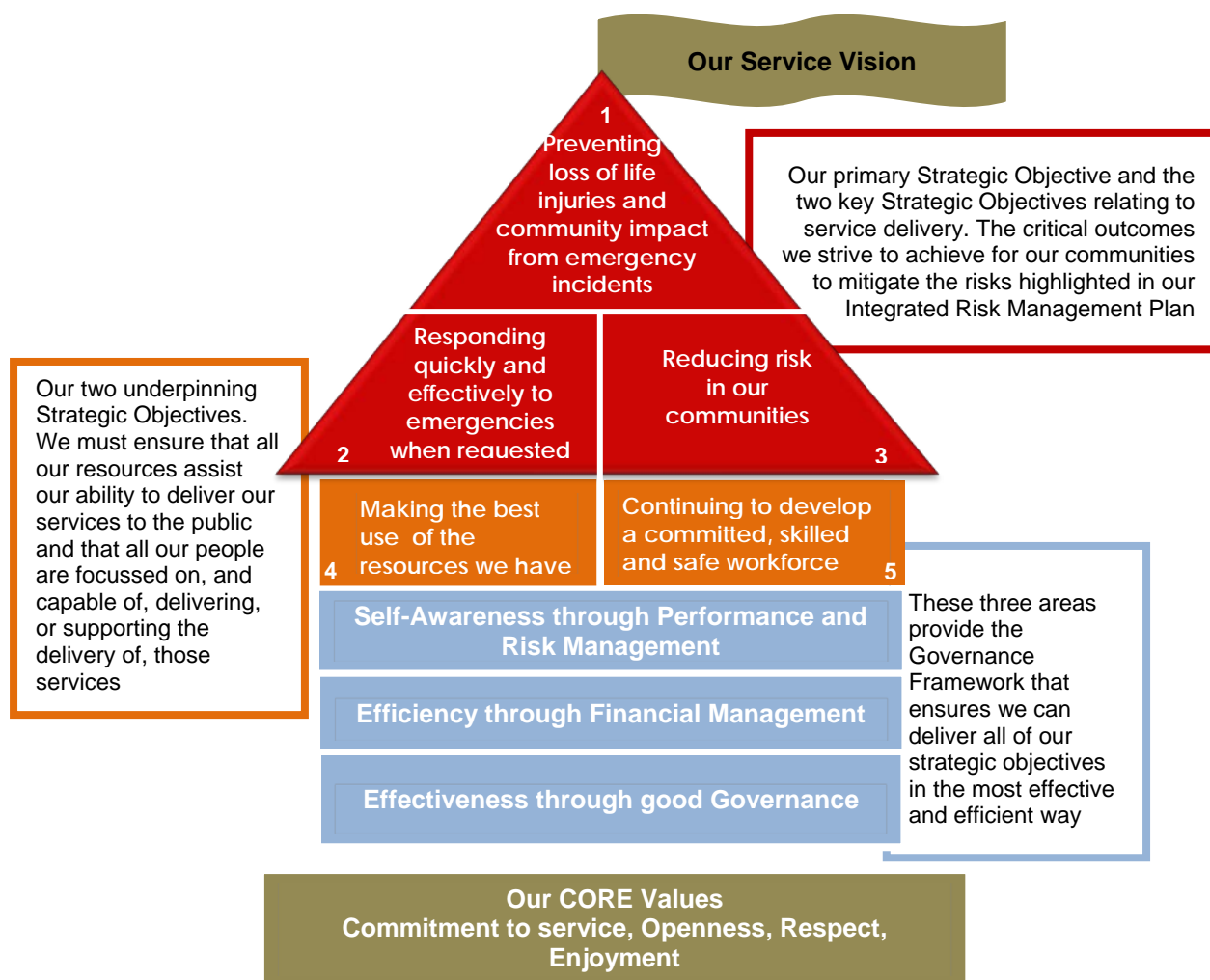


## REPORTING OF SERVICE PERFORMANCE INDICATORS 2014-15

STRATEGIC OBJECTIVE	SPI NUMBER	Service Target 2013/14	Service Target 2014/15	DESCRIPTION
1) Preventing loss of life, injuries and the community impact from emergency incidents.	SPI 5	Aspirational Zero	Aspirational Zero	Total Fatalities.
	SPI 6			Total Casualties.
	SPI 10	No target	No target	Total Rescues.
2) Responding quickly and effectively to emergencies when requested.	SPI 16a	90%	90%	Response Standard 1 <sup>st</sup> Fire Engine attendance.
	SPI 16b	80%	80%	Response Standard 2 <sup>nd</sup> Fire Engine attendance.
3) Reducing risk in our communities.	SPI 1	1,619	1,484	Number of Automatic Fire Alarms in non-domestic premises.
	SPI 2	531	502	Number of Accidental Dwelling Fires.
	SPI 2a	324	311	All other Accidental Fires excluding vehicles.
	SPI 3	565	521	Number of Deliberate Property Fires.
	SPI 4	2,033	1,811	Number of Deliberate Small Fires.
4) Making the best use of the resources we have.	No specific SPI's			<p>MTFP and Annual Statement of Accounts.</p> <p>Management of the Programme of Strategic Projects.</p> <p>Management of Risks and Opportunities.</p> <p>Surplus funds generated by HFR Solutions.</p> <p>Independent Audit and Scrutiny of service delivery.</p>

<b>5) Continuing to develop a committed, skilled and safe workforce.</b>	SPI 19	Target was under development for 2013/14	80%	Percentage of Operationally available staff that have completed and recorded mandatory training and development.
	SPI 23	No Target - Variance in numbers reported.	Aspirational Zero	Number of work place accidents.
	SPI 23a	No Target - Variance in numbers reported.	288	Number of near miss accident reports
	SPI 24	No Target - Variance in numbers reported.	6.5	Sickness absence levels. Annual number of days/employee

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We use Service Performance Indicators (SPIs) to monitor our performance against the Strategic Objectives and these provide information to help decision making.



**PERFORMANCE TARGET SETTING – ANNUAL PROCESS**

