# Performance Indicators 2012-13

Our Strategy

1. The Service's 'Our Strategy' is a new approach which sets out a single clear core purpose, built on strong foundations and linked by three driving principles.

2. In delivering the core purpose, we have adopted three firm principles against which everything we do will be measured and judged:
    *   Ensuring Firefighter Safety
    *   Ensuring Community Safety
    *   Ensuring the delivery of Quality Services
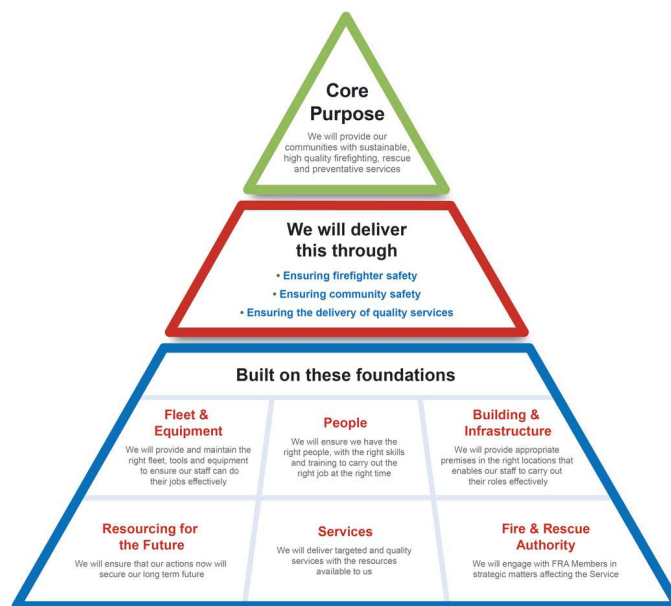
Performance Reporting

3. The Service has ensured that the reporting of performance is both efficient and aligned to the above priorities by agreeing the performance areas below:

FF SAFETY	COMMUNITY SAFETY	DELIVERY OF QUALITY SERVICES
INJURIES TO FIREFIGHTERS	ACCIDENTAL DWELLING FIRES	ATTEND STANDARD FIRST APPLIANCE
PHYSICAL VERBAL ASSAULTS	COMMERCIAL FIRES	ATTEND SECOND APPLIANCE
TRAINING COMPETENCE LEVELS	INJURIES ASSOCIATED WITH FIRE	CALL CHALLENGE / MANAGEMENT (including AFAs and malicious calls)
	ROAD SAFETY INCIDENTS	RDS AVAILBILTY
	OVERALL INCIDENT NUMBERS	6 MINUTE MOBILE TARGET (RDS)
	FIRE BY TYPE	SICKNESS RECORDING
	FATALITY FIGURES	
	ARSON FIGURES	

Performance Indicators

4.   Following agreement of the areas of performance, further discussions with department heads then produced the following suite of Key Performance Indicators that have been adopted for 2012-13 onwards:

Our Strategy Deliverable	Performance Indicator
Firefighter Safety	KPI-1 Injuries to Firefighters
Firefighter Safety	KPI-2 Physical or Verbal Assaults on Firefighters
Firefighter Safety	KPI-3 Training Competence Levels - BA Refresher Training
Firefighter Safety	KPI-4 Training Competence Levels - Compartment Fire Behaviour Training
Firefighter Safety	KPI-5 Training Competence Levels - RTC Refresher Training
Community Safety	KPI-6 Accidental Dwelling Fires
Community Safety	KPI-7 Commercial Fires
Community Safety	KPI-8 Injuries from Primary Fires
Community Safety	KPI-9 Injuries from Accidental Dwelling Fires
Community Safety	KPI-10 All Incidents
Community Safety	KPI-11 Total Fires
Community Safety	KPI-12 Special Services
Community Safety	KPI-13 False Alarms
Community Safety	KPI-14 Primary Fires
Community Safety	KPI-15 Secondary Fires
Community Safety	KPI-16 Chimney Fires
Community Safety	KPI-17 Fatalities from Primary Fires
Community Safety	KPI-18 Fatalities from Accidental Dwelling Fires
Community Safety	KPI-19 Deliberate Primary Fires
Community Safety	KPI-20 Deliberate Secondary Fires
Community Safety	KPI-21 Number of RTC's attended
Community Safety	KPI-22 Number of KSI's from RTC attended
Quality Services	KPI-23 1st Appliance at Building Fires within 10 mins
Quality Services	KPI-24 2nd Appliance at Building Fires within 5 mins of 1st
Quality Services	KPI-25 Malicious Calls
Quality Services	KPI-26 Retained Availability
Quality Services	KPI-27 Mobile within 6 mins
Quality Services	KPI-28 Dispatch messages sent to resources within 90 secs of initial call
Quality Services	KPI-29 Percentage of emergency calls answered/received within not more than 7 seconds
Quality Services	KPI-30 All Staff Sickness Absence per head
Quality Services	KPI-31 Wholetime Staff Sickness
Quality Services	KPI-32 Non-Uniformed Staff Sickness