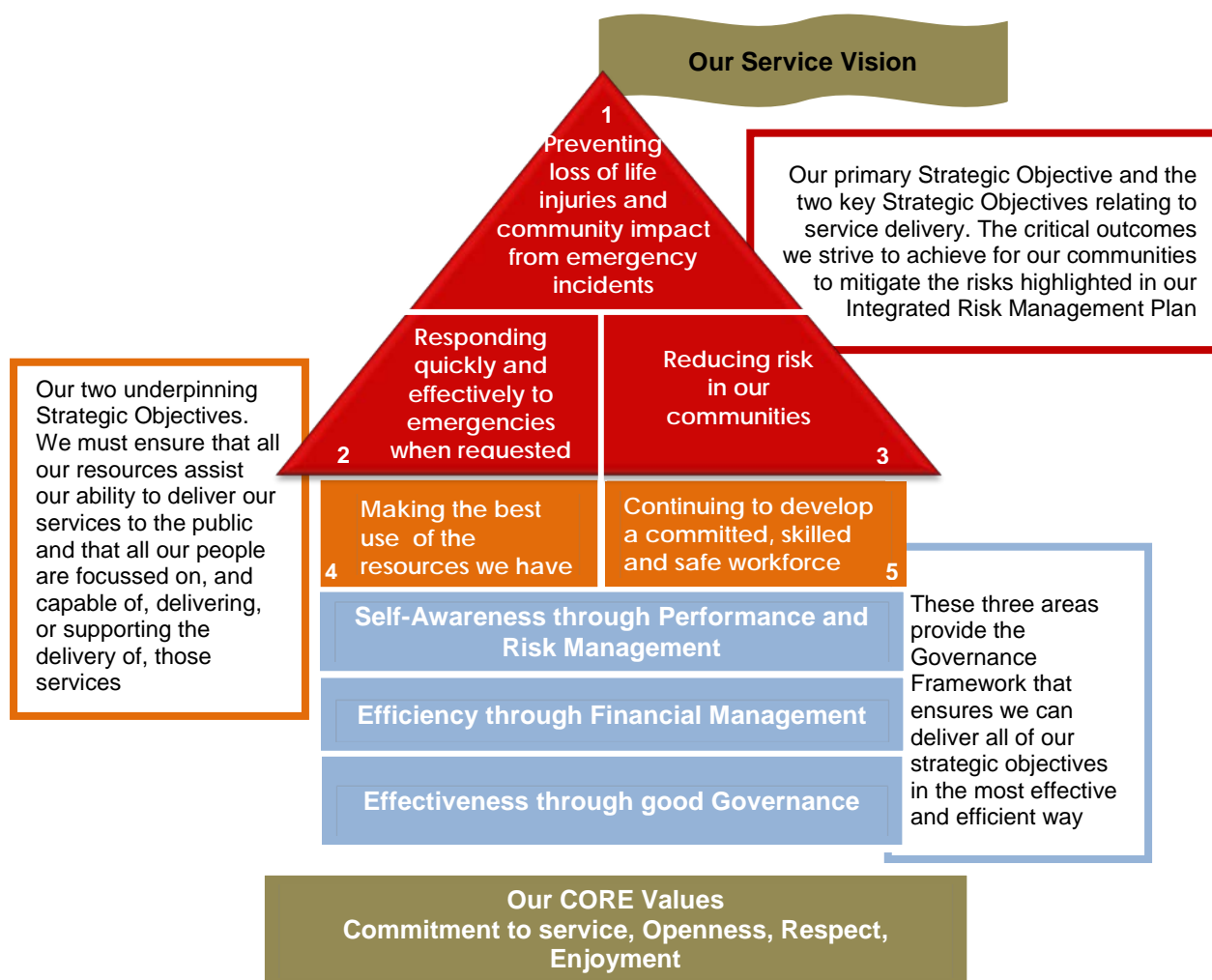


## REPORTING OF SERVICE PERFORMANCE INDICATORS 2013-14

STRATEGIC OBJECTIVE	SPI NUMBER	Service Target 2012/13	Service Target 2013/14	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			Total Rescues.
2) Responding quickly and effectively to emergencies when requested.	SPI 16a	Within Response Standards on 90% of occasions	No Change	Intervention Standard 1 <sup>st</sup> Fire Engine attendance.
	SPI 16b	Within Response Standards on 80% of occasions	No Change	Intervention Standard 2 <sup>nd</sup> Fire Engine attendance.
3) Reducing risk in our communities.	SPI 1	1,727	1,619	Number of Automatic Fire Alarms in non-domestic premises.
	SPI 2	549	531	Number of Accidental Dwelling Fires.
	SPI 2a	362	324	All other Accidental Fires excluding vehicles.
	SPI 3	786	622	Number of Deliberate Property Fires.
	SPI 4	2,471	2,033	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 is under development for 2013/14	Number of Operational staff who have completed mandatory training and development.
	SPI 23	No Target - Variance in numbers is reported.	No change.	Number of work place accidents.
	SPI 24	No Target - Variance in numbers is reported.	No change.	Sickness absence levels.

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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**

