

Department	Indicator	Description	Actual 1999-2000	Actual 2000-1	Actual 2001-2	Actual 2002-3	Actual 2003-4	Actual 2004-5	Actual 2005-6	Actual 2006-7	Actual 2007-8
COMMUNITY SAFETY	CS 1a	Home Fire Safety Checks completed from database							1309	2371	1449
COMMUNITY SAFETY	CS 1b	Homes Visited for Home Fire Safety Checks							4705	8957	3101
COMMUNITY SAFETY	CS 1c	Home Fire Safety Checks where no smoke alarms already fitted							176	427	260
COMMUNITY SAFETY	CS 1d	Percentage of Home Fire Safety Checks where no smoke alarms already fitted							13%	18%	18%
COMMUNITY SAFETY	CS 1e	Smoke Alarms Fitted during Home Fire Safety Checks							1633	3226	2112
COMMUNITY SAFETY	CS 4a	Primary Schools visited for Fire Safety talks to Key stage 1 - Year 2 (46 Schools) in last full Academic Year							40	38	46
COMMUNITY SAFETY	CS 4b	Audience Number attending School Fire Safety talks to Key stage 1 - Year 2 in last full Academic Year							1302	1134	1132
COMMUNITY SAFETY	CS 4c	Percentage of all Year 2 Key Stage 1 Students attending School Fire Safety talks in last full Academic Year								81%	88%
COMMUNITY SAFETY	CS 4 Data	Total number of pupils in Year 2 in last full Academic Year								1392	1280
COMMUNITY SAFETY	CS 5a	Middle Schools visited for Fire Safety talks to Key stage 2 - Year 5 (16 Schools) in last full Academic Year							20	16	16
COMMUNITY SAFETY	CS 5b	Audience Number attending School Fire Safety talks to Key stage 2 - Year 5 in last full Academic Year							1950	1475	1424
COMMUNITY SAFETY	CS 5c	Percentage of all Year 5 Key Stage 2 students attending School Fire Safety talks in last full Academic Year								97%	97%
COMMUNITY SAFETY	CS 5 Data	Total number of pupils in Year 5 in last full Academic Year								1521	1466
COMMUNITY SAFETY	CS 9	Number of children under 16 killed or seriously injured in RTCs recorded by the police					13	9	8	7	11
COMMUNITY SAFETY	CS 10	Number of Children under 16 slightly injured in RTCs recorded by the police					55	58	53	55	79
COMMUNITY SAFETY	CS11a	RTC (Police data) - Number of RTC's where Deaths or Serious Injuries occurred					98	86	70	56	74

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COMMUNITY SAFETY	CS11b	RTC (Police data) - Number of Deaths or Serious Injuries arising from RTC's					113	97	74	65	85
COMMUNITY SAFETY	CS12a	RTC (Police data) - Number of RTC's involving drivers under 20 where Deaths or Serious Injuries occurred					30	27	28	19	14
COMMUNITY SAFETY	CS12b	RTC (Police data) - Number of Deaths or Serious Injuries arising from RTC's involving drivers under 20					35	33	31	23	17
COMMUNITY SAFETY	CS13a	RTC (Police data) - Number of RTC's involving drivers under 25 where Deaths or Serious Injuries occurred					28	30	23	24	23
COMMUNITY SAFETY	CS13b	RTC (Police data) - Number of Deaths or Serious Injuries arising from RTC's involving drivers under 25					34	38	27	30	32
OPERATIONS	OP 1	Deaths from all fires against projected trends	0	2	0	1	1	0	0	1	1
OPERATIONS	OP 2	Injuries from all fires against projected trends including precautionary checks	18	32	26	35	36	45	41	12	20
OPERATIONS	OP 3a	Percentage of incidents which met our response standards for fire cover - Appliances	98.03%	98.40%	97.56%	98.8%	99.4%	100.0%	100.0%	100.0%	100.0%
OPERATIONS	OP 3b	Percentage of incidents which met our response standards for fire cover - Riders	99.03%	99.10%	98.45%	98.7%	99.0%	99.3%	98.8%	98.8%	98.7%
OPERATIONS	OP 3c	Percentage of incidents which met our response standards for fire cover - Attendance Time	95.20%	92.35%	92.80%	93.5%	94.3%	90.6%	88.3%	86.7%	89.7%
OPERATIONS	OP 3d	Average time to book mobile in seconds - RDS Pumps only from Time Ordered						266	277	227	302
OPERATIONS	OP 3e	Mobilisations over 6 minutes from time ordered - RDS Pumps only						268	328	338	307
OPERATIONS	OP 3f	Percentage of Mobilisations within 6 minutes from time ordered - RDS Pumps						86.4	83.5	83.4	80.1
OPERATIONS	OP 3g	Failures to book mobile when ordered - RDS Pumps (Incident Stop Time >6mins)						45	52	56	60
OPERATIONS	OP 3h	Failures to book mobile when ordered - WT Pump (Incident Stop Time >6mins)						15	8	6	3
OPERATIONS	OP 3 Data	Retained Duty System Pumps Ordered						1970	1983	2035	1539

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OPERATIONS	OP 3 Data	Wholetime Pumps Ordered						792	821	866	739
OPERATIONS	OP 3k	Percentage of time RDS appliances are off the run due to crew shortage								2.7%	4.1%
OPERATIONS	OP 3p	Average Time to book Mobile from Wholetime station in seconds						82	84	84	95
OPERATIONS	OP 4a	RTC's attended - persons extricated (Code M21)	15	22	23	21	21	31	30	23	25
OPERATIONS	OP 4b	RTC's attended - Vehicle made safe, First Aid rendered, or Fuel washed away (Code M22)	46	66	88	66	74	95	80	69	76
OPERATIONS	OP 4c	RTC's attended - Services not required (Code M23)	5	4	0	2	0	11	16	8	8
OPERATIONS	OP 4d	RTC's attended - Number of fatalities	0	1	2	3	7	2	2	3	1
OPERATIONS	OP 4e	RTC's attended - Number of Casualties	4	35	21	20	16	13	14	8	6
OPERATIONS	OP 4f	RTC's attended - Number of Rescues							15	5	15
OPERATIONS	OP 6a	Ambulance Co-responder calls attended									355
OPERATIONS	OP 6b	Ambulance Co-responder calls attended in 8 minutes									285
OPERATIONS	OP 6b	Percentage of Co-responder calls attended in 8 minutes or less									80%
OPERATIONS	OP 7a	RTC's Reported as Persons Trapped where Response Standard Not Achieved.						5	10	9	6
OPERATIONS	OP 7b	RTC's Reported as Persons Trapped Attended By Fire Service						60	53	52	36
OPERATIONS	OP 7c	Percentage of RTC Attendance achieving Response Standard.						91.7%	81.1%	82.7%	83.3%
OPERATIONS	OP 8	Fire Control Total Emergency Calls Handled after exclusions							1752	1393	1486

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OPERATIONS	OP 8a	Fire Control Centre emergency call handling times:- 60 seconds or less				81.0%	85.6%	78.9%	75.7%	69.9%	59.1%
OPERATIONS	OP 8b	Fire Control Centre emergency call handling times:- 90 seconds or less				94.0%	97.3%	94.0%	92.7%	89.5%	84.8%
OPERATIONS	OP 8c	Fire Control Centre emergency call handling times:- 120 seconds or less				98.0%	99.5%	97.4%	97.2%	96.0%	93.9%
OPERATIONS	OP 9	False Fire Alarms Malicious Total	95	75	91	75	75	76	75	70	63
OPERATIONS	OP 9A	False Fire Alarms Good Intent attended	294	242	247	212	236	171	181	258	180
OPERATIONS	OP 9B	False Fire Alarms due to Apparatus - All	374	438	423	437	477	455	558	502	447
OPERATIONS	OP 9C	False Fire Alarms due to Apparatus - Not Attended						1	12	14	13
OPERATIONS	OP 9D	False Fire Alarms due to Apparatus - Reduced Pump Attendance						136	246	278	348
OPERATIONS	OP 14a	Calls to fire attended: Total calls (excluding false alarms and chimney fires)	715	601	732	615	693	524	519	579	454
OPERATIONS	OP 15	Chimney Fires attended	49	34	50	46	32	26	41	34	24
FIRE SAFETY	FS 3	No of contacts with premises due to repeat false fire alarm calls.								36	194
SERVICE QUALITY	QU 1	Complaints about the service:- Number of complaints	9	12	7	5	4	3	0	1	1