

Appendix B

Priority	Measure Description		Reporting Frequency	Monitor/Target/ No Target	Power BI page
Prevention Protection and response	F&RP - Reduction in Injuries and Fatalities	All Fire Deaths	Monthly	Monitor	Causalities Page
		Accidental Dwelling Fire Deaths	Monthly	Monitor	Causalities Page
		All Primary Fire Injuries	Monthly	Tolerance	Causalities Page
		Accidental Dwelling Fire Injuries	Monthly	Tolerance	Causalities Page
		Primary Fires Injuries - Victim went to hospital, injuries appear to be serious	Monthly	Monitor	Causalities Page
		Primary Fires Injuries - Victim went to hospital, injuries appear to be slight	Monthly	Monitor	Causalities Page
		Number of Persons where First Aid or Precautionary Checks were administered.	Monthly	Monitor	Causalities Page
	F&RP - Reduction in economic impact	To be developed	To be developed	To be developed	To be developed
	SERVICE - Rate of Deliberate Fires	Number of Deliberate Fires	Monthly	Target	Incident Page
	SERVICE - Rate of Accidental Dwelling Fires	Number Accidental Dwelling Fires	Monthly	Target	Incident Page
	SERVICE - Fires in Non-Residential Properties	Fires in Non-Domestic Properties	Monthly	Target	Front page
		% of Satisfactory Audits	Monthly	Monitor	Prevention and Protection Page
		Number of Prohibitions	Monthly	Monitor	Prevention and Protection Page
		Number of Enforcements	Monthly	Monitor	Prevention and Protection Page
	SERVICE - Total Pumping Appliances Availability	Total Pumping Appliances Availability	Monthly	80%	Availability & Coverage
		Wholetime Pumping Appliances Availability	Monthly	98%	Availability & Coverage
		On Call Pumping Appliances Availability	Monthly	80%	Availability & Coverage
	Service - Fire cover at Strategic stations	Fire Coverage at our Strategic Stations	Monthly	98%	Availability & Coverage
	SERVICE - To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	To get our first attendance to a potentially life-threatening incident within an average of 10 minutes	Monthly	10 minutes Average	Attendance
		Break down of Turn Out Times (Call Handling, Turnout and Travel	Monthly	Monitor	Attendance
SERVICE - Percentage of incidents attended within 15 minutes	Percentage of incidents attended within 15 minutes	Monthly	90%	Attendance	
	Break down of Turn Out Times (Call Handling, Turnout and Travel	Monthly	Monitor	Attendance	
Improve safety on our roads	Number of Road Traffic Collisions attended by Essex County Fire and Rescue Service	Monthly	Monitor	Incident Page	
	Number of deaths and serious injuries at RTCs attended by Essex County Fire and Rescue Service	Monthly	Monitor	Causalities Page	
Help the Vulnerable Stay Safe	F&RP - People who received an intervention feel safer and less at risk	Safe and well evaluation survey results dashboard	To be developed	To be developed	To be developed
	F&RP - Reduction in incidents involving vulnerable groups in Essex	Percentage of Accidental Dwelling Fires Happening to identified vulnerable groups	To be developed	To be developed	To be developed
	SERVICE Number of safe and well visits delivered to our most vulnerable groups (e.g. Over 65's)	Percentage of Safe and Well visits delivered to our most vulnerable groups	Monthly	Target	Prevention and Protection Page
Promote a positive culture in the workplace	F&RP - Increase in Staff Confidence	Increase in Staff Confidence	Reported after staff survey	Target	
	F&RP - Improved workforce diversity	Improved workforce diversity	To be developed	To be developed	To be developed
	F&RP - Compliance with service training plan	Compliance against core skills	Monthly	Monitor	Ops Compliance
	Service - Average number of Days / Shifts Lost per person per year (Median)	Percentage of working time lost per person per employee		5%	HR Page
	Service - Percentage of End of year appraisals completed (forms returned to HR)	Percentage of End of year appraisals completed		100%	HR Page
		Number of Attendance Management Cases	To be developed	To be developed	To be developed
		Number of Disciplinary Cases	To be developed	To be developed	To be developed
Number of Grievance Management Cases		To be developed	To be developed	To be developed	
Number of Performance Management Cases		To be developed	To be developed	To be developed	

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Develop and broaden the role and range of activities undertaken by the service	F&RP - Broader range of prevention, protection and response activity undertaken by operational staff	Number of HFSCs to be completed by Station-based personnel	Monthly	Target	Activities by Fire Service Personnel
Be transparent, open and accessible	F&RP - Partner satisfaction with engagement	To be developed	To be developed	To be developed	To be developed
	F&RP - Public trust and confidence increased	To be developed	To be developed	To be developed	To be developed
	SERVICE - Freedom Of Information Response Rates	Freedom Of Information Response Rates	Monthly	90%	Info Gov page
		Number of Freedom Of Information	Monthly	Monitor	Info Gov page
		Number of Subject Access Requests	Monthly	Monitor	Info Gov page
Environmental Information Requests	Monthly	Monitor	Info Gov page		
SERVICE - Complaint Response Rates	Complaint Response Rates	Monthly	90%	Info Gov page	
Collaborate with our partners	F&RP - Progress made against the PFCC Joint Governance Local Business Case for Police and Fire and Rescue Service	To be developed	To be developed	To be developed	To be developed
Make best use of our resources	F&RP - HMICFRS Performance Rating	HMICFRS Performance Rating	Reported in November	Monitor	Front page
	F&RP - Cost of the service per resident	Cost of the service per resident	Yearly	Monitor	Front page
	F&RP - Reduction in the number of false alarms	Reduction in the number of false alarms	Monthly	Target	Incident Page