

SUMMARY OF PERFORMANCE INDICATORS

Appendix A

	Indicator name and current reference	Definition
	Recommended	
New Flight Deck	LPI 20a First attendance within eight minutes	Number of critical incidents attended within eight minutes - reported as a percentage of all critical incidents
	LPI 20b Average attendance time	Mean attendance time to all life threatening and other critical incidents
	LPI 22 Number of fires attended	The number of all fires attended by HFRS broken down into Primary, Secondary and Chimney fires
	LPI 90 Number of acetylene incidents	Number of incidents where acetylene has been directly involved - reported as the actual number of incidents attended by
	LPI 91 Number of lift incidents	Number of lift incidents that HFRS attend - expressed as actual number
	LPI 92 Number of primary fires in buildings	Number of primary fires in buildings - reported as the actual number
	BVPI 149i False Alarms Caused by Automatic Fire Detectors	The number of false alarms caused by Automatic Fire Detection (AFD) apparatus reported by per 1,000 non-domestic properties (CIPFA)
	BV 209iii Dwelling Fires Attended Where No Smoke Alarm Fitted	The number of fires in dwelling where no smoke alarm was fitted. This is reported as a percentage.
	BVPI 12ii Sickness (all staff)	The number of shifts/days lost to short term sickness - reported as number of days/shifts lost per member of staff
	Ethnic staff (formally BVPI 17)	Number of black minority ethnic (BME) entrants into the service - reported as a percentage of all entrants
	Woman firefighters (formally BVPI 210)	Number of woman firefighter entrants into the service - reported as a percentage of all firefighter entrants
	NI 33 Number of arson incidents (total)	Total number of arson incidents reported as the number of arson incidents per 10,000 population
	NI 49i Number of primary fires	Total number of primary fires reported as the total number of primary fires per 100,000 population
	NI 49ii Number of fatalities from primary fires	Total number of fatalities from primary fires reported as the number of fatalities per 100,000 population
	NI 49iii Number of injuries from primary fires	Total number of injuries from primary fires reported as the number of injuries per 100,000 population
	NI 47 Number of road traffic collisions (RTC) killed or seriously injured (KSI) in adults aged over 16 years of age	Reported by Police
	NI 48 Number of road traffic collisions (RTC) killed or seriously injured (KSI) in children aged less than 16 years old	Reported by Police
	NI 185 CO2 reduction from local authority operations	Reported by Local Authority - HFRS contributes

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	NI 186 Per capita reduction in CO2 emissions in the LA area	Reported by DEFRA

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Beacon	B1 Avg turnout	
	B2 HFSVs	
	B3 Vehicle accidents	
	B4 PPE	
	B5 IRS forms	
	B6 Sickness ST	
	B7 Availability	
	B8 WAP Critical	
	B8ai WAP 6m critical	
	B8bi WAP 1yr critical	
B8bii WAP 1yr standard		
B8ci WAP 2yr standard		
B9 Energy consumption		
B10 PDRs		
Corp Serv	BV 8: Paid Invoices	% of invoices paid within 10 days
	BV 3: Public Satisfaction	Public satisfaction with the FRS
	BV 150: Expenditure	Expenditure per head of population
HR	BV 12: Sickness/absence	Number of shifts/days lost to short term sickness - reported as shifts/days lost per member of staff
	BV 12i: Sickness (Wholetime Uniformed Staff)	
	LPI 40: Number of Complaints Against The Service	The number of complaints made against the service
Service Delivery	BV 142iii: Accidental Dwelling Fires	The number of accidental dwelling fires reported per 10,000 dwellings
	BV 144: Accidental Dwelling Fires Confined to Room of Origin	The number of fires that spread beyond the room of origin. Recorded as a percentage of all accidental dwelling fires
	BV 207 Fire in non domestic properties	The number of fires in non-domestic properties reported per 10,000 non-domestic properties
	BV 209iii: Dwelling Fires Attended Where No Smoke Alarm Fitted	The number of fires in dwelling where no smoke alarm was fitted. This is reported as a percentage of the total number of dwelling fires.
	LPI 1 - Number of Home Fire Safety Visits (HFSV) Conducted	Total number of HFSV conducted by the service
	LPI 2: HFSV Contact within 28 days	Total number of times contact has been made with customer within 28 days of request. Reported as a percentage
	LPI 2a - HFSVs in 28 days	Total number of HFSV conducted within 28 days of the request being made - reported as a percentage
	LPI 2b - HFSVs not in 28 days	Total number of HFSV not conducted within 28 days of the request being made - reported as a percentage

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Service Delivery	LPI 11: Call Answer 30secs	The number of calls that were answered within 30 seconds - reported as a percentage of the total amount of calls received
	LPI 12: Average Call Handling	The mean duration of a call handled by control
	LPI 22 - Number of Fires Attended (All)	Number of all fire attended by HFRS broken down into primary, secondary and chimney
	LPI 60 Fire safety audits	Number of fire safety audits conducted
	LPI 61 % Responses to priority Service Assessments	Percentage of priority responses to online service assessments completed within the agreed timescales
	LPI 62 % time fire safety duties	Percentage of inspector's time spent on fire safety duties
	LPI 63 Building Inspection Consultations within 15 days	Percentage of BI consultations completed within 15 days as a percentage of the total consultations completed.
	LPI 64 % High & Very High Fire Safety Audits on time	Percentage of high and very high risk premises audited within the agreed timeframe from the previous audit completion
	LPI 66 Licensing Consultations within 15 days	Number of Licensing consultations completed within 15 days
	LPI 20a: Speed of Response	
	BV 209i: Dwelling Fires Attended Where a Smoke Alarm Operated	The number of fires in dwellings where a smoke alarm that was fitted operated correctly - reported as a percentage of the total number of dwelling fires
	BV 209ii: Dwelling Fires Attended Where a Smoke Alarm Failed to Operate	The number of fires in dwellings where a smoke alarm that was fitted failed to operate - reported as a percentage of the total number of dwelling fires
	BV 146i: Malicious False Alarms Not Attended	Number of malicious false alarms not attended per 1,000 population
	BV 146ii: Malicious False Alarms Attended	Number of malicious false alarms attended peer 1,000 population