



WARWICKSHIRE FIRE & RESCUE SERVICE			2019/20													2018/19													Actuals						
Priority	Measures	Aim	YTD	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19		
		2019/20	2019/20																									2013/14	2014/15	2015/16	2016/17	2017/18	2018/19		
The Public is Kept Safe	% 24hr On-Call appliance availability at key stations	90.00%	84.84%	87.24%	85.73%	83.55%	87.03%	81.26%	84.20%								87.99%	85.87%	89.68%	86.40%	87.29%	87.35%	86.12%	84.11%	90.30%	87.98%	88.09%	N/A	N/A	N/A	N/A	88.92%	87.38%		
	% Wholtime appliance availability	100.00%	97.75%	98.99%	99.22%	98.90%	95.33%	96.12%	97.96%								99.44%	98.99%	99.12%	98.29%	97.80%	99.05%	98.80%	99.04%	98.80%	99.41%	99.26%	98.37%	New Measure		98.00%	97.31%	98.38%	98.86%	
	No. of community safety contacts	40000	25899	3329	8735	4918	2180	4802	1935		0	0	0	0	0	0	2275	3895	4081	4891	2900	2200	6226	4197	2153	2202	4474	4705	New Measure				43849	44199	
	No. of premises influenced by Fire Protection	2000	999	119	192	188	152	148	200								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New Measure							
	% life risk and property emergency calls handled within 90 seconds	85.00%	89.67%	92.00%	90.00%	89.00%	84.00%	89.00%	94.00%								89.00%	76.00%	76.00%	89.00%	84.00%	84.00%	83.00%	85.00%	86.00%	90.00%	94.00%	84.00%	NA	72.00%	81.00%	79.11%	78.99%	85.00%	
	% times an appliance arrives at life risk or property incidents within agreed response standards	75.00%	71.42%	77.14%	69.81%	57.57%	60.97%	66.76%	96.29%								51.28%	76.92%	76.00%	71.74%	76.74%	73.91%	57.14%	62.22%	57.89%	84.21%	87.50%	66.60%	NA	81.00%	75.00%	72.83%	68.36%	70.18%	
	% times an appliance arrives at life risk or property incidents within agreed response standards - Fires	N/A	72.15%	88.00%	65.79%	59.09%	58.62%	66.67%	94.73%								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	74.77%
	% times an appliance arrives at life risk or property incidents within agreed response standards - RTC's	N/A	62.63%	42.86%	72.73%	66.67%	57.14%	36.36%	100.00%								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	66.67%
	% times an appliance arrives at life risk or property incidents within agreed response standards - Special Services	N/A	70.28%	66.66%	100.00%	0.00%	80.00%	75.00%	100.00%								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	86.76%
	% times a 2nd appliance arrives at life risk or property incidents within agreed response standards	90.00%	79.68%	78.26%	76.19%	80.77%	66.67%	81.48%	94.73%								65.71%	79.31%	84.09%	81.82%	81.25%	80.00%	68.96%	65.63%	70.59%	96.15%	82.61%	88.20%	NA	86.00%	78.00%	74.69%	76.12%	78.69%	
	% times a 2nd appliance arrives at life risk or property incidents within agreed response standards - Fires	N/A	80.61%	95.83%	75.00%	84.20%	58.82%	76.47%	93.33%								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	74.77%
	% times a 2nd appliance arrives at life risk or property incidents within agreed response standards RTC's	N/A	78.12%	50.00%	72.73%	71.40%	85.71%	88.89%	100.00%								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	66.67%
	% times a 2nd appliance arrives at life risk or property incidents within agreed response standards - Special Services	N/A	77.78%	0.00%	100.00%	66.67%	100.00%	100.00%	100.00%								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	86.76%
	No. of incidents attended by Warwickshire Fire and Rescue Service	3494	2071	369	351	330	359	321	341		0	0	0	0	0	0	240	327	355	549	392	350	302	319	257	274	264	285	2613	2659	3306	3076	3490	3914	
	No. of accidental dwelling fires	150*	75	13	17	12	17	8	8								9	10	19	17	15	15	9	17	16	11	16	6	156	164	147	146	143	160	
No. of fire related deaths	0	1	0	0	0	0	1	0								0	0	1	1	0	1	0	3	0	0	0	0	1	2	0	3	2	6		
No. of fire related injuries	19*	11	2	1	4	3	1	0								1	3	2	1	0	2	2	4	2	2	1	0	22	22	21	14	23	20		
No. of Road Traffic Collisions attended	322*	169	27	27	27	30	35	23		0	0	0	0	0	0	30	25	24	31	28	45	34	28	33	29	20	26	121	180	306	278	339	353		
No. of "Failure to respond" incidents	0	6	1	1	1	1	1	1								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New Measure							
Firefighters Are Kept Safe	Total no. of RIDDOR incidents including the 'over 7 days injuries, major injuries and dangerous occurrences.			1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	13	17	6	7	10	4		
	No. of firefighters injuries	0	18	6	4	1	3	1	3							0	1	3	2	2	3	2	4	1	0	3	4	48	49	43	34	32	25		
	Average days sickness per Full Time Equivalent	9.5	4.52	0.74	0.67	0.78	0.79	0.76	0.78							1.16	0.81	0.8	0.8	0.82	0.7	0.71	0.81	0.94	0.97	0.79	0.78	6.6	6.23	7.81	8.31	10.22	10.09		
	No. of major training events/exercises undertaken	15	11	2	3	2	2	0	2							0	1	2	0	1	2	3	3	1	0	1	3	NA	14	33	17	17	17		
% competency level for wholtime and On-Call firefighters in 8 national core skill sets	100.00%	98.17%	99.00%	98.00%	98.00%	98.00%	98.00%	98.00%								96.00%	96.00%	96.00%	95.00%	95.00%	96.00%	97.00%	98.00%	98.00%	99.00%	98.00%	New Measure		96.08%	96.83%					
We Do Our Very Best	Revenue outturn -% Forecast variance to budget	0-2%	2.43%	-0.03%	0.21%	0.94%	2.12%	1.54%	2.43%							0.05%	0.05%	1.89%	2.51%	1.71%	1.71%	1.40%	-2.60%	-2.60%	-2.70%	-0.70%	2.40%	2.80%	-1.96%	-3.50%	-6.96%	1.52%	2.40%		
	Capital Programme - % Variance to Budget	less than 0%	7.72%	-39.00%	39.00%	-39.00%	-39.00%	-39.00%	7.72%							0.00%	0.00%	-5.44%	-5.44%	-5.44%	-0.27%	-0.27%	0.16%	0.16%	0.16%	0.16%	39.00%	0.30%	-1.04%	-16.43%	0.00%	8.84%	39.00%		
	% customer satisfaction level	100.00%	94.33%	100.00%	100.00%	100.00%	100.00%	100.00%	66.00%							93.30%	100.00%	100.00%	91.60%	100.00%	100.00%	85.70%	100.00%	100.00%	75.00%	100.00%	NA	97.00%	100.00%	97.50%	99.83%	95.47%			

reported to Corporate Board, Cabinet and OSC