**Service Delivery Targets**

|  |  |
| --- | --- |
|  | Not achieving target (by more than 10%) |
|  | Satisfactory performance (within 10% of target) |
|  | Achieving or exceeding target |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Three Year Average****Target (2017/20)** | **Actual Data to date** | **Performance Against Three Year Average (2020/21)****2019/20** |
| **2019/20** | **2020/21** |
| **Arson** | **6641** | **5475** | **5647** | **-15.0%** |
| **Actual Rescues** | **862** | **1100** | **880** | **2.0%** |
| **Total Activity** | **23987** | **23360** | **23730** | **-1.1%** |
| **Dwelling Fires** | **1139** | **1137** | **1066** | **-6.4%** |
| **Non-Domestic Building Fires** | **409** | **425** | **296** | **-27.6%** |
| **Prevalence of False Alarms** | **10439** | **10477** | **10807** | **3.5%** |
| **Fire-Related Injuries** | **191** | **174** | **153** | **-20.0%** |
| **Road Traffic Collisions** | **629** | **673** | **435** | **-30.8%** |

**Service Delivery Indicators**

|  |  |
| --- | --- |
| **Description** | **Cumulative** |
| **2018-19** | **2019-20** |
| Accidental Dwelling Fires (per 10,000 dwellings) | 9.95 | 9.83 |
| Number of deaths arising from accidental fires in dwellings (per 100,000 population)  | 0.43 | 0.39 |
| Number of Fire-Related Deaths (per 100,000 population) arising from fires other than Accidental Dwelling Fires | 0.13 | 0.22 |
| Number of Injuries arising from accidental fires in dwellings (per 100,000 population) | 5.94 | 4.98 |
| (a) Number of Serious Injuries (per 100,000 population) | 0.74 | 0.35 |
| (b) Number of Slight Injuries (per 100,000 population) | 5.20 | 4.64 |
| The percentage of dwelling fires attended where there was a working smoke alarm which activated | 55.88% | 55.41% |
| The percentage of dwelling fires attended where a working smoke alarm was correctly fitted but did not activate | 18.24% | 19.00% |
| The percentage of dwelling fires attended where a smoke alarm, because it was faulty or incorrectly sited, did not activate | 4.62% | 4.84% |
| The percentage of dwelling fires attended where no smoke alarm was fitted | 21.26% | 20.76% |
| Number of calls to malicious false alarms (per 1000 population) – attended | 0.15 | 0.14 |
| False alarms caused by automatic fire detection equipment (per 1000 non-domestic properties) | 34.28 | 36.86 |
| False alarms caused by automatic fire detection equipment (per 1000 domestic properties) | 3.87 | 4.17 |
| Fires in non-domestic premises (per 1000 non-domestic premises) | 4.87 | 5.04 |
| Number of Primary Fires (per 100,000 population) | 150.33 | 132.86 |
| Number of Fire Casualties – excluding Precautionary Checks (per 100,000 population) | 8.45 | 6.94 |
| Arson Incidents – All Deliberate Fires (per 10,000 population) | 33.53 | 23.73 |
| Arson Incidents – Deliberate Primary Fires (per 10,000 population) | 6.67 | 5.54 |
| Arson Incidents – Deliberate Secondary Fires (per 10,000 population) | 26.86 | 18.18 |