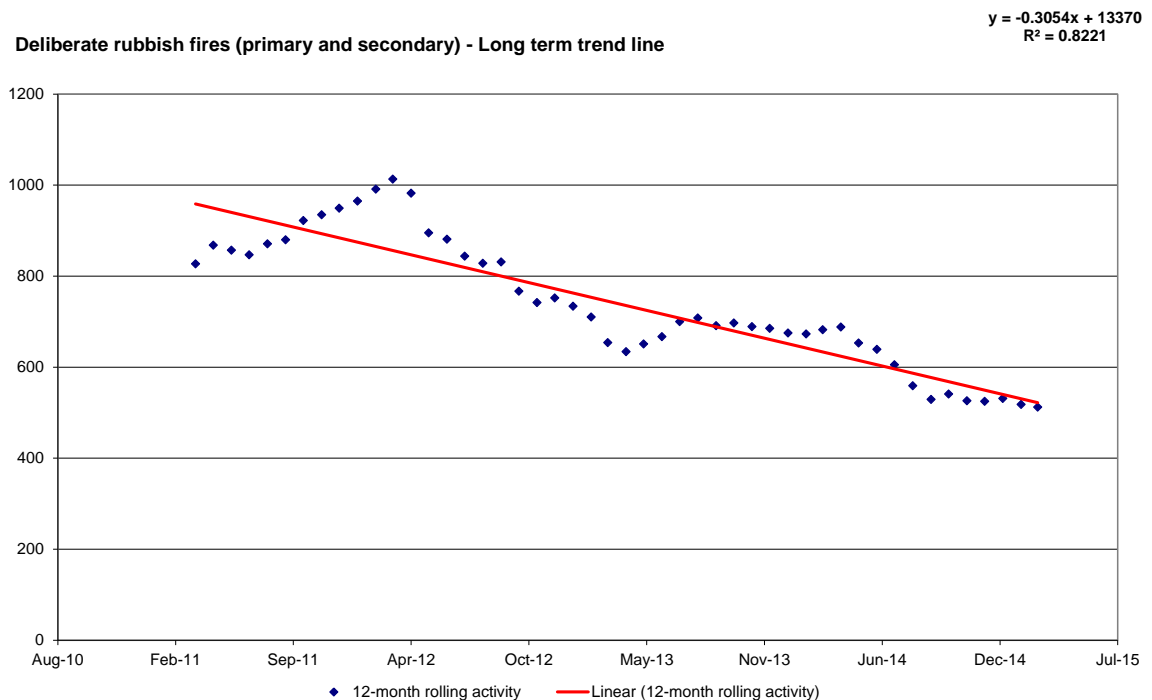
Set an 11% 3-year average reduction target on the previous 3-year average (2012-2015). The Authority has seen an 80% reduction in the number of deliberate rubbish fires over the past 10 years. Current projections indicate that this declining trend is likely to continue and therefore an average target to reduce activity by 11% over the next 3 years is achievable. This would equate to an average numerical reduction of 68 fires. As it is the case with deliberate grassland fires, deliberate rubbish fires are also a priority for Community Safety and partners.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	844	616	548
Incidents per 10,000 pop	4.83	3.52	3.11

LPI 131 - Deliberate Rubbish Fires - KFRS



Deliberate rubbish fires (primary and secondary) - Long term trend line

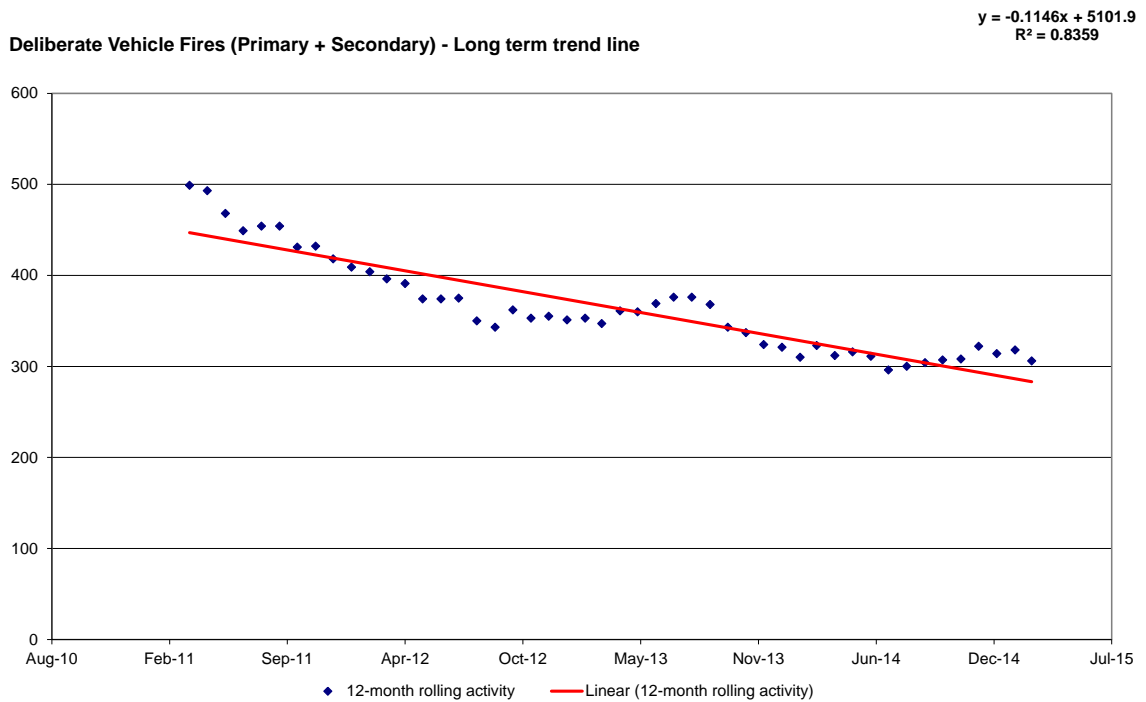
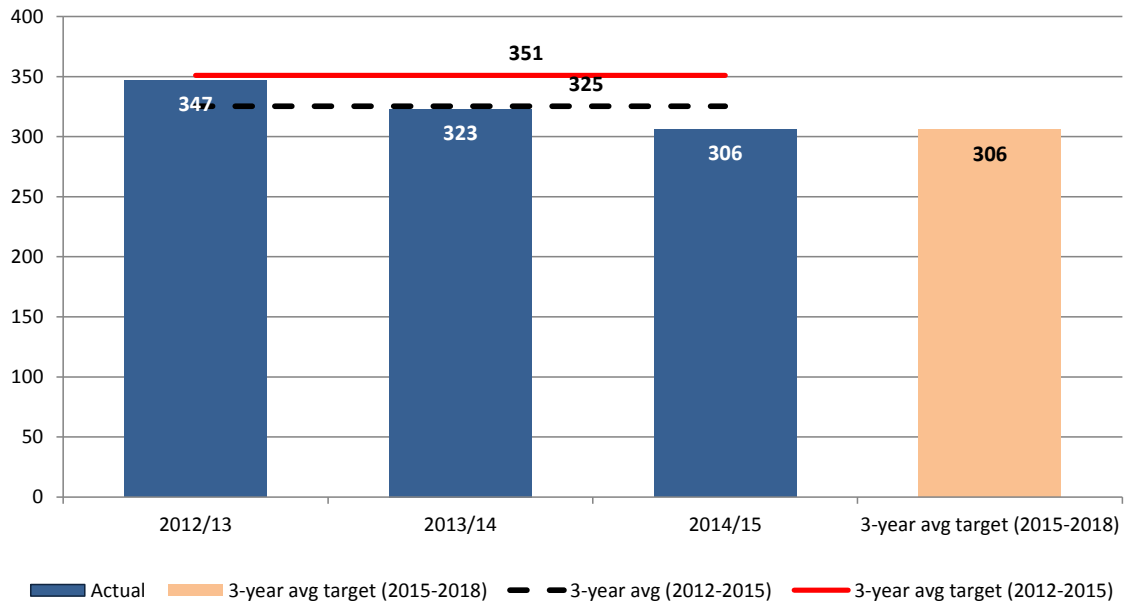


LPI 102 - The number of deliberate vehicle fires per 10,000 population

Set a 6% 3-year average reduction target on the previous 3-year average. The Authority has achieved rapid improvements on this area over the past ten years. The long term trend line shows that, although the decline continues, the pace of improvement will possibly slow down. In 2014/15 the Authority attended a historic low number of deliberate vehicle fires. The 6% 3-year average reduction will ensure this excellent performance is maintained.

	Three-year average target 2012-2015	Three-year average 2012-2015	Three-year average target 2015-2018
No. of incidents	351	325	306
Incidents per 10,000 pop	2.01	1.86	1.73

LPI 102 - Deliberate Vehicle Fires - KFRS

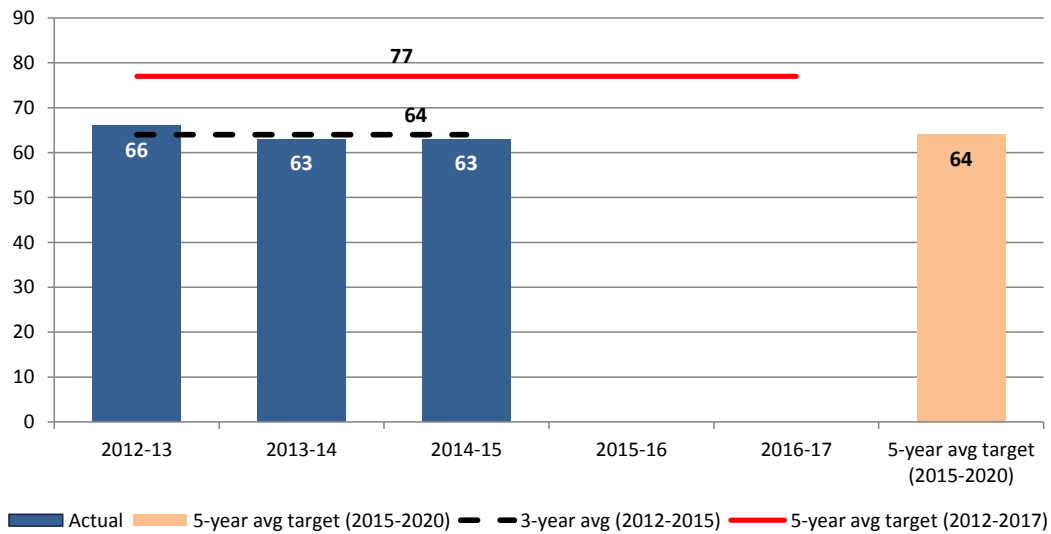


LPI 135 – Precautionary checks and first aid arising from accidental fires per 100,000 population

The Authority agreed in 2012/13 a target to maintain the average number of precautionary checks and first aids to 77 for the 2012-2017 period, matching the performance achieved in 2011/12 when the target was agreed. However, similarly to what has happened with the number of fatalities and casualties, the Authority has performed very well in this area over the past three years. To support the Authority’s aspiration to have zero fires deaths and fewer casualties by 2020 a new target has been set to maintain the average number of precautionary checks and first aid arising from accidental fires to no more than 64, which matches the average performance achieved over the past three years.

	Five-year average target 2012-2017	Current average 2012-2015	Five-year average target 2015-2020
No. of PC/FA	77	64	64
PC/FA per 100,000 pop	4.40	3.66	3.63

LPI 135 - Precautionary checks and First Aid in accidental fires - KFRS



LPI 148 – Outcomes of accidental dwelling fires

This indicator monitors the impact of accidental dwelling fires on the owner/occupier. Incidents are classified according to the same criteria used during the Post Incident Protocol. For example, incidents with casualties or fatalities, or extensive damage to the property would be classified as “Severe”.

This indicator will be monitored in 2015/16.

	2014/15 actual
Minor	261
Moderate	311
Severe	28
Total ADFs	600

LPI 107 - The % of fires in dwellings where a smoke alarm was fitted but did not activate

LPI 108 - The % of fires in dwellings where a smoke alarm was not fitted

This indicator will be monitored in 2015/16.

	2014/15 actual
LPI 107	128 (18.8%)
LPI 108	184 (27.1%)
Working smoke alarms	368 (54.1%)
Total DFs	680

LPI 112 – Number of RTCs (excluding no action) per 10,000 population

This indicator will be monitored in 2015/16.

	2014/15 actual
No. of incidents	815
Incidents per 10,000 pop	4.66

2. Community Services - Community Safety Indicators

LPI 200 – Number of HSVs completed

This indicator will be monitored in 2015/16.

	2014/15 actual
Total	8,296 HSVs

LPI 209 – the % of HSVs completed in houses assessed as above or well above high risk

Maintain existing target to complete at least 6,000 HSVs in houses assessed as above or well above high risk.

	2014/15 target	2014/15 actual	2015/16 target
Number of HSVs	6,000	5,010	6,000

LPI 203 – Length of time taken to complete HSVs

The time taken (in calendar days) to complete the HSV is calculated from the point contact is made with the customer to the date the check is completed.

***NOTE:** The total HSV for this indicator will not match LPI 200. This is due to some visits being added to the system retrospectively and therefore for a minority of visits it is not possible to calculate the length of time taken to complete.*

This indicator will be monitored in 2015/16.

	Average days 2014/15 actual
Total	22

LPI 211 – Time taken to successfully make contact and visit vulnerable persons after a referral is received

This indicator will be monitored in 2015/16.

	Instances 2014/15	Average days taken 2014/15
Total referrals	3,009	
Contact successfully made within 3 days	2,923	10
Appointment booked within 14 days	2,743	9
Initial visit completed within 28 days	2,533	16

LPI 210 – Number of Home Safety Packs sent to low risk households

This indicator will be monitored in 2015/16.

	2014/15 actual
Letter	126
E-mail	71
Total	197

3. Operational Services - Service Delivery Indicators

LPI 115 - The % of incidents where the height vehicle attended within 30 minutes of being mobilised

This indicator will be monitored in 2015/16.

	2014/15 actual
Percentage	70.83%

LPI 140 – Time lag between the first and second pump attending property fires

This indicator will be monitored in 2015/16.

	2014/15 actual
Time lag	3 min : 48 sec

LPI 120 – Turnout times

This indicator will be monitored in 2015/16.

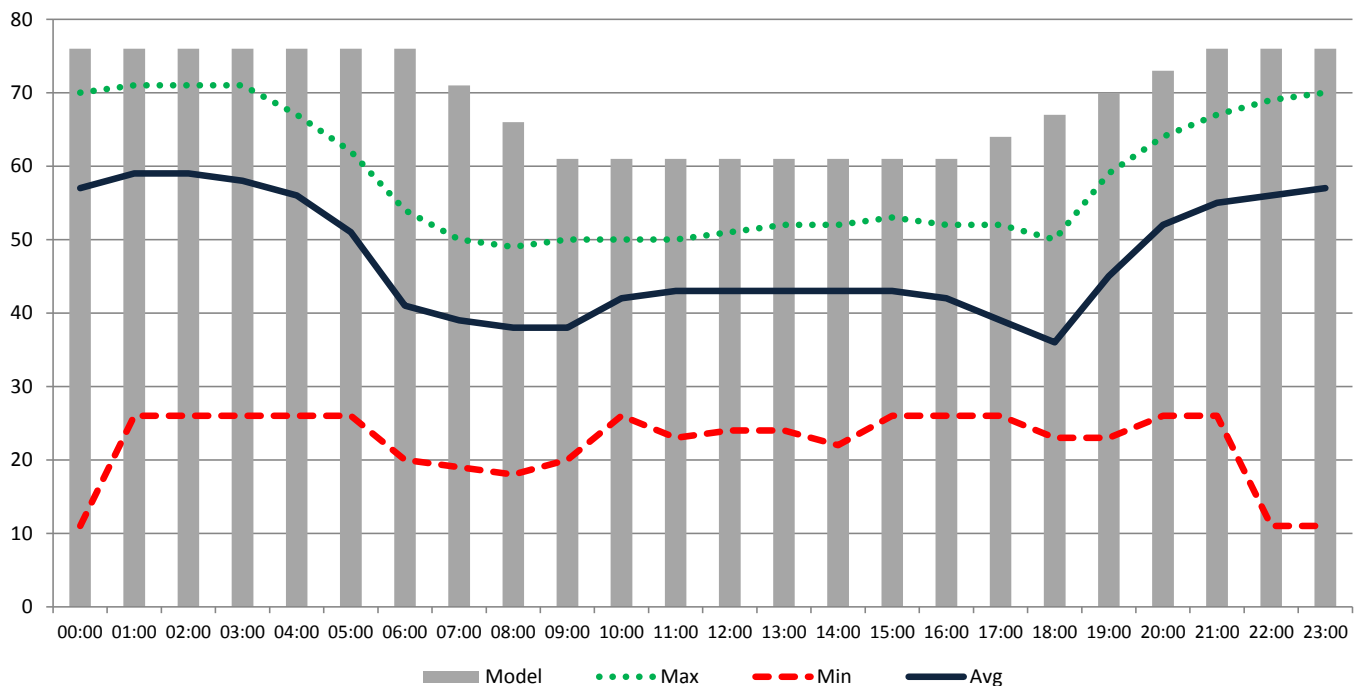
Avg Turnout times¹⁶	2014/15 actual
Normal response	1 min 8 sec
Delayed response	4 min 55 sec

¹⁶ Average turnout times are calculated only for those appliances that were available at base or on delayed response prior to being mobilised.

LPI 146 – Availability of appliances against the 61/75 model

This indicator will be monitored in 2015/16.

Availability of appliances against the staff resourcing model



LPI 117 – Number of incident reports completed within 48 hours

Maintain existing target.

	2014/15 target	2014/15 actual	2015/16 target
% Availability	97.0%	97.6%	97.0%

LPI 147 – Operational severity of Building Fires

This indicator monitors the severity of all building fires attended. Incidents are classified into minor, moderate or severe depending on the amount of damage sustained to the property.

This indicator will be monitored in 2015/16.

	2014/15 actual
Minor	775 (84%)
Moderate	74 (8%)
Severe	76 (8%)
Total	925

4. Operational Services - Technical Fire Safety Indicators

LPI 300 i – Percentage of Building Control consultations completed within 21 days

Maintain existing target.

	2014/15 target	2014/15 actual	2015/16 target
Percentage	98%	99.4%	98%

LPI 300 ii – Percentage of Building Control consultations completed within 14 days

This is a new indicator that will be monitored in 2015/16.

LPI 300 iii – Percentage of Building Control consultations completed within 10 days

This is a new indicator that will be monitored in 2015/16.

LPI 301 i – Percentage of Approved Inspector consultations completed within 21 days

Maintain existing target.

	2014/15 target	2014/15 actual	2015/16 target
Percentage	95%	99.4%	95%

LPI 301 ii – Percentage of Approved Inspector consultations completed within 14 days

This is a new indicator that will be monitored in 2015/16.

LPI 301 iii – Percentage of Approved Inspector consultations completed within 10 days

This is a new indicator that will be monitored in 2015/16.

LPI 302 – Percentage of Fire Safety risks dealt with within 24 hours

Maintain existing target.

	2014/15 target	2014/15 actual	2015/16 target
Percentage	98%	97.1%	98%

LPI 303 – Percentage of TFS inspections after a fire in non-domestic properties completed within 72 hours

Set a new target.

	2014/15 target	2014/15 actual	2015/16 target
Percentage	N/A	100%	95%

5. Operational Services - Engineering

LPI 901 –Time appliances spend unavailable due to defects or servicing (hours)

This indicator will be monitored in 2015/16.

	2014/15 actual
KFRS	20.674 hours

6. Communication and Mobilising

LPI 137 - Percentage of emergency calls answered within 20 seconds

This indicator will be monitored in 2015/16.

	2014/15 actual
% Calls answered within 20 seconds	98.9%

LPI 138 - Percentage of calls with a fire engine mobilised within 60 seconds**LPI 138 i - Percentage of calls with a fire engine mobilised within 60 seconds – Life threatening incidents****LPI 138 ii - Percentage of calls with a fire engine mobilised within 60 seconds – Non life threatening incidents**

This indicator will be monitored in 2015/16.

	2014/15 actual
% Calls mobilised to within 60 seconds	5,555 (52.7%)
Life threatening calls	1,084 (57.7%)
Non life threatening calls	4,471 (51.6%)

LPI 139 - Percentage of calls with a fire engine mobilised within 90 seconds**LPI 139 i - Percentage of calls with a fire engine mobilised within 90 seconds – Life threatening incidents****LPI 139 ii - Percentage of calls with a fire engine mobilised within 90 seconds – Non life threatening incidents**

This indicator will be monitored in 2015/16.

	2014/15 actual
% Calls mobilised to within 90 seconds	8,093 (76.8%)
Life threatening calls	1,515 (80.7%)
Non life threatening calls	6,578 (75.9%)

7. Human Resources and Equality

The Authority's performance against these indicators is reported to the General Purposes Committee. The list of indicators is presented below for information.

- LPI 424 – Profile of the workforce by equality strand
- LPI 407 –Percentage of applicants by equality strand
- LPI 414 –Percentage of new appointments by equality strand

8. Communications and Media

LPI 800 – Most frequently viewed content on the website

This indicator will be monitored in 2015/16.

Page	2014/15 actual	% of Total
Home	12,515	21.1%
Staff	6,094	10.3%
On-call firefighter	4,719	7.9%
Jobs	3,586	6.0%
Current vacancies	2,432	4.1%
Work for us	1,690	2.8%
Contact us	1,438	2.4%
Volunteers	1,308	2.2%
News	1,187	2.0%
About us	845	1.4%

LPI 801 – Website Unique Visitors

This indicator will be monitored in 2015/16.

	2014/15 actual
Visits	200,667

LPI 802 – FOI Requests

This indicator will be monitored in 2015/16.

	2014/15 actual
FOI requests received	163
Number responded to within 20 days	163
% responded to within 20 days	100%
Avg response time (days)	6

9. Environment

LPI 700 – Gas consumption¹⁷

Maintain existing target to achieve a 35% reduction in gas CO₂ emissions by 2016/17 based on the 2008/09 performance figure. This is consistent with the reduction recommended for LPI 703 which measures CO₂ emissions from the Authority's operational activity.

	2008/09 actual (baseline)	2014/15 actual	2016/17 target
Gas emissions (CO₂ tonnes) from buildings	1,066	845	693

LPI 701 – Electricity consumption¹⁸

Maintain existing target to achieve a 35% reduction in electricity CO₂ emissions by 2016/17 based on the 2008/09 performance figure. This is consistent with the reduction recommended for LPI 703 which measures CO₂ emissions from the Authority's operational activity.

	2008/09 actual (baseline)	2014/15 actual	2016/17 target
Emissions (CO₂ tonnes) due to electricity consumption in buildings	1,379	852	896

LPI 702 – Water consumption

This indicator will be monitored in 2015/16.

	2014/15 actual
Emissions (CO₂) due to water consumption in buildings	This figures will be available in June 2015

¹⁷ Consumption figures from closed stations are included within the actuals presented.

¹⁸ Consumption figures from closed stations are included within the actuals presented.