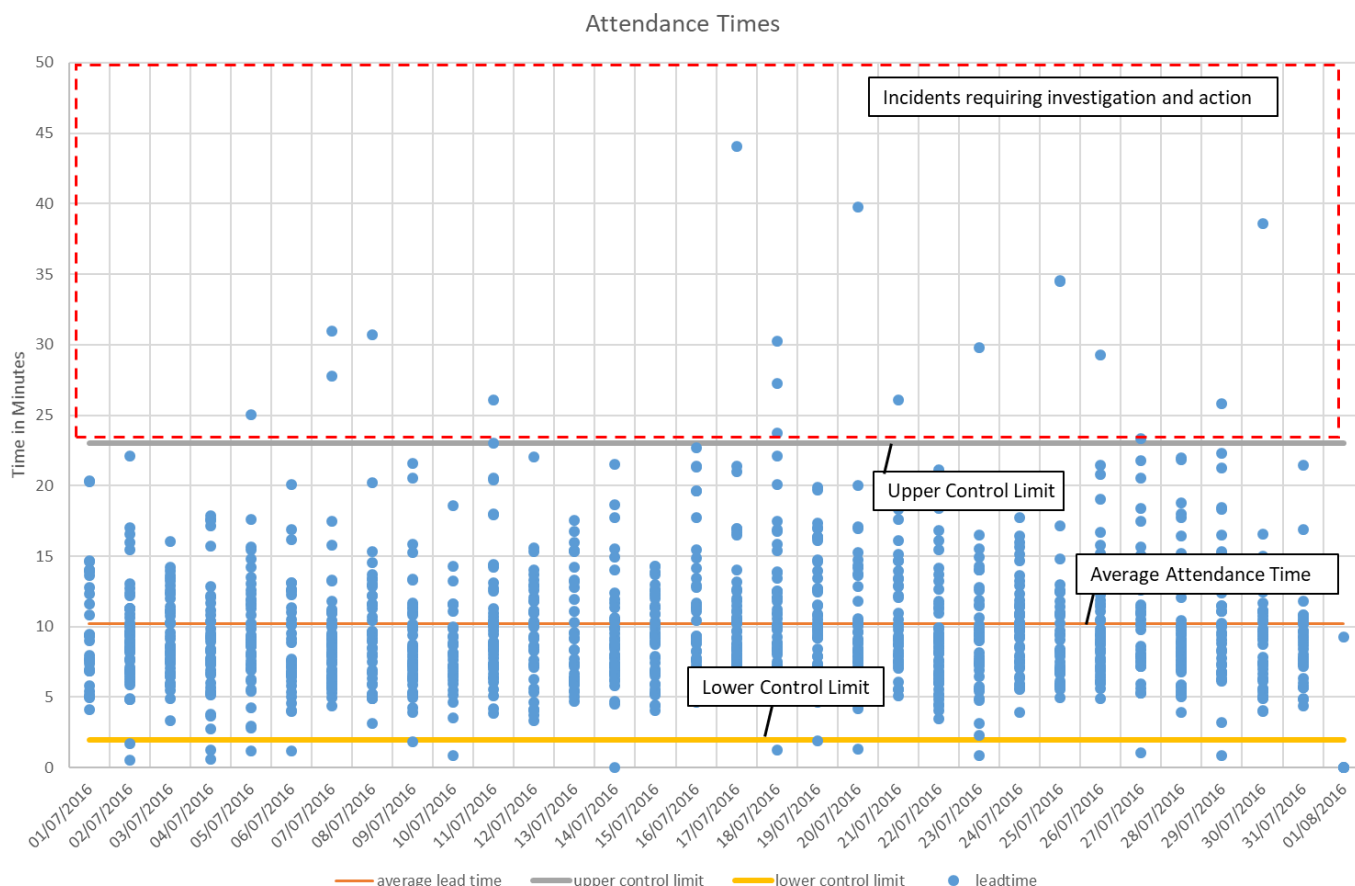


Appendix B

Tolerance Levels

Within Essex County Fire and Rescue service we have previously used the concept of tolerance levels in our Upper and Lower Control Limits to help analysis and identify trends of incidents that are negatively impacting performance and take action to resolve these. An example of this has worked successfully is the re-categorisation of Animal Rescues as non-potentially life threatening incidents.



This has been discussions around measures where there are hard targets but there seasonal variations that impact performance.

The introduction of tolerance levels as performance “targets” will ensure that discussions are held where performance has fallen outside of acceptable tolerance, and not around season variations.

Tolerance levels will be set using a combination of factors the average of performance over the last three years, Upper and Lower Control Limits calculated on a percentage above and below the average using service expertise. We will continue to use our Red, Amber, Green and Blue ratings.

An example is show below using numbers of Accidental Dwelling Fires.

Accidental Dwelling Fires

