

**REPORTING OF SERVICE PERFORMANCE INDICATORS 2015-16**

STRATEGIC OBJECTIVE	New SPI Number Reference	Service Target 2014/15	Provisional Actuals 2014/15	Service Target 2015/16	DESCRIPTION
1) Preventing loss of life, injuries and the community impact from emergency incidents.	SPI 1	Aspirational Zero	7	Aspirational Zero	Total Fatalities
	SPI 1.1		29		Total Casualties
2) Responding quickly and effectively to emergencies when requested.	SPI 2	90%	95.68%	90%	1 <sup>st</sup> Appliance Intervention
	SPI 2.1	80%	90.53%	80%	2 <sup>nd</sup> Appliance Intervention
	SPI 2.2	514	425	429	Total Deliberate Primary Fires
	SPI 2.3	803	708	740	Total Accidental Fires
	SPI 2.4	1829	1234	1464	Total Deliberate Secondary Fires
	SPI 2.5	1483	1370	1406	Number of Automatic Fire Alarms in non-domestic premises

STRATEGIC OBJECTIVE	DESCRIPTION
4) Making the best use of the resources we have.	<p>MTPF and Annual Statement of Accounts Management of the Programme of Strategic Projects.</p> <p>Management of Risks and Opportunities Surplus Funds Generated by HFR Solutions Independent Audit and Scrutiny of service delivery</p>

STRATEGIC OBJECTIVE	SPI Reference	Service Target 2014/15	Service Target 2015/16	DESCRIPTION
5) Continuing to develop a committed, skilled, and safe workforce.	SPI 19 SPI 23 SPI 23a SPI 24	80% Aspirational Zero 288 6.5 days	80% Aspirational Zero 250 (provisional) 6.5 days	Percentage of Operationally available staff that have completed and recorded mandatory training and development Number of work place accidents Number of near miss accident reports Sickness absence levels. Annual number of days/employee