



## PROPOSED TARGETS

All measures are show below show monthly targets, these will be aggregated up to quarterly targets in the production of the quarterly performance report.

### Tolerance Measures

Performance Measure	Target Owner	Red	Amber	Green	Blue
Number of Primary Fire Injuries	Assistant Director P&P	9+	6 – 8	3 – 5	0 - 2
Number of Accidental Dwelling Fire Injuries	Assistant Director P&P	6+	4 - 6	1 – 3	0
Number of Deliberate Fires	Assistant Director P&P	158+	127 - 158	89 - 126	0 - 88
Number of Accidental Dwelling Fires	Assistant Director P&P	75+	66 - 74	44 - 65	0 - 43
Number of fires in Non-Domestic Fires	Assistant Director P&P	41+	36 -40	26 - 35	0 - 25
Reduction in the number of Unwanted Fire Signals	Assistant Director P&P	96+	92-96	55-92	0-55
Number Audits completed against those premises measured Very High and High on the Risk Based Inspection Programme on monthly basis	Assistant Director P&P	0-162	162-183	183-203	203+
Number of HFSCs to be completed by <u>Station-based personnel</u>	Assistant Director P&P	0-271	272 - 379	380 - 488	489+
Number of HFSCs to be completed by <u>Central Team</u>	Assistant Director P&P	0-322	323 - 451	452 - 580	580+

## Targets

<b>Performance Measure</b>	<b>Target Owner</b>	<b>Target</b>
Wholetime Pumping Appliances Availability	Assistant Director Response	98%
On call Pumping Appliances Availability	Assistant Director Response	80%
To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	Assistant Director Response	10 Minute Average
Percentage of incidents attended within 15 minutes	Assistant Director Response	90%
90% of Safe and well visits are delivered within 28 calendar days from referral to completion	Assistant Director P&P	28 calendar days
Percentage of working time lost per person per employee	Director of People Services	To be below 5% of working time
Percentage of End of year appraisals completed (forms returned to HR)	Director of People Services	100%
Freedom of Information Response Rates	Assistant Director of Performance and Data	90% Closed within 20 Working days
Complaint Response Rates	Assistant Director of Performance and Data	90% Closed within 20 Working days